



# **2025 Local Government Community Satisfaction Survey**

## **Whitehorse City Council**

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



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<u>Appearance of public areas</u>	<u>81</u>		
<u>Art centres and libraries</u>	<u>85</u>		



## Background and objectives

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

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

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

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

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

### Serving Victoria for 26 years

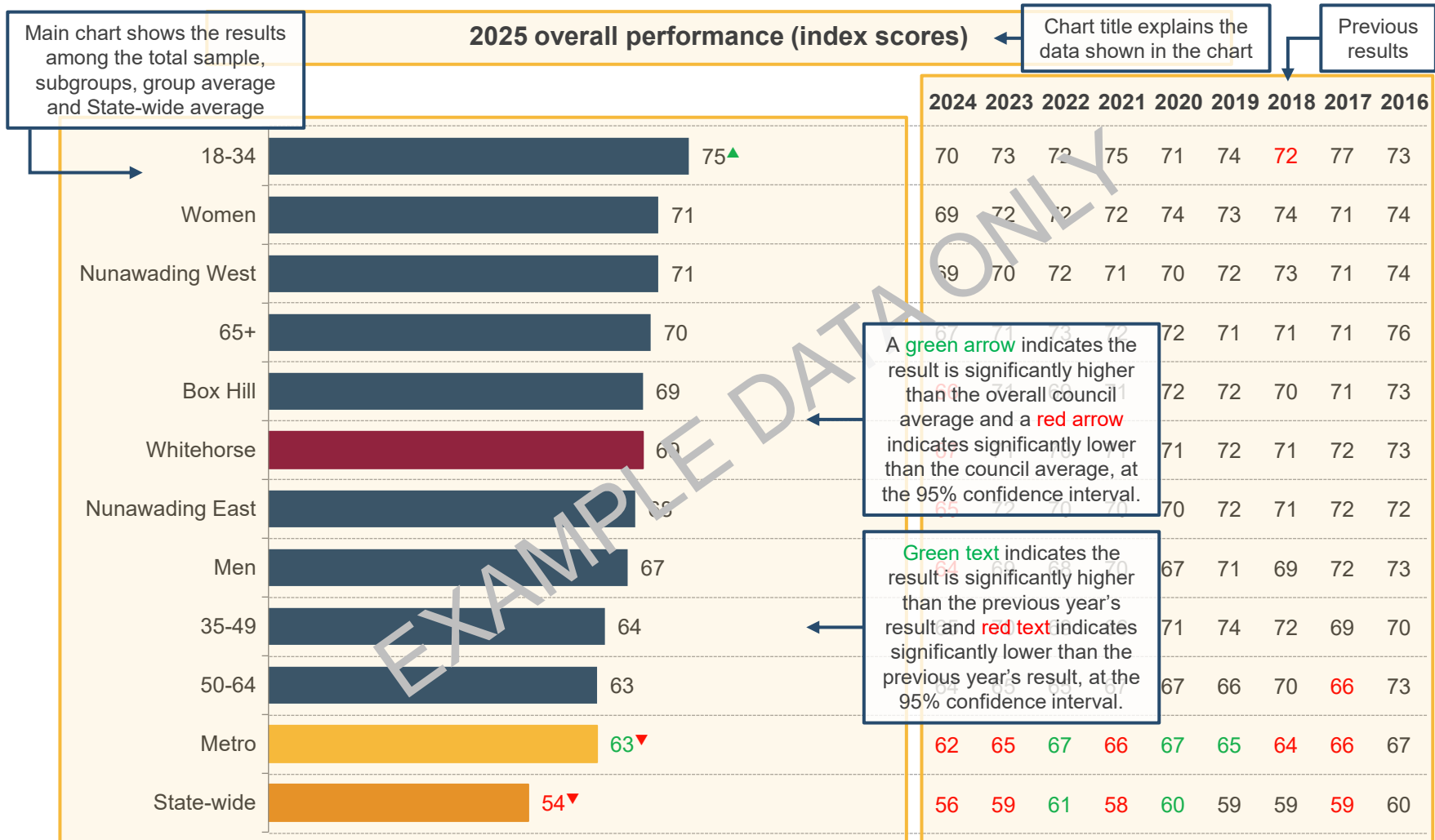
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



# How to read index score charts in this report



Question asked and base size(s)

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

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

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



## How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

2025 overall performance (%)

Chart title explains the data shown in the chart

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.



Legend

Very good Good Average Poor Very poor Can't say

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

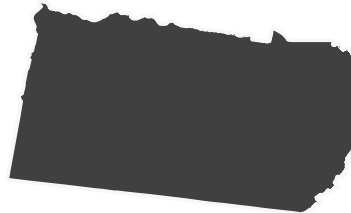
## **Key findings and recommendations**



# Whitehorse City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Whitehorse 63



Metropolitan 62



State-wide 53

## Council performance compared to group average

### Top 3 performing areas



Art centres & libraries

≡ on par



Recreational facilities

≡ on par



Waste management

≡ on par

### Bottom 3 performing areas



Planning & building permits

▲ higher



Lobbying

≡ on par



Consultation & engagement

≡ on par



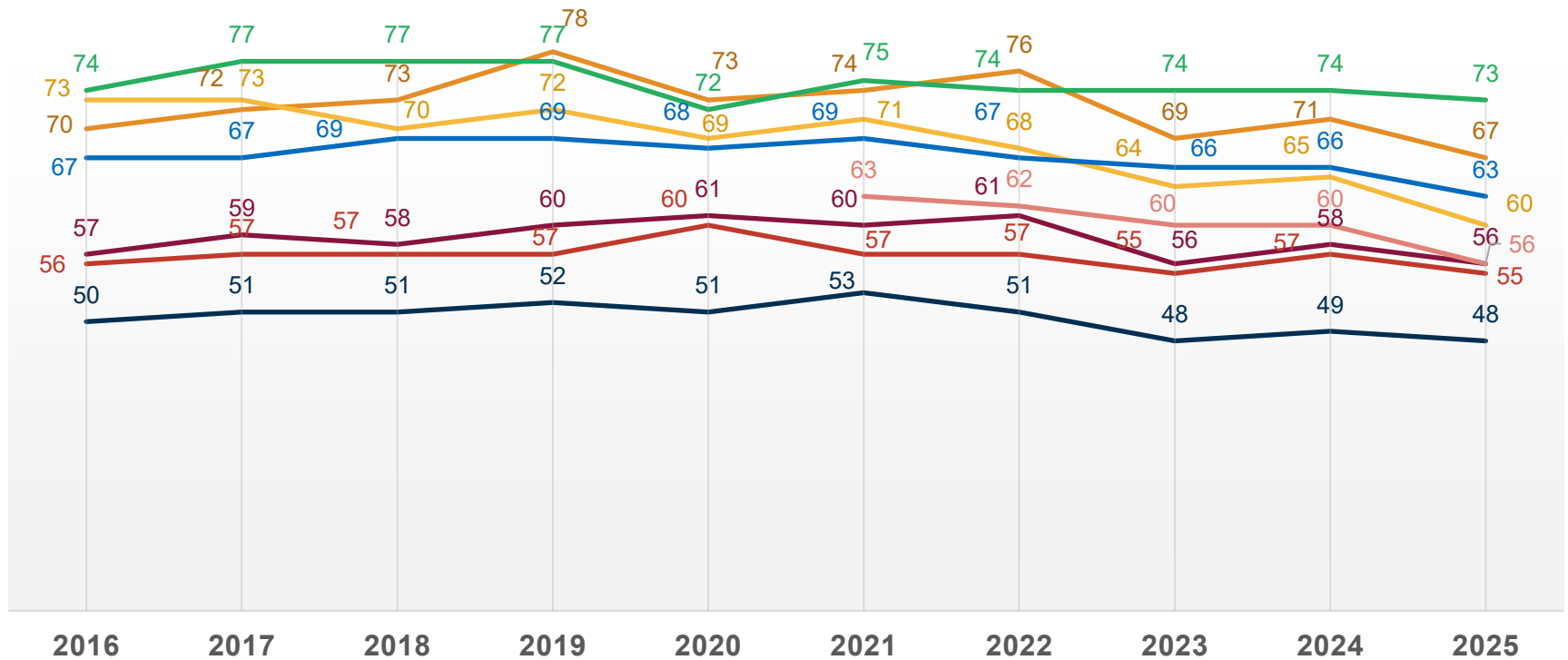
Customer service

▼ lower



# Summary of core measures

## Index scores

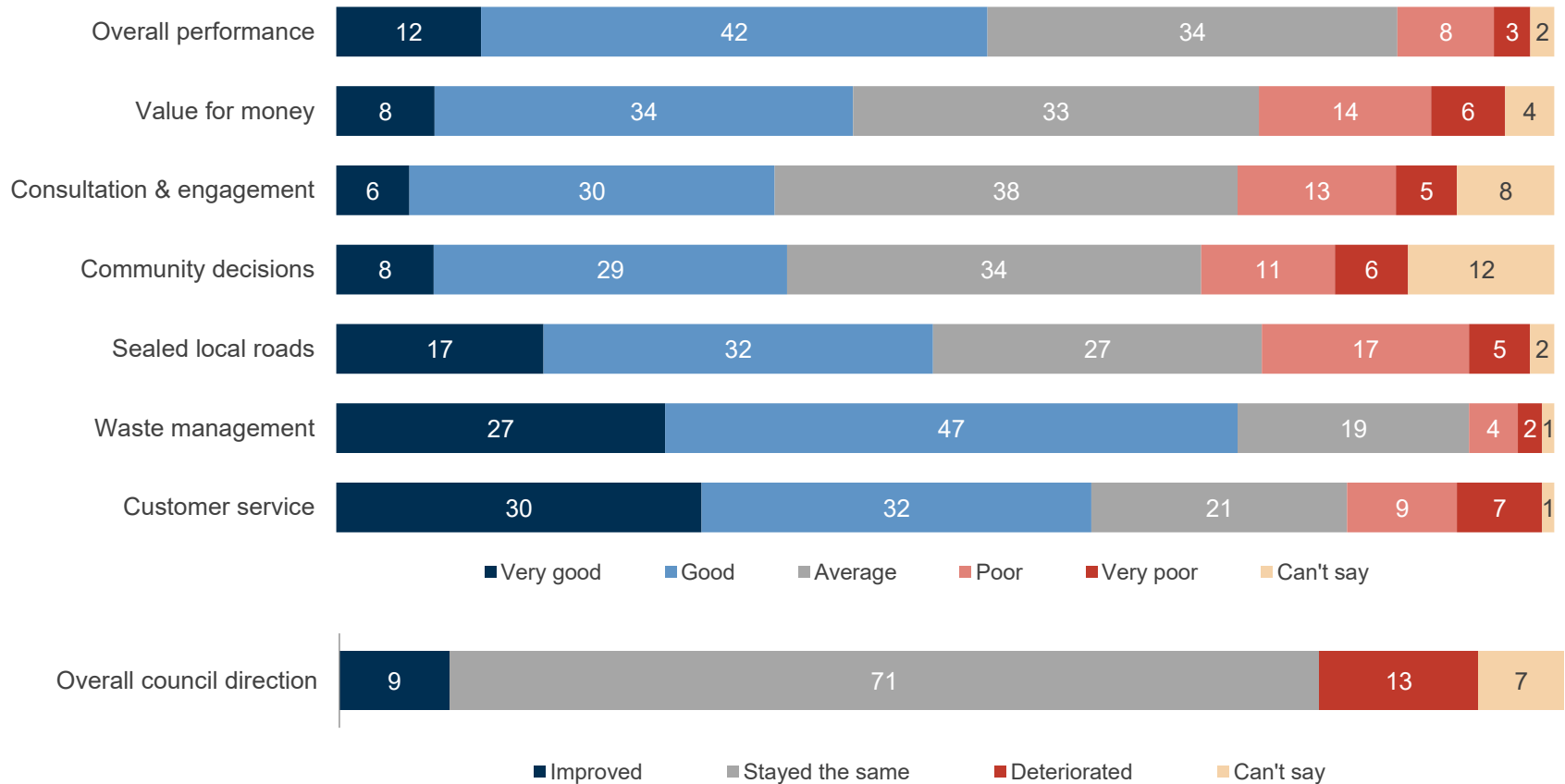
















## Summary of core measures

### Core measures summary results (%)













## Summary of Whitehorse City Council performance

Services		Whitehorse 2025	Whitehorse 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	63	66	62	53	65+ years	Nunawading West residents, Men, 35-49 years
	Value for money	56	60	56	47	65+ years	Men
	Overall council direction	48	49	48	46	18-34 years	50-64 years
	Customer service	67	71	71	66	Women	Men
	Art centres & libraries	75	76	76	73	65+ years	Men
	Recreational facilities	74	75	74	67	Nunawading East residents	Nunawading West residents
	Waste management	73	74	72	65	Nunawading East residents	Nunawading West residents
	Appearance of public areas	70	72	71	68	Box Hill residents	Nunawading West residents
	Community & cultural	68	70	69	65	65+ years	18-34 years
	Family support services	65	65	66	62	Nunawading East residents	Box Hill residents, 65+ years, Nunawading West residents



## Summary of Whitehorse City Council performance

Services		Whitehorse 2025	Whitehorse 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Environmental sustainability	64	65	64	59	Nunawading East residents	Nunawading West residents, Box Hill residents
	Enforcement of local laws	64	63	62	59	Nunawading East residents, 18-34 years, Women	Nunawading West residents, Men
	Sealed local roads	60	65	59	45	18-34 years, Box Hill residents, Nunawading East residents	Nunawading West residents
	Informing the community	59	60	61	56	18-34 years	Nunawading West residents
	Community decisions	56	58	56	49	18-34 years	Nunawading West residents, 50-64 years
	Consultation & engagement	55	57	56	50	Women, 65+ years	50-64 years, Men
	Lobbying	52	56	54	49	35-49 years, 65+ years	50-64 years, Nunawading West residents
	Planning & building permits	51	51	47	43	18-34 years	50-64 years



## Focus areas for the next 12 months

### Overview

Residents' perceptions of Whitehorse City Council's overall performance index score of 63 is not significantly different to last year, but has been trending down incrementally from a peak index score of 69 (last recorded in 2021). Performance perceptions on most individual service areas are in line with 2024 results – which is a positive result. Exceptions to the aforementioned trend are lobbying, sealed local roads and value for money, where performance ratings declined significantly this year.

### Key influences on perceptions of overall performance

Council should focus foremost on maintaining and improving performance in the individual service areas that most influence perception of overall performance, namely, community consultation and engagement, and decisions made in the interest of the community. Following this, the more moderately influential but lower rated service area of planning and building permits should be prioritised for service improvements in the year ahead.

### Comparison to state and area grouping

Council performs significantly higher than the State-wide result on the majority of measures evaluated. Council is rated in line with the Metropolitan group averages on most measures, but rates significantly higher on planning and building permits, and significantly lower on customer service. This is a positive comparative result for Council against the group averages.

### Maintain and shore up stronger performing areas

Perceptions of Council's performance on waste management and customer service have been relatively stable over time and remain among Council's stronger performing core measures. Historically (back in 2019), Council has performed more strongly in both of these areas – suggesting there is potential to shore up efforts here. Encouragingly, the tangible nature of waste management makes it possible for changes to be noticed, thus positively impacting perceptions of Council performance in these areas (and overall).

# DETAILED FINDINGS

# Overall performance



## Overall performance

The overall performance index score of 63 for Whitehorse City Council is not significantly different to the 2024 result. That said, perceptions have been trending down over recent years and Council's overall performance rating is now at a 10-year low.

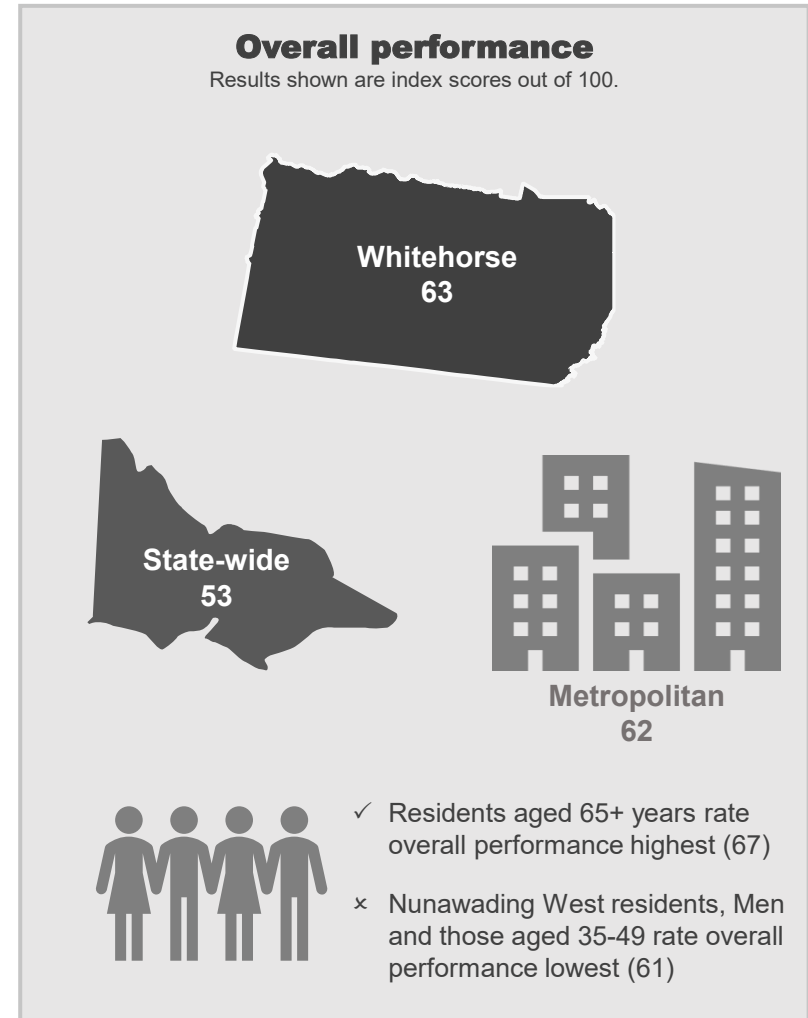
Council's overall performance continues to rate statistically significantly higher (at the 95% confidence level) than the State-wide average, but now rates in line with the Metropolitan group average (index scores of 53 and 62 respectively).

- Performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

More than four in 10 residents (42%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 33% rate Council as 'average', while 20% rate it as 'very poor' or 'poor' in terms of providing value for money.

Since the last evaluation perceptions of Council's value for money have significantly declined (index score of 56, down four index points this year).

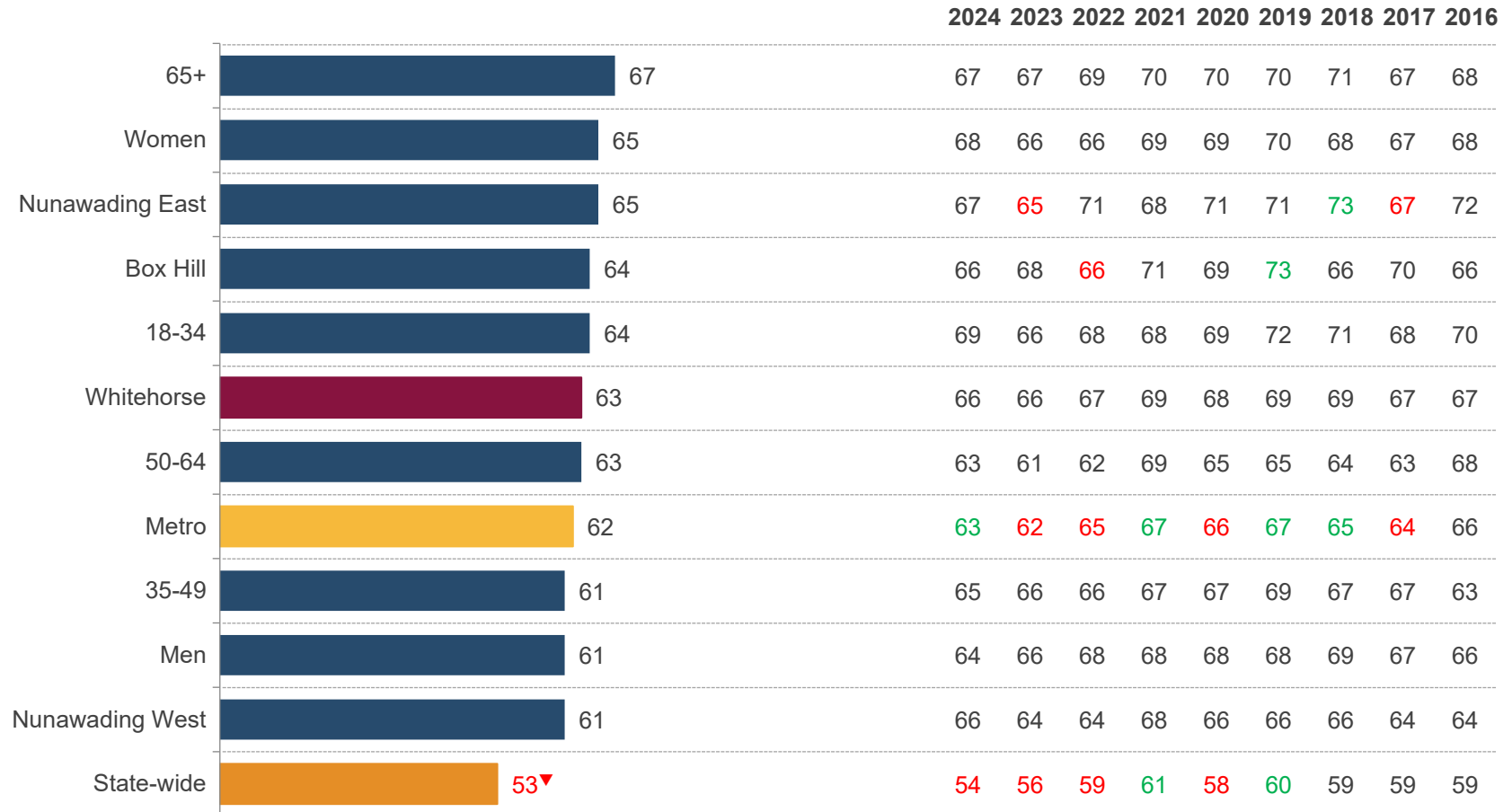
- Contributing to this result are significant declines in perceptions among 18 to 34 year olds, Nunawading West residents and women.





# Overall performance

## 2025 overall performance (index scores)



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

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

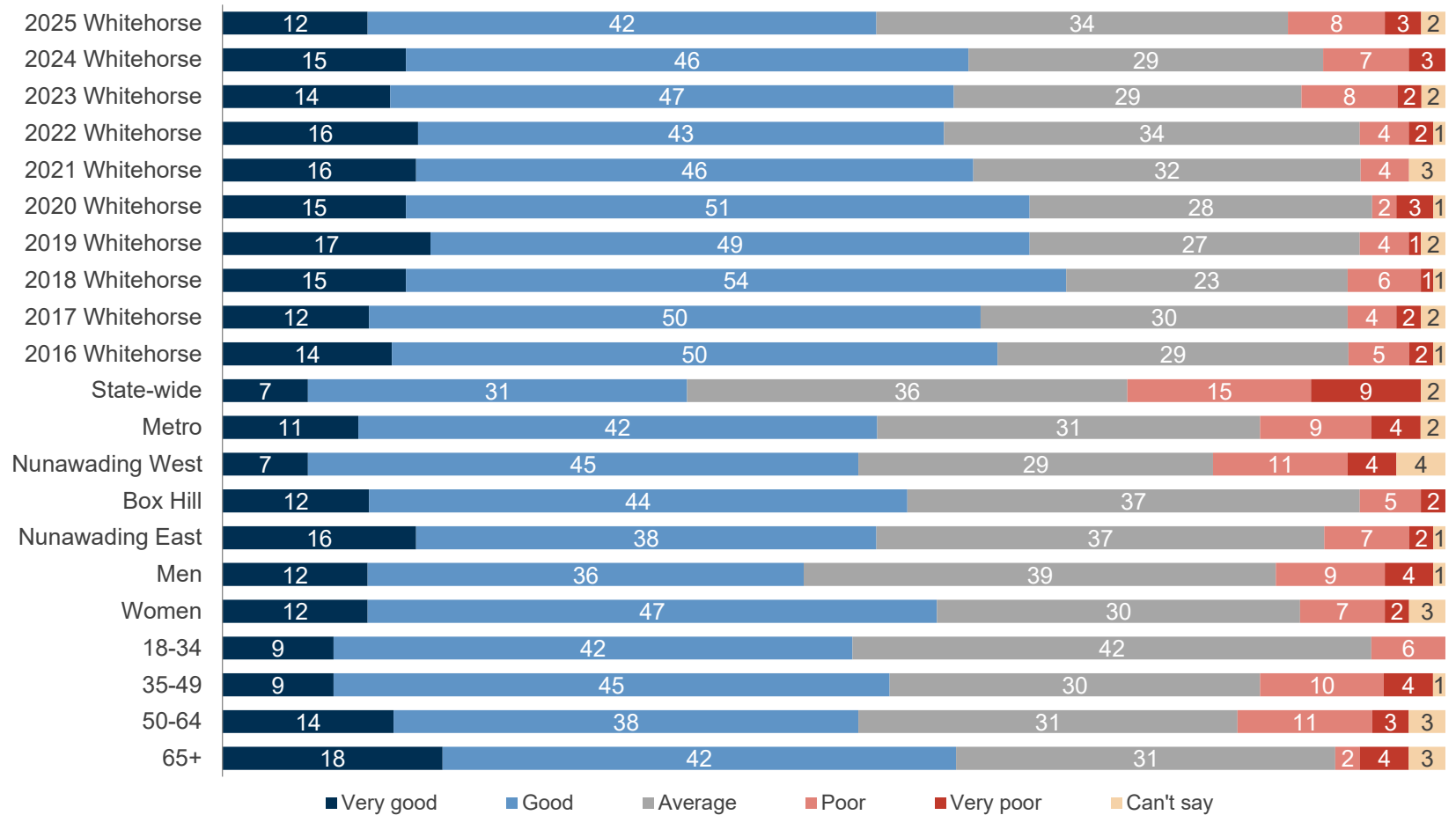
Note: Please see Appendix A for explanation of significant differences.





# Overall performance

## 2025 overall performance (%)



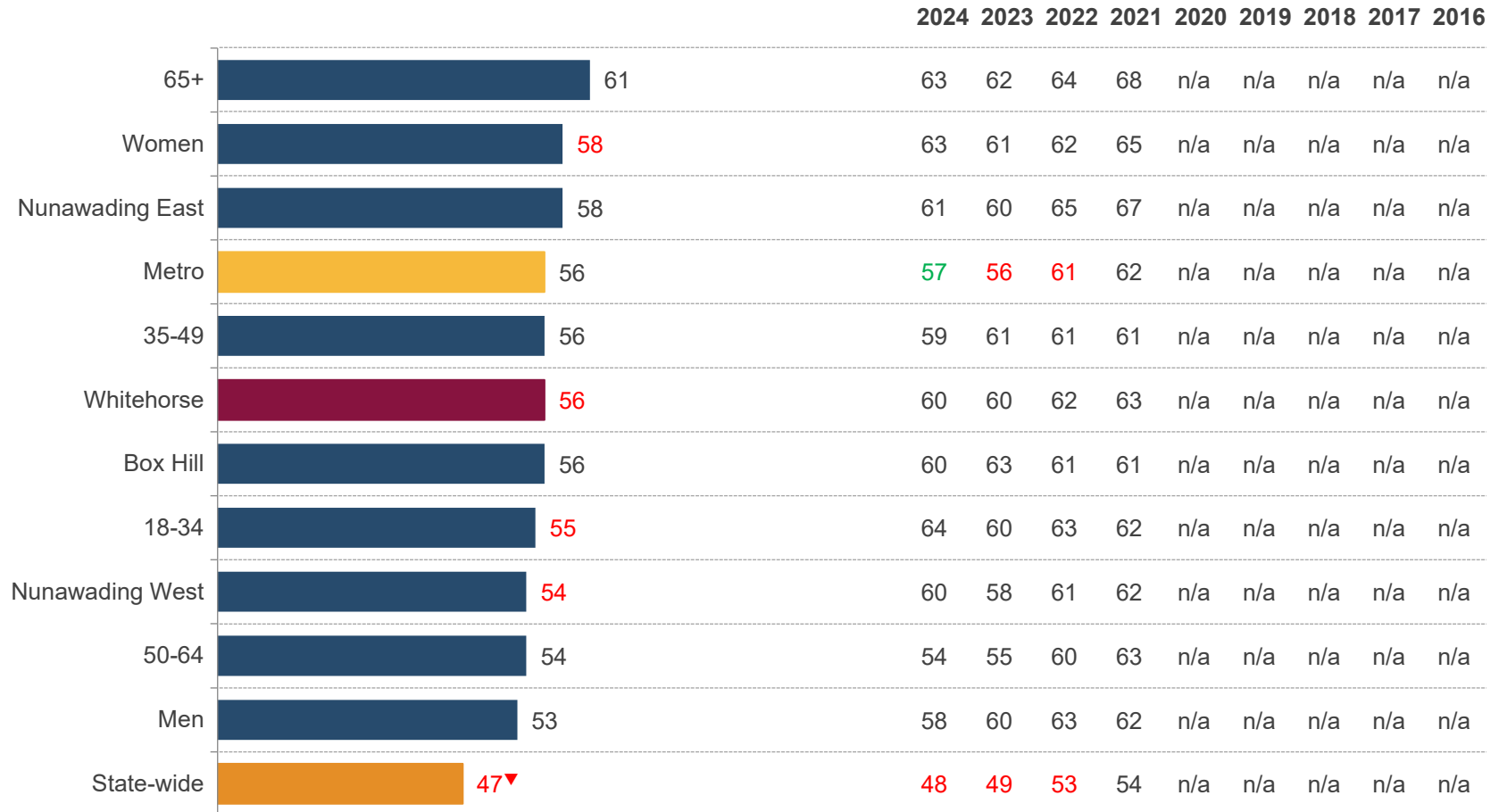
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Whitehorse City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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



# Value for money in services and infrastructure

## 2025 value for money (index scores)



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

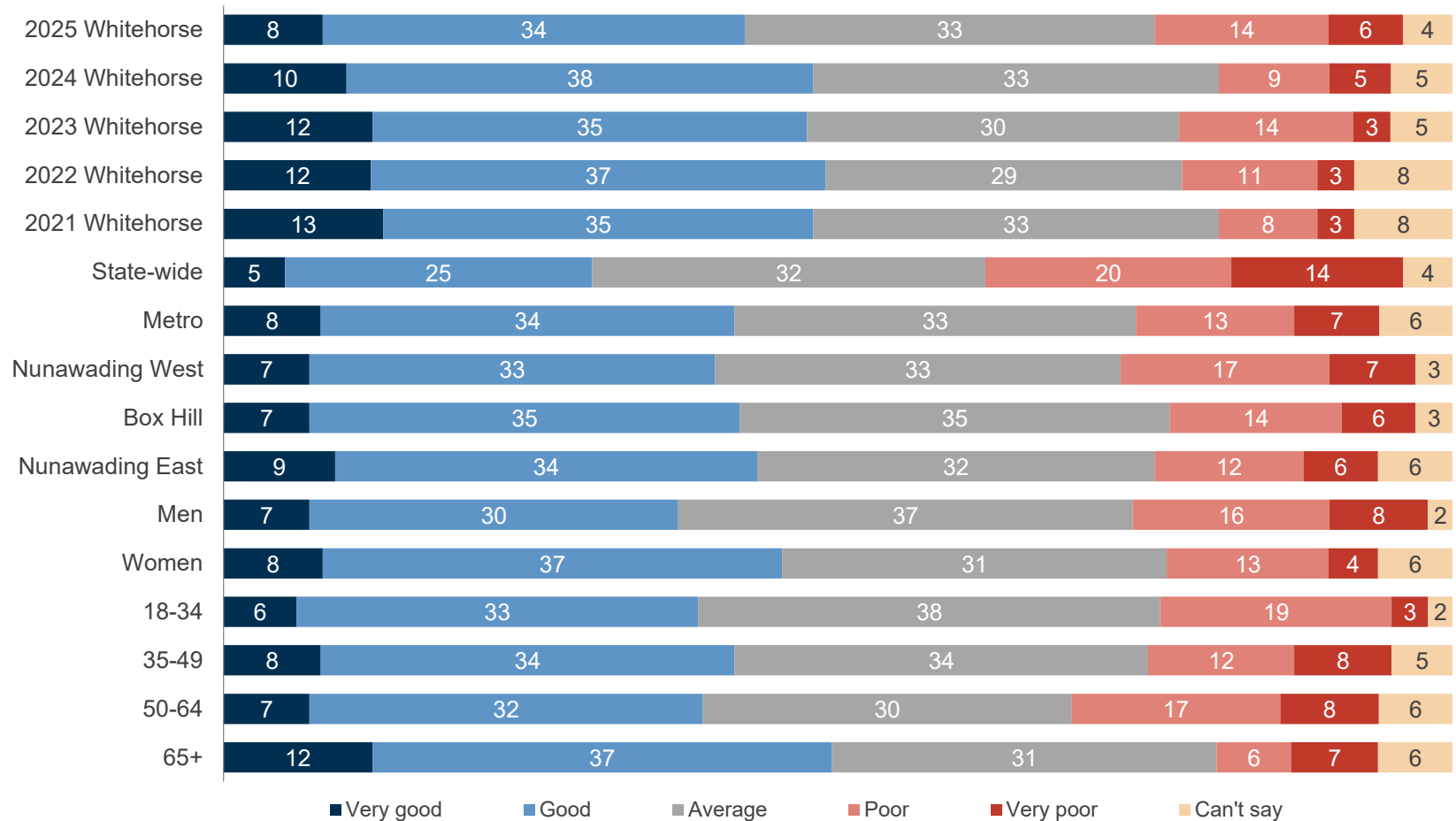
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 7

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



## Value for money in services and infrastructure

### 2025 value for money (%)



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

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



## Top performing service areas

Whitehorse City Council continues to perform best in the area of art centres and libraries (index score of 75).

