



Hobsons Bay City Council Annual Community Survey



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Introduction, Objectives and Method

Introduction

- The Hobsons Bay City Council has an ongoing need to measure how satisfied the community is with resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community

Research Objectives

- Assess satisfaction among the community in relation to services, facilities and other activities of the Hobsons Bay City Council
- To identify opportunities for improvement that would be valued by the community and how these should be prioritised

Method

- A statistically robust survey conducted door to door with a sample of 801 community members across the Hobsons Bay City area
- Data collection was managed to quota targets by age, gender, precinct and language and post data collection the sample has been weighted so it is aligned with known population distributions as contained in the Census 2016
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of $\pm 3.5\%$
- Interviewing took place between 18 February and 6 April 2018
- The 2017 and 2018 surveys used a new questionnaire that is designed to provide for a wider review of the community perceptions of Council including reputation and value for money. The structure is also designed to facilitate additional analysis to help determine opportunities and how these should be prioritised. Since individual questions and their order may have changed relative to prior surveys, results may not be directly comparable
- All performance scores have been calculated excluding '*don't know*' responses, unless otherwise stated

Note

- Due to rounding, percentages may add to just over or under ($\pm 1\%$) totals



Executive Summary

1

The Hobsons Bay community is largely satisfied with the various services, facilities and infrastructure that are provided and maintained by Council, and in most instances results are similar to those from the previous year. At an aggregate level the overall satisfaction index score is 68, being two points better than the 2017 score of 66

2

The Hobsons Bay City Council has a particularly strong reputation profile with 58% of community members (classified as '*Champions*') having a positive emotional connection and recognising that Council is doing a good job. This is the same result as in 2017 with a slight increase in '*Sceptics*' and decrease in '*Pragmatists*'. There are fewer '*Champions*' in the Altona North, Brooklyn precinct than other precincts

3

There has been an increase in satisfaction with the reputation of Council and overall value for money, while satisfaction with services and facilities has experienced a small decrease. Reputation continues to have a high impact on overall perceptions and demonstrating quality financial management has potential to further improve overall perceptions

4

There is potential for Council to further improve perceptions by promoting the various services, facilities and infrastructure where its performance is high. These aspects are not currently having a great deal of impact and accordingly, communicating what Council is already doing well may give it better recognition and work positively with perceptions of value. These services include waste, parks, reserves and public areas, and facilities and events

5

Services and activities with notable increases in levels of satisfaction include programs that support vulnerable communities and promote fairness, disability services, occasional care and family day care, as well as Council's social media and quarterly newsletter the '*Hobsons Bay Community News*'



Drivers of Overall Satisfaction



Drivers of Overall Satisfaction

- A driver analysis framework is used to determine how the various reputation, service and value elements impact community members' overall evaluation of Council. The model is essentially concerned with determining the relationships that exist between a set of independent variables and a dependent variable for which we want to predict the outcome. The questionnaire, rating scale and categorisation for reporting satisfaction and importance scores was refined for 2017 with this format being applied again in the 2018 survey
- The overall performance evaluation is most strongly influenced by reputation, more so than the various services, infrastructure and facilities provided and value for money. Reputation is a combination of financial management, leadership, transparency and trust. It is a reasonably strong driver of overall perception of Council and as the evaluation on the measure is low, Council should focus on this
- If Council wants to improve perceptions of value for money, this is best achieved by focusing on demonstrating that rates are fair and reasonable as well as fees for other services



Drivers of Overall Satisfaction

- In terms of Council communication the council's social media (Facebook and Twitter) has been identified as having a higher impact on performance compared to its previous score and the council website and quarterly newsletter *Hobsons Bay Community News*
- Protection and enhancement of foreshore has a high impact on overall perceptions of Council's environment activities, and as satisfaction is relatively high in this area, the strategy going forward would be one of maintaining performance
- When compared to other regulatory services, town planning is the area of best opportunity as performance is low and impact is high when compared to other regulatory services
- As Health and Aged Care Services, and Children's services apply to a specific sub-set of the population, and have only been answered by less than half the sample base, these services have been excluded from the overall impact driver model calculations
 - Youth services having had a low impact last year, now has the highest impact this year, and as performance is low this is identified as an opportunity for improvement
 - Having a high impact and the lowest performance of children's services, playgroups represents a good opportunity for improving overall perceptions

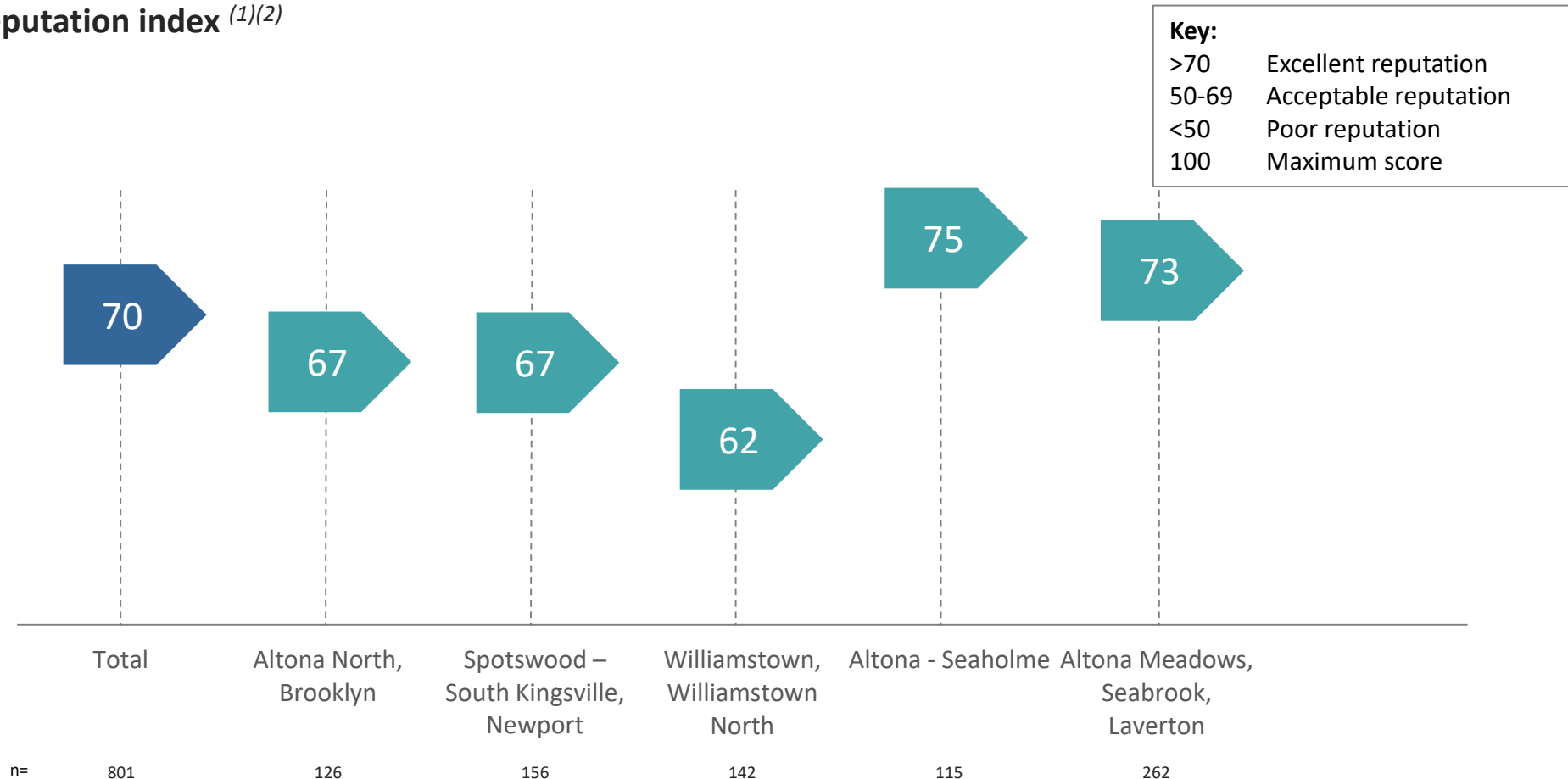


Understanding Reputation



Hobsons Bay City Council has an acceptable reputation and this is strongest among Altona - Seaholme households

Reputation index ⁽¹⁾⁽²⁾



NOTES:

1. Sample: n=801

2. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?

Reputation index

- Hobsons Bay City Council has a high proportion (58%) of community members who believe that Council is doing a good job and have a positive emotional connection, with this being the same result as 2017
- The number of community members from Altona - Seaholme who view Council as competent and have a positive emotional connection with Council has significantly increased compared to last year, now higher than any other precinct
- Williamstown and Williamstown North community members appear to be more likely than others to have doubts and mistrust in Council's performance
- Middle aged people, aged between 45 and 64 years, are less likely to believe that Council is doing a good job and have a positive emotional connection and more likely to be sceptical compared to the younger and older age groups



Overall Satisfaction



The questionnaire, rating scale, and categorisation for reporting satisfaction and impact scores are the same as the survey conducted in 2017

Community members were asked to rate their satisfaction with, and level of importance of, various services, infrastructure and facilities provided by Council, using a 10 point scale where 1 is very dissatisfied or not important and 10 is very satisfied or very important.

Results throughout this report are presented as:

- the percentage of respondents that provided a score of 8 to 10 being very satisfied/ very important,
- an index score calculated and represented as a score out of 100 on a 0 to 100 scale as required by the Local Government Performance Reporting Framework (LGPRF).

Index scores can be categorised as follows:

Category	Score	Index Value
Very satisfied	8 – 10	80 – 100
Satisfied	6 – 7	60 – 79
Neutral	5	40 – 59
Dissatisfied	1 – 4	0 – 39

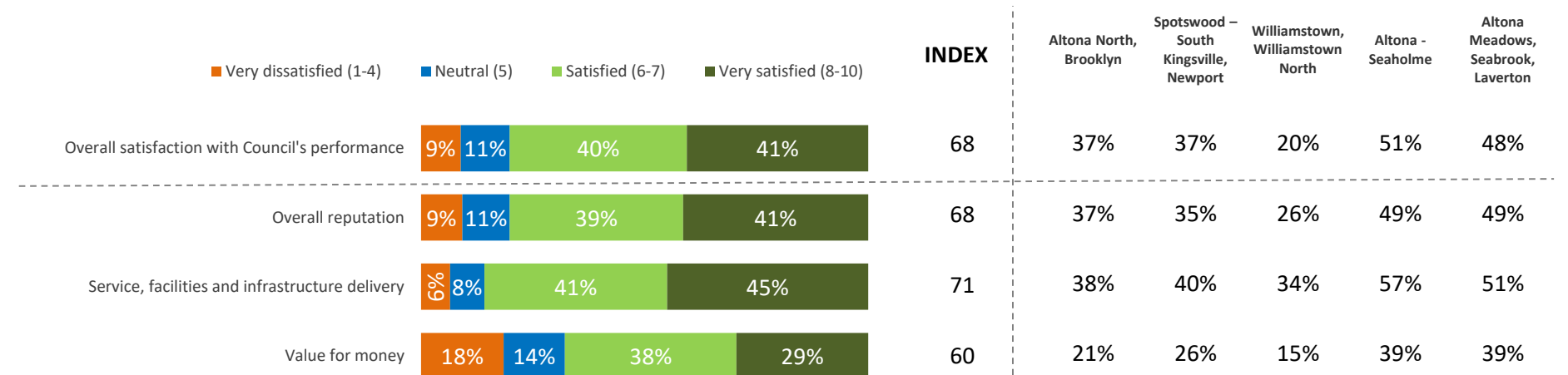
When making direct comparisons to survey results prior to 2017, slight variations could potentially be attributed to differences in questionnaire layout and question wording, methodology, scale, and index score calculations. With the survey design and reporting of results, every effort has been made to minimise any potential for variation.

