2023 Local Government Community Satisfaction Survey

State-wide Report

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

JWS RESEARCH

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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-fourth year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

Contextual considerations

In 2023, almost all councils that participated in the Victorian Local Government annual Community Satisfaction Survey (CSS) received lower overall performance index scores than in 2022. The overall performance index score for all Victorian councils fell a statistically significant three points, from an index score of 59 in 2022 to 56 in 2023. It forms a trend from the 2022 CSS results, where three quarters of participating councils received lower overall performance scores than in 2021, and the performance index for all councils State-wide was a significant two points lower (falling from 61 to 59).

Reports for individual councils show demographic or geographic cohorts who are particularly dissatisfied with aspects of their council's overall performance and performance on individual service areas. Where dissatisfaction on individual service areas is also a strong driver of overall satisfaction, a decline in the overall performance score can result.

CSS findings are consistent with long-term independent research conducted by JWS Research showing a consistent downward trend reported by Australians and Victorians since mid-2020, when asked to rate the current performance of local government (see JWS Research True Issues March 2023, slide 17).

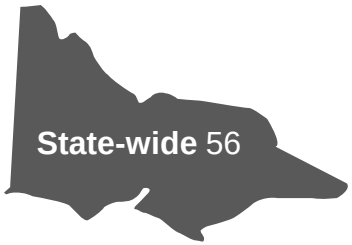
External factors can also contribute to negative sentiment for individual councils or for the local sector government more broadly. These may include (but are not limited to) substantial rate increases (or other fees and charges), investigations and/or criminal charges against councillors or council staff, the appointment of a municipal monitor, commission of inquiry or dissolution of a council, major changes in delivery to council services, or negatively viewed decisions and actions on infrastructure and development.

Key findings and recommendations

State-wide performance – at a glance

State-wide council performance

Results shown are index scores out of 100.



Metropolitan 62

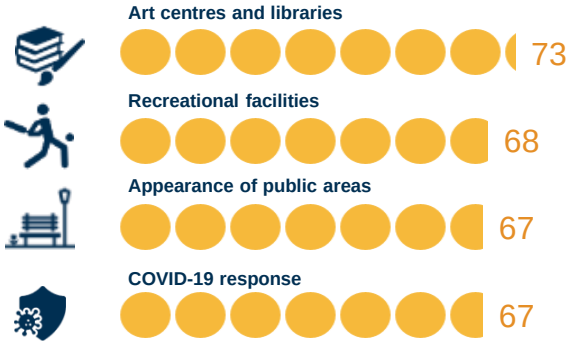
Interface 51

Regional Centres 56

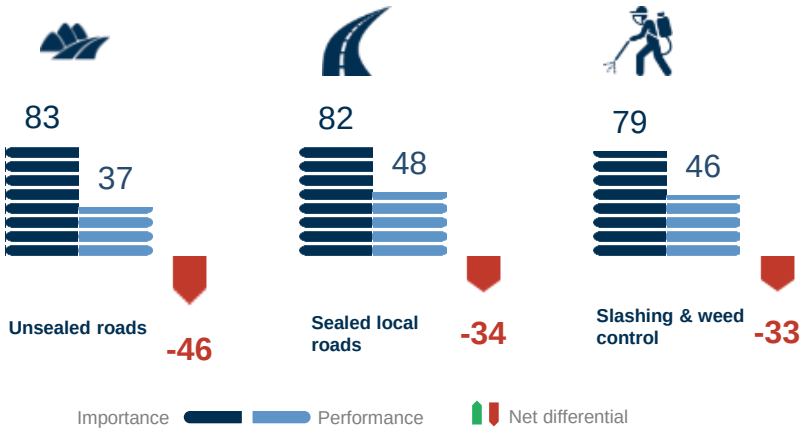
Large Rural 52

Small Rural 55

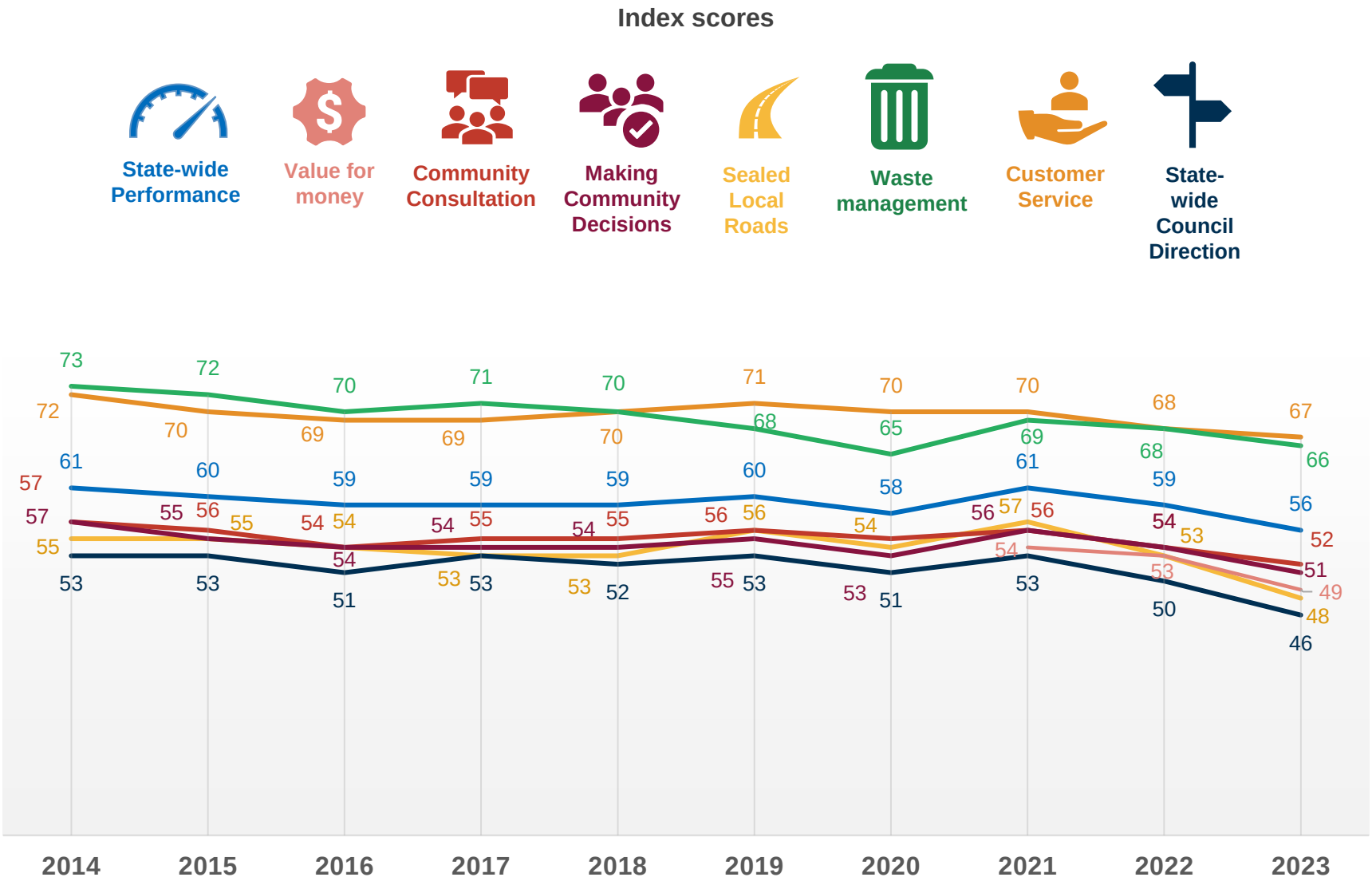
Top 4 performing areas



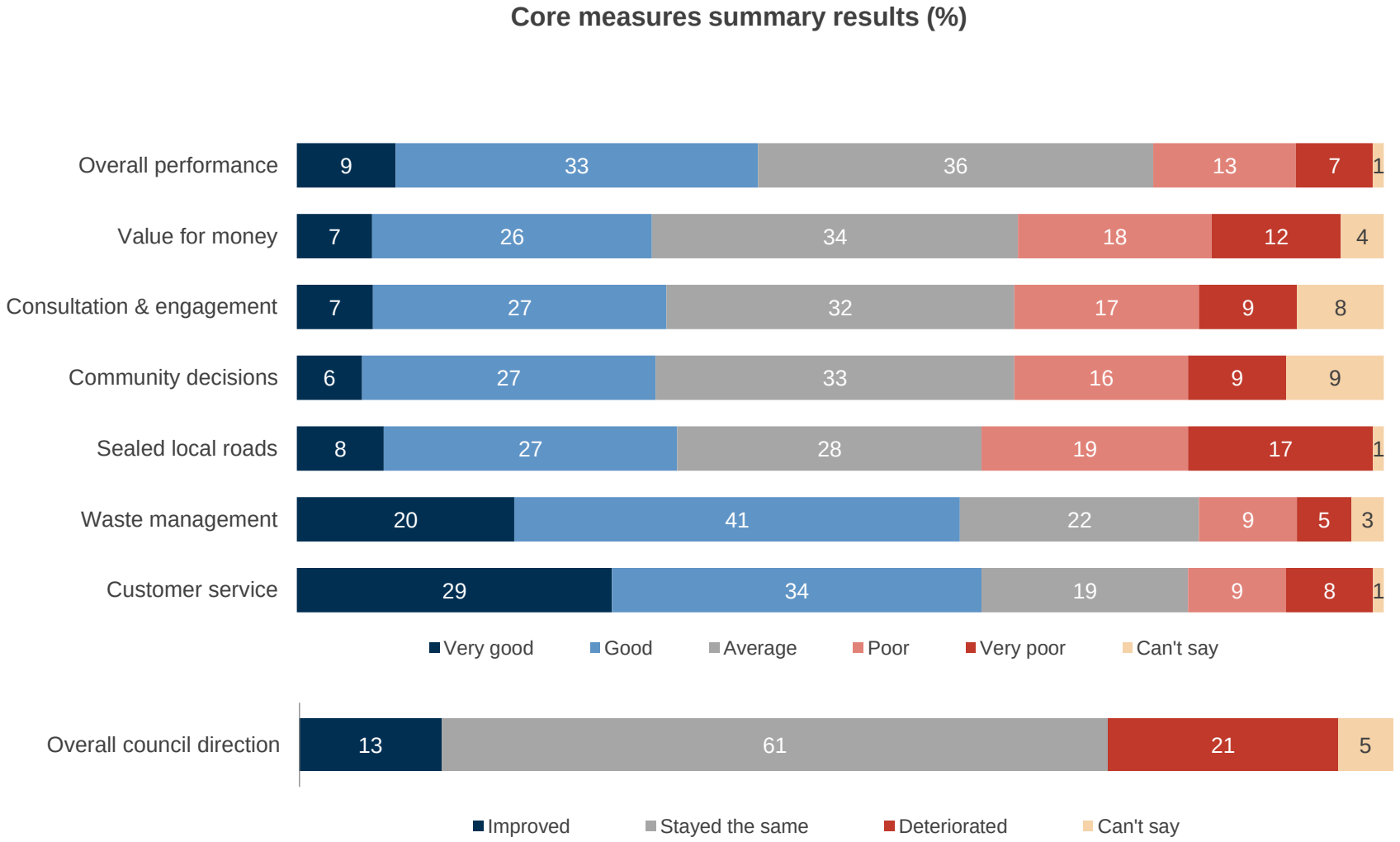
Top 3 areas for improvement



Summary of core measures



Summary of core measures



Summary of State-wide performance

Services	State-wide 2023	State-wide 2022	Highest score	Lowest score
Overall performance	56	59	Metropolitan	Interface
Value for money	49	53	Metropolitan	Large Rural Shires, Aged 50-64 years
Overall council direction	46	50	Metropolitan	Aged 50-64 years
Customer service	67	68	Metropolitan	Men
Art centres & libraries	73	73	Regional Centres	Large Rural Shires
Recreational facilities	68	69	Metropolitan	Large Rural Shires, Aged 35-49 years
Appearance of public areas	67	71	Regional Centres, Small Rural Shires	Interface
COVID-19 response	67	69	Small Rural Shires, Women	Interface, Men
Waste management	66	68	Aged 65+ years	Aged 50-64 years
Community & cultural	66	65	Small Rural Shires	Interface

Significantly higher / lower than State-wide 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of State-wide performance

Services	State-wide 2023	State-wide 2022	Highest score	Lowest score
Emergency & disaster mngt	65	66	Aged 65+ years, Women, Small Rural Shires	Interface
Elderly support services	63	67	Small Rural Shires	Interface
Family support services	63	65	Metropolitan	Interface
Enforcement of local laws	61	63	Aged 18-34 years, Regional Centres	Interface
Tourism development	61	60	Women, Aged 35-49 years, Large Rural Shires	Men, Interface, Aged 18-34 years
Environmental sustainability	60	61	Metropolitan, Regional Centres	Interface
Bus/community dev./tourism	59	60	Small Rural Shires	Large Rural Shires, Aged 50-64 years
Disadvantaged support serv.	59	62	Metropolitan	Interface
Business & community dev.	57	58	Aged 18-34 years, Women	Aged 50-64 years, Small Rural Shires
Informing the community	57	59	Metropolitan	Interface

Significantly higher / lower than State-wide 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of State-wide performance

Services		State-wide 2023	State-wide 2022	Highest score	Lowest score
	Traffic management	55	58	Small Rural Shires	Interface
	Parking facilities	55	57	Small Rural Shires	Large Rural Shires
	Local streets & footpaths	52	57	Metropolitan	Interface, Large Rural Shires
	Consultation & engagement	52	54	Metropolitan	Interface, Large Rural Shires
	Community decisions	51	54	Metropolitan	Aged 50-64 years, Large Rural Shires
	Lobbying	51	53	Metropolitan, Aged 65+ years	Interface
	Town planning policy	50	54	Aged 18-34 years, Metropolitan	Interface
	Population growth	48	52	Regional Centres	Interface
	Sealed local roads	48	53	Metropolitan	Large Rural Shires
	Planning & building permits	47	50	Regional Centres	Interface

Significantly higher / lower than State-wide 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of State-wide performance

Services		State-wide 2023	State-wide 2022	Highest score	Lowest score
	Slashing & weed control	46	49	Metropolitan	Large Rural Shires
	Unsealed roads	37	41	Regional Centres	Large Rural Shires, Aged 18-49 years

Significantly higher / lower than State-wide 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Arts centres and libraries remains the best performing area for Victorian councils, as the only measure to hold steady over the past two years. In contrast, ratings for almost all other individual service areas and core measures have declined significantly for the second consecutive year, excepting community and cultural activities and tourism development that have instead improved. Declines on most metrics sees ratings return to or record their lowest performance index scores in a decade.

Key influences on perceptions of overall performance

Victorian councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. State-wide, these remain: council decisions made in the interest of the community, the condition of sealed local roads (excluding those managed by VicRoads) and town planning. These are currently among councils' lower performing areas State-wide, with sealed local roads rated as 'poor' this year.

Area grouping comparisons

On overall performance, Metropolitan and Regional Centre councils perform more strongly than Rural and Interface council groups. Across the individual service areas – Metropolitan and Small Rural councils most often rate above the State-wide average, Regional Centre councils typically rate above or in line with the State-wide average, while Interface and Large Rural councils most often rate below the State-wide average.

A need to abate declines

Following consecutive years of significant declines in most core and individual service areas, Victorian councils should seek to halt any further deterioration in community opinion in the coming 12 months. Councils can help increase positive community perceptions over the next 12 months by maintaining and repairing local roads, tending to concerns regarding planning issues, keeping up the appearance of public areas and delivering good customer and waste management services.

DETAILED FINDINGS

Overall performance

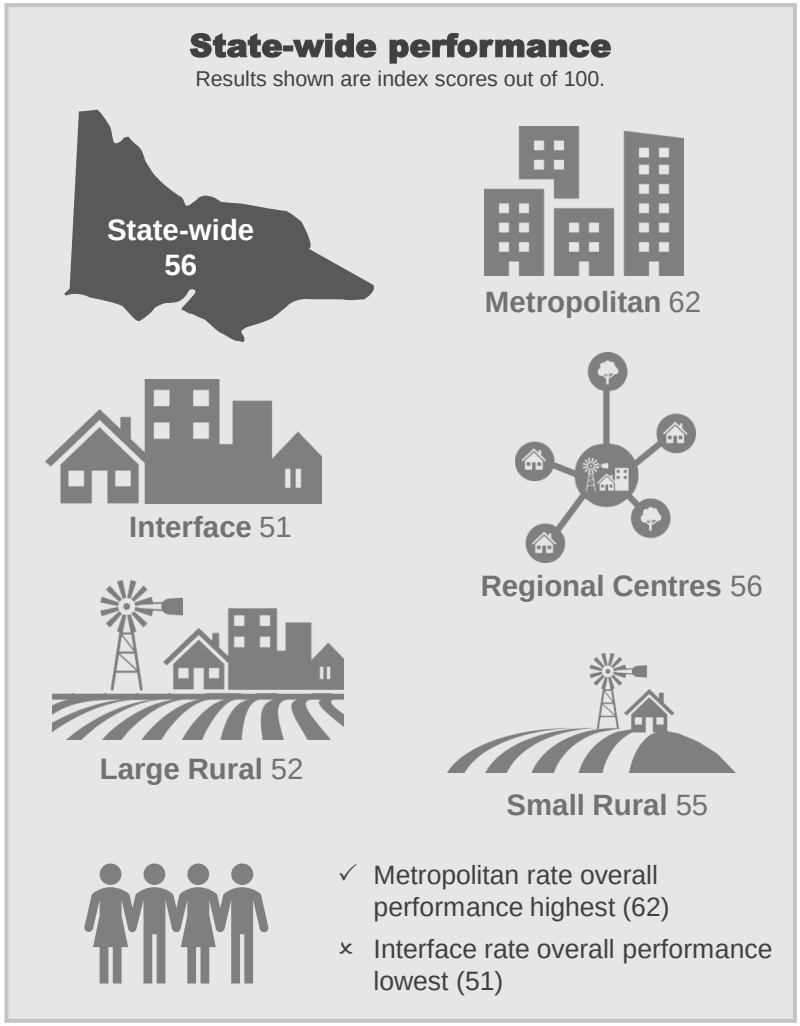
Overall performance

The overall performance index score of 56 for councils State-wide represents a significant three-point decrease from 2022. Perceptions have declined significantly for the second year in a row, to a record-low rating for 2023. Ratings have declined significantly, at the 95% confidence level, across all key demographic and council groups.

Performance of the Metropolitan council group continues to rate significantly higher than the State-wide average, while Regional Centres remain on par, and Interface and Small and Large Rural council groups continue to rate significantly lower.

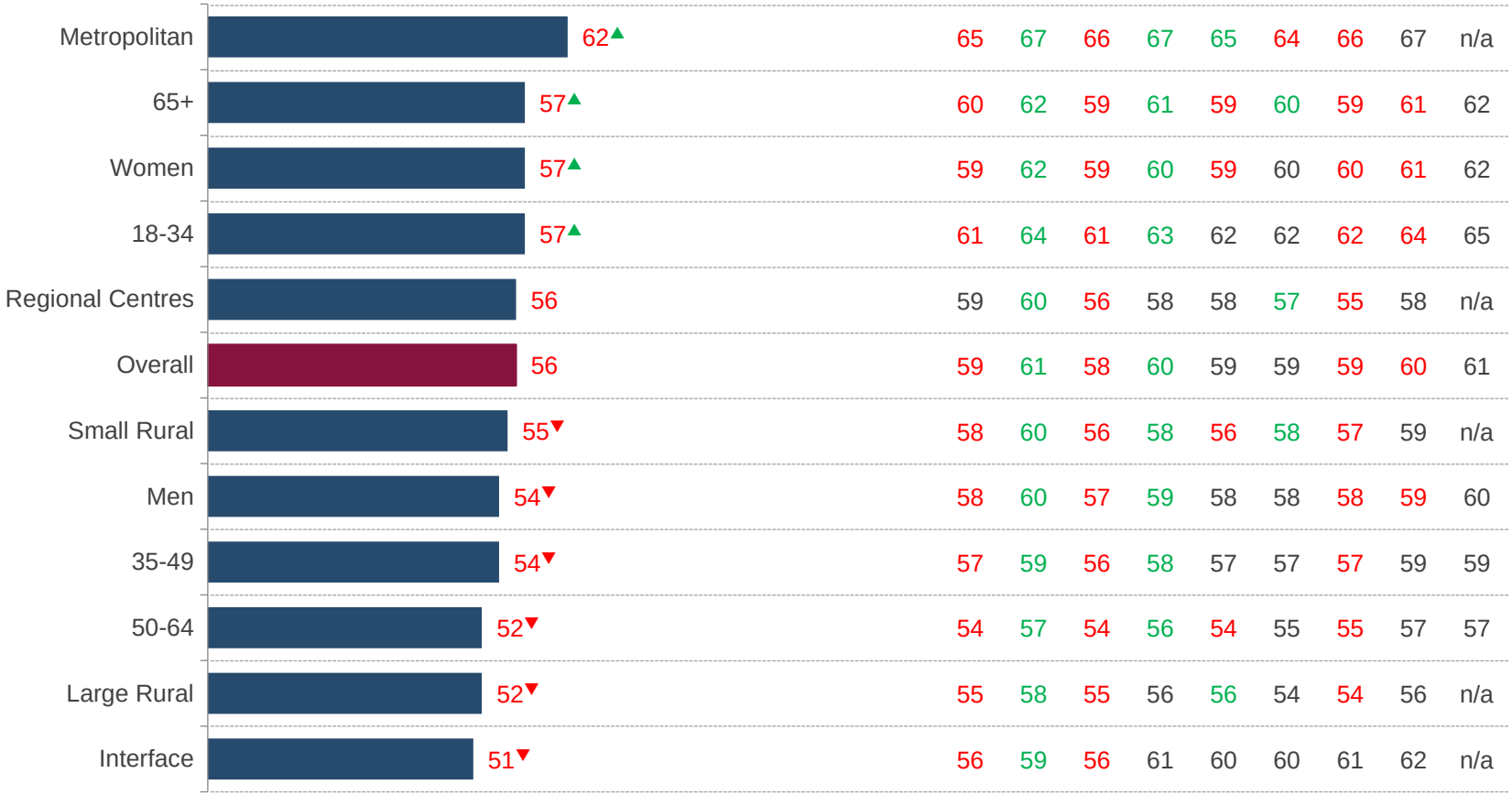
Demographically, Victoria's youngest (18 to 34 years) and oldest (65+ years) residents remain most positive about their council's performance (index scores of 57 for each – significantly higher than the State-wide average). In contrast, 35 to 49 and 50 to 64 year olds continue to rate overall council performance significantly lower than average (index scores of 54 and 52 respectively). Views also diverge based on gender, with women rating their council's overall performance significantly higher than average, and men rating this significantly lower (index scores of 57 and 54 respectively).

State-wide, residents are divided on the value for money received from their council in infrastructure and services – close to a third each rate this as 'very good' or 'good', 'very poor' or 'poor', or 'average'.



Overall performance

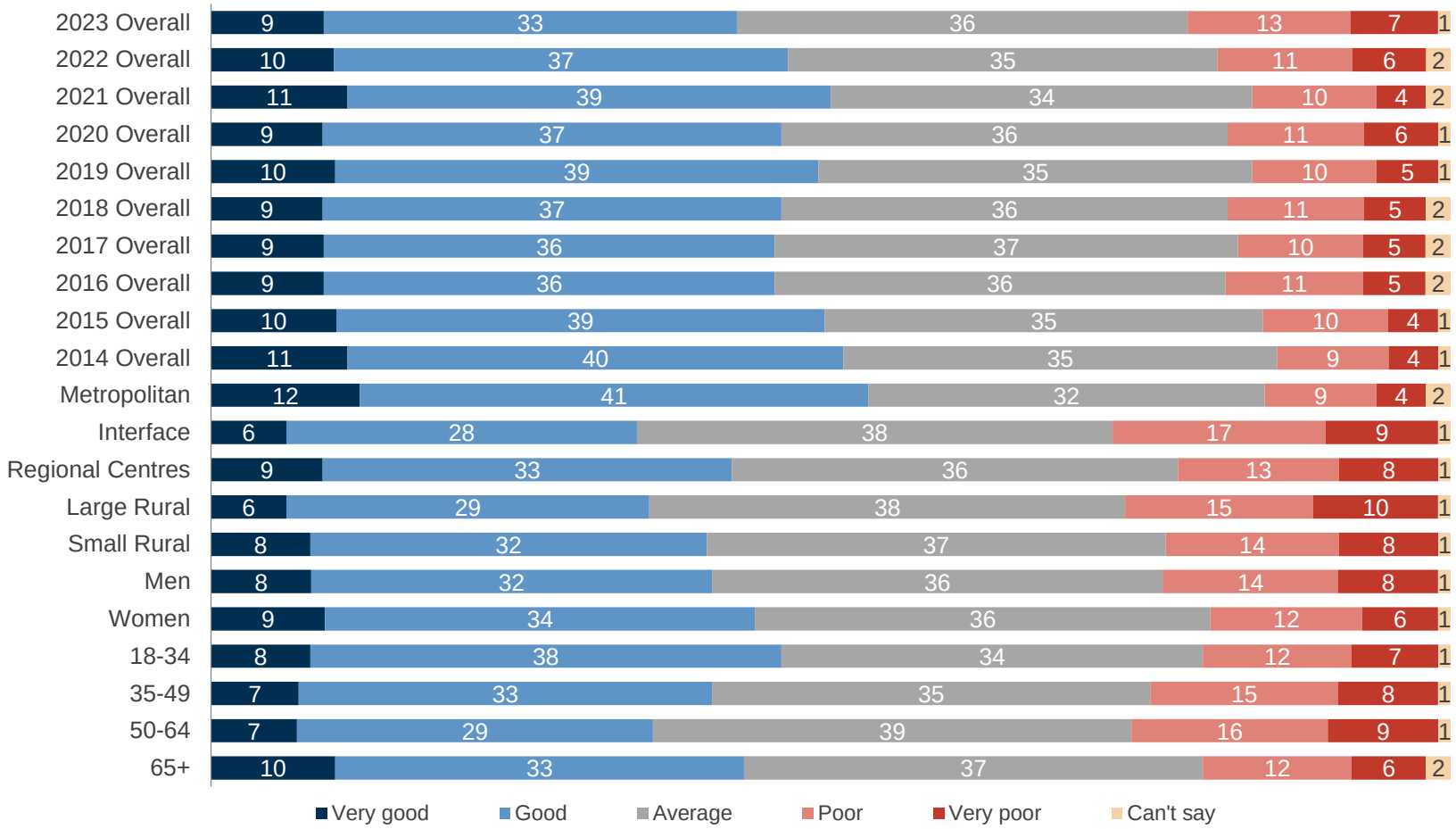
2023 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2023 overall performance (%)



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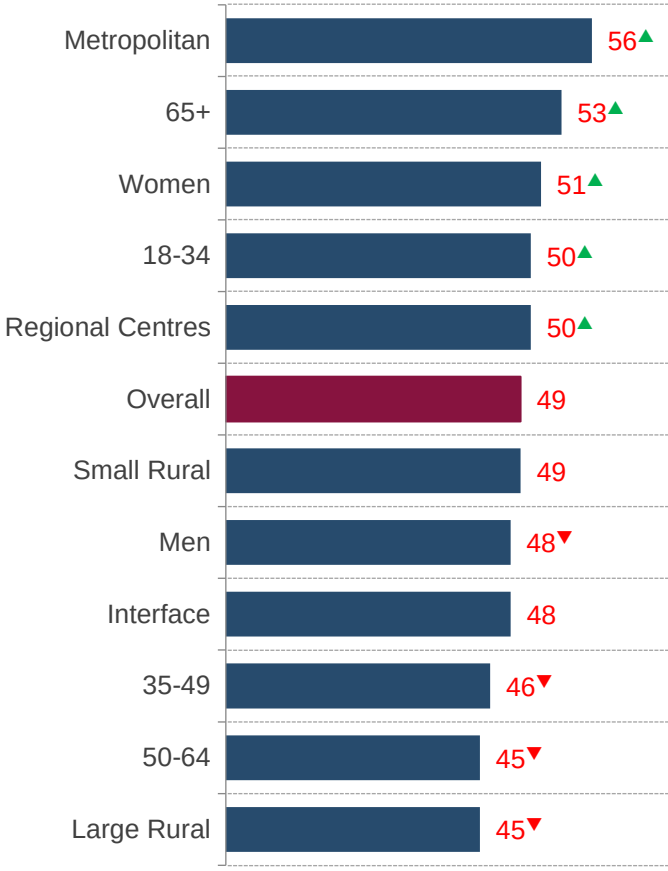
Base: All respondents. Councils asked State-wide: 66

Value for money in services and infrastructure

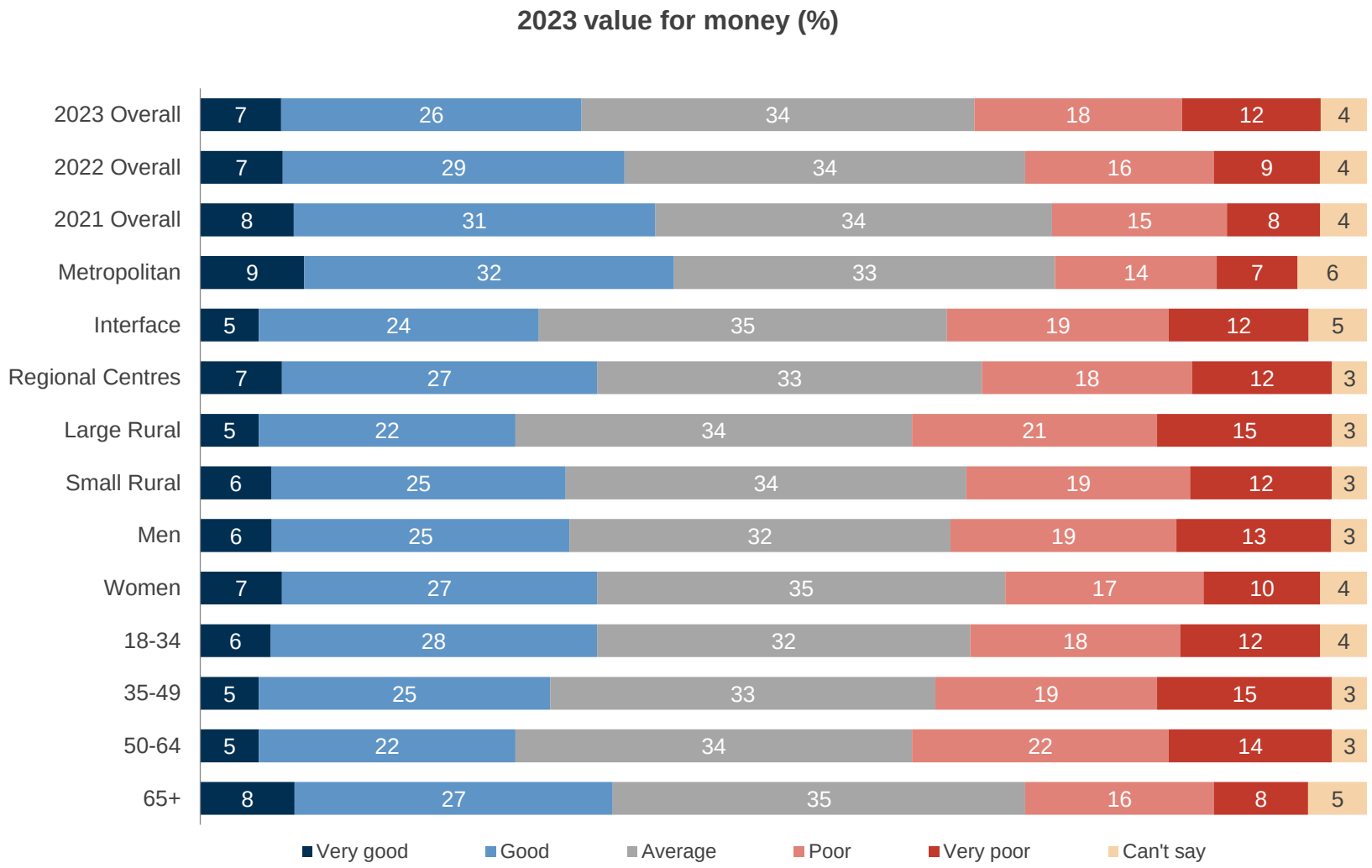
2023 value for money (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	53	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	51	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure



Q3b. How would you rate Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65

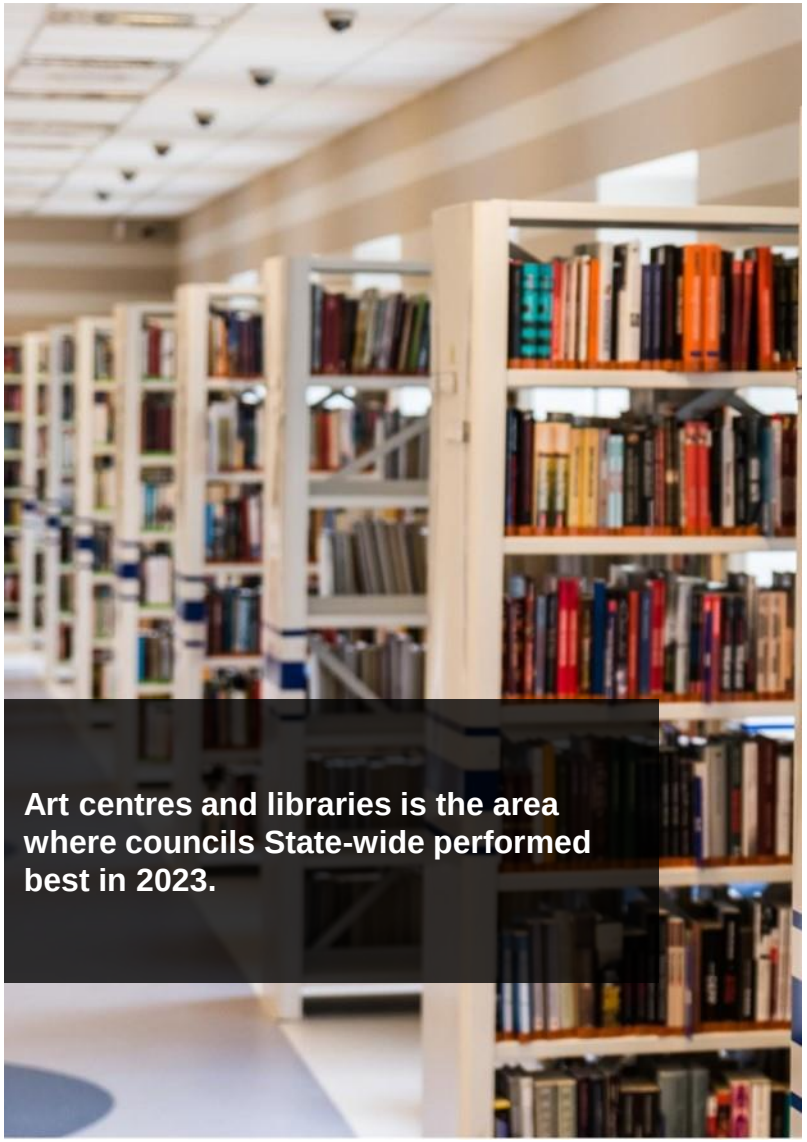
Top performing service areas

While performance ratings in most service areas have declined, councils State-wide are still rated as performing well in 22 out of 28 areas, achieving index scores of between 51 and 73.

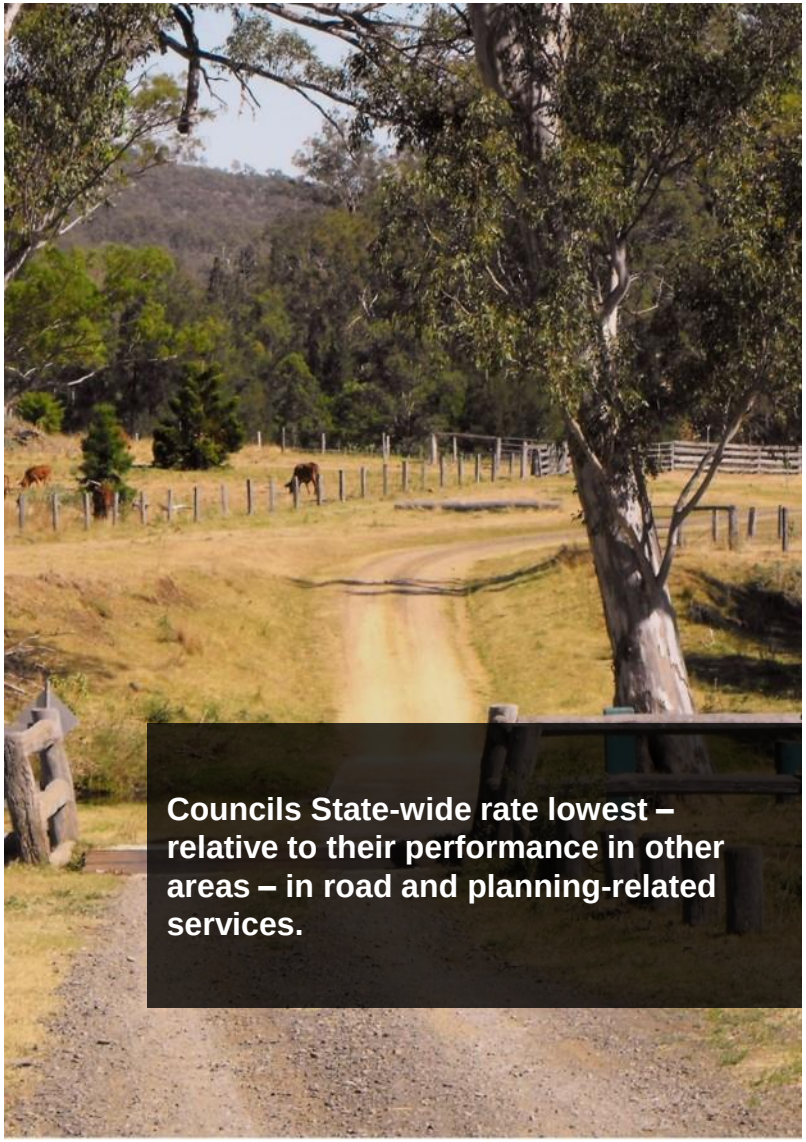
Arts centres and libraries remain the top performer (index score of 73), unchanged since 2021 and going against the general trend of consecutive year-on-year declines. Also going against trend with one point increases in 2023 are community and cultural activities and tourism development (index scores of 66 and 61 respectively), likely aided by a greater ability for people to gather and travel post COVID-19 restrictions.

Other high performing service areas, both State-wide and for each council group, continue to be recreational facilities (index score of 68, down one point), the appearance of public areas and councils' COVID-19 response (index score of 67 for each, down four and two points respectively), and waste management (index score of 66, down two points). However, ratings in each council grouping have significantly decreased again for the appearance of public areas, resulting in one of the larger State-wide declines in 2023.

Further to these results, 10% of residents volunteer parks and gardens and/or customer service as the best aspect of their local council, and 7% mention recreational and sporting facilities and/or waste management.



Low performing service areas



After further declines in performance ratings this year, most services areas (24 out of 28) have reached or returned to a series low.

Road-related areas continue to record some of the poorest ratings, including unsealed road maintenance* (index score of 37, down four points), roadside slashing and weed control (index score of 46, down three points) and the condition of sealed local roads (index score of 48, down five points). Residents in the Large Rural council group are most critical of council performance in these areas.

The condition of sealed local roads has recorded the equal largest performance decline from 2022 (alongside local streets and footpaths, both down five points), and remains the area most frequently mentioned as needing improvement (18%). Performance on sealed roads has declined for all council groups for the second year in a row.

Planning and building permits (index score of 47, down three points), planning for population growth and town planning policy (index score of 48 and 50 respectively, each down four points) each experienced declines even greater than the previous year. While perceptions declined among all council groupings, ratings are lowest for the Interface group.

* Service area not rated by Metropolitan council residents.

Individual service area performance

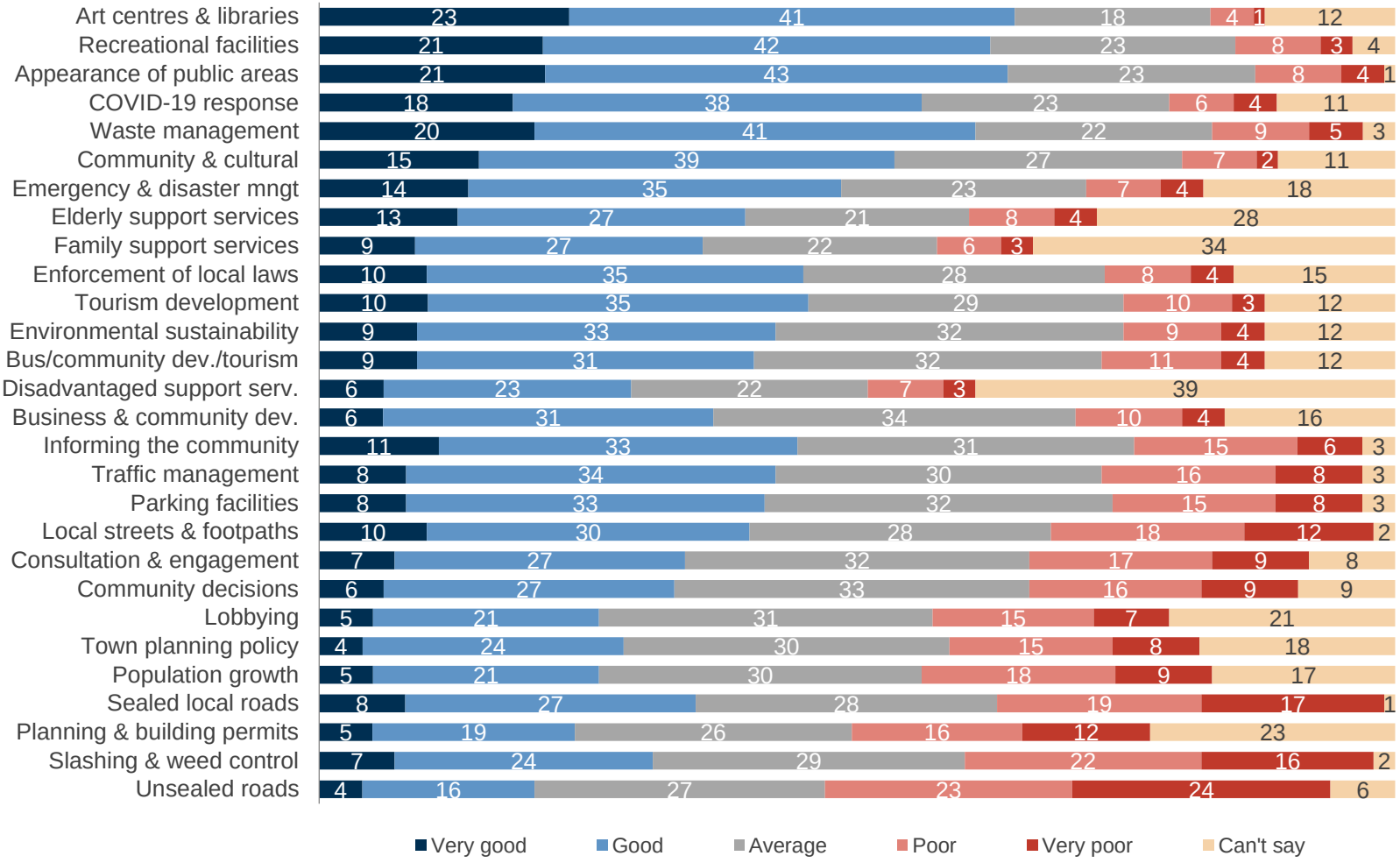
2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	73	73	74	74	74	73	72	73	75
Recreational facilities	69	71	70	70	69	70	69	70	71
Appearance of public areas	71	73	72	72	71	71	71	72	72
COVID-19 response	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	68	69	65	68	70	71	70	72	73
Community & cultural	65	65	68	69	69	69	69	69	70
Emergency & disaster mngt	66	71	68	72	71	70	69	70	71
Elderly support services	67	69	68	68	68	68	68	69	70
Family support services	65	66	66	67	66	67	66	67	68
Enforcement of local laws	63	64	63	64	64	64	63	66	66
Tourism development	60	62	62	63	63	63	63	63	64
Environmental sustainability	61	62	60	62	63	64	63	64	64
Bus/community dev./tourism	60	61	59	61	60	61	60	61	62
Disadvantaged support serv.	62	63	60	62	61	61	61	62	64
Business & community dev.	58	60	59	61	60	60	60	60	62
Informing the community	59	60	59	60	59	59	59	61	62
Traffic management	58	59	58	58	57	59	59	60	60
Parking facilities	57	58	55	56	56	55	56	57	57
Local streets & footpaths	57	59	58	59	58	57	57	58	58
Consultation & engagement	54	56	55	56	55	55	54	56	57
Community decisions	54	56	53	55	54	54	54	55	57
Lobbying	53	55	53	54	54	54	53	55	56
Town planning policy	54	55	54	55	54	53	52	54	55
Population growth	52	53	51	52	52	52	51	54	54
Sealed local roads	53	57	54	56	53	53	54	55	55
Planning & building permits	50	51	51	52	52	51	50	54	53
Slashing & weed control	49	51	49	56	55	53	56	55	55
Unsealed roads	41	45	44	44	43	44	43	45	45

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

Individual service area performance

2023 individual service area performance (%)



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

Individual service area importance

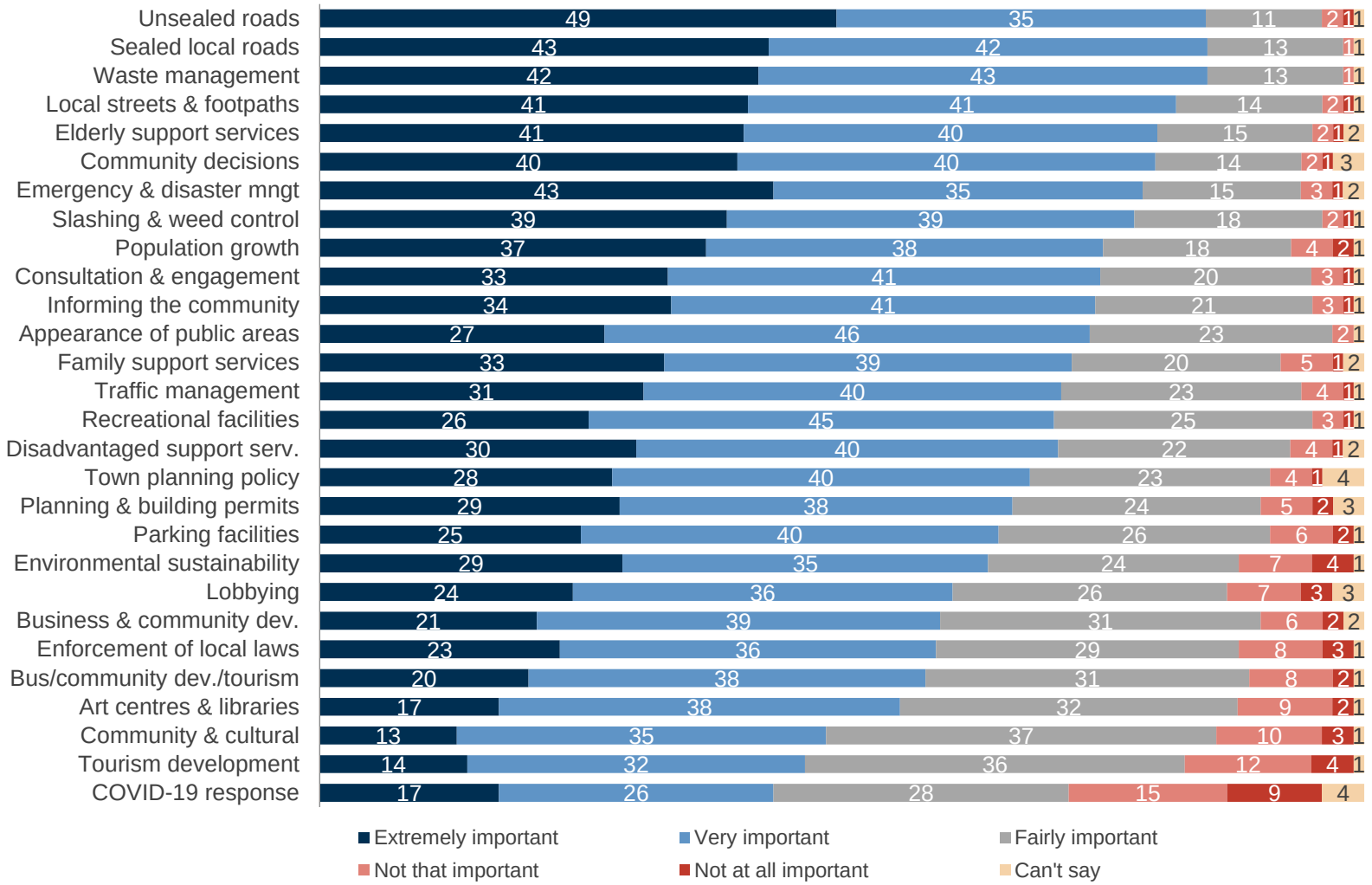
2023 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Unsealed roads	83	81	80	80	80	79	79	78	78
Sealed local roads	81	79	79	79	80	78	78	76	77
Waste management	82	82	82	81	81	79	80	79	79
Local streets & footpaths	81	79	78	77	78	77	77	77	77
Elderly support services	82	82	80	80	79	78	78	79	79
Community decisions	81	81	80	80	80	79	80	80	79
Emergency & disaster mngt	81	81	80	81	81	80	80	80	80
Slashing & weed control	79	79	78	74	73	74	73	73	75
Population growth	77	76	76	77	77	76	76	75	75
Informing the community	77	77	75	75	75	74	76	75	75
Consultation & engagement	76	75	74	74	74	74	75	74	74
Family support services	76	76	75	74	74	73	73	73	72
Appearance of public areas	75	75	74	73	74	74	74	73	73
Traffic management	73	73	73	73	74	72	72	71	70
Disadvantaged support serv.	77	77	74	74	72	71	73	73	72
Recreational facilities	74	74	72	72	73	72	73	72	72
Town planning policy	74	74	72	73	73	72	73	72	72
Planning & building permits	73	73	71	71	71	72	71	71	71
Parking facilities	72	72	71	71	71	70	70	70	70
Environmental sustainability	73	74	74	74	73	72	73	73	73
Lobbying	71	69	68	67	68	69	69	69	70
Business & community dev.	70	70	69	69	69	70	70	69	69
Enforcement of local laws	68	70	70	71	71	71	70	71	70
Bus/community dev./tourism	69	70	67	65	66	67	67	67	67
Art centres & libraries	67	67	65	65	65	64	66	65	66
Community & cultural	64	64	62	61	61	61	62	62	62
Tourism development	62	63	62	59	61	62	63	65	65
COVID-19 response	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

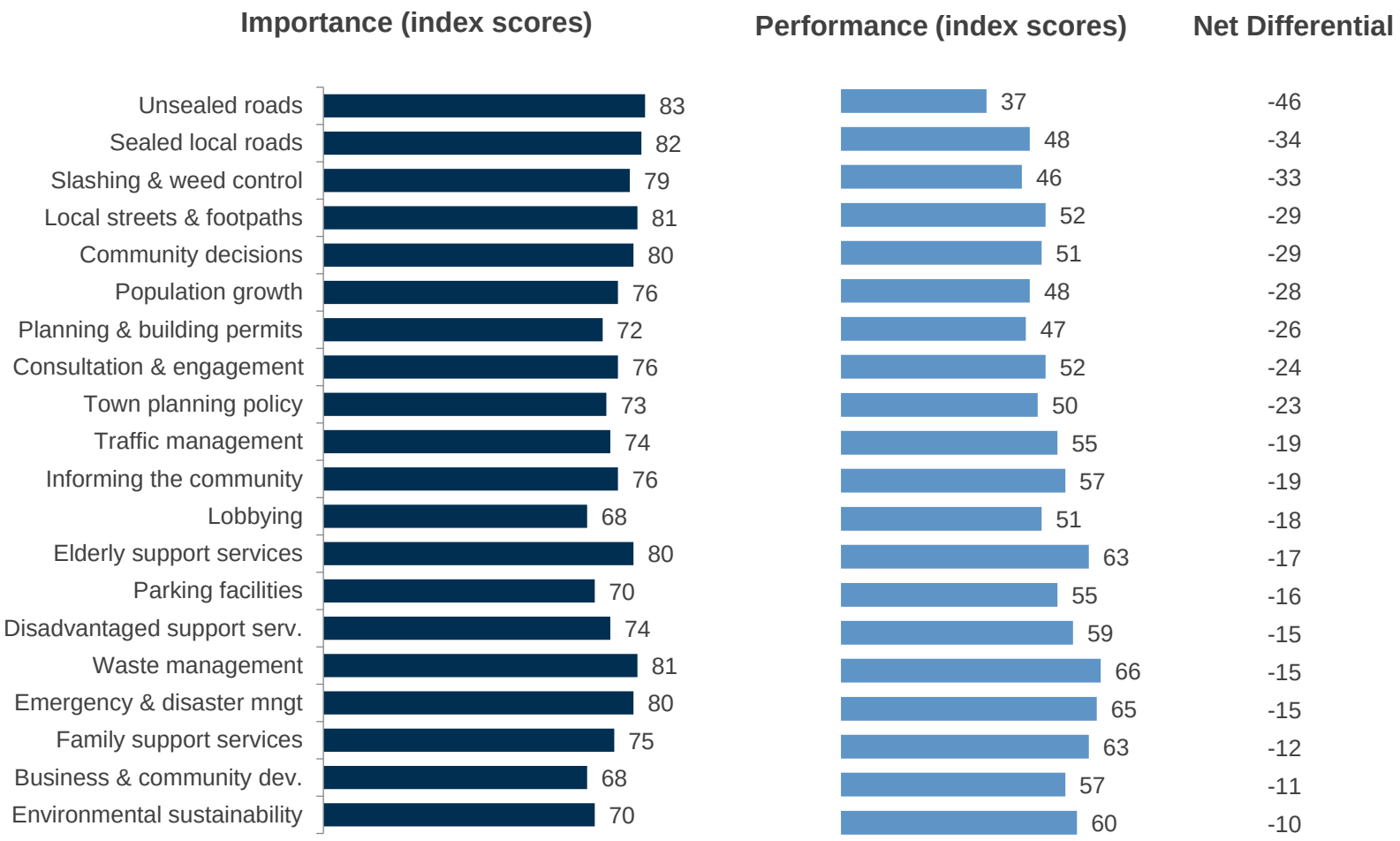
2023 individual service area importance (%)



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33

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 area that has the strongest influence on the overall performance rating for councils State-wide (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions made in their community's interest provides the greatest opportunity to drive up overall opinion of council performance. Currently, councils State-wide perform only slightly above 'average' in this service area (index score of 51).

Other key service areas with a moderate to strong influence on overall performance include:

- The condition of sealed local roads
- Town planning
- The appearance of public areas
- Community and cultural activities
- Business, community development and tourism
- Family support services.

Looking at these key service areas, councils State-wide currently perform well on the appearance of public areas and community and cultural activities (index scores of 67 and 66 respectively), which each have a moderate influence on overall performance ratings. Councils should continue to attend to these amenities to maintain this positive result.

Family support services also has a relatively high performance rating (index score of 63) and some influence on overall performance. Councils should also seek to maintain standards here to help shore up positive perceptions of this service area and council performance overall.

However, there is greater work to be done in service areas that have a stronger influence on overall perceptions but perform less well. This includes the condition of sealed roads, where councils State-wide are performing relatively poorly (index score of 48), and town planning, where they are rated just 'average' (index score of 50).

In addition, while currently a lesser influence on the overall rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 59).

Working to improve perceptions of council processes and decision making around planning and other community development issues, and attending to resident concerns about sealed local roads, will also be important to improving overall performance ratings for councils State-wide.

Regression analysis explained

We use regression analysis to investigate the influence of individual service areas, such as decisions made in the community interest, the condition of sealed local roads, etc. (the independent variables), on respondent perceptions of overall council performance (the dependent variable).

Prior to running this analysis, the 28 individual service areas evaluated in this survey were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, the 28 service area items were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge. Seven key factors / themes emerged around:

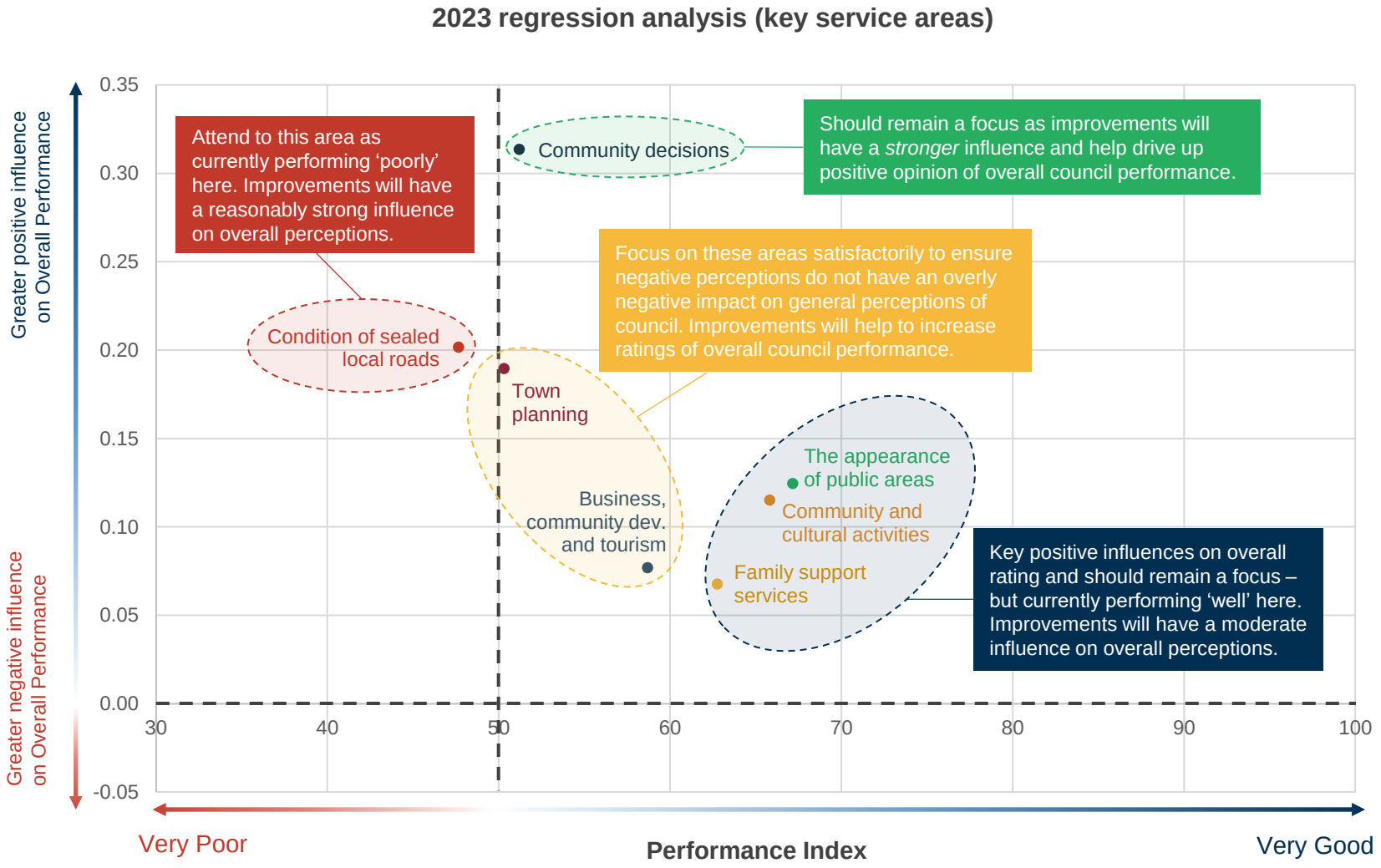
- Informing, consulting, deciding and lobbying for the community
- Local roads and streets
- Planning – general administration, managing growth and emergency response
- Maintenance, overall management of public areas and facilities
- Libraries, arts and cultural centres and activities
- Business, community development and tourism
- Community support services.

Regression analysis was then performed using the most representative individual service area from each of these seven factors / themes as our independent variables.

In the following chart, the horizontal axis represents the council performance index for each key service area – community decisions, sealed local roads, town planning, the appearance of public areas, community and cultural activities, business, community development and tourism, and family support services. Service areas appearing on the right-side of the chart have a higher performance index than those on the left (i.e. council performance is rated more highly by residents).

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

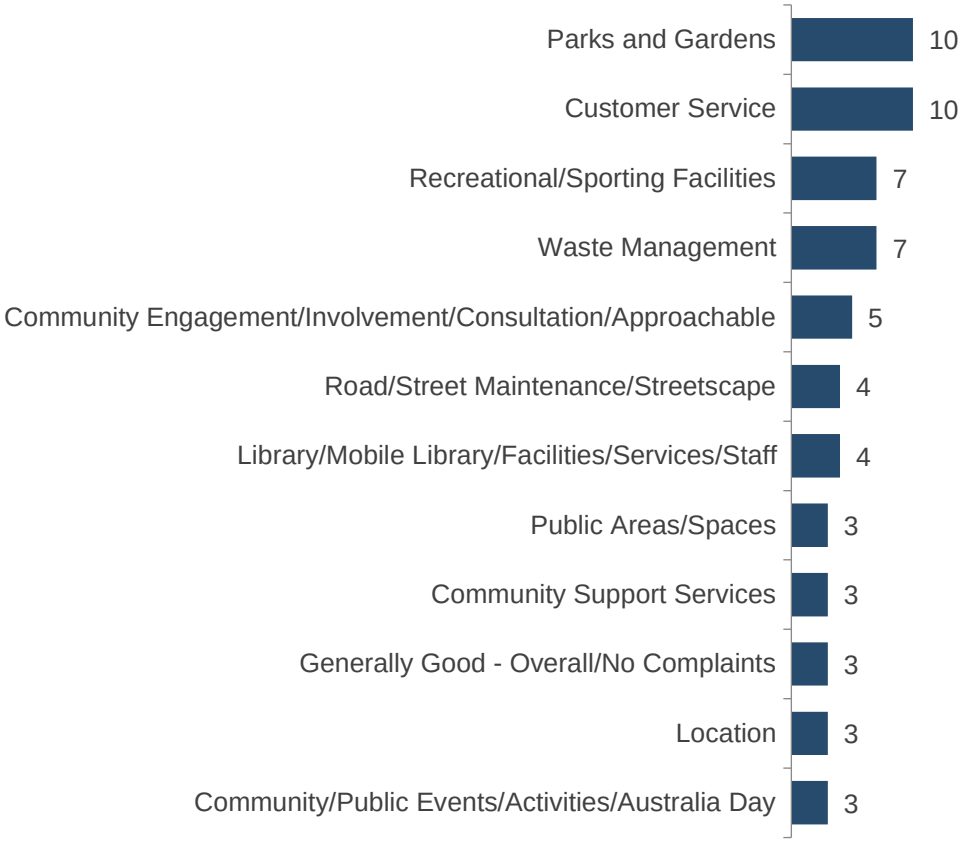
Influence on overall performance: key service areas



The 28 performance questions were analysed using Exploratory Factor Analysis to determine factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.601 and adjusted R-square value of 0.600, which means that 60% 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 = 944.94.

Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



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

Q16. Please tell me what is the ONE BEST thing about 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: 33
Q17. What does Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Six in ten households State-wide (63%) had contact with their council in the last 12 months, slightly more than in 2022 (up two points) and just under the 2020 peak rate of contact (64%). Residents aged 35 to 64 years (68%) continue to have more contact with council than those aged 65+ years (59%) and 18 to 34 years (61%).

Telephone (37%) remains the main contact mode, followed by email and in person (23% for each) – the latter having increased by three points, likely due to the removal of many COVID-19 restrictions.

Customer service

In 2023, the customer service index of councils State-wide is 67, one point lower than in 2022. This is the second consecutive year that this index score has reached a new record low.

Index scores for Interface and Small and Large Rural council groups have declined over the past year – with the Interface group joining Large and Small Rural councils as below average performers in 2023. Customer service by the Regional Centres group remains rated in line with the State-wide result, while the Metropolitan council group continues to perform above the State-wide average.

