



2022 Local Government Community Satisfaction Survey

Hobsons Bay City Council

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



Contents

| | | | |
|--|------------------|--|------------------|
| <u>Background and objectives</u> | <u>3</u> | <u>Appearance of public areas</u> | <u>68</u> |
| <u>Key findings and recommendations</u> | <u>4</u> | <u>Community and cultural activities</u> | <u>70</u> |
| <u>Detailed findings</u> | <u>12</u> | <u>Waste management</u> | <u>72</u> |
| <u>Overall performance</u> | <u>13</u> | <u>Business and community development and tourism</u> | <u>74</u> |
| <u>Customer service</u> | <u>27</u> | <u>General town planning policy</u> | <u>76</u> |
| <u>Communication</u> | <u>36</u> | <u>Planning and building permits</u> | <u>78</u> |
| <u>Council direction</u> | <u>41</u> | <u>Environmental sustainability</u> | <u>80</u> |
| <u>Individual service areas</u> | <u>45</u> | <u>Emergency and disaster management</u> | <u>82</u> |
| <u>Community consultation and engagement</u> | <u>46</u> | <u>Planning for population growth</u> | <u>84</u> |
| <u>Lobbying on behalf of the community</u> | <u>48</u> | <u>Response to Covid-19</u> | <u>86</u> |
| <u>Decisions made in the interest of the community</u> | <u>50</u> | <u>Detailed demographics</u> | <u>88</u> |
| <u>Condition of sealed local roads</u> | <u>52</u> | <u>Appendix A: Index scores, margins of error and significant differences</u> | <u>90</u> |
| <u>Informing the community</u> | <u>54</u> | <u>Appendix B: Further project information</u> | <u>95</u> |
| <u>Condition of local streets and footpaths</u> | <u>56</u> | | |
| <u>Traffic management</u> | <u>58</u> | | |
| <u>Parking facilities</u> | <u>60</u> | | |
| <u>Enforcement of local laws</u> | <u>62</u> | | |
| <u>Elderly support services</u> | <u>64</u> | | |
| <u>Recreational facilities</u> | <u>66</u> | | |



Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-third 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 23 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 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



Hobsons Bay City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Hobsons Bay 64



State-wide 59



Metropolitan 65

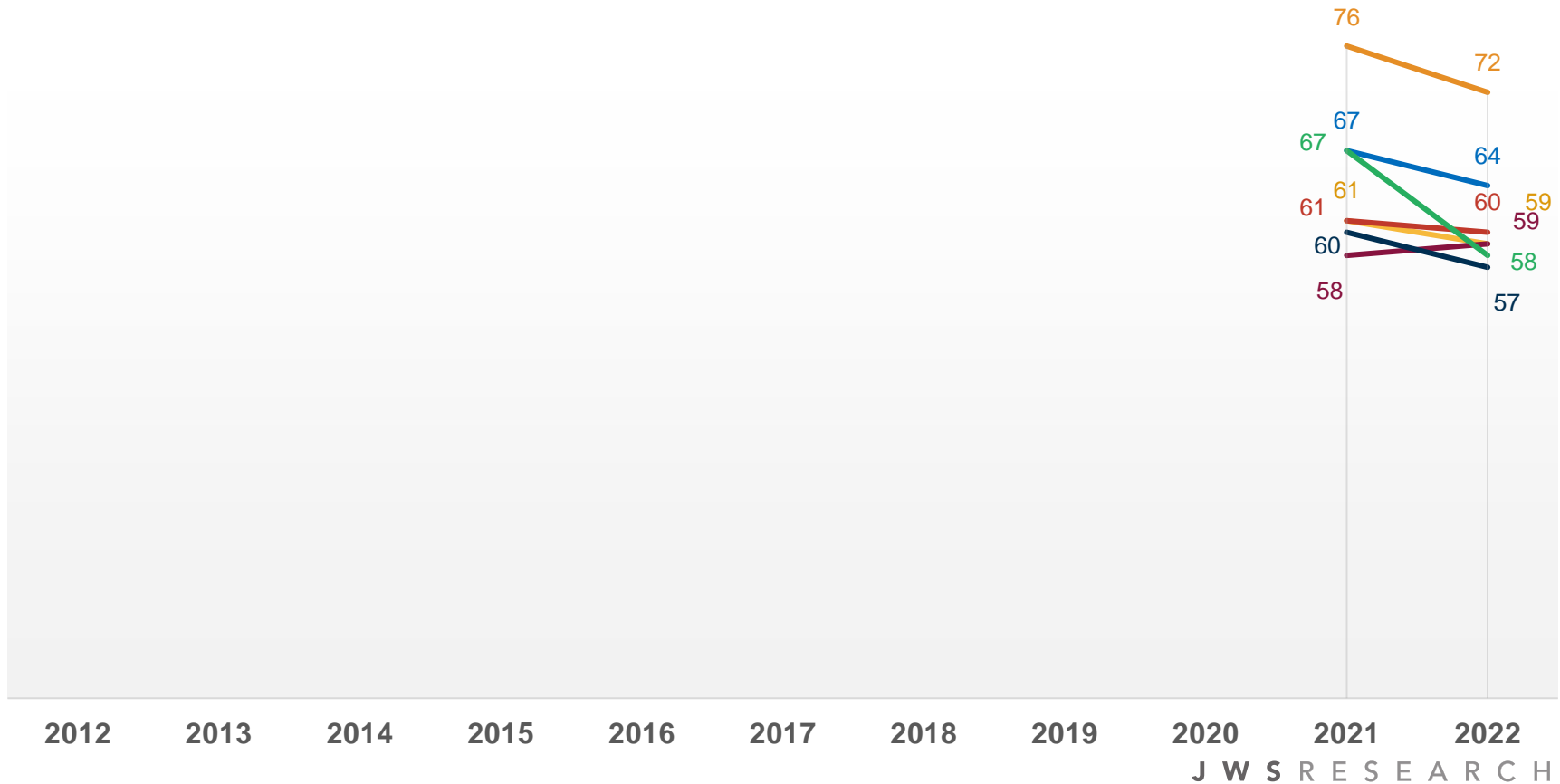
Council performance compared to State-wide and group averages

| | 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 | <div>Consultation & engagement</div> <div>Sealed local roads</div> <div>Informing the community</div> | <div>Waste management</div> <div>Traffic management</div> <div>Elderly support services</div> |
| Compared to group average | <div>Bus/community dev./tourism</div> <div>Town planning policy</div> | <div>Waste management</div> <div>Traffic management</div> <div>Sealed local roads</div> |



Summary of core measures

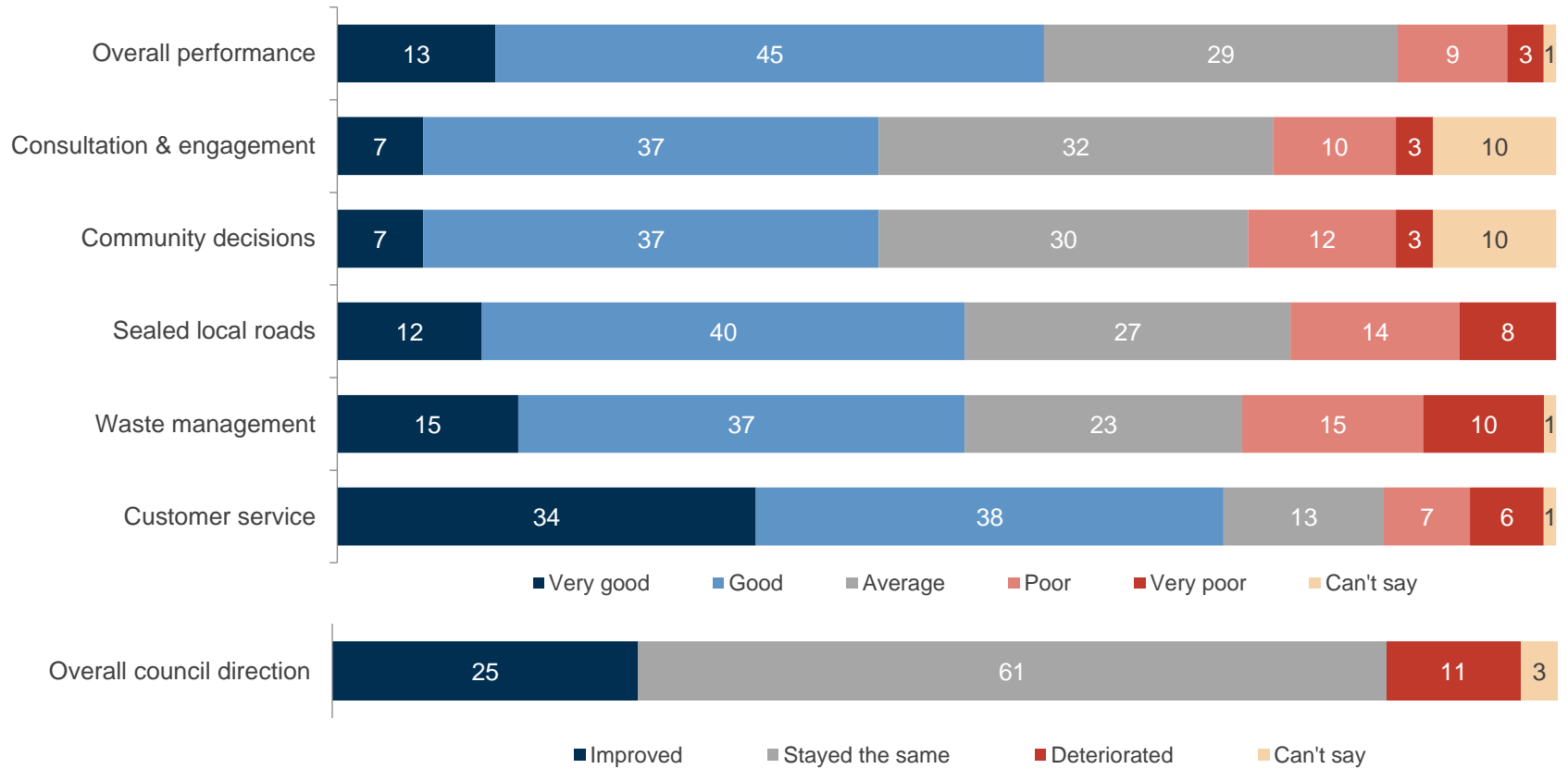
Index scores















Summary of core measures

Core measures summary results (%)














Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2022 | Hobsons Bay 2021 | Metro 2022 | State-wide 2022 | Highest score | Lowest score |
|---|----------------------------|------------------|------------------|------------|-----------------|---|------------------|
|  | Overall performance | 64 | 67 | 65 | 59 | Aged 18-34 years | Aged 50-64 years |
|  | Value for money | 62 | 63 | 61 | 53 | Aged 18-34 years | Aged 50-64 years |
|  | Overall council direction | 57 | 60 | 53 | 50 | Aged 18-34 years | Aged 50-64 years |
|  | Customer service | 72 | 76 | 72 | 68 | Cherry Lake residents | Aged 35-49 years |
|  | Recreational facilities | 72 | 72 | 73 | 69 | Cherry Lake residents, Aged 18-34 years | Aged 50-64 years |
|  | Appearance of public areas | 70 | - | 72 | 71 | Aged 35-49 years | Aged 65+ years |
|  | COVID-19 response | 69 | - | 67 | 69 | Aged 18-34 years | Aged 50-64 years |
|  | Community & cultural | 66 | 65 | 65 | 65 | Aged 35-49 years | Aged 50-64 years |
|  | Emergency & disaster mngt | 65 | 71 | 67 | 66 | Aged 18-34 years | Aged 50-64 years |
|  | Informing the community | 64 | 64 | 62 | 59 | Aged 35-49 years | Aged 50-64 years |









Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2022 | Hobsons Bay 2021 | Metro 2022 | State-wide 2022 | Highest score | Lowest score |
|---|------------------------------|------------------|------------------|------------|-----------------|--|------------------|
|  | Environmental sustainability | 64 | 69 | 63 | 61 | Aged 18-34 years | Aged 35-49 years |
|  | Enforcement of local laws | 62 | 64 | 65 | 63 | Aged 18-34 years | Aged 35-49 years |
|  | Bus/community dev./tourism | 62 | 66 | 59 | 60 | Aged 18-49 years, Women, Cherry Lake residents | Aged 50-64 years |
|  | Elderly support services | 60 | 62 | 65 | 67 | Aged 18- 49 years | Aged 50-64 years |
|  | Consultation & engagement | 60 | 61 | 58 | 54 | Aged 18-49 years | Aged 65+ years |
|  | Community decisions | 59 | 58 | 59 | 54 | Aged 18-34 years | Aged 50+ years |
|  | Sealed local roads | 59 | 61 | 65 | 53 | Cherry Lake residents | Strand residents |
|  | Waste management | 58 | 67 | 71 | 68 | 65+ years | Aged 35-49 years |
|  | Parking facilities | 58 | 60 | 58 | 57 | Aged 18-34 years | Aged 65+ years |



Summary of Hobsons Bay City Council performance

| Services | | Hobsons Bay 2022 | Hobsons Bay 2021 | Metro 2022 | State-wide 2022 | Highest score | Lowest score |
|---|-----------------------------|------------------|------------------|------------|-----------------|------------------|------------------|
|  | Town planning policy | 58 | 54 | 55 | 54 | Aged 18-34 years | Aged 50-64 years |
|  | Local streets & footpaths | 57 | 59 | 63 | 57 | Aged 18-34 years | Aged 65+ years |
|  | Lobbying | 55 | 54 | 55 | 53 | Aged 18-34 years | Aged 50-64 years |
|  | Planning & building permits | 50 | 52 | 54 | 50 | Aged 18-34 years | Aged 50-64 years |
|  | Population growth | 50 | 48 | 52 | 52 | Strand residents | Aged 50-64 years |
|  | Traffic management | 50 | 54 | 58 | 58 | Aged 65+ years | Aged 50-64 years |



Focus areas for the next 12 months

Overview

Council's overall performance is down but statistically consistent with last year's result (index score of 57, down three points). Ratings across most service areas have held relatively steady over the past 12 months. Despite this, significant declines were recorded in five areas: emergency disaster management, environmental sustainability, business and community development and tourism, waste management and traffic management.

Key influences on perceptions of overall performance

Over the coming year, Council should look to strengthen perceptions of decisions made in the interests of the community, as it has the strongest influence on overall performance. Informing the community also strongly influences overall opinions, reinforcing the need to maintain high ratings here. Furthermore, improving waste management should be a priority over the next 12 months, as it is the area experiencing the largest decline (down a significant nine points), yet has a moderate to strong influence on overall performance.

Comparison to state and area grouping

On overall performance and customer service, Council rates in line with the Metropolitan average and significantly higher than councils' State-wide. On overall direction and town planning, Council rates significantly higher than both averages. Traffic management, planning and building permits and local streets and footpaths, three of Council's lowest performing service areas, are among seven areas where Council rates significantly lower than the Metropolitan average.

Build on current position and arrest declines

Council should seek to consolidate what has been a steady performance across most service areas in 2022. Efforts should be made to improve perceptions in aforementioned areas where ratings have declined significantly over the past 12 months – particularly waste management, where the most ground has been lost, as well as traffic management, now among Council's lowest rated areas. Rebuilding sentiment among residents aged 50 to 64 years – the cohort most critical of Council – should also be a focus.

DETAILED FINDINGS

Overall performance



Overall performance

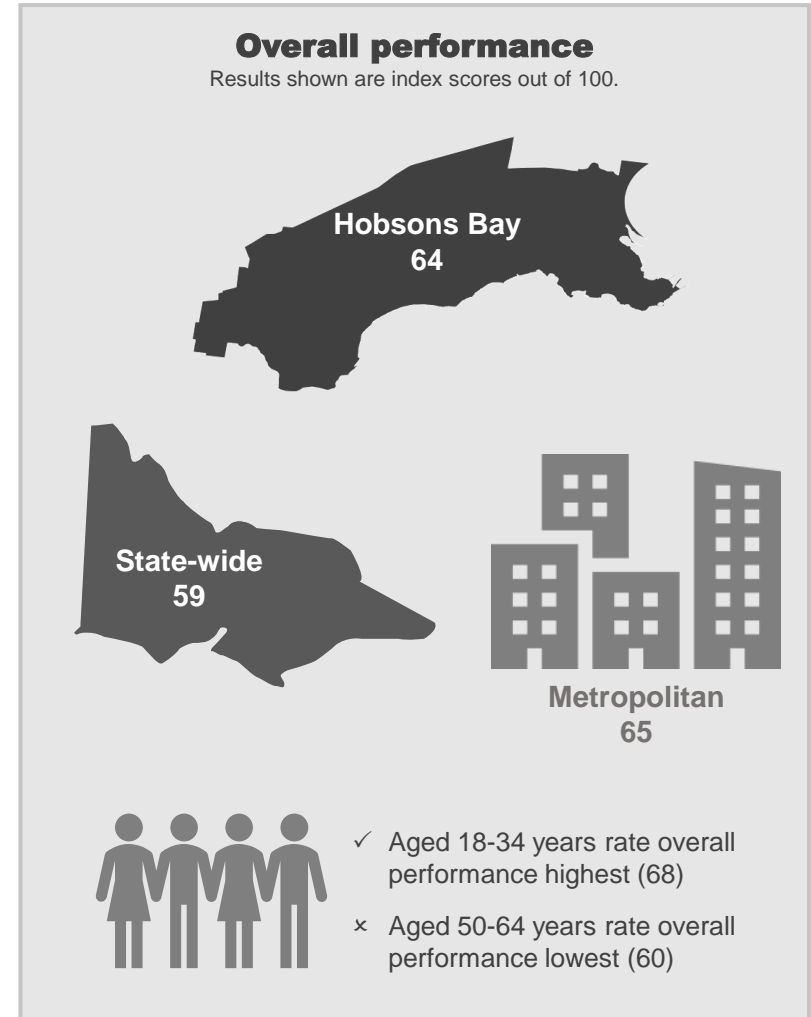
The overall performance index score of 64 for Hobsons Bay City Council represents a three-point (not significant) decline on the 2021 result.

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 (index scores of 65 and 59 respectively).

- Perceptions of overall performance declined significantly among men.
- Ratings across all other demographic and geographic cohorts remain consistent with last year's result.

Close to three in five residents (57%) rate value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is much higher than the 15% of residents rating it as 'very poor' or 'poor'. One-quarter of residents (26%) rate Council as 'average' on this measure.

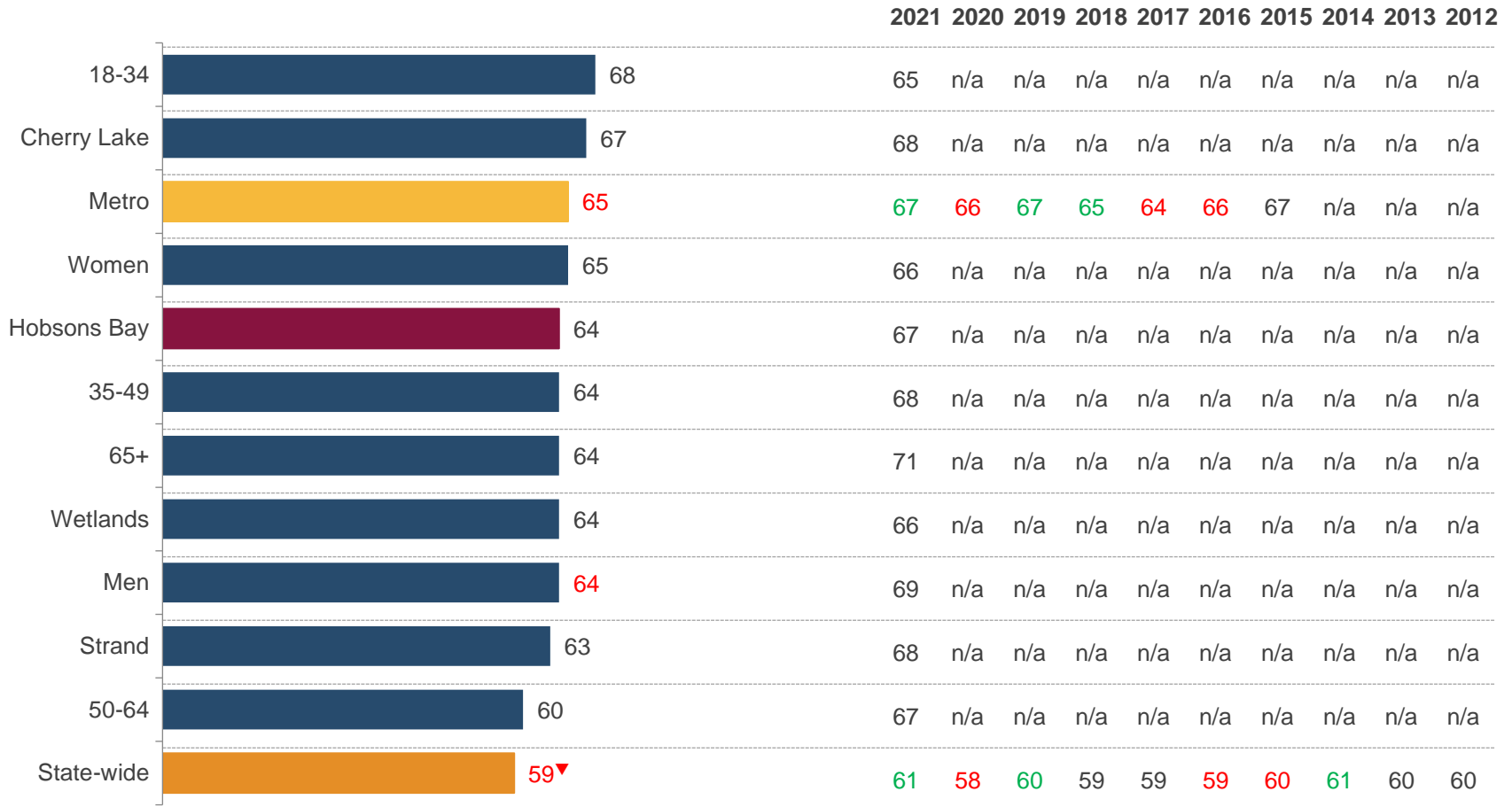
- Ratings of value for money among those aged 18 to 34 years are significantly higher than the Council average, and significantly lower than the Council average among those aged 50 to 64 years.





Overall performance

2022 overall performance (index scores)



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?

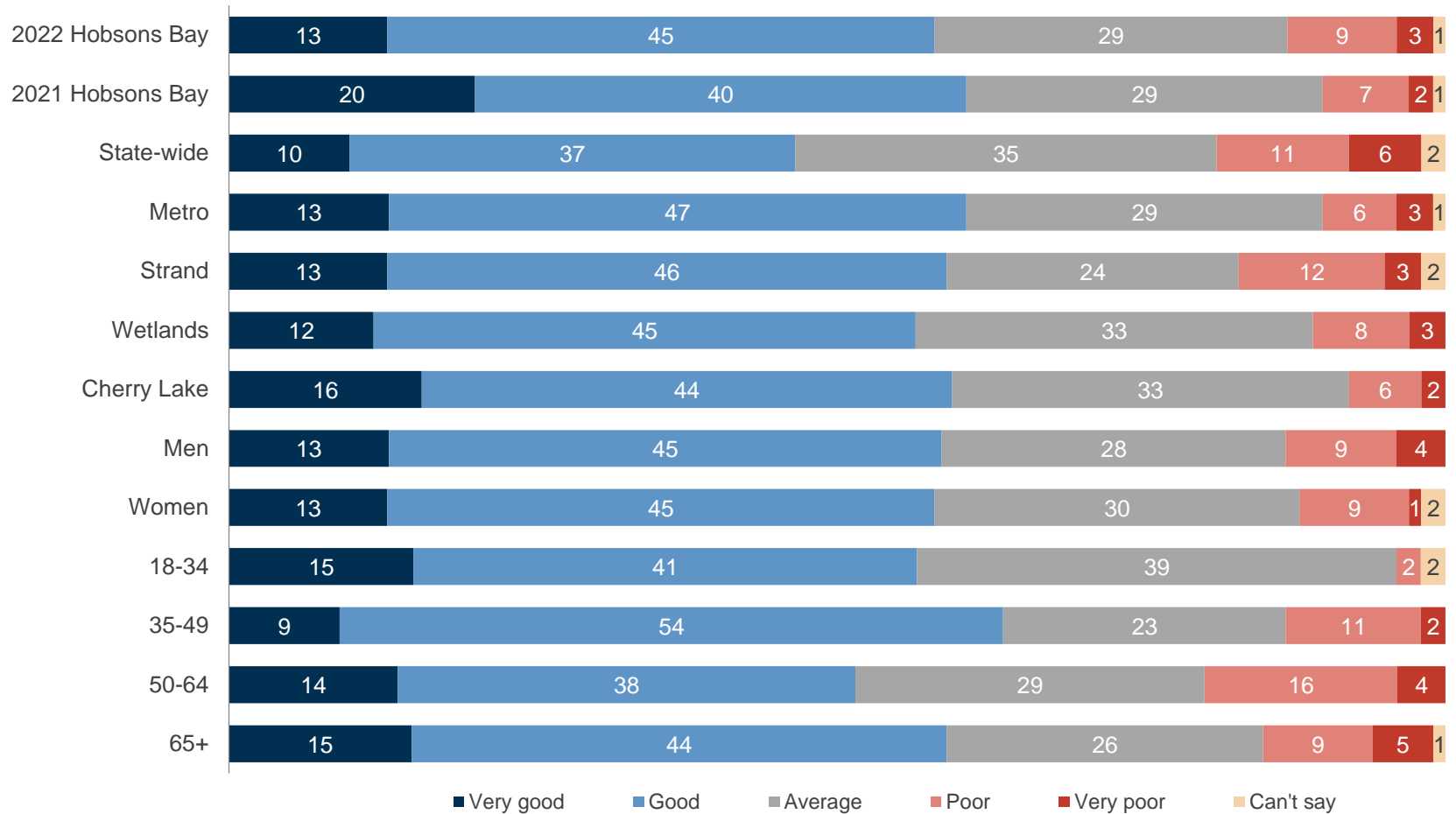
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall performance

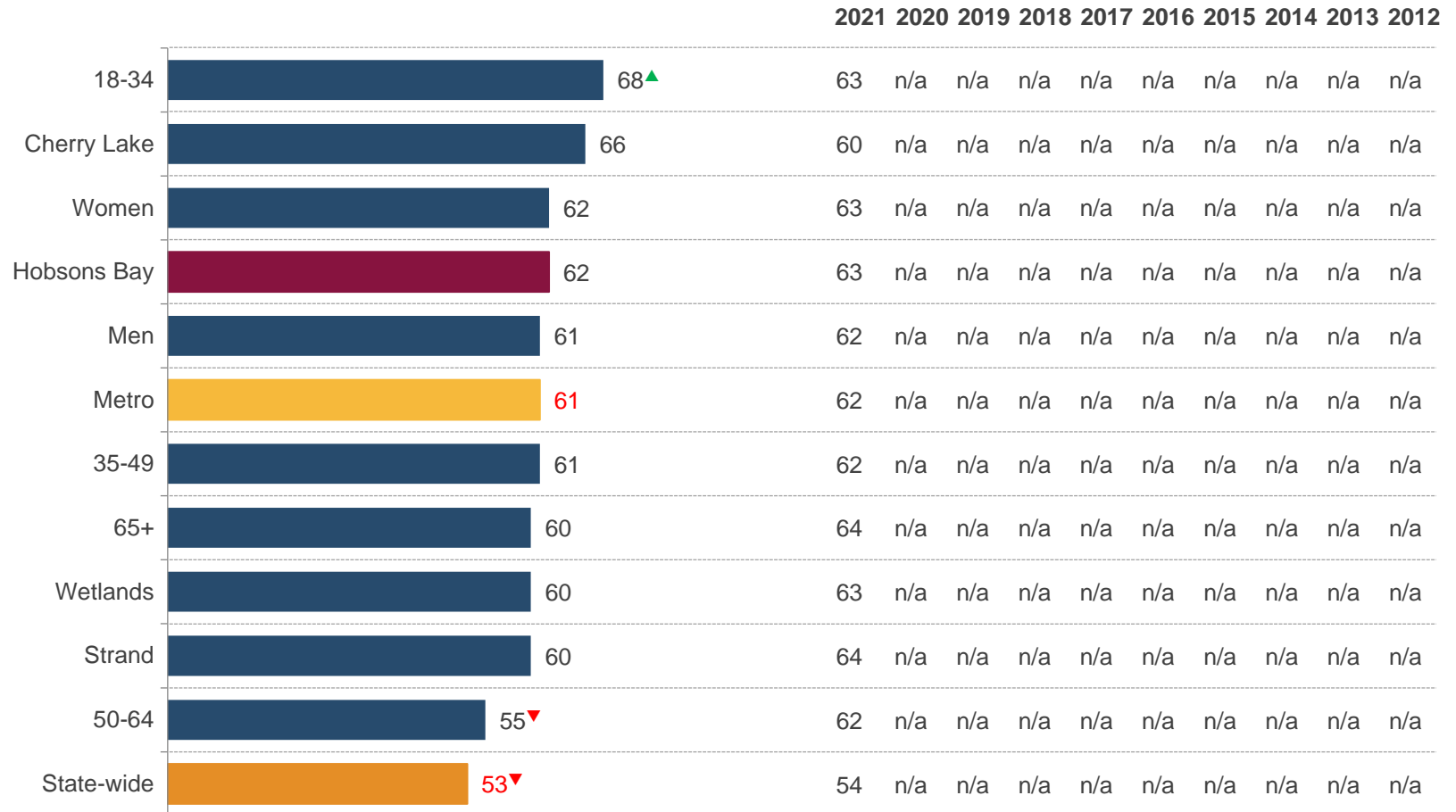
2022 overall performance (%)





Value for money in services and infrastructure

2022 value for money (index scores)



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

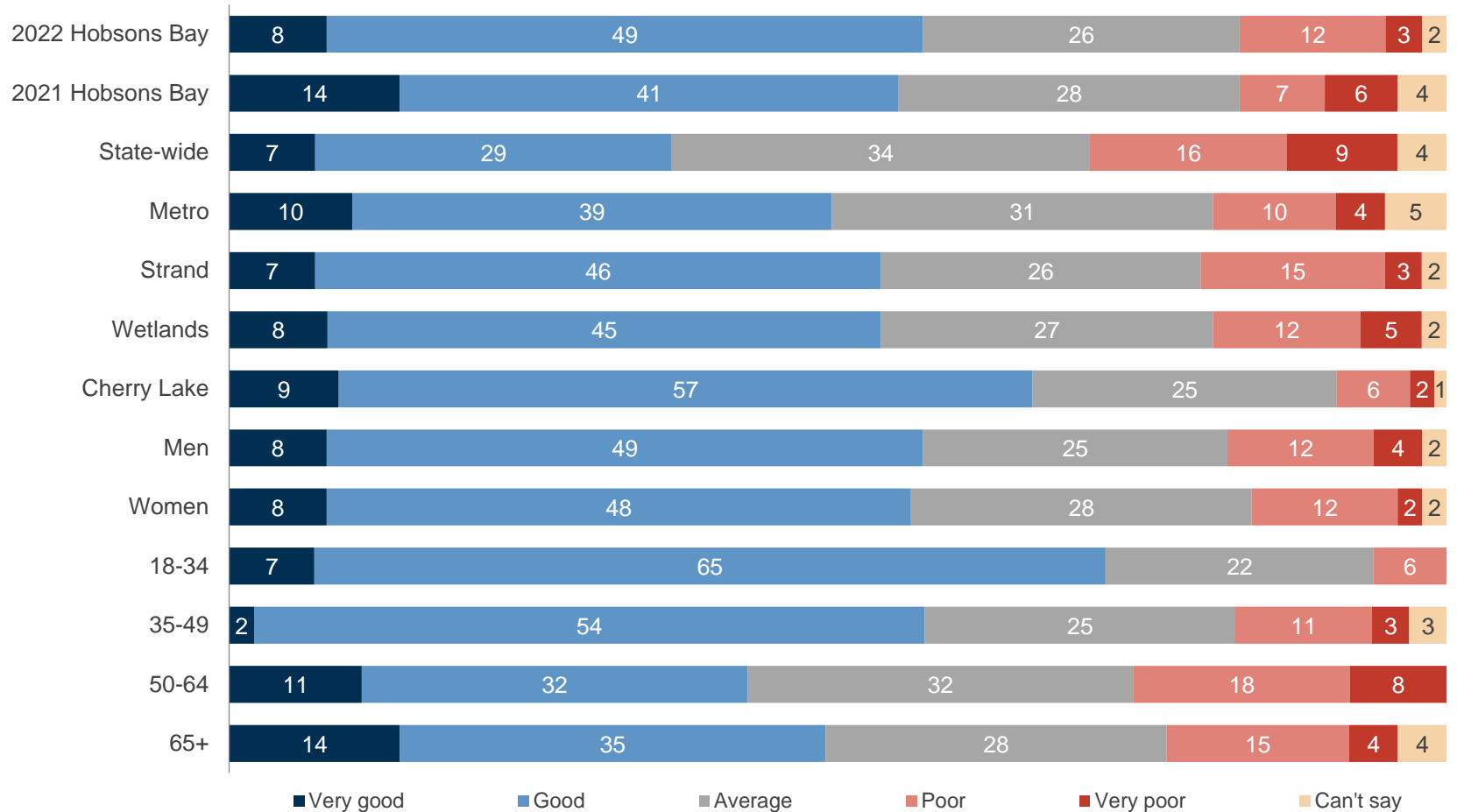
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15

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



Value for money in services and infrastructure

2022 value for money (%)



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 remains Council's best performing area (index score of 72, unchanged).

- Council performs in-line with the Metropolitan average and significantly higher than the State-wide average on this measure.
- Perceptions among residents aged 18 to 34 years increased significantly in the past year (index score of 74, up eight points).

Appearance of public areas and Council's COVID-19 response are the next highest rated areas (index scores of 70 and 69 respectively) – both new measures added in 2022.

- On both areas, Council rates in-line with Metropolitan and State-wide averages.
- For both areas, differences across demographic and geographic cohorts compared to the 2022 Council average are not statistically significant.
- The appearance of public areas and COVID-19 response have a moderate to strong influence on overall performance, hence Council should seek to uphold these strong results.

While a lower rated service area, ratings of town planning policy increased significantly in 2022 (index score of 58, up four points).



Recreational facilities (index score of 72) is the area where Council performed best in 2022, unchanged from 2021.



Low performing service areas



Council experienced significantly declining performance in the areas of emergency and disaster management (index score of 65, down six points), environmental sustainability (64, down five points), business and community development and tourism (62, down four points) and waste management (58, down nine points).

Council's equal lowest rated areas continue to be traffic management, population growth and planning and building permits (index score of 50 for each), with the rating of traffic management also declining significantly in the past year (down four points). Ratings of population growth and planning and building permits remain consistent with last year's results.

- Council performs significantly lower than the Metropolitan and State-wide averages on traffic management, and significantly lower than the Metropolitan average on planning and building permits. For population growth, Council rates in-line with both averages.
- Ratings of traffic management among men and residents aged 18 to 34 years declined significantly, while ratings of population growth increased significantly among women.



Individual service area performance

2022 individual service area performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------------|----|------|------|------|------|------|------|------|------|------|------|
| Recreational facilities | 72 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Appearance of public areas | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| COVID-19 response | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Community & cultural | 66 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Emergency & disaster mngt | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Informing the community | 64 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Environmental sustainability | 64 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Enforcement of local laws | 62 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus/community dev./tourism | 62 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Elderly support services | 60 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Consultation & engagement | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Community decisions | 59 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Sealed local roads | 59 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Waste management | 58 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Parking facilities | 58 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Town planning policy | 58 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Local streets & footpaths | 57 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Lobbying | 55 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Planning & building permits | 50 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Population growth | 50 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Traffic management | 50 | 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 [RESPONSIBILITY AREA] over the last 12 months?

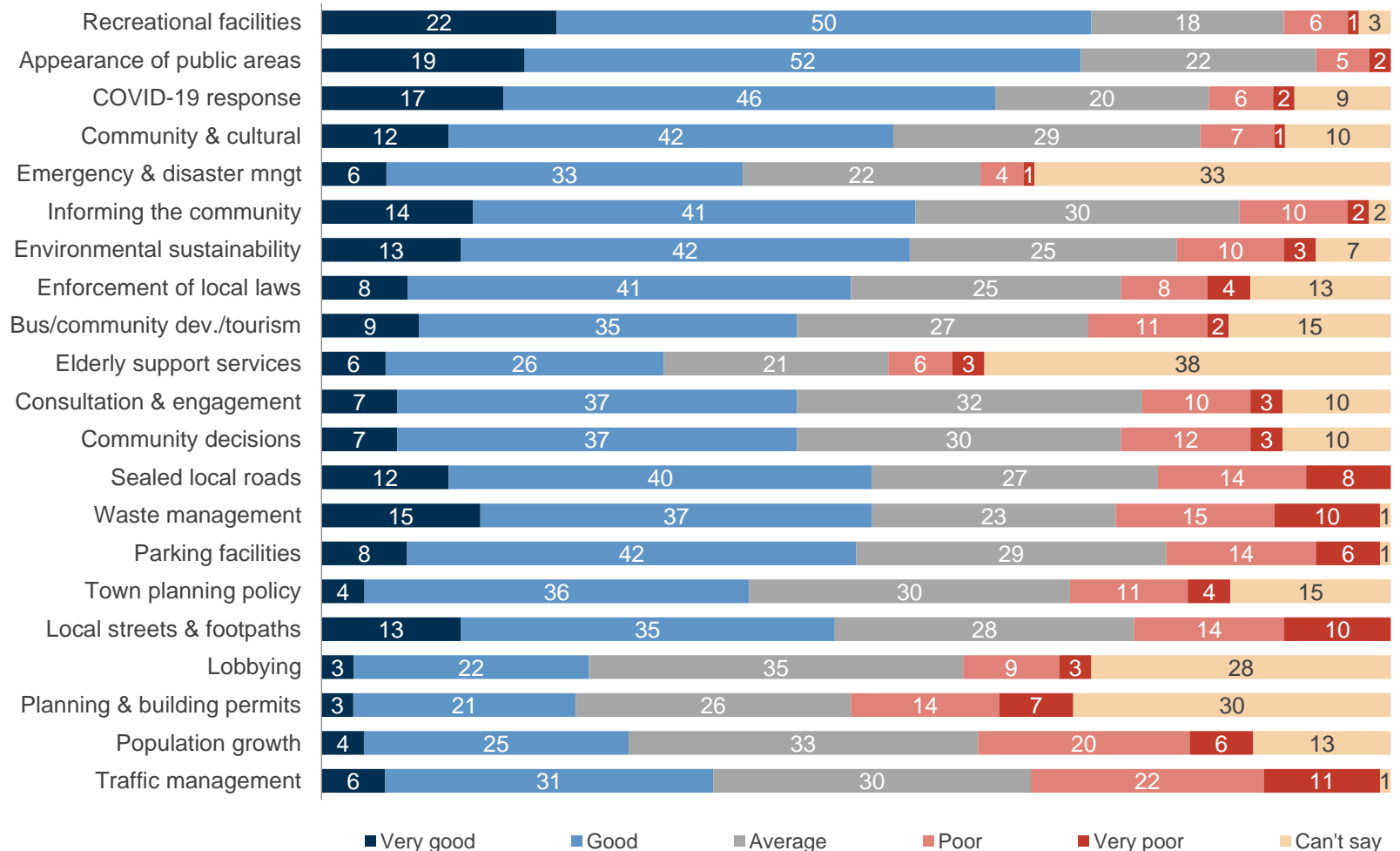
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Individual service area performance

2022 individual service area performance (%)





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:

- Informing the community
- Council's COVID-19 response
- The appearance of public areas
- Environmental sustainability
- Waste management.

Looking at these key service areas only, the appearance of public areas and Council's COVID-19 response have a high performance index (70 and 69 respectively) and a reasonably strong influence on the overall performance rating.

Council also performs well on informing the community and environmental sustainability (index of 64 for each).

Maintaining these positive results should remain a focus – particularly keeping the community well informed, which is another strong influence on overall perceptions of Council. However, there is greater work to be done elsewhere.

Waste management has a more moderate influence on overall perceptions but Council performs less well here (index of 58).

Ensuring the delivery of good waste management services, which meet resident needs, 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.

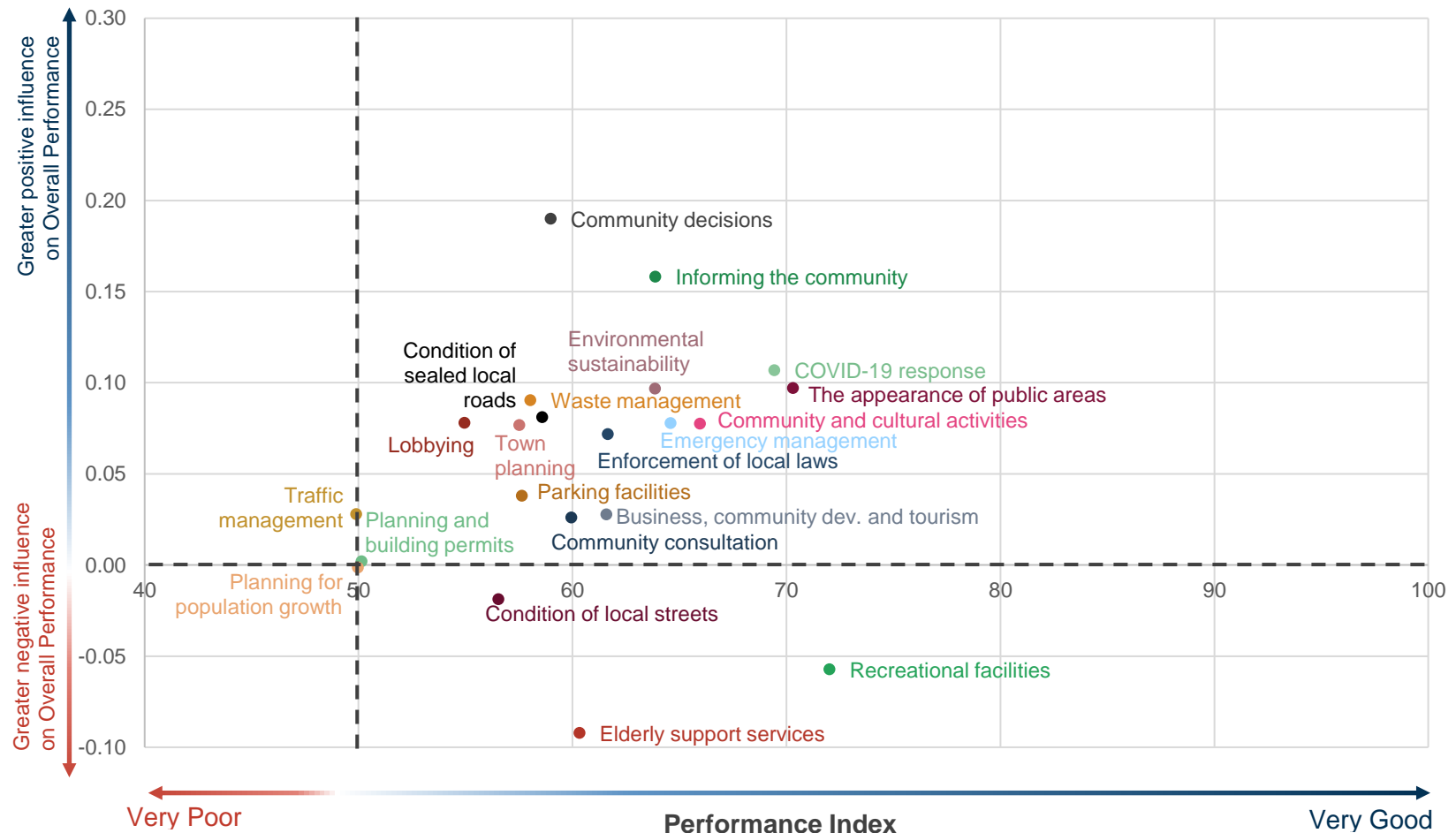
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

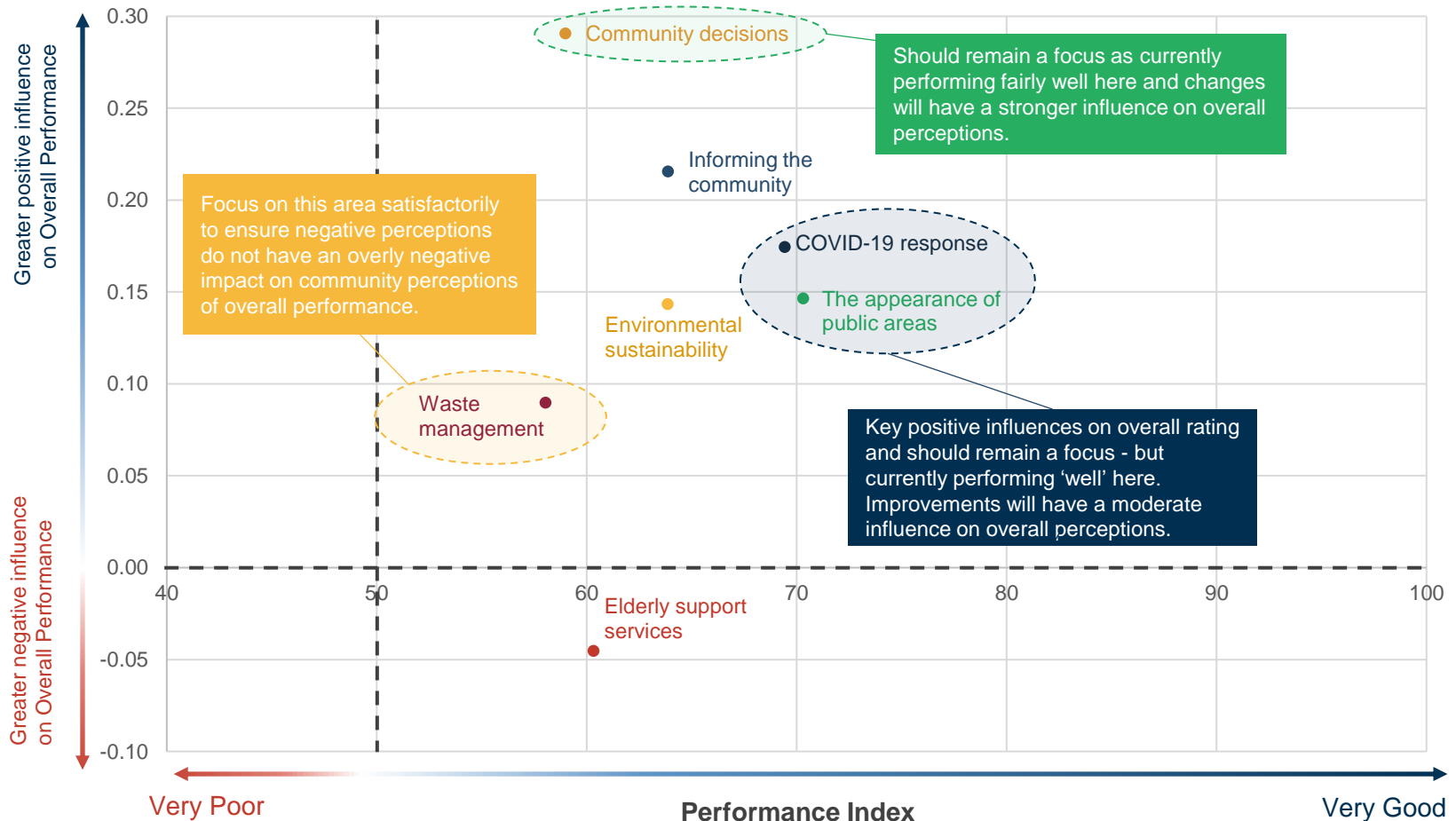


The multiple regression analysis model above (all service areas) has an R^2 value of 0.618 and adjusted R^2 value of 0.597, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 29.13$. 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

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.573 and adjusted R^2 value of 0.565, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 75.04$.



