



2023 Local Government Community Satisfaction Survey

Hobsons Bay City Council

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



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Background and objectives

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

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

Now in its twenty-fourth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

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

Key findings and recommendations



Hobsons Bay City Council – at a glance

Overall council performance

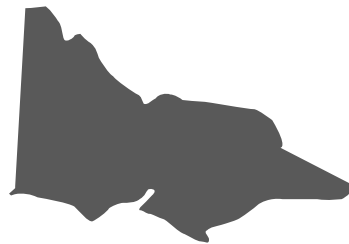
Results shown are index scores out of 100.



Hobsons Bay
61



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas



Recreational facilities

▼ lower



Waste management

= on par



Appearance of public areas

= on par

Lowest 3 performing areas



Population growth

= on par



Traffic management

▼ lower



Planning & building permits

= on par



Customer service

= on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation


Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

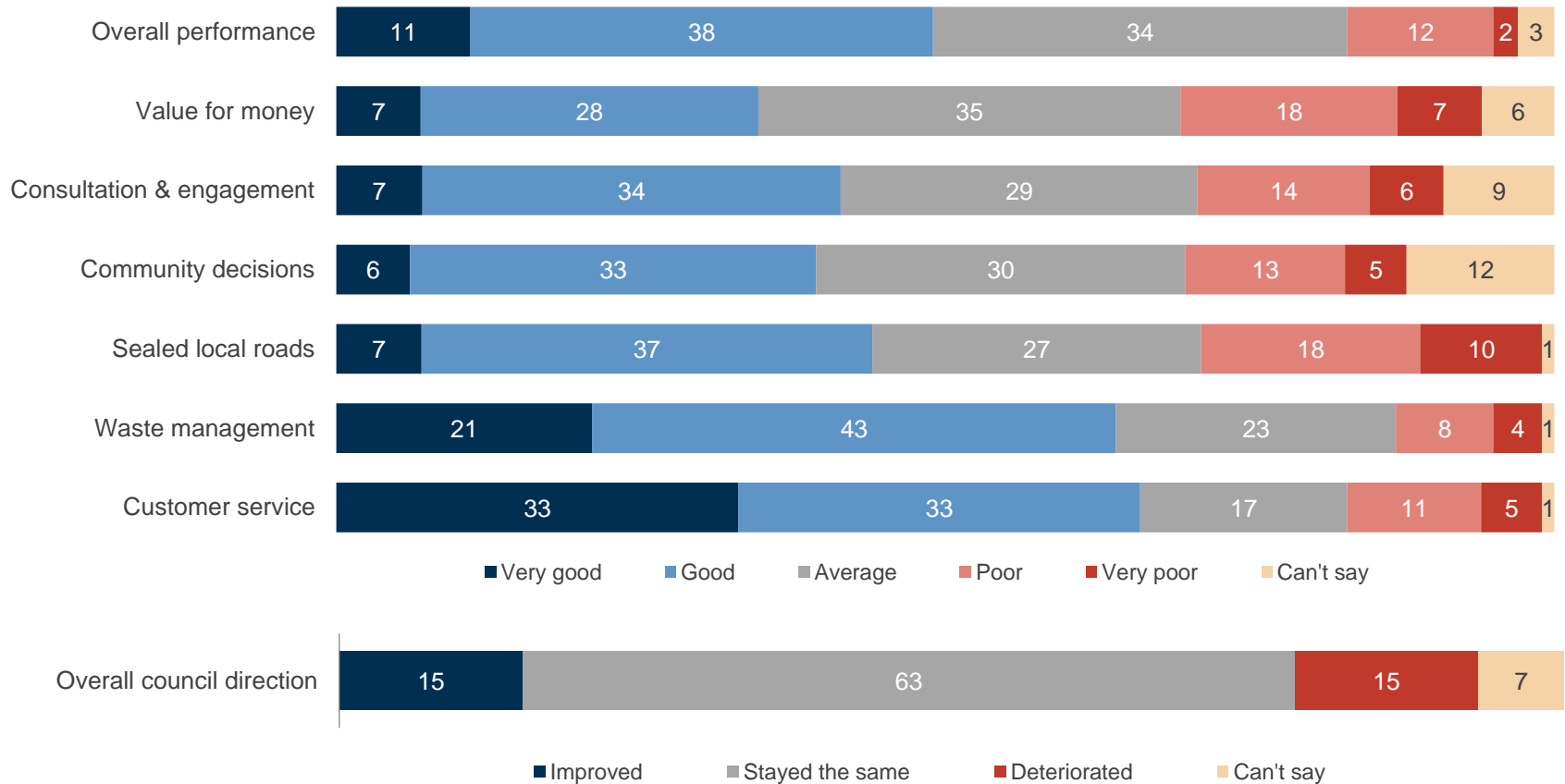

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)














Summary of Hobsons Bay City Council performance

Services		Hobsons Bay 2023	Hobsons Bay 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	61	64	62	56	Aged 18-34 years	Aged 35-49 years
	Value for money	53	62	56	49	Aged 18-34 years	Aged 35-49 years
	Overall council direction	50	57	49	46	Wetlands residents	Strand residents
	Customer service	69	72	71	67	Aged 50-64 years	Aged 35-49 years, Strand residents
	Recreational facilities	69	72	72	68	Aged 65+ years	Aged 35-49 years
	Waste management	68	58	68	66	Aged 18-34 years	Aged 35-49 years, Aged 65+ years
	Appearance of public areas	67	70	68	67	Aged 50-64 years	Aged 35-49 years
	Environmental sustainability	67	64	62	60	Cherry Lake residents	Strand residents
	Community & cultural	66	66	67	66	Aged 50-64 years	Aged 35-49 years
	Emergency & disaster mngt	66	65	65	65	Aged 18-34 years, Cherry Lake residents	Aged 65+ years









Summary of Hobsons Bay City Council performance

Services		Hobsons Bay 2023	Hobsons Bay 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	COVID-19 response	66	69	65	67	Aged 18-34 years	Aged 35-49 years
	Elderly support services	63	60	64	63	Aged 18-34 years	Strand residents
	Informing the community	62	64	60	57	Wetlands residents	Strand residents, Aged 65+ years, Women
	Bus/community dev./tourism	61	62	59	59	Aged 18-34 years, Cherry Lake residents	Aged 35-49 years
	Enforcement of local laws	59	62	62	61	Aged 18-34 years	Aged 65+ years, Strand residents, Aged 35-49 years
	Community decisions	56	59	55	51	Aged 18-34 years	Aged 35-49 years, Strand residents
	Consultation & engagement	56	60	55	52	Aged 18-34 years	Strand residents
	Lobbying	55	55	53	51	Aged 18-34 years	Strand residents
	Sealed local roads	54	59	61	48	Aged 18-34 years, Cherry Lake residents	Strand residents



Summary of Hobsons Bay City Council performance

Services		Hobsons Bay 2023	Hobsons Bay 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Parking facilities	53	58	54	55	Wetlands residents	Aged 65+ years
	Local streets & footpaths	52	57	57	52	Aged 18-34 years	Aged 65+ years
	Town planning policy	51	58	52	50	Wetlands residents	Strand residents
	Planning & building permits	48	50	50	47	Wetlands residents	Aged 65+ years
	Traffic management	48	50	55	55	Cherry Lake residents	Aged 35-49 years, Men, Strand residents, Wetlands residents, Aged 65+ years
	Population growth	47	50	49	48	Aged 18-34 years	Aged 65+ years



Focus areas for the next 12 months

Overview

Council's overall performance rating declined by three index points this year, though this is not a statistically significant change. The decline this year comes off the back of a similar three-point decline in the previous evaluation – and is following the pattern State-wide. Council's overall performance is rated in line with the Metropolitan group average and significantly higher than the State-wide average. Performance ratings in most individual service areas are in line with last year's results.

Key influences on perceptions of overall performance

Hobsons Bay City Council should focus efforts on improving perceptions on lower performing service areas that have a moderate to strong influence on overall performance: traffic management and town planning. In the previous two evaluations, ratings of Council performance in both service areas has been better. Further, perceptions of Council's performance on town planning significantly declined this year, and is one of only five individual service areas to do so.

Comparison to state and area grouping

Council performs in line with the Metropolitan group average for the majority of service areas evaluated and performs significantly higher on environmental sustainability. On five of 21 individual service areas evaluated, Council performs significantly lower than the Metropolitan group average. Council performance is rated in line with, or significantly higher than the State-wide average on all service areas evaluated, with the exception of traffic management. This is a positive result for Council.

Maintain performance ratings

Council should seek to maintain current ratings in order to halt emerging downward trends in service areas relating to roads and planning. Particular attention should be paid to town planning policy, local streets and footpaths, parking facilities and sealed local roads, all of which declined significantly this year. Council should not lose sight of the fact that perceptions of waste management improved significantly this year. Similar efforts should be made to maintain this positive result.

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 61 for Hobsons Bay City Council represents a three-point decline on the 2022 result. The same decline occurred between 2021 and 2022, and this is following the trend of the last two years State-wide.

Hobsons Bay City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils, and in line with the Metropolitan group average (index scores of 56 and 62 respectively).

- Those aged 18 to 34 years (index score of 67) rate overall performance significantly higher than average.
- Perceptions among those aged 35 to 49 years declined significantly (57, down seven points from 2022).

Resident perceptions of the value for money they receive from Council in infrastructure and services declined significantly in the 12 months (53, down nine points).

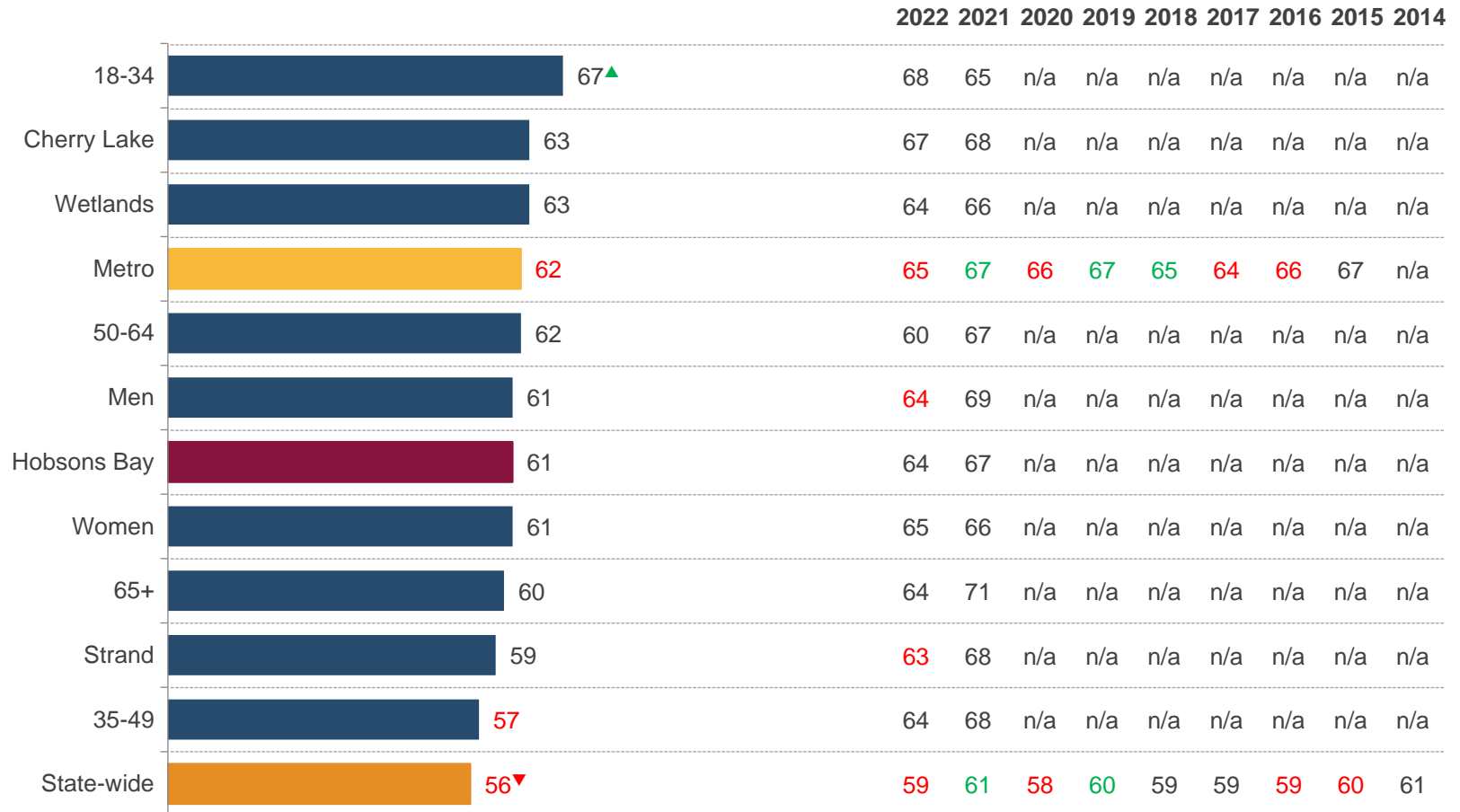
- Those in the Strand area (index score of 48) and residents aged 35 to 49 years (46) rate value for money significantly lower compared to the Council average, while residents aged 18 to 34 years (59) rate value for money significantly higher.
- That said, perceptions of value for money among nearly all demographic and geographic cohorts declined significantly, with the exception of Wetlands residents and those aged 50 to 64 years.





Overall performance

2023 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?

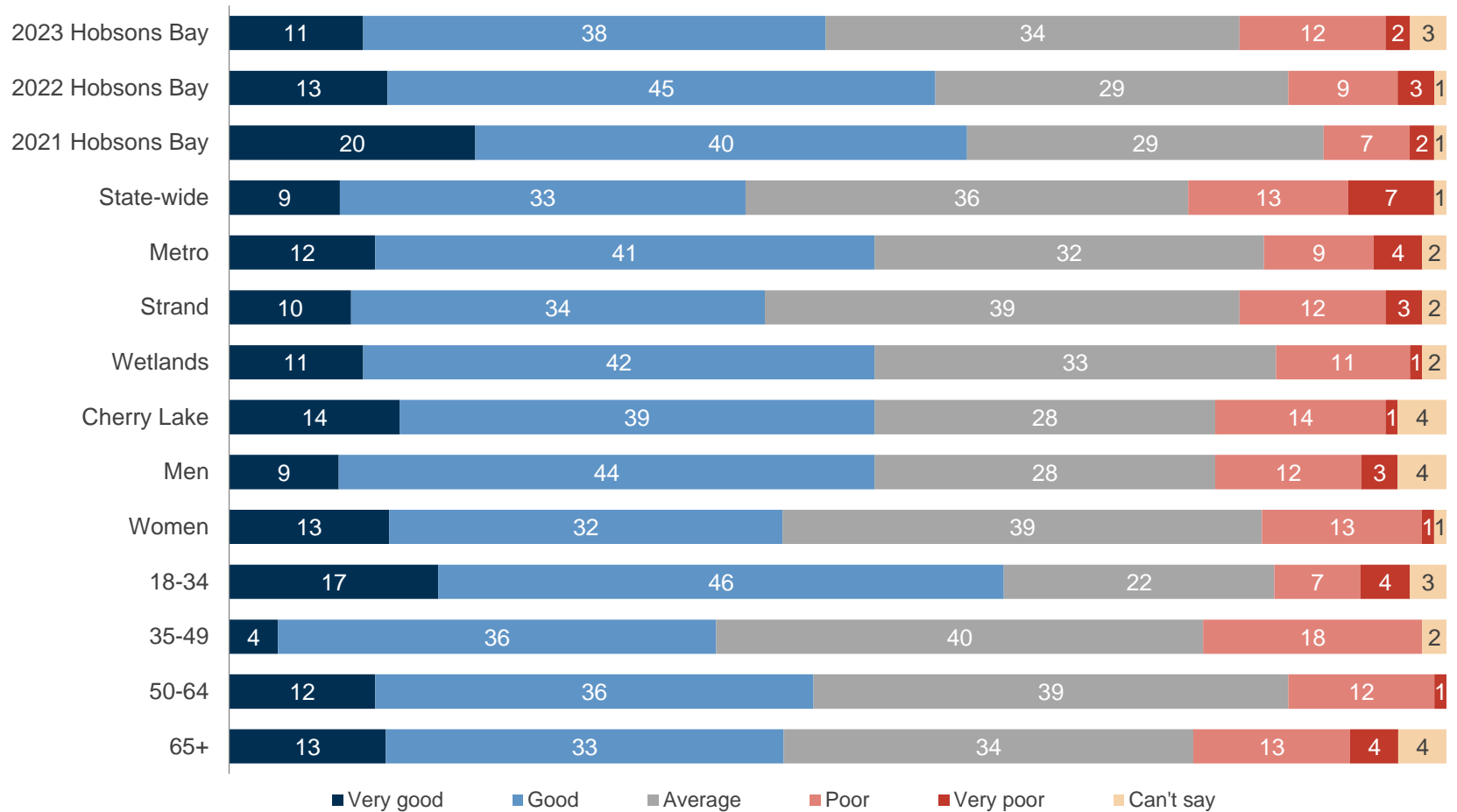
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall performance

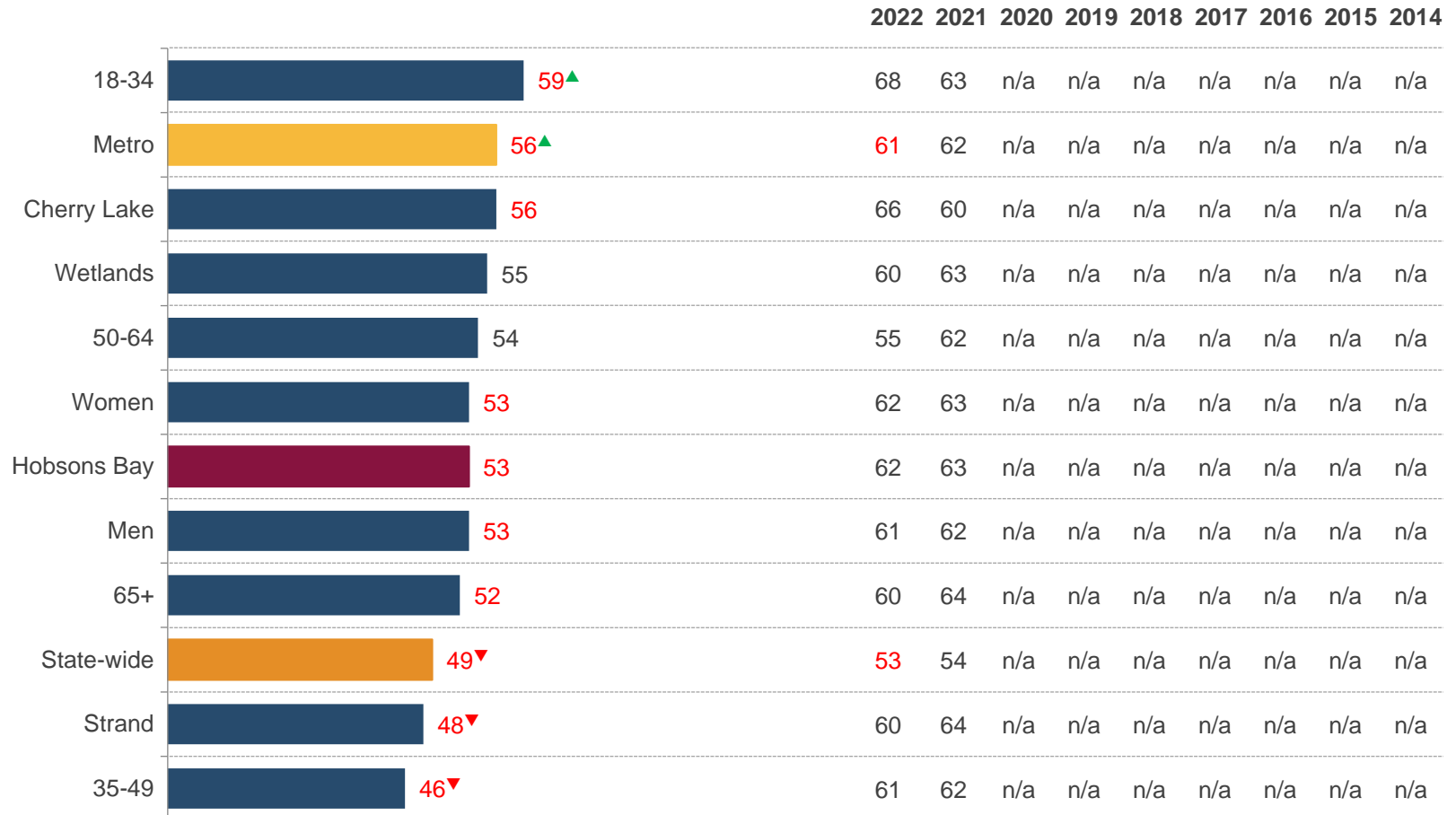
2023 overall performance (%)





Value for money in services and infrastructure

2023 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?

