



2020 Local Government Community Satisfaction Survey

Frankston City Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils





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Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



Key findings and recommendations



Frankston City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Frankston 57




State-wide 58



Metropolitan 66

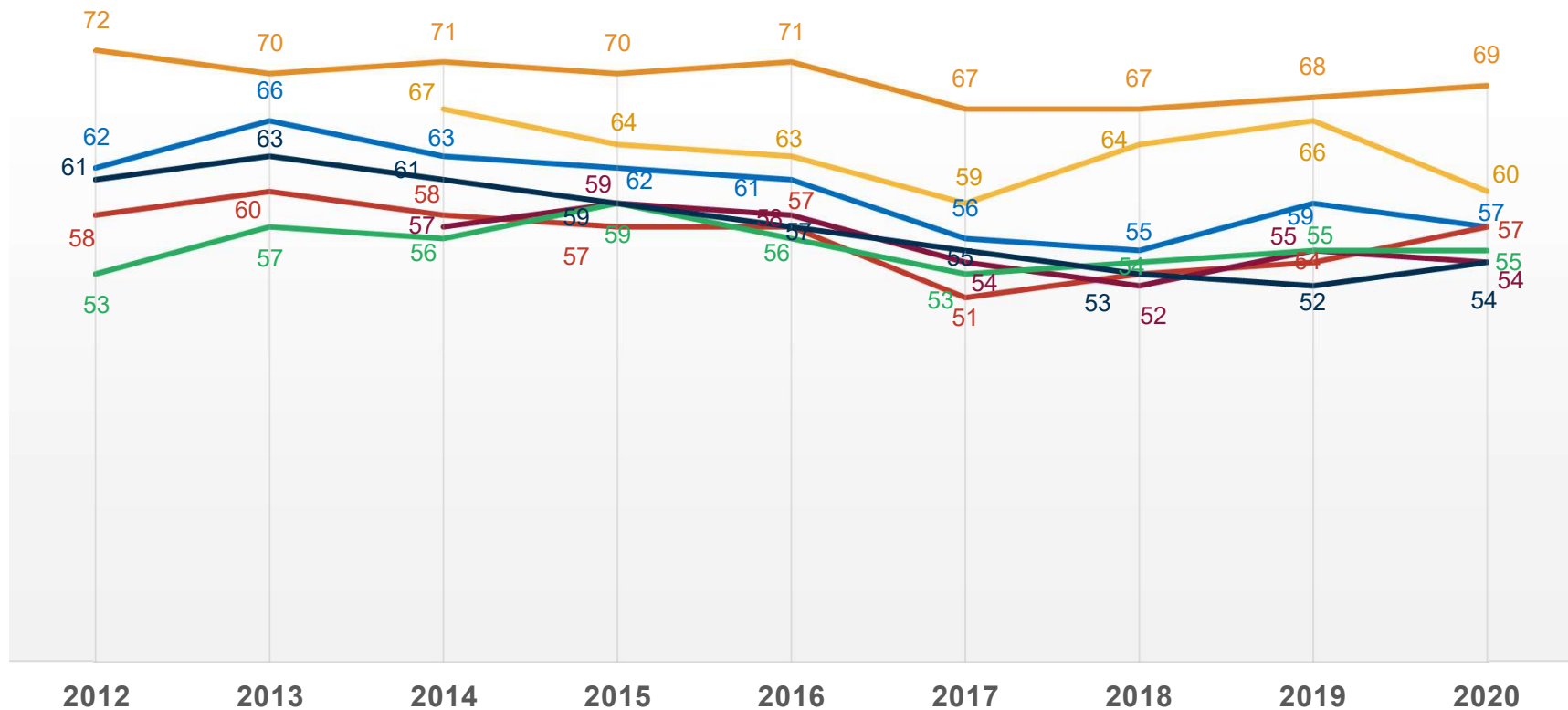
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	 Sealed local roads	None
Compared to group average	None	 Sealed local roads  Community decisions



Summary of core measures

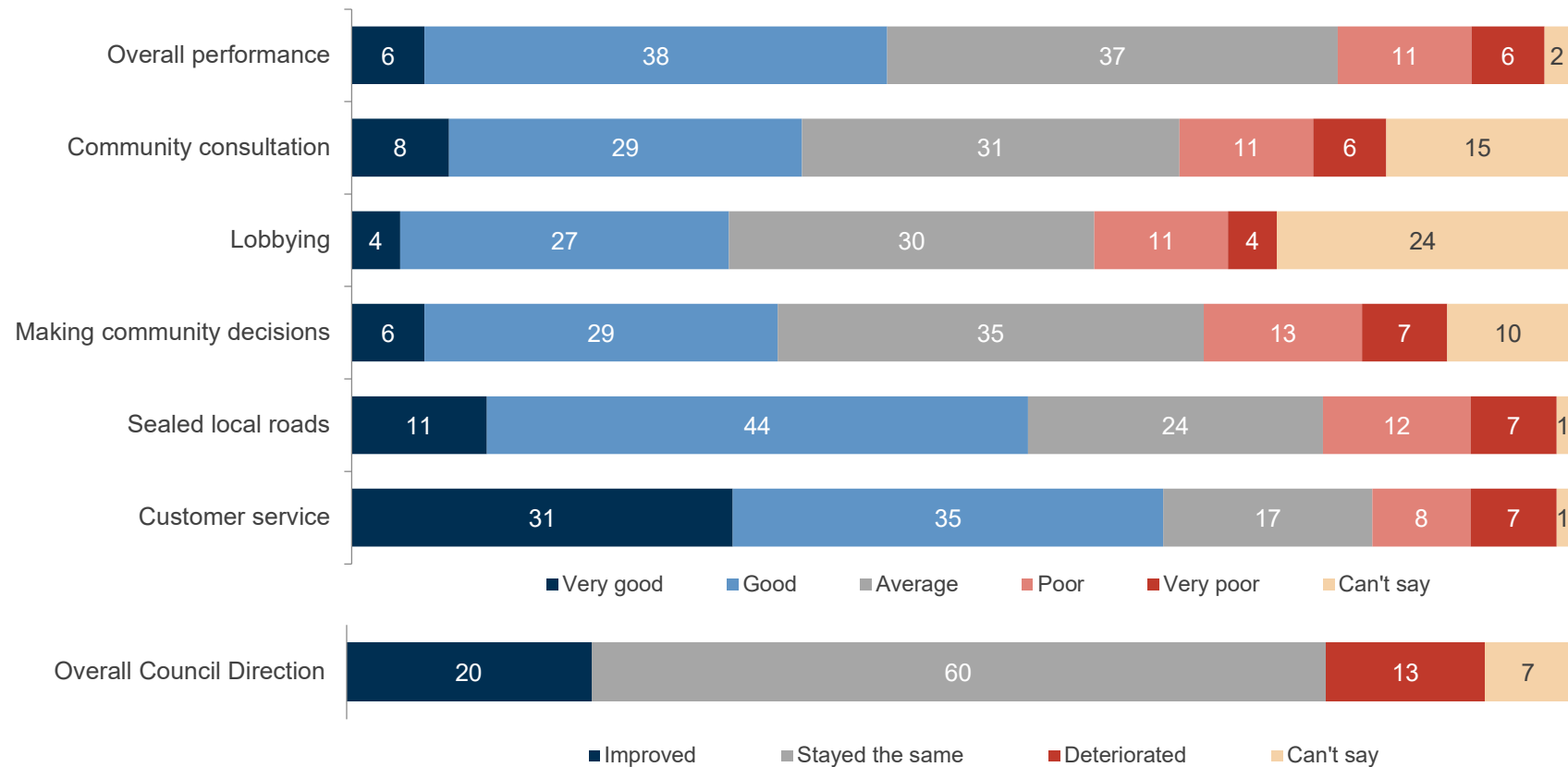
Index scores












Summary of core measures

Core measures summary results (%)





Summary of Frankston City Council performance

Services		Frankston 2020	Frankston 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	57	59	66	58	Aged 18-34 years	Aged 35-49 years, Aged 50-64 years
	Overall council direction	54	52	54	51	Aged 18-34 years	Aged 50-64 years
	Customer service	69	68	74	70	Women	Men
	Sealed local roads	60	66	67	54	South Ward residents	Aged 50-64 years
	Consultation & engagement	57	54	58	55	Aged 18-34 years	Aged 35-49 years, Aged 50-64 years
	Lobbying	55	55	57	53	Aged 18-34 years	North East Ward residents, Aged 50-64 years
	Community decisions	54	55	59	53	North West Ward residents	Aged 50-64 years

Significantly *higher* / *lower* than Frankston City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have either held firm or fluctuated slightly over the past year, with some incremental improvements and declines. The exception is sealed local roads, where performance ratings declined significantly. This, and a slight dip in ratings in some other services areas, is likely to have contributed to a (not significant) two-point decline in perceptions of Council's overall performance (index score of 57).

