



2021 Local Government Community Satisfaction Survey

Kingston City Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second 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 22 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 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected nodes and lines, resembling a neural network or a data visualization. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



Kingston City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



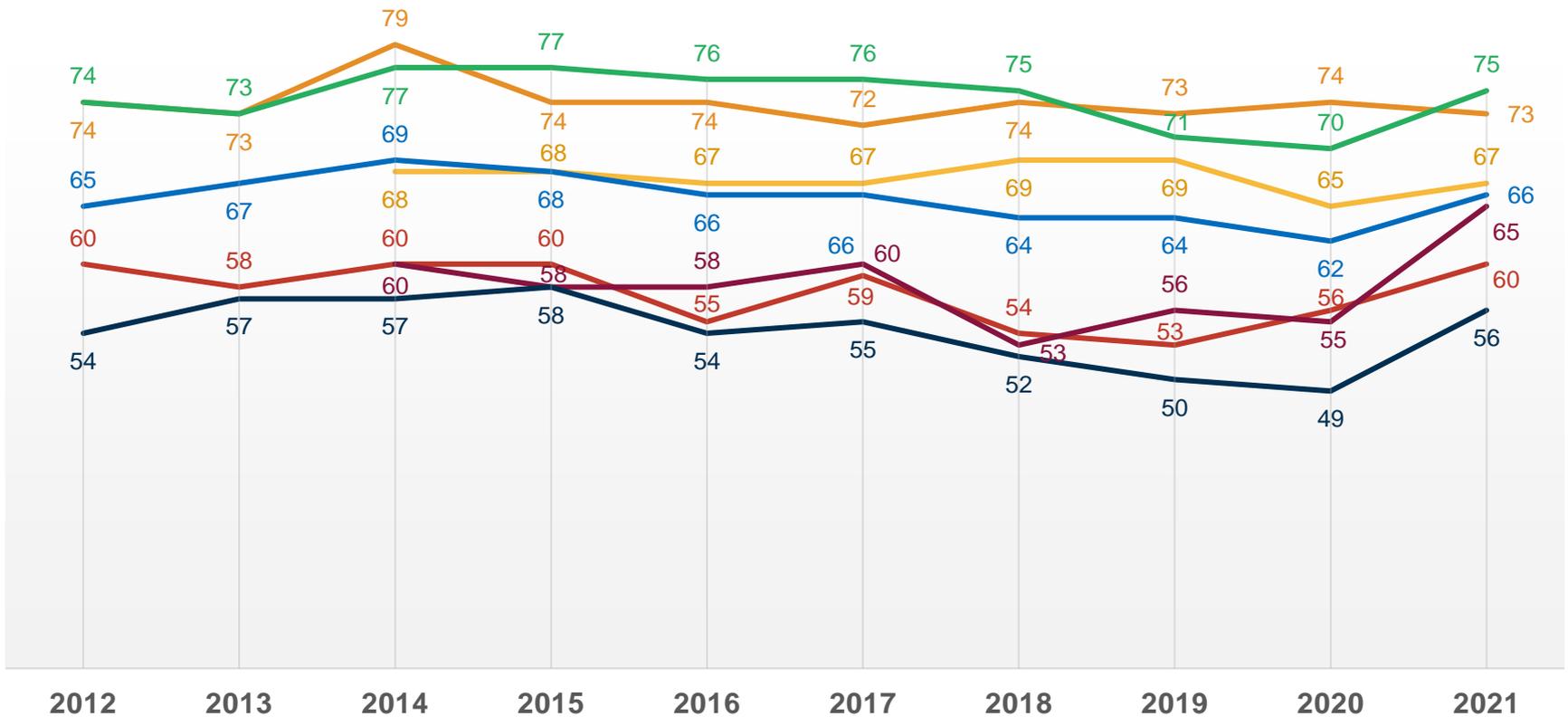
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Sealed local roads Community decisions Waste management 	None
Compared to group average	<ul style="list-style-type: none"> Community decisions Waste management 	None



Summary of core measures

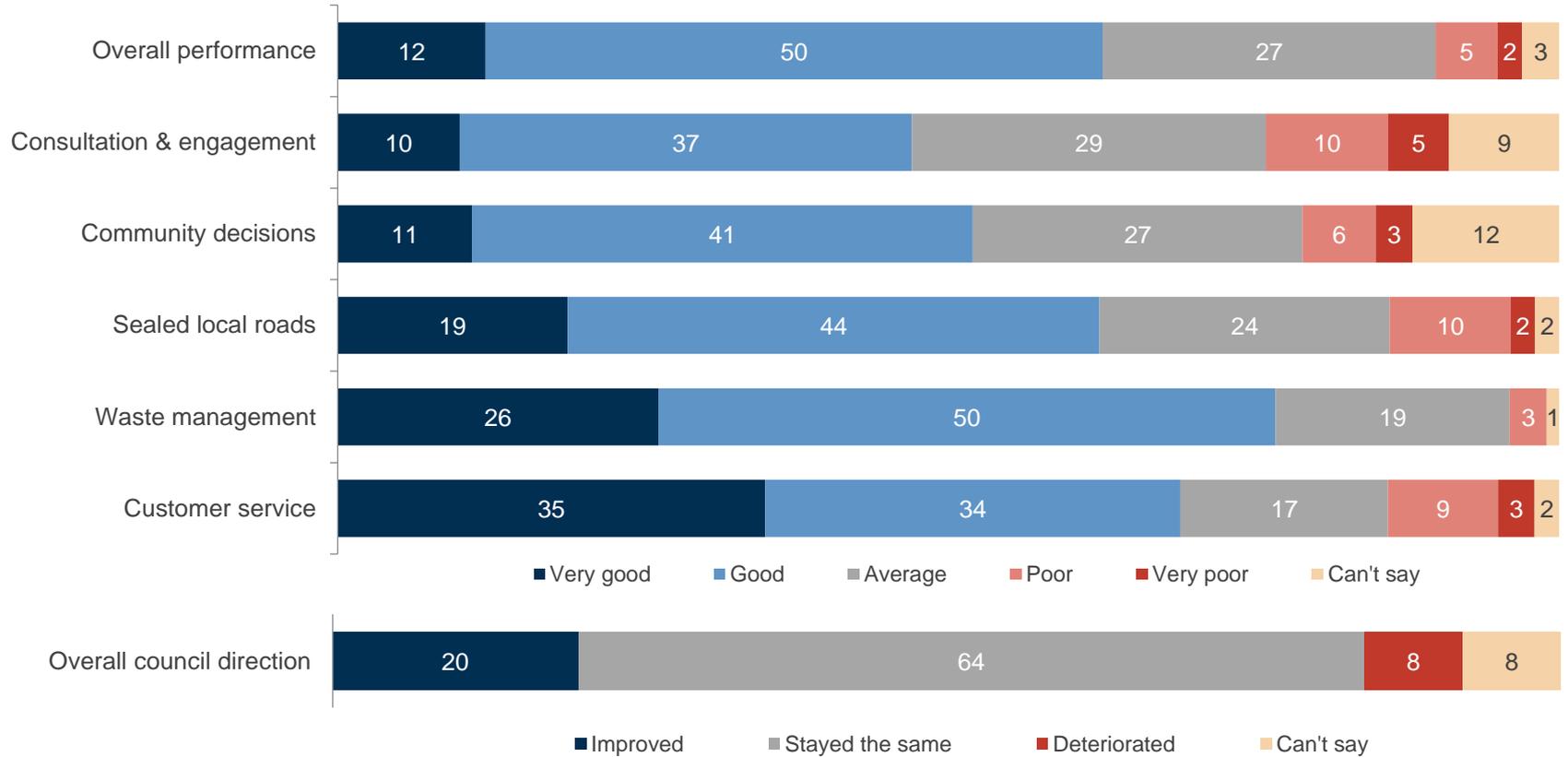
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Kingston City Council performance

Services	Kingston 2021	Kingston 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	66	62	67	61	Aged 18-34 years	Aged 50-64 years, Central residents
 Value for money	63	-	62	54	Aged 18-34 years	Men, Aged 50-64 years
 Overall council direction	56	49	55	53	Aged 18-34 years	Aged 35-54 years, Men, Central residents
 Customer service	73	74	74	70	Aged 18-34 years	Men
 Waste management	75	70	72	69	Aged 65+ years	Aged 50-64 years
 Sealed local roads	67	65	68	57	North residents, Women, Aged 18-34 years	Aged 50-64 years, Men
 Community decisions	65	55	61	56	Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	60	56	59	56	South residents	Aged 50-64 years



Focus areas for the next 12 months

Overview

Kingston City Council's overall performance rating experienced a significant increase over the past year, marking a reversal to the multi-year trend of decline. In three of the four service areas evaluated, perceptions of Council's performance improved significantly, with ratings of community decisions now at a series-high. This is a positive result for Council.

Focus areas

Customer service is the only metric evaluated in which ratings declined. Albeit a minor one-point decline, Council has proven capable of higher ratings in this area and should look to regain some of this ground in the coming 12 months. Council should also endeavour to demonstrate that it engages and consults with its residents on relevant matters, particularly among Central residents and those aged 50 to 64 years, who also have the least positive perceptions of Council's overall performance.

Comparison to state and area grouping

Council performs significantly higher than the State-wide council average on all service areas, with the exception of customer service (where it is on par with the State-wide rating). Council performs significantly higher than the Metropolitan group average in community decisions and waste management.

Maintain gains achieved to date

In the year ahead, Kingston City Council should look to maintain and build upon its improved performance on community decisions and waste management. On both measures, current ratings are at, or close to, the highest recorded for Council. Despite a decline in rate of contact with Council, greater attention should be given to the area of customer service in the coming 12 months, as it is the only service area where residents' perceptions have declined (noting this is not a significant decline).

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 66 for Kingston City Council represents a significant four-point increase on the 2020 result, marking a break to the multi-year trend of decline. Perceptions of Council's overall performance are now in line with those in 2017.

Council's overall performance is rated in line with the average rating for councils in the Metropolitan group but significantly higher (at the 95% confidence interval) than the State-wide average (index scores of 67 and 61 respectively).

- Overall performance ratings are highest among residents aged 18 to 34 years (index score of 72, significantly higher than average), women and those in the North (both with an index score of 69).
- The greatest improvements in perceptions are among 18 to 34 year-olds and women (up ten and five points on 2020 respectively).

Most residents (52%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is more than four times as many as those who rate Council as 'very poor' or 'poor' (12%). A further 31% rate Council as 'average' in providing value for money.

