

2025 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-sixth 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.

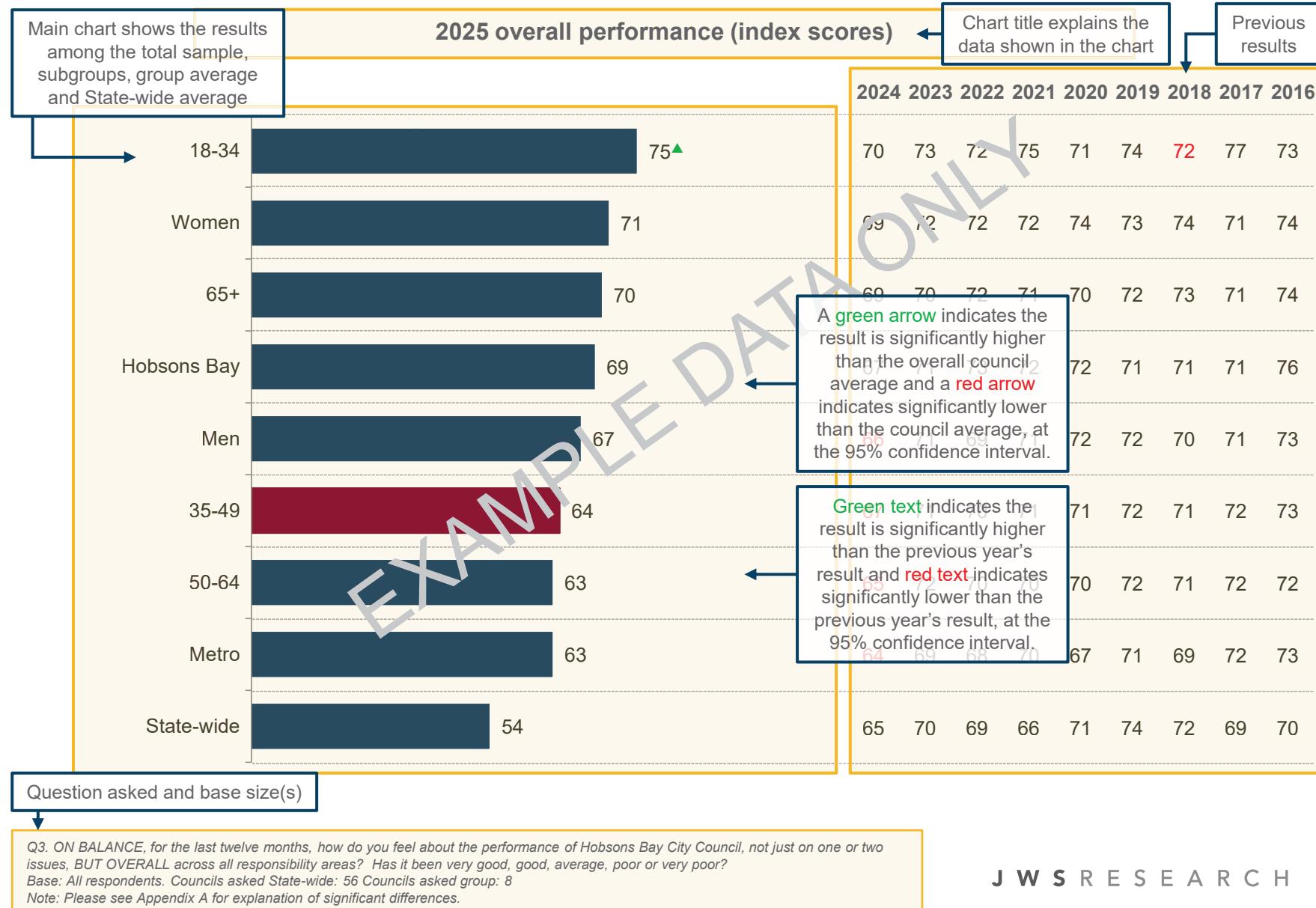
Serving Victoria for 26 years

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

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

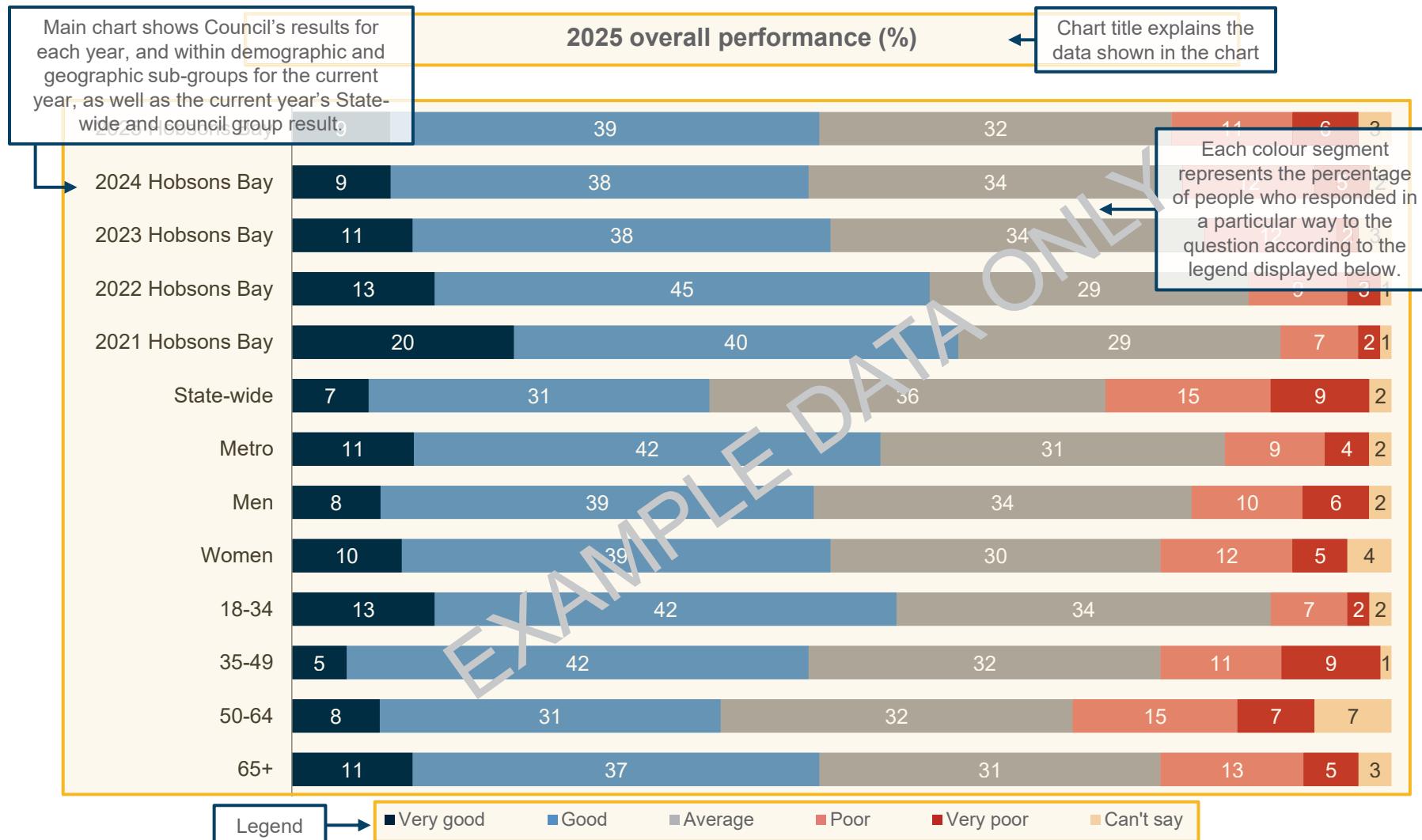


How to read index score charts in this report





How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 56 Councils asked group: 8

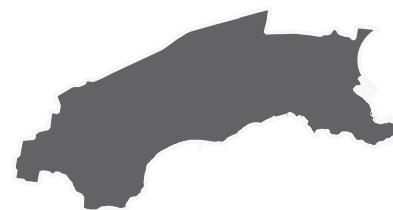
Key findings and recommendations



Hobsons Bay City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Hobsons Bay
59

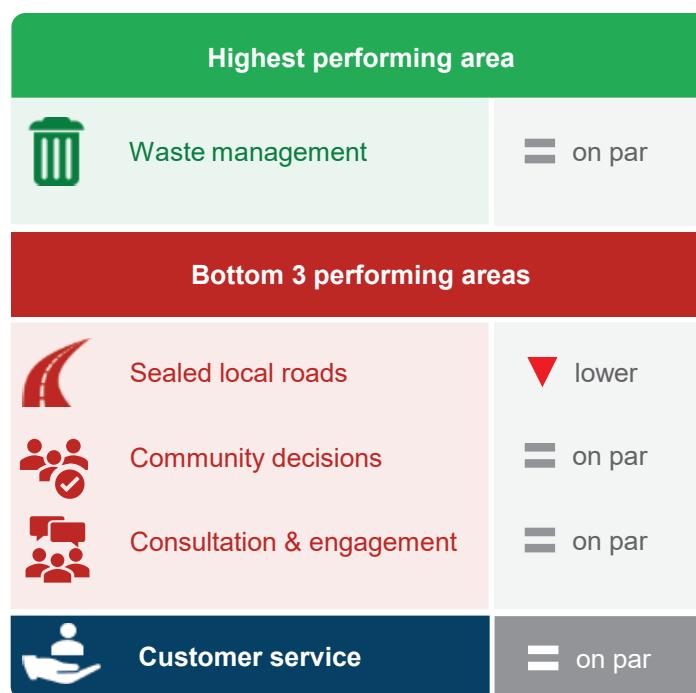


Metropolitan 62



State-wide 53

Council performance compared to group average



Highest performing area

Waste management

on par

Bottom 3 performing areas

Sealed local roads

lower

Community decisions

on par

Consultation & engagement

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



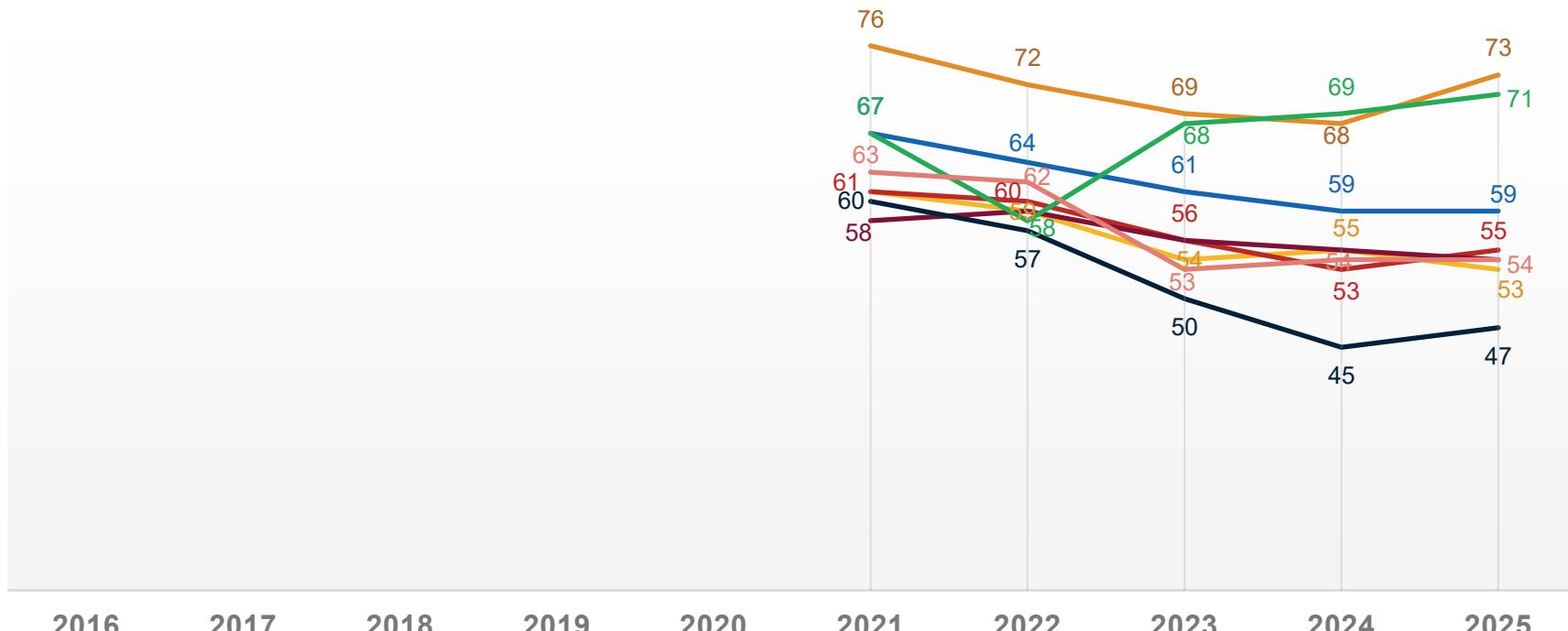
Waste management



Customer Service



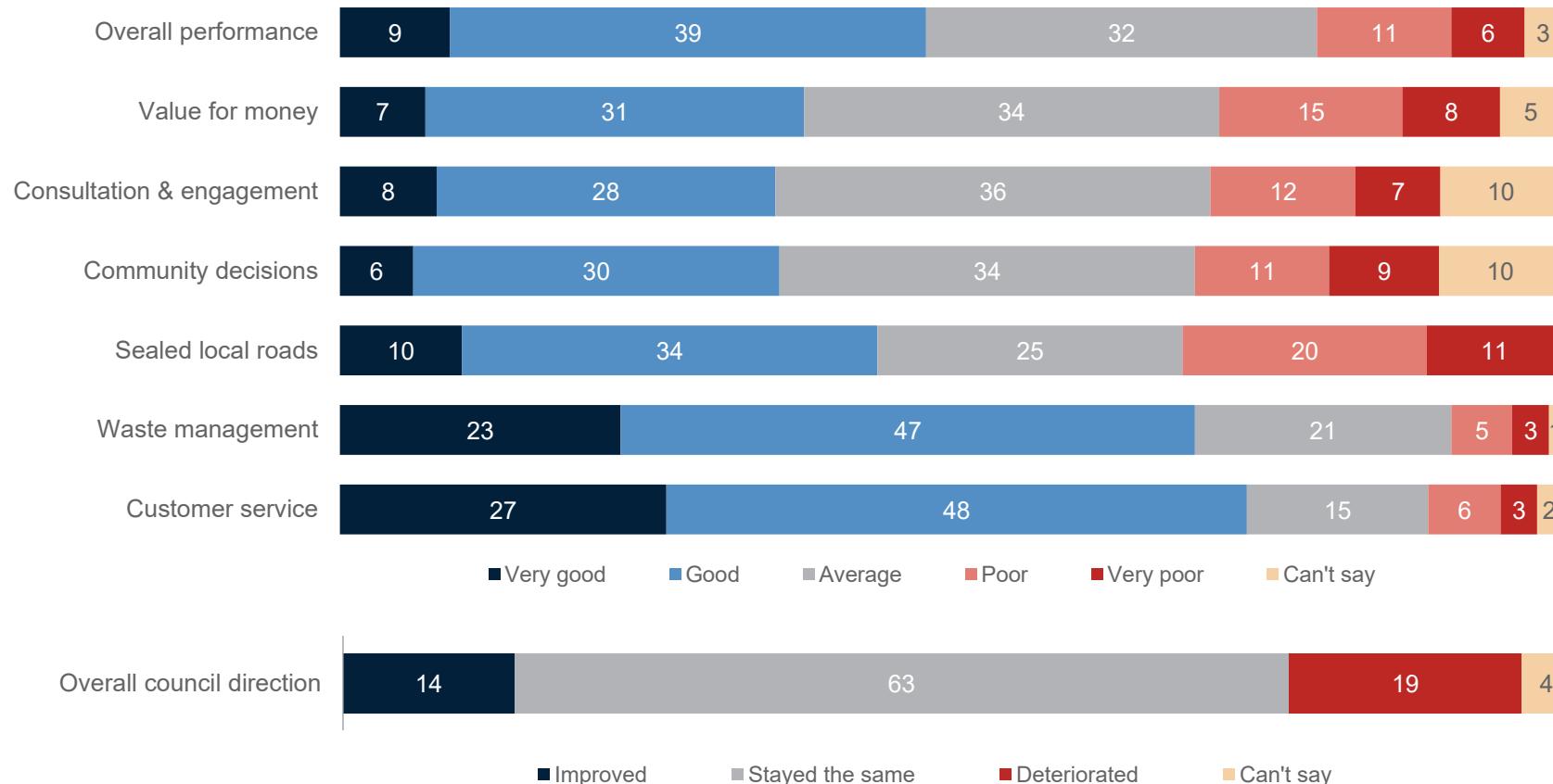
Overall Council Direction





Summary of core measures

Core measures summary results (%)





