



2024 Local Government Community Satisfaction Survey

Hobsons Bay City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>
<u>Key findings and recommendations</u>	<u>6</u>
<u>Detailed findings</u>	<u>12</u>
<u>Overall performance</u>	<u>13</u>
<u>Customer service</u>	<u>23</u>
<u>Communication</u>	<u>32</u>
<u>Council direction</u>	<u>37</u>
<u>Individual service areas</u>	<u>41</u>
<u>Community consultation and engagement</u>	<u>42</u>
<u>Decisions made in the interest of the community</u>	<u>44</u>
<u>Condition of sealed local roads</u>	<u>46</u>
<u>Waste management</u>	<u>48</u>
<u>Detailed demographics</u>	<u>50</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>52</u>
<u>Appendix B: Further project information</u>	<u>56</u>



Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fifth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 25 years

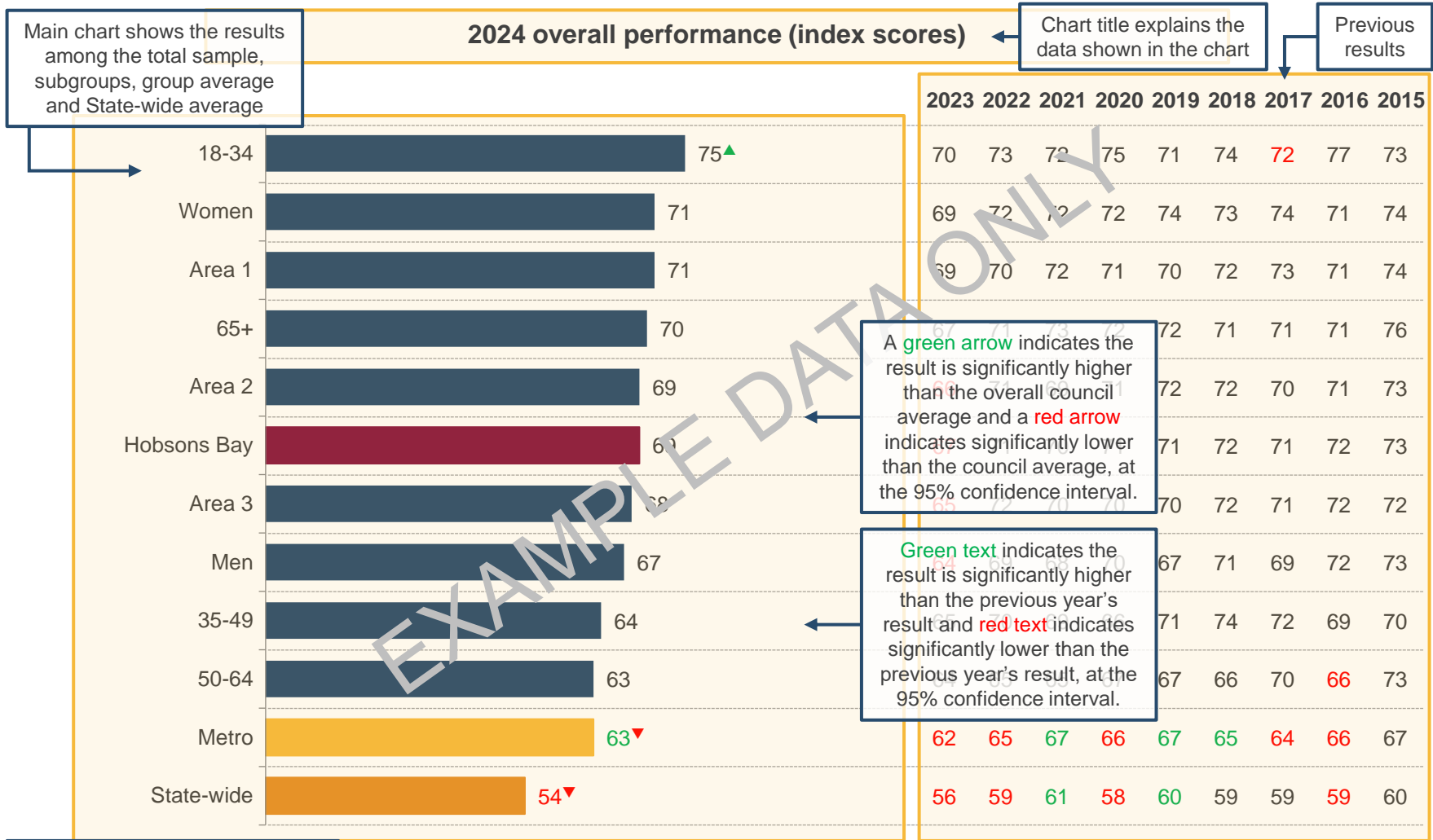
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



How to read index score charts in this report

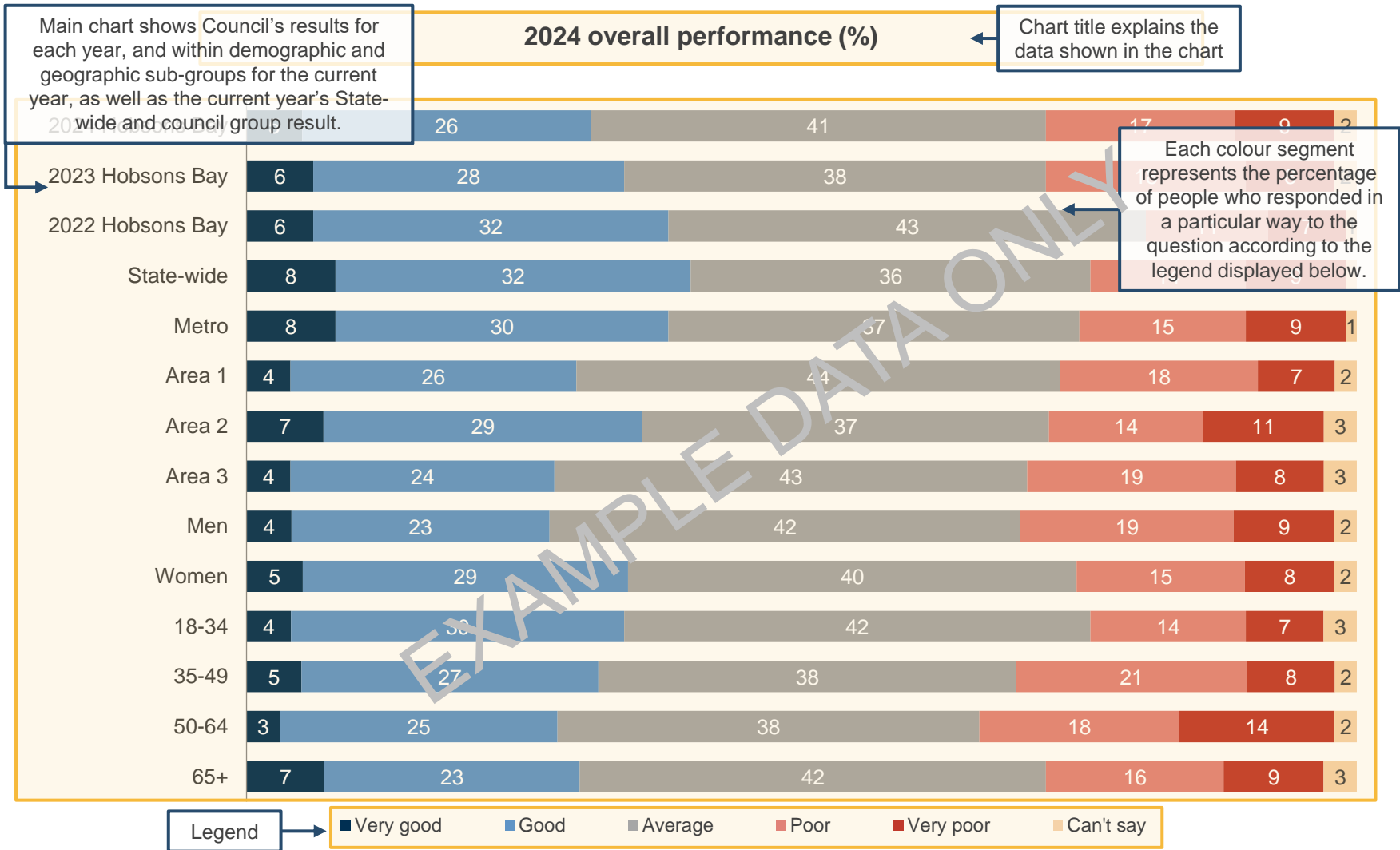


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

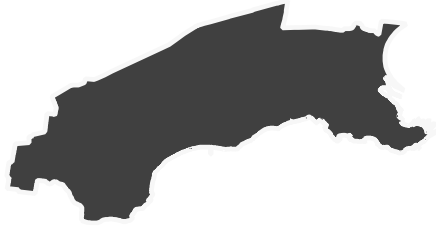
Key findings and recommendations



Hobsons Bay City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Hobsons Bay
59



Metropolitan 63



State-wide 54

Council performance compared to group average

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



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

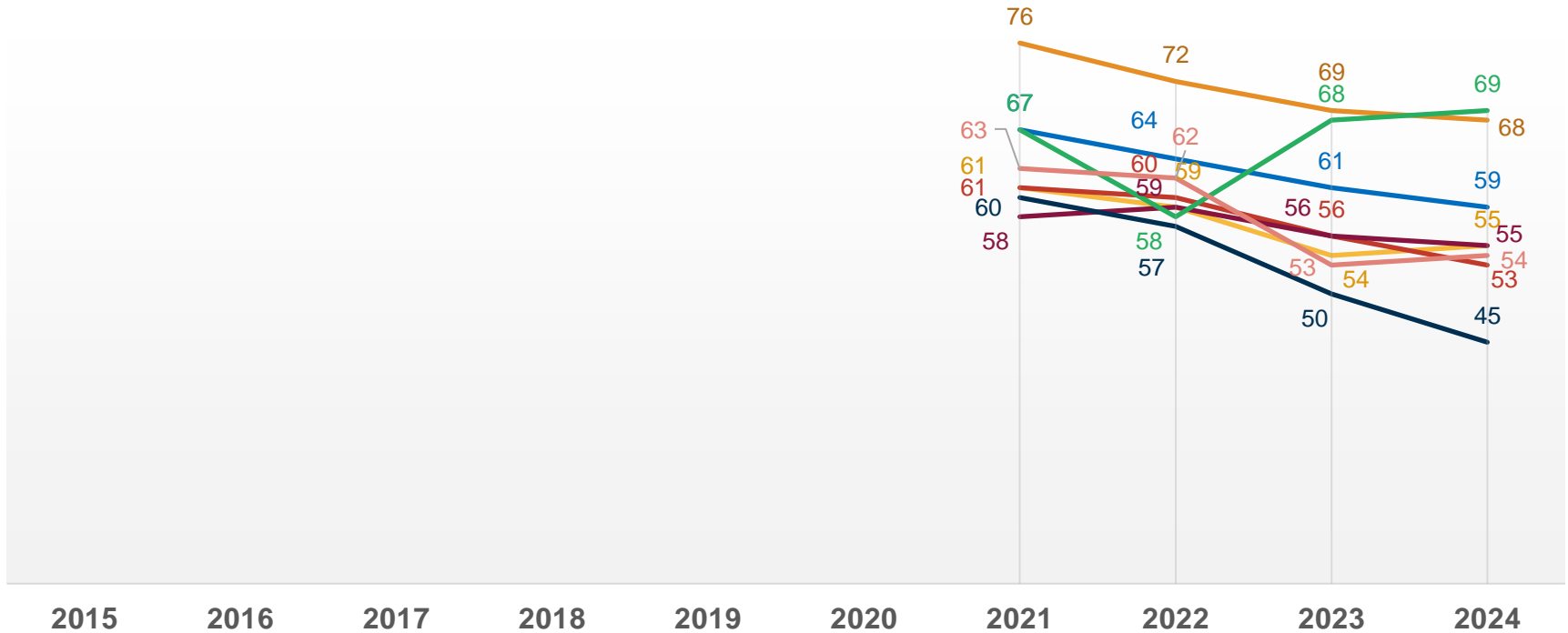
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