- 18 to 34 year-olds have significantly more favourable perceptions of Council's value for money.





Overall performance

2021 overall performance (index scores)

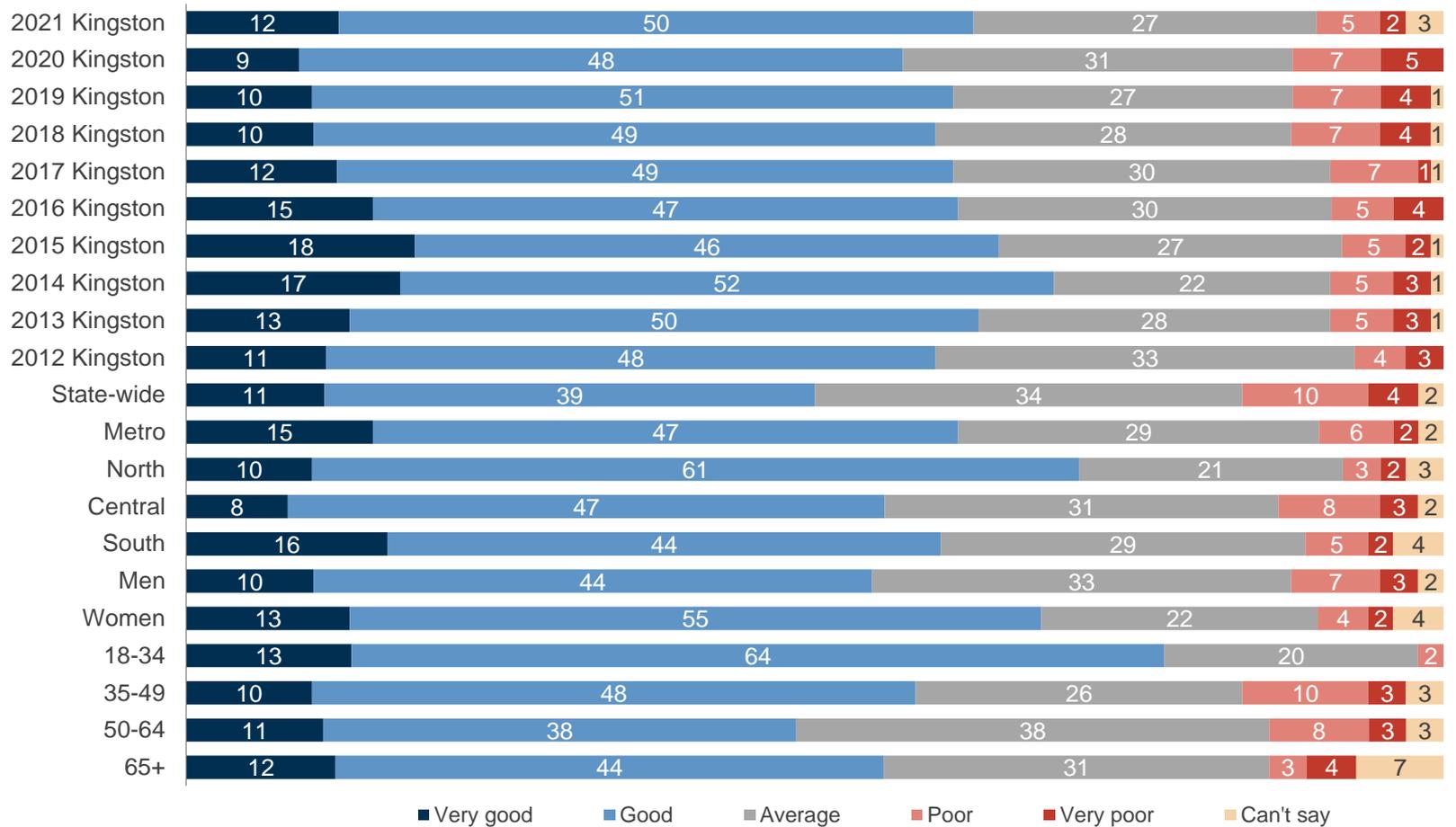
	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	67	71	72	68	67▲	74	68	68
Women	64	65	65	67	70	69	70	69	66
North	n/a								
South	n/a								
Metro	66	67	65	64	66	67	n/a	n/a	n/a
Kingston	62	64	64	66	66	68	69	67	65
65+	64	64	64	63	66	71	69	73	68
35-49	64	66	59	67	66	67	67	62	63
Men	61	64	63	66	62	68	68	64	65
Central	n/a								
50-64	57	58	59	61	63	68	66	66	62
State-wide	58	60	59	59	59	60	61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2021 overall performance (%)

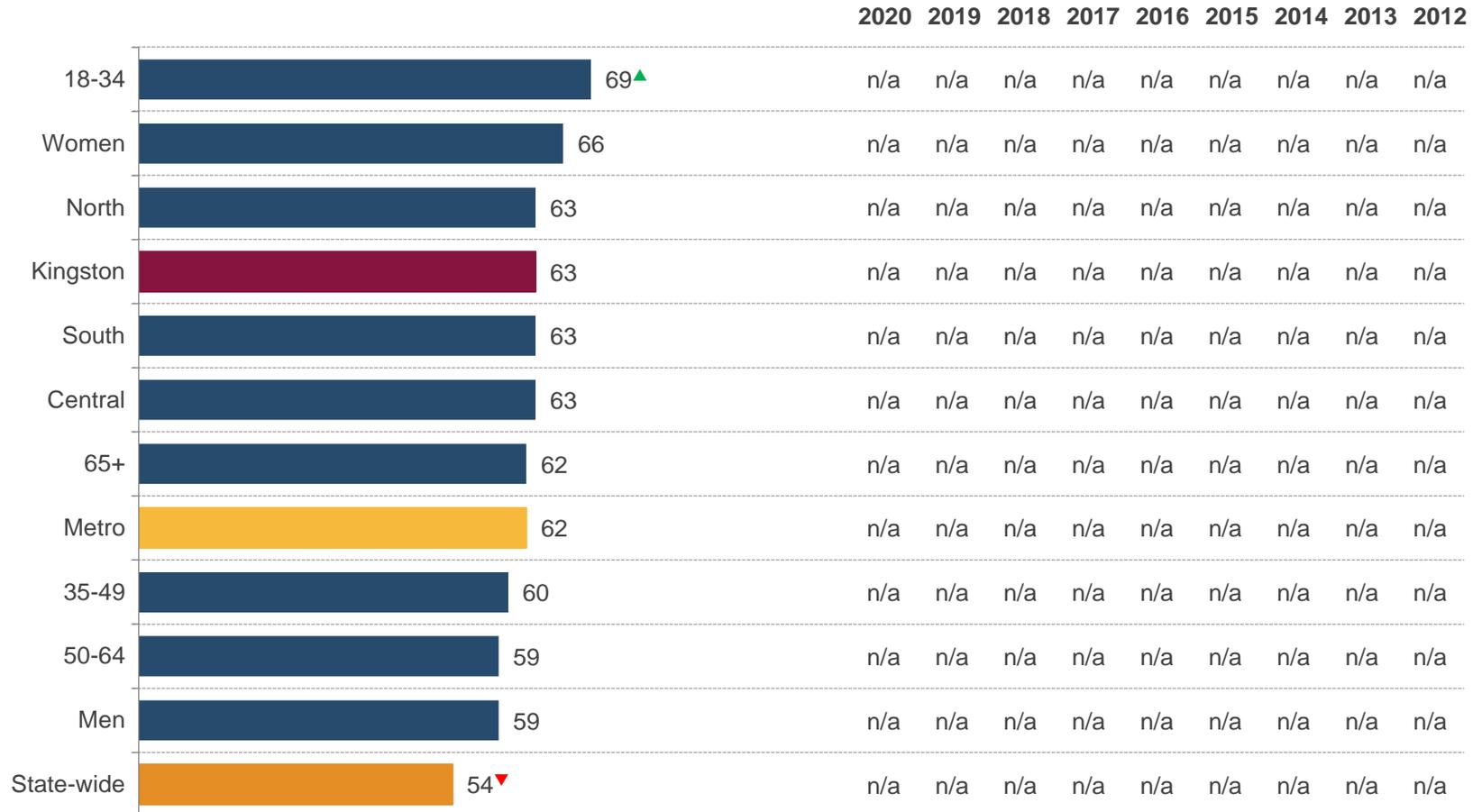


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Value for money in services and infrastructure

2021 value for money (index scores)



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

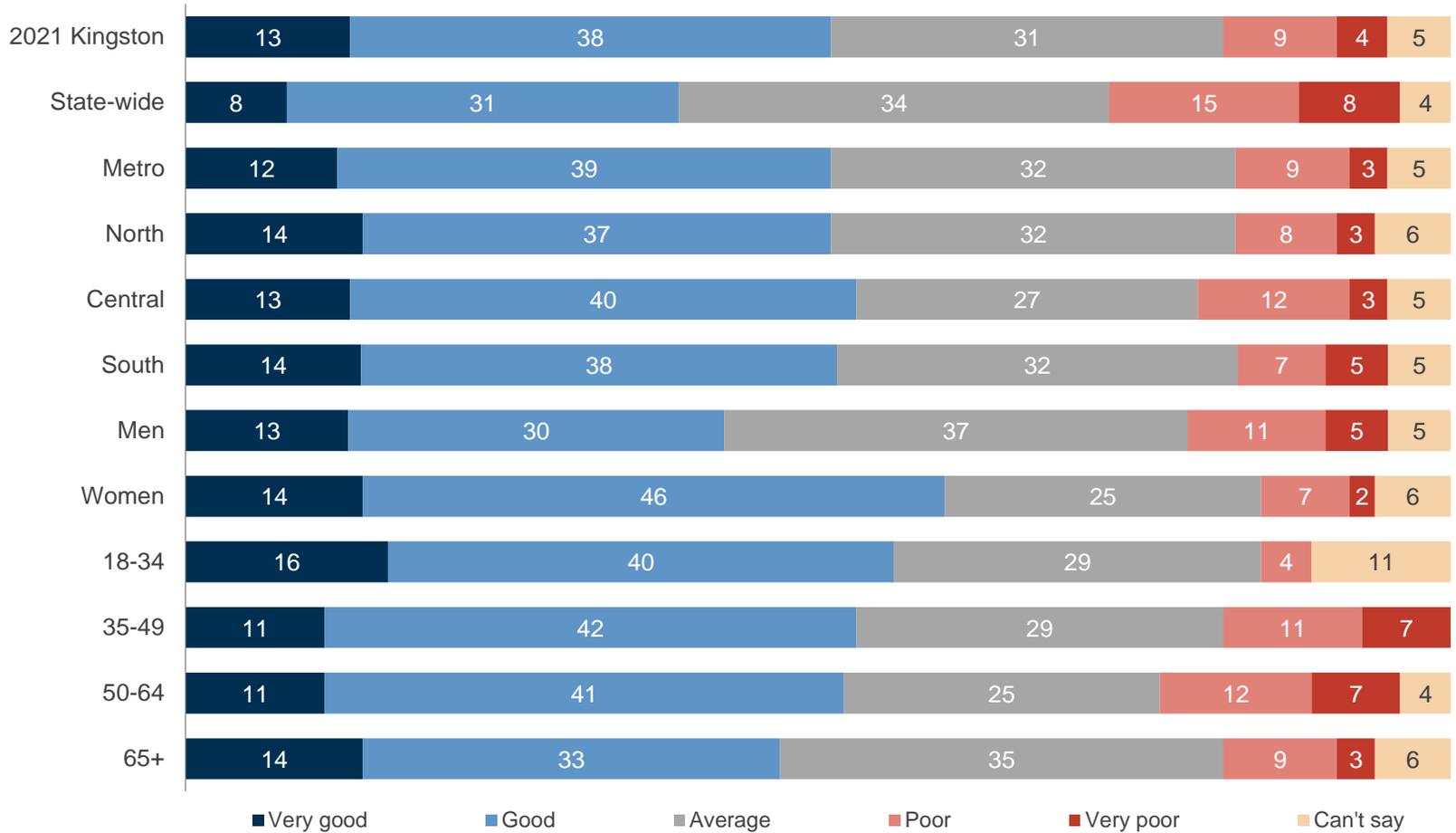
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Value for money in services and infrastructure