Summary of Hobsons Bay City Council performance

Services	Hobsons Bay 2025	Hobsons Bay 2024	Metro 2025	State- wide 2025	Highest score	Lowest score
 Overall performance	59	59	62	53	18-34 years	50-64 years
 Value for money	54	54	56	47	18-34 years	50-64 years
 Overall council direction	47	45	48	46	18-34 years	50-64 years
 Customer service	73	68	71	66	18-34 years	65+ years, 50-64 years
 Waste management	71	69	72	65	18-34 years, 65+ years	50-64 years
 Consultation & engagement	55	53	56	50	18-34 years	50-64 years
 Community decisions	54	55	56	49	18-34 years	50-64 years
 Sealed local roads	53	55	59	45	18-34 years	65+ years

Significantly **higher** / **lower** than Hobsons Bay City Council 2025 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Hobsons Bay City Council's overall performance rating is stable, unchanged from the 2024 result. Ratings of Council's performance on almost all metrics evaluated are also not significantly different from 2024 results. The exception is customer service, where Council's performance rating has improved significantly over the last 12 months.

Focus areas

Community decisions, and consultation and engagement, are areas that warrant attention in the year ahead. In both areas, Council has historically demonstrated the ability to achieve more favourable results and in the case of decisions made in the interest of the community, perceptions are at their lowest point to date. In addition, sealed local roads warrants continued attention to restore perceptions – which are also at a five-year low. This is a tangible area in which Council efforts are readily noticed by residents.

Comparison to state and area grouping

On most of the core measures and service areas evaluated, Council performs significantly higher than the State-wide average, and in line with the Metropolitan group. However, Council rates significantly lower than the Metropolitan group for both overall performance and sealed local roads.

Opportunity to engage

Residents aged 50 to 64 years tend to be more critical of Council's performance, providing the lowest rating for all core measures and service areas evaluated (with the exception of sealed local roads). It is recommended that extra attention be paid to interactions with this cohort over the next year. Residents in this age group have the highest rate of contact with Council, so there is opportunity to engage with them and improve perceptions.

DETAILED FINDINGS

Overall performance





Overall performance

The overall performance index score of 59 for Hobsons Bay City Council is unchanged from the previous result. This represents a plateau in the trend of gradual decline seen over the last several years.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average (index score of 53), but significantly lower than the average for councils in the Metropolitan group (index score of 62).

- Residents aged 18 to 34 years (index score of 64) rate Council the highest and significantly higher than the Council average for overall performance. By contrast, residents aged 50 to 64 years rate Council's overall performance the lowest (index score of 55).

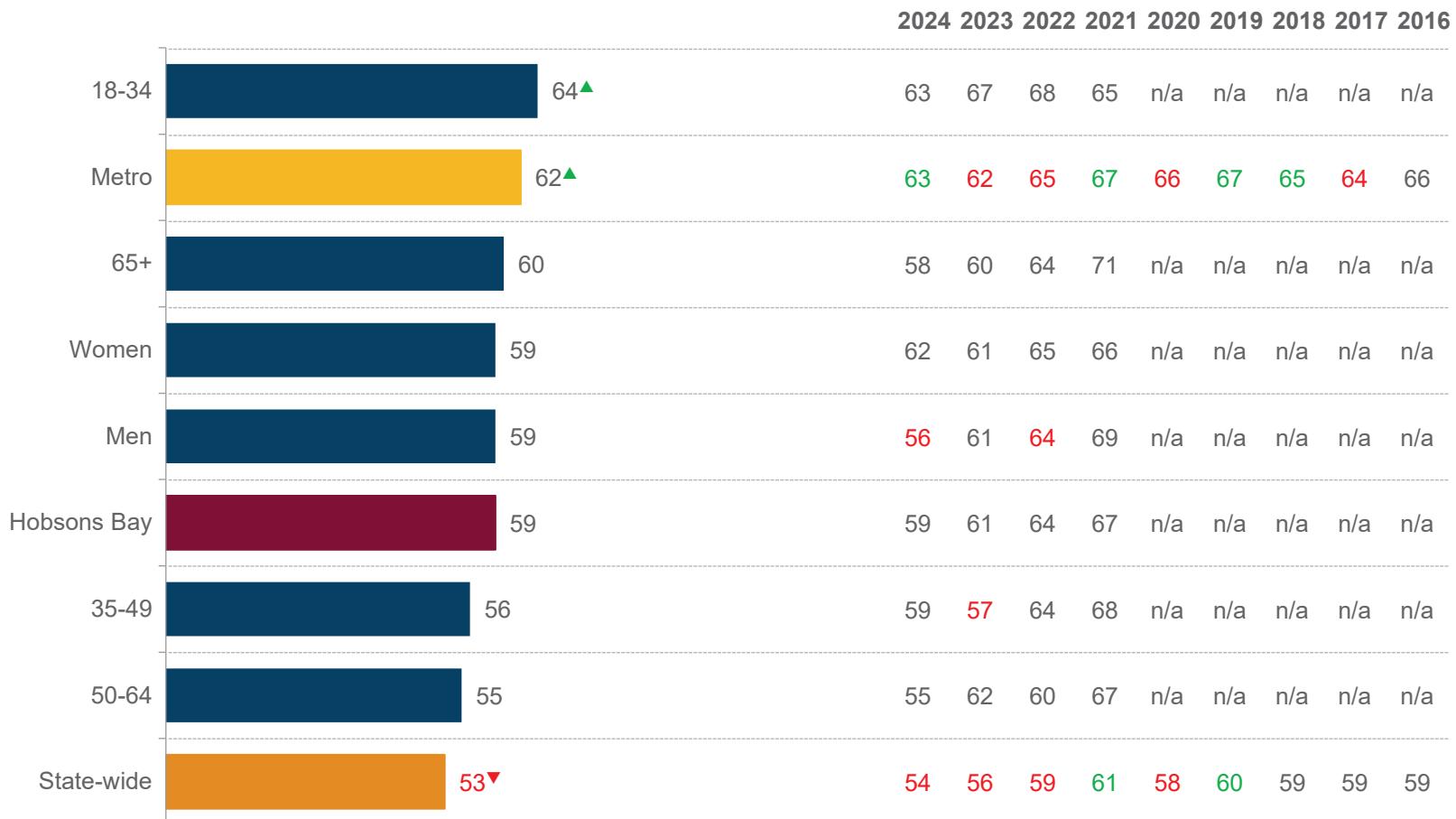
Almost two in five residents (38%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good', outweighing the 23% who rate Council as 'very poor' or 'poor'. A further 34% rate Council as 'average' for providing value for money.





Overall performance

2025 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?

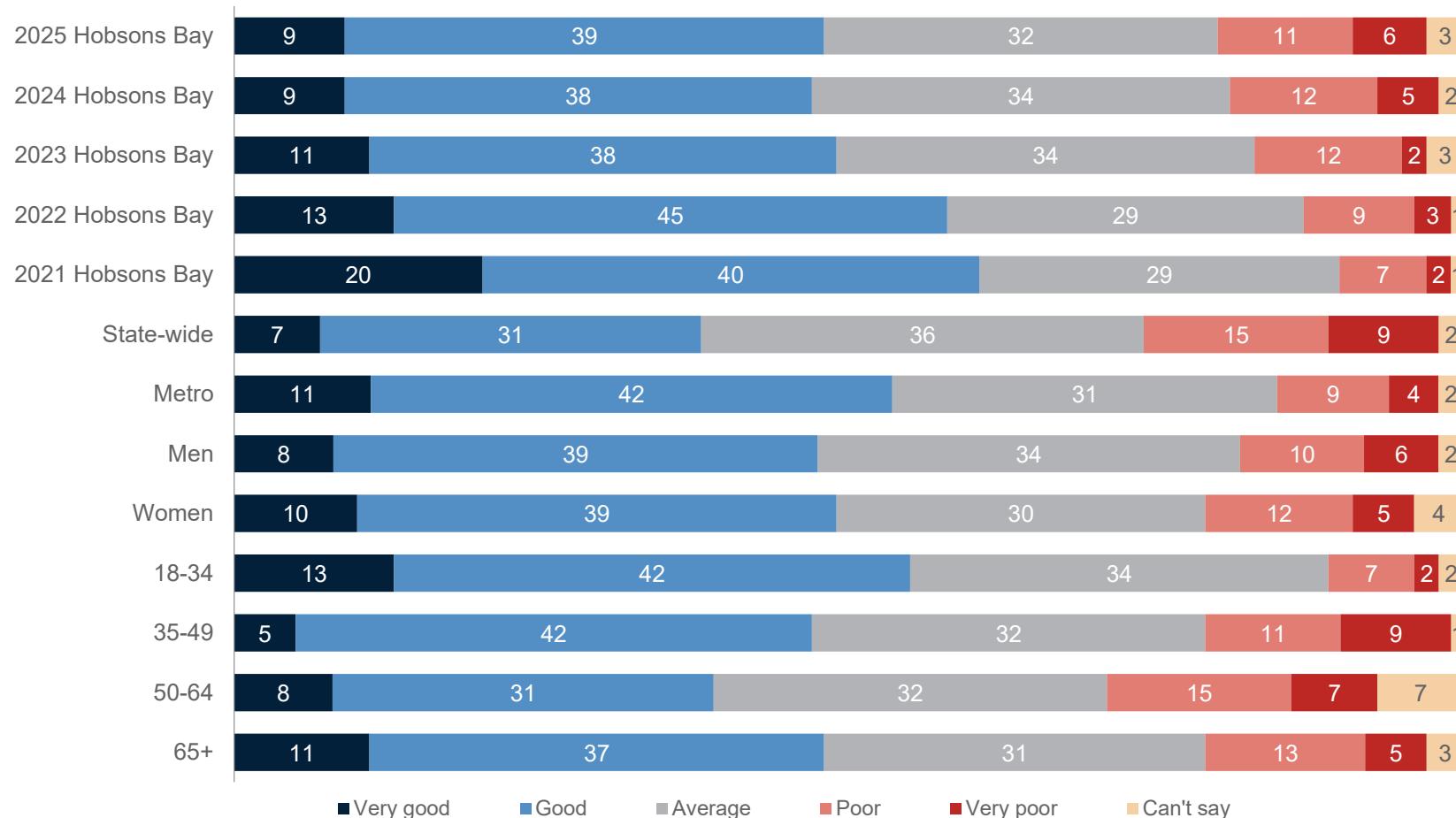
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



Overall performance

2025 overall performance (%)

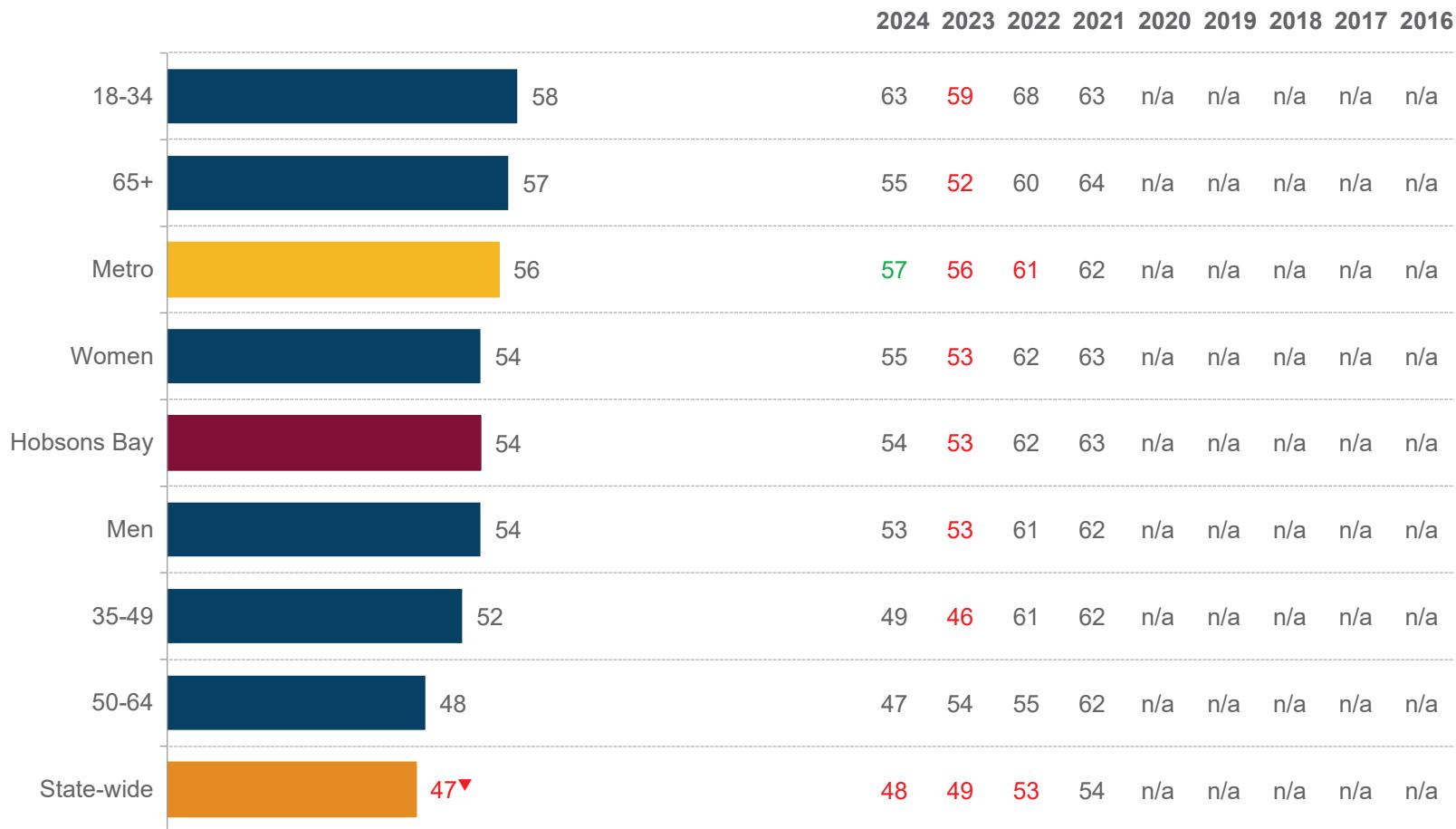


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8



Value for money in services and infrastructure

2025 value for money (index scores)



