



2025 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-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.



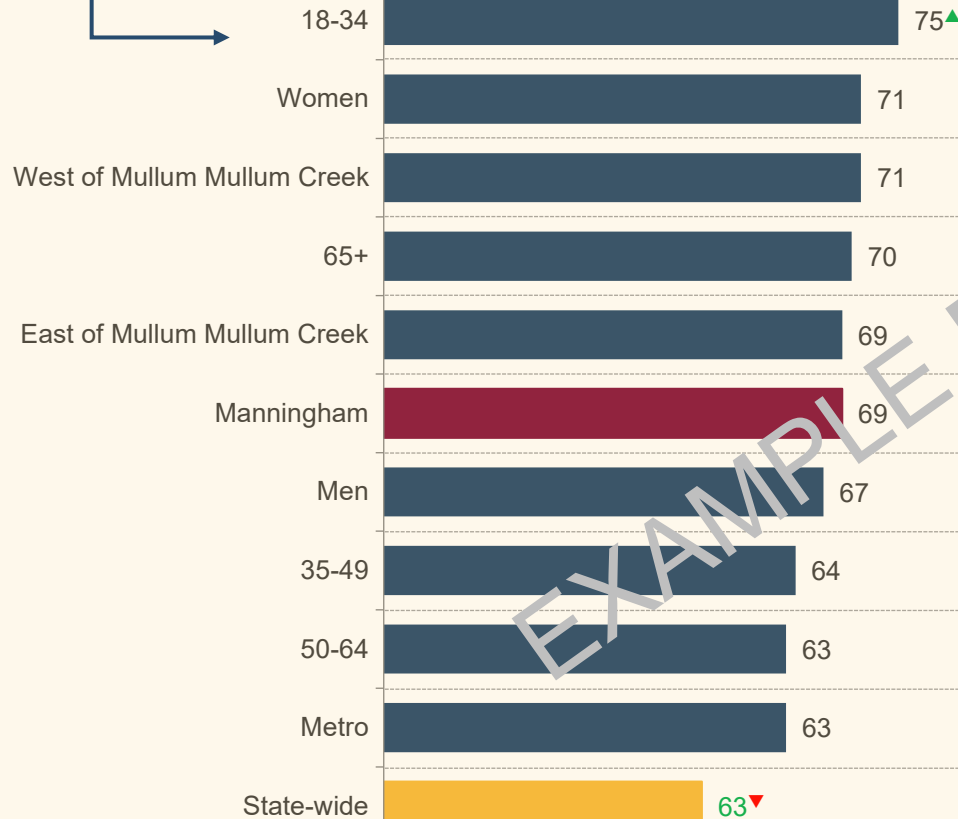
How to read index score charts in this report

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

2025 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results



2024 2023 2022 2021 2020 2019 2018 2017 2016

70	73	72	75	71	74	72	77	73
69	72	72	72	74	73	74	71	74
69	70	72	71	70	72	73	71	74
72	71	71	71	76				
72	72	70	71	73				
71	72	71	72	73				
70	72	71	72	72				
67	71	69	72	73				
71	74	72	69	70				
64	65	65	67	67	66	70	66	73
62	65	67	66	67	65	64	66	67

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)

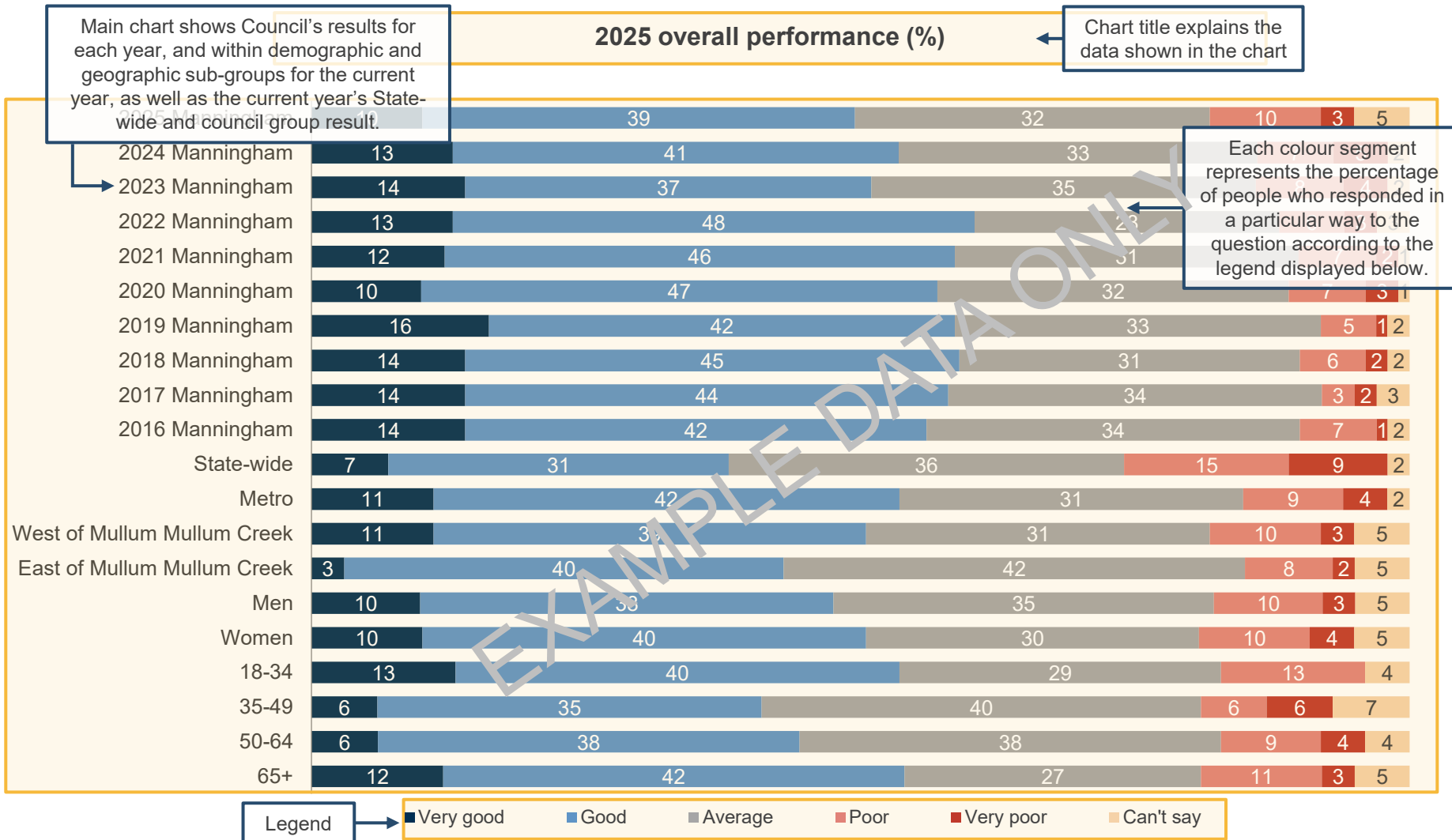
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Manningham City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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: 56 Councils asked group: 8

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Key findings and recommendations



Manningham City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Manningham
61



Metropolitan 62



State-wide 53

Council performance compared to group average

Highest performing area		
	Waste management	= on par
Bottom 3 performing areas		
	Consultation & engagement	= on par
	Community decisions	= on par
	Sealed local roads	= on par
	Customer service	= on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

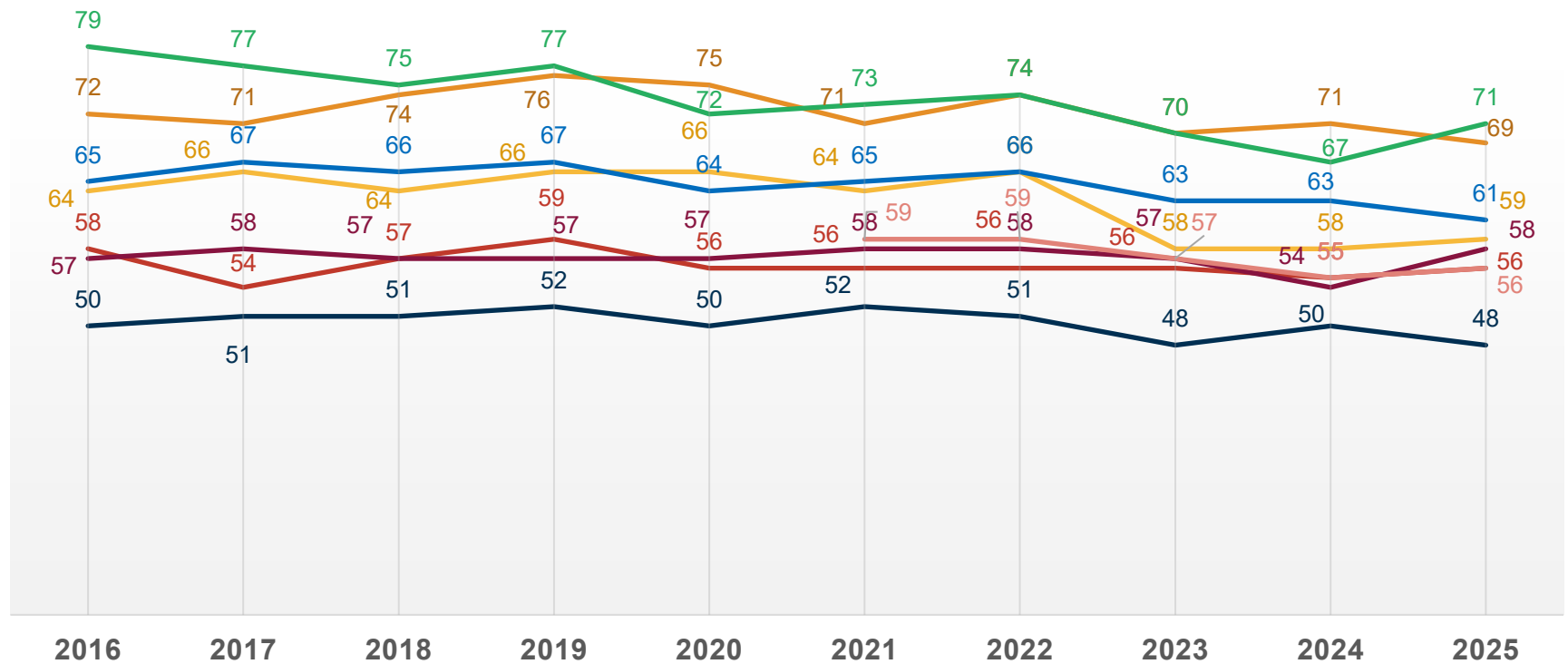

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

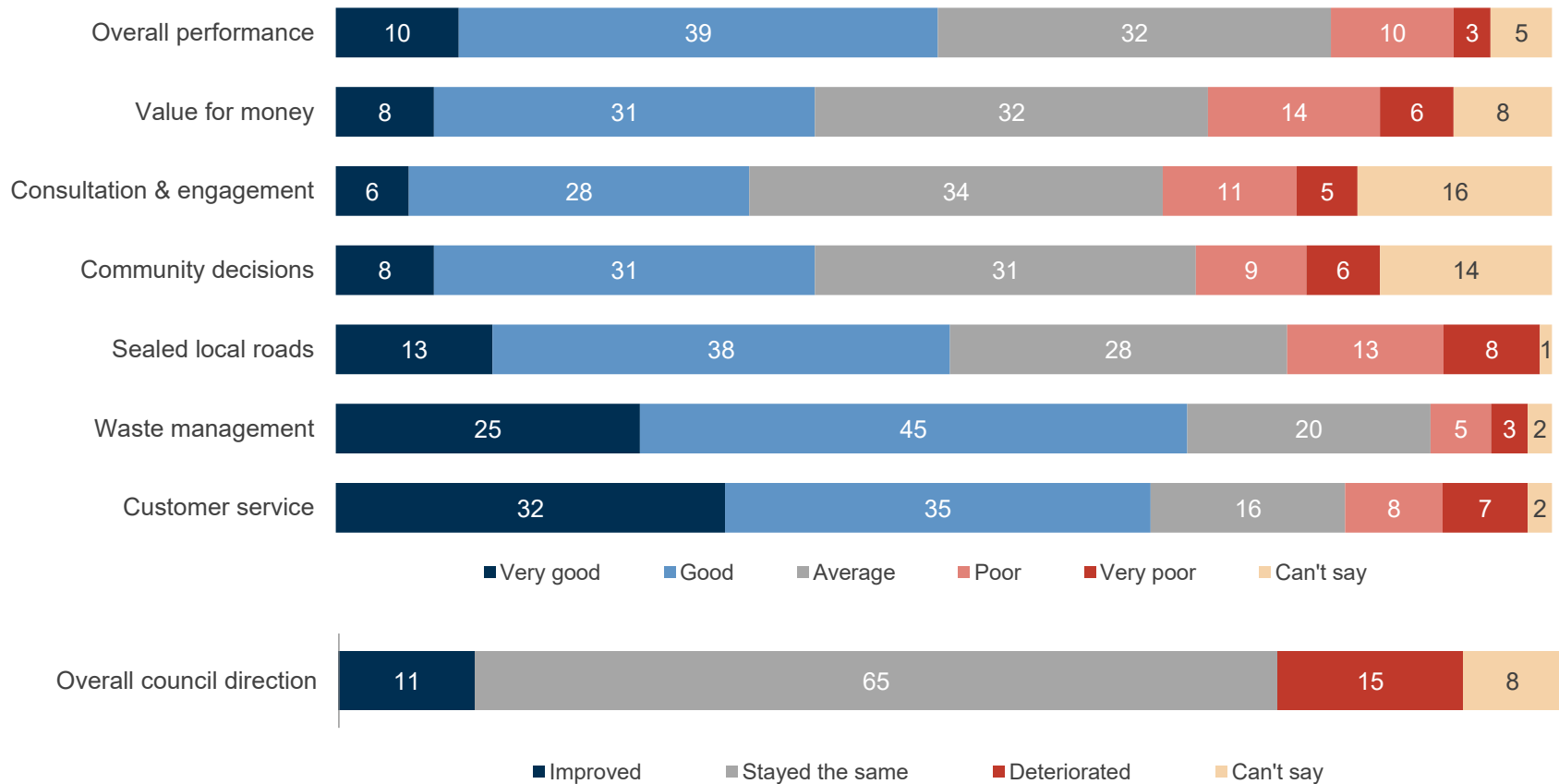

Overall
Council
Direction













Summary of core measures

Core measures summary results (%)





Summary of Manningham City Council performance

Services		Manningham 2025	Manningham 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	61	63	62	53	18-34 years	35-49 years
	Value for money	56	55	56	47	18-34 years	35-49 years
	Overall council direction	48	50	48	46	18-34 years	50-64 years
	Customer service	69	71	71	66	18-34 years	65+ years, Men
	Waste management	71	67	72	65	65+ years	50-64 years
	Sealed local roads	59	58	59	45	18-34 years	East of Mullum Mullum Creek residents
	Community decisions	58	54	56	49	65+ years	35-64 years
	Consultation & engagement	56	55	56	50	18-34 years	35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Manningham City Council's overall performance, value for money, customer service and overall direction are relatively consistent with 2024 results. However, ratings for these metrics have largely reached or returned to record lows, underscoring the need for vigilance over the next year. Perceptions of waste management and making decisions in the community's interest both improved significantly in the last 12 months, while remaining relatively steady for sealed local roads and consultation and engagement.