2021 value for money (%)



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

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



Top performing service areas

Waste management (index score of 75) is the area where Kingston City Council performed best in 2021, improving significantly by five index points from 2020.

- Contributing to this improvement is a significant increase in ratings among women and residents aged 35 to 49 years.

Sealed local roads and decisions made in the interest of the community are Council's next highest rated service areas (index scores of 67 and 65 respectively).

Perceptions of sealed local roads have improved slightly in the last 12 months (up two points), after declining significantly in 2020. Given ratings do not differ significantly by demographic or geographic cohort, Council is seen to provide balanced service levels to all residents.

Positively, Council's performance in community decisions is at an all-time high – up a significant 10 points on the 2020 result.

- Compared to last year, the greatest ratings' increases occurred among residents aged 50 to 64 years (up 13 points), 18 to 34 years and women (both up 12 points).

Council now performs significantly higher than the Metropolitan group average in waste management and community decisions.



Waste management (index score of 75) is the area where Council performed best in 2021, improving significantly by five index points from 2020.



Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the area of consultation and engagement (index score of 60).

Kingston City Council rates lowest – relative to its performance in other areas – in the area of community consultation and engagement (index score of 60).

Council rates significantly higher than the State-wide average and in line with Metropolitan group average in this service area.

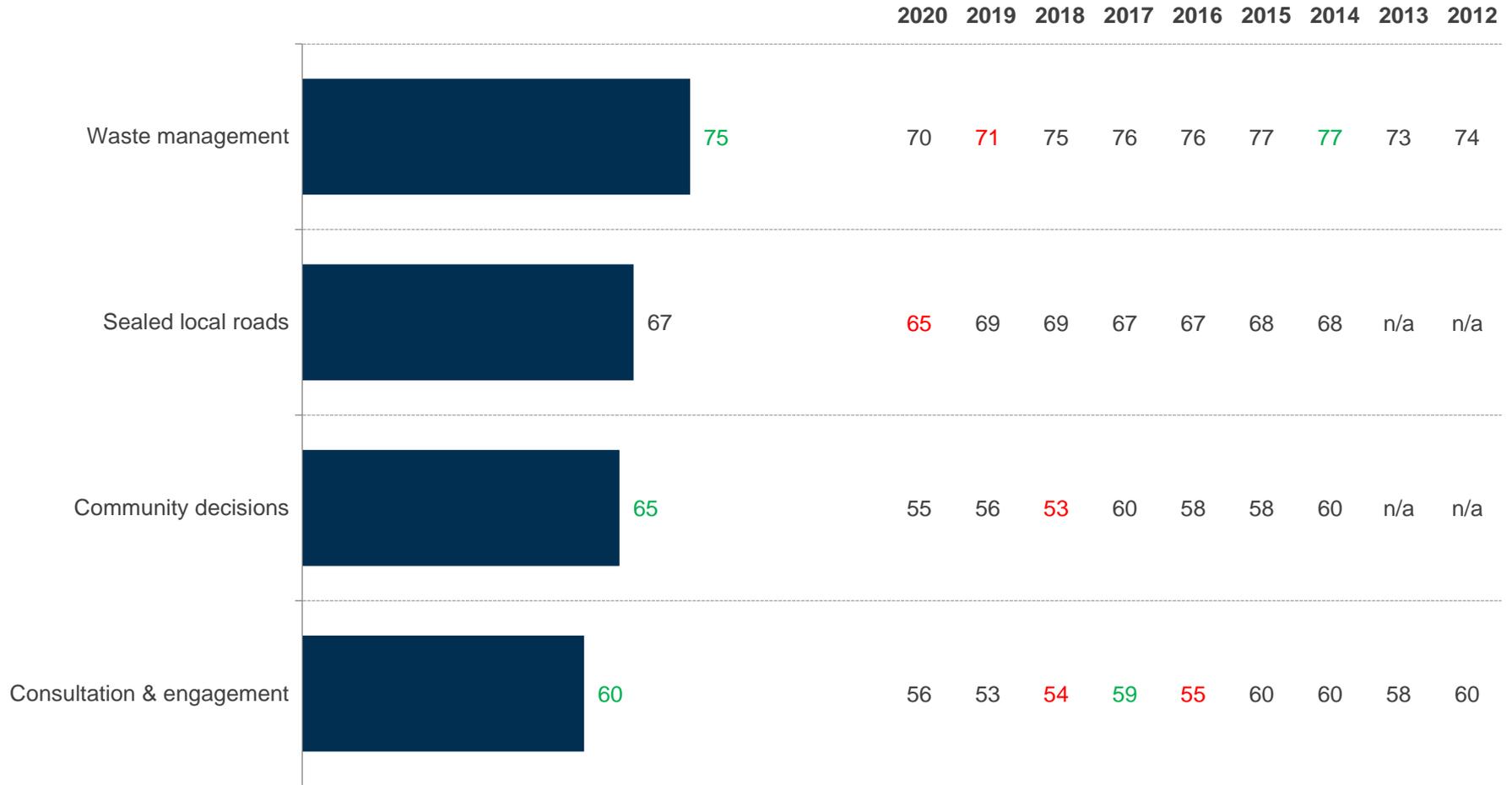
In the last 12 months, Council's performance rating in consultation and engagement experienced a significant four-point increase.

Performance ratings for this service area are lowest among residents aged 50 to 64 years and Central residents (index scores of 53 and 55 respectively). Given they also have the least positive perceptions of Council's overall performance and direction, these residents warrant extra attention in the year ahead.



Individual service area performance

2021 individual service area performance (index scores)

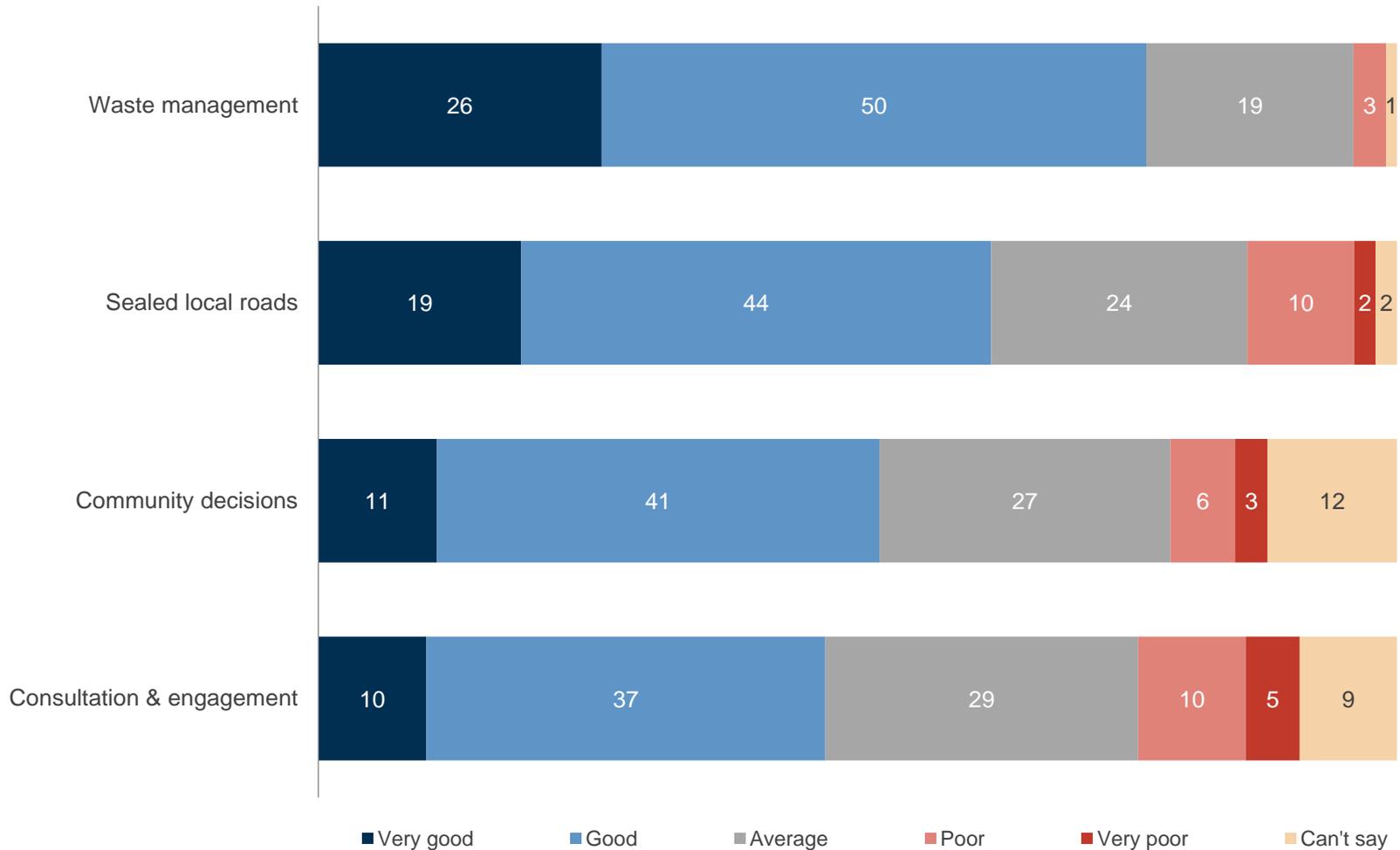


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Customer service



Contact with council and customer service

Contact with council

More than half of Council households (56%) have had contact with Council in the last 12 months – down a significant nine percentage points on 2020. Contact rate is significantly higher among residents aged 35 to 49 years (71%) and significantly lower among those aged 18 to 34 years (42%).

