



2024 Local Government Community Satisfaction Survey

Manningham 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-fifth 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 25 years

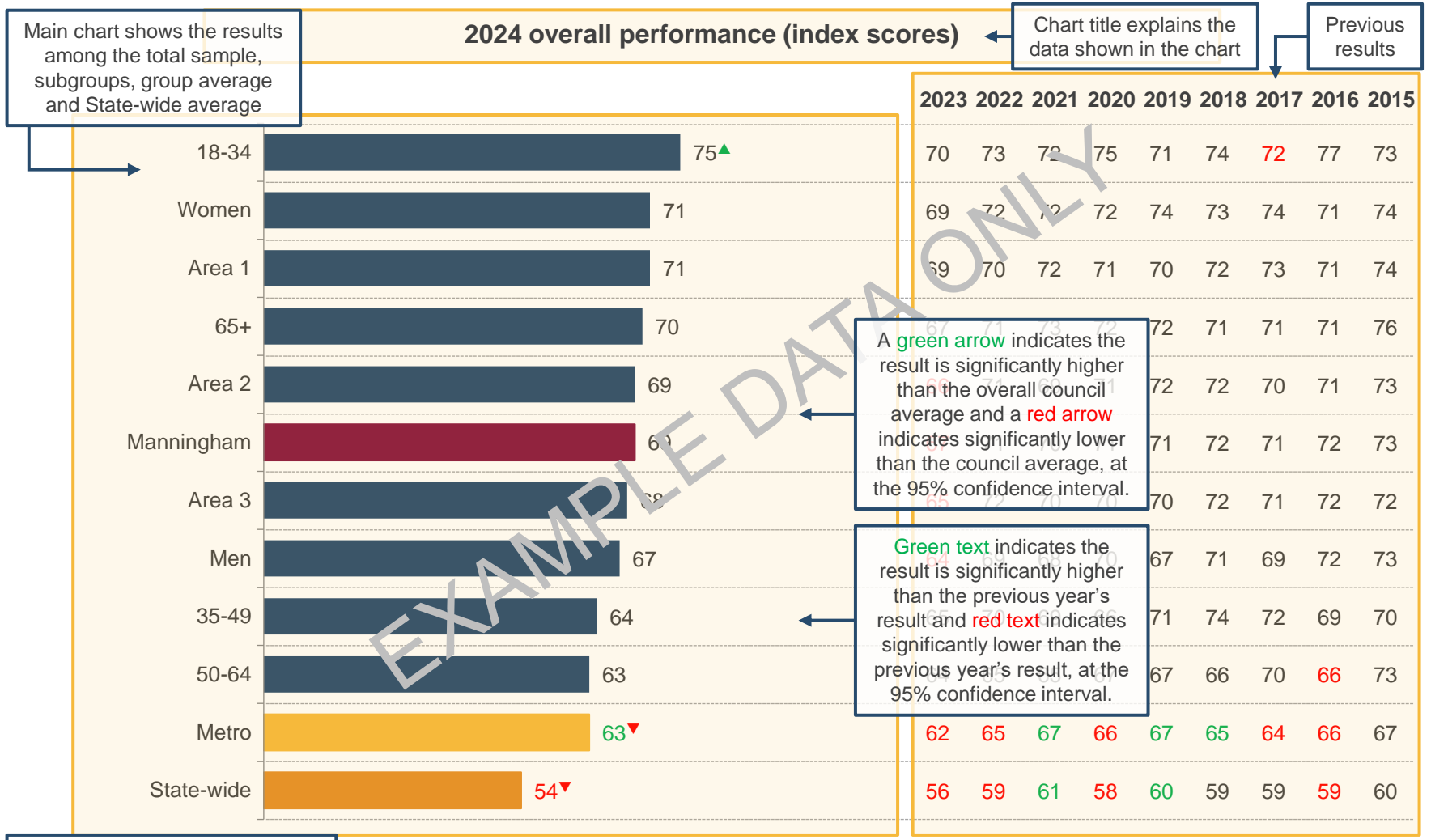
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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



Main chart shows the results among the total sample, subgroups, group average and State-wide average

Chart title explains the data shown in the chart

Previous results

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

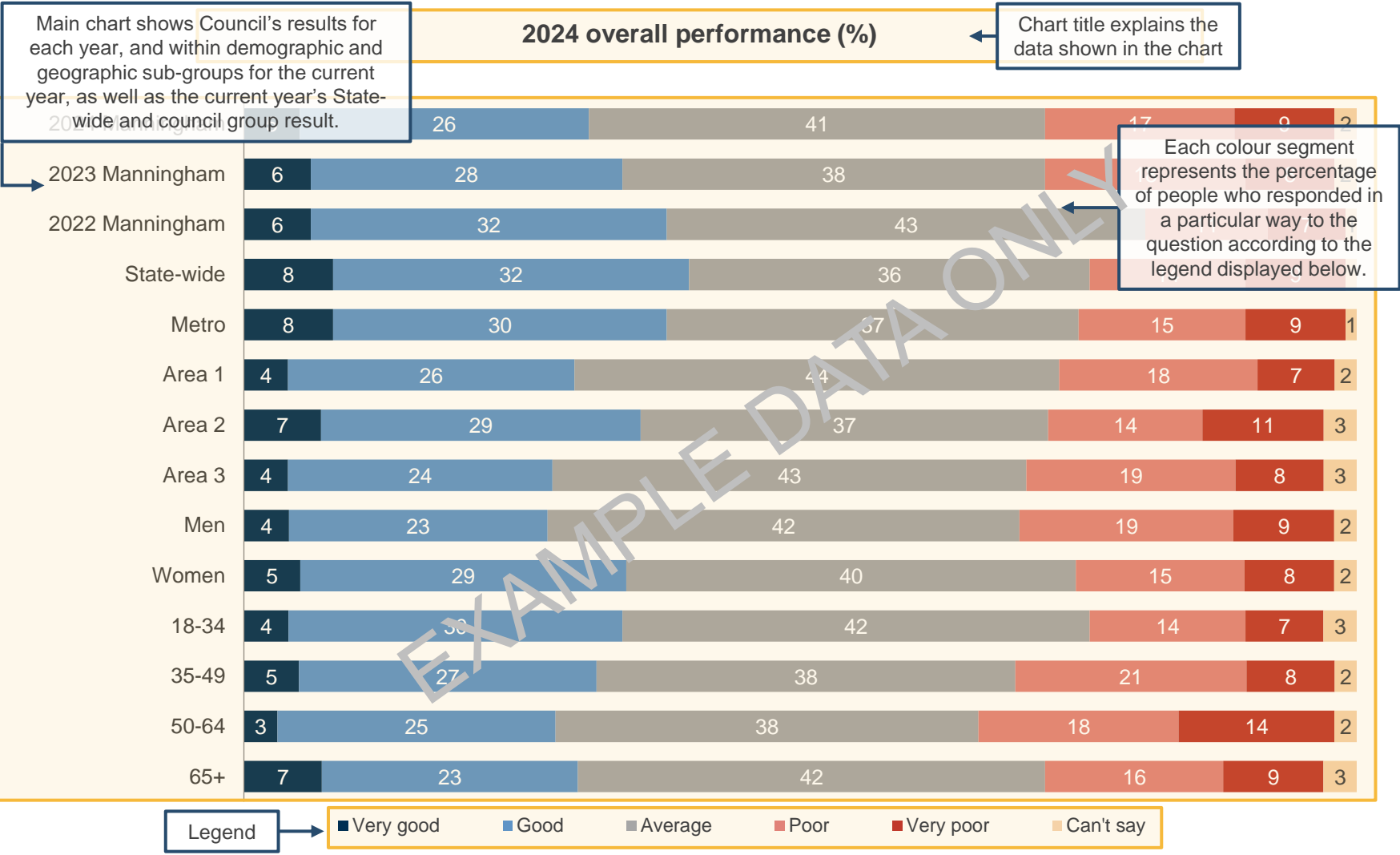
Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Manningham 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: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



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 Manningham 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: 62 Councils asked group: 9

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

Key findings and recommendations



Manningham City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Manningham
63



Metropolitan 63



State-wide 54

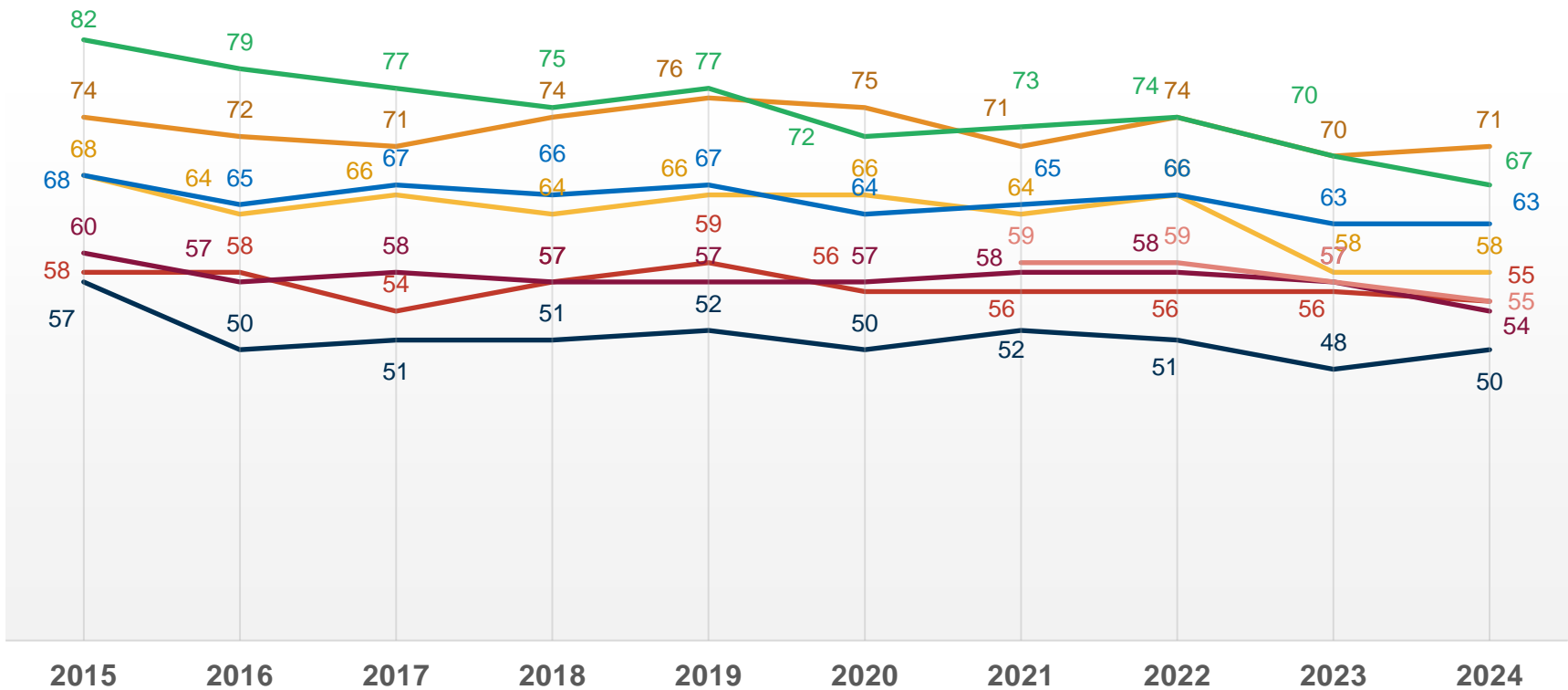
Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	≡ on par
	Recreational facilities	≡ on par
	Waste management	▼ lower
Lowest performing areas		
	Lobbying	≡ on par
	Community decisions	▼ lower
	Customer service	≡ on par



Summary of core measures

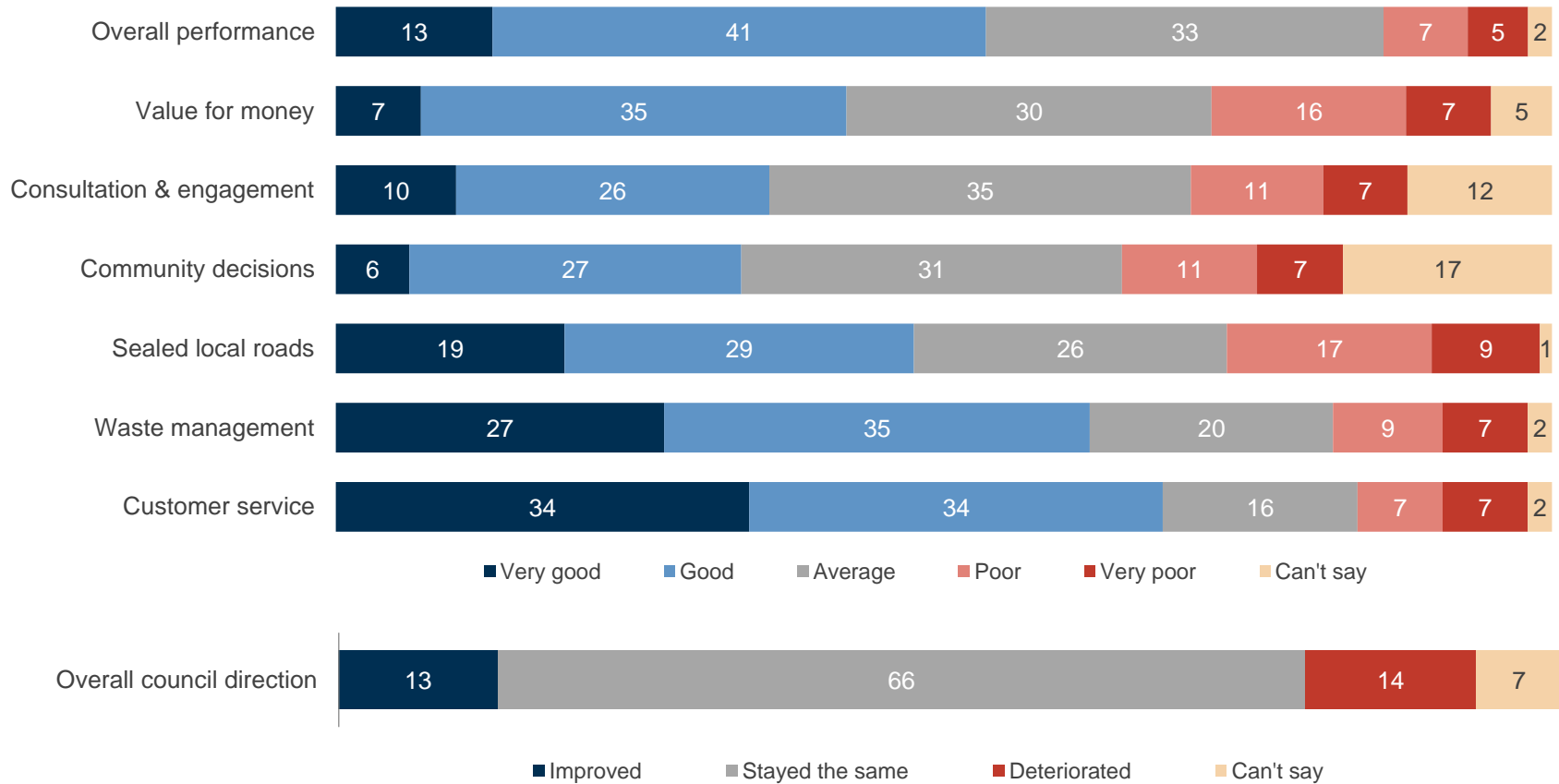
Index scores





Summary of core measures

Core measures summary results (%)












Summary of Manningham City Council performance

Services		Manningham 2024	Manningham 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	63	63	63	54	35-49 years	East of Mullum Mullum Creek residents
	Value for money	55	57	57	48	18-34 years	50-64 years, East of Mullum Mullum Creek residents
	Overall council direction	50	48	49	45	35-49 years	50-64 years
	Customer service	71	70	71	67	50-64 years	East of Mullum Mullum Creek residents
	Art centres & libraries	75	72	76	73	35-49 years	50-64 years, 18-34 years
	Recreational facilities	74	75	74	68	Women	Men
	Waste management	67	70	70	67	65+ years	Men, 35-49 years
	Community & cultural	66	67	69	66	Women	18-34 years, Men
	Environmental sustainability	66	62	65	60	18-49 years West of Mullum Mullum Creek residents	East of Mullum Mullum Creek residents
	Emergency & disaster mngt	66	67	66	65	50-64 years, Women	65+ years



Summary of Manningham City Council performance

Services	Manningham 2024	Manningham 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
 Elderly support services	62	66	64	63	35-49 years	East of Mullum Mullum Creek residents
 Disadvantaged support serv.	62	61	62	58	35-49 years	65+ years
 Sealed local roads	58	58	61	45	18-34 years	East of Mullum Mullum Creek residents
 Bus/community dev./tourism	57	57	57	57	East of Mullum Mullum Creek residents	Men
 Consultation & engagement	55	56	56	51	18-34 years, Women	65+ years, East of Mullum Mullum Creek residents
 Town planning policy	55	49	53	50	35-49 years	50+ years, East of Mullum Mullum Creek residents
 Community decisions	54	57	57	50	35-49 years	East of Mullum Mullum Creek residents
 Lobbying	53	54	54	50	18-34 years	East of Mullum Mullum Creek residents



Focus areas for the next 12 months

Overview

Perceptions of Manningham City Council's overall performance mirror the 2023 result. While overall performance scores in 2023 and 2024 were lower than in previous years, Council has largely maintained positive overall ratings for the past decade. Perceptions of most areas are also in line with 2023 results, with a handful of exceptions. Ratings improved significantly for art centres and libraries, environmental sustainability, and town planning. Council's performance rating declined significantly for elderly support services.

Key influences on perceptions of overall performance

Council should focus foremost on good communication and transparency with residents about decisions made in the community's interest, as it has a stronger influence on views of Council's overall performance and is rated lower than other areas. Consultation and engagement should also remain a focus as part of these efforts. Impressions of Council decision-making and engagement efforts declined among residents aged 65 years and over, the former significantly (alongside a drop in impressions of elderly support services).

Comparison to state and area grouping

Council rates significantly higher than State-wide averages for councils on most measures evaluated. Council rates in line with the Metropolitan group averages in most areas, but significantly below group averages in the areas of waste management, community and cultural activities, and community decisions. Overall however, this is a positive result for Council.

Maintain and build upon improved perceptions

Perceptions of Council's town planning policy improved significantly this year. This is a positive result as town planning has a stronger influence on overall perceptions than other areas. Improved perceptions in this area were underpinned by significantly improved perceptions among those West of Mullum Mullum Creek. East of Mullum Mullum Creek residents rate Council lower in this and a number of service areas and should remain a focus to ensure local concerns are heard and attended to as appropriate.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 63 for Manningham City Council mirrors the 2023 result. Overall performance ratings have been consistently high for most of the past decade, despite experiencing slightly lower scores the past two years.

Council's overall performance continues to rate significantly higher (at the 95% confidence interval) than the State-wide average for councils and in line with the Metropolitan group (index scores of 54 and 63 respectively).

- Performance ratings across individual demographic and geographic cohorts are not significantly different from the Council average.
- Residents aged 65 years and over (index score of 60, down five points) no longer rate Council's overall performance higher than the other cohorts. Impressions among this cohort declined slightly in the past year, along with corresponding decreases in impressions of, but not limited to, community decisions, consultation and engagement, and elderly support services.

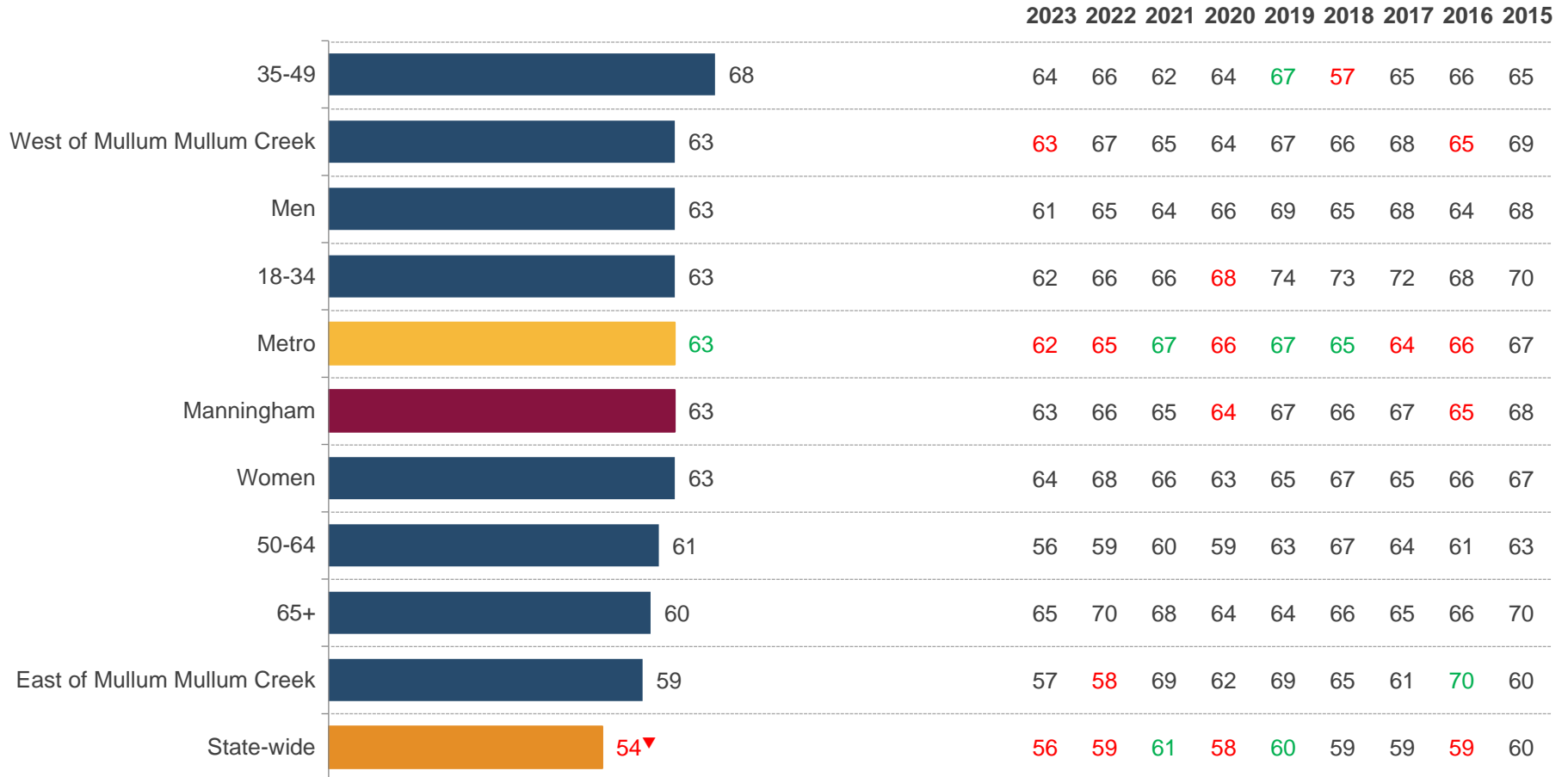
More than four in ten residents (42%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while two in ten (23%) rate Council as 'very poor' or 'poor'. A further third (30%) rate Council as 'average' in terms of providing value for money.





Overall performance

2024 overall performance (index scores)

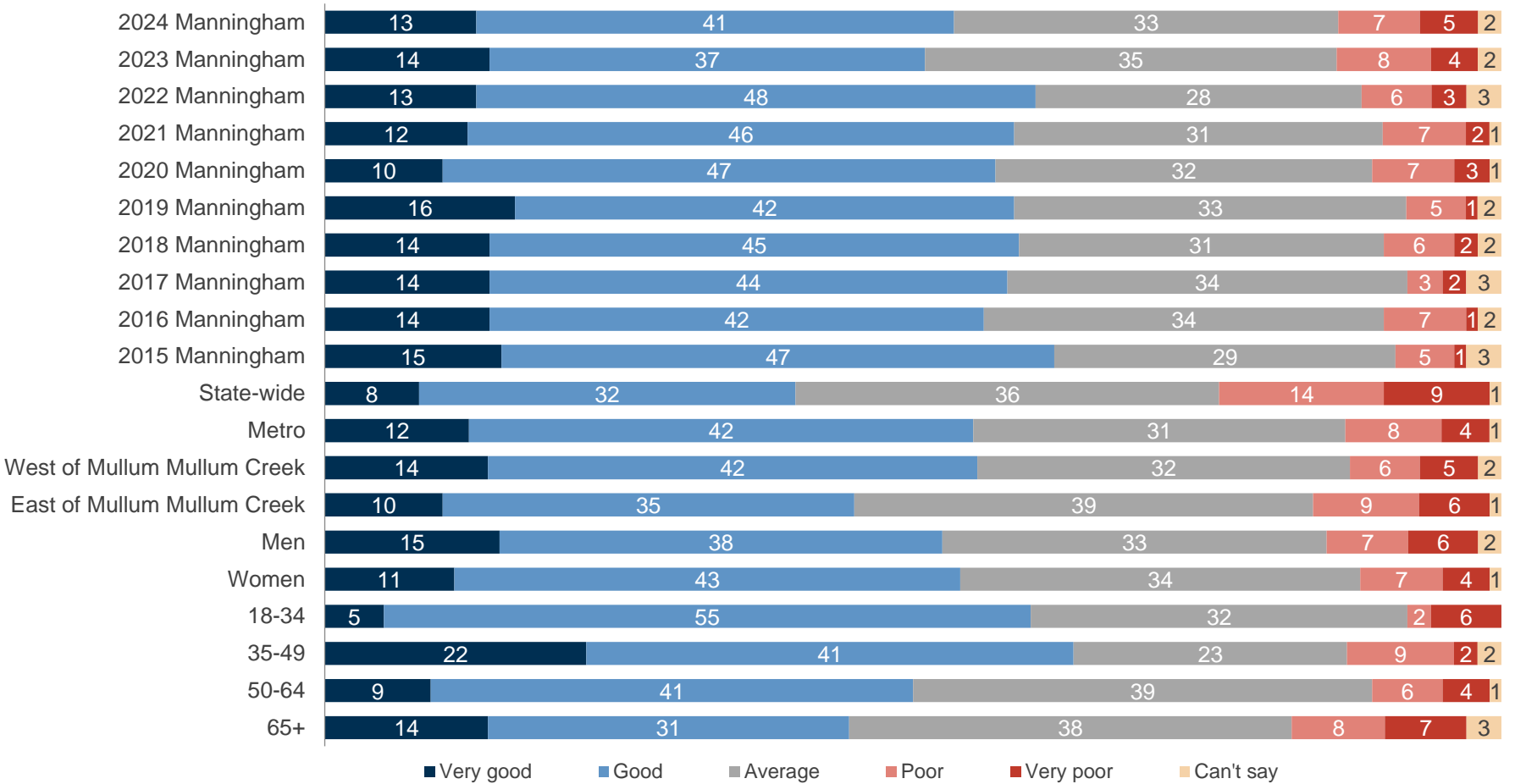


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Manningham City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2024 overall performance (%)

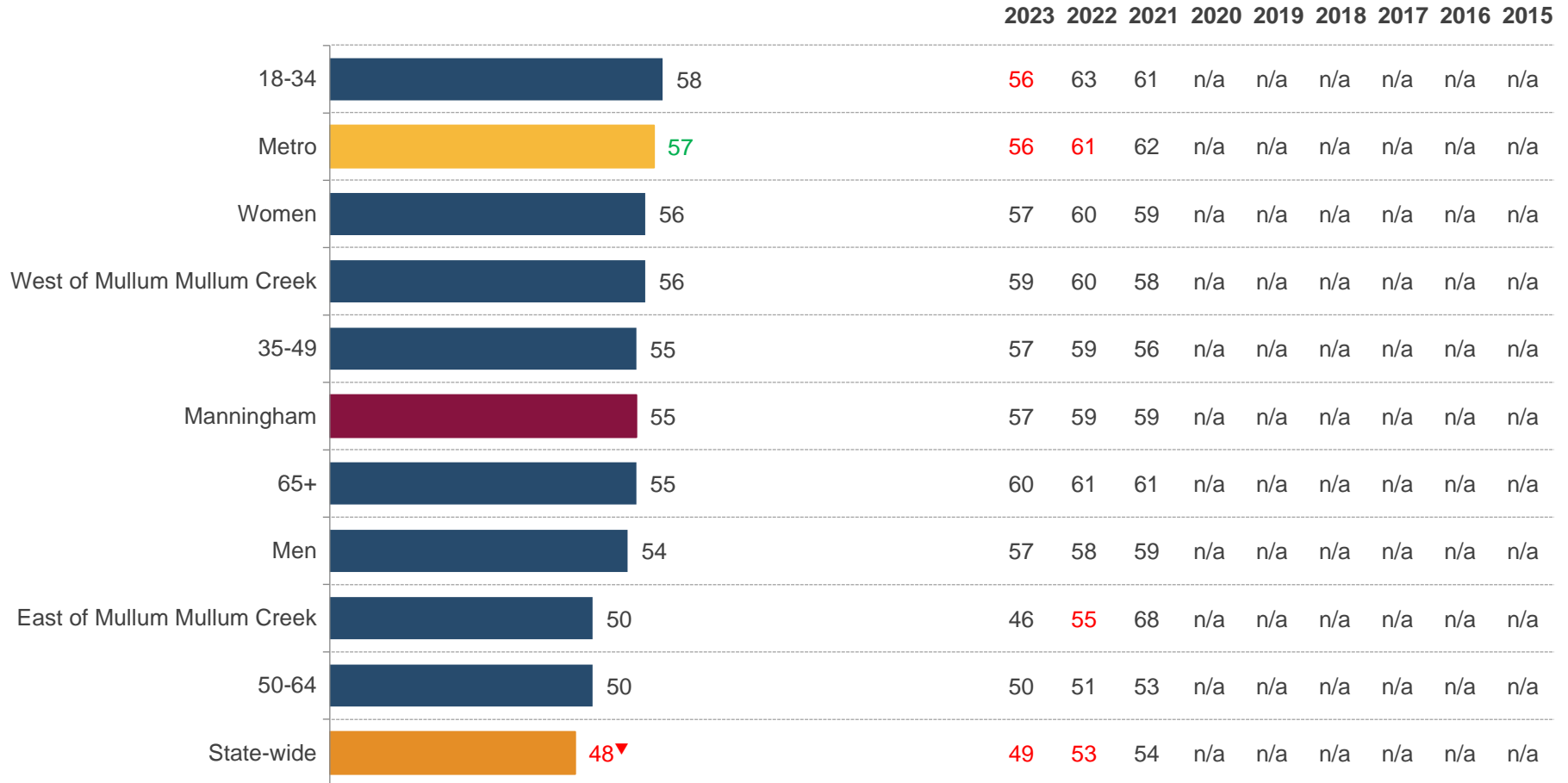


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Manningham City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Value for money in services and infrastructure

2024 value for money (index scores)



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

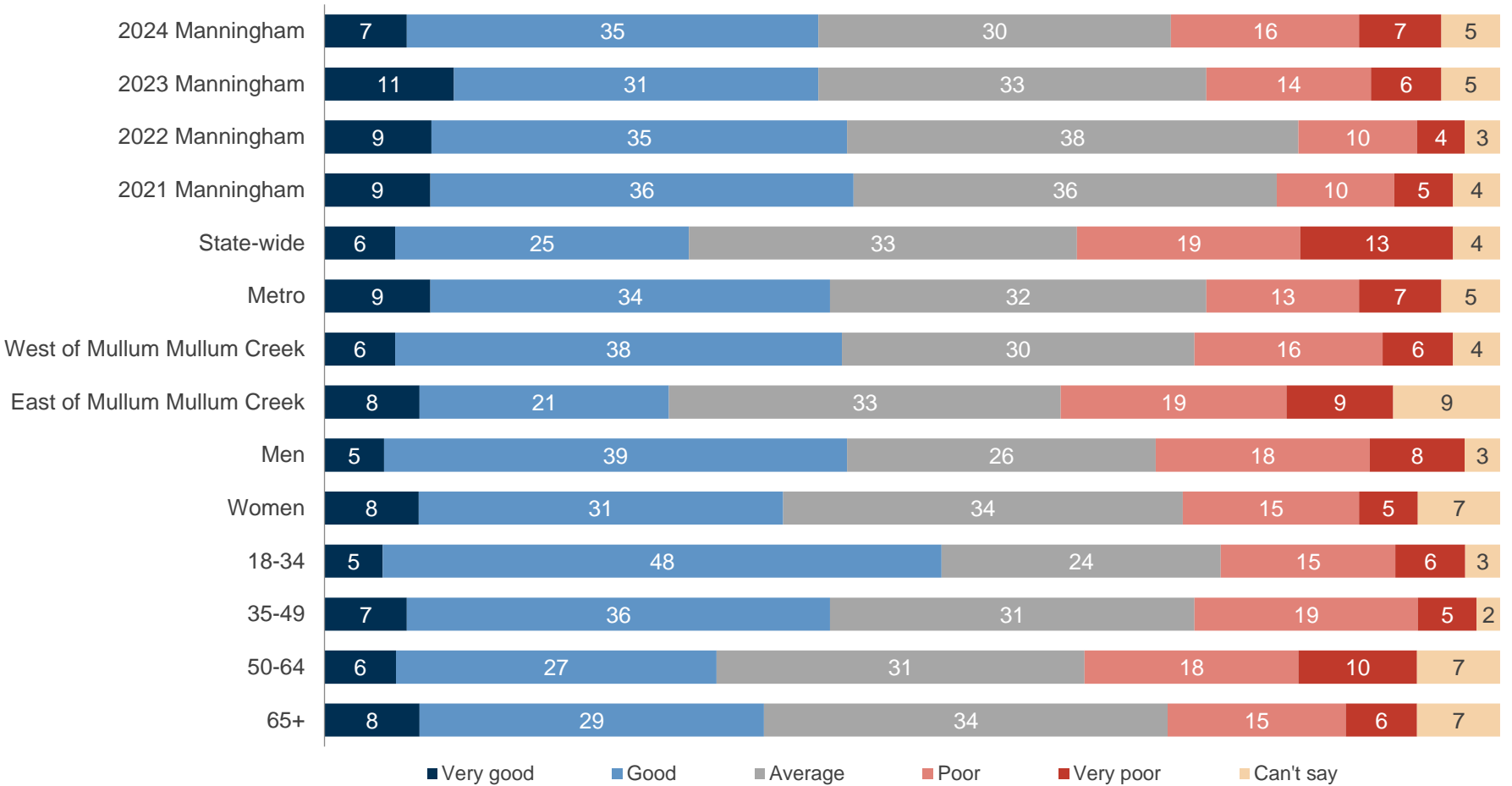
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12



Top performing service areas

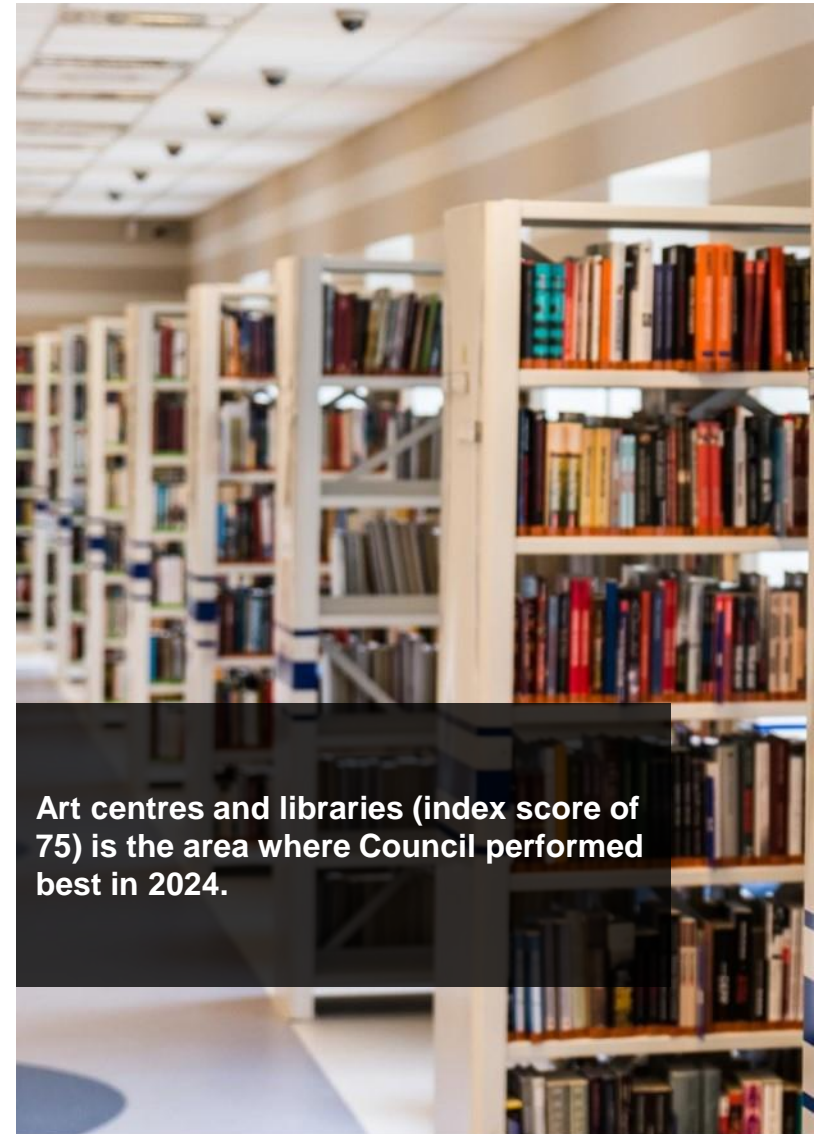
Council performs best in 2024 in the areas of art centres and libraries (index score of 75, up a significant three index points from 2023) and recreational facilities (index score of 74). Council performs significantly higher than State-wide averages, and in line with the Metropolitan group, for both of its top-rated service areas.

In the area of art centres and libraries:

- Residents aged 35 to 49 years (index score of 80, up seven points) rate Council highest and significantly higher than the average.
- Residents of East Mullum Mullum Creek (72, up six points) improved in their impressions of art centres and libraries from last year, bringing ratings in line with the Council average, though the increase is not considered significant.
- Residents aged 18 to 34 and 50 to 64 years (index score of 71 each) rate art centres and libraries lowest.

