2023 Local Government Community Satisfaction Survey

Kingston City Council

Coordinated by the Department of Government Services 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-fourth 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 24 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 24 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.

Key findings and recommendations

Kingston City Council – at a glance

Overall council performance

Results shown are index scores out of 100.
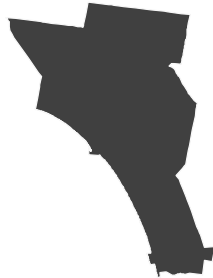
Kingston 62

Metropolitan 62

State-wide 56

Council performance compared to group average

Top 3 performing areas	
Art centres & libraries	on par
Recreational facilities	on par
Waste management	on par

Lowest 3 performing areas	
Planning & building permits	on par
Population growth	on par
Town planning policy	on par

Customer service	on par

Summary of core measures

Index scores

Overall Performance **Value for money** **Community Consultation** **Making Community Decisions** **Sealed Local Roads** **Waste management** **Customer Service** **Overall Council Direction**
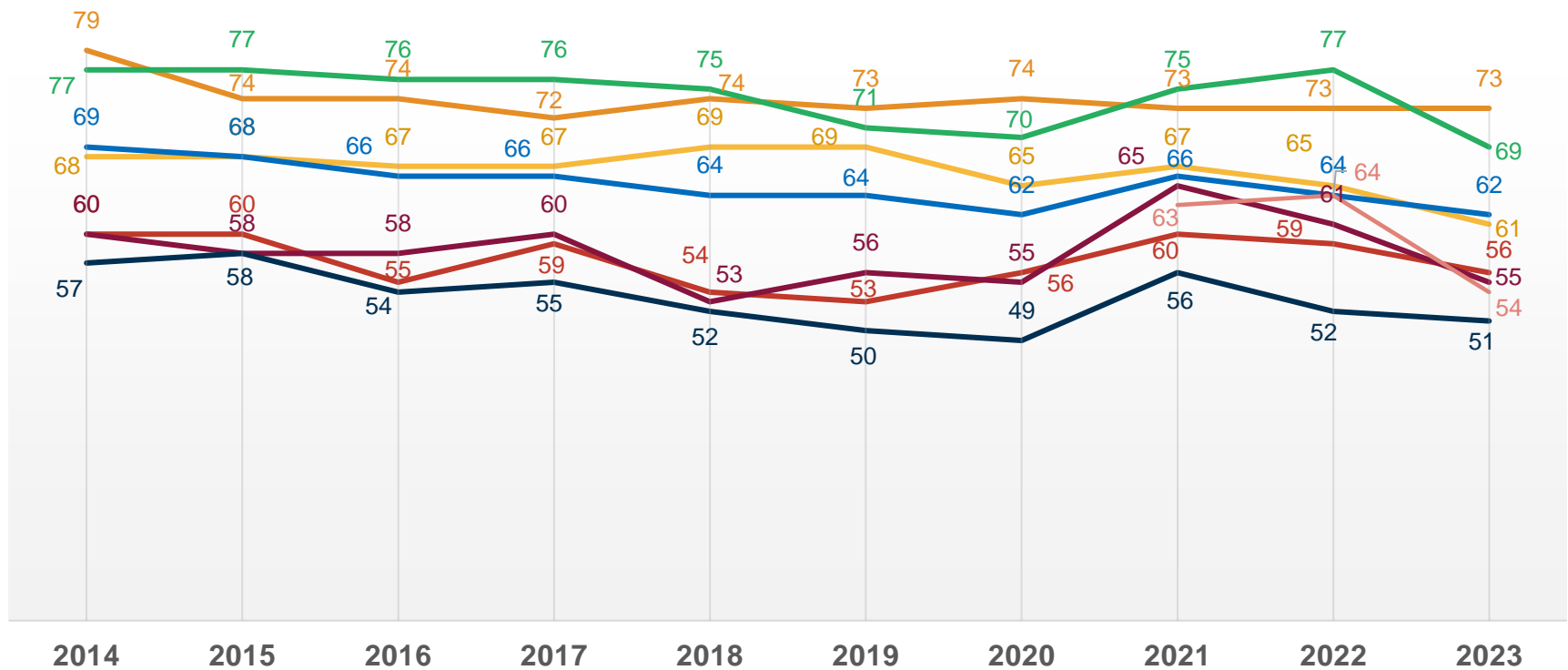
Summary of core measures

Core measures summary results (%)
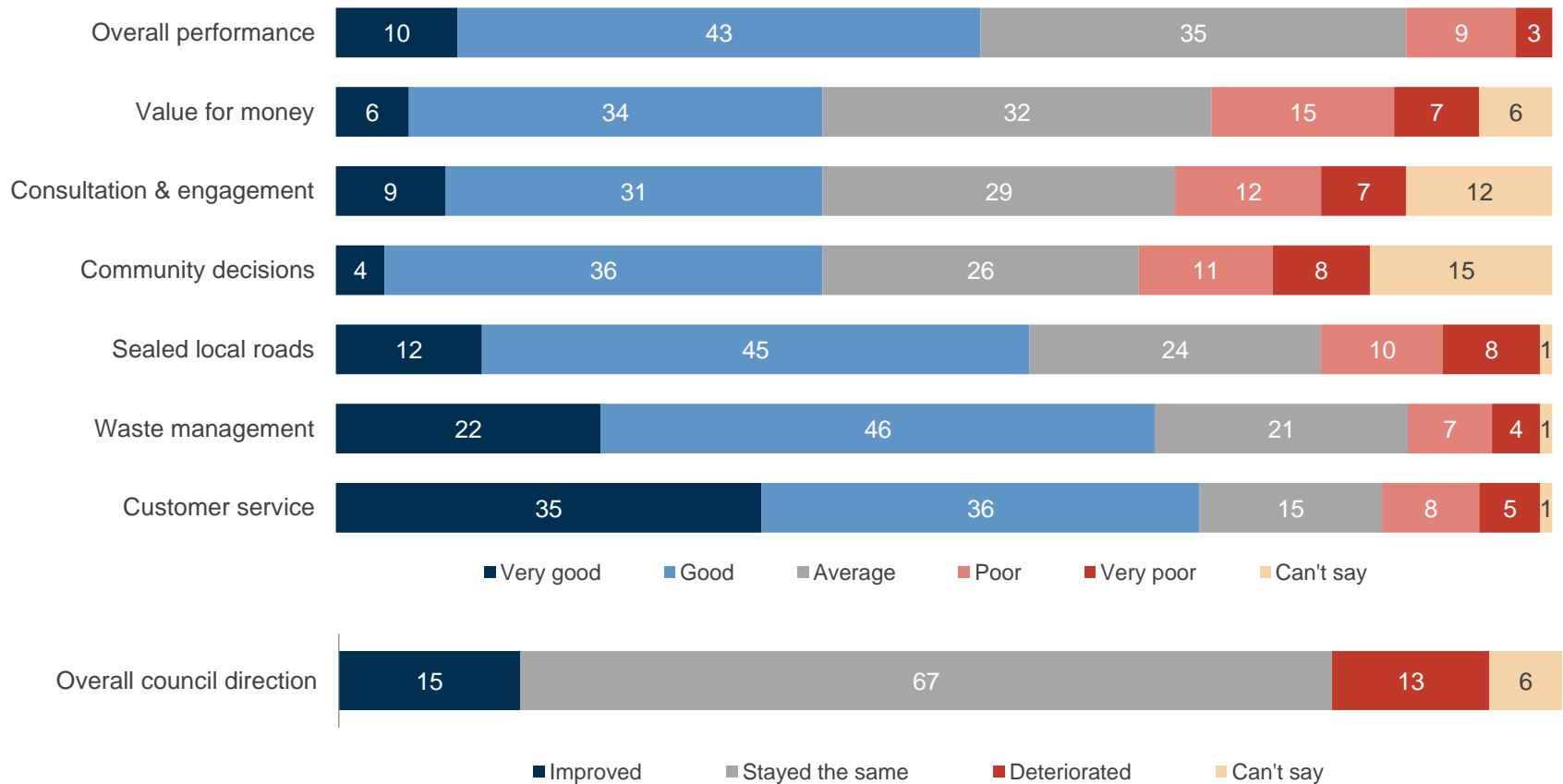
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	10	43	35	9	3	
Value for money	6	34	32	15	7	6
Consultation & engagement	9	31	29	12	7	12
Community decisions	4	36	26	11	8	15
Sealed local roads	12	45	24	10	8	1
Waste management	22	46	21	7	4	1
Customer service	35	36	15	8	5	1

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	15	67	13	6

Summary of Kingston City Council performance

Services		Kingston 2023	Kingston 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	62	64	62	56	Aged 65+ years	Men
	Value for money	54	64	56	49	Women	Men
	Overall council direction	51	52	49	46	Aged 18-34 years	Aged 50-64 years
	Customer service	73	73	71	67	Aged 65+ years	Aged 50-64 years
	Art centres & libraries	75	-	75	73	Aged 50-64 years	Aged 18-34 years
	Recreational facilities	71	-	72	68	Central residents, Aged 65+ years	Aged 35-49 years
	Waste management	69	77	68	66	Aged 50-64 years	Aged 18-34 years
	Family support services	68	-	65	63	Aged 18-34 years, North residents	Men, Aged 35-49 years
	Community & cultural	67	-	67	66	North residents	Central residents
	Emergency & disaster mngt	67	-	65	65	Women, Aged 18-34 years	Aged 35-49 years, Men

Significantly higher / lower than Kingston City Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.

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Summary of Kingston City Council performance

Services		Kingston 2023	Kingston 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Appearance of public areas	67	-	68	67	North residents	South residents, Aged 35-49 years, Central residents
	Elderly support services	65	-	64	63	Aged 65+ years	Aged 18-34 years
	Informing the community	61	-	60	57	Aged 65+ years	Aged 50-64 years
	Environmental sustainability	61	-	62	60	Aged 35-49 years	North residents, Aged 18-34 years, Aged 65+ years
	Sealed local roads	61	65	61	48	North residents	Aged 50-64 years, South residents
	Disadvantaged support serv.	60	-	61	59	North residents, Aged 65+ years	Aged 35-49 years, South residents
	Enforcement of local laws	60	-	62	61	Aged 18-34 years, Women	Aged 65+ years, Men, South residents
	Local streets & footpaths	58	62	57	52	North residents	South residents
	Consultation & engagement	56	59	55	52	Women, Aged 18-34 years	Aged 50-64 years
	Parking facilities	56	-	54	55	Central residents	Aged 50-64 years

*Significantly higher / lower than Kingston City Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.*

Summary of Kingston City Council performance

Services		Kingston 2023	Kingston 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Community decisions	55	61	55	51	Women, Aged 65+ years	Aged 50-64 years
	Traffic management	54	-	55	55	Aged 18-34 years	Aged 50-64 years
	Lobbying	51	-	53	51	Women	Men
	Town planning policy	51	-	52	50	South residents, Aged 35-49 years, Women	Central residents, Aged 65+ years, Men
	Population growth	48	-	49	48	Aged 35-49 years	Aged 50-64 years
	Planning & building permits	48	-	50	47	Aged 18-34 years	Aged 65+ years

Significantly higher / lower than Kingston City Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance is not significantly different from last year, but has declined year on year for the last two years. It is now among the lowest levels seen in 10 years. That said, Kingston City Council's overall performance remains in line with the Metropolitan group average (where a significant decline in perceptions occurred this year). In four of the five service areas evaluated in 2022, perceptions of Council's performance declined significantly in the last 12 months.

Key influences on perceptions of overall performance

Town planning is among Council's lower rated service areas and its relatively stronger influence on overall perceptions of Council make it a priority for improvement. Making decisions in the interest of the community is equally as influential, and perceptions of Council's performance in this service area have declined significantly for two years running. Communicating with residents about Council decision making and on matters relating to town planning can help to shore up positive overall opinion of Council.

Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the State-wide and Metropolitan group averages on all service areas evaluated, and on the core metrics including overall performance. Of note is Council's performance in family support services, where it outperforms both the State-wide and Metropolitan group averages.

Monitor and rebuild on declines

While perceptions of Council's performance on waste management declined significantly this year, it remains one of Council's strongest performing service area (and performs in line with the Metropolitan group average). Council should look to improve its performance in this area to ensure that further declines in perceptions do not occur. Customer service is another area where Council is continually well regarded – efforts here should be applauded and maintained.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 62 for Kingston City Council represents a two point (not significant) decline on the 2022 result, continuing a downward trend for a second year running.

• Overall performance is now among the lowest level seen in 10 years.

That said, Kingston City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average and in line with the Metropolitan group average (index scores of 56 and 62 respectively).

• No significant differences are noted among those from different demographic or geographic groups compared to the average.

• Significant declines in perceptions of Council's overall performance were evident this year among 18 to 34 year olds (60, down six index points) and men (59, down five index points). These are the cohorts where attention should be first focused.

More than two in five residents (40%) 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 three times as many as those who rate Council as 'very poor' or 'poor' (12%). A further 35% rate Council as 'average' on value for money.
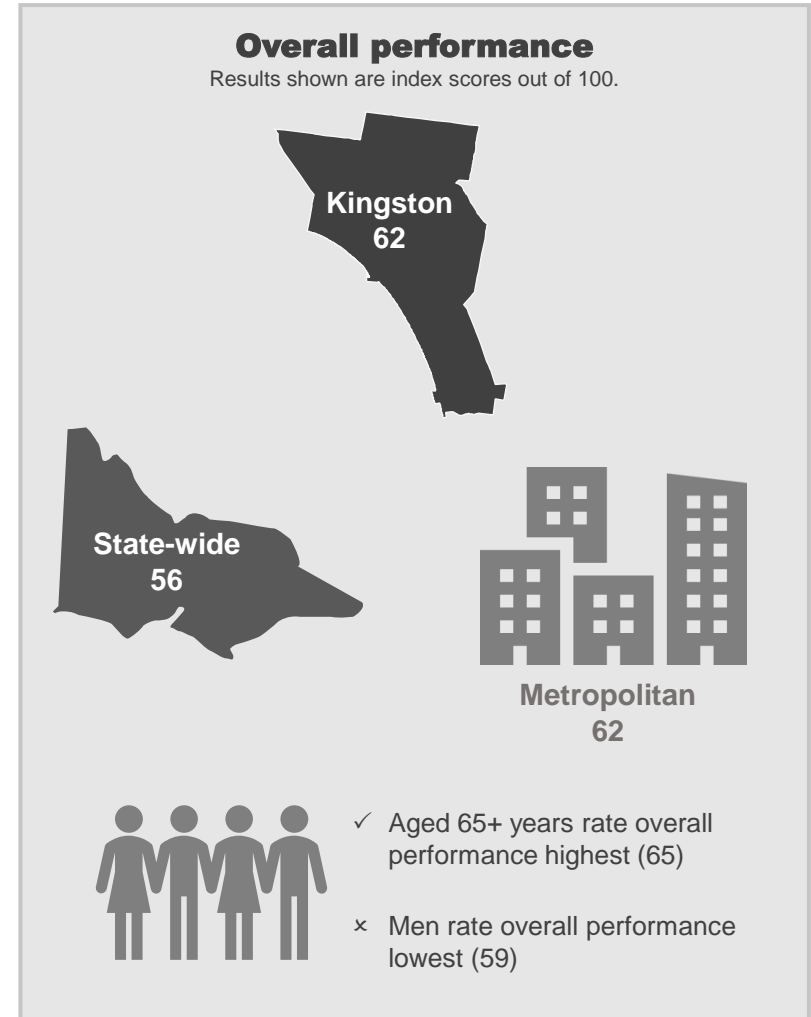
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Overall performance
Results shown are index scores out of 100.
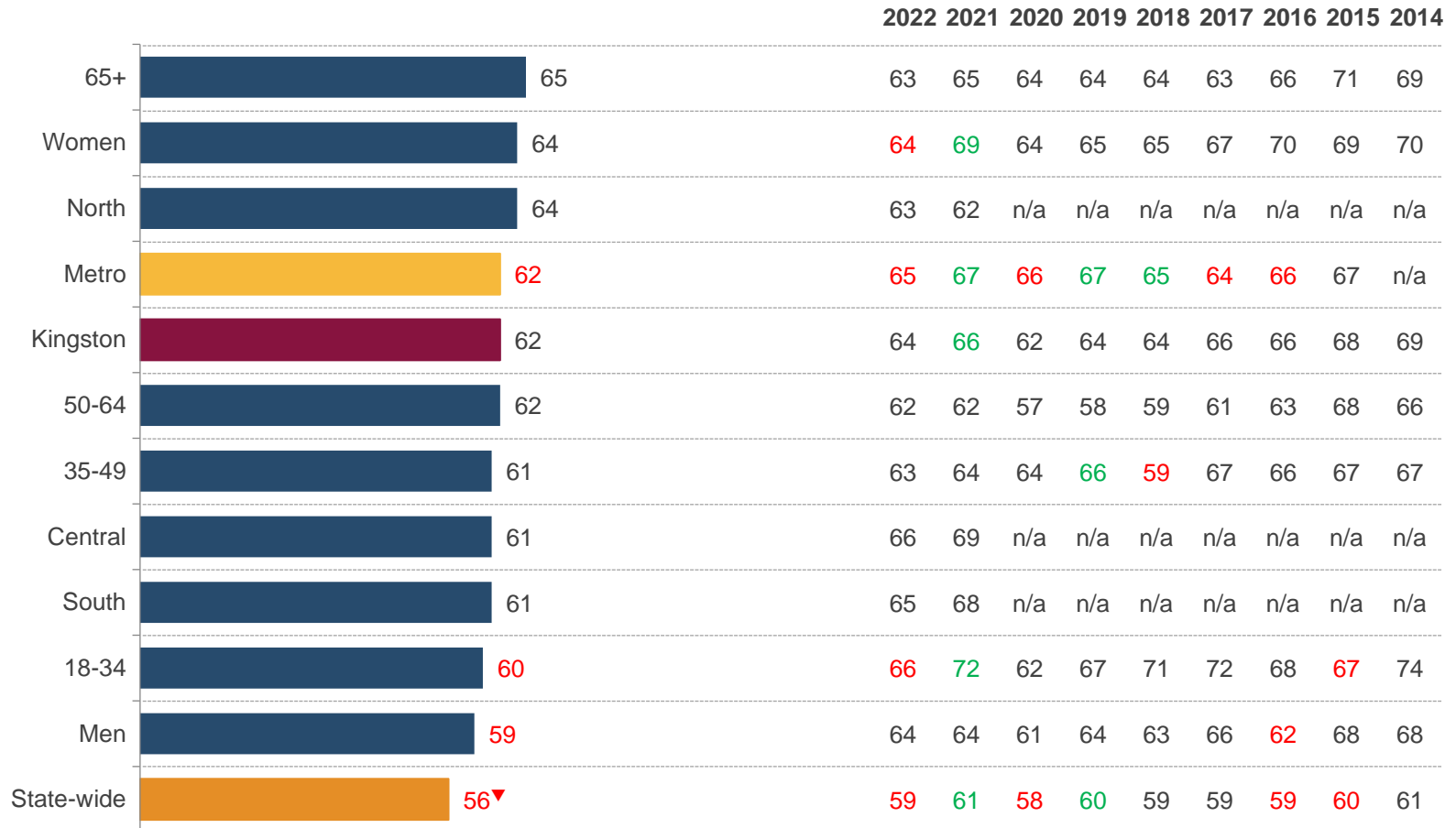
Kingston
62

State-wide
56

Metropolitan
62

✓ Aged 65+ years rate overall performance highest (65)

✗ Men rate overall performance lowest (59)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	65	63	65	64	64	64	63	66	71	69
Women	64	64	69	64	65	65	67	70	69	70
North	64	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62	65	67	66	67	65	64	66	67	n/a
Kingston	62	64	66	62	64	64	66	66	68	69
50-64	62	62	62	57	58	59	61	63	68	66
35-49	61	63	64	64	66	59	67	66	67	67
Central	61	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	61	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	66	72	62	67	71	72	68	67	74
Men	59	64	64	61	64	63	66	62	68	68
State-wide	56▼	59	61	58	60	59	59	59	60	61

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: 16
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	10	43	35	9	3	
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
State-wide	9	33	36	13	7	1
Metro	12	41	32	9	4	2
Central	7	46	36	5	5	
North	10	48	32	8	3	
South	11	37	37	11	3	1
Men	9	38	37	11	4	
Women	10	48	33	6	2	1
18-34	10	41	33	11	6	
35-49	6	48	33	11	2	
50-64	11	39	38	8	3	
65+	12	44	37	5	2	1

