### LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

## **2015 RESEARCH REPORT**

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

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- Background and objectives
- Survey methodology and sampling
- Further information
- Key findings & recommendations
- Summary of findings
- Detailed findings
  - Key core measure: Overall performance
  - Key core measure: Customer service
  - <u>Key core measure: Council direction indicators</u>
  - Positives and areas for improvement
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Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey research report.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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

The main objectives of the survey are to assess the performance of Victorian councils across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.





This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in participating councils.

Survey sample matched to the demographic profile of councils as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within councils, particularly younger people.

A total of n=28,316 completed interviews were achieved State-wide. Survey fieldwork was conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March, 2015.

The 2015 results are compared with previous years, as detailed below:

- 2014, n=27,906 completed interviews, conducted in the period of 31<sup>st</sup> January 11<sup>th</sup> March.
- 2013, n=29,501 completed interviews, conducted in the period of 1<sup>st</sup> February 24<sup>th</sup> March.
- 2012, n=29,384 completed interviews, conducted in the period of 18<sup>th</sup> May 30<sup>th</sup> June.

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





Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

> The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2014. Therefore in the example below:

The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2014.



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

Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix A.





#### **Further Information**

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix A</u>, including:

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

#### Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.





- Across Victoria, the majority of core measures in 2015 are remarkably consistent with previous trends particularly for the 2012-2013 period. This suggests a generally stable trend in results over time.
- For core measures: overall performance, community consultation and engagement, advocacy, council direction, and sealed local roads, results in 2015 are generally on par with the previous trend.
- Across the State, the highest rated individual service areas are art centres and libraries (73), the appearance of public areas (72), and waste management (72) which all achieved very positive results relative to other service areas.
- On an unprompted basis, residents list the **best things about their local council** as their parks and gardens, sporting and recreational facilities, and customer service.





- Overall contact with council has not changed since 2014, with 61% of Victorians having had at least some contact with their local council over the past 12 months. This has been generally consistent since 2012.
  - Residents aged 35-49 year olds and also residents in Small Rural council areas have the highest levels of contact, while 18-34 year olds and residents of Interface councils have the lowest level of contact.
  - Significantly fewer residents are contacting their council by telephone, in writing, by email or via their website while a significantly higher proportion are opting to contact their council in person in 2015. A greater level of contact by social media and SMS was also recorded, albeit from a very small base.





- The trend on council direction between 2012-2015 is stable and the State-wide result is unchanged over the last 12 months. A one point increase in the rating on council direction among 18-34 year olds was offset by an equivalent decrease among people aged over 65.
  - More than two-thirds of residents (69%) believe that their council is broadly headed in the right direction. Metropolitan councils assign the strongest positive ratings on this measure, while councils in the Interface group are generally weaker in their assessment of direction.
  - Fewer residents than ever are willing to consider a rate rise to improve services, with more wanting service cuts to ensure that their rates are not increased.
- A council newsletter sent by mail remains the preferred channel for Victorian councils to communicate with their residents.
  - This is true for residents of all ages but is especially apparent for those aged over 50 years, who prefer mailed newsletters well ahead of all other options.
  - There was a significant increase in the proportion of people over 50 years who prefer information via a newsletter insert in a local newspaper.





- State-wide performance on condition of sealed local roads is unchanged over the last 12 months. Residents aged 18-34 years have rated councils significantly slightly lower on this issue but not enough to affect the State-wide score for this measure.
  - As may be expected, there is a wide variance between different council groups' ratings on this issue. The State-wide score for all councils is 55, however the average score for Metropolitan councils is much higher at 69 and Large Rural councils average score is much lower at 45.
- The 2015 State-wide aggregate index score for overall performance supports the overall stable trend between 2012-2015. A small but nevertheless significant one point decrease was evident when compared with 2014.
  - The lower result in 2015 can be attributed to significant falls in the overall performance ratings from 18-34 year olds, people aged 65 years and older and also women.
  - These demographic groups are driving decreased ratings across several of the core measures and individual service areas as well.





- Customer Service achieved the highest rating (70) compared to all other core measures, although a fall of two points over the last 12 months was noted, which represents a statistically significant drop in performance.
  - The weaker result in 2015 has again been driven by declines in the average performance rating from 18-34 year olds, women, over 65s and men.
  - The most satisfied residents have been those that made contact with council in person or via council websites.
  - Victorians who have contacted their council by telephone are significantly less satisfied with the service received over the last 12 months.
- The State-wide assessment of community consultation and engagement is down by one point when compared with 2014, which is a statistically significant decline. This is the first time that the State-wide result has fallen on this measure since 2012.
  - > All demographic groups have recorded a lower rating on this measure compared to 2014.
  - In 2015, Metropolitan councils perform significantly better on this issue than other council groups, while Large Rural councils and Regional Centres score significantly lower.



- The State-wide spike in performance on advocacy that was achieved in 2014 has not been maintained in 2015 although the general trend over 2012-13 has been continued.
  - The significant decline in performance on this issue in 2015 was driven by women and those aged 18-49.
  - Metropolitan and Small Rural councils rate significantly better on this issue than the State-wide average, while Large Rurals again score significantly lower.
- Making decisions in the interest of the community was introduced as a core measure across all councils in 2015. It was an optional question for councils in 2014 and there has been a two point drop in rating over this time.
  - The weaker performance was evident among all demographic groups except those aged 50-64, although 50-64 year olds on average still provide the least favourable ratings of council performance on this issue.
  - Metropolitan councils do best on this issue, while Regional Centres and Large Rural councils have the weakest performance.



- The areas that attracted the most attention, without prompting, for areas for improvement are sealed road maintenance, community consultation, and communication.
- When it comes to both core measures and individual service areas the segments most favourably disposed towards their local councils tend to be 18-34 year olds and Metropolitan councils.
- By contrast, 50-64 year olds and Victorians who reside in Large Rural councils are the least favourable in their assessments, frequently rating their councils significantly below the State-wide average across a range of measures.
- By far the lowest rated service is unsealed road maintenance with an index score of 45.
  - Councils also score relatively lower results on the interrelated issues of town planning policy, planning and building permits, and planning for population growth (all rated 54), although planning and building permits recorded a significant improvement in the performance rating in 2015.



- The most important **individual service areas** for councils to target if they wish to improve their overall performance are those where residents' stated importance of the service exceeds their rating of council's performance by **10 points or more**, including:
  - Maintenance of unsealed roads  $\geq$
  - Making decisions in the interest of the community
  - Planning for population growth  $\geq$
  - Maintenance of sealed roads  $\geq$
  - Condition of local streets & footpaths  $\geq$
  - **Consultation & engagement**
  - Town planning policy  $\geq$
  - Slashing & weed control  $\geq$
  - Planning permits
  - Lobbying on behalf of the community  $\geq$
  - Informing the community  $\succ$
  - Parking facilities  $\geq$
  - Traffic management
  - **Disadvantaged support services**
  - Elderly support services  $\geq$
  - **Emergency & disaster management**



- Further, for councils who are looking to improve their performance ratings, we recommend focusing on issues and services that are most important to residents. For example, the Large Rural group consistently receive lower performance ratings on most measures. To improve performance perceptions among their residents they should concentrate actions and communications in the areas that residents rate as most important, including:
  - Consultation and engagement
  - Advocacy
  - Sealed road maintenance
  - Informing the community
  - Planning for population growth
  - Business and community development
  - > Tourism
- Councils should also be aware of which services residents use most often, as personal experience of a service does have an effect on ratings of performance. Most used services include waste management, parking facilities, public areas, streets and footpaths, sealed and unsealed roads, recreational facilities and art centres and libraries.



- Across the State, some issues have risen in importance in 2015. To maintain or improve results in these areas in 2016, we recommend councils pay close attention to these increased importance service areas, including making decisions in the interest of the community, family support services, disadvantaged support services, traffic management and the enforcement of local laws.
- An approach we have recommended to councils is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- Please note that due to the changes in how councils are categorised, this year we are not able to make comparisons between council groupings over time.



Higher results in 2015	<ul> <li>Planning and building permits</li> </ul>
Lower results in 2015	<ul> <li>Customer service</li> <li>Decisions made in interest of the community</li> <li>Art centres and libraries</li> <li>Disadvantaged support services</li> <li>Business and community development</li> </ul>
Most favourably disposed towards Council	<ul><li>18-34 year olds</li><li>Metropolitan residents</li></ul>
Least favourably disposed towards Council	<ul><li> 50-64 year olds</li><li> Large Rural residents</li></ul>



## **SUMMARY OF FINDINGS**

### 2015 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Overall 2012	Overall 2013	Overall 2014	Overall 2015
OVERALL PERFORMANCE	60	60	61	60
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	57	57	57	56
<b>ADVOCACY</b> (Lobbying on behalf of the community)	55	55	56	55
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	n/a	n/a	57	55
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	55	55
CUSTOMER SERVICE	71	71	72	70
OVERALL COUNCIL DIRECTION	52	53	53	53



### 2015 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

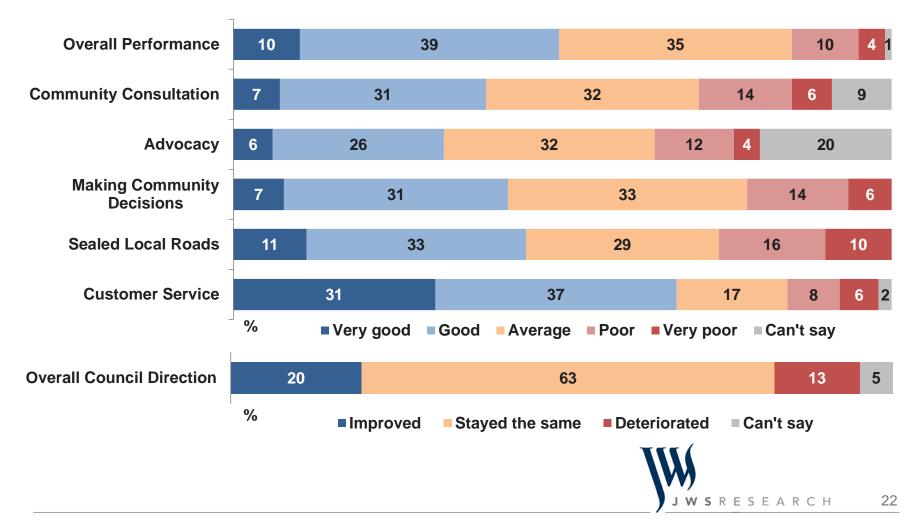
Performance Measures	Overall 2015	vs Overall 2014	Highest score	Lowest score
OVERALL PERFORMANCE	60	1 point lower	Metropolitan	Large rural
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	56	1 point lower	18-34 year olds	Regional centres
<b>ADVOCACY</b> (Lobbying on behalf of the community)	55	1 point lower	Metropolitan	Large rural
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	55	2 points lower	Metropolitan	Regional centres
SEALED LOCAL ROADS (Condition of sealed local roads)	55	Equal	Metropolitan	Large rural
CUSTOMER SERVICE	70	2 points lower	Metropolitan	Large rural
OVERALL COUNCIL DIRECTION	53	Equal	18-34 year olds	Large rural



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### 2015 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

#### Key Measures Summary Results

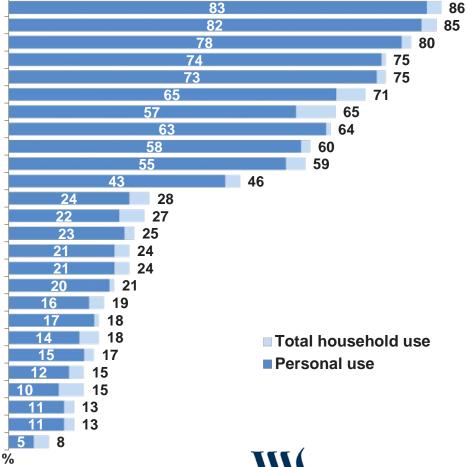


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### 2015 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

#### Waste management **Parking facilities** The appearance of public areas The condition of local streets and footpaths Condition of sealed local roads **Recreational facilities** Art centres & libraries Maintenance of unsealed roads in your area **Traffic management** Informing the community **Community & cultural activities** Decisions made in the interest of the community **Environmental sustainability** Business & community development & tourism **Community consultation and engagement** Enforcement of local laws **Business & community development** Council's general town planning policy **Tourism development** Planning and building permits Planning for population growth Family support services **Elderly support services** Lobbying on behalf of the community **Emergency & disaster management Disadvantaged support services**

#### **Experience of Services**



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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. Maximum number of councils asked per service area State-wide: 16

### INDIVIDUAL SERVICE AREA SUMMARY IMPORTANCE VS PERFORMANCE

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

Service	Importance	Performance	Net differential
Maintenance of unsealed roads	78	45	-33
Making decisions in the interest of the community	80	55	-25
Planning for population growth	75	54	-21
Maintenance of sealed roads	76	55	-21
Condition of local streets & footpaths	77	58	-19
Consultation & engagement	74	56	-18
Town planning policy	72	54	-18
Slashing & weed control	73	55	-18
Planning permits	71	54	-17
Lobbying on behalf of the community	69	55	-14
Informing the community	75	61	-14
Parking facilities	70	57	-13
Traffic management	71	60	-11
Disadvantaged support services	73	62	-11
Elderly support services	79	69	-10
Emergency & disaster management	80	70	-10
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### **2015 IMPORTANCE SUMMARY**

	2015 Priority Area Importance		2014	2013	2012
Emergency & disaster mngt		80	80	80	80
Community decisions		80	79	n/a	n/a
Elderly support services		79	79	79	80
Waste management		79	79	79	78
Unsealed roads		78	78	81	80
Local streets & footpaths		77	77	78	77
Sealed roads		76	77	n/a	n/a
Informing the community		75	75	75	75
Population growth		75	75	75	75
Consultation & engagement		74	74	73	73
Family support services		73	72	73	73
Disadvantaged support serv.		73	72	73	73
Appearance of public areas		73	73	74	73
Environmental sustainability		73	73	72	71
Slashing & weed control		73	75	74	71
Recreational facilities		72	72	72	72
Town planning policy		72	72	73	72
Traffic management		71	70	72	73
Enforcement of local laws		71	70	71	70
Planning permits		71	71	71	71
Parking facilities		70	70	71	71
Lobbying		<b>69</b>	70	70	70
Business & community dev.		69	69	n/a	n/a
Bus/community dev./tourism	6	7	67	67	66
Art centres & libraries	65		66	66	66
Tourism development	65		65	n/a	n/a
Community & cultural	62		62	62	62

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Base: All respondents Maximum number of councils asked per service area State-wide: 55 Note: Please see page 5 for explanation of significant differences

### **2015 PERFORMANCE SUMMARY**

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	2015 Priority Area Performance	2014	2013	2012
Art centres & libraries	73	75	73	73
Appearance of public areas	72	72	71	71
Waste management	72	73	71	72
Recreational facilities	70	71	70	70
Emergency & disaster mngt	70	71	70	70
Elderly support services	69	70	69	69
Community & cultural	69	70	69	68
Family support services 📃	67	68	67	67
Enforcement of local laws	66	66	65	65
Environmental sustainability	64	64	64	64
Tourism development	63	64	n/a	n/a
Disadvantaged support serv.	62	64	62	63
Informing the community	61	62	61	60
Bus/community dev./tourism	61	62	62	62
Traffic management	60	60	60	58
Business & community dev.	60	62	n/a	n/a
Local streets & footpaths	58	58	58	57
Parking facilities	57	57	57	56
Consultation & engagement	56	57	57	57
Lobbying	55	56	55	55
Slashing & weed control	55	55	56	61
Community decisions	55	57	n/a	n/a
Sealed roads	55	55	n/a	n/a
Town planning policy	54	55	55	54
Planning permits	54	53	55	54
Population growth	54	54	54	52
Unsealed roads	45	45	44	46



Base: All respondents Maximum number of councils asked per service area State-wide: 69 Note: Please see page 5 for explanation of significant differences

### 2015 IMPORTANCE SUMMARY BY COUNCIL GROUP

#### **Top Three Most Important Service Areas**

(Highest to lowest, i.e. 1. = most important)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Waste management</li> </ol>	<ol> <li>Waste management</li> <li>Community decisions</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Elderly support services</li> <li>Waste management</li> </ol>	<ol> <li>Community decisions</li> <li>Unsealed roads</li> <li>Emergency &amp; disaster mngt</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Elderly support services</li> </ol>

#### **Bottom Three Most Important Service Areas**

(Lowest to highest, i.e. 1. = least important)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Community &amp; cultural</li> <li>Tourism development</li> <li>Art centres &amp; libraries</li> </ol>	<ol> <li>Bus/community dev./tourism</li> <li>Community &amp; cultural</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Tourism development</li> <li>Community &amp; cultural</li> <li>Bus/community dev./tourism</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Tourism development</li> <li>Art centres &amp; libraries</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Parking facilities</li> </ol>	<ol> <li>Traffic management</li> <li>Art centres &amp; libraries</li> <li>Community &amp; cultural</li> </ol>
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### 2015 PERFORMANCE SUMMARY BY COUNCIL GROUP

#### Top Three Most Performance Service Areas

(Highest to lowest, i.e. 1. = highest performance)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Appearance of</li></ol>
libraries <li>Waste</li>	management <li>Art centres &amp;</li>	management <li>Art centres &amp;</li>	libraries <li>Appearance of</li>	libraries <li>Emergency &amp;</li>	public areas <li>Elderly support</li>
management <li>Appearance of</li>	libraries <li>Recreational</li>	libraries <li>Emergency &amp;</li>	public areas <li>Waste</li>	disaster mngt <li>Appearance of</li>	services <li>Waste</li>
public areas	facilities	disaster mngt	management	public areas	management

#### **Bottom Three Most Performance Service Areas**

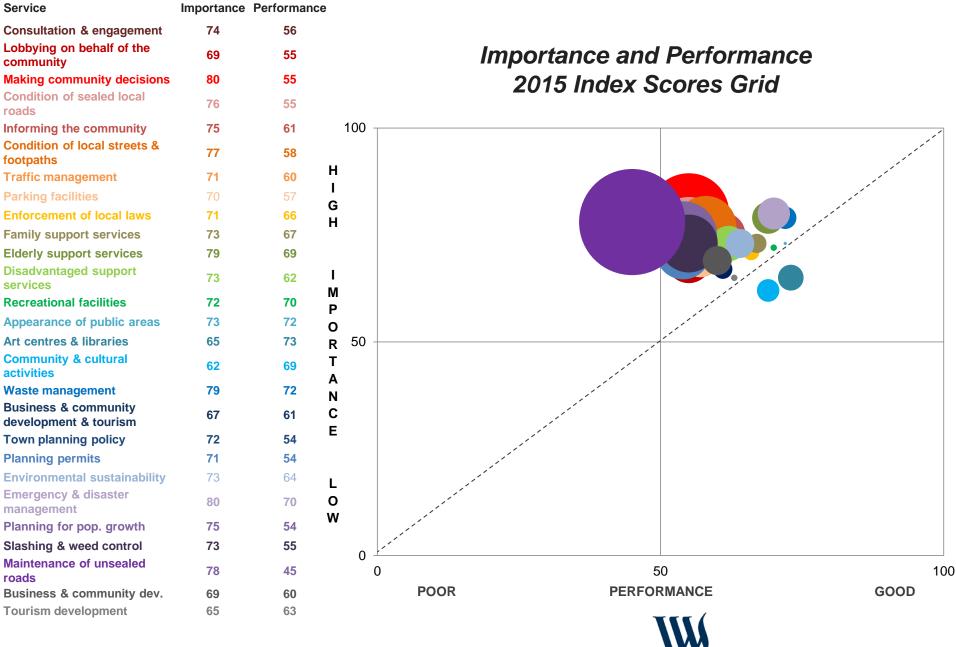
(Lowest to highest, i.e. 1. = lowest performance)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Town planning policy</li> </ol>	<ol> <li>Planning permits</li> <li>Population growth</li> <li>Town planning policy</li> </ol>	<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Unsealed roads</li> <li>Community decisions</li> <li>Parking facilities</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Population growth</li> </ol>	<ol> <li>Unsealed roads</li> <li>Slashing &amp; weed control</li> <li>Sealed roads</li> </ol>

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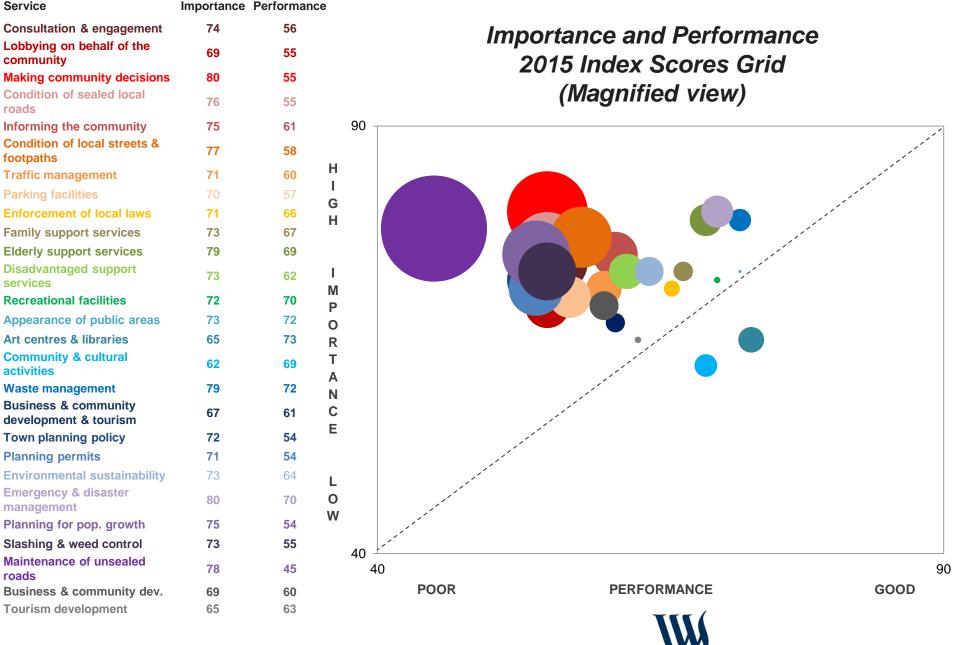
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*Note: The larger the circle, the larger the gap between importance and performance. Base: All respondents* 

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*Note: The larger the circle, the larger the gap between importance and performance. Base: All respondents* 

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### **COMMUNICATIONS SUMMARY**

Overall preferred forms of communication

• Newsletter sent via mail (39%)

Preferred forms of communication among over 50s

Preferred forms of communication among under 50s

- Newsletter sent via mail (42%)
- Newsletter sent via mail (35%)

## **DETAILED FINDINGS**

## **KEY CORE MEASURE OVERALL PERFORMANCE**



	2015 Overall Performance	2014	2013	2012	
Metropolitan		67	n/a	n/a	n/a
18-34	6	64∱	65	65	65
Interface	<b>62</b> ∱		n/a	n/a	n/a
Women	<mark>61</mark> ∱		62	61	61
65+	<mark>61</mark> ∱		62	61	61
Overall	60		61	60	60
Small Rural	59♥		n/a	n/a	n/a
Men	59♥		60	60	59
35-49	59♥		59	59	58
Regional Centres	584		n/a	n/a	n/a
50-64	57♥		57	57	57
Large Rural	56♥		n/a	n/a	n/a

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?

