# 2021 Local Government Community Satisfaction Survey

# Hobsons Bay City Council

Coordinated by the Department of Jobs, Precincts and Regions on behalf of Victorian councils

JWS RESEARCH

# Contents

# 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-second 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 22 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 22 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.

# Key findings and recommendations

# Hobsons Bay City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.

**Hobsons Bay** 67

**State-wide** 61

**Metropolitan** 67

### Council performance compared to State-wide and group averages

| | The three areas where Council performance is significantly **higher** by the widest margin | The three areas where Council performance is significantly **lower** by the widest margin |
|---|---|---|
| **Compared to State-wide average** | Environmental sustainability<br><br>Consultation & engagement<br><br>Bus/community dev./tourism | Elderly support services<br><br>Traffic management<br><br>Population growth |
| **Compared to group average** | Bus/community dev./tourism<br><br>Environmental sustainability | Sealed local roads<br><br>Local streets & footpaths<br><br>Traffic management |

# Summary of core measures

**Index scores**

| Overall performance | Consultation & engagement | Community decisions | Sealed local roads | Waste management | Customer service | Overall council direction |
|---|---|---|---|---|---|---|

2012: 77, 73, 62, 56, 53
2013: 77, 76, 64, 55, 55
2021: 76, 67, 61, 61, 60, 58

**2012   2013   2014   2015   2016   2017   2018   2019   2020   2021**

# Summary of core measures

## Core measures summary results (%)
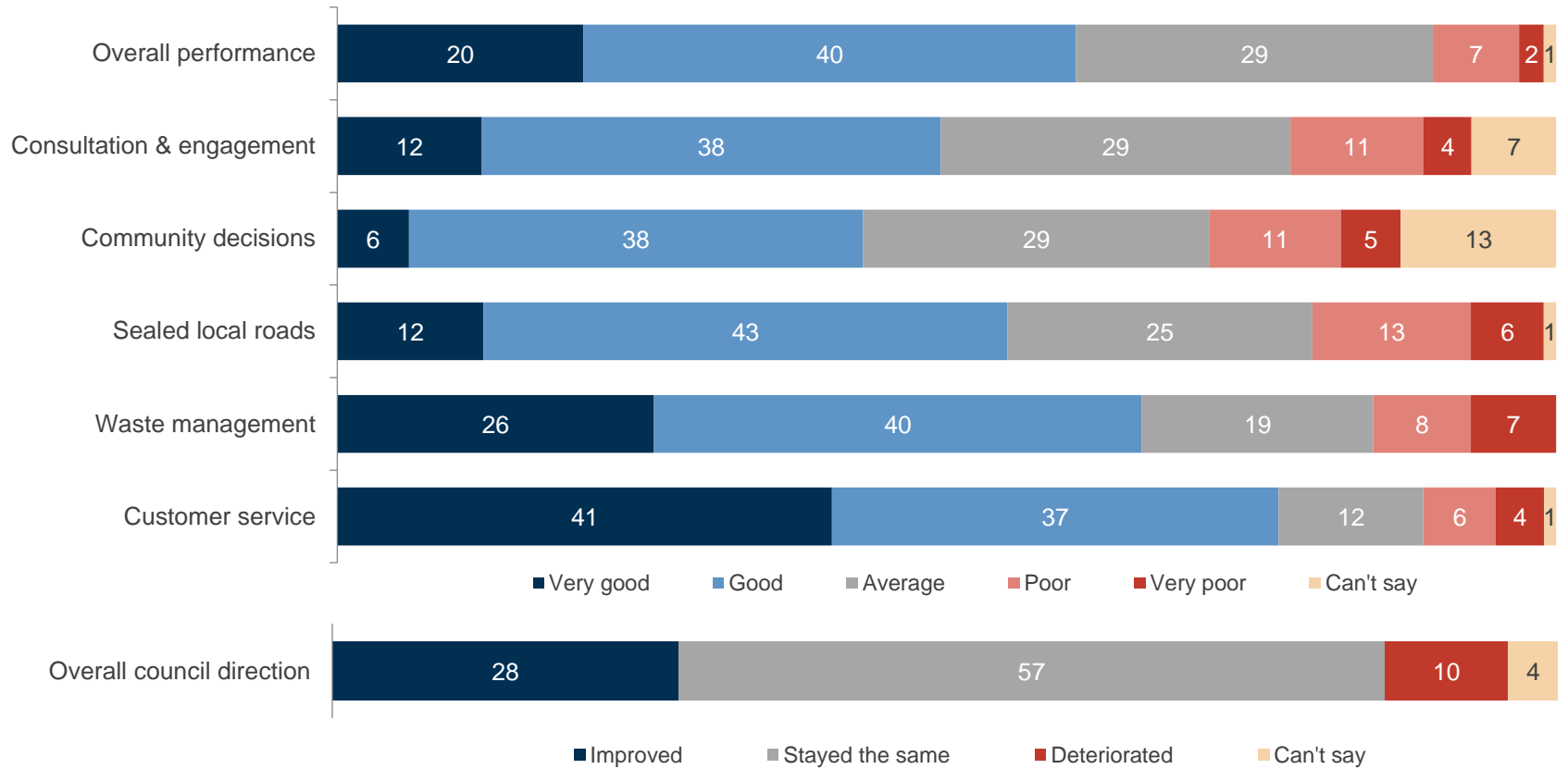


| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Overall performance | 20 | 40 | 29 | 7 | 2 | 1 |
| Consultation & engagement | 12 | 38 | 29 | 11 | 4 | 7 |
| Community decisions | 6 | 38 | 29 | 11 | 5 | 13 |
| Sealed local roads | 12 | 43 | 25 | 13 | 6 | 1 |
| Waste management | 26 | 40 | 19 | 8 | 7 | |
| Customer service | 41 | 37 | 12 | 6 | 4 | 1 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

| | Improved | Stayed the same | Deteriorated | Can't say |
|---|---|---|---|---|
| Overall council direction | 28 | 57 | 10 | 4 |

Legend: ■ Improved  ■ Stayed the same  ■ Deteriorated  ■ Can't say

# Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2021 | Hobsons Bay 2020 | Metro 2021 | State-wide 2021 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Overall performance | 67 | - | 67 | 61 | Aged 65+ years | Aged 18-34 years |
| | Value for money | 63 | - | 62 | 54 | Strand residents, Aged 65+ years | Cherry Lake residents |
| | Overall council direction | 60 | - | 55 | 53 | Aged 18-34 years | Aged 50+ years |
| | Customer service | 76 | - | 74 | 70 | Strand residents, Aged 35-49 years, Women | Cherry Lake residents |
| | Recreational facilities | 72 | - | 75 | 71 | Aged 65+ years | Aged 18-34 years |
| | Emergency & disaster mngt | 71 | - | 70 | 71 | Aged 35-49 years | Aged 50-64 years |
| | Environmental sustainability | 69 | - | 64 | 62 | Strand residents, Aged 18-34 years, Men | Aged 50-64 years |
| | Waste management | 67 | - | 72 | 69 | Aged 18-34 years | Wetlands residents |
| | Bus/community dev./tourism | 66 | - | 60 | 61 | Aged 35-49 years | Aged 50-64 years |
| | Community & cultural | 65 | - | 66 | 65 | Cherry Lake residents | Wetlands residents |

*Significantly higher / lower than Hobsons Bay City Council 2021 result at the 95% confidence interval.*
*Please see Appendix A for explanation of significant differences.*

# Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2021 | Hobsons Bay 2020 | Metro 2021 | State-wide 2021 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Enforcement of local laws | 64 | - | 66 | 64 | Aged 18-34 years | Aged 50-64 years |
| | Informing the community | 64 | - | 62 | 60 | Aged 18-49 years | Aged 50+ years |
| | Elderly support services | 62 | - | 66 | 69 | Aged 18-34 years | Aged 35-49 years |
| | Consultation & engagement | 61 | - | 59 | 56 | Strand residents, Aged 18-34 years | Cherry Lake residents |
| | Sealed local roads | 61 | - | 68 | 57 | Men, Cherry Lake residents | Women, Strand residents |
| | Parking facilities | 60 | - | 58 | 58 | Aged 18-34 years | Aged 65+ years |
| | Local streets & footpaths | 59 | - | 65 | 59 | Aged 18-34 years | Aged 65+ years |
| | Community decisions | 58 | - | 61 | 56 | Strand residents | Wetlands residents |
| | Lobbying | 54 | - | 56 | 55 | Aged 18-34 years | Aged 50-64 years |
| | Town planning policy | 54 | - | 56 | 55 | Wetlands residents Aged 18-34 years | Aged 50-64 years |

*Significantly higher / lower than Hobsons Bay City Council 2021 result at the 95% confidence interval.*
*Please see Appendix A for explanation of significant differences.*

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# Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2021 | Hobsons Bay 2020 | Metro 2021 | State-wide 2021 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Traffic management | 54 | - | 59 | 59 | Men | Women |
| | Building & planning permits | 52 | - | 54 | 51 | Aged 18-34 years | Aged 65+ years |
| | Population growth | 48 | - | 53 | 53 | Aged 18-34 years, Men | Aged 50-64 years |

*Significantly higher / lower than Hobsons Bay City Council 2021 result at the 95% confidence interval.*
*Please see Appendix A for explanation of significant differences.*

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# Focus areas for the next 12 months

| | |
|---|---|
| **Overview** | Council's overall performance (index score of 67) is in line with the Metropolitan group average and in a positive result it is rated significantly higher than the Metropolitan group average on council direction (index score of 60). However, on many measures Council is rated significantly lower than the Metropolitan group average. |
| **Key influences on perceptions of overall performance** | Hobsons Bay City Council should focus on improving performance in service areas that most influence perceptions of overall performance. Particular attention should be paid to community decisions, as well as parking facilities and consultation and engagement, which have a moderate-to-strong influence on overall performance. Council should also aim to maintain the positive result on environmental sustainability, which has a moderate influence on the overall performance result and where it performs relatively well. |
| **Comparison to state and area grouping** | Two areas in need of Council attention are population growth and traffic management, which are two of Council's lowest rated service areas and two of eight areas that are rated significantly lower than the Metropolitan group average. Both are also rated significantly lower than the State-wide average. Council is rated in-line with or significantly below the group average on most measures, although significantly above the group average on environmental sustainability, and business and community development and tourism. |
| **Build on current position** | Council should look to consolidate and build on its current position, with a view to ensuring perceptions are, at a minimum, maintained. While Council performs well on some key measures, there are several service areas that are below the group average. Areas such as recreational facilities and waste management should not be neglected. Although these are some of Council's higher rated areas, ratings are still significantly below the group average, suggesting there is room for improvement in the coming 12 months. |

# DETAILED FINDINGS

# Overall performance

# Overall performance

The overall performance index score of 67 for Hobsons Bay City Council is rated in line with the average for Councils in the Metropolitan group and statistically significantly higher (at the 95% confidence interval) than the average for Councils State-wide.

- Differences across demographic cohorts compared to the 2021 Council average are not statistically significant.

- However, ratings are highest among residents aged 65+ years and lowest among residents aged 18 to 34 years.

More than half of residents (55%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is far more than the proportion who rate Council as 'very poor' or 'poor' (13%).  A further 28% rate Council as 'average' in terms of providing value for money.

- Perceptions of value for money in services and infrastructure (index score of 63) are in line with the Metropolitan group average and significantly higher than the State-wide council average (index scores of 62 and 54 respectively).

- Differences across demographic cohorts compared to the 2021 Council average are not statistically significant.

**Overall performance**
Results shown are index scores out of 100.

**Hobsons Bay**
**67**

**State-wide**
**61**

**Metropolitan**
**67**

✓ Aged 65+ years rate overall performance highest (71)

✗ Aged 18-34 years rate overall performance lowest (65)
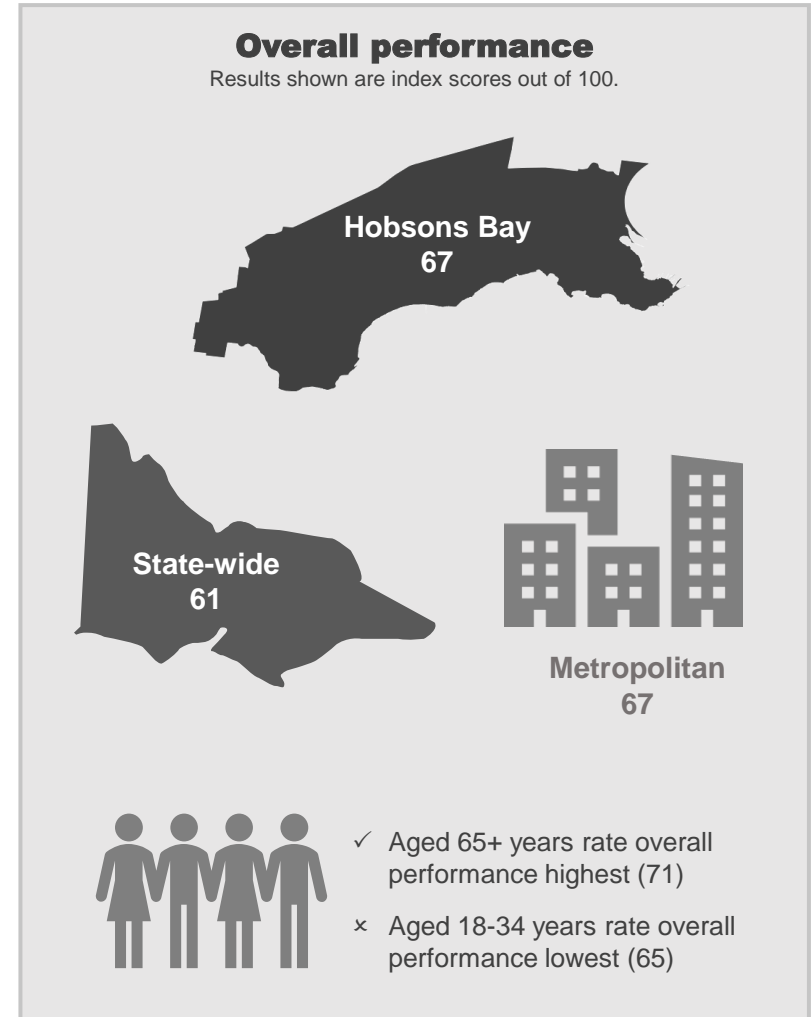
# Overall performance

## 2021 overall performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 65+ | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 60 |
| Men | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 63 | 61 |
| Strand | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 57 |
| Hobsons Bay | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 64 | 62 |
| Metro | 67 | 66 | 67 | 65 | 64 | 66 | 67 | n/a | n/a | n/a |
| 50-64 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 60 | 64 |
| Women | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 64 | 64 |
| Wetlands | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 69 | 68 |
| State-wide | 61 ▼ | 58 | 60 | 59 | 59 | 59 | 60 | 61 | 60 | 60 |

*Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay 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: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# Overall performance

## 2021 overall performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 20 | 40 | 29 | 7 | 2 | 1 |
| 2013 Hobsons Bay | 10 | 48 | 31 | 8 | 3 | |
| 2012 Hobsons Bay | 10 | 43 | 35 | 9 | 3 | 1 |
| State-wide | 11 | 39 | 34 | 10 | 4 | 2 |
| Metro | 15 | 47 | 29 | 6 | 2 | 2 |
| Strand | 20 | 46 | 25 | 6 | 3 | |
| Wetlands | 19 | 39 | 30 | 8 | 3 | 1 |
| Cherry Lake | 25 | 30 | 35 | 9 | | 1 |
| Men | 20 | 41 | 32 | 5 | 1 | 1 |
| Women | 21 | 39 | 26 | 9 | 3 | 1 |
| 18-34 | 12 | 48 | 31 | 7 | 2 | |
| 35-49 | 21 | 38 | 33 | 7 | 2 | |
| 50-64 | 20 | 43 | 24 | 9 | 4 | 1 |
| 65+ | 29 | 33 | 26 | 8 | 2 | 2 |

*Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay 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: 15*

# Value for money in services and infrastructure

**2021 value for money (index scores)**

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Strand | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 54 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*Q3b. How would you rate Hobsons Bay City Council at providing good value for money in infrastructure
and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.*

# Value for money in services and infrastructure

**2021 value for money (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 14 | 41 | 28 | 7 | 6 | 4 |
| State-wide | 8 | 31 | 34 | 15 | 8 | 4 |
| Metro | 12 | 39 | 32 | 9 | 3 | 5 |
| Strand | 14 | 42 | 27 | 8 | 4 | 4 |
| Wetlands | 12 | 41 | 31 | 5 | 6 | 6 |
| Cherry Lake | 16 | 37 | 27 | 9 | 9 | 2 |
| Men | 17 | 35 | 30 | 7 | 7 | 5 |
| Women | 11 | 46 | 26 | 8 | 5 | 4 |
| 18-34 | 5 | 57 | 24 | 2 | 7 | 5 |
| 35-49 | 18 | 31 | 35 | 6 | 7 | 2 |
| 50-64 | 16 | 35 | 29 | 11 | 6 | 3 |
| 65+ | 17 | 36 | 25 | 12 | 4 | 6 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q3b. How would you rate Hobsons Bay City Council at providing good value for money in infrastructure and services provided to your community?*
*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*

# Top performing service areas

Recreational facilities (index score of 72) is where Council performed best in 2021, similar to results when last surveyed in 2012 and 2013.

- Council performs in line with the State-wide average but significantly below the Metropolitan group average on this measure.

- Perceptions among residents aged 65+ years are significantly higher than the Council average and significantly lower than average among residents aged 18 to 34 years and Wetlands residents.

Emergency and disaster management, and environmental sustainability are the next highest rated areas (index scores of 71 and 69 respectively).

- Council performs in line with the Metropolitan and State-wide average on emergency and disaster management, but significantly higher than both the Metropolitan and State-wide average on environmental sustainability.

- Environmental sustainability has a moderate influence on perceptions of overall performance, and so Council should look to maintain this positive result.
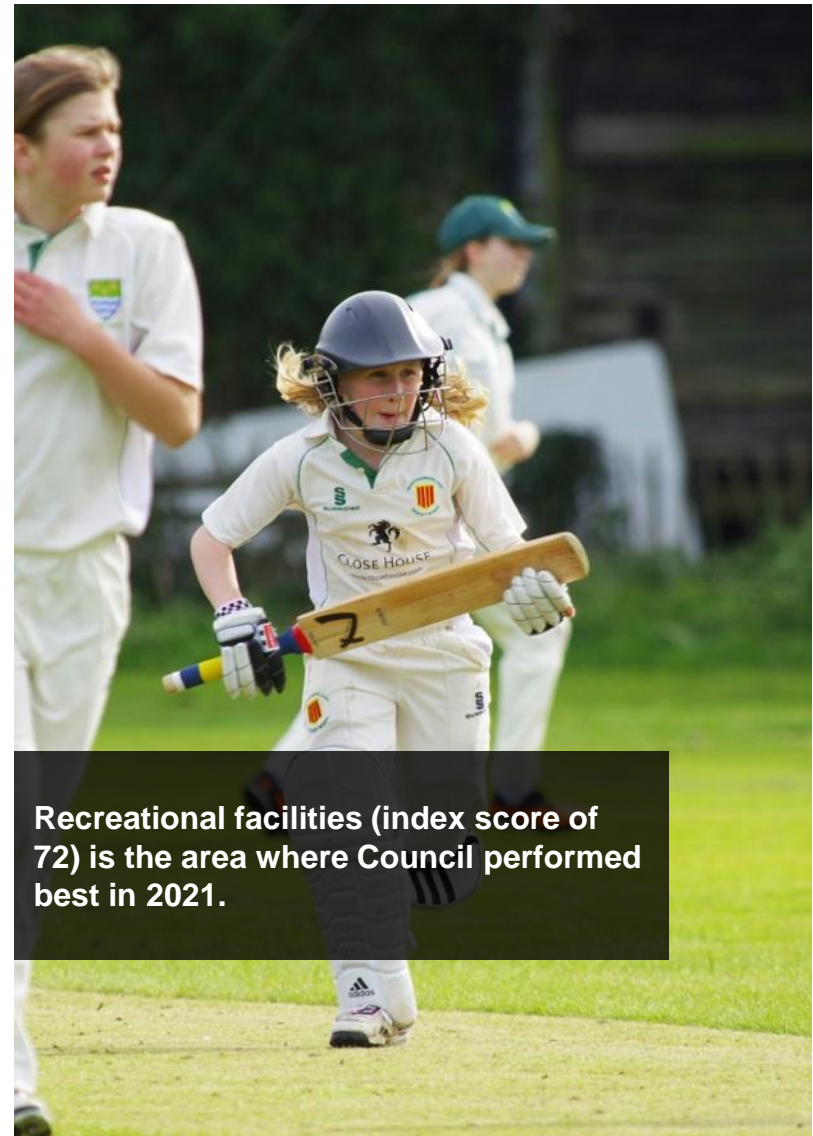
**Recreational facilities (index score of 72) is the area where Council performed best in 2021.**

# Low performing service areas
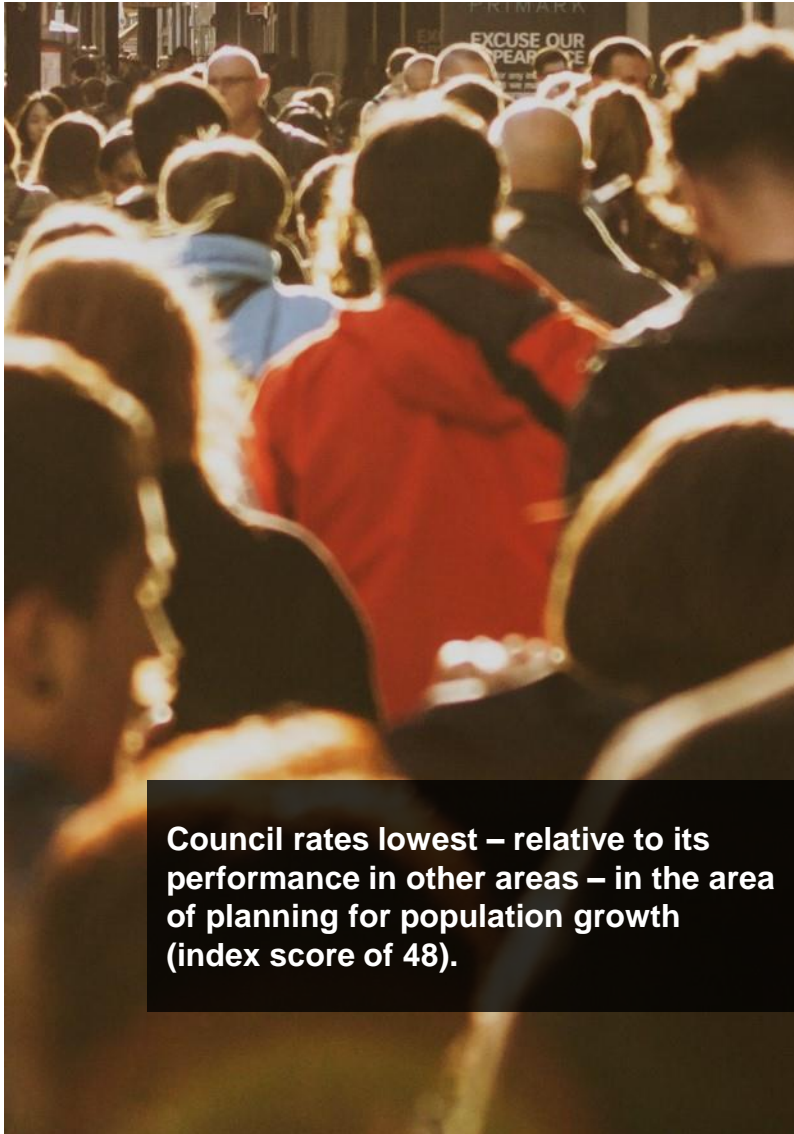
**Council rates lowest – relative to its performance in other areas – in the area of planning for population growth (index score of 48).**

Council rates lowest – relative to its performance in other areas – in the area of planning for population growth (index score of 48).

- Council performs significantly below the Metropolitan and State-wide average on this measure.

- Perceptions differ by age. Older residents aged 50 to 64 years (index score of 44) rate Council lowest on this measure, while residents aged 18 to 34 years rate (index score of 52) Council highest.

Planning and building permits is another of Council's lower rated areas (index score of 52).

- Again, perceptions differ by age. Older residents aged 65+ years rate Council lowest on this measure (index score of 45 and significantly below average), while residents aged 18 to 34 years rate Council highest (index score of 61 and significantly above average).

- Planning and building permits has a moderate influence on perceptions of overall performance, and so Council should be careful to not let ratings in this area deteriorate further.

Traffic management is also rated relatively poorly (index score of 54) and significantly below the Metropolitan group and State-wide averages.

# Individual service area performance

**2021 individual service area performance (index scores)**

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Recreational facilities | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 71 | 70 |
| Emergency & disaster mngt | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Environmental sustainability | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 64 | 65 |
| Waste management | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 73 |
| Bus/community dev./tourism | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 63 |
| Community & cultural | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 69 |
| Enforcement of local laws | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 64 |
| Informing the community | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 59 | n/a |
| Elderly support services | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 69 | n/a |
| Consultation & engagement | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 56 |
| Sealed local roads | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Parking facilities | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 52 |
| Local streets & footpaths | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 52 |
| Community decisions | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Lobbying | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 56 |
| Town planning policy | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 52 | 53 |
| Traffic management | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 55 |
| Planning & building permits | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 51 | 51 |
| Population growth | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 47 | 48 |

*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
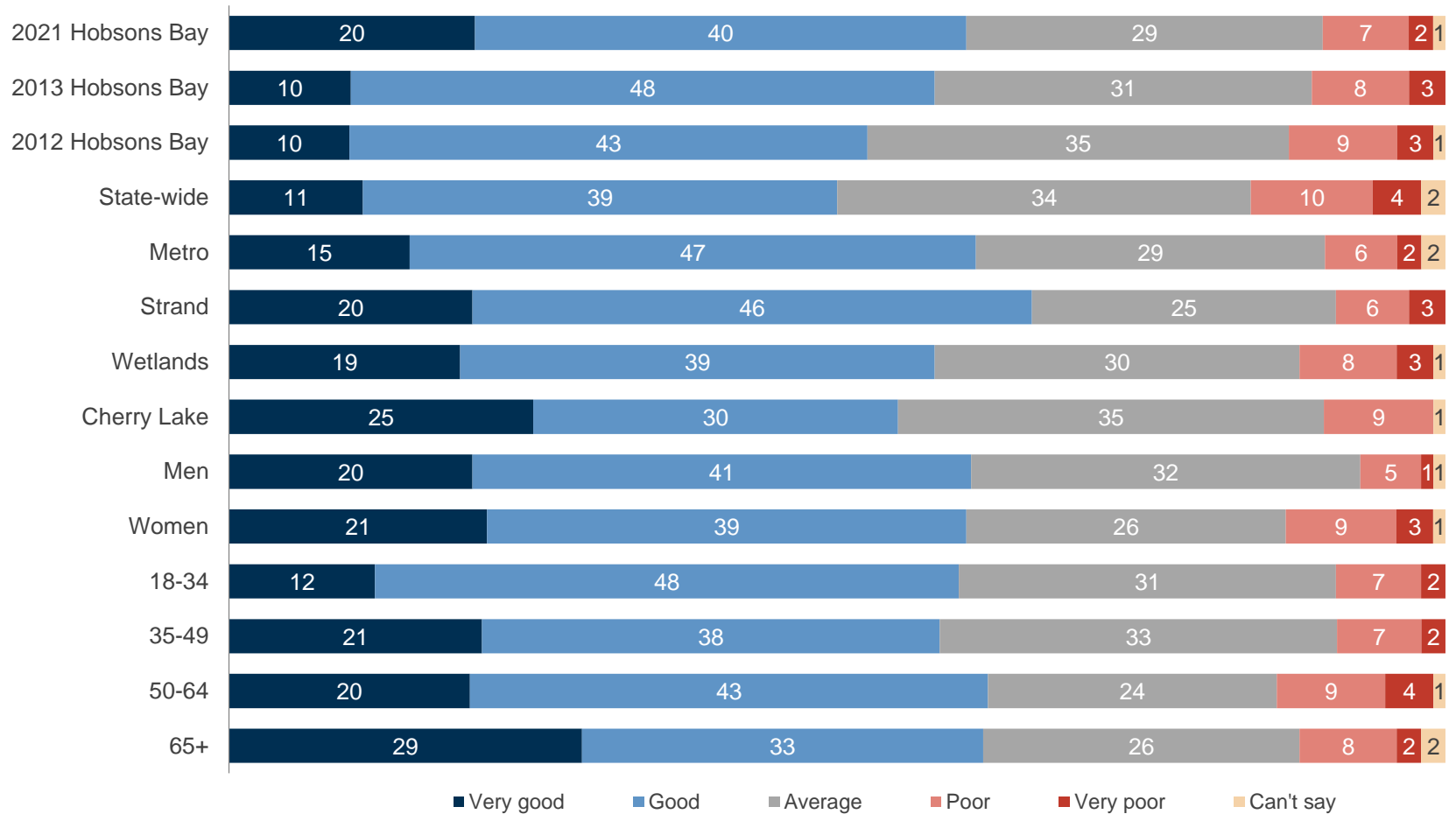*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# Individual service area performance

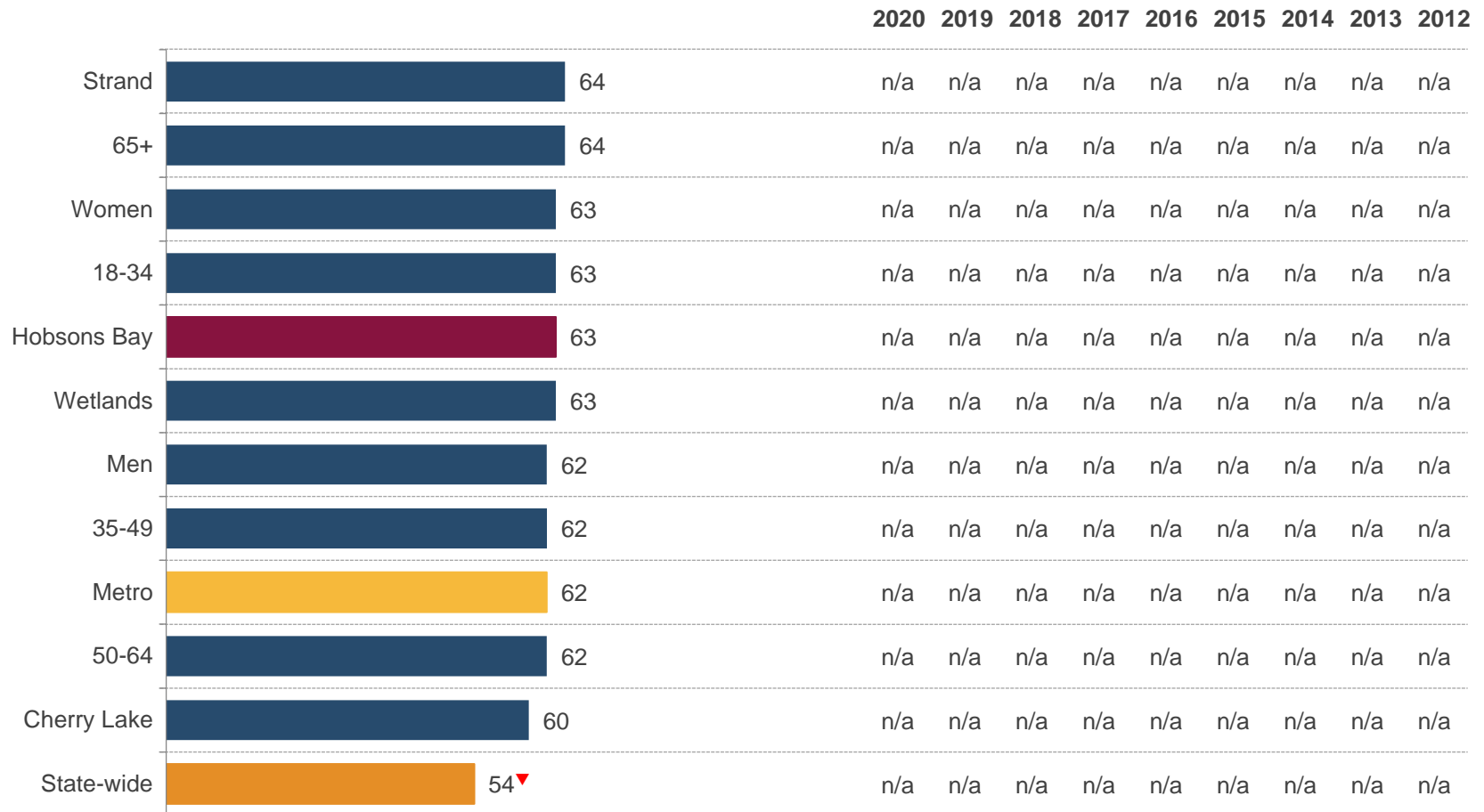**2021 individual service area performance (%)**

| Service area | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Recreational facilities | 20 | 47 | 25 | 3 | 1 | 4 |
| Emergency & disaster mngt | 9 | 36 | 17 | 1 | 1 | 37 |
| Environmental sustainability | 15 | 47 | 20 | 5 | 3 | 9 |
| Waste management | 26 | 40 | 19 | 8 | 7 | |
| Bus/community dev./tourism | 15 | 35 | 26 | 7 | 1 | 15 |
| Community & cultural | 11 | 44 | 26 | 9 | 1 | 9 |
| Enforcement of local laws | 10 | 42 | 23 | 8 | 3 | 14 |
| Informing the community | 14 | 40 | 31 | 9 | 3 | 3 |
| Elderly support services | 7 | 28 | 16 | 6 | 3 | 40 |
| Consultation & engagement | 12 | 38 | 29 | 11 | 4 | 7 |
| Sealed local roads | 12 | 43 | 25 | 13 | 6 | 1 |
| Parking facilities | 11 | 40 | 26 | 13 | 6 | 4 |
| Local streets & footpaths | 12 | 37 | 29 | 16 | 5 | |
| Community decisions | 6 | 38 | 29 | 11 | 5 | 13 |
| Lobbying | 4 | 25 | 34 | 10 | 5 | 23 |
| Town planning policy | 5 | 25 | 35 | 11 | 6 | 19 |
| Traffic management | 6 | 34 | 33 | 16 | 8 | 2 |
| Planning & building permits | 4 | 22 | 22 | 15 | 5 | 32 |
| Population growth | 4 | 21 | 35 | 17 | 8 | 16 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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# 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:

• Parking facilities

• Community and cultural activities

• Community consultation and engagement

• Environmental sustainability

• Planning and building permits.

Looking at these key service areas only, environmental sustainability has a high performance index (69) and a moderate influence on the overall performance rating. Council is also performing well on community and cultural activities (index of 65). Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Planning and building permits has a moderate influence on overall perceptions but Council performs less well here (performance index of 52).

Other service areas that have a moderate influence on overall perceptions and are less well rated include parking facilities and community consultation (performance index of 60 and 61 respectively).

**It will be important to address resident concerns about Council's approach to planning and building permits.**

**Good consultation on key local issues and ensuring adequate parking facilities in key areas can also help shore up positive 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 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 weaker 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

**2021 regression analysis (all service areas)**
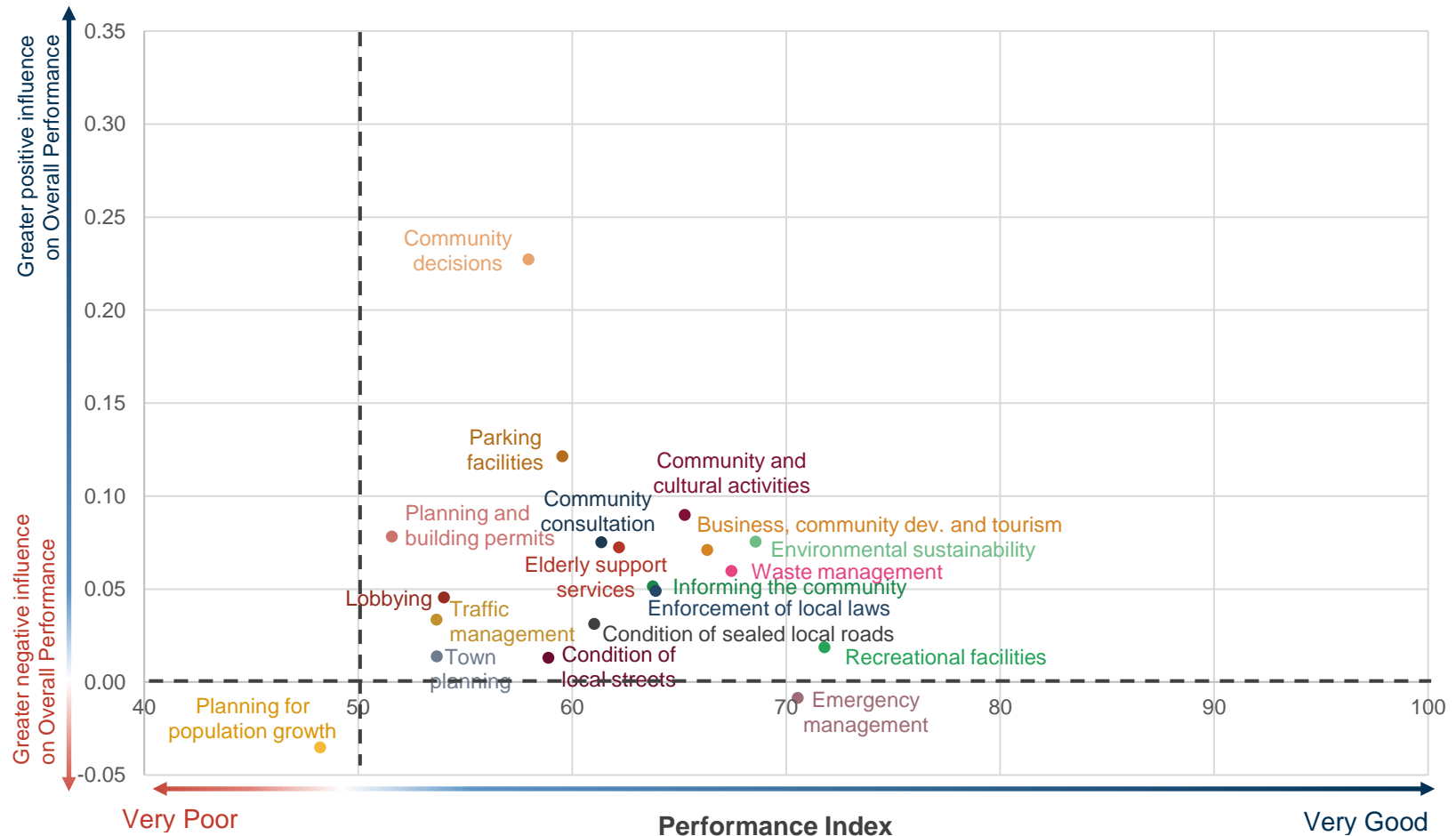


*The multiple regression analysis model above (all service areas) has an R² value of 0.540 and adjusted R² value of 0.517, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 23.48. 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

## 2021 regression analysis (key service areas)



Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

Community decisions

**Should remain a focus as currently performing fairly well here and changes will have a stronger influence on overall perceptions.**

**Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.**

Parking facilities

Community and cultural activities

Community consultation

Environmental sustainability

Planning and building permits

**Key positive influence on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.**

Performance Index

Very Poor

Very Good

*The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.516 and adjusted R² value of 0.509, which means that 52% 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 = 69.97.*

# Customer service

# Contact with council and customer service

## Contact with council

Seven in ten Council residents (70%) have had contact with Council in the last 12 months. Rate of contact is significantly higher than the rate of contact in the Metropolitan group (60%).

Rate of contact among residents aged 18 to 34 years (50%) is significantly below the Council average, while rate of contact among 35 to 49 year olds (80%) is significantly higher than average, although residents aged 50 to 64 years have the highest contact rate



**Among residents who have had contact with Council, 78% provide a positive customer service rating of 'very good' or 'good', including 41% of residents who rate Council's customer service as 'very good'.**

## Customer service

Council's customer service index of 76 is in line with the last time customer service was surveyed in 2013 (index score of 77).

Customer service is rated in line with the Metropolitan group average but significantly higher than the State-wide average (index scores of 74 and 70 respectively).

Among those residents who have had contact with Council, eight in ten (78%) provide a positive customer service rating of 'very good' or 'good'.

- While differences across demographic cohorts compared to the 2021 Council average are not statistically significant, customer service ratings are highest among women, Strand residents and residents aged 35 to 49 (index score of 79 for all). This is a positive result for Council as rate of contact is relatively high among these same groups.

- Customer service ratings are lowest among Cherry Lake residents, men and 18 to 34 year olds, but none are significantly lower the Council average.

The most popular forms of contacting Council are by telephone (50% for most recent contact) and email (24%), where Council rates relatively well in terms of service (index scores of 78 and 75 respectively).

# Contact with council

**2021 contact with council (%)**
Have had contact

*Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?*
*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9*

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# Contact with council
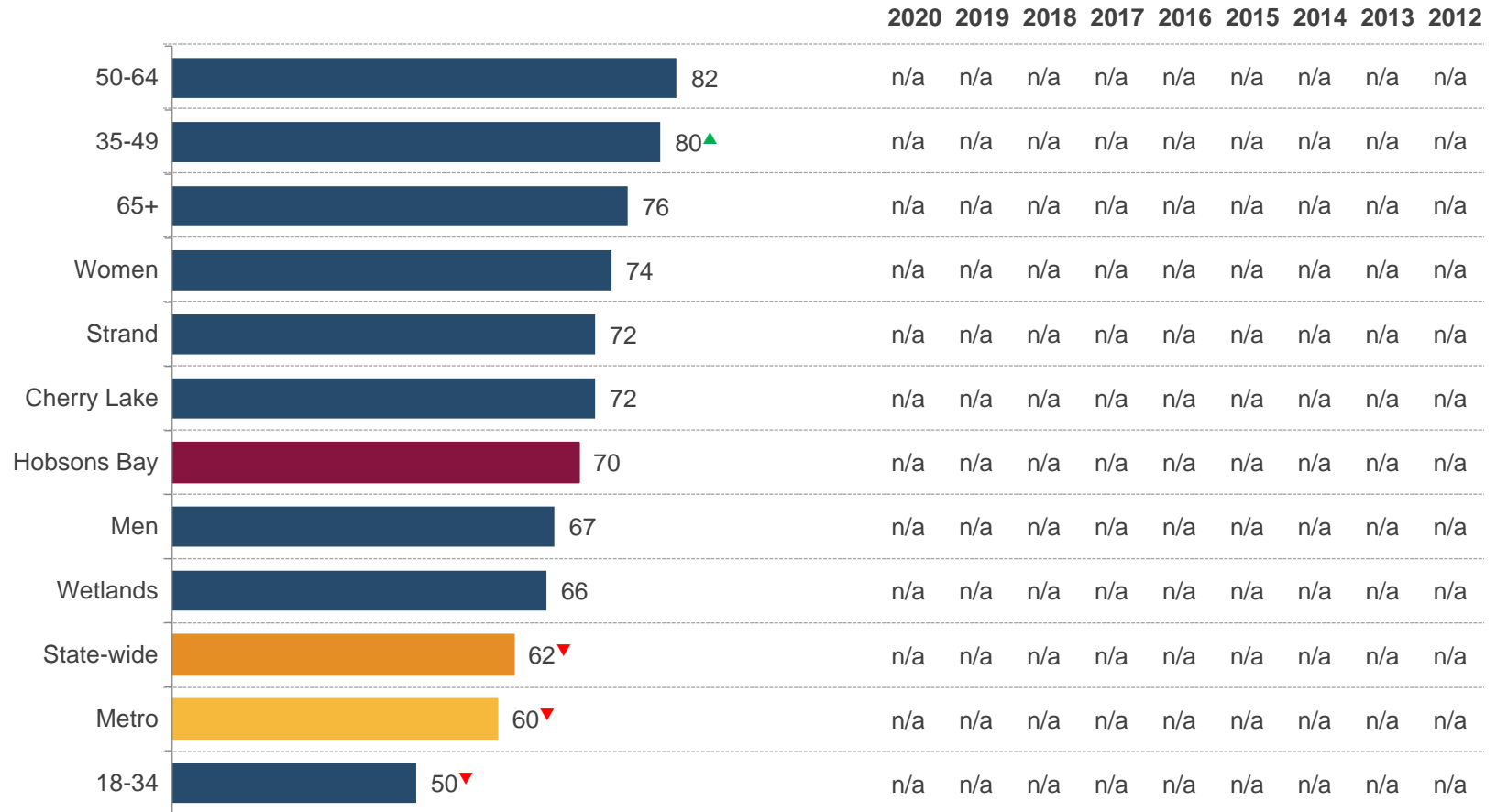
## 2021 contact with council (%)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 50-64 | 82 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 80 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 76 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 62 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 60 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 50 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?*
*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*
*Note that some data may be missing from 2012 and 2013 due to a change in demographic analysis.*

# Customer service rating

**2021 customer service rating (index scores)**

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Strand | 79 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 79 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 73 |
| Women | 79 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 77 | 78 |
| 65+ | 76 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 81 | 77 |
| Hobsons Bay | 76 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 77 | 77 |
| Wetlands | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 78 | 76 |
| Metro | 74 | 74 | 76 | 72 | 71 | 73 | 73 | n/a | n/a | n/a |
| 18-34 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 74 | 80 |
| Men | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 75 |
| Cherry Lake | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 70▼ | 70 | 71 | 70 | 69 | 69 | 70 | 72 | 71 | 71 |

*Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay 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: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# Customer service rating

## 2021 customer service rating (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 41 | 37 | 12 | 6 | 4 | 1 |
| 2013 Hobsons Bay | 36 | 41 | 13 | 4 | 3 | 3 |
| 2012 Hobsons Bay | 37 | 44 | 11 | 3 | 4 | 1 |
| State-wide | 32 | 35 | 17 | 8 | 6 | 1 |
| Metro | 37 | 34 | 16 | 7 | 4 | 2 |
| Strand | 49 | 32 | 9 | 5 | 4 | 1 |
| Wetlands | 38 | 38 | 13 | 11 | | 1 |
| Cherry Lake | 26 | 46 | 17 | 3 | 6 | 1 |
| Men | 39 | 35 | 12 | 6 | 7 | |
| Women | 42 | 38 | 11 | 6 | 1 | 1 |
| 18-34 | 43 | 33 | 5 | 14 | 5 | |
| 35-49 | 39 | 44 | 12 | 3 | 3 | |
| 50-64 | 38 | 35 | 17 | 8 | 2 | |
| 65+ | 42 | 33 | 14 | 4 | 5 | 2 |

*Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay 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: 15*

# Method of contact with council

**2021 method of contact (%)**

**In Person**  **In Writing**  **By Telephone**  **By Text Message**  **By Email**  **Via Website**  **By Social Media**



| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|---|---|---|---|---|---|---|---|---|---|
| | 42 | 38 | | | | | | | | 50 |
| | 35 | 33 | | | | | | | | |
| | | 20 | | | | | | | | 24 |
| | 17 | 18 | | | | | | | | 17 17 |
| | 16 | 16 | | | | | | | | |
| | | | | | | | | | | 9 |
| | | | | | | | | | | 7 |
| | 2 | 3 | | | | | | | | 3 |
| | 1 | 1 | | | | | | | | |

*Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?*
*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9*
*Note: Respondents could name multiple contacts methods so responses may add to more than 100%*

# Customer service rating by method of last contact

**2021 customer service rating (index score by method of last contact)**
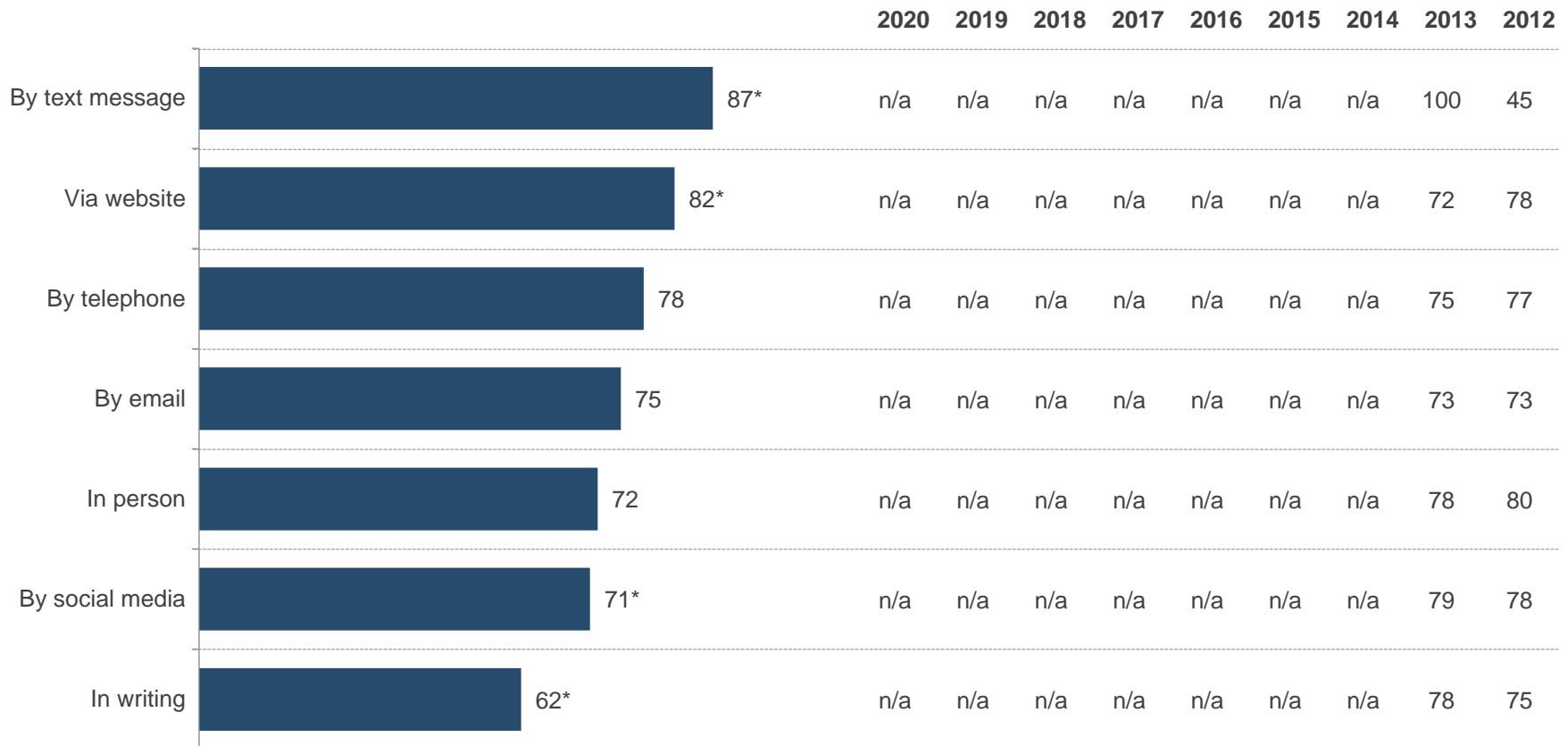
| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| By text message | 87* | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 100 | 45 |
| Via website | 82* | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 72 | 78 |
| By telephone | 78 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 75 | 77 |
| By email | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 73 | 73 |
| In person | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 78 | 80 |
| By social media | 71* | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 79 | 78 |
| In writing | 62* | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 78 | 75 |

*Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay 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: 27 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*
*\*Caution: small sample size < n=30*

# Customer service rating by method of last contact

**2021 customer service rating (% by method of last contact)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| By text message* | 48 | 52 | | | | |
| Via website* | 44 | 38 | 13 | 3 | | 3 |
| By telephone | 46 | 33 | 11 | 7 | 3 | |
| By email | 28 | 56 | 7 | 6 | 3 | |
| In person | 38 | 31 | 19 | 3 | 8 | 1 |
| By social media* | 23 | 49 | 23 | | 6 | |
| In writing* | 27 | 34 | 4 | 30 | 5 | |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
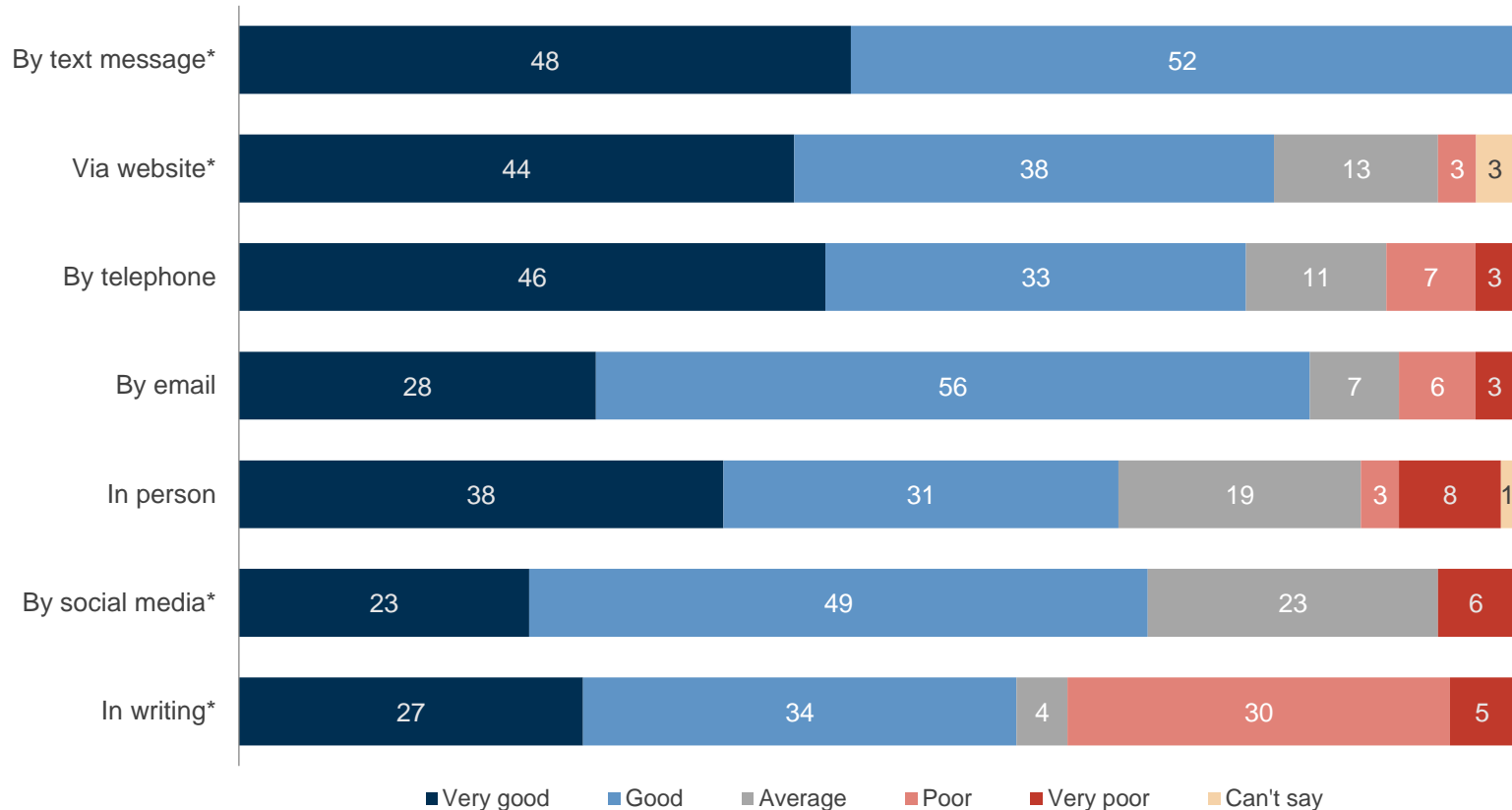
*Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay City Council for customer service?*
*Please keep in mind we do not mean the actual outcome but rather the actual service that was received.*
*Base: All respondents who have had contact with Council in the last 12 months.*
*Councils asked state-wide: 27 Councils asked group: 9*
*Caution: small sample size < n=30*

# Communication

# Communication

The preferred form of communication from Council is newsletters sent via mail (38%), followed by newsletters sent via email (25%) or social media communications (17%).

- The preferred forms of communication among residents aged <u>under 50 years</u> are newsletters sent via mail (29%), social media and newsletters sent via email (both 26%).

- The clearly preferred form of communication among residents aged <u>over 50 years</u> is newsletters sent via mail (50%), with 24% preferring newsletters via email.

- By contrast with residents aged under 50 years, only 5% of over 50s prefer communications via social media.
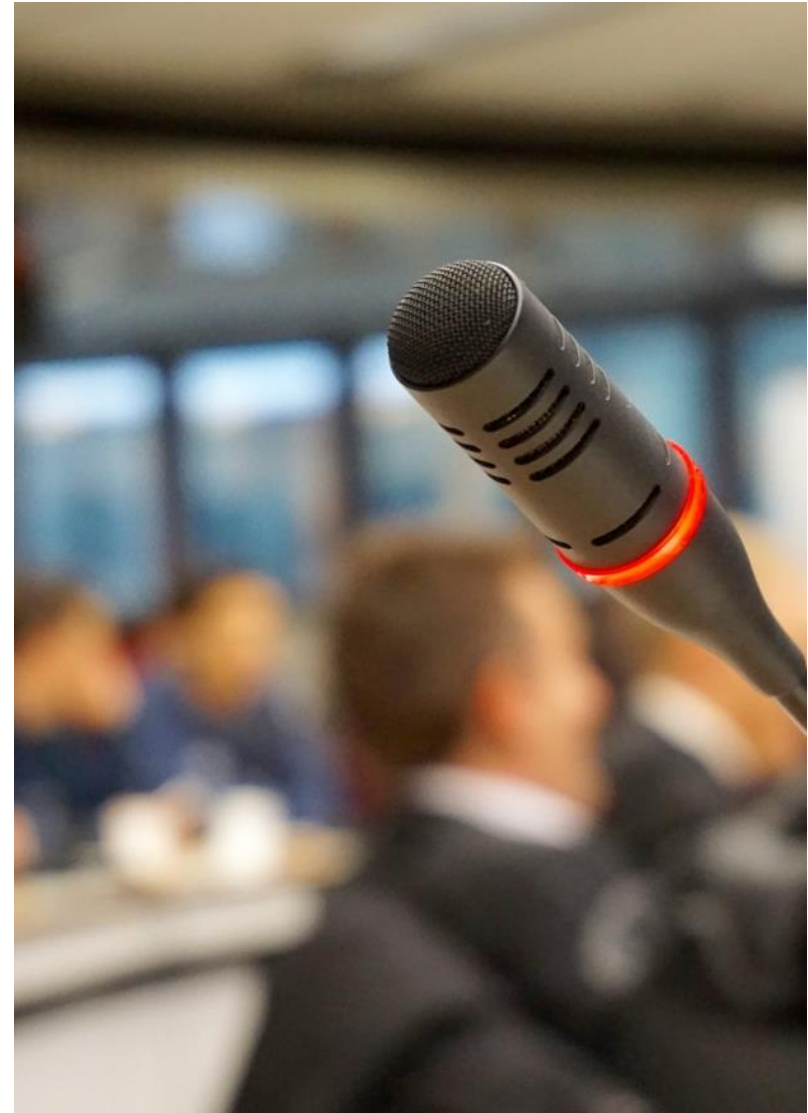
# Best form of communication

## 2021 best form of communication (%)

**Advertising in a Local Newspaper**    **Council Newsletter via Mail**    **Council Newsletter via Email**    **Council Newsletter as Local Paper Insert**    **Council Website**    **Text Message**    **Social Media**

| Year | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|------|------|------|------|------|------|------|------|------|------|------|
| | 48 | | | | | | | | | 38 |
| | 21 | | | | | | | | | 25 |
| | 14 | | | | | | | | | 17 |
| | 13 | | | | | | | | | 7 |
| | | | | | | | | | | 4 |
| | | | | | | | | | | 3 |
| | 1 | | | | | | | | | 2 |

*Q13. If Hobsons Bay 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: 35 Councils asked group: 7*
*Note: 'Social Media' was included in 2019.*

# Best form of communication: under 50s

## 2021 under 50s best form of communication (%)

**Advertising in a Local Newspaper**

**Council Newsletter via Mail**

**Council Newsletter via Email**

**Council Newsletter as Local Paper Insert**

**Council Website**

**Text Message**

**Social Media**

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|------|------|------|------|------|------|------|------|------|------|

44

29
26  26

25

15

11

10

5

2                                                                                                 2

*Q13. If Hobsons Bay 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: 35 Councils asked group: 7*
*Note: 'Social Media' was included in 2019.*

# Best form of communication: over 50s

## 2021 over 50s best form of communication (%)

**Advertising in a Local Newspaper**   **Council Newsletter via Mail**   **Council Newsletter via Email**   **Council Newsletter as Local Paper Insert**   **Council Website**   **Text Message**   **Social Media**

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|---|---|---|---|---|---|---|---|---|---|
| | 52 | | | | | | | | | 50 |
| | 15 | | | | | | | | | 24 |
| | 15 | | | | | | | | | 5 |
| | 14 | | | | | | | | | 4 4 |
| | | | | | | | | | | 3 4 |

Q13. If Hobsons Bay 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: 35 Councils asked group: 7
Note: 'Social Media' was included in 2019.

# Council direction

# Council direction

Perceptions of Council's overall direction have improved by five points since the last time it was measured in 2013, to an index score of 60.

Over the last 12 months, 57% of people believe the direction of Council's overall performance has stayed the same.

• 28% believe the direction has improved, up eight percentage points on 2020.

• 10% believe it has deteriorated, down two percentage points on 2020.

• The most satisfied with Council direction are younger residents aged 18 to 34 years, significantly higher than the Council average.

• The least satisfied with Council direction are residents aged 50+ years.
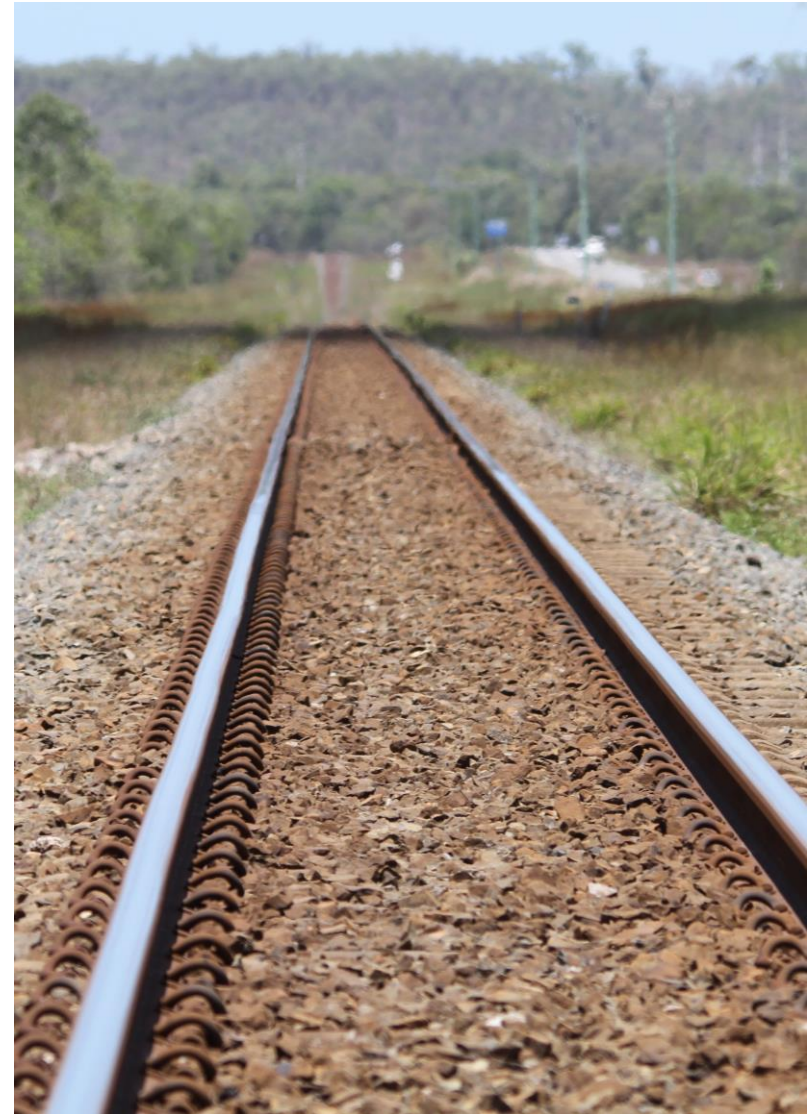
# Overall council direction last 12 months

**2021 overall council direction (index scores)**

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 67 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 59 | 59 |
| Cherry Lake | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 50 |
| Strand | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 53 |
| 35-49 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 48 |
| Women | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 55 |
| Wetlands | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 55 ▼ | 54 | 55 | 54 | 54 | 55 | 56 | n/a | n/a | n/a |
| 65+ | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 54 |
| 50-64 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 49 | 50 |
| State-wide | 53 ▼ | 51 | 53 | 52 | 53 | 51 | 53 | 53 | 53 | 52 |

*Q6. Over the last 12 months, what is your view of the direction of Hobsons Bay City Council's overall performance?*
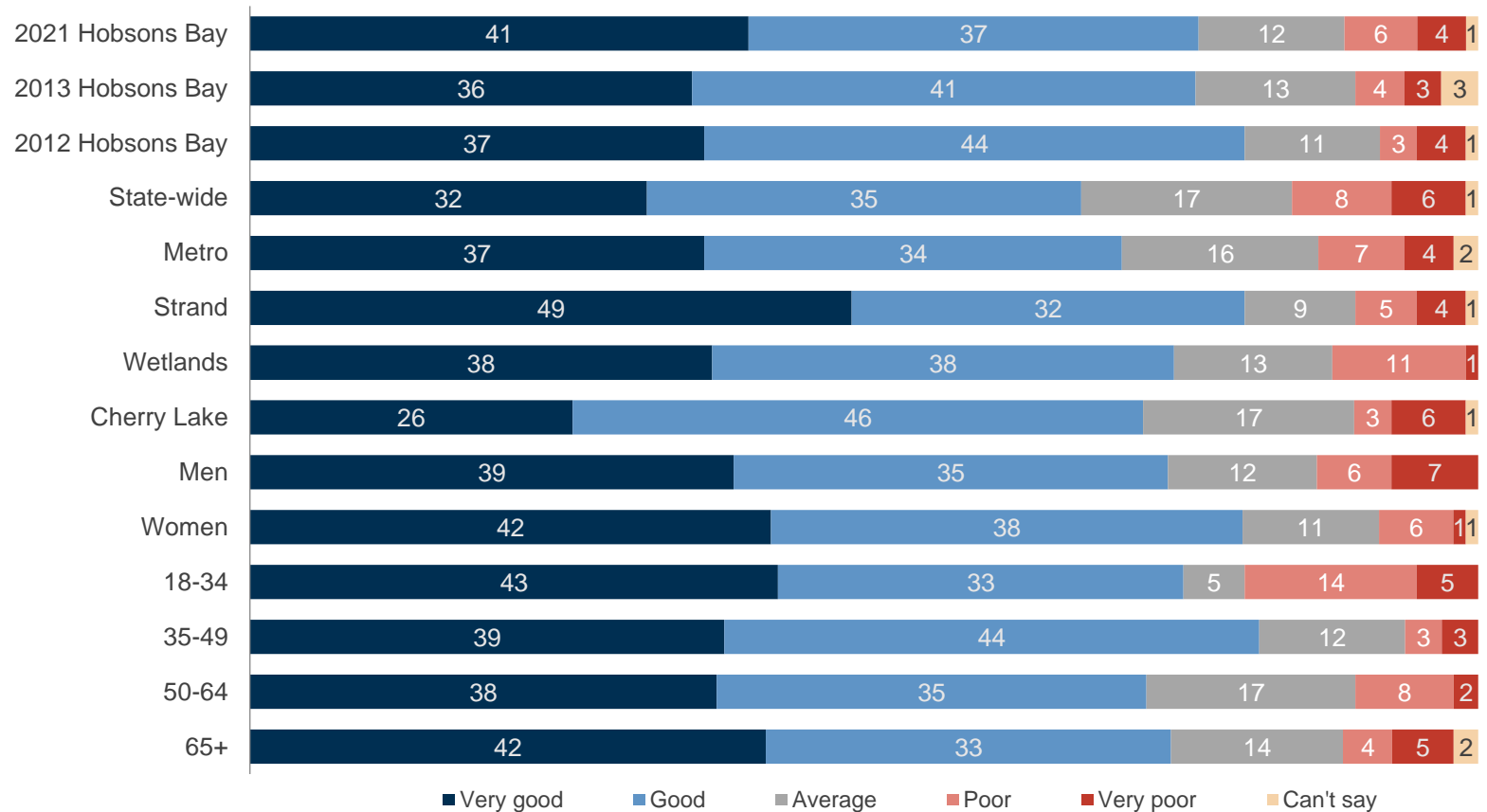*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*
*Note: Please see Appendix A for explanation of significant differences.*

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# Overall council direction last 12 months

**2021 overall council direction (%)**



| | Improved | Stayed the same | Deteriorated | Can't say |
|---|---|---|---|---|
| 2021 Hobsons Bay | 28 | 57 | 10 | 4 |
| 2013 Hobsons Bay | 20 | 63 | 12 | 5 |
| 2012 Hobsons Bay | 17 | 63 | 12 | 8 |
| State-wide | 18 | 63 | 13 | 5 |
| Metro | 19 | 66 | 9 | 6 |
| Strand | 28 | 60 | 8 | 4 |
| Wetlands | 27 | 56 | 13 | 4 |
| Cherry Lake | 32 | 54 | 11 | 3 |
| Men | 30 | 57 | 9 | 4 |
| Women | 27 | 58 | 11 | 4 |
| 18-34 | 38 | 55 | 5 | 2 |
| 35-49 | 28 | 57 | 11 | 4 |
| 50-64 | 24 | 56 | 15 | 5 |
| 65+ | 21 | 62 | 12 | 5 |

■ Improved   ■ Stayed the same   ■ Deteriorated   ■ Can't say

*Q6. Over the last 12 months, what is your view of the direction of Hobsons Bay City Council's overall performance?*
*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*

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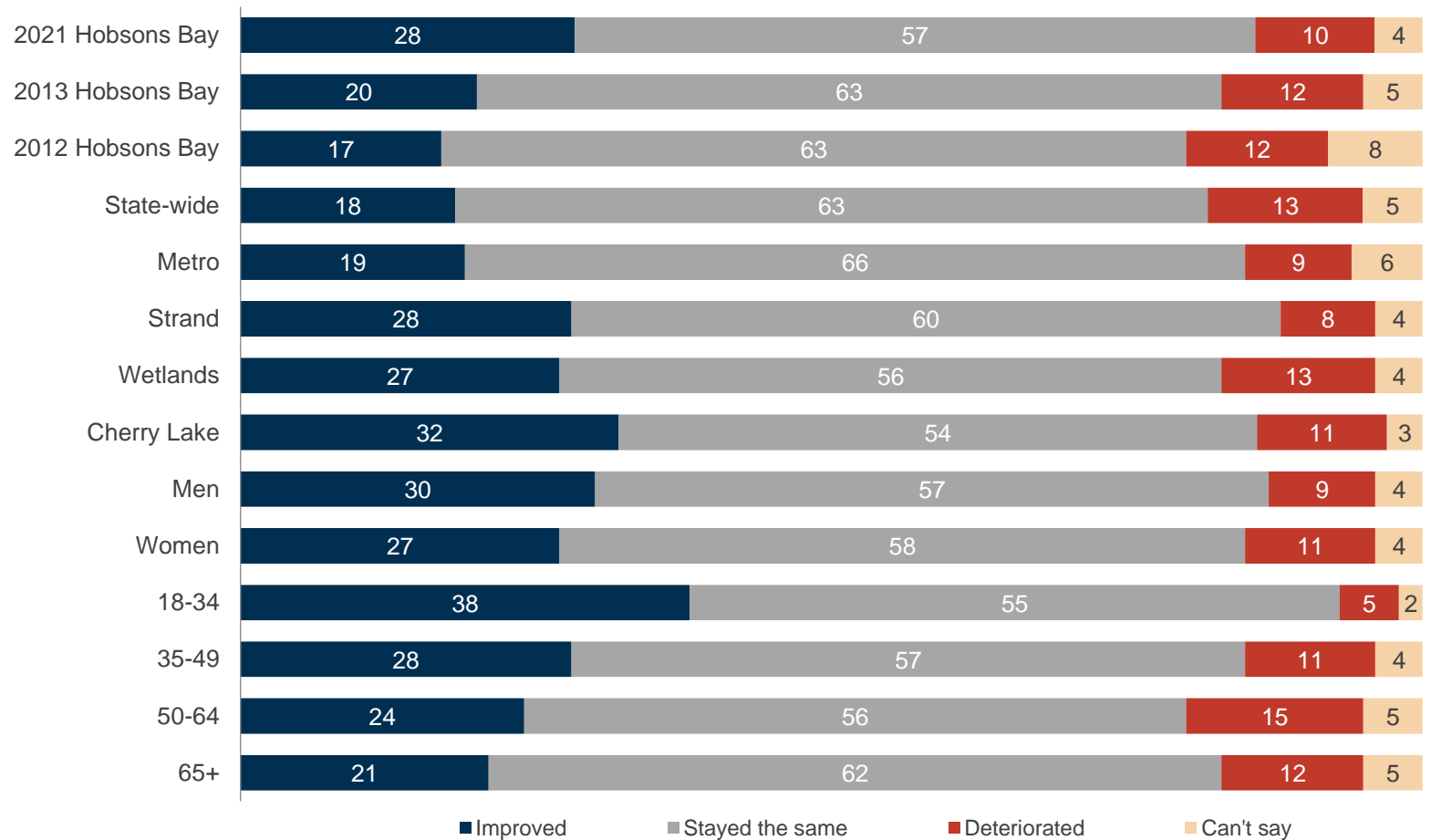
# Individual service areas

# Community consultation and engagement performance

**2021 consultation and engagement performance (index scores)**

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Strand | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 59 |
| 35-49 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 51 |
| Men | 62 | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 56 | 54 |
| Hobsons Bay | 61 | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 56 | |
| Women | 61 | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 57 | |
| Wetlands | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| 50-64 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | 49 | 57 | |
| 65+ | 60 | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 57 | |
| Cherry Lake | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| Metro | 59 | 58 | 58 | 57 | 57 | 58 | 58 | n/a | n/a | n/a |
| State-wide | 56 ▼ | 55 | 56 | 55 | 55 | 54 | 56 | 57 | 57 | 57 |

*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: 15*
*Note: Please see Appendix A for explanation of significant differences.*

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# Community consultation and engagement performance