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: 16

Value for money in services and infrastructure

2023 value for money (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	59 ▲	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	56	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	56	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	54	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	54	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	69	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	53	66	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	63	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49 ▼	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49 ▼	64	59	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: 65 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure
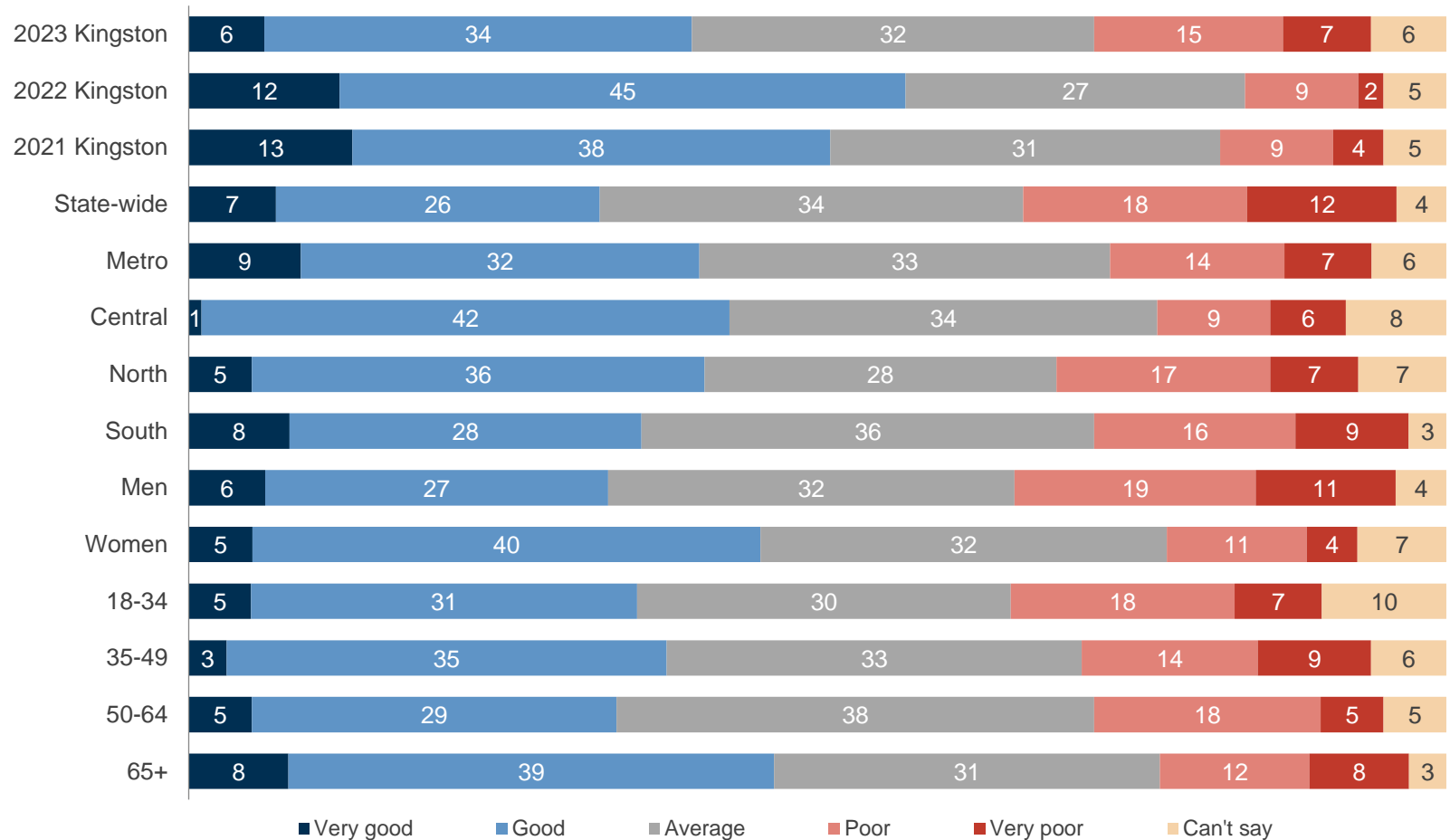
2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	6	34	32	15	7	6
2022 Kingston	12	45	27	9	2	5
2021 Kingston	13	38	31	9	4	5
State-wide	7	26	34	18	12	4
Metro	9	32	33	14	7	6
Central	1	42	34	9	6	8
North	5	36	28	17	7	7
South	8	28	36	16	9	3
Men	6	27	32	19	11	4
Women	5	40	32	11	4	7
18-34	5	31	30	18	7	10
35-49	3	35	33	14	9	6
50-64	5	29	38	18	5	5
65+	8	39	31	12	8	3

■ 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: 65 Councils asked group: 15

Top performing service areas

Art centres and libraries (index score of 75) is the area where Council performed best in 2023, maintaining its high performance in this service area.

- Residents aged 18 to 34 years are significantly more critical (index score of 67) than average of Council's performance in this service area.

Recreational facilities and waste management are Council's next highest rated service areas (index scores of 71 and 69 respectively).

- In the area of recreational facilities, Council currently performs among the lowest levels recorded in the past 10 years (noting this service area was not measured in 2021 and 2022).

- While one of Council's better performing service areas, perceived waste management performance nonetheless declined by a significant eight index points and is now at the lowest level in 10 years. This impact was felt equally across the three geographic regions, meaning the issue is Council-wide. Moreover, 7% of residents volunteer this service as one of the top areas for improvement.

It is worth noting that Council performs in line with the Metropolitan group and significantly higher than the State-wide averages in the aforementioned service areas.
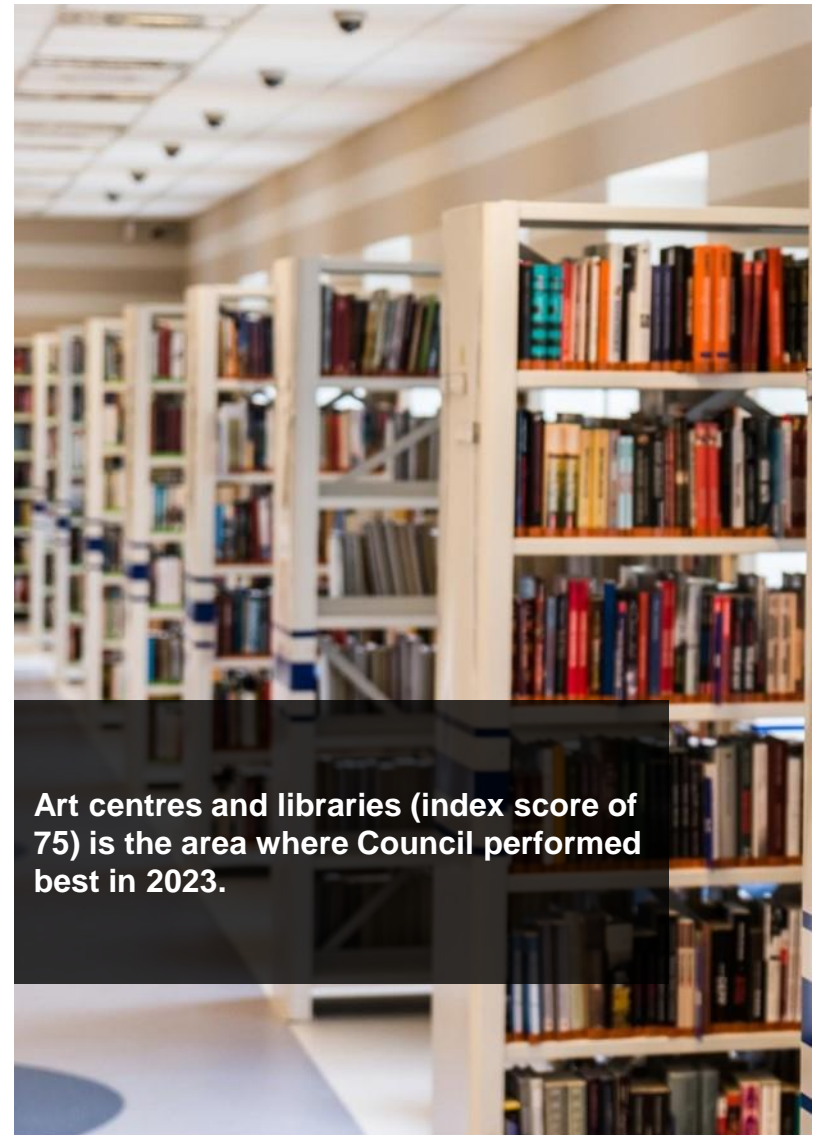
Art centres and libraries (index score of 75) is the area where Council performed best in 2023.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of planning and building permits, and population growth (both with an index score of 48).

Council rates lowest in the areas of planning and building permits, and planning for population growth (both with an index score of 48).

- In the service area of planning and building permits, younger residents aged 18 to 34 years are significantly more positive (index score of 55) and those aged 65+ years are significantly more critical (index score of 41) of Council than the average.

- In the area of population growth, no significant differences compared to the average were noted among residents from the different geographic and demographic groups.

Town planning policy and lobbying are Council's next lowest performing service areas (both with an index score of 51).

Encouragingly, Council performance rates in line with the Metropolitan group and State-wide averages for all four of its lowest performing service areas.

Residents volunteer town planning and permits (7%) and inappropriate development or overdevelopment (7%) as areas Council most need to address.

Individual service area performance

2023 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	75	n/a	n/a	74	73	75	74	72	77	76
Recreational facilities	71	n/a	n/a	76	74	73	76	71	75	74
Waste management	69	77	75	70	71	75	76	76	77	77
Family support services	68	n/a	n/a	69	69	68	70	68	69	69
Community & cultural	67	n/a	n/a	71	69	72	72	69	74	72
Emergency & disaster mngt	67	n/a	n/a	69	69	69	69	66	71	72
Appearance of public areas	67	n/a	n/a	71	76	72	75	73	74	74
Elderly support services	65	n/a	n/a	66	67	67	68	66	69	71
Informing the community	61	n/a	n/a	59	57	59	61	59	62	63
Environmental sustainability	61	n/a	n/a	61	60	63	62	65	65	63
Sealed local roads	61	65	67	65	69	69	67	67	68	68
Disadvantaged support serv.	60	n/a	n/a	64	62	62	64	62	64	64
Enforcement of local laws	60	n/a	n/a	65	65	65	65	64	67	67
Local streets & footpaths	58	62	n/a	63	66	67	66	63	68	65
Consultation & engagement	56	59	60	56	53	54	59	55	60	60
Parking facilities	56	n/a	n/a	55	53	55	57	57	60	61
Community decisions	55	61	65	55	56	53	60	58	58	60
Traffic management	54	n/a	n/a	55	59	58	56	56	64	63
Lobbying	51	n/a	n/a	57	55	53	59	55	59	60
Town planning policy	51	n/a	n/a	53	53	50	56	52	57	58
Population growth	48	n/a	n/a	50	51	50	54	48	58	58
Planning & building permits	48	n/a	n/a	52	53	49	56	47	56	55

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
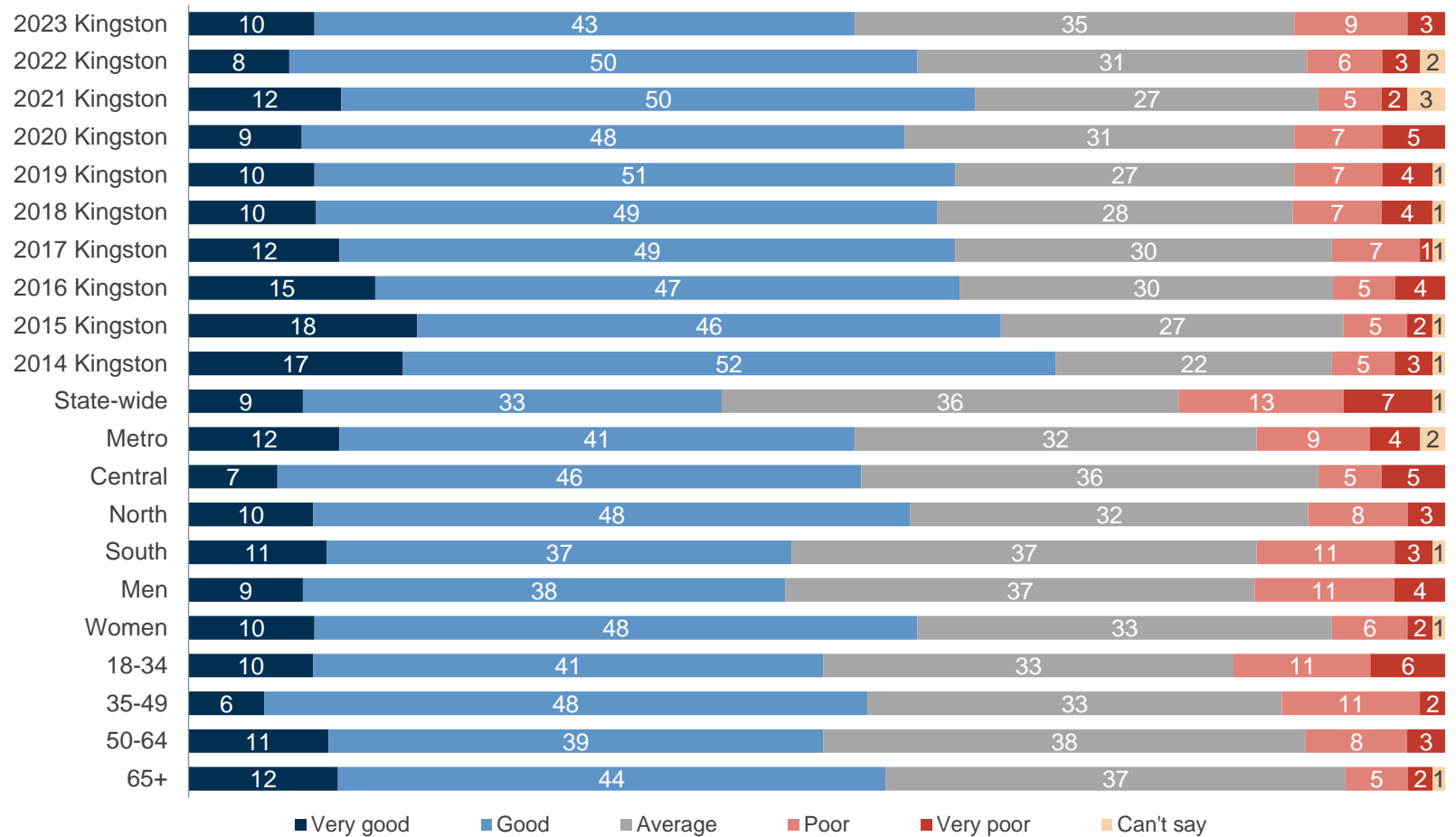*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	22	44	13	4		18
Recreational facilities	24	45	19	7	2	4
Waste management	22	46	21	7	4	1
Family support services	9	29	15	3	2	43
Community & cultural	14	43	23	7	1	12
Emergency & disaster mngt	10	27	18	3	1	41
Appearance of public areas	19	46	21	9	4	1
Elderly support services	9	21	14	5	2	48
Informing the community	13	42	27	11	6	2
Environmental sustainability	5	41	29	6	4	15
Sealed local roads	12	45	24	10	8	1
Disadvantaged support serv.	5	18	17	5	2	53
Enforcement of local laws	8	36	26	9	5	17
Local streets & footpaths	9	41	29	12	7	1
Consultation & engagement	9	31	29	12	7	12
Parking facilities	8	38	27	15	8	4
Community decisions	4	36	26	11	8	15
Traffic management	7	36	27	16	10	4
Lobbying	4	24	24	11	8	29
Town planning policy	3	25	26	12	9	24
Population growth	3	24	26	16	9	22
Planning & building permits	3	19	23	13	9	33

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Town planning.

Consulting with residents and addressing their concerns about local planning issues provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Decisions made in the interest of the community
- Recreational facilities
- Community consultation and engagement
- The condition of local streets
- Planning and building permits
- Family support services
- Waste management
- The enforcement of local laws.

Looking at these key service areas only, recreational facilities, waste management and family support services have a high performance index (71, 69 and 68

respectively) and a moderate influence on the overall performance rating. Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions, but where Council performs less well, are community decisions, consultation and engagement, the condition of local streets and enforcement of local laws (performance index of 55, 56, 58 and 60 respectively).

Good consultation and transparency with residents about key local issues and Council decision making and continuing efforts in street maintenance and law enforcement can also help to shore up positive overall opinion of Council.

However, most in need of attention are Council's planning and building permits, which are poorly rated (performance index of 48) and have a moderate influence on overall community opinion.

It will be important to address resident concerns about Council's approach to planning and building permits to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

• The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.

• The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.

Influence on overall performance: all service areas

2023 regression analysis (all service areas)

- Greater positive influence on Overall Performance
- Greater negative influence on Overall Performance

Performance Index — Very Poor → Very Good

Data points:
- Town planning
- Recreational facilities
- Community decisions
- Planning and building permits
- Community consultation
- Condition of local streets
- Waste management
- Enforcement of local laws
- Planning for population growth
- Family support services
- Lobbying
- Informing the community
- Art centres and libraries
- Condition of sealed local roads
- Parking facilities
- Elderly support services
- Emergency management
- The appearance of public areas
- Environmental sustainability
- Traffic management
- Community and cultural activities
- Disadvantaged support services

The multiple regression analysis model above (all service areas) has an R² value of 0.650 and adjusted R² value of 0.629, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 31.81. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2023 regression analysis (key service areas)
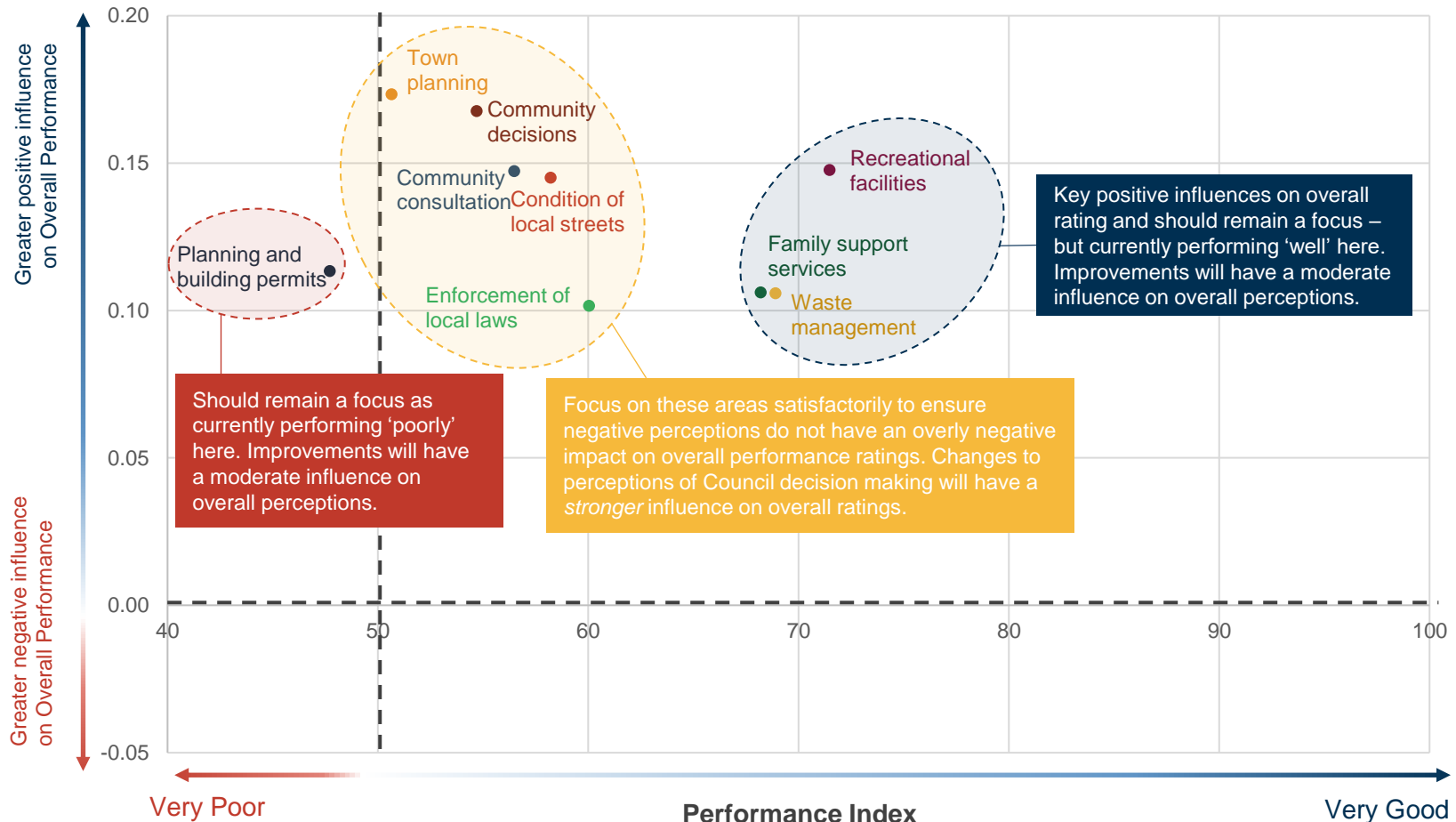
The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.625 and adjusted R^2 value of 0.616, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 72.12$.