Focus areas

Council should seek to build upon the significant gains in perceptions of community decisions. Ratings of this area and consultation and engagement have remained low for the past decade and there is opportunity to improve communication and transparency with residents to lift perceptions. Sealed local roads also requires increased attention over the next 12 months. Ratings of this area have yet to recover from their significant decline in 2023 and remain below the consistently high levels seen for most of the decade.

Comparison to state and area grouping

Council rates in line with the Metropolitan group average on all core metrics and individual service areas evaluated. Council performs significantly higher than the State-wide average on overall performance, value for money, waste management, sealed local roads, community decisions, and consultation and engagement. These are positive results for Council.

Target cohorts where ratings are consistently low and declined

Residents aged 35 to 49 years are the most critical of Council in 2025. Their ratings of overall performance, value for money, community decisions and consultation and engagement are the lowest, and have declined significantly for overall performance and Council direction. Prioritising customer remediation efforts to this group over the next 12 months is recommended, potentially including targeted activities to ensure they feel heard on local issues.

DETAILED FINDINGS

Overall performance



Overall performance

The overall performance index score of 61 for Manningham City Council is (a not significant) two-points lower than the 2024 result and the lowest rating recorded. This is the third consecutive year of slightly lower ratings compared to the consistently high scores seen over most of the past decade.

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 average (index scores of 53 and 62 respectively).

Ratings across demographic and geographic cohorts are not significantly different from the Council average.

- Ratings of overall performance declined significantly among residents aged 35 to 49 years (index score of 58, down 10 points) to their second lowest level recorded. This cohort now provides Council's lowest rating for overall performance.
- Residents aged 18 to 34 years and 65 years and over (index scores of 64 and 63 respectively) rate Council's overall performance higher than the other cohorts.

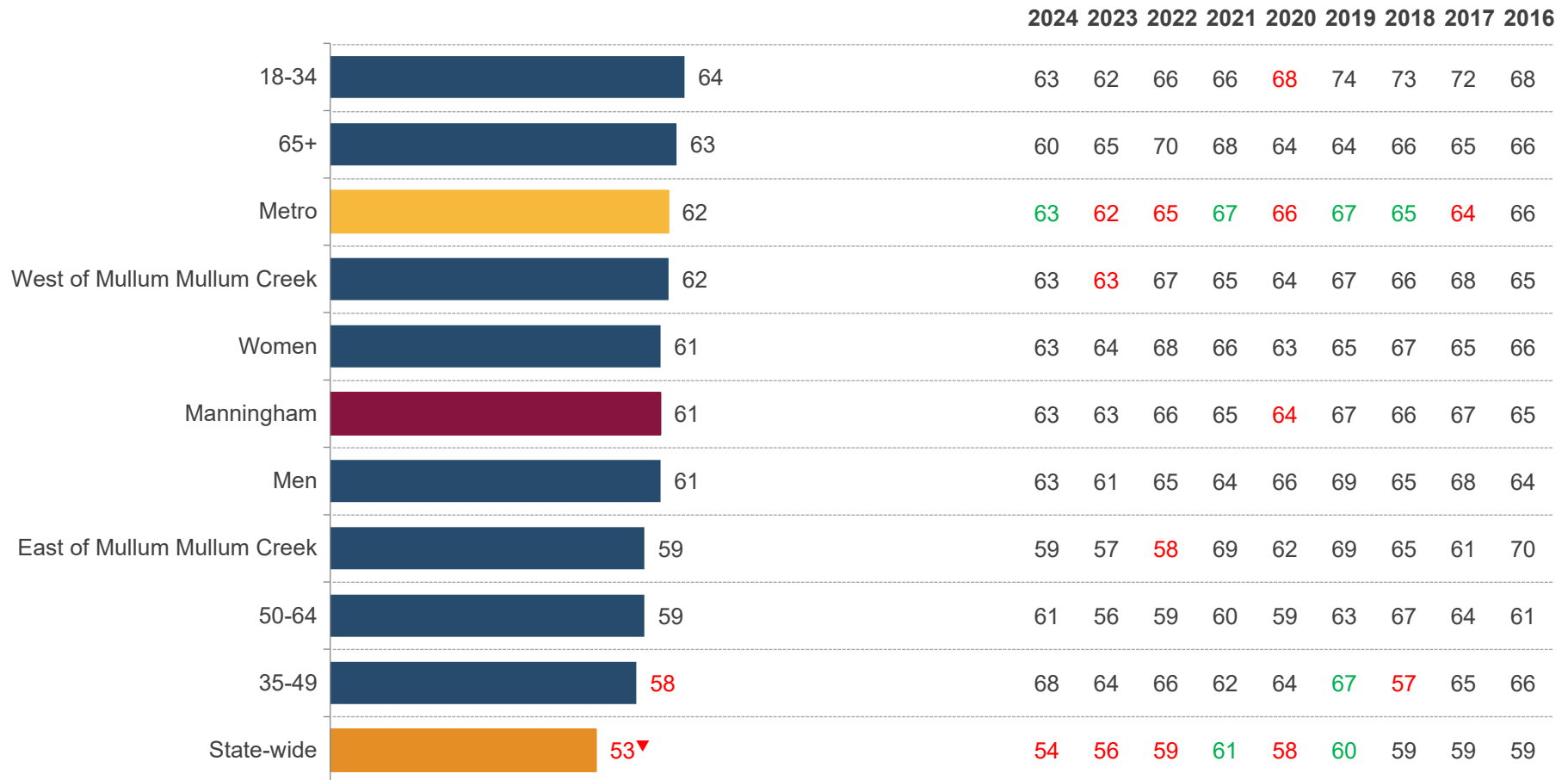
Almost four in 10 residents (39%) rate value for money in infrastructure and services as 'very good' or 'good', while half as many (20%) rate it as 'very poor' or 'poor'.





Overall performance

2025 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?

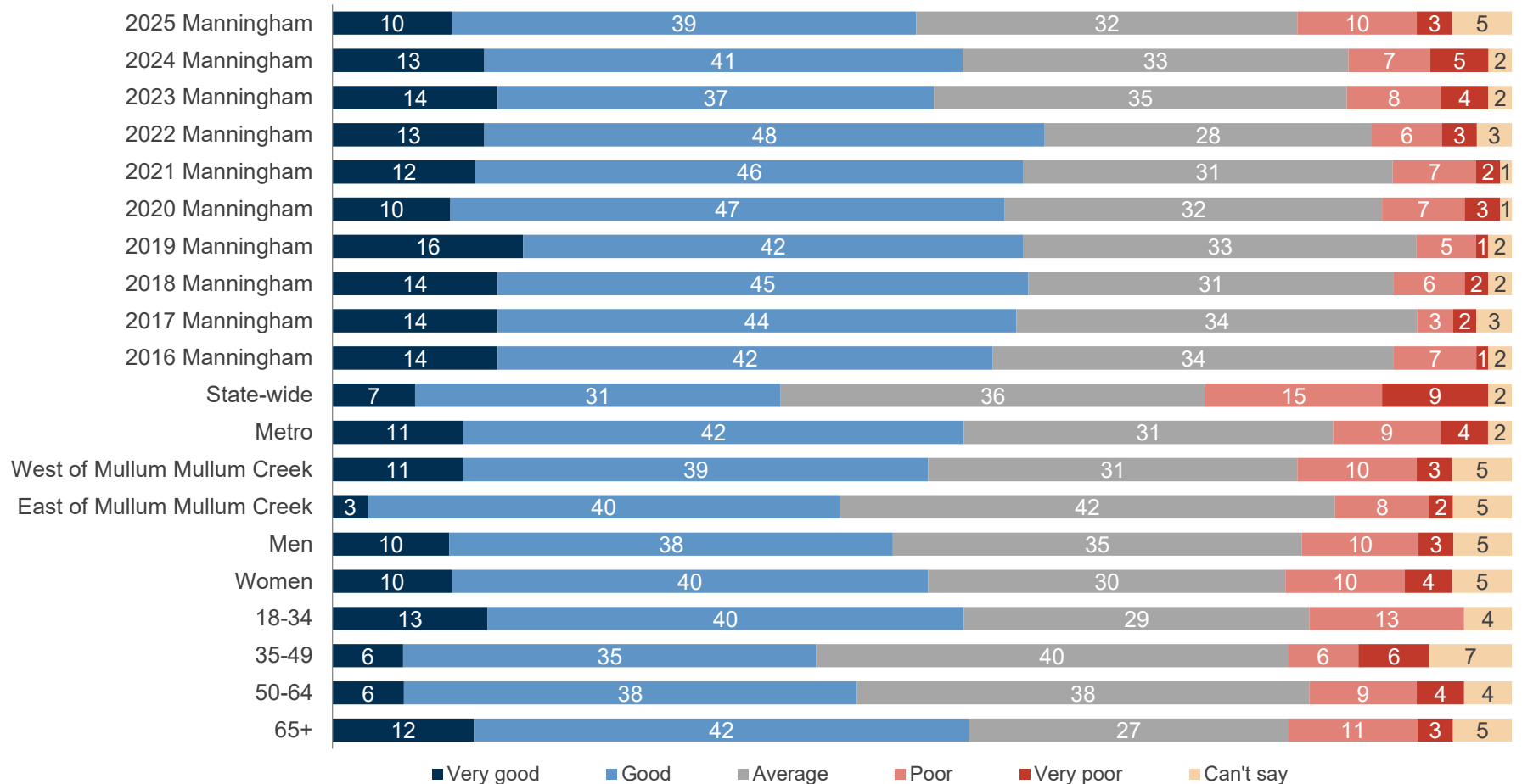
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



Overall performance

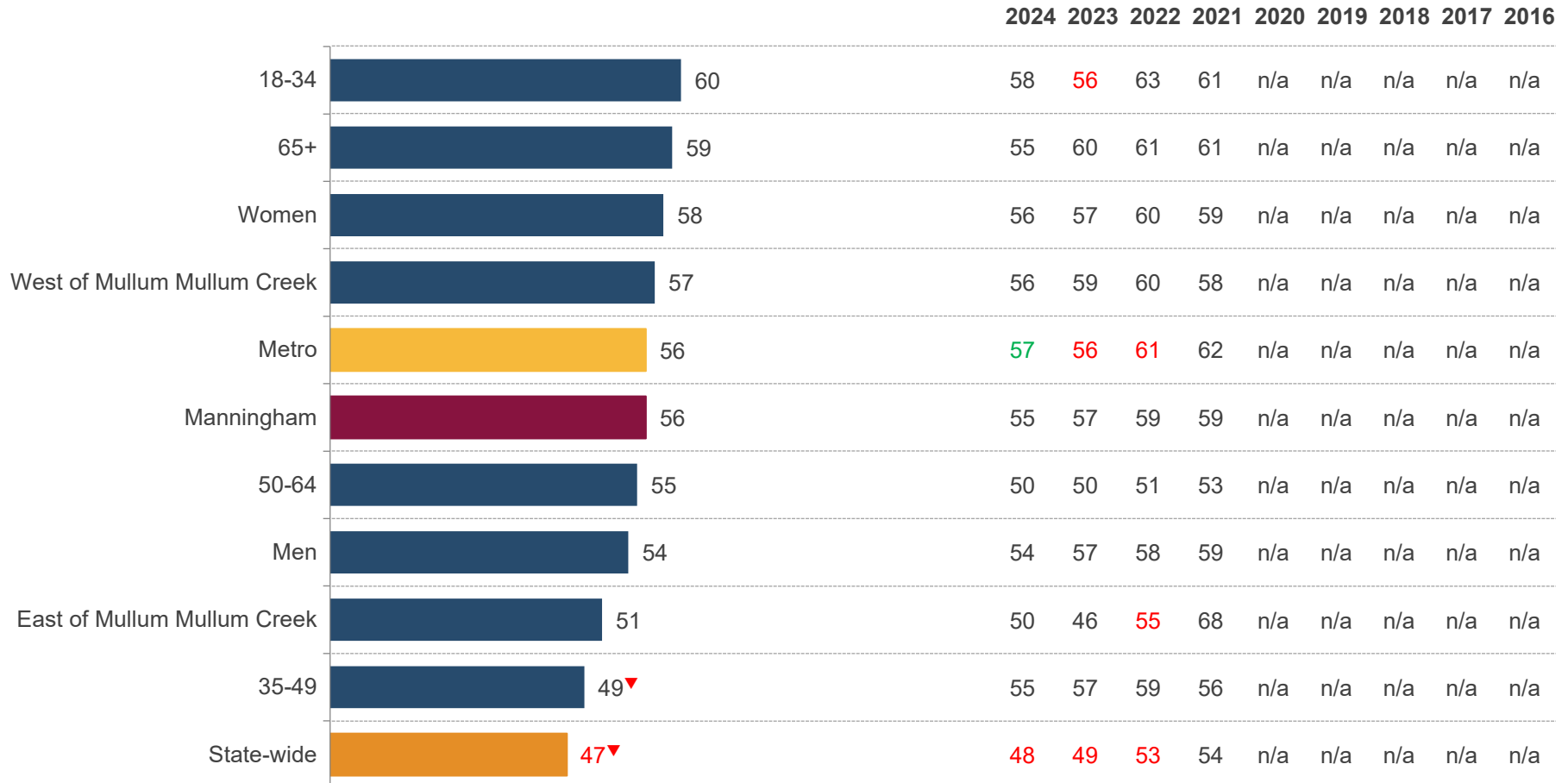
2025 overall performance (%)





Value for money in services and infrastructure

2025 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?