Focus area

Despite being a higher rated service area, Frankston City Council should focus on improving performance of sealed local roads, as it is the only area in which perceptions have decreased significantly. Ratings in this area are just one point away from the lowest recorded to date. Council should look to improve perceptions of sealed local roads, or at least prevent perceptions from getting any lower.

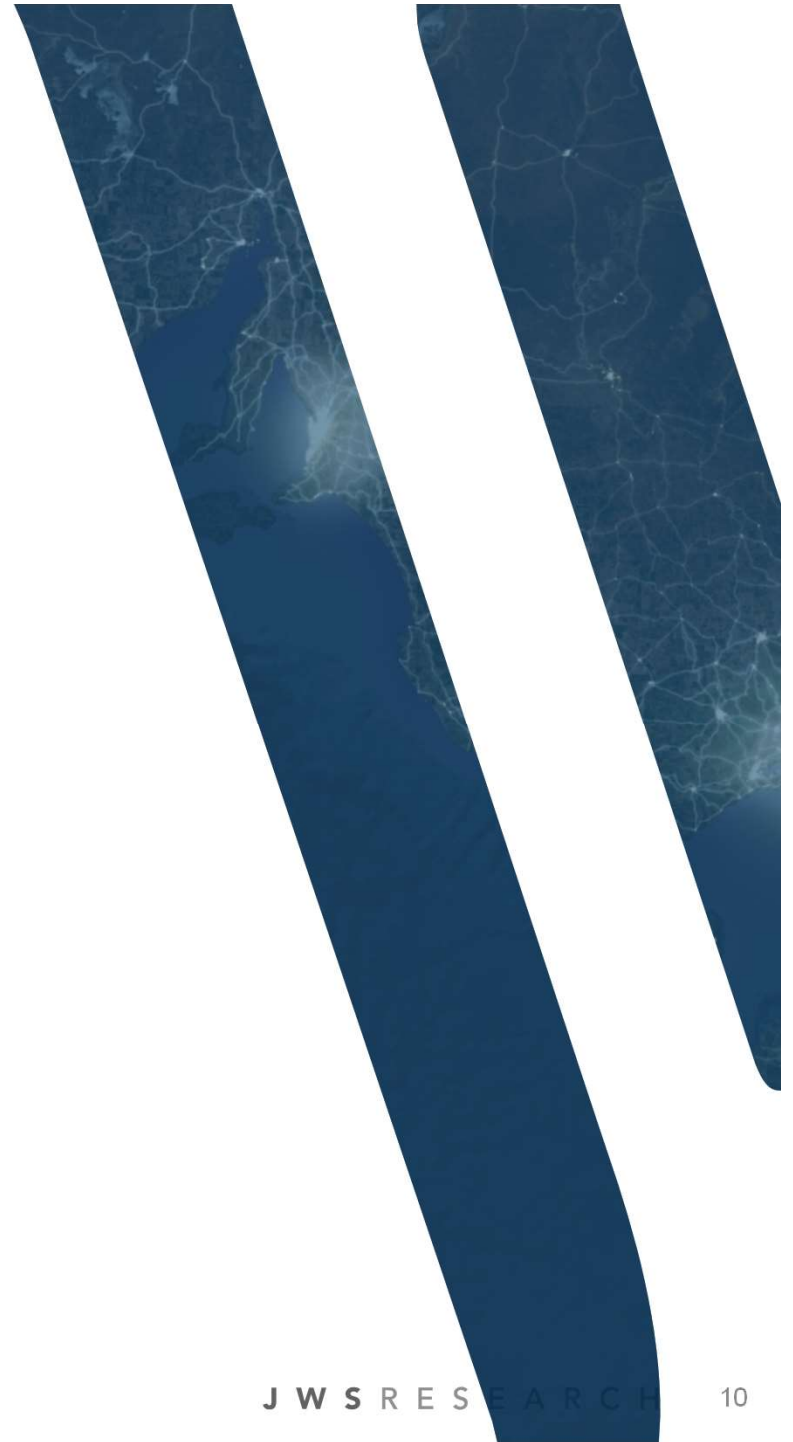
Comparison to state and area grouping

Another area that stands out as being most in need of attention is making community decisions which, despite remaining stable in 2019, is one of Council's lowest rated measures and is rated significantly lower than the Metropolitan group council average. Sealed local roads is also rated significantly lower than the Metropolitan group average, although significantly higher than the State-wide average.

Consolidate gains over time

Council should look to level out fluctuations in its performance on most service areas over the next 12 months and build steady trends of improvement. In recent years, Council has been unable to maintain the gains it makes in performance ratings. Efforts to build these trends are already apparent in some areas such as consultation and engagement. Council should look to continue to build on this and replicate such efforts in other service areas.

DETAILED FINDINGS



Overall performance





Overall performance

The overall performance index score of 57 for Frankston City Council represents a two-point decline on the 2019 result, having been unable to maintain all the gains made the previous year.

Frankston 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 is rated in line with the State-wide average for councils (index scores of 66 and 58 respectively).

- Younger residents rate Council's overall performance significantly higher than the average (index score of 64).
- While there have been no significant changes over the past year, ratings among residents of the North East Ward and those ages 35 to 49 years are at their lowest point to date (index scores of 54 and 53 respectively).

More than twice as many residents rate Frankston City Council's overall performance as 'very good' or 'good' (44%) as those who rate it as 'very poor' or 'poor' (17%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Metro	66▲	67	65	64	66	67	n/a	n/a	n/a
18-34	64▲	64	60	61	63	65	67	66	64
South Ward	58	61	51	56	58	64	63	64	65
State-wide	58	60	59	59	59	60	61	60	60
Women	57	58	53	58	60	59	64	66	64
North West Ward	57	54	53	54	63	59	65	65	60
Frankston	57	59	55	56	61	62	63	66	62
Men	56	60	57	55	62	65	63	65	60
65+	55	58	51	56	63	63	63	68	63
North East Ward	54	59	60	58	62	63	63	68	61
50-64	53	52	49	53	55	59	60	65	59
35-49	53	58	58	55	60	60	63	63	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Frankston 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?

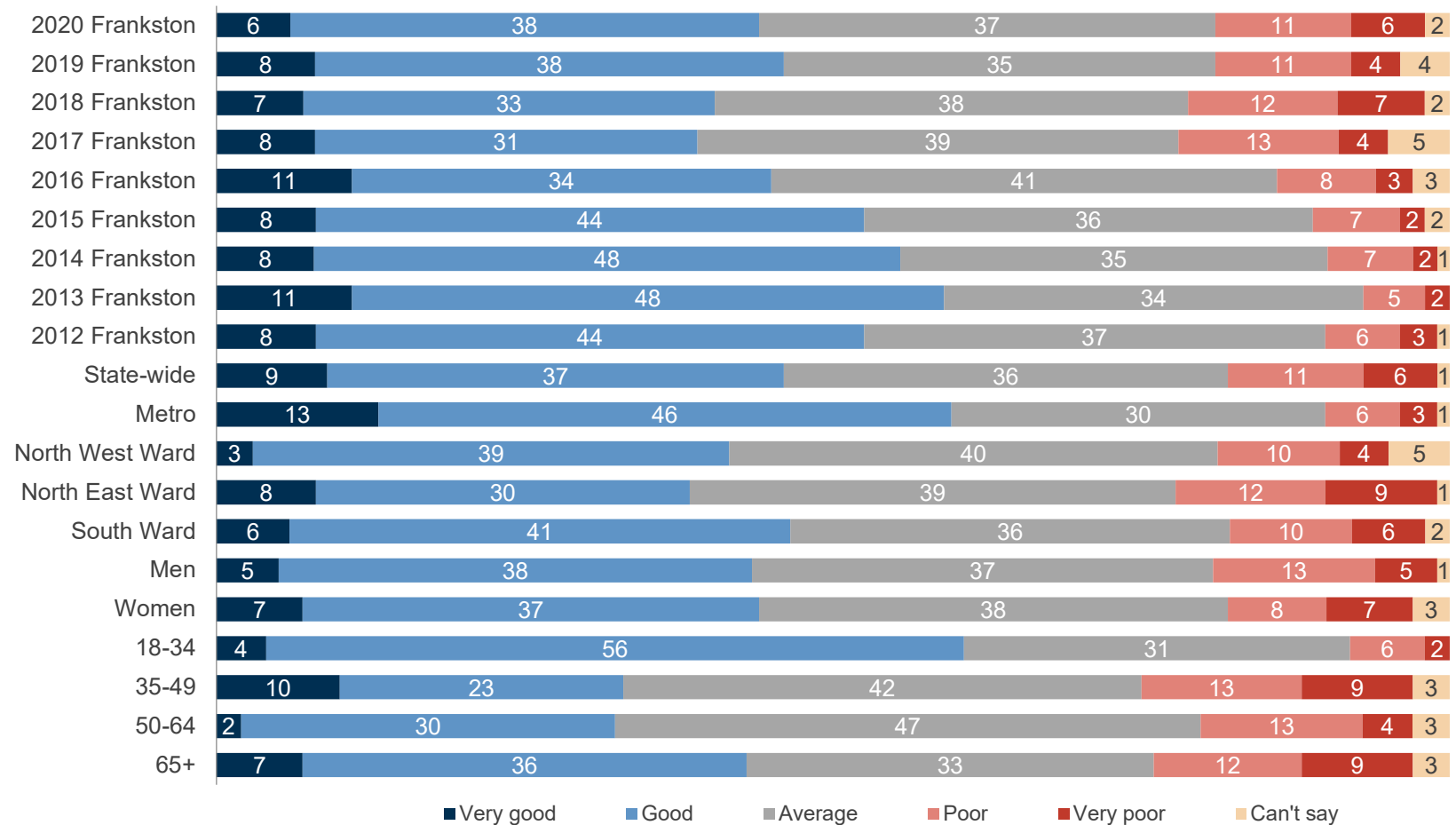
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Frankston 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: 14



Higher performing service areas

Sealed local roads (index score of 60) is the area where Council performed best in 2020, despite ratings decreasing by a significant six index points from 2019.