Areas for improvement

2023 areas for improvement (%)
- Top mentions only -

Area	%
Community Consultation	10
Traffic Management	10
Sealed Road Maintenance	10
Parking Availability	10
Waste Management	7
Informing the Community	7
Development - Inappropriate/Over-Development	7
Town Planning/Permits/Red Tape	7
Nothing	11

Q17. What does Kingston City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53 Councils asked group: 13
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Almost two in three Council residents (64%) have had contact with Council in the last 12 months. Rate of contact is higher than last year by three percentage points, which was an increase on the previous year.

- Although there have been some fluctuations over time in the rate with which residents contact Council, this has remained largely steady over the years.

Among those residents who have had contact with Council, 71% 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 is unchanged from 2022. Council has maintained this high level of performance in this area over many years now.

Customer service is rated significantly higher than State-wide average and in line with the Metropolitan group average (index scores of 67 and 71 respectively).

More than seven in ten residents (71%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are equally positive, compared to the average, among residents of the different demographic and geographic groups.

While not statistically significant, it is worth noting that residents aged 50 to 64 years have a higher contact rate with Council (74%) than the average and are more critical about Council performance in this area (index score of 67).

Contact with council

2023 contact with council (%)
Have had contact

2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
59	61	56	62	64	63	65	56	61	64

Q5. Over the last 12 months, have you or any member of your household had any contact with Kingston City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 8

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Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	74	66	57	71	72	70	63	62	55	69
South	65	64	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	66	61	69	63	67	68	59	65	64
65+	65	65	55	68	63	62	65	56	67	64
Kingston	64	61	56	65	63	64	62	56	61	59
North	64	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64	68	71	69	69	67	65	68	70	61
Men	63	55	51	62	62	60	56	53	56	54
State-wide	62	63	62	64	63	63	58	58	60	61
Central	60	50	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	59	63	60	62	62	64	61	59	63	n/a
18-34	54	46	42	56	51	57	56	42	51	45

Q5. Over the last 12 months, have you or any member of your household had any contact with Kingston City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
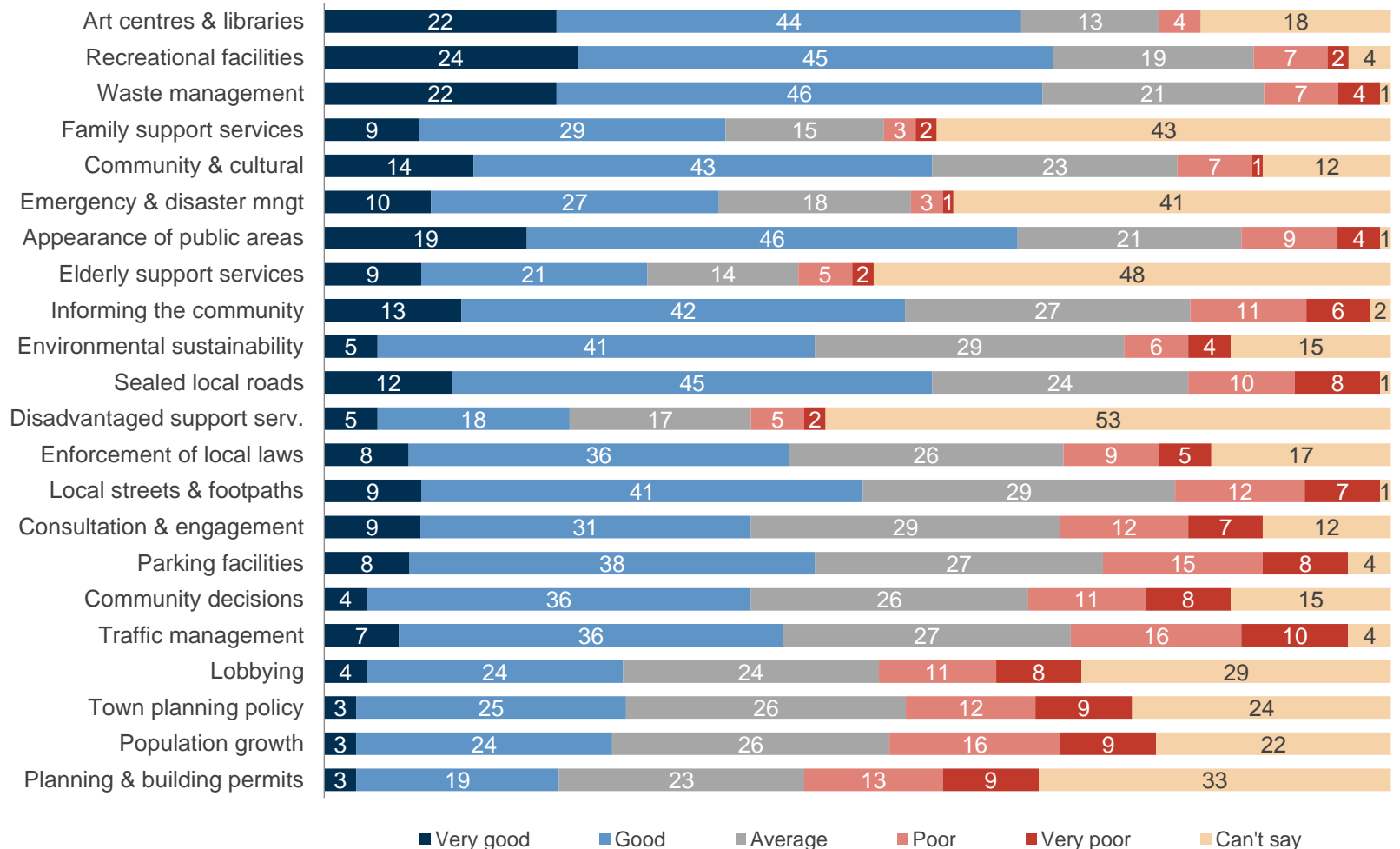*Base: All respondents. Councils asked State-wide: 41 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	75	74	77	73	76	73	80	80	80
Women	74	76	77	76	76	76	75	81	74	82
18-34	74	73	80	72	69	74	75	70	73	87
Central	74	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	73	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	73	68	75	76	73	73	71	72	75
Kingston	73	73	73	74	73	74	72	74	74	79
South	71	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	70	67	73	69	71	68	67	75	74
Metro	71	72	74	74	76	72	71	73	73	n/a
State-wide	67▼	68	70	70	71	70	69	69	70	72
50-64	67	73	70	73	73	74	67	77	73	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: 66 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	35	36	15	8	5	1
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
State-wide	29	34	19	9	8	1
Metro	34	34	17	8	6	2
Central	39	30	19	9	3	
North	33	38	14	6	5	4
South	35	36	15	8	6	
Men	32	36	15	9	5	3
Women	38	35	16	7	4	
18-34	33	41	16	4	4	2
35-49	34	38	14	8	4	2
50-64	29	36	14	13	7	
65+	43	30	17	6	3	1

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: 16

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Council direction

Council direction

Over the last 12 months, 67% of residents believe the direction of Council's overall performance has stayed the same, unchanged from 2022.

- 15% believe the direction has improved (unchanged on 2022) in the last 12 months.

- 13% believe it has deteriorated, up two percentage points on 2022.

The index score of 51 for Council's overall direction represents a one point (not significant) decline from 2022. Council performance in this area is significantly higher than the State-wide average (index score 46) and on par with the Metropolitan group average (49).

- Perceptions of the direction of Council's overall performance declined significantly this year among residents in the Central area (46, down nine points).

No significant differences among residents from different demographic or geographic cohorts were found in the perceptions of the direction of Council's overall performance compared to the average however:

- The most satisfied with overall council direction are those aged 18 to 34 years (index score of 57).

- The least satisfied with council direction are those aged 50 to 64 years (45) and residents in the Central area (46).
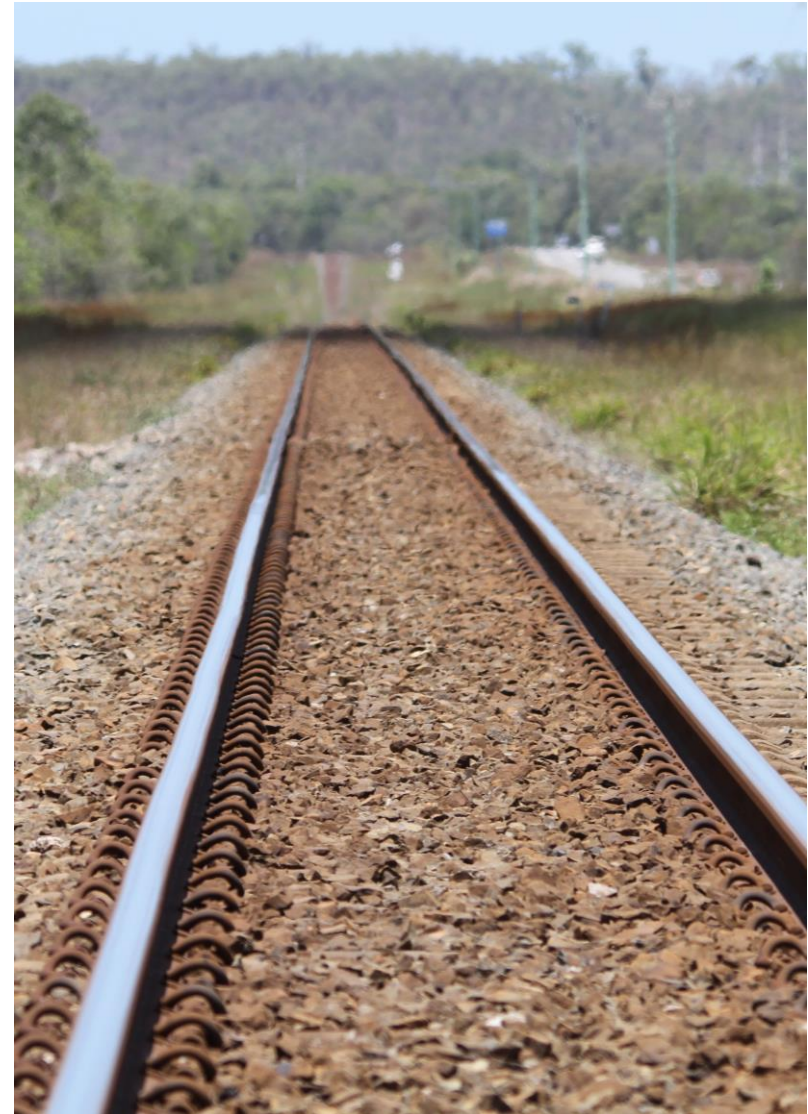
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	57	55	64	50	54	60	62	59	68	69
North	53	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	51	60	51	51	51	55	55	58	59
South	52	50	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	51	52	56	49	50	52	55	54	58	57
65+	51	51	54	54	49	53	53	51	56	57
35-49	50	49	53	45	51	45	55	55	50	50
Men	50	53	53	48	50	52	56	54	58	55
Metro	49	53	55	54	55	54	54	55	56	n/a
Central	46	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	46▼	50	53	51	53	52	53	51	53	53
50-64	45	52	53	49	45	47	50	53	58	50

JWS RESEARCH

Overall council direction last 12 months

2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Kingston	15	67	13	6
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
State-wide	13	61	21	5
Metro	14	66	15	5
Central	11	65	18	7
North	16	70	10	4
South	16	64	13	7
Men	14	68	15	3
Women	16	65	10	9
18-34	22	60	9	9
35-49	13	71	12	4
50-64	11	64	20	5
65+	13	70	12	5

Legend: ■ 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: 66 Councils asked group: 16

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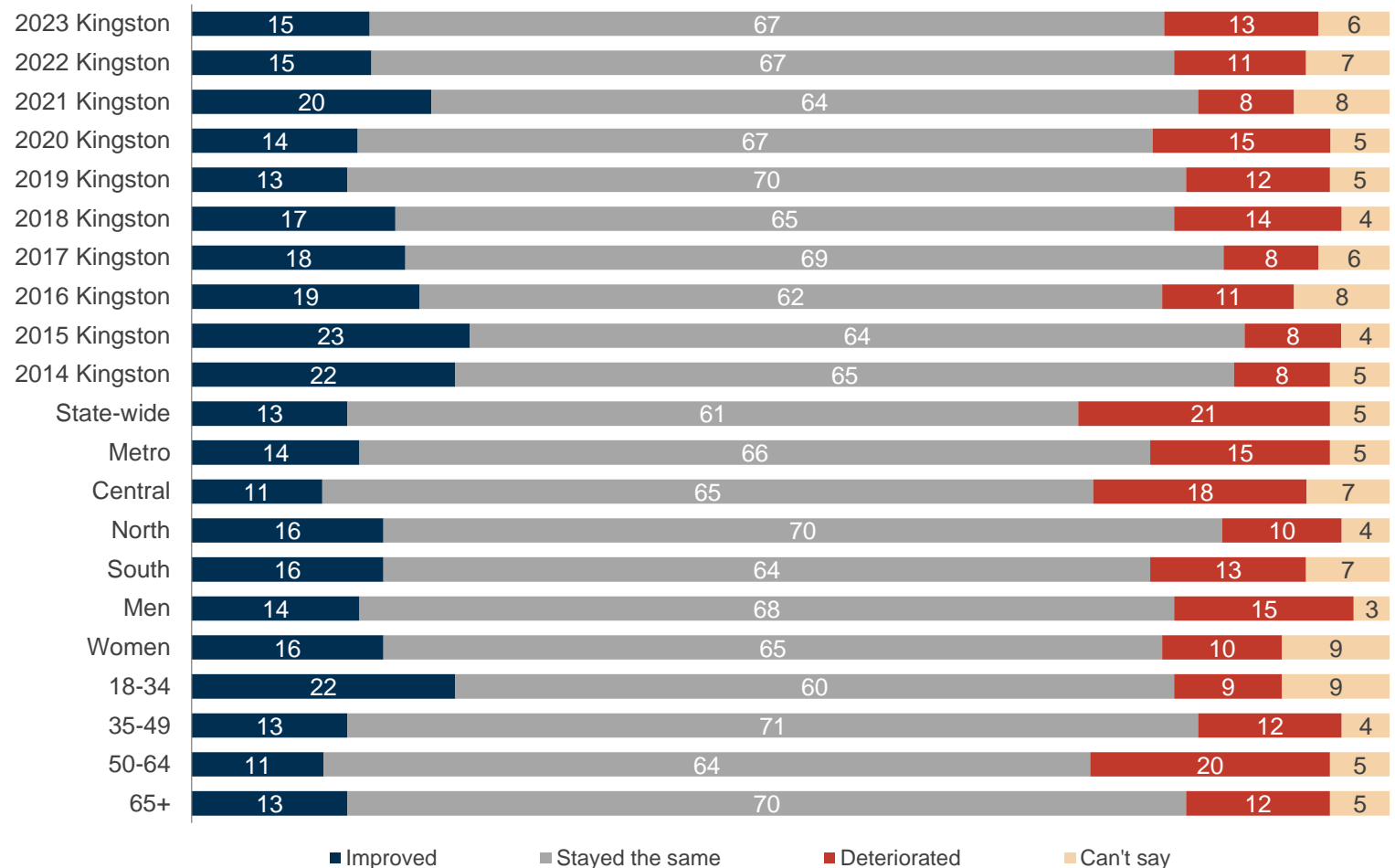
Individual service areas

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	60	59	61	55	52	56	62	58	61	61
18-34	60	63	62	59	57	57	68	52	61	65
65+	59	60	63	57	54	57	56	56	60	57
North	57	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	57	65	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	56	59	60	56	53	54	59	55	60	60
Metro	55	58	59	58	58	57	57	58	58	n/a
South	55	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	57	58	54	55	47	58	57	57	58
Men	53	59	59	57	55	52	56	52	59	59
State-wide	52▼	54	56	55	56	55	55	54	56	57
50-64	51	54	53	50	44	54	51	55	61	62

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: 16
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2023 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	9	31	29	12	7	12
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
State-wide	7	27	32	17	9	8
Metro	9	29	31	14	6	11
Central	11	28	36	9	8	8
North	10	31	28	13	6	12
South	7	33	26	13	7	14
Men	7	32	24	16	11	10
Women	11	30	33	9	3	14
18-34	10	36	26	10	6	12
35-49	11	30	26	13	12	9
50-64	4	24	33	16	7	16
65+	9	33	31	11	4	12

Legend: ■ 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: 66 Councils asked group: 16

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	56 ▲	n/a	n/a	56	56	54	62	57	61	61
Central	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	n/a	n/a	56	55	56	56	58	63	57
18-34	53	n/a	n/a	64	59	58	70	54	60	67
Metro	53	55	56	57	57	56	56	56	58	n/a
North	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	51	n/a	n/a	57	55	53	59	55	59	60
State-wide	51	53	55	53	54	54	54	53	55	56
35-49	51	n/a	n/a	56	59	50	57	56	55	53
South	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	n/a	n/a	46	42	49	53	51	60	59
Men	47	n/a	n/a	57	55	53	57	53	57	58

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2023 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	4	24	24	11	8	29
2020 Kingston	6	23	31	9	3	28
2019 Kingston	5	23	32	11	4	24
2018 Kingston	3	26	31	11	5	25
2017 Kingston	6	27	27	7	3	30
2016 Kingston	4	19	35	9	2	30
2015 Kingston	10	27	28	11	4	20
2014 Kingston	6	29	27	9	3	26
State-wide	5	21	31	15	7	21
Metro	4	22	30	11	5	28
Central	4	31	31	8	9	18
North	4	22	22	10	8	35
South	5	22	23	14	9	28
Men	4	20	25	14	12	26
Women	4	27	24	8	6	31
18-34	4	27	28	7	10	24
35-49	3	22	26	13	7	30
50-64	6	18	27	11	13	25
65+	4	25	17	13	6	34

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

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Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	58	62	67	55	55	56	62	59	59	63
65+	58	61	61	56	52	55	59	60	59	61
18-34	56	67	69	57	64	61	70	61	57	63
North	56	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55	59	61	59	60	58	58	59	59	n/a
Kingston	55	61	65	55	56	53	60	58	58	60
Central	54	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	57	65	57	58	46	58	58	58	59
South	54	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51 ▼	54	56	53	55	54	54	54	55	57
Men	51	60	62	55	57	50	59	58	57	58
50-64	49	56	60	47	46	48	52	55	60	58