## 2021 consultation and engagement performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 12 | 38 | 29 | 11 | 4 | 7 |
| 2013 Hobsons Bay | 5 | 30 | 32 | 13 | 4 | 16 |
| 2012 Hobsons Bay | 6 | 32 | 28 | 13 | 5 | 16 |
| State-wide | 9 | 30 | 32 | 15 | 6 | 8 |
| Metro | 10 | 32 | 32 | 12 | 4 | 11 |
| Strand | 15 | 33 | 32 | 11 | 2 | 7 |
| Wetlands | 7 | 45 | 25 | 12 | 4 | 7 |
| Cherry Lake | 10 | 39 | 26 | 10 | 8 | 8 |
| Men | 10 | 42 | 27 | 11 | 4 | 5 |
| Women | 13 | 33 | 30 | 11 | 4 | 9 |
| 18-34 | 9 | 39 | 36 | 9 | | 7 |
| 35-49 | 13 | 41 | 26 | 9 | 7 | 4 |
| 50-64 | 11 | 35 | 31 | 13 | 3 | 7 |
| 65+ | 13 | 35 | 22 | 14 | 5 | 11 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*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: 15*
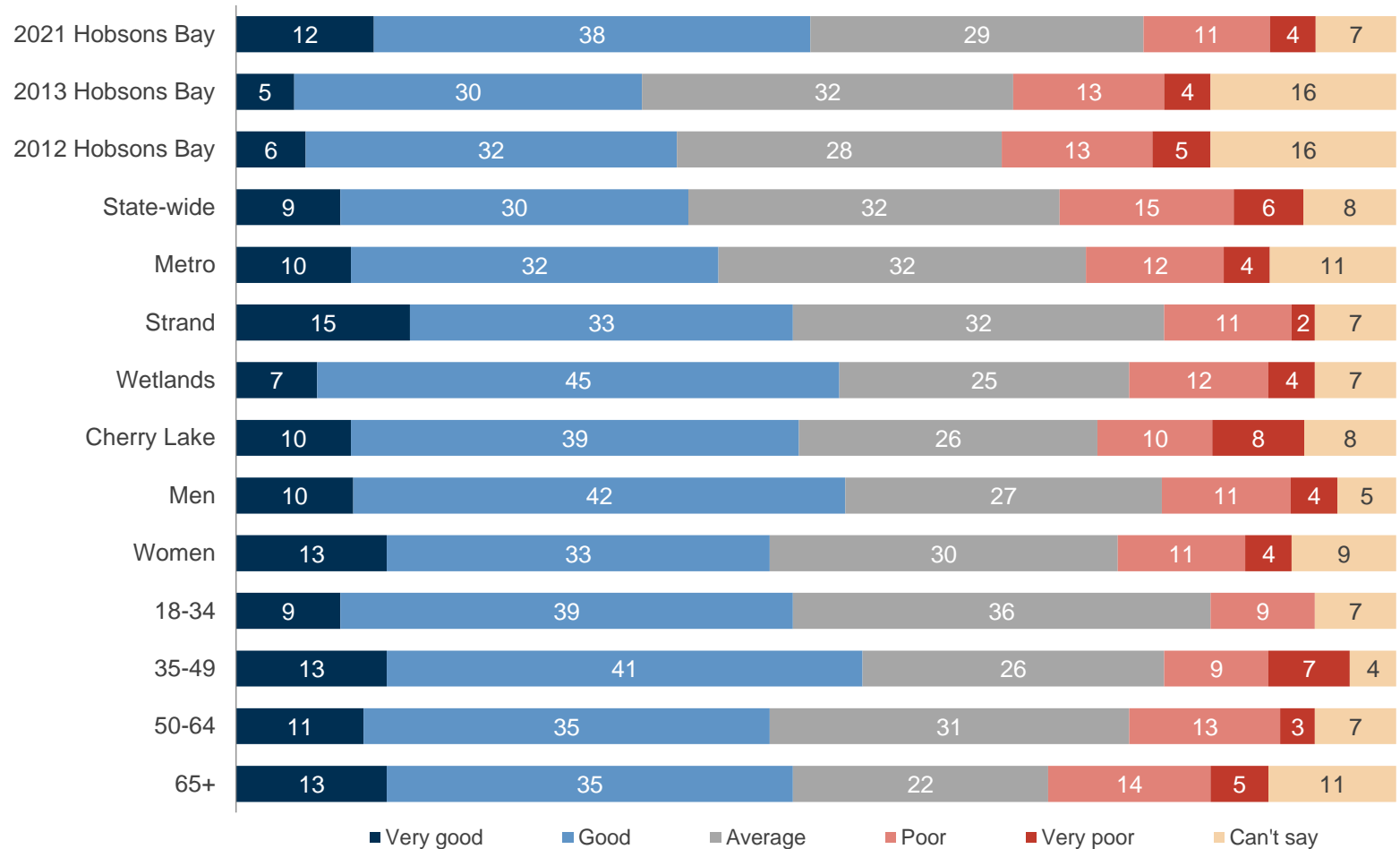
# Lobbying on behalf of the community performance

## 2021 lobbying performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 64 | 61 |
| Metro | 56 | 57 | 57 | 56 | 56 | 56 | 58 | n/a | n/a | n/a |
| Women | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 57 |
| Strand | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 55 | 53 | 54 | 54 | 54 | 53 | 55 | 56 | 55 | 55 |
| 35-49 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 49 | 49 |
| Hobsons Bay | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 56 |
| Cherry Lake | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 57 |
| Men | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 55 |
| 50-64 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 57 |

*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: 12*
*Note: Please see Appendix A for explanation of significant differences.*

# Lobbying on behalf of the community performance

## 2021 lobbying performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 4 | 25 | 34 | 10 | 5 | 23 |
| 2013 Hobsons Bay | 7 | 24 | 25 | 14 | 3 | 27 |
| 2012 Hobsons Bay | 4 | 25 | 28 | 8 | 4 | 31 |
| State-wide | 6 | 25 | 32 | 12 | 5 | 19 |
| Metro | 5 | 23 | 31 | 10 | 3 | 27 |
| Strand | 3 | 23 | 34 | 9 | 3 | 28 |
| Wetlands | 4 | 23 | 33 | 16 | 3 | 20 |
| Cherry Lake | 3 | 31 | 37 | 4 | 10 | 15 |
| Men | 3 | 22 | 39 | 6 | 8 | 21 |
| Women | 4 | 27 | 30 | 13 | 2 | 24 |
| 18-34 | 2 | 26 | 43 | 5 | 2 | 21 |
| 35-49 | 4 | 30 | 38 | 7 | 8 | 14 |
| 50-64 | 5 | 16 | 28 | 18 | 5 | 28 |
| 65+ | 4 | 22 | 24 | 14 | 4 | 31 |

*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: 12*

# Decisions made in the interest of the community performance

## 2021 community decisions made performance (index scores)

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Metro | 61▲ | 59 | 60 | 58 | 58 | 59 | 59 | n/a | n/a | n/a |
| Strand | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 | n/a | n/a |
| 50-64 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*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: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# Decisions made in the interest of the community performance

**2021 community decisions made performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 6 | 38 | 29 | 11 | 5 | 13 |
| State-wide | 8 | 32 | 32 | 13 | 6 | 9 |
| Metro | 9 | 36 | 29 | 9 | 4 | 13 |
| Strand | 6 | 36 | 29 | 11 | 2 | 16 |
| Wetlands | 3 | 38 | 27 | 13 | 8 | 11 |
| Cherry Lake | 8 | 40 | 29 | 8 | 7 | 8 |
| Men | 5 | 40 | 27 | 12 | 5 | 12 |
| Women | 6 | 35 | 30 | 10 | 5 | 13 |
| 18-34 | 2 | 38 | 33 | 5 | 5 | 17 |
| 35-49 | 6 | 46 | 29 | 13 | 5 | 2 |
| 50-64 | 5 | 30 | 30 | 10 | 6 | 19 |
| 65+ | 9 | 32 | 22 | 16 | 4 | 16 |

*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: 15*
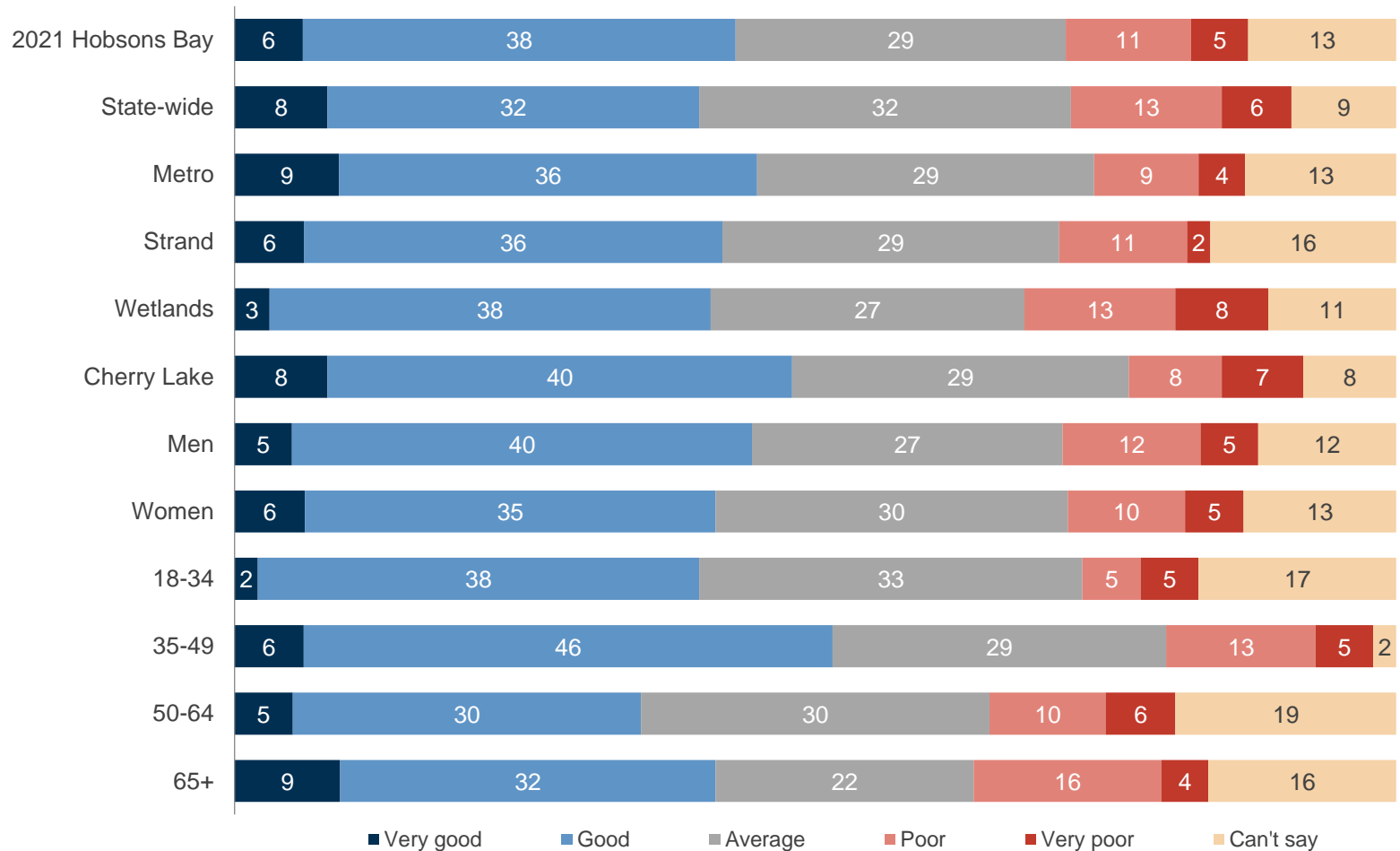
# The condition of sealed local roads in your area performance

**2021 sealed local roads performance (index scores)**

| | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|
| Metro — 68 ▲ | 67 | 69 | 68 | 66 | 67 | 69 | n/a | n/a | n/a |
| Men — 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake — 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands — 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 — 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ — 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 — 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay — 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 — 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand — 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women — 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide — 57 ▼ | 54 | 56 | 53 | 53 | 54 | 55 | 55 | n/a | n/a |

*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: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# The condition of sealed local roads in your area performance

**2021 sealed local roads performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 12 | 43 | 25 | 13 | 6 | 1 |
| State-wide | 13 | 34 | 28 | 15 | 9 | 1 |
| Metro | 21 | 43 | 23 | 9 | 3 | 1 |
| Strand | 9 | 42 | 27 | 13 | 8 | 2 |
| Wetlands | 16 | 43 | 23 | 16 | 3 | |
| Cherry Lake | 15 | 46 | 24 | 9 | 6 | 1 |
| Men | 12 | 51 | 23 | 9 | 5 | |
| Women | 12 | 36 | 27 | 16 | 7 | 2 |
| 18-34 | 12 | 46 | 21 | 14 | 5 | 2 |
| 35-49 | 7 | 50 | 25 | 12 | 6 | |
| 50-64 | 16 | 32 | 36 | 13 | 3 | 1 |
| 65+ | 16 | 39 | 24 | 12 | 8 | 1 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*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: 15*
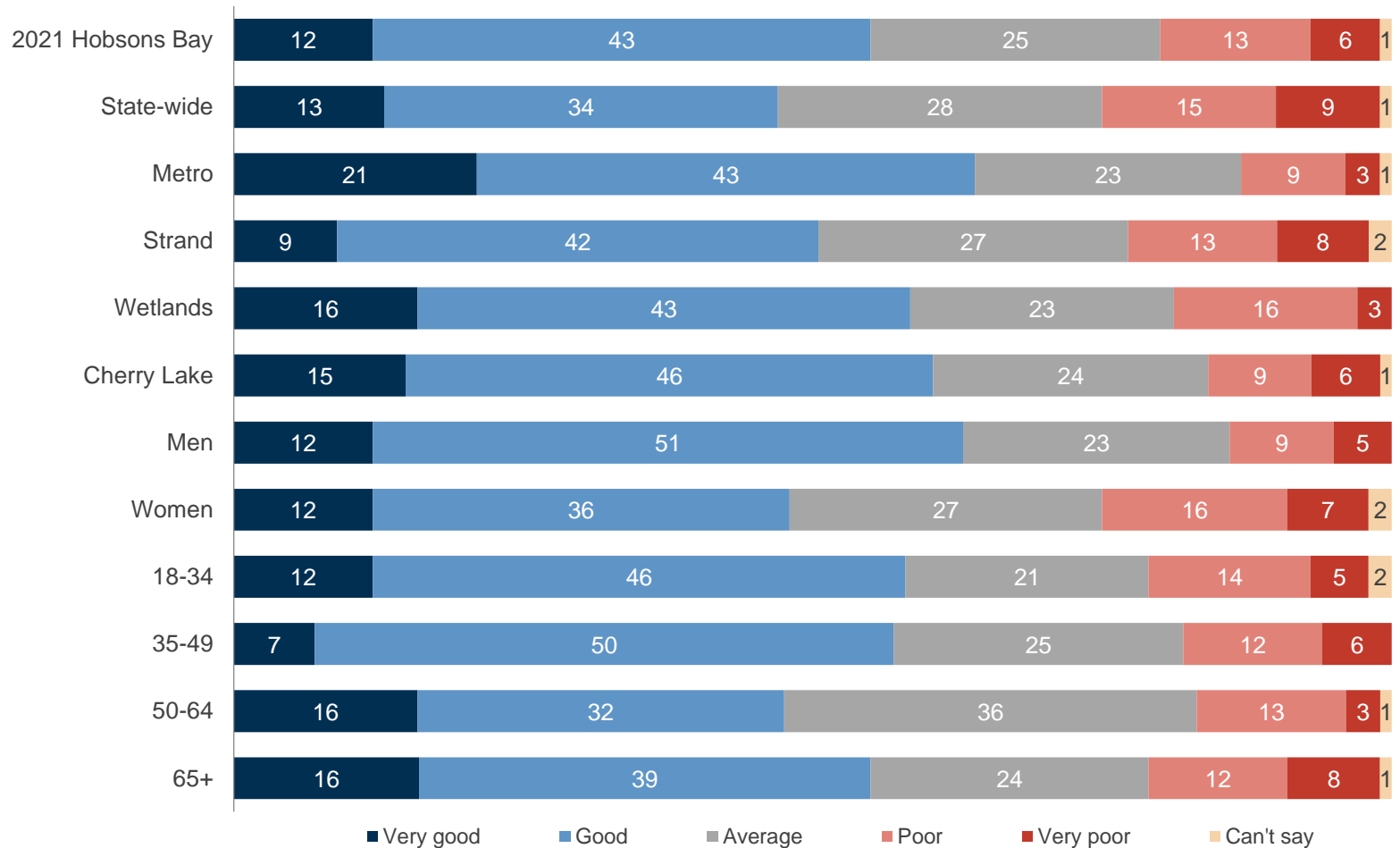
# Informing the community performance

**2021 informing community performance (index scores)**

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 35-49 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | n/a |
| 18-34 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 60 | n/a |
| Women | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 58 | n/a |
| Cherry Lake | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 59 | n/a |
| Men | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 59 | n/a |
| Metro | 62 | 62 | 62 | 61 | 61 | 63 | 64 | n/a | n/a | n/a |
| Wetlands | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | n/a |
| 50-64 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 58 | n/a |
| State-wide | 60 ▼ | 59 | 60 | 59 | 59 | 59 | 61 | 62 | 61 | 60 |

*Q2. How has Council performed on 'Informing the community' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10*
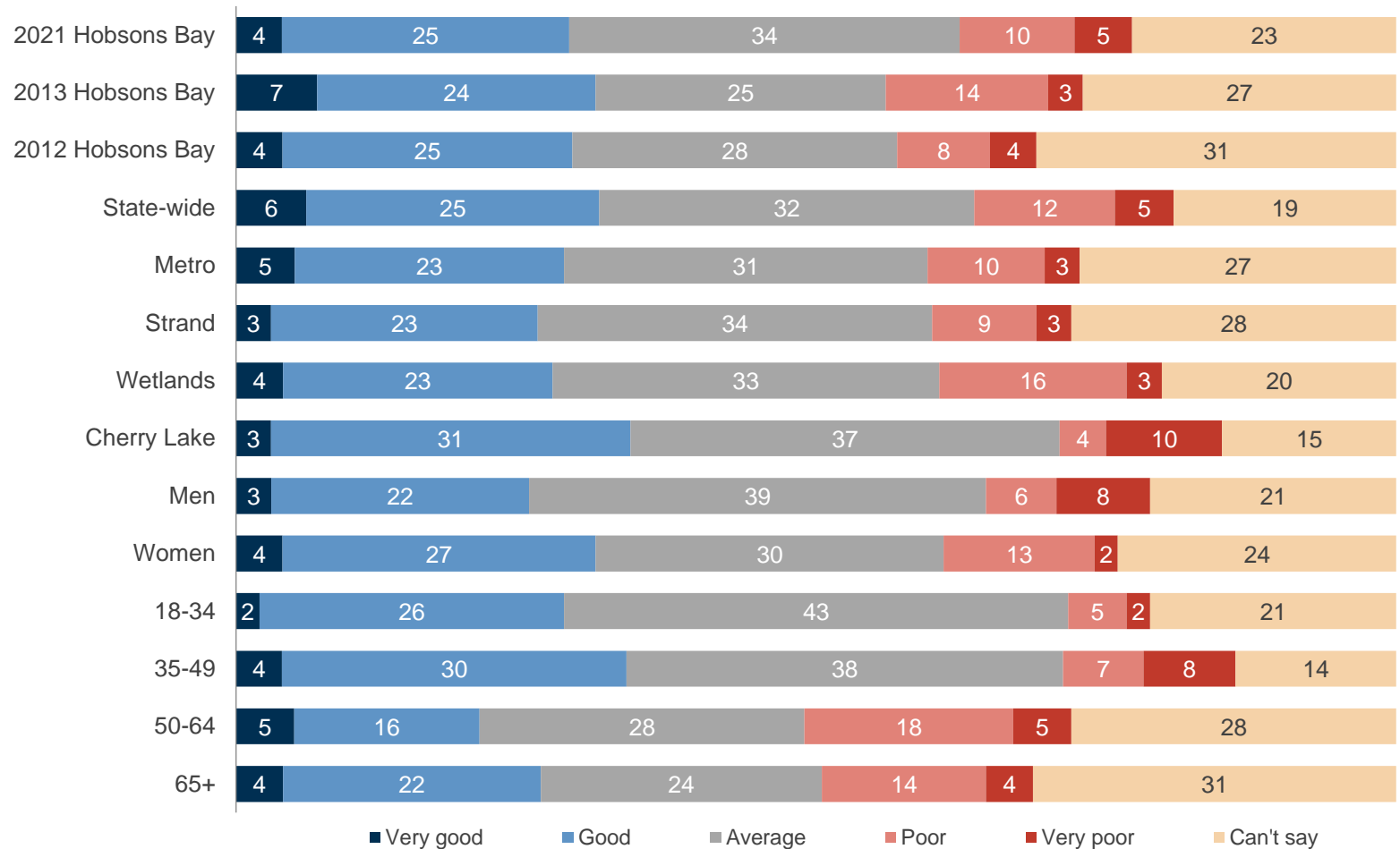*Note: Please see Appendix A for explanation of significant differences.*

# Informing the community performance

## 2021 informing community performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 14 | 40 | 31 | 9 | 3 | 3 |
| 2013 Hobsons Bay | 7 | 43 | 26 | 14 | 5 | 3 |
| State-wide | 13 | 36 | 31 | 12 | 5 | 3 |
| Metro | 14 | 37 | 31 | 11 | 3 | 4 |
| Strand | 15 | 39 | 29 | 9 | 3 | 4 |
| Wetlands | 9 | 44 | 32 | 11 | 2 | 1 |
| Cherry Lake | 17 | 38 | 34 | 4 | 5 | 1 |
| Men | 11 | 39 | 36 | 7 | 3 | 4 |
| Women | 17 | 42 | 27 | 10 | 3 | 1 |
| 18-34 | 16 | 41 | 31 | 7 | 2 | 2 |
| 35-49 | 11 | 46 | 38 | 2 | 2 | 2 |
| 50-64 | 9 | 40 | 32 | 12 | 3 | 4 |
| 65+ | 18 | 34 | 23 | 16 | 6 | 3 |

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

*Q2. How has Council performed on 'Informing the community' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10*

# The condition of local streets and footpaths in your area performance

**2021 streets and footpaths performance (index scores)**

| Category | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 66 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 58 | 59 |
| Metro | 65 ▲ | 64 | 65 | 64 | 62 | 63 | 64 | n/a | n/a | n/a |
| Men | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 55 |
| Strand | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 59 | 58 | 59 | 58 | 57 | 57 | 58 | 58 | 58 | 57 |
| Hobsons Bay | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 52 |
| Cherry Lake | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 52 | 48 |
| 50-64 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 49 | 52 |
| Women | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50 | 50 |
| 65+ | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 50 |

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: 32 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

## 2021 streets and footpaths performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 12 | 37 | 29 | 16 | 5 | |
| 2013 Hobsons Bay | 10 | 34 | 26 | 19 | 11 | |
| 2012 Hobsons Bay | 11 | 28 | 32 | 20 | 10 | |
| State-wide | 15 | 35 | 28 | 14 | 7 | 2 |
| Metro | 20 | 39 | 26 | 11 | 4 | 1 |
| Strand | 14 | 35 | 31 | 15 | 5 | |
| Wetlands | 7 | 44 | 27 | 18 | 3 | |
| Cherry Lake | 15 | 34 | 27 | 16 | 7 | 1 |
| Men | 14 | 43 | 25 | 15 | 3 | |
| Women | 11 | 32 | 32 | 18 | 7 | |
| 18-34 | 12 | 48 | 31 | 9 | | |
| 35-49 | 11 | 38 | 29 | 16 | 6 | |
| 50-64 | 12 | 29 | 33 | 20 | 5 | 1 |
| 65+ | 14 | 30 | 25 | 22 | 9 | |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*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: 32 Councils asked group: 7*
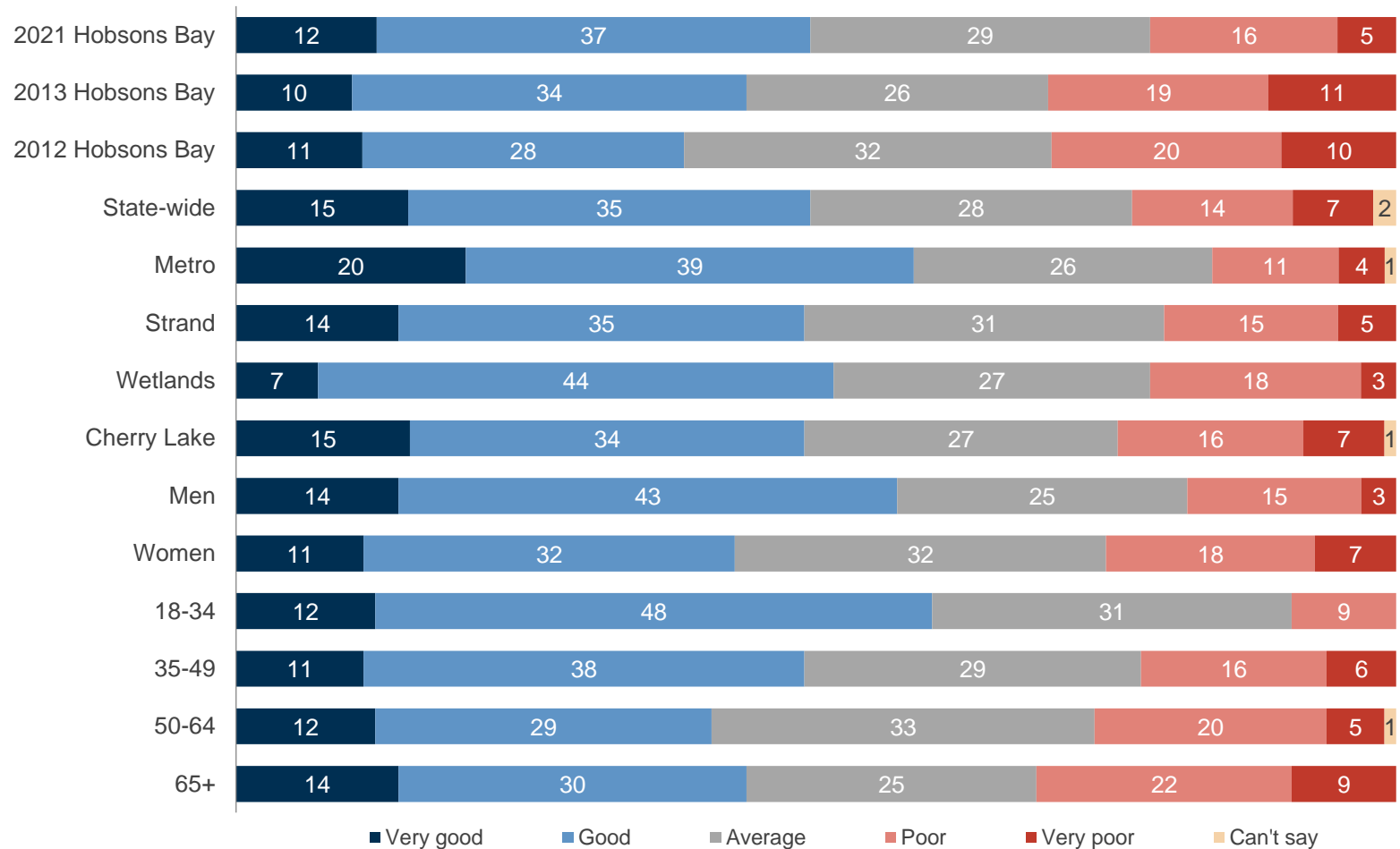
# Traffic management performance

## 2021 traffic management performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Metro | 59 ▲ | 59 | 58 | 57 | 56 | 56 | 57 | n/a | n/a | n/a |
| State-wide | 59 ▲ | 58 | 58 | 57 | 59 | 59 | 60 | 60 | 60 | 58 |
| Men | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 53 |
| 18-34 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 58 |
| Strand | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 55 |
| 65+ | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 54 |
| 50-64 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 52 |
| Wetlands | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 51 | 53 |
| Women | 49 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 56 |

*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 13 Councils asked group: 7*
*Note: Please see Appendix A for explanation of significant differences.*

# Traffic management performance

**2021 traffic management performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 6 | 34 | 33 | 16 | 8 | 2 |
| 2013 Hobsons Bay | 9 | 34 | 28 | 18 | 10 | 2 |
| 2012 Hobsons Bay | 6 | 39 | 26 | 20 | 7 | 2 |
| State-wide | 10 | 37 | 31 | 13 | 5 | 3 |
| Metro | 10 | 37 | 33 | 12 | 4 | 3 |
| Strand | 8 | 30 | 37 | 16 | 7 | 2 |
| Wetlands | 4 | 36 | 31 | 18 | 9 | 2 |
| Cherry Lake | 6 | 39 | 29 | 13 | 11 | 2 |
| Men | 9 | 38 | 34 | 13 | 5 | 2 |
| Women | 4 | 31 | 33 | 18 | 12 | 2 |
| 18-34 | 5 | 41 | 36 | 16 | | 2 |
| 35-49 | 6 | 28 | 39 | 12 | 14 | |
| 50-64 | 8 | 32 | 27 | 20 | 7 | 6 |
| 65+ | 7 | 35 | 29 | 16 | 9 | 4 |

*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
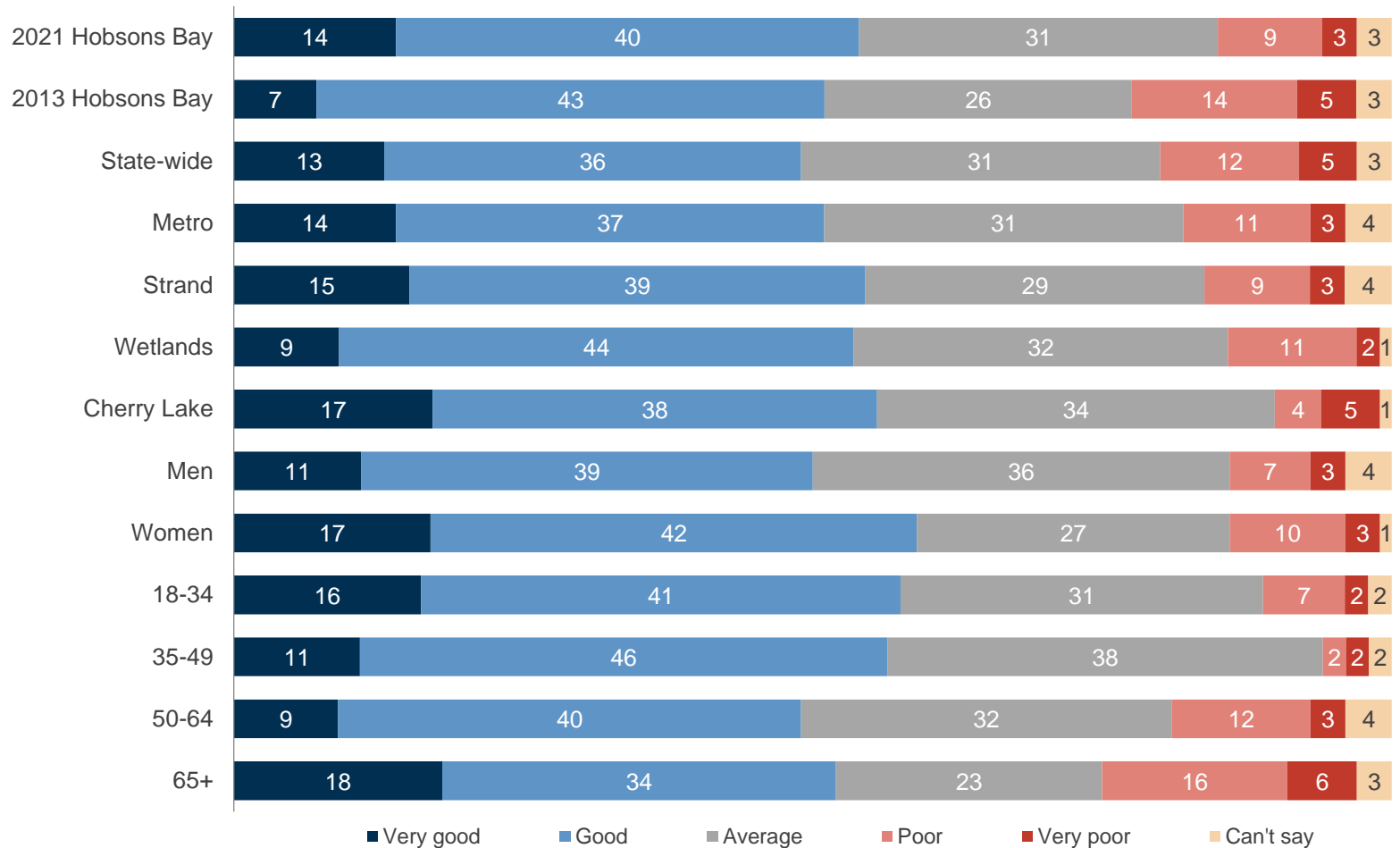*Base: All respondents. Councils asked state-wide: 13 Councils asked group: 7*

# Parking facilities performance

**2021 parking performance (index scores)**

| | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|
| 18-34 — 65 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 55 |
| Men — 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 52 |
| 35-49 — 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 50 |
| Strand — 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands — 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay — 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 55 | 52 |
| Metro — 58 | 56 | 55 | 55 | 53 | 54 | 55 | n/a | n/a | n/a |
| State-wide — 58 | 55 | 56 | 56 | 55 | 56 | 57 | 57 | 57 | 56 |
| 50-64 — 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 51 | 51 |
| Women — 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 52 |
| Cherry Lake — 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ — 51 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50 | 54 |

*Q2. How has Council performed on 'Parking facilities' 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.*

# Parking facilities performance

**2021 parking performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 11 | 40 | 26 | 13 | 6 | 4 |
| 2013 Hobsons Bay | 11 | 35 | 25 | 20 | 8 | 1 |
| 2012 Hobsons Bay | 8 | 32 | 29 | 21 | 9 | 1 |
| State-wide | 10 | 35 | 32 | 14 | 6 | 3 |
| Metro | 10 | 36 | 32 | 13 | 5 | 4 |
| Strand | 12 | 41 | 24 | 15 | 3 | 5 |
| Wetlands | 13 | 39 | 27 | 9 | 9 | 3 |
| Cherry Lake | 5 | 38 | 31 | 14 | 8 | 4 |
| Men | 13 | 47 | 21 | 8 | 7 | 3 |
| Women | 8 | 32 | 32 | 18 | 5 | 5 |
| 18-34 | 12 | 43 | 28 | 12 | | 5 |
| 35-49 | 11 | 48 | 24 | 11 | 4 | 2 |
| 50-64 | 11 | 35 | 29 | 15 | 7 | 4 |
| 65+ | 9 | 30 | 26 | 16 | 14 | 6 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Parking facilities' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7*

# Enforcement of local laws performance

## 2021 law enforcement performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 71 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 71 |
| Metro | 66 | 65 | 64 | 64 | 64 | 64 | 66 | n/a | n/a | n/a |
| Women | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 63 | 64 |
| Cherry Lake | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 64 | 63 | 64 | 64 | 64 | 63 | 66 | 66 | 65 | 65 |
| Wetlands | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 64 |
| Strand | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 60 | 61 |
| Men | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 64 |
| 65+ | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 61 |
| 50-64 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 57 | 61 |

*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
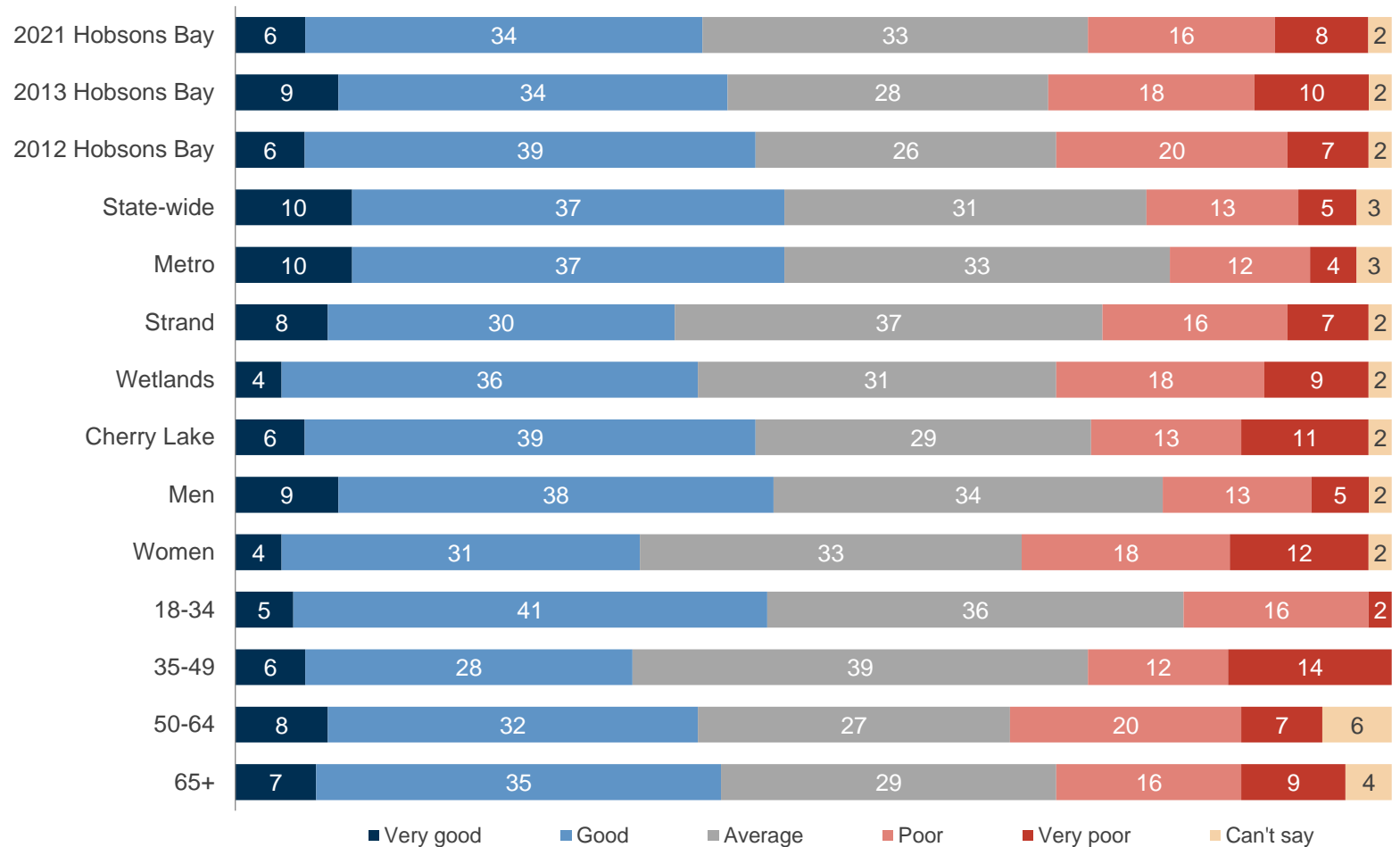*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*
*Note: Please see Appendix A for explanation of significant differences.*

# Enforcement of local laws performance

## 2021 law enforcement performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 10 | 42 | 23 | 8 | 3 | 14 |
| 2013 Hobsons Bay | 11 | 38 | 22 | 12 | 3 | 14 |
| 2012 Hobsons Bay | 8 | 42 | 26 | 6 | 3 | 15 |
| State-wide | 12 | 39 | 26 | 7 | 3 | 12 |
| Metro | 12 | 40 | 26 | 6 | 2 | 14 |
| Strand | 8 | 44 | 22 | 10 | 2 | 13 |
| Wetlands | 8 | 44 | 22 | 6 | 3 | 16 |
| Cherry Lake | 15 | 35 | 27 | 8 | 3 | 13 |
| Men | 9 | 41 | 24 | 8 | 4 | 14 |
| Women | 10 | 43 | 23 | 9 | 1 | 14 |
| 18-34 | 12 | 50 | 21 | | 2 | 14 |
| 35-49 | 7 | 47 | 27 | 12 | | 7 |
| 50-64 | 9 | 31 | 27 | 13 | 6 | 14 |
| 65+ | 11 | 34 | 20 | 8 | 6 | 21 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*

# Elderly support services performance

## 2021 elderly support performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| State-wide | 69 ▲ | 68 | 68 | 68 | 68 | 68 | 69 | 70 | 69 | 69 |
| 18-34 | 67 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 66 | n/a |
| Metro | 66 ▲ | 67 | 67 | 67 | 67 | 69 | 69 | n/a | n/a | n/a |
| Cherry Lake | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 75 | n/a |
| Women | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | n/a |
| Wetlands | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 69 | n/a |
| 50-64 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 67 | n/a |
| Men | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 69 | n/a |
| Strand | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 55 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 73 | n/a |

*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
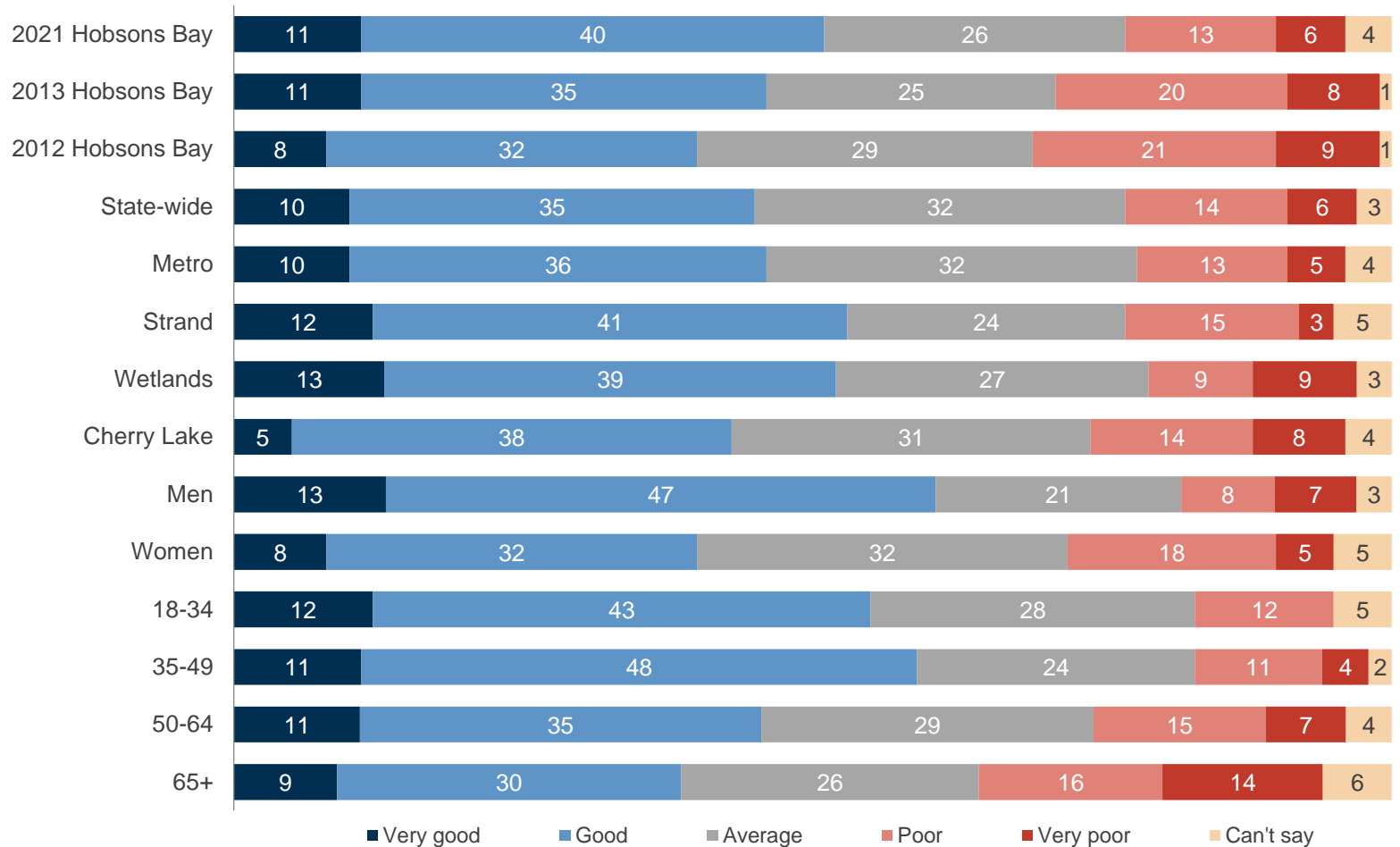*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8*
*Note: Please see Appendix A for explanation of significant differences.*

# Elderly support services performance

**2021 elderly support performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 7 | 28 | 16 | 6 | 3 | 40 |
| 2013 Hobsons Bay | 10 | 22 | 12 | 4 | 1 | 52 |
| State-wide | 16 | 32 | 20 | 5 | 2 | 26 |
| Metro | 11 | 28 | 19 | 4 | 2 | 36 |
| Strand | 7 | 24 | 14 | 8 | 3 | 44 |
| Wetlands | 6 | 31 | 17 | 5 | 4 | 37 |
| Cherry Lake | 7 | 30 | 20 | 3 | 3 | 36 |
| Men | 5 | 27 | 14 | 6 | 3 | 45 |
| Women | 9 | 28 | 19 | 5 | 4 | 36 |
| 18-34 | 5 | 31 | 24 | | | 41 |
| 35-49 | | 29 | 10 | 9 | 5 | 47 |
| 50-64 | 7 | 27 | 16 | 5 | 4 | 40 |
| 65+ | 17 | 22 | 15 | 9 | 5 | 32 |

*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8*
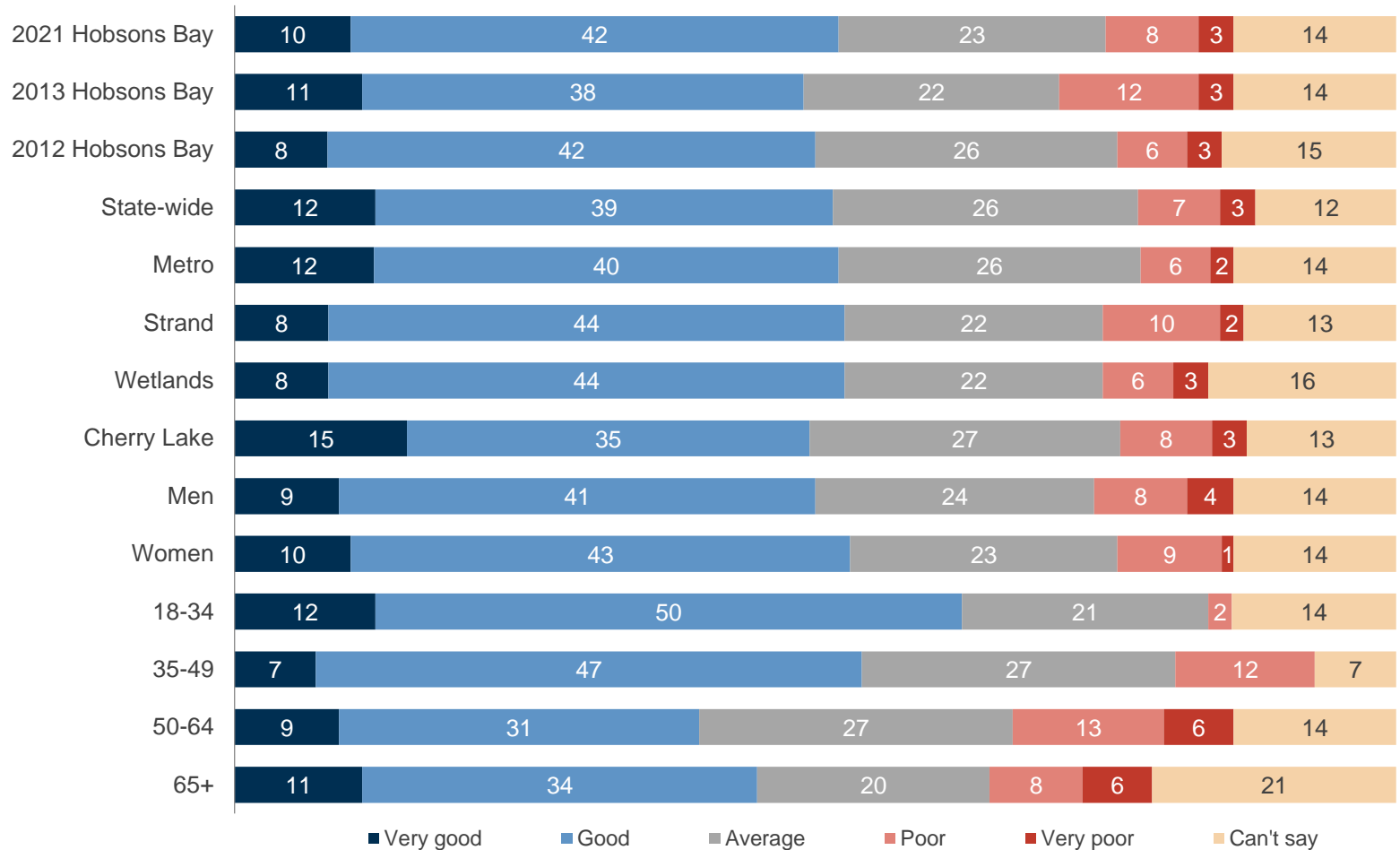
# Recreational facilities performance

**2021 recreational facilities performance (index scores)**

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 65+ | 77 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 75 | 73 |
| Metro | 75 ▲ | 74 | 75 | 74 | 73 | 73 | 74 | n/a | n/a | n/a |
| 35-49 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 67 | 66 |
| Cherry Lake | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 71 | 68 |
| Strand | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 71 | 70 |
| State-wide | 71 | 70 | 70 | 69 | 70 | 69 | 70 | 71 | 70 | 70 |
| Women | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 71 |
| 50-64 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 72 | 73 |
| Wetlands | 67 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 66 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 71 | 69 |

*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 42 Councils asked group: 11*
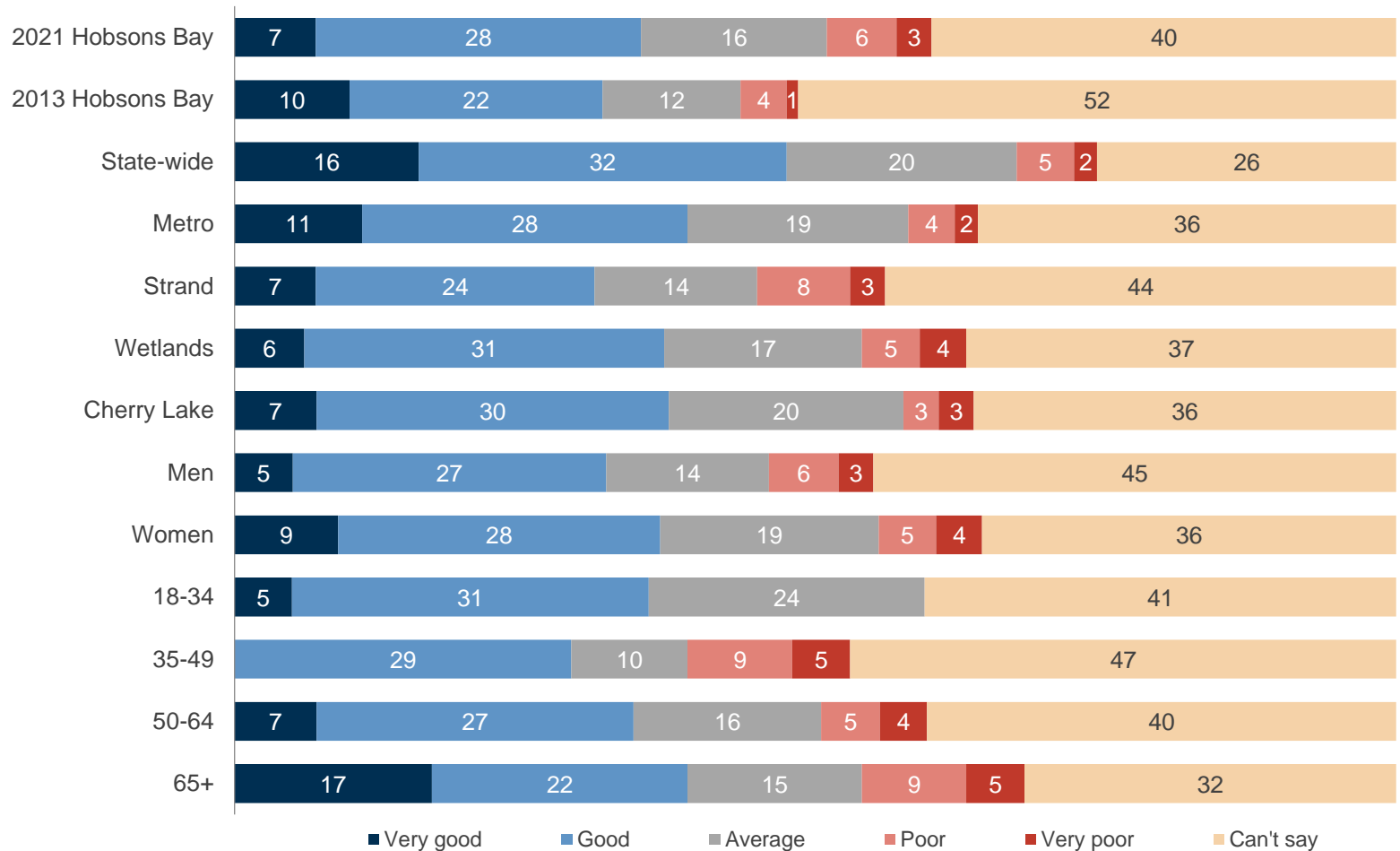*Note: Please see Appendix A for explanation of significant differences.*

# Recreational facilities performance

## 2021 recreational facilities performance (%)

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 20 | 47 | 25 | 3 | 1 | 4 |
| 2013 Hobsons Bay | 21 | 48 | 20 | 6 | 2 | 4 |
| 2012 Hobsons Bay | 17 | 50 | 25 | 5 | | 3 |
| State-wide | 23 | 43 | 22 | 6 | 2 | 4 |
| Metro | 27 | 44 | 19 | 3 | 1 | 5 |
| Strand | 27 | 44 | 23 | 4 | | 2 |
| Wetlands | 9 | 49 | 30 | 2 | 2 | 7 |
| Cherry Lake | 21 | 52 | 24 | | | 3 |
| Men | 24 | 49 | 23 | 2 | 1 | 1 |
| Women | 17 | 46 | 28 | 3 | 1 | 6 |
| 18-34 | 7 | 50 | 38 | 2 | | 2 |
| 35-49 | 24 | 51 | 24 | | | 2 |
| 50-64 | 18 | 46 | 22 | 5 | 3 | 7 |
| 65+ | 32 | 42 | 16 | 3 | 1 | 7 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 42 Councils asked group: 11*
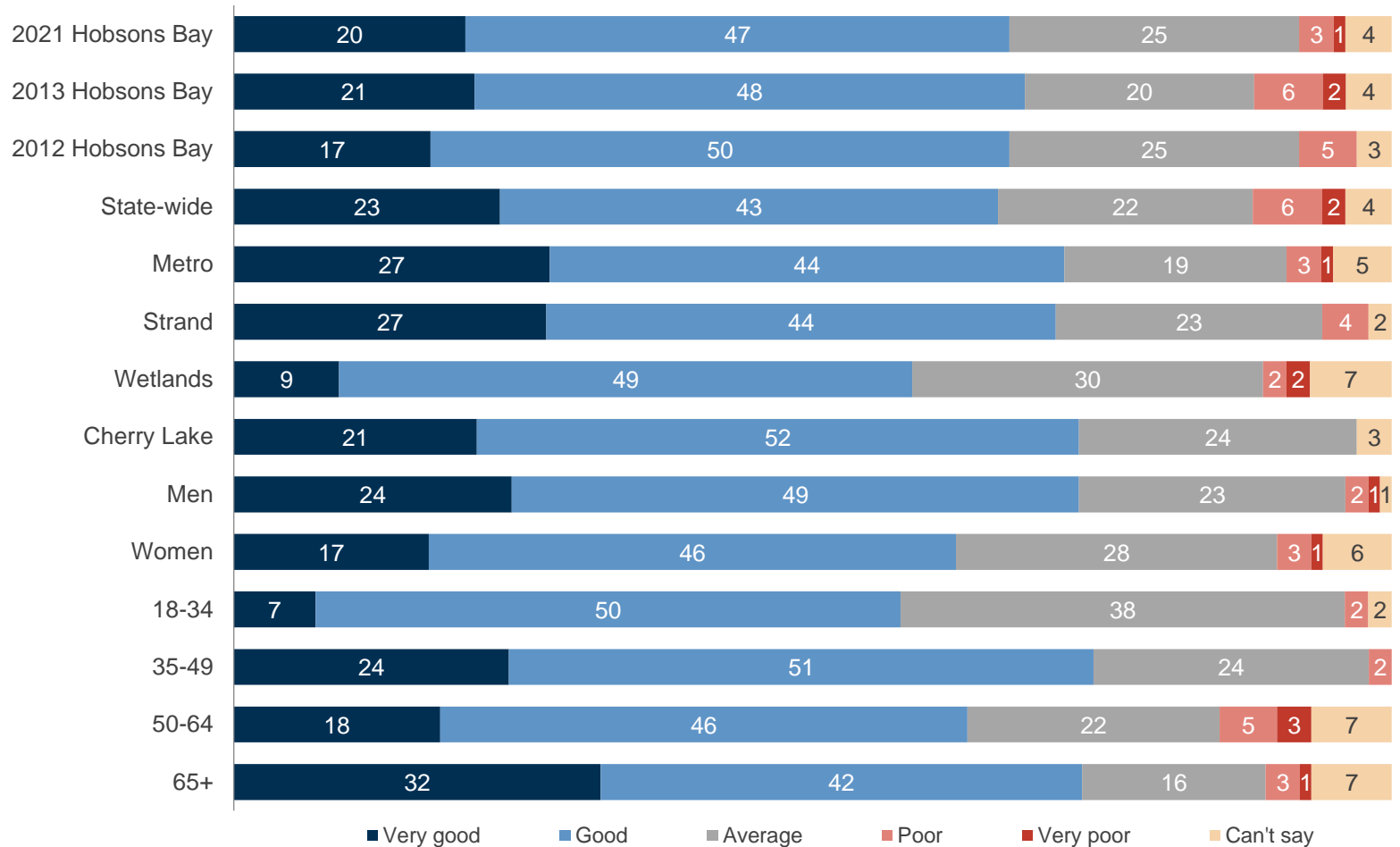
# Community and cultural activities performance

## 2021 community and cultural activities performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Cherry Lake | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 72 | 74 |
| Men | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 68 | 67 |
| Strand | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 66 | 70 | 70 | 70 | 70 | 71 | 71 | n/a | n/a | n/a |
| 35-49 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 68 | 67 |
| Hobsons Bay | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 69 |
| State-wide | 65 | 68 | 69 | 69 | 69 | 69 | 69 | 70 | 69 | 68 |
| 50-64 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 69 |
| Women | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 71 | 71 |
| 18-34 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 70 | 68 |
| Wetlands | 62 | n/a | n/a | 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: 28 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Community and cultural activities performance

## 2021 community and cultural activities performance (%)

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 11 | 44 | 26 | 9 | 1 | 9 |
| 2013 Hobsons Bay | 13 | 52 | 18 | 5 | 1 | 11 |
| 2012 Hobsons Bay | 14 | 43 | 24 | 4 | | 14 |
| State-wide | 13 | 38 | 28 | 7 | 2 | 13 |
| Metro | 12 | 37 | 27 | 7 | 1 | 16 |
| Strand | 13 | 40 | 27 | 8 | | 12 |
| Wetlands | 11 | 35 | 31 | 12 | 1 | 10 |
| Cherry Lake | 8 | 64 | 16 | 7 | 1 | 4 |
| Men | 11 | 46 | 26 | 7 | 1 | 8 |
| Women | 11 | 42 | 25 | 11 | 1 | 11 |
| 18-34 | 7 | 48 | 21 | 14 | | 10 |
| 35-49 | 11 | 43 | 36 | 5 | | 5 |
| 50-64 | 14 | 40 | 23 | 8 | 4 | 12 |
| 65+ | 14 | 42 | 21 | 8 | 1 | 13 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9*
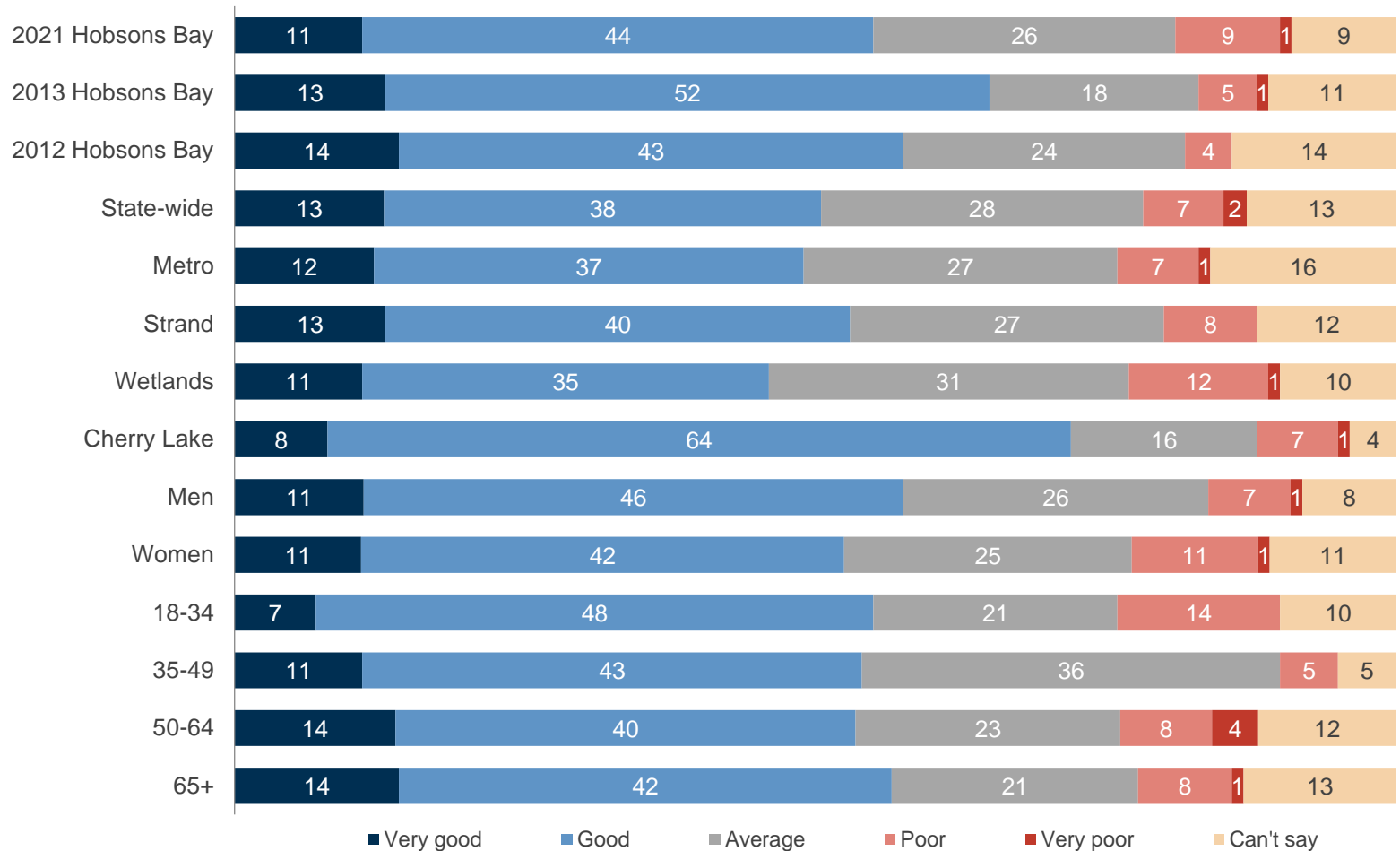
# Waste management performance

## 2021 waste management performance (index scores)

| | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|
| Metro 72▲ | 70 | 73 | 75 | 75 | 76 | 77 | n/a | n/a | n/a |
| 18-34 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 78 | 73 |
| Women 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 75 |
| Strand 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 | 71 | 72 |
| 65+ 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 76 |
| Hobsons Bay 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 73 |
| Cherry Lake 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 77 | 71 |
| 50-64 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 76 | 76 |
| 35-49 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 74 | 70 |
| Wetlands 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*Q2. How has Council performed on 'Waste management' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*
*Note: Please see Appendix A for explanation of significant differences.*

# Waste management performance

**2021 waste management performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 26 | 40 | 19 | 8 | 7 | |
| 2013 Hobsons Bay | 30 | 52 | 12 | 4 | 1 | 1 |
| 2012 Hobsons Bay | 21 | 57 | 16 | 3 | 2 | 1 |
| State-wide | 23 | 42 | 20 | 8 | 4 | 3 |
| Metro | 27 | 43 | 19 | 6 | 2 | 2 |
| Strand | 31 | 39 | 14 | 9 | 7 | 1 |
| Wetlands | 23 | 36 | 21 | 12 | 8 | |
| Cherry Lake | 19 | 46 | 25 | 4 | 6 | |
| Men | 23 | 40 | 18 | 10 | 8 | 1 |
| Women | 29 | 39 | 19 | 7 | 6 | |
| 18-34 | 28 | 43 | 17 | 7 | 5 | |
| 35-49 | 25 | 37 | 22 | 7 | 10 | |
| 50-64 | 20 | 42 | 21 | 10 | 6 | 1 |
| 65+ | 29 | 37 | 17 | 11 | 6 | 1 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Waste management' over the last 12 months?*
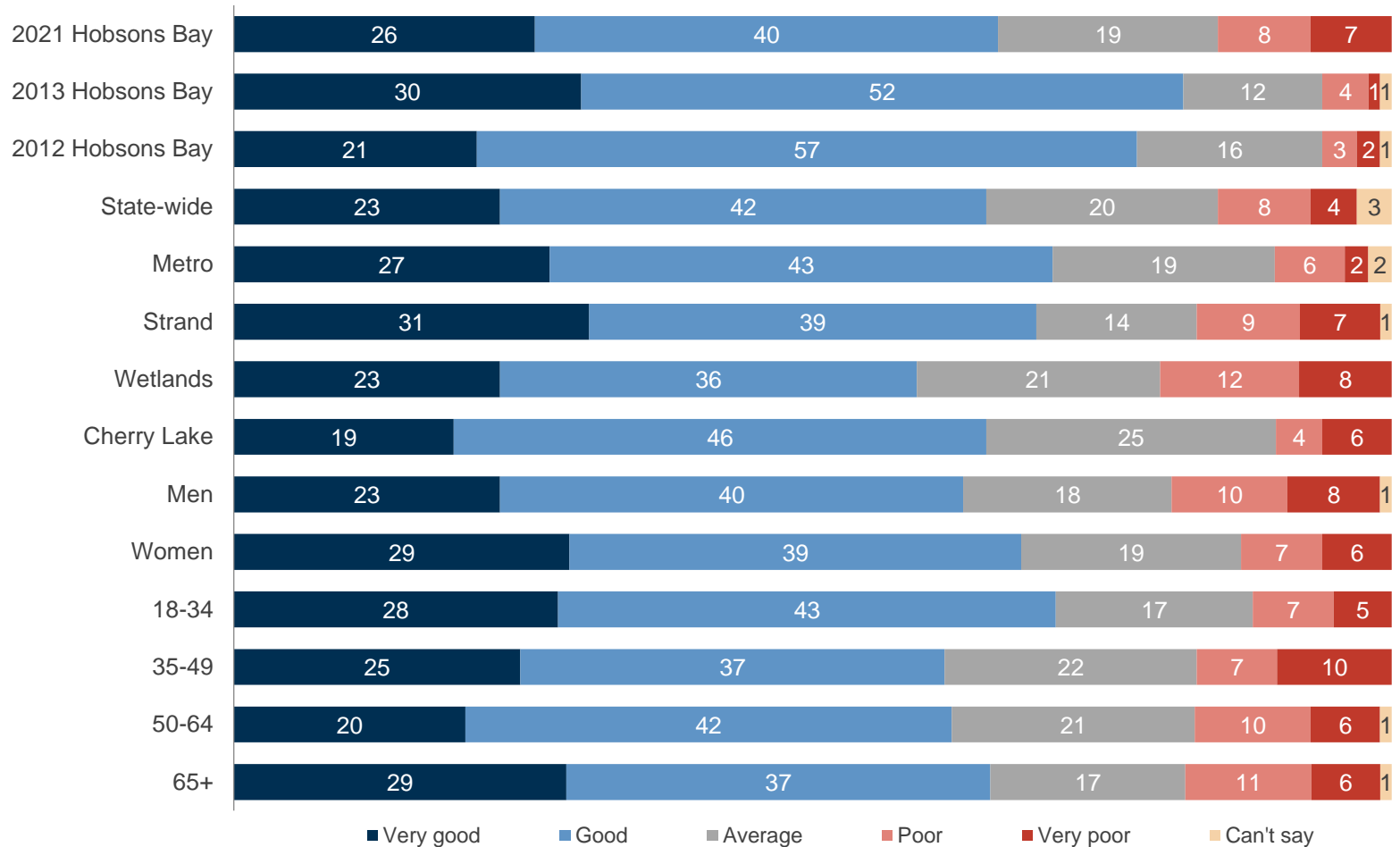*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15*

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# Business and community development and tourism performance

## 2021 business/development/tourism performance (index scores)

| | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|
| **35-49** — 74 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 56 | 61 |
| **Cherry Lake** — 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Strand** — 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** — 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 60 | 62 |
| **Hobsons Bay** — 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 63 |
| **65+** — 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 65 |
| **Women** — 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 64 |
| **18-34** — 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 65 | 65 |
| **Wetlands** — 61 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **State-wide** — 61 ▼ | 59 | 61 | 60 | 61 | 60 | 61 | 62 | 62 | 62 |
| **Metro** — 60 ▼ | 59 | 60 | 60 | 60 | 62 | 62 | n/a | n/a | n/a |
| **50-64** — 57 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 61 | 62 |

*Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7*
*Note: Please see Appendix A for explanation of significant differences.*

# Business and community development and tourism performance

## 2021 business/development/tourism performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 15 | 35 | 26 | 7 | 1 | 15 |
| 2013 Hobsons Bay | 8 | 32 | 28 | 11 | 1 | 20 |
| 2012 Hobsons Bay | 7 | 37 | 30 | 5 | 1 | 20 |
| State-wide | 11 | 33 | 32 | 10 | 3 | 12 |
| Metro | 7 | 31 | 32 | 8 | 2 | 21 |
| Strand | 21 | 32 | 22 | 10 | | 14 |
| Wetlands | 10 | 34 | 32 | 7 | 4 | 13 |
| Cherry Lake | 9 | 43 | 25 | 1 | 1 | 21 |
| Men | 17 | 35 | 25 | 5 | 2 | 16 |
| Women | 14 | 35 | 27 | 9 | 1 | 15 |
| 18-34 | 16 | 36 | 26 | 12 | 2 | 7 |
| 35-49 | 25 | 39 | 18 | 5 | | 12 |
| 50-64 | 5 | 29 | 33 | 8 | 4 | 22 |
| 65+ | 9 | 34 | 29 | 4 | 1 | 23 |

*Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7*
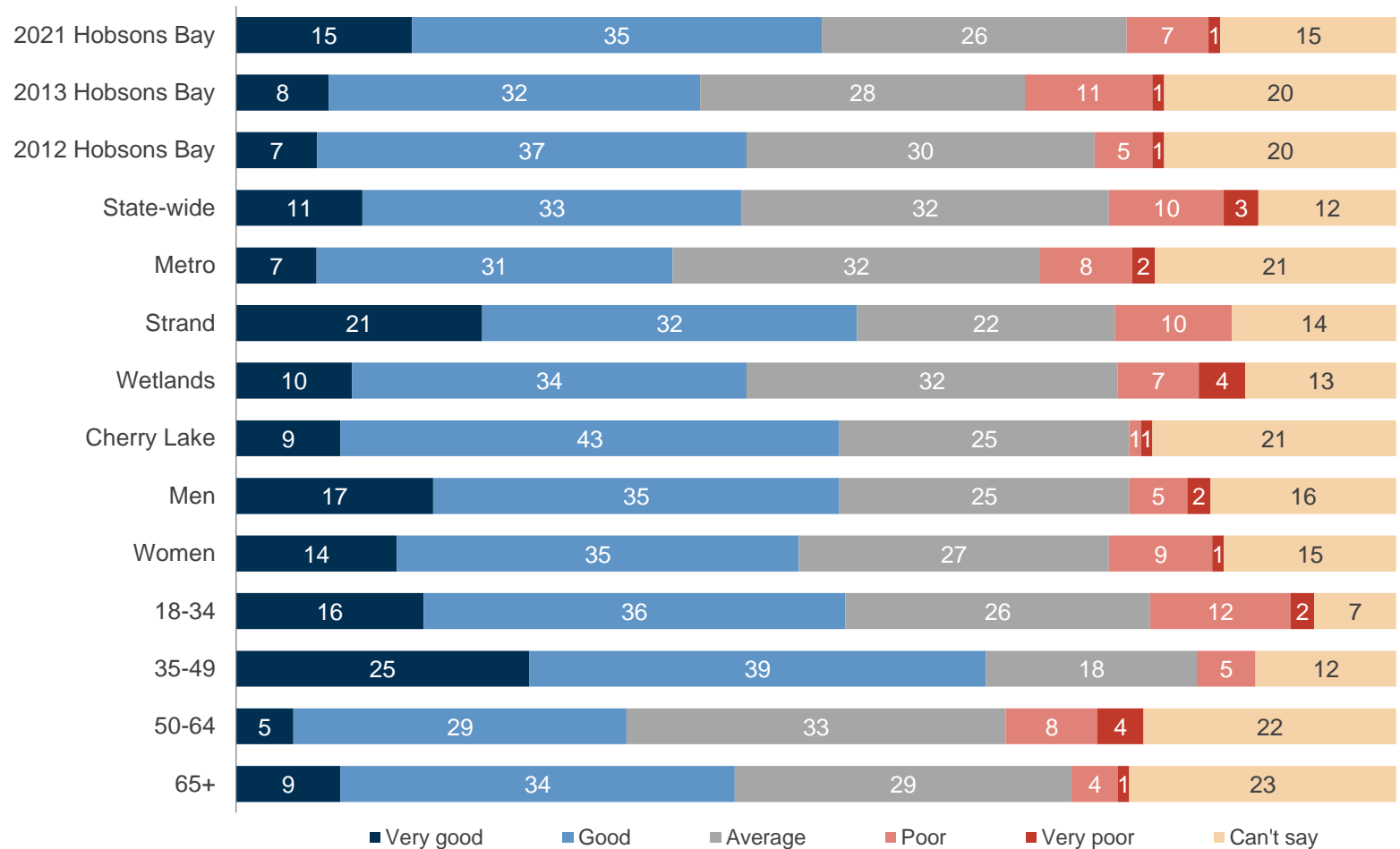
# Council's general town planning policy performance

**2021 town planning performance (index scores)**

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Wetlands | 59 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 59 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 60 | 58 |
| Metro | 56 | 55 | 56 | 53 | 53 | 54 | 55 | n/a | n/a | n/a |
| State-wide | 55 | 54 | 55 | 54 | 53 | 52 | 54 | 55 | 55 | 54 |
| 65+ | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 54 |
| Men | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 51 | 52 |
| Hobsons Bay | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 52 | 53 |
| Women | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 54 | 53 |
| Strand | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 51 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 48 | 46 |
| 50-64 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46 | 54 |

*Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8*
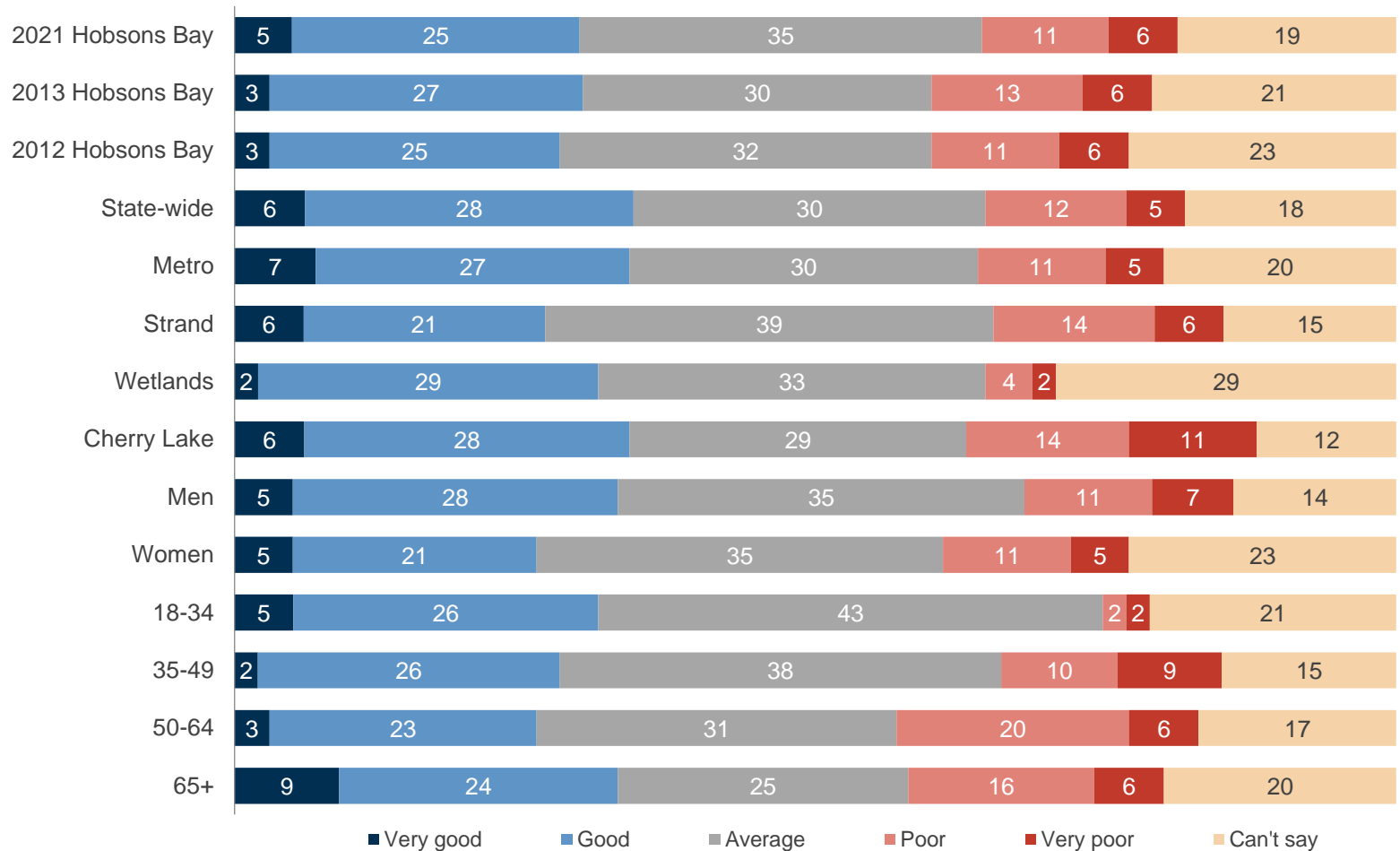*Note: Please see Appendix A for explanation of significant differences.*