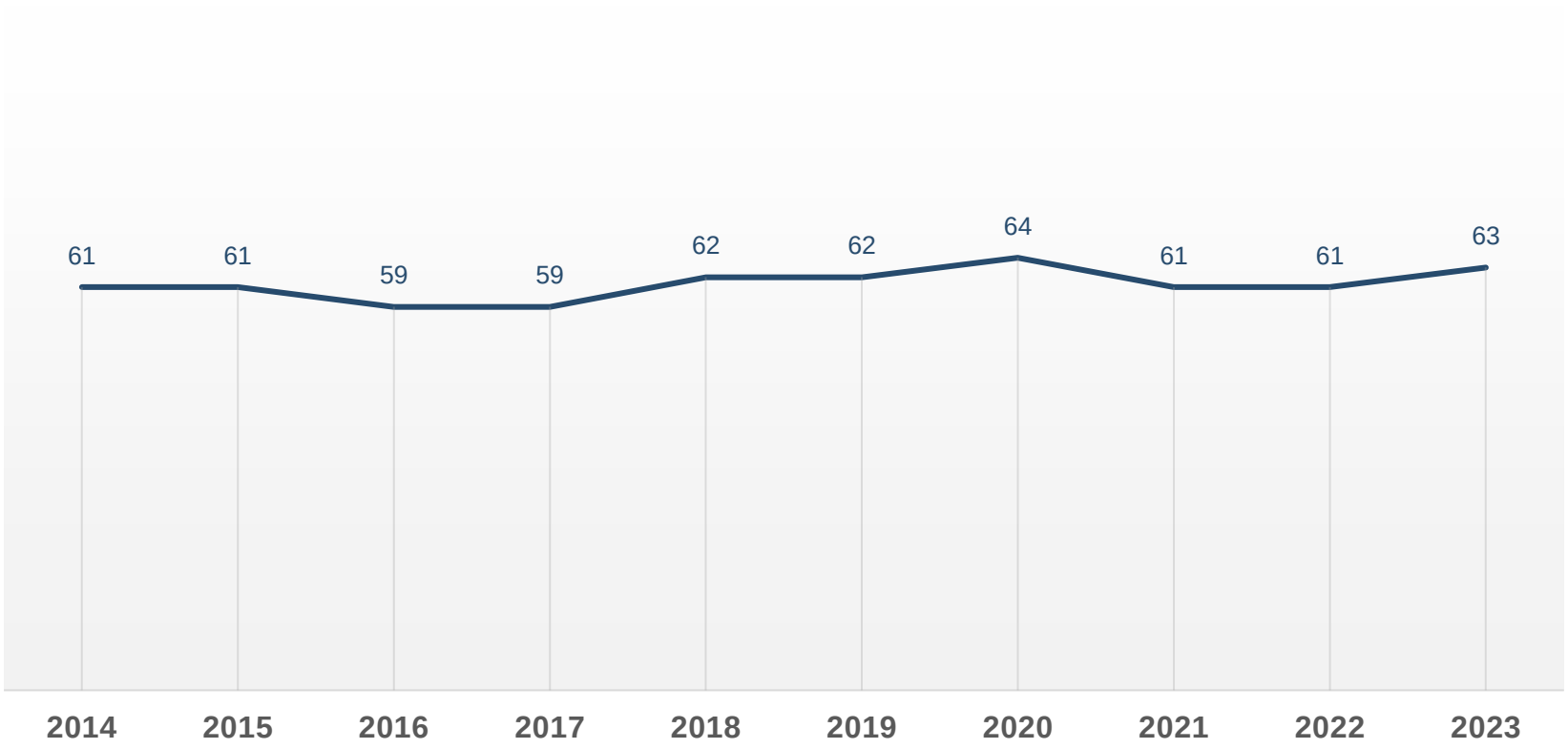
State-wide, ratings of customer service delivered via the key contact methods remain high for telephone and in person (index scores of 70 and 71 respectively) but lower for email (index score of 61).

Although used by a smaller number of residents, service ratings for council websites have declined after a period of improvement during peak COVID-19 restrictions (index score of 70, down from 74).

A majority (63%) of residents who have had contact with their council provide a positive customer service rating of ‘very good’ or ‘good’, compared to just 17% who provide a ‘poor’ or ‘very poor’ rating.

Contact with council

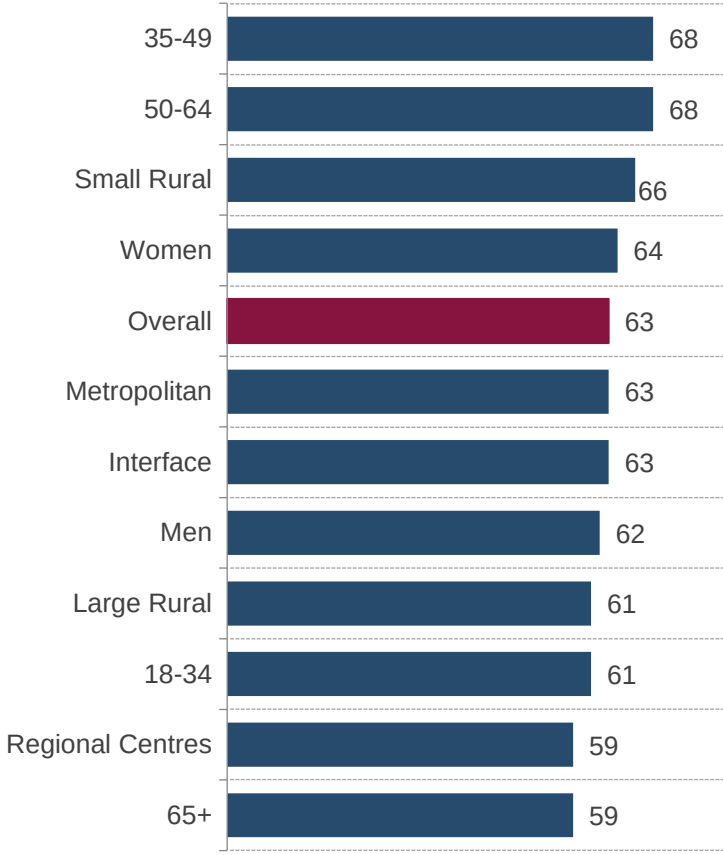
2023 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with your 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?
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 66

Contact with council

2023 contact with council (%)

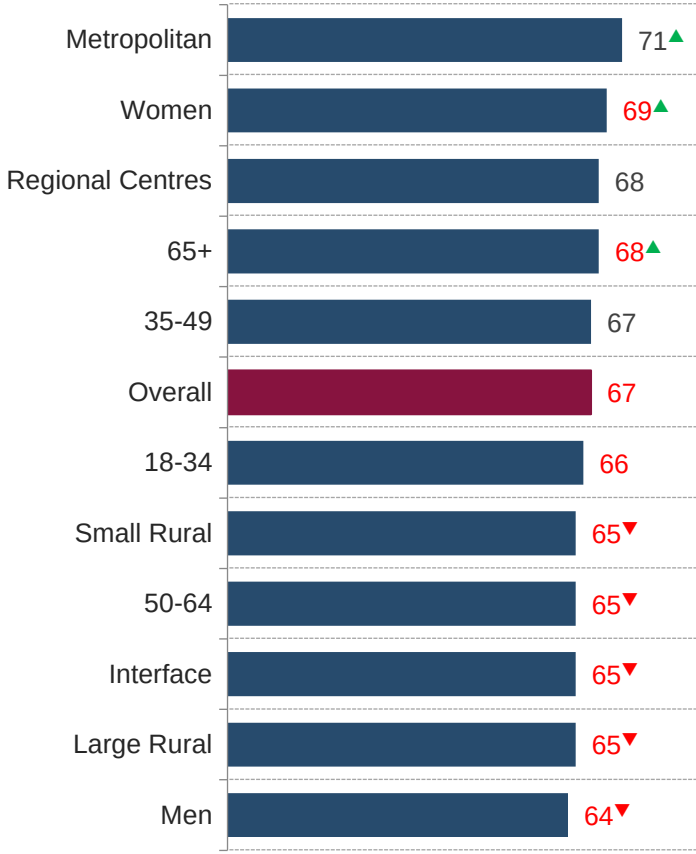


	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	68	70	71	69	68	66	65	69	69
50-64	68	66	68	68	66	63	62	63	64
Small Rural	64	63	67	64	64	63	61	64	n/a
Women	63	63	65	63	63	60	59	61	63
Overall	61	61	64	62	62	59	58	61	61
Metropolitan	60	61	61	59	60	59	58	60	n/a
Interface	62	62	65	64	64	60	60	58	n/a
Men	60	60	62	61	60	58	58	60	60
Large Rural	61	61	62	62	61	57	57	59	n/a
18-34	55	55	58	55	55	52	52	55	56
Regional Centres	57	59	62	60	59	56	56	59	n/a
65+	58	57	60	58	59	56	56	57	57

Q5. Over the last 12 months, have you or any member of your household had any contact with your 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?
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 66 Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

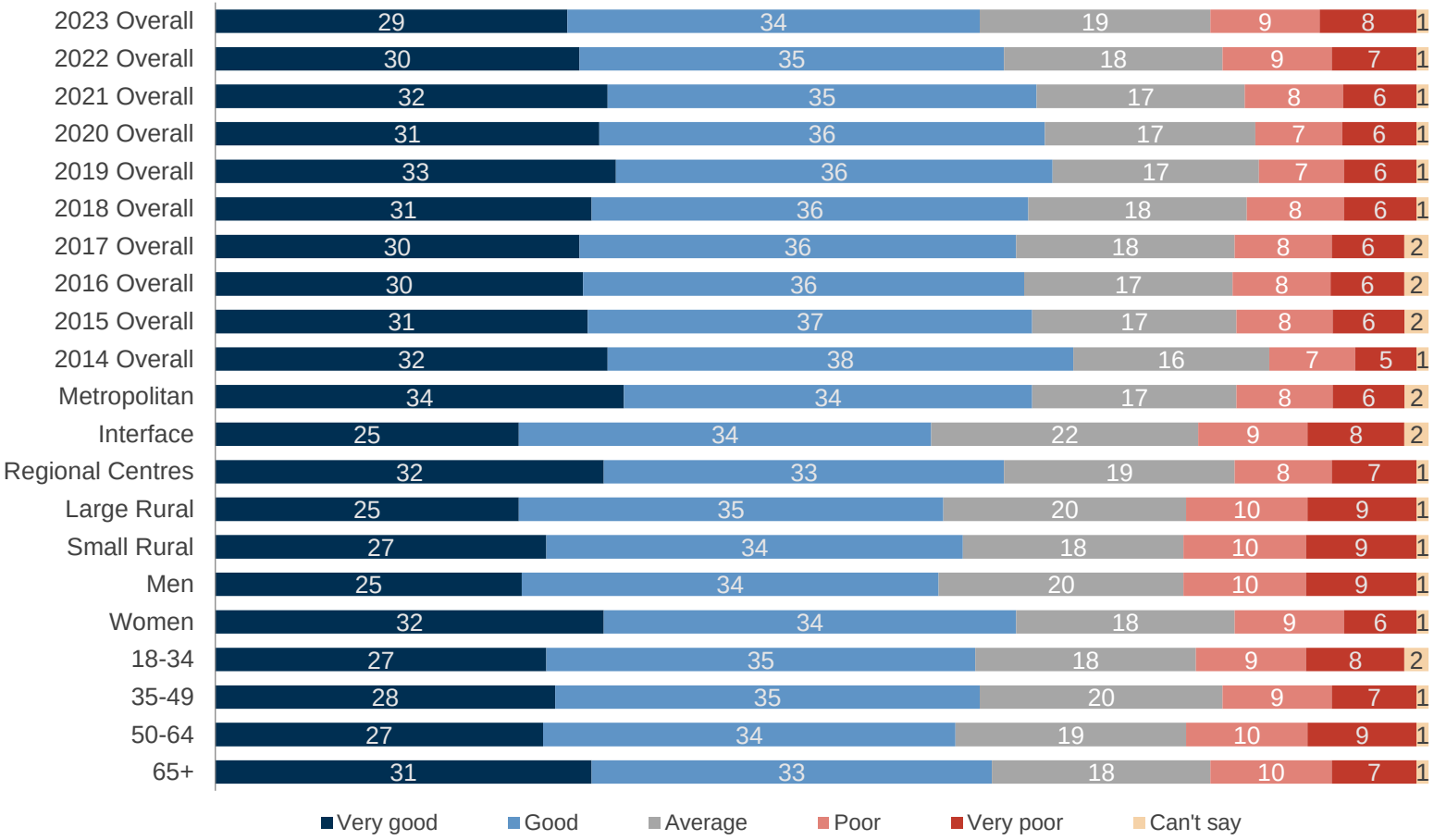


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	72	74	74	76	72	71	73	73	n/a
Women	71	72	72	73	72	72	72	72	73
Regional Centres	69	71	70	72	72	72	70	71	n/a
65+	70	72	72	73	72	71	71	72	74
35-49	68	68	70	70	69	68	69	70	71
Overall	68	70	70	71	70	69	69	70	72
18-34	69	70	70	71	69	69	68	69	71
Small Rural	67	69	70	70	69	69	69	70	n/a
50-64	67	69	68	69	68	68	69	70	70
Interface	68	68	68	69	70	69	70	72	n/a
Large Rural	67	68	68	69	67	66	67	67	n/a
Men	66	68	68	69	68	66	67	68	70

Q5c. Thinking of the most recent contact, how would you rate State-wide for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66
Note: Please see Appendix A for explanation of significant differences.

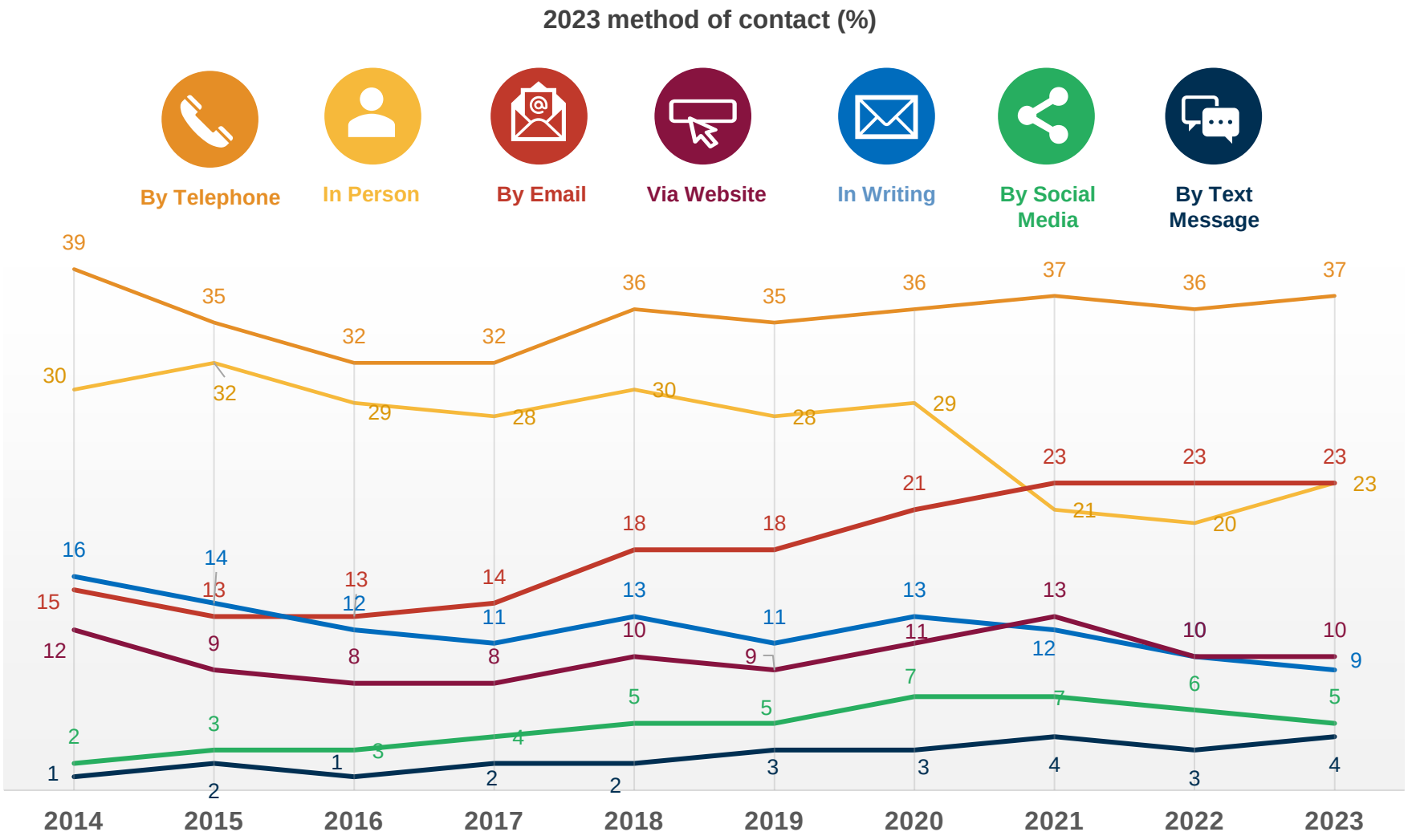
Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate State-wide for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66

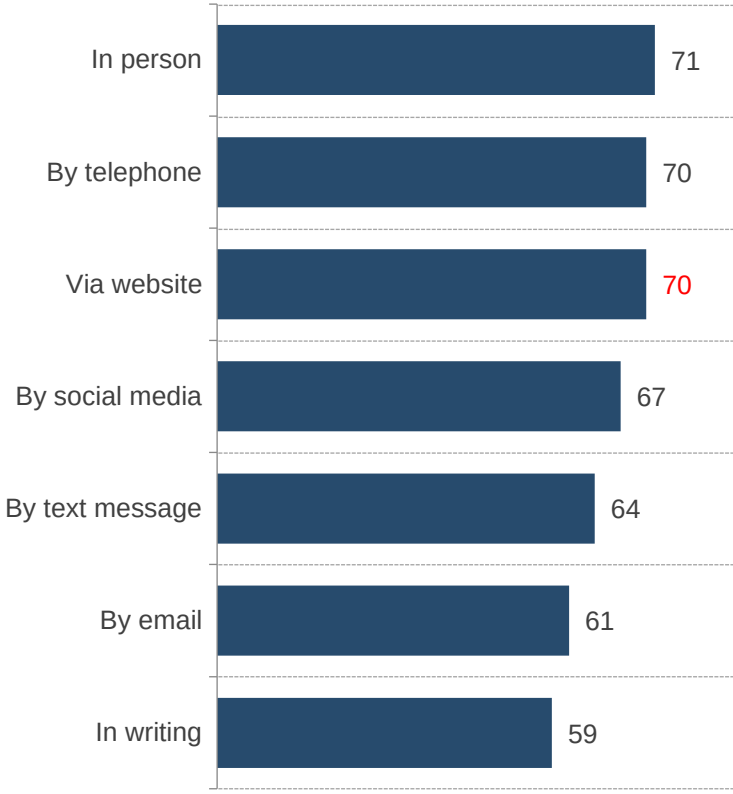
Method of contact with council



Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)

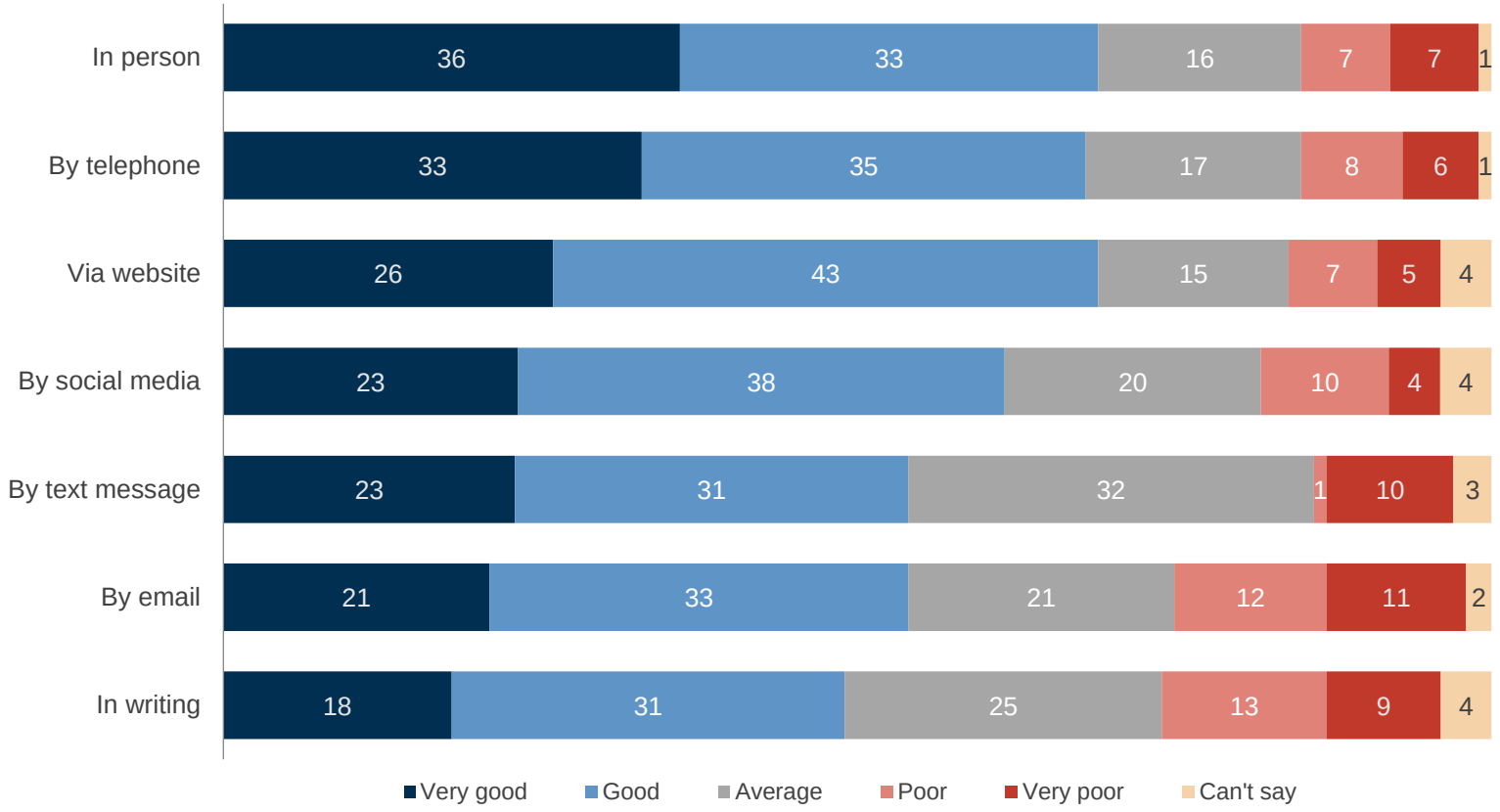


	2022	2021	2020	2019	2018	2017	2016	2015	2014
In person	73	75	75	76	74	76	74	77	77
By telephone	71	72	72	73	71	73	71	73	75
Via website	74	75	70	76	75	75	76	75	74
By social media	70	70	70	71	72	69	74	66	73
By text message	67	76	75	70	57	84	79	79	82
By email	63	66	66	66	64	65	69	68	70
In writing	63	63	64	64	65	61	62	66	69

Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25
Note: Please see Appendix A for explanation of significant differences.

Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25

Communication

Communication

State-wide, the preferred form of communication from councils remains newsletters sent via mail (29%) or email (28%). Interest in mailed newsletters has remained reasonably steady since 2019, after a decline, indicating an ongoing role for both hard copy and digital formats.

Newsletters are followed by a preference for social media (14%), primarily among younger residents.

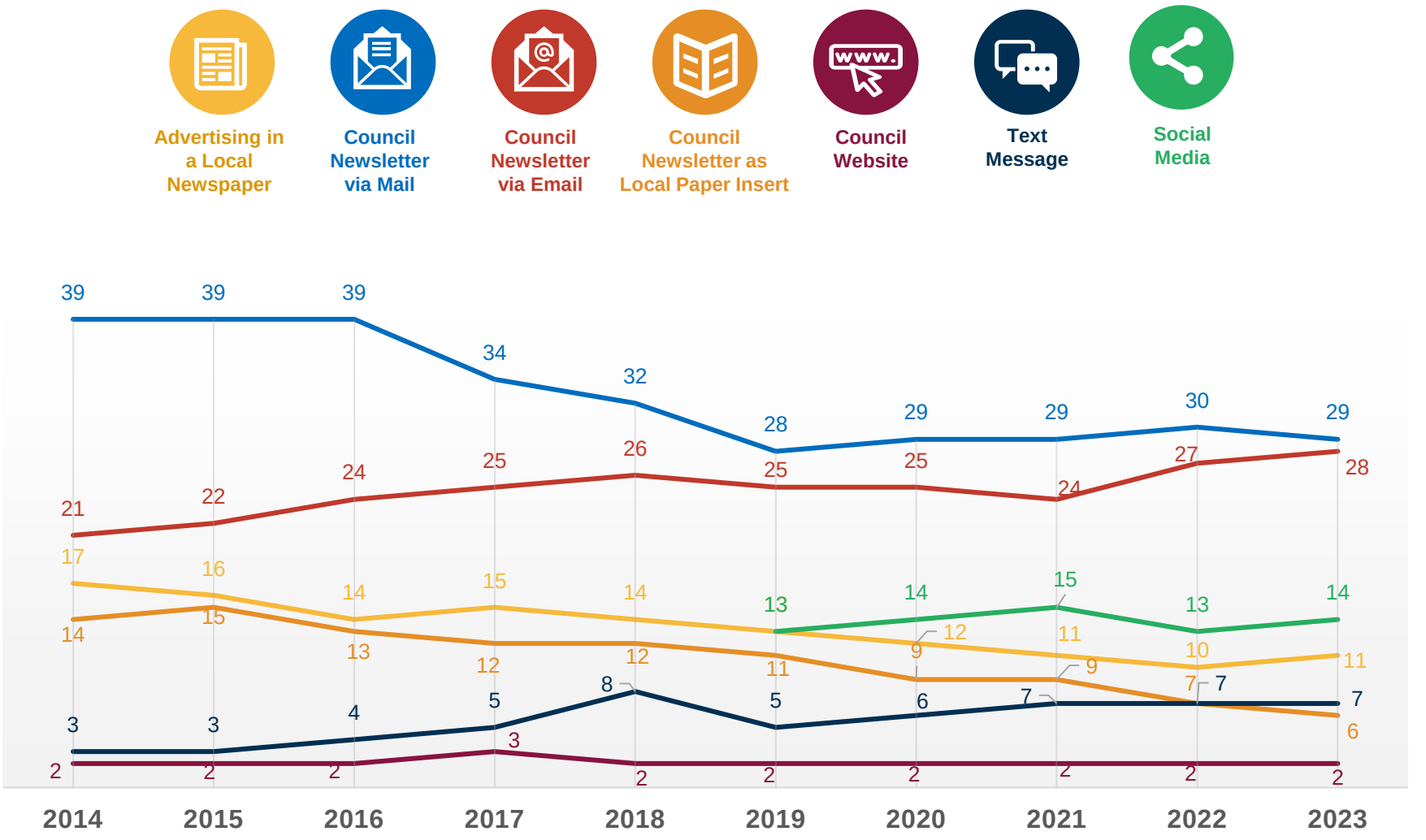
In both younger and older residents, communication preferences are little changed from last year, with all results within two percentage points of 2022.

- Preferred forms of communication among those under 50 years remain mixed. Newsletters sent via email (29%) continue to attract more interest than those sent by mail (25%), with social media (22%) also a popular option.
- The preferred communication form among those over 50 years remains newsletters sent via mail (33%), however appetite for newsletters via email is holding steady at around one in four (26%). There remains some interest in local newspaper advertising (15%) and newsletter inserts (9%), although the latter continues to decline.

Putting information on a council website remains the least preferred form of communication.

Best form of communication

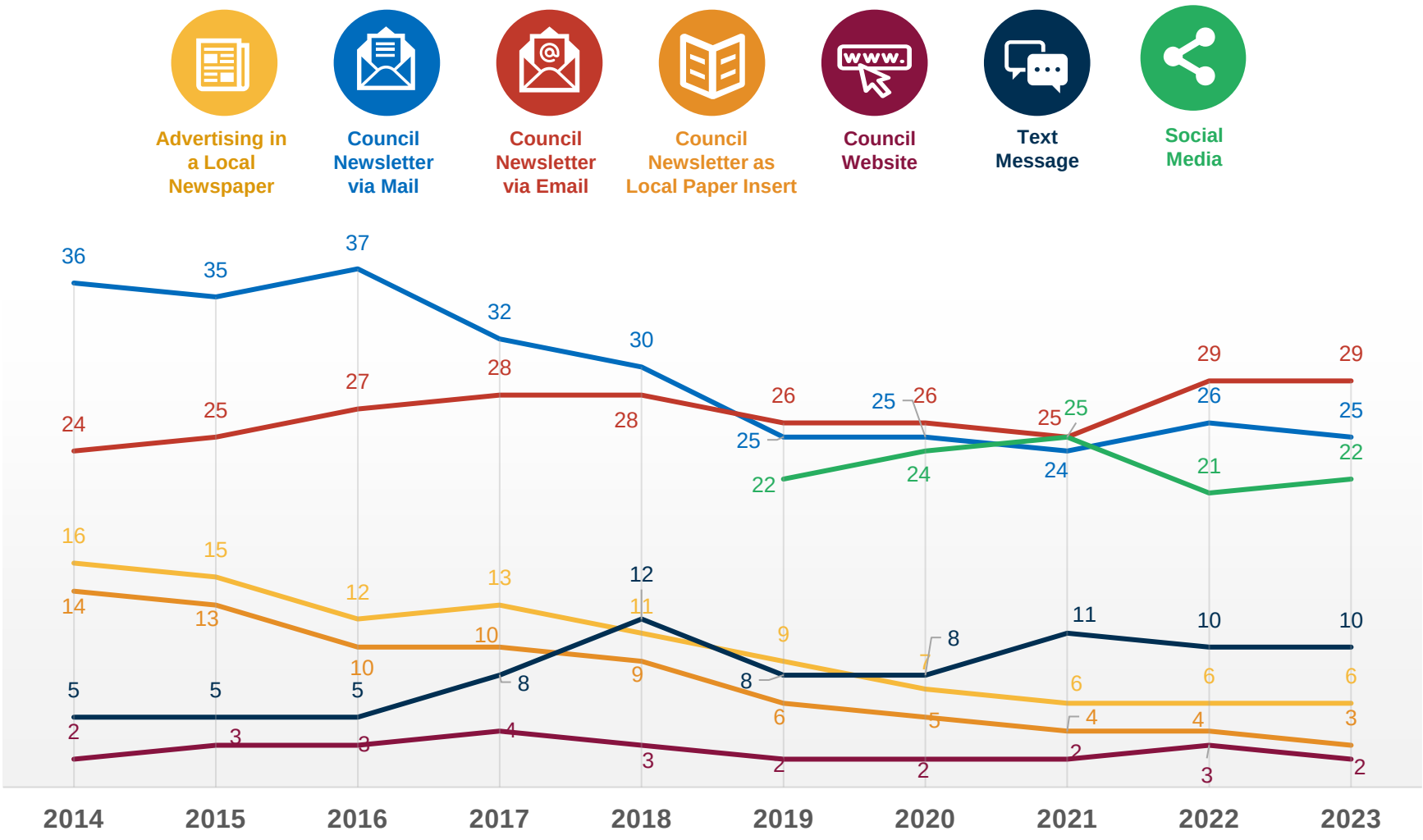
2023 best form of communication (%)



Q13. If State-wide 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: 40
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

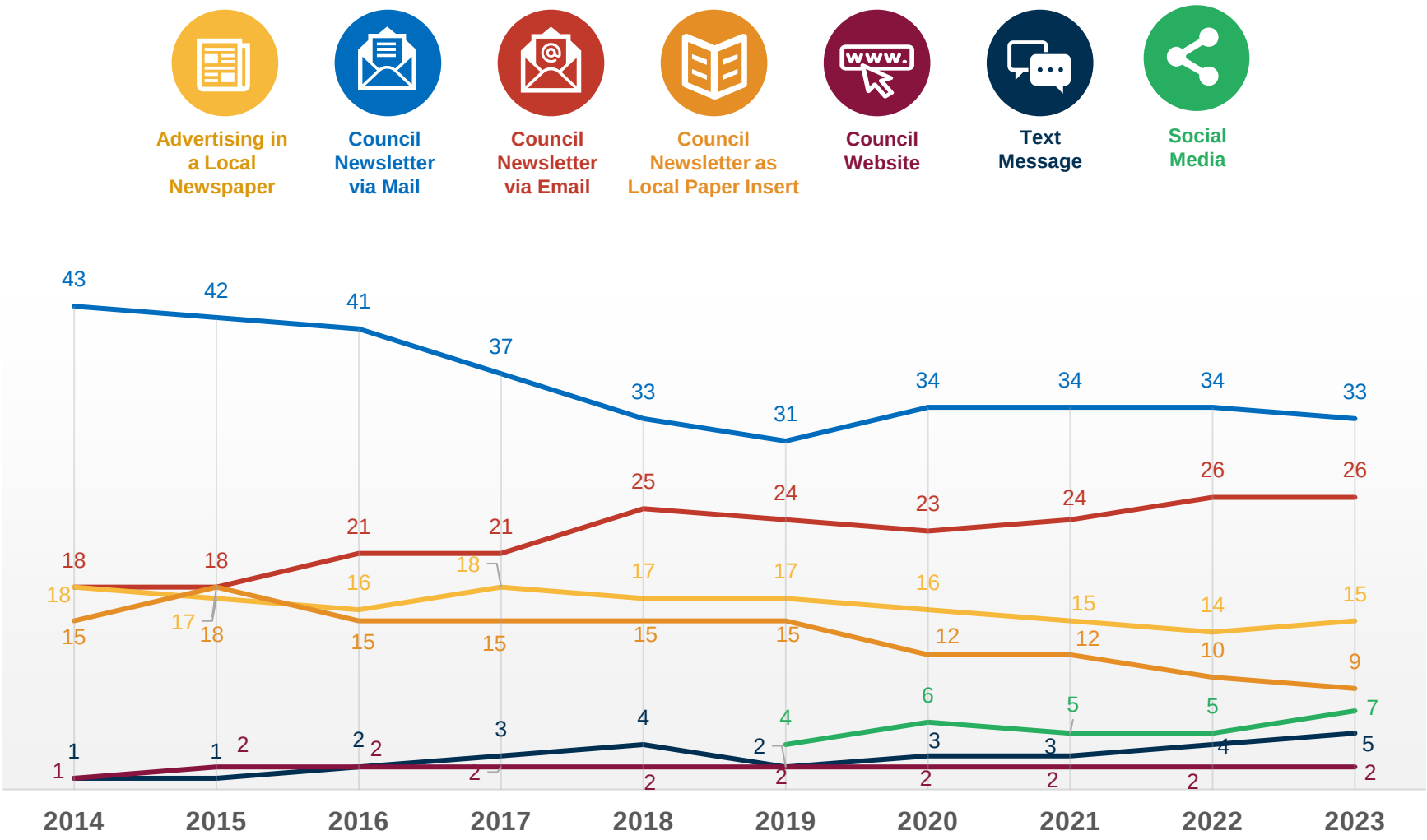
2023 under 50s best form of communication (%)



Q13. If State-wide 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: 40
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If State-wide 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 over 50. Councils asked State-wide: 40
Note: 'Social Media' was included in 2019.

Council direction

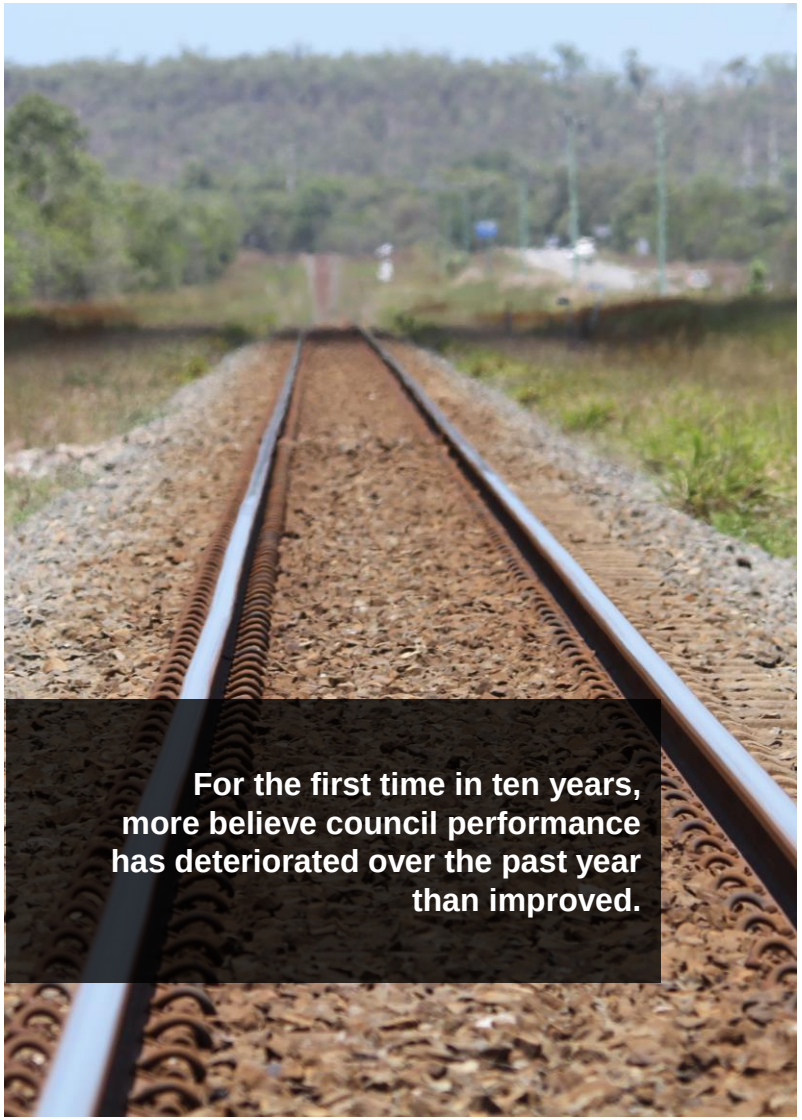
Council direction

Over the last 12 months, 61% of residents State-wide believe the direction of their council's overall performance has stayed the same, down one point from 2022.

- Only 13% believe the direction has improved in the last 12 months (down from 17%).
- 21% believe it has deteriorated (up from 16%).
- The least satisfied with the direction of their council's overall performance are residents aged 50 to 64 years and those in the Interface group (index scores of 42 and 43 respectively).
- The most satisfied with their council's direction are residents in the Metropolitan group (index score of 49) and women and those aged 18 to 34 years (index scores of 48 for each).

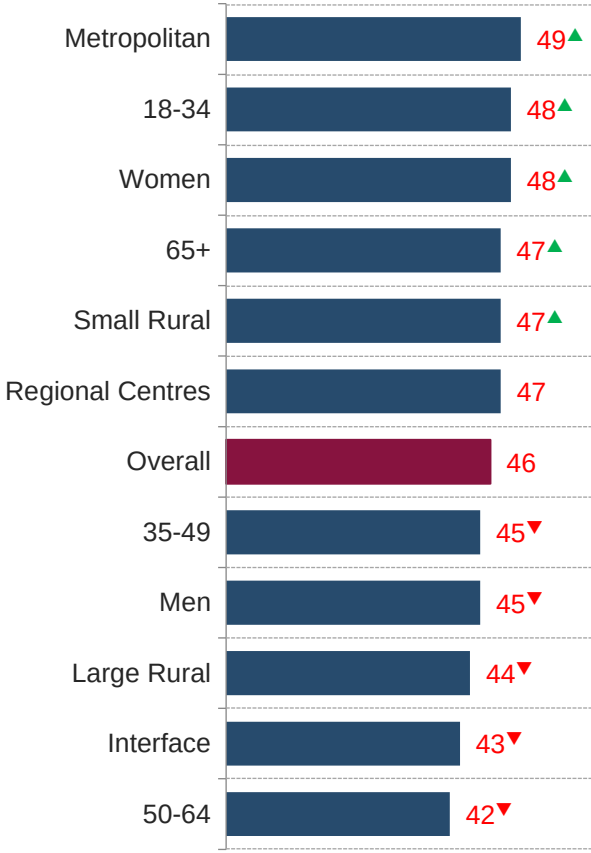
All demographic and council groups decreased their index score on this measure in 2023, for the second consecutive year.

Index scores are now below 50 and at their lowest point recorded, State-wide and for all demographic and council groups.



Overall council direction last 12 months

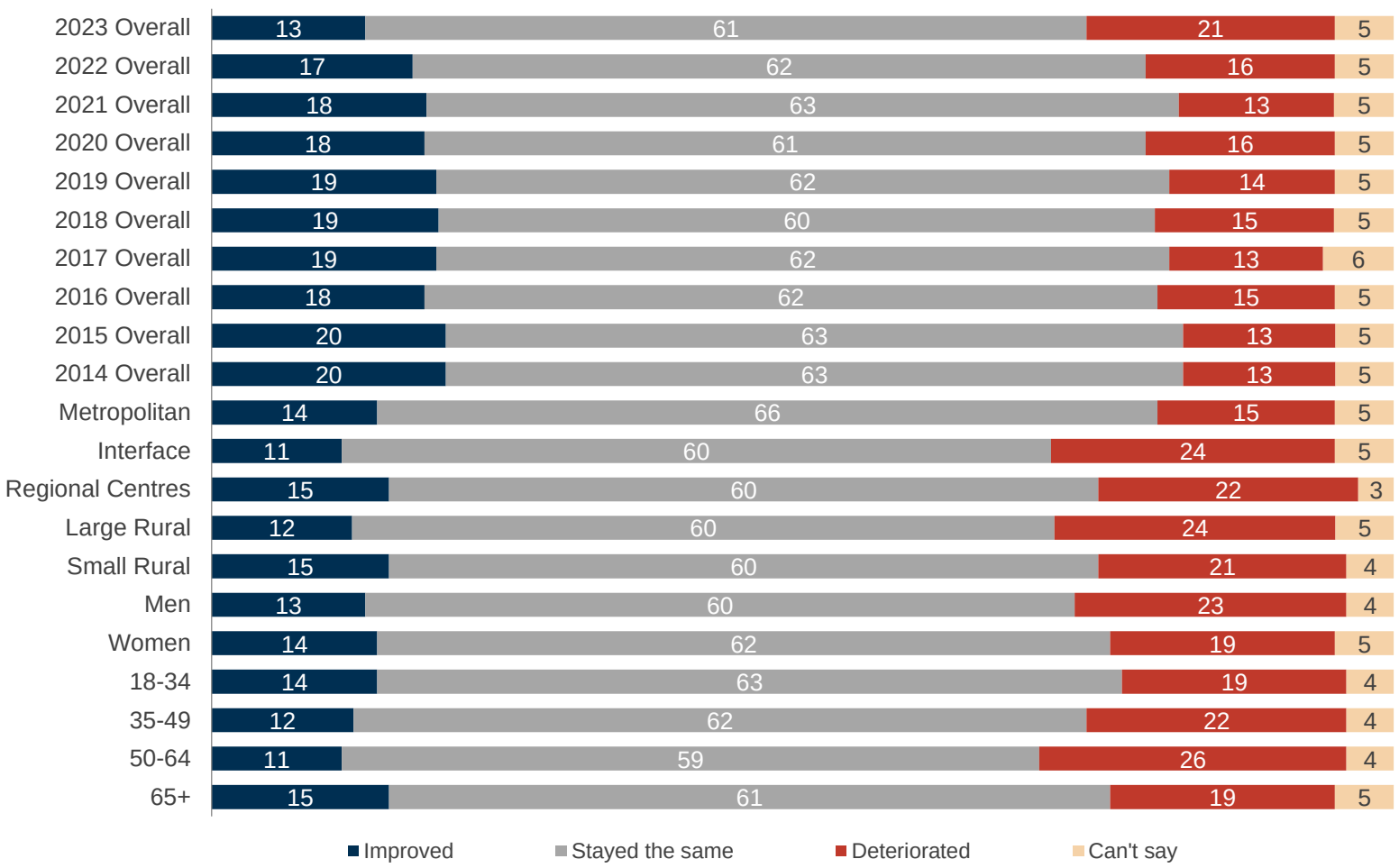
2023 overall council direction (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	53	55	54	55	54	54	55	56	n/a
18-34	54	56	55	57	57	56	56	58	57
Women	51	53	52	54	53	54	52	55	55
65+	51	54	51	53	52	54	51	53	54
Small Rural	51	53	50	53	50	52	50	53	n/a
Regional Centres	52	54	50	52	53	55	51	53	n/a
Overall	50	53	51	53	52	53	51	53	53
35-49	48	50	49	50	50	51	49	51	51
Men	49	52	50	52	51	52	51	52	52
Large Rural	47	51	50	51	52	52	48	51	n/a
Interface	48	50	48	54	53	53	54	54	n/a
50-64	46	49	47	50	48	50	48	51	50

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance?
Base: All respondents. Councils asked State-wide: 66
Note: Please see Appendix A for explanation of significant differences.

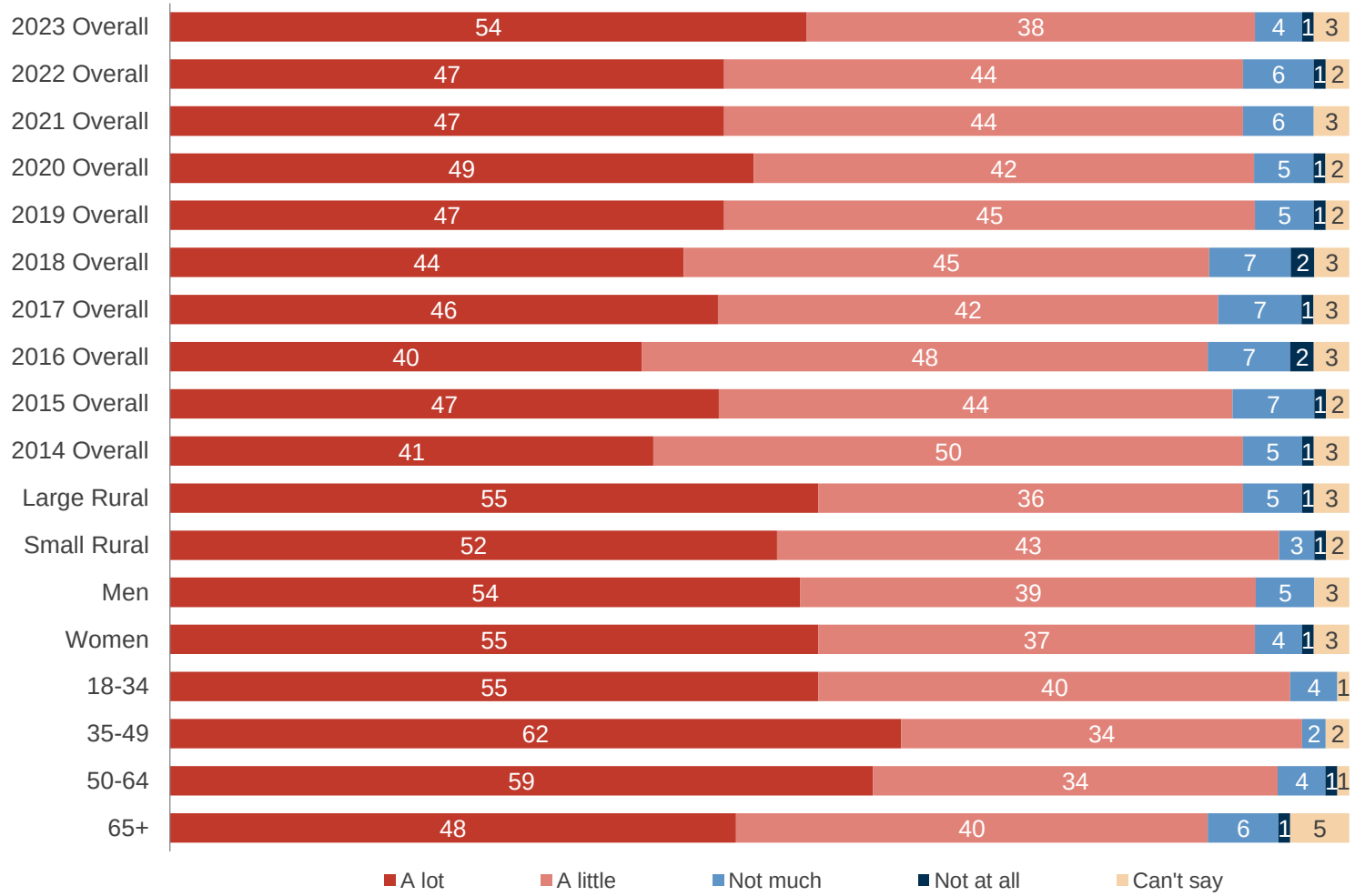
Overall council direction last 12 months



Q6. Over the last 12 months, what is your view of the direction of Council's overall performance?
Base: All respondents. Councils asked State-wide: 66

Room for improvement in services

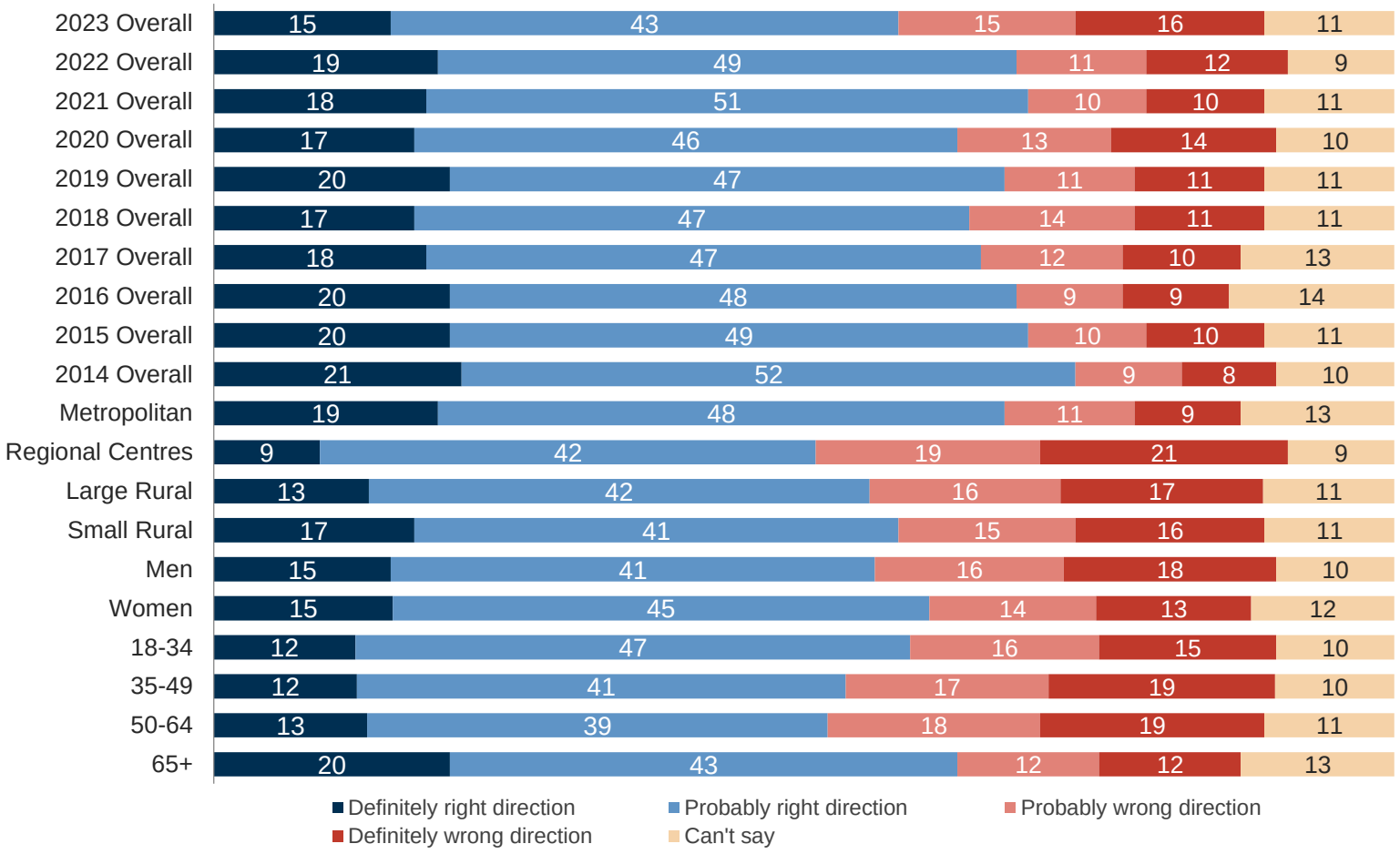
2023 room for improvement in services (%)



Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Council's overall performance?
Base: All respondents. Councils asked State-wide: 4

Right / wrong direction

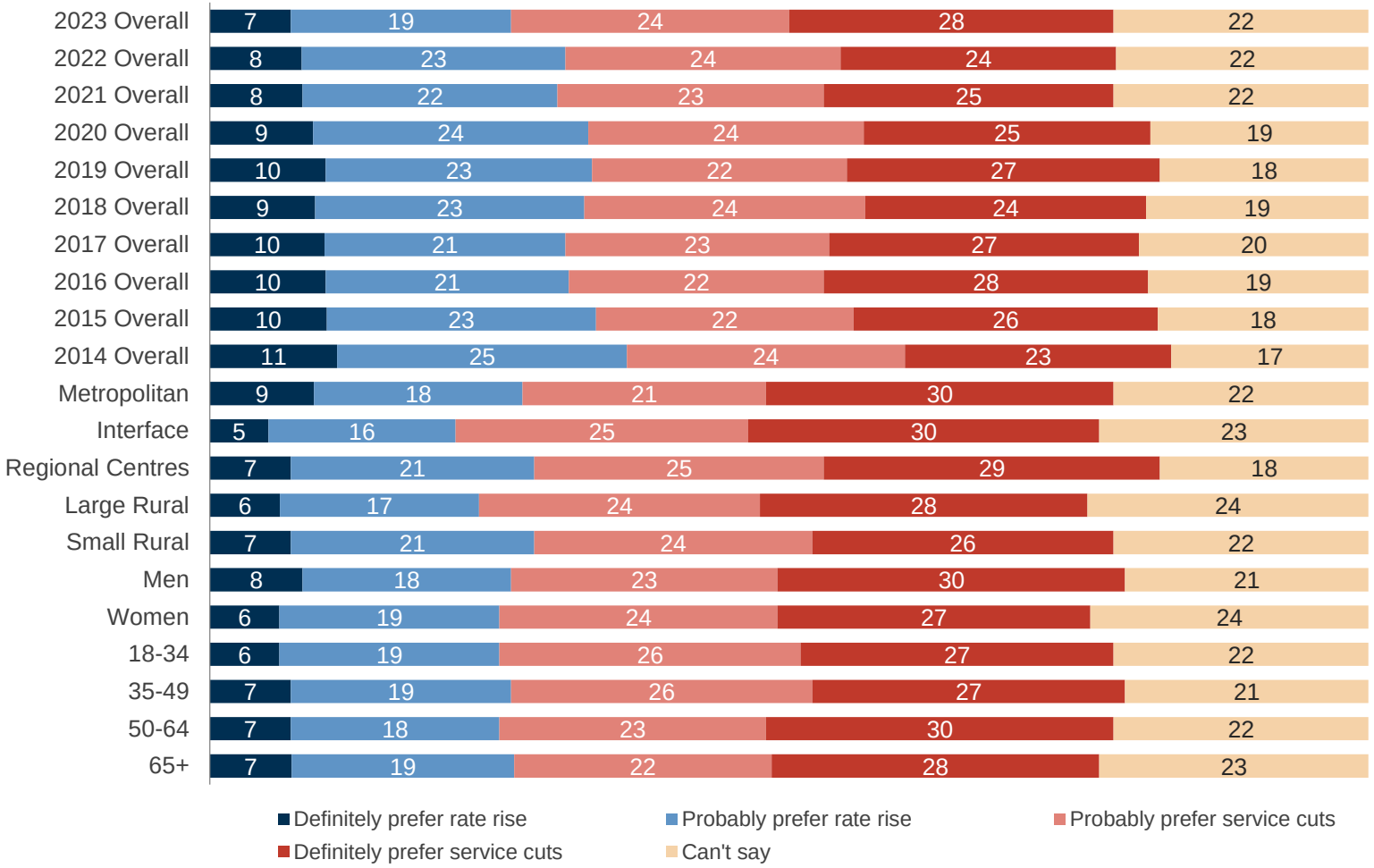
2023 right / wrong direction (%)



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
Base: All respondents. Councils asked State-wide: 10

Rates / services trade-off

2023 rates / services trade-off (%)

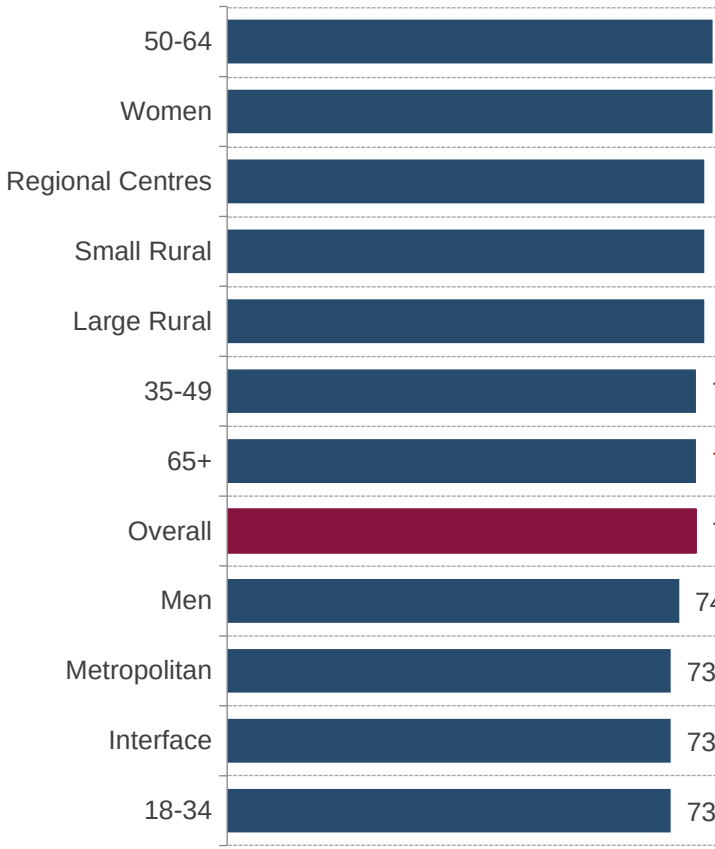


Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked State-wide: 21

Individual service areas

Community consultation and engagement importance

2023 consultation and engagement importance (index scores)

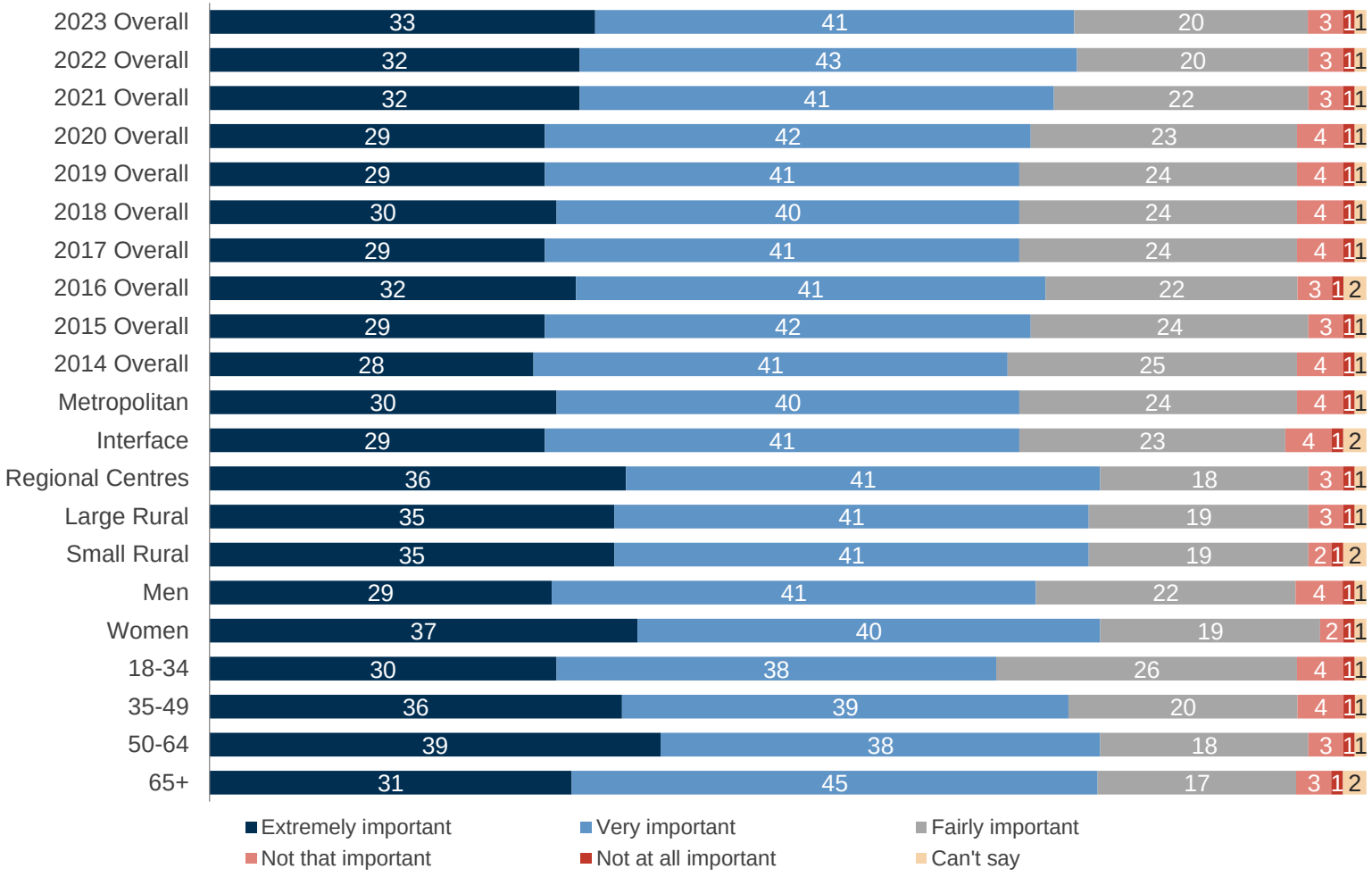


	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	79	79	78	77	77	78	78	78	77
Women	78	78	76	76	76	76	77	76	76
Regional Centres	77	76	75	76	75	76	75	74	n/a
Small Rural	78	77	76	76	74	75	77	76	n/a
Large Rural	77	77	76	75	76	75	76	75	n/a
35-49	77	76	75	75	75	75	76	76	76
65+	77	77	76	75	76	75	76	75	74
Overall	76	75	74	74	74	74	75	74	74
Men	74	73	72	71	72	72	73	72	71
Metropolitan	73	73	72	71	72	72	73	72	n/a
Interface	73	72	72	70	70	72	75	72	n/a
18-34	72	69	68	68	68	67	72	68	68

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

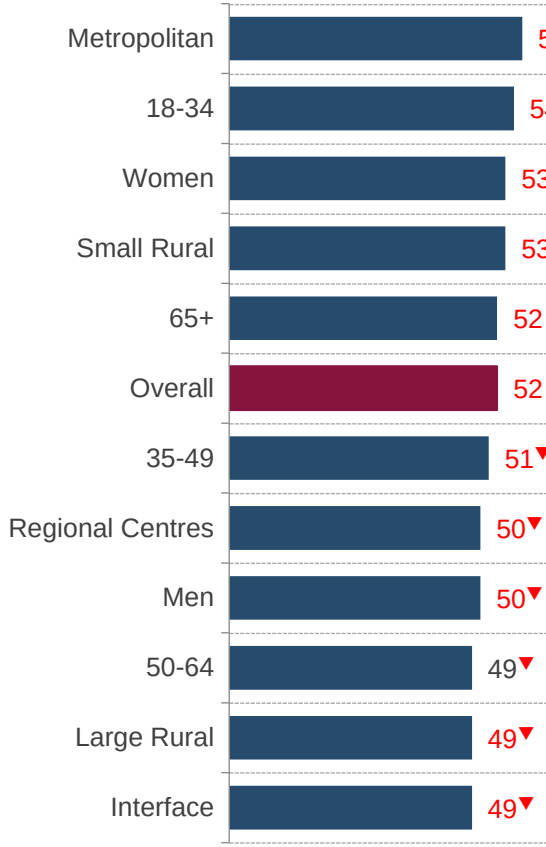
2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