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
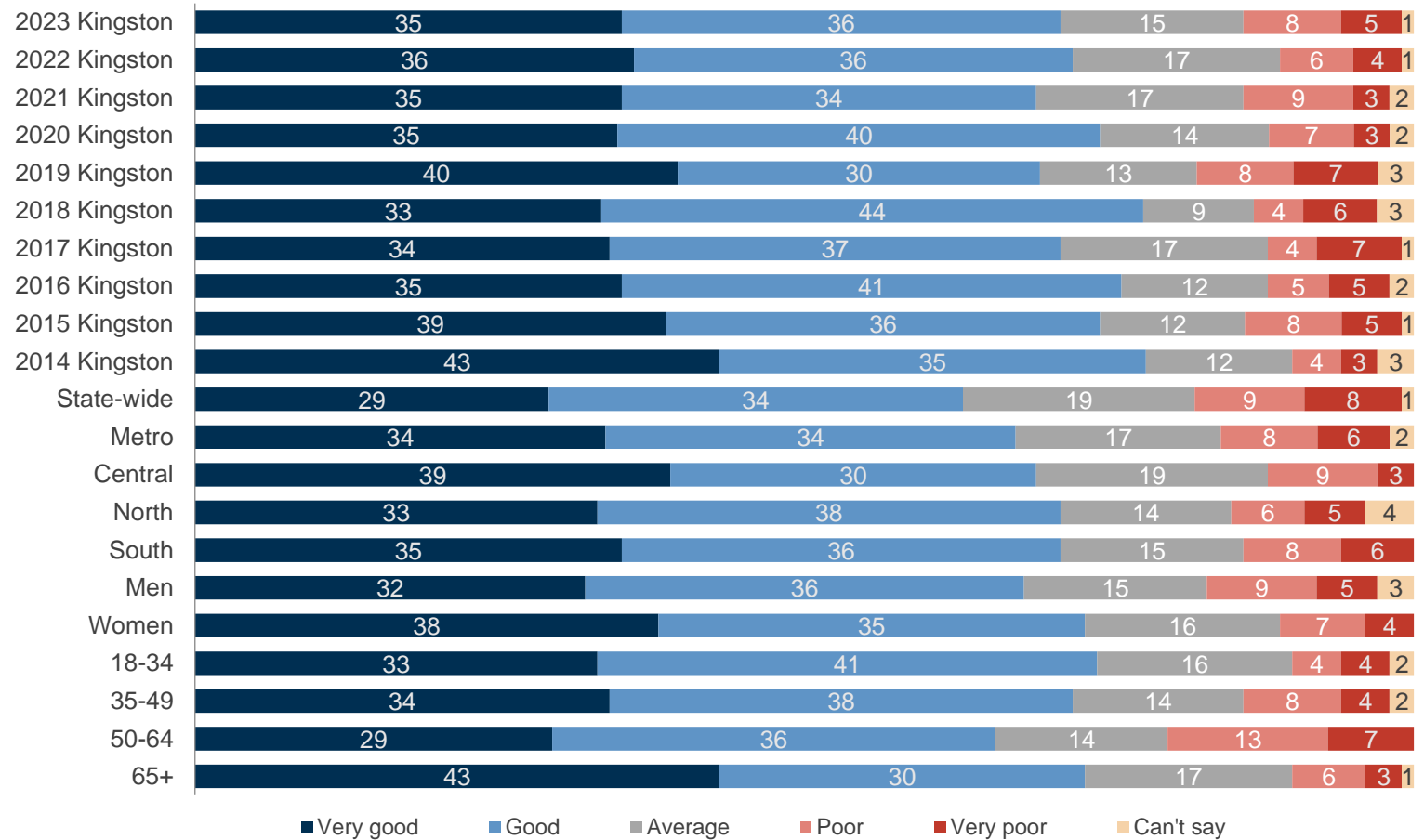*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	4	36	26	11	8	15
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	6	27	33	16	9	9
Metro	7	30	31	12	7	13
Central	3	37	27	10	9	16
North	5	36	23	12	7	18
South	4	35	28	12	9	12
Men	4	30	27	14	10	15
Women	4	41	24	9	6	15
18-34	3	44	13	11	10	19
35-49	4	32	31	13	7	14
50-64	4	28	24	15	13	16
65+	4	38	34	8	5	12

Legend: ■ 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: 66 Councils asked group: 16

JWS RESEARCH 44

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	64	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	67	69	68	69	74	70	69	69	77
65+	62	64	66	67	67	66	69	68	69	66
Central	62	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	65	69	67	70	68	67	68	67	67
Kingston	61	65	67	65	69	69	67	67	68	68
Metro	61	65	68	67	69	68	66	67	69	n/a
35-49	60	63	68	62	73	67	65	64	67	63
Men	60	64	65	64	68	70	67	66	70	69
South	57	58	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	62	65	64	67	69	66	67	69	66
State-wide	48 ▼	53	57	54	56	53	53	54	55	55

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: 16*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	12	45	24	10	8	1
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	8	27	28	19	17	1
Metro	15	37	27	13	7	1
Central	9	47	30	5	7	1
North	14	49	19	7	8	2
South	12	39	25	15	9	
Men	14	43	21	11	10	1
Women	11	46	27	9	7	1
18-34	15	45	22	6	10	2
35-49	14	42	21	14	8	
50-64	10	43	23	16	8	
65+	10	48	28	5	7	2

■ 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: 66 Councils asked group: 16

JWS RESEARCH   46

Informing the community performance

2023 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	64	n/a	n/a	62	56	60	60	61	66	64
Women	63	n/a	n/a	60	58	59	61	61	62	67
Central	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	n/a	n/a	60	58	60	67	61	56	65
North	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	61	n/a	n/a	59	57	59	61	59	62	63
South	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	n/a	n/a	59	61	55	61	56	62	62
Men	60	n/a	n/a	59	56	59	61	56	61	60
Metro	60	62	62	62	62	61	61	63	64	n/a
50-64	58	n/a	n/a	54	49	60	54	57	65	62
State-wide	57▼		59	60	59	60	59	59	59	61	62

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2023 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	13	42	27	11	6	2
2020 Kingston	11	35	33	15	3	3
2019 Kingston	11	33	32	15	6	3
2018 Kingston	9	40	31	13	5	2
2017 Kingston	12	36	34	8	5	5
2016 Kingston	9	37	33	13	4	5
2015 Kingston	14	37	32	11	4	2
2014 Kingston	14	43	26	12	3	2
State-wide	11	33	31	15	6	3
Metro	12	36	30	13	5	4
Central	13	43	26	9	6	3
North	12	43	28	8	6	3
South	13	40	25	14	6	2
Men	12	40	29	11	7	2
Women	13	44	24	10	5	3
18-34	14	42	27	10	6	1
35-49	11	43	28	10	7	1
50-64	12	34	32	11	7	3
65+	13	47	21	11	4	4

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
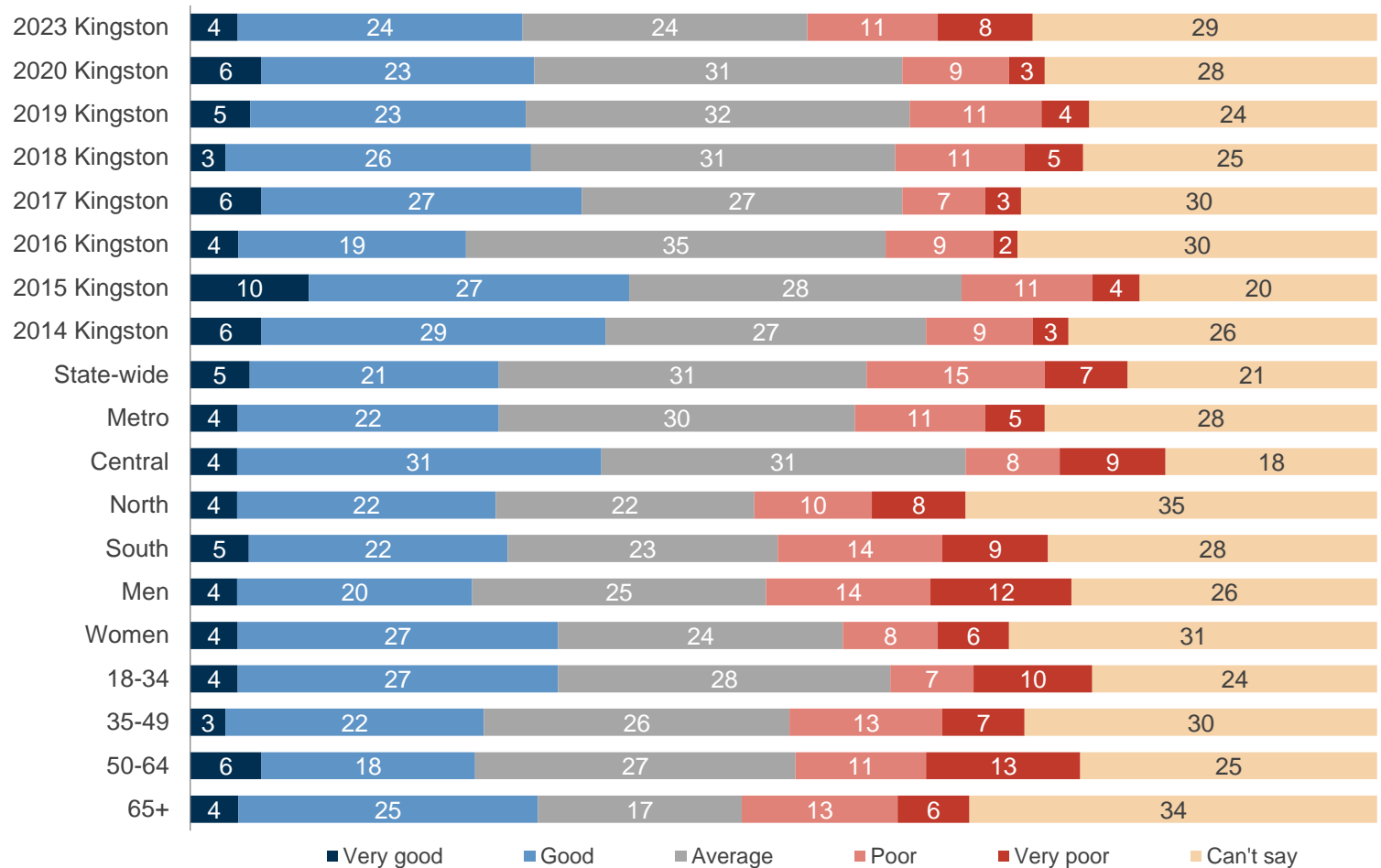Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12

JWS RESEARCH 48

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	63	n/a	64	70	68	65	60	70	64
18-34	60	66	n/a	63	67	70	72	64	71	71
Central	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	61	n/a	63	66	66	64	64	67	64
Kingston	58	62	n/a	63	66	67	66	63	68	65
Men	58	64	n/a	63	66	68	68	61	68	67
Metro	57	63	65	64	65	64	62	63	64	n/a
65+	56	61	n/a	61	61	61	64	66	66	62
50-64	56	59	n/a	63	64	67	61	63	63	63
South	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52 ▼	57	59	58	59	58	57	57	58	58

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
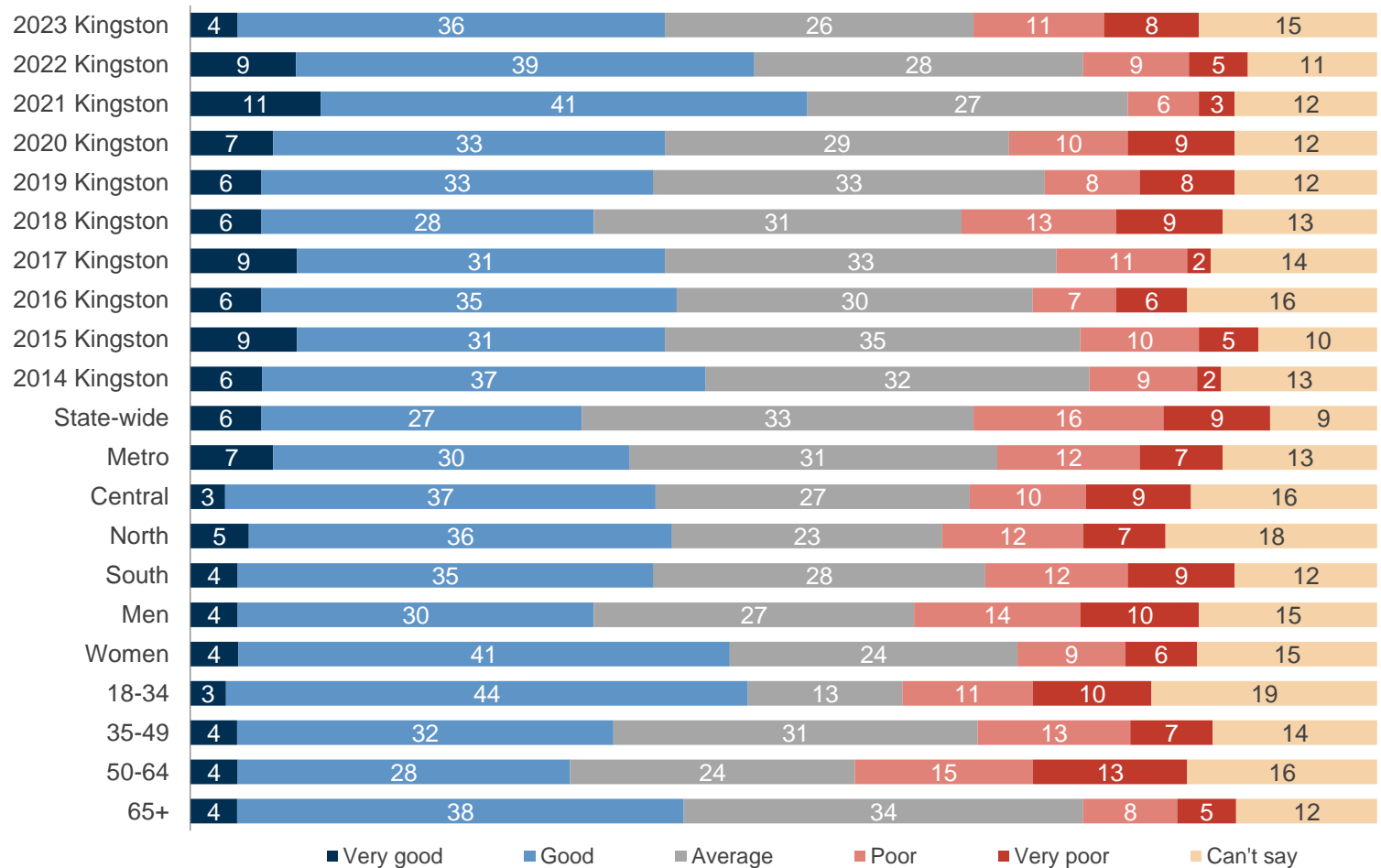*Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	9	41	29	12	7	1
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	
State-wide	10	30	28	18	12	2
Metro	13	35	28	15	9	1
Central	6	41	38	11	4	
North	11	44	30	8	5	1
South	8	39	24	18	11	
Men	10	43	23	15	8	1
Women	8	40	35	10	6	1
18-34	11	44	26	11	8	
35-49	13	41	25	16	5	
50-64	8	39	29	14	9	1
65+	4	41	37	9	8	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: 8

Traffic management performance

2023 traffic management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	59	n/a	n/a	62	59	66	61	53	71	68
65+	57	n/a	n/a	56	57	56	57	57	64	61
North	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	58	59	58	58	57	59	59	60	60
Metro	55	58	59	59	58	57	56	56	57	n/a
Central	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	n/a	n/a	56	58	55	55	55	66	61
Kingston	54	n/a	n/a	55	59	58	56	56	64	63
Women	54	n/a	n/a	54	60	60	57	57	62	65
35-49	51	n/a	n/a	50	64	55	53	61	58	61
South	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47	n/a	n/a	50	53	52	51	53	62	59

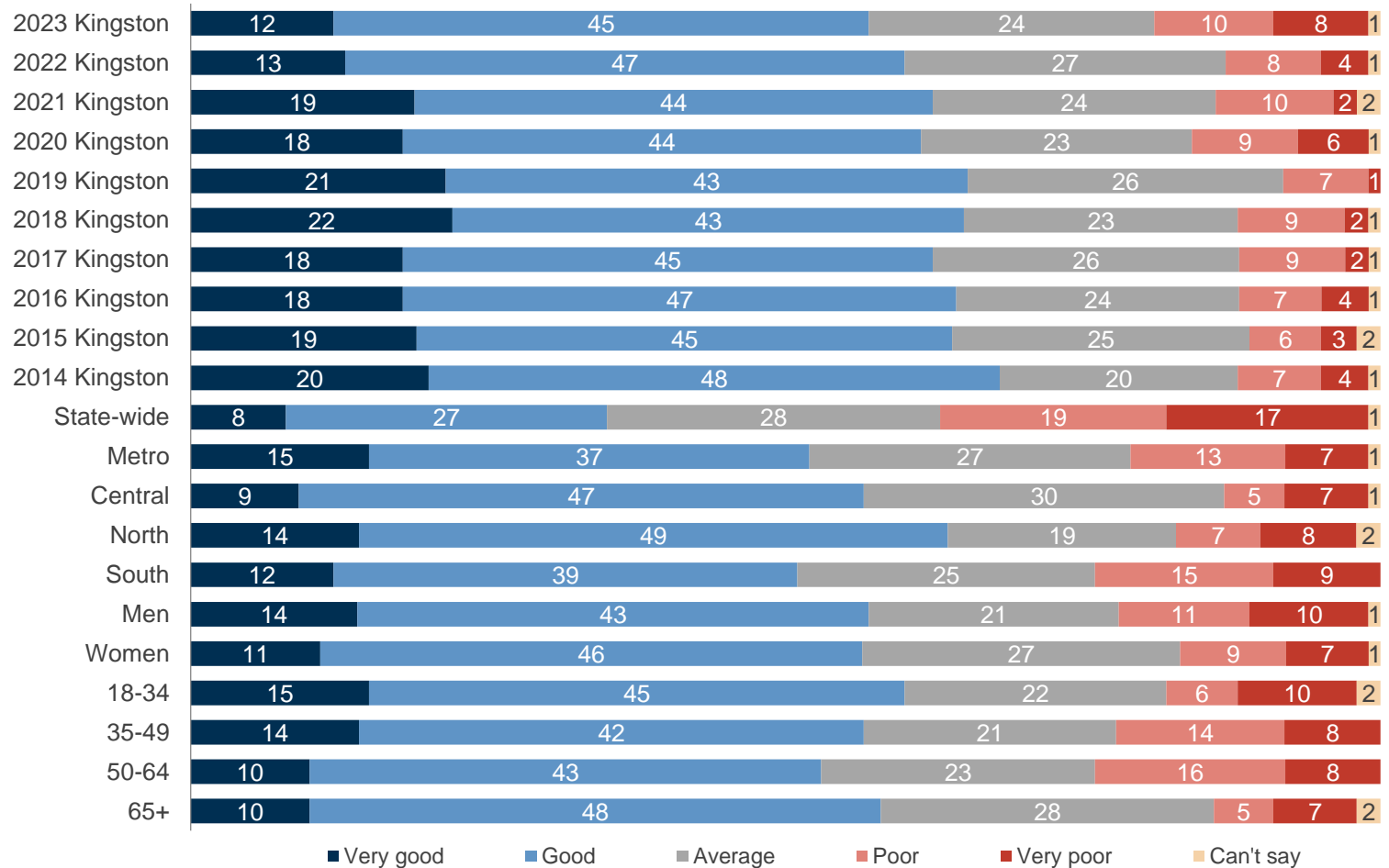*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

2023 traffic management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	7	36	27	16	10	4
2020 Kingston	10	33	30	15	9	3
2019 Kingston	8	39	33	13	4	3
2018 Kingston	10	38	29	15	6	2
2017 Kingston	8	38	29	16	8	2
2016 Kingston	10	35	28	15	8	4
2015 Kingston	14	45	24	11	4	3
2014 Kingston	13	45	23	13	4	2
State-wide	8	34	30	16	8	3
Metro	8	34	31	16	8	4
Central	7	33	36	13	9	1
North	9	38	28	13	8	3
South	5	35	21	21	12	6
Men	7	38	25	17	10	3
Women	7	35	28	15	10	5
18-34	11	38	25	18	4	3
35-49	6	31	32	20	10	1
50-64	8	27	26	18	19	1
65+	3	46	24	10	8	9