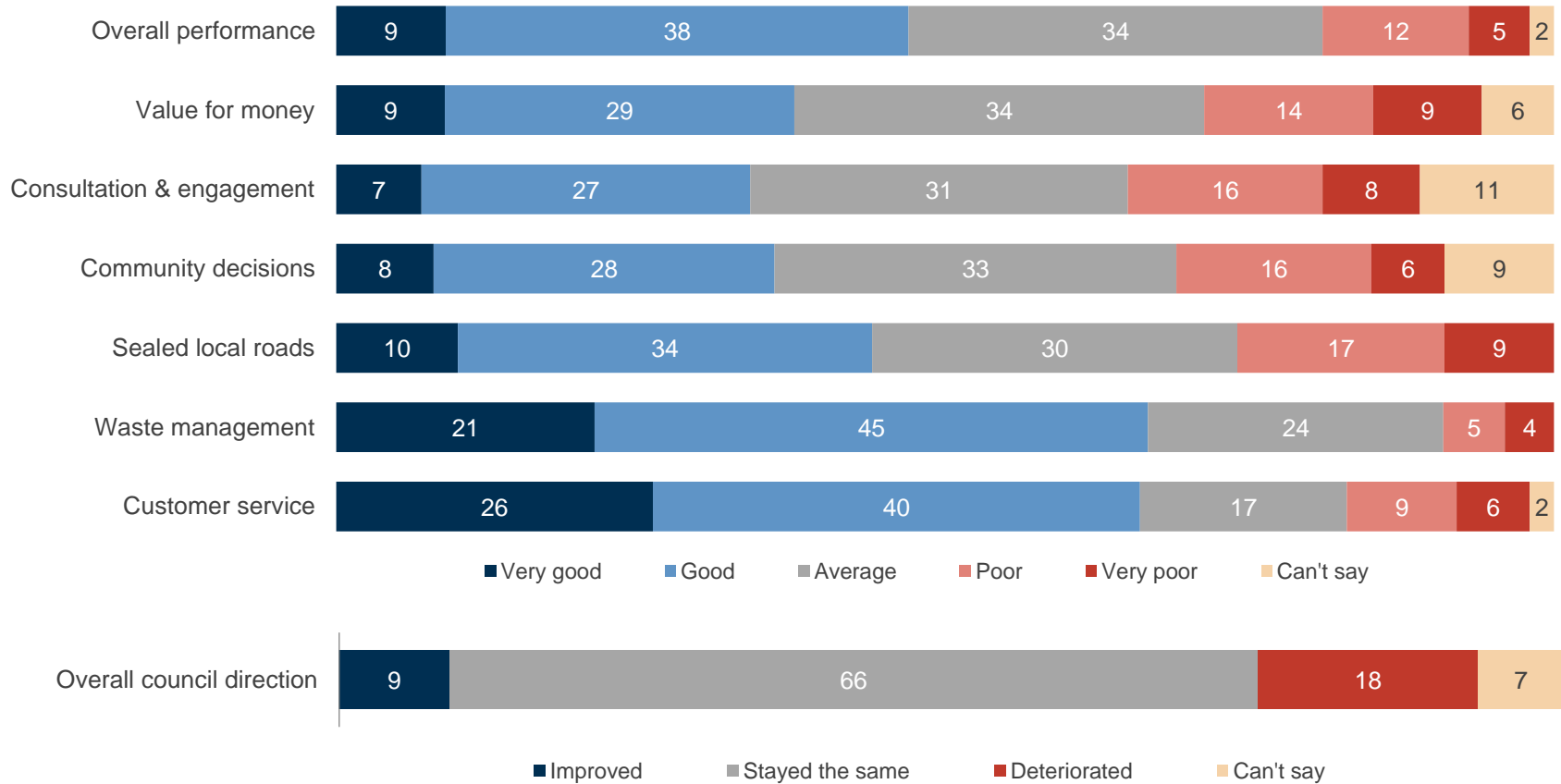
Overall Council Direction













Summary of core measures

Core measures summary results (%)





Summary of Hobsons Bay City Council performance

Services	Hobsons Bay 2024	Hobsons Bay 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	59	61	63	54	Wetlands residents	Strand residents, 50-64 years
 Value for money	54	53	57	48	18-34 years	50-64 years
 Overall council direction	45	50	49	45	18-34 years, Cherry Lake residents	Strand residents
 Customer service	68	69	71	67	Wetlands residents	Men
 Waste management	69	68	70	67	Wetlands residents, 65+ years, 18-34 years	50-64 years
 Sealed local roads	55	54	61	45	18-34 years	Strand residents
 Community decisions	55	56	57	50	65+ years, 18-34 years, Wetlands residents	50-64 years
 Consultation & engagement	53	56	56	51	Wetlands residents	Strand residents



Focus areas for the next 12 months

Overview

Council's overall performance rating declined by a further two index points this year. Though this is a seemingly small (not significant) decline, it comes off the back of similar slippage in the previous two evaluations – and runs counter to the pattern in the Metropolitan group average which lifted this year. Council's overall performance is rated significantly lower than the Metropolitan group and significantly higher than the State-wide average. Performance ratings for individual service areas are in line with the 2023 results.

Focus areas

Council should focus on the areas of sealed local roads and consultation and engagement over the next 12 months. Ratings in both areas are significantly lower than previously achieved higher results after a multi-year period of erosion, with significant declines occurring in 2023. Special focus should also be given to the Strand where ratings are lowest across most measures, including for the condition of sealed local roads.

Comparison to state and area grouping

In addition to trailing the Metropolitan group average on overall performance, Council rates significantly lower than the group average in the areas of sealed local roads and consultation and engagement. It rates in line with the group average for waste management – its highest performing service area – and its ability to make decisions in the community's best interests. Council rates in line with or significantly higher than State-wide averages across these four areas.

Shore up customer service delivery

Council should endeavour to continue providing a high level of customer service to residents. Customer service ratings are positive, but Council has achieved higher results in the past, starting with an index score of 76 in 2021 and dropping to a score of 68 in 2024. Attention should first be focused on email interactions. One in five residents who contacted Council (20%) did so via email. Customer service ratings among those who contacted Council by email are much lower than for contact via telephone or in person.

DETAILED FINDINGS



Overall performance



Overall performance

Hobsons Bay's overall performance rating (index score of 59) slipped by a further two index points this year. While this is not a significant decline, it continues a pattern of multi-year decline from a higher score of 67 in 2021.

Hobsons Bay City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Metropolitan group and significantly higher than the State-wide average (index scores of 63 and 54 respectively).

- Men declined significantly in their impressions of Council's overall performance from 2023 (index score of 56, down five points from 2023).
- Residents of the Wetlands (index score of 64) rate overall performance highest whereas residents of the Strand (index score of 55) rate it lowest. Impressions among Cherry Lake residents (index score of 61) resemble the average.

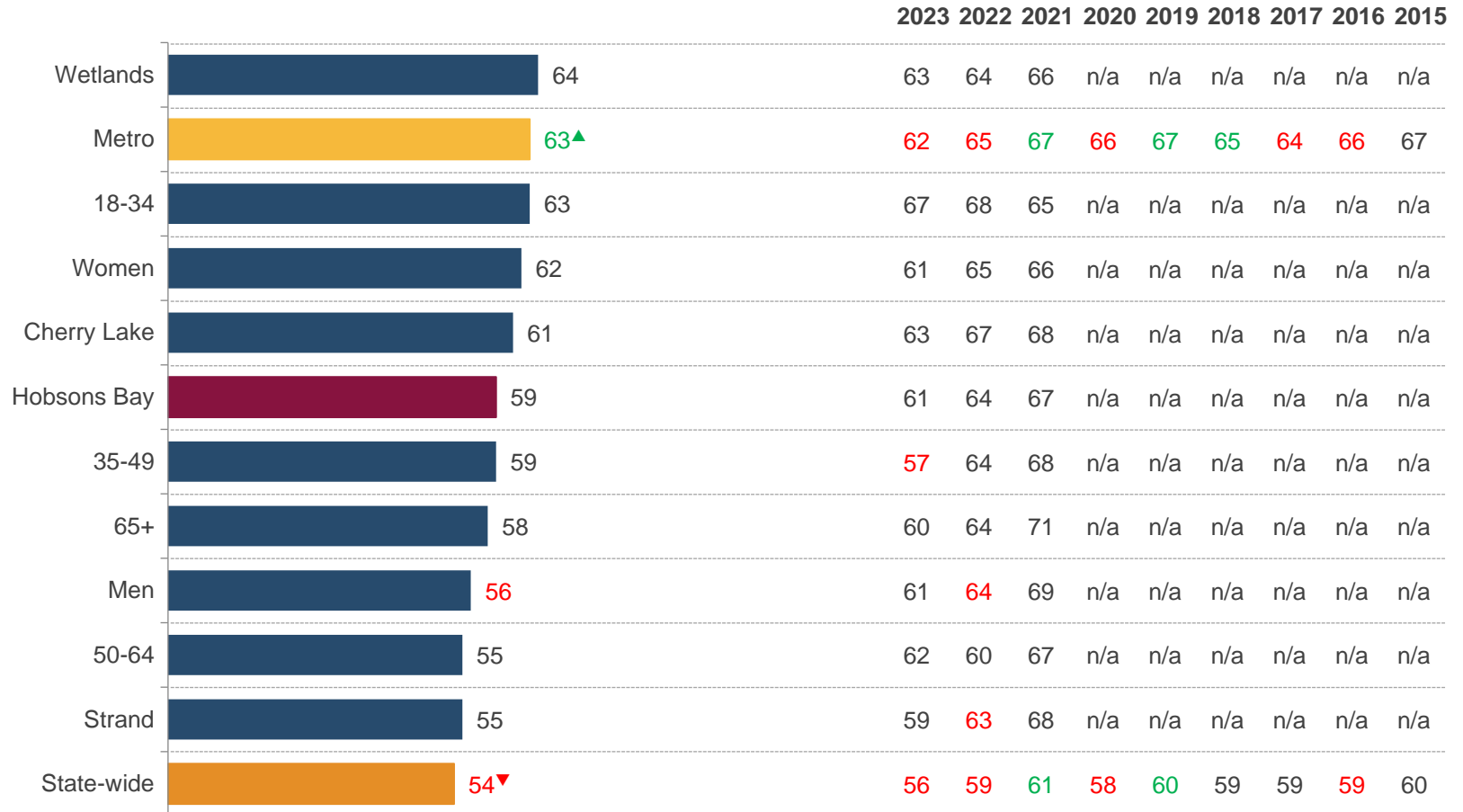
Two in five residents (38%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' compared to 23% who rate it 'very poor' or 'poor'. A further 34% rate Council as 'average' in terms of providing value for money. Perceived value is significantly lower among residents aged 50 to 64 years than residents overall.





Overall performance

2024 overall performance (index scores)

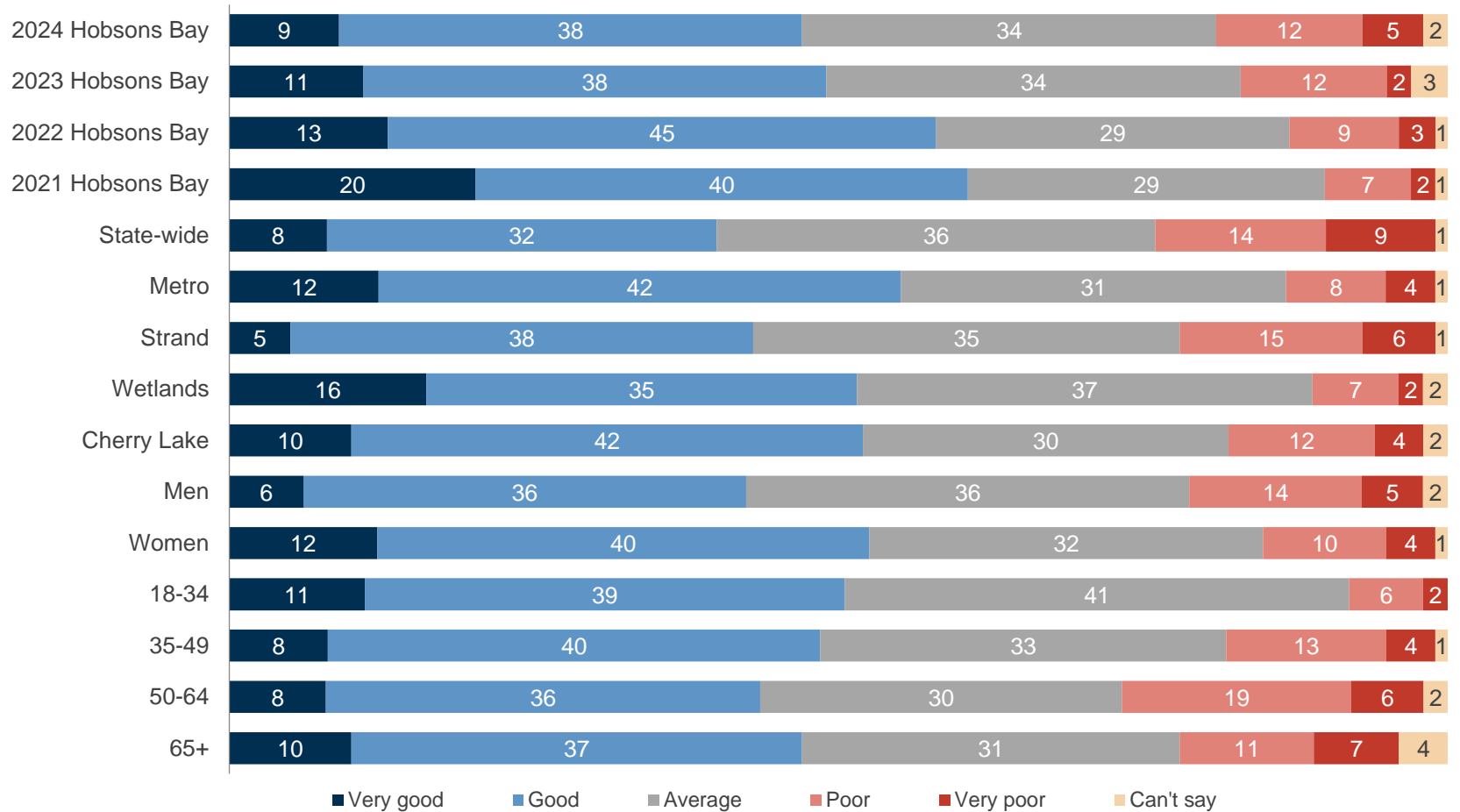


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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



Overall performance

2024 overall performance (%)

