2022 Local Government Community Satisfaction Survey

Kingston City Council

Coordinated by the Department of Jobs, Precincts and Regions on behalf of Victorian councils

JWS RESEARCH

Contents

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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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.

Key findings and recommendations

Kingston City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Kingston 64
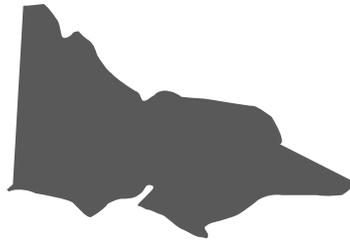
State-wide 59

Metropolitan 65

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	Sealed local roads Waste management Community decisions	None
Compared to group average	Waste management	None

Summary of core measures

Index scores

Overall performance

Consultation & engagement

Community decisions

Sealed local roads

Waste management

Customer service

Overall council direction

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Waste management	74	73	77	77	76	76	75	71	70	75	77
Customer service			7..	74	74	72	74	73	74	73	73
Overall performance	65	67	69	68	66	66	64	64	62	66	64
Sealed local roads			68	68		67	69	69	65	67	65
Consultation & engagement	60	58	60	60	58	60	53	53	56	60	59
Community decisions				58	55	59		56	55	65	61
Overall council direction	54	57	57	58	54	55	52	50	49	56	52

Summary of core measures

Core measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	8	50	31	6	3	2
Consultation & engagement	7	35	29	11	4	13
Community decisions	9	39	28	9	5	11
Sealed local roads	13	47	27	8	4	1
Waste management	29	50	16	3	1	1
Customer service	36	36	17	6	4	1

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	15	67	11	7
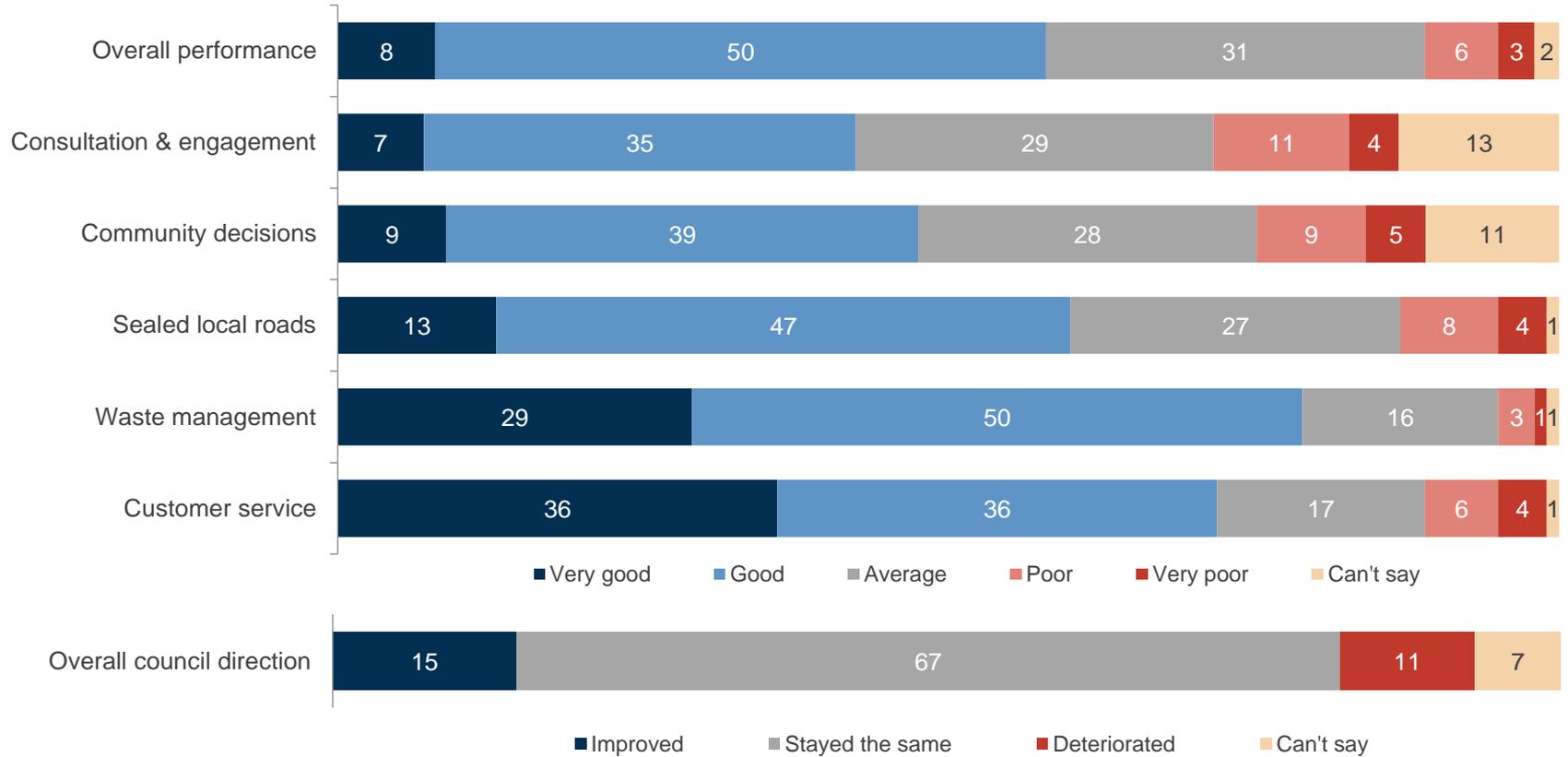
Summary of Kingston City Council performance

| Services		Kingston 2022	Kingston 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	**64**	66	65	59	Aged 18-34 years, Central residents	Aged 50-64 years
	Value for money	**64**	63	61	53	Aged 18-34 years	Aged 50-64 years
	Overall council direction	**52**	56	53	50	Central residents, Aged 18-34 years	Aged 35-49 years
	Customer service	**73**	73	72	68	Women	Men
	Waste management	**77**	75	71	68	Aged 65+ years	Aged 35-49 years
	Sealed local roads	**65**	67	65	53	North residents, Aged 18-34 years	South residents
	Local streets & footpaths	**62**	-	63	57	Aged 18-34 years	Aged 50-64 years
	Community decisions	**61**	65	59	54	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	**59**	60	58	54	Central residents	Aged 50-64 years

Significantly higher / lower than Kingston City Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Council's performance ratings are largely in line with 2021 results, with the exception of two measures – overall council direction and community decisions – which declined significantly in ratings in the last 12 months. On a positive note, perceptions of waste management improved slightly. Having maintained and built upon gains achieved in this area between 2020 and 2021, Council's rating for waste management has returned to peak levels.

Focus areas

Council should endeavor to improve transparency and communications with residents around Council decision-making processes. Ratings of community decisions (index score of 61, down from 65 in 2021) declined significantly in the past year. This, coupled with a perceived deterioration in the direction of council performance, would indicate waning confidence in Council's decision-making on behalf of community interests.

Comparison to state and area grouping

Importantly, Council performs significantly higher than State-wide averages on all service areas and significantly higher than the Metropolitan group for waste management, it's highest rated service area. Council performs in line with group averages on all other service areas.

Monitor and rebuild on declines

Aside from the two aforementioned areas, Council generally rates in line with 2021 results despite (non-significant) declines of a few points in some areas. The condition of sealed local roads in the South region is an area to monitor over the next 12 months. Impressions here are significantly lower than average in this area and are trending down over time from a (close to) peak rating in 2018. As a result, Council again rates at its lowest level recorded for sealed local roads.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 64 for Kingston City Council represents a slight (not significant) two-point decline from the 2021 result. Council's overall performance rating remains lower than its peak level of 69 index points in 2014.

Kingston City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide and in line with the Metropolitan group (index scores of 59 and 65 respectively).

• Women (index score of 64, down five points) and residents aged 18 to 34 years (index score of 66, down six points) declined significantly in their impressions of Council's overall performance in the past year.

• Ratings are fairly similar across Council regions.

A majority of residents (57%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' (up from 51% in 2021). By comparison, only 11% rate Council as 'very poor' or 'poor'. A further 27% rate Council as 'average' in terms of providing value for money.
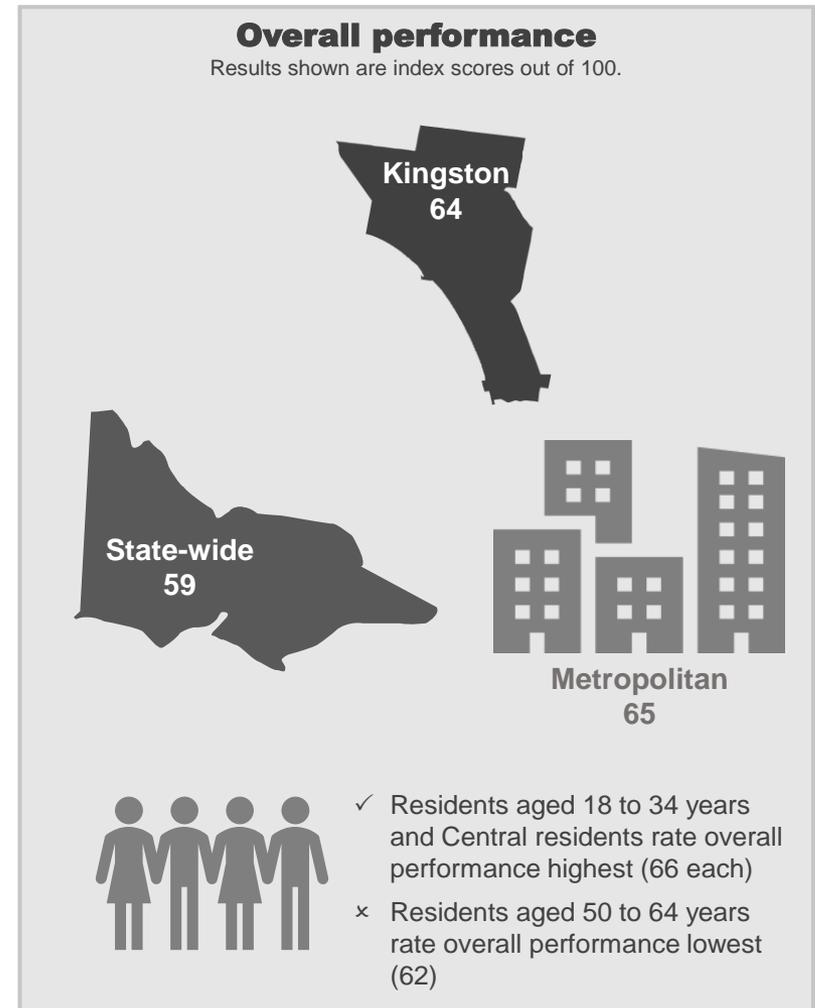
Overall performance
Results shown are index scores out of 100.