Customer service



Contact with council and customer service

Contact with council

Seven in 10 Council residents (71%) have had contact with Council in the last 12 months. Rate of contact remains steady on last year's result (70%), and is significantly higher than Metropolitan and State-wide averages (each 63%).

Rate of contact among residents aged 18 to 34 years has increased significantly in the past year (65%, up 15 percentage points). Residents aged 50 to 64 years continue to have the highest contact rate with Council (80%).



Among those residents who have had contact with Council, 72% provide a positive customer service rating of 'very good' or 'good', including 34% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 72 is slightly lower than in 2021 (index score of 76).

Council's customer service continues to rate in-line with the Metropolitan average, but significantly higher than the State-wide average (index scores of 72 and 68 respectively).

- Ratings are lowest and have significantly declined this year among residents aged 35 to 49 years. With the second highest rate of contact with Council, these results suggest the need to improve perceptions of customer service with this cohort over the coming year.
- Ratings are highest among Cherry Lake residents and those aged 18 to 34 years – a positive result, in view of the significantly increased contact with Council among the latter cohort, and the fact that both groups recorded the lowest customer service ratings last year.

Telephone (45%) and email (26%) continue to be the most common methods of contacting Council. While not significant, ratings of service via these channels have declined over the past year.



Contact with council

2022 contact with council (%) Have had contact



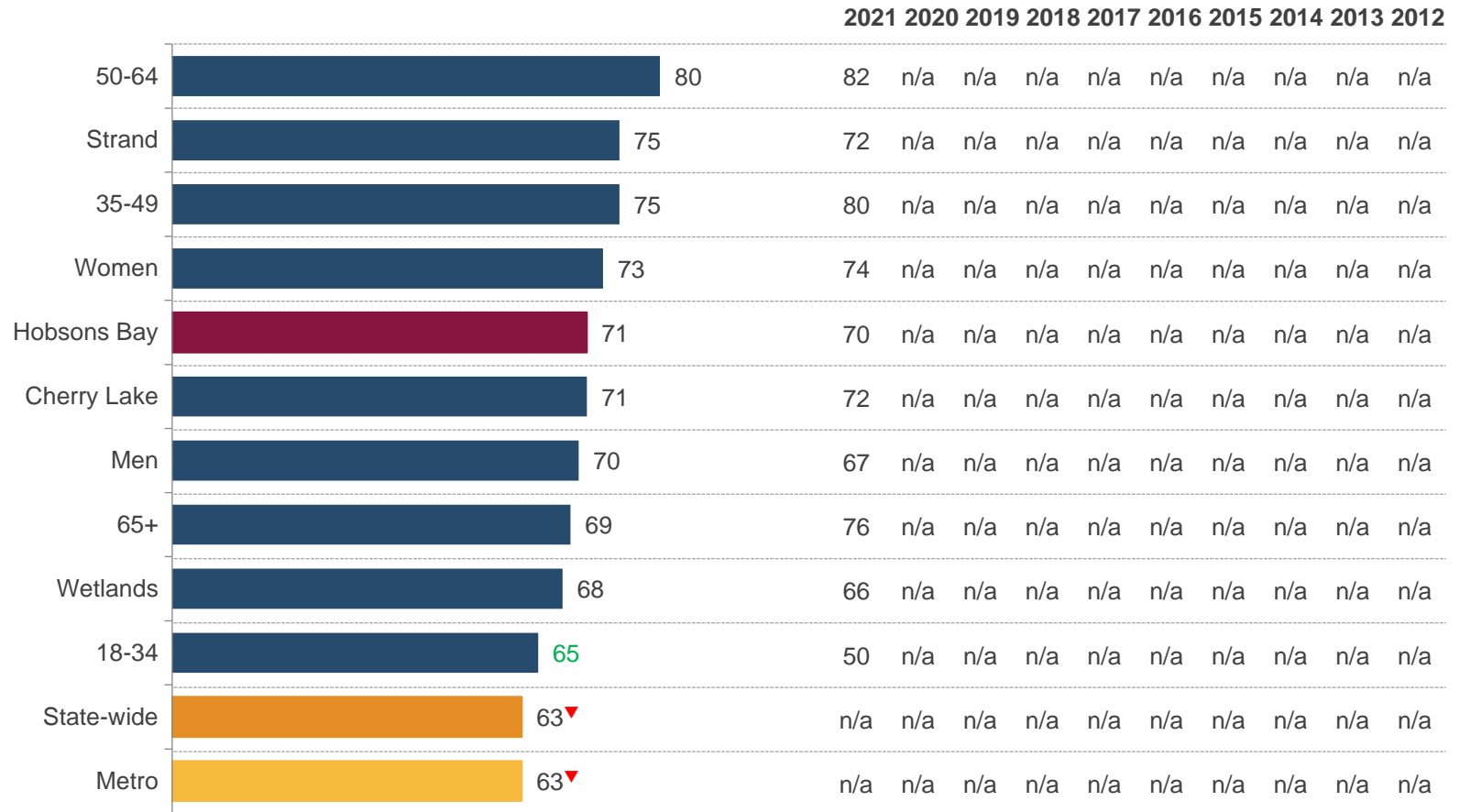
Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2022 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?

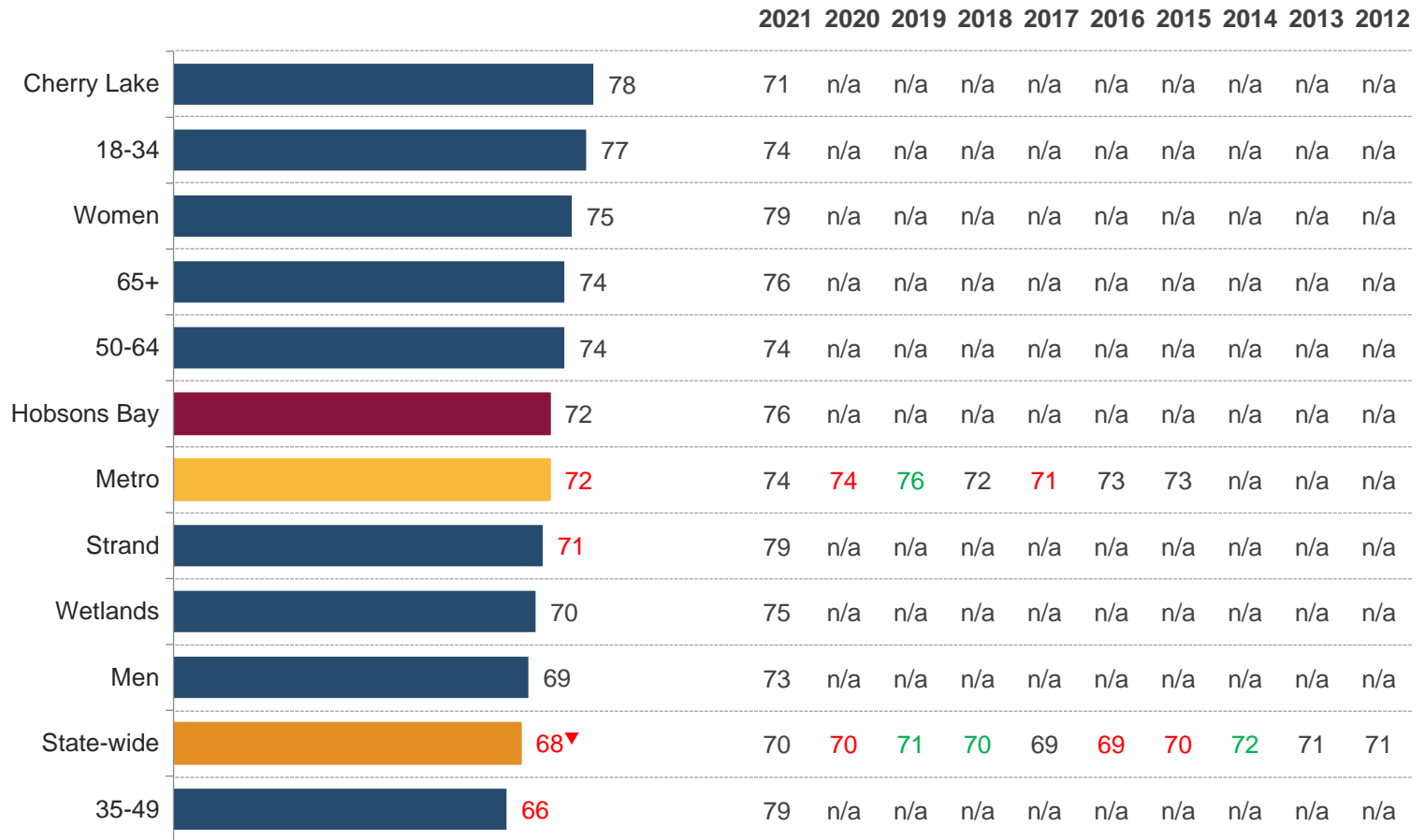
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating

2022 customer service rating (index scores)



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.

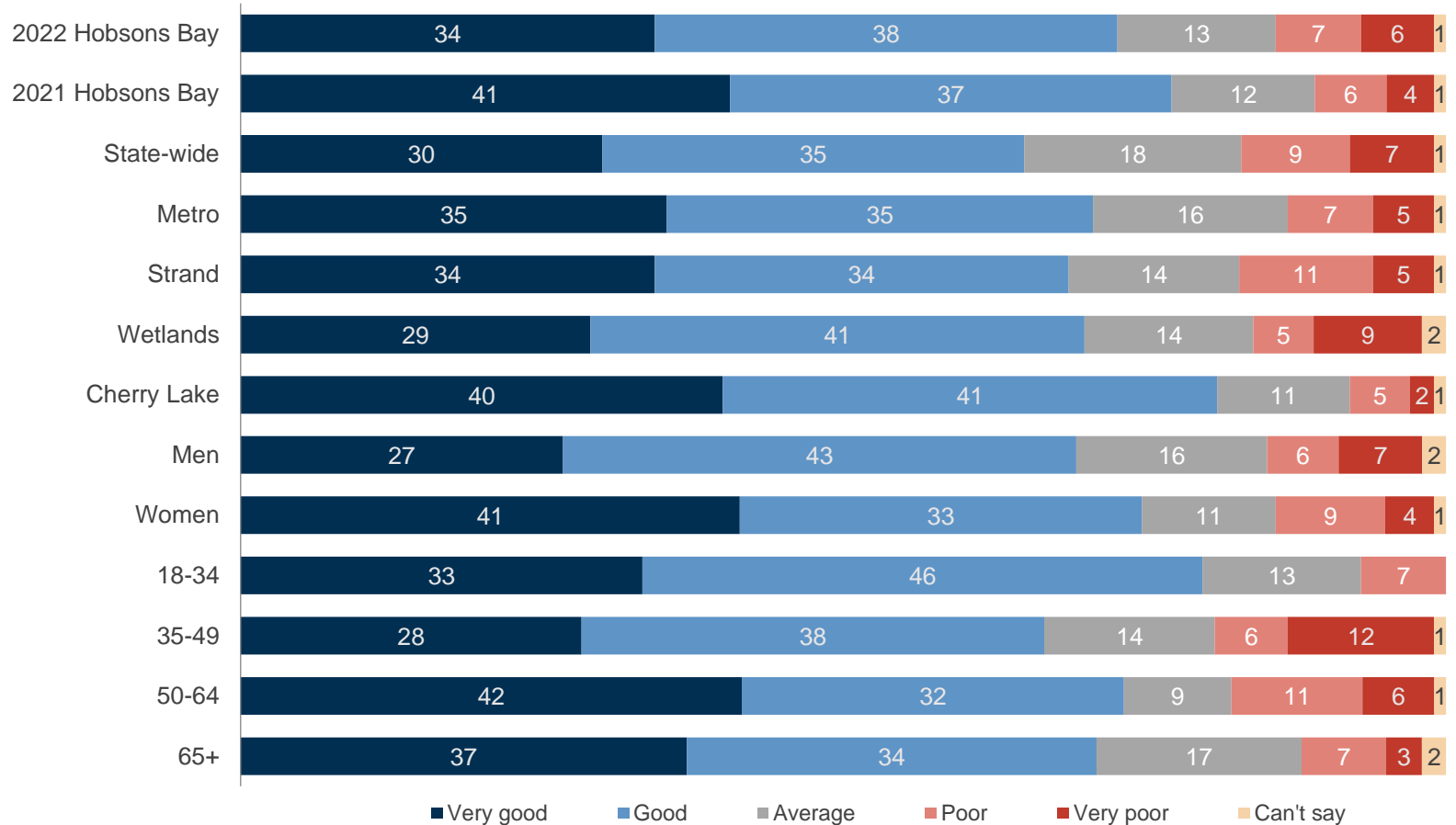
Councils asked State-wide: 67 Councils asked group: 16

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



Customer service rating

2022 customer service rating (%)



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.

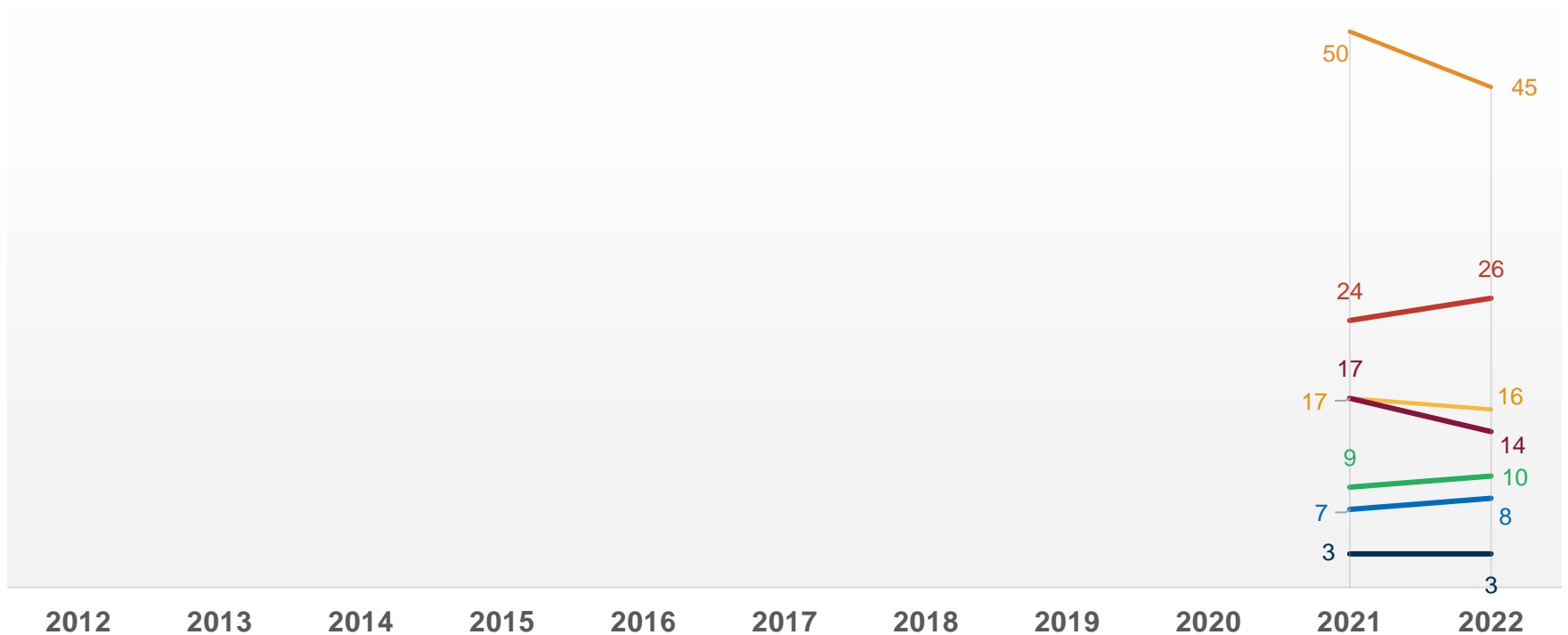
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67 Councils asked group: 16



Method of contact with council

2022 method of 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?

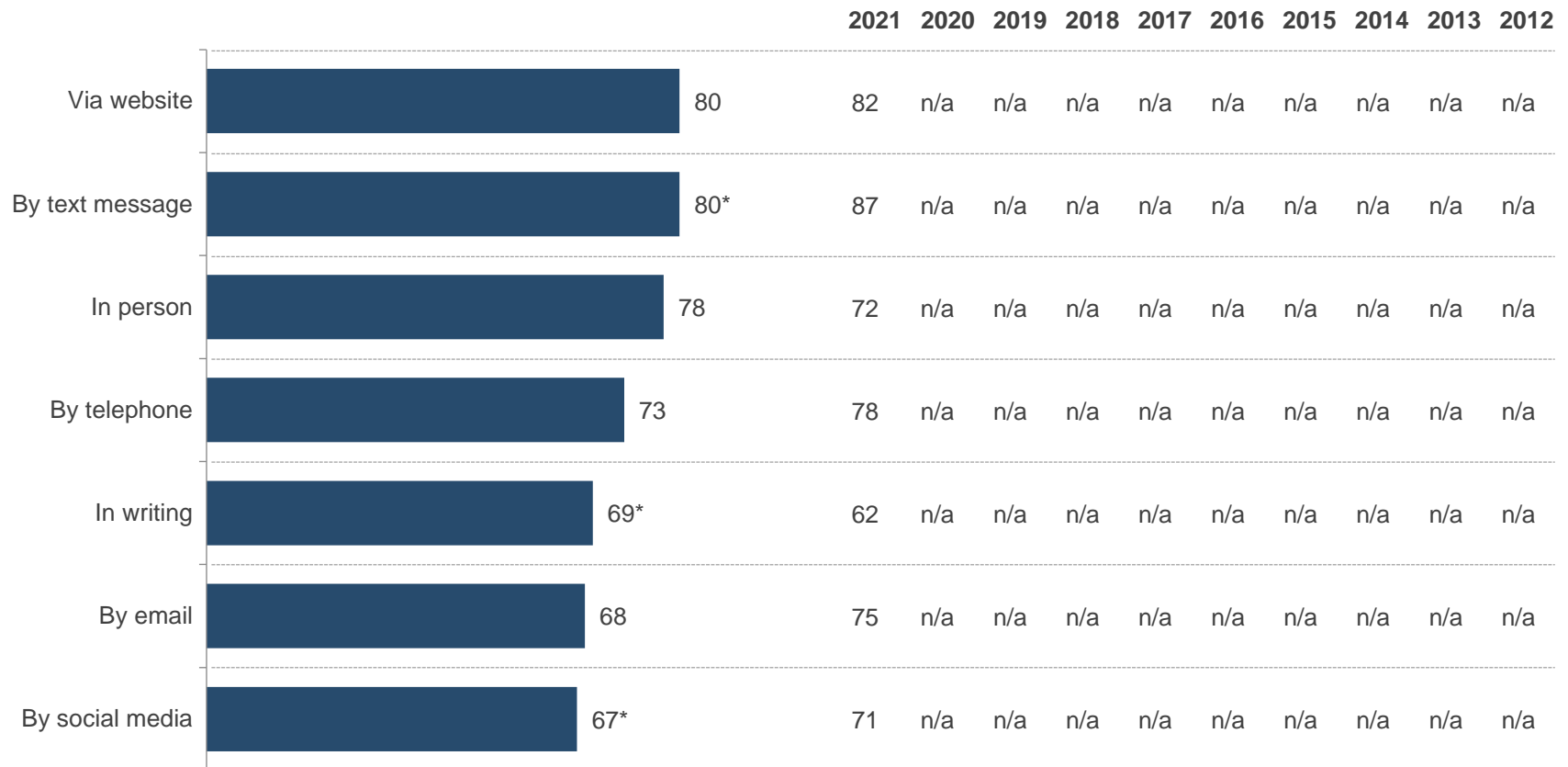
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



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: 25 Councils asked group: 8

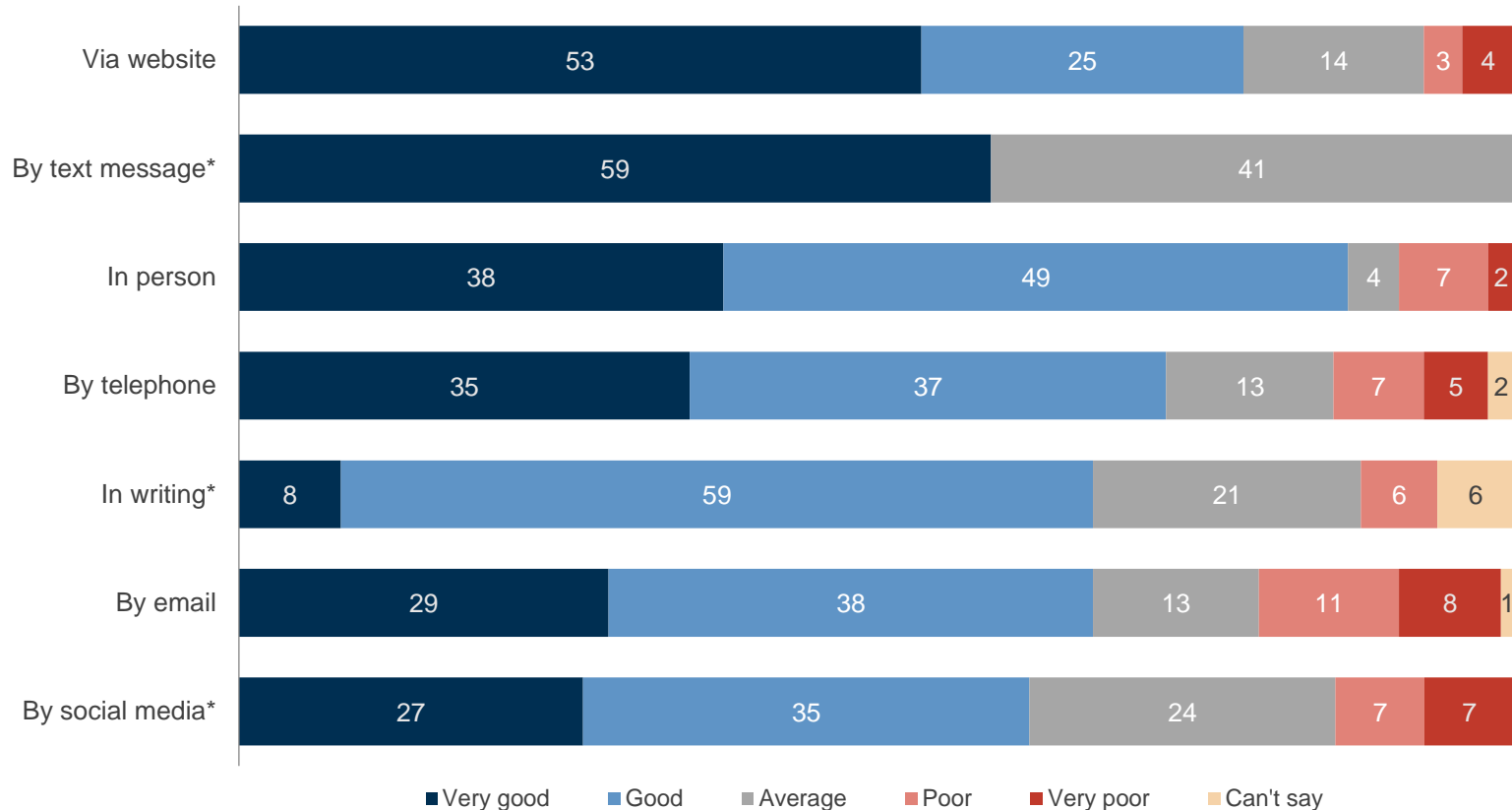
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



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: 25 Councils asked group: 8

*Caution: small sample size < n=30



Communication



Communication

The preferred method of communication from Council remains newsletters sent via mail (43%, up by five percentage points), followed by newsletters sent via email (28%, up by three percentage points).

Popularity of social media has fallen over the past year (11%, down by six percentage points).

- Among residents aged under 50 years, newsletters sent via mail are most preferred (38%, up by nine percentage points), followed by newsletters sent via email (28%). Preference for social media among this group has declined (14%, down 12 percentage points).
- Among residents aged over 50 years, there is a clear preference for newsletters sent via mail (48%), with 27% preferring newsletters sent via email. Preference for social media among this group remains marginal (7%).





Best form of communication

2022 best form of communication (%)



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: 39 Councils asked group: 10



Best form of communication: under 50s

2022 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



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: 39 Councils asked group: 10



Best form of communication: over 50s

2022 over 50s best form of communication (%)



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: 39 Councils asked group: 10

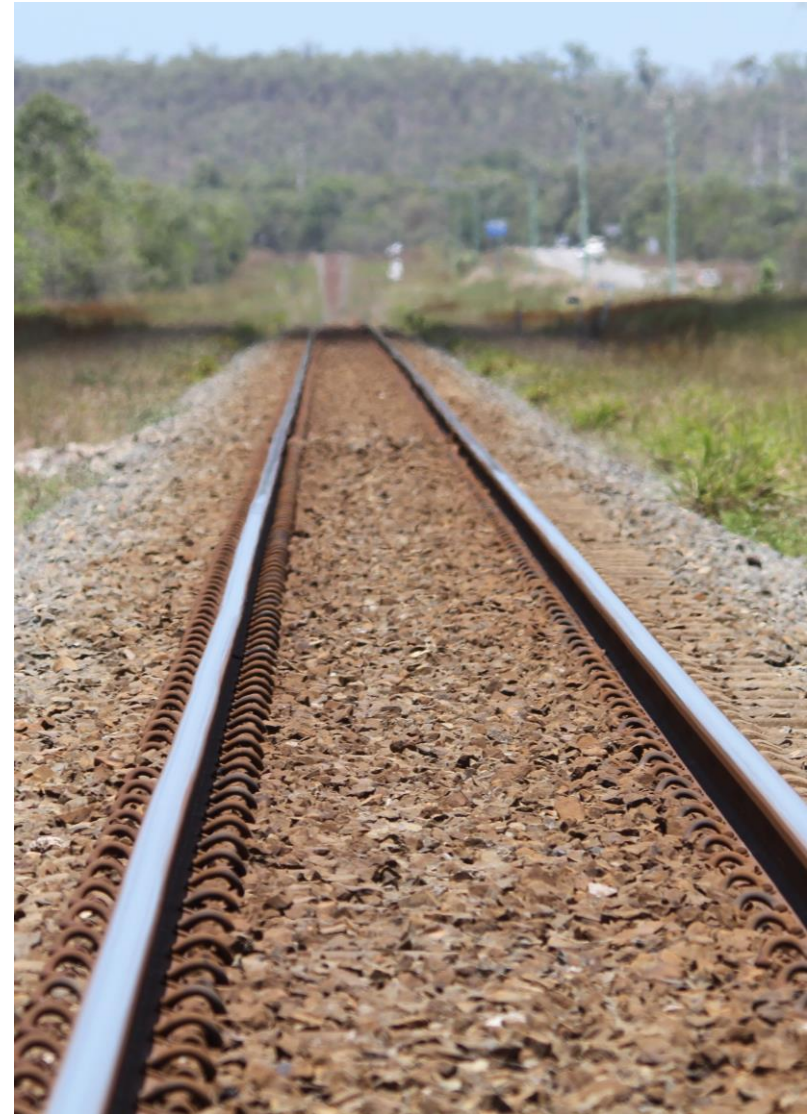


Council direction

Council direction

Over the last 12 months, 61% of residents believe the direction of Council's overall performance has stayed the same – down four percentage points since 2021.

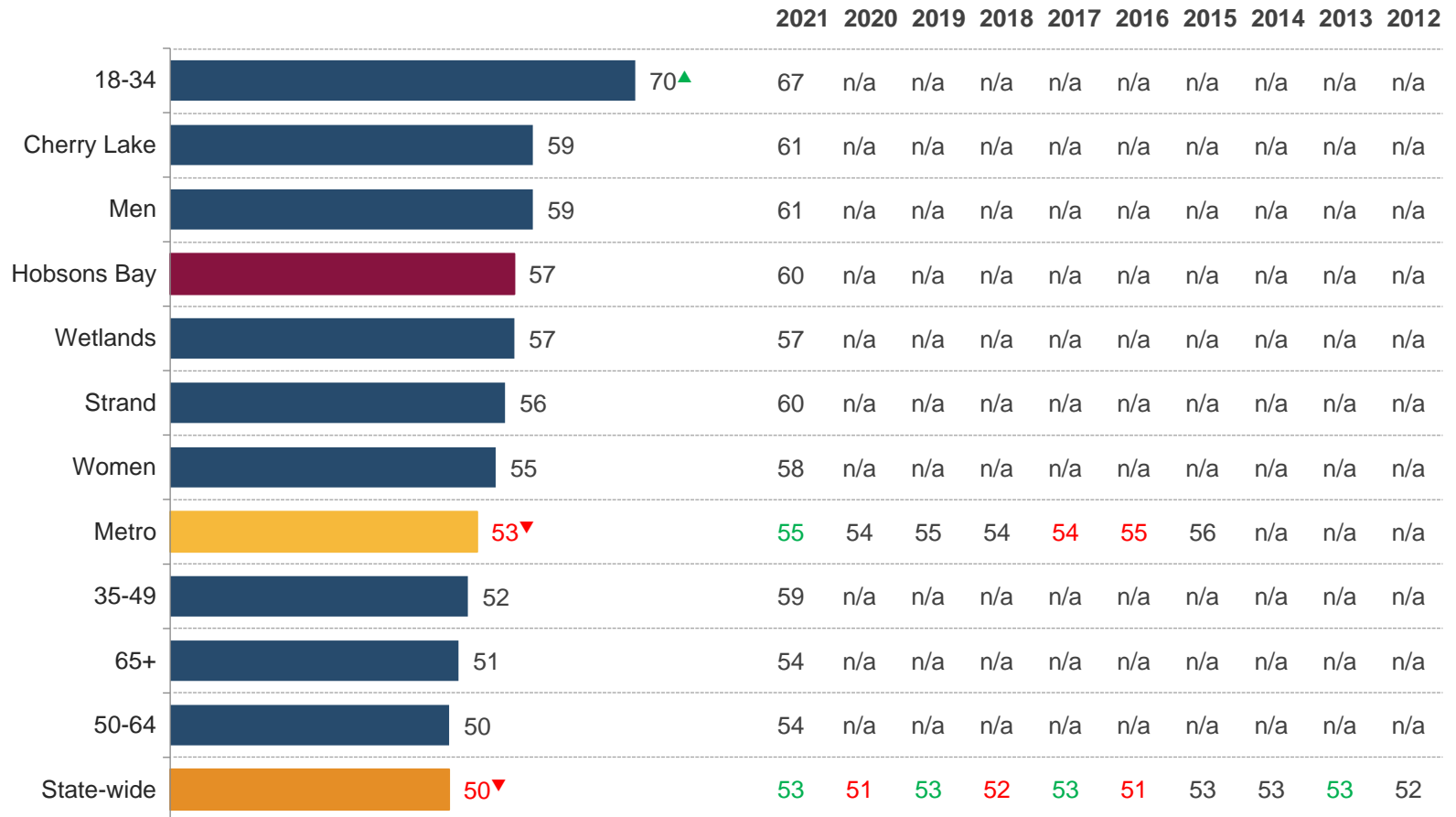
- 25% believe the direction has improved (down three points on 2021).
- 11% believe it has deteriorated (up one point on 2021).
- The most satisfied with Council direction are residents aged 18 to 34 years, Cherry Lake residents and men. Ratings among those aged 18 to 34 years are significantly higher than average.
- The least satisfied with Council direction are residents aged 50+ years.





Overall council direction last 12 months

2022 overall council direction (index scores)



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

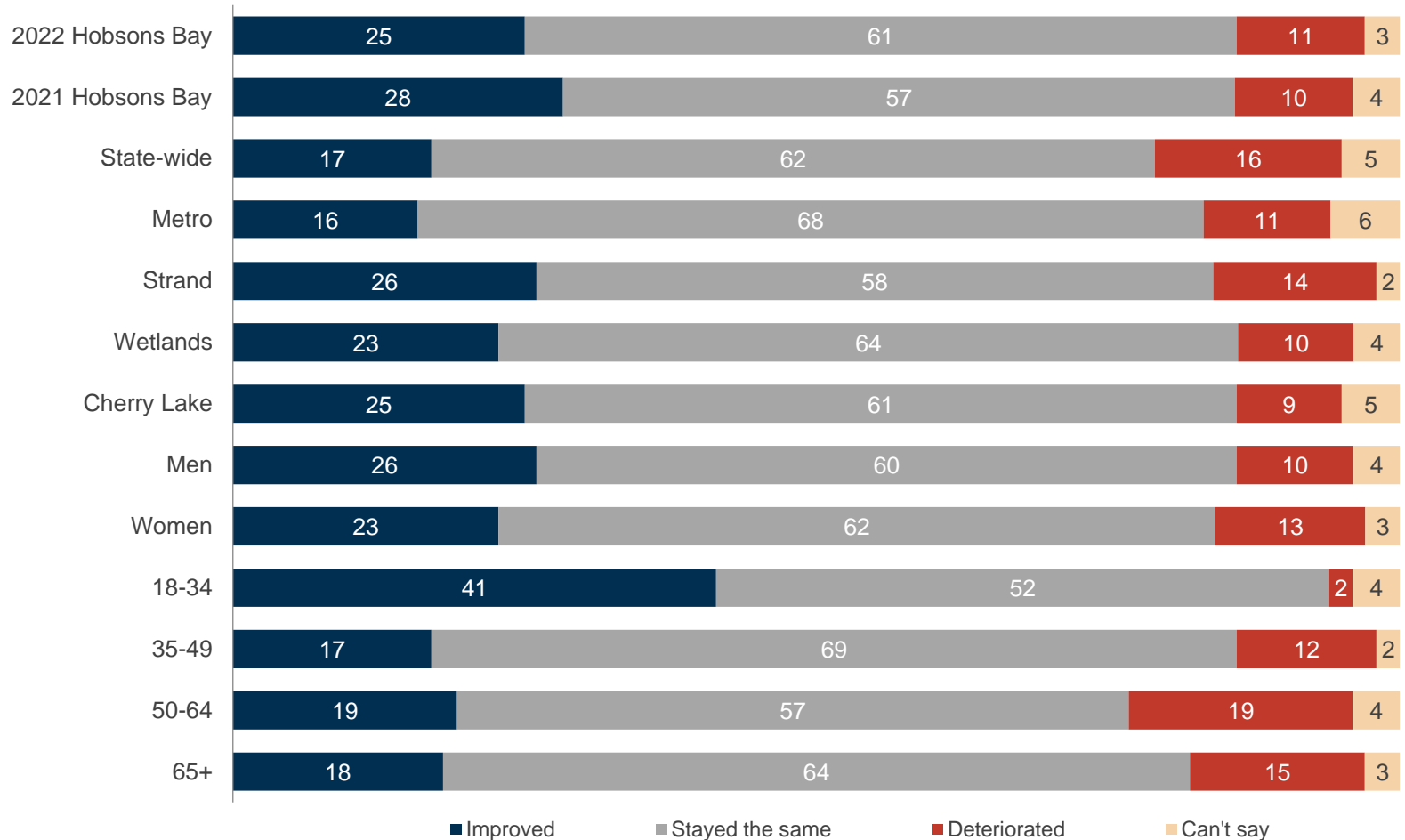
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall council direction last 12 months

2022 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 63 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 63 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 61 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 61 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 60 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 59 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 58 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 58 | 59 | 58 | 58 | 57 | 57 | 58 | 58 | n/a | n/a | n/a |
| 50-64 | 56 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 55 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 54▼ | 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: 67 Councils asked group: 16

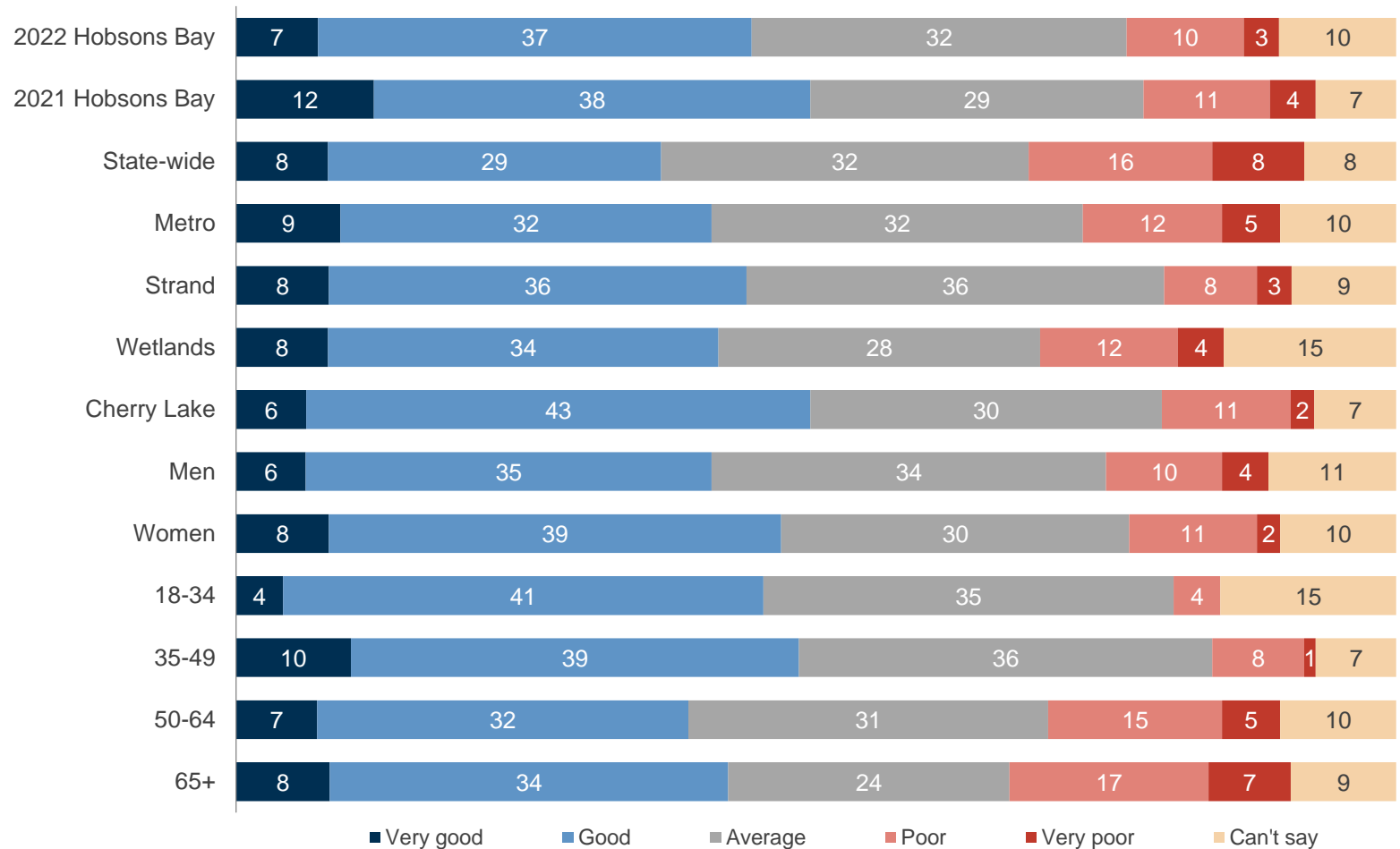
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 58 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 57 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 57 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 57 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 55 | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 55 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 55 | 56 | 57 | 57 | 56 | 56 | 56 | 58 | n/a | n/a | n/a |
| 65+ | 54 | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 54 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 53 | 55 | 53 | 54 | 54 | 54 | 53 | 55 | 56 | 55 | 55 |
| Men | 53 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 47▼ | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12

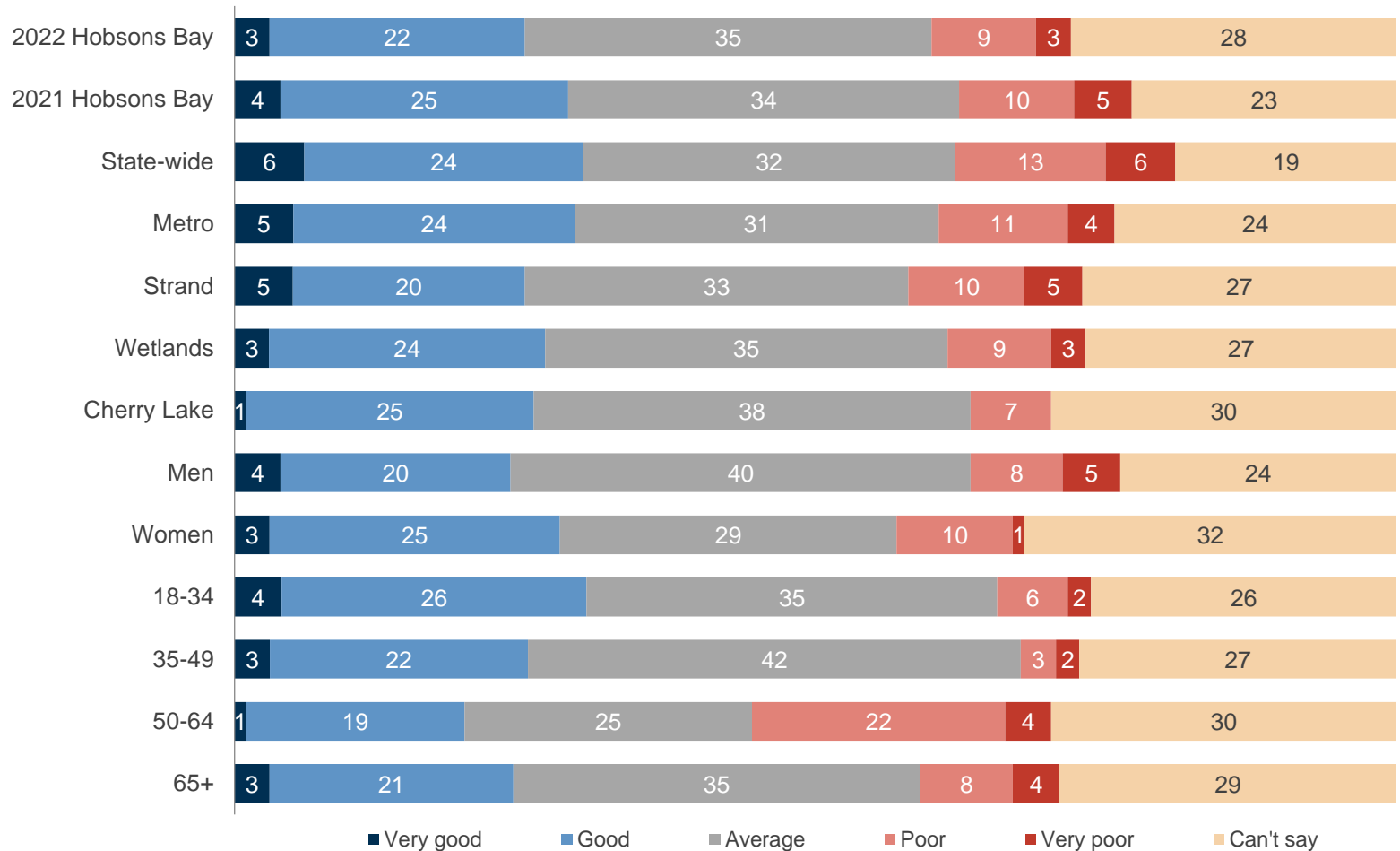
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 66▲ | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 63 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 60 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 59 | 61 | 59 | 60 | 58 | 58 | 59 | 59 | n/a | n/a | n/a |
| Hobsons Bay | 59 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 59 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 58 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 58 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 57 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 55 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 55 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 54▼ | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 | n/a | n/a |

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

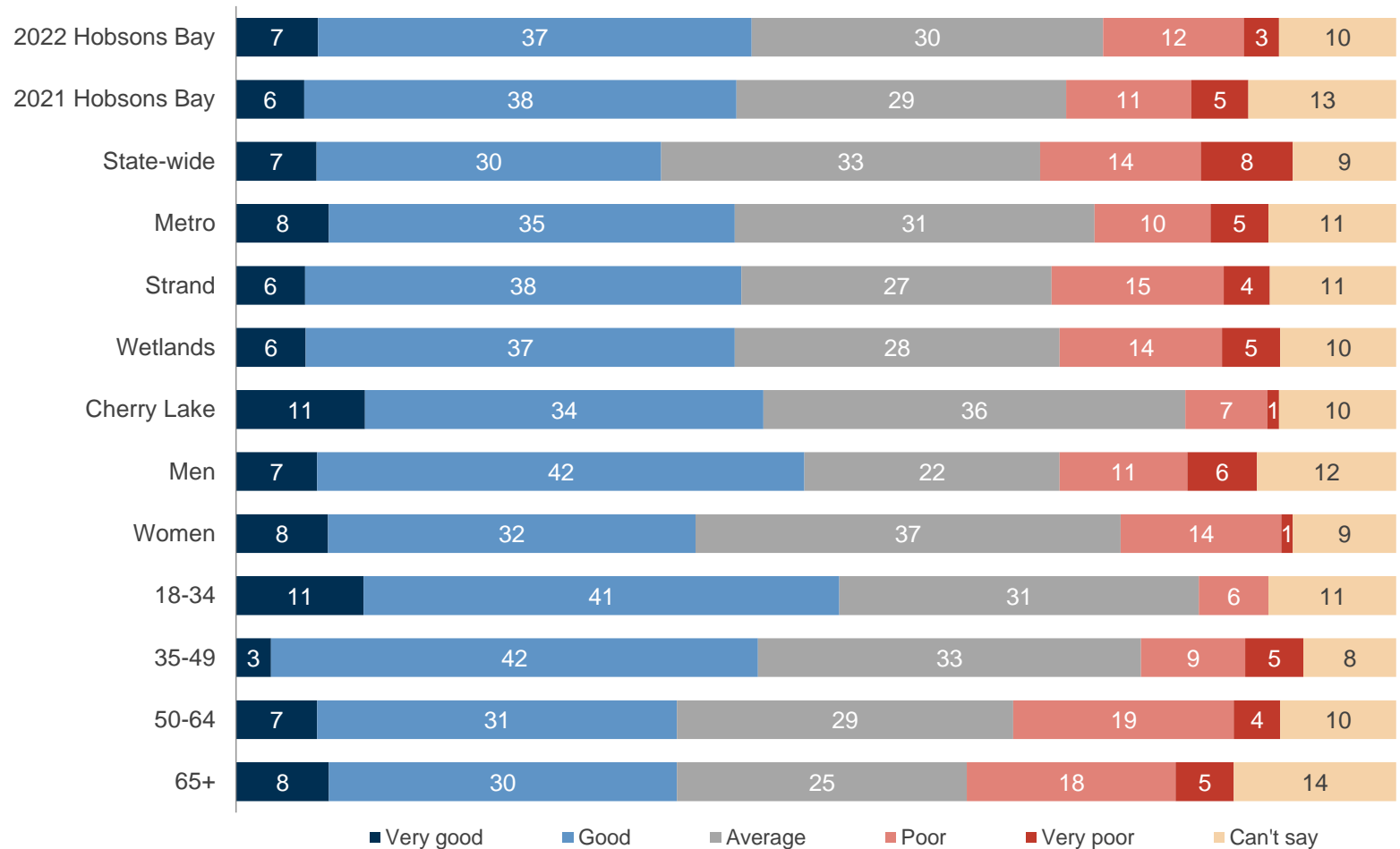
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| Cherry Lake | 67▲ | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 65▲ | 68 | 67 | 69 | 68 | 66 | 67 | 69 | n/a | n/a | n/a |
| 18-34 | 64 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 60 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 60 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 59 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 57 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 56 | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 53▼ | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 | n/a | n/a |
| 50-64 | 53 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 52▼ | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