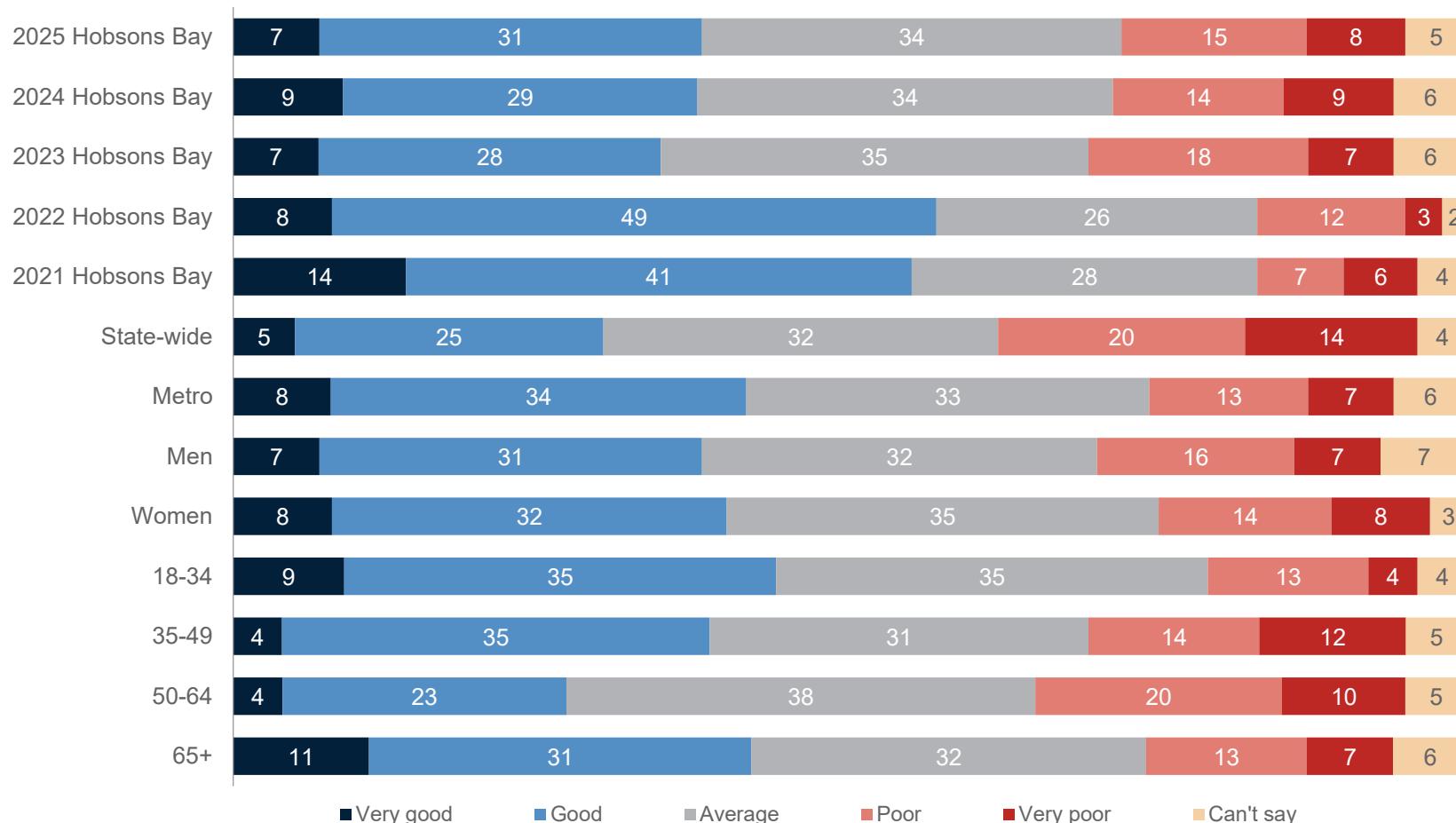
Q3b. How would you rate Hobsons Bay City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2025 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: 55 Councils asked group: 7



Top performing service areas

Hobsons Bay City Council continues to perform best in the area of waste management (index score of 71), even increasing a slight (not significant) two index points from the previous result. Ratings have continued to improve incrementally after a significant 10-point improvement in 2023 and are now at their highest level across the five years of evaluation.

- Council performs significantly higher than the average for Councils State-wide (index score of 65) and in line with the Metropolitan group average (index score of 72) for waste management.
- Over the last 12 months, impressions of Council's waste management improved significantly among men (index score of 72 – increasing by five index points).
- There are no significant differences in impressions of waste management among demographic cohorts, compared to the Council average.

Council's rating for waste management is 16 index points higher than the next highest performing service area, consultation and engagement (index score of 55).



Waste management (index score of 71) is the area where Council performed best in 2025.



Lower performing service areas



Council rates lowest in the areas of sealed local roads (index score of 53), community decisions (index score of 54) and consultation and engagement (index score of 55).

Council rates lowest in the area of sealed local roads (index score of 53), with ratings decreasing by a slight (not significant) two index points since 2024.

- The small decline takes sealed local roads to its lowest rating in five years of evaluation, eight index points lower than the peak achieved in 2021 (61).
- Council continues to be rated significantly higher than the State-wide average (45), but remains significantly lower than the Metropolitan group average (59) on waste management.

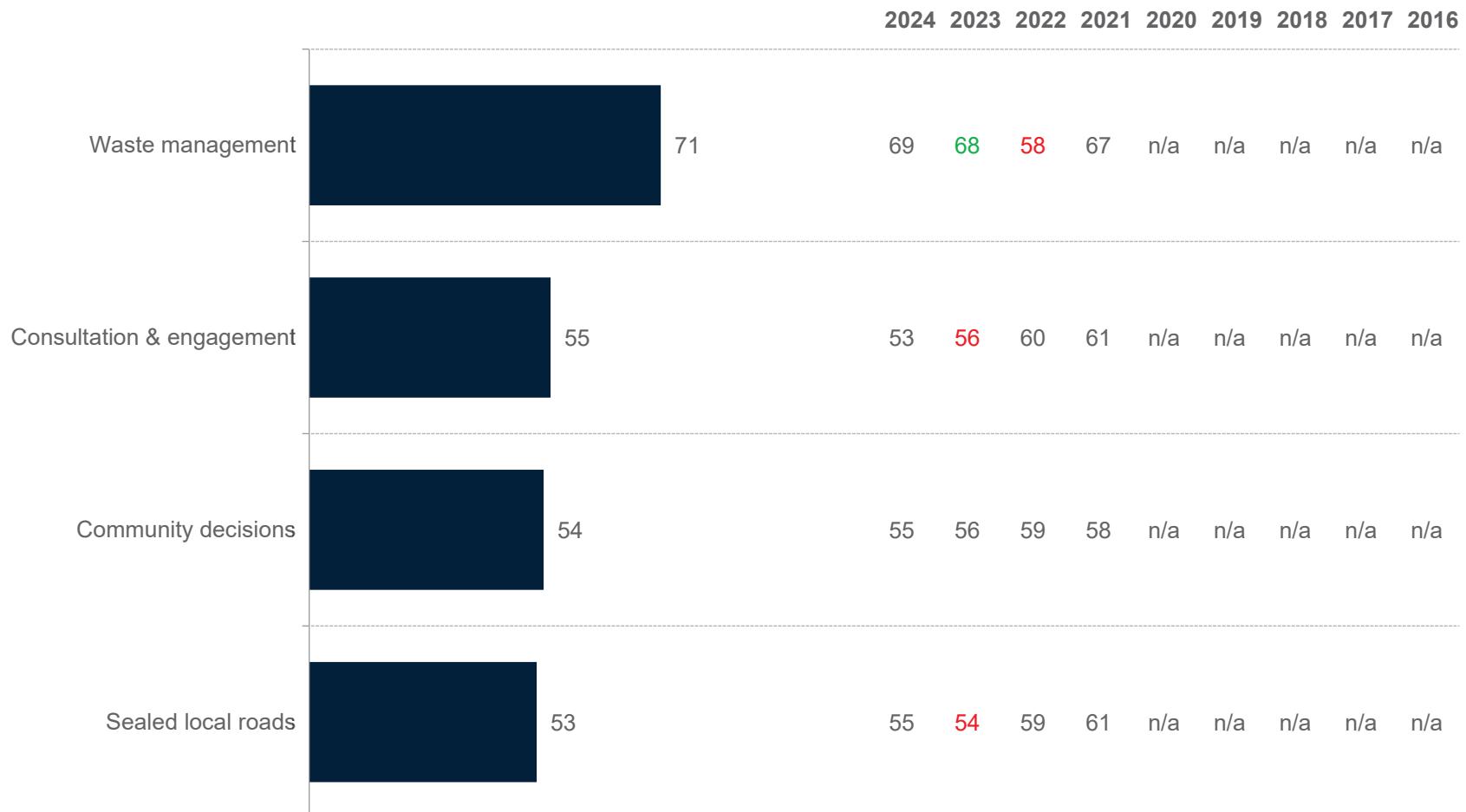
The next lowest performing areas are community decisions (54) and consultation and engagement (55).

- Community decisions ratings have been incrementally declining since 2023 and are now at their lowest point across five years of tracking.
- Though consultation and engagement ratings improved by two index points this year, it appears as though Council has not yet been able to recover from a significant decline that occurred in 2023.
- In both service areas and for consecutive years now, residents aged 50 to 64 years tend to provide the lowest ratings. It may be worth Council taking the time to investigate and address any community issues relevant to this group to help lift perceptions.



Individual service area performance

2025 individual service area performance (index scores)

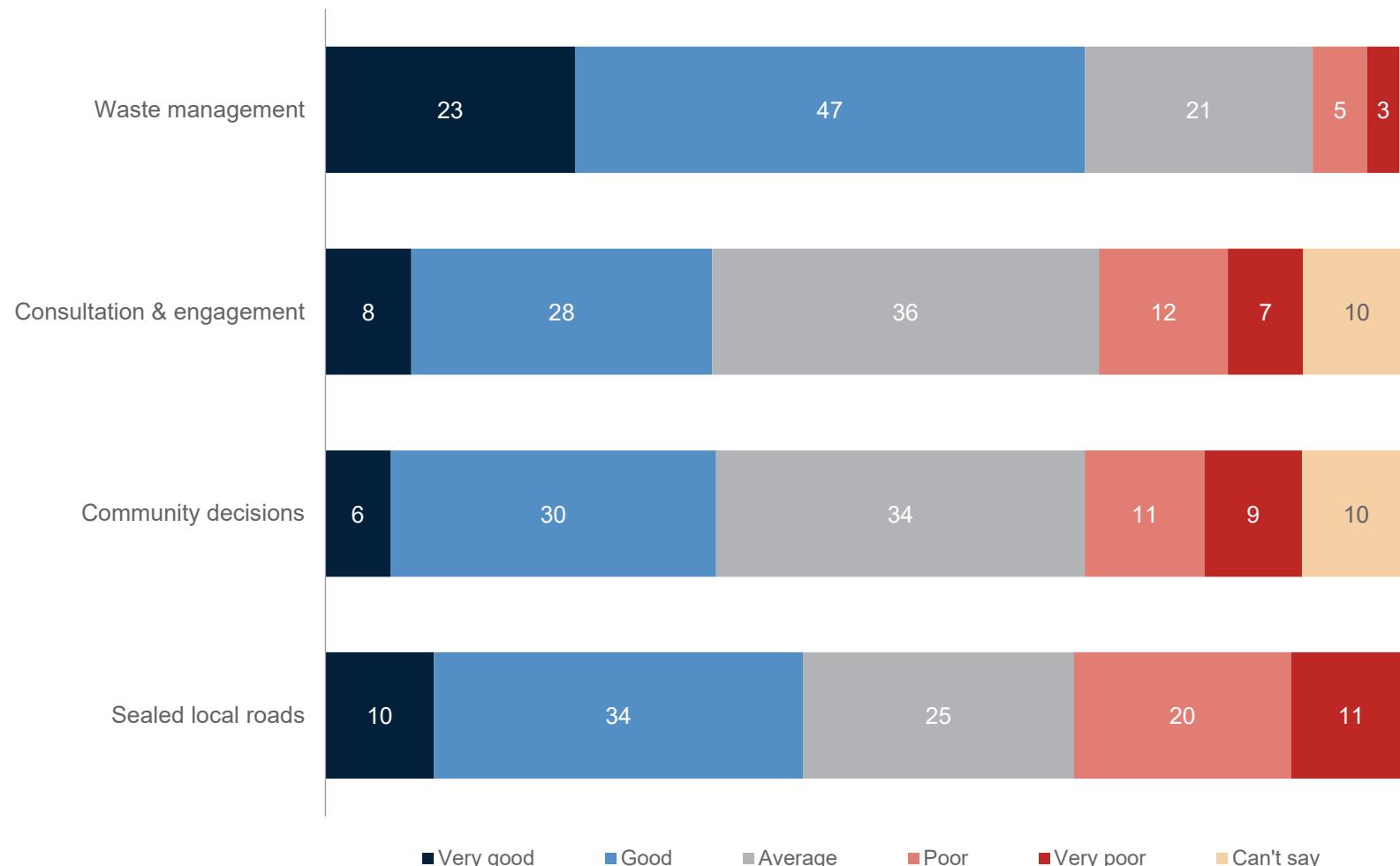


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2025 individual service area performance (%)



Customer service



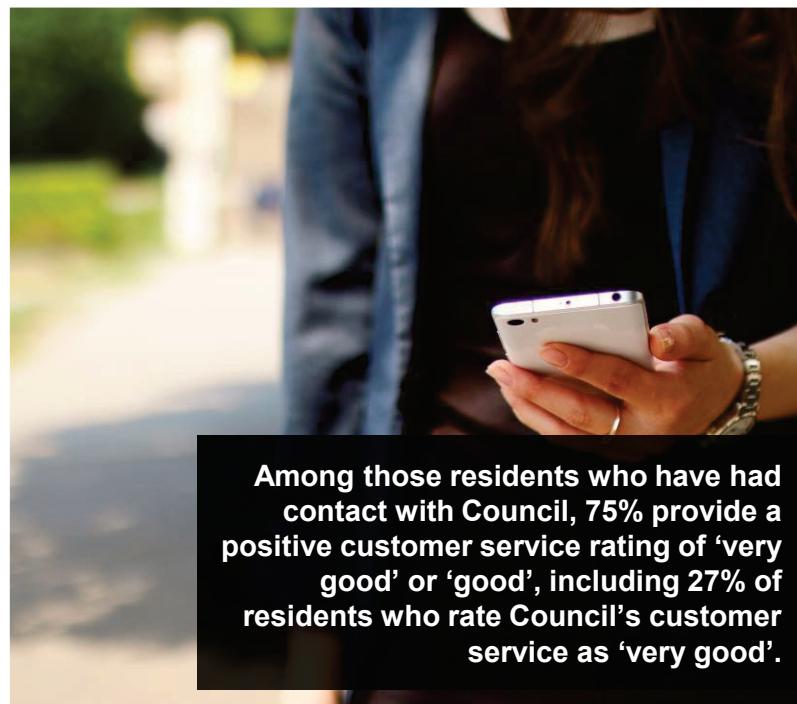


Contact with council and customer service

Contact with council

Almost three quarters of Council residents (73%) had contact with Council in the last 12 months. Most interactions took place via telephone (43%). Exchanges via email are also prevalent (27%) and have increased by seven percentage points in the last 12 months.