Kingston
64

State-wide
59

Metropolitan
65

✓ Residents aged 18 to 34 years and Central residents rate overall performance highest (66 each)

✗ Residents aged 50 to 64 years rate overall performance lowest (62)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	72	62	67	71	72	68	67	74	68	68
Central	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	67	66	67	65	64	66	67	n/a	n/a	n/a
South	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	69	64	65	65	67	70	69	70	69	66
Kingston	64	66	62	64	64	66	66	68	69	67	65
Men	64	64	61	64	63	66	62	68	68	64	65
35-49	63	64	64	66	59	67	66	67	67	62	63
65+	63	65	64	64	64	63	66	71	69	73	68
North	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	62	57	58	59	61	63	68	66	66	62
State-wide	59▼	61	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: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Overall performance
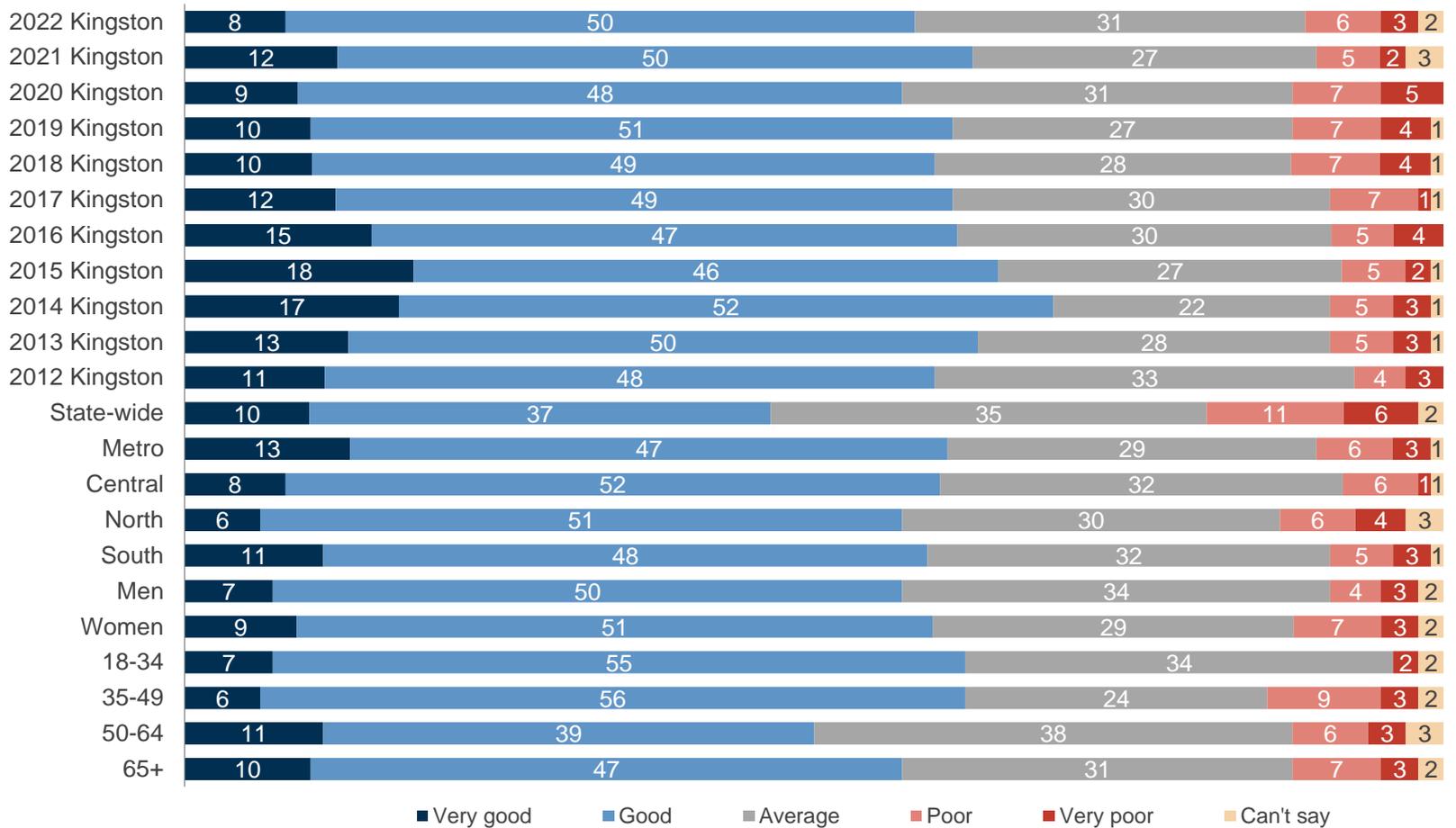
2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	8	50	31	6	3	2
2021 Kingston	12	50	27	5	2	3
2020 Kingston	9	48	31	7	5	
2019 Kingston	10	51	27	7	4	1
2018 Kingston	10	49	28	7	4	1
2017 Kingston	12	49	30	7	1	1
2016 Kingston	15	47	30	5	4	
2015 Kingston	18	46	27	5	2	1
2014 Kingston	17	52	22	5	3	1
2013 Kingston	13	50	28	5	3	1
2012 Kingston	11	48	33	4	3	
State-wide	10	37	35	11	6	2
Metro	13	47	29	6	3	1
Central	8	52	32	6	1	1
North	6	51	30	6	4	3
South	11	48	32	5	3	1
Men	7	50	34	4	3	2
Women	9	51	29	7	3	2
18-34	7	55	34		2	2
35-49	6	56	24	9	3	2
50-64	11	39	38	6	3	3
65+	10	47	31	7	3	2

*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: 67 Councils asked group: 16*

Value for money in services and infrastructure

2022 value for money (index scores)
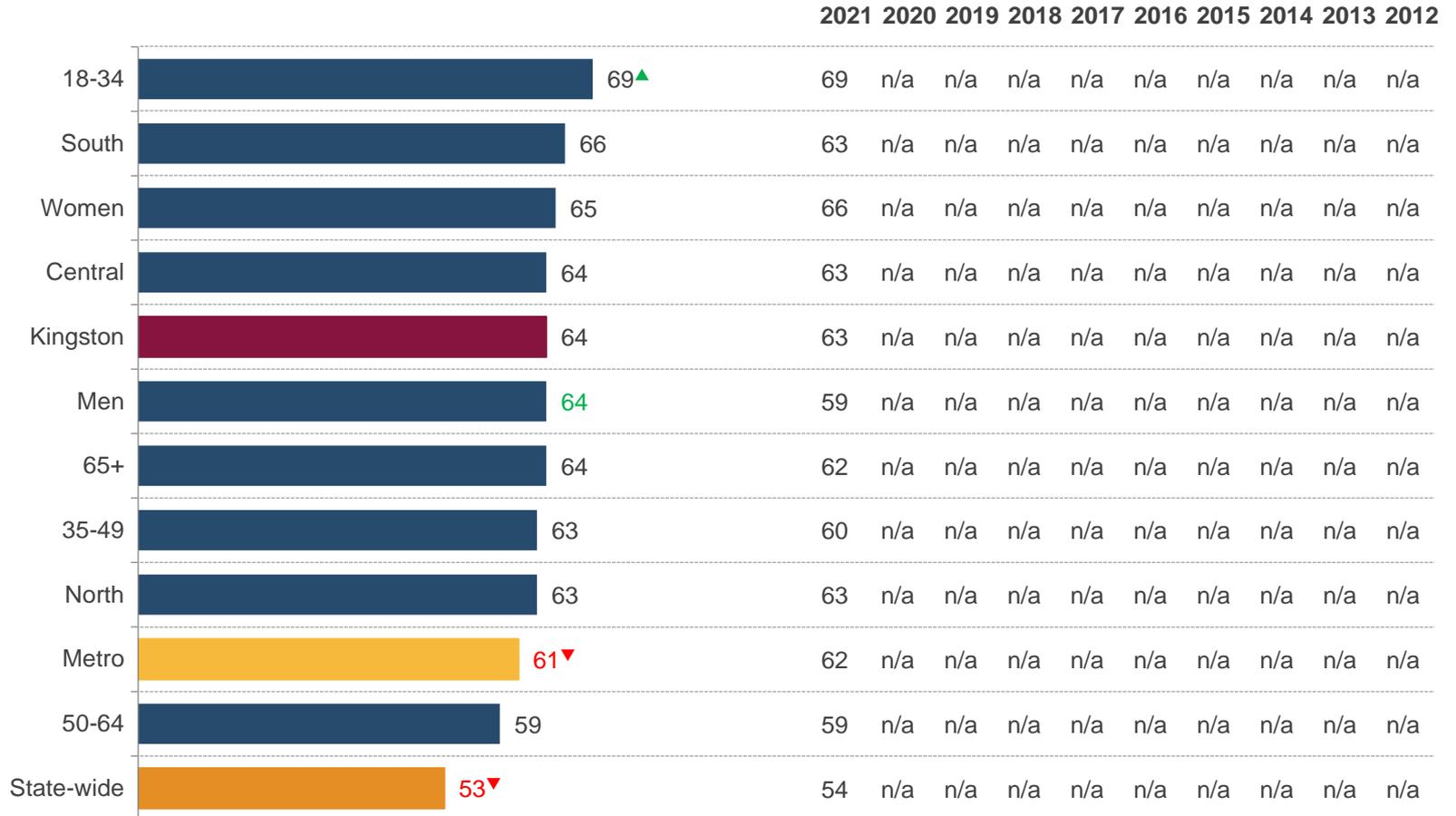
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69▲	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	66	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61▼	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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
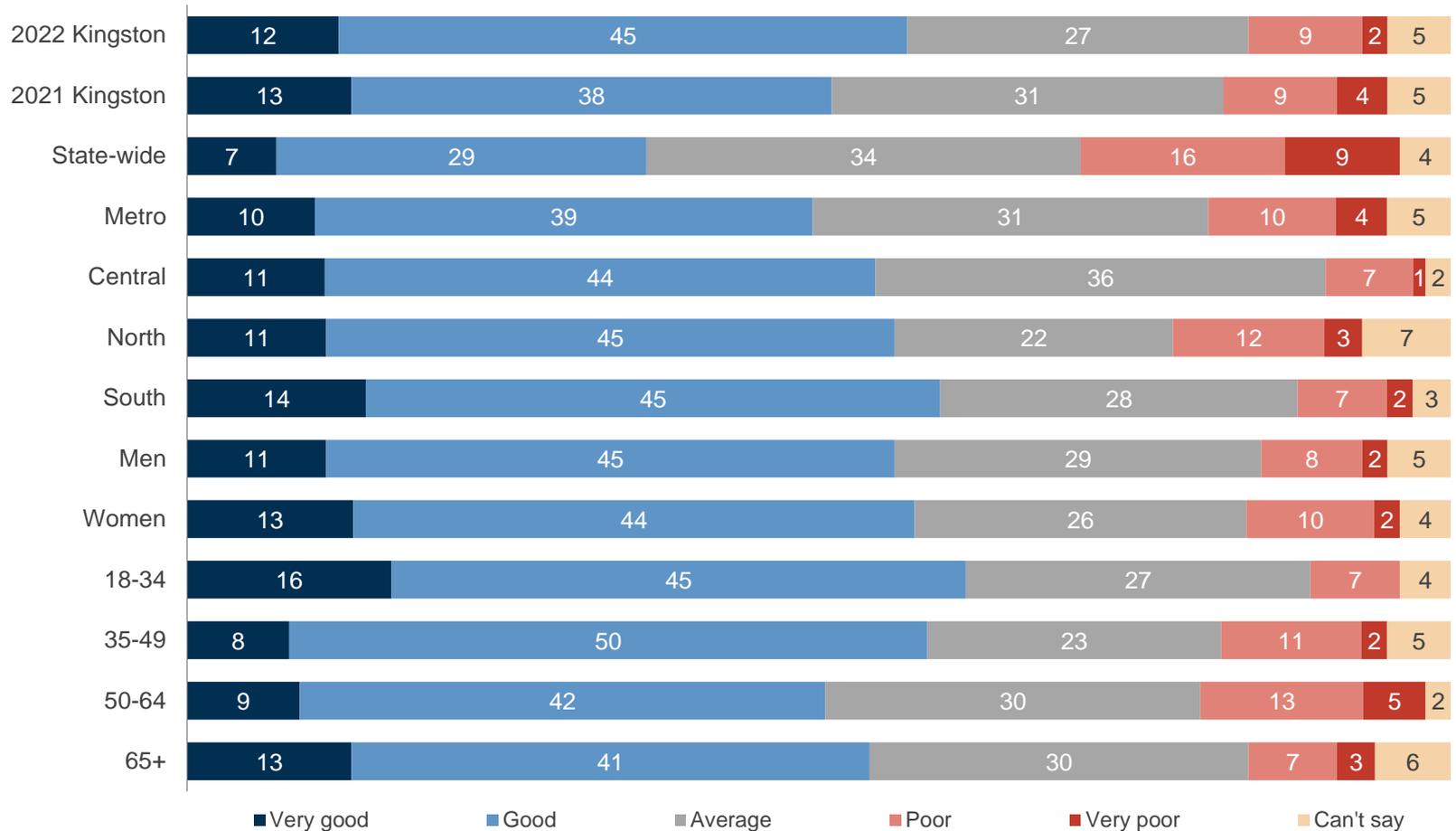
2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	12	45	27	9	2	5
2021 Kingston	13	38	31	9	4	5
State-wide	7	29	34	16	9	4
Metro	10	39	31	10	4	5
Central	11	44	36	7	1	2
North	11	45	22	12	3	7
South	14	45	28	7	2	3
Men	11	45	29	8	2	5
Women	13	44	26	10	2	4
18-34	16	45	27	7		4
35-49	8	50	23	11	2	5
50-64	9	42	30	13	5	2
65+	13	41	30	7	3	6

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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 77) remains Council's highest performing service area, where it has stayed for the past ten years in a row.