Due to adopting the mandatory calculation measures as stipulated by the Local Government Performance Reporting Framework (LGPRF), no significant impact can be attributed directly to the change in scale when reporting index scores.

Services, facilities and infrastructure delivery are evaluated highly, however there is a lower level of satisfaction in relation to overall value for money

Satisfaction: Overall level drivers ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

Satisfaction by precinct (% scoring 8-10)



Category	Index Value
Very satisfied	80 – 100
Satisfied	60 – 79
Neutral	40 – 59
Dissatisfied	0 – 39

NOTES:

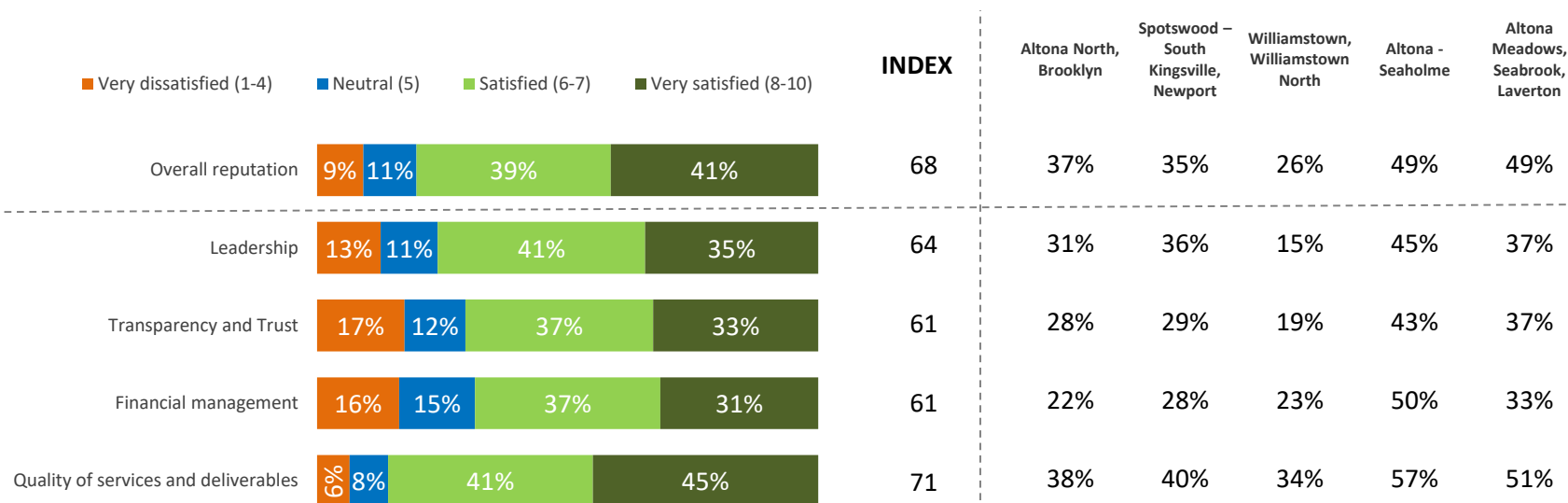
- Sample: n=801
- OP1. Everything considered; reputation, services and facilities, and value for money, how satisfied are you with the overall performance of the Council over the past twelve months?
- REP5. So considering, leadership, trust, financial management and also taking into account the quality of services provided, how would you rate the Council for its overall reputation?
- OVLSV. When you think of all the services, facilities and activities that we have gone through that Council provides; so health and aged care, children's services, facilities and events, parks and reserves, waste services, roads and footpaths, communication, economic development, environment activities, and regulatory services. Overall, how satisfied are you with the services, facilities and activities that Council provides?
- VM3. Considering all the services and facilities that Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?



In terms of Council reputation, satisfaction with financial management, and transparency and trust is lower than with leadership and the quality of services and deliverables

Satisfaction: Reputation ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾

Satisfaction by precinct (% scoring 8-10)



Category	Index Value
Very satisfied	80 – 100
Satisfied	60 – 79
Neutral	40 – 59
Dissatisfied	0 – 39

NOTES:

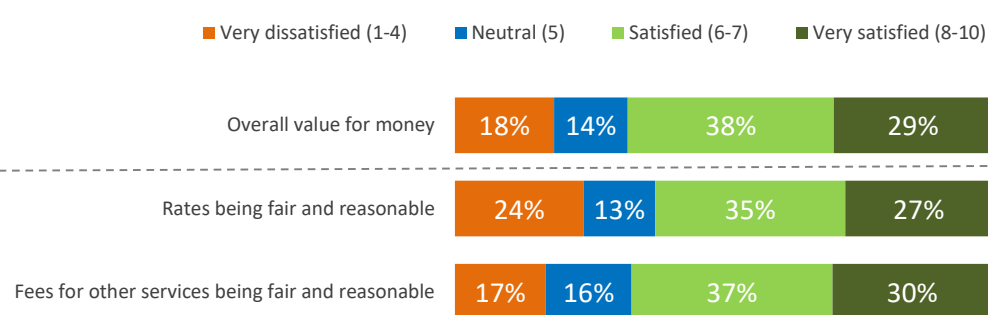
- Sample: n=801
- REP1. Leadership - Being committed to creating a great City, being in touch with the community and setting clear direction...
- REP2. Transparency and Trust - how open and transparent Council is, and how you would rate Council as trustworthy?
- REP3. Financial management - how appropriately it invests in the City, how wisely it spends and avoids waste, and its transparency around spending.
- OVLSV. When you think of all the services, facilities and activities that we have gone through that Council provides; so health and aged care, children's services, facilities and events, parks and reserves, waste services, roads and footpaths, communication, economic development, environment activities, and regulatory services. Overall, how satisfied are you with the services, facilities and activities that Council provides?
- REP5. So considering, leadership, trust, financial management and also taking into account the quality of services provided, how would you rate the Council for its overall reputation?



More community members are satisfied (% scoring 6-10) with fees for other services being fair and reasonable (67%) than with rates being fair and reasonable (62%)

Satisfaction: Value for money ⁽¹⁾⁽²⁾⁽³⁾

Satisfaction by precinct (% scoring 8-10)



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60

57

61

Altona North, Brooklyn	Spotswood – South Kingsville, Newport	Williamstown, Williamstown North	Altona - Seaholme	Altona Meadows, Seabrook, Laverton
21%	26%	15%	39%	39%
21%	17%	11%	36%	41%
25%	22%	15%	33%	43%

Category	Index Value
Very satisfied	80 – 100
Satisfied	60 – 79
Neutral	40 – 59
Dissatisfied	0 – 39

NOTES:

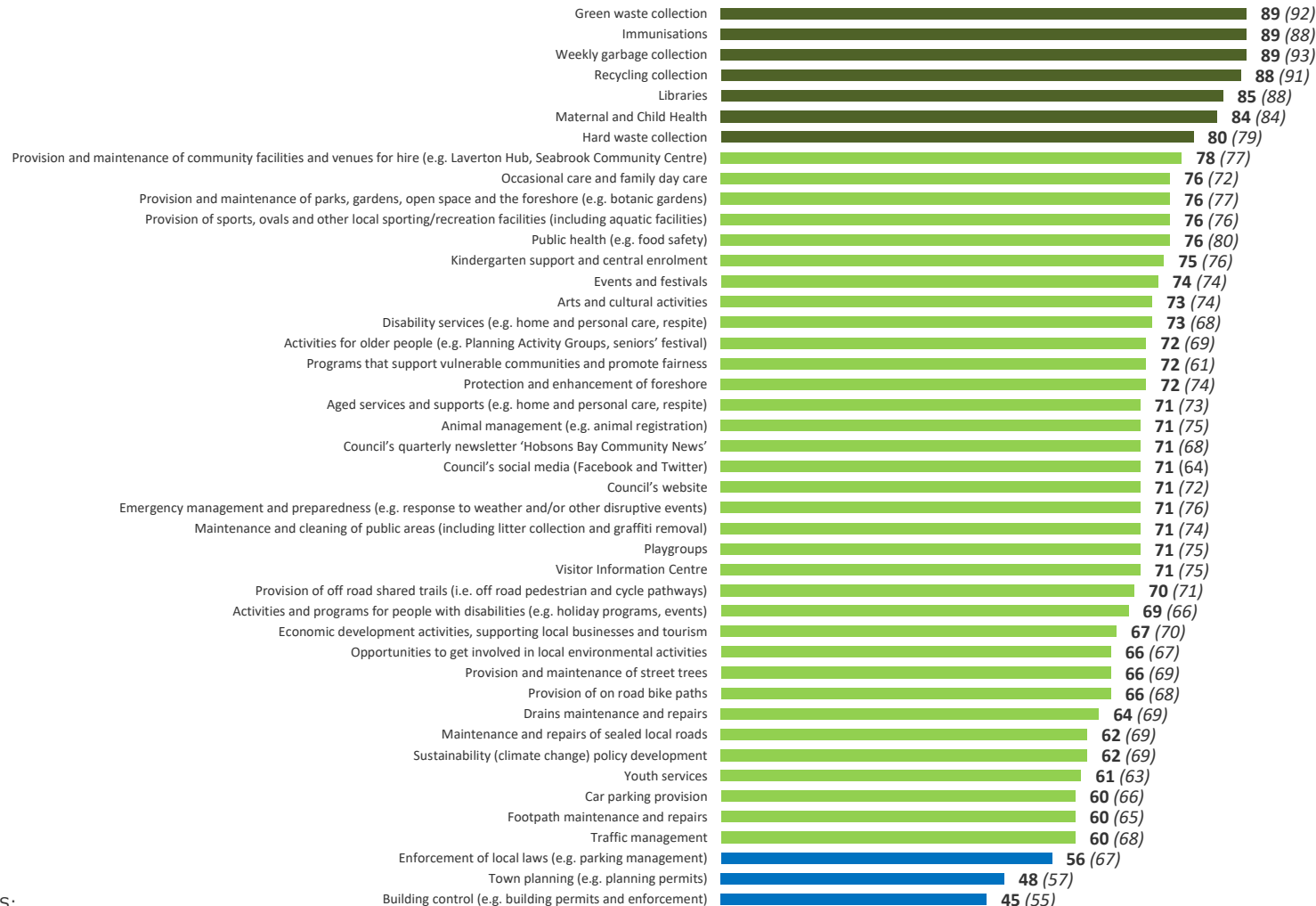
1. Sample: n=578; only asked of ratepayers
2. VM2. How would you rate your satisfaction with Council for...
3. VM3. Considering all the services and facilities that Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?