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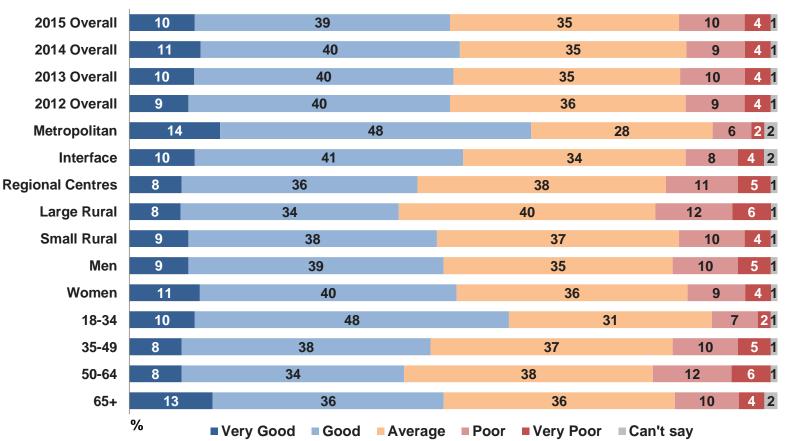
Base: All respondents Councils asked State-wide: 69

Note: Please see page 5 for explanation about significant differences



### OVERALL PERFORMANCE DETAILED PERCENTAGES

#### 2015 Overall Performance



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?



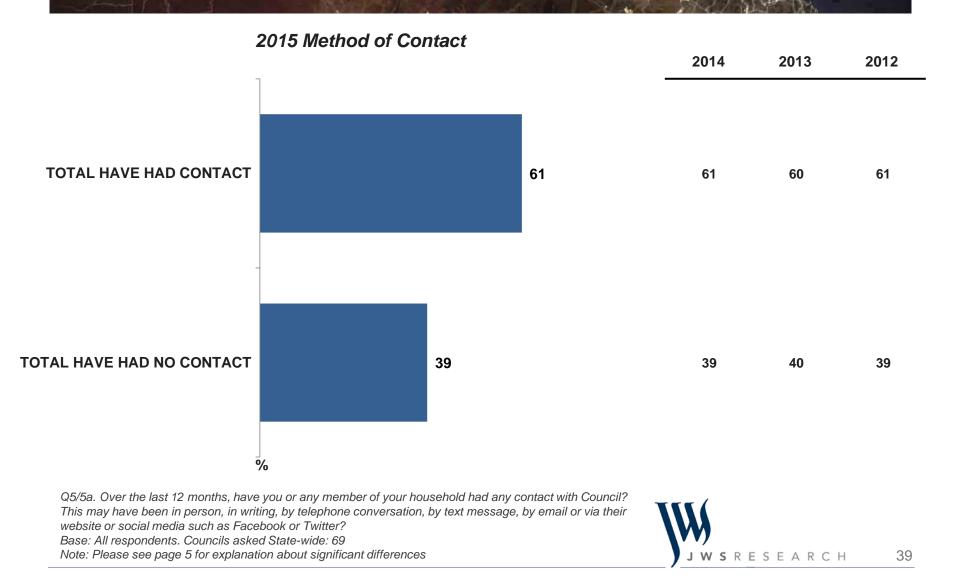
Base: All respondents Councils asked State-wide: 69

## **KEY CORE MEASURE CUSTOMER SERVICE**

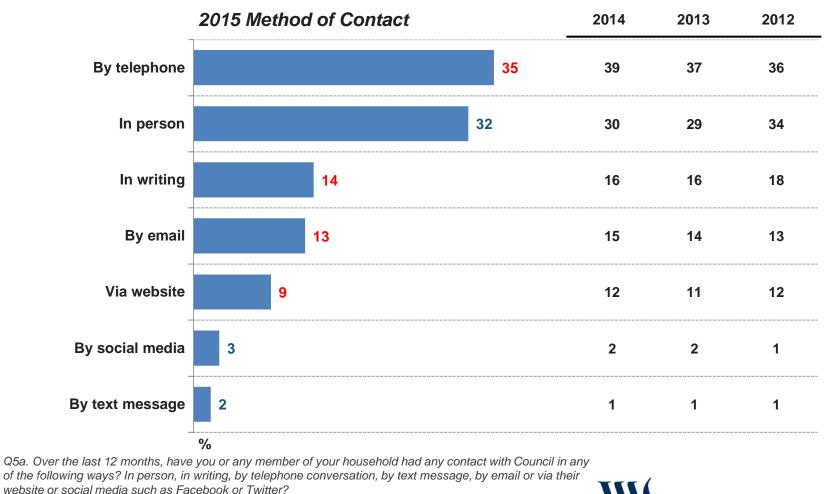
## CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Overall	<ul> <li>61%, equivalent to 2014</li> </ul>
Most contact with Overall	<ul><li>Aged 35-49 years</li><li>Small Rural residents</li></ul>
Least contact with Overall	<ul><li>Aged 18-34 years</li><li>Interface residents</li></ul>
Customer Service rating	<ul> <li>Index score of 70, down 2 points on 2014</li> </ul>
Most satisfied with Customer Service	Metropolitan residents
Least satisfied with Customer Service	Large Rural residents

## 2015 CONTACT WITH COUNCIL LAST 12 MONTHS



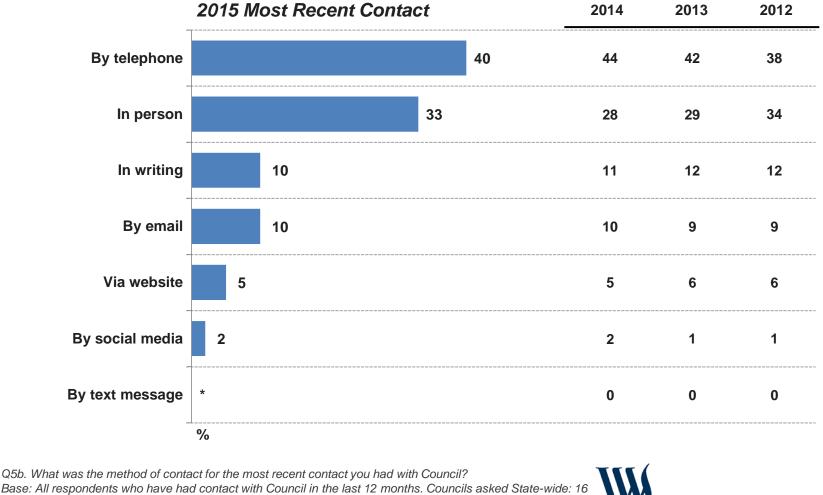
## 2015 CONTACT WITH COUNCIL LAST 12 MONTHS Detailed Percentages including method of contact.



Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 16 Note: Respondents could name multiple contacts methods so responses may add to more than 100% Note: Please see page 5 for explanation about significant differences



## 2015 CONTACT WITH COUNCIL MOST RECENT METHOD DETAILED PERCENTAGES



Note: Respondents could name multiple contacts methods so responses may add to more than 100% Note: Please see page 5 for explanation about significant differences



	2015 Customer S	ervice Rating		2014	2013	2012
Metropolitan			73∱	n/a	n/a	n/a
Interface			72∱	n/a	n/a	n/a
Women			<mark>72↑</mark>	73	72	73
65+			<mark>72↑</mark>	74	74	74
Regional Centres			71	n/a	n/a	n/a
Overall		70		72	71	71
Small Rural		70		n/a	n/a	n/a
35-49		70		71	71	70
50-64		70		70	70	70
18-34		69♥		71	70	70
Men		68♥		70	70	69
Large Rural	674			n/a	n/a	n/a

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: 69 Note: Please see page 5 for explanation about significant differences



## **2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES**

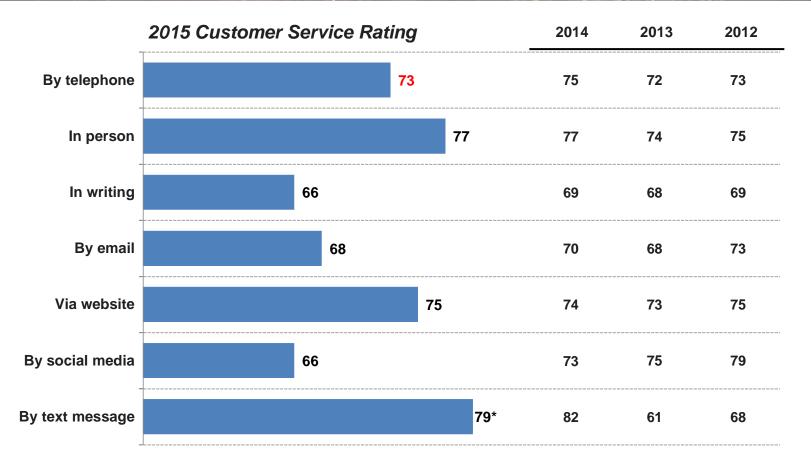
### 2015 Customer Service Rating

2015 Overall	31		37	17	8	6 2			
2014 Overall	32		38		16	7	5 1		
2013 Overall	31		38		17	7	5 2		
2012 Overall	31		37		17	8	5 1		
Metropolitan	34		38		14	7	5 2		
Interface	33		37		17	7	5 2		
<b>Regional Centres</b>	31		38	17	7	6 1			
Large Rural	27		37		18	9	7 1		
Small Rural	32		36	36		8	6 1		
Men	28		38		18	8	7 2		
Women	34		36		16	7	5 1		
18-34	26		39		18	8	6 3		
35-49	30		39		39		16	8	6 1
50-64	31		37		17	8	6 1		
65+	36		34		16	8	5 1		
	% ■Very good	Good	Average Poor	■ Very po	oor ∎Can't	say			

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: 69



## 2015 CONTACT CUSTOMER SERVICE INDEX SCORES 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: 16

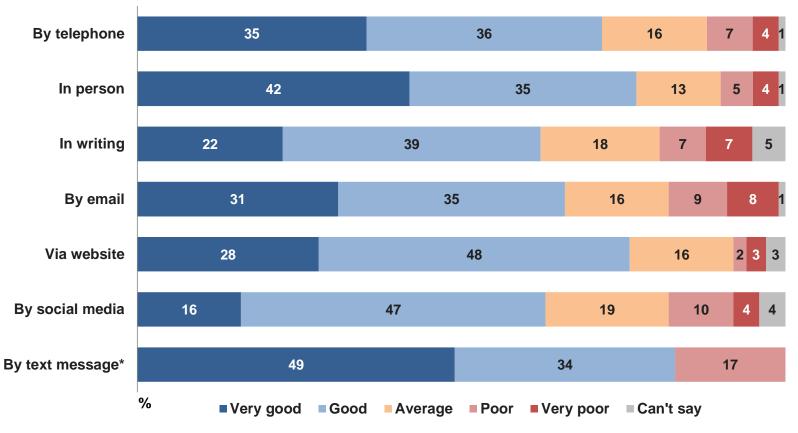
Note: Please see page 5 for explanation about significant differences

\*Caution: small sample size < n=30



## 2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

### 2015 Customer Service Rating



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



## KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

### **COUNCIL DIRECTION SUMMARY**

Council Direction over last 12 months	<ul> <li>63% stayed about the same, equal points on 2014</li> <li>20% improved, equal points on 2014</li> <li>13% deteriorated, equal points on 2014</li> </ul>
Most satisfied with Council Direction	<ul><li>Aged 18-34 years</li><li>Metropolitan residents</li></ul>
Least satisfied with Council Direction	<ul><li>Large Rural residents</li><li>Aged 35-64 years</li></ul>
Room for improvement	<ul> <li>47% 'a lot' of room for improvement</li> <li>44% 'a little' room for improvement</li> <li>8% not much / no room for improvement</li> </ul>
Direction Councils are headed	<ul> <li>69% right direction (20% definitely)</li> <li>20% wrong direction (10% definitely)</li> </ul>





	2015 Overall Direction		2014	2013	2012
18-34		58∱	57	57	56
Metropolitan		56∱	n/a	n/a	n/a
Women		55∱	55	54	52
Interface		54	n/a	n/a	n/a
Overall	53		53	53	52
Regional Centres	53		n/a	n/a	n/a
Small Rural	53		n/a	n/a	n/a
65+	53		54	55	53
Men	52↓		52	52	51
Large Rural	51♥		n/a	n/a	n/a
35-49	51♥		51	51	49
50-64	51♥		50	50	48

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: 69 Note: Please see page 5 for explanation about significant differences



## 2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES

### 2015 Overall Direction

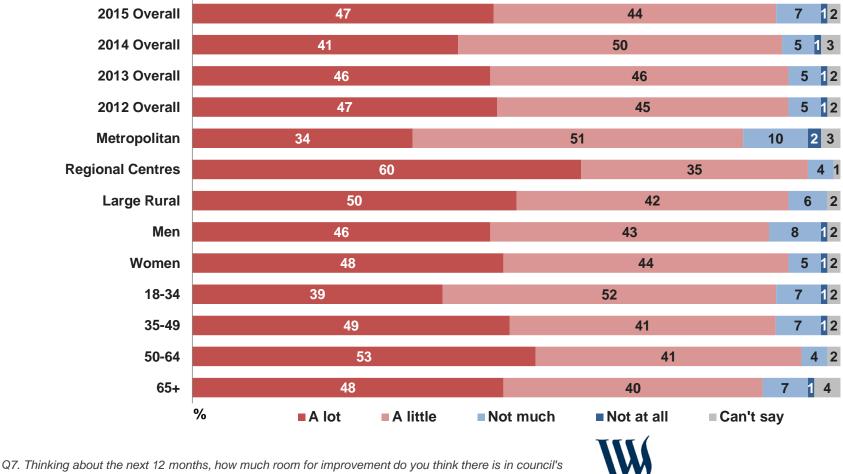
2015 Overall	20		63			5
2014 Overall	20		63			
2013 Overall	19		63		13	5
2012 Overall	18		64		15	4
Metropolitan	20		66		8	6
Interface	19		66		10	5
<b>Regional Centres</b>	23		57			
Large Rural	18		63			
Small Rural	20		61			
Men	19		63		15	4
Women	20		62		12	5
18-34	23		65		8	5
35-49	17		65		14	4
50-64	18		62			4
65+	20		60			6
	%	Improved	Stayed the same	Deteriorated	Can't say	



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: 69

## 2015 ROOM FOR IMPROVEMENT IN SERVICES DETAILED PERCENTAGES

### 2015 Room for Improvement



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: 8

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## 2015 RIGHT/WRONG DIRECTION DETAILED PERCENTAGES

### 2015 Future Direction

2015 Overall	20	49	10 10	11		
2014 Overall	21	52	9	8 10		
2013 Overall	19	50	10 10	10		
2012 Overall	18	49	11 12	10		
Metropolitan	23	48	8 8	12		
Interface	14	48	10 15	12		
Regional Centres	17	50	13 1'	1 9		
Large Rural	19	53	9	9 9		
Small Rural	21	44	12 12	11		
Men	19	48	10 13	10		
Women	21	50	10 8	11		
18-34	21	53	10	7 9		
35-49	20	50	10 1	2 8		
50-64	18	47	12 13	11		
65+	22	46	9 10	14		
Definitely right direction Probably right direction Probably wrong direction Definitely wrong direction Can't						

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: 12

51

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## **2015 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES**

### 2015 Rate Rise v Service Cut

2015 Overall	10	23	22	26	18
2014 Overall	11	25	24	23	17
2013 Overall	11	25	22	24	18
2012 Overall	11	29	22	22	16
Metropolitan	12	24	22	25	18
Interface	9	9 22 22 25		25	22
Regional Centres	12	24	22	22 24	
Large Rural	8	21	23	28	19
Small Rural	10	23	22	27	18
Men	11	23	21	28	17
Women	10	23	23	25	19
18-34	12	27	26	21	15
35-49	10	10 22 24		26	17
50-64	10	23	19	28	20
65+	9	20	21	30	21

Definitely prefer rate rise Probably prefer rate rise Probably prefer service cuts Definitely prefer service cuts Can't say

52

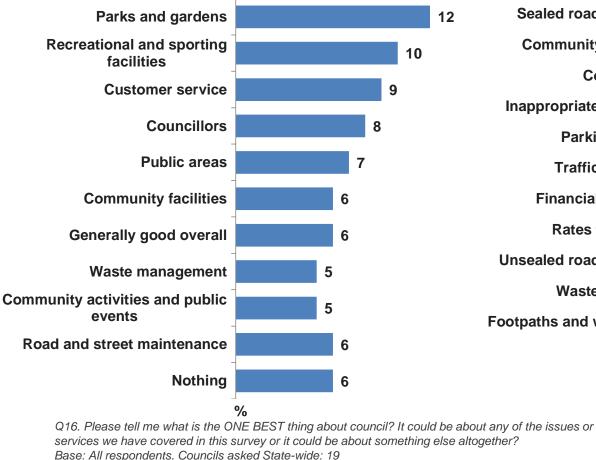
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Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now? Base: All respondents. Councils asked State-wide: 25