Telephone (34%) and email (21%) are the main methods of contact with Council. The rate of in-person contact (11%) halved since last year.



Among those residents who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 35% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 73 represents a slight decline but comparable to the 2020 result. Council's customer service is rated in line with both the State-wide and Metropolitan group averages (index scores of 70 and 74 respectively).

Positively, among those who have had contact with Council, a majority (69%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are most positive among 18 to 34 year-olds (index score of 80), and least positive among men (67).
- Compared to last year, customer service is rated significantly higher among 18 to 34 year-olds (up eight points on 2020).

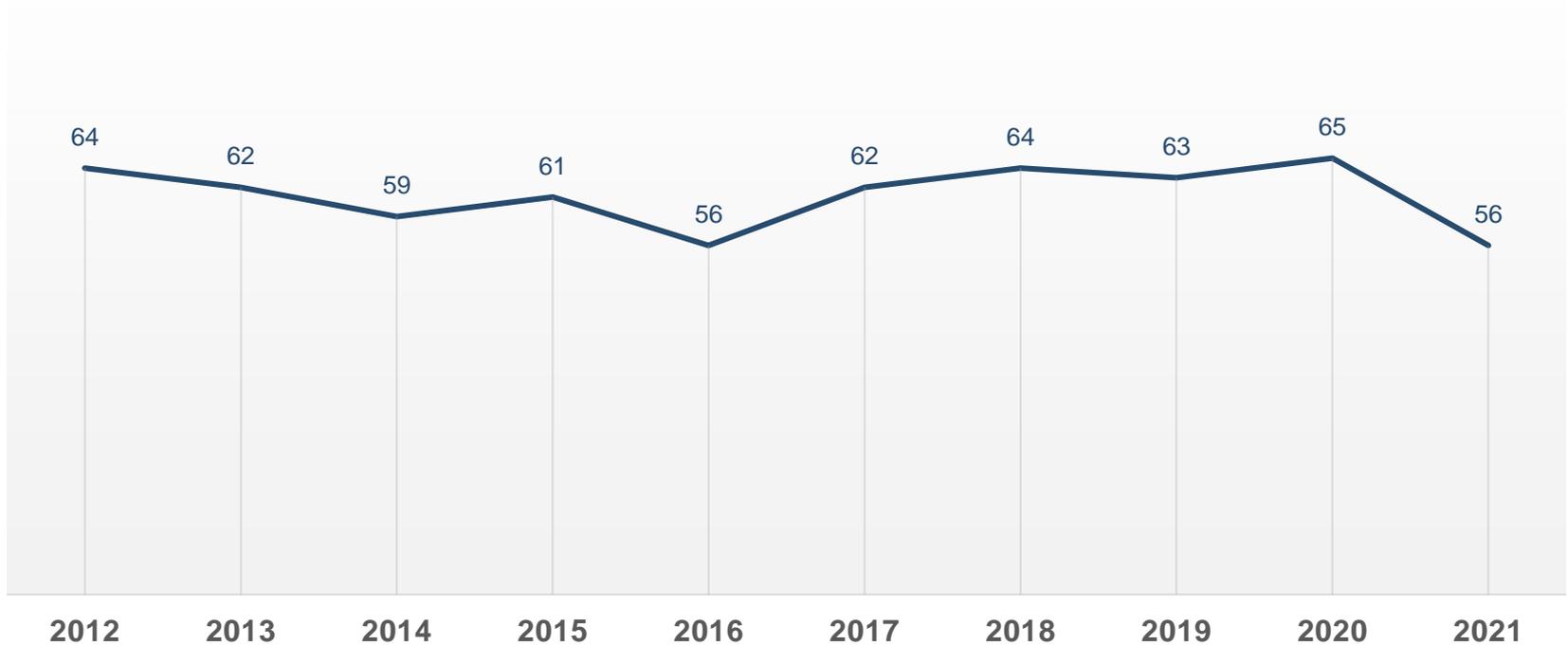
Customer service ratings are highest among those who communicated with Council by telephone or in person (index scores of 77 and 76 respectively). Since most customer service transactions occur via telephone, this is a promising result which Council ought to uphold and build upon.

By contrast, contact via email increased over the past year and perceptions of customer service received via email declined. Council should look to resolve this disparity moving forward.



Contact with council

2021 contact with council (%)
Have had contact

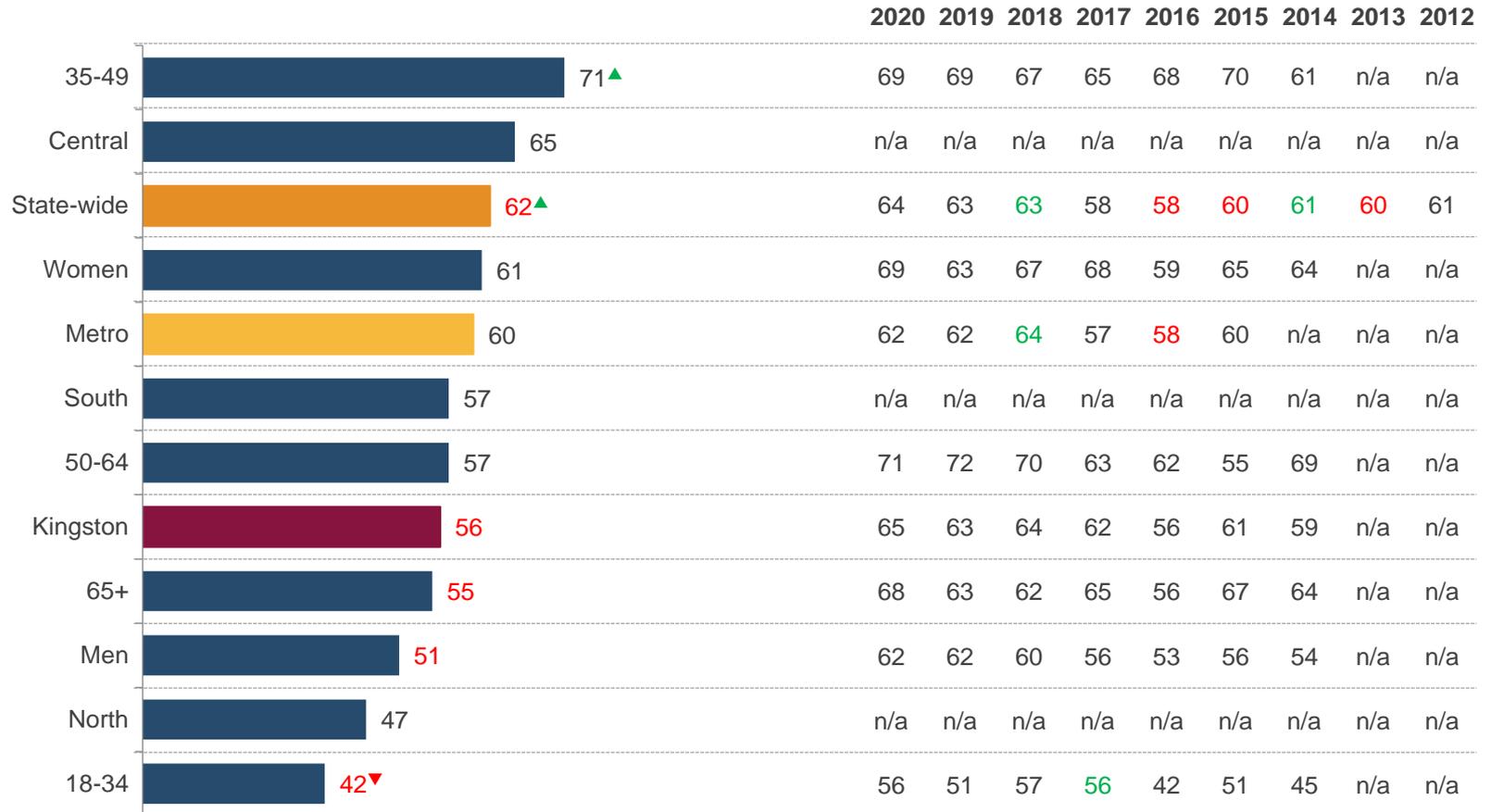


Q5a. Have you or any member of your household had any recent contact with Kingston City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



Contact with council

2021 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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

Note that some data may be missing from 2012 and 2013 due to a change in demographic analysis.