Council performs significantly higher than the Metropolitan group and State-wide averages for councils in this service area (index scores of 71 and 68 respectively).

- Council has continued to build on its performance in this area after having received lower ratings in 2019 and 2020 (index scores of 71 and 70 respectively). Council's performance rating for waste management has returned to peak levels last seen in 2015.

- Residents aged 65+ and 18 to 34 years (index scores of 80 and 78 respectively) rate Council higher for waste management than residents aged 35 to 49 and 50 to 64 years (index scores of 73 and 74 respectively).

Waste management (index score of 77) is Council's highest performing service area in 2022.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 59).

Council rates lowest in the area of consultation and engagement (index score of 59). Council however has maintained ratings gains achieved since 2019, when performance dropped to an index score of 53. Council's current index score is just one point below its highest achieved rating in this area of 60 index points.

- Council rates significantly higher than State-wide and in line with Metropolitan group averages for consultation and engagement (index scores of 54 and 58 respectively).

- Central residents (index score of 65) rate Council's performance in the area of consultation and engagement significantly higher than the average rating for Council.

Council's performance rating declined significantly in the last year in the area of community decisions (index score of 61, down four points from 2021).

Similar to consultation and engagement, Council rates significantly higher than State-wide and in line with Metropolitan group averages for community decisions (index scores of 54 and 59 respectively).

Individual service area performance

2022 individual service area performance (index scores)
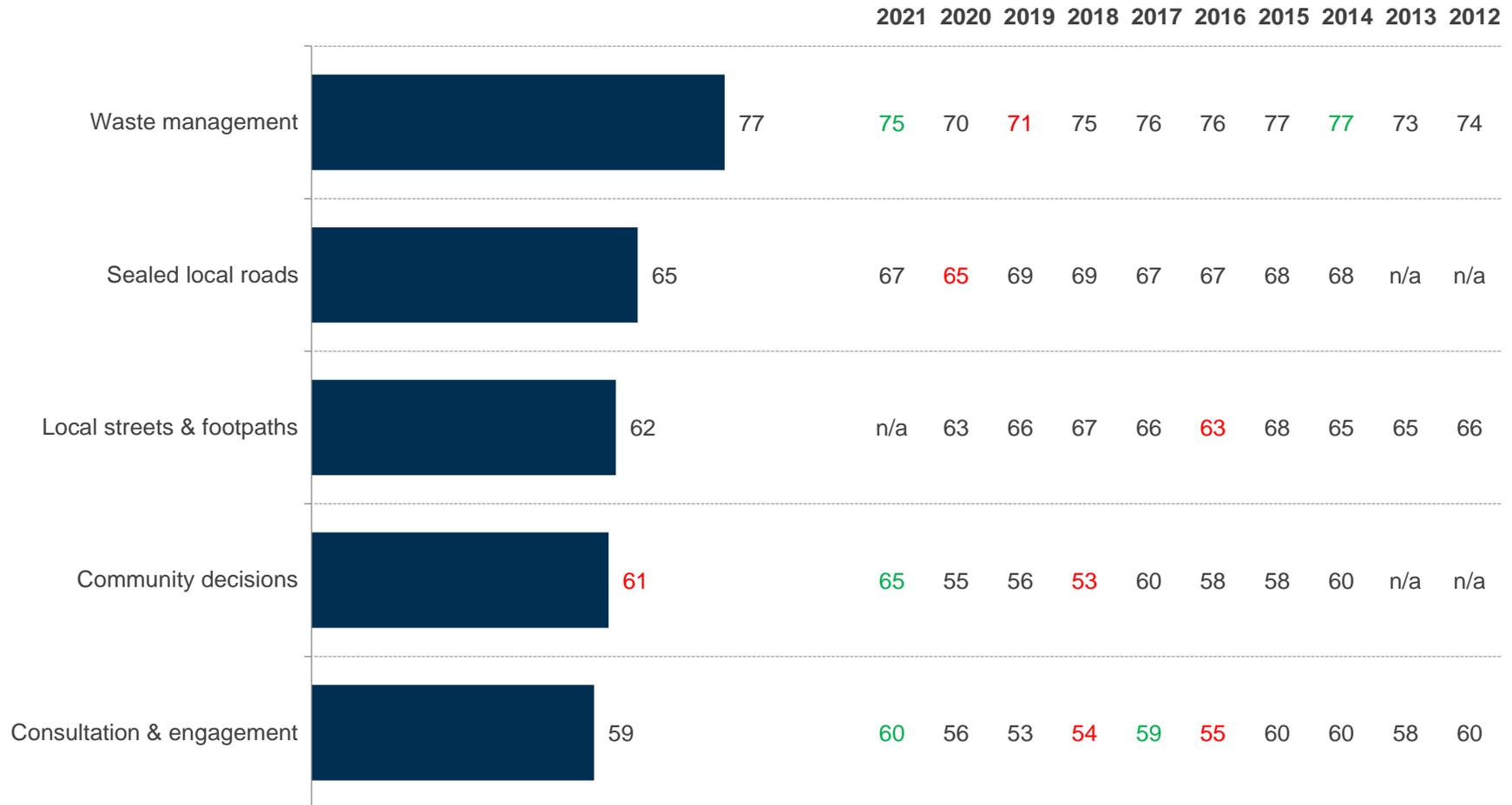
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	77	75	70	71	75	76	76	77	77	73	74
Sealed local roads	65	67	65	69	69	67	67	68	68	n/a	n/a
Local streets & footpaths	62	n/a	63	66	67	66	63	68	65	65	66
Community decisions	61	65	55	56	53	60	58	58	60	n/a	n/a
Consultation & engagement	59	60	56	53	54	59	55	60	60	58	60

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance
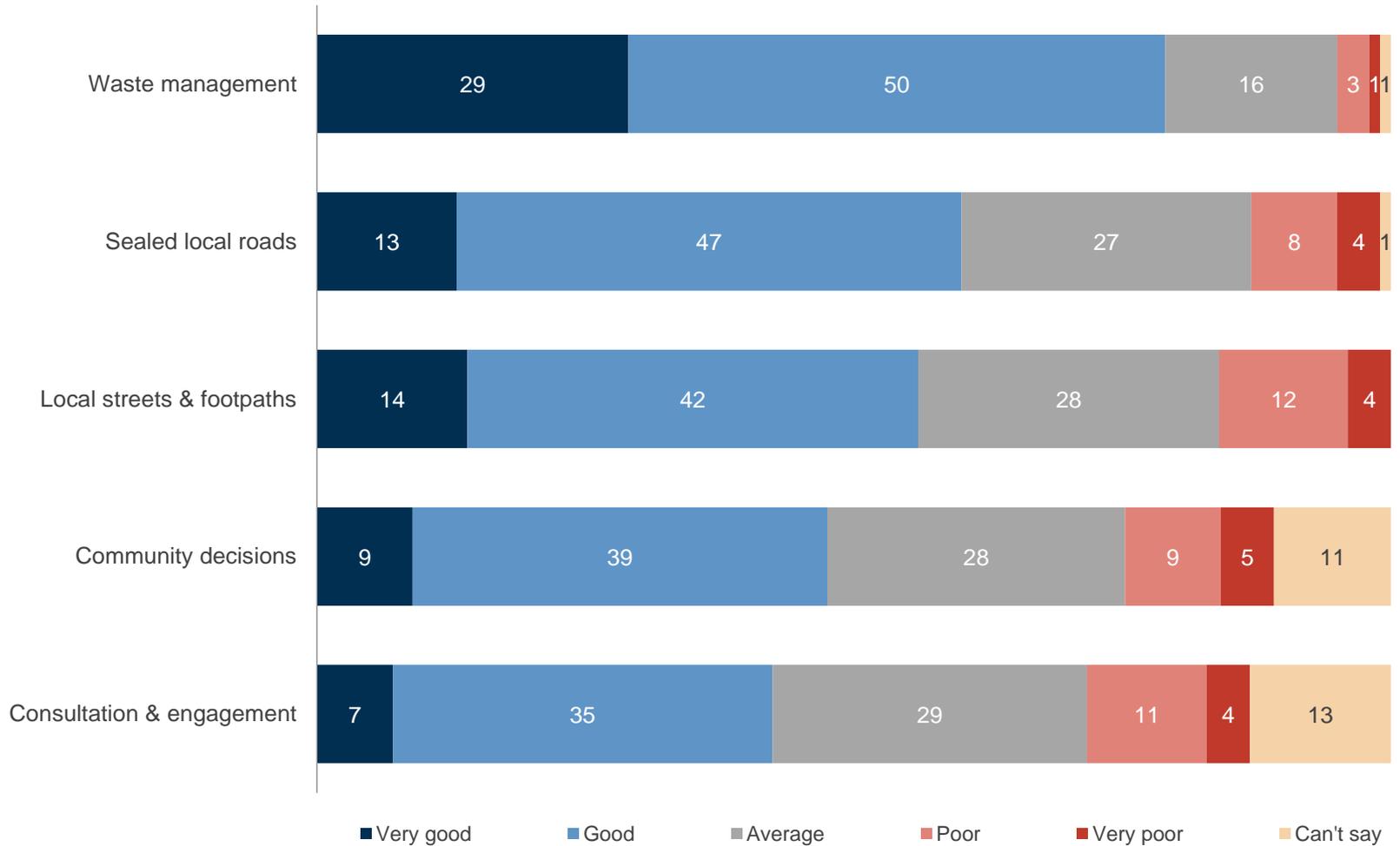
2022 individual service area performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	29	50	16	3	1	1
Sealed local roads	13	47	27	8	4	1
Local streets & footpaths	14	42	28	12	4	
Community decisions	9	39	28	9	5	11
Consultation & engagement	7	35	29	11	4	13

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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Customer service

Contact with council and customer service

Contact with council

Three in five Council residents (61%) had contact with Council in the previous 12 months. Rate of contact is five percentage points higher than in 2021.

As in previous years, residents are most likely to have contacted Council by telephone (33%), followed by email (21%) or via Council's website contact form (14%). In-person communications dropped significantly with the onset of the pandemic (from 21% in 2020 to 9% in 2022).