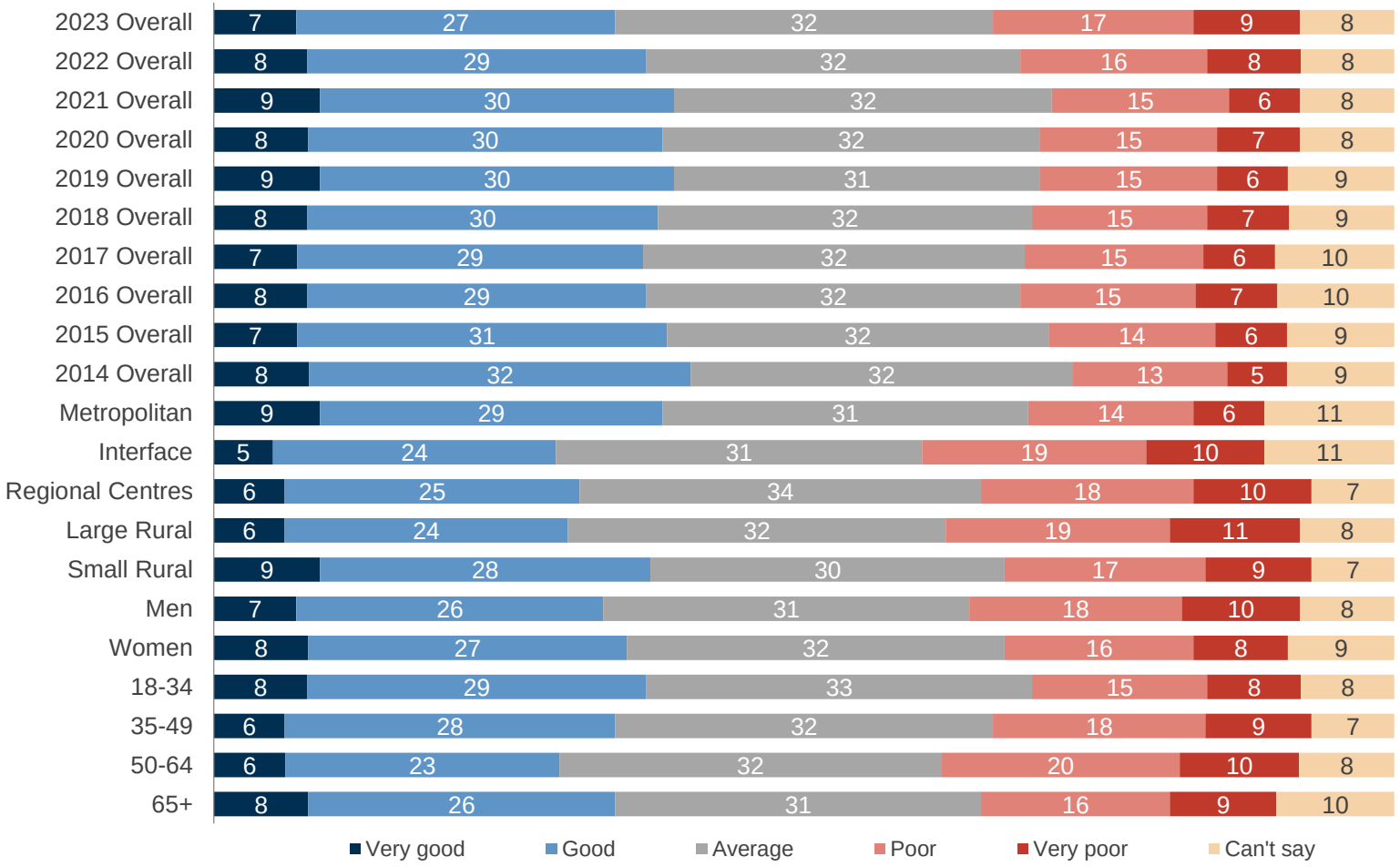


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	58	59	58	58	57	57	58	58	n/a
18-34	57	59	57	58	58	58	57	59	60
Women	55	56	56	56	56	56	56	57	58
Small Rural	54	56	54	56	54	55	55	56	n/a
65+	54	56	55	56	55	55	55	56	58
Overall	54	56	55	56	55	55	54	56	57
35-49	52	54	54	55	55	53	54	54	56
Regional Centres	54	54	51	54	55	54	52	53	n/a
Men	53	55	54	55	54	53	53	54	56
50-64	50	52	51	52	51	52	51	53	54
Large Rural	51	54	54	54	54	52	52	54	n/a
Interface	52	53	53	55	56	53	55	57	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

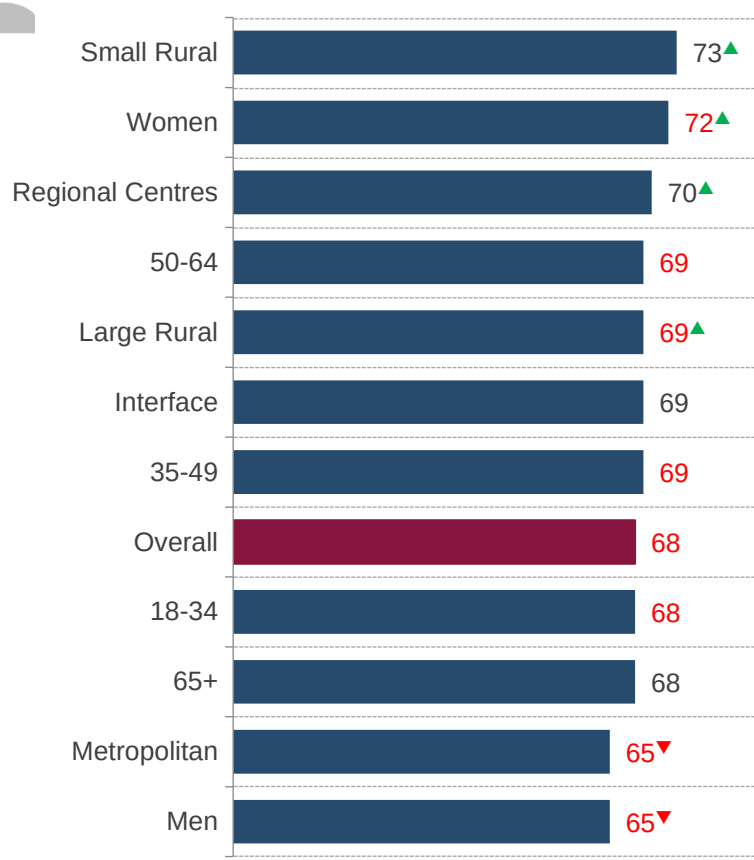
2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66

Lobbying on behalf of the community importance

2023 lobbying importance (index scores)

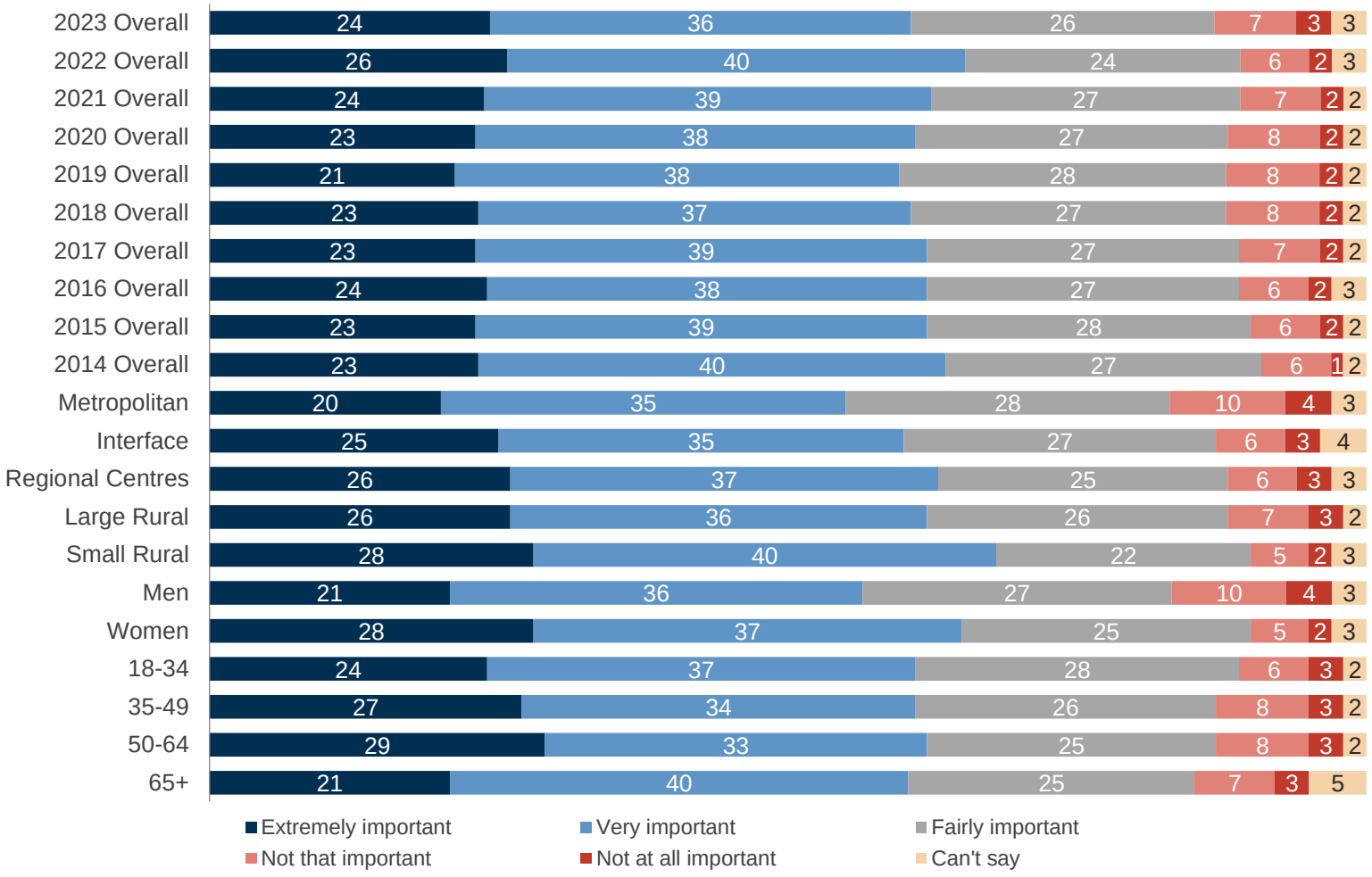


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	74	71	73	70	70	70	71	72	n/a
Women	73	73	71	70	71	72	73	72	73
Regional Centres	71	70	70	70	70	72	69	68	n/a
50-64	71	71	70	70	69	70	71	71	72
Large Rural	71	71	69	67	68	69	70	70	n/a
Interface	70	68	67	66	68	67	70	68	n/a
35-49	72	70	69	68	69	70	71	70	71
Overall	71	69	68	67	68	69	69	69	70
18-34	71	68	66	65	66	66	69	68	67
65+	69	69	68	66	68	68	68	68	69
Metropolitan	69	67	66	65	66	67	68	67	n/a
Men	68	66	65	64	65	66	66	66	67

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

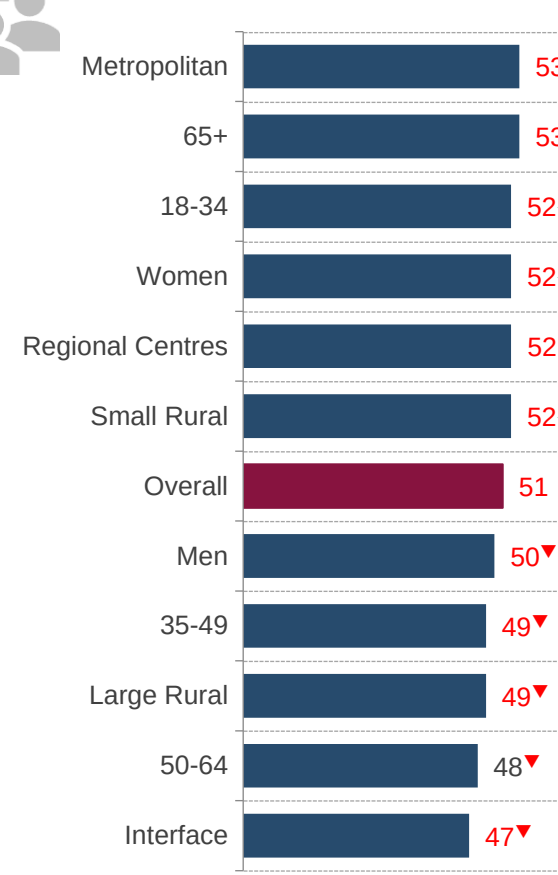
2023 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

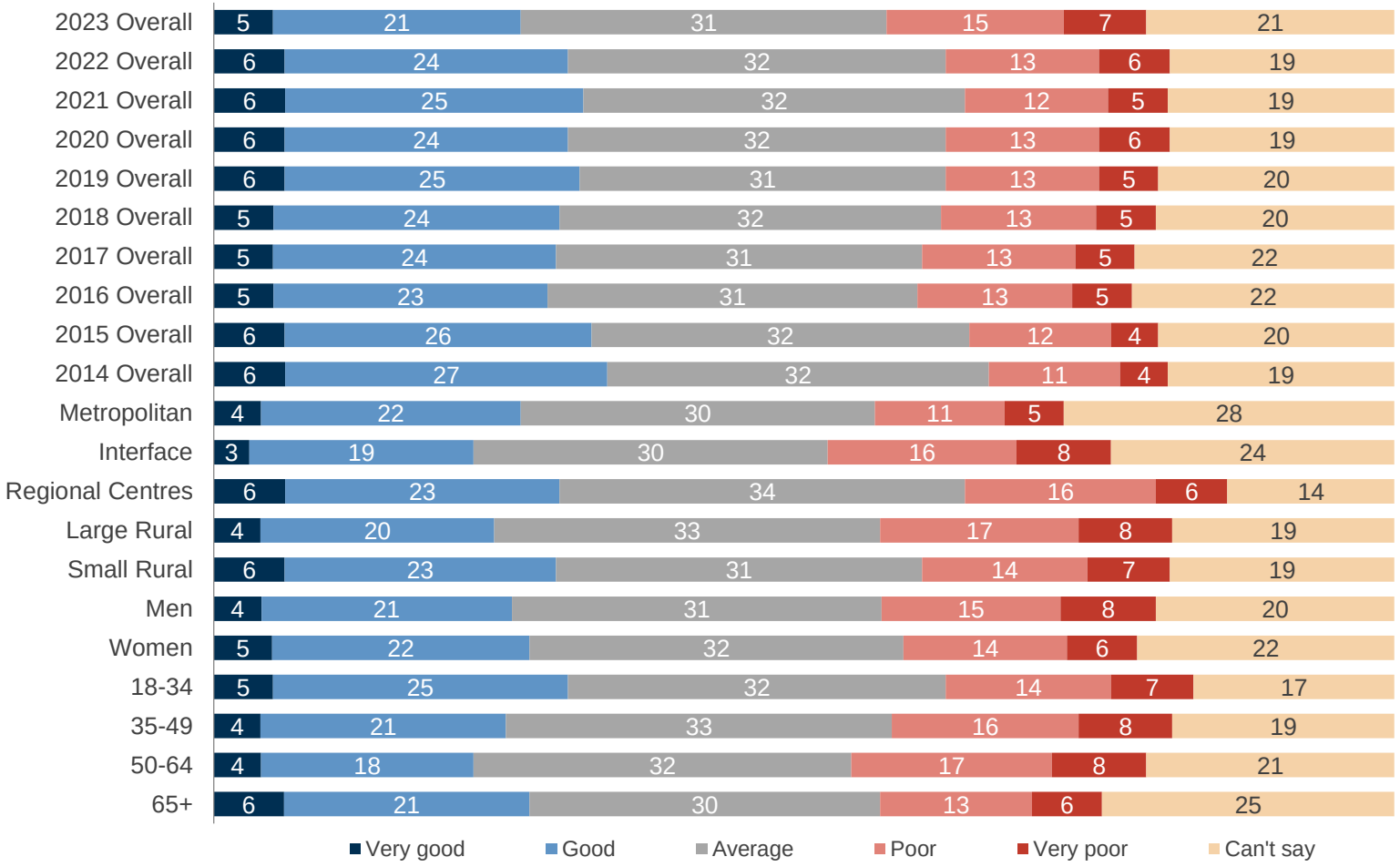


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	55	56	57	57	56	56	56	58	n/a
65+	54	56	54	56	55	55	54	57	57
18-34	56	57	57	57	57	57	57	58	59
Women	54	55	54	55	54	55	54	56	57
Regional Centres	55	56	52	54	54	54	52	55	n/a
Small Rural	54	55	52	55	53	55	54	56	n/a
Overall	53	55	53	54	54	54	53	55	56
Men	53	54	53	54	53	53	53	55	55
35-49	52	53	51	52	52	52	51	53	54
Large Rural	51	54	53	52	52	51	50	53	n/a
50-64	49	52	49	51	50	51	50	53	53
Interface	51	52	51	54	54	54	55	56	n/a

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

Lobbying on behalf of the community performance

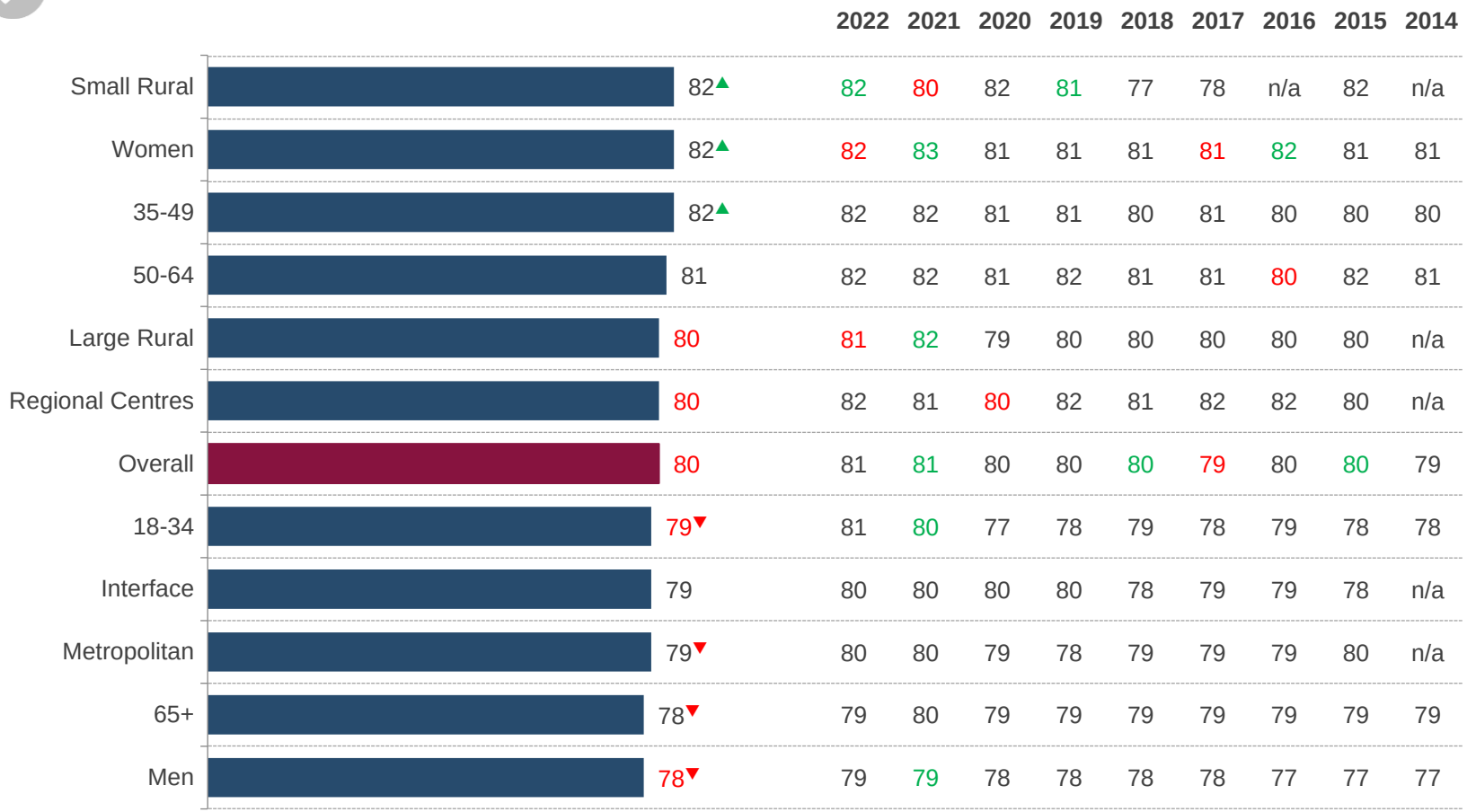
2023 lobbying performance (%)



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

Decisions made in the interest of the community importance

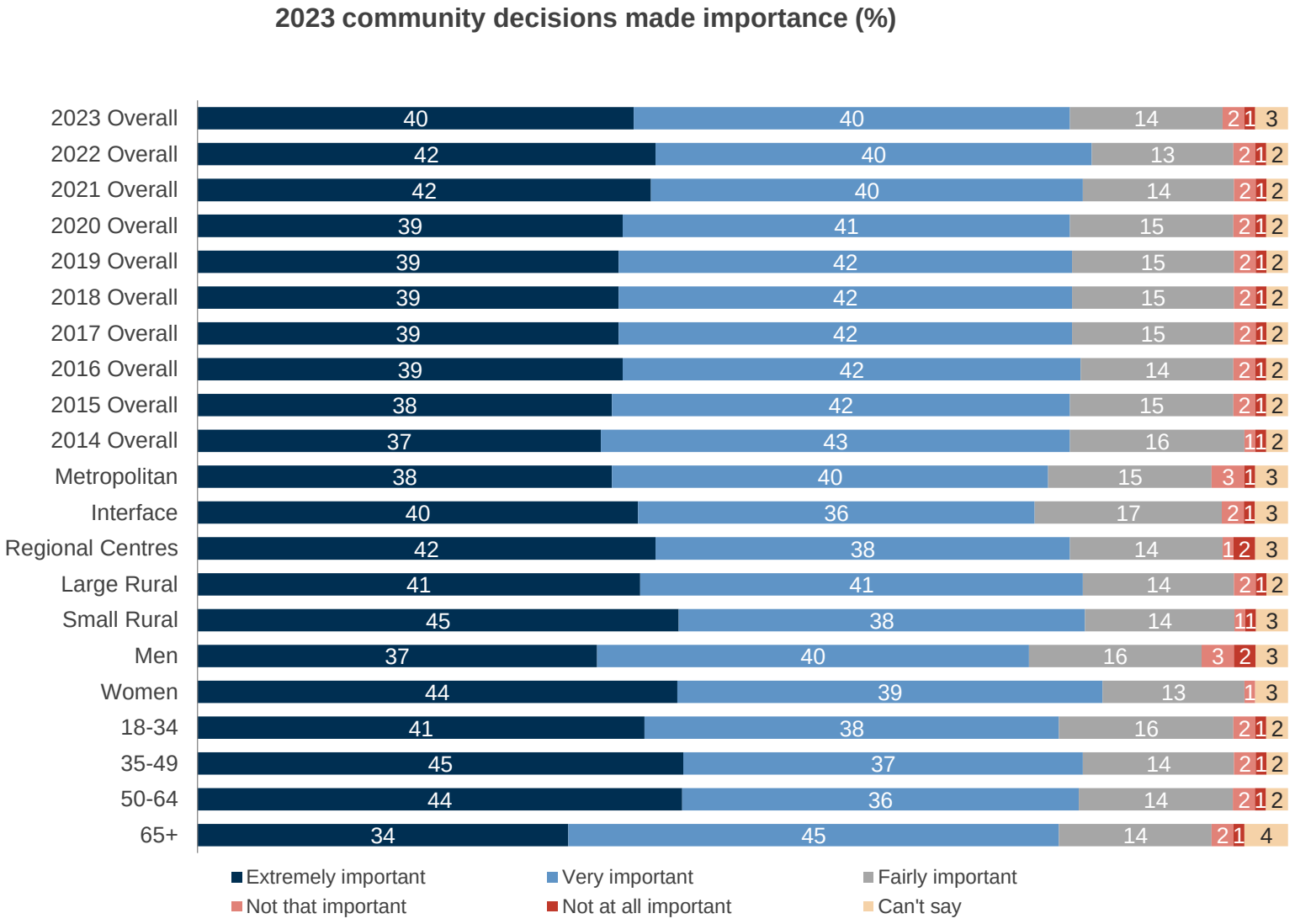
2023 community decisions made importance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	82	80	82	81	77	78	n/a	82	n/a
Women	82	83	81	81	81	81	82	81	81
35-49	82	82	81	81	80	81	80	80	80
50-64	82	82	81	82	81	81	80	82	81
Large Rural	81	82	79	80	80	80	80	80	n/a
Regional Centres	82	81	80	82	81	82	82	80	n/a
Overall	81	81	80	80	80	79	80	80	79
18-34	81	80	77	78	79	78	79	78	78
Interface	80	80	80	80	78	79	79	78	n/a
Metropolitan	80	80	79	78	79	79	79	80	n/a
65+	79	80	79	79	79	79	79	79	79
Men	79	79	78	78	78	78	77	77	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: 24
Note: Please see Appendix A for explanation of significant differences.

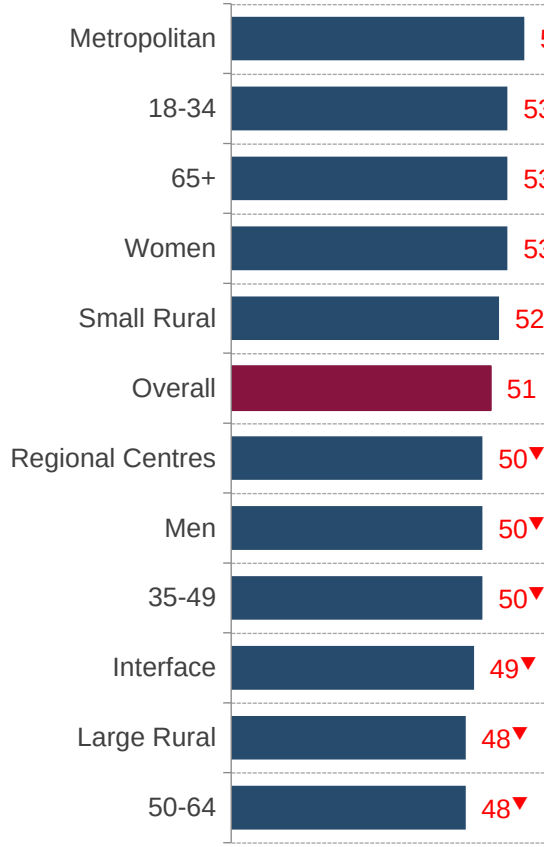
Decisions made in the interest of the community importance



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: 24

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

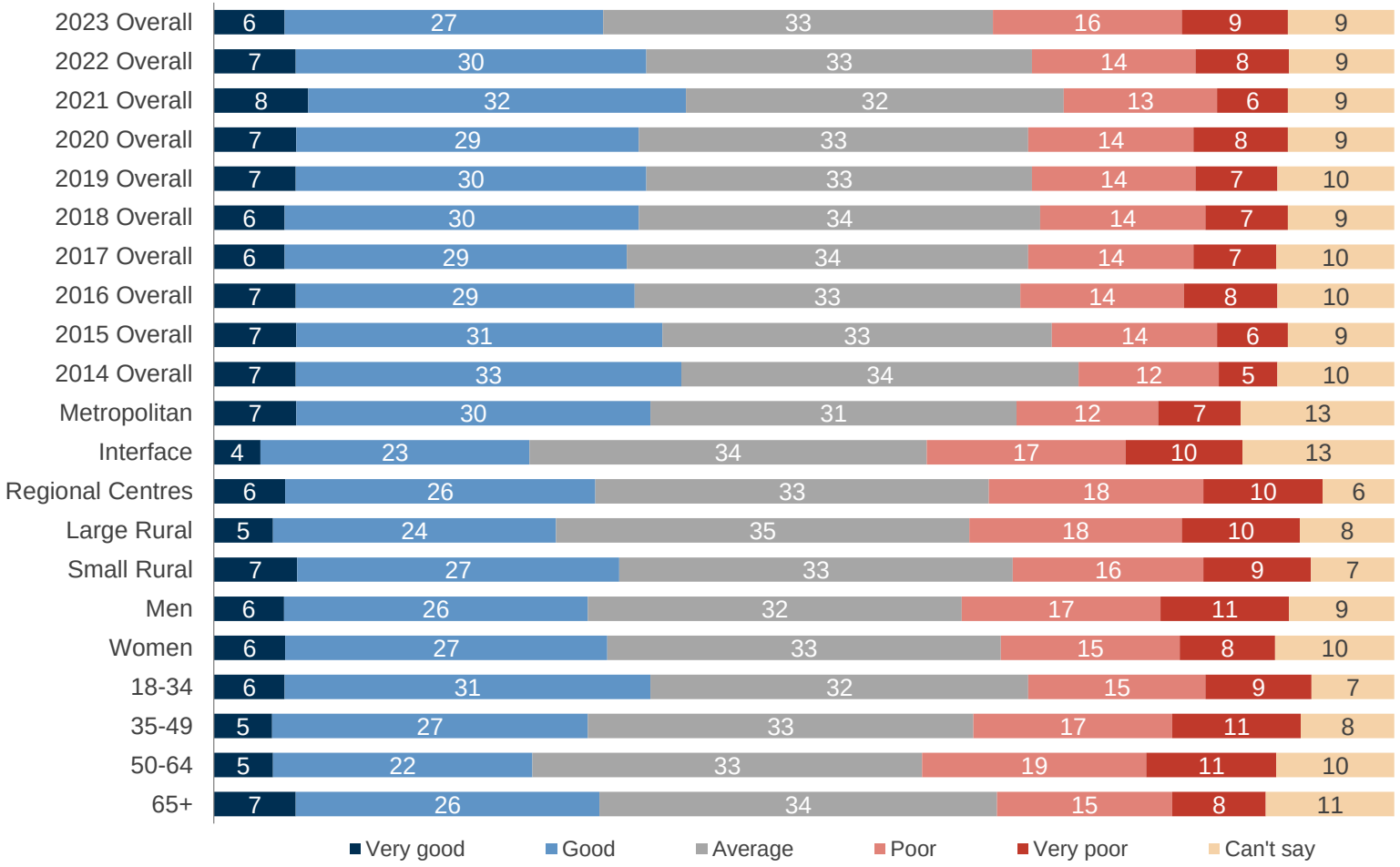


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	59	61	59	60	58	58	59	59	n/a
18-34	58	60	57	58	57	58	58	59	60
65+	55	57	54	55	54	55	54	55	58
Women	55	57	54	55	54	55	55	56	57
Small Rural	54	56	53	55	52	55	53	56	n/a
Overall	54	56	53	55	54	54	54	55	57
Regional Centres	54	54	50	52	52	52	51	52	n/a
Men	54	55	52	54	53	53	53	54	56
35-49	53	54	51	52	52	52	52	53	55
Interface	53	55	52	55	56	55	56	58	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a
50-64	50	52	49	51	50	51	50	52	53

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

Decisions made in the interest of the community performance

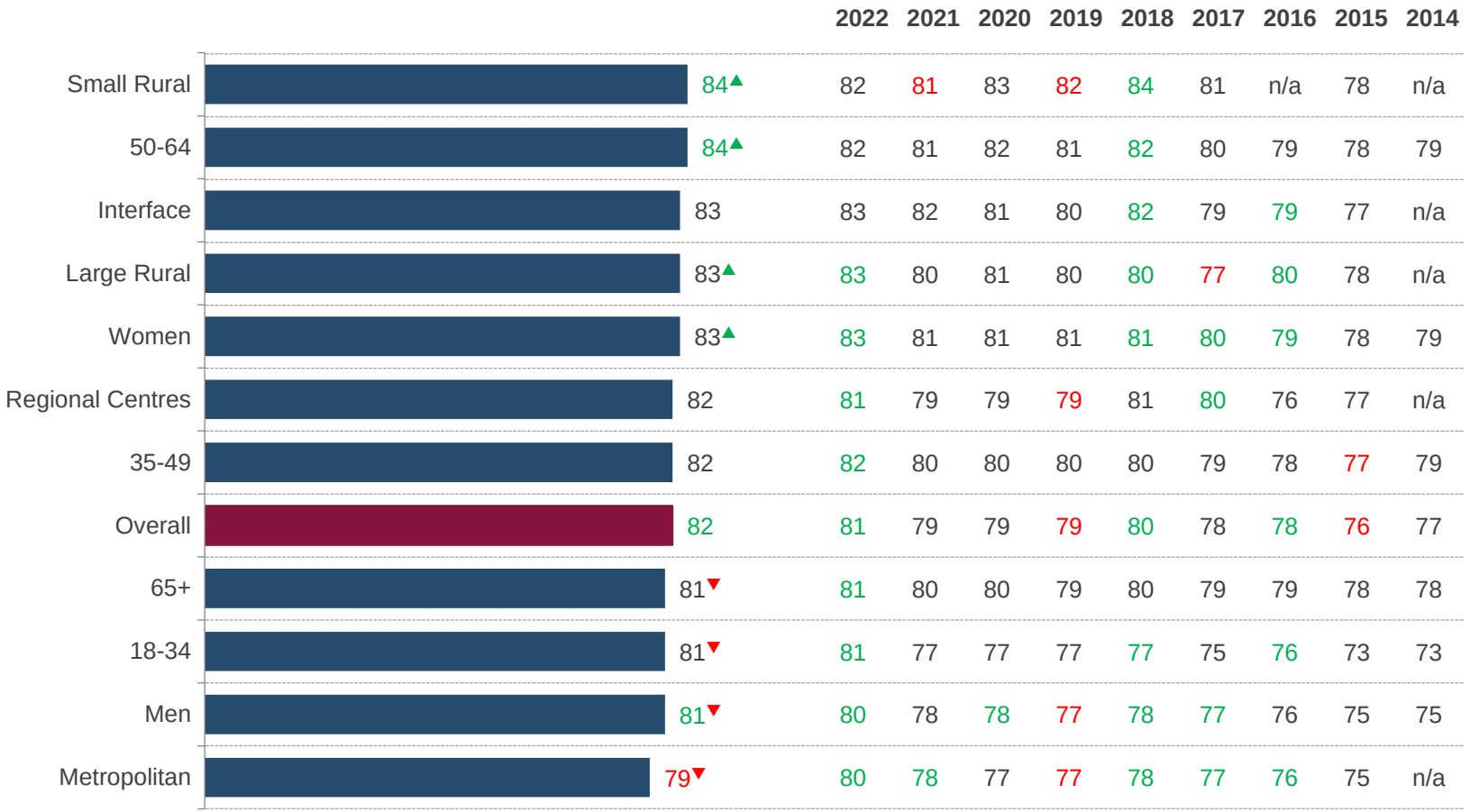
2023 community decisions made performance (%)



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: 66

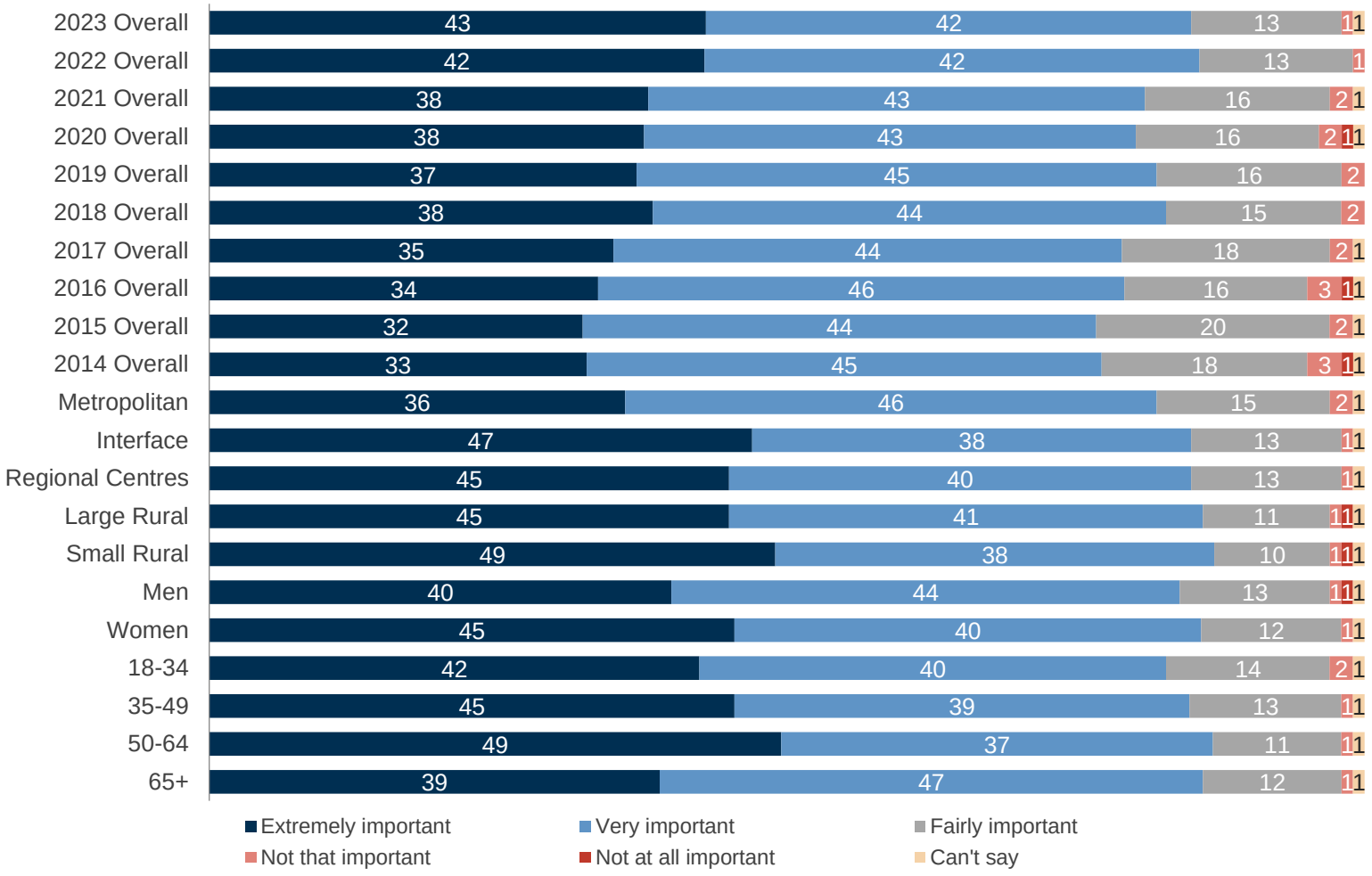
The condition of sealed local roads in your area importance

2023 sealed local roads importance (index scores)



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: 24
Note: Please see Appendix A for explanation of significant differences.

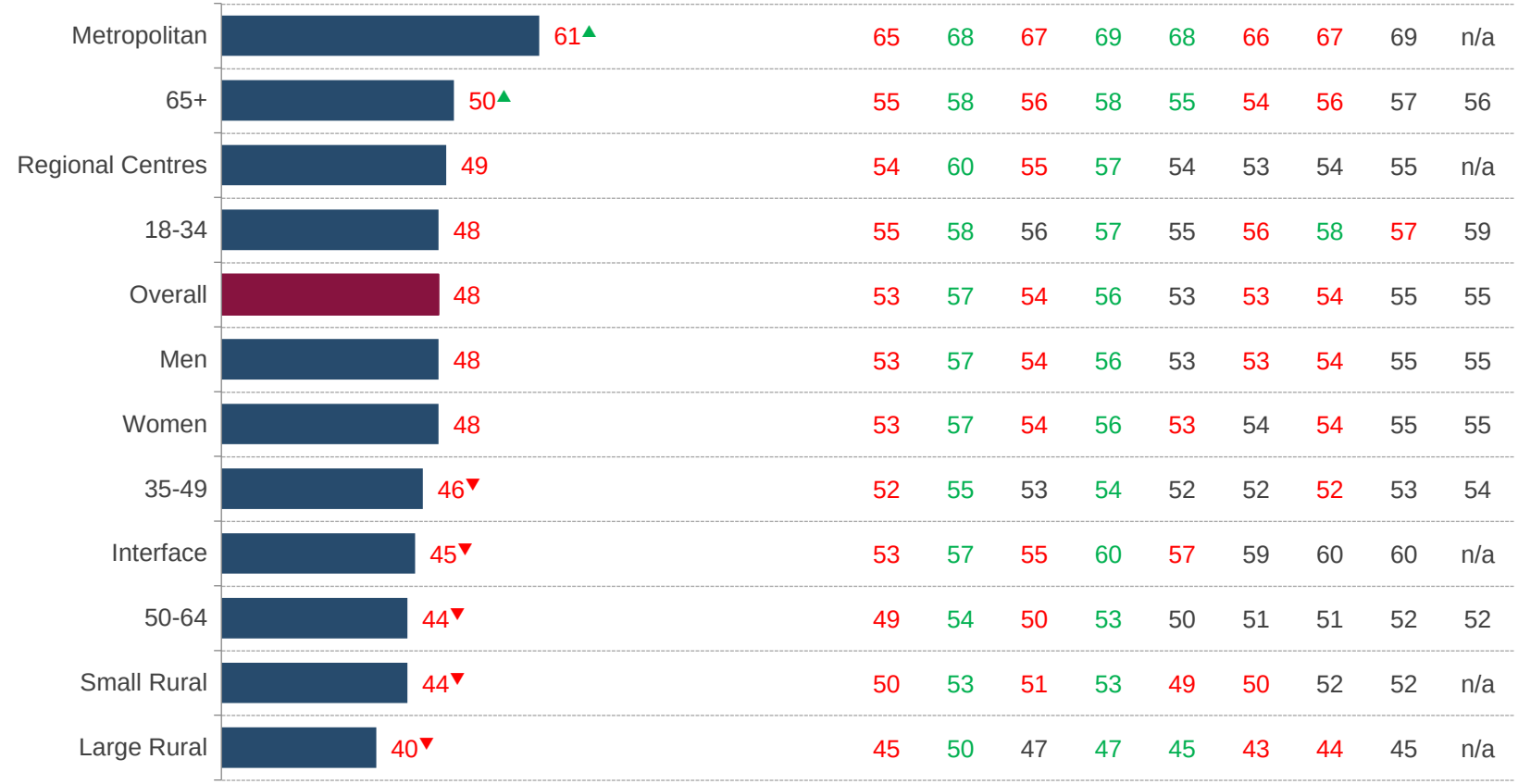
The condition of sealed local roads in your area importance



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: 24

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

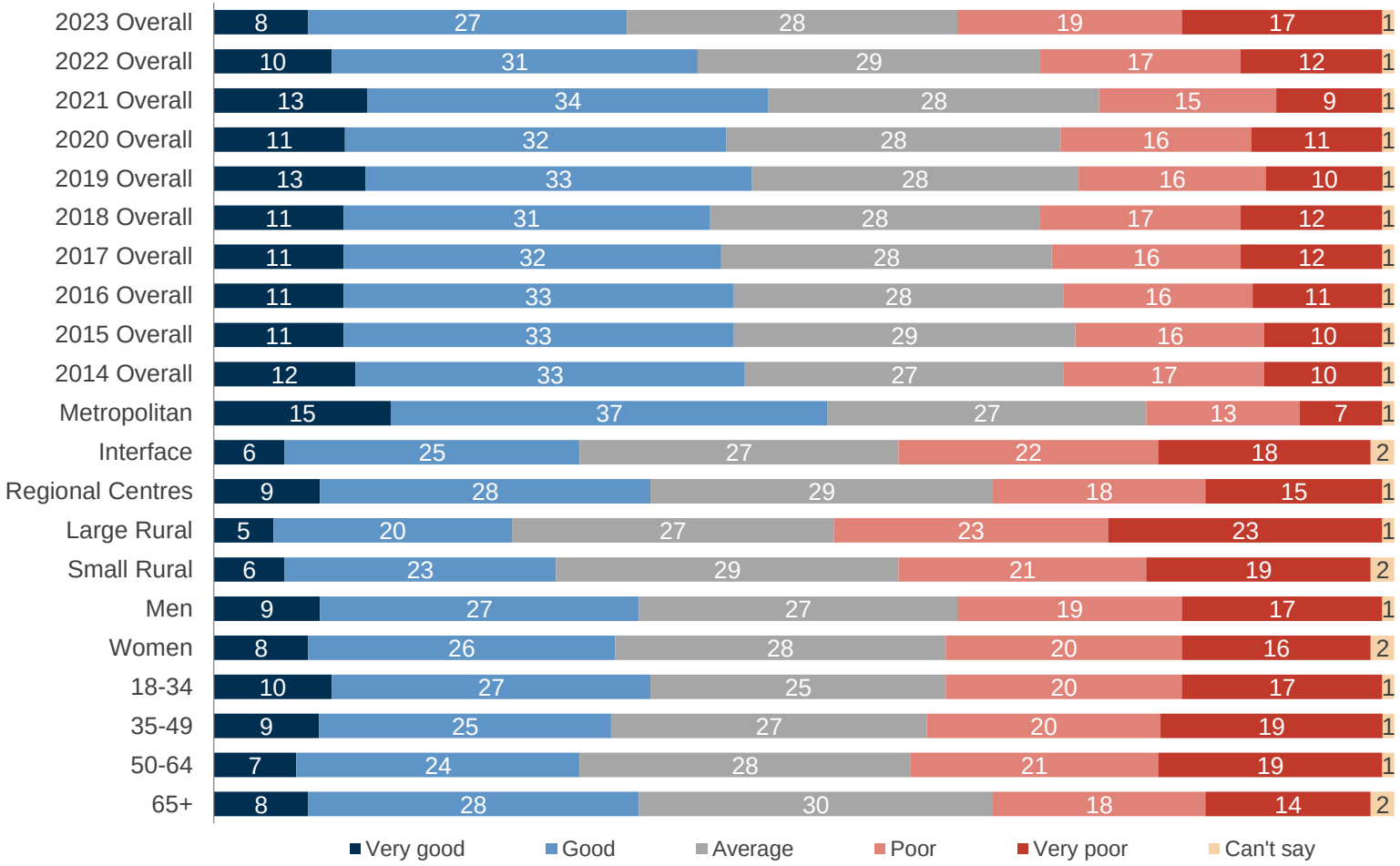


	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	61▲	65	68	67	69	68	66	67	69	n/a
65+	50▲	55	58	56	58	55	54	56	57	56
Regional Centres	49	54	60	55	57	54	53	54	55	n/a
18-34	48	55	58	56	57	55	56	58	57	59
Overall	48	53	57	54	56	53	53	54	55	55
Men	48	53	57	54	56	53	53	54	55	55
Women	48	53	57	54	56	53	54	54	55	55
35-49	46▼	52	55	53	54	52	52	52	53	54
Interface	45▼	53	57	55	60	57	59	60	60	n/a
50-64	44▼	49	54	50	53	50	51	51	52	52
Small Rural	44▼	50	53	51	53	49	50	52	52	n/a
Large Rural	40▼	45	50	47	47	45	43	44	45	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: 66
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

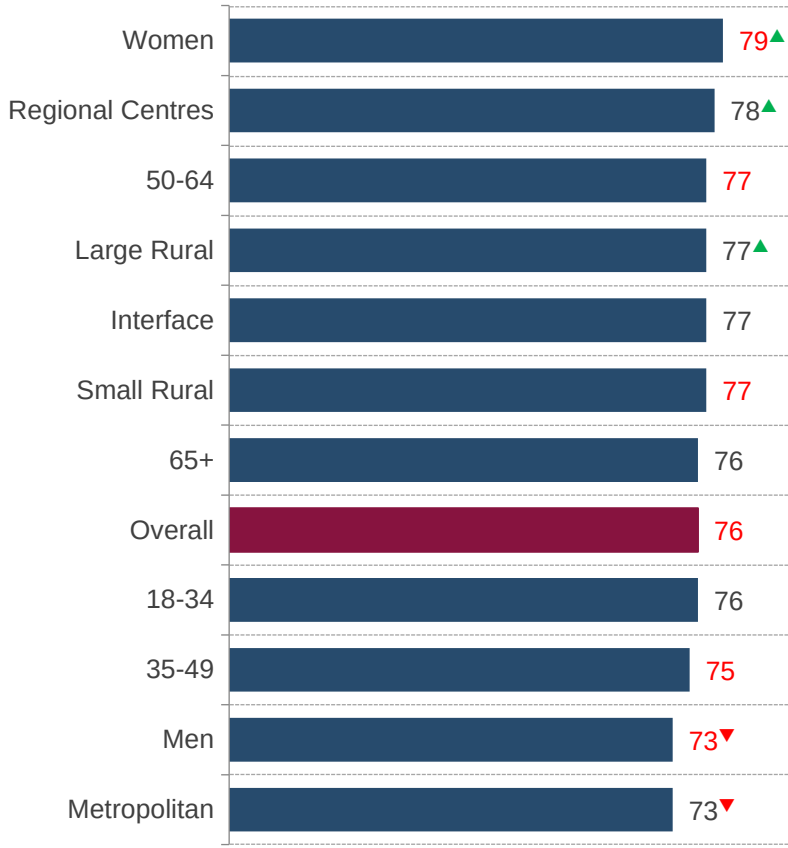
2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66

Informing the community importance

2023 informing community importance (index scores)

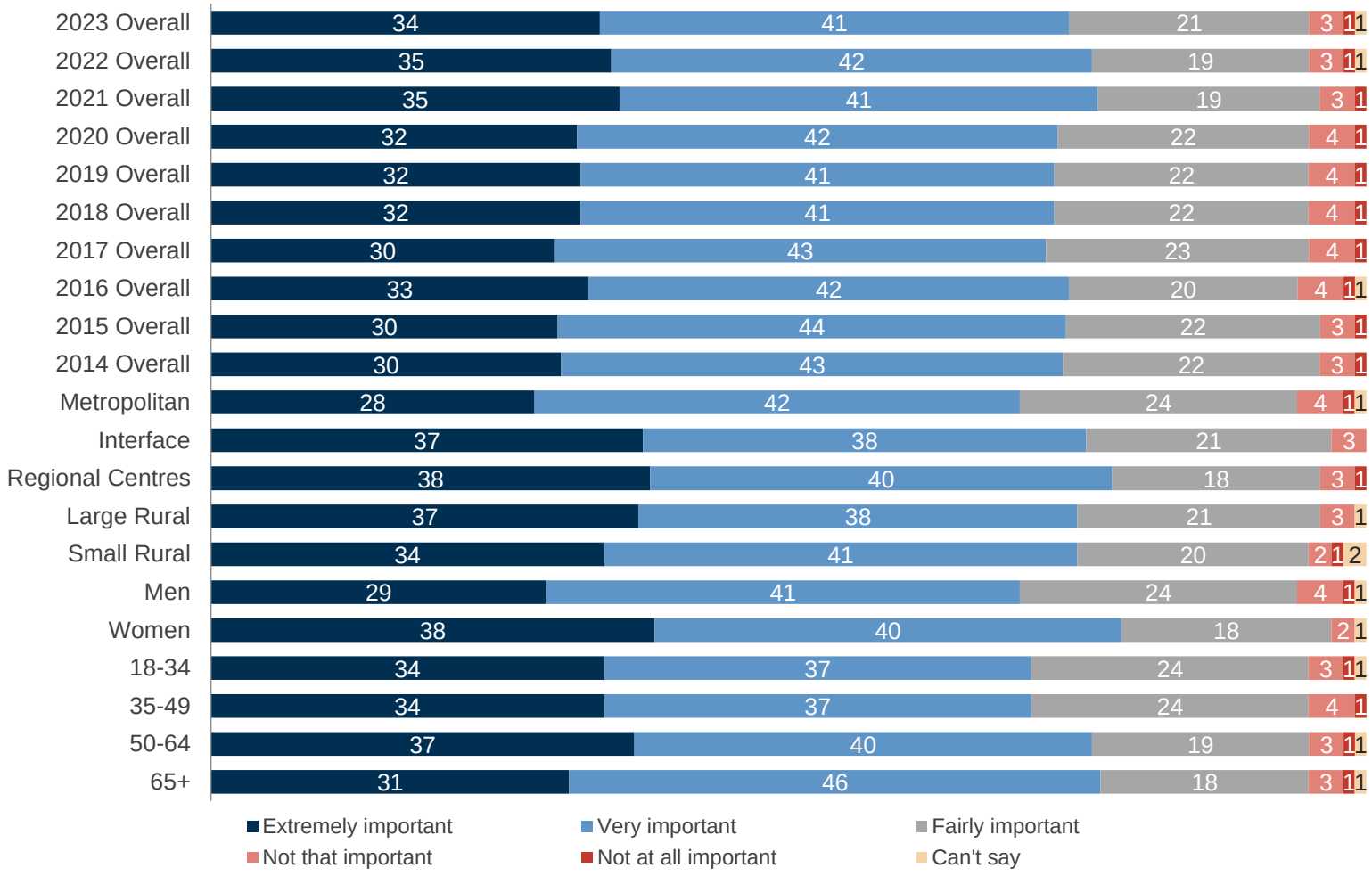


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	80	79	77	78	77	77	79	78	78
Regional Centres	79	79	77	79	77	77	76	76	n/a
50-64	79	78	78	77	76	76	77	77	76
Large Rural	78	78	77	75	75	74	77	76	n/a
Interface	79	77	74	74	77	74	77	74	n/a
Small Rural	79	77	77	76	75	76	78	76	n/a
65+	77	78	76	75	76	76	76	75	75
Overall	77	77	75	75	75	74	76	75	75
18-34	76	75	72	74	73	72	75	73	73
35-49	77	76	75	74	75	74	75	75	75
Men	74	74	73	71	72	71	72	72	71
Metropolitan	74	75	72	73	73	73	74	73	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

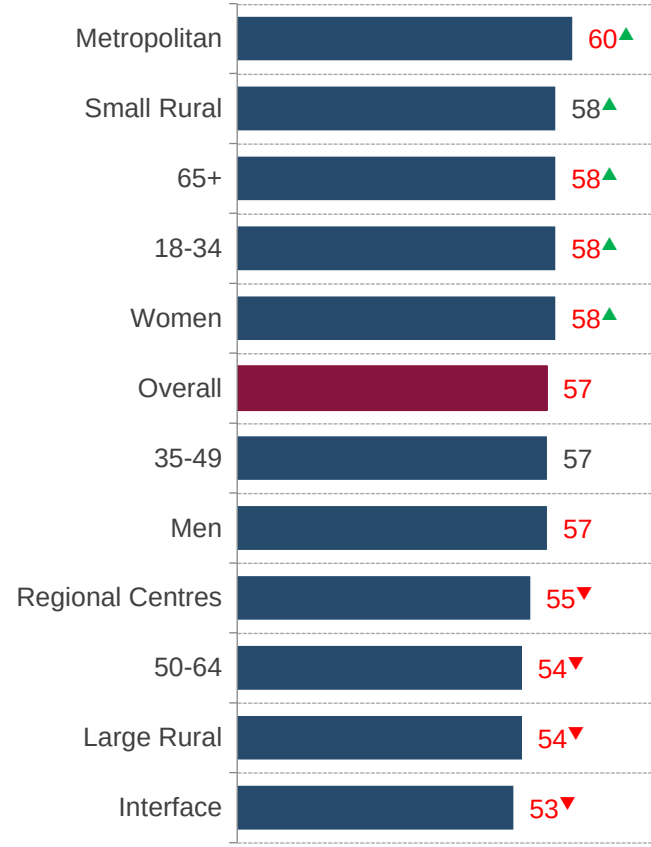
2023 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25

Informing the community performance

2023 informing community performance (index scores)

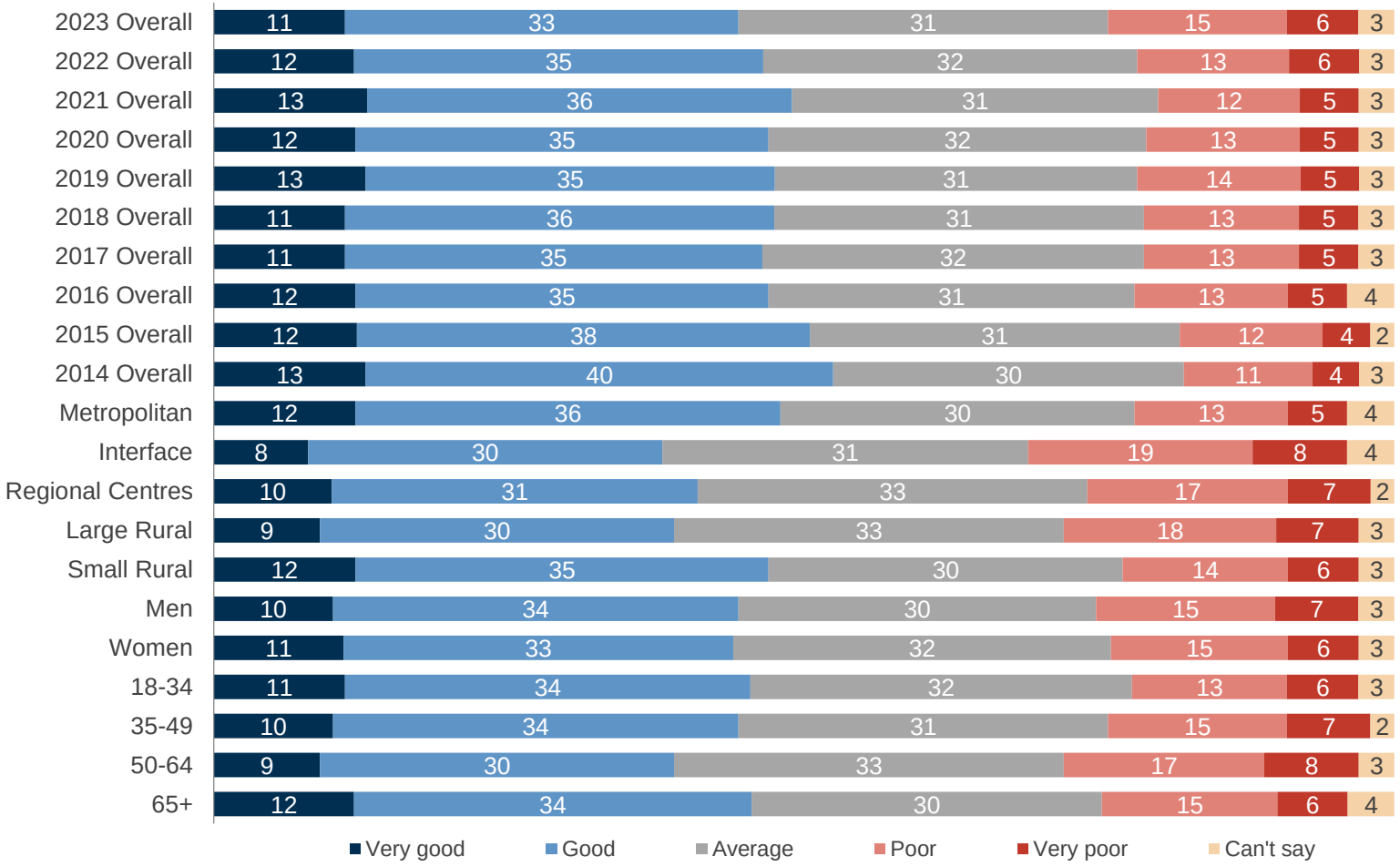


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	62	62	62	62	61	61	63	64	n/a
Small Rural	59	61	58	58	56	58	58	60	n/a
65+	60	61	60	60	60	61	59	61	65
18-34	61	62	59	61	61	60	61	62	63
Women	60	61	59	60	60	60	60	62	63
Overall	59	60	59	60	59	59	59	61	62
35-49	58	59	58	60	58	59	59	61	62
Men	58	60	58	59	58	58	58	60	62
Regional Centres	58	59	56	56	59	58	59	58	n/a
50-64	56	57	56	57	56	57	56	58	60
Large Rural	56	59	59	61	59	60	56	59	n/a
Interface	56	58	57	59	60	55	55	56	n/a

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

Informing the community performance

2023 informing community performance (%)



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

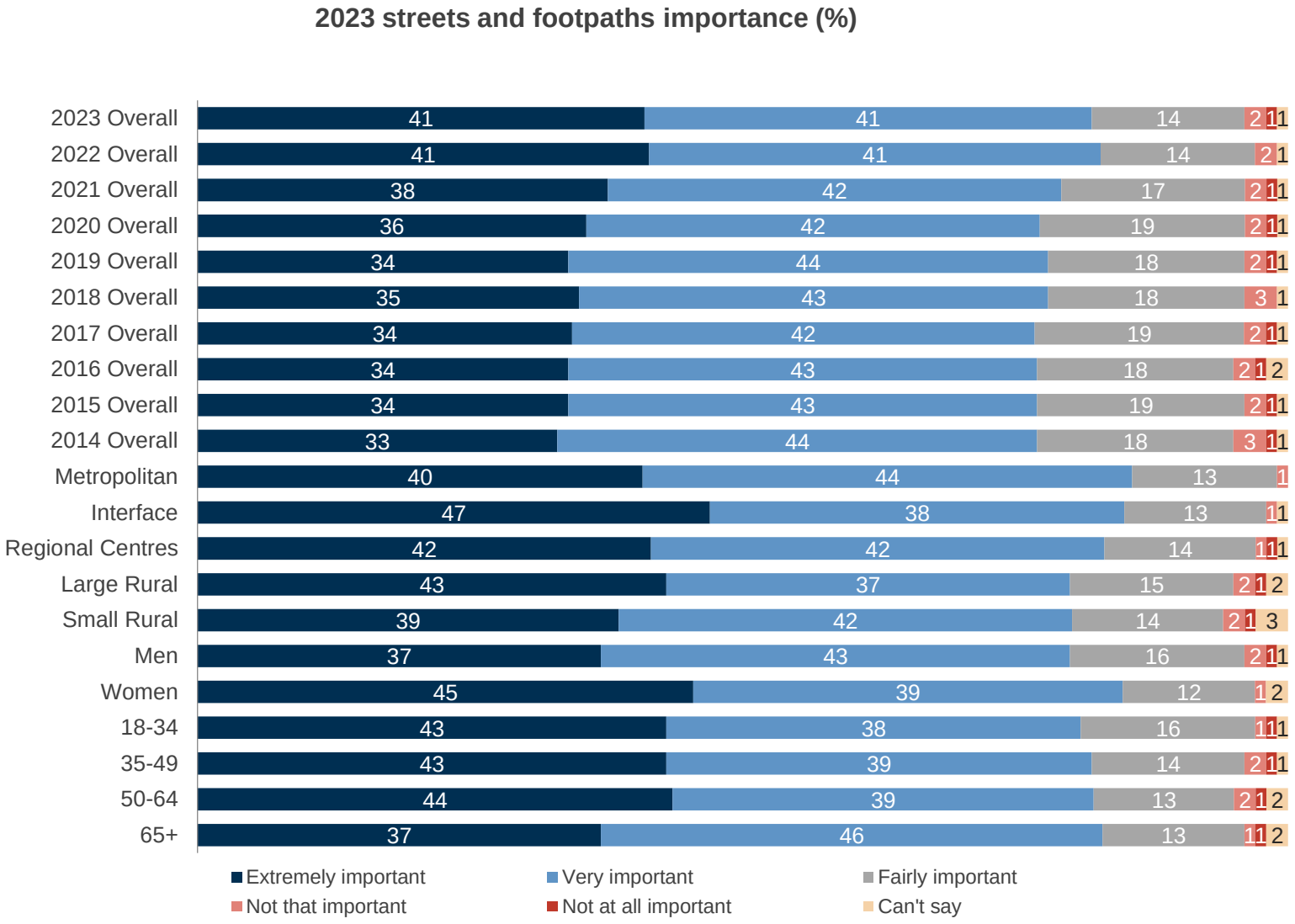
The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	83▲	85	82	79	79	80	80	79	78	n/a
Women	83▲	83	81	80	79	79	79	80	79	79
50-64	82	82	80	81	79	79	78	78	78	78
Regional Centres	81	80	78	78	77	79	77	77	77	n/a
35-49	81	82	80	79	78	78	78	78	78	78
Metropolitan	81	81	80	78	78	79	78	78	77	n/a
18-34	81	78	77	74	75	75	74	76	75	74
Overall	81	81	79	78	77	78	77	77	77	77
Large Rural	80▼	80	79	78	77	77	75	77	77	n/a
Small Rural	80	80	77	77	77	76	76	75	76	n/a
65+	80▼	80	80	79	78	78	78	77	78	77
Men	79▼	78	76	76	75	76	75	74	75	74

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25
Note: Please see Appendix A for explanation of significant differences.