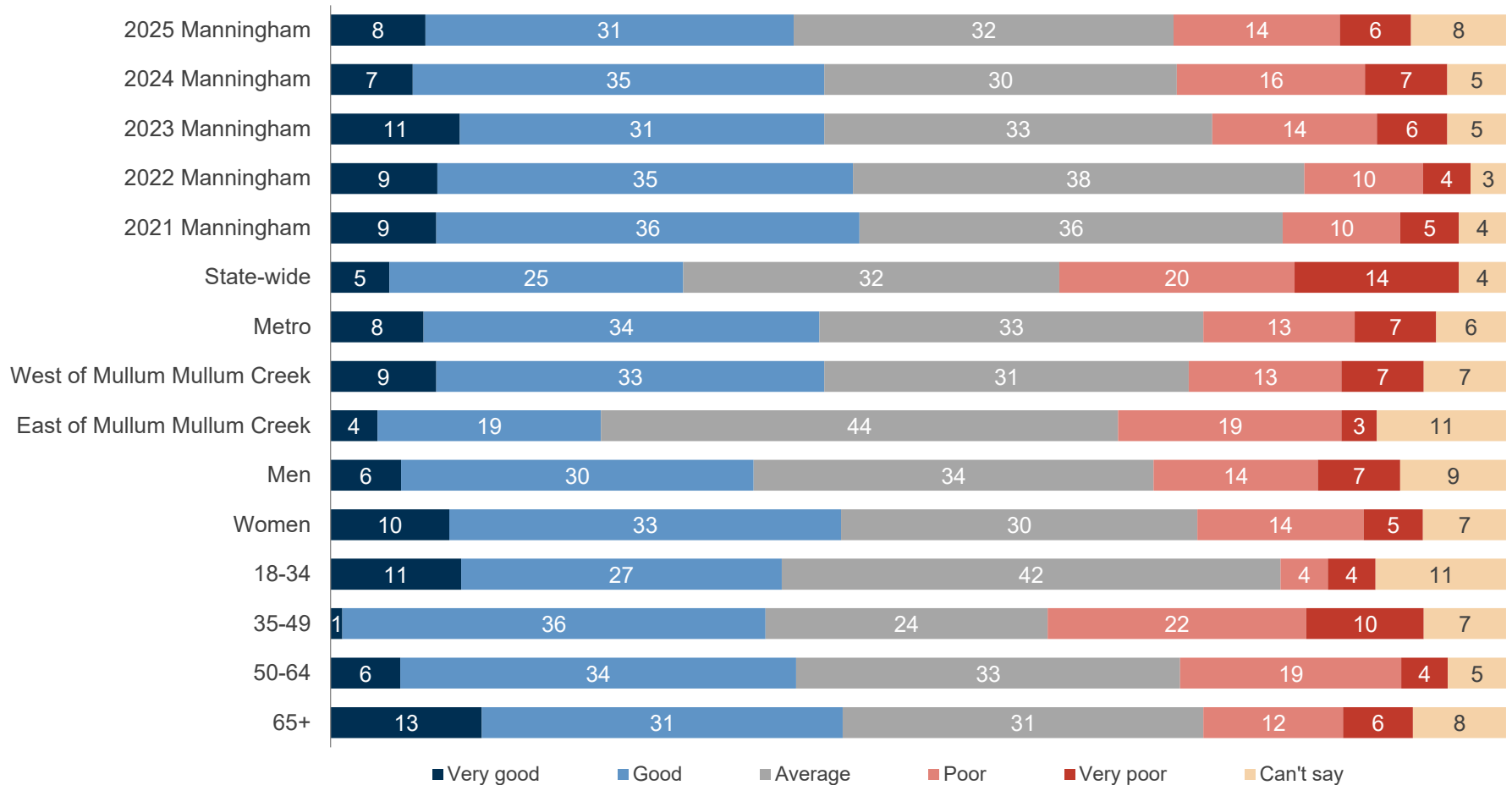
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 7

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 Manningham 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 area

Waste management remains Council's top performing service area, with ratings increasing significantly from 2024 (index score of 71, up four index points).

Perceptions of waste management are showing signs of recovery after a record-low rating last year but are still lower than the consistently high ratings seen over most of the last decade.

Council performs significantly higher than the State-wide average and in line with the Metropolitan group on waste management (index scores of 65 and 72 respectively).

In the area of waste management:

- Residents aged 65 years and over (index score of 76) rate Council significantly higher than average.
- Ratings among residents aged 18 to 34 years (index score of 72, up eight points) and men (71, also up eight points) increased significantly this year, a positive result given perceptions of waste management among these cohorts were at their lowest level last year.



**Waste management (index score of 71)
is Council's highest rated service area.**



Lower performing service areas



Council rates lowest in the area of consultation and engagement (index score of 56).

Council performs lowest in the area of consultation and engagement (index score of 56). Ratings have remained relatively consistent in this area over the past decade.

Perceptions of the related area of making decisions in the community's interest improved significantly this year (index score of 58, up four points), returning to its highest level, last recorded in 2022.

- Ratings of community decisions have increased significantly this year among residents aged 65 years and over, those aged 18 to 34 years and women.
- Demographically, residents aged 35 to 49 years and 50 to 64 years rate consultation and community decisions the lowest.

Perceptions of sealed local roads (index score of 59) remain relatively stable but have yet to recover from a significant eight-point decline in 2023.

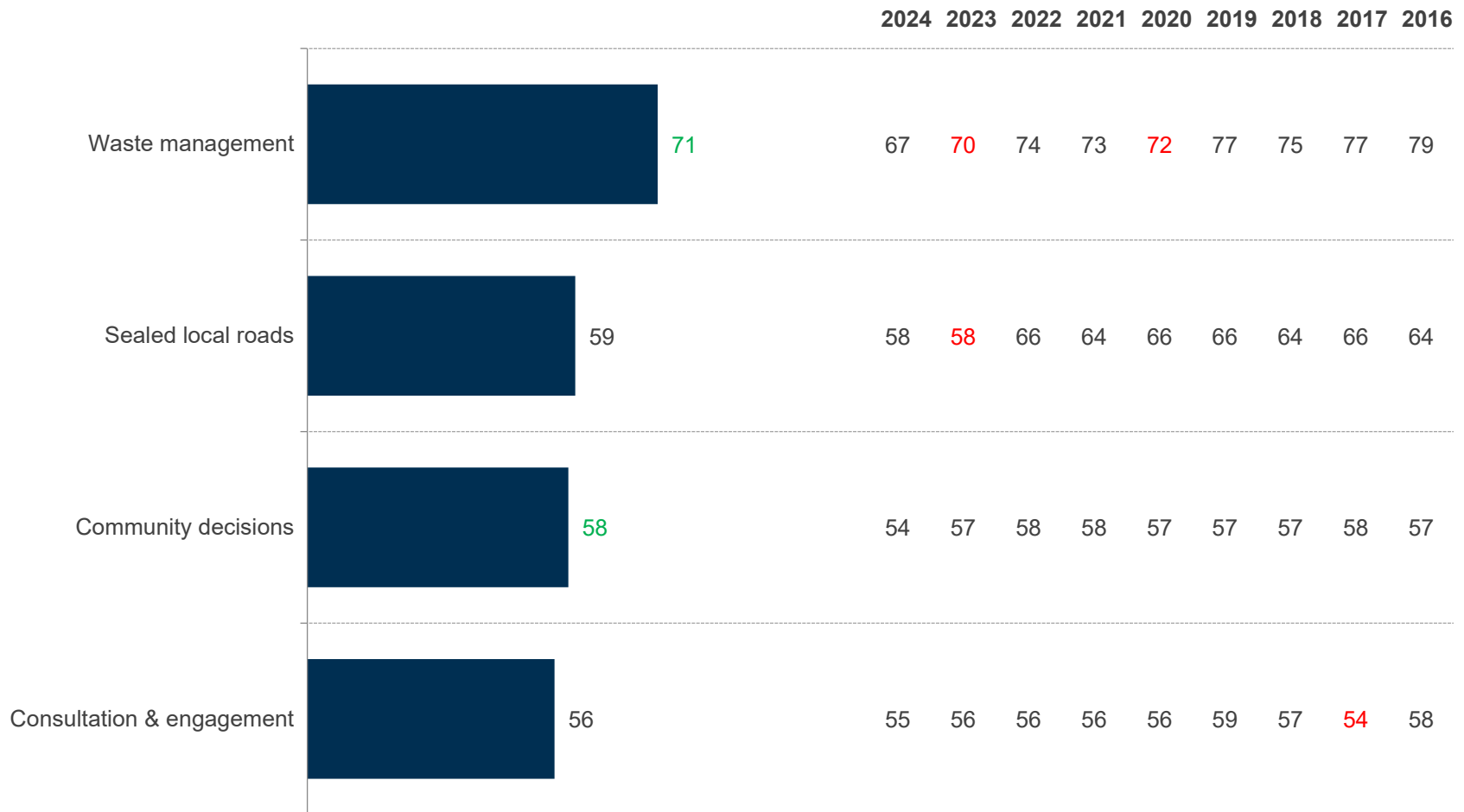
- Residents East of Mullum Mullum Creek (index score of 47) rate performance on sealed roads significantly lower than the Council average.

However, Council performs significantly higher than the State-wide average and in line with the Metropolitan group in all of these service areas.



Individual service area performance

2025 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

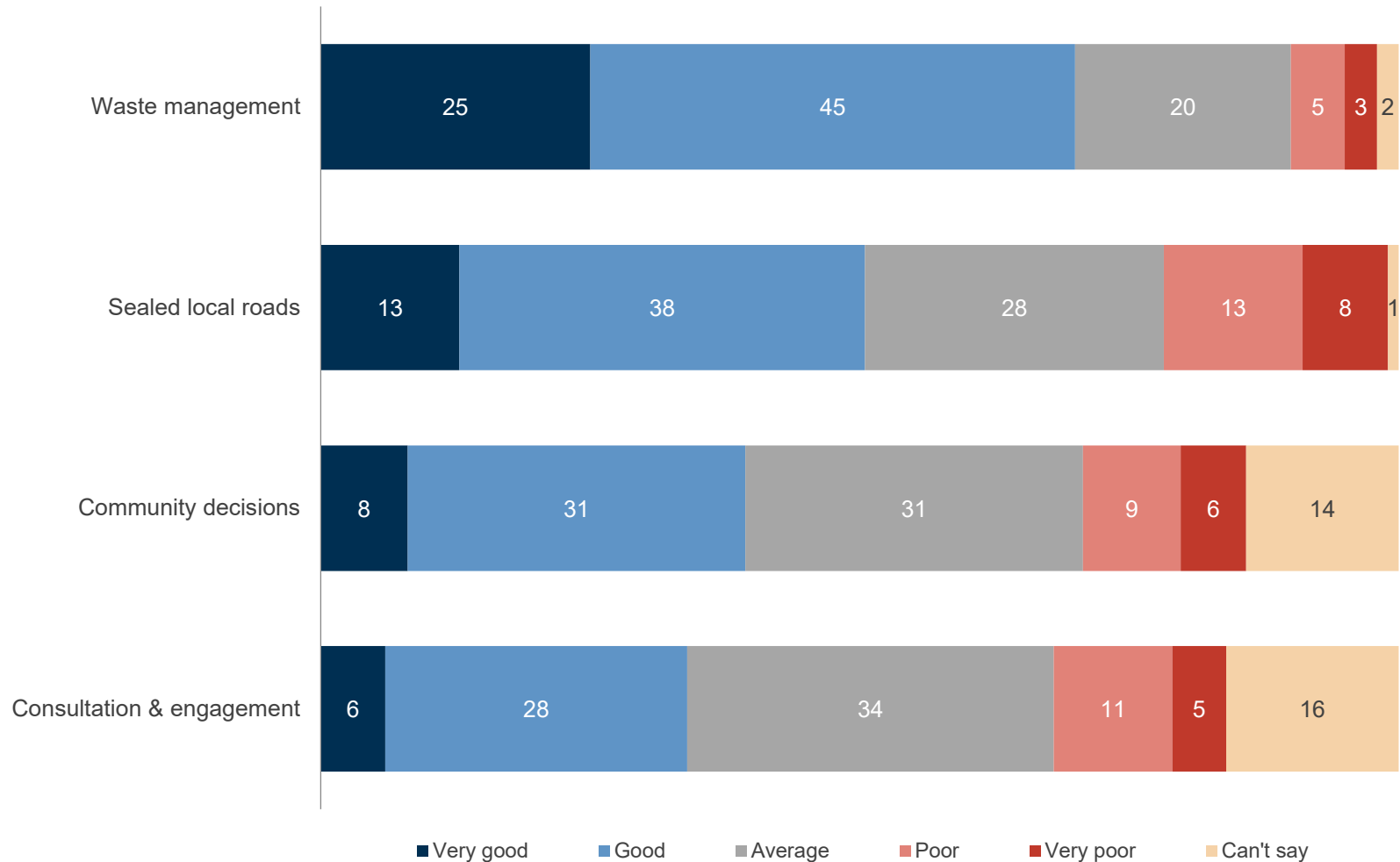
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

Six in 10 residents (65%) had contact with Council in the last 12 months. This is a significant, eight-point increase on the 2024 result and the highest rate of contact recorded.