# **POSITIVES AND AREAS FOR IMPROVEMENT**

### 2015 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES 2015 SERVICES TO IMPROVE DETAILED PERCENTAGES

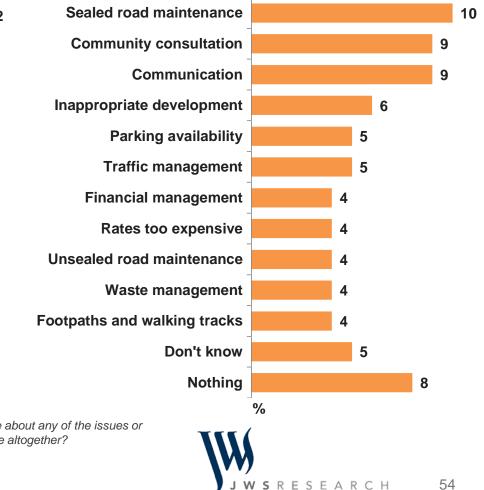
#### 2015 Best Aspects



Q17. What does council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 28

### 2015 Areas for Improvement



# COMMUNICATIONS



	2015 Best Form	2014	2013	2012
A council newsletter sent via mail	39	39	39	42
A council newsletter sent via email	22	21	19	18
Advertising in a local newspaper	16	17	18	18
A council newsletter as an insert in a local newspaper	15	14	15	15
A text message	3	3	3	2
The council website	2	2	2	2
Other	3	2	2	2
Can't say	1	1	1	1
	%			

Q13. If council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked State-wide: 22 Note: Please see page 5 for explanation about significant differences



## 2015 BEST FORMS OF COMMUNICATION: UNDER 50s

	201	15 Under 50	0s Best I	Form		2014	2013	2012
A council newsletter sent via mail					35	36	37	39
A council newsletter sent via email				25		24	21	21
Advertising in a local newspaper			15			16	19	18
A council newsletter as an insert in a local newspaper		13				14	14	14
A text message		5				5	5	3
The council website		3				2	2	3
Other		3				3	3	2
Can't say	0					0	0	1
	%						,	

Q13. If council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged under 50. Councils asked State-wide: 22 Note: Please see page 5 for explanation about significant differences



## 2015 BEST FORMS OF COMMUNICATION: OVER 50s

	2015 Over 50s Best Form		2014	2013	2012
A council newsletter sent via mail		42	43	42	46
A council newsletter sent via email	18		18	17	15
A council newsletter as an insert in a local newspaper	18		15	17	16
Advertising in a local newspaper	17		18	18	18
The council website	2		1	1	1
A text message	1		1	1	1
Other	2		2	2	2
Can't say	1		1	1	1
	%		<b><b>TTTTTTTTTTTTT</b></b>		

Q13. If council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged over 50. Councils asked State-wide: 22 Note: Please see page 5 for explanation about significant differences



# **INDIVIDUAL SERVICE AREAS**

## 2015 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2015 Co	nsultation Importance			2014	2013	2012
50-64			78	77	77	77
Small Rural		76个		n/a	n/a	n/a
Women		76		76	75	75
35-49		76个		76	74	75
Large Rural		75		n/a	n/a	n/a
65+		75		74	74	73
Overall	7	74		74	73	73
Regional Centres	7	74		n/a	n/a	n/a
Metropolitan	72♥			n/a	n/a	n/a
Interface	72♥			n/a	n/a	n/a
Men	72♥			71	71	71
18-34	684			68	67	68

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

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Base: All respondents. Councils asked State-wide: 28

Note: Please see slide 5 for explanation about significant differences

## **2015 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES**

### 2015 Consultation Importance

2015 Overall	29	42	24	3 <mark>1</mark> 1			
2014 Overall	28	41	25	4 <mark>1</mark> 1			
2013 Overall	27	43	25	4 <mark>1</mark> 1			
2012 Overall	27	43	25	4 <mark>1</mark> 1			
Metropolitan	24	44	27	4 <mark>1</mark> 1			
Interface	24	44	25	52			
<b>Regional Centres</b>	31	39	25	4 <mark>1</mark> 1			
Large Rural	32	42	22	3 <mark>1</mark> 1			
Small Rural	33	40	22	212			
Men	26	42	26	4 <mark>1</mark> 1			
Women	32	42	22	3 1			
18-34	21	39	33	6 <mark>1</mark> 1			
35-49	33	41	22	3 1			
50-64	37	41	18	2 <mark>1</mark> 1			
65+	28	46	20	3 1 2			
Extremely important Very important Fairly important Not that important Not at all important Can't sa 1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for							

Base: All respondents. Councils asked State-wide: 28

Q1. Firstly, Council?

## 2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2015 Cor	sultation Perform	ance				2014	2013	2012
18-34					59∱	60	60	60
Metropolitan				58	h	n/a	n/a	n/a
Interface				57		n/a	n/a	n/a
Women				<b>57↑</b>		58	58	58
Overall			56			57	57	57
Small Rural			56			n/a	n/a	n/a
65+			56			58	58	58
Large Rural		54				n/a	n/a	n/a
Men		54♥				56	56	56
35-49		54♥				56	56	55
Regional Centres	534					n/a	n/a	n/a
50-64	53♥					54	54	54

Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Note: Please see slide 5 for explanation about significant differences



## 2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2015 Consultation Performance

2015 Overall	7	31	32	14	69			
2014 Overall	8	32	32	13	59			
2013 Overall	8	32	34	13	59			
2012 Overall	8	33	33	13	5 8			
Metropolitan	8	32	31	12	4 13			
Interface	7	31	32	13	4 13			
<b>Regional Centres</b>	6	28	36	16	6 8			
Large Rural	7	30	32	16	7 8			
Small Rural	8	33	31	14	6 8			
Men	7	30	32	15	69			
Women	8	32	32	14	5 10			
18-34	7	35	33	11	4 10			
35-49	6	32	32	16	6 8			
50-64	7	28	34	17	7 8			
65+	9	30	29	14	6 12			
	% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say							

Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months? Base: All respondents. Councils asked State-wide: 69

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## 2015 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES

2015 Loi	bbying Importance		2014	2013	2012
Small Rural		72	n/a	n/a	n/a
Women		<mark>72</mark> ∱	73	73	73
50-64		71	72	71	72
Large Rural		70∱	n/a	n/a	n/a
35-49		70∱	71	71	72
Overall	69		70	70	70
Interface	68		n/a	n/a	n/a
Regional Centres	68		n/a	n/a	n/a
18-34	684		67	68	68
65+	684		69	69	68
Metropolitan	674		n/a	n/a	n/a
Men	664		67	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: 28 Note: Please see slide 5 for explanation about significant differences



## 2015 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

### 2015 Lobbying Importance

2015 Overall	23	39	28	6 <mark>2</mark> 2			
2014 Overall	23	40	27	6 12			
2013 Overall	23	40	27	6 2 2			
2012 Overall	23	41	27	6 <mark>1</mark> 2			
Metropolitan	20	39	29	8 2 2			
Interface	22	38	28	7 2 2			
<b>Regional Centres</b>	22	39	29	6 2 2			
Large Rural	24	39	27	6 2 2			
Small Rural	28	38	27	4 1 2			
Men	19	37	30	8 3 2			
Women	26	40	26	4 12			
18-34	21	36	33	7 <mark>1</mark> 1			
35-49	25	38	27	7 21			
50-64	26	39	25	6 <mark>2</mark> 1			
65+	20	42	27	5 3 4			
Extremely important Very important Fairly important Not that important Not at all important Can't say							

Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 28

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## 2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2015 Lob	bying Performance		2014	2013	2012
Metropolitan		58↑	n/a	n/a	n/a
18-34		58个	59	59	60
65+		57↑	57	57	57
Interface		56	n/a	n/a	n/a
Small Rural		56↑	n/a	n/a	n/a
Women		<b>56↑</b>	57	56	56
Overall	55	;	56	55	55
Regional Centres	55	i	n/a	n/a	n/a
Men	55	i	55	55	55
Large Rural	53♥		n/a	n/a	n/a
35-49	53♥		54	53	53
50-64	53♥		53	52	52

Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Note: Please see slide 5 for explanation about significant differences



## 2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

### 2015 Lobbying Performance

2015 Overall	6	26	32	12	4	20
2014 Overall	6	27	32	11	4	19
2013 Overall	6	26	33	12	4	18
2012 Overall	6	27	33	12	4	17
Metropolitan	6	27	29	9 3	2	26
Interface	5	28	29	11	4	23
<b>Regional Centres</b>	6	27	36		13 4	14
Large Rural	5	24	34	14	5	18
Small Rural	7	28	30	11	5	19
Men	5	27	32	12	5	19
Women	6	26	31	11	4	21
18-34	5	33	32		9 3	17
35-49	5	25	33	13	6	19
50-64	5	23	33	14	5	19
65+	7	24	29	11 4		25
	%	■ Very good	Good Average Poor	Very p	ooor ∎Ca	in't say

Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months? Base: All respondents. Councils asked State-wide: 69

## 2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE INDEX SCORES

				2013	2012
Small Rural		82	n/a	n/a	n/a
50-64		82	81	n/a	n/a
Women		81♠	81	n/a	n/a
Overall	80		79	n/a	n/a
Metropolitan	80		n/a	n/a	n/a
Regional Centres	80		n/a	n/a	n/a
Large Rural	80		n/a	n/a	n/a
35-49	80		80	n/a	n/a
65+	79		79	n/a	n/a
Interface	78↓		n/a	n/a	n/a
18-34	78		78	n/a	n/a
Men	77¥		77	n/a	n/a

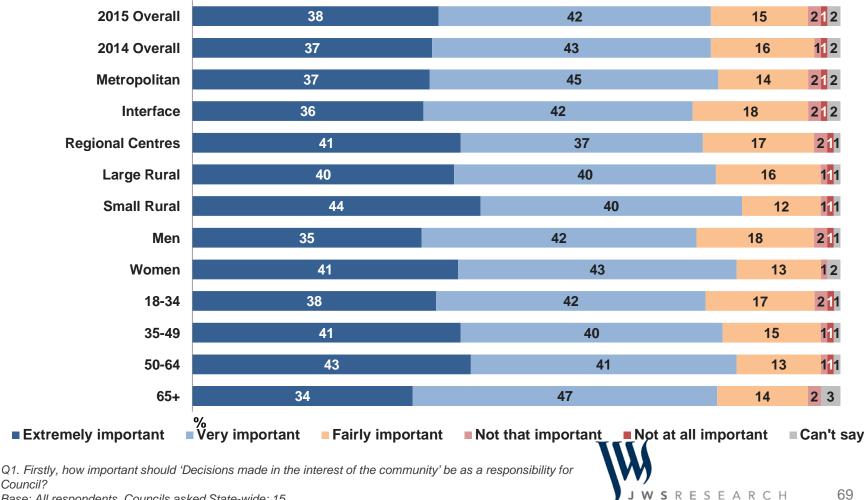
Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?



Base: All respondents. Councils asked State-wide: 15 Note: Please see slide 5 for explanation about significant differences

## **2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES**

### 2015 Community Decisions Importance



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

## 2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

2015 Cor	mmunity Decisions P	Performa	anc	9			2014	2013	2012
Metropolitan						59个	n/a	n/a	n/a
18-34						<b>59</b>	60	n/a	n/a
Interface					58		n/a	n/a	n/a
Small Rural				56个			n/a	n/a	n/a
Women				<b>56↑</b>			57	n/a	n/a
Overall			55				57	n/a	n/a
65+			55				58	n/a	n/a
Men		54♥					56	n/a	n/a
35-49		53♥					55	n/a	n/a
Regional Centres	52♥						n/a	n/a	n/a
Large Rural	52♥						n/a	n/a	n/a
50-64	52♥						53	n/a	n/a

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



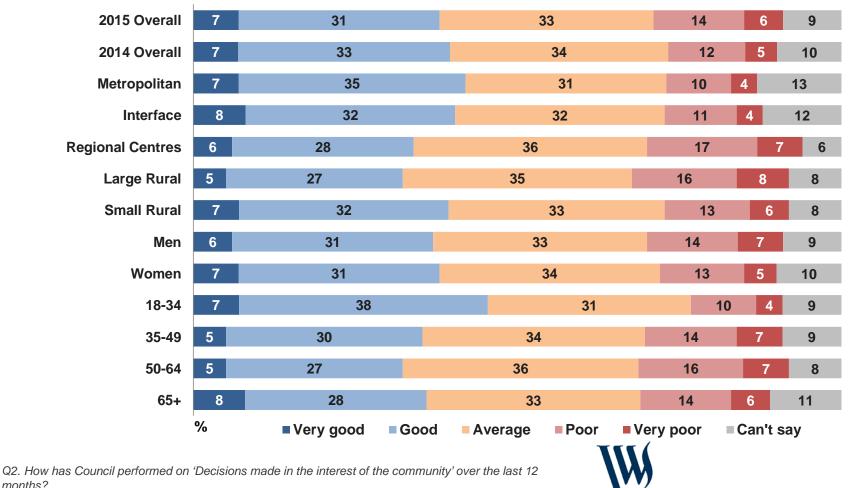
70

Base: All respondents. Councils asked State-wide: 69

Note: Please see slide 5 for explanation about significant differences

## **2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES**

### 2015 Community Decisions Performance



Base: All respondents. Councils asked State-wide: 69

months?

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## 2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2015 Se	aled Local Roads Importanc	e		2014	2013	2012
Large Rural			78	n/a	n/a	n/a
Small Rural			78	n/a	n/a	n/a
Women			78	79	n/a	n/a
50-64			78	79	n/a	n/a
65+			78	78	n/a	n/a
Interface		77		n/a	n/a	n/a
Regional Centres		77		n/a	n/a	n/a
35-49		77		79	n/a	n/a
Overall		76		77	n/a	n/a
Metropolitan	75♥			n/a	n/a	n/a
Men	754			75	n/a	n/a
18-34	73↓			73	n/a	n/a

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

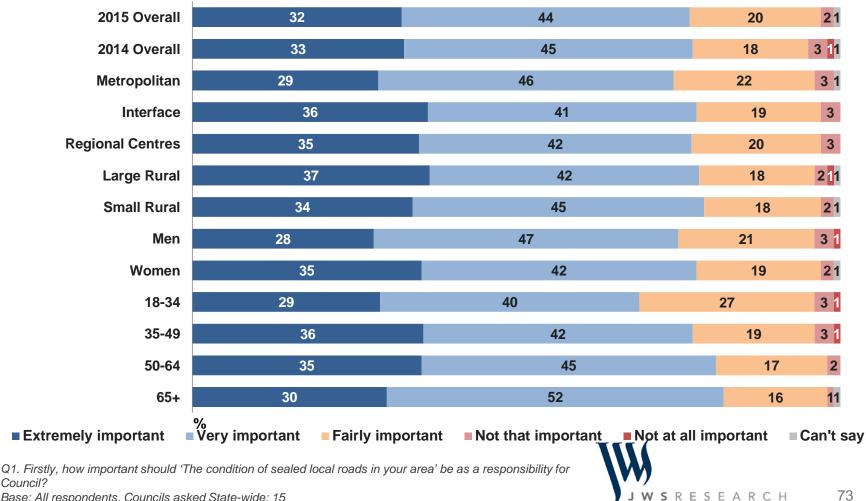


Base: All respondents. Councils asked State-wide: 15

Note: Please see slide 5 for explanation about significant differences

# **2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES**

#### 2015 Sealed Local Roads Importance



# 2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

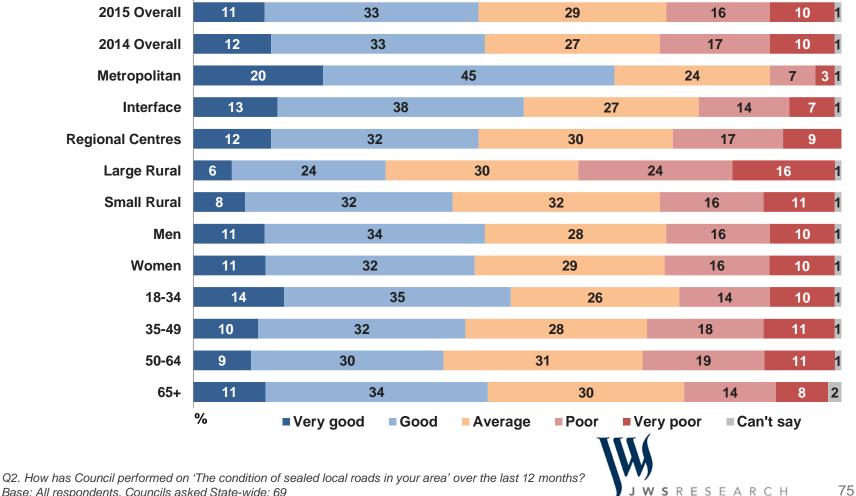
2015 Sea	led Local Roads Performance			2014	2013	2012
Metropolitan			69个	n/a	n/a	n/a
Interface		60个		n/a	n/a	n/a
18-34		<b>57</b> ∱		59	n/a	n/a
65+		57		56	n/a	n/a
Overall		55		55	n/a	n/a
Regional Centres		55		n/a	n/a	n/a
Men		55		55	n/a	n/a
Women		55		55	n/a	n/a
35-49		53♥		54	n/a	n/a
Small Rural		52♥		n/a	n/a	n/a
50-64		52♥		52	n/a	n/a
Large Rural	45♥			n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Note: Please see slide 5 for explanation about significant differences

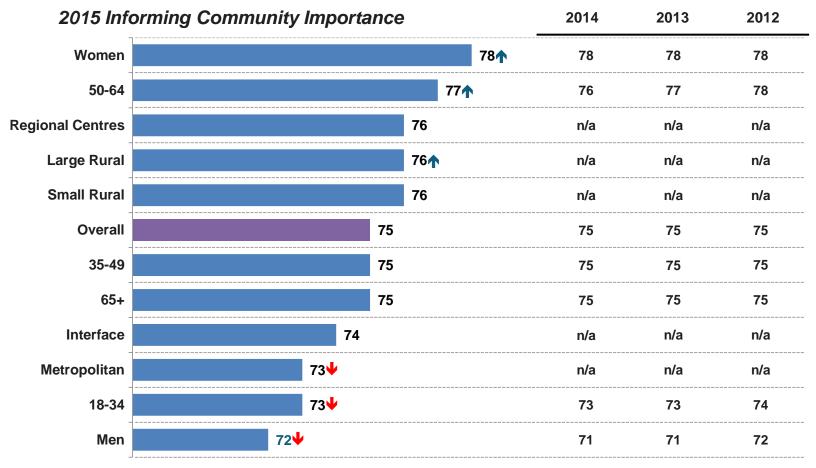


# **2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Sealed Local Roads Performance



# 2015 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

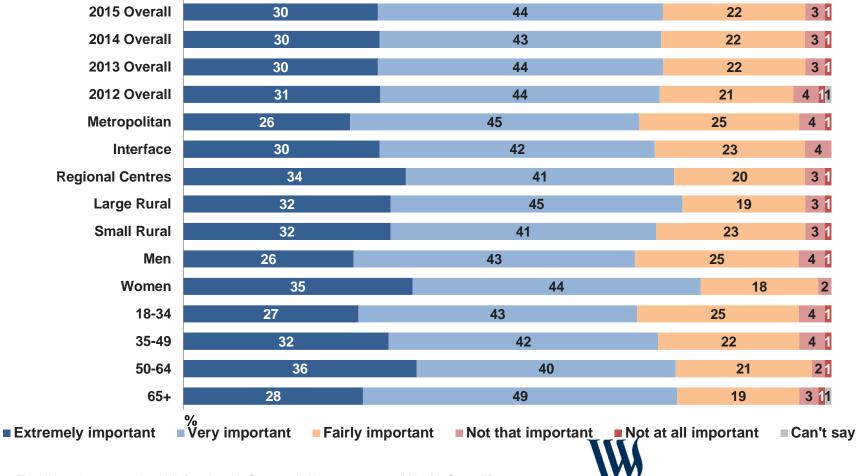


Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Note: Please see slide 5 for explanation about significant differences