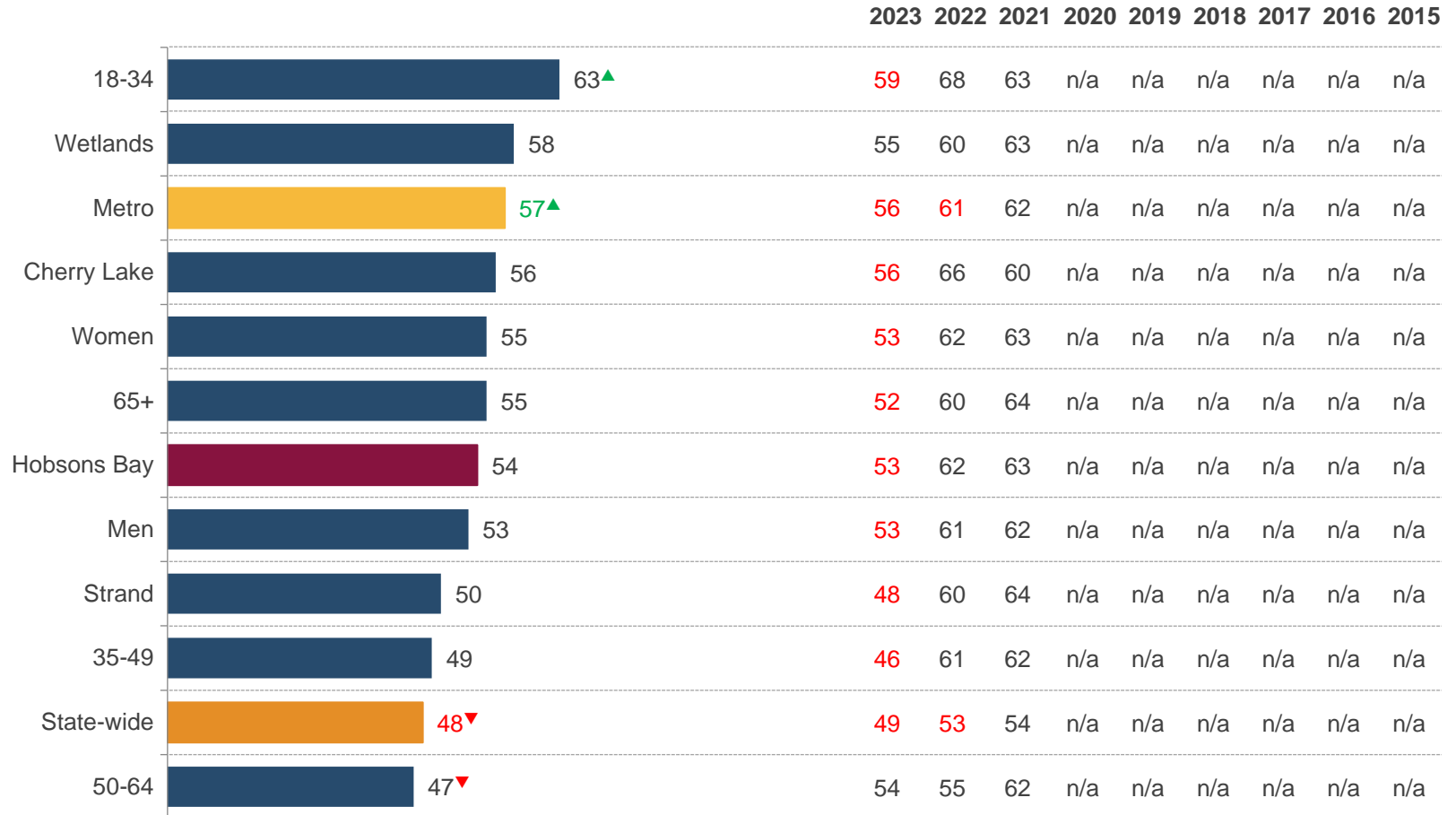


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hobsons Bay City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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



Value for money in services and infrastructure

2024 value for money (index scores)



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

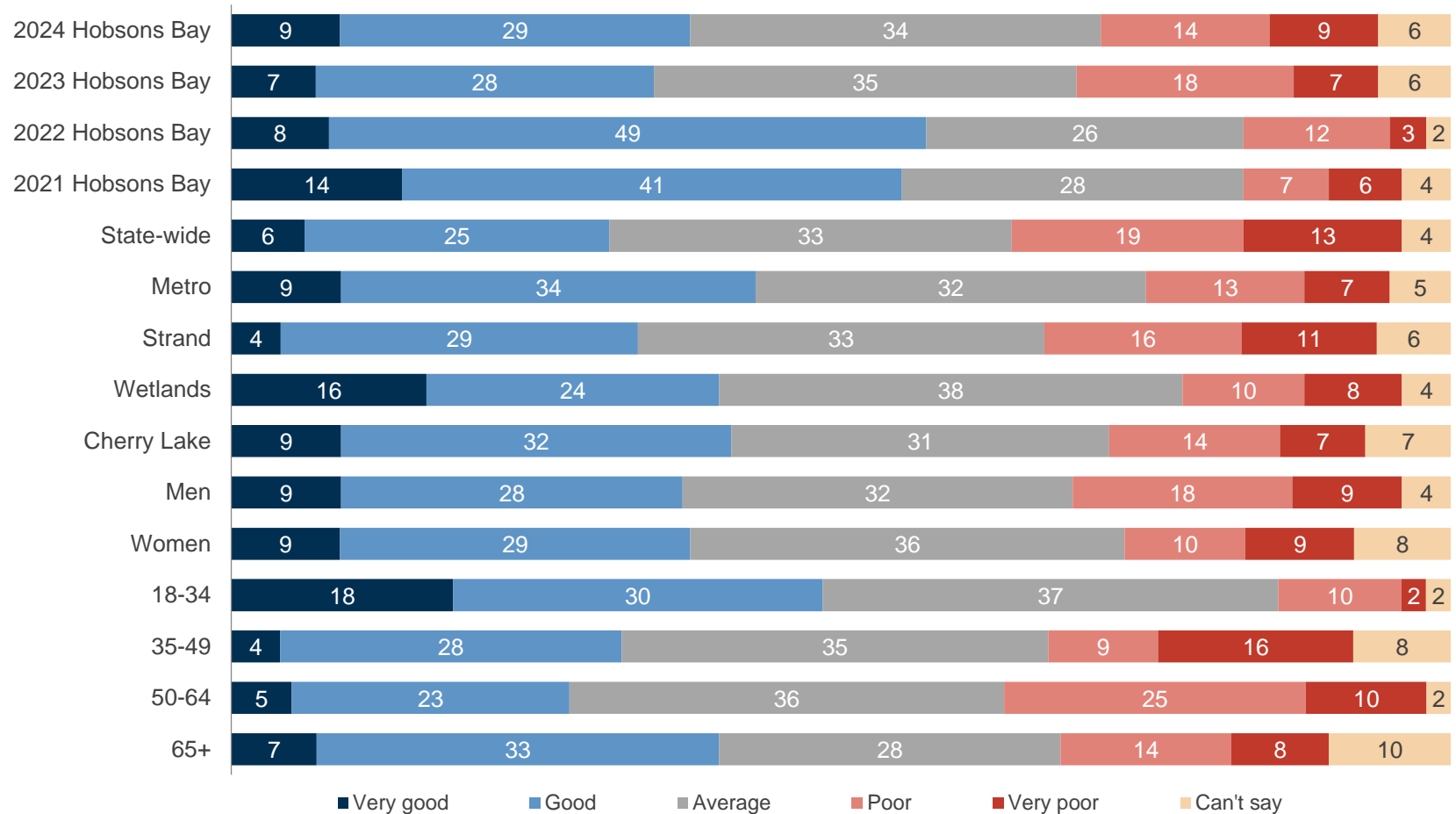
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 value for money (%)



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

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



Top performing service areas

Waste management (index score of 69) is the area where Council performs best in 2024. Council's waste management score is consistent with 2023. Ratings in this area have remained high for three of the last four years, rebounding after a temporary drop in 2022.

Council performs in line with average ratings for the Metropolitan group and councils State-wide (index score of 70 and 67 respectively).

- While geographic differences exist in response to most other measures, residents provide high ratings of waste management across all areas of council: index score of 71 in the Wetlands, 68 in the Strand, and 67 in Cherry Lake.

Ratings for waste management are 14 to 16 index points higher than other individual service areas evaluated – sealed local roads (index score of 55), community decisions (index score of 55), and consultation and engagement (index score of 53).



Waste management (index score of 69) is the area where Council performs best in 2024.



Low performing service areas



Council rates lowest in the area of consultation and engagement (index score of 53), closely followed by community decisions and sealed local roads (index score of 55 each).

Performance ratings for service areas are consistent with 2023 results with no significant declines in ratings recorded.

Nonetheless, ratings for sealed local roads (index score of 55) and consultation and engagement (index score of 53) are significantly lower than previously achieved higher results in 2021 (index score of 61 each). Gradual, year-over-year erosion occurred in both areas, with significant declines occurring in 2023.

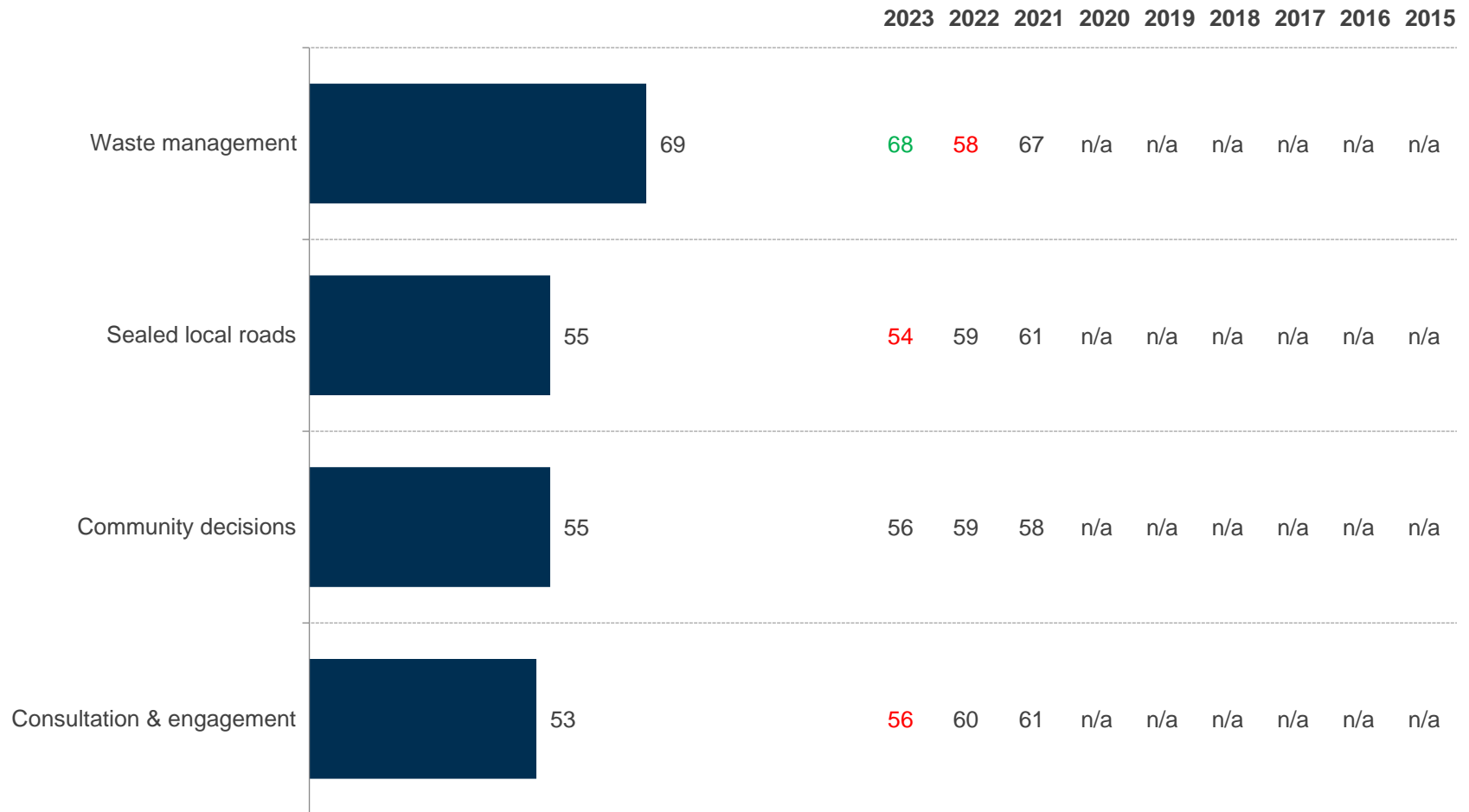
Council performs significantly lower than Metropolitan group averages for both the condition of sealed local roads (index scores of 55 and 61 respectively) and consultation and engagement (index scores of 53 and 56 respectively).

- Residents of the Strand rate Council significantly lower than the average in both the areas of sealed local roads (index score of 50) and consultation and engagement (index score of 48). Perceptions of these and other measures are higher in the Wetlands and Cherry Lake.
- Among residents aged 50 to 64 years, perceptions of sealed local roads (index score of 51) and consultation and engagement (index score of 48) (among other measures) are also lower than among other groups.