- Ratings among most demographic and geographic cohorts declined significantly over the past year.

Council performs significantly lower than the Metropolitan group average and significantly higher than the State-wide average in this service area (index scores of 67 and 54 respectively).

Consultation and engagement is Council's next highest rated service area (index score of 57). Performance ratings in this area have increased by three points over the past 12 months.

- This marks the third year in a row Council has improved perceptions in this area, steadily making progress back towards the high of 60 in 2013.
- Ratings among most demographic and geographic cohorts have increased over the past 12 months.
- Ratings among younger residents aged 18 to 34 years (index score of 63, returning to the peak rating recorded for this group) have increased significantly since 2019 and are also significantly higher than the Council average.



Sealed local roads (index score of 60) is the area where Council performed best in 2020.



Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of community decisions (index score of 54) and lobbying (index score of 55).

Council rates lowest – relative to its performance in other areas – in the areas of community decisions (index score of 54) and lobbying (index score of 55).

Ratings of community decisions have declined one point over the past 12 months, having been unable to maintain all the gains made in 2019.

- Council rates in line with State-wide and significantly lower than Metropolitan group averages for community decisions (index scores of 53 and 59 respectively).
- Ratings among residents aged 50 to 64 years (index score of 46) are significantly lower than the Council average.
- Perceptions among North West Ward residents have improved significantly since 2019, up eight points to an index score for 58. For the first time, this cohort is the most satisfied of all groups.

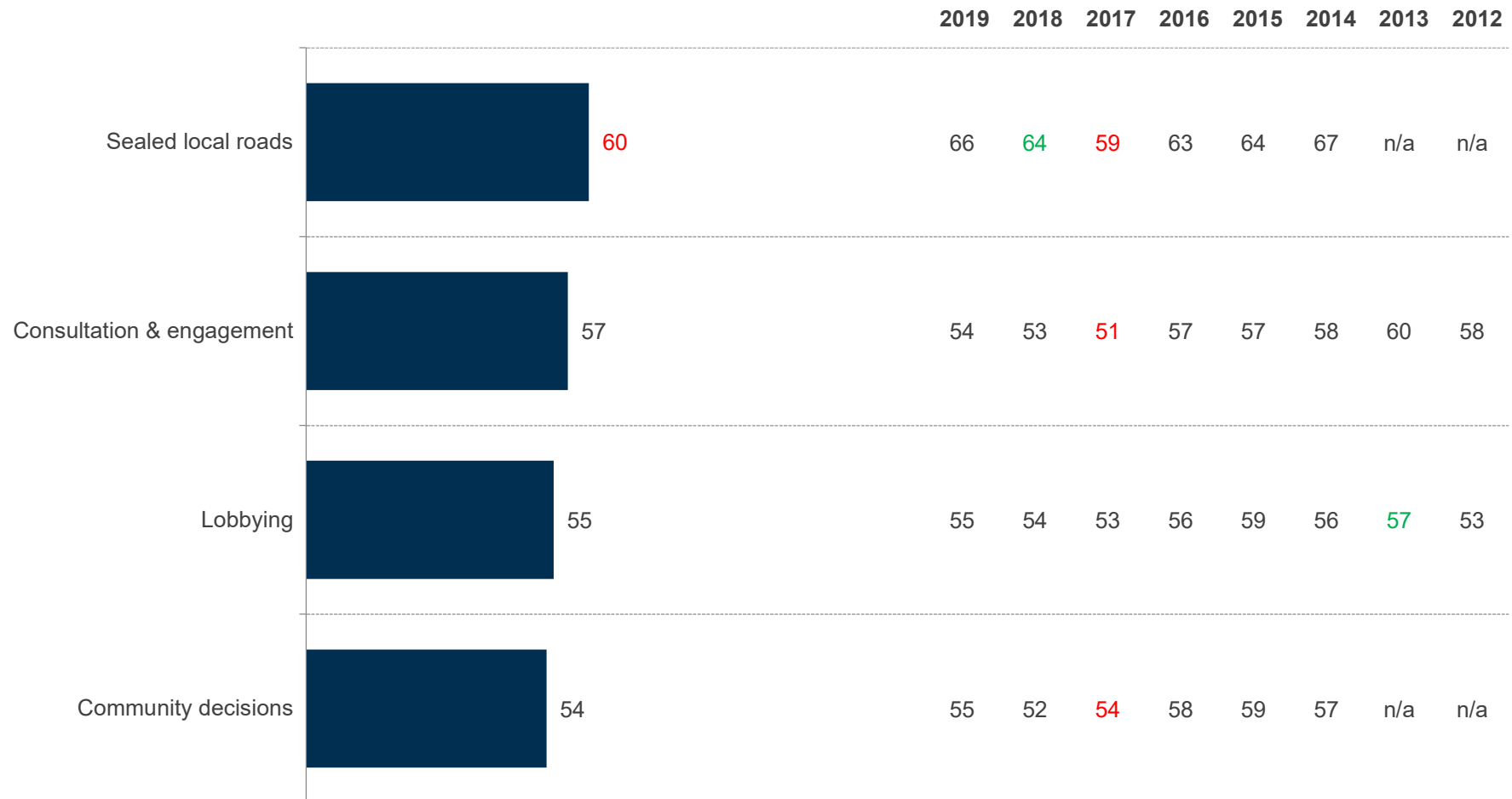
Council's performance rating on lobbying is steady at an index score of 55, unchanged from 2019.

- Council rates in-line with State-wide and Metropolitan group averages in this area (index scores of 53 and 57 respectively).



Individual service area performance

2020 individual service area performance (index scores)



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

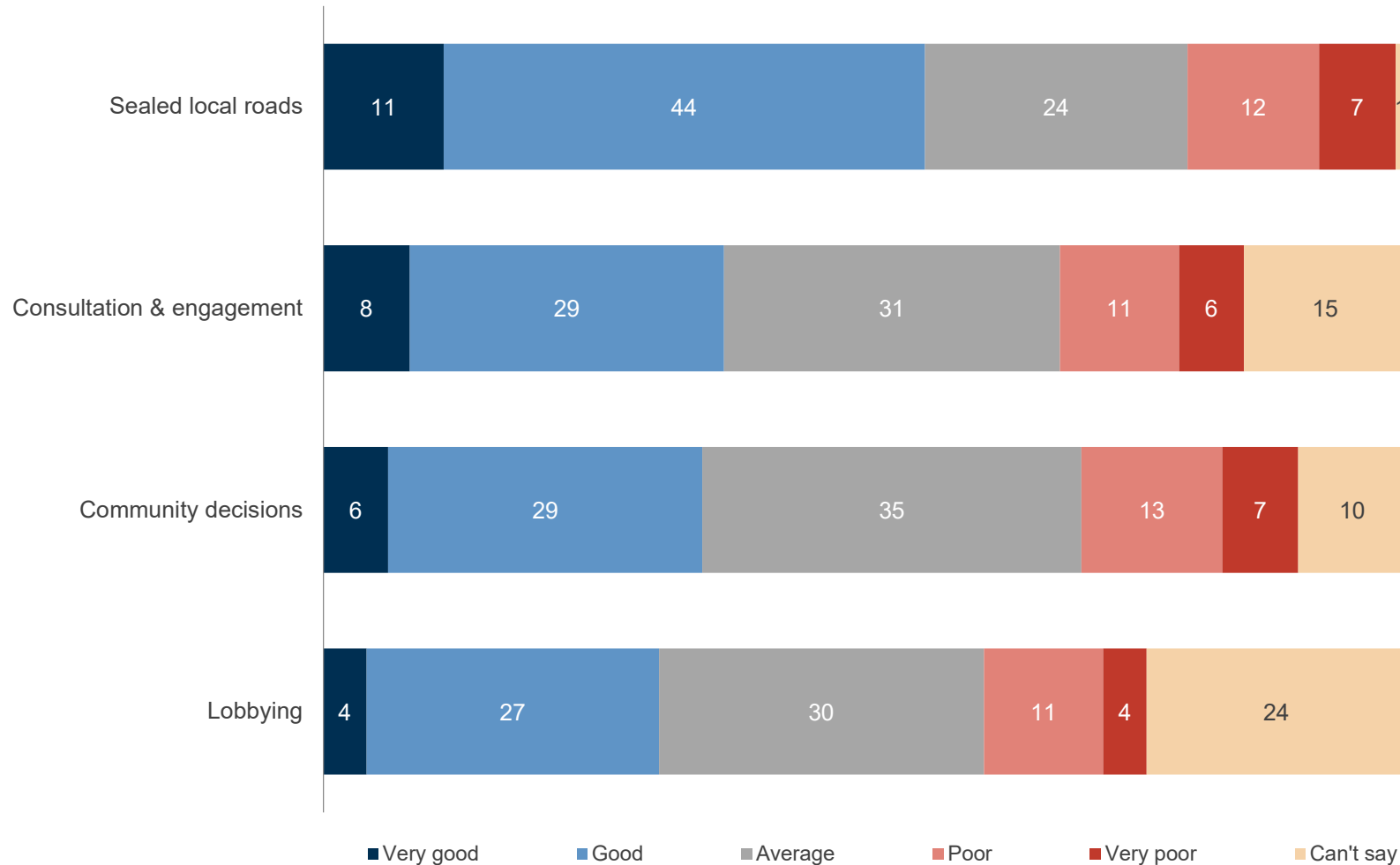
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Individual service area performance