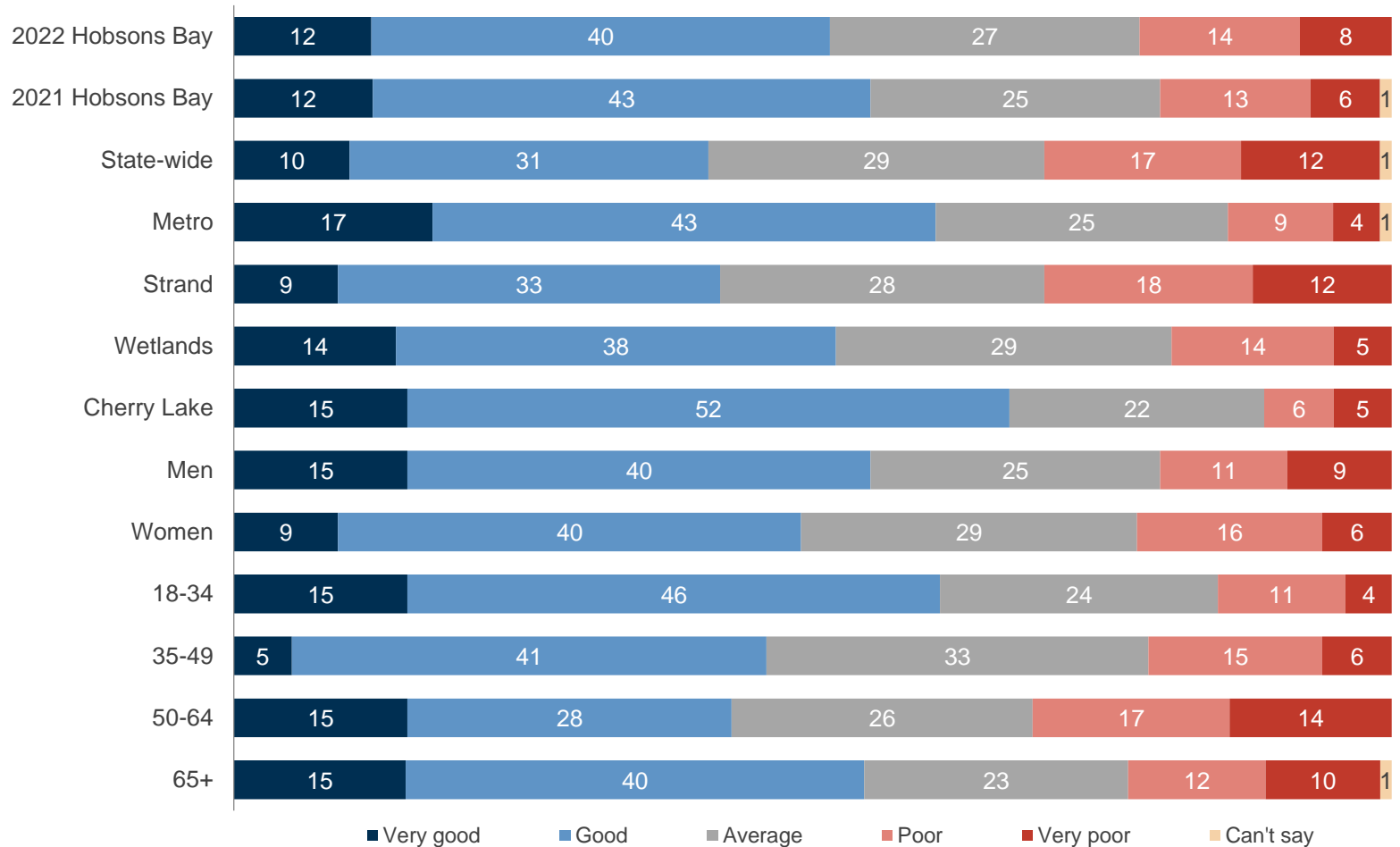
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





Informing the community performance



2022 informing community performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 35-49 | 67 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 66 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 65 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 64 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 64 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 64 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 63 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 62 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 62 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 62 | 62 | 62 | 61 | 61 | 63 | 64 | n/a | n/a | n/a | n/a |
| 50-64 | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 59▼ | 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: 36 Councils asked group: 11

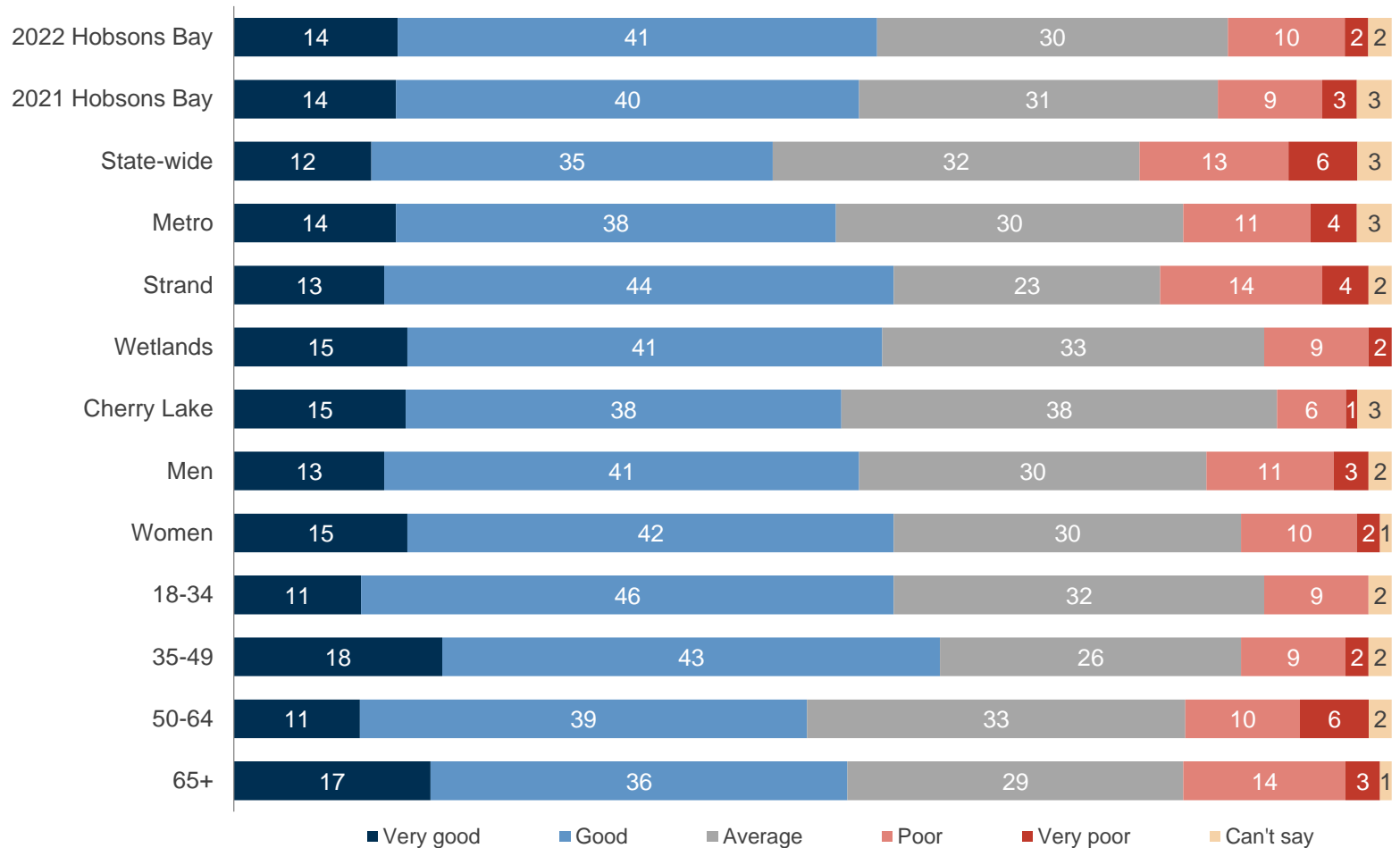
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 67▲ | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 63▲ | 65 | 64 | 65 | 64 | 62 | 63 | 64 | n/a | n/a | n/a |
| Cherry Lake | 61 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 60 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 57 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 | 58 | 58 | 57 |
| Hobsons Bay | 57 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 56 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 54 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 54 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 50 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 49▼ | 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 'The condition of local streets and footpaths in your area' over the last 12 months?

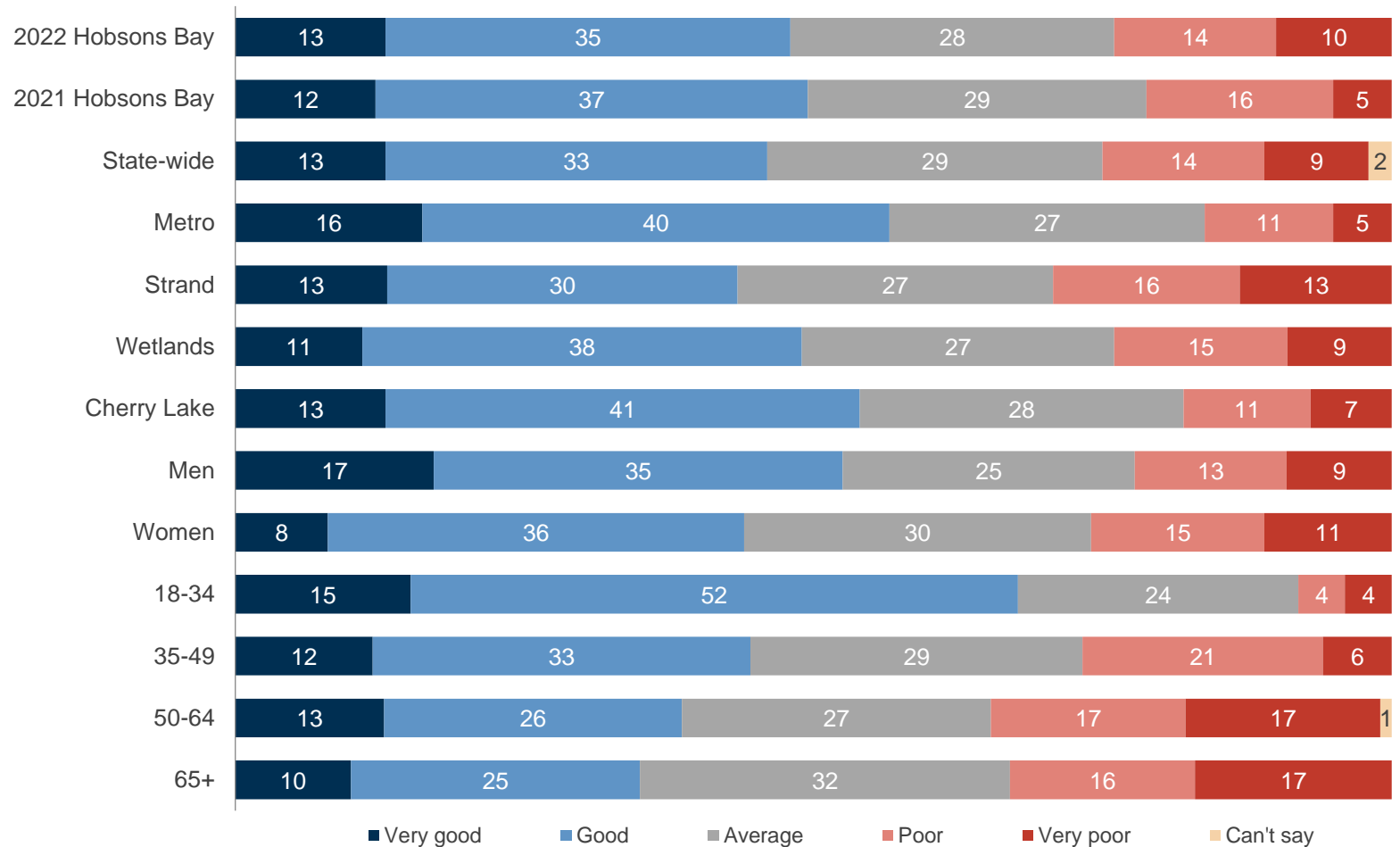
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)





Traffic management performance



2022 traffic management performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| Metro | 58▲ | 59 | 59 | 58 | 57 | 56 | 56 | 57 | n/a | n/a | n/a |
| State-wide | 58▲ | 59 | 58 | 58 | 57 | 59 | 59 | 60 | 60 | 60 | 58 |
| 65+ | 53 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 52 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 51 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 50 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 50 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 50 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 50 | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 48 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 48 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 46 | 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 'Traffic management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 8

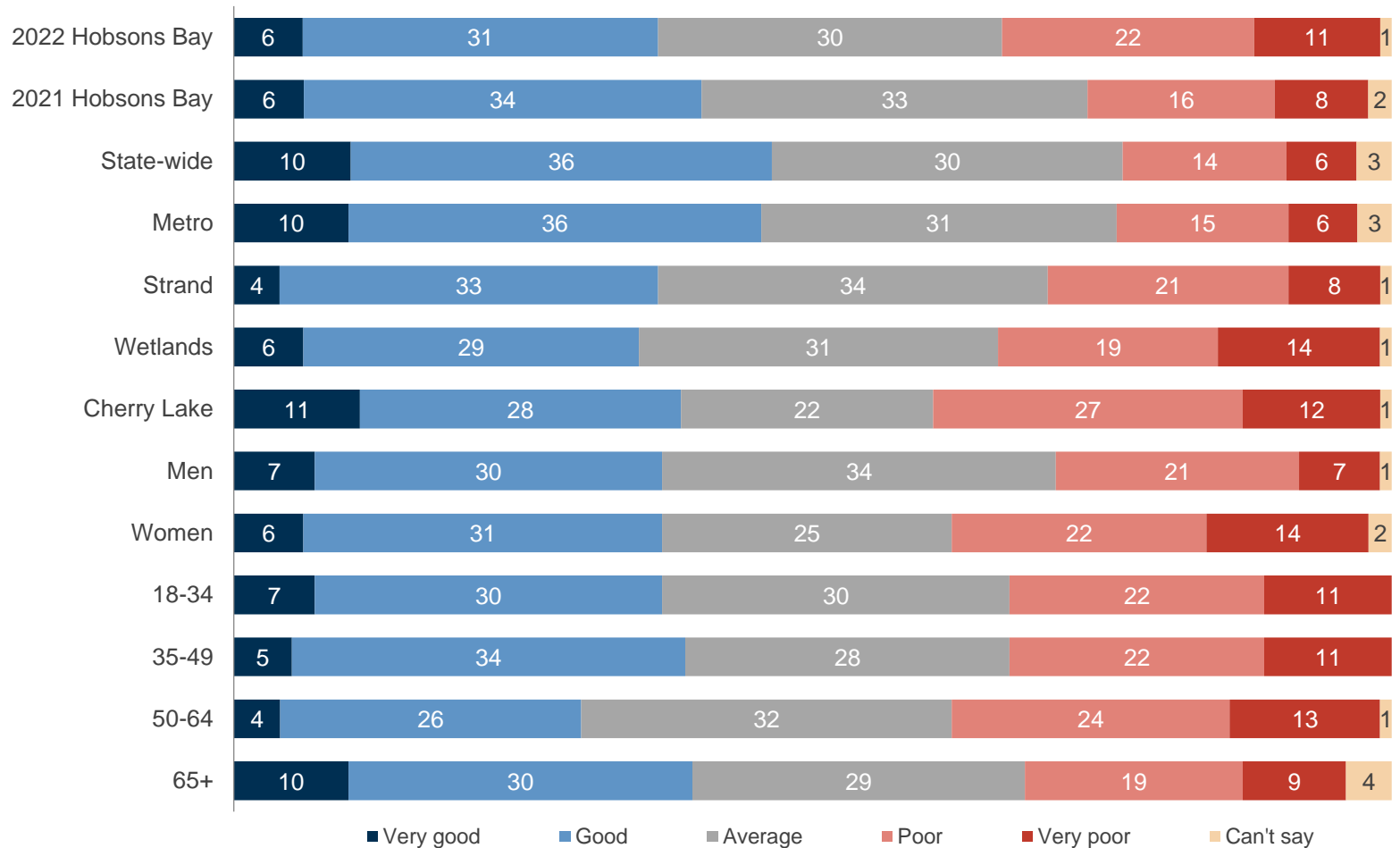
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2022 traffic management performance (%)





Parking facilities performance



2022 parking performance (index scores)

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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 8

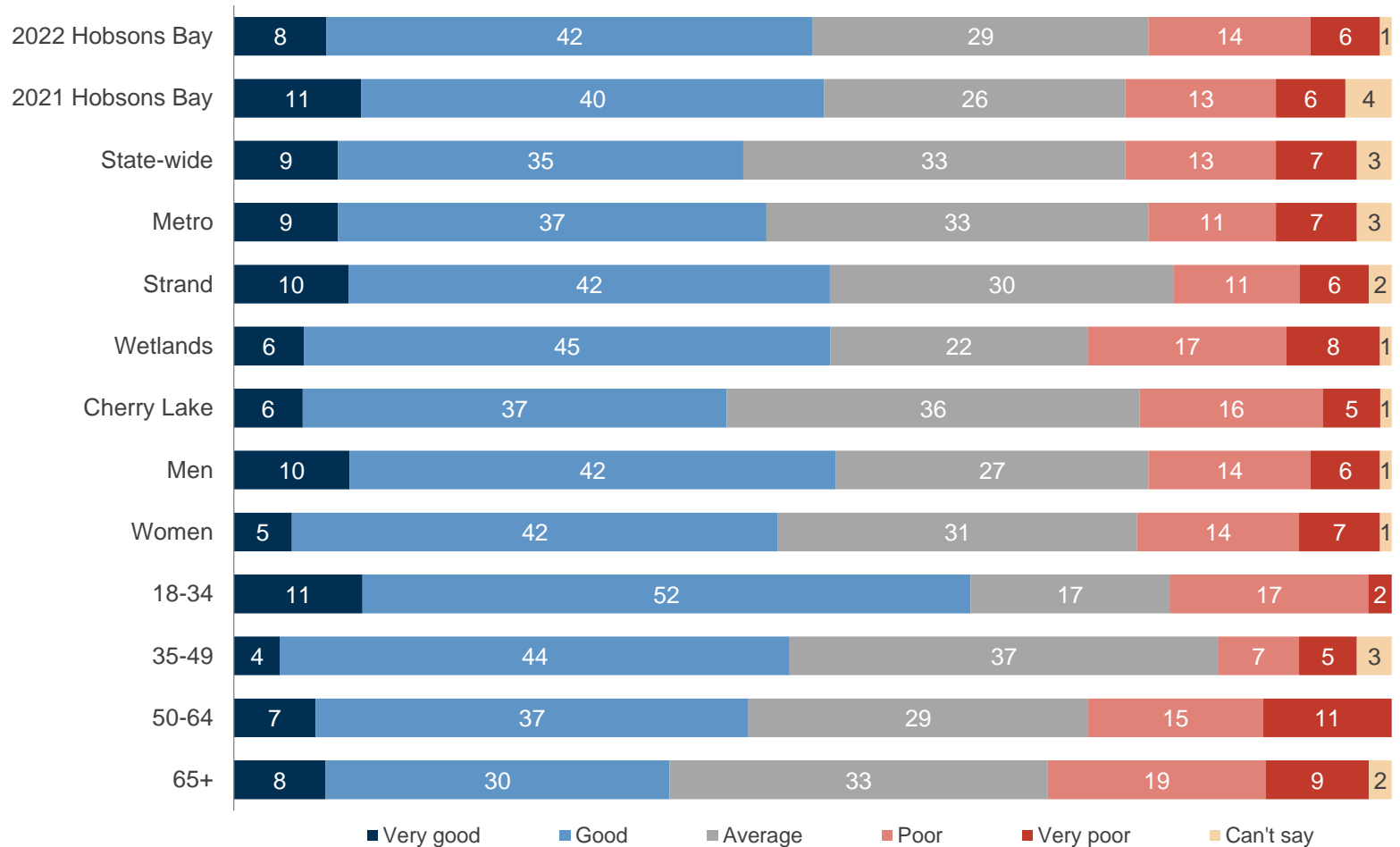
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)





Enforcement of local laws performance



2022 law enforcement performance (index scores)

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

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

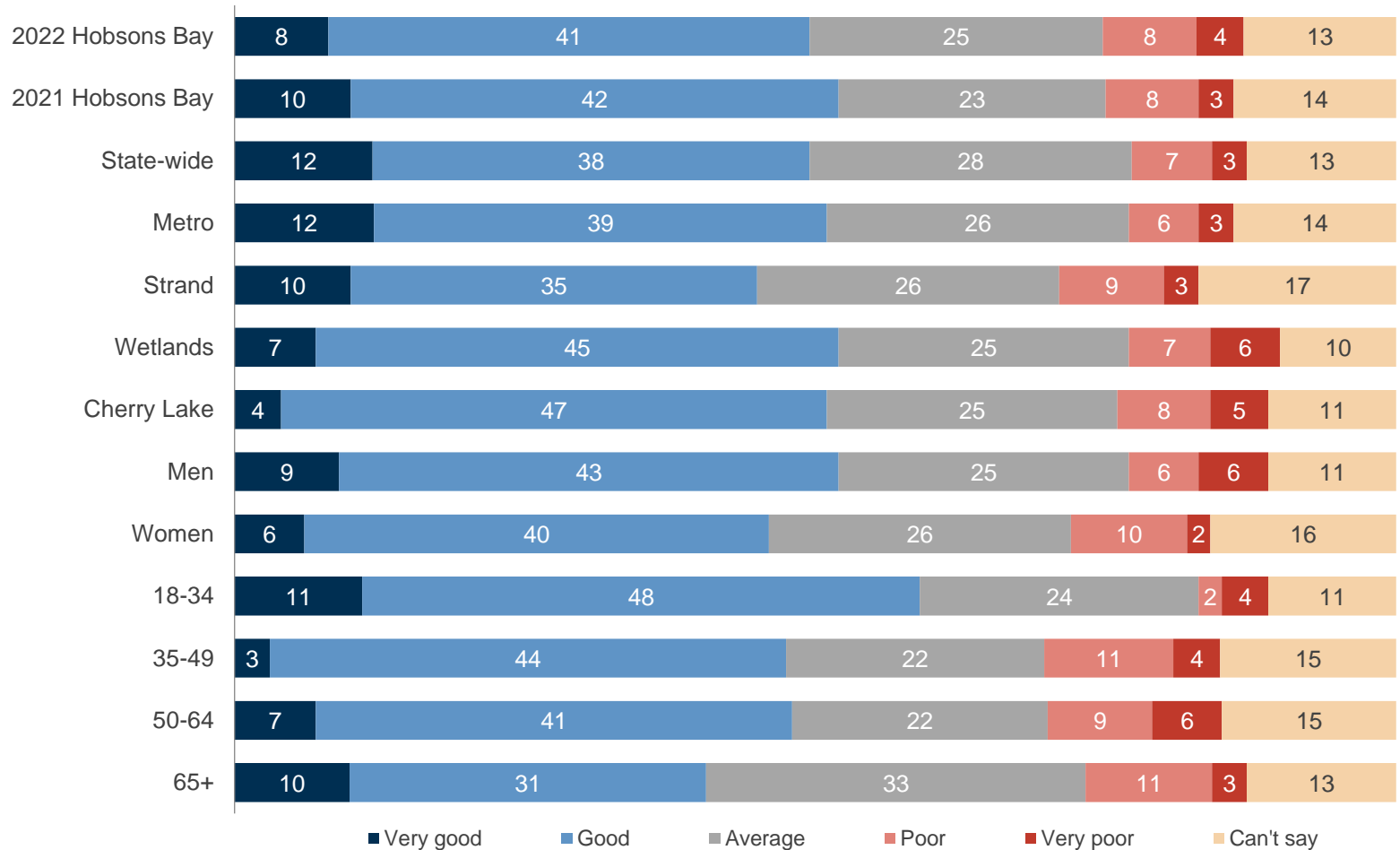
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)





Elderly support services performance



2022 elderly support performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| State-wide | 67▲ | 69 | 68 | 68 | 68 | 68 | 68 | 69 | 70 | 69 | 69 |
| Metro | 65▲ | 66 | 67 | 67 | 67 | 67 | 69 | 69 | n/a | n/a | n/a |
| 35-49 | 64 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 64 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 63 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 61 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 60 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 59 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 58 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 57 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 54 | 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 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

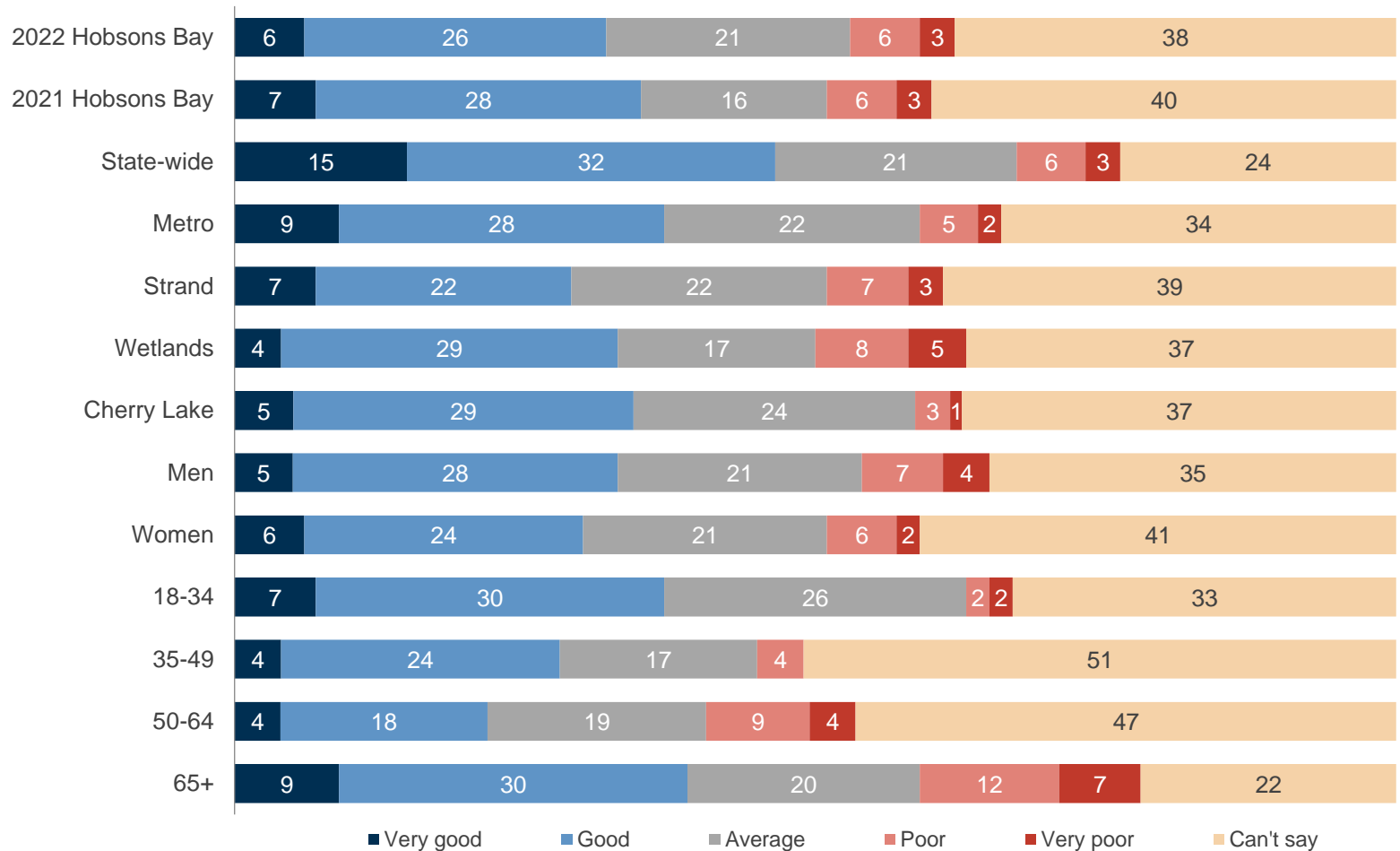
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)





Recreational facilities performance



2022 recreational facilities performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| Cherry Lake | 74 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 74 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 73 | 77 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 73 | 75 | 74 | 75 | 74 | 73 | 73 | 74 | n/a | n/a | n/a |
| Men | 72 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 72 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 72 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 72 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 71 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 71 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 69▼ | 71 | 70 | 70 | 69 | 70 | 69 | 70 | 71 | 70 | 70 |
| 50-64 | 69 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12

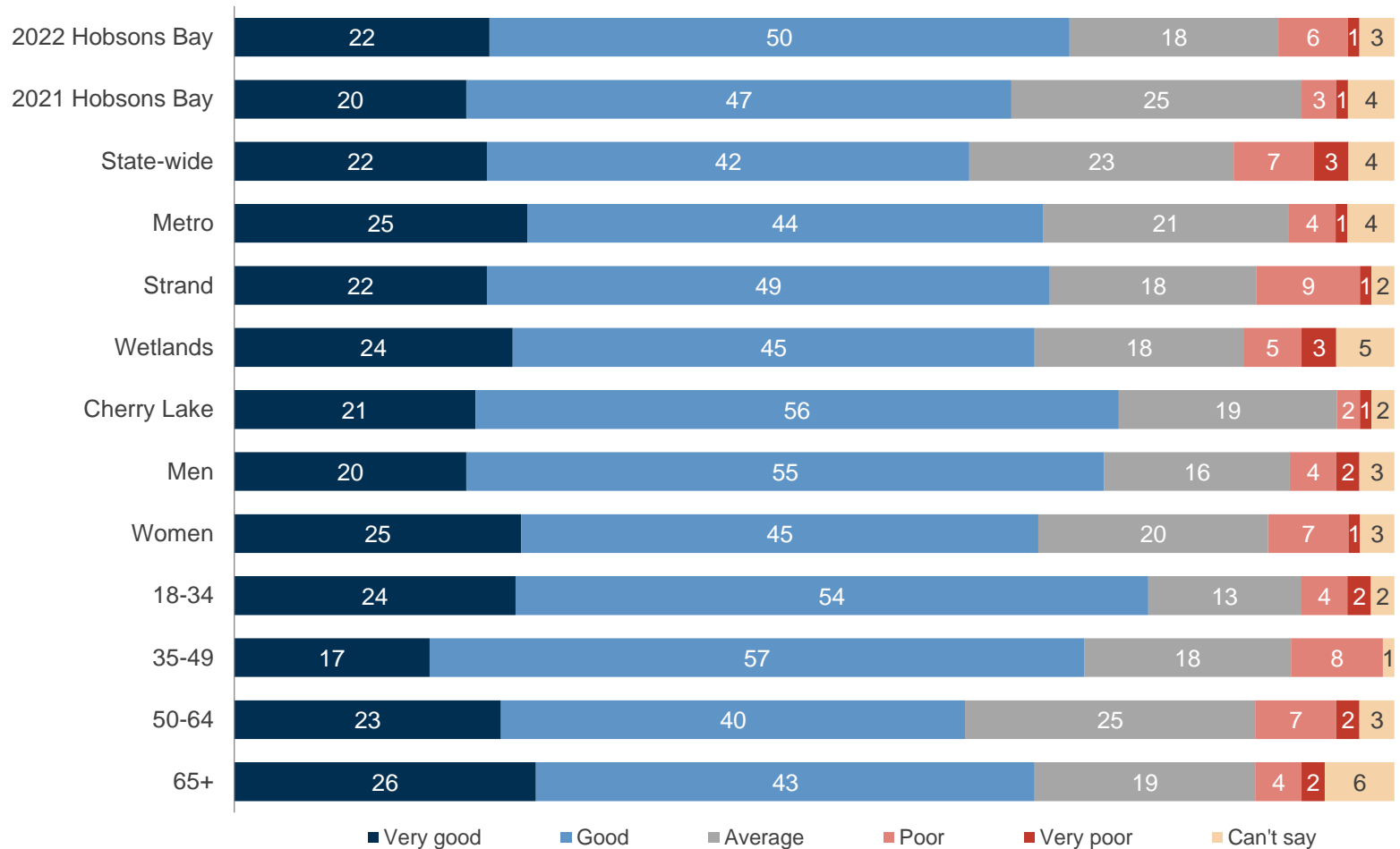
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|----|------|------|------|------|------|------|------|------|------|------|
| Metro | 72 | 74 | 73 | 74 | 73 | 72 | 72 | 73 | n/a | n/a | n/a |
| 35-49 | 72 | n/a | 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 | n/a | n/a | n/a |
| Strand | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 | 72 | 71 | 71 |
| Women | 70 | n/a | 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 | n/a |
| Men | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11

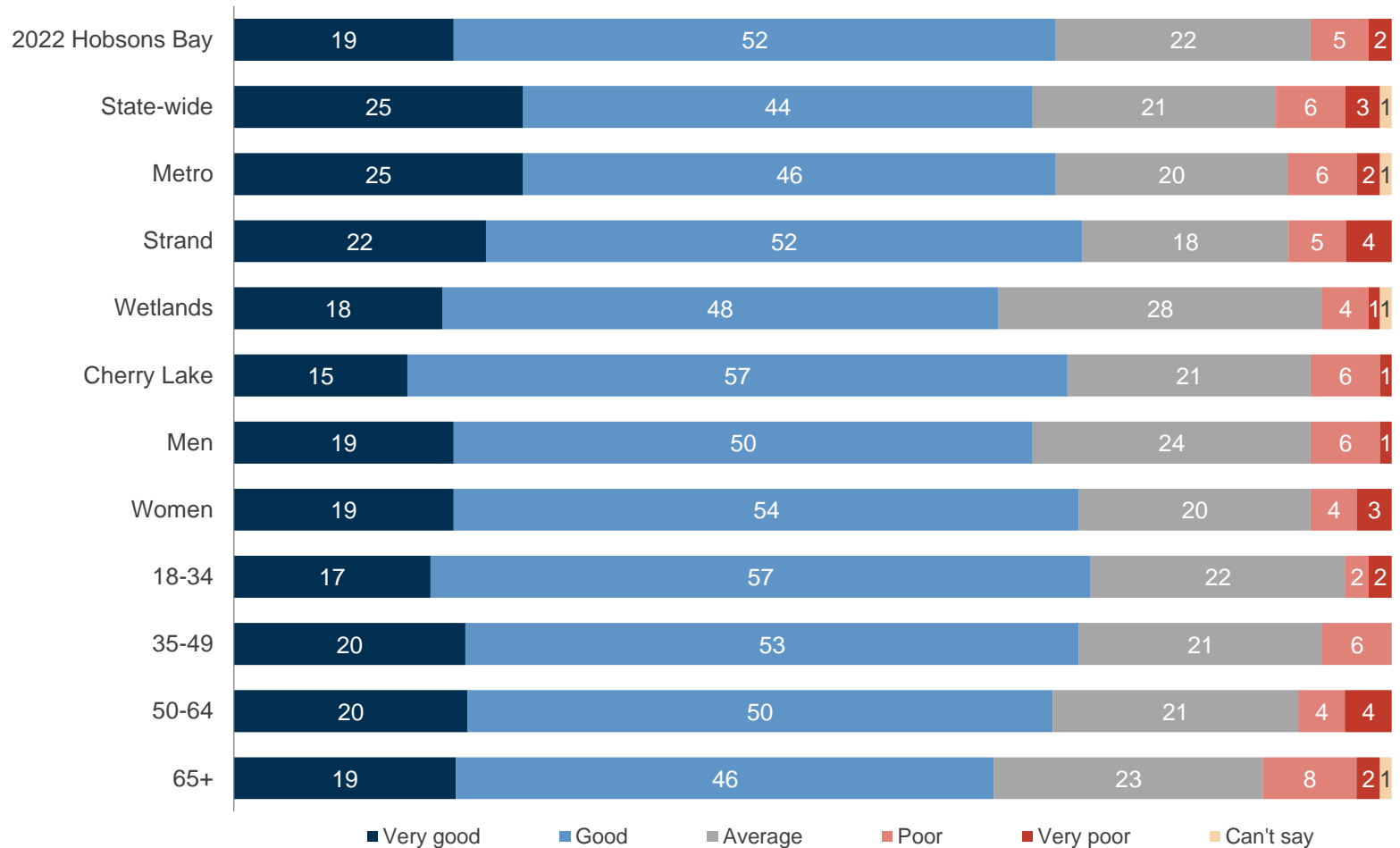
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)





Community and cultural activities performance



2022 community and cultural activities performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|----|------|------|------|------|------|------|------|------|------|------|
| 35-49 | 68 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 67 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 67 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 67 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 66 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 66 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 65 | 66 | 70 | 70 | 70 | 70 | 71 | 71 | n/a | n/a | n/a |
| 65+ | 65 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 65 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 65 | 65 | 68 | 69 | 69 | 69 | 69 | 69 | 70 | 69 | 68 |
| Men | 65 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 63 | 65 | 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: 30 Councils asked group: 12

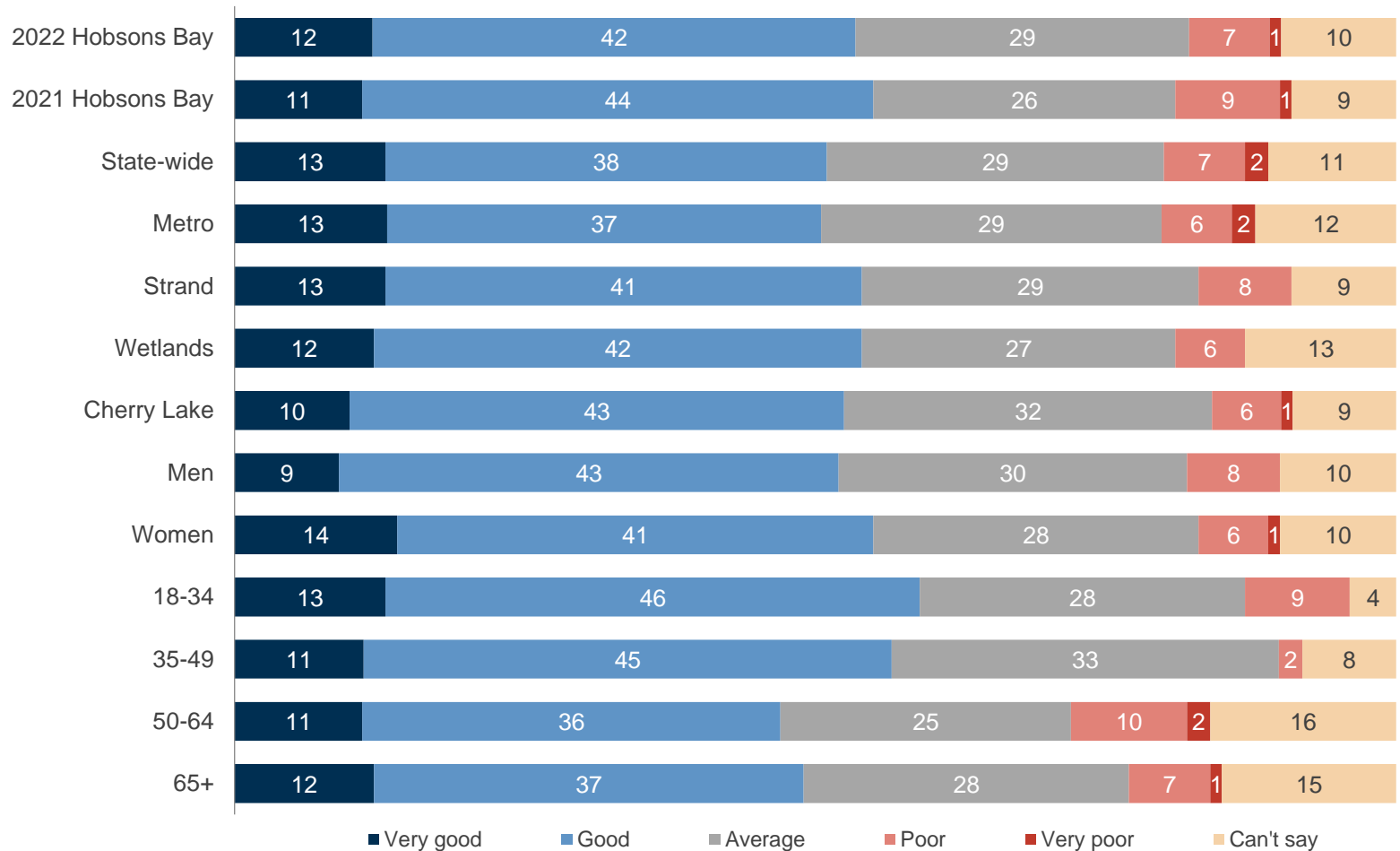
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)





Waste management performance



2022 waste management performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|------|------|------|------|------|------|------|------|------|------|
| Metro | 71▲ | 72 | 70 | 73 | 75 | 75 | 76 | 77 | n/a | n/a |
| State-wide | 68▲ | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 | 71 |
| 65+ | 64 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 62 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 59 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 59 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 59 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 58 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 58 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 57 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 55 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 51▼ | 65 | 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: 67 Councils asked group: 16

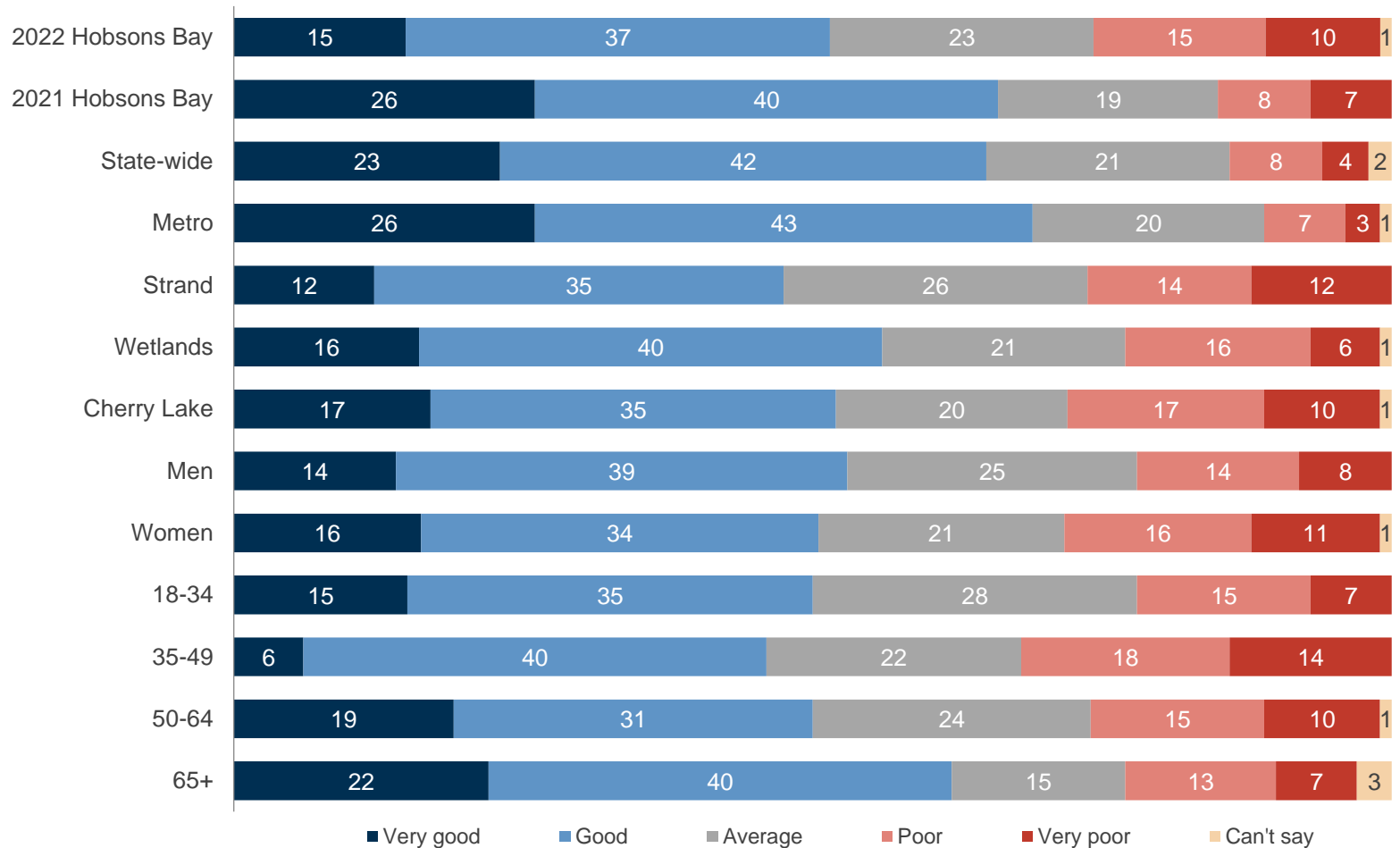
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 35-49 | 63 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 63 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 63 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 63 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 62 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 62 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 61 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 60 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 | 62 | 62 | 62 |
| Men | 60 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 59▼ | 60 | 59 | 60 | 60 | 60 | 62 | 62 | n/a | n/a | n/a |
| 50-64 | 57 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