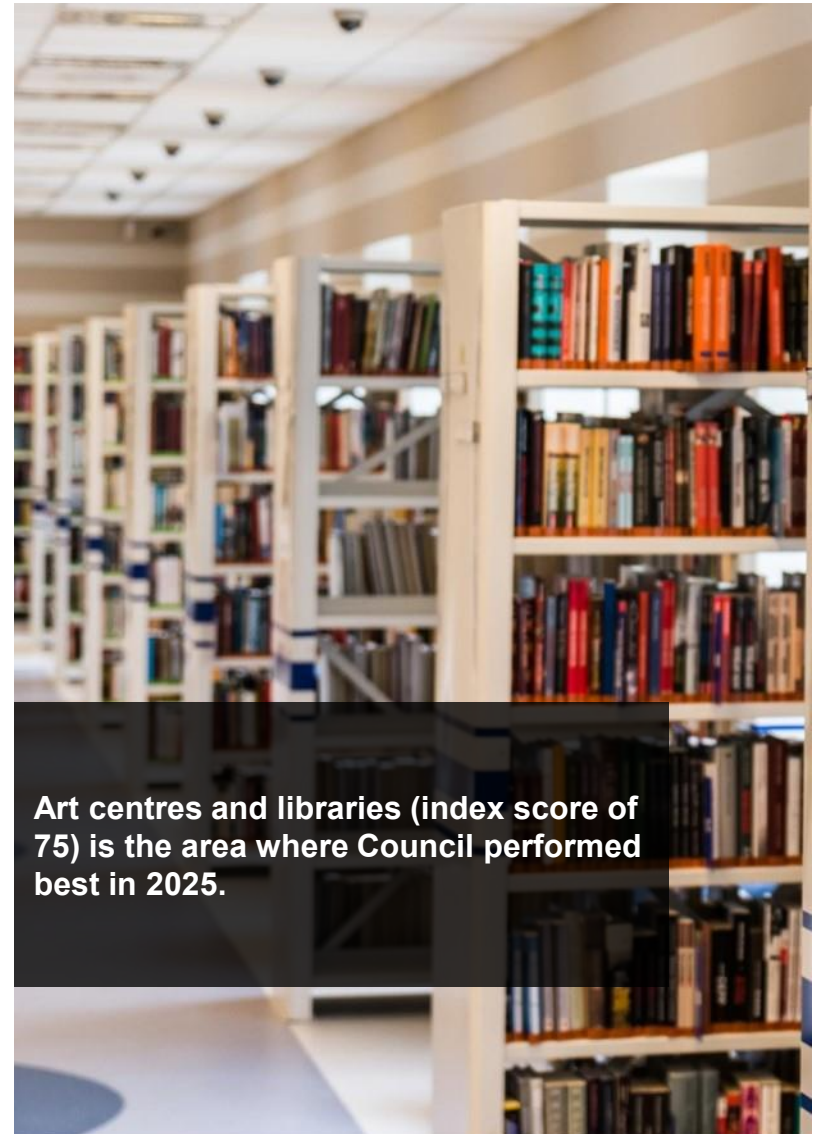
- Ratings of this service area are significantly higher among residents aged 65 years and over.

Recreational facilities is Council's next highest-rated service area, followed by waste management (index scores of 74 and 73 respectively).

- Ratings of these service areas are highest among Nunawading East residents (significantly so for recreational facilities).

Council performs in line with the Metropolitan group average in each of these areas and significantly higher than the State-wide average in recreational facilities and waste management. Waste management is an area shown to have a moderate to strong influence on perceptions of Council's overall performance, so upholding and building upon these positive results should remain a focus in the coming 12 months.

Council's strong performance in the aforementioned areas is further highlighted by the fact that 9% of residents nominate recreational/ sporting facilities as the best thing about Council, while 8% cite libraries and 8% cite waste management (noting an equal proportion also cite this as the area most needing improvement).



**Art centres and libraries (index score of 75) is the area where Council performed best in 2025.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 51).**

Planning and building permits continues to be the service area where Whitehorse City Council rates lowest (index score of 51).

- Town planning/ permits/ red tape and inappropriate/ over development are consistently among the most frequently nominated areas by residents as needing improvement (by 8% and 7% of residents respectively).

Lobbying is Council's next lowest-rated service area (index score of 52). Since the last evaluation, ratings of this area experienced a significant four-point decline, with perceptions now at a 10-year low.

- This result is largely driven by significant declines among 18 to 34 year olds, men and Nunawading West residents.

Consultation and engagement, and community decisions are other areas where Council performs less well (index scores of 55 and 56 respectively, both on par with the 2024 result). These are the service areas with the strongest influence on Council's overall performance rating, so it will be important for Council to bolster its performance in these areas in the coming 12 months.

Residents aged 50 to 64 years are among the most critical of Council's performance in each of these service areas, indicating this cohort warrants extra attention.



# Individual service area performance

## 2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	75	76	75	74	73	77	78	77	79	74
Recreational facilities	74	75	73	73	74	75	77	76	76	75
Waste management	73	74	74	74	75	72	77	77	77	74
Appearance of public areas	70	72	71	74	76	73	76	73	77	74
Community & cultural	68	70	69	64	67	73	74	75	74	73
Family support services	65	65	63	68	67	72	70	69	72	69
Environmental sustainability	64	65	63	64	63	65	66	65	68	64
Enforcement of local laws	64	63	62	64	66	66	65	65	65	65
Sealed local roads	60	65	64	68	71	69	72	70	73	73
Informing the community	59	60	58	60	59	63	64	62	61	61
Community decisions	56	58	56	61	60	61	60	58	59	57
Consultation & engagement	55	57	55	57	57	60	57	57	57	56
Lobbying	52	56	54	57	58	59	56	56	56	57
Planning & building permits	51	51	51	54	54	53	52	50	50	50

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

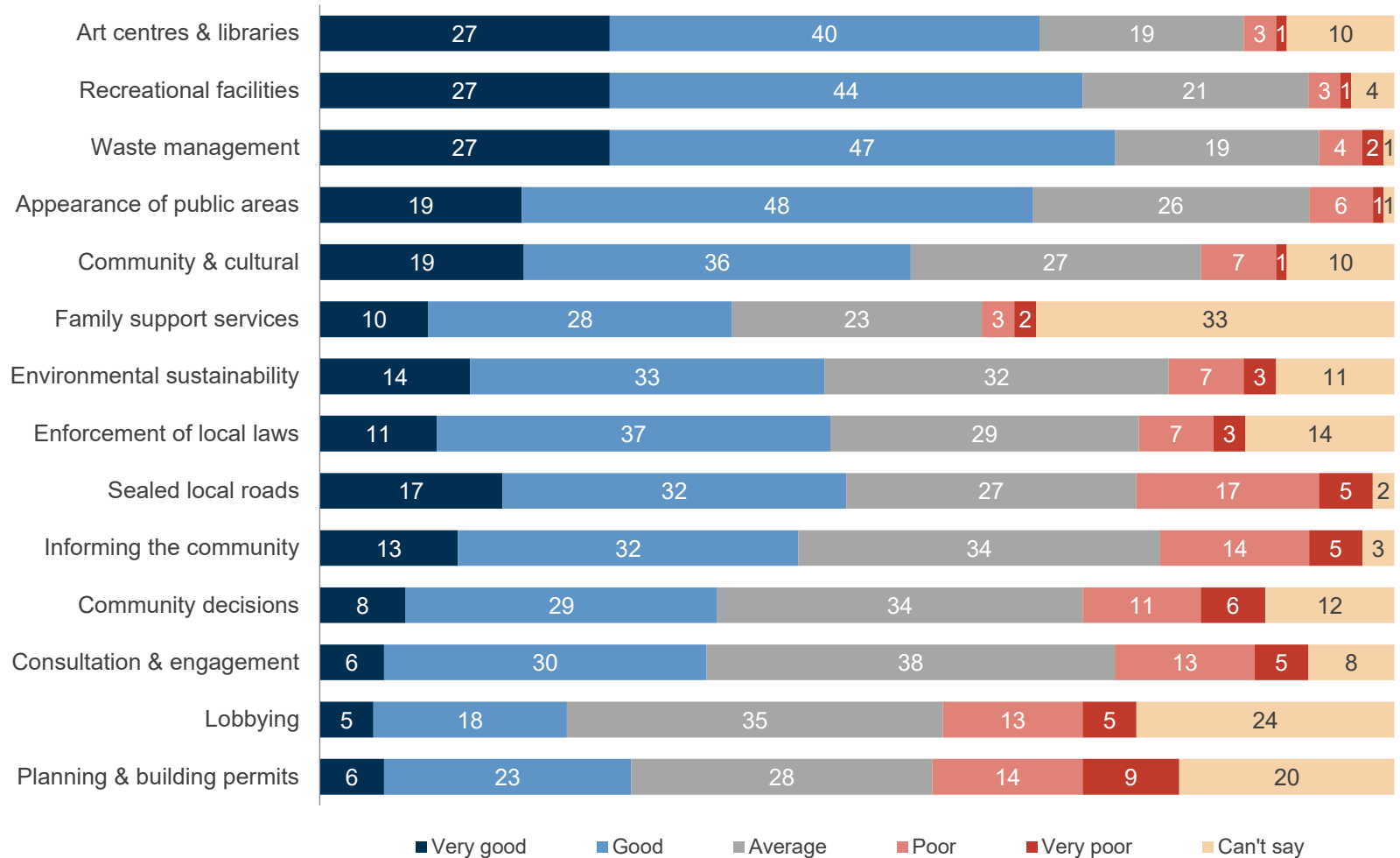
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



# Individual service area performance

## 2025 individual service area performance (%)





# Individual service area importance

## 2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Waste management	83	84	85	84	85	85	84	84	81	81
Sealed local roads	80	81	79	80	76	77	77	76	76	76
Community decisions	77	78	78	78	78	79	76	79	78	78
Appearance of public areas	74	75	74	75	74	73	72	72	75	74
Recreational facilities	73	74	74	73	74	71	71	72	72	75
Family support services	72	74	73	73	74	73	73	74	75	73
Informing the community	71	74	71	73	73	73	71	72	71	74
Planning & building permits	71	74	74	73	74	75	76	77	76	76
Consultation & engagement	70	74	71	71	72	70	71	71	71	75
Environmental sustainability	69	72	73	75	76	76	73	74	73	74
Art centres & libraries	68	68	70	70	70	69	68	69	66	69
Enforcement of local laws	67	67	69	70	69	72	71	71	72	72
Lobbying	64	65	65	66	66	65	63	64	64	68
Community & cultural	59	61	59	62	61	60	60	60	59	62

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

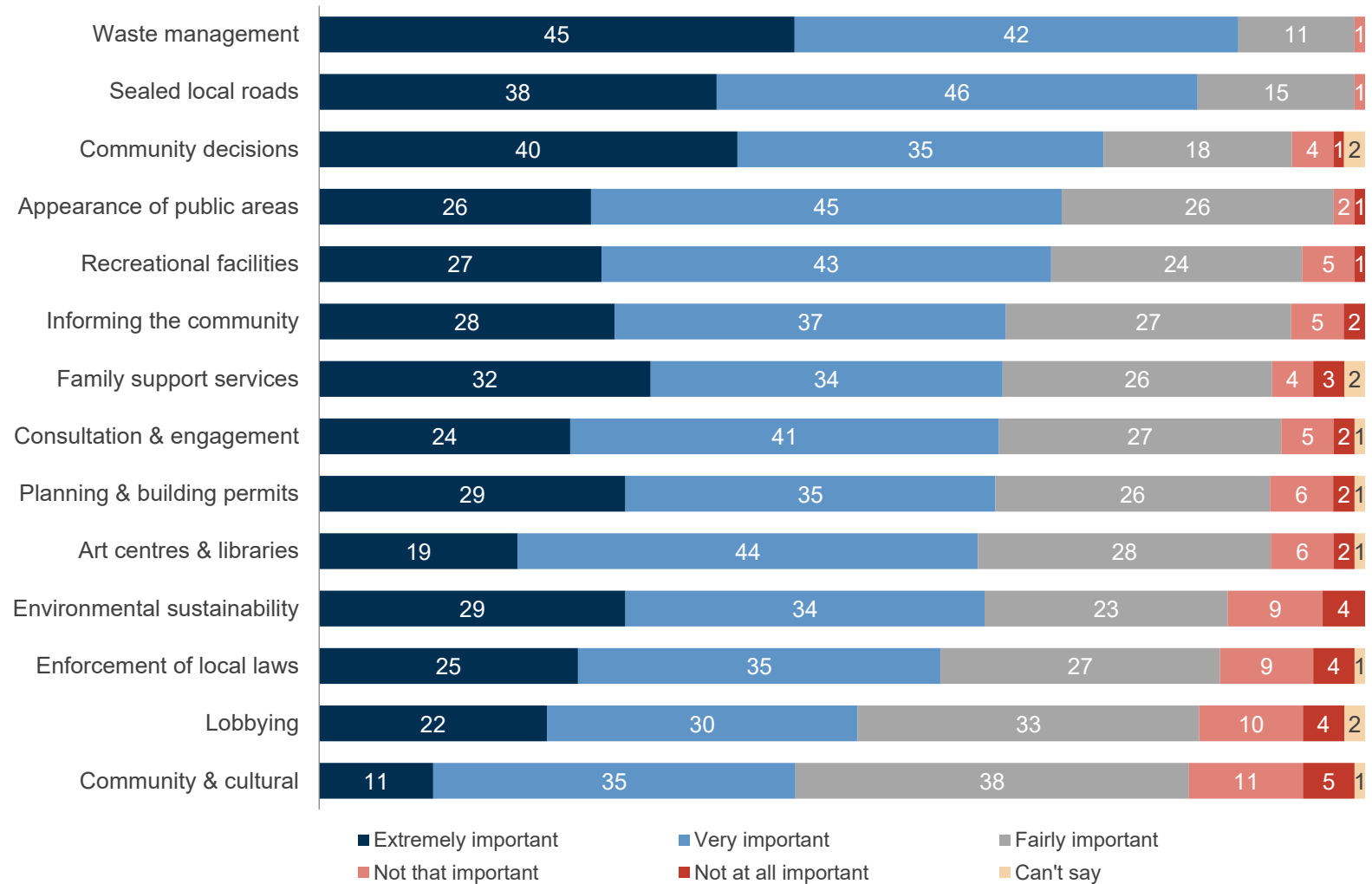
Note: Please see Appendix A for explanation of significant differences.





# Individual service area importance

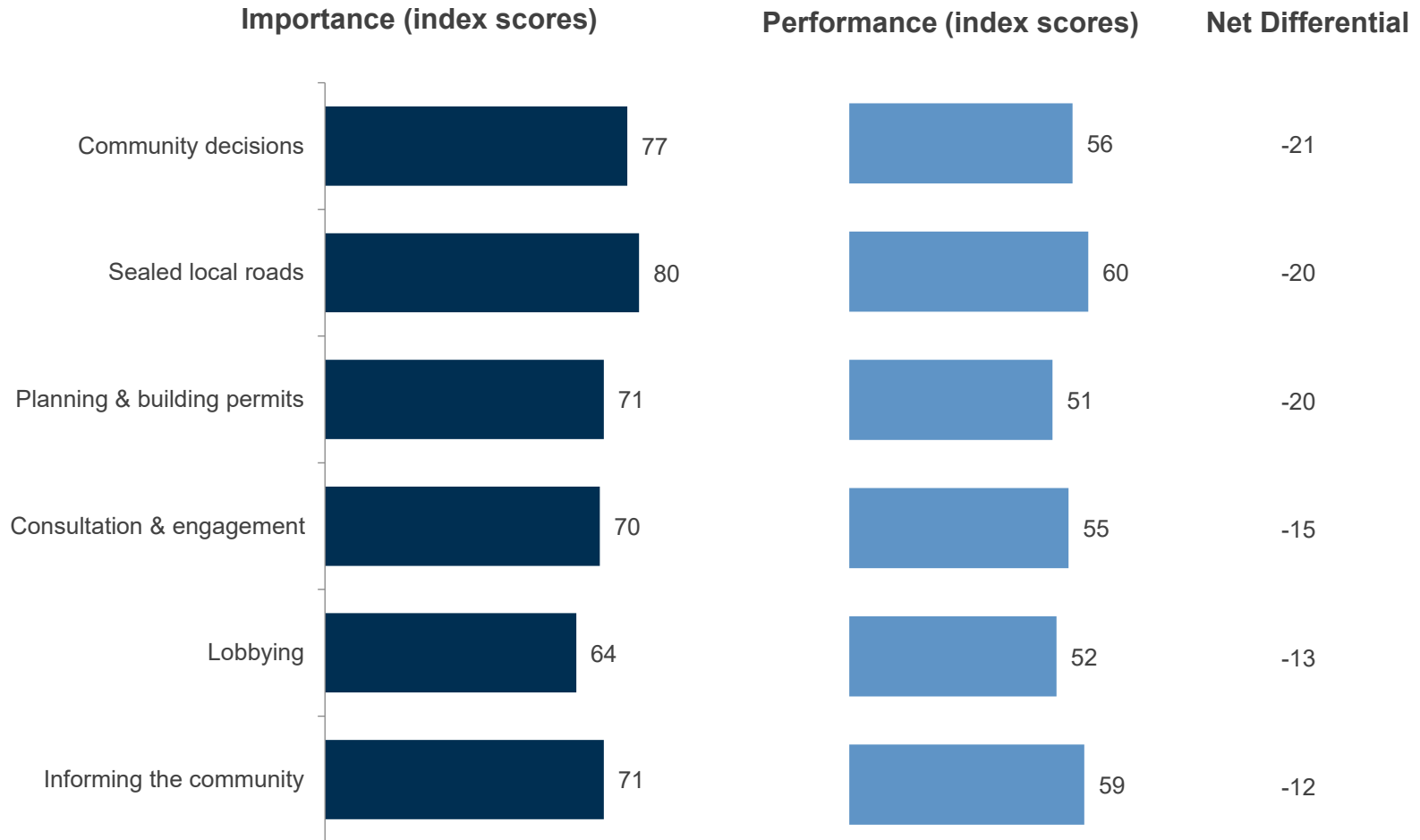
## 2025 individual service area importance (%)





## Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



*Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.*



## Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Community consultation and engagement
- Decisions made in the interest of the community.

**Good communication and consultation with residents and transparency around Council decision making provide the greatest opportunities to drive up overall opinion of Council's performance.**

Following on from that, other services with a moderate-to-strong influence on the overall performance rating are:

- Waste management
- The appearance of public areas
- The condition of sealed local roads
- Planning and building permits.

Looking at these key service areas only, waste management and the appearance of public areas have high performance index scores (73 and 70 respectively), with waste management being a stronger influence on the overall performance rating than public areas.

Council also performs well on the condition of its sealed roads (index score of 60).

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council performs relatively less well on planning and building permits (index score of 51), which has a moderate influence on perceptions of overall performance.

**Ensuring that Council's permit system for planning and building is working well and any community concerns are addressed can also help to shore up positive overall opinion of Council.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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 those located closer to the axis.

The regressions are shown on the following two charts.

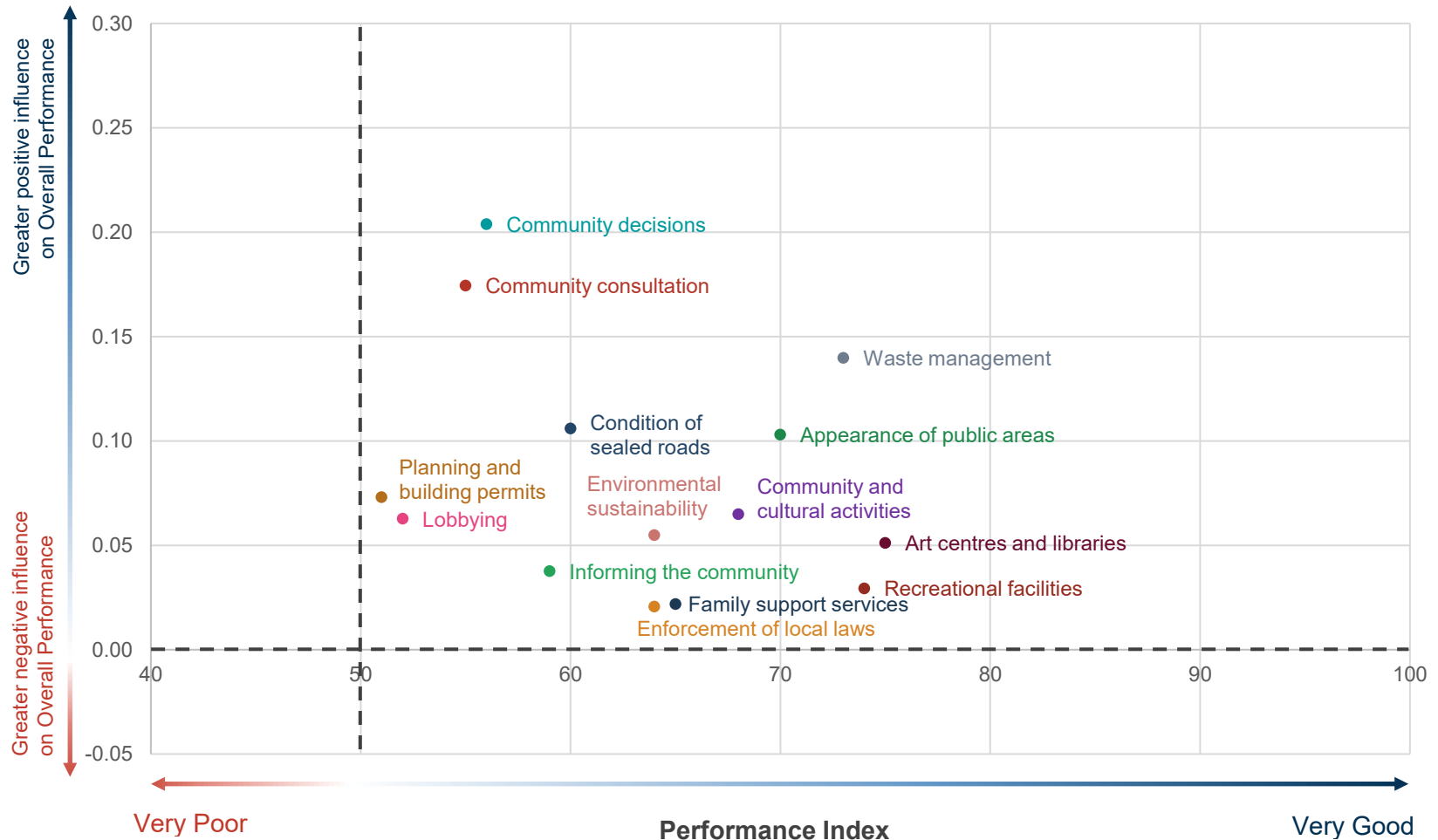
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker 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 services

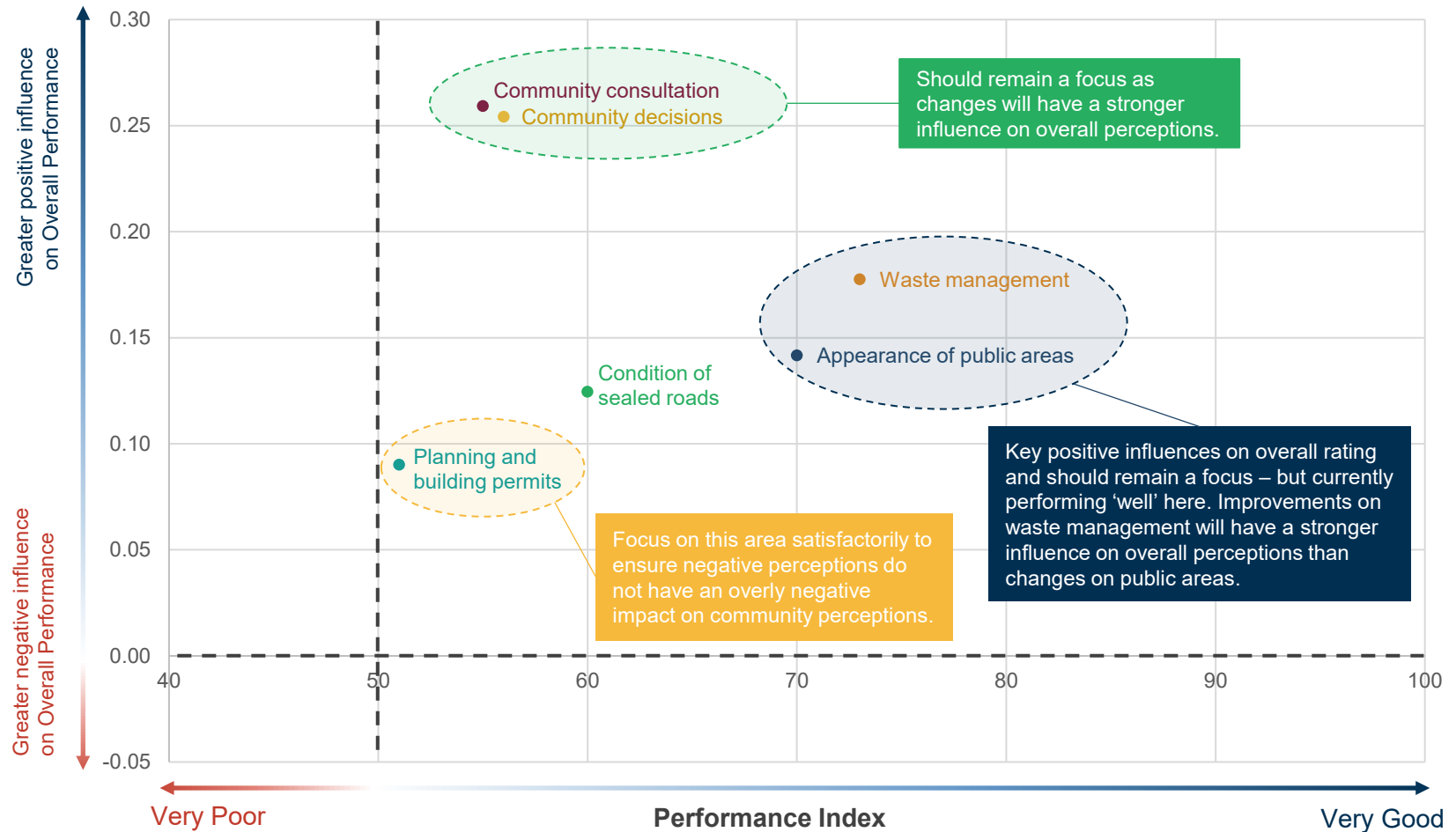
## 2025 regression analysis (all services)



The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.559 and adjusted  $R^2$  value of 0.546, which means that 55% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 44.27$ . 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 services

## 2025 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.538 and adjusted  $R^2$  value of 0.532, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 96.27$ .



## Best things about Council

### 2025 best things about Council (%) - Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Whitehorse City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 4

A verbatim listing of responses to this question can be found in the accompanying dashboard.



## Areas for improvement

### 2025 areas for improvement (%) - Top mentions only -







# **Customer service**



## Contact with council and customer service

### Contact with council

Just over three in five households (61%) have had contact with Council in the last 12 months. Rate of contact is similar to last year, but on the downturn following a couple of years of increasing levels of contact.

- Rate of contact is highest among residents aged 50 to 64 years (70%) and lowest among those aged 65 years and over (52%).



**Among those residents who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index score of 67 marks a (not significant) four-point decline on the 2024 result. Perceptions have not recovered from the significant decline evident in 2023, with Council historically having stronger customer service results.

- Customer service is now rated in line with the State-wide average and significantly below the Metropolitan group average (66 and 71 respectively).

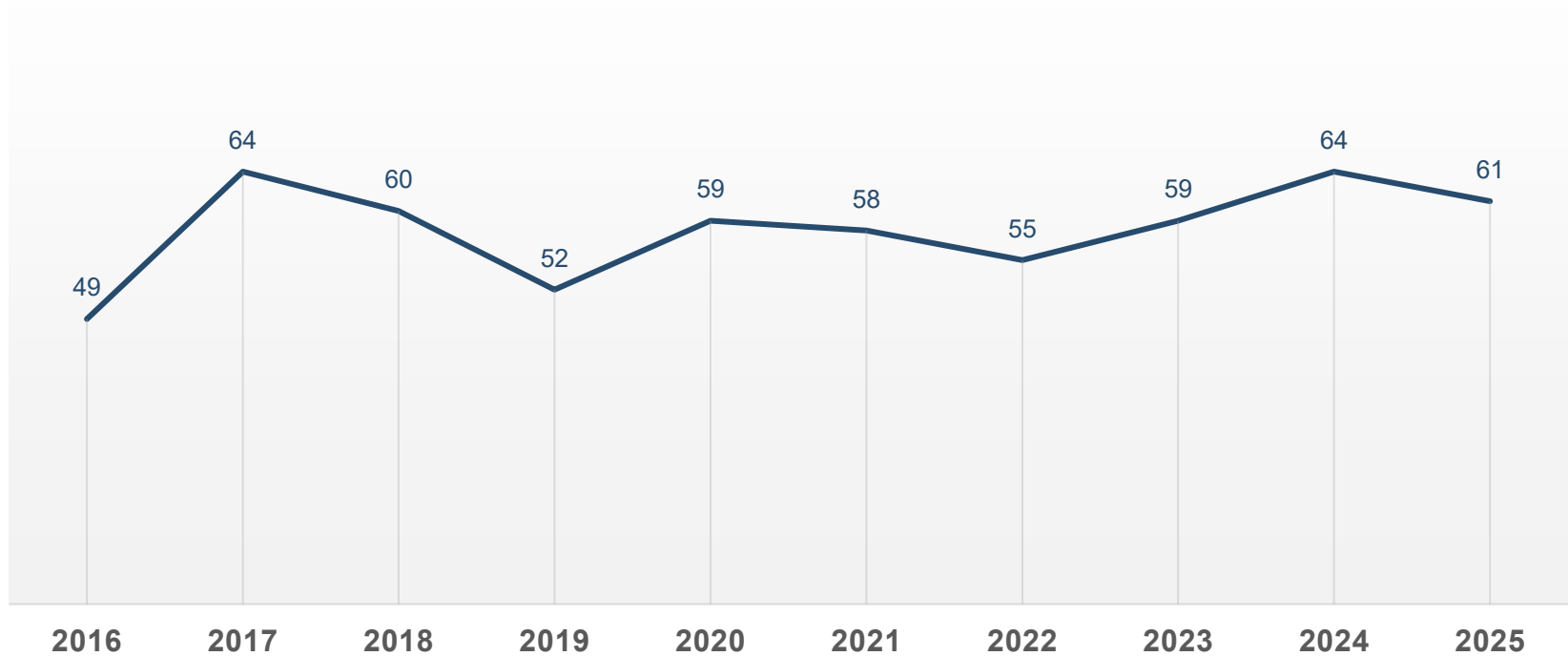
Many more residents (62%) who have had contact with Council provide a 'very good' or 'good' customer service rating than those who rate it 'poor' or 'very poor' (16%).

- Perceptions of Council's customer service show little variation across demographic cohorts, with ratings highest among women and those in Nunawading East (index score of 71) and lowest among men (62).
- Of note, 50 to 64 year olds are the only age group where perceptions improved instead of declining. Though not statistically significant, this increase indicates that Council's efforts to enhance interactions with these residents have been effective. Residents aged 50 to 64 years also have the highest rate of contact with Council, so this is a positive outcome, but efforts to replicate this among other cohorts will be required to lift overall ratings.