# Council's general town planning policy performance

**2021 town planning performance (%)**

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 5 | 25 | 35 | 11 | 6 | 19 |
| 2013 Hobsons Bay | 3 | 27 | 30 | 13 | 6 | 21 |
| 2012 Hobsons Bay | 3 | 25 | 32 | 11 | 6 | 23 |
| State-wide | 6 | 28 | 30 | 12 | 5 | 18 |
| Metro | 7 | 27 | 30 | 11 | 5 | 20 |
| Strand | 6 | 21 | 39 | 14 | 6 | 15 |
| Wetlands | 2 | 29 | 33 | 4 | 2 | 29 |
| Cherry Lake | 6 | 28 | 29 | 14 | 11 | 12 |
| Men | 5 | 28 | 35 | 11 | 7 | 14 |
| Women | 5 | 21 | 35 | 11 | 5 | 23 |
| 18-34 | 5 | 26 | 43 | 2 | 2 | 21 |
| 35-49 | 2 | 26 | 38 | 10 | 9 | 15 |
| 50-64 | 3 | 23 | 31 | 20 | 6 | 17 |
| 65+ | 9 | 24 | 25 | 16 | 6 | 20 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8*

# Planning and building permits performance

**2021 planning and building permits performance (index scores)**

| | Score | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 61 ▲ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 62 | 66 |
| Wetlands | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50 | 51 |
| Metro | 54 | 54 | 53 | 51 | 49 | 50 | 53 | n/a | n/a | n/a |
| 35-49 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 47 | 43 |
| Hobsons Bay | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 51 | 51 |
| State-wide | 51 | 51 | 52 | 52 | 51 | 50 | 54 | 53 | 55 | 54 |
| Strand | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 53 | 50 |
| 50-64 | 47 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 43 | 46 |
| 65+ | 45 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50 | 45 |

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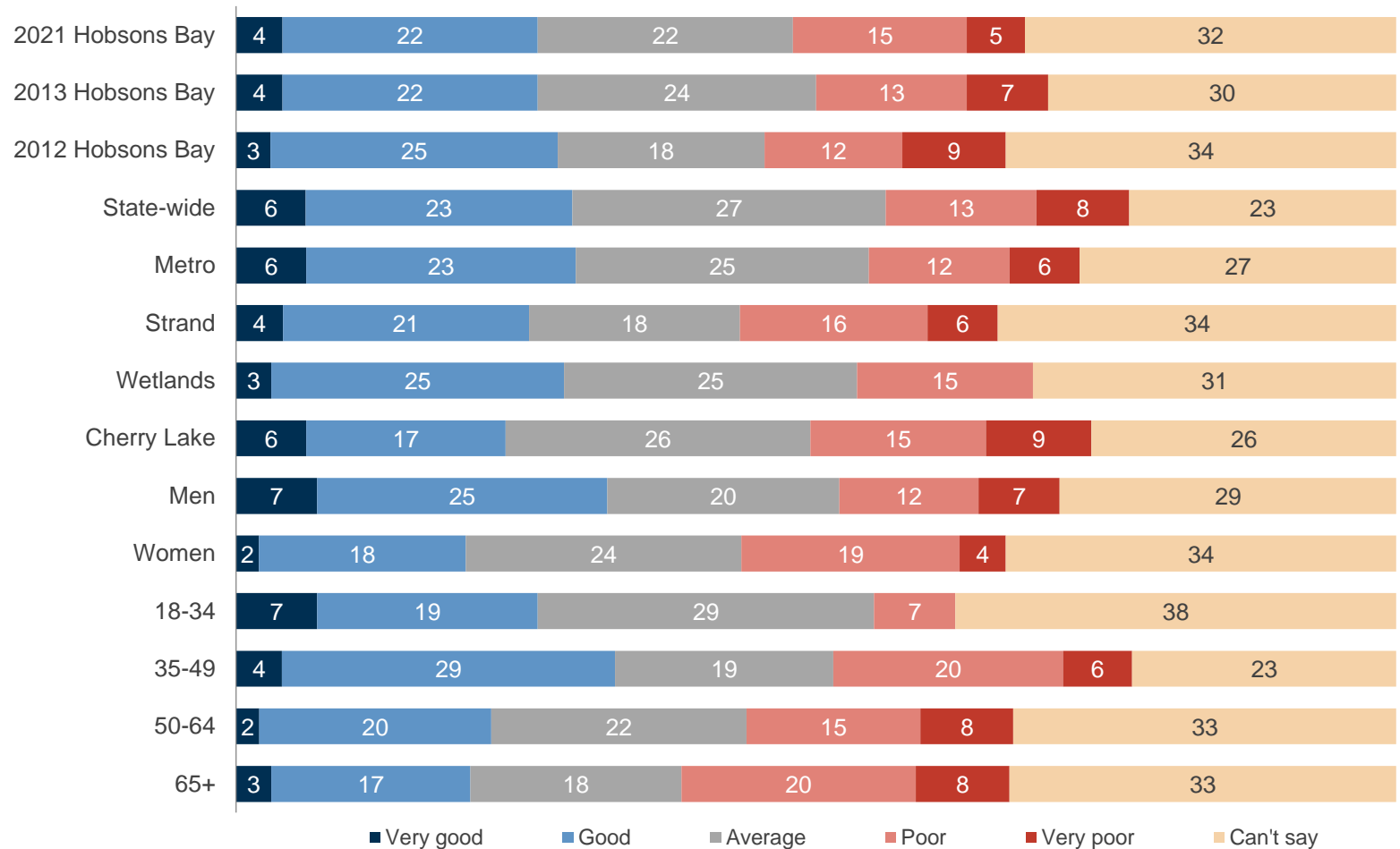*Note: Please see Appendix A for explanation of significant differences.*

# Planning and building permits performance

**2021 planning and building permits performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 4 | 22 | 22 | 15 | 5 | 32 |
| 2013 Hobsons Bay | 4 | 22 | 24 | 13 | 7 | 30 |
| 2012 Hobsons Bay | 3 | 25 | 18 | 12 | 9 | 34 |
| State-wide | 6 | 23 | 27 | 13 | 8 | 23 |
| Metro | 6 | 23 | 25 | 12 | 6 | 27 |
| Strand | 4 | 21 | 18 | 16 | 6 | 34 |
| Wetlands | 3 | 25 | 25 | 15 | | 31 |
| Cherry Lake | 6 | 17 | 26 | 15 | 9 | 26 |
| Men | 7 | 25 | 20 | 12 | 7 | 29 |
| Women | 2 | 18 | 24 | 19 | 4 | 34 |
| 18-34 | 7 | 19 | 29 | 7 | | 38 |
| 35-49 | 4 | 29 | 19 | 20 | 6 | 23 |
| 50-64 | 2 | 20 | 22 | 15 | 8 | 33 |
| 65+ | 3 | 17 | 18 | 20 | 8 | 33 |

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

*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

**2021 environmental sustainability performance (index scores)**

| | 2021 | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Strand | 71 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 71 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 68 | 68 |
| Men | 71 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 65 | 64 |
| 35-49 | 70 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 63 | 61 |
| Hobsons Bay | 69 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 64 | 65 |
| 65+ | 67 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 63 | 64 |
| Women | 67 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 63 | 66 |
| Cherry Lake | 67 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 66 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 65 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 59 | 65 |
| Metro | 64 ▼ | | 62 | 64 | 64 | 64 | 64 | 65 | n/a | n/a | n/a |
| State-wide | 62 ▼ | | 60 | 62 | 63 | 64 | 63 | 64 | 64 | 64 | 64 |

*Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 11*
*Note: Please see Appendix A for explanation of significant differences.*

# Environmental sustainability performance

## 2021 environmental sustainability performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 15 | 47 | 20 | 5 | 3 | 9 |
| 2013 Hobsons Bay | 8 | 44 | 27 | 5 | 3 | 13 |
| 2012 Hobsons Bay | 10 | 41 | 25 | 7 | 2 | 15 |
| State-wide | 11 | 36 | 31 | 9 | 3 | 11 |
| Metro | 13 | 35 | 30 | 7 | 2 | 13 |
| Strand | 18 | 46 | 16 | 4 | 2 | 13 |
| Wetlands | 11 | 53 | 21 | 5 | 4 | 6 |
| Cherry Lake | 16 | 43 | 25 | 7 | 3 | 6 |
| Men | 15 | 54 | 17 | 2 | 3 | 9 |
| Women | 16 | 41 | 22 | 8 | 3 | 9 |
| 18-34 | 19 | 53 | 12 | 5 | 5 | 7 |
| 35-49 | 13 | 53 | 22 | 3 | 2 | 7 |
| 50-64 | 17 | 37 | 22 | 10 | 4 | 10 |
| 65+ | 14 | 41 | 24 | 5 | 2 | 14 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 11*
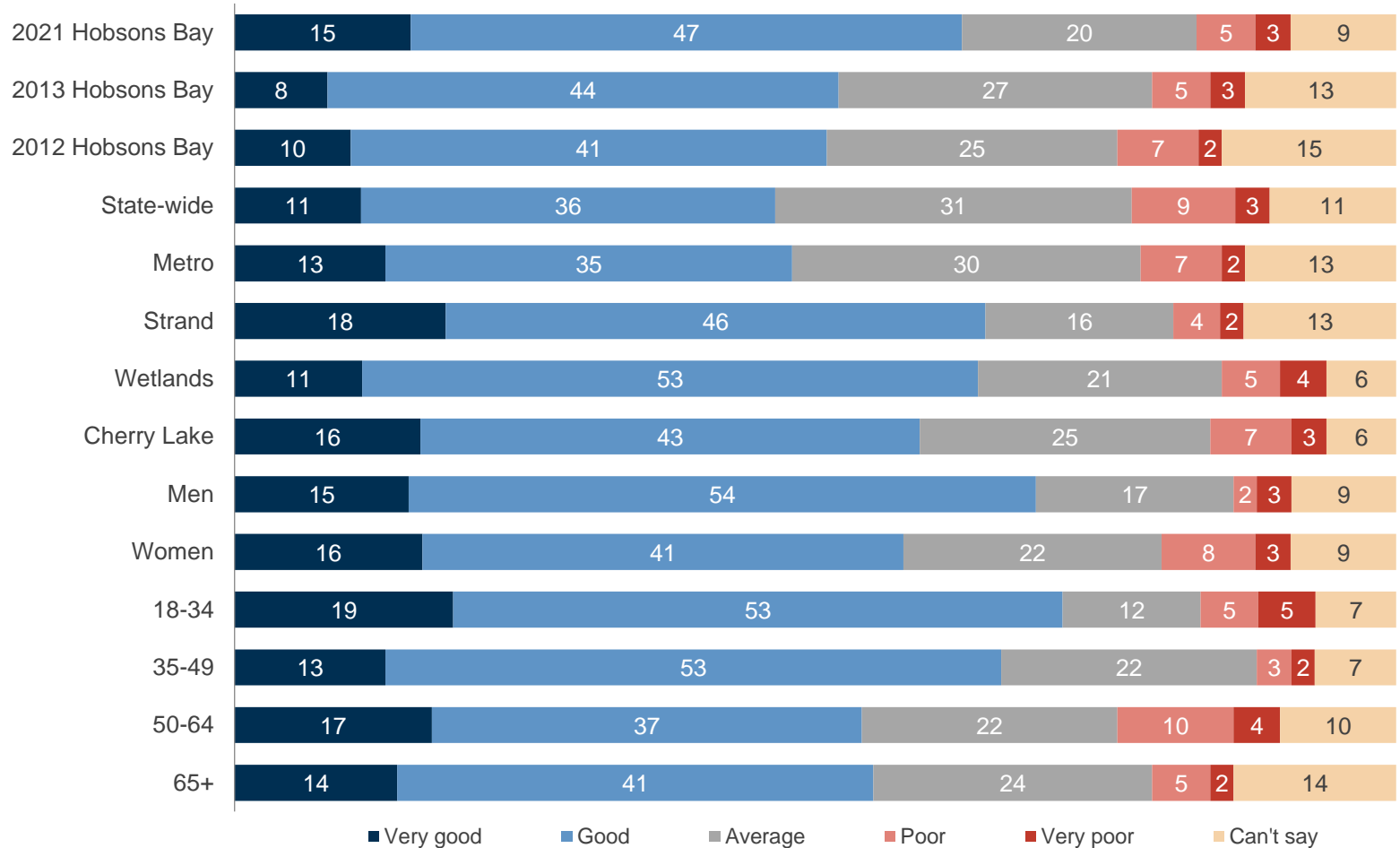
# Emergency and disaster management performance

**2021 emergency and disaster management performance (index scores)**

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| 35-49 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 71 | 68 | 72 | 71 | 70 | 69 | 70 | 71 | 70 | 70 |
| 65+ | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 70 | 66 | 70 | 69 | 68 | 68 | 69 | n/a | n/a | n/a |
| Women | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 66 | n/a | 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: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Emergency and disaster management performance

**2021 emergency and disaster management performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 9 | 36 | 17 | 1 | 1 | 37 |
| State-wide | 19 | 39 | 20 | 4 | 2 | 16 |
| Metro | 12 | 35 | 19 | 2 | 1 | 29 |
| Strand | 12 | 26 | 16 | 1 | | 45 |
| Wetlands | 3 | 49 | 19 | | 1 | 28 |
| Cherry Lake | 11 | 40 | 17 | 1 | 1 | 30 |
| Men | 10 | 36 | 14 | 1 | 1 | 38 |
| Women | 8 | 35 | 20 | | 1 | 36 |
| 18-34 | 5 | 53 | 23 | | | 19 |
| 35-49 | 13 | 29 | 14 | | | 44 |
| 50-64 | 8 | 23 | 17 | 2 | 2 | 48 |
| 65+ | 11 | 32 | 12 | 3 | 1 | 41 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*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: 5*
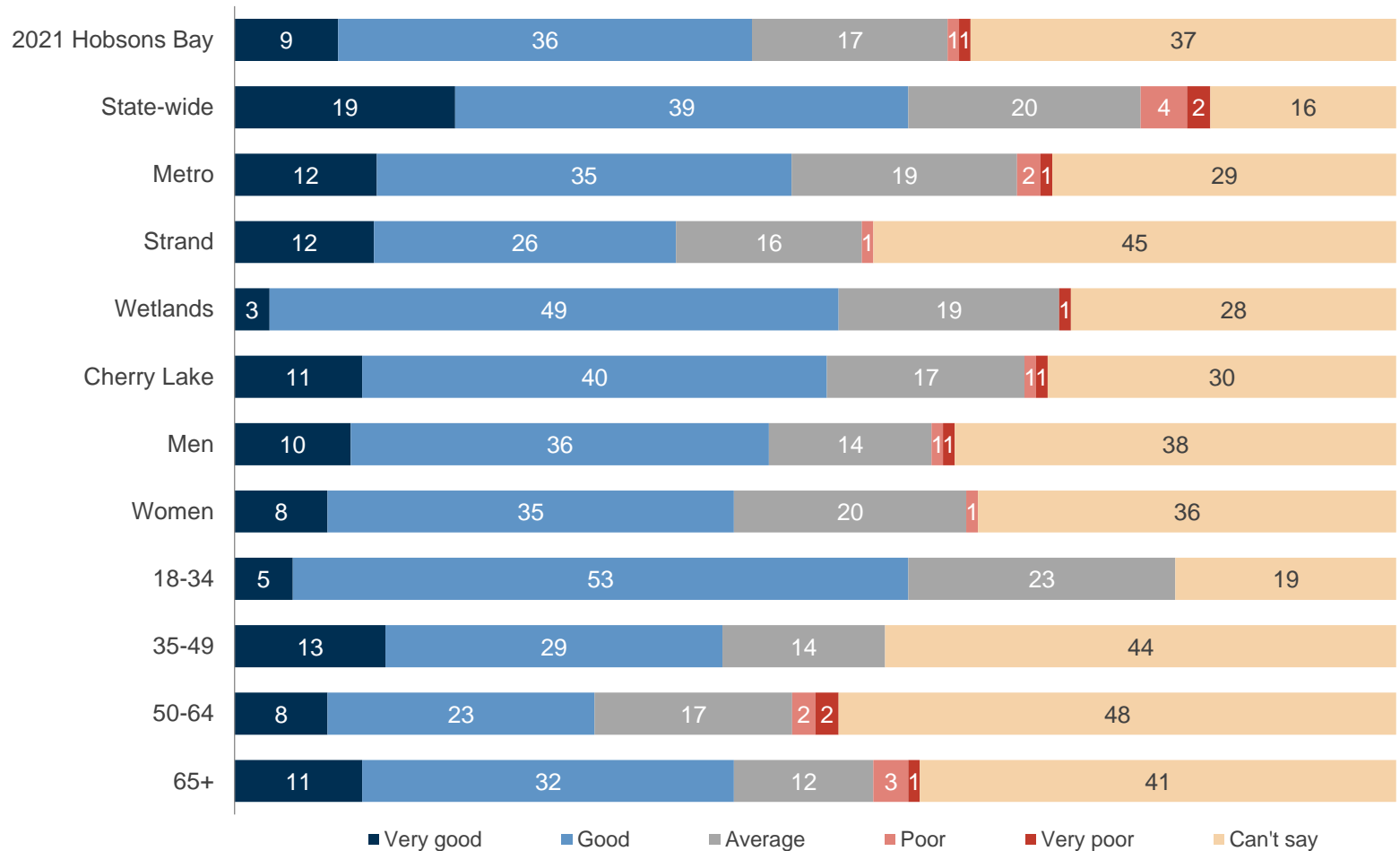
# Planning for population growth in the area performance

**2021 population growth performance (index scores)**

| | | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|---|
| Metro | 53 ▲ | 52 | 52 | 50 | 51 | 51 | 54 | n/a | n/a | n/a |
| State-wide | 53 ▲ | 51 | 52 | 52 | 52 | 51 | 54 | 54 | 54 | 52 |
| 18-34 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 58 | 55 |
| Men | 52 | n/a | n/a | n/a | n/a | n/a | n/a | 47 | 48 |
| Wetlands | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 41 | 45 |
| Hobsons Bay | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 47 | 48 |
| Strand | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 46 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 45 | 49 |
| Women | 45 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 47 | 49 |
| 50-64 | 44 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 39 | 44 |

*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: 18 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning for population growth in the area performance

## 2021 population growth performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2021 Hobsons Bay | 4 | 21 | 35 | 17 | 8 | 16 |
| 2013 Hobsons Bay | 4 | 20 | 27 | 19 | 10 | 20 |
| 2012 Hobsons Bay | 3 | 23 | 29 | 16 | 9 | 20 |
| State-wide | 7 | 26 | 30 | 16 | 7 | 15 |
| Metro | 6 | 23 | 33 | 15 | 5 | 19 |
| Strand | 3 | 18 | 37 | 21 | 6 | 15 |
| Wetlands | 4 | 26 | 30 | 10 | 12 | 18 |
| Cherry Lake | 5 | 18 | 36 | 19 | 8 | 14 |
| Men | 5 | 27 | 34 | 11 | 9 | 14 |
| Women | 2 | 15 | 36 | 23 | 7 | 17 |
| 18-34 | 2 | 27 | 43 | 9 | 7 | 12 |
| 35-49 | 2 | 25 | 35 | 18 | 9 | 11 |
| 50-64 | 3 | 13 | 33 | 26 | 6 | 18 |
| 65+ | 7 | 14 | 26 | 20 | 10 | 23 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*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: 18 Councils asked group: 5*
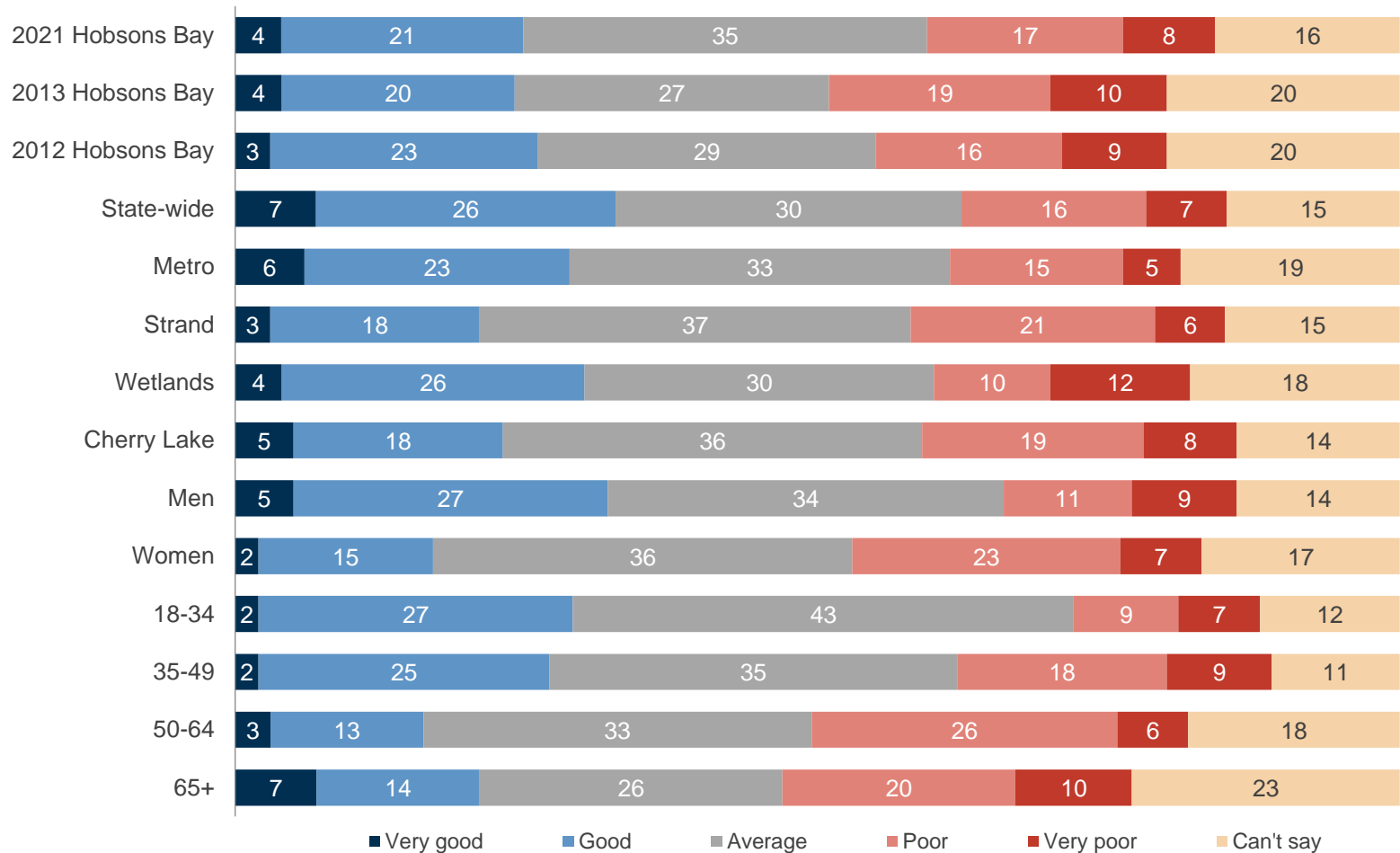
# Detailed demographics

# Gender and age profile

## 2021 gender

### Hobsons Bay
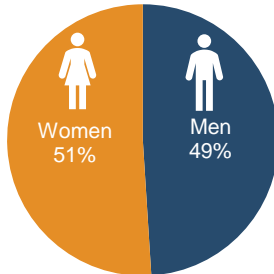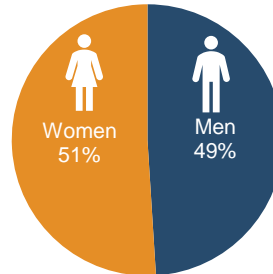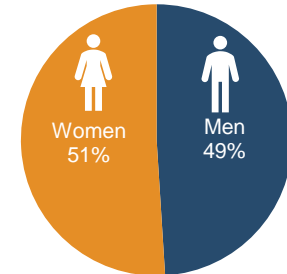
Women 51%  Men 49%

### Metro

Women 51%  Men 49%

### State-wide

Women 51%  Men 49%

## 2021 age

### Hobsons Bay

8%  21%  28%  16%  27%

### Metro

8%  27%  25%  14%  25%

### State-wide

6%  19%  23%  18%  34%
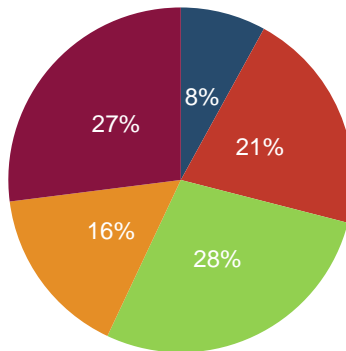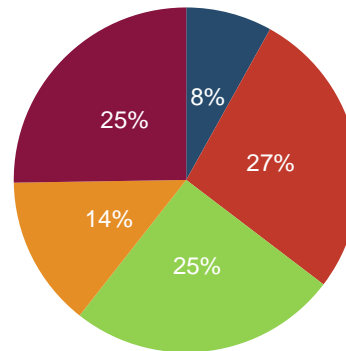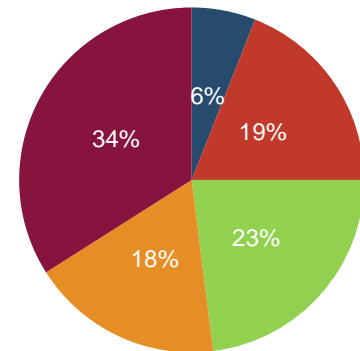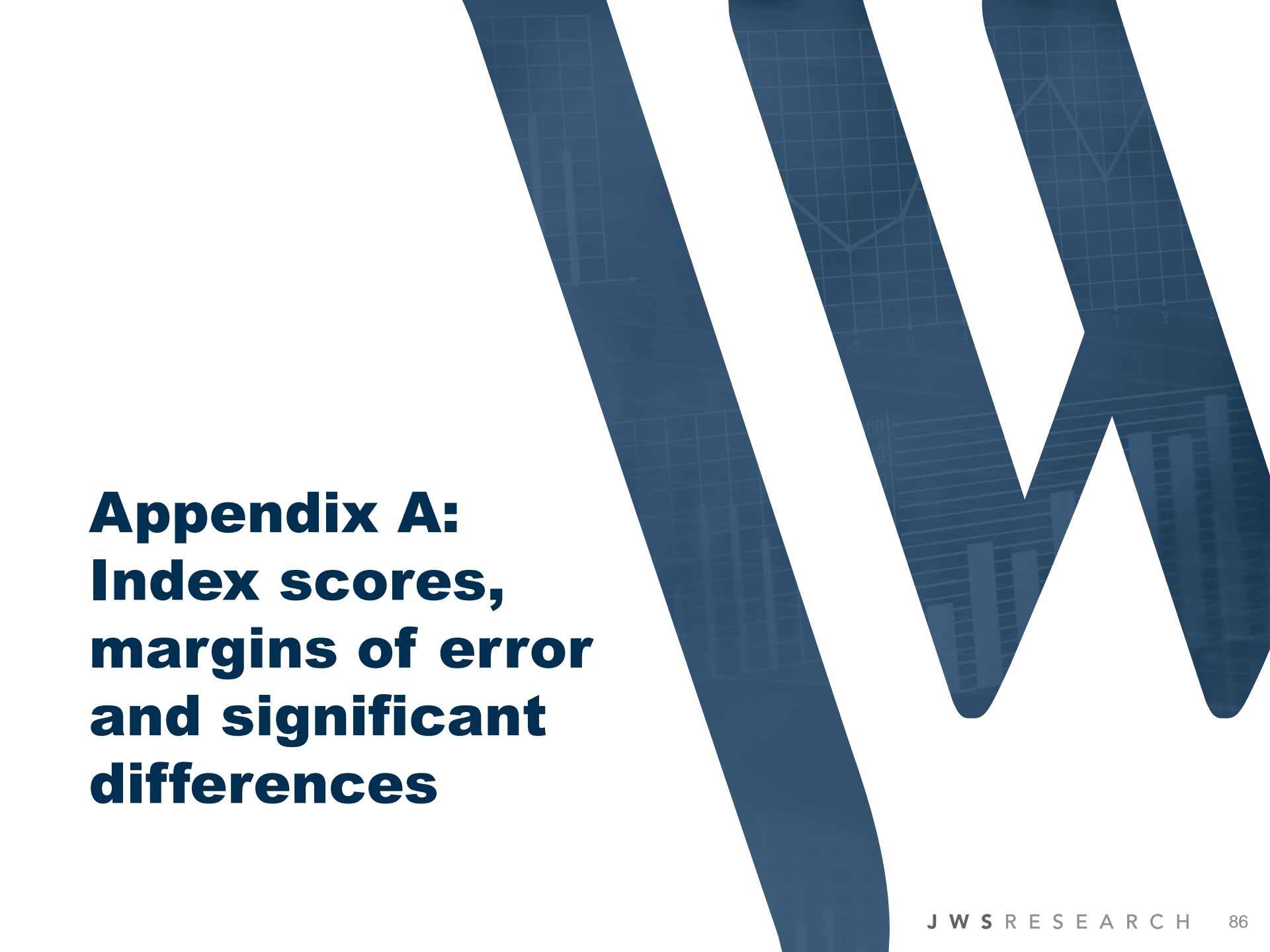
■18-24 ■25-34 ■35-49 ■50-64 ■65+    ■18-24 ■25-34 ■35-49 ■50-64 ■65+    ■18-24 ■25-34 ■35-49 ■50-64 ■65+

*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: 15*
*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.*

# 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 2021 State-wide Local Government Community Satisfaction Survey for Hobsons Bay 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 76,700 people aged 18 years or over for Hobsons Bay City Council, according to ABS estimates.

| Demographic | Actual survey sample size | Weighted base | Maximum margin of error at 95% confidence interval |
|---|---|---|---|
| Hobsons Bay City Council | 400 | 400 | +/-4.9 |
| Men | 181 | 196 | +/-7.3 |
| Women | 219 | 204 | +/-6.6 |
| Strand | 189 | 190 | +/-7.1 |
| Wetlands | 111 | 120 | +/-9.3 |
| Cherry Lake | 100 | 90 | +/-9.8 |
| 18-34 years | 42 | 117 | +/-15.3 |
| 35-49 years | 57 | 113 | +/-13.1 |
| 50-64 years | 110 | 62 | +/-9.4 |
| 65+ years | 191 | 108 | +/-7.1 |

# 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:
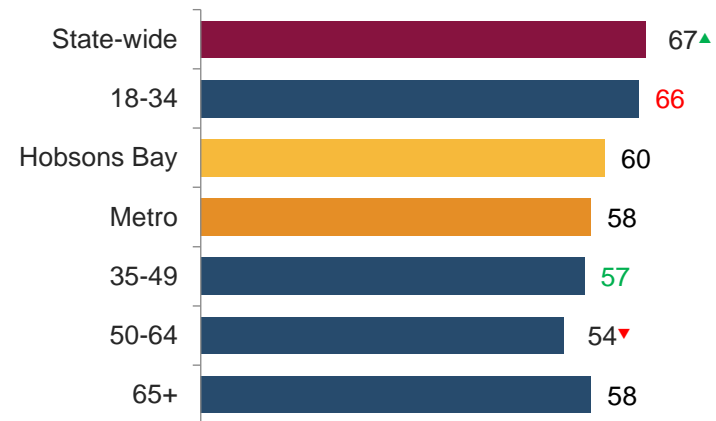
- ▲ The state-wide result is significantly higher than the overall result for the council.

- ▼ 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 2020. 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 2020.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2020.

**2021 overall performance (index scores) (example extract only)**

| Group | Index score |
|---|---|
| State-wide | 67 ▲ |
| 18-34 | 66 |
| Hobsons Bay | 60 |
| Metro | 58 |
| 35-49 | 57 |
| 50-64 | 54 ▼ |
| 65+ | 58 |

# Appendix A:
# Index score significant difference calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z\ Score = (\$1 - \$2) / Sqrt ((\$5^2 / \$3) + (\$6^2 / \$4))$$

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 2021 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 2021 results are compared with previous years, as detailed below:

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 Hobsons Bay 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 Hobsons Bay City Council.

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

A total of n=400 completed interviews were achieved in Hobsons Bay City Council. Survey fieldwork was conducted in the period of 2nd March – 21st March, 2021.

# Appendix B:
# Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 vary slightly.

**Council Groups**

Hobsons Bay 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, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Hobsons Bay City Council for this 2021 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 Hobsons Bay 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 2012-2021 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 2021 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 2021 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 2021 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**: 2021 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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# Local Government Community Satisfaction Survey

## Hobsons Bay City Council
## 2021 Tailored Questions

Coordinated by the Department of Jobs, Precincts and Regions on behalf of Victorian councils

# Contents

# Health and aged care services

**2021 health and aged care performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Disability services (e.g. home and personal care, respite) | 9 | 21 | 15 | 6 | 2 | 47 |
| Programs that support vulnerable communities and promote fairness | 6 | 30 | 17 | 5 | 1 | 41 |
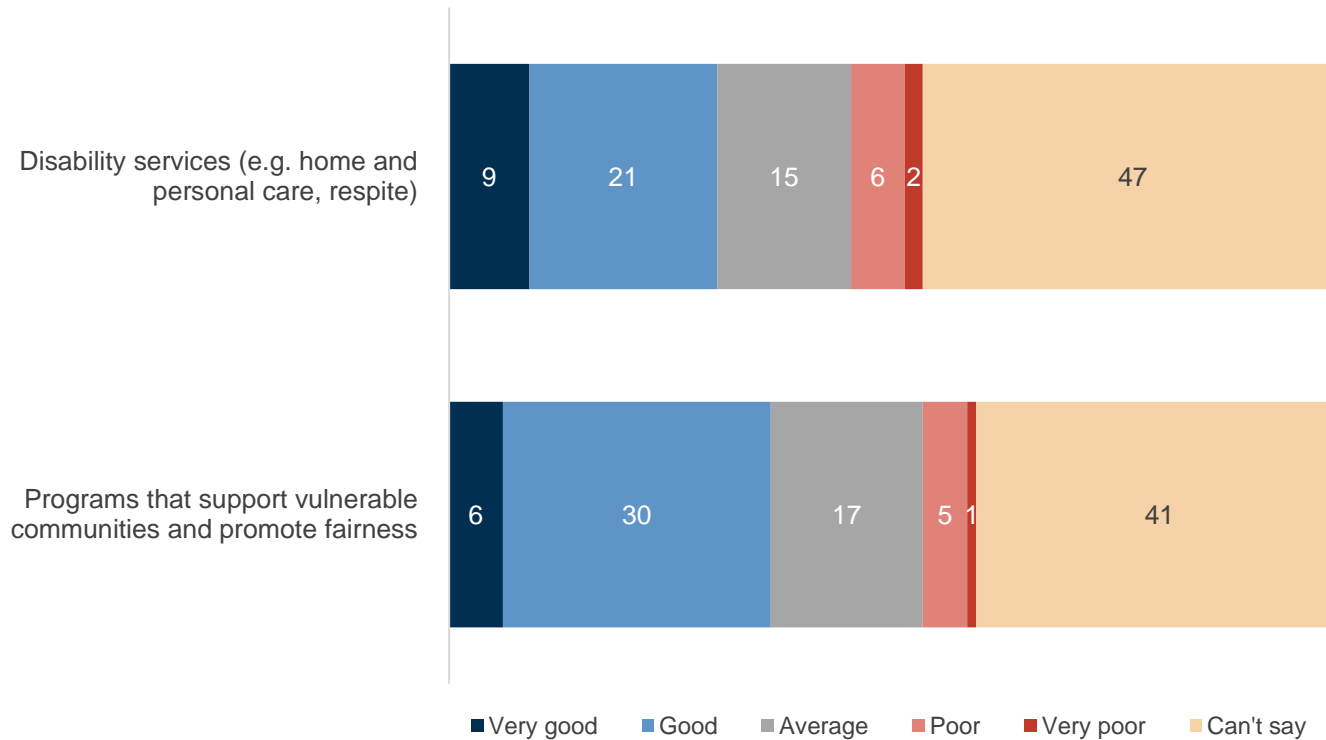
*Q2. And how about **health and aged care services**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Disability services

**2021 disability services (e.g. home and personal care, respite) performance (index scores)**



| | |
|---|---|
| Cherry Lake | 71 |
| 65+ | 69 |
| Men | 69 |
| Hobsons Bay | 64 |
| Strand | 63 |
| 50-64 | 63 |
| 18-34 | 63 |
| 35-49 | 61 |
| Wetlands | 61 |
| Women | 60 |

*HB1. And now thinking about **disability services (e.g. home and personal care, respite)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

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# Disability services

## 2021 disability services (e.g. home and personal care, respite) performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 21 | 15 | 6 | 2 | 47 |
| Strand | 8 | 17 | 13 | 7 | 1 | 54 |
| Wetlands | 6 | 26 | 20 | 5 | 3 | 41 |
| Cherry Lake | 16 | 25 | 12 | 5 | 1 | 41 |
| Men | 10 | 25 | 14 | 3 | 1 | 47 |
| Women | 8 | 18 | 16 | 8 | 2 | 47 |
| 18-34 | 10 | 27 | 24 | 9 | | 31 |
| 35-49 | 5 | 13 | 10 | 5 | 2 | 65 |
| 50-64 | 10 | 19 | 13 | 4 | 5 | 50 |
| 65+ | 12 | 26 | 12 | 4 | 2 | 44 |

*HB1. And now thinking about **disability services (e.g. home and personal care, respite)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Support for vulnerable communities and promoting fairness

**2021 programs that support vulnerable communities and promote fairness performance (index scores)**



| | Index Score |
|---|---|
| Cherry Lake | 72 |
| Men | 68 |
| 65+ | 67 |
| 35-49 | 65 |
| Hobsons Bay | 65 |
| 18-34 | 65 |
| Strand | 63 |
| Wetlands | 63 |
| Women | 62 |
| 50-64 | 61 |

*HB2. And now thinking about **programs that support vulnerable communities and promote fairness**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Support for vulnerable communities and promoting fairness

**2021 programs that support vulnerable communities and promote fairness performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 6 | 30 | 17 | 5 | 1 | 41 |
| Strand | 4 | 25 | 19 | 4 | 1 | 46 |
| Wetlands | 4 | 36 | 16 | 9 | | 34 |
| Cherry Lake | 11 | 32 | 12 | 3 | 1 | 41 |
| Men | 6 | 35 | 15 | 3 | 1 | 39 |
| Women | 5 | 25 | 18 | 7 | 1 | 43 |
| 18-34 | 2 | 43 | 24 | 5 | | 26 |
| 35-49 | 7 | 23 | 14 | 6 | | 50 |
| 50-64 | 5 | 25 | 14 | 6 | 3 | 49 |
| 65+ | 9 | 27 | 13 | 4 | 2 | 45 |

*HB2. And now thinking about **programs that support vulnerable communities and promote fairness**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Children's services

**2021 children's services performance (%)**



| Service | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Immunisations | 14 | 30 | 10 | 1 | | 45 |
| Kindergarten support and central enrolment | 10 | 31 | 9 | 1 | | 49 |
| Maternal and Child Health | 9 | 28 | 9 | 1 | | 53 |
| Family day care | 9 | 25 | 11 | 2 | | 52 |
| Playgroups | 8 | 24 | 10 | 1 | 1 | 57 |
| Youth services | 5 | 21 | 14 | 7 | 1 | 52 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. And how about **children's services**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Playgroups

**2021 playgroups performance (index scores)**

| Category | Score |
|---|---|
| 35-49 | 76 |
| Men | 74 |
| 65+ | 73 |
| Strand | 73 |
| Cherry Lake | 73 |
| Hobsons Bay | 72 |
| Women | 70 |
| Wetlands | 70 |
| 50-64 | 68 |
| 18-34 | 68 |

*HB3. And now thinking about **playgroups**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Playgroups

**2021 playgroups performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 8 | 24 | 10 | 1 | 1 | 57 |
| Strand | 10 | 17 | 5 | 1 | 1 | 66 |
| Wetlands | 3 | 31 | 13 | | | 52 |
| Cherry Lake | 10 | 30 | 16 | | | 44 |
| Men | 10 | 21 | 11 | | | 58 |
| Women | 6 | 27 | 9 | 1 | 1 | 55 |
| 18-34 | 5 | 29 | 12 | 2 | | 53 |
| 35-49 | 15 | 27 | 9 | 2 | | 47 |
| 50-64 | 6 | 14 | 14 | 1 | | 66 |
| 65+ | 5 | 24 | 6 | 1 | | 65 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB3. And now thinking about **playgroups**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H   10

# Kindergarten support and central enrolment

**2021 kindergarten support and central enrolment performance (index scores)**

| Category | Score |
|---|---|
| 35-49 | 79 |
| Cherry Lake | 78 |
| 50-64 | 77 |
| Women | 76 |
| 65+ | 76 |
| Hobsons Bay | 75 |
| Strand | 75 |
| Men | 74 |
| Wetlands | 73 |
| 18-34 | 70 |

*HB4. And now thinking about **kindergarten support and central enrolment**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H    11

# Kindergarten support and central enrolment

**2021 kindergarten support and central enrolment performance (%)**



| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 10 | 31 | 9 | 1 | | 49 |
| Strand | 9 | 26 | 7 | 1 | | 57 |
| Wetlands | 7 | 35 | 12 | | | 46 |
| Cherry Lake | 16 | 38 | 10 | | | 37 |
| Men | 8 | 34 | 10 | | | 48 |
| Women | 12 | 29 | 8 | 1 | | 50 |
| 18-34 | 2 | 43 | 14 | | | 40 |
| 35-49 | 17 | 34 | 4 | 2 | | 43 |
| 50-64 | 13 | 16 | 10 | | | 61 |
| 65+ | 10 | 24 | 8 | 1 | | 58 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

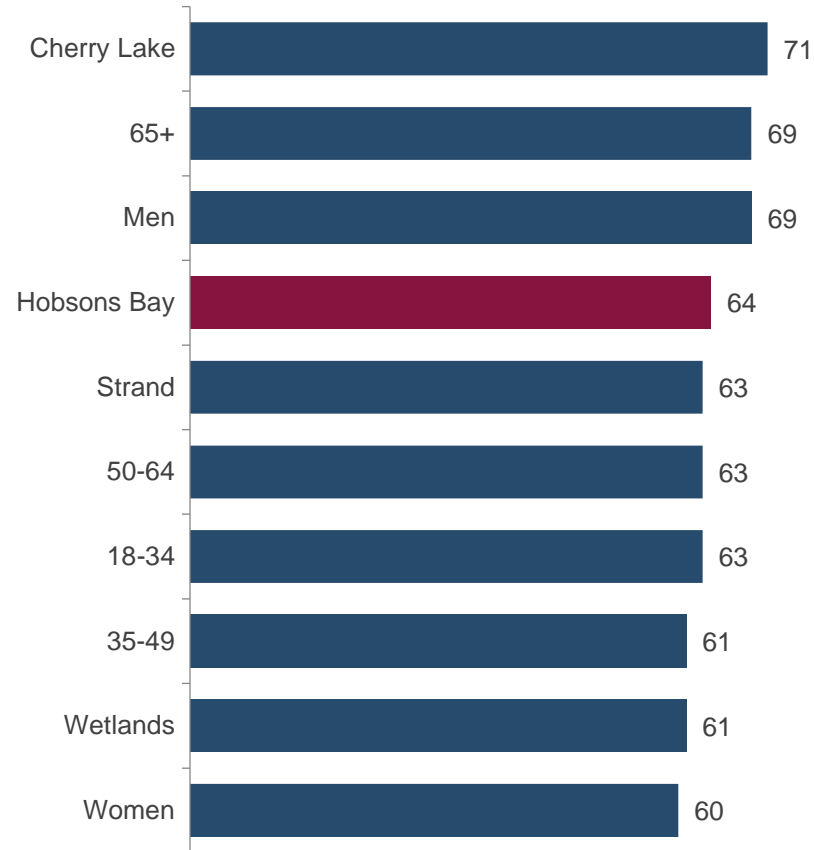*HB4. And now thinking about **kindergarten support and central enrolment**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Youth services

**2021 youth services performance (index scores)**



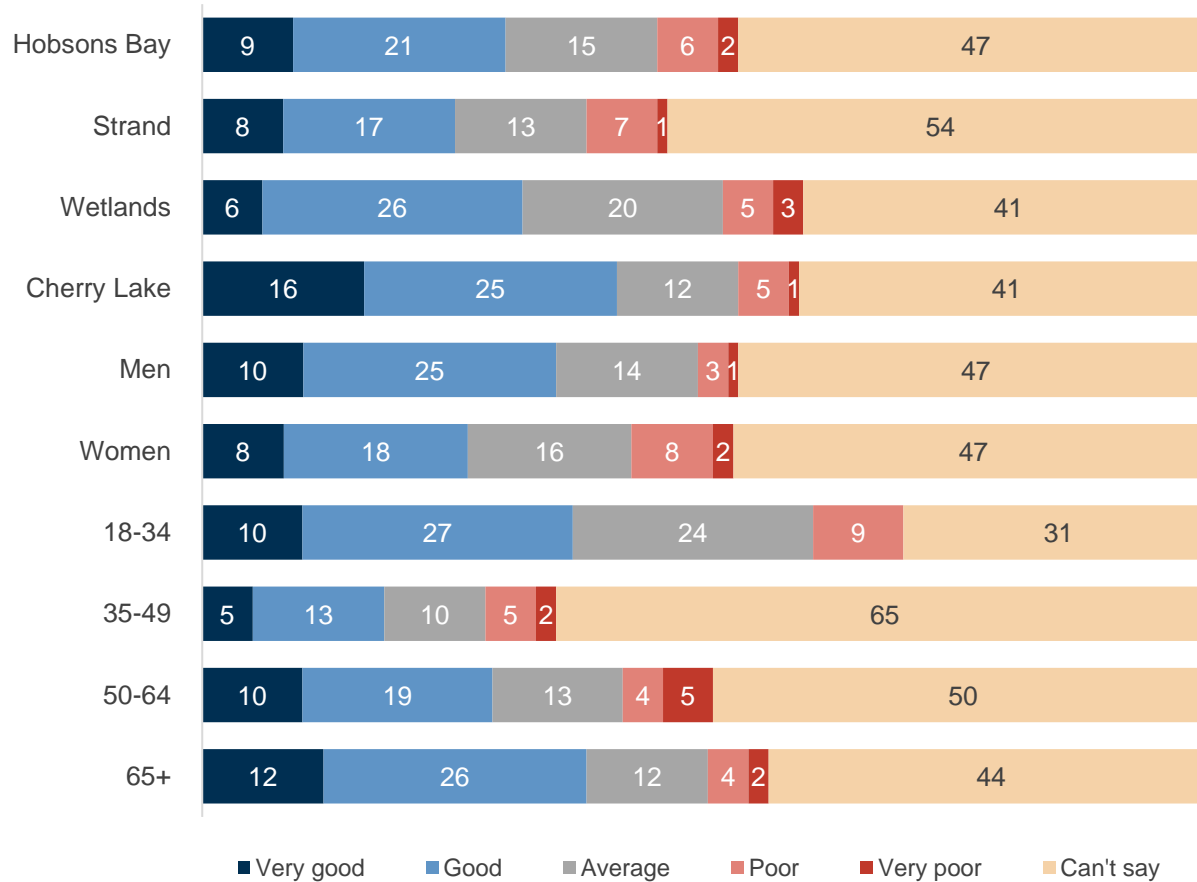| Category | Score |
|---|---|
| Cherry Lake | 68 |
| 65+ | 66 |
| Men | 65 |
| 18-34 | 65 |
| Hobsons Bay | 62 |
| Wetlands | 60 |
| Strand | 59 |
| Women | 58 |
| 35-49 | 57 |
| 50-64 | 55 |

*HB5. And now thinking about **youth services**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Youth services

**2021 youth services performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 5 | 21 | 14 | 7 | 1 | 52 |
| Strand | 2 | 22 | 12 | 7 | 1 | 57 |
| Wetlands | 4 | 24 | 17 | 7 | 2 | 46 |
| Cherry Lake | 14 | 16 | 14 | 6 | | 49 |
| Men | 2 | 28 | 15 | 3 | | 51 |
| Women | 7 | 15 | 13 | 11 | 2 | 52 |
| 18-34 | 7 | 36 | 17 | 9 | | 31 |
| 35-49 | 3 | 18 | 12 | 7 | 3 | 57 |
| 50-64 | 4 | 11 | 16 | 9 | 1 | 59 |
| 65+ | 5 | 15 | 11 | 4 | | 64 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB5. And now thinking about **youth services**?*
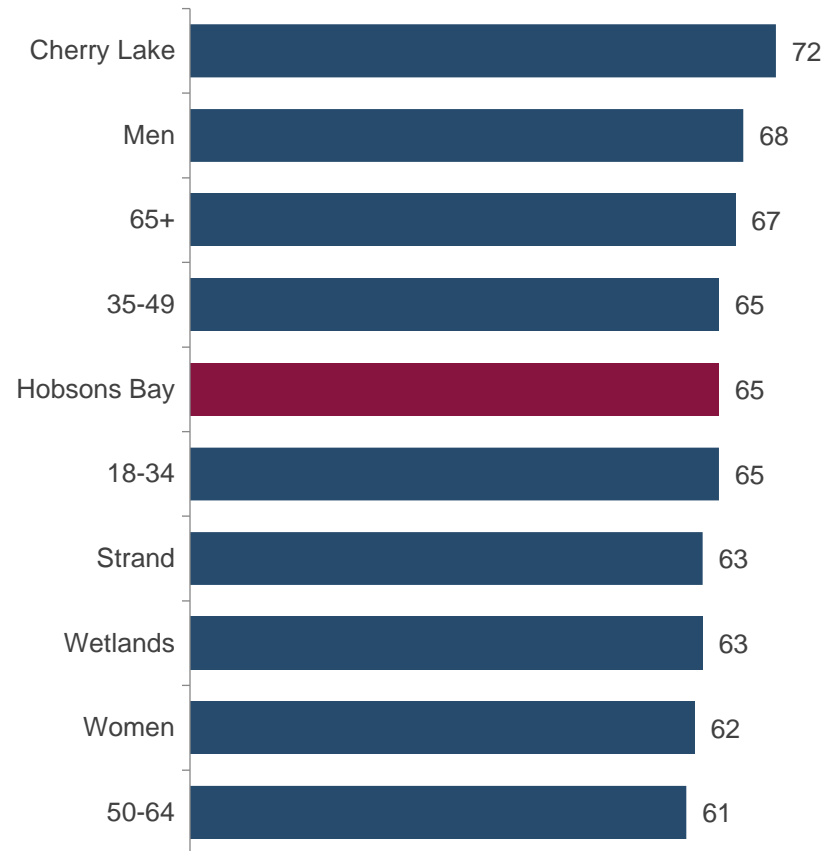*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H      14

# Immunisations

**2021 immunisations performance (index scores)**



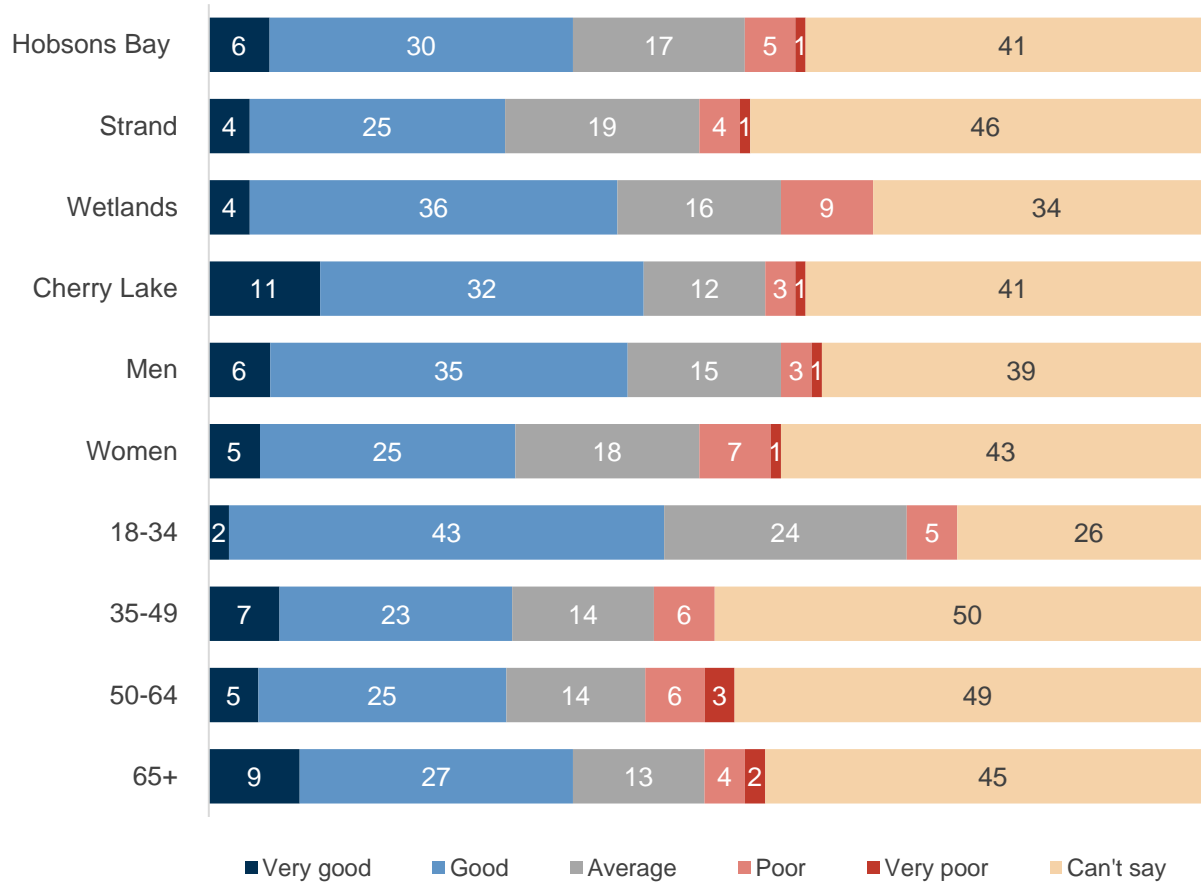*HB6. And now thinking about **immunisations**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H    15

# Immunisations

**2021 immunisations performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 14 | 30 | 10 | 1 | | 45 |
| Strand | 13 | 27 | 10 | 1 | | 49 |
| Wetlands | 12 | 33 | 10 | 2 | | 42 |
| Cherry Lake | 18 | 32 | 11 | 1 | | 39 |
| Men | 10 | 27 | 13 | 1 | 1 | 48 |
| Women | 19 | 32 | 7 | 1 | | 41 |
| 18-34 | 9 | 43 | 17 | | | 31 |
| 35-49 | 24 | 25 | 9 | 2 | | 40 |
| 50-64 | 10 | 20 | 10 | 1 | 1 | 58 |
| 65+ | 11 | 27 | 4 | 1 | 1 | 56 |

*HB6. And now thinking about immunisations?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH  16

# Maternal and child heath

**2021 maternal and child health performance (index scores)**



| | Index Score |
|---|---|
| 35-49 | 81 |
| Cherry Lake | 75 |
| Women | 75 |
| Strand | 75 |
| Hobsons Bay | 74 |
| Men | 74 |
| 50-64 | 73 |
| Wetlands | 73 |
| 65+ | 71 |
| 18-34 | 69 |

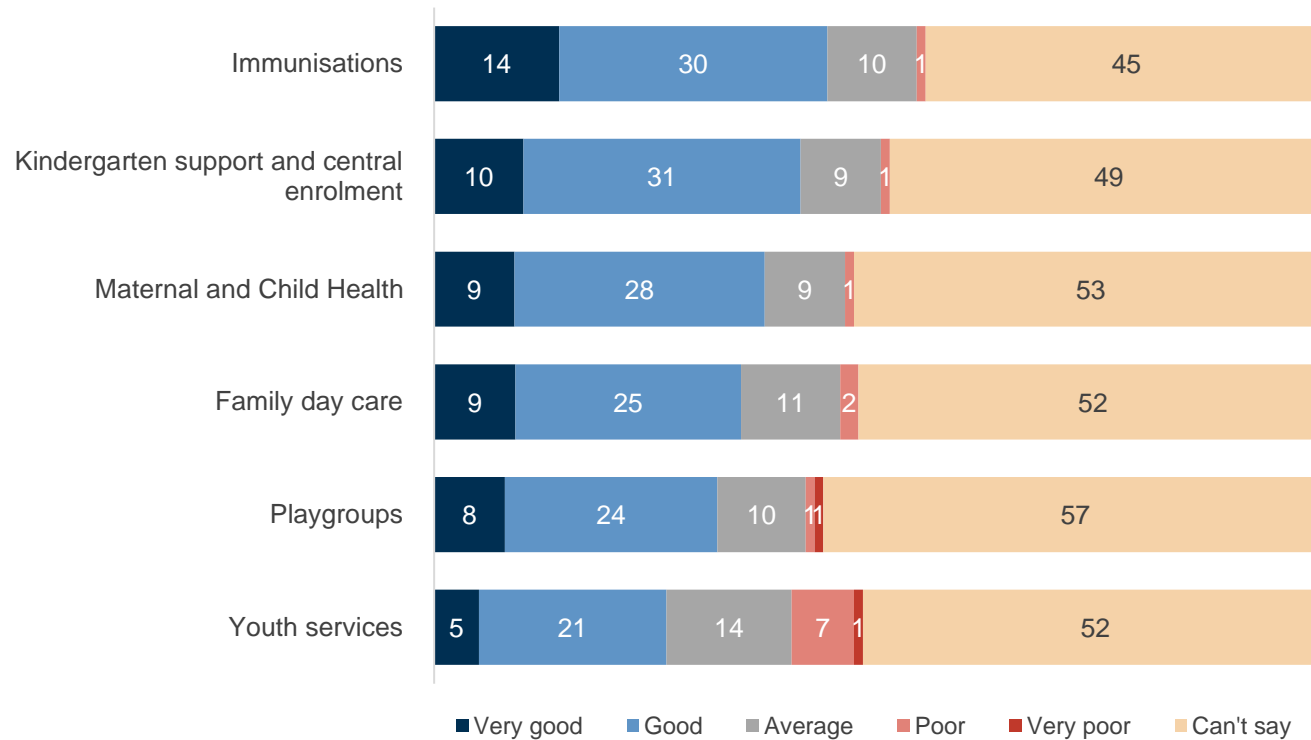*HB7. And now thinking about **maternal and child health**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    17

# Maternal and child heath

## 2021 maternal and child health performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 28 | 9 | 1 | | 53 |
| Strand | 11 | 21 | 8 | 2 | | 58 |
| Wetlands | 4 | 39 | 9 | | | 48 |
| Cherry Lake | 13 | 28 | 13 | | | 46 |
| Men | 8 | 27 | 10 | | | 55 |
| Women | 10 | 29 | 9 | 1 | | 50 |
| 18-34 | 5 | 33 | 17 | | | 45 |
| 35-49 | 19 | 33 | 4 | 2 | | 43 |
| 50-64 | 7 | 24 | 10 | | | 59 |
| 65+ | 5 | 20 | 7 | 1 | | 67 |

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

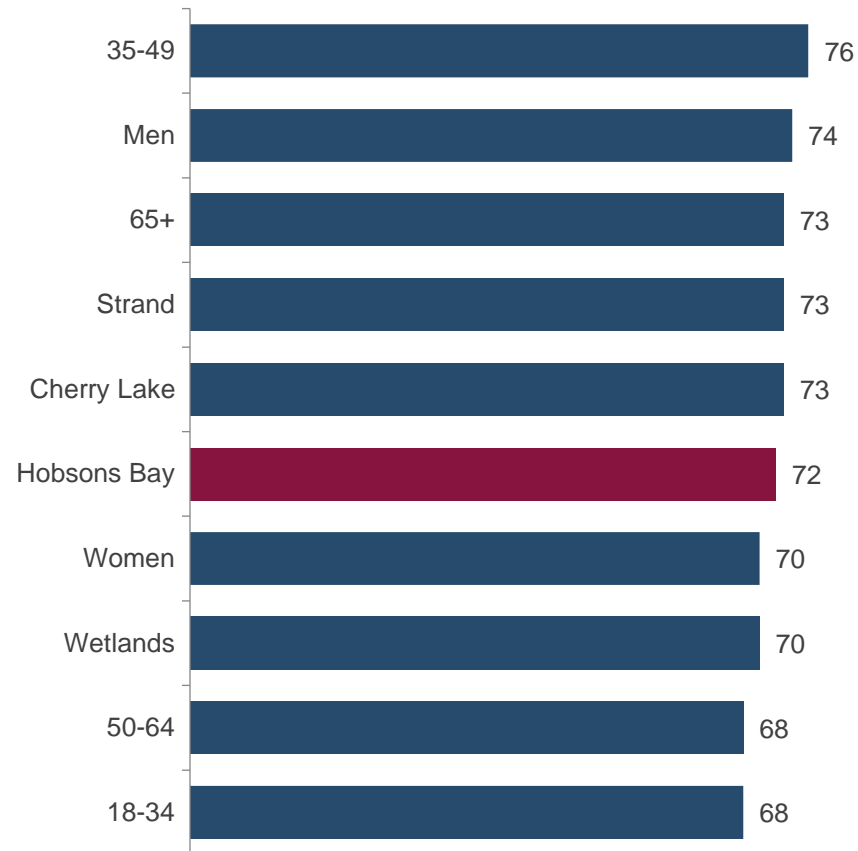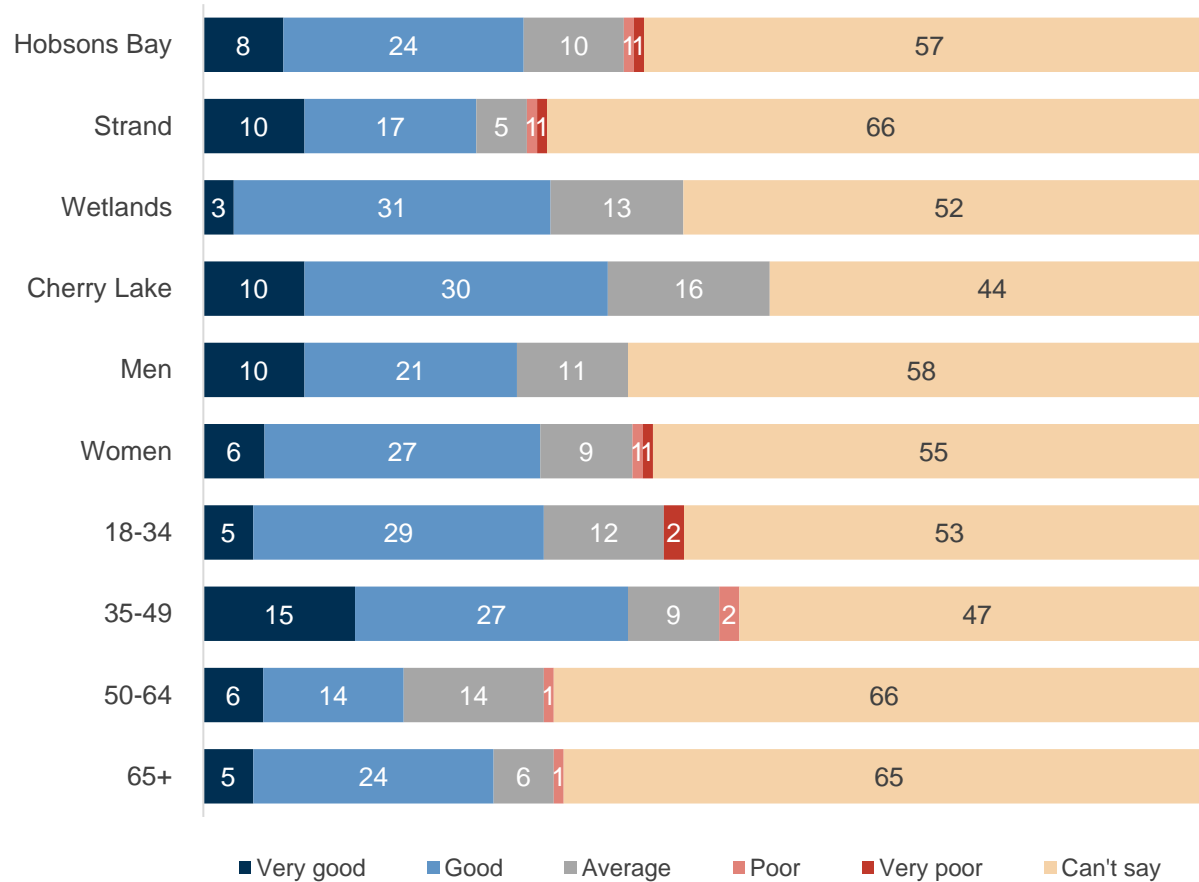*HB7. And now thinking about **maternal and child health**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    18

# Family day care

**2021 family day care performance (index scores)**

| Category | Score |
|---|---|
| 35-49 | 77 |
| Men | 73 |
| Wetlands | 73 |
| Hobsons Bay | 72 |
| Strand | 71 |
| 18-34 | 71 |
| Cherry Lake | 71 |
| Women | 69 |
| 50-64 | 68 |
| 65+ | 67 |

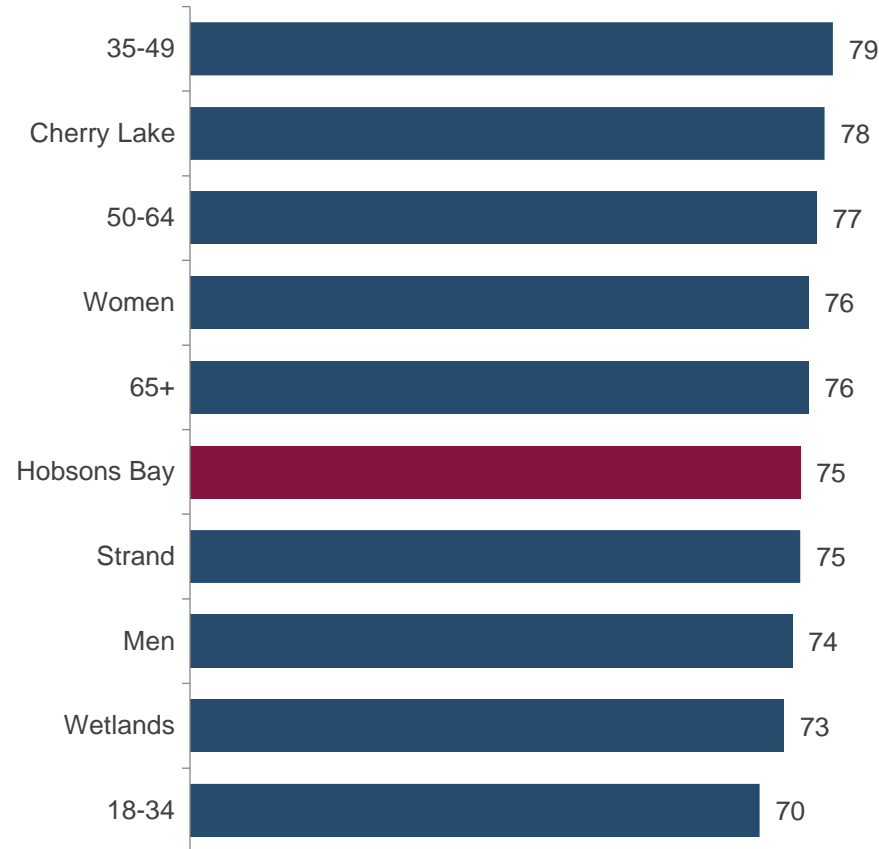*HB8. And now thinking about **family day care**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    19

# Family day care

## 2021 family day care performance (%)



| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 25 | 11 | 2 | | 52 |
| Strand | 8 | 26 | 8 | 2 | 1 | 55 |
| Wetlands | 10 | 26 | 12 | 1 | | 51 |
| Cherry Lake | 10 | 24 | 15 | 2 | | 48 |
| Men | 13 | 29 | 12 | 1 | 1 | 45 |
| Women | 6 | 22 | 10 | 2 | | 60 |
| 18-34 | 7 | 38 | 17 | | | 38 |
| 35-49 | 16 | 23 | 7 | 3 | | 50 |
| 50-64 | 7 | 15 | 11 | 3 | | 64 |
| 65+ | 5 | 19 | 8 | 2 | 2 | 64 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

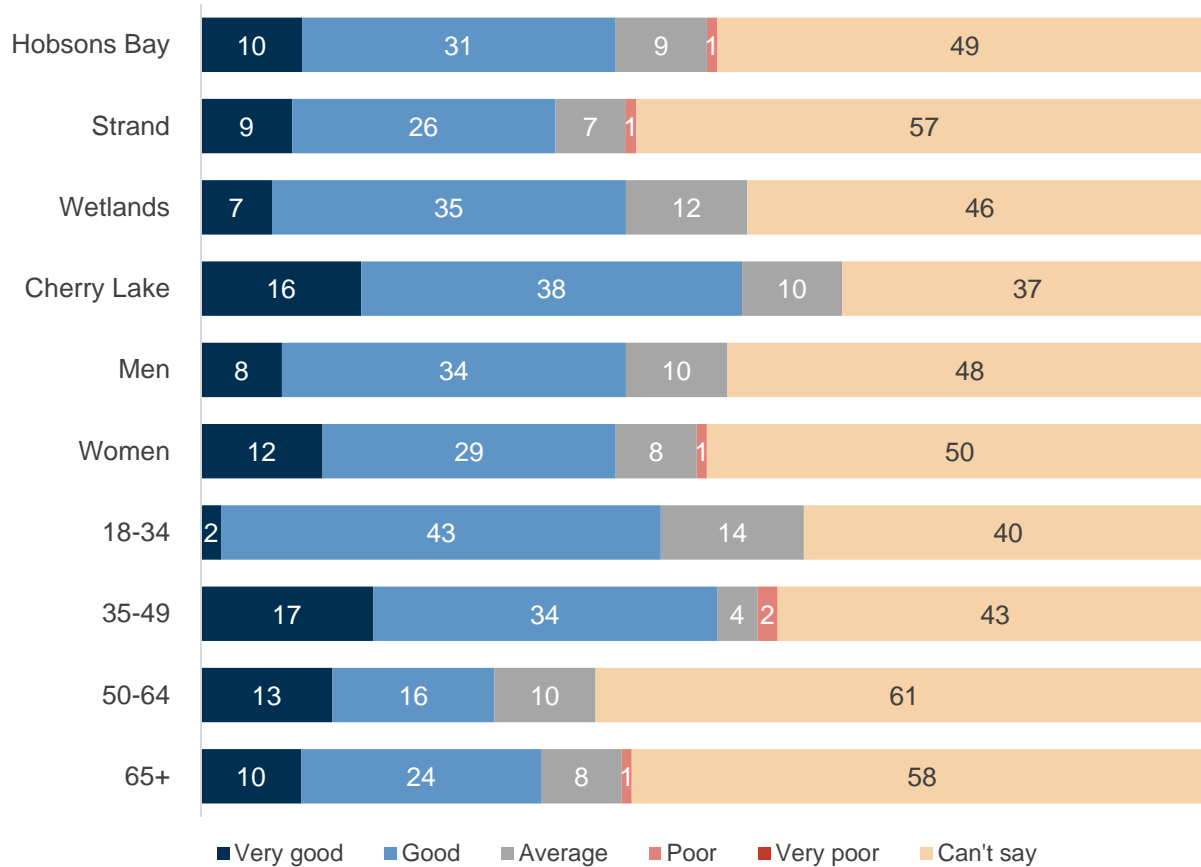*HB8. And now thinking about **family day care**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H          20

# Facilities and events

## 2021 facilities and events performance (%)



| | Very good | Good | Average | Poor | Very Poor | Can't say |
|---|---|---|---|---|---|---|
| Libraries | 40 | 40 | 6 | 2 | 1 | 11 |
| Arts and cultural activities | 16 | 41 | 21 | 6 | | 15 |
| Events and festivals | 13 | 41 | 22 | 9 | 1 | 14 |
| Provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre) | 13 | 36 | 14 | 3 | 1 | 33 |
| Visitor Information Centre | 11 | 38 | 14 | 3 | | 35 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very Poor ■ Can't say
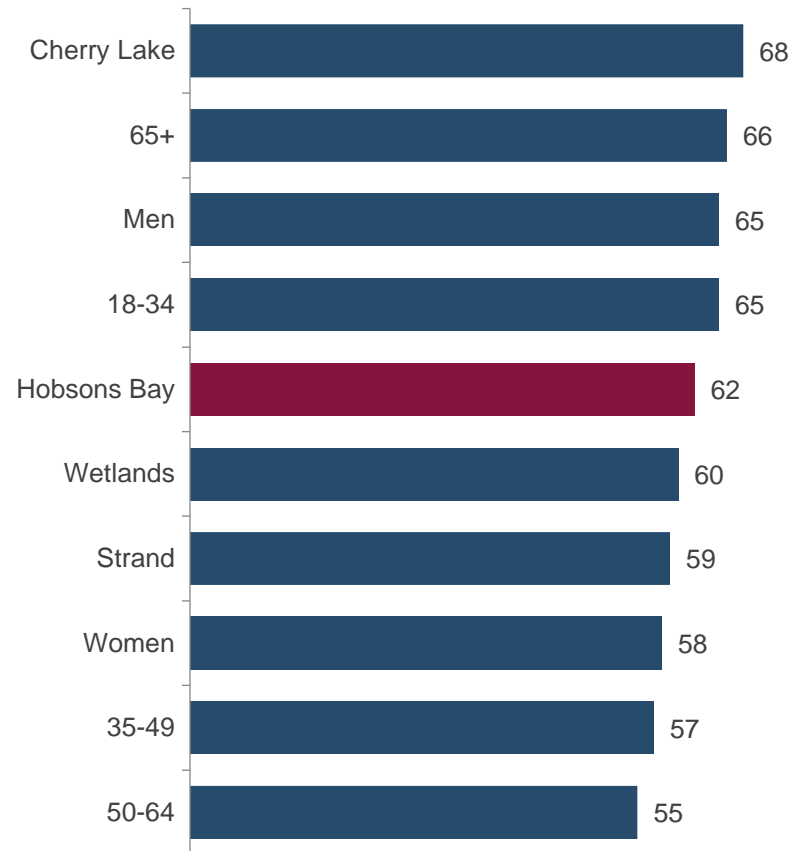
*Q2. And how about **facilities and events**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Libraries

**2021 libraries performance (index scores)**

| Category | Score |
|---|---|
| 35-49 | 86 |
| 65+ | 86 |
| Cherry Lake | 85 |
| Strand | 83 |
| Women | 83 |
| 50-64 | 83 |
| Hobsons Bay | 83 |
| Men | 82 |
| Wetlands | 80 |
| 18-34 | 76 |

*HB9. And now thinking about **libraries**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H     22