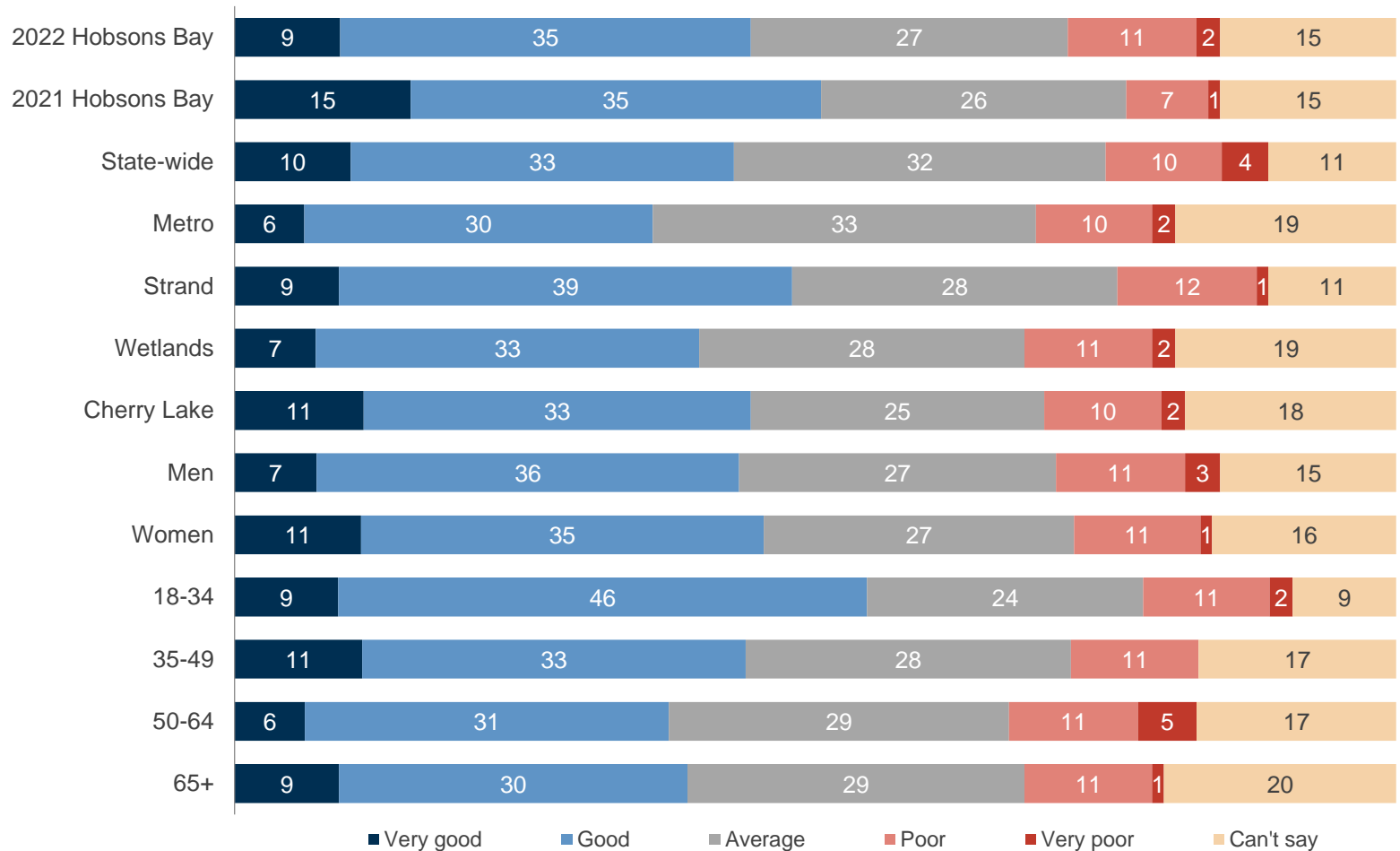
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)





Council's general town planning policy performance



2022 town planning performance (index scores)

| | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 59 | 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 | 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 |
| Women | 53 | 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 | n/a | n/a |
| Metro | 56 | 55 | 56 | 53 | 53 | 54 | 55 | n/a | n/a | n/a |
| 65+ | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 55 | 54 | 55 | 54 | 53 | 52 | 54 | 55 | 55 | 54 |
| 50-64 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

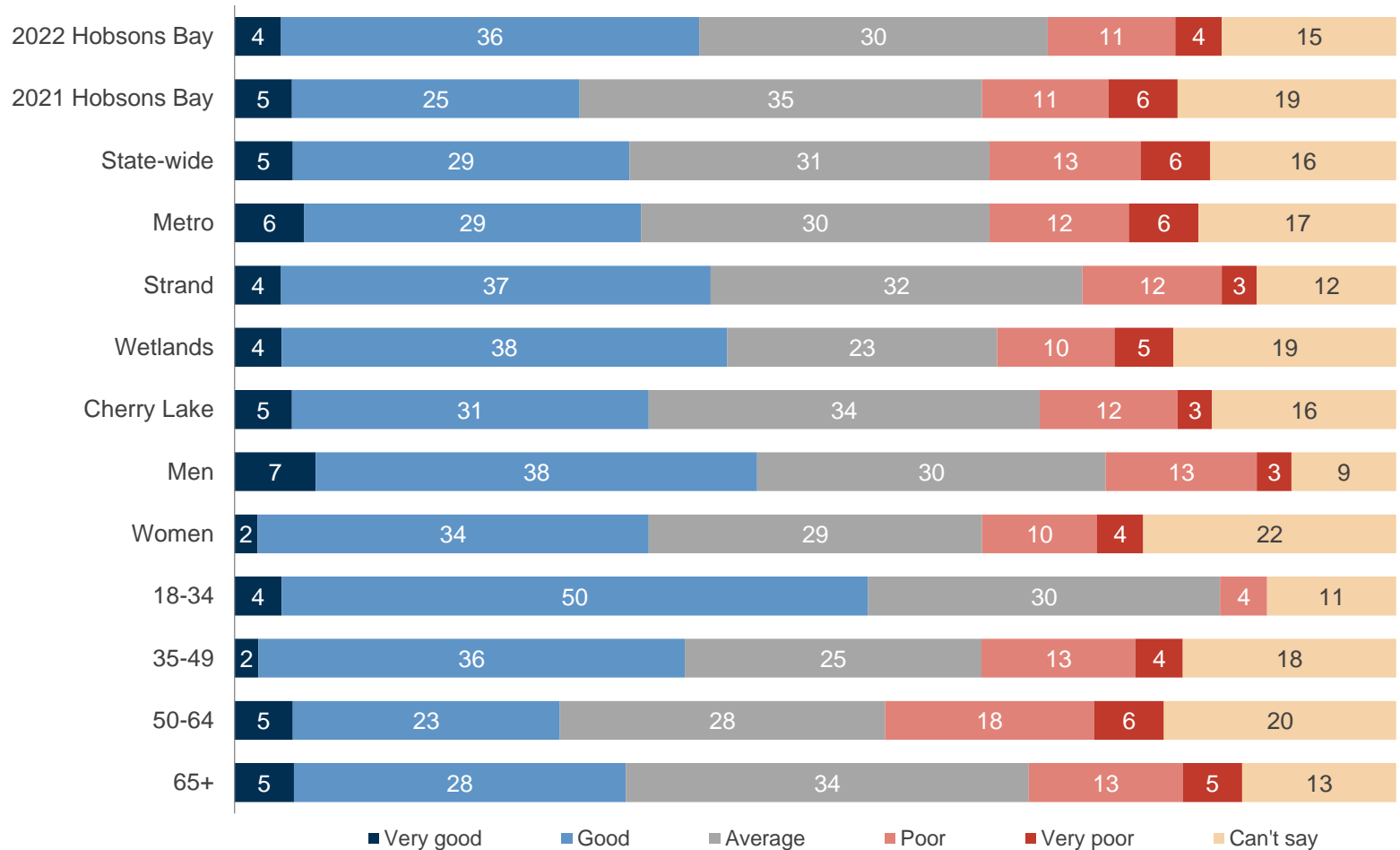
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)





Planning and building permits performance



2022 planning and building permits performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|-----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 58▲ | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 55 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 54▲ | 54 | 54 | 53 | 51 | 49 | 50 | 53 | n/a | n/a | n/a |
| Men | 52 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 50 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 | 53 | 55 | 54 |
| 35-49 | 49 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 49 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 48 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 48 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 48 | 45 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 42▼ | 47 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

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

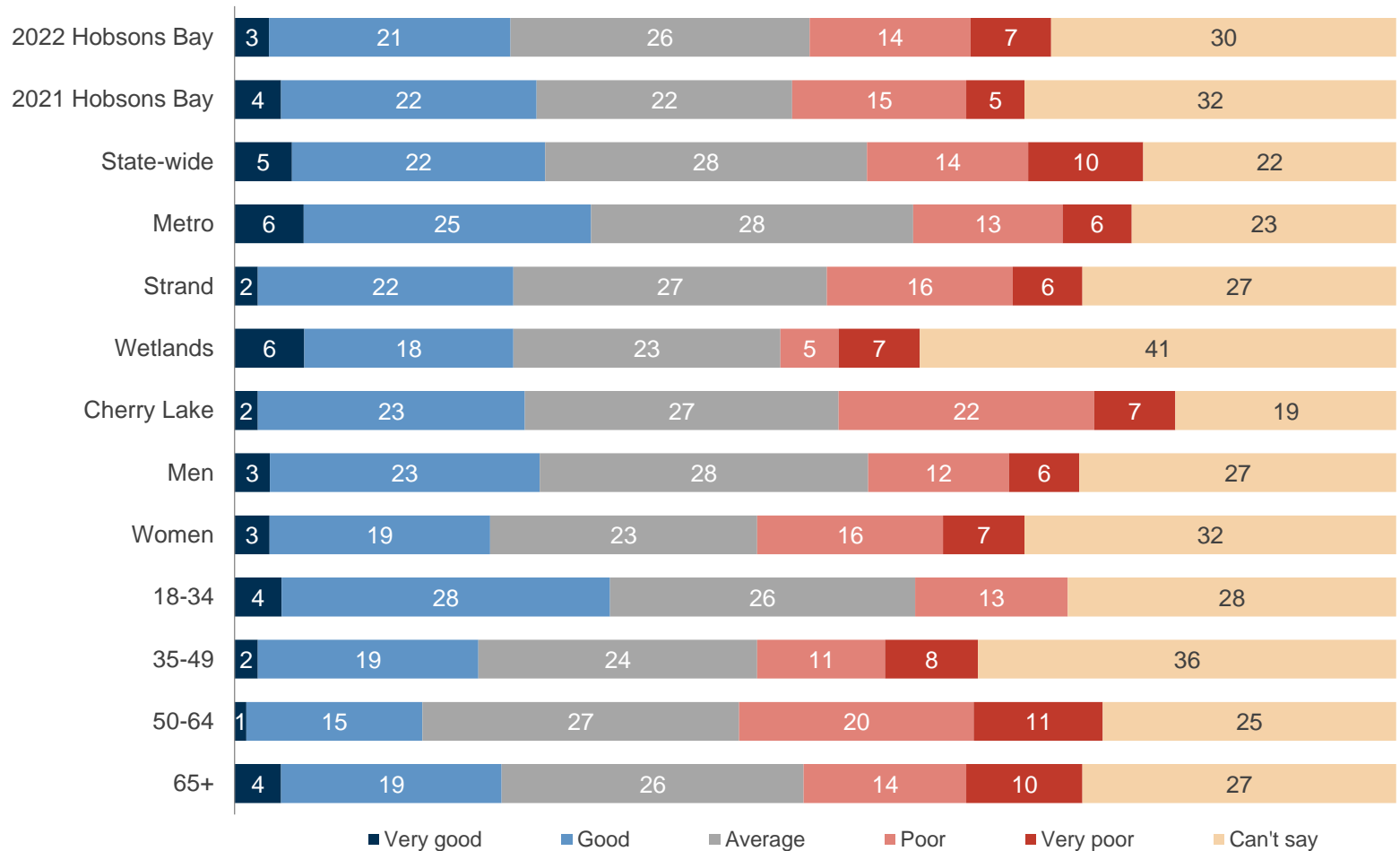
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 13

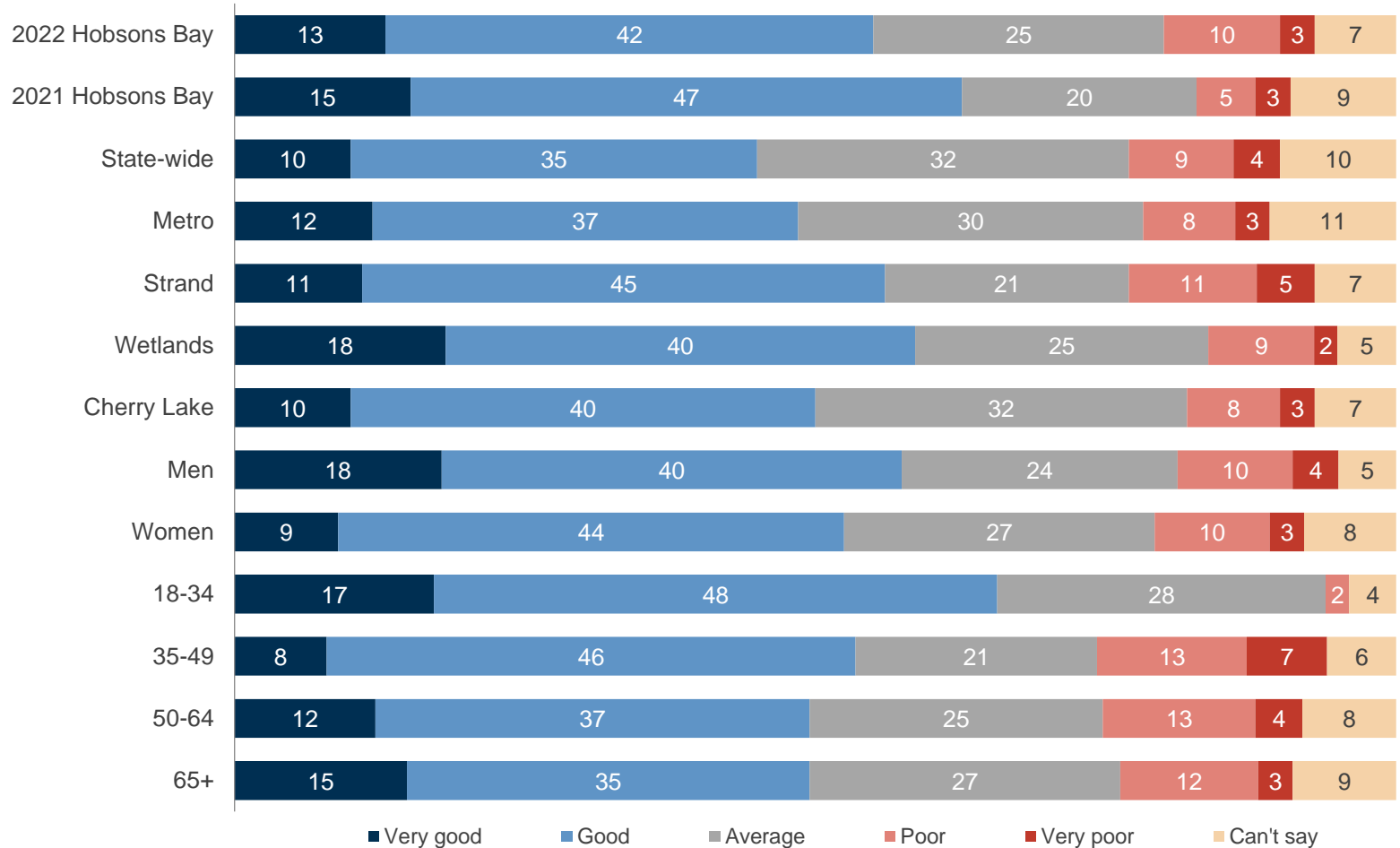
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)





Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 68 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 67 | 70 | 66 | 70 | 69 | 68 | 68 | 69 | n/a | n/a | n/a |
| Cherry Lake | 67 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 66 | 71 | 68 | 72 | 71 | 70 | 69 | 70 | 71 | 70 | 70 |
| Men | 65 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 65 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 64 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Strand | 64 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 64 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 62 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 61 | 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

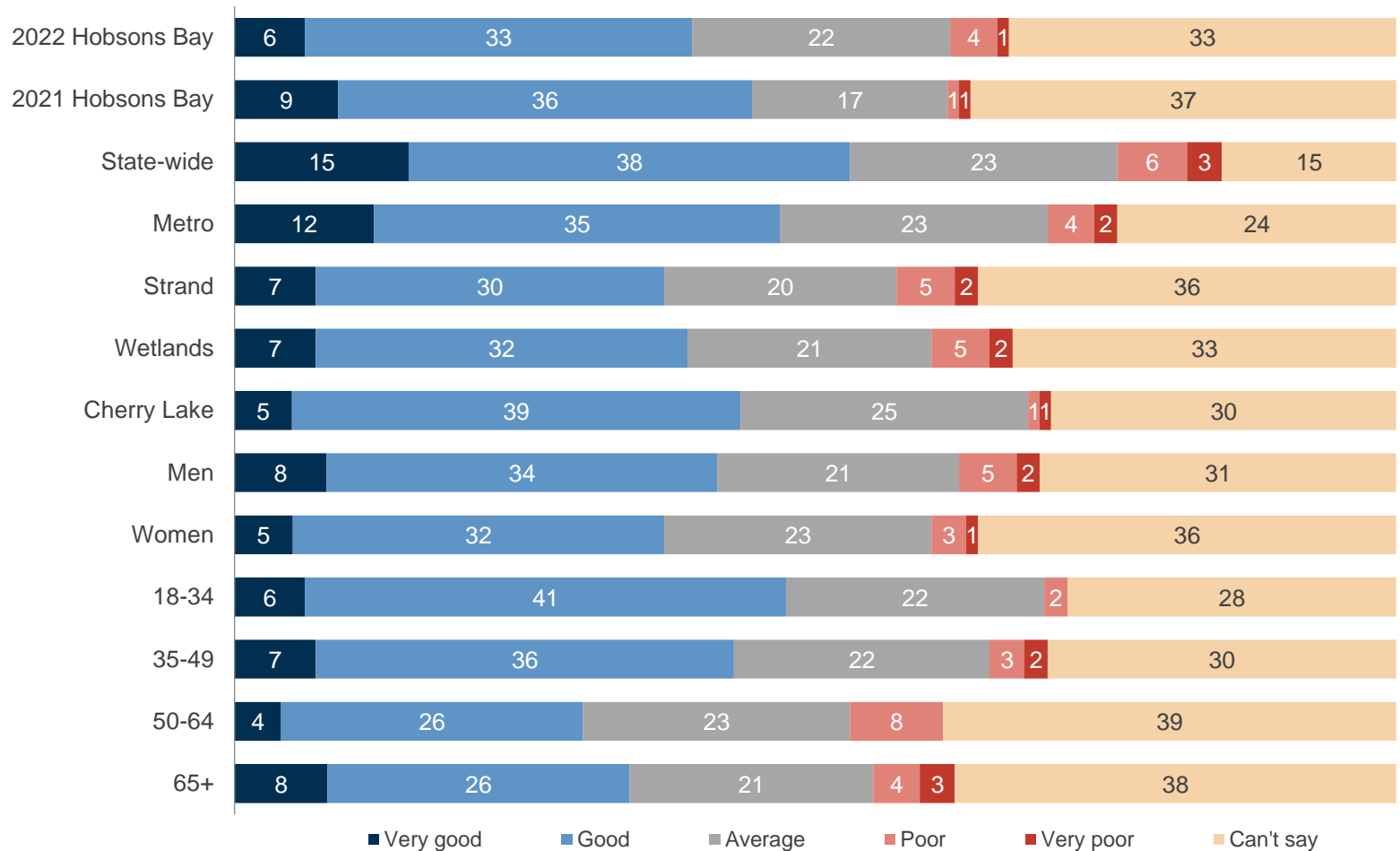
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)





Planning for population growth in the area performance



2022 population growth performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|----|------|------|------|------|------|------|------|------|------|------|
| Strand | 52 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 52 | 53 | 52 | 52 | 50 | 51 | 51 | 54 | n/a | n/a | n/a |
| State-wide | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 | 54 | 54 | 52 |
| 35-49 | 51 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 51 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 50 | 46 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 50 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 50 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 50 | 45 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cherry Lake | 49 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Wetlands | 48 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 46 | 44 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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: 6

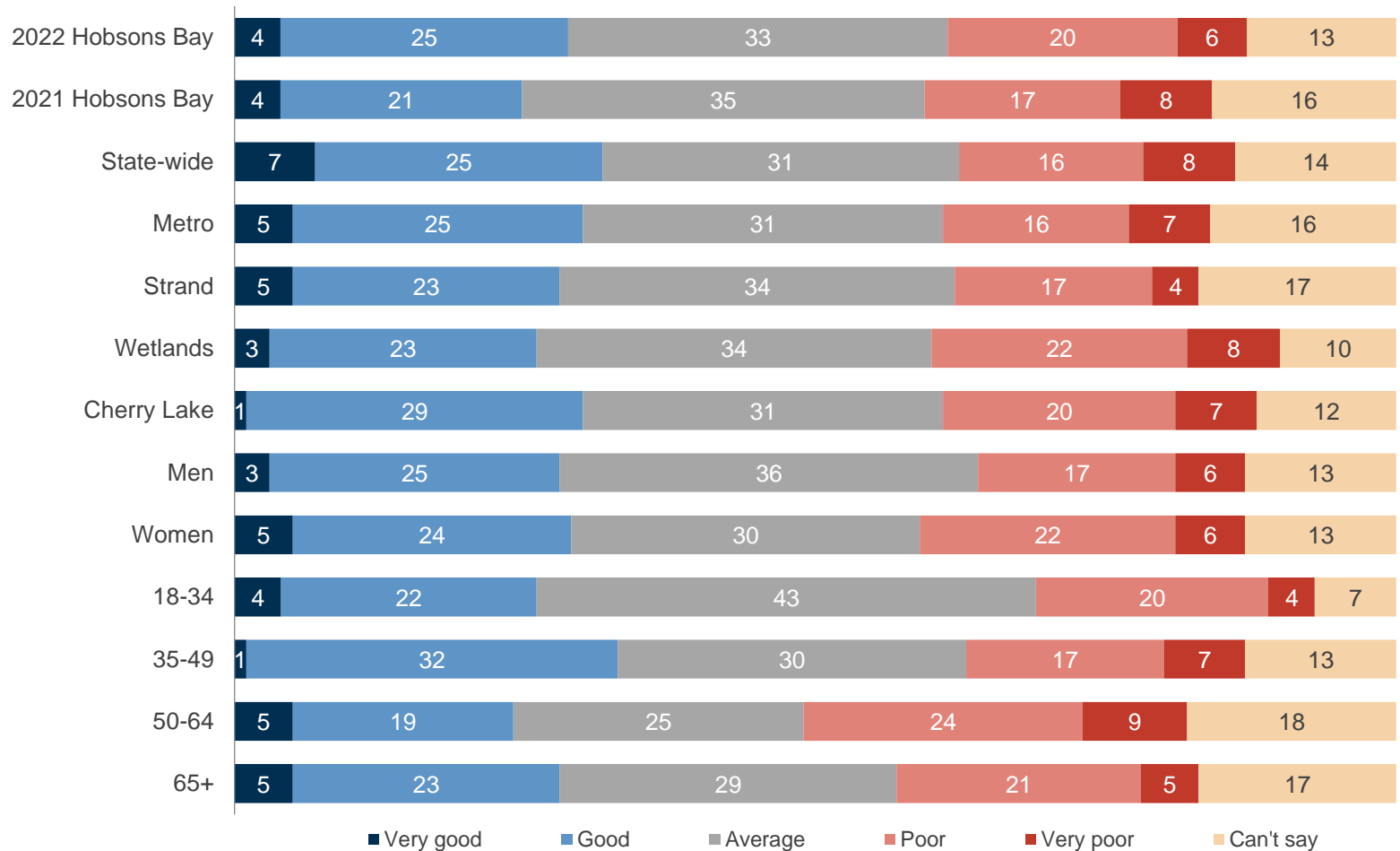
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)





COVID-19 response performance



2022 COVID-19 response performance (index scores)

| | | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|-------------|----|------|------|------|------|------|------|------|------|------|------|
| 18-34 | 72 | n/a | 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 | n/a |
| 65+ | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 | n/a |
| Strand | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Hobsons Bay | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 69 | 73 | 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 | n/a |
| Metro | 67 | 73 | 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 | n/a | n/a | n/a |

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

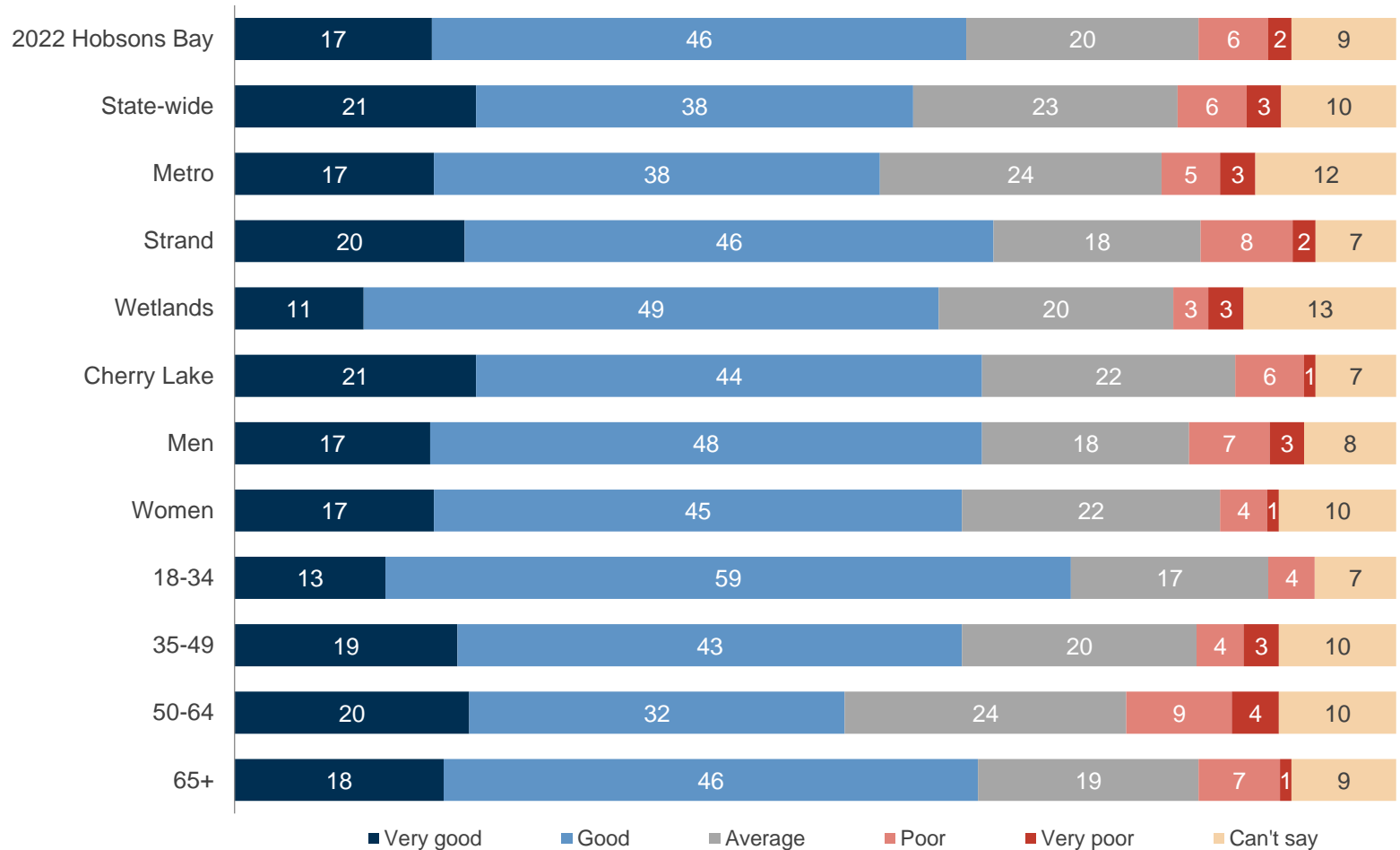
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or concert, with some individuals wearing red and white clothing.

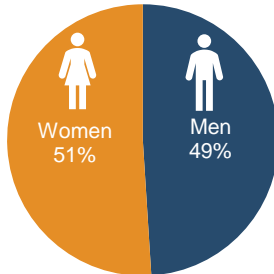
Detailed demographics



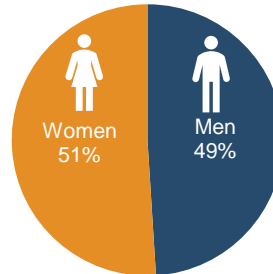
Gender and age profile

2022 gender

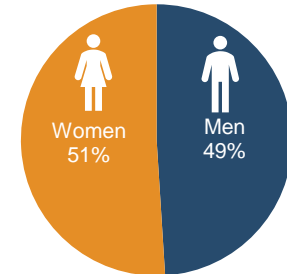
Hobsons Bay



Metro

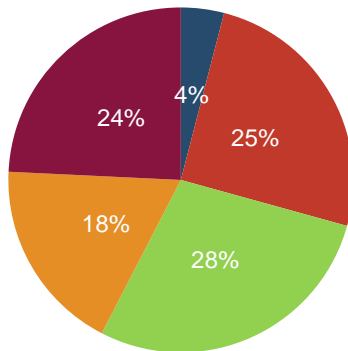


State-wide

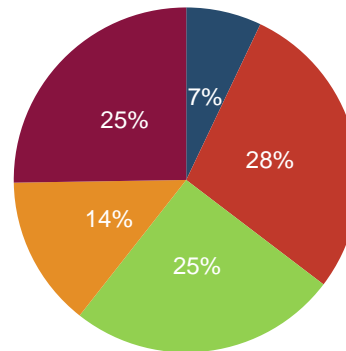


2022 age

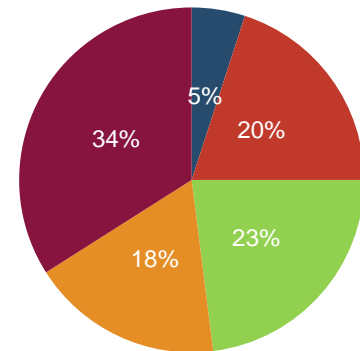
Hobsons Bay



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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 2022 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 76,500 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 | 164 | 196 | +/-7.7 |
| Women | 236 | 204 | +/-6.4 |
| Strand | 170 | 166 | +/-7.5 |
| Wetlands | 125 | 128 | +/-8.8 |
| Cherry Lake | 105 | 106 | +/-9.6 |
| 18-34 years | 46 | 117 | +/-14.6 |
| 35-49 years | 90 | 113 | +/-10.4 |
| 50-64 years | 115 | 74 | +/-9.2 |
| 65+ years | 149 | 96 | +/-8.0 |



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

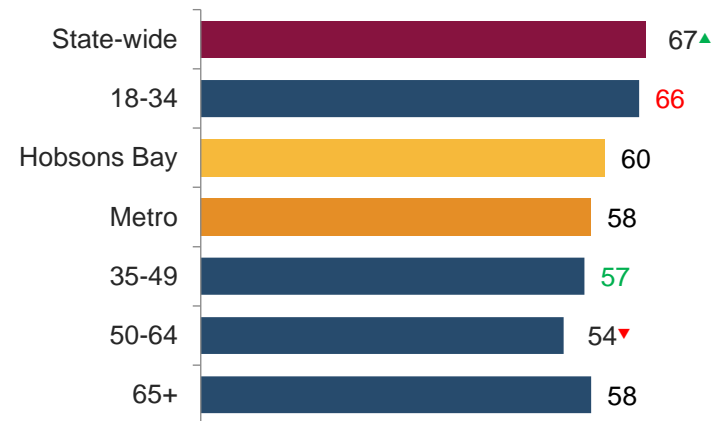
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Appendix B: Further project information



Appendix B: Further information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Hobsons Bay City Council for this 2022 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 2012-2022 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 2022 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 2022 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 2022 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: 2022 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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Katrina Cox
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J W S R E S E A R C H



Local Government Community Satisfaction Survey

Hobsons Bay City Council 2022 Tailored Questions

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



Contents

| | |
|---|---------------------------|
| <u>Health and aged care services</u> | <u>3</u> |
| <u>Children's services</u> | <u>9</u> |
| <u>Facilities and events</u> | <u>23</u> |
| <u>Parks, reserves and public areas</u> | <u>35</u> |
| <u>Waste services</u> | <u>41</u> |
| <u>Environment activities</u> | <u>53</u> |
| <u>Call centre satisfaction</u> | <u>59</u> |
| <u>Community engagement</u> | <u>62</u> |
| <u>Town planning</u> | <u>65</u> |
| <u>Topical matters</u> | <u>73</u> |

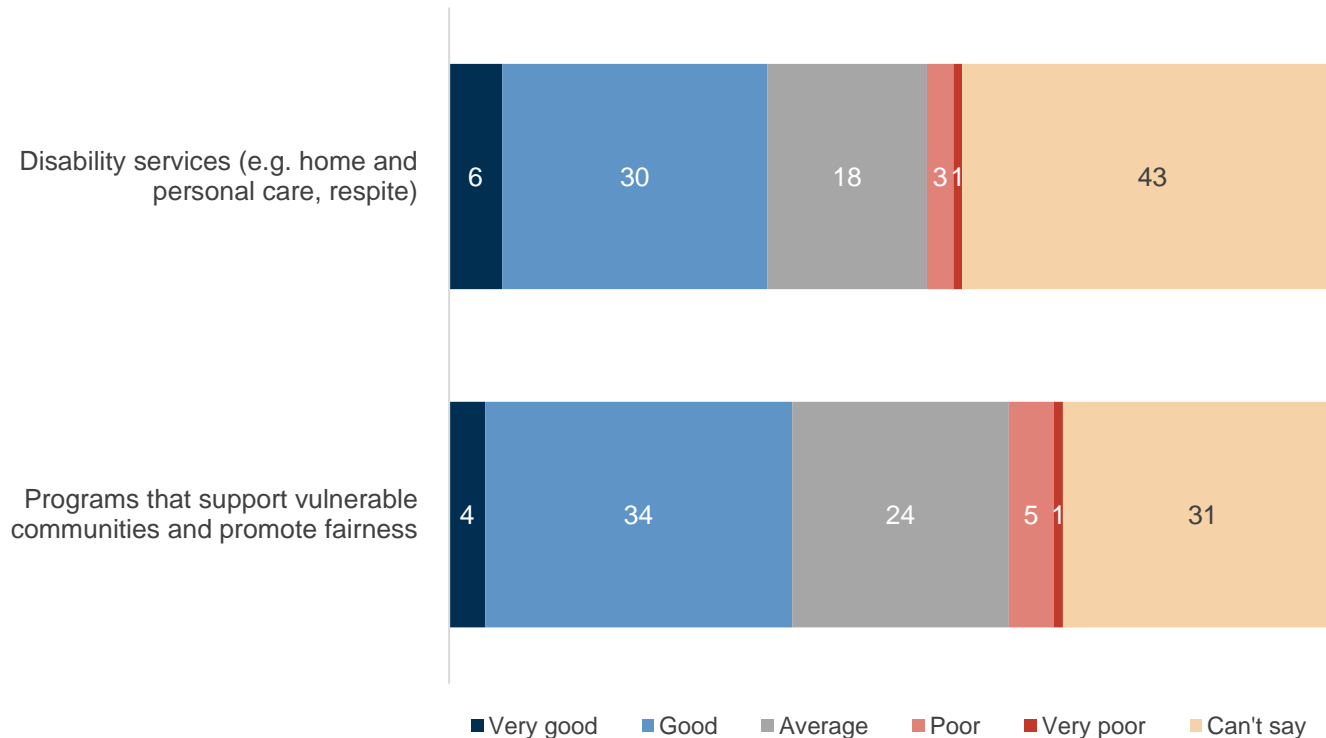


Health and aged care services



Health and aged care services

2022 health and aged care performance (%)



Q2. And how about health and aged care services?

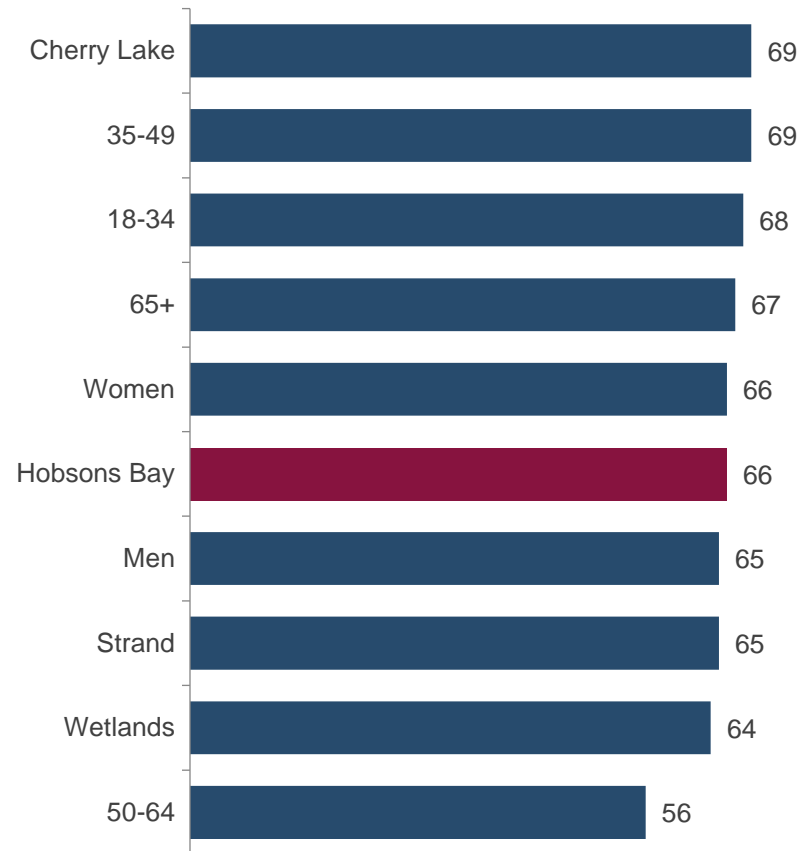
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Disability services

2022 disability services (e.g. home and personal care, respite) performance (index scores)



HB1. And now thinking about disability services (e.g. home and personal care, respite)?

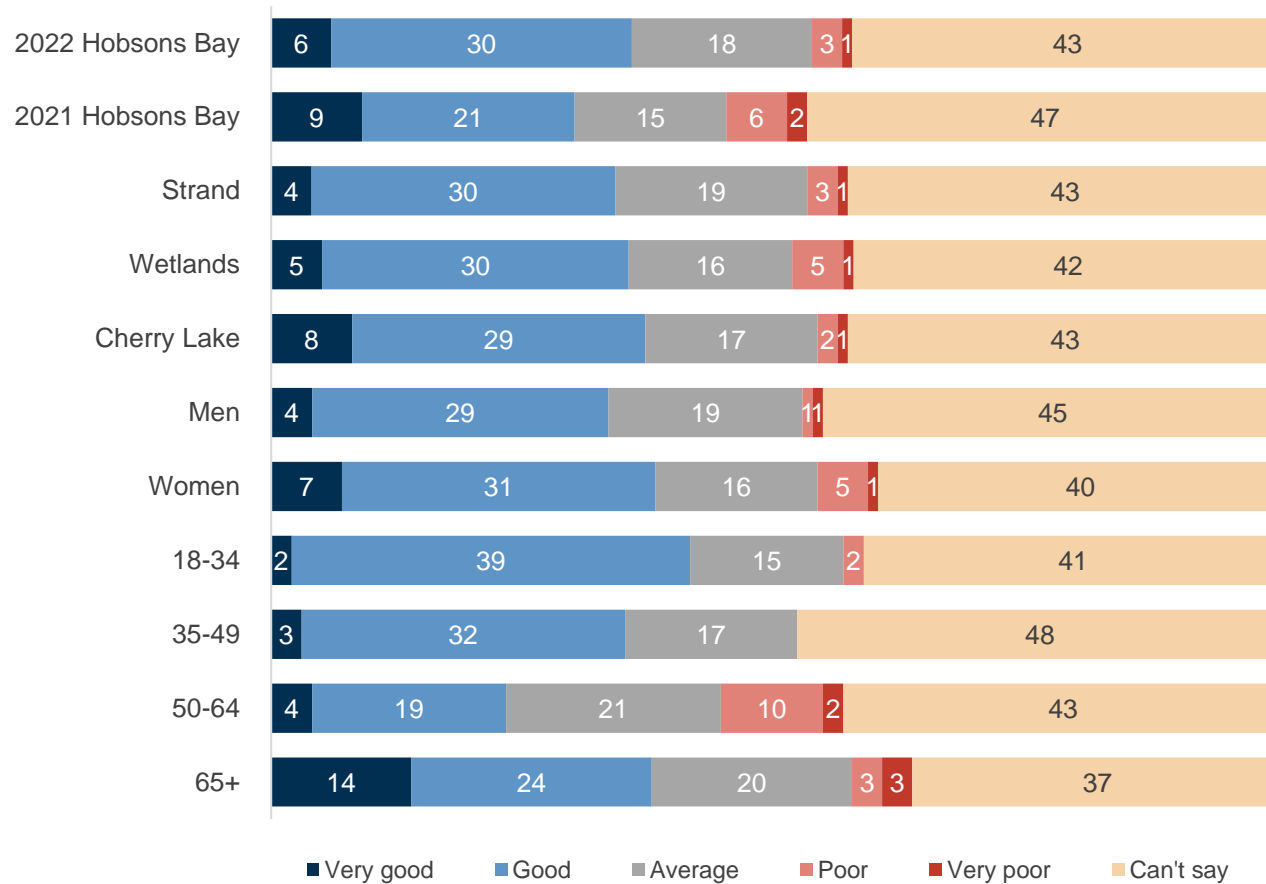
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Disability services

2022 disability services (e.g. home and personal care, respite) performance (%)



HB1. And now thinking about disability services (e.g. home and personal care, respite)?

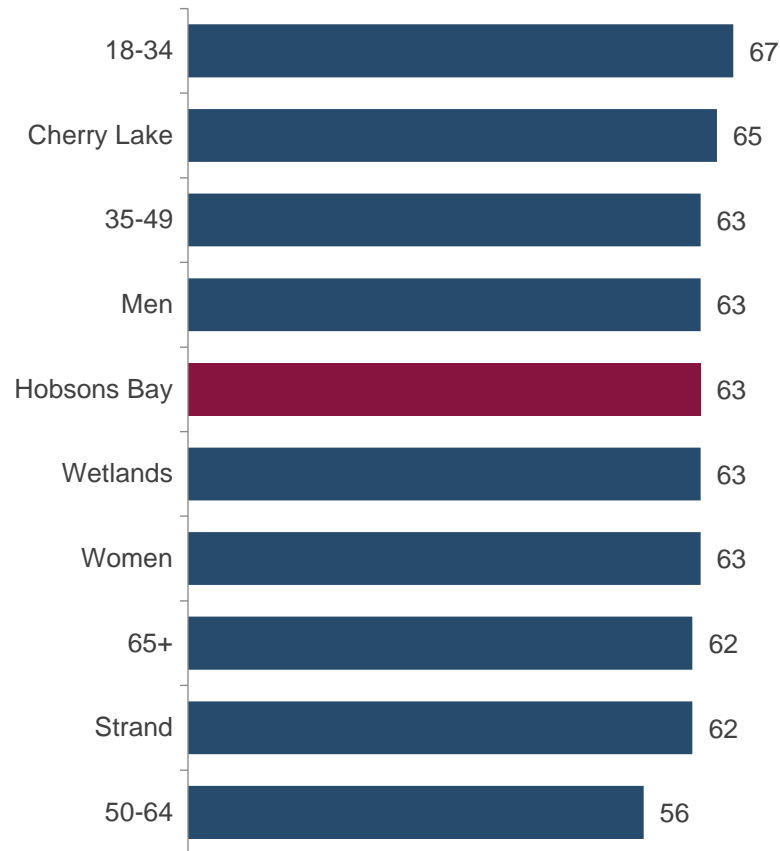
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Support for vulnerable communities and promoting fairness



2022 programs that support vulnerable communities and promote fairness performance (index scores)



HB2. And now thinking about programs that support vulnerable communities and promote fairness?