Council's ratings also improved significantly in the areas of environmental sustainability (index score of 66, up four points) and town planning policy (55, up six index points).

- Perceptions of town planning improved in both geographic locations, but significantly so West of Mullum Mullum Creek. Town planning policy has a strong influence on perceptions of overall performance; Council should seek to maintain and build on its improved performance in this area in the year ahead.



Art centres and libraries (index score of 75) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of lobbying (index score of 53) and community decisions (index score of 54).

Council now rates lowest in the areas of lobbying (index score of 53) and community decisions (54) after having seen improvements in town planning policy in the past year. (Town planning policy previously rated lowest.)

- Council rates significantly higher than State-wide averages for perceptions of decisions made in the interest of the community and lobbying. It rates significantly lower than the Metropolitan group for community decisions and in line with the group for lobbying.

Perceptions of community decisions have a strong influence on perceptions of overall performance and like town planning policy, should remain a priority for Council in the year ahead.

- Residents aged 65 years and over (index score of 53, down six points) declined significantly in their impressions of this service area in the past year.

The related area of community consultation and engagement (index score of 55) is another of Council's lowest rated service areas. Like community decisions, this service area has an influence on perceptions of Council's overall performance. In both of these service areas, Council has performed more strongly in the past.



Individual service area performance

2024 individual service area performance (index scores)

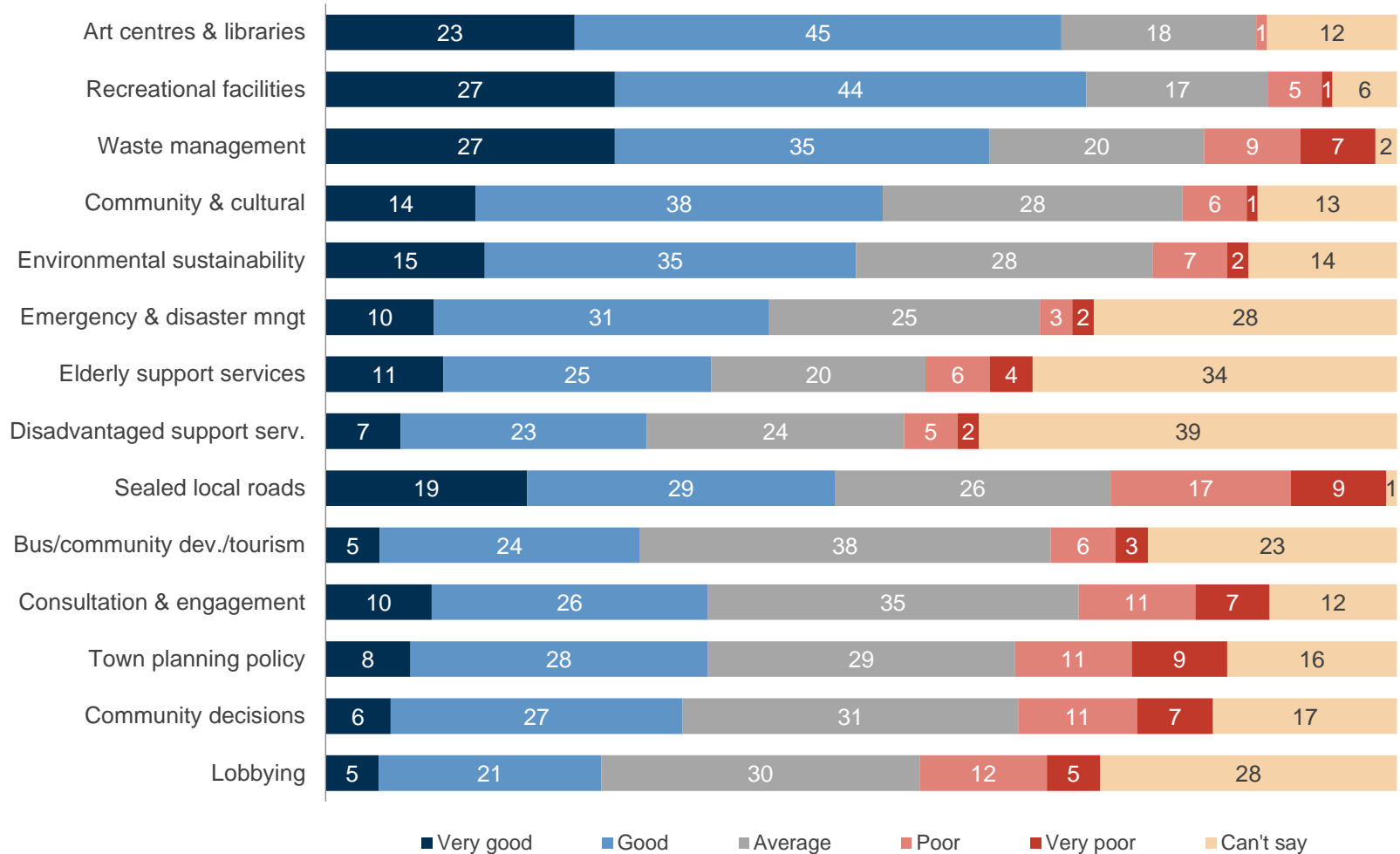
	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Art centres & libraries	75	72	73	72	n/a	n/a	n/a	n/a	n/a	
Recreational facilities	74	75	74	73	74	75	n/a	n/a	76	
Waste management	67	70	74	73	72	77	75	77	79	82
Community & cultural	66	67	63	65	68	71	n/a	n/a	n/a	
Environmental sustainability	66	62	63	62	61	68	67	67	64	n/a
Emergency & disaster mgmt	66	67	68	69	65	72	n/a	n/a	n/a	
Elderly support services	62	66	n/a	68	69	69	68	70	68	71
Disadvantaged support serv.	62	61	63	n/a	n/a	n/a	n/a	n/a	n/a	
Sealed local roads	58	58	66	64	66	66	64	66	64	68
Bus/community dev./tourism	57	57	56	57	58	60	n/a	n/a	n/a	
Consultation & engagement	55	56	56	56	56	59	57	54	58	58
Town planning policy	55	49	52	52	50	51	n/a	n/a	n/a	
Community decisions	54	57	58	58	57	57	57	58	57	60
Lobbying	53	54	55	55	55	57	56	56	54	58

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Individual service area importance

2024 individual service area importance (index scores)

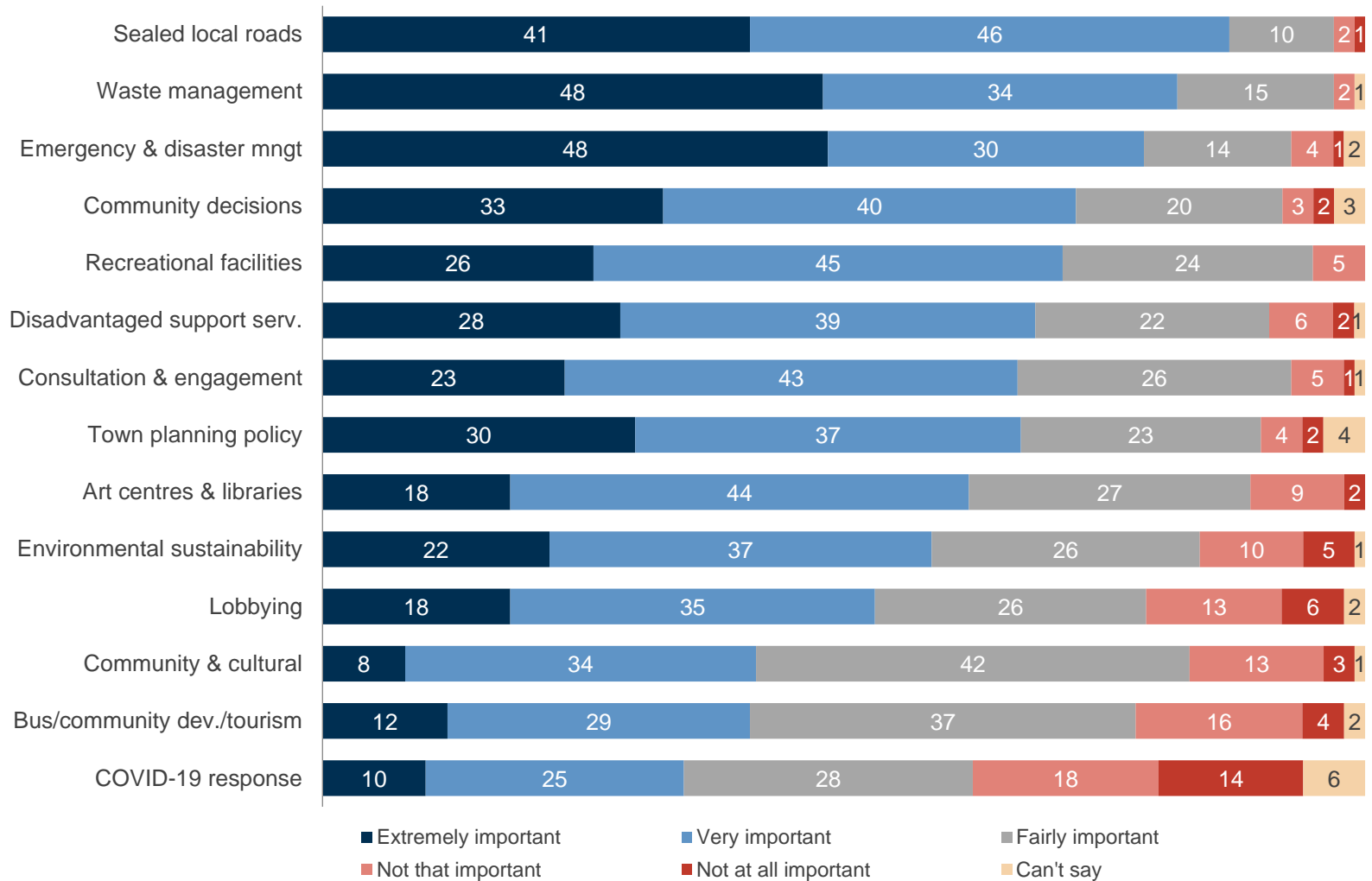
	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Waste management	82	83	85	84	85	81	83	80	83	n/a
Sealed local roads	82	82	79	78	79	78	80	80	77	77
Emergency & disaster mngt	80	78	80	78	78	78	n/a	n/a	n/a	n/a
Community decisions	75	77	80	78	80	78	80	77	80	80
Town planning policy	73	75	75	74	75	73	n/a	n/a	n/a	n/a
Recreational facilities	73	74	74	74	72	69	n/a	n/a	n/a	n/a
Disadvantaged support serv.	72	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	71	74	75	72	73	70	74	74	74	75
Art centres & libraries	67	67	66	68	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	65	71	75	74	75	72	74	n/a	n/a	n/a
Lobbying	62	63	68	65	67	64	66	65	65	65
Community & cultural	58	60	64	63	60	57	n/a	n/a	n/a	n/a
Bus/community dev./tourism	57	57	59	59	57	54	n/a	n/a	n/a	n/a
COVID-19 response	49	54	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2024 individual service area importance (%)

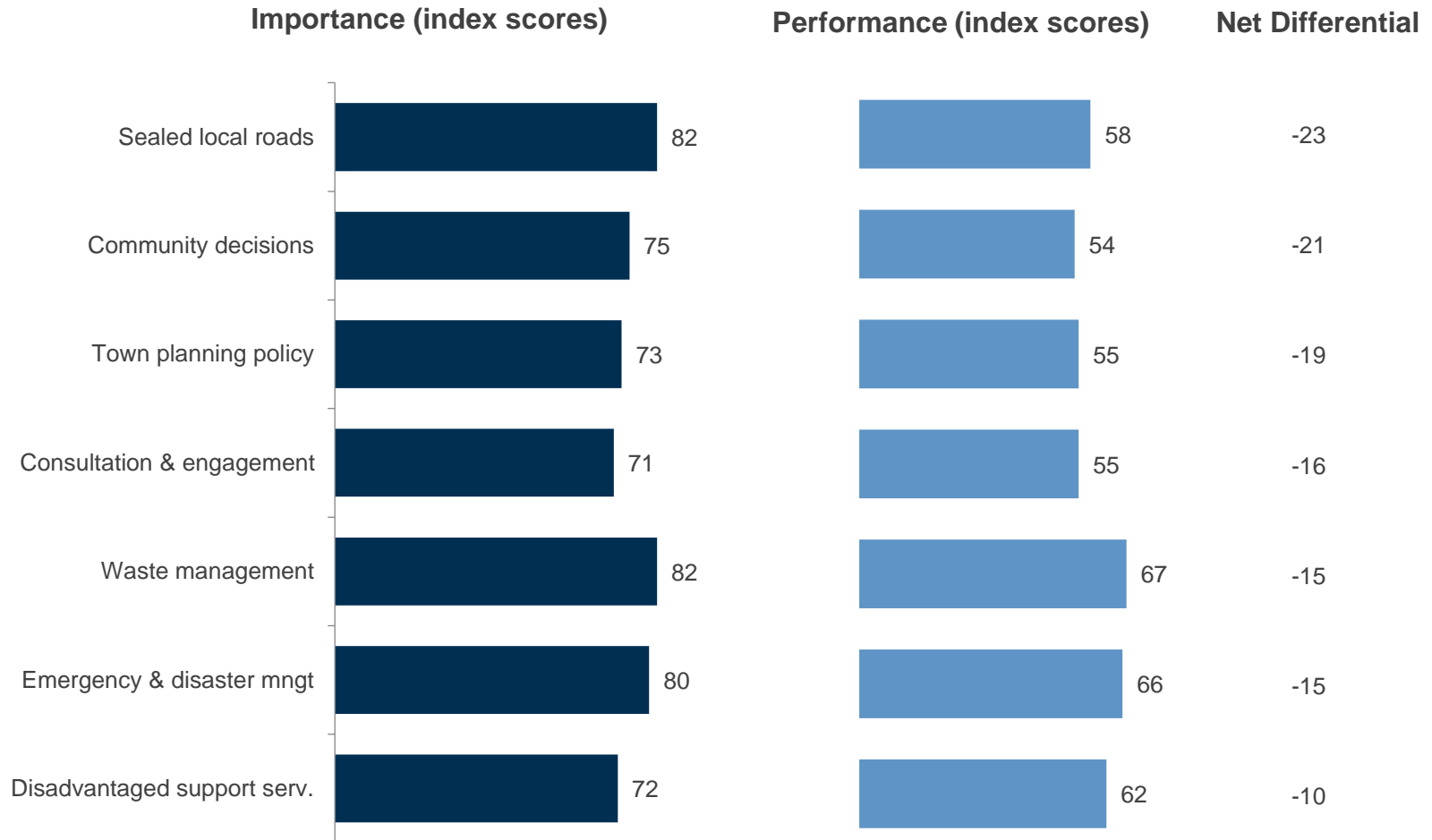


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7



Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



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:

- Town planning.

Good communication with residents to understand their needs and concerns around local planning issues 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:

- Decisions made in the interest of the community
- Waste management
- The condition of sealed local roads
- Community consultation and engagement
- Recreational facilities
- Elderly support services.

Looking at these key service areas only, recreational facilities has a high performance index score (74) and a moderate influence on the overall performance rating.

Council also performs well on waste management (index score of 67), which is a stronger influence on overall perceptions.

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

Service areas where Council performs relatively less well include community decisions, also a strong influence on ratings of overall performance, the related area of consultation and engagement, and the condition of sealed local roads (index scores of 54, 55 and 58 respectively).

A focus on community engagement, transparency in Council decision making and ensuring sealed roads are well maintained can also help to shore up positive perceptions of Council.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

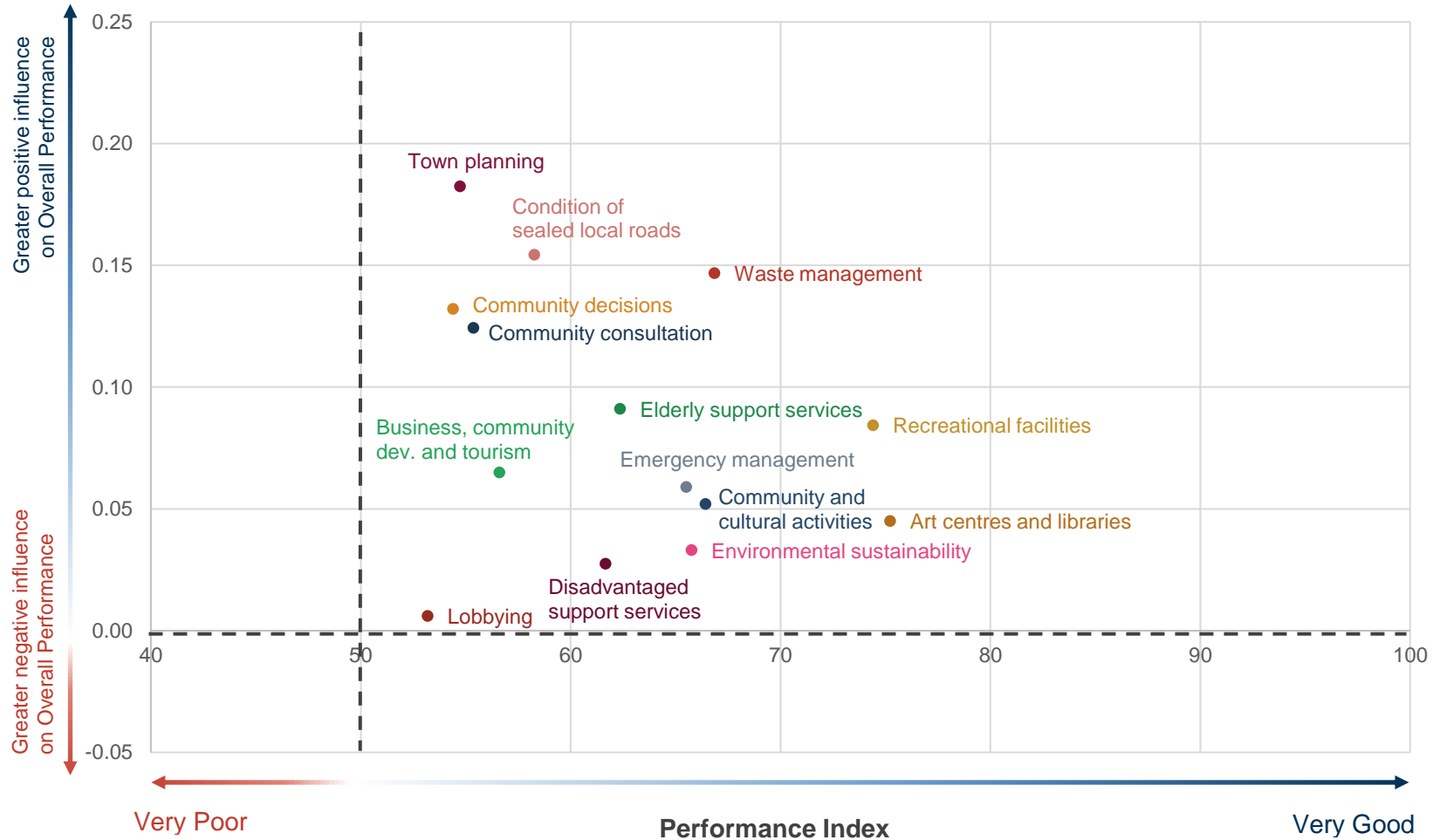
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2024 regression analysis (all service areas)

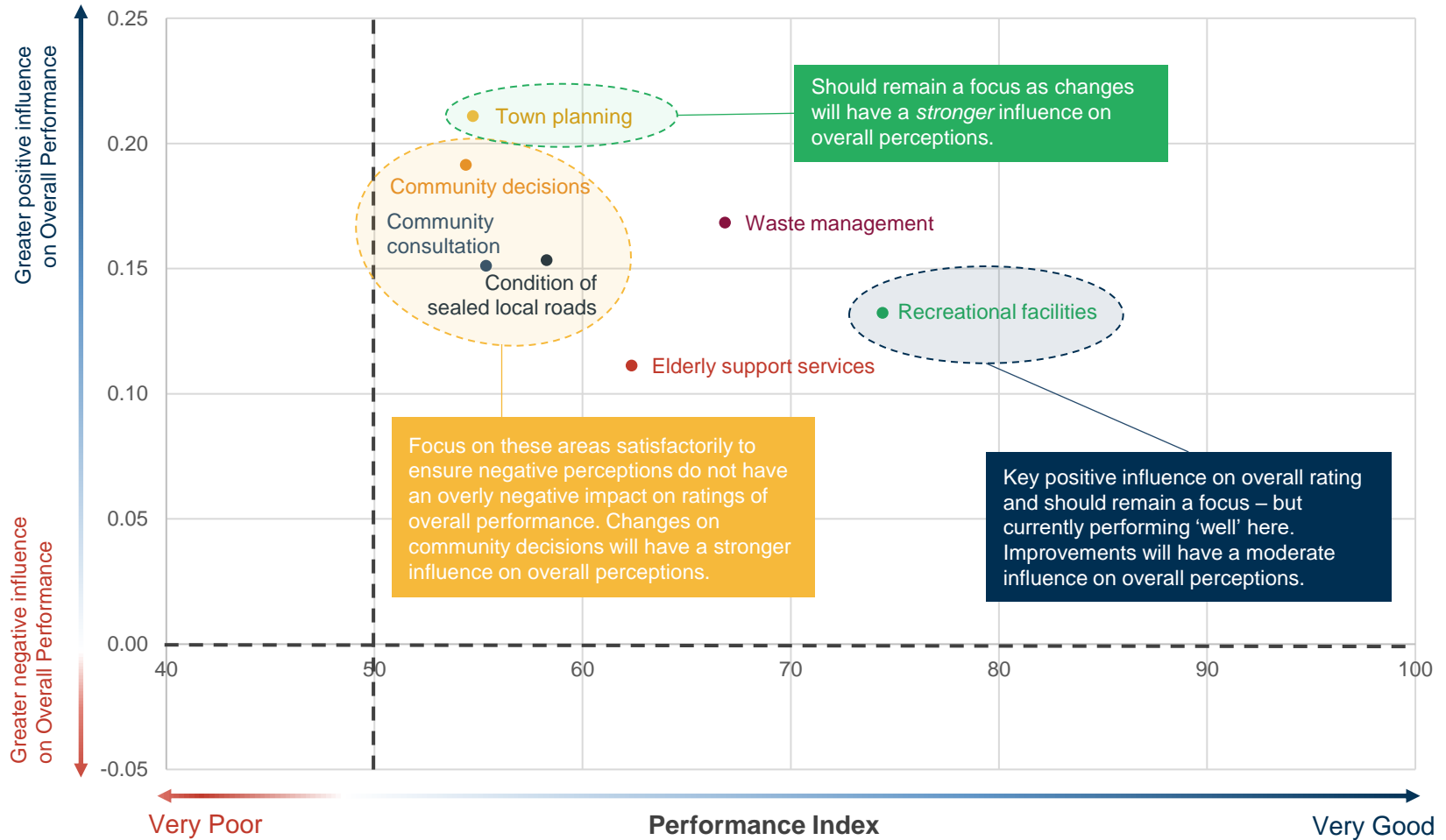


The multiple regression analysis model above (all service areas) has an R^2 value of 0.600 and adjusted R^2 value of 0.585, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.30$. 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

2024 regression analysis (key service areas)

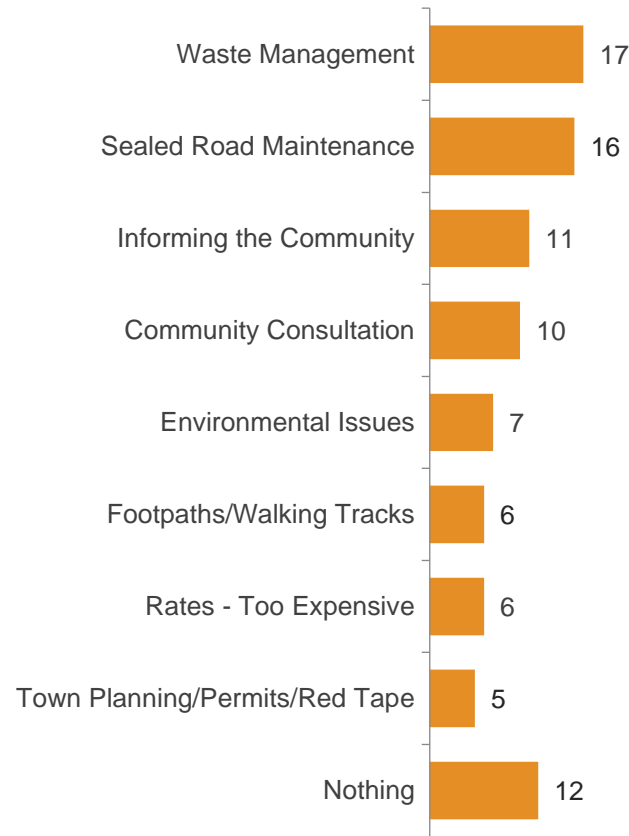


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.584 and adjusted R² value of 0.577, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 78.92.



Areas for improvement

2024 areas for improvement (%)
- Top mentions only -



Q17. What does Manningham City Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 10
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

More than half of residents (57%) had contact with Council in the last 12 months – six percentage points lower than last year (noting that rate of contact has been relatively stable over time).

Residents aged 50 to 64 years (72%) had contact with Council at a significantly higher rate than the average. Residents aged 18 to 34 years had the lowest rate of contact (48%).



Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 34% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 71 is in line with the 2023 result (index score of 70). Council's customer service rates in line with the Metropolitan group and significantly higher than the State-wide average.

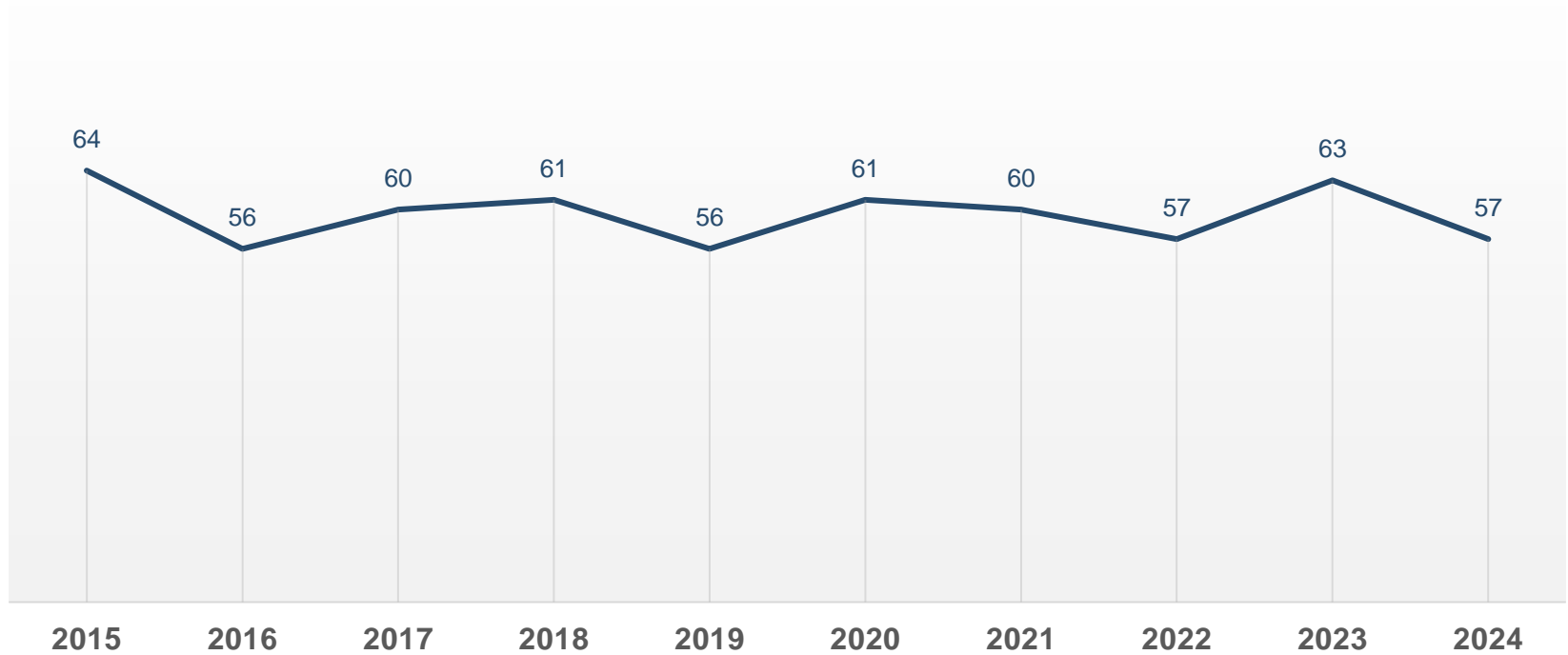
Promisingly, among those who had contact with Council, two thirds (68%) provide a positive customer service rating of 'very good' or 'good'.

- Residents located East of Mullum Mullum Creek (index score of 59) rate customer service significantly lower than the average. Ratings of Council's customer service among this cohort are at a 10 year low.
- Residents East of Mullum Mullum Creek rate customer service 14 points lower than their counterparts West of Mullum Mullum Creek (index score of 73).
- Residents aged 50 to 64 years had the highest rate of contact with Council in 2024 but also rate Council highest for its customer service (index score of 75).



Contact with council

2024 contact with council (%)
Have had contact



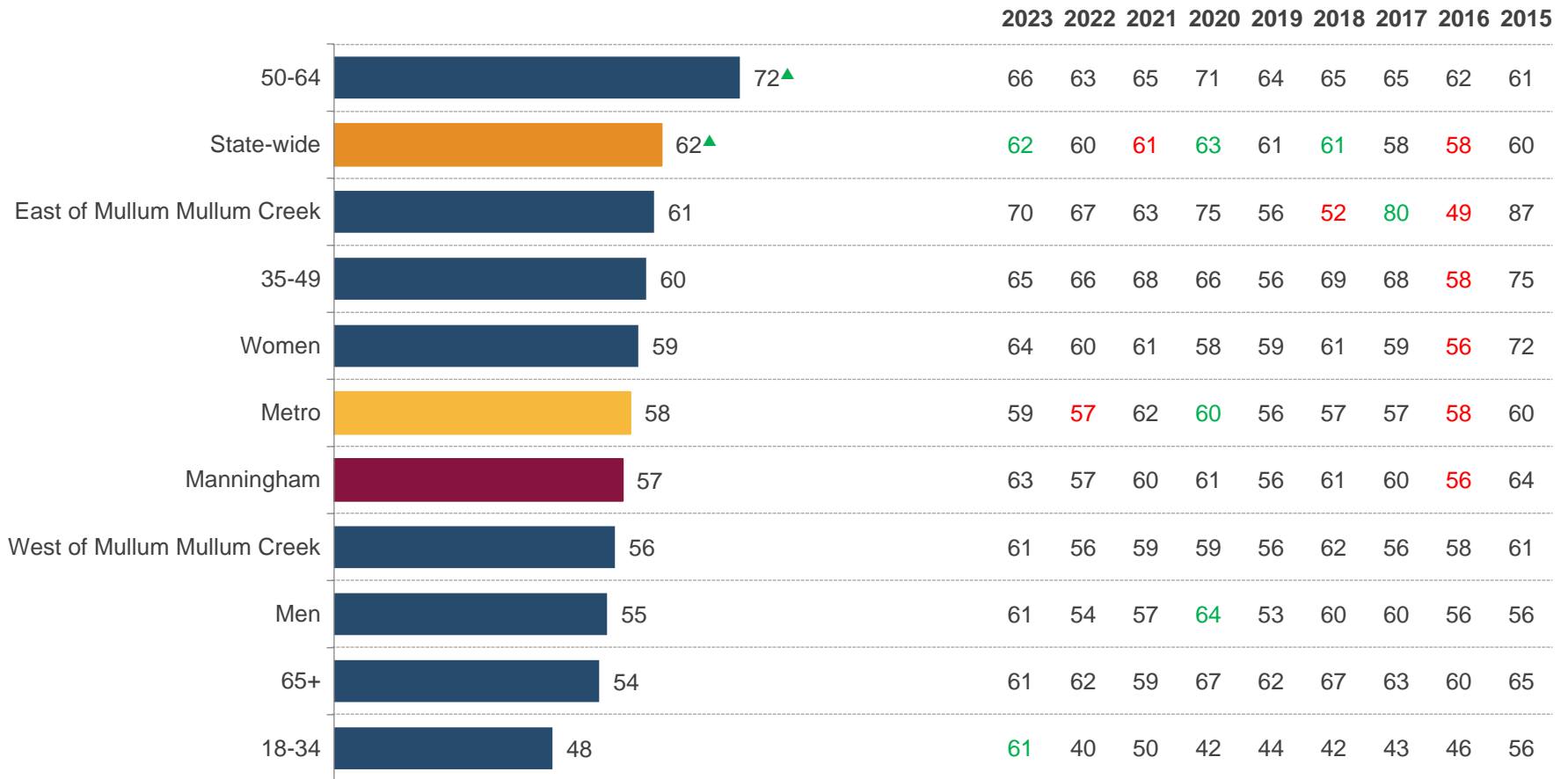
Q5. Over the last 12 months, have you or any member of your household had any contact with Manningham City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6



Contact with council

2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Manningham City Council?
 This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

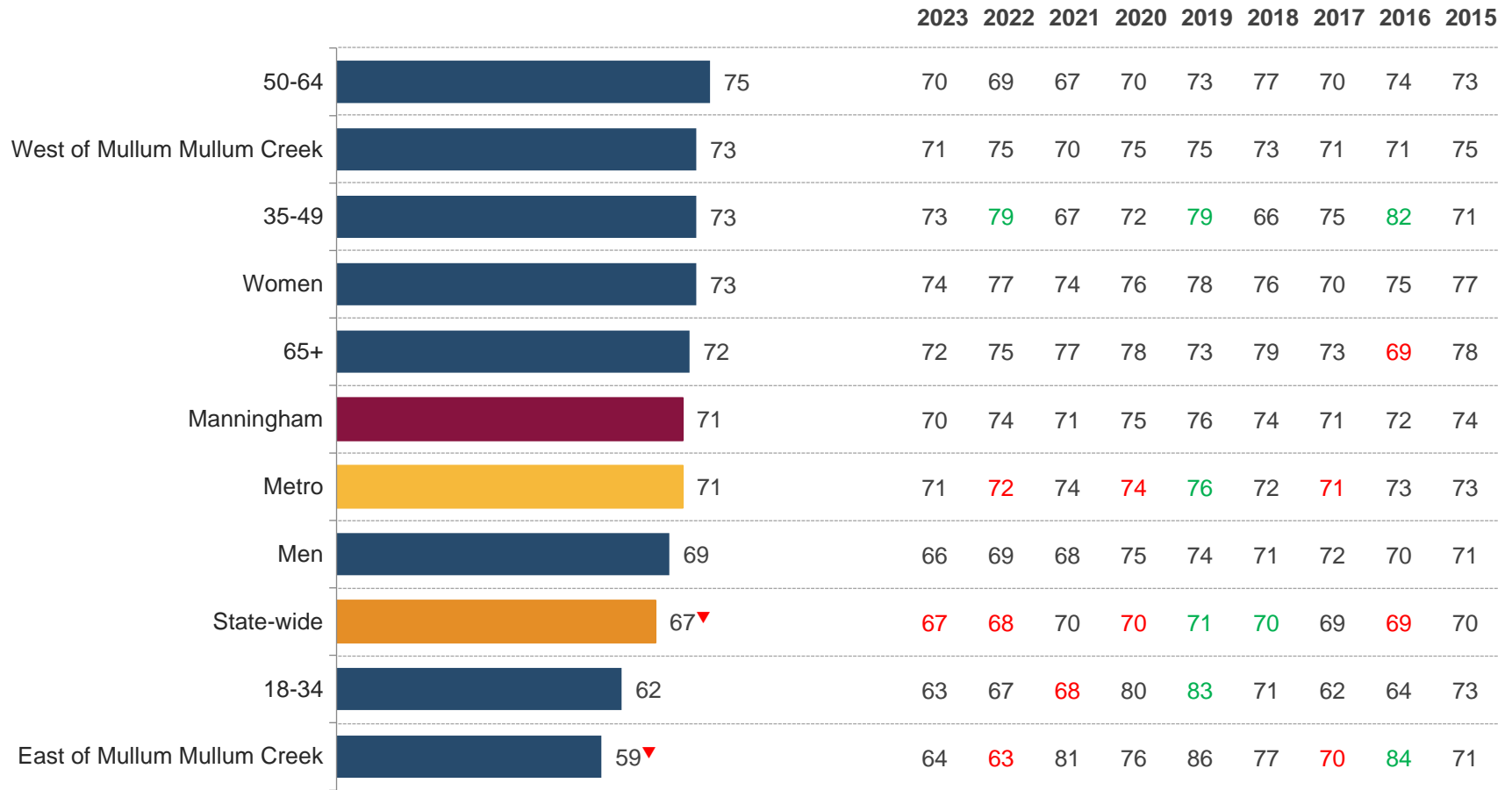
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

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



Customer service rating

2024 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Manningham 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.