# Libraries

## 2021 libraries performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 40 | 40 | 6 | 2 | 1 | 11 |
| Strand | 44 | 35 | 5 | 3 | 1 | 12 |
| Wetlands | 31 | 49 | 9 | 3 | | 9 |
| Cherry Lake | 42 | 41 | 4 | 1 | | 12 |
| Men | 36 | 43 | 9 | 1 | | 11 |
| Women | 43 | 38 | 4 | 3 | 1 | 11 |
| 18-34 | 28 | 48 | 7 | 5 | 2 | 9 |
| 35-49 | 46 | 31 | 6 | 2 | | 16 |
| 50-64 | 39 | 43 | 7 | 1 | | 10 |
| 65+ | 46 | 41 | 4 | 1 | | 7 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB9. And now thinking about **libraries**?*
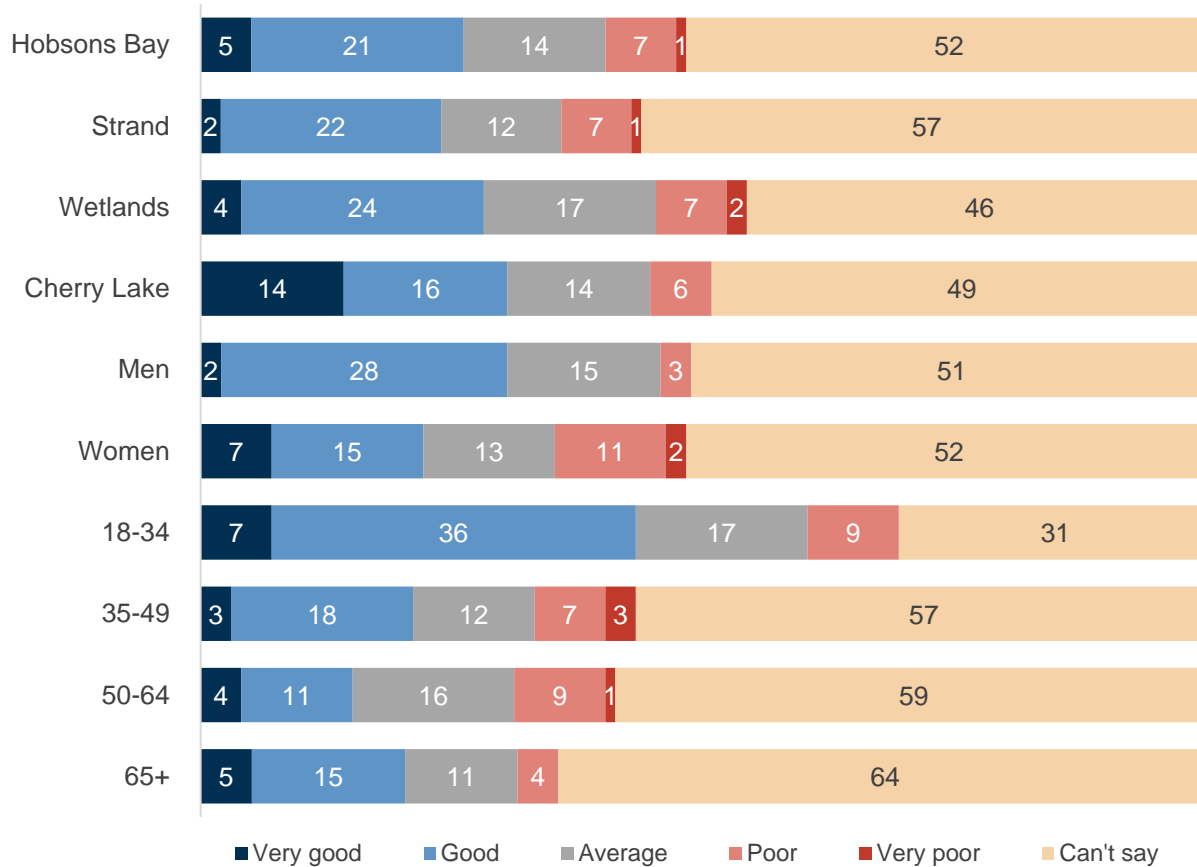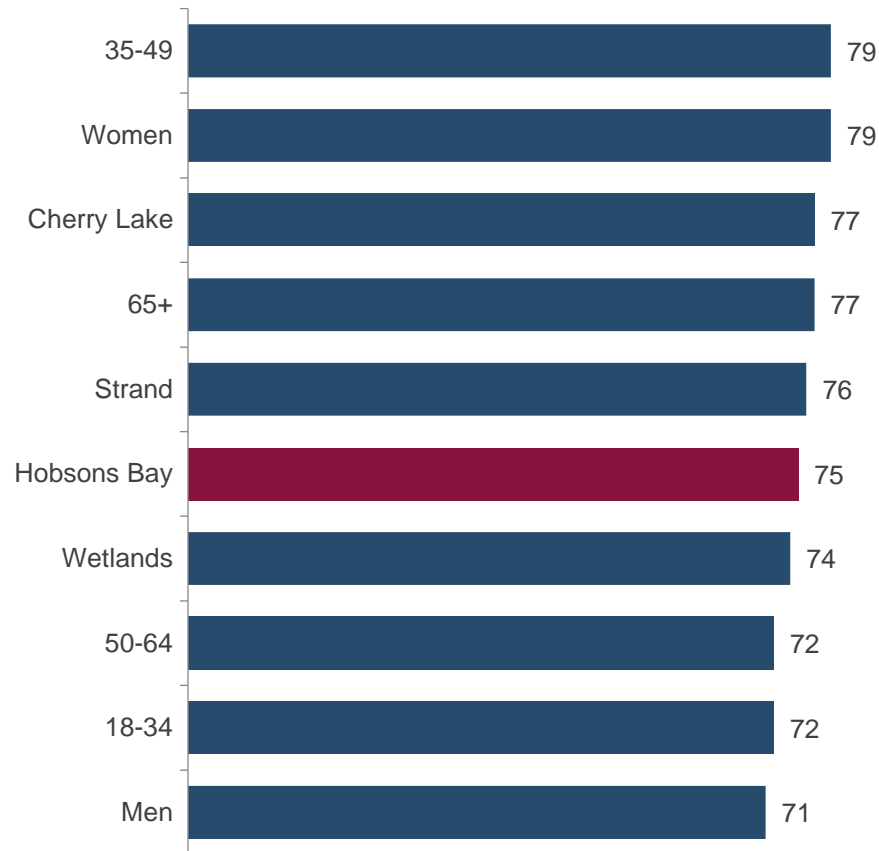*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH          23

# Provision and maintenance of community facilities and venues for hire

**2021 provision and maintenance of community facilities and venues for hire hire (e.g. Laverton Hub, Seabrook Community Centre) performance (index scores)**

| Category | Score |
|---|---|
| Cherry Lake | 77 |
| 65+ | 75 |
| Men | 74 |
| Hobsons Bay | 72 |
| 18-34 | 72 |
| Strand | 71 |
| 35-49 | 71 |
| 50-64 | 70 |
| Women | 70 |
| Wetlands | 70 |

*HB10. And now thinking about **provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre)**?*
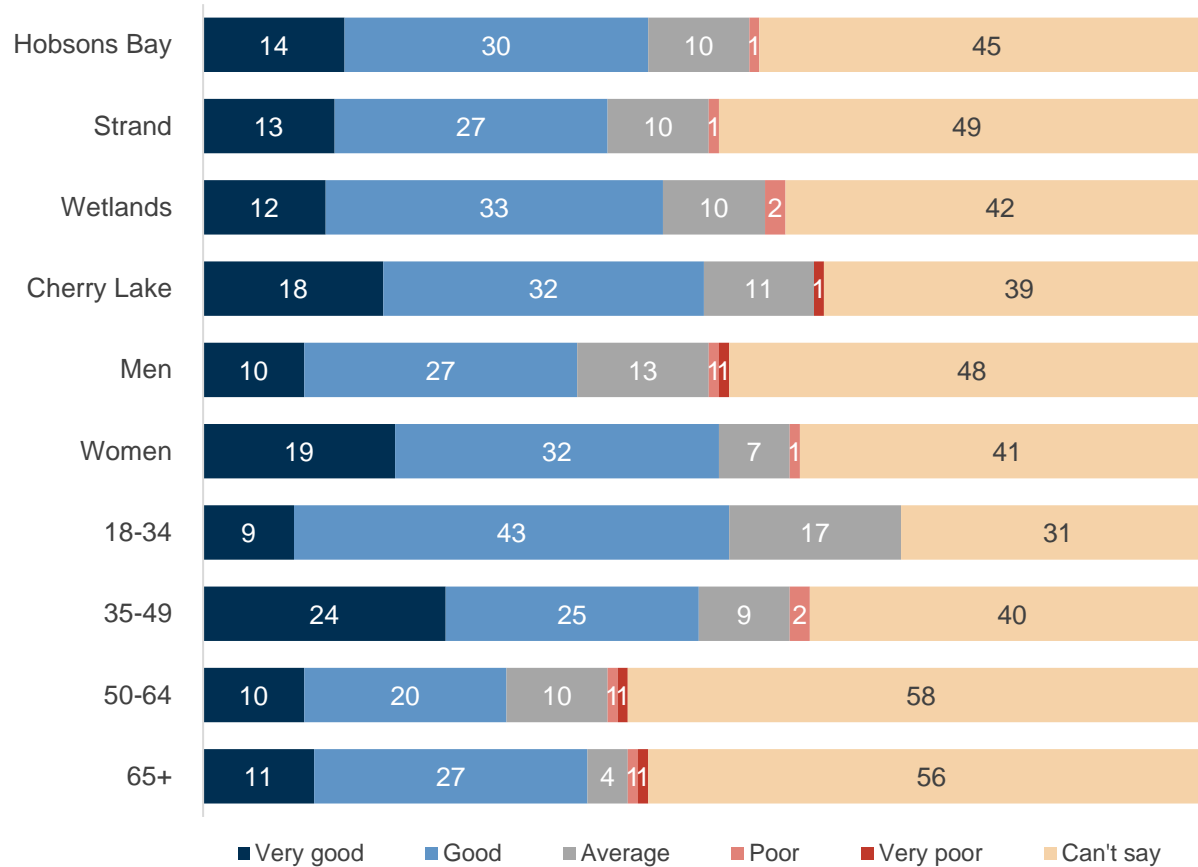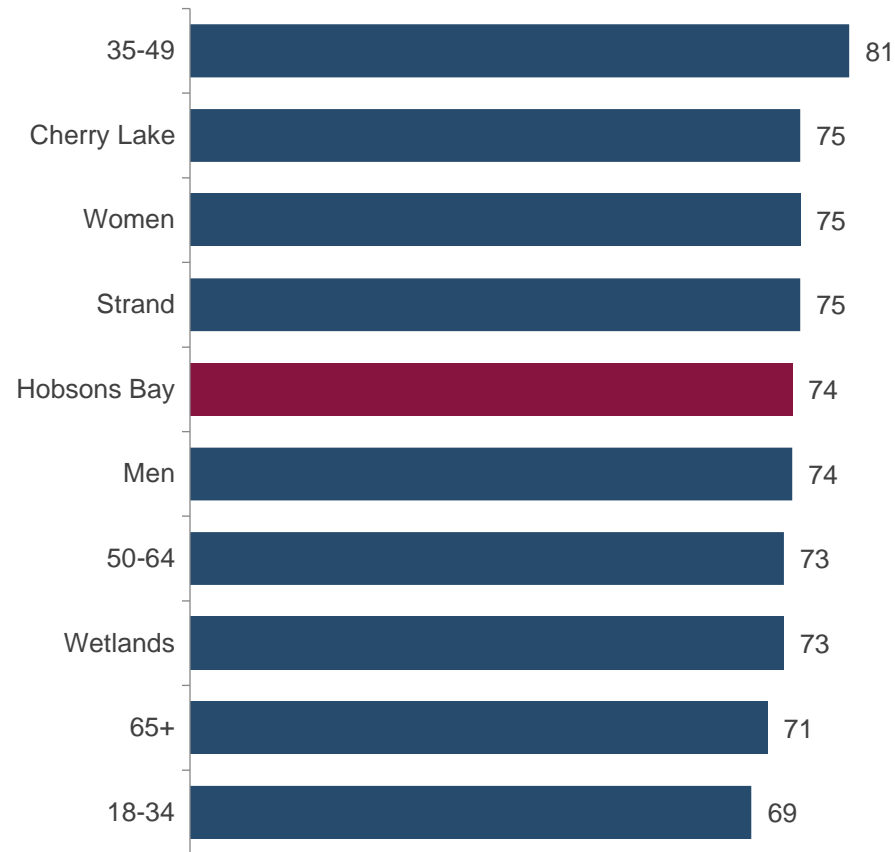*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Provision and maintenance of community facilities and venues for hire

**2021 provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre) performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 13 | 36 | 14 | 3 | 1 | 33 |
| Strand | 11 | 35 | 12 | 4 | | 39 |
| Wetlands | 12 | 41 | 17 | 3 | 2 | 24 |
| Cherry Lake | 21 | 32 | 14 | | | 34 |
| Men | 14 | 43 | 11 | 3 | | 29 |
| Women | 12 | 30 | 17 | 2 | 1 | 37 |
| 18-34 | 14 | 36 | 19 | 2 | | 28 |
| 35-49 | 11 | 40 | 11 | 3 | 2 | 34 |
| 50-64 | 13 | 33 | 16 | 4 | 1 | 34 |
| 65+ | 15 | 34 | 11 | 2 | 1 | 37 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*HB10. And now thinking about **provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre)**?*
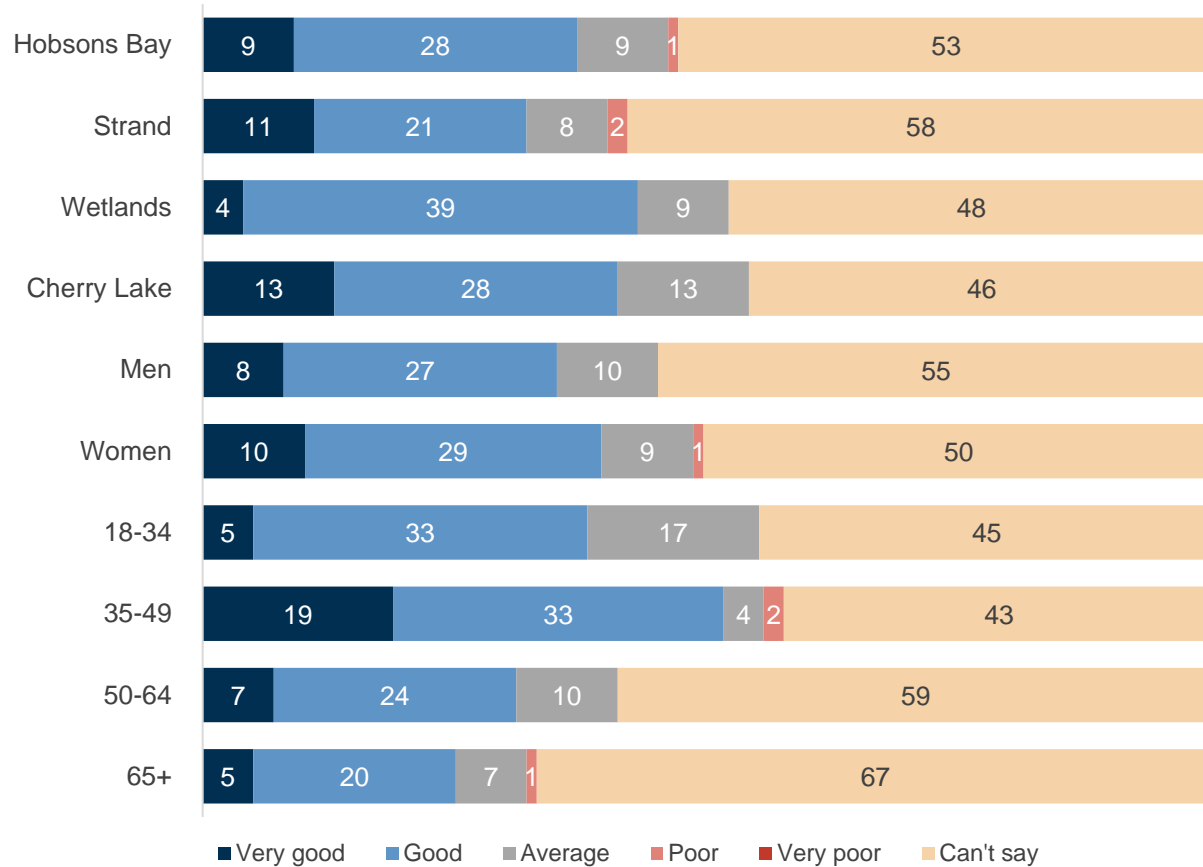*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H    25

# Visitor Information Centre

**2021 Visitor Information Centre performance (index scores)**

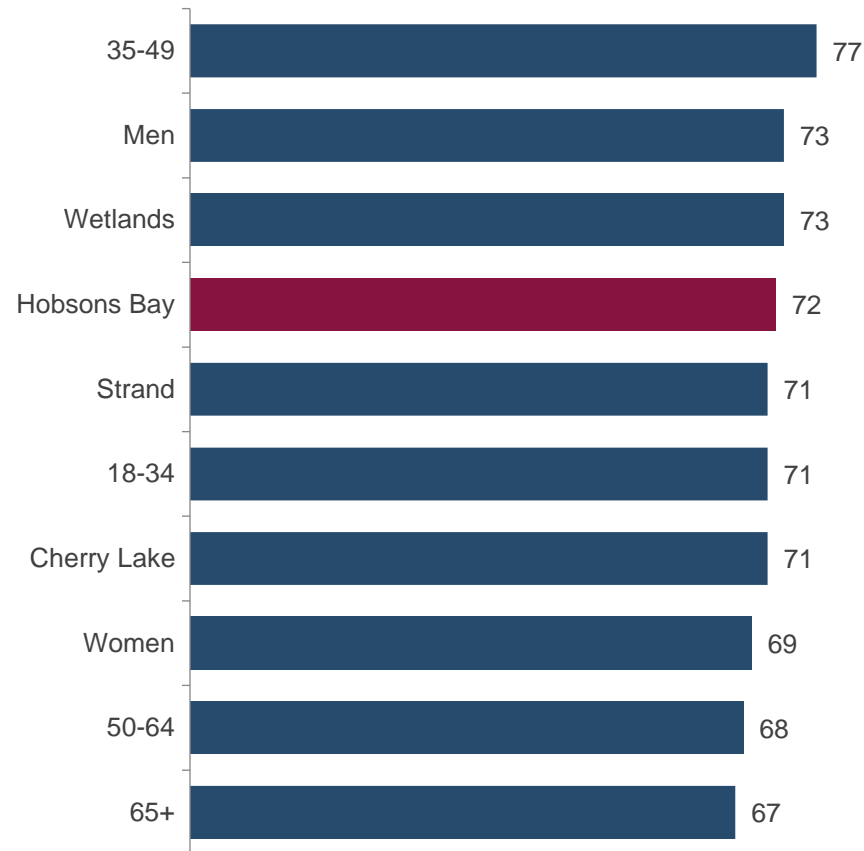| Category | Score |
|---|---|
| 65+ | 75 |
| Strand | 73 |
| 35-49 | 73 |
| Women | 73 |
| Cherry Lake | 73 |
| Hobsons Bay | 71 |
| Men | 69 |
| 18-34 | 68 |
| 50-64 | 67 |
| Wetlands | 66 |

*HB11. And now thinking about Visitor Information Centre?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH     26

# Visitor Information Centre

## 2021 Visitor Information Centre performance (%)

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 11 | 38 | 14 | 3 | | 35 |
| Strand | 13 | 38 | 15 | 1 | | 32 |
| Wetlands | 5 | 35 | 15 | 5 | | 39 |
| Cherry Lake | 12 | 41 | 10 | 3 | 1 | 33 |
| Men | 9 | 39 | 16 | 4 | | 33 |
| Women | 12 | 37 | 12 | 2 | | 37 |
| 18-34 | 5 | 38 | 19 | 2 | | 36 |
| 35-49 | 11 | 46 | 13 | 2 | | 29 |
| 50-64 | 9 | 27 | 15 | 5 | 1 | 43 |
| 65+ | 18 | 35 | 9 | 3 | 1 | 34 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

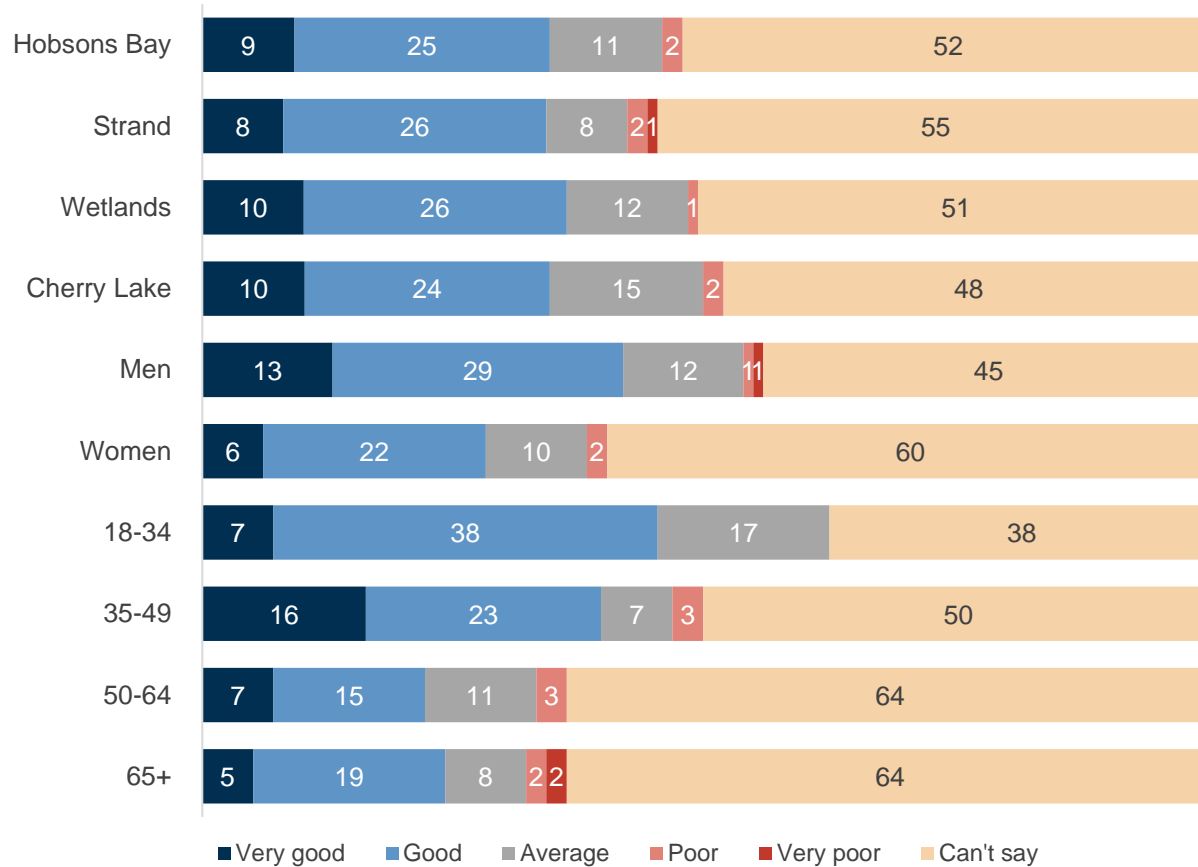*HB11. And now thinking about **Visitor Information Centre**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    27

# Events and festivals

**2021 events and festivals performance (index scores)**



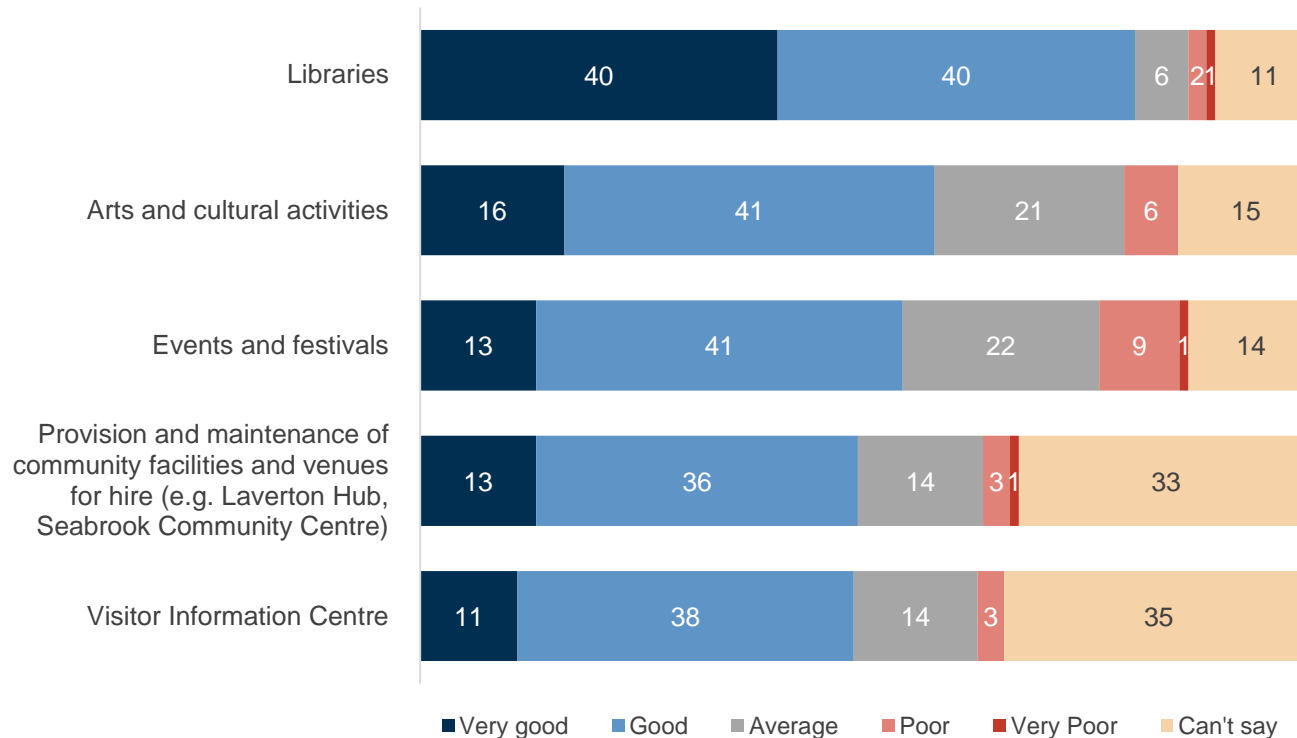| | |
|---|---|
| Cherry Lake | 70 |
| 35-49 | 68 |
| Men | 67 |
| 65+ | 66 |
| Hobsons Bay | 66 |
| 18-34 | 65 |
| Strand | 65 |
| Women | 65 |
| Wetlands | 64 |
| 50-64 | 64 |

*HB12. And now thinking about **events and festivals**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Events and festivals

**2021 events and festivals performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 13 | 41 | 22 | 9 | 1 | 14 |
| Strand | 14 | 38 | 22 | 10 | 2 | 14 |
| Wetlands | 6 | 45 | 24 | 8 | 1 | 16 |
| Cherry Lake | 18 | 44 | 18 | 7 | 1 | 12 |
| Men | 12 | 44 | 27 | 7 | | 10 |
| Women | 13 | 39 | 16 | 11 | 2 | 19 |
| 18-34 | 10 | 50 | 24 | 7 | 2 | 7 |
| 35-49 | 15 | 41 | 24 | 9 | | 11 |
| 50-64 | 14 | 31 | 23 | 9 | 3 | 21 |
| 65+ | 13 | 38 | 16 | 11 | 1 | 22 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB12. And now thinking about **events and festivals**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
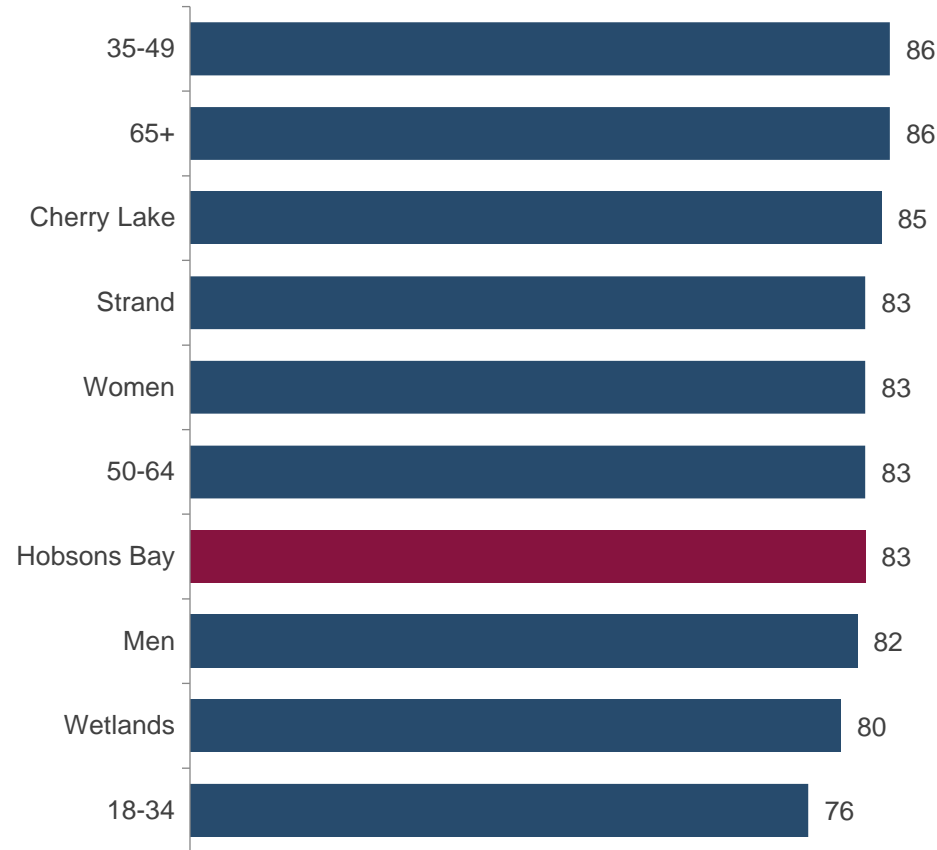*Base: All respondents (n=400)*

J W S R E S E A R C H        29

# Arts and cultural activities

**2021 arts and cultural activities performance (index scores)**



| | |
|---|---|
| Cherry Lake | 73 |
| 65+ | 72 |
| Men | 70 |
| 18-34 | 70 |
| Hobsons Bay | 70 |
| Women | 69 |
| Wetlands | 69 |
| Strand | 68 |
| 35-49 | 68 |
| 50-64 | 67 |

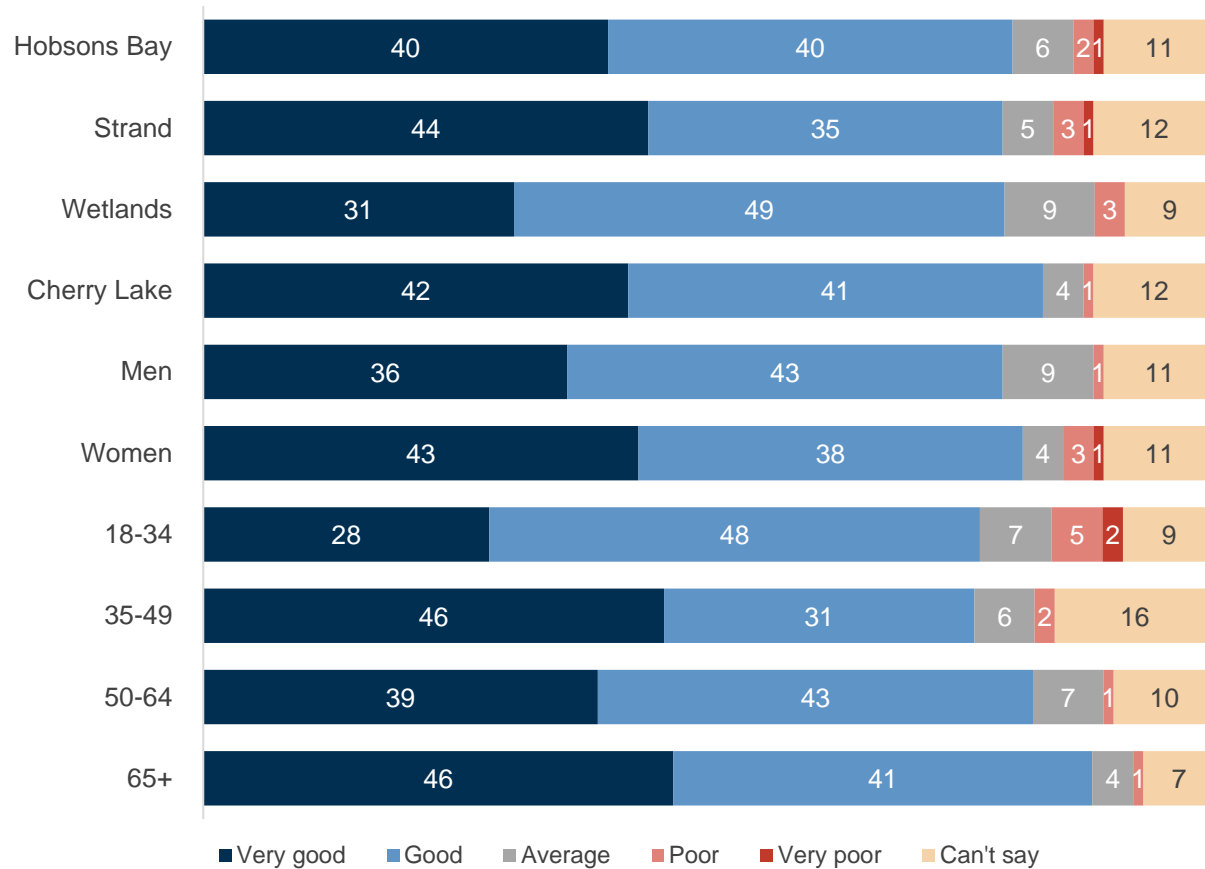*HB13. And now thinking about **arts and cultural activities**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Arts and cultural activities

**2021 arts and cultural activities performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 16 | 41 | 21 | 6 | | 15 |
| Strand | 20 | 33 | 21 | 10 | | 15 |
| Wetlands | 9 | 45 | 25 | 1 | | 19 |
| Cherry Lake | 19 | 49 | 17 | 4 | 1 | 11 |
| Men | 14 | 43 | 20 | 4 | 1 | 18 |
| Women | 19 | 38 | 23 | 8 | | 13 |
| 18-34 | 14 | 50 | 19 | 7 | | 10 |
| 35-49 | 18 | 34 | 31 | 6 | | 11 |
| 50-64 | 14 | 31 | 19 | 7 | 2 | 26 |
| 65+ | 18 | 43 | 15 | 5 | 1 | 19 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

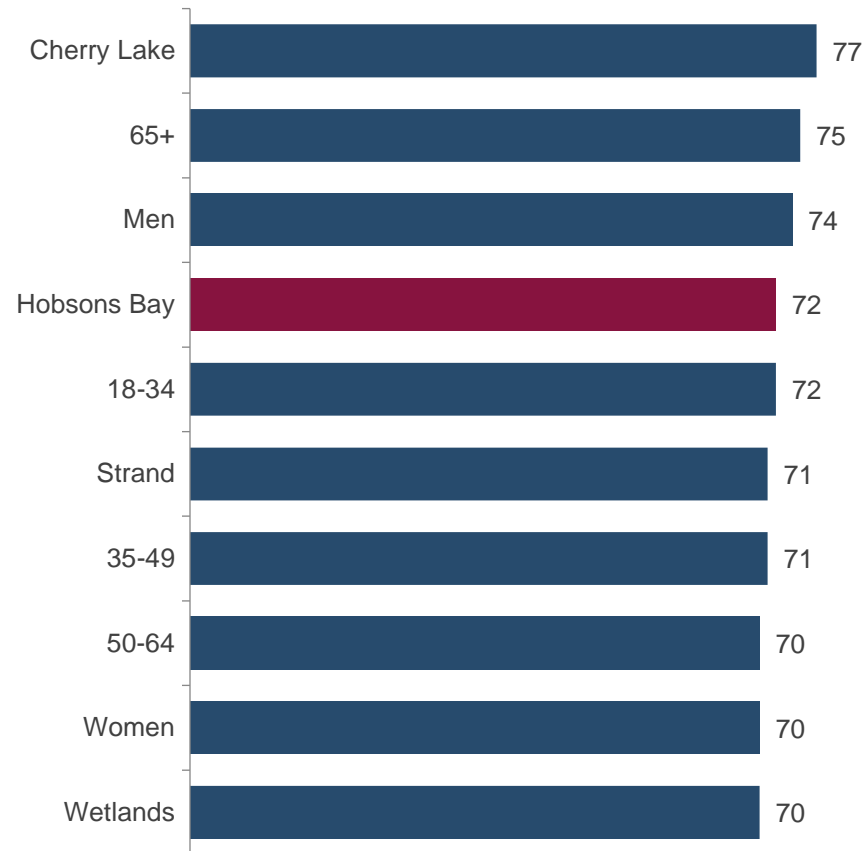*HB13. And now thinking about **arts and cultural activities**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Parks, reserves and public areas

**2021 parks, reserves and public areas performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens) | 40 | 47 | 7 | 3 | 1 | 2 |
| Maintenance and cleaning of public areas (including litter collection and graffiti removal) | 23 | 52 | 15 | 6 | 2 | 1 |
| Provision and maintenance of street trees | 22 | 46 | 17 | 9 | 4 | |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

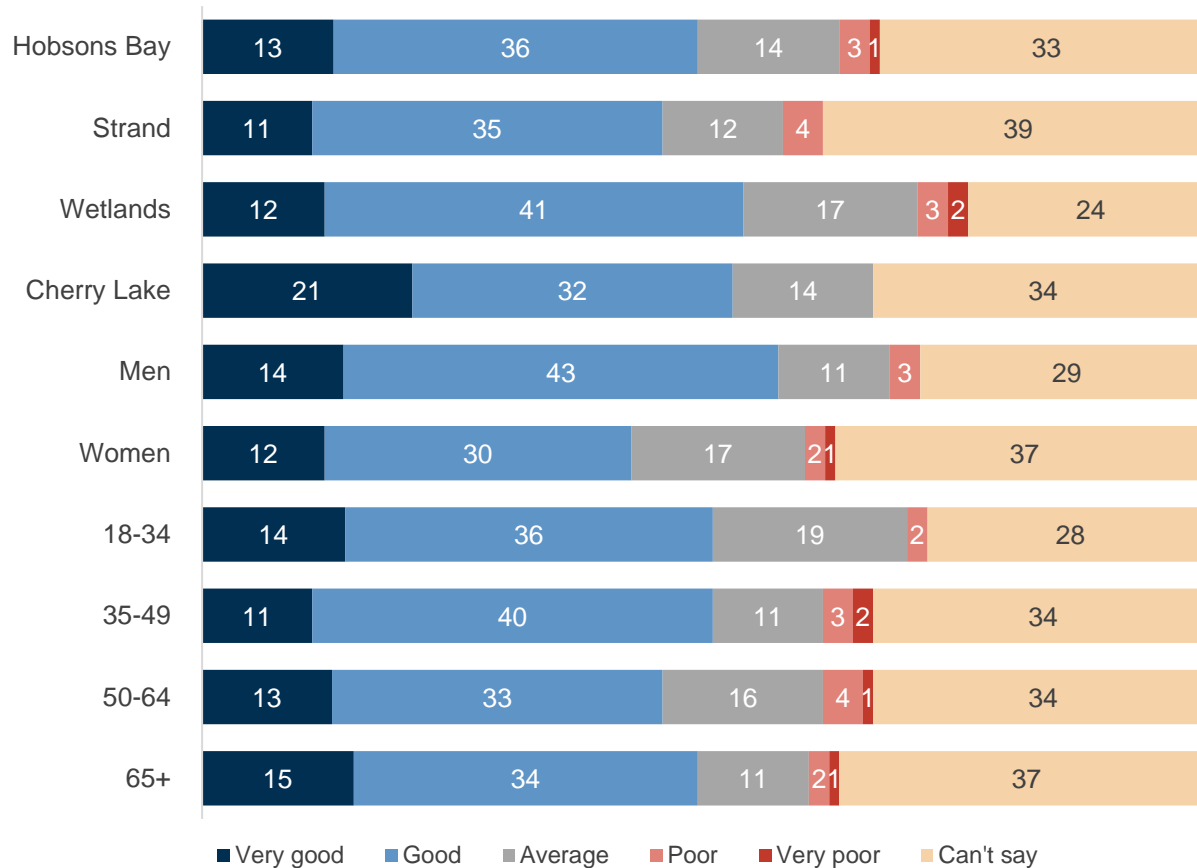*Q2. And how about **parks, reserves and public areas**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    32

# Maintenance and cleaning of public areas

**2021 maintenance and cleaning of public areas (including litter collection and graffiti removal) performance (index scores)**

| Category | Score |
|---|---|
| Strand | 75 |
| 18-34 | 75 |
| Men | 74 |
| 65+ | 73 |
| Hobsons Bay | 72 |
| 50-64 | 72 |
| Women | 70 |
| Wetlands | 70 |
| 35-49 | 70 |
| Cherry Lake | 70 |

*HB14. And now thinking about **maintenance and cleaning of public areas (including litter collection and graffiti removal)**?*
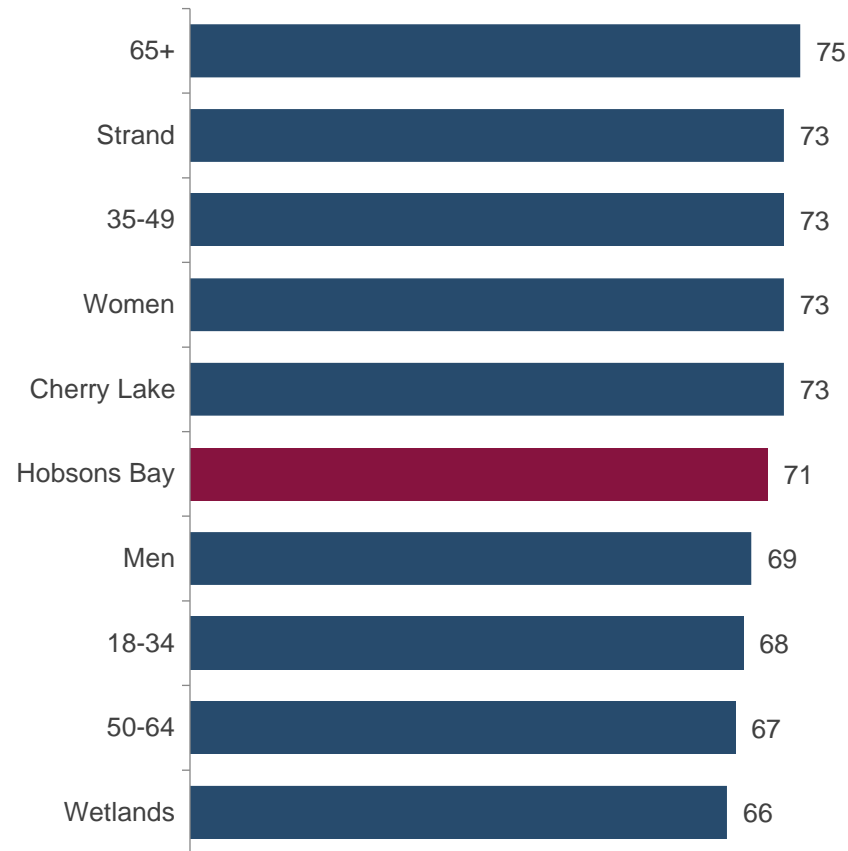*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Maintenance and cleaning of public areas

**2021 maintenance and cleaning of public areas (including litter collection and graffiti removal) performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 23 | 52 | 15 | 6 | 2 | 1 |
| Strand | 23 | 57 | 13 | 4 | 1 | 1 |
| Wetlands | 24 | 41 | 25 | 7 | 2 | 1 |
| Cherry Lake | 22 | 54 | 9 | 10 | 5 | 1 |
| Men | 27 | 50 | 15 | 5 | 2 | 1 |
| Women | 20 | 53 | 16 | 7 | 3 | 2 |
| 18-34 | 22 | 59 | 14 | 5 | | |
| 35-49 | 24 | 49 | 15 | 7 | 5 | |
| 50-64 | 22 | 48 | 22 | 6 | | 2 |
| 65+ | 26 | 48 | 13 | 6 | 3 | 3 |

*HB14. And now thinking about **maintenance and cleaning of public areas (including litter collection and graffiti removal)**?
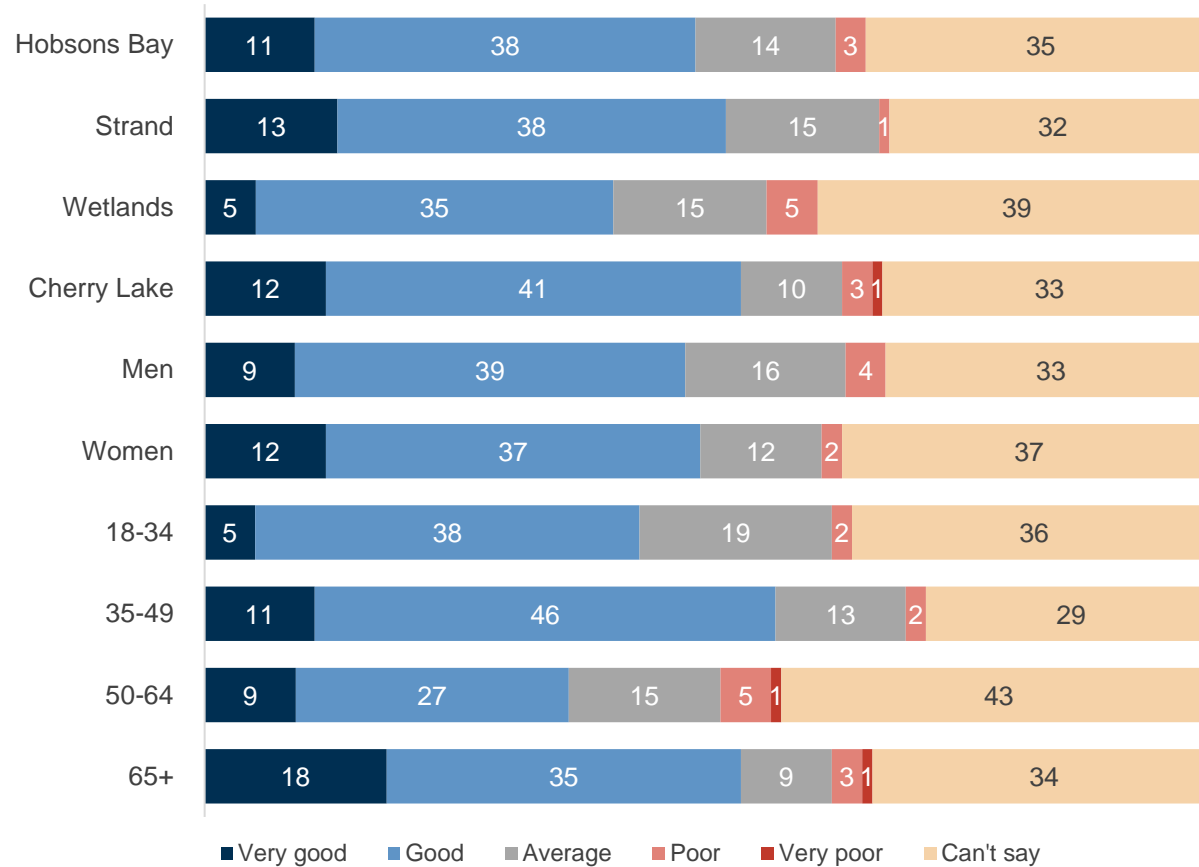SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
Base: All respondents (n=400)*

JWS RESEARCH 34

# Provision and maintenance of street trees

**2021 provision and maintenance of street trees performance (index scores)**

| Category | Index Score |
|---|---|
| 18-34 | 74 |
| Men | 70 |
| Cherry Lake | 69 |
| Strand | 69 |
| Hobsons Bay | 68 |
| 35-49 | 68 |
| Wetlands | 68 |
| Women | 67 |
| 65+ | 65 |
| 50-64 | 64 |

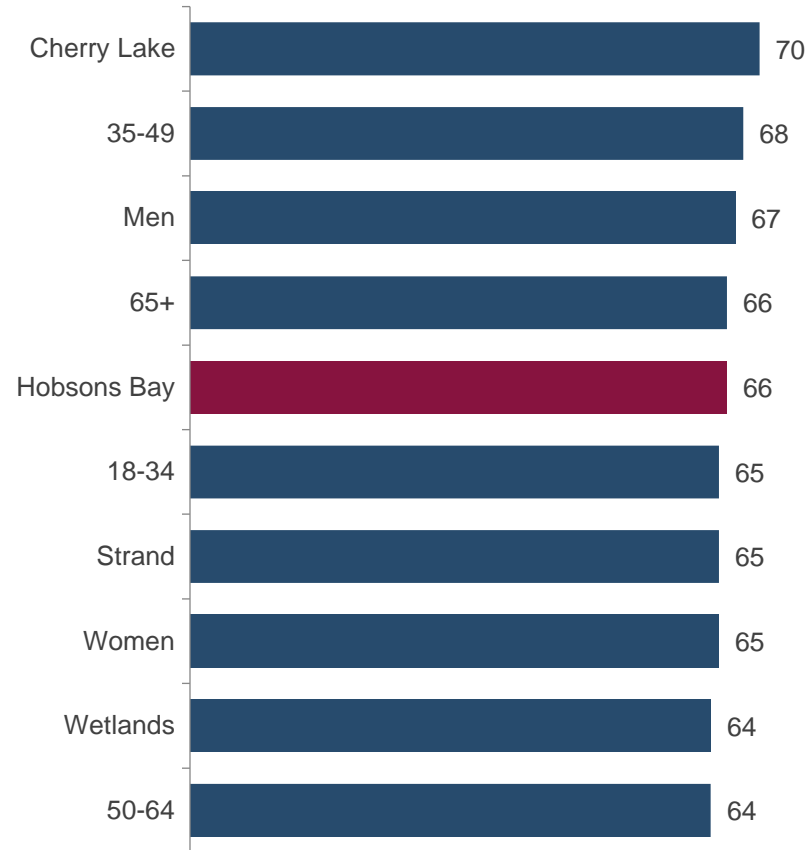*HB15. And now thinking about **provision and maintenance of street trees**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H      35

# Provision and maintenance of street trees

**2021 provision and maintenance of street trees performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 22 | 46 | 17 | 9 | 4 | |
| Strand | 26 | 44 | 13 | 9 | 7 | |
| Wetlands | 17 | 48 | 23 | 10 | | 1 |
| Cherry Lake | 21 | 49 | 18 | 8 | 3 | 1 |
| Men | 24 | 48 | 15 | 8 | 5 | |
| Women | 21 | 45 | 20 | 11 | 3 | 1 |
| 18-34 | 26 | 53 | 14 | 5 | 2 | |
| 35-49 | 22 | 43 | 23 | 10 | 2 | |
| 50-64 | 15 | 51 | 12 | 14 | 7 | 1 |
| 65+ | 22 | 40 | 18 | 12 | 6 | 1 |

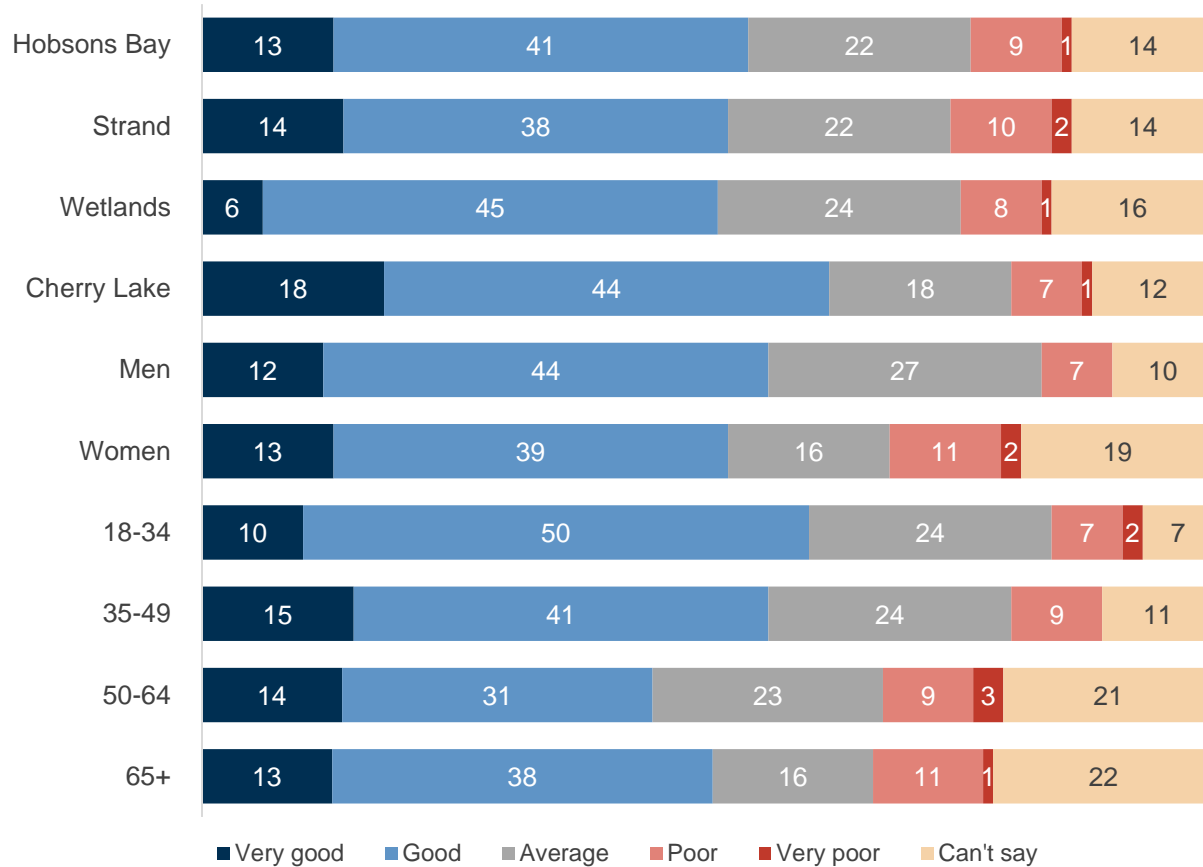*HB15. And now thinking about **provision and maintenance of street trees**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Provision and maintenance of parks, gardens, open space and the foreshore

**2021 provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens) performance (index scores)**



| Category | Score |
|----------|-------|
| 35-49 | 85 |
| Strand | 84 |
| Cherry Lake | 84 |
| Men | 83 |
| 65+ | 83 |
| Hobsons Bay | 82 |
| Women | 80 |
| 18-34 | 80 |
| 50-64 | 77 |
| Wetlands | 76 |

*HB16. And now thinking about **provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
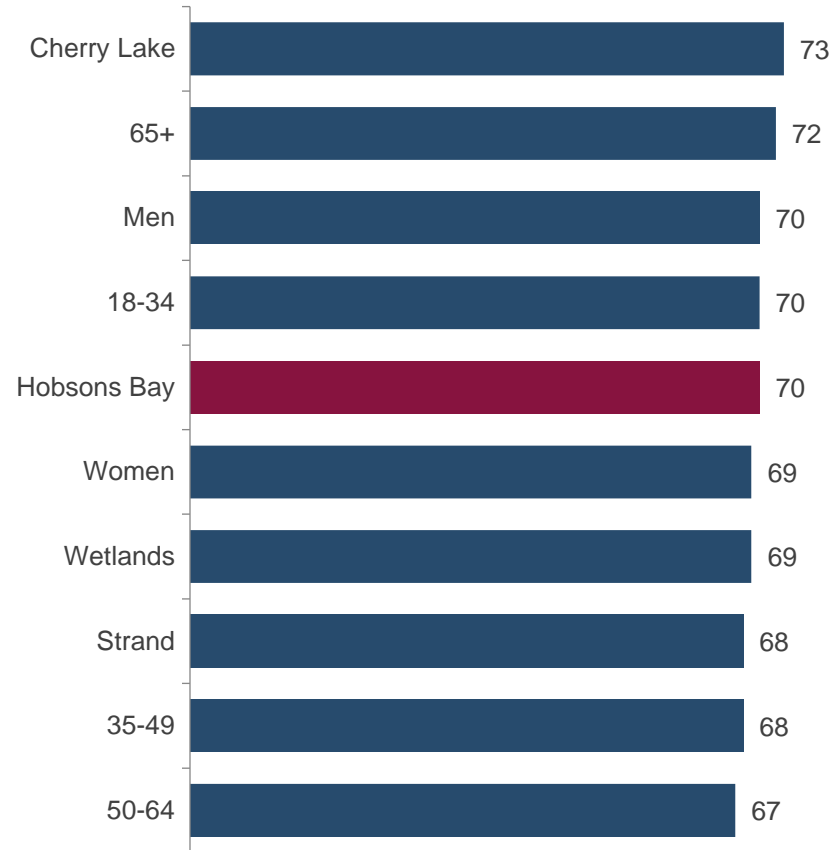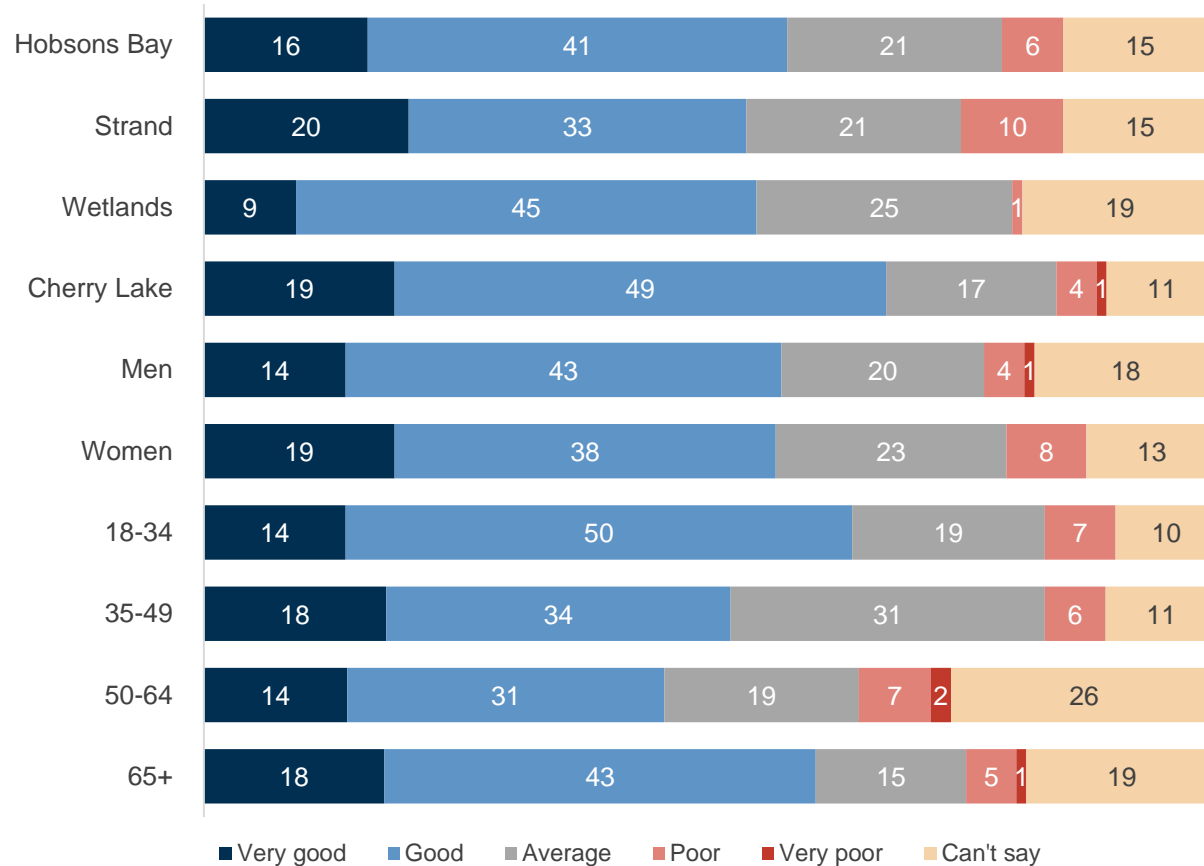*Base: All respondents (n=400)*

# Provision and maintenance of parks, gardens, open space and the foreshore

**2021 provision and maintenance of parks, gardens, open space and the foreshore foreshore (e.g. botanic gardens) performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 40 | 47 | 7 | 3 | 1 | 2 |
| Strand | 50 | 40 | 4 | 4 | 1 | 1 |
| Wetlands | 24 | 54 | 13 | 3 | 1 | 6 |
| Cherry Lake | 41 | 51 | 6 | 1 | 1 | |
| Men | 39 | 51 | 5 | 1 | 1 | 3 |
| Women | 41 | 43 | 9 | 4 | 1 | 2 |
| 18-34 | 31 | 60 | 7 | 2 | | |
| 35-49 | 50 | 37 | 5 | 3 | | 4 |
| 50-64 | 33 | 48 | 14 | 3 | 2 | 1 |
| 65+ | 44 | 43 | 6 | 2 | 2 | 4 |

*HB16. And now thinking about **provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens)**?
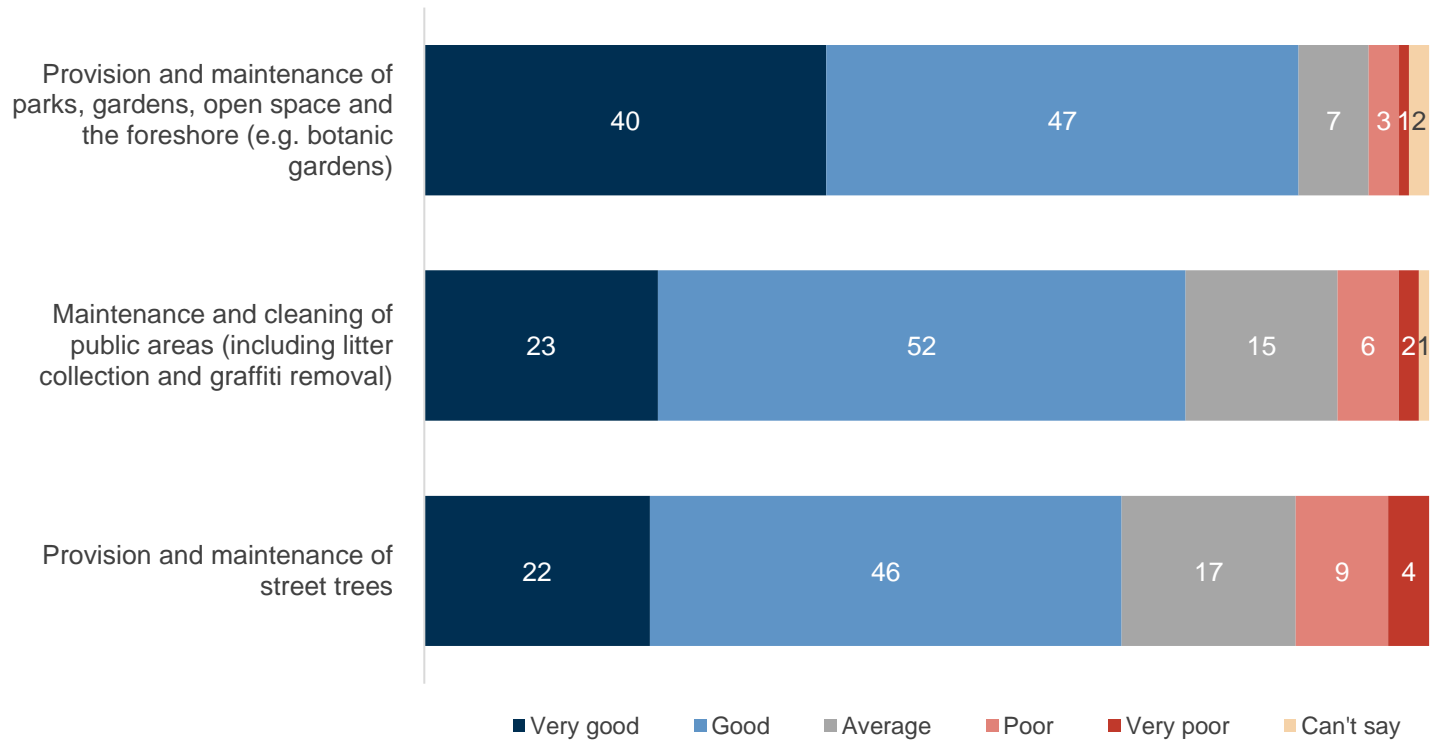SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
Base: All respondents (n=400)*

# Waste services

**2021 waste services performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Green waste collection | 36 | 52 | 7 | 3 | 2 | |
| Recycling collection | 33 | 43 | 14 | 6 | 3 | |
| Garbage collection | 28 | 38 | 15 | 10 | 7 | |
| Hard waste collection | 22 | 38 | 17 | 11 | 5 | 7 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say
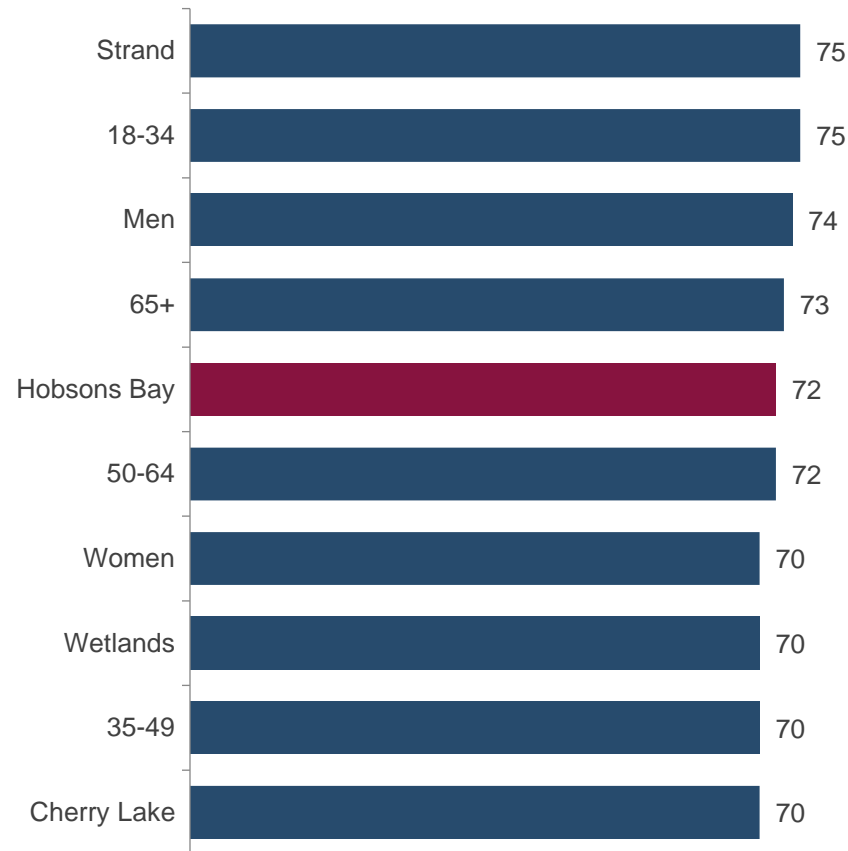
*Q2. And how about **waste services**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H     39

# Garbage collection

**2021 garbage collection performance (index scores)**



| Category | Score |
|----------|-------|
| Women | 71 |
| 18-34 | 70 |
| Strand | 70 |
| 65+ | 69 |
| 50-64 | 68 |
| Hobsons Bay | 68 |
| Cherry Lake | 67 |
| Men | 64 |
| Wetlands | 64 |
| 35-49 | 63 |

*HB17. And now thinking about **garbage collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H   40

# Garbage collection

**2021 garbage collection performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 28 | 38 | 15 | 10 | 7 | |
| Strand | 29 | 43 | 12 | 8 | 7 | |
| Wetlands | 28 | 33 | 16 | 14 | 10 | |
| Cherry Lake | 28 | 36 | 20 | 11 | 6 | |
| Men | 24 | 42 | 14 | 10 | 11 | |
| Women | 33 | 35 | 16 | 11 | 4 | |
| 18-34 | 35 | 34 | 14 | 9 | 7 | |
| 35-49 | 22 | 40 | 18 | 9 | 11 | |
| 50-64 | 30 | 34 | 19 | 12 | 5 | |
| 65+ | 28 | 45 | 10 | 13 | 5 | 1 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB17. And now thinking about **garbage collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H     41

# Green waste collection

**2021 green waste collection performance (index scores)**

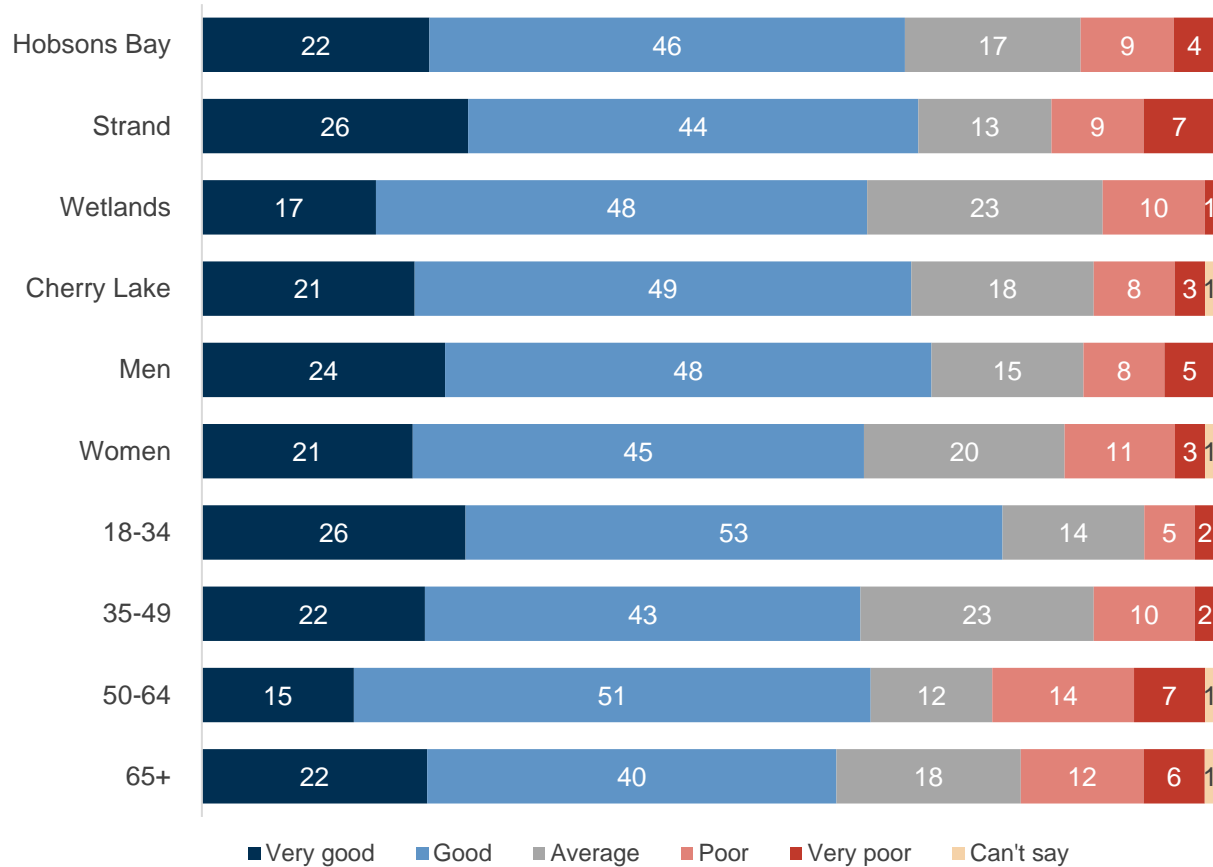| Category | Score |
|---|---|
| 18-34 | 84 |
| Women | 82 |
| Strand | 80 |
| 65+ | 80 |
| Wetlands | 79 |
| Hobsons Bay | 79 |
| 50-64 | 77 |
| Cherry Lake | 76 |
| Men | 76 |
| 35-49 | 75 |

*HB18. And now thinking about **green waste collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H    42

# Green waste collection

**2021 green waste collection performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 36 | 52 | 7 | 3 | 2 | 1 |
| Strand | 35 | 53 | 7 | 3 | 1 | 1 |
| Wetlands | 37 | 50 | 6 | 4 | 2 | |
| Cherry Lake | 34 | 51 | 8 | 2 | 6 | |
| Men | 29 | 55 | 7 | 6 | 2 | 1 |
| Women | 42 | 48 | 7 | 1 | 2 | 1 |
| 18-34 | 43 | 50 | 7 | | | |
| 35-49 | 30 | 56 | 3 | 6 | 5 | |
| 50-64 | 34 | 49 | 10 | 4 | 3 | 1 |
| 65+ | 35 | 51 | 7 | 3 | 1 | 3 |

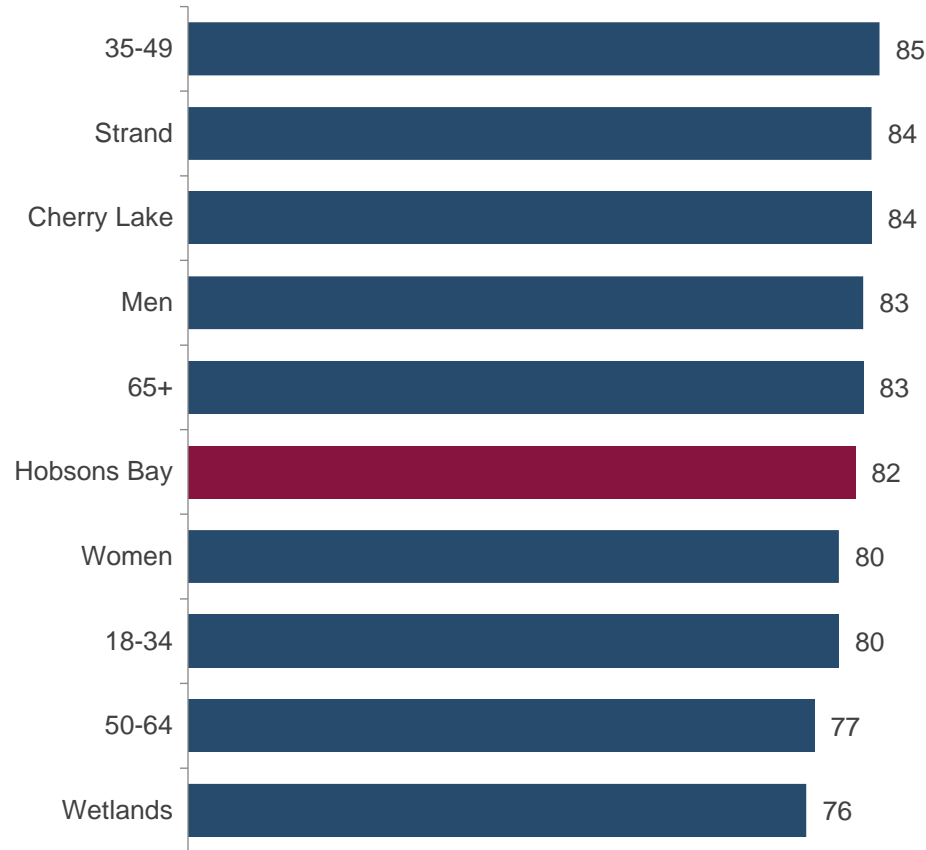*HB18. And now thinking about **green waste collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Recycling collection

## 2021 recycling collection performance (index scores)



| Category | Score |
|---|---|
| 18-34 | 79 |
| Women | 76 |
| Strand | 76 |
| 50-64 | 75 |
| Wetlands | 75 |
| Hobsons Bay | 74 |
| 65+ | 74 |
| Men | 73 |
| Cherry Lake | 71 |
| 35-49 | 70 |