2020 individual service area performance (%)



Customer service





Contact with council and customer service

Contact with council

Just over half of Council residents (54%) have had contact with Council in the last 12 months. Rate of contact is three percentage points higher than last year.



Customer service

Council's customer service index of 69 is a (not significant) one-point improvement from 2019. This is the second year in a row Council has made an incremental increase in customer service ratings, edging closer to the peak rating of 72 seen in 2012.

Customer service is rated in line with the State-wide group average but is significantly lower than the Metropolitan group average (index scores of 70 and 74 respectively).

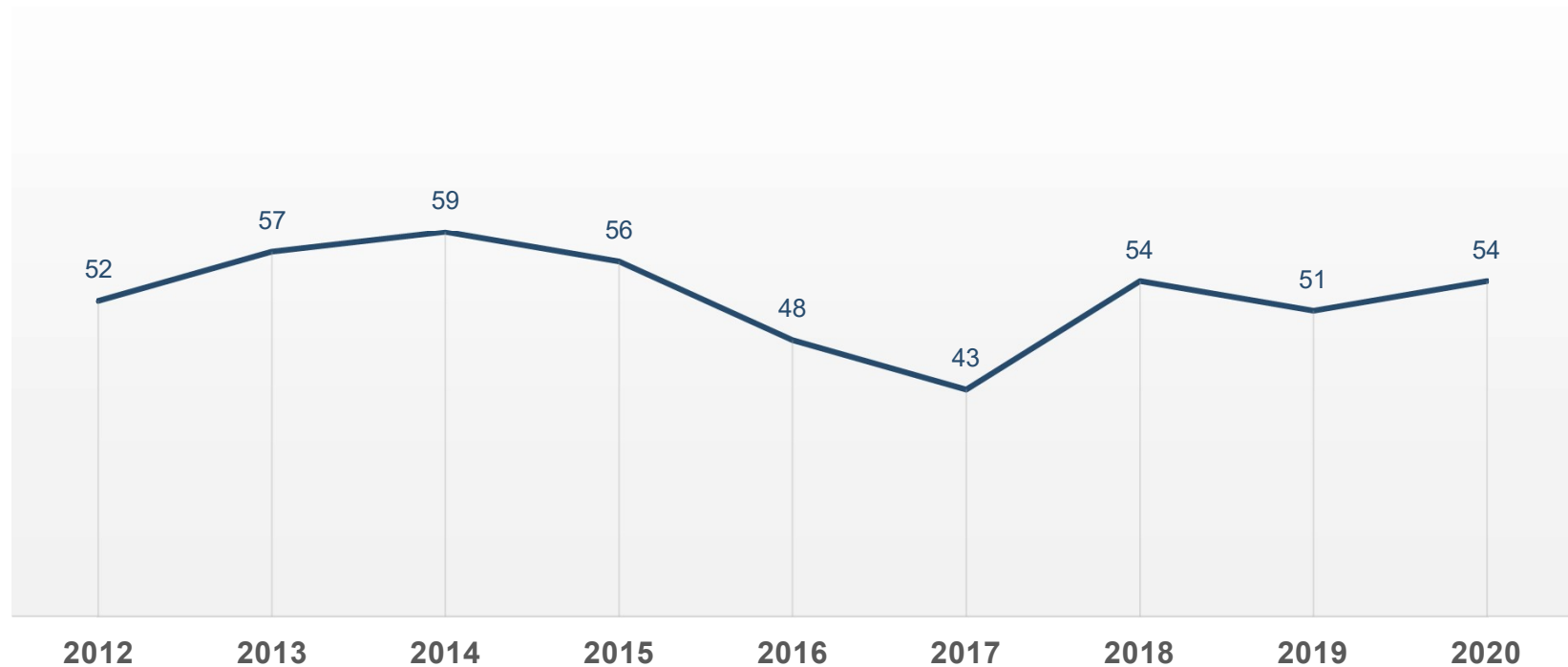
Among those residents who have had contact with Council, two-thirds (66%) provide a positive customer service rating of 'very good' or 'good'.

Perceptions of customer service are most positive among women (index score of 74). Conversely, men have the lowest ratings of customer service (index score of 62), although neither rating is significantly different to the average rating for all residents.



Contact with council

2020 contact with council (%)
Have had contact

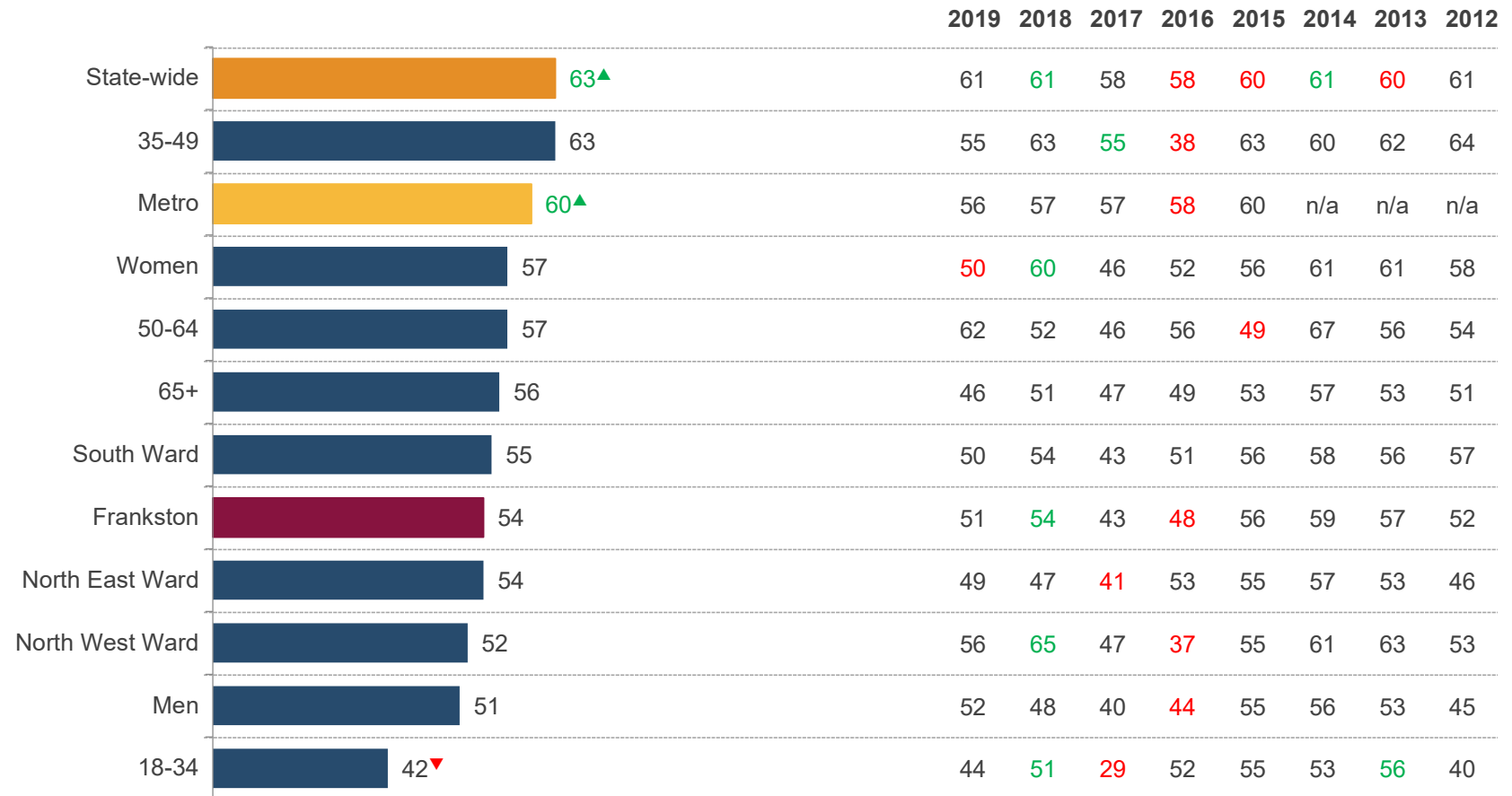


Q5. Over the last 12 months, have you or any member of your household had any contact with Frankston City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 7



Contact with council

2020 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Frankston 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?

