



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY 2017 STATE-WIDE RESEARCH REPORT

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

Background and objectives	4
Survey methodology and sampling	5
Further information	7
Key findings and recommendations	8
Summary of findings	20
Positives and areas for improvement	34
Detailed findings	35
➤ Key core measure: Overall performance	36
➤ Key core measure: Customer service	39
➤ Key core measure: Council direction indicators	49
➤ Communications	56
Individual service areas	61
➤ Community consultation and engagement	62
➤ Lobbying on behalf of the community	66
➤ Decisions made in the interest of the community	70
➤ The condition of sealed local roads in your area	74
➤ Informing the community	78
➤ The condition of local streets and footpaths in your area	82
➤ Traffic management	86
➤ Parking facilities	90

➤ Enforcement of local laws	94
➤ Family support services	98
➤ Elderly support services	102
➤ Disadvantaged support services	106
➤ Recreational facilities	110
➤ The appearance of public areas	114
➤ Art centres and libraries	118
➤ Community and cultural activities	122
➤ Waste management	126
➤ Business and community development and tourism	130
➤ Council's general town planning policy	134
➤ Planning and building permits	138
➤ Environmental sustainability	142
➤ Emergency and disaster management	146
➤ Planning for population growth in the area	150
➤ Roadside slashing and weed control	154
➤ Maintenance of unsealed roads in your area	158
➤ Business and community development	162
➤ Tourism development	166
Detailed demographics	170
Appendix: Further project information	177

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2017 State-wide Local Government Community Satisfaction Survey.

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

The main objectives of the survey are to assess the performance of councils throughout Victoria 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 each participating council area.

Survey sample matched to the demographic profile of each profile 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=27,907 completed interviews were achieved in State-wide. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=28,108 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=28,316 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=27,906 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=29,501 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=29,384 completed interviews, conducted in the period of 18th May – 30th June.

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

SURVEY METHODOLOGY AND SAMPLING

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 councils.

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. 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 2016.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in the [Appendix](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

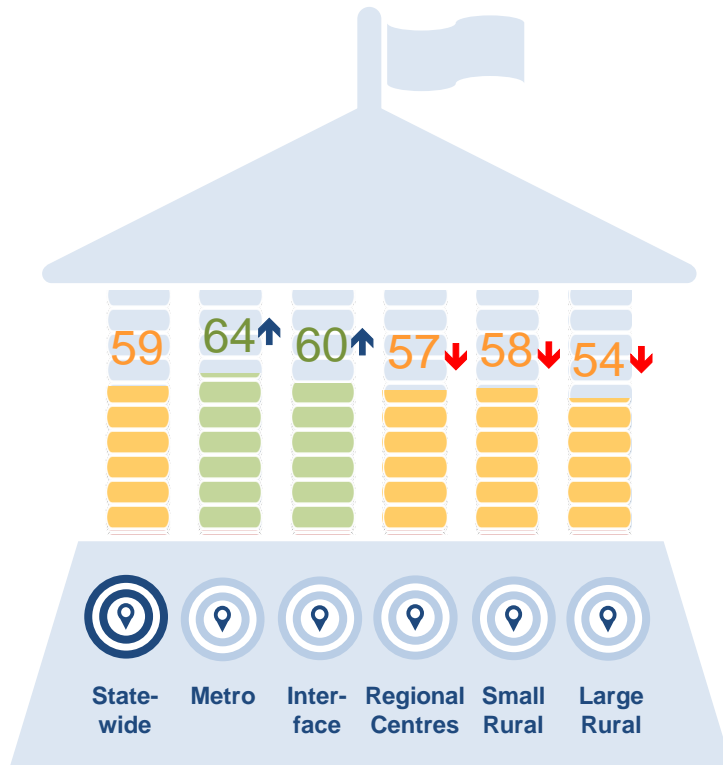
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS AND RECOMMENDATIONS

STATE-WIDE



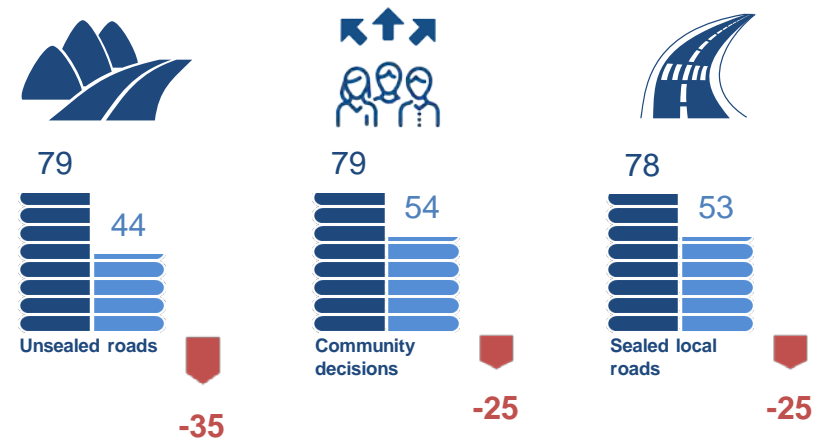
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



Importance Performance Net differential

The average **overall performance index score of 59** for councils State-wide is in line with the 2016 result, however remains lower than the peak index score of 61 in 2014.