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80▲	72	69	74	75	70	73	87	64	75
Women	77	76	76	76	75	81	74	82	74	76
South	74	n/a								
Metro	74	74	76	72	71	73	73	n/a	n/a	n/a
65+	74	77	73	76	73	80	80	80	80	76
Kingston	73	74	73	74	72	74	74	79	73	74
North	72	n/a								
Central	71	n/a								
50-64	70*	73	73	74	67	77	73	75	77	69
State-wide	70	70	71	70	69	69	70	72	71	71
35-49	68	75	76	73	73	71	72	75	74	76
Men	67	73	69	71	68	67	75	74	73	73

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

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

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

Councils asked state-wide: 66 Councils asked group: 15

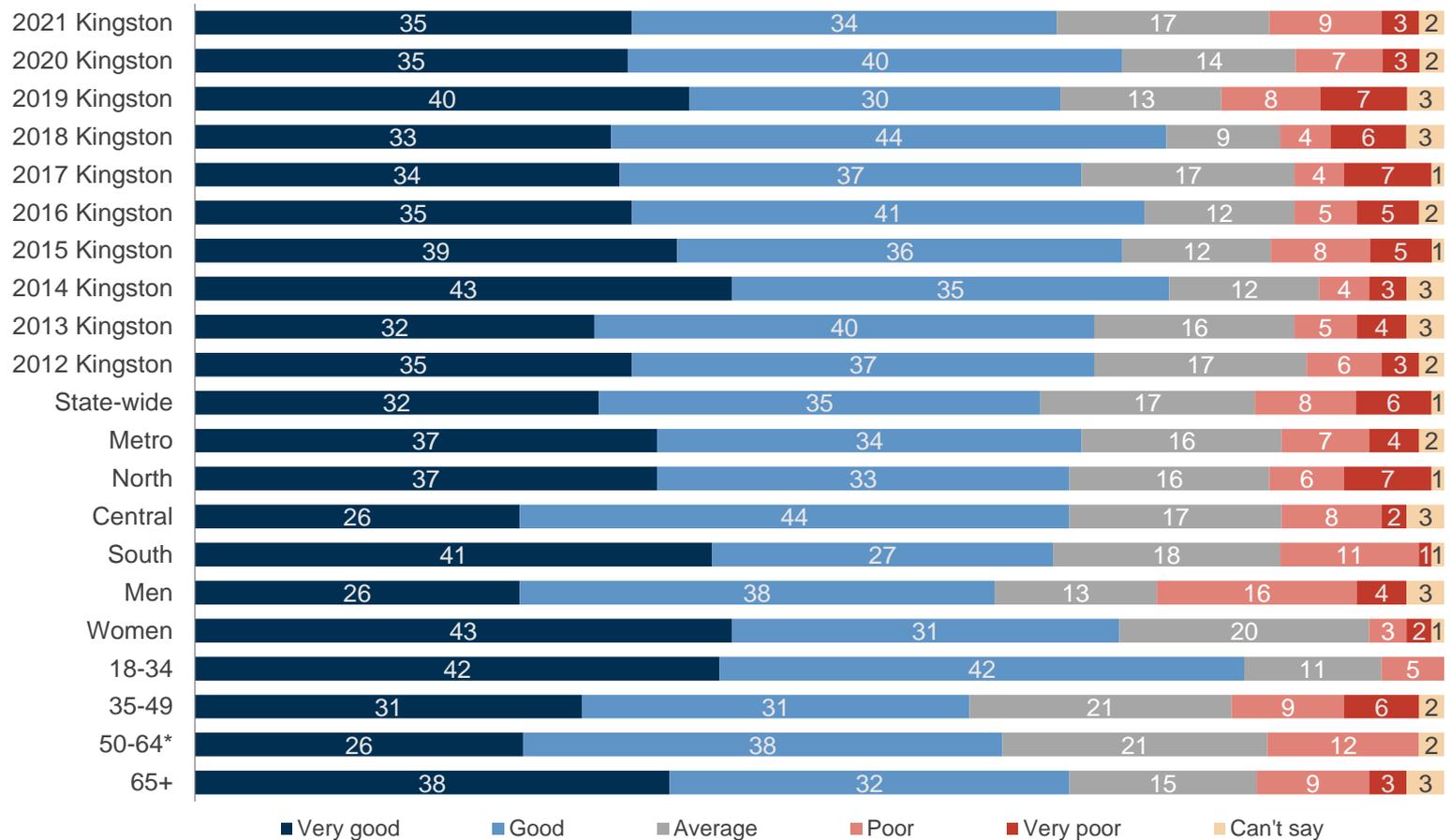
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Kingston City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 15
 *Caution: small sample size < n=30



Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



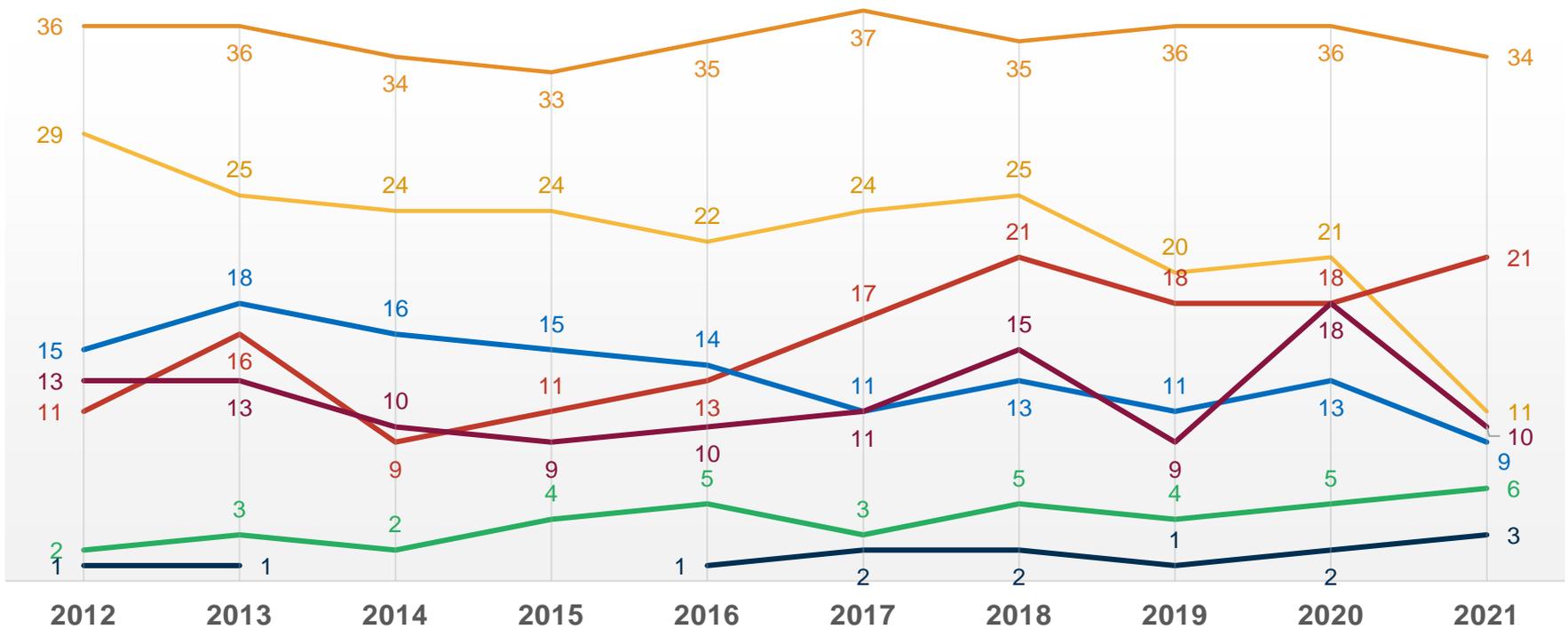
By Email



Via Website



By Social Media



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
By telephone	77	77	78	77	73	72	75	79	75	74
In person	76	79	73	77	75	80	78	82	75	76
By text message	74*	75	n/a	65	n/a	n/a	n/a	n/a	75	49
Via website	71*	71	85	79	68	85	84	73	68	71
By social media	67*	80	72	67	79	62	59	86	78	82
By email	66	69	61	70	66	69	80	75	66	74
In writing	63*	68	55	63	72	68	62	75	65	75

Q5c. Thinking of the most recent contact, how would you rate Kingston 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: 27 Councils asked group: 9

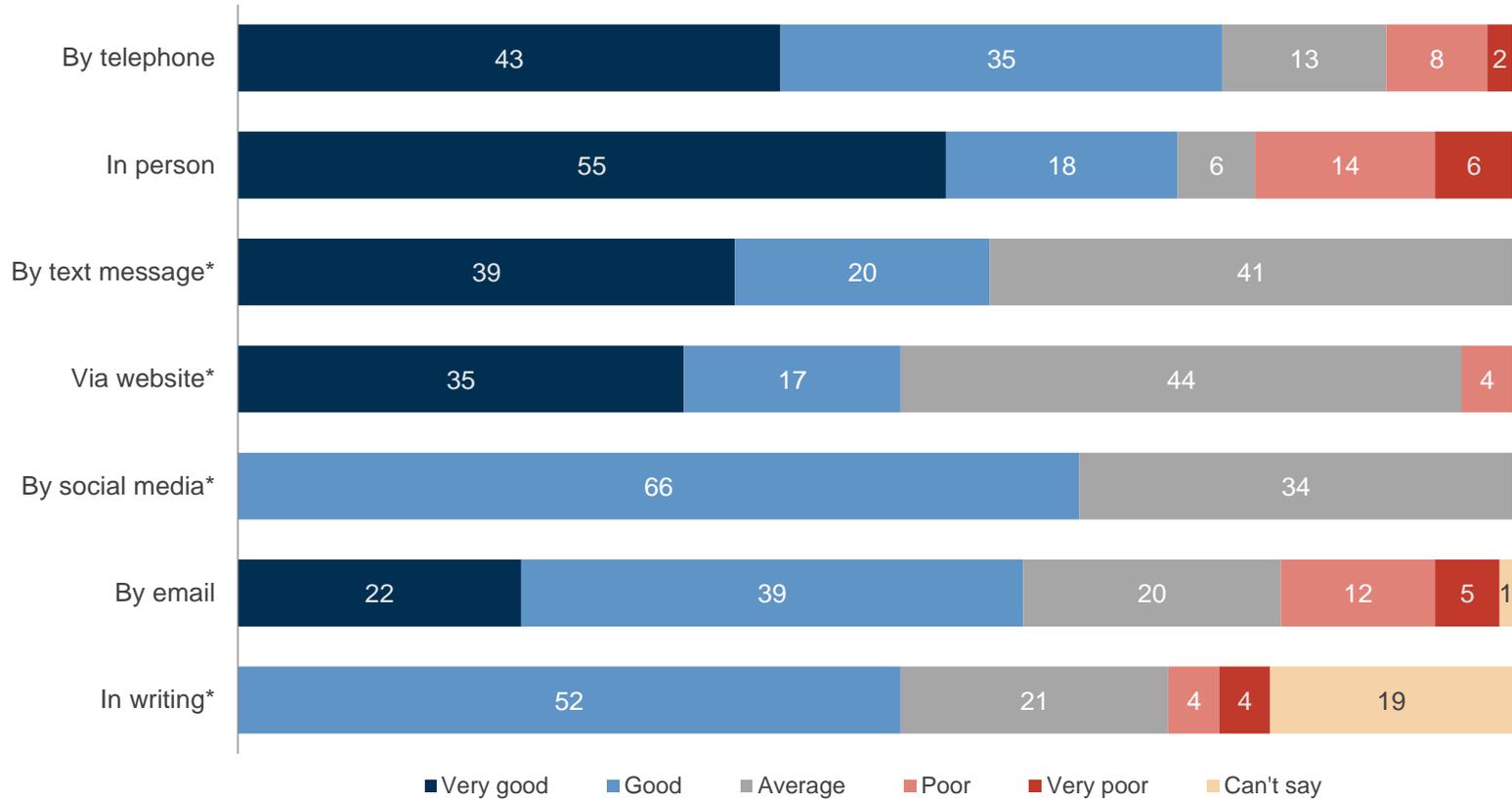
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Kingston 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: 27 Councils asked group: 9
 *Caution: small sample size < n=30



Council direction



Council direction

Over the last 12 months, perceptions of the direction of Kingston City Council's overall performance have significantly improved.