## Contact with council

2025 contact with council (%)  
Have had contact



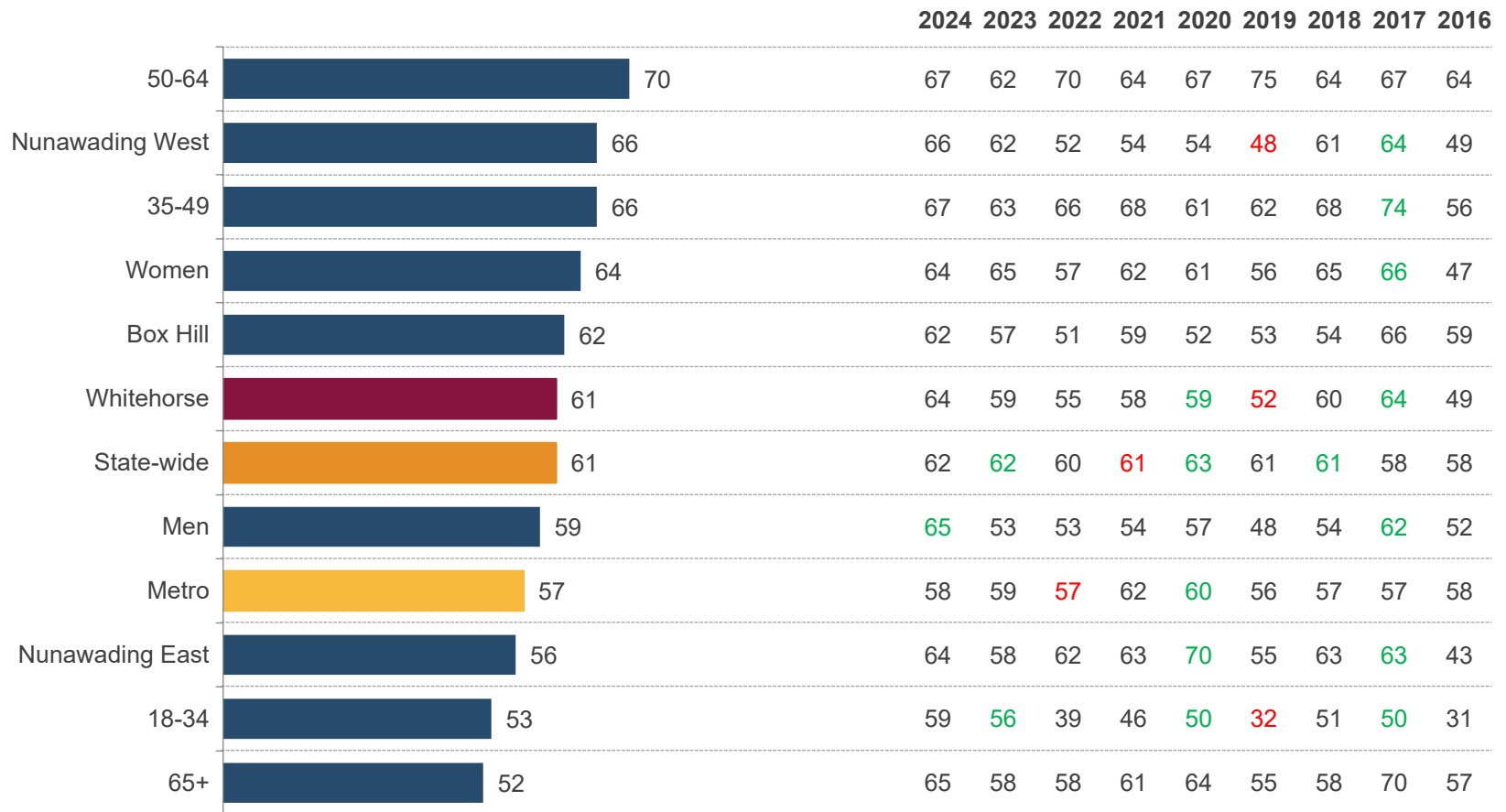
Q5. Over the last 12 months, have you or any member of your household had any contact with Whitehorse City Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



## Contact with council

### 2025 contact with council (%)



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

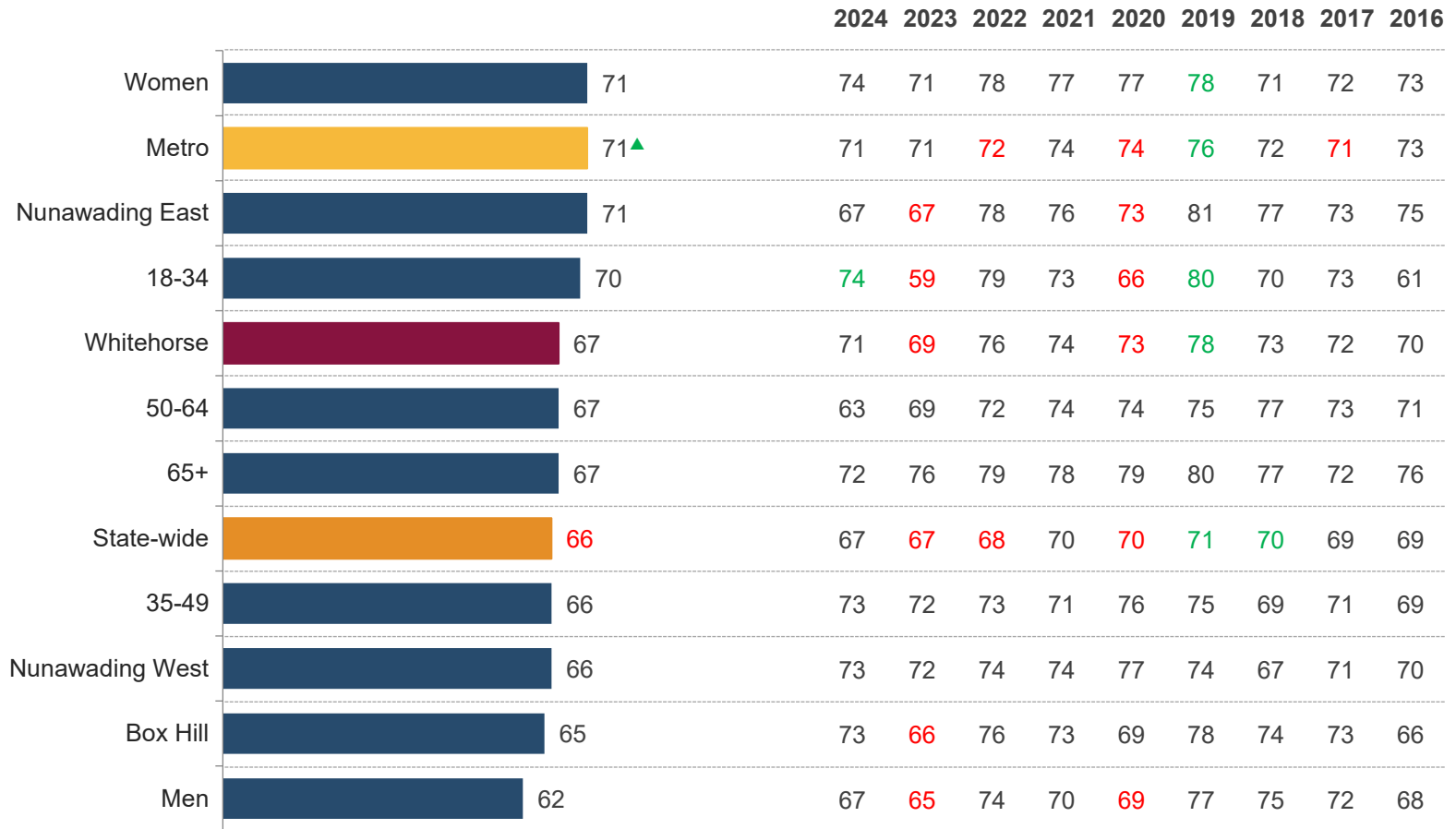
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4

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



# Customer service rating

## 2025 customer service rating (index scores)



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

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

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

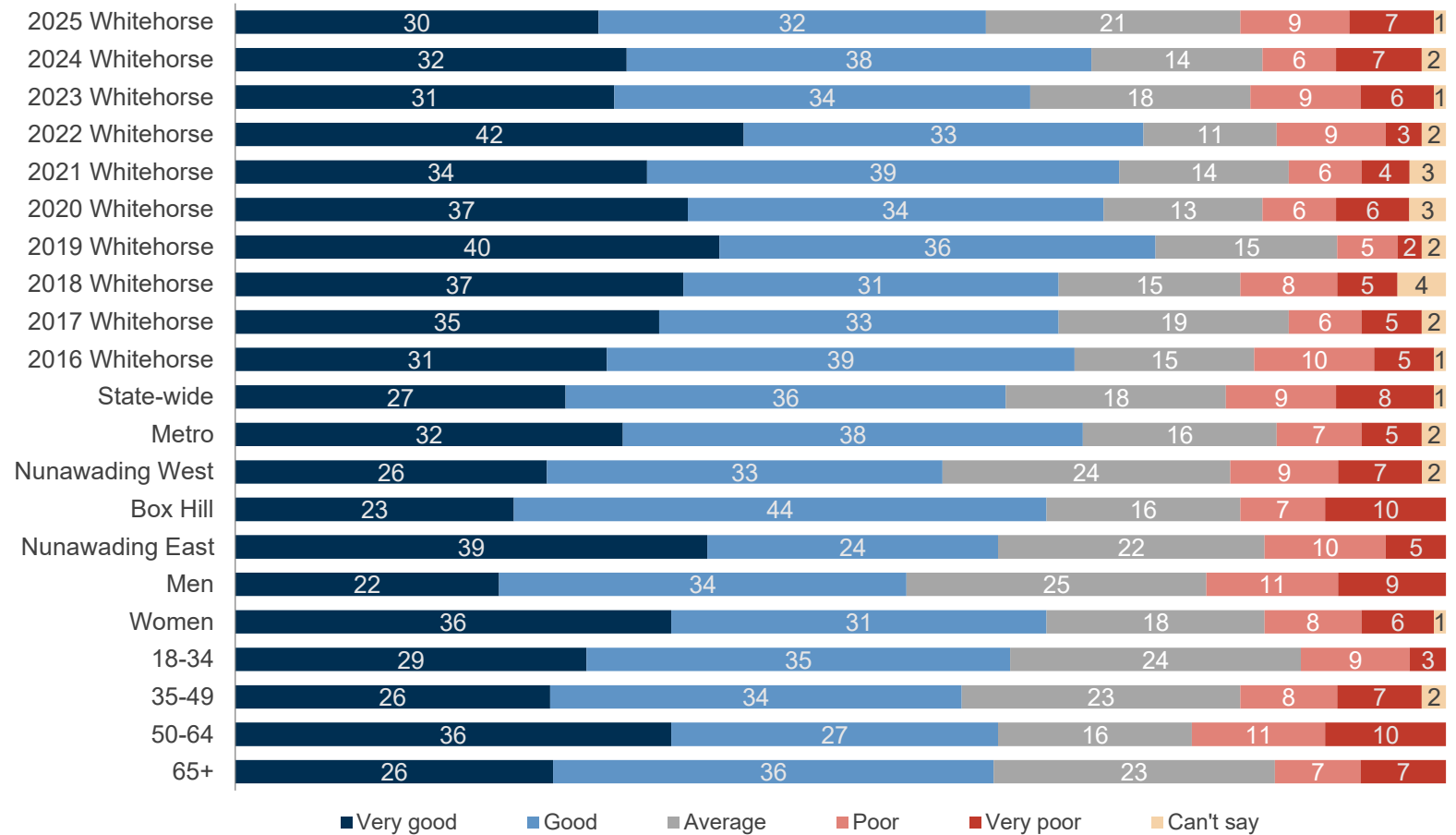
Councils asked State-wide: 56 Councils asked group: 8

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



# Customer service rating

## 2025 customer service rating (%)



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

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

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

Councils asked State-wide: 56 Councils asked group: 8



# Communication



## Communication

The preferred forms of communication from Council about news and information and upcoming events remain newsletters sent via email (41%) or via mail (31%). Preference for emailed newsletters has increased by nine percentage points over the past year.

Other forms of communication come much further behind as a preferred channel, including social media (9%) and text message (7%).

Communications preferences differ by age groups.

- Among residents aged under 50 years, the preferred form of communication is similar to the community at large, namely a newsletter sent via email (40%), followed by mail (30%). Social media is somewhat behind these preferred channels (11%).
- Among those aged 50 years and over, email newsletters (42%) are also preferred over those via mail (32%). Preference for emailed newsletters has increased by 12 percentage points since last year, overtaking the mail format, which declined by nine points. For this age group, a Council newspaper displayed in shops and council facilities is the next preferred channel (7%).

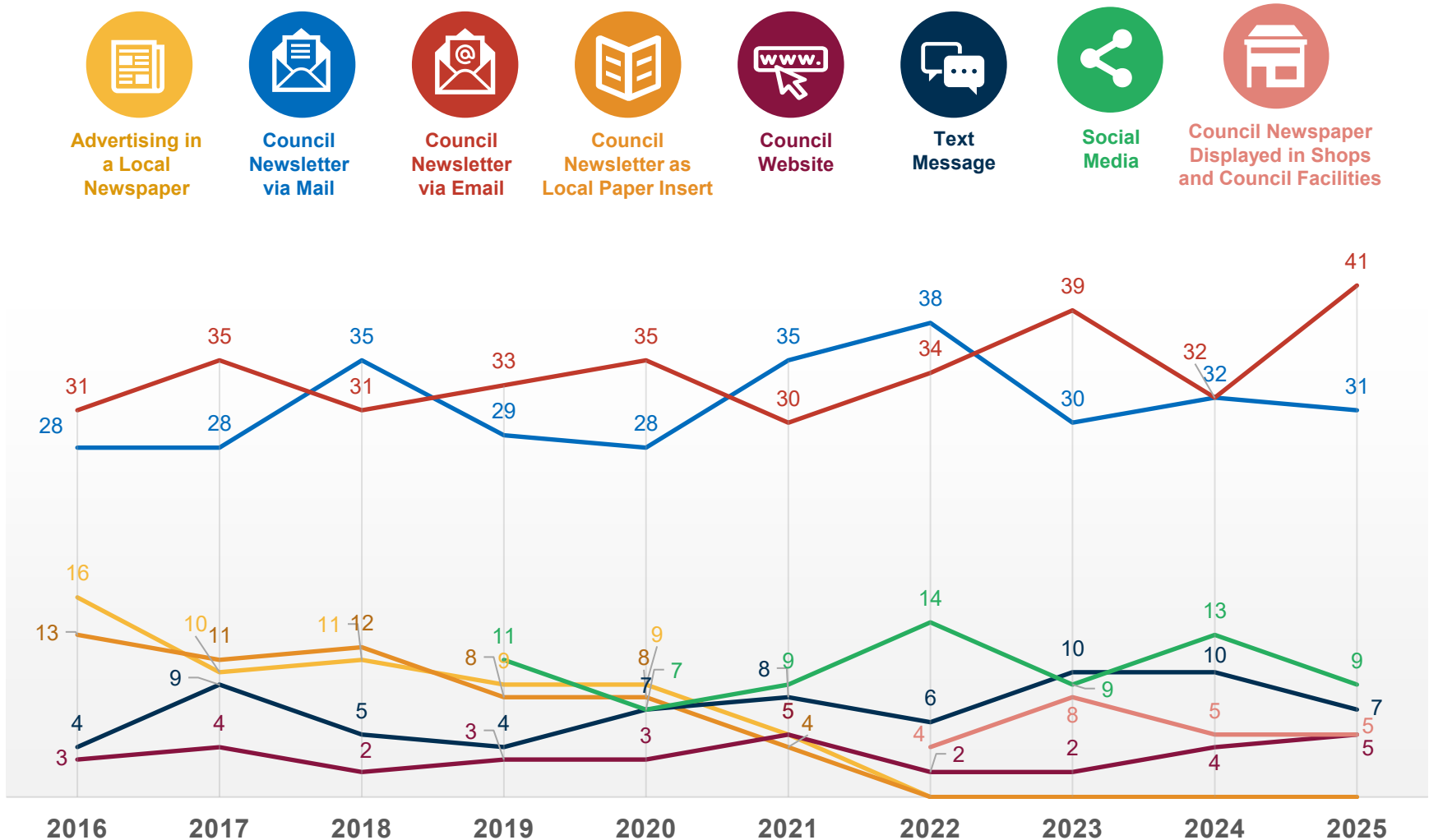






# Best form of communication

2025 best form of communication (%)



Q13. If Whitehorse 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?

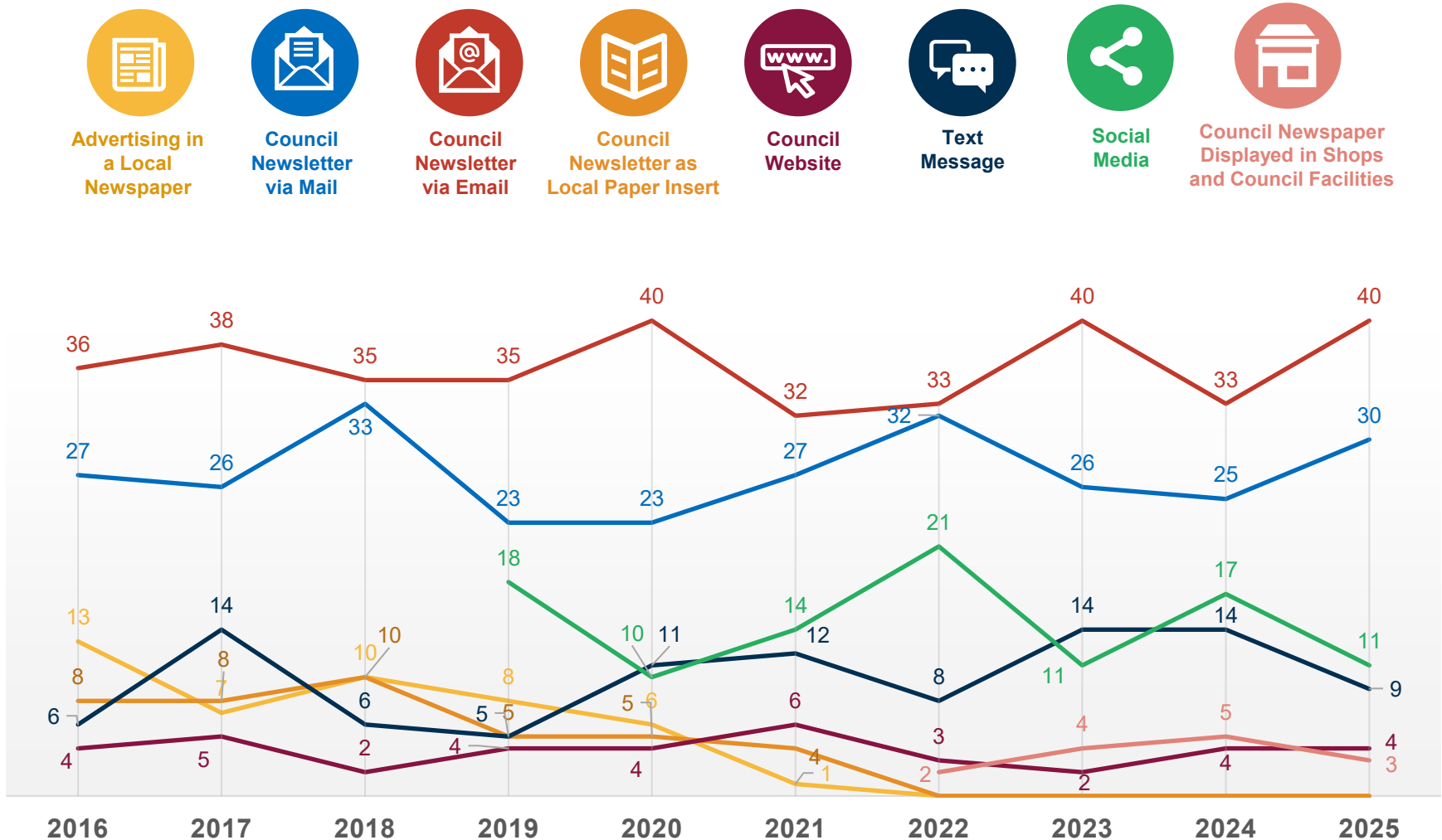
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2025 under 50s best form of communication (%)



Q13. If Whitehorse 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?

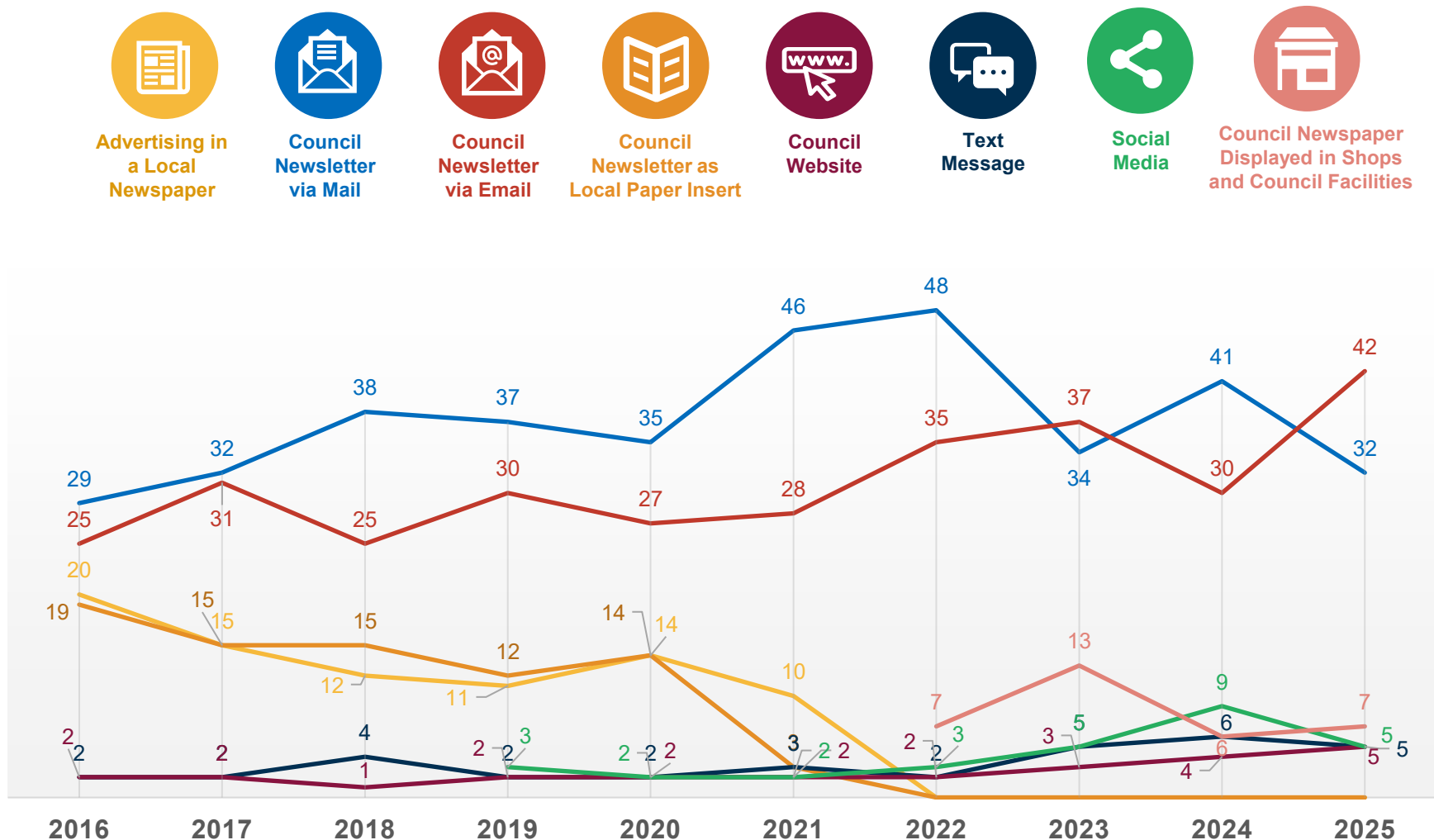
Base: All respondents aged under 50. Councils asked State-wide: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



## Best form of communication: 50+ years

2025 50+ years best form of communication (%)



Q13. If Whitehorse 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: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



# **Council direction**



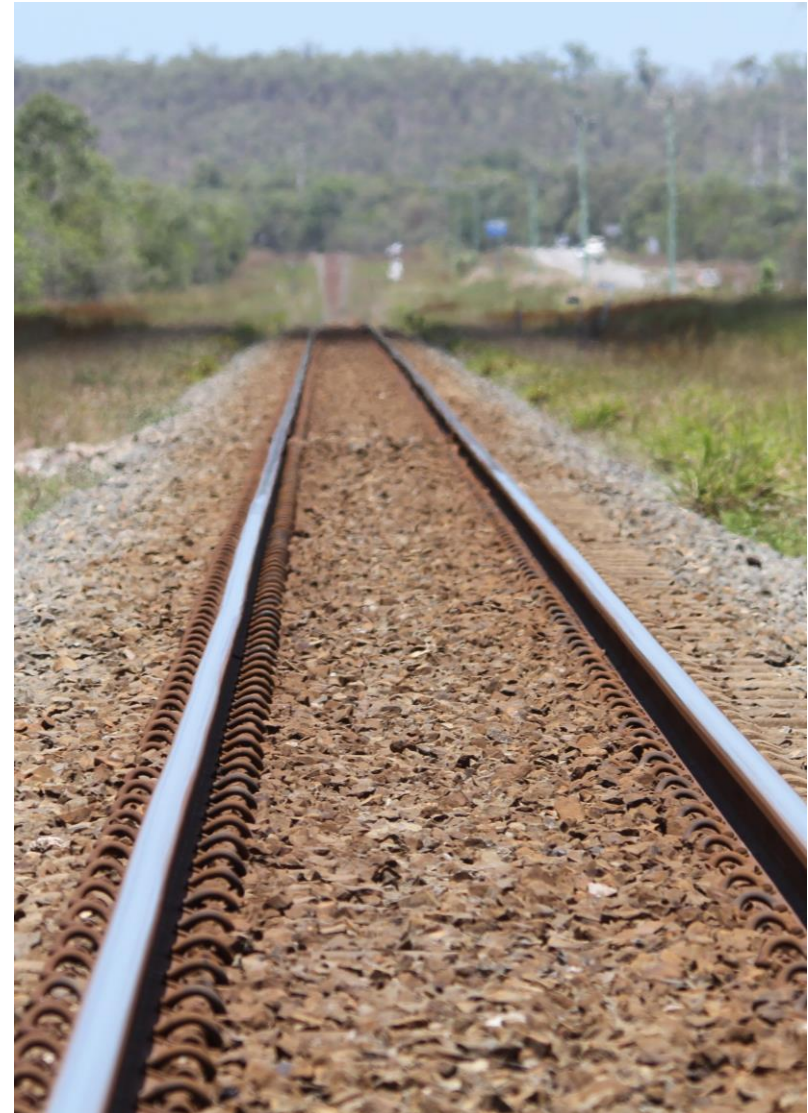
## Council direction

Perceptions of Whitehorse City Council's overall direction (index score of 48) are mostly consistent with that seen in 2024.

Over the last 12 months, 9% of residents believe the direction of Council's overall performance has improved (down two percentage points on the previous result).

A majority (71%) of residents believe the direction of Council's overall performance has stayed the same (up one percentage point), while 13% think it has deteriorated (unchanged from 2024).

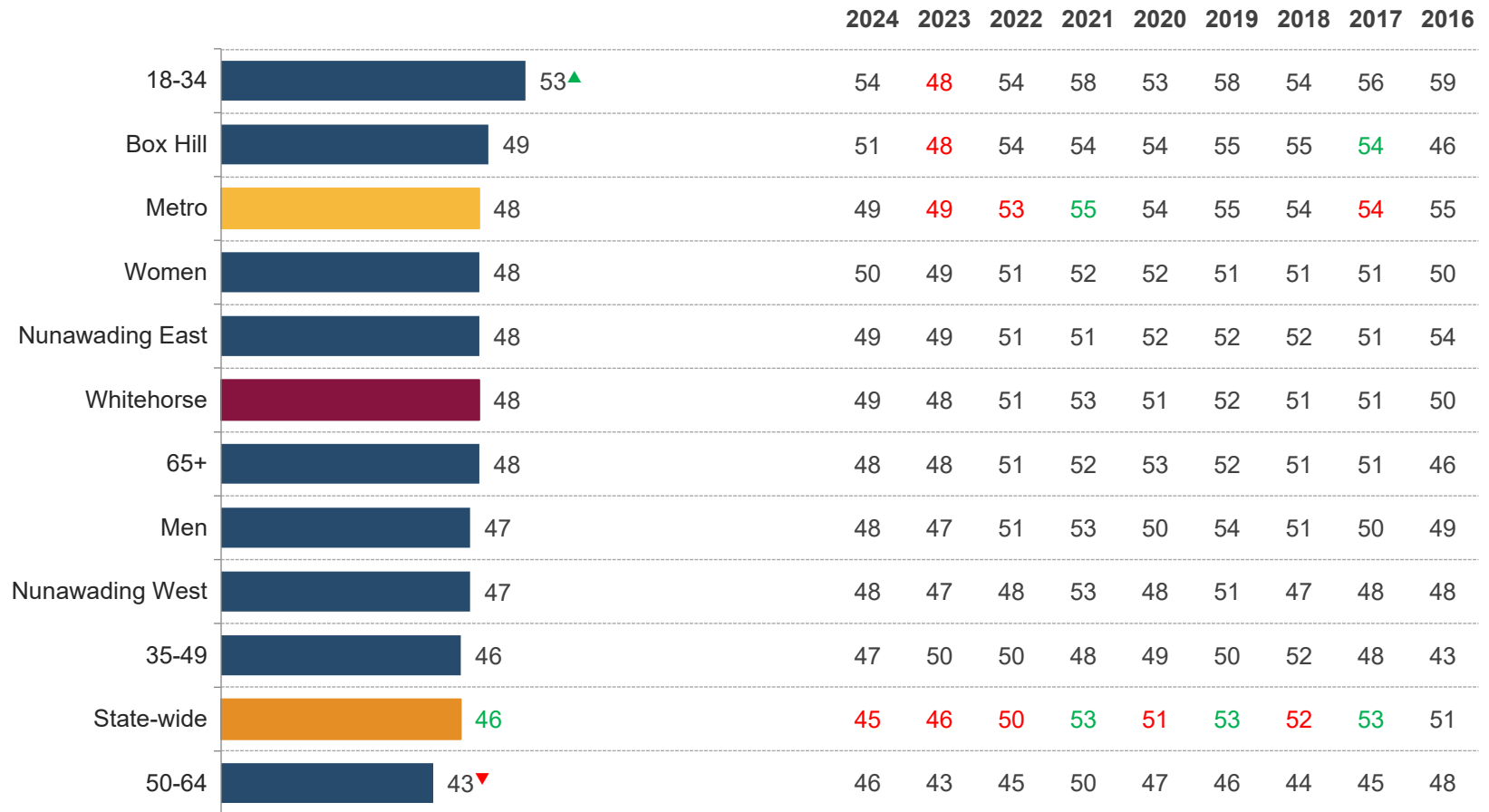
- The most satisfied with council direction are residents aged 18 to 34 years (index score of 53 – significantly higher than average). Of these residents, more think Council's overall performance has improved in the last year than think it has deteriorated.
- The least satisfied with council direction are those aged 50 to 64 years (43 – significantly lower than average). More than four times as many in this age group think Council's overall performance has deteriorated since the last year as those who think it has improved.