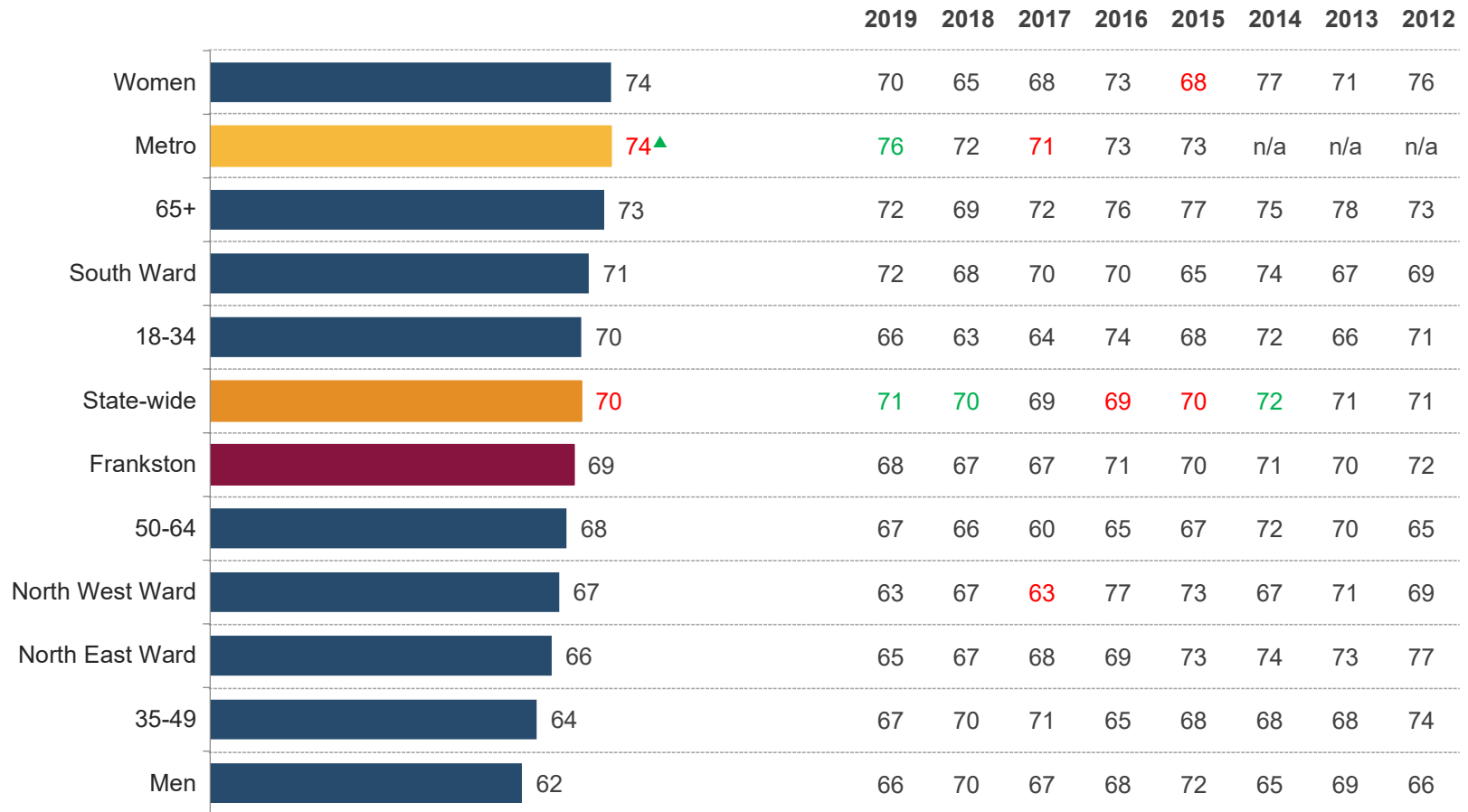
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 7

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



Customer service rating

2020 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Frankston 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.

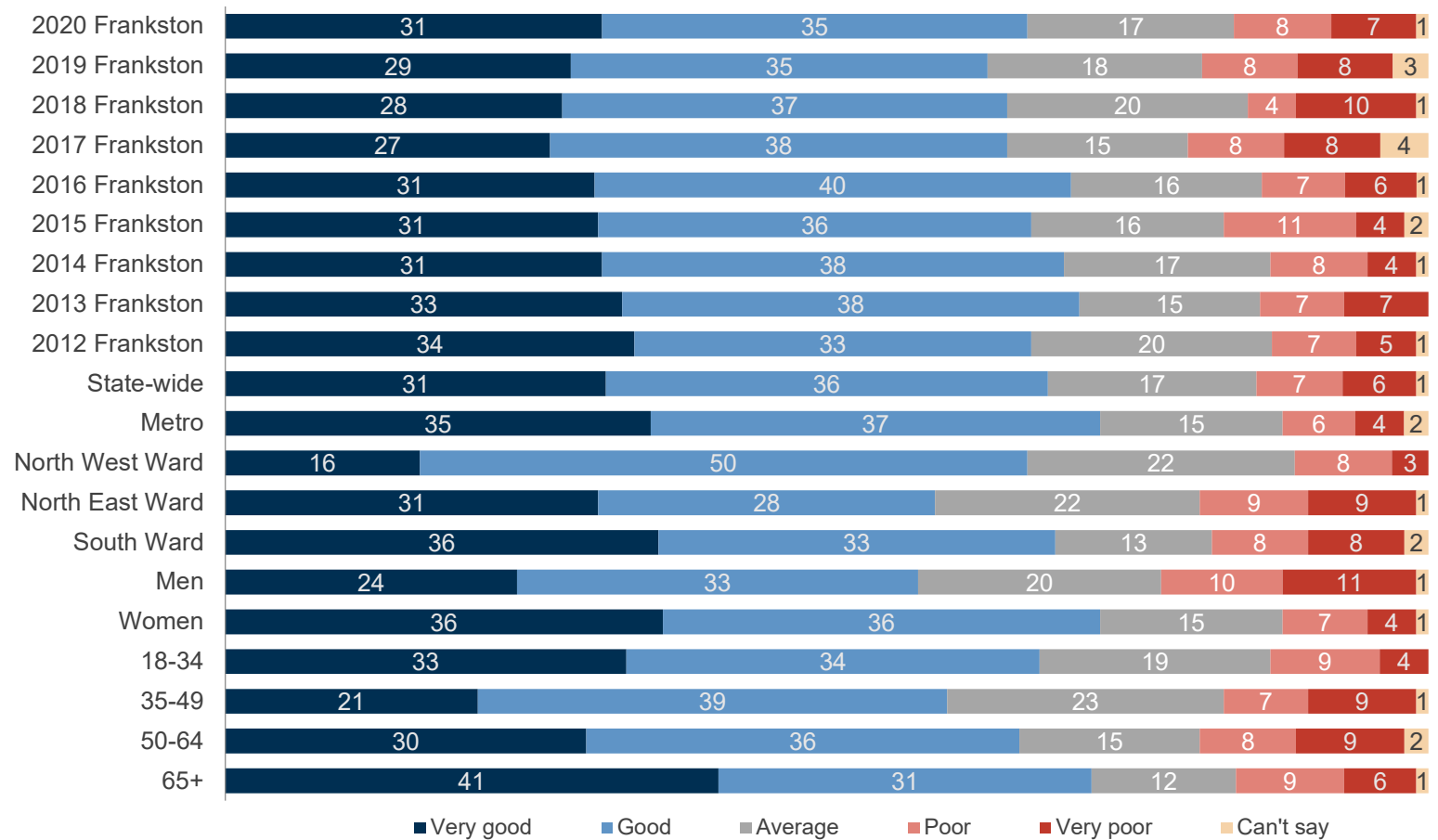
Councils asked state-wide: 62 Councils asked group: 14

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



Customer service rating

2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Frankston 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: 14



Council direction



Council direction

Perceptions of Council's overall direction have improved by (a not significant) two points to an index score of 54. Positively, this increase puts a stop to the multi-year trend decline since the high rating of 63 points in 2013.

Over the last 12 months, 60% of residents believe the direction of Council's overall performance has stayed the same, up two percentage points on 2019.

- 20% believe the direction has improved (up one point on 2019) in the last 12 months.
- 13% believe it has deteriorated, down four points on 2019.
- Younger residents aged 18 to 34 years old are the most satisfied with council direction, significantly more so than the Council average.
- The least satisfied with council direction are those aged 50 years and over and North East Ward residents (index scores of 49 and 50 respectively).