# 2015 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

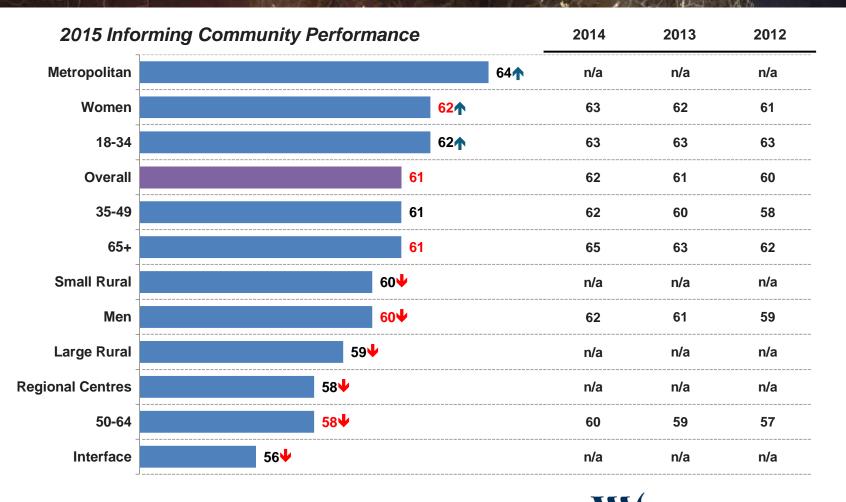
### 2015 Informing Community Importance



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

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# 2015 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES



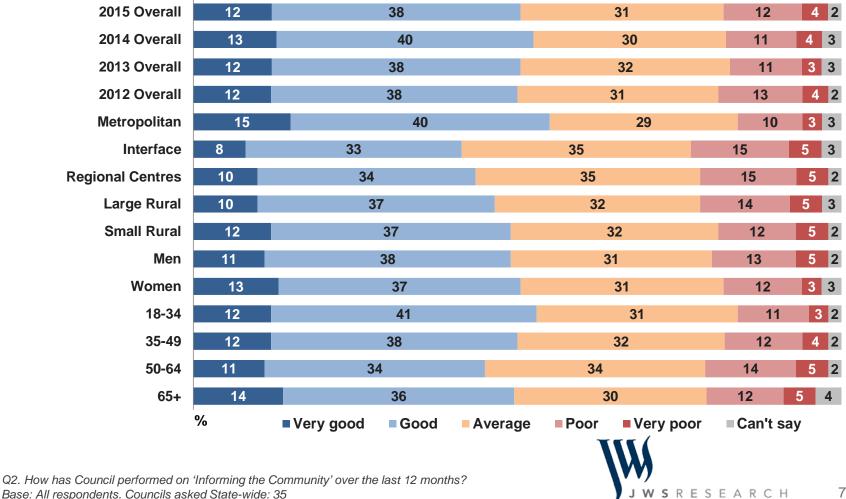
Q2. How has Council performed on 'Informing the Community' over the last 12 months? Base: All respondents. Councils asked State-wide: 35 Note: Please see slide 5 for explanation about significant differences

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## **2015 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES**

### 2015 Informing Community Performance



### **2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES**

2015 Str	eets and Footpaths	Importance		_	2014	2013	2012
Women				<b>79</b>	79	81	79
Interface			78		n/a	n/a	n/a
35-49			78		78	78	77
50-64			78		78	79	79
65+			78		77	78	78
Overall		77			77	78	77
Metropolitan		77			n/a	n/a	n/a
Regional Centres		77			n/a	n/a	n/a
Large Rural		77			n/a	n/a	n/a
Small Rural		76₩			n/a	n/a	n/a
Men	75♥				74	75	74
18-34	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: 29

Note: Please see slide 5 for explanation about significant differences



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### **2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES**

#### 2015 Streets and Footpaths Importance

2015 Overall	34	43	19	2 <mark>1</mark> 1		
2014 Overall	33	44	18	3 <mark>1</mark> 1		
2013 Overall	35	44	18	2 <mark>1</mark> 1		
2012 Overall	32	46	18	2 <mark>1</mark> 1		
Metropolitan	32	47	18	2		
Interface	36	44	18	21		
<b>Regional Centres</b>	34	44	19	21		
Large Rural	34	42	20	2 <mark>1</mark> 1		
Small Rural	32	41	21	312		
Men	29	44	22	3 <mark>1</mark> 1		
Women	38	42	16	21		
18-34	31	40	25	3		
35-49	36	43	18	21		
50-64	36	43	17	2 <mark>1</mark> 1		
65+	31	48	16	112		
• Can't say             • Can't say <t< td=""></t<>						

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

### 2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

2015 Stre	eets and Footpaths Performa	nce		2014	2013	2012
Metropolitan			64	n/a	n/a	n/a
18-34			62	62	63	62
Small Rural		59		n/a	n/a	n/a
Men		59		59	59	58
Overall		58		58	58	57
Regional Centres		58		n/a	n/a	n/a
35-49		58		57	57	56
Women		57♥		56	56	56
65+		57♥		57	57	57
Interface	56	V		n/a	n/a	n/a
50-64	55♥			54	54	54
Large Rural	54₩			n/a	n/a	n/a

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



W S R E S E A R C H

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Base: All respondents. Councils asked State-wide: 40

Note: Please see slide 5 for explanation about significant differences

### **2015 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Streets and Footpaths Performance

2015 Overall	13	34		28	15	7 3
2014 Overall	13	34		28	15	7 2
2013 Overall	14	33		28	15	8 1
2012 Overall	13	34		28	15	9 1
Metropolitan	18	39		27		10 5
Interface	11	35		28	16	9 2
<b>Regional Centres</b>	13	34		30	15	7 1
Large Rural	11	31		28	18	9 4
Small Rural	12	35		29	13	7 4
Men	13	36		27	14	7 3
Women	13	33		29	15	8 3
18-34	17	38		25	12	7 1
35-49	12	36		28	15	7 2
50-64	10	32		30	16	8 3
65+	12	32		29	15	8 4
	%	■Very good ■Good	Average	Poor Very	poor ∎Can	't say
	'The condition	of local streets and footpaths in your	area' over the	last 12		
months?						

Base: All respondents. Councils asked State-wide: 40

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# 2015 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES

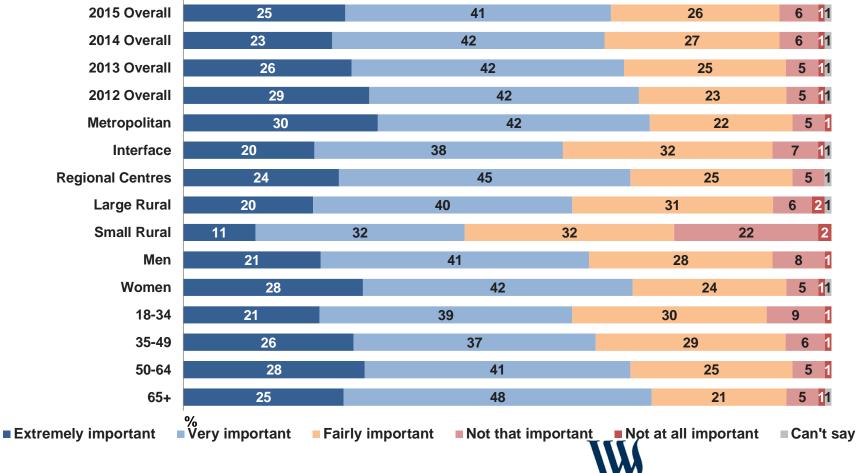
2015 Tra	offic Management Importance			2014	2013	2012
Metropolitan			74	n/a	n/a	n/a
Women			73	73	75	76
65+			73	73	74	75
Regional Centres			72	n/a	n/a	n/a
50-64			72	71	74	74
Overall			71	70	72	73
35-49			71	69	71	73
Interface		6	₿₩	n/a	n/a	n/a
Large Rural		6	₿₩	n/a	n/a	n/a
Men		68	₿₩	67	69	70
18-34		68	₿₩	69	70	72
Small Rural		57♥		n/a	n/a	n/a

Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 17 Note: Please see slide 5 for explanation about significant differences



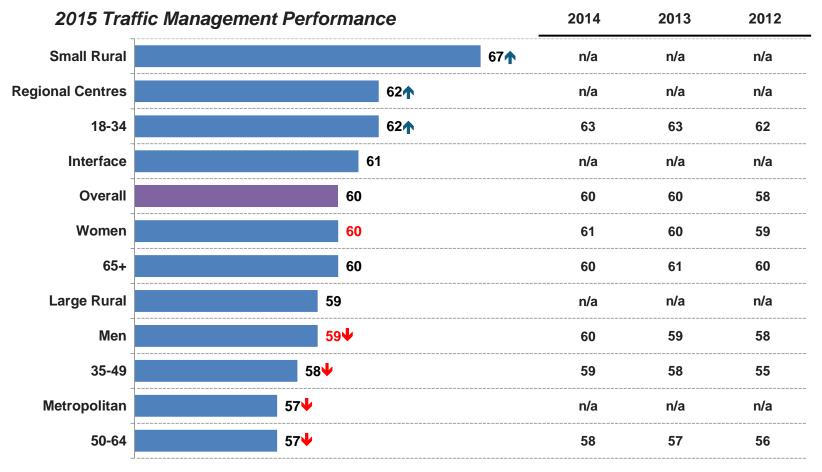
# 2015 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2015 Traffic Management Importance



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

# 2015 TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES

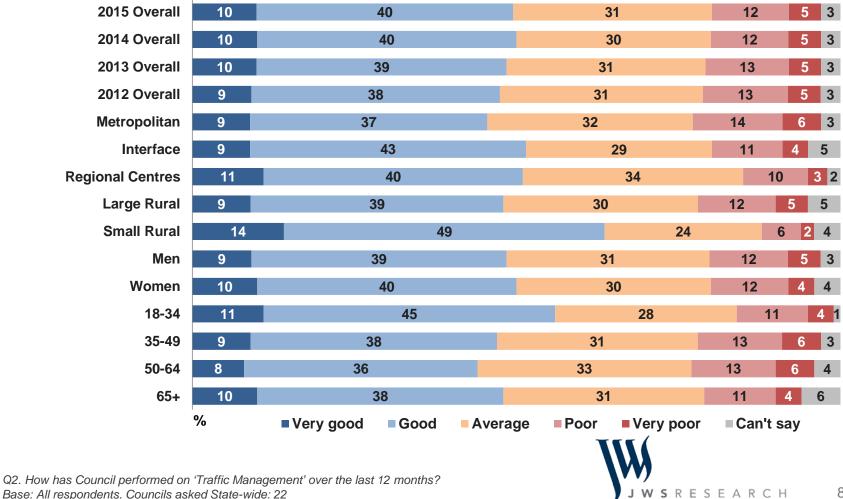


Q2. How has Council performed on 'Traffic Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Note: Please see slide 5 for explanation about significant differences



## 2015 TRAFFIC MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

### 2015 Traffic Management Performance



# 2015 PARKING FACILITIES IMPORTANCE INDEX SCORES

2015 Pa	rking Importance					2014	2013	2012
Regional Centres					74	n/a	n/a	n/a
Women					74	74	75	74
65+					74	74	74	74
Metropolitan				72		n/a	n/a	n/a
50-64			71			71	73	72
Overall			70			70	71	71
35-49			70			69	70	70
Large Rural		674				n/a	n/a	n/a
Small Rural		674				n/a	n/a	n/a
Men		674				67	67	68
18-34		67♥				68	68	68
Interface	65♥					n/a	n/a	n/a

Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Note: Please see slide 5 for explanation about significant differences



# 2015 PARKING FACILITIES IMPORTANCE DETAILED PERCENTAGES

### 2015 Parking Importance

2015 Overall	24	41	27	6 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	25	42	26	6 1
2012 Overall	24	42	27	6 <mark>1</mark> 1
Metropolitan	26	41	26	5 <mark>1</mark> 1
Interface	16	37	35	9 <mark>1</mark> 1
<b>Regional Centres</b>	28	44	23	3 1
Large Rural	20	40	31	8 1
Small Rural	23	35	30	9 3 1
Men	20	38	32	8 2
Women	29	43	23	4 <mark>1</mark> 1
18-34	21	37	31	9 2
35-49	24	39	30	6 1
50-64	26	39	28	5 <mark>1</mark> 1
65+	27	47	20	4 <mark>1</mark> 1
Extremely important		airly important Not that importan	nt Not at all important	■ Can't say

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

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# 2015 PARKING FACILITIES PERFORMANCE INDEX SCORES

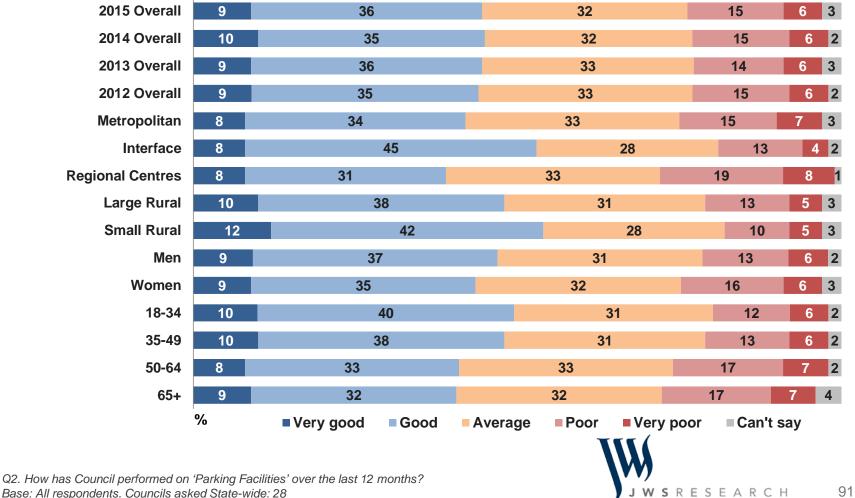
2015 Par	king Performance		2014	2013	2012
Small Rural		62	n/a	n/a	n/a
Interface		60个	n/a	n/a	n/a
Large Rural	59/	<b>↑</b>	n/a	n/a	n/a
18-34	59/	<b>↑</b>	60	60	60
Men	58↑		58	58	57
35-49	58		58	57	55
Overall	57		57	57	56
Women	56♥		57	56	56
Metropolitan	554		n/a	n/a	n/a
50-64	554		55	55	55
65+	554		56	56	55
Regional Centres	53♥		n/a	n/a	n/a

Q2. How has Council performed on 'Parking Facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Note: Please see slide 5 for explanation about significant differences

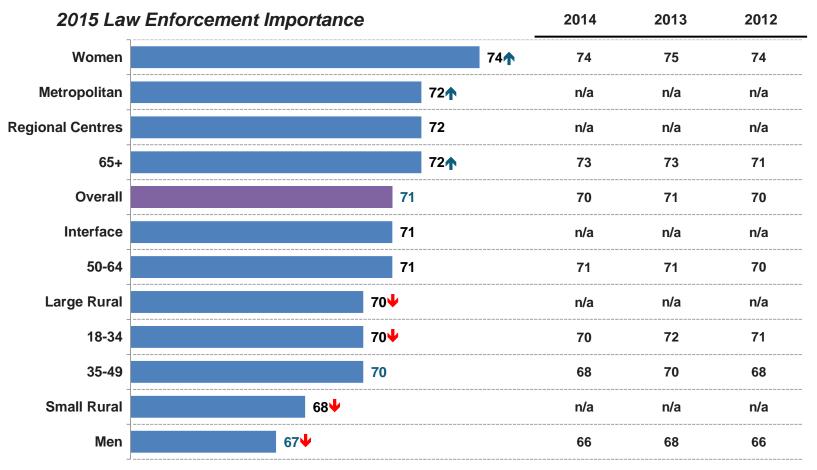
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### **2015 PARKING FACILITIES PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Parking Performance



# 2015 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Note: Please see slide 5 for explanation about significant differences



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# 2015 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES

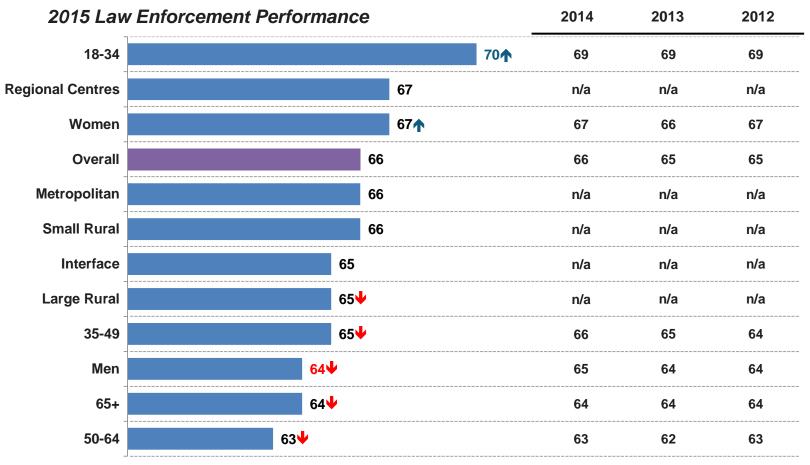
#### 2015 Law Enforcement Importance

2015 Overall	25	41	27	5 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	27	40	26	6 <mark>1</mark> 1
2012 Overall	24	41	27	6 11
Metropolitan	26	43	25	5 11
Interface	27	39	25	7 2
<b>Regional Centres</b>	27	41	26	5 1
Large Rural	23	42	29	4 <mark>1</mark> 1
Small Rural	23	37	31	7 <mark>1</mark> 1
Men	20	40	31	7 21
Women	30	42	23	3 <mark>1</mark> 1
18-34	25	40	27	6 1
35-49	25	38	28	6 2
50-64	26	38	29	5 1
65+	24	46	24	4 <mark>1</mark> 1
		Fairly important       Not that import         be as a responsibility for Council?	ant Not at all important	■ Can't s

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25

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# 2015 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked State-wide: 36 Note: Please see slide 5 for explanation about significant differences



# **2015 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Law Enforcement Performance

2015 Overall	13	40		26	6 3 12
2014 Overall	14	41		25	7 3 11
2013 Overall	13	40		25	7 3 12
2012 Overall	13	40		26	7 3 11
Metropolitan	13	40		24	<b>6 3</b> 14
Interface	14	37		26	7 3 12
<b>Regional Centres</b>	15	41		27	6 2 10
Large Rural	12	40		27	7 3 11
Small Rural	14	40		26	6 <mark>3</mark> 11
Men	12	39		27	7 3 11
Women	14	41		24	6 <mark>2</mark> 13
18-34	17		47	2	3 4 2 7
35-49	13	40		25	7 3 12
50-64	11	37		28	8 3 13
65+	12	35		27	7 3 15
	%	■Very good ■Good	Average	Poor Very pe	oor ■Can't say
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked State-wide: 36					

# 2015 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2015 Fai	nily Support Importa	ance		2014	2013	2012
Women			77	77	78	78
Regional Centres		75∱		n/a	n/a	n/a
Interface		74		n/a	n/a	n/a
18-34		74		74	75	75
Overall		73		72	73	73
35-49		73		73	73	73
Metropolitan		72♥		n/a	n/a	n/a
Large Rural		72↓		n/a	n/a	n/a
Small Rural		72		n/a	n/a	n/a
50-64		72		71	72	72
65+		72♥		72	72	73
Men	6	58↓		68	68	69

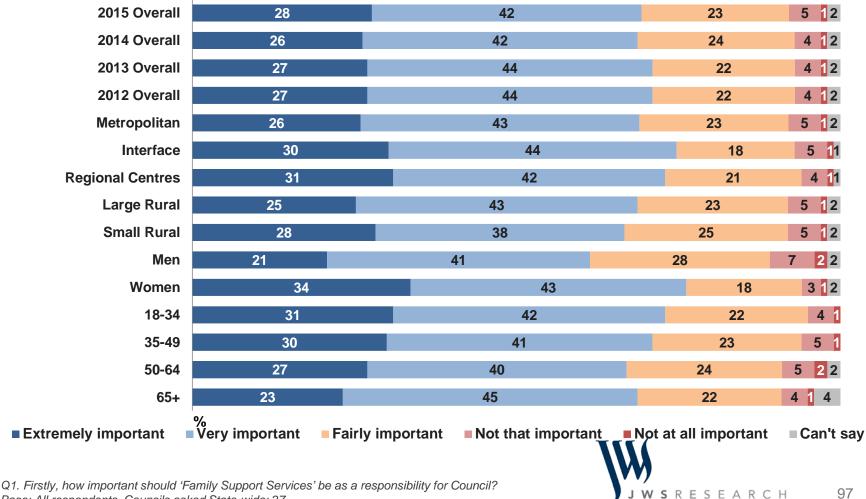
Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 27 Note: Please see slide 5 for explanation about significant differences