Individual service area performance

2024 individual service area performance (index scores)

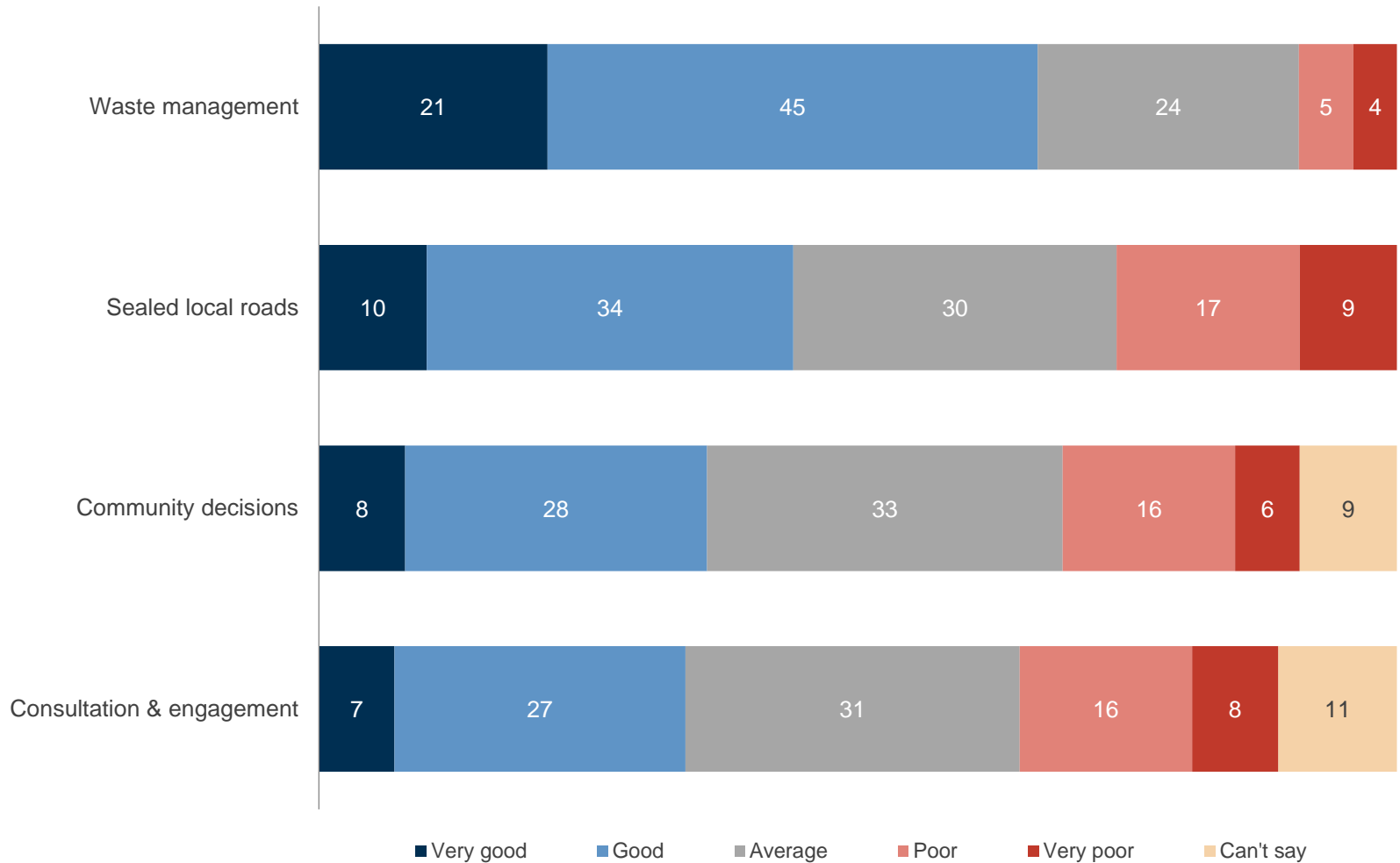


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)



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



Customer service



Contact with council and customer service

Contact with council

Seven in ten Council residents (71%) had contact with Council in the previous 12 months. Rate of contact is in line with 2023.

Most interactions with Council took place via telephone (46%). In-person (21%), email (20%) and website (15%) exchanges were also prevalent, though telephone remains the most likely method of contact with Council.



Among those residents who had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 26% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 is unchanged from 2023. Nonetheless, slight year-on-year declines has resulted in a customer service rating significantly lower than Council's 2021 peak level (index score of 76). Customer service is rated in line with the State-wide and Metropolitan group averages (index scores of 67 and 71 respectively).

Two-thirds of residents (66%) provide a positive customer service rating of 'very good' or 'good'. By way of comparison, 78% of residents provided a positive rating in 2021.

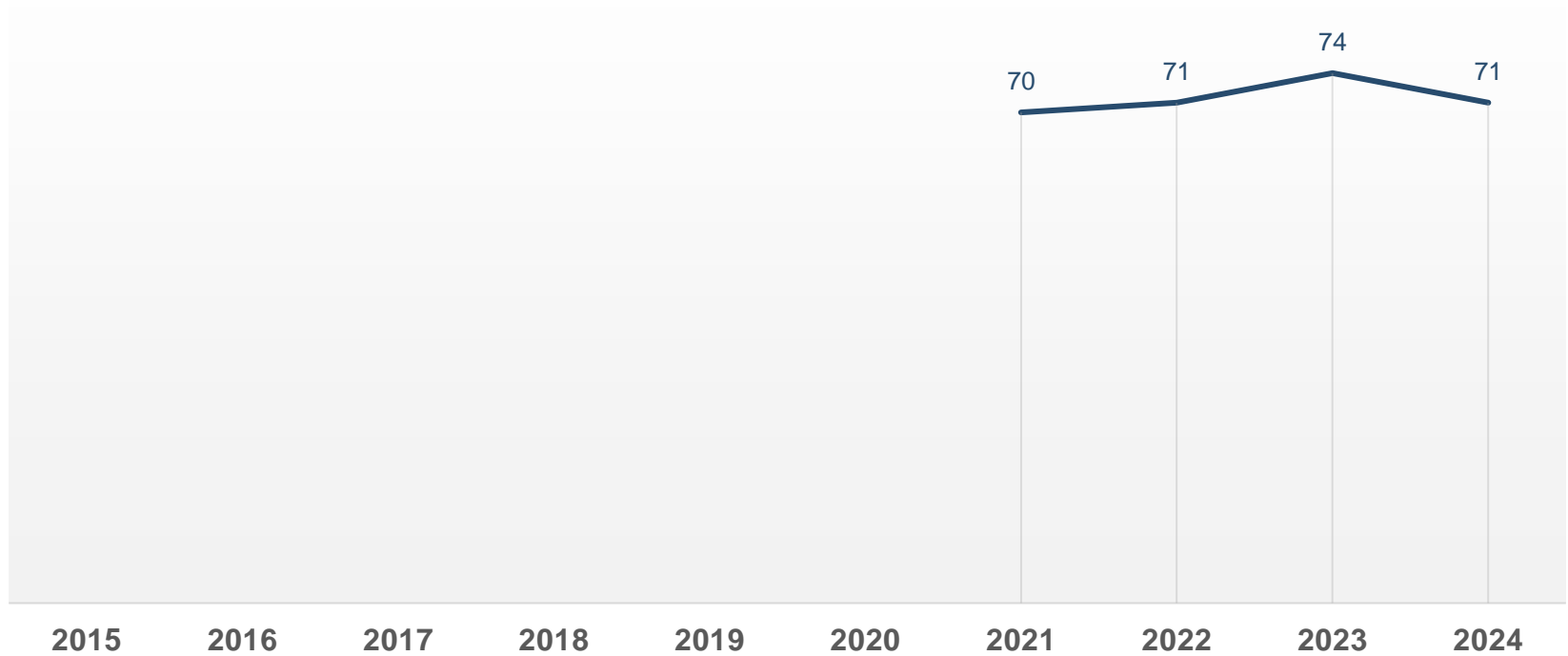
- Perceptions of customer service are higher in the Wetlands (index score of 74) than in the Strand (index score of 66) or Cherry Lake (index score of 65).
- Men declined significantly in their impressions of Council's customer service this past year (index score of 63, down seven index points from 2023).

Customer service ratings are highest among residents who communicated with council in-person (index score of 79). Residents declined in their perceptions of customer service transactions that occurred through Council's website (index score of 66, down 11 index points).



Contact with council

2024 contact with council (%)
Have had contact



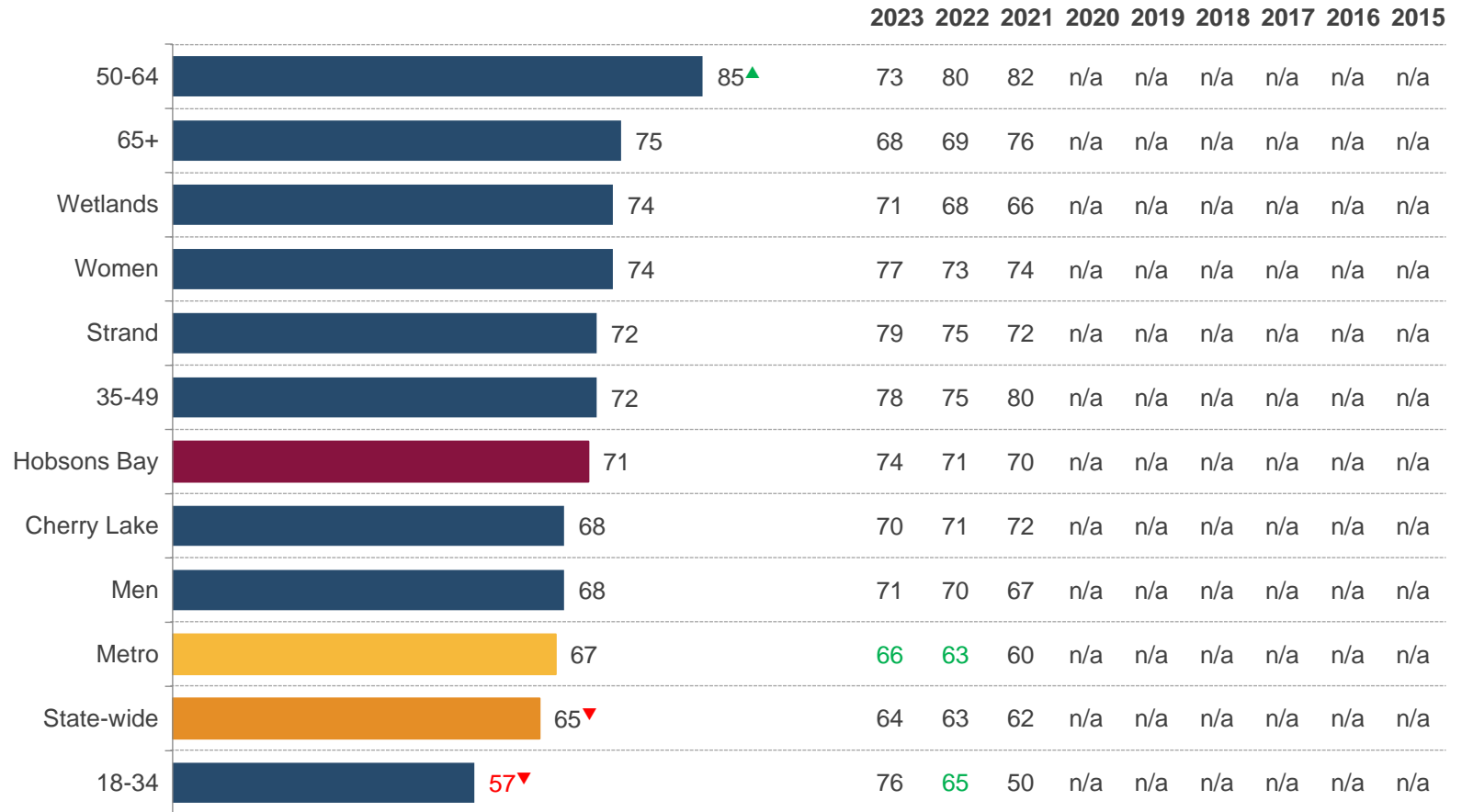
Q5a. Have you or any member of your household had any recent contact with Hobsons Bay City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7



Contact with council

2024 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

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



Customer service rating

2024 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wetlands	74	72	70	75	n/a	n/a	n/a	n/a	n/a
Women	71	69	75	79	n/a	n/a	n/a	n/a	n/a
Metro	71	72	74	74	76	72	71	73	73
35-49	70	65	66	79	n/a	n/a	n/a	n/a	n/a
50-64	70	74	74	74	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	68	69	72	76	n/a	n/a	n/a	n/a	n/a
65+	67	70	74	76	n/a	n/a	n/a	n/a	n/a
State-wide	67	67	68	70	70	71	70	69	69
Strand	66	65	71	79	n/a	n/a	n/a	n/a	n/a
Cherry Lake	65	73	78	71	n/a	n/a	n/a	n/a	n/a
18-34	64	71	77	74	n/a	n/a	n/a	n/a	n/a
Men	63	70	69	73	n/a	n/a	n/a	n/a	n/a