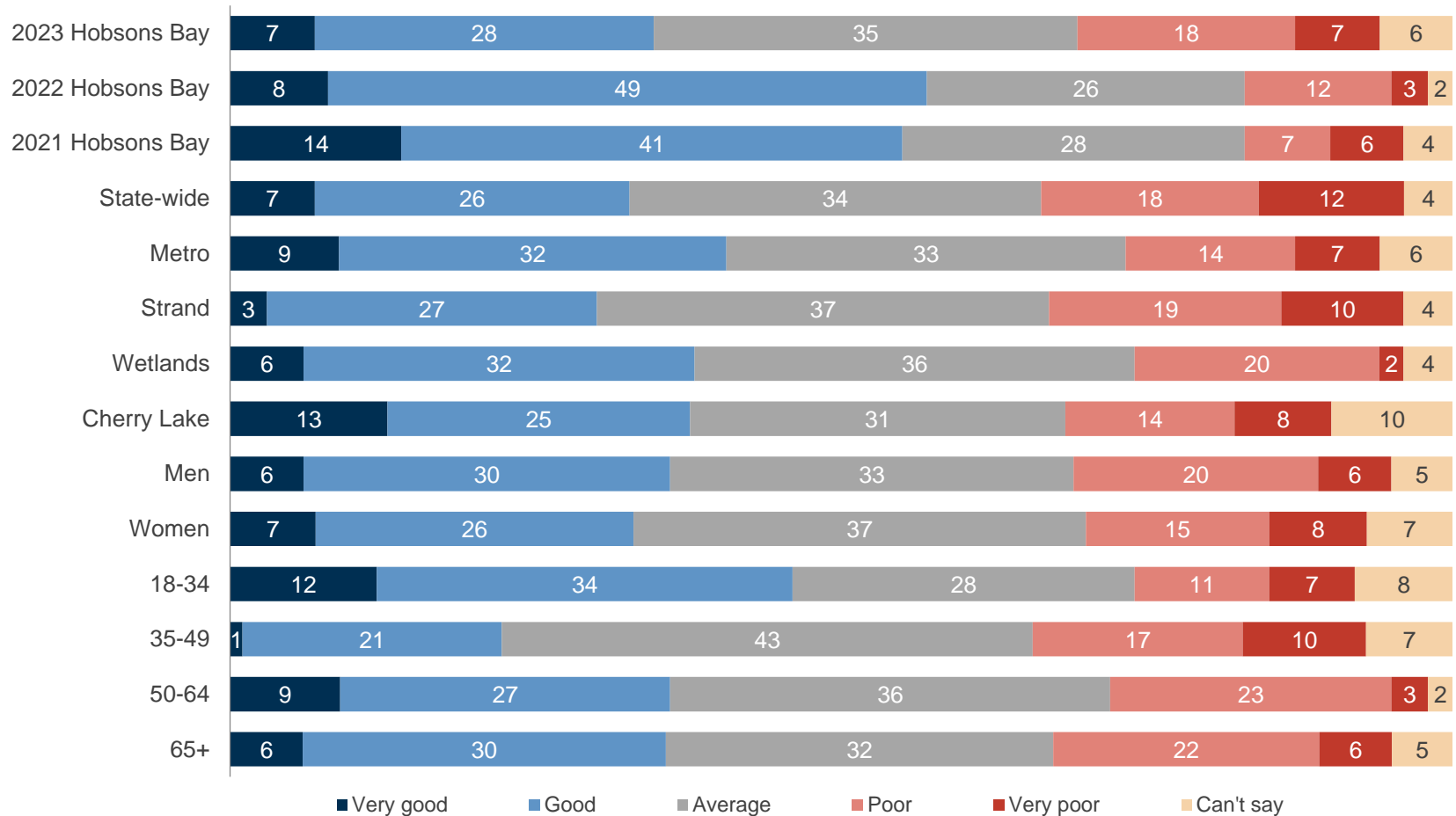
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

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



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate 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: 65 Councils asked group: 15



Top performing service areas

Recreational facilities (index score of 69) remains Council's best performing service area.

- Though it is Council's top rated area, it is one of only few service areas where Council's performance is rated significantly lower than the Metropolitan group average. Council performs in line with the State-wide average in this service area.
- Residents aged 35 to 49 years olds (index score of 63) rate Council's performance in this area significantly lower than Council average. Perceptions among this group also significantly declined over the last 12 months (down eight points). A significant decline in perceptions of this service area also occurred among women (down six points)

Waste management is Council's next highest rated service area (index score of 68).

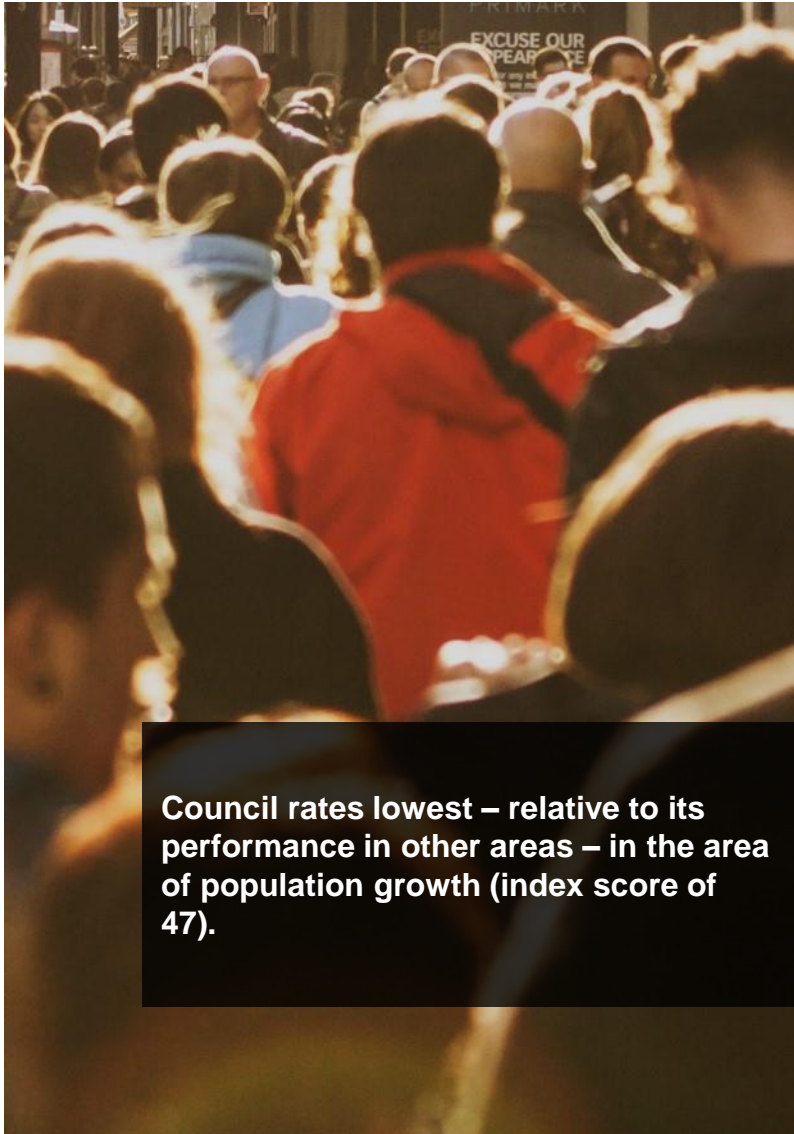
- This is the only service area where Council performance significantly improved over the last 12 months (up ten index points). Council has now fully recovered from the 2022 significant decline in this area.
- Perceptions of waste management performance improved significantly among nearly all demographic and geographic cohorts this year. This is a commendable effort from Council.



Recreational facilities (index score of 69) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of population growth (index score of 47).

Council's lowest performing service areas remain population growth (index score of 47), traffic management (48) and planning and building permits (also 48).

- Council performs in line with Metropolitan and State-wide group averages for planning and building permits, and population growth. In contrast, traffic management represents the only service area where Council performance is rated significantly lower than both group averages.
- Strand residents and residents aged 65 years and over rate Council performance on population growth significantly lower than average.
- Wetlands residents and those aged 18 to 34 years rate Council's performance on planning and building permits significantly higher than average.

The aforementioned service areas have consistently received Council's lowest performance ratings for the past three years.

Performance ratings on other planning, road and traffic related service areas experienced significant declines in the past 12 months, including town planning policy (index score of 51, down seven points on 2022), local streets and footpaths (52, down five), parking facilities (53, down five) and sealed local roads (54, down five).



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Recreational facilities	69	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	68	58	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	67	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	66	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	66	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COVID-19 response	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	63	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	62	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	61	62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	59	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	56	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	55	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	54	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	53	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	52	57	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Town planning policy	51	58	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	48	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	48	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Population growth	47	50	48	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?

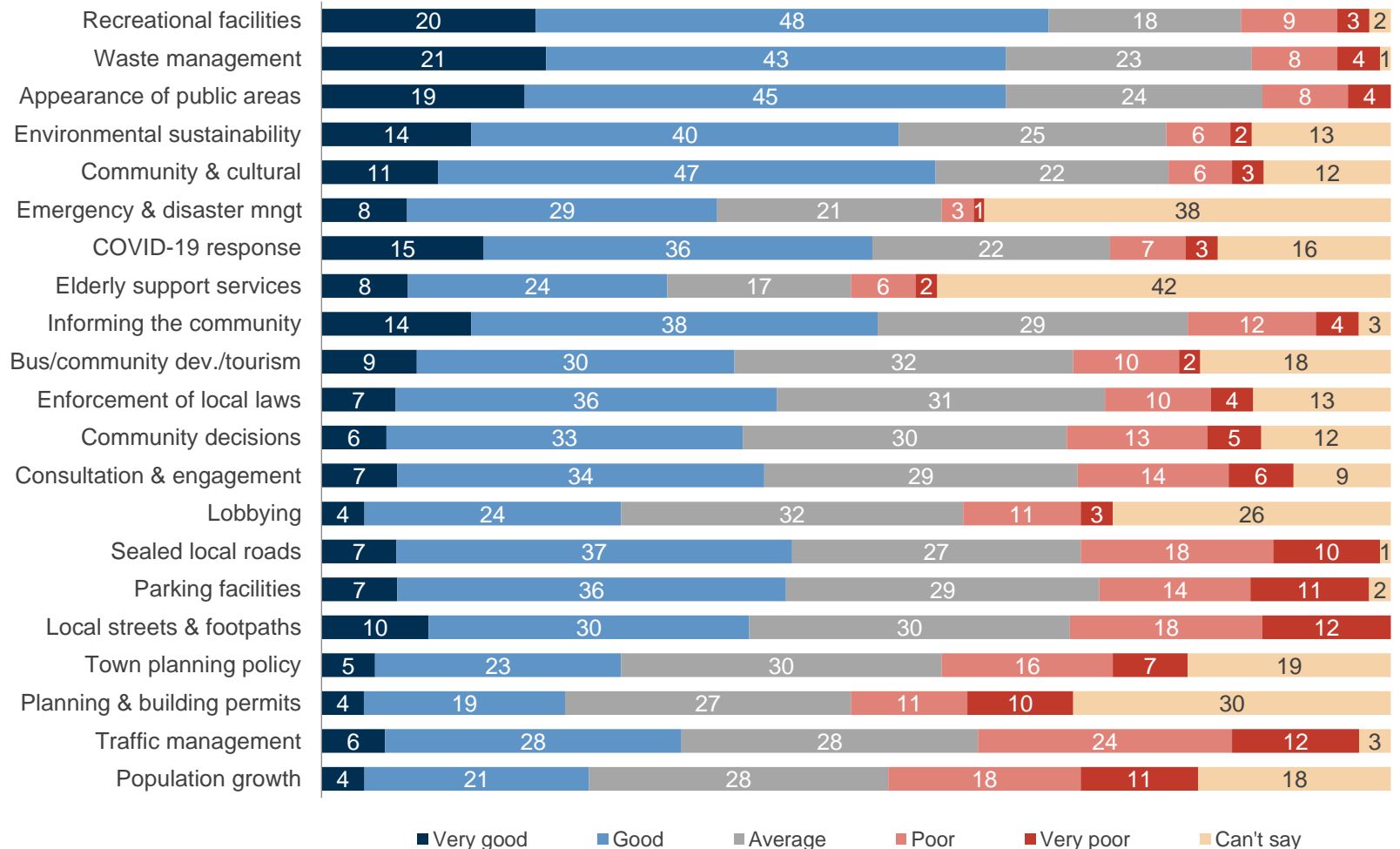
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Individual service area performance

2023 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
- The condition of sealed local roads
- Town planning
- Traffic management.

Looking at these key service areas only, Council performs best on informing the community (index of 62), which is among the stronger influences on overall performance ratings.

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

Other service areas that have a more moderate influence on overall perceptions, but where Council performs relatively less well, are town planning and sealed roads (index of 51 and 54 respectively).

Ensuring the community feels informed and heard on local planning issues and continuing to maintain Council's sealed roads can also help to shore up positive community sentiment.

However, most in need of attention is the related area of traffic management, which is rated as poor (performance index of 48) and is a moderate influence on overall perceptions of Council.

It will be important to address resident concerns about traffic in the area to help improve overall perceptions of Council's performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

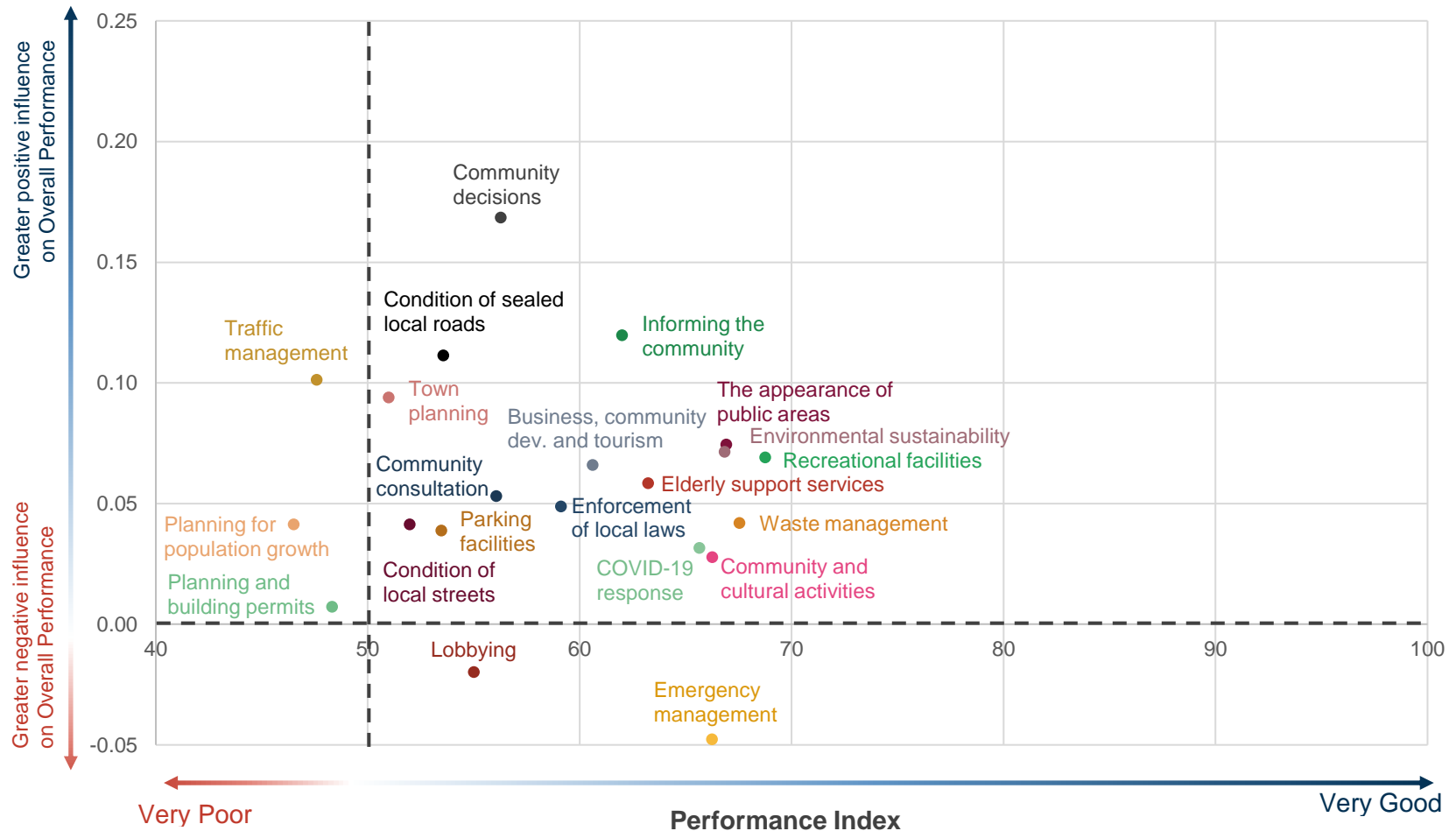
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

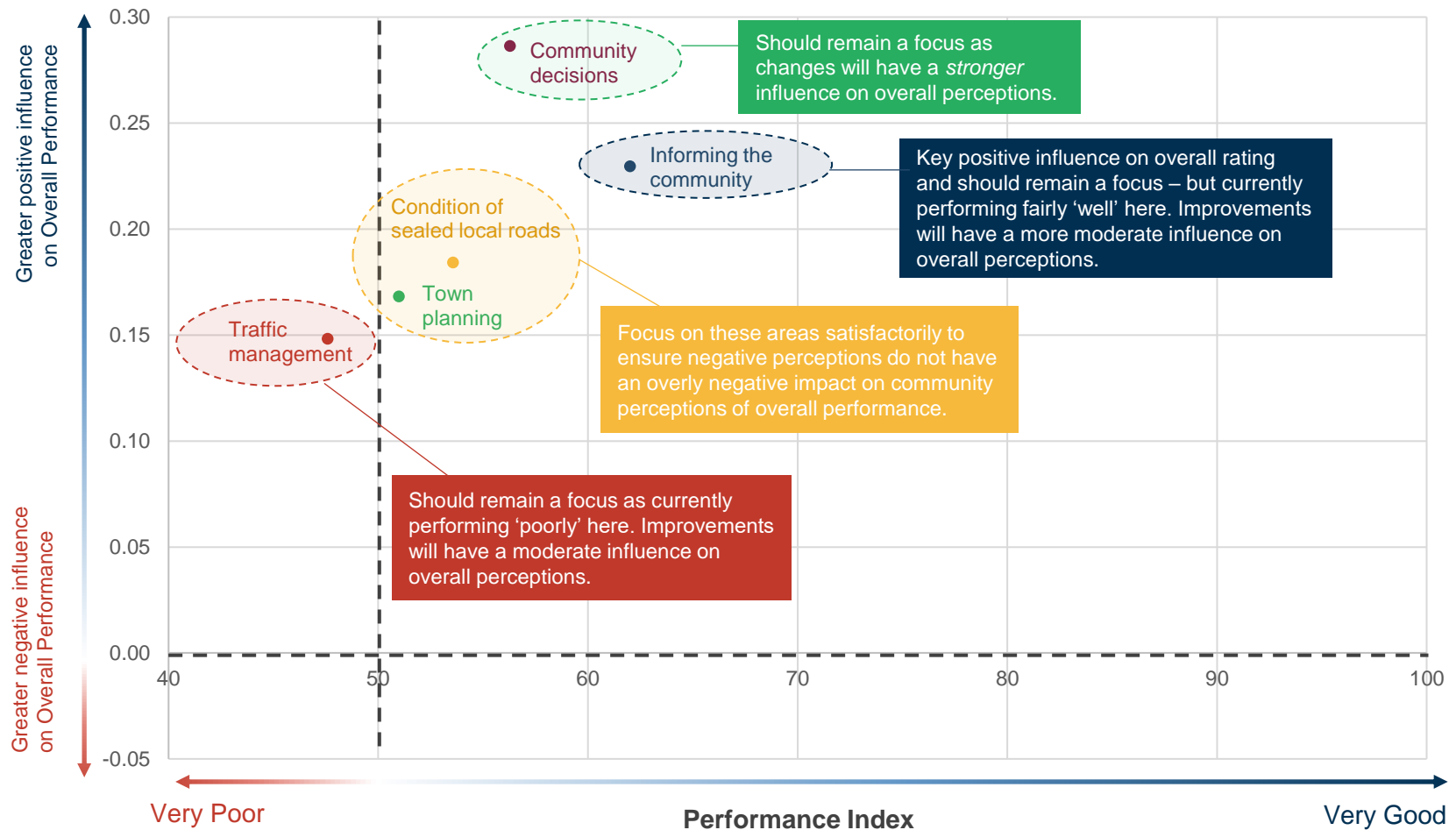


The multiple regression analysis model above (all service areas) has an R^2 value of 0.579 and adjusted R^2 value of 0.556, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 24.80$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.526 and adjusted R^2 value of 0.520, which means that 52% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 87.57$.



Customer service



Contact with council and customer service

Contact with council

Close to three quarters of residents (74%) had contact with Council in the last 12 months, representing a gradual upward trend from 70% in 2021.

- Contact with Hobsons Bay City Council is significantly higher than the Metropolitan group and State-wide averages (66% and 64% respectively).

The most frequently used method of contact with Council remains via telephone (47%), followed by email and in person (each 21%).



Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 69 represents a (not significant) three point-decline on the 2022 result. A similar four-point decline occurred in the previous evaluation.

Despite the decline, Council rates in line with both Metropolitan and State-wide group averages for customer service.

- Residents in the Strand area and those aged 35 to 49 years provide Council's lowest customer service ratings yet have higher rates of contact with Council (noting these are not significantly different to the average). Council should however consider focusing on improving customer service perceptions among these cohorts.

Customer service ratings are highest among residents who communicated with Council in person and via the website (both with index scores of 77).

- Customer service ratings for email are lower (index score of 61). Council should consider attending to this service channel as it is one of the more frequently used channels.