# Overall council direction last 12 months

## 2025 overall council direction (index scores)



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

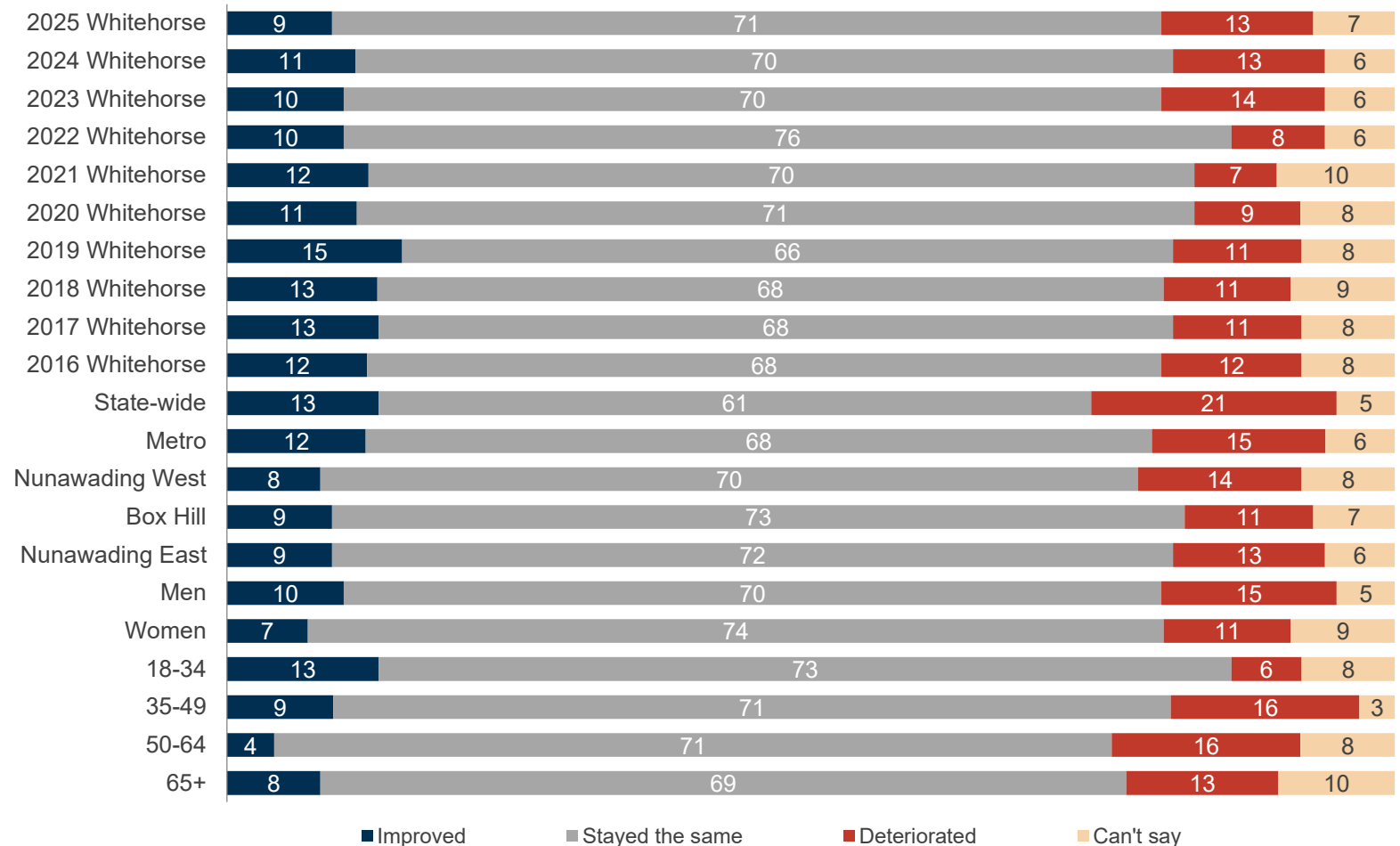
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



## Overall council direction last 12 months

### 2025 overall council direction (%)





A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

# **Individual service areas**





# Community consultation and engagement importance



## 2025 consultation and engagement importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	76▲	76	76	76	75	74	74	74	74	75
50-64	75▲	76	78	78	75	75	75	78	76	76
Women	73	77	75	75	75	72	72	72	74	76
Metro	72	73	73	73	73	72	71	72	72	73
65+	72	76	75	74	76	73	75	73	75	75
Nunawading West	72	75	70	72	72	72	70	70	71	74
Whitehorse	70	74	71	71	72	70	71	71	71	75
Nunawading East	70	74	73	70	74	66	70	67	71	75
35-49	69	74	70	74	75	73	73	72	71	79
Box Hill	69	74	70	72	72	72	75	76	70	76
Men	68	72	67	68	70	68	69	69	68	73
18-34	66	72	66	65	66	62	64	64	65	71

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

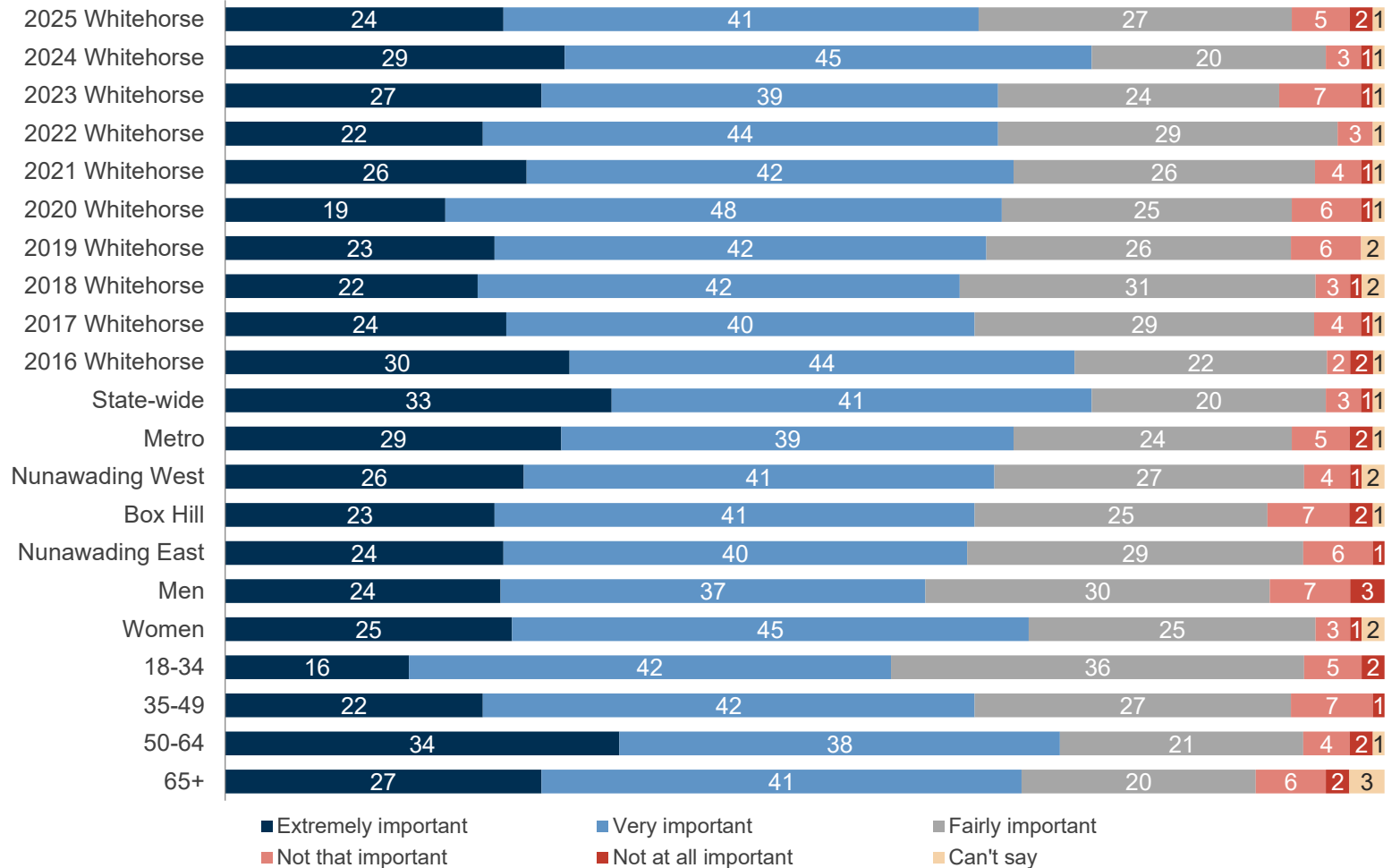
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2025 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2025 consultation and engagement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	58	59	57	57	59	62	58	56	58	58
65+	58	57	57	57	58	61	59	58	54	55
Metro	56	56	55	58	59	58	58	57	57	58
Nunawading East	56	60	54	59	59	58	59	60	57	62
35-49	56	57	55	58	57	58	58	57	54	54
18-34	56	60	54	58	55	63	58	58	64	60
Box Hill	56	56	58	56	58	59	60	56	58	55
Whitehorse	55	57	55	57	57	60	57	57	57	56
Nunawading West	53	54	53	55	55	62	53	56	56	52
Men	52	55	53	57	55	58	55	59	56	55
50-64	52	52	54	51	59	55	49	56	53	56
State-wide	50▼	51	52	54	56	55	56	55	55	54

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

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

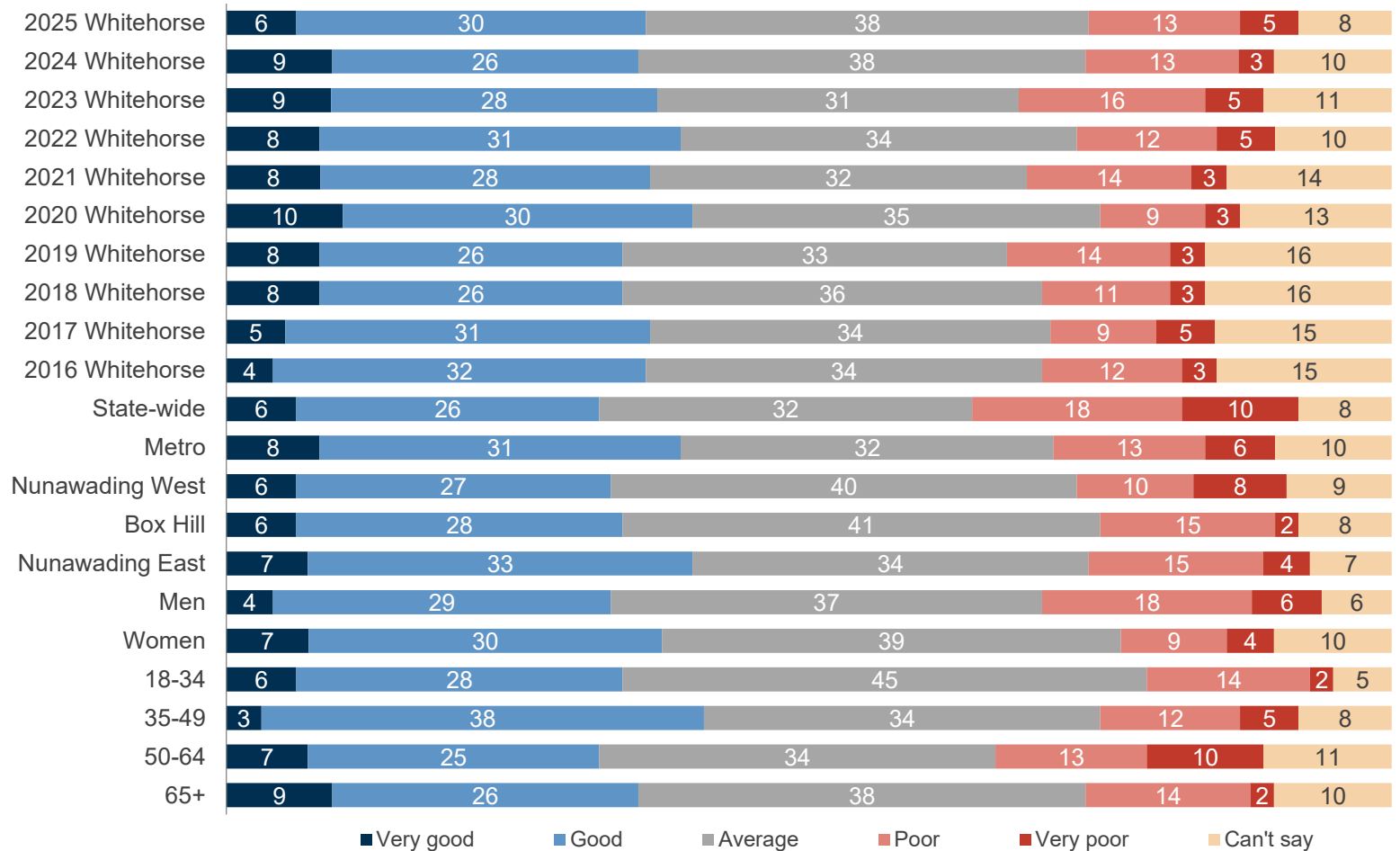
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2025 consultation and engagement performance (%)





# Lobbying on behalf of the community importance



## 2025 lobbying importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	70▲	68	68	71	69	68	67	68	69	69
Women	69▲	69	69	71	70	68	67	69	67	71
35-49	66	65	66	64	68	66	64	64	63	70
Nunawading West	66	67	64	68	67	69	62	62	65	67
50-64	65	65	64	69	64	65	66	67	66	64
Box Hill	65	61	64	64	66	64	63	69	67	71
Metro	65	64	65	69	67	66	65	66	67	68
65+	64	63	66	64	66	67	62	64	64	65
Whitehorse	64	65	65	66	66	65	63	64	64	68
Nunawading East	62	65	65	67	66	62	65	63	62	67
18-34	62	65	62	69	66	63	64	63	64	72
Men	59▼	60	59	61	62	62	59	60	60	65

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

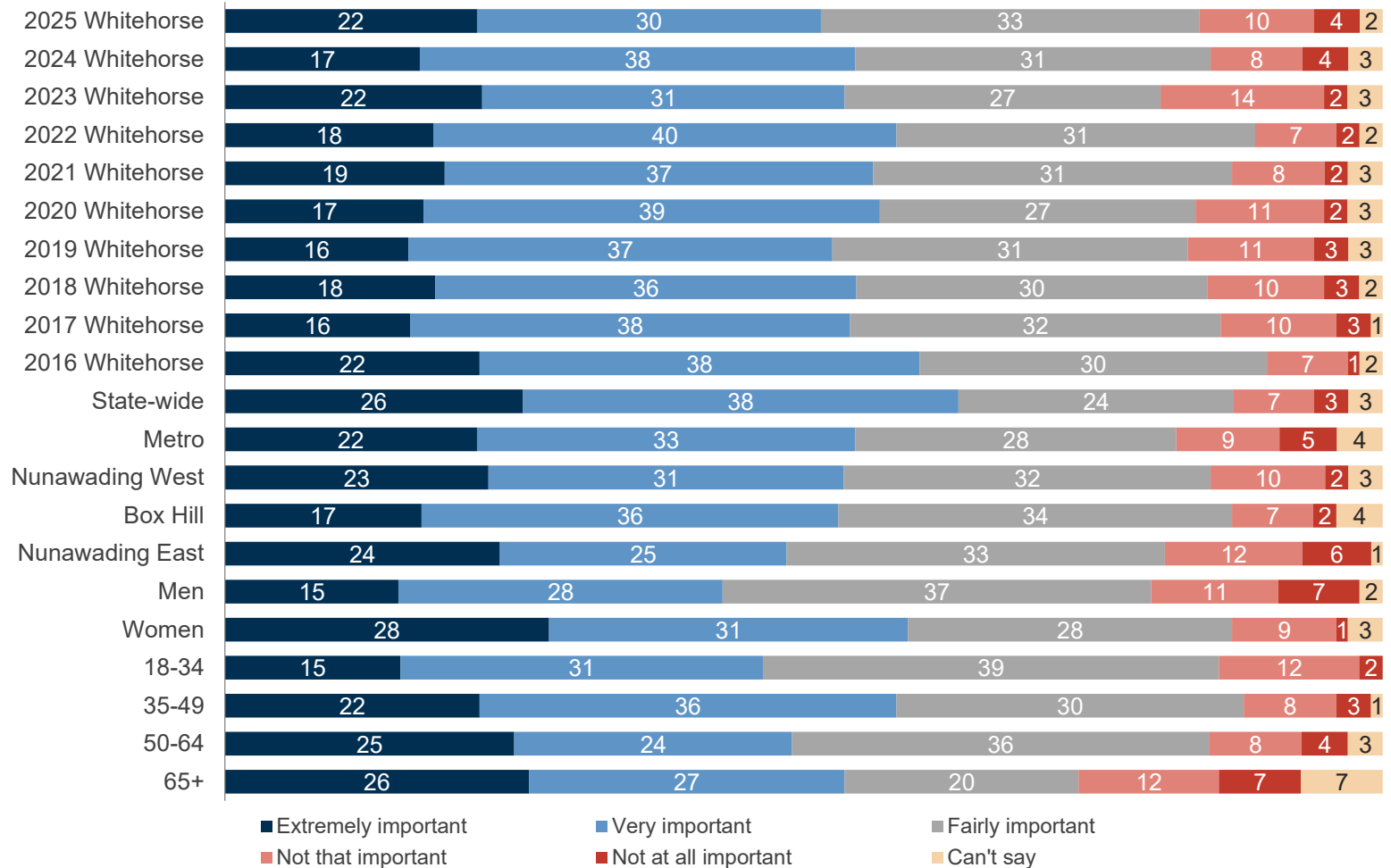
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2025 lobbying importance (%)

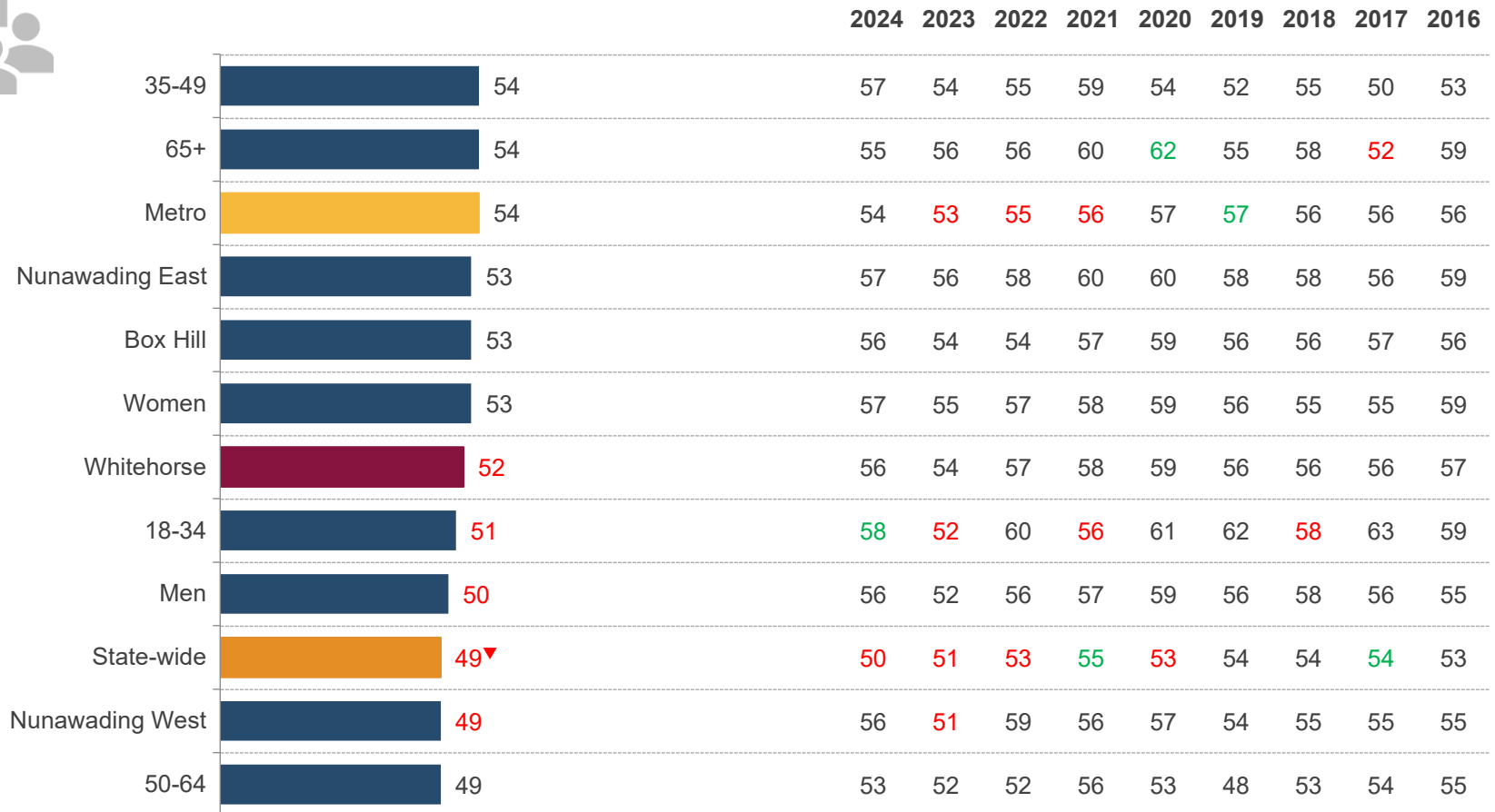




# Lobbying on behalf of the community performance



## 2025 lobbying performance (index scores)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 4

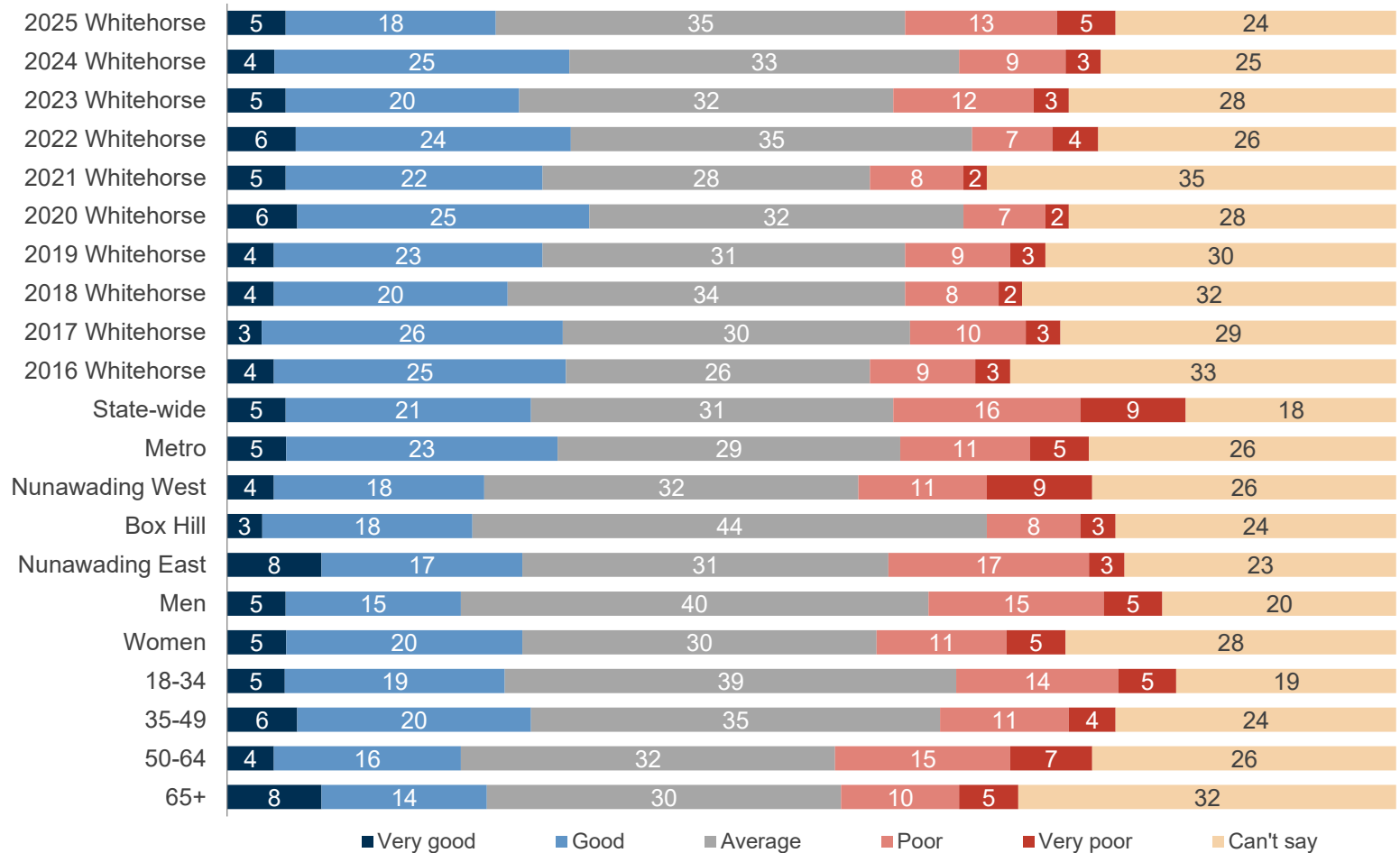
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2025 lobbying performance (%)





# Decisions made in the interest of the community importance



## 2025 community decisions made importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading West	80	78	79	77	80	79	75	81	78	77
Women	80	82	82	80	81	80	78	82	79	79
65+	80	76	76	77	77	78	75	78	77	77
State-wide	80▲	80	80	81	81	80	80	80	79	80
50-64	80	78	78	82	77	81	83	83	83	79
Metro	79	78	79	80	80	79	78	79	79	79
35-49	78	79	81	76	79	79	76	80	78	81
Whitehorse	77	78	78	78	78	79	76	79	78	78
Box Hill	77	77	77	78	75	79	76	79	78	80
Nunawading East	75	78	78	79	77	78	78	78	78	79
Men	74	74	74	75	74	77	74	76	76	77
18-34	74	77	77	78	77	78	75	77	75	77

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

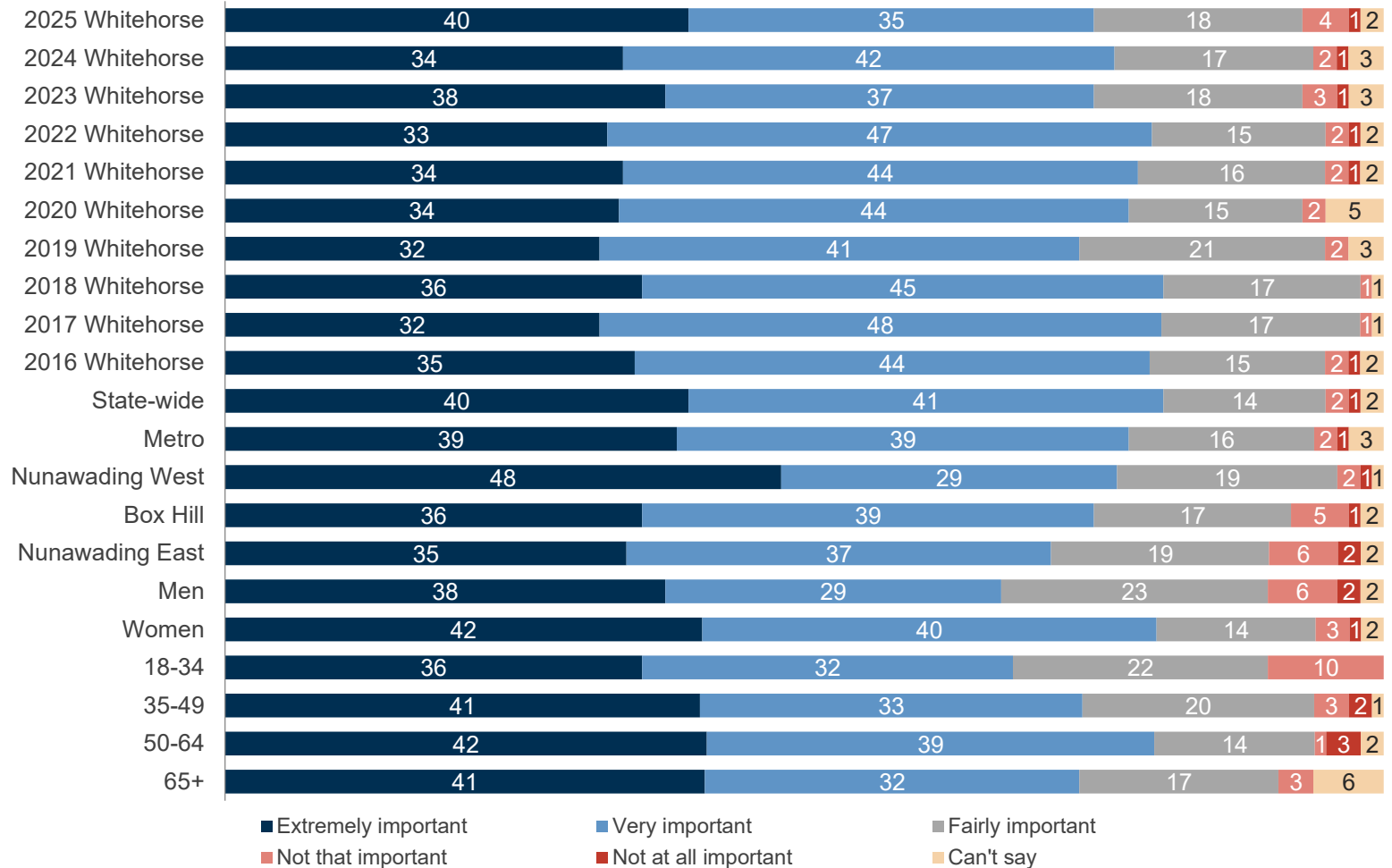
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

# Decisions made in the interest of the community importance



## 2025 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2025 community decisions made performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	59	61	54	65	59	65	65	63	66	62
Box Hill	58	59	57	60	61	62	62	57	62	55
Nunawading East	58	58	56	62	61	63	62	60	61	63
Women	57	60	57	60	62	62	59	55	59	58
65+	57	57	58	59	61	61	61	59	55	56
Metro	56	57	55	59	61	59	60	58	58	59
Whitehorse	56	58	56	61	60	61	60	58	59	57
35-49	56	57	56	60	61	59	57	55	56	53
Men	54	55	56	62	58	60	61	61	58	55
50-64	53	54	56	51	57	54	51	52	54	52
Nunawading West	53	55	55	60	59	60	56	56	54	51
State-wide	49▼	50	51	54	56	53	55	54	54	54

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

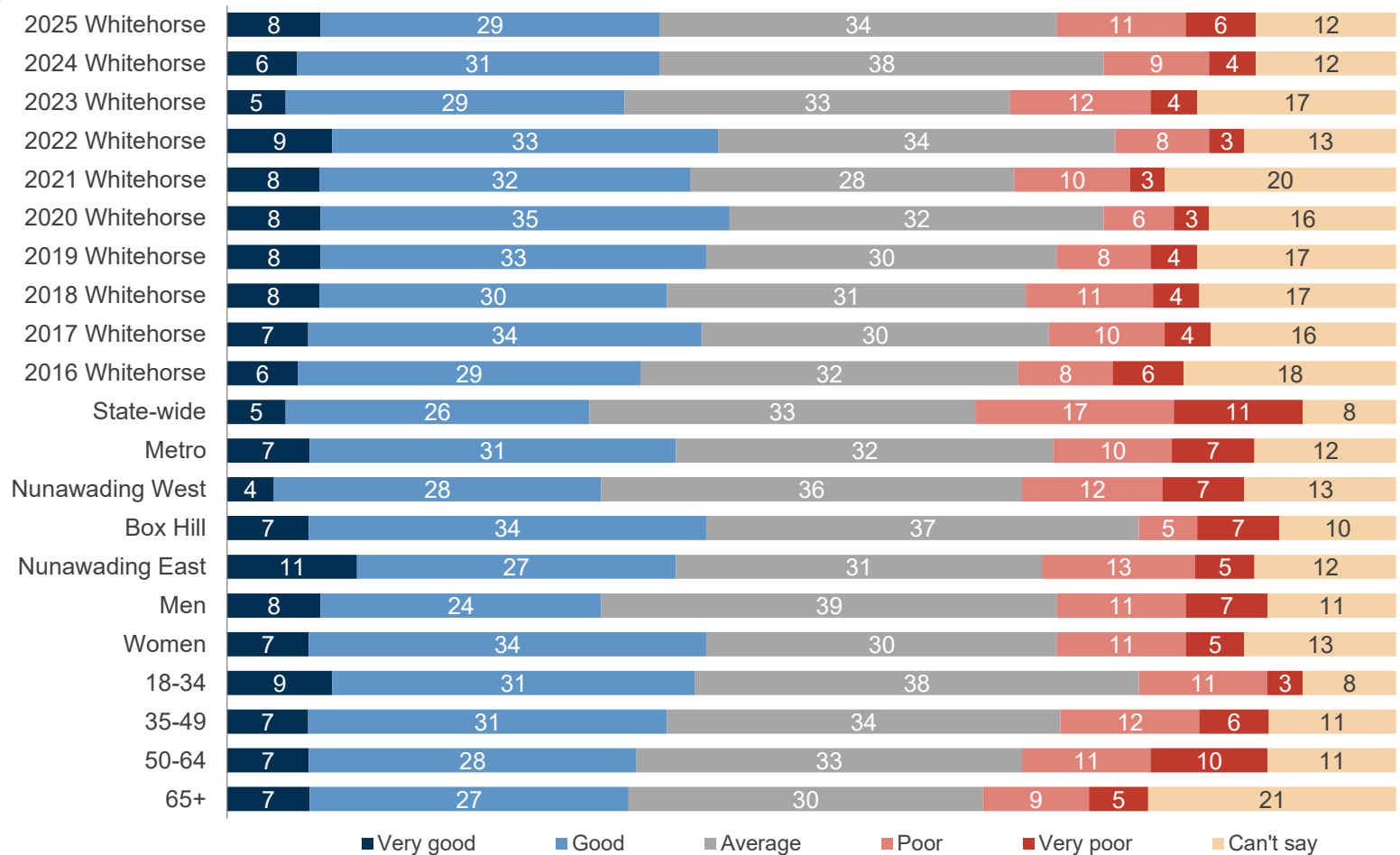
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

# Decisions made in the interest of the community performance



2025 community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2025 sealed local roads importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
State-wide	83▲	83	82	81	79	79	79	80	78	78
50-64	82	80	84	80	78	78	77	78	81	73
Nunawading East	82	82	80	77	76	79	77	78	77	74
65+	81	83	79	79	80	78	77	77	76	76
Nunawading West	81	82	80	80	75	77	75	75	76	77
35-49	81	78	78	80	76	79	75	75	75	80
Men	80	80	77	77	74	72	75	74	74	75
Whitehorse	80	81	79	80	76	77	77	76	76	76
Women	80	82	81	82	78	81	78	78	78	76
Metro	79	80	79	80	78	77	77	78	77	76
18-34	77	84	78	80	73	74	77	76	75	73
Box Hill	76	80	78	81	78	75	77	75	76	77