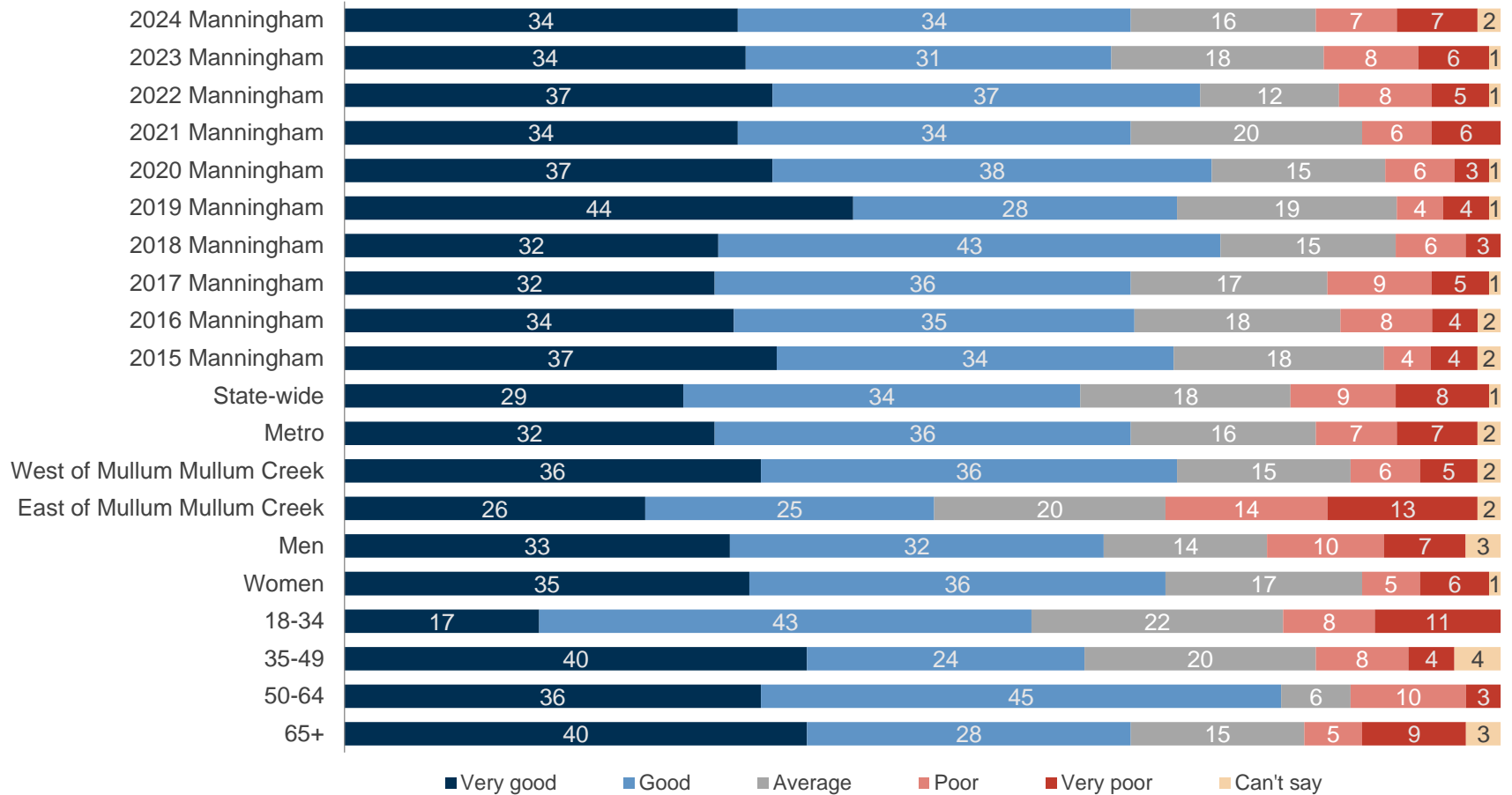
Councils asked State-wide: 62 Councils asked group: 13

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



Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Manningham 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: 62 Councils asked group: 13



Communication

Communication

Residents have equal preference for a Council newsletter sent via email as one sent via mail (35% each) as a means of being informed about Council news and information and upcoming events.

Preference for a Council newsletter sent via mail declined by nine percentage points in the last year, while preference for a newsletter sent via email increased by six percentage points.

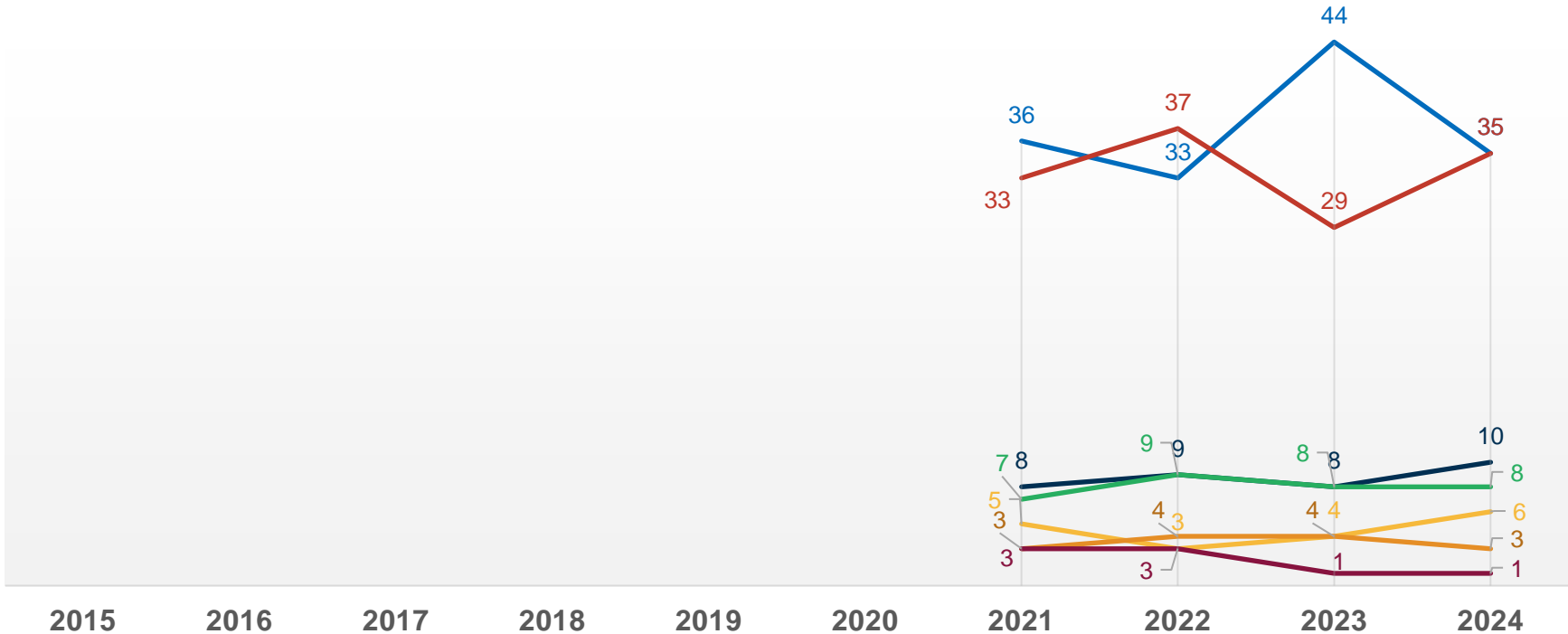
- Among residents aged under 50 years, Council newsletters sent via email (35%) are preferred over mail (26%). Preference for mailed communications declined by eight percentage points from last year. There continues to be some appetite for communications via social media (15%) and text message (13%).
- Mailed newsletters (43%) also declined in popularity among those aged 50 years and over, though they continue to outrate emailed newsletters (34%) among this age group. There is little appetite for any other forms of communication tested.





Best form of communication

2024 best form of communication (%)

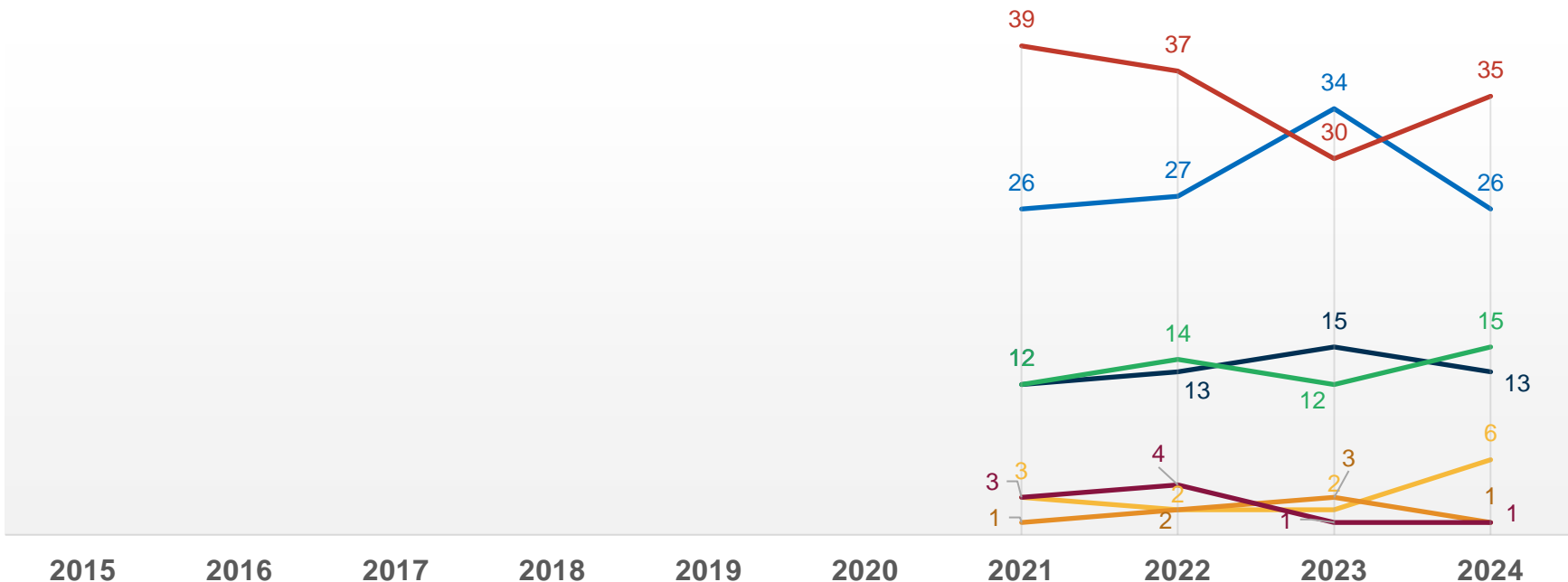


Q13. If Manningham City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10



Best form of communication: under 50s

2024 under 50s best form of communication (%)



Q13. If Manningham 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: 38 Councils asked group: 10



Best form of communication: 50+ years

2024 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



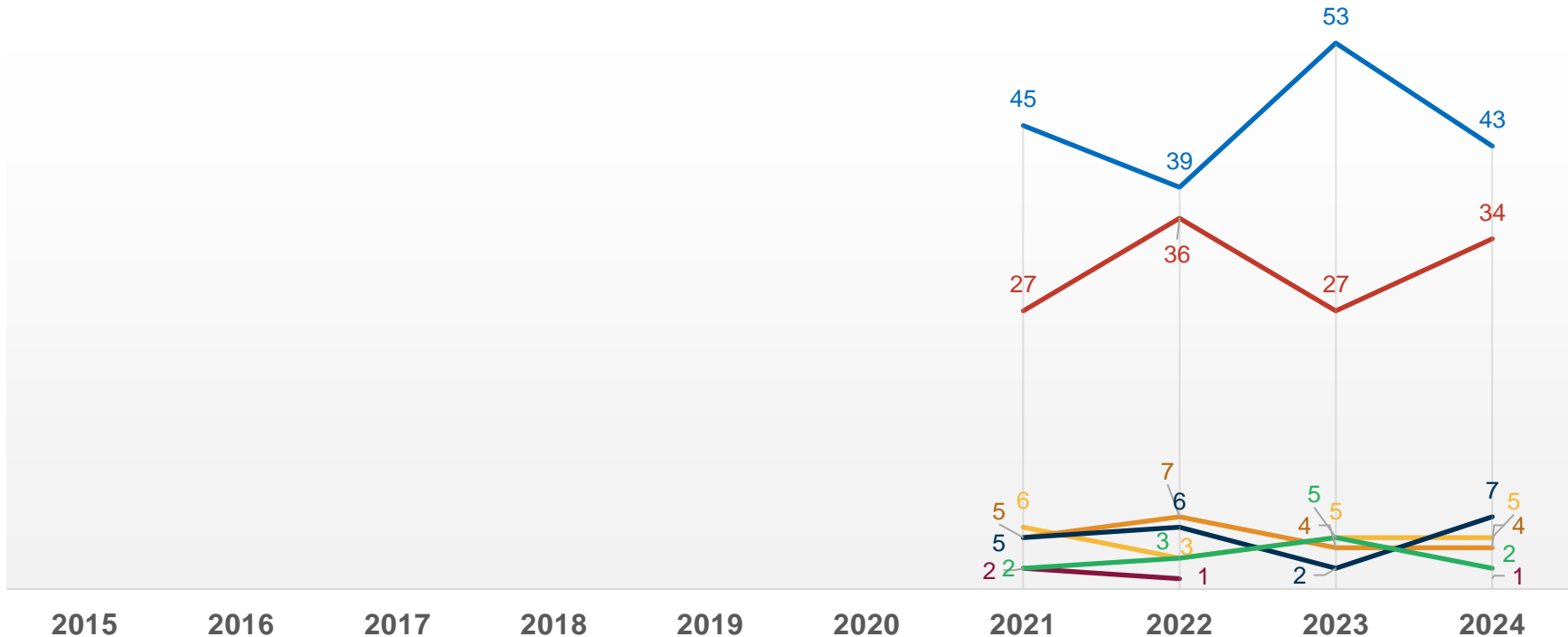
Council Website



Text Message



Social Media



Q13. If Manningham 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: 38 Councils asked group: 10



Council direction



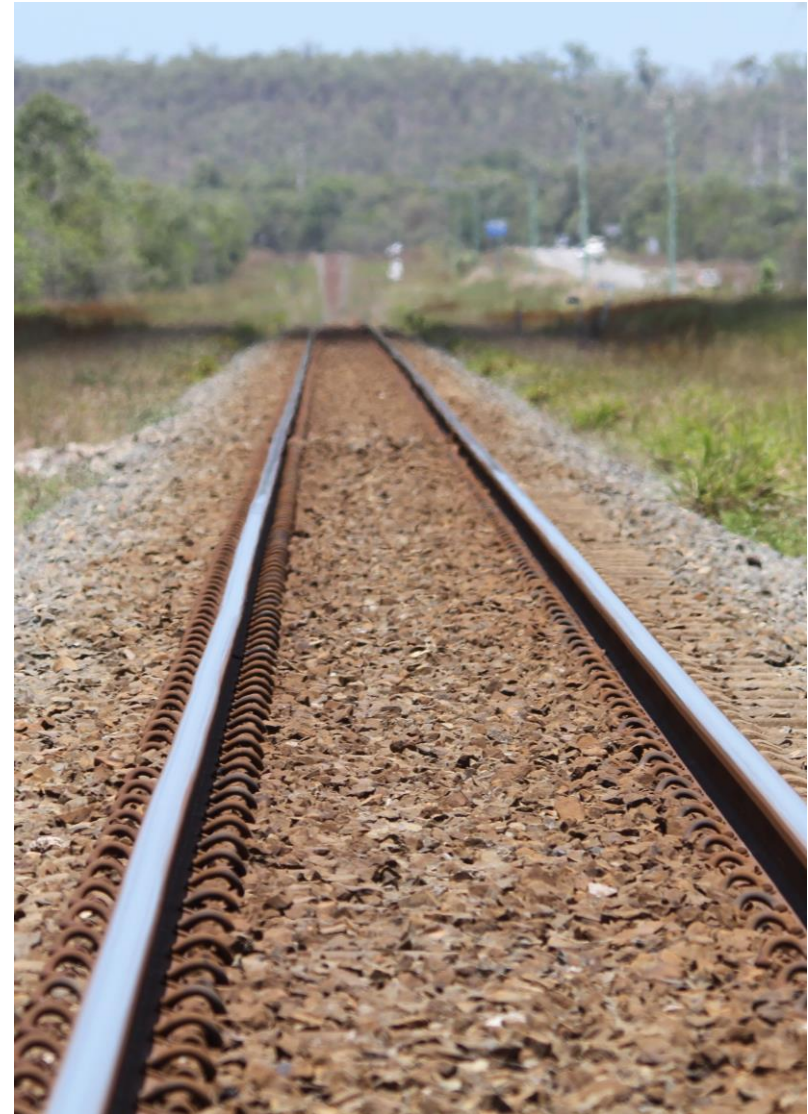
Council direction

Perceptions of the direction of Manningham City Council's overall performance improved slightly in 2024 (index score of 50, up two index points). Ratings of Council's overall direction have been relatively stable since 2016.

- Council's overall direction index score is rated significantly higher than the State-wide average and in line with the Metropolitan group.

Over the last 12 months, 13% of residents believe the direction of Council's overall performance has improved. A similar number think the direction of Council's overall performance has deteriorated (14%). Most residents (66%) believe it has stayed the same.

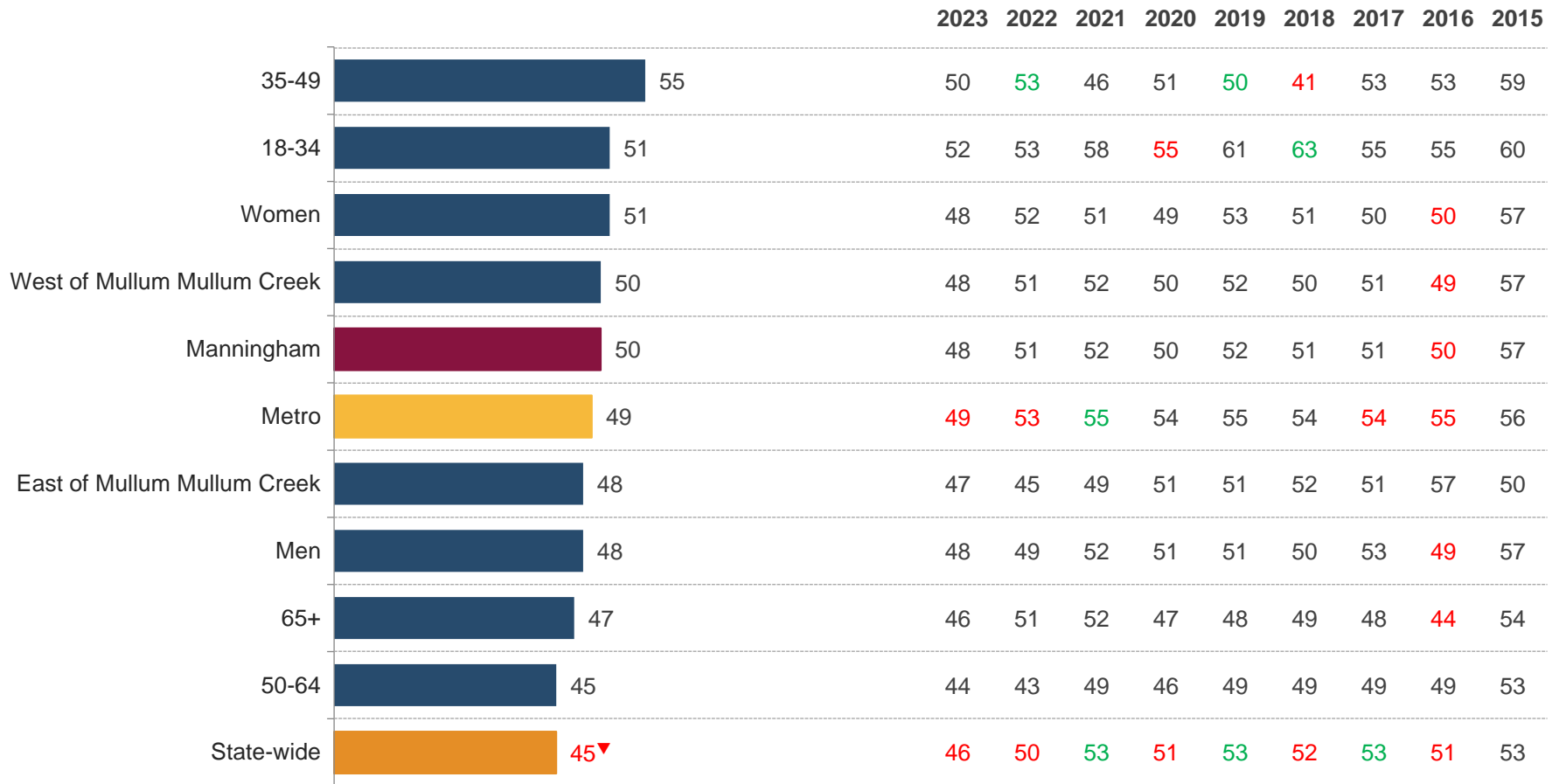
- The most satisfied with Council's overall direction are residents aged 35 to 49 years (index score of 55), noting this is not significantly different to the Council average.
- The least satisfied with Council's overall direction are those aged 50 to 64 years (index score of 45). Among this group, twice as many think the direction of Council's overall performance has deteriorated in the last year (16%) than think it has improved (7%).





Overall council direction last 12 months

2024 overall council direction (index scores)



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

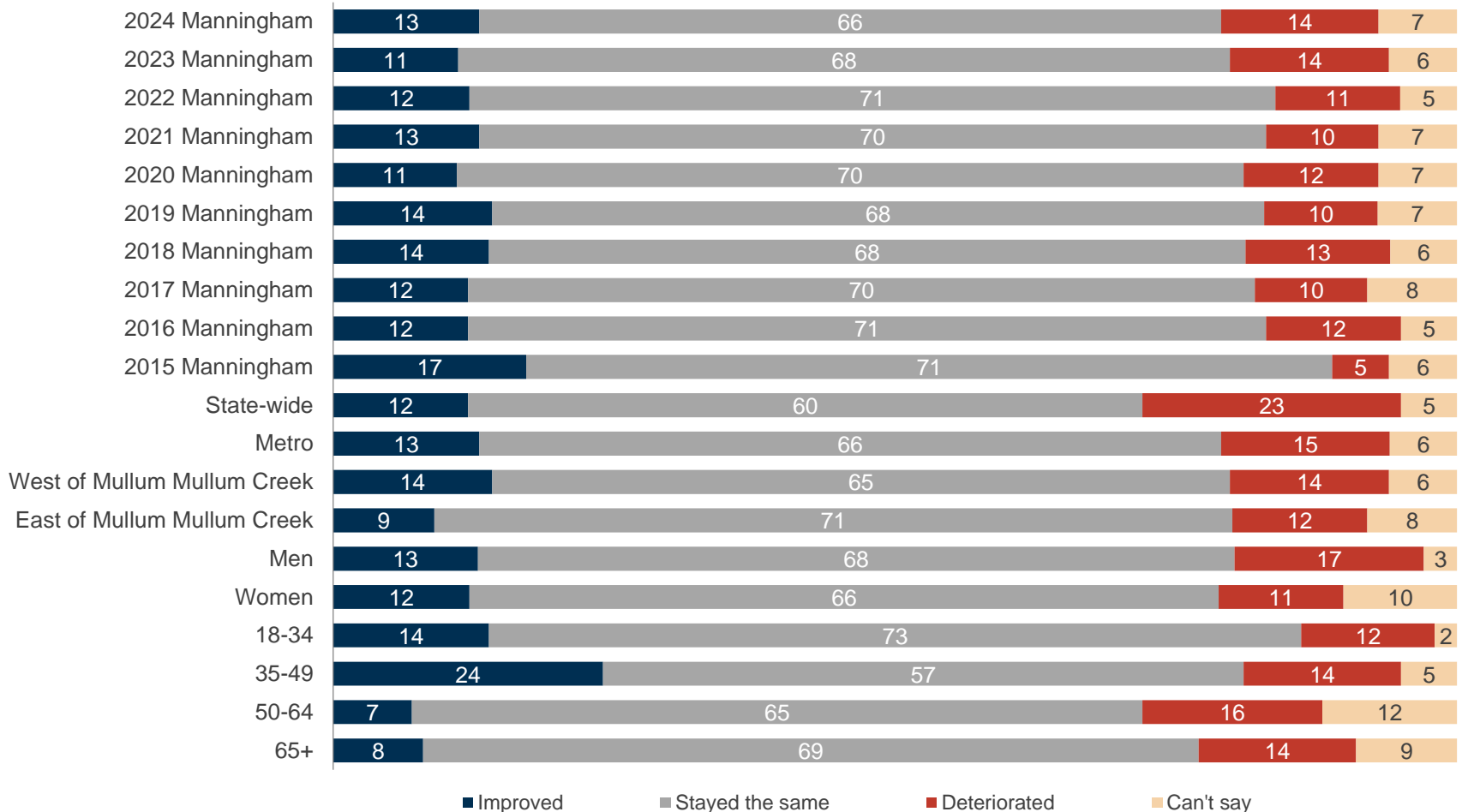
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Manningham City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



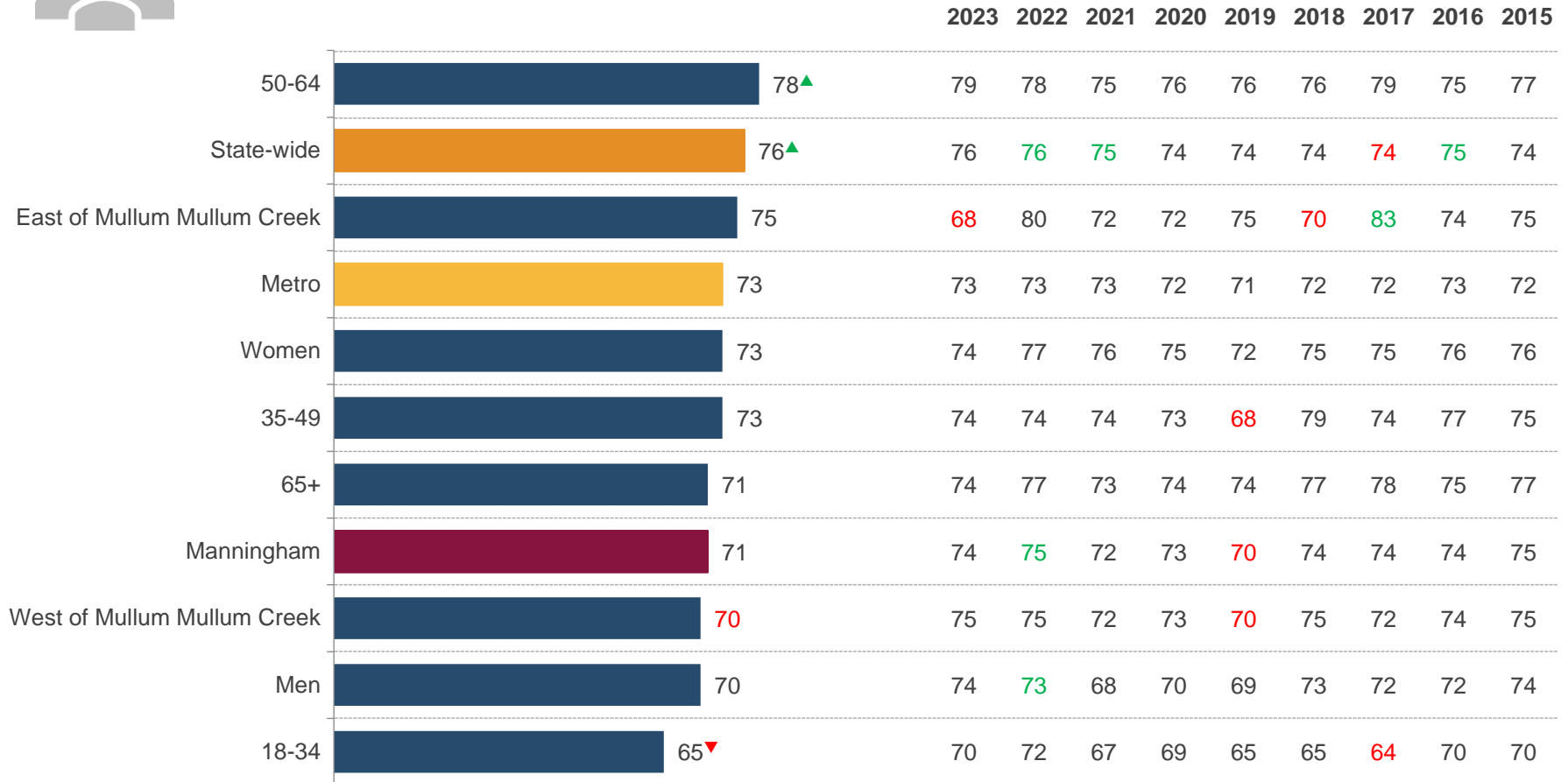
Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

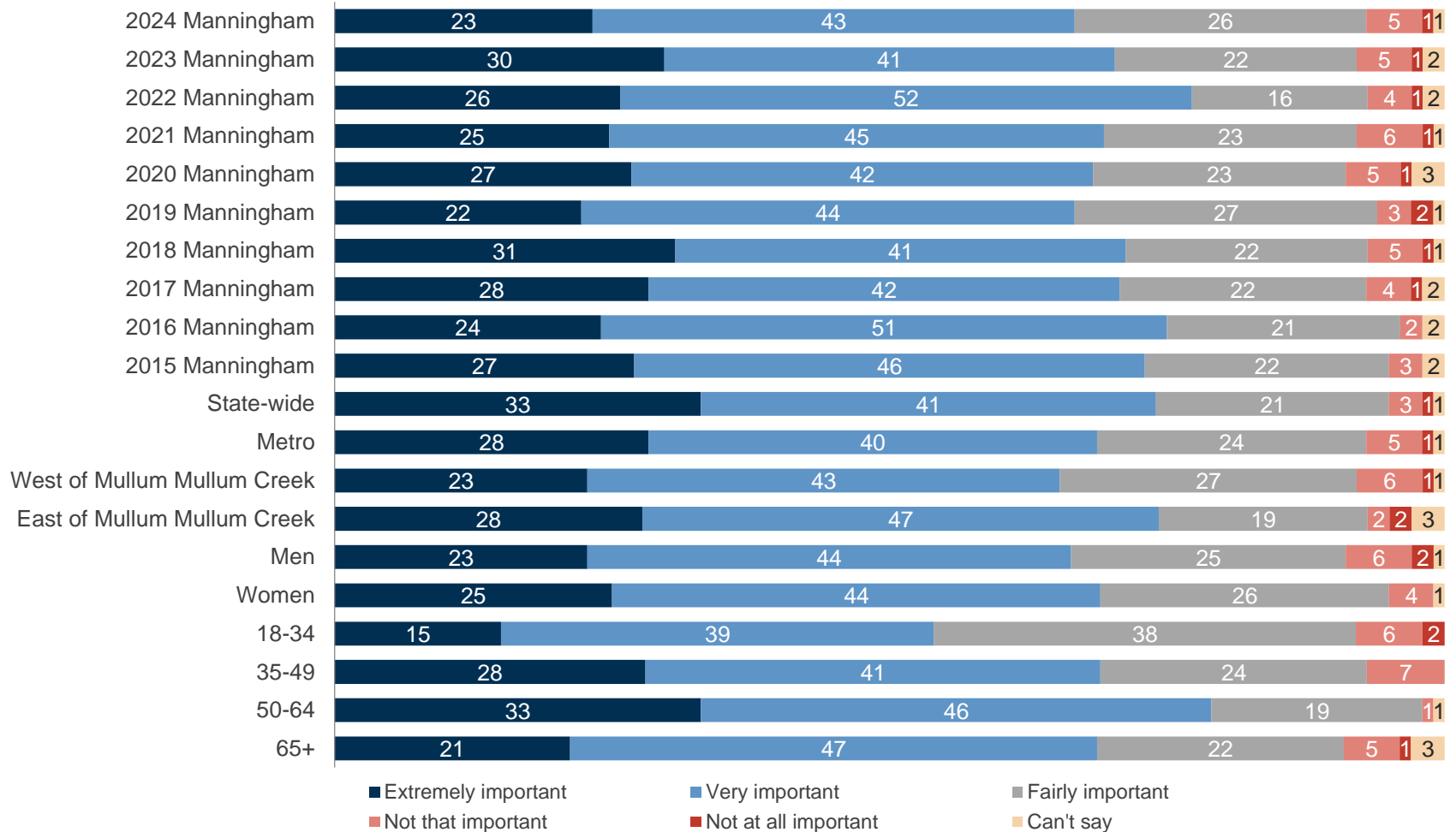
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)



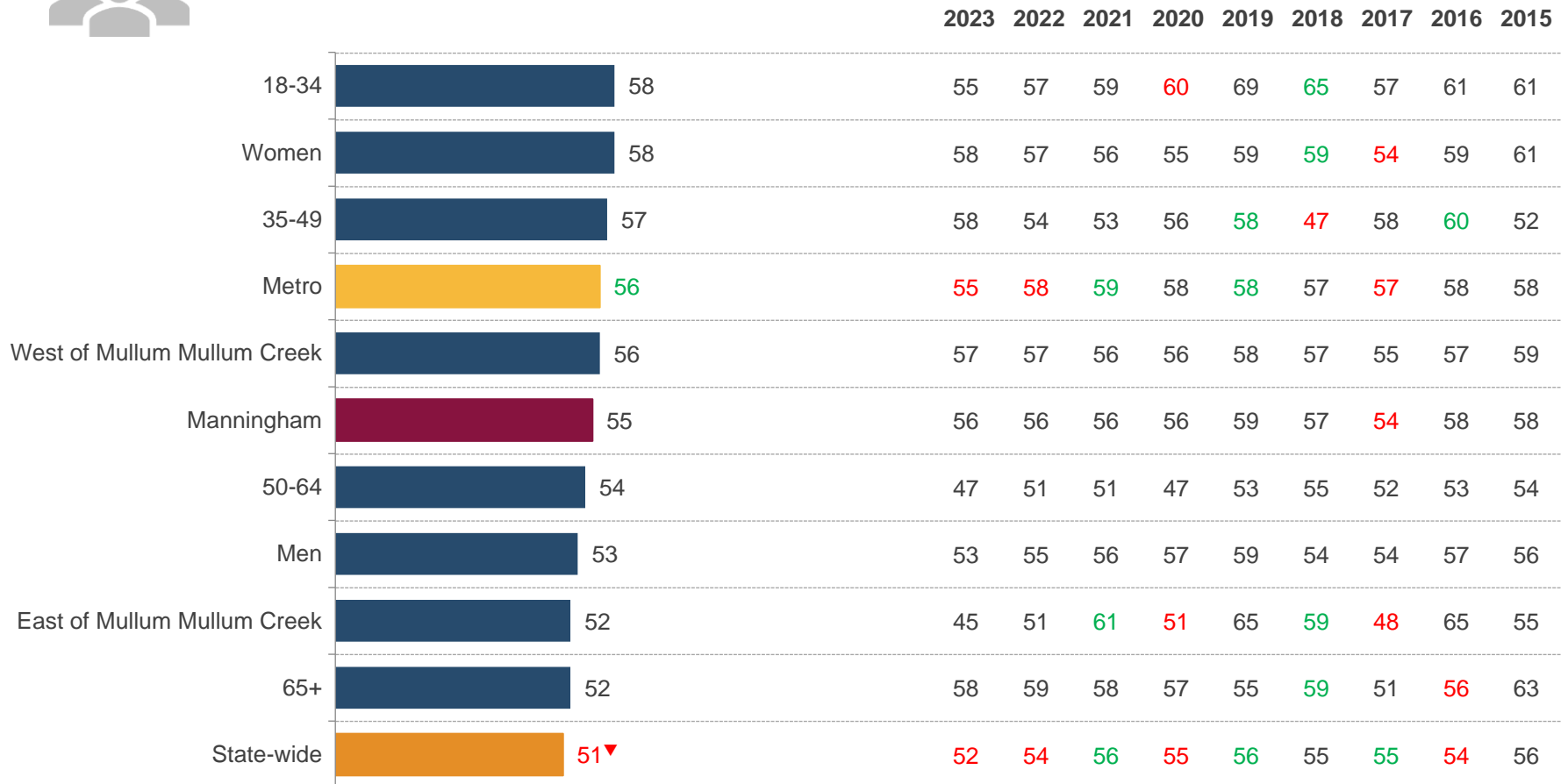
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Community consultation and engagement performance



2024 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: 62 Councils asked group: 13

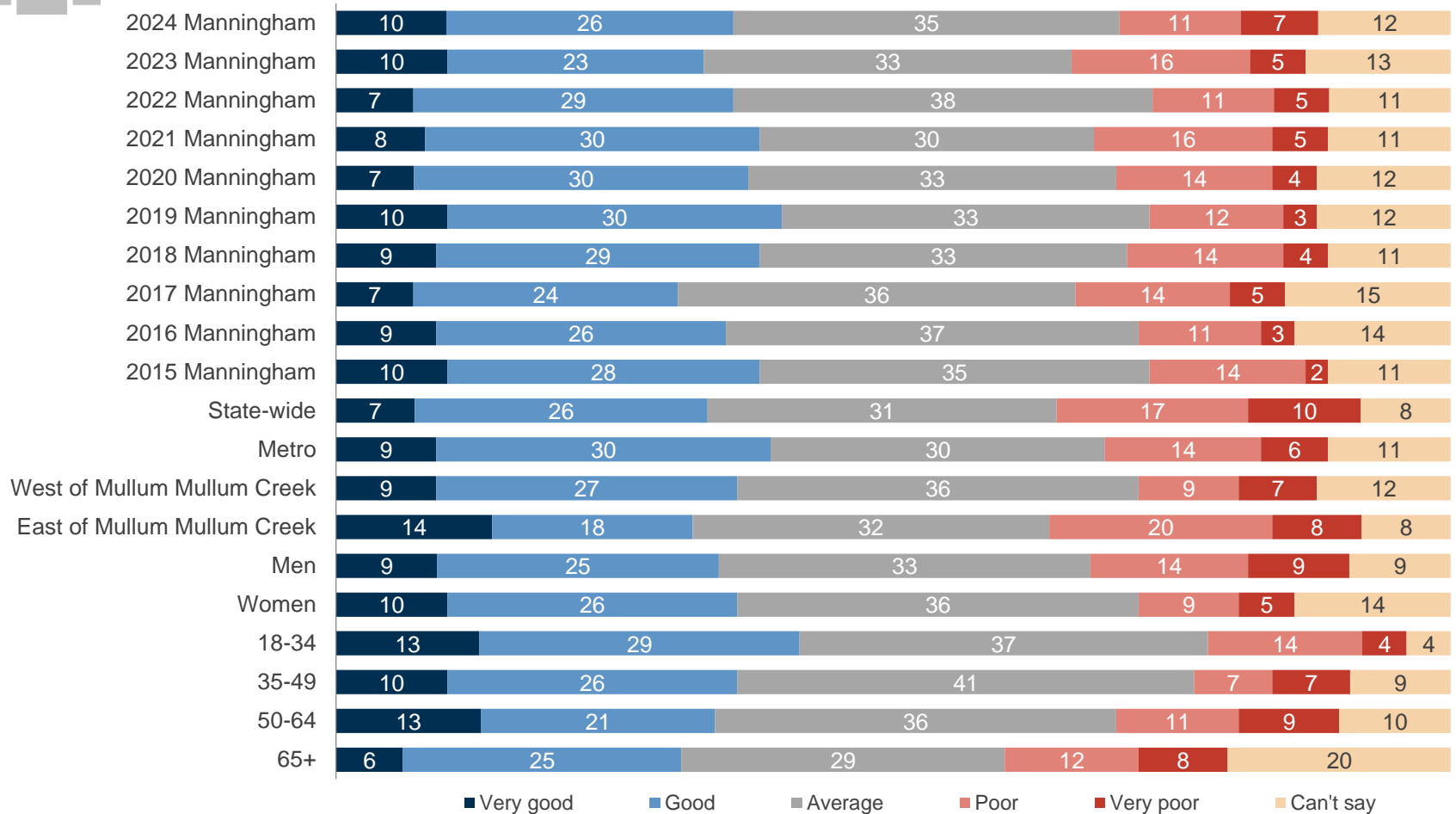
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