Contact with council

2023 contact with council (%) Have had contact



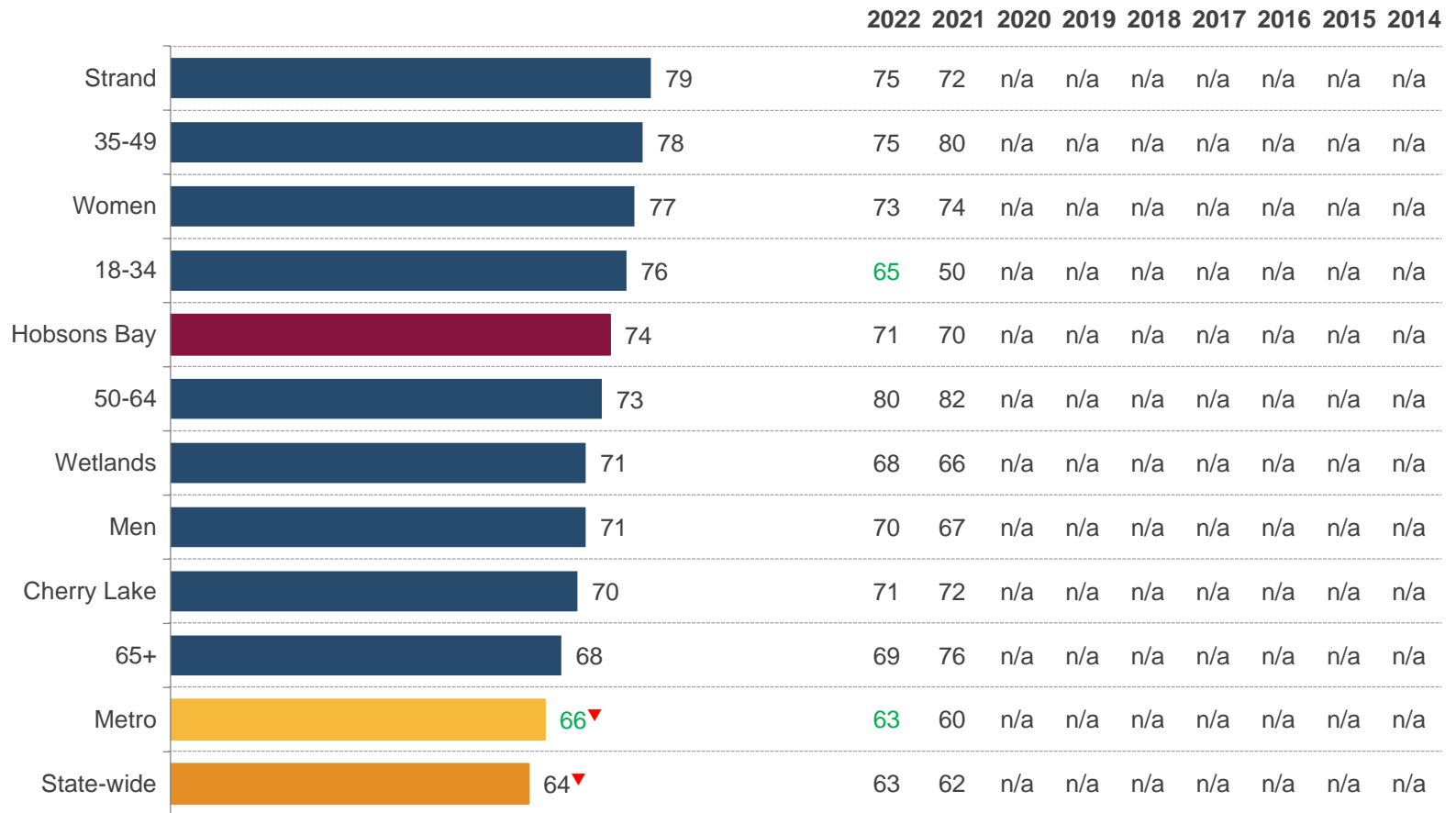
Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?

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



Contact with council

2023 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

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	74	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	73	78	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	72	70	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	71	72	74	74	76	72	71	73	73	n/a
65+	70	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	69	72	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	68	70	70	71	70	69	69	70	72
Strand	65	71	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	66	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

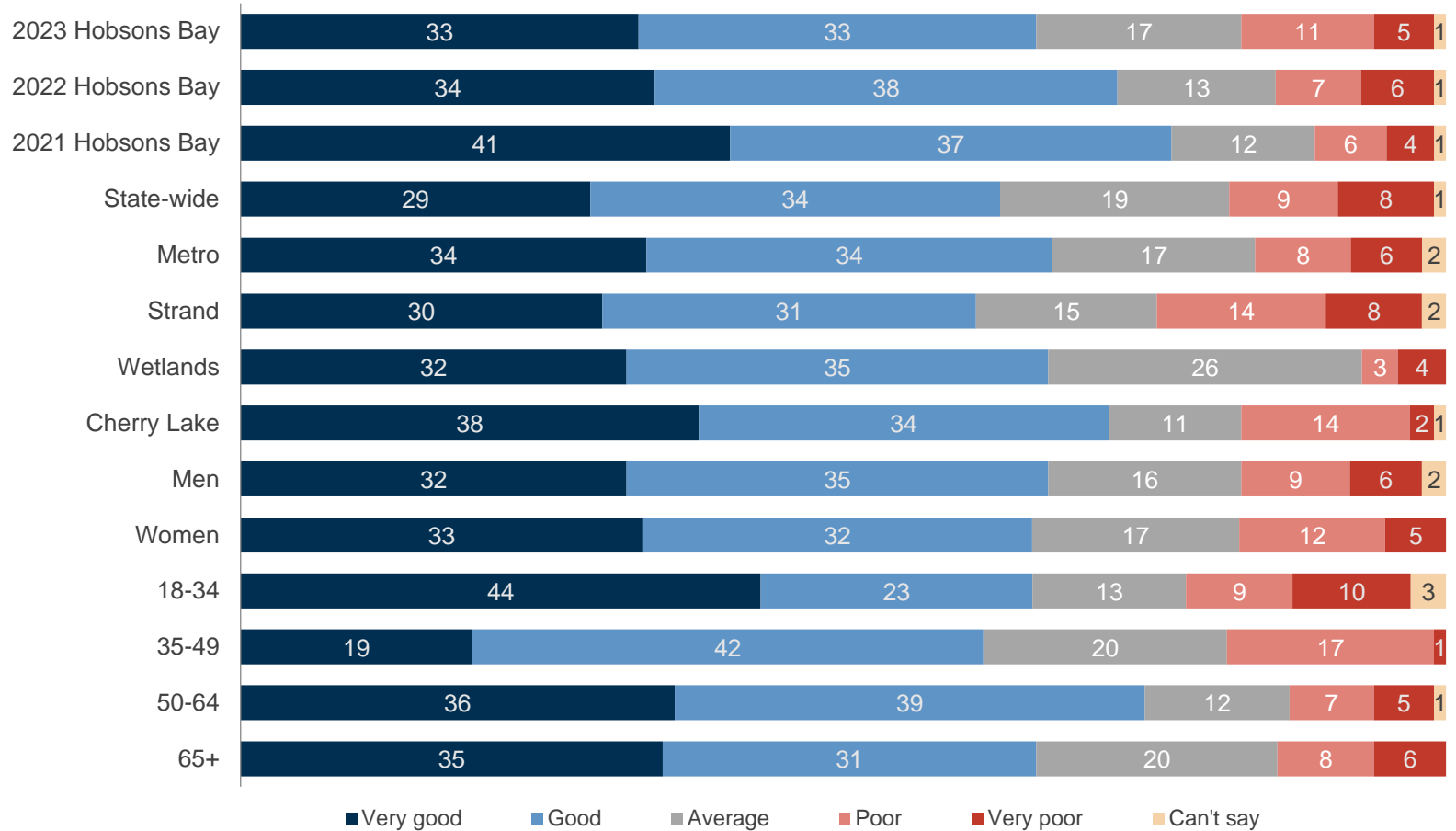
Councils asked State-wide: 66 Councils asked group: 16

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

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



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



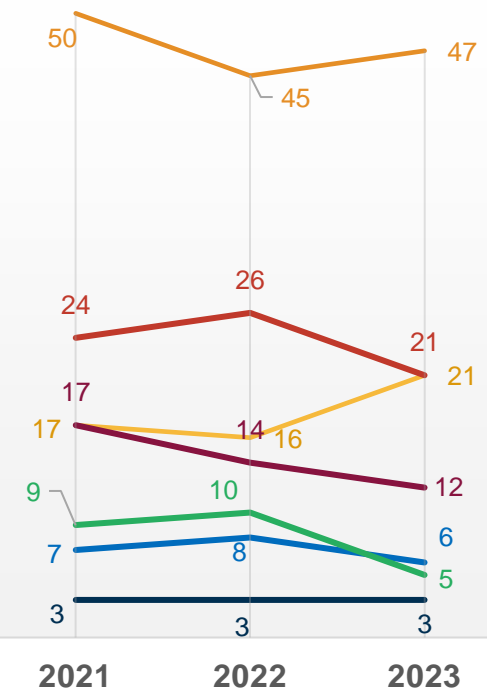
By Email



Via Website



By Social Media



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

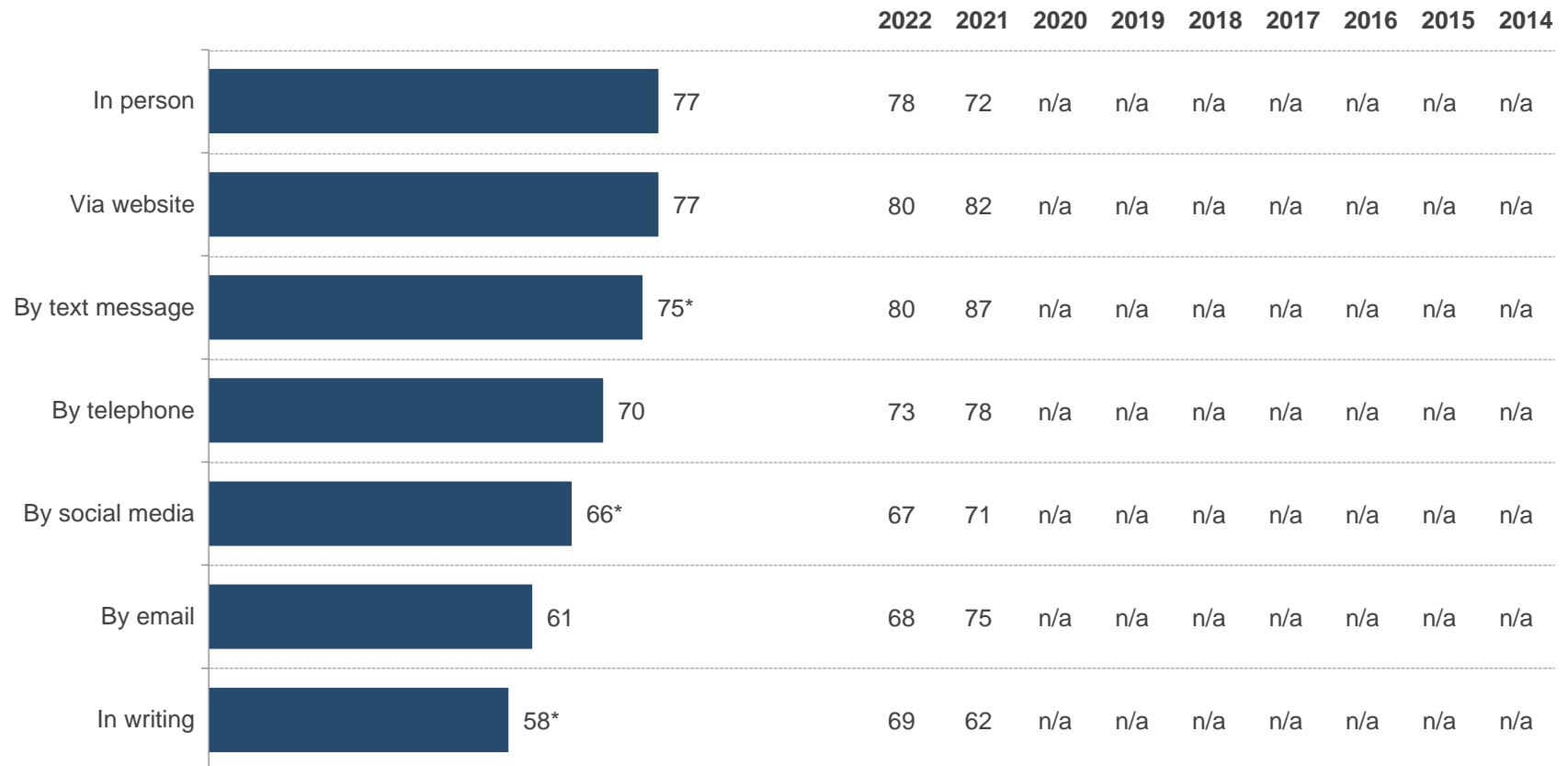
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2023 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

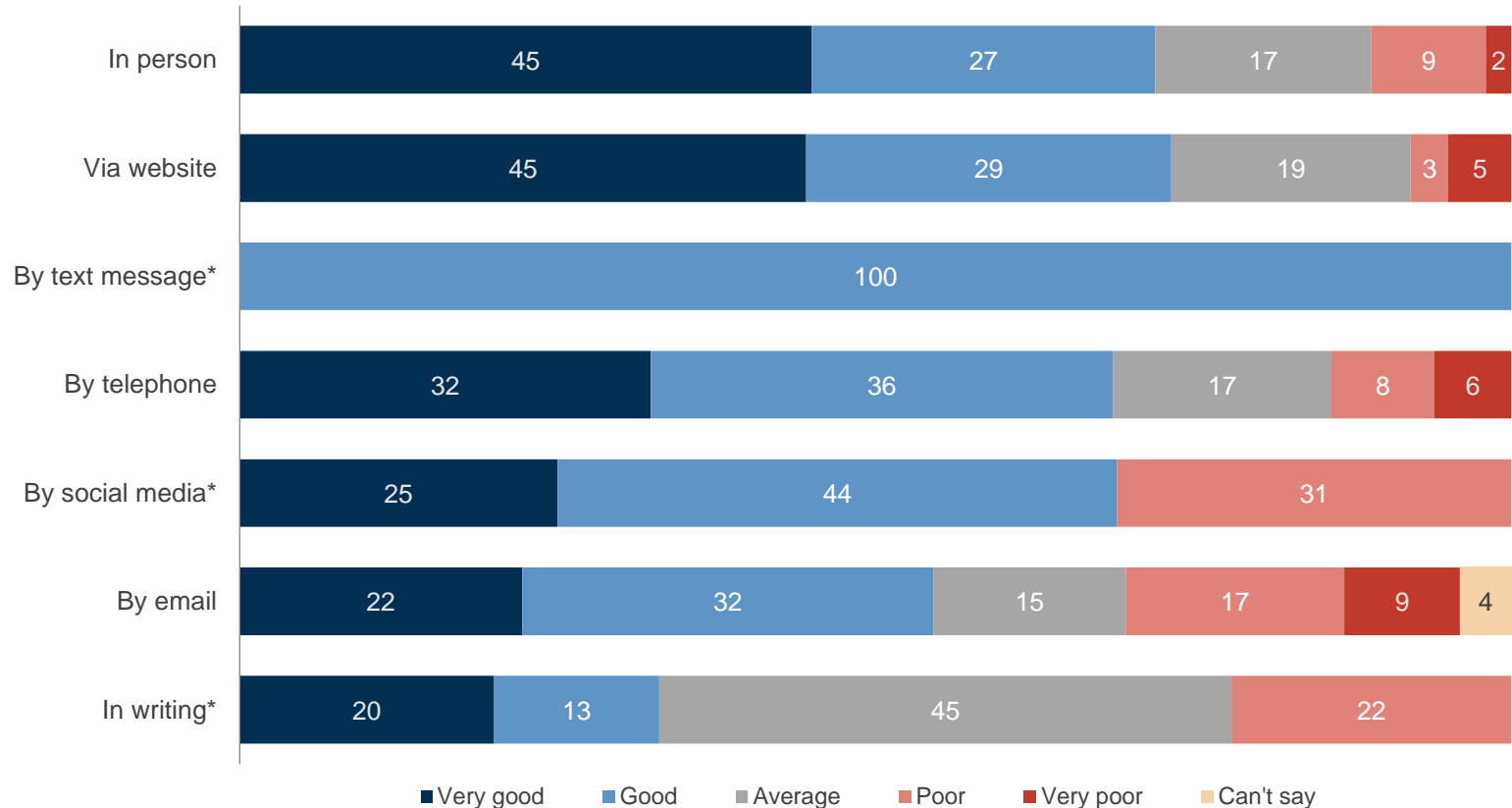
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 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 form of communication from Council about news and information and upcoming events continues to be a newsletter sent via mail (38%, down five percentage points from 2022), followed by a Council newsletter sent via email (27%, down one percentage point), then social media (17%, up six percentage points).

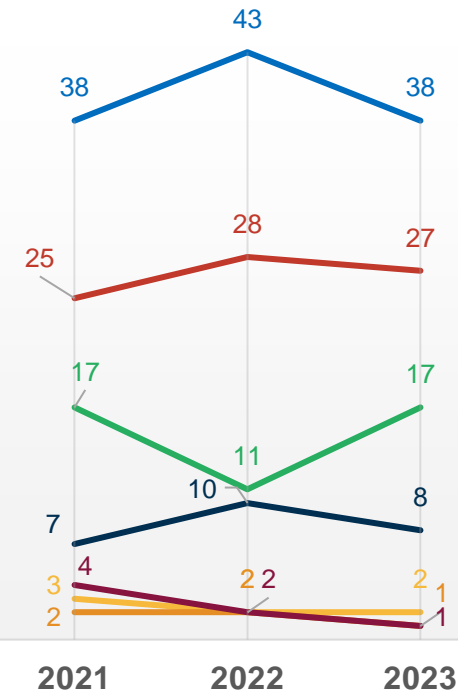
- Among residents under 50 years of age, the preferred method of communication is now a newsletter sent via email (31%), just overtaking preference for a newsletter sent via mail (30%). Preference for a newsletter sent via email has been trending upwards for the past two years. Appetite for social media communications rose significantly among under those under 50 years (up eight percentage points to 22%), following a dip in 2022.
- The preferred form of communication among those aged 50 years or older remains by far a newsletter sent via mail (49%). Newsletter sent via email trails far behind as a second preference (23%, down four percentage points on 2022). There is little interest in any other forms of communication from Council among this group, though appetite for social media rose slightly among this cohort over the last 12 months (11%, up four percentage points on 2022).





Best form of communication

2023 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: 40 Councils asked group: 10



Best form of communication: under 50s

2023 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



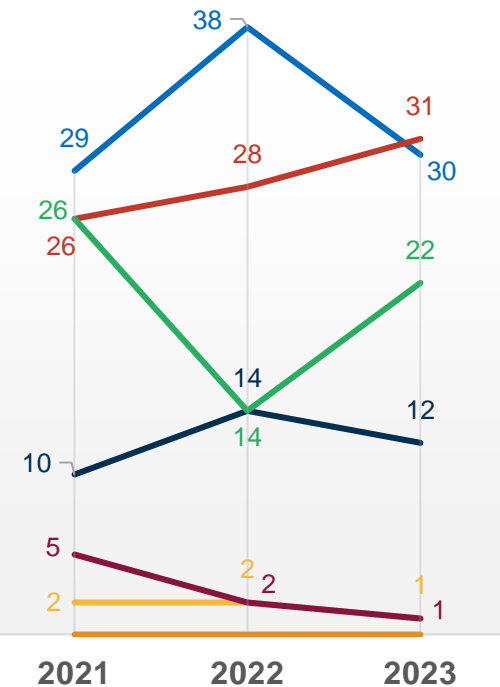
Council
Website



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: 40 Councils asked group: 10



Best form of communication: over 50s

2023 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: 40 Councils asked group: 10



Council direction



Council direction

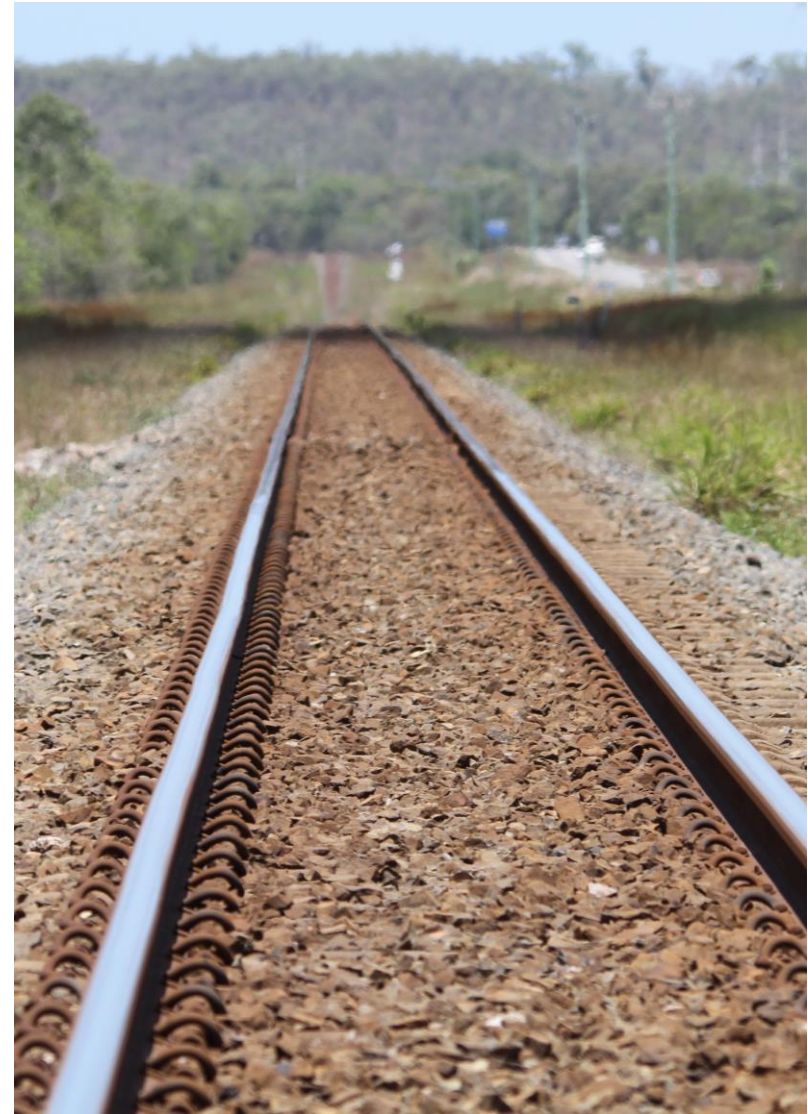
Perceptions of Council's overall direction have declined significantly from 2022 (index score of 50, down seven points from 2022). In the three years this metric has been evaluated, 2023 marks the lowest overall direction index score recorded.