Q2. How has Council performed on 'Traffic management' over the last 12 months?
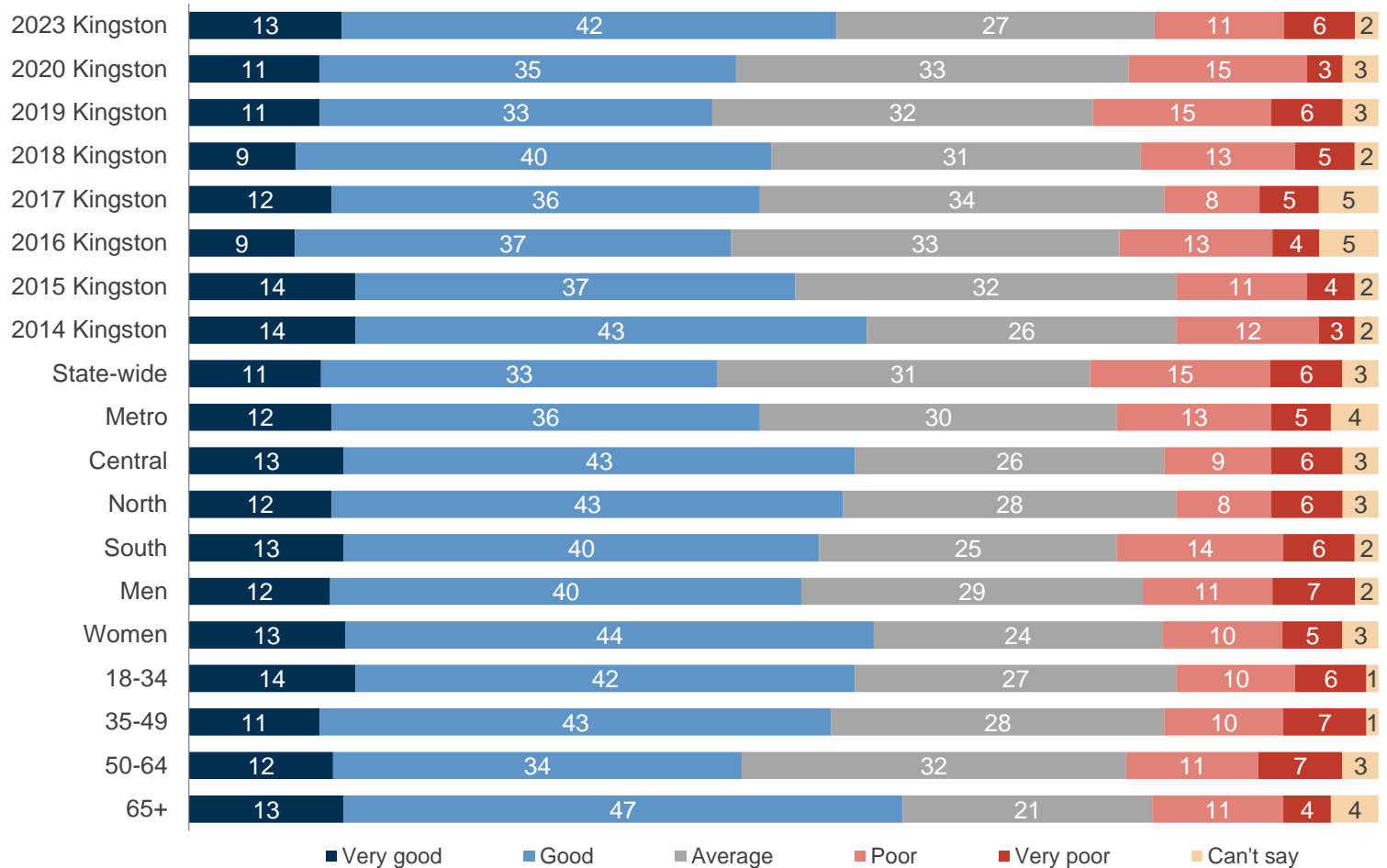*Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10*

Parking facilities performance

2023 parking performance (index scores)

	Score	2022	2021	2020	2019	2018	2017	2016	2015	2014
Central	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	n/a	n/a	62	54	59	60	59	62	66
North	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	n/a	n/a	55	61	53	58	57	61	62
Women	56	n/a	n/a	55	54	56	58	60	60	61
Kingston	56	n/a	n/a	55	53	55	57	57	60	61
Men	56	n/a	n/a	55	52	53	55	54	61	61
65+	55	n/a	n/a	51	47	49	52	55	55	58
State-wide	55	57	58	55	56	56	55	56	57	57
Metro	54	58	58	56	55	55	53	54	55	n/a
South	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	n/a	n/a	48	47	57	54	56	63	56

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
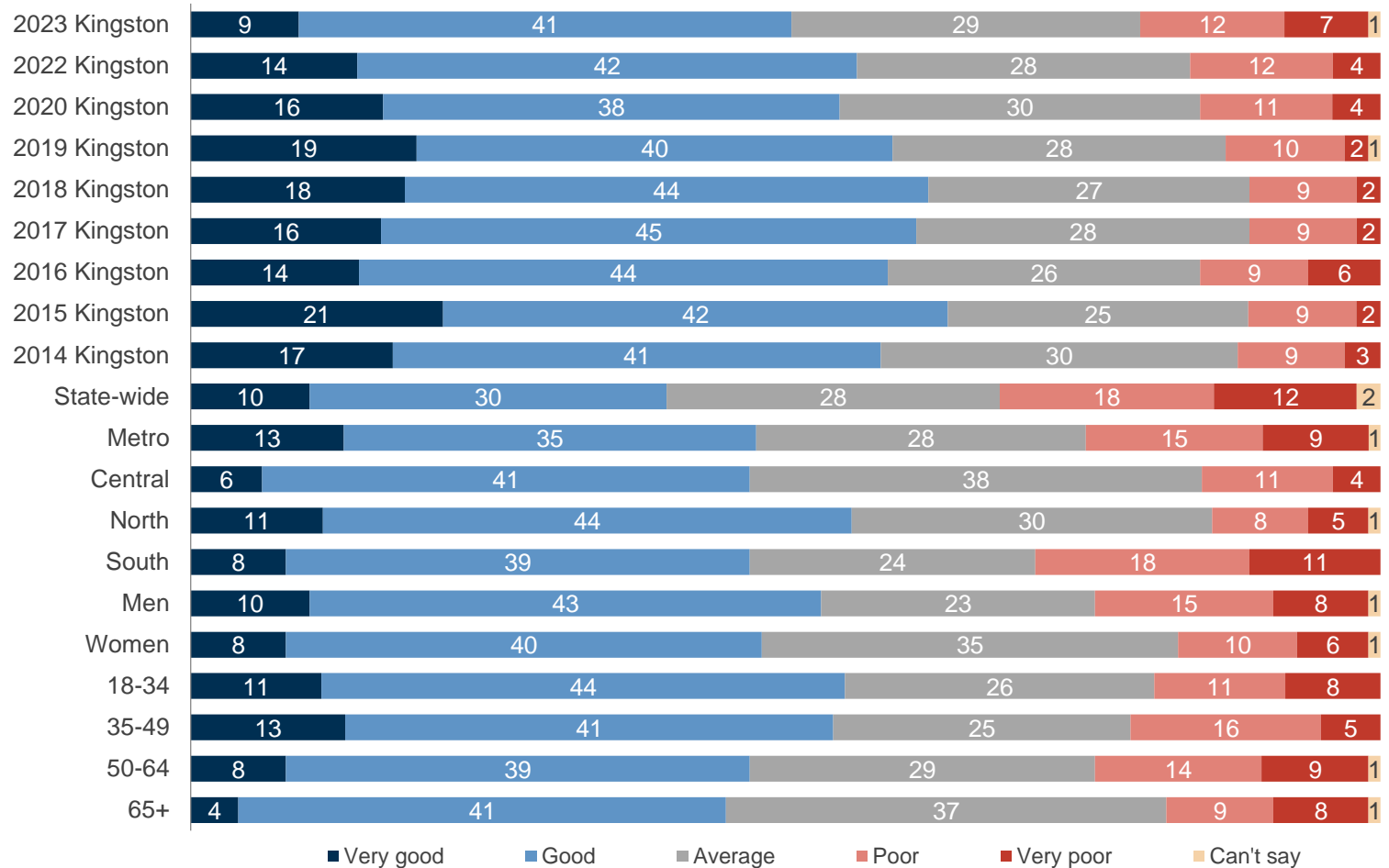*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2023 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	8	38	27	15	8	4
2020 Kingston	9	33	32	16	8	2
2019 Kingston	5	34	35	18	8	1
2018 Kingston	5	39	32	16	7	1
2017 Kingston	10	34	32	15	6	3
2016 Kingston	8	39	32	14	6	1
2015 Kingston	12	37	32	14	3	1
2014 Kingston	9	43	32	11	4	1
State-wide	8	33	32	15	8	3
Metro	8	33	31	15	9	4
Central	10	41	28	13	6	3
North	8	40	29	14	6	4
South	8	34	24	17	13	5
Men	9	38	25	18	8	2
Women	7	38	28	11	9	6
18-34	10	41	25	15	6	3
35-49	9	39	28	14	6	3
50-64	8	31	31	10	18	3
65+	5	40	23	18	6	8

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

Enforcement of local laws performance

2023 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	62	n/a	n/a	68	68	70	69	67	68	75
Metro	62	65	66	65	64	64	64	64	66	n/a
Women	62	n/a	n/a	67	65	63	67	69	68	69
North	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	63	64	63	64	64	64	63	66	66
Central	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	n/a	n/a	67	65	66	64	66	68	65
Kingston	60	n/a	n/a	65	65	65	65	64	67	67
50-64	59	n/a	n/a	58	63	60	61	60	65	66
South	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	n/a	n/a	63	65	66	63	59	66	66
65+	57	n/a	n/a	64	62	62	64	61	65	61

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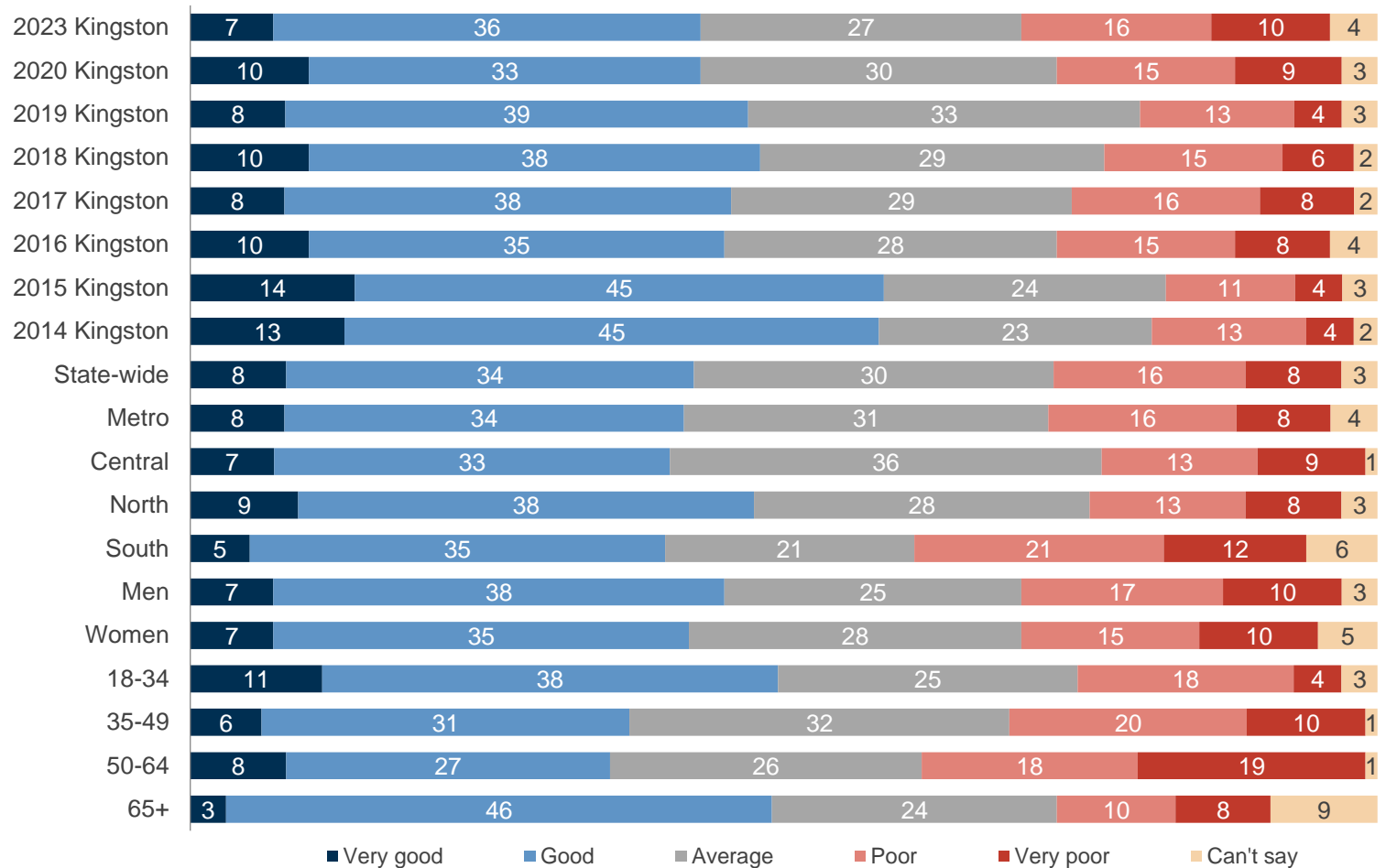*Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance

2023 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	8	36	26	9	5	17
2020 Kingston	12	39	24	8	2	15
2019 Kingston	14	37	25	8	2	13
2018 Kingston	12	38	26	7	3	15
2017 Kingston	14	38	25	6	4	13
2016 Kingston	13	36	29	6	4	13
2015 Kingston	17	39	26	6	3	10
2014 Kingston	13	44	25	5	2	11
State-wide	10	35	28	8	4	15
Metro	9	36	26	8	4	17
Central	9	42	24	6	8	12
North	8	32	28	9	2	21
South	7	36	24	10	7	16
Men	9	33	27	11	6	14
Women	7	38	24	7	4	20
18-34	10	37	22	12	2	16
35-49	10	39	24	6	8	13
50-64	9	39	22	9	7	14
65+	4	29	33	8	3	24

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
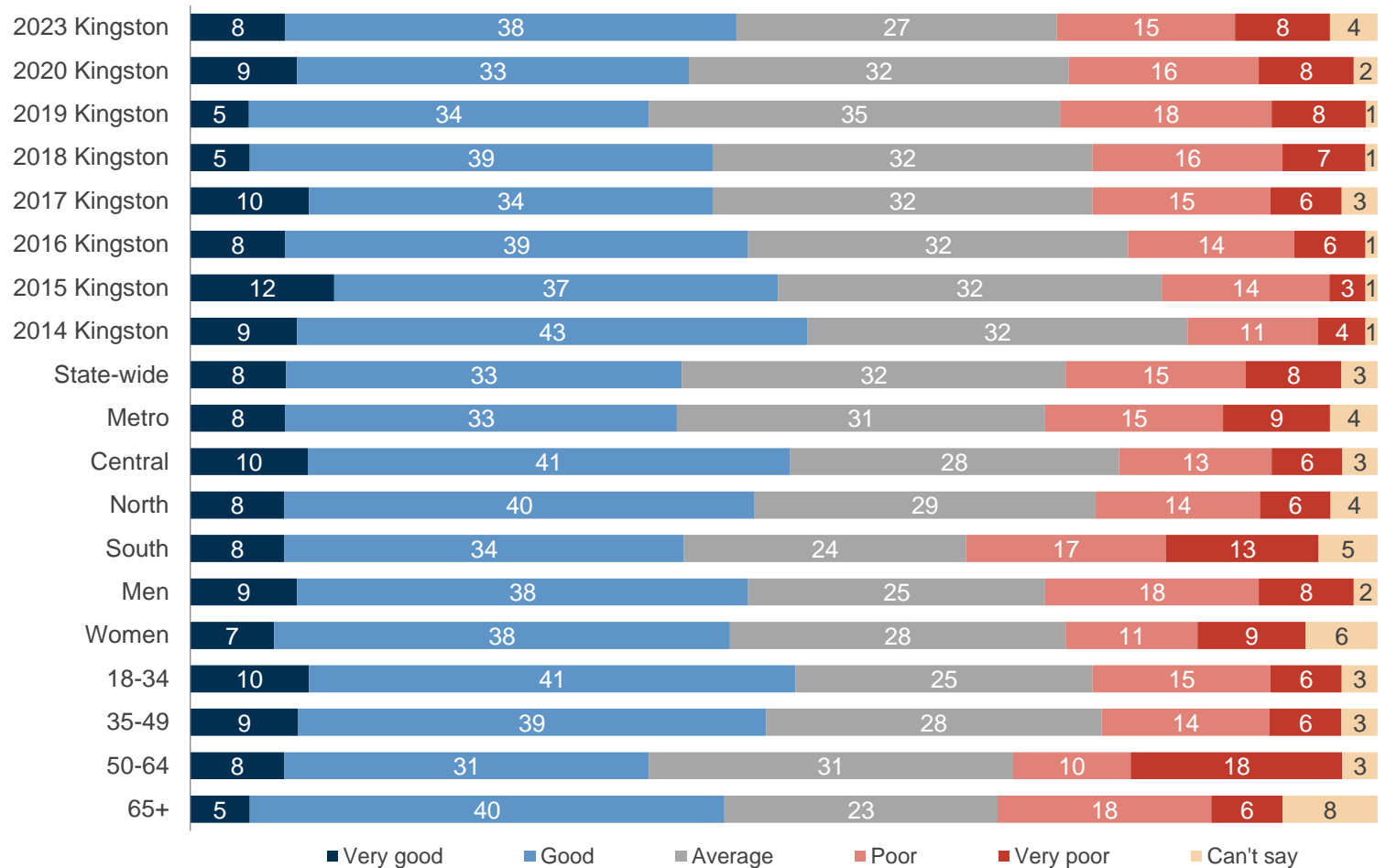*Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10*

Family support services performance

2023 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	71	n/a	n/a	68	67	68	70	68	71	69
North	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	n/a	n/a	70	70	69	72	67	71	71
50-64	69	n/a	n/a	62	64	67	66	62	70	69
Kingston	68	n/a	n/a	69	69	68	70	68	69	69
South	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	n/a	n/a	69	69	68	74	70	73	72
Central	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	n/a	n/a	71	72	70	71	70	65	68
Men	66	n/a	n/a	67	68	68	69	69	67	67
Metro	65 ▼	66	67	69	69	68	68	69	68	n/a
State-wide	63 ▼	65	66	66	67	66	67	66	67	68

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2023 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	9	29	15	3	2	43
2020 Kingston	10	32	21	2	1	35
2019 Kingston	11	34	19	3	1	32
2018 Kingston	11	32	20	4		33
2017 Kingston	14	33	19	2	1	31
2016 Kingston	12	30	22	3	2	31
2015 Kingston	14	34	22	3	1	27
2014 Kingston	11	37	20	4		27
State-wide	9	27	22	6	3	34
Metro	9	27	20	4	2	38
Central	9	30	14	4	2	40
North	10	29	11	1	2	47
South	8	28	19	3	1	41
Men	8	28	17	2	2	42
Women	10	29	12	3	1	44
18-34	11	31	14	1	1	42
35-49	8	31	16	2	3	40
50-64	9	29	11	3	1	48
65+	9	24	16	4	1	45