- Rate of contact is highest and has increased significantly among residents aged 35 to 49 years (78%, up 18 percentage points).
- Contact also increased significantly among residents West of Mullum Mullum Creek (66%, up 10 points) and men (65%, up 10 points).



Customer service

Council's customer service index score of 69 is relatively consistent with the 2024 result (index score of 71) but is now at its lowest level recorded. Council's customer service rates in line with the Metropolitan group and State-wide averages (index scores of 71 and 66 respectively).

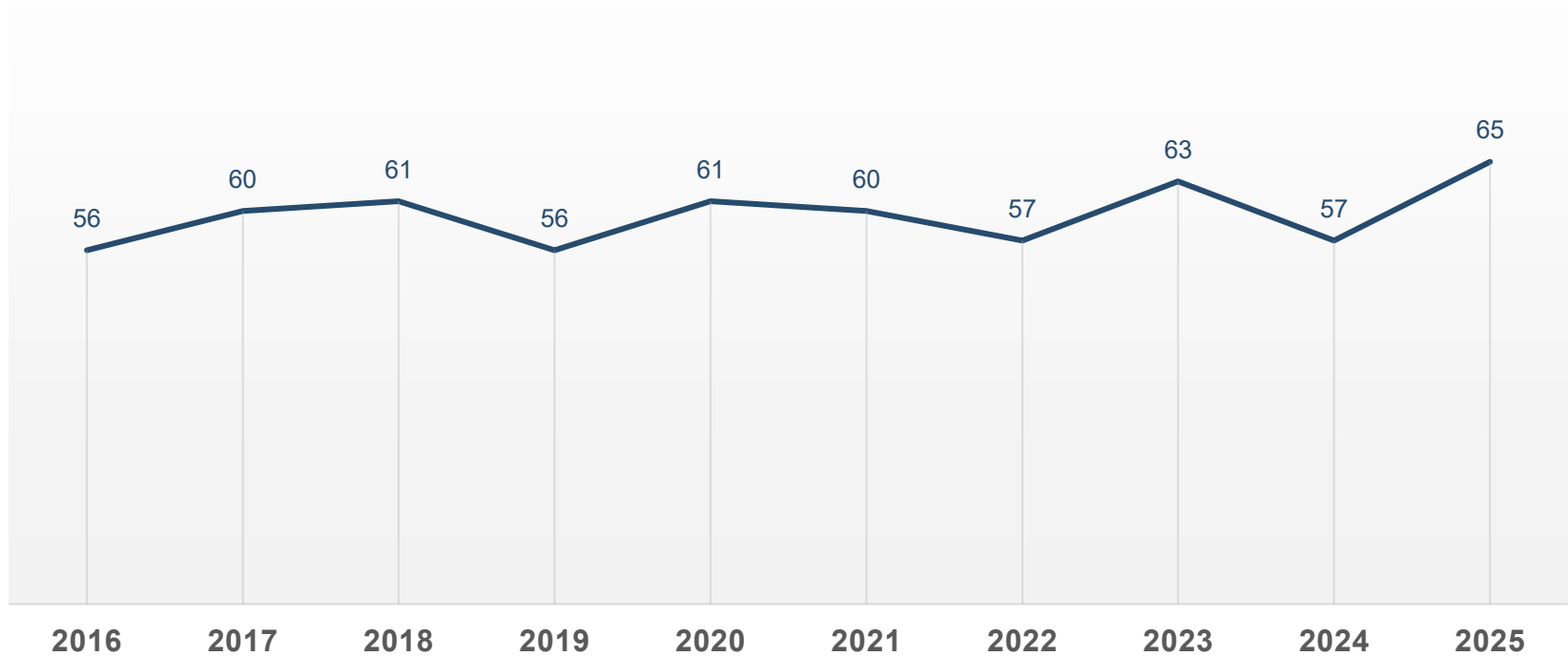
- Ratings are highest among residents aged 18 to 34 years (index score of 74, up a significant 12 points).
- Ratings are lowest among residents aged 65 years and over and men (index score of 67 for each).

Residents West of Mullum Mullum Creek, people aged 35 to 49 years and men (index scores of 69, 68 and 67 respectively) all record customer service ratings that are their lowest or second lowest in a decade. These cohorts should be prioritised for customer service improvements, given their higher and increased contact with Council.



Contact with council

2025 contact with council (%)
Have had contact



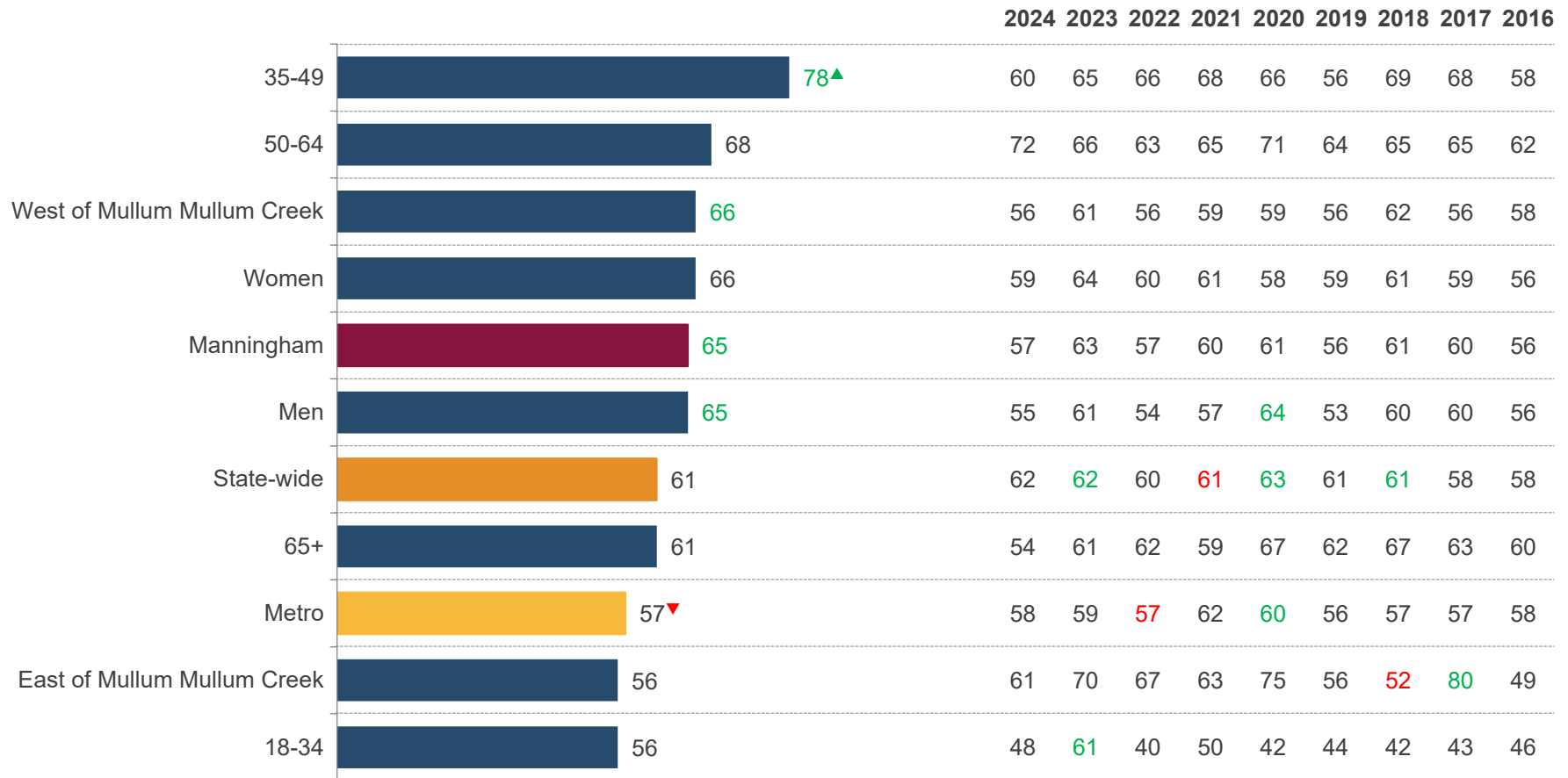
Q5. Over the last 12 months, have you or any member of your household had any contact with Manningham City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4



Contact with council

2025 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?

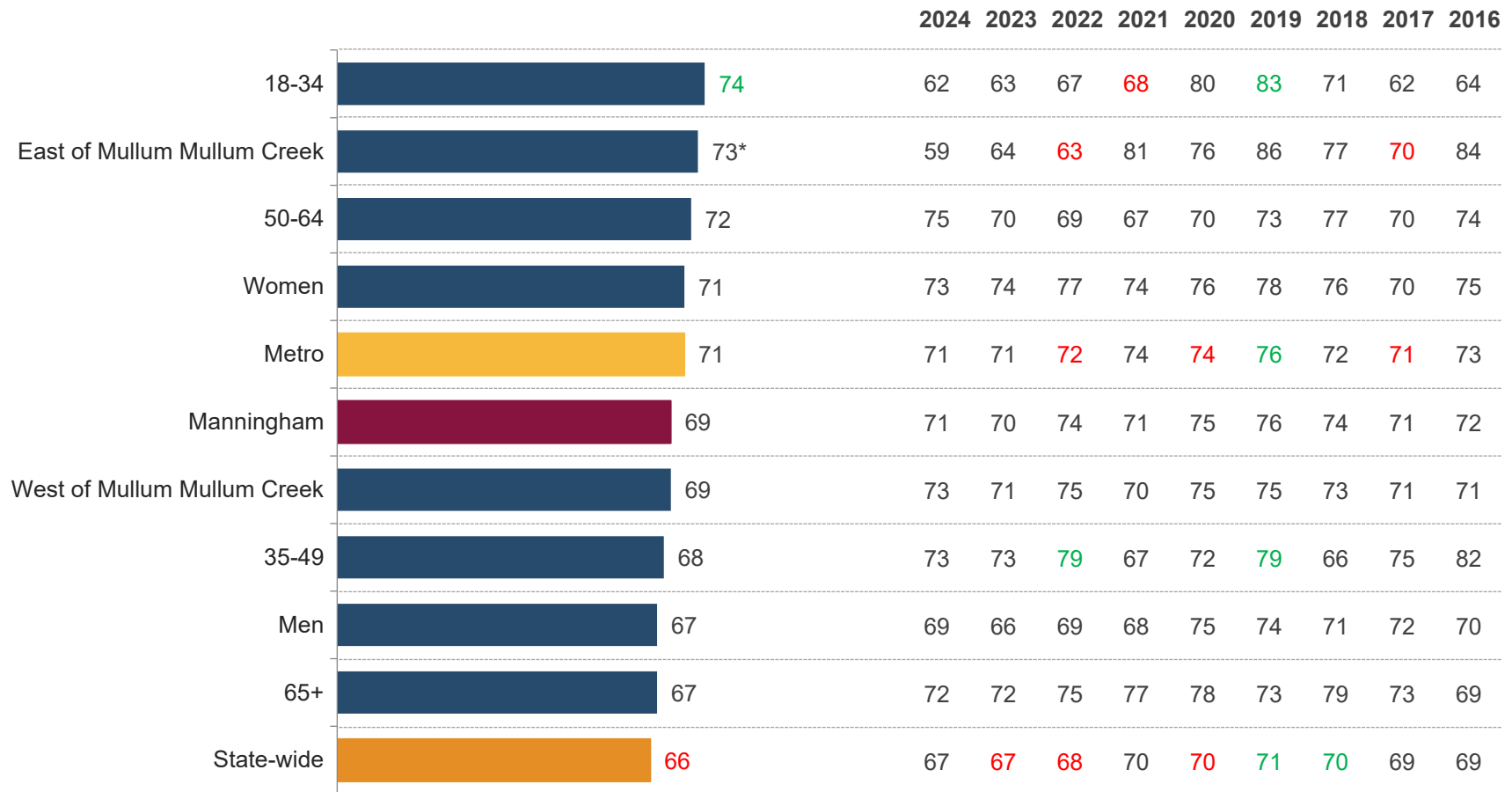
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4