Satisfaction with Services and Facilities



Satisfaction index ranking and comparison to previous year scores ⁽¹⁾⁽²⁾



Category	Index Value
Very satisfied	80 – 100
Satisfied	60 – 79
Neutral	40 – 59
Dissatisfied	0 – 39

NOTES:

1. Sample: n=801
2. The 2017 scores provided for comparison were derived using an identical questionnaire and rating scale

XX = 2018
(xx) = 2017



More than half of respondents (55%) are very satisfied (% 8-10) with aged services and support, while fewer respondents (33%) were very satisfied with youth services

Satisfaction: Health and Aged Care Services ⁽¹⁾⁽²⁾⁽³⁾

Satisfaction by precinct (% scoring 8-10)

■ Dissatisfied (1-4)
 ■ Neutral (5)
 ■ Satisfied (6-7)
 ■ Very satisfied (8-10)

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						Altona North, Brooklyn	Spotswood – South Kingsville, Newport	Williamstown, Williamstown North	Altona - Seaholme	Altona Meadows, Seabrook, Laverton
Overall health and aged care services	8%	7%	33%	53%	73	61%	45%	41%	59%	55%
Youth services	18%	10%	39%	33%	61	100%	28%	25%	35%	32%
Aged services and supports	9%	12%	25%	55%	71	51%	46%	43%	65%	61%
Activities for older people	11%	8%	31%	50%	72	50%	12%	42%	70%	58%
Disability services	8%	8%	29%	54%	73	80%	58%	44%	53%	51%
Activities and programs for people with disabilities	12%	13%	28%	47%	69	100%	38%	49%	53%	35%
Programs that support vulnerable communities and promote fairness	7%	12%	38%	43%	72	85%	37%	38%	43%	41%

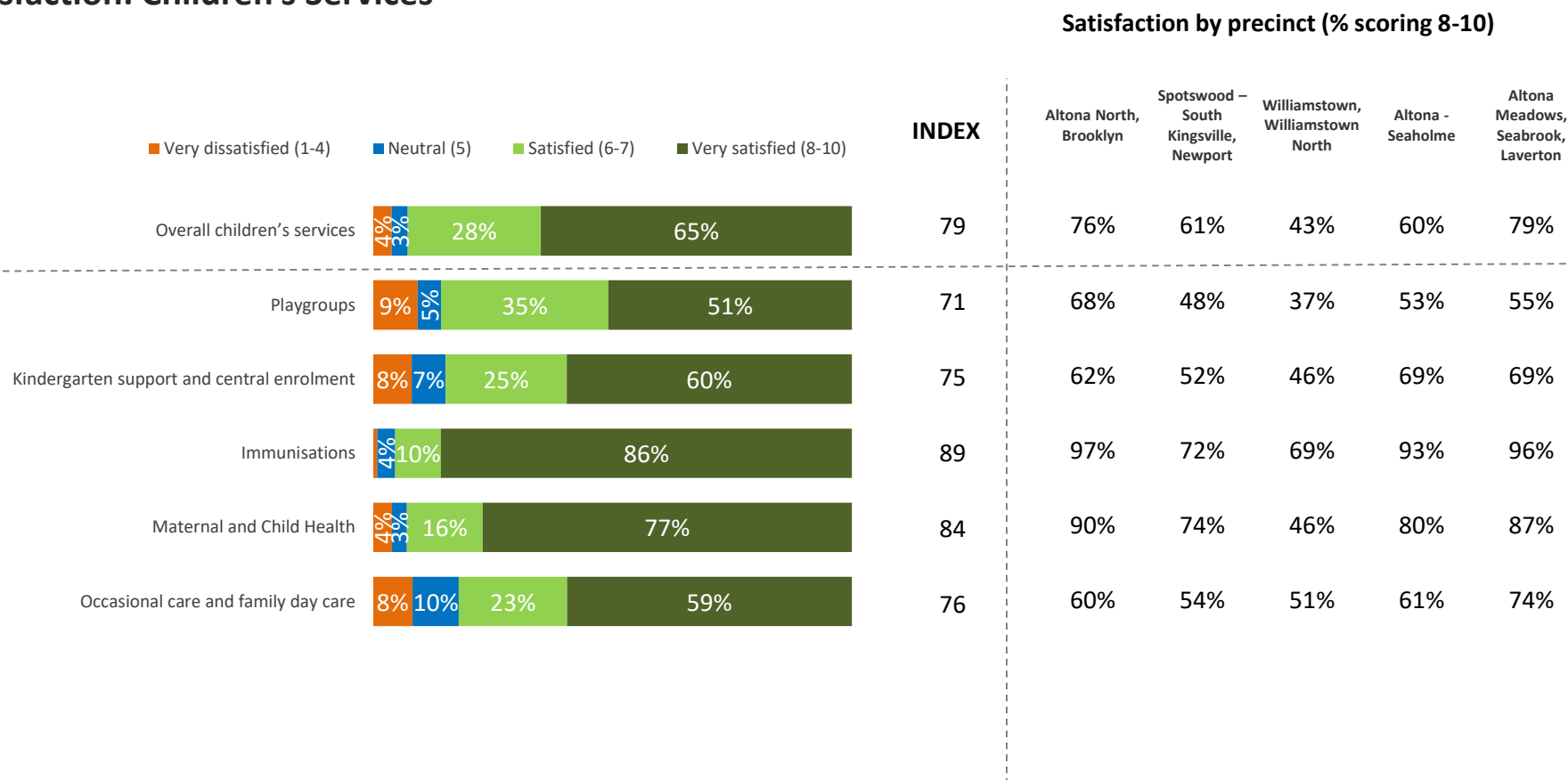
NOTES:

1. Sample: n=801
2. HE2. If you have used the following services or activities in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. HE3. How would you rate your satisfaction with Council overall for its health and aged care services?



Immunisation has a high level of satisfaction with over eight in ten respondents (86%) being very satisfied (% 8-10) with this children's service

Satisfaction: Children's Services ⁽¹⁾⁽²⁾⁽³⁾

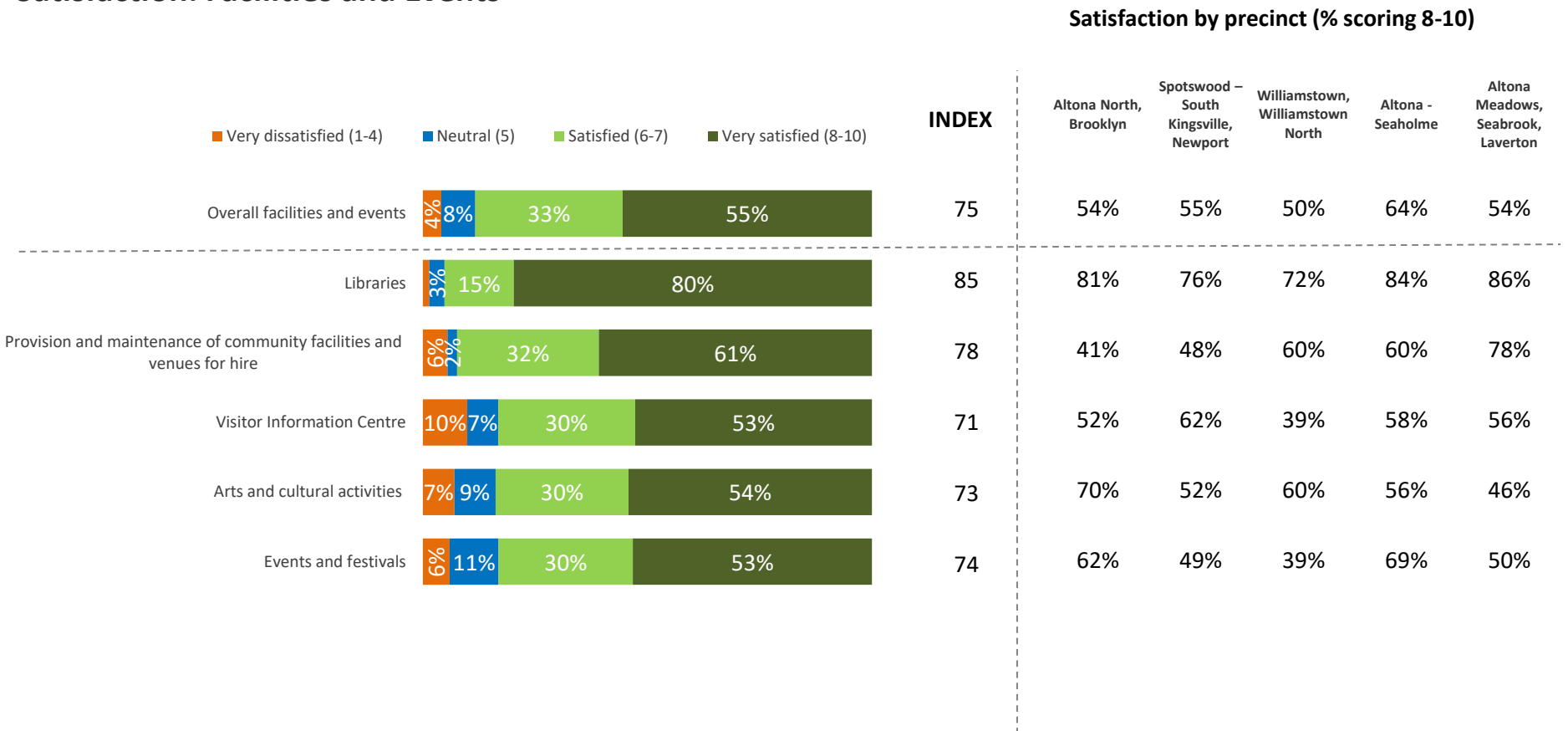


NOTES:

1. Sample: n=801
2. CC2. If you have used the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. CC3. Overall how satisfied are you with Council's children's services?

There are more community members in the Altona North, Brooklyn precinct that are satisfied with arts and cultural activities than in any other precinct

Satisfaction: Facilities and Events ⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. Sample: n=801
2. FE2. If you have used the following facilities or services or activities in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. FE3. Overall how satisfied are you with Council's facilities and events?



A greater number of community members (17%) are dissatisfied with provision and maintenance of street trees when compared to other parks, reserves and public area services

Satisfaction: Parks, Reserves and Public Areas ⁽¹⁾⁽²⁾⁽³⁾

Satisfaction by precinct (% scoring 8-10)

■ Very dissatisfied (1-4)
 ■ Neutral (5)
 ■ Satisfied (6-7)
 ■ Very satisfied (8-10)

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						Altona North, Brooklyn	Spotswood – South Kingsville, Newport	Williamstown, Williamstown North	Altona - Seaholme	Altona Meadows, Seabrook, Laverton
Overall parks, reserves and public areas	5%	6%	29%	60%	75	56%	63%	51%	72%	61%
Maintenance and cleaning of public areas	9%	8%	33%	50%	71	44%	47%	46%	63%	52%
Provision and maintenance of street trees	17%	9%	26%	48%	66	51%	41%	48%	56%	47%
Provision and maintenance of parks, gardens, open space and the foreshore	6%	5%	26%	64%	76	62%	64%	56%	74%	63%
Provision of sports, ovals and other local sporting/ recreation facilities (incl. aquatic facilities)	6%	5%	25%	63%	76	63%	66%	56%	70%	63%

NOTES:

1. Sample: n=408
2. PR2. If you have experienced the following facilities or services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. PR3. Overall how satisfied are you with the provision and maintenance of Council's parks, reserves and public areas?