Despite this, Council rates in line with the Metropolitan Group average, and significantly higher than the State-wide average for councils (index scores of 49 and 46 respectively).

- Wetlands residents are most satisfied with Council's overall direction (index scores of 56) – significantly more so compared to the Council average.
- Conversely, Strand residents are least satisfied with Council's direction (index scores of 44). Strand residents also rate Council's overall direction significantly lower than average.
- Perceptions among Stand residents, men, and 18 to 34 year olds all declined significantly in the last year.

Almost two thirds (63%) of residents believe overall direction has stayed the same in the last 12 months.

- 15% of residents believe the direction of Council's overall performance has improved (down ten percentage points on 2022). The same proportion (15%) believe it has deteriorated (up four percentage points).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Wetlands	56▲	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	53	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	50	57	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	52	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	51	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49	53	55	54	55	54	54	55	56	n/a
Men	48	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	46▼	50	53	51	53	52	53	51	53	53
50-64	46	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	44▼	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

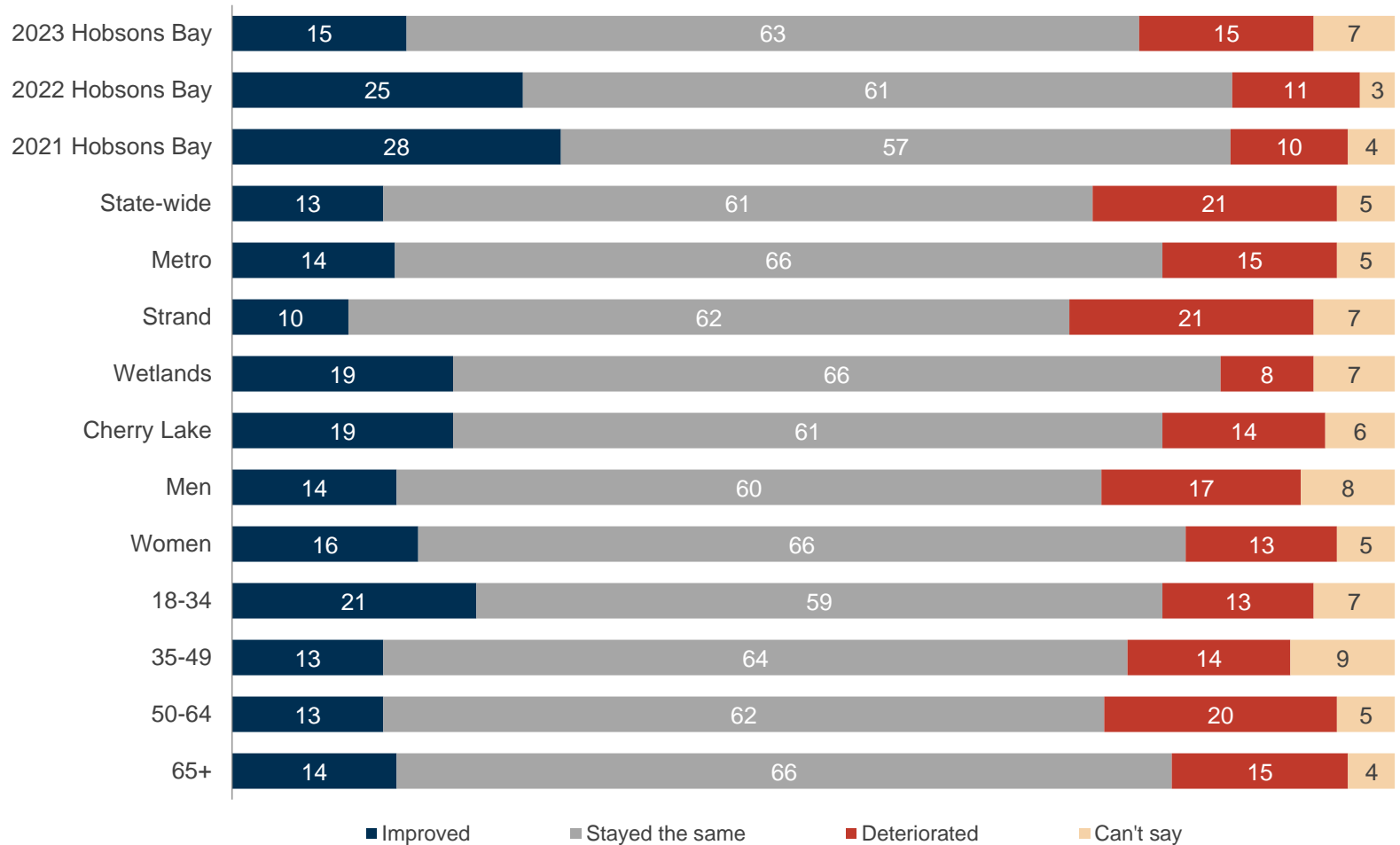
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall council direction last 12 months

2023 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



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	61	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	60	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	57	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	56	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55	58	59	58	58	57	57	58	58	n/a
Men	55	58	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	55	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	53	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52▼	54	56	55	56	55	55	54	56	57

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

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

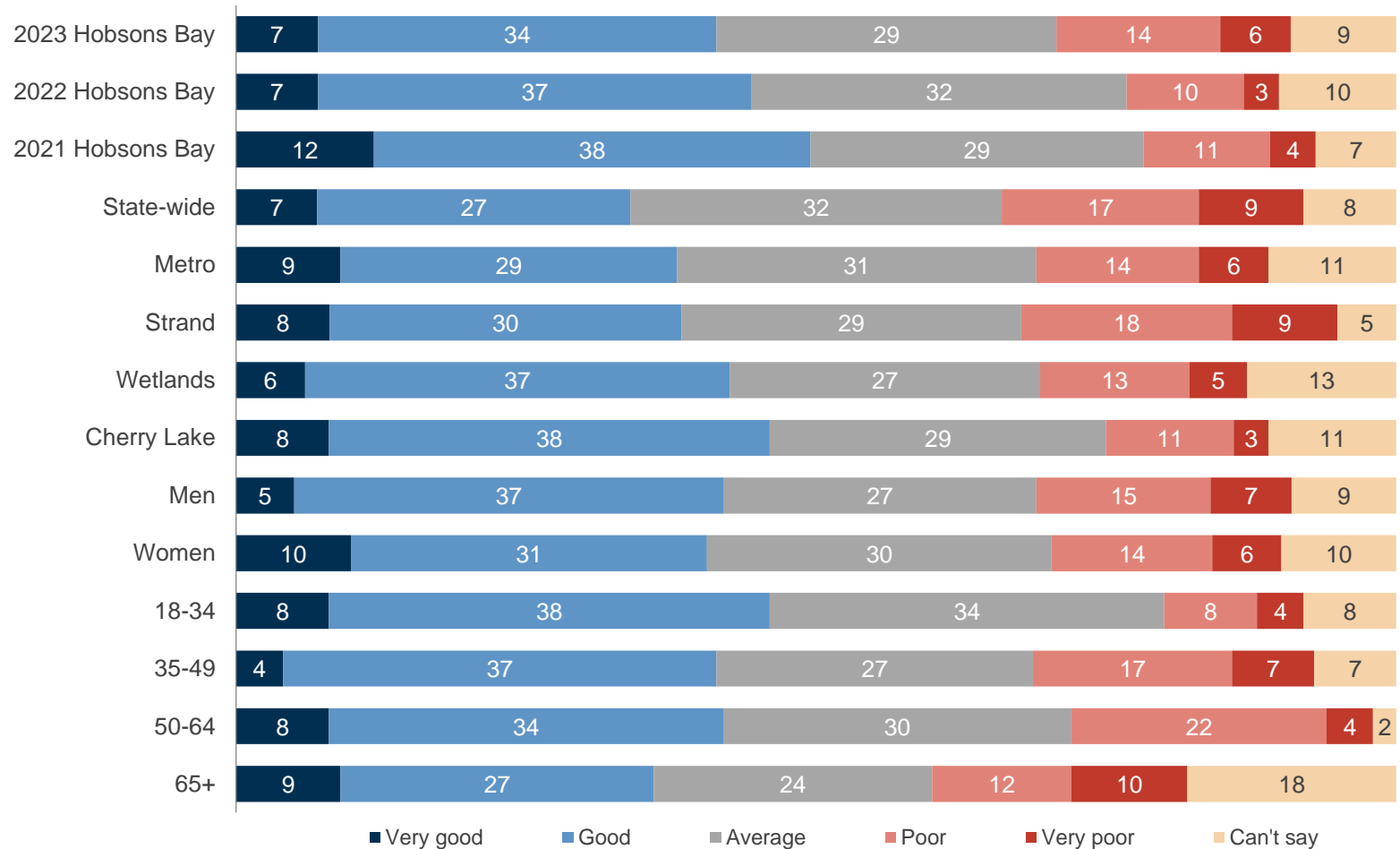
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	62▲	58	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	59	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	57	55	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	55	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	53	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	53	55	56	57	57	56	56	56	58	n/a
State-wide	51▼	53	55	53	54	54	54	53	55	56
35-49	51	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	50▼	54	55	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: 51 Councils asked group: 13

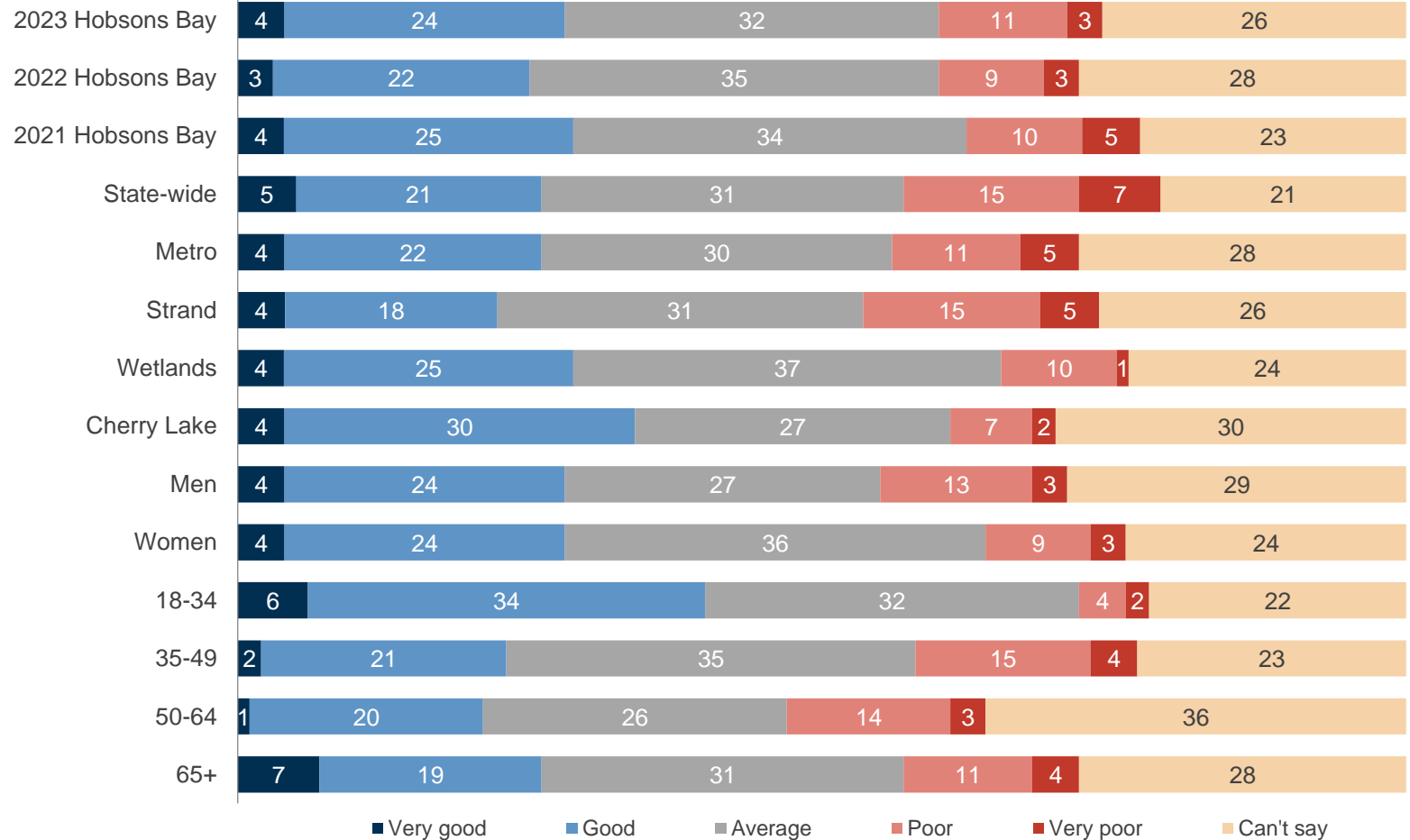
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	62▲	66	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	59	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	57	63	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	60	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55	59	61	59	60	58	58	59	59	n/a
50-64	55	55	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	53	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51▼	54	56	53	55	54	54	54	55	57

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

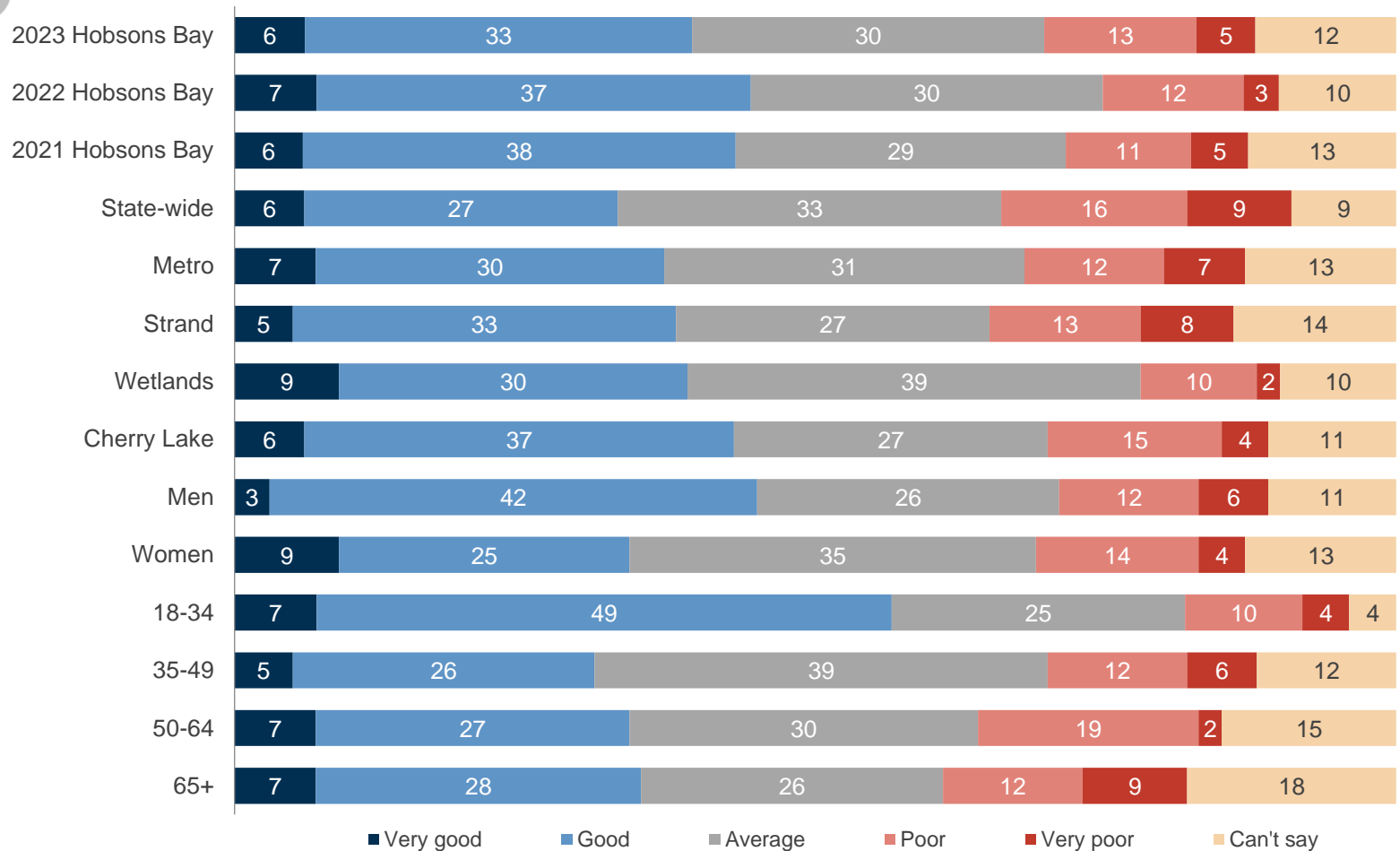
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	61▲	65	68	67	69	68	66	67	69	n/a
18-34	59	64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	59	67	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	55	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	53	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	54	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	57	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	48▼	52	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48▼	53	57	54	56	53	53	54	55	55

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

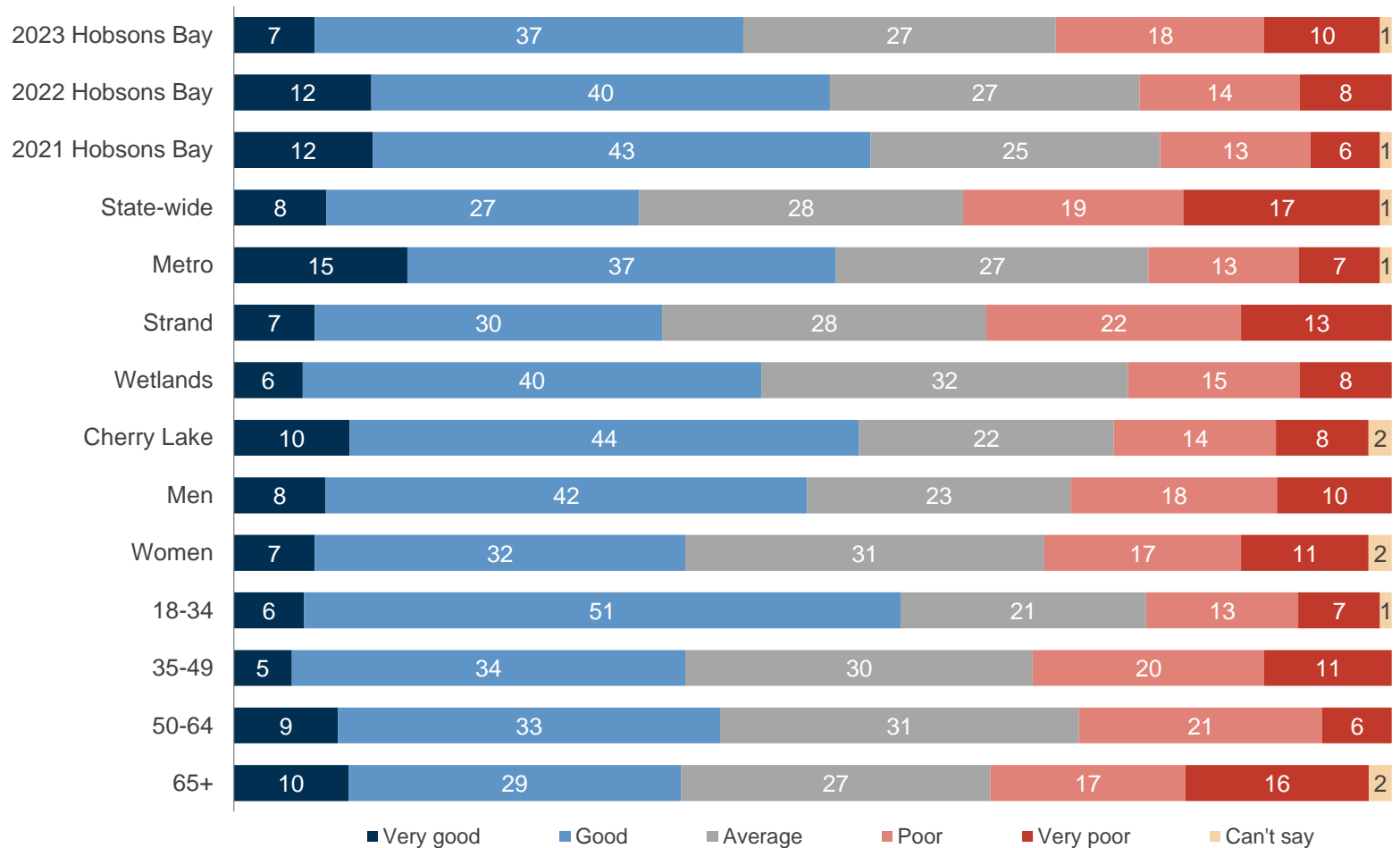
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Wetlands	66	64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	62	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	62	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	60	62	62	62	62	61	61	63	64	n/a
Strand	60	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57▼	59	60	59	60	59	59	59	61	62