- **Councils in the Metropolitan and Interface groups perform *significantly higher*** (at the 95% confidence interval) than the average for councils State-wide on the measure of overall performance (index scores of 64 and 60 respectively). Conversely, average ratings for **councils in the Small Rural, Regional Centres and Large Rural groups are *significantly lower*** than the State-wide average (index scores of 58, 57 and 54 respectively).
- The youngest (**aged 18 to 34 years**) and oldest (**aged 65+ years**) resident cohorts have ***significantly more favourable impressions*** of council performance overall than average (index scores of 62 and 60 respectively). Those aged between these two groups rate overall performance *significantly less favourable* (index score of 57 among those aged 35 to 49 years and 55 among those aged 50 to 64 years).
- There has been no significant change in performance index scores in the last year among demographic sub-groups. The exception is those aged 65+ years who rate overall performance a *significant* one index point higher than in 2016. Overall performance ratings among this cohort had been declining gradually from a high of 62 in 2014, however the 2017 result lifts the index score up from a low of 59 seen in 2016.

On average, Victorians are three times as likely to have a favourable impression (45% 'very good' or 'good') of councils' overall performance than to have an unfavourable impression (15% 'very poor' or 'poor'). A further 37% sit mid-scale providing councils an 'average' rating.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of overall State-wide ratings for core performance measures (as shown on page 22) shows that **performance ratings are stable or have increased by one or two index points** compared to State-wide results in 2016. Average ratings for councils State-wide only declined on one measure, **sealed local roads**, in the past year.

- Ratings for **making community decisions** (index score of 54) and **customer service** (index score of 69) remain unchanged from 2016 (as well as overall performance, discussed previously).
- State-wide average ratings for **consultation and engagement** (index score of 55, one point higher than 2016), **lobbying** (index score of 54, one point higher than 2016), and **overall council direction** (index score of 53, two points higher than 2016) increased in the past year.
- **On the measure of overall council direction, the index score of 53 is equal to the peak rating seen on this measure across 2013 to 2015.** This is the only core performance measure that has equaled previous peak ratings in 2017.

State-wide performance on **sealed local roads** (index score of 53) declined one index point in the past year.

- Ratings for the condition of sealed local roads is *significantly lower* than the State-wide average for councils in the Small Rural and Large Rural groups (index scores of 50 and 43 respectively). Ratings are *significantly higher* for councils in the Metropolitan and Interface groups (index scores of 66 and 59 respectively).
- In the past year, ratings declines on the measure of sealed local roads were *significant* among residents **aged 18 to 34** and **65+ years**, as well as **men**.

OVERVIEW OF CORE PERFORMANCE MEASURES [CONT'D]

Average ratings on **core measures** for councils in the Metropolitan group are *significantly higher* than averages for councils State-wide, while ratings for councils in the Large Rural group are *significantly lower*. This pattern is consistent across all core measures.

In summary, results for community consultation and engagement, advocacy and overall council direction all show significant improvement over the 2016 result. Conversely, there has been a decline in the result for sealed local roads. Council overall performance, customer service and decisions made in the interest of the community are on par with the 2016 results.

Almost three in five (59%) residents State-wide have had recent contact with their council.

- The main method of contacting councils is by telephone and in person (32% and 28% respectively). This pattern has not changed over time, with telephone used more often than in person contact. These methods of contact remain well ahead of email (14%) which is used more frequently than contacting council in writing (11%).
- Council residents aged 35 to 49 years have the most contact with their local councils (66%) while residents aged 18 to 34 years have the least contact (52%).

The customer service index of 69 is a positive result for councils State-wide. Customer service is one of the highest performing areas.

- Almost one third (30%) of residents rate councils' customer service as 'very good', with a further 36% rating customer service as 'good', consistent with 2016.
- **Men** and **residents aged 35 to 49 years** are *significantly less favourable* in their impressions of councils' customer service (index scores of 66 and 68 respectively). Customer service ratings among both of these demographic sub-groups has been trending down from their respective peak ratings in 2014 (index scores of 70 and 71).
- **Women** and residents aged 65+ years are *significantly more favourable* of councils' customer service (index scores of 72 and 71).

Among those whose most recent contact with their council was via email, customer service index scores have *declined significantly* in the last 12 months (index score of 65, down four points from 2016).