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 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: 56 Councils asked group: 8

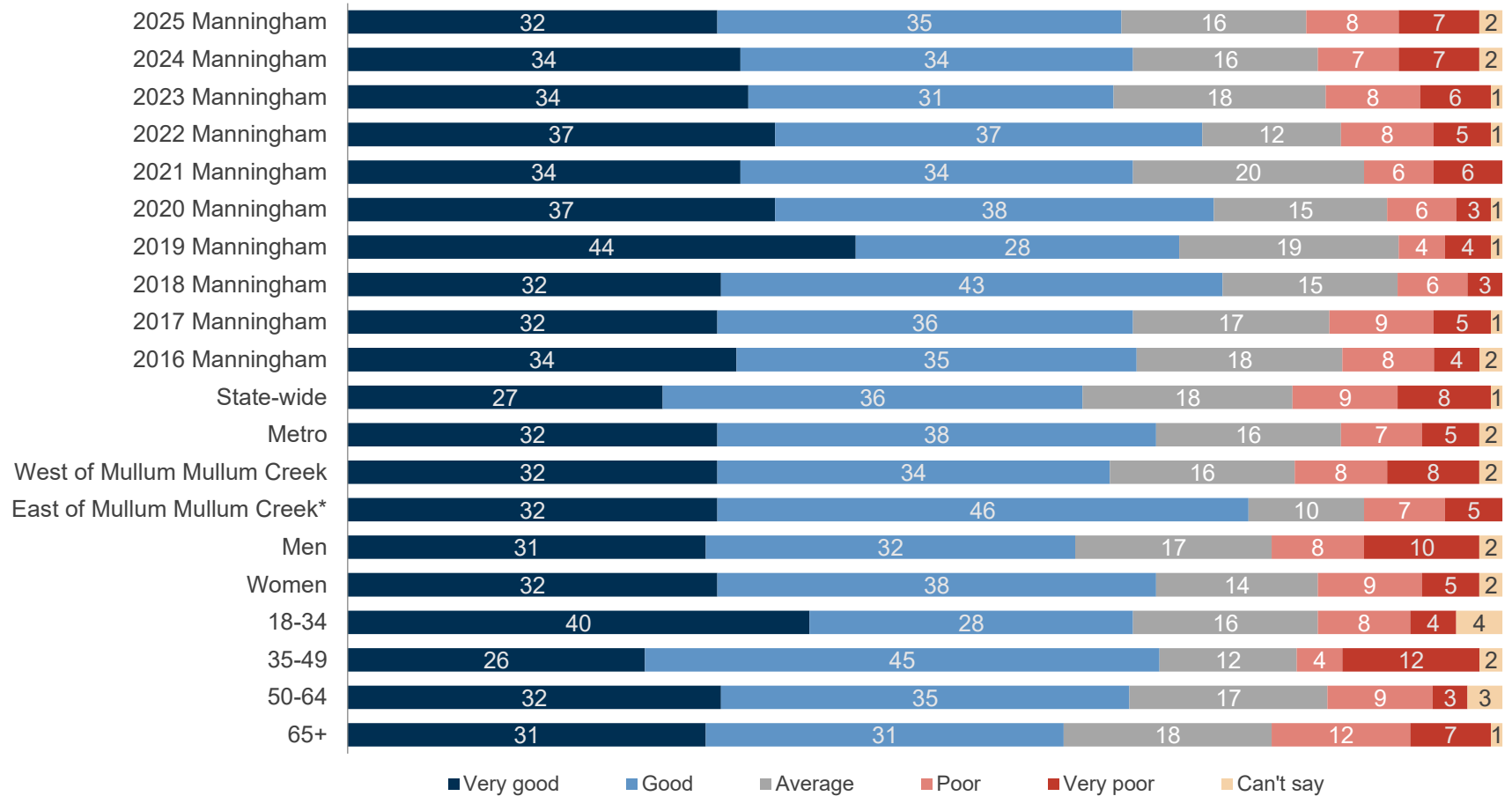
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2025 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: 56 Councils asked group: 8

*Caution: small sample size < n=30



Council direction



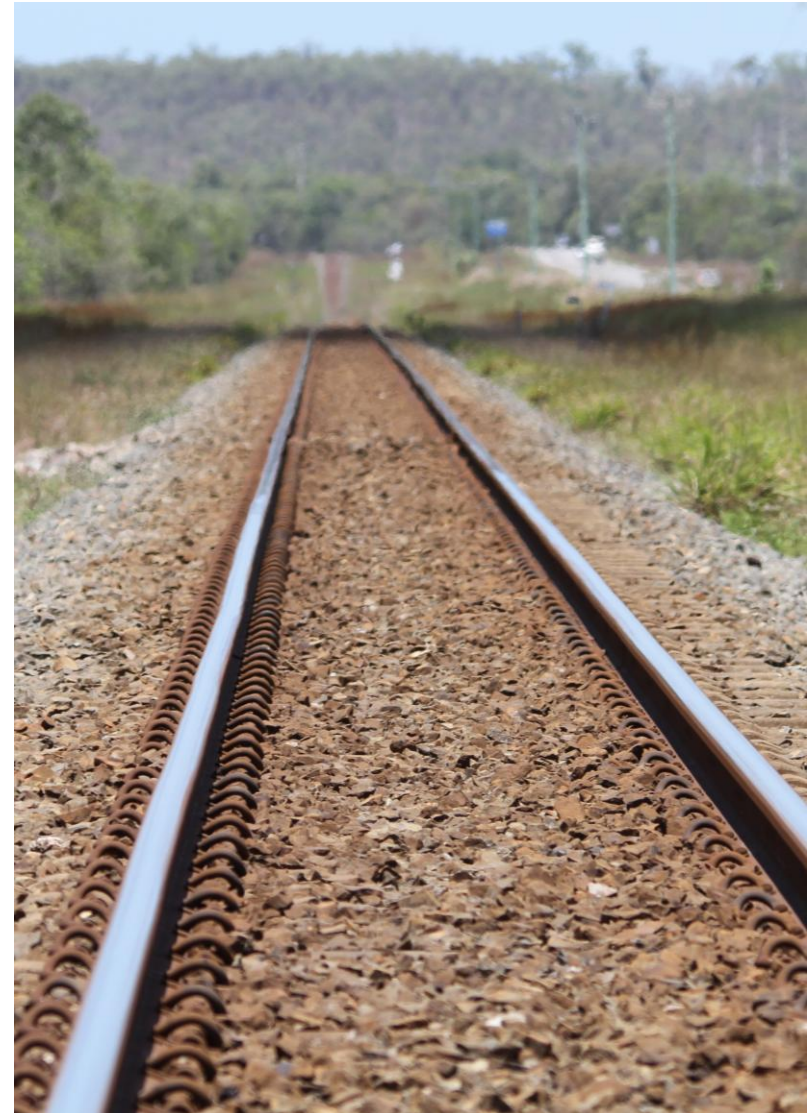
Council direction

Perceptions of the direction of Manningham City Council's overall performance weakened slightly (but not significantly) in 2025, to an index score of 48 (down two points). Council's rating has been relatively stable over the past decade but this current score sits at the lower end of the range.

- Ratings have significantly declined from 2024 among residents aged 35 to 49 years (index score of 44, down 11 points).
- Ratings are significantly higher than the Council average among residents aged 18 to 34 years (index score of 56) and significantly lower among residents aged 50 to 64 years (index score of 39).
- Council direction is rated in line with the Metropolitan group and State-wide averages.

Over the last 12 months, 65% of residents believe the direction of Council's overall performance has stayed the same. More think this has deteriorated (15%) than think it has improved (11%).

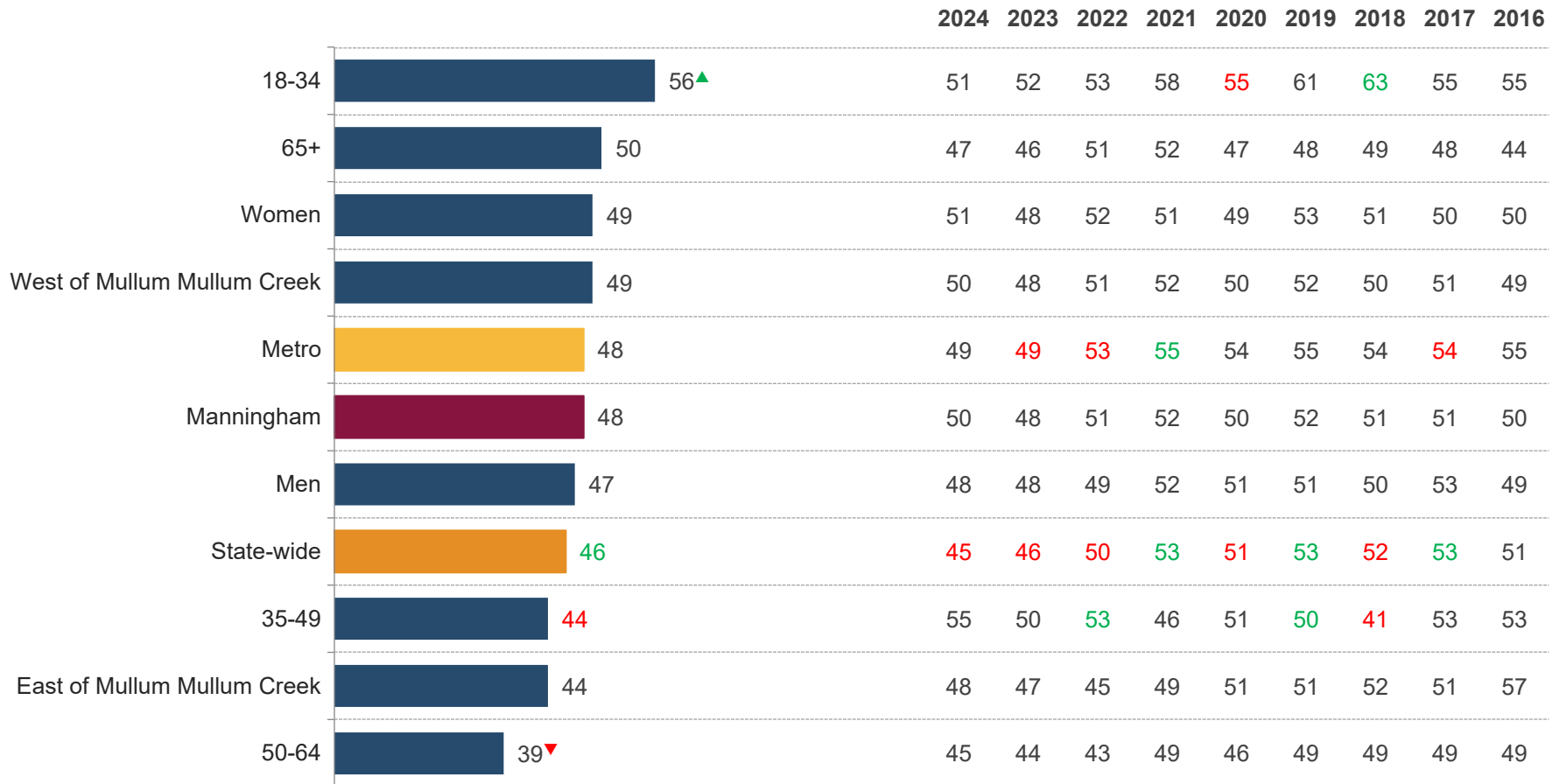
A majority of residents (60%) would prefer cuts to council services to keep rates at the same level as they are now. This is four times the proportion who would prefer rate rises to improve services (15%).





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 Manningham City Council's overall performance?