**J W S** R E S E A R C H   44

# Recycling collection

**2021 recycling collection performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 33 | 43 | 14 | 6 | 3 | |
| Strand | 33 | 48 | 9 | 7 | 3 | |
| Wetlands | 34 | 44 | 14 | 5 | 3 | |
| Cherry Lake | 32 | 33 | 25 | 4 | 5 | 1 |
| Men | 30 | 45 | 15 | 6 | 4 | |
| Women | 36 | 41 | 14 | 5 | 3 | 1 |
| 18-34 | 36 | 48 | 12 | 5 | | |
| 35-49 | 30 | 39 | 18 | 7 | 6 | |
| 50-64 | 35 | 40 | 16 | 7 | 2 | |
| 65+ | 32 | 44 | 12 | 5 | 5 | 2 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB19. And now thinking about **recycling collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*
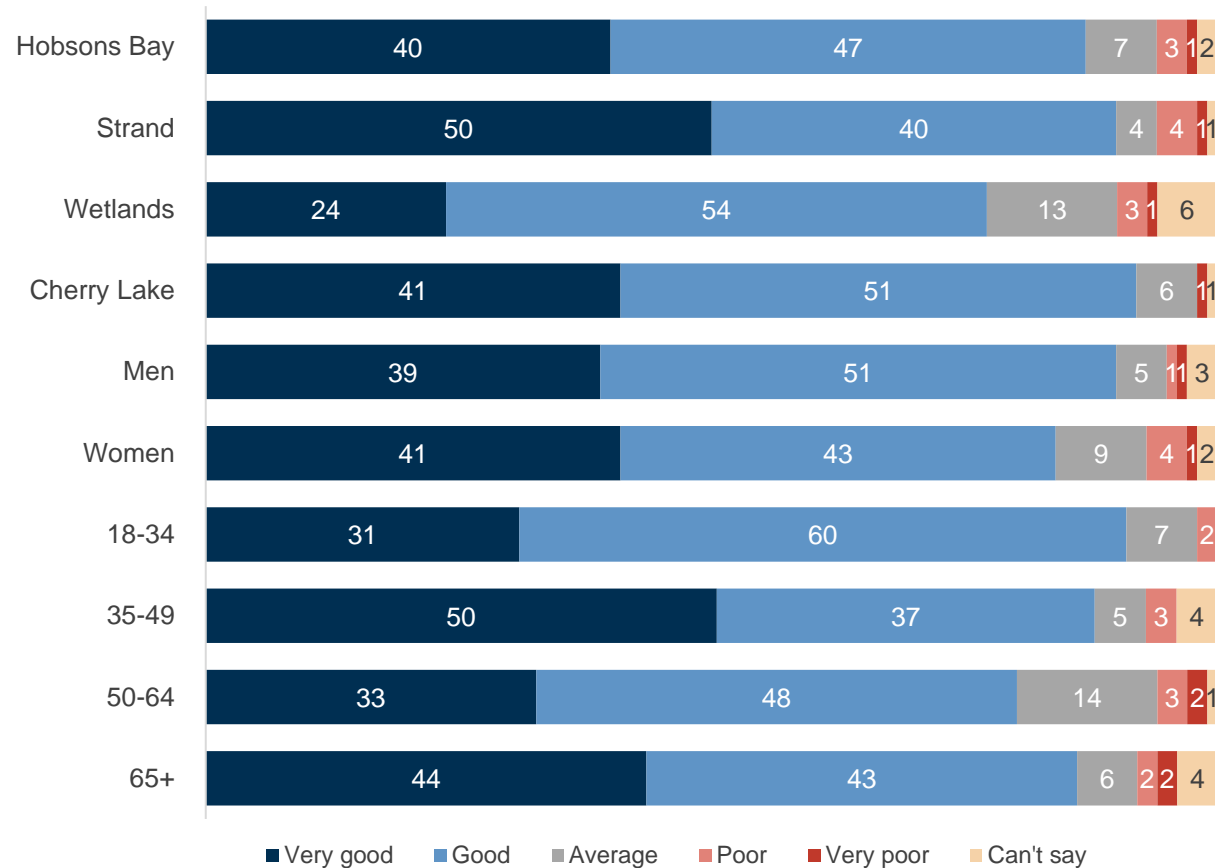
# Hard waste collection

**2021 hard waste collection performance (index scores)**



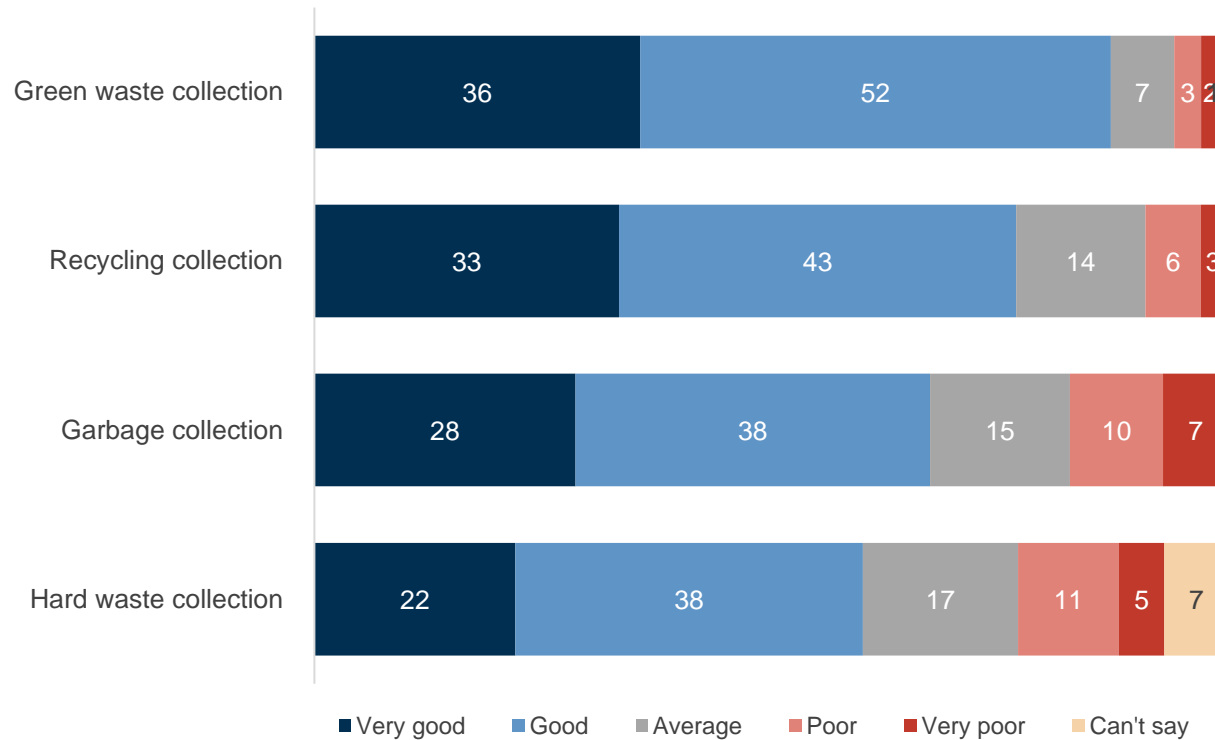| | |
|---|---|
| 65+ | 69 |
| 50-64 | 69 |
| Women | 69 |
| Wetlands | 68 |
| Hobsons Bay | 67 |
| Strand | 66 |
| 18-34 | 66 |
| Cherry Lake | 65 |
| Men | 64 |
| 35-49 | 63 |

*HB20. And now thinking about **hard waste collection**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Hard waste collection

## 2021 hard waste collection performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 22 | 38 | 17 | 11 | 5 | 7 |
| Strand | 18 | 38 | 20 | 13 | 2 | 9 |
| Wetlands | 28 | 38 | 11 | 12 | 7 | 4 |
| Cherry Lake | 21 | 37 | 21 | 5 | 9 | 8 |
| Men | 15 | 44 | 18 | 9 | 6 | 8 |
| Women | 29 | 31 | 17 | 12 | 4 | 7 |
| 18-34 | 23 | 29 | 21 | 14 | 2 | 10 |
| 35-49 | 21 | 38 | 15 | 12 | 9 | 6 |
| 50-64 | 24 | 36 | 21 | 7 | 4 | 8 |
| 65+ | 20 | 48 | 13 | 7 | 4 | 7 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB20. And now thinking about **hard waste collection**?*
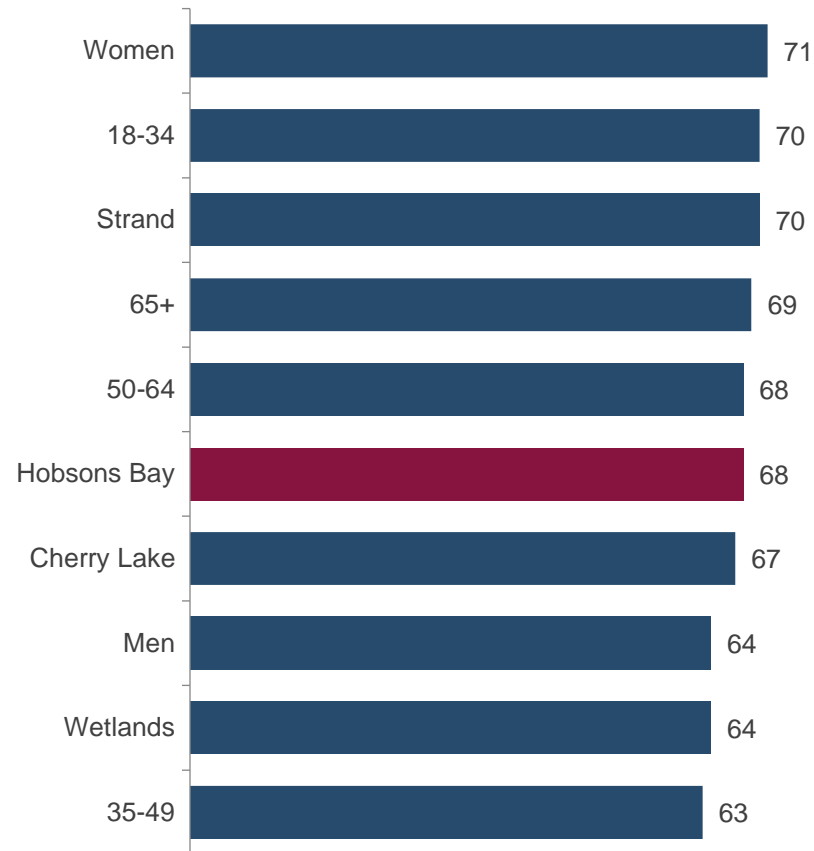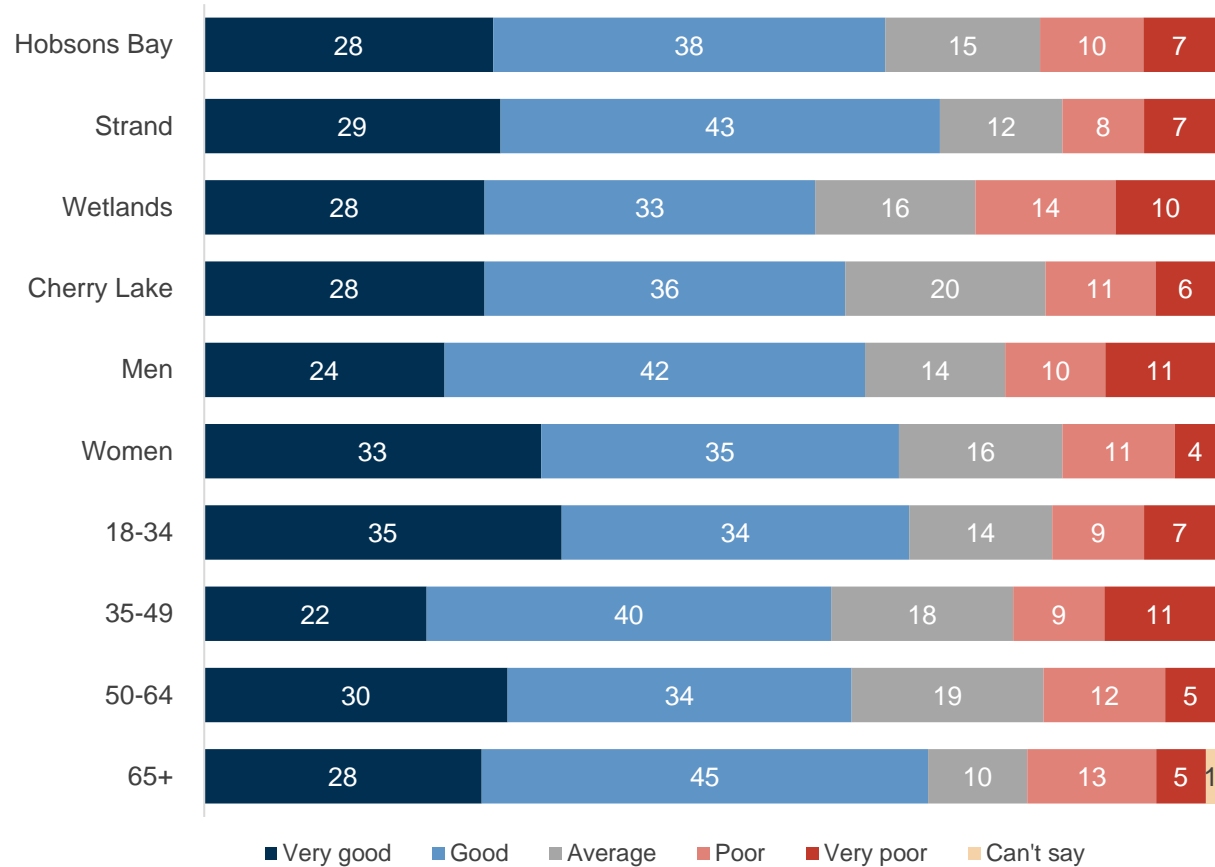*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Roads and footpaths

**2021 roads and footpaths performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Provision of off-road shared trails (i.e. off-road pedestrian and cycle pathways) | 19 | 45 | 21 | 5 | 1 | 9 |
| Drains maintenance and repairs | 12 | 42 | 23 | 12 | 6 | 6 |
| Provision of on road bike paths | 9 | 48 | 24 | 8 | 3 | 9 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say
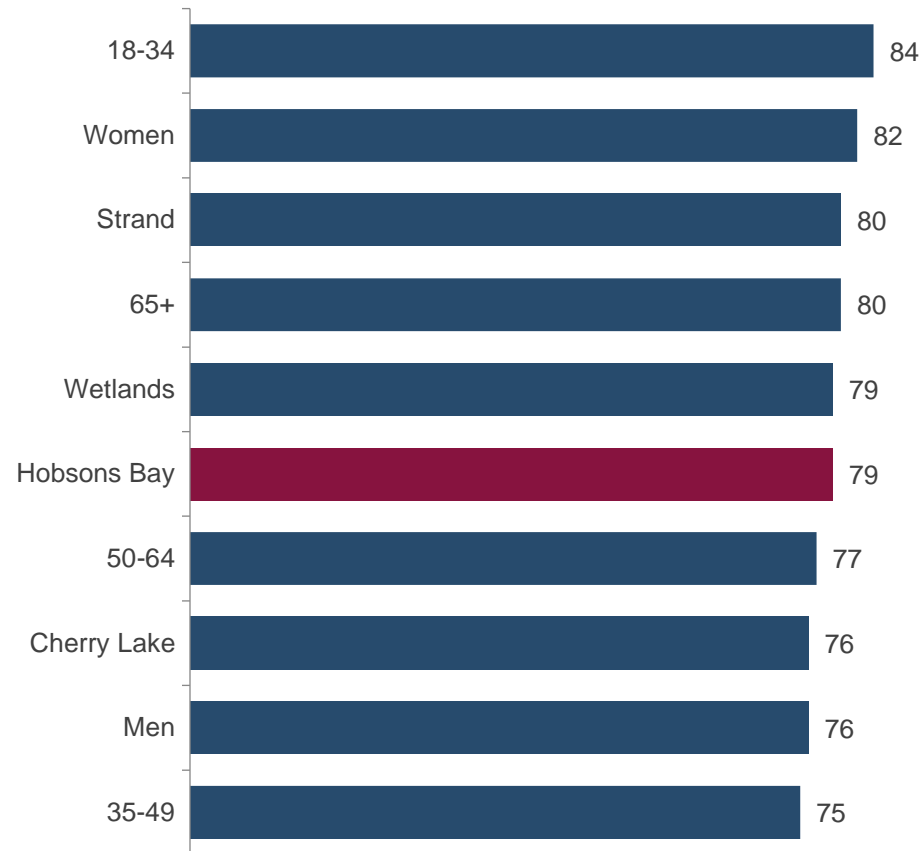
*Q2. And how about **roads and footpaths**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H    48

# Provision of on road bike paths

**2021 provision of on road bike paths performance (index scores)**



| | |
|---|---|
| Wetlands | 66 |
| 35-49 | 66 |
| 18-34 | 65 |
| Women | 64 |
| Hobsons Bay | 64 |
| Men | 64 |
| Strand | 63 |
| Cherry Lake | 63 |
| 50-64 | 62 |
| 65+ | 62 |

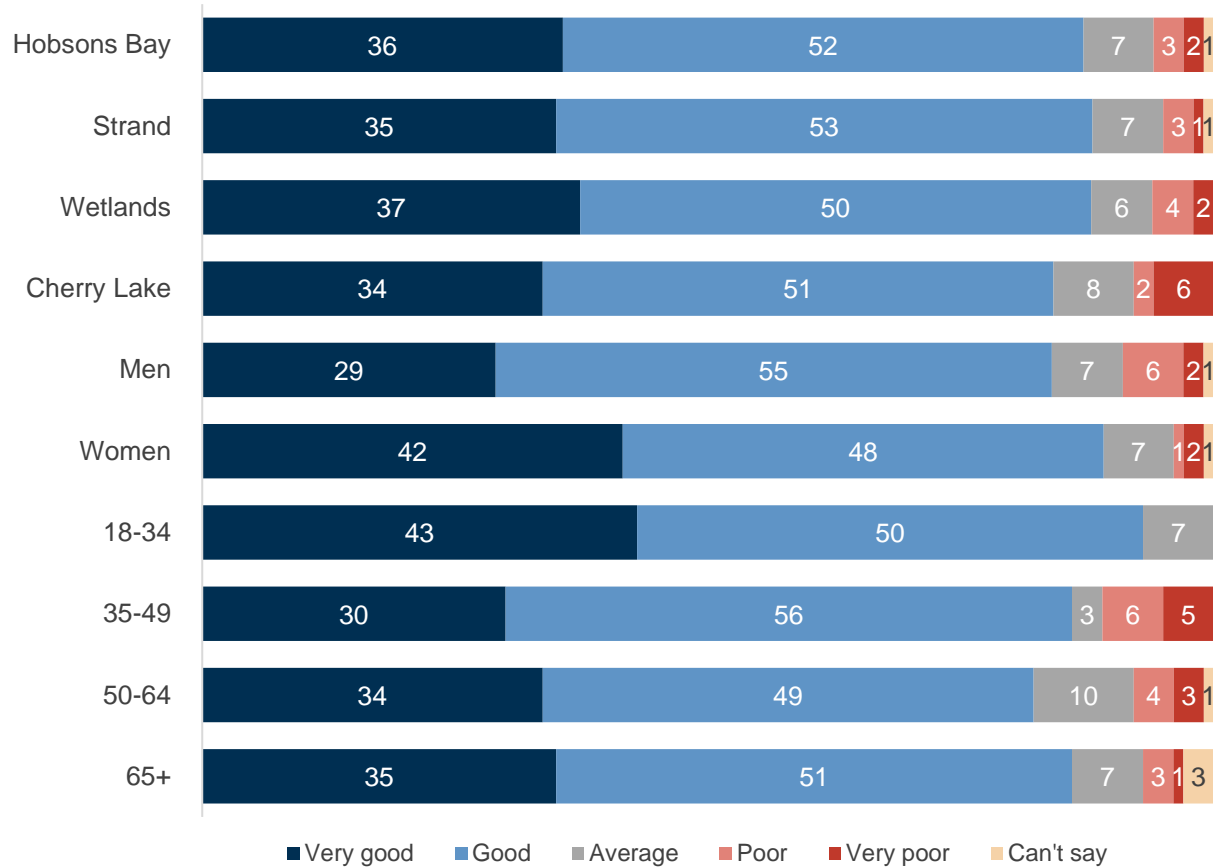*HB21. And now thinking about **provision of on road bike paths**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H  49

# Provision of on road bike paths

**2021 provision of on road bike paths performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 48 | 24 | 8 | 3 | 9 |
| Strand | 11 | 44 | 22 | 9 | 4 | 9 |
| Wetlands | 6 | 53 | 24 | 3 | 2 | 11 |
| Cherry Lake | 7 | 50 | 26 | 11 | 3 | 4 |
| Men | 4 | 54 | 24 | 6 | 3 | 10 |
| Women | 13 | 42 | 23 | 9 | 4 | 8 |
| 18-34 | 7 | 60 | 21 | 5 | 5 | 2 |
| 35-49 | 7 | 57 | 19 | 9 | 2 | 6 |
| 50-64 | 14 | 34 | 29 | 11 | 3 | 7 |
| 65+ | 10 | 33 | 27 | 9 | 3 | 19 |

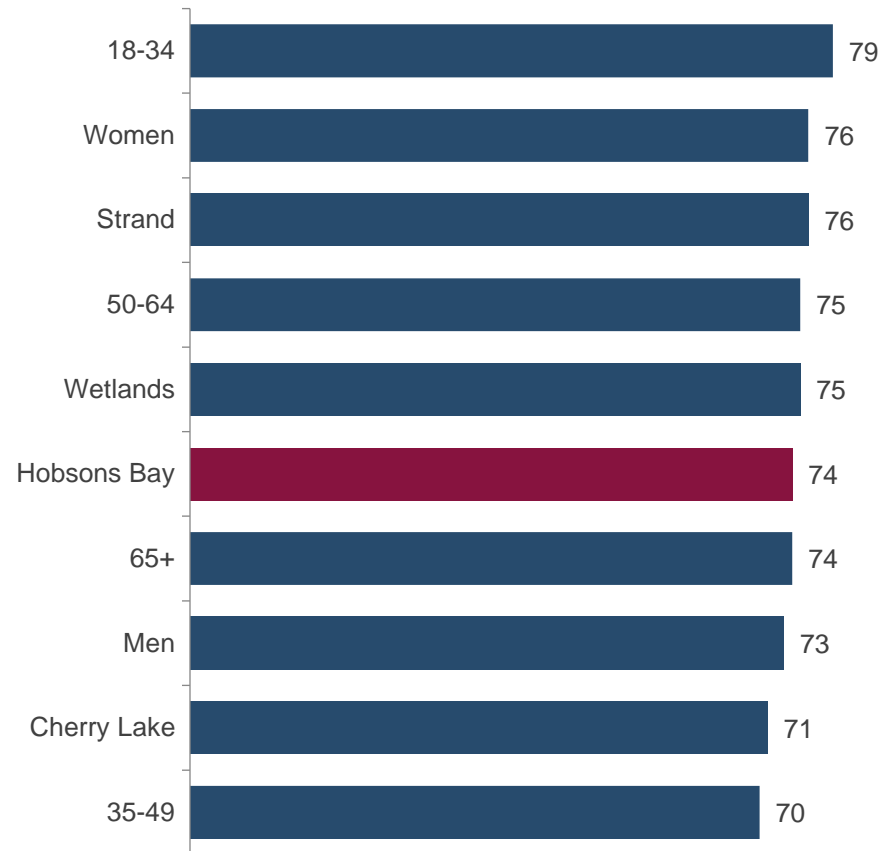*HB21. And now thinking about **provision of on road bike paths**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Provision of off-road shared trails

**2021 provision of off-road shared trails performance (index scores)**

| Category | Score |
|---|---|
| Wetlands | 73 |
| 18-34 | 72 |
| Cherry Lake | 71 |
| Women | 71 |
| Hobsons Bay | 71 |
| 35-49 | 71 |
| Men | 70 |
| 65+ | 70 |
| 50-64 | 69 |
| Strand | 68 |

*HB22. And now thinking about **provision of off-road shared trails (i.e. off-road pedestrian and cycle pathways)**?*
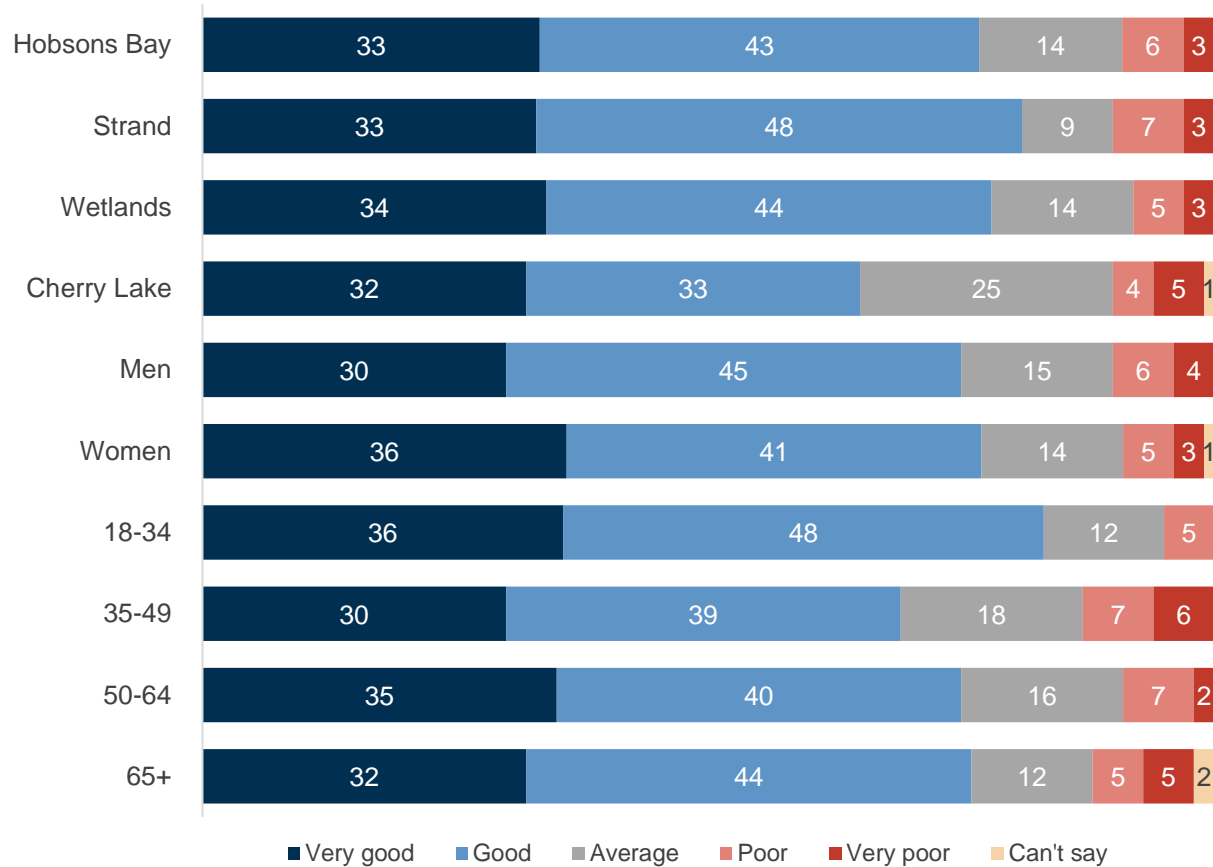*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**JWS** RESEARCH

# Provision of off-road shared trails

**2021 provision of off-road shared trails performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 19 | 45 | 21 | 5 | 1 | 9 |
| Strand | 15 | 45 | 23 | 6 | 1 | 10 |
| Wetlands | 22 | 45 | 15 | 4 | 1 | 11 |
| Cherry Lake | 23 | 42 | 23 | 6 | 1 | 6 |
| Men | 17 | 48 | 20 | 6 | 1 | 8 |
| Women | 21 | 42 | 22 | 5 | 1 | 10 |
| 18-34 | 21 | 48 | 24 | 5 | | 2 |
| 35-49 | 15 | 48 | 21 | 5 | | 11 |
| 50-64 | 17 | 45 | 22 | 6 | 2 | 8 |
| 65+ | 20 | 37 | 17 | 6 | 3 | 16 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB22. And now thinking about **provision of off-road shared trails (i.e. off-road pedestrian and cycle pathways)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*
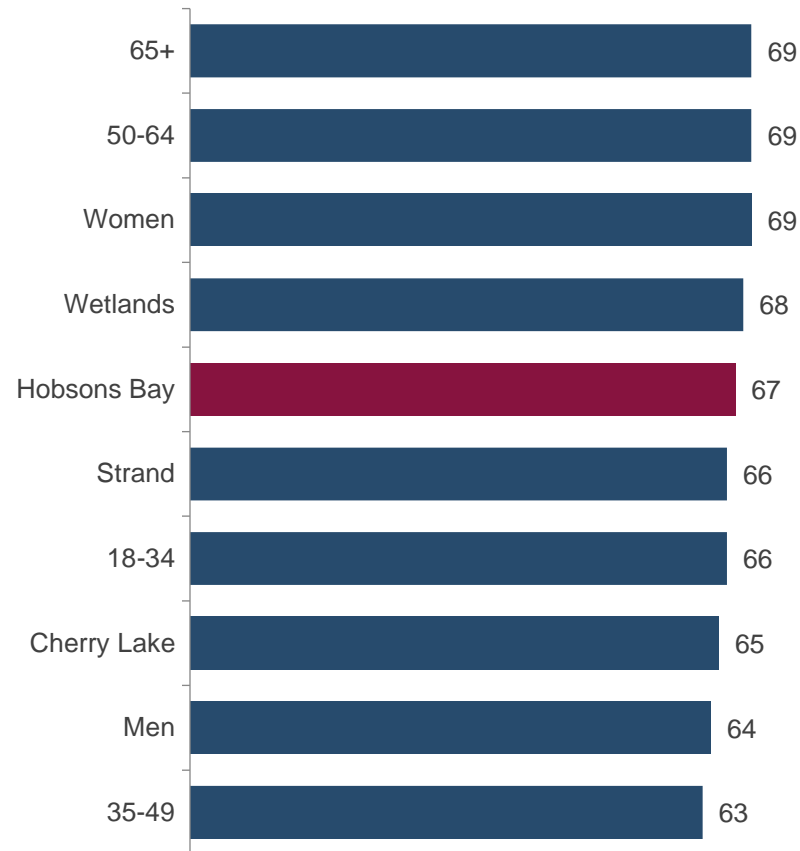
# Drains maintenance and repairs

**2021 drains maintenance and repairs performance (index scores)**

| Category | Score |
|---|---|
| 18-34 | 67 |
| Wetlands | 64 |
| Men | 63 |
| Hobsons Bay | 61 |
| 35-49 | 61 |
| Strand | 60 |
| Women | 59 |
| Cherry Lake | 58 |
| 65+ | 57 |
| 50-64 | 55 |

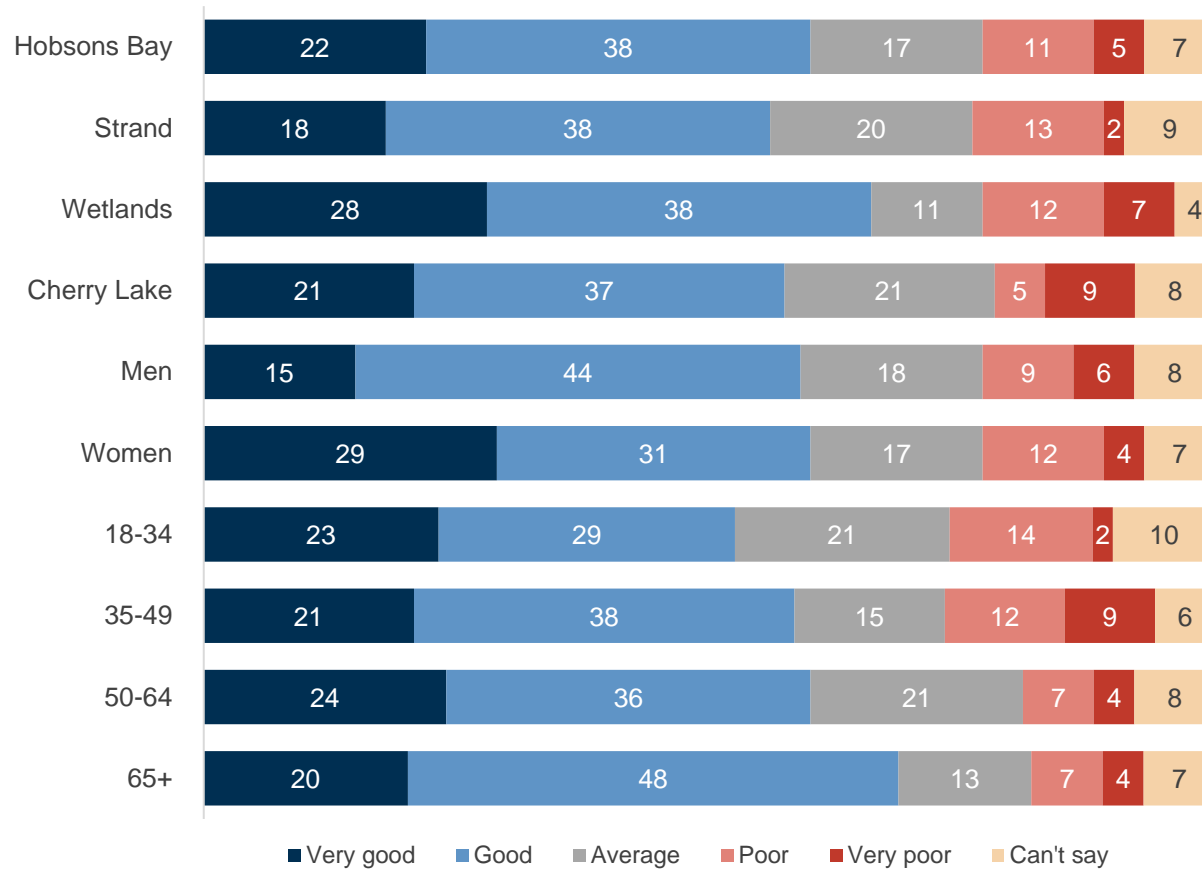*HB23. And now thinking about **drains maintenance and repairs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Drains maintenance and repairs

**2021 drains maintenance and repairs performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 12 | 42 | 23 | 12 | 6 | 6 |
| Strand | 11 | 42 | 23 | 9 | 8 | 6 |
| Wetlands | 13 | 45 | 21 | 11 | 4 | 6 |
| Cherry Lake | 11 | 37 | 26 | 18 | 4 | 3 |
| Men | 10 | 46 | 22 | 10 | 4 | 7 |
| Women | 13 | 38 | 24 | 13 | 7 | 5 |
| 18-34 | 9 | 55 | 26 | | 7 | 2 |
| 35-49 | 14 | 40 | 18 | 18 | 5 | 6 |
| 50-64 | 10 | 28 | 30 | 15 | 8 | 9 |
| 65+ | 13 | 37 | 22 | 9 | 13 | 7 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

# Council's communication

**2021 Council's communication performance (%)**
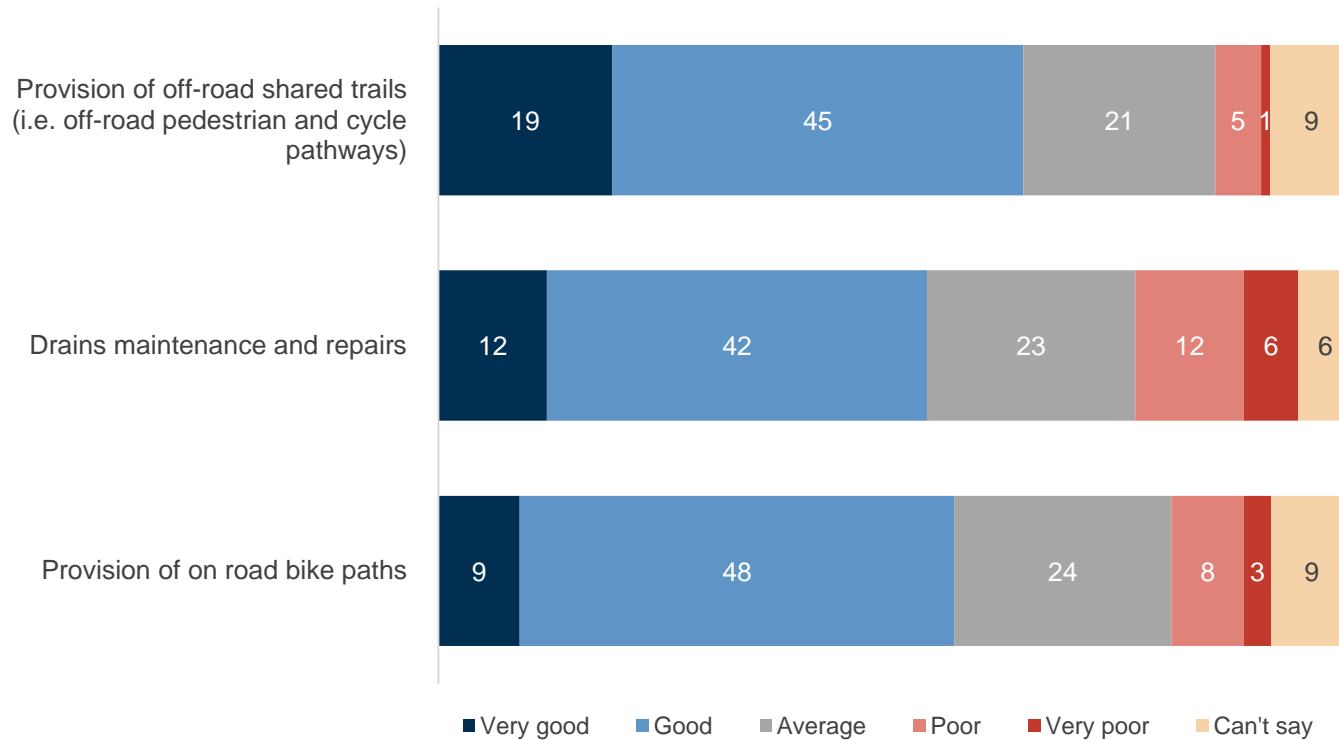


*Q2. And how about **Council's communication**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Council's website

**2021 Council's website performance (index scores)**

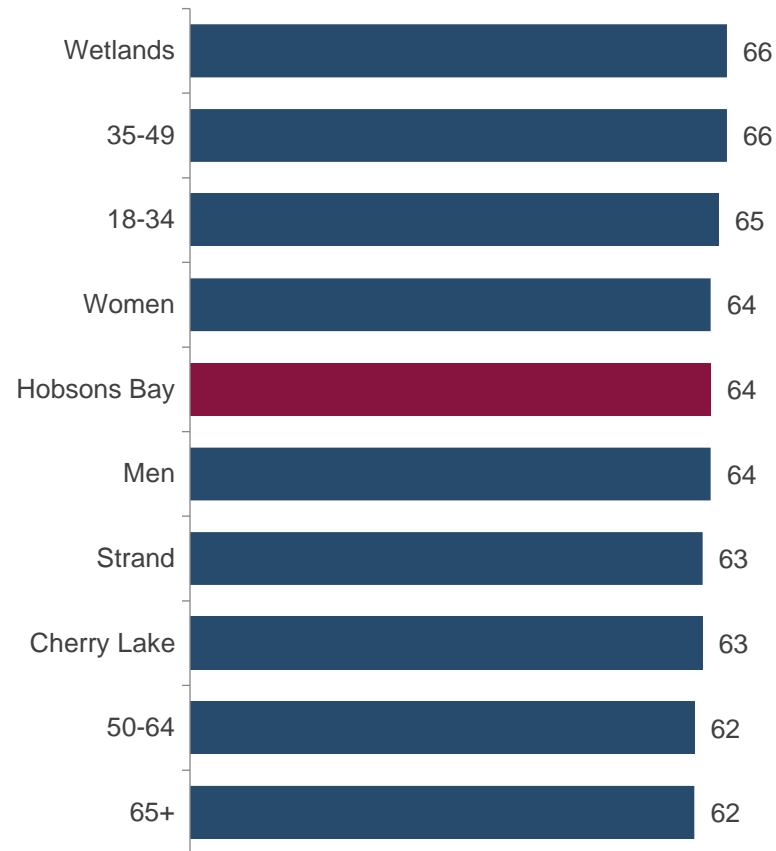| Category | Score |
|---|---|
| Cherry Lake | 71 |
| 65+ | 69 |
| 50-64 | 66 |
| Men | 66 |
| Hobsons Bay | 66 |
| Women | 66 |
| Strand | 65 |
| 35-49 | 65 |
| 18-34 | 64 |
| Wetlands | 61 |

*HB24. And now thinking about Council's website?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

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# Council's website

**2021 Council's website performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 8 | 34 | 25 | 4 | 1 | 28 |
| Strand | 6 | 33 | 26 | 2 | 1 | 33 |
| Wetlands | 4 | 33 | 27 | 5 | 2 | 29 |
| Cherry Lake | 17 | 40 | 22 | 5 | | 16 |
| Men | 8 | 35 | 29 | 2 | 1 | 24 |
| Women | 8 | 33 | 22 | 5 | 1 | 32 |
| 18-34 | 5 | 31 | 31 | 2 | | 31 |
| 35-49 | 9 | 38 | 30 | 7 | | 16 |
| 50-64 | 10 | 40 | 25 | 4 | 2 | 19 |
| 65+ | 9 | 31 | 13 | 2 | 2 | 44 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
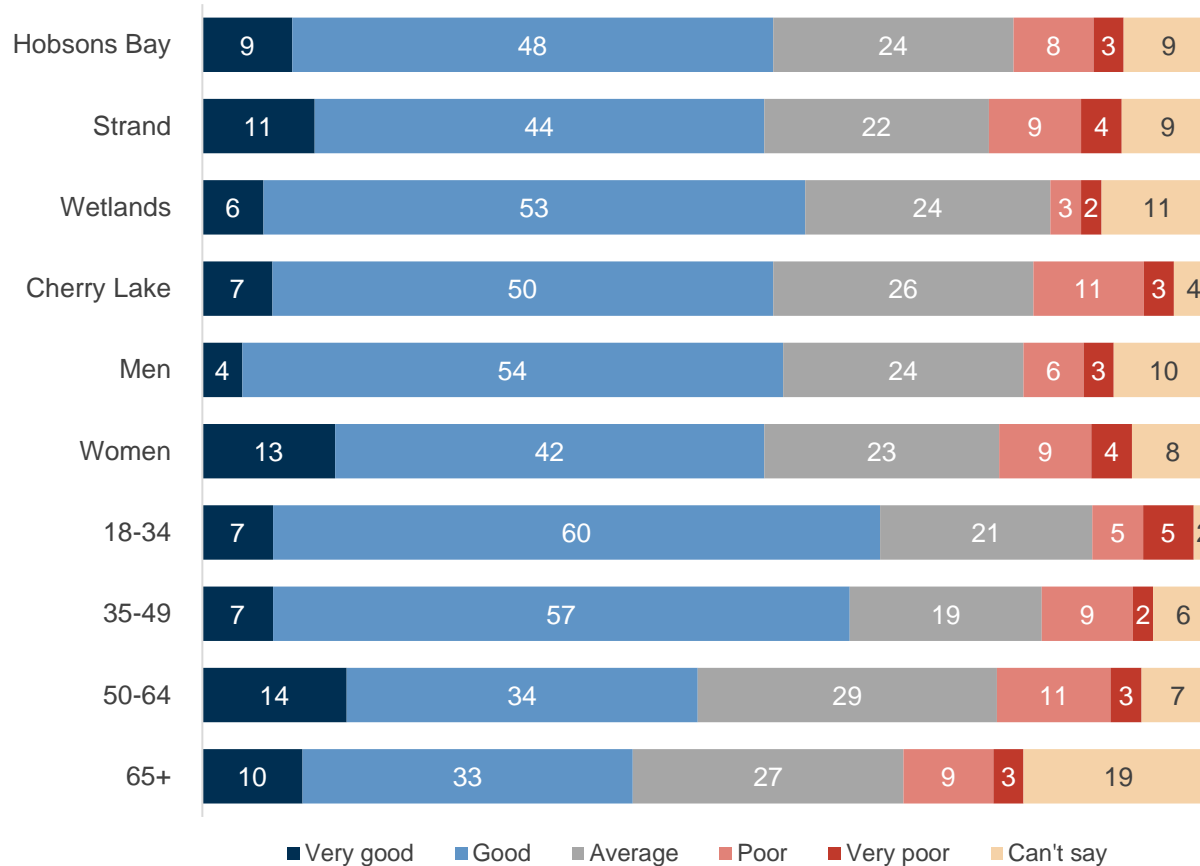
*HB24. And now thinking about **Council's website**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWSRESEARCH    57

# Council's quarterly newsletter

**2021 Council's quarterly newsletter performance (index scores)**



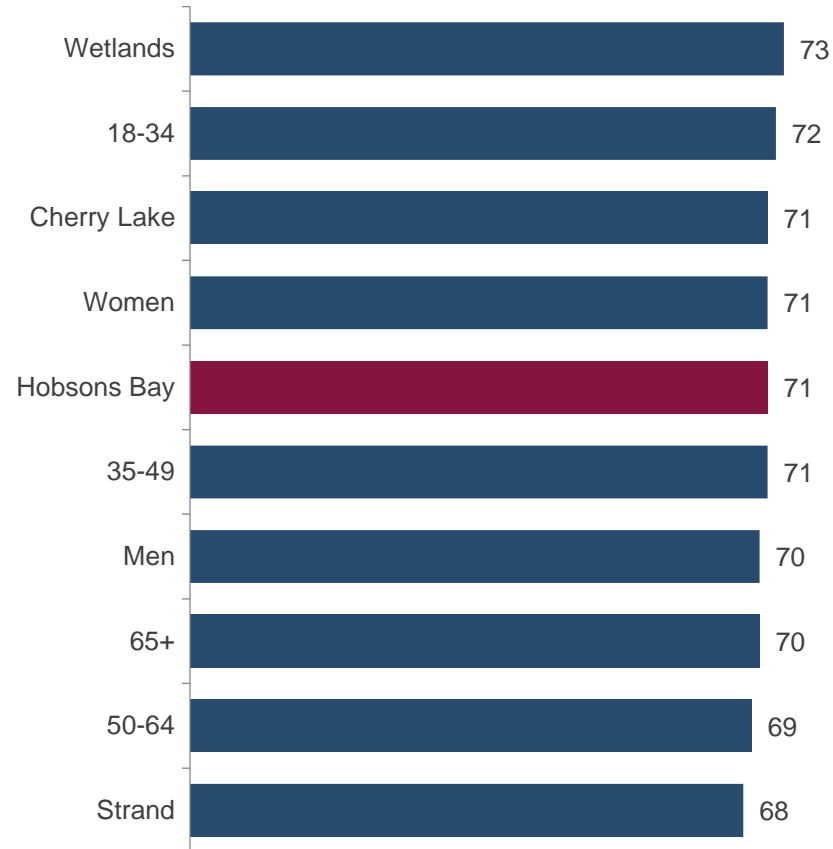*HB25. And now thinking about **Council's quarterly newsletter 'Hobsons Bay Community News'**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

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# Council's quarterly newsletter

**2021 Council's quarterly newsletter performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 12 | 41 | 21 | 7 | 2 | 17 |
| Strand | 13 | 37 | 26 | 8 | 1 | 16 |
| Wetlands | 8 | 43 | 14 | 8 | 1 | 25 |
| Cherry Lake | 15 | 47 | 19 | 6 | 6 | 7 |
| Men | 10 | 40 | 20 | 6 | 3 | 22 |
| Women | 14 | 42 | 22 | 9 | 1 | 12 |
| 18-34 | 7 | 31 | 29 | 7 | | 26 |
| 35-49 | 16 | 45 | 12 | 3 | 4 | 21 |
| 50-64 | 10 | 44 | 24 | 8 | 2 | 13 |
| 65+ | 15 | 46 | 20 | 11 | 3 | 5 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*HB25. And now thinking about **Council's quarterly newsletter 'Hobsons Bay Community News'**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Council's social media

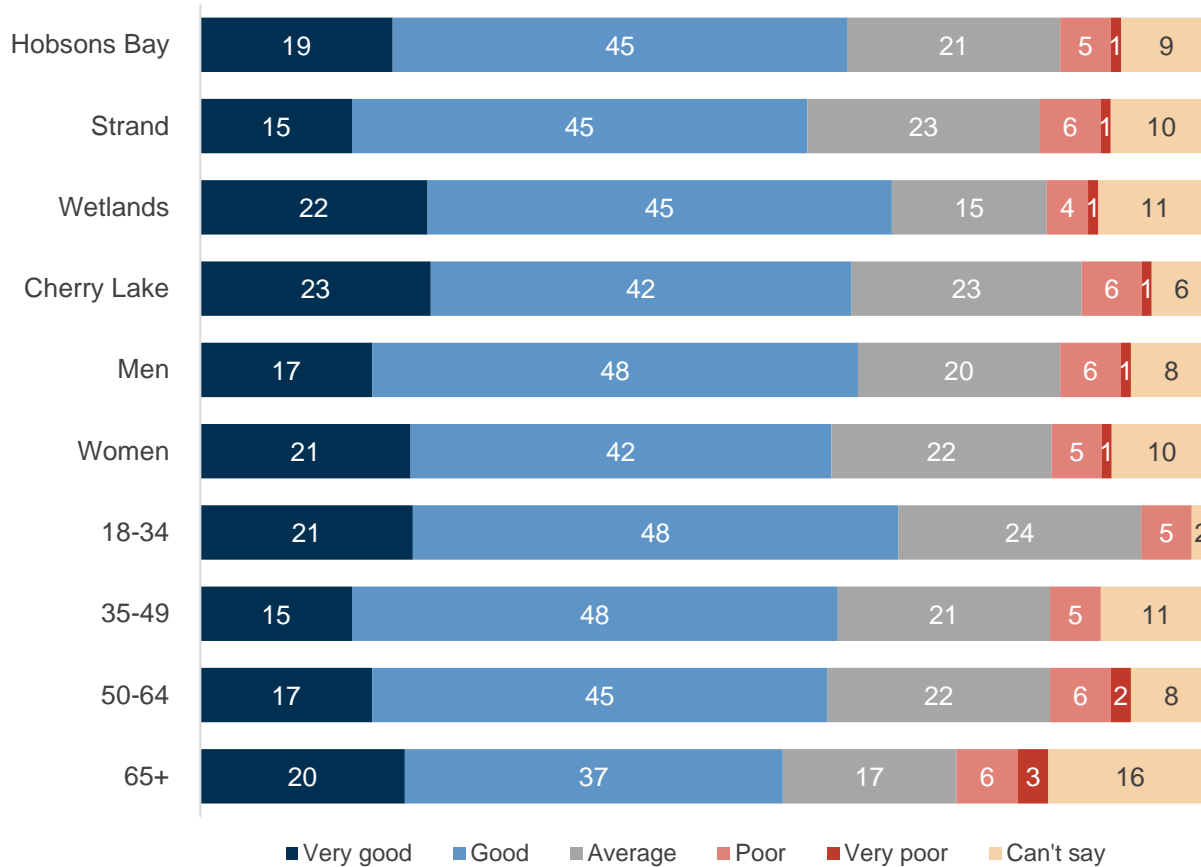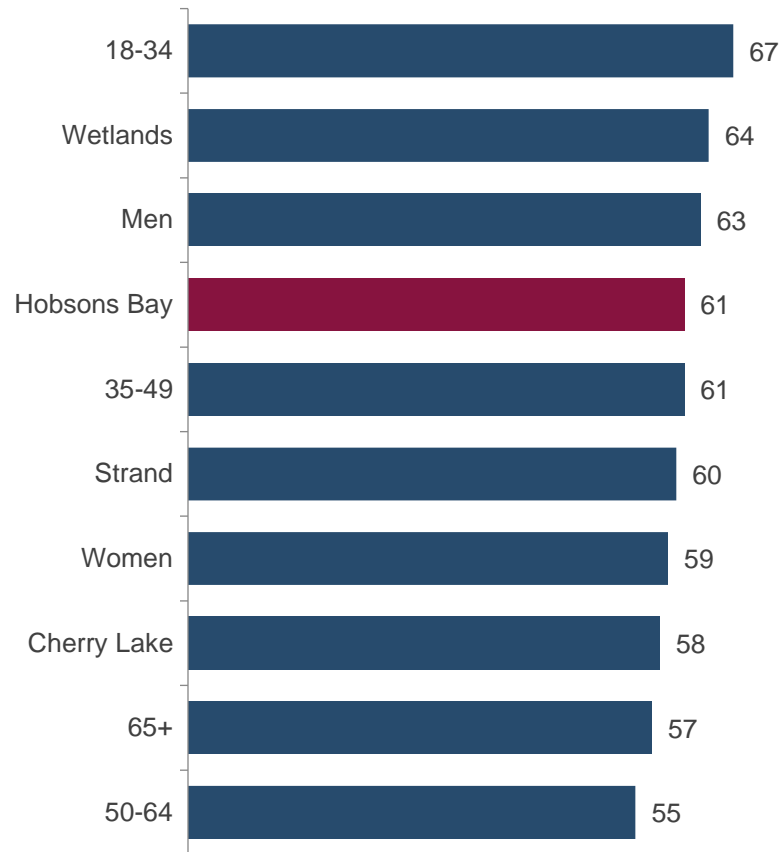**2021 Council's social media performance (index scores)**



| | |
|---|---|
| Cherry Lake | 68 |
| 35-49 | 66 |
| 65+ | 65 |
| Women | 64 |
| Hobsons Bay | 64 |
| Men | 64 |
| 18-34 | 63 |
| Strand | 63 |
| Wetlands | 62 |
| 50-64 | 59 |

*HB26. And now thinking about **Council's social media (Facebook and Twitter)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Council's social media

**2021 Council's social media performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 7 | 24 | 17 | 6 | 1 | 46 |
| Strand | 4 | 23 | 13 | 6 | | 54 |
| Wetlands | 7 | 22 | 22 | 7 | 1 | 40 |
| Cherry Lake | 12 | 28 | 18 | 4 | 2 | 37 |
| Men | 5 | 25 | 17 | 5 | | 48 |
| Women | 9 | 22 | 17 | 6 | 1 | 44 |
| 18-34 | 9 | 29 | 24 | 9 | | 29 |
| 35-49 | 9 | 28 | 17 | 4 | 2 | 41 |
| 50-64 | 4 | 18 | 13 | 7 | 2 | 56 |
| 65+ | 4 | 17 | 11 | 3 | 1 | 64 |

■Very good ■Good ■Average ■Poor ■Very poor ■Can't say

*HB26. And now thinking about **Council's social media (Facebook and Twitter)**?*
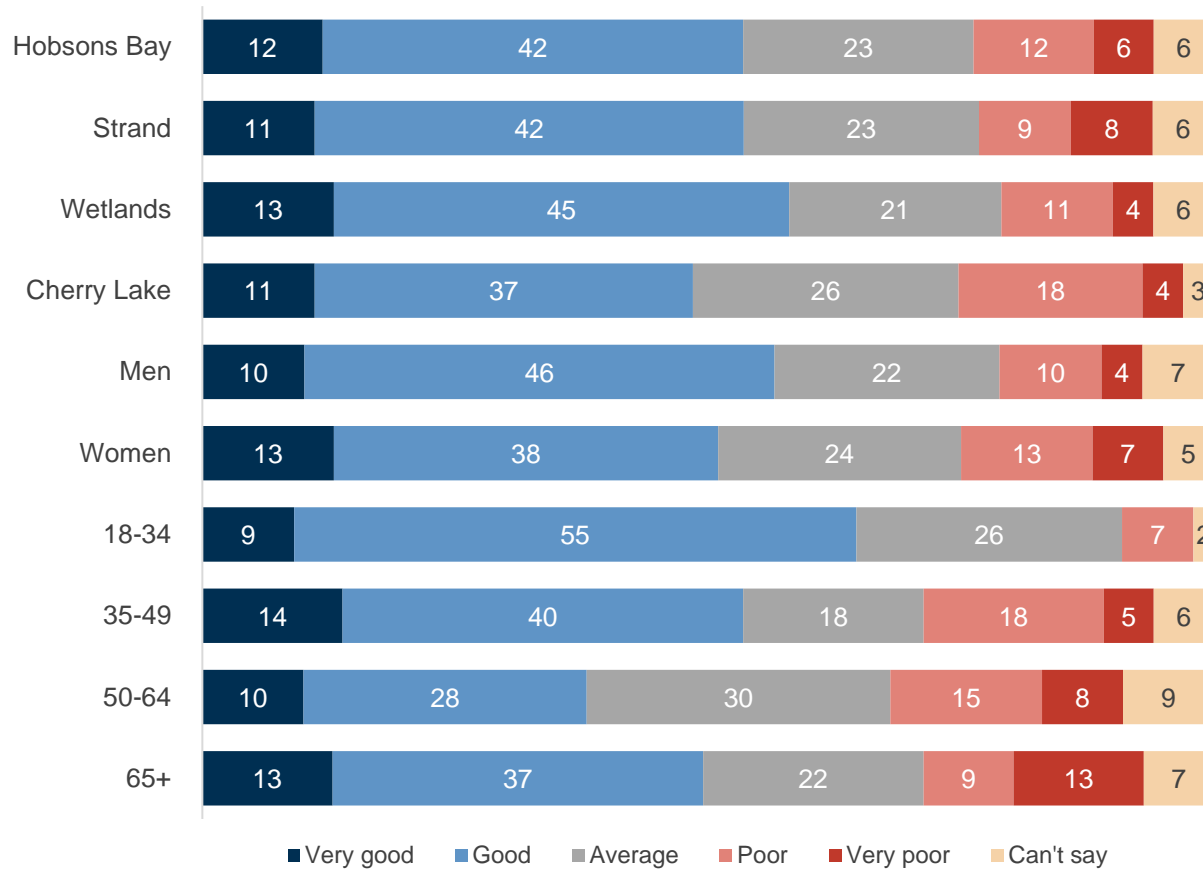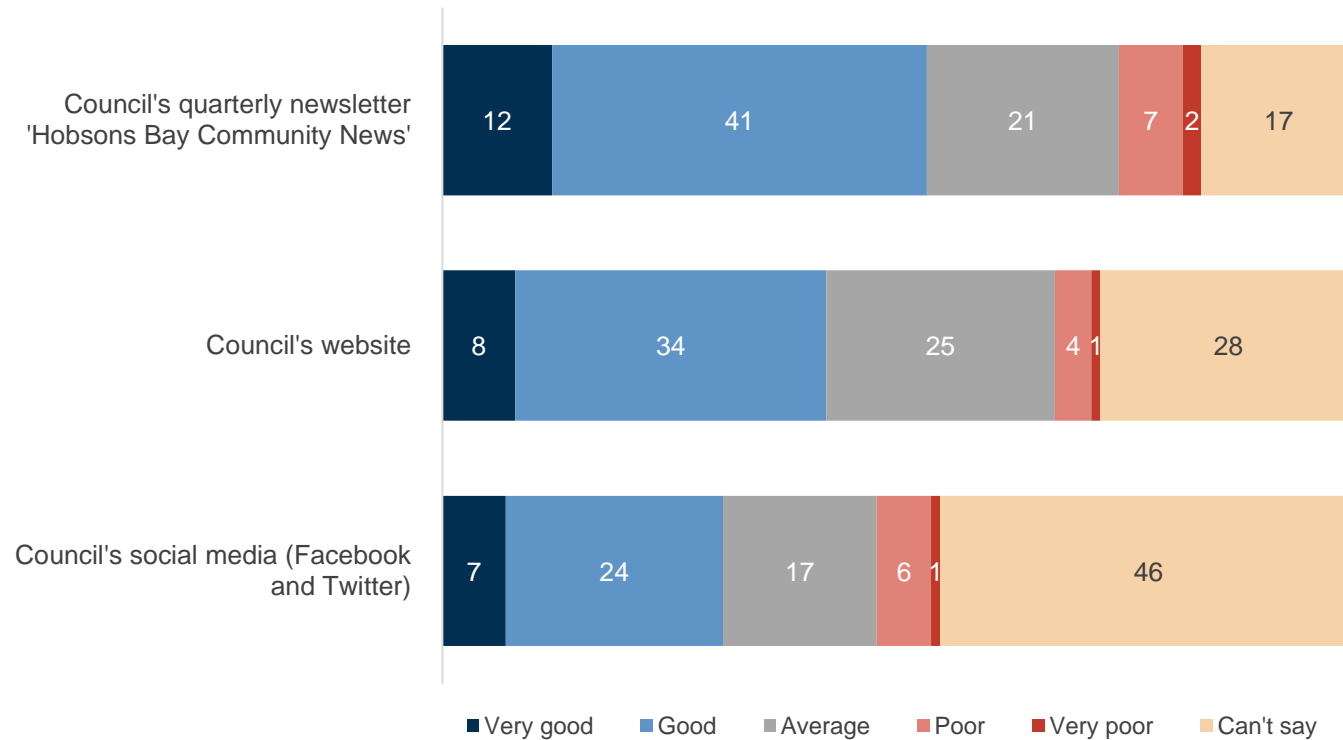*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Environment activities

**2021 environment activities performance (%)**



Protection and enhancement of foreshore: Very good 23, Good 48, Average 17, Poor 3, Very poor 1, Can't say 8

Opportunities to get involved in local environmental activities: Very good 11, Good 36, Average 28, Poor 8, Very poor 2, Can't say 15

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say
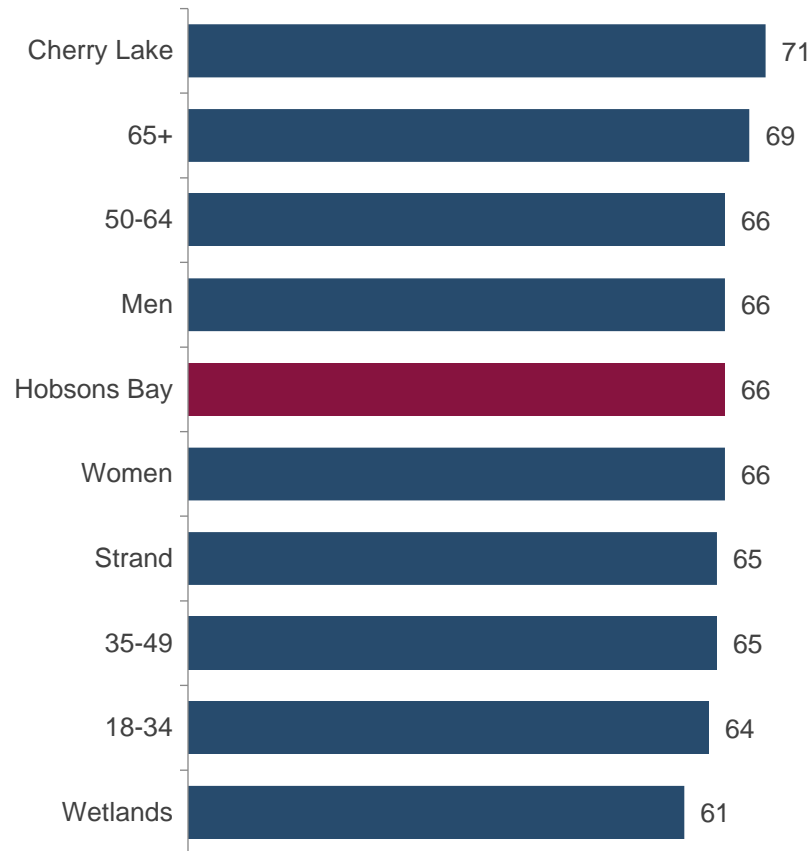
*Q2. And how about **environment activities**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H     62

# Opportunities to get involved in local environmental activities

**2021 opportunities to get involved in local environmental activities performance (index scores)**

| Category | Score |
|---|---|
| 65+ | 67 |
| Wetlands | 65 |
| Women | 64 |
| Hobsons Bay | 64 |
| Strand | 64 |
| Men | 64 |
| 35-49 | 63 |
| 50-64 | 62 |
| 18-34 | 62 |
| Cherry Lake | 62 |

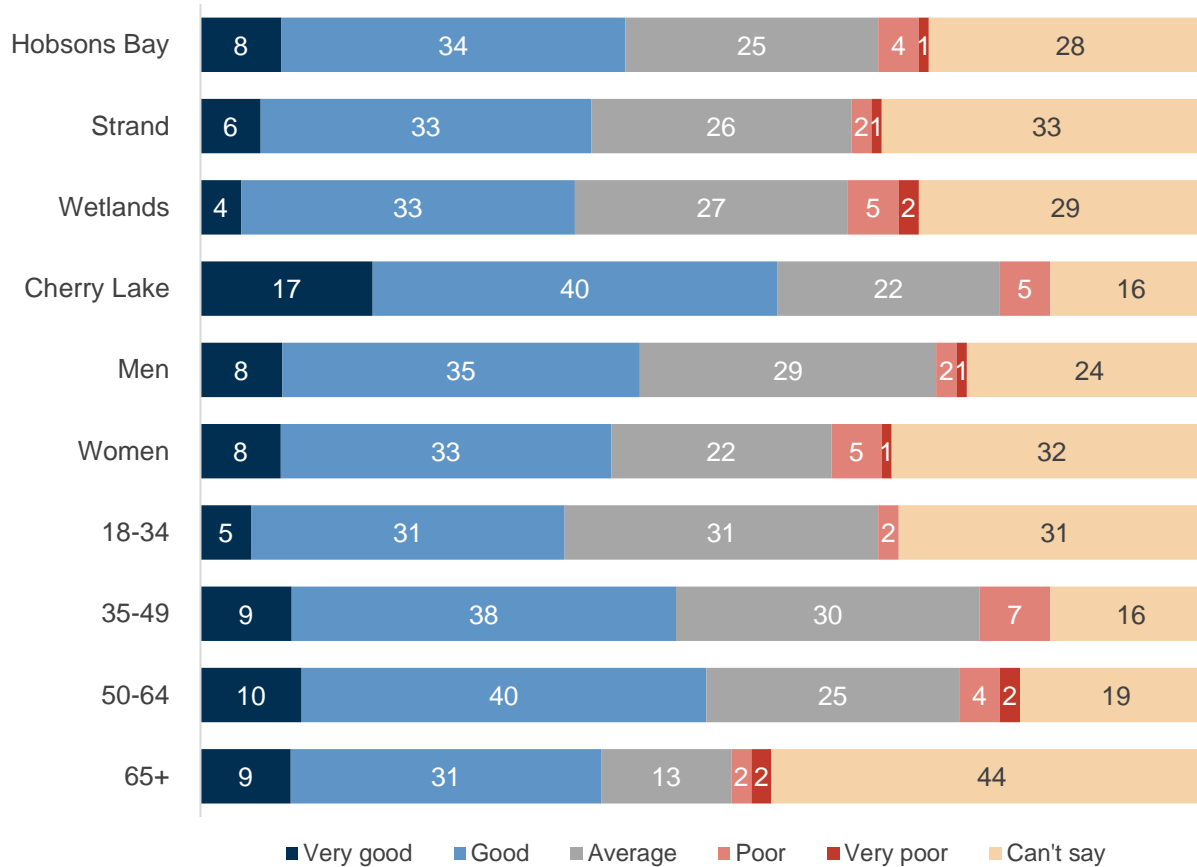*HB27. And now thinking about **opportunities to get involved in local environmental activities**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Opportunities to get involved in local environmental activities

**2021 opportunities to get involved in local environmental activities performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 11 | 36 | 28 | 8 | 2 | 15 |
| Strand | 12 | 33 | 27 | 8 | 2 | 18 |
| Wetlands | 9 | 41 | 31 | 6 | | 13 |
| Cherry Lake | 12 | 35 | 25 | 13 | 3 | 13 |
| Men | 11 | 31 | 30 | 8 | | 20 |
| Women | 12 | 40 | 25 | 8 | 3 | 11 |
| 18-34 | 10 | 36 | 41 | 5 | 2 | 7 |
| 35-49 | 11 | 36 | 26 | 9 | 3 | 15 |
| 50-64 | 13 | 27 | 19 | 15 | 1 | 25 |
| 65+ | 12 | 40 | 20 | 9 | 1 | 19 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

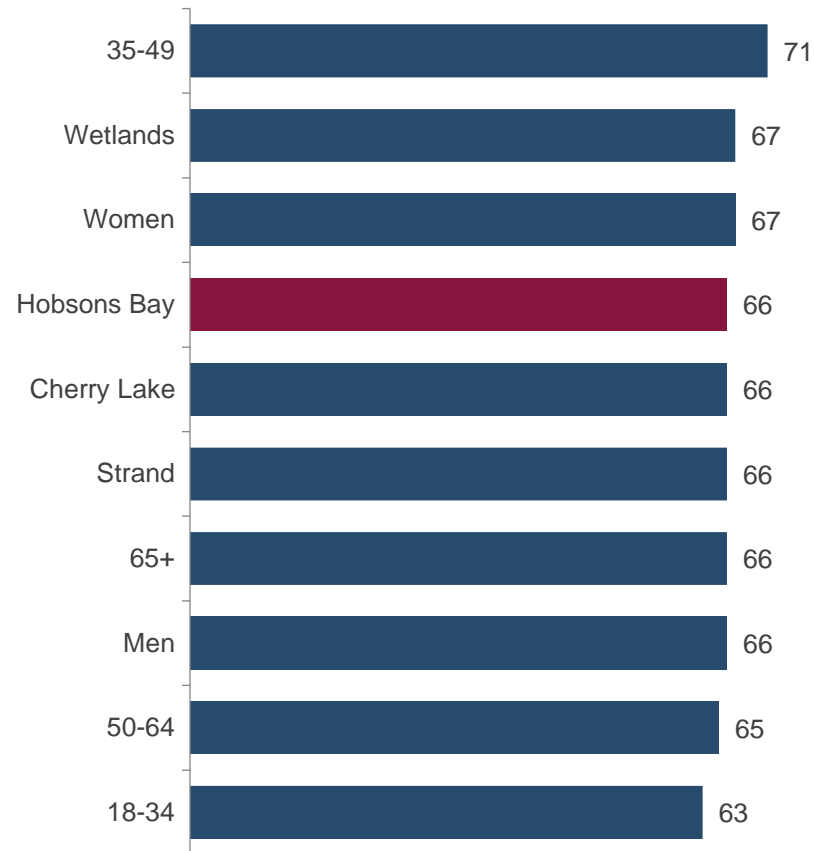*HB27. And now thinking about **opportunities to get involved in local environmental activities**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H     64

# Protection and enhancement of foreshore

**2021 protection and enhancement of foreshore performance (index scores)**

| Category | Score |
|---|---|
| 65+ | 78 |
| 35-49 | 77 |
| Cherry Lake | 77 |
| Men | 74 |
| Hobsons Bay | 74 |
| Women | 74 |
| Strand | 73 |
| Wetlands | 73 |
| 18-34 | 69 |
| 50-64 | 69 |

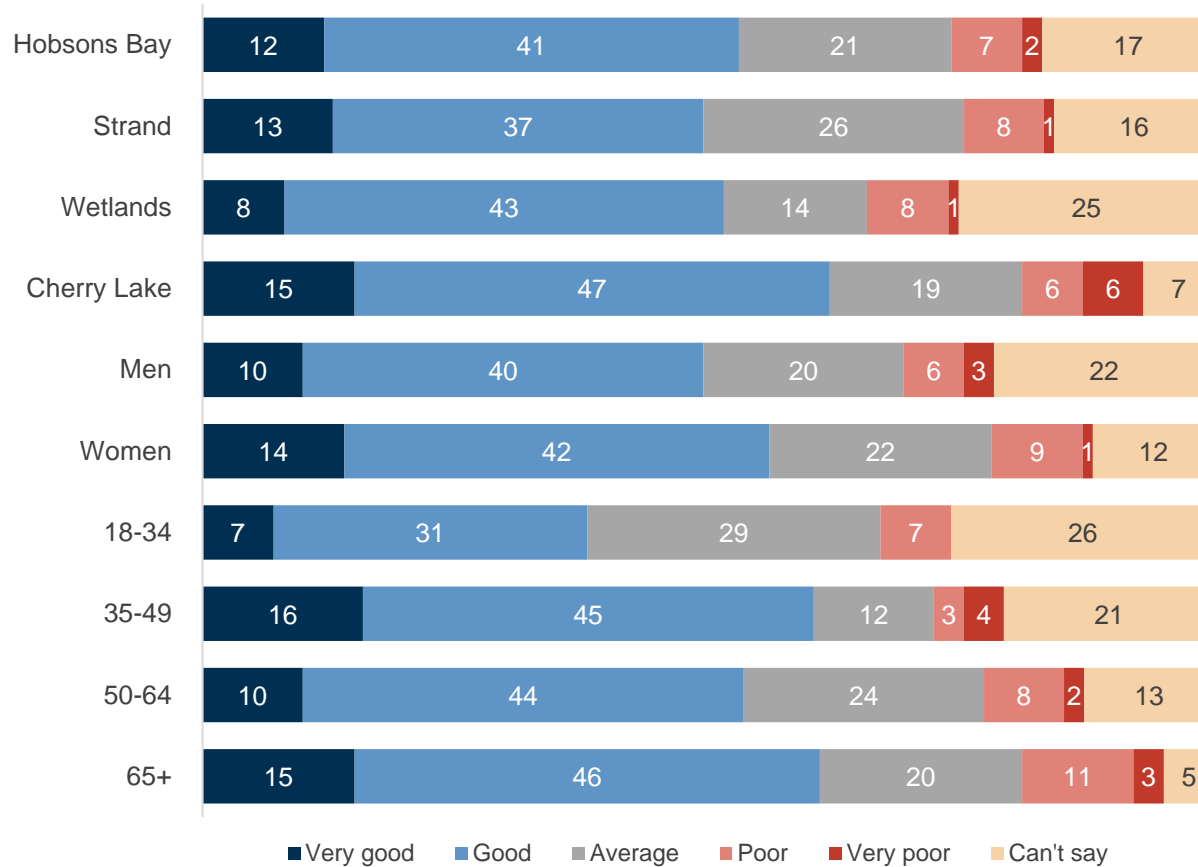*HB28. And now thinking about **protection and enhancement of foreshore**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H    65

# Protection and enhancement of foreshore

**2021 protection and enhancement of foreshore performance (%)**



*HB28. And now thinking about **protection and enhancement of foreshore**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    66

# Regulatory services

## 2021 regulatory services performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Public health (e.g. food safety) | 15 | 39 | 18 | 2 | | 26 |
| Animal management (e.g. animal registration) | 13 | 47 | 15 | 6 | 2 | 18 |

■Very good  ■Good  ■Average  ■Poor  ■Very poor  ■Can't say
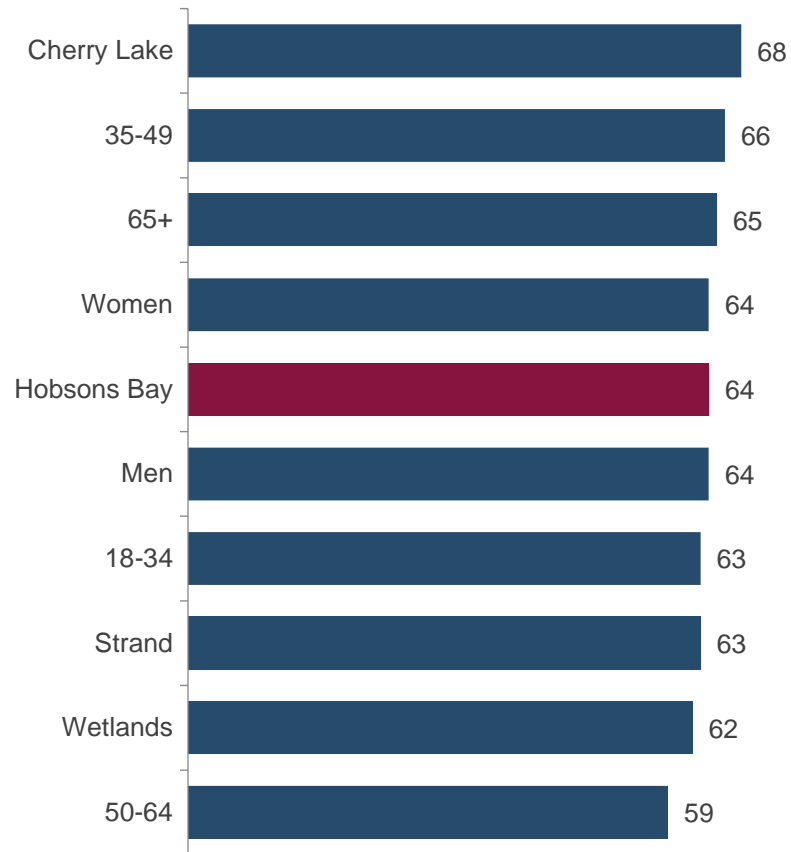
*Q2. And how about **regulatory services**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H    67