Promisingly, a greater proportion of residents believe the direction of Council's overall performance has improved over the last 12 months (20% compared to 14% in 2020).

A decreased majority think it has stayed the same (64%, down three percentage points), while only 8% believe it has deteriorated (compared to 15% in 2020).

- Among women and 18 to 49 year-olds, perceptions improved significantly in the last 12 months.
- The most satisfied with council direction are those aged 18 to 34 years. The least satisfied with council direction are men, Central residents, and those aged 35 to 64 years.

More than half of residents (54%) would prefer to see cuts in council services, to keep council rates at the same level as they are now – up a significant seven percentage points since 2020.

A quarter of residents (26%) would prefer council rate rises in order to improve local services – down a significant 11 percentage points since 2020.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	50	54	60	62	59▲	68	69	56	55
Women	51	51	51	55	55	58	59	58	56
South	n/a								
North	n/a								
Kingston	49	50	52	55	54	58	57	57	54
Metro	54	55	54	54	55	56	n/a	n/a	n/a
65+	54	49	53	53	51	56	57	62	56
35-49	45	51	45	55	55	50	50	55	51
Central	n/a								
Men	48	50	52	56	54	58	55	56	51
State-wide	51	53	52	53	51	53	53	53	52
50-64	49	45	47	50	53	58	50	57	53

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

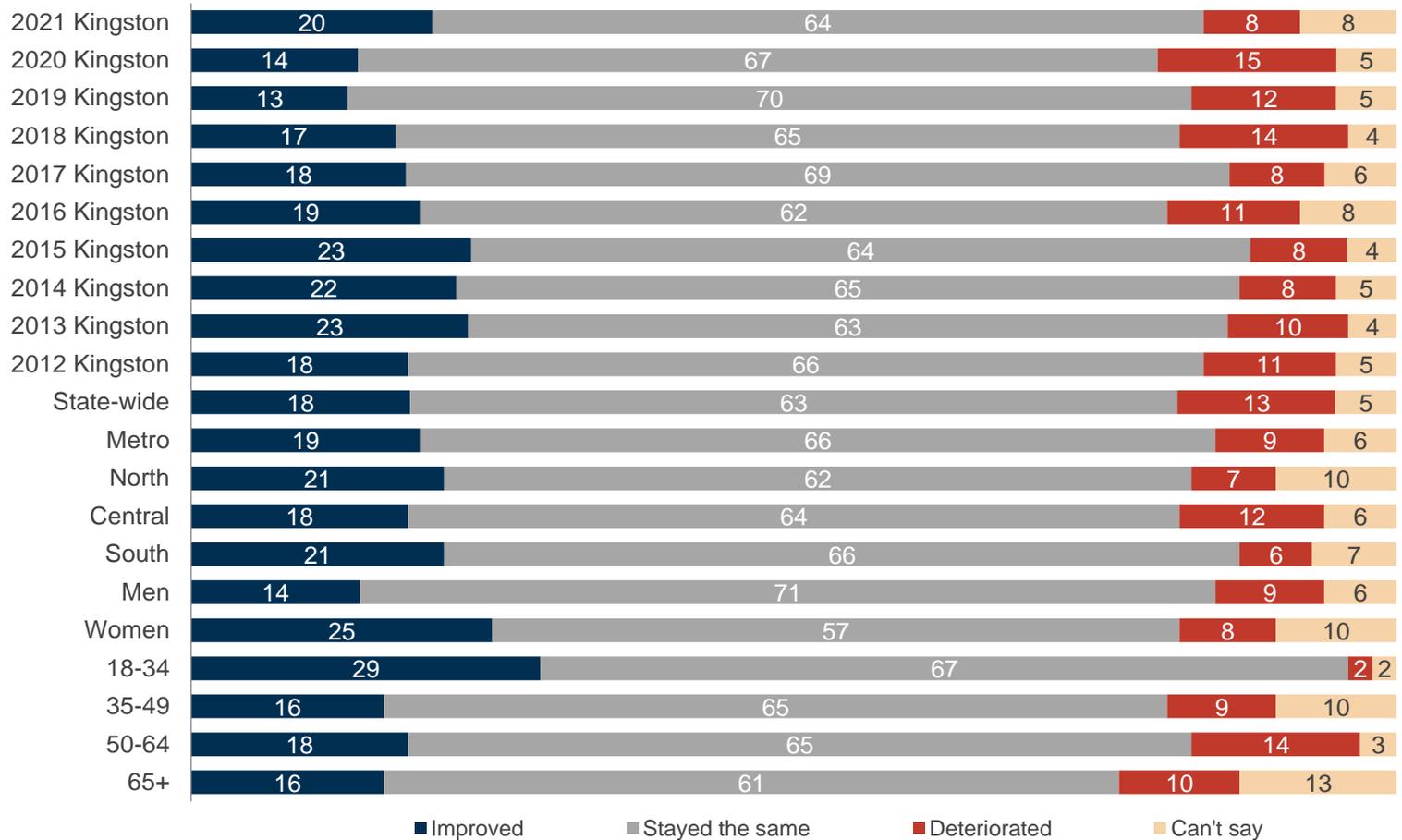
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Overall council direction last 12 months

2021 overall council direction (%)

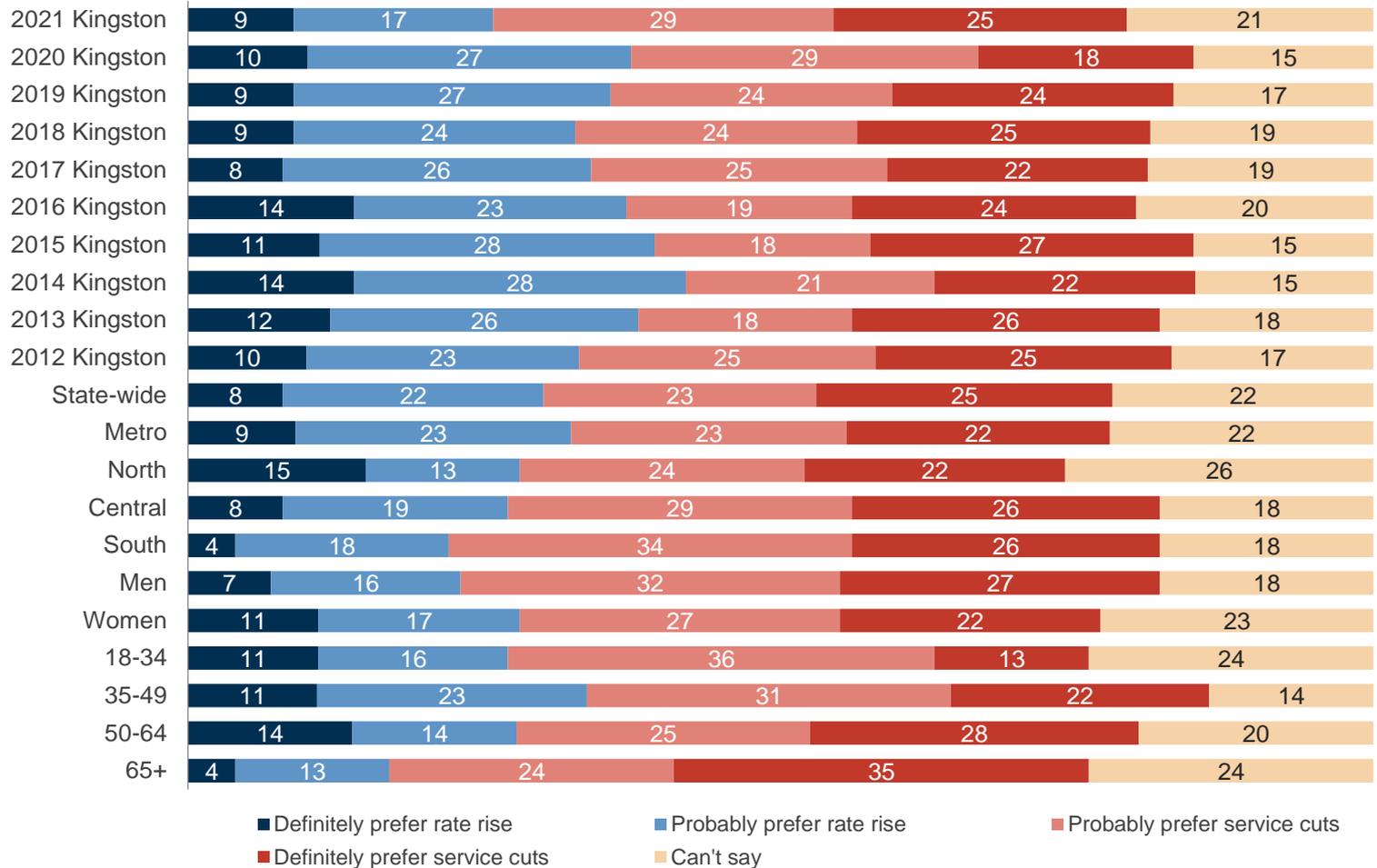


Q6. Over the last 12 months, what is your view of the direction of Kingston City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Rates / services trade-off

2021 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: 16 Councils asked group: 3

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
South	64	n/a							
65+	63	57	54	57	56	60	57	63	59
18-34	62	59	57	57	68	52	61	65	58
Women	61	55	52	56	62	58	61	61	60
Kingston	60	56	53	54	59	55	60	60	58
North	60	n/a							
Men	59	57	55	52	56	52	59	59	57
Metro	59	58	58	57	57	58	58	n/a	n/a
35-49	58	54	55	47	58	57	57	58	57
State-wide	56	55	56	55	55	54	56	57	57
Central	55	n/a							
50-64	53	50	44	54	51	55	61	62	57