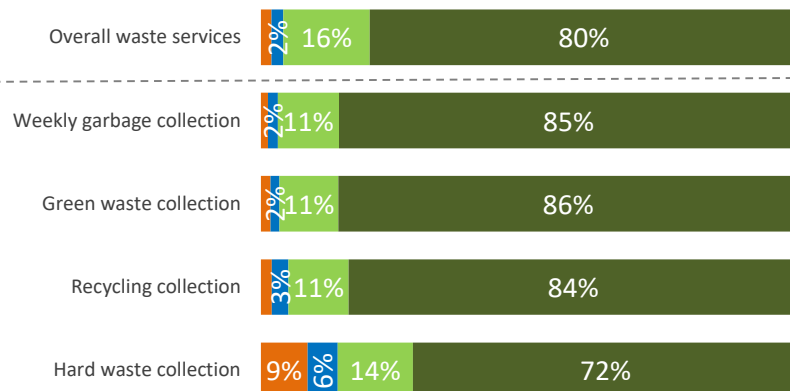
Community members are mostly very satisfied with waste services and collection, with the exception of hard waste collection where one in ten (9%) are dissatisfied with this service

Satisfaction: Waste Services ⁽¹⁾⁽²⁾⁽³⁾

Satisfaction by precinct (% scoring 8-10)

■ Very dissatisfied (1-4)
 ■ Neutral (5)
 ■ Satisfied (6-7)
 ■ Very satisfied (8-10)

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80

Altona North, Brooklyn	Spotswood – South Kingsville, Newport	Williamstown, Williamstown North	Altona - Seaholme	Altona Meadows, Seabrook, Laverton
77%	68%	76%	83%	88%
86%	82%	81%	89%	88%
84%	81%	80%	90%	90%
84%	79%	77%	89%	87%
69%	59%	73%	77%	79%

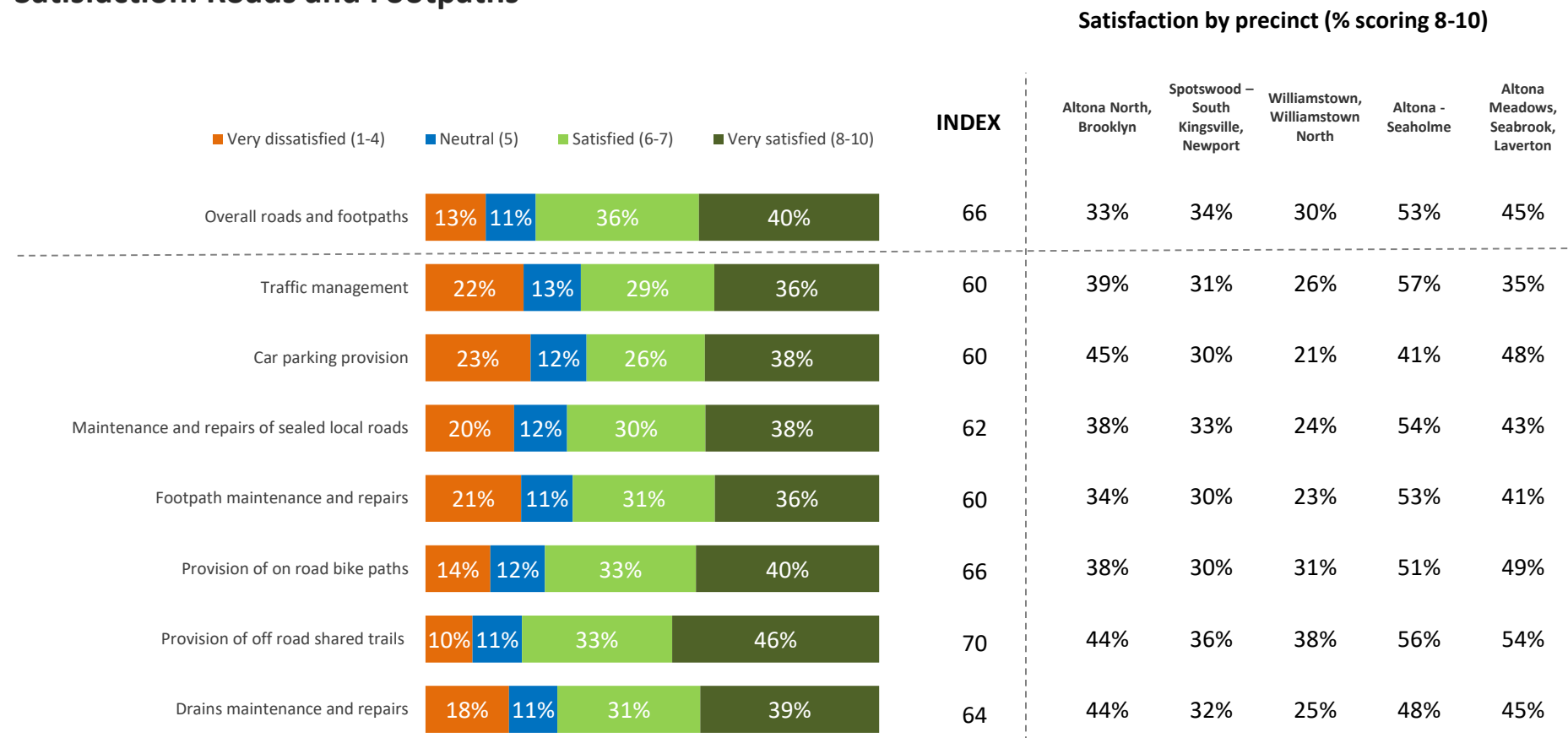
NOTES:

1. Sample: n=801
2. WW2. If you have used the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. WW3. Overall how satisfied are you with Council's waste services?



Traffic management, car parking provision and footpath maintenance and repairs are services with the least satisfied and most dissatisfied community members

Satisfaction: Roads and Footpaths ⁽¹⁾⁽²⁾⁽³⁾



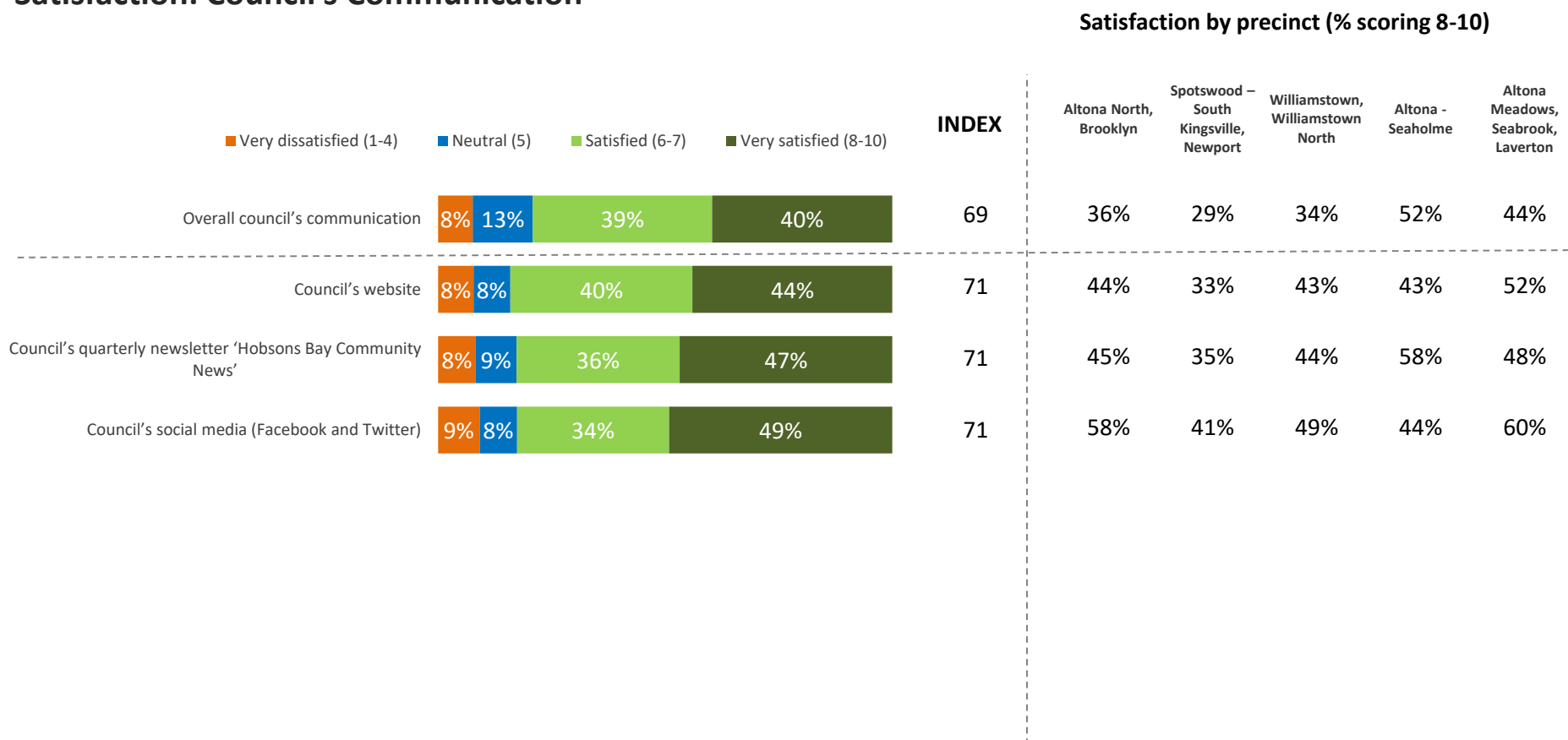
NOTES:

1. Sample: n=801
2. RF2. If you have experienced the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. RF3. Overall how satisfied are you with Council's roads and footpaths?



There are fewer satisfied community members with Council's website as there are with the Council's social media efforts

Satisfaction: Council's Communication ⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. Sample: n=801
2. CM2. If you have used the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. CM3. Overall how satisfied are you with Council's communication?

Four in ten community members (39%) are very satisfied (% scoring 8-10) with economic development activities, supporting local businesses and tourism

Satisfaction: Economic Development ⁽¹⁾⁽²⁾

■ Very dissatisfied (1-4)
 ■ Neutral (5)
 ■ Satisfied (6-7)
 ■ Very satisfied (8-10)

Economic development activities, supporting local businesses and tourism



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Satisfaction by precinct (% scoring 8-10)