# Animal management

**2021 animal management (e.g. animal registration) performance (index scores)**

| | |
|---|---|
| Cherry Lake | 73 |
| 65+ | 72 |
| 50-64 | 70 |
| Women | 69 |
| Hobsons Bay | 69 |
| Men | 69 |
| Wetlands | 68 |
| 18-34 | 68 |
| 35-49 | 68 |
| Strand | 68 |

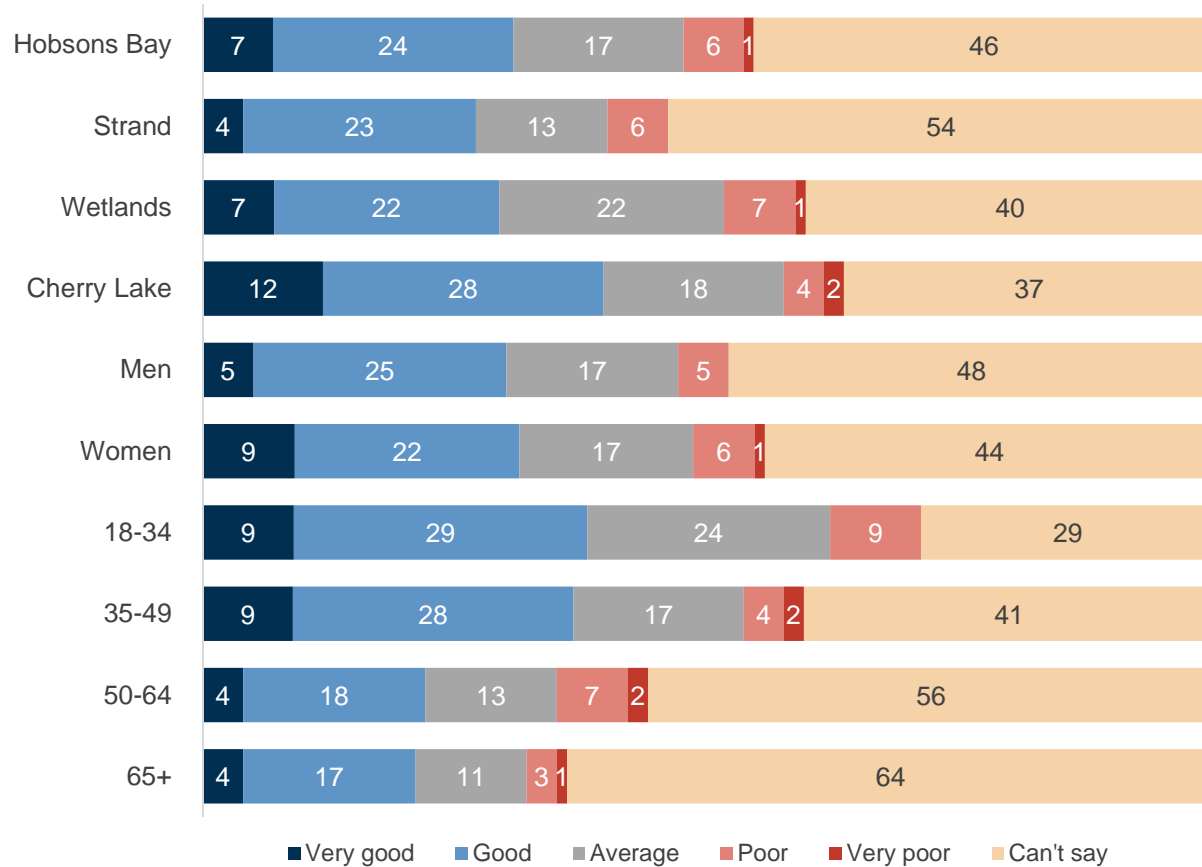*HB29. And now thinking about **animal management (e.g. animal registration)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H   68

# Animal management

**2021 animal management (e.g. animal registration) performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 13 | 47 | 15 | 6 | 2 | 18 |
| Strand | 13 | 46 | 16 | 6 | 3 | 16 |
| Wetlands | 12 | 46 | 15 | 6 | 2 | 19 |
| Cherry Lake | 15 | 51 | 11 | 5 | | 18 |
| Men | 8 | 57 | 9 | 5 | 3 | 19 |
| Women | 18 | 38 | 21 | 7 | 1 | 16 |
| 18-34 | 14 | 50 | 16 | 7 | 2 | 10 |
| 35-49 | 13 | 47 | 16 | 5 | 4 | 14 |
| 50-64 | 11 | 42 | 16 | 5 | | 26 |
| 65+ | 13 | 46 | 10 | 5 | 1 | 25 |

*HB29. And now thinking about **animal management (e.g. animal registration)**?*
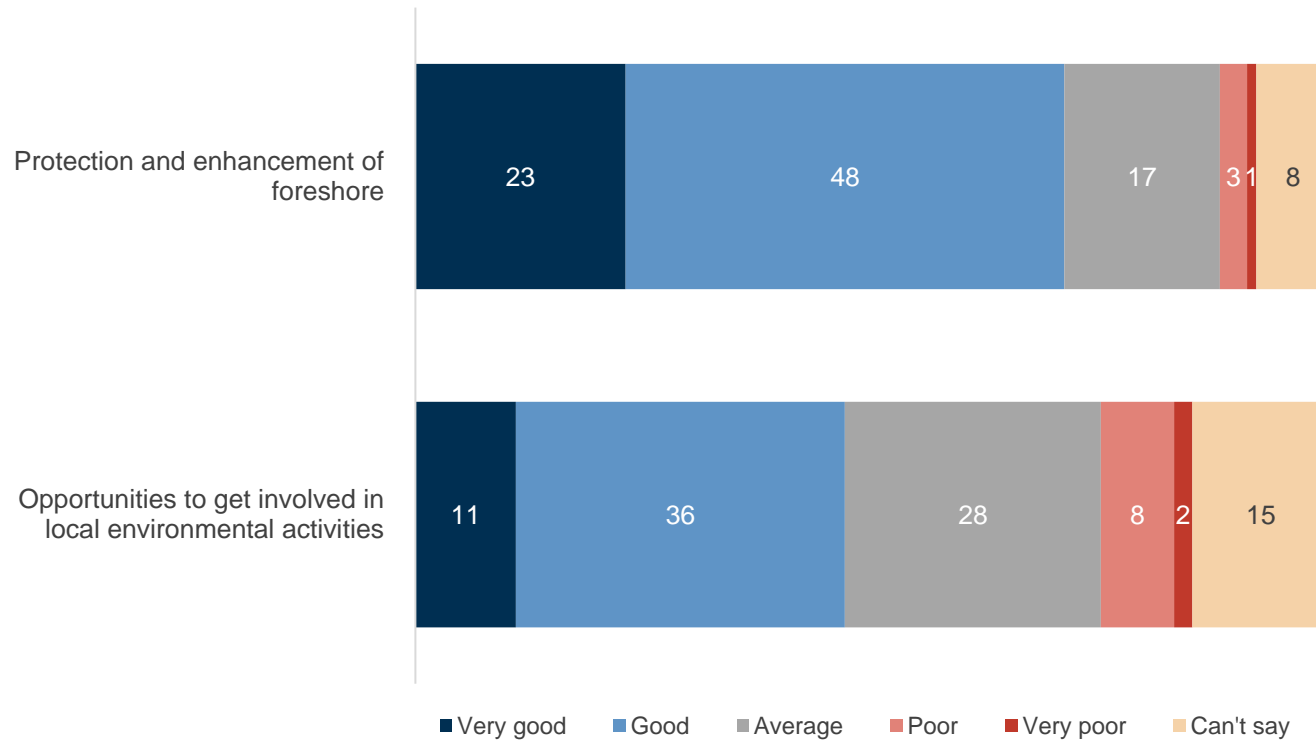*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Public health

**2021 public health (e.g. food safety) performance (index scores)**

| Category | Score |
|---|---|
| 18-34 | 74 |
| 65+ | 73 |
| 35-49 | 73 |
| Men | 73 |
| Cherry Lake | 73 |
| Hobsons Bay | 73 |
| Strand | 72 |
| Wetlands | 72 |
| Women | 72 |
| 50-64 | 68 |

*HB30. And now thinking about **public health (e.g. food safety)**?*
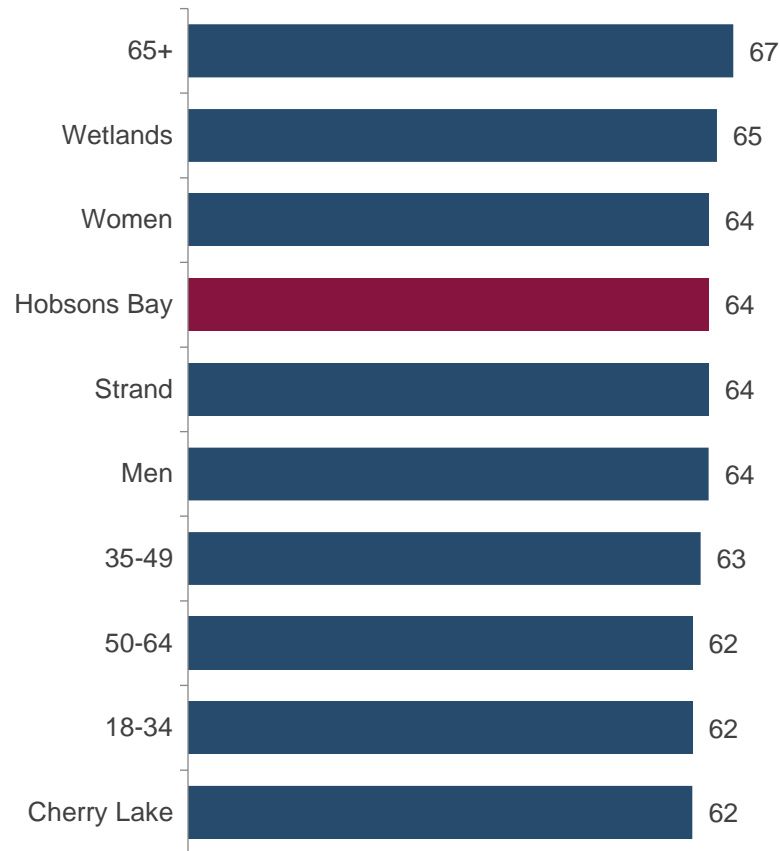*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Public health

## 2021 public health (e.g. food safety) performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 15 | 39 | 18 | 2 | | 26 |
| Strand | 14 | 38 | 18 | 1 | | 28 |
| Wetlands | 19 | 34 | 20 | 4 | | 23 |
| Cherry Lake | 14 | 45 | 14 | 3 | | 24 |
| Men | 13 | 43 | 13 | 3 | | 28 |
| Women | 18 | 34 | 22 | 2 | | 24 |
| 18-34 | 19 | 50 | 19 | 2 | | 10 |
| 35-49 | 18 | 24 | 20 | 2 | | 37 |
| 50-64 | 7 | 41 | 18 | 4 | 1 | 29 |
| 65+ | 14 | 41 | 14 | 3 | | 29 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*HB30. And now thinking about **public health (e.g. food safety)**?*
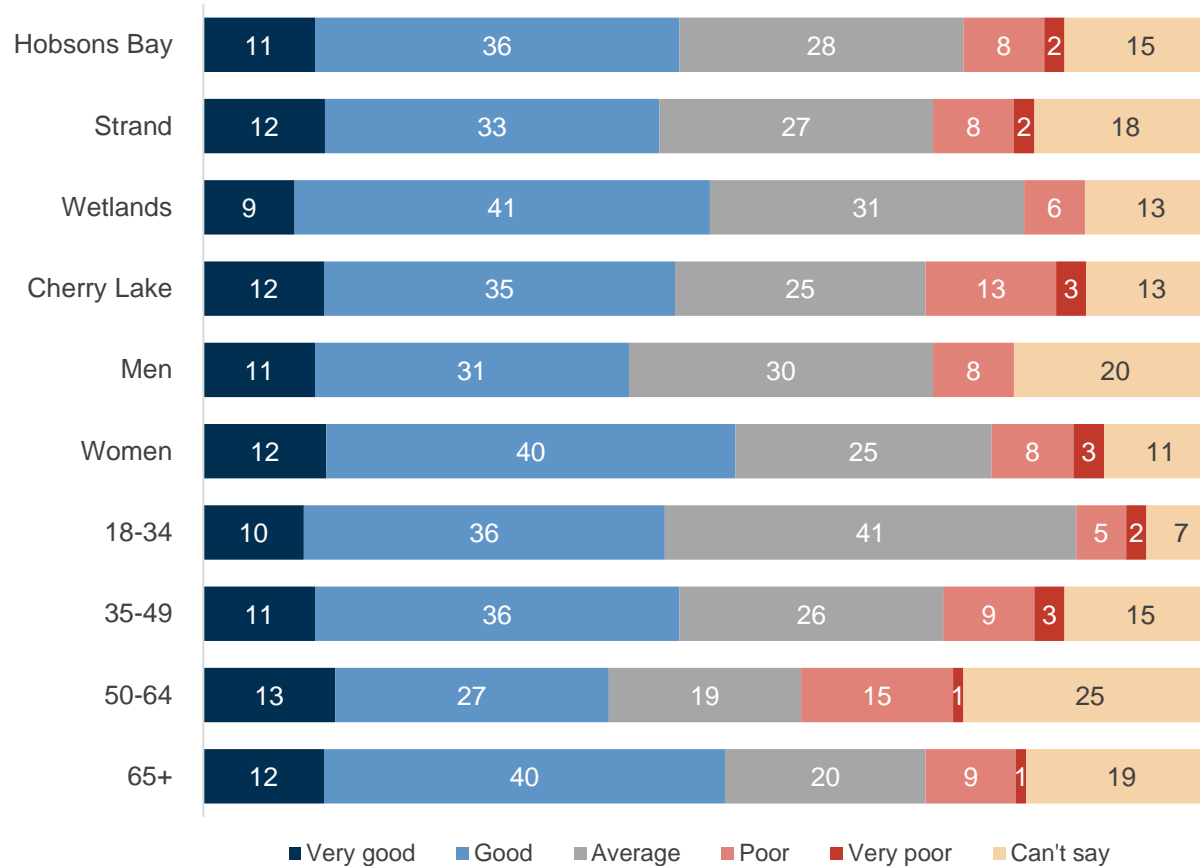*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Customer service and contact with Council

**2021 customer service and contact with Council performance (%)**



| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Courtesy of service | 19 | 50 | 15 | 3 | | 12 |
| Care and attention to your enquiry | 17 | 40 | 20 | 6 | 3 | 14 |
| Staff's understanding of your language needs | 17 | 38 | 11 | 1 | | 33 |
| General reception area (at the civic center in Altona) | 15 | 37 | 13 | 3 | 1 | 31 |
| Speed of service | 13 | 39 | 23 | 5 | 3 | 16 |
| Provision of information about Council and its services | 11 | 52 | 20 | 6 | 3 | 7 |
| Staff's understanding of your cultural needs | 11 | 36 | 16 | 1 | | 35 |
| Staff's understanding of your mobility or communication needs (if you have a disability) | 10 | 23 | 14 | 2 | 1 | 50 |
| Access to relevant officer / area | 8 | 37 | 22 | 4 | 3 | 27 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

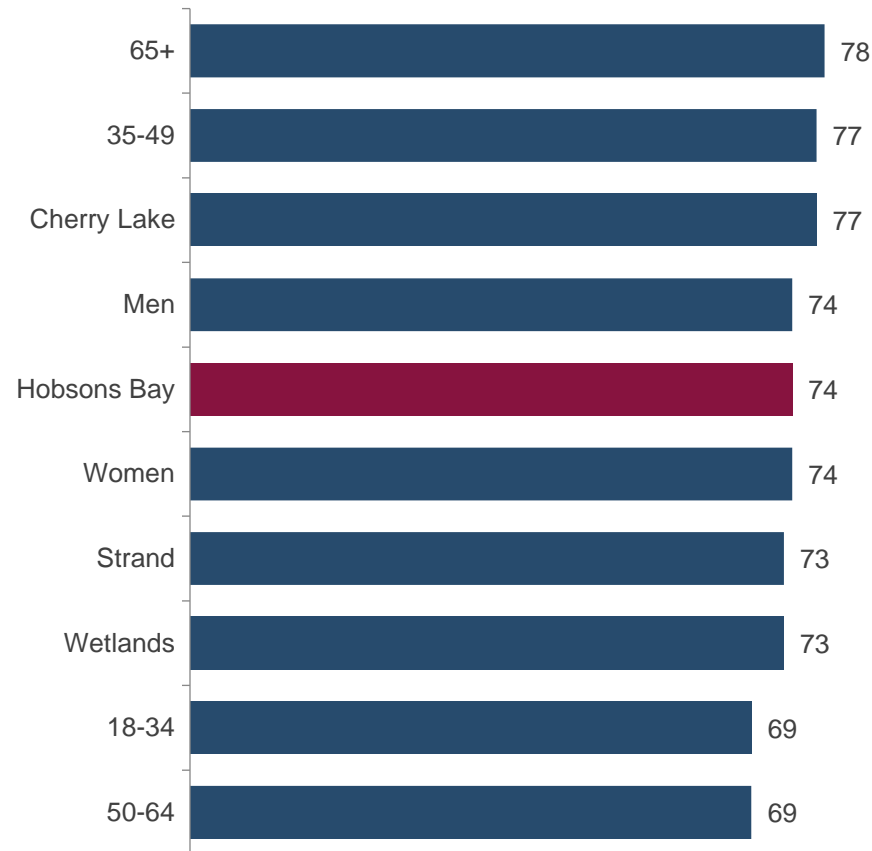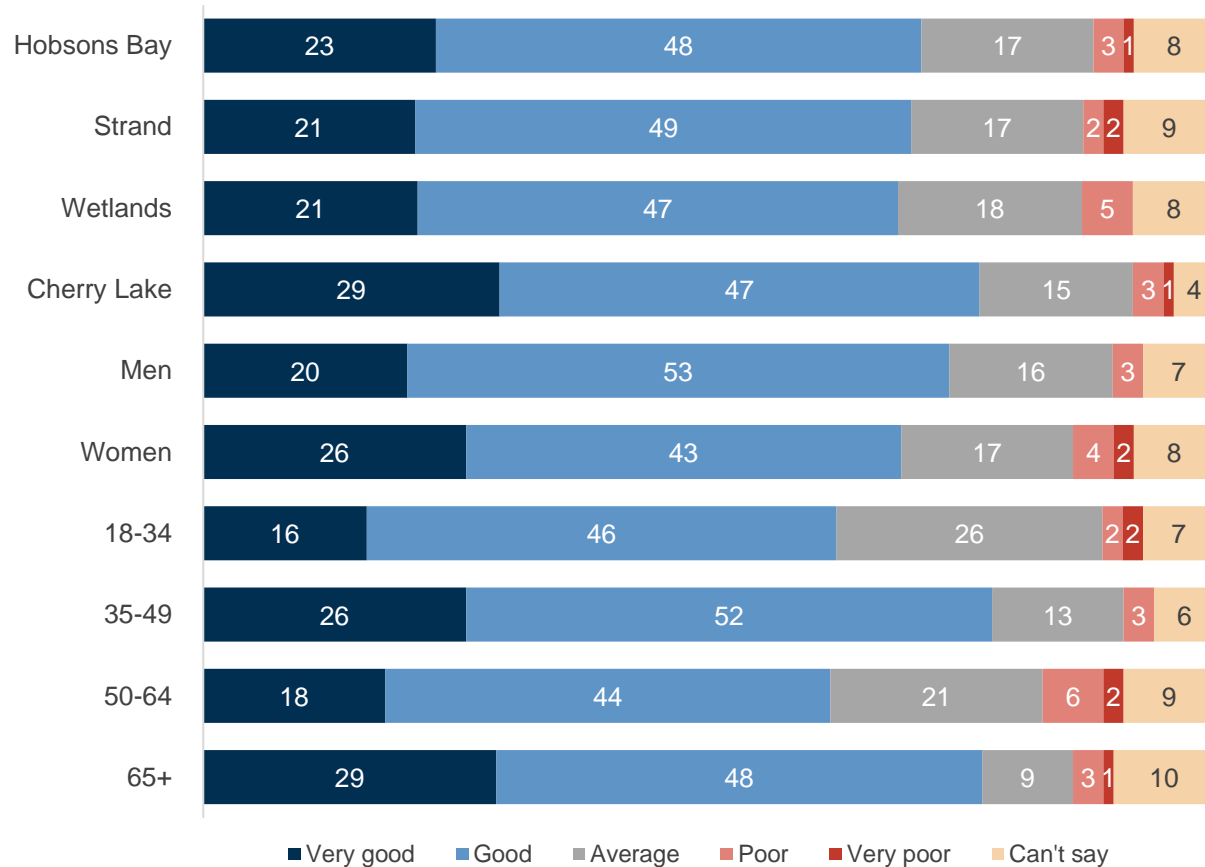*Q2. And how about customer service and contact with Council?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH     72

# General reception area

**2021 general reception area (at the civic centre in Altona) performance (index scores)**



| Category | Score |
|---|---|
| Cherry Lake | 77 |
| 65+ | 77 |
| 50-64 | 75 |
| Women | 74 |
| Hobsons Bay | 73 |
| Strand | 72 |
| Men | 72 |
| 35-49 | 71 |
| Wetlands | 70 |
| 18-34 | 70 |

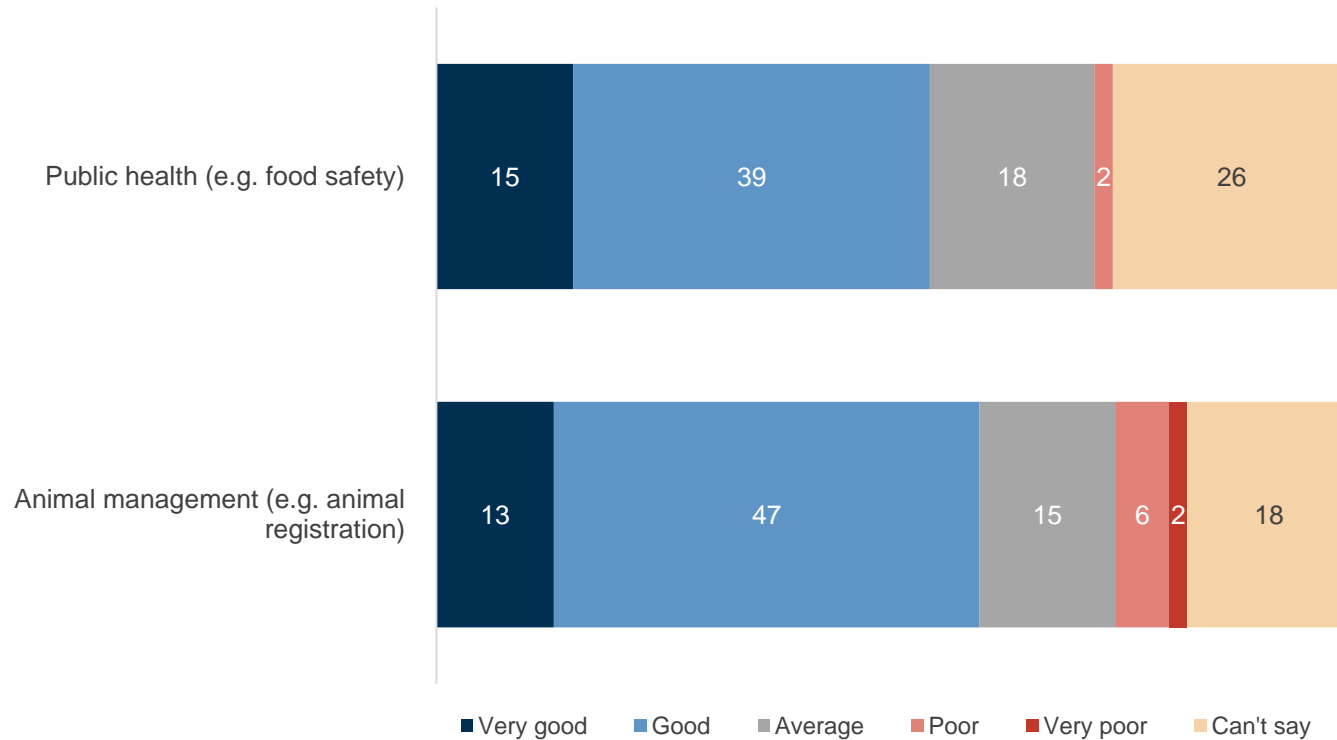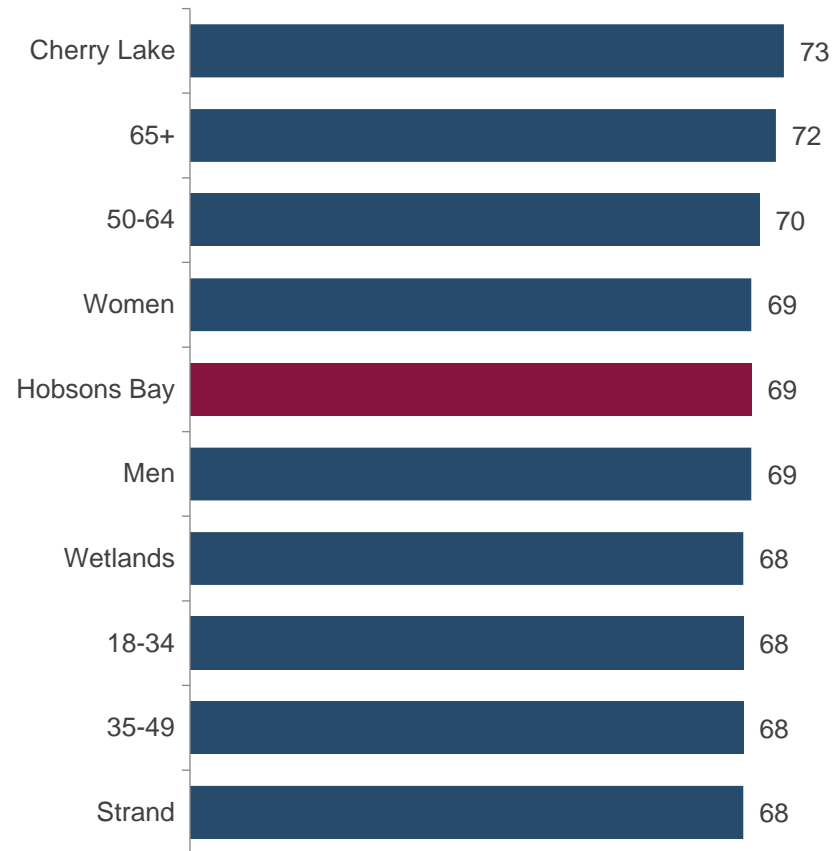*HB31. And now thinking about **general reception area (at the civic in Altona)**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H     73

# General reception area

**2021 general reception area (at the civic centre in Altona) performance (%)**

| Group | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 15 | 37 | 13 | 3 | 1 | 31 |
| Strand | 14 | 31 | 13 | 3 | 1 | 38 |
| Wetlands | 12 | 42 | 14 | 2 | 2 | 28 |
| Cherry Lake | 23 | 43 | 12 | 1 | | 21 |
| Men | 11 | 41 | 10 | 3 | 1 | 34 |
| Women | 20 | 34 | 15 | 2 | 1 | 29 |
| 18-34 | 9 | 39 | 19 | 2 | | 31 |
| 35-49 | 9 | 36 | 7 | 4 | 2 | 44 |
| 50-64 | 20 | 28 | 17 | 2 | | 33 |
| 65+ | 26 | 42 | 11 | 2 | 2 | 17 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

# Care and attention to your enquiry

**2021 care and attention to your enquiry performance (index scores)**

| Category | Score |
|---|---|
| Strand | 72 |
| 65+ | 71 |
| Men | 69 |
| 50-64 | 69 |
| Hobsons Bay | 68 |
| 35-49 | 67 |
| Women | 67 |
| Cherry Lake | 65 |
| 18-34 | 65 |
| Wetlands | 64 |

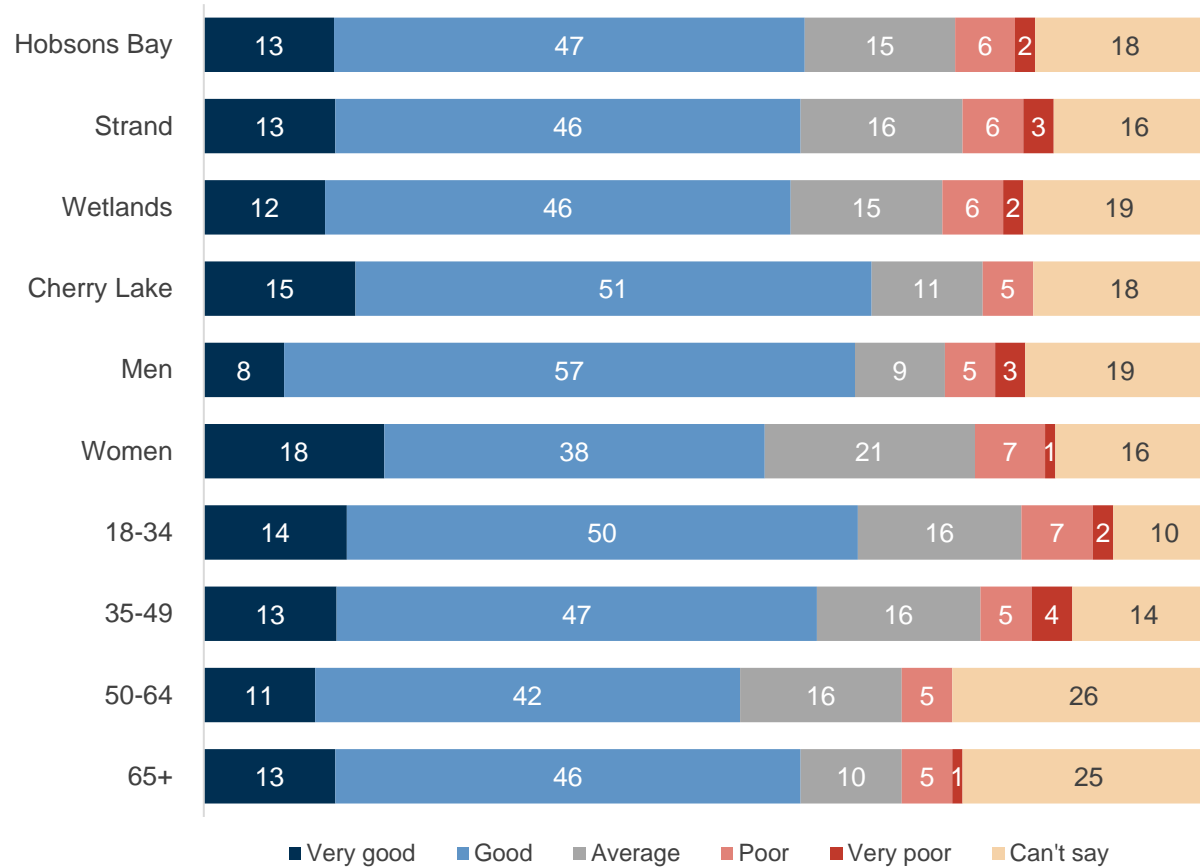*HB32. And now thinking about **care and attention to your enquiry**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Care and attention to your enquiry

**2021 care and attention to your enquiry performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 17 | 40 | 20 | 6 | 3 | 14 |
| Strand | 21 | 37 | 15 | 5 | 1 | 20 |
| Wetlands | 13 | 36 | 29 | 7 | 3 | 12 |
| Cherry Lake | 13 | 51 | 18 | 6 | 6 | 4 |
| Men | 17 | 39 | 22 | 4 | 2 | 15 |
| Women | 17 | 41 | 18 | 8 | 4 | 13 |
| 18-34 | 7 | 38 | 21 | 5 | 2 | 26 |
| 35-49 | 20 | 35 | 19 | 9 | 4 | 14 |
| 50-64 | 20 | 43 | 21 | 7 | 3 | 6 |
| 65+ | 22 | 46 | 19 | 4 | 3 | 6 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB32. And now thinking about **care and attention to your enquiry**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Speed and service

## 2021 speed of service performance (index scores)

| Category | Score |
|---|---|
| Strand | 68 |
| 65+ | 67 |
| 35-49 | 66 |
| Cherry Lake | 66 |
| Men | 66 |
| Hobsons Bay | 66 |
| Women | 66 |
| 50-64 | 66 |
| 18-34 | 64 |
| Wetlands | 62 |

*HB33. And now thinking about **speed of service**?*
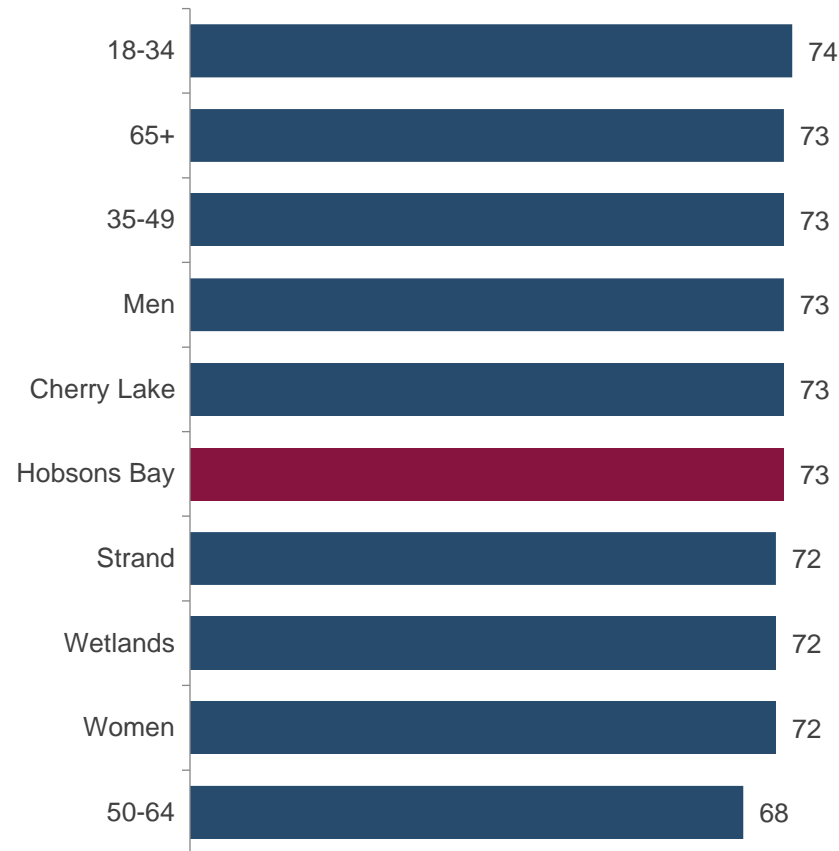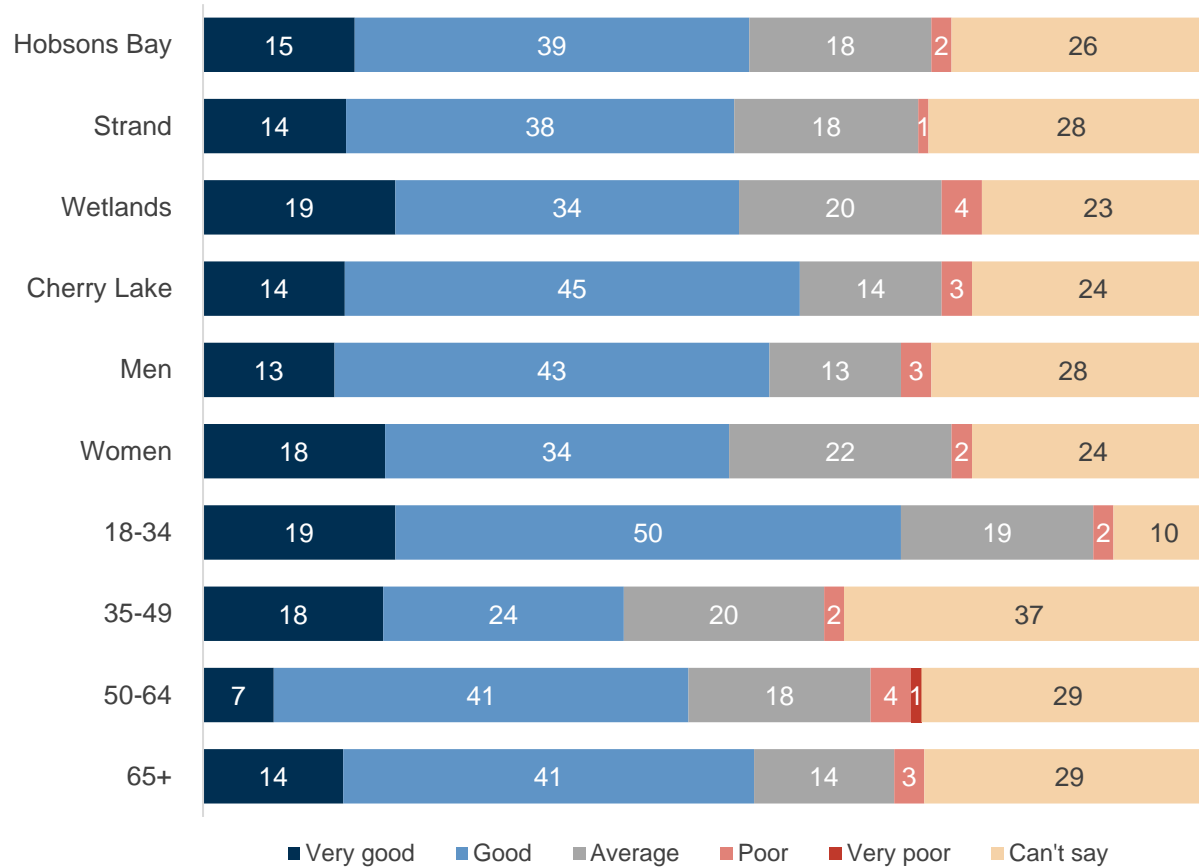*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    77

# Speed and service

**2021 speed of service performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 13 | 39 | 23 | 5 | 3 | 16 |
| Strand | 11 | 44 | 21 | 4 | 2 | 18 |
| Wetlands | 16 | 26 | 28 | 9 | 4 | 17 |
| Cherry Lake | 12 | 45 | 22 | 4 | 5 | 12 |
| Men | 8 | 41 | 28 | 2 | 2 | 19 |
| Women | 17 | 37 | 19 | 8 | 5 | 14 |
| 18-34 | 7 | 38 | 26 | 5 | 2 | 21 |
| 35-49 | 17 | 33 | 21 | 5 | 5 | 20 |
| 50-64 | 13 | 40 | 28 | 7 | 2 | 9 |
| 65+ | 15 | 45 | 20 | 5 | 4 | 11 |

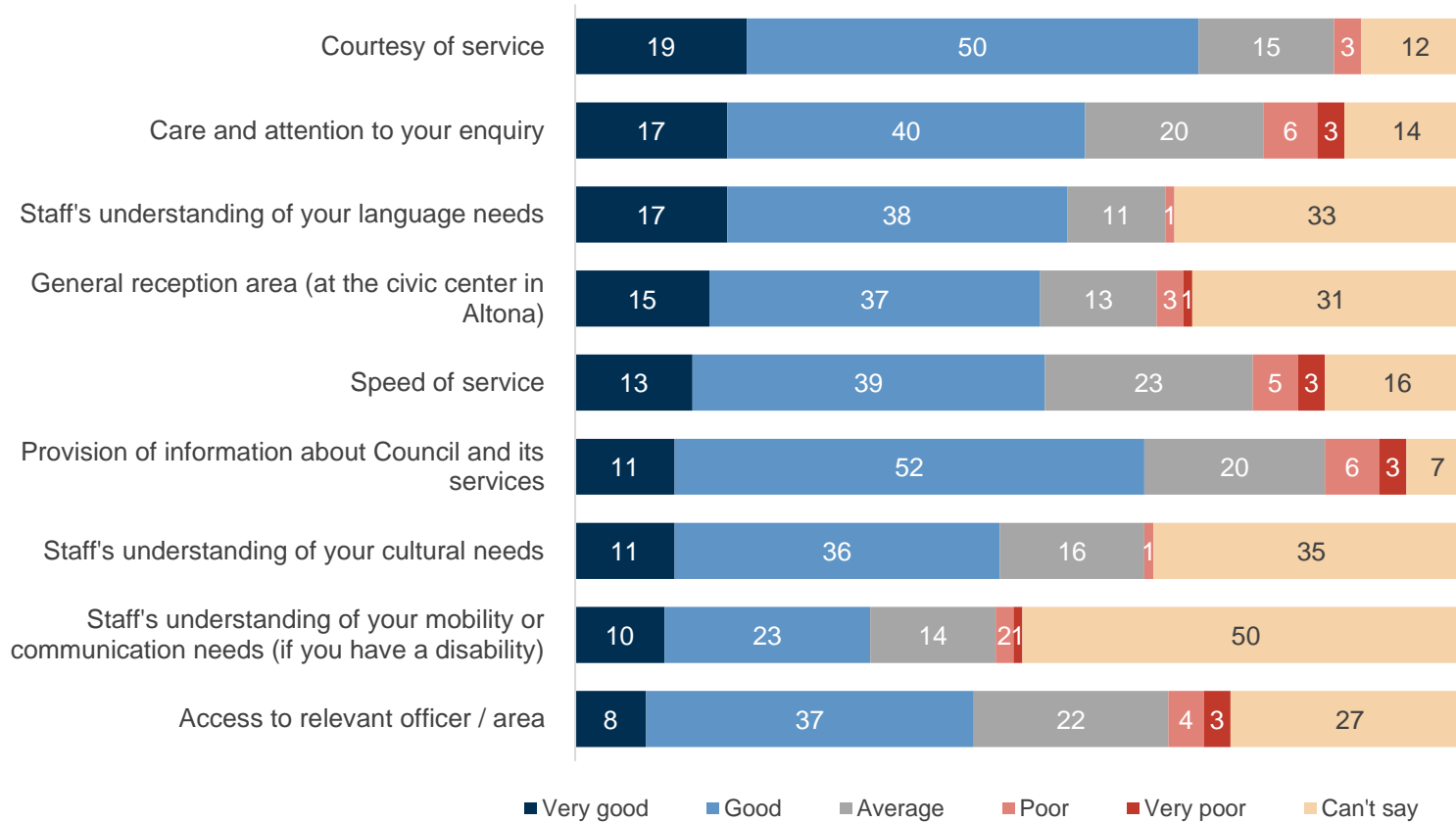*HB33. And now thinking about **speed of service**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Courtesy of service

**2021 courtesy of service performance (index scores)**



| Category | Score |
|---|---|
| 65+ | 78 |
| 50-64 | 77 |
| Strand | 76 |
| 35-49 | 76 |
| Men | 74 |
| Hobsons Bay | 74 |
| Women | 74 |
| Wetlands | 72 |
| Cherry Lake | 71 |
| 18-34 | 66 |

*HB34. And now thinking about **courtesy of service**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Courtesy of service

## 2021 courtesy of service performance (%)



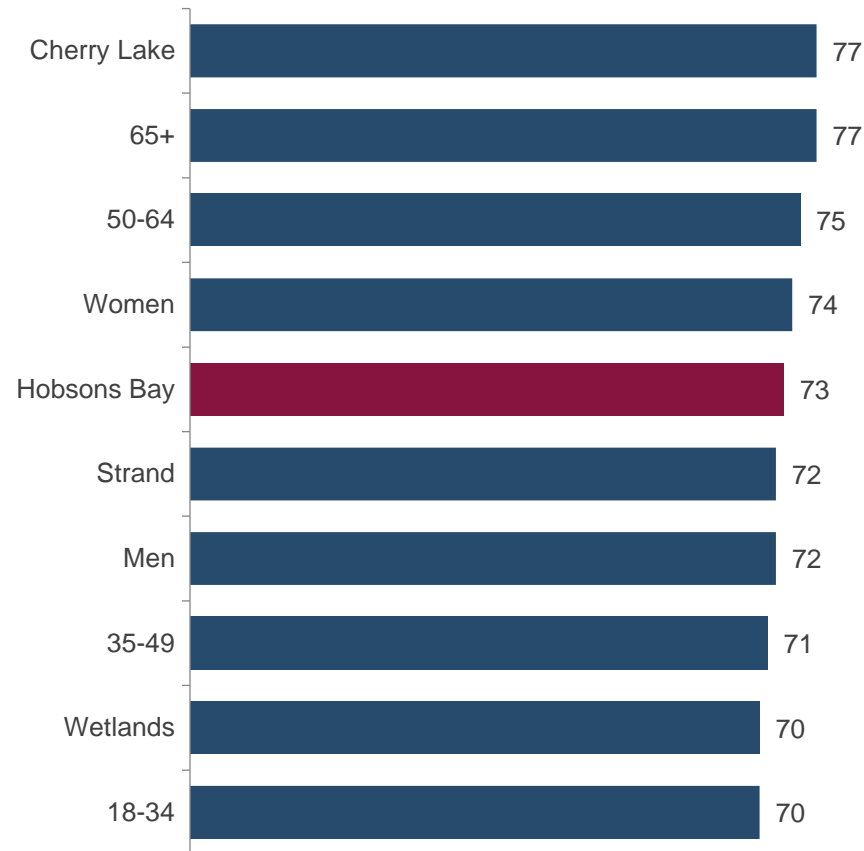| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 19 | 50 | 15 | 3 | | 12 |
| Strand | 22 | 49 | 11 | 2 | 1 | 15 |
| Wetlands | 16 | 49 | 23 | 2 | | 10 |
| Cherry Lake | 17 | 51 | 14 | 8 | | 10 |
| Men | 19 | 51 | 14 | 3 | 1 | 13 |
| Women | 20 | 49 | 17 | 4 | | 11 |
| 18-34 | 2 | 53 | 28 | 2 | | 14 |
| 35-49 | 26 | 45 | 9 | 7 | | 14 |
| 50-64 | 26 | 51 | 10 | 3 | 1 | 9 |
| 65+ | 27 | 51 | 11 | 2 | 1 | 9 |

*HB34. And now thinking about **courtesy of service**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Access to relevant officer / area

**2021 access to relevant officer / area performance (index scores)**

| Category | Score |
|----------|-------|
| Men | 67 |
| 35-49 | 67 |
| Cherry Lake | 66 |
| 65+ | 66 |
| Hobsons Bay | 65 |
| Strand | 65 |
| Wetlands | 65 |
| 18-34 | 64 |
| 50-64 | 64 |
| Women | 64 |

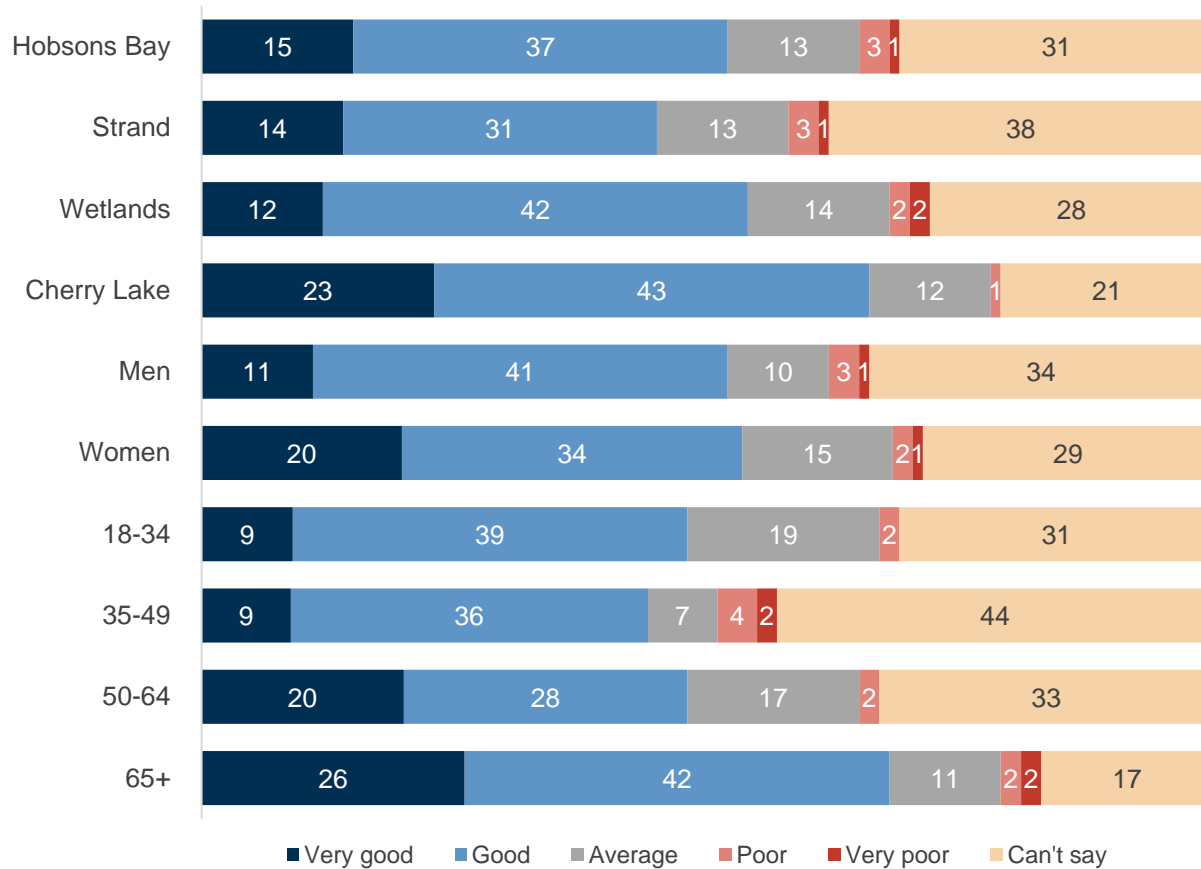*HB35. And now thinking about **access to relevant officer / area**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Access to relevant officer / area

**2021 access to relevant officer / area performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 8 | 37 | 22 | 4 | 3 | 27 |
| Strand | 9 | 34 | 22 | 4 | 2 | 29 |
| Wetlands | 4 | 43 | 26 | 3 | 1 | 23 |
| Cherry Lake | 13 | 36 | 17 | 3 | 5 | 26 |
| Men | 7 | 38 | 21 | 3 | 1 | 30 |
| Women | 9 | 36 | 23 | 4 | 4 | 23 |
| 18-34 | 2 | 40 | 31 | | 2 | 24 |
| 35-49 | 9 | 37 | 14 | 2 | 5 | 33 |
| 50-64 | 11 | 35 | 25 | 6 | 3 | 21 |
| 65+ | 12 | 35 | 19 | 5 | 3 | 25 |

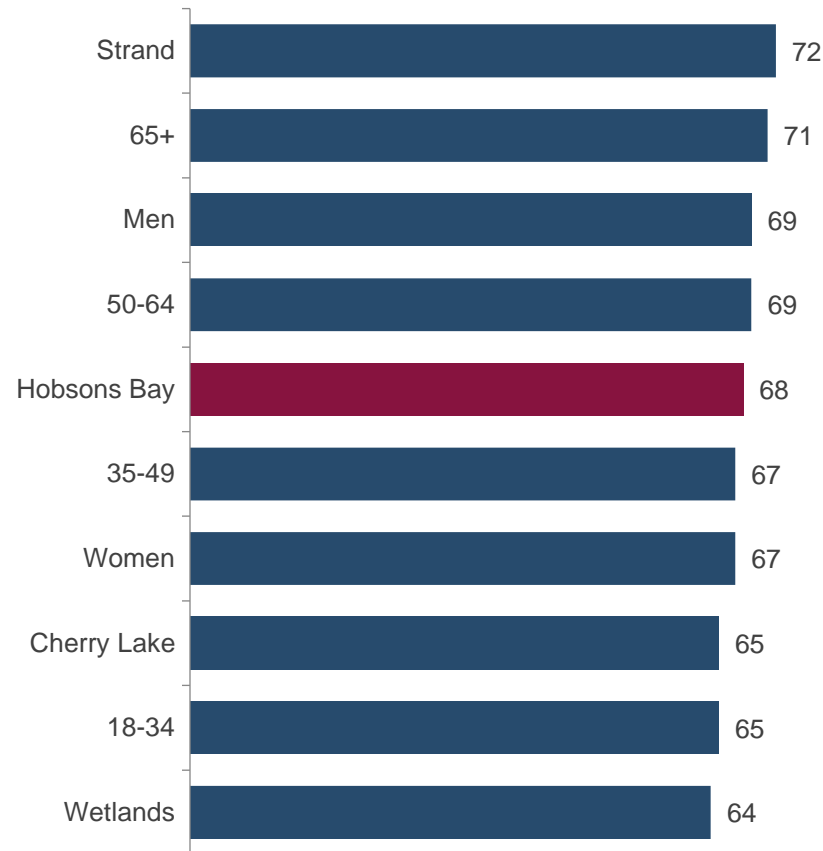*HB35. And now thinking about **access to relevant officer / area**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Provision of information about Council and its services

**2021 provision of information about Council and its services performance (index scores)**



*HB36. And now thinking about **provision of information about Council and its services**?*
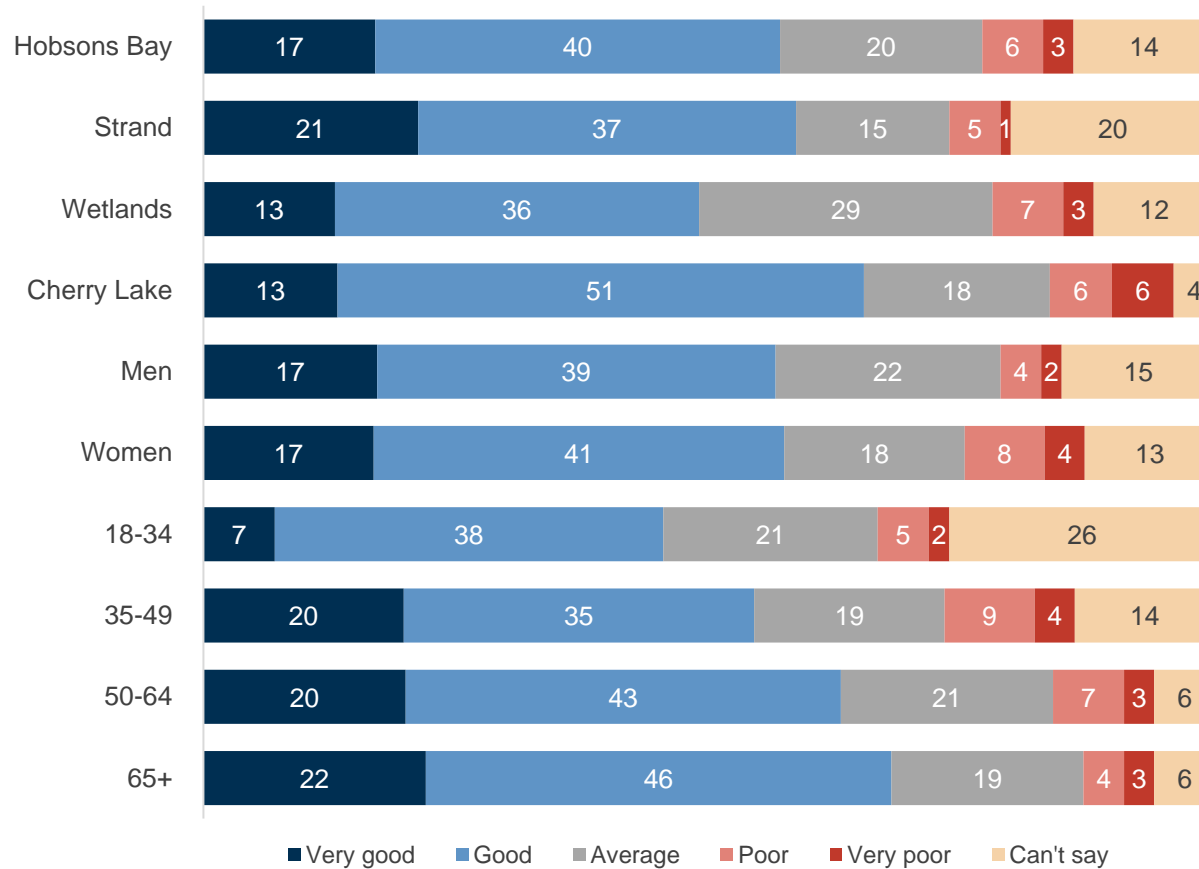*SAY IF NECESSARY: Would you ay that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

J W S R E S E A R C H    83

# Provision of information about Council and its services

**2021 provision of information about Council and its services performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 11 | 52 | 20 | 6 | 3 | 7 |
| Strand | 11 | 50 | 22 | 7 | 1 | 9 |
| Wetlands | 8 | 54 | 22 | 5 | 3 | 8 |
| Cherry Lake | 16 | 56 | 15 | 6 | 6 | 2 |
| Men | 10 | 58 | 20 | 4 | 3 | 6 |
| Women | 12 | 47 | 21 | 9 | 3 | 8 |
| 18-34 | 7 | 50 | 26 | 5 | 2 | 9 |
| 35-49 | 13 | 61 | 12 | 6 | 4 | 5 |
| 50-64 | 14 | 49 | 23 | 6 | 3 | 6 |
| 65+ | 12 | 48 | 22 | 8 | 2 | 8 |

*HB36. And now thinking about **provision of information about Council and its services**?*
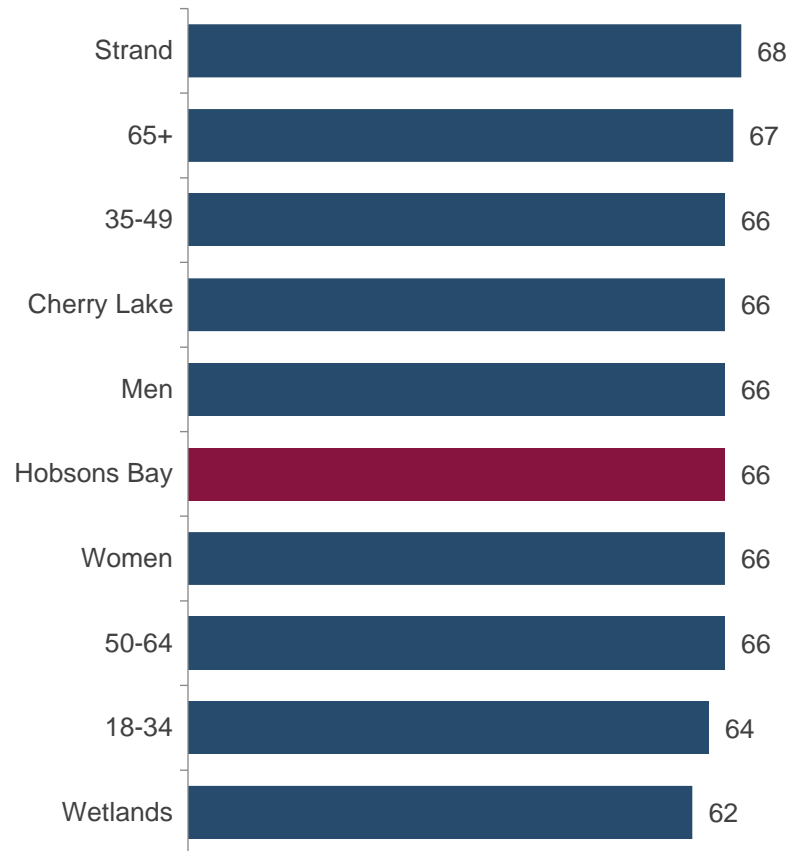*SAY IF NECESSARY: Would you ay that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Staff's understanding of language needs

**2021 staff's understanding of language needs performance (index scores)**



| Category | Score |
|---|---|
| 65+ | 79 |
| Women | 79 |
| Strand | 78 |
| 50-64 | 77 |
| Hobsons Bay | 77 |
| Wetlands | 76 |
| 35-49 | 76 |
| 18-34 | 76 |
| Cherry Lake | 75 |
| Men | 75 |

*HB37. And now thinking about **staff's understanding of your language needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*
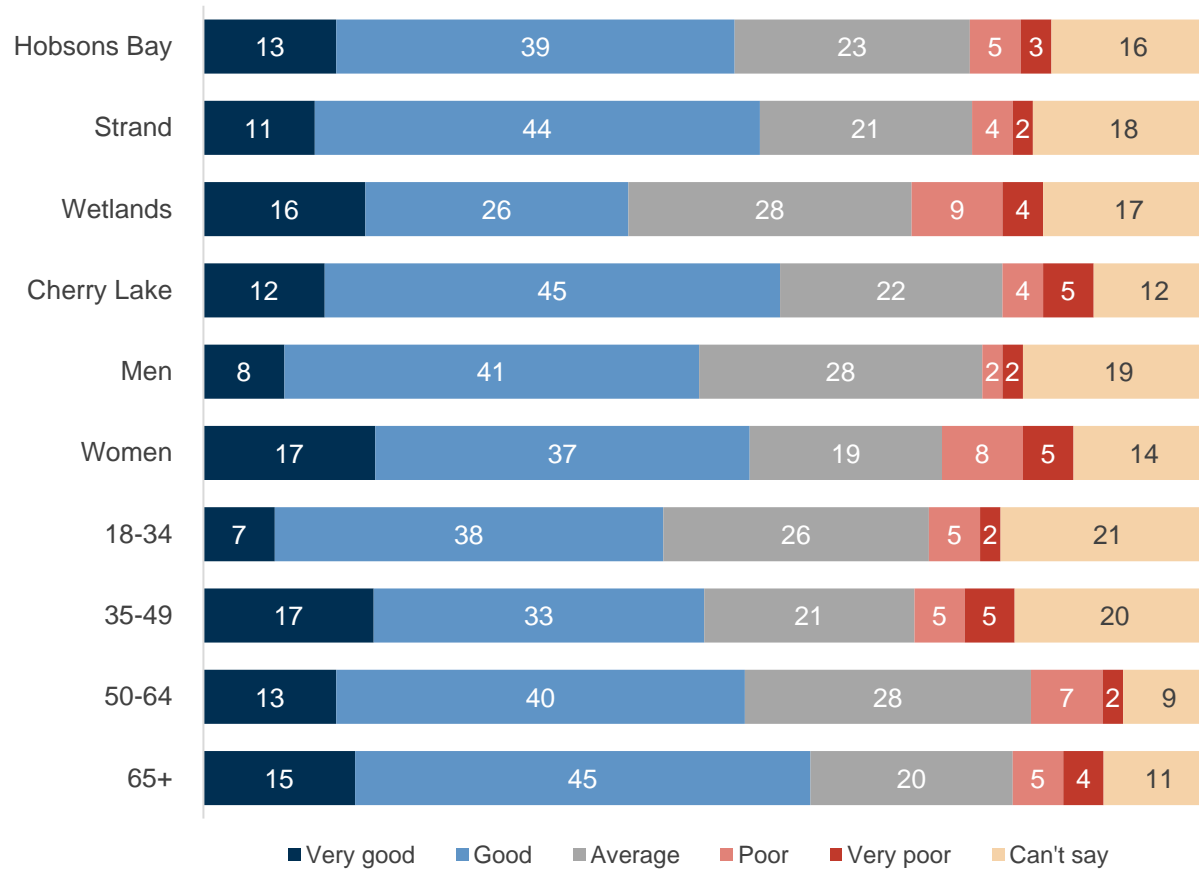
JWS RESEARCH    85

# Staff's understanding of language needs

**2021 staff's understanding of language needs performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 17 | 38 | 11 | 1 | | 33 |
| Strand | 17 | 35 | 6 | 2 | | 41 |
| Wetlands | 16 | 38 | 13 | | | 32 |
| Cherry Lake | 20 | 43 | 17 | 1 | | 19 |
| Men | 14 | 40 | 11 | 1 | | 33 |
| Women | 21 | 35 | 10 | | | 33 |
| 18-34 | 16 | 48 | 14 | | | 21 |
| 35-49 | 15 | 28 | 9 | 2 | | 45 |
| 50-64 | 19 | 33 | 11 | 1 | | 36 |
| 65+ | 20 | 39 | 8 | 1 | | 32 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

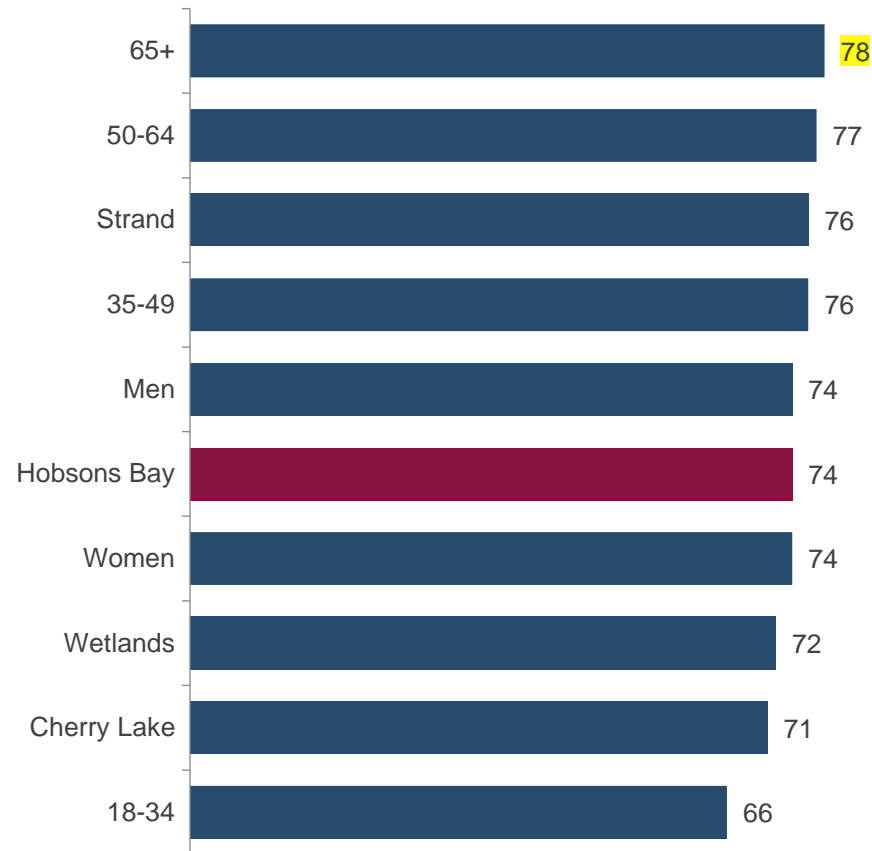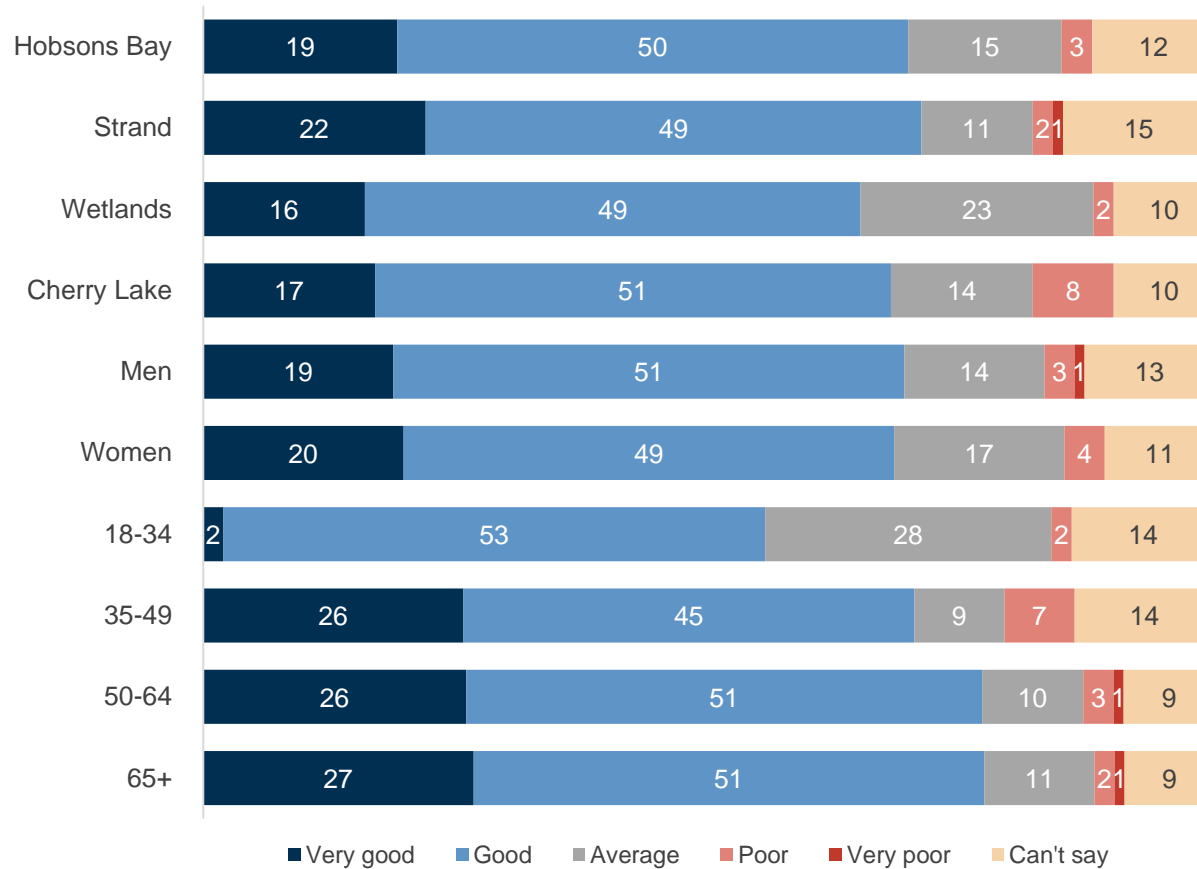*HB37. And now thinking about **staff's understanding of your language needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH          86

# Staff's understanding of cultural needs

**2021 staff's understanding of cultural needs performance (index scores)**



| | |
|---|---|
| Cherry Lake | 75 |
| 65+ | 73 |
| 35-49 | 73 |
| Women | 72 |
| Hobsons Bay | 72 |
| Men | 71 |
| Strand | 71 |
| 50-64 | 71 |
| 18-34 | 70 |
| Wetlands | 70 |

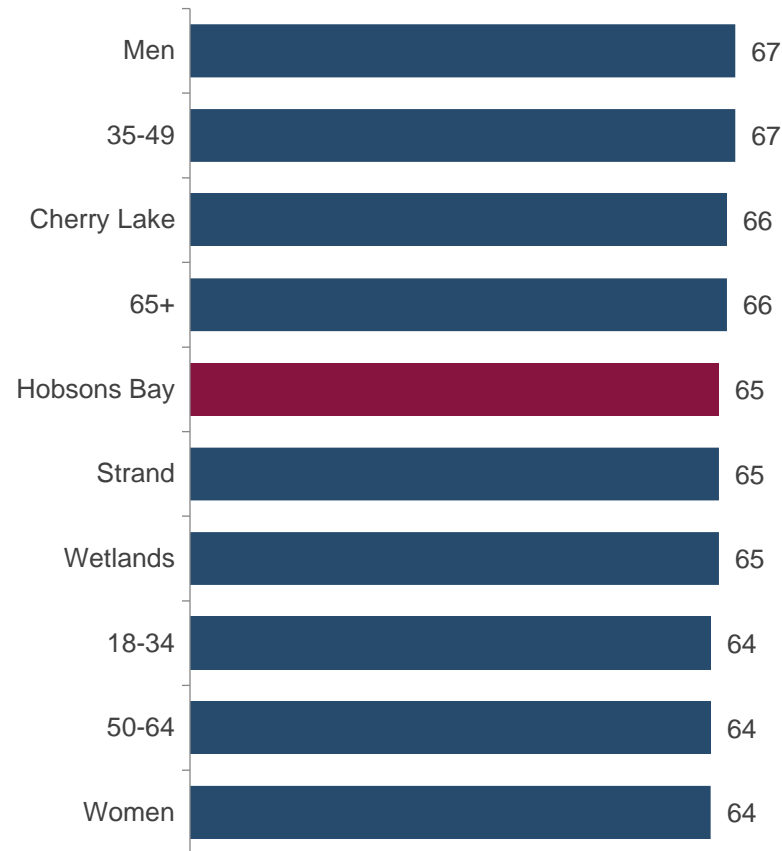*HB38. And now thinking about **staff's understanding of your cultural needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**JWS** RESEARCH     87

# Staff's understanding of cultural needs

**2021 staff's understanding of cultural needs performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 11 | 36 | 16 | 1 | | 35 |
| Strand | 11 | 31 | 14 | 2 | 1 | 41 |
| Wetlands | 8 | 39 | 21 | | | 32 |
| Cherry Lake | 16 | 44 | 15 | 1 | | 25 |
| Men | 10 | 39 | 16 | 1 | 1 | 33 |
| Women | 12 | 34 | 16 | 1 | | 36 |
| 18-34 | 10 | 41 | 24 | | | 26 |
| 35-49 | 8 | 38 | 11 | 2 | | 41 |
| 50-64 | 12 | 36 | 18 | 1 | 1 | 32 |
| 65+ | 16 | 29 | 13 | 2 | 1 | 39 |

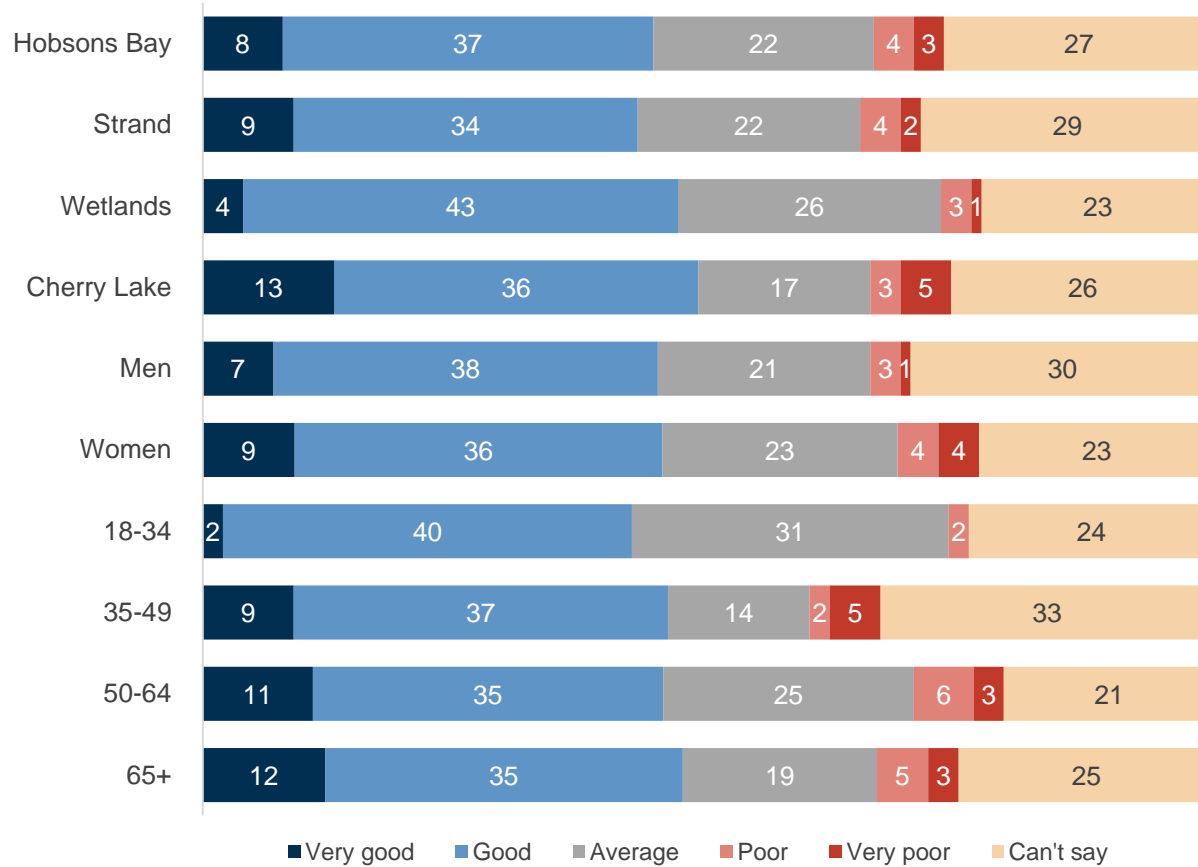*HB38. And now thinking about **staff's understanding of your cultural needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Staff's understanding of mobility or communication needs

**2021 staff's understanding of mobility or communication needs performance (index scores)**

| Category | Score |
|---|---|
| Wetlands | 72 |
| 18-34 | 71 |
| Men | 71 |
| Hobsons Bay | 70 |
| 65+ | 70 |
| 50-64 | 70 |
| Women | 70 |
| Strand | 69 |
| 35-49 | 69 |
| Cherry Lake | 69 |