- Rate of contact among residents aged 18 to 34 years significantly increased over the last 12 months (72% this year, up 15 percentage points since 2024).



Customer service

Council's customer service index of 73 represents a significant five-point improvement from the previous result. This is a positive result for Council and reverses what was lost over several years of incremental declines.

- Council's customer service rating remains in line with the Metropolitan group average (index score of 71), and is now significantly higher than the State-wide average (index score of 66).

Three quarters of residents (75%) provide a positive customer service rating of 'very good' or 'good'.

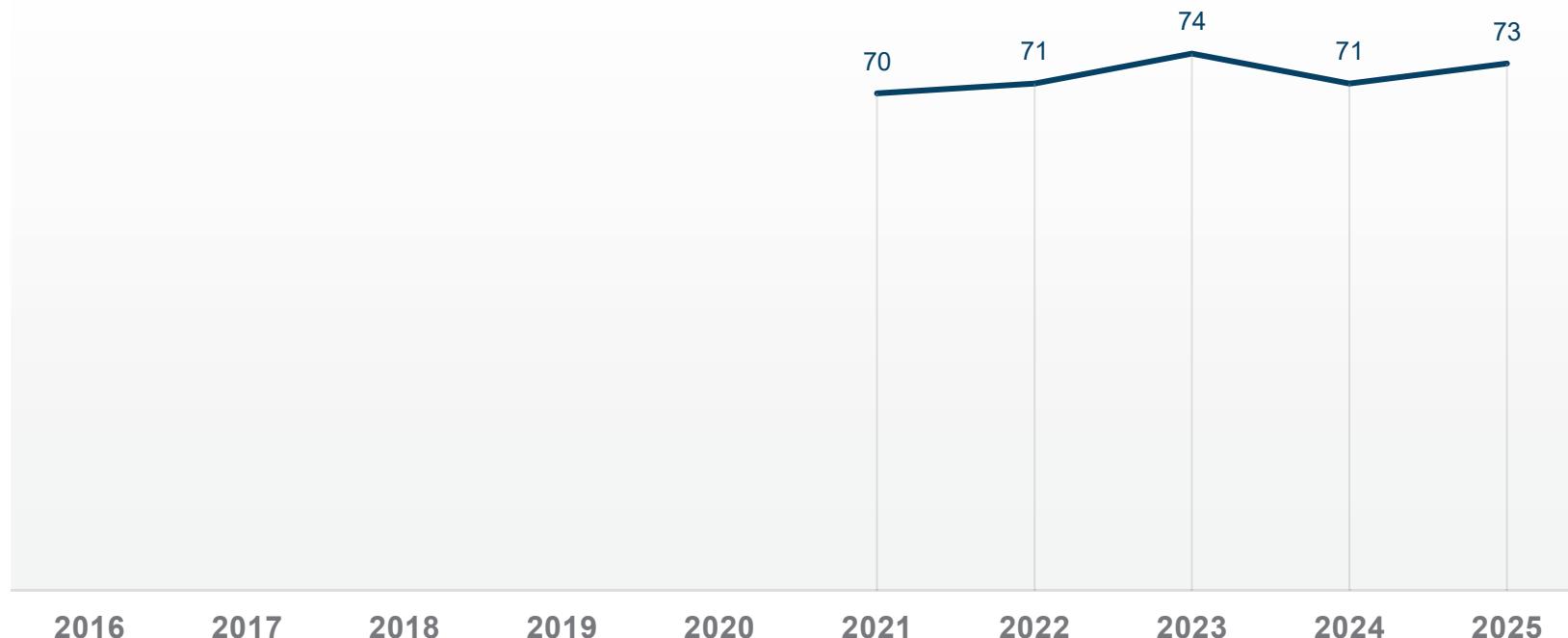
- Residents aged 18 to 34 years (index score of 74, up 10 points) and men (index score of 72, up nine points) provide significantly higher customer service ratings than they did last year.
- Residents aged 50 to 64 years rate customer service the equal-lowest (index score of 72), despite having the highest rate of contact with Council (79%).

Customer service ratings are highest among residents who communicated with Council in-person and via website (index scores of 77 for both). These are closely followed by residents who communicated via telephone, where perceptions have significantly improved (index score of 75, up six index points).



Contact with council

2025 contact with council (%)
Have had contact

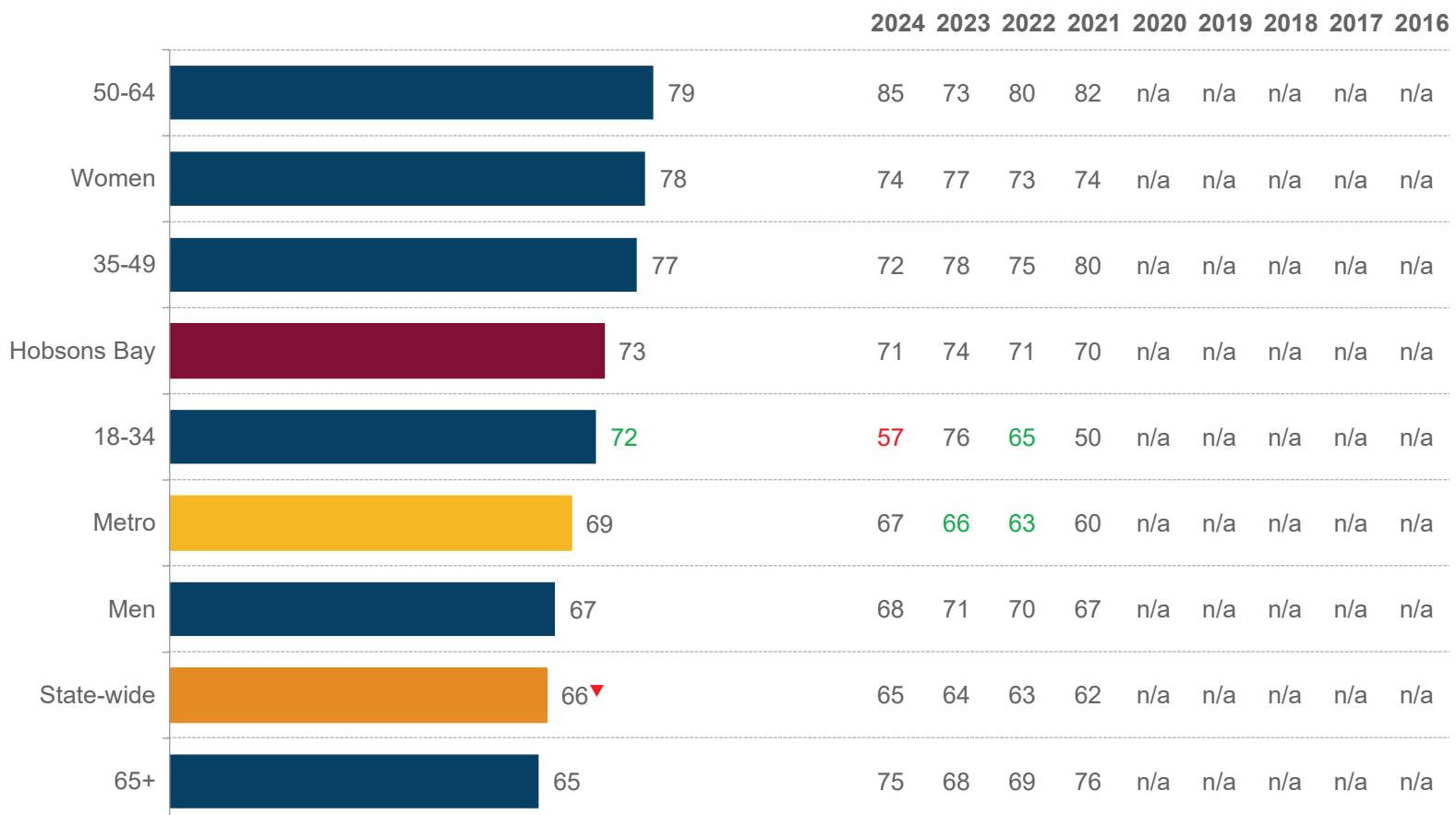


Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4



Contact with council

2025 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: 24 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2025 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.

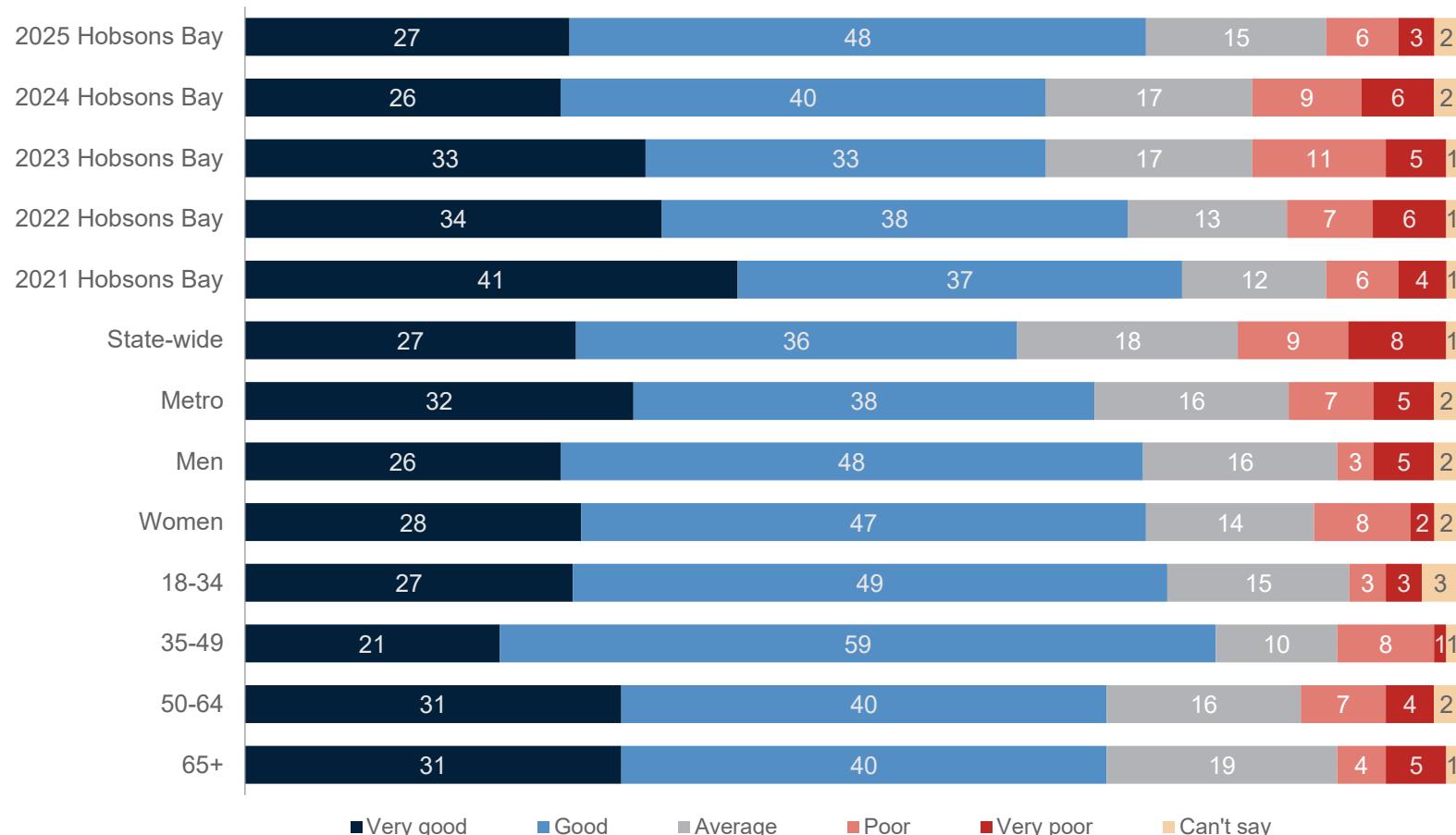
Councils asked State-wide: 56 Councils asked group: 8

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



Customer service rating

2025 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.

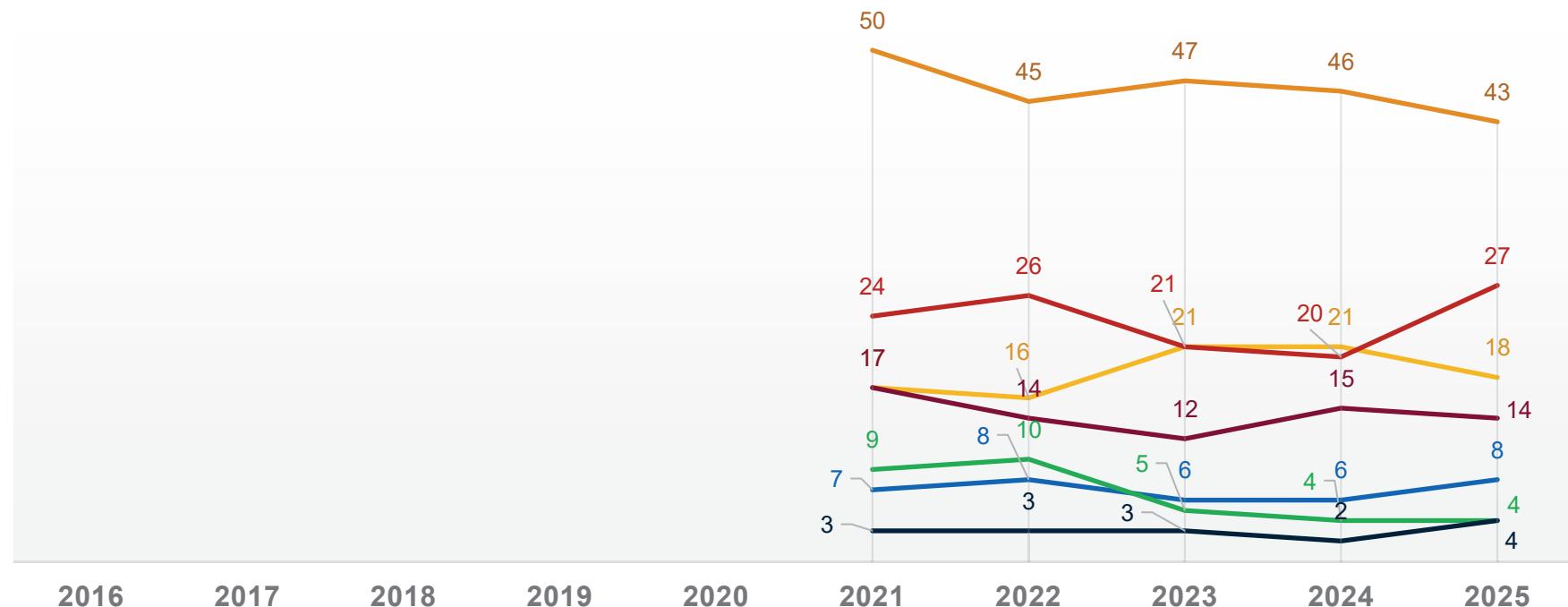
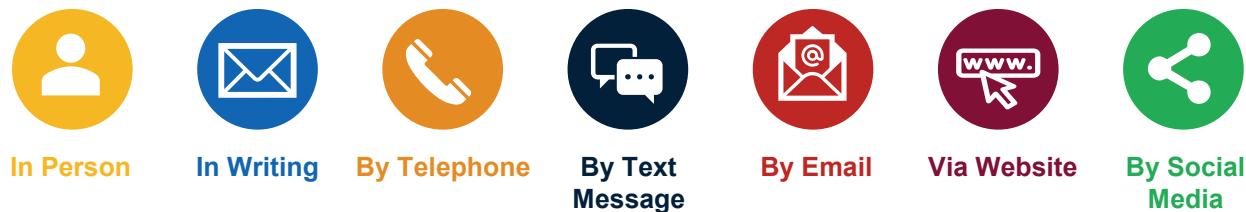
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 56 Councils asked group: 8