Overall council direction last 12 months

2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	62▲	59	60	61	56	60	69	64	60
South Ward	55	53	51	54	56	56	59	61	66
Women	55	50	54	57	56	56	62	61	63
North West Ward	54	53	48	54	60	59	64	63	56
Metro	54	55	54	54	55	56	n/a	n/a	n/a
Frankston	54	52	53	55	57	59	61	63	61
Men	52	53	53	52	59	62	60	66	58
35-49	51	49	56	54	62	55	55	63	59
State-wide	51▼	53	52	53	51	53	53	53	52
65+	50	53	47	56	57	64	62	65	65
North East Ward	50	49	60	56	56	62	60	65	61
50-64	49	42	47	46	51	58	58	59	58

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

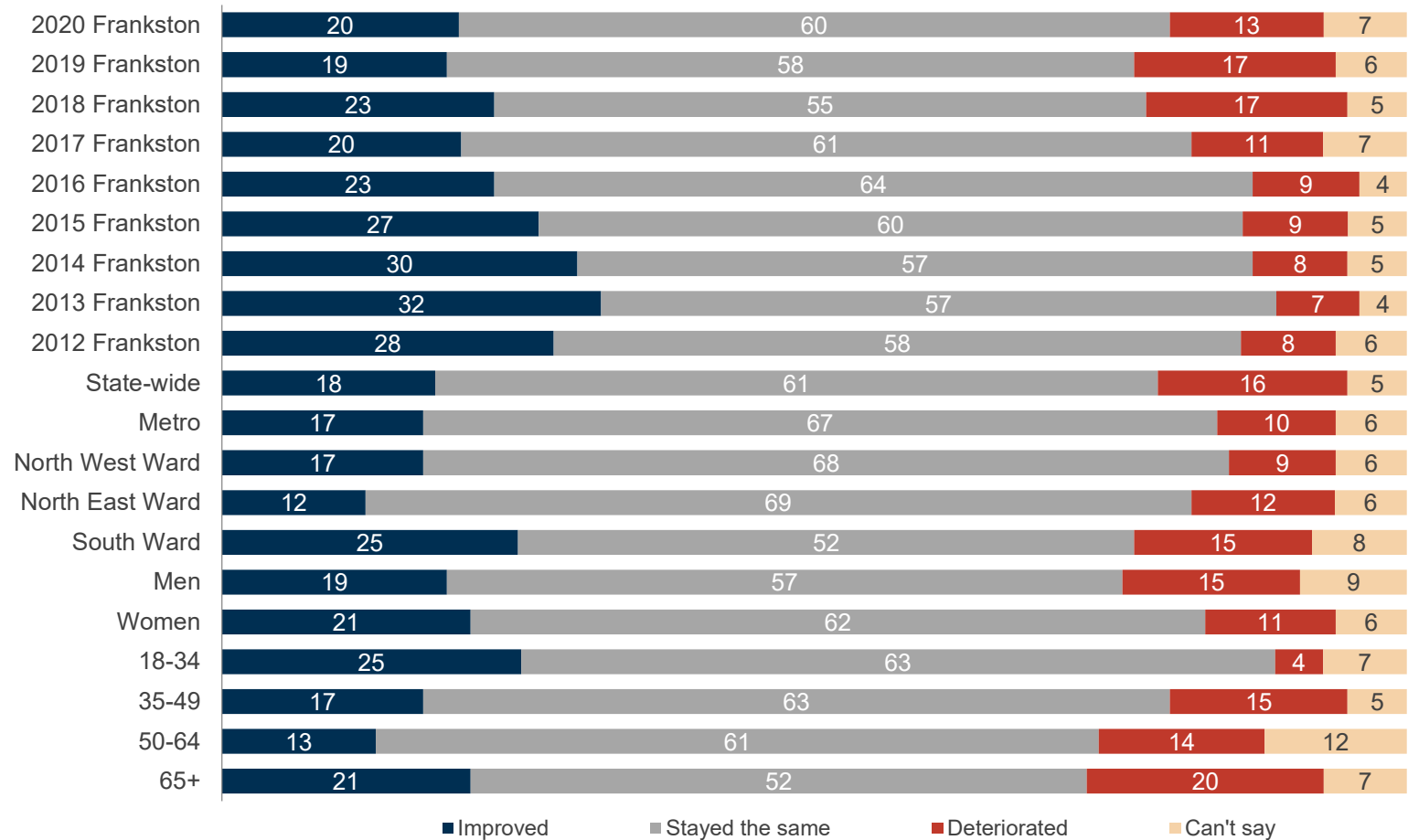
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Frankston City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	63▲	57	59	52	64	59	61	63	56
Women	58	55	51	53	57	55	57	58	60
Metro	58	58	57	57	58	58	n/a	n/a	n/a
South Ward	58	55	51	54	54	60	60	57	61
65+	57	56	46	53	55	62	60	59	63
North West Ward	57	52	51	43	58	54	58	59	55
Frankston	57	54	53	51	57	57	58	60	58
Men	55	53	54	49	56	60	59	61	55
State-wide	55	56	55	55	54	56	57	57	57
North East Ward	54	54	55	53	58	58	56	63	57
50-64	52	49	47	49	50	56	51	56	57
35-49	52	52	55	50	54	52	58	58	56

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: 14

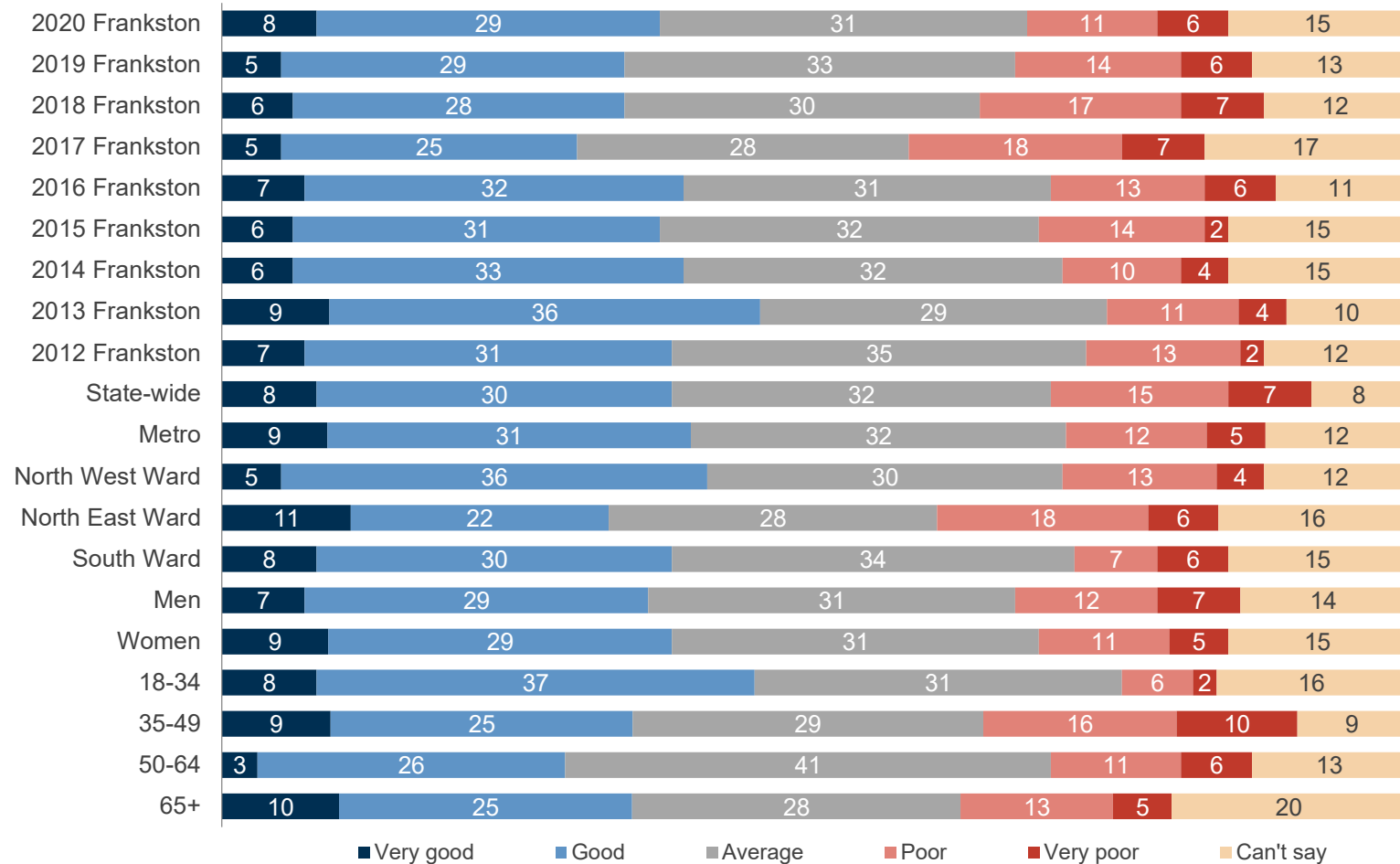
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	58	61	56	62	64	57	61	54
Metro	57	57	56	56	56	58	n/a	n/a	n/a
South Ward	56	57	52	53	53	61	55	53	58
Women	56	53	53	55	55	56	54	54	55
North West Ward	55	50	54	51	58	53	57	57	54
Frankston	55	55	54	53	56	59	56	57	53
Men	54	57	56	52	57	62	58	59	51
65+	54	58	48	53	56	61	60	56	57
State-wide	53	54	54	54	53	55	56	55	55
35-49	52	52	55	51	51	57	59	54	51
50-64	51	49	49	52	50	54	49	57	51
North East Ward	51	53	56	55	58	63	56	61	49