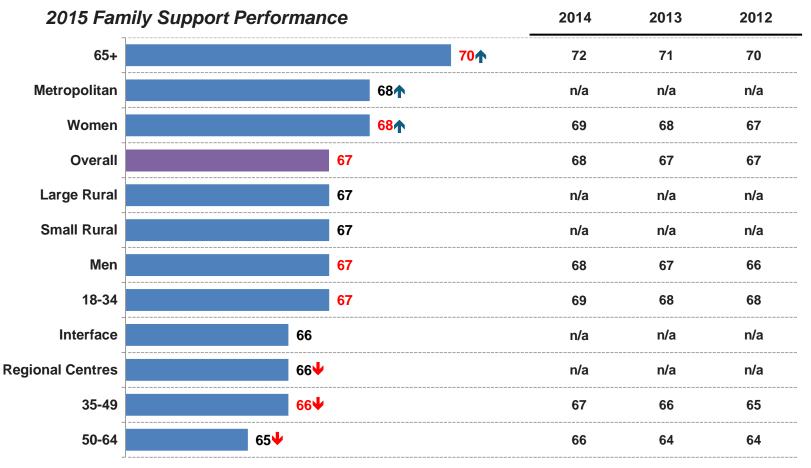
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# **2015 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES**

### 2015 Family Support Importance



# 2015 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 37 Note: Please see slide 5 for explanation about significant differences

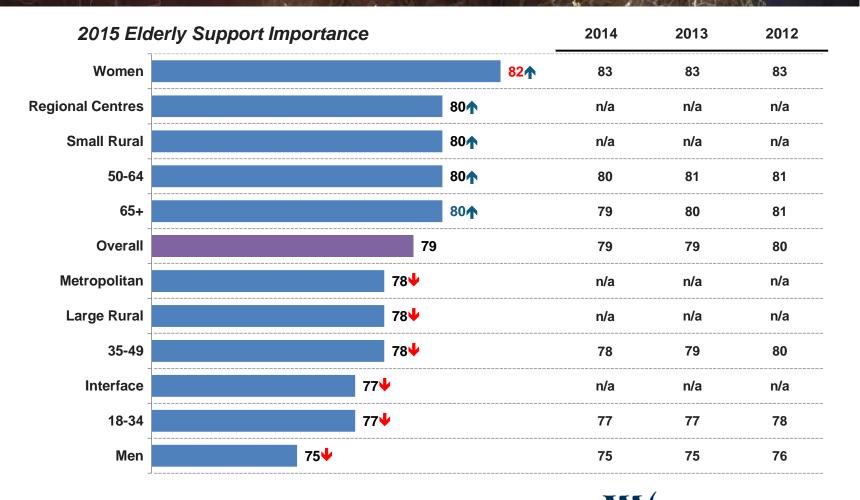


# **2015 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES**

### 2015 Family Support Performance

2015 Overall	11	34			21	4 1	2	29
2014 Overall	12	33			20	4 1	2	.9
2013 Overall	11	33			21	4 1	2	9
2012 Overall	11	34			22	52		26
Metropolitan	10	32		19	3 1		35	
Interface	11	33		2	0	5 2	2	29
<b>Regional Centres</b>	11	35			27		4 1	20
Large Rural	10	36			22	4 1		26
Small Rural	13	32			21	52		27
Men	10	34			22	4 1	2	29
Women	12	33			20	4 1	4	28
18-34	11	40			24		4 1	19
35-49	11	34			24	5	2	24
50-64	8	29		22	4 1		35	
65+	13	30		16	3 1		37	
	%	■Very good ■Good	A	verage	Poor	■Very p	oor C	an't say
Q2. How has Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 37								

# 2015 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 29 Note: Please see slide 5 for explanation about significant differences

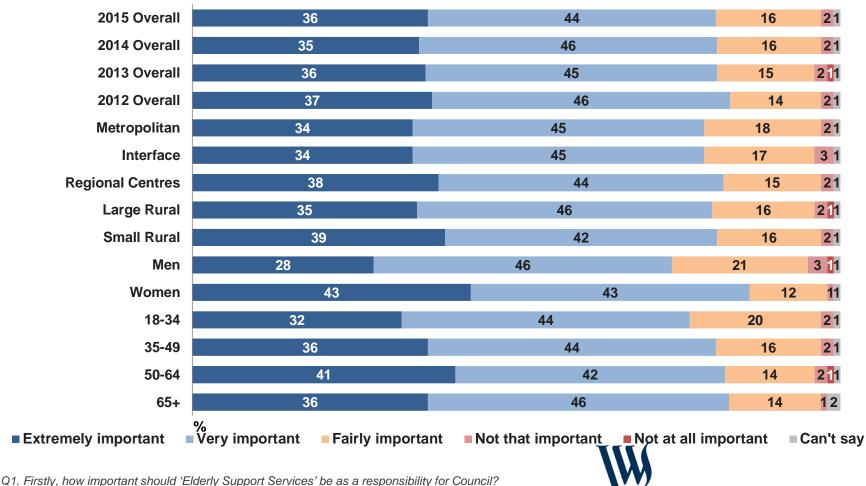


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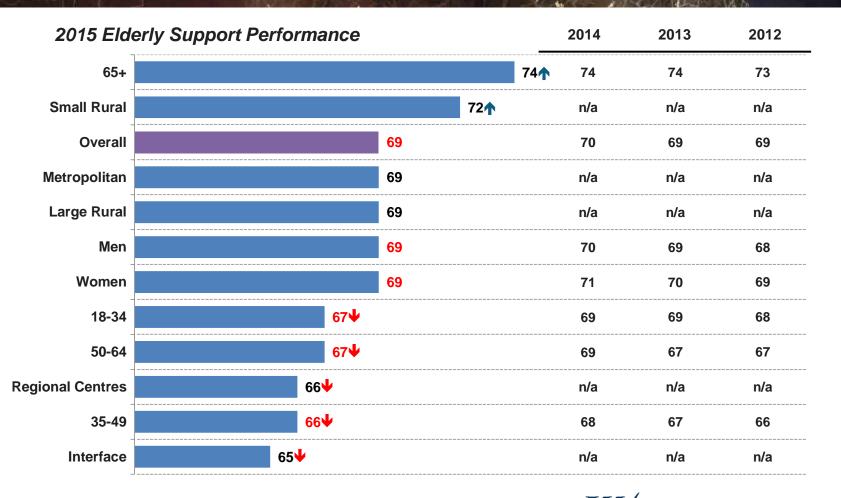
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# 2015 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

### 2015 Elderly Support Importance



# 2015 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

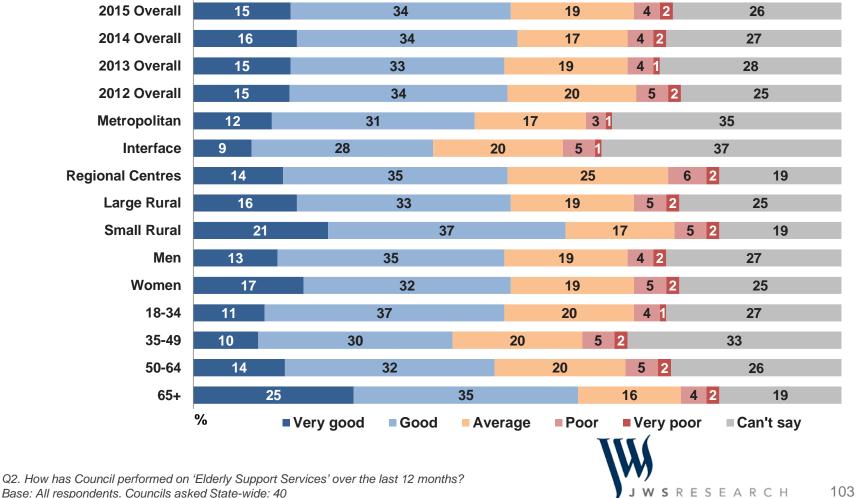


Q2. How has Council performed on 'Elderly Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 40 Note: Please see slide 5 for explanation about significant differences



# **2015 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES**

### 2015 Elderly Support Performance



# 2015 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES

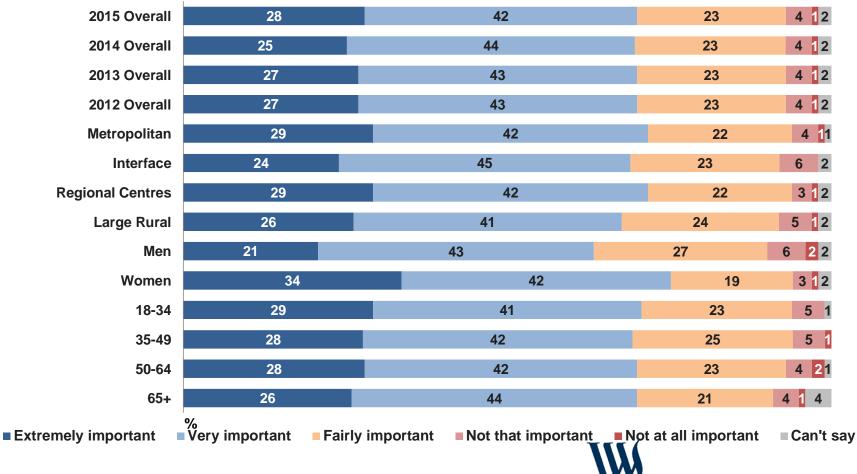
2015 Disadvantaged Support Importance				2014	2013	2012	
Women				77	77	78	77
Metropolitan			74		n/a	n/a	n/a
Regional Centres			74		n/a	n/a	n/a
18-34			74		74	75	75
Overall			73		72	73	73
35-49			73		72	72	72
50-64			73		72	73	73
65+			73		72	73	73
Interface		72			n/a	n/a	n/a
Large Rural		72			n/a	n/a	n/a
Men	69 <b>1</b>	•			68	69	69

Q1. Firstly, how important should 'Disadvantaged Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 13 Note: Please see slide 5 for explanation about significant differences



# 2015 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

#### 2015 Disadvantaged Support Importance



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

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# 2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

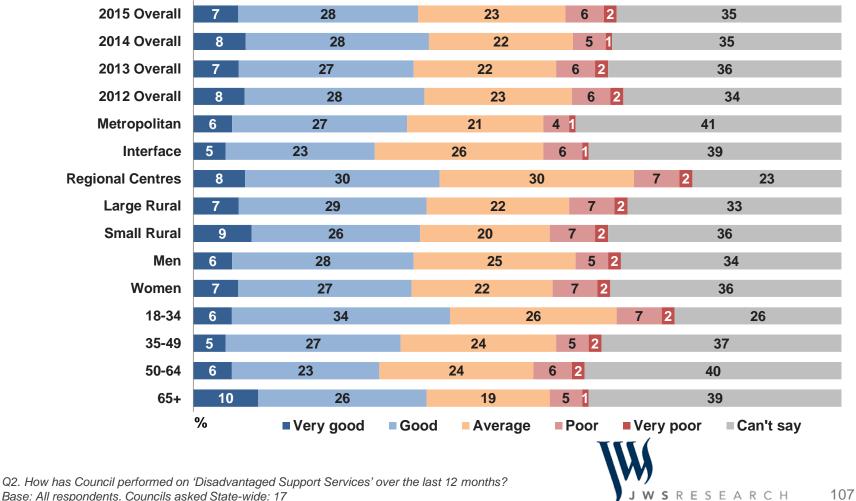
2015 Disadvantaged Support Performance			2014	2013	2012
65+		<mark>65</mark> ∱	67	64	66
Metropolitan		<b>63↑</b>	n/a	n/a	n/a
Overall	62		64	62	63
Large Rural	62		n/a	n/a	n/a
Small Rural	62		n/a	n/a	n/a
Men	62		65	64	63
Women	62		63	61	63
18-34	62		65	65	66
Interface	61		n/a	n/a	n/a
Regional Centres	61		n/a	n/a	n/a
35-49	61		62	61	60
50-64	60\		61	60	59

Q2. How has Council performed on 'Disadvantaged Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 17 Note: Please see slide 5 for explanation about significant differences



# **2015 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Disadvantaged Support Performance



# 2015 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

2015 Re	creational Facilities Importance			2014	2013	2012
35-49			75	74	75	75
Small Rural		73		n/a	n/a	n/a
Women		<b>73</b> ↑		74	74	74
Overall	72			72	72	72
Metropolitan	72			n/a	n/a	n/a
Interface	72			n/a	n/a	n/a
Regional Centres	72			n/a	n/a	n/a
Large Rural	72			n/a	n/a	n/a
50-64	72			72	73	72
Men	71♥			70	70	70
65+	71↓			71	71	71
18-34	70↓			70	70	70

Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Note: Please see slide 5 for explanation about significant differences



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## 2015 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

#### 2015 Recreational Facilities Importance

2015 Overall	23	46	26	3 1			
2014 Overall	23	47	26	4 11			
2013 Overall	23	47	26	3 1			
2012 Overall	22	49	25	3 <mark>1</mark> 1			
Metropolitan	22	48	27	3			
Interface	23	45	27	4			
<b>Regional Centres</b>	24	43	28	4			
Large Rural	22	48	25	4 <mark>1</mark> 1			
Small Rural	26	43	25	3 1			
Men	22	45	28	4 1			
Women	24	47	25	2			
18-34	23	41	32	4			
35-49	28	47	22	3			
50-64	24	47	26	3 1			
65+	18	50	26	4 11			
Extremely important Very important Fairly important Not that important Not at all important Can't s							

Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33

# 2015 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2015 Recreational Facilities Performance			2014	2013	2012	
Metropolitan			74	n/a	n/a	n/a
65+			73♠	74	73	74
Overall		70		71	70	70
Small Rural		70		n/a	n/a	n/a
Women		70		71	70	70
Regional Centres		69		n/a	n/a	n/a
Men		694		70	70	69
18-34		694		71	70	70
50-64		694		69	69	68
Interface		684		n/a	n/a	n/a
35-49		67♥		69	68	67
Large Rural	66'	¥		n/a	n/a	n/a

Q2. How has Council performed on 'Recreational Facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 47 Note: Please see slide 5 for explanation about significant differences



## 2015 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

#### 2015 Recreational Facilities Performance

2015 Overall	22	43	23	6 2 3			
2014 Overall	23	44	21	6 2 3			
2013 Overall	22	44	22	7 2 3			
2012 Overall	21	44	22	7 2 3			
Metropolitan	27	46	20	3 1 4			
Interface	18	47	23	7 2 4			
<b>Regional Centres</b>	21	44	24	7 2 2			
Large Rural	18	41	25	8 3 3			
Small Rural	22	43	22	7 2 3			
Men	21	45	23	6 3 3			
Women	23	42	22	7 2 4			
18-34	21	43	24	7 2 2			
35-49	21	42	24	8 3 2			
50-64	20	44	24	6 2 3			
65+	25	44	19	526			
	% Very	good Good Average Poo	r ■Very poor ■Ca	an't say			
			M				
Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?							

Base: All respondents. Councils asked State-wide: 47

# 2015 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

2015 Pul	blic Areas Importance		_	2014	2013	2012
Women			75♠	75	76	75
35-49			75♠	75	75	74
50-64			75	75	76	74
Regional Centres			74	n/a	n/a	n/a
65+			74	74	75	74
Overall		73		73	74	73
Metropolitan		73		n/a	n/a	n/a
Interface		73		n/a	n/a	n/a
Large Rural		73		n/a	n/a	n/a
Small Rural		73		n/a	n/a	n/a
Men		71♥		71	72	71
18-34	70↓	1		70	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: 30 Note: Please see slide 5 for explanation about significant differences



# 2015 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES

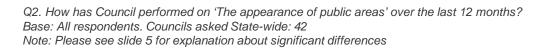
#### 2015 Public Areas Importance

2015 Overall	24	47	25	2			
2014 Overall	25	48	25	2			
2013 Overall	26	48	23	2			
2012 Overall	23	49	25	2			
Metropolitan	23	50	25	2			
Interface	27	44	26	3			
<b>Regional Centres</b>	27	46	25	2			
Large Rural	22	49	25	3			
Small Rural	26	45	26	2			
Men	21	46	29	3			
Women	27	49	22	2			
18-34	21	41	33	4			
35-49	27	48	23	2			
50-64	28	47	23	2			
65+	22	53	22	21			
Extremely important Very important Fairly important Not that important Not at all important Can't say							

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 30

# 2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

2015 Put	olic Areas Performance		2014	2013	2012
Small Rural		74	n/a	n/a	n/a
Metropolitan		73	n/a	n/a	n/a
18-34		73	73	72	73
Overall	72	2	72	71	71
Regional Centres	72	2	n/a	n/a	n/a
Women	72	2	72	71	72
35-49	72	2	72	70	70
65+	72	2	73	72	72
Men	71♥		72	71	71
50-64	70↓	70↓		69	70
Large Rural	<b>69↓</b>		n/a	n/a	n/a
Interface	67₩		n/a	n/a	n/a



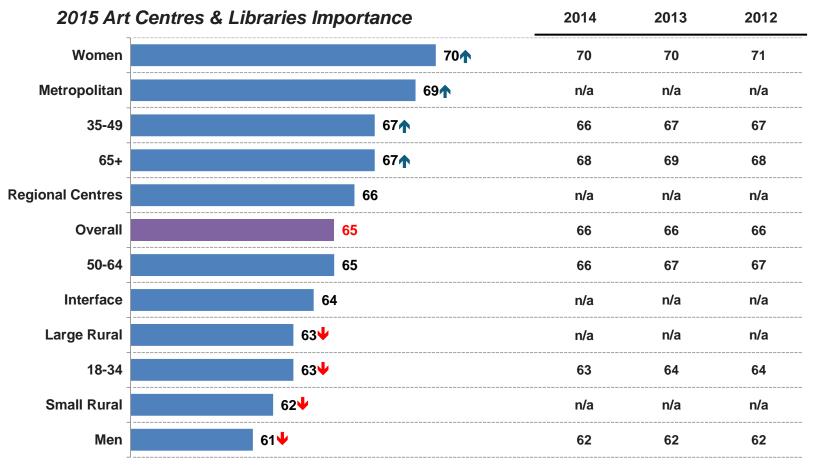
## 2015 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

#### 2015 Public Areas Performance

2015 Overall	24	47	20	5 21
2014 Overall	25	46	20	5 21
2013 Overall	24	46	22	6 <mark>2</mark> 1
2012 Overall	23	48	21	6 <mark>2</mark> 1
Metropolitan	25	48	19	5 21
Interface	17	47	25	7 3 1
<b>Regional Centres</b>	24	47	21	6 21
Large Rural	21	46	23	6 <b>3</b> 1
Small Rural	29	46	16	4 21
Men	23	49	21	5 21
Women	26	45	20	5 21
18-34	26	48	18	5 21
35-49	24	48	20	5 21
50-64	23	46	22	6 <mark>2</mark> 1
65+	25	46	20	5 2 2
	% ■Very go	od Good Average Poor	Very poor ■ Can't	say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked State-wide: 42

### 2015 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

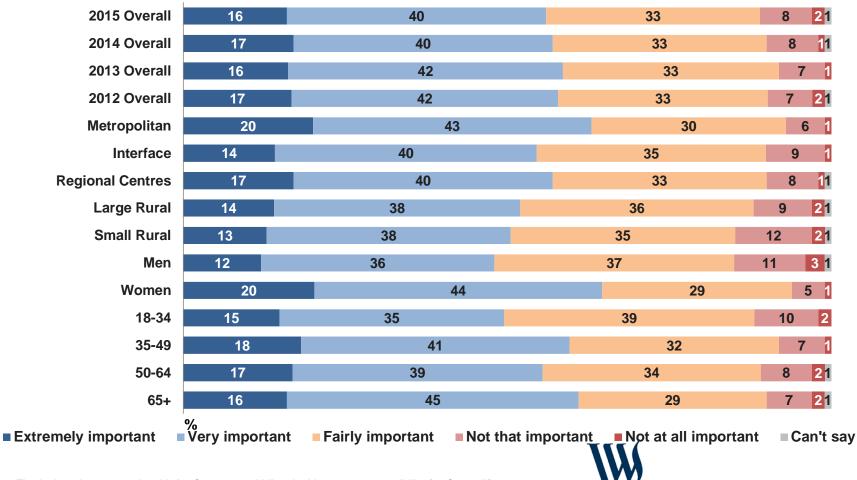


Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21 Note: Please see slide 5 for explanation about significant differences