- **This is an area to pay attention to among councils who wish to migrate a greater number of service interactions to electronic communications.**
- The opposite has occurred among those who most recently contacted their council by telephone (index score of 73, up two points from 2016, a *significant increase*).

Newsletters, sent via mail (34%) or email (25%), are the preferred methods for councils to inform residents about news, information and upcoming events. The gap between these two methods of communication is reducing over time.

- **Preference for receiving information via email is steadily increasing** (from 18% in 2012).
- While **preference for receiving information sent via mail remains strong**, it has declined considerably in the last year from a steady 39% across 2013 to 2016.
- Residents aged 50 years or younger prefer to receive a council newsletter via mail (32%) to email (28%) by a small margin. Older residents (aged 50+ years) exhibit a greater preference for receiving a newsletter in the mail (37%) to email (21%).

AREAS WHERE COUNCIL IS PERFORMING WELL

Art centres and libraries is the area where councils **perform most strongly** (index score of 73). Overall performance State-wide increased in this area by one index point from 2016.

- Two-thirds of residents (66%) rate councils' performance in this area as 'very good' or 'good'.
- It is however considered one of the least important service areas (importance index score of 64).

Another area where councils Overall are well regarded is the appearance of public areas. With a performance index score of 71, this service area is rated second highest.

- Seven in ten residents (71%) rate councils' performance in this area as 'very good' or 'good'.
- Parks and gardens (10%) and public areas (4%) are among the frequently mentioned best things about living in Victoria's councils.
- While not the most important council service, the appearance of public areas is still considered an important council responsibility by residents State-wide (importance index score of 74).

Waste management (performance index score of 71) is another area where Councils are rated more highly compared to other service areas. Overall performance State-wide increased in this area by one index point in the last year.

- Seven in ten residents (69%) rate councils' performance in the area of waste management as 'very good' or 'good'. This service area also has the second highest importance score (importance index of 79).

On each of these service areas, ratings for councils in the Metropolitan group are *significantly higher* than averages for councils State-wide, while in the Large Rural group they are *significantly lower*.

The most significant decline in 2017 is a three point drop on the measure of **slashing and weed control** (index score of 53). Councils' performance in this area is at the lowest level recorded (noting that only a subset of councils measure this service).

- Performance on this measure *declined significantly* across almost all demographic groups. Residents aged 50 to 64 years are the exception, although ratings in this area are significantly lower than average.

Other services areas worthy of attention involve roads and parking. Impressions of the condition of sealed local roads (discussed previously), **as well as parking facilities, are the two other service areas that exhibited significant declines** (one index point) **in performance index scores in the past year.**

- Counter to the geographic trends, councils in the Metropolitan and Regional Centres group accrue *significantly lower* average ratings in parking facilities than councils overall, while councils in the Small Rural, Large Rural and Interface group garner *significantly higher* ratings in this area.

Furthermore, with a performance index score of 44, **the maintenance of unsealed roads is the lowest rated service area.** Two in five residents (39%) rate Council performance in this service area as 'very poor' or 'poor'.

- Councils in the Large Rural group rate on average *significantly lower* on this measure than councils State-wide, while councils in the Regional Centres group rate *significantly higher*.

Roads are a priority area for residents, with sealed local roads (importance index score of 78) and unsealed roads (importance index score of 79) rating among the most important service areas.

If forced to choose, more residents prefer to see **service cuts (50%) to maintain council rates at current levels over rate rises (31%) to improve local services.**

- **Over time, preference has been shifting toward ‘service cuts’.** In 2012, 44% of residents claimed to prefer service cuts to maintain council rates at current levels. The proportion of residents preferring service cuts has been trending up over time to 50% in 2017. This contrasts with the 40% of residents who in 2012 had a preference for rate rises to improve local services (compared to 31% currently).
- Residents are almost three times as likely to ‘definitely prefer service cuts’ (27%) as they are to ‘definitely prefer rate rises’ (10%). The proportion of residents who ‘definitely prefer rate rises’ has changed little over time (from 11% in 2012). This contrasts with the proportion of residents who ‘definitely prefer service cuts’, which has steadily increased from 22% in 2012 to 27% currently.

On balance, more residents agree that the direction of councils’ overall performance has improved over the last 12 months (19%) compared to the proportion who believe it has deteriorated (13%).

- Further, residents State-wide are also more likely to agree that councils are heading in the ‘right’ direction (65%) than the ‘wrong’ direction (22%) (asked of a subset of councils).

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, councils State-wide should pay particular attention to the service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include the following, where the margin between importance and performance is greater than 20 points:

- **Unsealed roads** (margin of 35 points)
- **Making community decisions** (margin of 25 points)
- **Sealed local roads** (margin of 25 points)
- **Population growth** (margin of 24 points)
- **Planning and building permits** (margin of 21 points)
- **Slashing and weed control** (margin of 21 points).