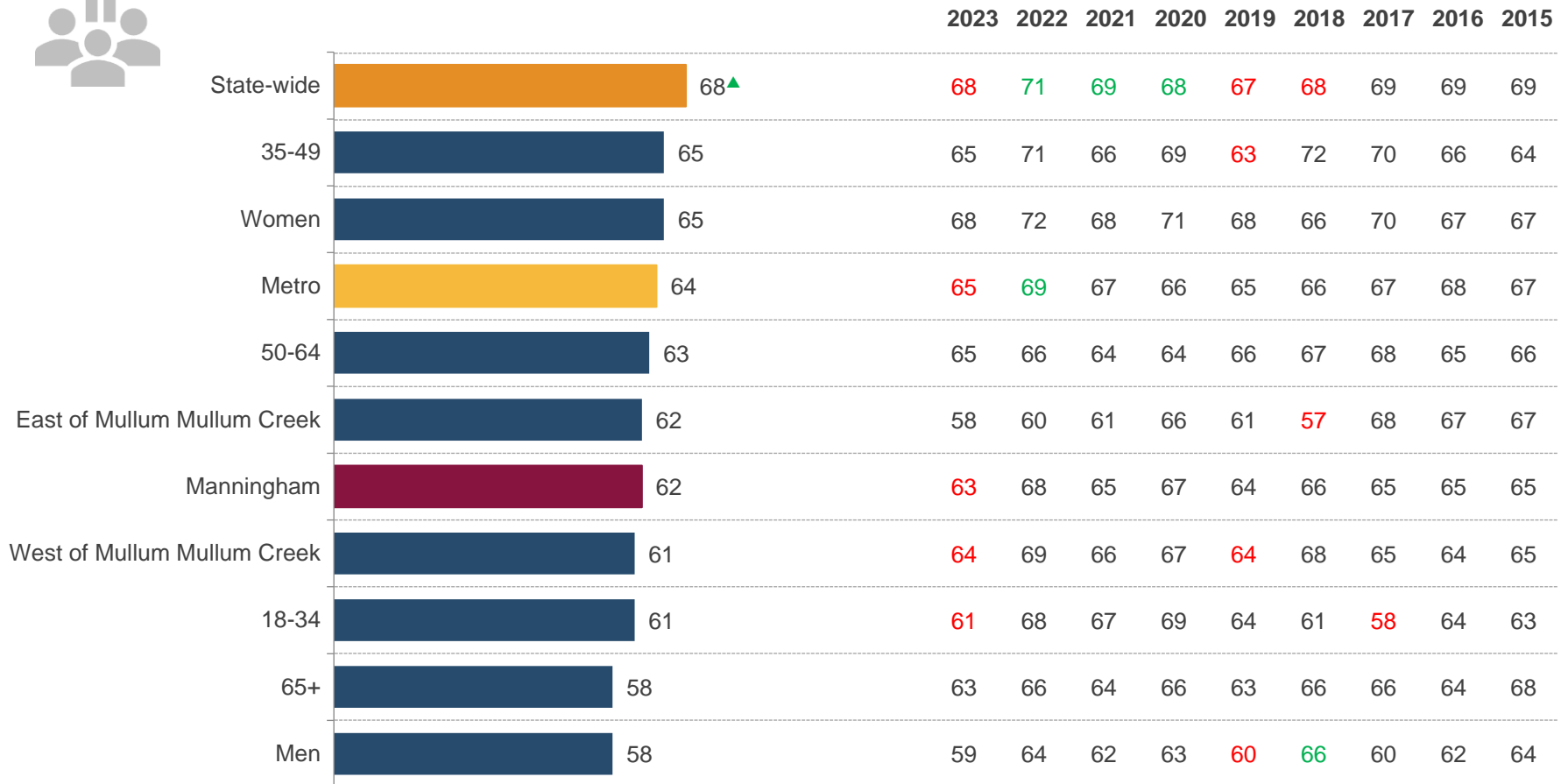
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Lobbying on behalf of the community importance



2024 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

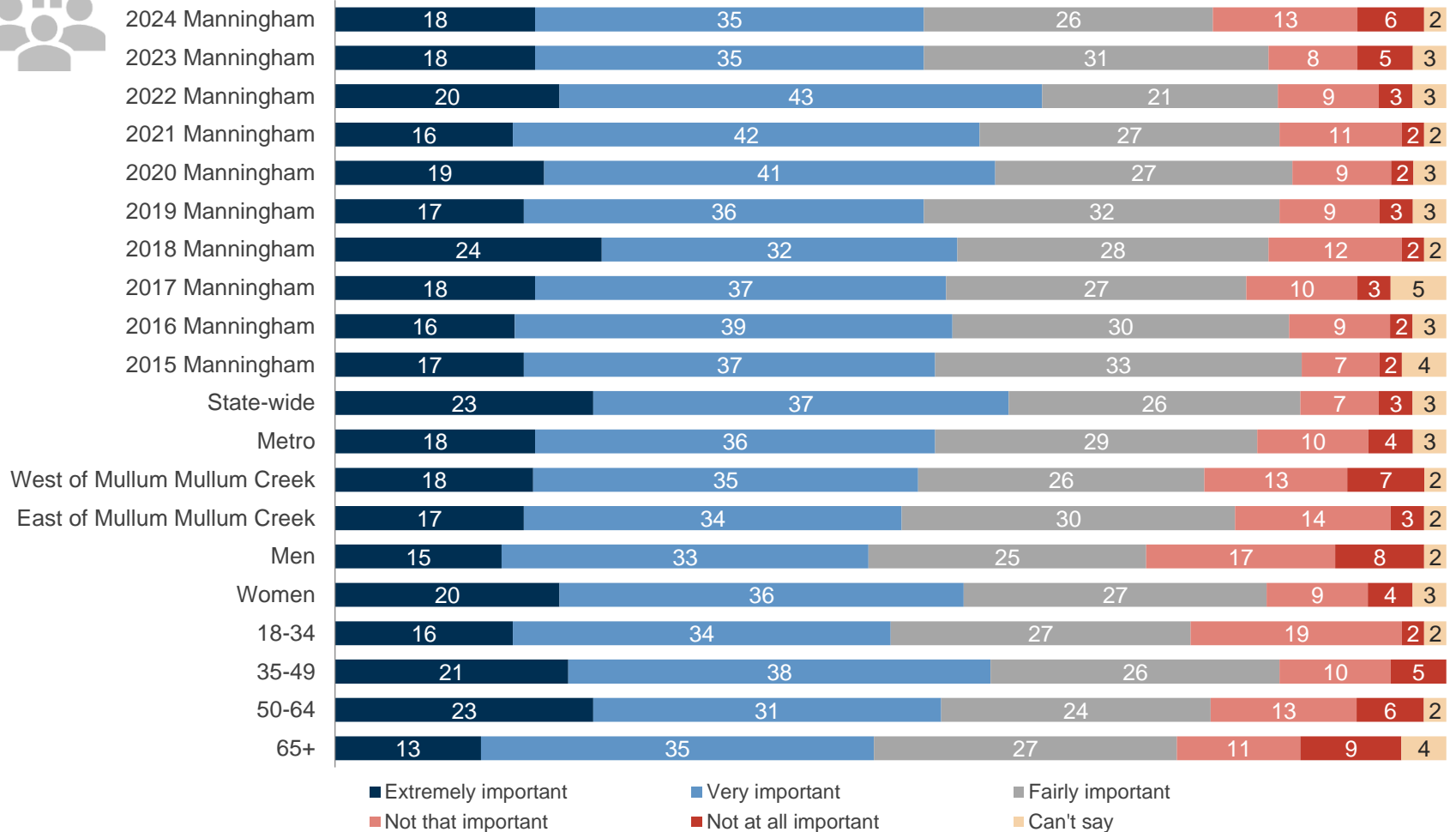
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)



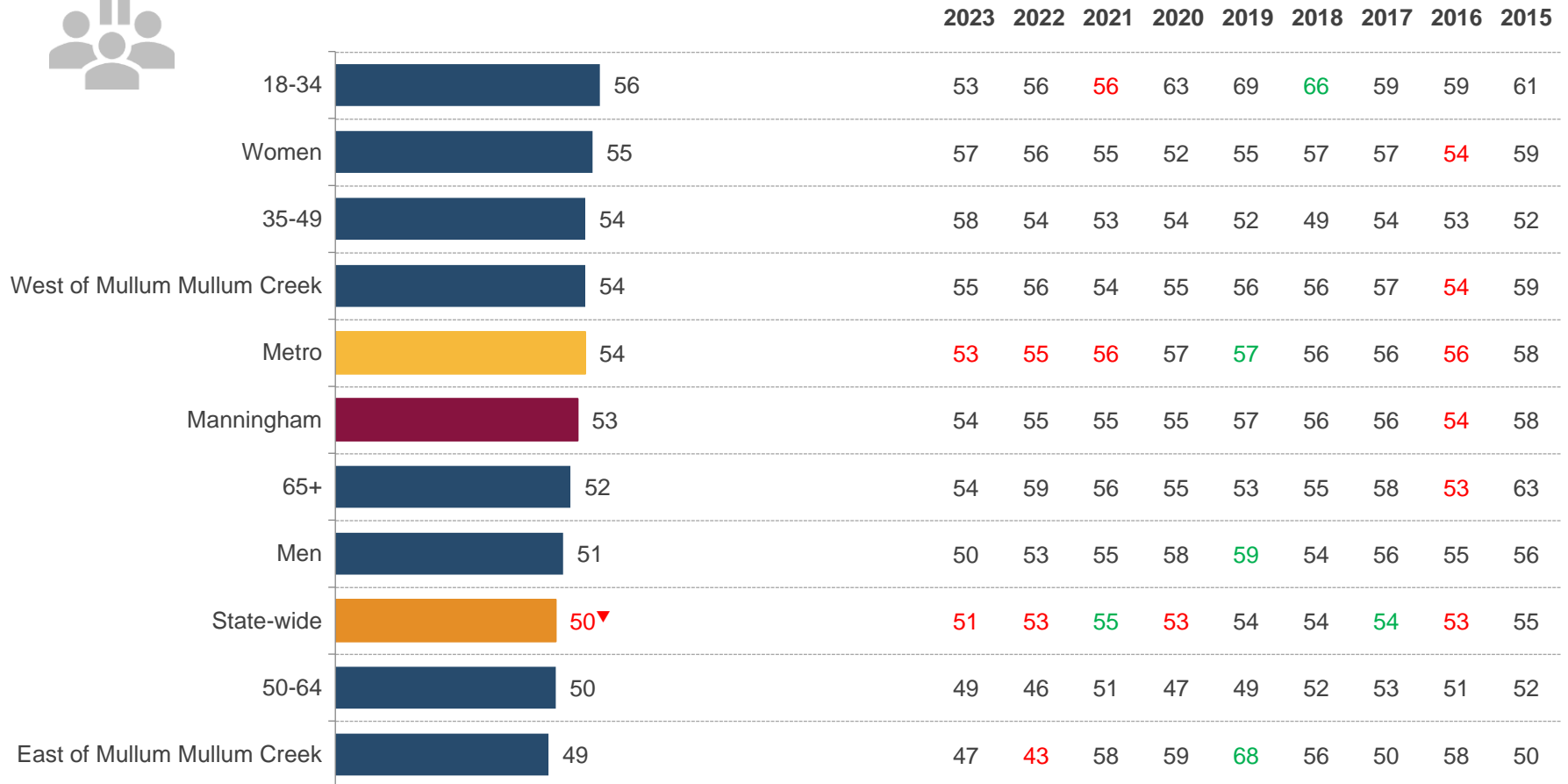
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)



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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9

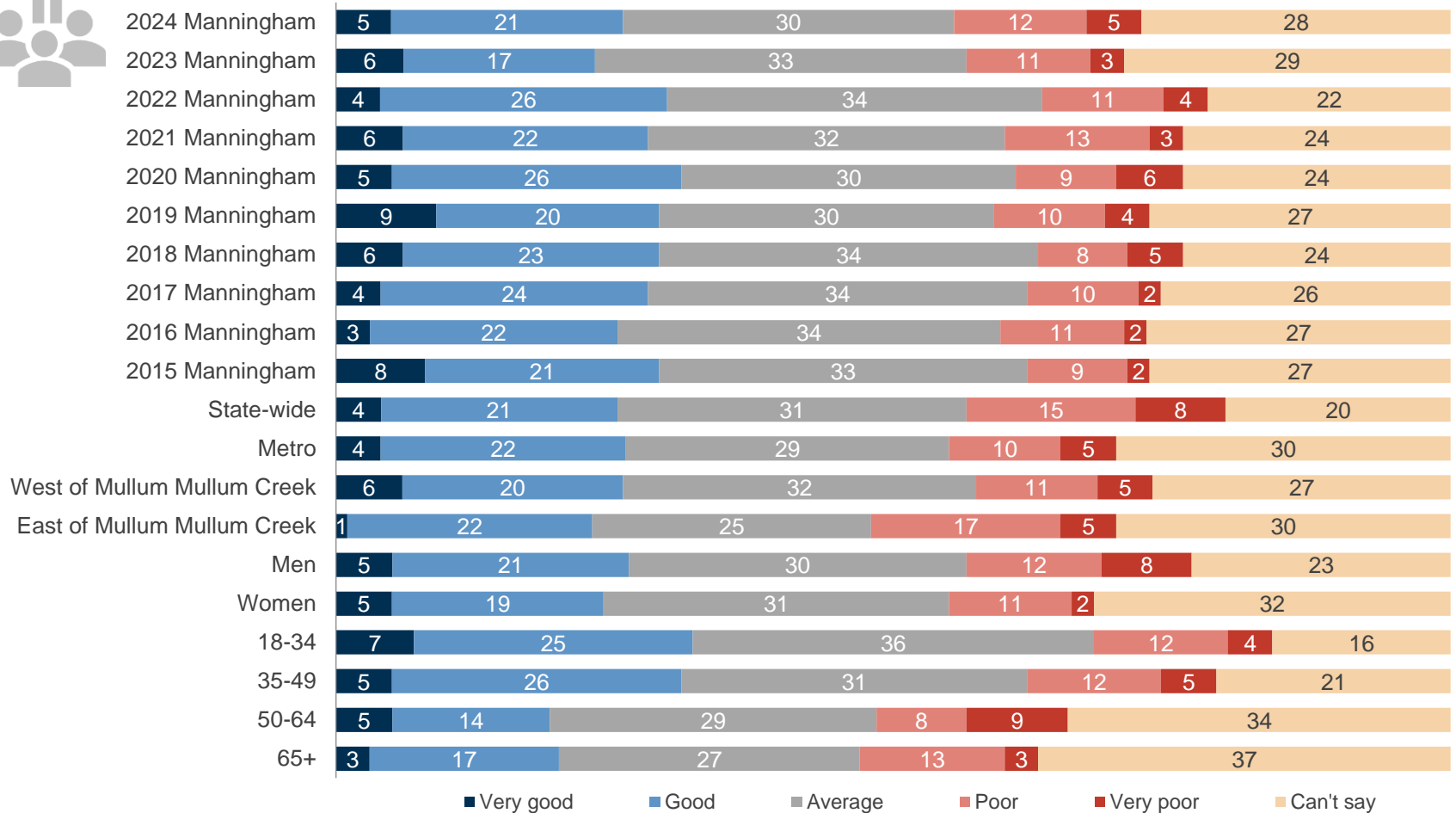
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)

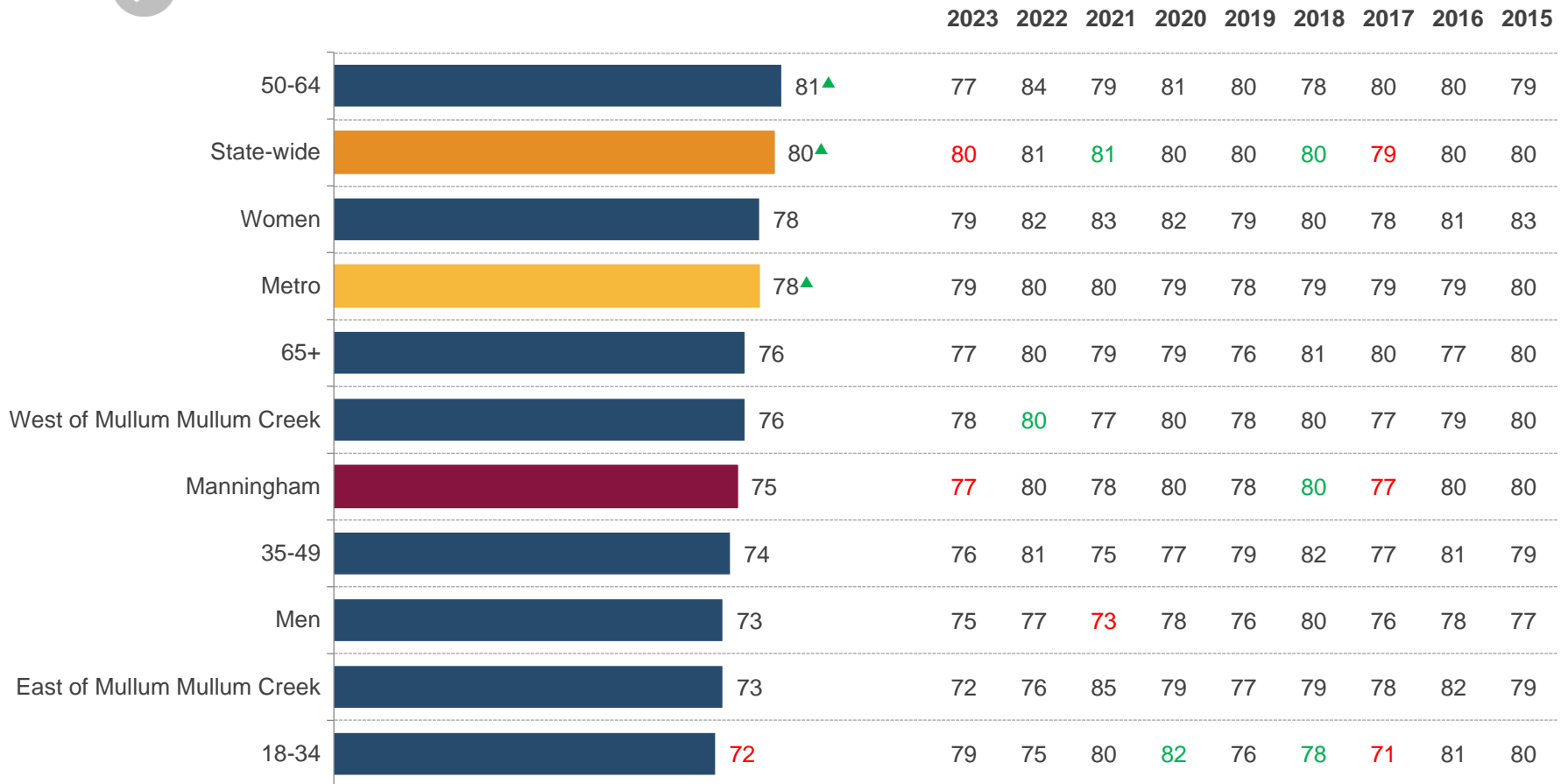


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9

Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

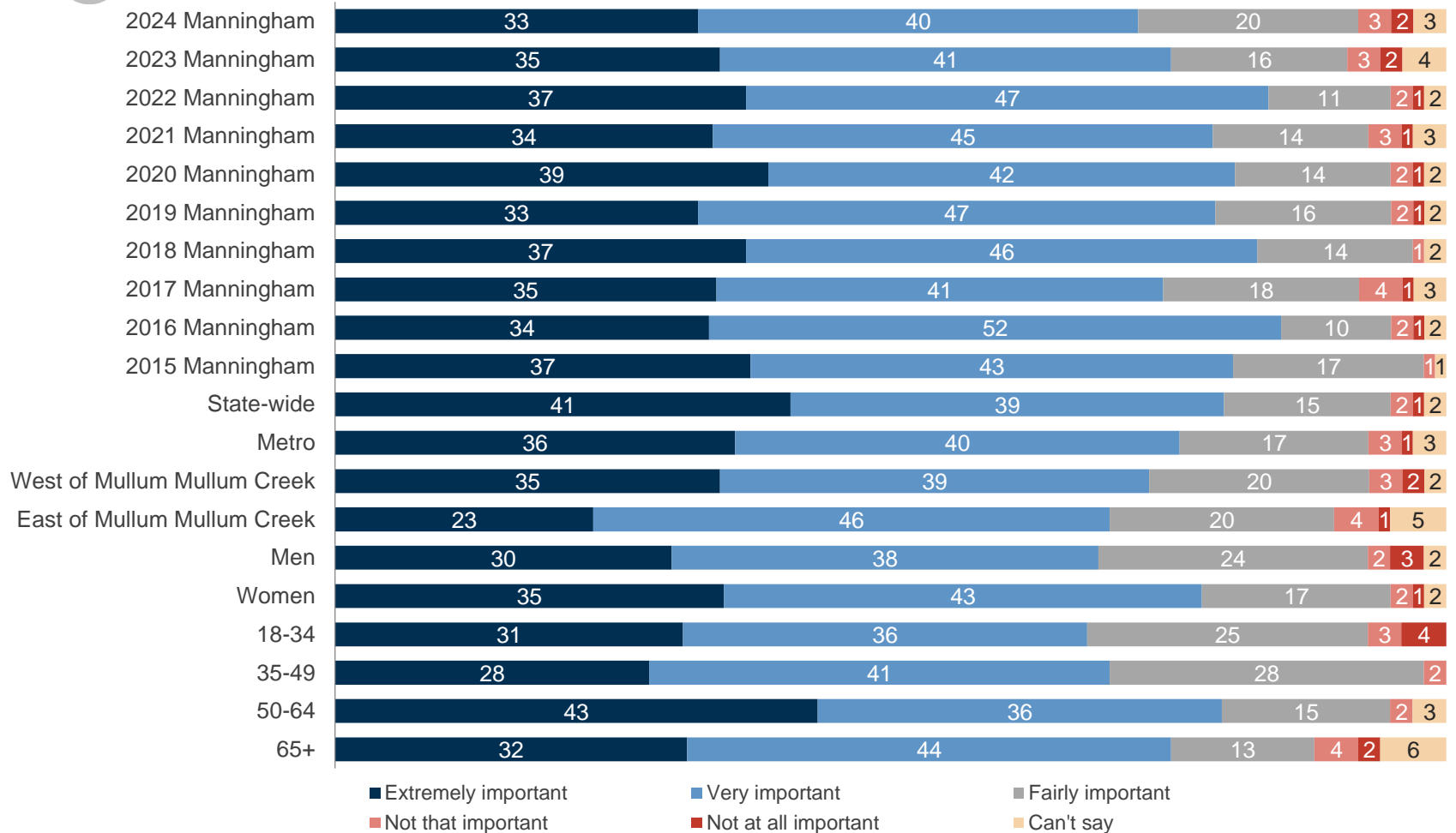
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)

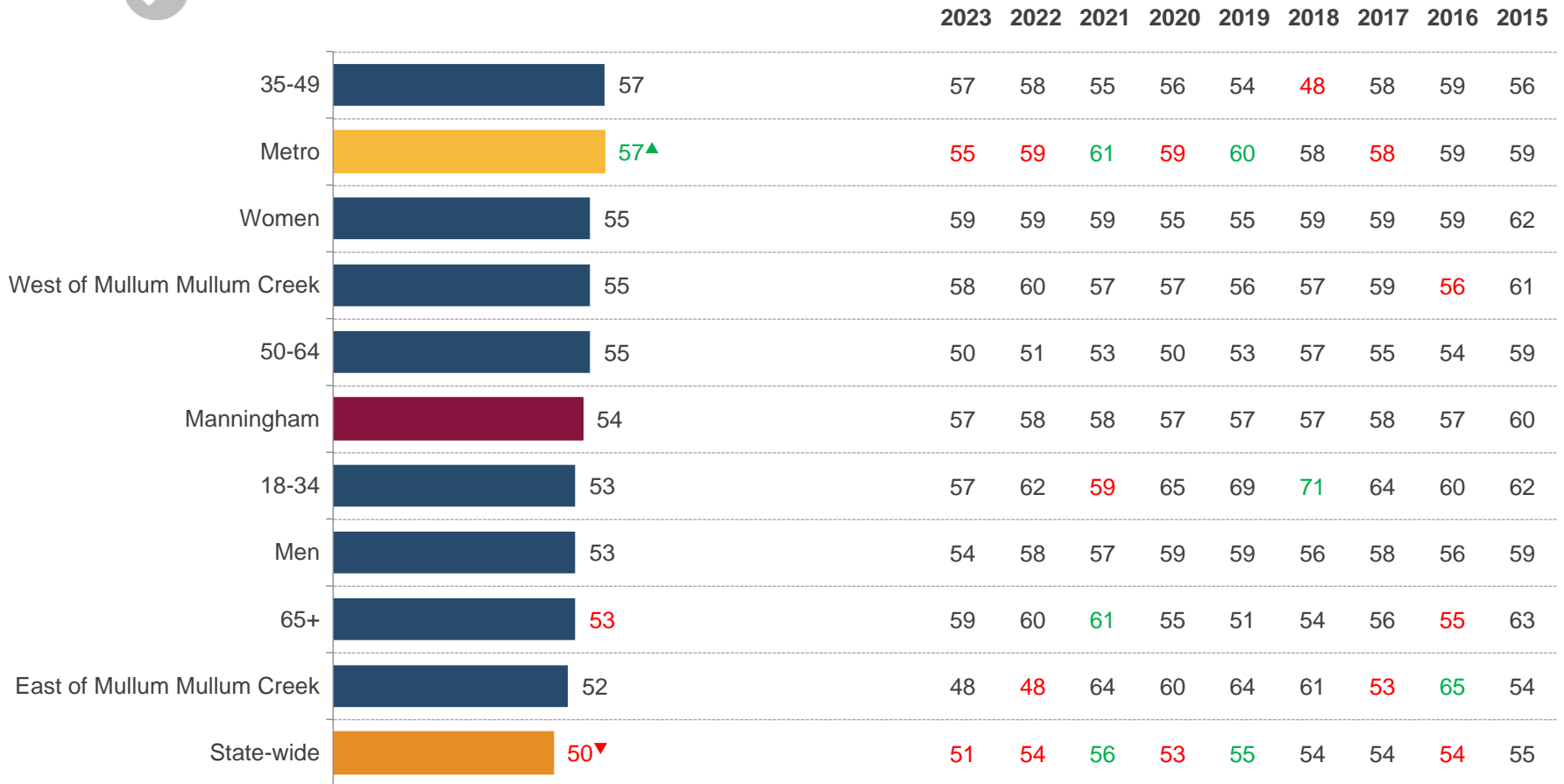


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

Decisions made in the interest of the community performance



2024 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?

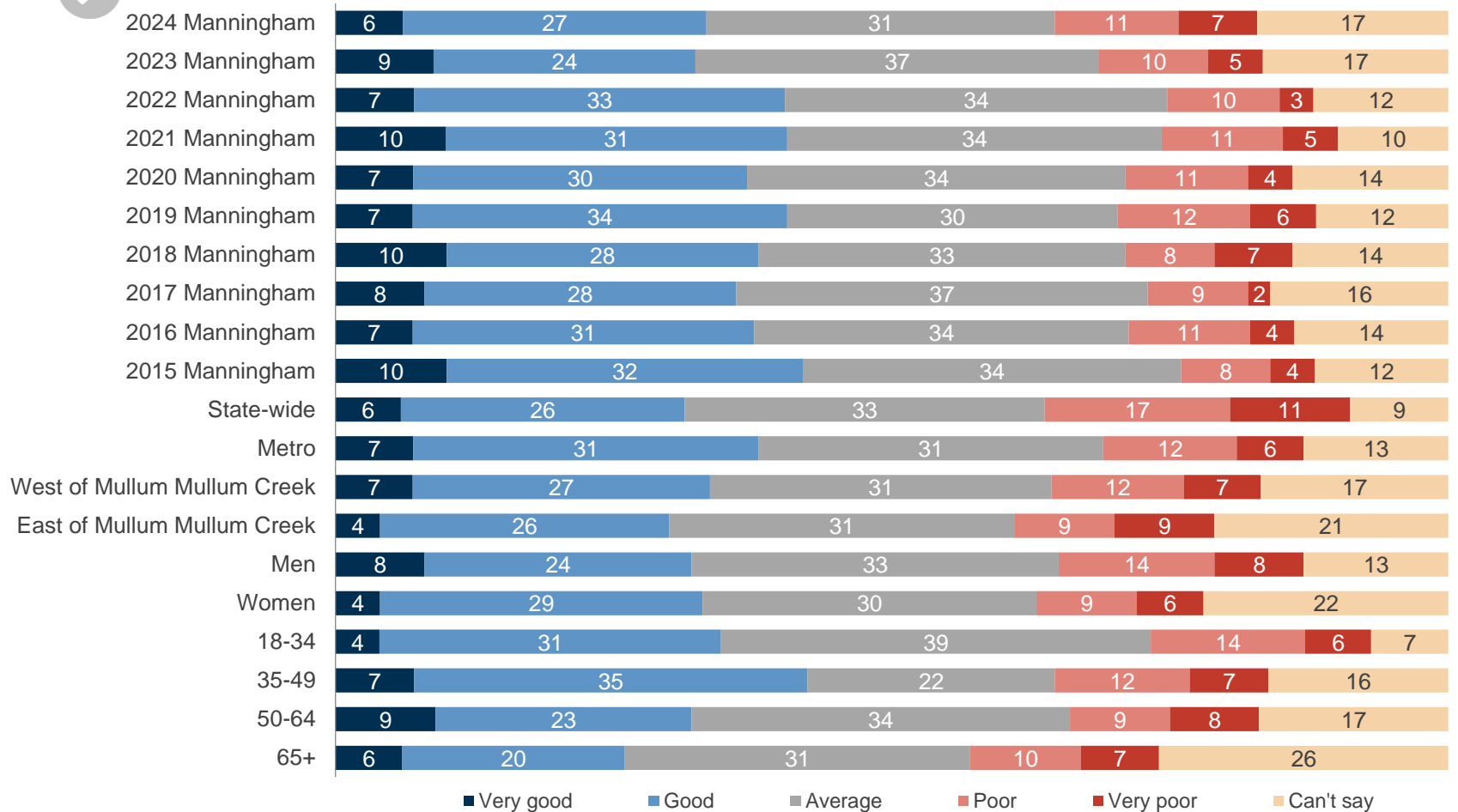
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)

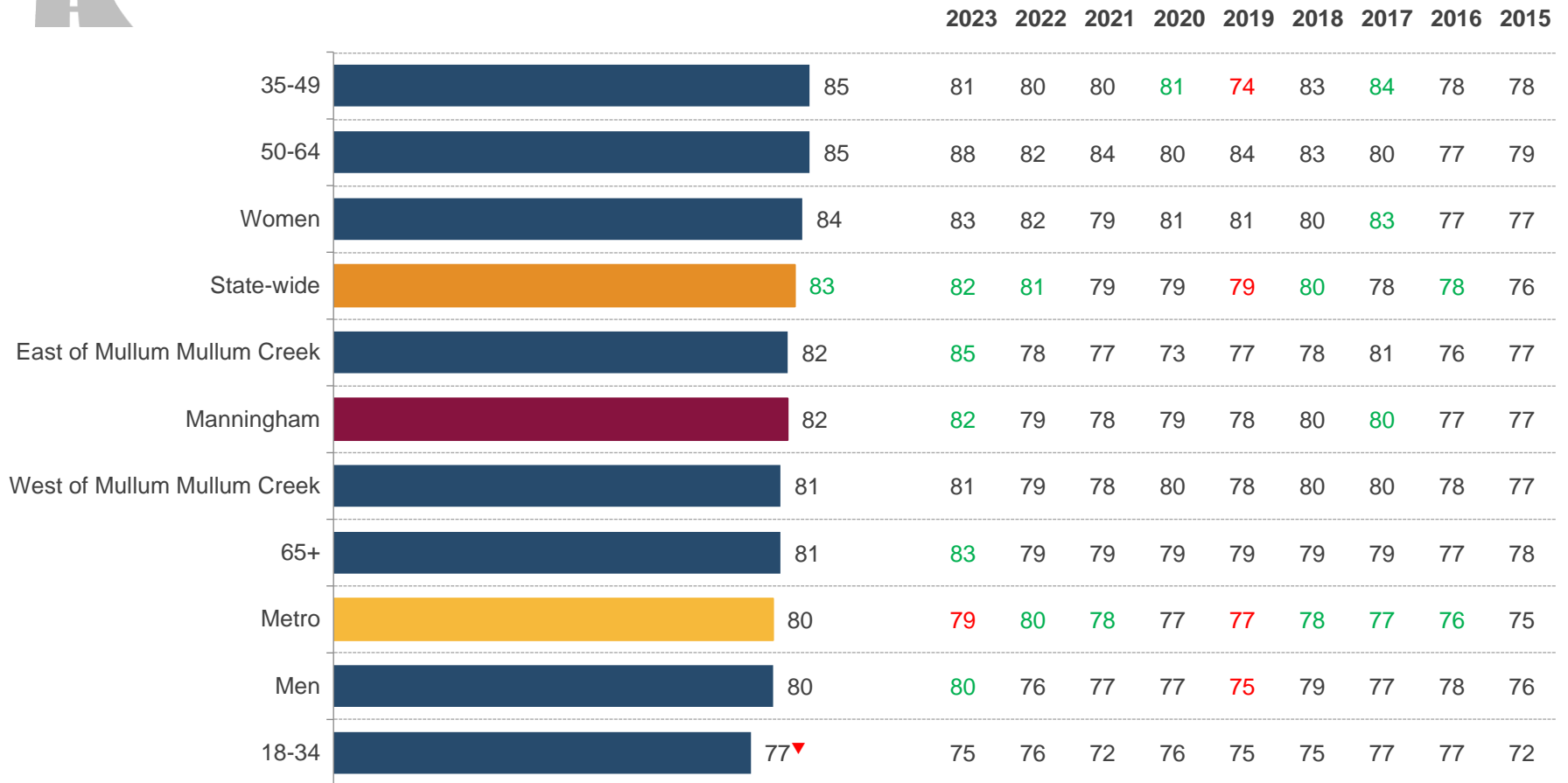


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

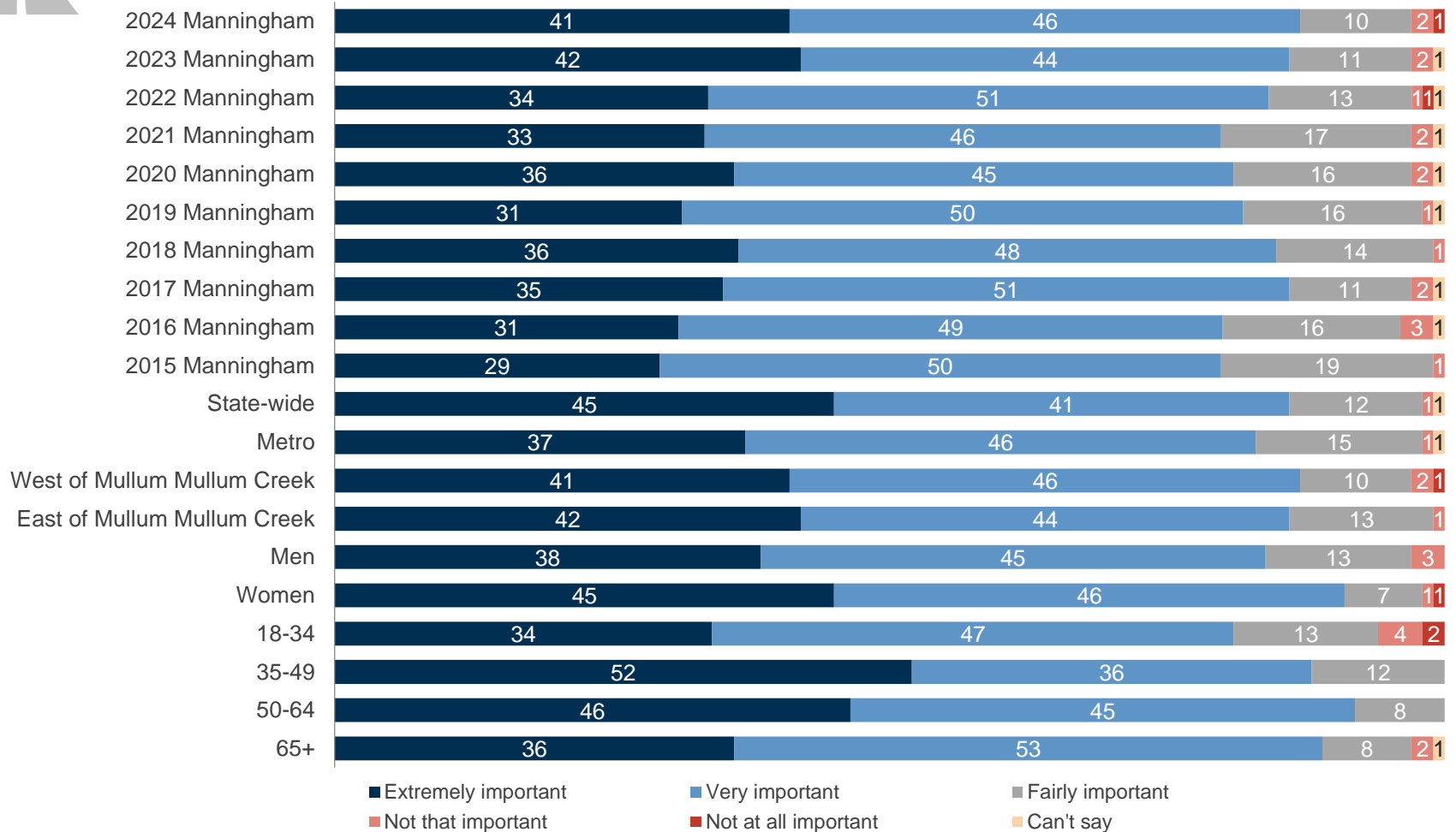
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)

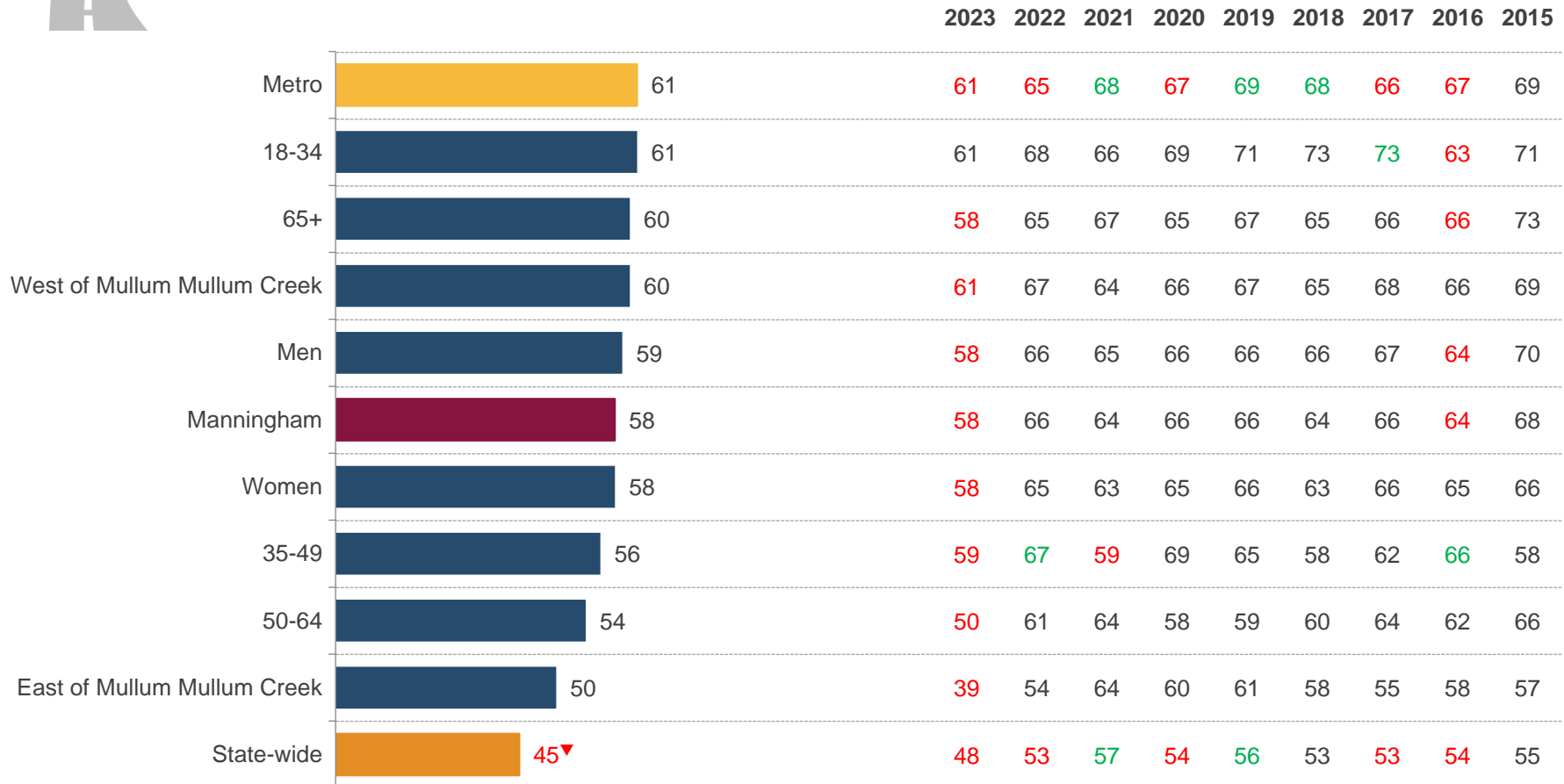


Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

The condition of sealed local roads in your area performance



2024 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?