## 2015 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES

#### 2015 Art Centres & Libraries Importance



Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21

### 2015 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2015 Art	Centres & Libraries Performa	nce	2014	2013	2012
65+		76	78	76	76
Metropolitan		75∱	n/a	n/a	n/a
Regional Centres		75∱	n/a	n/a	n/a
Women		75∱	77	74	74
Overall		73	75	73	73
Large Rural		73	n/a	n/a	n/a
18-34		73	74	73	73
35-49		73	76	73	72
Interface	72		n/a	n/a	n/a
Men	72'	V	74	72	71
50-64	71♥		73	72	71
Small Rural	69♥		n/a	n/a	n/a

Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months? Base: All respondents. Councils asked State-wide: 26 Note: Please see slide 5 for explanation about significant differences



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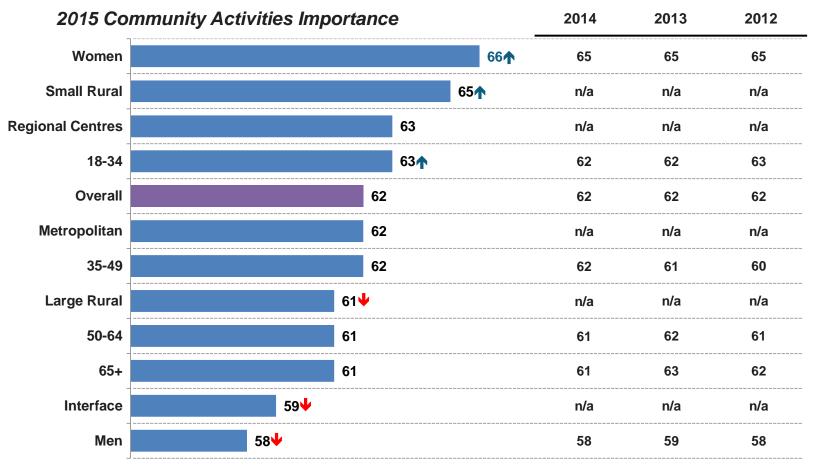
## 2015 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES

### 2015 Art Centres & Libraries Performance

2015 Overall	24	44	18	4 1 9		
2014 Overall	27	44	17	3 1 8		
2013 Overall	25	44	18	4 2 8		
2012 Overall	24	44	19	527		
Metropolitan	25	47	16	3 1 8		
Interface	21	41	20	4 2 13		
<b>Regional Centres</b>	28	44	17	4 1 6		
Large Rural	23	44	18	<b>4 1</b> 10		
Small Rural	19	39	23	<mark>6 2</mark> 11		
Men	20	44	20	4 1 11		
Women	27	44	17	4 1 7		
18-34	21	49	18	4 1 7		
35-49	24	44	18	4 1 9		
50-64	21	41	22	4 1 10		
65+	27	41	16	4 1 11		
Wery good Good Average Poor Very poor Can't say						

Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months? Base: All respondents. Councils asked State-wide: 26

# 2015 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

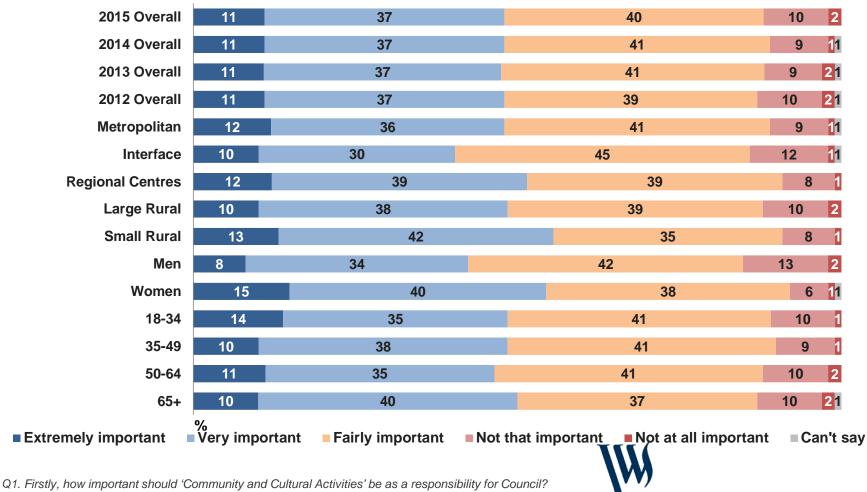


Q1. Firstly, how important should 'Community and Cultural Activities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Note: Please see slide 5 for explanation about significant differences



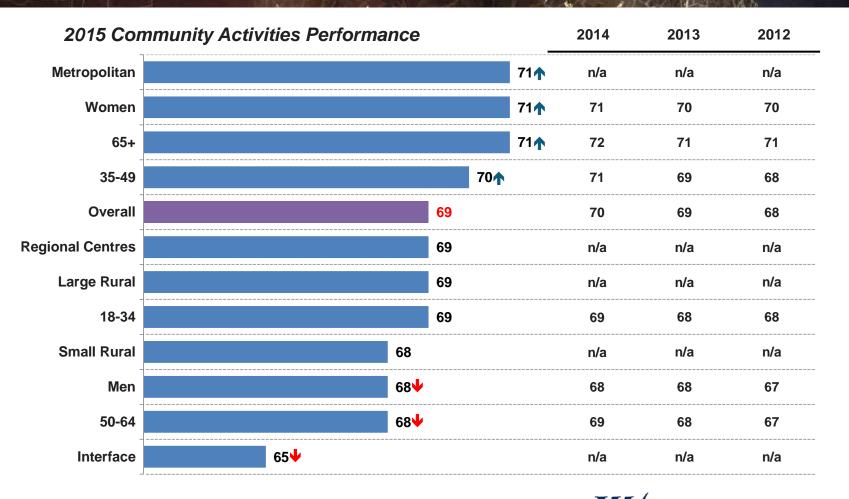
## 2015 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES

#### 2015 Community Activities Importance



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

## 2015 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

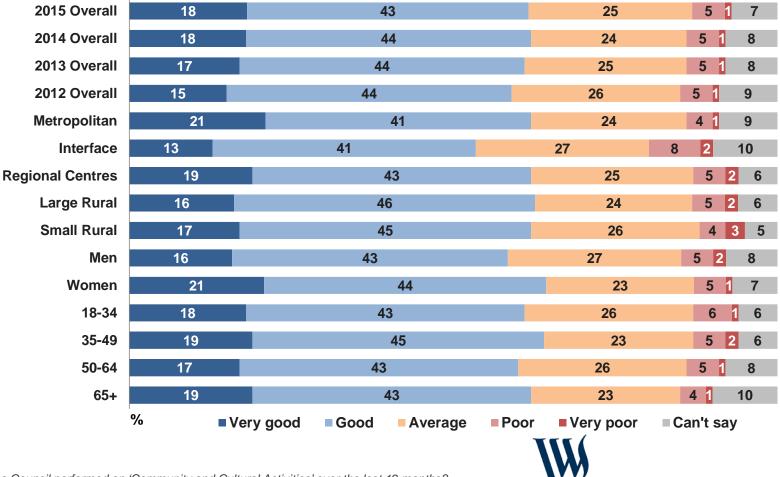


Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Note: Please see slide 5 for explanation about significant differences



### 2015 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES

#### 2015 Community Activities Performance



Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months? Base: All respondents. Councils asked State-wide: 28

## 2015 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

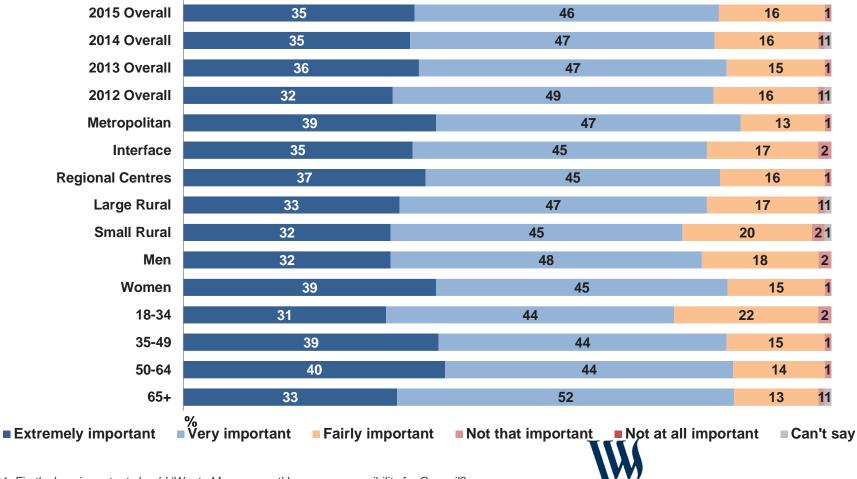
2015 Wa	ste Management Im	portance			2014	2013	2012
Metropolitan				81	n/a	n/a	n/a
50-64				81	80	81	79
Regional Centres			80	ħ	n/a	n/a	n/a
Women			80	r	80	81	80
35-49			80	r	79	80	79
Overall			79		79	79	78
Interface			79		n/a	n/a	n/a
65+			79		80	80	79
Large Rural		78♥			n/a	n/a	n/a
Small Rural		77♥			n/a	n/a	n/a
Men		77			77	77	77
18-34		76↓			77	76	76

Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Note: Please see slide 5 for explanation about significant differences



## 2015 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2015 Waste Management Importance



Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33

# 2015 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

2015 Was	ste Management Performance	9	2014	2013	2012
Metropolitan		77	7 <b>↑</b> n/a	n/a	n/a
65+		75∱	75	74	75
Interface		73	n/a	n/a	n/a
18-34		73∱	74	73	73
Overall	7	72	73	71	72
Men	7	72	73	72	72
Women	7	72	72	70	72
Regional Centres	71		n/a	n/a	n/a
Small Rural	71		n/a	n/a	n/a
50-64	704		71	69	70
35-49	<b>69↓</b>	69♥		69	69
Large Rural	684		n/a	n/a	n/a

Q2. How has Council performed on 'Waste Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 45 Note: Please see slide 5 for explanation about significant differences



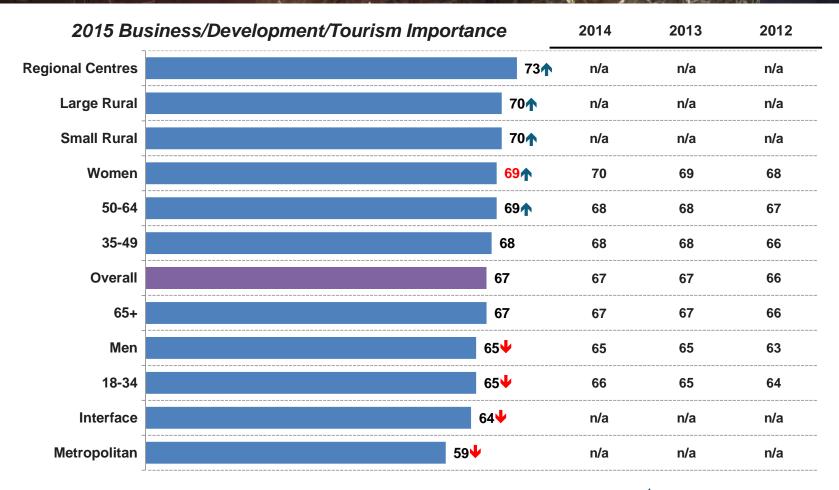
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### **2015 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Waste Management Performance

2015 Overall	25	47	17	6 3 2			
2014 Overall	26	47	16	5 3 2			
2013 Overall	24	47	18	6 3 2			
2012 Overall	24	48	17	6 2 2			
Metropolitan	32	49		13 3 <mark>1</mark> 1			
Interface	26	48	17	4 2 2			
<b>Regional Centres</b>	22	48	21	6 <mark>2</mark> 1			
Large Rural	21	44	19	8 5 3			
Small Rural	24	47	17	7 3 2			
Men	26	47	16	6 3 2			
Women	24	47	18	6 3 2			
18-34	25	50	16	5 2 2			
35-49	22	47	18	7 4 2			
50-64	23	45	19	7 4 2			
65+	30	46	15	5 2 2			
	% Very goo	od Good Average Poor V	ery poor ∎Ca	n't say			
Q2. How has Council performed on 'Waste Management' over the last 12 months?         Base: All respondents. Councils asked State-wide: 45							

# 2015 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



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 slide 5 for explanation about significant differences

# 2015 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

#### 2015 Business/Development/Tourism Importance

2015 Overall	21	38	31	7 21			
2014 Overall	20	38	31	8 11			
2013 Overall	20	39	31	8 21			
2012 Overall	18	39	31	9 21			
Metropolitan	12	30	42	13 21			
Interface	14	39	33	10 2 2			
<b>Regional Centres</b>	28	41	26	4 11			
Large Rural	23	41	29	5 21			
Small Rural	25	40	25	6 21			
Men	19	37	31	9 21			
Women	23	38	32	5 <mark>1</mark> 1			
18-34	18	35	37	9 11			
35-49	23	38	30	7 2			
50-64	24	36	31	7 21			
65+	18	42	28	7 2 3			
<b>Extremely important Very important Fairly important Not that important Not at all important Can't say</b>							

Base: All respondents. Councils asked State-wide: 23

for Council?

## 2015 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2015 Bus	siness/Developmen	ness/Development/Tourism Performance			2014	2013	2012
18-34				64	64	64	64
Interface			63		n/a	n/a	n/a
Regional Centres			63个		n/a	n/a	n/a
Small Rural			63个		n/a	n/a	n/a
Women			63个		63	63	63
65+			63个		63	63	63
Metropolitan			62		n/a	n/a	n/a
Overall		61			62	62	62
35-49		60♥			60	60	60
Large Rural	59♥				n/a	n/a	n/a
Men	59♥				60	61	60
50-64	59♥				59	59	59

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked State-wide: 30

Note: Please see slide 5 for explanation about significant differences



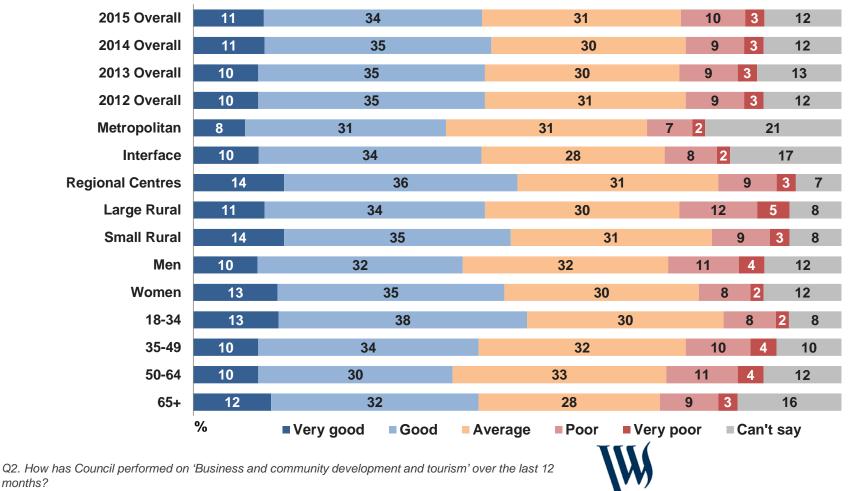
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# **2015 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Business/Development/Tourism Performance



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

months?

# 2015 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES

2015 Pla	nning Importance		2014	2013	2012
50-64		76	76	77	76
Women		74	74	74	74
35-49		74	73	73	73
65+		74	74	75	74
Regional Centres	73		n/a	n/a	n/a
Large Rural	73	<b>↑</b>	n/a	n/a	n/a
Overall	72		72	73	72
Metropolitan	72		n/a	n/a	n/a
Interface	72		n/a	n/a	n/a
Small Rural	72		n/a	n/a	n/a
Men	70↓		70	71	70
18-34	66♥		66	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: 22 Note: Please see slide 5 for explanation about significant differences



## 2015 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

#### 2015 Planning Importance

2015 Overall	25	41	25	4 1 4
2014 Overall	25	41	25	4 1 5
2013 Overall	25	42	25	4 1 4
2012 Overall	25	42	24	4 1 4
Metropolitan	26	41	23	4 2 4
Interface	24	40	25	<b>5 1 5</b>
<b>Regional Centres</b>	26	40	26	4 4
Large Rural	26	42	24	4 1 3
Small Rural	25	39	27	4 1 3
Men	24	40	27	5 2 3
Women	27	41	23	3 5
18-34	18	34	36	7 1 4
35-49	29	40	24	4 1 3
50-64	32	42	20	3 1 3
65+	25	46	19	3 1 6
		irly important • Not that important	Not at all important	t ∎Can't s

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22

# 2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

2015 Pla	nning Performan	се			2014	2013	2012
18-34				59	60	60	59
Metropolitan			55 <b>↑</b>		n/a	n/a	n/a
Interface			55		n/a	n/a	n/a
Regional Centres			55		n/a	n/a	n/a
Women			<b>55↑</b>		56	55	54
Overall		54			55	55	54
Men		54			54	54	53
65+		54			55	55	54
Large Rural		53♥			n/a	n/a	n/a
Small Rural		53			n/a	n/a	n/a
35-49		53♥			53	53	52
50-64		51♥			51	50	50

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked State-wide: 31 Note: Please see slide 5 for explanation about significant differences



## 2015 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

#### 2015 Planning Performance

			31		12	6	17
6	28		31		12	6	17
5	29		32		12	5	17
5	29		32		14	6	15
6	28		31		11	5	19
5	30		27		12	6	20
6	29		34			5	14
5	29				14	7	15
4						6	17
						7	14
5						5	19
				31			18
4			31	01			15
4						_	16
				_			17
, ,		Cood		- Deer			
U	very good	<b>G</b> 000	Average	-	/		an't say
	5 6 5 6 5 6 5 6 6 1 6 1 6 1 6	5       29         6       28         5       30         6       29         5       29         4       27         6       28         5       29         6       28         5       29         6       34         1       29         4       29         6       24         6       27	5       29         6       28         5       30         6       29         6       29         5       29         6       28         5       29         6       28         5       29         6       28         5       29         6       34         4       29         4       29         4       24         6       27	5 $29$ $32$ 6 $28$ $31$ 5 $30$ $27$ 6 $29$ $34$ 5 $29$ $31$ 4 $27$ $33$ 6 $28$ $32$ 5 $29$ $31$ 6 $34$ $31$ 6 $34$ $31$ 4 $29$ $31$ 4 $29$ $31$ 6 $27$ $30$	5       29       32         6       28       31         5       30       27         6       29       34         5       29       31         4       27       33         6       28       32         5       29       31         6       28       32         5       29       31         6       34       31         6       34       31         6       27       30         6       27       30         9       30       Poor	5       29       32       14         6       28       31       11         5       30       27       12         6       29       34       12         6       29       31       14         1       27       33       12         6       28       32       13         6       28       32       13         6       28       32       13         6       28       32       13         6       28       32       13         5       29       31       12         6       34       31       7         1       29       31       13         1       24       33       16         6       27       30       13	5       29       32       14       6         6       28       31       11       5         5       30       27       12       6         6       29       34       12       5         5       29       31       14       7         6       29       31       14       7         6       29       31       14       7         6       28       32       13       7         6       28       32       13       7         5       29       31       12       5         6       34       31       7       4         29       31       13       7         4       29       31       13       7         4       29       31       13       7         4       24       33       16       7         6       27       30       13       6         9       30       13       6       7         9       6       6       27       30       13         9       9       9       9       13       7

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked State-wide: 31

## 2015 PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES

2015 Pla	nning & Building Permits Importance	2014	2013	2012
Metropolitan	74/	n/a	n/a	n/a
65+	74/	<b>•</b> 74	74	74
Women	73∱	74	73	73
50-64	73∱	73	74	74
35-49	72	72	72	72
Overall	71	71	71	71
Large Rural	71	n/a	n/a	n/a
Regional Centres	70	n/a	n/a	n/a
Small Rural	70	n/a	n/a	n/a
Interface	69	n/a	n/a	n/a
Men	<b>69</b> ♥	69	69	69
18-34	66♥	66	65	66

Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Note: Please see slide 5 for explanation about significant differences