Method of contact with council

2025 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: 24 Councils asked group: 4

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



Customer service rating by method of last contact

2025 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: 24 Councils asked group: 4

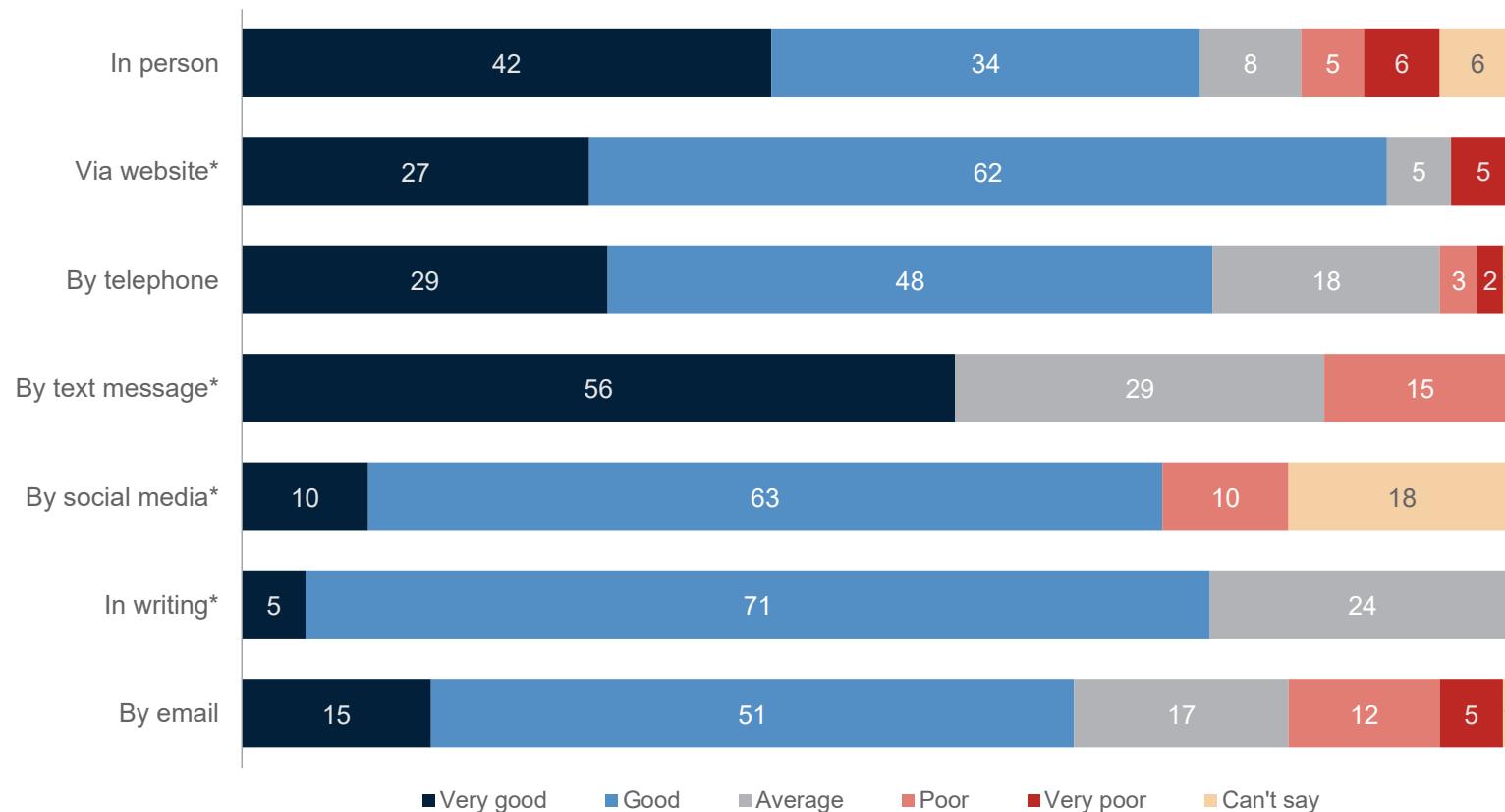
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2025 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: 24 Councils asked group: 4

*Caution: small sample size < n=30



Communication



Communication

The preferred form of communication from Council about news and information and upcoming events remains a newsletter sent via mail (37%), closely followed by a newsletter sent via email (35%).

Preference for both these forms of communication have increased by three percentage points in the last year. Prior to 2024, the preference for mail over email was much more definitive, peaking at a 15 percentage point difference in 2022.

- The preferred form of communication among residents under 50 years of age is also a newsletter sent via email (36%), followed by a newsletter sent via mail (34%). Preference for text message updates has increased (11%, up four percentage points), while preference for social media has continued to decrease (13%, down five percentage points) in this age group.
- The preferred form of communication among those aged 50 years and over continues to be a newsletter sent via mail (39%), ahead of a newsletter sent via email (34%). Appetite for these forms of communication sit at least 26 percentage points clear of the next preferred form of communication, text message (8%).





Best form of communication

2025 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



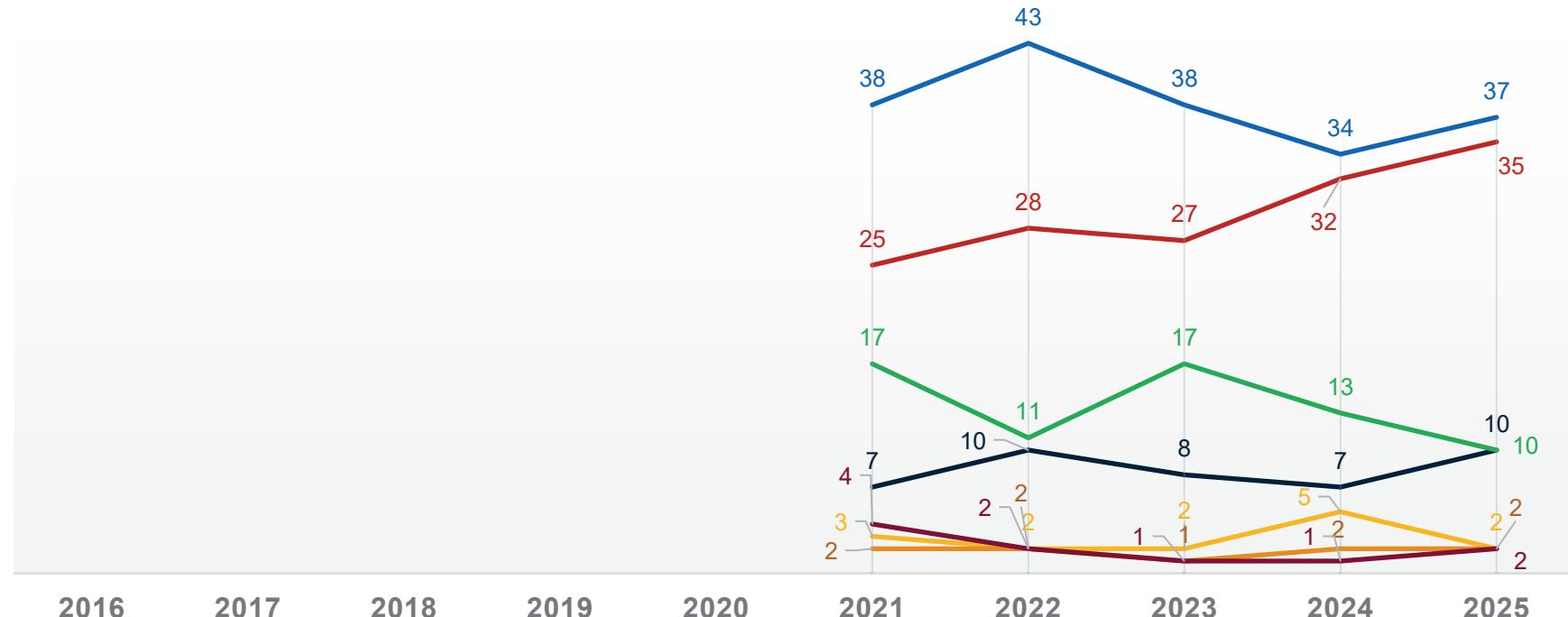
Council
Website



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. Councils asked State-wide: 33 Councils asked group: 5



Best form of communication: under 50s

2025 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



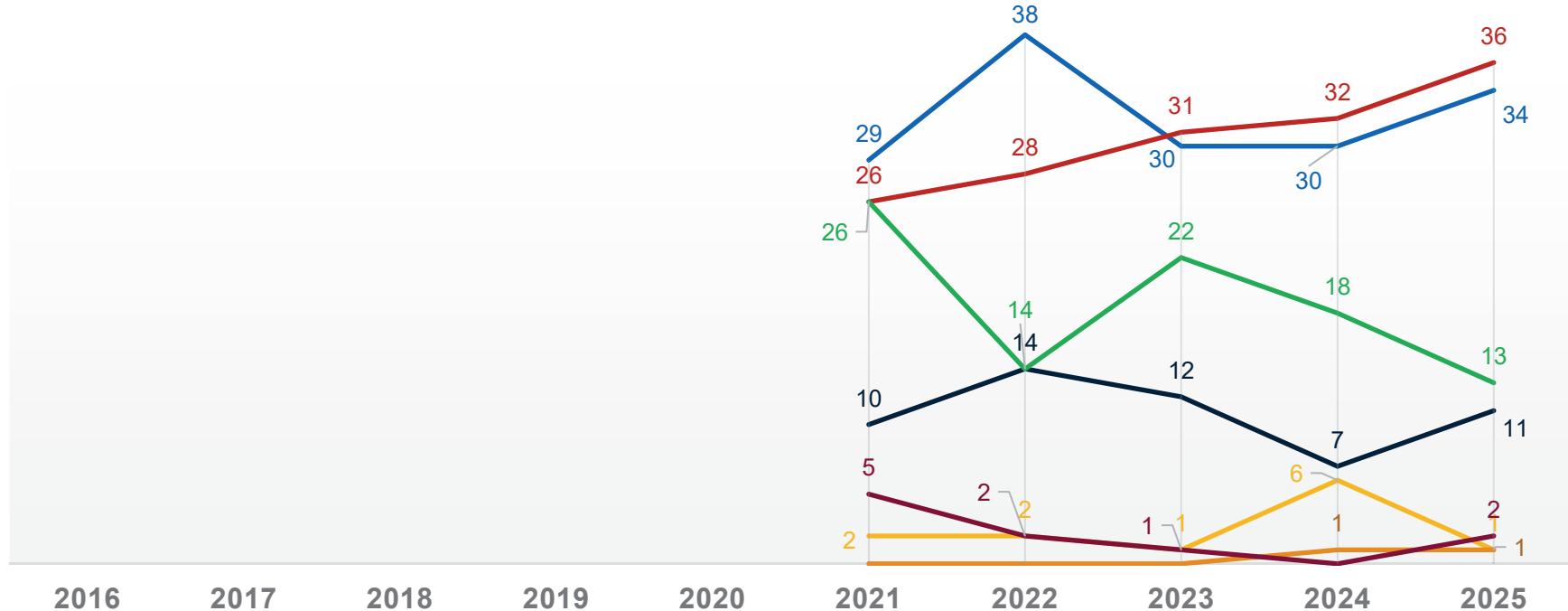
Council
Website



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: 33 Councils asked group: 5



Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



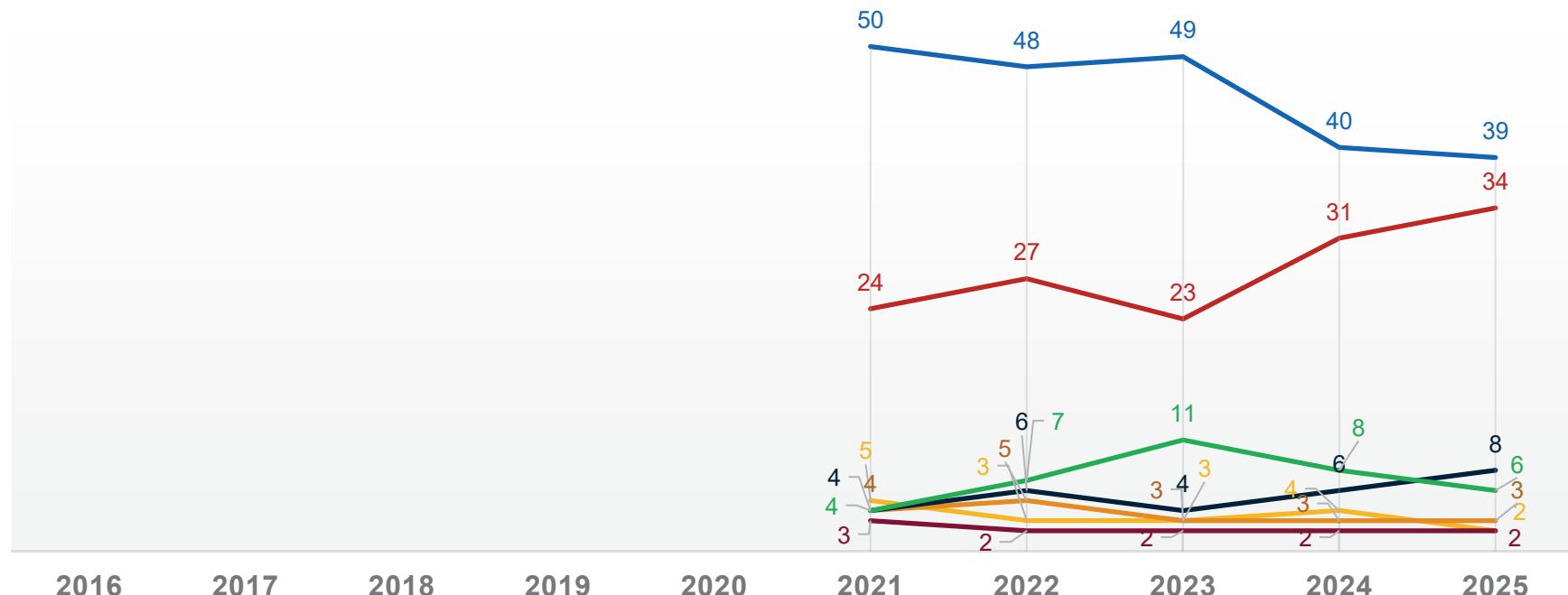
Council
Website



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 50+ years. Councils asked State-wide: 33 Councils asked group: 5