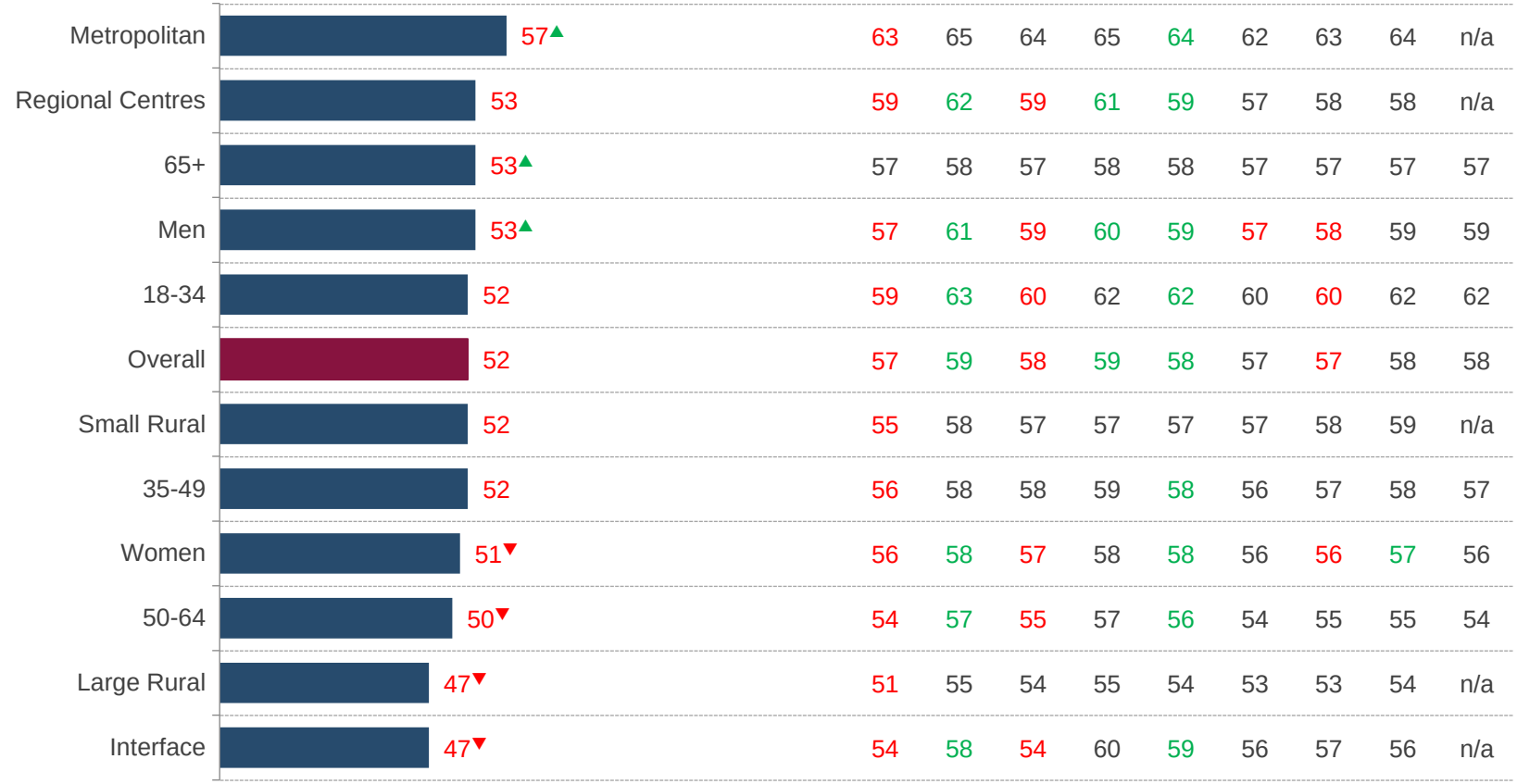
The condition of local streets and footpaths in your area importance



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25

The condition of local streets and footpaths in your area performance

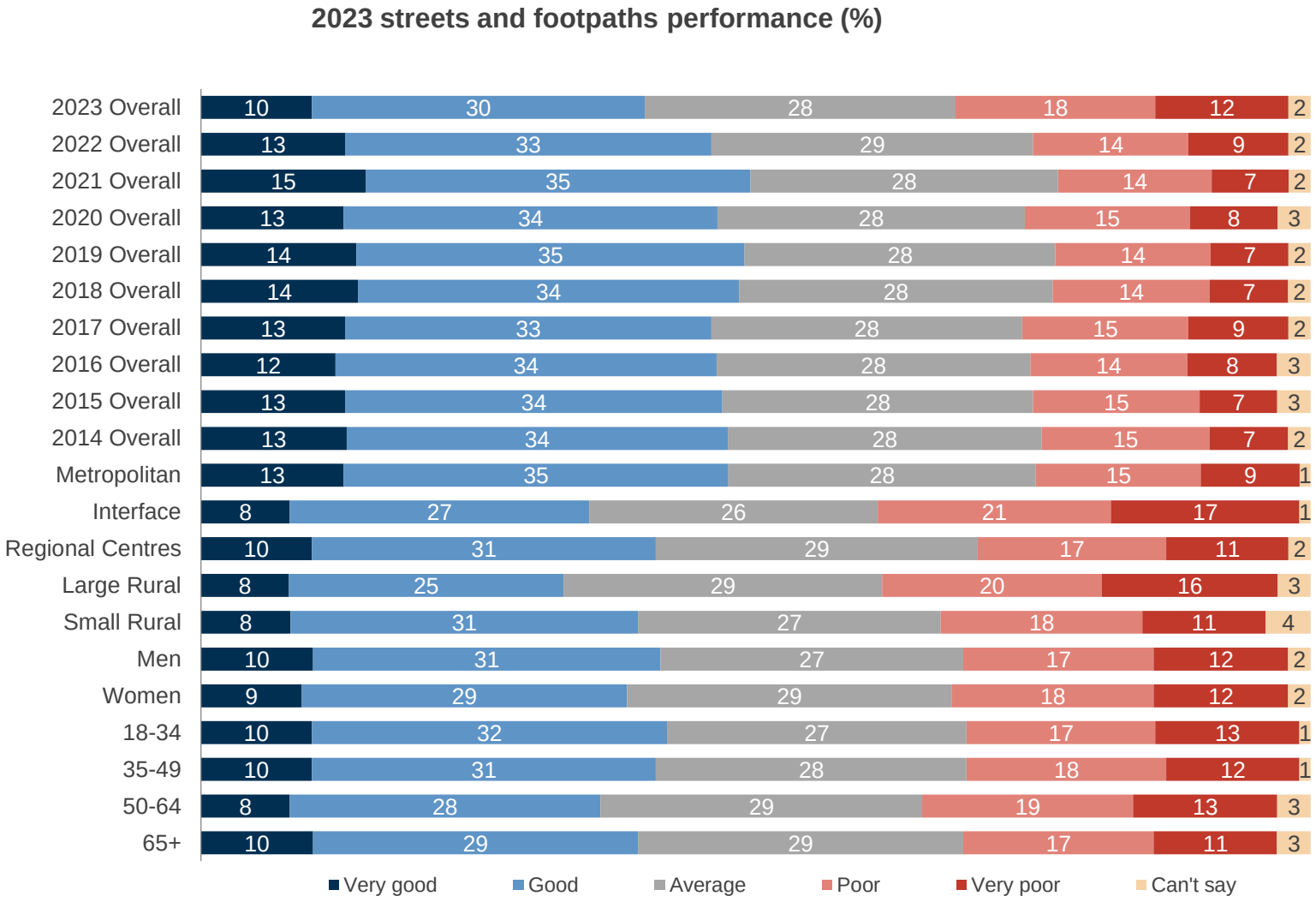
2023 streets and footpaths performance (index scores)



	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	57▲	63	65	64	65	64	62	63	64	n/a
Regional Centres	53	59	62	59	61	59	57	58	58	n/a
65+	53▲	57	58	57	58	58	57	57	57	57
Men	53▲	57	61	59	60	59	57	58	59	59
18-34	52	59	63	60	62	62	60	60	62	62
Overall	52	57	59	58	59	58	57	57	58	58
Small Rural	52	55	58	57	57	57	57	58	59	n/a
35-49	52	56	58	58	59	58	56	57	58	57
Women	51▼	56	58	57	58	58	56	56	57	56
50-64	50▼	54	57	55	57	56	54	55	55	54
Large Rural	47▼	51	55	54	55	54	53	53	54	n/a
Interface	47▼	54	58	54	60	59	56	57	56	n/a

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

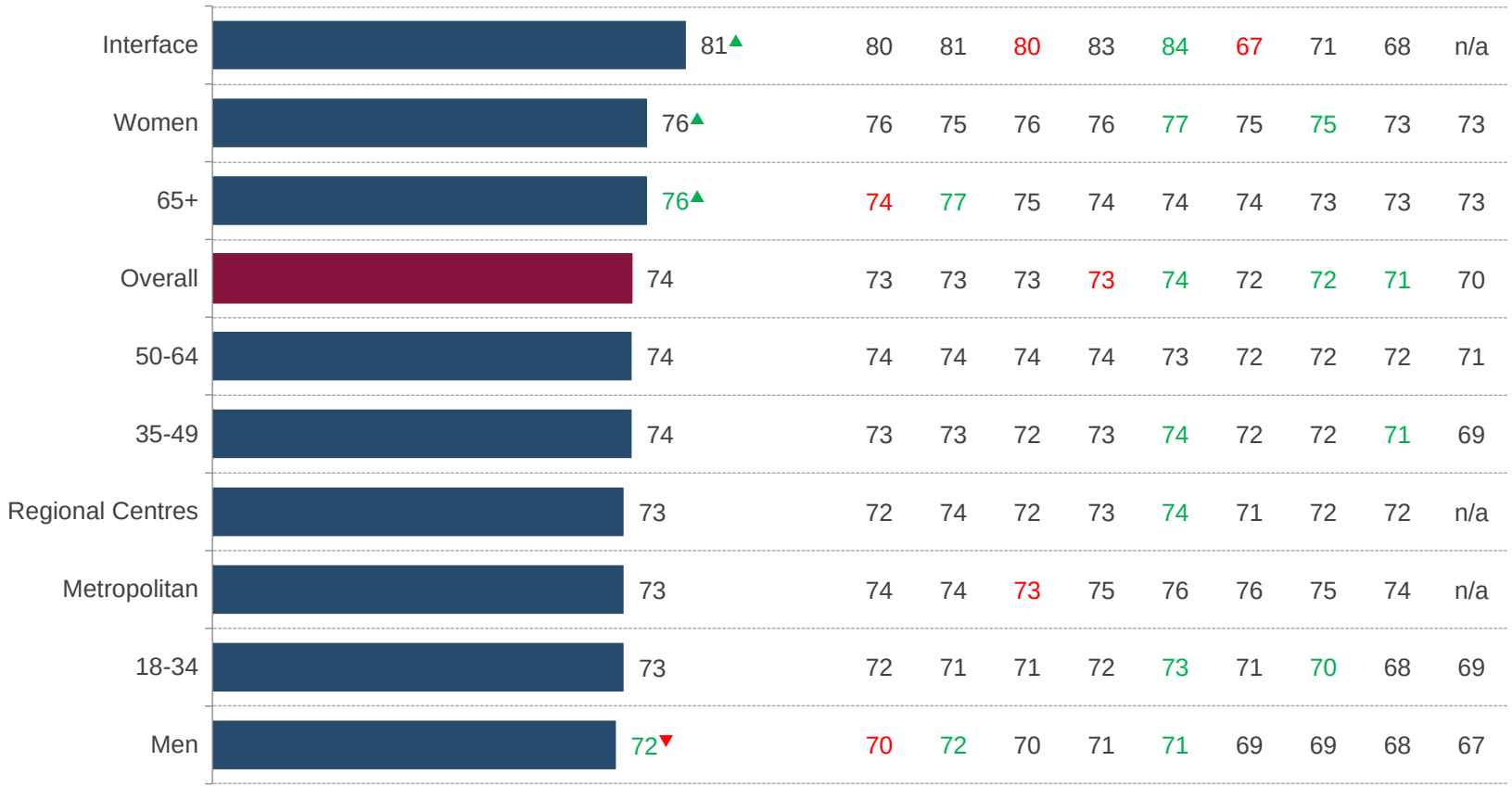
The condition of local streets and footpaths in your area performance



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33

Traffic management importance

2023 traffic management importance (index scores)

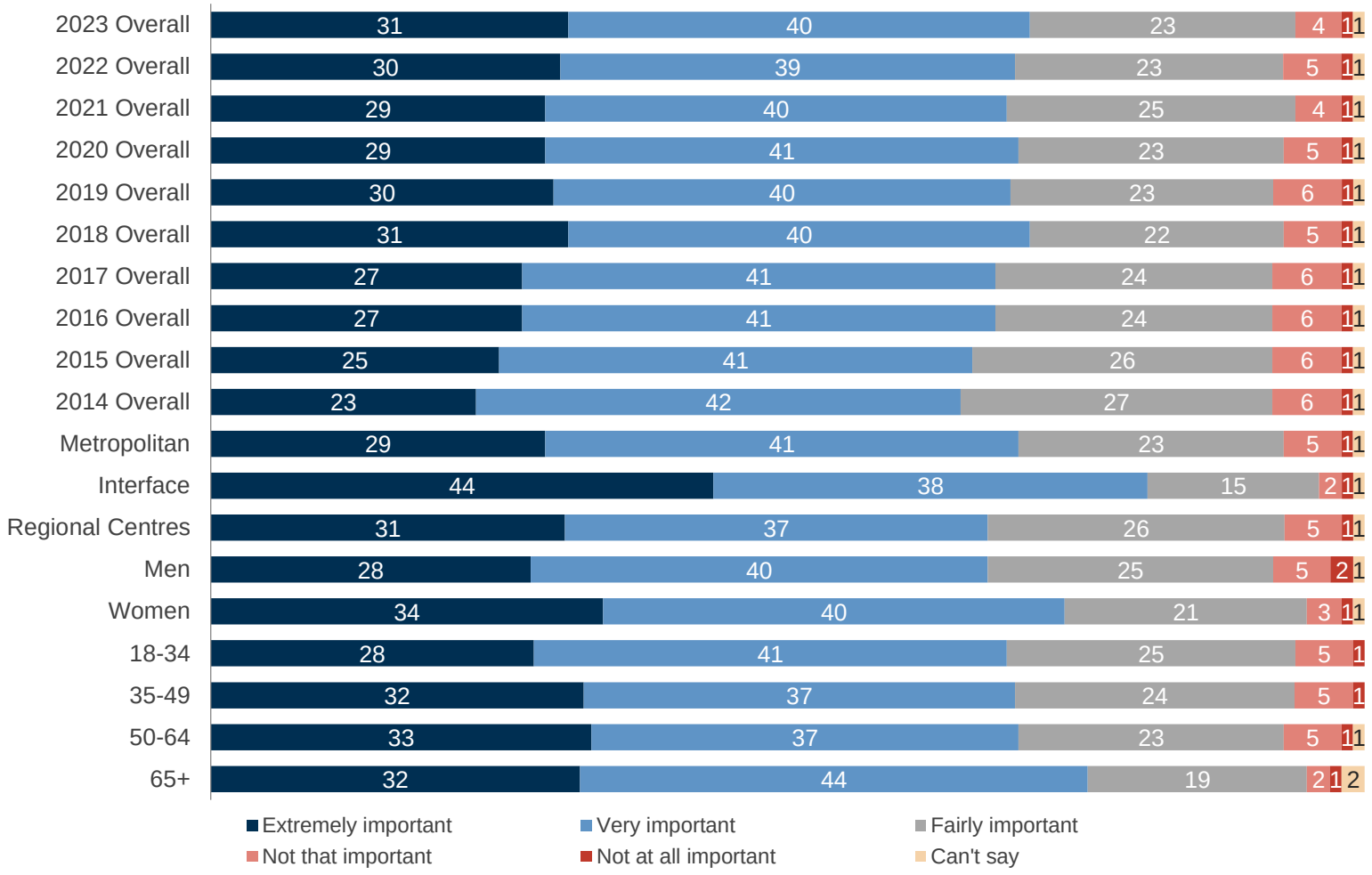


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	80	81	80	83	84	67	71	68	n/a
Women	76	75	76	76	77	75	75	73	73
65+	74	77	75	74	74	74	73	73	73
Overall	73	73	73	73	74	72	72	71	70
50-64	74	74	74	74	73	72	72	72	71
35-49	73	73	72	73	74	72	72	71	69
Regional Centres	72	74	72	73	74	71	72	72	n/a
Metropolitan	74	74	73	75	76	76	75	74	n/a
18-34	72	71	71	72	73	71	70	68	69
Men	70	72	70	71	71	69	69	68	67

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

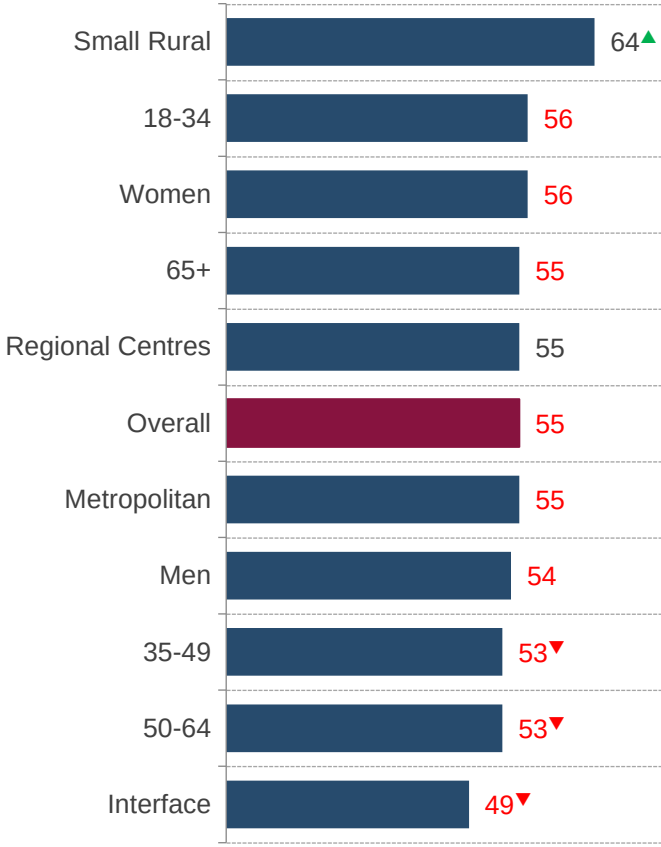
2023 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9

Traffic management performance

2023 traffic management performance (index scores)

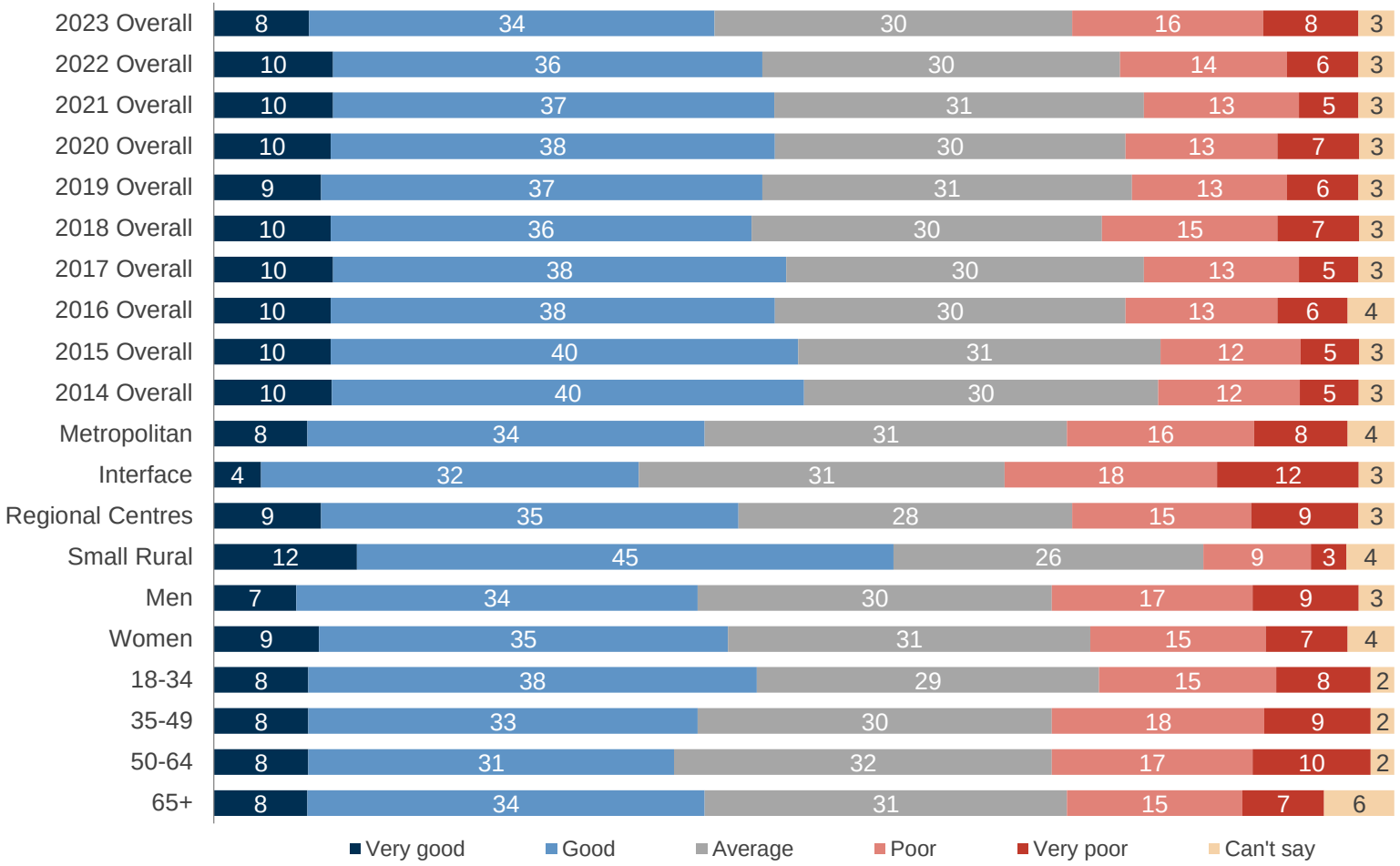


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	66	67	64	66	65	67	65	67	n/a
18-34	59	61	60	59	58	61	61	62	63
Women	59	59	58	58	58	60	60	60	61
65+	58	59	59	59	57	60	60	60	60
Regional Centres	57	60	56	60	56	61	59	62	n/a
Overall	58	59	58	58	57	59	59	60	60
Metropolitan	58	59	59	58	57	56	56	57	n/a
Men	57	59	58	57	56	58	57	59	60
35-49	58	57	55	56	55	58	57	58	59
50-64	56	57	57	56	55	57	57	57	58
Interface	54	52	52	52	51	59	57	61	n/a

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

Traffic management performance

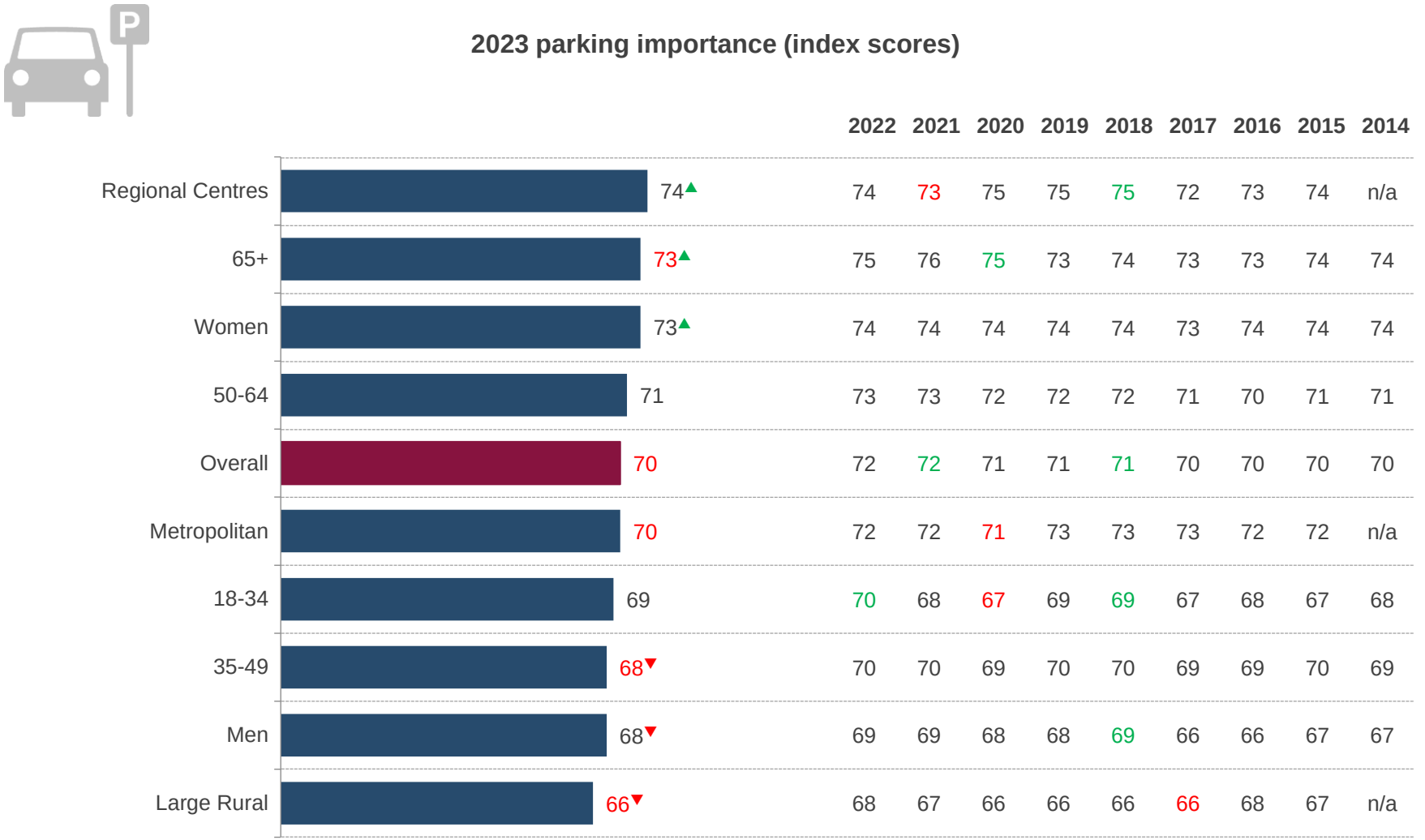
2023 traffic management performance (%)



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

Parking facilities importance

2023 parking importance (index scores)

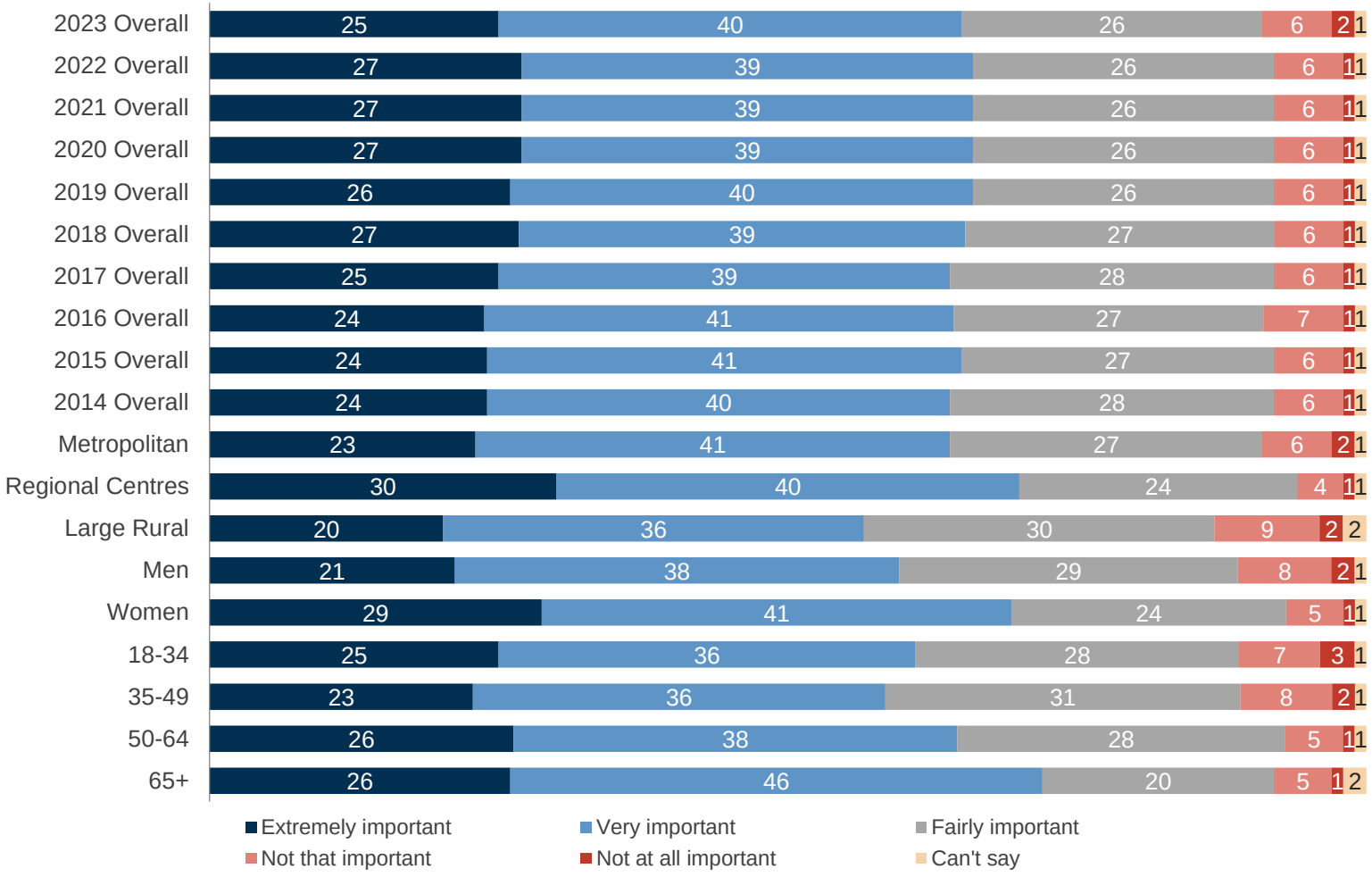


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	74	73	75	75	75	72	73	74	n/a
65+	75	76	75	73	74	73	73	74	74
Women	74	74	74	74	74	73	74	74	74
50-64	73	73	72	72	72	71	70	71	71
Overall	72	72	71	71	71	70	70	70	70
Metropolitan	72	72	71	73	73	73	72	72	n/a
18-34	70	68	67	69	69	67	68	67	68
35-49	70	70	69	70	70	69	69	70	69
Men	69	69	68	68	69	66	66	67	67
Large Rural	68	67	66	66	66	66	68	67	n/a

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

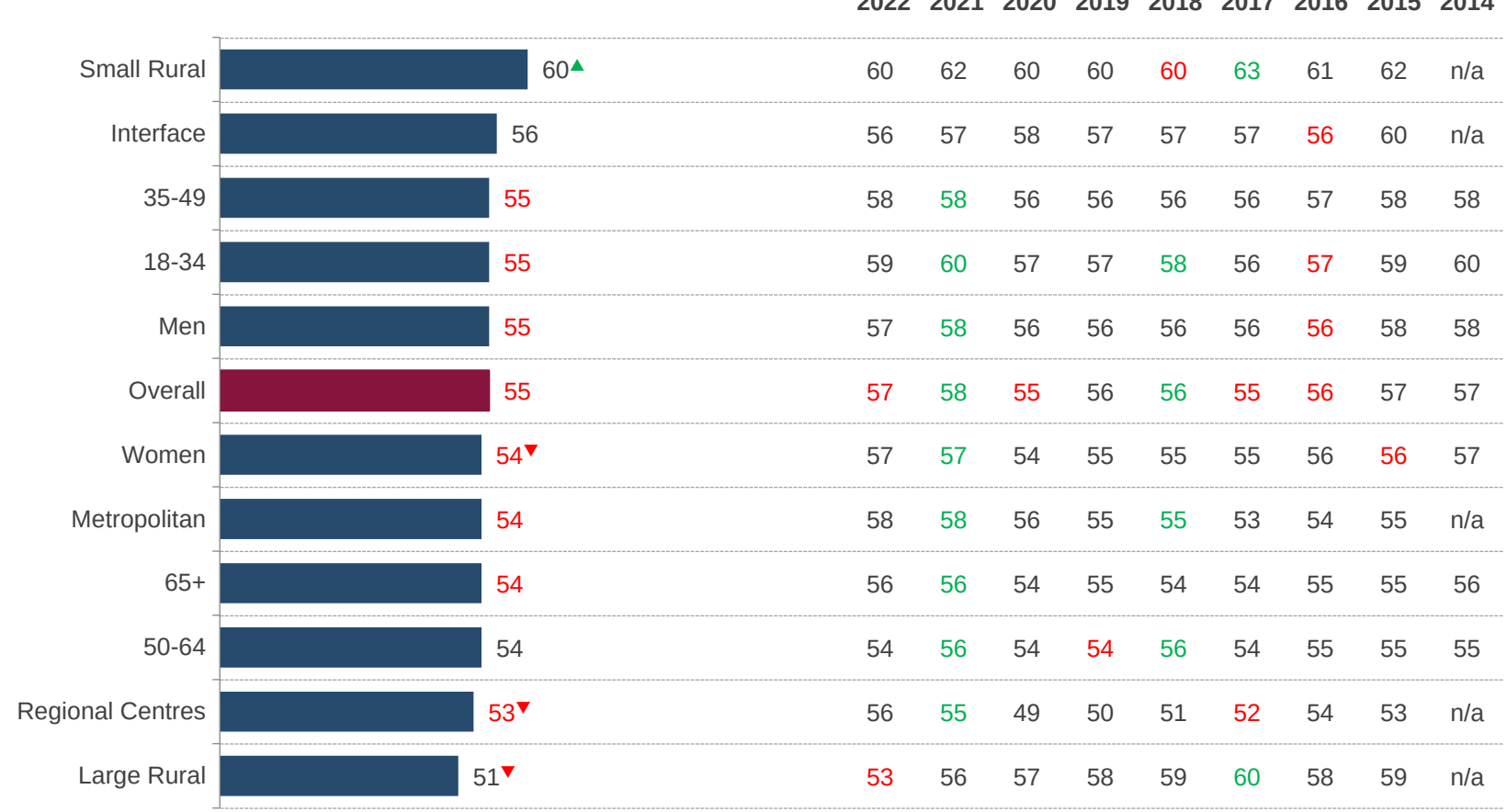
2023 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14

Parking facilities performance

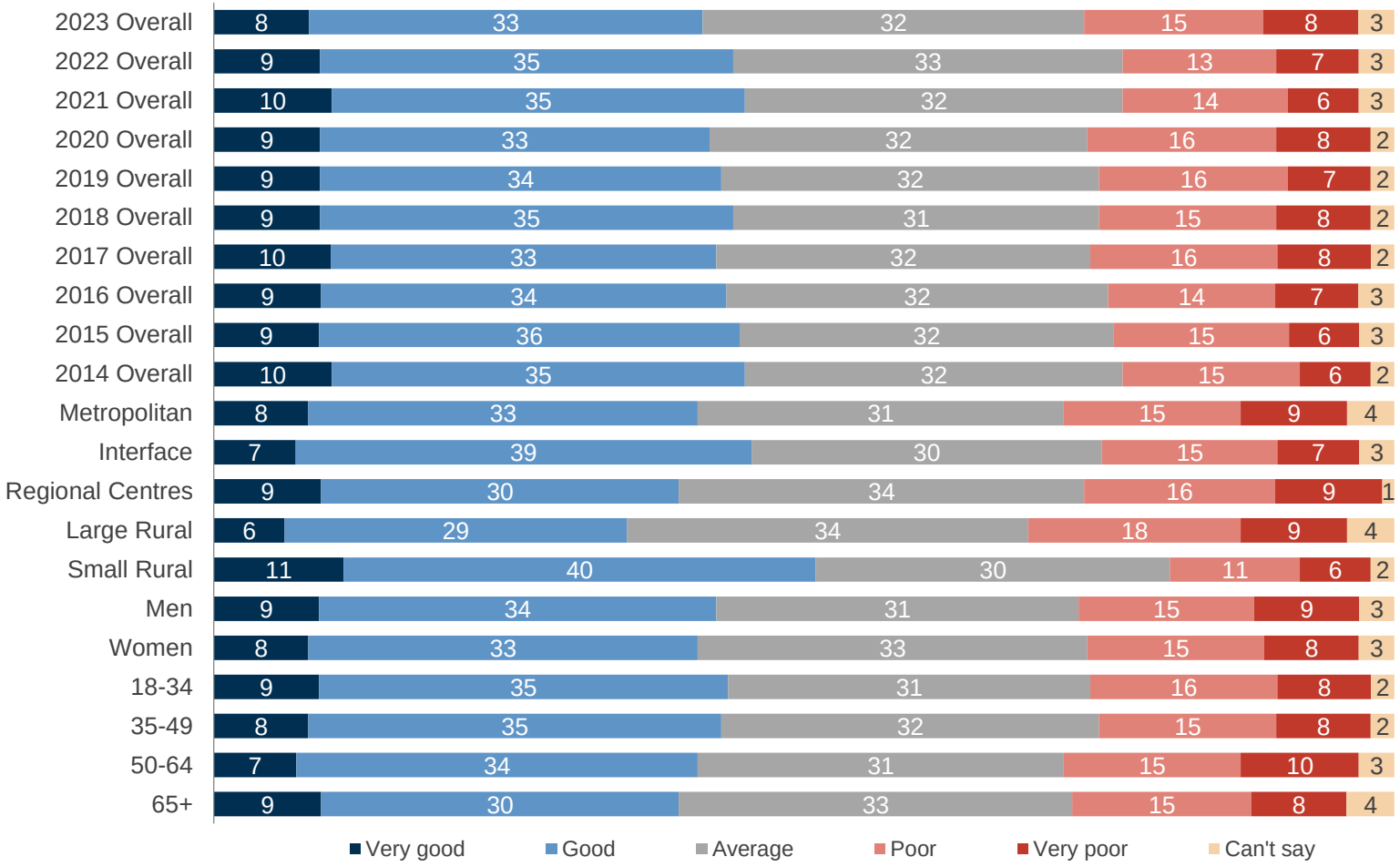
2023 parking performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	60	62	60	60	60	63	61	62	n/a
Interface	56	57	58	57	57	57	56	60	n/a
35-49	58	58	56	56	56	56	57	58	58
18-34	59	60	57	57	58	56	57	59	60
Men	57	58	56	56	56	56	56	58	58
Overall	57	58	55	56	56	55	56	57	57
Women	57	57	54	55	55	55	56	56	57
Metropolitan	58	58	56	55	55	53	54	55	n/a
65+	56	56	54	55	54	54	55	55	56
50-64	54	56	54	54	56	54	55	55	55
Regional Centres	56	55	49	50	51	52	54	53	n/a
Large Rural	53	56	57	58	59	60	58	59	n/a

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

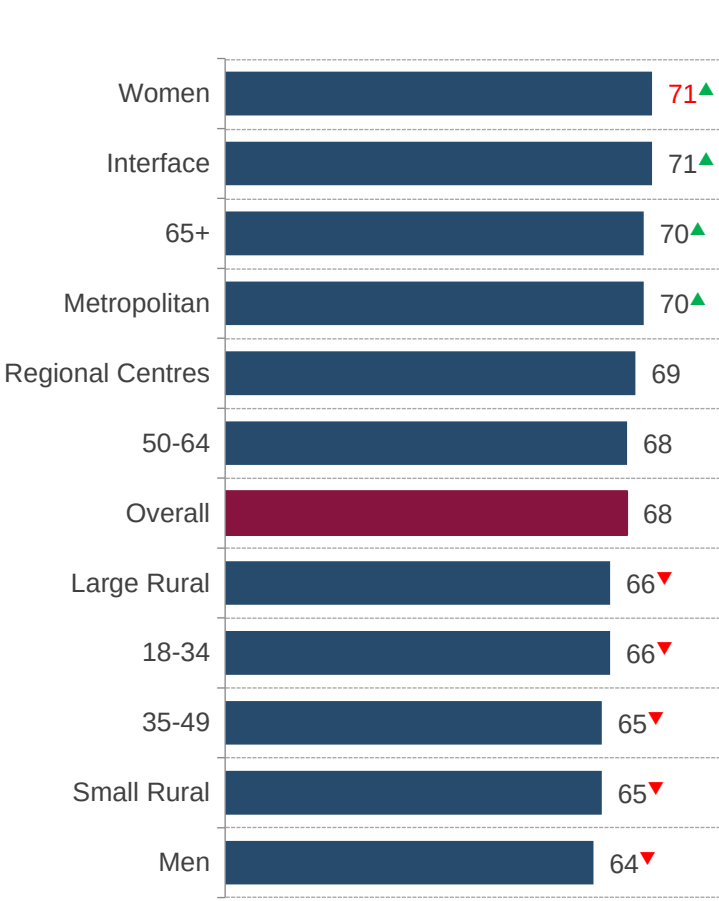
Parking facilities performance



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

Enforcement of local laws importance

2023 law enforcement importance (index scores)

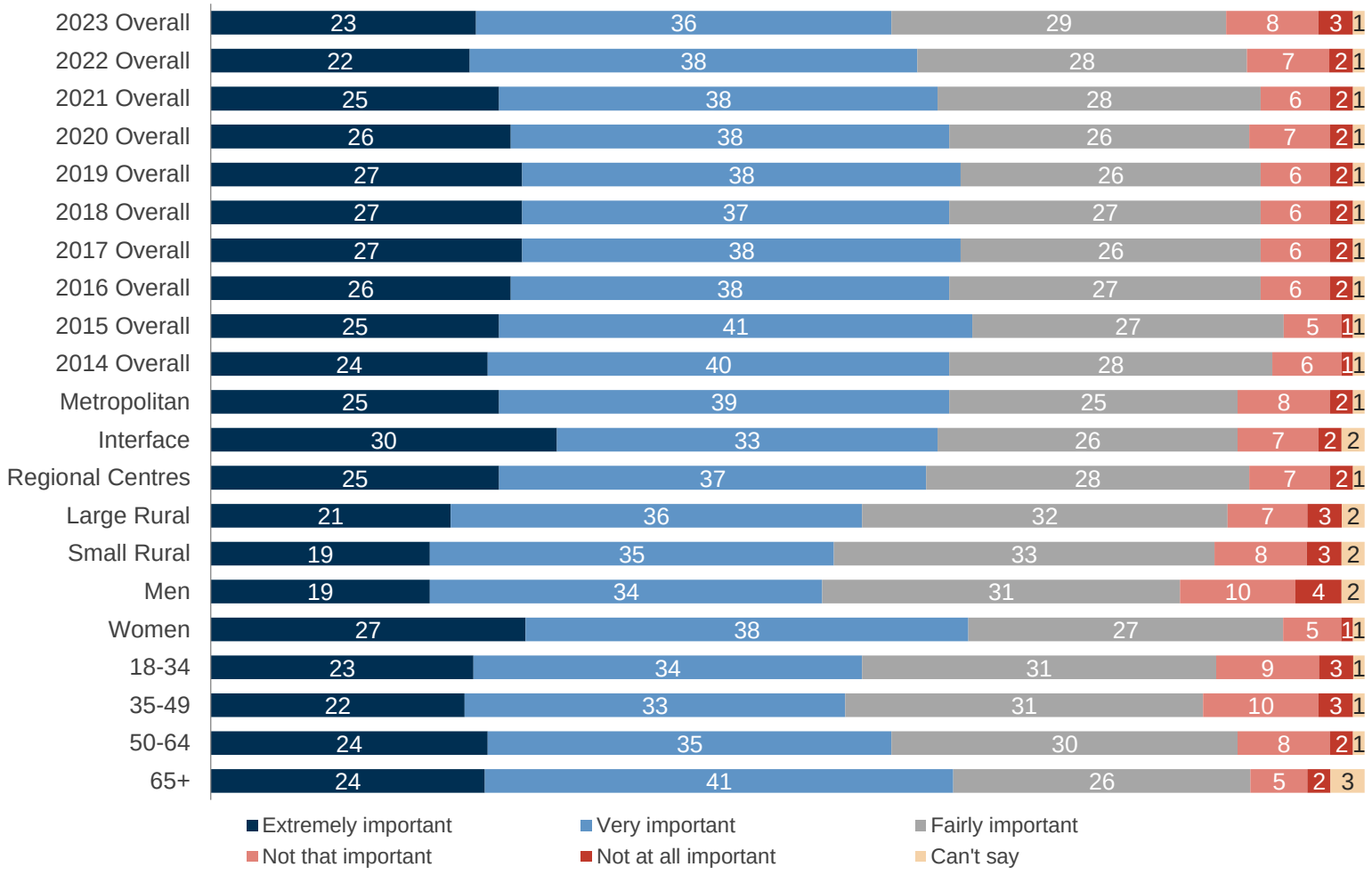


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	72	73	73	75	74	74	74	74	74
Interface	74	73	73	73	74	73	73	71	n/a
65+	71	72	73	72	72	73	71	72	73
Metropolitan	70	71	71	73	73	72	71	72	n/a
Regional Centres	69	71	71	70	71	71	70	72	n/a
50-64	68	70	70	69	71	71	71	71	71
Overall	68	70	70	71	71	71	70	71	70
Large Rural	67	67	68	68	68	68	69	70	n/a
18-34	66	68	69	71	70	70	70	70	70
35-49	66	67	68	69	69	70	70	70	68
Small Rural	65	67	66	68	66	67	69	68	n/a
Men	64	66	66	66	67	68	66	67	66

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

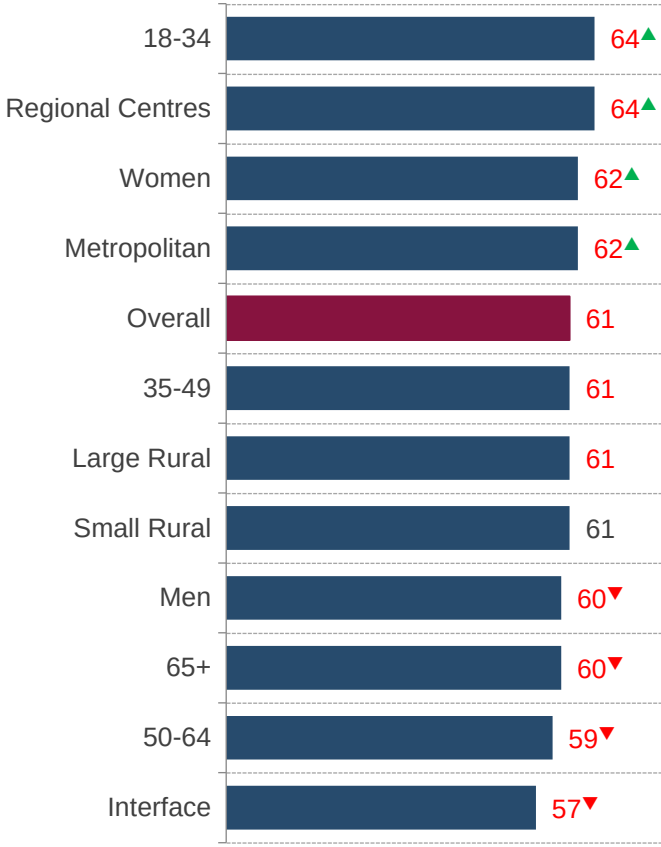
2023 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23

Enforcement of local laws performance

2023 law enforcement performance (index scores)

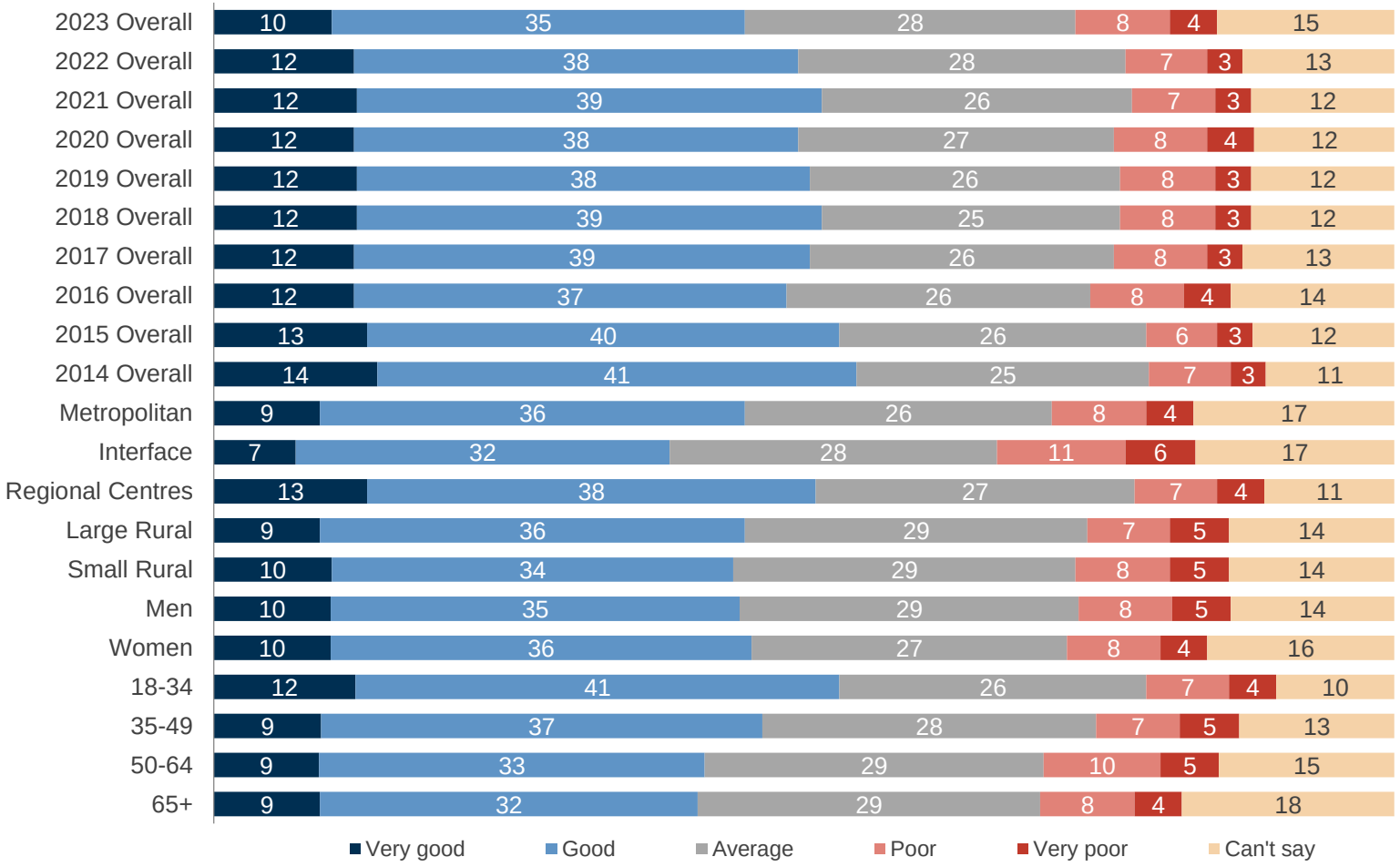


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	67	69	66	67	67	67	67	70	69
Regional Centres	66	67	64	66	66	66	64	67	n/a
Women	65	66	64	65	65	65	65	67	67
Metropolitan	65	66	65	64	64	64	64	66	n/a
Overall	63	64	63	64	64	64	63	66	66
35-49	64	64	63	64	64	64	63	65	66
Large Rural	64	64	64	64	64	63	63	65	n/a
Small Rural	62	63	62	63	63	65	64	66	n/a
Men	62	63	62	63	62	63	62	64	65
65+	62	63	62	62	62	63	62	64	64
50-64	61	61	60	61	61	61	61	63	63
Interface	61	63	59	62	61	60	61	65	n/a

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

Enforcement of local laws performance

2023 law enforcement performance (%)



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

Family support services importance

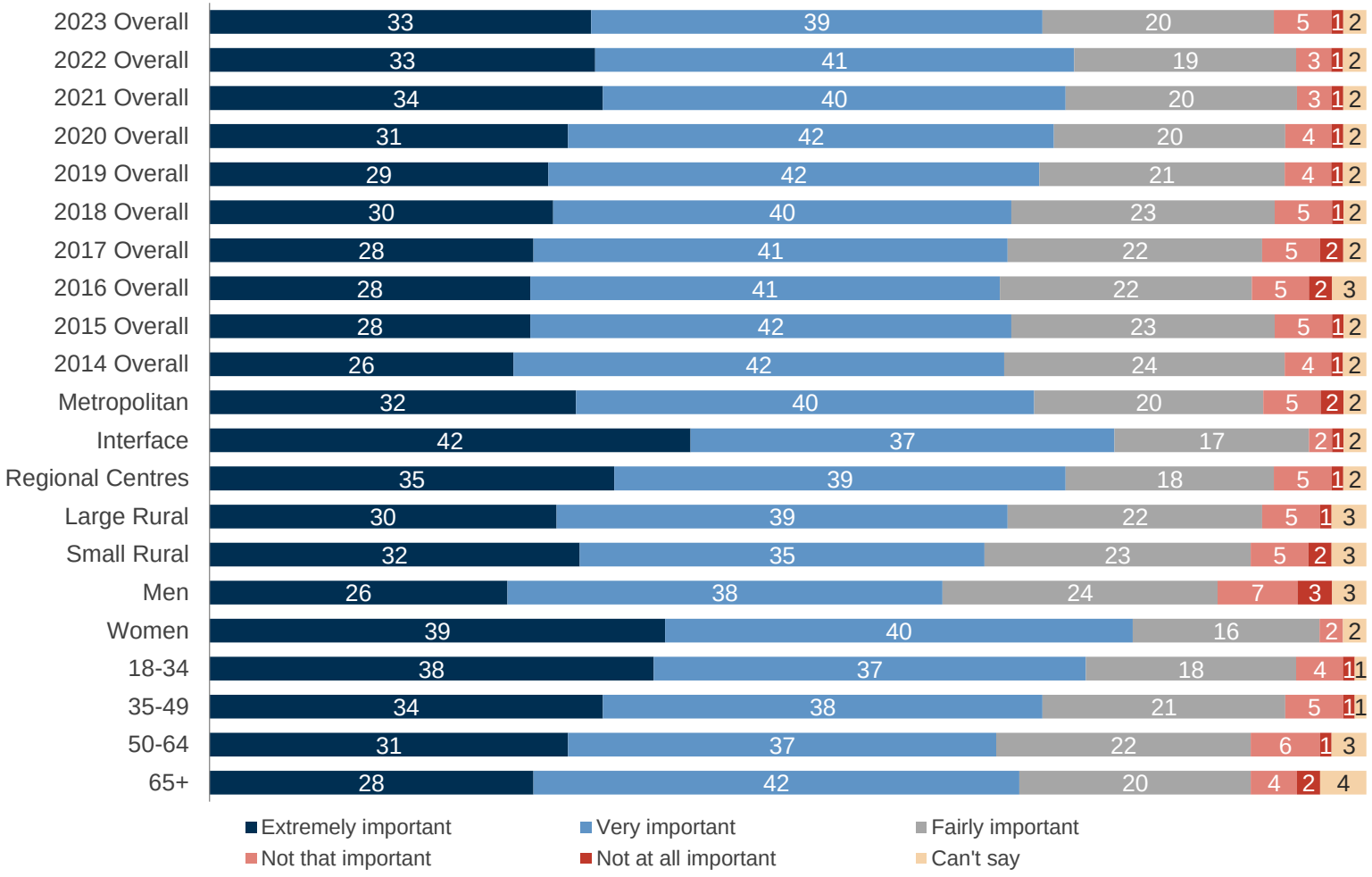
2023 family support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	82	78	77	76	76	74	75	74	n/a
Women	80	81	79	78	78	77	77	77	77
18-34	78	79	76	76	76	76	75	74	74
Regional Centres	76	78	76	75	75	76	73	75	n/a
35-49	77	76	75	74	74	73	74	73	73
Overall	76	76	75	74	74	73	73	73	72
Metropolitan	76	76	75	75	75	73	73	72	n/a
Small Rural	75	76	74	71	69	71	72	72	n/a
Large Rural	75	75	74	73	72	72	72	72	n/a
65+	75	74	74	72	72	71	71	72	72
50-64	75	75	74	72	72	72	70	72	71
Men	72	72	71	69	69	69	68	68	68

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

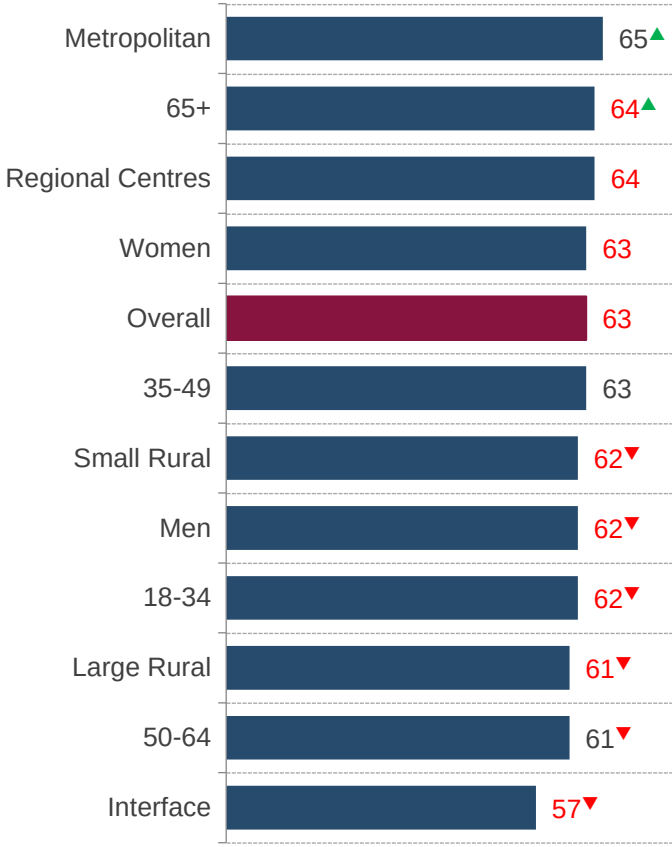
2023 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17

Family support services performance

2023 family support performance (index scores)

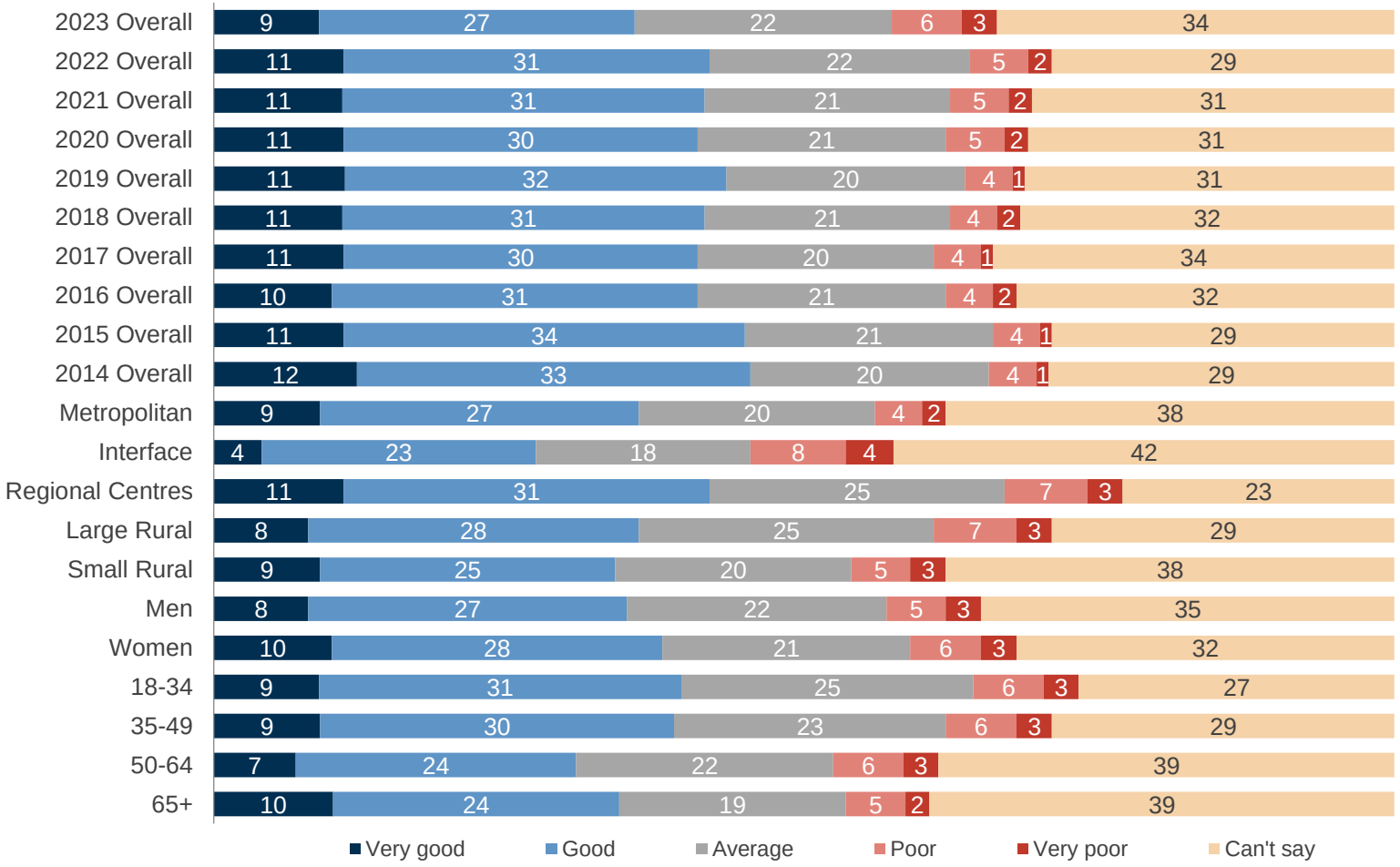


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	66	67	69	69	68	68	69	68	n/a
65+	69	69	69	70	68	70	69	70	72
Regional Centres	67	66	65	68	66	67	66	66	n/a
Women	65	66	66	67	67	67	67	68	69
Overall	65	66	66	67	66	67	66	67	68
35-49	64	65	65	67	67	66	66	66	67
Small Rural	64	66	66	68	67	68	66	67	n/a
Men	65	66	65	67	66	66	66	67	68
18-34	65	64	65	67	67	67	66	67	69
Large Rural	64	66	64	65	65	65	64	67	n/a
50-64	62	65	63	64	63	64	62	65	66
Interface	64	65	63	67	67	65	65	66	n/a

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

Family support services performance

2023 family support performance (%)



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

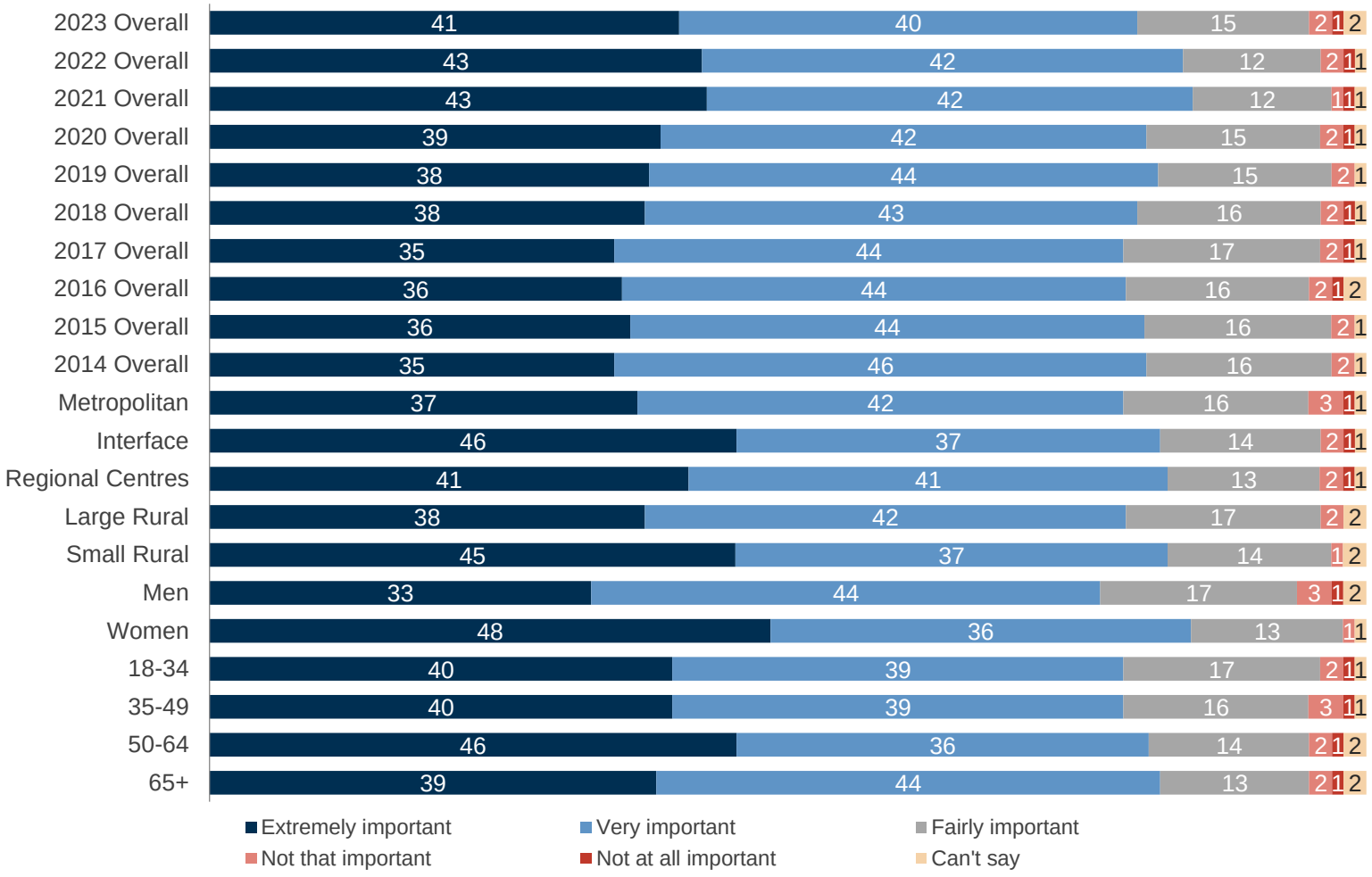
Elderly support services importance

2023 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	83▲	85	85	83	84	83	82	82	82	83
Small Rural	82▲	82	83	81	80	80	79	79	80	n/a
50-64	82▲	83	84	82	82	81	80	79	80	80
Interface	82	84	83	81	81	81	78	79	77	n/a
65+	80	82	82	81	80	80	79	79	80	79
Regional Centres	80	83	82	80	81	80	80	78	80	n/a
Overall	80	82	82	80	80	79	78	78	79	79
18-34	79	81	81	78	78	77	76	77	77	77
Large Rural	79	81	80	80	79	78	78	78	78	n/a
35-49	79	82	80	78	79	79	77	78	78	78
Metropolitan	78▼	80	81	78	79	79	77	78	78	n/a
Men	77▼	79	78	76	76	75	74	75	75	75

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16
Note: Please see Appendix A for explanation of significant differences.