*HB39. And now thinking about **staff's understanding of your mobility or communication needs (if you have a disability)**?*
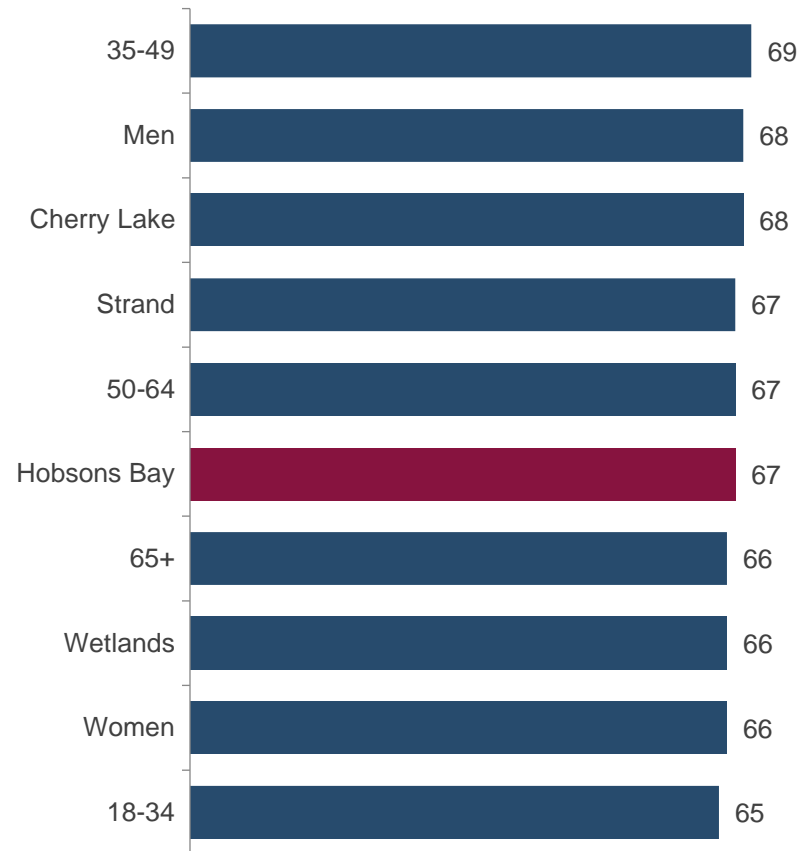*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Staff's understanding of mobility or communication needs

**2021 staff's understanding of mobility or communication needs performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 10 | 23 | 14 | 2 | 1 | 50 |
| Strand | 7 | 20 | 10 | 2 | 1 | 60 |
| Wetlands | 14 | 27 | 20 | 1 | | 38 |
| Cherry Lake | 12 | 23 | 17 | 4 | 1 | 44 |
| Men | 10 | 23 | 14 | 1 | 1 | 51 |
| Women | 11 | 23 | 15 | 3 | | 48 |
| 18-34 | 12 | 19 | 19 | | | 50 |
| 35-49 | 5 | 28 | 13 | 2 | | 52 |
| 50-64 | 9 | 21 | 10 | 3 | 1 | 56 |
| 65+ | 16 | 22 | 13 | 5 | 2 | 43 |

*HB39. And now thinking about **staff's understanding of your mobility or communication needs (if you have a disability)**?*
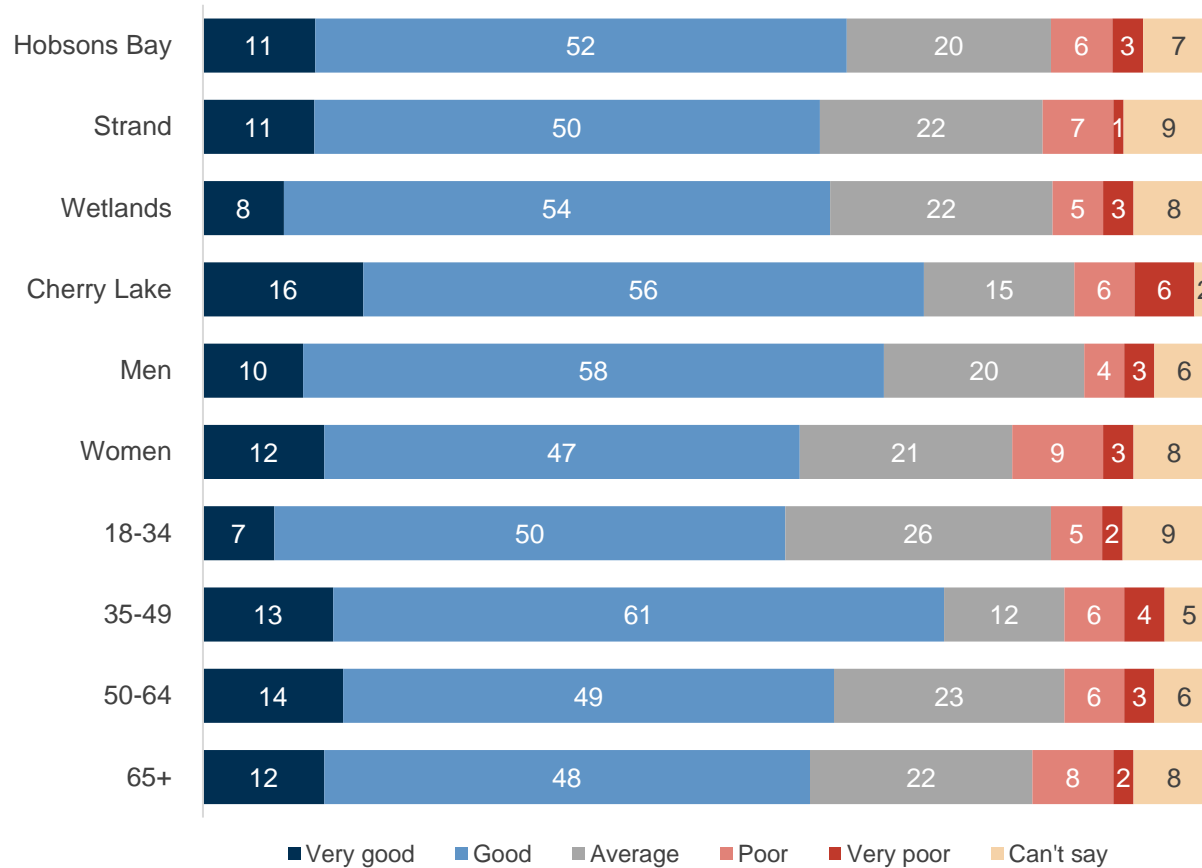*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Community engagement

## 2021 community engagement performance (%)



Council's performance in maintaining the trust and confidence of the local community: Very good 6, Good 44, Average 29, Poor 10, Very poor 4, Can't say 6

Providing opportunities for your voice to be heard on issues that are important to you: Very good 6, Good 38, Average 30, Poor 12, Very poor 3, Can't say 11

The responsiveness of Council to local community needs: Very good 5, Good 38, Average 34, Poor 8, Very poor 3, Can't say 12

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
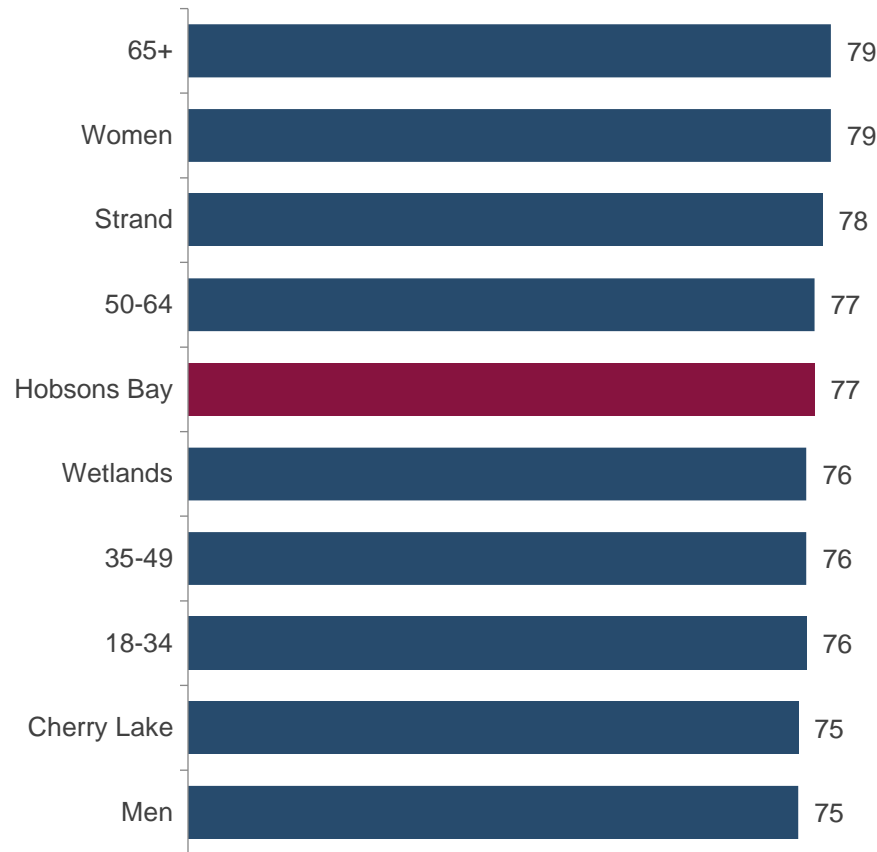
*Q2. And how about **community engagement**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH       91

# Providing opportunities for voices to be heard

**2021 providing opportunities for voices to be heard on important issues performance (index scores)**

| | Score |
|---|---|
| 35-49 | 60 |
| Women | 60 |
| 65+ | 59 |
| Strand | 59 |
| Cherry Lake | 59 |
| Hobsons Bay | 59 |
| Wetlands | 59 |
| Men | 58 |
| 18-34 | 58 |
| 50-64 | 58 |

*HB40. And now thinking about **providing opportunities for your voice to be heard on issues that are important for you**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
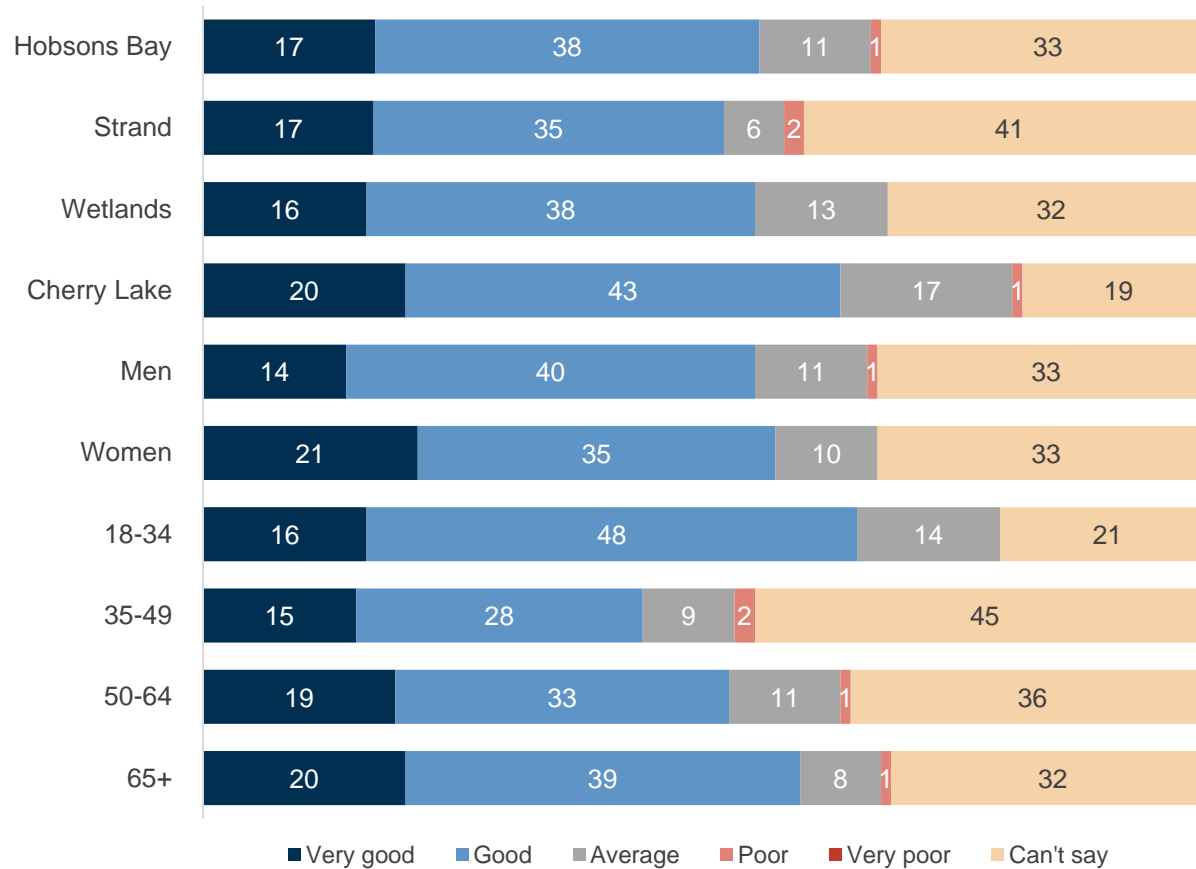*Base: All respondents (n=400)*

J W S R E S E A R C H    92

# Providing opportunities for voices to be heard

**2021 providing opportunities for voices to be heard on important issues performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 6 | 38 | 30 | 12 | 3 | 11 |
| Strand | 4 | 42 | 28 | 13 | 2 | 11 |
| Wetlands | 4 | 38 | 32 | 10 | 3 | 12 |
| Cherry Lake | 11 | 31 | 33 | 11 | 4 | 10 |
| Men | 5 | 37 | 33 | 11 | 3 | 12 |
| Women | 6 | 39 | 28 | 12 | 3 | 10 |
| 18-34 | 2 | 38 | 36 | 9 | 2 | 12 |
| 35-49 | 4 | 45 | 32 | 9 | 3 | 7 |
| 50-64 | 10 | 29 | 31 | 16 | 3 | 11 |
| 65+ | 9 | 36 | 22 | 14 | 4 | 14 |
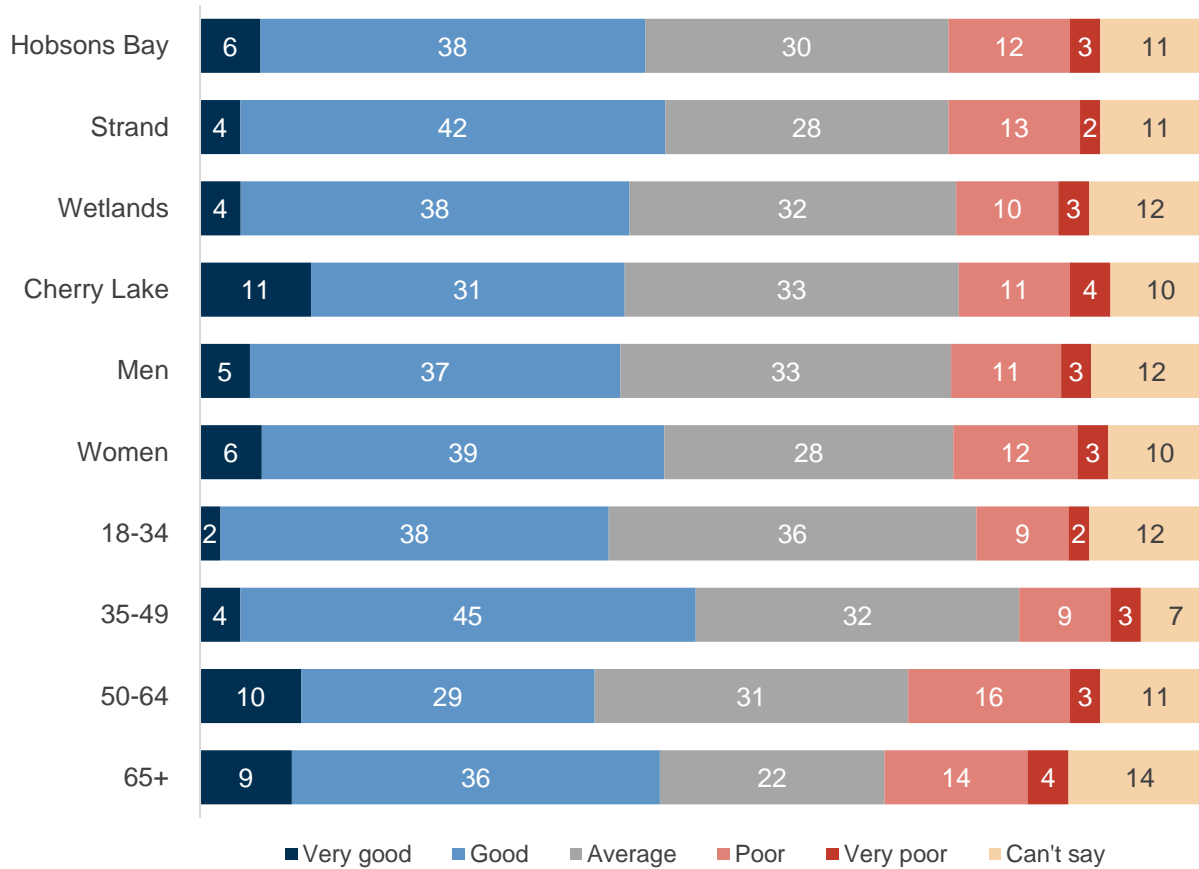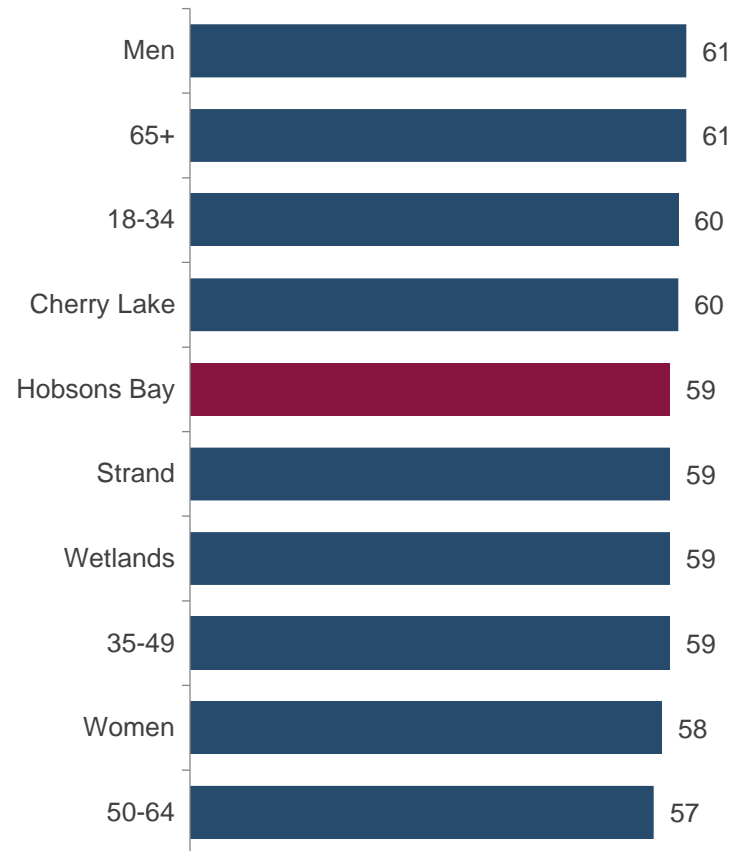
*HB40. And now thinking about **providing opportunities for your voice to be heard on issues that are important for you**?*
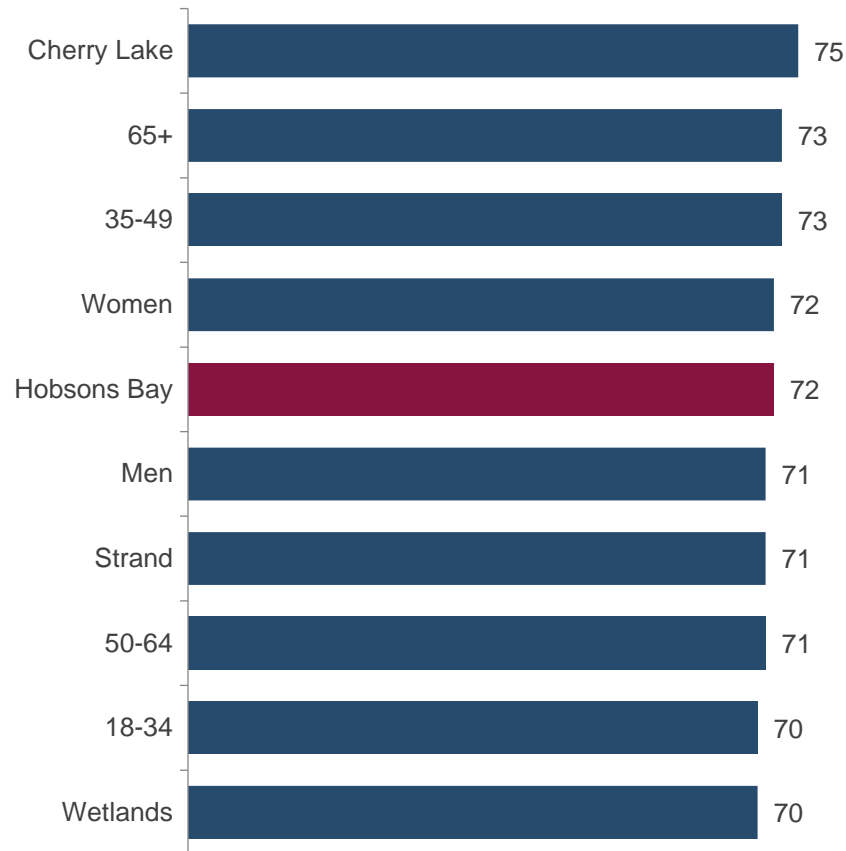*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Responsiveness of Council

**2021 responsiveness of Council to local community needs performance (index scores)**

| | |
|---|---|
| Men | 61 |
| 65+ | 61 |
| 18-34 | 60 |
| Cherry Lake | 60 |
| Hobsons Bay | 59 |
| Strand | 59 |
| Wetlands | 59 |
| 35-49 | 59 |
| Women | 58 |
| 50-64 | 57 |

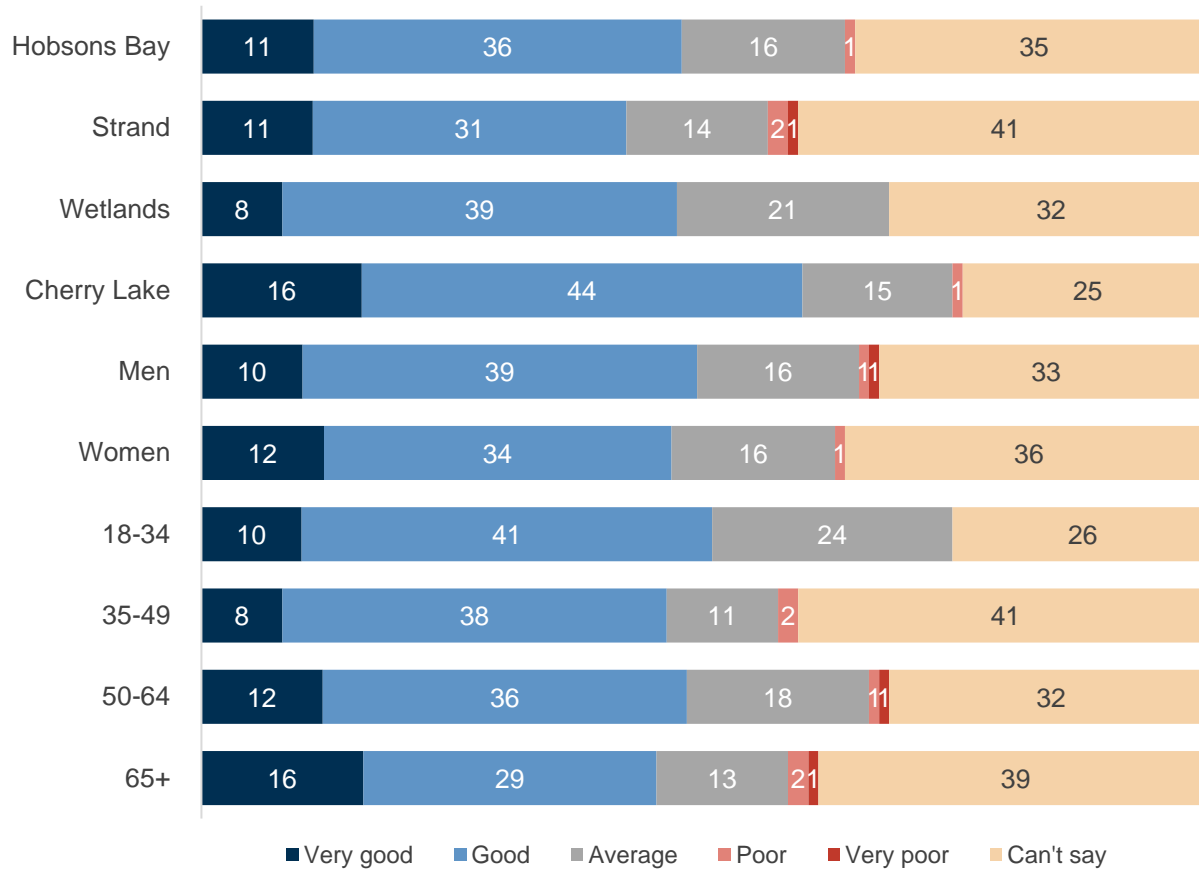*HB41. And now thinking about **the responsiveness of Council to local community needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    94

# Responsiveness of Council

## 2021 responsiveness of Council to local community needs performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 5 | 38 | 34 | 8 | 3 | 12 |
| Strand | 4 | 37 | 35 | 7 | 3 | 14 |
| Wetlands | 3 | 41 | 28 | 12 | 2 | 13 |
| Cherry Lake | 7 | 35 | 38 | 6 | 4 | 9 |
| Men | 4 | 41 | 34 | 8 | 2 | 12 |
| Women | 5 | 35 | 34 | 9 | 4 | 13 |
| 18-34 | 2 | 39 | 40 | 2 | 2 | 14 |
| 35-49 | 4 | 40 | 35 | 12 | 2 | 8 |
| 50-64 | 8 | 29 | 36 | 8 | 7 | 12 |
| 65+ | 7 | 40 | 23 | 11 | 3 | 16 |

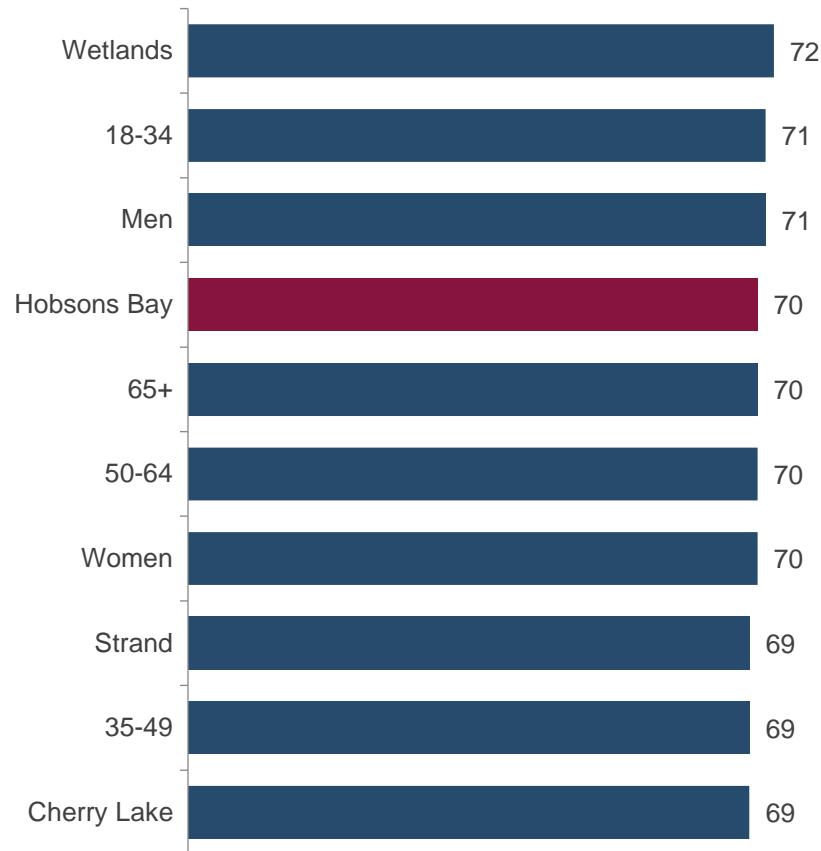*HB41. And now thinking about **the responsiveness of Council to local community needs**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Maintaining trust and confidence

**2021 maintaining trust and confidence of the local community performance (index scores)**



| Category | Score |
|---|---|
| 18-34 | 62 |
| Men | 62 |
| Wetlands | 60 |
| 35-49 | 60 |
| Hobsons Bay | 60 |
| Cherry Lake | 59 |
| Strand | 59 |
| 65+ | 58 |
| Women | 58 |
| 50-64 | 57 |

*HB42. And now thinking about **Council's performance in maintaining the trust and confidence of the local community**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H

# Maintaining trust and confidence

## 2021 maintaining trust and confidence of the local community performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 6 | 44 | 29 | 10 | 4 | 6 |
| Strand | 6 | 43 | 33 | 9 | 5 | 5 |
| Wetlands | 6 | 41 | 31 | 9 | 3 | 9 |
| Cherry Lake | 6 | 49 | 21 | 15 | 5 | 4 |
| Men | 5 | 51 | 29 | 5 | 5 | 4 |
| Women | 7 | 37 | 30 | 15 | 3 | 8 |
| 18-34 | 7 | 48 | 29 | 7 | 5 | 5 |
| 35-49 | 4 | 47 | 31 | 11 | 2 | 5 |
| 50-64 | 7 | 34 | 34 | 10 | 6 | 9 |
| 65+ | 6 | 42 | 26 | 13 | 5 | 7 |

*HB42. And now thinking about **Council's performance in maintaining the trust and confidence of the local community**?*
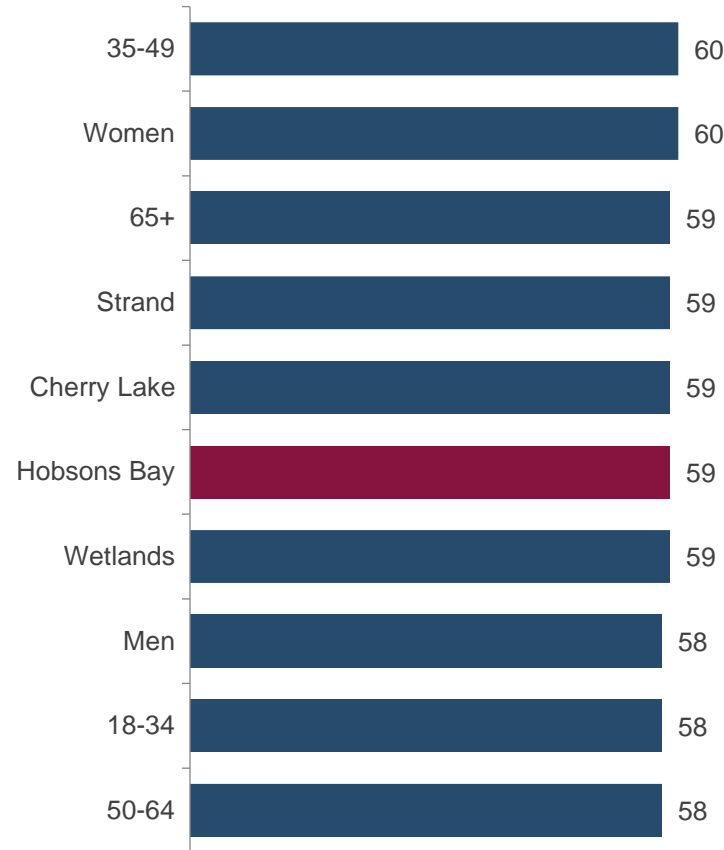*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Town planning

**2021 town planning performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Protection of local heritage | 20 | 36 | 19 | 11 | 3 | 11 |
| Opportunities provided by Council to participate in strategic planning projects (e.g. Activity Centre Structure Plans, Heritage Studies, Planning Scheme Amendments) | 7 | 30 | 30 | 7 | 4 | 22 |
| Developments that retain community feel | 6 | 39 | 25 | 11 | 4 | 15 |
| Appropriateness of development in Hobsons Bay | 5 | 35 | 31 | 16 | 8 | 5 |

■Very good  ■Good  ■Average  ■Poor  ■Very poor  ■Can't say

*Q2. And how about **town planning**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWSRESEARCH    98

# Protection of local heritage

**2021 protection of local heritage performance (index scores)**

| Category | Score |
|---|---|
| 18-34 | 73 |
| Wetlands | 72 |
| 35-49 | 71 |
| Men | 68 |
| Hobsons Bay | 67 |
| Strand | 67 |
| Women | 66 |
| 65+ | 62 |
| Cherry Lake | 62 |
| 50-64 | 57 |

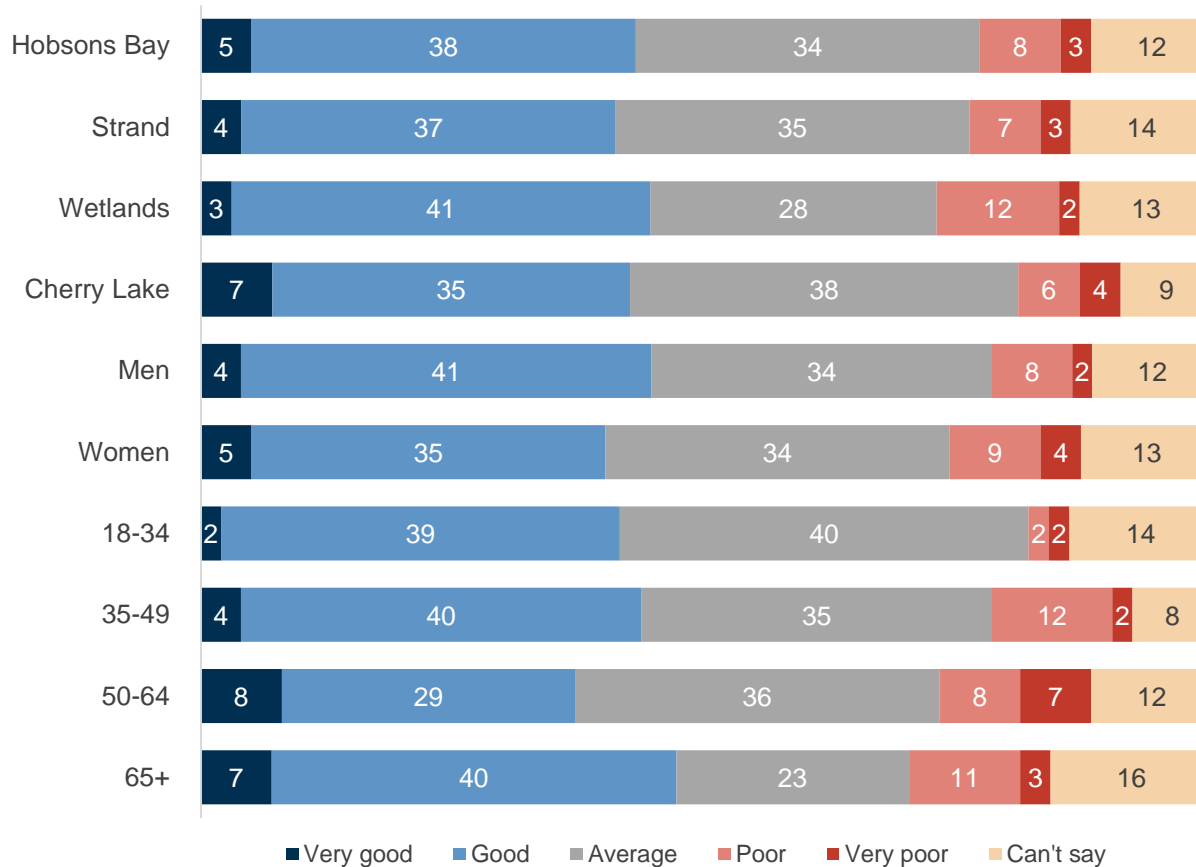*HB43. And now thinking about **protection of local heritage**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Protection of local heritage

**2021 protection of local heritage performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 20 | 36 | 19 | 11 | 3 | 11 |
| Strand | 22 | 37 | 20 | 11 | 4 | 7 |
| Wetlands | 25 | 36 | 14 | 10 | 1 | 15 |
| Cherry Lake | 12 | 34 | 26 | 11 | 3 | 14 |
| Men | 22 | 35 | 21 | 9 | 3 | 11 |
| Women | 19 | 37 | 18 | 12 | 3 | 11 |
| 18-34 | 29 | 36 | 21 | 5 | 2 | 7 |
| 35-49 | 20 | 43 | 15 | 10 | | 12 |
| 50-64 | 13 | 27 | 22 | 17 | 6 | 15 |
| 65+ | 16 | 34 | 20 | 14 | 4 | 12 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB43. And now thinking about **protection of local heritage**?*
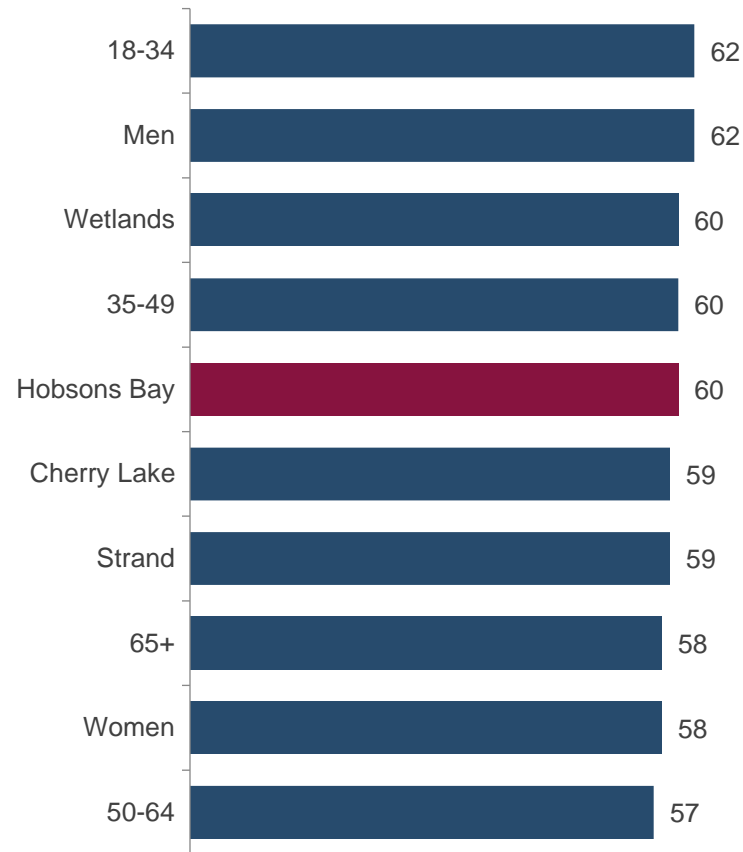*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Retaining community feel

**2021 developments that retain community feel performance (index scores)**

| Category | Score |
|---|---|
| Wetlands | 65 |
| 18-34 | 64 |
| 35-49 | 63 |
| Men | 60 |
| Hobsons Bay | 60 |
| Women | 59 |
| Cherry Lake | 58 |
| Strand | 57 |
| 65+ | 56 |
| 50-64 | 50 |

*HB44. And now thinking about **developments that retain community feel**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
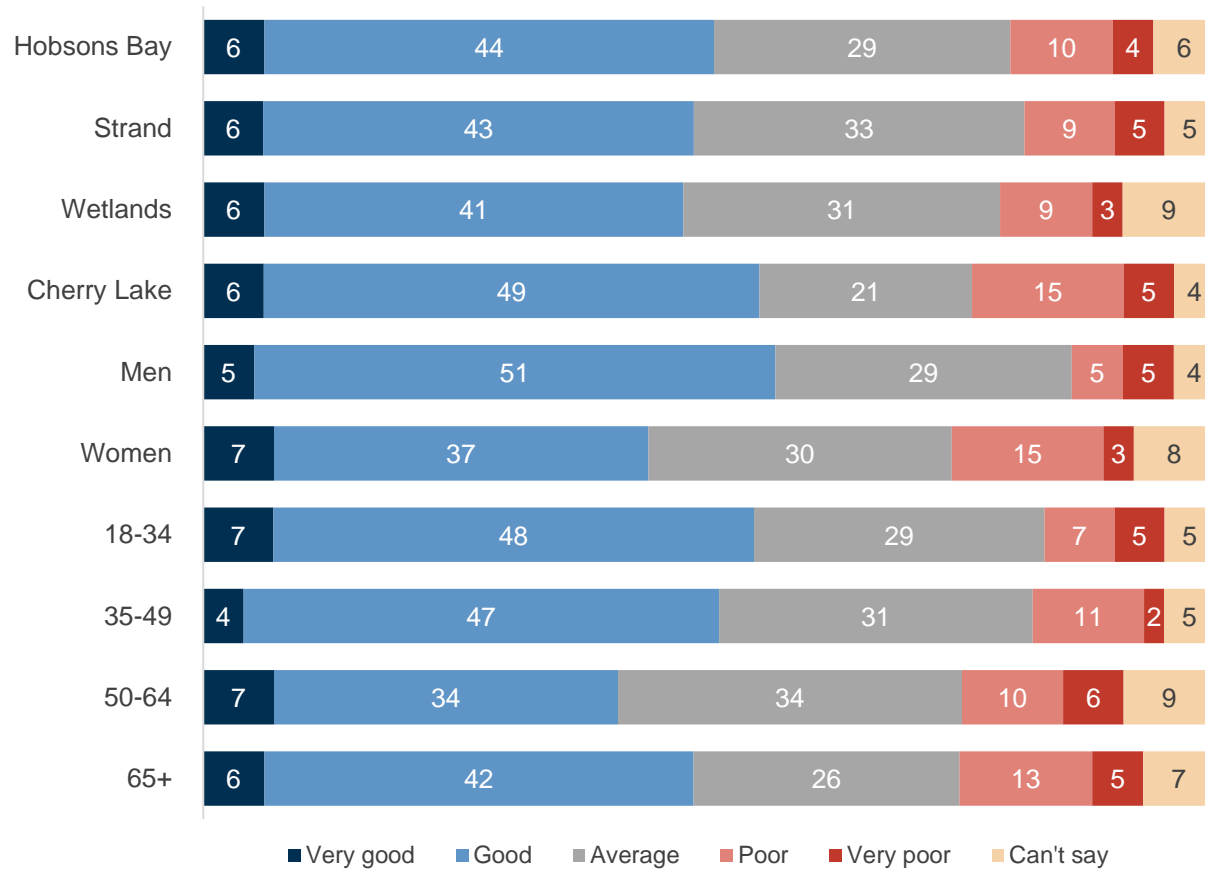*Base: All respondents (n=400)*

JWS RESEARCH  101

# Retaining community feel

**2021 developments that retain community feel performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 6 | 39 | 25 | 11 | 4 | 15 |
| Strand | 6 | 37 | 24 | 14 | 6 | 14 |
| Wetlands | 7 | 45 | 21 | 7 | 1 | 18 |
| Cherry Lake | 5 | 37 | 30 | 10 | 4 | 13 |
| Men | 6 | 40 | 22 | 10 | 4 | 17 |
| Women | 6 | 38 | 27 | 11 | 4 | 14 |
| 18-34 | 5 | 57 | 19 | 7 | 5 | 7 |
| 35-49 | 6 | 42 | 31 | 9 | | 13 |
| 50-64 | 8 | 21 | 24 | 20 | 8 | 19 |
| 65+ | 6 | 28 | 25 | 12 | 5 | 24 |

*HB44. And now thinking about developments that retain community feel?*
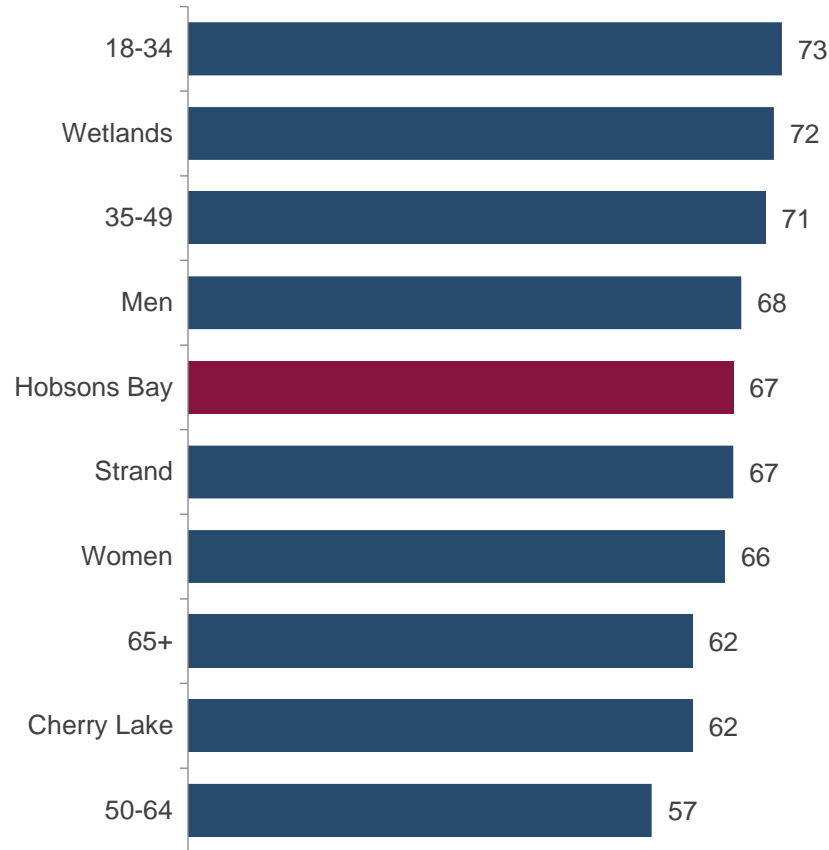*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH 102

# Opportunities to participate in strategic planning projects

**2021 opportunities provided by Council to participate in strategic planning projects performance (index scores)**

| | |
|---|---|
| 35-49 | 62 |
| Strand | 60 |
| Women | 60 |
| Hobsons Bay | 59 |
| 65+ | 59 |
| Men | 59 |
| Cherry Lake | 59 |
| Wetlands | 59 |
| 18-34 | 58 |
| 50-64 | 56 |

*HB45. And now thinking about **opportunities provided by Council to participate in strategic planning projects (e.g. Activity Centre Structure Plans, Heritage Studies, Planning Scheme Amendments)**?*
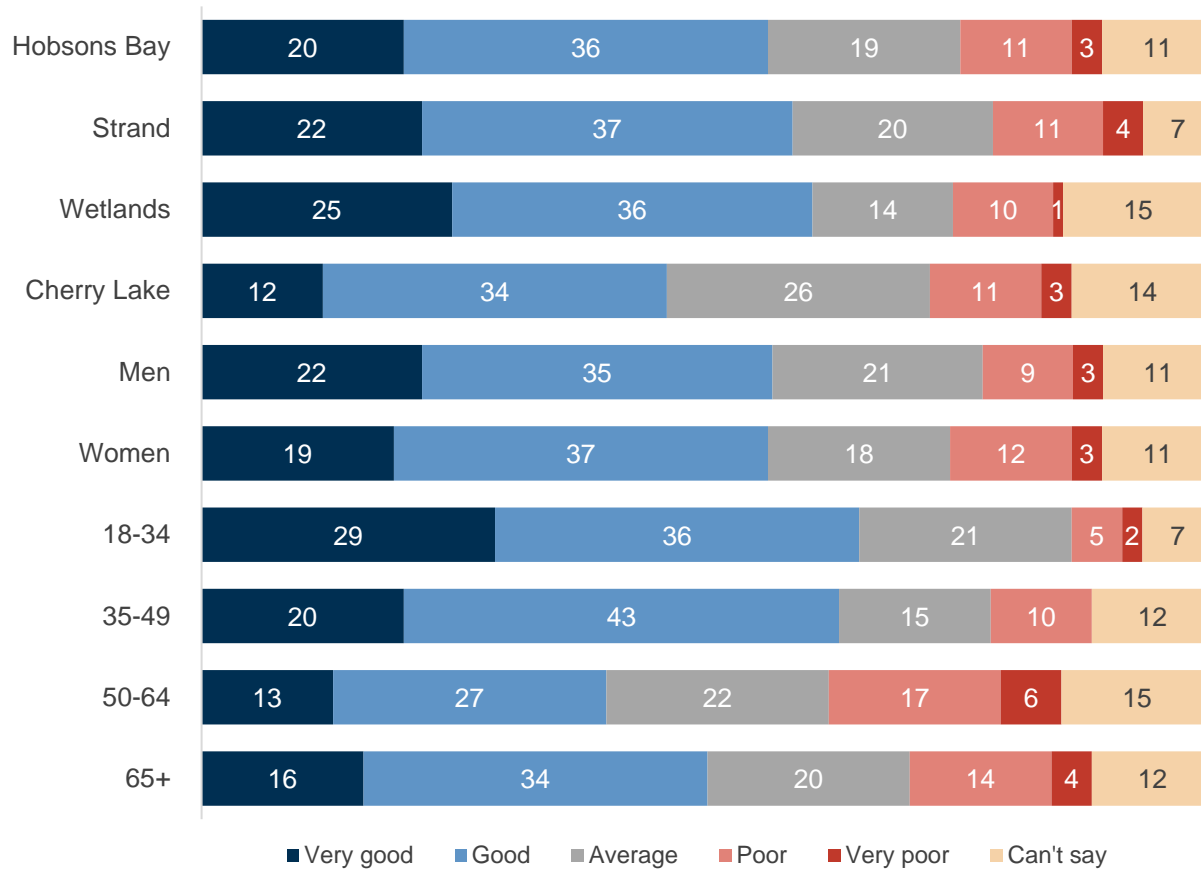*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Opportunities to participate in strategic planning projects

**2021 opportunities provided by Council to participate in strategic planning projects performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 7 | 30 | 30 | 7 | 4 | 22 |
| Strand | 9 | 27 | 30 | 8 | 3 | 23 |
| Wetlands | 4 | 32 | 29 | 4 | 5 | 25 |
| Cherry Lake | 6 | 34 | 31 | 8 | 4 | 17 |
| Men | 9 | 28 | 34 | 5 | 6 | 18 |
| Women | 5 | 32 | 27 | 9 | 2 | 25 |
| 18-34 | 5 | 28 | 38 | 2 | 5 | 21 |
| 35-49 | 7 | 34 | 32 | 6 | 2 | 19 |
| 50-64 | 9 | 25 | 29 | 14 | 5 | 18 |
| 65+ | 7 | 31 | 20 | 9 | 5 | 28 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*HB45. And now thinking about **opportunities provided by Council to participate in strategic planning projects (e.g. Activity Centre Structure Plans, Heritage Studies, Planning Scheme Amendments)**?*
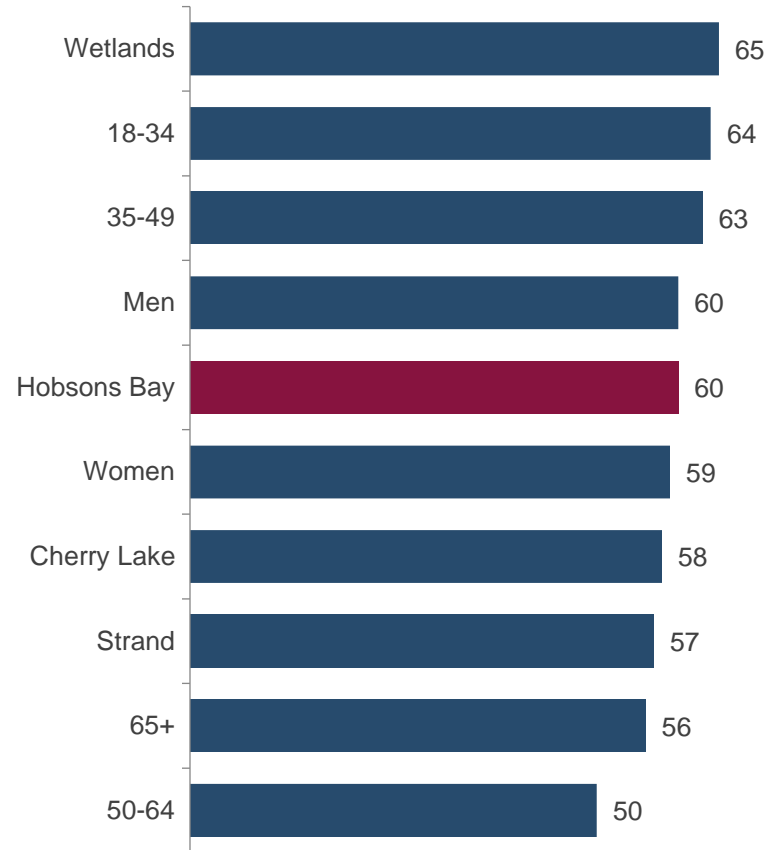*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

# Appropriateness of development

**2021 appropriateness of development in Hobsons Bay performance (index scores)**

| Category | Score |
|---|---|
| 18-34 | 62 |
| Wetlands | 62 |
| Men | 56 |
| Hobsons Bay | 54 |
| 50-64 | 52 |
| Women | 51 |
| Strand | 51 |
| 35-49 | 50 |
| 65+ | 49 |
| Cherry Lake | 49 |

*HB46. And now thinking about **appropriateness of development in Hobsons Bay**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*
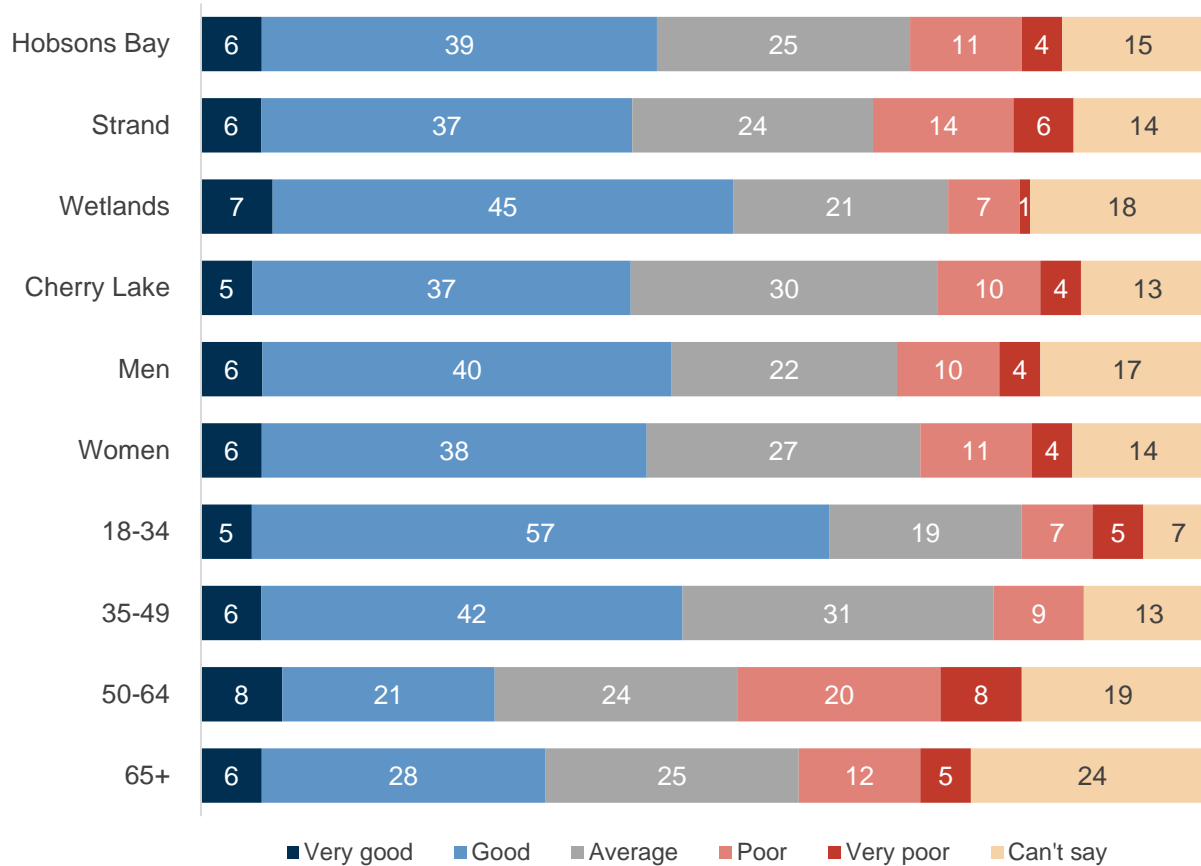
JWS RESEARCH   105

# Appropriateness of development

## 2021 appropriateness of development in Hobsons Bay performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 5 | 35 | 31 | 16 | 8 | 5 |
| Strand | 5 | 30 | 32 | 21 | 8 | 4 |
| Wetlands | 5 | 41 | 35 | 8 | | 10 |
| Cherry Lake | 4 | 36 | 25 | 16 | 16 | 1 |
| Men | 5 | 38 | 31 | 10 | 8 | 8 |
| Women | 5 | 31 | 31 | 22 | 7 | 3 |
| 18-34 | 10 | 45 | 31 | 7 | 5 | 2 |
| 35-49 | | 38 | 30 | 17 | 11 | 4 |
| 50-64 | 5 | 27 | 35 | 20 | 6 | 5 |
| 65+ | 6 | 24 | 30 | 21 | 8 | 10 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

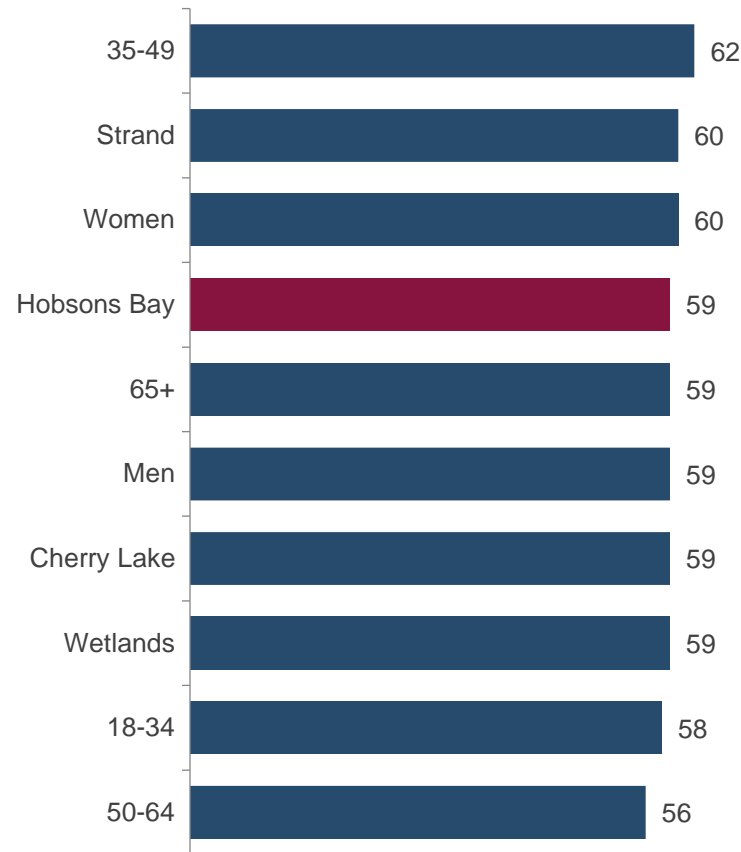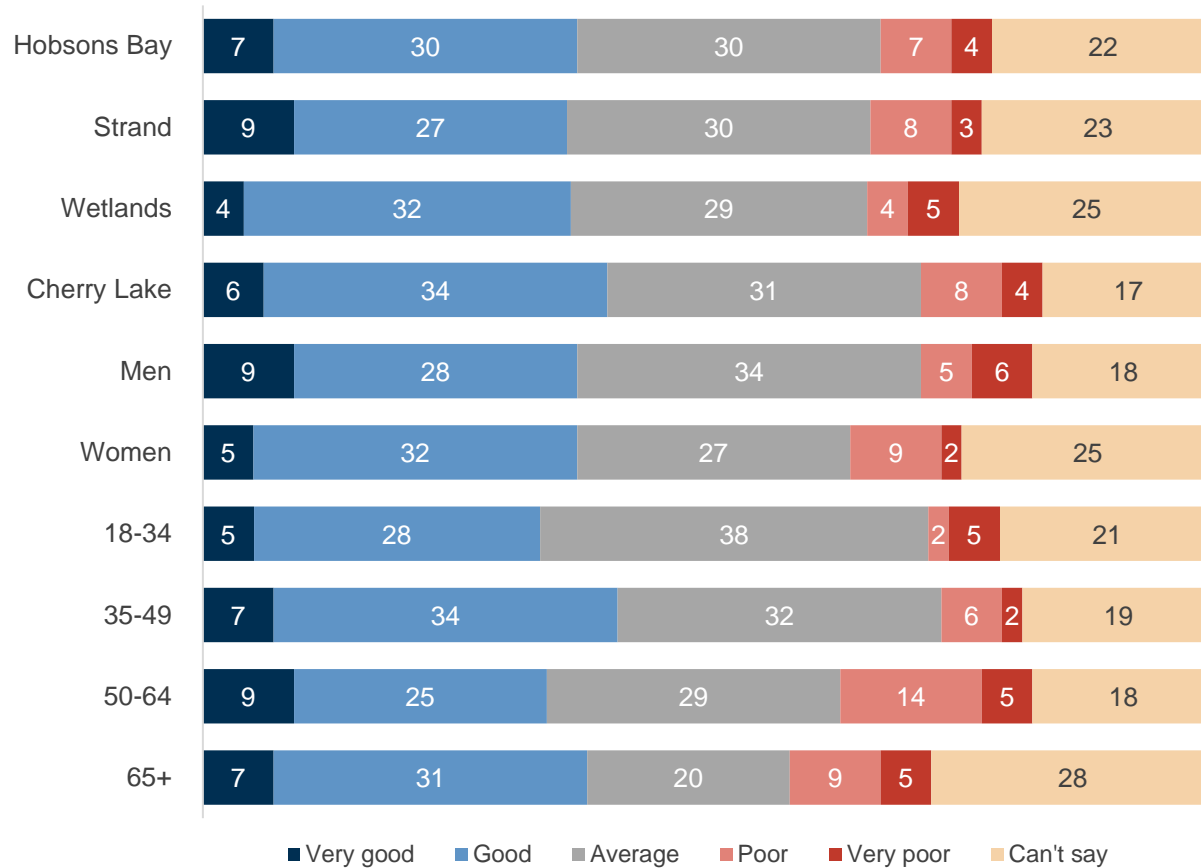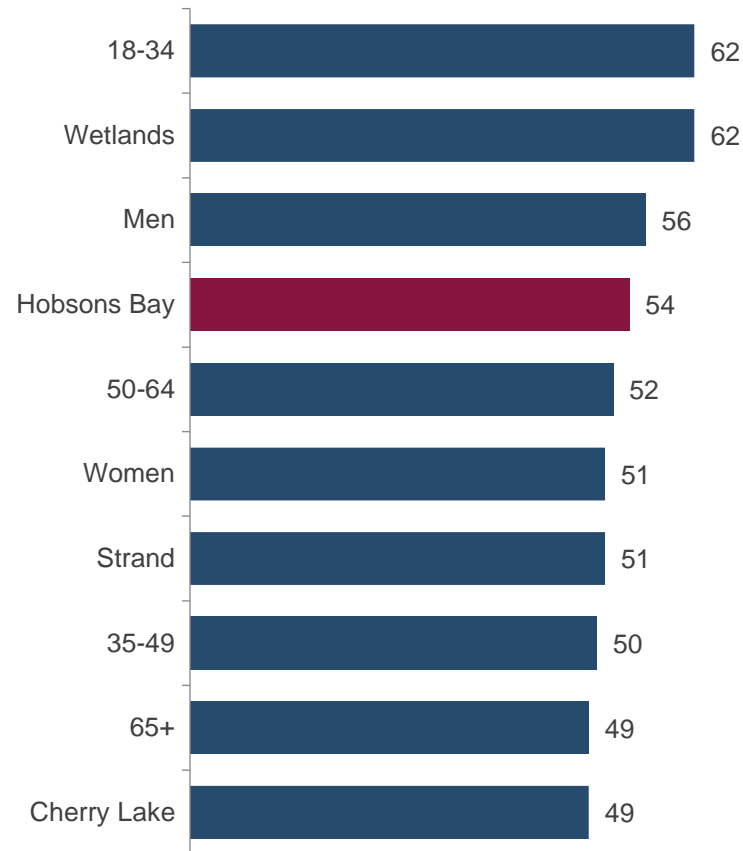*HB46. And now thinking about **appropriateness of development in Hobsons Bay**?*
*SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?*
*Base: All respondents (n=400)*

JWS RESEARCH    106

# Satisfaction with key issues

## 2021 key issue satisfaction (%)



| Issue | Extremely satisfied | Very satisfated | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Ability to walk to destinations and amenities in your neighborhood (e.g. local shops) | 21 | 42 | 26 | 5 | 4 | 2 |
| Access to health services (e.g. GPs, dentists, podiatrists, psychologists, etc.) | 20 | 47 | 24 | 4 | 2 | 3 |
| Access to public transport | 17 | 40 | 27 | 6 | 4 | 5 |
| Access to schools, tertiary education and local learning opportunities | 14 | 30 | 29 | 7 | 4 | 17 |
| The protection and conservation of the natural environment in Hobsons Bay | 12 | 38 | 36 | 8 | 4 | 3 |
| Access to quality internet in Hobsons Bay (e.g. provision of NBN) | 11 | 26 | 34 | 12 | 9 | 8 |
| The water quality of local creeks, lakes, waterways and wetlands | 9 | 29 | 38 | 11 | 5 | 8 |
| Amount of opportunities to connect socially with people in the local area | 9 | 25 | 39 | 12 | 6 | 9 |
| Amount of opportunities to volunteer | 9 | 23 | 34 | 8 | 5 | 21 |
| Access to jobs and the level of economic investment in the local area | 4 | 11 | 36 | 14 | 6 | 28 |

■ Extremely satisfied  ■ Very satisfated  ■ Moderately satisfied
■ Slightly satisfied  ■ Not at all satisfied  ■ Can't say

*Q2x. In areas where it does not have direct control, Council has an important role in advocating on behalf of the community. In thinking about your experience as a resident of Hobsons Bay, please rate your satisfaction with the following key issues for the municipality:*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to education and learning opportunities

**2021 access to education and learning opportunities satisfaction (index scores)**



| | |
|---|---|
| 65+ | 68 |
| Strand | 66 |
| Men | 65 |
| Hobsons Bay | 63 |
| 50-64 | 63 |
| Cherry Lake | 62 |
| 18-34 | 61 |
| Women | 61 |
| 35-49 | 61 |
| Wetlands | 58 |

*HB47. And how about **access to schools, tertiary education and local learning opportunities**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to education and learning opportunities

**2021 access to education and learning opportunities satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 14 | 30 | 29 | 7 | 4 | 17 |
| Strand | 16 | 30 | 29 | 7 | 1 | 17 |
| Wetlands | 9 | 33 | 19 | 13 | 6 | 19 |
| Cherry Lake | 15 | 24 | 41 | 1 | 6 | 12 |
| Men | 14 | 28 | 35 | 6 | | 17 |
| Women | 13 | 32 | 24 | 8 | 7 | 16 |
| 18-34 | 14 | 36 | 31 | 12 | 5 | 2 |
| 35-49 | 16 | 28 | 30 | 9 | 6 | 11 |
| 50-64 | 11 | 27 | 29 | 5 | 3 | 24 |
| 65+ | 12 | 27 | 25 | 2 | 1 | 33 |

*HB47. And how about **access to schools, tertiary education and local learning opportunities**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to jobs and economic investment

**2021 access to jobs and economic investment satisfaction (index scores)**



| Category | Score |
|---|---|
| Cherry Lake | 53 |
| 65+ | 52 |
| Men | 49 |
| 35-49 | 49 |
| Hobsons Bay | 48 |
| Strand | 47 |
| 18-34 | 47 |
| Women | 46 |
| Wetlands | 45 |
| 50-64 | 43 |

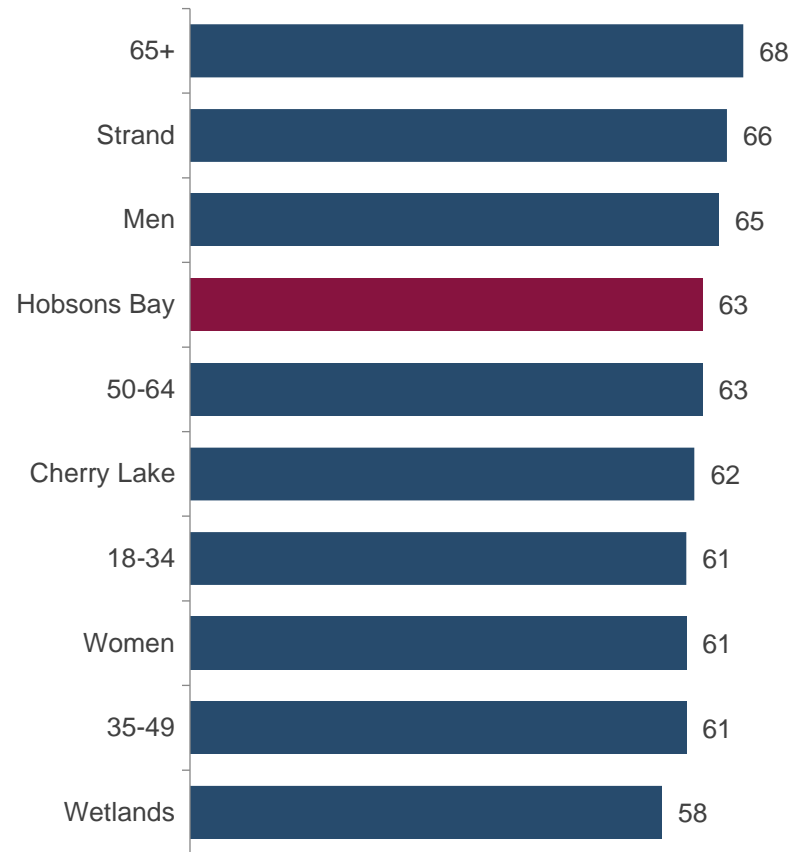*HB48. And how about **access to jobs and the level of economic investment in the local area**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to jobs and economic investment

**2021 access to jobs and economic investment satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 4 | 11 | 36 | 14 | 6 | 28 |
| Strand | 1 | 14 | 37 | 14 | 5 | 28 |
| Wetlands | 3 | 13 | 31 | 15 | 10 | 27 |
| Cherry Lake | 12 | 3 | 38 | 13 | 3 | 31 |
| Men | 3 | 15 | 36 | 13 | 5 | 28 |
| Women | 5 | 8 | 36 | 15 | 8 | 28 |
| 18-34 | 7 | 12 | 45 | 19 | 10 | 7 |
| 35-49 | 3 | 17 | 37 | 22 | 3 | 18 |
| 50-64 | 2 | 7 | 38 | 9 | 11 | 33 |
| 65+ | 3 | 7 | 22 | 5 | 3 | 60 |

■ Extremely satisfied  ■ Very satisfied  ■ Moderately satisfied
■ Slightly satisfied  ■ Not at all satisfied  ■ Can't say

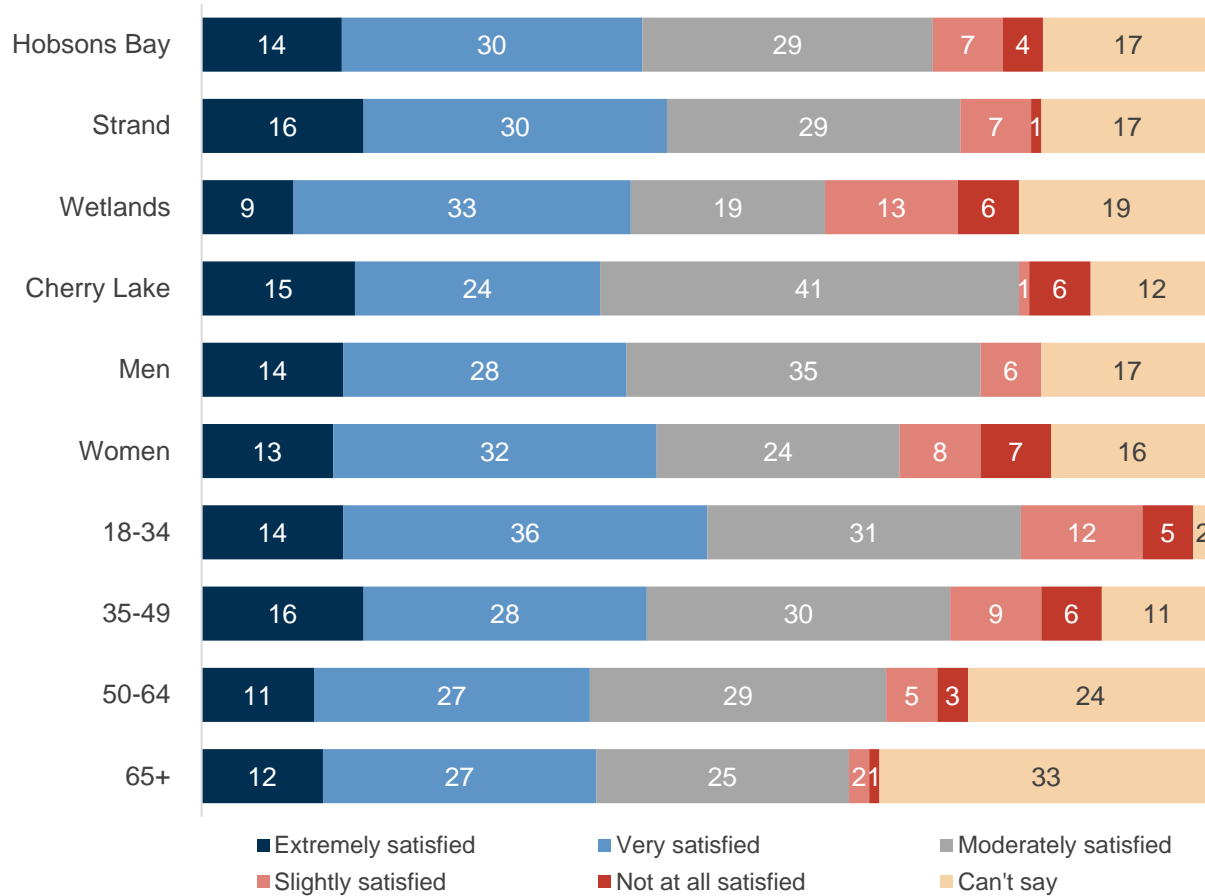*HB48. And how about **access to jobs and the level of economic investment in the local area**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to quality internet

**2021 access to quality internet in Hobsons Bay satisfaction (index scores)**

| Category | Score |
|---|---|
| Cherry Lake | 58 |
| 65+ | 58 |
| 50-64 | 57 |
| Men | 55 |
| Hobsons Bay | 55 |
| Strand | 55 |
| Women | 55 |
| 35-49 | 54 |
| Wetlands | 53 |
| 18-34 | 52 |