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

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

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

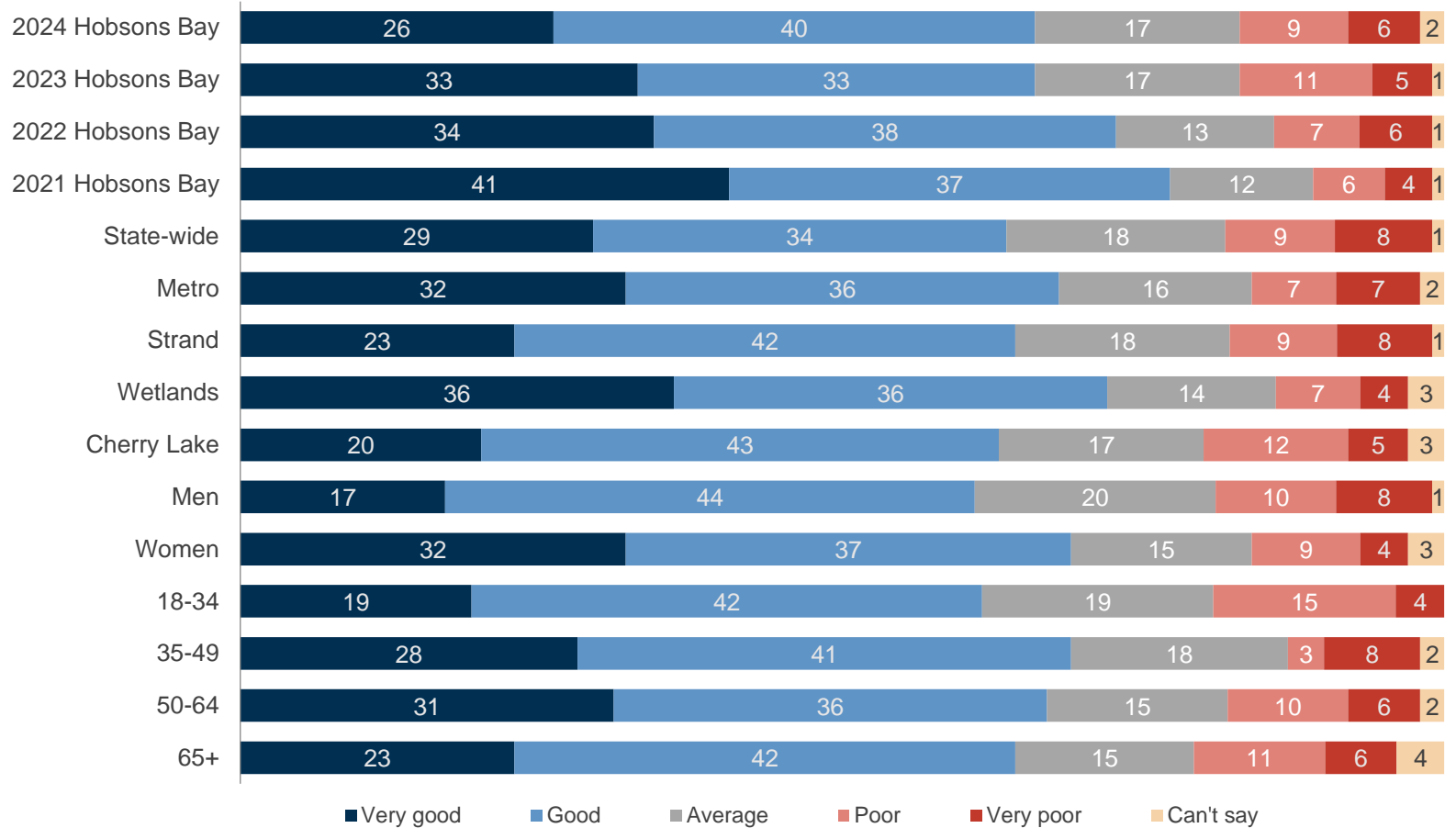
Councils asked State-wide: 62 Councils asked group: 13

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



Customer service rating

2024 customer service rating (%)

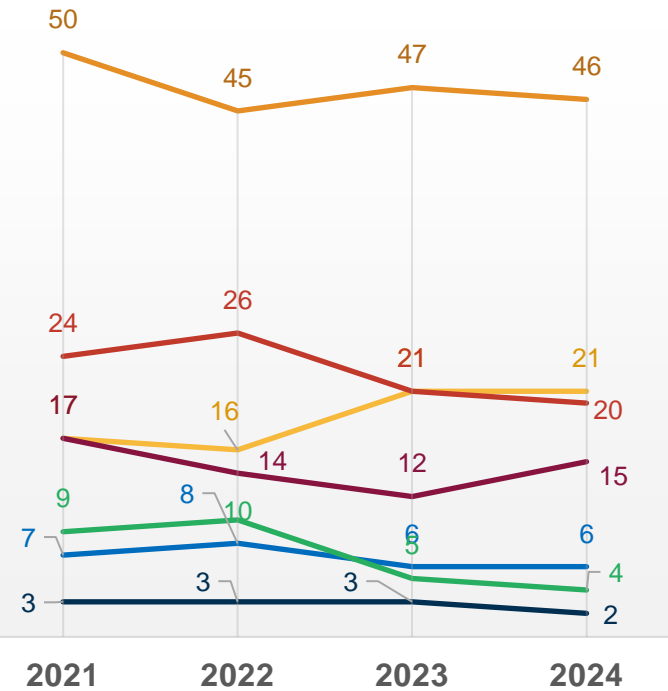
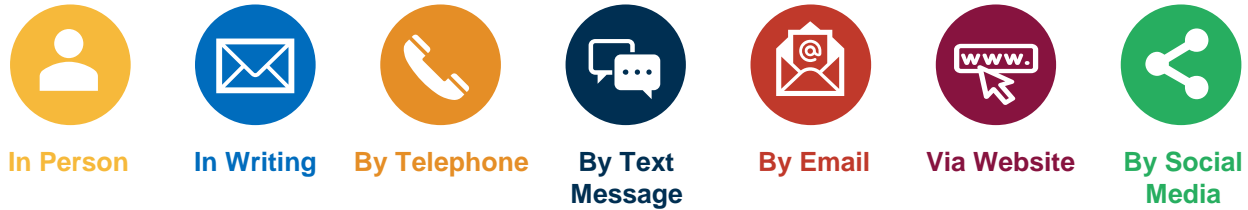


Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 13



Method of contact with council

2024 method of contact (%)



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

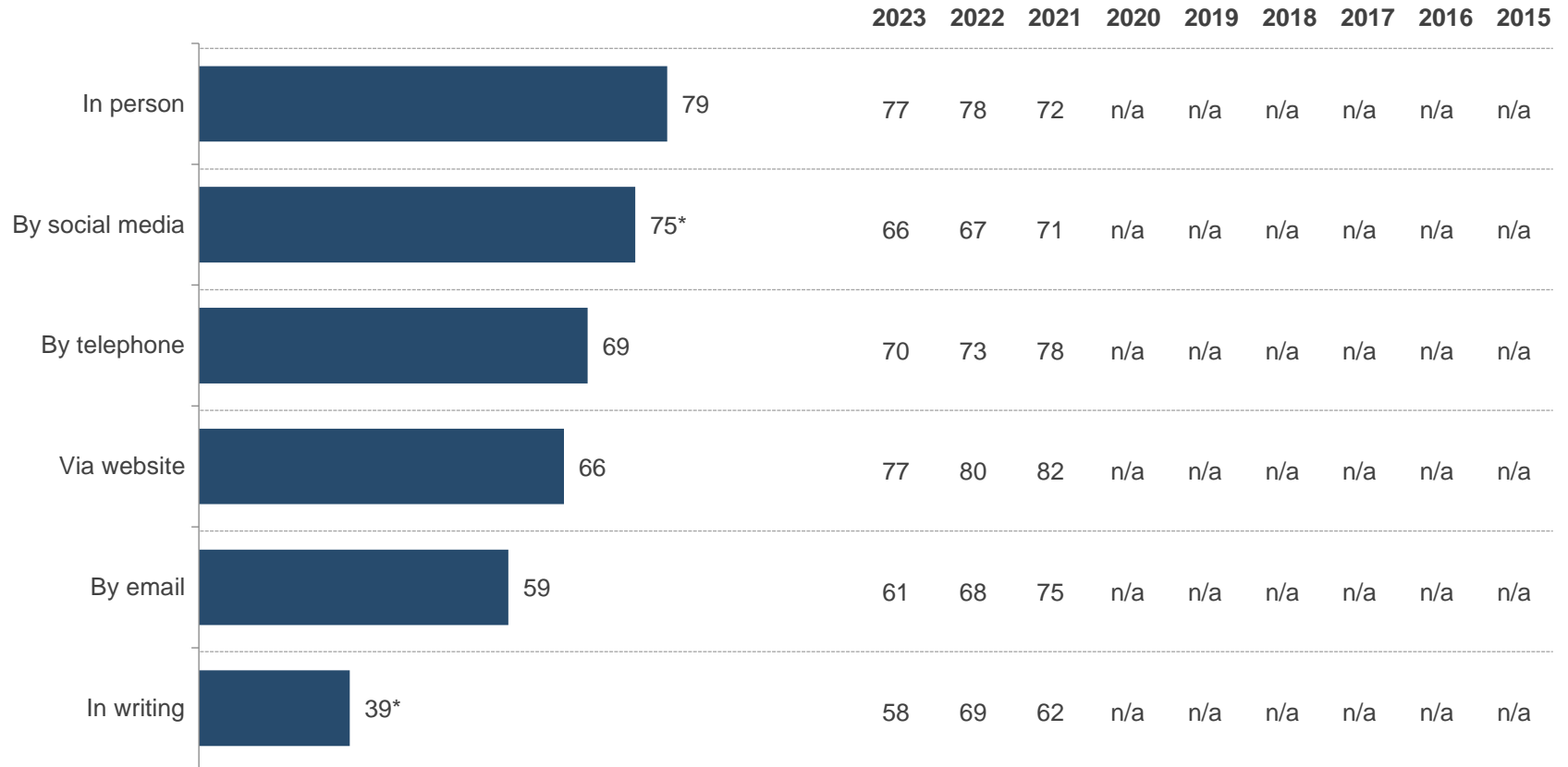
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

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



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay 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: 26 Councils asked group: 7

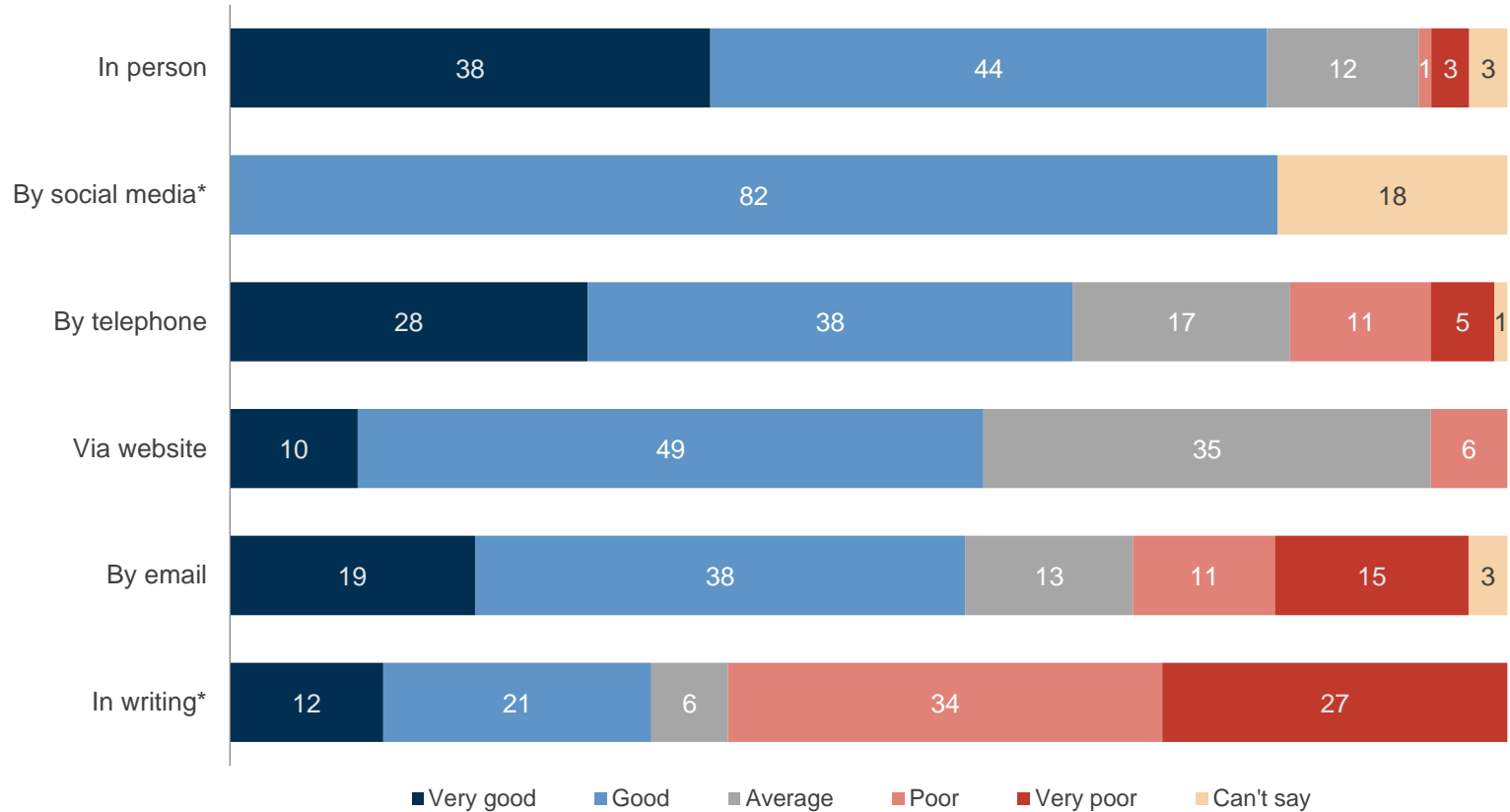
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Hobsons Bay 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: 26 Councils asked group: 7
 *Caution: small sample size < n=30



Communication

Communication

There are similar levels of demand for a council newsletter sent by mail (34%) as a newsletter sent by email (32%). As recent as 2023, a newsletter sent by mail (38%) was preferred by more residents than a newsletter sent by email (27%). Changing preferences and the increased popularity of an email newsletter among residents aged 50 years or older is behind the change.