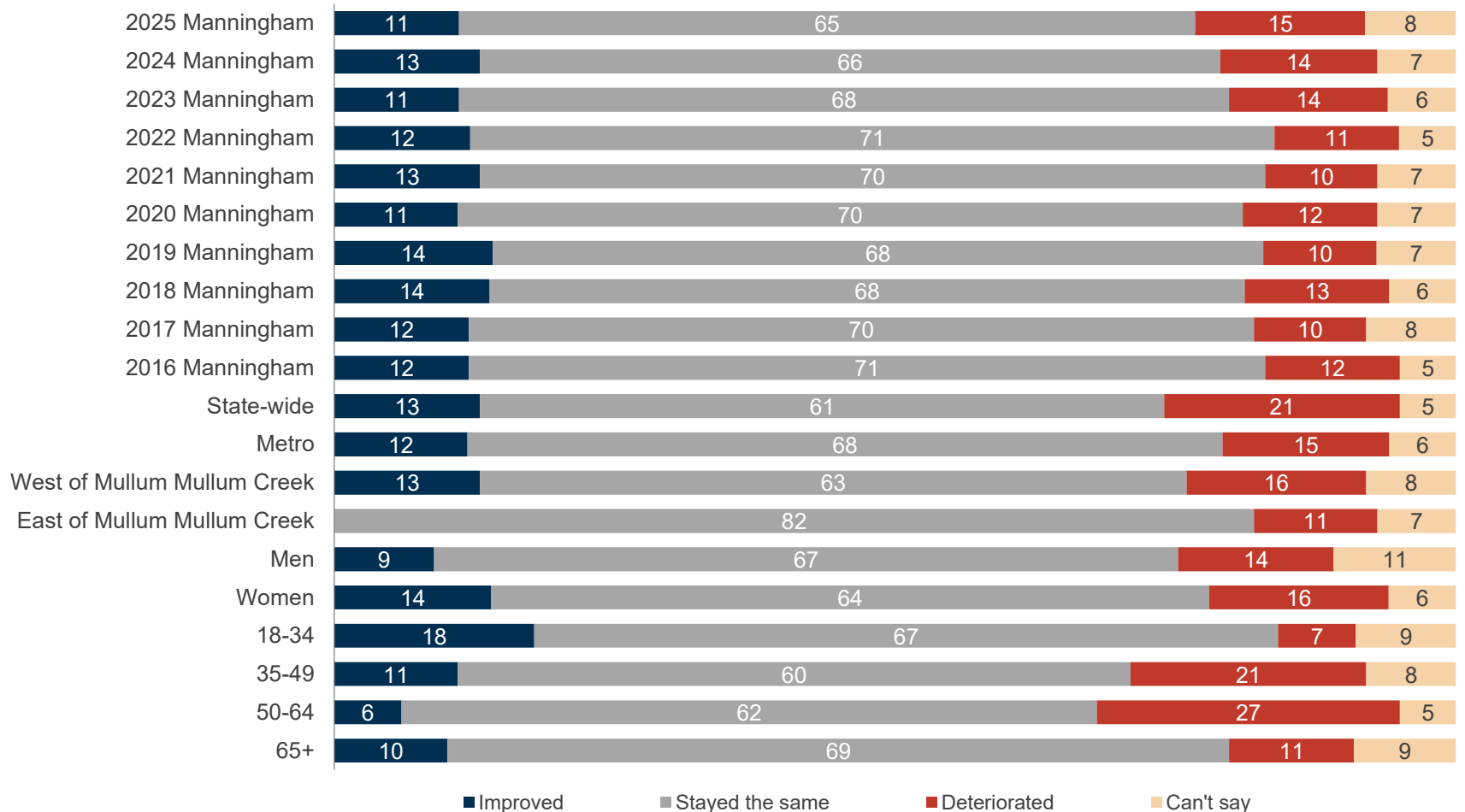
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



Overall council direction last 12 months

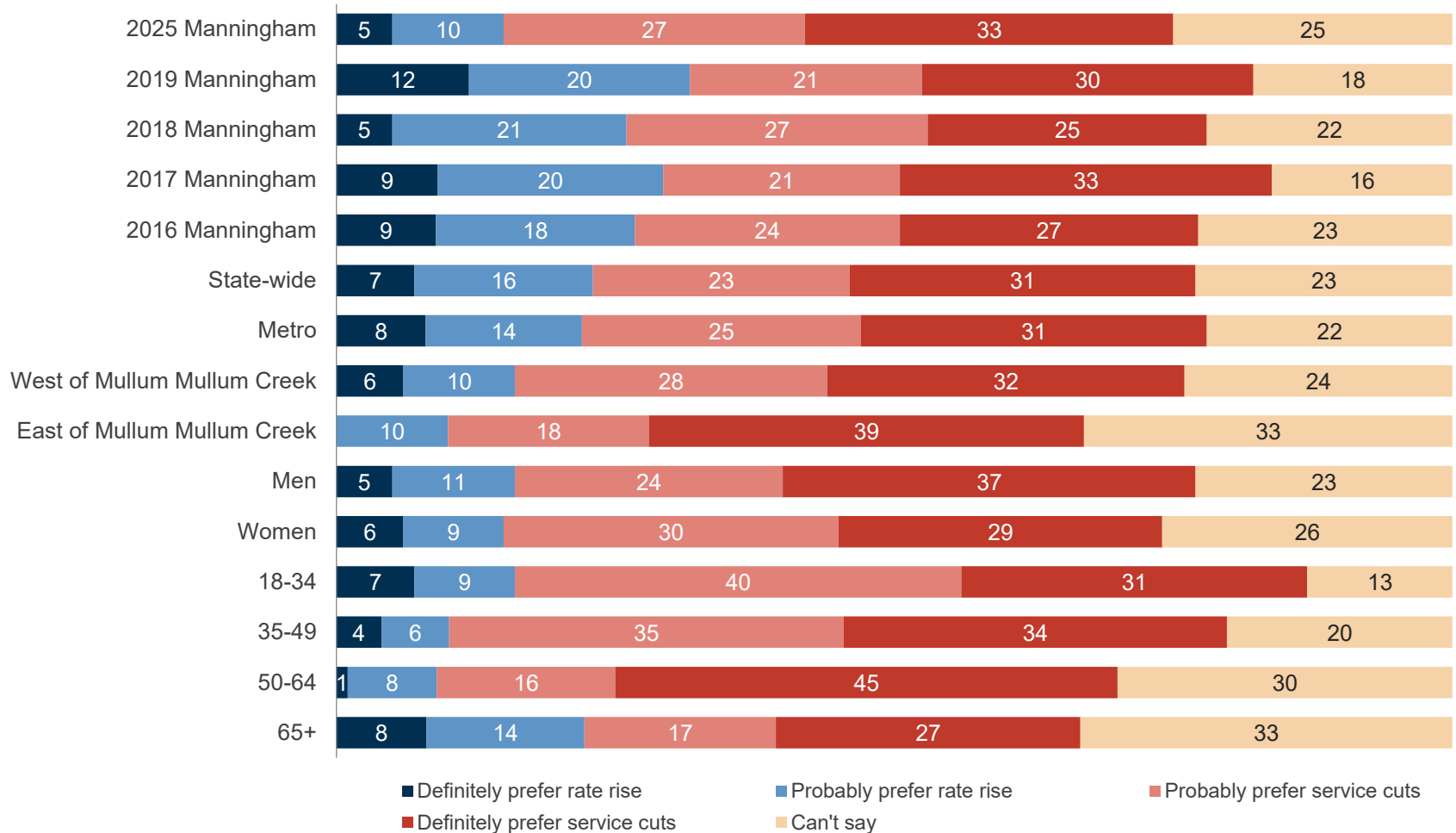
2025 overall council direction (%)





Rates / services trade-off

2025 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2

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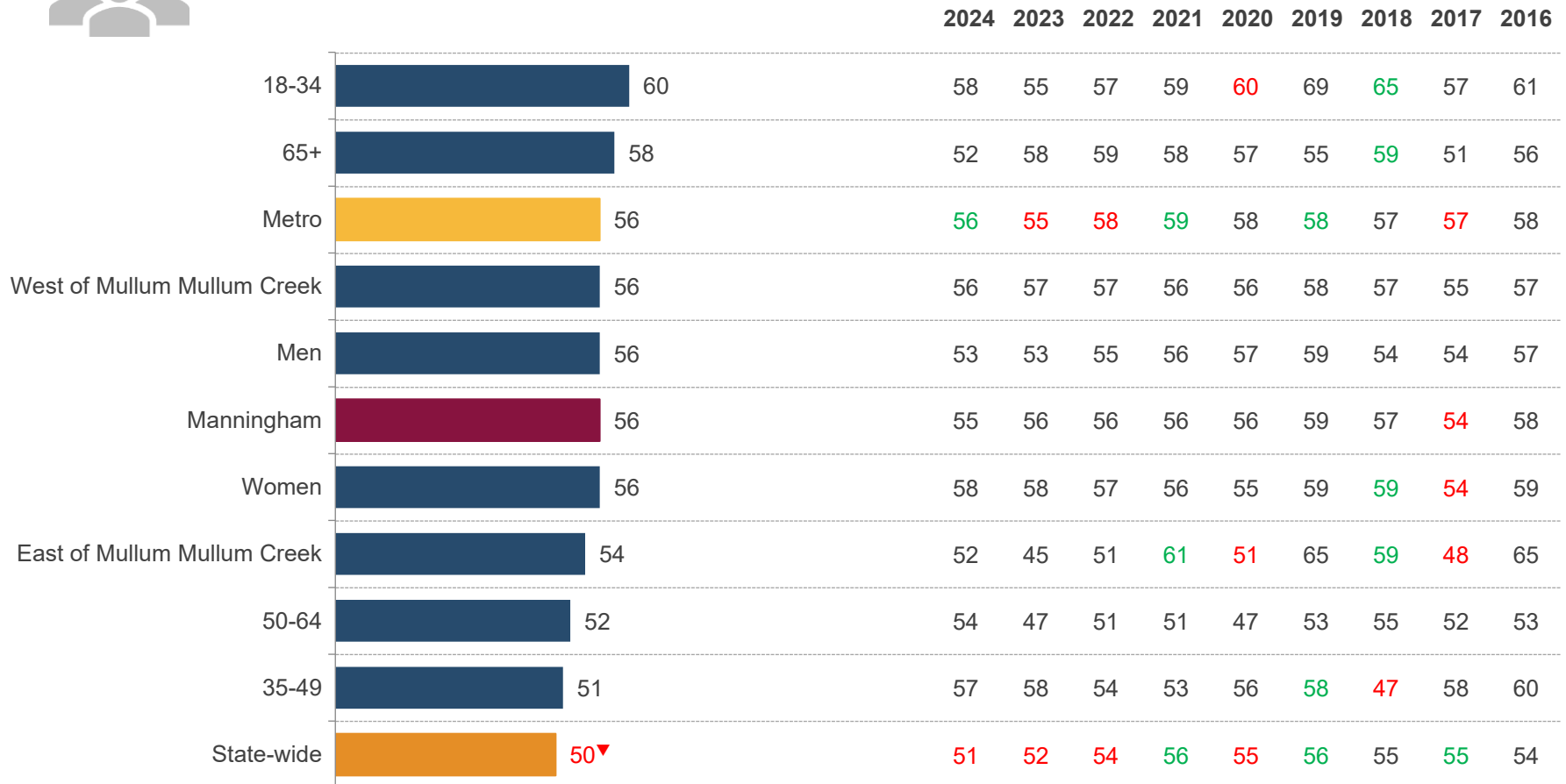
Individual service areas



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

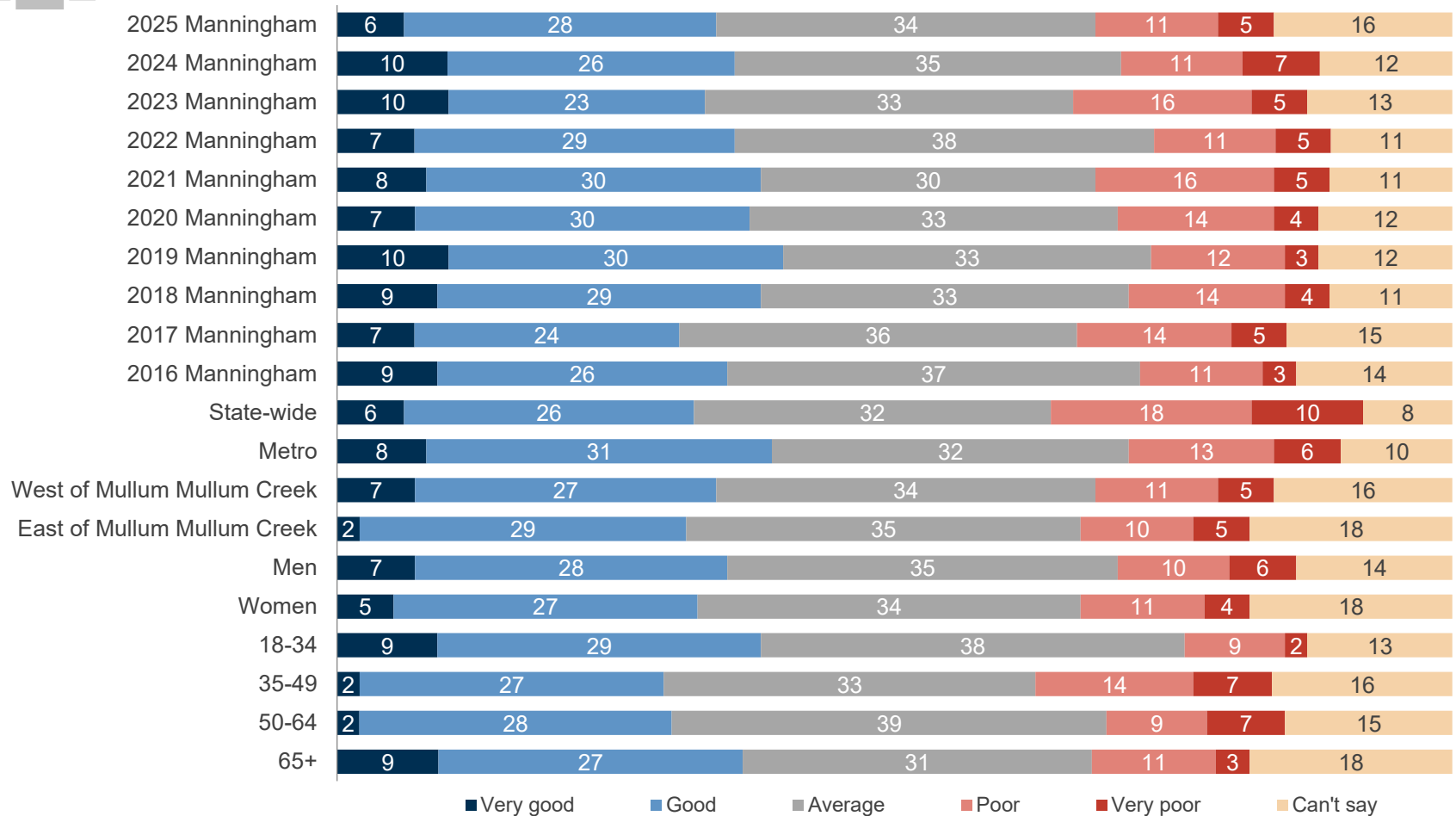
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