Seven in ten (72%) residents who had contact with Council provide a positive customer service rating of 'very good' or 'good', including 36% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 73 is unchanged from 2021. While Council's customer service rating has stayed consistent over the past six years, it has yet to return to peak levels achieved in 2015 (index score of 79). Customer service is rated significantly higher than the State-wide and in line with the Metropolitan group averages (index scores of 68 and 72 respectively).

Seven in ten residents (72%) who had contact with Council provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are equally positive among residents of the North, Central, and South council regions.

Customer service ratings are highest among residents who communicated with council in-person (index score of 80) (noting this is finding is based on a small sample size).

Contact with council

2022 contact with council (%)
Have had contact
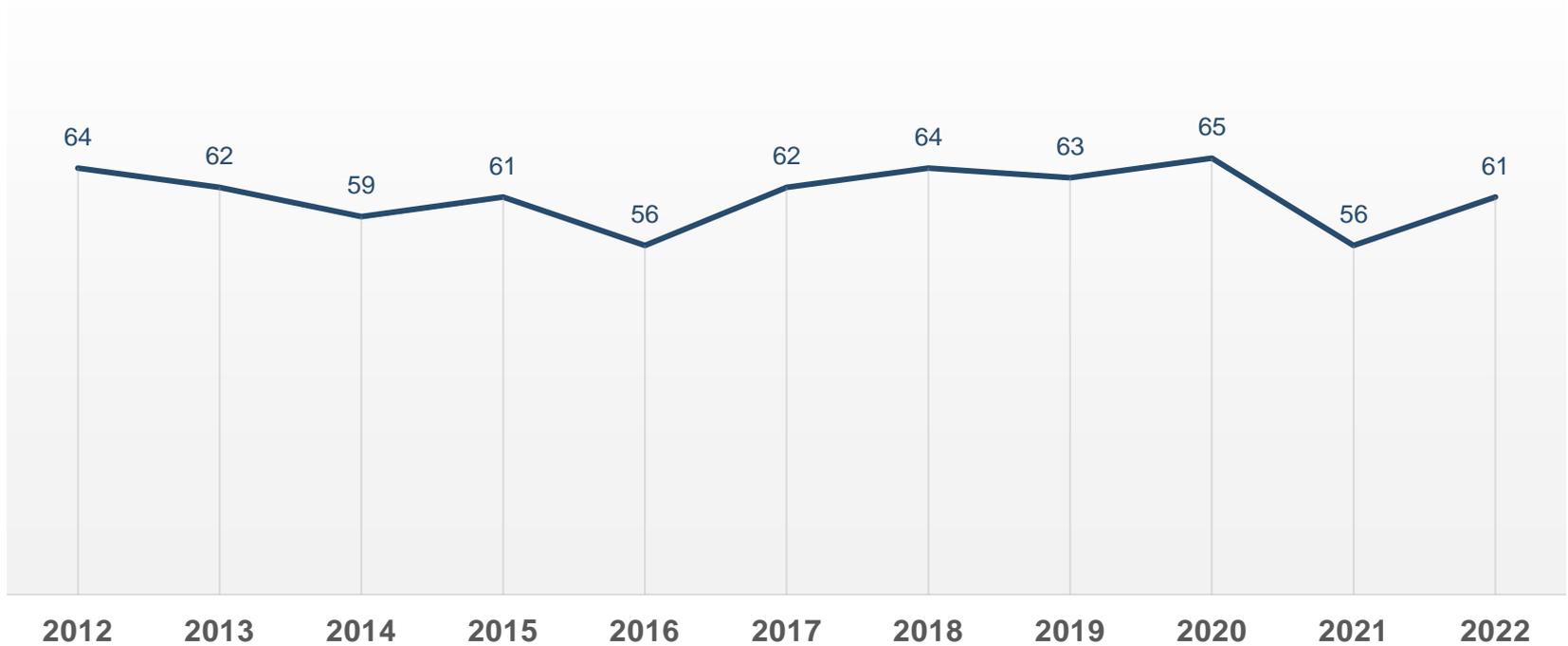
Q5a. Have you or any member of your household had any recent contact with Kingston City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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Contact with council

2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	68	71	69	69	67	65	68	70	61	n/a	n/a
Women	66	61	69	63	67	68	59	65	64	n/a	n/a
50-64	66	57	71	72	70	63	62	55	69	n/a	n/a
65+	65	55	68	63	62	65	56	67	64	n/a	n/a
North	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	64	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	62	64	63	63	58	58	60	61	60	61
Metro	63	60	62	62	64	61	59	63	n/a	n/a	n/a
Kingston	61	56	65	63	64	62	56	61	59	n/a	n/a
Men	55	51	62	62	60	56	53	56	54	n/a	n/a
Central	50 ▼	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46 ▼	42	56	51	57	56	42	51	45	n/a	n/a
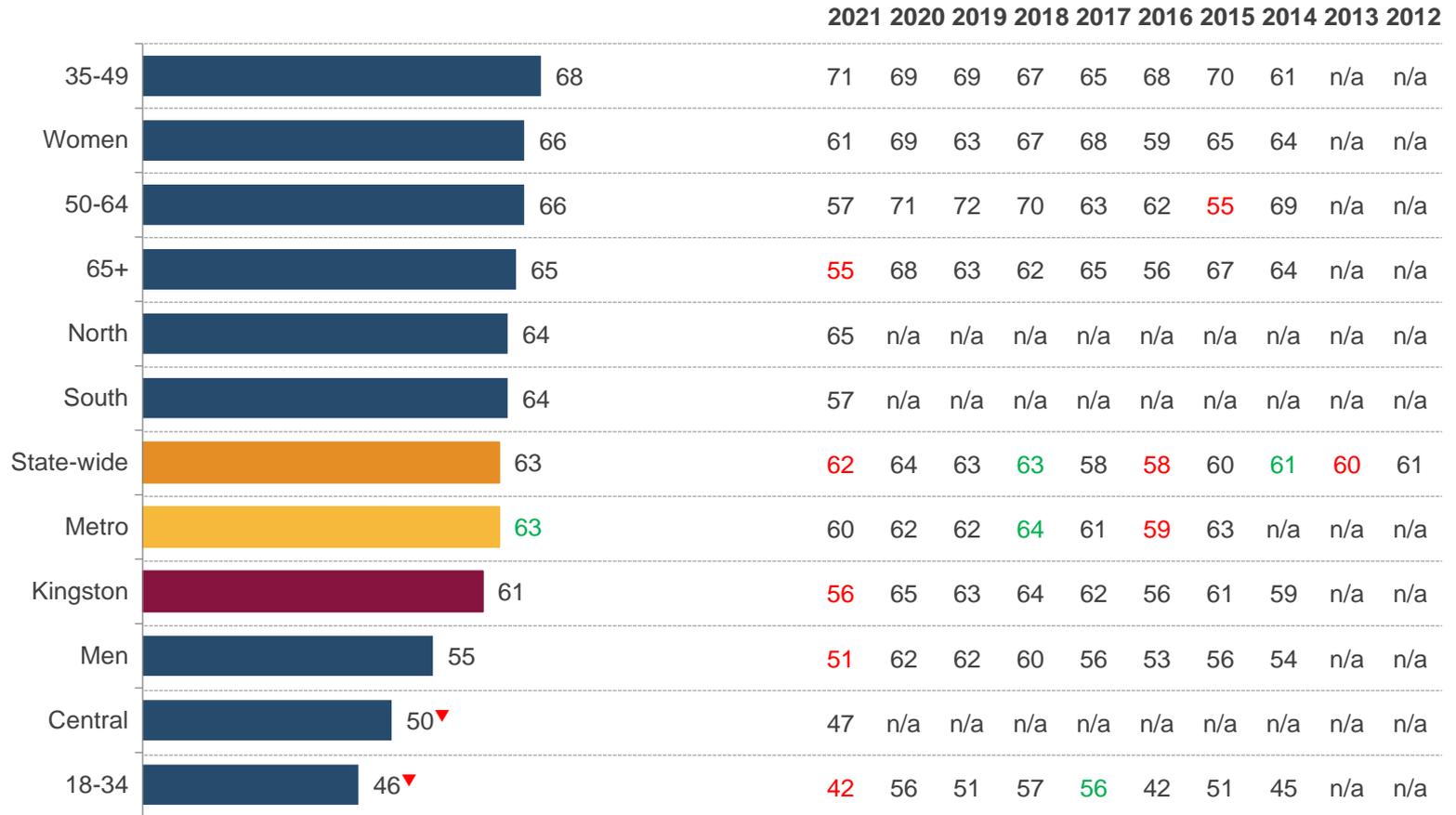
Q5a. Have you or any member of your household had any recent contact with Kingston City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
Note that some data may be missing from 2012 and 2013 due to a change in demographic analysis..

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	77	76	76	76	75	81	74	82	74	76
South	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	74	77	73	76	73	80	80	80	80	76
Central	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	73	73	74	73	74	72	74	74	79	73	74
50-64	73	70	73	73	74	67	77	73	75	77	69
35-49	73	68	75	76	73	73	71	72	75	74	76
18-34	73	80	72	69	74	75	70	73	87	64	75
Metro	72	74	74	76	72	71	73	73	n/a	n/a	n/a
North	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	67	73	69	71	68	67	75	74	73	73
State-wide	68▼	70	70	71	70	69	69	70	72	71	71