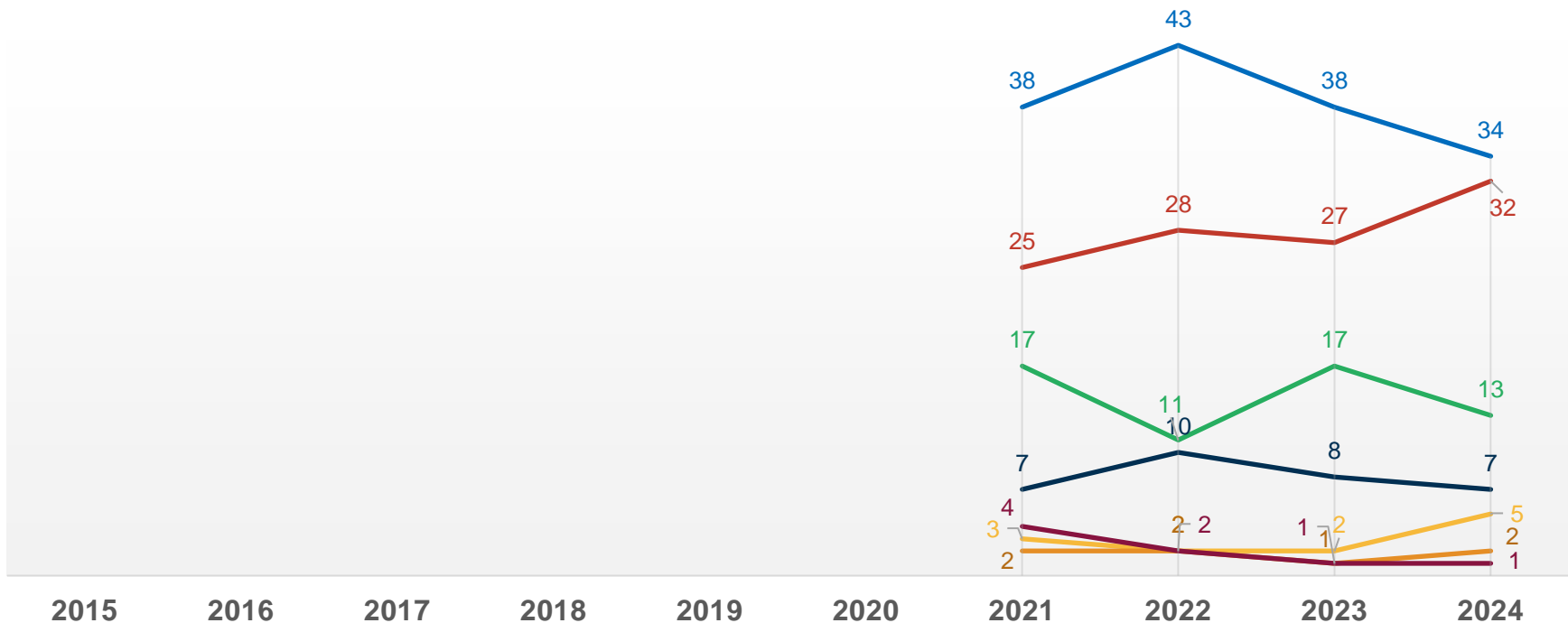
- Preferences among residents under 50 years of age have not changed since 2023, and equal numbers prefer a newsletter sent via mail (30%) as prefer a newsletter sent via email (32%). Just fewer than one in five residents under 50 years of age (18%) prefer social media updates.
- Demand for a newsletter sent via mail dipped among residents aged 50 years or older (49% in 2023, down to 40% in 2024), while demand for a newsletter sent via email increased (23% in 2023, up to 31% in 2024).





Best form of communication

2024 best form of communication (%)



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



Best form of communication: under 50s

2024 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



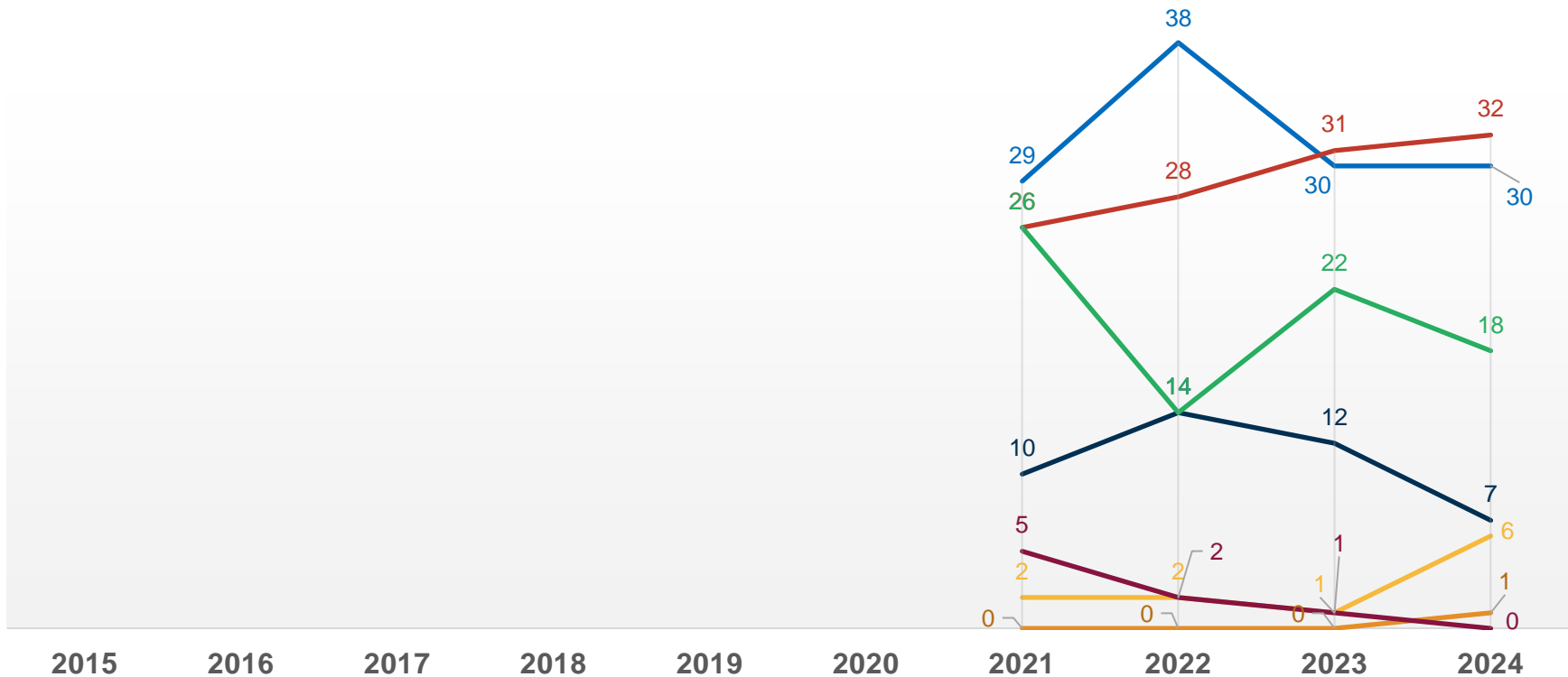
Council Website



Text Message



Social Media



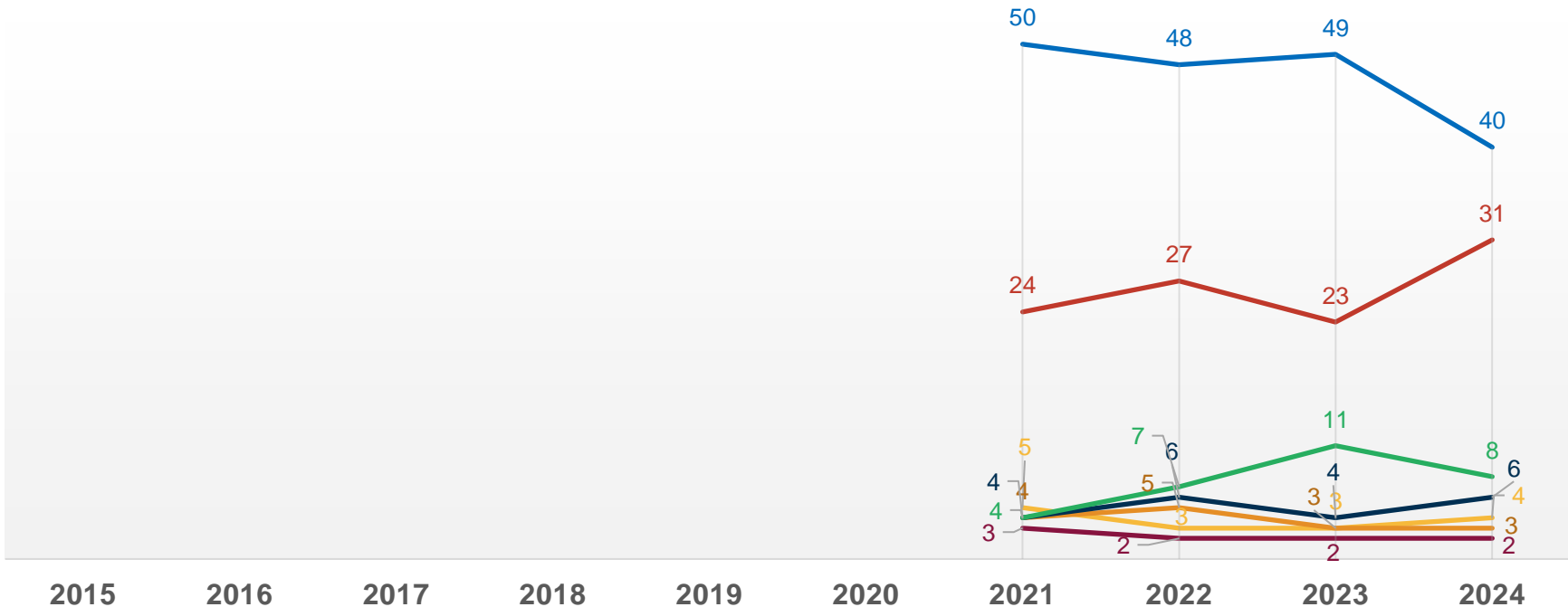
Q13. If Hobsons Bay City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 10



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Q13. If Hobsons Bay City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 10



Council direction



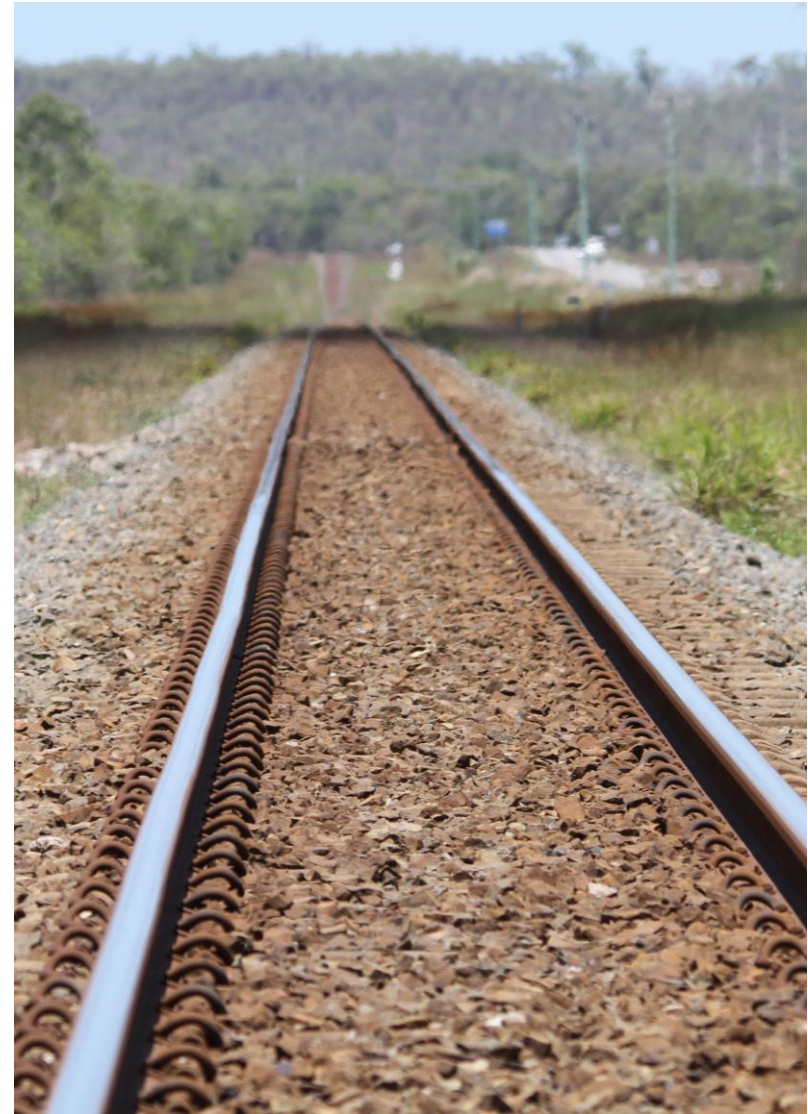
Council direction

Perceptions of Council's overall direction continue to decline. Council experienced a significant decline in this area for the second straight year (index score of 45 in 2024, 50 in 2023, and 57 in 2022). Perceptions of council direction are at their lowest level since 2021 (index score of 60).