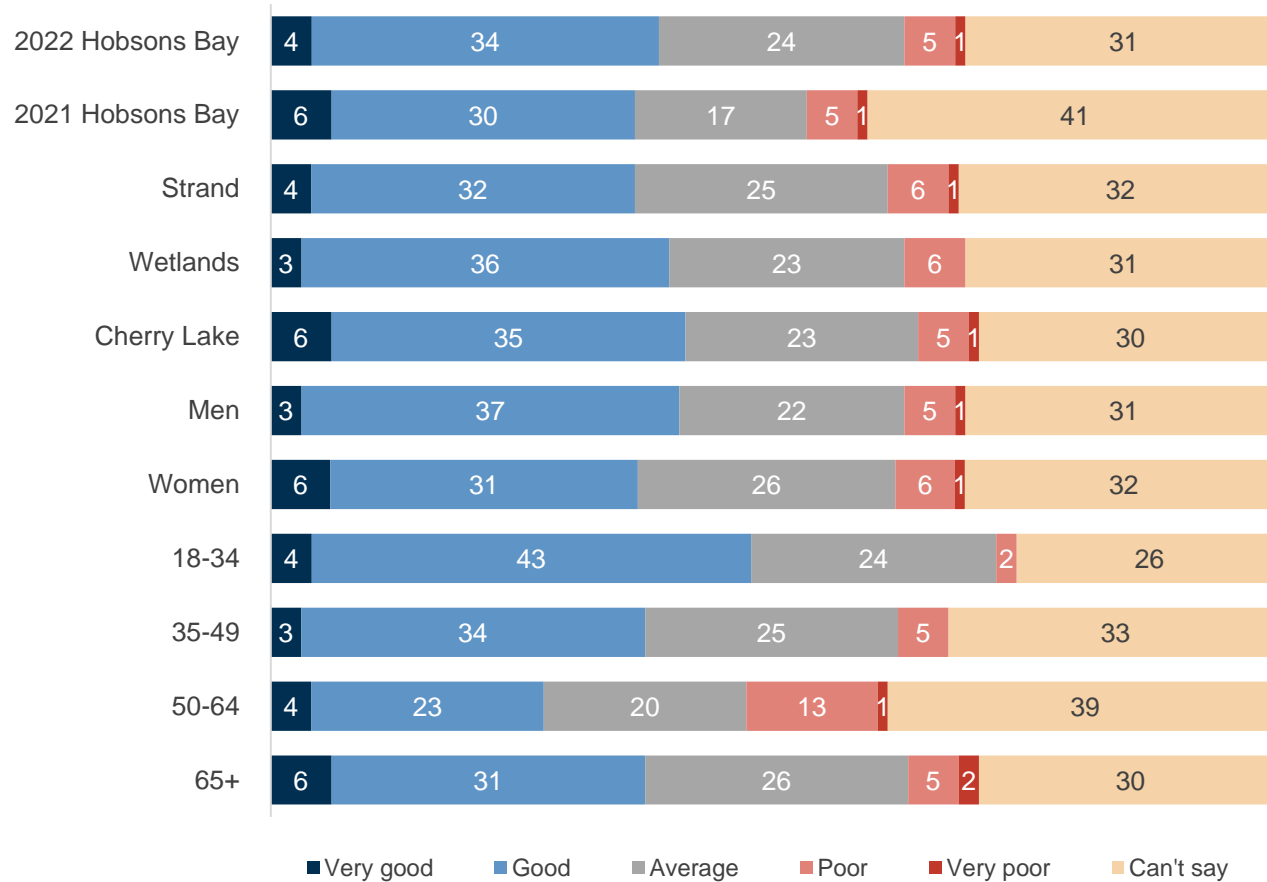
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Support for vulnerable communities and promoting fairness



2022 programs that support vulnerable communities and promote fairness performance (%)



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)

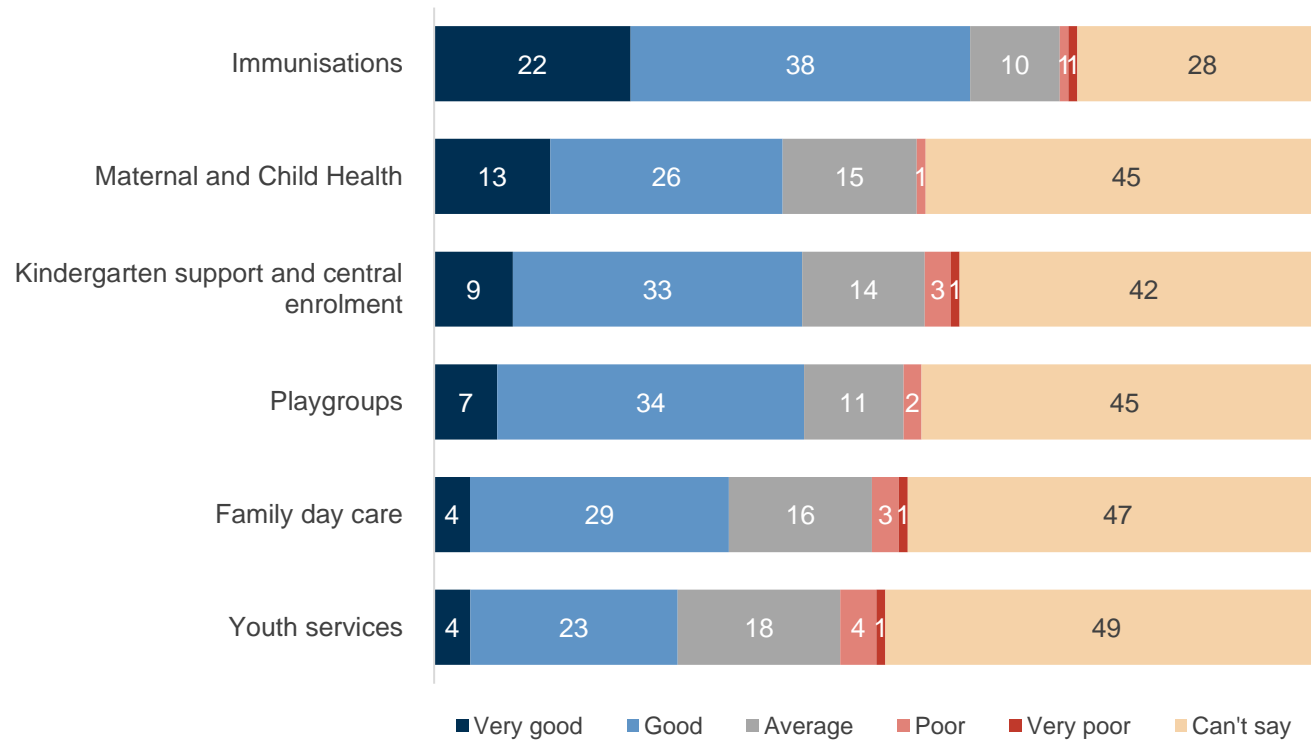
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the United States, showing state boundaries and major cities. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

Children's services



Children's services

2022 children's services performance (%)



Q2. And how about children's services?

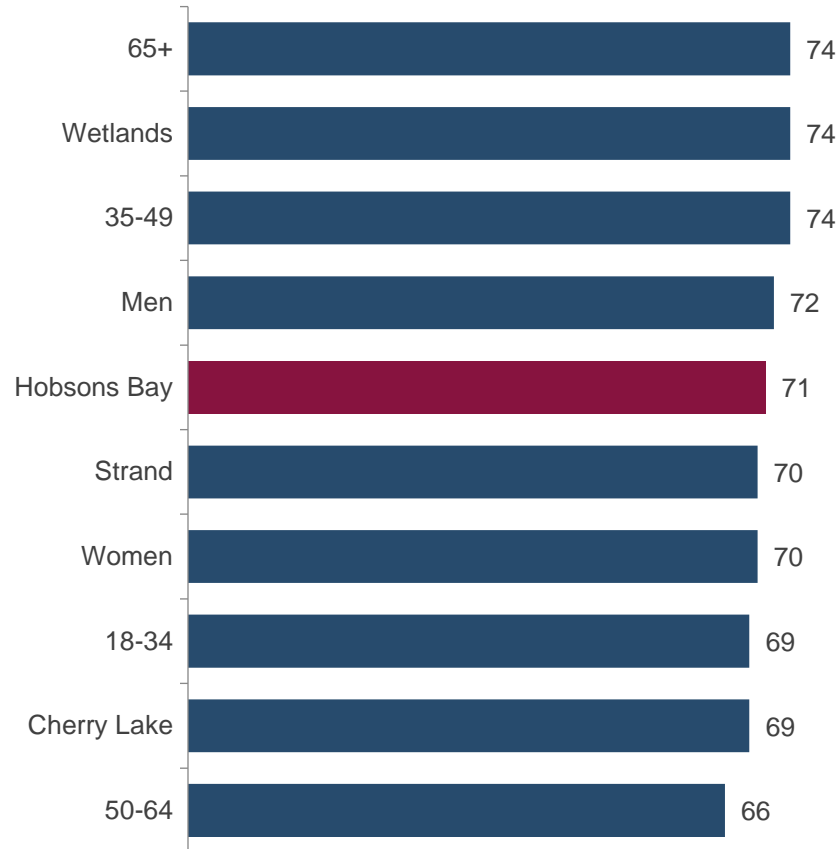
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Playgroups

2022 playgroups performance (index scores)



HB3. And now thinking about playgroups?

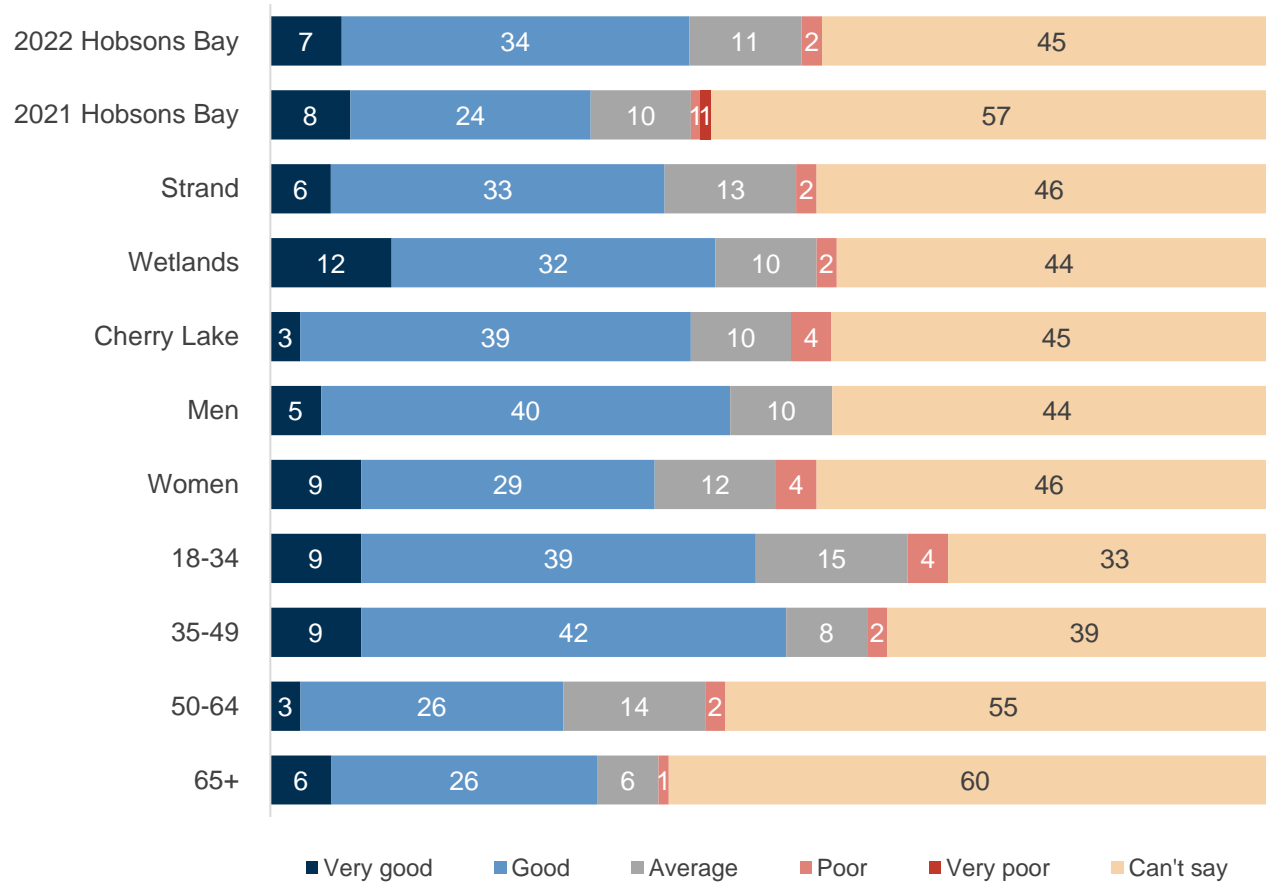
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Playgroups

2022 playgroups performance (%)



HB3. And now thinking about playgroups?

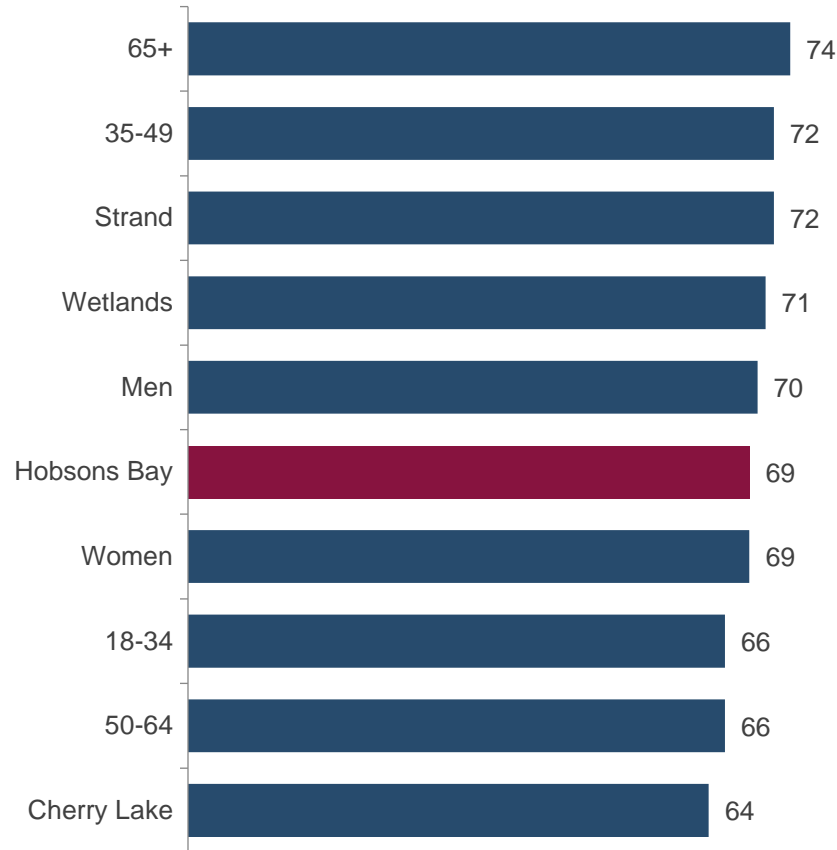
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Kindergarten support and central enrolment

2022 kindergarten support and central enrolment performance (index scores)



HB4. And now thinking about kindergarten support and central enrolment?

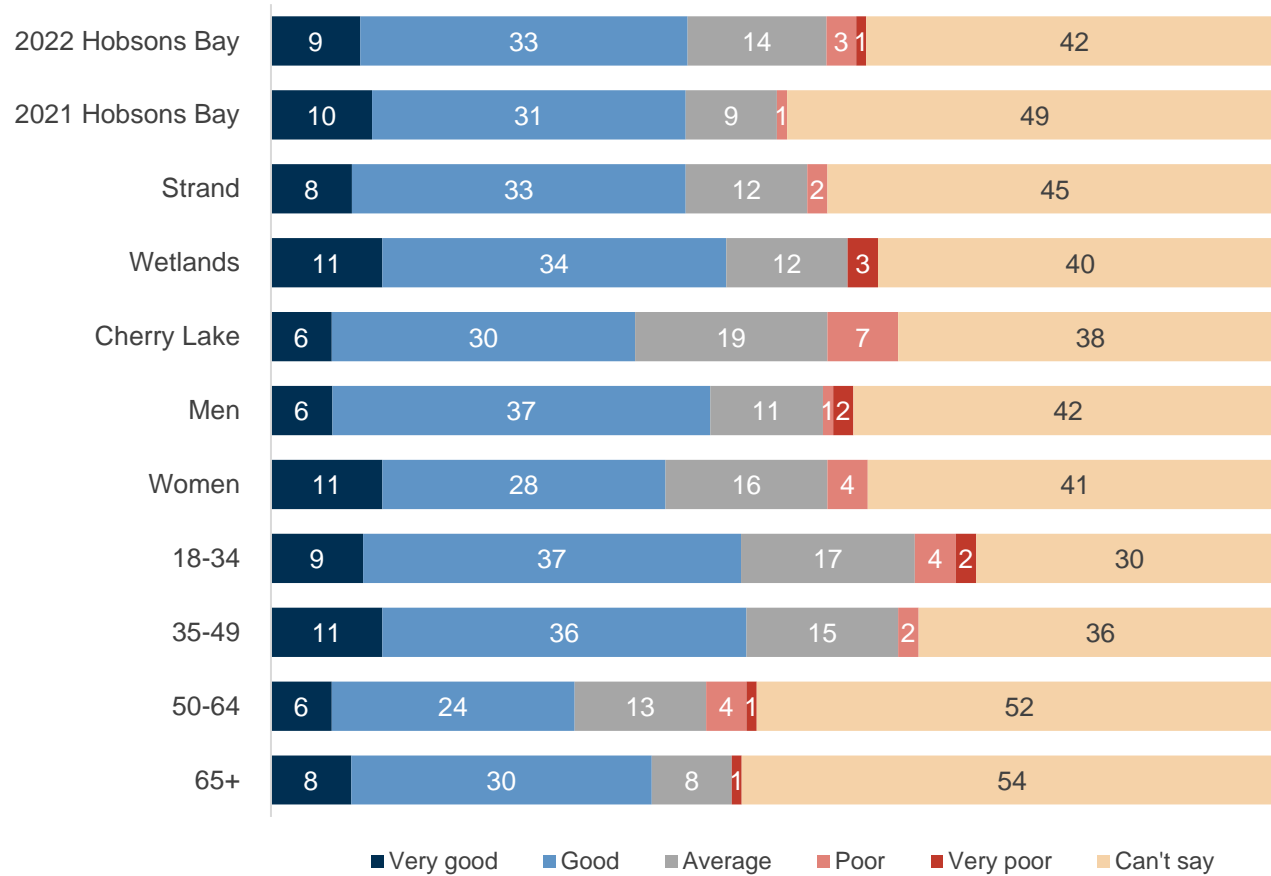
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Kindergarten support and central enrolment

2022 kindergarten support and central enrolment performance (%)



HB4. And now thinking about kindergarten support and central enrolment?

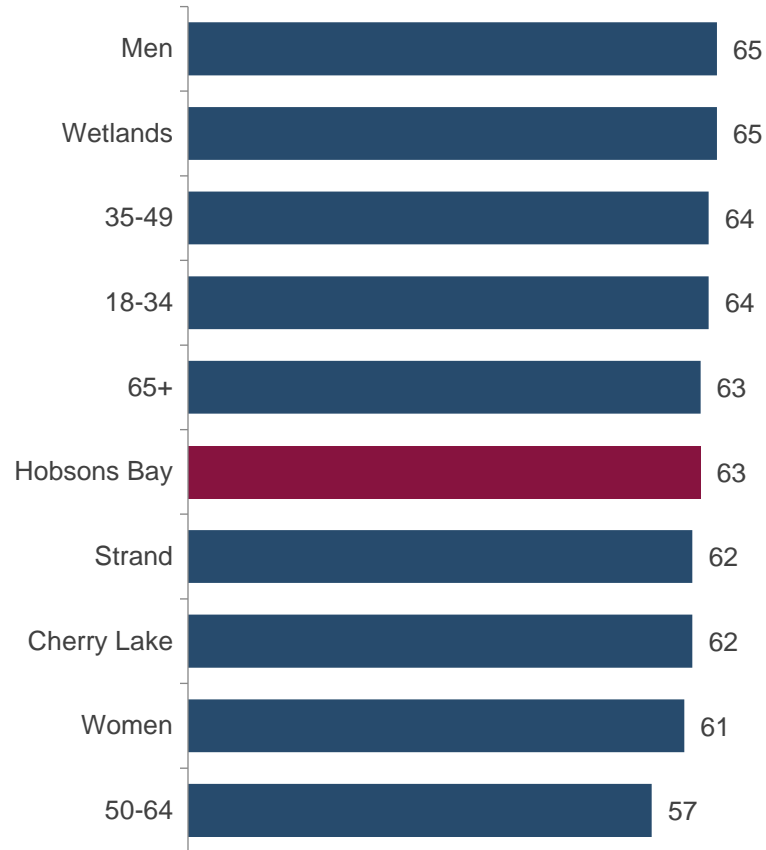
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Youth services

2022 youth services performance (index scores)



HB5. And now thinking about youth services?

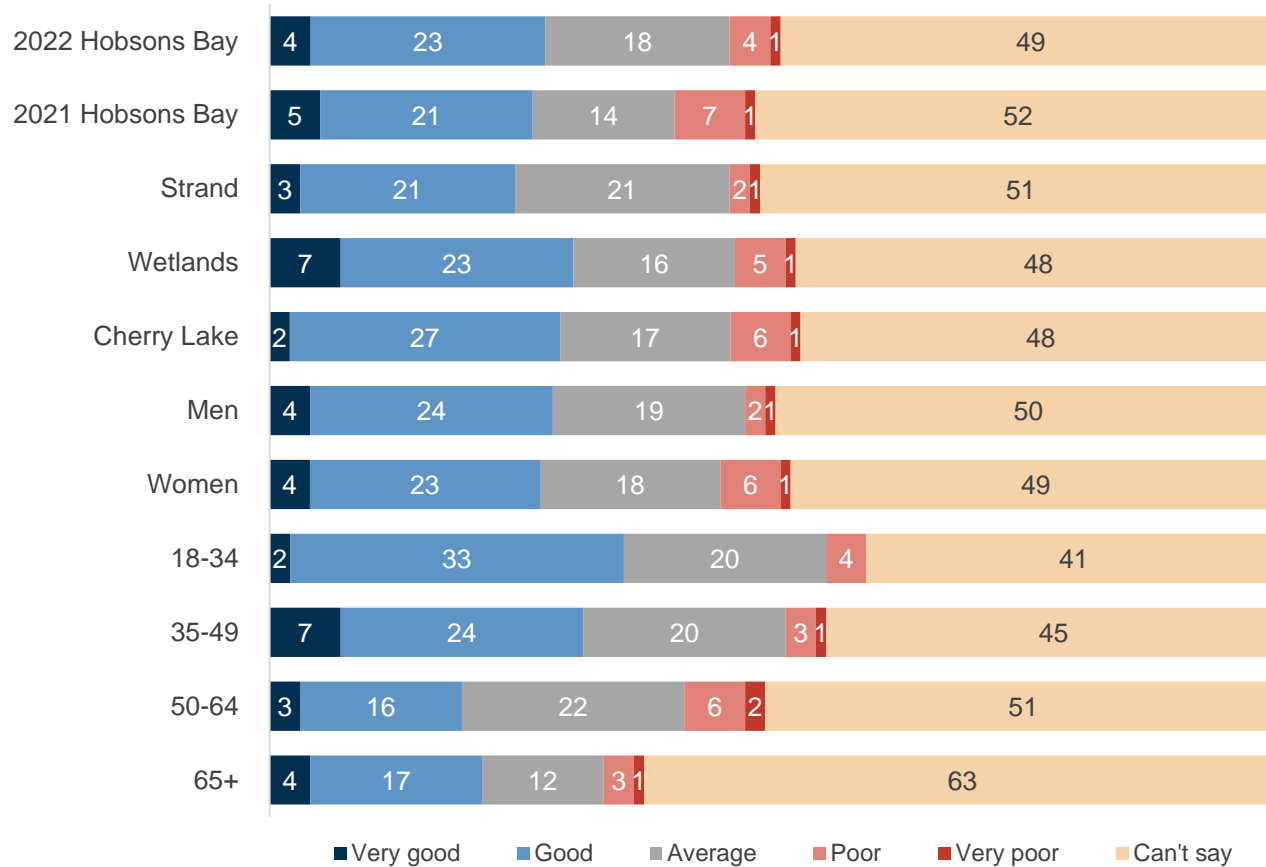
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Youth services

2022 youth services performance (%)



HB5. And now thinking about youth services?

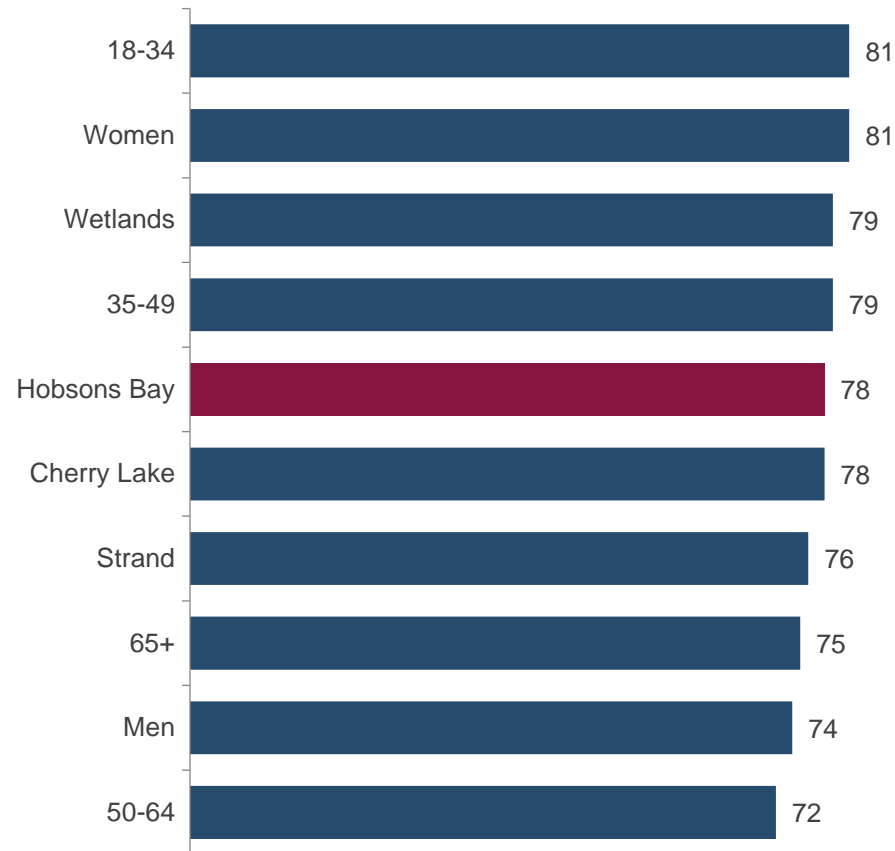
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Immunisations

2022 immunisations performance (index scores)



HB6. And now thinking about immunisations?

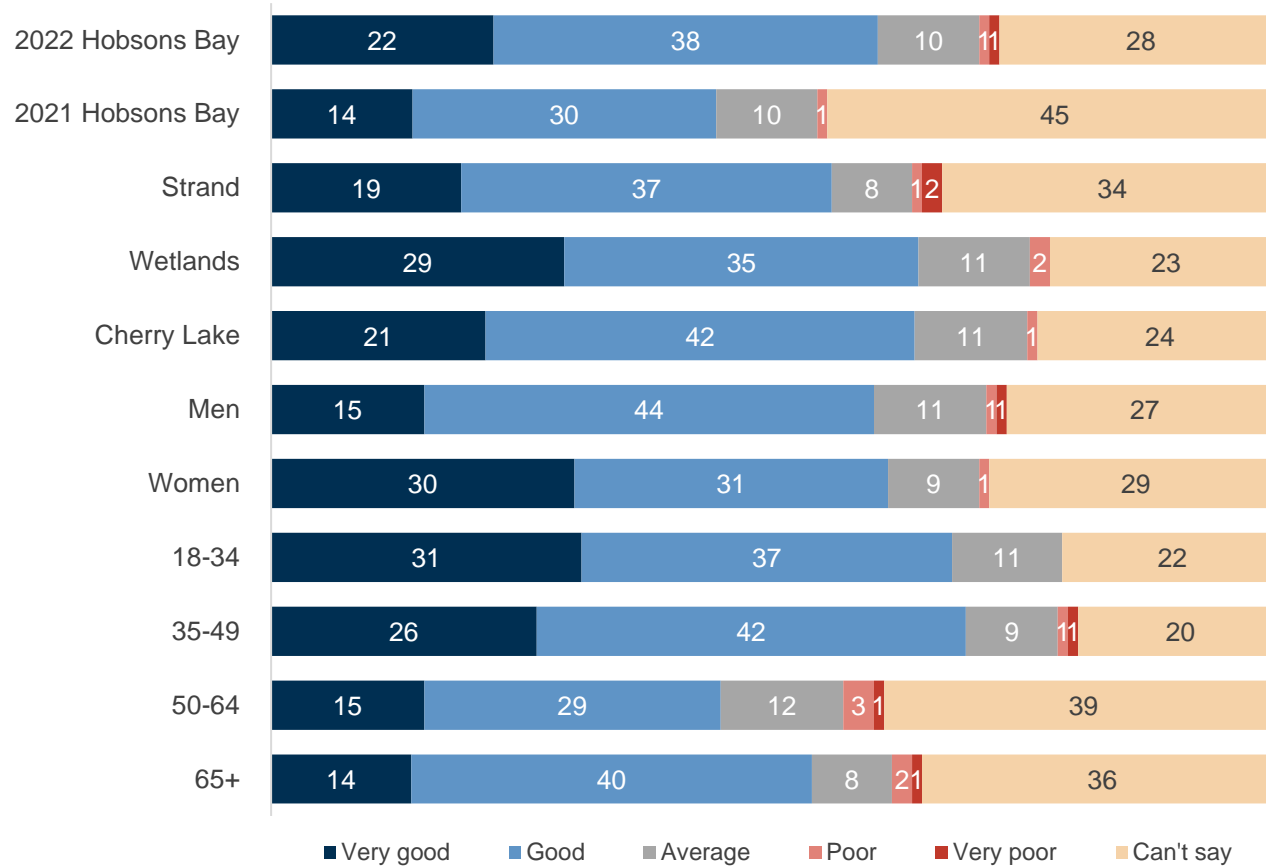
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Immunisations

2022 immunisations performance (%)



HB6. And now thinking about immunisations?

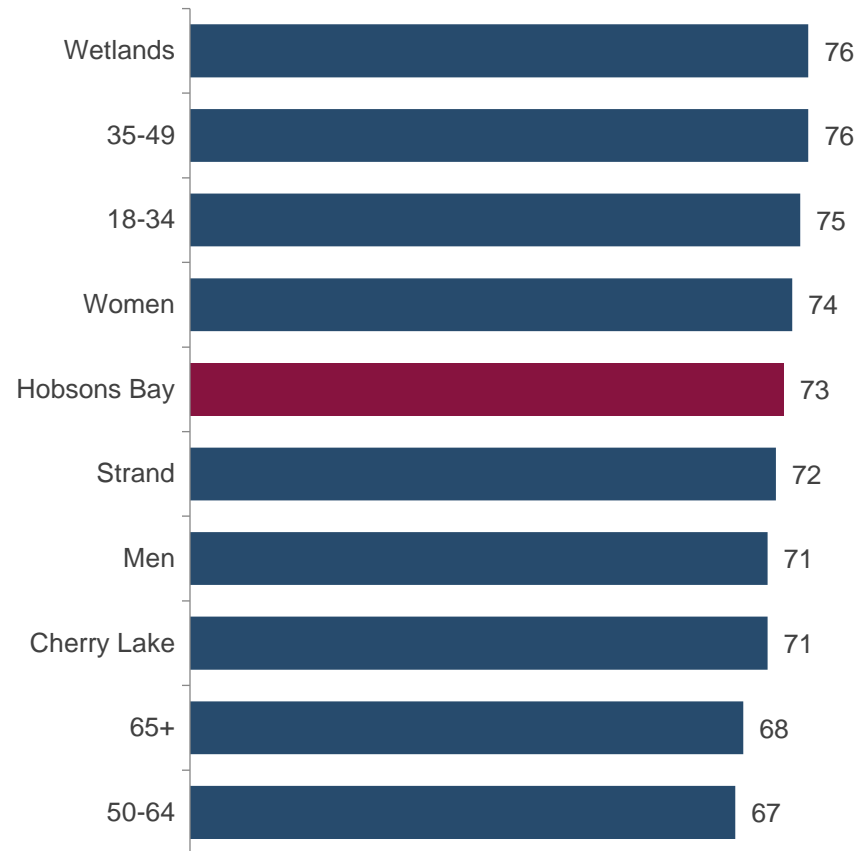
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Maternal and Child Health

2022 Maternal and Child Health performance (index scores)



HB7. And now thinking about maternal and child health?

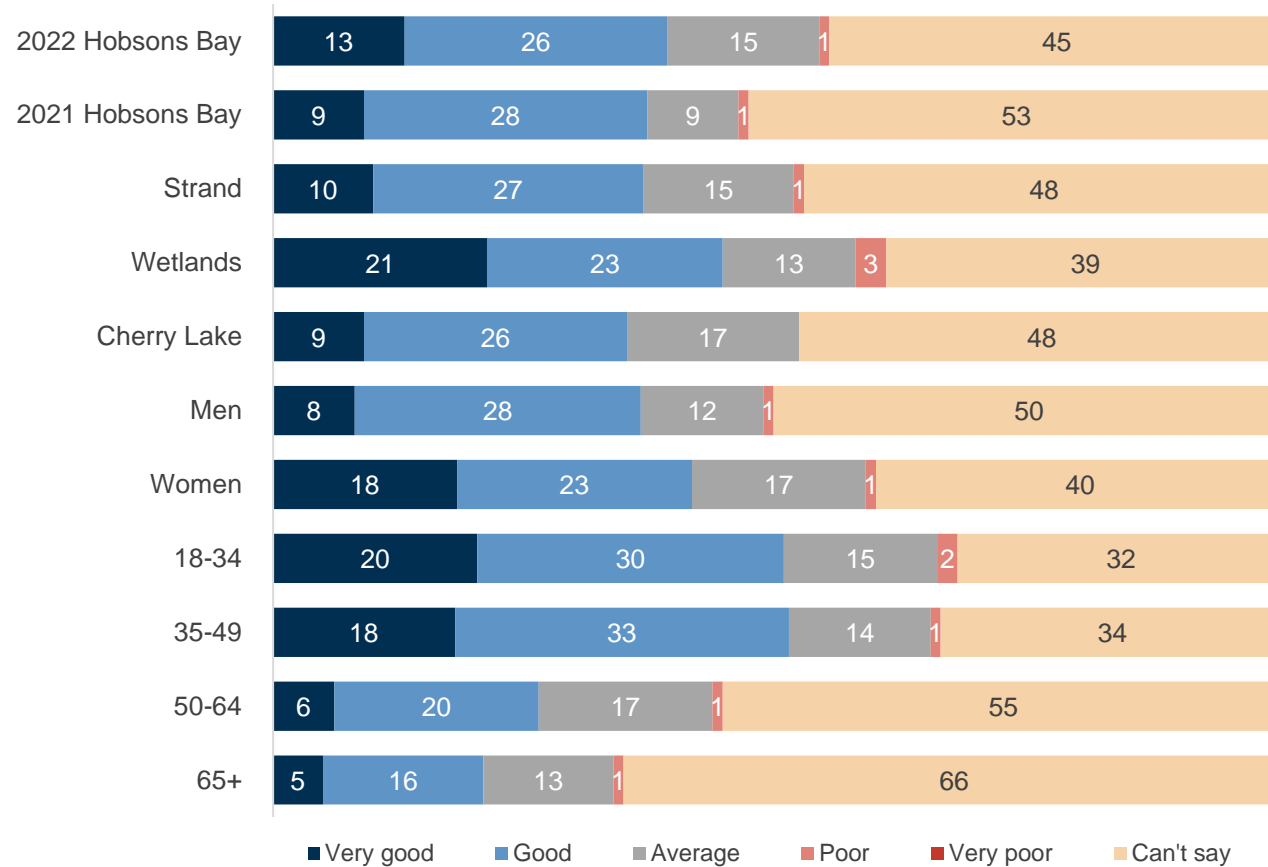
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Maternal and Child Health

2022 Maternal and Child Health performance (%)



HB7. And now thinking about maternal and child health?

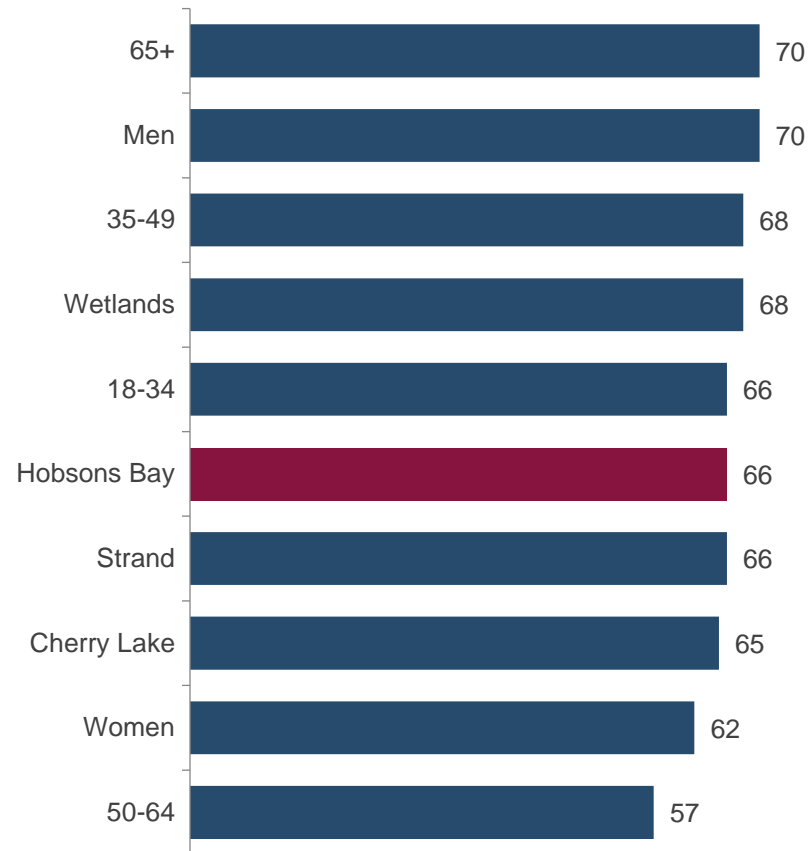
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Family day care

2022 family day care performance (index scores)



HB8. And now thinking about family day care?

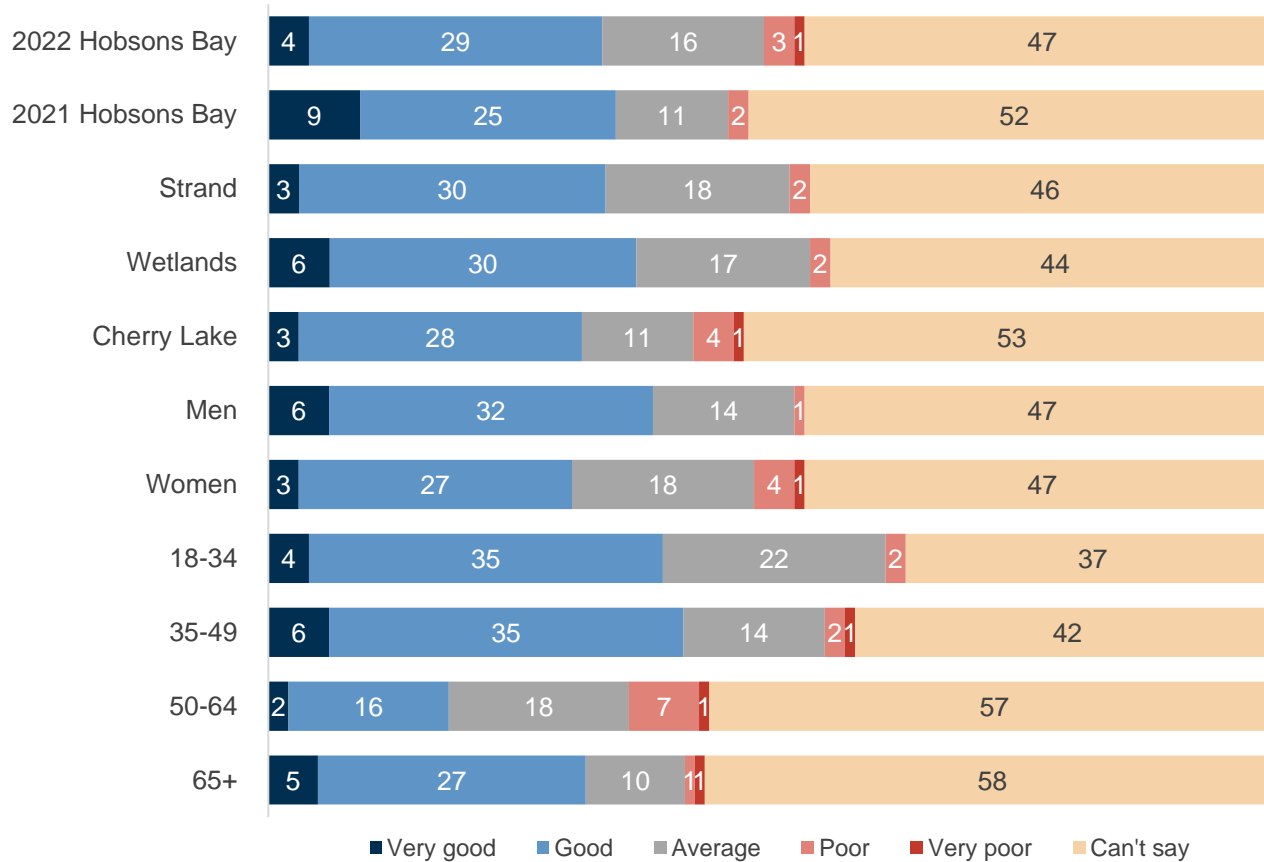
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Family day care

2022 family day care performance (%)



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)

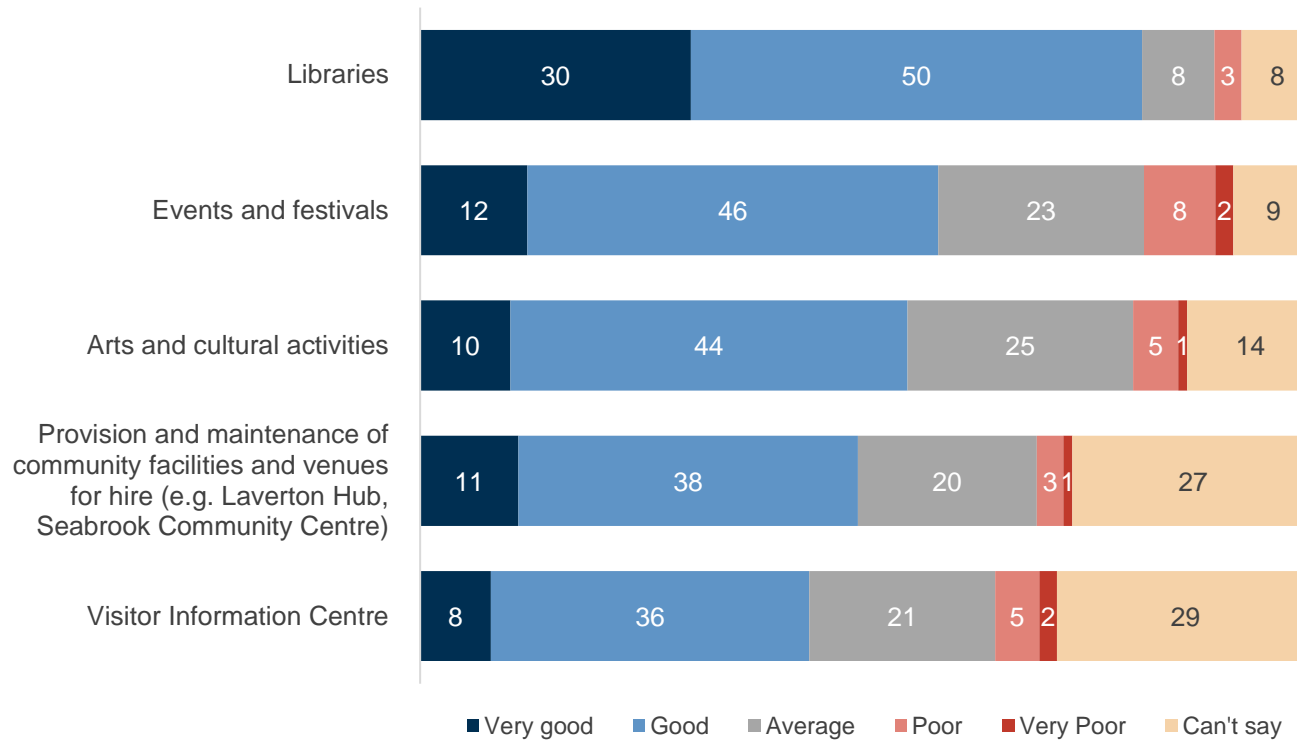


Facilities and events



Facilities and events

2022 facilities and events performance (%)



Q2. And how about facilities and events?

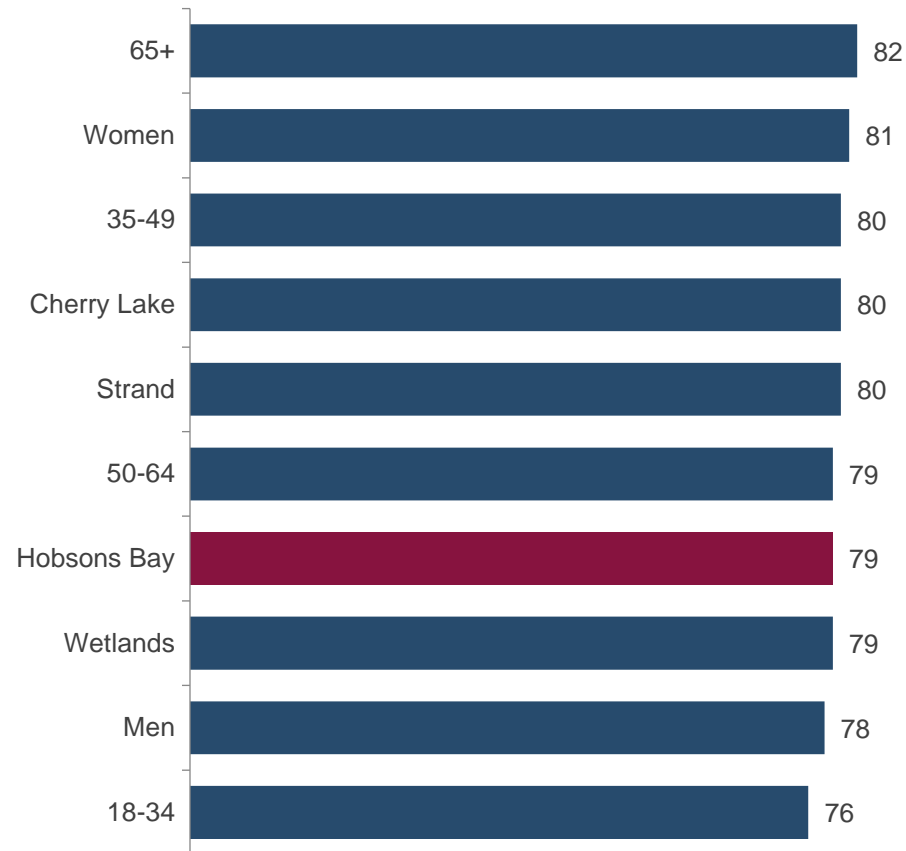
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Libraries

2022 libraries performance (index scores)



HB9. And now thinking about libraries?