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12

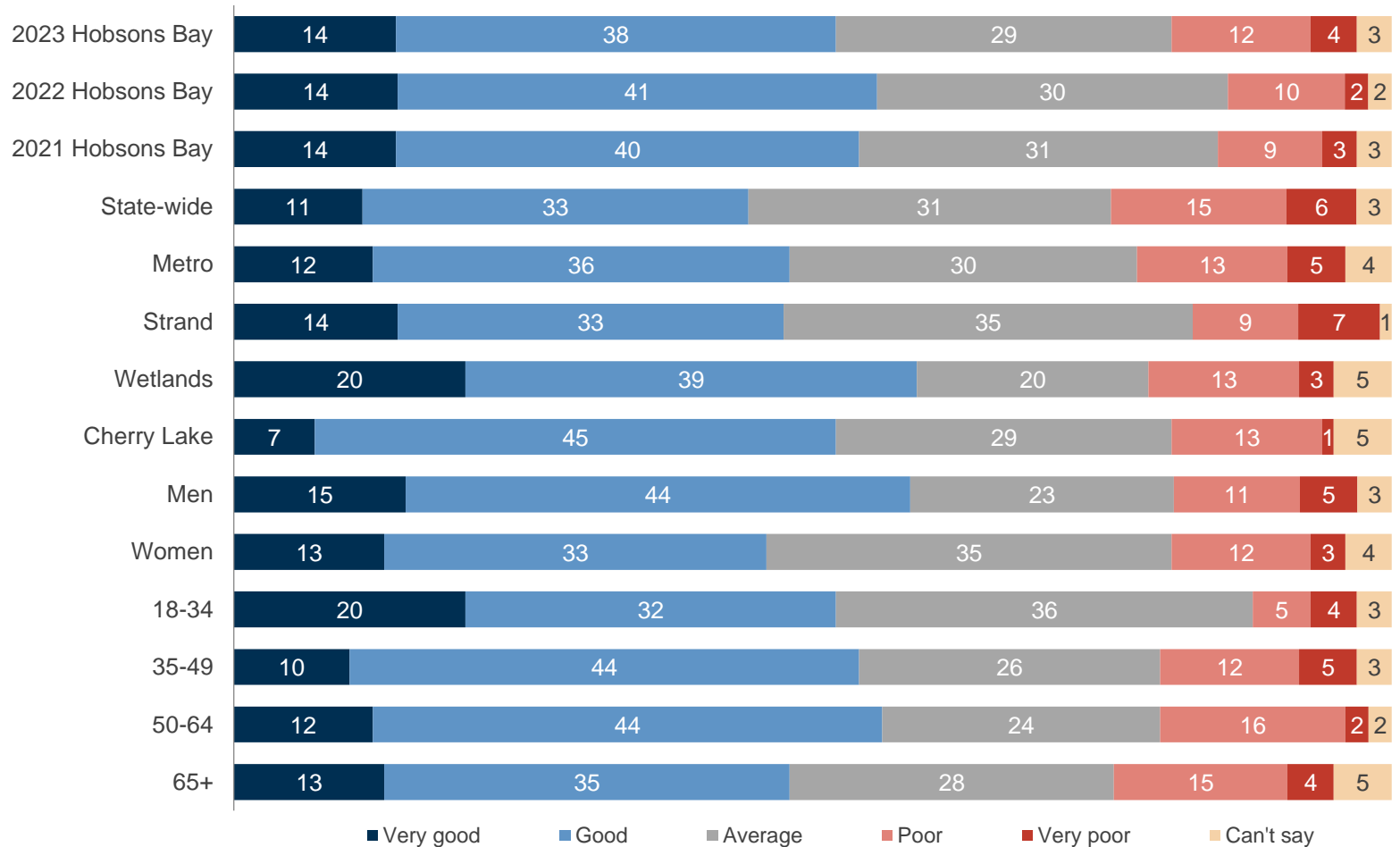
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	57	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	57▲	63	65	64	65	64	62	63	64	n/a
Wetlands	56	57	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	54	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	50	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52	57	59	58	59	58	57	57	58	58
Hobsons Bay	52	57	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	48	54	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	45▼	49	54	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?

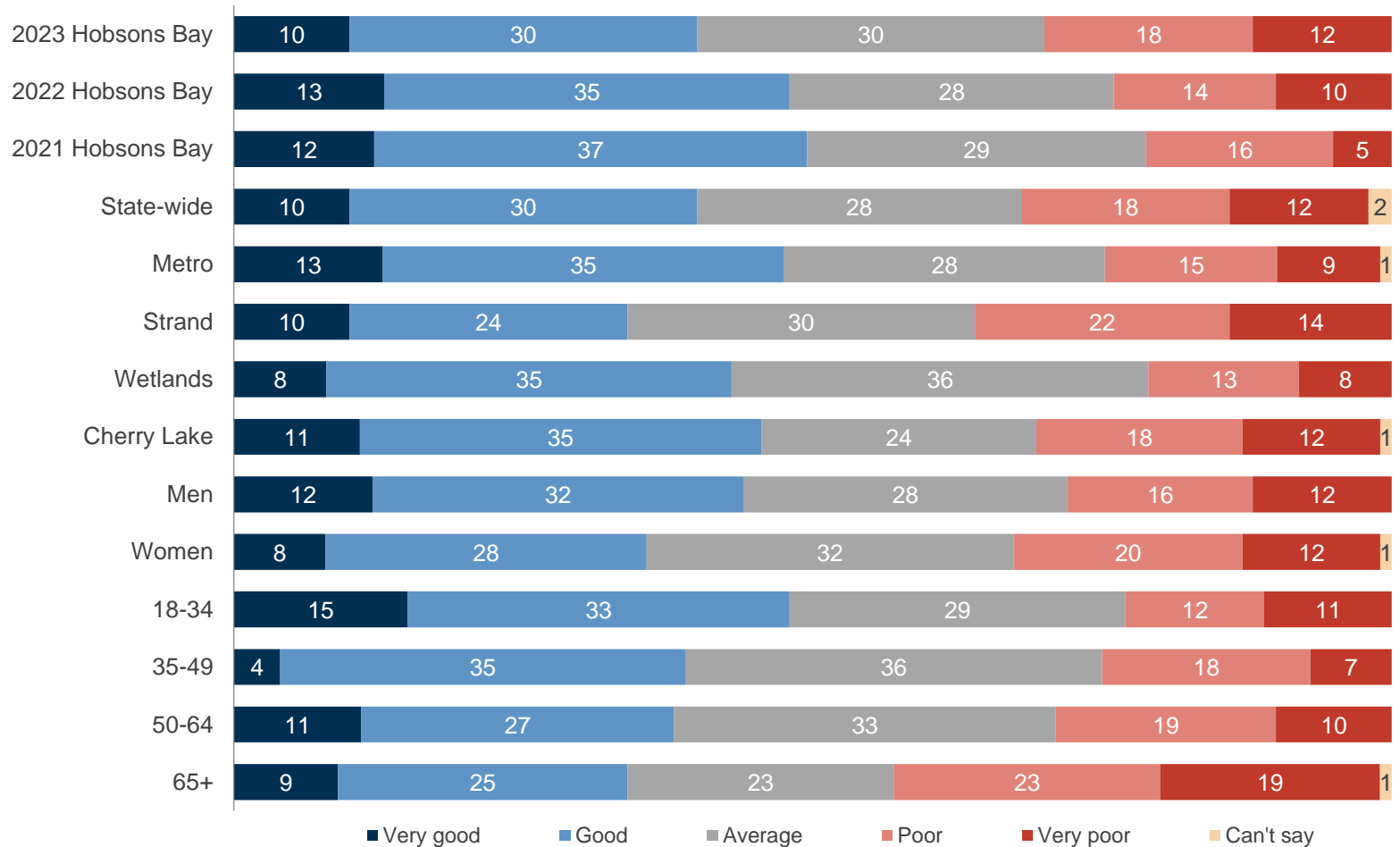
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)





Traffic management performance



2023 traffic management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	55▲	58	59	58	58	57	59	59	60	60
Metro	55▲	58	59	59	58	57	56	56	57	n/a
Cherry Lake	49	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	46	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	50	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	48	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	47	48	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	47	51	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	52	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	50	50	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: 15 Councils asked group: 10

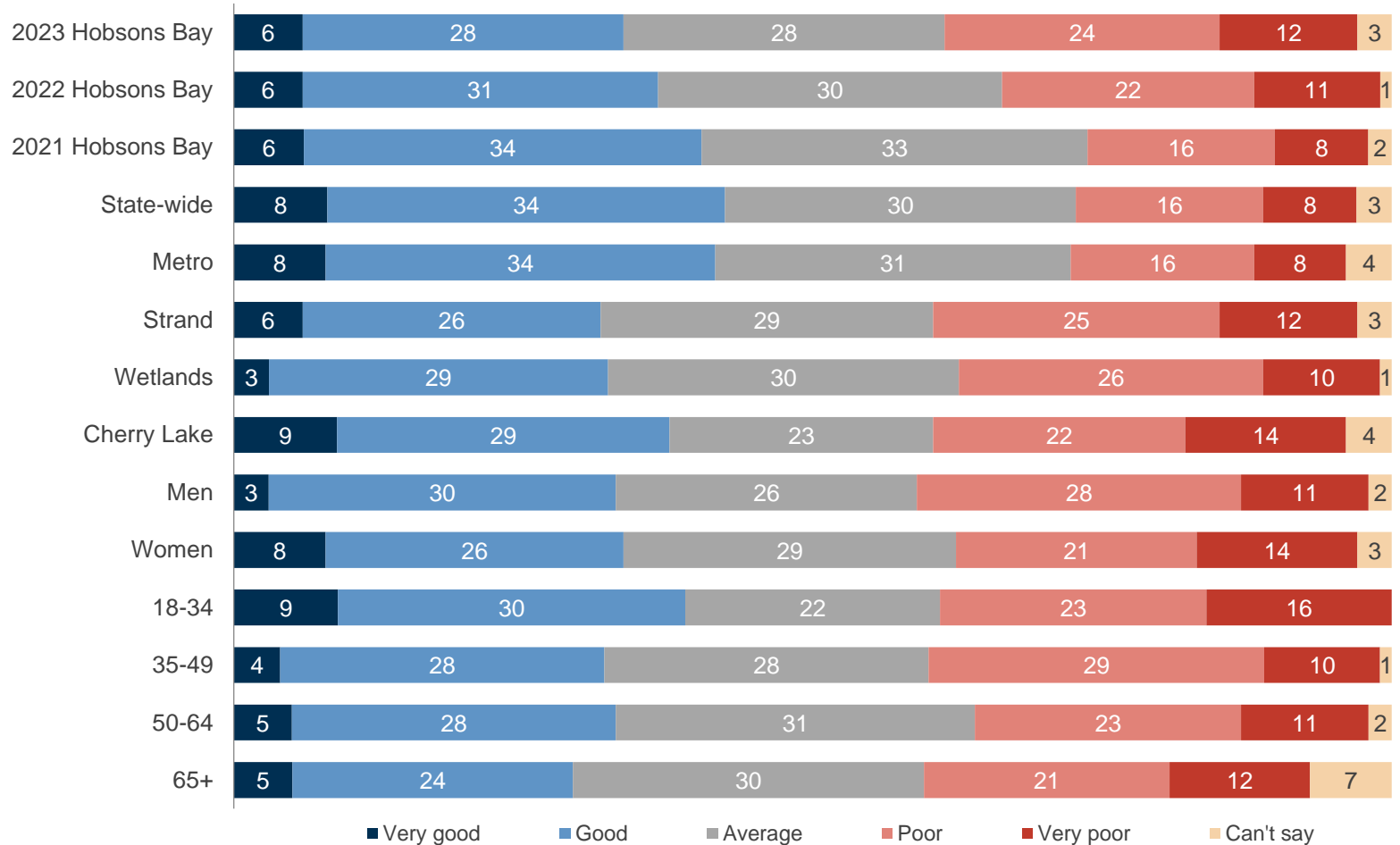
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)





Parking facilities performance



2023 parking performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Wetlands	57	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	57	58	55	56	56	55	56	57	57
50-64	55	54	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	54	58	58	56	55	55	53	54	55	n/a
Hobsons Bay	53	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	52	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	52	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	56	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	53	51	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: 22 Councils asked group: 9

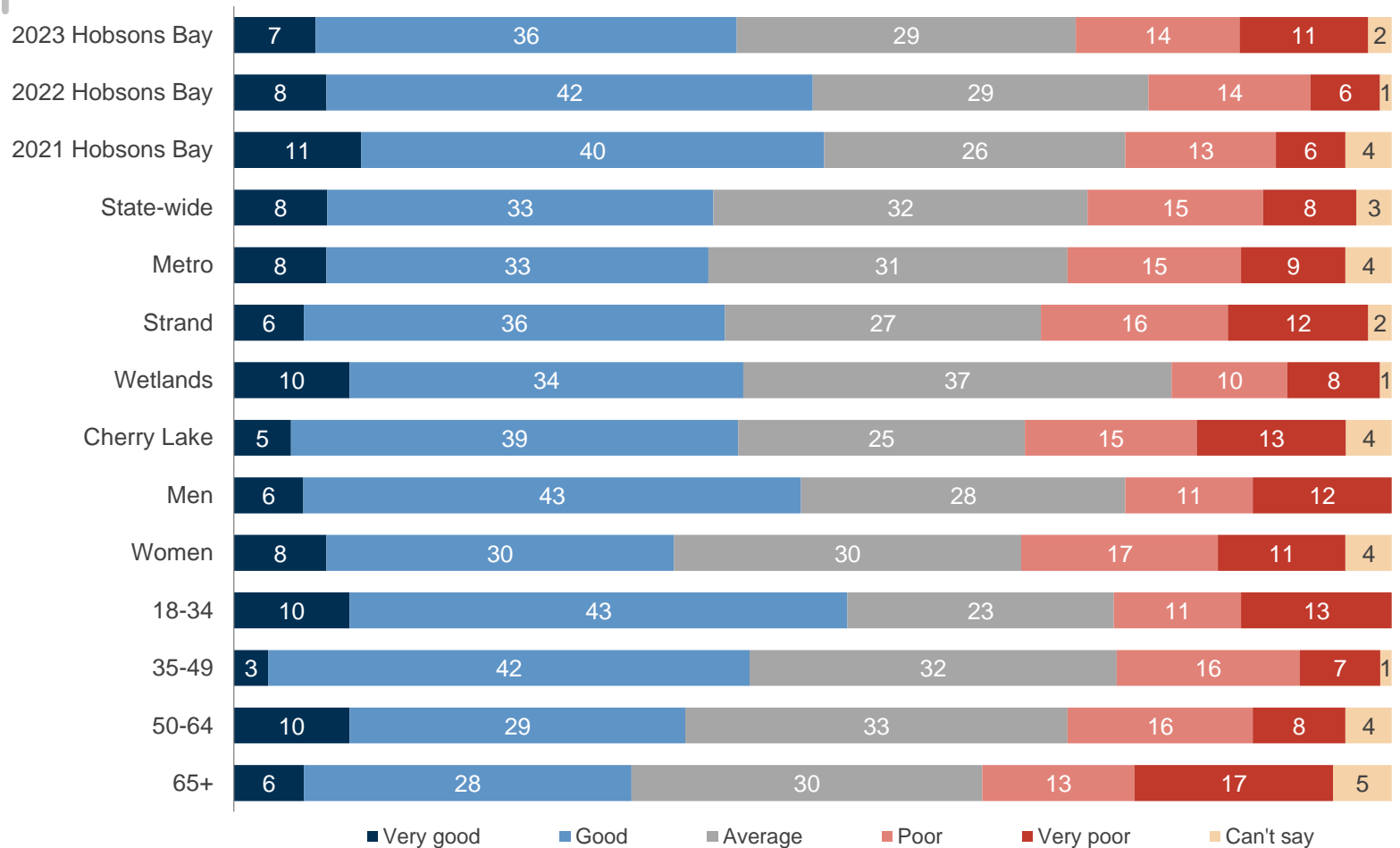
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	65▲	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	63	61	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62▲	65	66	65	64	64	64	64	66	n/a
State-wide	61	63	64	63	64	64	64	63	66	66
50-64	61	60	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	60	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	59	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	56	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	60	61	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: 34 Councils asked group: 10

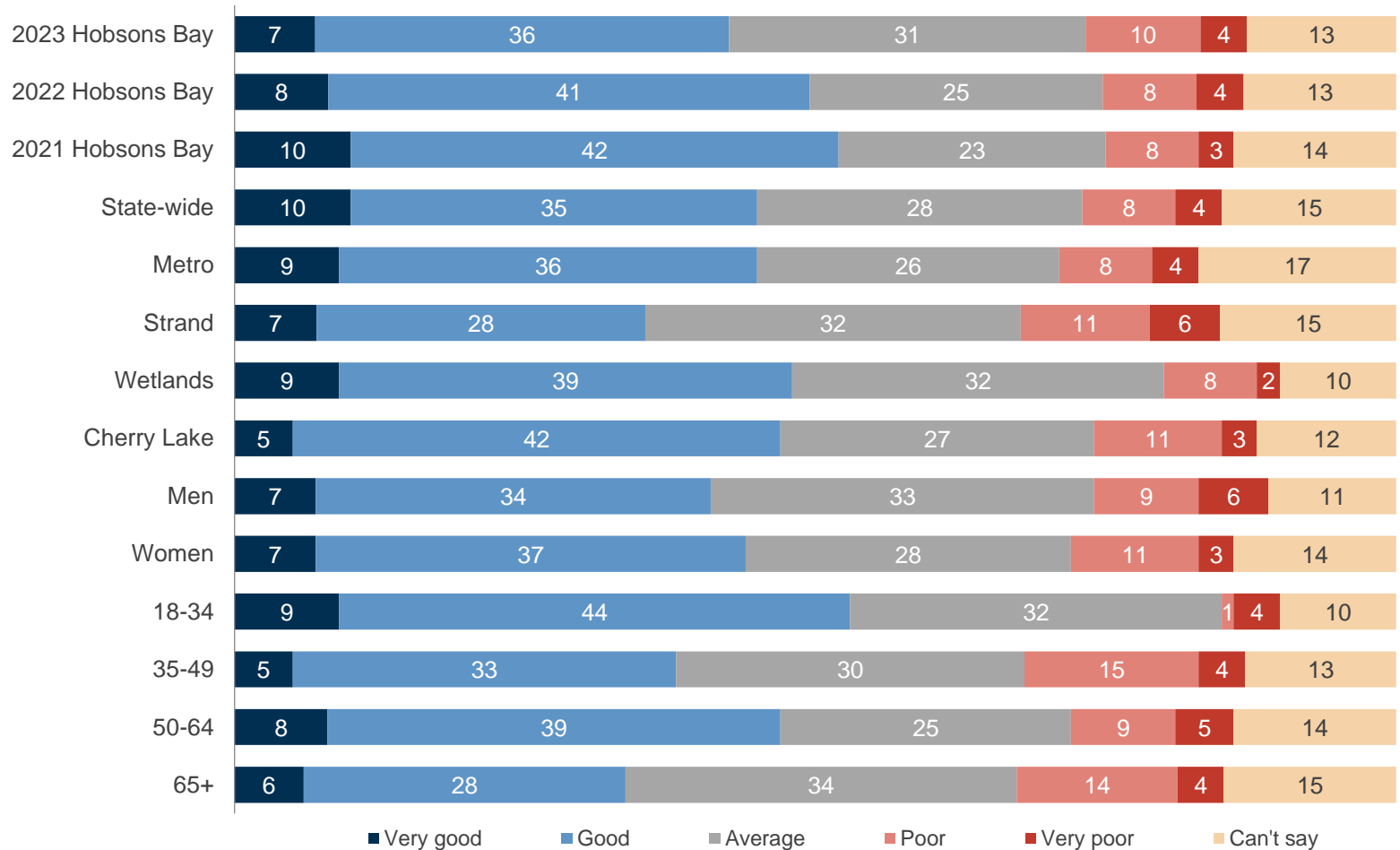
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)





Elderly support services performance



2023 elderly support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	71▲	64	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	68▲	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	59	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64	65	66	67	67	67	67	69	69	n/a
Hobsons Bay	63	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	63	58	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	67	69	68	68	68	68	68	69	70
Women	63	61	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	64	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	54	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	57	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	59	60	61	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: 29 Councils asked group: 9