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

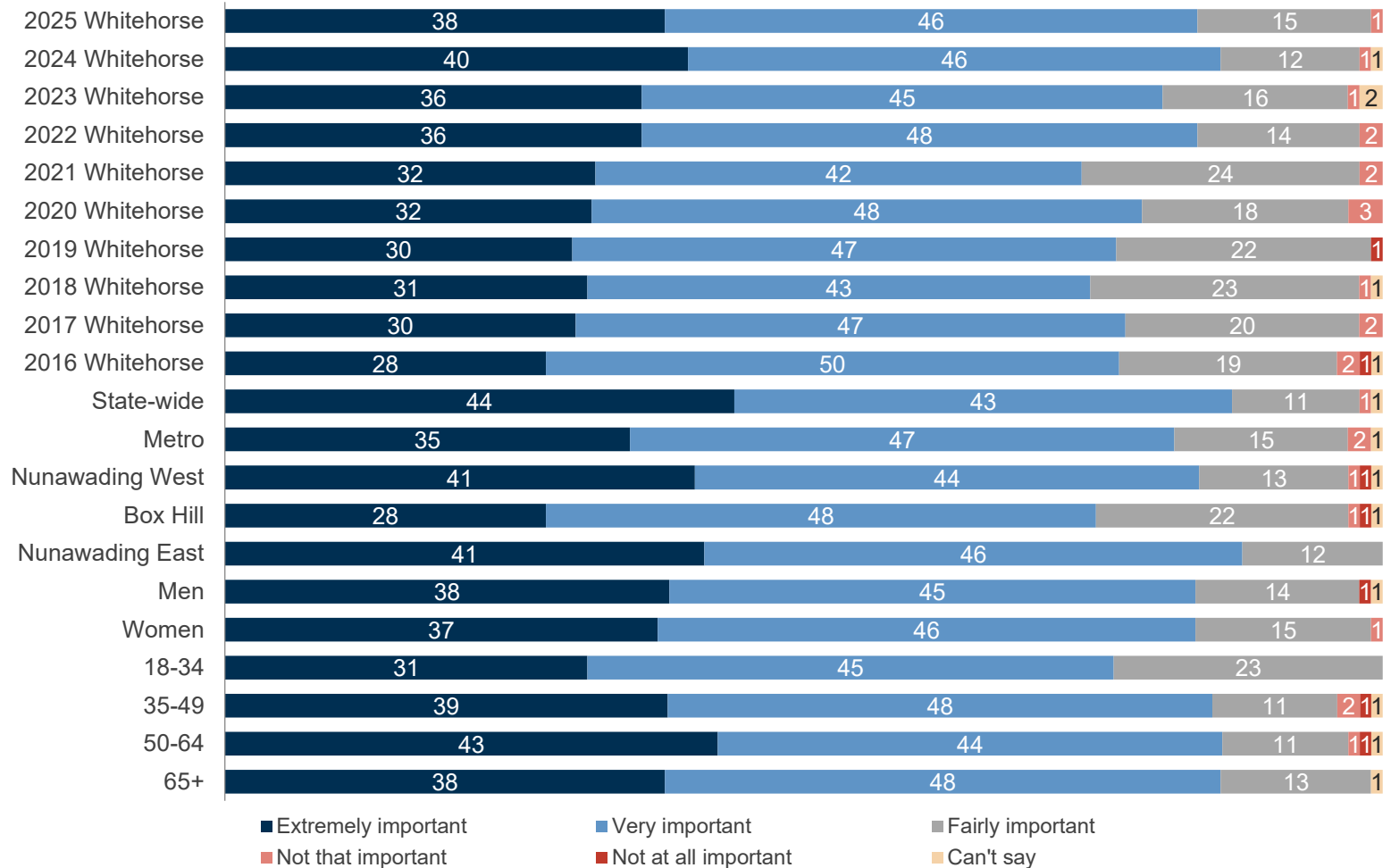
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

# The condition of sealed local roads in your area importance



## 2025 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
18-34	62	67	66	69	69	65	73	72	74	77
Box Hill	62	66	64	68	71	67	72	66	71	72
Nunawading East	62	63	66	68	69	67	71	71	72	75
Women	61	65	64	68	72	72	72	67	73	73
35-49	61	67	65	67	74	73	72	67	73	71
Whitehorse	60	65	64	68	71	69	72	70	73	73
65+	59	63	64	67	69	69	71	70	70	72
Metro	59	61	61	65	68	67	69	68	66	67
Men	59	66	65	68	69	65	72	73	72	74
50-64	57	63	60	68	72	69	69	72	73	72
Nunawading West	56	66	63	68	71	72	72	73	74	73
State-wide	45▼	45	48	53	57	54	56	53	53	54

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

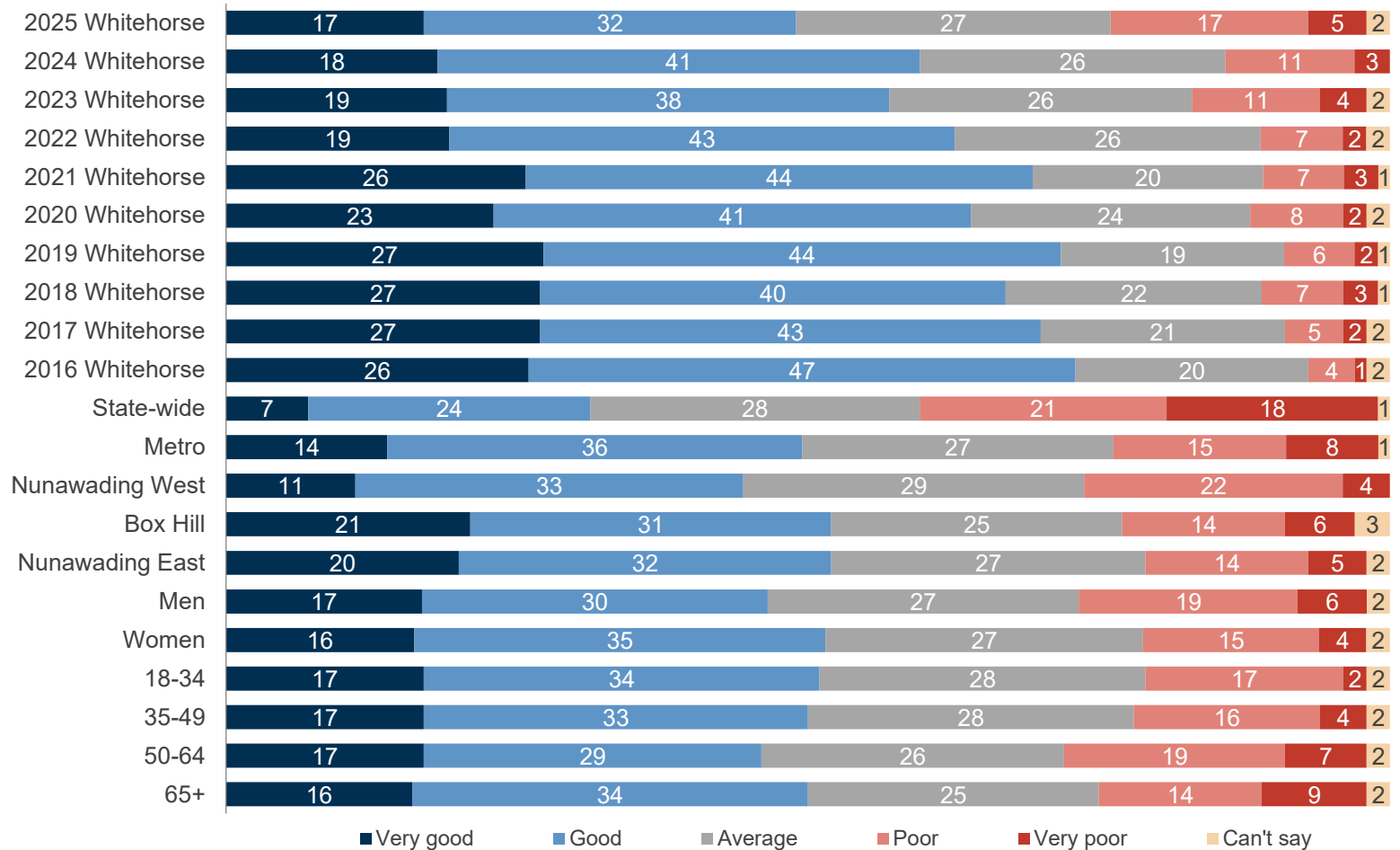
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (%)



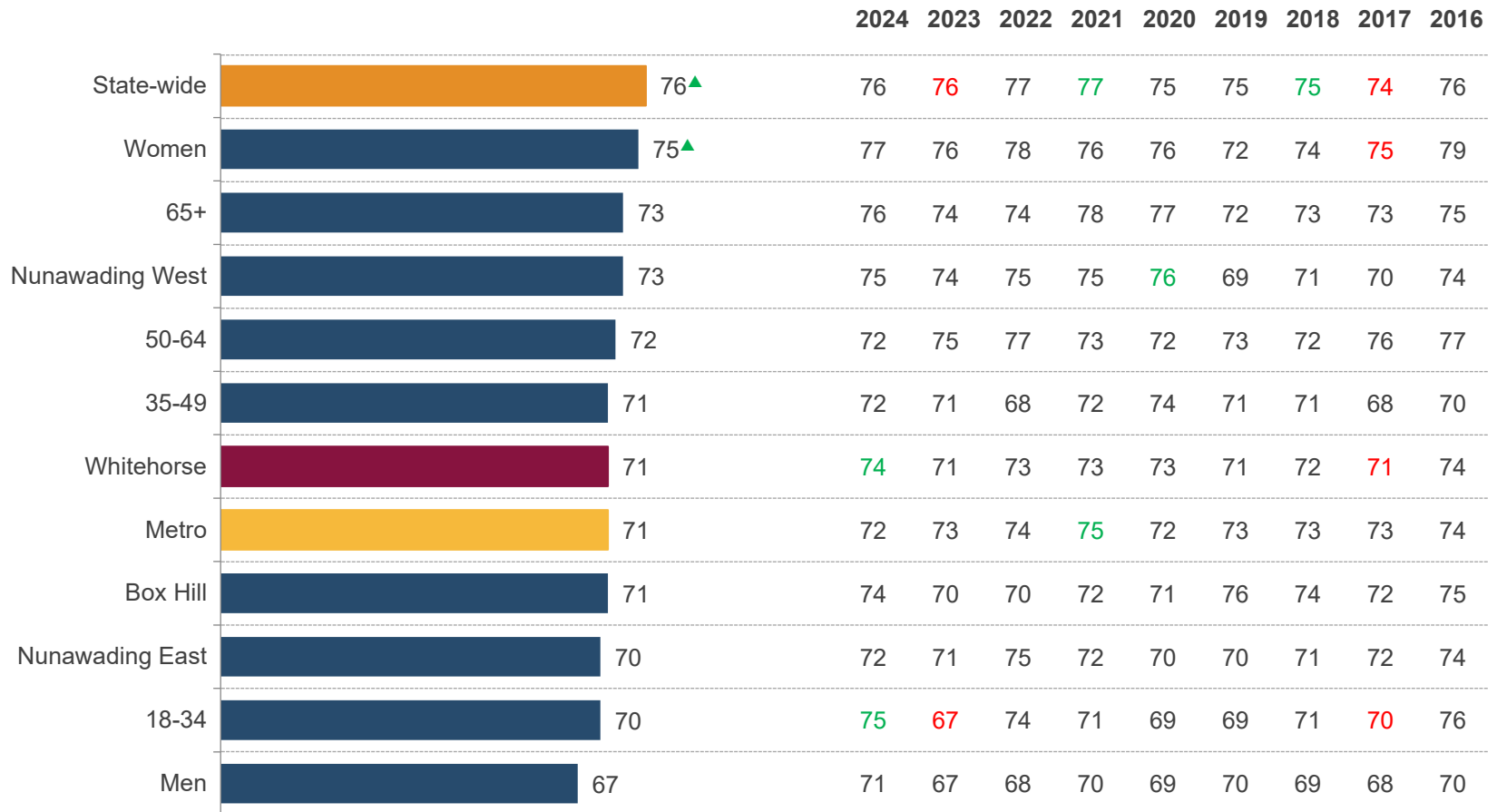




# Informing the community importance



## 2025 informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

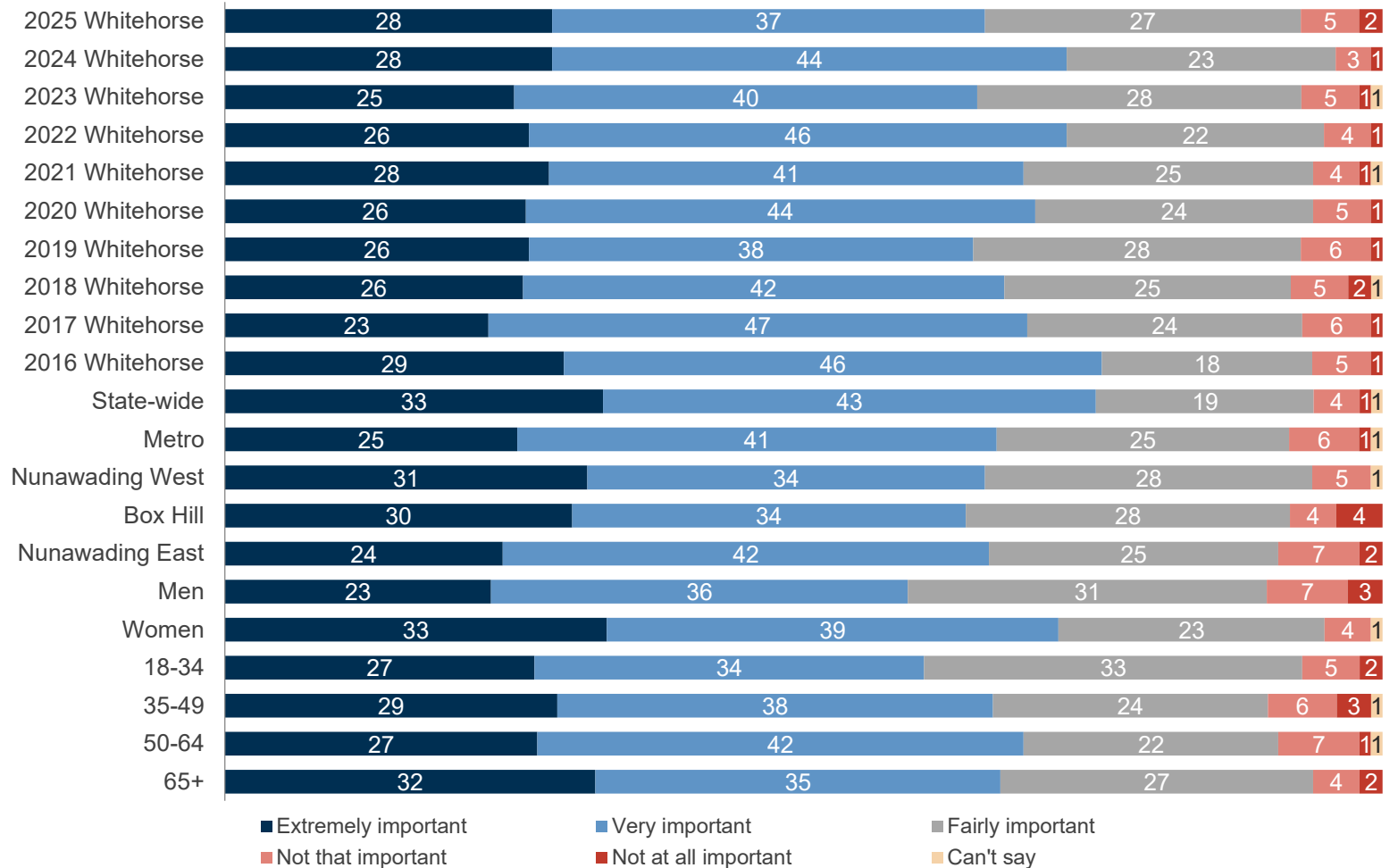
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2025 informing community importance (%)

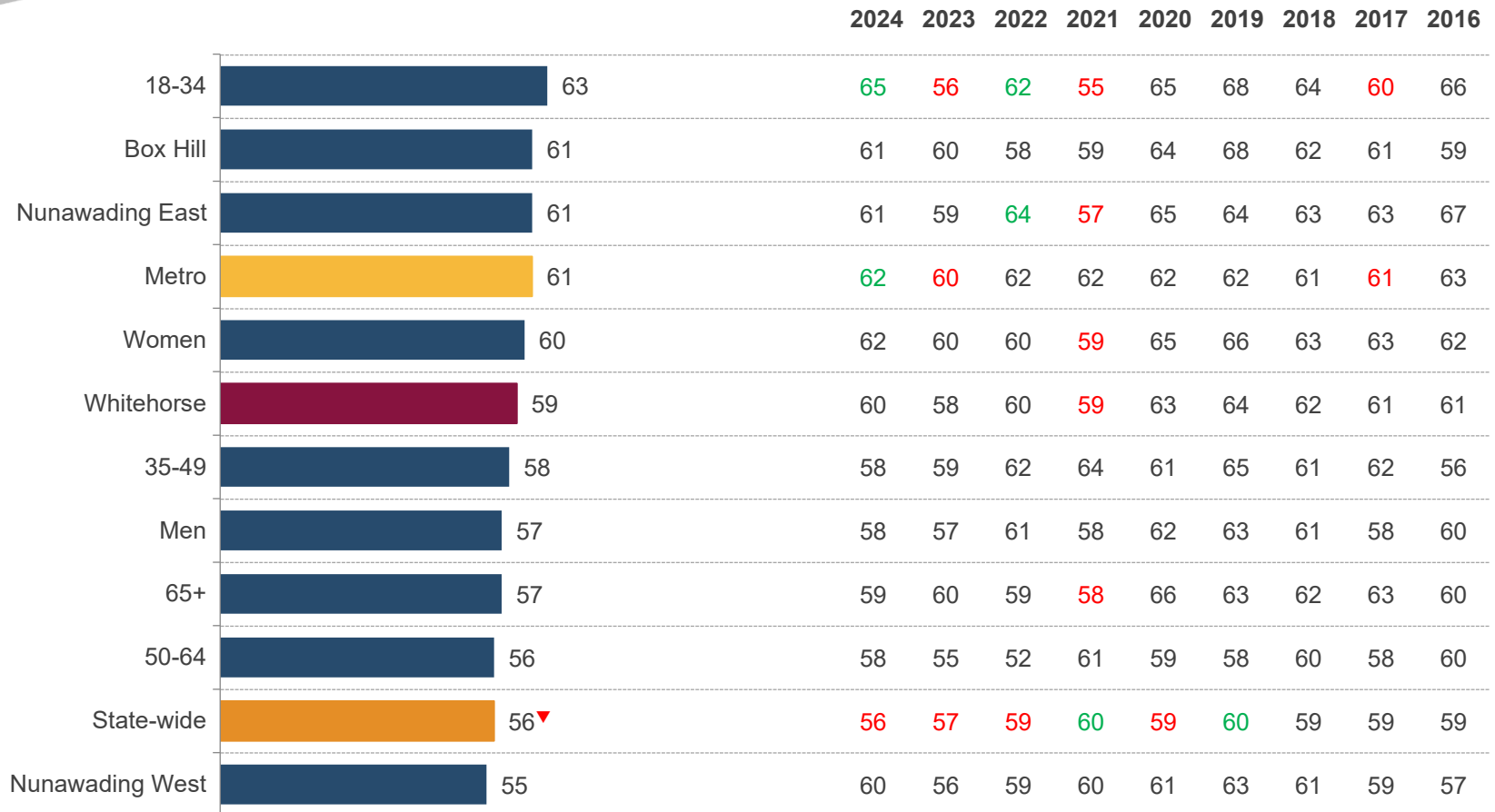




# Informing the community performance



## 2025 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5

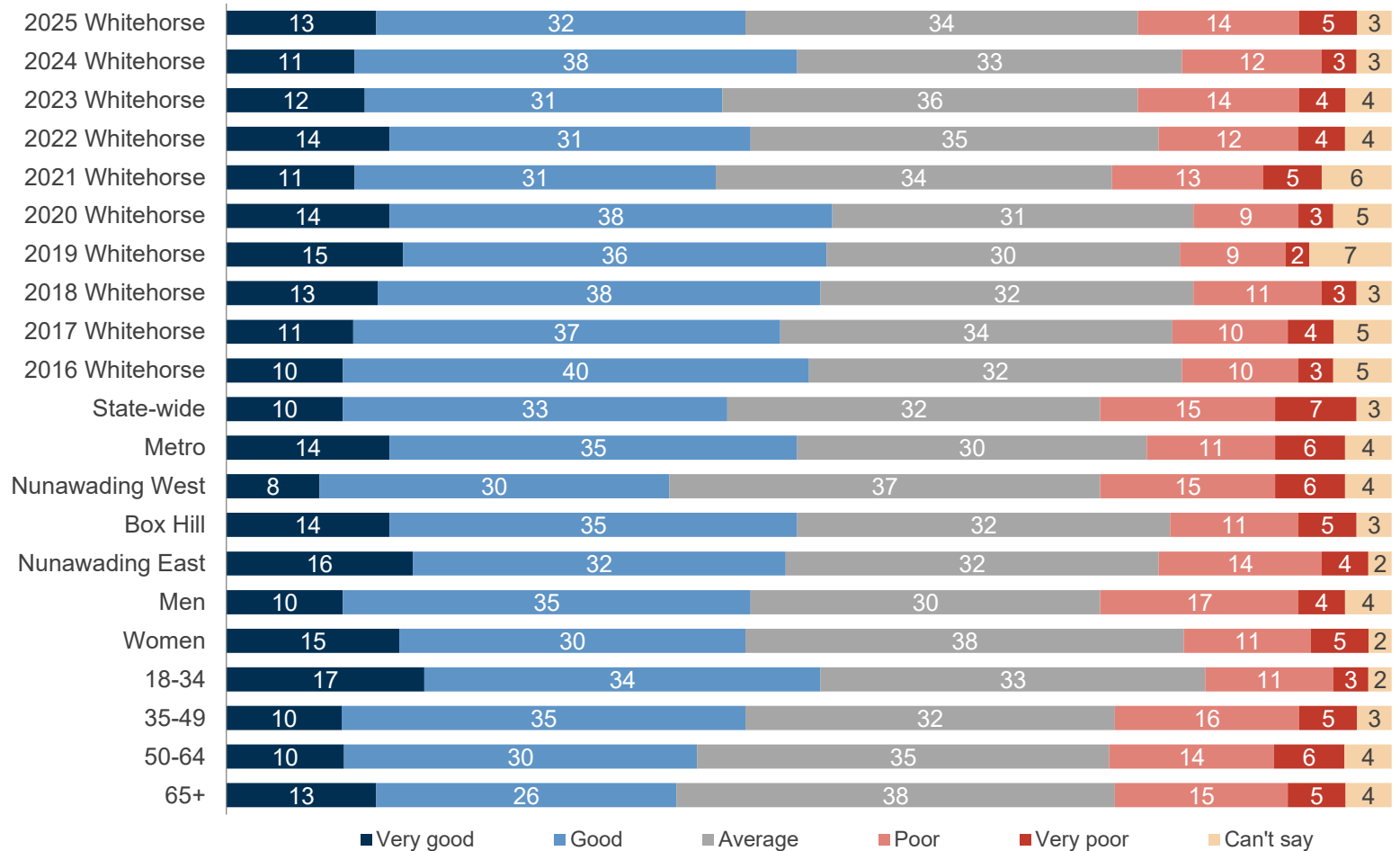
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2025 informing community performance (%)

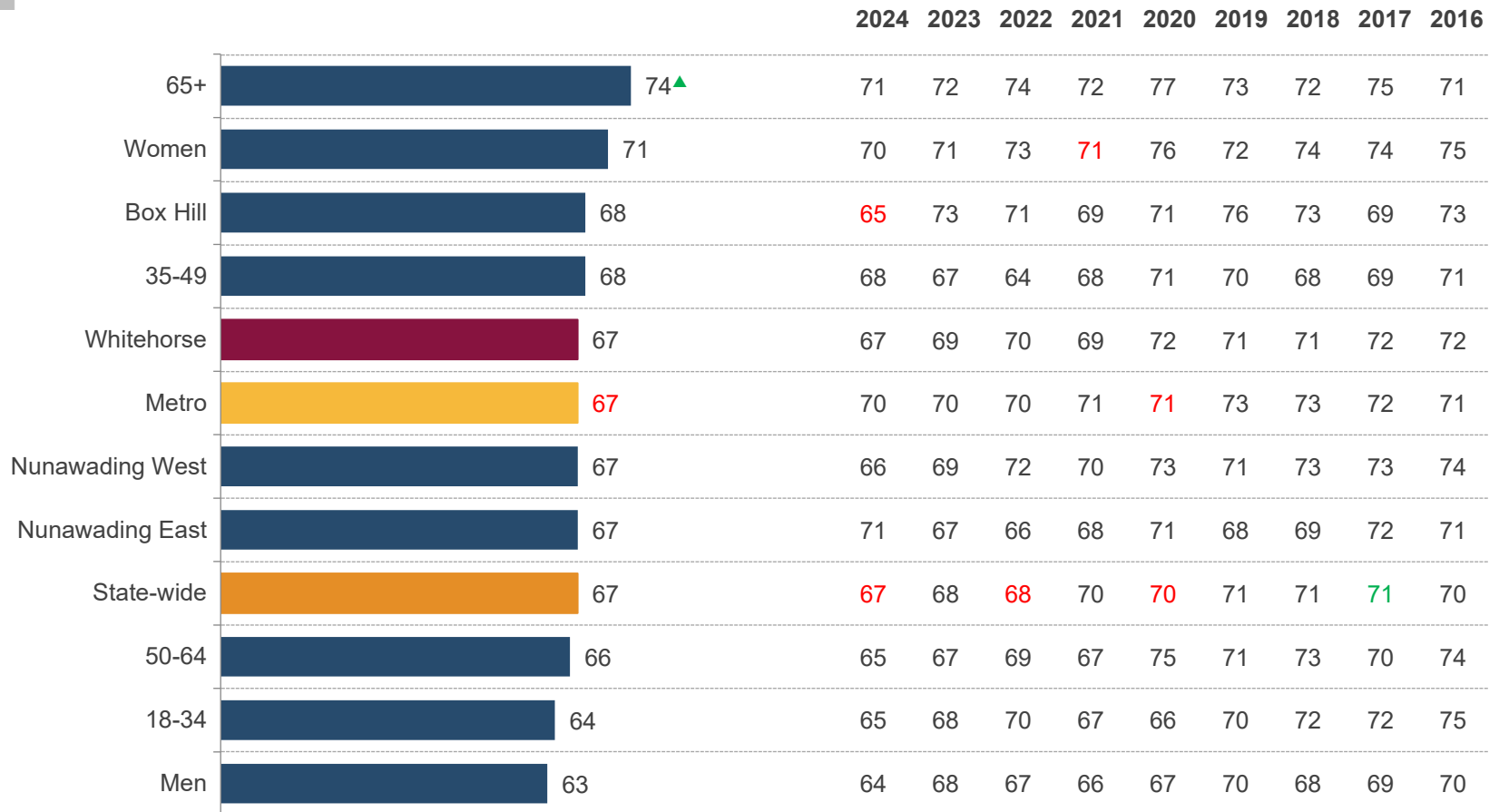




# Enforcement of local laws importance



## 2025 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

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

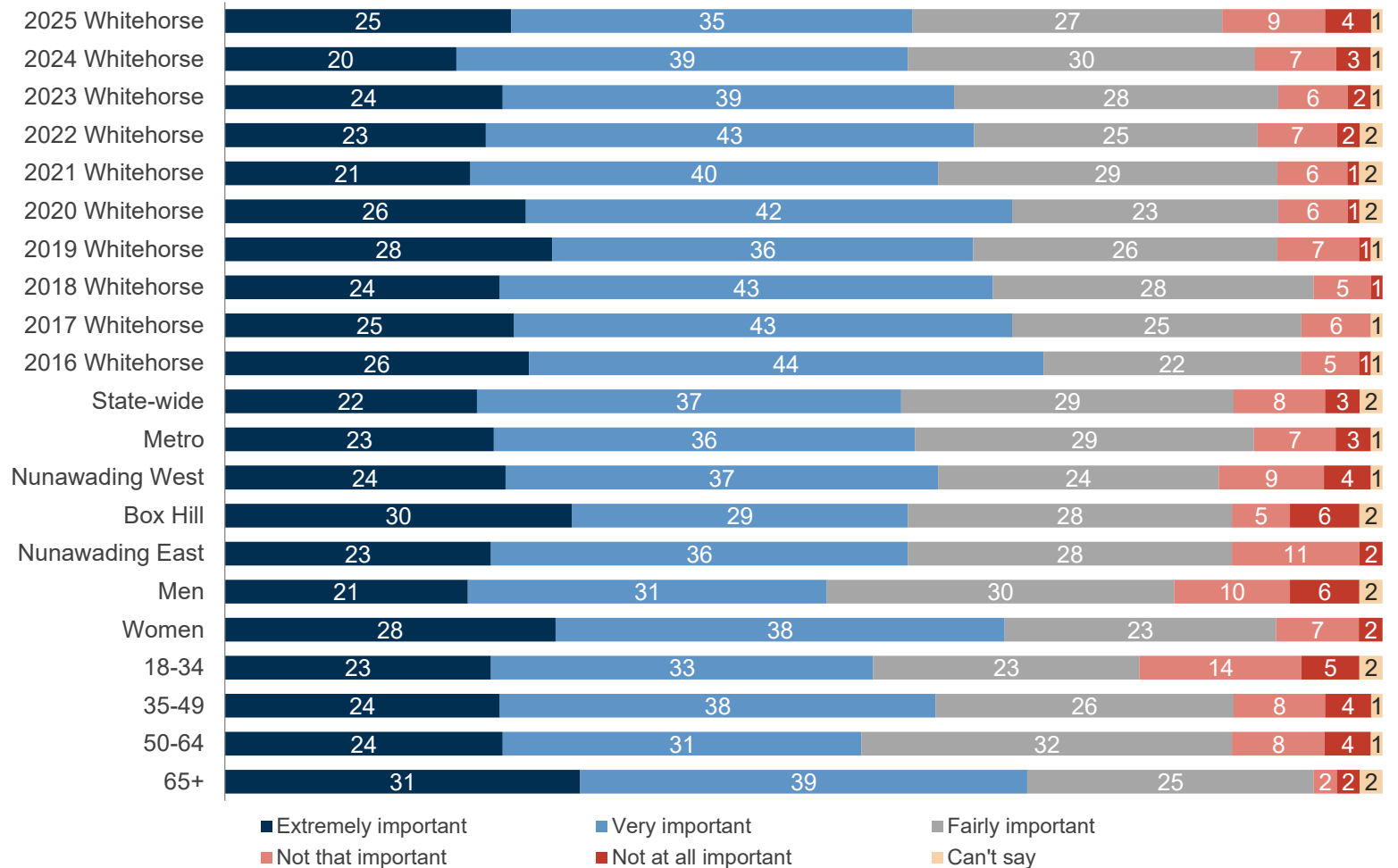
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2025 law enforcement importance (%)





## Enforcement of local laws performance



### 2025 law enforcement performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading East	66	62	61	65	66	68	66	68	67	65
18-34	66	66	65	66	67	67	71	69	70	71
Women	66	65	64	65	70	67	68	65	65	65
Whitehorse	64	63	62	64	66	66	65	65	65	65
65+	63	63	62	64	64	66	64	66	60	64
Box Hill	63	65	65	64	67	64	68	63	59	65
Metro	62	62	62	65	66	65	64	64	64	64
35-49	62	61	62	62	67	66	62	62	62	56
50-64	62	61	57	63	68	65	61	62	65	66
Men	61	61	61	63	63	66	63	65	64	64
Nunawading West	61	63	61	64	66	66	64	65	66	64
State-wide	59▼	61	61	63	64	63	64	64	64	63