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

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

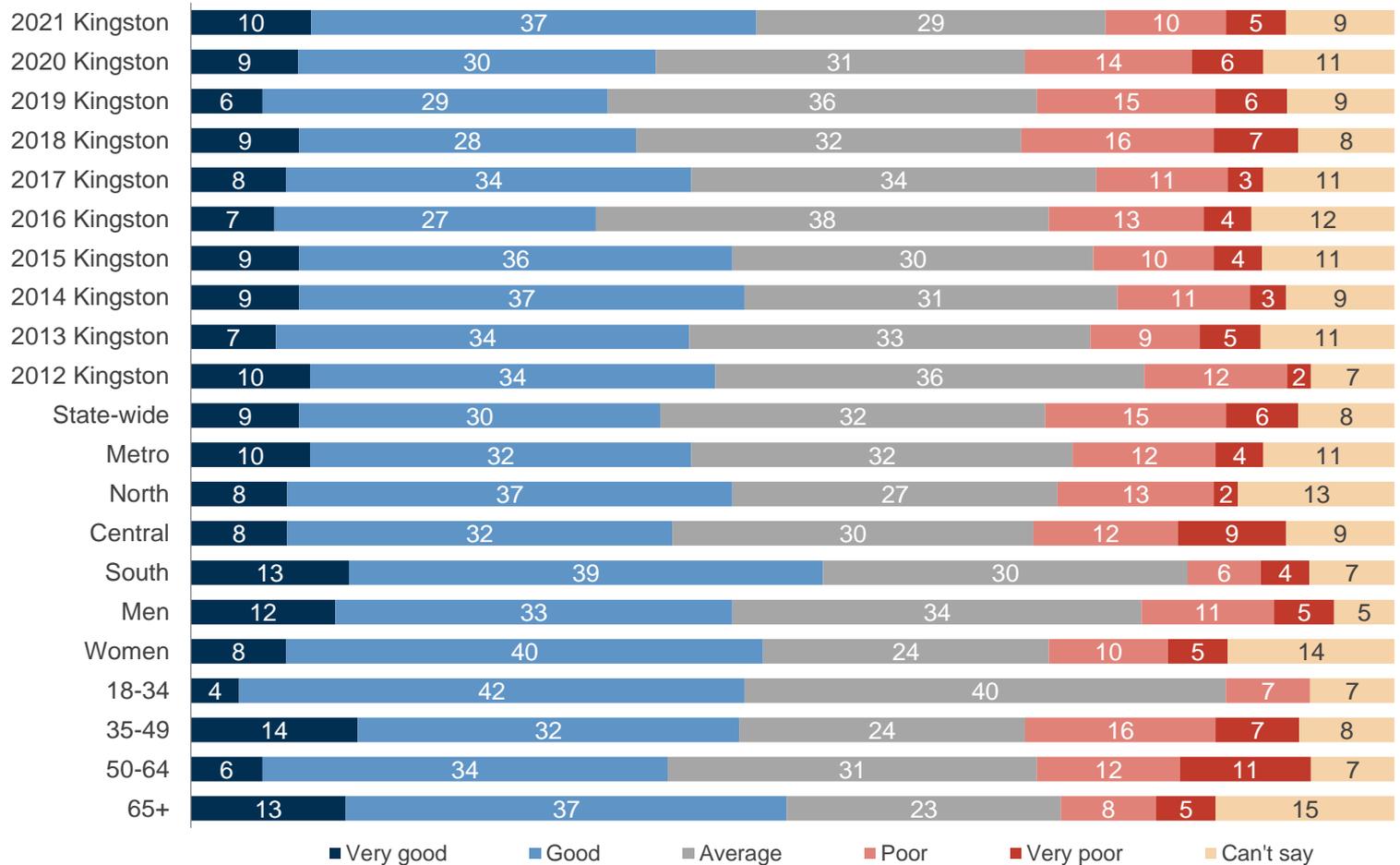
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 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: 66 Councils asked group: 15

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	69	57	64	61	70	61	57	63	n/a	n/a
North	67	n/a	n/a							
Women	67	55	55	56	62	59	59	63	n/a	n/a
South	66	n/a	n/a							
35-49	65	57	58	46	58	58	58	59	n/a	n/a
Kingston	65	55	56	53	60	58	58	60	n/a	n/a
Men	62	55	57	50	59	58	57	58	n/a	n/a
65+	61	56	52	55	59	60	59	61	n/a	n/a
Metro	61	59	60	58	58	59	59	n/a	n/a	n/a
Central	61	n/a	n/a							
50-64	60	47	46	48	52	55	60	58	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a

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

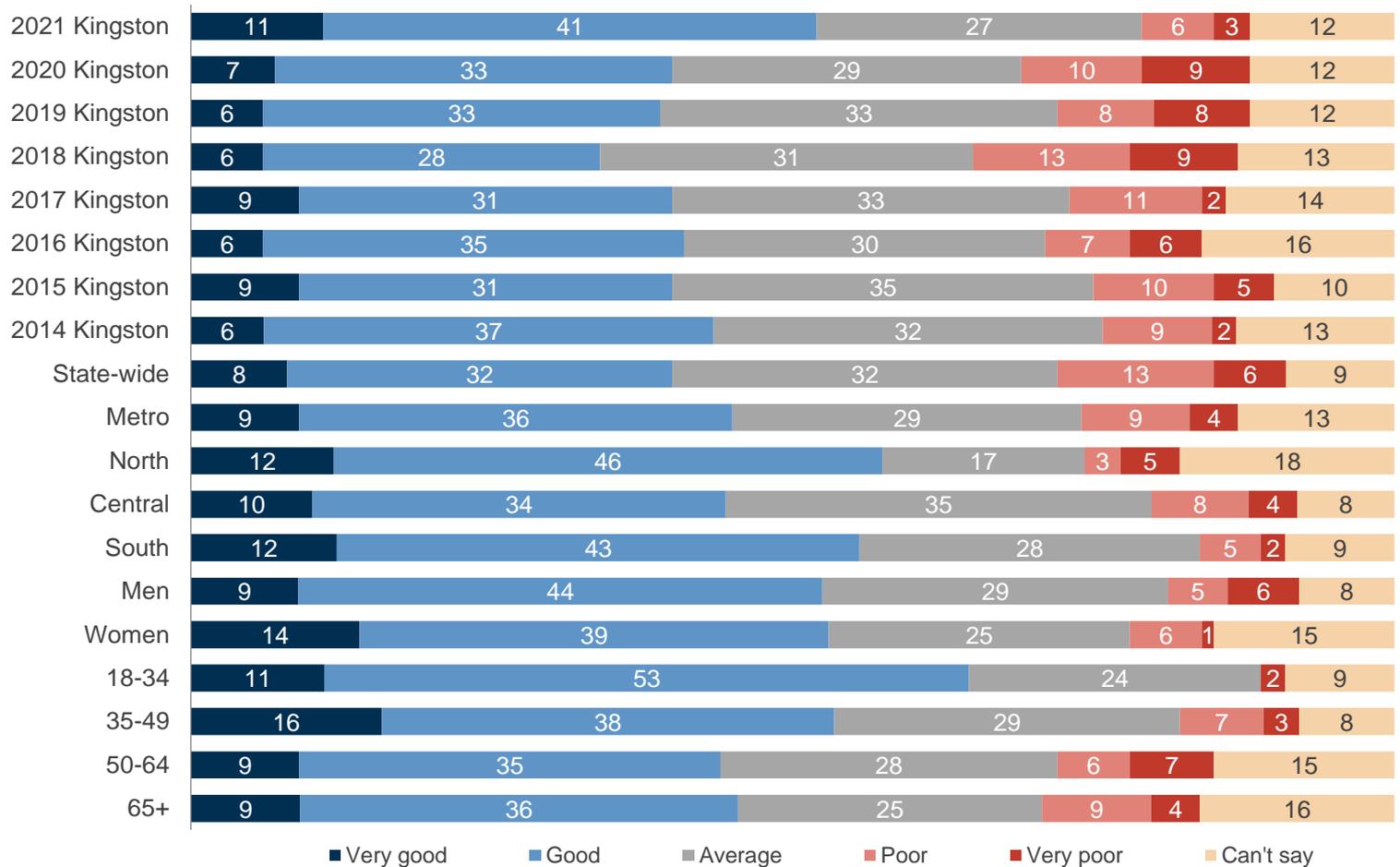
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

Decisions made in the interest of the community performance



2021 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: 66 Councils asked group: 15

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
North	69	n/a							
Women	69	67	70	68	67	68	67	67	n/a
18-34	69	68	69	74	70	69	69	77	n/a
35-49	68	62	73	67	65	64	67	63	n/a
Metro	68	67	69	68	66	67	69	n/a	n/a
Kingston	67	65	69	69	67	67	68	68	n/a
Central	67	n/a							
South	66	n/a							
65+	66	67	67	66	69	68	69	66	n/a
Men	65	64	68	70	67	66	70	69	n/a
50-64	65	64	67	69	66	67	69	66	n/a
State-wide	57	54	56	53	53	54	55	55	n/a