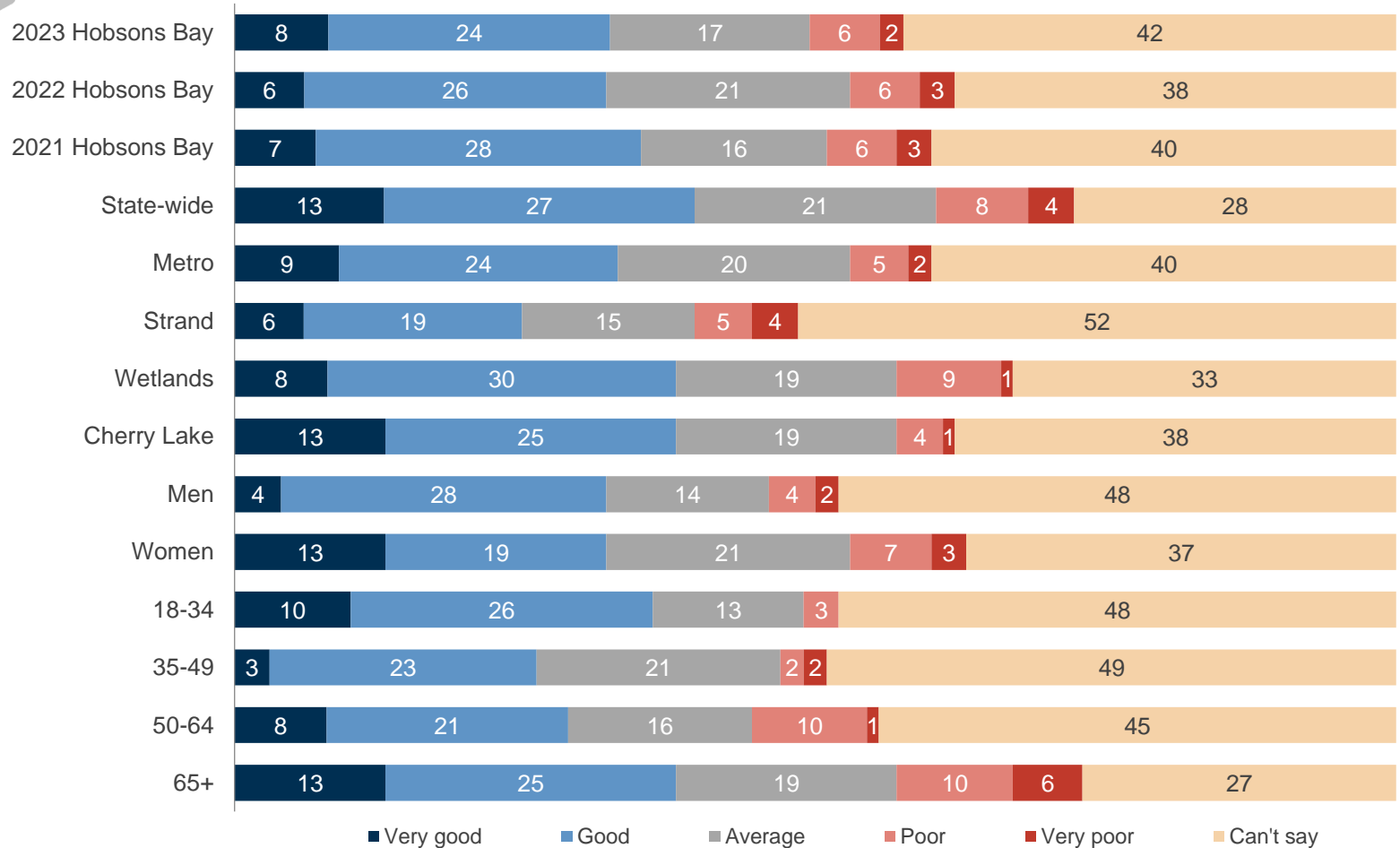
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	72▲	73	75	74	75	74	73	73	74	n/a
65+	72	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	71	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	74	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	69	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	69	72	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70	71
Strand	67	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63▼	71	74	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

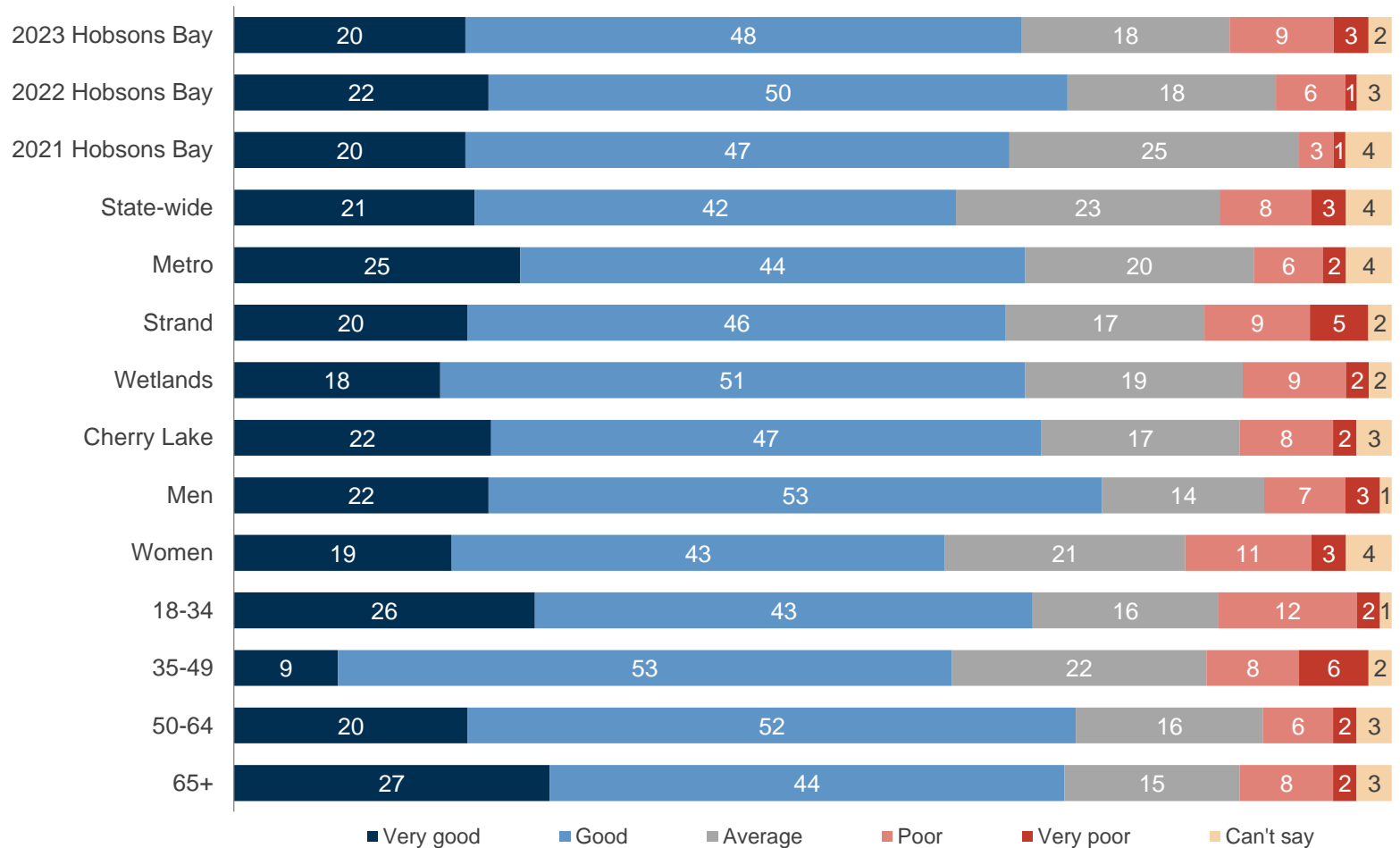
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68	72	74	73	74	73	72	72	73	n/a
65+	68	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	71	73	72	72	71	71	71	72	72
Strand	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	72	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: 45 Councils asked group: 11

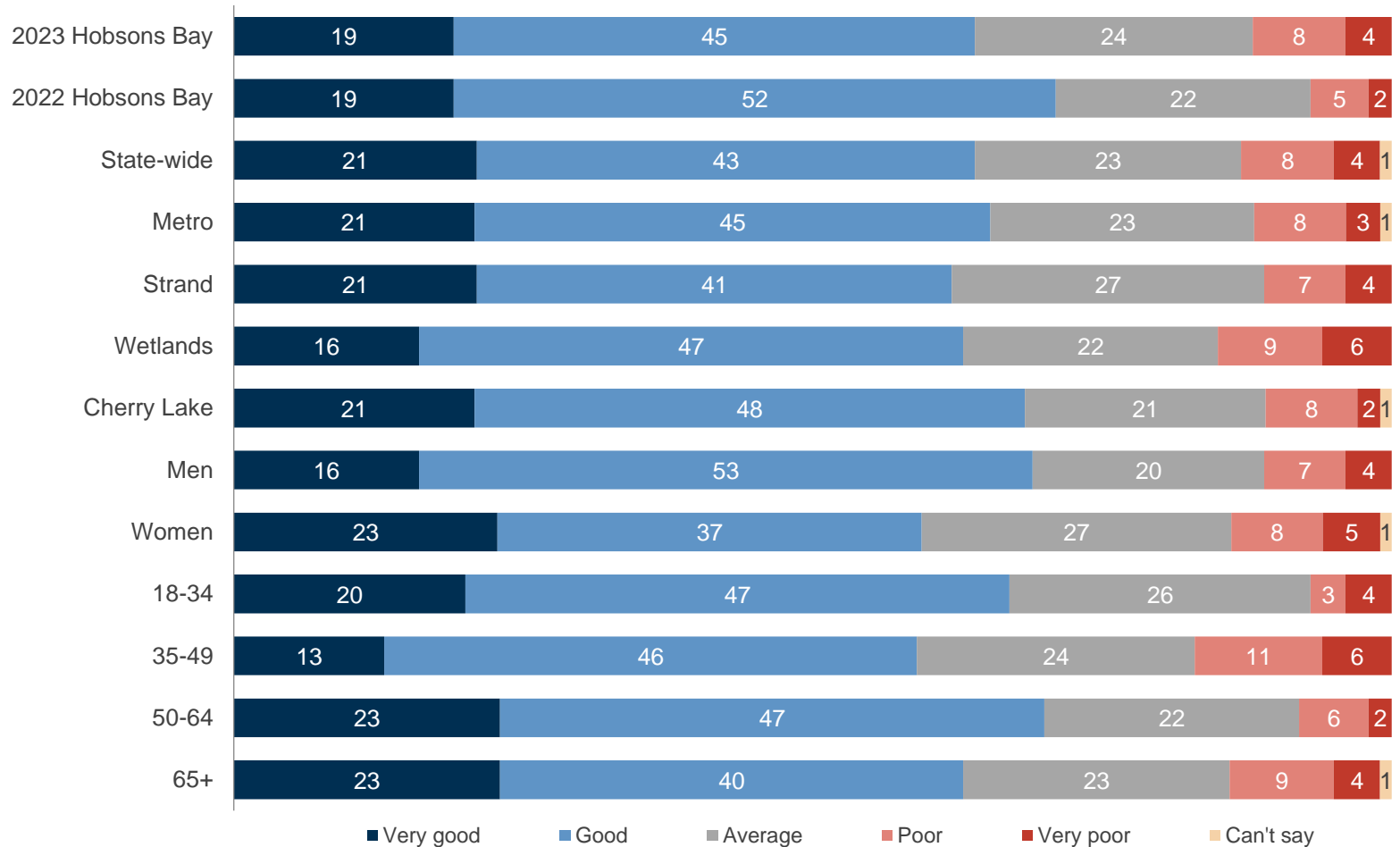
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)





Community and cultural activities performance



2023 community and cultural activities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	70	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	67	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	67	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	68	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	67	65	66	70	70	70	70	71	71	n/a
Wetlands	66	67	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	66	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	65	65	68	69	69	69	69	69	70
Strand	65	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	68	66	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: 31 Councils asked group: 13

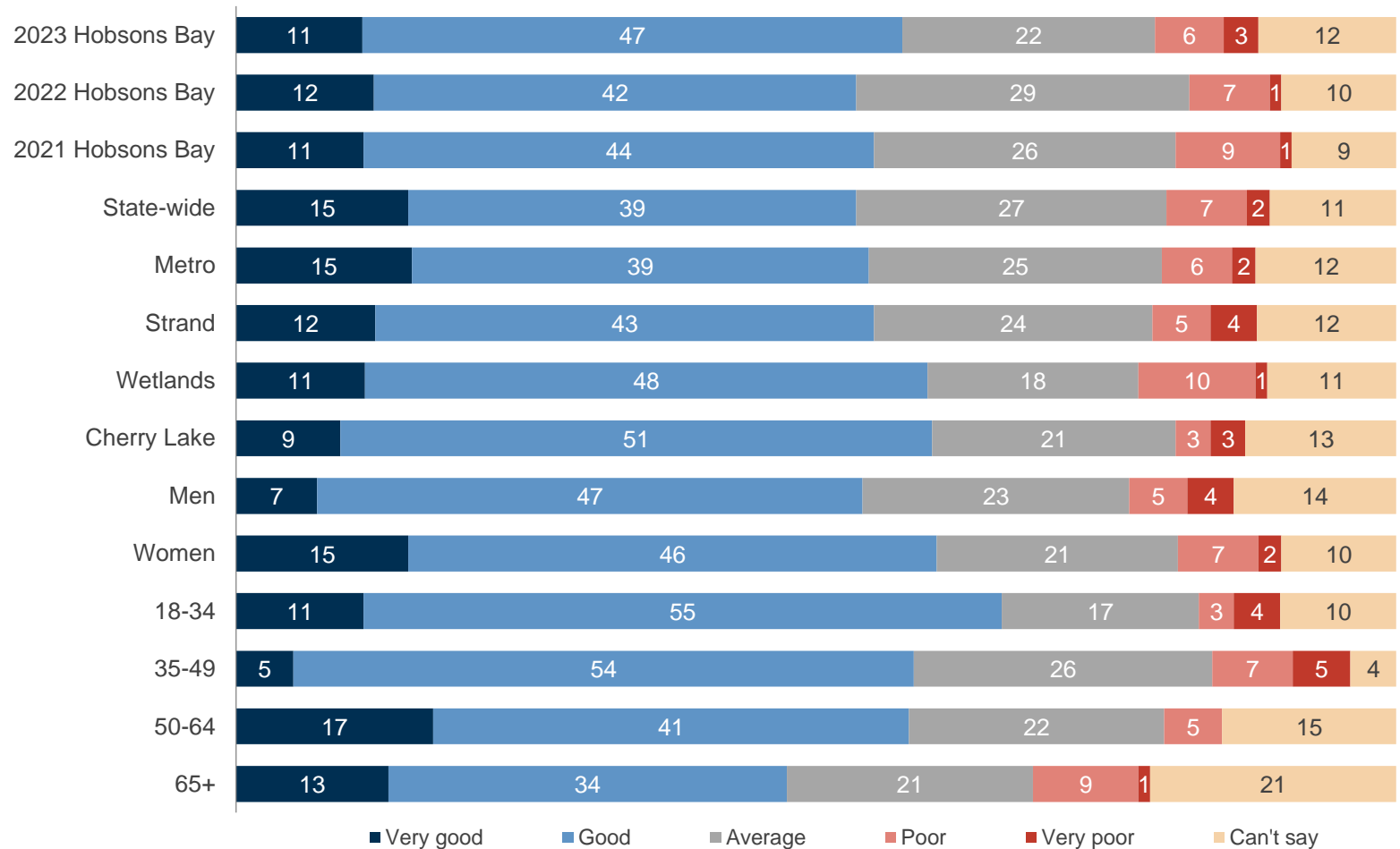
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	73▲	59	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	59	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	59	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	68	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68	71	72	70	73	75	75	76	77	n/a
Hobsons Bay	68	58	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	67	55	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	67	58	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	68	69	65	68	70	71	70	72	73
Women	66	57	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	51	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?

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

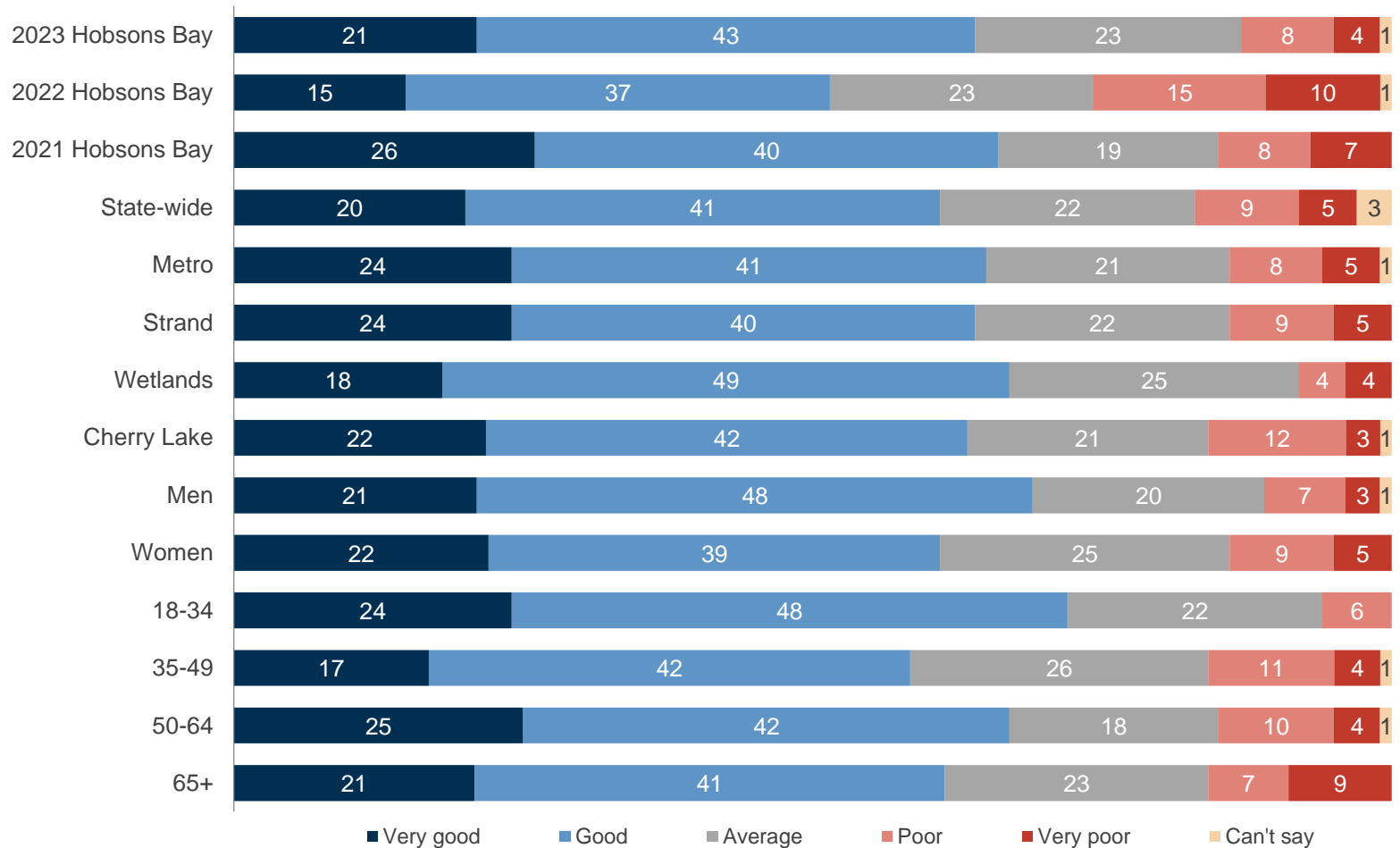
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	63	63	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	61	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	60	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	61	62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	59	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Metro	59	59	60	59	60	60	60	62	62	n/a
35-49	58	63	74	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?