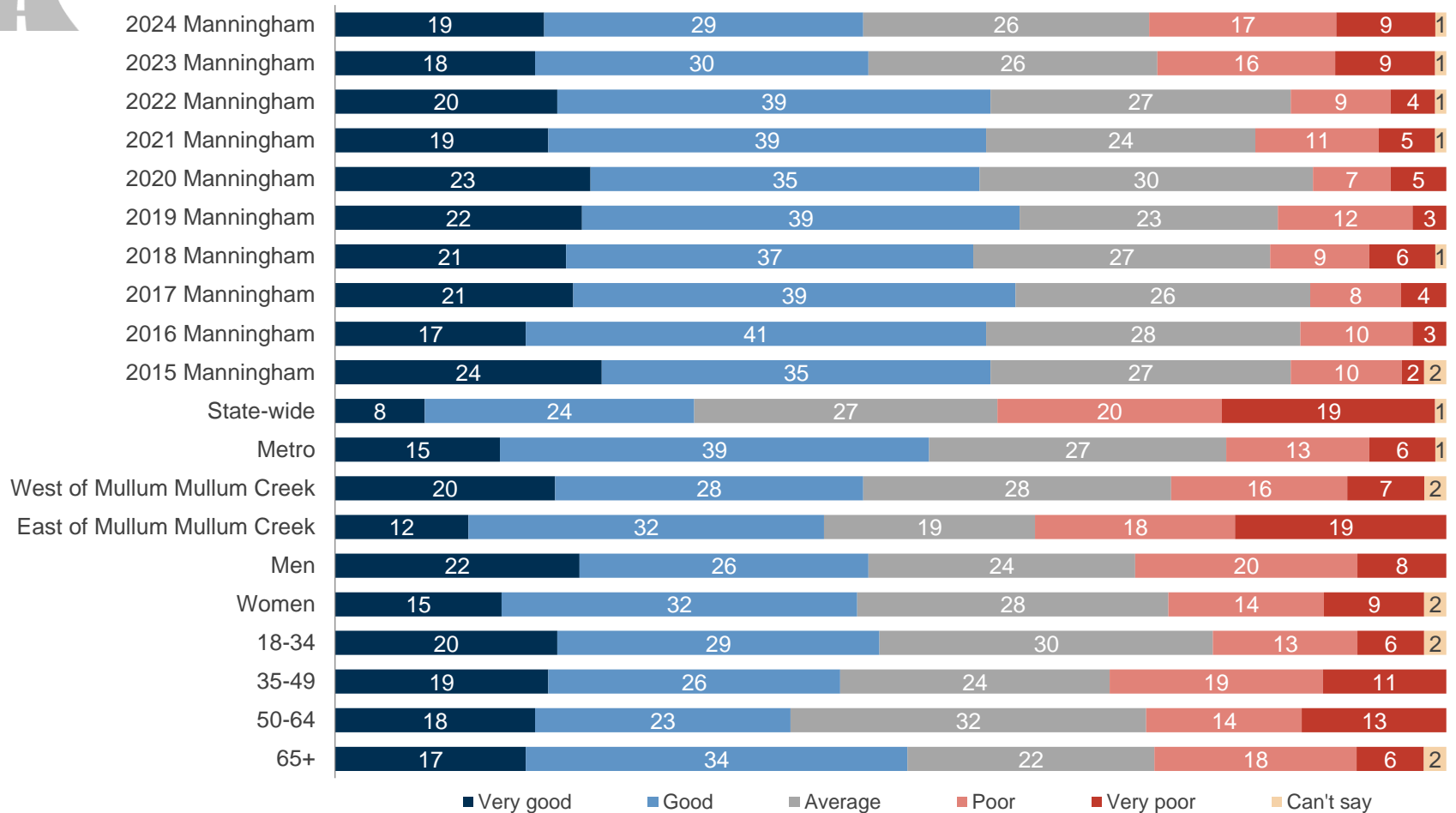
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



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: 62 Councils asked group: 13



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	68▲	66	n/a	60	66	66	63	67	64	66
18-34	66	66	n/a	68	69	75	72	70	67	68
Metro	64	64	65	66	67	67	67	67	67	69
West of Mullum Mullum Creek	63	67	n/a	68	69	69	68	71	67	72
Men	63	65	n/a	69	71	69	65	70	67	69
State-wide	63	63	67	69	68	68	68	68	68	69
Manningham	62	66	n/a	68	69	69	68	70	68	71
Women	62	66	n/a	67	67	69	70	70	68	73
65+	59	68	n/a	73	69	69	66	72	70	77
50-64	57	58	n/a	66	70	64	69	70	70	69
East of Mullum Mullum Creek	55	59	n/a	68	67	69	62	60	72	66

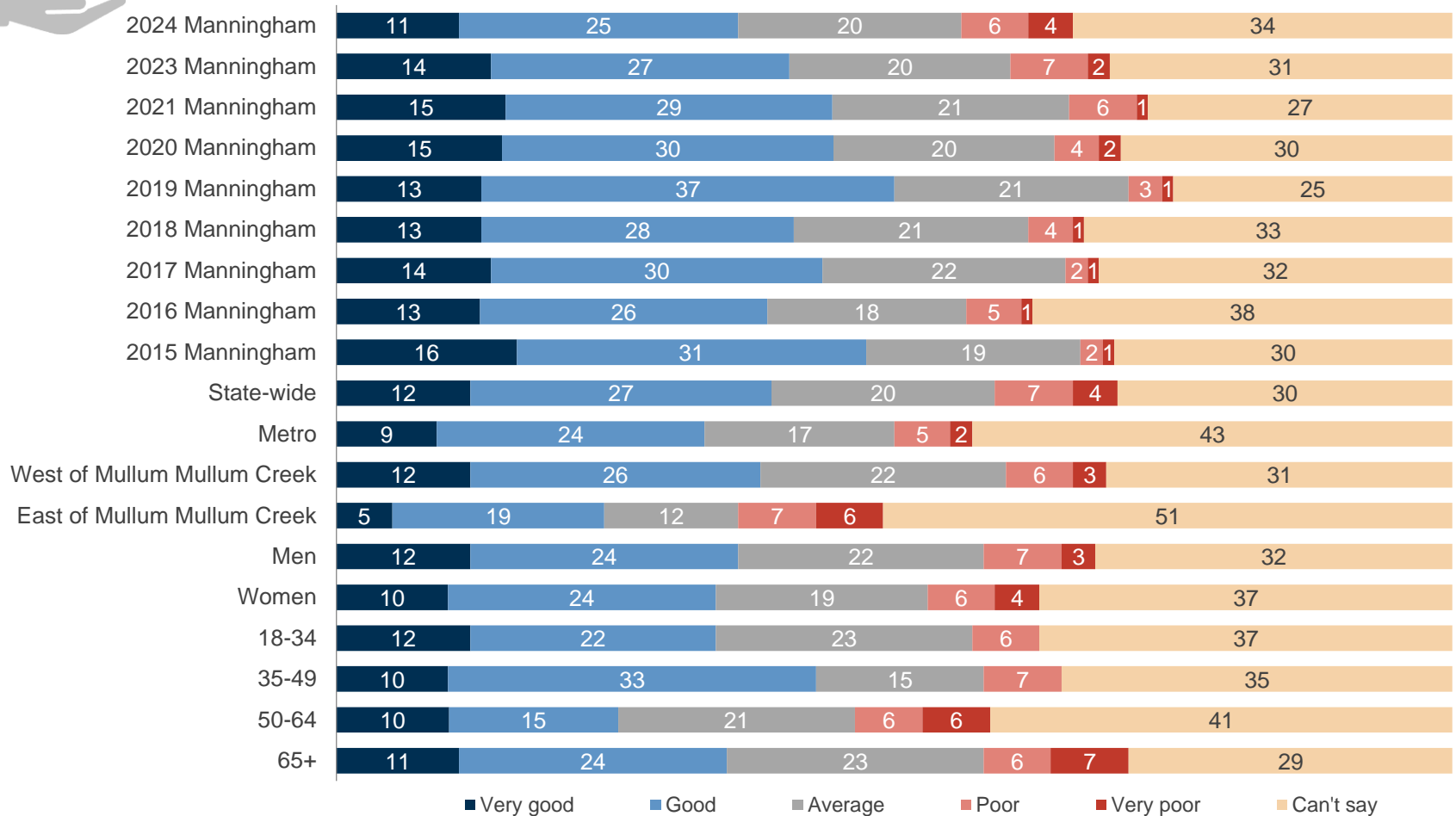
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



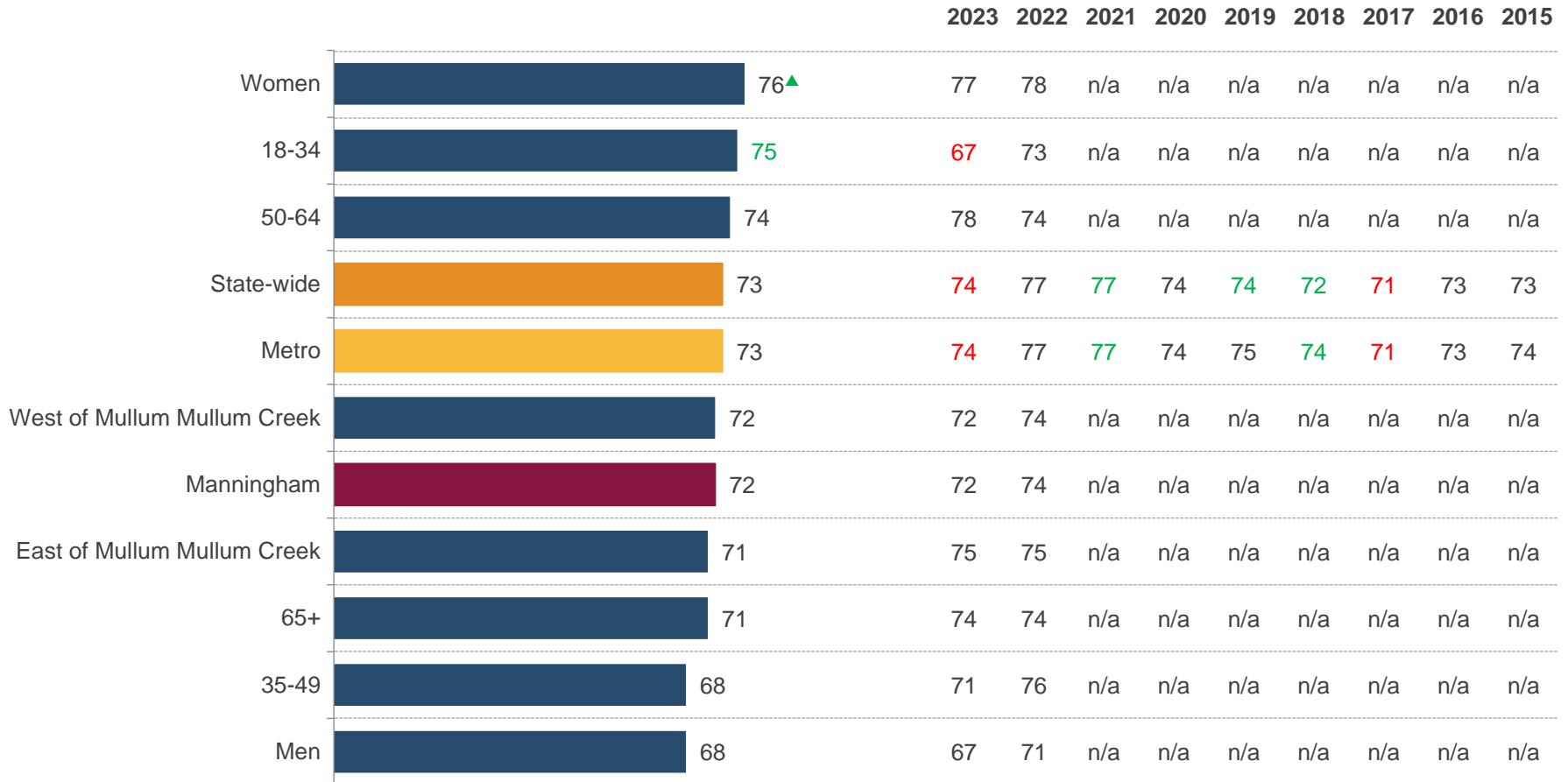
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7



Disadvantaged support services importance



2024 disadvantaged support importance (index scores)



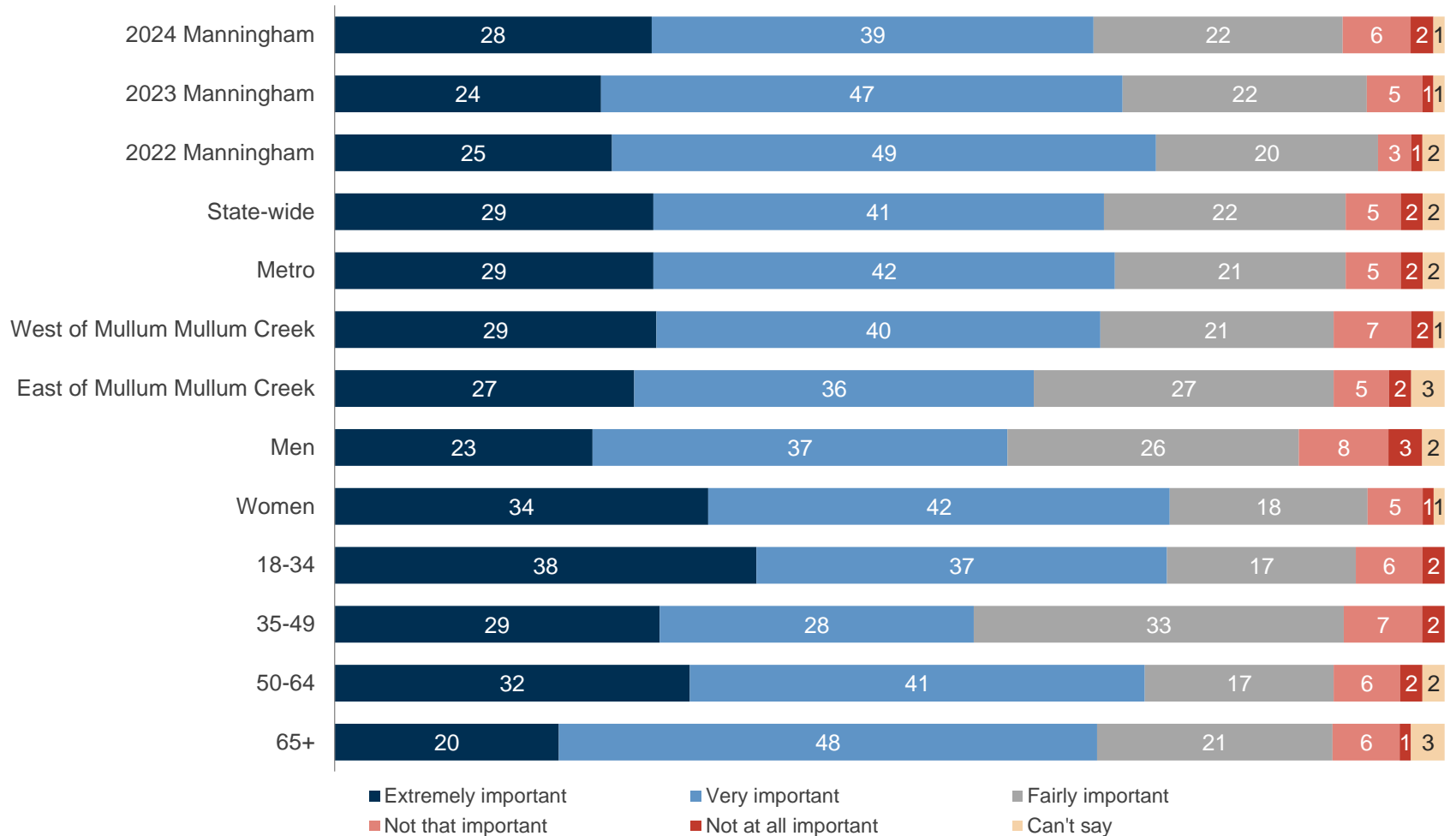
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2024 disadvantaged support importance (%)



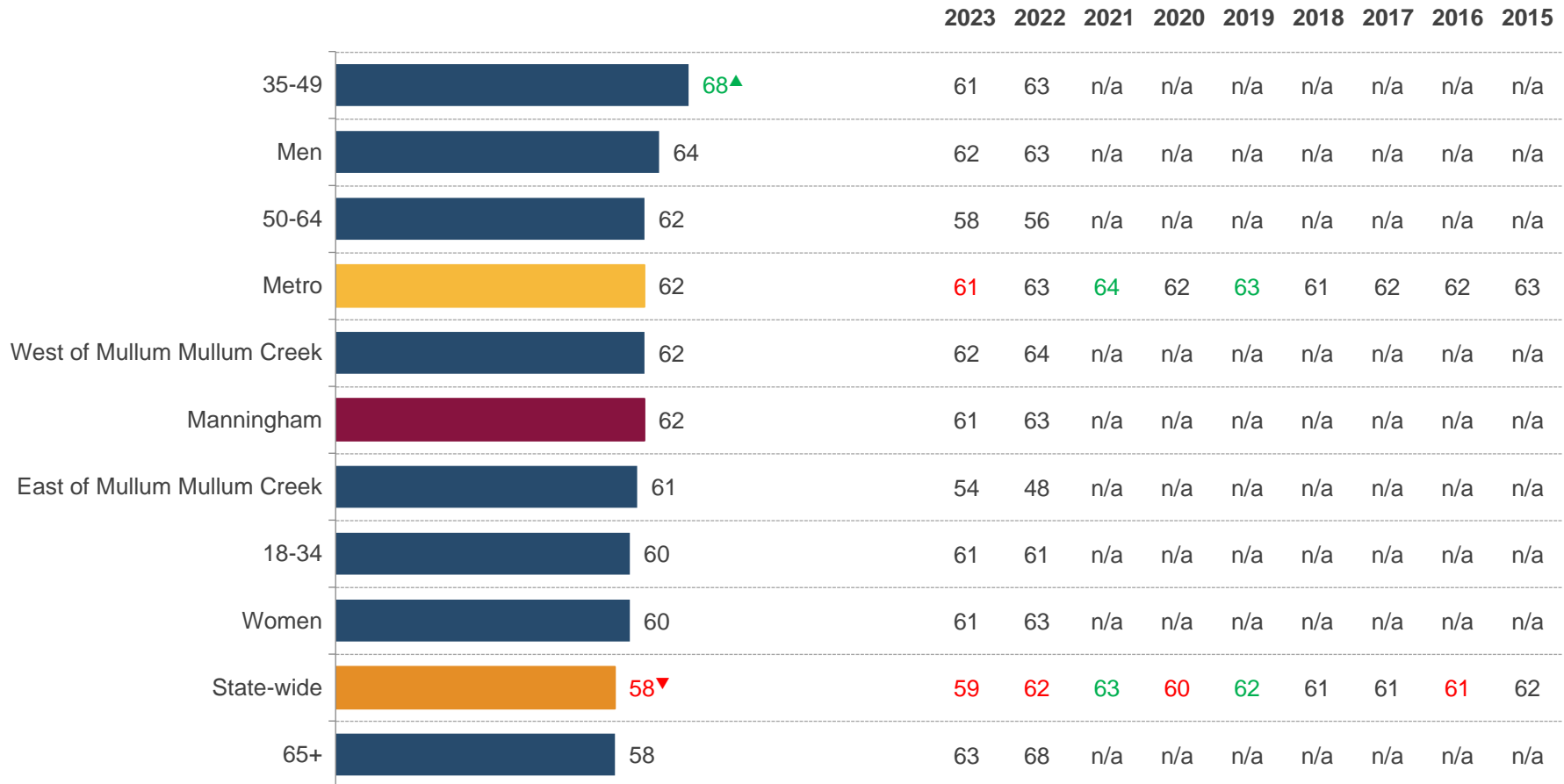
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4



Disadvantaged support services performance



2024 disadvantaged support performance (index scores)



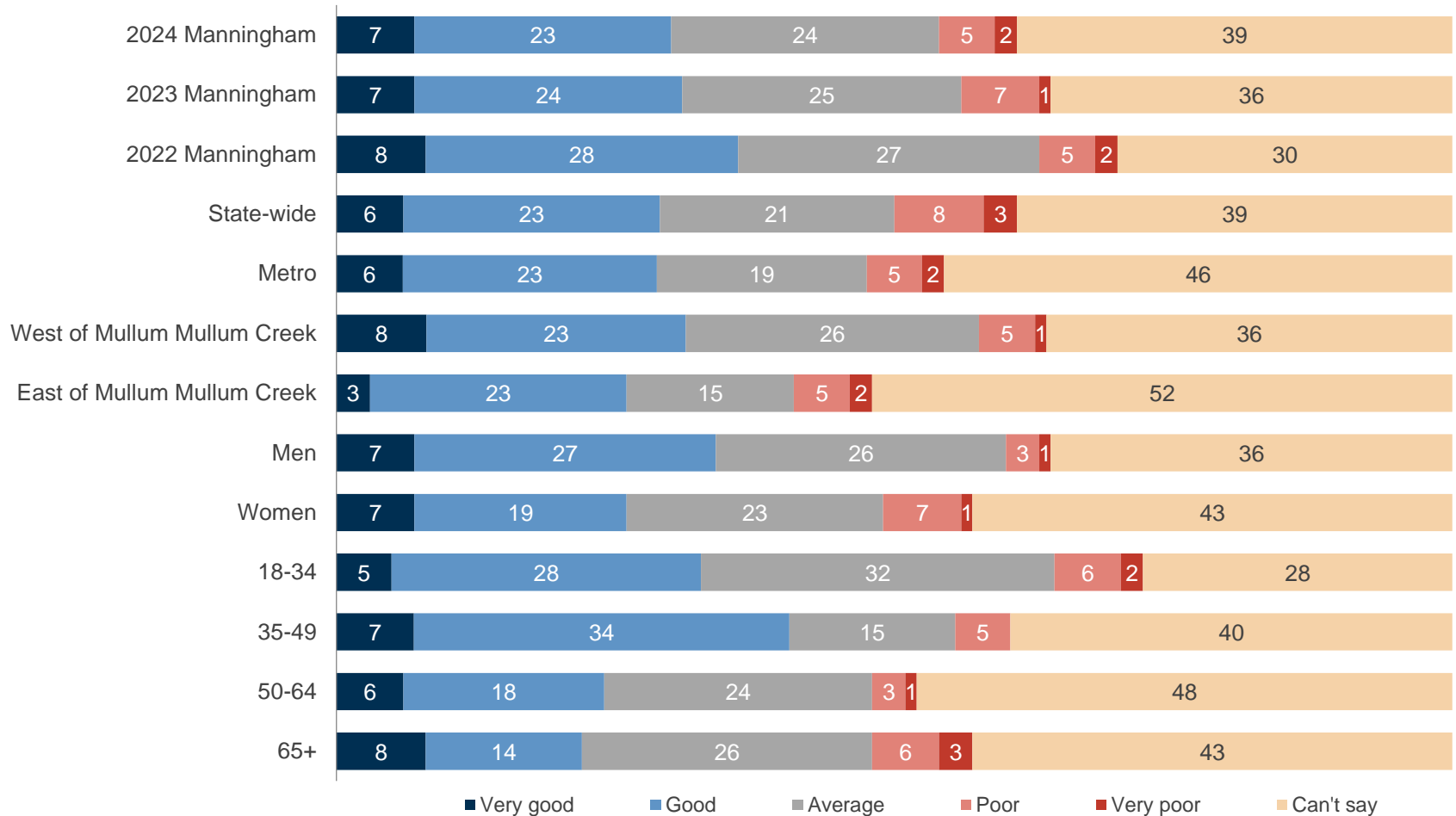
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2024 disadvantaged support performance (%)



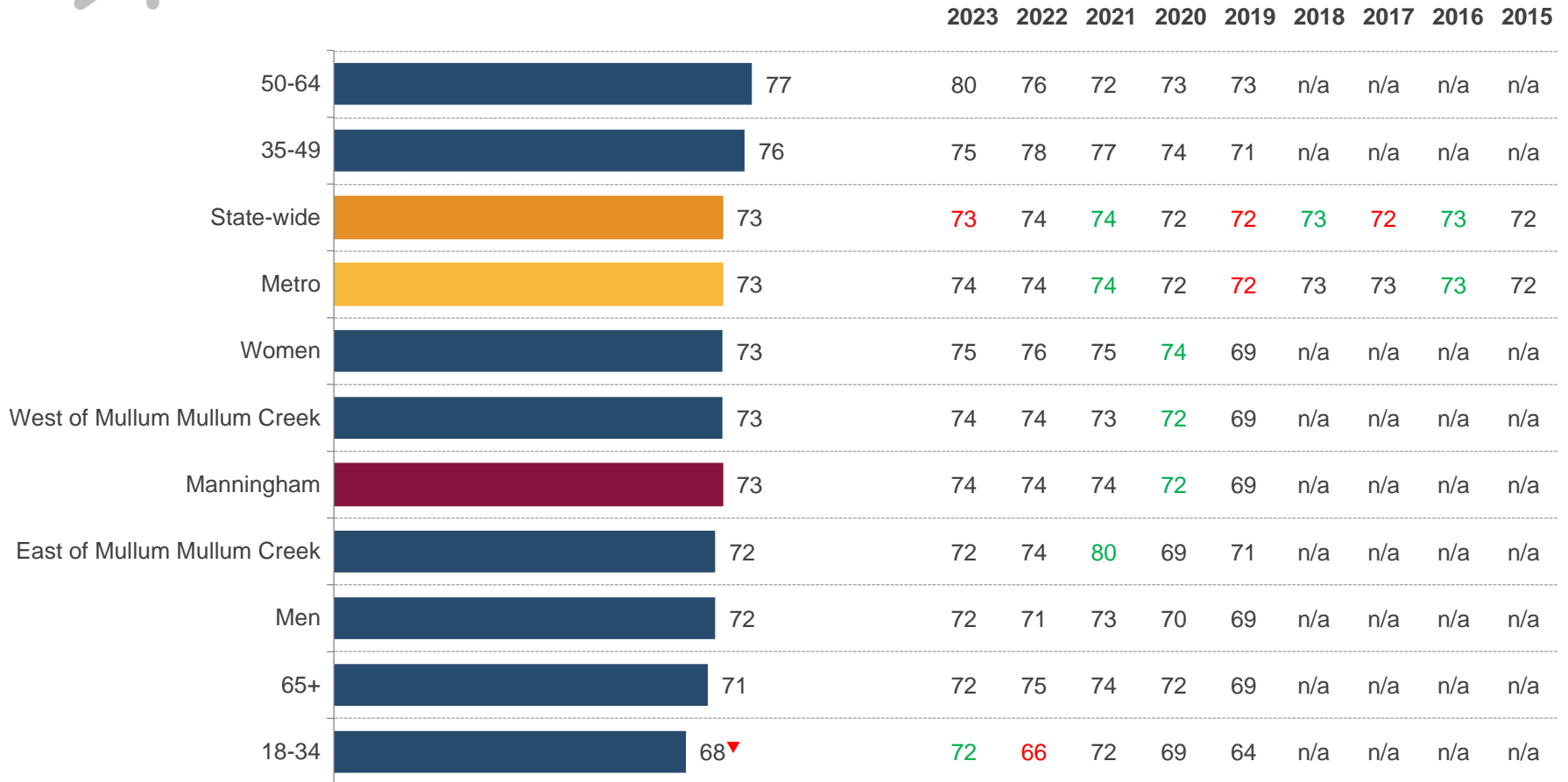
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5



Recreational facilities importance



2024 recreational facilities importance (index scores)



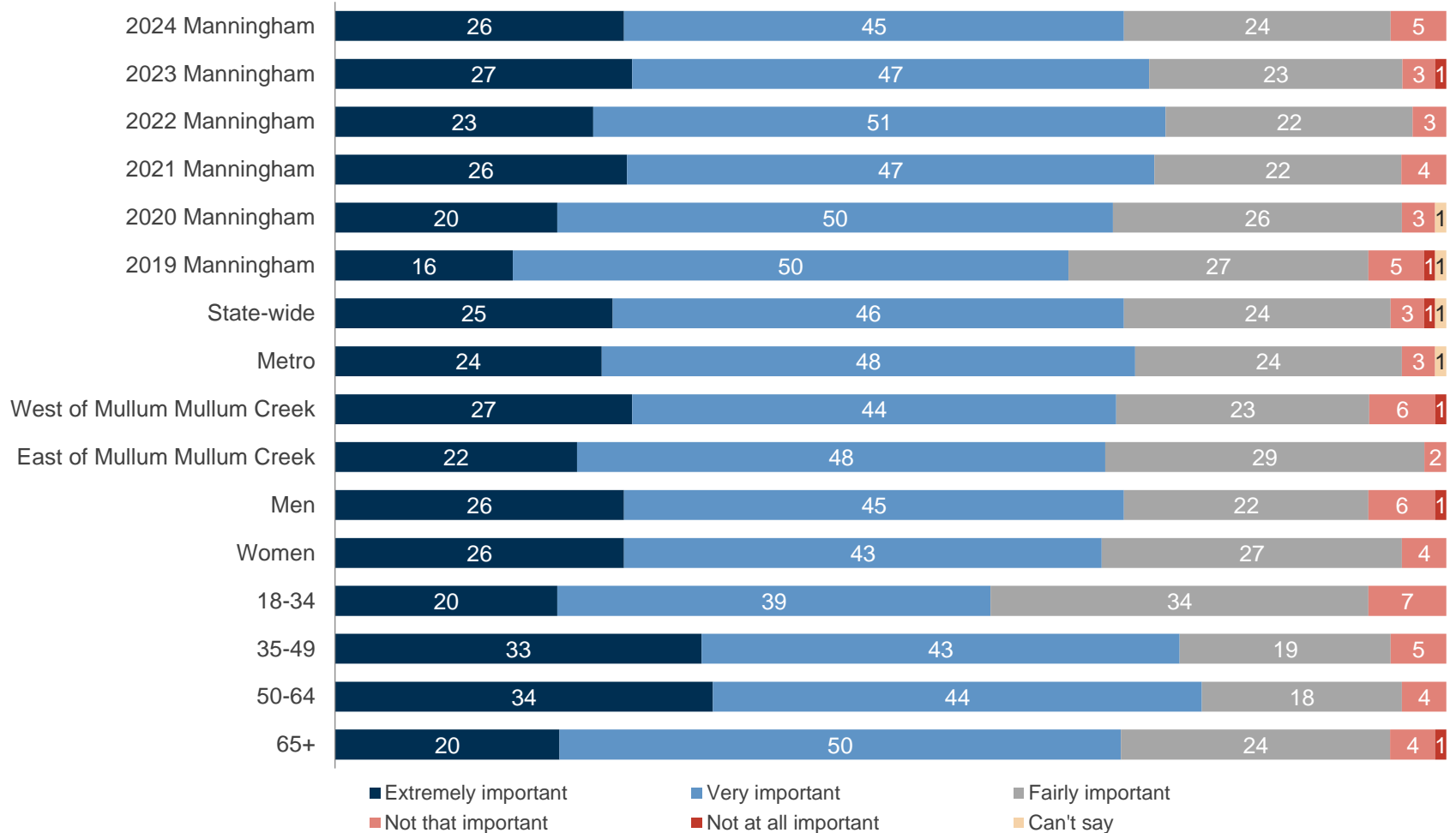
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)



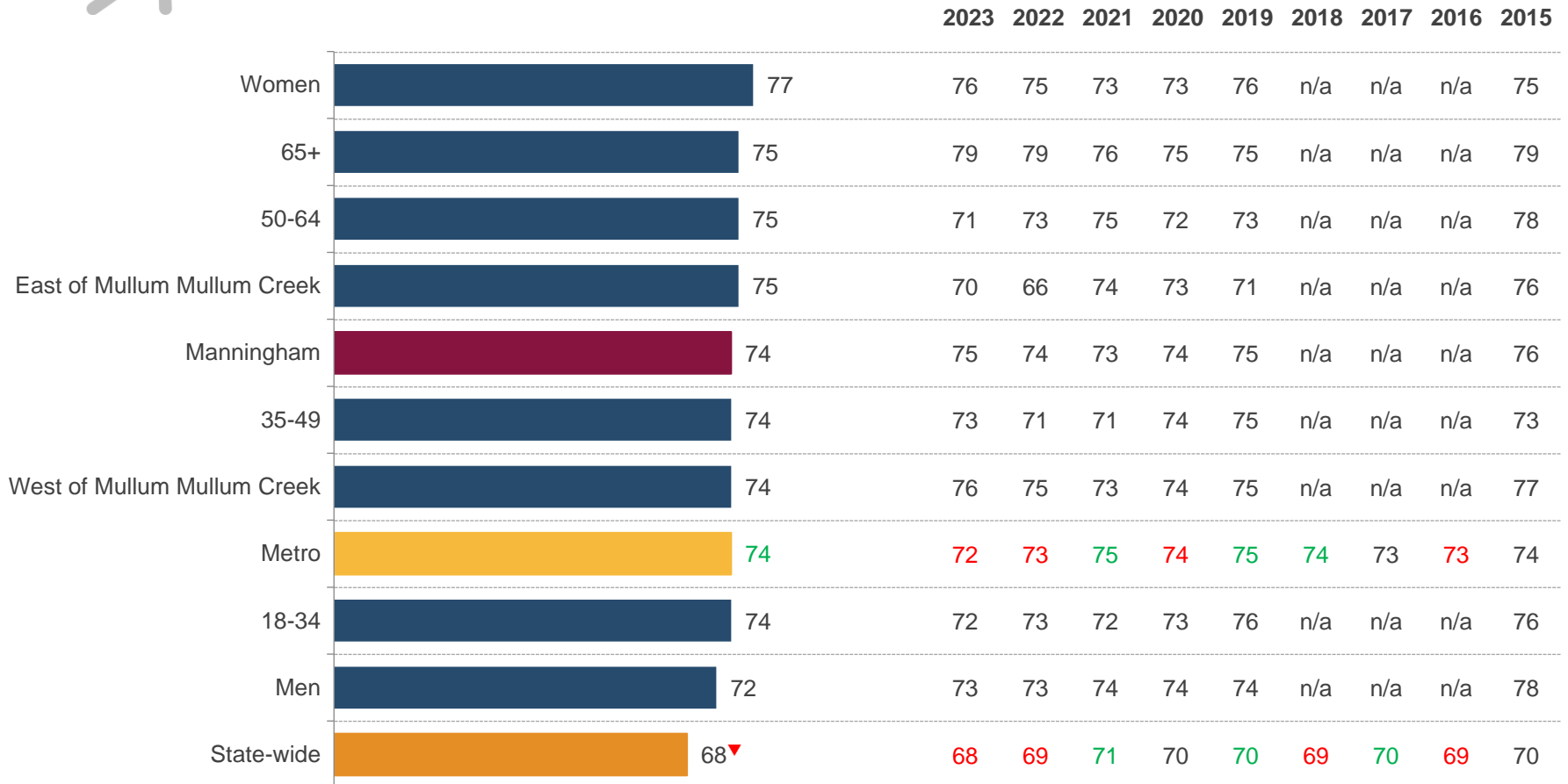
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)