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: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating
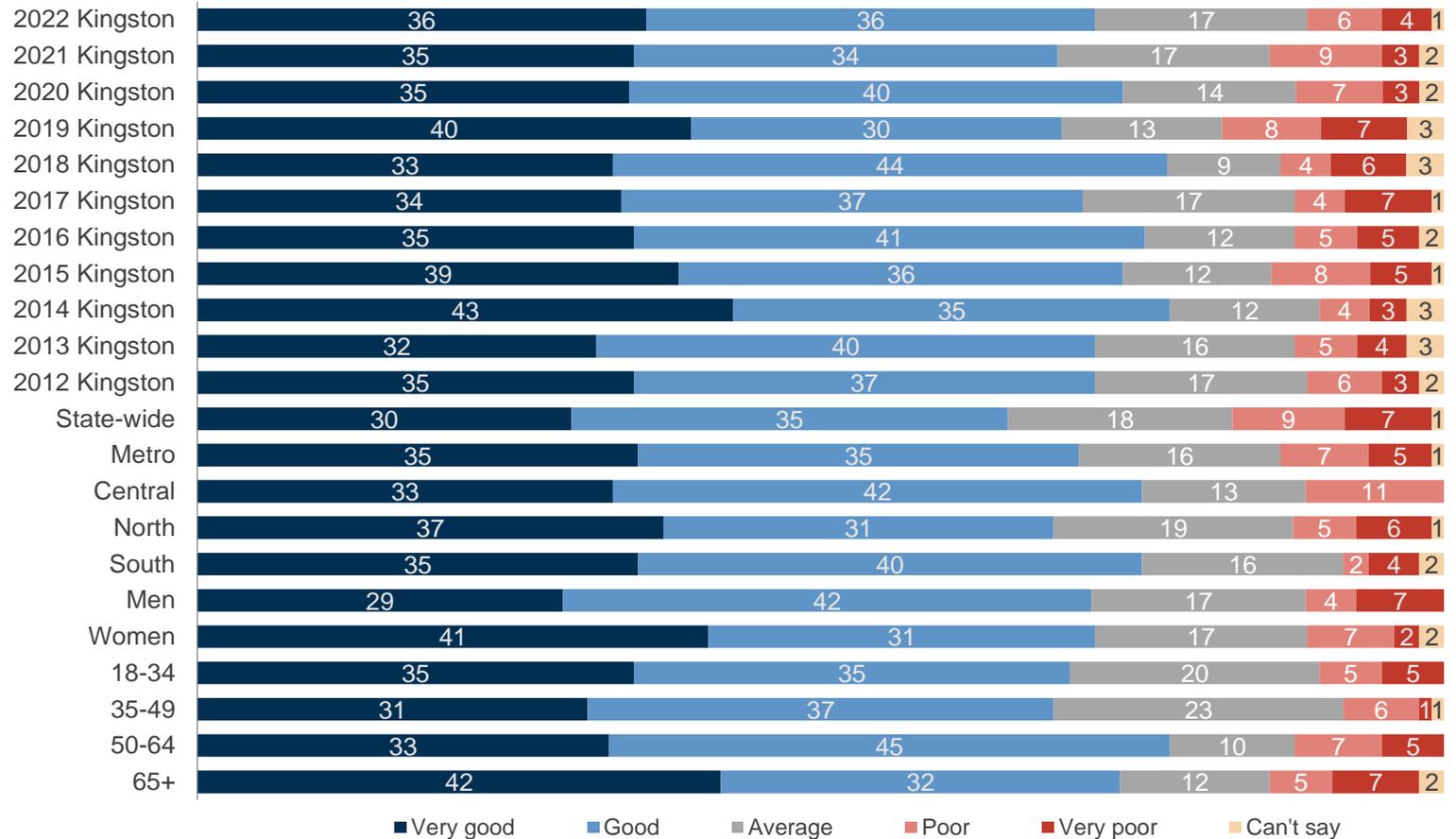
2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	36	36	17	6	4	1
2021 Kingston	35	34	17	9	3	2
2020 Kingston	35	40	14	7	3	2
2019 Kingston	40	30	13	8	7	3
2018 Kingston	33	44	9	4	6	3
2017 Kingston	34	37	17	4	7	1
2016 Kingston	35	41	12	5	5	2
2015 Kingston	39	36	12	8	5	1
2014 Kingston	43	35	12	4	3	3
2013 Kingston	32	40	16	5	4	3
2012 Kingston	35	37	17	6	3	2
State-wide	30	35	18	9	7	1
Metro	35	35	16	7	5	1
Central	33	42	13	11		
North	37	31	19	5	6	1
South	35	40	16	2	4	2
Men	29	42	17	4	7	
Women	41	31	17	7	2	2
18-34	35	35	20	5	5	
35-49	31	37	23	6	1	1
50-64	33	45	10	7	5	
65+	42	32	12	5	7	2

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: 67 Councils asked group: 16*

Method of contact with council

2022 method of contact (%)
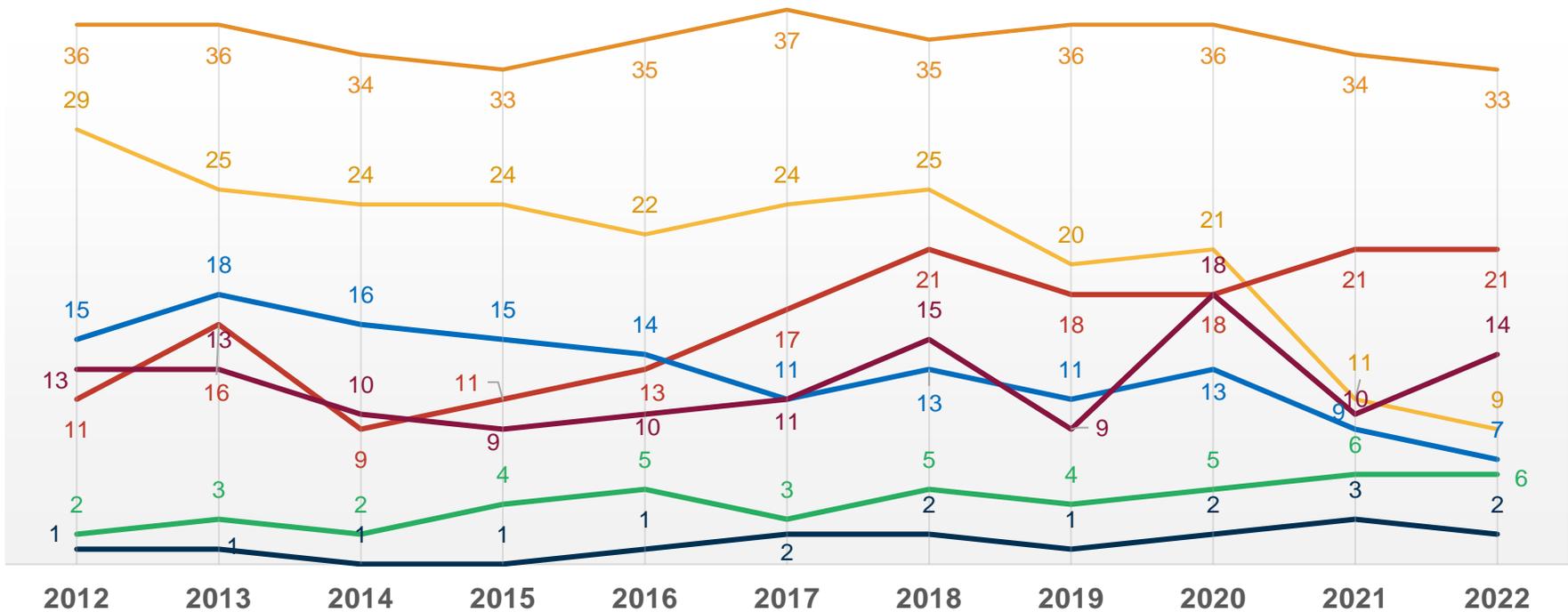
In Person · **In Writing** · **By Telephone** · **By Text Message** · **By Email** · **Via Website** · **By Social Media**

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
By Telephone	36	36	34	33	35	37	35	36	36	34	33
In Person	29	25	24	24	22	24	25	20	21	11	9
In Writing	15	18	16	15	14	11	13	11	13	9/10	7
By Email	13/11	13/16	9	9	13	17	21	18	18	21	21
Via Website	13	13	10	9	10	11	15	9	18	10	14
By Social Media	2	3	2	4	5	3	5	4	5	6	6
By Text Message	1	1	1	1	1	2	2	1	2	3	2

Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)
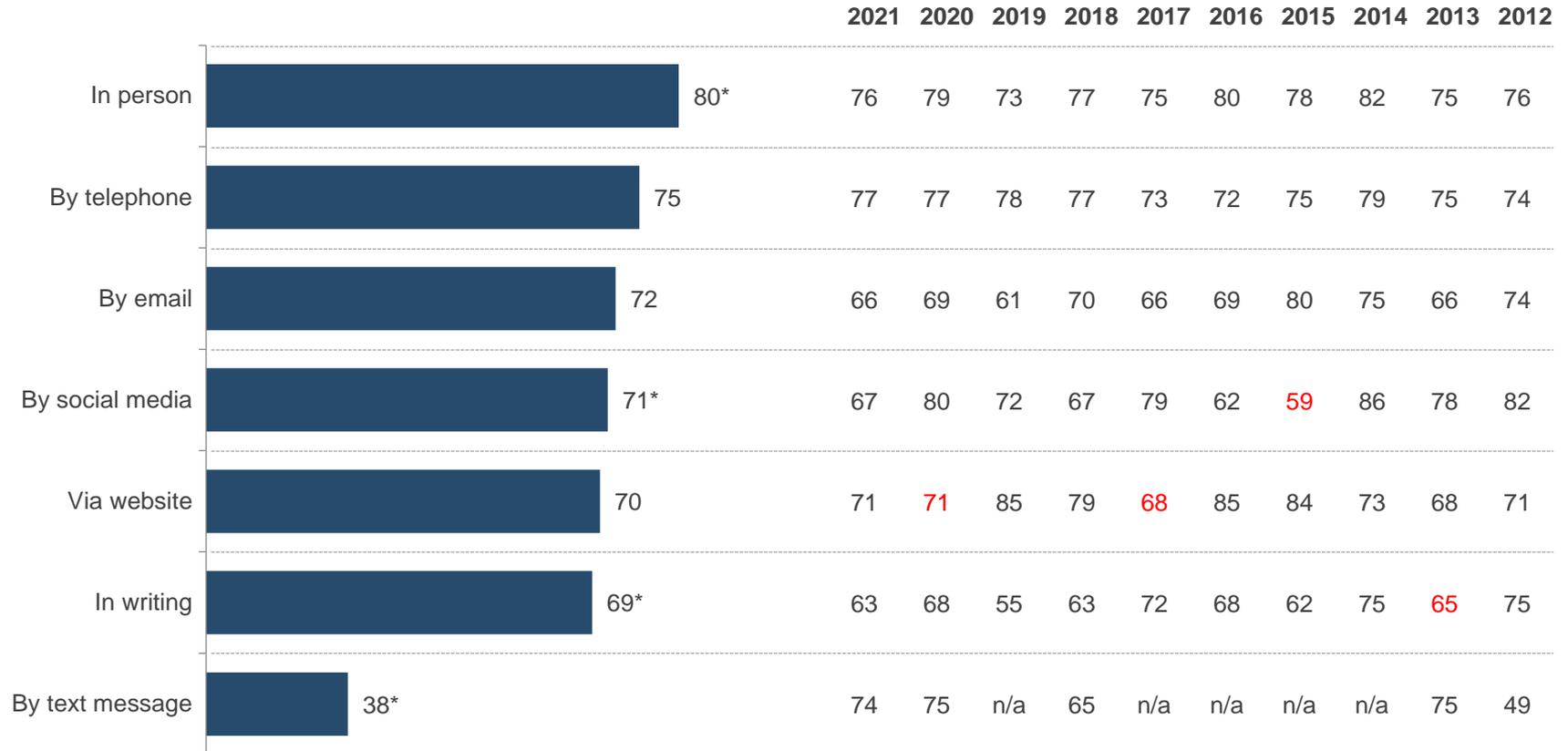
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
In person — 80*	76	79	73	77	75	80	78	82	75	76
By telephone — 75	77	77	78	77	73	72	75	79	75	74
By email — 72	66	69	61	70	66	69	80	75	66	74
By social media — 71*	67	80	72	67	79	62	59	86	78	82
Via website — 70	71	71	85	79	68	85	84	73	68	71
In writing — 69*	63	68	55	63	72	68	62	75	65	75
By text message — 38*	74	75	n/a	65	n/a	n/a	n/a	n/a	75	49

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: 25 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
In person*	43	39	10	2	3	2
By telephone	40	36	12	6	5	
By email	36	31	23	6	4	
By social media*	23	48	14		7	7
Via website	25	42	15	10	2	5
In writing*	21	32	47			
By text message*		50			50	