Q2. How has Council performed on 'Family support services' over the last 12 months?
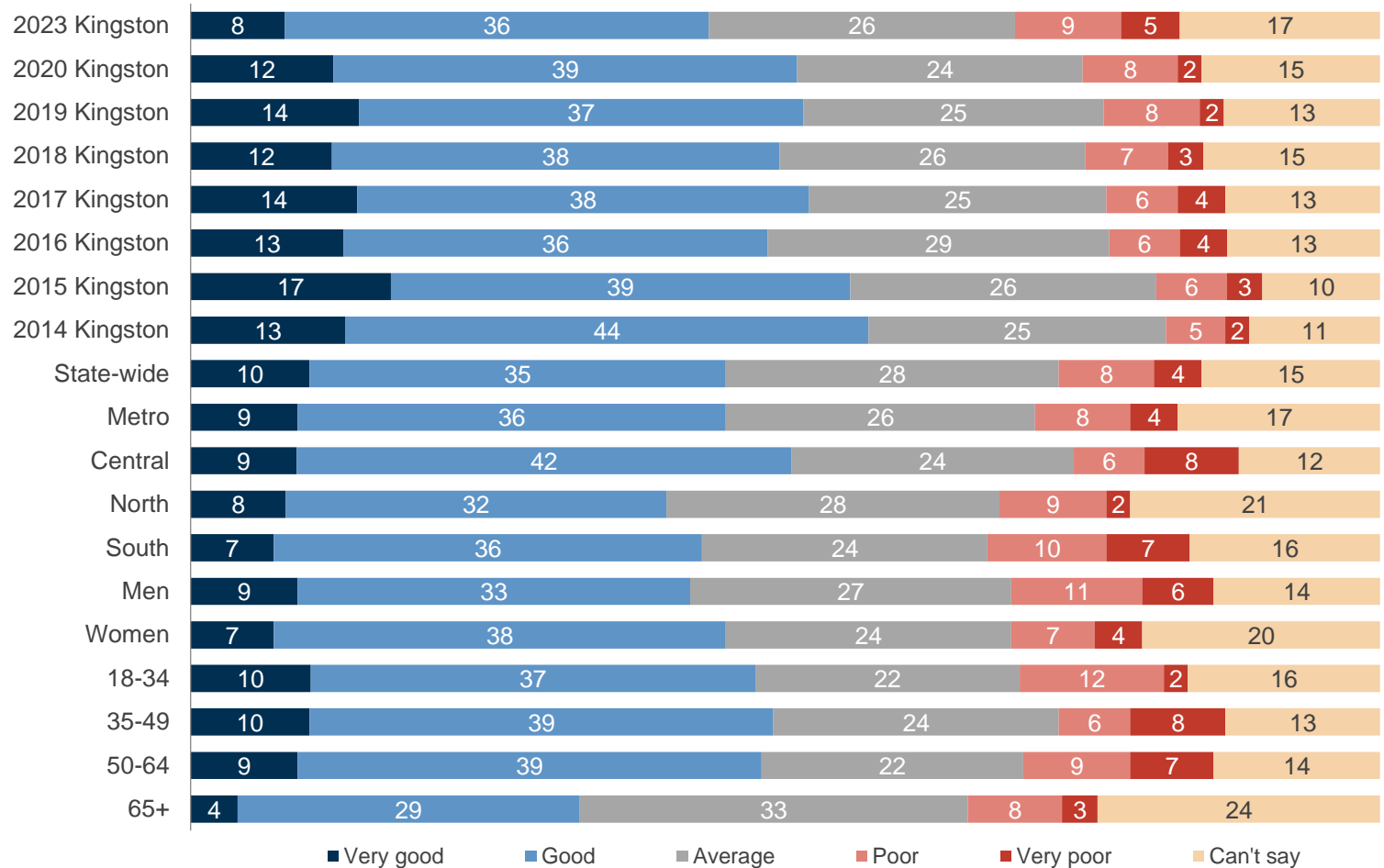*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8*
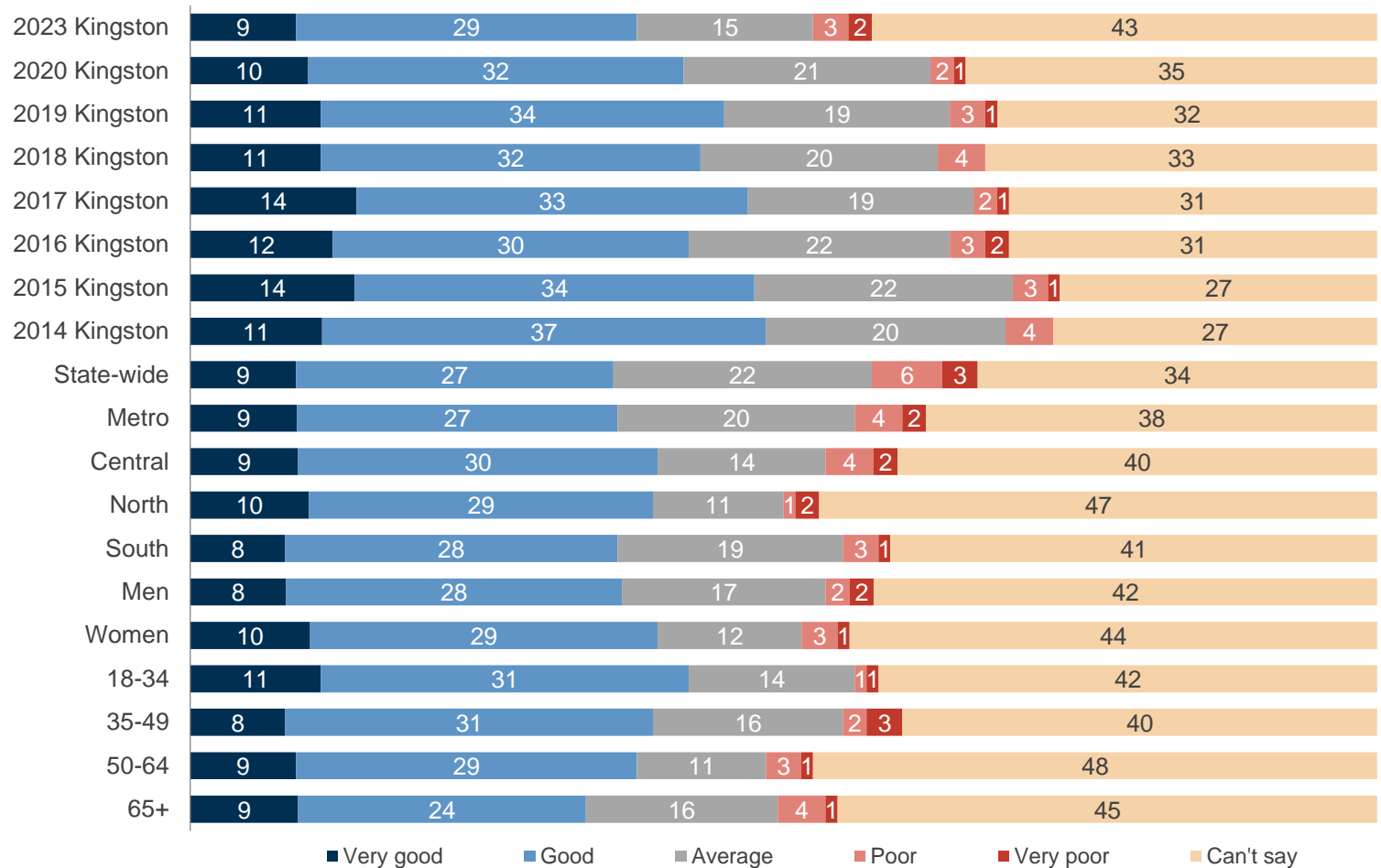
Elderly support services performance

2023 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71▲	n/a	n/a	71	71	70	71	74	78	74
South	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	n/a	n/a	64	67	66	69	68	69	71
Kingston	65	n/a	n/a	66	67	67	68	66	69	71
35-49	64	n/a	n/a	67	68	61	65	66	65	65
Women	64	n/a	n/a	68	67	69	68	65	69	72
Central	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64	65	66	67	67	67	67	69	69	n/a
State-wide	63	67	69	68	68	68	68	68	69	70
North	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	n/a	n/a	61	58	65	66	64	71	71
18-34	59▼	n/a	n/a	61	64	71	69	60	65	75

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2023 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	9	21	14	5	2	48
2020 Kingston	11	28	19	5	2	34
2019 Kingston	10	33	18	4	2	33
2018 Kingston	11	26	21	4		36
2017 Kingston	12	31	21	3	1	31
2016 Kingston	12	27	21	4	2	34
2015 Kingston	16	35	19	4	2	25
2014 Kingston	16	35	15	4	1	28
State-wide	13	27	21	8	4	28
Metro	9	24	20	5	2	40
Central	7	28	11	4	4	45
North	6	22	14	6	3	50
South	14	17	17	4	1	47
Men	9	22	15	3	2	49
Women	10	21	14	6	2	47
18-34	4	15	19	5	1	55
35-49	5	16	11	1	2	65
50-64	8	27	8	8	6	43
65+	19	28	18	5	1	28

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
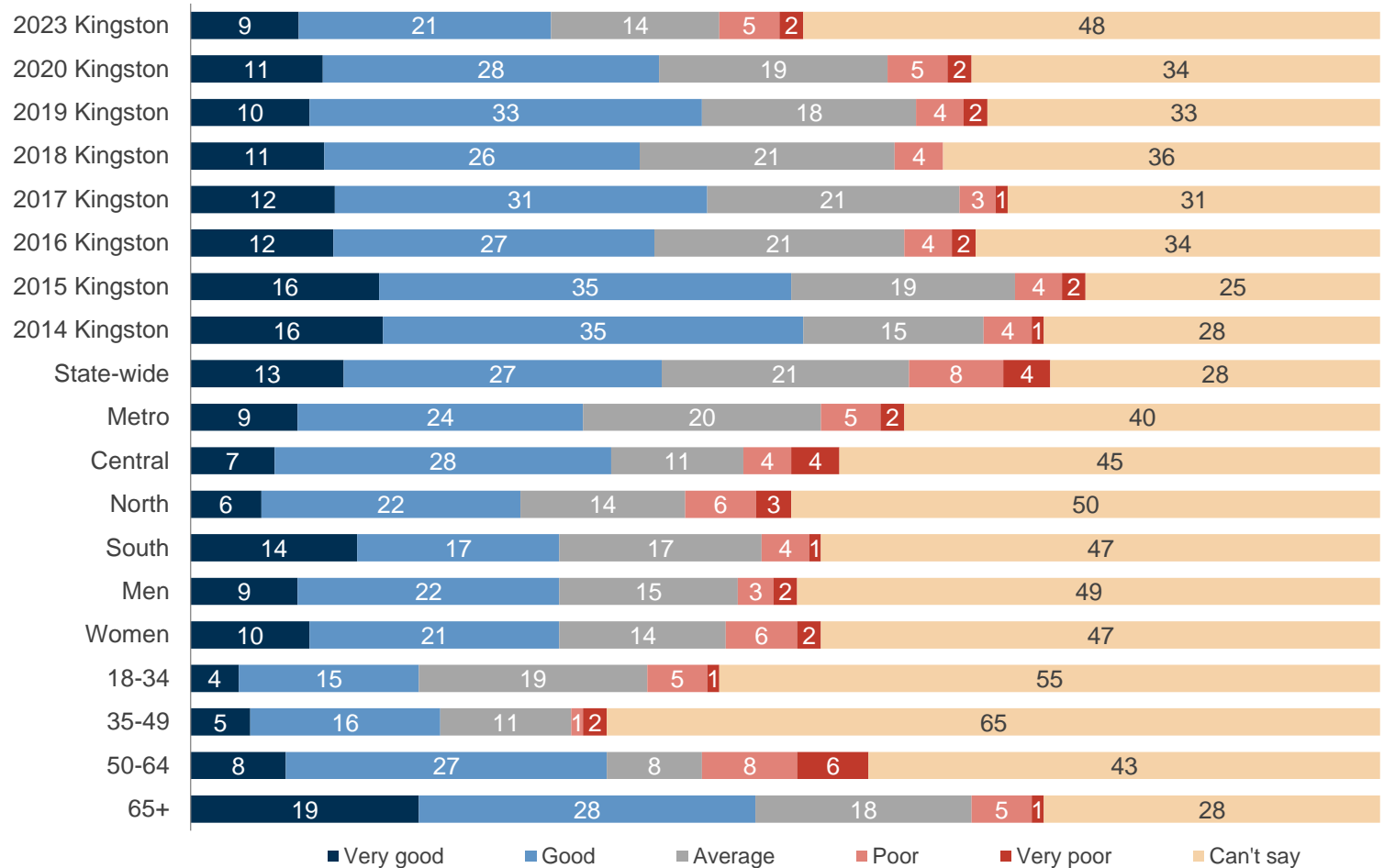*Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9*

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Disadvantaged support services performance

2023 disadvantaged support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	n/a	n/a	64	65	62	66	68	67	68
Metro	61	63	64	62	63	61	62	62	63	n/a
18-34	61	n/a	n/a	66	61	65	65	62	64	65
Central	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	n/a	n/a	64	65	61	65	62	62	65
Kingston	60	n/a	n/a	64	62	62	64	62	64	64
Women	60	n/a	n/a	63	60	63	62	63	65	63
50-64	60	n/a	n/a	56	56	60	61	57	65	65
State-wide	59	62	63	60	62	61	61	61	62	64
South	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	n/a	n/a	63	65	60	63	61	61	59

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services performance

2023 disadvantaged support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	5	18	17	5	2	53
2020 Kingston	6	23	26	3		41
2019 Kingston	6	26	22	5	1	40
2018 Kingston	7	24	25	6	1	37
2017 Kingston	6	27	23	4	1	39
2016 Kingston	7	24	22	5	2	41
2015 Kingston	8	30	24	5	1	32
2014 Kingston	11	25	24	3	3	34
State-wide	6	23	22	7	3	39
Metro	6	23	21	5	2	43
Central	2	23	13	5	2	56
North	5	19	18	3	2	52
South	5	15	18	7	2	53
Men	5	18	18	5	1	53
Women	4	19	16	4	3	54
18-34	3	22	19	4	1	51
35-49	3	15	16	2	3	61
50-64	4	21	15	7	2	50
65+	8	17	17	6	2	51

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
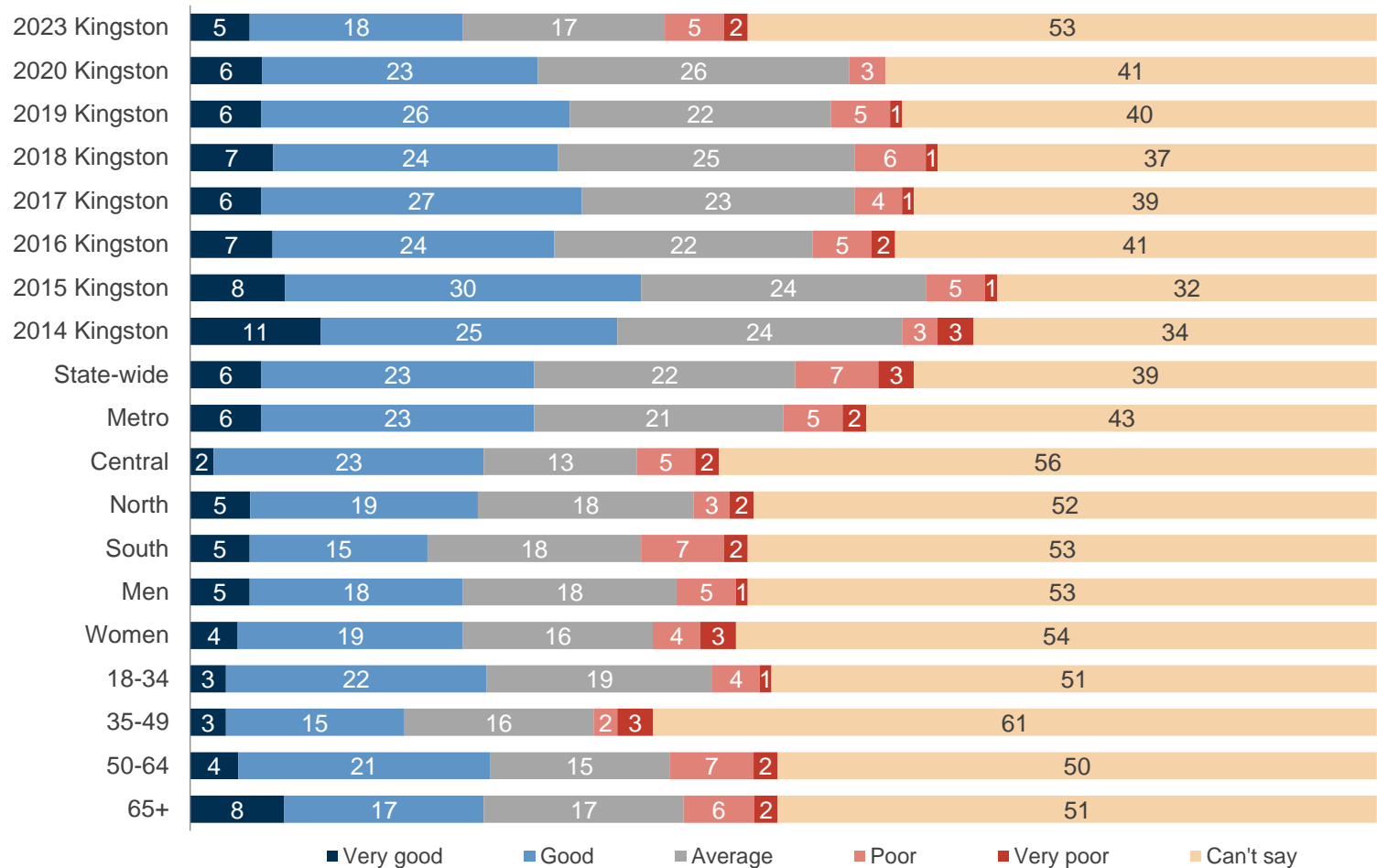*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 7*

Recreational facilities performance

2023 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Central	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	n/a	n/a	76	77	73	79	72	75	76
50-64	73	n/a	n/a	69	70	72	72	68	78	75
Men	72	n/a	n/a	73	72	73	76	70	73	74
Metro	72	73	75	74	75	74	73	73	74	n/a
Kingston	71	n/a	n/a	76	74	73	76	71	75	74
Women	71	n/a	n/a	78	76	72	76	71	77	73
South	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	n/a	n/a	77	73	70	76	70	72	74
35-49	69	n/a	n/a	78	75	75	76	72	77	69
State-wide	68 ▼	69	71	70	70	69	70	69	70	71

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
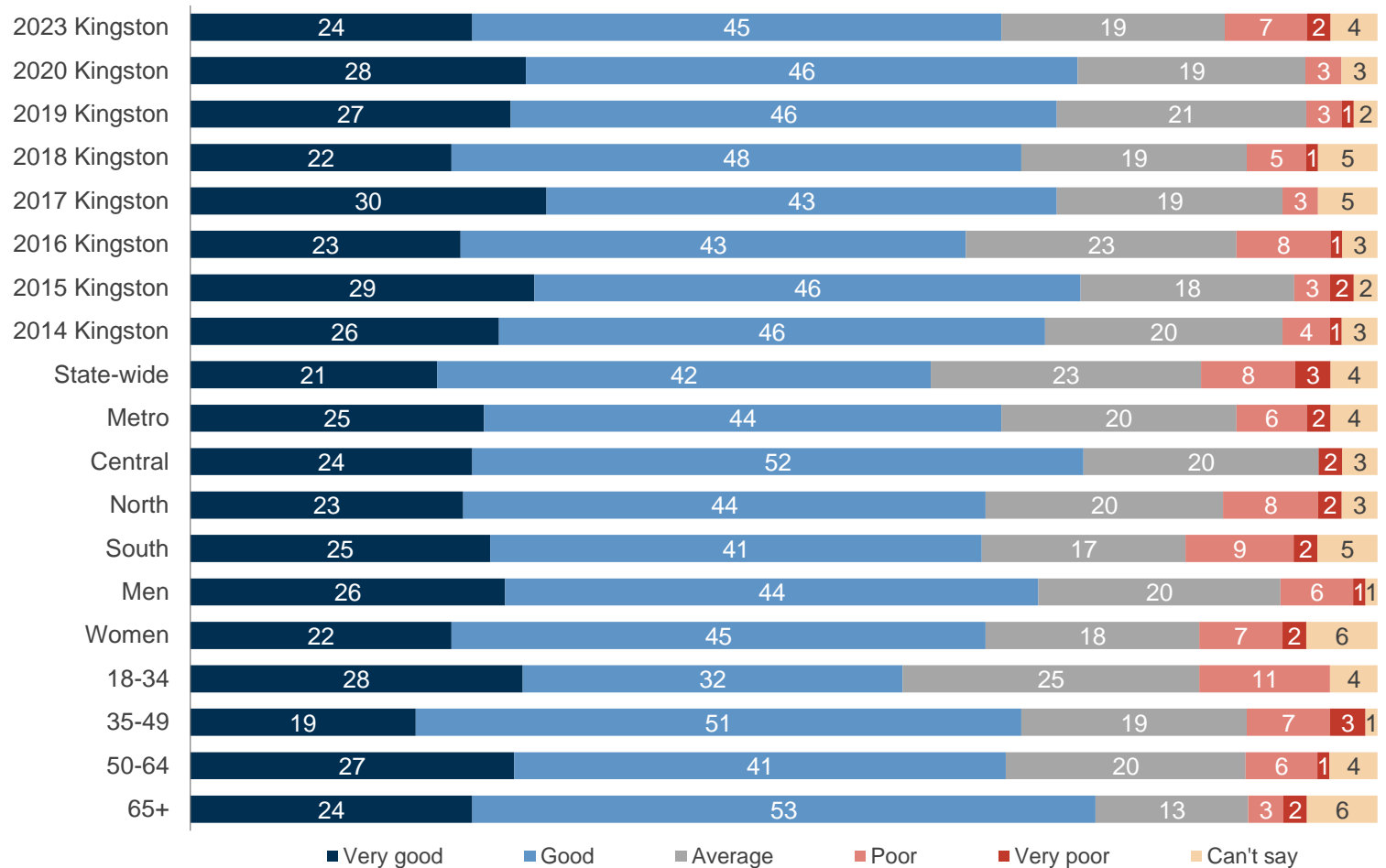*Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2023 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	24	45	19	7	2	4
2020 Kingston	28	46	19	3		3
2019 Kingston	27	46	21	3	1	2
2018 Kingston	22	48	19	5	1	5
2017 Kingston	30	43	19	3		5
2016 Kingston	23	43	23	8	1	3
2015 Kingston	29	46	18	3	2	2
2014 Kingston	26	46	20	4	1	3
State-wide	21	42	23	8	3	4
Metro	25	44	20	6	2	4
Central	24	52	20		2	3
North	23	44	20	8	2	3
South	25	41	17	9	2	5
Men	26	44	20	6	1	1
Women	22	45	18	7	2	6
18-34	28	32	25	11		4
35-49	19	51	19	7	3	1
50-64	27	41	20	6	1	4
65+	24	53	13	3	2	6