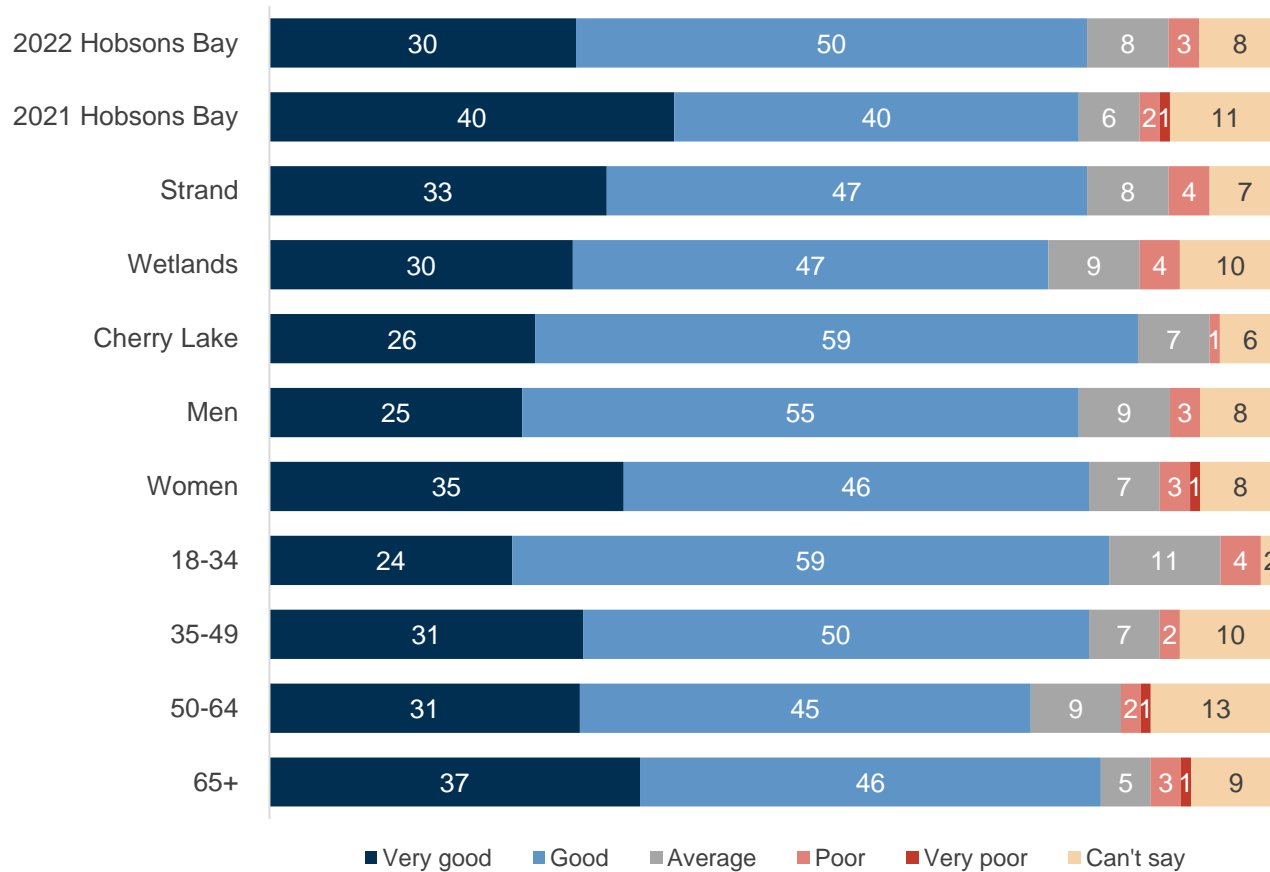
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Libraries

2022 libraries performance (%)



HB9. And now thinking about libraries?

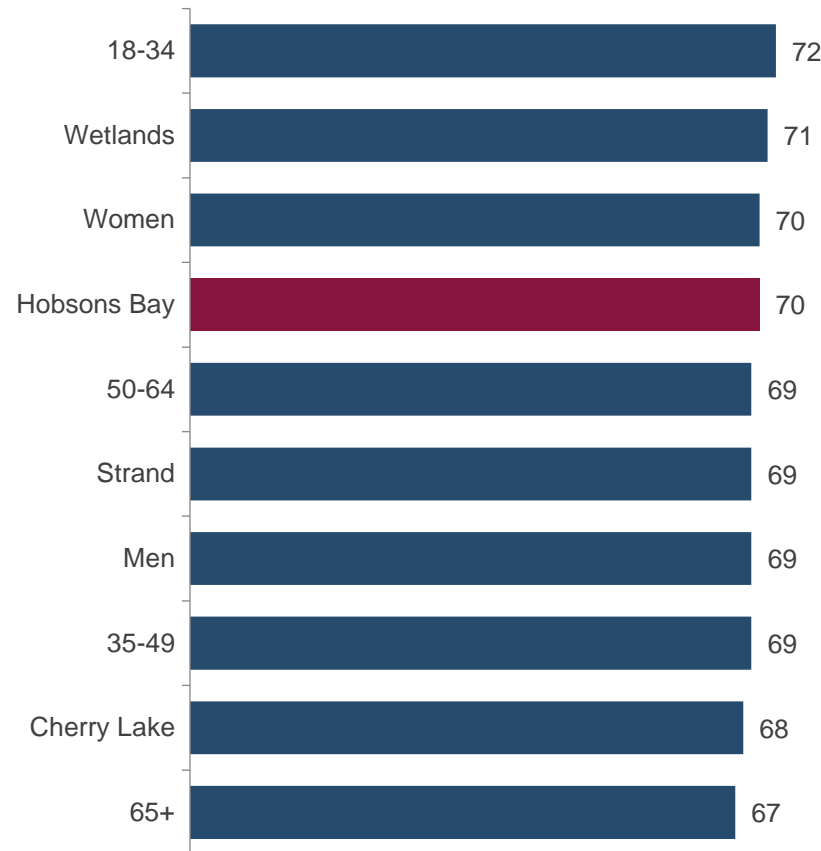
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Provision and maintenance of community facilities and venues for hire



2022 provision and maintenance of community facilities and venues for hire
(e.g. Laverton Hub, Seabrook Community Centre) performance (index scores)



HB10. And now thinking about provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre)?

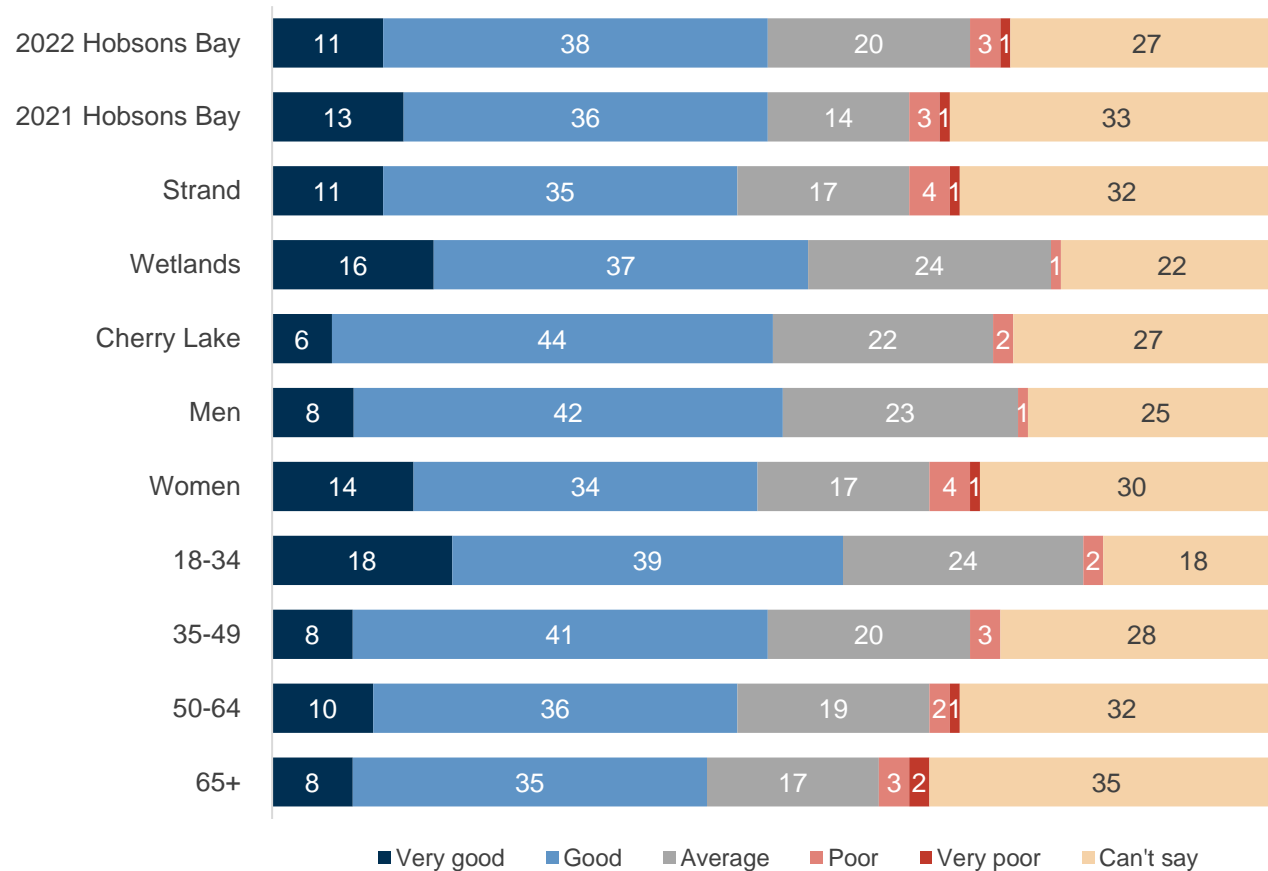
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Provision and maintenance of community facilities and venues for hire



2022 provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre) performance (%)



HB10. And now thinking about provision and maintenance of community facilities and venues for hire (e.g. Laverton Hub, Seabrook Community Centre)?

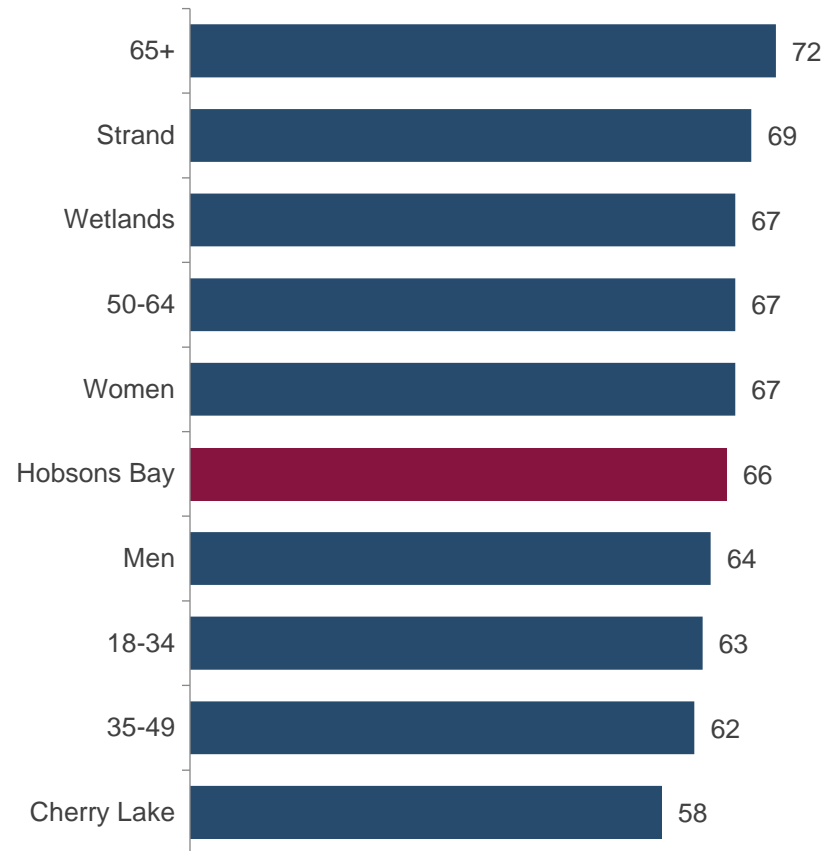
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Visitor Information Centre

2022 Visitor Information Centre performance (index scores)



HB11. And now thinking about Visitor Information Centre?

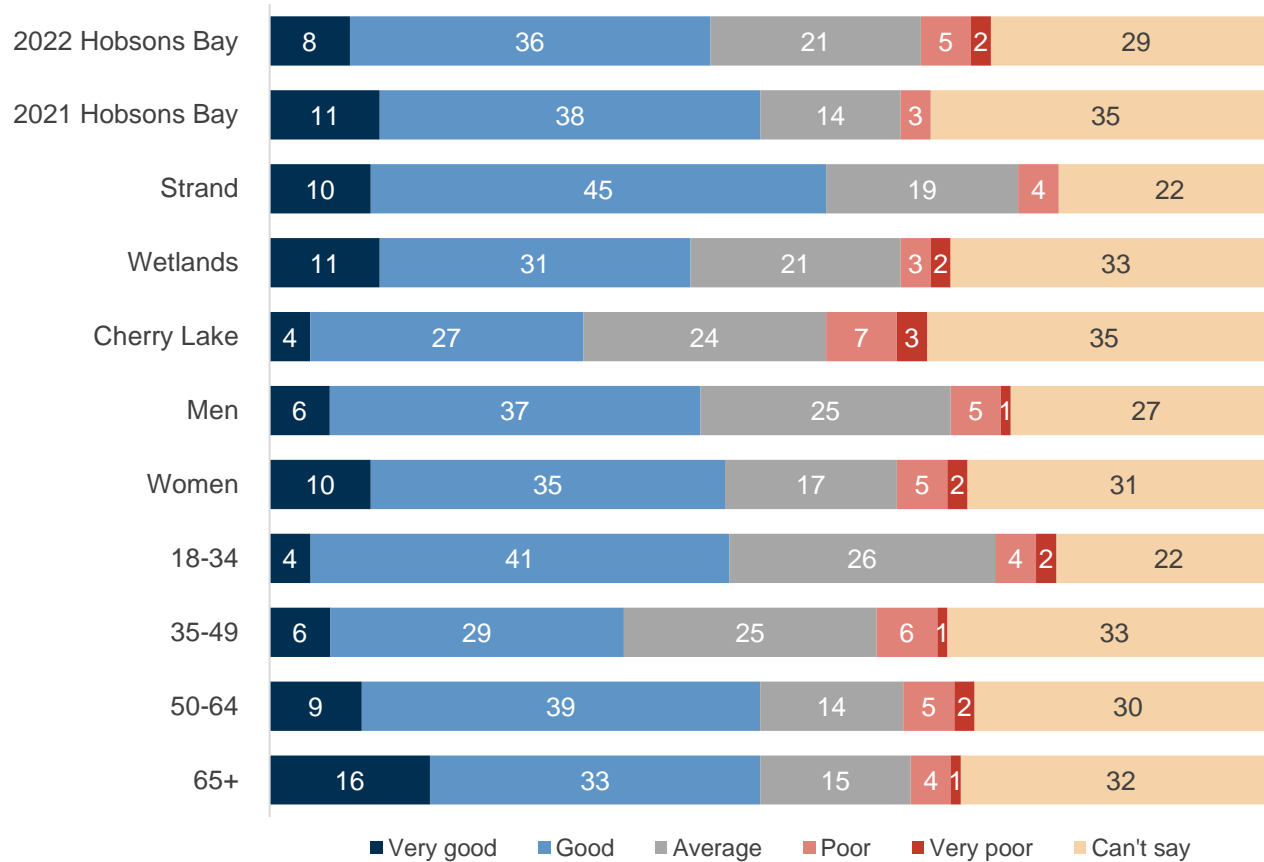
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Visitor Information Centre

2022 Visitor Information Centre performance (%)



HB11. And now thinking about Visitor Information Centre?

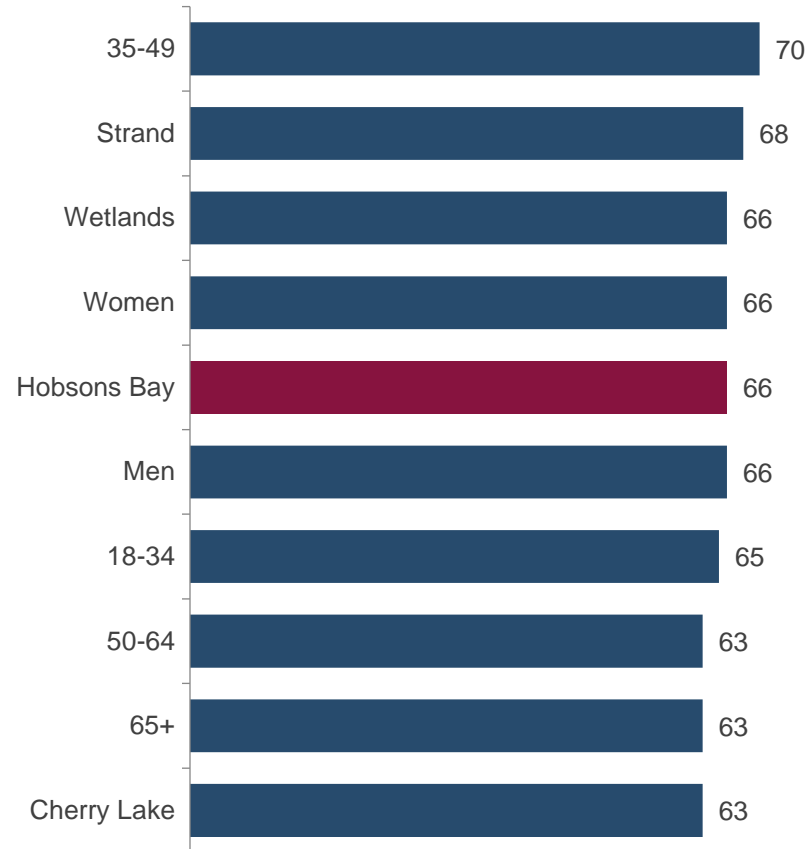
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Events and festivals

2022 events and festivals performance (index scores)



HB12. And now thinking about events and festivals?

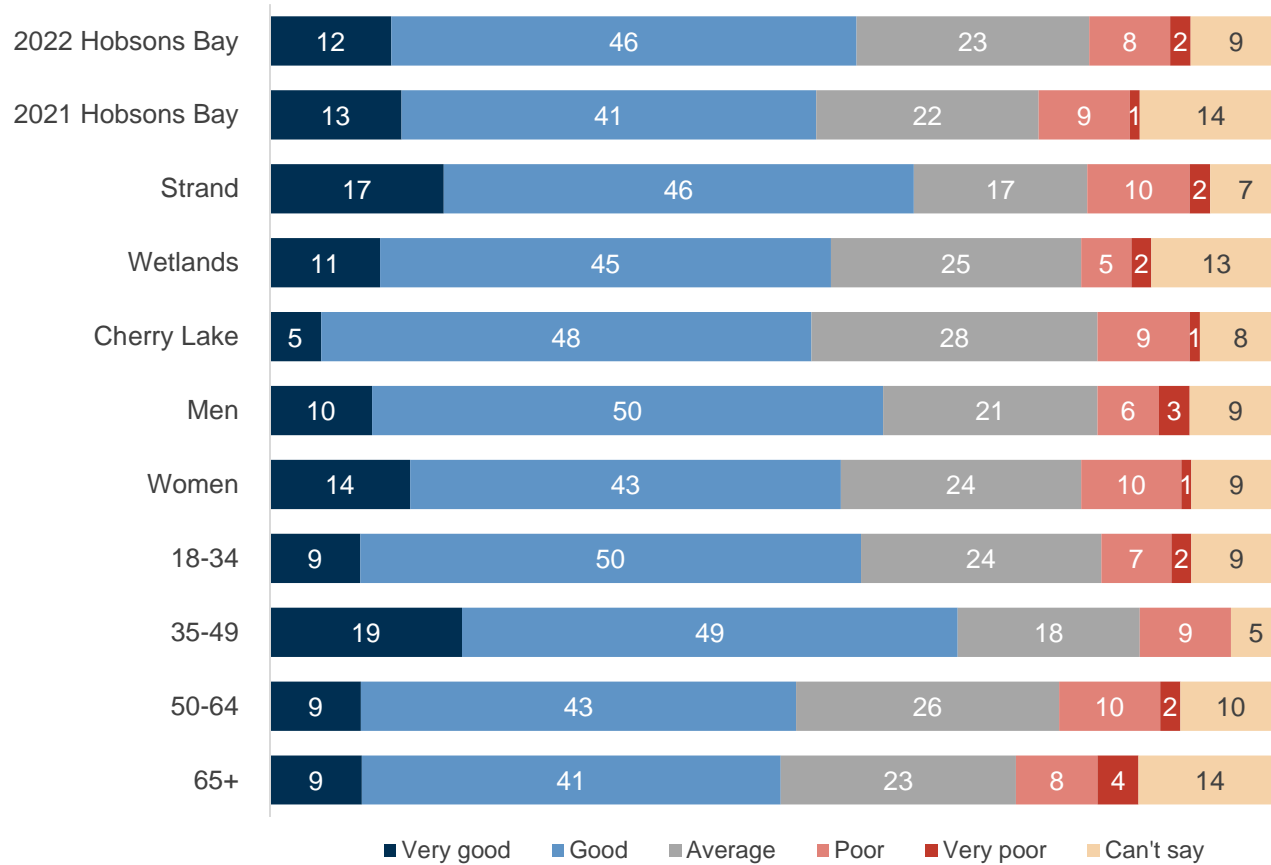
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Events and festivals

2022 events and festivals performance (%)



HB12. And now thinking about events and festivals?

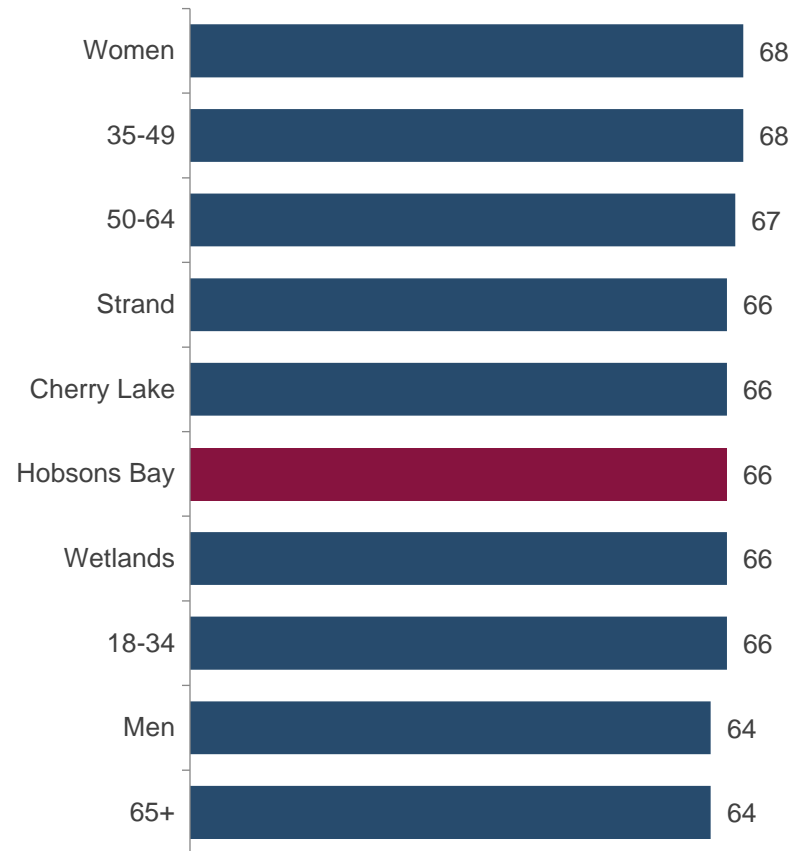
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Arts and cultural activities

2022 arts and cultural activities performance (index scores)



HB13. And now thinking about arts and cultural activities?

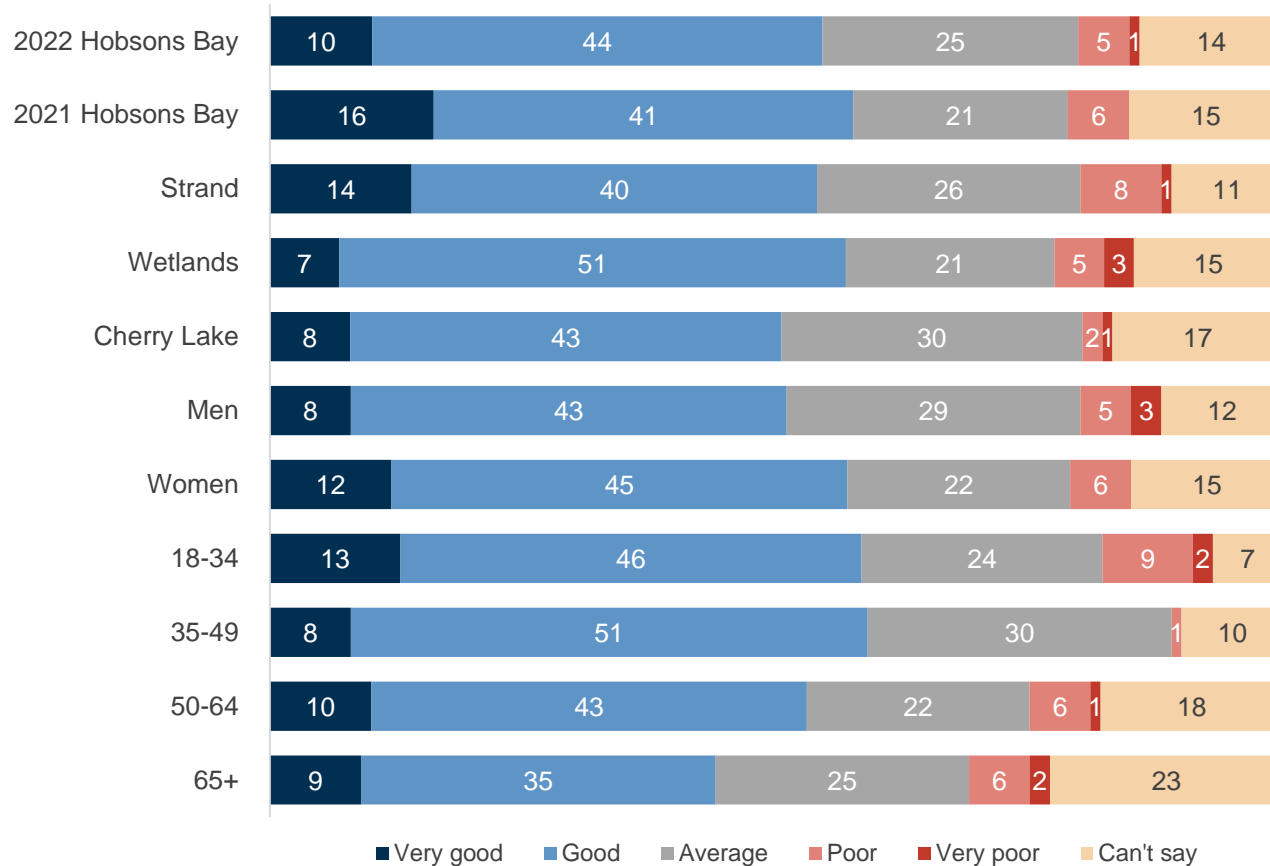
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Arts and cultural activities

2022 arts and cultural activities performance (%)



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)

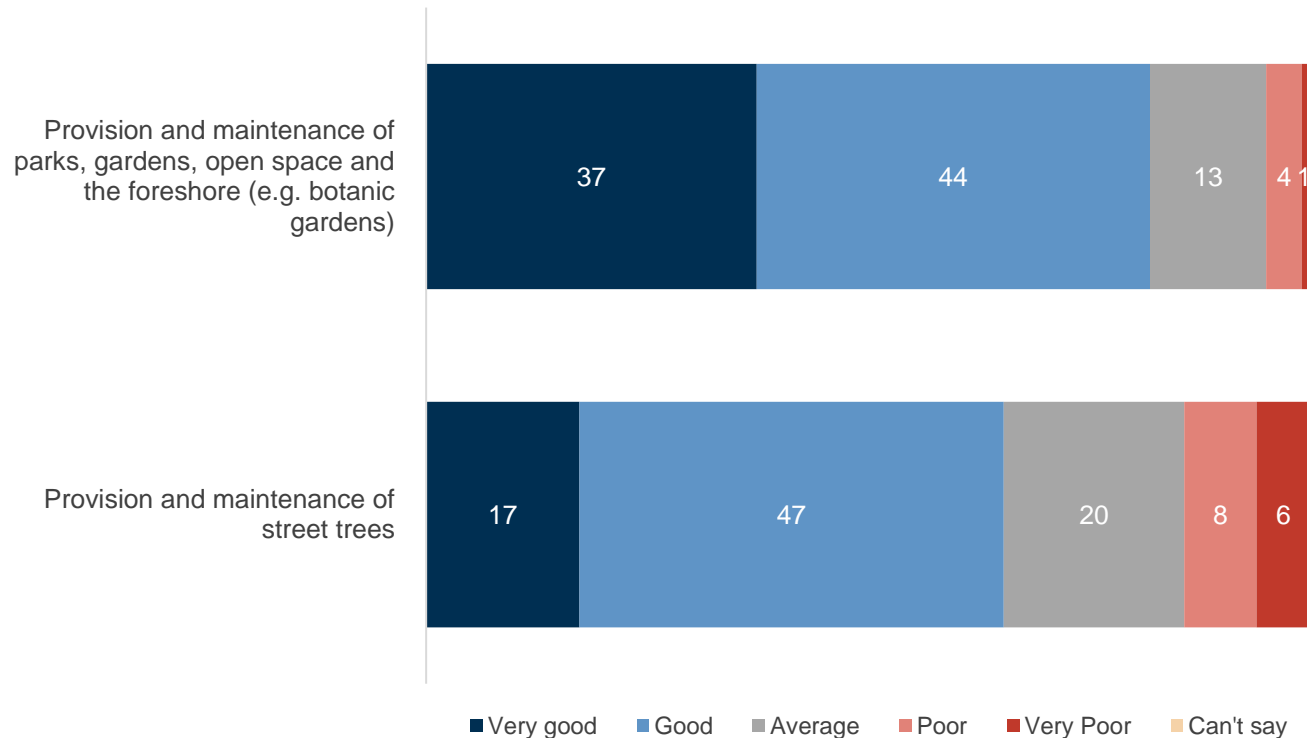


Parks, reserves and public areas



Parks, reserves and public areas

2022 parks, reserves and public areas performance (%)



Q2. And how about parks, reserves and public areas?

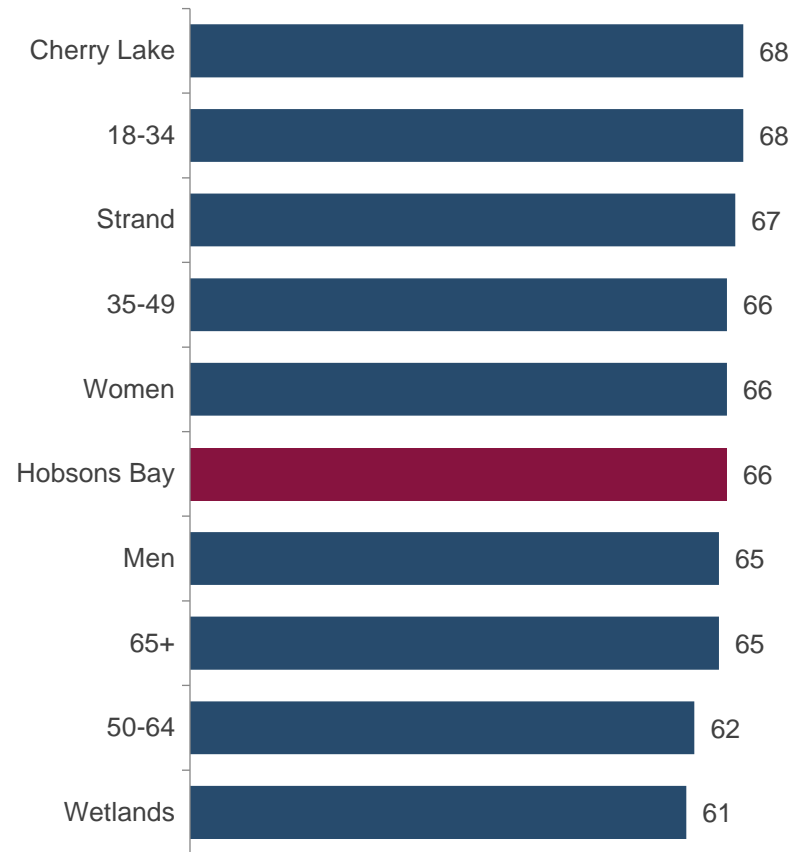
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Provision and maintenance of street trees

2022 provision and maintenance of street trees performance (index scores)



HB15. And now thinking about provision and maintenance of street trees?

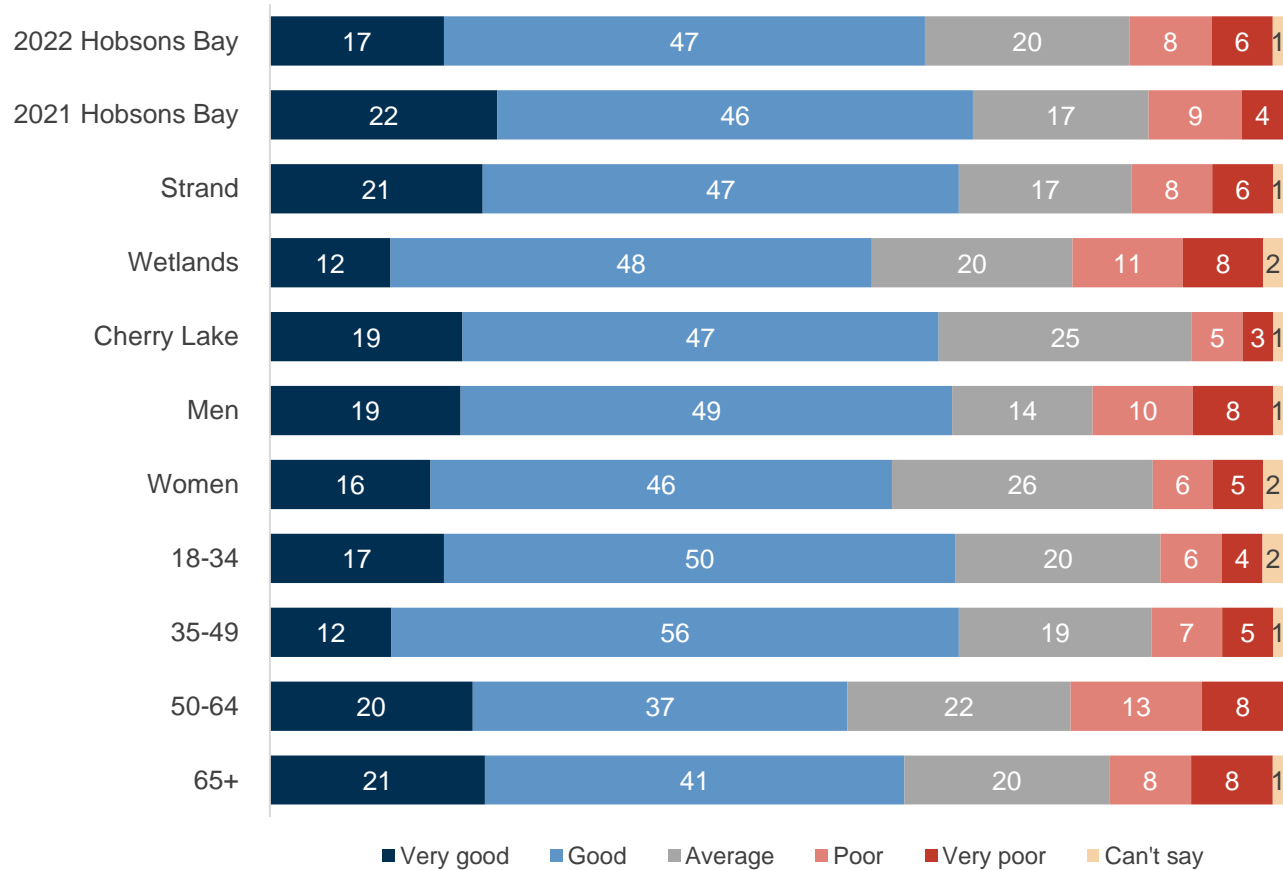
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Provision and maintenance of street trees

2022 provision and maintenance of street trees performance (%)



HB15. And now thinking about provision and maintenance of street trees?

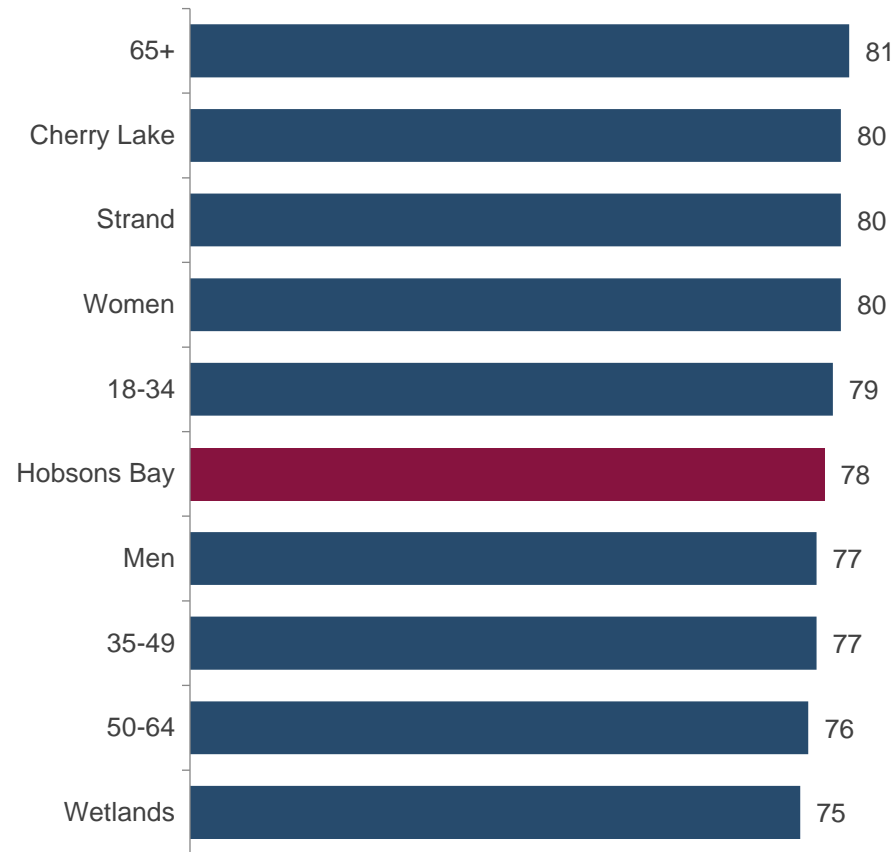
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

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



2022 provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens) performance (index scores)



HB16. And now thinking about provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens)?

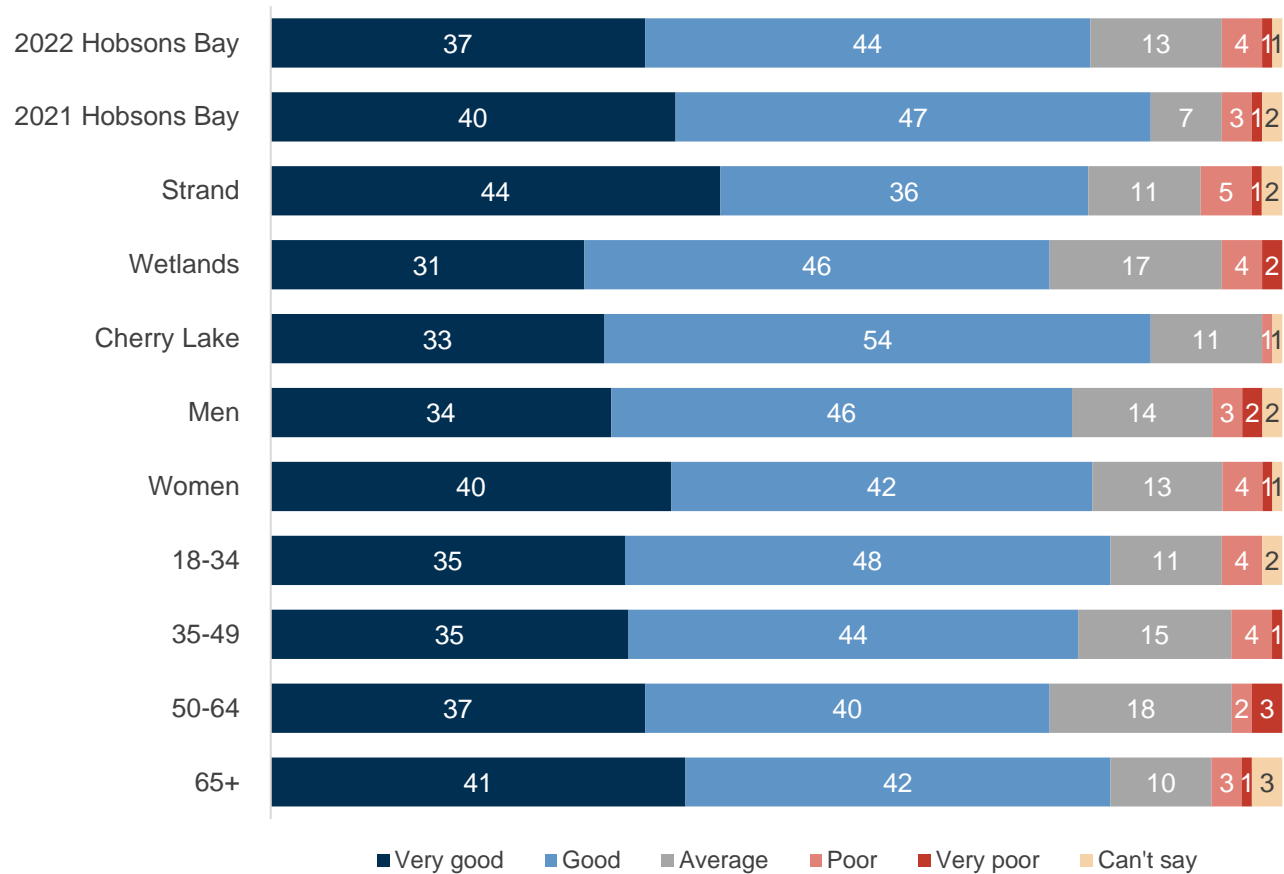
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

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



2022 provision and maintenance of parks, gardens, open space and the foreshore (e.g. botanic gardens) performance (%)



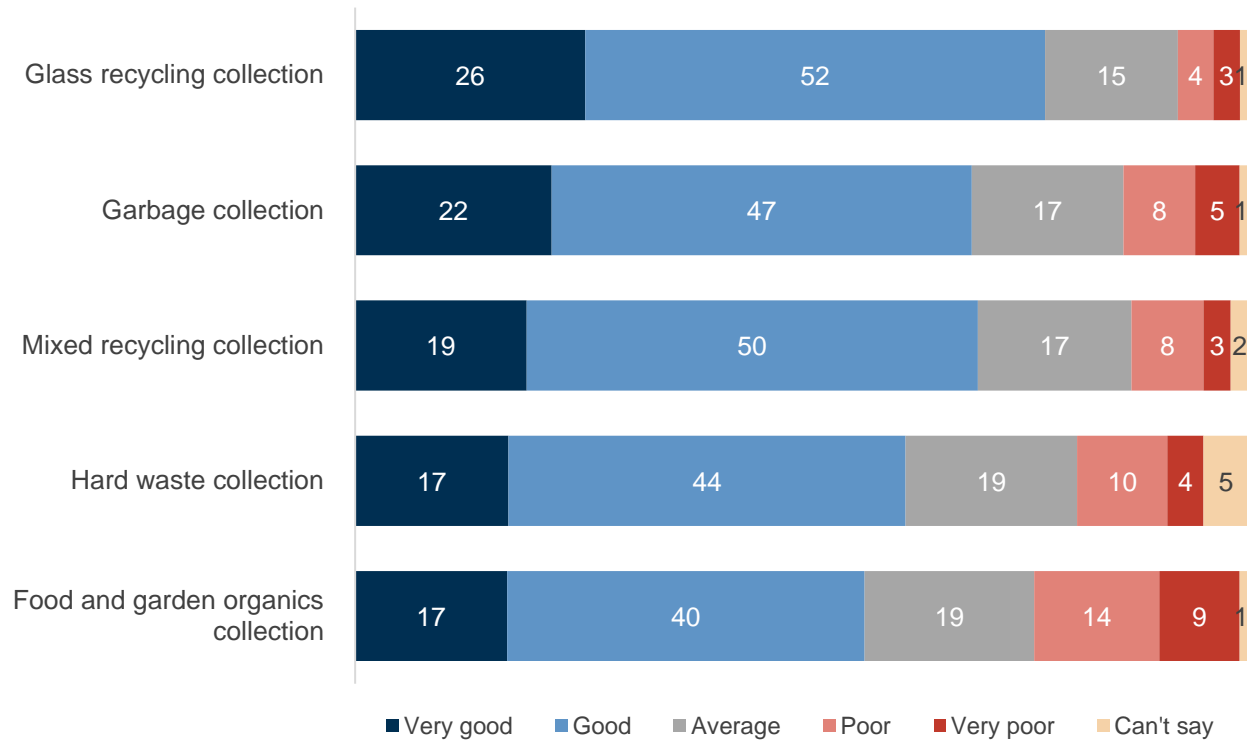


Waste services



Waste services

2022 waste services performance (%)



Q2. And how about waste services?

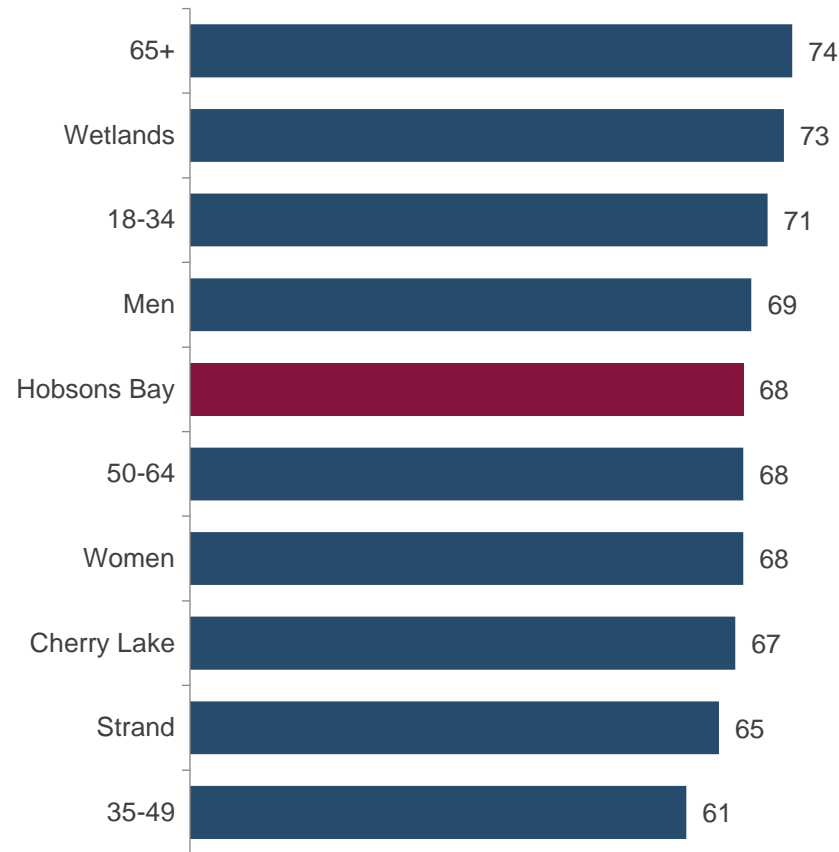
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Garbage collection

2022 garbage collection performance (index scores)



HB17. And now thinking about garbage collection?