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

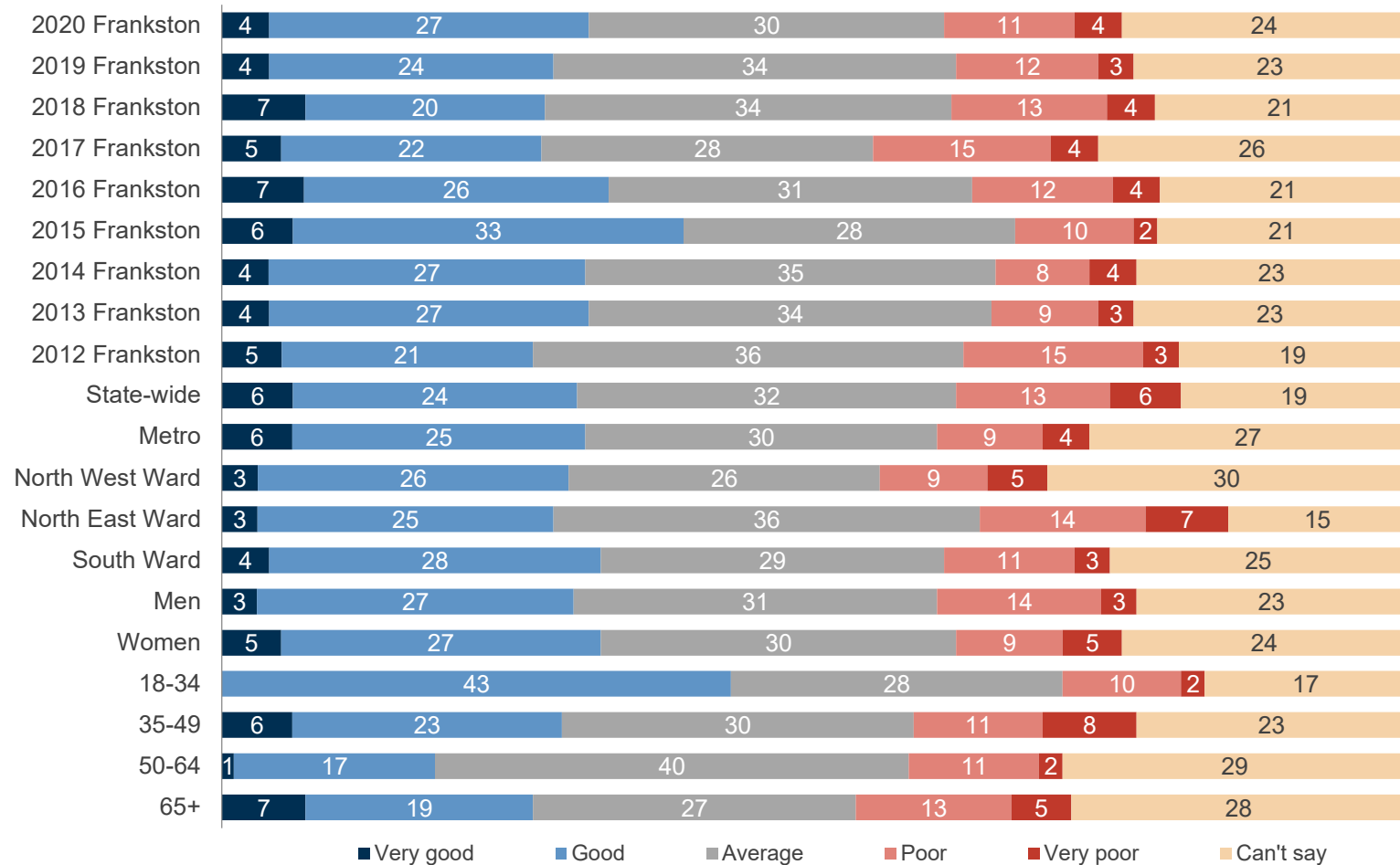
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Metro	59▲	60	58	58	59	59	n/a	n/a	n/a
North West Ward	58	50	49	50	58	55	56	n/a	n/a
18-34	57	60	58	58	61	61	58	n/a	n/a
65+	56	55	44	54	58	62	61	n/a	n/a
South Ward	55	57	48	55	56	61	58	n/a	n/a
Women	54	54	49	56	61	56	56	n/a	n/a
Frankston	54	55	52	54	58	59	57	n/a	n/a
Men	54	56	55	52	55	63	57	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
35-49	53	51	56	52	59	56	58	n/a	n/a
North East Ward	50	54	58	56	61	61	57	n/a	n/a
50-64	46▼	52	48	52	55	57	51	n/a	n/a

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

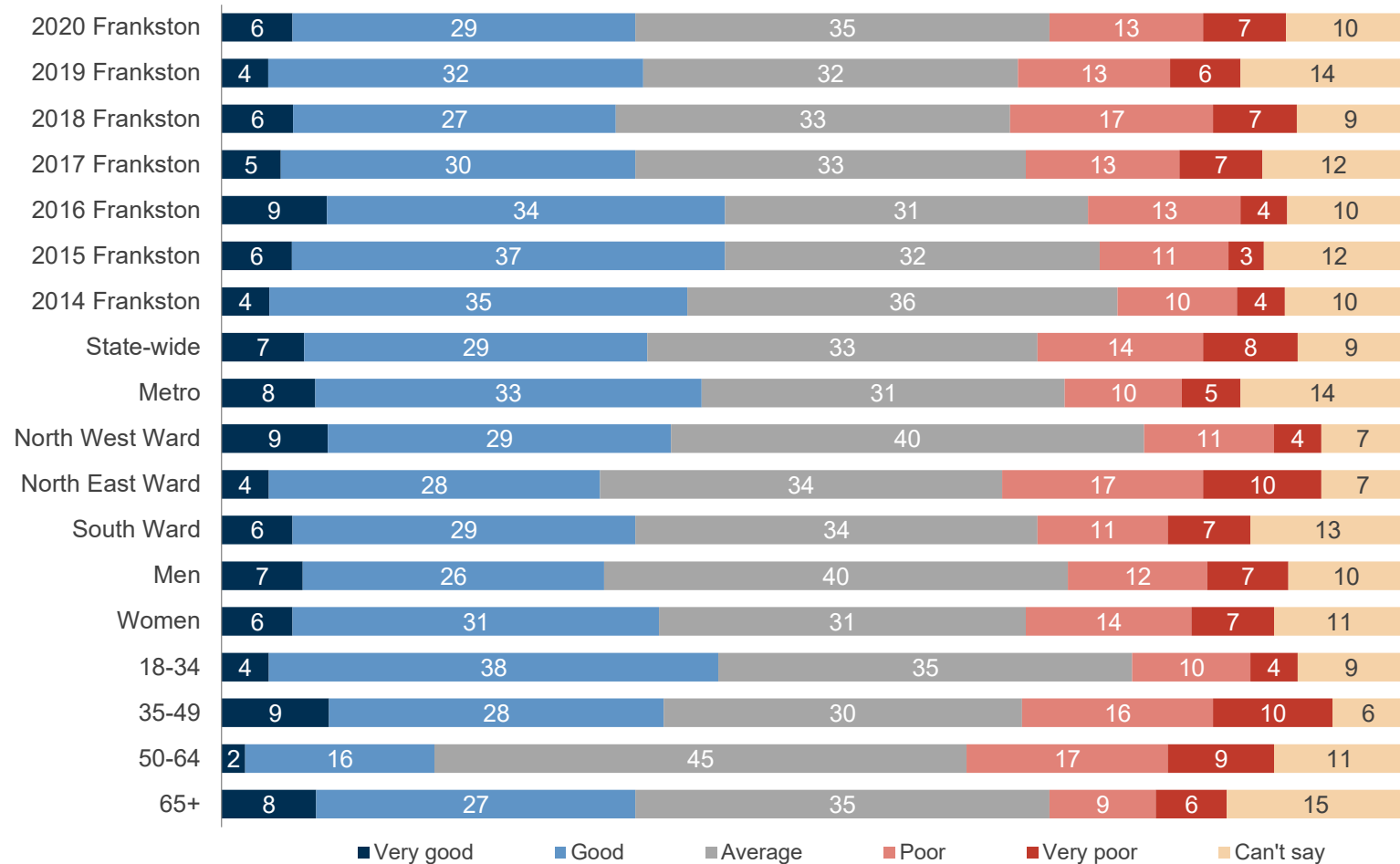
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