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12

The appearance of public areas performance

2023 public areas performance (index scores)

	Score	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	n/a	n/a	69	78	73	77	73	71	74
65+	68	n/a	n/a	72	73	71	74	73	75	73
Metro	68	72	74	73	74	73	72	72	73	n/a
Women	68	n/a	n/a	72	77	71	74	73	74	73
State-wide	67	71	73	72	72	71	71	71	72	72
Kingston	67	n/a	n/a	71	76	72	75	73	74	74
50-64	66	n/a	n/a	67	72	70	72	70	74	72
Men	66	n/a	n/a	71	74	74	75	73	74	74
Central	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64	n/a	n/a	74	78	75	75	73	76	75
South	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
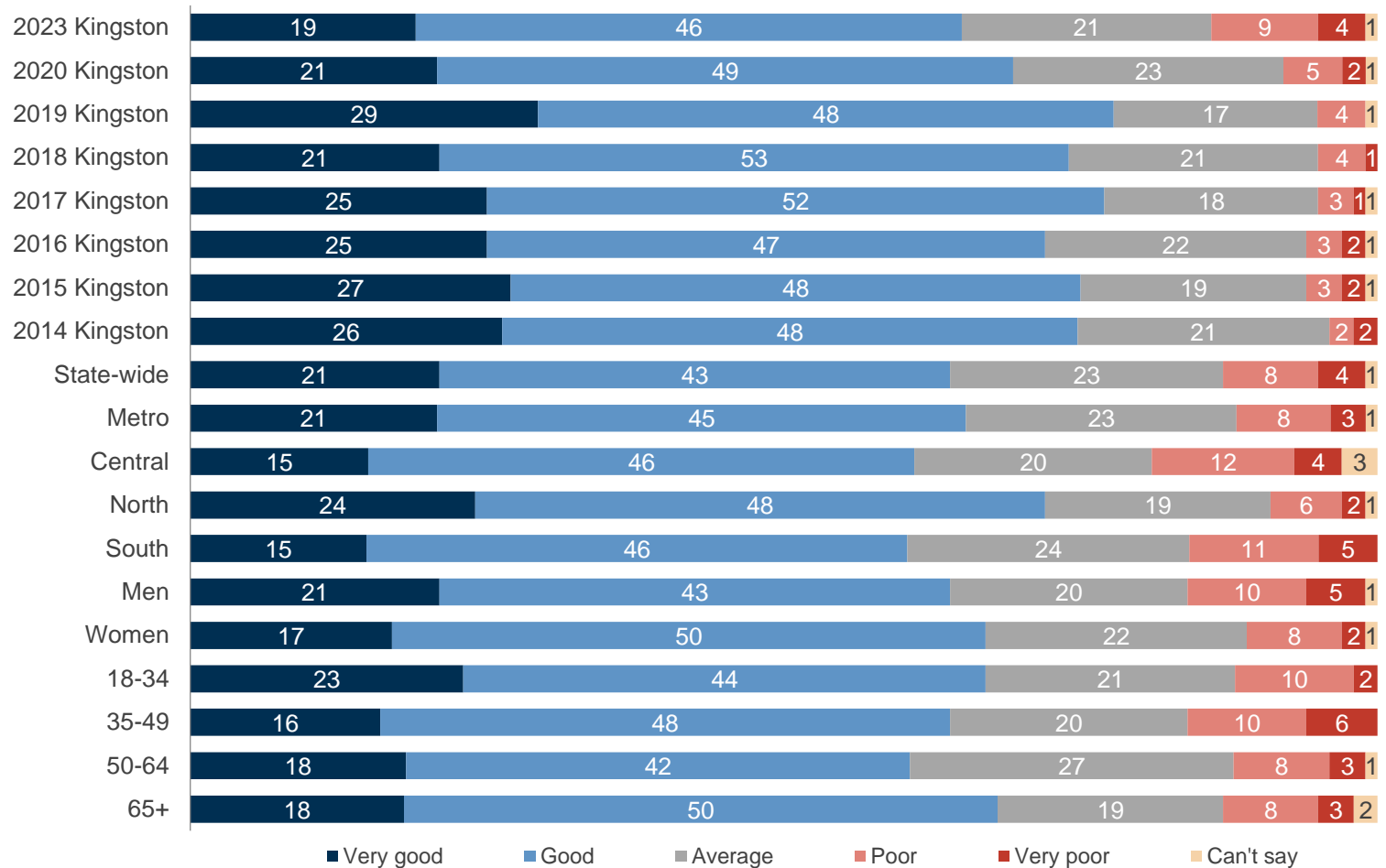*Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11*
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2023 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	19	46	21	9	4	1
2020 Kingston	21	49	23	5	2	1
2019 Kingston	29	48	17	4		1
2018 Kingston	21	53	21	4		1
2017 Kingston	25	52	18	3	1	1
2016 Kingston	25	47	22	3	2	1
2015 Kingston	27	48	19	3	2	1
2014 Kingston	26	48	21	2	2	
State-wide	21	43	23	8	4	1
Metro	21	45	23	8	3	1
Central	15	46	20	12	4	3
North	24	48	19	6	2	1
South	15	46	24	11	5	
Men	21	43	20	10	5	1
Women	17	50	22	8	2	1
18-34	23	44	21	10	2	
35-49	16	48	20	10	6	
50-64	18	42	27	8	3	1
65+	18	50	19	8	3	2

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
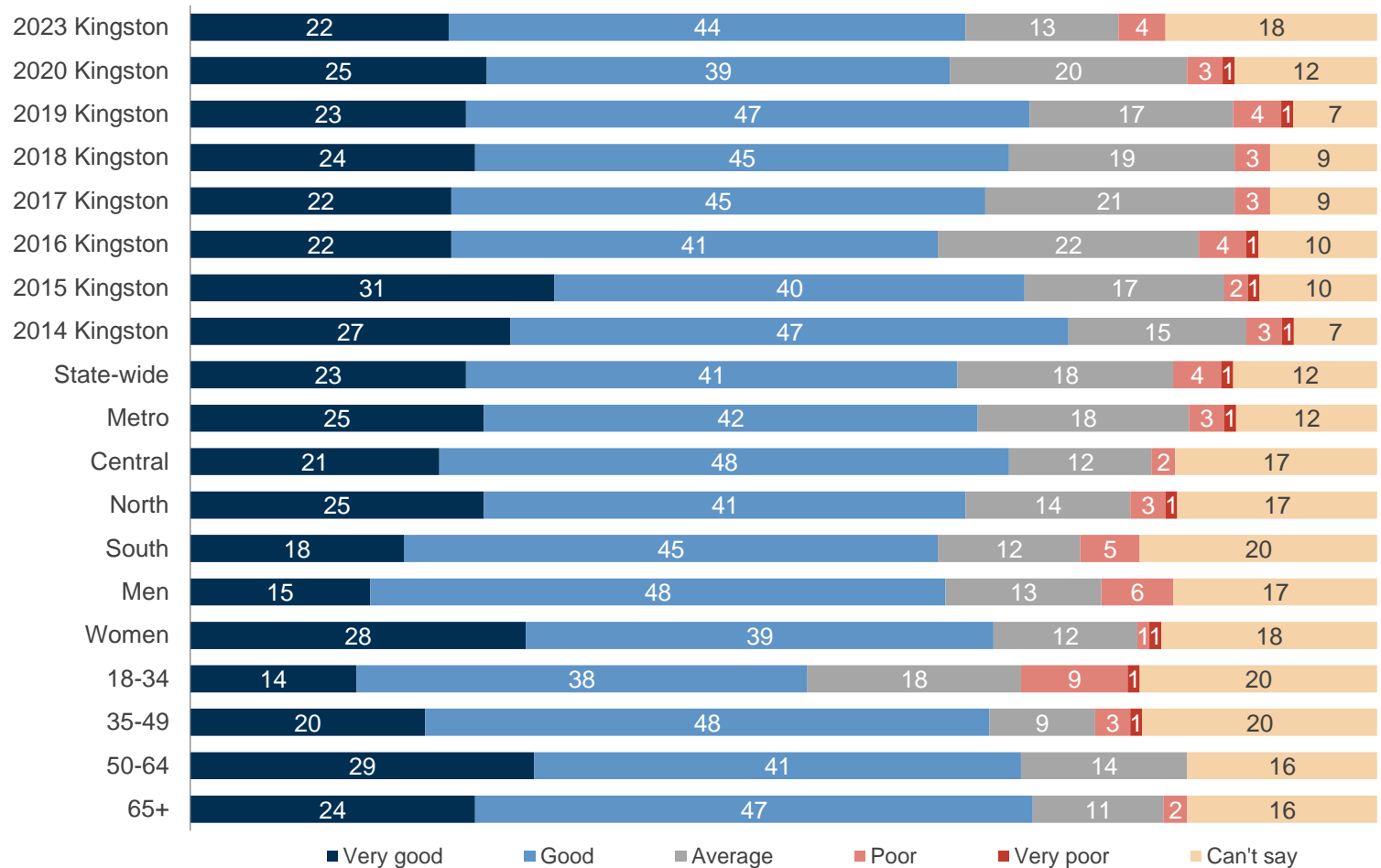*Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11*

Art centres and libraries performance

2023 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	79	n/a	n/a	70	70	74	73	71	73	76
Women	78	n/a	n/a	78	76	78	73	75	78	78
65+	78	n/a	n/a	77	77	77	79	77	78	79
Central	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	n/a	n/a	77	74	77	75	73	80	78
North	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	75	n/a	n/a	74	73	75	74	72	77	76
Metro	75	73	73	75	76	75	75	74	75	n/a
South	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73 ▼	73	73	74	74	74	73	72	73	75
Men	72	n/a	n/a	69	71	71	75	70	76	74
18-34	67 ▼	n/a	n/a	69	71	71	69	69	78	72

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
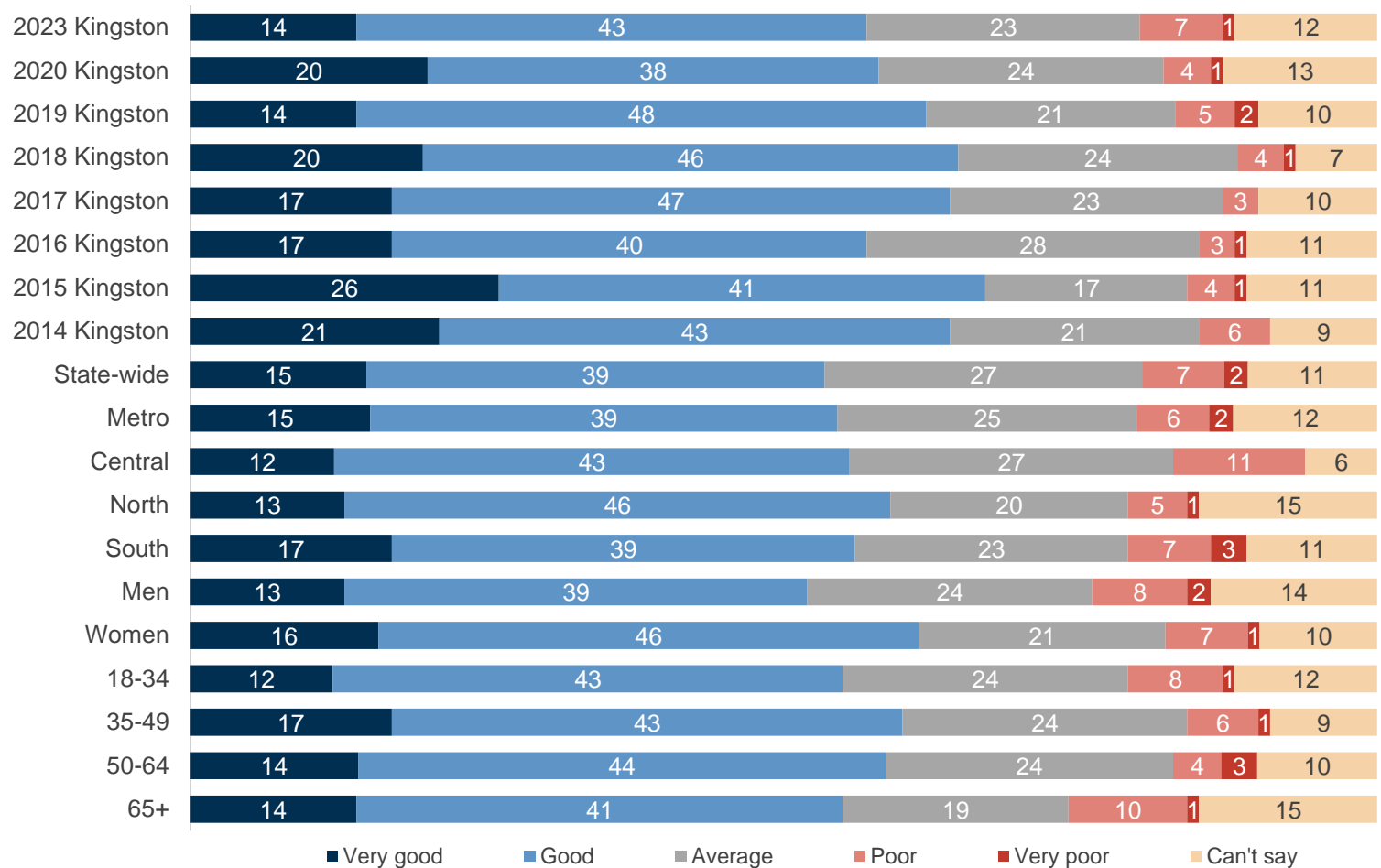*Note: Please see Appendix A for explanation of significant differences.*

Art centres and libraries performance

2023 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	22	44	13	4		18
2020 Kingston	25	39	20	3	1	12
2019 Kingston	23	47	17	4	1	7
2018 Kingston	24	45	19	3		9
2017 Kingston	22	45	21	3		9
2016 Kingston	22	41	22	4	1	10
2015 Kingston	31	40	17	2	1	10
2014 Kingston	27	47	15	3	1	7
State-wide	23	41	18	4	1	12
Metro	25	42	18	3	1	12
Central	21	48	12	2		17
North	25	41	14	3	1	17
South	18	45	12	5		20
Men	15	48	13	6		17
Women	28	39	12	1	1	18
18-34	14	38	18	9	1	20
35-49	20	48	9	3	1	20
50-64	29	41	14			16
65+	24	47	11	2		16

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
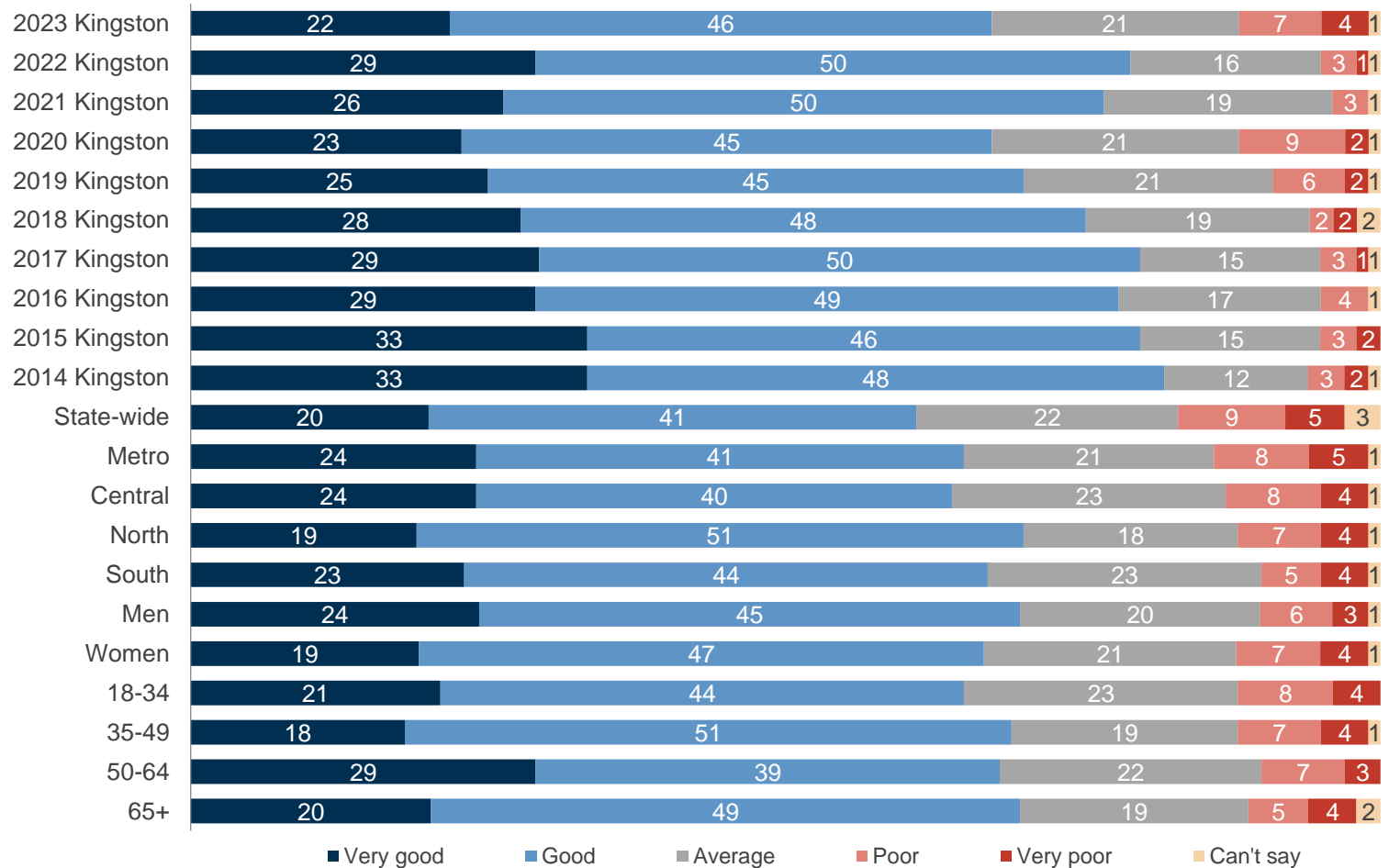*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10*

Community and cultural activities performance

2023 community and cultural activities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	n/a	n/a	72	71	72	72	70	77	75
35-49	69	n/a	n/a	72	70	75	73	74	75	73
50-64	68	n/a	n/a	66	66	71	72	68	73	74
Kingston	67	n/a	n/a	71	69	72	72	69	74	72
Metro	67	65	66	70	70	70	70	71	71	n/a
65+	67	n/a	n/a	70	71	70	73	69	74	73
South	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	n/a	n/a	73	68	70	68	63	74	68
State-wide	66	65	65	68	69	69	69	69	69	70
Men	66	n/a	n/a	69	67	71	71	67	71	69
Central	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2023 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	14	43	23	7	1	12
2020 Kingston	20	38	24	4	1	13
2019 Kingston	14	48	21	5	2	10
2018 Kingston	20	46	24	4	1	7
2017 Kingston	17	47	23	3		10
2016 Kingston	17	40	28	3	1	11
2015 Kingston	26	41	17	4	1	11
2014 Kingston	21	43	21	6		9
State-wide	15	39	27	7	2	11
Metro	15	39	25	6	2	12
Central	12	43	27	11		6
North	13	46	20	5	1	15
South	17	39	23	7	3	11
Men	13	39	24	8	2	14
Women	16	46	21	7	1	10
18-34	12	43	24	8	1	12
35-49	17	43	24	6	1	9
50-64	14	44	24	4	3	10
65+	14	41	19	10	1	15