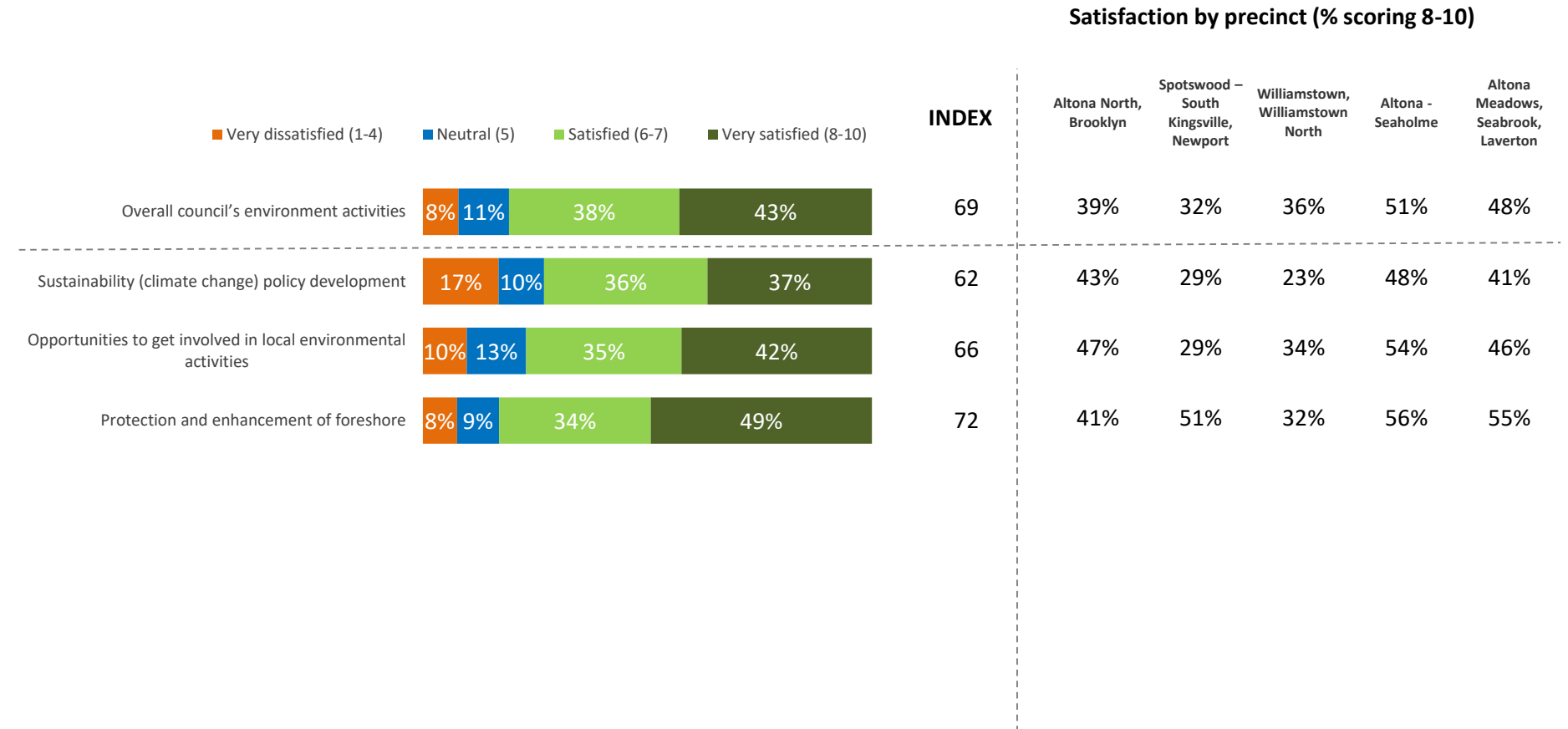
Altona North, Brooklyn	Spotswood – South Kingsville, Newport	Williamstown, Williamstown North	Altona - Seaholme	Altona Meadows, Seabrook, Laverton
32%	14%	20%	47%	56%

NOTES:

1. Sample: n=801
2. EE2. If you have used the following activities in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'

Almost half of the community (49%) are very satisfied (% scoring 8-10) with the protection and enhancement of the foreshore

Satisfaction: Council's Environment Activities ⁽¹⁾⁽²⁾⁽³⁾



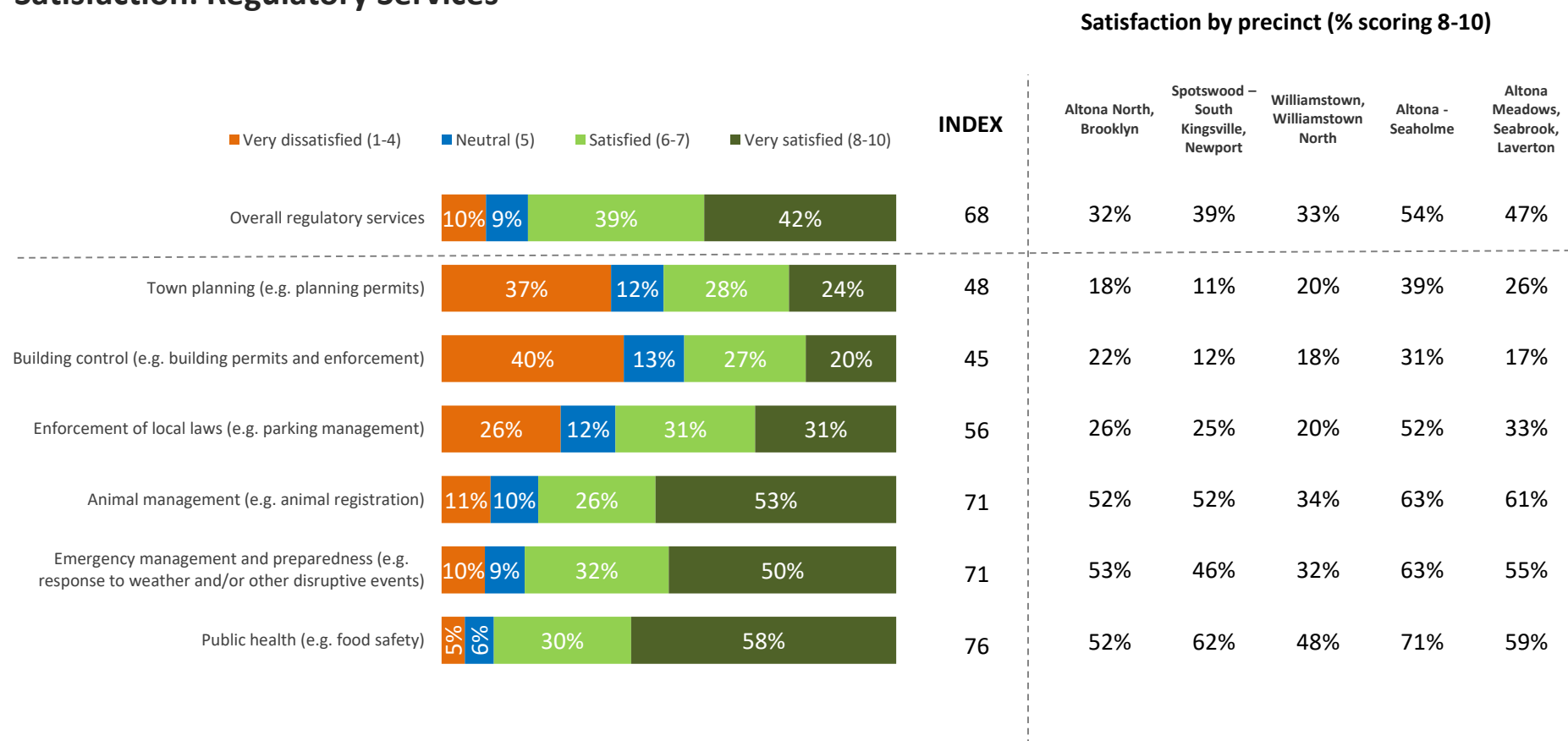
NOTES:

1. Sample: n=801
2. EA2. If you have had experience or involvement with the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. EA3. Overall how satisfied are you with Council's environment activities?



Twice as many community members are very satisfied with public health services (58%) than they are with building control (20%) and town planning services (24%)

Satisfaction: Regulatory Services ⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. Sample: n=801
2. RS2. If you have used or experienced the following services in the previous 12 months, please rate your satisfaction with their performance on the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied'
3. RS3. Overall how satisfied are you with Council's regulatory services?



Customer Service and Contact with Council



Almost half of households have made contact with Council in the past 12 months with nearly two thirds (63%) of Altona North, Brooklyn households having made contact

Contact with Council in the last 12 months ⁽¹⁾⁽²⁾

Community members that have had contact

Total

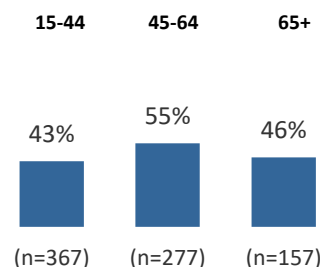


The majority of households use a telephone during office hours to make contact with Council

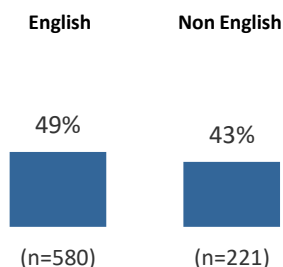
Performance across all aspects of customer service is good, with speed of service having a higher impact on perceptions of overall customer service than any other aspect

Community members that have had contact by demographic group

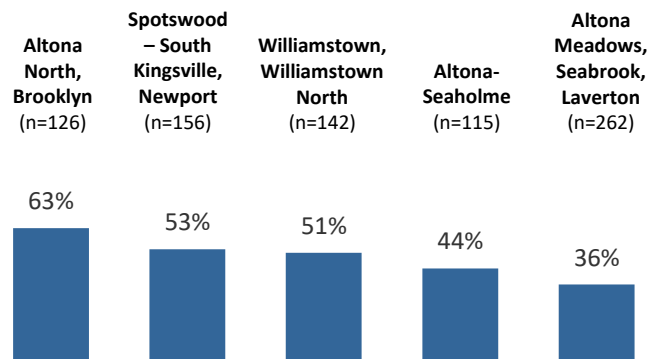
Age Group



Language



Precinct



NOTES:

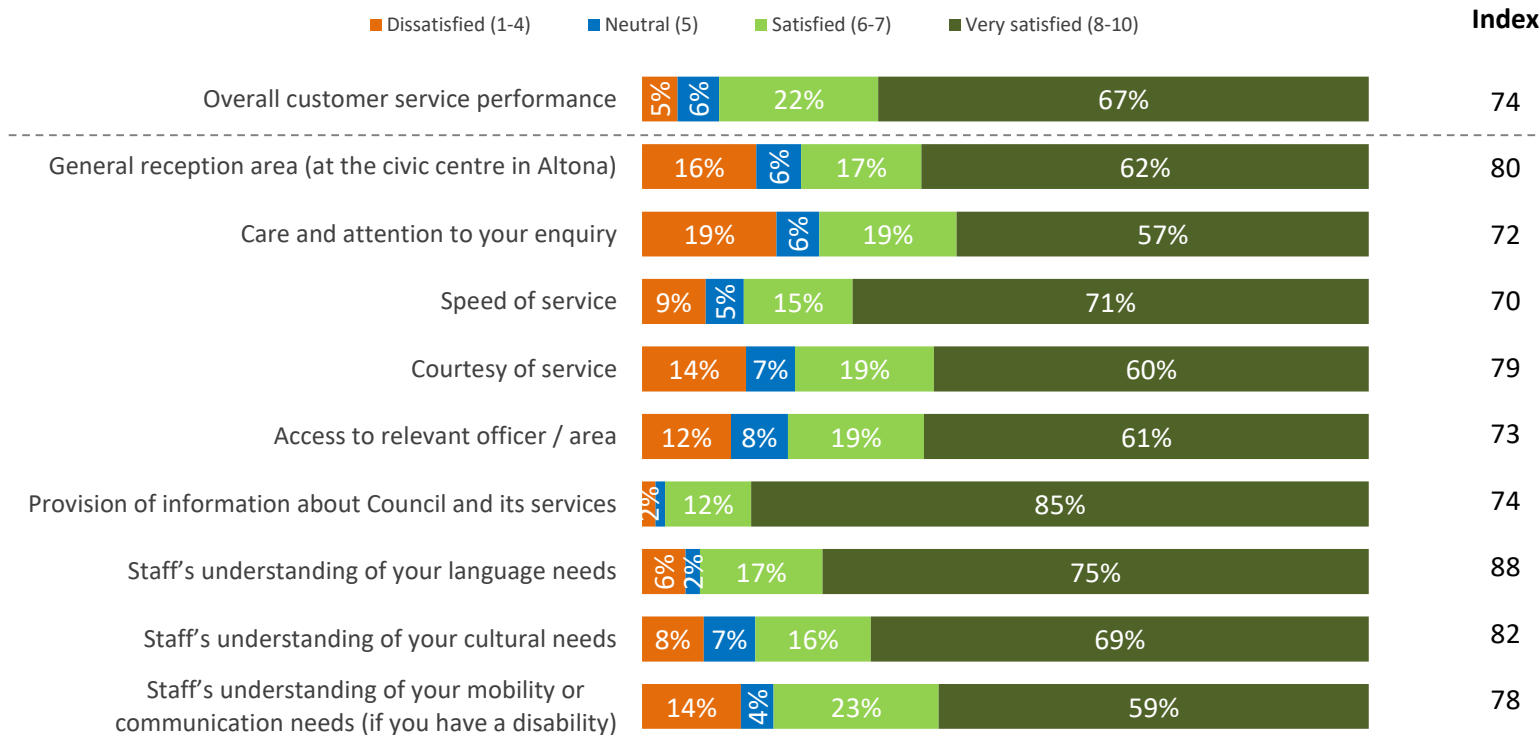
1. Sample: n=801

2. CS1. Have you or any member of your household contacted Hobsons Bay City Council in the last 12 months



More than eight in ten community members (85%) are very satisfied with the provision of information about Council and its services