Council rates significantly lower than the Metropolitan group average and in line with the State-wide average for councils (index scores of 49 and 45 respectively).

- Cherry Lake residents are most satisfied with Council's overall direction (index scores of 51) – significantly more so compared to the Council average. Conversely, Strand residents remain least satisfied with Council's direction (index scores of 40).
- While Wetlands residents rate council direction in line with the average, perceptions declined significantly there since 2023 (index score of 47, down nine index points).
- Residents aged 35 to 49 years also declined significantly in their impressions of council direction (index score of 43, down seven index points).

Two-thirds of residents (66%) believe overall direction has stayed the same in the last 12 months; 9% believe it improved; and 18% believe it deteriorated.





Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	51▲	54	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Cherry Lake	51▲	53	59	61	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49▲	49	53	55	54	55	54	54	55	56
Wetlands	47	56	57	57	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	52	55	58	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	45	50	57	60	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	45	46	50	53	51	53	52	53	51	53
65+	45	50	51	54	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	48	59	61	n/a	n/a	n/a	n/a	n/a	n/a
35-49	43	50	52	59	n/a	n/a	n/a	n/a	n/a	n/a
50-64	41	46	50	54	n/a	n/a	n/a	n/a	n/a	n/a
Strand	40▼	44	56	60	n/a	n/a	n/a	n/a	n/a	n/a

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

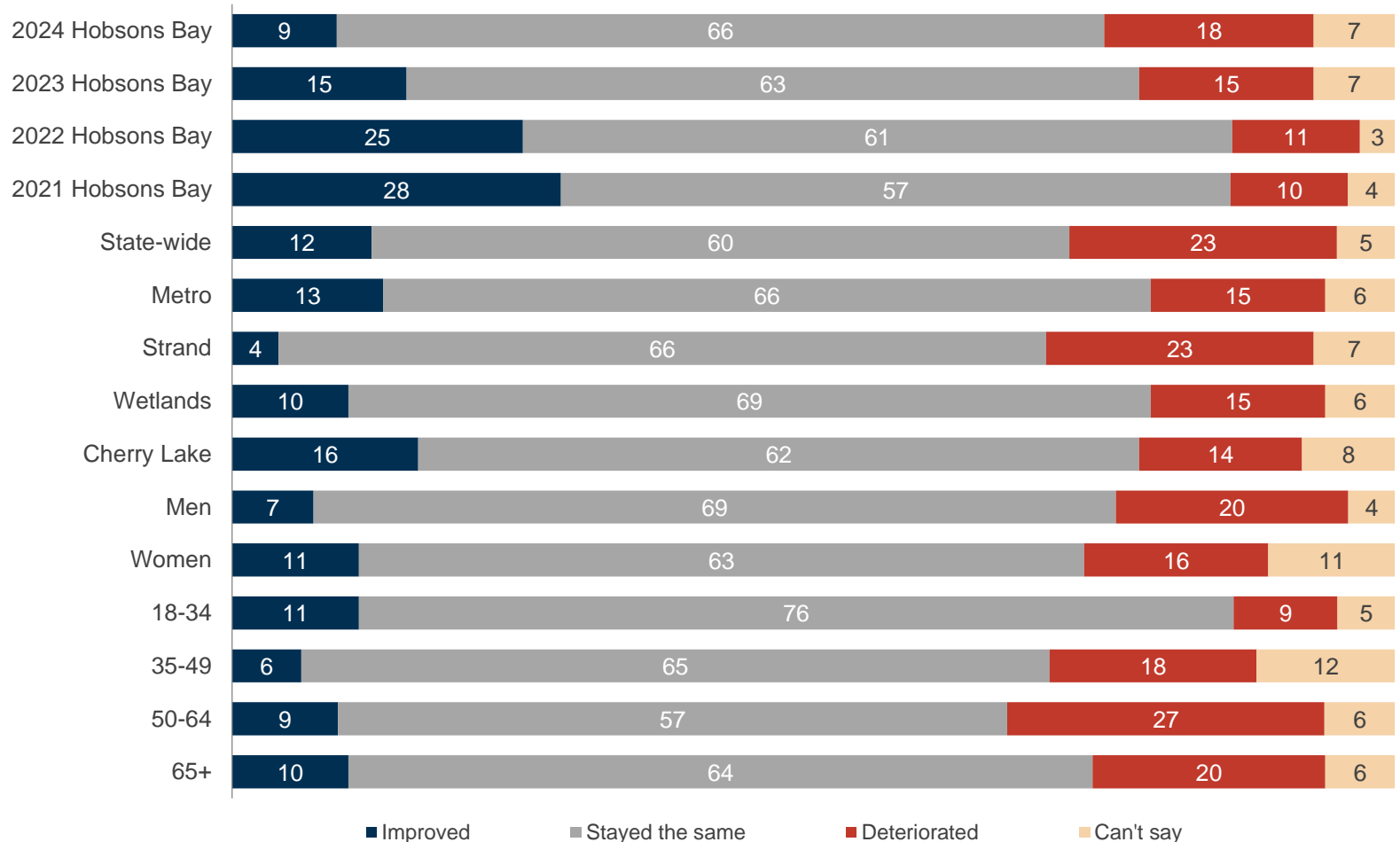
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

2024 overall council direction (%)



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

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

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wetlands	59▲	57	59	61	n/a	n/a	n/a	n/a	n/a
Metro	56▲	55	58	59	58	58	57	57	58
18-34	56	61	63	63	n/a	n/a	n/a	n/a	n/a
Women	54	57	61	61	n/a	n/a	n/a	n/a	n/a
Cherry Lake	54	60	61	59	n/a	n/a	n/a	n/a	n/a
35-49	53	54	63	62	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	53	56	60	61	n/a	n/a	n/a	n/a	n/a
65+	52	54	55	60	n/a	n/a	n/a	n/a	n/a
Men	51	55	58	62	n/a	n/a	n/a	n/a	n/a
State-wide	51	52	54	56	55	56	55	55	54
50-64	49	55	56	60	n/a	n/a	n/a	n/a	n/a
Strand	48▼	53	60	63	n/a	n/a	n/a	n/a	n/a

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

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

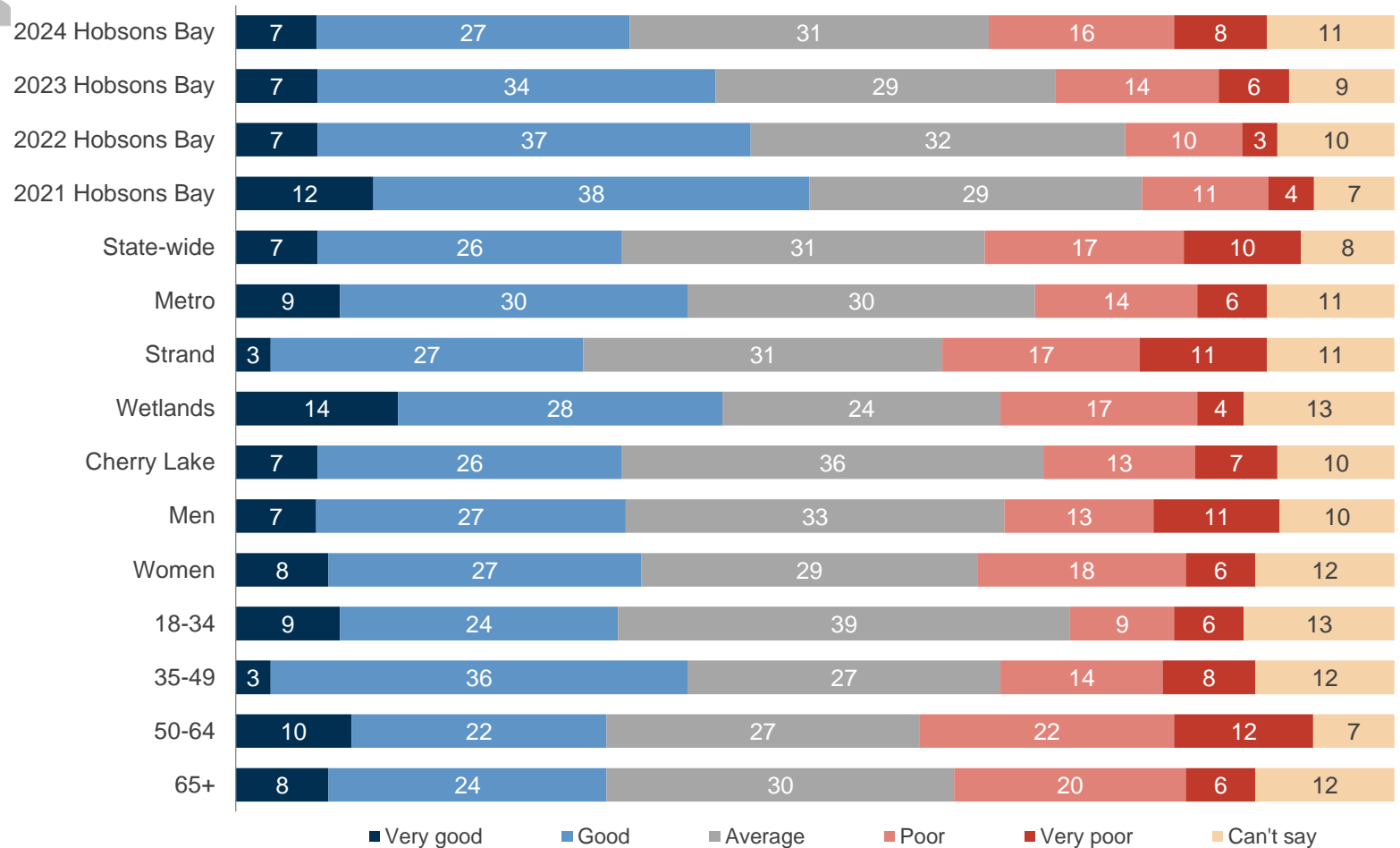
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



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

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	58	54	55	58	n/a	n/a	n/a	n/a	n/a
Wetlands	58	59	57	54	n/a	n/a	n/a	n/a	n/a
18-34	58	62	66	59	n/a	n/a	n/a	n/a	n/a
Cherry Lake	57	57	63	59	n/a	n/a	n/a	n/a	n/a
Metro	57	55	59	61	59	60	58	58	59
Women	56	56	59	58	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	55	56	59	58	n/a	n/a	n/a	n/a	n/a
35-49	54	53	58	59	n/a	n/a	n/a	n/a	n/a
Men	54	57	60	58	n/a	n/a	n/a	n/a	n/a
Strand	51	53	58	60	n/a	n/a	n/a	n/a	n/a
State-wide	50▼	51	54	56	53	55	54	54	55
50-64	48▼	55	55	55	n/a	n/a	n/a	n/a	n/a

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

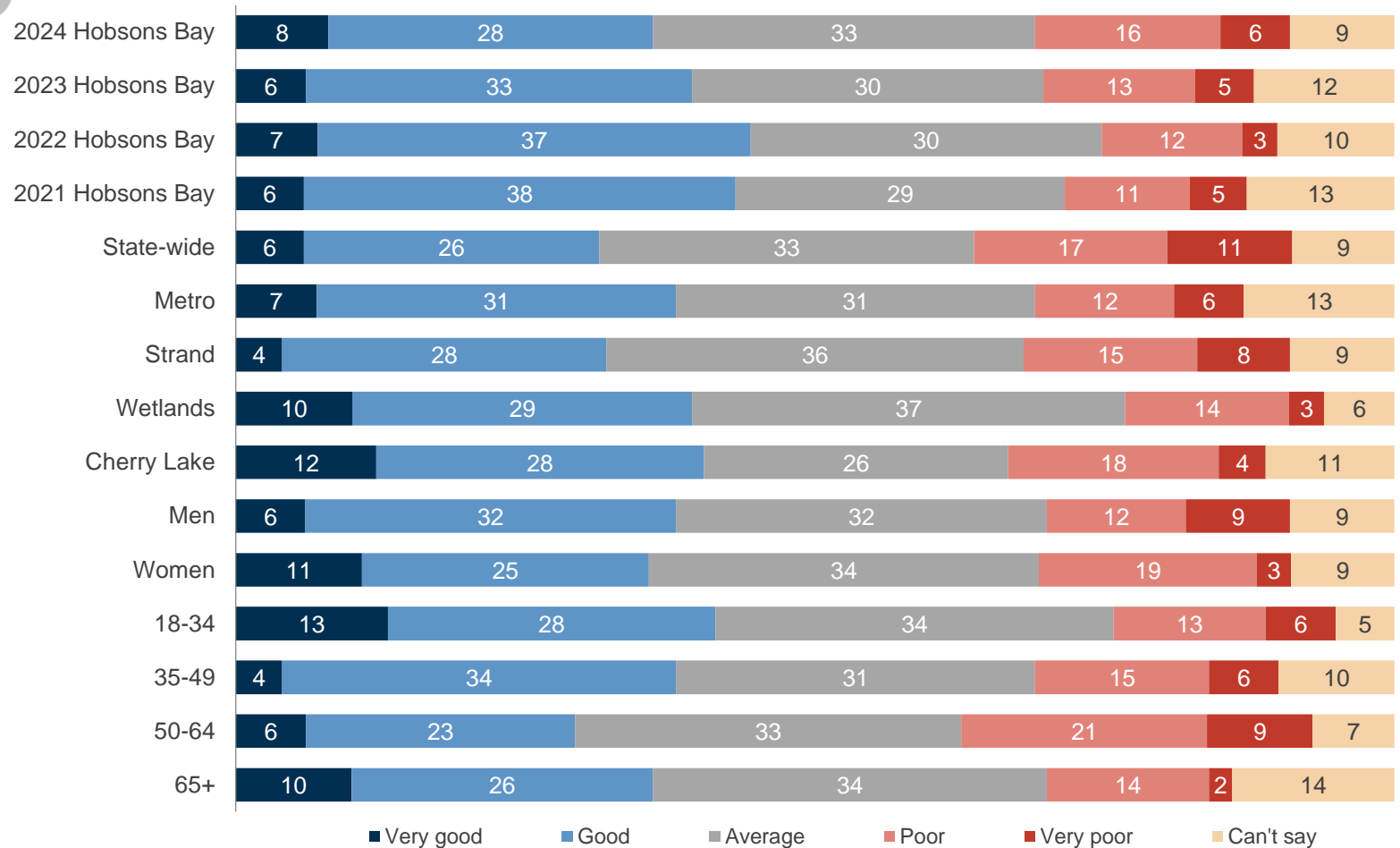
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	59	64	62	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61▲	65	68	67	69	68	66	67	69
Cherry Lake	59	67	64	n/a	n/a	n/a	n/a	n/a	n/a
Wetlands	58	60	63	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	55	59	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	60	64	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	60	61	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	56	60	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	53	61	n/a	n/a	n/a	n/a	n/a	n/a
Strand	50▼	52	58	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	45▼	53	57	54	56	53	53	54	55