# 2015 PLANNING AND BUILDING PERMITS IMPORTANCE DETAILED PERCENTAGES

#### 2015 Planning & Building Permits Importance

2015 Overall	26	39	27	5 12			
2014 Overall	25	41	25	5 1 3			
2013 Overall	25	40	27	5 12			
2012 Overall	25	41	25	5 1 3			
Metropolitan	30	38	25	4 12			
Interface	24	36	33	5 <mark>1</mark> 1			
<b>Regional Centres</b>	23	41	28	5 12			
Large Rural	24	41	26	6 12			
Small Rural	24	37	29	5 2 3			
Men	24	38	28	6 <mark>2</mark> 2			
Women	27	40	26	3 1 3			
18-34	19	35	36	7 12			
35-49	28	38	27	5 <mark>1</mark> 1			
50-64	29	40	24	5 <mark>1</mark> 1			
65+	28	42	21	324			
Extremely important Very important Fairly important Not that important Not at all important Can't sa							

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

# 2015 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

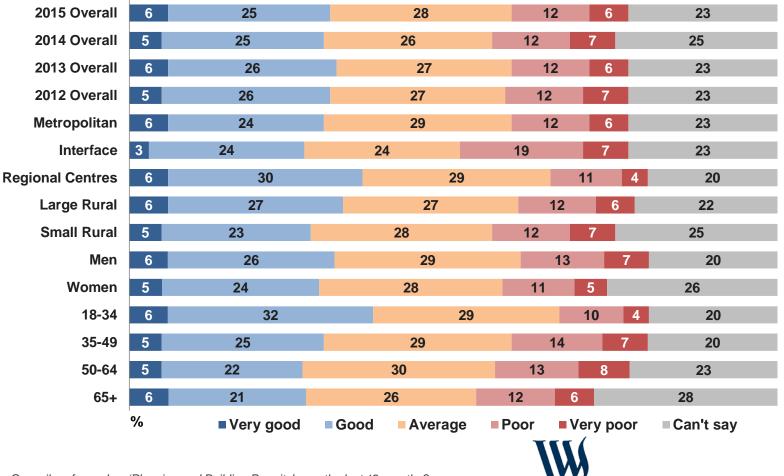
2015 Plai	nning & Building Permits Perfor	rmance	2014	2013	2012
18-34		584	58	59	60
Regional Centres		57↑	n/a	n/a	n/a
Overall		54	53	55	54
Large Rural		54	n/a	n/a	n/a
Women		54	54	55	54
Metropolitan	5	53♥	n/a	n/a	n/a
Small Rural	Ę	53	n/a	n/a	n/a
Men	5	53♥	53	54	53
35-49	5	53	51	54	51
65+	5	53	53	54	53
50-64	51♥		50	50	49
Interface	49♥		n/a	n/a	n/a

Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Note: Please see slide 5 for explanation about significant differences



# 2015 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

#### 2015 Planning & 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: 28

# 2015 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2015 Su	stainability Importance			2014	2013	2012
Small Rural			77	n/a	n/a	n/a
Women			77	77	76	75
18-34		75∱		75	74	73
Metropolitan		74		n/a	n/a	n/a
Overall		73		73	72	71
Regional Centres		73		n/a	n/a	n/a
35-49		73		72	71	71
50-64		73		73	72	71
Large Rural	72↓			n/a	n/a	n/a
Interface	71			n/a	n/a	n/a
65+	70↓			70	70	69
Men	694			68	68	67

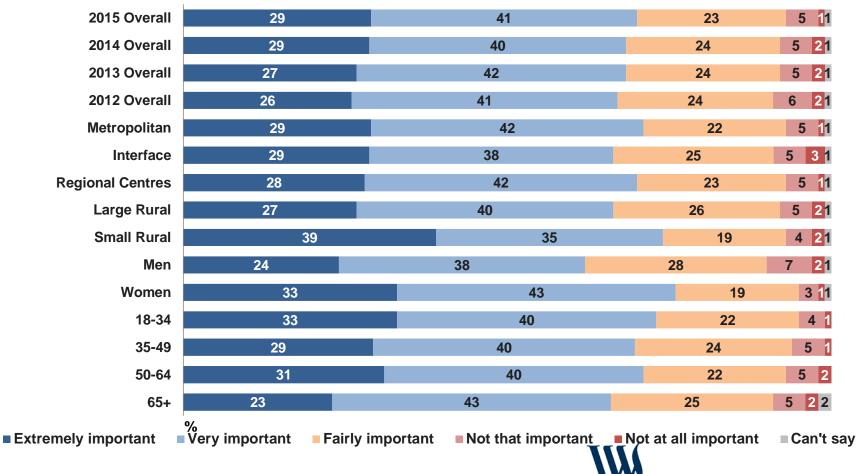
Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21 Note: Please see slide 5 for explanation about significant differences



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# 2015 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

#### 2015 Sustainability Importance



Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21

## 2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

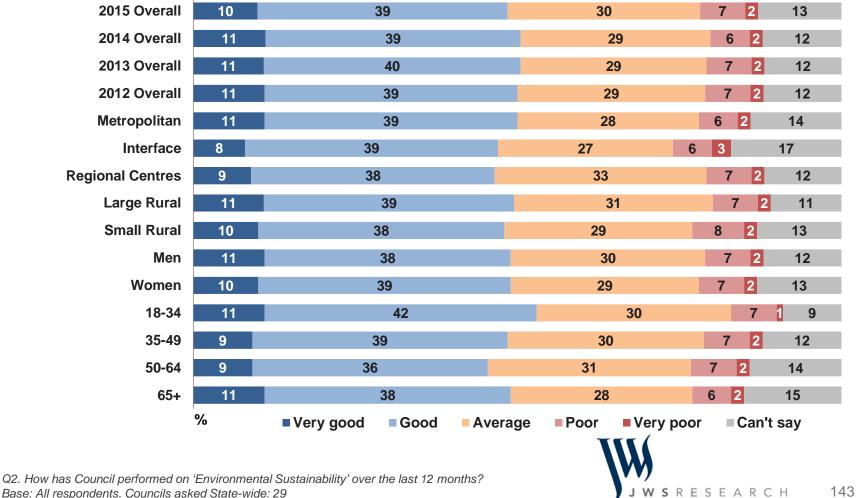
2015 Sus	tainability Perfe	ormance	)			2014	2013	2012
Metropolitan					65	n/a	n/a	n/a
18-34					65	65	66	67
65+					65	65	65	65
Overall				64		64	64	64
Large Rural				64		n/a	n/a	n/a
Men				64		64	64	64
Women				64		64	64	65
Interface			63			n/a	n/a	n/a
Regional Centres			63			n/a	n/a	n/a
Small Rural			63			n/a	n/a	n/a
35-49			63♥			64	64	63
50-64		62♥				62	62	62

Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months? Base: All respondents. Councils asked State-wide: 29 Note: Please see slide 5 for explanation about significant differences



# **2015 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Sustainability Performance



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

# 2015 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2015 Dis	aster Management Importan	се	2014	2013	2012
Women			<mark>84</mark> ∱ 85	85	84
Interface		81	n/a	n/a	n/a
Regional Centres		81	n/a	n/a	n/a
Large Rural		81	n/a	n/a	n/a
Overall		80	80	80	80
Small Rural		80	n/a	n/a	n/a
18-34		80	82	82	81
50-64		80	80	80	80
35-49		79	79	79	79
65+		79	80	80	79
Metropolitan	77¥		n/a	n/a	n/a
Men	75♥		76	76	76

Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 16 Note: Please see slide 5 for explanation about significant differences



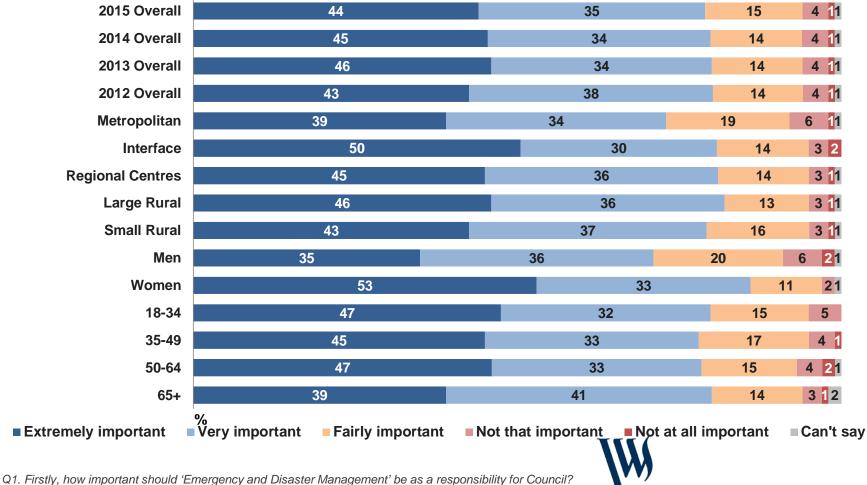
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### 2015 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2015 Disaster Management Importance



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

### 2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2015 Disa	aster Management Performa	ance		2014	2013	2012
18-34			73∱	75	72	73
Large Rural		71		n/a	n/a	n/a
Women		<mark>71</mark> ∱		73	70	70
65+		71		72	71	71
Overall		70		71	70	70
Interface		70		n/a	n/a	n/a
Small Rural		70		n/a	n/a	n/a
Metropolitan	69			n/a	n/a	n/a
Men	69♥			70	69	69
Regional Centres	684			n/a	n/a	n/a
35-49	68♥			70	69	68
50-64	67₩			68	67	67

Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Note: Please see slide 5 for explanation about significant differences



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### 2015 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2015 Disaster Management Performance

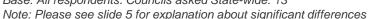
2015 Overall	17	39		19	5 2	18
2014 Overall	20	38		18	4 2	18
2013 Overall	19	37		20	52	17
2012 Overall	19	38		20	52	16
Metropolitan	12	34	19	3 1	31	
Interface	19	40	)	18	6 2	14
<b>Regional Centres</b>	18	38		22	6 2	14
Large Rural	20	4	0	19	52	14
Small Rural	18	42		18	5 3	14
Men	16	39		21	5 2	18
Women	19	39		18	5 2	18
18-34	21		44	17	3 2	13
35-49	14	40		20	5 2	18
50-64	16	34		22 6	3	20
65+	18	37		18 4	2	21
as Council performed or	%	Very good Good  Object over the second seco	-	Poor ■Very po	oor ∎Car	n't say

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

### 2015 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES

2015 Po	pulation Growth Importance		2014	2013	2012
50-64		79 <b>↑</b>	78	78	78
35-49		78	78	77	77
Women		77	77	77	77
Interface	76		n/a	n/a	n/a
Regional Centres	76		n/a	n/a	n/a
Overall	75		75	75	75
65+	75		75	74	75
Metropolitan	74		n/a	n/a	n/a
Large Rural	74		n/a	n/a	n/a
Men	73↓		73	73	73
18-34	70↓		70	71	73
	/		***		

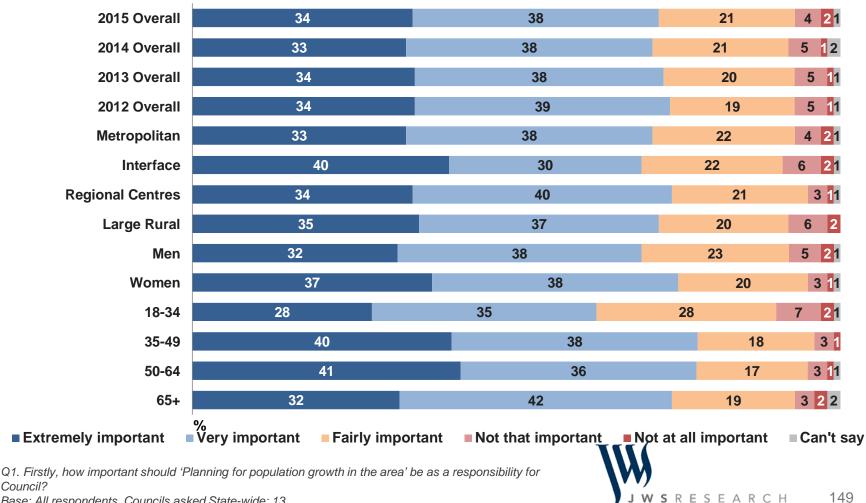
Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 13





### **2015 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES**

#### 2015 Population Growth Importance



Base: All respondents, Councils asked State-wide: 13

Council?

### 2015 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES

2015 Pop	oulation Growth Performance	_	2014	2013	2012
Regional Centres		61个	n/a	n/a	n/a
18-34		60个	59	59	58
Interface		57∱	n/a	n/a	n/a
Women		55	55	54	52
Overall		54	54	54	52
Metropolitan		54	n/a	n/a	n/a
Men		54	54	54	52
65+		54	55	55	52
35-49		51 <b>↓</b>	52	51	48
Large Rural		50 <b>↓</b>	n/a	n/a	n/a
50-64		50↓	51	50	49

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: 16 Note: Please see slide 5 for explanation about significant differences



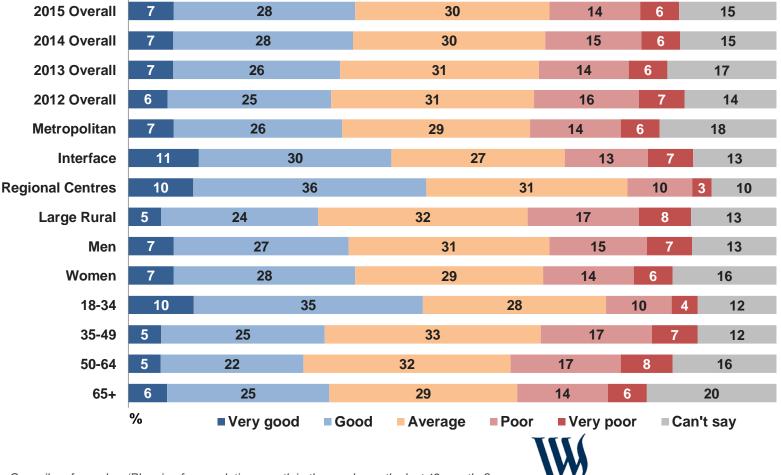
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### 2015 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE DETAILED PERCENTAGES

#### 2015 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: 16

### 2015 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE INDEX SCORES

2015 We	ed Control Importance		2014	2013	2012
Small Rural		77	n/a	n/a	n/a
50-64		76	78	78	74
Interface		75	n/a	n/a	n/a
Women		<b>75</b> ∱	78	77	74
35-49		75∱	76	76	71
Large Rural		74	n/a	n/a	n/a
65+		74	76	77	73
Overall		73	75	74	71
Regional Centres		70↓	n/a	n/a	n/a
Men		70↓	71	72	68
18-34	6	5♥	68	66	65
Metropolitan	62	Y	n/a	n/a	n/a

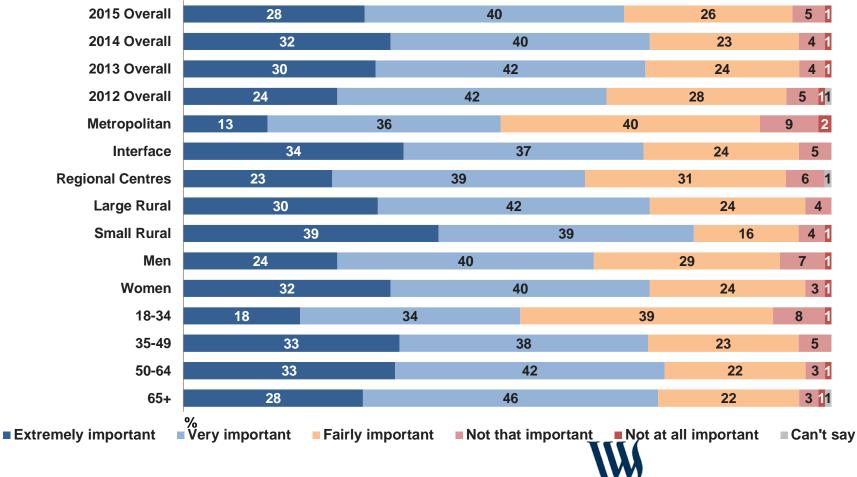
Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 10 Note: Please see slide 5 for explanation about significant differences



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### 2015 ROADSIDE SLASHING AND WEED CONTROL IMPORTANCE DETAILED PERCENTAGES

#### 2015 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

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### 2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE INDEX SCORES

2015 Wee	ed Control Performance	-	2014	2013	2012
Metropolitan		69个	n/a	n/a	n/a
18-34		62	63	63	67
Regional Centres		58	n/a	n/a	n/a
Overall		55	55	56	61
Women		55	55	56	61
35-49		55	53	56	59
Men	5	4	55	57	60
Large Rural	53	•	n/a	n/a	n/a
Interface	52	¥	n/a	n/a	n/a
Small Rural	52	¥	n/a	n/a	n/a
65+	52	¥	53	55	59
50-64	51		51	52	58

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Note: Please see slide 5 for explanation about significant differences



### 2015 ROADSIDE SLASHING AND WEED CONTROL PERFORMANCE DETAILED PERCENTAGES

#### 2015 Weed Control Performance

2015 Overall	10	32		30	16	92
2014 Overall	11	32		28	17	10 3
2013 Overall	11	35		28	16	82
2012 Overall	14	38		28	1	2 5 3
Metropolitan	19		45		24	8 2 2
Interface	10	29		29	20	10 2
<b>Regional Centres</b>	10	34		35	12	6 4
Large Rural	8	32		30	18	92
Small Rural	10	29		29	18	12 2
Men	10	33		29	18	92
Women	10	32		31	15	9 3
18-34	14	39		29	9	12 5 1
35-49	9	35		29	16	92
50-64	8	28		31	19	11 2
65+	9	27		31	18	10 4
a Council porformed on	%	■ Very good ■ Good	Averag	W	Very poor ■C	an't say

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked State-wide: 13

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### 2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2015 Un	sealed Roads In	nportance			2014	2013	2012
Small Rural				82	n/a	n/a	n/a
Women			80个		81	83	82
50-64			80个		80	82	81
35-49			79		80	82	80
Overall			78		78	81	80
Interface			78		n/a	n/a	n/a
65+			78		77	80	79
Large Rural		764			n/a	n/a	n/a
Men		764			76	79	78
18-34		76♥			77	80	79
Regional Centres		72₩			n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

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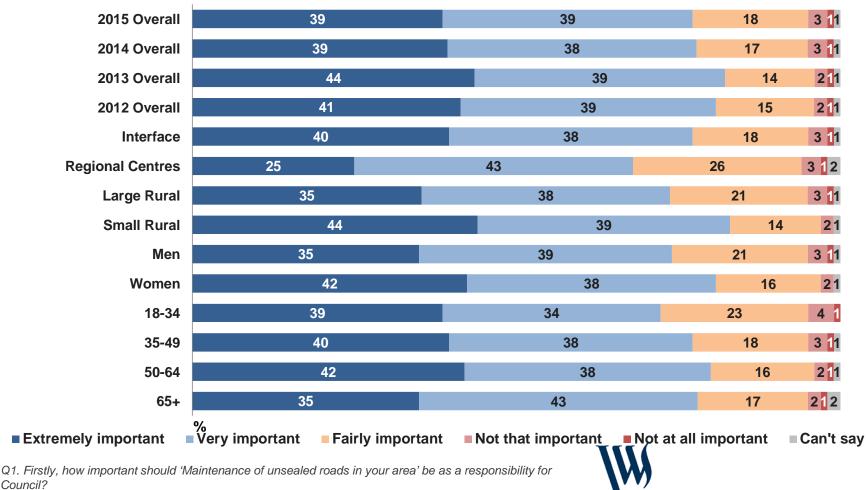
156

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

Note: Please see slide 5 for explanation about significant differences

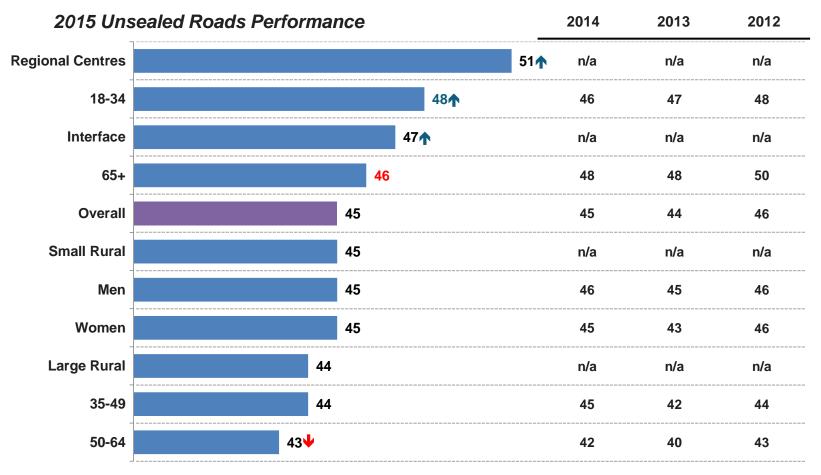
### 2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