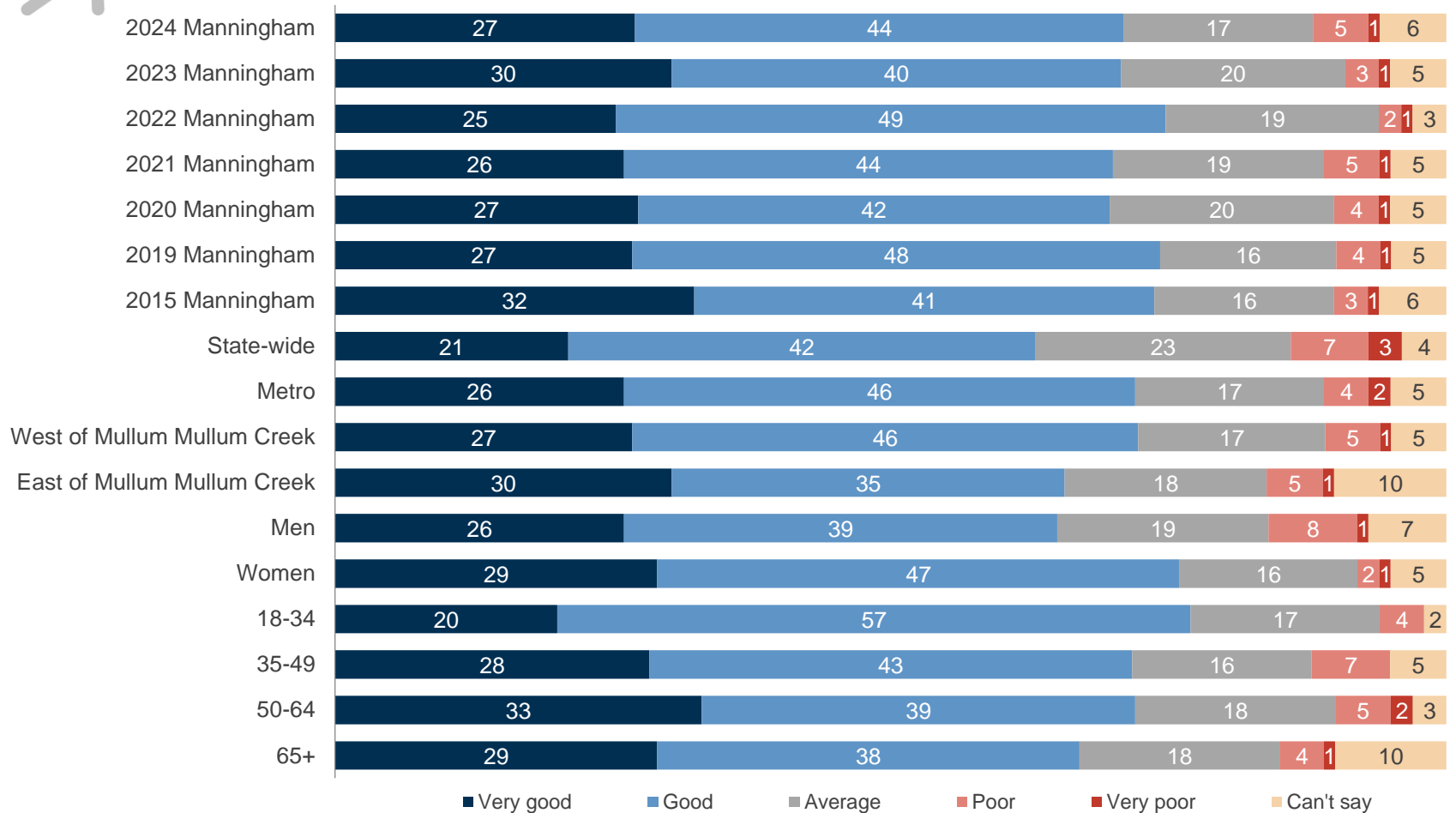
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



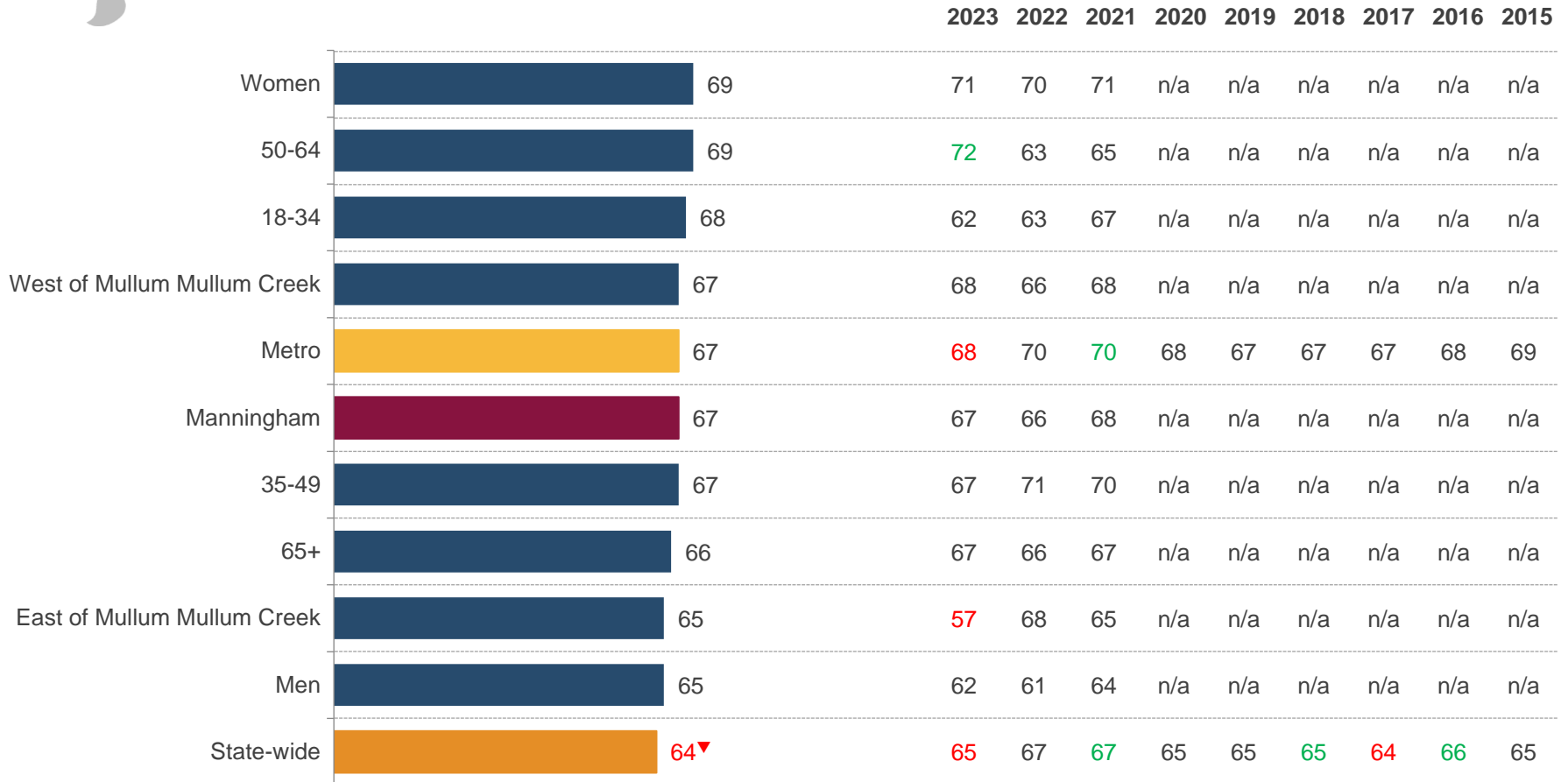
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



Art centres and libraries importance



2024 art centres and libraries importance (index scores)



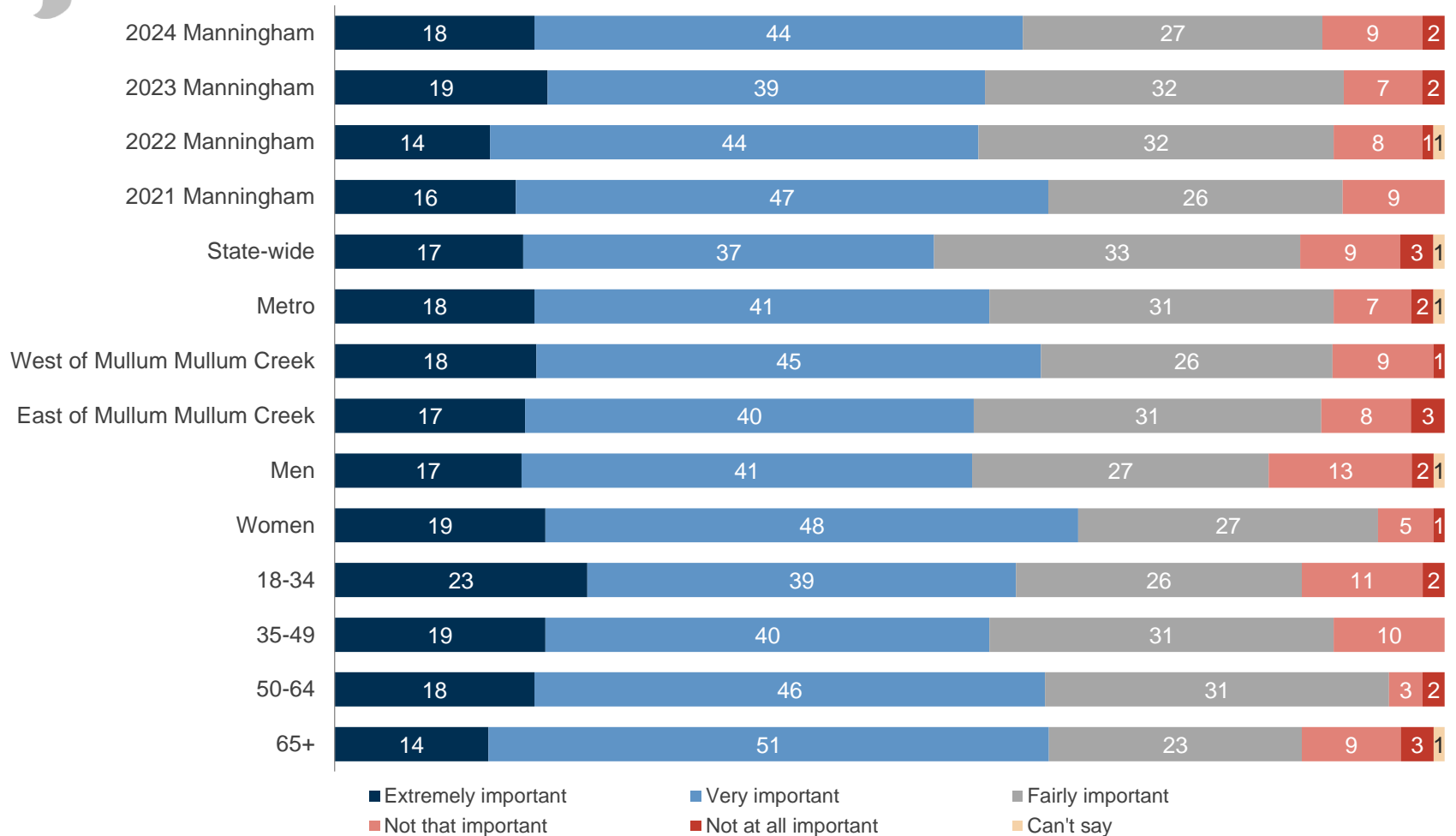
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)



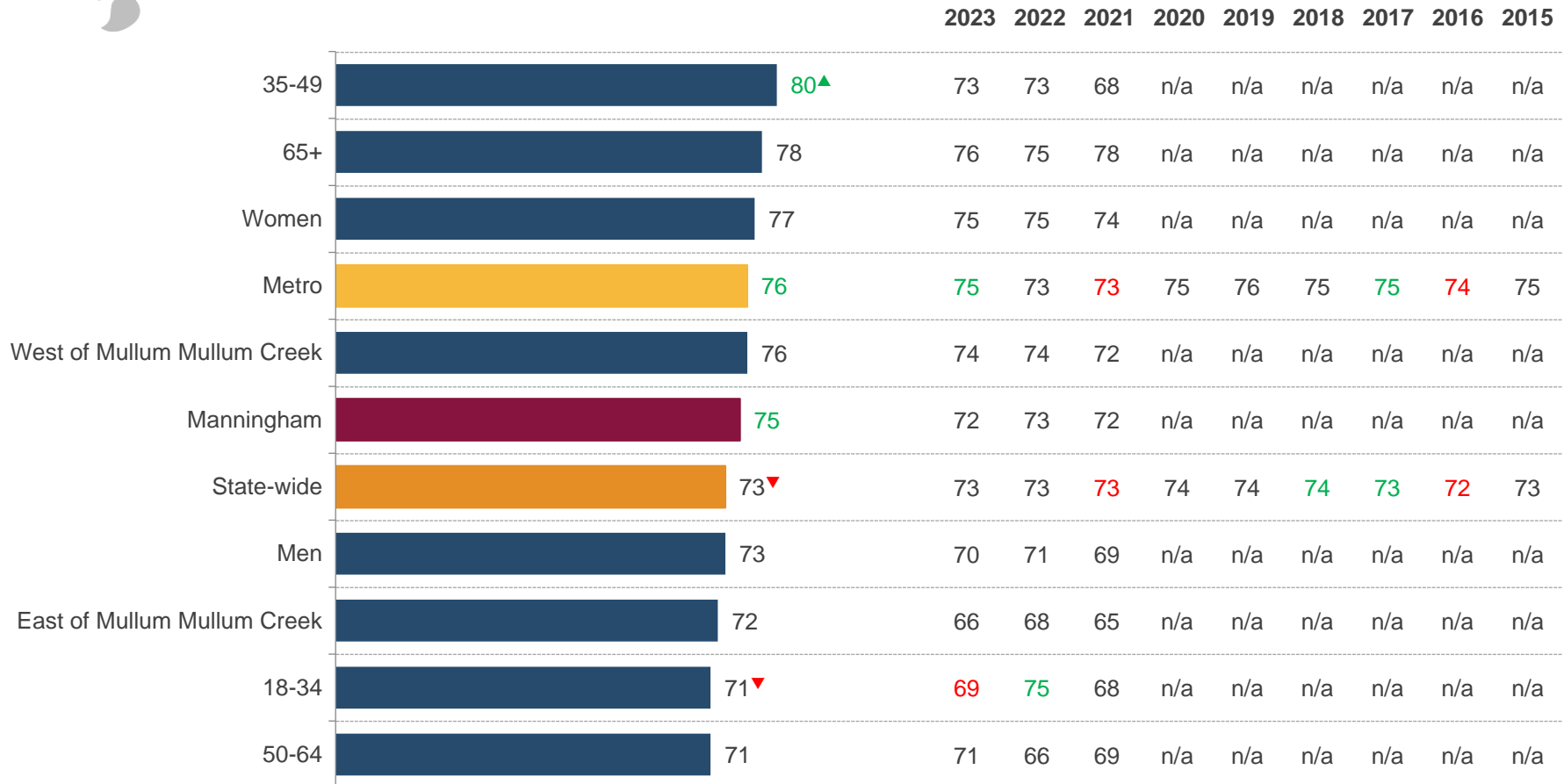
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Art centres and libraries performance



2024 art centres and libraries performance (index scores)



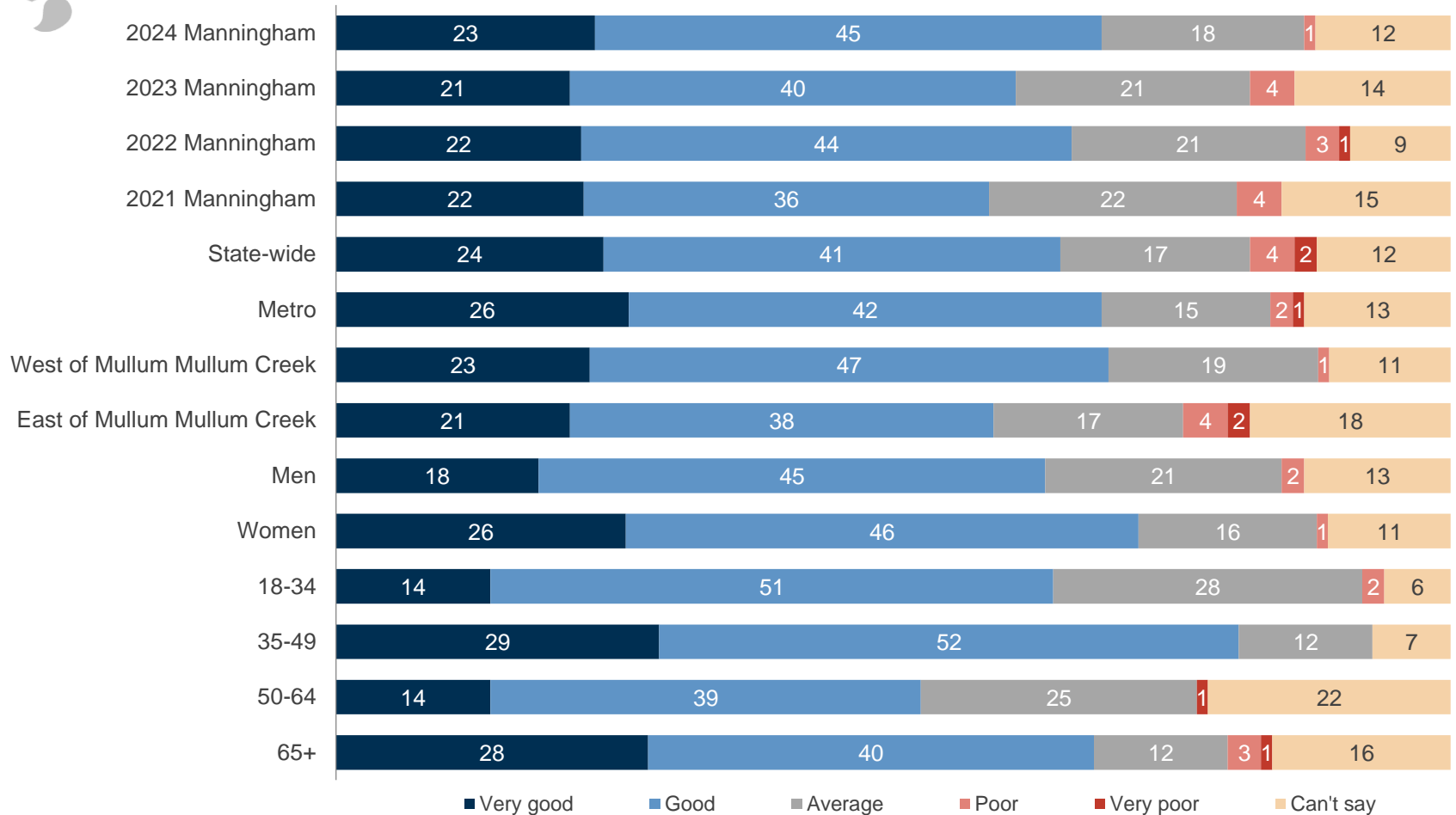
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)



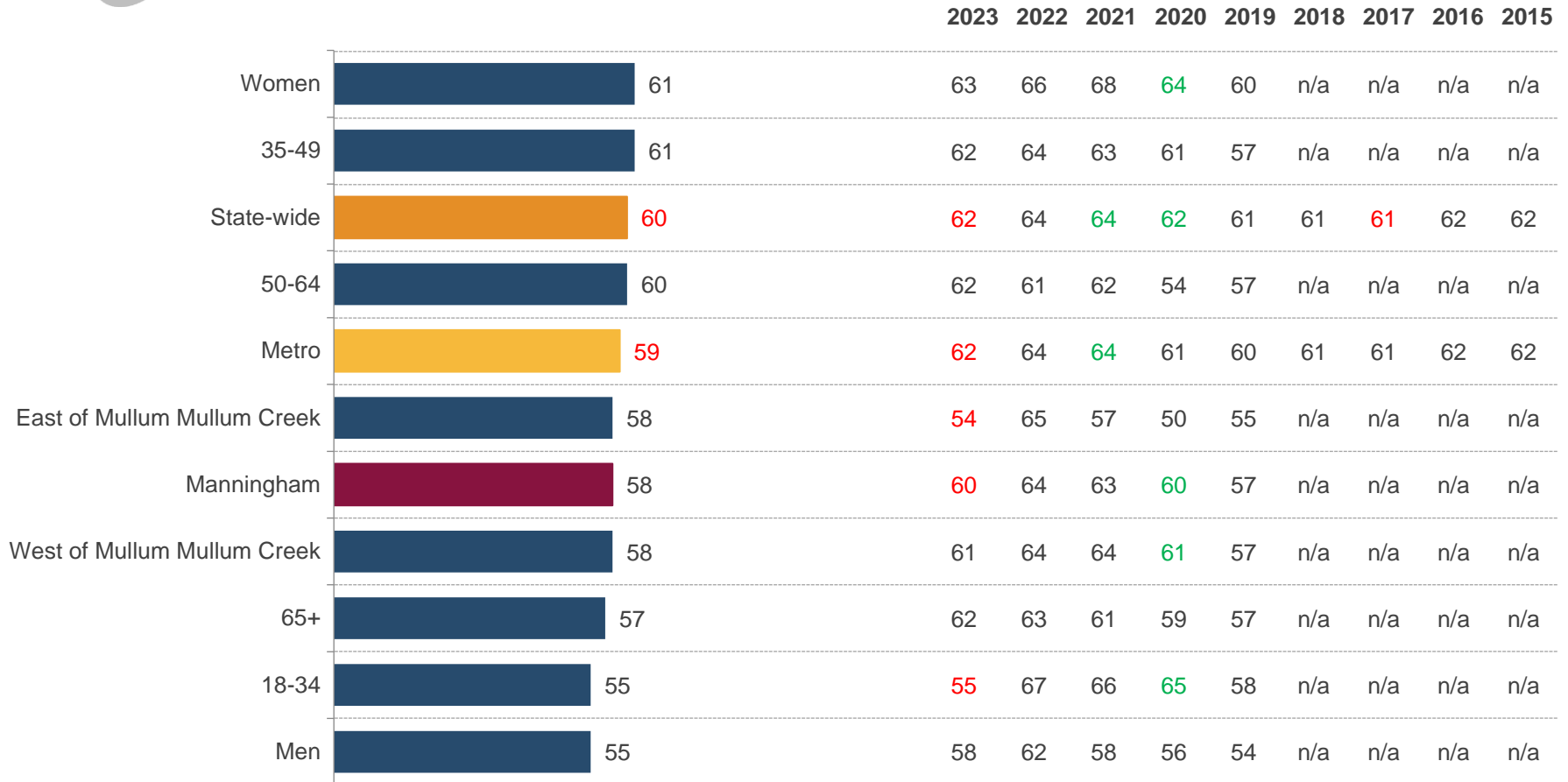
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8



Community and cultural activities importance



2024 community and cultural activities importance (index scores)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

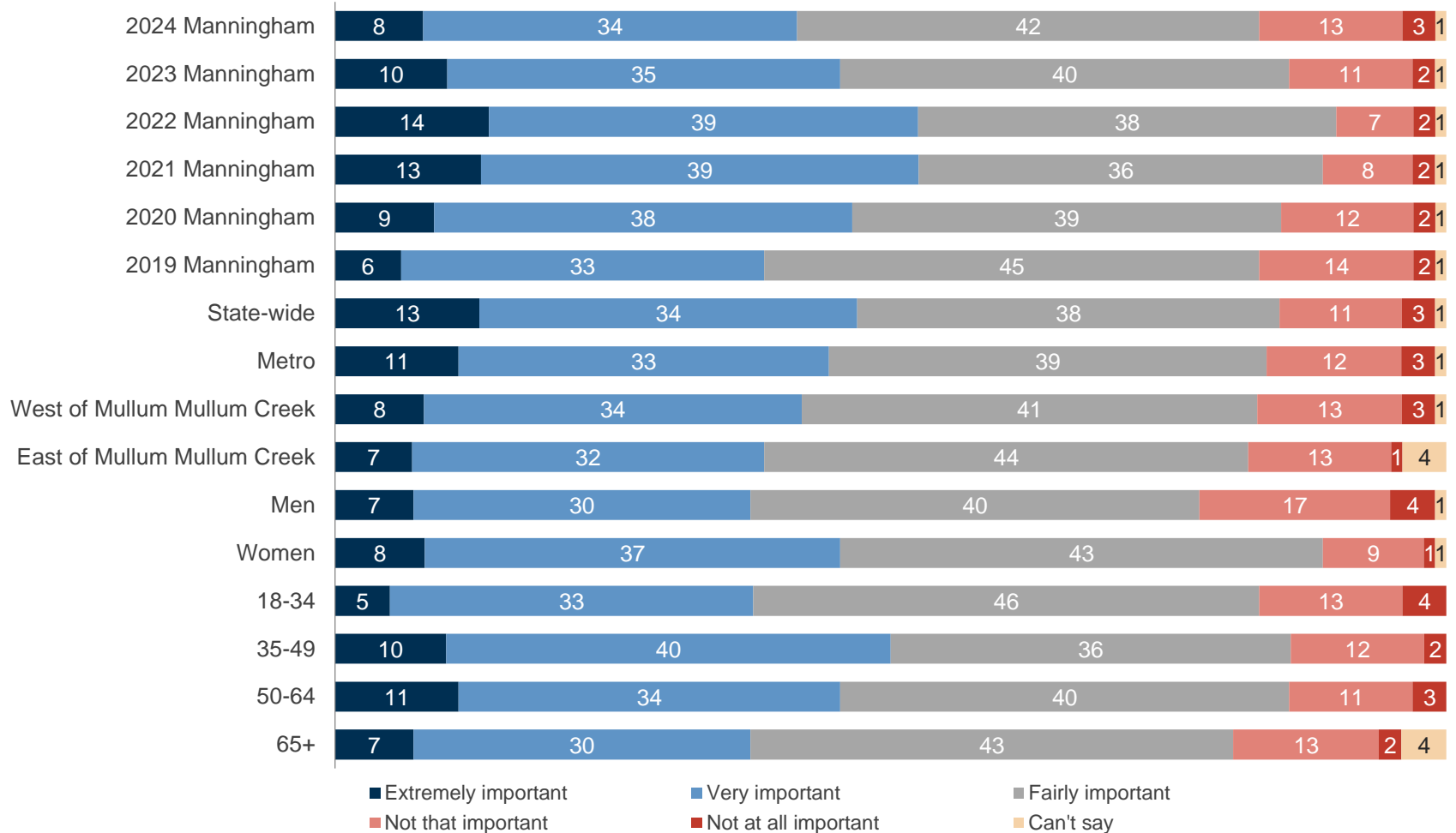
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2024 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5



Community and cultural activities performance



2024 community and cultural activities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	70▲	65	66	68	73	n/a	n/a	n/a	n/a
35-49	69	62	62	69	71	n/a	n/a	n/a	n/a
Metro	69▲	65	66	70	70	70	70	71	71
65+	68	69	69	71	71	n/a	n/a	n/a	n/a
Manningham	66	63	65	68	71	n/a	n/a	n/a	n/a
West of Mullum Mullum Creek	66	64	65	68	71	n/a	n/a	n/a	n/a
State-wide	66	65	65	68	69	69	69	69	69
East of Mullum Mullum Creek	66	63	68	67	74	n/a	n/a	n/a	n/a
50-64	64	59	65	66	68	n/a	n/a	n/a	n/a
Men	63	62	64	68	69	n/a	n/a	n/a	n/a
18-34	63	62	63	66	73	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: 26 Councils asked group: 9

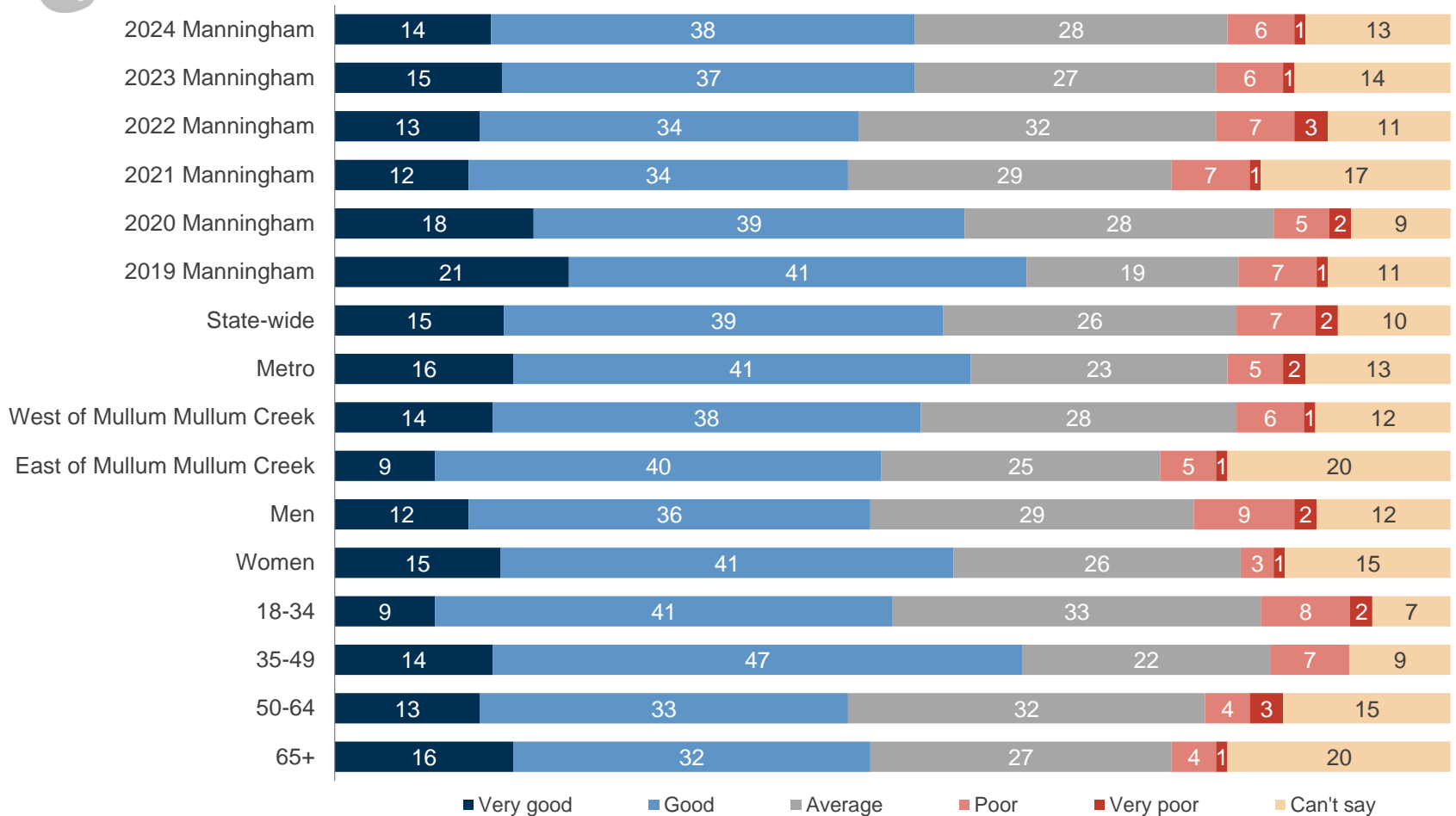
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)



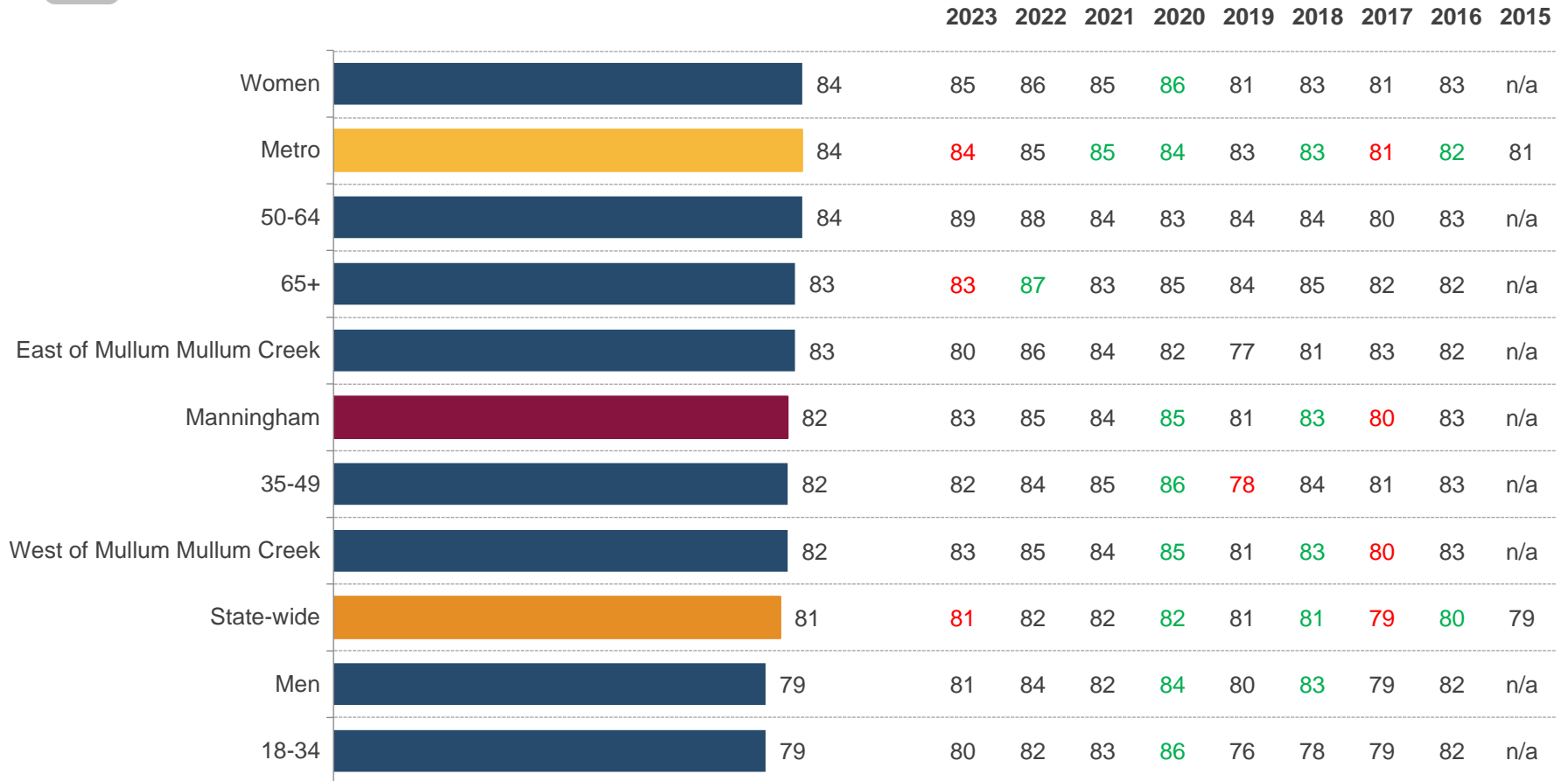
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