Customer service experience ⁽¹⁾⁽²⁾



The most preferred method of contacting Council is by telephone to Council Customer service centres with just over 5/10 community members preferring this method

The most preferred method of receiving information from Council is by direct mail or letterbox drop, followed by e-newsletter sent via email

NOTES:

1. Sample: n=406; excluding don't know responses

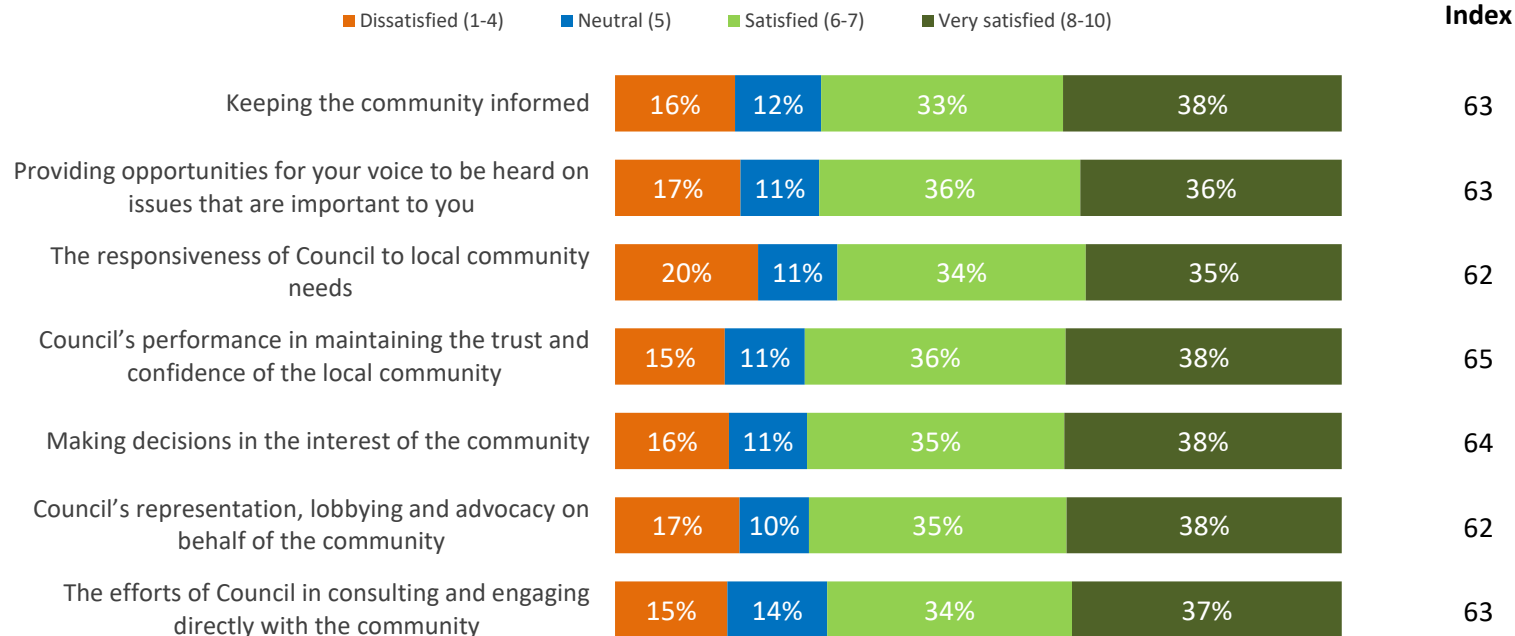
2. CS3. Thinking back to your customer service experience within the last 12 months, using the 10-point scale where 1 is 'very dissatisfied' and 10 is 'very satisfied', how would you rate your satisfaction with each of the following?



Community Engagement

Just under three quarters of the community are satisfied (% scoring 6-10) with each of the various aspects relating to community engagement

Community engagement ⁽¹⁾⁽²⁾



Less than 1/10 community members (6%) have provided feedback on any Council activities in relation to Council's engagement with the community via survey, focus group or meeting

NOTES:

1. Sample: n=801; excluding don't know responses

2. CE2. On the 10-point scale where 1 is 'very dissatisfied' and 10 is 'very satisfied', please rate the following aspects of Council performance in relation to community engagement? [ROTATE ORDER]

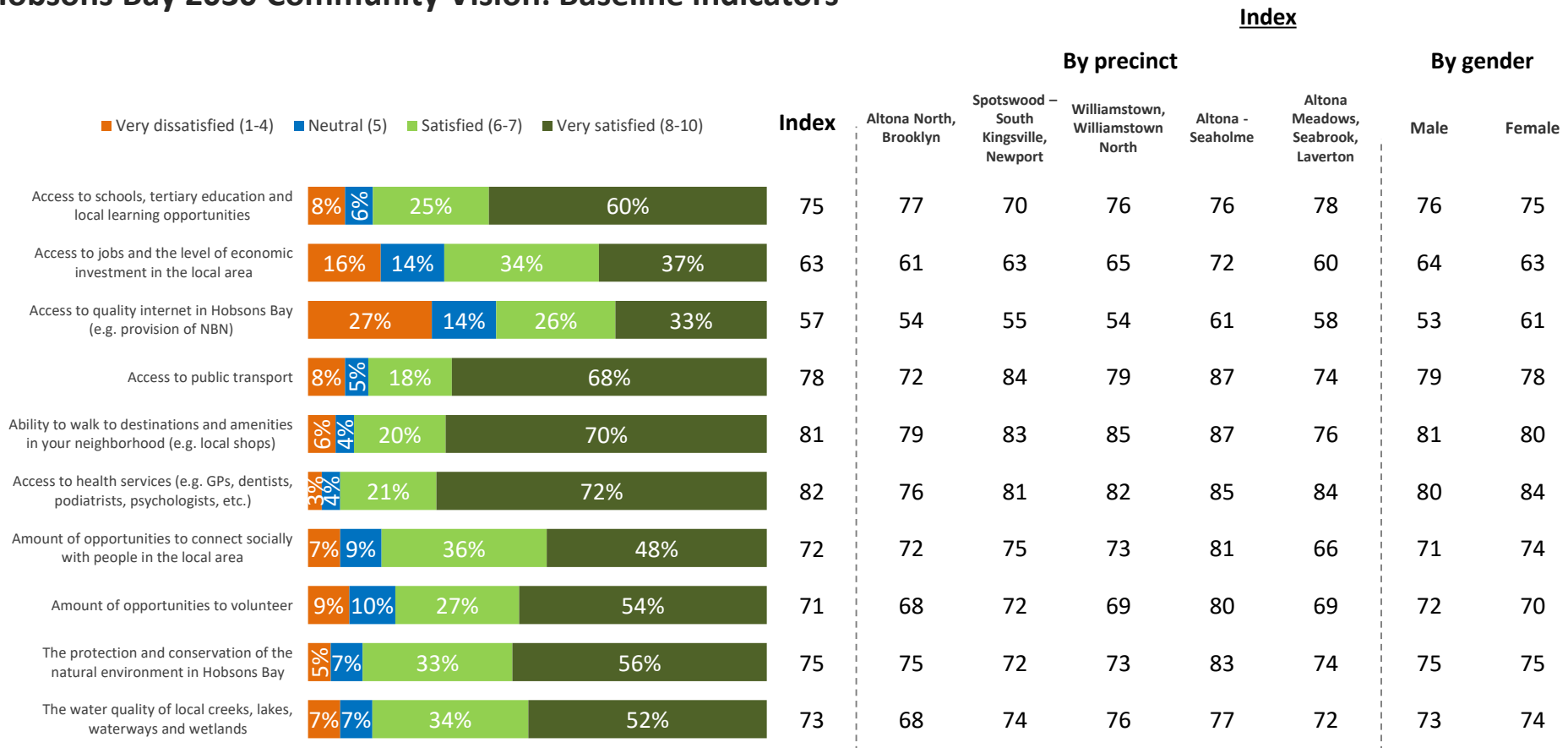


Baseline Indicators for Hobsons Bay 2030 Community Vision



Most of the community are satisfied with access to health services and the ability to walk to amenities in their neighbourhood while some are dissatisfied with access to quality internet

Hobsons Bay 2030 Community Vision: Baseline indicators ⁽¹⁾⁽²⁾



NOTES:

1. Sample: n=801; excluding don't know responses

2. BI1. 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: [ROTATE ORDER]



Two in ten households (20%) are not prepared at all to respond to an emergency event with slightly more being non English compared to English speaking households

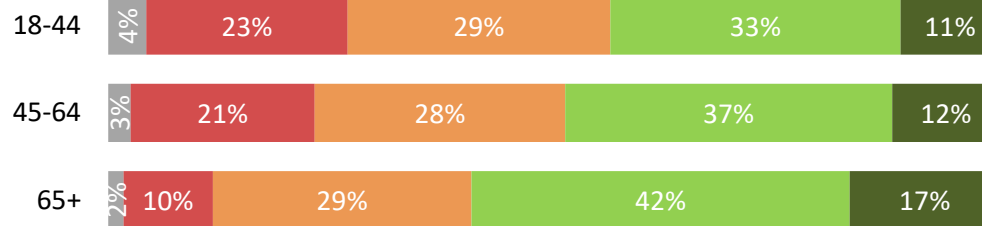
Hobsons Bay 2030 Community Vision: Baseline indicators ⁽¹⁾⁽²⁾

■ Can't say ■ Not prepared at all ■ A little prepared and have spoken of what we might do ■ Moderately prepared and have a plan ■ Very prepared, have an up-to-date plan and are ready to act

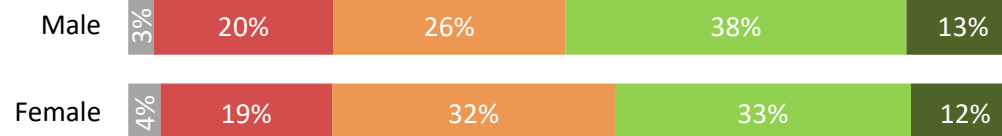
Prepared for an emergency event



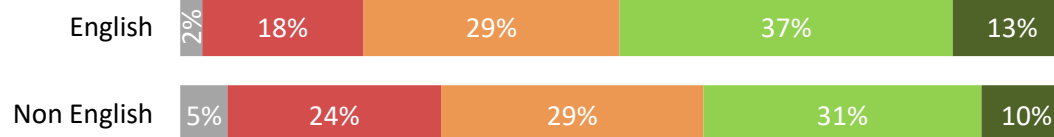
Age



Gender



Home language



NOTES:

1. Sample: n=801

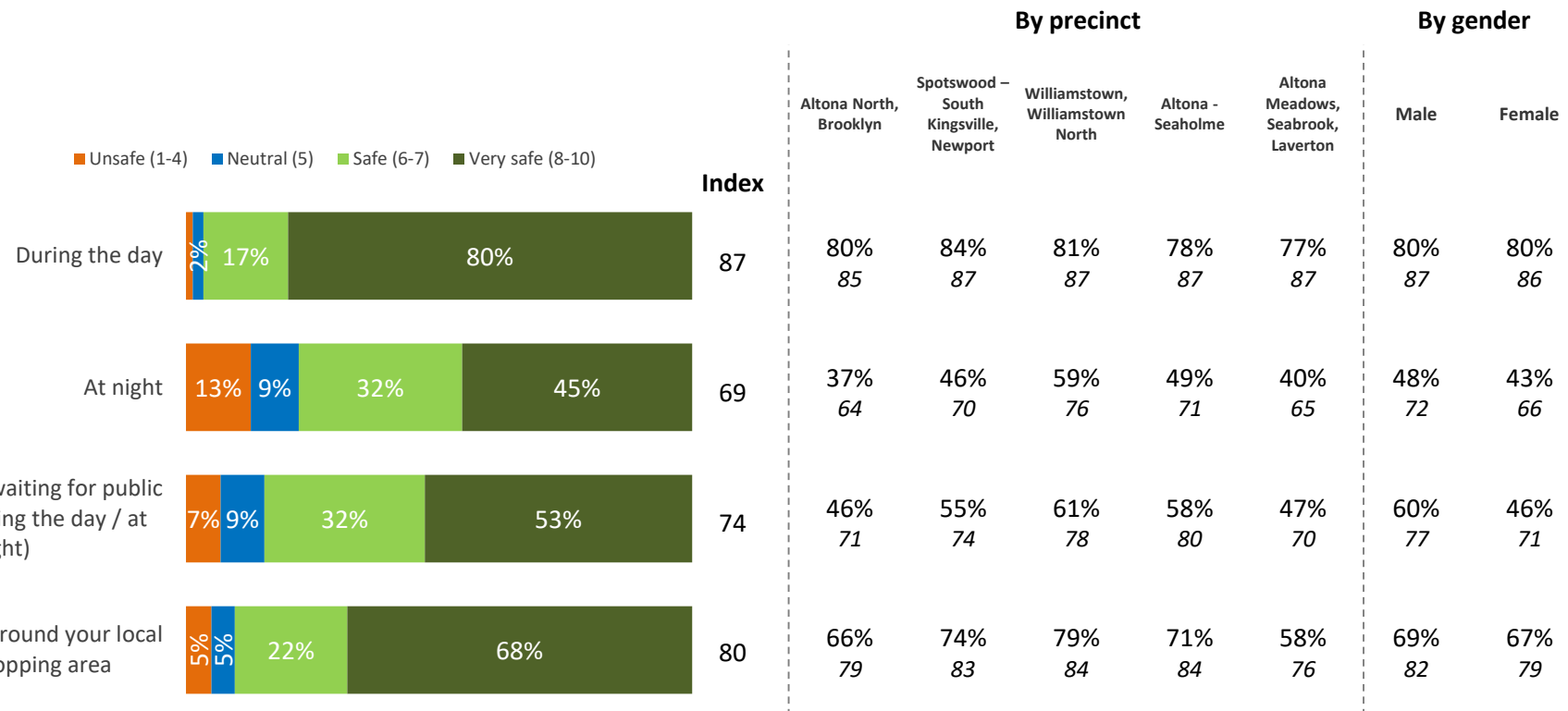
2. BI3. How prepared is your household to respond to an emergency event?



Eight out of ten community members (80%) feel very safe during the day in public areas in the City of Hobsons Bay while almost half that number (45%) feel very safe at night

Feeling safe ⁽¹⁾⁽²⁾

Key: Very safe (% scoring 8-10)
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NOTES:

1. Sample: n=801; excluding don't know responses

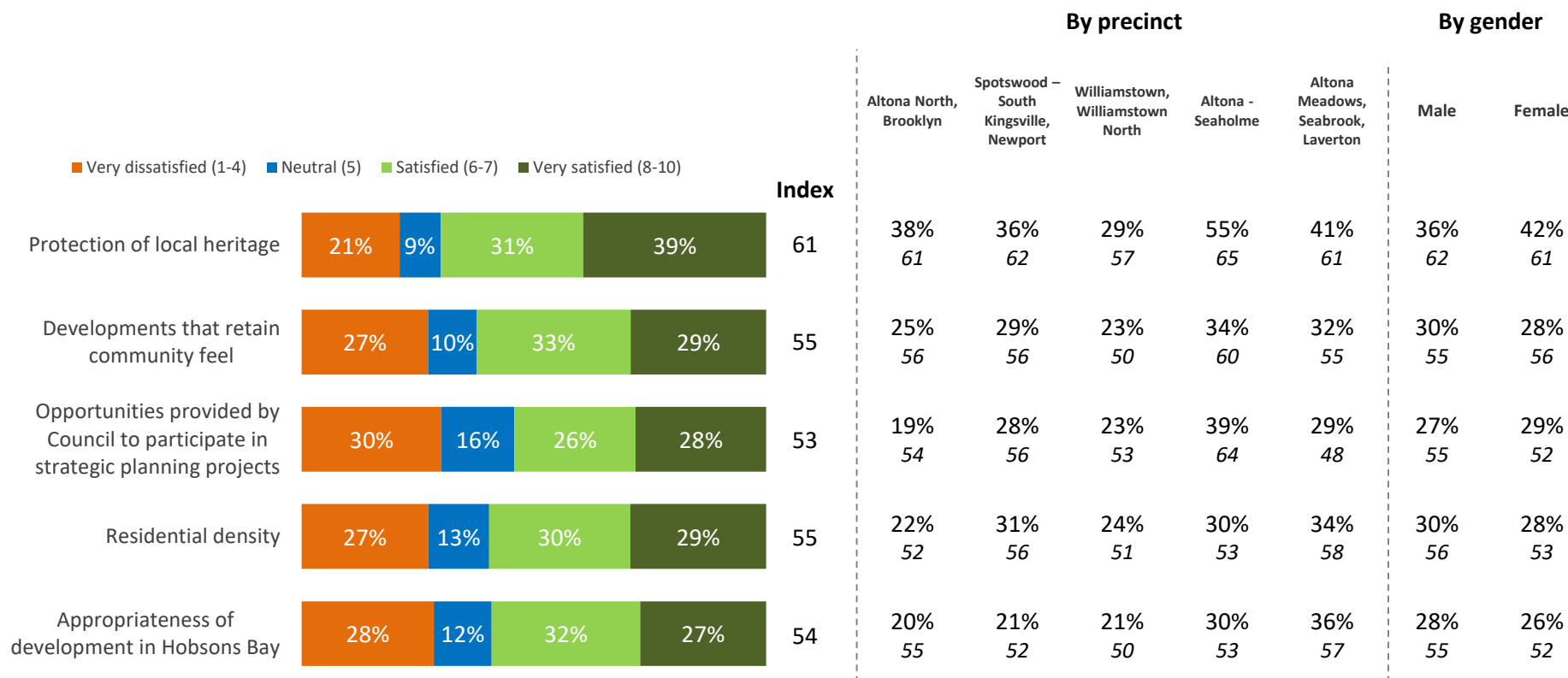
2. BI4. On a 10-point scale where 1 is 'very unsafe' and 10 is 'very safe', how safe do you feel in public areas in the City of Hobsons Bay?



Seven out of ten community members (70%) are satisfied (% scoring 6-10) with protection of local heritage as an aspect of planning and housing development in their local area

Town planning ⁽¹⁾⁽²⁾

Key: Very satisfied (% scoring 8-10)
Index



NOTES:

1. Sample: n=801; excluding don't know responses

2. TP1. Using the 10-point scale, please rate your satisfaction with the following aspects of planning and housing development in your local area?

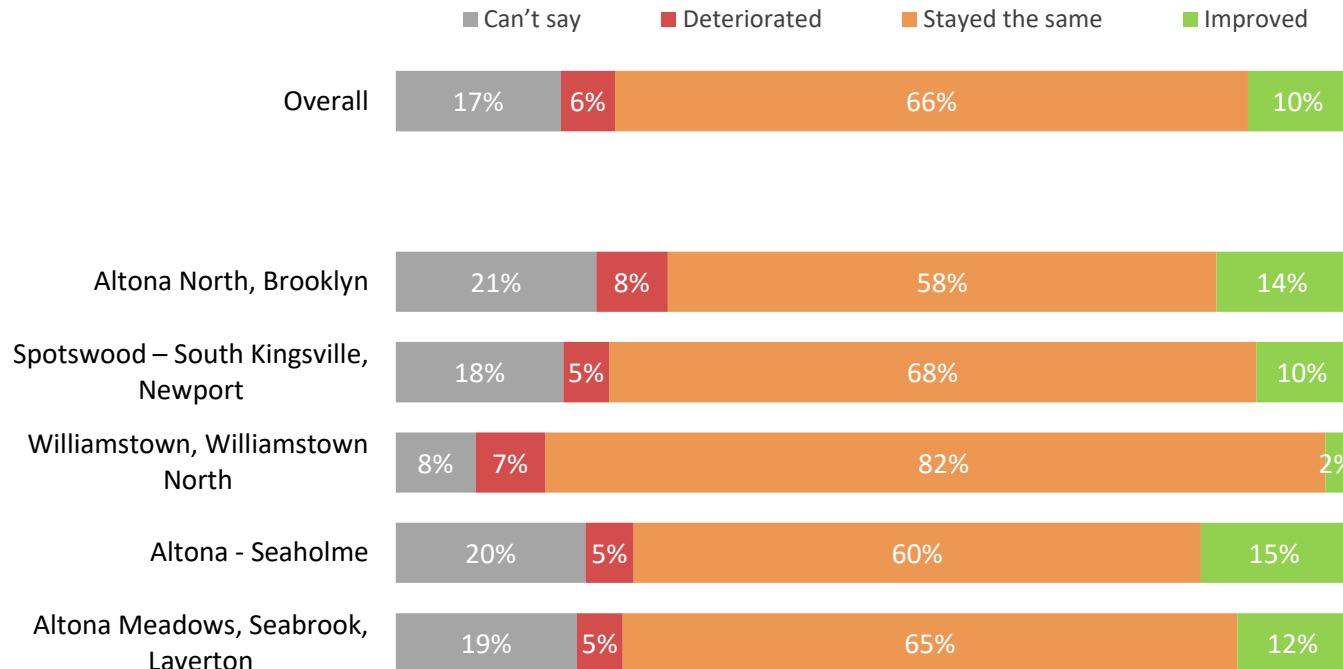


General

Two thirds of the community think that overall performance of Council has stayed the same over the past 12 months with one in ten (10%) thinking that performance has improved

General ⁽¹⁾⁽²⁾

Over the past 12 months, overall performance of Council has...



NOTES:
 1. Sample: n=801
 2. OP3. Over the past twelve months, do you think Hobsons Bay City Council's overall performance has?