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
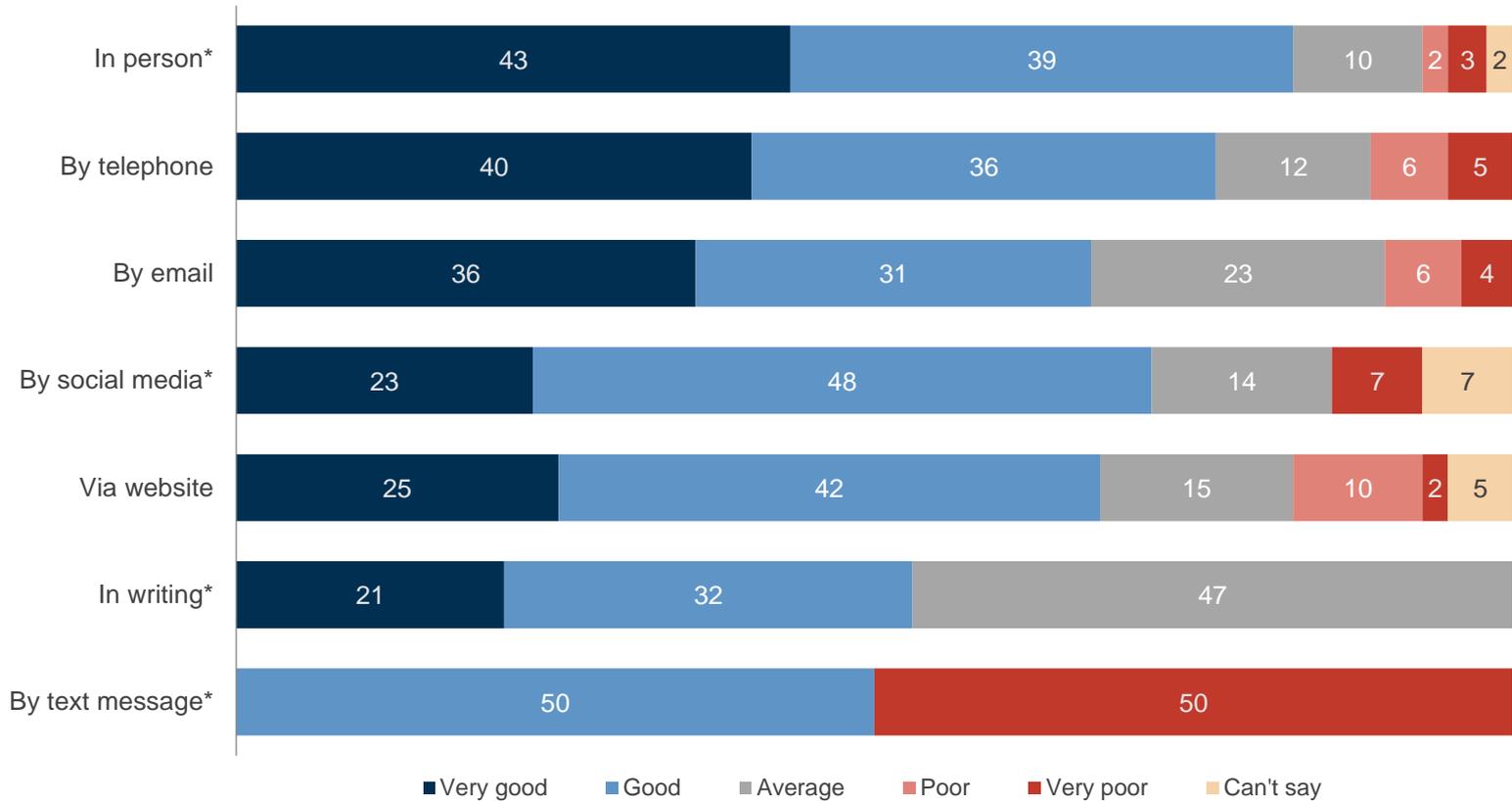
Q5c. Thinking of the most recent contact, how would you rate Kingston City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25 Councils asked group: 8
*Caution: small sample size < n=30

Council direction

Council direction

Two-thirds of Council residents (67%) believe the direction of Council's overall performance stayed the same over the previous 12 months.

- Another 15% describe the direction of Council's overall performance as having improved over the previous 12 months (down five points from 2021).

- One in ten (11%) describe it has having deteriorated.

- All demographic and geographic groups tend to rate the direction of Council's performance within a few index points of the average.

Gains achieved between 2020 and 2021 (when Council's overall direction index score increased significantly from 49 to 56 index points) have not been maintained. More broadly, perceptions of council direction have declined significantly since 2015 when Council's rating peaked at 58 index points, and 23% of residents described the direction of Council's overall performance as having improved.

- Perceptions of the direction of council performance have declined significanlty in the past year among residents aged 18 to 34 years and women. Ratings declined by nine index points each among both groups.
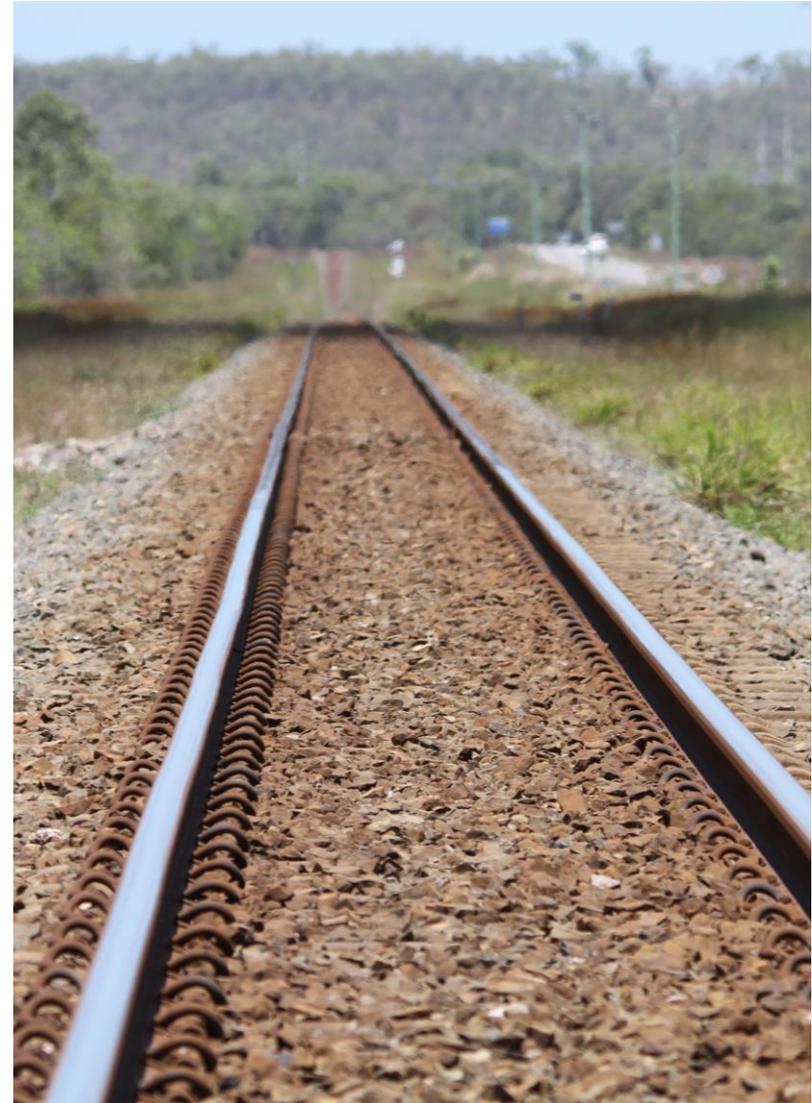
Overall council direction last 12 months

2022 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	64	50	54	60	62	59	68	69	56	55
Men	53	53	48	50	52	56	54	58	55	56	51
Metro	53	55	54	55	54	54	55	56	n/a	n/a	n/a
50-64	52	53	49	45	47	50	53	58	50	57	53
Kingston	52	56	49	50	52	55	54	58	57	57	54
65+	51	54	54	49	53	53	51	56	57	62	56
North	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	60	51	51	51	55	55	58	59	58	56
State-wide	50	53	51	53	52	53	51	53	53	53	52
South	50	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	53	45	51	45	55	55	50	50	55	51

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: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months
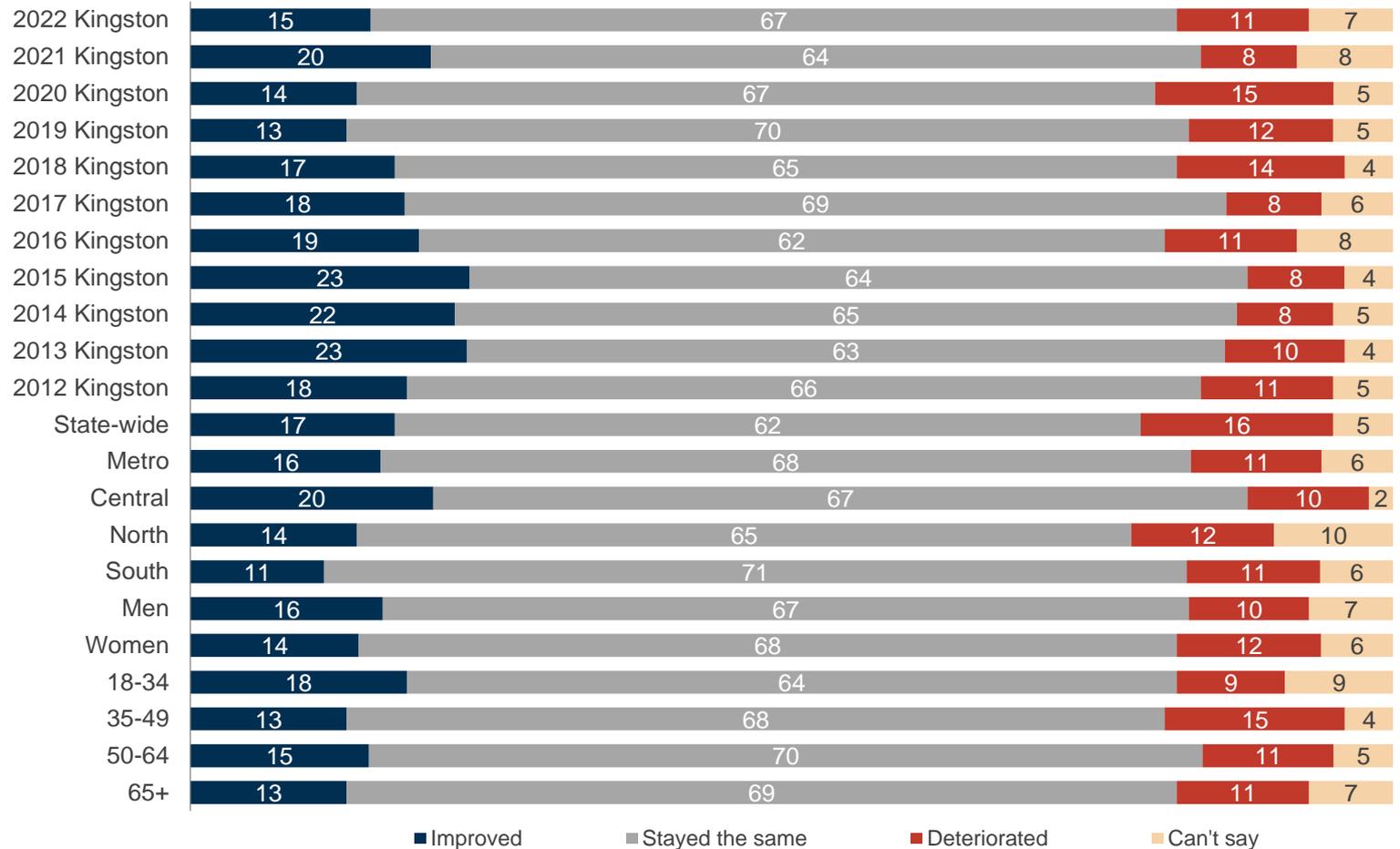
2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Kingston	15	67	11	7
2021 Kingston	20	64	8	8
2020 Kingston	14	67	15	5
2019 Kingston	13	70	12	5
2018 Kingston	17	65	14	4
2017 Kingston	18	69	8	6
2016 Kingston	19	62	11	8
2015 Kingston	23	64	8	4
2014 Kingston	22	65	8	5
2013 Kingston	23	63	10	4
2012 Kingston	18	66	11	5
State-wide	17	62	16	5
Metro	16	68	11	6
Central	20	67	10	2
North	14	65	12	10
South	11	71	11	6
Men	16	67	10	7
Women	14	68	12	6
18-34	18	64	9	9
35-49	13	68	15	4
50-64	15	70	11	5
65+	13	69	11	7