Waste management importance



2024 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

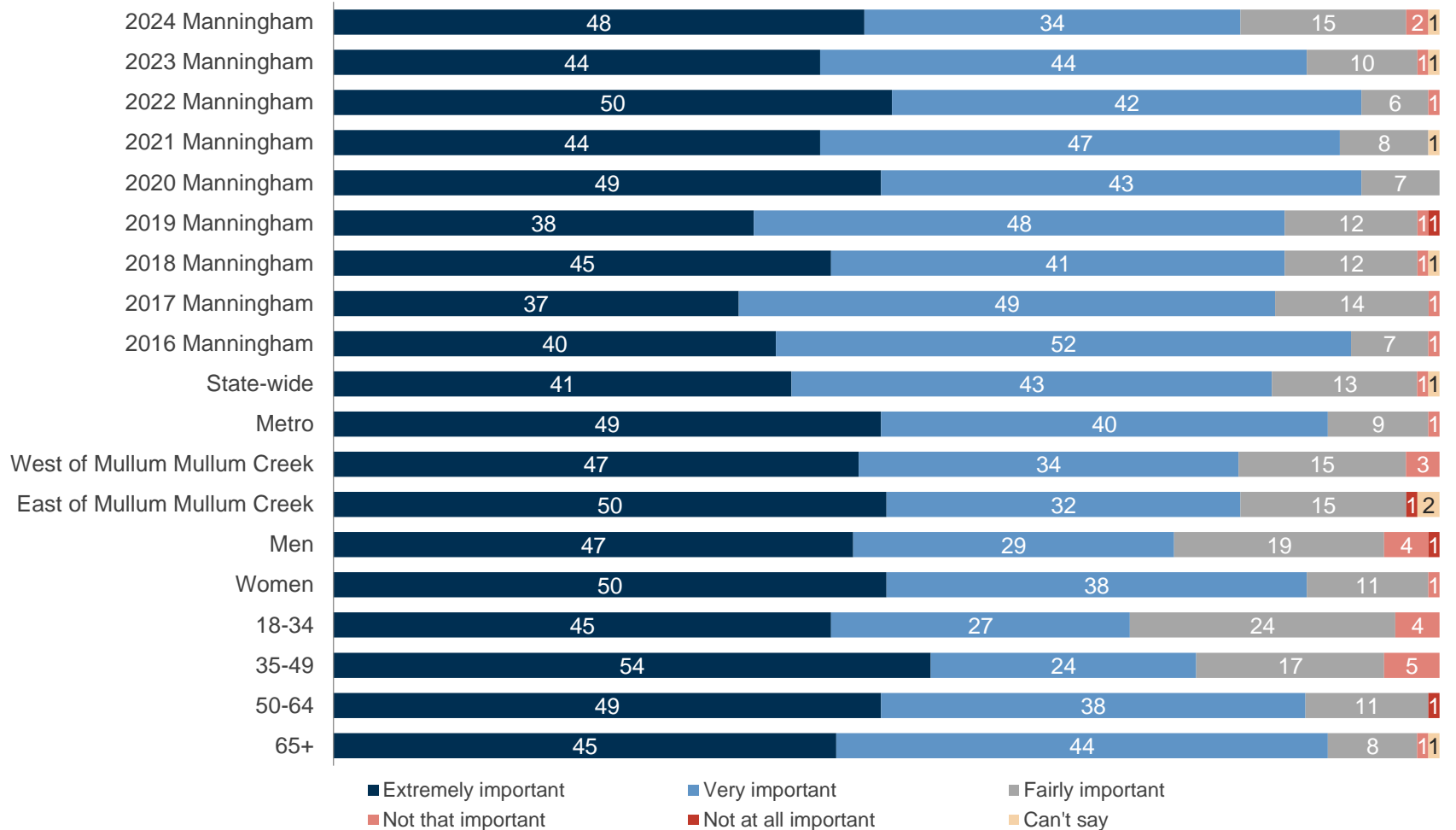
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)



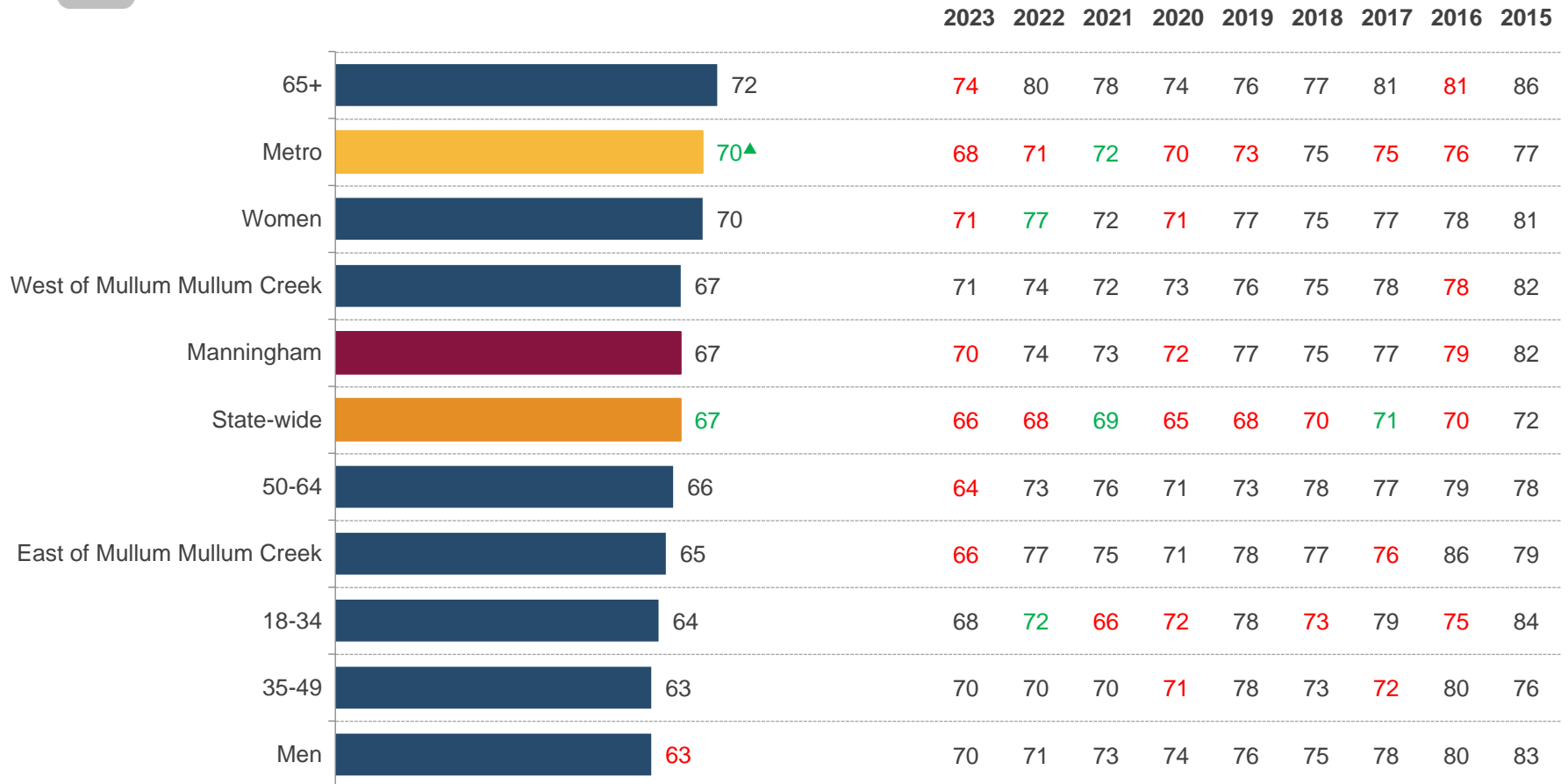
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6



Waste management performance



2024 waste management performance (index scores)



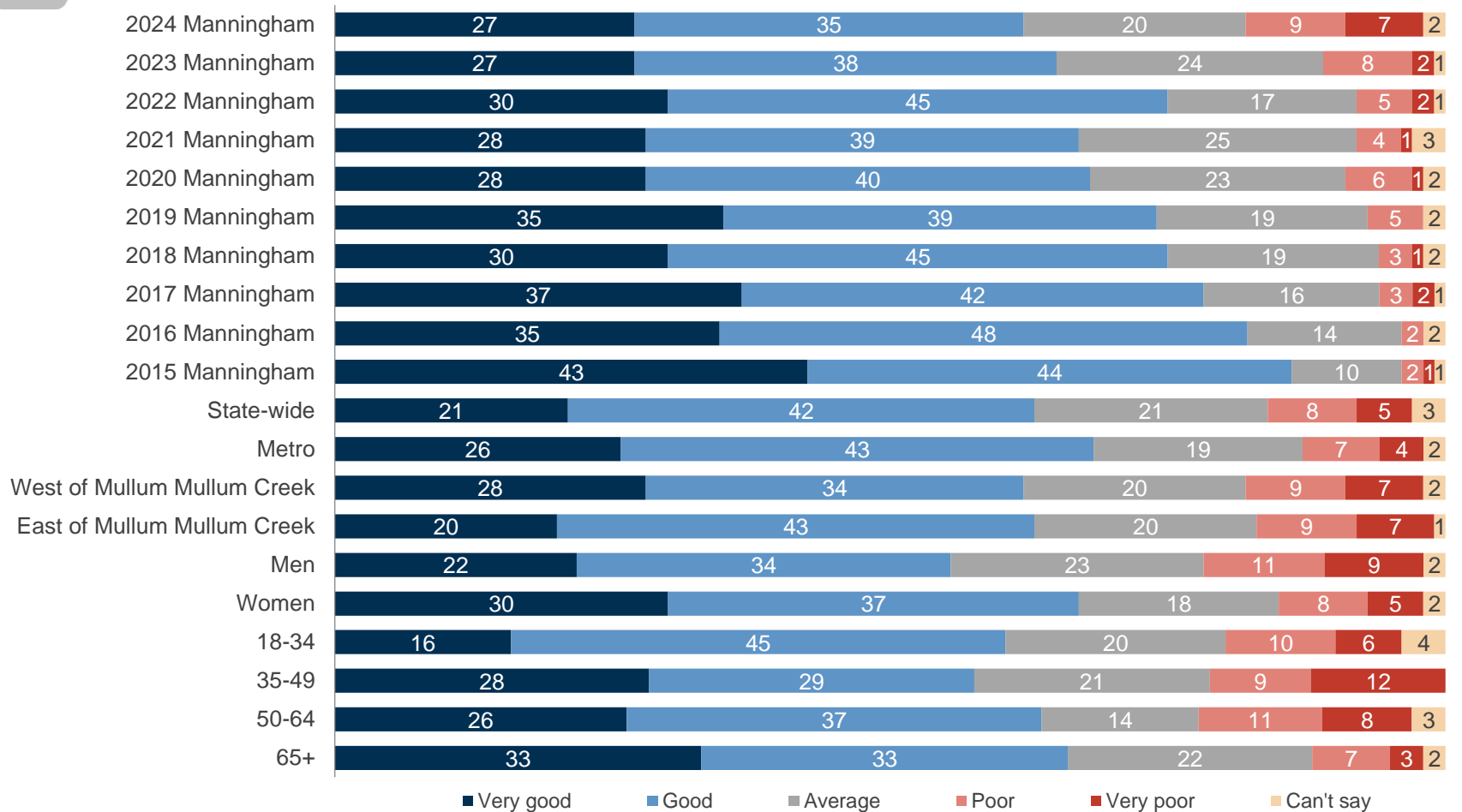
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)

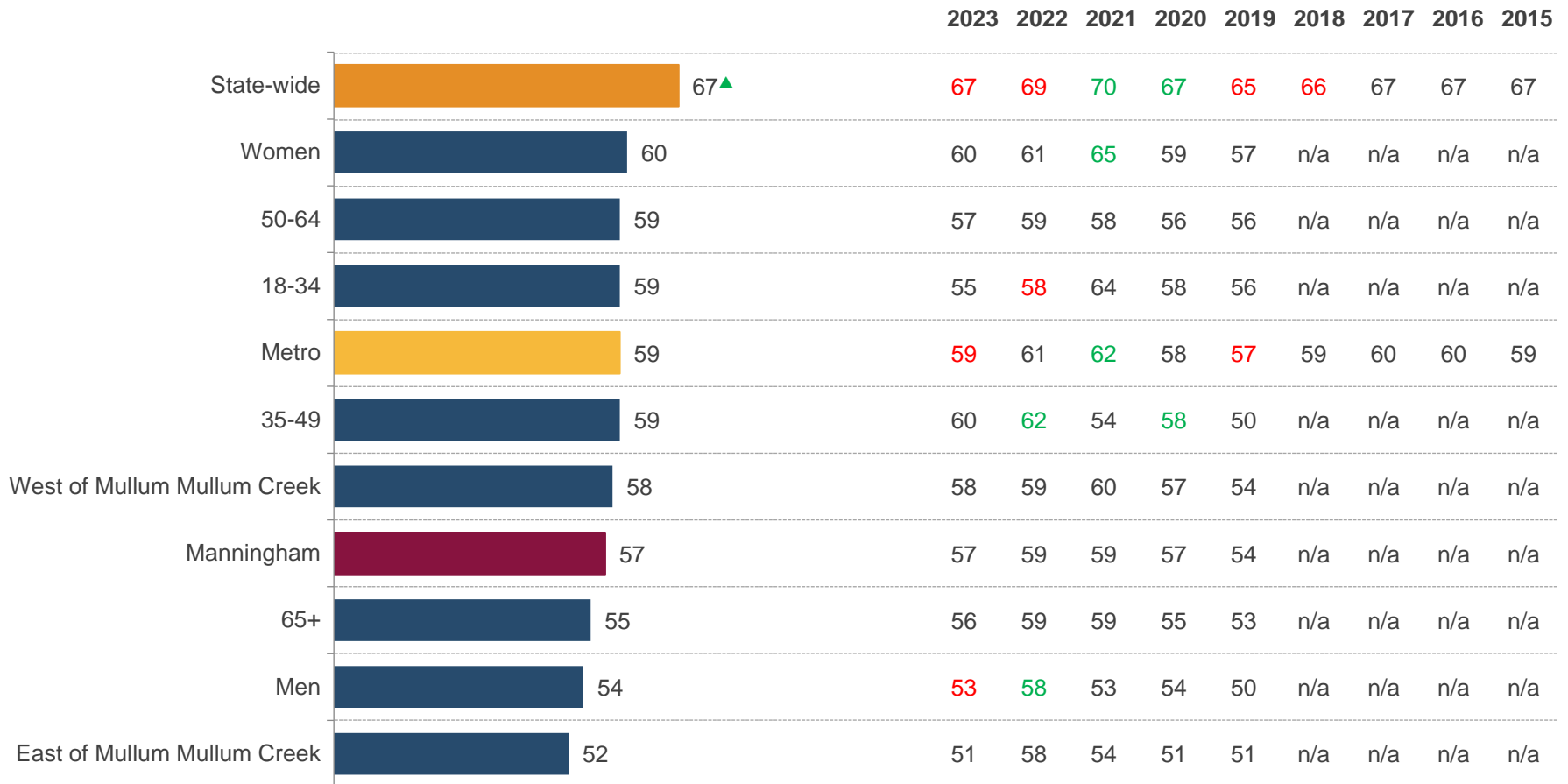


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Business and community development and tourism importance



2024 business/development/tourism importance (index scores)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

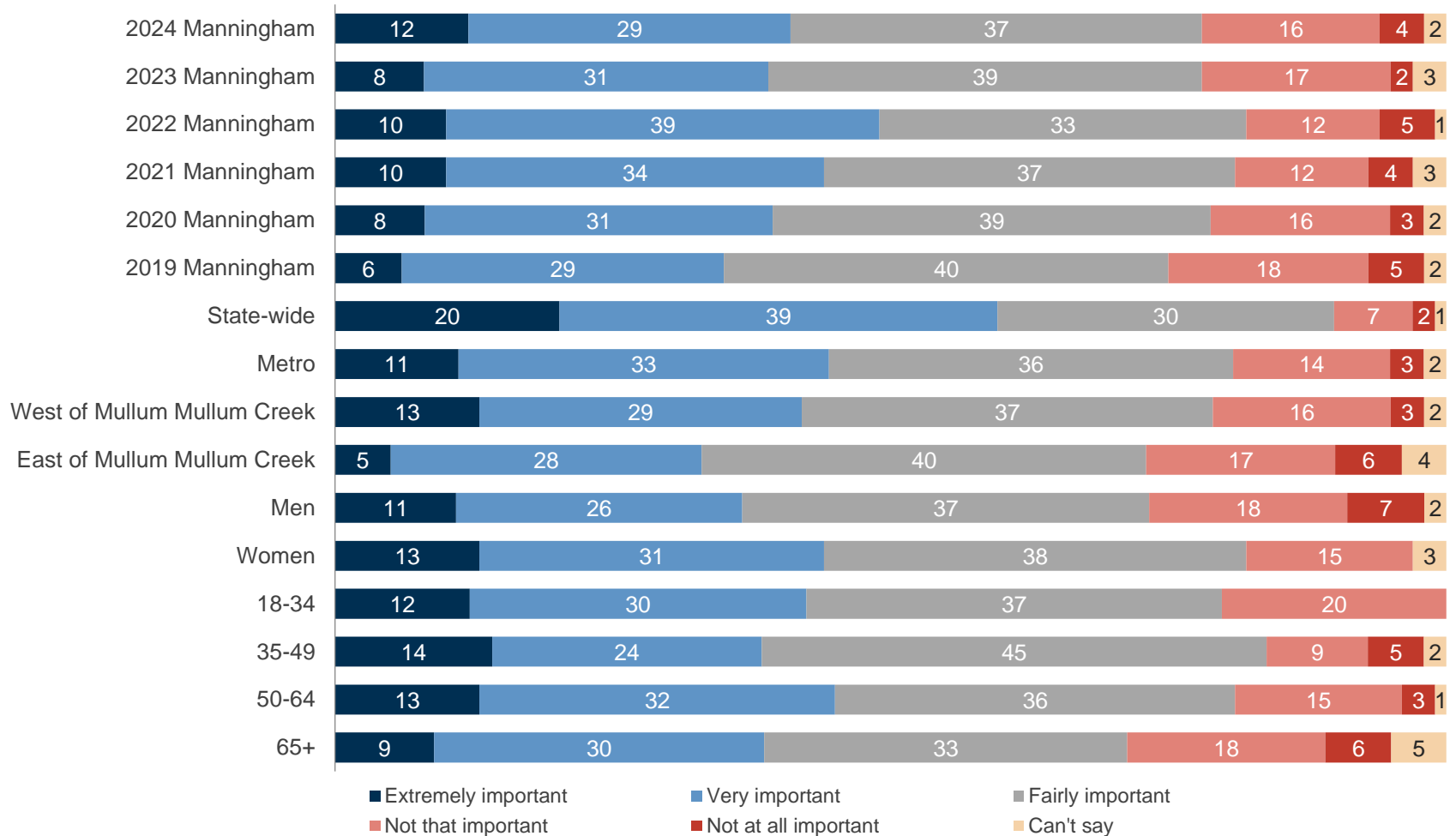
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
East of Mullum Mullum Creek	52	50	62	55	66	n/a	n/a	n/a	n/a
Women	59	56	58	58	63	n/a	n/a	n/a	n/a
50-64	53	54	54	51	57	n/a	n/a	n/a	n/a
Metro	59	59	60	59	60	60	60	62	62
65+	60	59	61	59	61	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61
Manningham	57	56	57	58	60	n/a	n/a	n/a	n/a
35-49	56	56	51	58	59	n/a	n/a	n/a	n/a
18-34	55	55	60	60	63	n/a	n/a	n/a	n/a
West of Mullum Mullum Creek	58	57	57	58	60	n/a	n/a	n/a	n/a
Men	55	57	57	58	58	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?

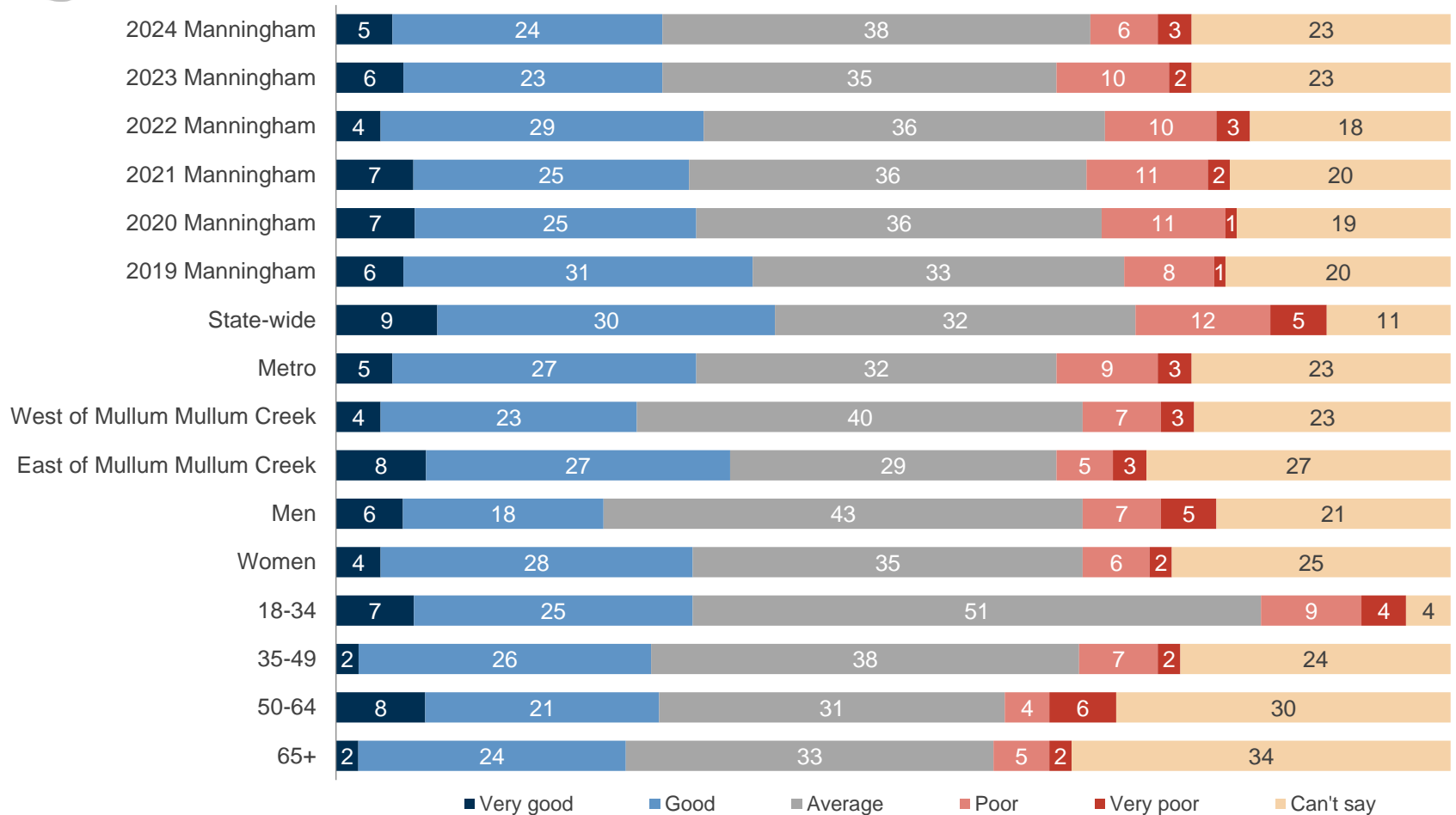
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



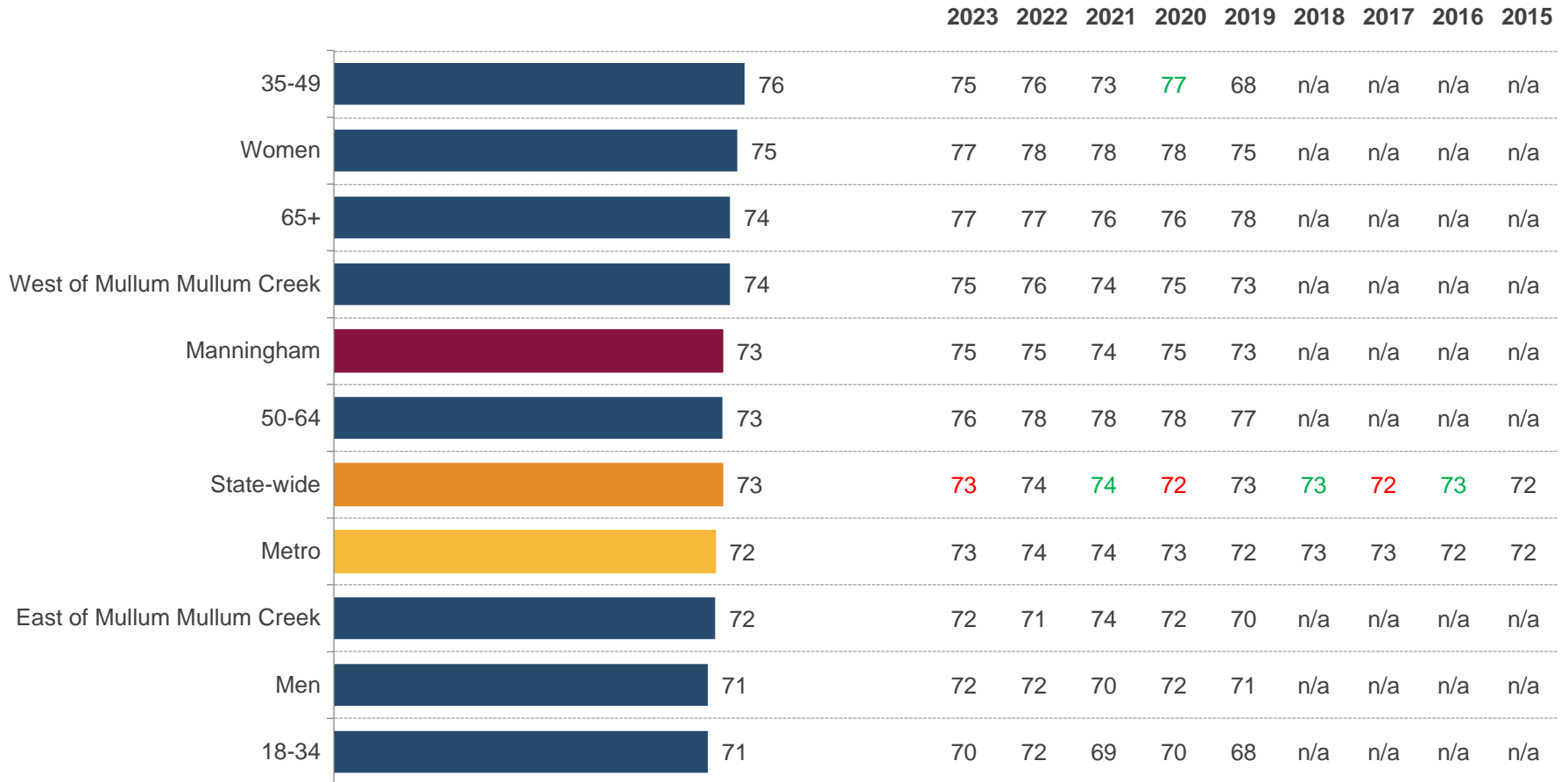
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5



Council's general town planning policy importance



2024 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

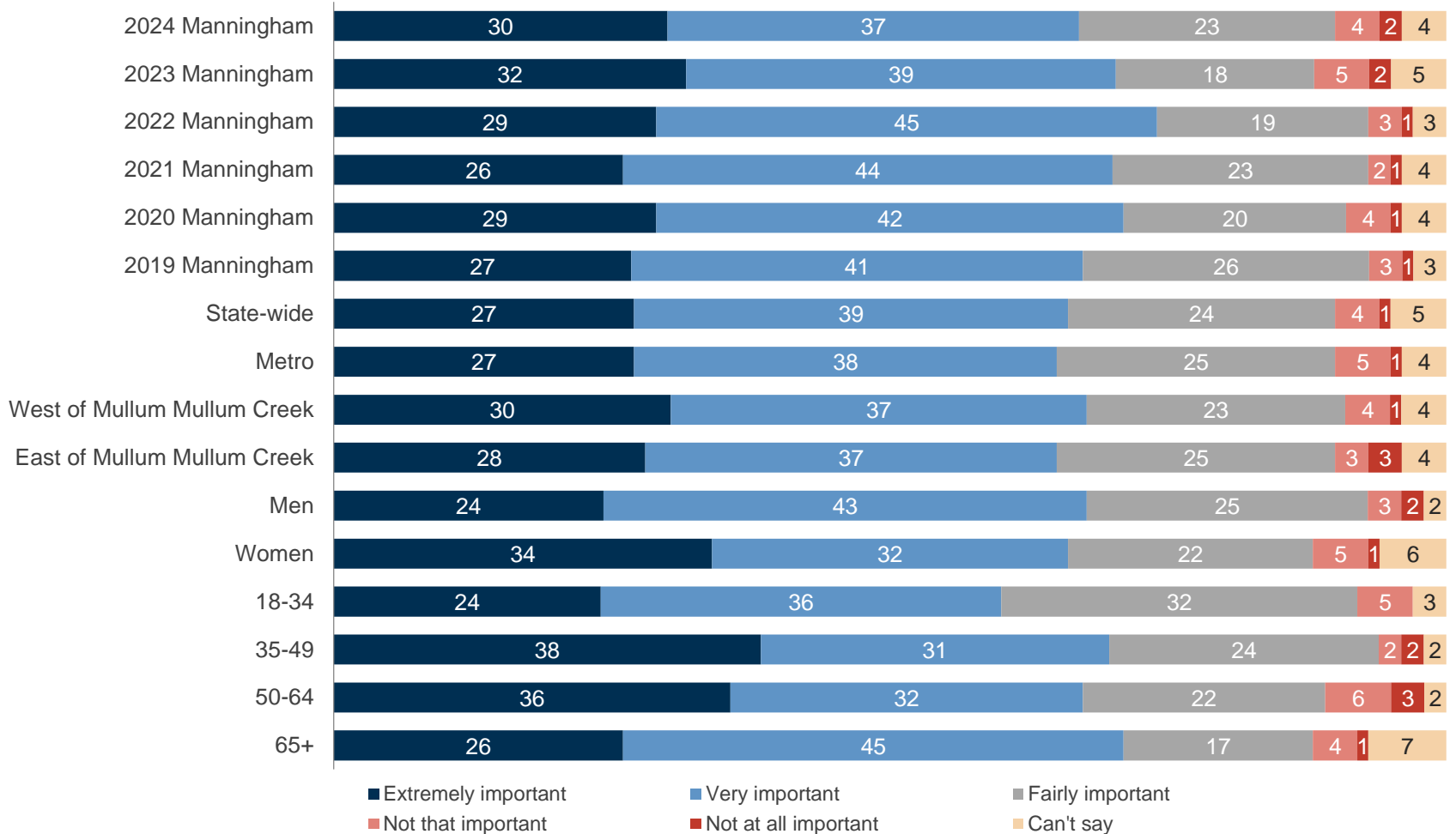
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2024 town planning importance (%)



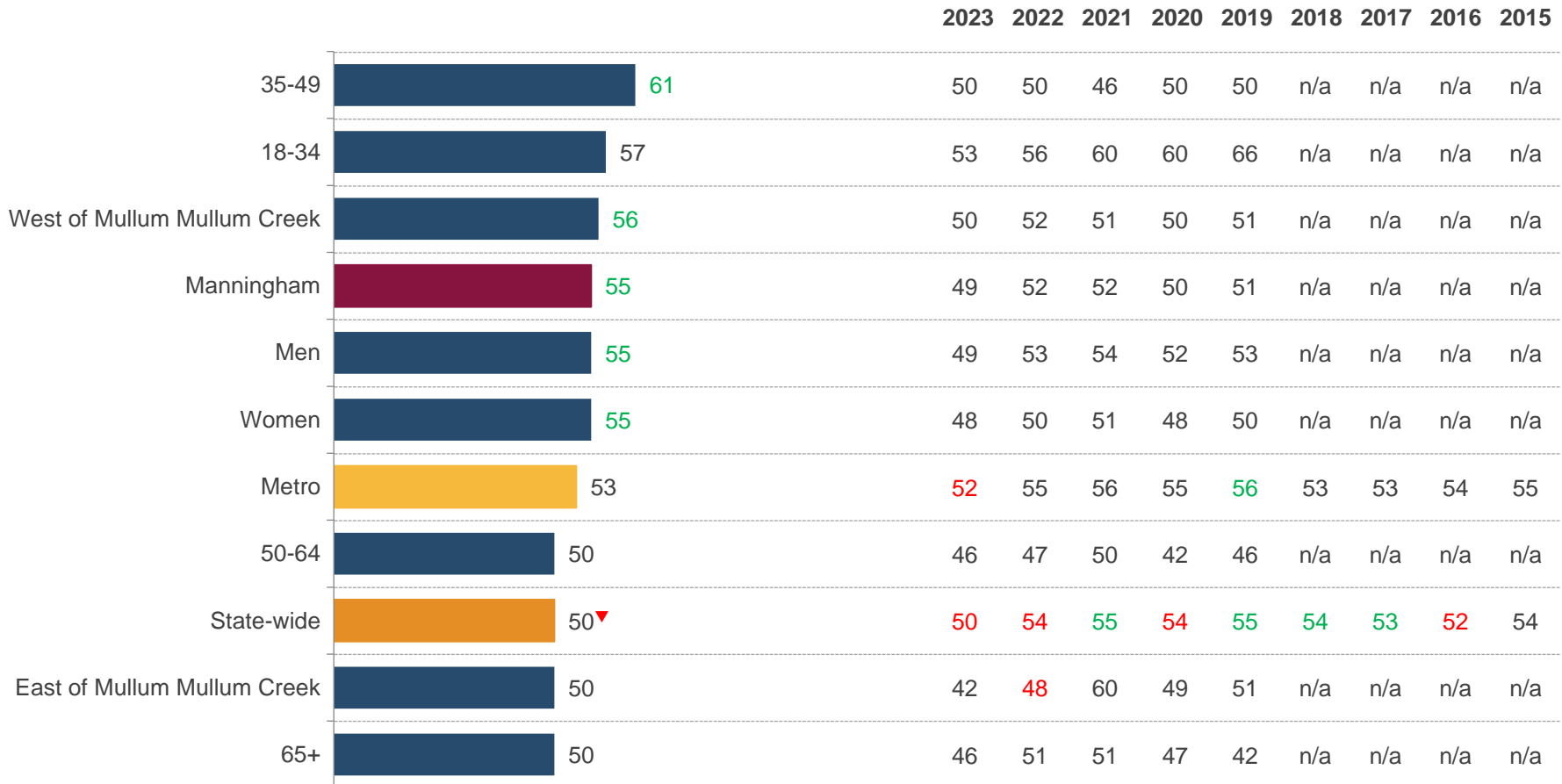
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3



Council's general town planning policy performance



2024 town planning performance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

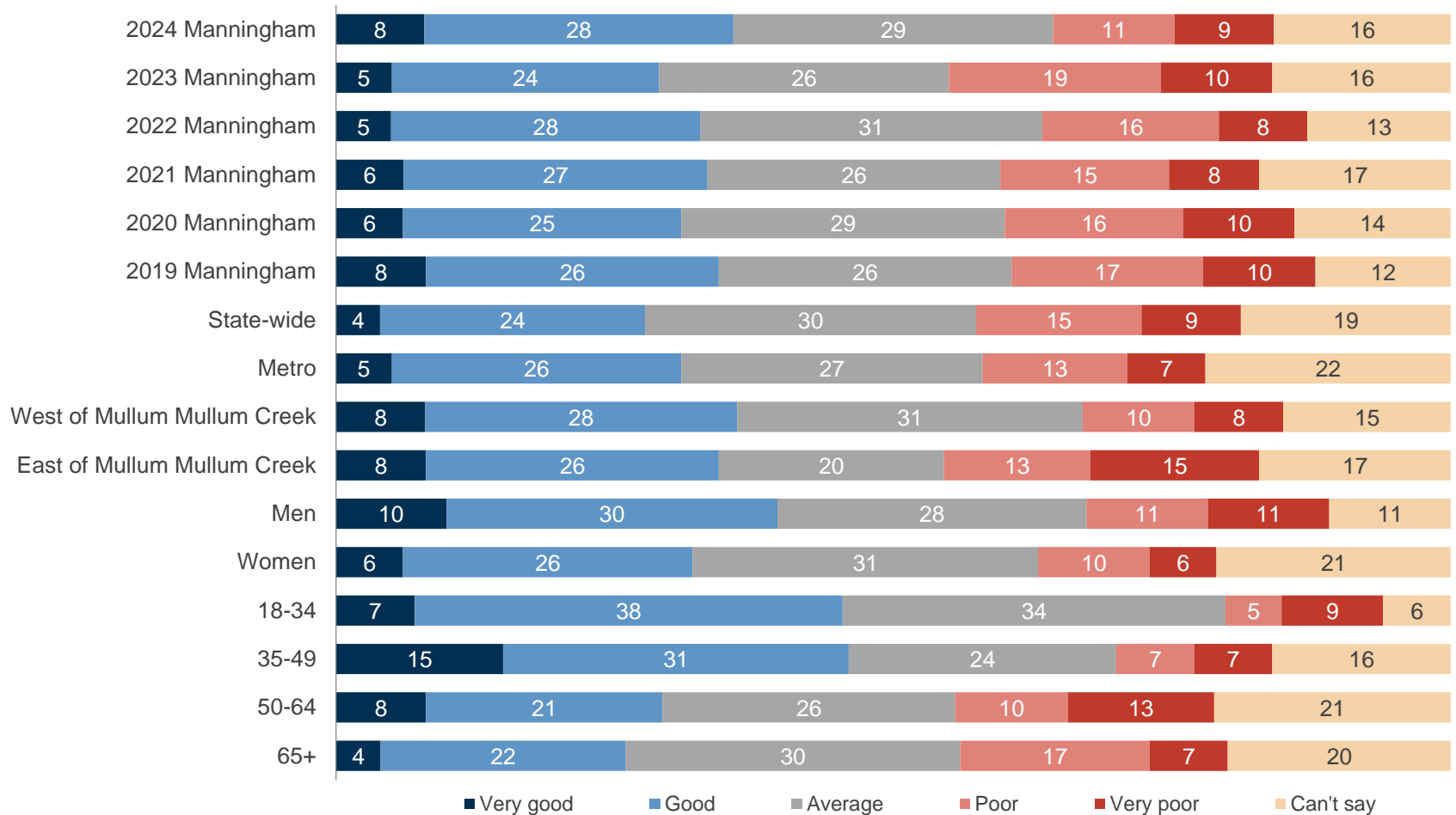
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 town planning performance (%)