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 3

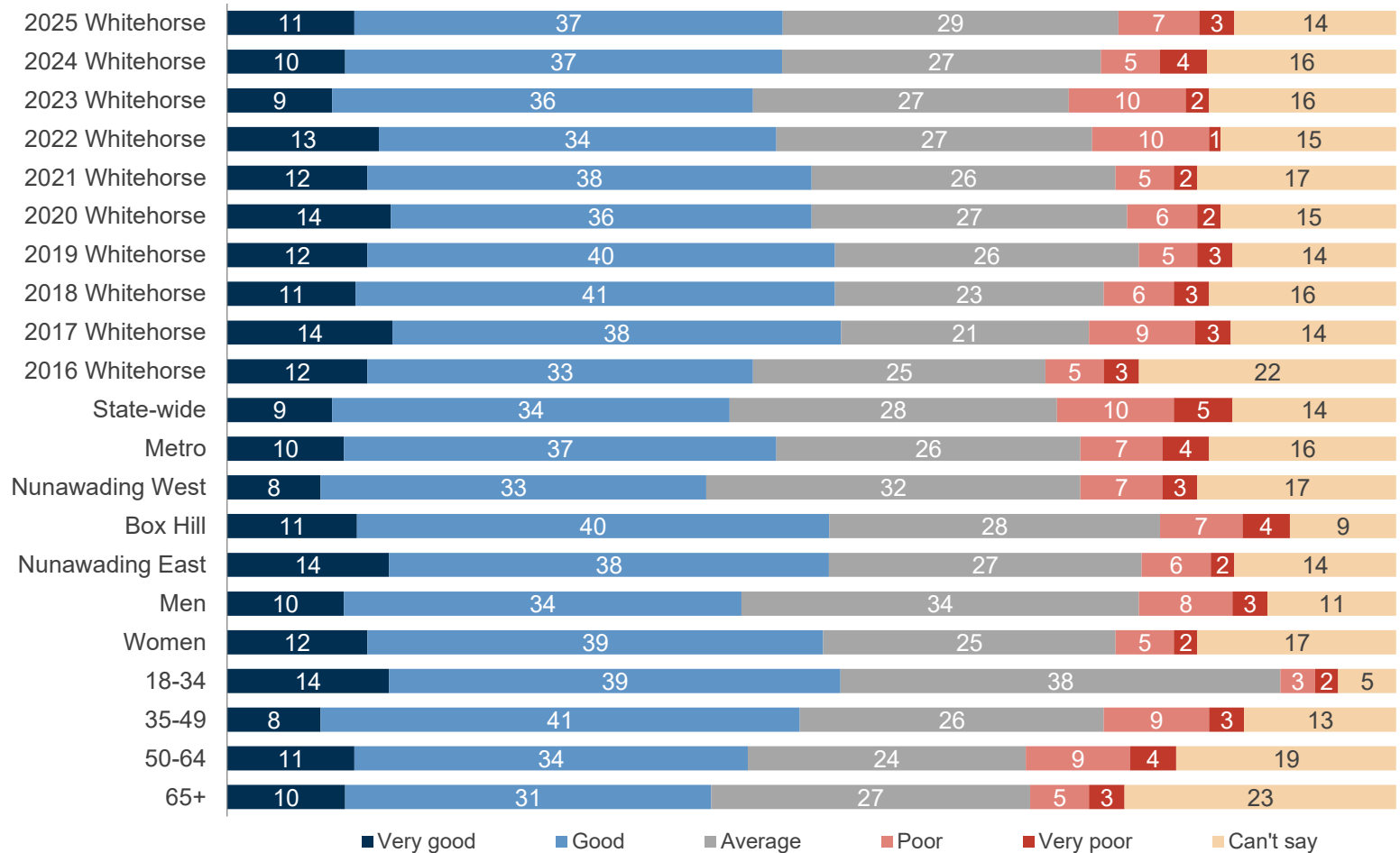
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2025 law enforcement performance (%)







# Family support services importance



## 2025 family support importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	78▲	79	80	77	76	79	77	78	78	78
18-34	75	75	77	73	75	73	74	77	81	77
Nunawading West	73	76	72	72	74	76	69	75	75	73
Box Hill	73	70	74	75	75	71	78	73	77	71
State-wide	73	74	75	76	76	75	74	74	73	73
Whitehorse	72	74	73	73	74	73	73	74	75	73
Metro	72	74	75	76	76	75	75	75	73	73
35-49	72	75	73	71	74	72	74	72	71	73
65+	71	75	72	74	76	76	72	74	72	70
Nunawading East	71	76	74	73	74	73	74	74	74	76
50-64	70	72	69	77	70	71	73	72	73	74
Men	66▼	70	66	69	73	68	69	70	72	69

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

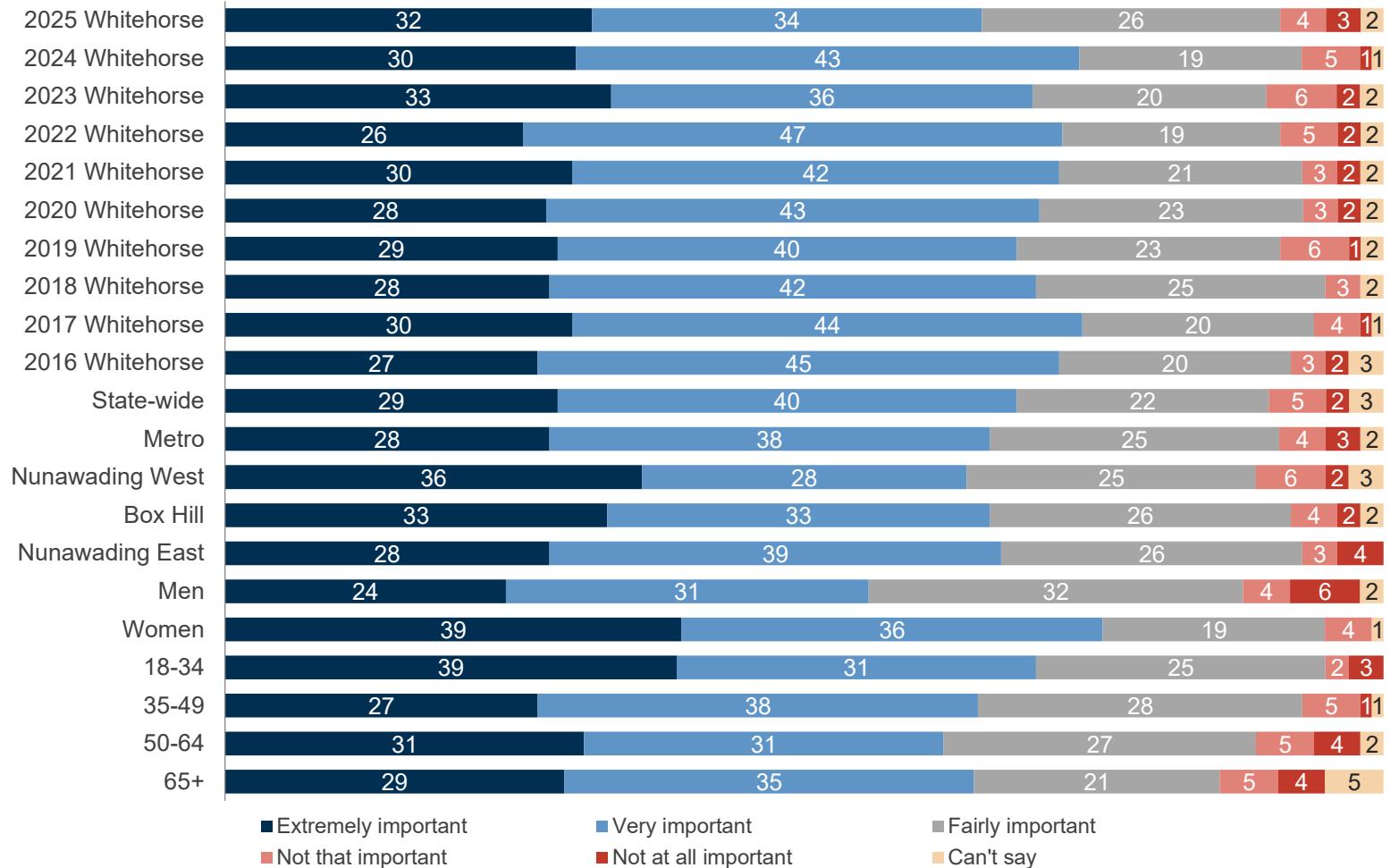
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2025 family support importance (%)





# Family support services performance



## 2025 family support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading East	70▲	64	62	73	71	77	70	72	73	71
35-49	67	65	64	70	67	72	70	70	69	70
18-34	66	66	61	66	63	72	69	69	75	67
Men	66	65	61	67	64	71	68	67	70	68
Metro	66	66	65	66	67	69	69	68	68	69
Whitehorse	65	65	63	68	67	72	70	69	72	69
Women	64	64	66	68	70	72	72	71	73	71
50-64	63	64	67	66	68	68	67	66	70	66
Nunawading West	62	65	67	66	66	70	70	65	69	70
State-wide	62▼	63	63	65	66	66	67	66	67	66
65+	62	62	63	69	72	73	71	70	70	73
Box Hill	62	65	62	65	64	67	69	71	74	66

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

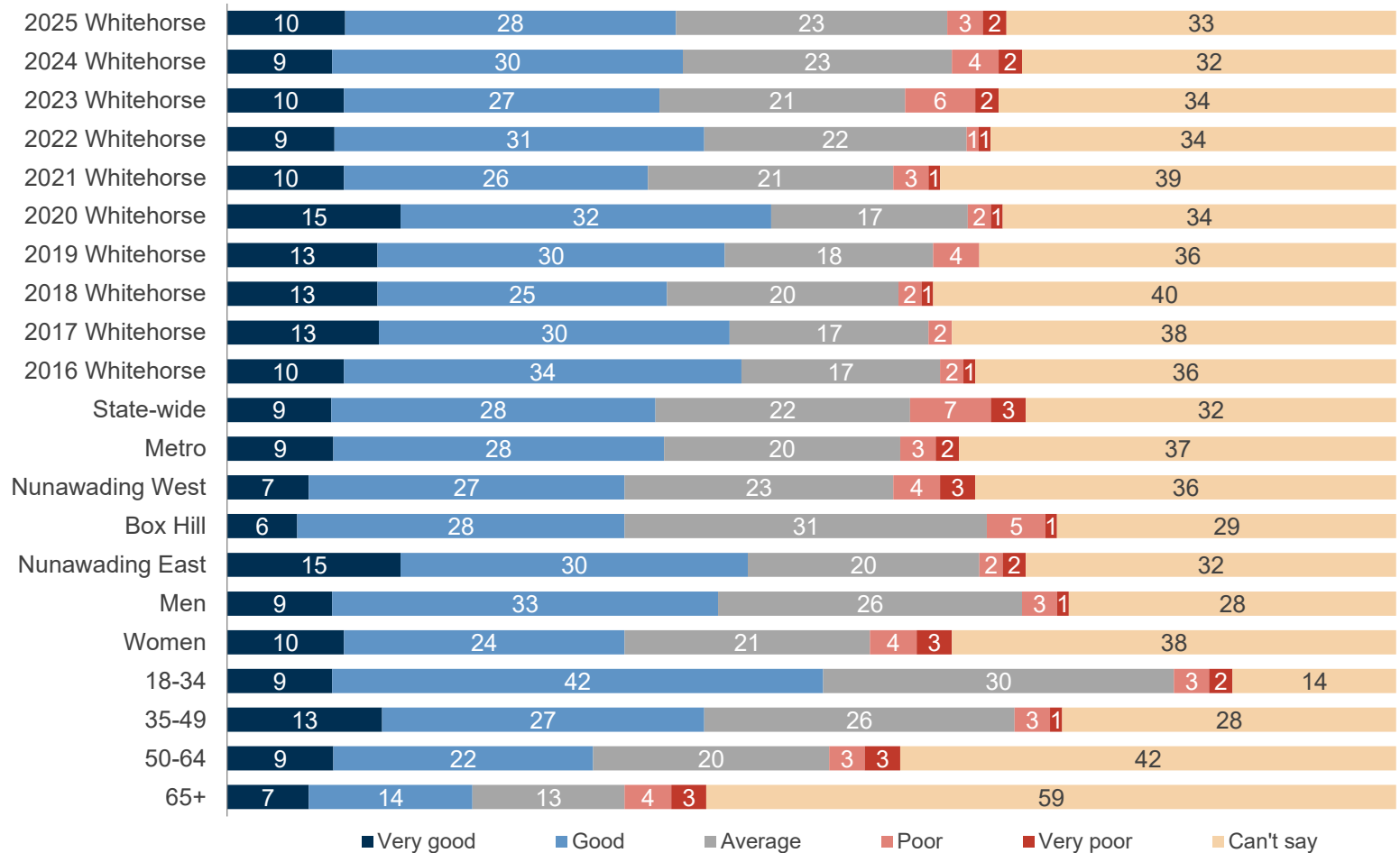
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



## 2025 family support performance (%)





# Recreational facilities importance



## 2025 recreational facilities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	77	74	74	73	75	72	70	70	73	71
50-64	77	74	79	75	79	78	77	76	75	76
Women	75	75	77	75	76	72	72	72	72	77
Box Hill	74	73	72	72	74	72	71	74	72	76
35-49	74	75	75	74	79	76	72	73	74	77
Metro	73	73	74	74	74	72	72	73	73	73
Nunawading East	73	73	73	72	73	66	71	69	73	77
Whitehorse	73	74	74	73	74	71	71	72	72	75
State-wide	73	73	73	74	74	72	72	73	72	73
Nunawading West	72	76	76	74	74	74	71	74	72	71
Men	71	73	71	70	71	70	70	72	72	72
18-34	66▼	73	71	71	67	64	68	71	68	75

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

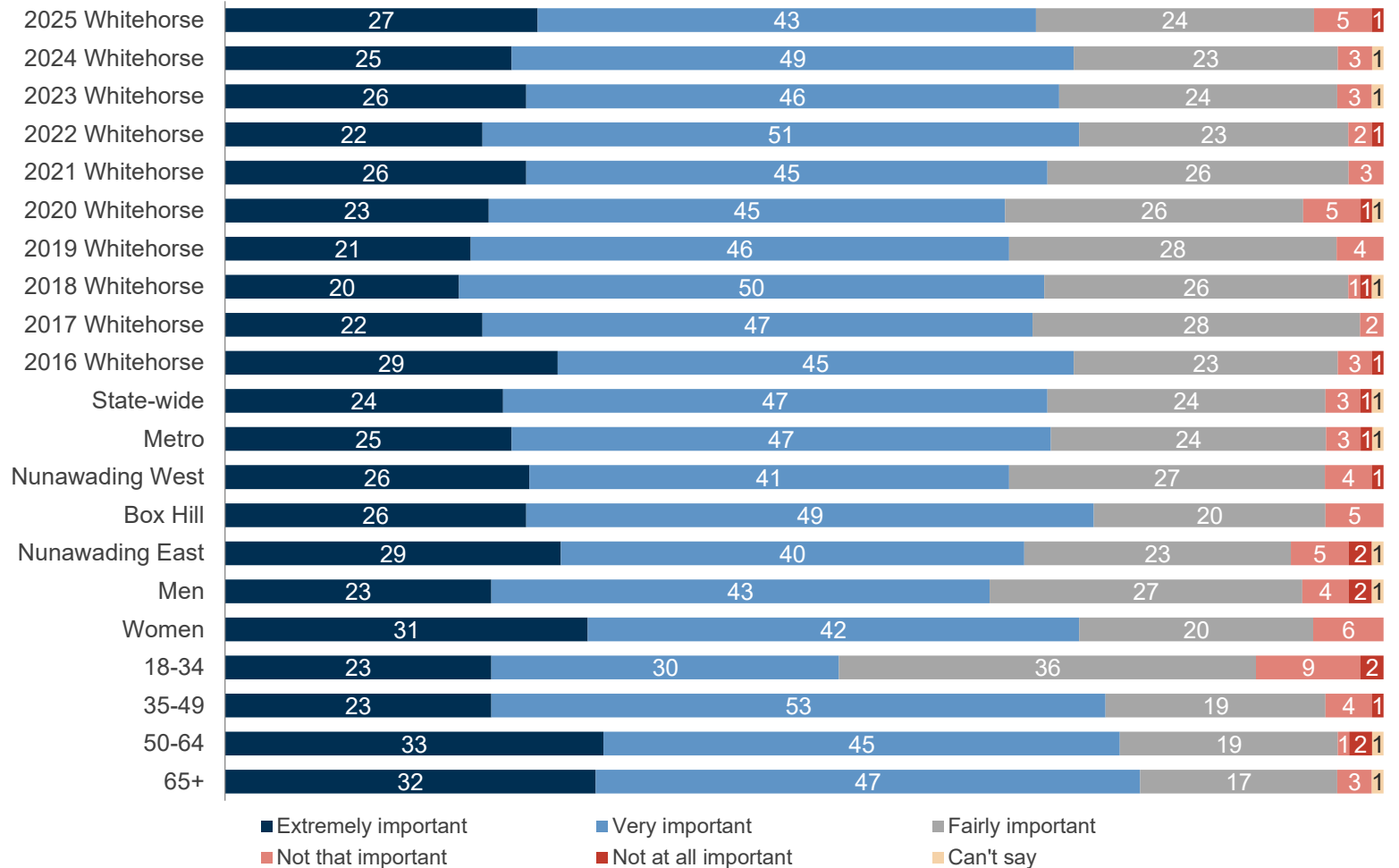
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2025 recreational facilities importance (%)





# Recreational facilities performance



## 2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading East	78▲	75	75	77	74	75	74	79	75	78
65+	76	77	76	77	78	79	81	78	78	80
18-34	75	79	72	69	71	72	77	75	70	76
50-64	75	68	72	78	77	75	76	76	79	76
Box Hill	74	75	71	70	74	73	79	77	74	73
Metro	74	74	72	73	75	74	75	74	73	73
Women	74	76	73	75	78	77	78	74	76	77
Whitehorse	74	75	73	73	74	75	77	76	76	75
Men	74	73	73	72	71	72	76	78	75	74
35-49	71	74	72	73	73	74	74	75	79	71
Nunawading West	70	74	73	73	74	76	78	72	78	75
State-wide	67▼	68	68	69	71	70	70	69	70	69

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 5

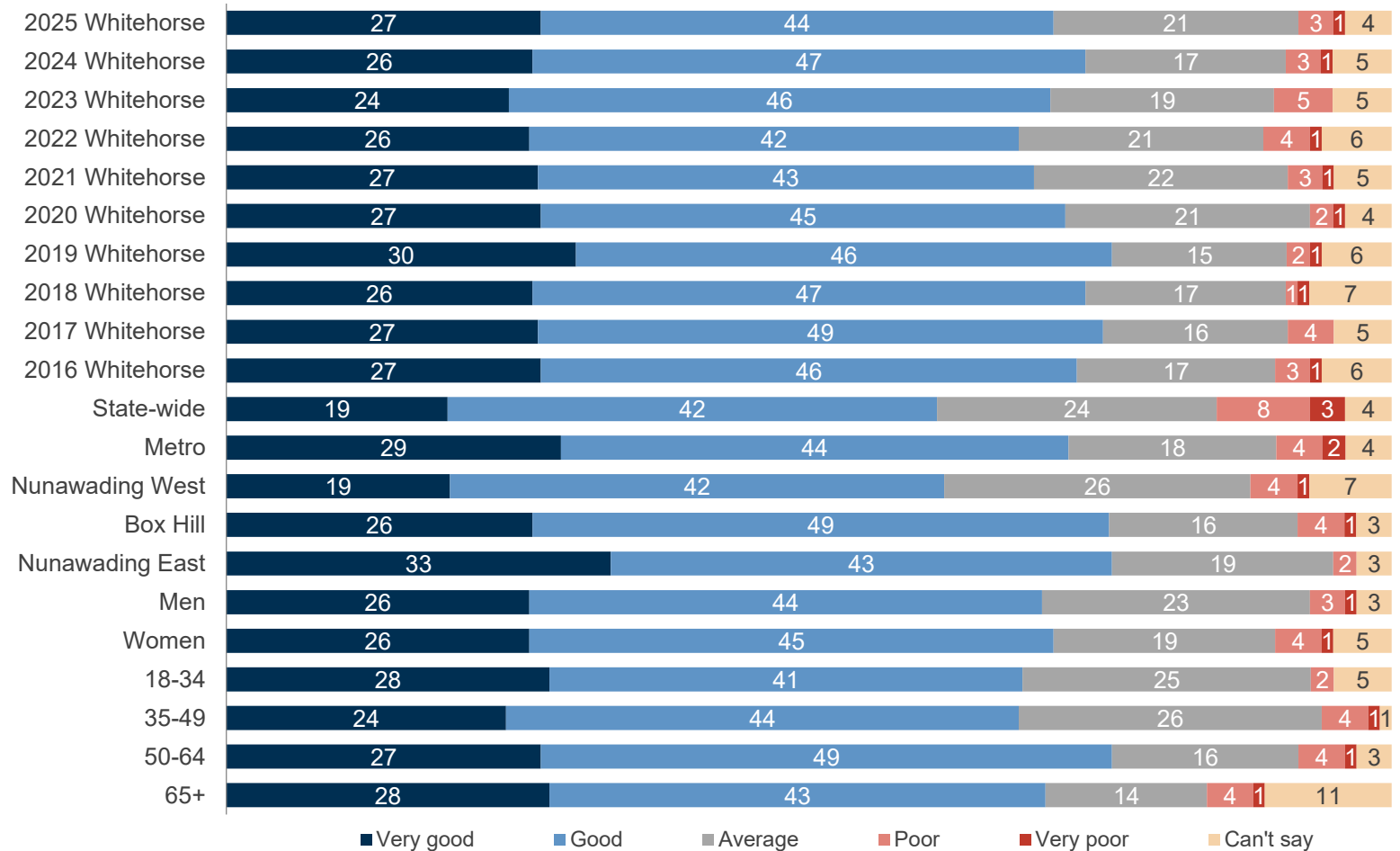
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2025 recreational facilities performance (%)







# The appearance of public areas importance



## 2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	78	74	76	75	76	75	73	73	77	74
50-64	75	75	78	77	77	77	76	77	75	74
Nunawading West	75	76	77	77	76	76	72	74	74	74
Metro	74	75	75	76	76	73	74	74	75	74
Women	74	77	77	77	75	74	73	74	74	76
State-wide	74	74	74	75	75	74	73	74	74	74
Whitehorse	74	75	74	75	74	73	72	72	75	74
Nunawading East	74	74	74	74	73	71	69	71	76	72
Men	74	73	71	73	72	71	71	70	76	71
Box Hill	73	76	71	74	72	72	77	70	73	75
35-49	72	76	75	75	76	73	72	71	74	74
18-34	72	76	69	74	70	69	70	69	73	72

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

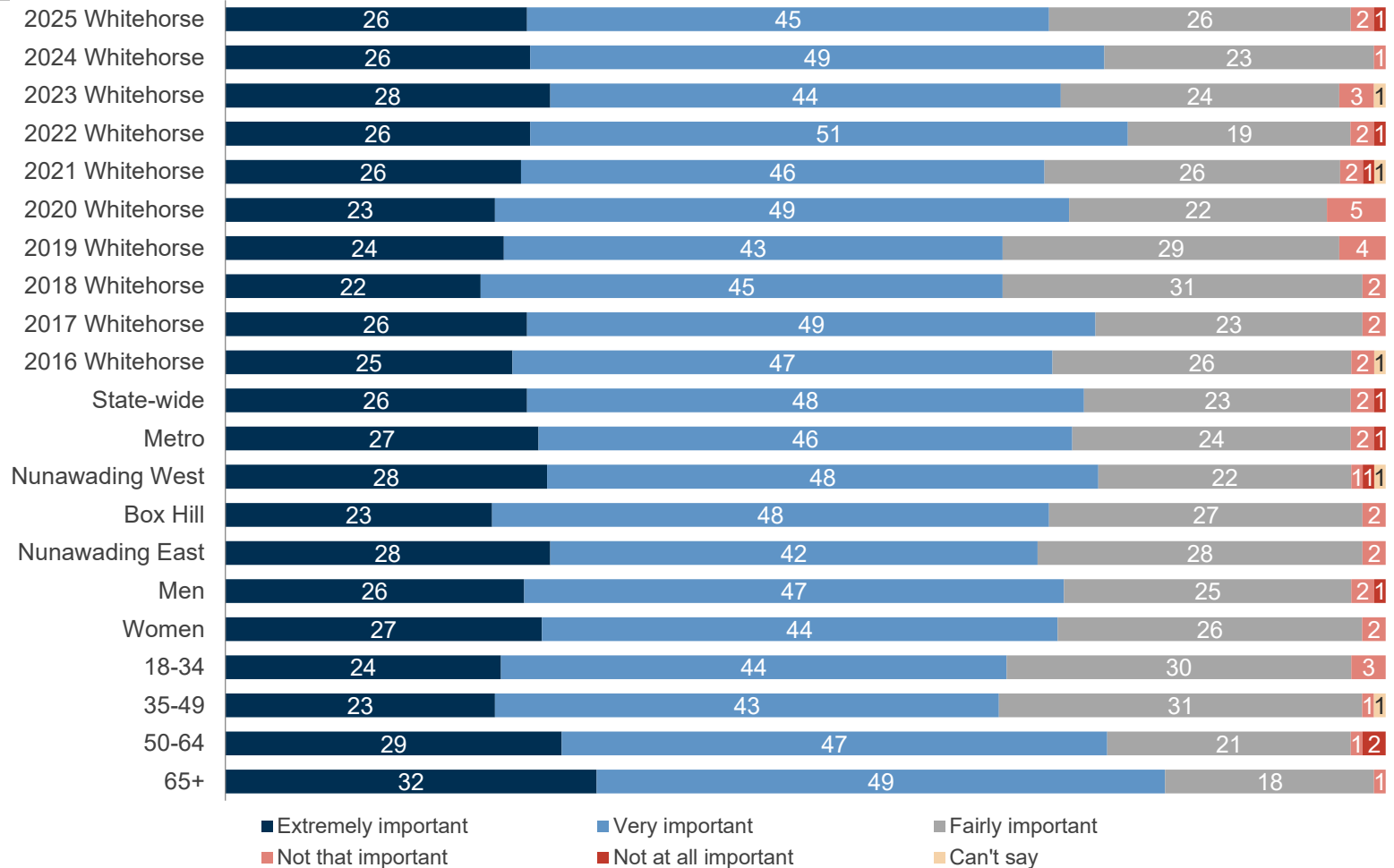
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2025 public areas importance (%)





# The appearance of public areas performance



## 2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Box Hill	73	71	69	70	75	70	78	71	76	69
Nunawading East	71	73	73	77	77	76	77	75	78	80
Metro	71	70	68	72	74	73	74	73	72	72
Women	71	72	71	73	78	74	76	72	78	74
65+	70	72	74	72	76	75	74	74	74	74
50-64	70	68	69	74	78	69	75	73	73	75
Whitehorse	70	72	71	74	76	73	76	73	77	74
18-34	69	76	69	77	77	72	79	74	79	76
35-49	69	72	73	73	76	74	75	71	79	70
State-wide	68	68	67	71	73	72	72	71	71	71
Men	68	73	72	75	74	72	76	75	76	73
Nunawading West	65▼	72	71	76	77	73	74	73	76	72

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 5

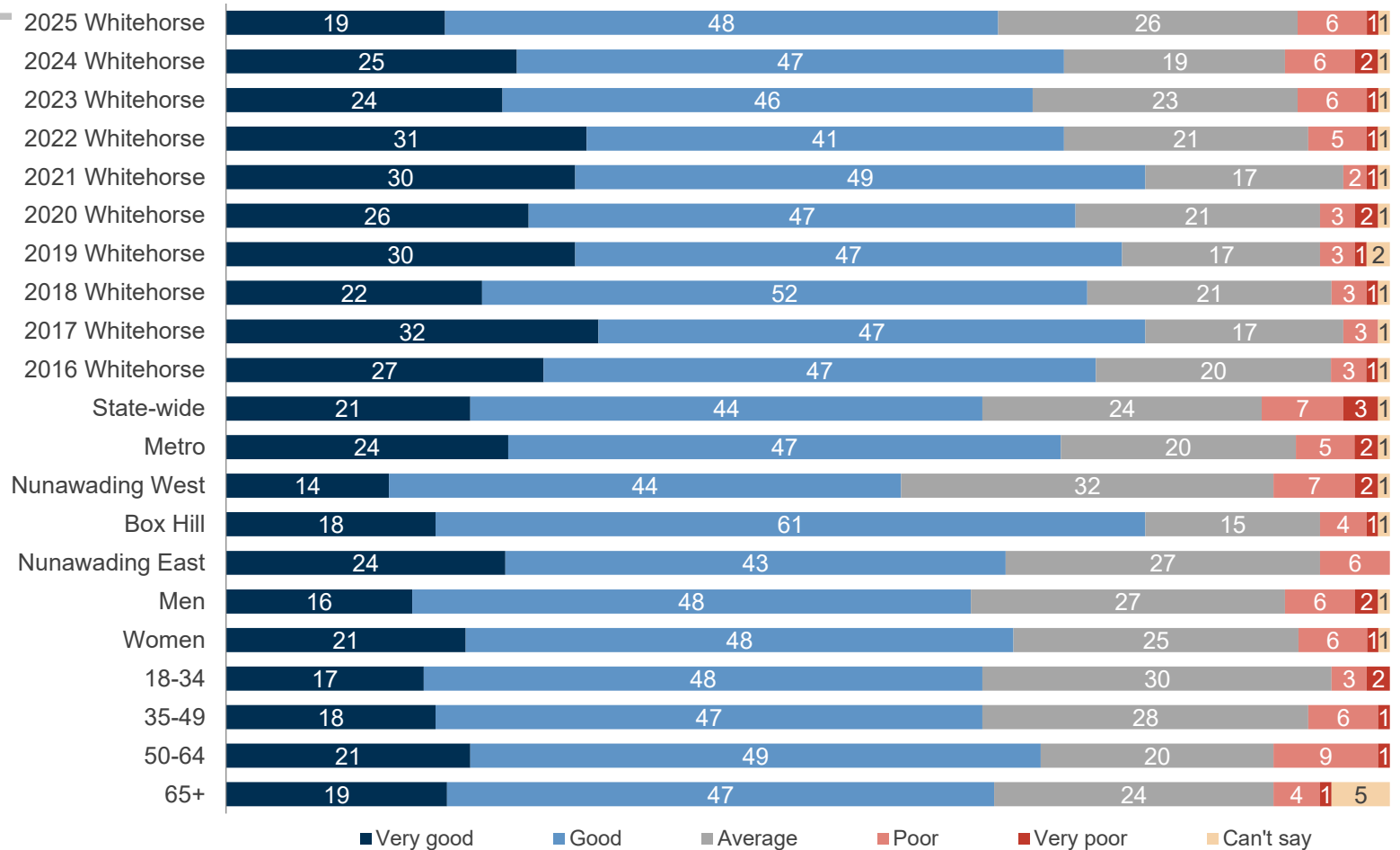
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2025 public areas performance (%)





# Art centres and libraries importance



2025 art centres and libraries importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	73▲	73	75	73	75	72	72	74	70	74
65+	72	70	73	70	70	74	67	70	68	68
Box Hill	69	67	70	69	68	70	68	70	66	69
Nunawading East	68	68	69	68	69	65	69	65	65	69
18-34	68	67	67	68	69	61	69	69	65	71
Whitehorse	68	68	70	70	70	69	68	69	66	69
35-49	68	69	70	71	73	73	66	67	67	68
Nunawading West	67	69	73	72	73	72	68	71	68	68
Metro	67	67	68	70	70	68	67	67	67	68
50-64	66	67	73	70	70	71	72	67	66	67
Men	63▼	63	66	66	66	65	64	63	62	64
State-wide	63▼	64	65	67	67	65	65	65	64	66

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

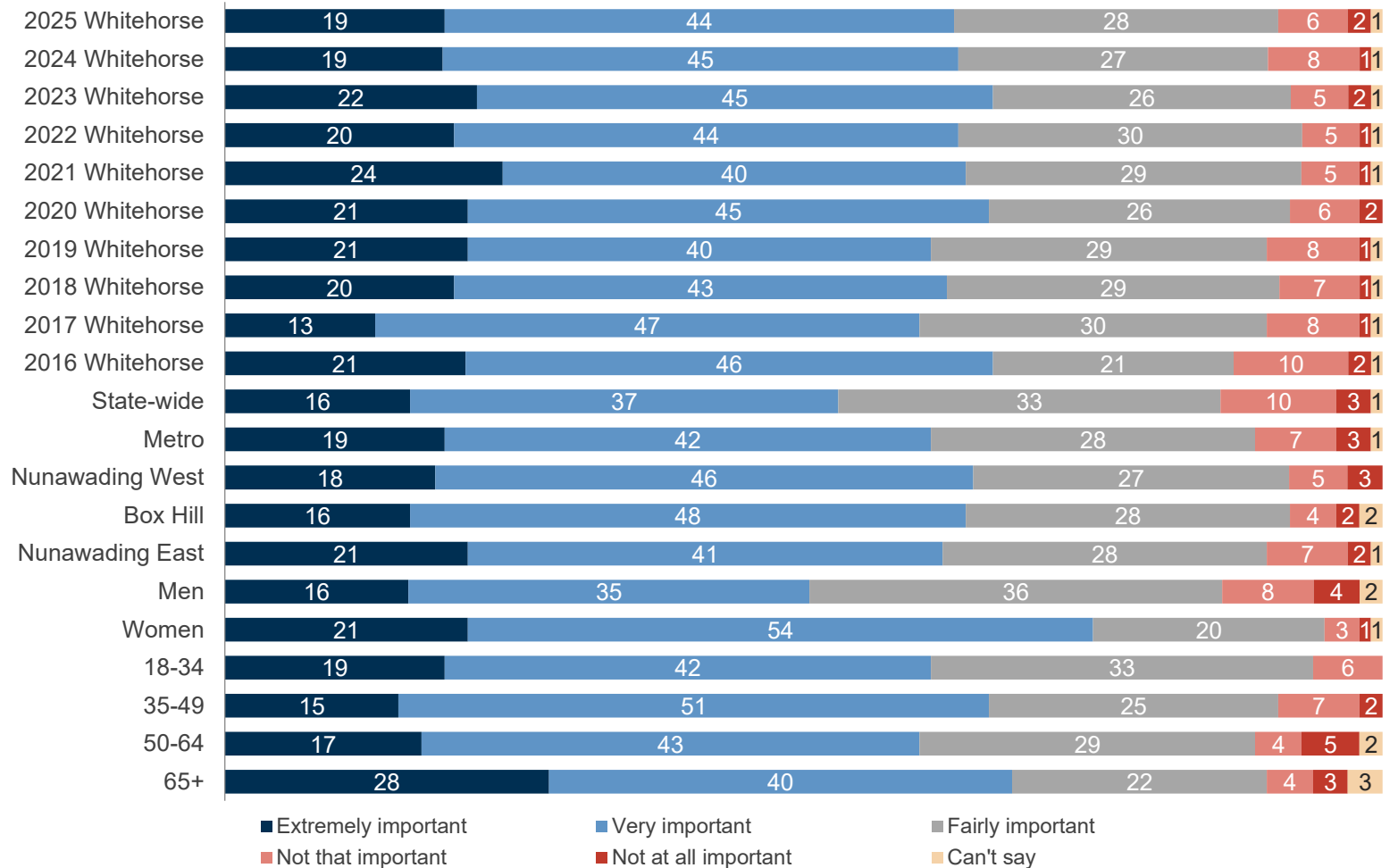
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2025 art centres and libraries importance (%)