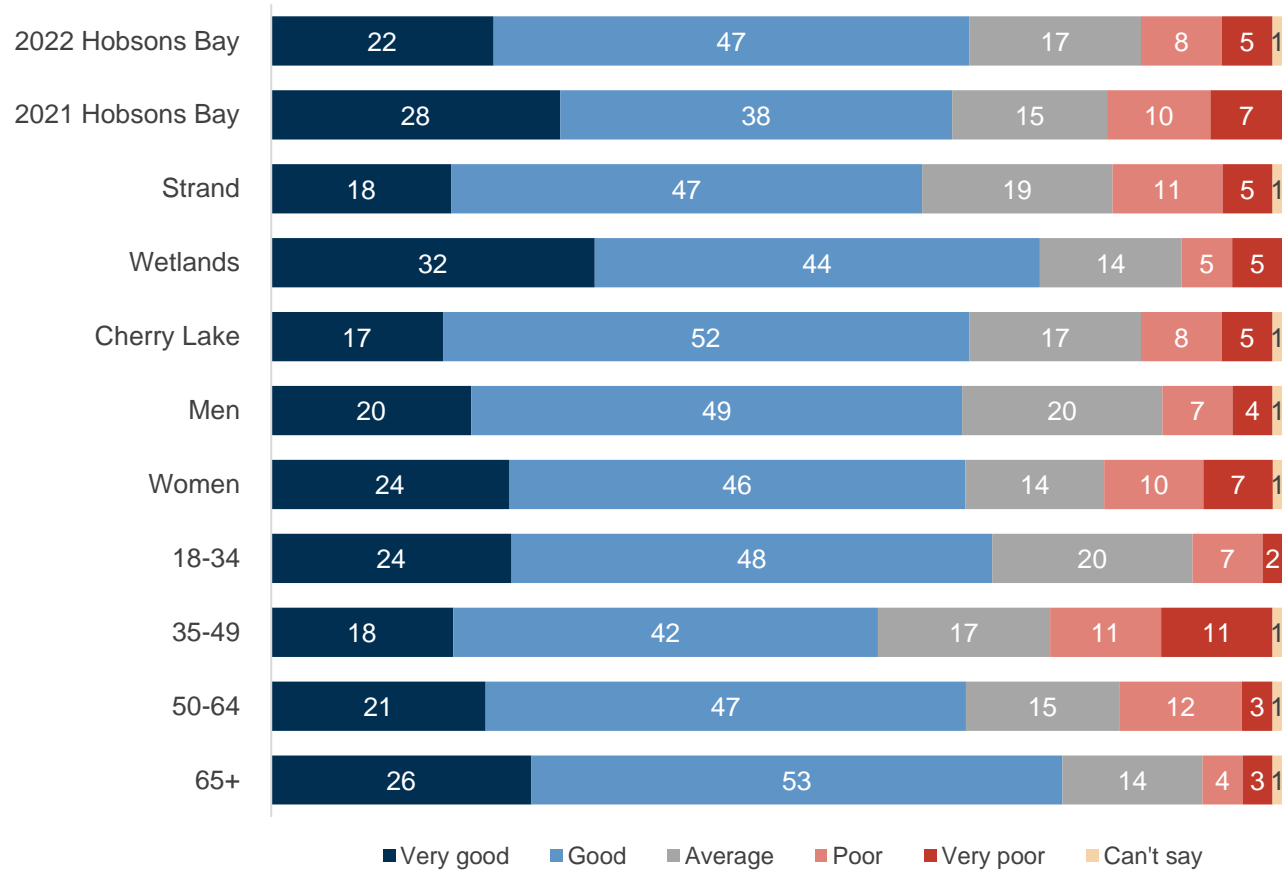
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Garbage collection

2022 garbage collection performance (%)



HB17. And now thinking about garbage collection?

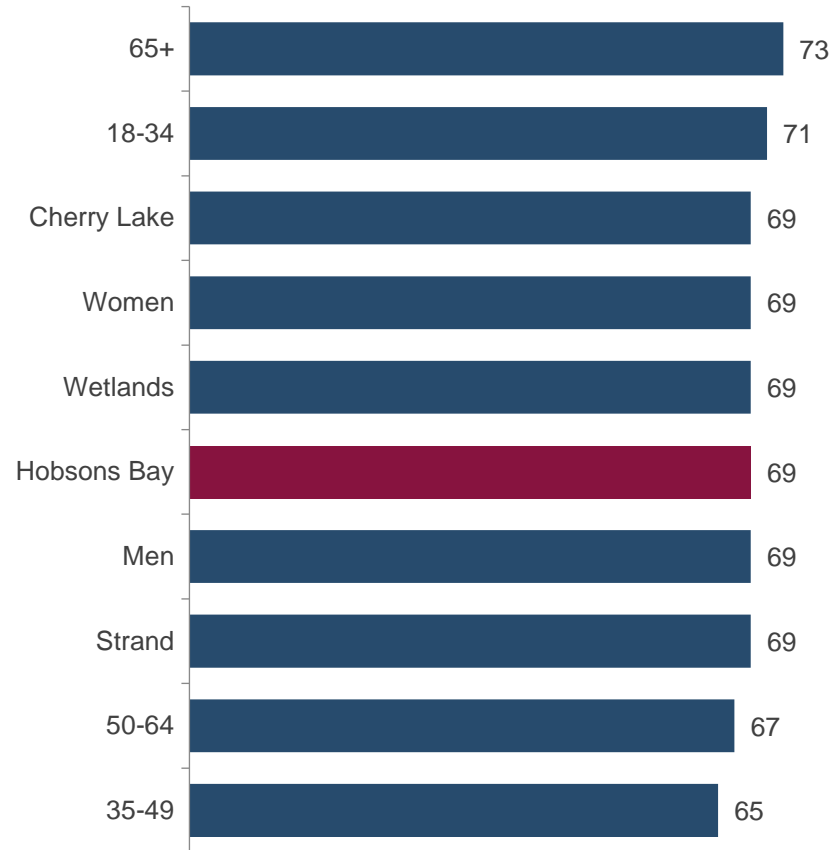
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Mixed recycling collection

2022 mixed recycling collection performance (index scores)



HB19. And now thinking about mixed recycling collection?

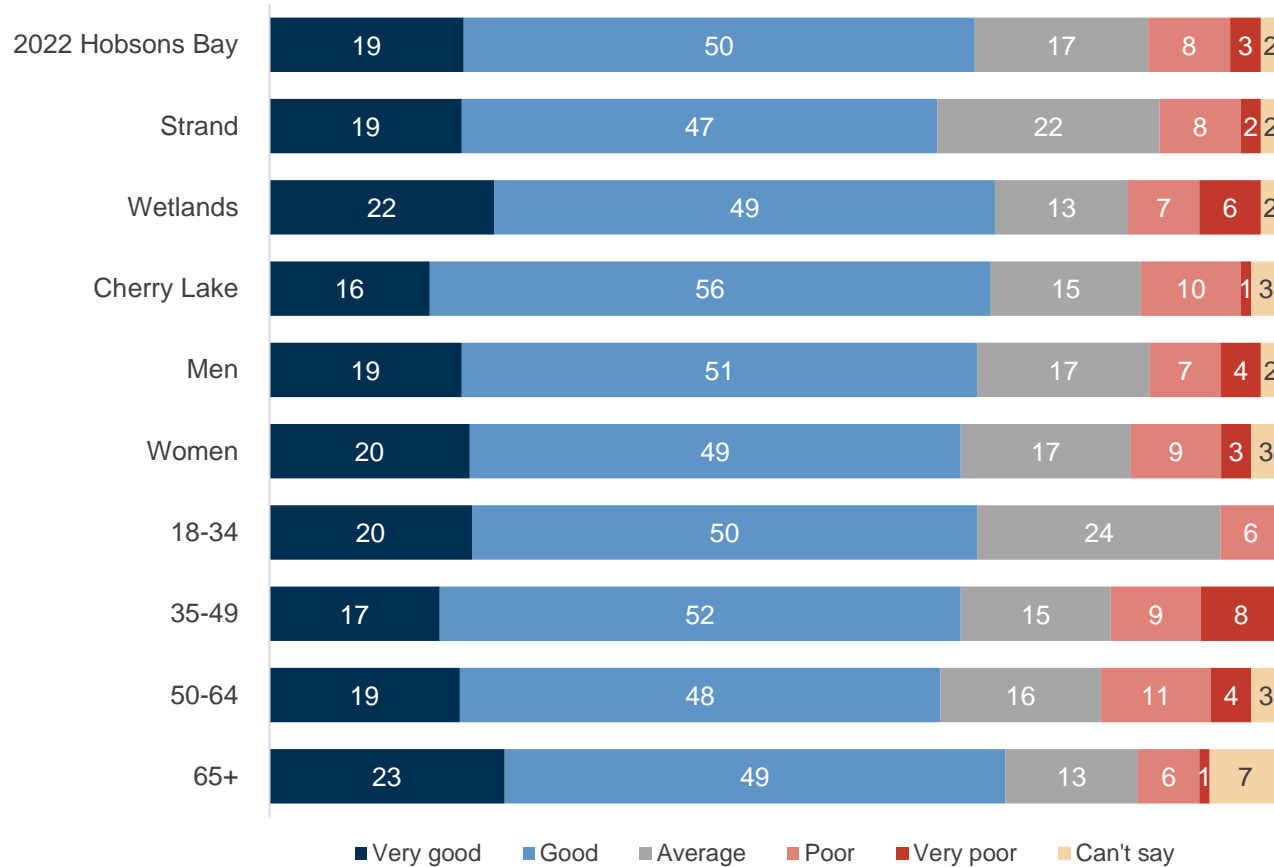
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Mixed recycling collection

2022 mixed recycling collection performance (%)



HB19. And now thinking about **mixed recycling collection**?

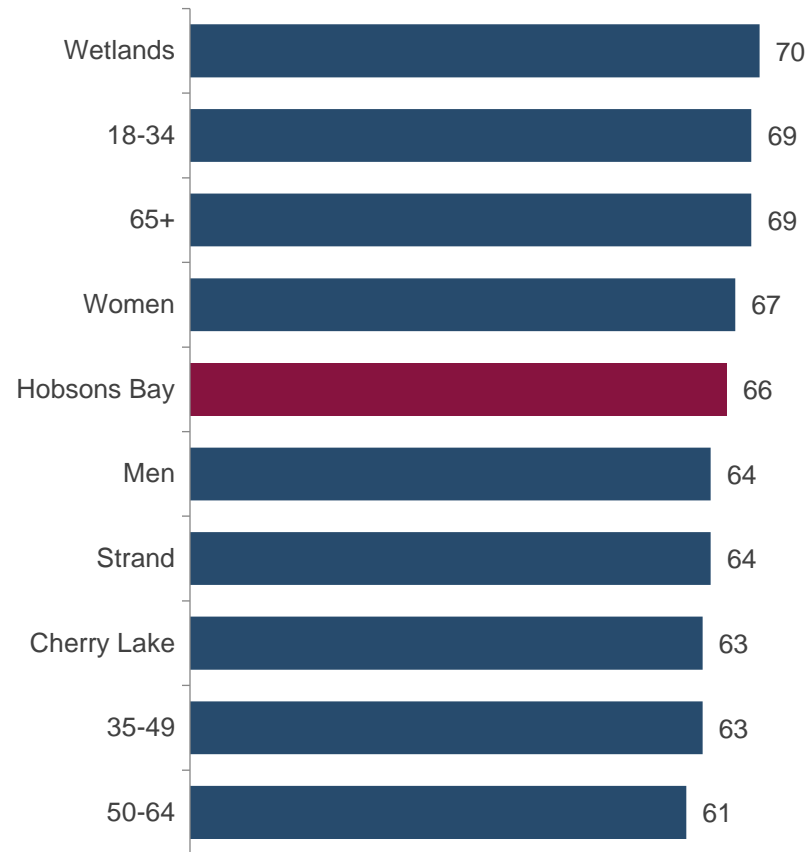
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Hard waste collection

2022 hard waste collection performance (index scores)



HB20. And now thinking about hard waste collection?

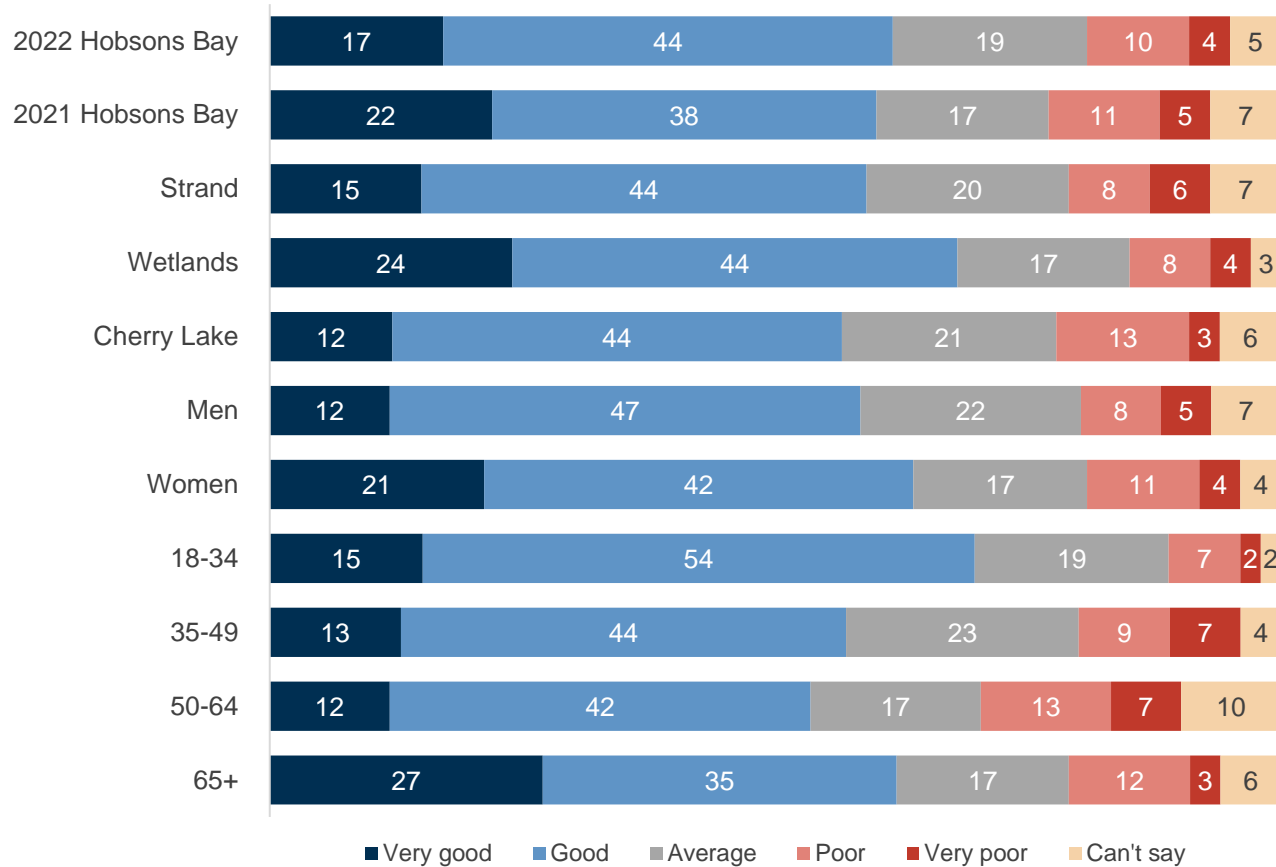
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Hard waste collection

2022 hard waste collection performance (%)



HB20. And now thinking about hard waste collection?

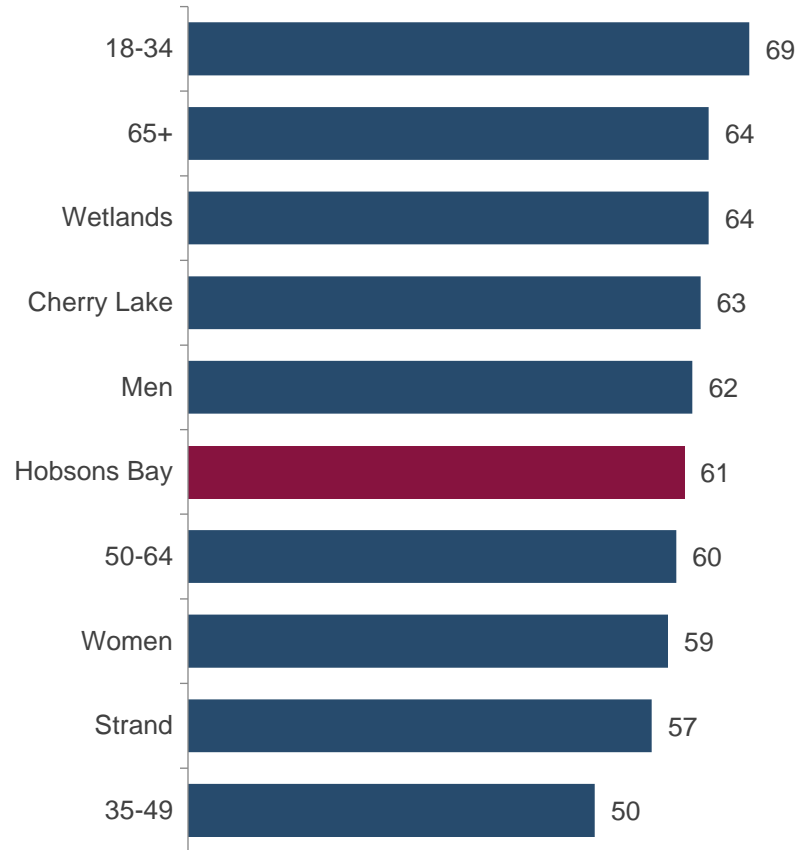
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Food and garden organics collection

2022 food and garden organics collection performance (index scores)



HB66. And now thinking about food and garden organics collection?

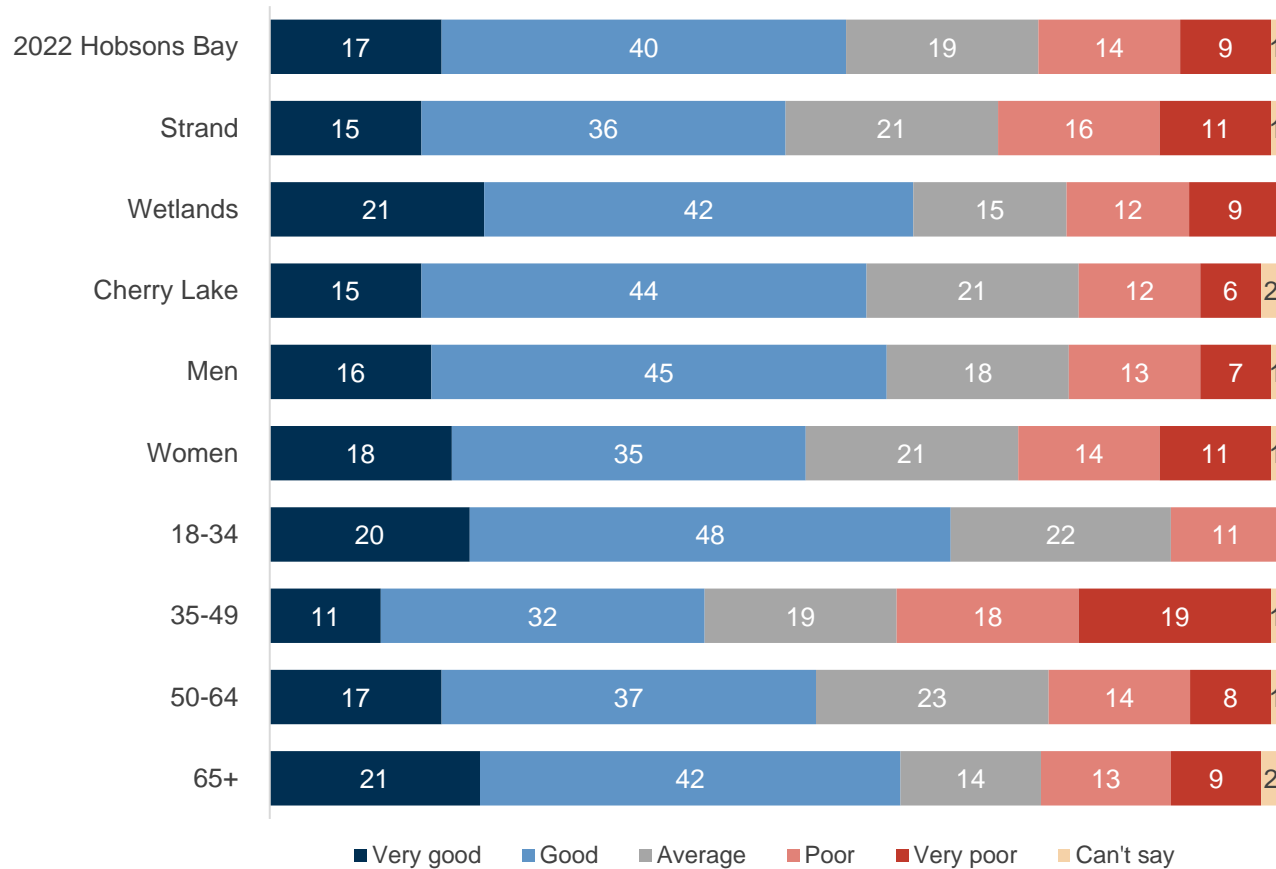
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Food and garden organics collection

2022 food and garden organics collection performance (%)



HB66. And now thinking about food and garden organics collection?

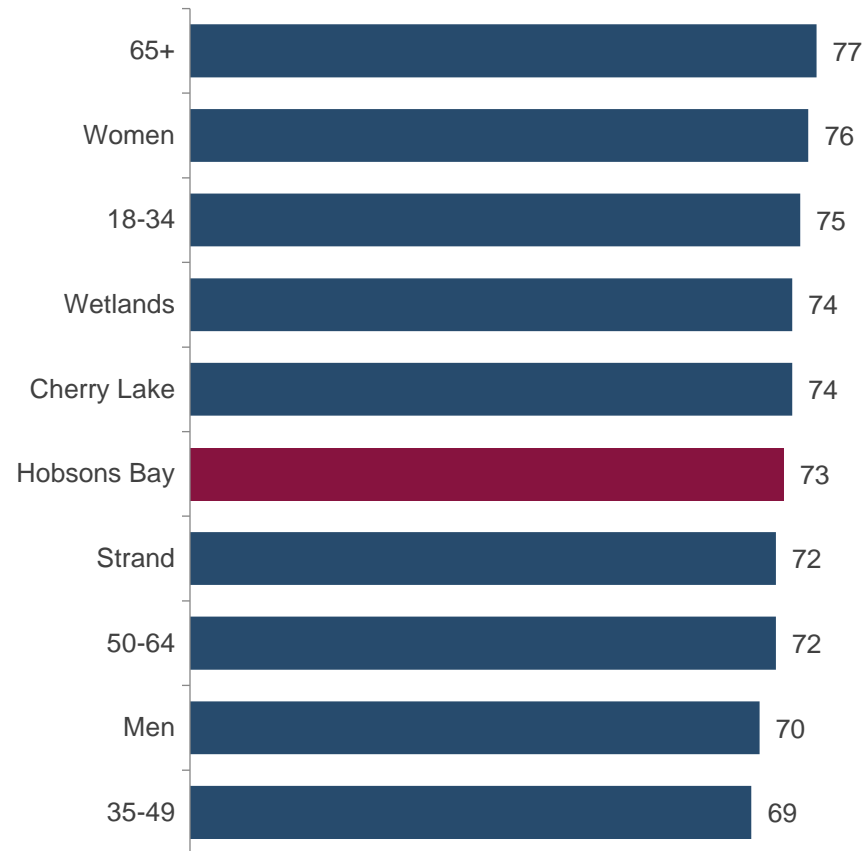
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Glass recycling collection

2022 glass recycling collection performance (index scores)



HB67. And now thinking about glass recycling collection?

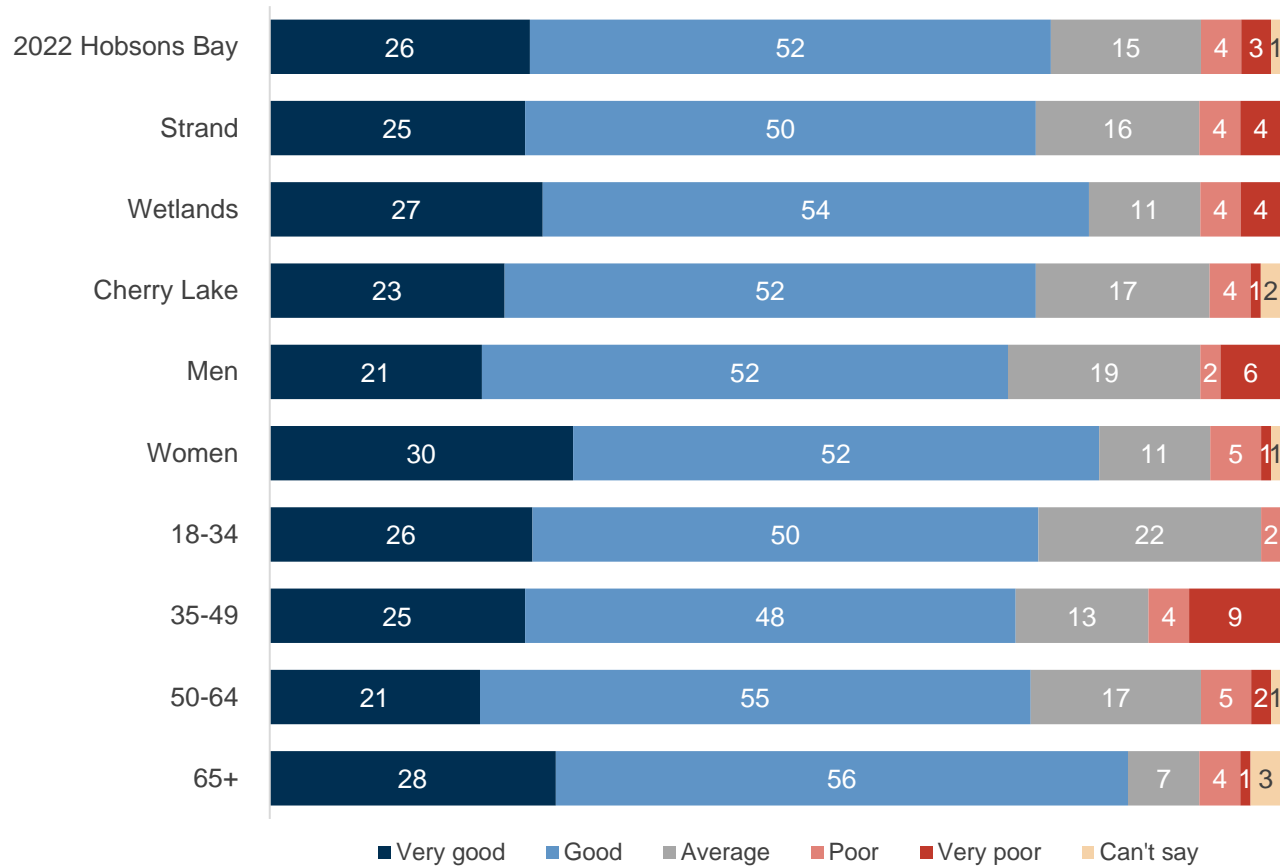
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Glass recycling collection

2022 glass recycling collection performance (%)



HB67. And now thinking about glass 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)

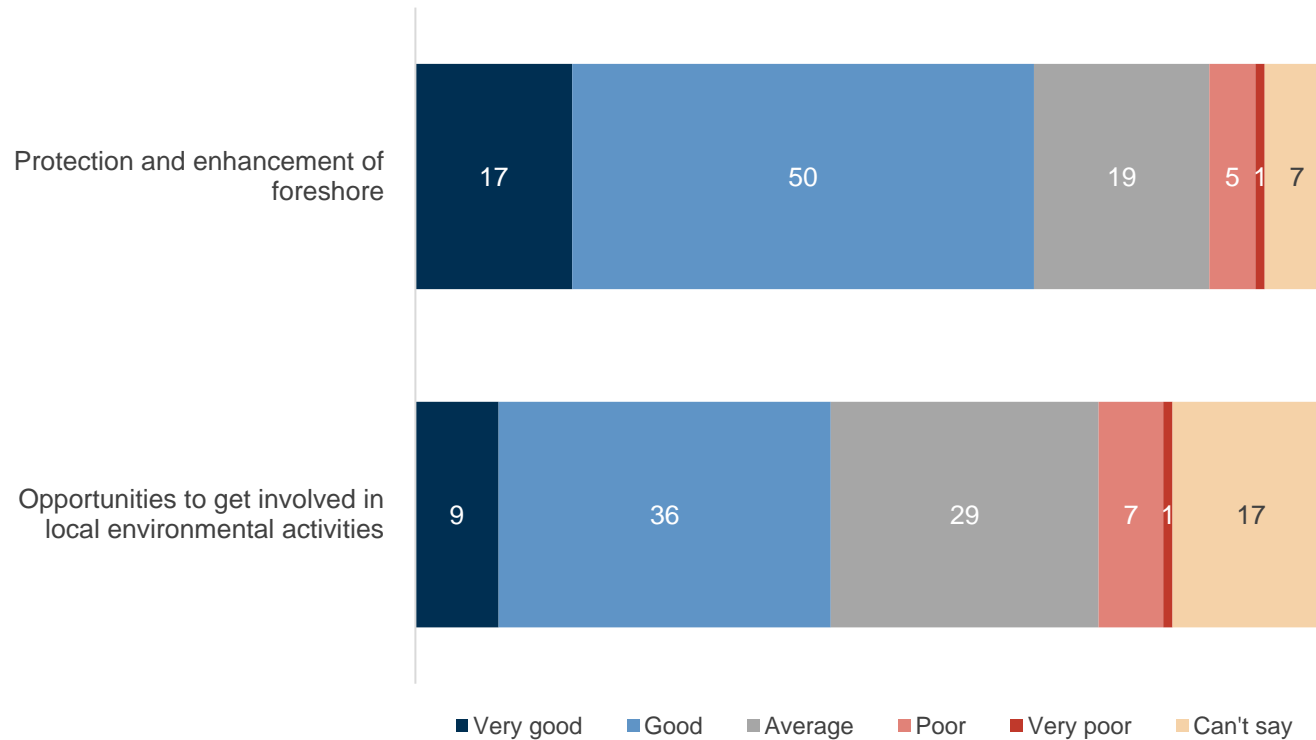
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing city lights and landmasses in dark blue and black. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

Environment activities



Environment activities

2022 environment activities performance (%)



Q2. And how about environment activities?

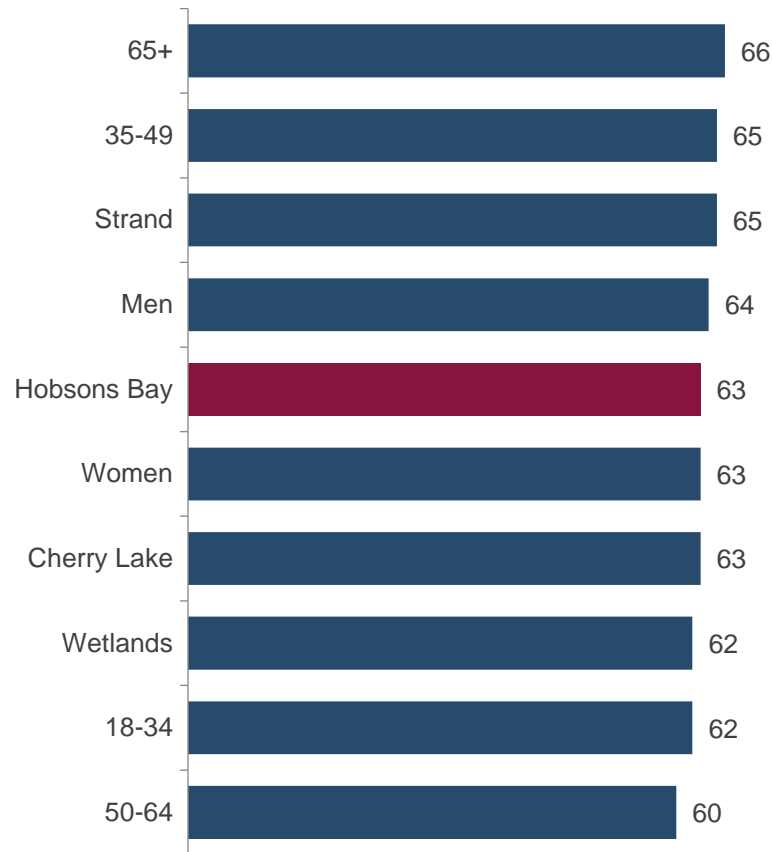
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Opportunities to get involved in local environmental activities



2022 opportunities to get involved in local environmental activities performance (index scores)



HB27. And now thinking about opportunities to get involved in local environmental activities?

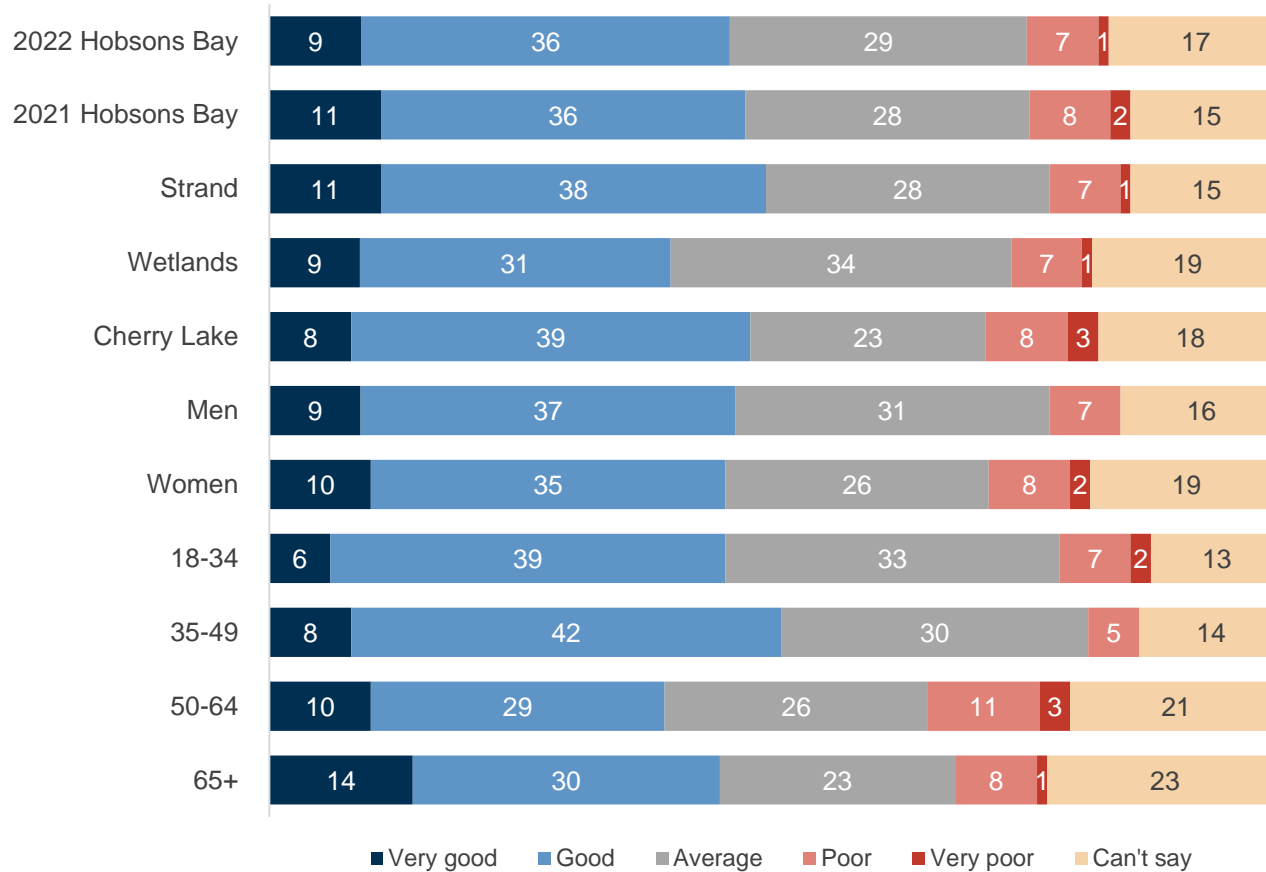
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)

Opportunities to get involved in local environmental activities



2022 opportunities to get involved in local environmental activities performance (%)



HB27. And now thinking about opportunities to get involved in local environmental activities?

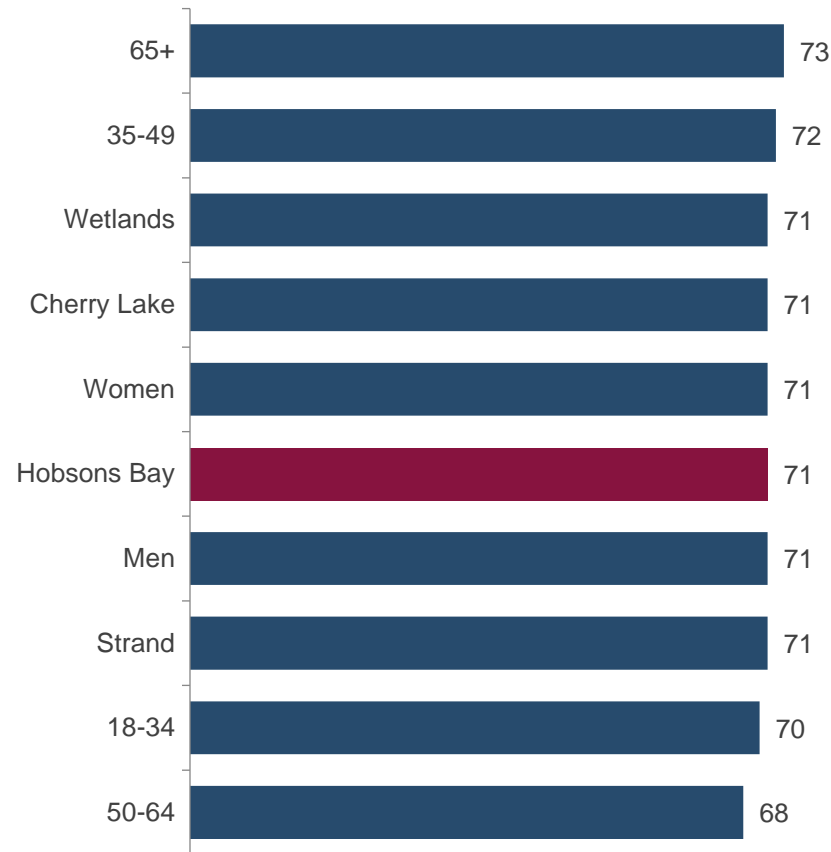
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Protection and enhancement of foreshore

2022 protection and enhancement of foreshore performance (index scores)



HB28. And now thinking about protection and enhancement of foreshore?

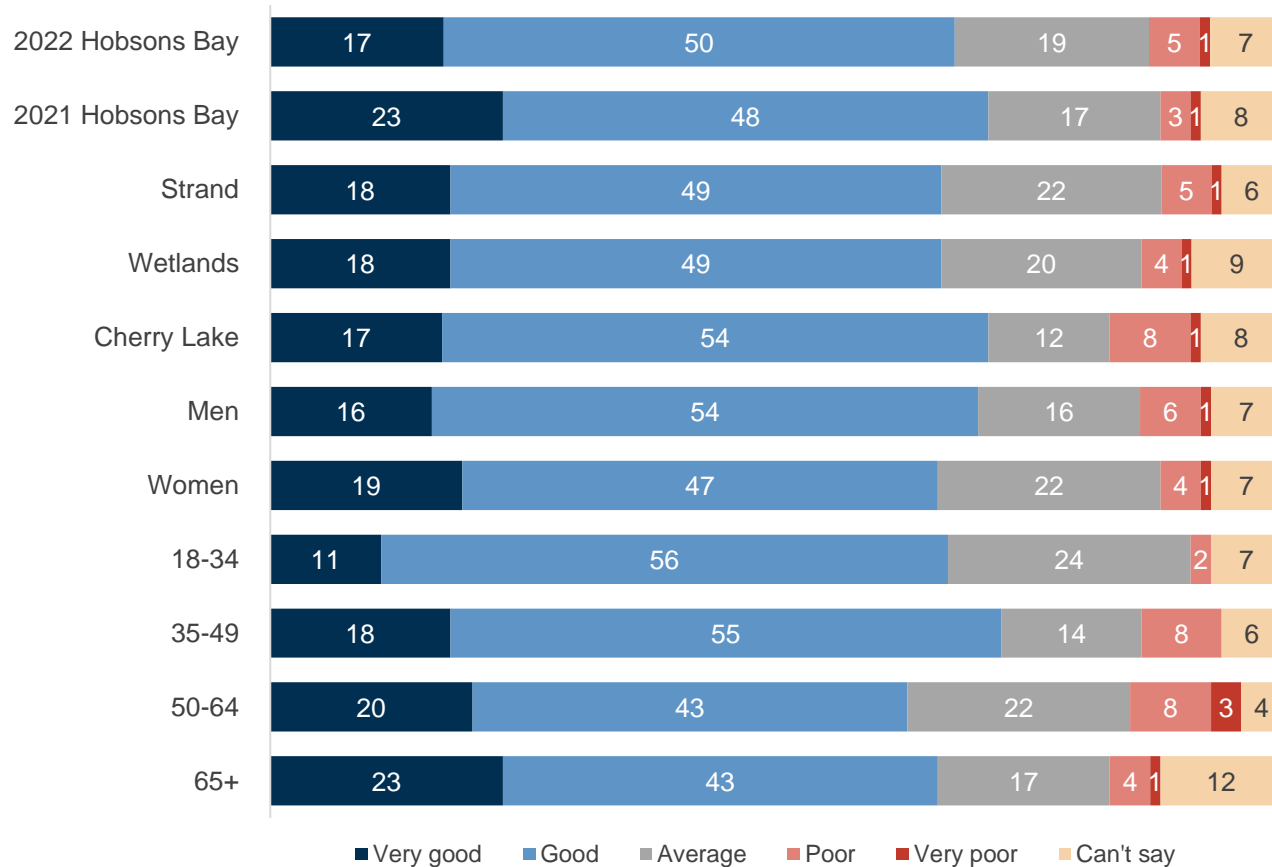
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Protection and enhancement of foreshore

2022 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)

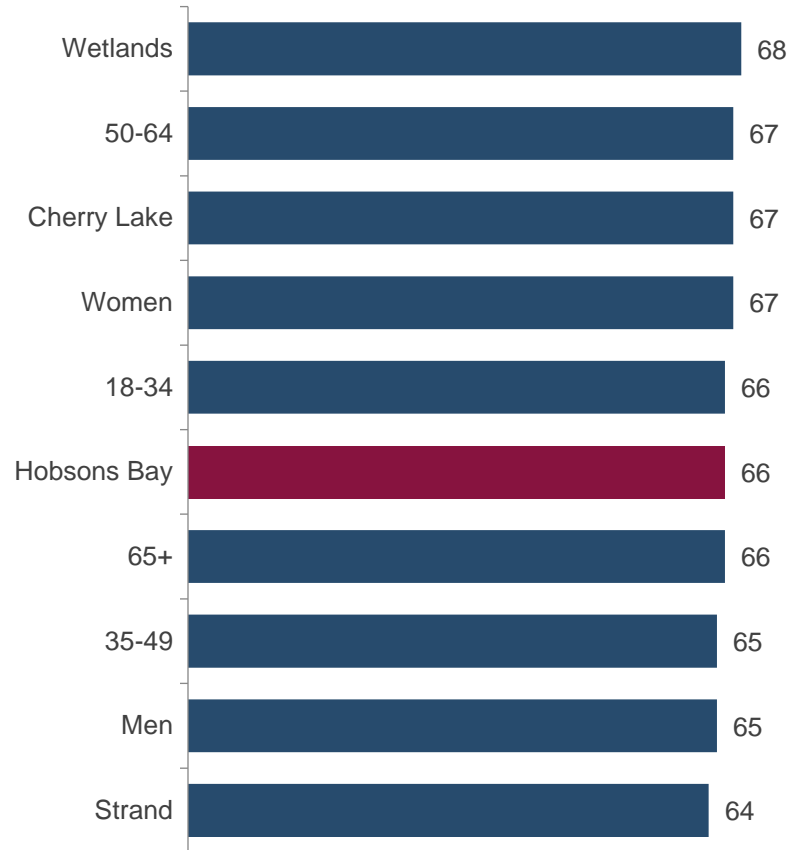


Call centre satisfaction



Customer service call centre satisfaction

2022 customer service call centre satisfaction performance (index scores)



HB68. And now thinking about customer service call centre satisfaction?

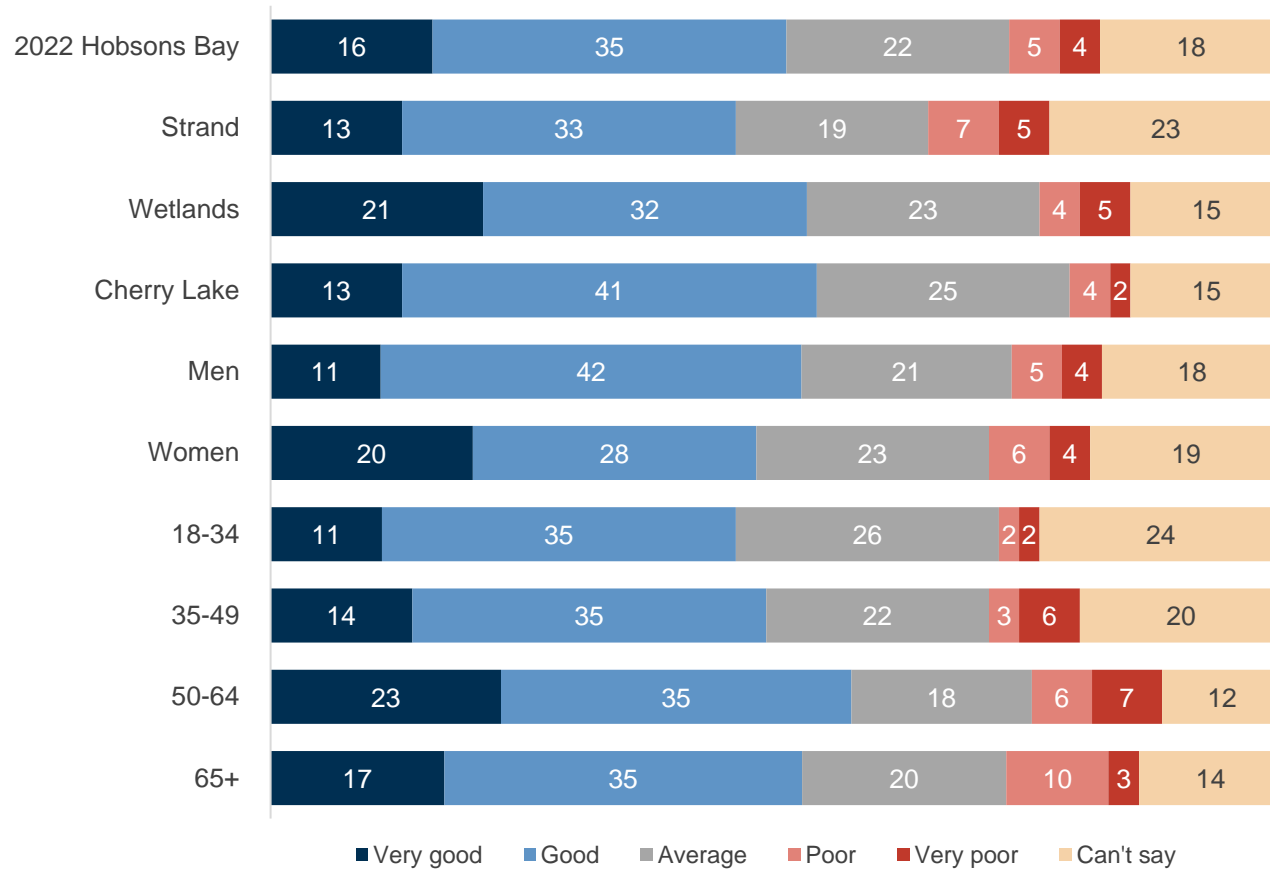
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Customer service call centre satisfaction

2022 customer service call centre satisfaction performance (%)



HB68. And now thinking about customer service call centre satisfaction?