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

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: 67 Councils asked group: 16

Individual service areas

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central	65 ▲	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	62	59	57	57	68	52	61	65	58	64
65+	60	63	57	54	57	56	56	60	57	63	59
South	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	59	57	55	52	56	52	59	59	57	59
Kingston	59	60	56	53	54	59	55	60	60	58	60
Women	59	61	55	52	56	62	58	61	61	60	61
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
35-49	57	58	54	55	47	58	57	57	58	57	58
North	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	53	50	44	54	51	55	61	62	57	56
State-wide	54 ▼	56	55	56	55	55	54	56	57	57	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	7	35	29	11	4	13
2021 Kingston	10	37	29	10	5	9
2020 Kingston	9	30	31	14	6	11
2019 Kingston	6	29	36	15	6	9
2018 Kingston	9	28	32	16	7	8
2017 Kingston	8	34	34	11	3	11
2016 Kingston	7	27	38	13	4	12
2015 Kingston	9	36	30	10	4	11
2014 Kingston	9	37	31	11	3	9
2013 Kingston	7	34	33	9	5	11
2012 Kingston	10	34	36	12	2	7
State-wide	8	29	32	16	8	8
Metro	9	32	32	12	5	10
Central	7	44	27	5	1	16
North	8	29	30	16	5	12
South	8	35	31	9	4	13
Men	8	37	28	11	5	12
Women	7	33	31	12	3	15
18-34	5	41	27	5	2	20
35-49	5	36	33	14	4	8
50-64	8	25	35	19	3	9
65+	12	32	25	12	5	14

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
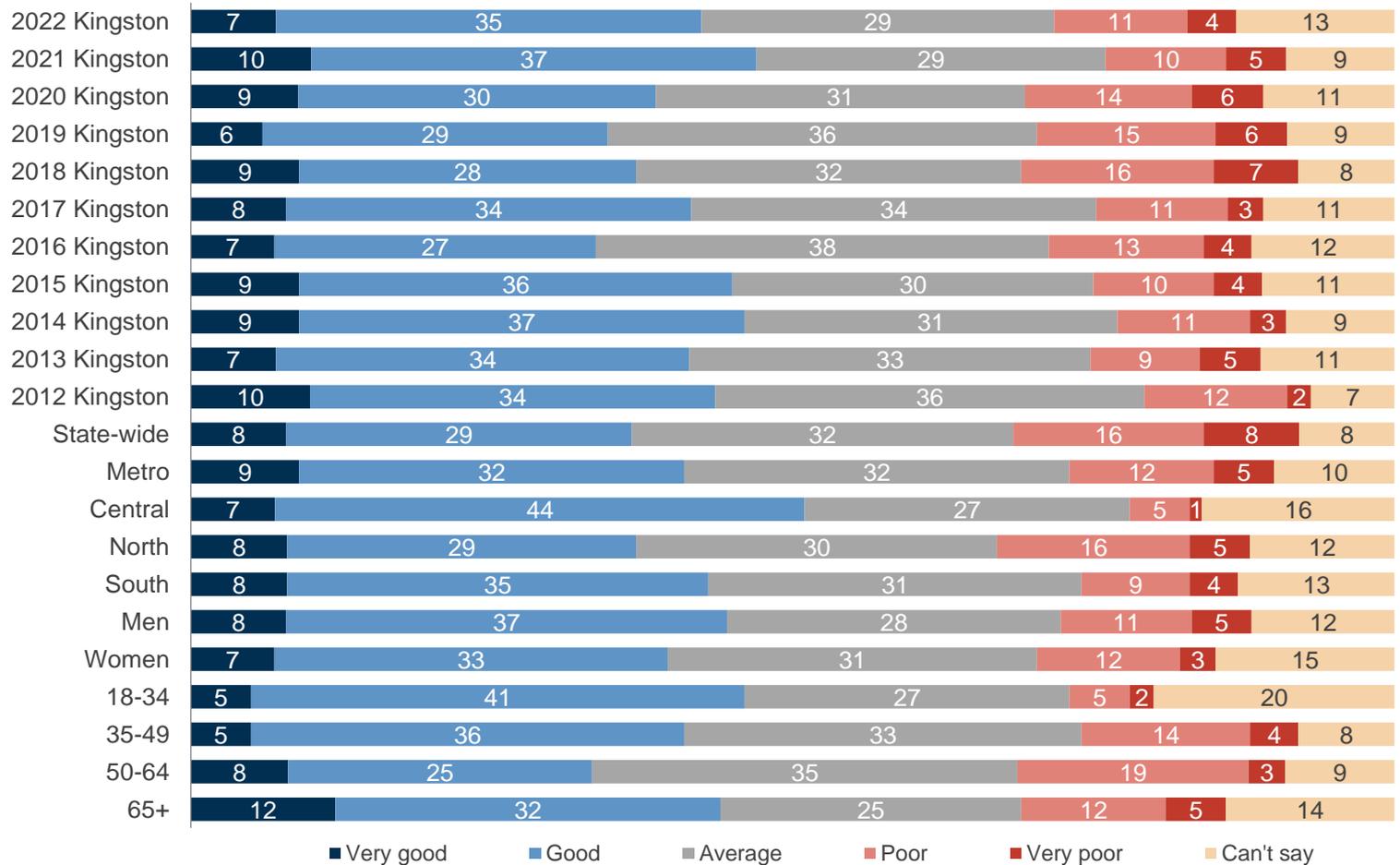
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67▲	69	57	64	61	70	61	57	63	n/a	n/a
South	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	67	55	55	56	62	59	59	63	n/a	n/a
65+	61	61	56	52	55	59	60	59	61	n/a	n/a
Central	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	61	65	55	56	53	60	58	58	60	n/a	n/a
Men	60	62	55	57	50	59	58	57	58	n/a	n/a
North	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	59	61	59	60	58	58	59	59	n/a	n/a	n/a
35-49	57	65	57	58	46	58	58	58	59	n/a	n/a
50-64	56	60	47	46	48	52	55	60	58	n/a	n/a
State-wide	54▼	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: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

WS

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	9	39	28	9	5	11
2021 Kingston	11	41	27	6	3	12
2020 Kingston	7	33	29	10	9	12
2019 Kingston	6	33	33	8	8	12
2018 Kingston	6	28	31	13	9	13
2017 Kingston	9	31	33	11	2	14
2016 Kingston	6	35	30	7	6	16
2015 Kingston	9	31	35	10	5	10
2014 Kingston	6	37	32	9	2	13
State-wide	7	30	33	14	8	9
Metro	8	35	31	10	5	11
Central	6	45	26	12	2	8
North	9	35	27	8	6	14
South	11	40	30	6	4	9
Men	8	37	26	8	7	14
Women	9	41	30	10	3	8
18-34	14	43	21	5	4	13
35-49	6	38	31	11	6	8
50-64	6	27	36	11	5	15
65+	8	41	28	9	4	11

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 67 Councils asked group: 16

The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	69	68	69	74	70	69	69	77	n/a	n/a
Central	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	68	67	69	68	66	67	69	n/a	n/a	n/a
Women	65	69	67	70	68	67	68	67	67	n/a	n/a
Kingston	65	67	65	69	69	67	67	68	68	n/a	n/a
Men	64	65	64	68	70	67	66	70	69	n/a	n/a
65+	64	66	67	67	66	69	68	69	66	n/a	n/a
35-49	63	68	62	73	67	65	64	67	63	n/a	n/a
50-64	62	65	64	67	69	66	67	69	66	n/a	n/a
South	58 ▼	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53 ▼	57	54	56	53	53	54	55	55	n/a	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: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	13	47	27	8	4	1
2021 Kingston	19	44	24	10	2	2
2020 Kingston	18	44	23	9	6	1
2019 Kingston	21	43	26	7		1
2018 Kingston	22	43	23	9	2	1
2017 Kingston	18	45	26	9	2	1
2016 Kingston	18	47	24	7	4	1
2015 Kingston	19	45	25	6	3	2
2014 Kingston	20	48	20	7	4	1
State-wide	10	31	29	17	12	1
Metro	17	43	25	9	4	1
Central	10	47	39		3	1
North	17	50	19	10	3	1
South	8	43	30	11	8	1
Men	13	48	25	9	4	1
Women	13	46	29	7	3	2
18-34	16	48	27	7		2
35-49	8	53	27	9		3
50-64	12	42	31	8	5	1
65+	14	44	25	9	5	3

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
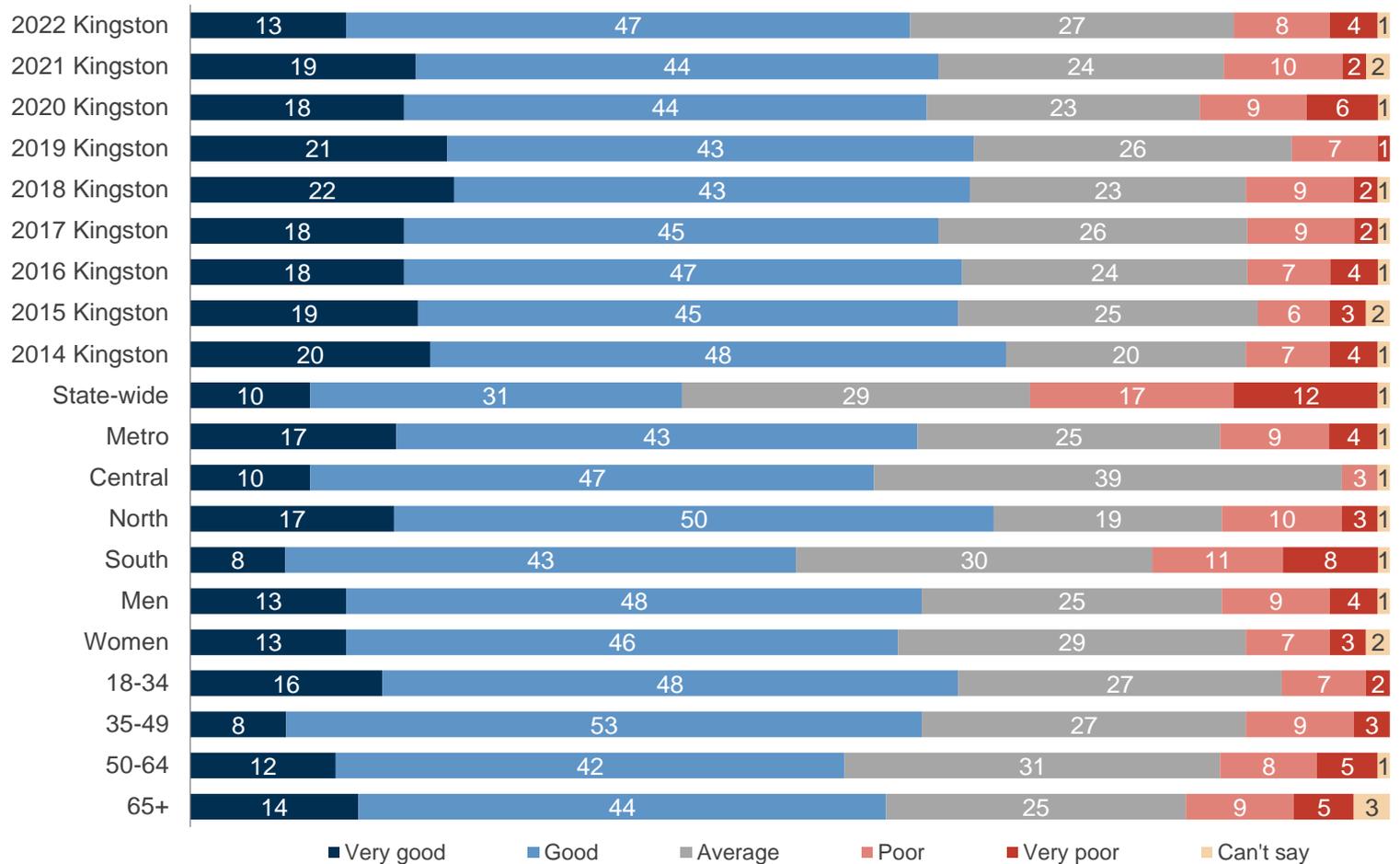
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	n/a	63	67	70	72	64	71	71	71	69
Men	64	n/a	63	66	68	68	61	68	67	66	69
North	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	n/a	64	70	68	65	60	70	64	63	66
Metro	63	65	64	65	64	62	63	64	n/a	n/a	n/a
Kingston	62	n/a	63	66	67	66	63	68	65	65	66
Women	61	n/a	63	66	66	64	64	67	64	64	63
65+	61	n/a	61	61	61	64	66	66	62	66	67
South	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	n/a	63	64	67	61	63	63	63	61	61
State-wide	57 ▼	59	58	59	58	57	57	58	58	58	57