Council direction



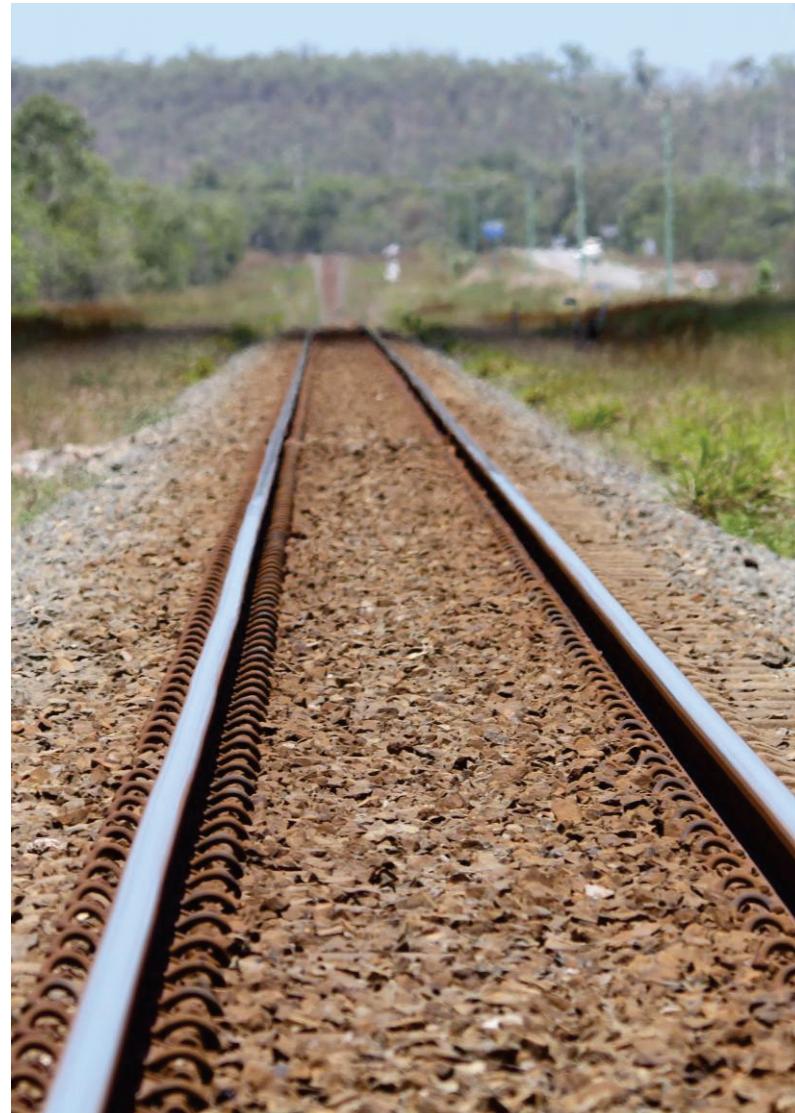
Council direction

Over the last 12 months, 63% believe the direction of Council's overall performance has stayed the same.

- More (19%) believe it has deteriorated (up one percentage point on 2024) than improved (14%, up five percentage points on 2024) in the last 12 months.

The rating of the direction of Hobsons Bay City Council's overall performance is statistically similar to last year's result, improving by a slight (not significant) two index points. This comes after significant declines in the last two consecutive years.

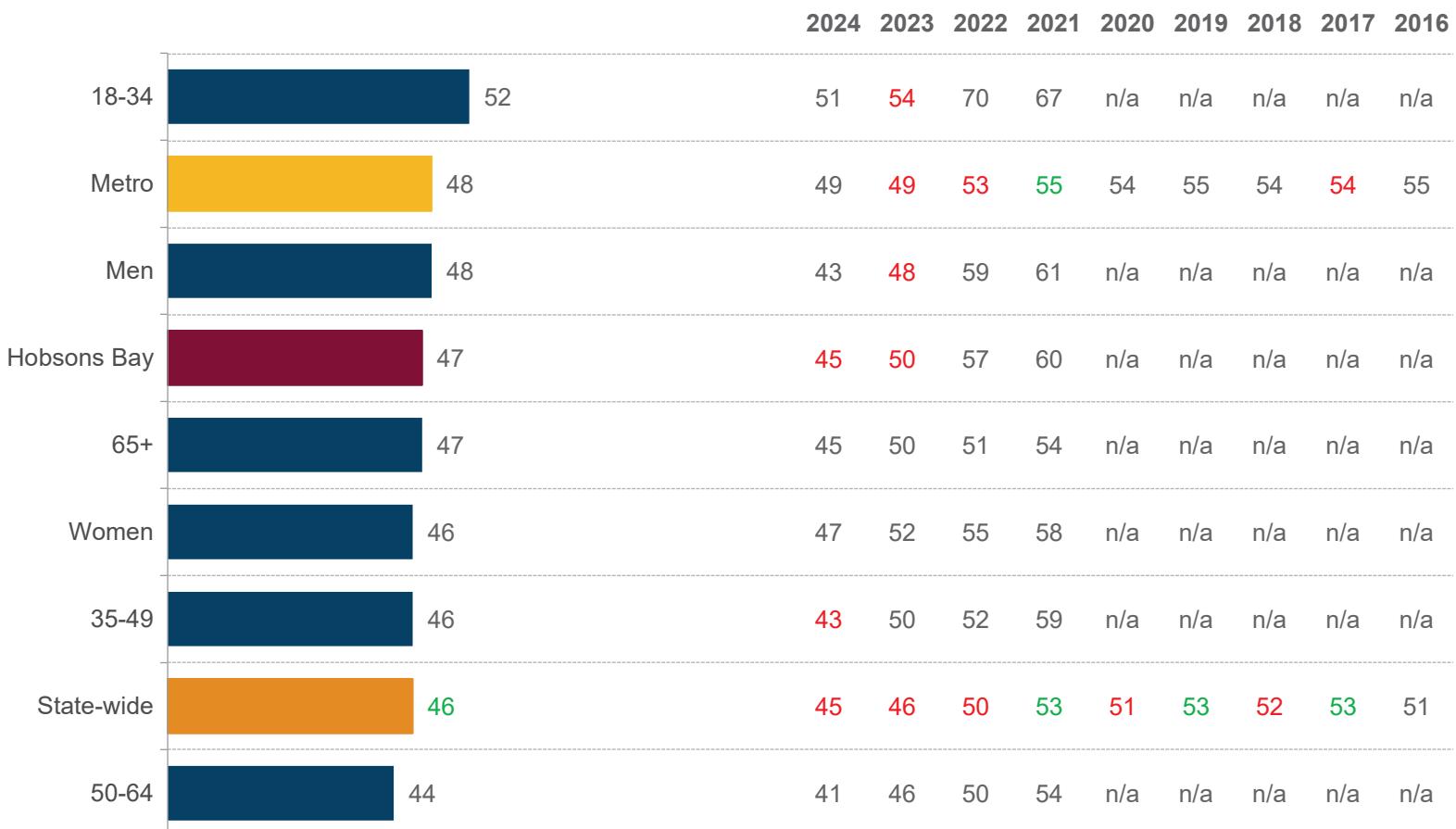
- Council is rated in line with the State-wide and Metropolitan group averages for perceptions of overall Council direction (index scores of 46 and 48 respectively).
- Residents aged 18 to 34 years rate overall Council direction the highest (index score of 52), whereas residents aged 50 to 64 years rate overall Council direction the lowest (index score of 44).





Overall council direction last 12 months

2025 overall council direction (index scores)

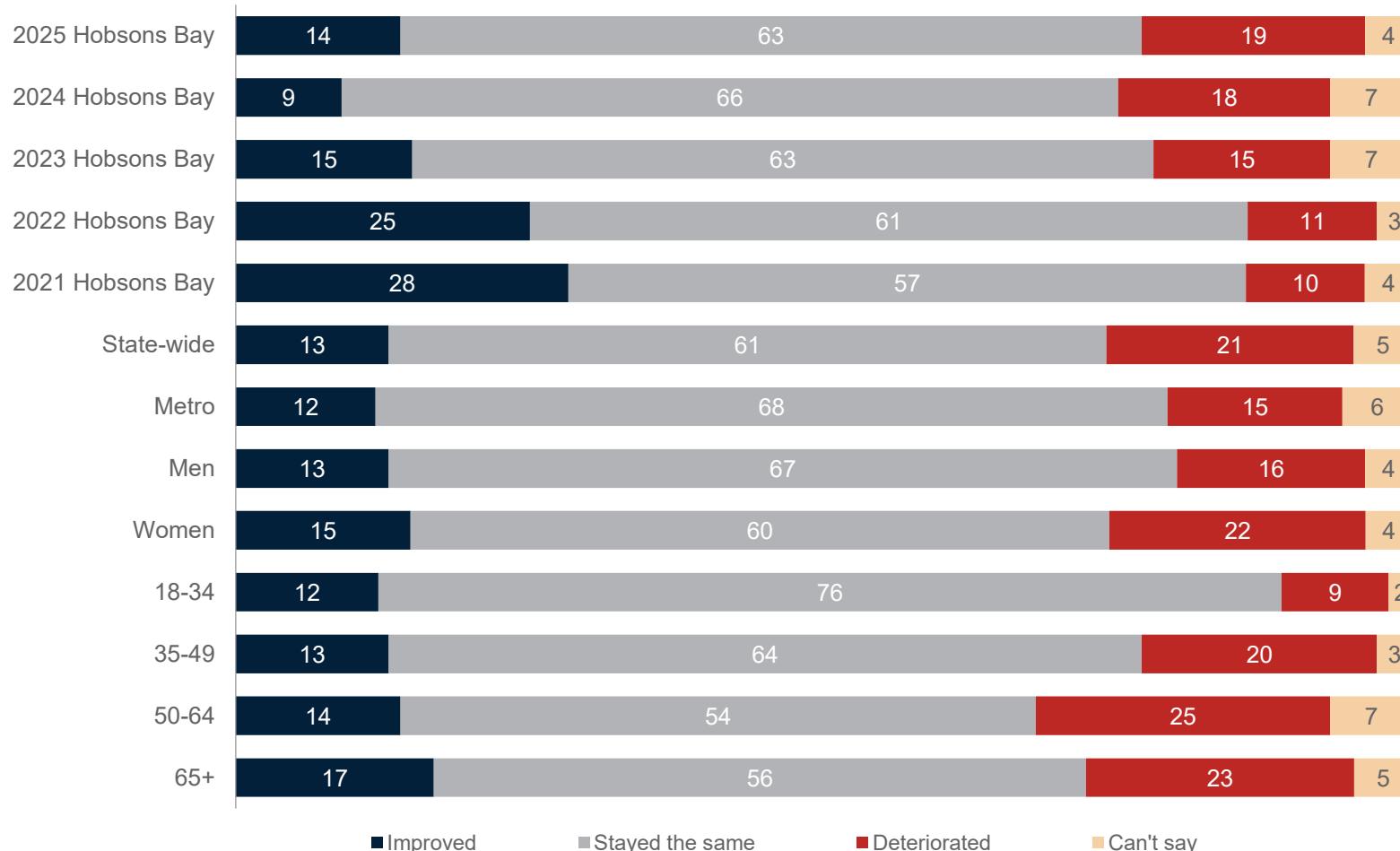


Q6. Over the last 12 months, what is your view of the direction of Hobsons Bay City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2025 overall council direction (%)



Individual service areas

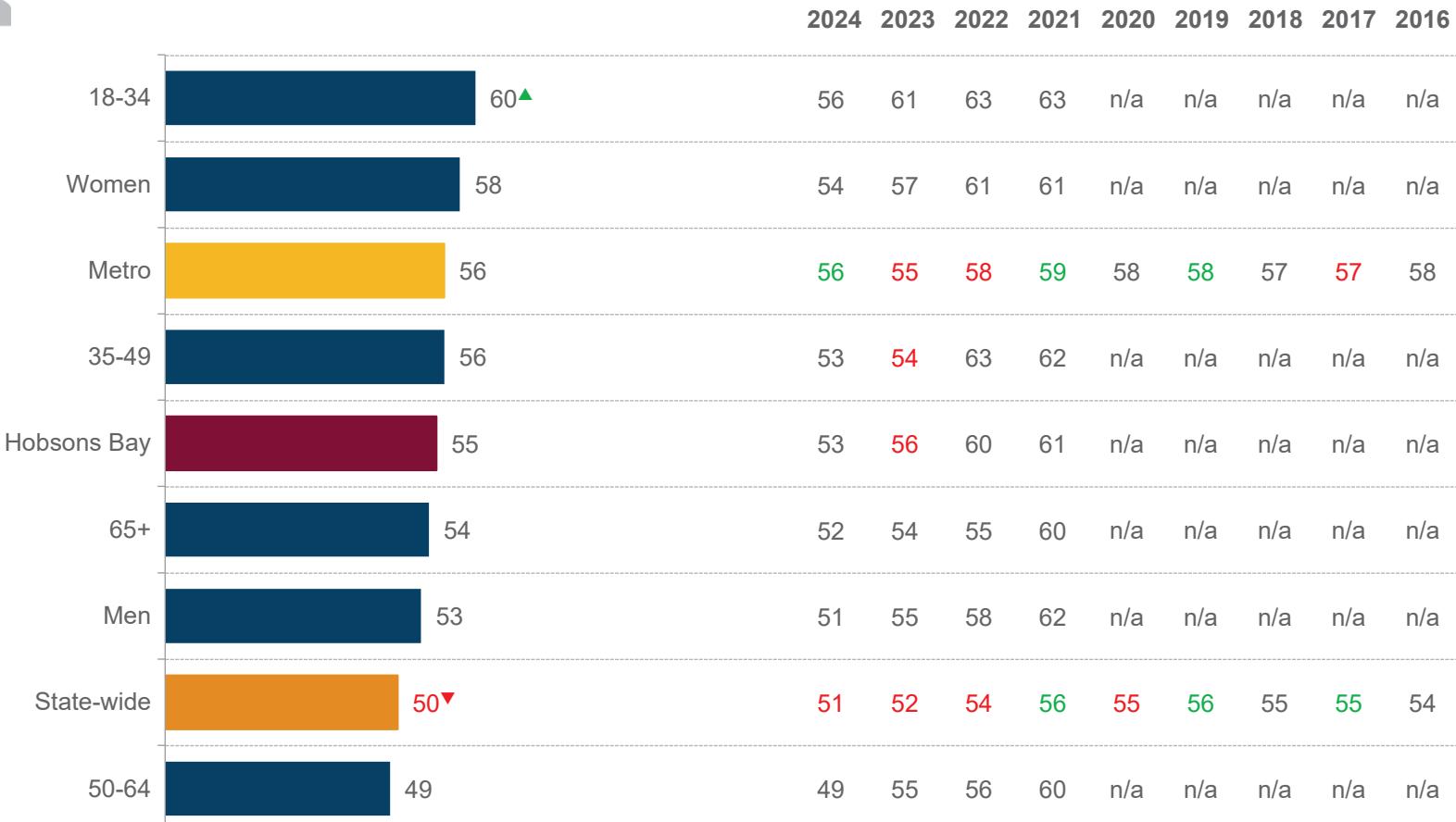




Community consultation and engagement performance



2025 consultation and engagement performance (index scores)