## Art centres and libraries performance



### 2025 art centres and libraries performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	81▲	81	79	79	81	81	81	81	80	78
Women	78	79	77	76	74	78	81	79	78	77
Nunawading East	78	80	76	78	75	76	80	79	82	77
Metro	76	76	75	73	73	75	76	75	75	74
50-64	76	74	73	74	77	79	81	74	78	72
Whitehorse	75	76	75	74	73	77	78	77	79	74
Box Hill	74	73	75	69	77	79	79	78	75	71
35-49	74	74	74	74	73	77	74	75	79	72
Nunawading West	74	75	72	74	70	76	76	75	78	74
18-34	73	76	71	70	67	73	78	78	78	73
State-wide	73	73	73	73	73	74	74	74	73	72
Men	72	73	72	71	73	75	76	76	79	71

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

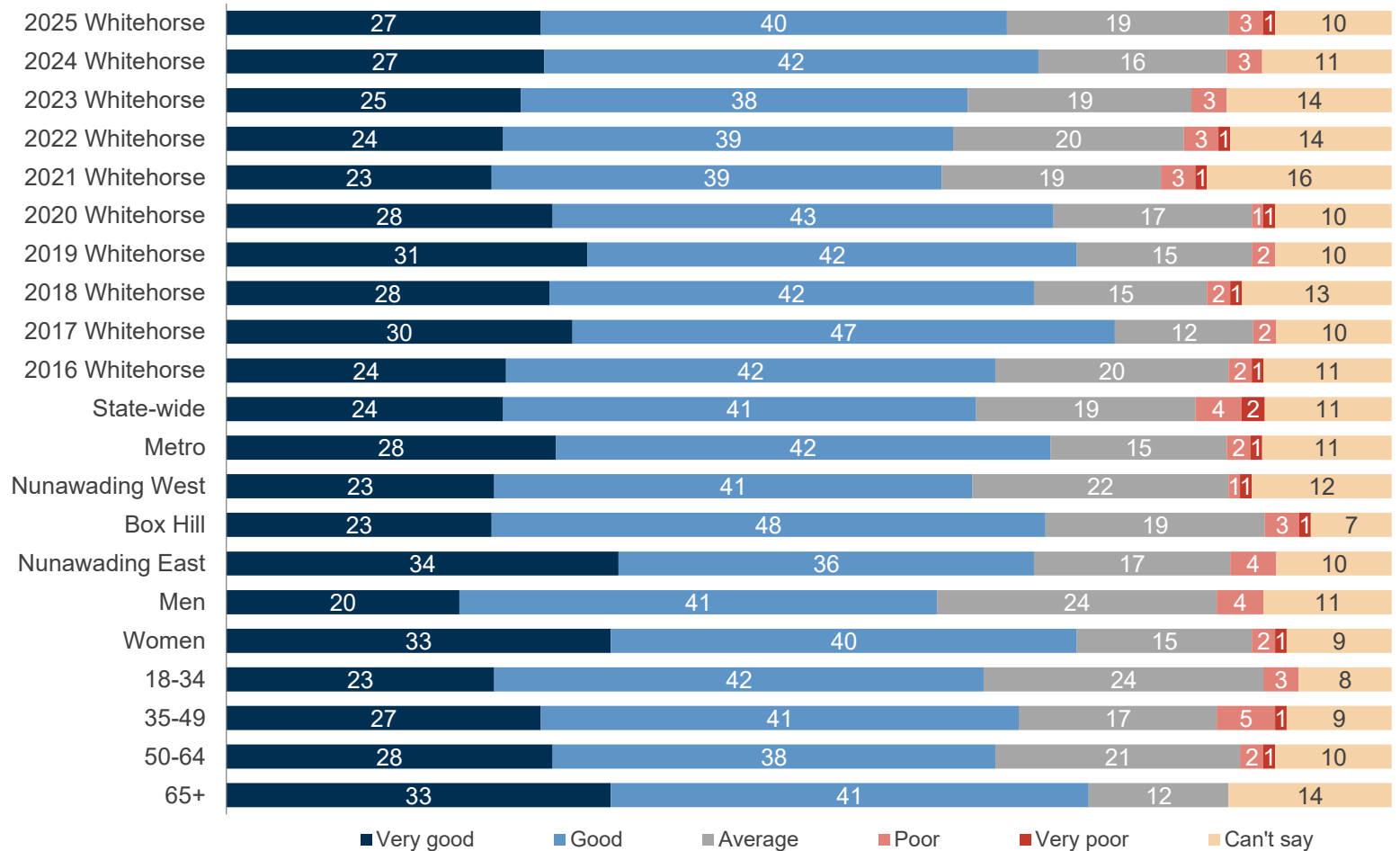
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2025 art centres and libraries performance (%)







# Community and cultural activities importance



2025 community and cultural activities importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	64▲	67	65	66	64	63	62	64	63	66
65+	62	62	60	59	62	62	57	60	58	61
Box Hill	62	58	58	63	60	58	64	61	59	65
18-34	61	61	57	66	62	57	61	64	60	66
Metro	59	59	62	64	64	61	60	61	61	62
Whitehorse	59	61	59	62	61	60	60	60	59	62
State-wide	59	60	62	64	64	62	61	61	61	62
Nunawading East	59	61	58	62	61	56	61	60	58	62
Nunawading West	58	64	61	63	62	65	57	59	61	61
50-64	58	60	57	61	57	59	61	60	57	66
35-49	57	62	61	62	61	63	62	54	62	58
Men	54▼	56	53	59	59	57	58	56	55	58

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

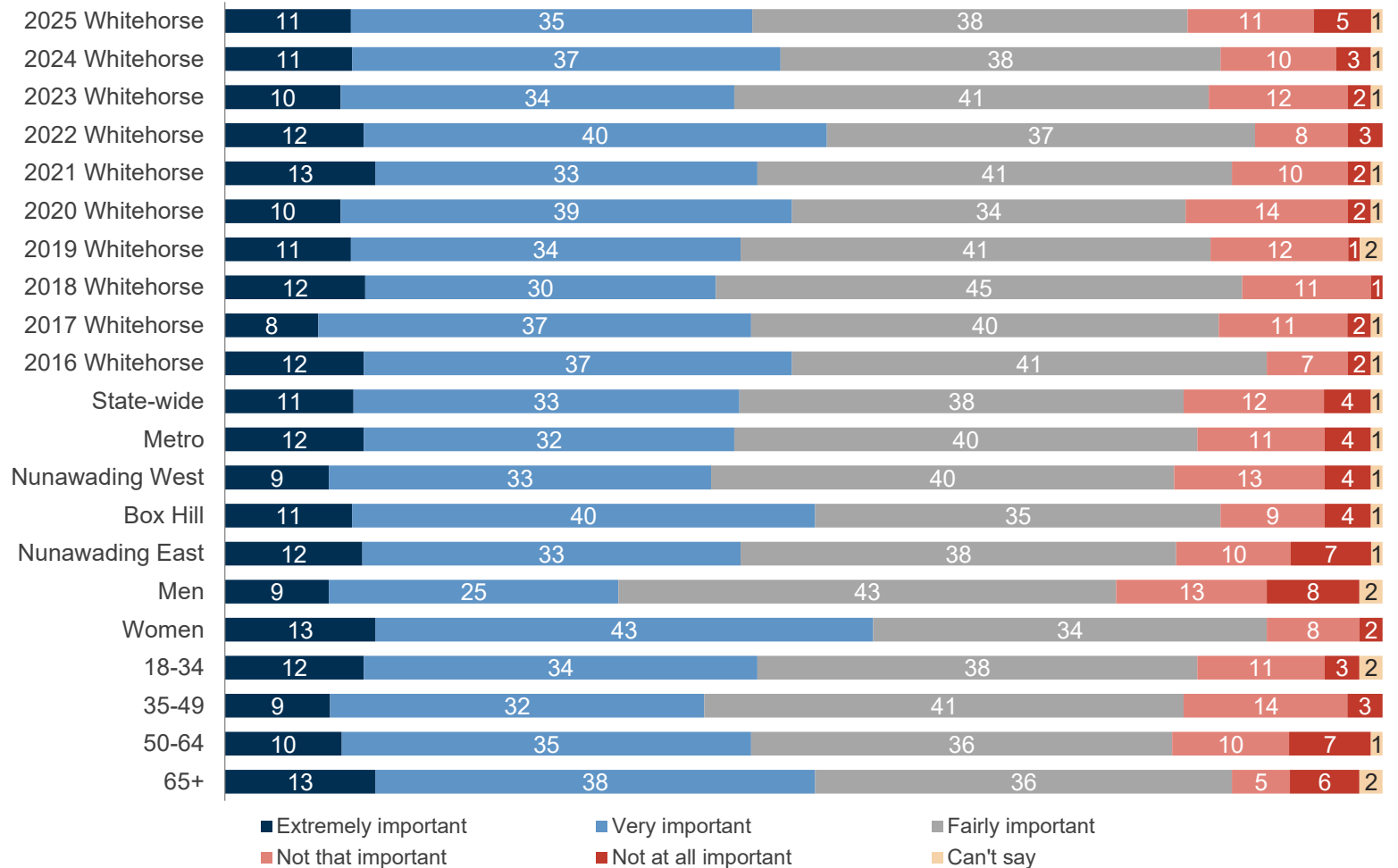
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



## 2025 community and cultural activities importance (%)





# Community and cultural activities performance



## 2025 community and cultural activities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	72	71	72	71	72	75	76	74	74	72
Nunawading East	70	70	68	68	67	74	75	77	75	73
Women	70	72	70	65	69	76	75	78	76	76
50-64	69	69	64	63	65	74	71	75	74	76
Metro	69	69	67	65	66	70	70	70	70	71
35-49	68	68	68	64	68	74	77	78	75	71
Whitehorse	68	70	69	64	67	73	74	75	74	73
Nunawading West	67	71	68	64	65	72	73	73	74	72
Box Hill	66	68	71	60	68	72	75	76	74	74
Men	66	67	67	63	64	69	74	73	73	70
18-34	65	70	69	59	62	70	73	74	74	74
State-wide	65▼	66	66	65	65	68	69	69	69	69

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

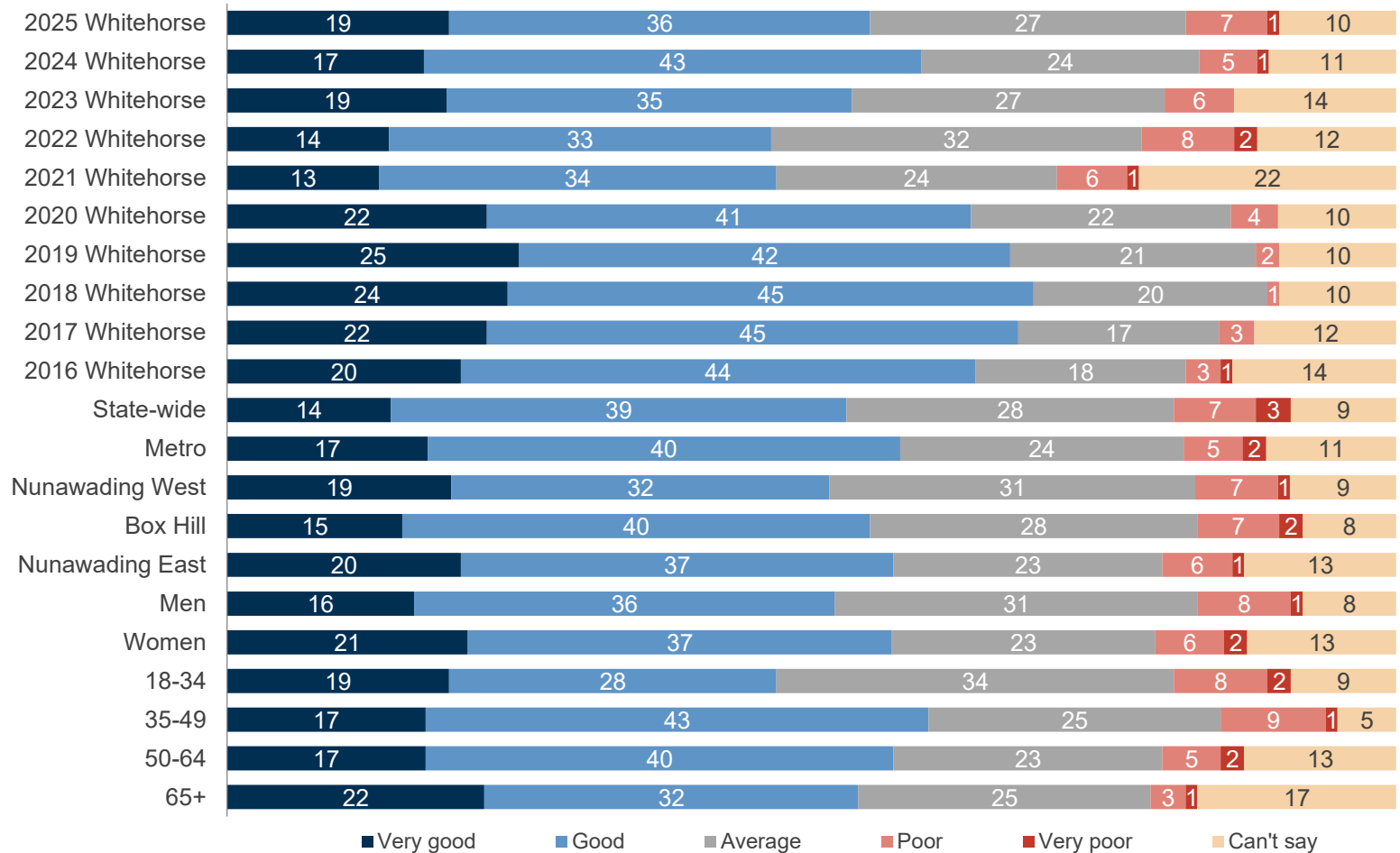
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2025 community and cultural activities performance (%)





# Waste management importance



## 2025 waste management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading West	85	86	87	86	85	86	85	84	81	80
50-64	85	83	89	86	85	86	90	85	81	81
65+	84	86	85	86	85	86	84	85	83	82
Women	84	85	86	86	85	86	85	85	82	83
Whitehorse	83	84	85	84	85	85	84	84	81	81
Metro	82	84	84	85	85	84	83	83	81	82
Men	82	83	83	82	84	84	84	83	80	79
35-49	82	83	84	85	87	86	86	85	78	82
Nunawading East	81	84	83	82	85	84	82	84	80	81
Box Hill	81	83	84	85	85	86	87	84	82	83
18-34	81	85	83	82	82	84	81	82	81	80
State-wide	79▼	81	81	82	82	82	81	81	79	80

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3

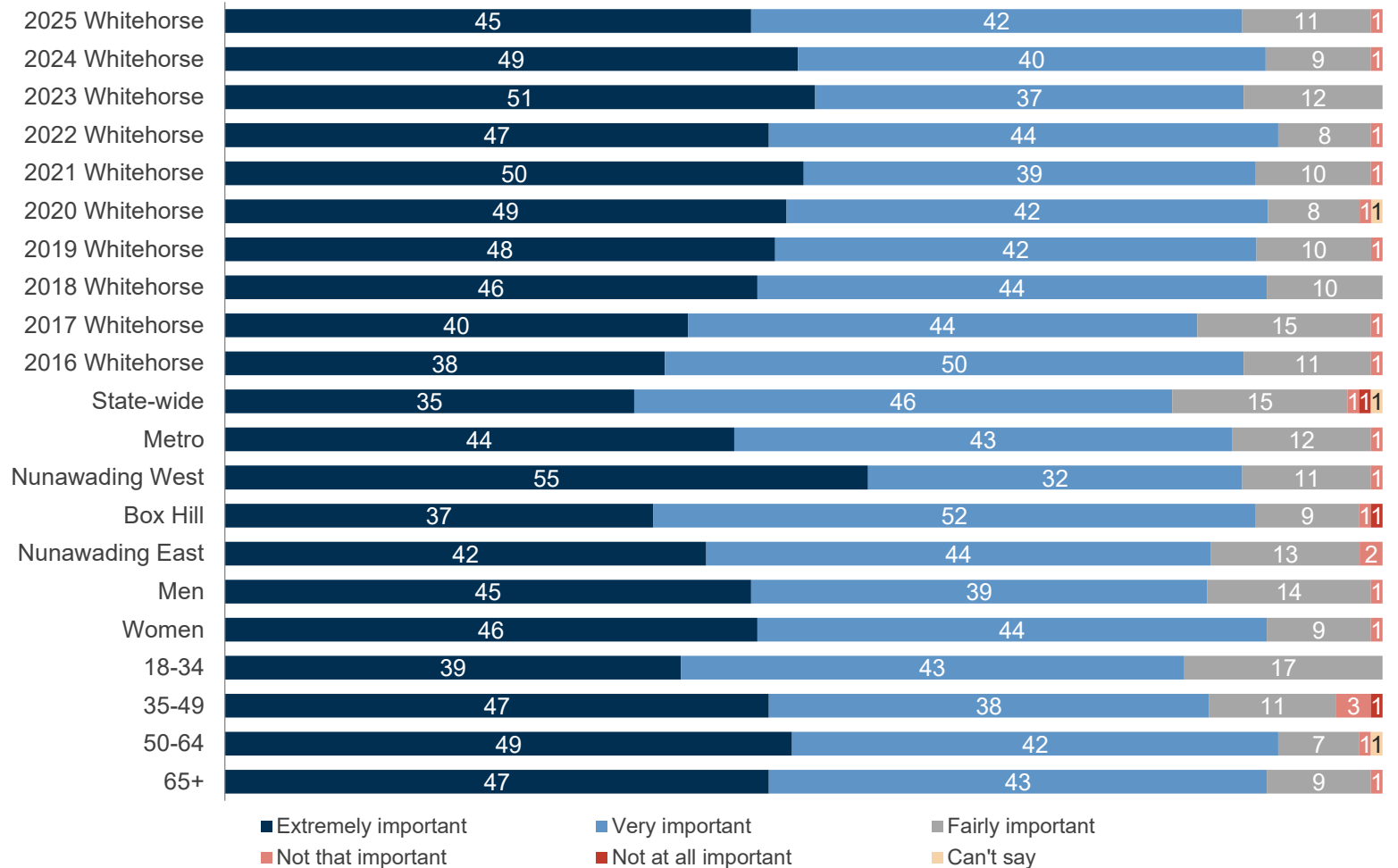
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2025 waste management importance (%)





# Waste management performance



## 2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading East	76	77	76	77	77	74	79	79	78	76
Women	74	73	75	73	74	72	76	76	77	74
18-34	73	75	74	73	74	69	80	75	76	76
35-49	73	71	73	74	72	71	75	77	80	69
50-64	73	70	69	73	79	73	72	77	75	72
Whitehorse	73	74	74	74	75	72	77	77	77	74
Men	73	75	74	76	76	73	78	78	78	75
65+	73	80	78	77	77	77	78	81	78	77
Box Hill	73	76	73	74	74	72	79	76	79	72
Metro	72	70	68	71	72	70	73	75	75	76
Nunawading West	71	70	74	73	74	71	74	77	75	74
State-wide	65▼	67	66	68	69	65	68	70	71	70

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

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

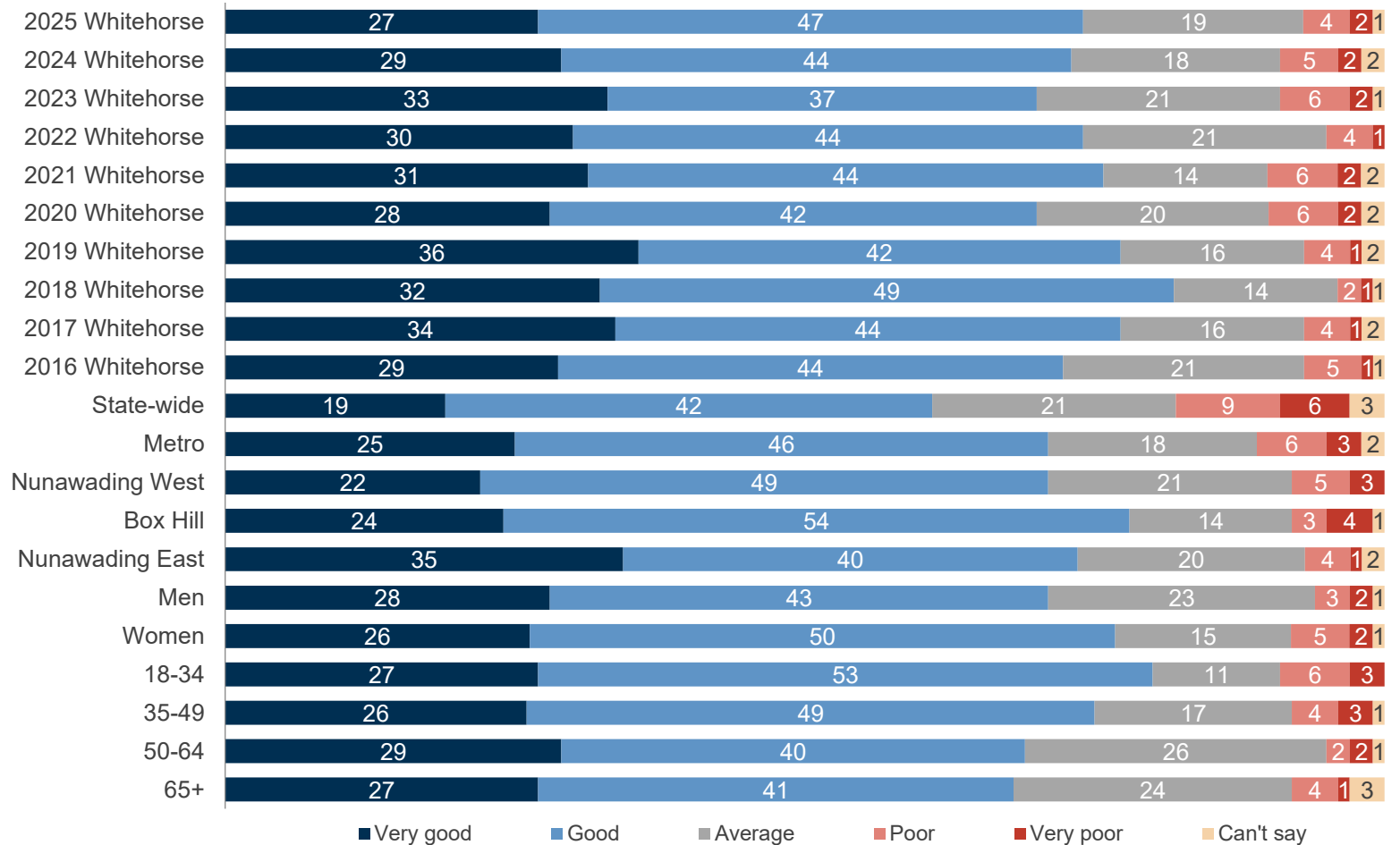
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2025 waste management performance (%)



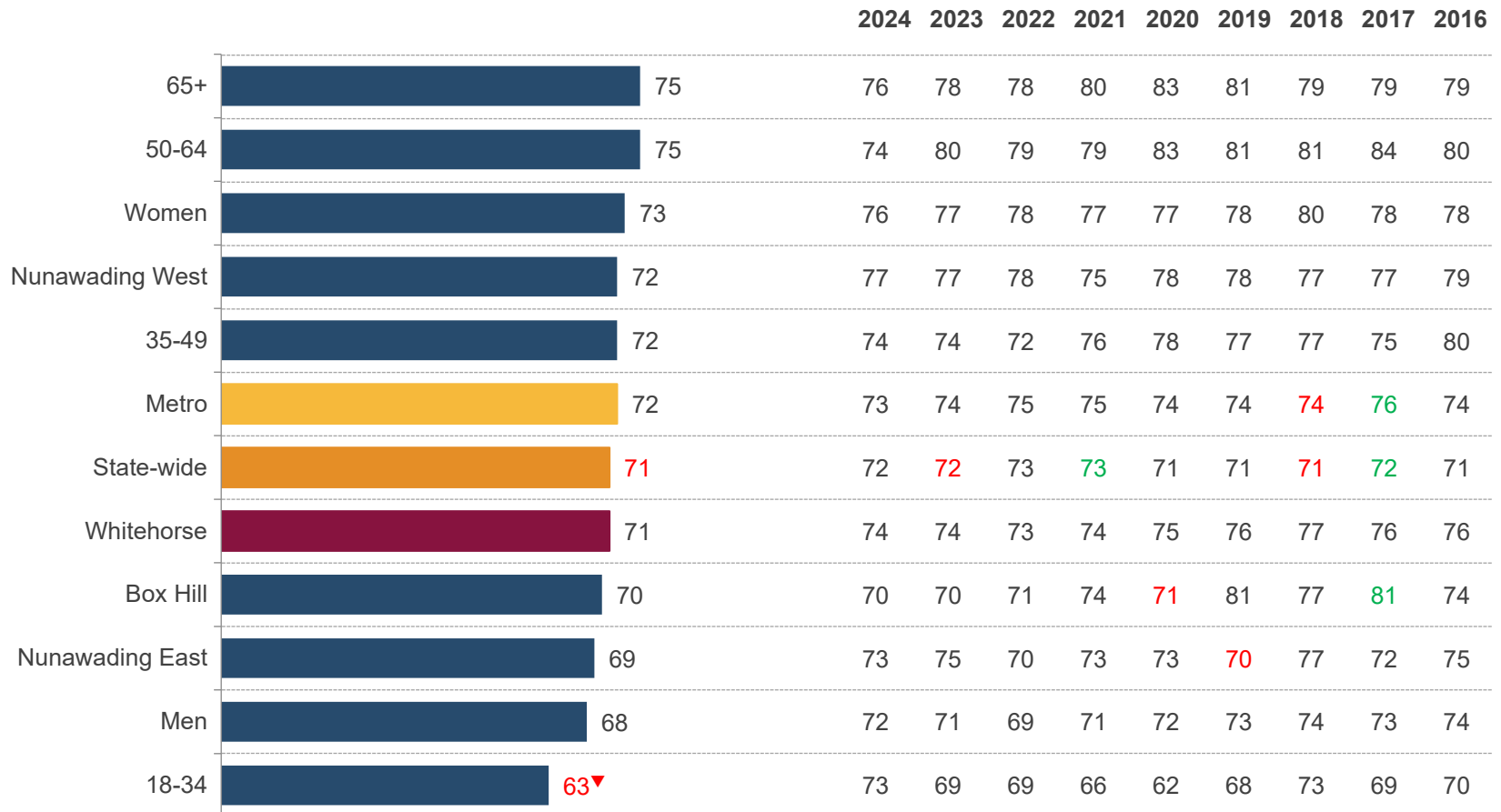




# Planning and building permits importance



## 2025 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2

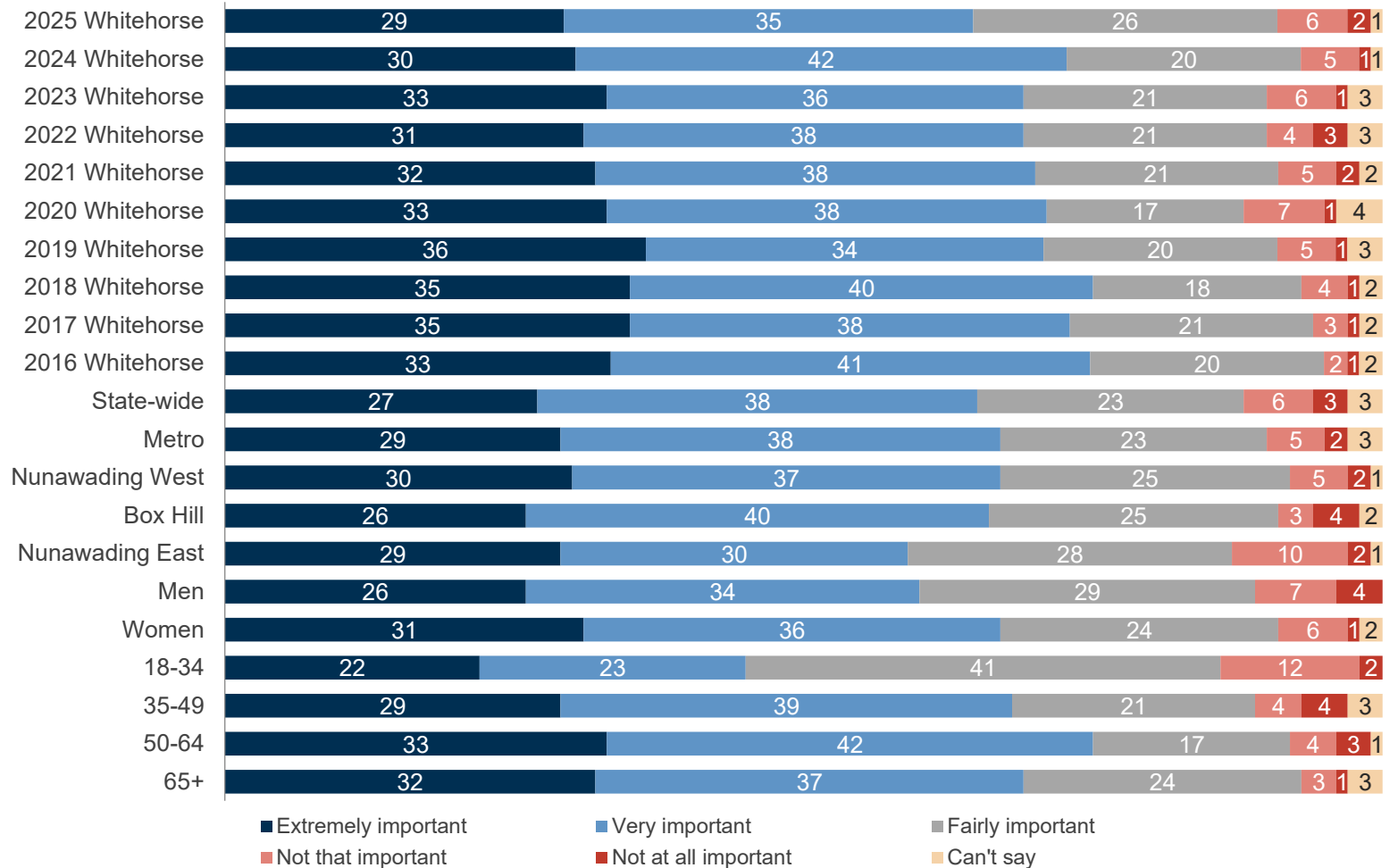
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2025 planning and building permits importance (%)