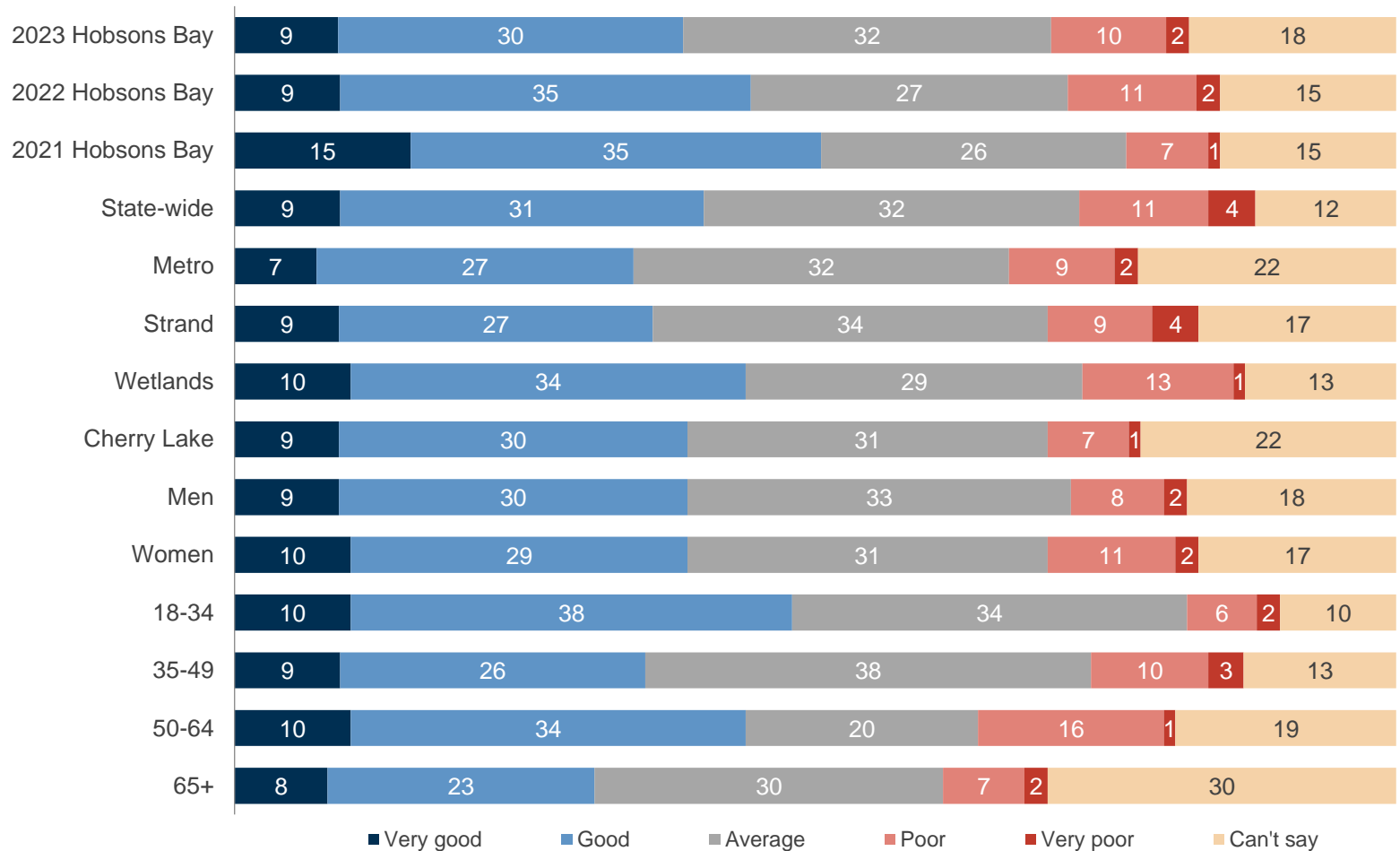
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)





Council's general town planning policy performance



2023 town planning performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Wetlands	58▲	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	65	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	51	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	56	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	52	55	56	55	56	53	53	54	55	n/a
Hobsons Bay	51	58	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50	54	55	54	55	54	53	52	54	55
Men	50	59	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	50	57	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	56	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	54	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	47	58	52	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: 24 Councils asked group: 10

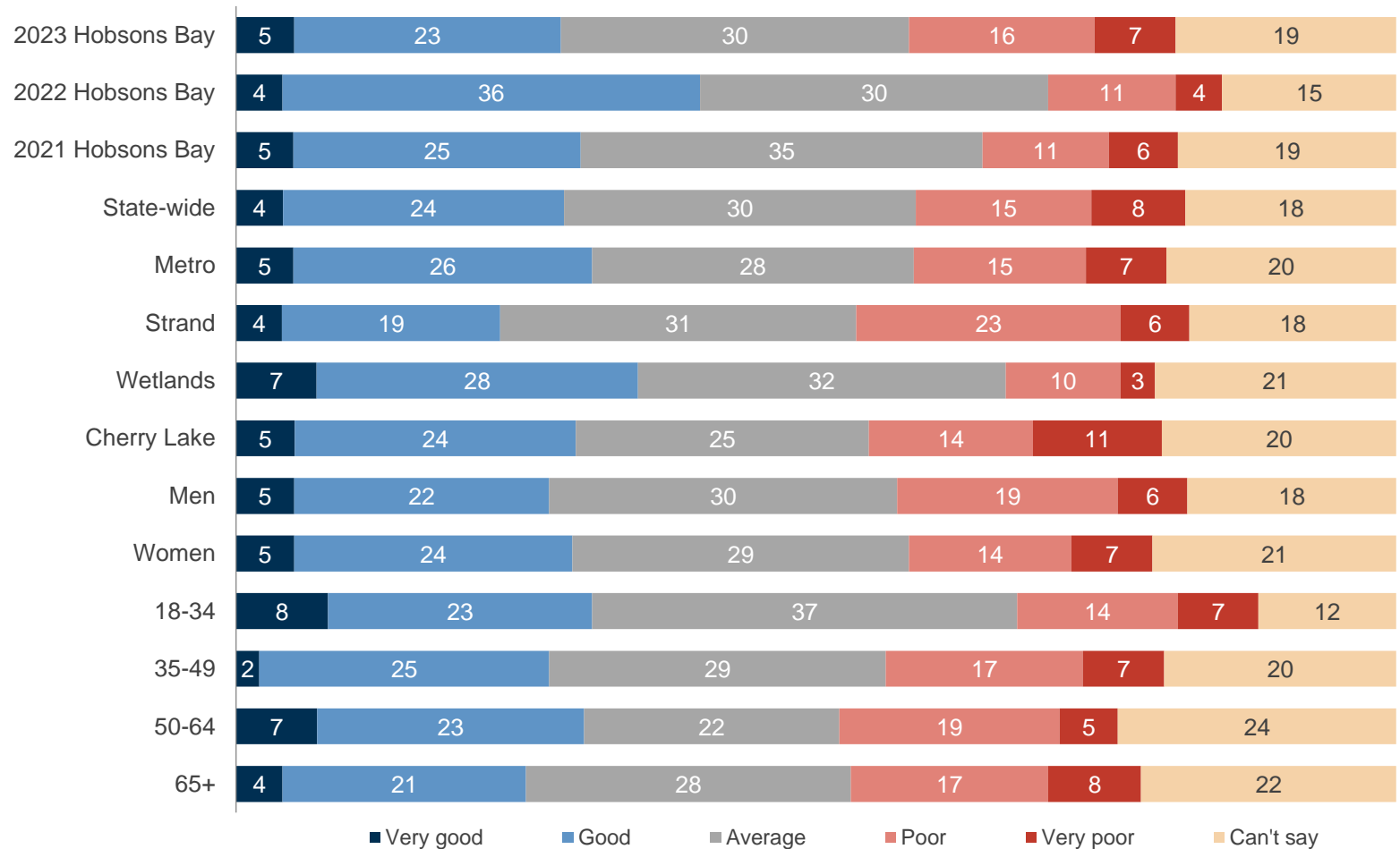
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)





Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Wetlands	58▲	55	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57▲	58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	50	54	54	54	53	51	49	50	53	n/a
Men	50	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	48	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	42	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	47	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54	53
Women	46	48	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	44	49	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	44	49	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	43	48	45	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: 32 Councils asked group: 9

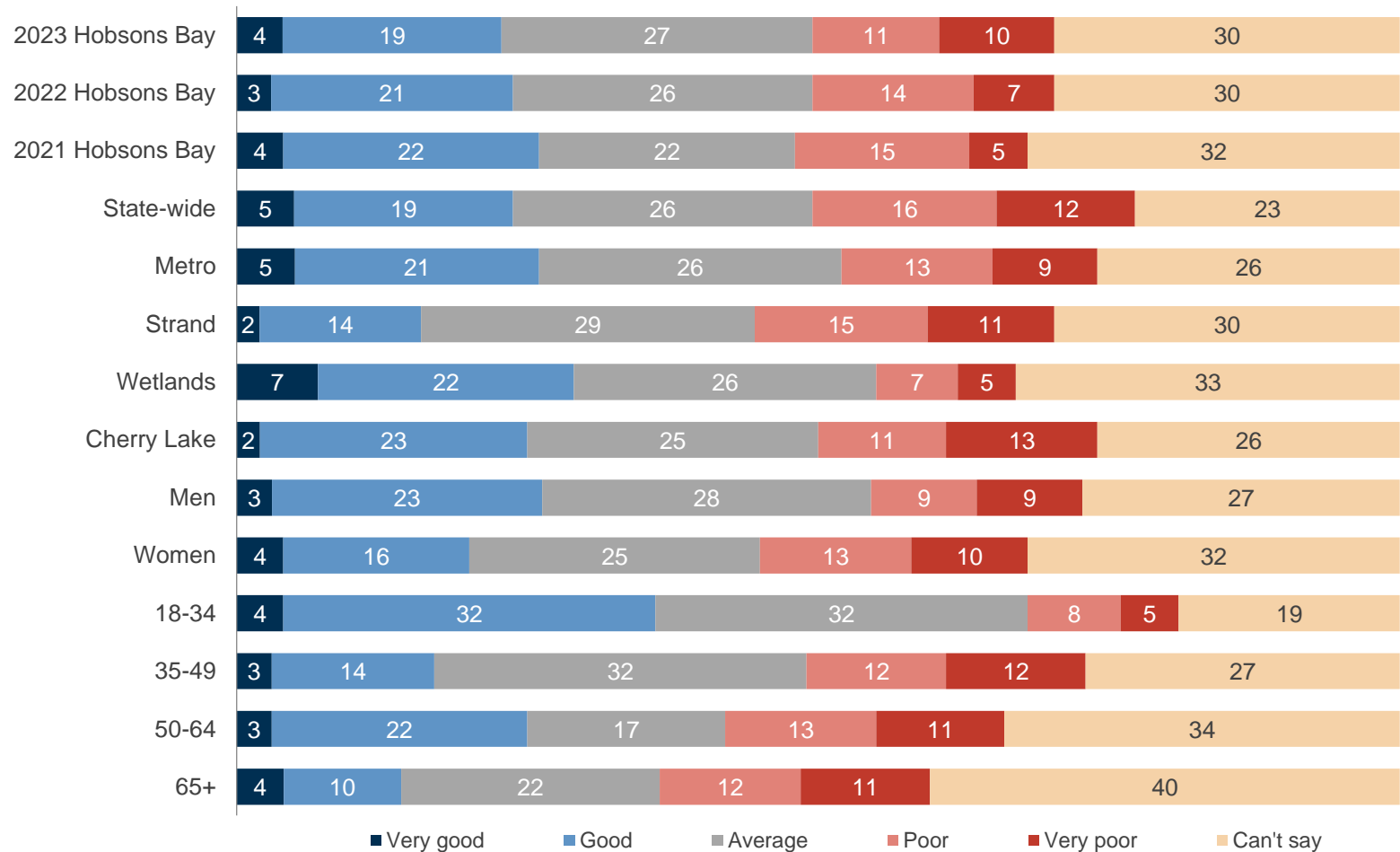
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Cherry Lake	71	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	67	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	59	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	64	62	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62▼	63	64	62	64	64	64	64	65	n/a
State-wide	60▼	61	62	60	62	63	64	63	64	64

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13

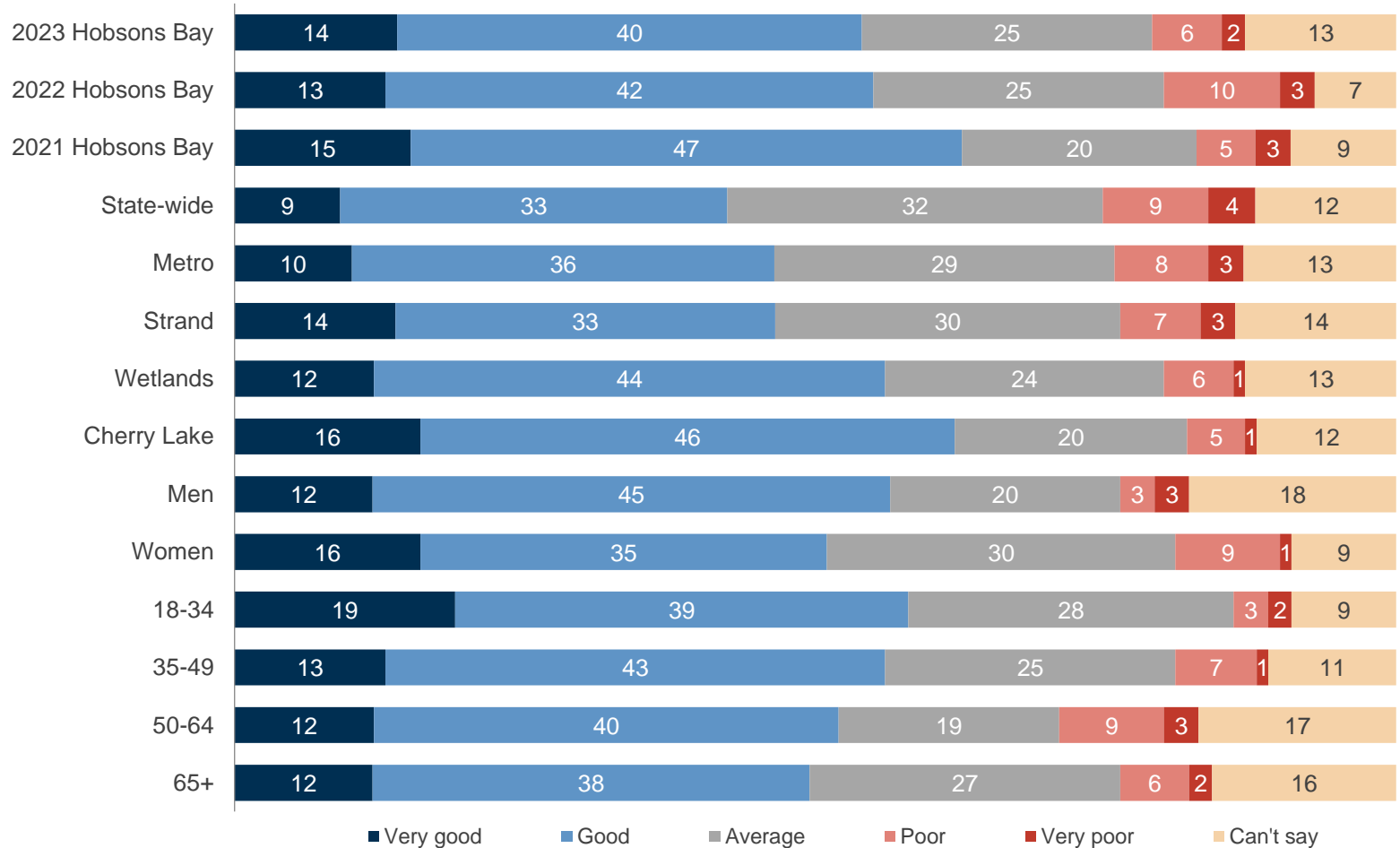
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)





Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	70▲	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	70▲	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	66	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	66	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	67	70	66	70	69	68	68	69	n/a
State-wide	65	66	71	68	72	71	70	69	70	71
35-49	64	65	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	63	64	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	62	71	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: 29 Councils asked group: 7

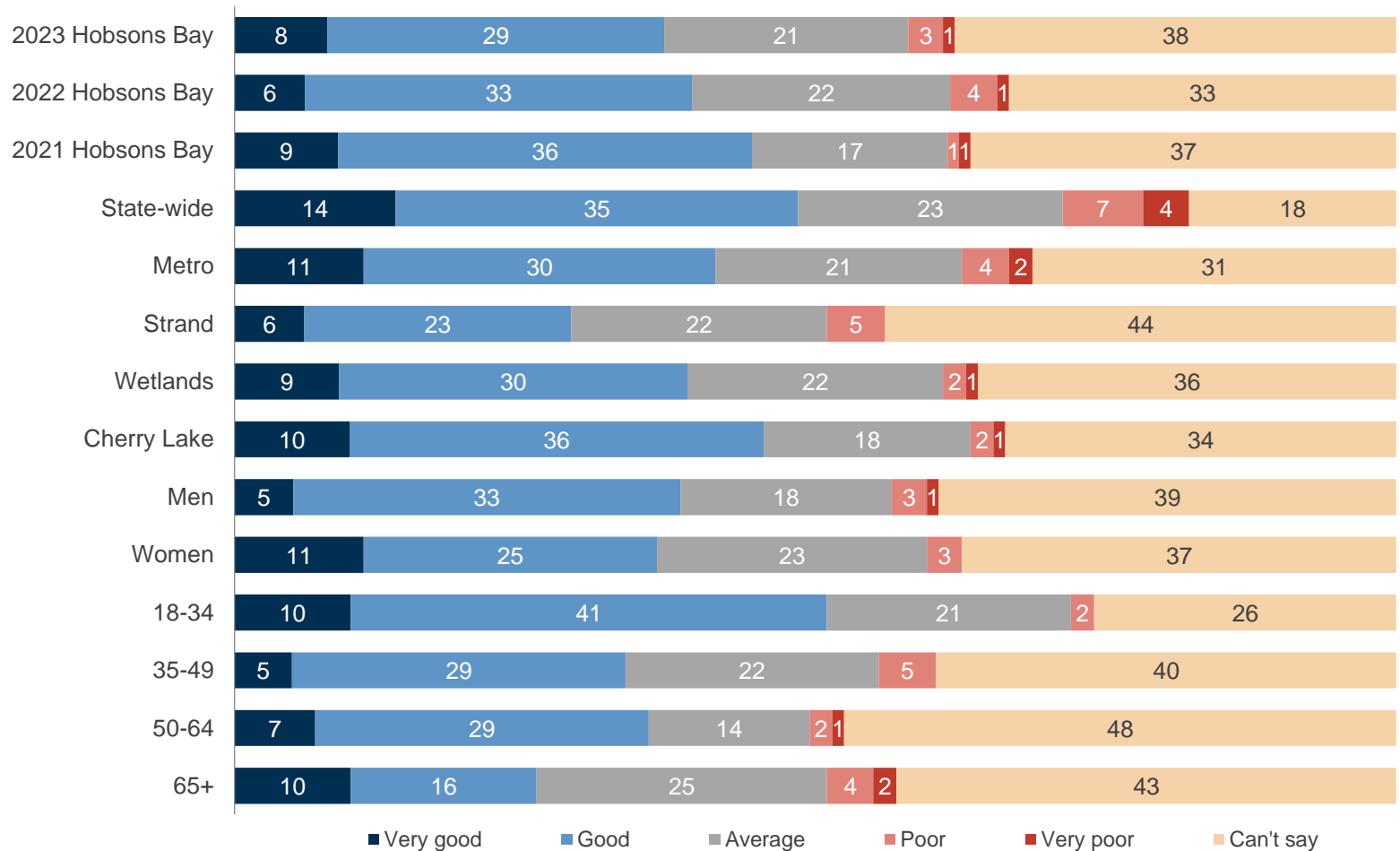
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)





Planning for population growth in the area performance



2023 population growth performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	51	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	49	49	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49	52	53	52	52	50	51	51	54	n/a
State-wide	48	52	53	51	52	52	52	51	54	54
Men	47	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	47	50	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	50	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	46	51	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	43	46	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	42▼	52	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	41▼	50	46	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: 20 Councils asked group: 7

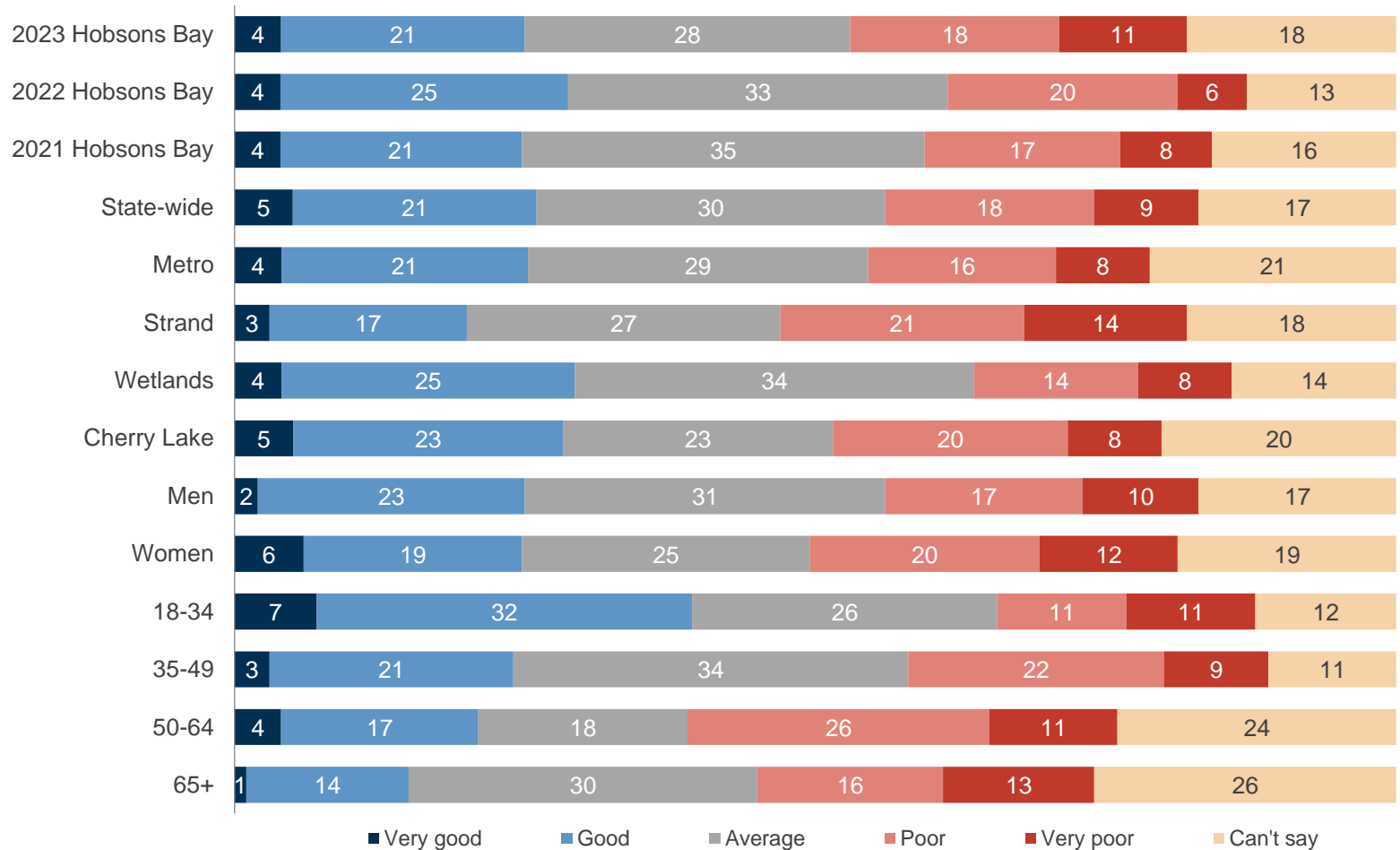
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)





COVID-19 response performance



2023 COVID-19 response performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	71▲	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	70	n/a	n/a	n/a	n/a	n/a	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
State-wide	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	67	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strand	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	69	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: 20 Councils asked group: 5