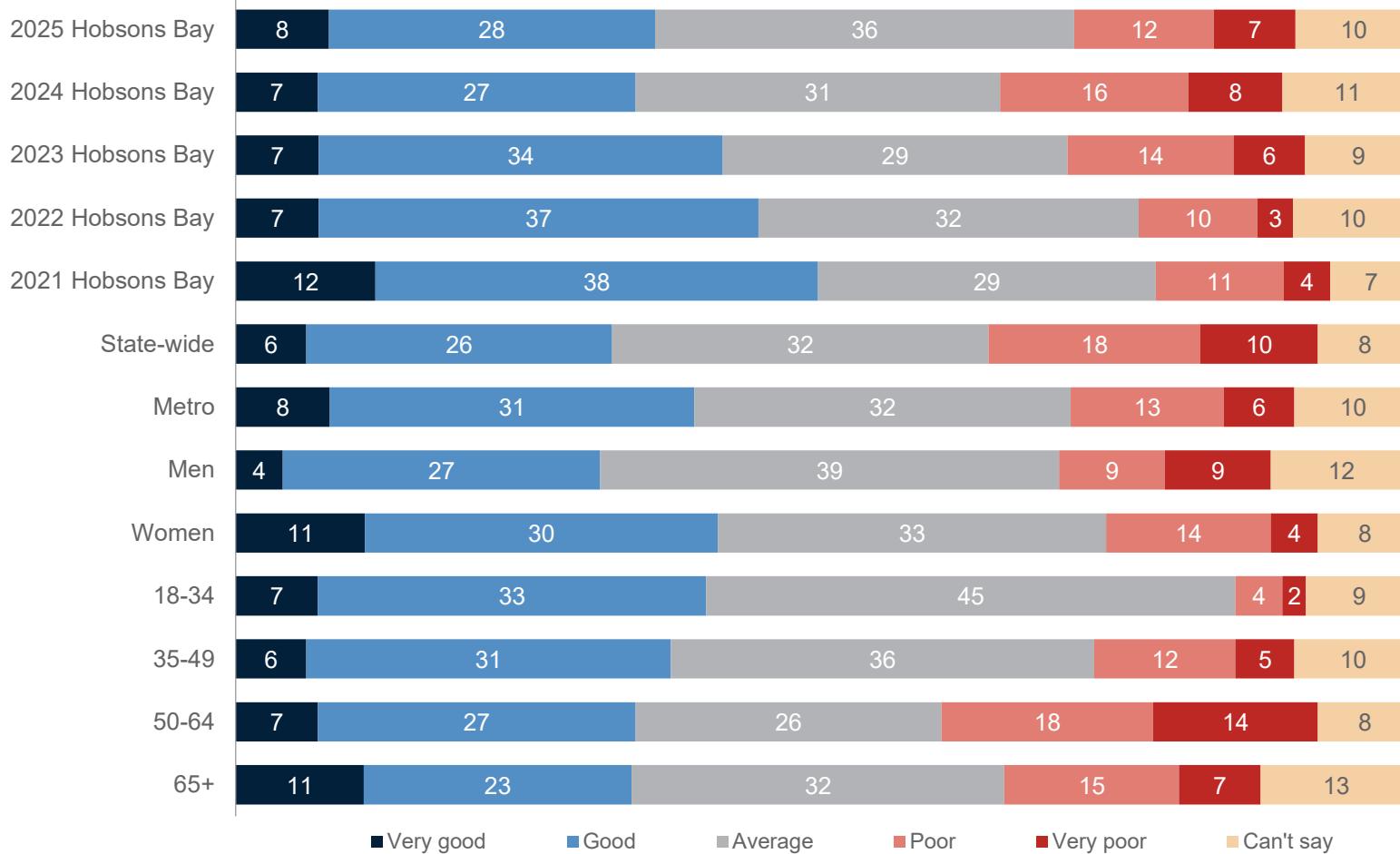
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2025 consultation and engagement performance (%)

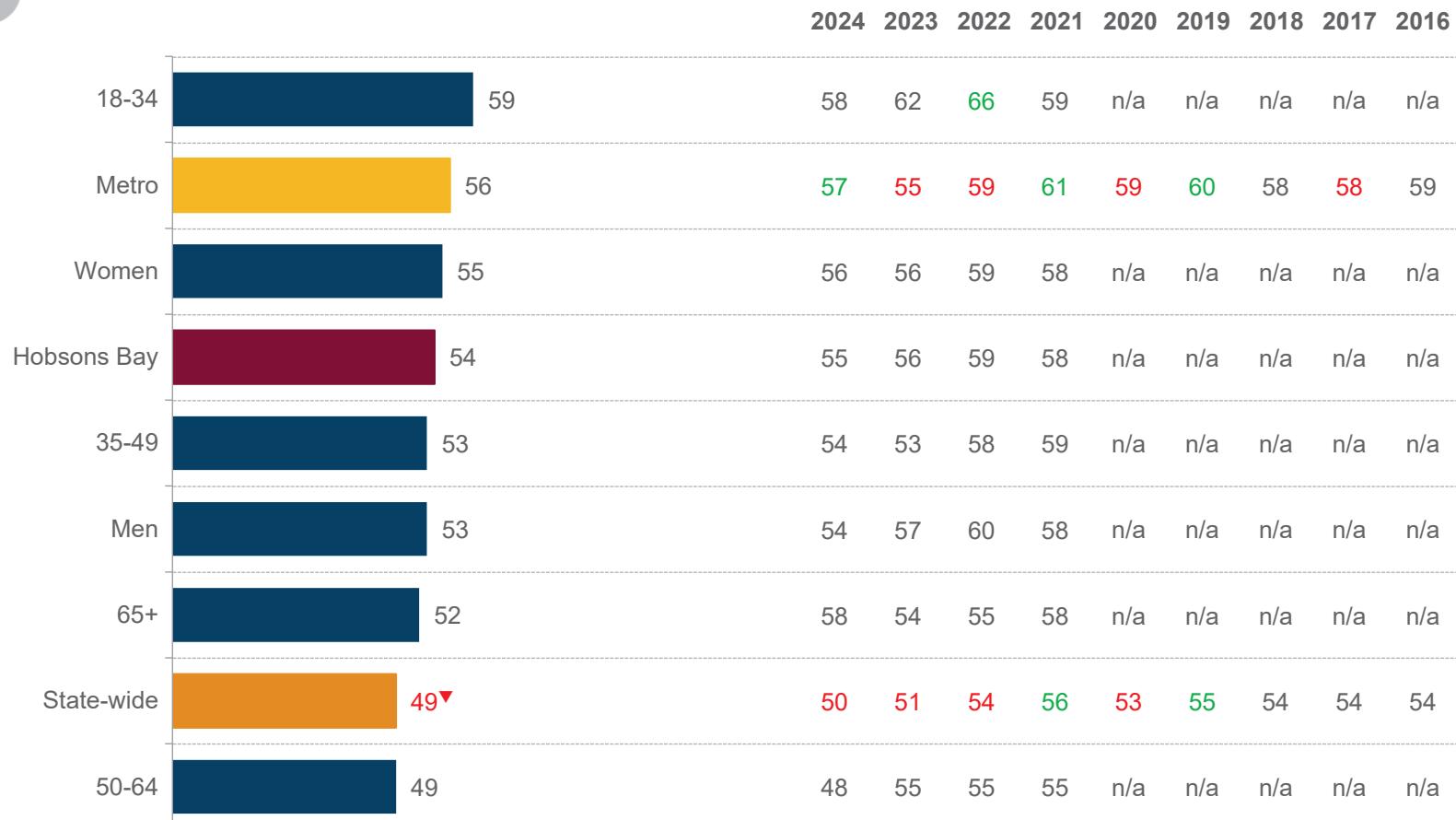


Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

Decisions made in the interest of the community performance



2025 community decisions made performance (index scores)

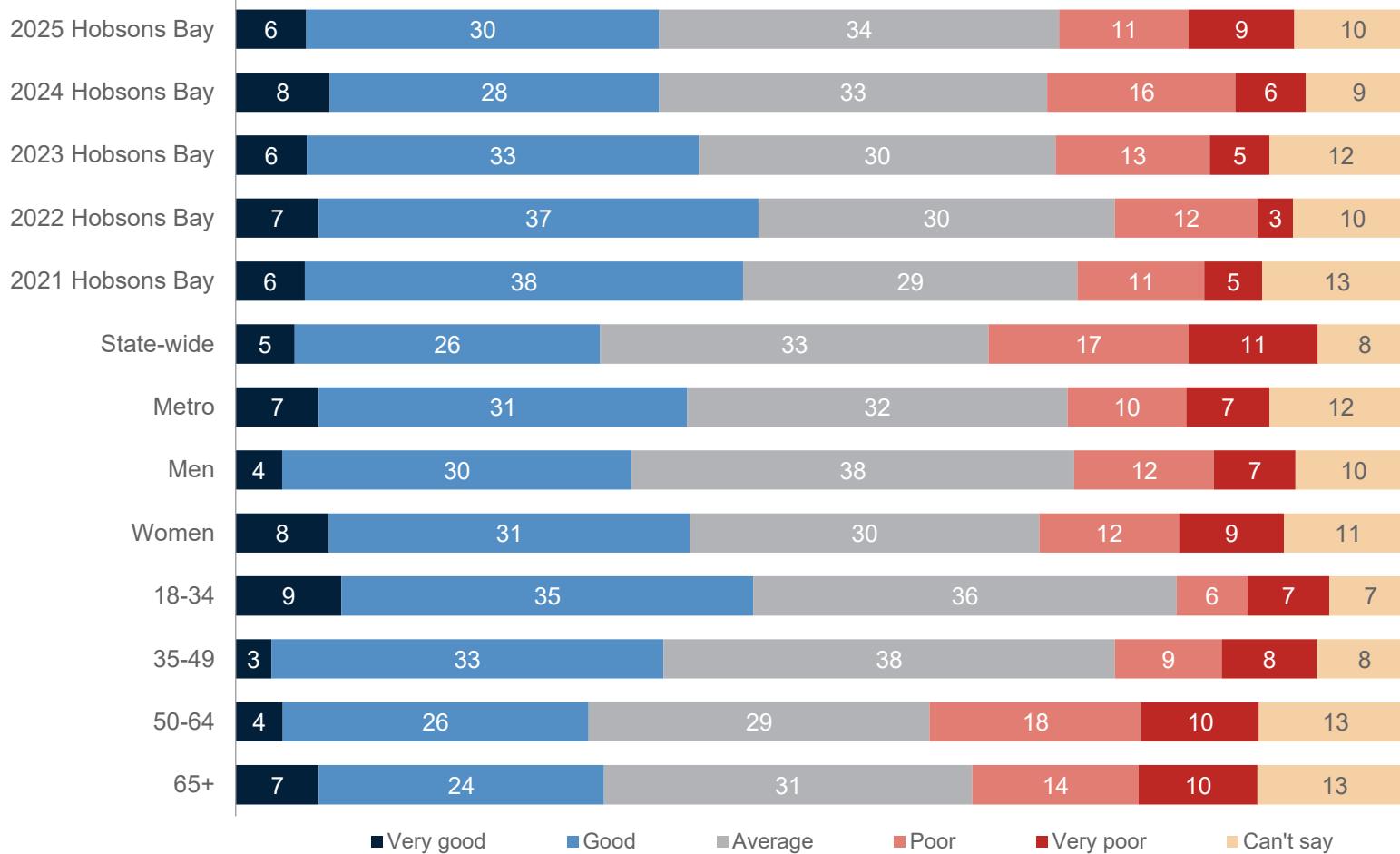


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



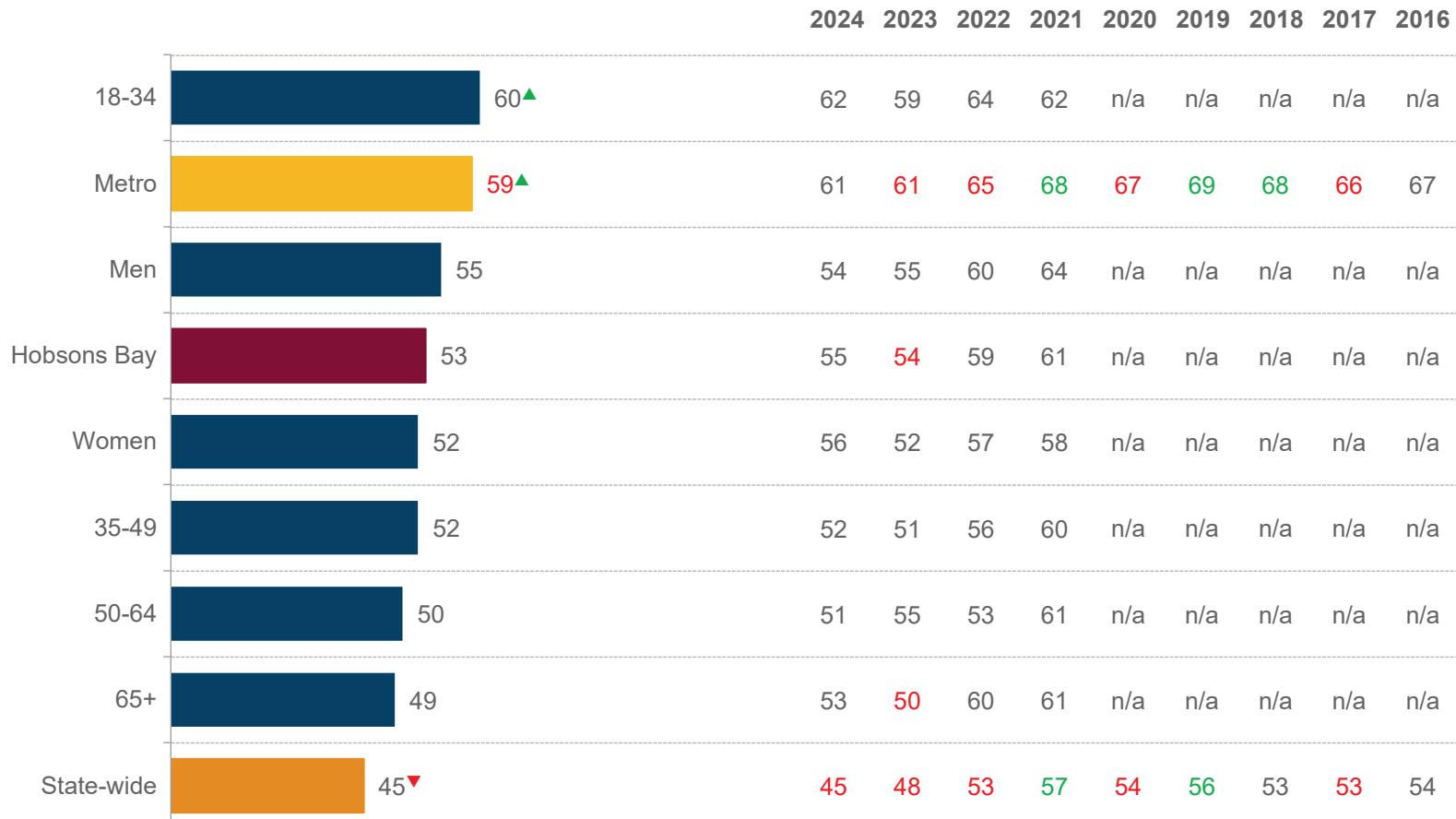
2025 community decisions made performance (%)