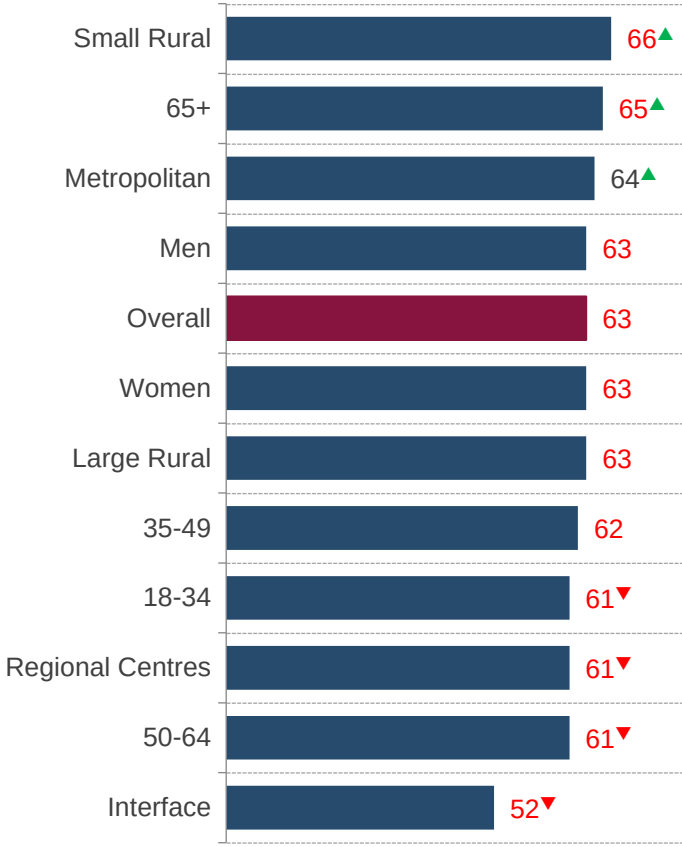
Elderly support services importance



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16

Elderly support services performance

2023 elderly support performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	70	72	71	71	69	71	70	72	n/a
65+	69	72	72	72	70	72	71	74	74
Metropolitan	65	66	67	67	67	67	69	69	n/a
Men	67	69	68	69	67	68	67	69	70
Overall	67	69	68	68	68	68	68	69	70
Women	66	68	68	68	68	68	69	69	71
Large Rural	65	68	67	67	67	67	66	69	n/a
35-49	65	66	65	67	67	66	65	66	68
18-34	66	67	66	67	67	67	67	67	69
Regional Centres	65	65	63	67	66	68	66	66	n/a
50-64	64	67	66	66	65	66	66	67	69
Interface	64	67	65	66	67	64	59	65	n/a

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

Elderly support services performance

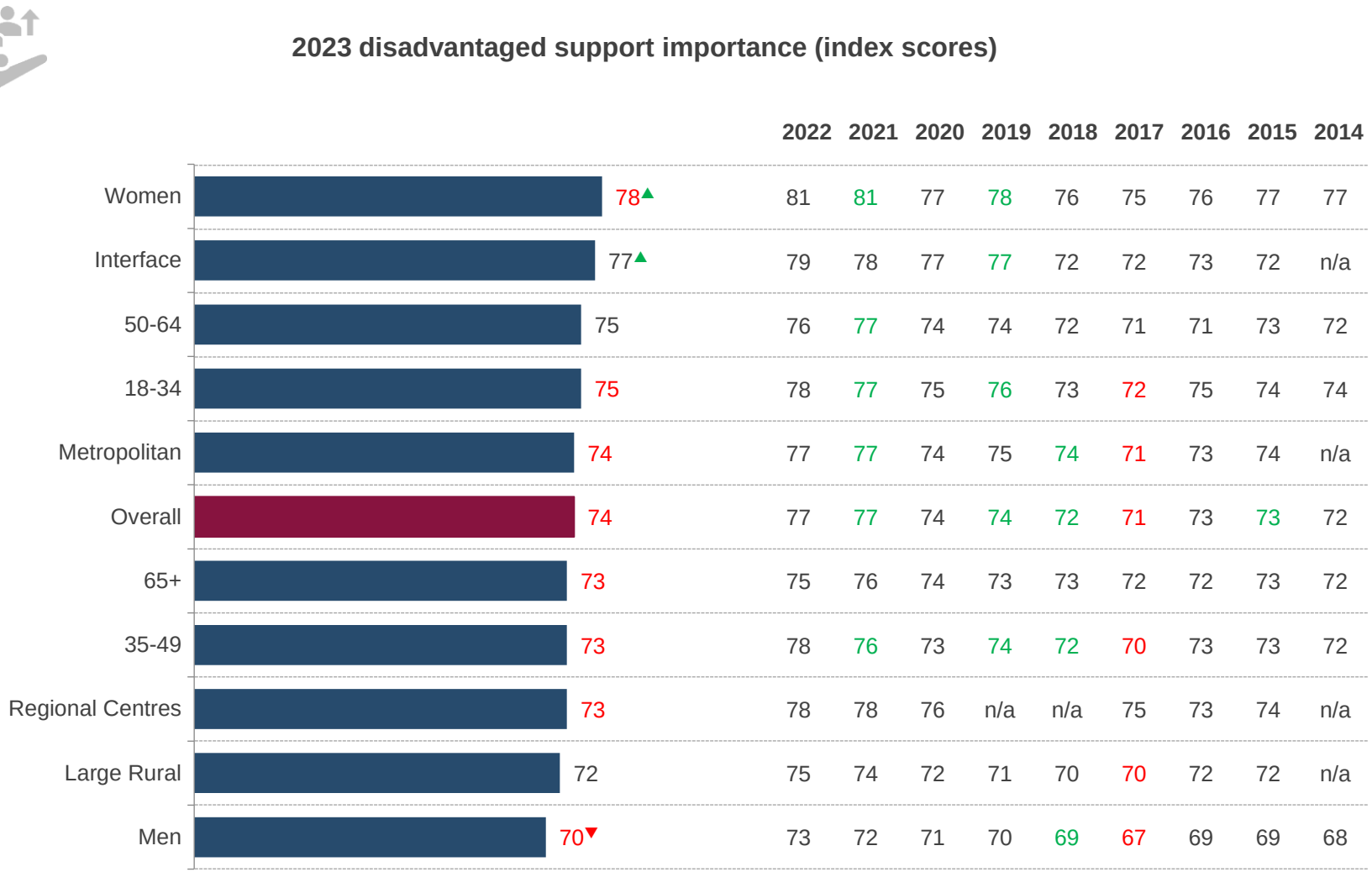
2023 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Overall	13	27	21	8	4	28
2022 Overall	15	32	21	6	3	24
2021 Overall	16	32	20	5	2	26
2020 Overall	15	30	20	5	2	28
2019 Overall	14	33	19	5	2	28
2018 Overall	14	32	19	5	2	29
2017 Overall	14	31	19	4	2	30
2016 Overall	14	30	20	5	2	30
2015 Overall	15	34	19	4	2	26
2014 Overall	16	34	17	4	2	27
Metropolitan	9	24	20	5	2	40
Interface	5	20	17	13	7	38
Regional Centres	14	28	27	9	5	17
Large Rural	13	29	23	8	4	23
Small Rural	17	30	20	8	3	22
Men	12	28	21	7	3	29
Women	13	26	22	8	4	27
18-34	9	27	22	7	3	32
35-49	9	24	21	7	3	36
50-64	11	25	22	8	4	30
65+	18	29	21	8	4	21

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

Disadvantaged support services importance

2023 disadvantaged support importance (index scores)

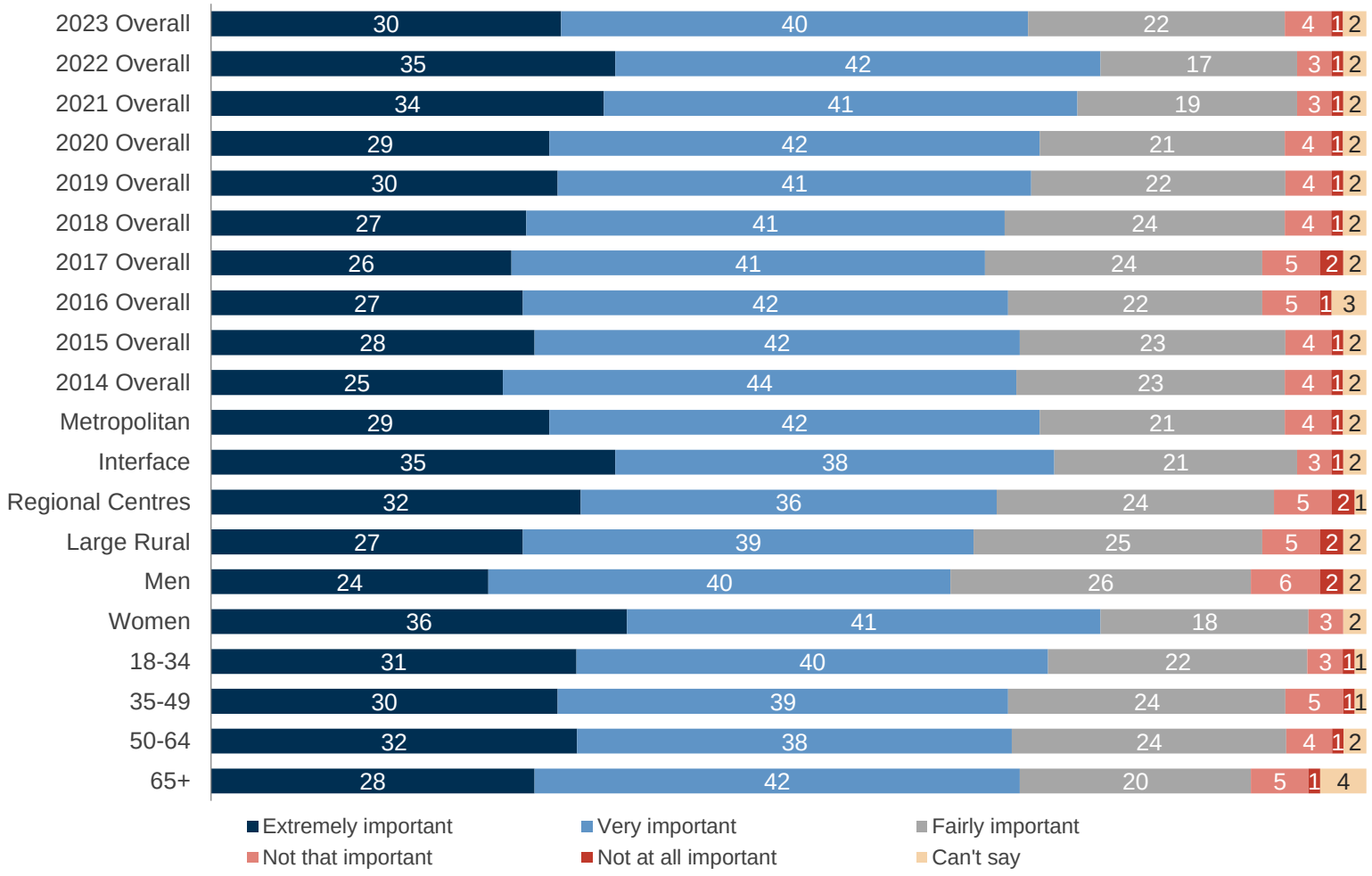


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	81	81	77	78	76	75	76	77	77
Interface	79	78	77	77	72	72	73	72	n/a
50-64	76	77	74	74	72	71	71	73	72
18-34	78	77	75	76	73	72	75	74	74
Metropolitan	77	77	74	75	74	71	73	74	n/a
Overall	77	77	74	74	72	71	73	73	72
65+	75	76	74	73	73	72	72	73	72
35-49	78	76	73	74	72	70	73	73	72
Regional Centres	78	78	76	n/a	n/a	75	73	74	n/a
Large Rural	75	74	72	71	70	70	72	72	n/a
Men	73	72	71	70	69	67	69	69	68

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services importance

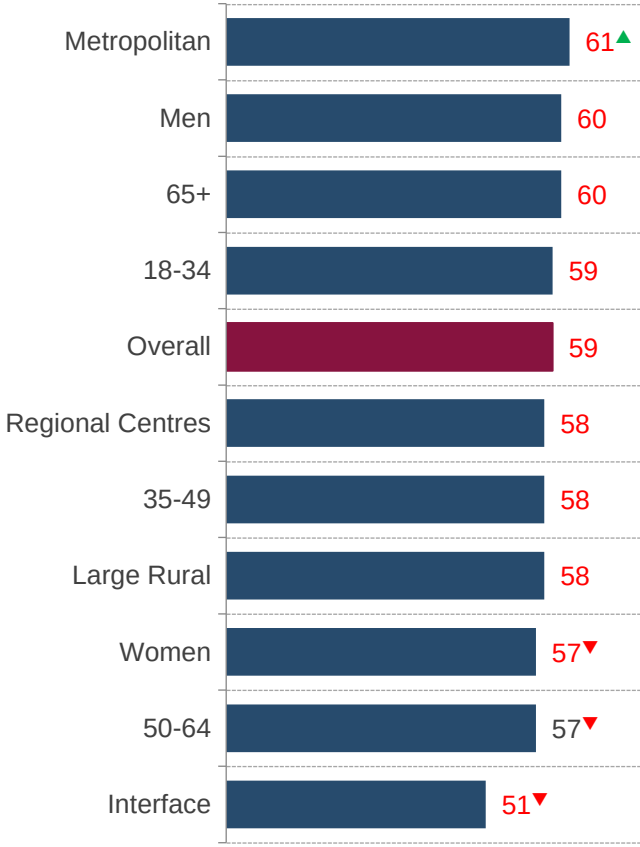
2023 disadvantaged support importance (%)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9

Disadvantaged support services performance

2023 disadvantaged support performance (index scores)



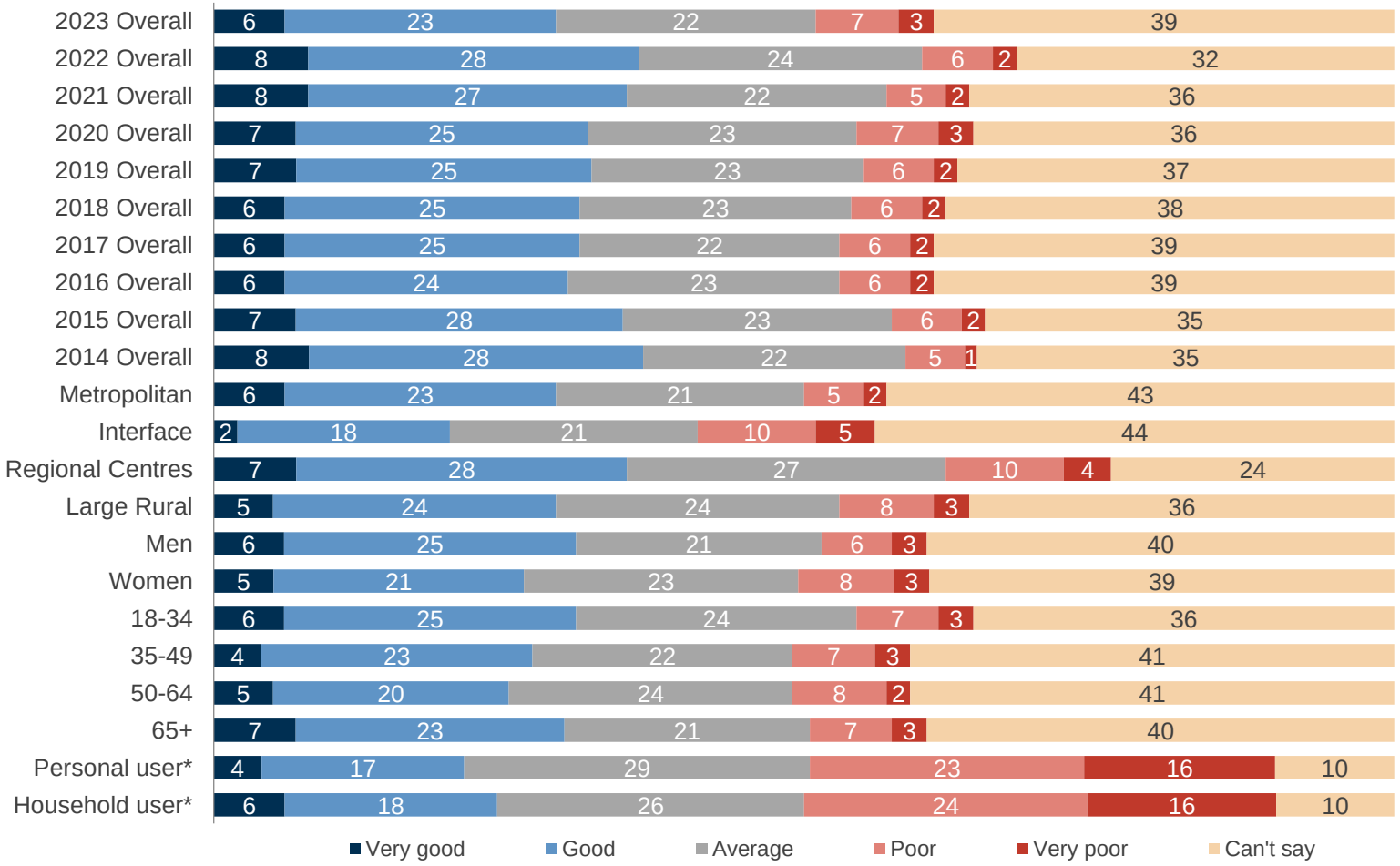
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	63	64	62	63	61	62	62	63	n/a
Men	64	65	62	63	63	62	61	62	65
65+	64	65	62	65	64	64	64	65	67
18-34	63	64	61	61	62	61	60	62	65
Overall	62	63	60	62	61	61	61	62	64
Regional Centres	62	63	59	63	61	63	59	61	n/a
35-49	62	62	59	61	61	60	59	61	62
Large Rural	62	64	61	61	61	61	61	62	n/a
Women	61	62	59	60	60	61	60	62	63
50-64	59	63	58	60	58	59	59	60	61
Interface	60	62	59	60	62	56	58	61	n/a

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

**Caution: small sample size < n=30*

Disadvantaged support services performance

2023 disadvantaged support performance (%)



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

**Caution: small sample size < n=30*

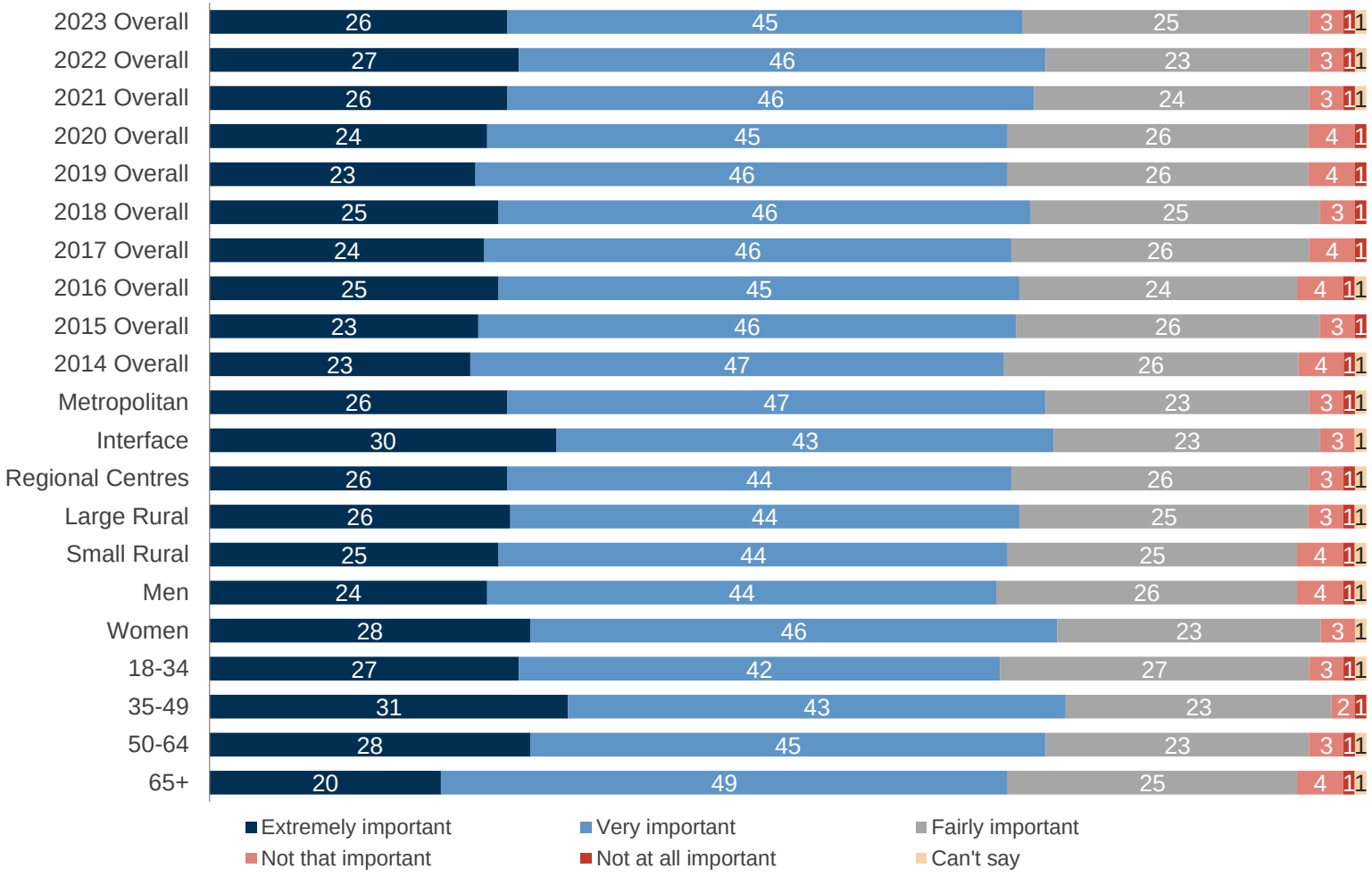
Recreational facilities importance

2023 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	75▲	77	76	75	75	75	74	75	75	74
Interface	75	76	75	73	72	74	72	73	72	n/a
Women	75▲	76	75	74	73	75	74	75	73	74
50-64	74	74	74	74	73	74	73	73	72	72
Metropolitan	74▲	74	74	72	72	73	73	73	72	n/a
Overall	73	74	74	72	72	73	72	73	72	72
18-34	73	73	72	69	70	72	71	72	70	70
Large Rural	73	74	73	72	72	74	72	72	72	n/a
Regional Centres	73	75	74	72	72	74	73	73	72	n/a
Small Rural	73	74	73	73	72	72	71	72	73	n/a
Men	72▼	73	72	71	70	72	70	71	71	70
65+	71▼	73	73	72	71	72	71	71	71	71

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32
Note: Please see Appendix A for explanation of significant differences.

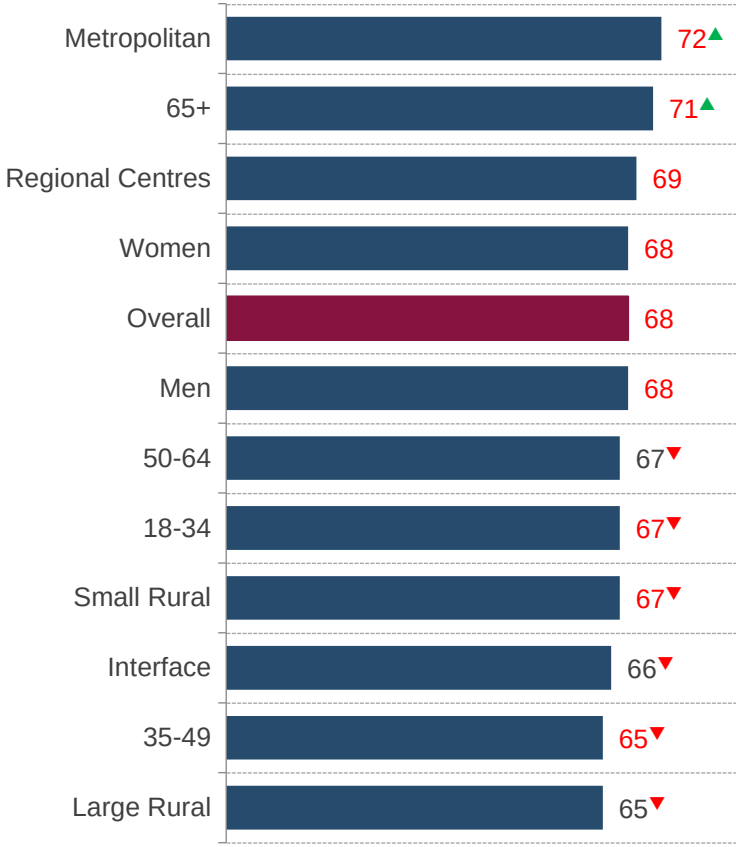
Recreational facilities importance



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32

Recreational facilities performance

2023 recreational facilities performance (index scores)

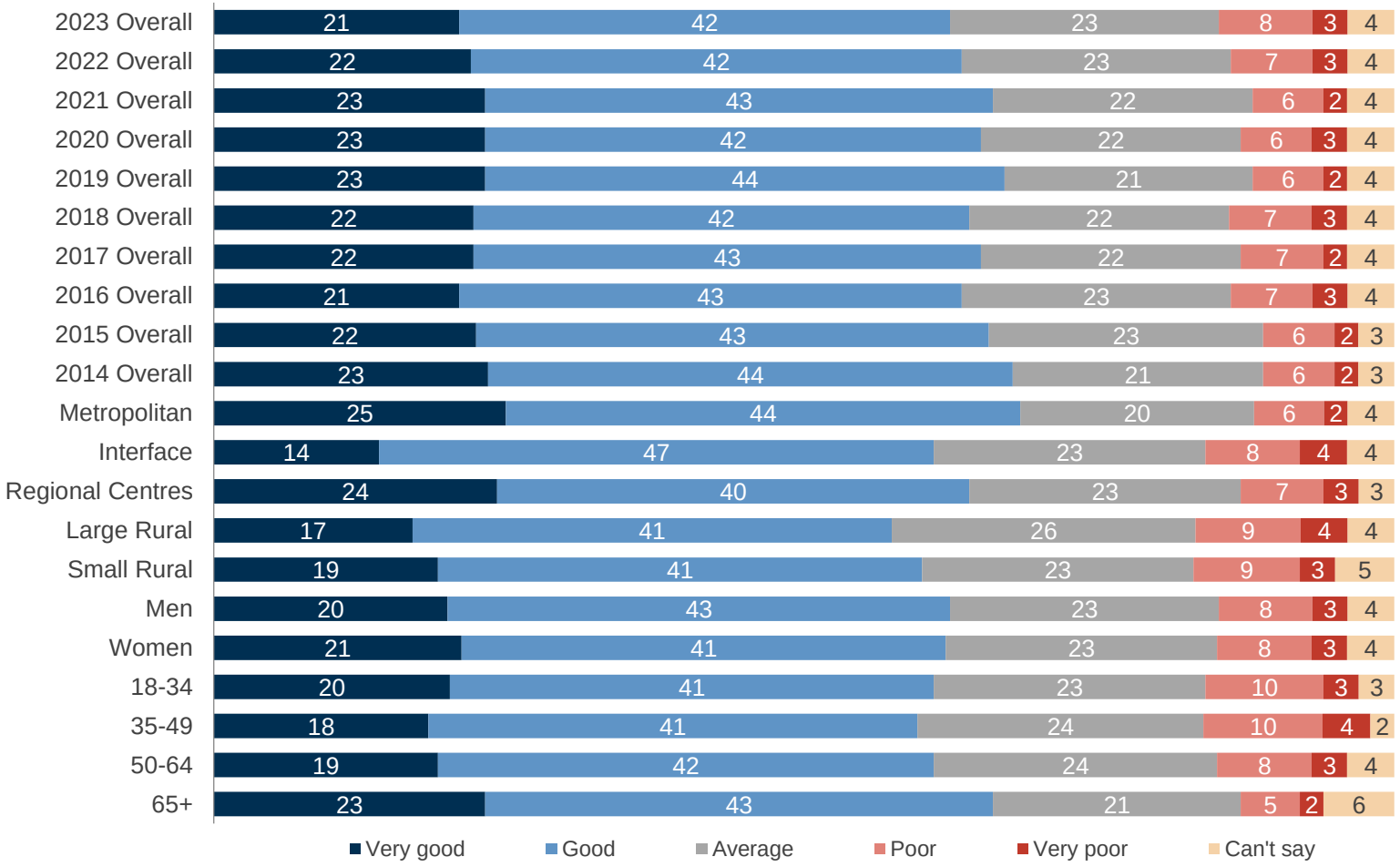


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	73	75	74	75	74	73	73	74	n/a
65+	72	74	73	74	72	73	72	73	74
Regional Centres	72	74	70	71	70	69	70	69	n/a
Women	70	71	70	71	70	70	69	70	71
Overall	69	71	70	70	69	70	69	70	71
Men	69	71	70	70	69	69	69	69	70
50-64	68	70	68	69	68	69	67	69	69
18-34	69	70	69	70	69	68	69	69	71
Small Rural	69	69	68	68	69	69	68	70	n/a
Interface	67	68	67	70	68	66	67	68	n/a
35-49	67	69	68	68	68	68	67	67	69
Large Rural	66	68	67	68	66	66	65	66	n/a

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

Recreational facilities performance

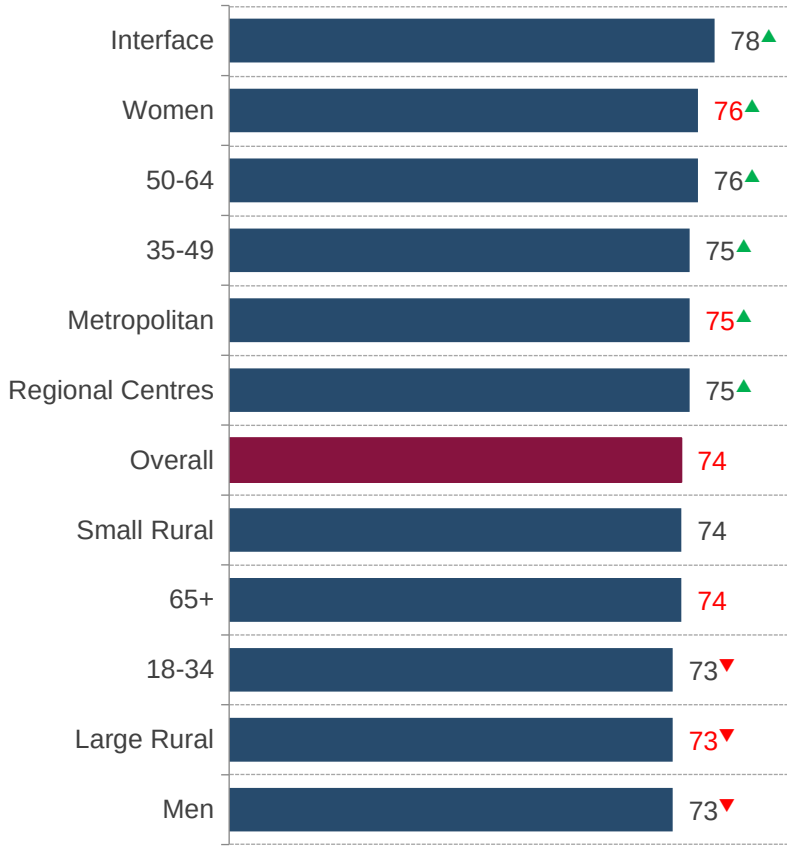
2023 recreational facilities performance (%)



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

The appearance of public areas importance

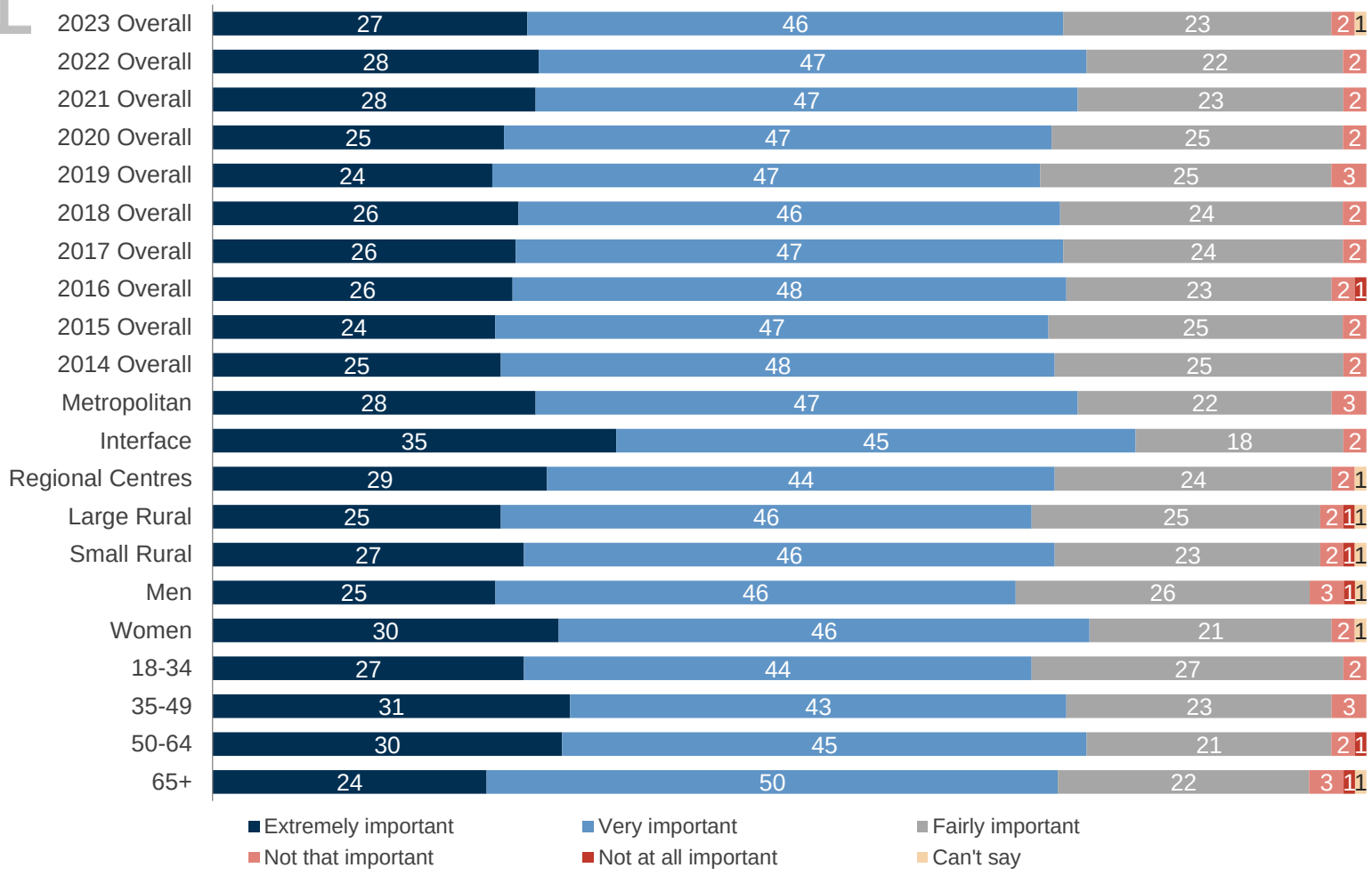
2023 public areas importance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	78	77	75	73	76	75	75	73	n/a
Women	77	77	75	75	76	76	76	75	75
50-64	77	76	76	75	75	75	75	75	75
35-49	76	76	74	74	75	75	75	75	75
Metropolitan	76	76	73	74	74	75	74	73	n/a
Regional Centres	75	74	74	73	74	74	74	74	n/a
Overall	75	75	74	73	74	74	74	73	73
Small Rural	74	74	74	74	74	74	74	73	n/a
65+	76	75	74	74	75	75	75	74	74
18-34	73	74	71	71	71	72	72	70	70
Large Rural	75	75	73	73	73	73	74	73	n/a
Men	73	73	72	71	72	72	72	71	71

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31
Note: Please see Appendix A for explanation of significant differences.

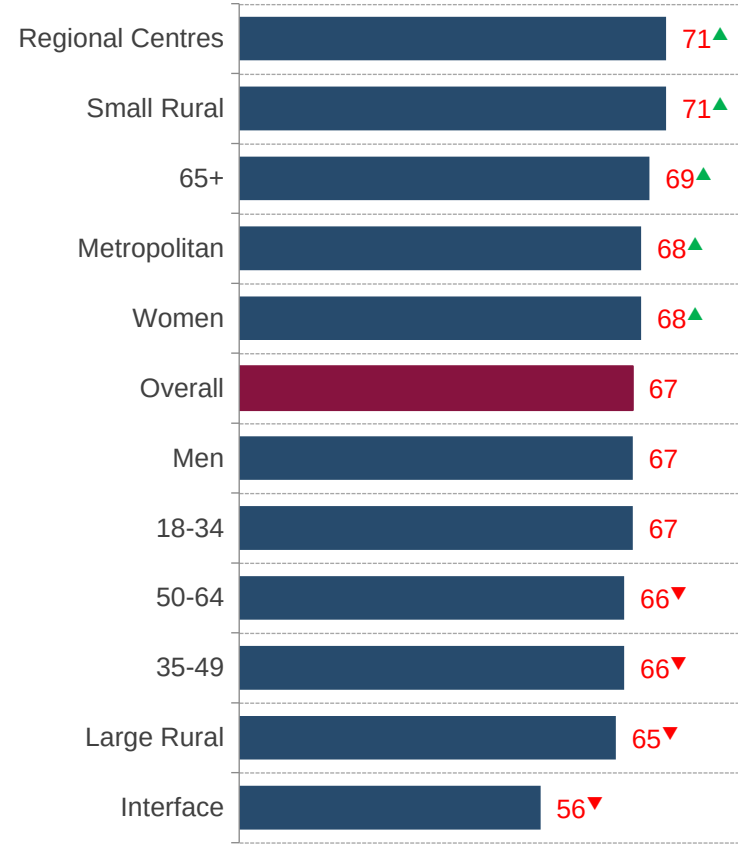
The appearance of public areas importance



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31

The appearance of public areas performance

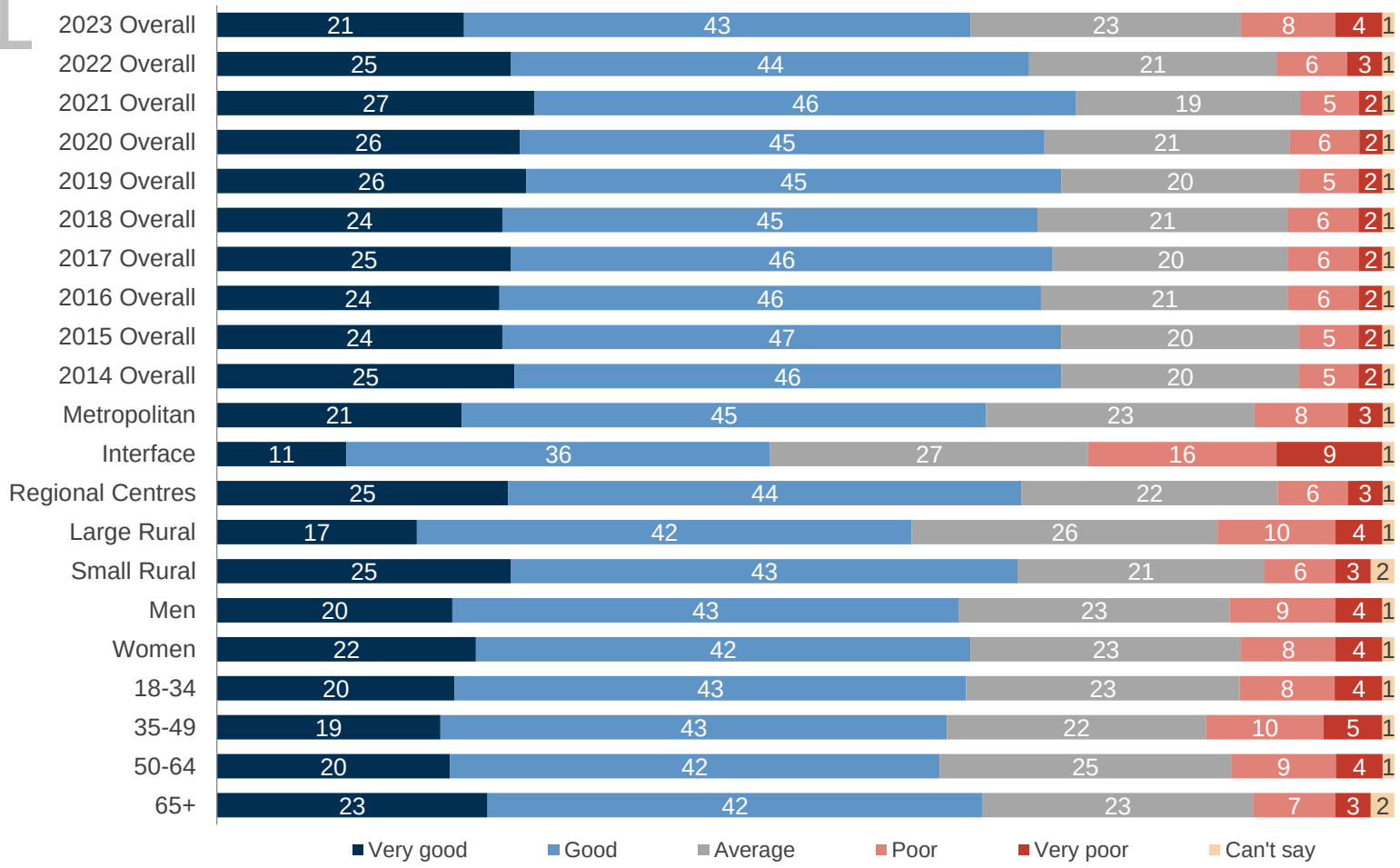
2023 public areas performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	73	75	72	74	73	73	73	72	n/a
Small Rural	73	75	72	73	72	74	73	74	n/a
65+	72	73	72	73	72	72	72	72	73
Metropolitan	72	74	73	74	73	72	72	73	n/a
Women	71	73	72	73	72	72	71	72	72
Overall	71	73	72	72	71	71	71	72	72
Men	70	73	71	72	71	71	71	71	72
18-34	72	74	72	73	71	72	72	73	73
50-64	68	72	70	71	70	69	69	70	71
35-49	70	72	72	72	71	72	71	72	72
Large Rural	67	70	71	70	69	69	69	69	n/a
Interface	62	68	65	69	68	66	66	67	n/a

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

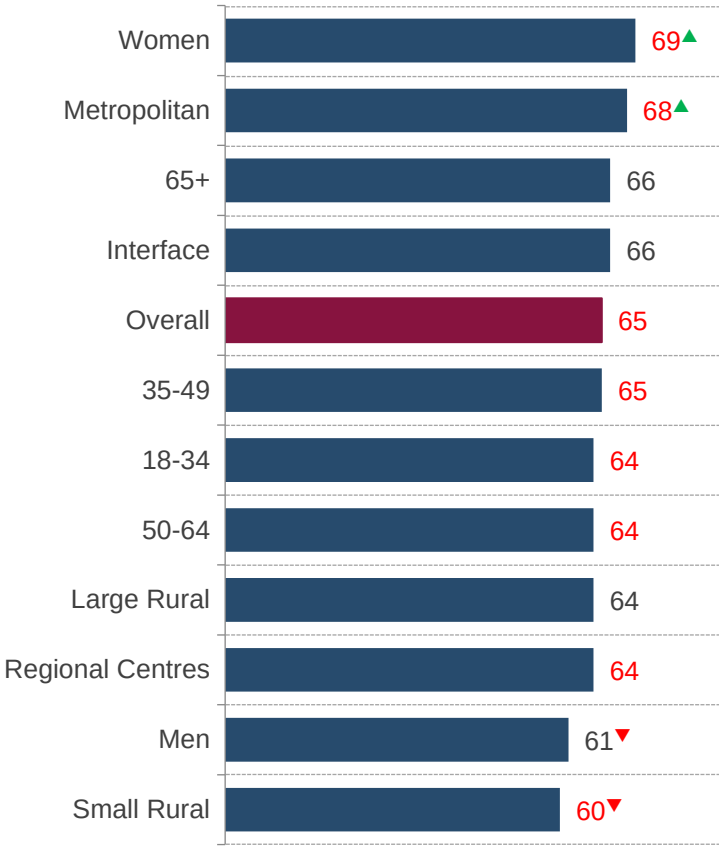
The appearance of public areas performance



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

Art centres and libraries importance

2023 art centres and libraries importance (index scores)

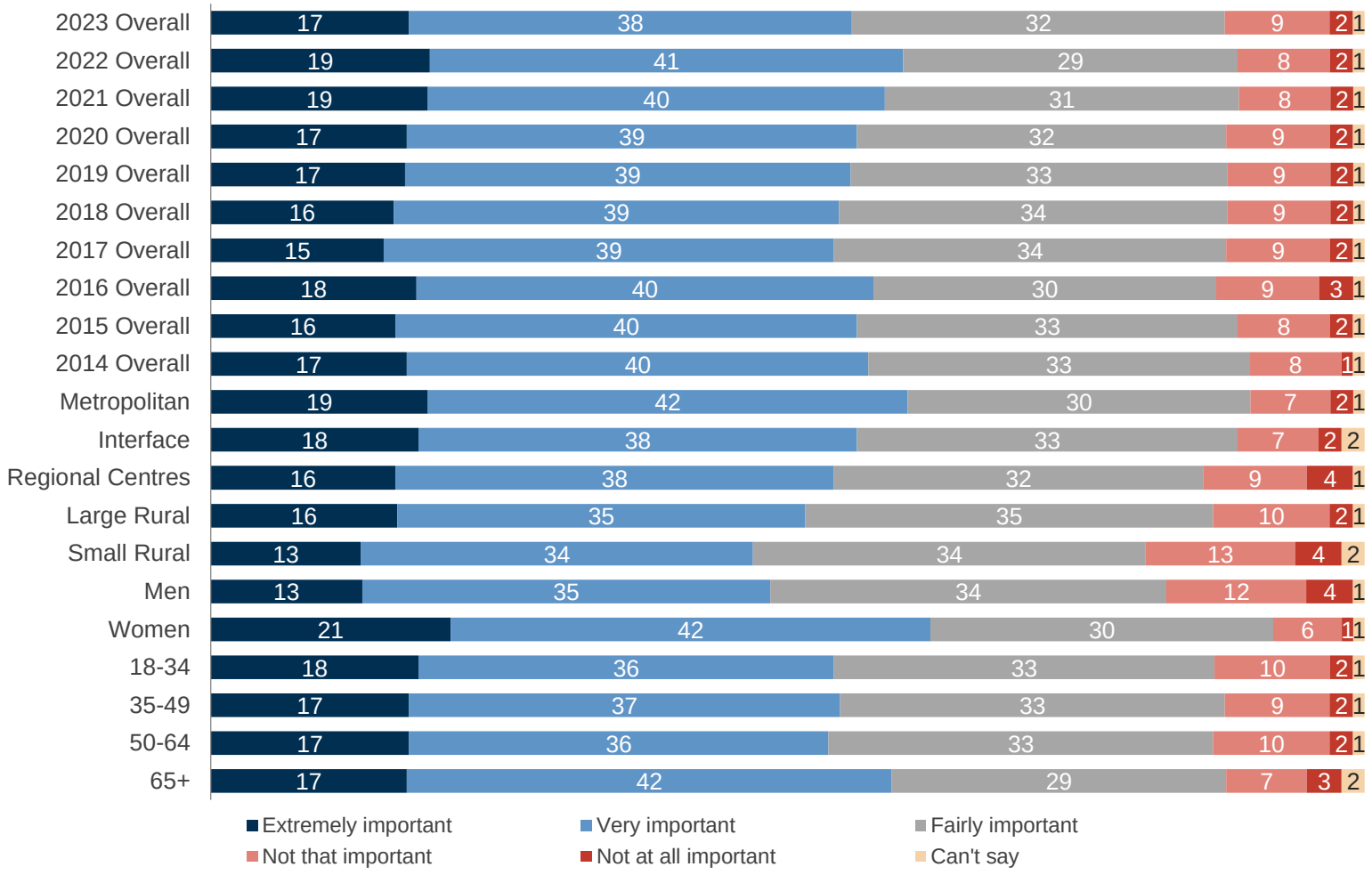


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	71	71	69	69	69	69	70	70	70
Metropolitan	70	70	68	67	67	67	68	69	n/a
65+	67	68	68	66	67	66	67	67	68
Interface	66	66	64	64	67	62	66	64	n/a
Overall	67	67	65	65	65	64	66	65	66
35-49	67	68	66	65	65	66	66	67	66
18-34	66	64	62	64	62	61	64	63	63
50-64	66	65	66	65	65	64	65	65	66
Large Rural	64	66	64	64	62	63	63	63	n/a
Regional Centres	66	66	63	63	63	62	64	66	n/a
Men	62	62	61	61	61	60	60	61	62
Small Rural	63	63	60	63	61	61	65	62	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

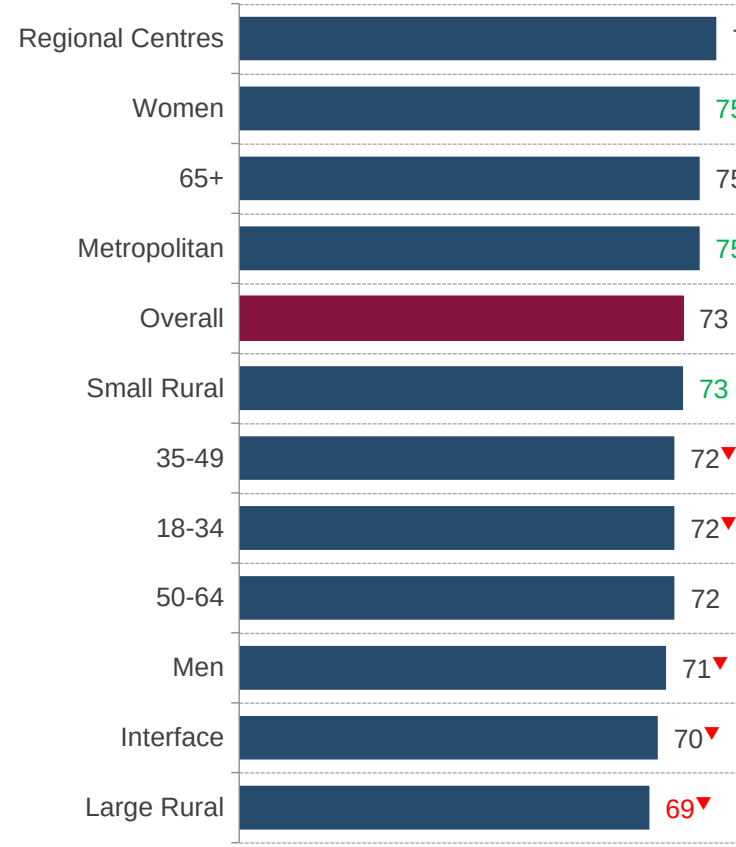
2023 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22

Art centres and libraries performance

2023 art centres and libraries performance (index scores)

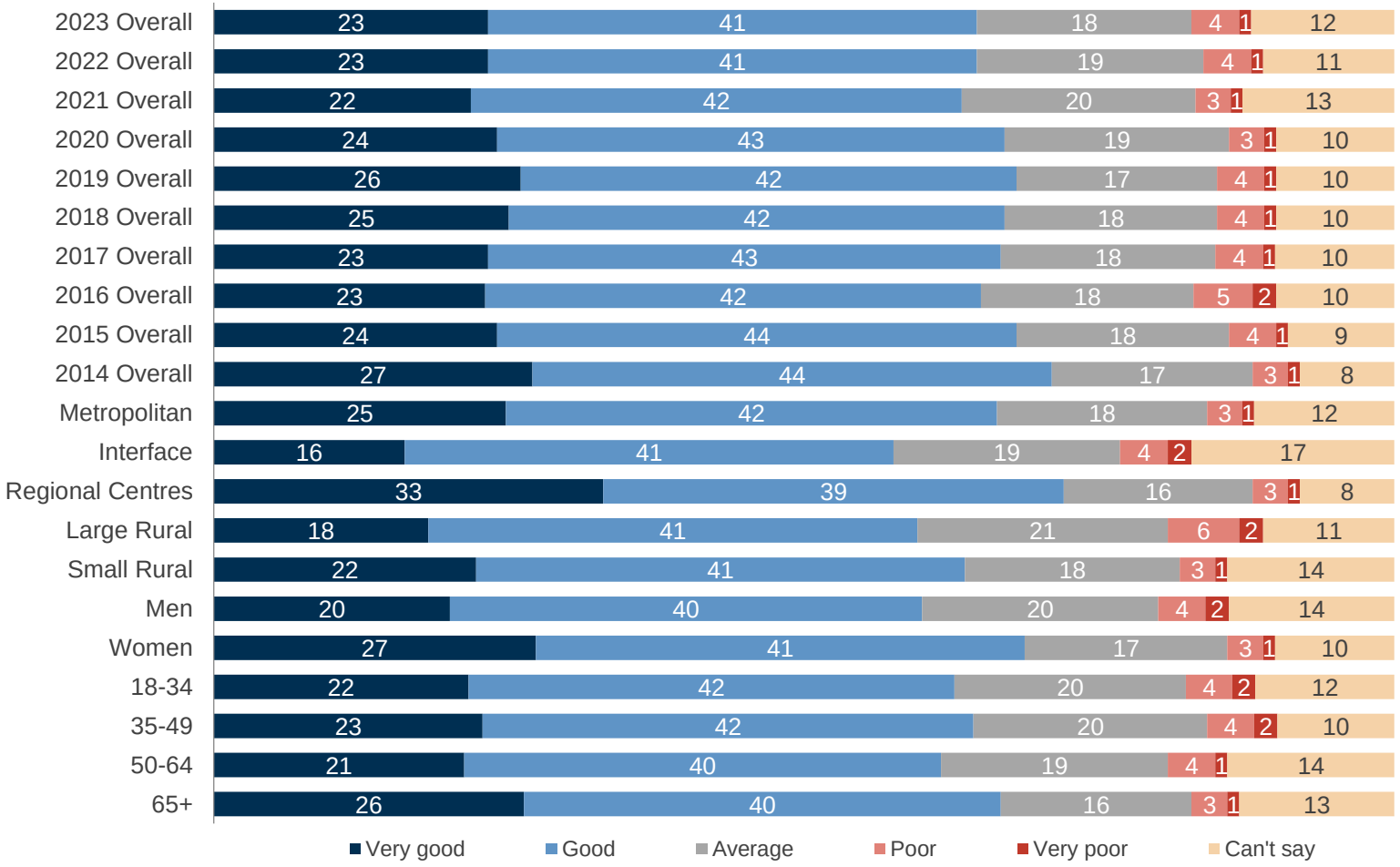


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	76	75	74	74	76	75	75	75	n/a
Women	74	74	75	76	75	75	74	75	77
65+	75	76	77	77	76	76	75	76	78
Metropolitan	73	73	75	76	75	75	74	75	n/a
Overall	73	73	74	74	74	73	72	73	75
Small Rural	71	72	74	74	73	72	71	69	n/a
35-49	72	73	74	74	74	73	72	73	76
18-34	72	70	71	73	73	72	71	73	74
50-64	71	72	72	73	72	72	71	71	73
Men	71	71	73	73	73	72	70	72	74
Interface	69	71	71	75	75	72	68	72	n/a
Large Rural	72	73	72	73	71	70	70	73	n/a

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

Art centres and libraries performance

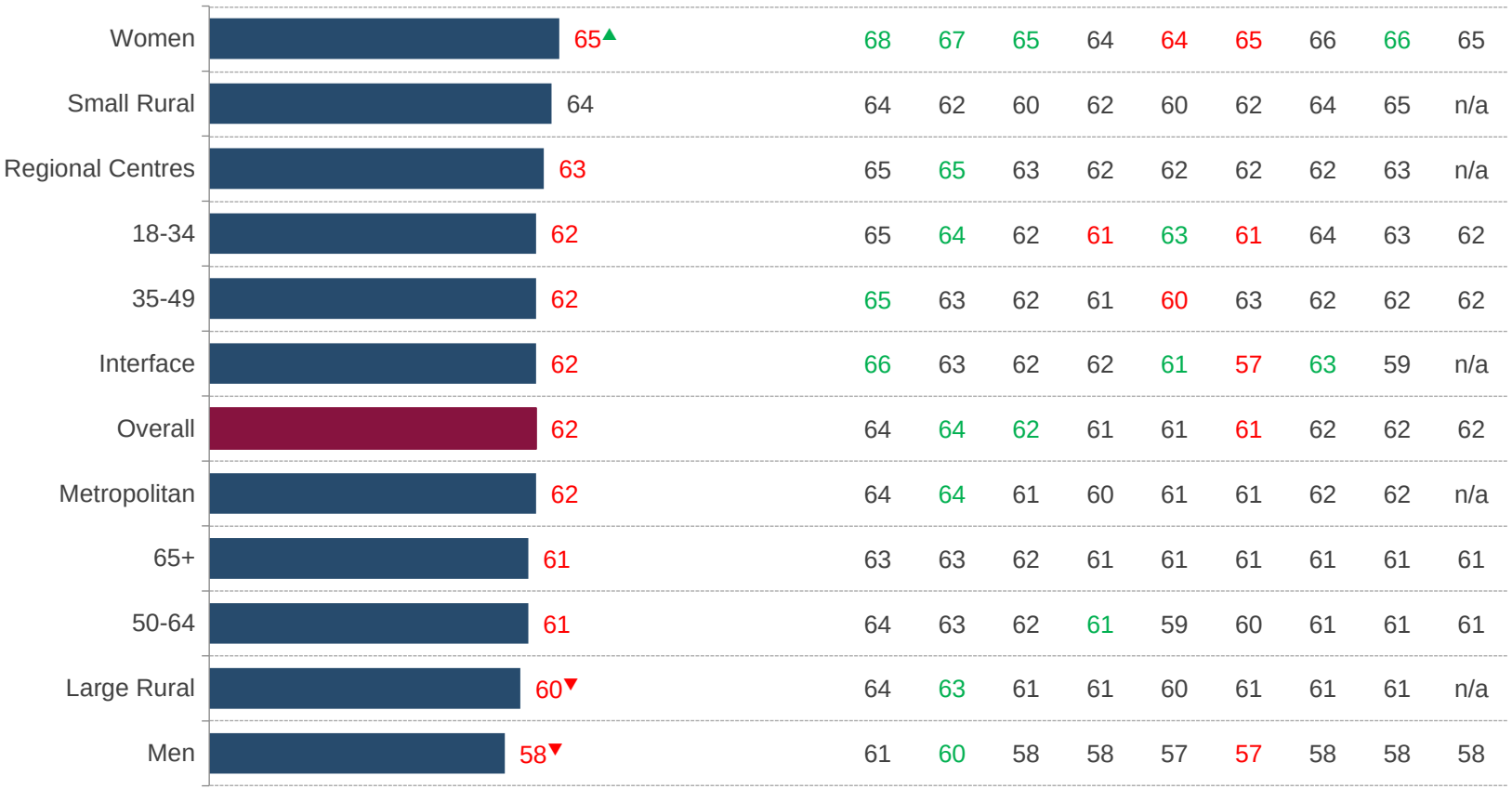
2023 art centres and libraries performance (%)



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

Community and cultural activities importance

2023 community and cultural activities importance (index scores)

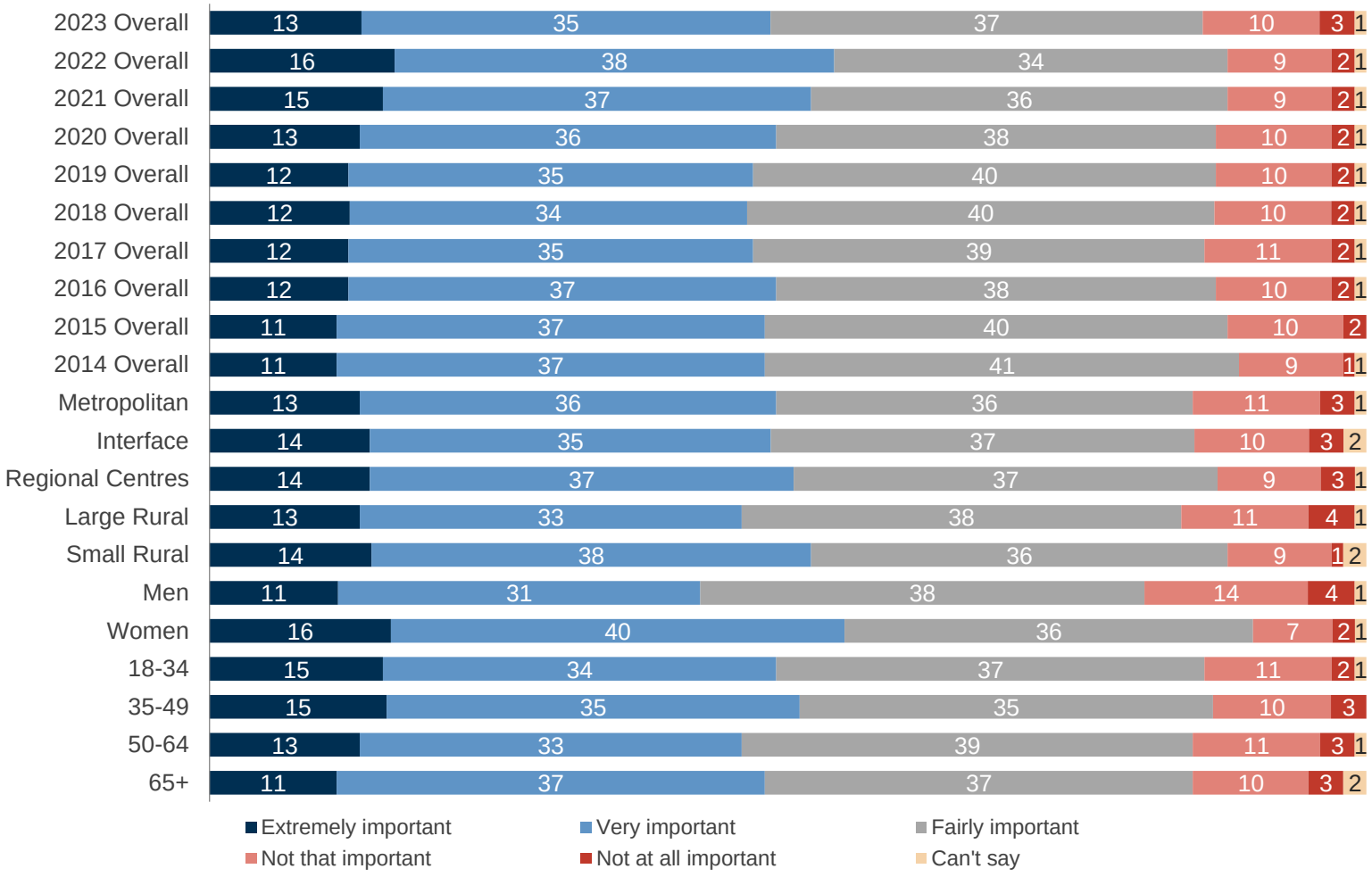


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	68	67	65	64	64	65	66	66	65
Small Rural	64	62	60	62	60	62	64	65	n/a
Regional Centres	65	65	63	62	62	62	62	63	n/a
18-34	65	64	62	61	63	61	64	63	62
35-49	65	63	62	61	60	63	62	62	62
Interface	66	63	62	62	61	57	63	59	n/a
Overall	64	64	62	61	61	61	62	62	62
Metropolitan	64	64	61	60	61	61	62	62	n/a
65+	63	63	62	61	61	61	61	61	61
50-64	64	63	62	61	59	60	61	61	61
Large Rural	64	63	61	61	60	61	61	61	n/a
Men	61	60	58	58	57	57	58	58	58