#### 2015 Unsealed Roads Importance



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

### 2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES



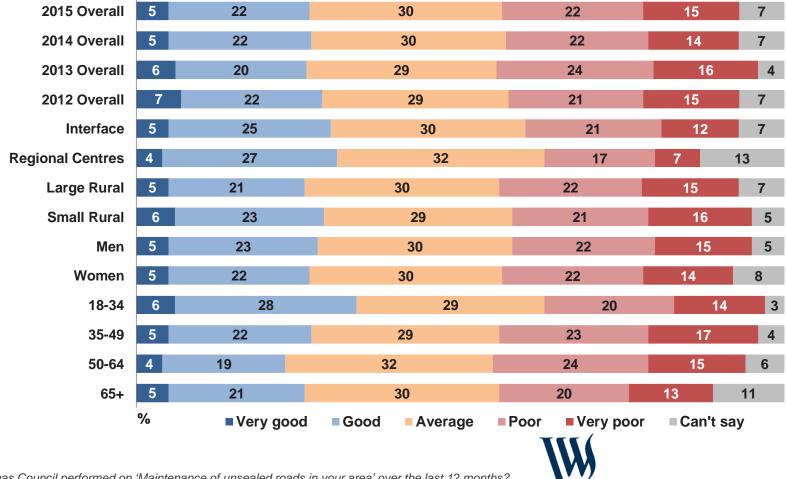
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 20 Note: Please see slide 5 for explanation about significant differences



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### 2015 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2015 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: 20

### 2015 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

2015 Bu	siness/Community	Develop	omer	nt In	nportance	2014	2013	2012
Large Rural					72∱	n/a	n/a	n/a
Small Rural					71	n/a	n/a	n/a
Women					71	71	n/a	n/a
35-49				70		71	n/a	n/a
Overall			69			69	n/a	n/a
18-34			69			70	n/a	n/a
50-64			69			69	n/a	n/a
65+		68				68	n/a	n/a
Interface		67				n/a	n/a	n/a
Men		67 <b>↓</b>				67	n/a	n/a
Metropolitan	664					n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 7 Note: Please see slide 5 for explanation about significant differences

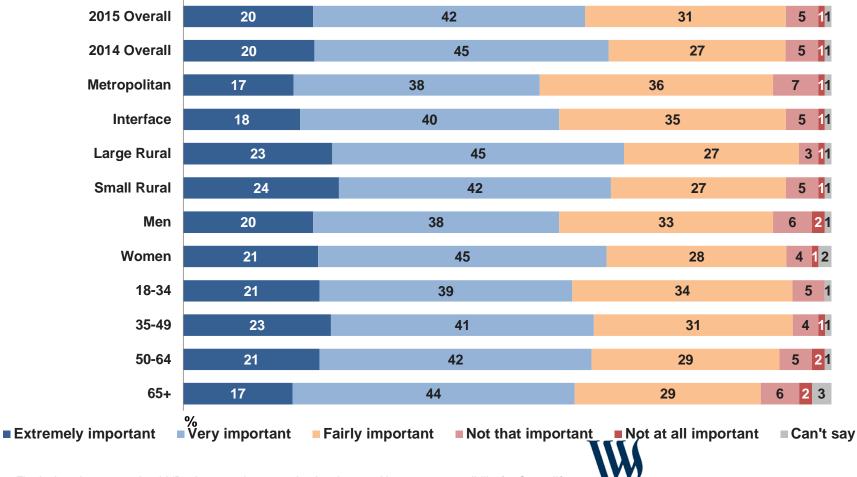


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### 2015 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

#### 2015 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: 7

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### 2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

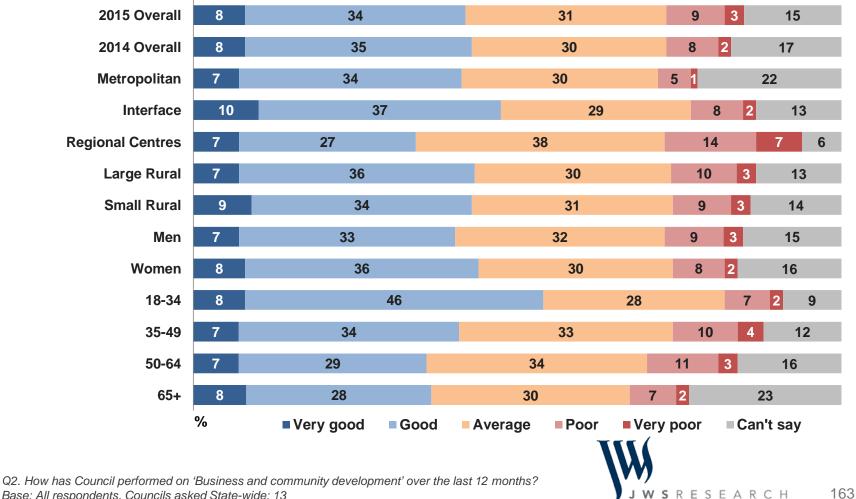
2015 Business/	Community Development Perfor	mance		2014	2013	2012
18-34			64	65	n/a	n/a
Metropolitan			63	n/a	n/a	n/a
Interface			63	n/a	n/a	n/a
Small Rural		61		n/a	n/a	n/a
Women		61		63	n/a	n/a
65+		61		62	n/a	n/a
Overall		60		62	n/a	n/a
Large Rural		60		n/a	n/a	n/a
Men		59		60	n/a	n/a
35-49		59		60	n/a	n/a
50-64	58	¥		59	n/a	n/a
Regional Centres	54♥			n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Note: Please see slide 5 for explanation about significant differences



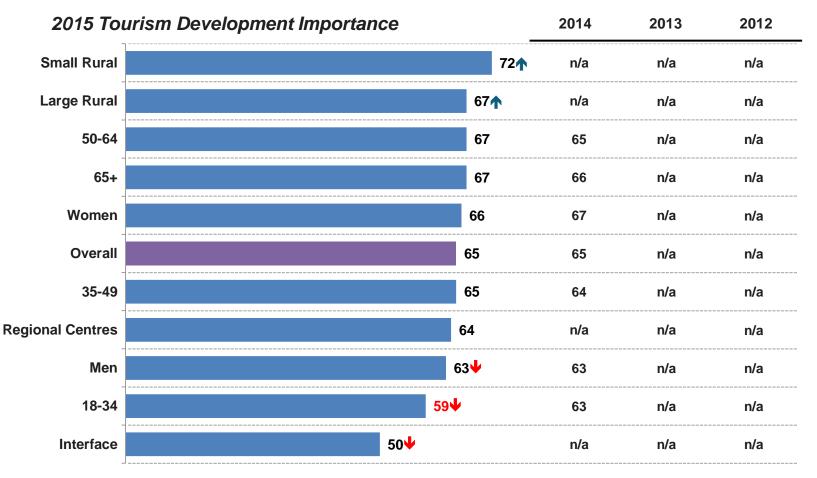
### **2015 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES**

#### 2015 Business/Community Development Performance



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

### 2015 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 6 Note: Please see slide 5 for explanation about significant differences



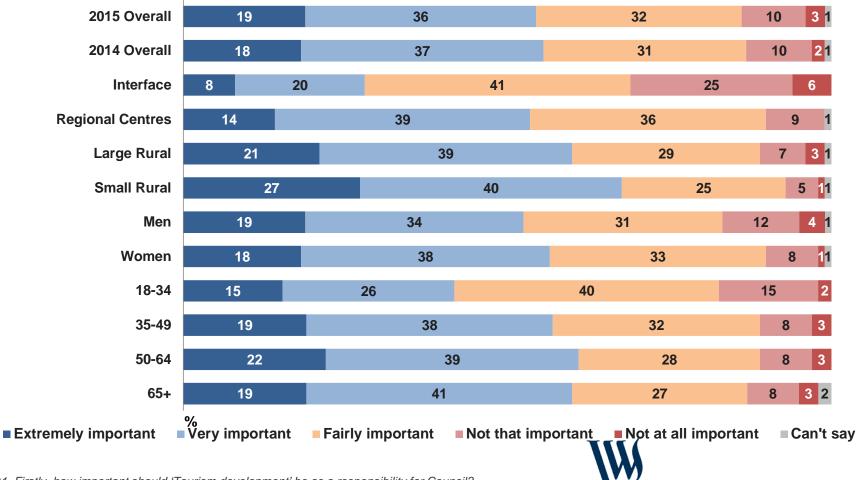
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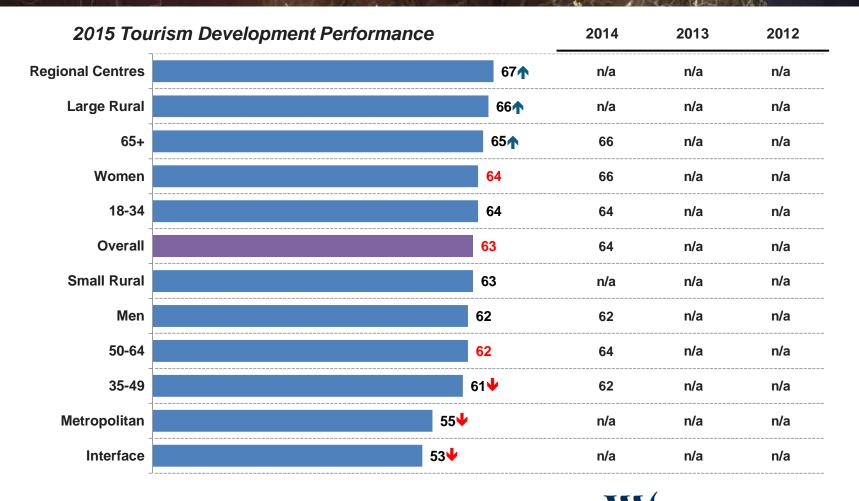
### 2015 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

#### 2015 Tourism Development Importance



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 6

### 2015 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

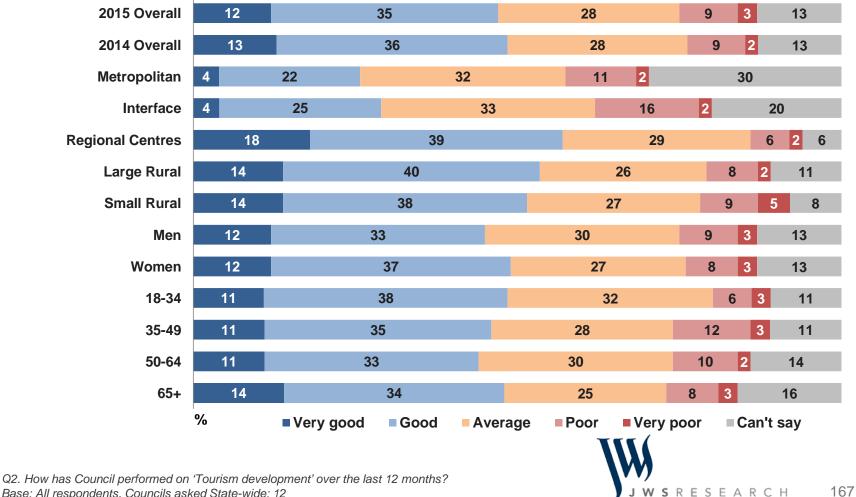


Q2. How has Council performed on 'Tourism development' over the last 12 months? Base: All respondents. Councils asked State-wide: 12 Note: Please see slide 5 for explanation about significant differences



### **2015 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES**

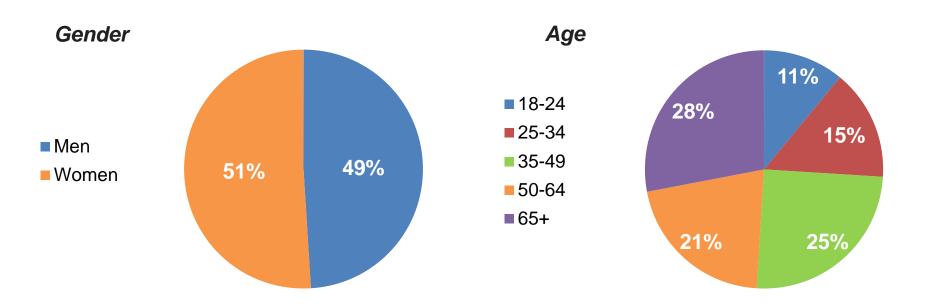
#### 2015 Tourism Development Performance



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

## **DETAILED DEMOGRAPHICS**

### **2015 GENDER AND AGE PROFILE**



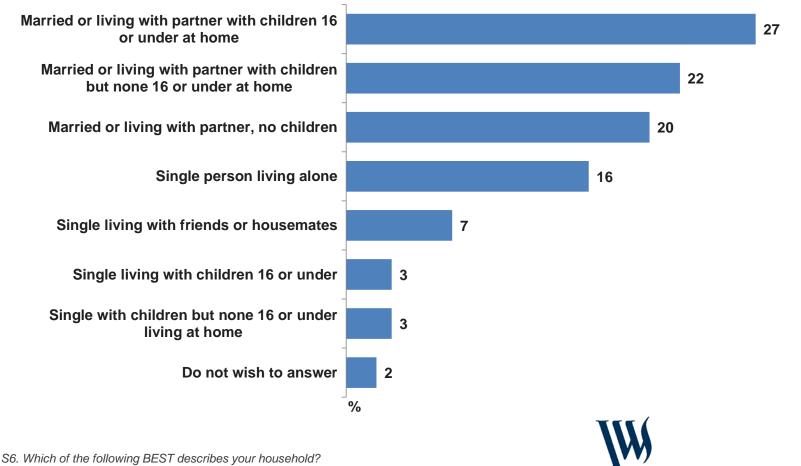
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked State-wide: 69



### **2015 HOUSEHOLD STRUCTURE**

#### 2015 Household Structure

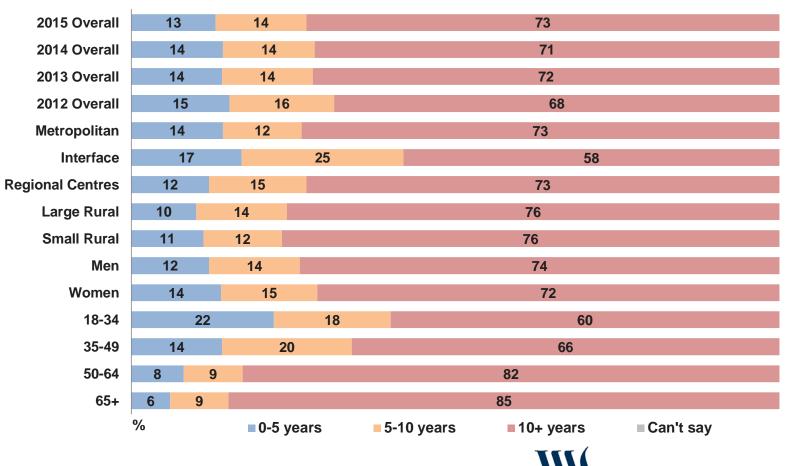


Base: All respondents. Councils asked State-wide: 11

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### **2015 YEARS LIVED IN AREA**

#### 2015 Years Lived in Area

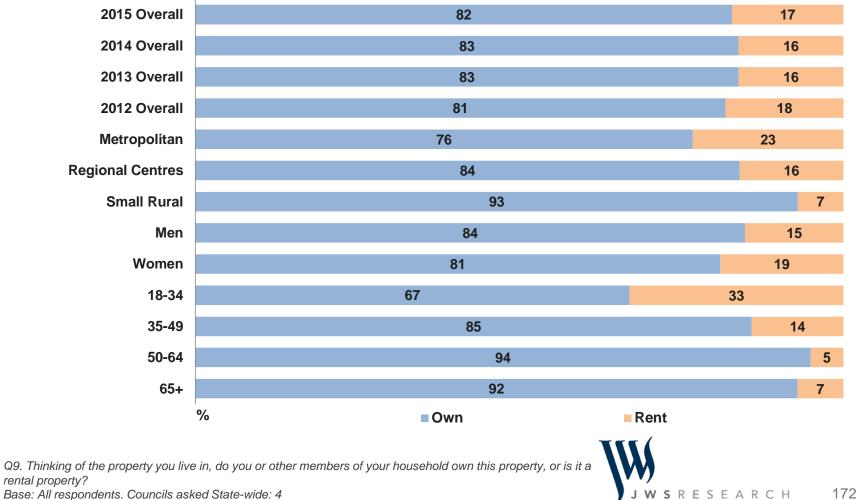


S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked State-wide: 18

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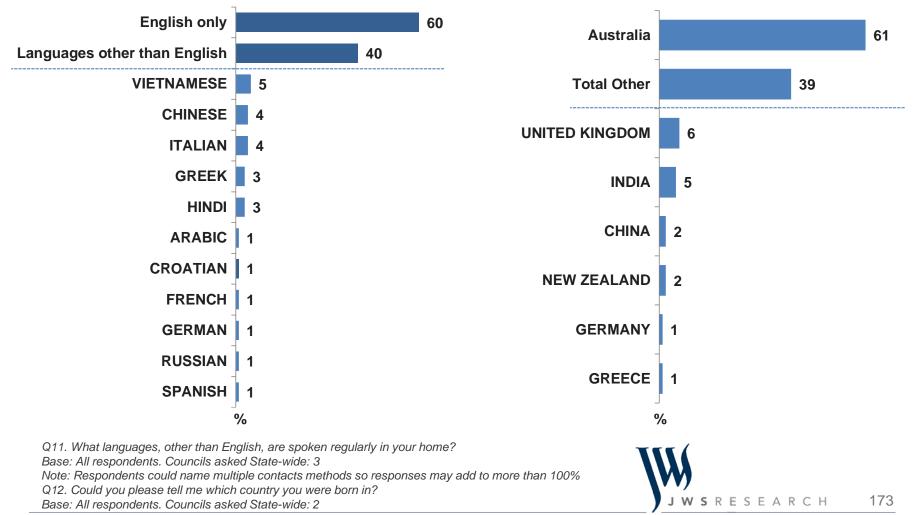
#### 2015 Own or Rent



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

### 2015 LANGUAGES SPOKEN AT HOME 2015 COUNTRIES OF BIRTH

2015 Languages Spoken



#### 2015 Countries of Birth

# APPENDIX A: FURTHER PROJECT INFORMATION

### APPENDIX A: BACKGROUND AND OBJECTIVES

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 the State 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 2012-2015 have been made throughout this report as appropriate.** 



### APPENDIX A: Margins of Error

The sample size for the 2015 State-wide Local Government Community Satisfaction Survey was n=28,316. 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=28,316 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 3,663,000 people aged 18 years or over overall, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	28316	27600	+/-0.6
Men	12449	13619	+/-0.9
Women	15867	13981	+/-0.8
Metropolitan	6901	6800	+/-1.2
Interface	2500	2400	+/-2.0
Regional Centres	3000	2800	+/-1.8
Large Rural	8704	8400	+/-1.0
Small Rural	7211	7200	+/-1.2
18-34 years	2900	7053	+/-1.8
35-49 years	4868	6893	+/-1.4
50-64 years	8822	5840	+/-1.0
65+ years	11726	7814	+/-0.9

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### APPENDIX A: ANALYSIS AND REPORTING

In 2015, 69 of the 79 Victorian councils chose to participate 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, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating in 2012, 2013 and 2014 vary slightly to those participating in 2015, and that council groupings have changed for 2015. As such, comparisons to previous council group results have not been made within the report.

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

### APPENDIX A: ANALYSIS AND REPORTING

#### **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 benchmark 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.

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

### APPENDIX A: ANALYSIS AND REPORTING

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
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%		INDEX SCORE 56



### APPENDIX A: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

- \$1 = Index Score 1
  \$2 = Index Score 2
  \$3 = unweighted sample count 1
  \$4 = unweighted sample count 1
  \$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 A: ANALYSIS AND REPORTING

#### **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 2015 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- > Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



### APPENDIX A: ANALYSIS AND REPORTING

#### Reporting

Every council that participated in the 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The Overall State-wide Local Government Community Satisfaction Report is available at <u>www.localgovernment.vic.gov.au</u>.



### APPENDIX A: GLOSSARY OF TERMS

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

CSS: 2015 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.