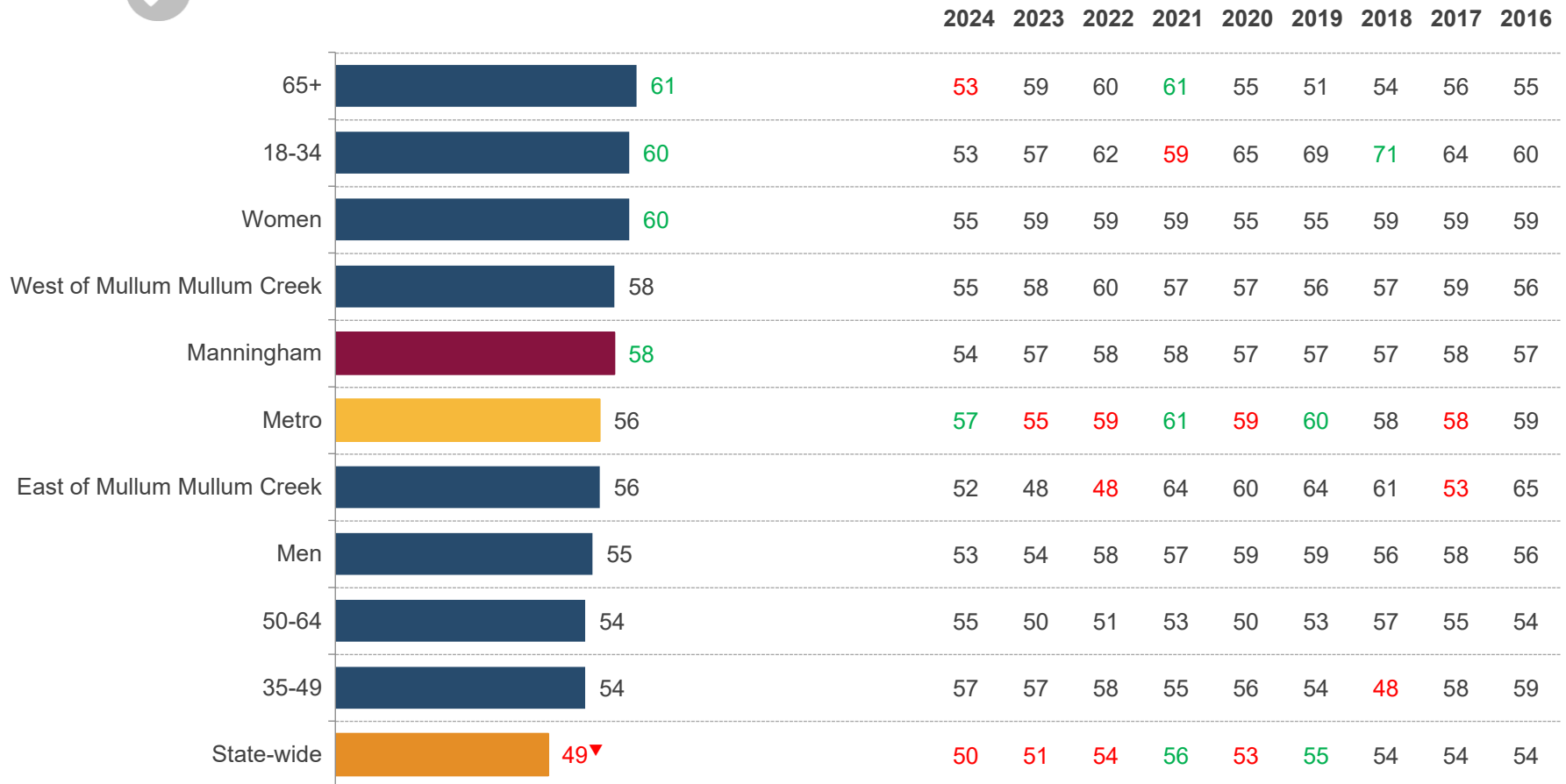
2025 consultation and engagement performance (%)



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?

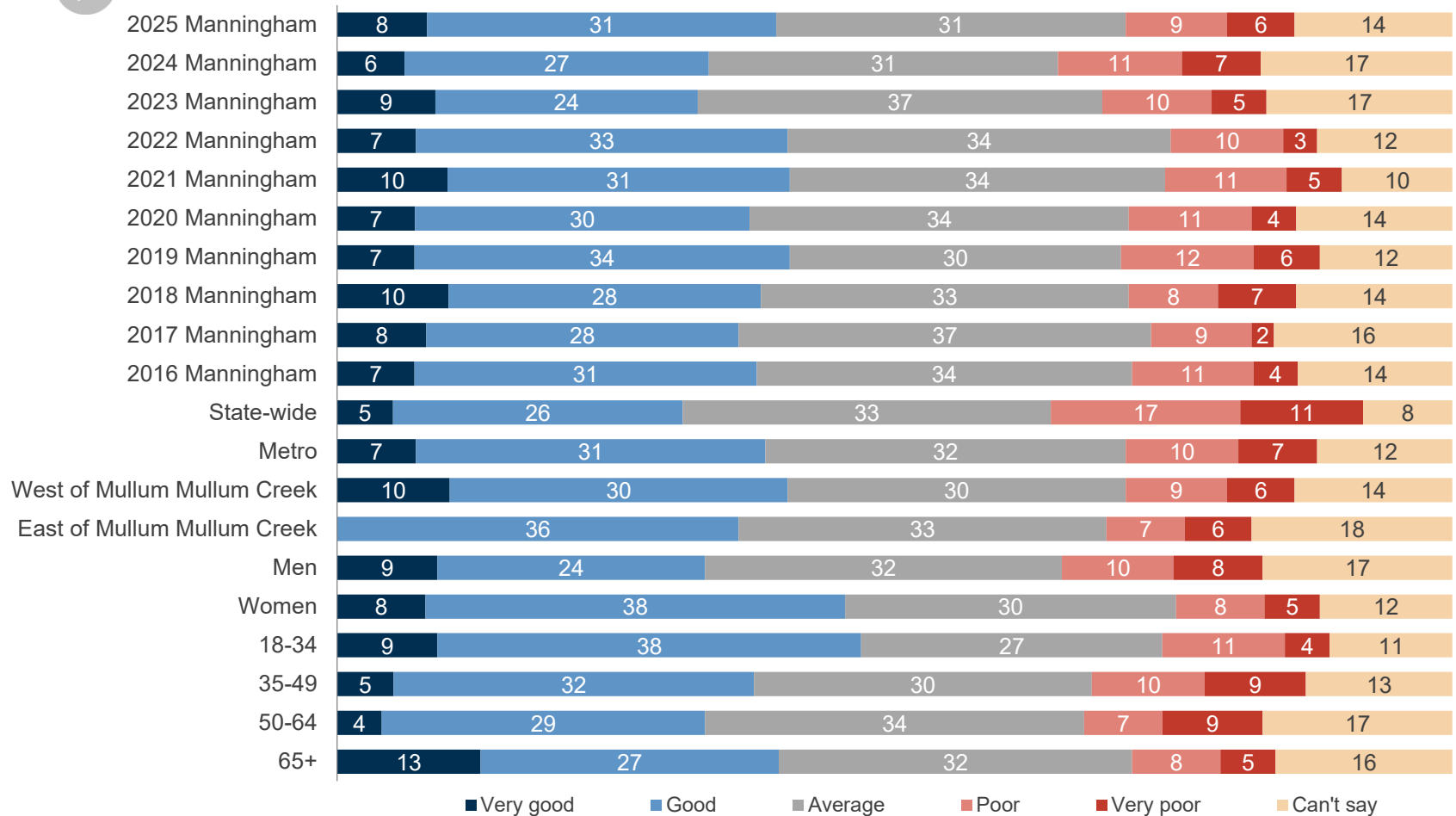
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	65▲	61	61	68	66	69	71	73	73	63
West of Mullum Mullum Creek	61	60	61	67	64	66	67	65	68	66
35-49	61	56	59	67	59	69	65	58	62	66
Women	59	58	58	65	63	65	66	63	66	65
Manningham	59	58	58	66	64	66	66	64	66	64
Men	59	59	58	66	65	66	66	66	67	64
Metro	59	61	61	65	68	67	69	68	66	67
65+	56	60	58	65	67	65	67	65	66	66
50-64	55	54	50	61	64	58	59	60	64	62
East of Mullum Mullum Creek	47▼	50	39	54	64	60	61	58	55	58
State-wide	45▼	45	48	53	57	54	56	53	53	54

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

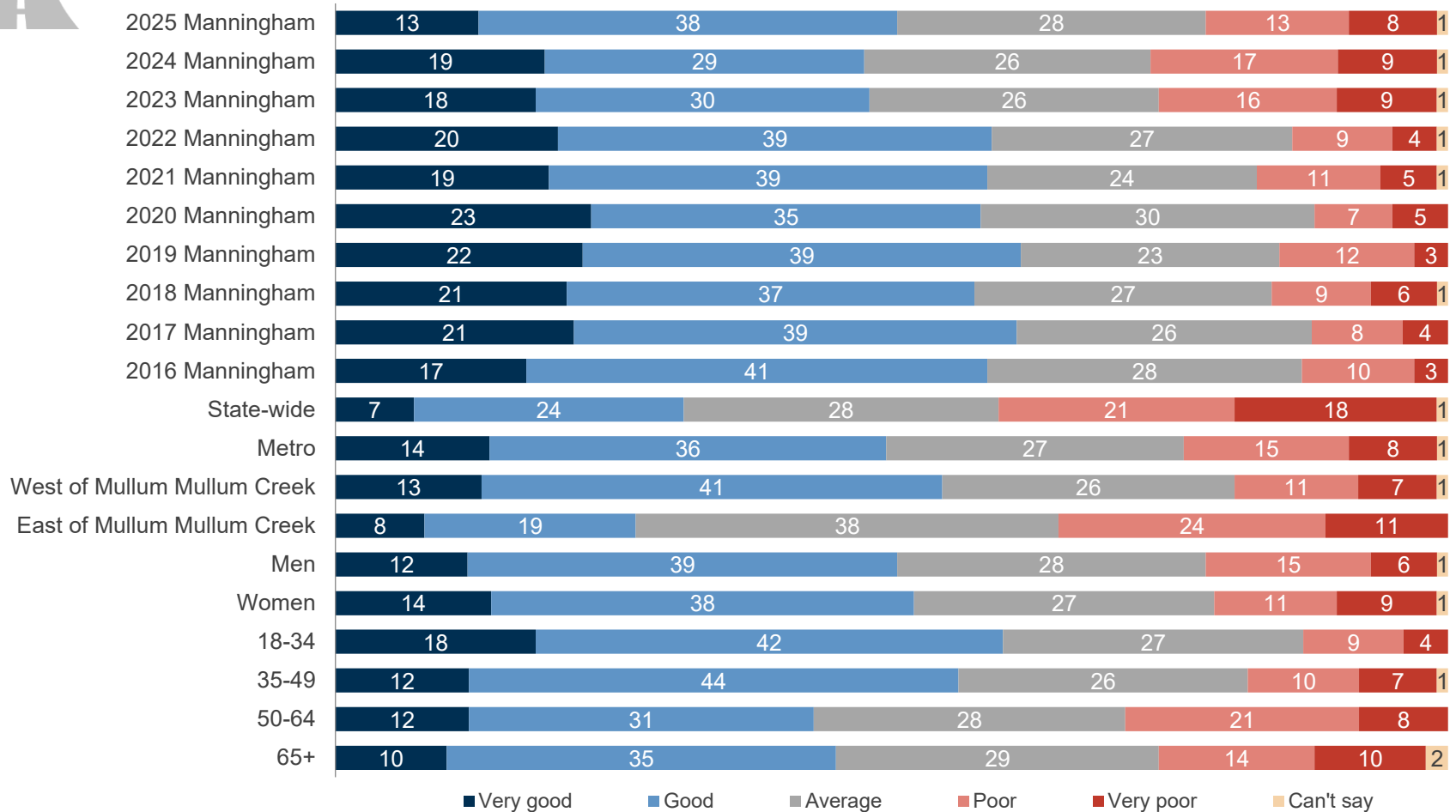
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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 (%)