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

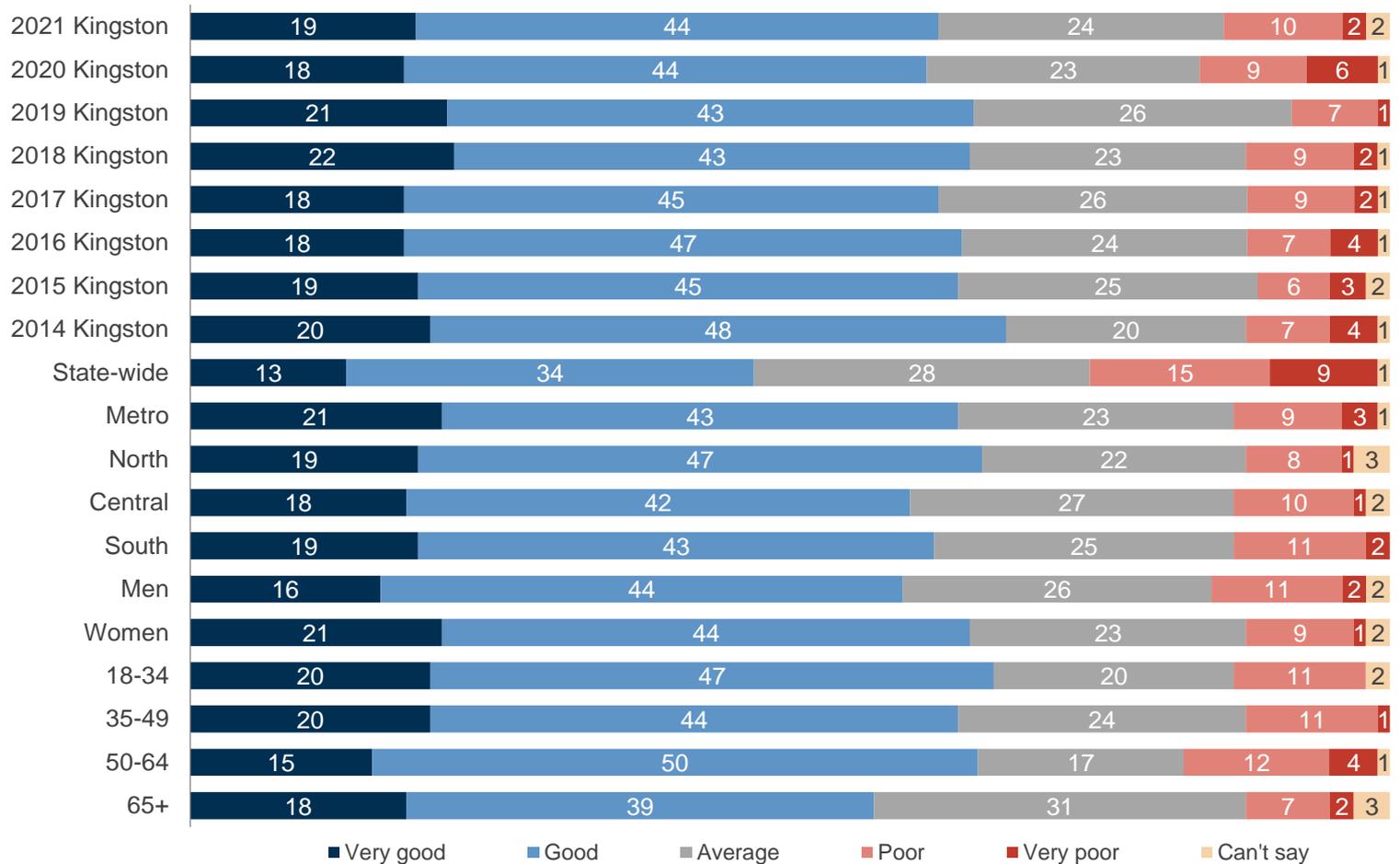
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

The condition of sealed local roads in your area performance



2021 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: 66 Councils asked group: 15



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	77	72	74	77	79	77	81	76	77	79
South	76	n/a	n/a							
18-34	76	71	70	75	79	76	70	80	68	74
Men	75	72	72	74	77	75	77	78	74	74
Kingston	75	70	71	75	76	76	77	77	73	74
Women	75	68	71	77	76	77	76	76	73	74
North	75	n/a	n/a							
Central	74	n/a	n/a							
35-49	73	67	72	74	73	75	77	77	74	71
Metro	72	70	73	75	75	76	77	n/a	n/a	n/a
50-64	72	69	68	76	74	76	79	74	76	73
State-wide	69	65	68	70	71	70	72	73	71	72

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

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

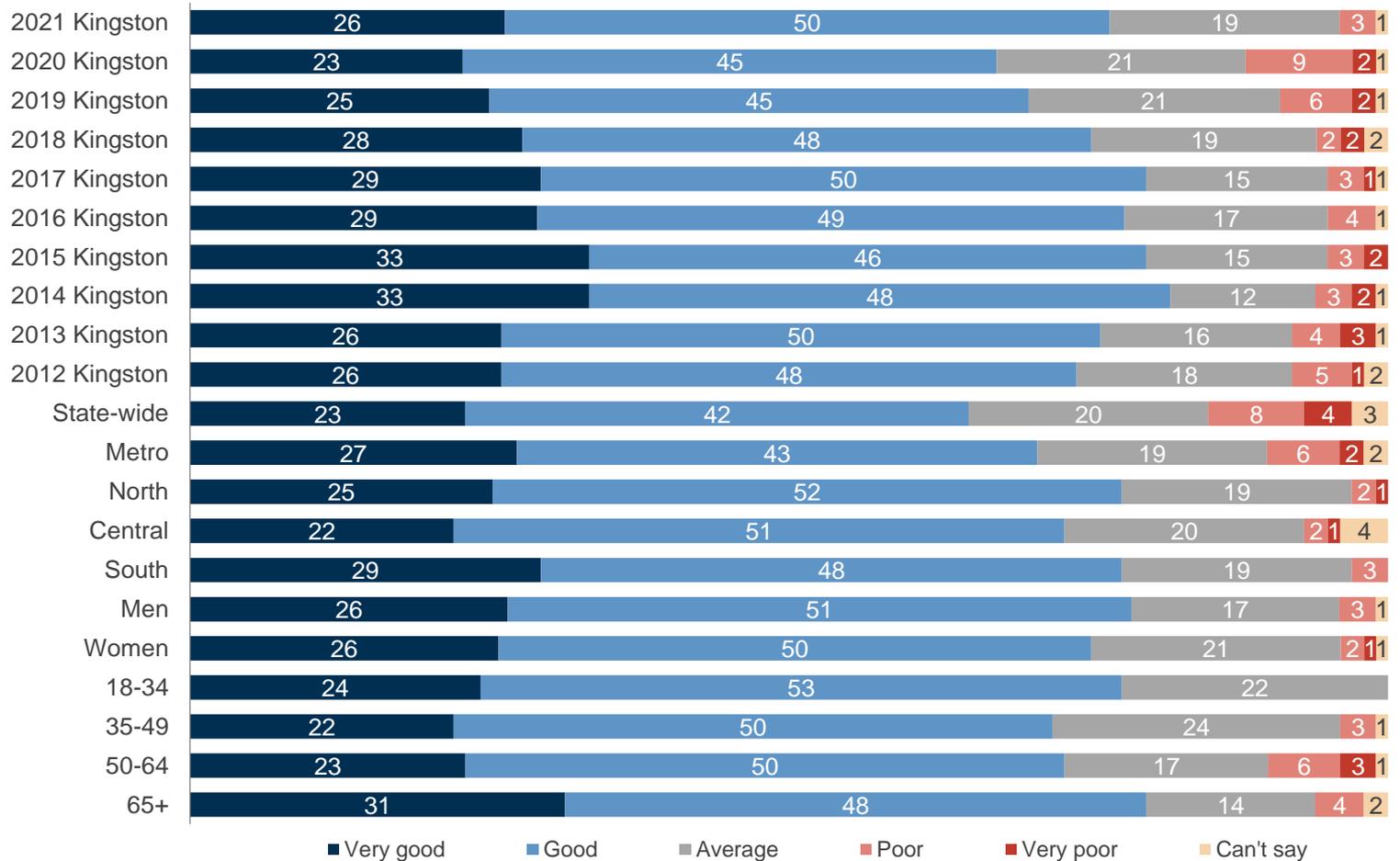
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



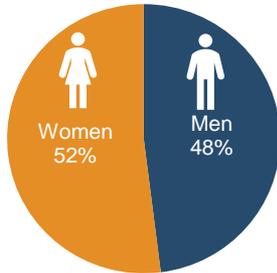
Detailed demographics



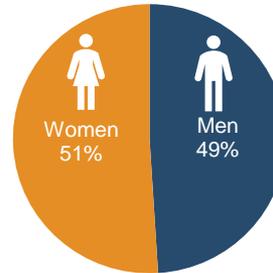
Gender and age profile

2021 gender

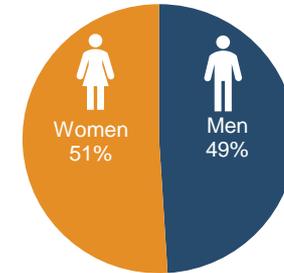
Kingston



Metro

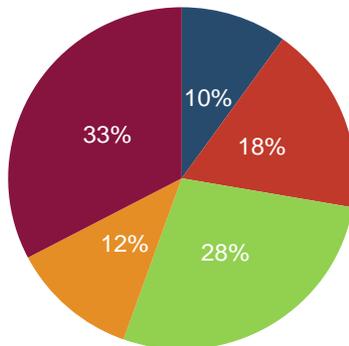


State-wide

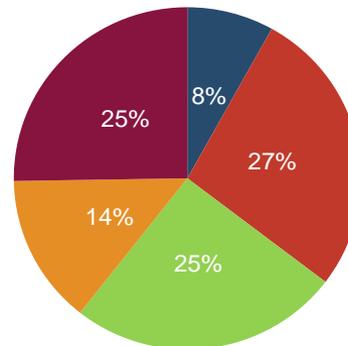


2021 age

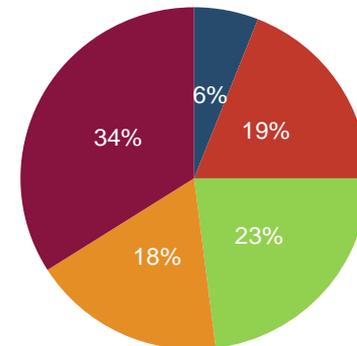
Kingston



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for Kingston City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 131,200 people aged 18 years or over for Kingston City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Kingston City Council	400	400	+/-4.9
Men	186	194	+/-7.2
Women	214	206	+/-6.7
North	127	128	+/-8.7
Central	121	115	+/-8.9
South	152	157	+/-8.0
18-34 years	45	112	+/-14.8
35-49 years	71	110	+/-11.7
50-64 years	74	47	+/-11.5
65+ years	210	131	+/-6.8



Appendix A: Significant difference reporting notation

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

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

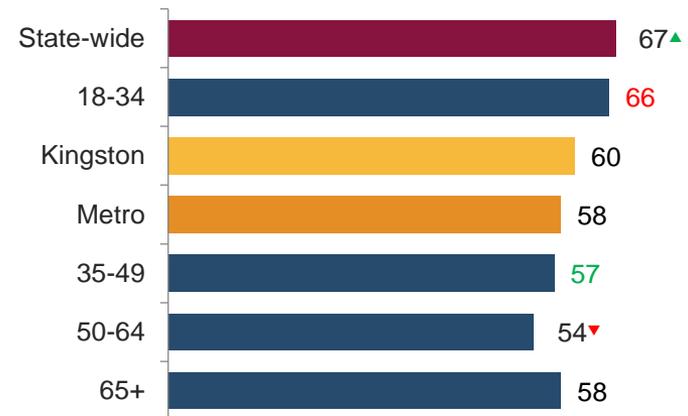
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 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 2021 results are compared with previous years, as detailed below:

- 2020, n=401 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.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 Kingston 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 Kingston City Council.

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

A total of n=400 completed interviews were achieved in Kingston City Council. Survey fieldwork was conducted in the period of 16th February – 12th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

Council Groups

Kingston City Council is classified as a Metropolitan council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Kingston City Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Kingston City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2021 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 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 2021 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 2021 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: 2021 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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