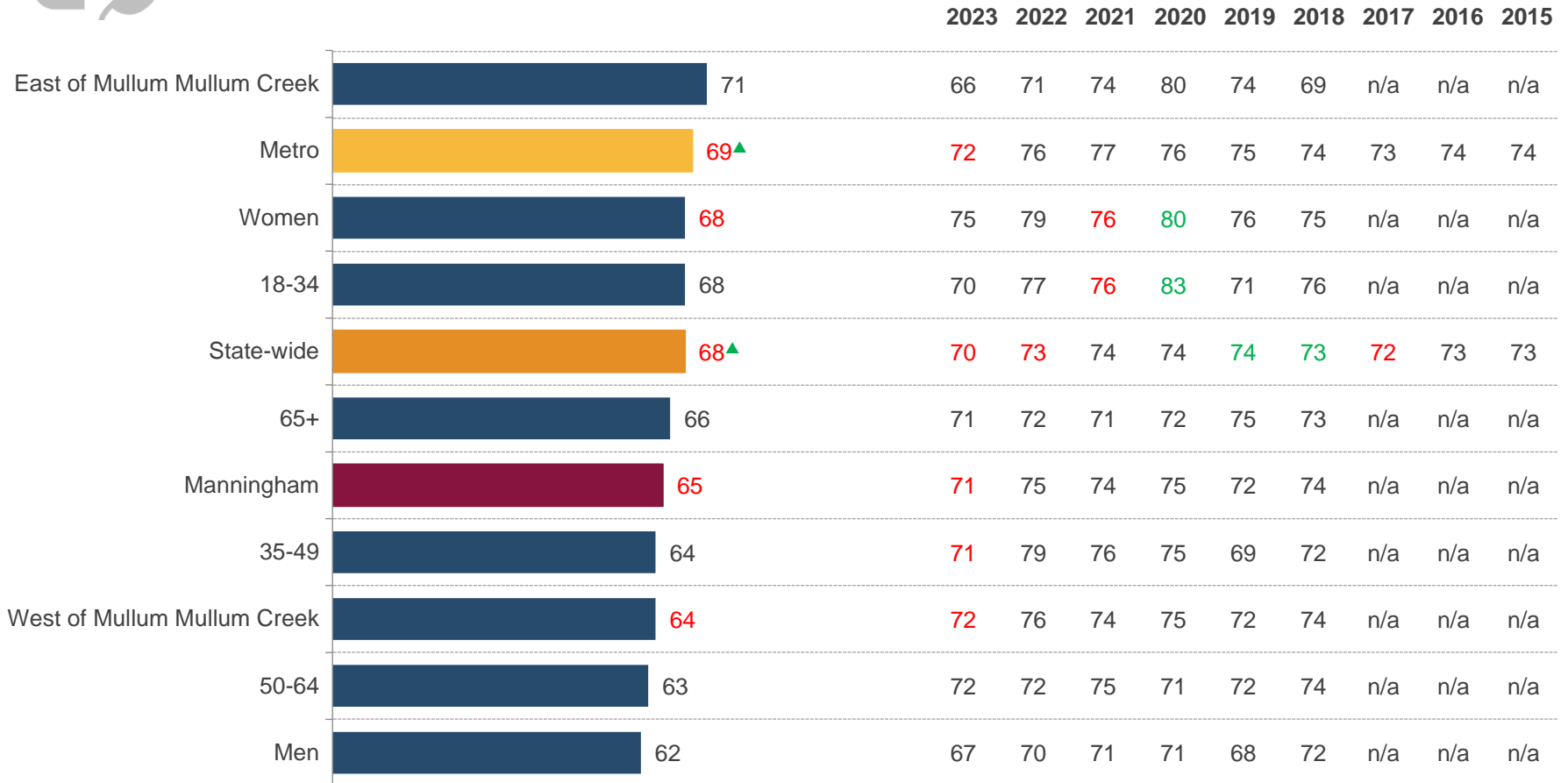
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7



Environmental sustainability importance



2024 environmental sustainability importance (index scores)



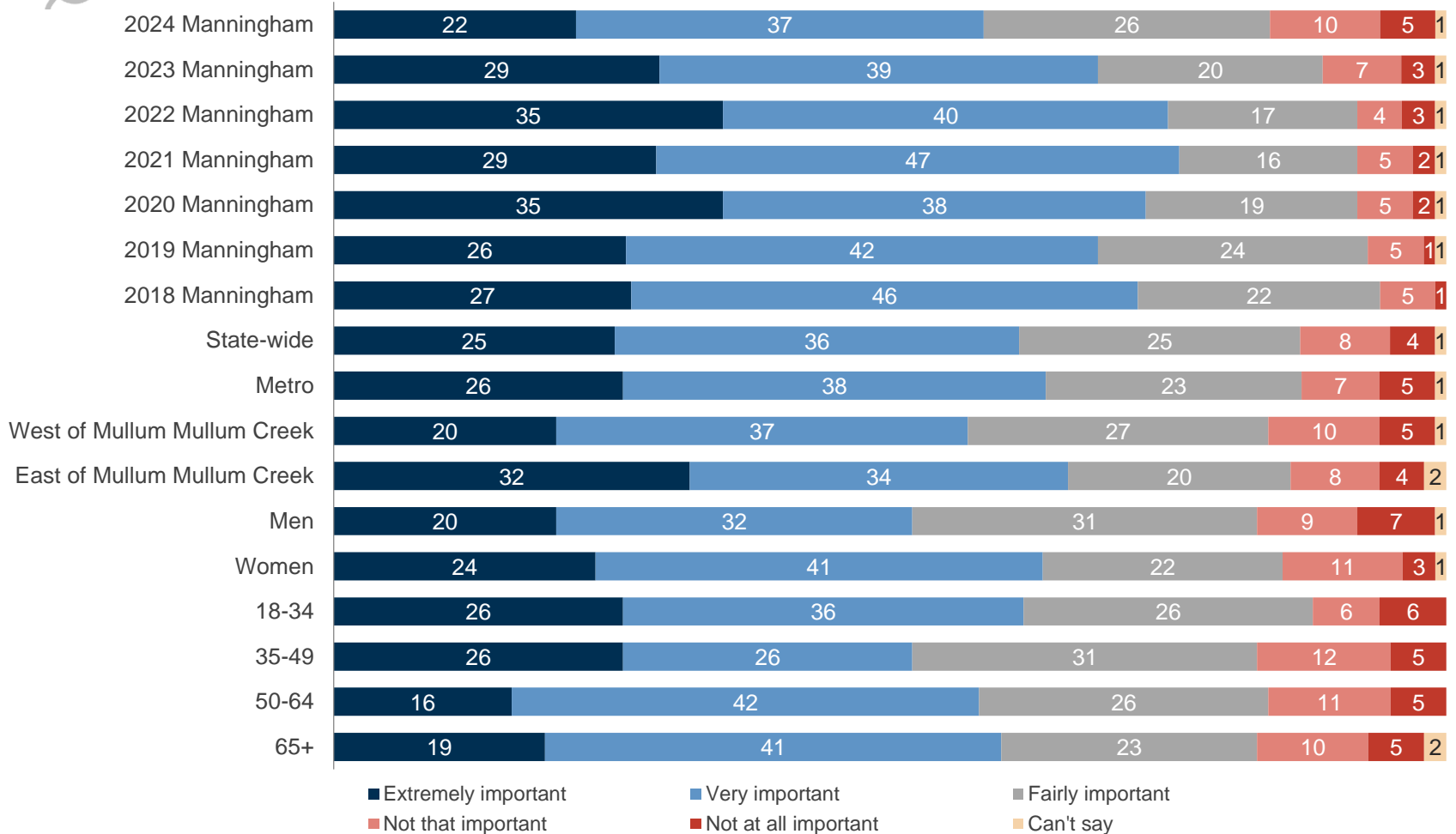
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	68	63	65	61	65	69	58	68	68	n/a
18-34	68	60	58	59	63	73	72	73	58	n/a
West of Mullum Mullum Creek	68	64	63	61	62	68	66	68	63	n/a
Women	67	65	61	60	61	67	66	66	66	n/a
50-64	66	59	61	64	55	64	69	64	67	n/a
Manningham	66	62	63	62	61	68	67	67	64	n/a
Metro	65	62	63	64	62	64	64	64	64	65
Men	65	59	65	64	62	69	67	69	63	n/a
65+	62	65	67	64	61	65	67	64	64	n/a
State-wide	60▼	60	61	62	60	62	63	64	63	64
East of Mullum Mullum Creek	57▼	53	60	74	59	71	68	66	70	n/a

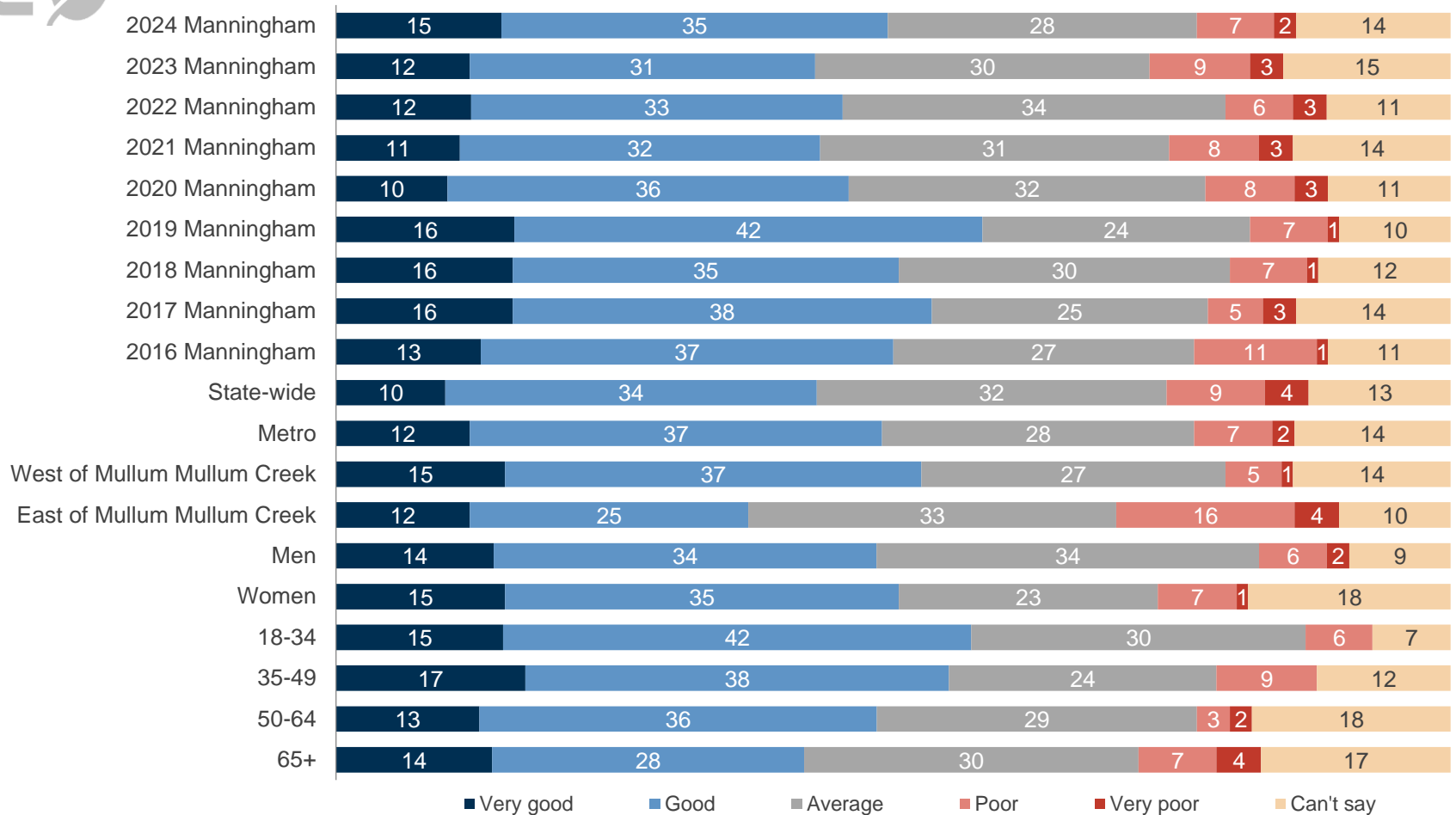
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



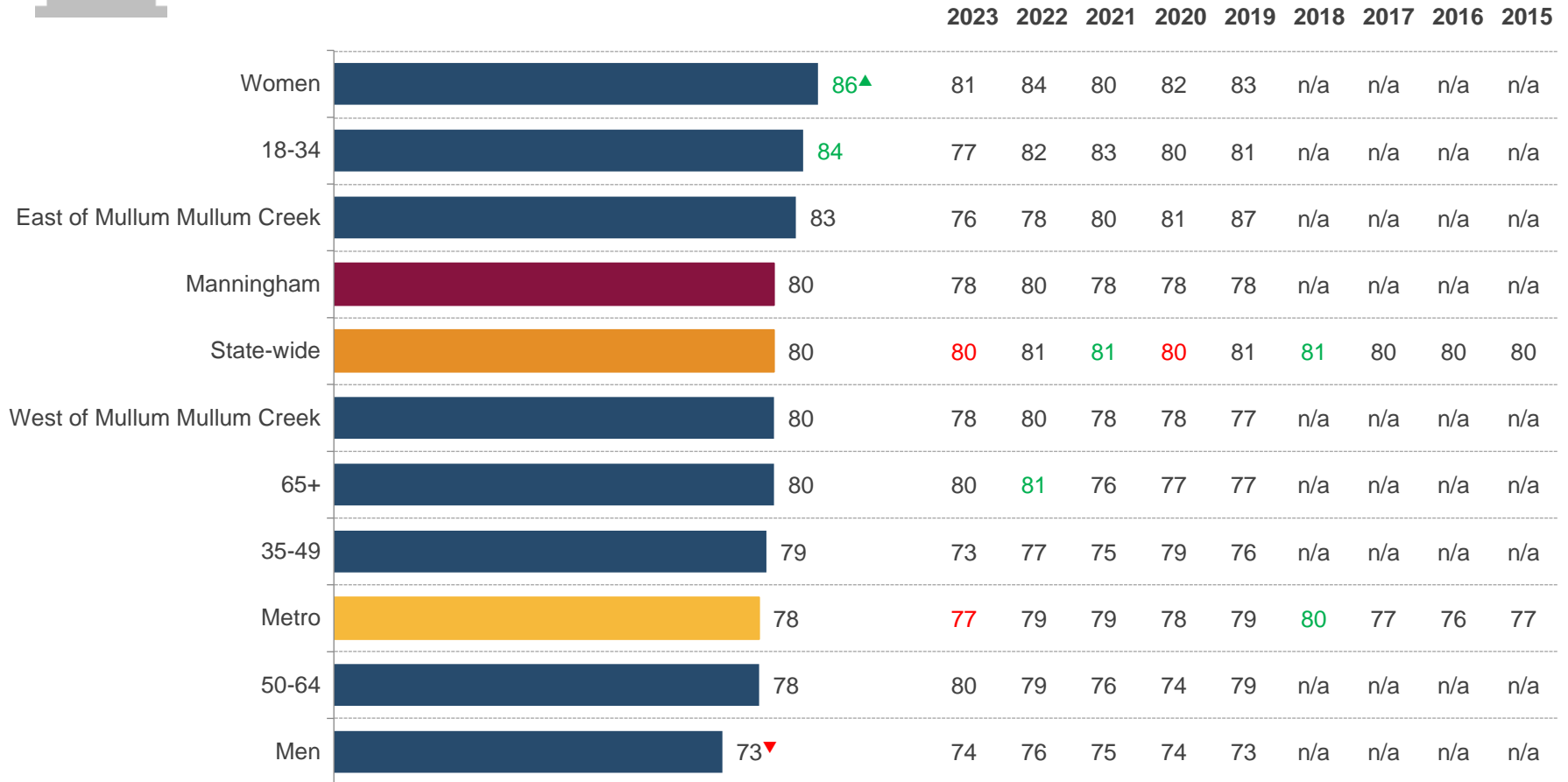
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



Emergency and disaster management importance



2024 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3

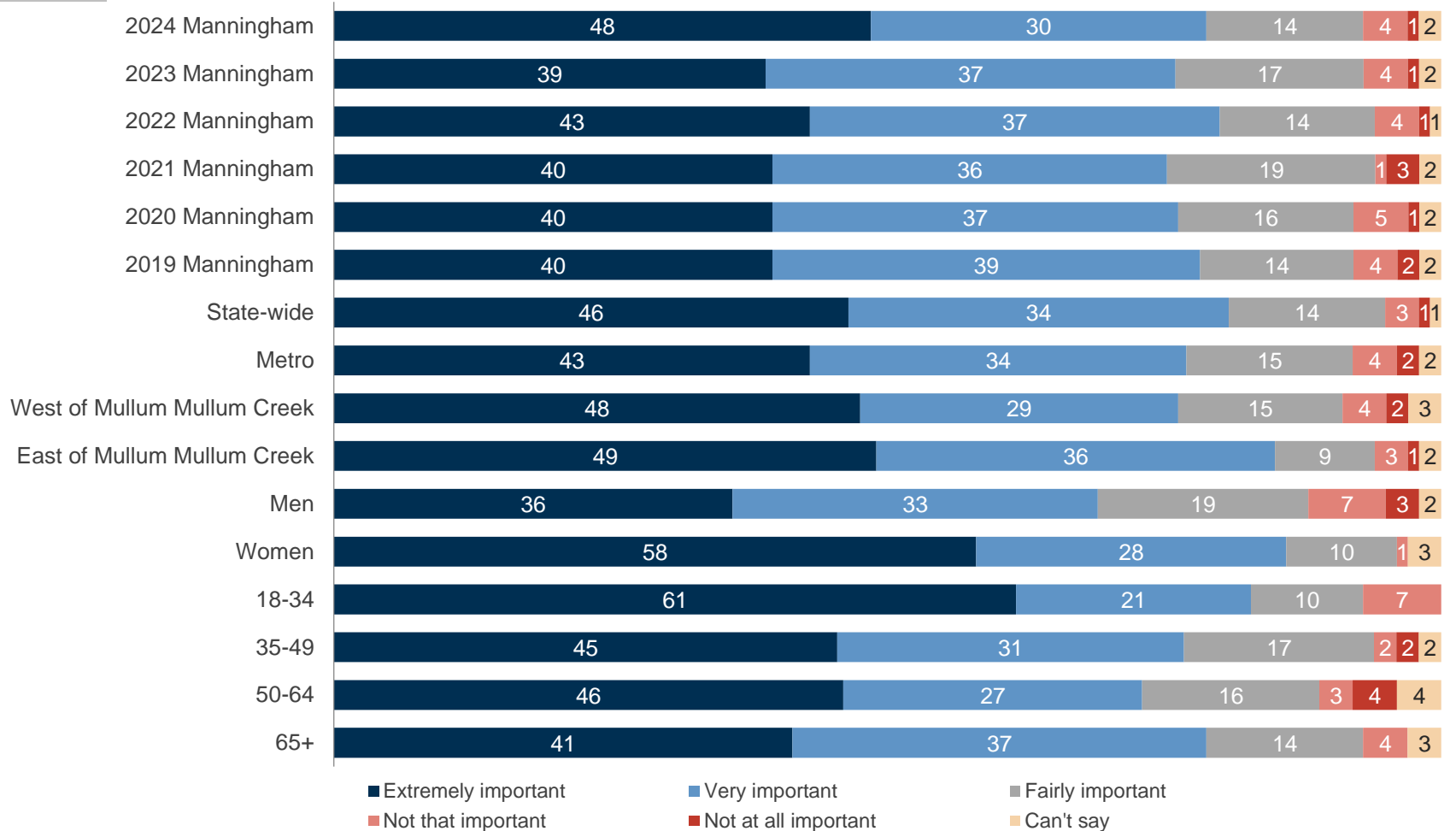
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2024 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	68	60	64	64	64	67	n/a	n/a	n/a
Women	68	68	69	64	74	n/a	n/a	n/a	n/a
35-49	67	67	69	68	65	74	n/a	n/a	n/a
Metro	66	65	67	70	66	70	69	68	68
West of Mullum Mullum Creek	66	68	70	69	65	70	n/a	n/a	n/a
Manningham	66	67	68	69	65	72	n/a	n/a	n/a
18-34	65	67	68	71	65	75	n/a	n/a	n/a
State-wide	65	65	66	71	68	72	71	70	69
Men	64	65	69	70	66	70	n/a	n/a	n/a
East of Mullum Mullum Creek	64	62	56	74	65	86	n/a	n/a	n/a
65+	63	70	71	71	66	70	n/a	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

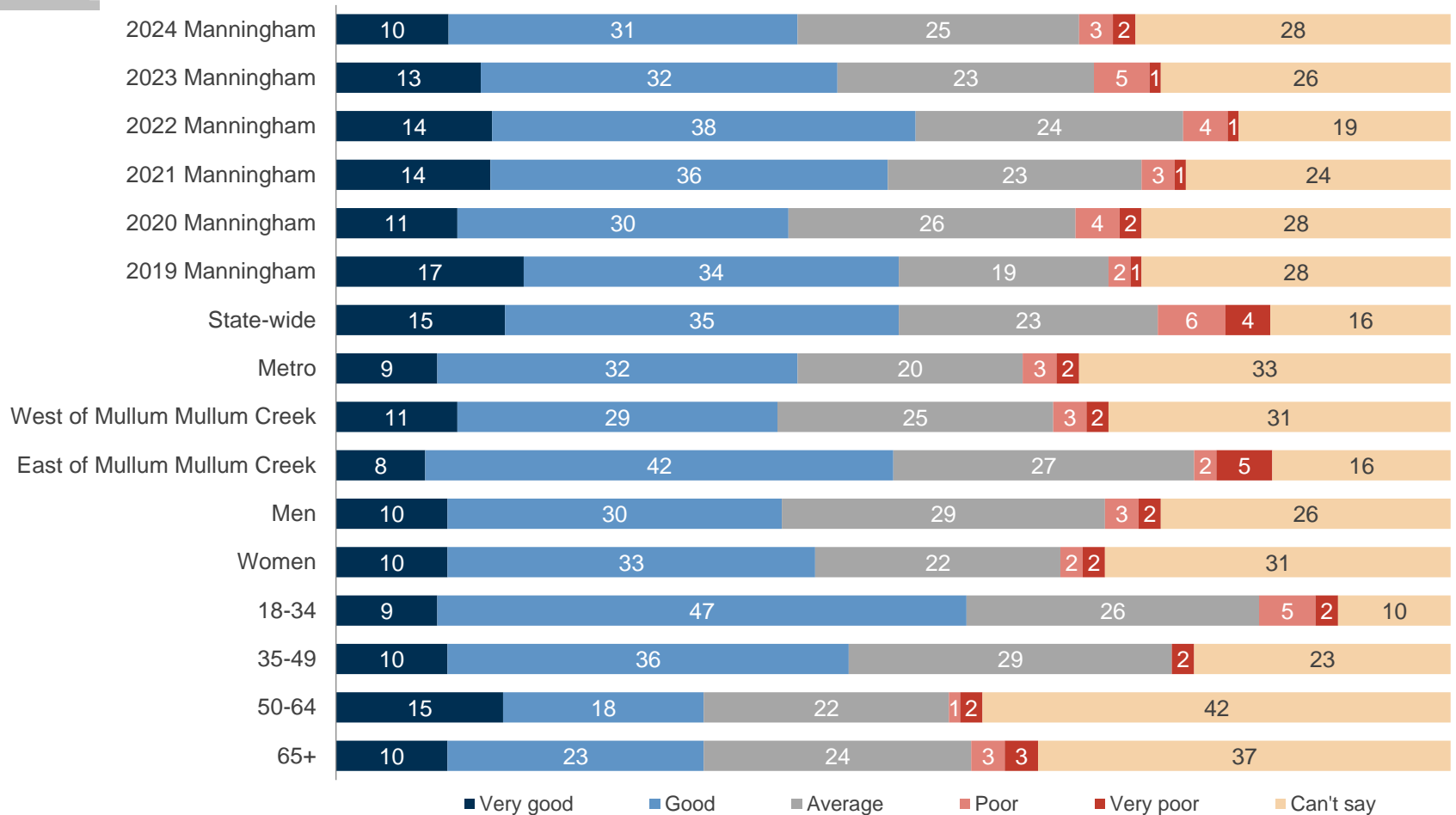
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)



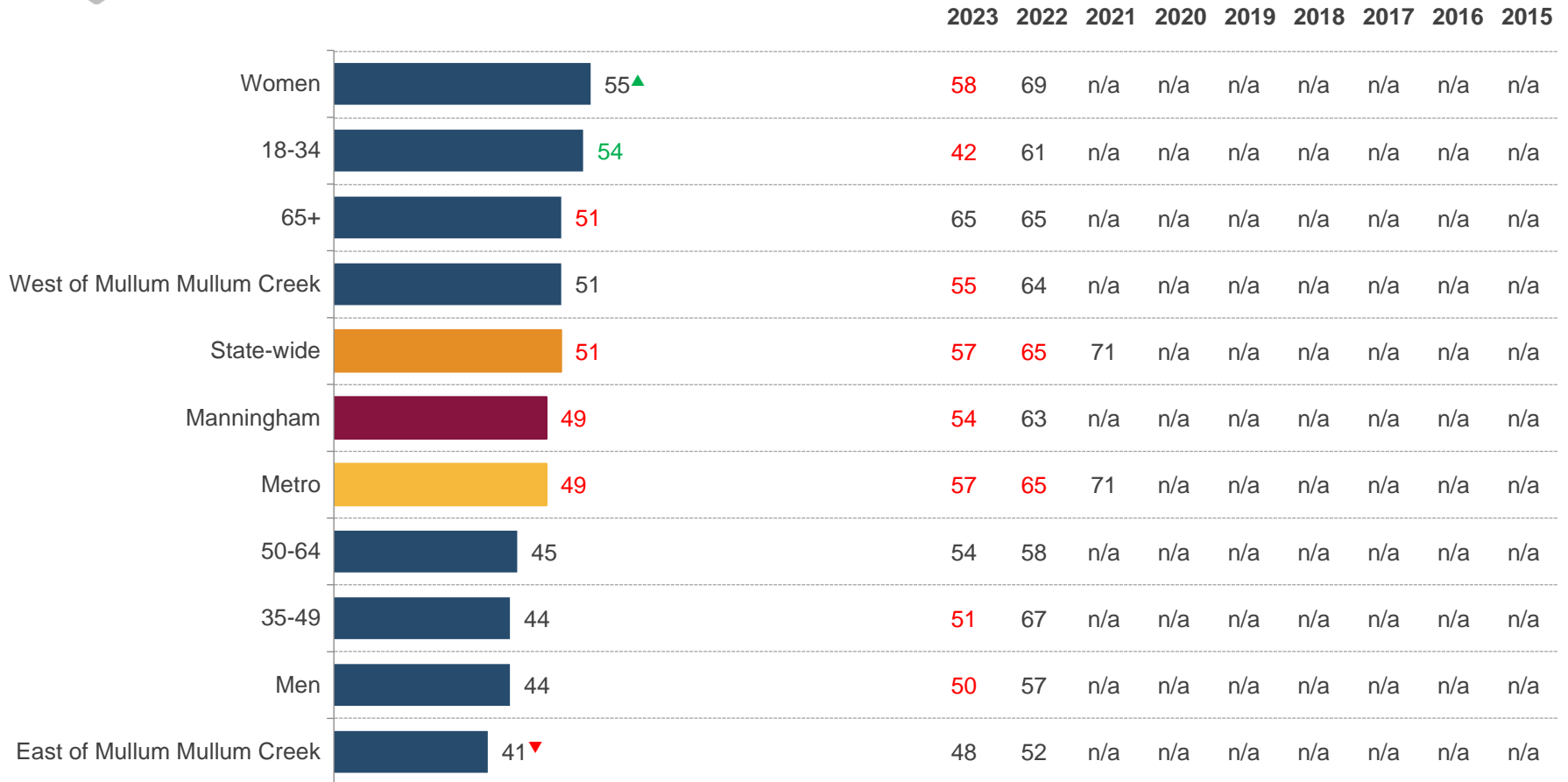
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



COVID-19 response importance



2024 COVID-19 response importance (index scores)



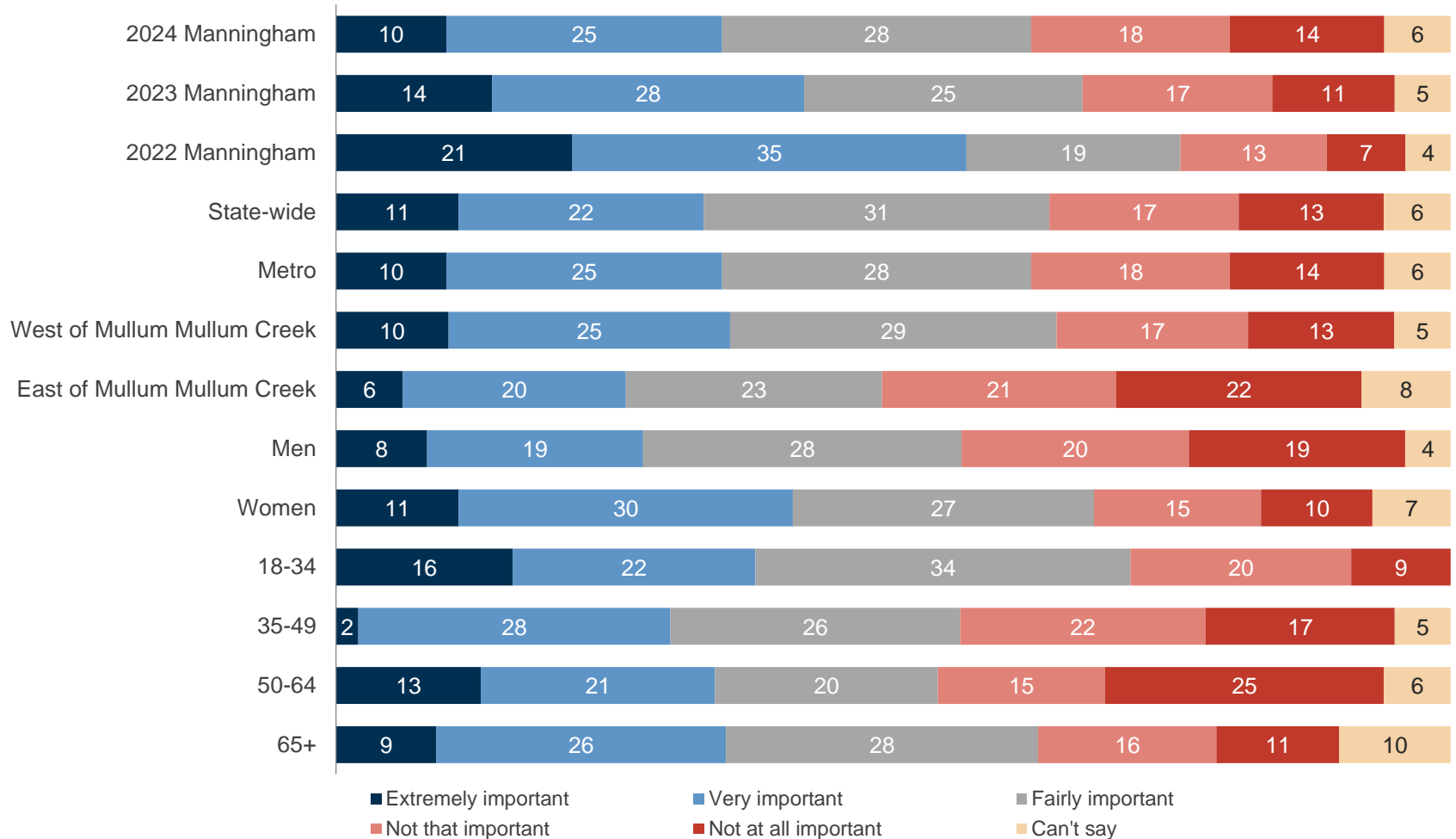
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2024 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1



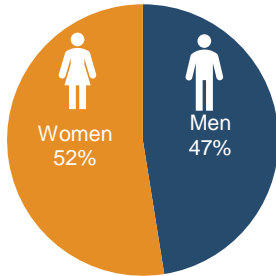
Detailed demographics



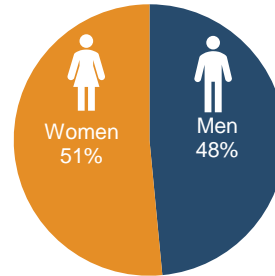
Gender and age profile

2024 gender

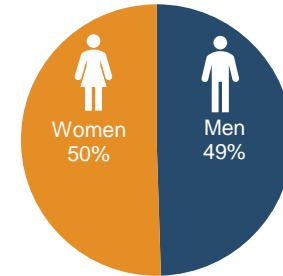
Manningham



Metro

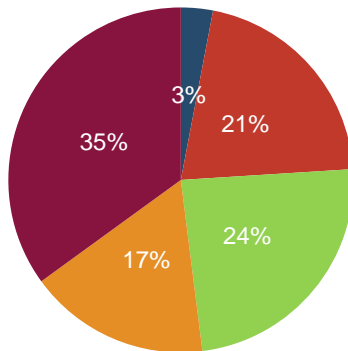


State-wide

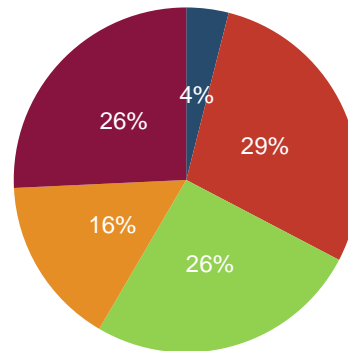


2024 age

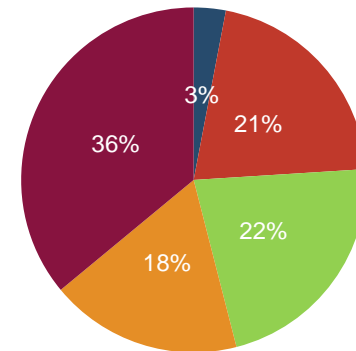
Manningham



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: 62 Councils asked group: 13

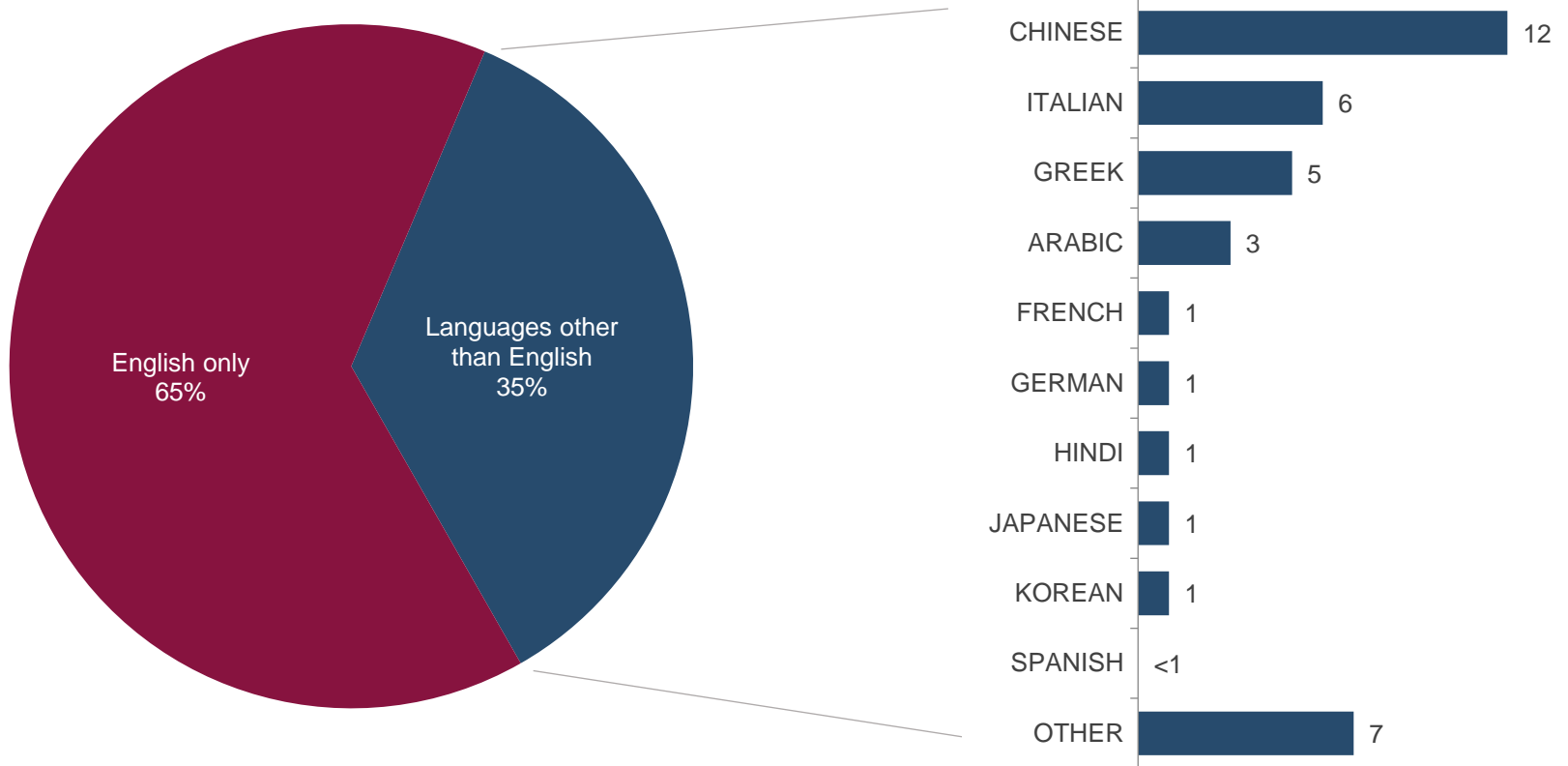
<1% of respondents in each of Manningham City Council, Metro and State-wide did not describe their gender as male or female.

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.




Languages spoken at home

2024 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5
 Note: Respondents could name multiple languages so responses may add to more than 100%



**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 2024 State-wide Local Government Community Satisfaction Survey for Manningham City Council was n=401. 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=401 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 101,200 people aged 18 years or over for Manningham City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Manningham City Council	401	400	+/-4.9
Men	188	188	+/-7.2
Women	209	206	+/-6.8
West of Mulum Mulum Creek	325	330	+/-5.4
East of Mulum Mulum Creek	73	68	+/-11.5
18-34 years	56	96	+/-13.2
35-49 years	42	97	+/-15.3
50-64 years	97	66	+/-10.0
65+ years	206	140	+/-6.8



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 2024 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 2024 results are compared with previous years, as detailed below:

- 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.
- 2020, n=600 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th 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 Manningham 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 Manningham City Council.

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

A total of n=401 completed interviews were achieved in Manningham City Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 vary slightly.

Council Groups

Manningham 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, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Manningham City Council for this 2024 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 cannot 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 2024 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 2024 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 2024 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: 2024 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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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