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13

Waste management performance

2023 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	71	74	72	69	68	76	74	76	79	74
Men	70	76	75	72	72	74	77	75	77	78
65+	70	80	77	72	74	77	79	77	81	76
South	69	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	69	77	75	70	71	75	76	76	77	77
North	69	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	73	73	67	72	74	73	75	77	77
Central	68	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68	71	72	70	73	75	75	76	77	n/a
Women	68	78	75	68	71	77	76	77	76	76
18-34	67	78	76	71	70	75	79	76	70	80
State-wide	66▼	68	69	65	68	70	71	70	72	73

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
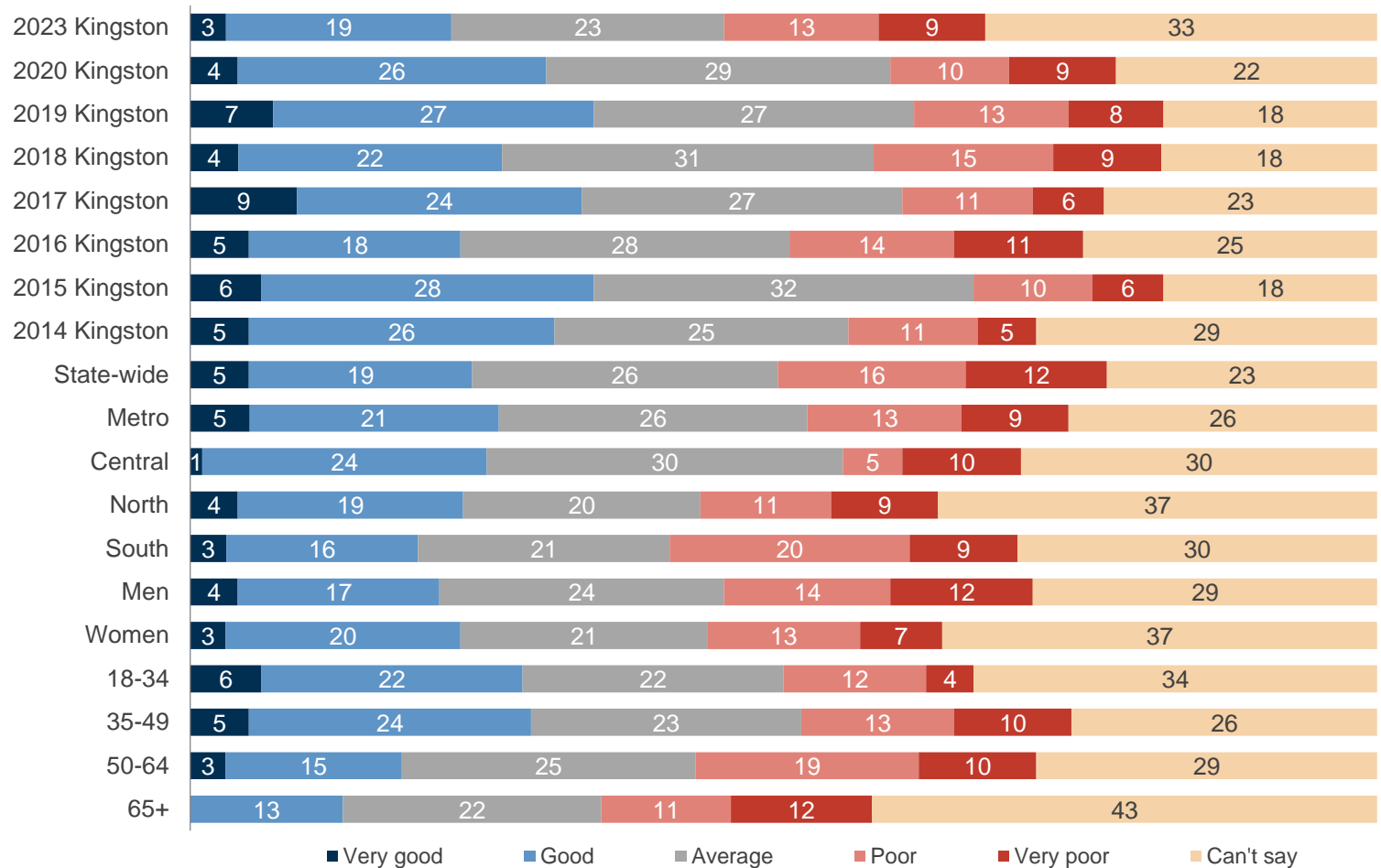*Note: Please see Appendix A for explanation of significant differences.*

Waste management performance

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	22	46	21	7	4	1
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
State-wide	20	41	22	9	5	3
Metro	24	41	21	8	5	1
Central	24	40	23	8	4	1
North	19	51	18	7	4	1
South	23	44	23	5	4	1
Men	24	45	20	6	3	1
Women	19	47	21	7	4	1
18-34	21	44	23	8	4	
35-49	18	51	19	7	4	1
50-64	29	39	22	7	3	
65+	20	49	19	5	4	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: 66 Councils asked group: 16

Council's general town planning policy performance

2023 town planning performance (index scores)

	2023		2022	2021	2020	2019	2018	2017	2016	2015	2014
South	52		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52		n/a	n/a	54	56	51	55	53	53	57
Women	52		n/a	n/a	51	53	50	56	55	54	58
Metro	52		55	56	55	56	53	53	54	55	n/a
Kingston	51		n/a	n/a	53	53	50	56	52	57	58
50-64	51		n/a	n/a	47	43	48	48	49	58	54
State-wide	50		54	55	54	55	54	53	52	54	55
18-34	50		n/a	n/a	56	59	52	64	53	60	60
North	50		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49		n/a	n/a	55	53	50	55	50	60	57
65+	49		n/a	n/a	53	50	50	53	53	56	59
Central	49		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2023 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	3	25	26	12	9	24
2020 Kingston	4	28	29	10	8	21
2019 Kingston	4	29	27	11	9	20
2018 Kingston	3	20	35	16	5	21
2017 Kingston	6	26	28	12	5	23
2016 Kingston	3	23	33	11	6	23
2015 Kingston	6	28	33	11	4	17
2014 Kingston	5	31	32	10	3	20
State-wide	4	24	30	15	8	18
Metro	5	26	28	15	7	20
Central	2	25	26	10	12	25
North	4	23	28	13	9	23
South	3	28	24	13	7	25
Men	3	25	28	12	11	21
Women	4	25	24	12	7	28
18-34	4	22	26	12	9	26
35-49	3	26	26	11	6	28
50-64	5	30	19	15	12	20
65+	2	25	29	11	10	22

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

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

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Planning and building permits performance

2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	55 ▲	n/a	n/a	54	56	54	68	48	63	64
Central	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	n/a	n/a	55	61	50	55	48	50	52
Metro	50	54	54	54	53	51	49	50	53	n/a
North	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	n/a	n/a	53	52	46	57	48	53	56
Kingston	48	n/a	n/a	52	53	49	56	47	56	55
State-wide	47	50	51	51	52	52	51	50	54	53
Men	46	n/a	n/a	50	55	53	55	46	58	54
South	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	n/a	n/a	44	42	41	44	42	55	51
65+	41 ▼	n/a	n/a	51	50	49	53	49	53	49

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
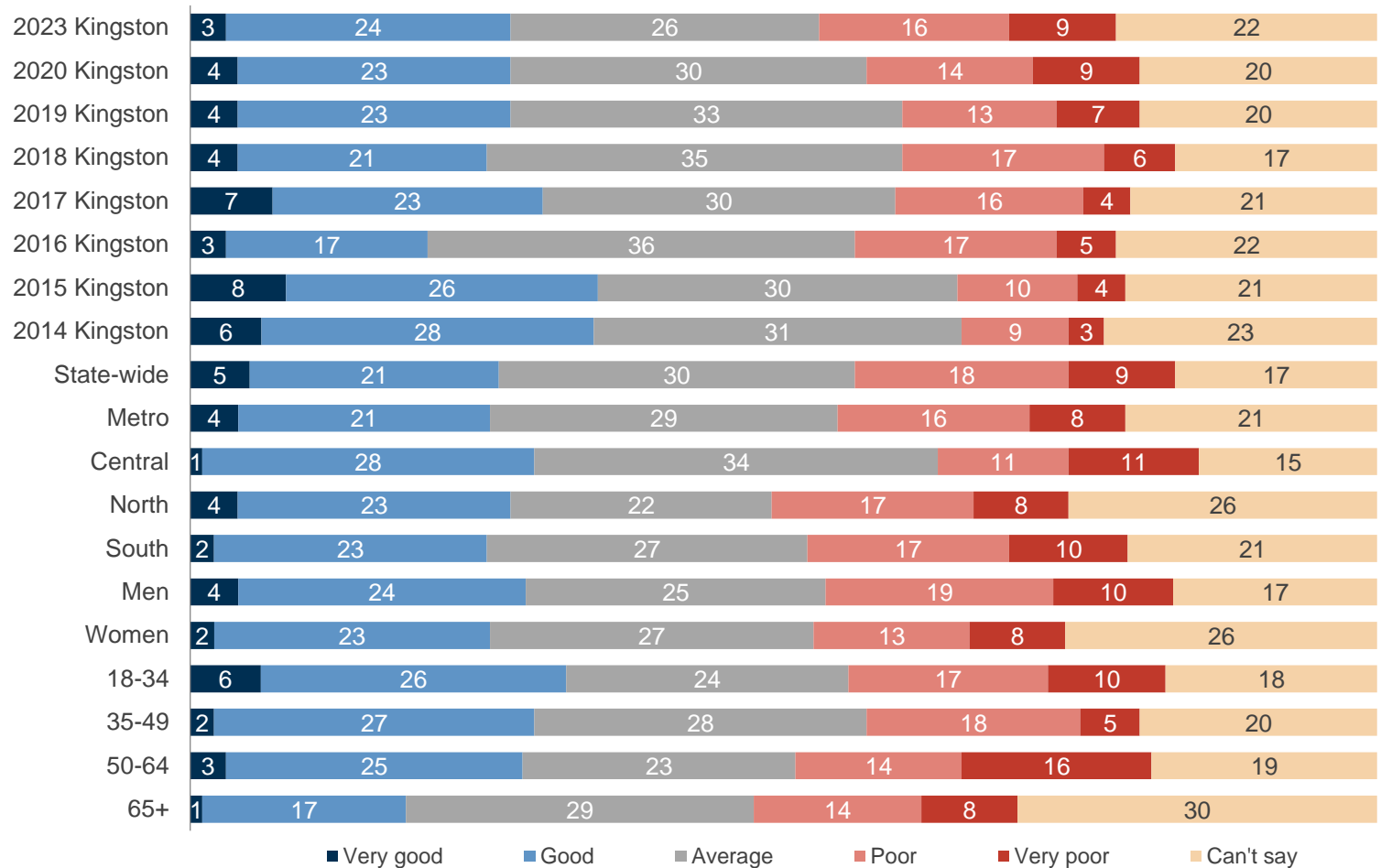*Note: Please see Appendix A for explanation of significant differences.*

Planning and building permits performance

2023 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	3	19	23	13	9	33
2020 Kingston	4	26	29	10	9	22
2019 Kingston	7	27	27	13	8	18
2018 Kingston	4	22	31	15	9	18
2017 Kingston	9	24	27	11	6	23
2016 Kingston	5	18	28	14	11	25
2015 Kingston	6	28	32	10	6	18
2014 Kingston	5	26	25	11	5	29
State-wide	5	19	26	16	12	23
Metro	5	21	26	13	9	26
Central	1	24	30	5	10	30
North	4	19	20	11	9	37
South	3	16	21	20	9	30
Men	4	17	24	14	12	29
Women	3	20	21	13	7	37
18-34	6	22	22	12	4	34
35-49	5	24	23	13	10	26
50-64	3	15	25	19	10	29
65+		13	22	11	12	43

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

Environmental sustainability performance

2023 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	63	n/a	n/a	60	61	63	62	64	63	63
Central	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62	63	64	62	64	64	64	64	65	n/a
50-64	62	n/a	n/a	57	55	60	58	61	66	62
Men	62	n/a	n/a	61	61	63	63	64	66	62
Kingston	61	n/a	n/a	61	60	63	62	65	65	63
Women	61	n/a	n/a	61	59	63	61	67	64	64
65+	60	n/a	n/a	63	60	61	64	65	68	62
18-34	60	n/a	n/a	62	62	66	63	69	64	66
State-wide	60	61	62	60	62	63	64	63	64	64
North	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2023 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	5	41	29	6	4	15
2020 Kingston	7	32	35	9	1	16
2019 Kingston	7	35	30	11	2	14
2018 Kingston	8	39	31	7	2	14
2017 Kingston	7	35	31	7	2	18
2016 Kingston	9	44	29	6	1	10
2015 Kingston	11	38	30	5	2	14
2014 Kingston	9	42	27	7	3	11
State-wide	9	33	32	9	4	12
Metro	10	36	29	8	3	13
Central	6	48	28	6	4	8
North	5	35	32	5	4	18
South	5	43	27	6	3	16
Men	6	38	30	5	4	17
Women	5	43	28	7	4	13
18-34	6	42	23	6	7	18
35-49	7	42	28	6	4	14
50-64	8	34	36	7	1	13
65+	2	44	32	5	3	14

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13

Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	69	n/a	n/a	70	71	70	70	68	72	74
18-34	69	n/a	n/a	72	72	71	75	67	75	78
50-64	68	n/a	n/a	63	63	66	67	63	69	68
Central	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	67	n/a	n/a	69	69	69	69	66	71	72
65+	67	n/a	n/a	69	67	67	68	71	71	71
North	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	67	70	66	70	69	68	68	69	n/a
Men	65	n/a	n/a	69	66	68	68	64	69	71
State-wide	65	66	71	68	72	71	70	69	70	71
35-49	65	n/a	n/a	69	69	69	65	63	68	68

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2023 emergency and disaster management performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	10	27	18	3	1	41
2020 Kingston	11	35	21	1	1	31
2019 Kingston	10	34	18	3	1	33
2018 Kingston	11	33	22	2	1	31
2017 Kingston	10	34	18	2	1	36
2016 Kingston	7	35	21	3	2	32
2015 Kingston	16	31	21	2	1	29
2014 Kingston	16	33	17	3	1	30
State-wide	14	35	23	7	4	18
Metro	11	30	21	4	2	31
Central	11	29	18	4	1	37
North	7	26	15	3	1	48
South	11	28	21	2	2	35
Men	9	23	19	4	2	42
Women	10	31	17	2	1	40
18-34	13	34	16	3	2	31
35-49	8	31	20	4	3	34
50-64	7	28	15	3		47
65+	9	16	21	2		52

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

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Planning for population growth in the area performance

2023 population growth performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	51	n/a	n/a	50	54	45	51	52	53	54
18-34	50	n/a	n/a	54	56	59	64	45	66	68
North	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	n/a	n/a	48	50	51	56	50	58	59
Metro	49	52	53	52	52	50	51	51	54	n/a
Kingston	48	n/a	n/a	50	51	50	54	48	58	58
State-wide	48	52	53	51	52	52	52	51	54	54
Men	48	n/a	n/a	52	53	49	52	47	59	57
South	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	n/a	n/a	49	49	48	54	50	55	56
50-64	45	n/a	n/a	44	44	44	46	47	57	50

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2023 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Kingston	3	24	26	16	9	22
2020 Kingston	4	23	30	14	9	20
2019 Kingston	4	23	33	13	7	20
2018 Kingston	4	21	35	17	6	17
2017 Kingston	7	23	30	16	4	21
2016 Kingston	3	17	36	17	5	22
2015 Kingston	8	26	30	10	4	21
2014 Kingston	6	28	31	9	3	23
State-wide	5	21	30	18	9	17
Metro	4	21	29	16	8	21
Central	1	28	34	11	11	15
North	4	23	22	17	8	26
South	2	23	27	17	10	21
Men	4	24	25	19	10	17
Women	2	23	27	13	8	26
18-34	6	26	24	17	10	18
35-49	2	27	28	18	5	20
50-64	3	25	23	14	16	19
65+	1	17	29	14	8	30

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

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7

Detailed demographics

Gender and age profile

2023 gender

Kingston
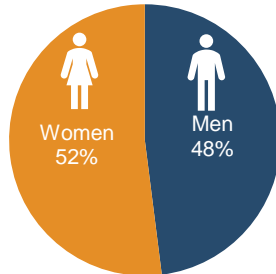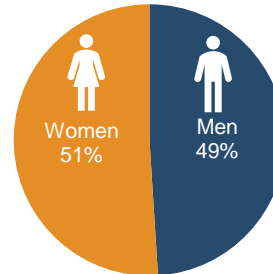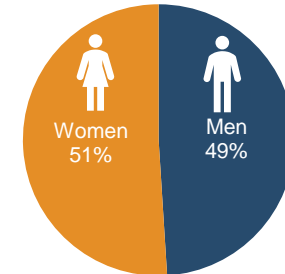
Women 52%
Men 48%

Metro

Women 51%
Men 49%

State-wide

Women 51%
Men 49%

2023 age

Kingston

3%
23%
27%
20%
27%

Metro

4%
28%
26%
14%
27%

State-wide

3%
22%
23%
17%
36%
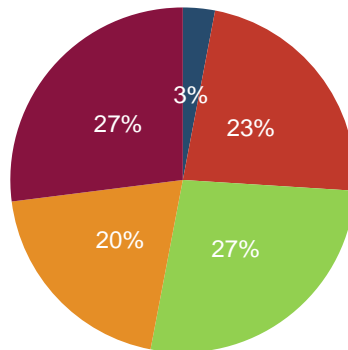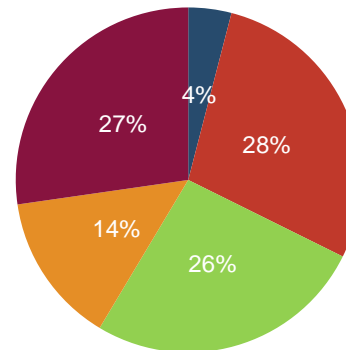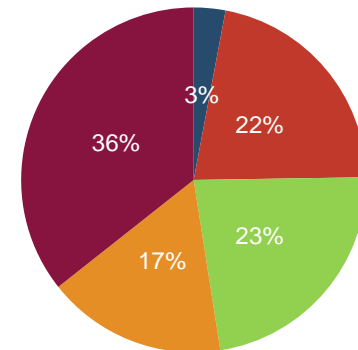
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

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: 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 2023 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 126,500 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	198	192	+/-7.0
Women	202	208	+/-6.9
Central	78	80	+/-11.2
North	163	164	+/-7.7
South	159	156	+/-7.8
18-34 years	91	103	+/-10.3
35-49 years	141	109	+/-8.3
50-64 years	70	78	+/-11.8
65+ years	98	110	+/-9.9

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 2022. 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 2022.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

2023 overall performance (index scores) (example extract only)

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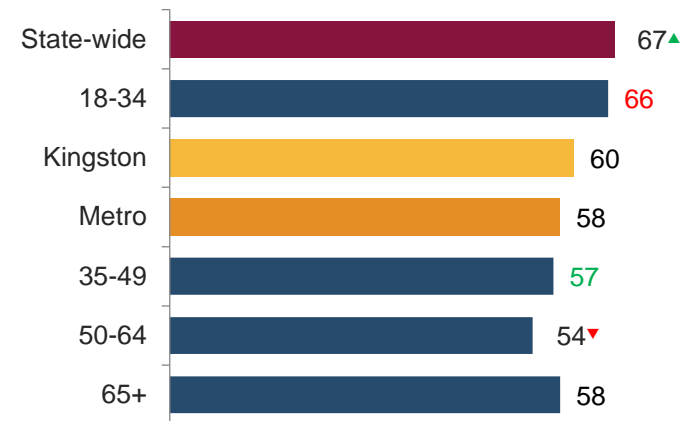
Appendix A:
Index score significant difference calculation

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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

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

- 2020, n=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.

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 – 19th March, 2023.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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