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

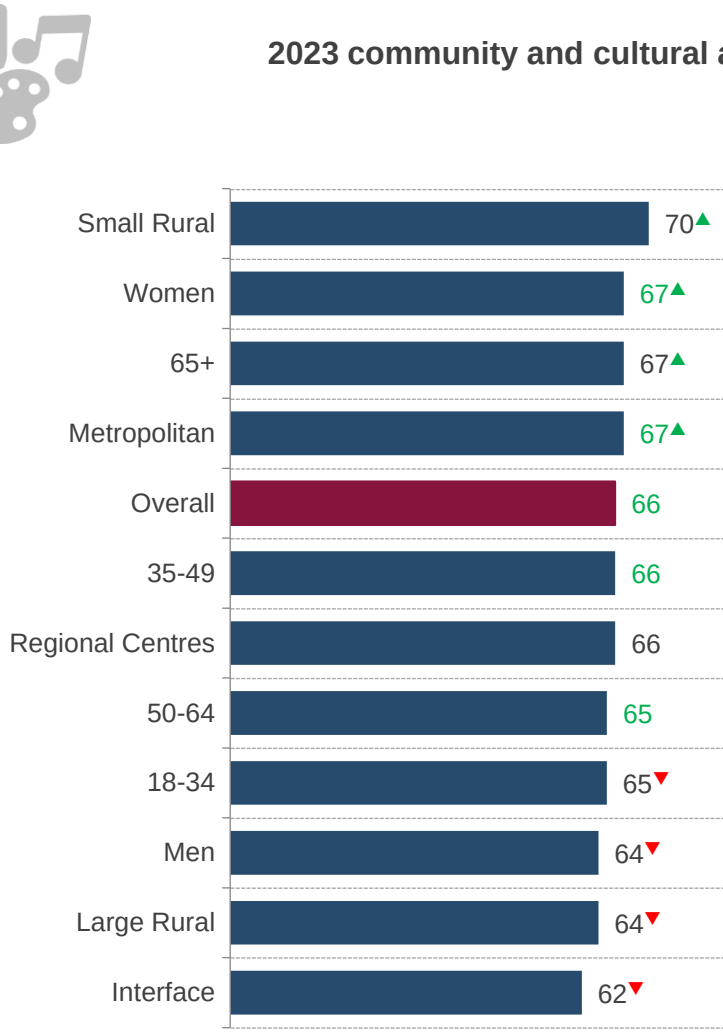
2023 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22

Community and cultural activities performance

2023 community and cultural activities performance (index scores)

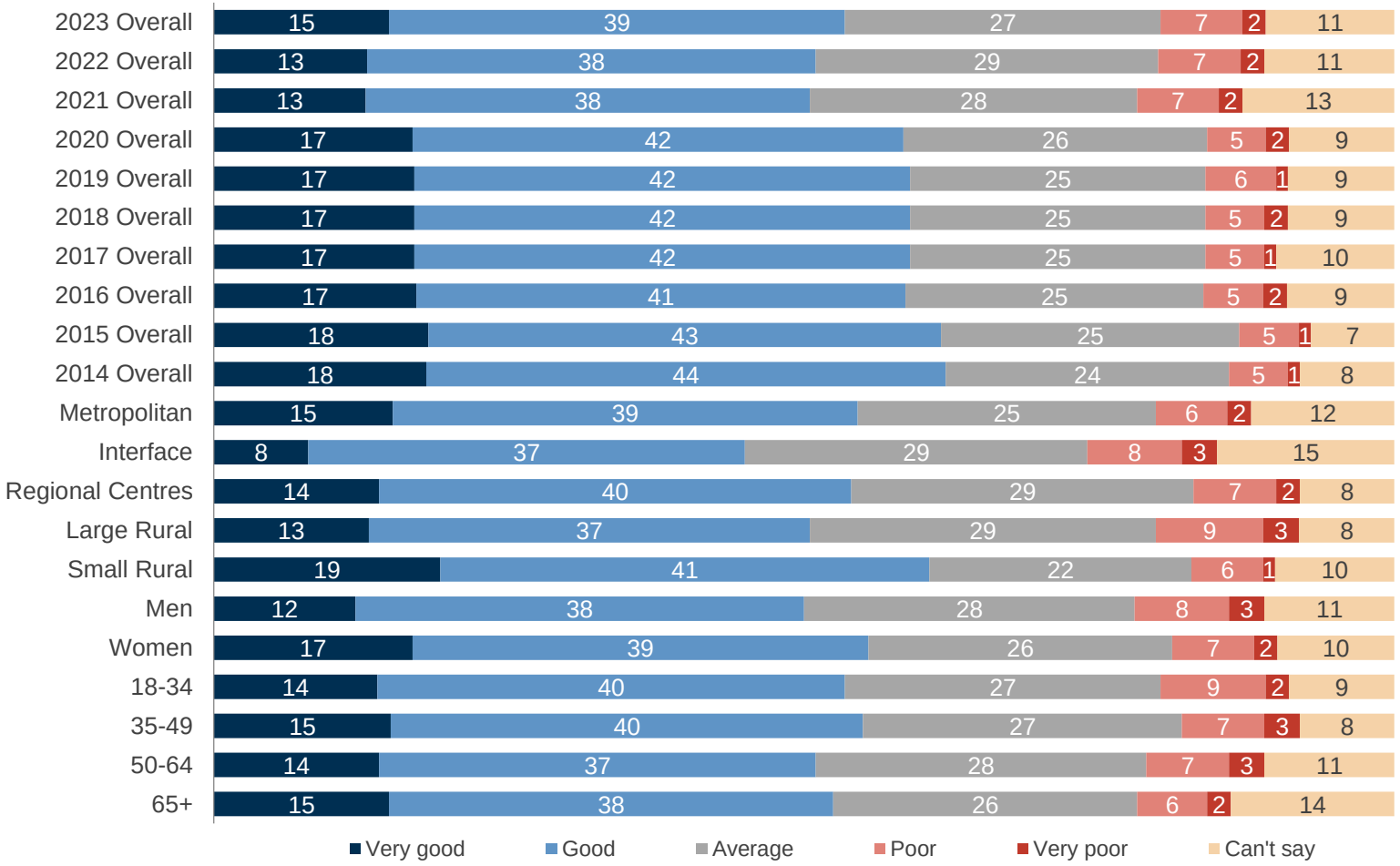


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	68	67	68	66	69	69	65	68	n/a
Women	65	65	70	70	70	71	70	71	71
65+	67	68	70	71	69	70	69	71	72
Metropolitan	65	66	70	70	70	70	71	71	n/a
Overall	65	65	68	69	69	69	69	69	70
35-49	63	64	70	69	69	70	70	70	71
Regional Centres	65	65	69	69	68	69	69	69	n/a
50-64	63	64	67	68	67	68	67	68	69
18-34	64	63	66	67	68	67	68	69	69
Men	64	65	67	67	67	67	67	68	68
Large Rural	63	65	67	67	67	69	67	69	n/a
Interface	62	62	66	68	67	64	63	65	n/a

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

Community and cultural activities performance

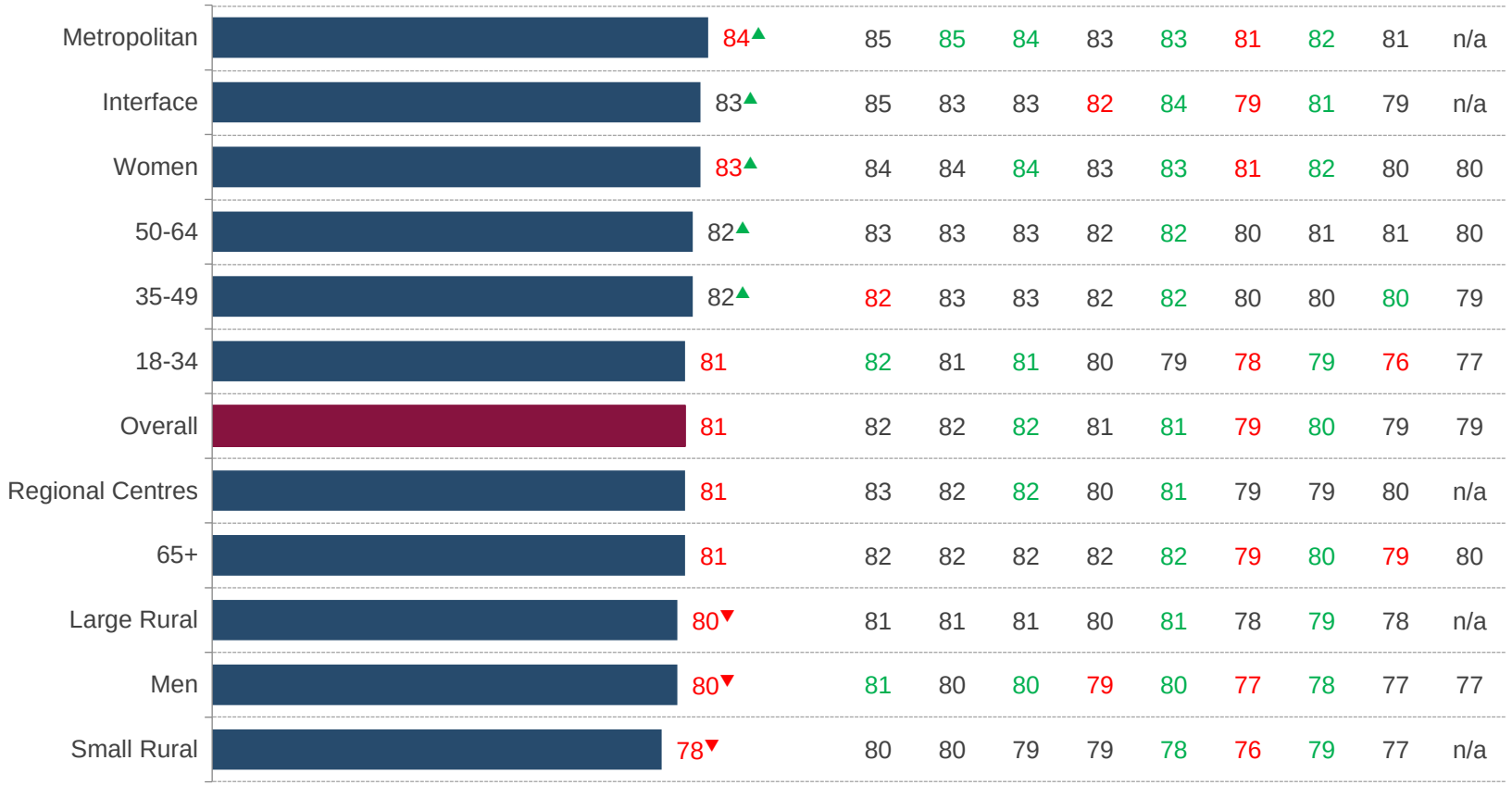
2023 community and cultural activities performance (%)



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

Waste management importance

2023 waste management importance (index scores)

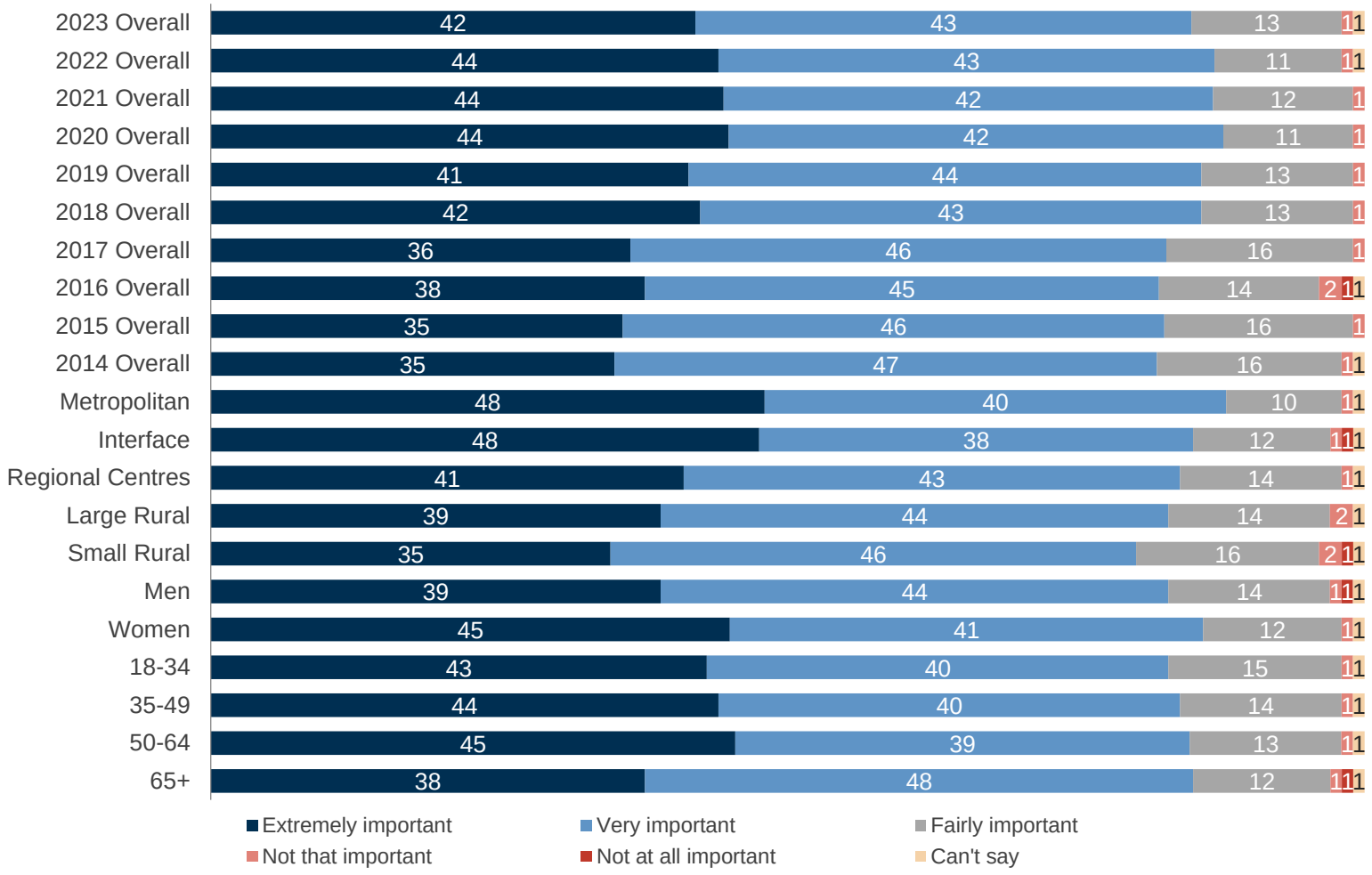


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	85	85	84	83	83	81	82	81	n/a
Interface	85	83	83	82	84	79	81	79	n/a
Women	84	84	84	83	83	81	82	80	80
50-64	83	83	83	82	82	80	81	81	80
35-49	82	83	83	82	82	80	80	80	79
18-34	82	81	81	80	79	78	79	76	77
Overall	82	82	82	81	81	79	80	79	79
Regional Centres	83	82	82	80	81	79	79	80	n/a
65+	82	82	82	82	82	79	80	79	80
Large Rural	81	81	81	80	81	78	79	78	n/a
Men	81	80	80	79	80	77	78	77	77
Small Rural	80	80	79	79	78	76	79	77	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

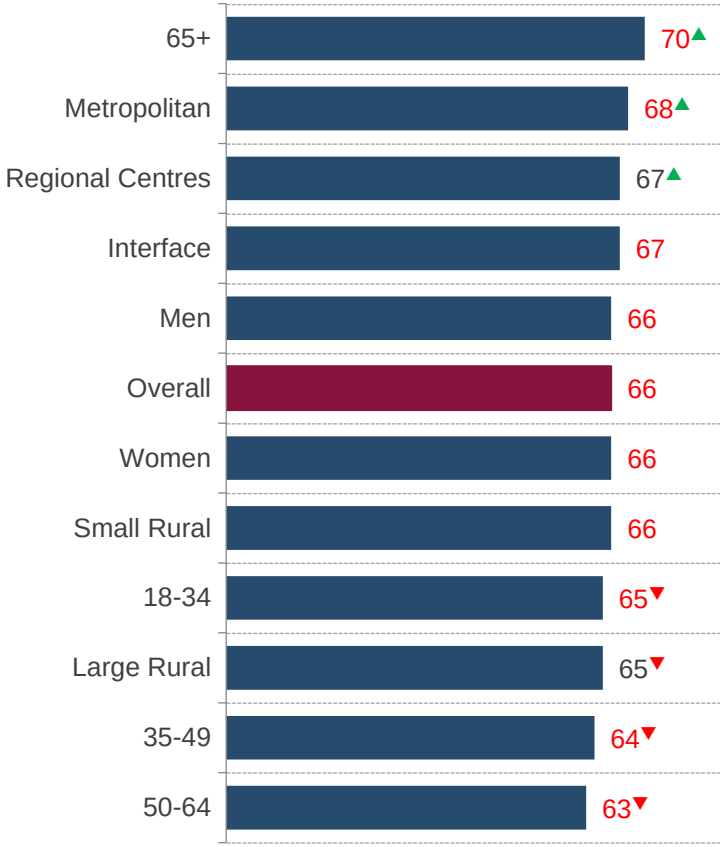
2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31

Waste management performance

2023 waste management performance (index scores)

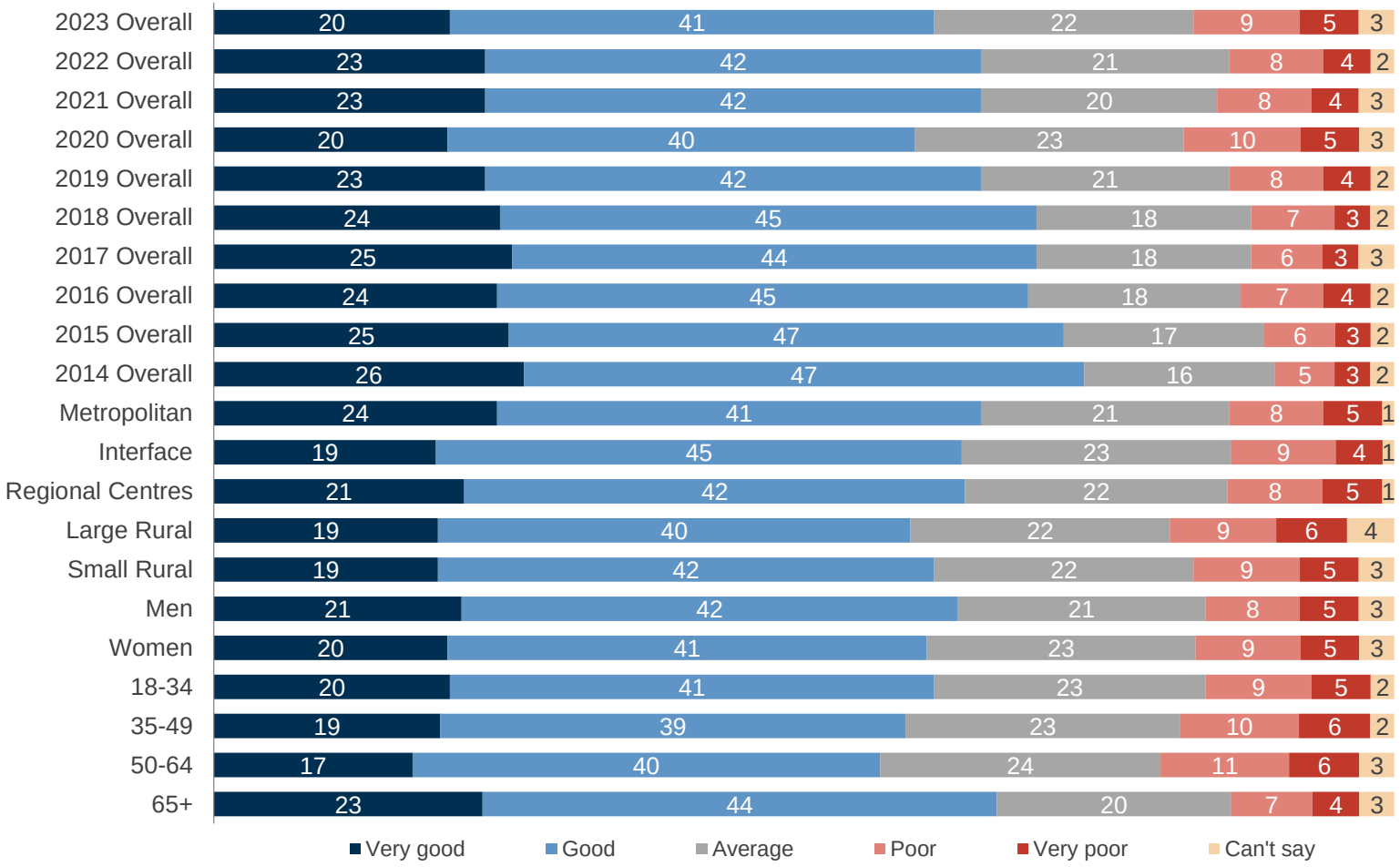


	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	72	72	70	72	73	74	74	75	75
Metropolitan	71	72	70	73	75	75	76	77	n/a
Regional Centres	68	69	66	68	70	69	69	71	n/a
Interface	69	71	65	70	68	71	71	73	n/a
Men	68	70	66	69	70	71	70	72	73
Overall	68	69	65	68	70	71	70	72	73
Women	68	68	64	68	70	71	70	72	72
Small Rural	68	68	64	66	69	70	69	71	n/a
18-34	68	69	64	68	70	71	70	73	74
Large Rural	65	66	62	64	67	68	66	68	n/a
35-49	65	66	63	66	69	70	68	69	71
50-64	65	66	63	66	68	69	67	70	71

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

Waste management performance

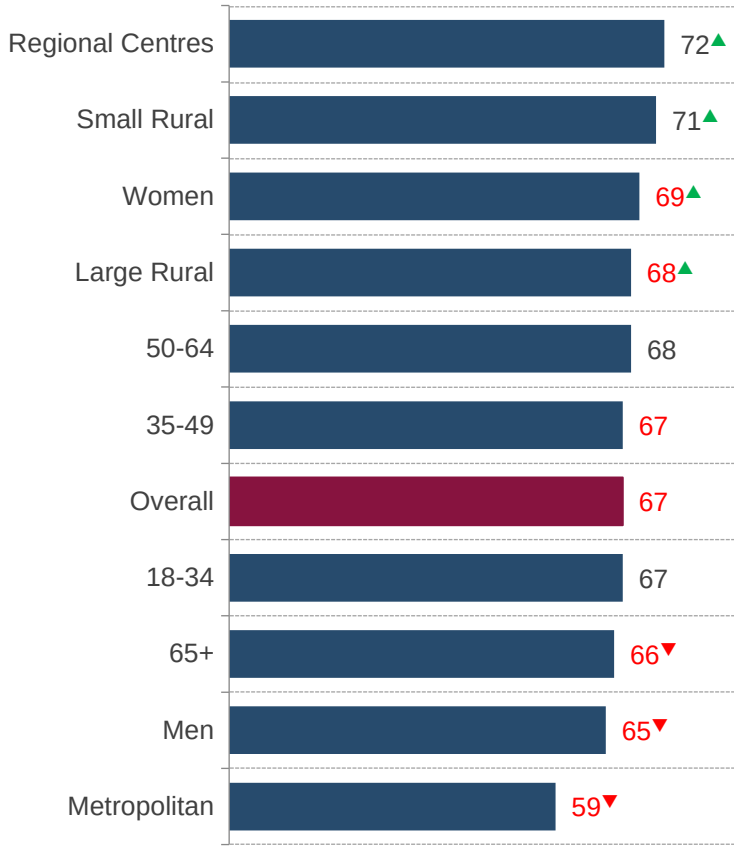
2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66

Business and community development and tourism importance

2023 business/development/tourism importance (index scores)

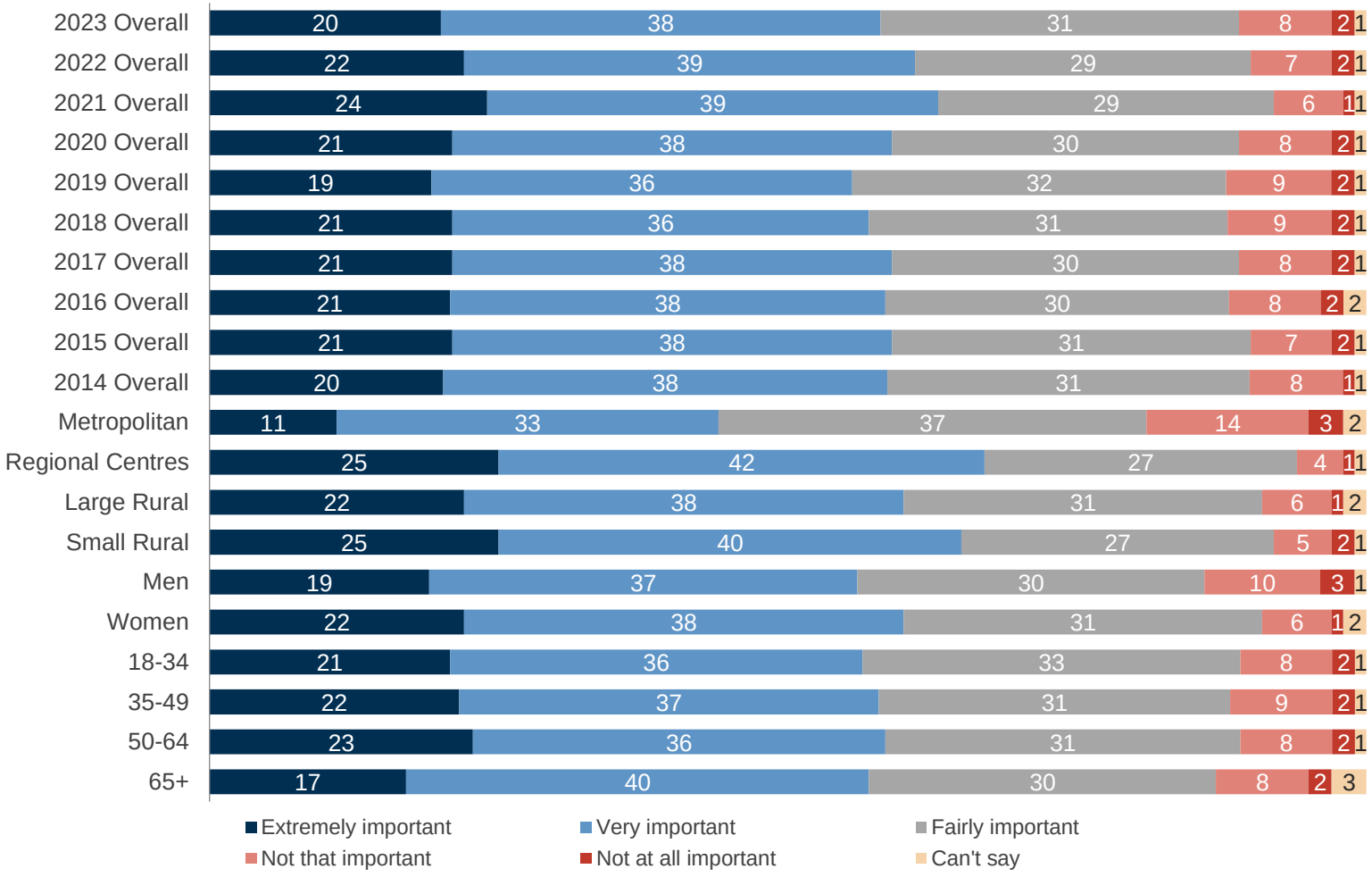


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	73	73	73	73	74	74	73	73	n/a
Small Rural	72	74	74	71	71	72	71	70	n/a
Women	70	72	69	67	68	69	70	69	70
Large Rural	70	71	68	64	65	67	69	70	n/a
50-64	69	70	69	67	68	67	67	69	68
35-49	69	70	68	66	67	69	68	68	68
Overall	69	70	67	65	66	67	67	67	67
18-34	68	69	65	64	65	66	67	65	66
65+	68	69	68	66	66	68	67	67	67
Men	67	67	66	63	65	65	64	65	65
Metropolitan	61	62	58	57	59	60	60	59	n/a

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

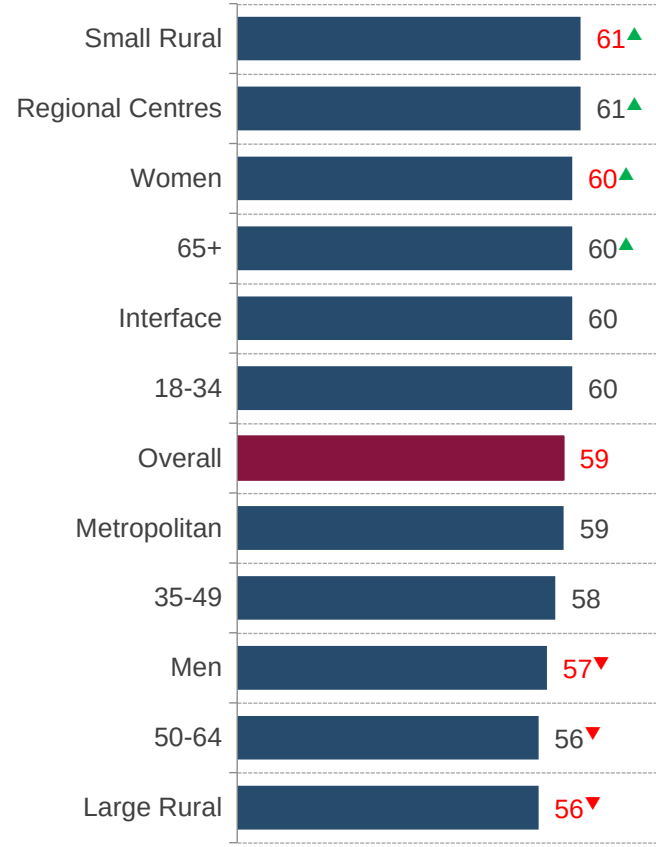
2023 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23

Business and community development and tourism performance

2023 business/development/tourism performance (index scores)

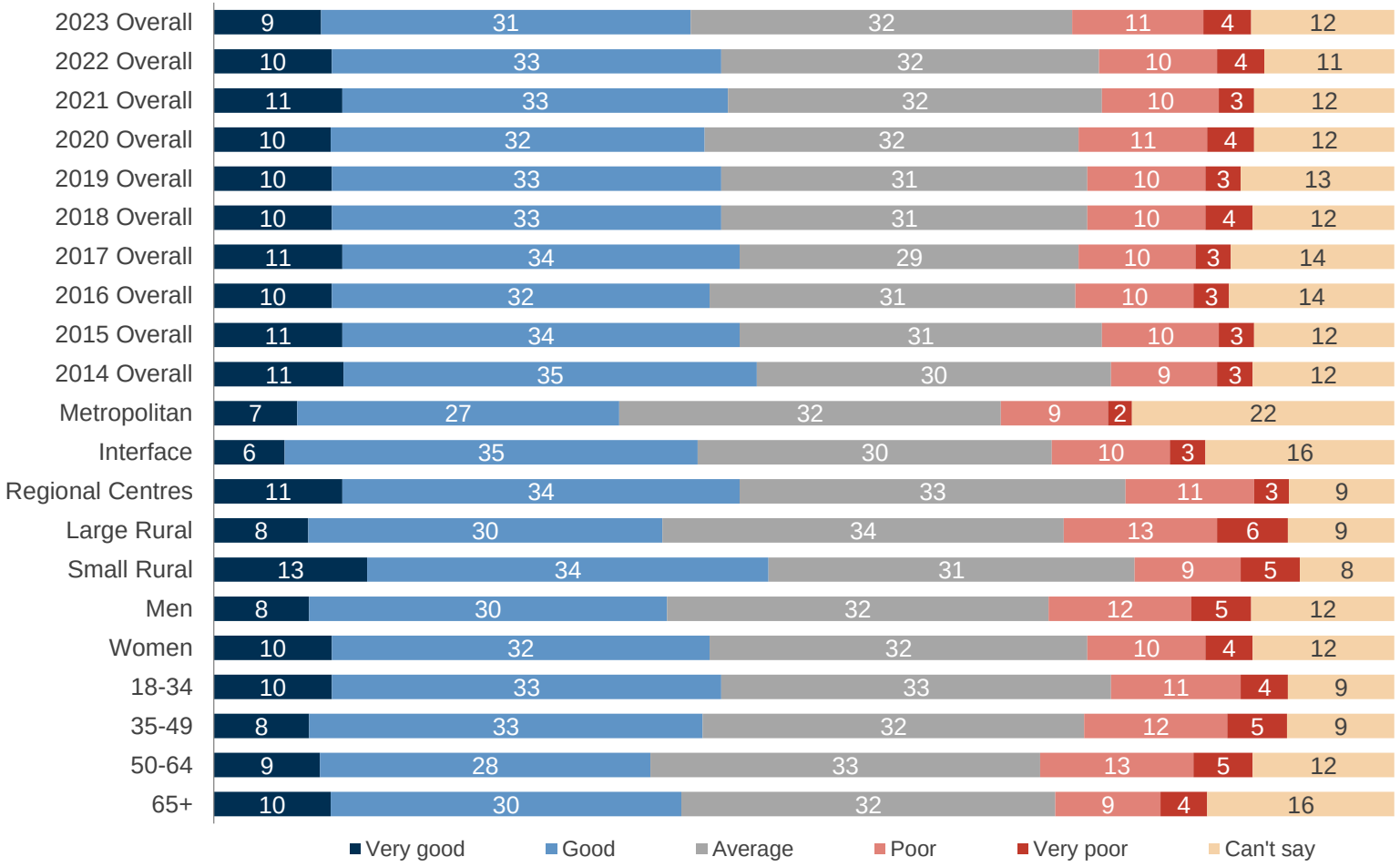


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	63	62	58	59	59	64	61	63	n/a
Regional Centres	62	62	60	61	59	61	62	63	n/a
Women	61	62	61	62	62	63	62	63	63
65+	61	63	61	62	62	64	62	63	63
Interface	58	62	63	66	65	66	n/a	63	n/a
18-34	61	61	61	62	62	63	63	64	64
Overall	60	61	59	61	60	61	60	61	62
Metropolitan	59	60	59	60	60	60	62	62	n/a
35-49	59	59	58	59	59	60	59	60	60
Men	59	60	58	59	59	60	59	59	60
50-64	57	59	57	58	58	58	59	59	59
Large Rural	58	59	61	62	61	60	59	59	n/a

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

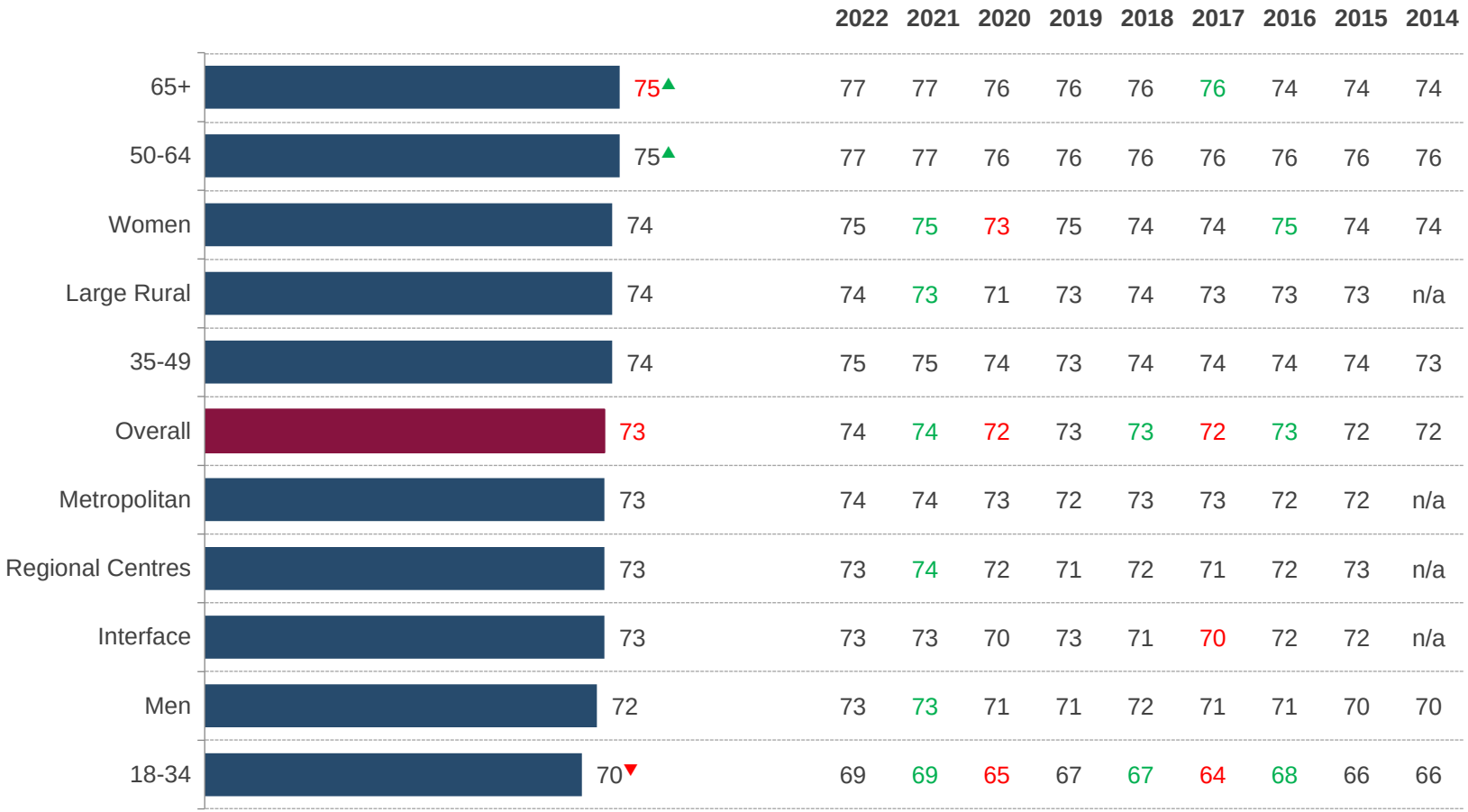
2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31

Council's general town planning policy importance

2023 town planning importance (index scores)

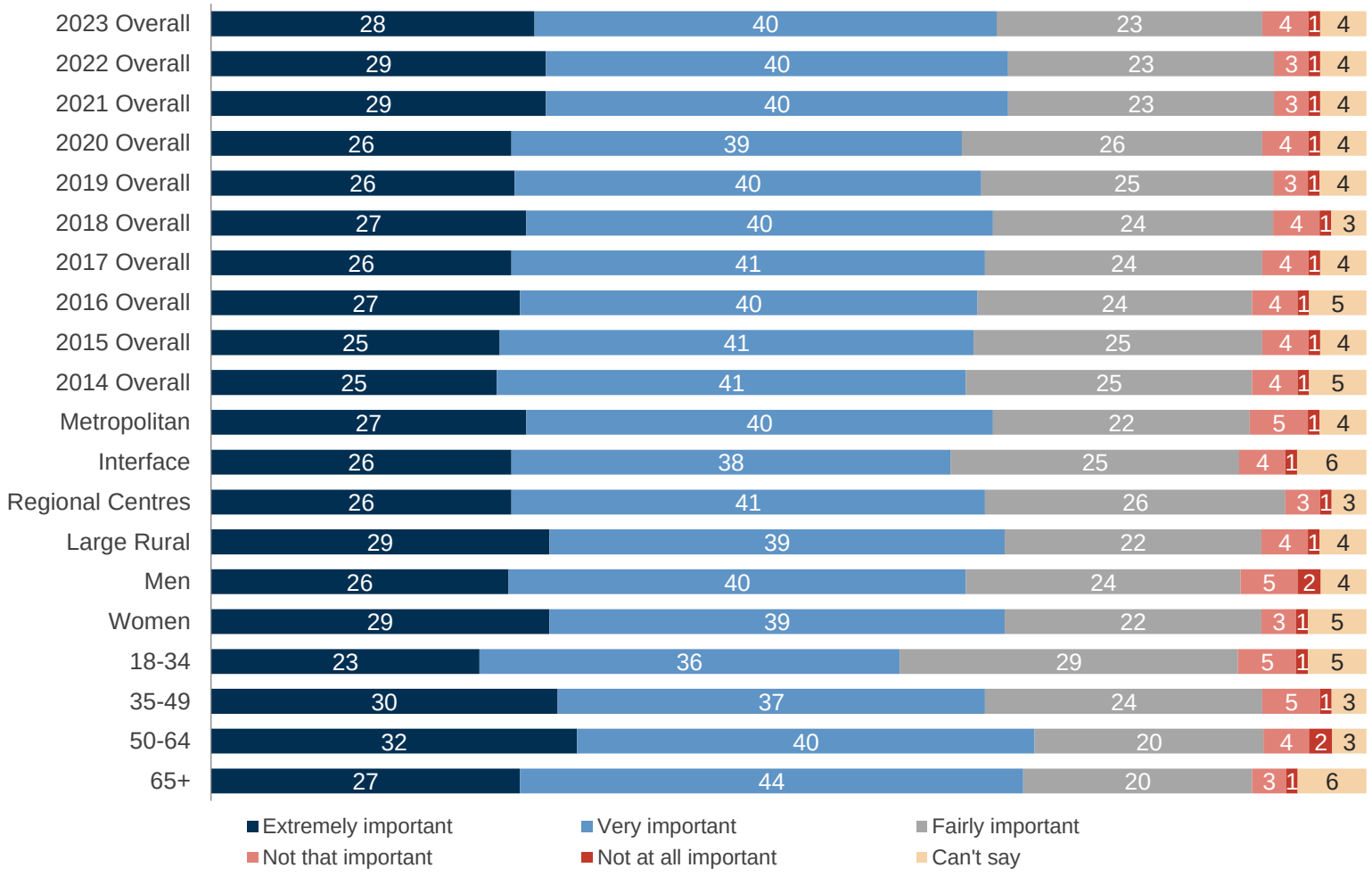


	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	75▲	77	77	76	76	76	76	74	74	74
50-64	75▲	77	77	76	76	76	76	76	76	76
Women	74	75	75	73	75	74	74	75	74	74
Large Rural	74	74	73	71	73	74	73	73	73	n/a
35-49	74	75	75	74	73	74	74	74	74	73
Overall	73	74	74	72	73	73	72	73	72	72
Metropolitan	73	74	74	73	72	73	73	72	72	n/a
Regional Centres	73	73	74	72	71	72	71	72	73	n/a
Interface	73	73	73	70	73	71	70	72	72	n/a
Men	72	73	73	71	71	72	71	71	70	70
18-34	70▼	69	69	65	67	67	64	68	66	66

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy importance

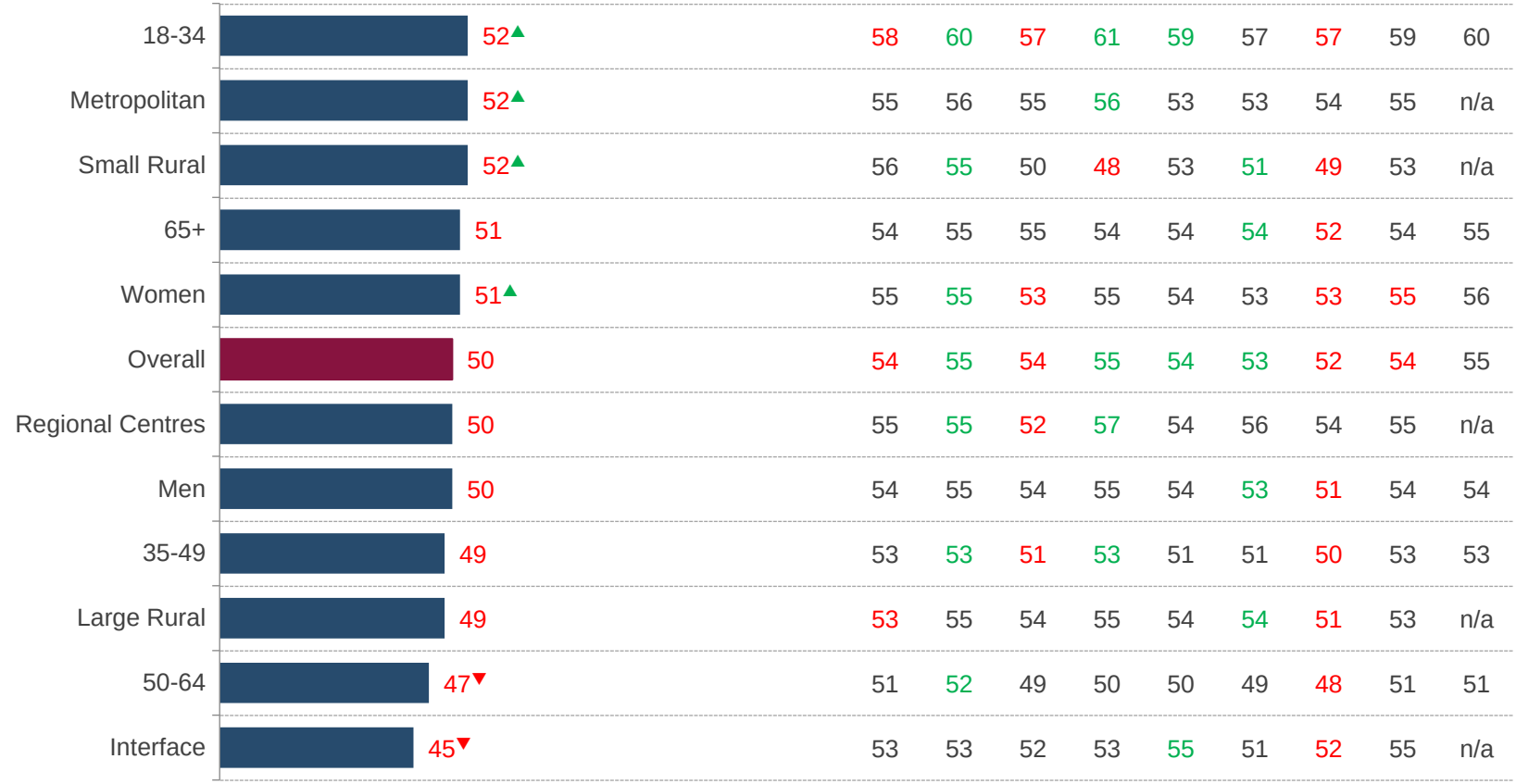
2023 town planning importance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13

Council's general town planning policy performance

2023 town planning performance (index scores)

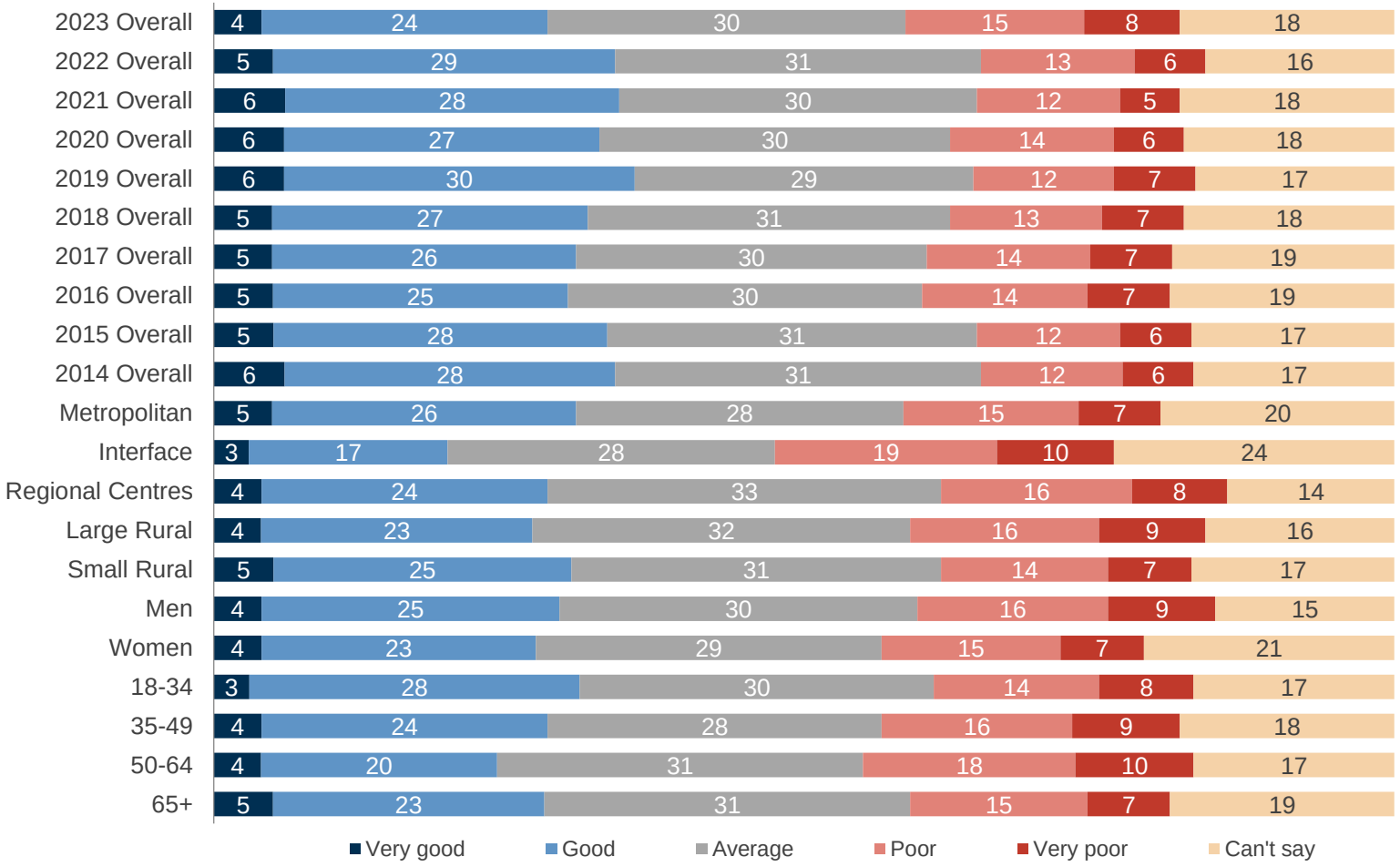


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	52▲	58	60	57	61	59	57	57	59	60
Metropolitan	52▲	55	56	55	56	53	53	54	55	n/a
Small Rural	52▲	56	55	50	48	53	51	49	53	n/a
65+	51	54	55	55	54	54	54	52	54	55
Women	51▲	55	55	53	55	54	53	53	55	56
Overall	50	54	55	54	55	54	53	52	54	55
Regional Centres	50	55	55	52	57	54	56	54	55	n/a
Men	50	54	55	54	55	54	53	51	54	54
35-49	49	53	53	51	53	51	51	50	53	53
Large Rural	49	53	55	54	55	54	54	51	53	n/a
50-64	47▼	51	52	49	50	50	49	48	51	51
Interface	45▼	53	53	52	53	55	51	52	55	n/a

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

Council's general town planning policy performance

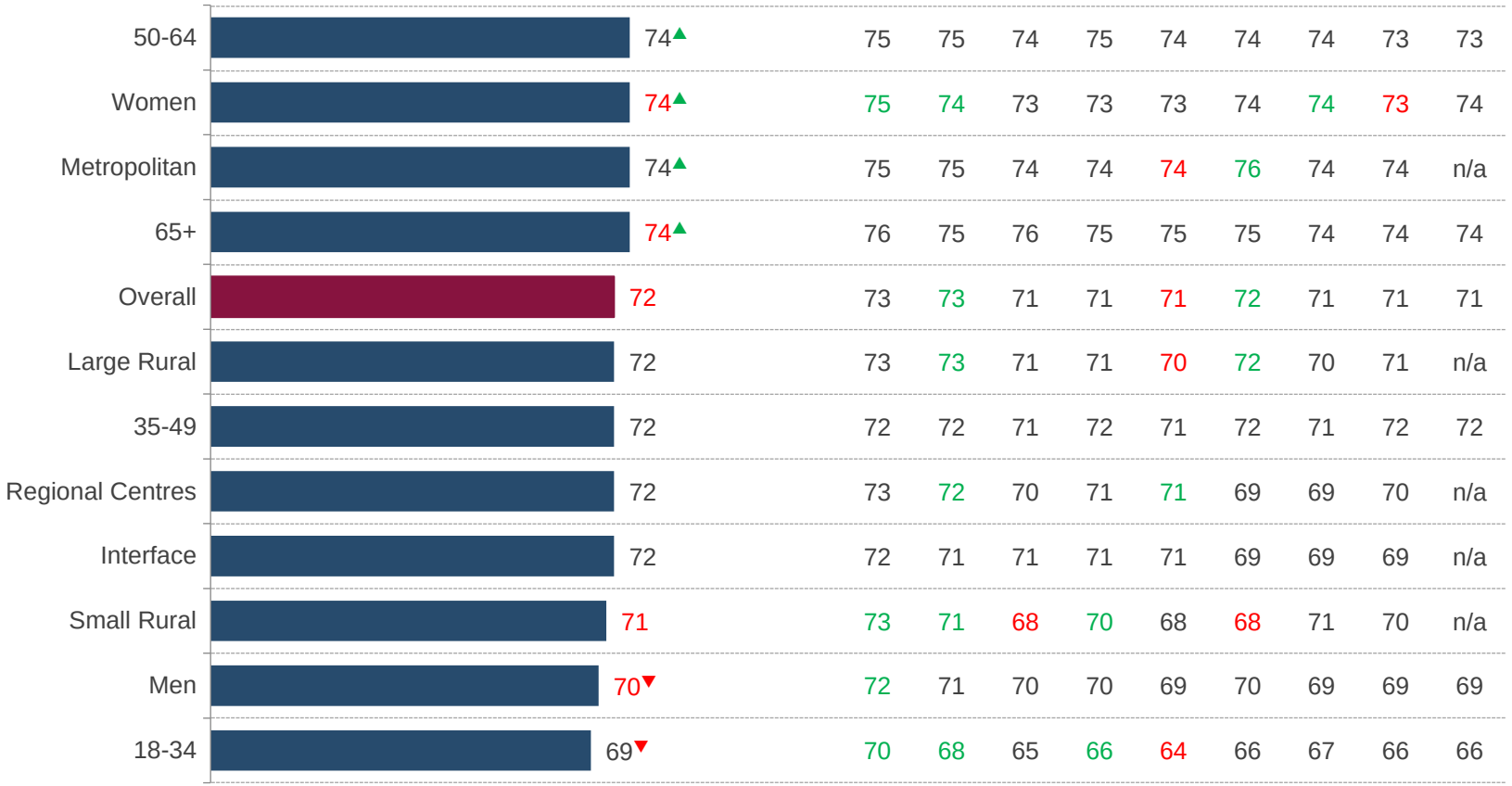
2023 town planning performance (%)



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

Planning and building permits importance

2023 planning and building permits importance (index scores)

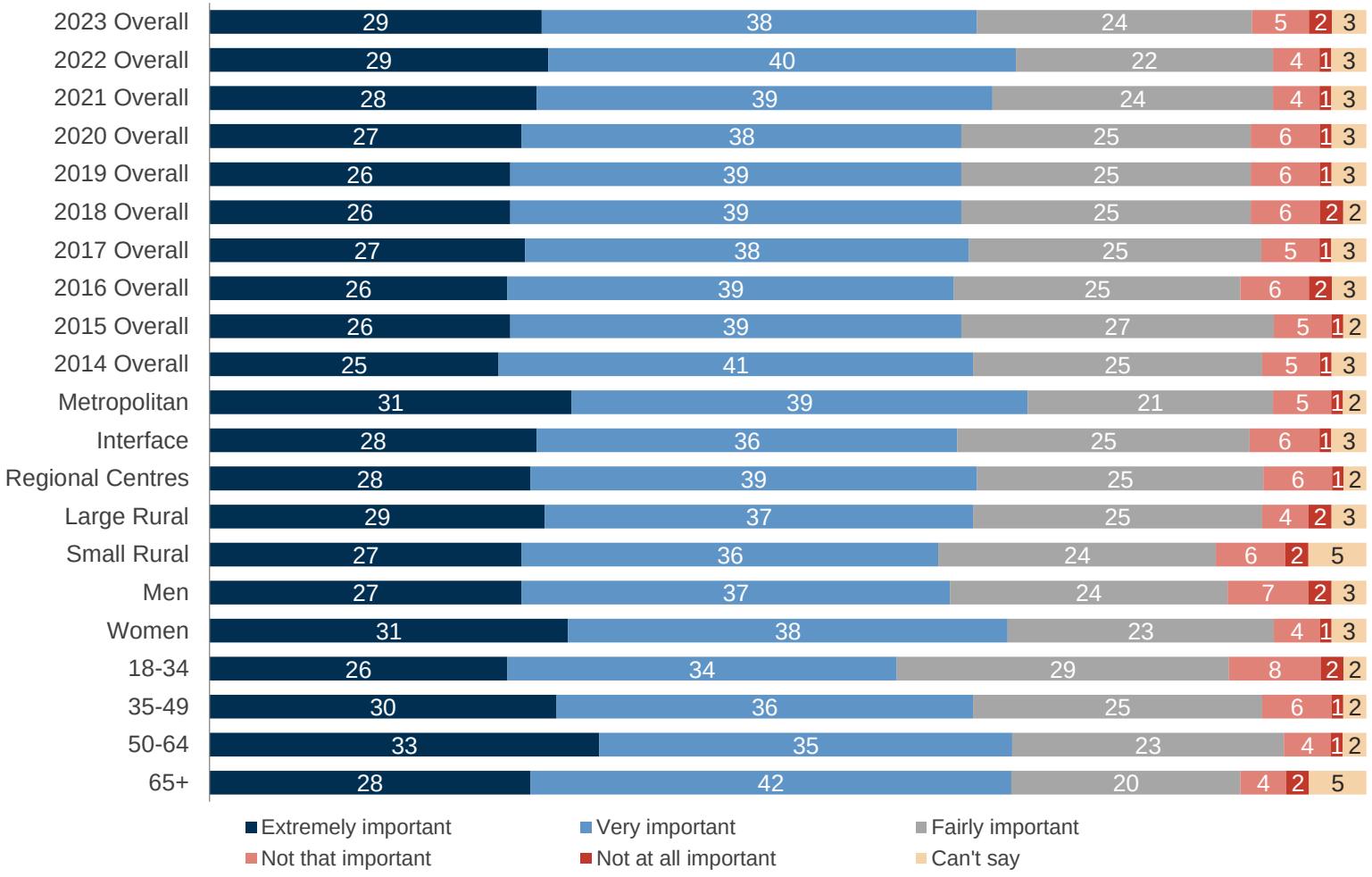


	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	75	75	74	75	74	74	74	73	73
Women	75	74	73	73	73	74	74	73	74
Metropolitan	75	75	74	74	74	76	74	74	n/a
65+	76	75	76	75	75	75	74	74	74
Overall	73	73	71	71	71	72	71	71	71
Large Rural	73	73	71	71	70	72	70	71	n/a
35-49	72	72	71	72	71	72	71	72	72
Regional Centres	73	72	70	71	71	69	69	70	n/a
Interface	72	71	71	71	71	69	69	69	n/a
Small Rural	73	71	68	70	68	68	71	70	n/a
Men	72	71	70	70	69	70	69	69	69
18-34	70	68	65	66	64	66	67	66	66

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

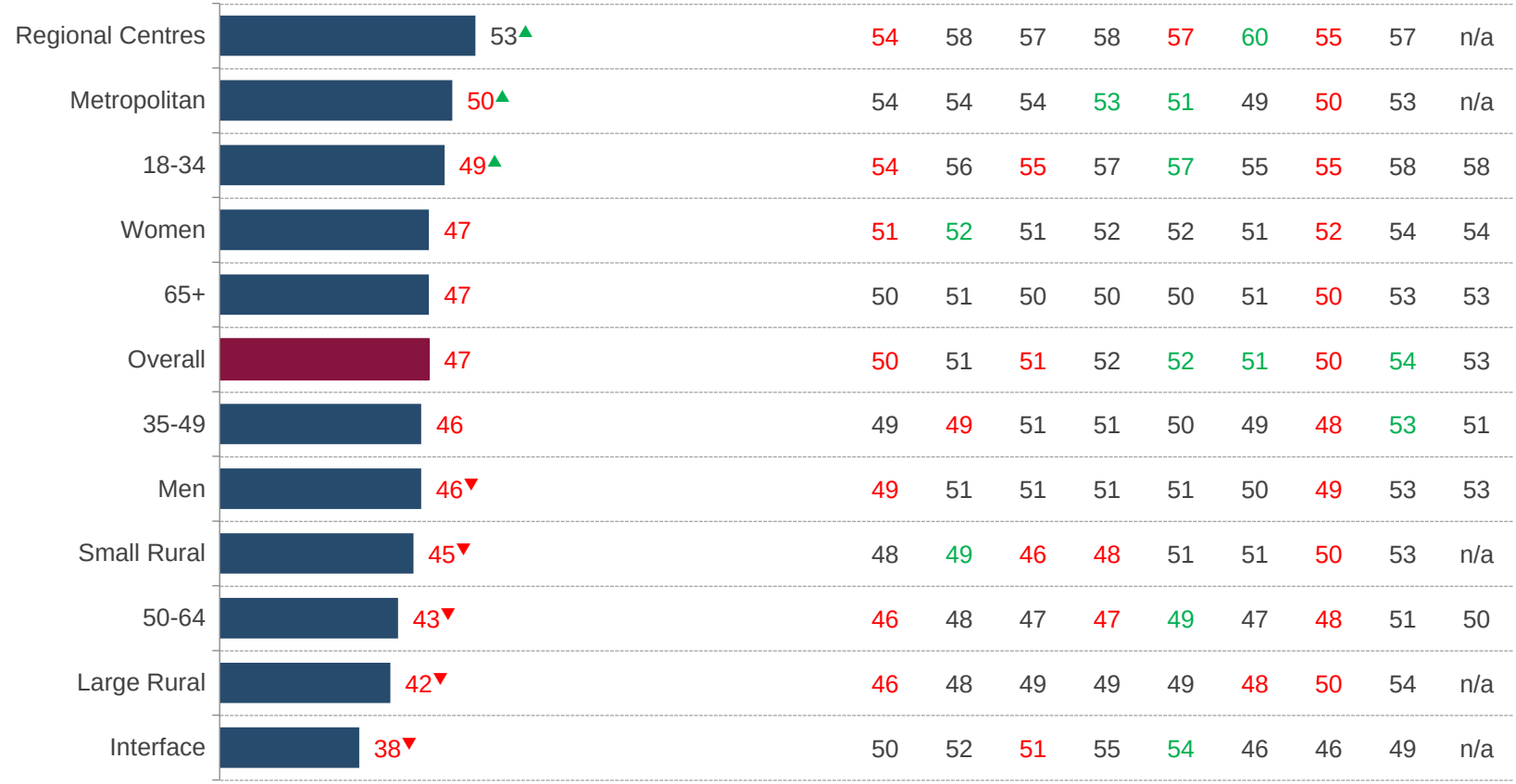
2023 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24

Planning and building permits performance

2023 planning and building permits performance (index scores)