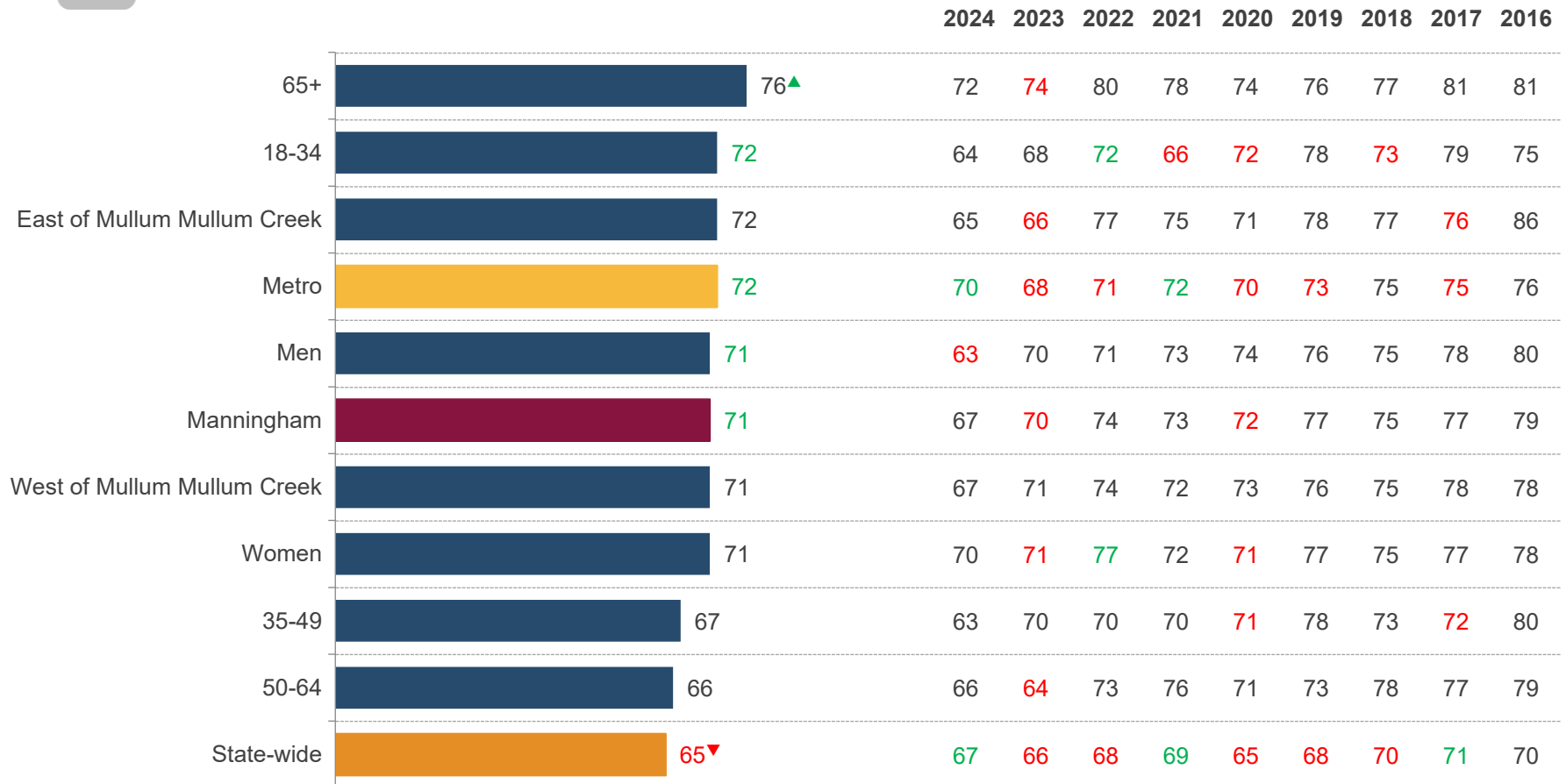




Waste management performance



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

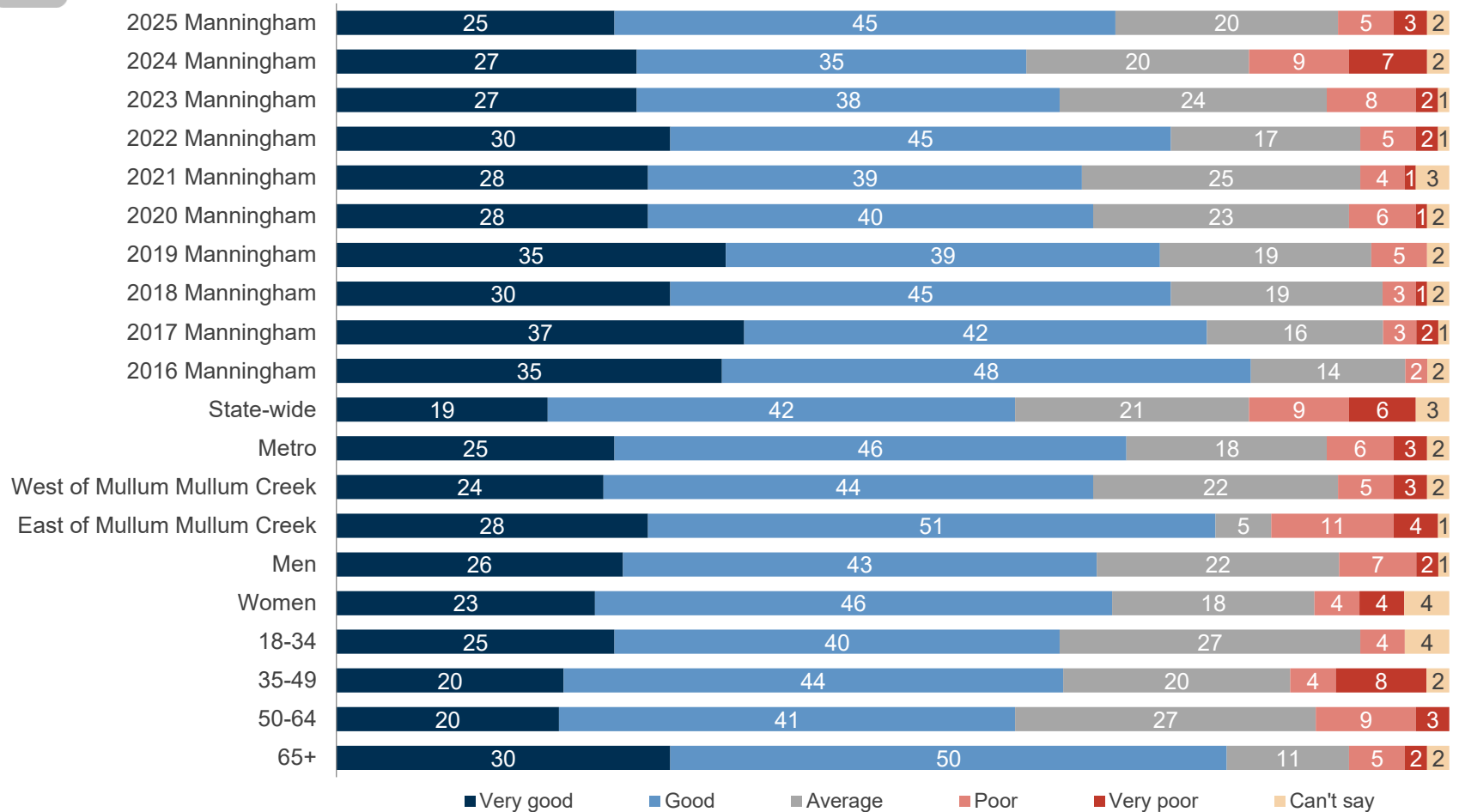
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2025 waste management performance (%)



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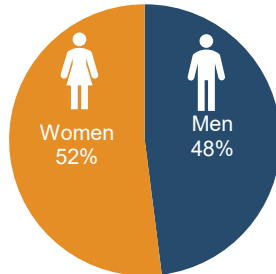
Detailed demographics



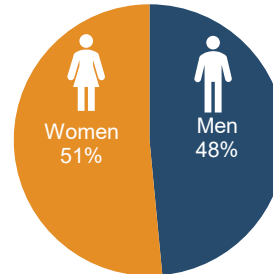
Gender and age profile

2025 gender

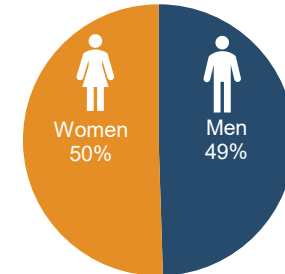
Manningham



Metro

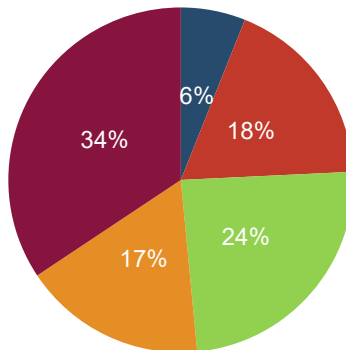


State-wide

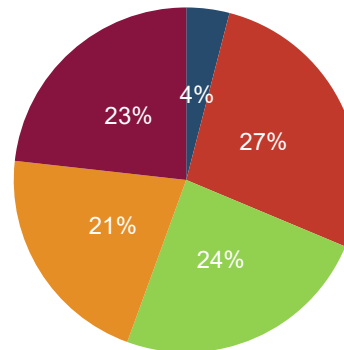


2025 age

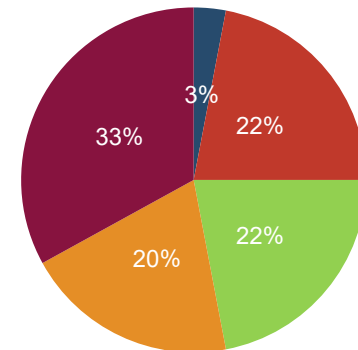
Manningham



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

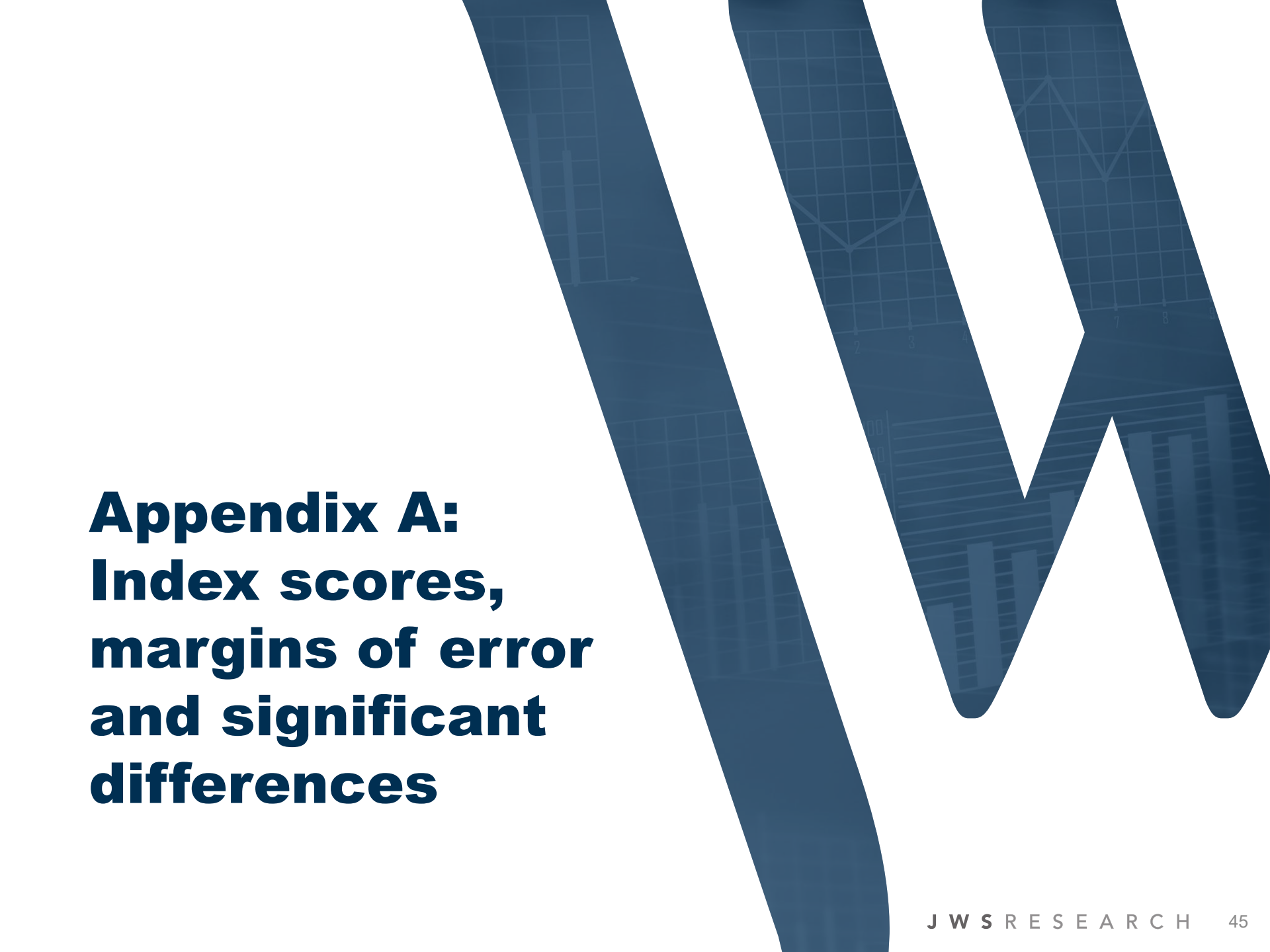
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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: 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 Manningham City Council was n=402. 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=402 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 100,700 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	402	400	+/-4.9
Men	196	191	+/-7.0
Women	205	209	+/-6.9
West of Mullum Mullum Creek	345	350	+/-5.3
East of Mullum Mullum Creek	56	49	+/-13.2
18-34 years	45	96	+/-14.8
35-49 years	68	97	+/-12.0
50-64 years	96	69	+/-10.0
65+ years	193	137	+/-7.1



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=401 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.
- 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.

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 64% mobile phone numbers to cater to the diversity of residents within Manningham City Council, particularly younger people.

A total of n=402 completed interviews were achieved in Manningham 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

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:

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

Wherever appropriate, results for Manningham 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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