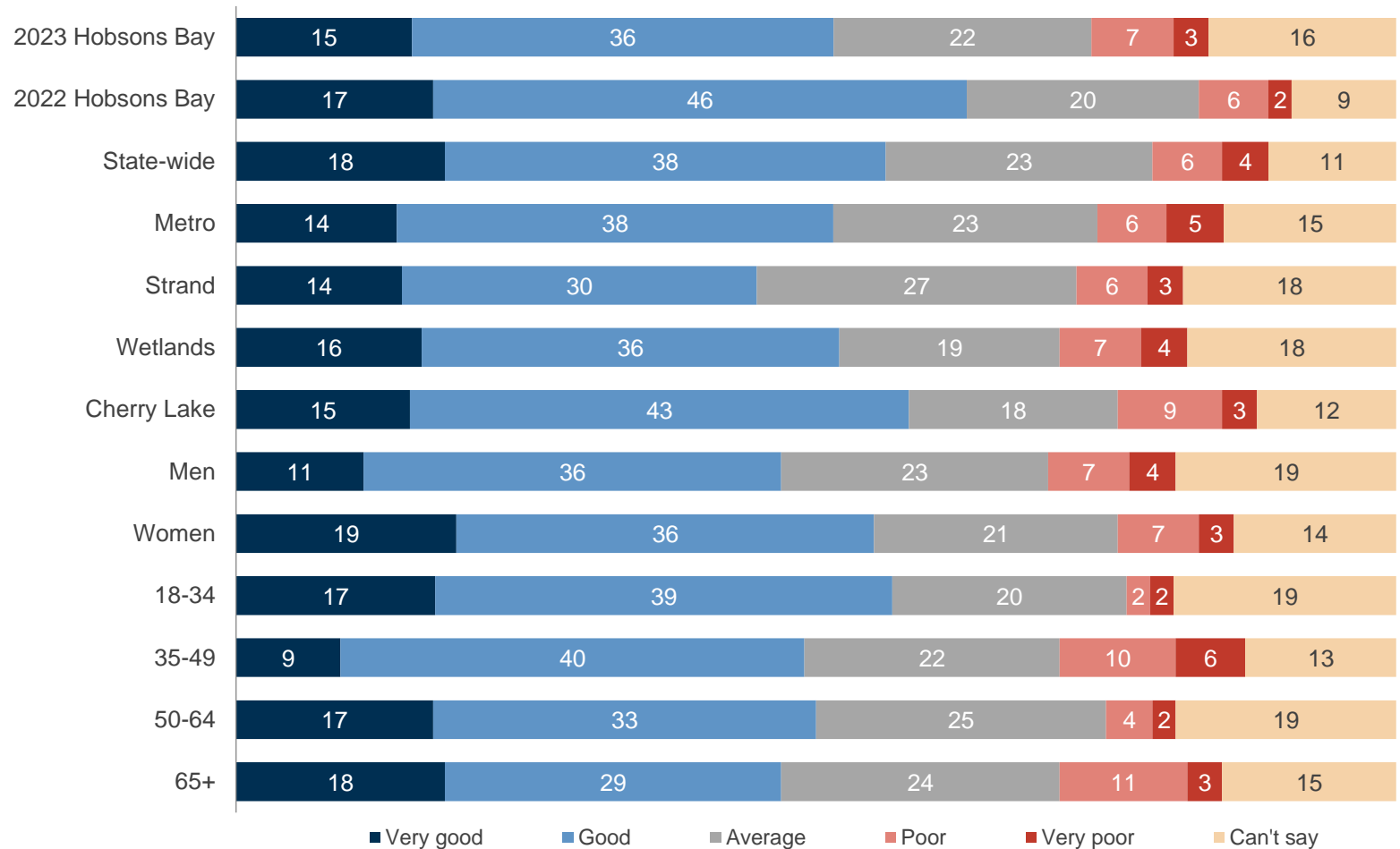
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2023 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 a public gathering, with some individuals wearing red and white clothing.

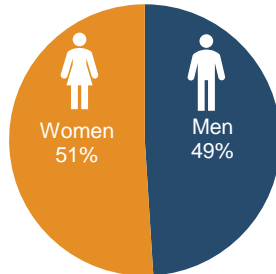
Detailed demographics



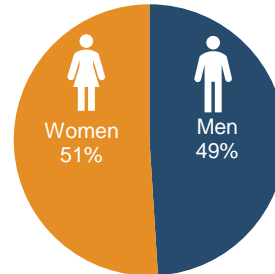
Gender and age profile

2023 gender

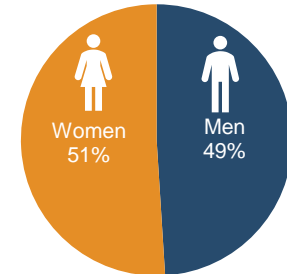
Hobsons Bay



Metro

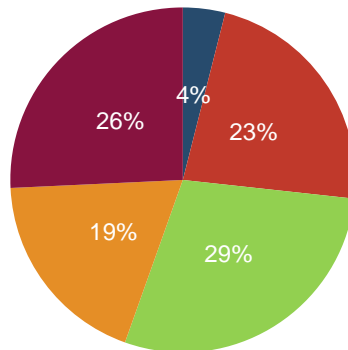


State-wide

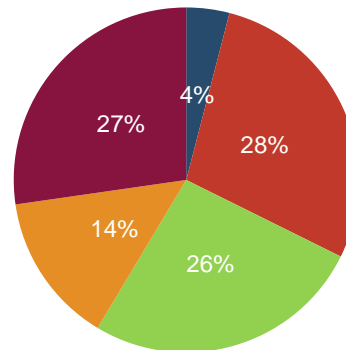


2023 age

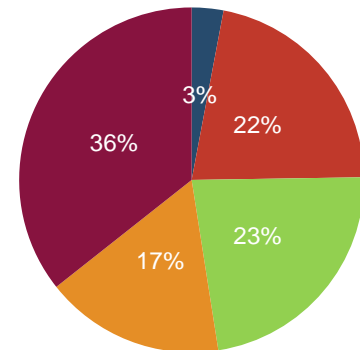
Hobsons Bay



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

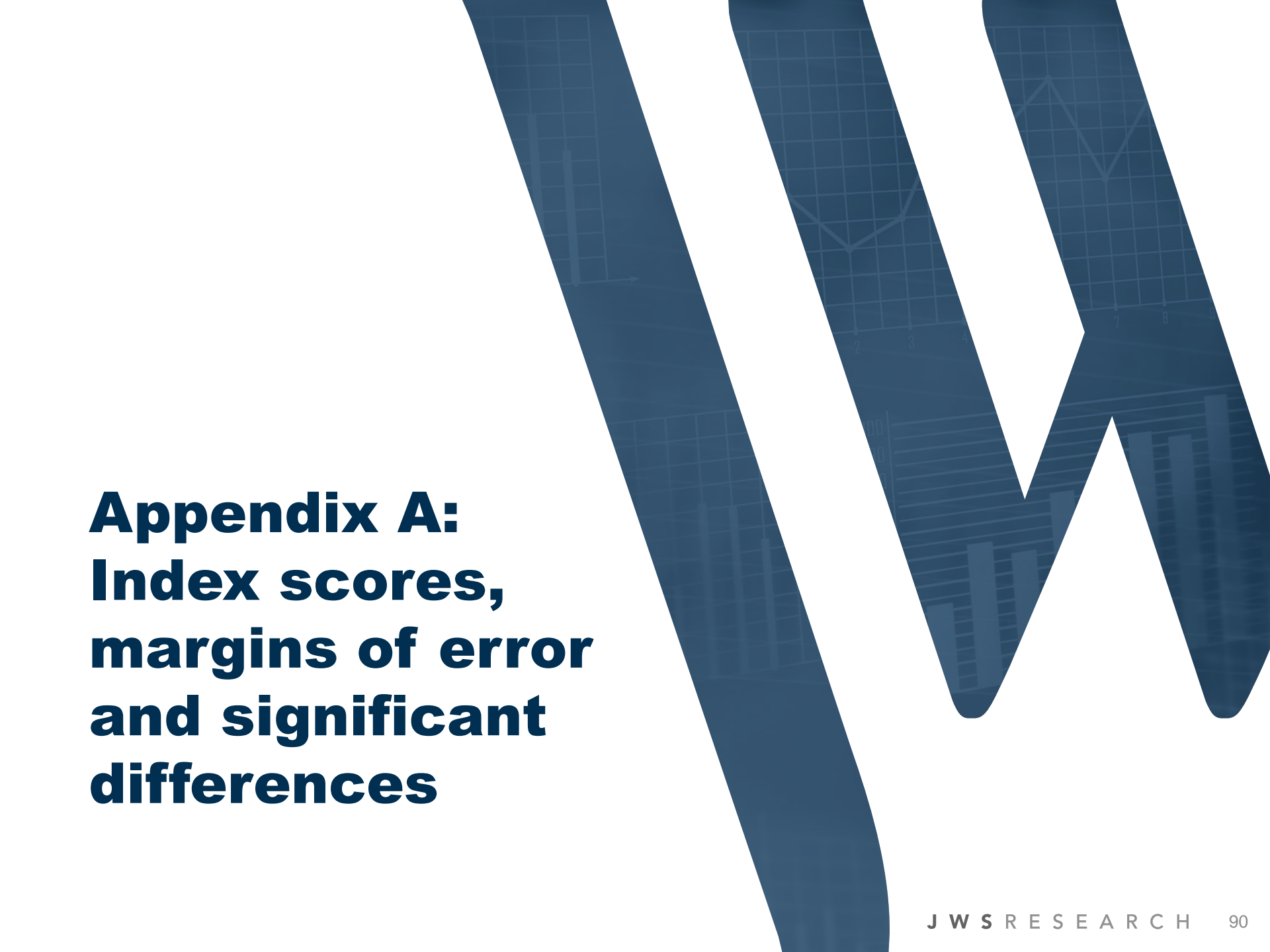
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 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: 66 Councils asked group: 16

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



Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for 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 72,300 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	173	194	+/-7.5
Women	227	206	+/-6.5
Strand	172	166	+/-7.5
Wetlands	112	115	+/-9.3
Cherry Lake	116	120	+/-9.1
18-34 years	61	107	+/-12.6
35-49 years	99	116	+/-9.9
50-64 years	100	74	+/-9.8
65+ years	140	103	+/-8.3



Appendix A: Significant difference reporting notation

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

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

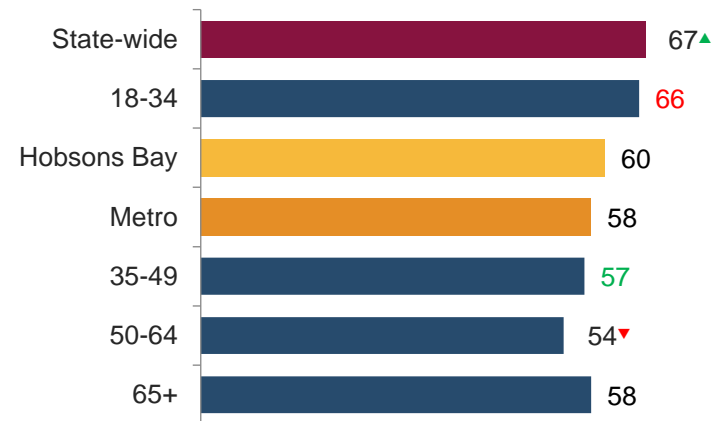
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

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 – 19th March, 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

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 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2023 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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Local Government Community Satisfaction Survey

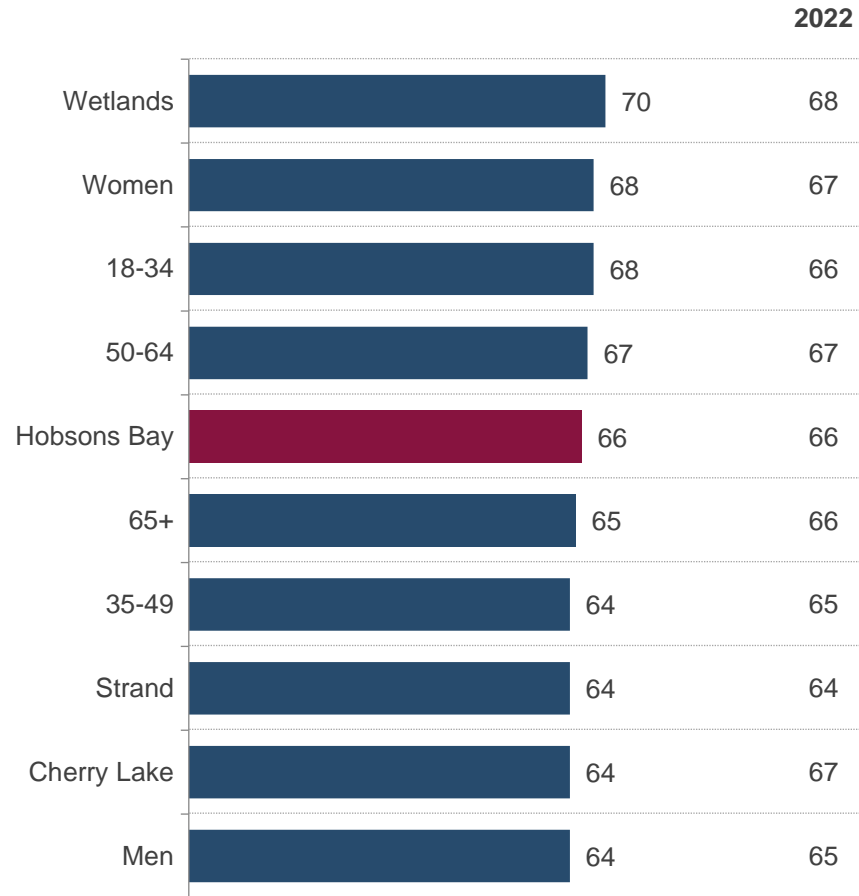
Hobsons Bay City Council 2023 Tailored Questions

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



Customer service call centre satisfaction

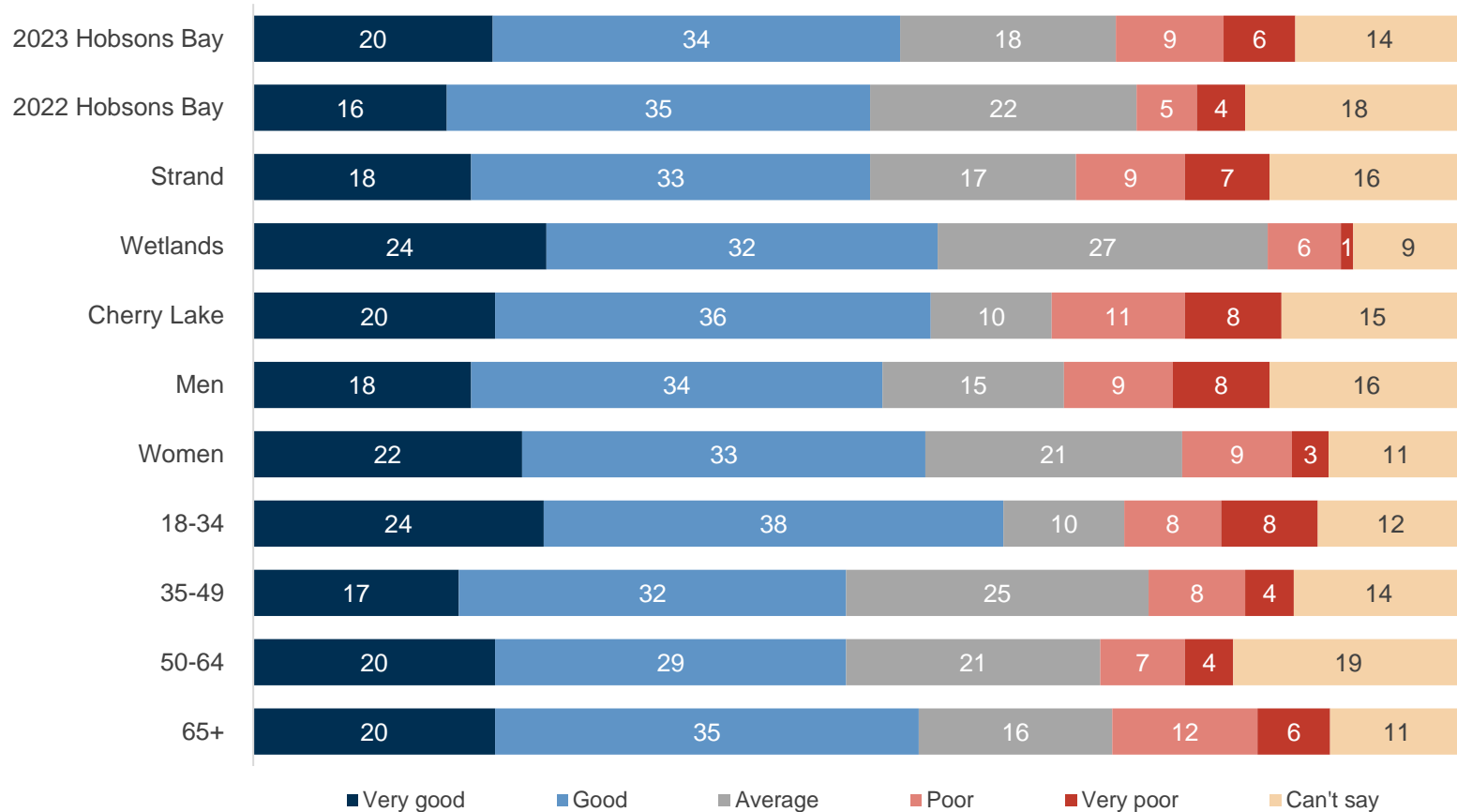
2023 customer service call centre satisfaction performance (index scores)





Customer service call centre satisfaction

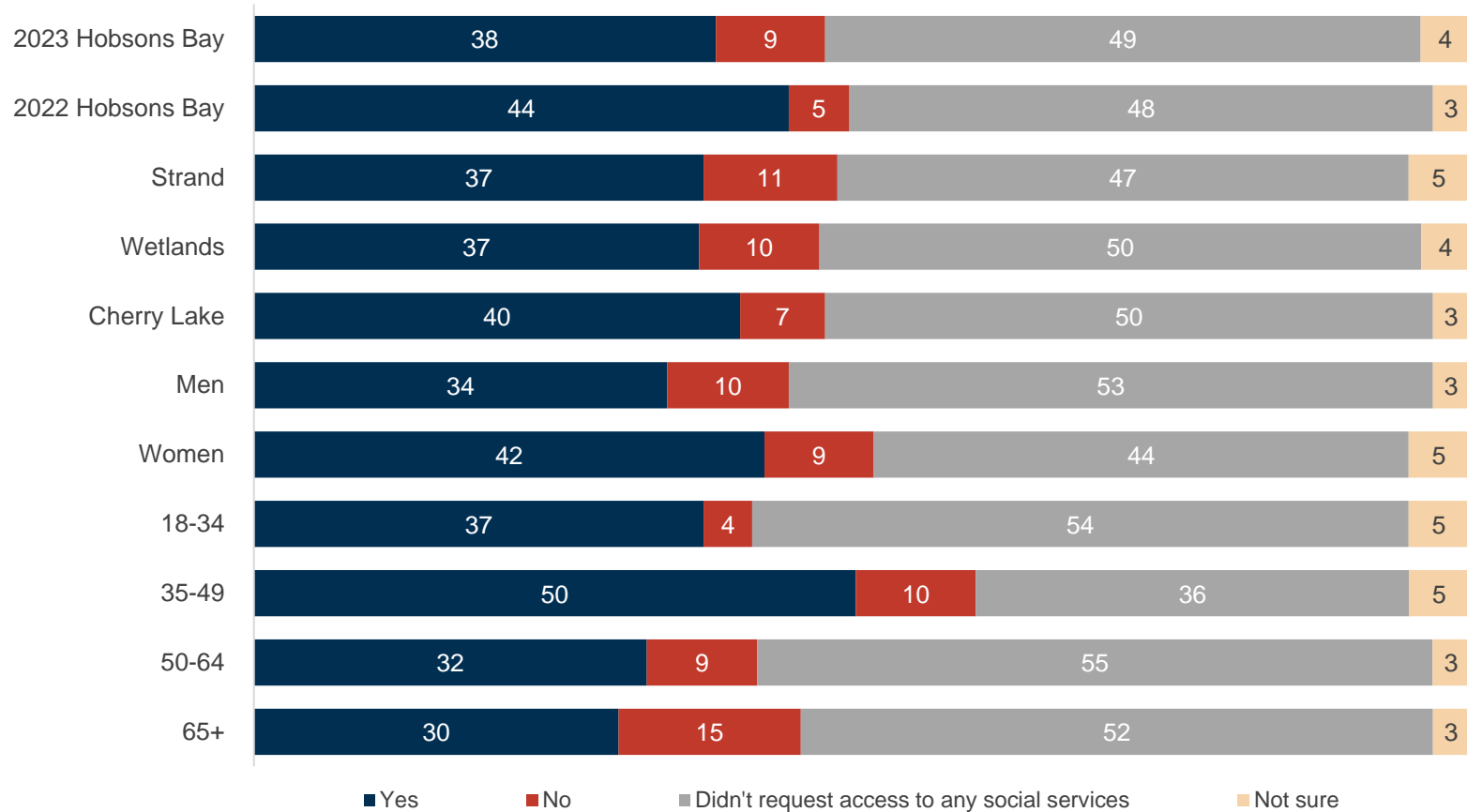
2023 customer service call centre satisfaction performance (%)





Ability to access Council social services requested

2023 ability to access Council social services requested (%)



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