Decisions made in the interest of the community performance



2020 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: 14

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Metro	67▲	69	68	66	67	69	n/a	n/a	n/a
South Ward	63	70	64	61	63	65	66	n/a	n/a
65+	62	65	61	58	66	70	70	n/a	n/a
Men	61	69	66	59	63	70	67	n/a	n/a
18-34	61	70	63	62	64	62	69	n/a	n/a
Frankston	60	66	64	59	63	64	67	n/a	n/a
35-49	60	66	67	59	61	63	64	n/a	n/a
Women	59	64	62	59	63	59	67	n/a	n/a
North West Ward	59	63	61	58	66	64	68	n/a	n/a
North East Ward	56	64	65	59	61	64	67	n/a	n/a
50-64	55	64	63	57	60	64	65	n/a	n/a
State-wide	54▼	56	53	53	54	55	55	n/a	n/a

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

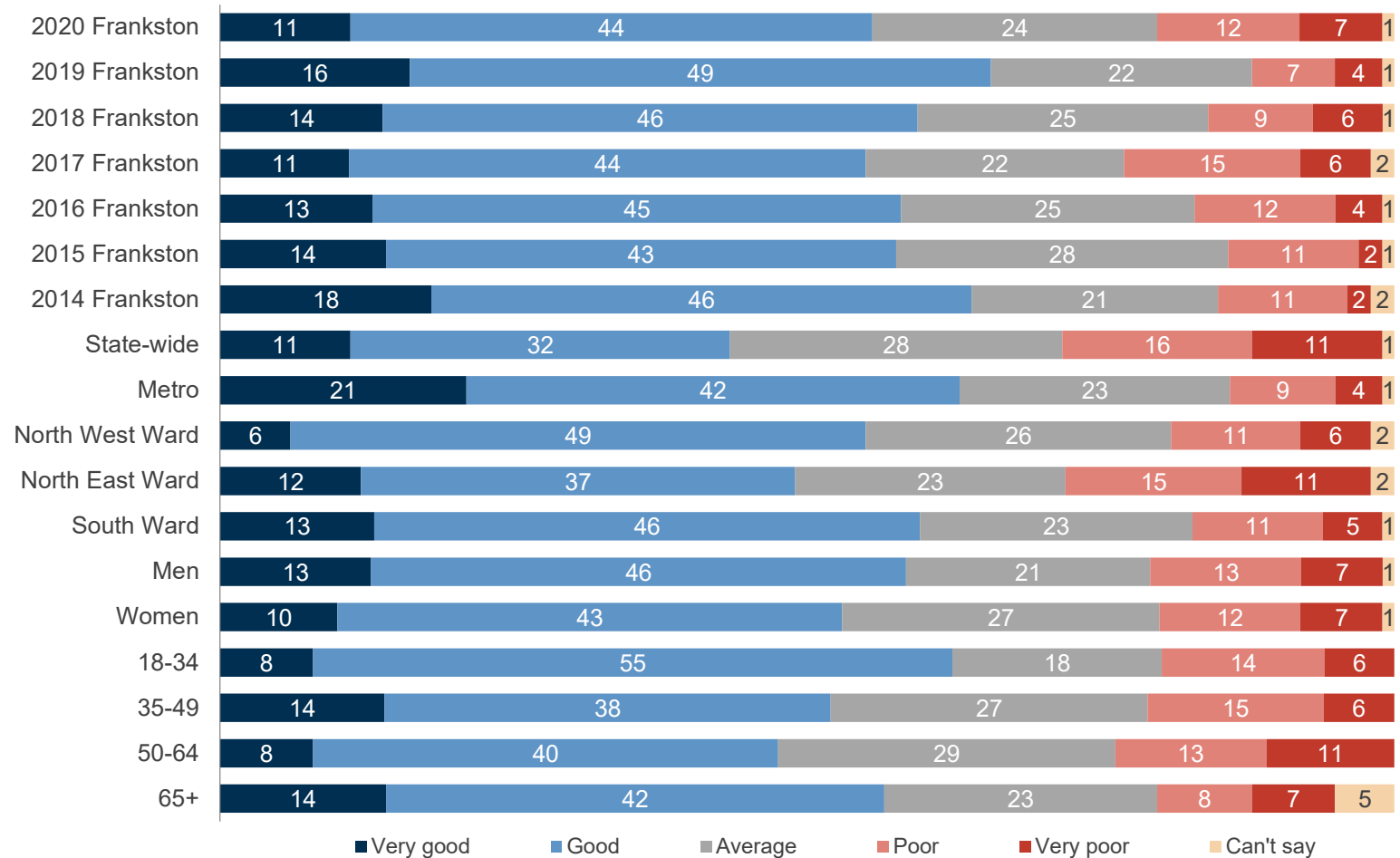
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

The condition of sealed local roads in your area performance



2020 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: 14



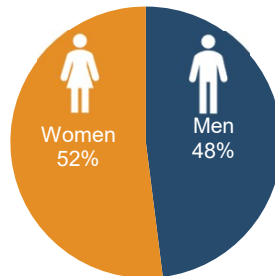
Detailed demographics



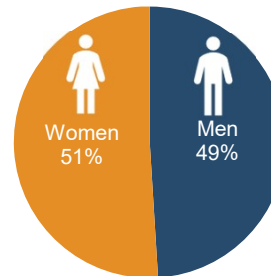
Gender and age profile

2020 gender

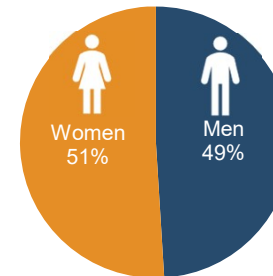
Frankston



Metro

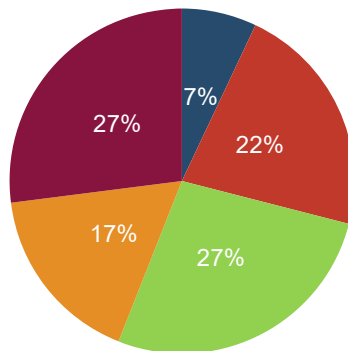


State-wide

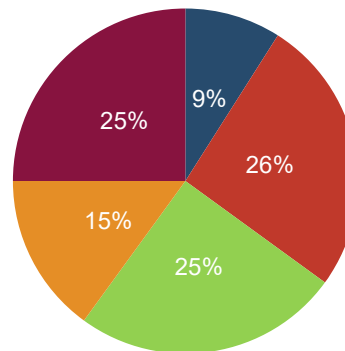


2020 age

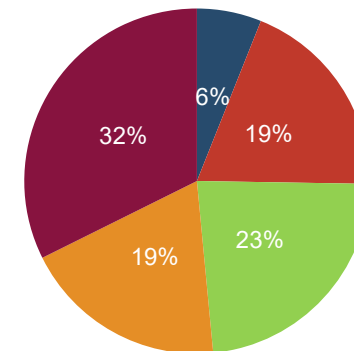
Frankston



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Frankston 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 110,200 people aged 18 years or over for Frankston City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Frankston City Council	400	400	+/-4.9
Men	194	194	+/-7.0
Women	206	206	+/-6.8
North West Ward	82	84	+/-10.9
North East Ward	110	112	+/-9.4
South Ward	208	205	+/-6.8
18-34 years	51	118	+/-13.9
35-49 years	106	107	+/-9.6
50-64 years	93	67	+/-10.2
65+ years	150	108	+/-8.0



Appendix A: Significant difference reporting notation

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

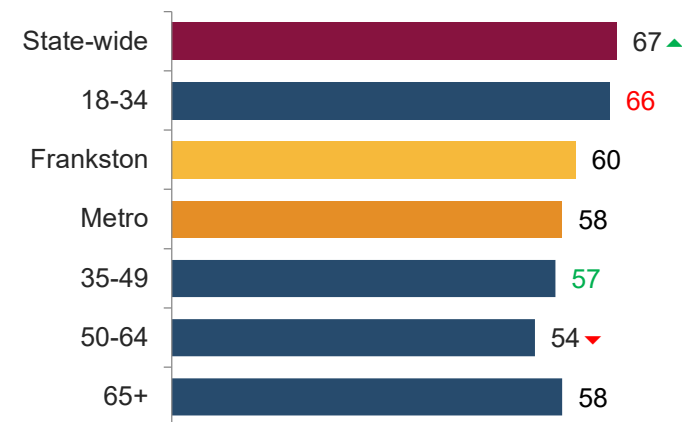
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**Overall Performance – Index Scores
(example extract only)**



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 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 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=401 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Frankston 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 Frankston City Council.

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

A total of n=400 completed interviews were achieved in Frankston City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 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 2012-2020 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

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

Wherever appropriate, results for Frankston City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 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.

Statewide 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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