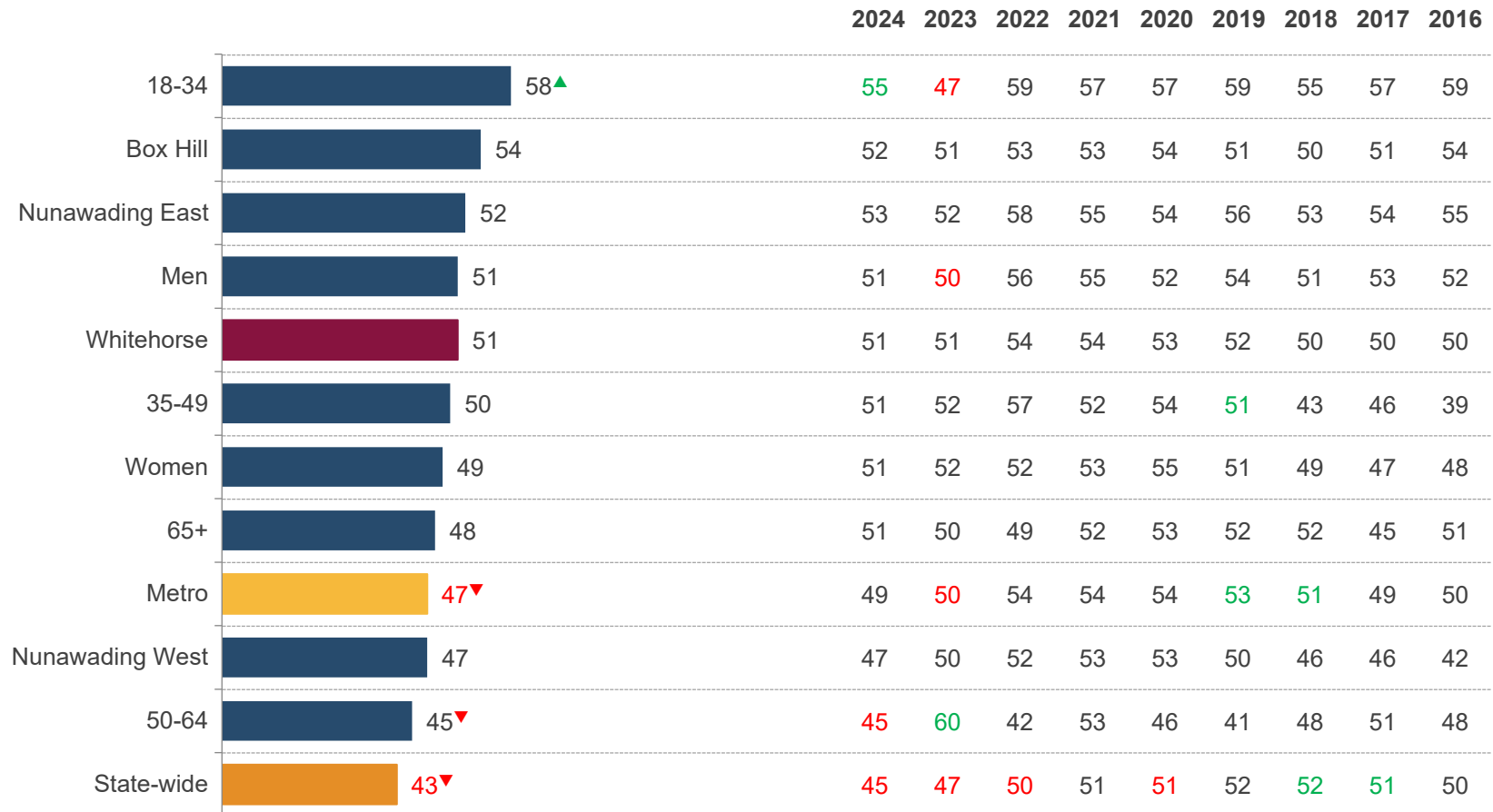




# Planning and building permits performance



## 2025 planning and building permits performance (index scores)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 3

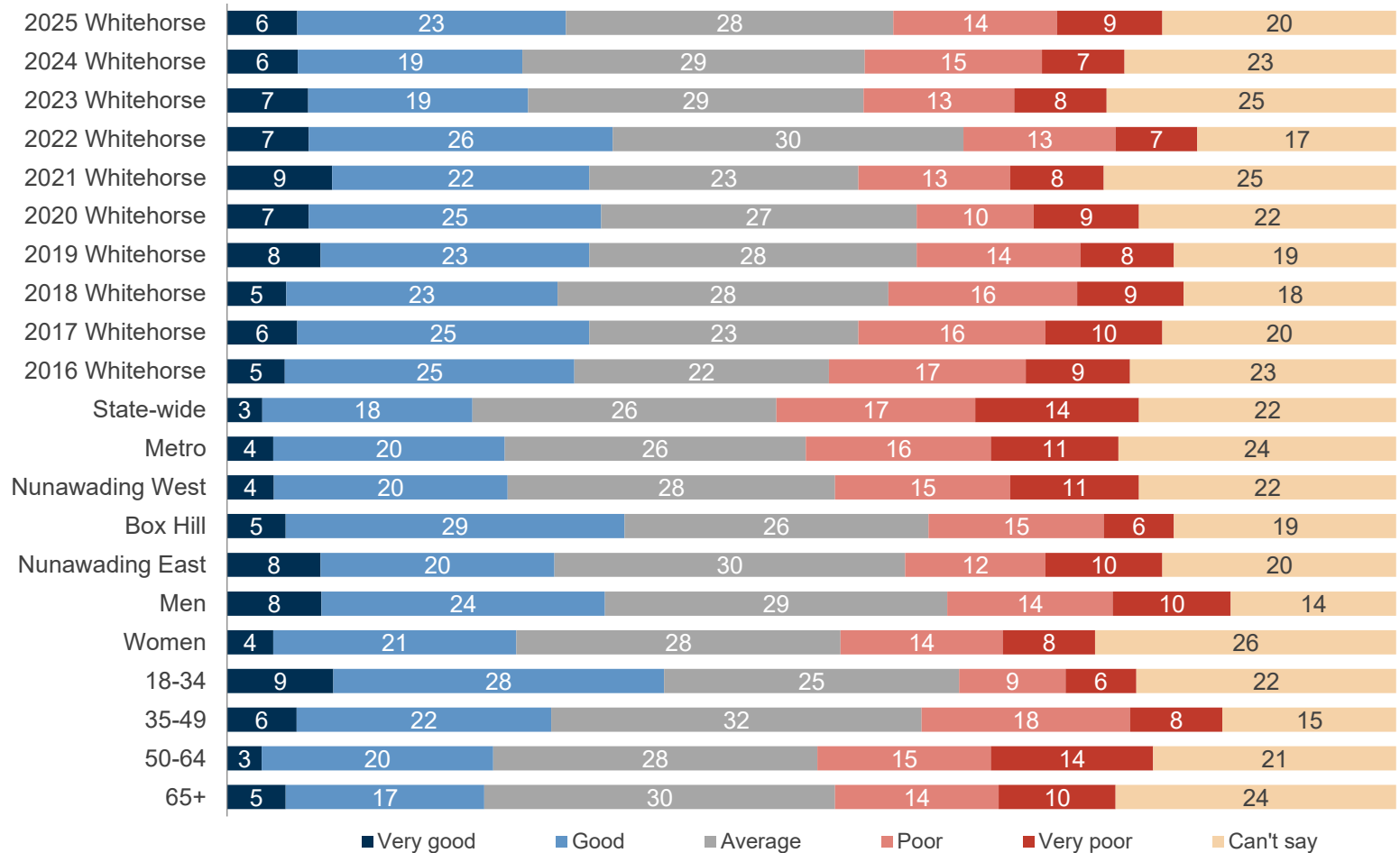
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2025 planning and building permits performance (%)





# Environmental sustainability importance



## 2025 environmental sustainability importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	72	78	79	81	79	79	75	79	76	79
Nunawading West	72	74	74	79	77	78	72	74	73	71
18-34	71	74	75	79	79	77	73	79	79	79
Whitehorse	69	72	73	75	76	76	73	74	73	74
Box Hill	69	67	74	75	75	75	79	74	74	73
65+	68	70	73	73	73	76	75	74	70	72
50-64	68	72	73	71	72	77	76	72	70	75
35-49	68	70	70	73	76	75	72	68	70	69
Nunawading East	67	73	71	69	74	76	71	73	73	76
Men	66	64	66	68	72	73	71	68	69	68
Metro	65▼	69	72	76	77	76	75	74	73	74
State-wide	65▼	68	70	73	74	74	74	73	72	73

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

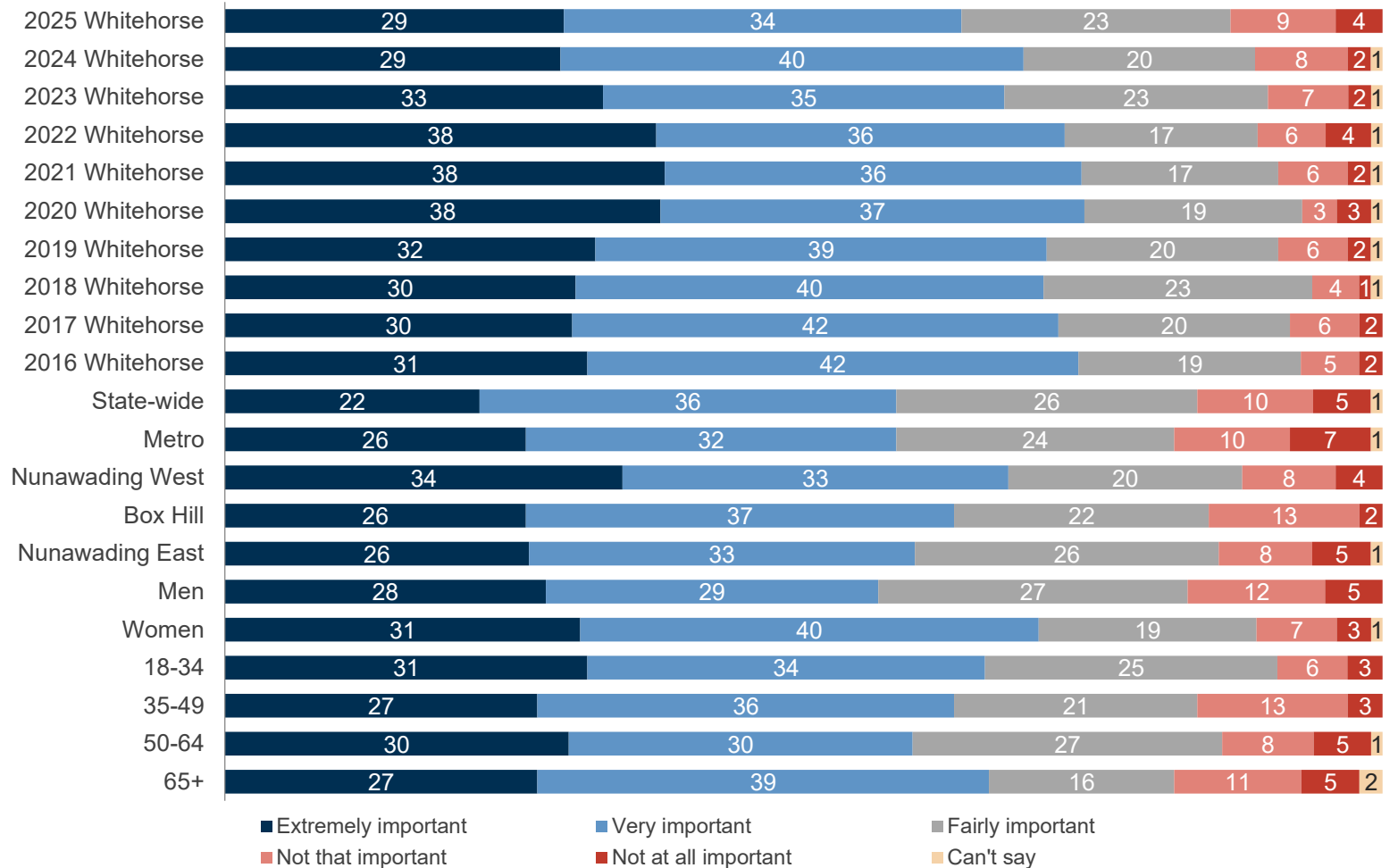
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2025 environmental sustainability importance (%)





# Environmental sustainability performance



## 2025 environmental sustainability performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Nunawading East	66	64	65	68	65	66	67	68	70	67
35-49	65	65	65	63	62	64	67	66	66	62
50-64	64	65	61	59	63	60	60	65	66	67
Women	64	66	65	62	64	64	66	66	66	66
Whitehorse	64	65	63	64	63	65	66	65	68	64
65+	64	65	64	66	64	68	66	68	67	66
Metro	64	65	62	63	64	62	64	64	64	64
Men	63	65	61	65	63	65	67	65	71	63
18-34	63	67	62	64	64	64	69	64	72	64
Box Hill	62	68	62	63	62	65	69	64	70	63
Nunawading West	62	64	62	61	63	64	64	64	66	62
State-wide	59▼	60	60	61	62	60	62	63	64	63

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

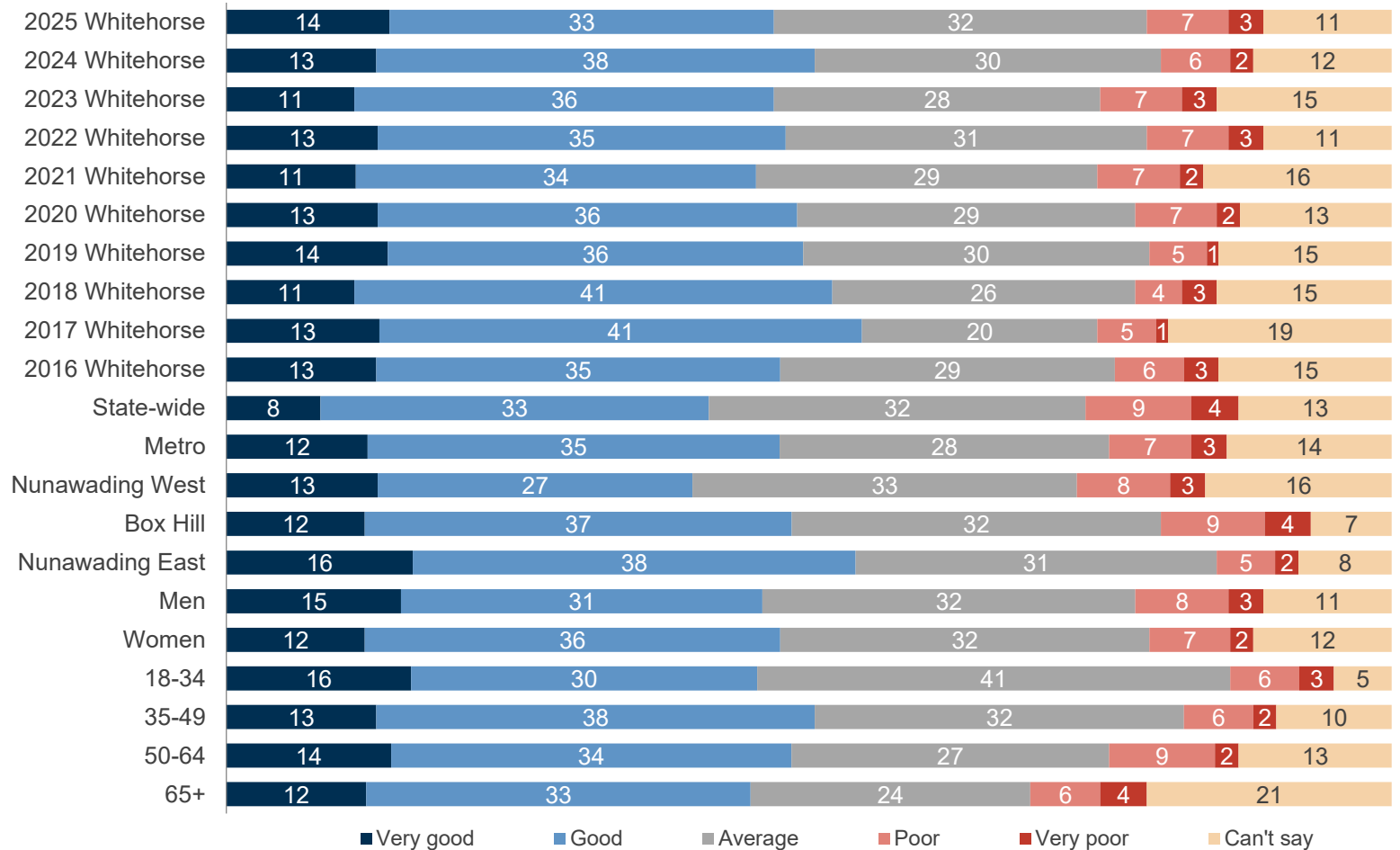
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2025 environmental sustainability performance (%)





A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

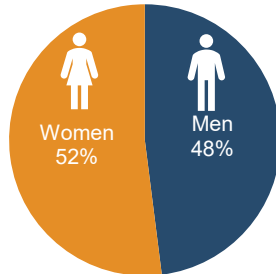
# **Detailed demographics**



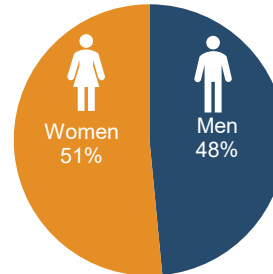
## Gender and age profile

### 2025 gender

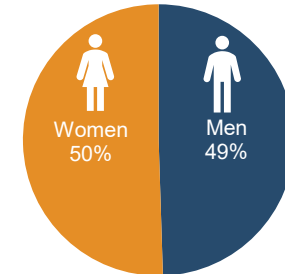
Whitehorse



Metro

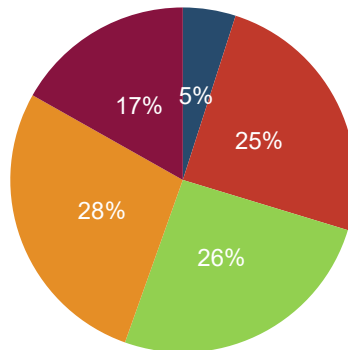


State-wide

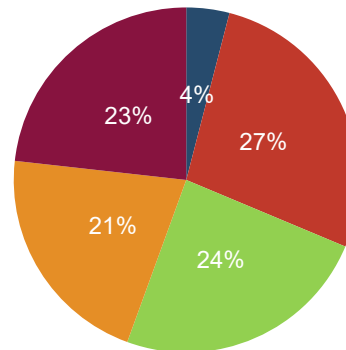


### 2025 age

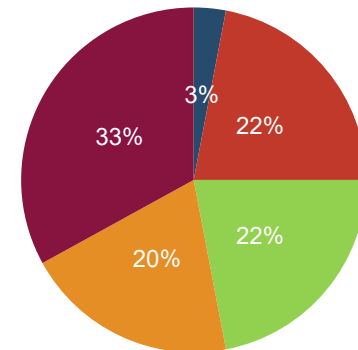
Whitehorse



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

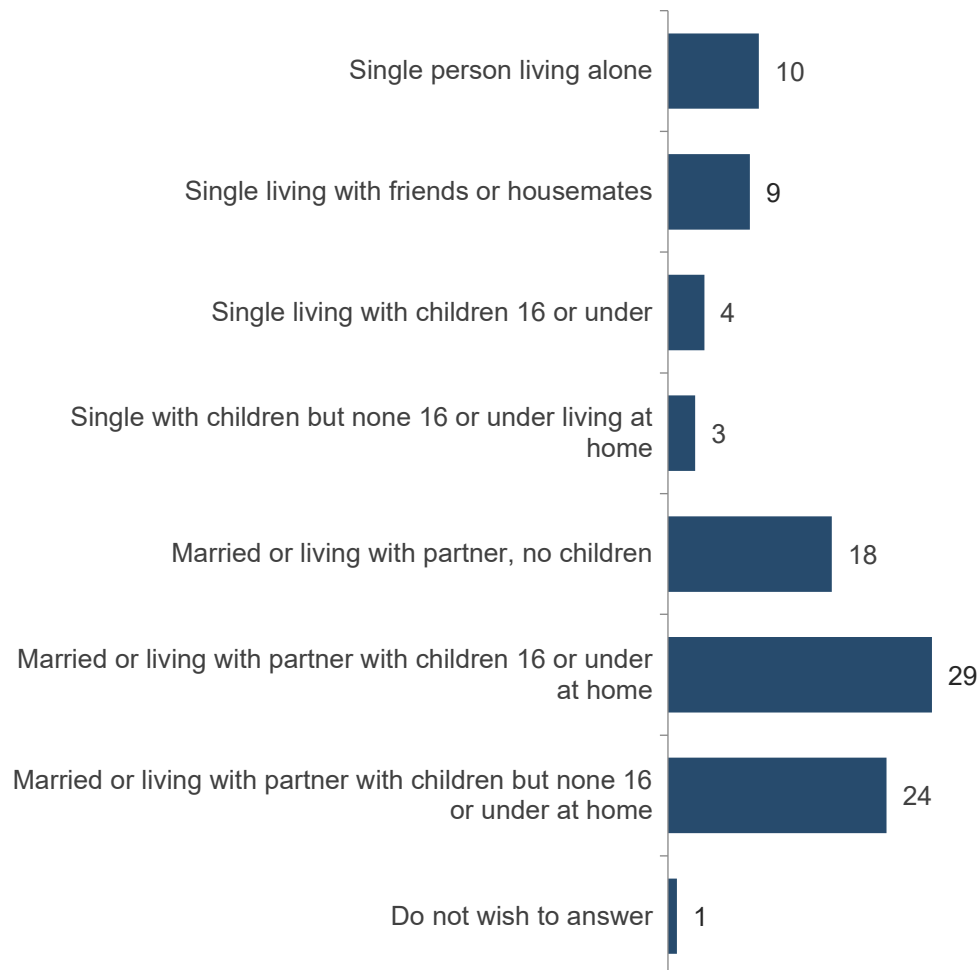
An "Other" option has been included for gender, hence the results may not add to 100%.

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



# Household structure

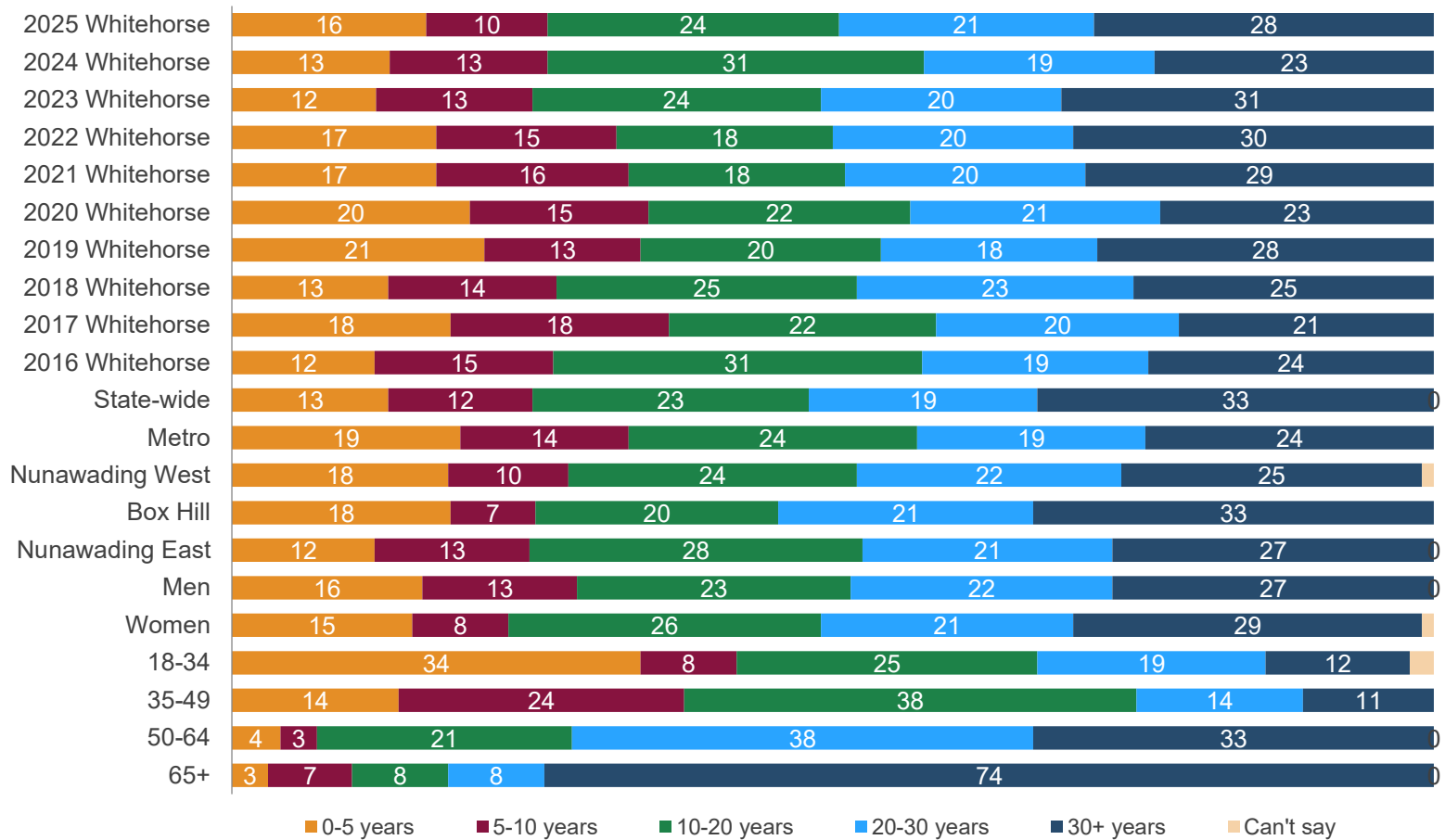
## 2025 household structure (%)





## Years lived in area

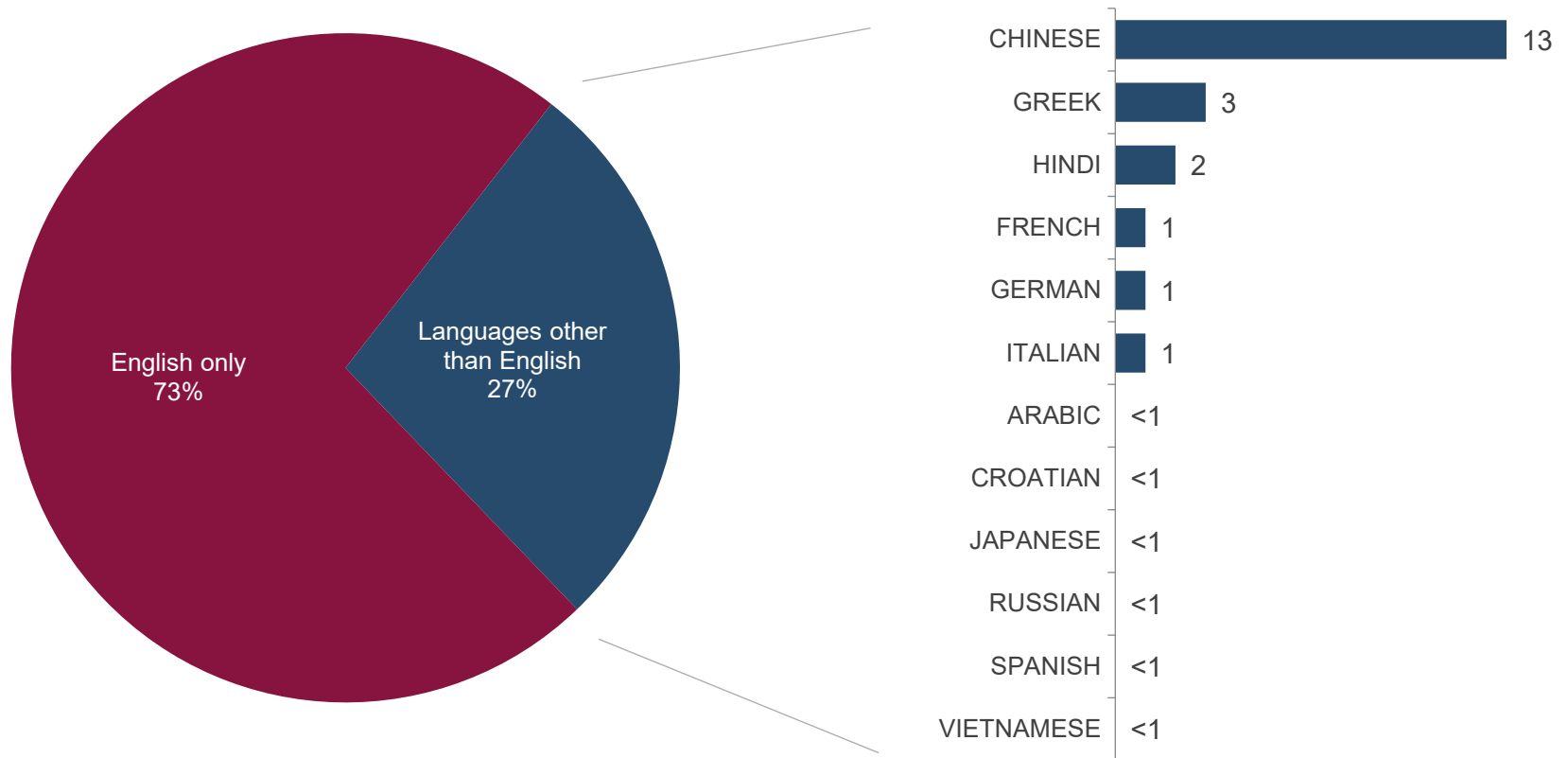
### 2025 years lived in area (%)





# Languages spoken at home

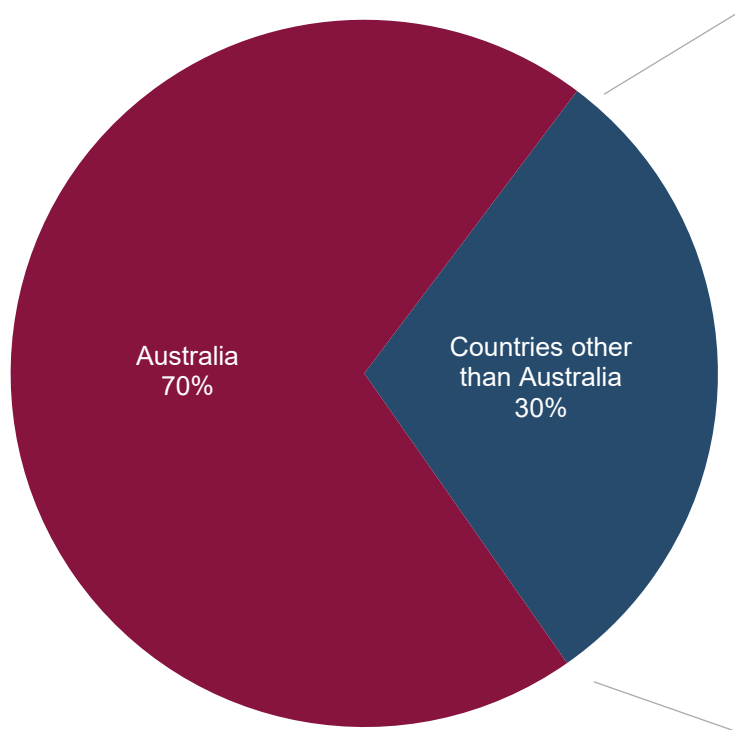
2025 languages spoken at home (%)



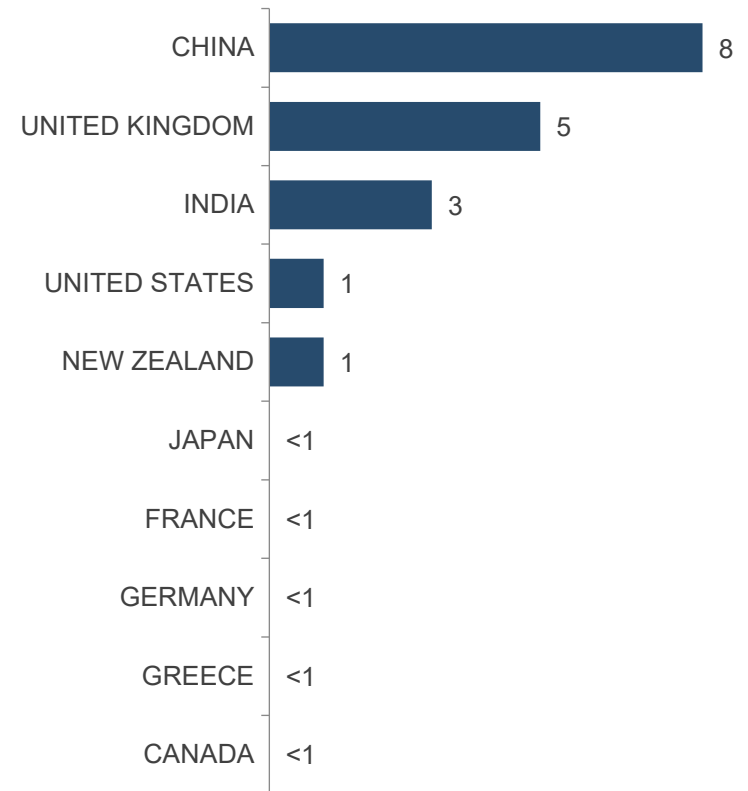



## Country of birth

2025 country of birth (%)



- Top mentions only -





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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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

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





## Appendix A: Margins of error

The sample size for the 2025 State-wide Local Government Community Satisfaction Survey for Whitehorse City Council was n=504. 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=504 interviews is +/-4.4% 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 45.6% - 54.4%.

Maximum margins of error are listed in the table below, based on a population of 137,400 people aged 18 years or over for Whitehorse City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Whitehorse City Council	504	400	+/-4.4
Men	248	191	+/-6.2
Women	252	206	+/-6.2
Nunawading West	181	143	+/-7.3
Box Hill	132	101	+/-8.6
Nunawading East	191	157	+/-7.1
18-34 years	64	120	+/-12.3
35-49 years	150	102	+/-8.0
50-64 years	182	111	+/-7.3
65+ years	108	66	+/-9.5



## Appendix A: Index score significant difference calculation

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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

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2025 results are compared with previous years, as detailed below:

- 2024, n=501 completed interviews, conducted across four quarters from 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.
- 2023, n=500 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=501 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=500 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=500 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> 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 Whitehorse 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 Whitehorse City Council.

Survey sample matched to the demographic profile of Whitehorse 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 73% mobile phone numbers to cater to the diversity of residents within Whitehorse City Council, particularly younger people.

A total of n=504 completed interviews were achieved in Whitehorse City Council. Survey fieldwork was conducted across four quarters from 20<sup>th</sup> June 2024 – 16<sup>th</sup> March 2025.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2025 vary slightly.

### Council Groups

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

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

Councils participating in the Metropolitan group are:

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

Wherever appropriate, results for Whitehorse City Council for this 2025 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B:

### Core, optional and tailored questions

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#### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2025 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2025 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2025 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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





## Appendix B: Glossary of terms

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

**CSS:** 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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