The condition of sealed local roads in your area performance



2025 sealed local roads performance (index scores)

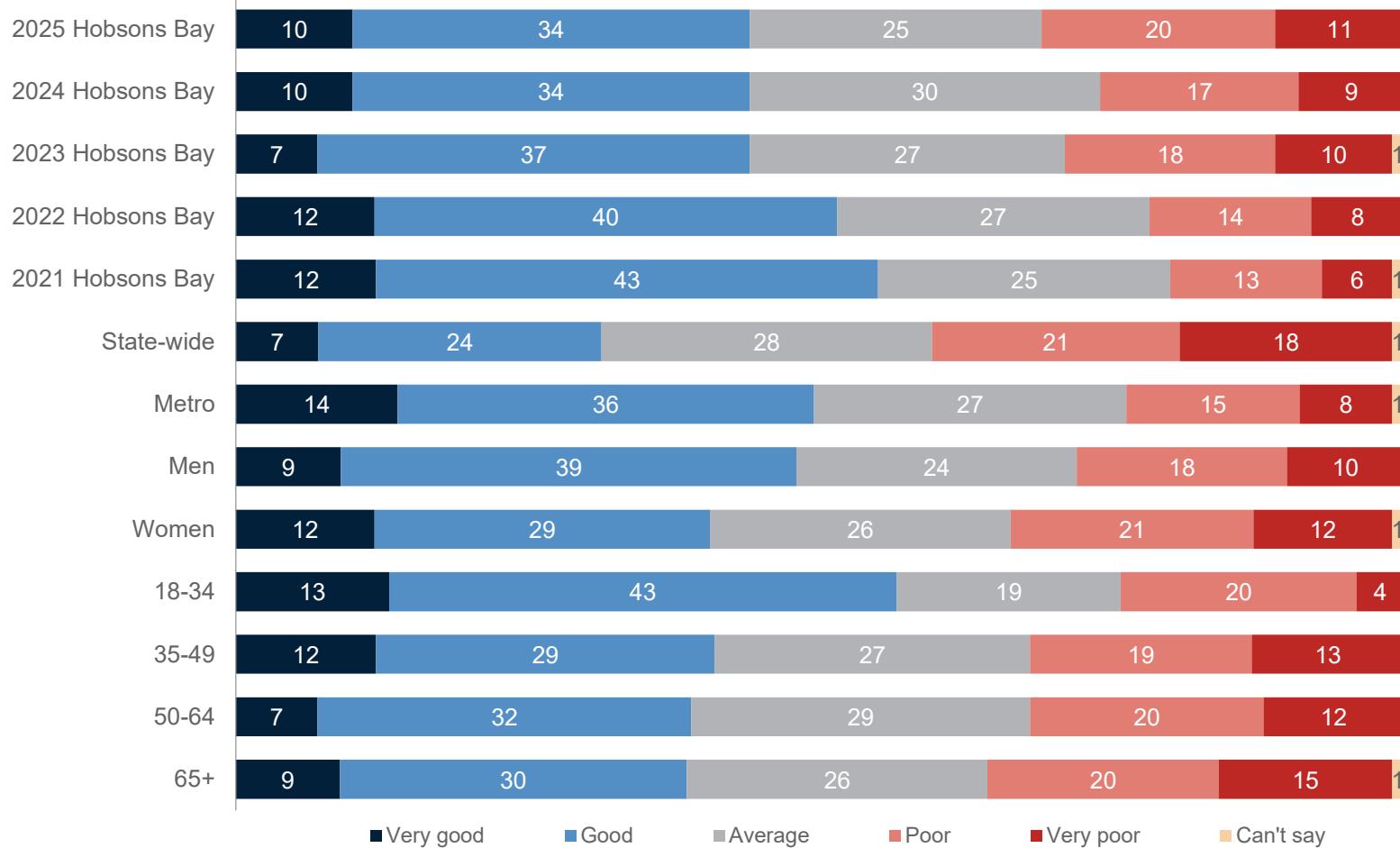


Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2025 sealed local roads performance (%)

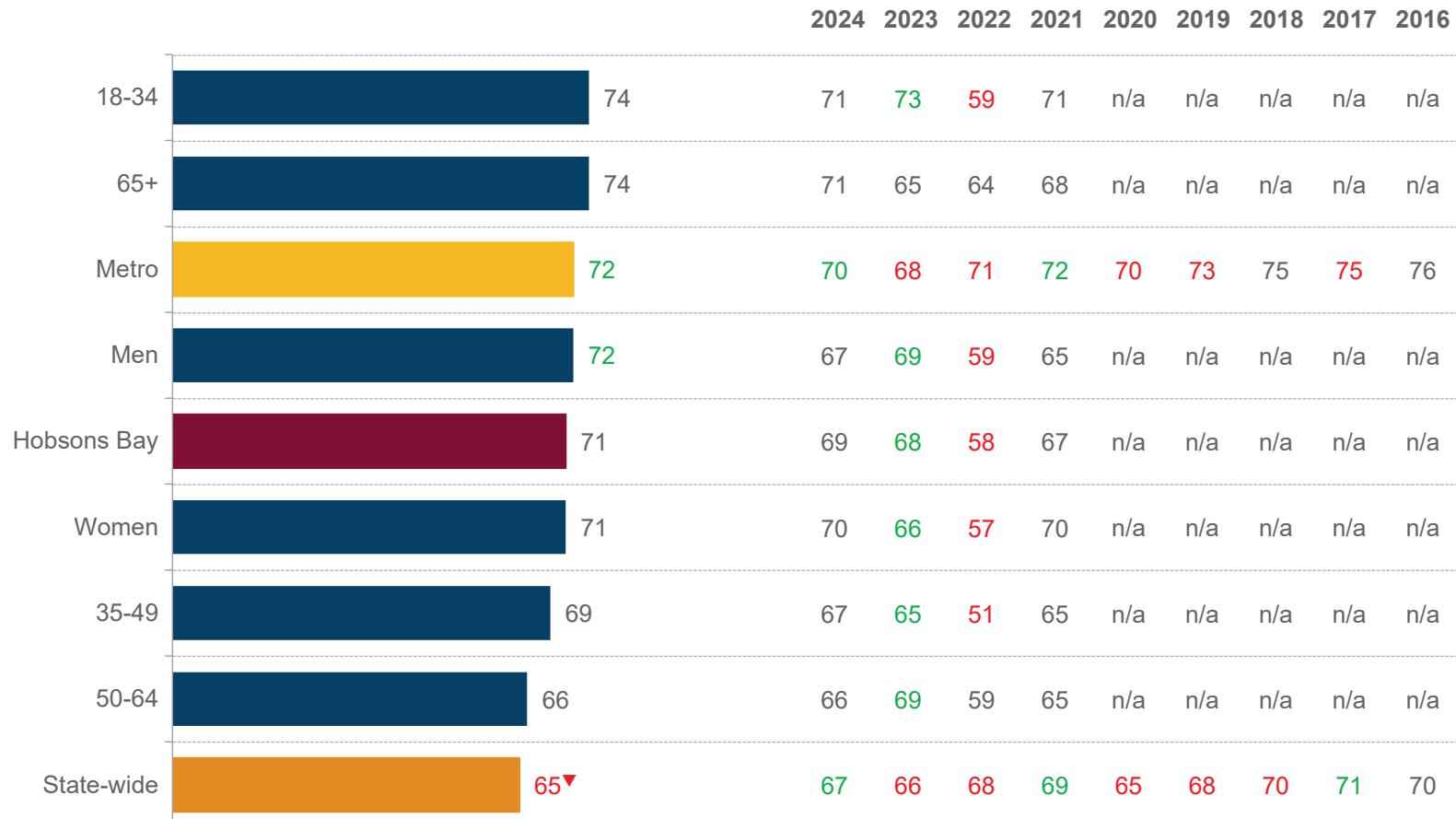




Waste management performance



2025 waste management performance (index scores)



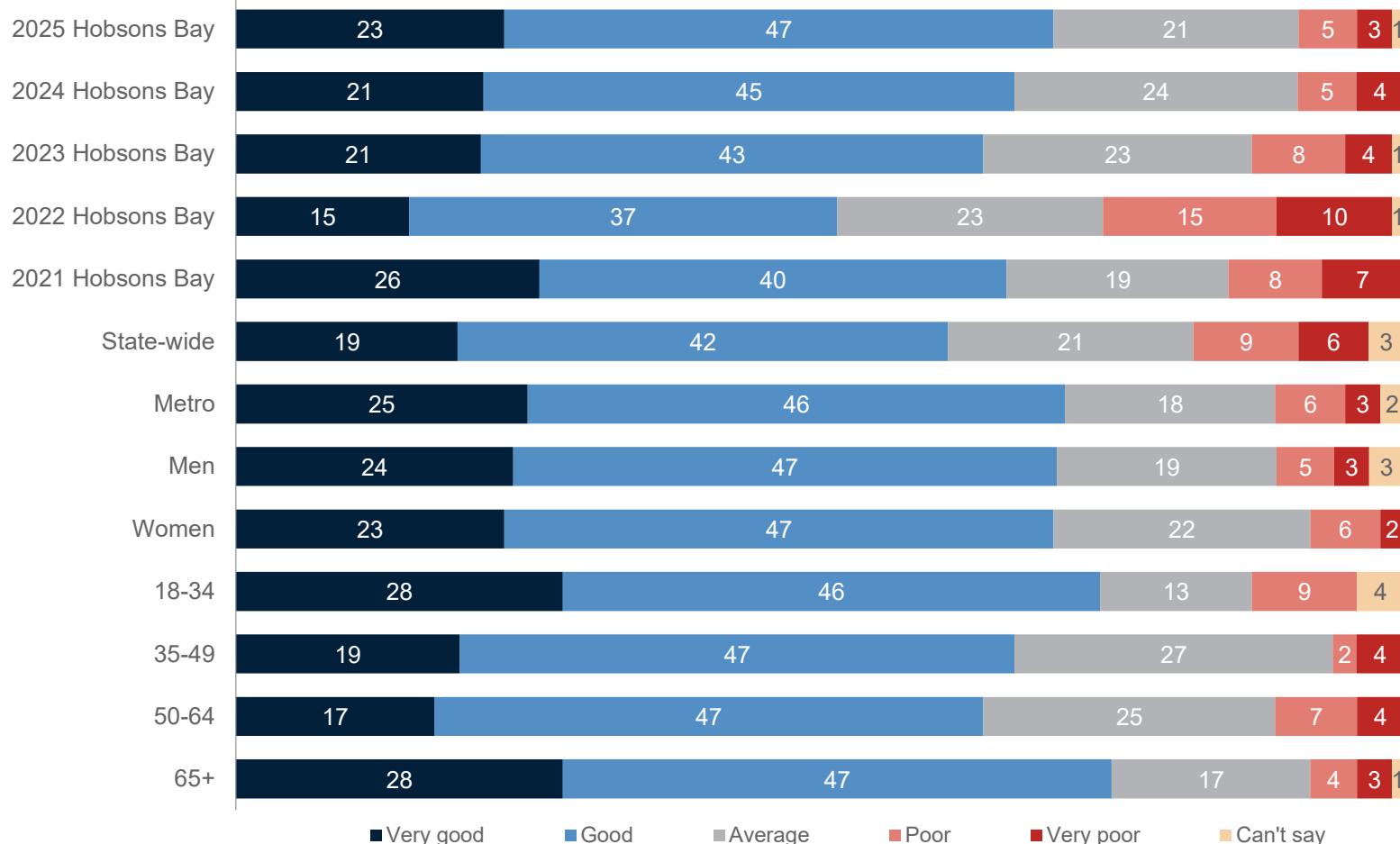
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

Detailed demographics

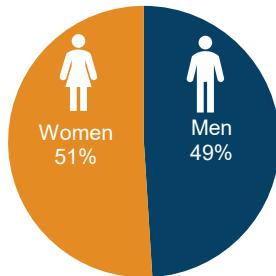




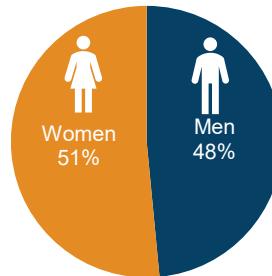
Gender and age profile

2025 gender

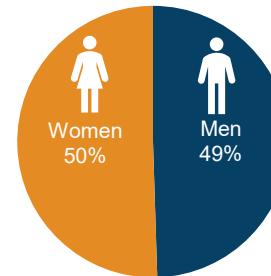
Hobsons Bay



Metro

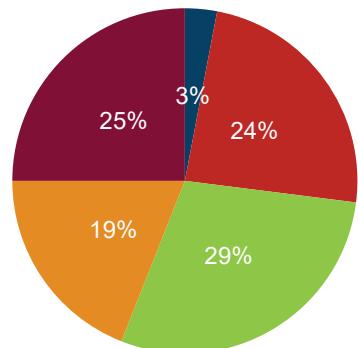


State-wide

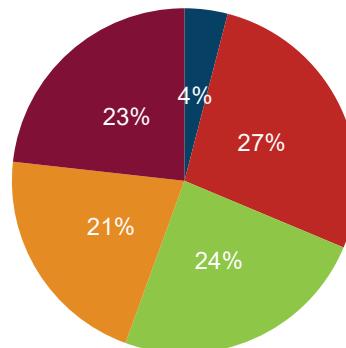


2025 age

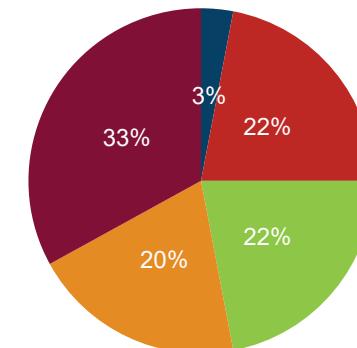
Hobsons Bay



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. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

An "Other" option has been included for gender, hence the results may not add to 100%.

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Hobsons Bay City Council was n=407. 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=407 interviews is +/-4.8% 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 45.2% - 54.8%.

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	407	400	+/-4.8
Men	198	194	+/-7.0
Women	207	203	+/-6.8
18-34 years	46	107	+/-14.6
35-49 years	95	116	+/-10.1
50-64 years	115	77	+/-9.2
65+ years	151	101	+/-8.0



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 2025 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 2025 results are compared with previous years, as detailed below:

- 2024, n=400 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

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 57% mobile phone numbers to cater to the diversity of residents within Hobsons Bay City Council, particularly younger people.

A total of n=407 completed interviews were achieved in Hobsons Bay City Council. Survey fieldwork was conducted in the period of 28th January – 16th March, 2025.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 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 2012-2025 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:

- Boroondara, Glen Eira, Hobsons Bay, Manningham, Maroondah, Melbourne, Stonnington and Whitehorse.

Wherever appropriate, results for Hobsons Bay City Council for this 2025 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: 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 2025 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 2025 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 2025 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: 2025 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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