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)

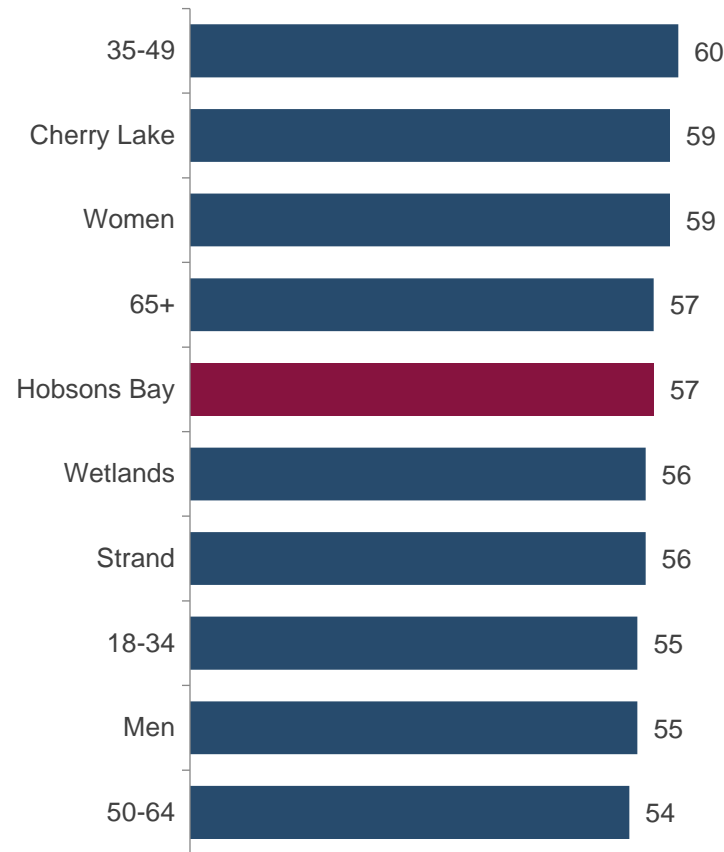


Community engagement



Providing opportunities for voices to be heard

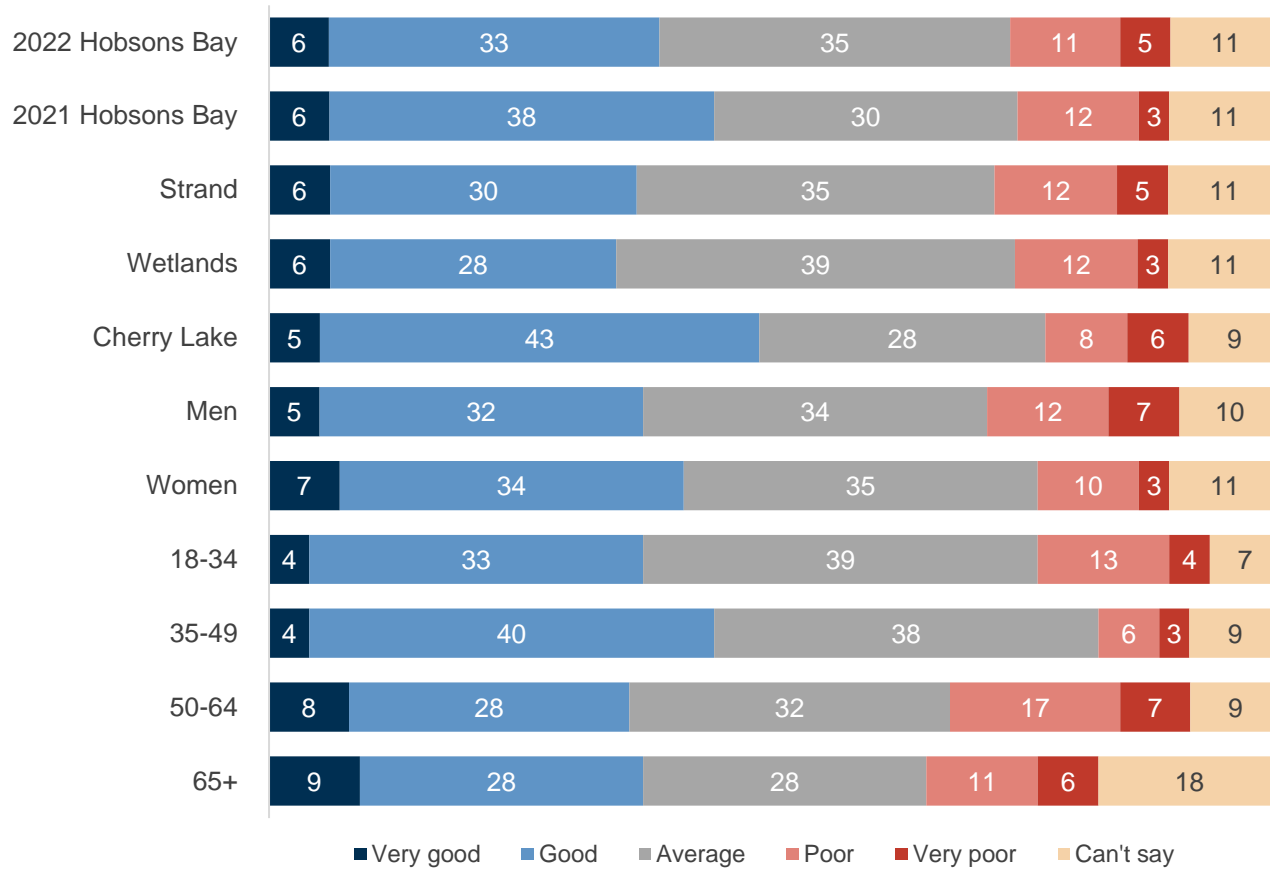
2022 providing opportunities for voices to be heard on important issues performance (index scores)





Providing opportunities for voices to be heard

2022 providing opportunities for voices to be heard on important issues performance (%)



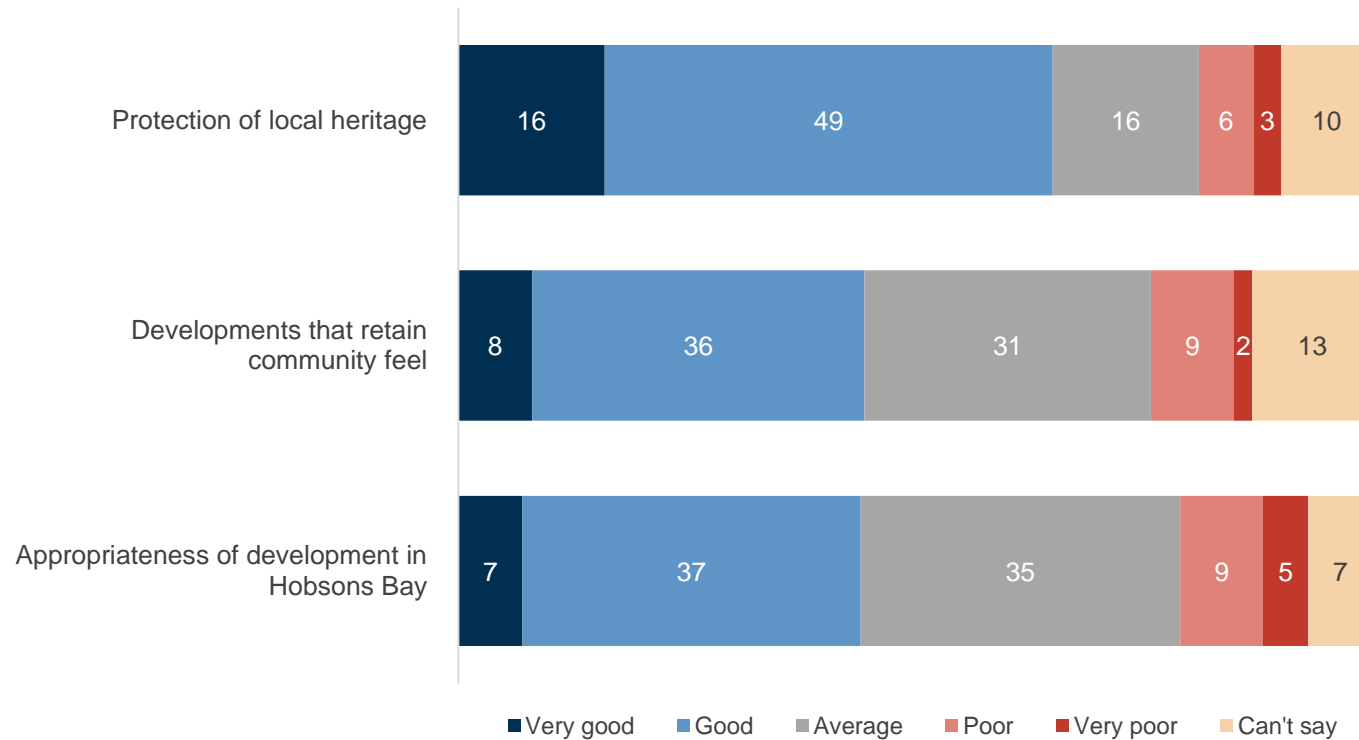
A large, stylized letter 'W' graphic that serves as a background element. It is filled with a dark blue, textured pattern resembling a night satellite image of a coastline or a network of roads and water bodies. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

Town planning



Town planning

2022 town planning performance (%)



Q2. And how about town planning?

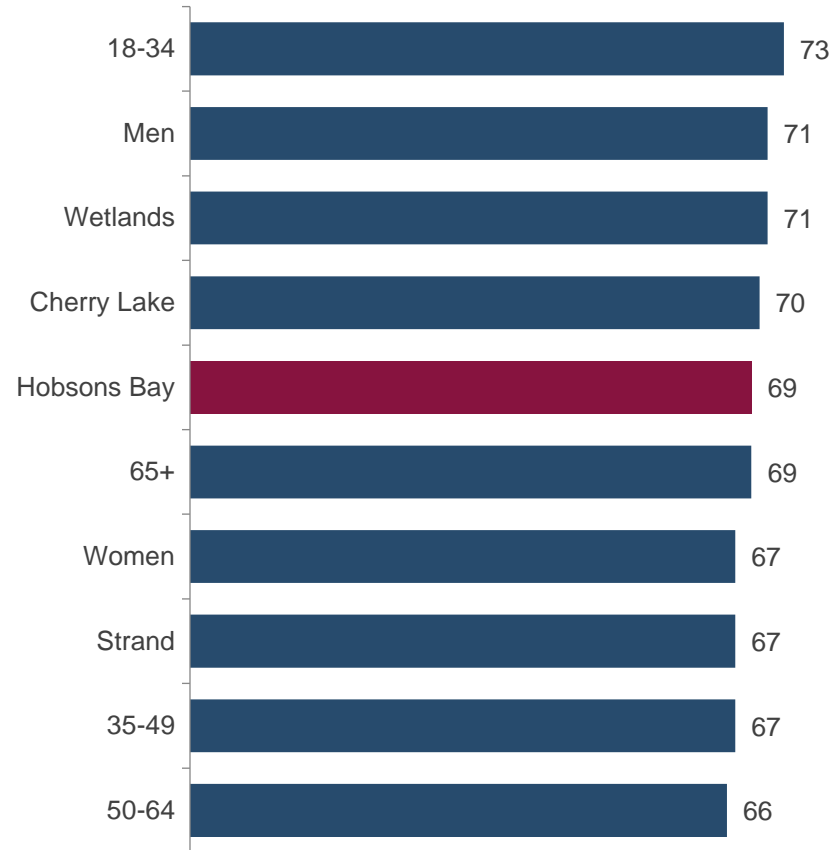
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Protection of local heritage

2022 protection of local heritage performance (index scores)



HB43. And now thinking about protection of local heritage?

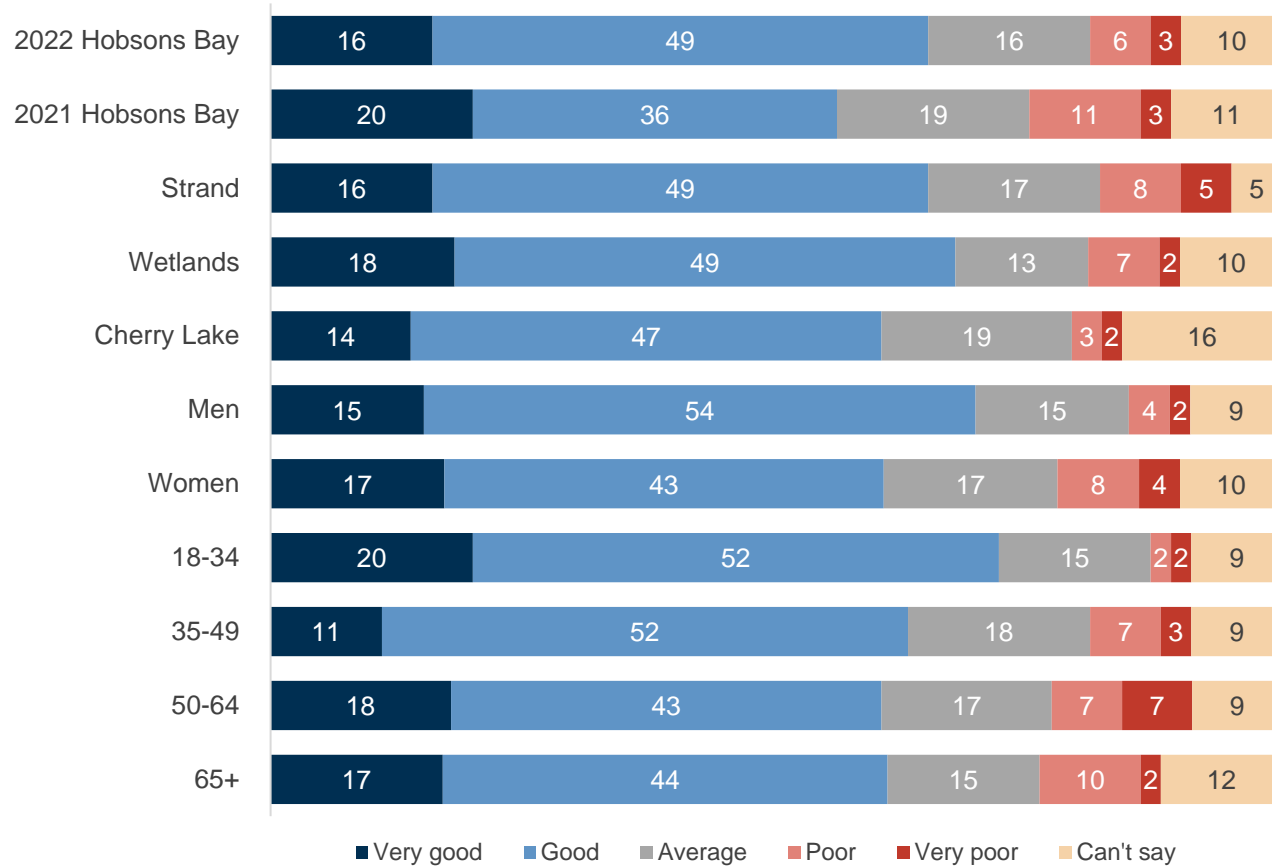
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Protection of local heritage

2022 protection of local heritage performance (%)



HB43. And now thinking about protection of local heritage?

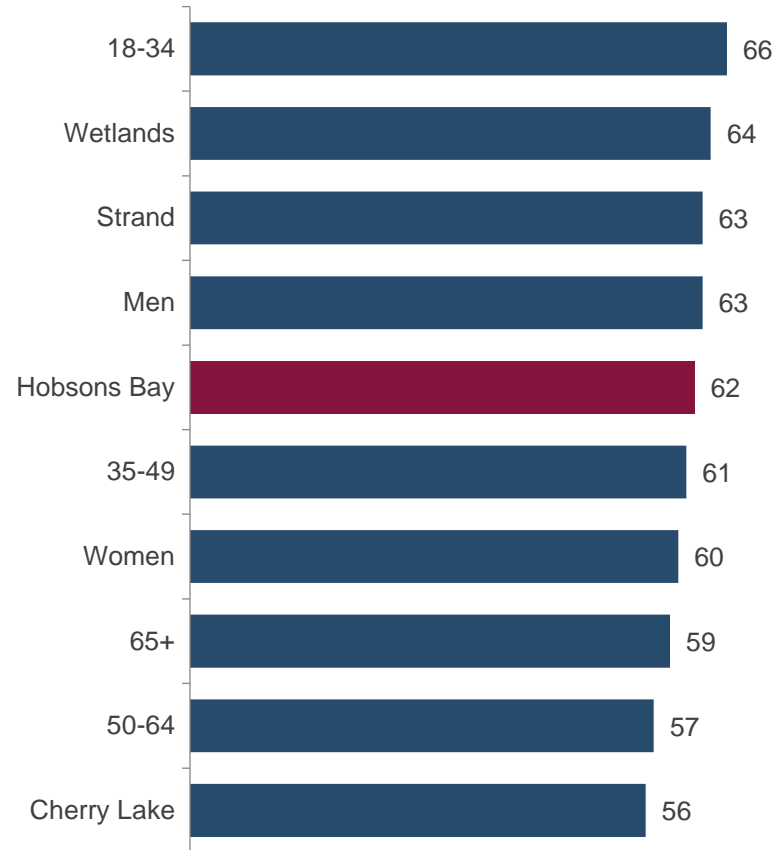
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Retaining community feel

2022 developments that retain community feel performance (index scores)



HB44. And now thinking about developments that retain community feel?

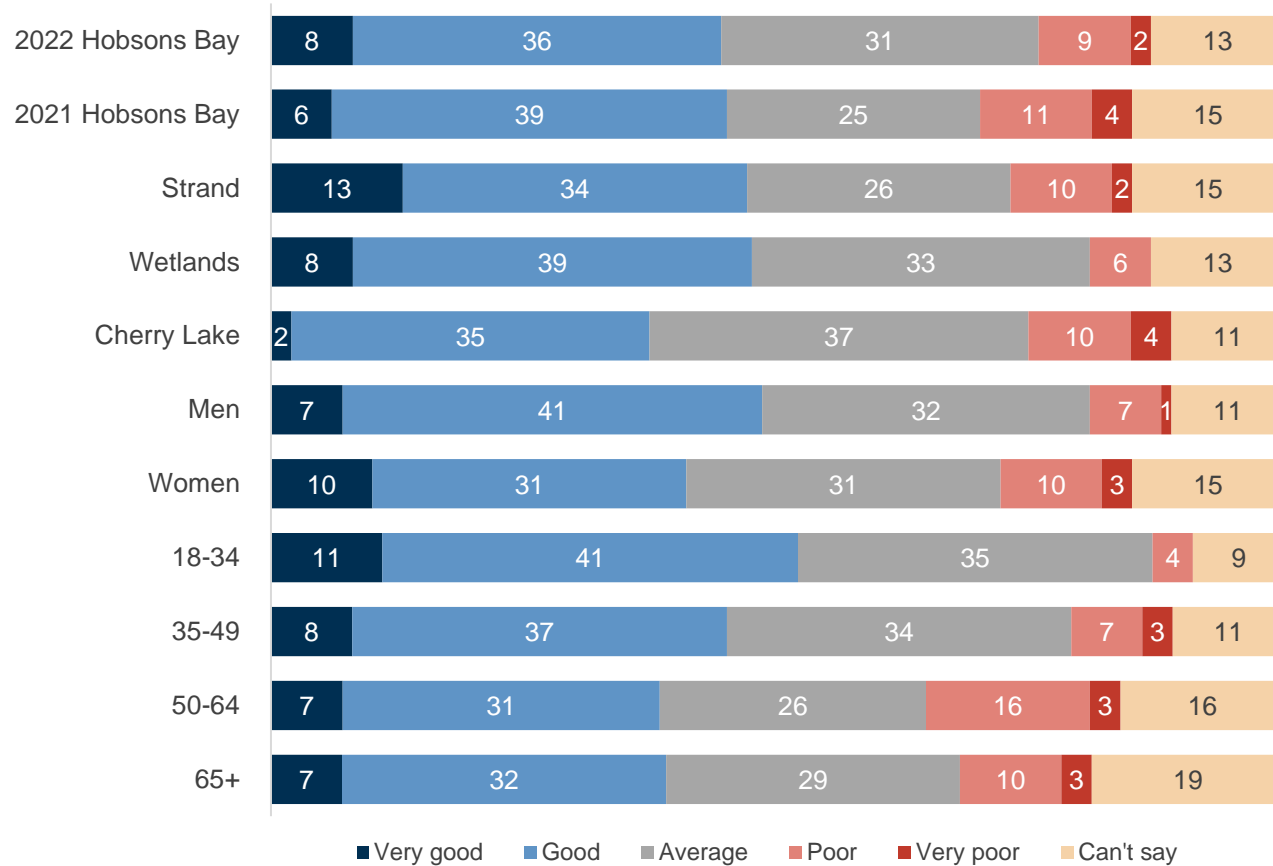
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Retaining community feel

2022 developments that retain community feel performance (%)



HB44. And now thinking about developments that retain community feel?

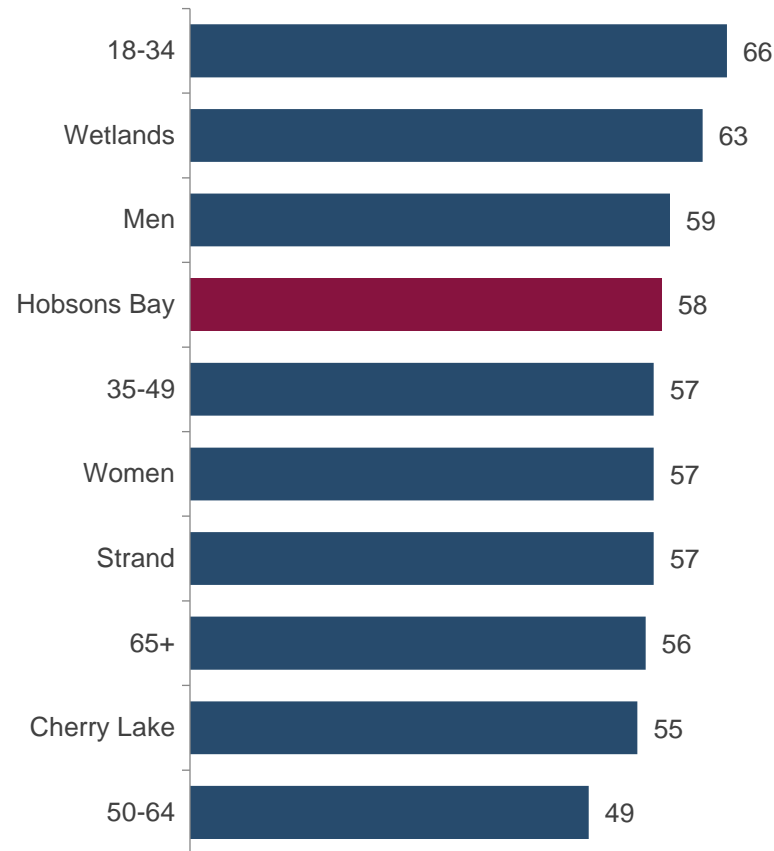
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Appropriateness of development

2022 appropriateness of development in Hobsons Bay performance
(index scores)



HB46. And now thinking about appropriateness of development in Hobsons Bay?

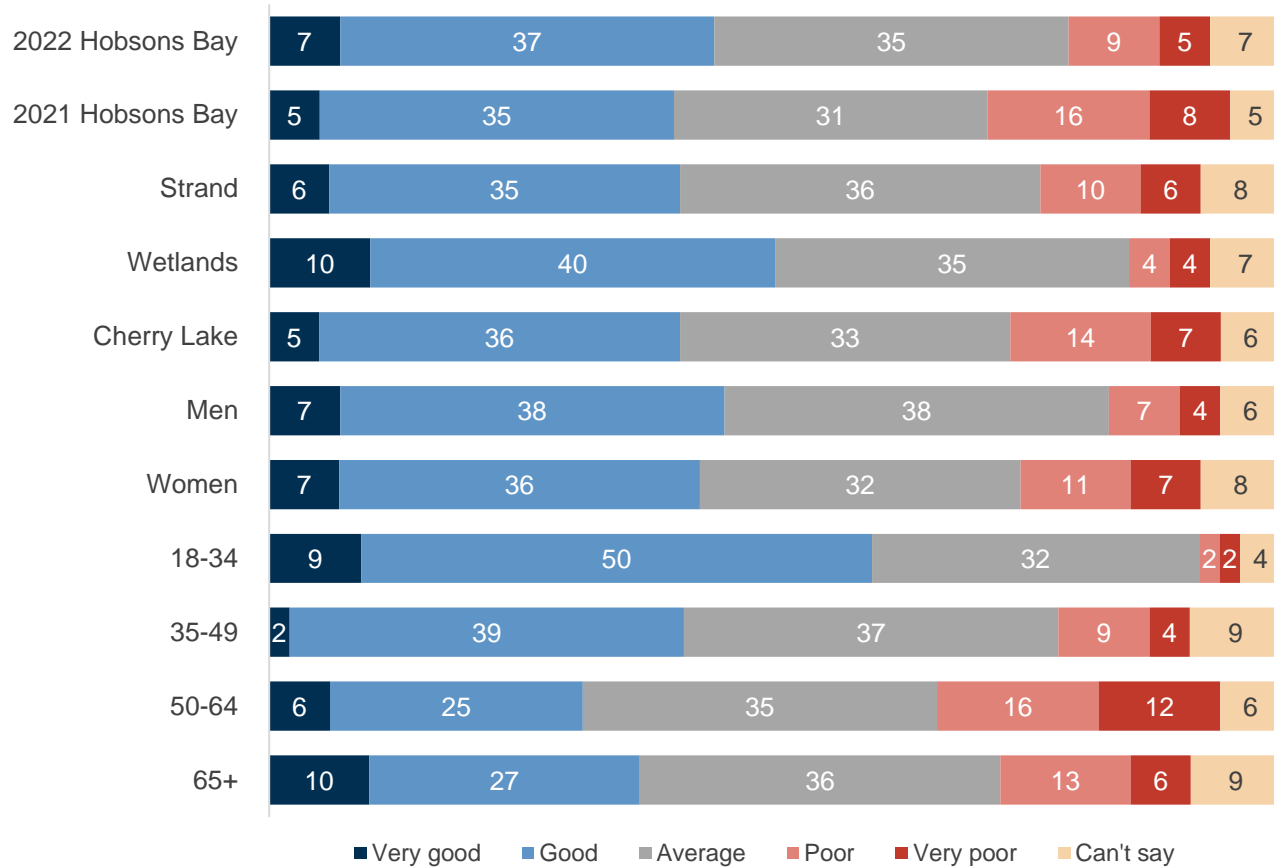
SAY IF NECESSARY: Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=400)



Appropriateness of development

2022 appropriateness of development in Hobsons Bay performance (%)



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)

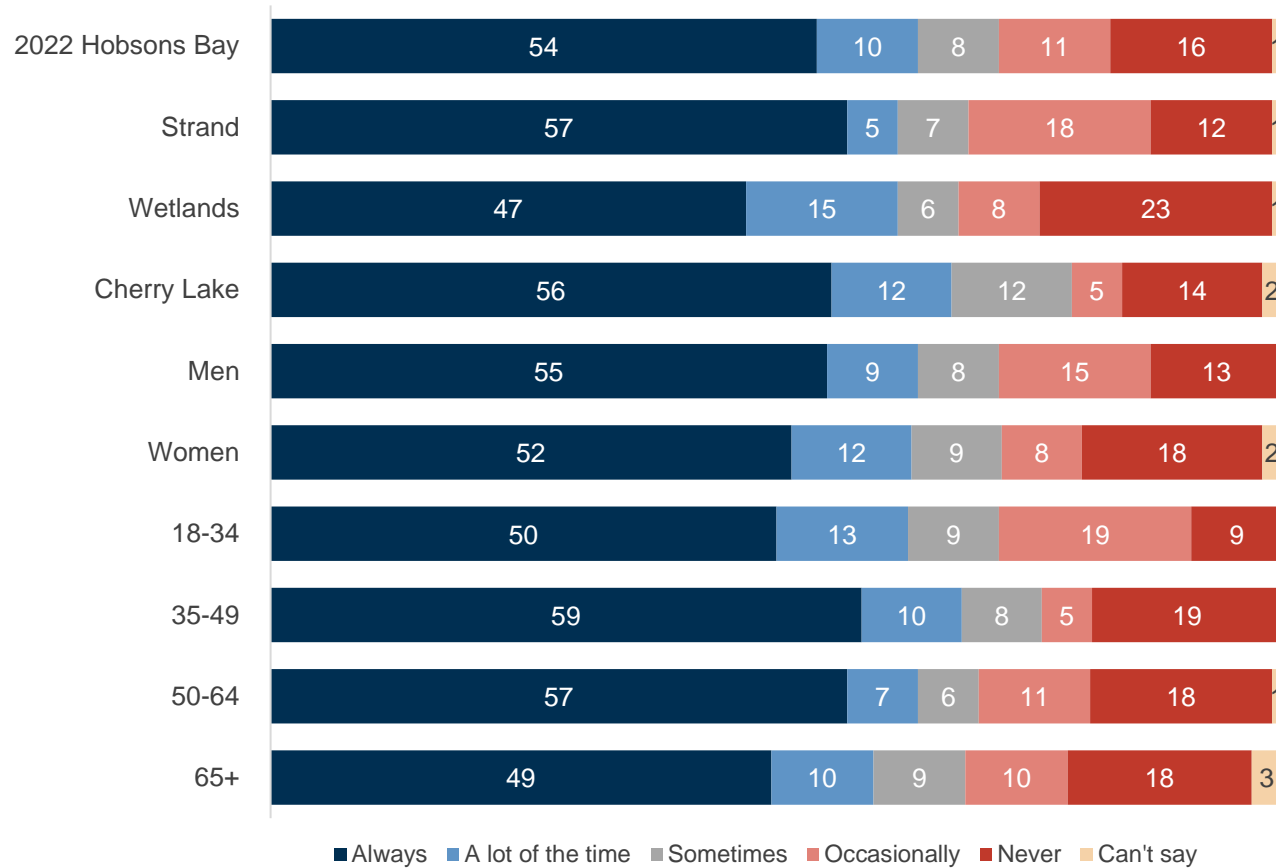
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing city lights and landmasses. The 'W' is positioned diagonally across the upper half of the page.

Topical matters



Food organics / garden organics bin use

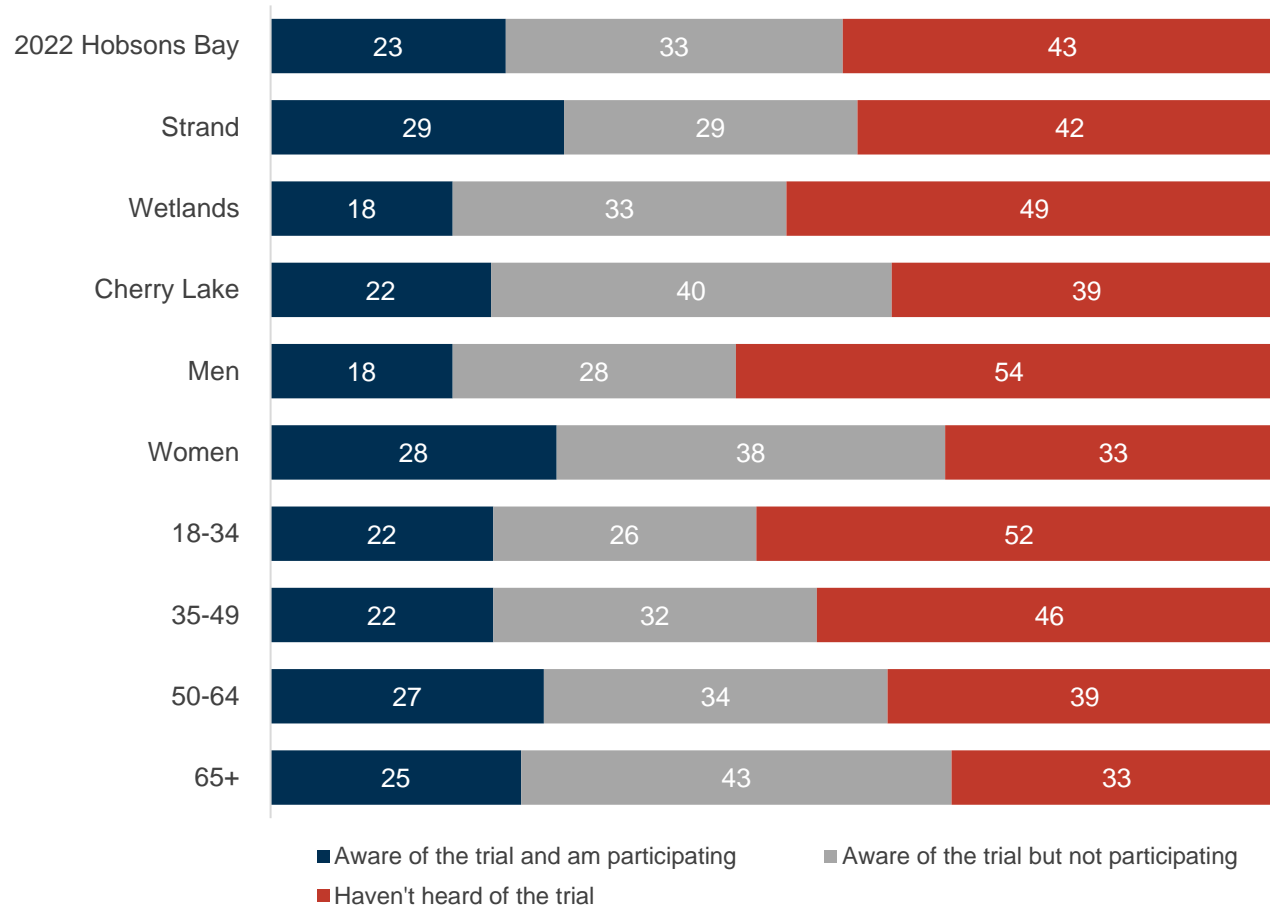
2022 use food organics / garden organics bin for food waste (%)





Paper bag trial awareness

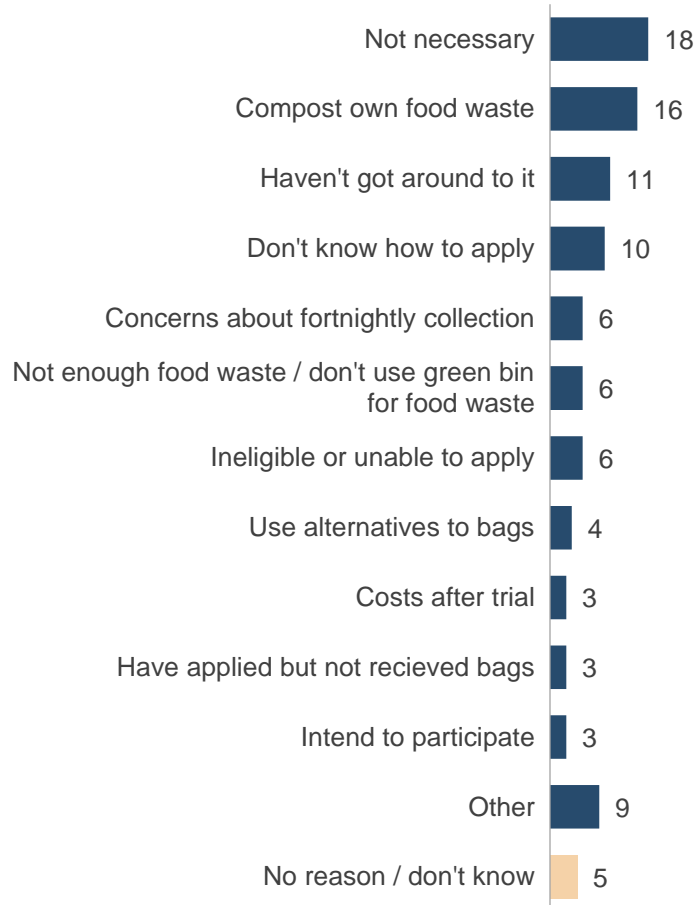
2022 awareness of paper bag trial (%)





Reasons for not participating in paper bag trial

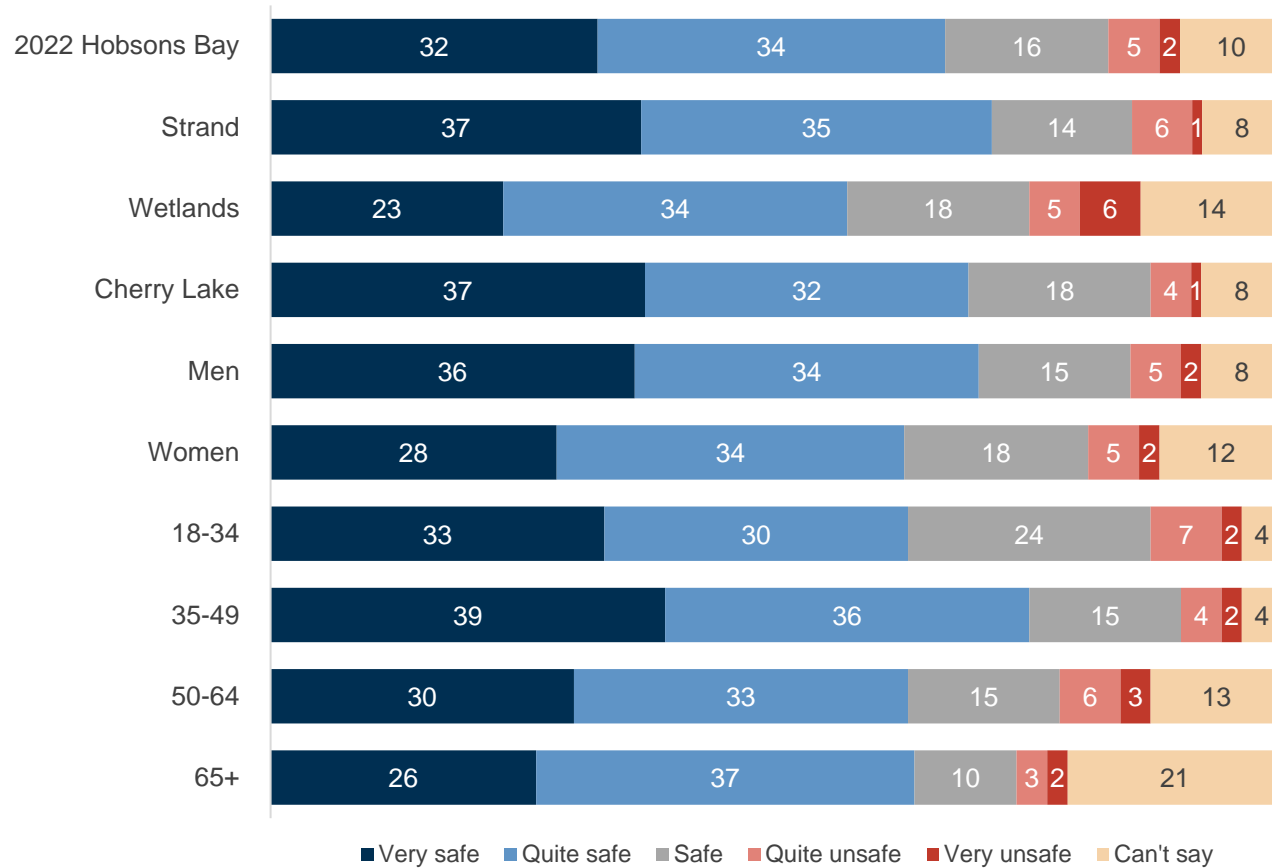
Reasons for not participating in 2022 paper bag trial (%)
(open response)





Feeling of safety waiting for public transport

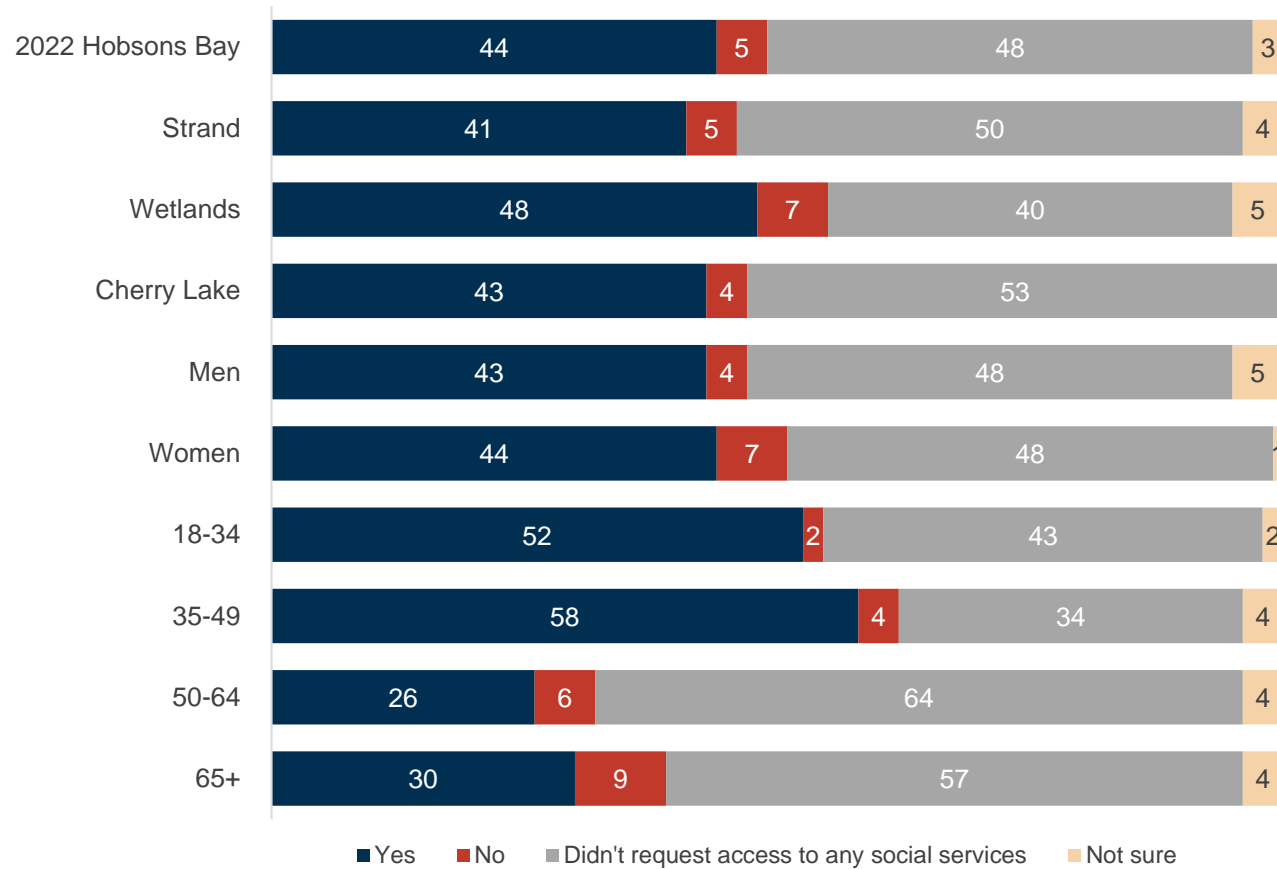
2022 feeling of safety waiting for public transport in Hobsons Bay (%)





Ability to access Council social services requested

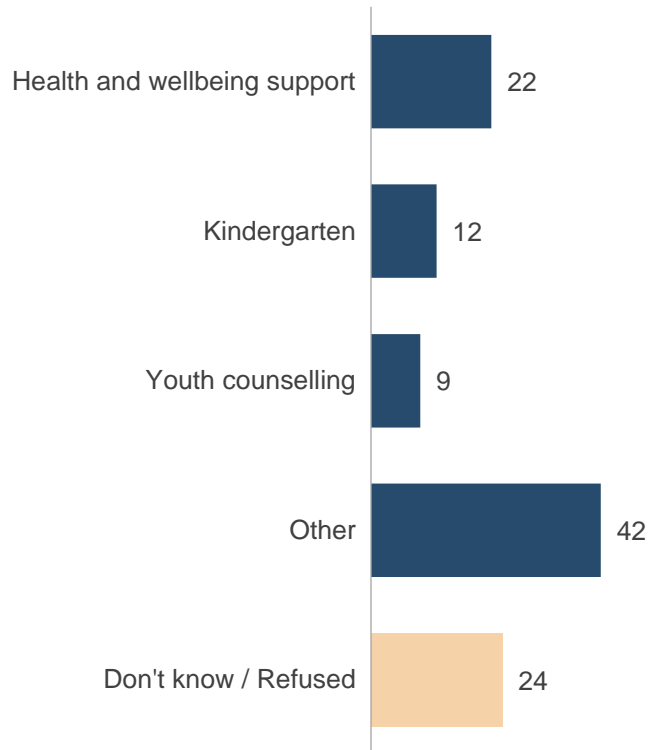
2022 ability to access Council social services requested (%)





Council social services unable to access

2022 Council social services unable to access (%)*



HB65. What were the service(s) you requested but were unable to access?

Base: Respondents who have been unable to access all the Council social services that they requested (n=27)

* Caution: Small sample size.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

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