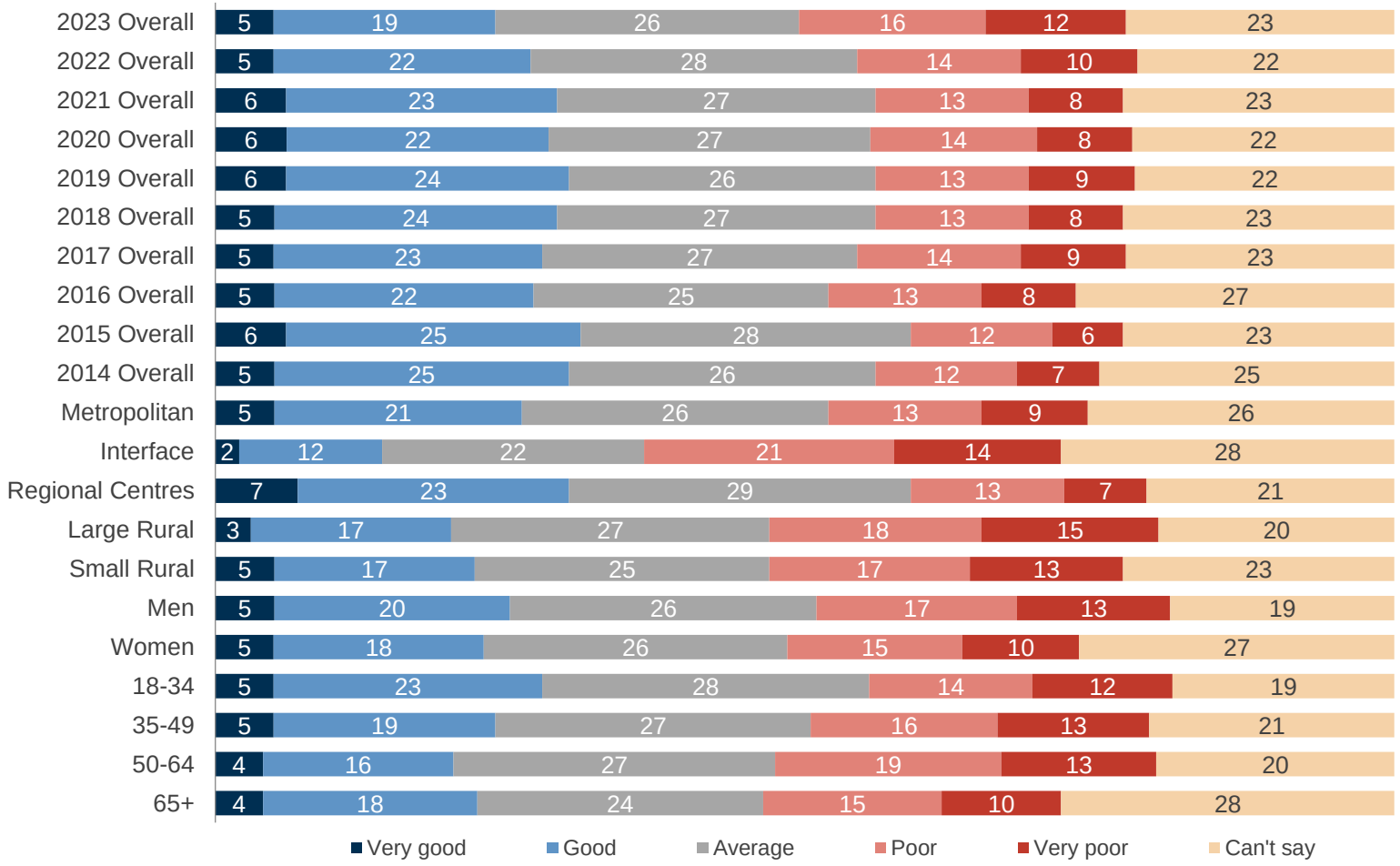


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	54	58	57	58	57	60	55	57	n/a
Metropolitan	54	54	54	53	51	49	50	53	n/a
18-34	54	56	55	57	57	55	55	58	58
Women	51	52	51	52	52	51	52	54	54
65+	50	51	50	50	50	51	50	53	53
Overall	50	51	51	52	52	51	50	54	53
35-49	49	49	51	51	50	49	48	53	51
Men	49	51	51	51	51	50	49	53	53
Small Rural	48	49	46	48	51	51	50	53	n/a
50-64	46	48	47	47	49	47	48	51	50
Large Rural	46	48	49	49	49	48	50	54	n/a
Interface	50	52	51	55	54	46	46	49	n/a

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

Planning and building permits performance

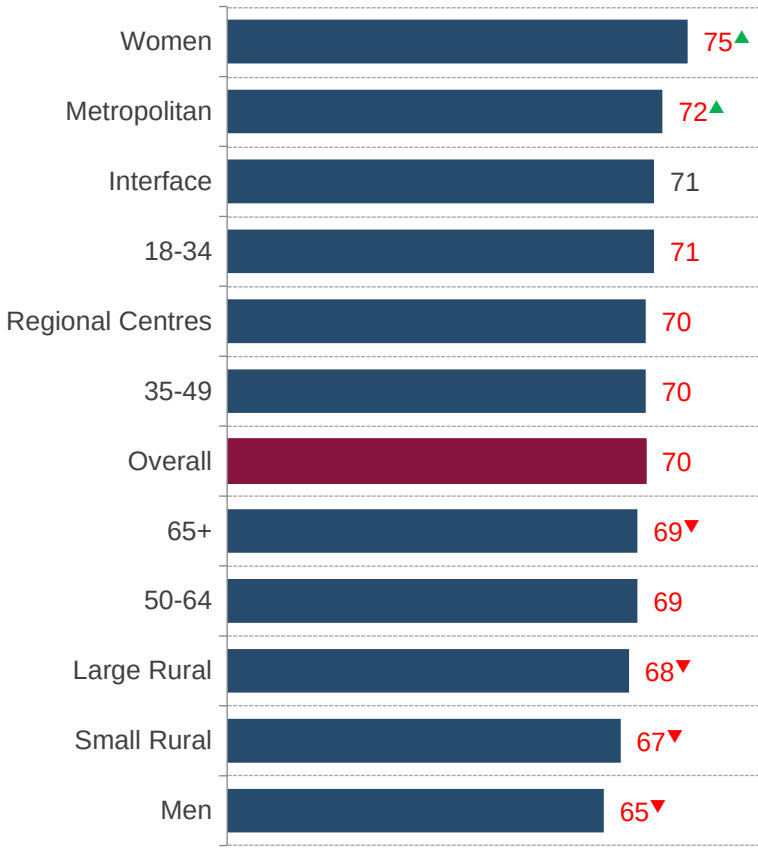
2023 planning and building permits performance (%)



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

Environmental sustainability importance

2023 environmental sustainability importance (index scores)

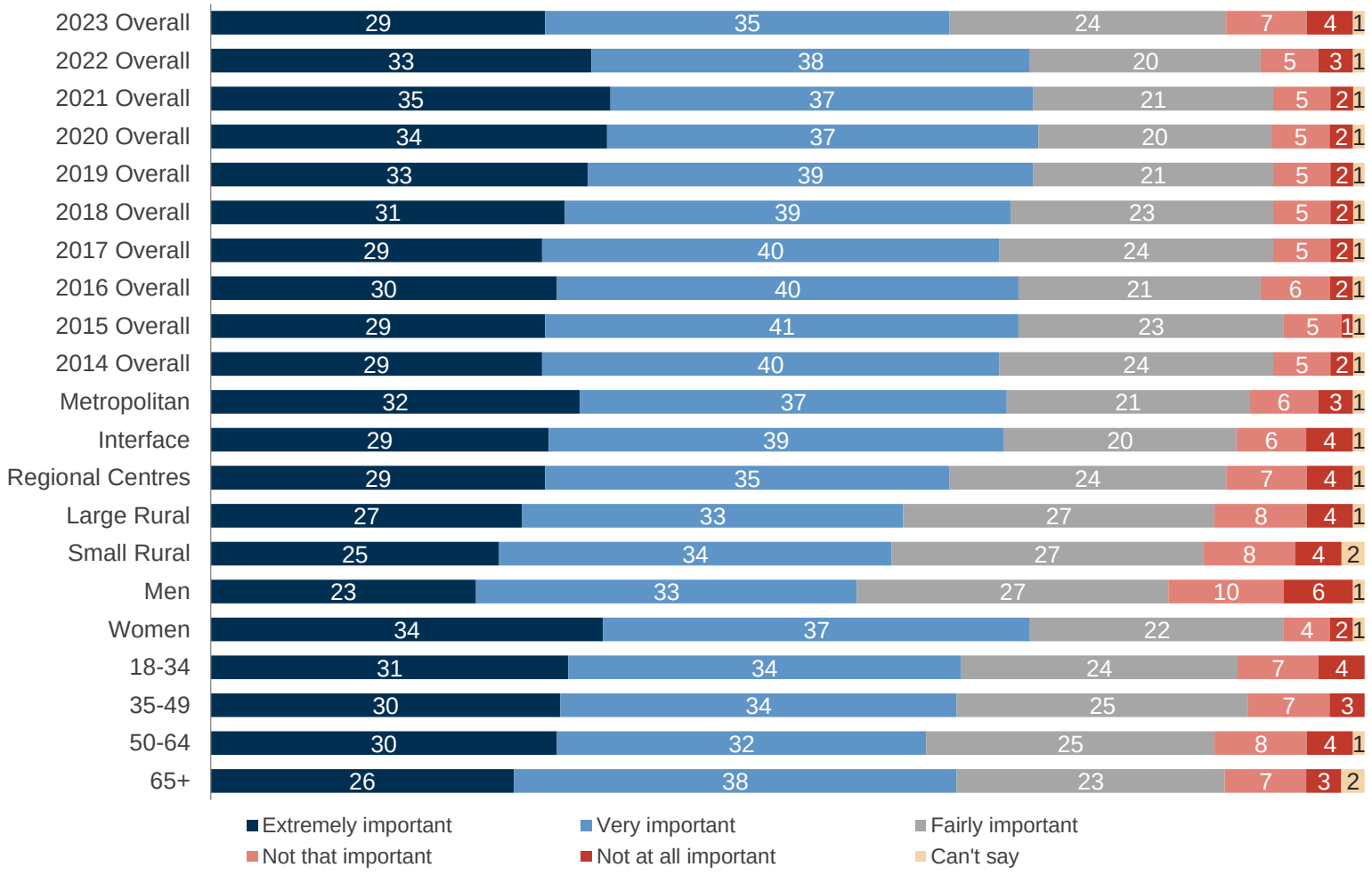


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	78	79	78	79	77	76	77	77	77
Metropolitan	76	77	76	75	74	73	74	74	n/a
Interface	n/a	77	73	n/a	n/a	72	77	71	n/a
18-34	76	77	76	78	76	75	77	75	75
Regional Centres	73	74	74	74	73	72	71	73	n/a
35-49	74	75	75	74	73	73	72	73	72
Overall	73	74	74	74	73	72	73	73	73
65+	72	72	72	72	71	70	71	70	70
50-64	72	73	74	73	72	72	73	73	73
Large Rural	71	72	73	74	73	72	73	72	n/a
Small Rural	70	71	70	72	70	70	74	77	n/a
Men	69	70	70	70	69	68	69	69	68

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

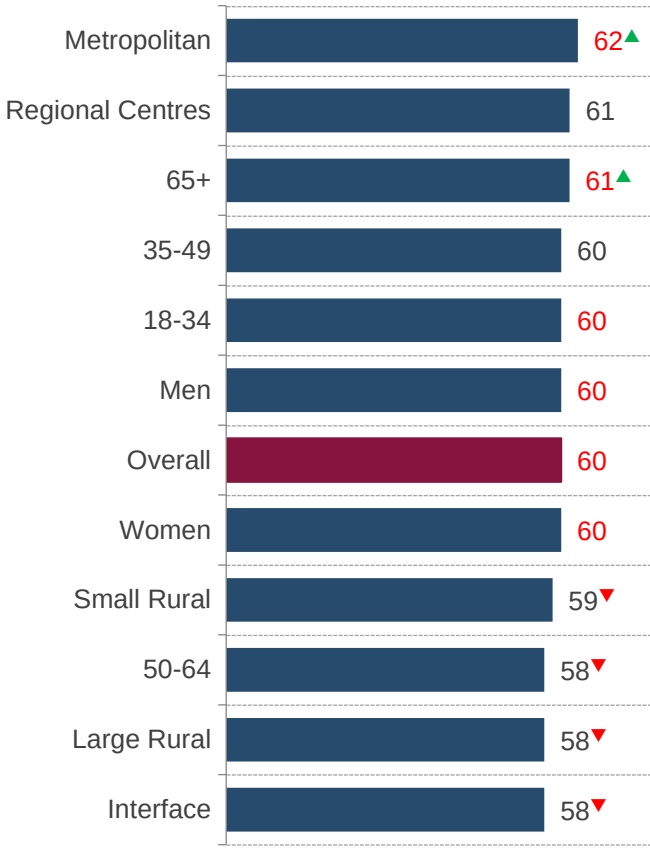
2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28

Environmental sustainability performance

2023 environmental sustainability performance (index scores)

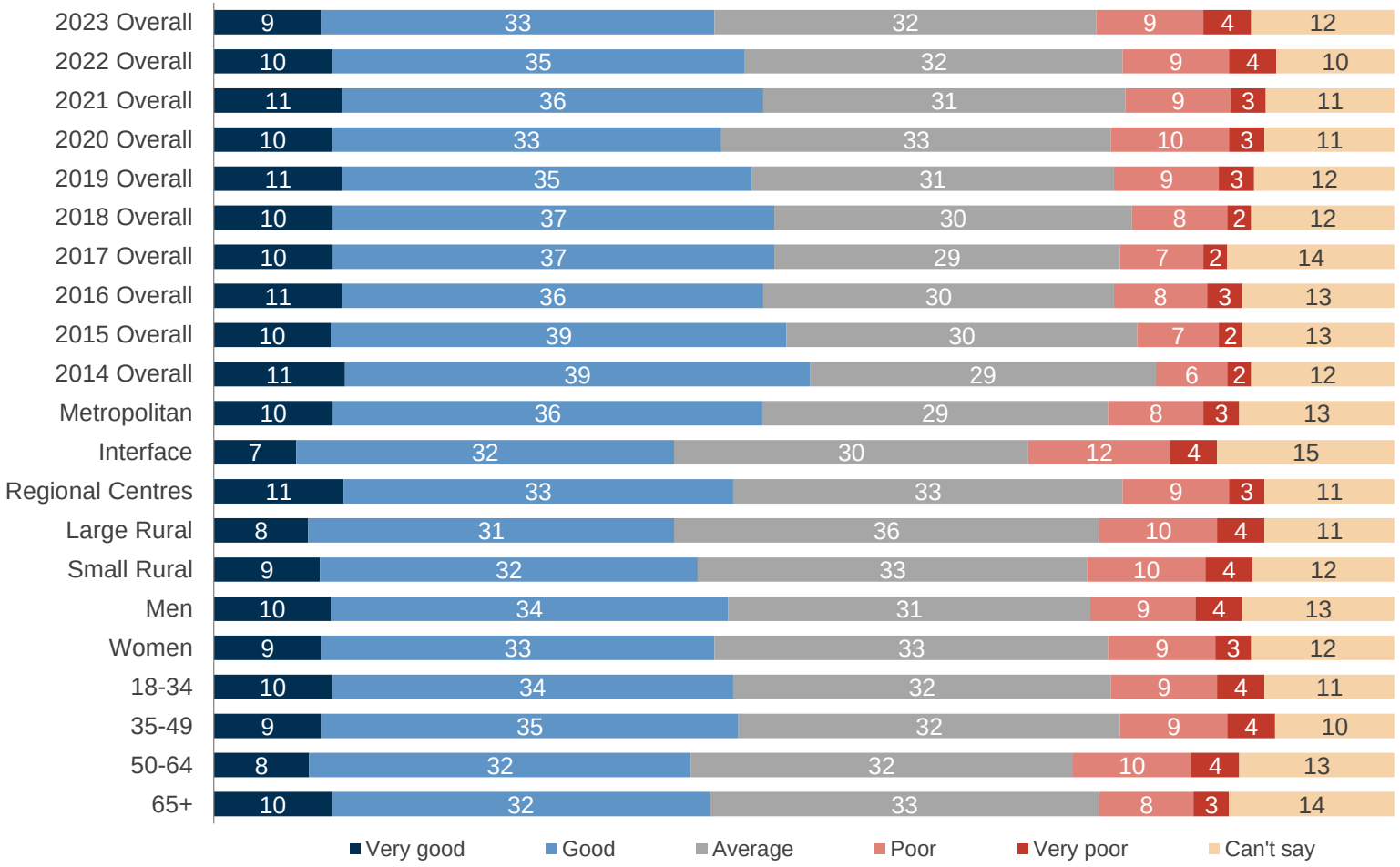


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	63	64	62	64	64	64	64	65	n/a
Regional Centres	62	62	61	63	64	65	63	63	n/a
65+	62	63	61	63	63	64	63	65	65
35-49	61	62	60	62	63	64	63	63	64
18-34	62	63	60	63	64	64	64	65	65
Men	61	63	61	62	63	64	62	64	64
Overall	61	62	60	62	63	64	63	64	64
Women	61	62	59	62	63	63	63	64	64
Small Rural	59	61	57	59	62	63	61	63	n/a
50-64	59	61	57	59	61	62	61	62	62
Large Rural	59	61	60	61	61	62	62	64	n/a
Interface	60	62	56	60	64	62	60	63	n/a

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

Environmental sustainability performance

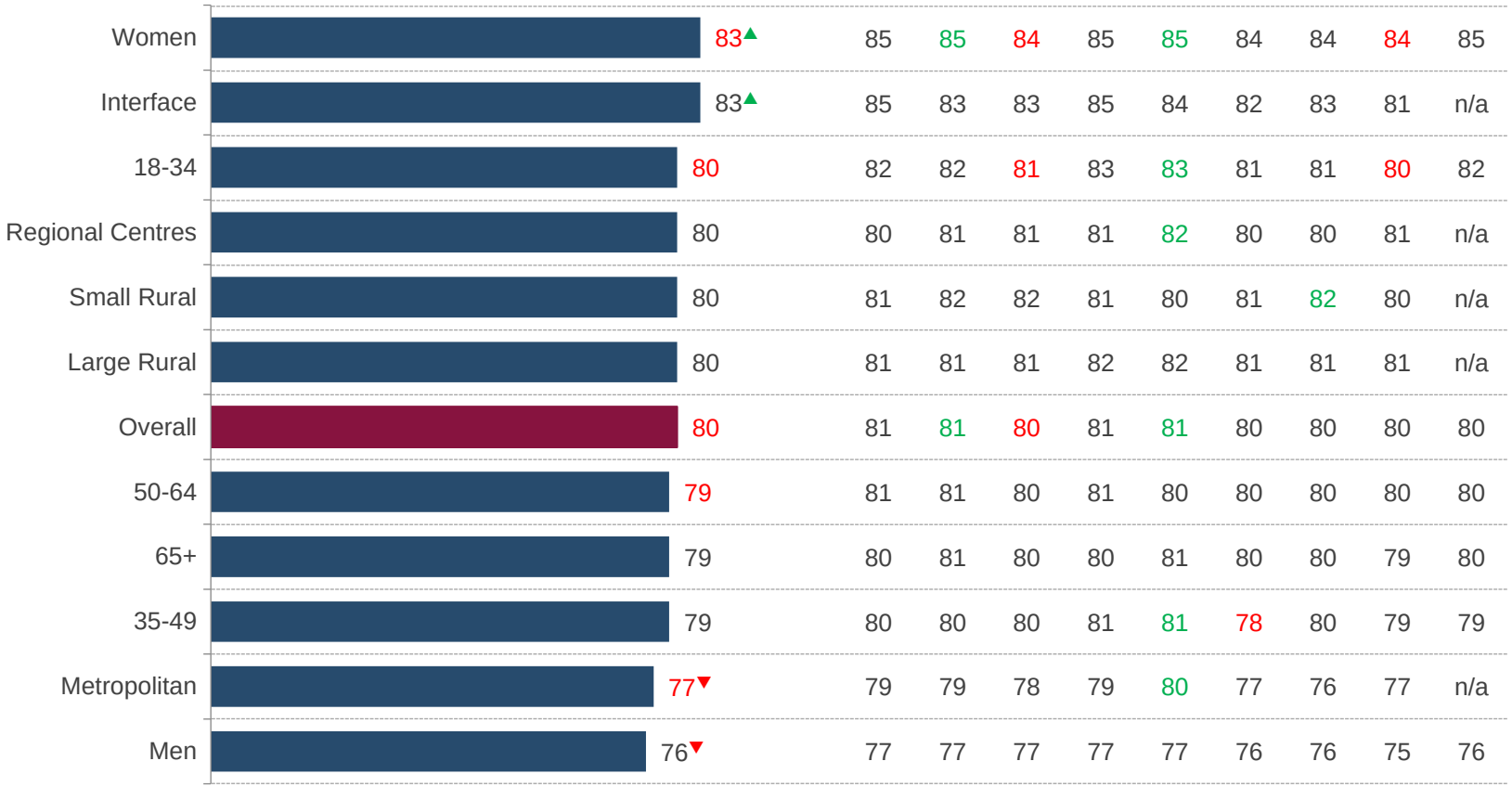
2023 environmental sustainability performance (%)



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

Emergency and disaster management importance

2023 emergency and disaster management importance (index scores)

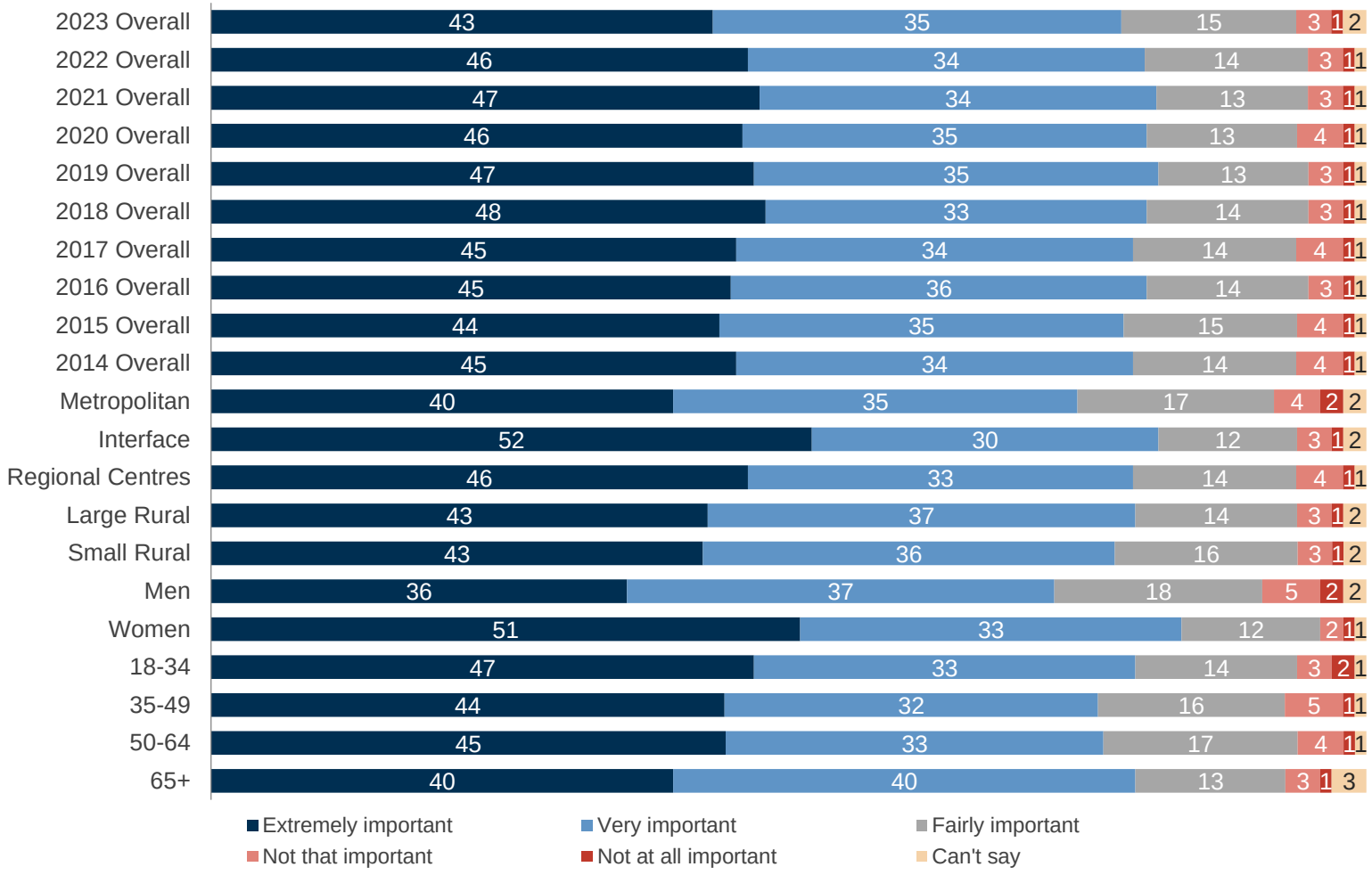


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	85	85	84	85	85	84	84	84	85
Interface	85	83	83	85	84	82	83	81	n/a
18-34	82	82	81	83	83	81	81	80	82
Regional Centres	80	81	81	81	82	80	80	81	n/a
Small Rural	81	82	82	81	80	81	82	80	n/a
Large Rural	81	81	81	82	82	81	81	81	n/a
Overall	81	81	80	81	81	80	80	80	80
50-64	81	81	80	81	80	80	80	80	80
65+	80	81	80	80	81	80	80	79	80
35-49	80	80	80	81	81	78	80	79	79
Metropolitan	79	79	78	79	80	77	76	77	n/a
Men	77	77	77	77	77	76	76	75	76

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance

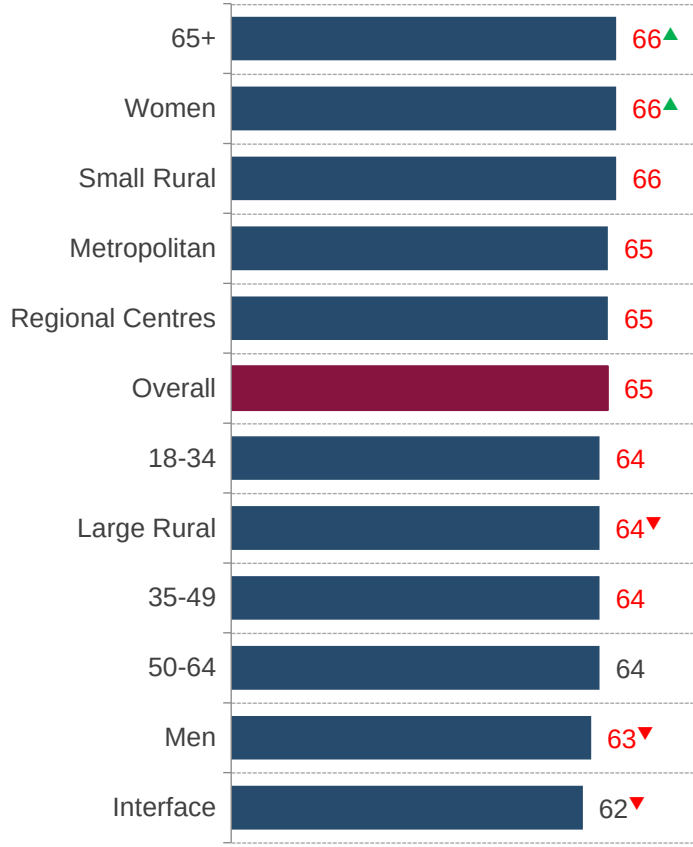
2023 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19

Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

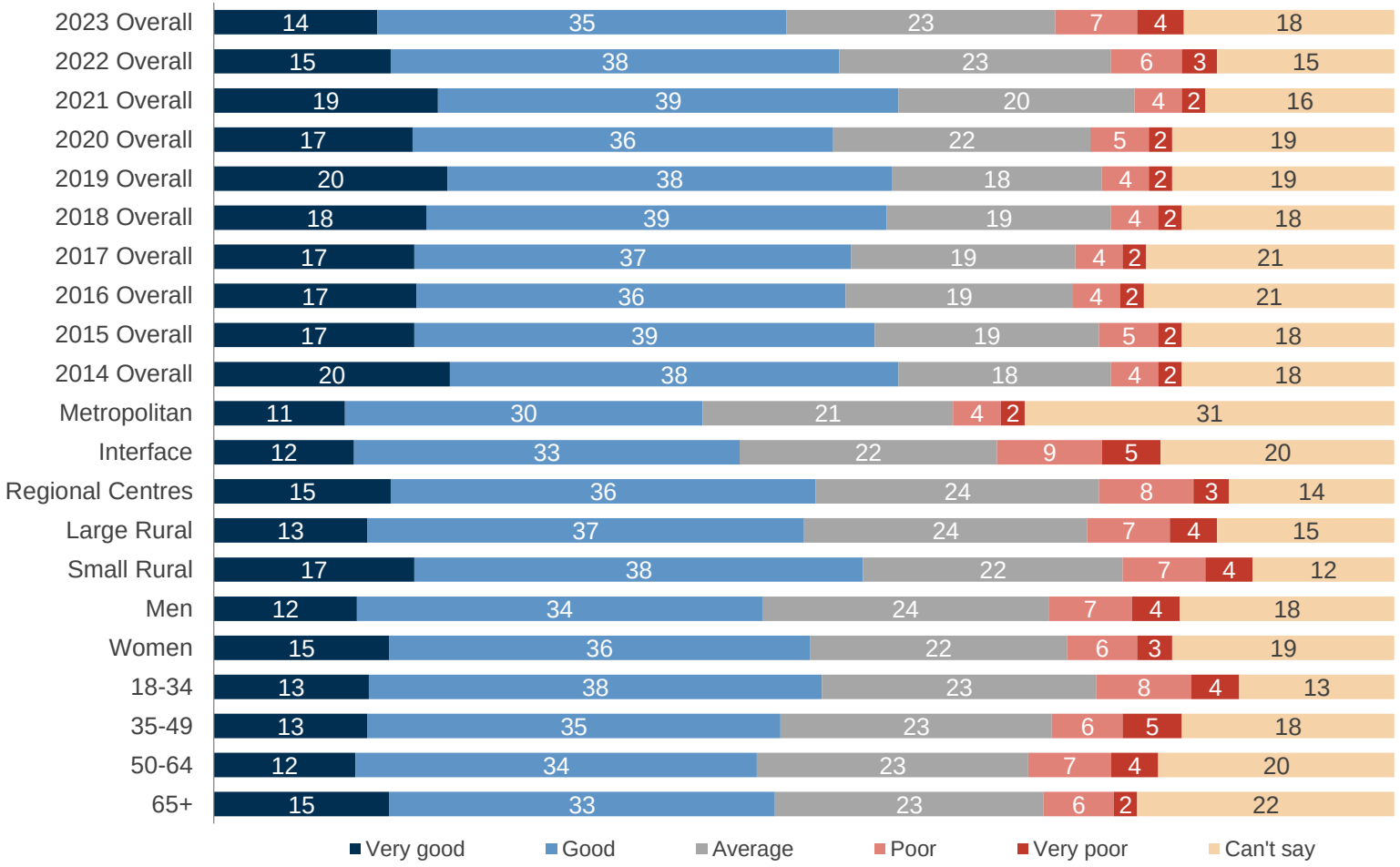


	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	68	72	70	73	72	72	71	71	72
Women	67	72	69	74	72	71	71	71	73
Small Rural	68	72	70	72	72	72	71	70	n/a
Metropolitan	67	70	66	70	69	68	68	69	n/a
Regional Centres	67	72	70	75	73	70	68	68	n/a
Overall	66	71	68	72	71	70	69	70	71
18-34	66	72	68	73	72	71	71	73	75
Large Rural	66	71	69	72	71	70	70	71	n/a
35-49	66	70	68	72	71	69	68	68	70
50-64	64	69	66	70	69	68	67	67	68
Men	66	70	68	71	70	69	68	69	70
Interface	64	69	66	73	70	69	69	70	n/a

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

Emergency and disaster management performance

2023 emergency and disaster management performance (%)



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

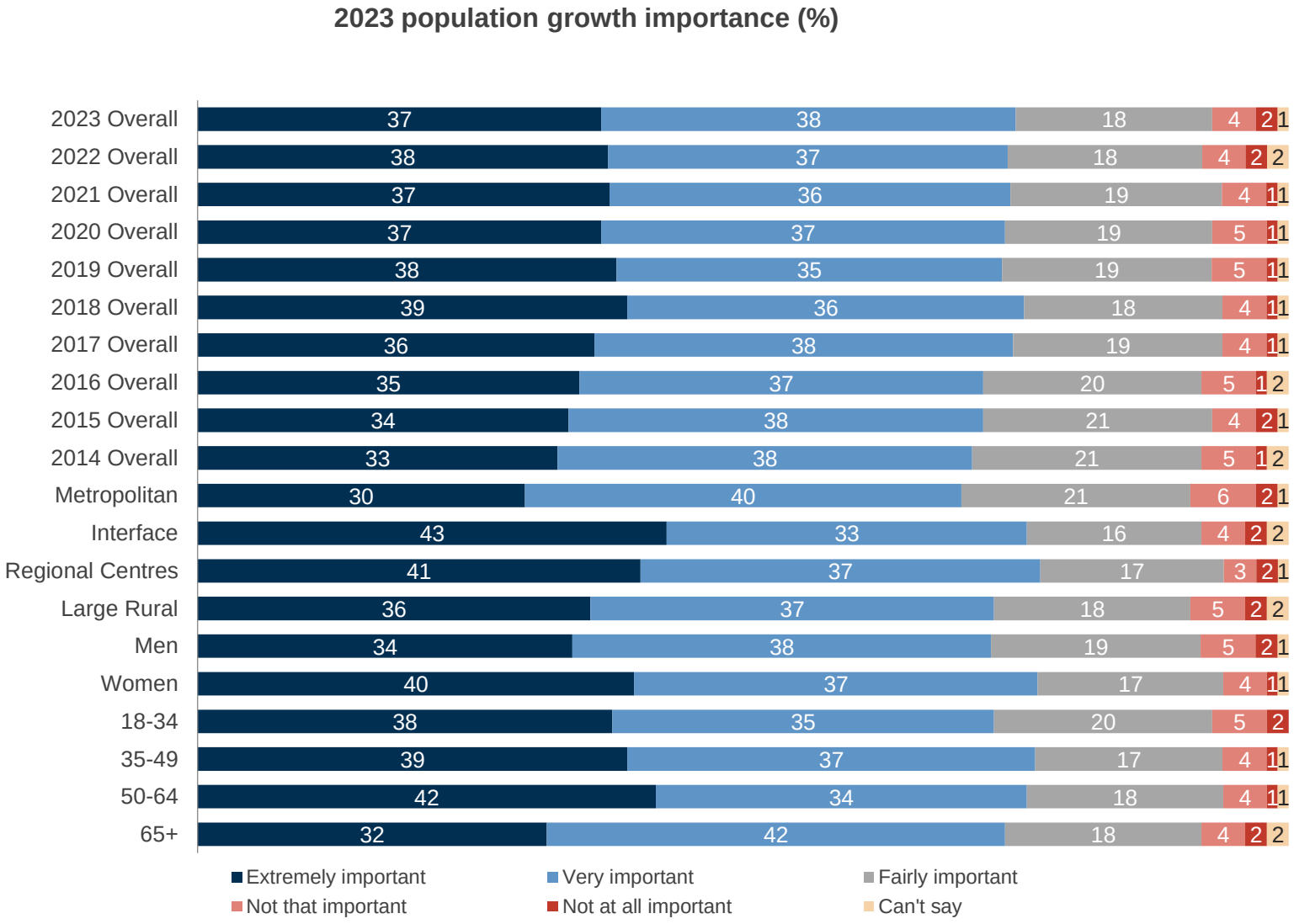
Planning for population growth in the area importance

2023 population growth importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	78	n/a	82	80	80	79	80	79	76	n/a
Regional Centres	78▲	78	77	77	75	75	75	76	76	n/a
50-64	78▲	77	78	78	79	80	79	77	79	78
Women	78▲	78	77	77	78	79	78	77	77	77
35-49	77	78	78	78	79	78	78	77	78	78
Overall	76	77	76	76	77	77	76	76	75	75
Large Rural	76	75	74	75	77	78	78	74	74	n/a
18-34	76	76	73	73	74	74	73	74	70	70
65+	75	76	77	77	76	77	77	75	75	75
Men	75	75	75	75	75	76	75	74	73	73
Metropolitan	73▼	74	75	75	77	78	75	75	74	n/a

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area importance



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13

Planning for population growth in the area performance

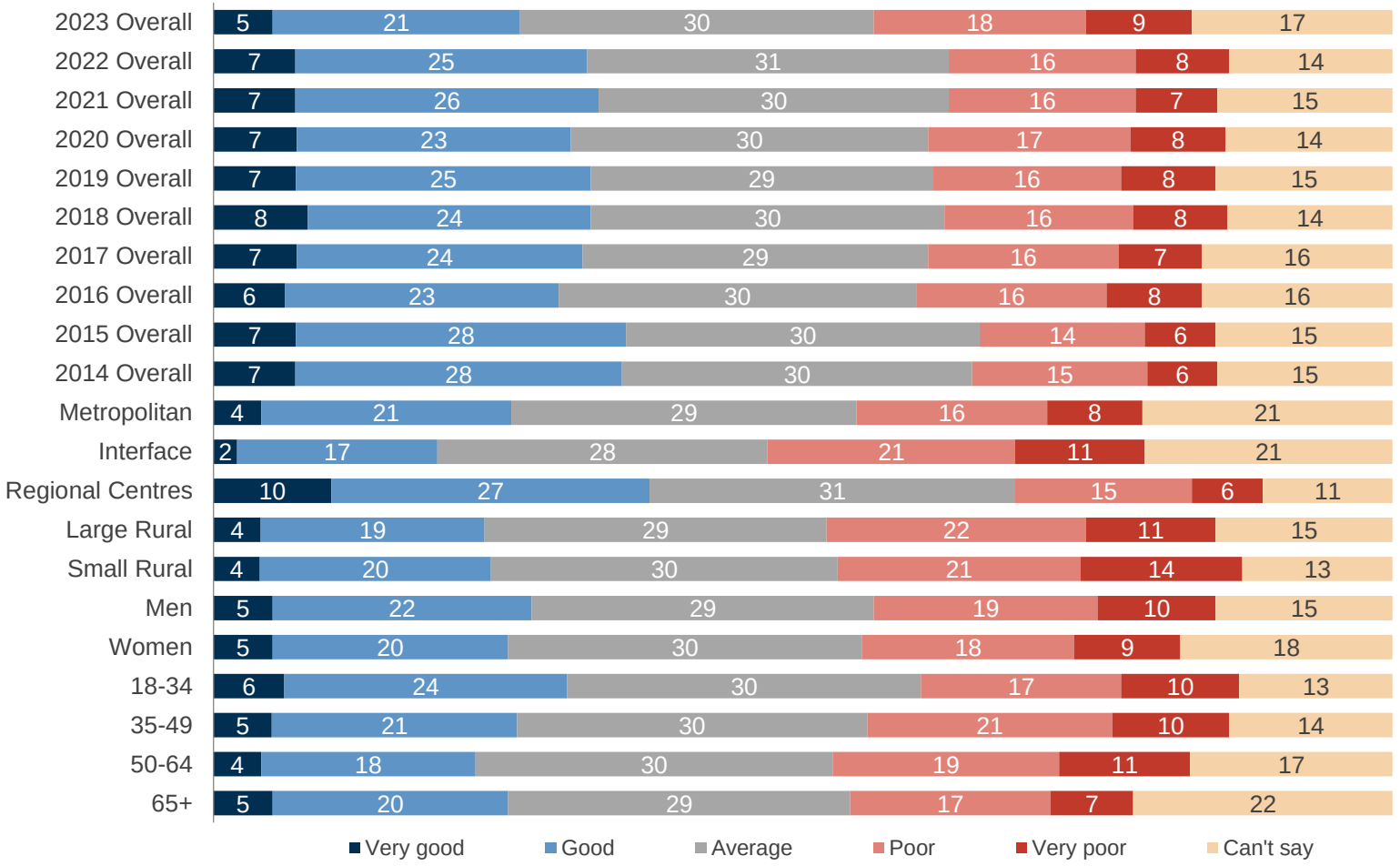
2023 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	58	59	57	62	62	62	59	61	n/a
65+	53	54	52	52	51	52	52	54	55
18-34	54	56	54	57	56	57	55	60	59
Metropolitan	52	53	52	52	50	51	51	54	n/a
Women	52	52	51	52	52	52	51	55	55
Overall	52	53	51	52	52	52	51	54	54
Men	51	54	51	52	52	53	52	54	54
35-49	50	50	49	49	51	50	49	51	52
50-64	48	51	47	49	50	49	48	50	51
Large Rural	49	51	47	49	48	48	47	50	n/a
Small Rural	49	52	44	51	n/a	n/a	n/a	n/a	n/a
Interface	47	47	46	48	49	50	55	57	n/a

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

Planning for population growth in the area performance

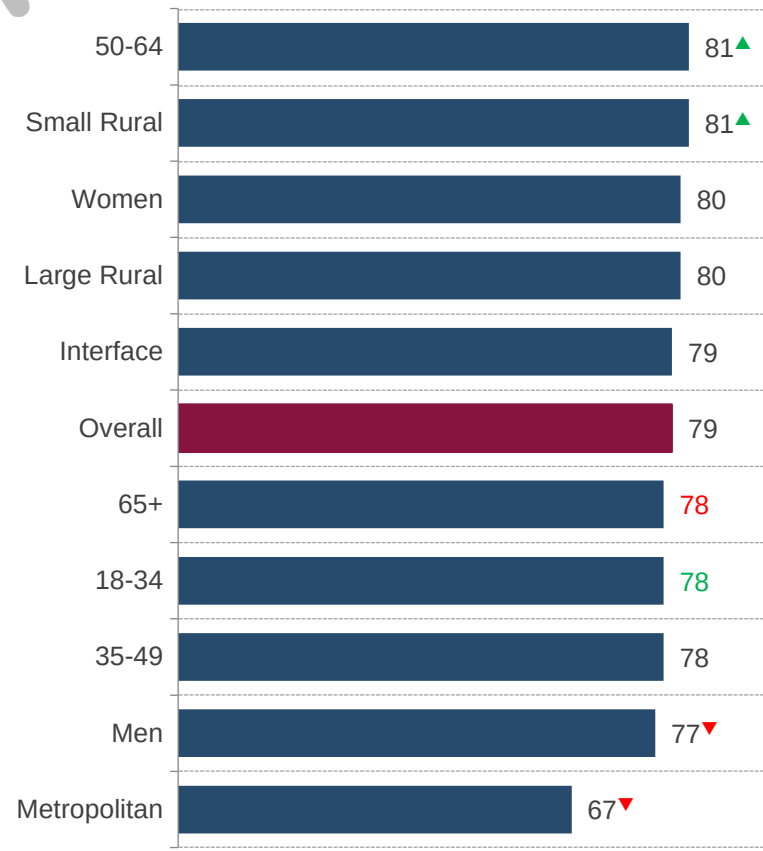
2023 population growth performance (%)



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

Roadside slashing and weed control importance

2023 roadside slashing and weed control importance (index scores)

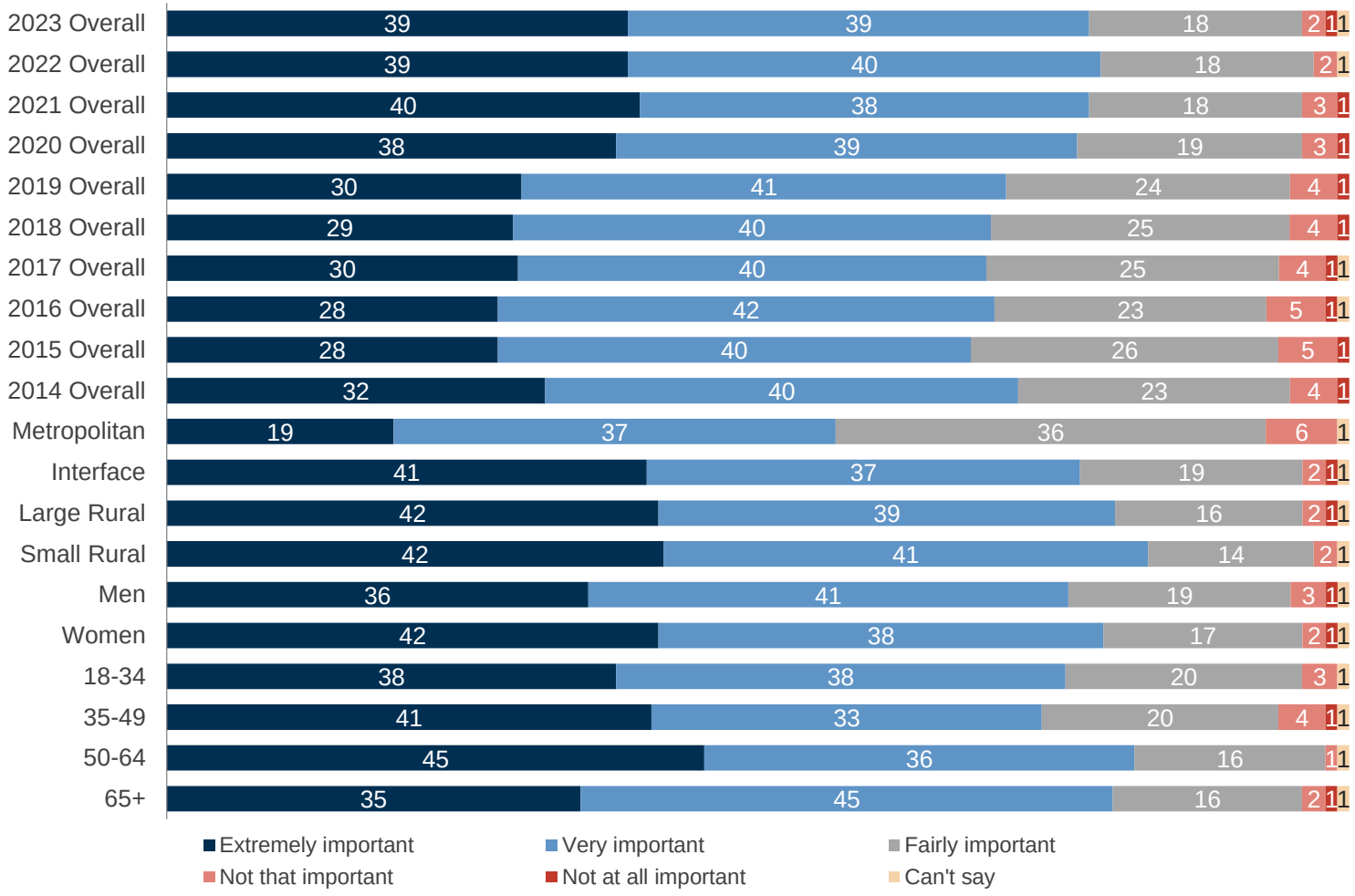


	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	80	82	82	78	78	78	76	76	78
Small Rural	81	82	80	76	76	76	n/a	77	n/a
Women	80	81	80	76	76	76	75	75	78
Large Rural	81	79	78	76	75	75	75	74	n/a
Interface	77	76	75	72	75	76	76	75	n/a
Overall	79	79	78	74	73	74	73	73	75
65+	80	80	80	76	76	76	73	74	76
18-34	75	75	74	67	67	66	69	65	68
35-49	80	78	76	75	73	73	74	75	76
Men	77	76	76	71	71	71	71	70	71
Metropolitan	67	n/a	n/a	65	62	65	64	62	n/a

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control importance

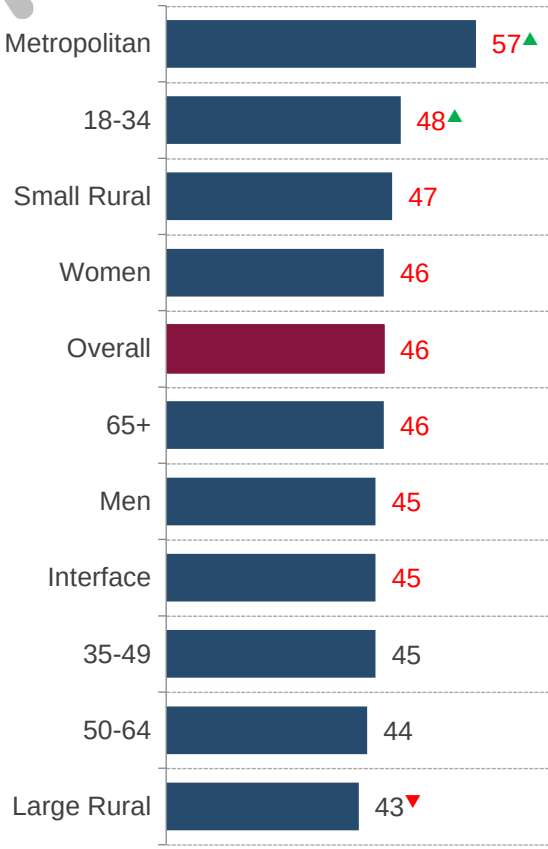
2023 roadside slashing and weed control importance (%)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metropolitan	63	n/a	n/a	69	67	68	68	69	n/a
18-34	53	57	55	62	61	58	61	62	63
Small Rural	50	49	48	55	54	51	51	52	n/a
Women	48	51	49	56	56	54	57	55	55
Overall	49	51	49	56	55	53	56	55	55
65+	48	50	48	54	53	51	54	52	53
Men	49	52	49	56	54	52	55	54	55
Interface	51	57	54	61	60	54	56	52	n/a
35-49	47	51	49	57	55	54	57	55	53
50-64	46	48	46	53	51	50	52	51	51
Large Rural	44	51	48	52	51	50	54	53	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Overall	7	24	29	22	16	2
2022 Overall	8	27	29	19	15	2
2021 Overall	10	28	29	19	12	2
2020 Overall	9	27	28	19	15	2
2019 Overall	12	34	28	15	9	2
2018 Overall	10	34	29	16	9	3
2017 Overall	10	31	27	18	11	3
2016 Overall	11	34	28	15	9	3
2015 Overall	10	32	30	16	9	2
2014 Overall	11	32	28	17	10	3
Metropolitan	12	36	26	14	9	4
Interface	5	26	27	24	17	1
Large Rural	6	20	30	23	19	2
Small Rural	7	25	29	23	14	3
Men	7	25	28	21	17	2
Women	7	24	29	23	15	3
18-34	7	29	28	19	15	1
35-49	6	23	29	22	18	2
50-64	6	21	30	23	17	2
65+	7	23	28	24	15	3

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14

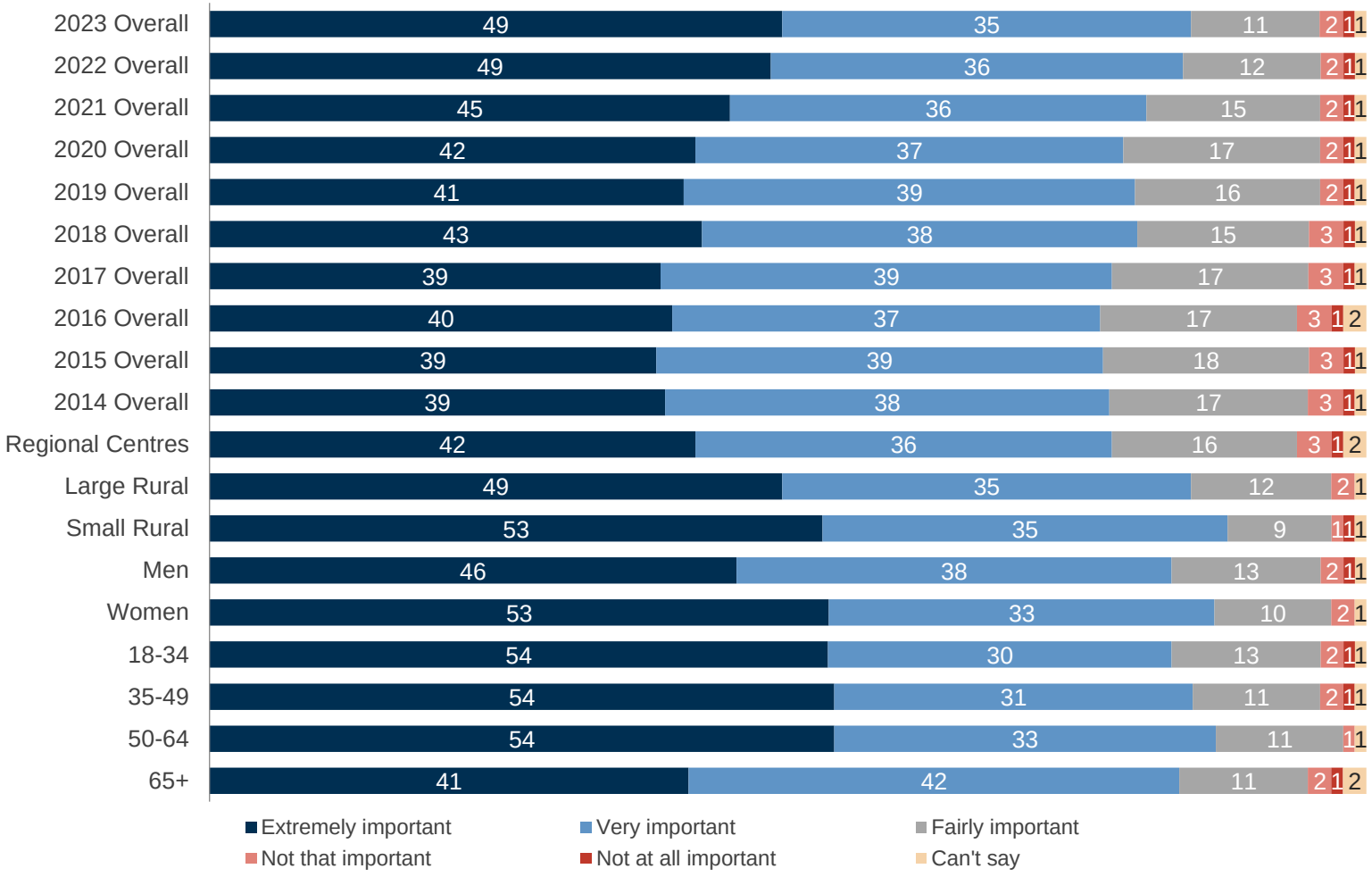
Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	85▲	84	83	82	81	82	81	80	80	80
Small Rural	85▲	85	84	83	82	84	81	81	82	n/a
Women	85▲	85	83	81	81	82	80	80	80	81
35-49	84	84	83	81	80	79	78	78	79	80
18-34	84	83	79	76	78	79	76	78	76	77
Overall	83	83	81	80	80	80	79	79	78	78
Large Rural	83	82	80	79	79	78	77	78	76	n/a
Men	82▼	81	80	78	78	78	77	77	76	76
65+	81▼	82	81	80	79	80	79	79	78	77
Regional Centres	79▼	79	78	76	75	77	76	70	72	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14
Note: Please see Appendix A for explanation of significant differences.