*HB49. And how about **access to quality internet in Hobsons Bay (e.g. provision of NBN)**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
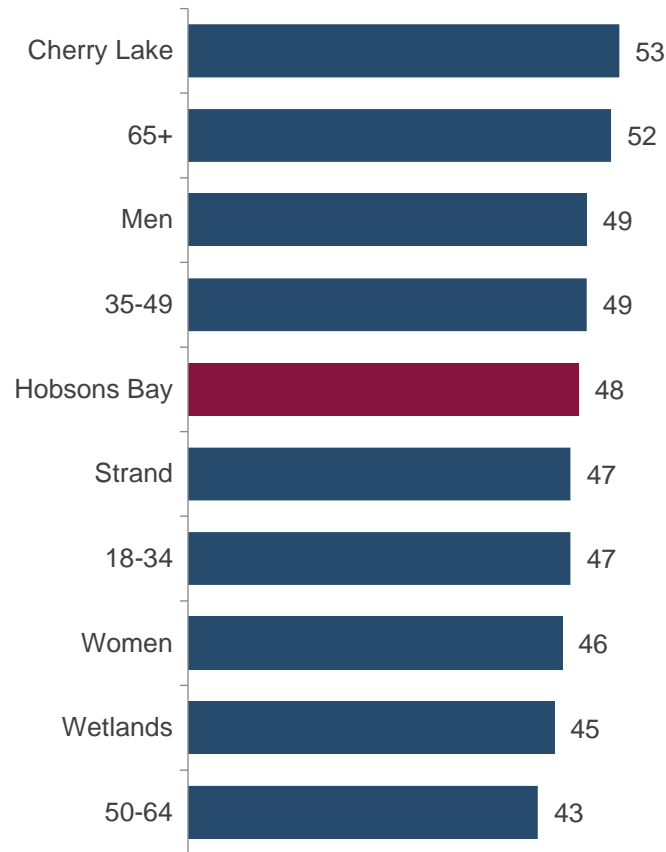*Base: All respondents (n=400)*

# Access to quality internet

**2021 access to quality internet in Hobsons Bay satisfaction (%)**

| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 11 | 26 | 34 | 12 | 9 | 8 |
| Strand | 13 | 29 | 29 | 9 | 14 | 6 |
| Wetlands | 6 | 23 | 37 | 18 | 4 | 12 |
| Cherry Lake | 15 | 22 | 41 | 10 | 6 | 6 |
| Men | 15 | 24 | 30 | 12 | 12 | 7 |
| Women | 7 | 27 | 38 | 12 | 7 | 9 |
| 18-34 | 14 | 17 | 40 | 21 | 7 | |
| 35-49 | 11 | 33 | 27 | 10 | 15 | 4 |
| 50-64 | 7 | 34 | 39 | 5 | 8 | 5 |
| 65+ | 10 | 22 | 32 | 7 | 6 | 23 |

Legend:
- Extremely satisfied
- Very satisfied
- Moderately satisfied
- Slightly satisfied
- Not at all satisfied
- Can't say

*HB49. And how about **access to quality internet in Hobsons Bay (e.g. provision of NBN)**?*
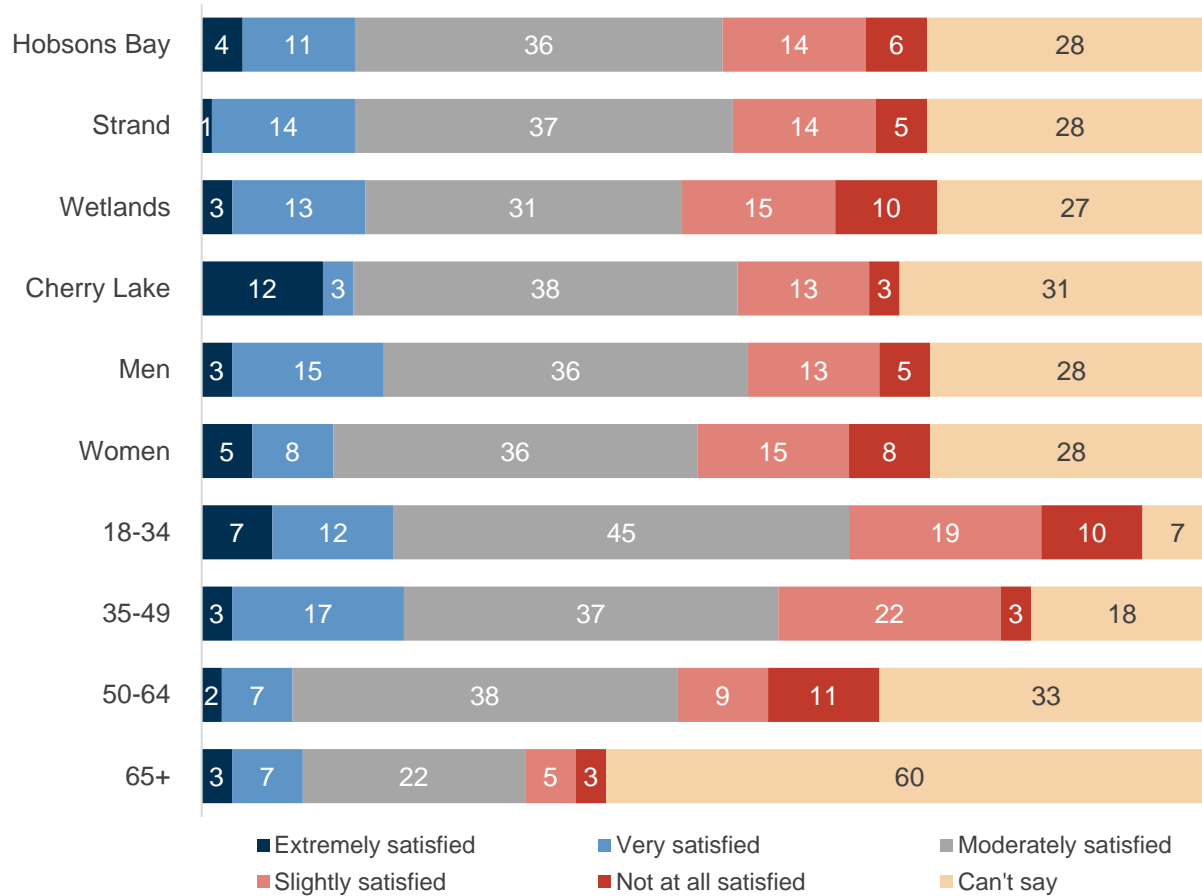*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to public transport

**2021 access to public transport satisfaction (index scores)**

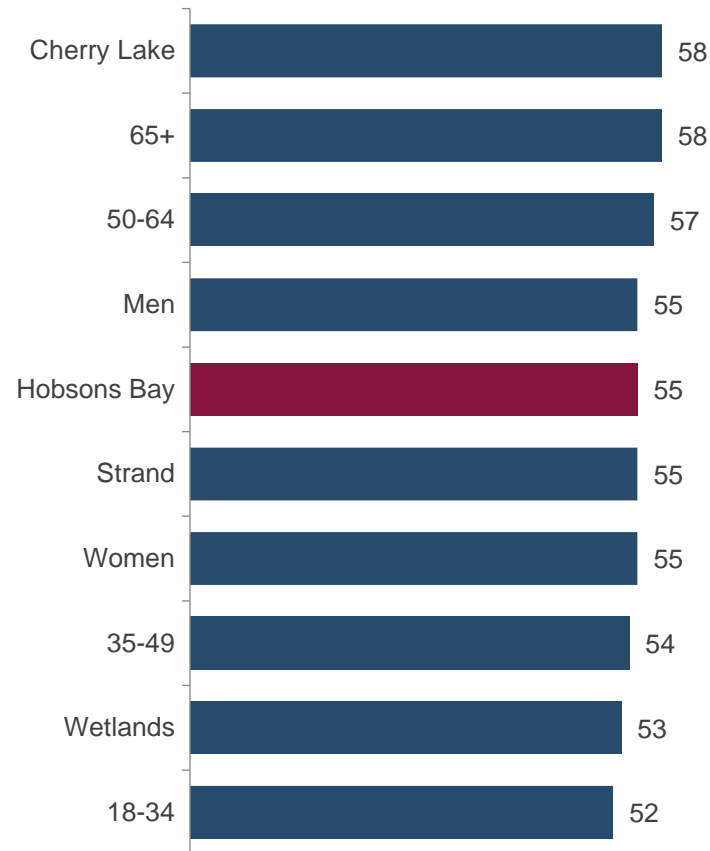| Category | Score |
|---|---|
| 18-34 | 69 |
| Men | 69 |
| Strand | 68 |
| 65+ | 68 |
| Hobsons Bay | 66 |
| 35-49 | 64 |
| Cherry Lake | 63 |
| Wetlands | 63 |
| Women | 63 |
| 50-64 | 59 |

*HB50. And how about **access to public transport**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to public transport

**2021 access to public transport satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 17 | 40 | 27 | 6 | 4 | 5 |
| Strand | 22 | 38 | 25 | 6 | 4 | 5 |
| Wetlands | 8 | 46 | 30 | 6 | 4 | 6 |
| Cherry Lake | 19 | 35 | 29 | 8 | 7 | 2 |
| Men | 21 | 41 | 25 | 4 | 4 | 4 |
| Women | 13 | 38 | 30 | 8 | 5 | 5 |
| 18-34 | 19 | 45 | 28 | | 5 | 2 |
| 35-49 | 18 | 35 | 28 | 10 | 5 | 4 |
| 50-64 | 11 | 39 | 31 | 8 | 8 | 3 |
| 65+ | 18 | 39 | 24 | 3 | 4 | 13 |

■ Extremely satisfied  ■ Very satisfied  ■ Moderately satisfied
■ Slightly satisfied  ■ Not at all satisfied  ■ Can't say
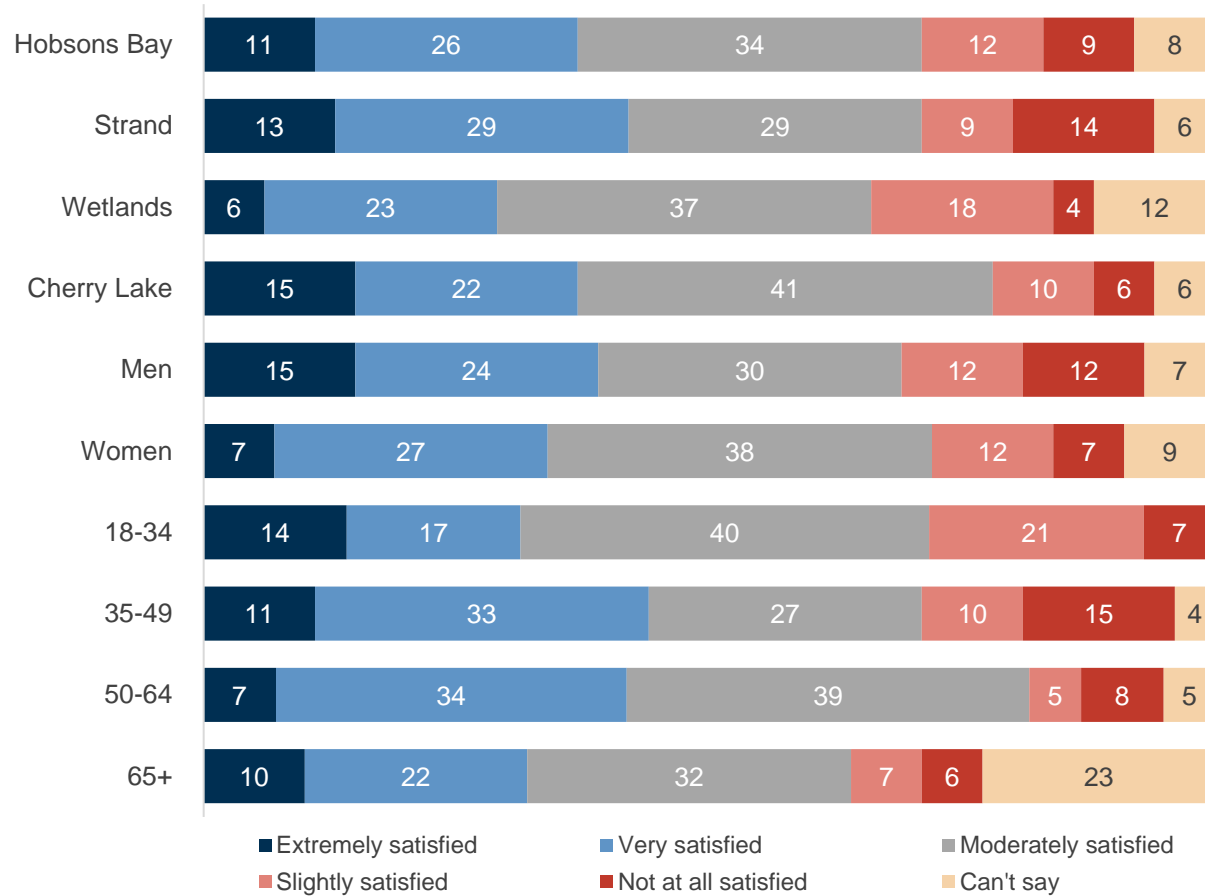
*HB50. And how about **access to public transport**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Ability to walk to destinations and amenities

**2021 ability to walk to destinations and amenities in your neighbourhood (e.g. local shops) satisfaction (index scores)**

| | |
|---|---|
| Strand | 73 |
| 35-49 | 72 |
| Men | 69 |
| 50-64 | 68 |
| Hobsons Bay | 68 |
| Women | 67 |
| 65+ | 66 |
| 18-34 | 66 |
| Cherry Lake | 64 |
| Wetlands | 63 |

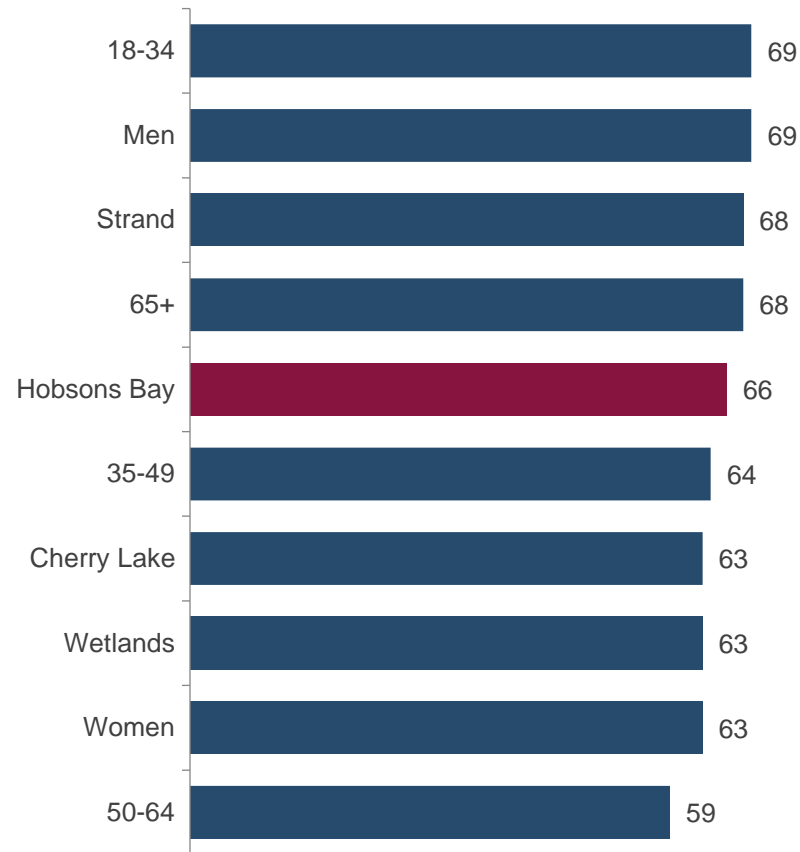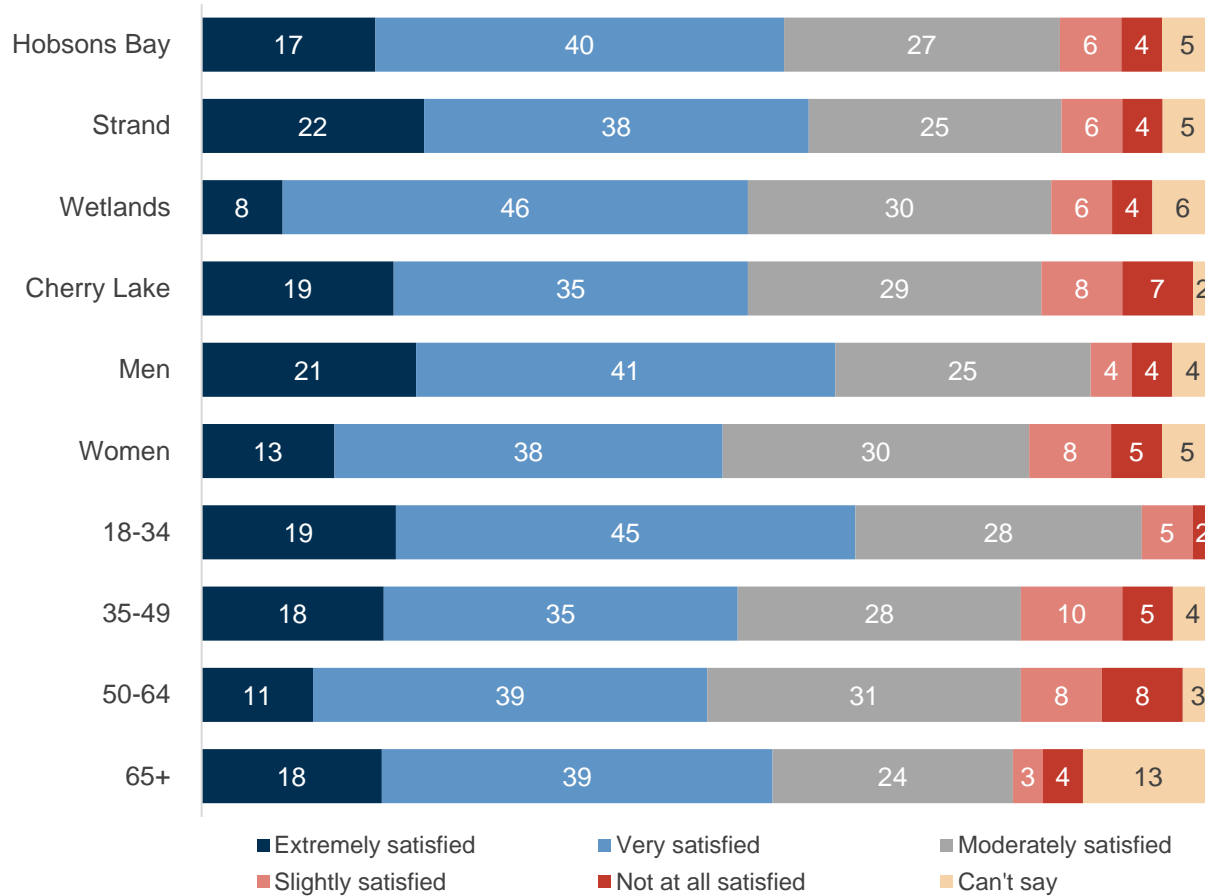*HB51. And how about **ability to walk to destinations and amenities in your neighbourhood (e.g. local shops)**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Ability to walk to destinations and amenities

**2021 ability to walk to destinations and amenities in your neighbourhood (e.g. local shops) satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 21 | 42 | 26 | 5 | 4 | 2 |
| Strand | 28 | 43 | 23 | 5 | | 1 |
| Wetlands | 10 | 46 | 29 | 4 | 7 | 4 |
| Cherry Lake | 19 | 36 | 29 | 6 | 7 | 3 |
| Men | 21 | 44 | 27 | 1 | 5 | 1 |
| Women | 21 | 40 | 25 | 8 | 3 | 3 |
| 18-34 | 14 | 50 | 24 | 7 | 5 | |
| 35-49 | 27 | 38 | 27 | 3 | 2 | 3 |
| 50-64 | 22 | 44 | 26 | 2 | 6 | |
| 65+ | 21 | 36 | 28 | 6 | 5 | 4 |

- Extremely satisfied
- Very satisfied
- Moderately satisfied
- Slightly satisfied
- Not at all satisfied
- Can't say

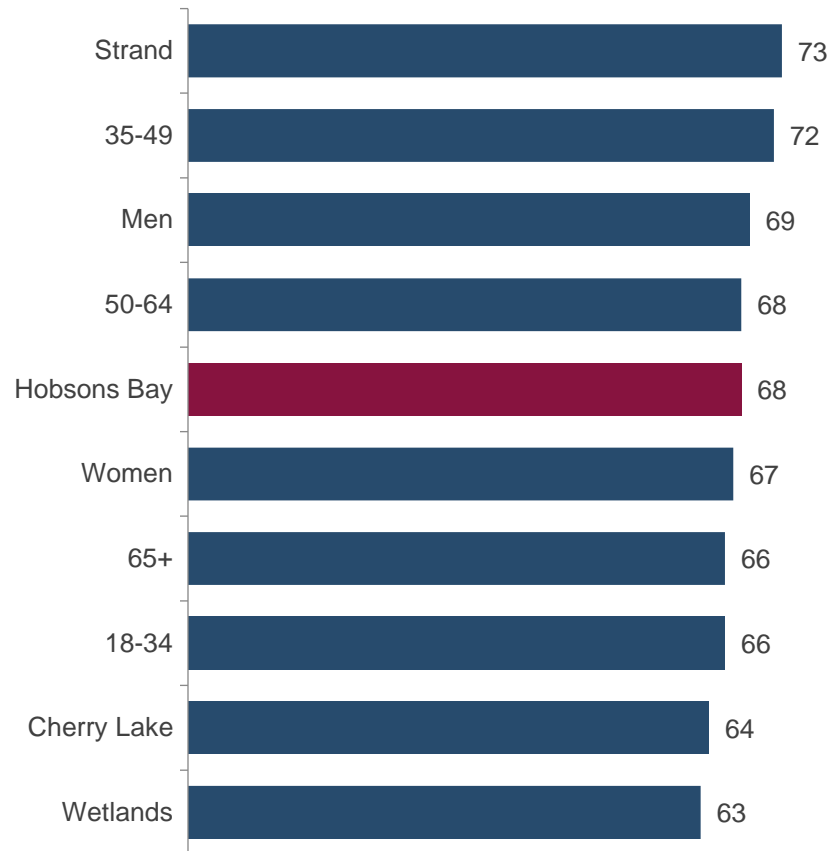*HB51. And how about **ability to walk to destinations and amenities in your neighbourhood (e.g. local shops)**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Access to health services

**2021 access to health services satisfaction (index scores)**

*HB52. And how about **access to health services (e.g. GPs, dentists, podiatrists, psychologists, etc.)?***
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

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# Access to health services

## 2021 access to health services satisfaction (%)



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 20 | 47 | 24 | 4 | 2 | 3 |
| Strand | 21 | 53 | 19 | 4 | 1 | 2 |
| Wetlands | 15 | 43 | 28 | 5 | 3 | 5 |
| Cherry Lake | 23 | 39 | 31 | 1 | 2 | 4 |
| Men | 18 | 47 | 28 | 2 | 1 | 4 |
| Women | 22 | 47 | 21 | 5 | 2 | 3 |
| 18-34 | 19 | 47 | 22 | 7 | 2 | 2 |
| 35-49 | 18 | 51 | 27 | 3 | | 2 |
| 50-64 | 13 | 47 | 27 | 4 | 4 | 5 |
| 65+ | 26 | 42 | 24 | 1 | 3 | 5 |

- ■ Extremely satisfied
- ■ Very satisfied
- ■ Moderately satisfied
- ■ Slightly satisfied
- ■ Not at all satisfied
- ■ Can't say

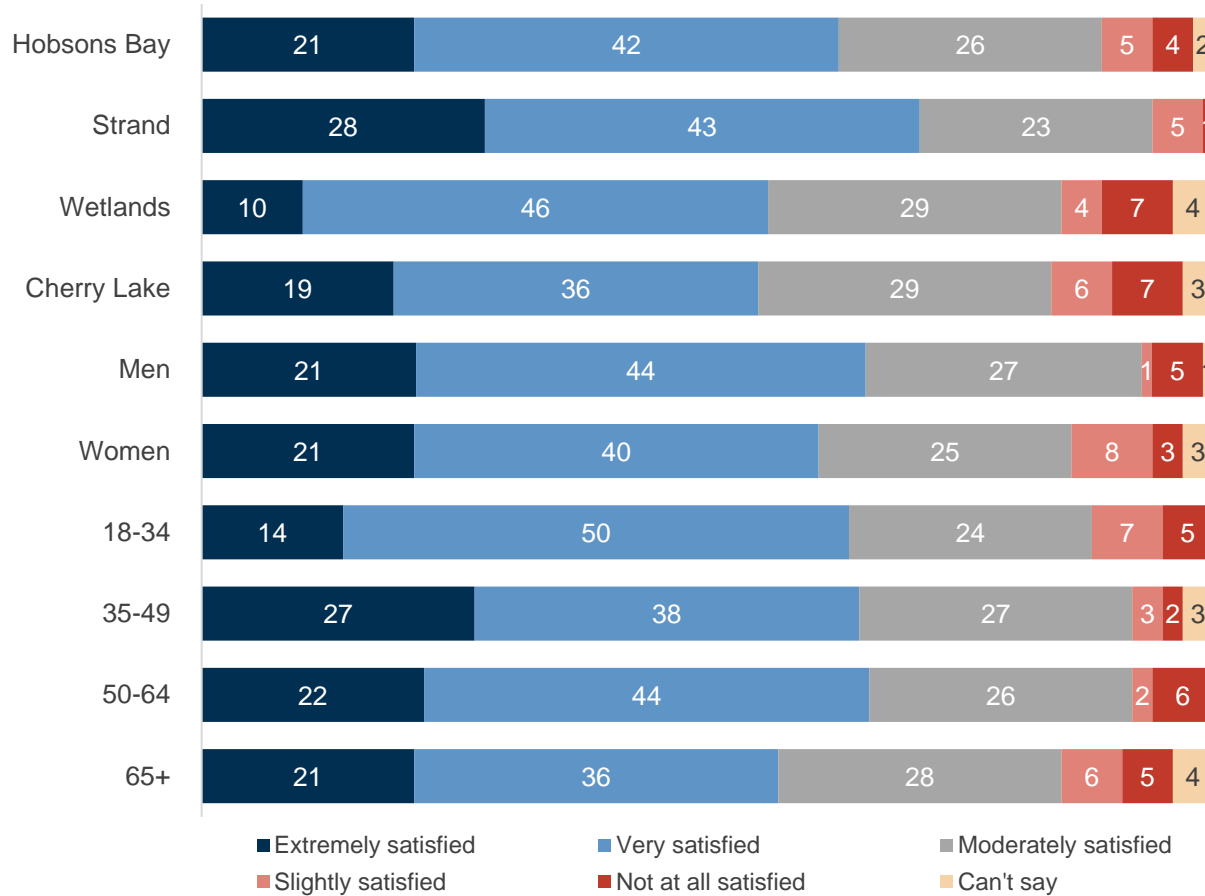*HB52. And how about **access to health services (e.g. GPs, dentists, podiatrists, psychologists, etc.)**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Opportunities to connect socially

**2021 opportunities to connect socially with people in the local area satisfaction (index scores)**



| | |
|---|---|
| 35-49 | 59 |
| 65+ | 58 |
| 50-64 | 58 |
| Strand | 57 |
| Cherry Lake | 56 |
| Men | 56 |
| Hobsons Bay | 56 |
| Women | 55 |
| Wetlands | 53 |
| 18-34 | 49 |

*HB53. And how about **amount of opportunities to connect socially with people in the local area**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
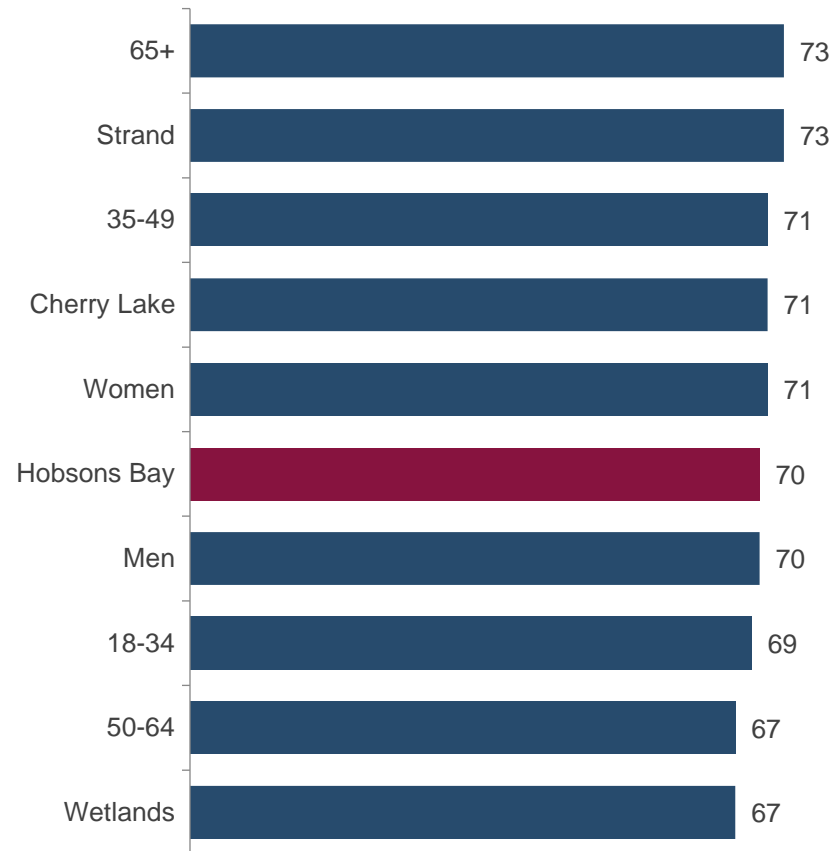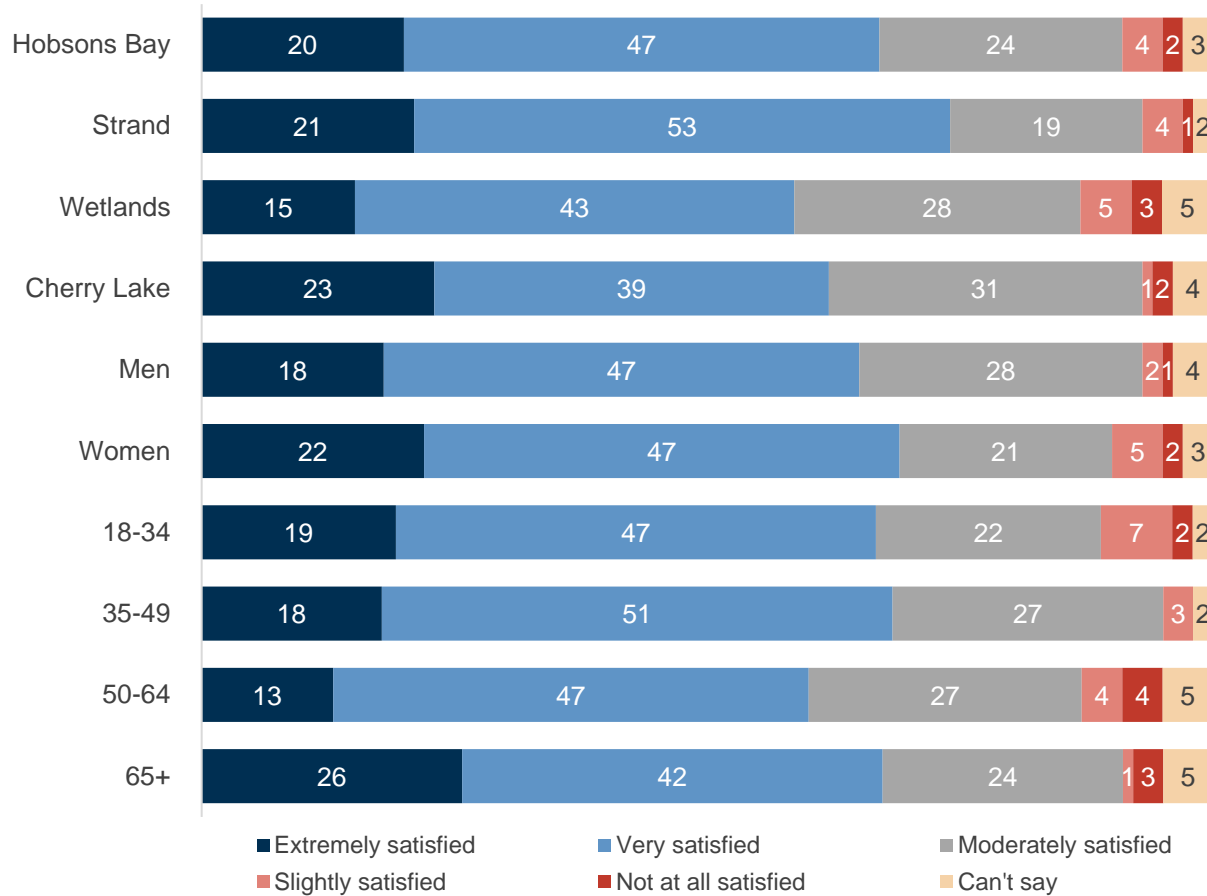*Base: All respondents (n=400)*

# Opportunities to connect socially

**2021 opportunities to connect socially with people in the local area satisfaction (%)**



Legend:
- Extremely satisfied
- Very satisfied
- Moderately satisfied
- Slightly satisfied
- Not at all satisfied
- Can't say

| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 25 | 39 | 12 | 6 | 9 |
| Strand | 10 | 26 | 39 | 9 | 6 | 9 |
| Wetlands | 5 | 26 | 36 | 15 | 6 | 12 |
| Cherry Lake | 11 | 24 | 43 | 12 | 5 | 5 |
| Men | 10 | 24 | 39 | 12 | 5 | 11 |
| Women | 8 | 27 | 39 | 11 | 7 | 7 |
| 18-34 | 2 | 22 | 43 | 21 | 5 | 7 |
| 35-49 | 15 | 28 | 35 | 5 | 10 | 7 |
| 50-64 | 11 | 21 | 43 | 8 | 4 | 13 |
| 65+ | 9 | 29 | 37 | 10 | 4 | 11 |

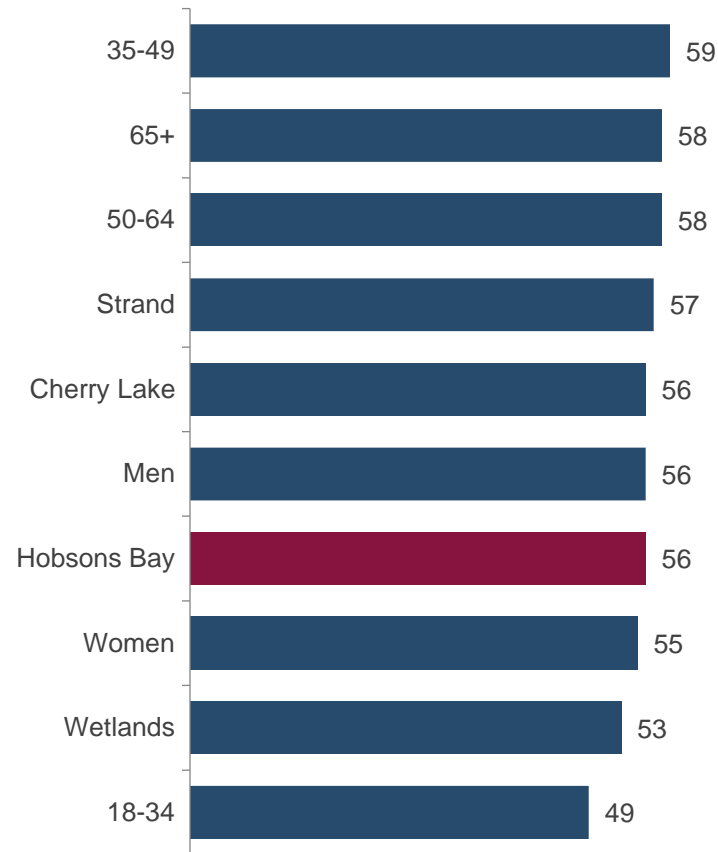*HB53. And how about **amount of opportunities to connect socially with people in the local area**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Amount of opportunities to volunteer

**2021 amount of opportunities to volunteer satisfaction (index scores)**

| Category | Score |
|---|---|
| Cherry Lake | 61 |
| 18-34 | 60 |
| 65+ | 60 |
| Men | 58 |
| 50-64 | 57 |
| Hobsons Bay | 57 |
| Wetlands | 57 |
| Women | 57 |
| Strand | 56 |
| 35-49 | 52 |

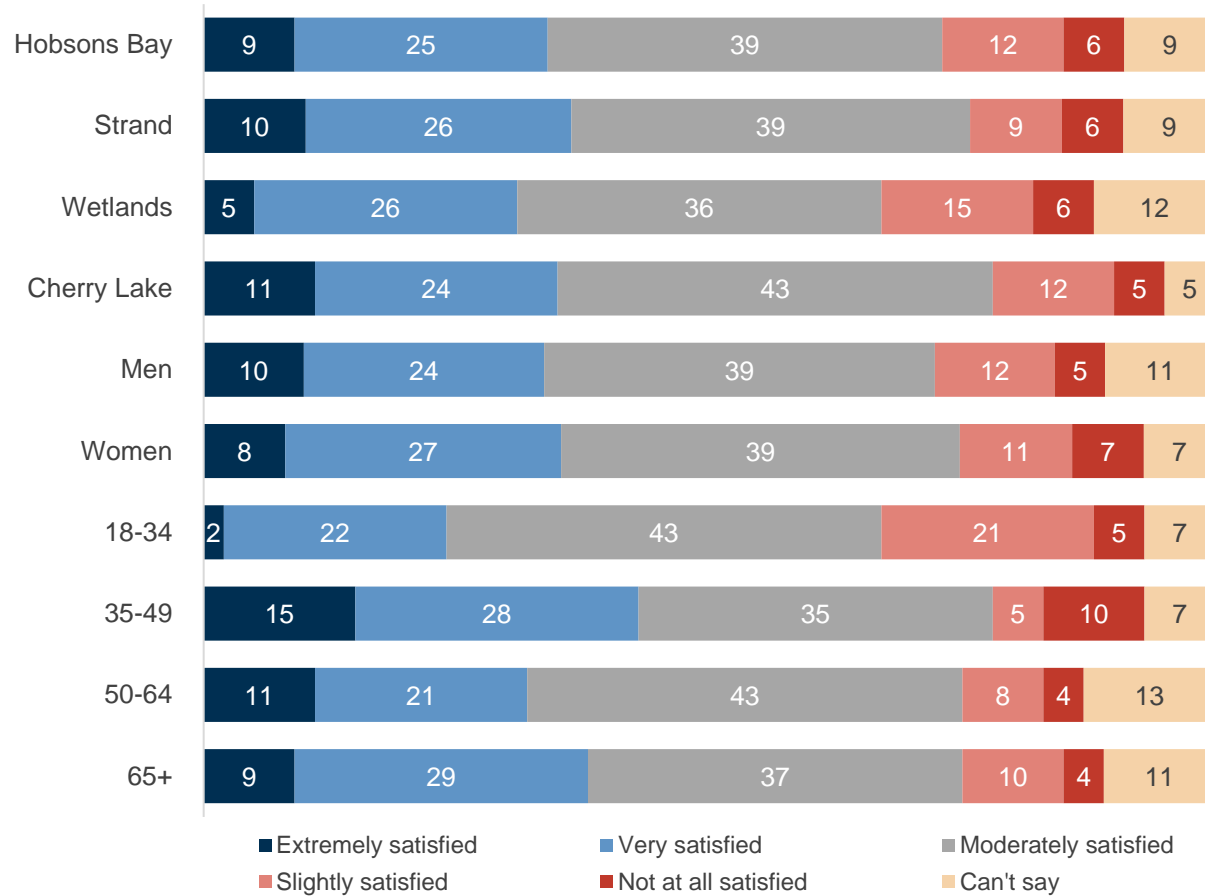*HB54. And how about **amount of opportunities to volunteer**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

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# Amount of opportunities to volunteer

## 2021 amount of opportunities to volunteer satisfaction (%)

| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 23 | 34 | 8 | 5 | 21 |
| Strand | 8 | 23 | 34 | 9 | 5 | 21 |
| Wetlands | 6 | 24 | 35 | 11 | 1 | 23 |
| Cherry Lake | 16 | 21 | 34 | 3 | 8 | 17 |
| Men | 8 | 21 | 35 | 8 | 3 | 25 |
| Women | 10 | 25 | 33 | 9 | 6 | 17 |
| 18-34 | 14 | 26 | 41 | 7 | 5 | 7 |
| 35-49 | 8 | 16 | 34 | 16 | 5 | 21 |
| 50-64 | 6 | 21 | 28 | 6 | 4 | 35 |
| 65+ | 6 | 28 | 30 | 3 | 5 | 28 |

■ Extremely satisfied ■ Very satisfied ■ Moderately satisfied
■ Slightly satisfied ■ Not at all satisfied ■ Can't say

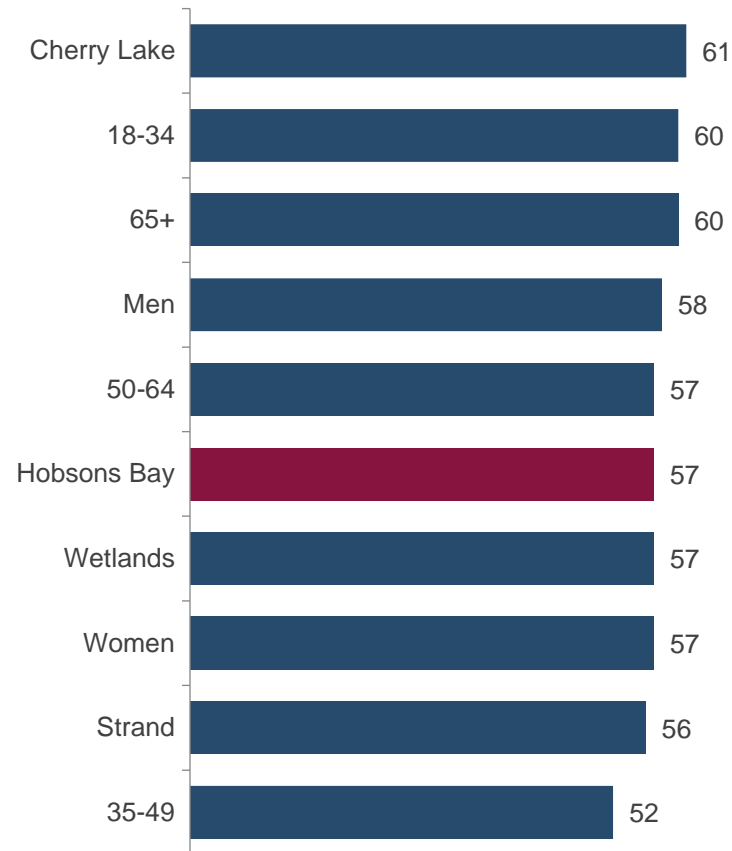*HB54. And how about **amount of opportunities to volunteer**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Protection and conservation of the natural environment

**2021 protection and conservation of the natural environment satisfaction (index scores)**

| Category | Score |
|----------|-------|
| 35-49 | 67 |
| Women | 63 |
| Wetlands | 63 |
| Strand | 63 |
| Hobsons Bay | 62 |
| 65+ | 62 |
| Men | 61 |
| Cherry Lake | 60 |
| 18-34 | 60 |
| 50-64 | 59 |

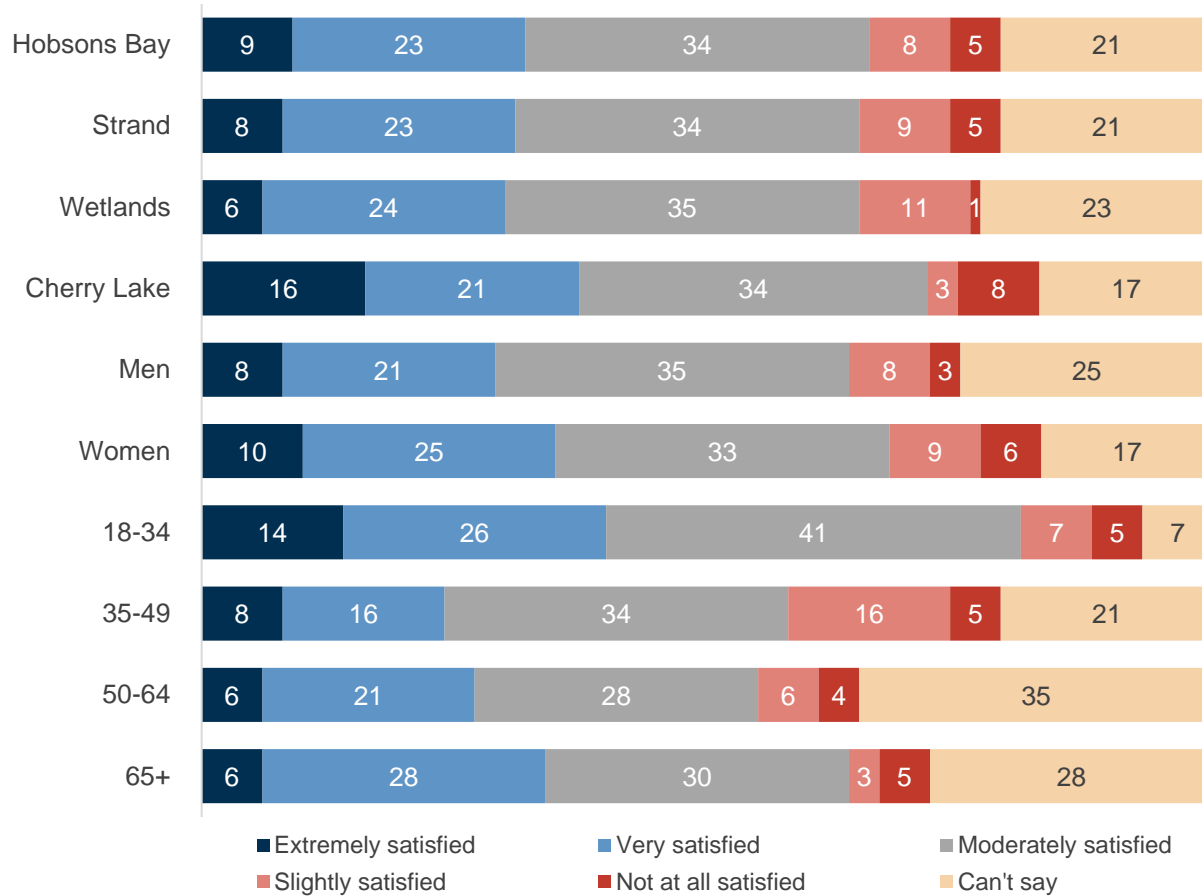*HB55. And how about **the protection and conservation of the natural environment in Hobsons Bay**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Protection and conservation of the natural environment

**2021 protection and conservation of the natural environment satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 12 | 38 | 36 | 8 | 4 | 3 |
| Strand | 12 | 42 | 34 | 6 | 5 | 1 |
| Wetlands | 11 | 38 | 38 | 8 | 1 | 4 |
| Cherry Lake | 14 | 28 | 38 | 10 | 4 | 6 |
| Men | 11 | 36 | 37 | 10 | 3 | 2 |
| Women | 14 | 39 | 34 | 5 | 5 | 3 |
| 18-34 | 12 | 33 | 40 | 10 | 5 | |
| 35-49 | 14 | 47 | 25 | 10 | | 4 |
| 50-64 | 11 | 30 | 46 | 7 | 5 | 1 |
| 65+ | 12 | 36 | 37 | 3 | 6 | 6 |

■ Extremely satisfied ■ Very satisfied ■ Moderately satisfied
■ Slightly satisfied ■ Not at all satisfied ■ Can't say

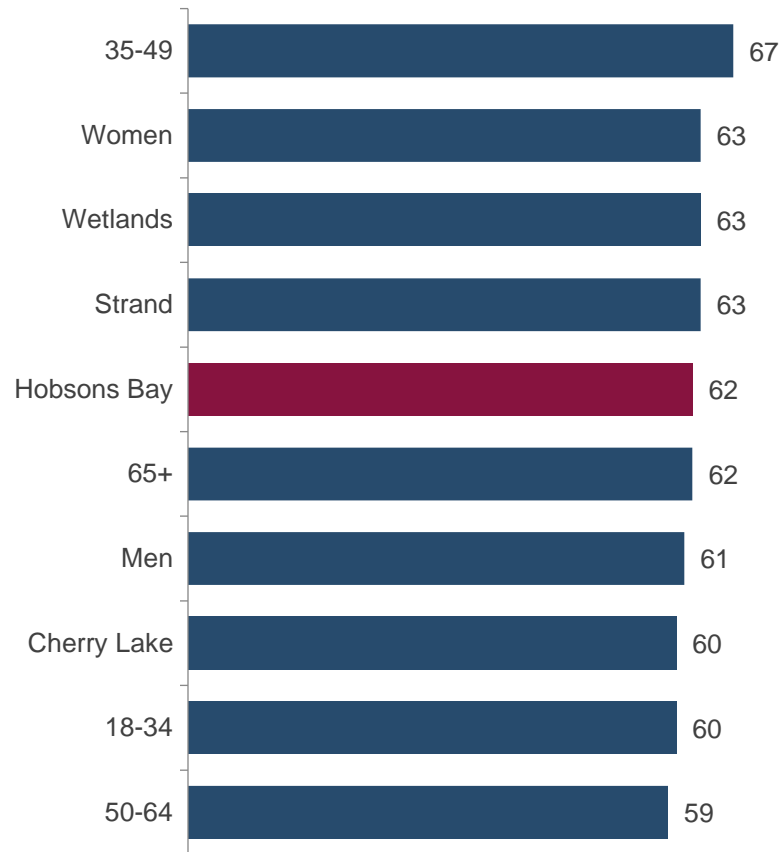*HB55. And how about **the protection and conservation of the natural environment in Hobsons Bay**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Water quality

## 2021 water quality of local creeks, lakes, waterways and wetlands satisfaction (index scores)



| Category | Score |
|----------|-------|
| 50-64 | 59 |
| 18-34 | 59 |
| 65+ | 59 |
| Cherry Lake | 58 |
| Wetlands | 57 |
| Men | 57 |
| Hobsons Bay | 57 |
| Women | 57 |
| Strand | 57 |
| 35-49 | 53 |

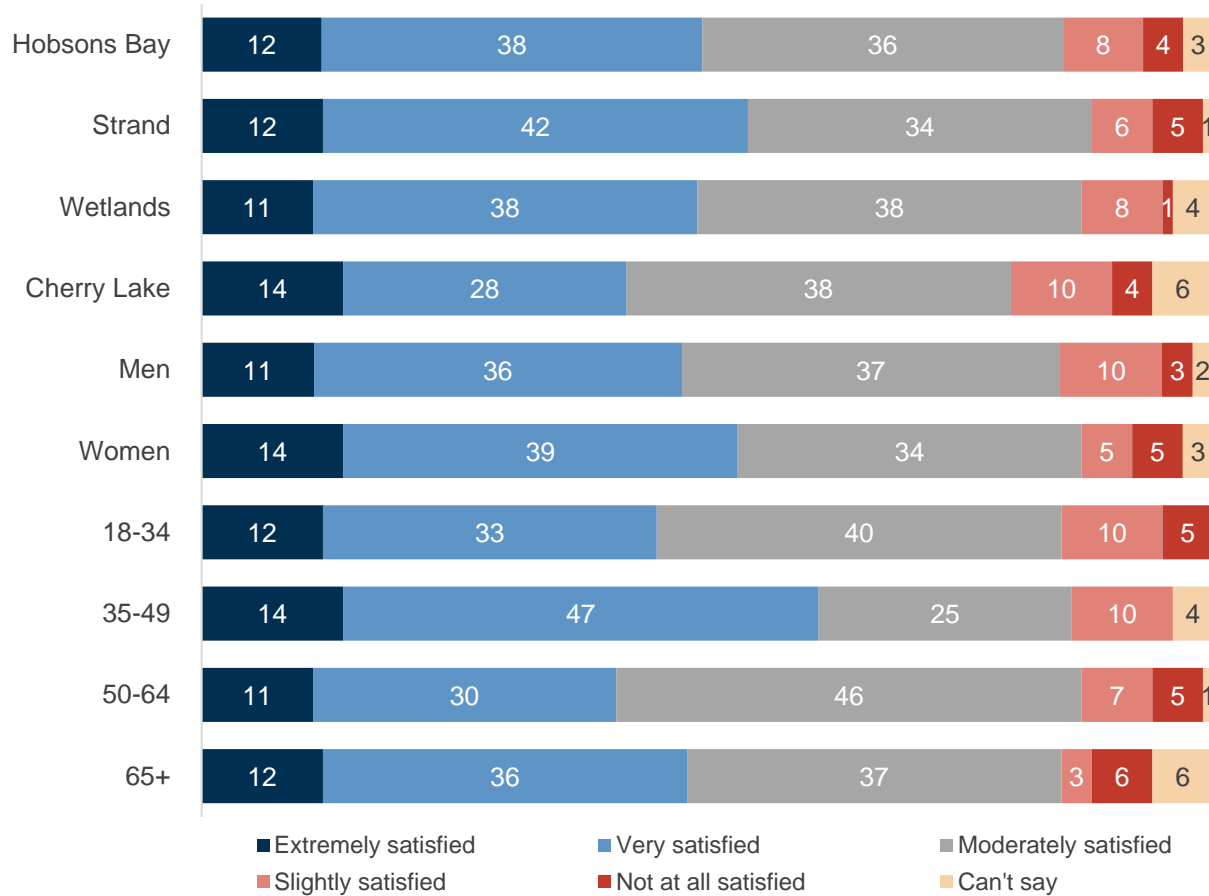*HB56. And how about **the water quality of local creeks, lakes, waterways and wetlands**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
*Base: All respondents (n=400)*

# Water quality

**2021 water quality of local creeks, lakes, waterways and wetlands satisfaction (%)**



| | Extremely satisfied | Very satisfied | Moderately satisfied | Slightly satisfied | Not at all satisfied | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 9 | 29 | 38 | 11 | 5 | 8 |
| Strand | 7 | 30 | 38 | 12 | 3 | 10 |
| Wetlands | 8 | 32 | 38 | 11 | 5 | 6 |
| Cherry Lake | 15 | 22 | 38 | 6 | 9 | 9 |
| Men | 10 | 27 | 40 | 10 | 5 | 9 |
| Women | 9 | 31 | 36 | 12 | 5 | 8 |
| 18-34 | 12 | 26 | 43 | 12 | 2 | 5 |
| 35-49 | 5 | 34 | 33 | 14 | 9 | 5 |
| 50-64 | 9 | 30 | 36 | 11 | 3 | 11 |
| 65+ | 10 | 26 | 38 | 5 | 6 | 14 |

*HB56. And how about **the water quality of local creeks, lakes, waterways and wetlands**?*
*SAY IF NECESSARY: Would you say that you are Extremely Satisfied, Very Satisfied, Moderately Satisfied, Slightly Satisfied or Not at all Satisfied?*
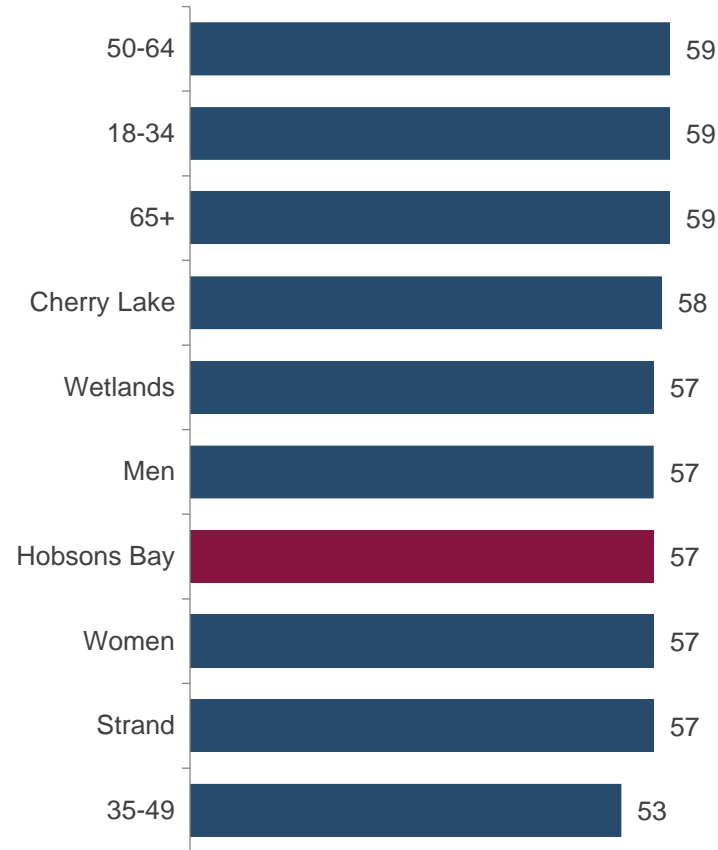*Base: All respondents (n=400)*

# Feeling of safety

**2021 feeling of safety in public areas in Hobsons Bay (%)**



| | Very safe | Quite safe | Average | Quite unsafe | Very unsafe | Can't say |
|---|---|---|---|---|---|---|
| During the day | 64 | 26 | 7 | 1 | | 1 |
| In and around your local shopping area | 49 | 37 | 11 | 1 | 1 | 1 |
| Travelling on / waiting for public transport (during the day / at night) | 27 | 37 | 15 | 4 | 2 | 14 |
| At night | 24 | 29 | 26 | 10 | 5 | 6 |

*HB59. On a 5-point scale where 1 is 'Very unsafe' and 5 is 'Very safe', how safe do you feel in public areas in the City of Hobsons Bay?*
*Base: All respondents (n=400)*

# Feeling of safety during the day

**2021 feeling of safety during the day in Hobsons Bay (%)**



| | Very safe | Quite safe | Average | Quite unsafe | Very unsafe | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 64 | 26 | 7 | 1 | 1 | |
| Strand | 71 | 22 | 6 | | | 1 |
| Wetlands | 52 | 35 | 11 | 2 | | |
| Cherry Lake | 64 | 26 | 5 | 3 | 1 | 1 |
| Men | 66 | 26 | 7 | 1 | 1 | |
| Women | 61 | 27 | 8 | 2 | | 1 |
| 18-34 | 65 | 26 | 9 | | | |
| 35-49 | 70 | 25 | 2 | 3 | | |
| 50-64 | 62 | 24 | 12 | 1 | 1 | 1 |
| 65+ | 56 | 30 | 8 | 2 | 1 | 3 |

*HB59. On a 5-point scale where 1 is 'Very unsafe' and 5 is 'Very safe', how safe do you feel in public areas in the City of Hobsons Bay?*
*Base: All respondents (n=400)*
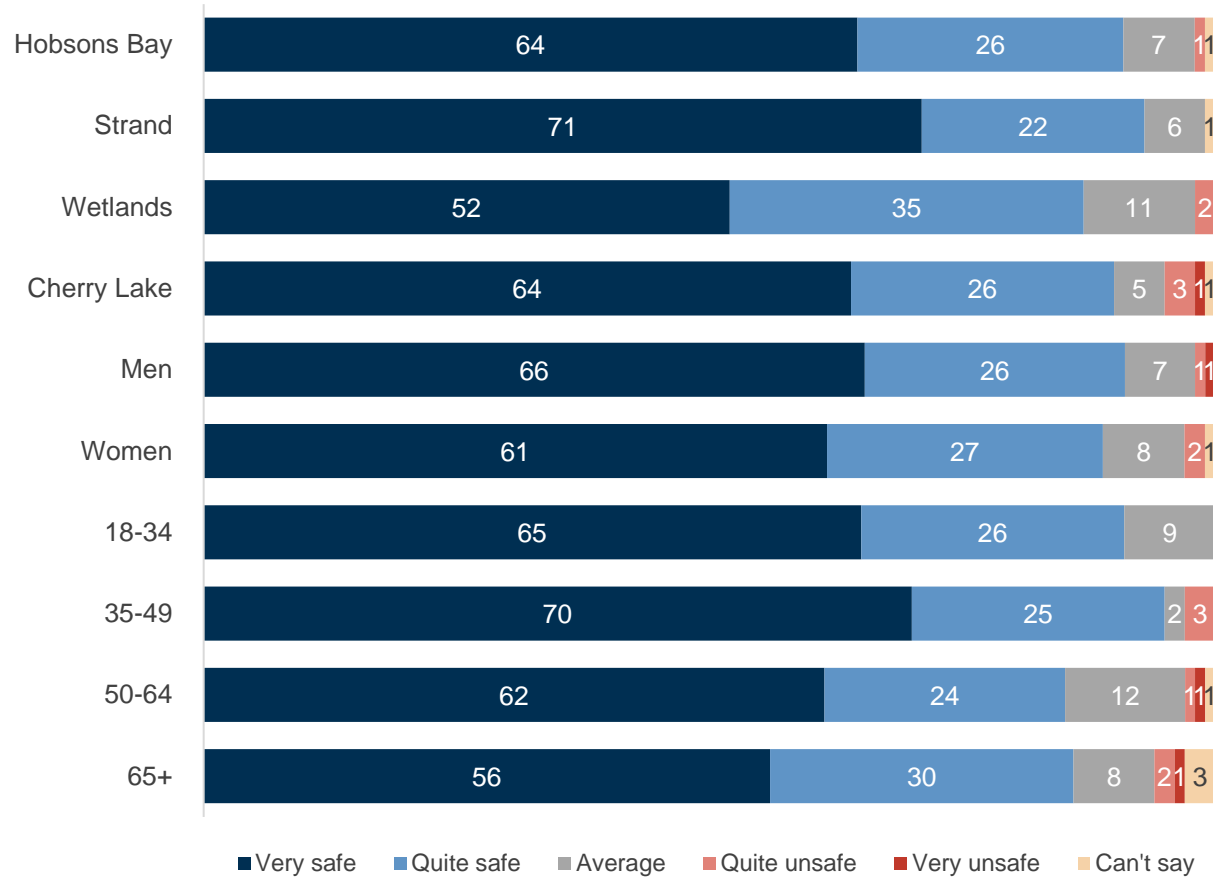
# Feeling of safety in and around local shopping area

**2021 feeling of safety in and around local shopping area (%)**



| | Very safe | Quite safe | Average | Quite unsafe | Very unsafe | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 49 | 37 | 11 | 1 | 1 | 1 |
| Strand | 54 | 33 | 10 | 1 | 1 | |
| Wetlands | 36 | 47 | 15 | 1 | 1 | |
| Cherry Lake | 54 | 33 | 8 | 2 | 2 | 1 |
| Men | 50 | 41 | 7 | | | 1 |
| Women | 48 | 33 | 15 | 3 | | 2 |
| 18-34 | 41 | 50 | 9 | | | |
| 35-49 | 54 | 32 | 10 | 3 | | |
| 50-64 | 45 | 34 | 16 | 2 | 2 | 1 |
| 65+ | 53 | 31 | 11 | 2 | 1 | 3 |

*HB59. On a 5-point scale where 1 is 'Very unsafe' and 5 is 'Very safe', how safe do you feel in public areas in the City of Hobsons Bay?*
*Base: All respondents (n=400)*
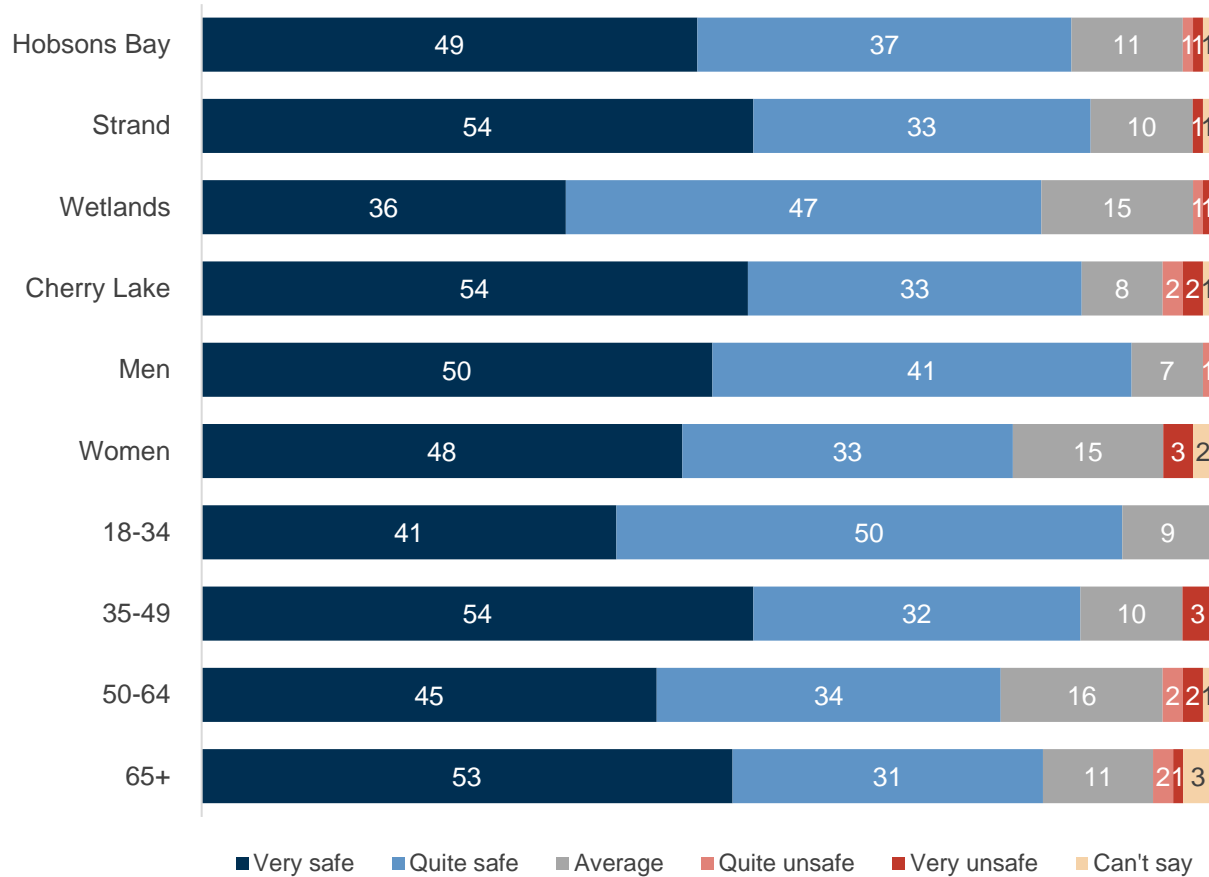
# Feeling of safety when travelling on / waiting for public transport at night / during the day

**2021 feeling of safety when travelling on / waiting for public transport in Hobsons Bay (%)**



| | Very safe | Quite safe | Average | Quite unsafe | Very unsafe | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 27 | 37 | 15 | 4 | 2 | 14 |
| Strand | 30 | 37 | 17 | 3 | 2 | 12 |
| Wetlands | 16 | 40 | 13 | 8 | 2 | 22 |
| Cherry Lake | 37 | 35 | 16 | 3 | 1 | 8 |
| Men | 29 | 43 | 14 | 3 | 1 | 10 |
| Women | 25 | 32 | 17 | 5 | 3 | 18 |
| 18-34 | 26 | 43 | 21 | | | 9 |
| 35-49 | 33 | 41 | 11 | 6 | 2 | 7 |
| 50-64 | 25 | 34 | 15 | 6 | 5 | 16 |
| 65+ | 23 | 29 | 14 | 6 | 3 | 25 |

■ Very safe  ■ Quite safe  ■ Average  ■ Quite unsafe  ■ Very unsafe  ■ Can't say

*HB59. On a 5-point scale where 1 is 'Very unsafe' and 5 is 'Very safe', how safe do you feel in public areas in the City of Hobsons Bay?*
*Base: All respondents (n=400)*

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# Feeling of safety at night

**2021 feeling of safety at night in Hobsons Bay (%)**



| | Very safe | Quite safe | Average | Quite unsafe | Very unsafe | Can't say |
|---|---|---|---|---|---|---|
| Hobsons Bay | 24 | 29 | 26 | 10 | 5 | 6 |
| Strand | 25 | 35 | 21 | 12 | 3 | 4 |
| Wetlands | 17 | 25 | 32 | 11 | 7 | 8 |
| Cherry Lake | 31 | 21 | 29 | 6 | 5 | 7 |
| Men | 29 | 38 | 22 | 4 | 3 | 4 |
| Women | 19 | 21 | 30 | 16 | 6 | 8 |
| 18-34 | 17 | 31 | 38 | 12 | | 2 |
| 35-49 | 34 | 26 | 19 | 16 | 5 | |
| 50-64 | 21 | 36 | 29 | 3 | 10 | 2 |
| 65+ | 23 | 26 | 19 | 7 | 6 | 19 |

*HB59. On a 5-point scale where 1 is 'Very unsafe' and 5 is 'Very safe', how safe do you feel in public areas in the City of Hobsons Bay?
Base: All respondents (n=400)*

# Run out of food in the last 12 months

**Run out of food in the last 12 months (%)**



| Category | Value |
|---|---|
| Never | 97 |
| Once | 1 |
| 2-6 times | <0.5 |
| 6-11 times | 0 |
| Every month | <0.5 |
| Can't say | 2 |

*HB58. In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more? If yes, how many months would that have occurred in?*
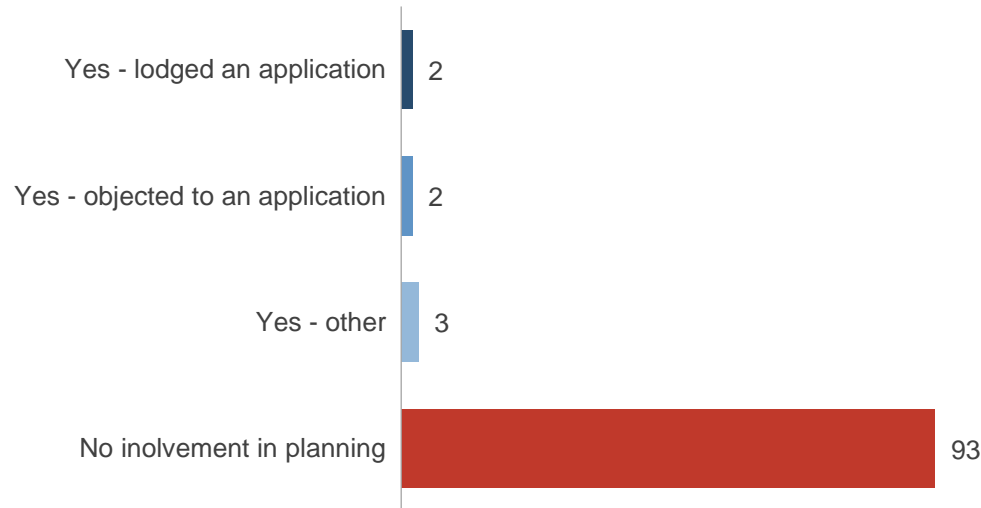*Base: All respondents (n=400)*
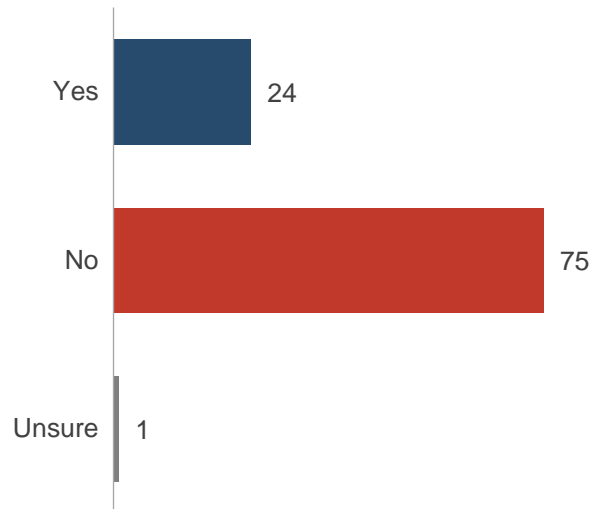
# Involvement in planning application or development

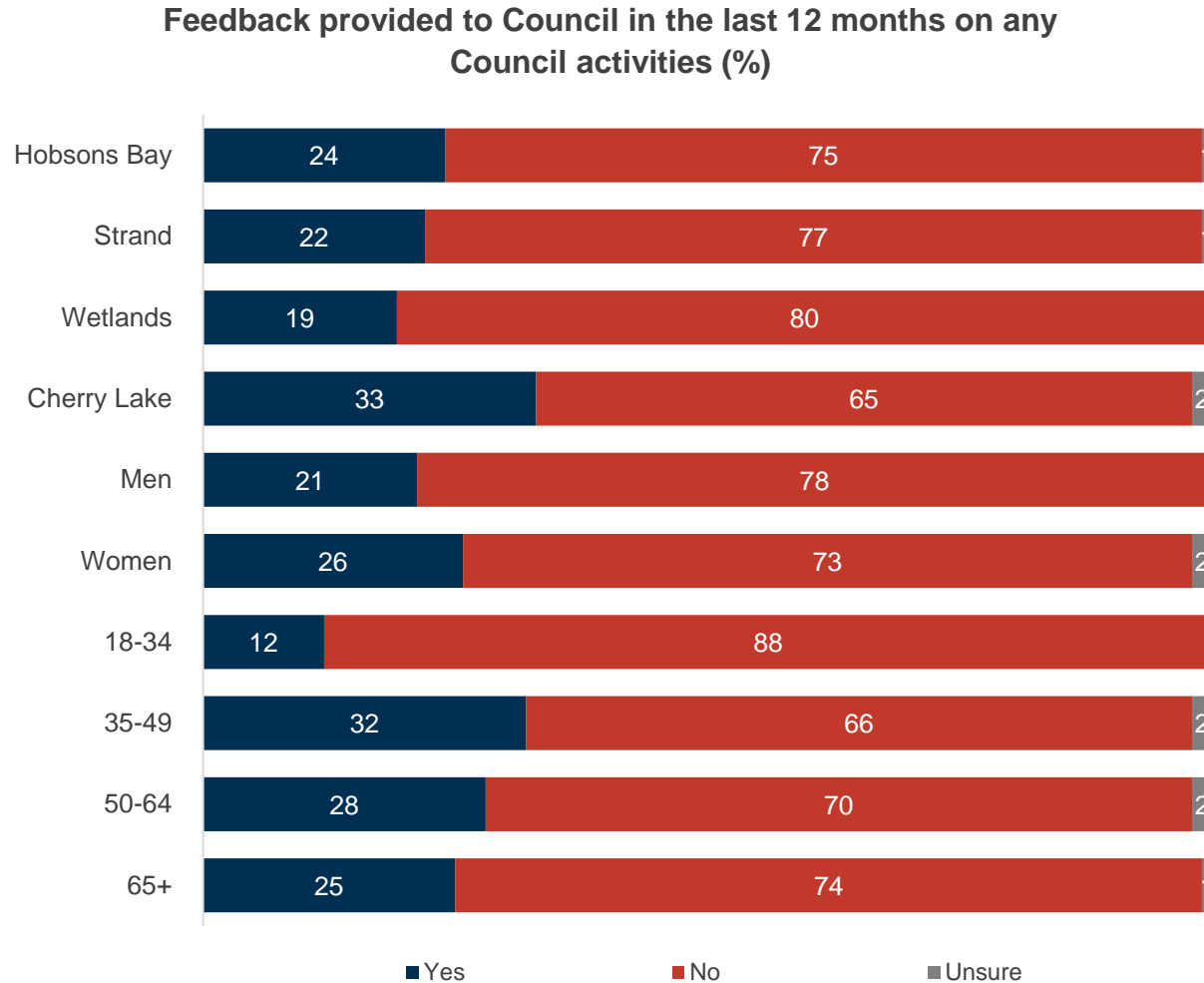**Involvement in planning application or development in the last 12 months (%)**



*HB60. Have you or members of this household been personally involved in a planning application or development in the last twelve months?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H   134

# Feedback provided to Council in the last 12 months

**Feedback provided to Council in the last 12 months on any Council activities (%)**

| | |
|---|---|
| Yes | 24 |
| No | 75 |
| Unsure | 1 |

*HB57. In thinking about Council's engagement with the community, in the last 12 months, have you provided feedback on any Council activities e.g. via survey, focus group, meetings?*
*Base: All respondents (n=400)*

**J W S** R E S E A R C H    135

# Feedback provided to Council in the last 12 months

**Feedback provided to Council in the last 12 months on any Council activities (%)**



| | Yes | No | Unsure |
|---|---|---|---|
| Hobsons Bay | 24 | 75 | 1 |
| Strand | 22 | 77 | 1 |
| Wetlands | 19 | 80 | |
| Cherry Lake | 33 | 65 | 2 |
| Men | 21 | 78 | |
| Women | 26 | 73 | 2 |
| 18-34 | 12 | 88 | |
| 35-49 | 32 | 66 | 2 |
| 50-64 | 28 | 70 | 2 |
| 65+ | 25 | 74 | 1 |

■ Yes    ■ No    ■ Unsure

*HB57. In thinking about Council's engagement with the community, in the last 12 months, have you provided feedback on any Council activities e.g. via survey, focus group, meetings?*
*Base: All respondents (n=400)*

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