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

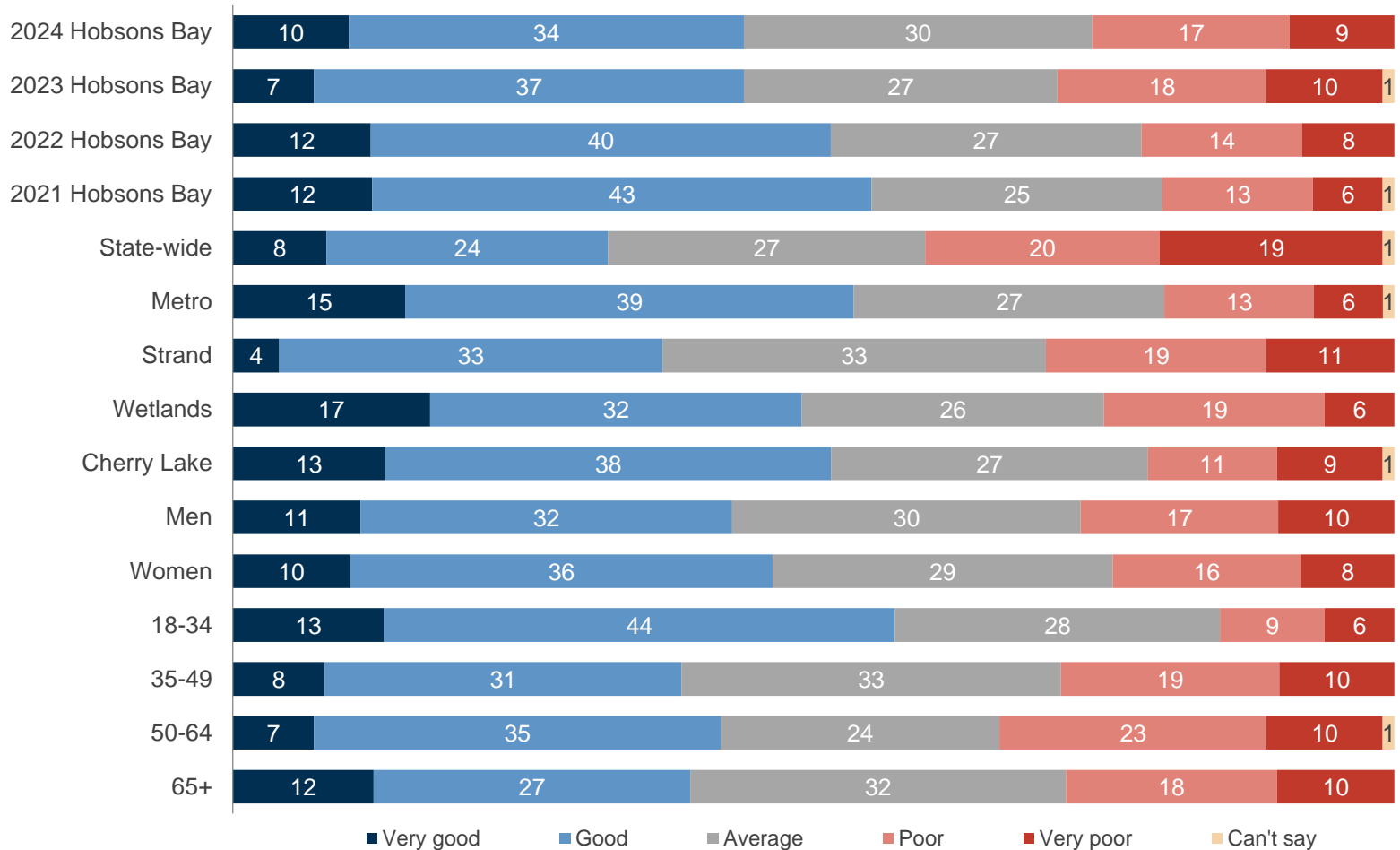
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Wetlands	71	68	62	64	n/a	n/a	n/a	n/a	n/a
65+	71	65	64	68	n/a	n/a	n/a	n/a	n/a
18-34	71	73	59	71	n/a	n/a	n/a	n/a	n/a
Metro	70	68	71	72	70	73	75	75	76
Women	70	66	57	70	n/a	n/a	n/a	n/a	n/a
Hobsons Bay	69	68	58	67	n/a	n/a	n/a	n/a	n/a
Strand	68	67	55	70	n/a	n/a	n/a	n/a	n/a
Men	67	69	59	65	n/a	n/a	n/a	n/a	n/a
Cherry Lake	67	67	58	67	n/a	n/a	n/a	n/a	n/a
35-49	67	65	51	65	n/a	n/a	n/a	n/a	n/a
State-wide	67	66	68	69	65	68	70	71	70
50-64	66	69	59	65	n/a	n/a	n/a	n/a	n/a

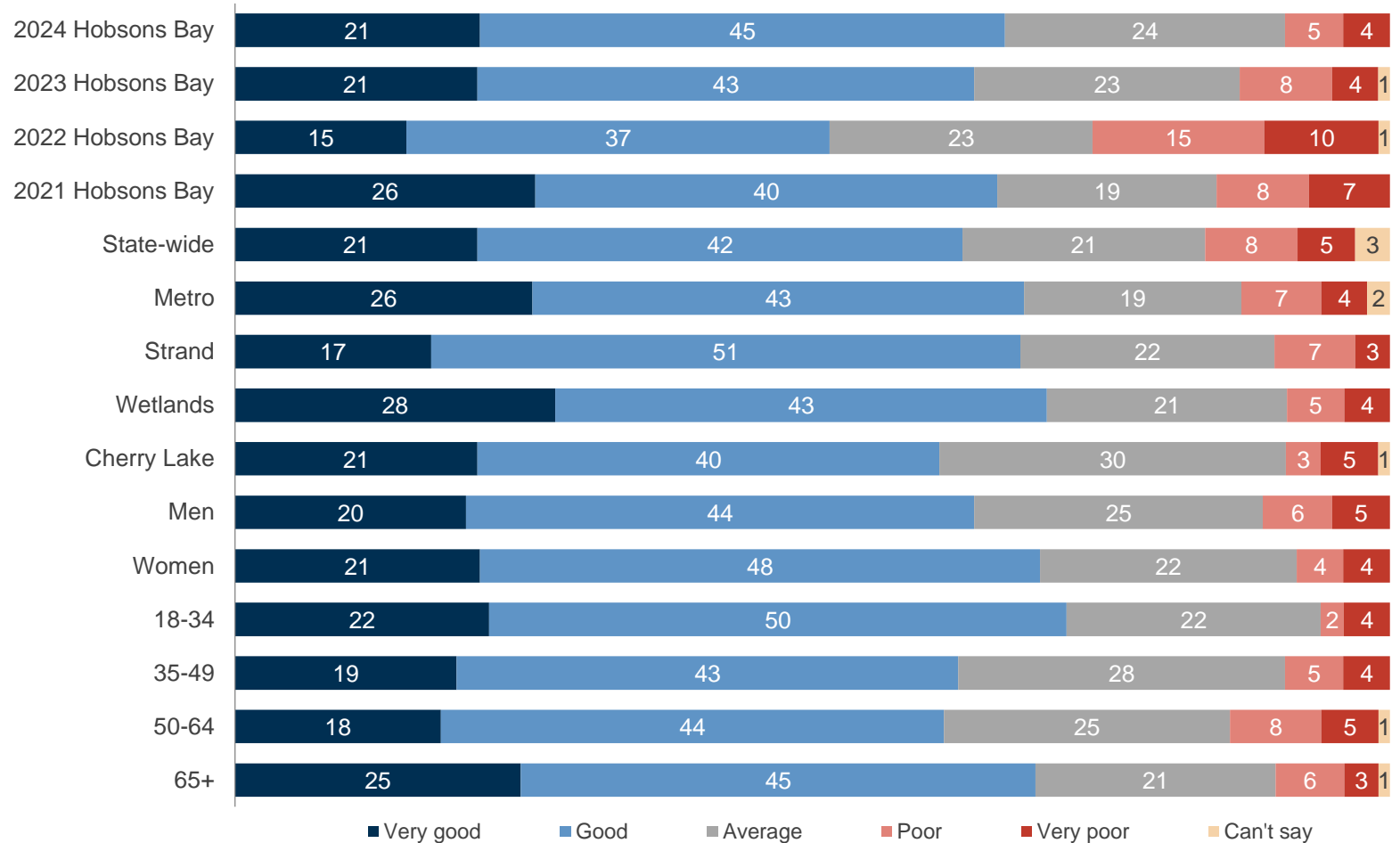
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



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



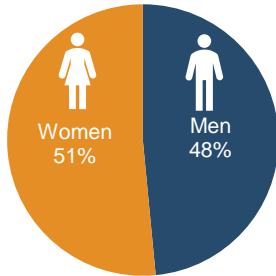
Detailed demographics



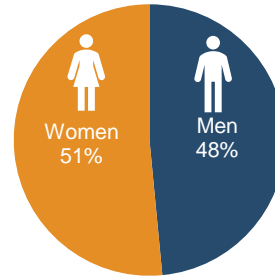
Gender and age profile

2024 gender

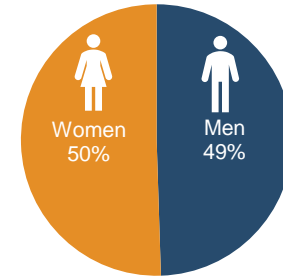
Hobsons Bay



Metro

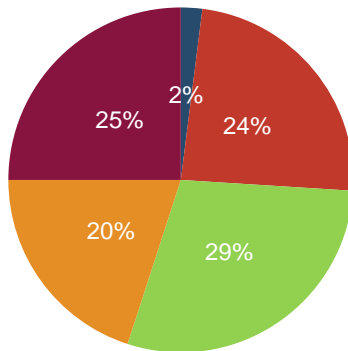


State-wide

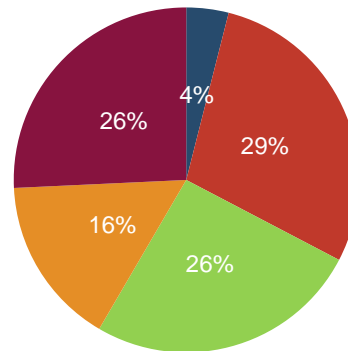


2024 age

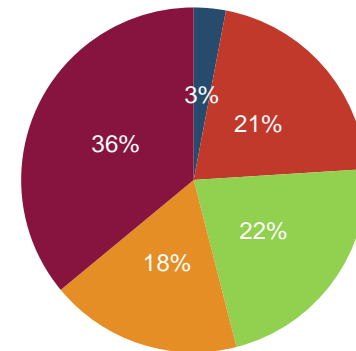
Hobsons Bay



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

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

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

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue data visualizations including a line graph with a downward trend, a bar chart with several bars of varying heights, and a grid pattern.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Hobsons Bay 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 72,000 people aged 18 years or over for Hobsons Bay City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hobsons Bay City Council	400	400	+/-4.9
Men	193	193	+/-7.1
Women	203	202	+/-6.9
Strand	189	175	+/-7.1
Wetlands	100	104	+/-9.8
Cherry Lake	111	121	+/-9.3
18-34 years	46	105	+/-14.6
35-49 years	75	116	+/-11.4
50-64 years	126	81	+/-8.8
65+ years	153	99	+/-7.9



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

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 Hobsons Bay 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 Hobsons Bay City Council.

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

A total of n=400 completed interviews were achieved in Hobsons Bay City Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

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

Wherever appropriate, results for Hobsons Bay City Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

**THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