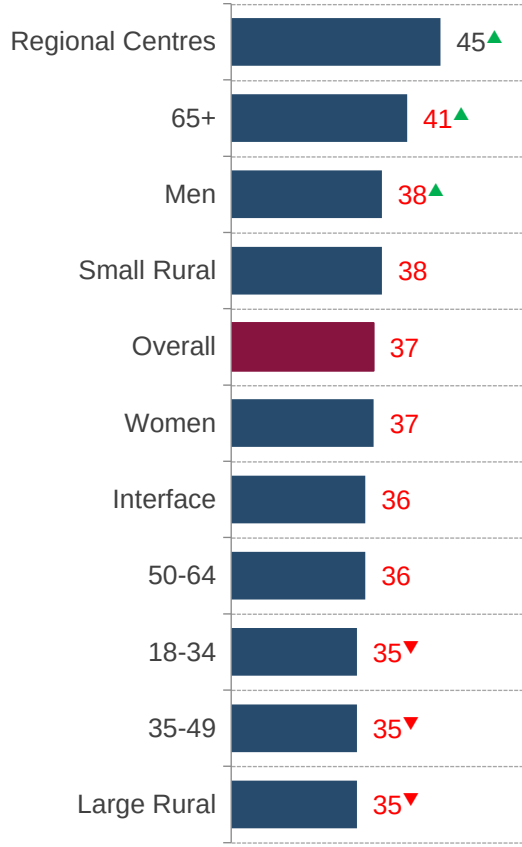
Maintenance of unsealed roads in your area importance



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14

Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (index scores)

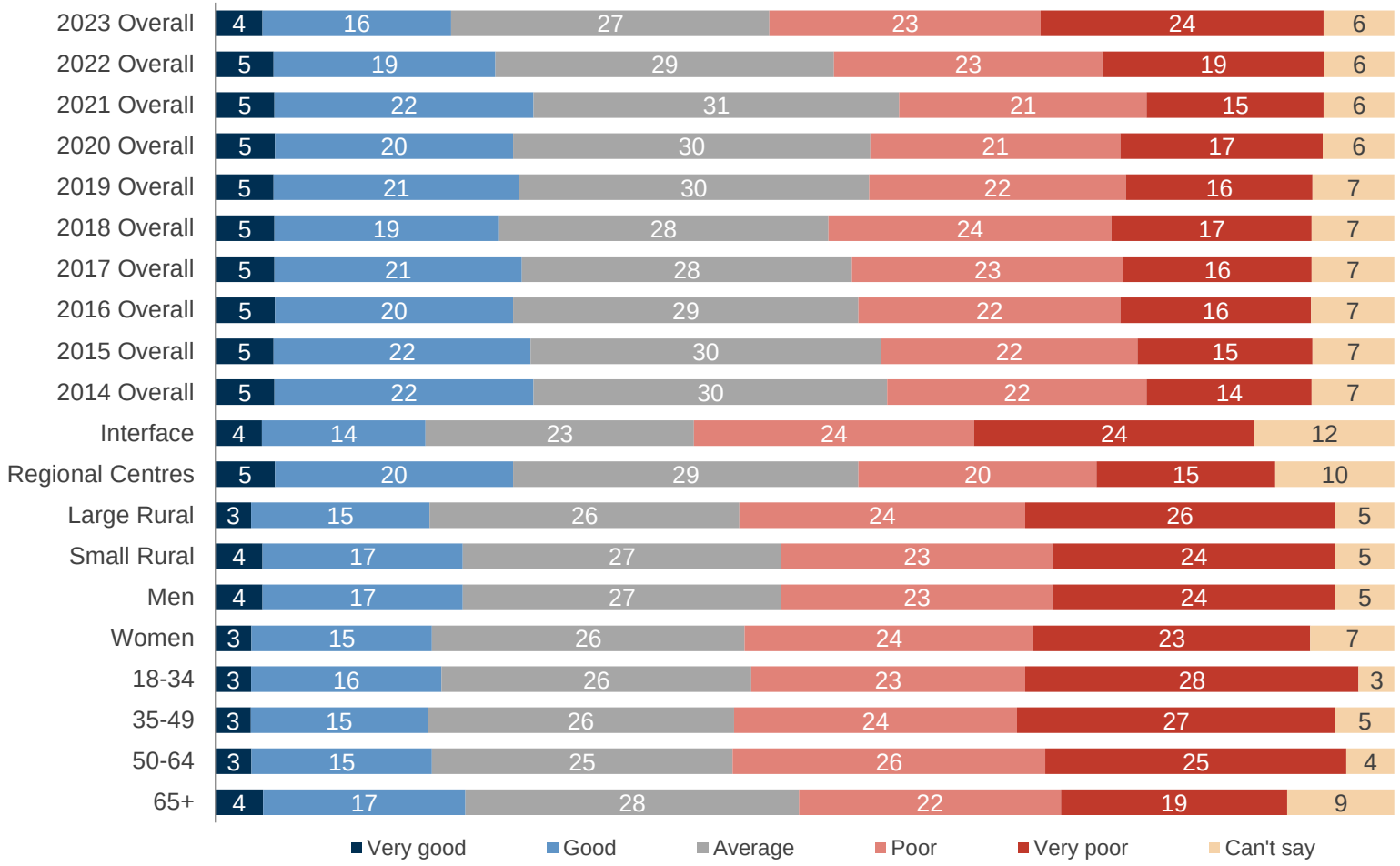


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	46	53	55	52	52	52	n/a	51	n/a
65+	44	47	46	46	44	45	45	46	48
Men	42	46	44	45	43	44	43	45	46
Small Rural	42	44	43	43	40	43	44	45	n/a
Overall	41	45	44	44	43	44	43	45	45
Women	41	44	43	43	42	43	43	45	45
Interface	44	47	43	50	48	45	44	47	n/a
50-64	40	43	41	42	40	41	40	43	42
18-34	40	45	45	45	44	45	46	48	46
35-49	39	44	43	43	43	44	42	44	45
Large Rural	39	44	42	41	41	42	43	44	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

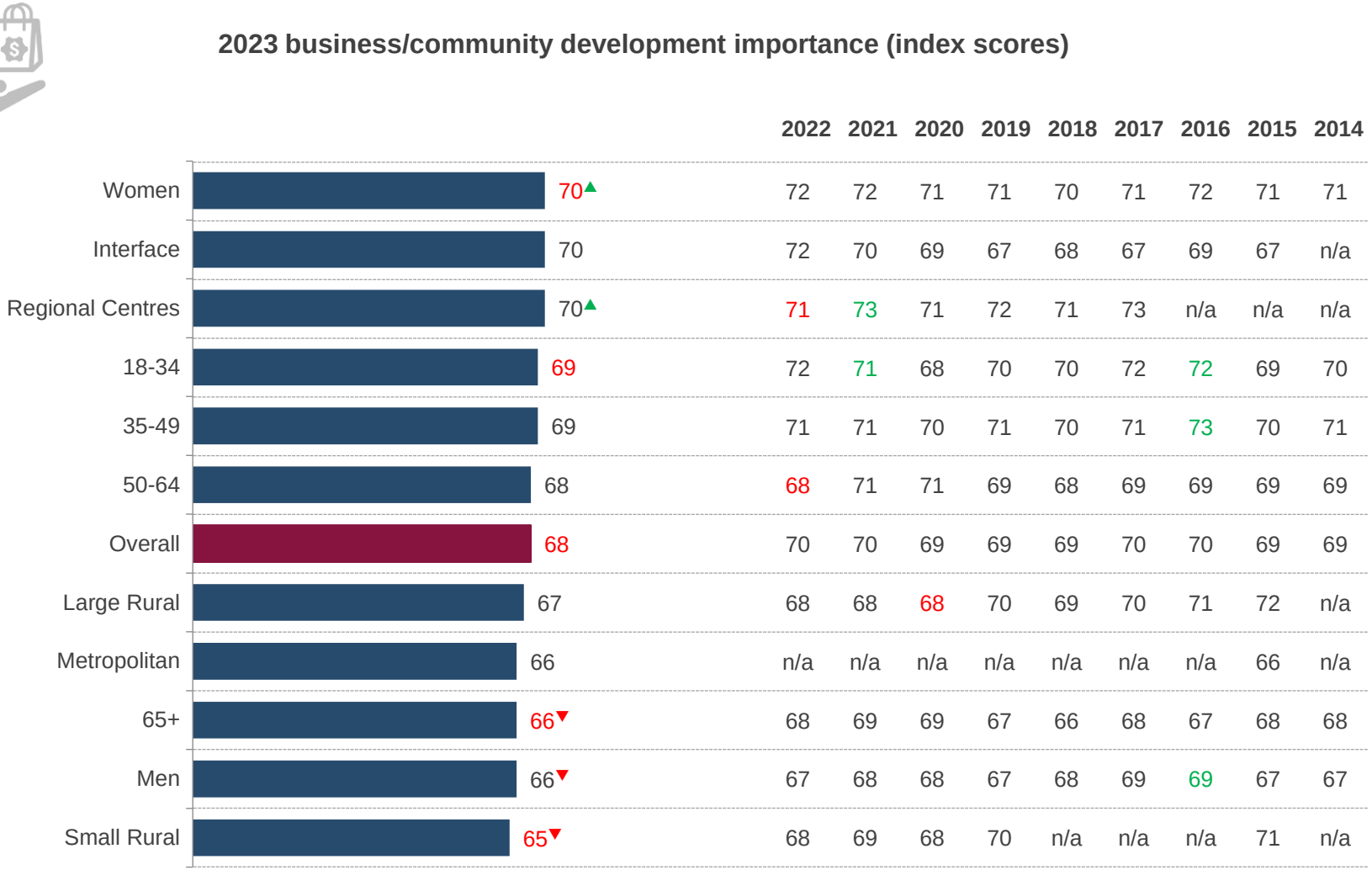
2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25

Business and community development importance

2023 business/community development importance (index scores)

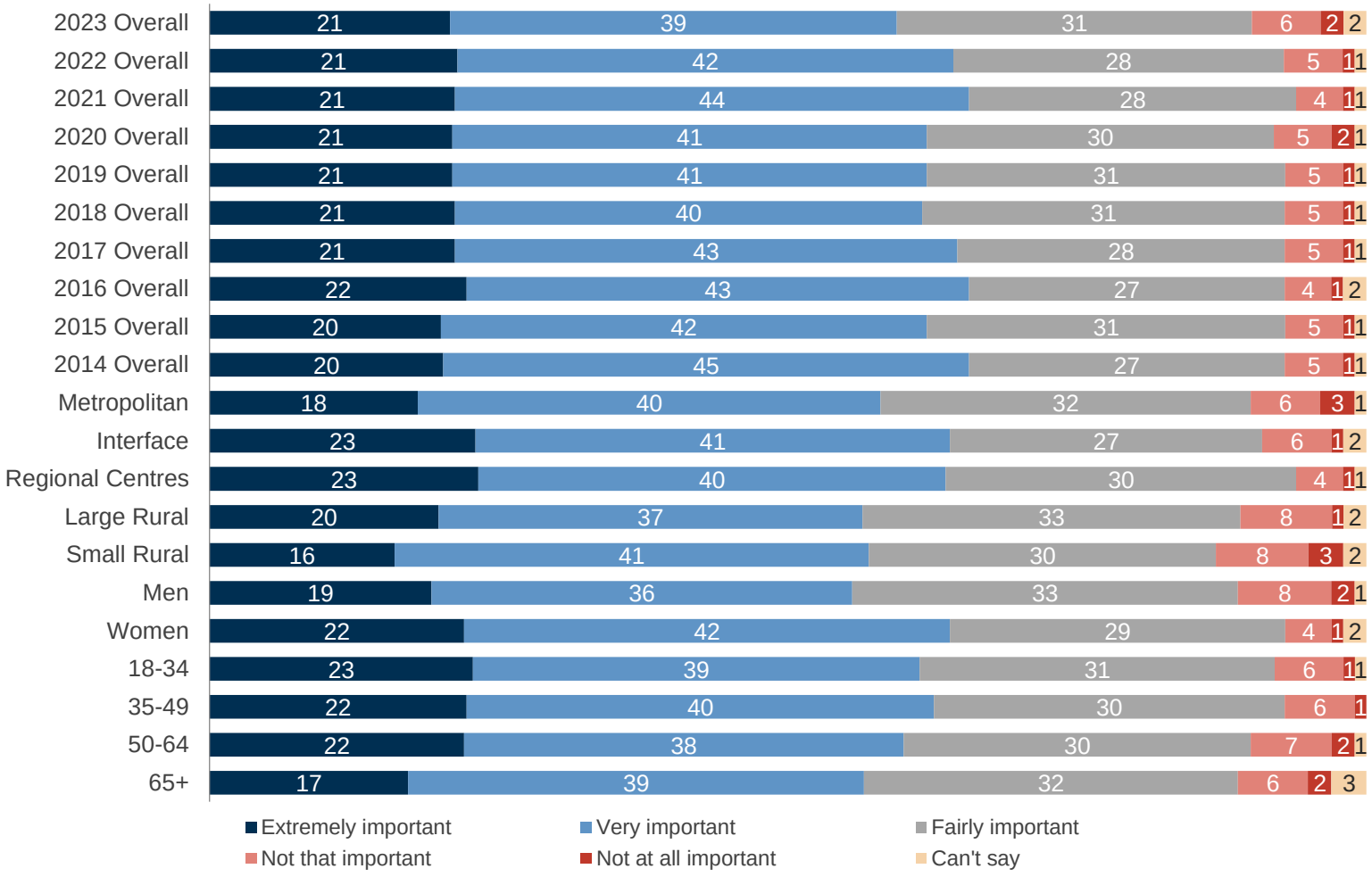


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	72	72	71	71	70	71	72	71	71
Interface	72	70	69	67	68	67	69	67	n/a
Regional Centres	71	73	71	72	71	73	n/a	n/a	n/a
18-34	72	71	68	70	70	72	72	69	70
35-49	71	71	70	71	70	71	73	70	71
50-64	68	71	71	69	68	69	69	69	69
Overall	70	70	69	69	69	70	70	69	69
Large Rural	68	68	68	70	69	70	71	72	n/a
Metropolitan	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	n/a
65+	68	69	69	67	66	68	67	68	68
Men	67	68	68	67	68	69	69	67	67
Small Rural	68	69	68	70	n/a	n/a	n/a	71	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9
Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

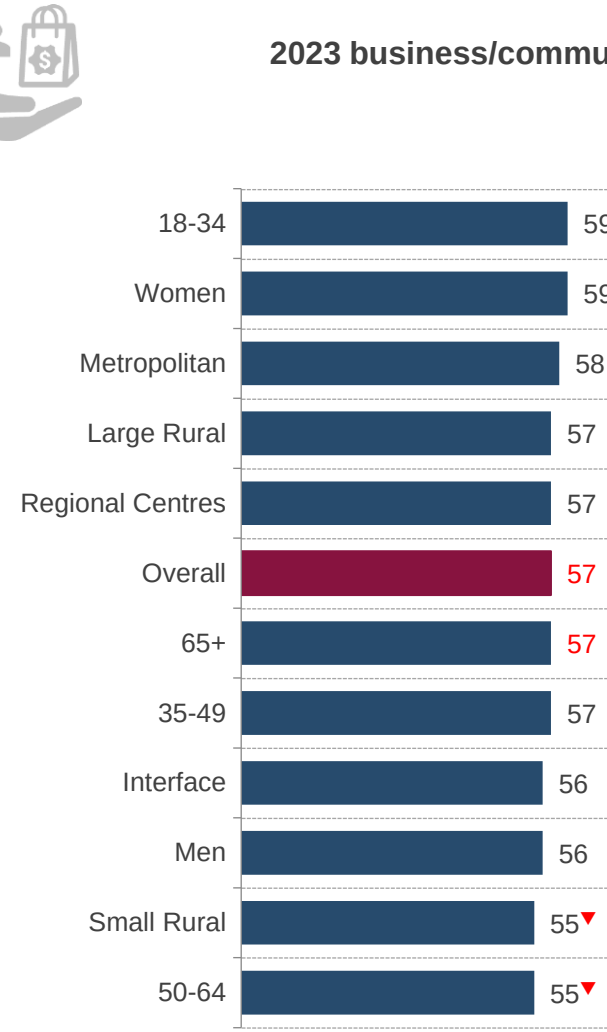
2023 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9

Business and community development performance

2023 business/community development performance (index scores)

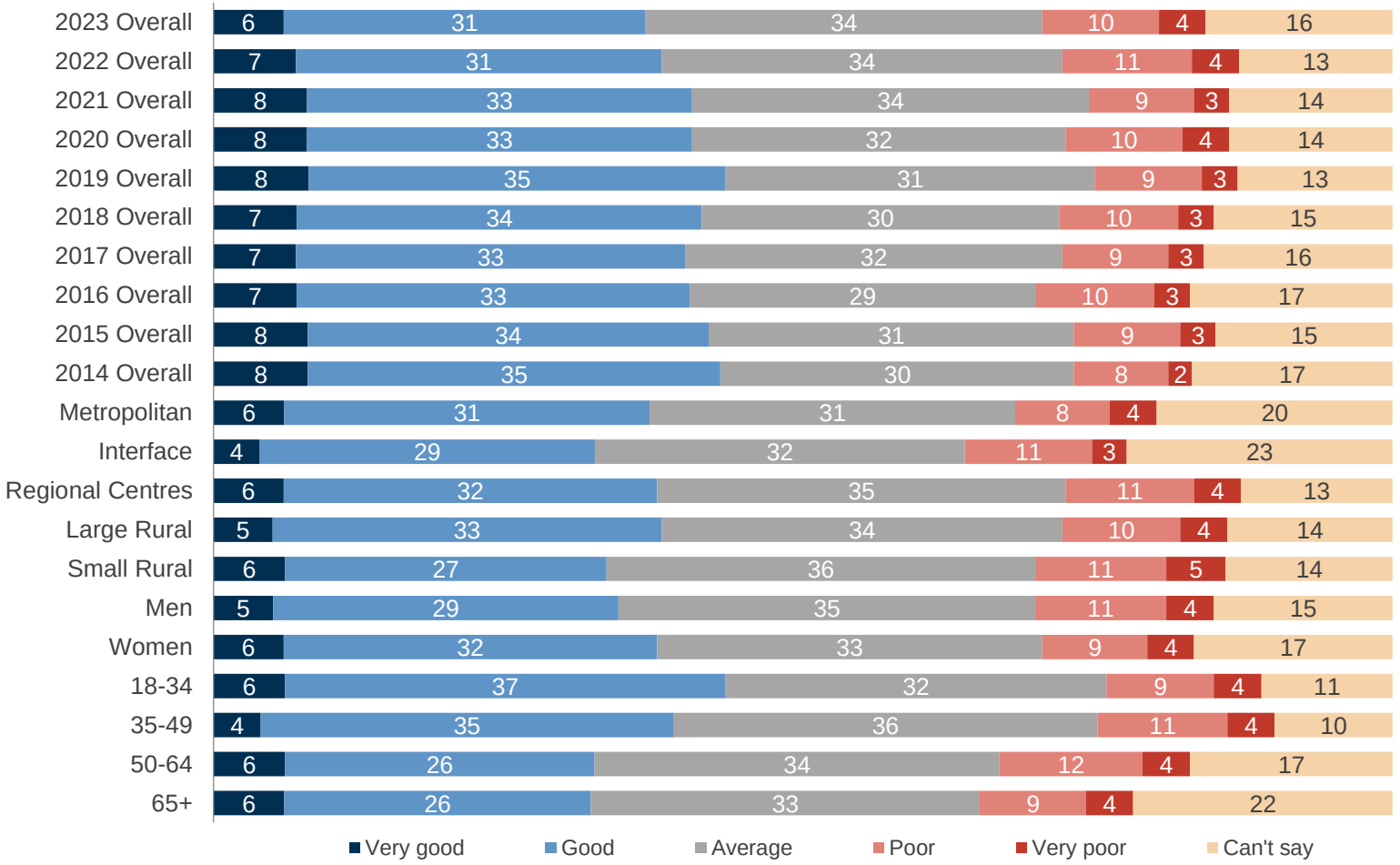


	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	60	63	63	64	62	62	63	64	65
Women	59	61	60	62	61	60	60	61	63
Metropolitan	58	n/a	n/a	n/a	n/a	60	62	63	n/a
Large Rural	58	60	60	59	58	59	58	60	n/a
Regional Centres	58	61	58	61	55	58	61	54	n/a
Overall	58	60	59	61	60	60	60	60	62
65+	59	60	59	61	60	61	59	61	62
35-49	56	58	57	60	60	59	59	59	60
Interface	58	61	60	64	63	59	58	63	n/a
Men	57	59	58	60	59	59	59	59	60
Small Rural	57	58	57	60	61	65	62	61	n/a
50-64	55	58	55	58	56	56	56	58	59

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

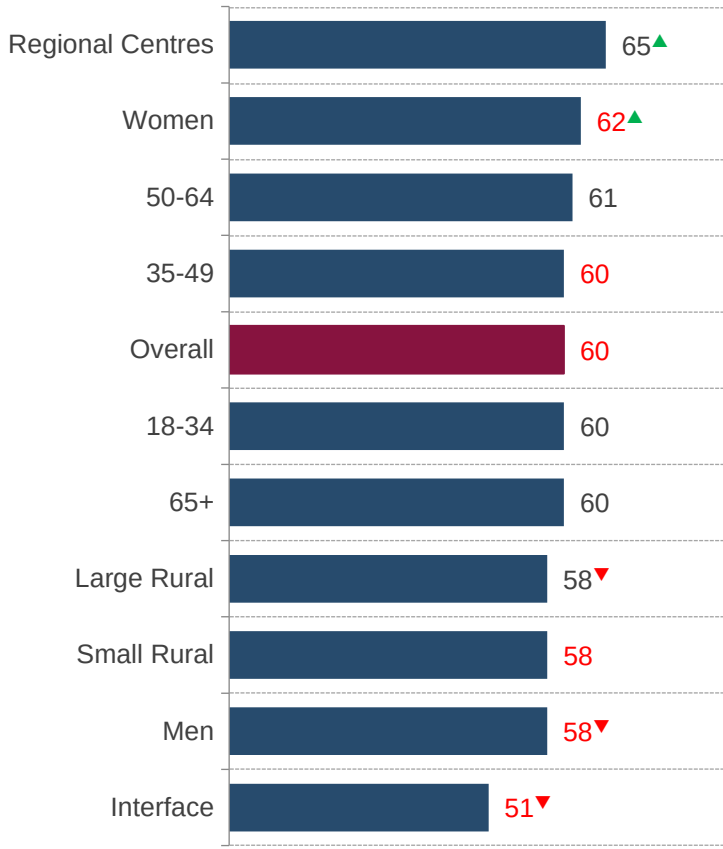
2023 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14

Tourism development importance

2023 tourism development importance (index scores)

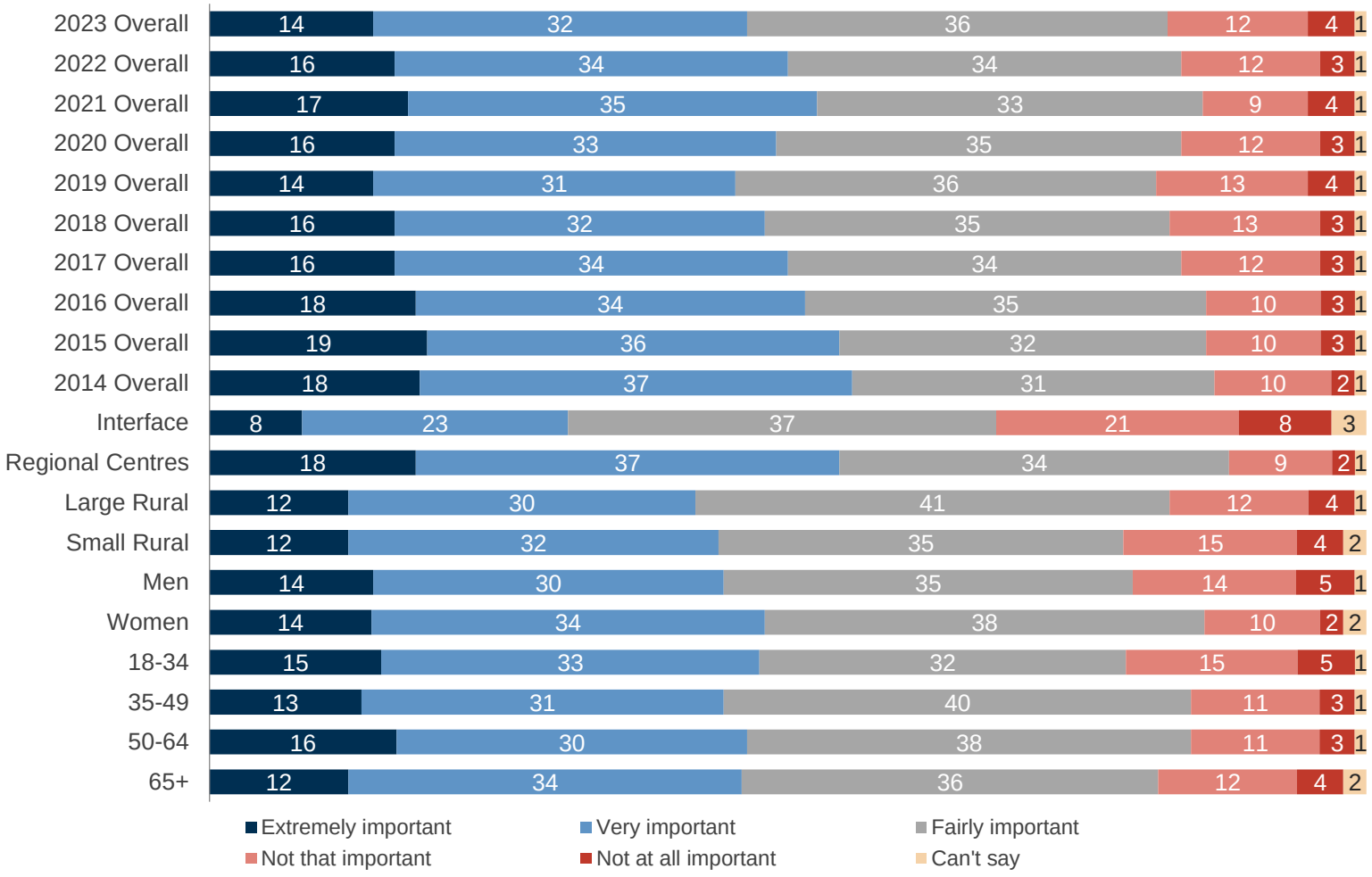


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	65	67	67	69	71	70	n/a	64	n/a
Women	64	64	64	62	63	63	65	66	67
50-64	61	65	64	61	63	63	64	67	65
35-49	63	64	61	60	62	62	64	65	64
Overall	62	63	62	59	61	62	63	65	65
18-34	62	62	58	56	59	59	62	59	63
65+	62	63	65	61	62	64	64	67	66
Large Rural	60	62	62	60	62	63	67	67	n/a
Small Rural	63	64	58	64	n/a	n/a	n/a	72	n/a
Men	60	62	60	57	60	61	62	63	63
Interface	55	52	51	48	51	53	57	50	n/a

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

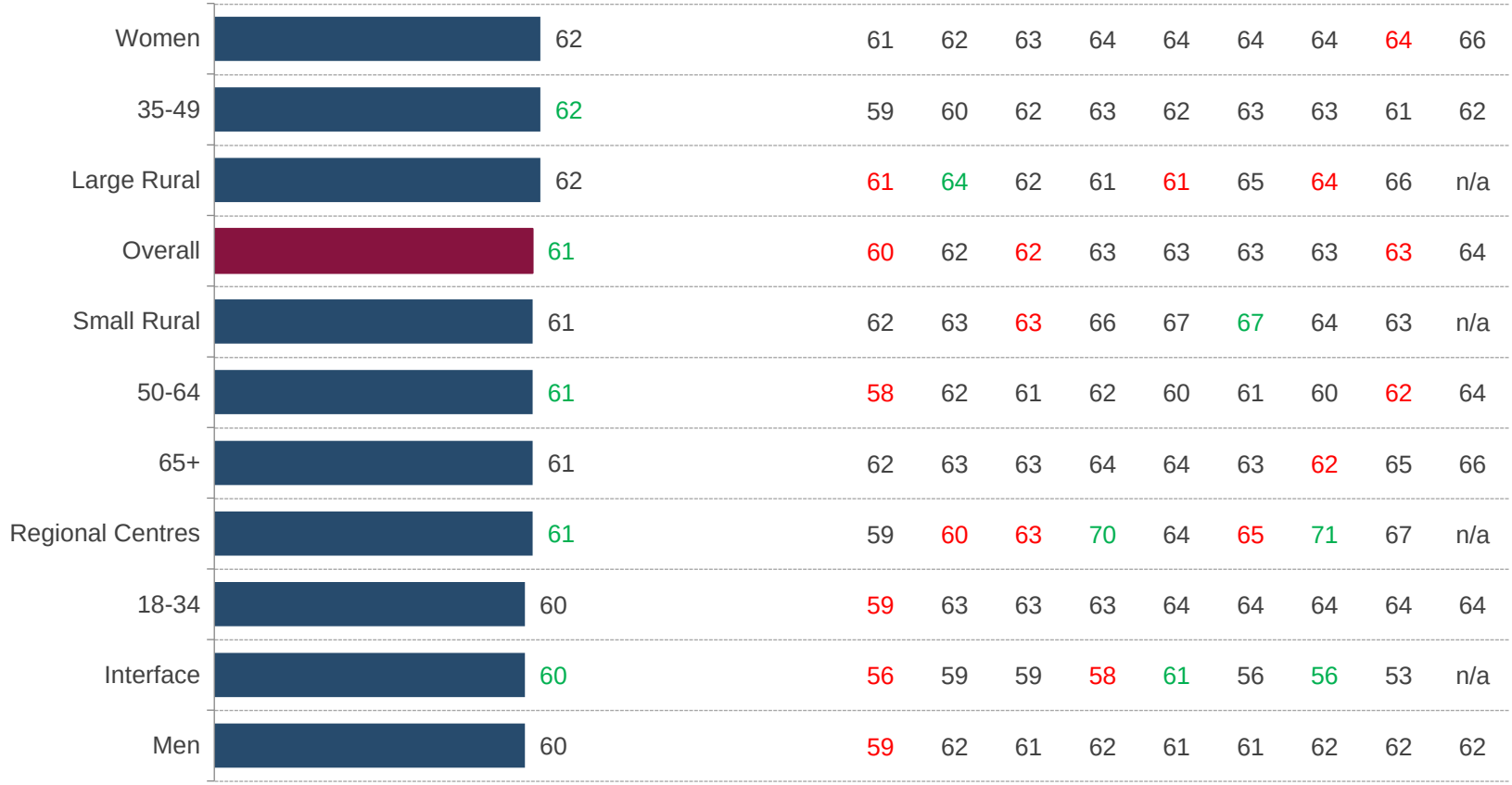
2023 tourism development importance (%)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8

Tourism development performance

2023 tourism development performance (index scores)

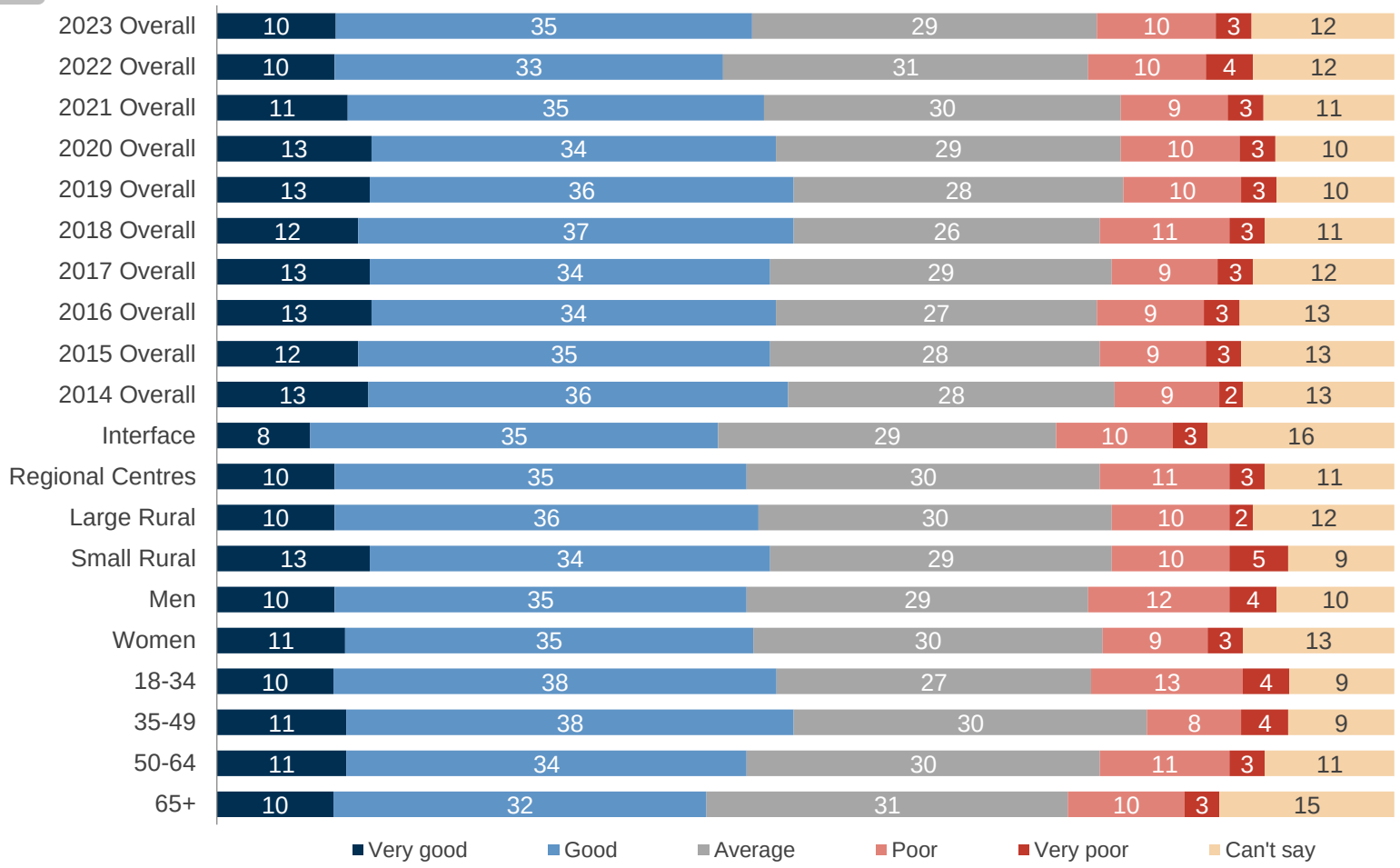


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	61	62	63	64	64	64	64	64	66
35-49	59	60	62	63	62	63	63	61	62
Large Rural	61	64	62	61	61	65	64	66	n/a
Overall	60	62	62	63	63	63	63	63	64
Small Rural	62	63	63	66	67	67	64	63	n/a
50-64	58	62	61	62	60	61	60	62	64
65+	62	63	63	64	64	63	62	65	66
Regional Centres	59	60	63	70	64	65	71	67	n/a
18-34	59	63	63	63	64	64	64	64	64
Interface	56	59	59	58	61	56	56	53	n/a
Men	59	62	61	62	61	61	62	62	62

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

Tourism development performance

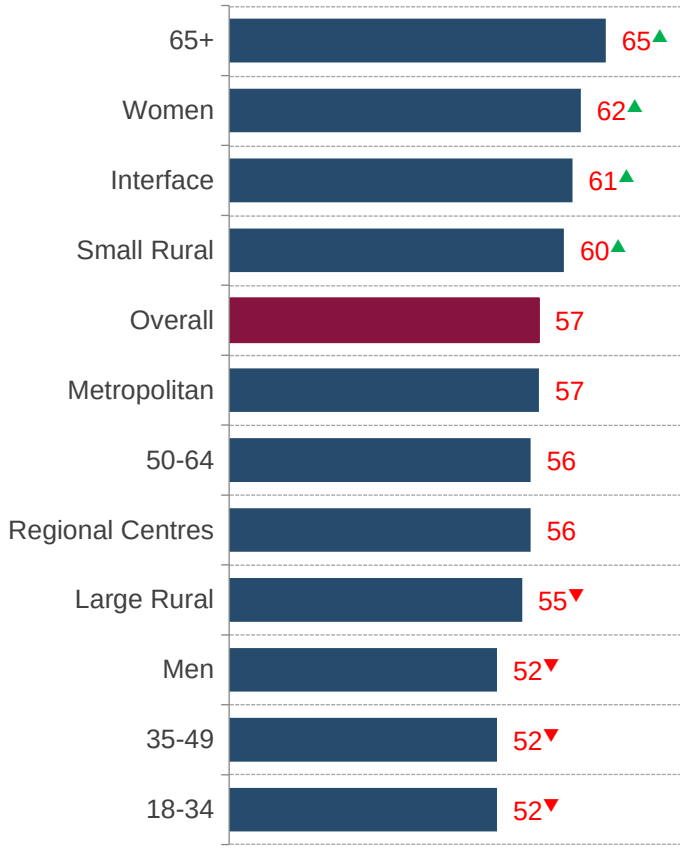
2023 tourism development performance (%)



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

COVID-19 response importance

2023 COVID-19 response importance (index scores)

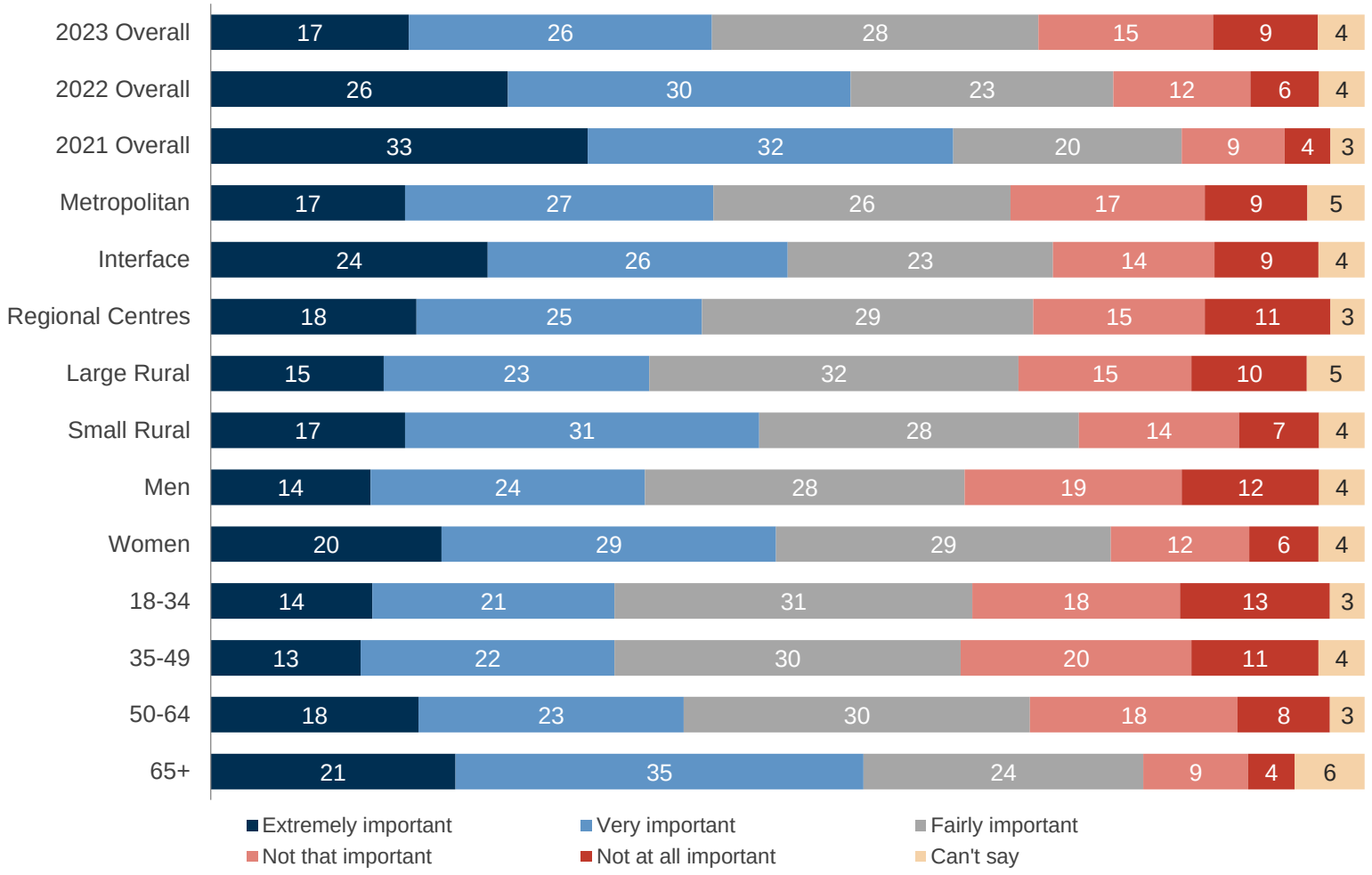


	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	70	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	70	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metropolitan	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response importance

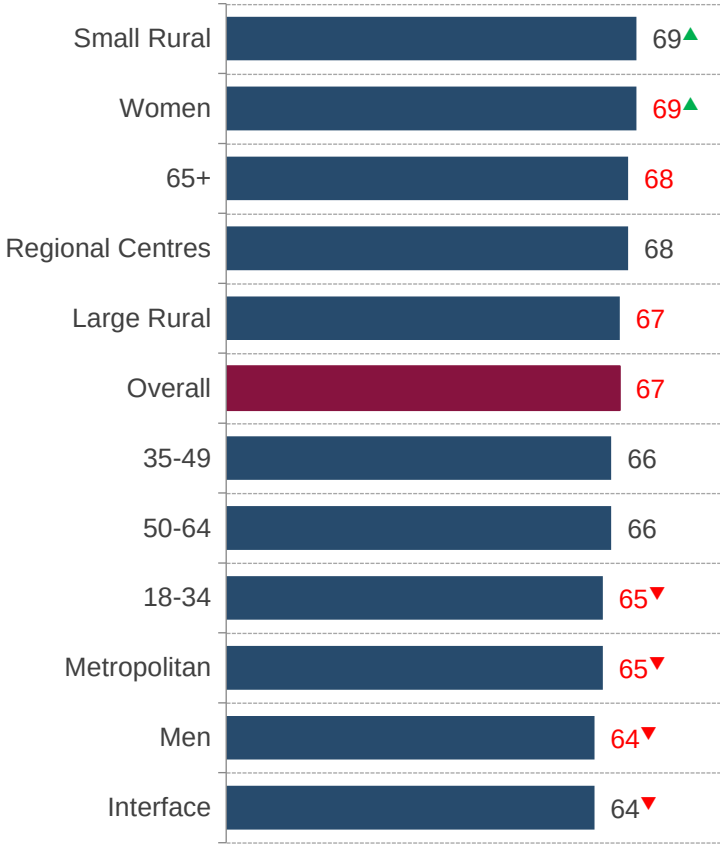
2023 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13

COVID-19 response performance

2023 COVID-19 response performance (index scores)

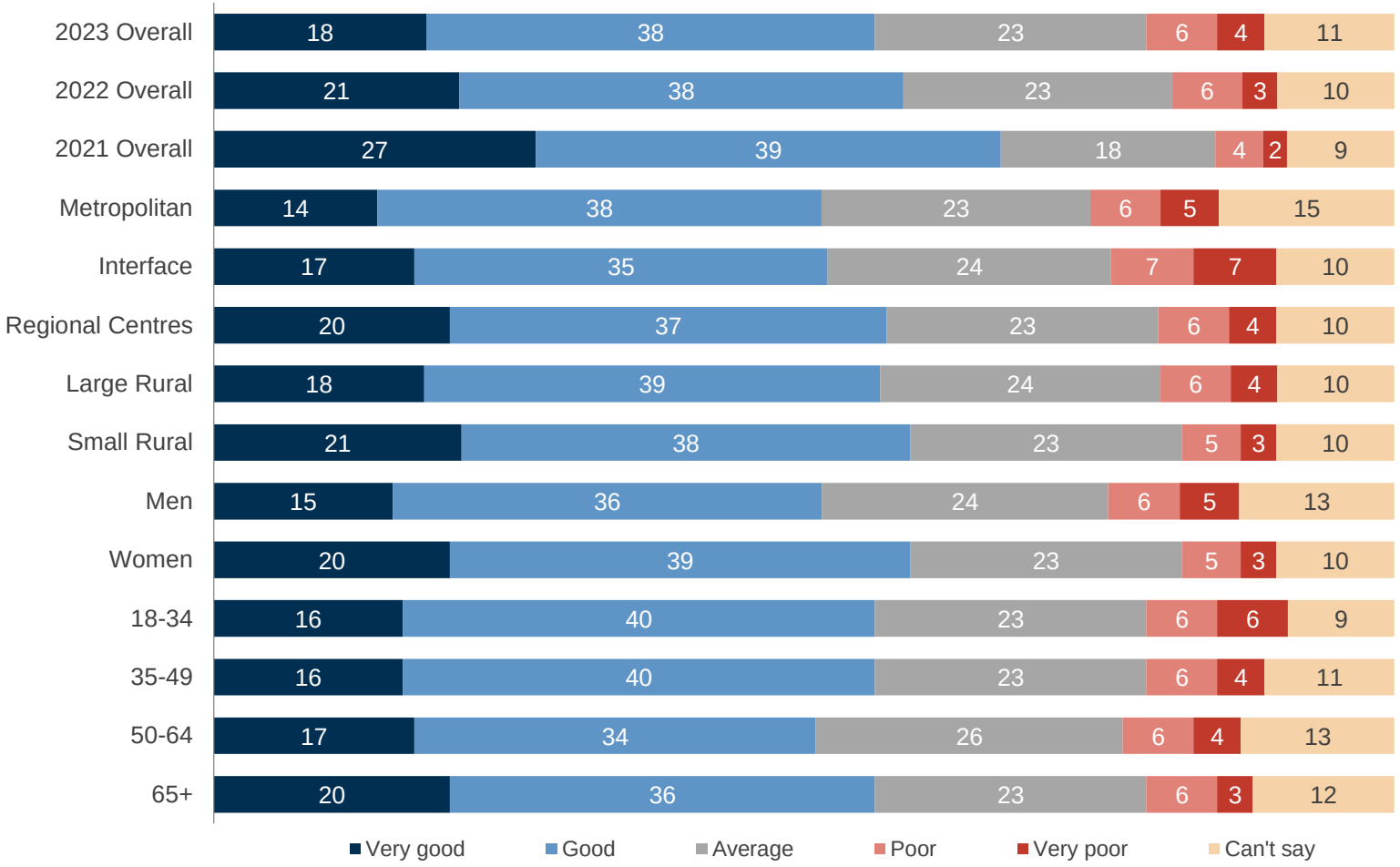


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metropolitan	67	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response performance

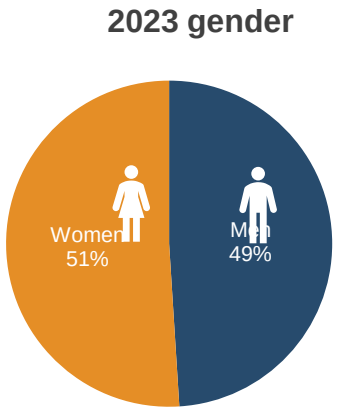
2023 COVID-19 response performance (%)

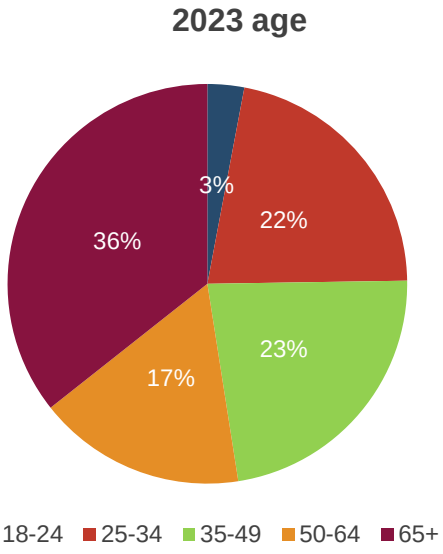


Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20

Detailed demographics

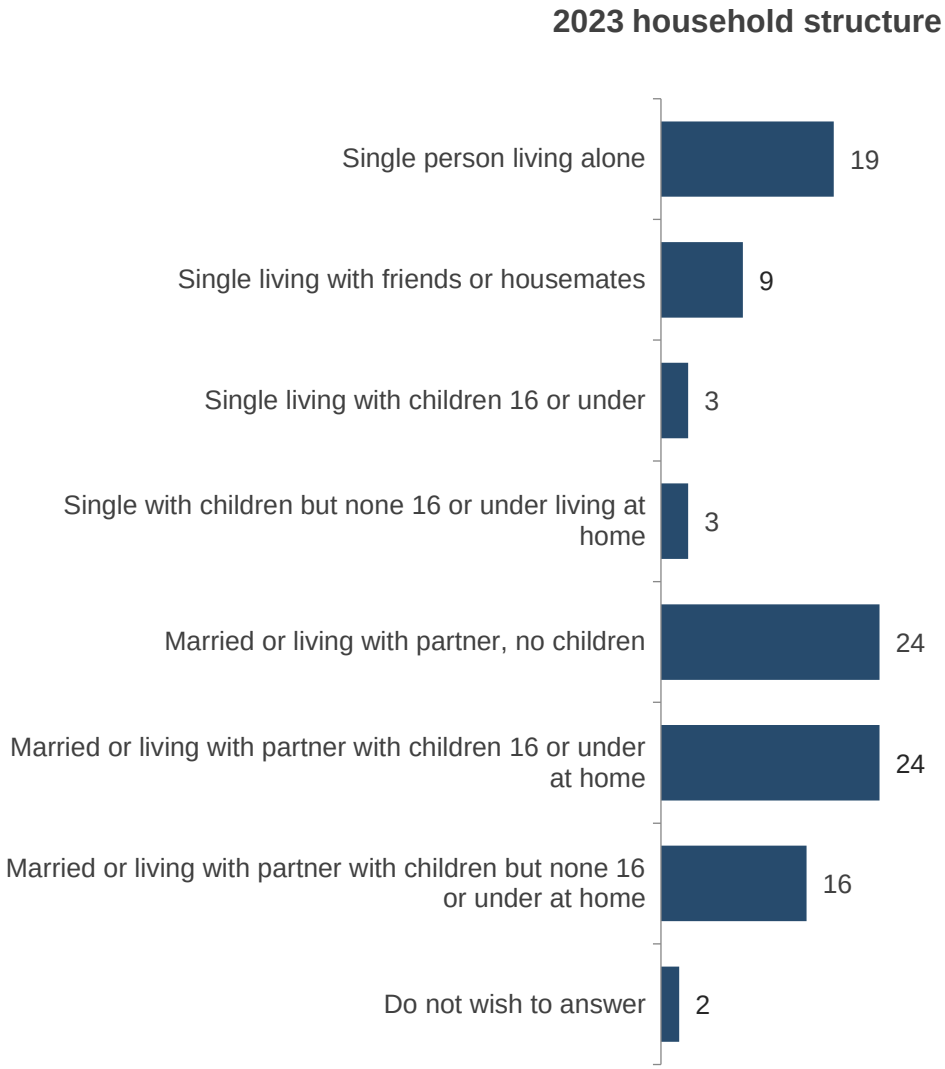
Gender and age profile





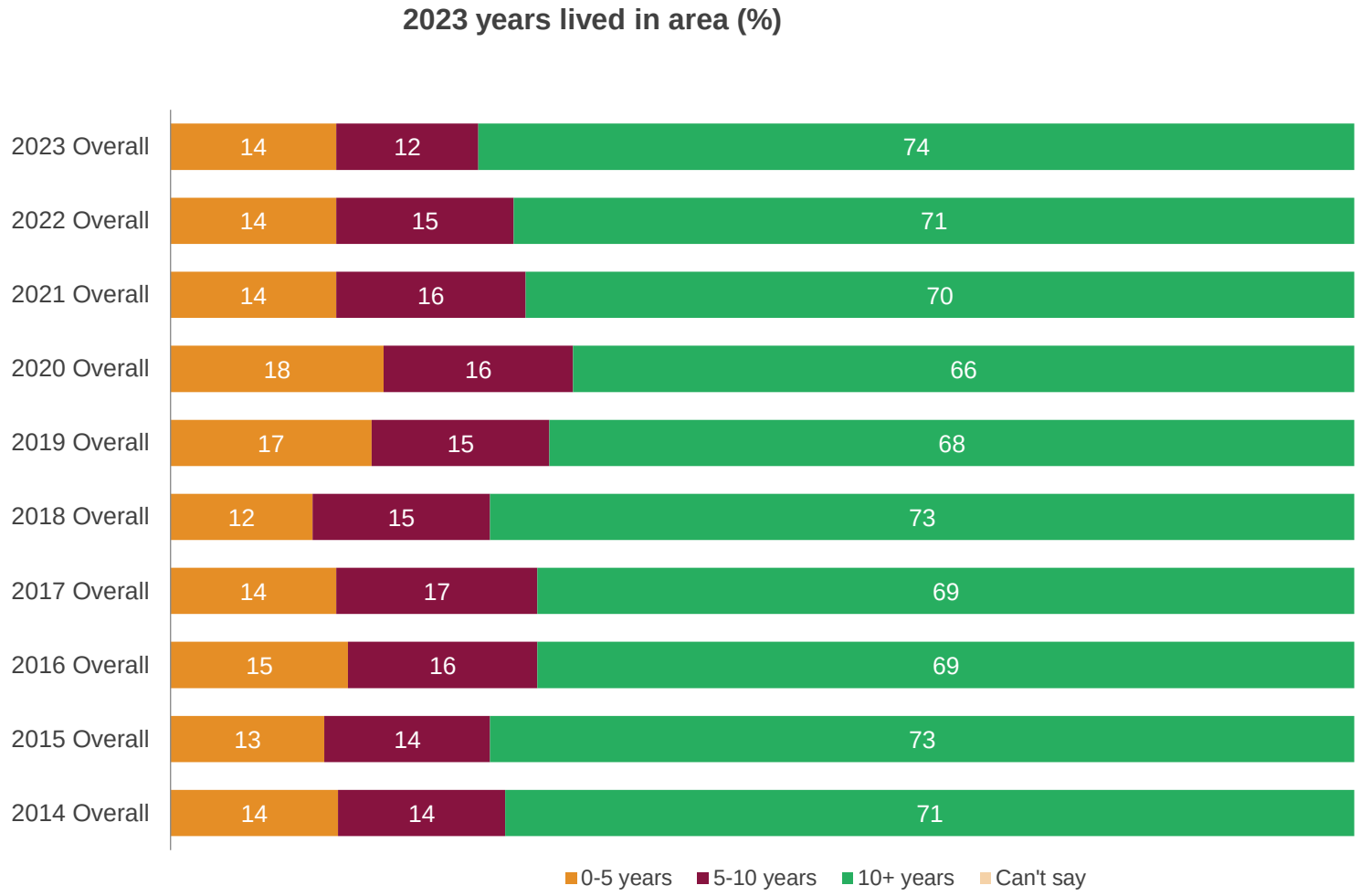
S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Household structure



S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked State-wide: 12

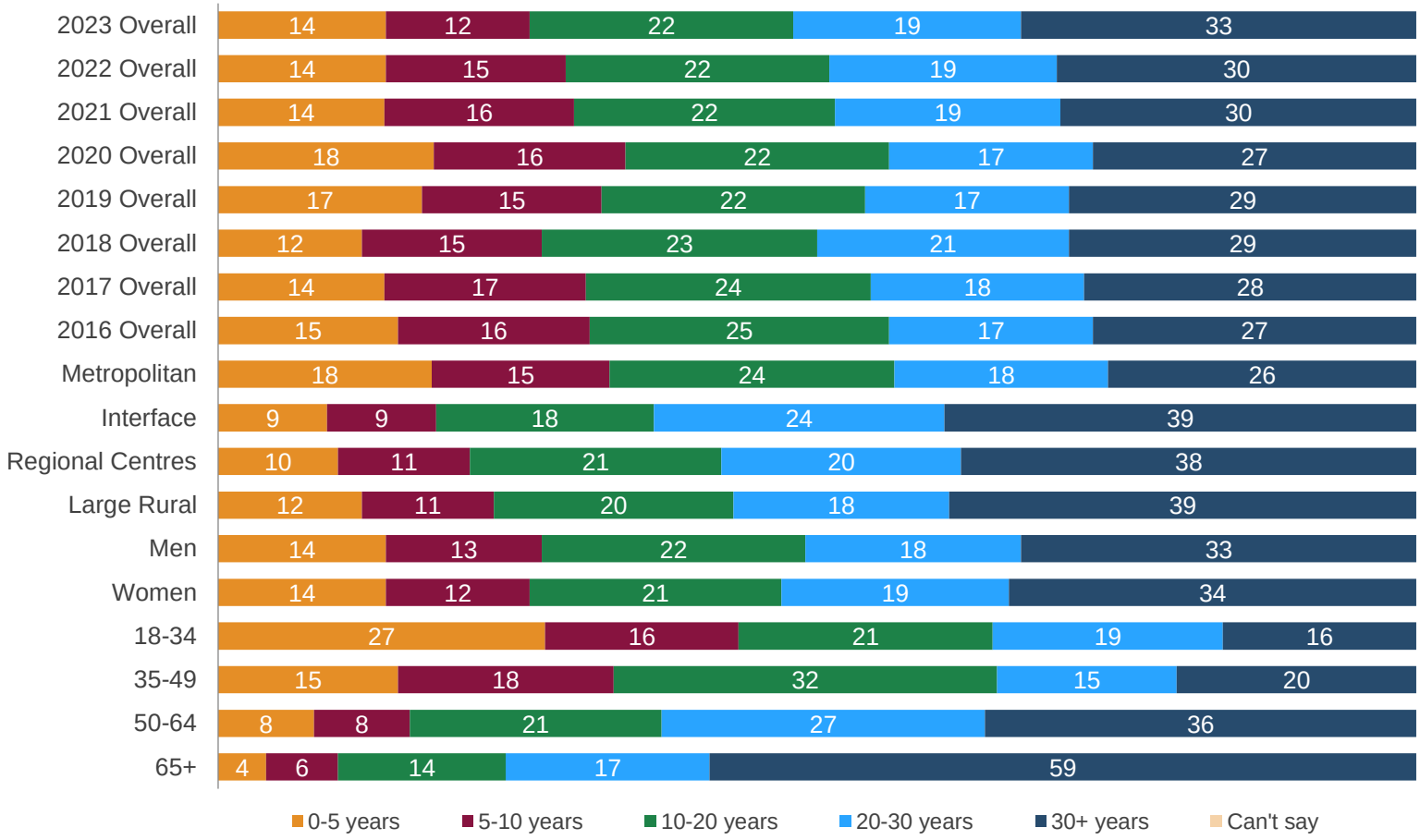
Years lived in area



S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked State-wide: 14

Years lived in area

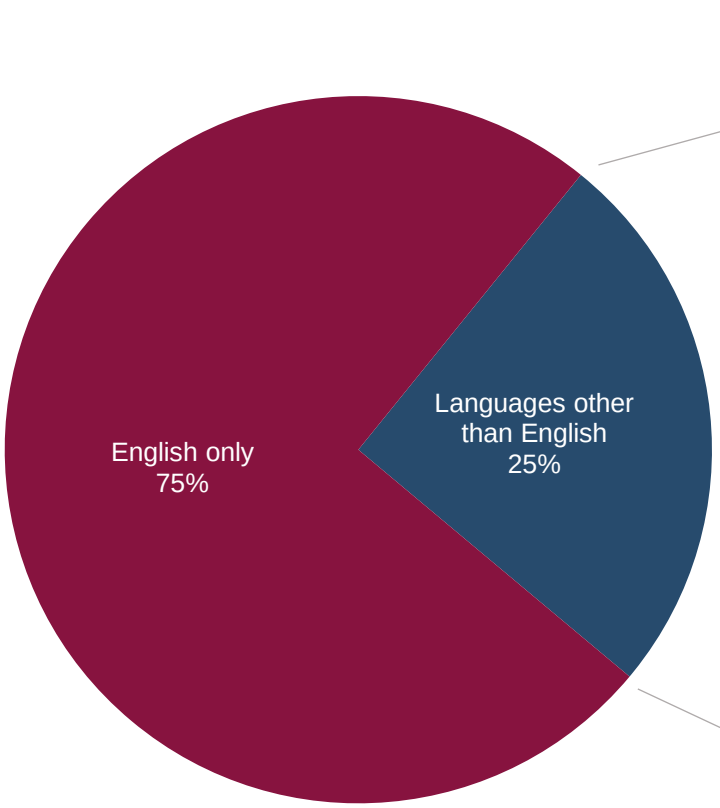
2023 years lived in area (%)



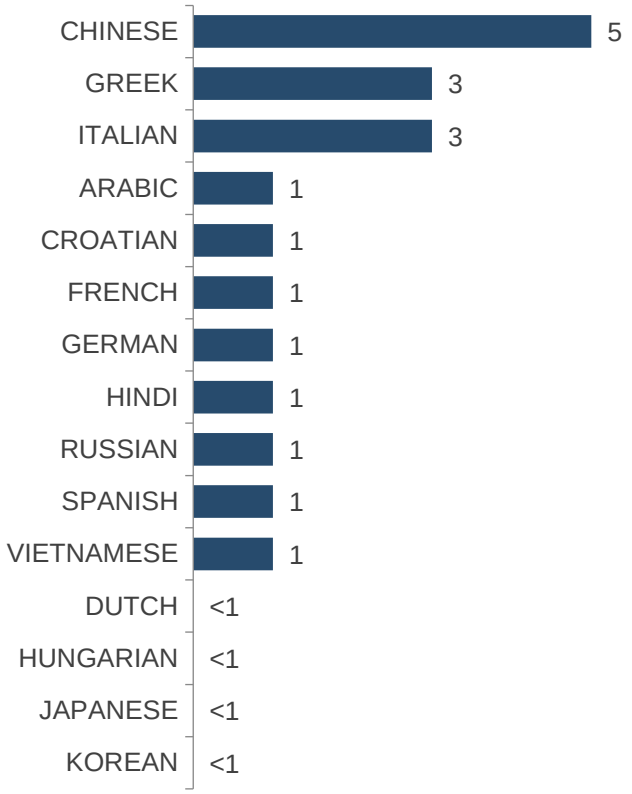
S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked State-wide: 14
Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years","20-30 years" and "30+ years". As such, this chart presents the last eight years of data only.

Languages spoken at home

2023 languages spoken at home (%)



- Top mentions only -

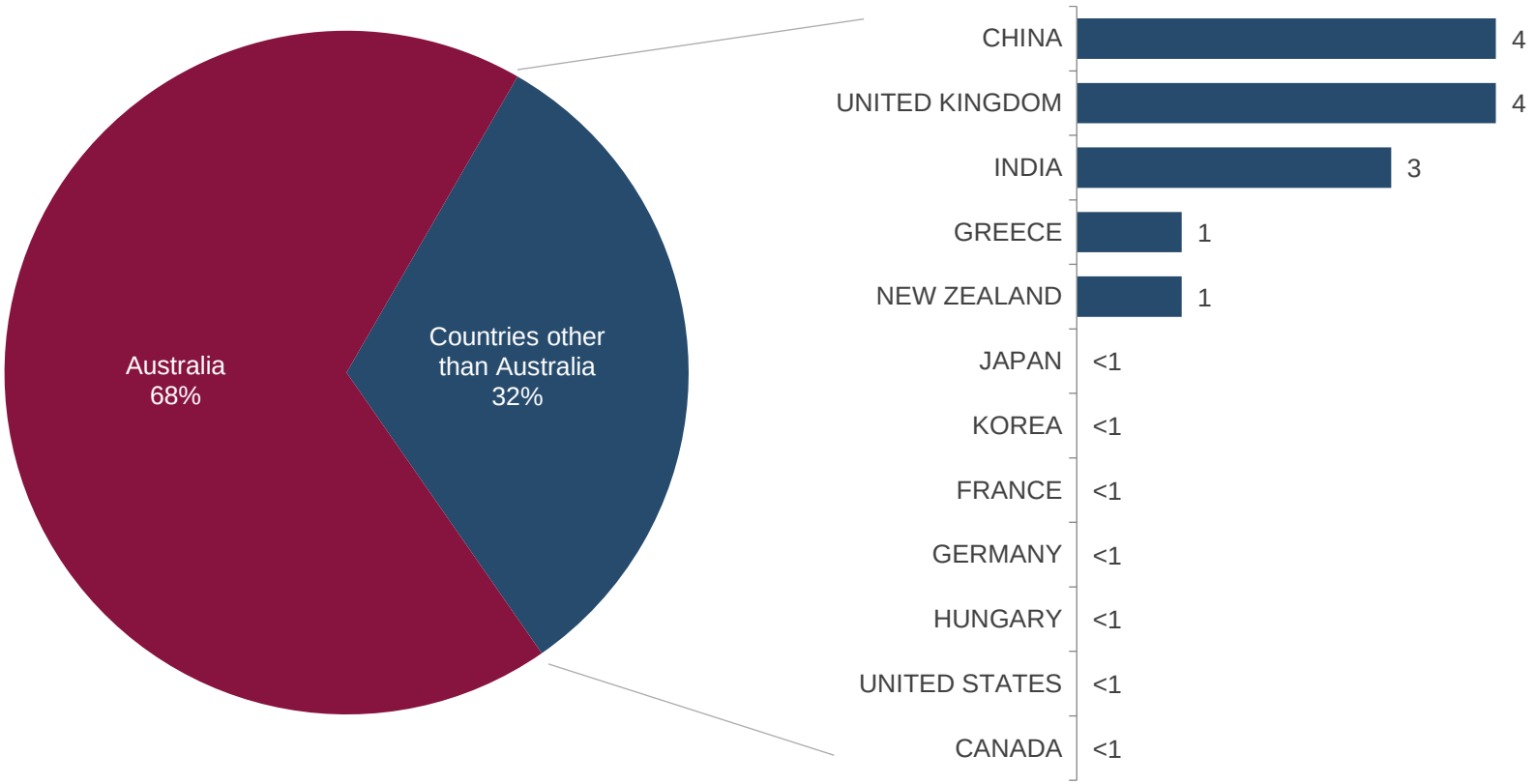


Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 9
Note: Respondents could name multiple languages so responses may add to more than 100%

Country of birth

2023 country of birth (%)

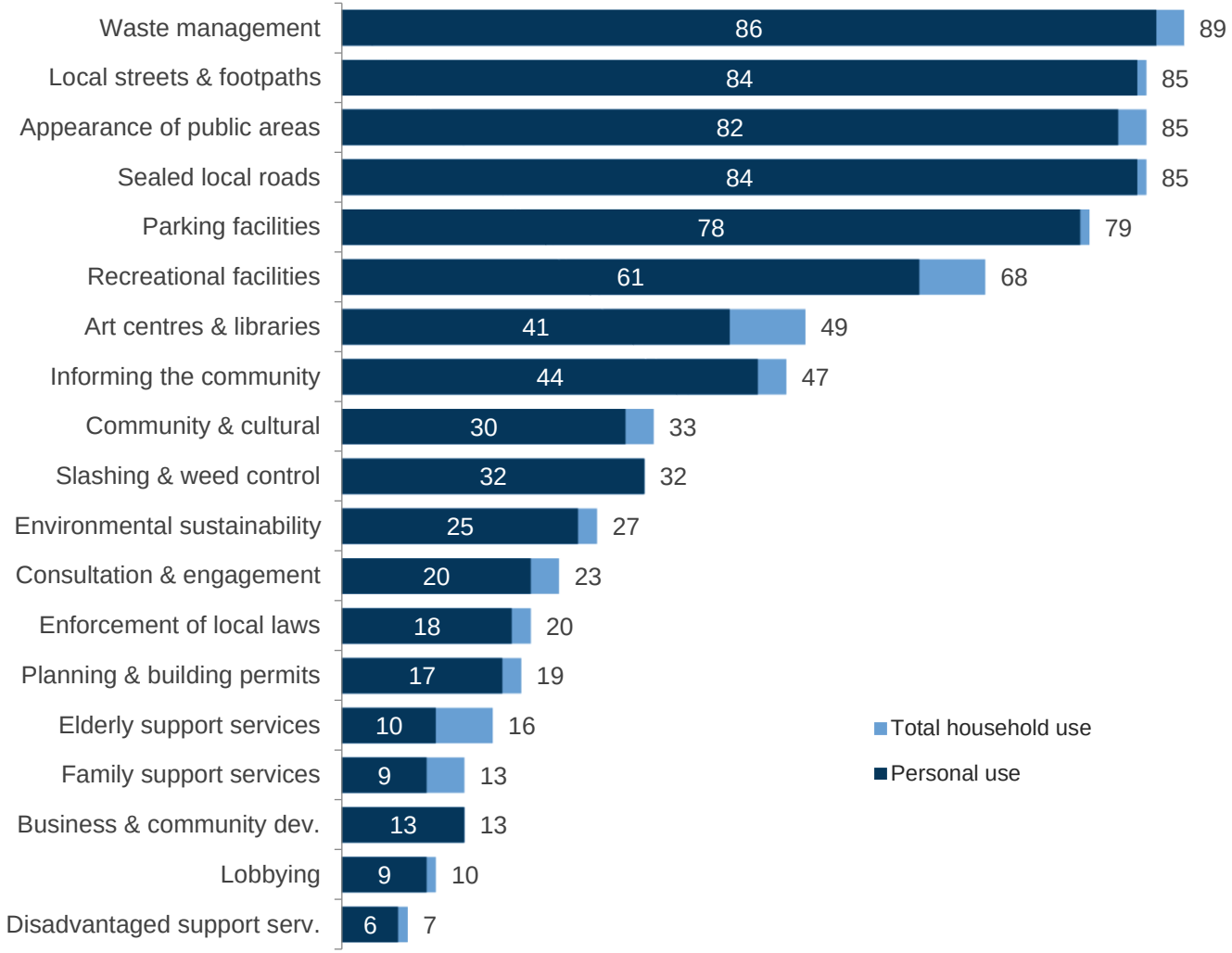
- Top mentions only -



Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked State-wide: 5

Personal and household use and experience of council services

2023 personal and household use and experience of services (%)



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
Base: All respondents. Councils asked State-wide: 11

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

Appendix A: Index Scores

Index Scores

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

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

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

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

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

Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey was n=30,805. 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=30,805 interviews is +/-0.6% 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 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,772,200 people aged 18 years or over for State, according to ABS estimates.

Each LGA is weighted to an equal population of 400 for analysis purposes, so that each LGA contributes equally to the State-wide result.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
State-wide	30,805	26,400	+/-0.6
Men	14,649	12,992	+/-0.8
Women	16,156	13,408	+/-0.8
Metropolitan	7,703	6,400	+/-1.1
Interface	3,300	1,600	+/-1.7
Regional Centres	4,400	3,600	+/-1.5
Large Rural	7,802	7,200	+/-1.1
Small Rural	7,600	7,600	+/-1.1
18-34 years	4,212	6,447	+/-1.5
35-49 years	6,230	5,989	+/-1.2
50-64 years	6,550	4,388	+/-1.2
65+ years	13,813	9,576	+/-0.8

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 (▼).

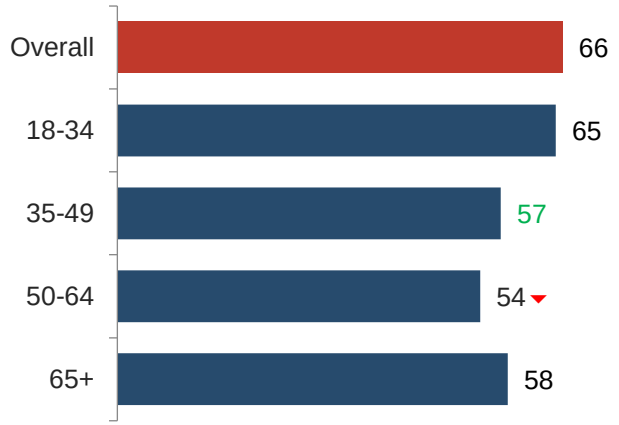
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Overall' result for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2022. In the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2022.

2023 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 Score = ($1 - $2) / Sqrt (($5^2 / $3) + ($6^2 / $4))

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

A total of n=30,805 completed interviews were achieved across the State. In the main, survey fieldwork was conducted in the period of 27th January – 19th March 2023. Some councils nominated for survey fieldwork to be conducted across four quarters from 16th June 2022 – 19th March 2023. The 2023 results are compared with previous years, as detailed below:

- 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=26,814 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=27,907 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=28,108 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=28,316 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=27,906 completed interviews, conducted in the period of 31st January – 11th March.

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

Survey sample matched to the demographic profile of each 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, particularly younger people.

Appendix B: Analysis and reporting

In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating across 2012-2023 vary slightly. 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.

Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
Banyule	Casey	Ballarat	Bass Coast	Alpine
Boroondara	Mornington Peninsula	Greater Bendigo	Baw Baw	Ararat
Brimbank	Whittlesea	Greater Geelong	Colac Otway	Benalla
Glen Eira	Yarra Ranges	Horsham	Corangamite	Buloke
Greater Dandenong		Latrobe	East Gippsland	Central Goldfields
Hobsons Bay		Mildura	Glenelg	Gannawarra
Kingston		Wangaratta	Golden Plains	Hepburn
Knox		Warrnambool	Macedon Ranges	Hindmarsh
Manningham		Wodonga	Mitchell	Indigo
Maroondah			Moira	Loddon
Melbourne			Moorabool	Mansfield
Moonee Valley			Mount Alexander	Murrindindi
Moreland			Moyne	Northern Grampians
Port Phillip			South Gippsland	Pyrenees
Stonnington			Southern Grampians	Queenscliffe
Whitehorse			Surf Coast	Strathbogie
			Swan Hill	Towong
			Wellington	West Wimmera
				Yarriambiack

Non-participating councils: Bayside, Campaspe, Cardinia, Darebin, Frankston, Greater Shepparton, Hume, Maribyrnong, Melton, Monash, Nillumbik, Wyndham, and Yarra.

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 State-wide according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.

Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide.

Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

Councils also had the ability to ask tailored questions specific only to their council. 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: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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