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	14	42	28	12	4	
2020 Kingston	16	38	30	11	4	
2019 Kingston	19	40	28	10	2	1
2018 Kingston	18	44	27	9	2	
2017 Kingston	16	45	28	9	2	
2016 Kingston	14	44	26	9	6	
2015 Kingston	21	42	25	9	2	
2014 Kingston	17	41	30	9	3	
2013 Kingston	19	42	23	13	3	
2012 Kingston	16	43	29	11	1	
State-wide	13	33	29	14	9	2
Metro	16	40	27	11	5	
Central	9	45	36	10	1	
North	15	46	21	12	5	
South	17	32	32	15	4	
Men	13	47	28	9	4	
Women	15	36	29	16	4	
18-34	18	43	25	11	2	
35-49	11	46	28	13	2	
50-64	12	32	38	14	4	
65+	13	41	28	11	7	1
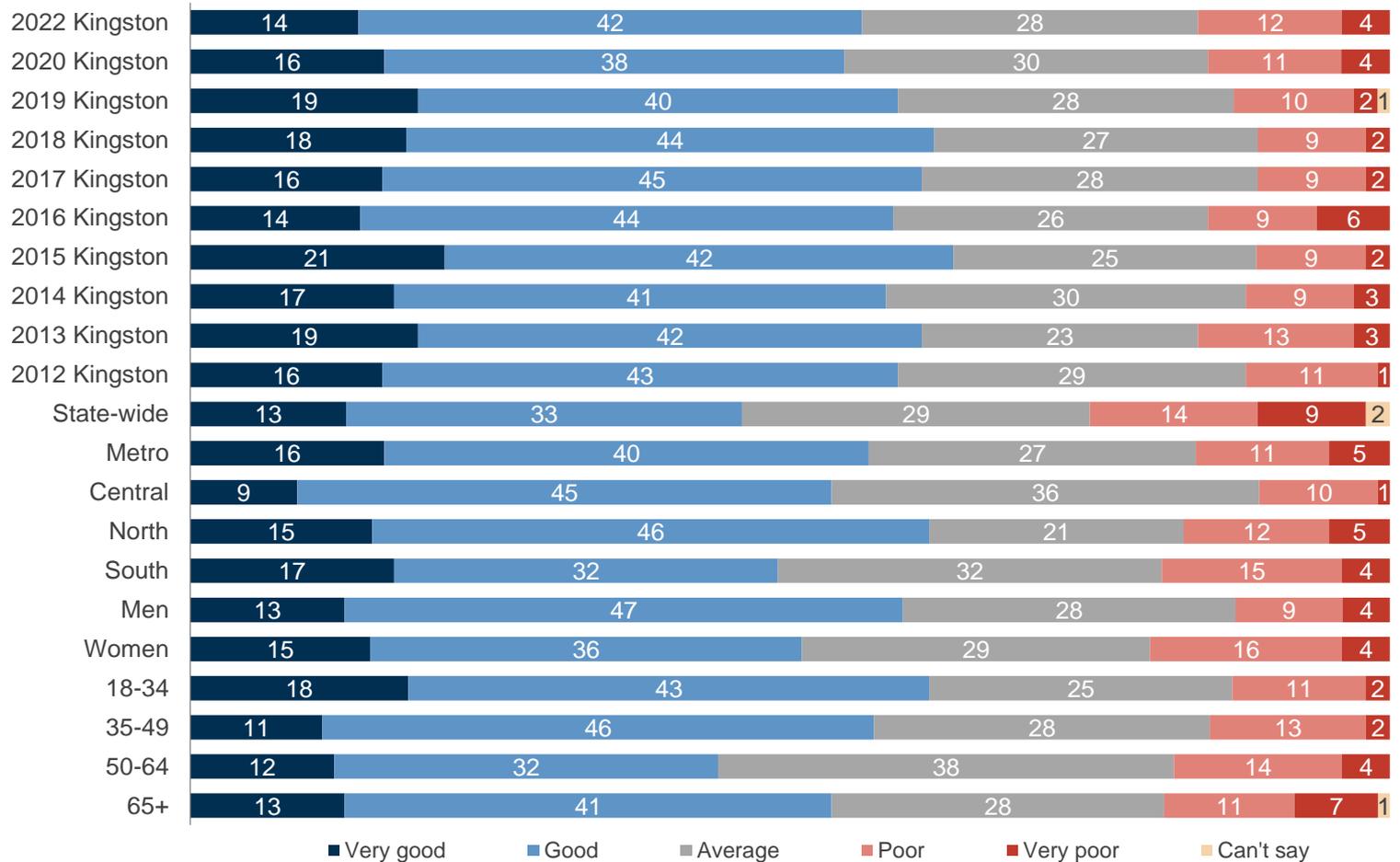
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

Waste management performance

2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	80	77	72	74	77	79	77	81	76	77	79
18-34	78	76	71	70	75	79	76	70	80	68	74
South	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	75	68	71	77	76	77	76	76	73	74
Central	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	77	75	70	71	75	76	76	77	77	73	74
Men	76	75	72	72	74	77	75	77	78	74	74
North	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	72	69	68	76	74	76	79	74	76	73
35-49	73	73	67	72	74	73	75	77	77	74	71
Metro	71▼	72	70	73	75	75	76	77	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72

Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Kingston	29	50	16	3	1	1
2021 Kingston	26	50	19	3		1
2020 Kingston	23	45	21	9	2	1
2019 Kingston	25	45	21	6	2	1
2018 Kingston	28	48	19	2	2	2
2017 Kingston	29	50	15	3	1	1
2016 Kingston	29	49	17	4		1
2015 Kingston	33	46	15	3		2
2014 Kingston	33	48	12	3	2	1
2013 Kingston	26	50	16	4	3	1
2012 Kingston	26	48	18	5	1	2
State-wide	23	42	21	8	4	2
Metro	26	43	20	7	3	1
Central	26	58	13	2		1
North	30	47	16	4	1	2
South	32	48	20			1
Men	29	47	19	2	1	1
Women	30	53	13	4		1
18-34	32	55	11		2	
35-49	23	49	20	6		2
50-64	24	52	20	4		
65+	36	47	14	2		2

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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Detailed demographics

Gender and age profile

2022 gender

Kingston

Women 52%
Men 48%

Metro

Women 51%
Men 49%

State-wide

Women 51%
Men 49%

2022 age

Kingston

4%
24%
28%
15%
30%
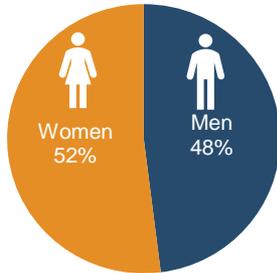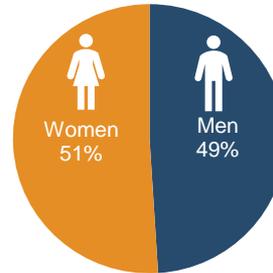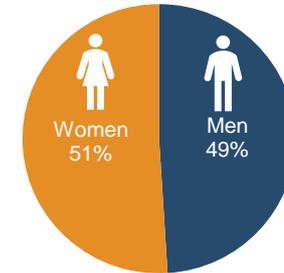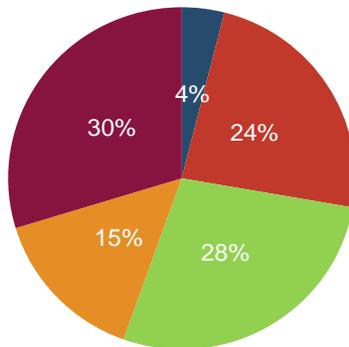
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Metro
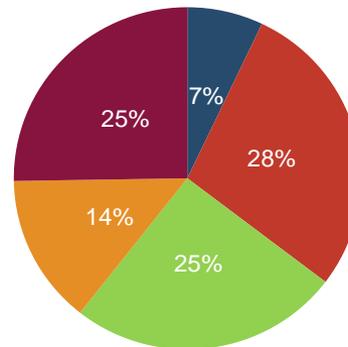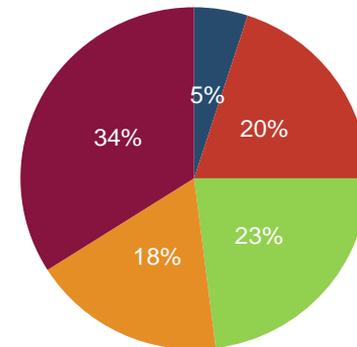
7%
28%
25%
14%
25%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

5%
20%
23%
18%
34%

■ 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: 67 Councils asked group: 16
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2022 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 131,500 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	175	194	+/-7.4
Women	225	206	+/-6.5
Central	97	105	+/-10.0
North	182	186	+/-7.3
South	121	109	+/-8.9
18-34 years	44	112	+/-14.9
35-49 years	98	110	+/-9.9
50-64 years	83	58	+/-10.8
65+ years	175	119	+/-7.4

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 2021. 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 2021.

* The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2021.

2022 overall performance (index scores) (example extract only)

Group	Score
State-wide	67▲
18-34	66
Kingston	60
Metro	58
35-49	57
50-64	54▼
65+	58
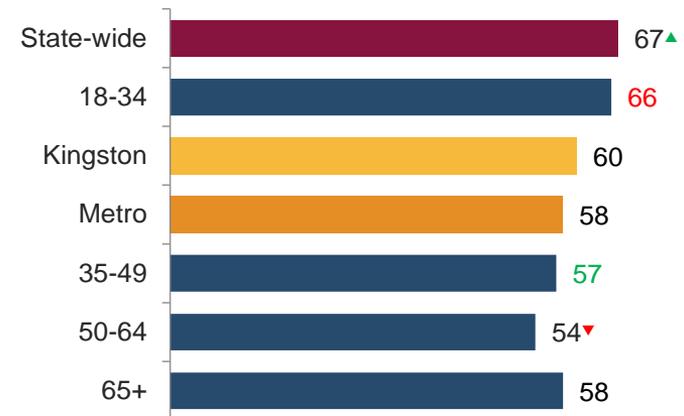
Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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 2022 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 2022 results are compared with previous years, as detailed below:

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

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=401 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 27th January – 24th March, 2022.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Kingston City Council for this 2022 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 2012-2022 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 2022 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 2022 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 2022 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: 2022 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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