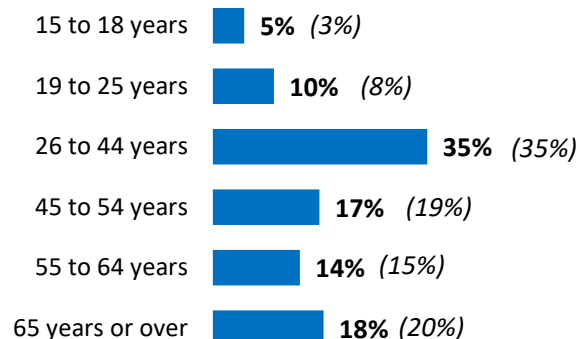
Survey Sample



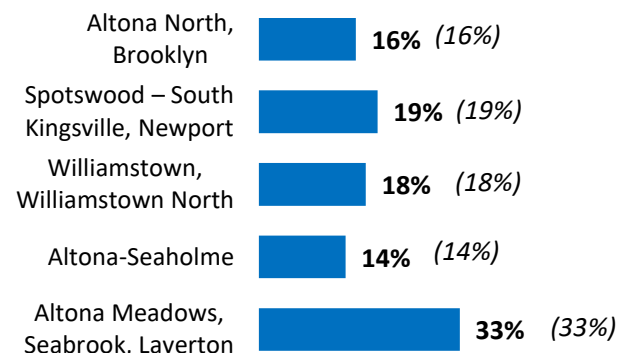
Survey sample

Demographics

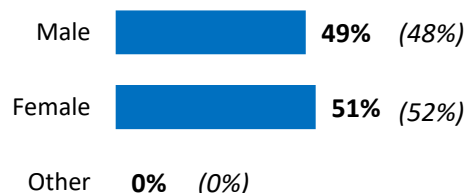
Age



Precinct



Gender



Home Languages



n=801
weighted
(unweighted)

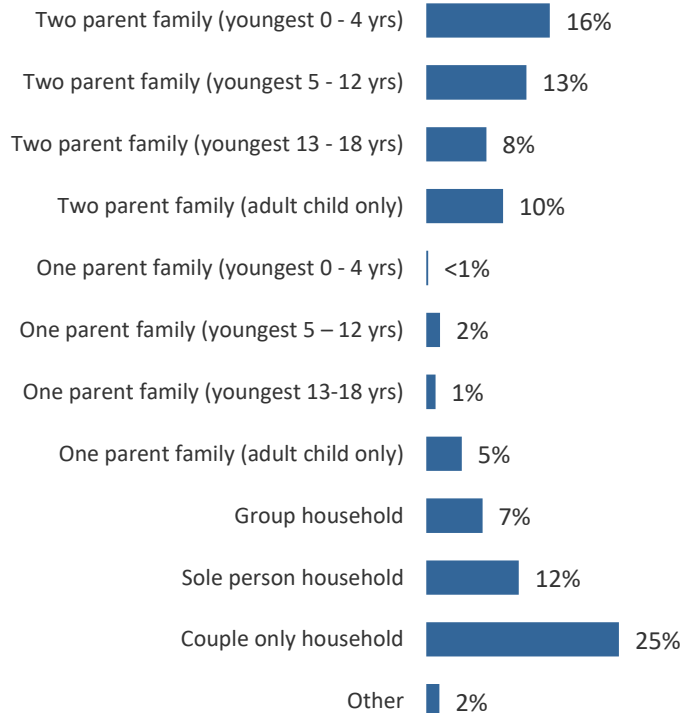
Weighting

The sample structure target is set broadly in line with known population distributions and is weighted post survey so as to be exactly representative of the known population distributions according to the 2016 Census. This represents 'best practice' in research and means that inferences made about the population will then be reliable, within the confidence limits.

Couple only households make up for one quarter (25%) of household structures, and of all respondents just over four out of ten (44%) own the home they are currently living in

Household structure ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

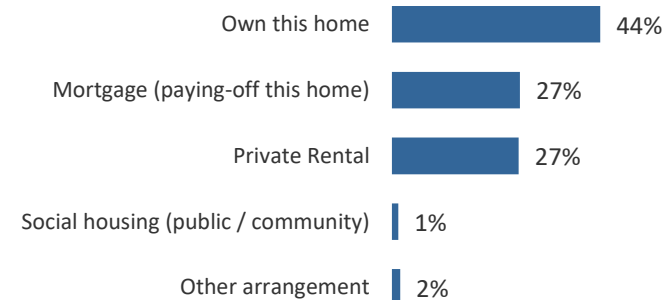
Family structure



Identify as having a disability



Current housing situation



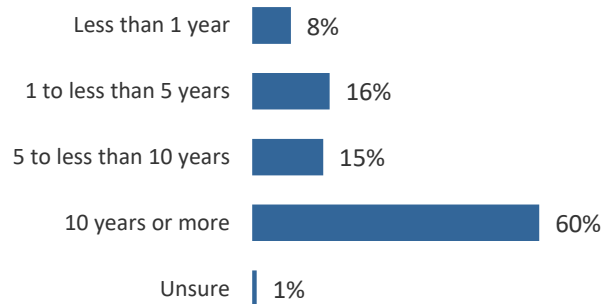
NOTES:

1. Sample: n=801
2. GEN1. What is the structure of this household? Would that be...
3. GEN2. Do any members of this household identify as having a disability?
4. GEN3. Which of the following best describes your current housing situation?

Six in ten households surveyed have lived in the city of Hobsons Bay for 10 years or more and eight in ten of those surveyed state that they will still be in Hobsons Bay in five years time

Amount of time in Hobsons Bay ⁽¹⁾⁽²⁾⁽³⁾

Time lived in the City of Hobsons Bay



Will be living in Hobsons Bay in five years time



NOTES:

1. Sample: n=801
2. GEN4. How long have you lived in the City of Hobsons Bay?
3. GEN5. Do you think you will still be living in Hobsons Bay in five years' time?



Appendix I: Benchmarking

Benchmarking results obtained from a desktop based exercise using publicly available data.

Categories and questions have been selected for comparison based on a best match basis.


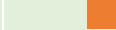

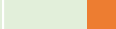
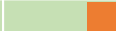
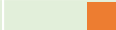

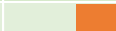

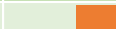
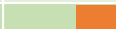
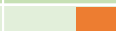
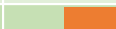
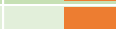








Service/Facility/Activity	Hobsons Bay 2018	Hobsons Bay 2017	*Western Region Average 2017/18	Hobsons Bay compared to Western Region
Immunisations (sometimes included within services for children, sometimes not)	89	88	82	7
Green waste collection	89	92	83	6
Council’s quarterly newsletter/local news	71	68	66	5
Maternal and Child Health (sometimes included within services for children, sometimes not)	84	84	80	4
Recycling collection	88	91	84	4
Hard waste collection	80	79	77	3
Provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens)	76	77	73	3
Weekly garbage collection	89	93	87	2
Maintenance and cleaning of public areas (including litter collection and graffiti removal)	71	74	69	2
Council’s social media (Facebook and Twitter)	71	64	69	2
Arts and cultural activities	73	74	71	2
Traffic management	60	68	59	1
Economic development activities, supporting local businesses and tourism	67	70	67	0
Libraries	85	88	86	-1
Provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre)	78	77	79	-1
Events and festivals (sometimes included within Arts & Cultural activities, sometimes not)	74	74	75	-1
Opportunities to get involved in local environmental activities (environmental programs and facilities)	66	67	67	-1
Council’s website	71	72	73	-2
Animal management (e.g. animal registration)	71	75	73	-2
Provision and maintenance of street trees	66	69	68	-2
Car parking provision	60	66	62	-2
Disability services (e.g. home and personal care, respite)	73	68	76	-3
Provision of sports, ovals and other local sporting/recreation facilities (including aquatic facilities)	76	76	79	-3
Provision of off road shared trails (i.e. off road pedestrian and cycle pathways) (included within on and off road cycle paths)	70	71	73	-3
Maintenance and repairs of sealed local roads	62	69	66	-4
Kindergarten support and central enrolment (included within services for children)	75	76	80	-5
Footpath maintenance and repairs	60	65	65	-5
Activities for older people (e.g. Planning Activity Groups, seniors’ festival)	72	69	78	-6
Enforcement of local laws (e.g. parking management)	56	67	62	-6
Activities and programs for people with disabilities (e.g. holiday programs, events)	69	66	76	-7
Aged services and supports (e.g. home and personal care, respite) (included within services for seniors)	71	73	78	-7
Provision of on road bike paths	66	68	73	-7
Playgroups (services for children)	71	75	80	-9
Youth services (services for young people)	61	63	79	-18

*Western Region Average (Published Index scores of similar attributes for Melton, Maribyrnong and Wyndham)

Comparison of Hobsons Bay Index scores obtained in 2018 to those reported in 2017

Service/Facility/Activity	Hobsons Bay 2018	Hobsons Bay 2017	Change 2017 to 2018		
Programs that support vulnerable communities and promote fairness	72	61	+11		<div></div>
Council’s social media (Facebook and Twitter)	71	64	+7		<div></div>
Disability services (e.g. home and personal care, respite)	73	68	+5		<div></div>
Occasional care and family day care	76	72	+4		<div></div>
Activities for older people (e.g. Planning Activity Groups, seniors’ festival)	72	69	+3		<div></div>
Council’s quarterly newsletter ‘Hobsons Bay Community News’	71	68	+3		<div></div>
Activities and programs for people with disabilities (e.g. holiday programs, events)	69	66	+3		<div></div>
Immunisations	89	88	+1		<div></div>
Hard waste collection	80	79	+1		<div></div>
Provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Commu	78	77	+1		<div></div>
Maternal and Child Health	84	84	0		<div></div>
Provision of sports, ovals and other local sporting/recreation facilities (including aquatic facilities)	76	76	0		<div></div>
Events and festivals	74	74	0		<div></div>
Provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens)	76	77	-1		<div></div>
Kindergarten support and central enrolment	75	76	-1		<div></div>
Arts and cultural activities	73	74	-1		<div></div>
Council’s website	71	72	-1		<div></div>
Provision of off road shared trails (i.e. off road pedestrian and cycle pathways)	70	71	-1		<div></div>
Opportunities to get involved in local environmental activities	66	67	-1		<div></div>
Protection and enhancement of foreshore	72	74	-2		<div></div>
Aged services and supports (e.g. home and personal care, respite)	71	73	-2		<div></div>
Provision of on road bike paths	66	68	-2		<div></div>

Comparison of Hobsons Bay Index scores obtained in 2018 to those reported in 2017

Service/Facility/Activity	Hobsons Bay 2018	Hobsons Bay 2017	Change 2017 to 2018	
Youth services	61	63	-2	
Green waste collection	89	92	-3	
Recycling collection	88	91	-3	
Libraries	85	88	-3	
Maintenance and cleaning of public areas (including litter collection and graffiti removal)	71	74	-3	
Economic development activities, supporting local businesses and tourism	67	70	-3	
Provision and maintenance of street trees	66	69	-3	
Weekly garbage collection	89	93	-4	
Public health (e.g. food safety)	76	80	-4	
Animal management (e.g. animal registration)	71	75	-4	
Playgroups	71	75	-4	
Visitor Information Centre	71	75	-4	
Emergency management and preparedness (e.g. response to weather and/or other disruptive events)	71	76	-5	
Drains maintenance and repairs	64	69	-5	
Footpath maintenance and repairs	60	65	-5	
Car parking provision	60	66	-6	
Maintenance and repairs of sealed local roads	62	69	-7	
Sustainability (climate change) policy development	62	69	-7	
Traffic management	60	68	-8	
Town planning (e.g. planning permits)	48	57	-9	
Building control (e.g. building permits and enforcement)	45	55	-10	
Enforcement of local laws (e.g. parking management)	56	67	-11	



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