Consideration should also be given to Large Rural councils and residents aged 50 to 64 years, who appear to be most driving negative opinion in 2017.

On the positive side, councils State-wide should **maintain the relatively strong performance in the areas of art centres and libraries, appearance of public areas and waste management, alongside other areas where performance index scores are relatively high.**

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65+ years and Metropolitan councils, and use these lessons to build performance experience and perceptions in other areas.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- Overall direction
- Art centres & libraries
- Waste management
- Emergency & disaster management
- Recreational facilities
- Family support services
- Enforcement of local laws
- Environmental sustainability
- Business / community development / tourism
- Consultation & engagement
- Lobbying
- Town planning policy
- Population growth
- Planning & building permits
- Unsealed roads

Lower results in 2017

(Significantly lower result than 2016)

- Sealed local roads
- Parking facilities
- Slashing and weed control

Most favourably disposed towards Council

- Aged 65+ years
- Metropolitan group

Least favourably disposed towards Council

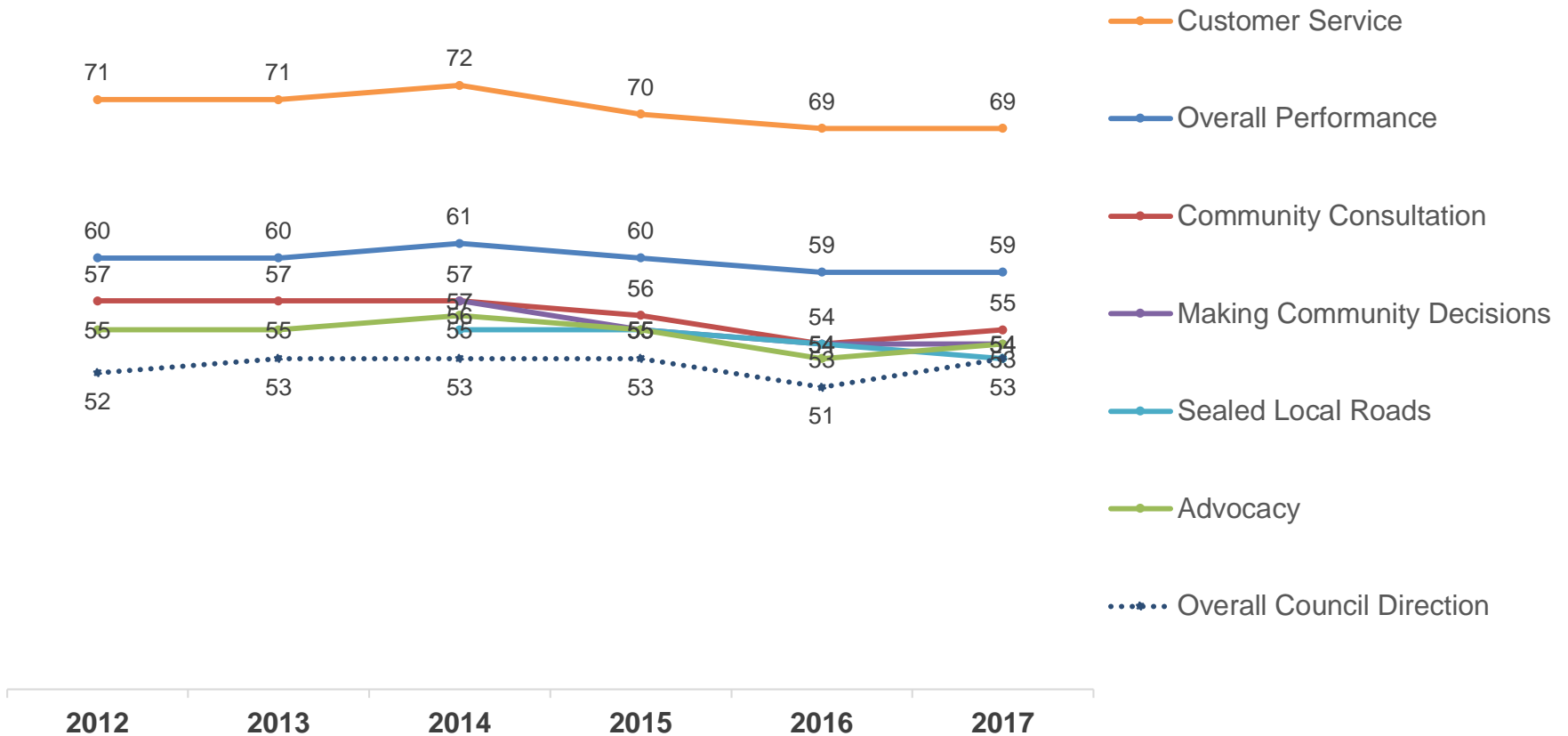
- Aged 50-64 years
- Large Rural group



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

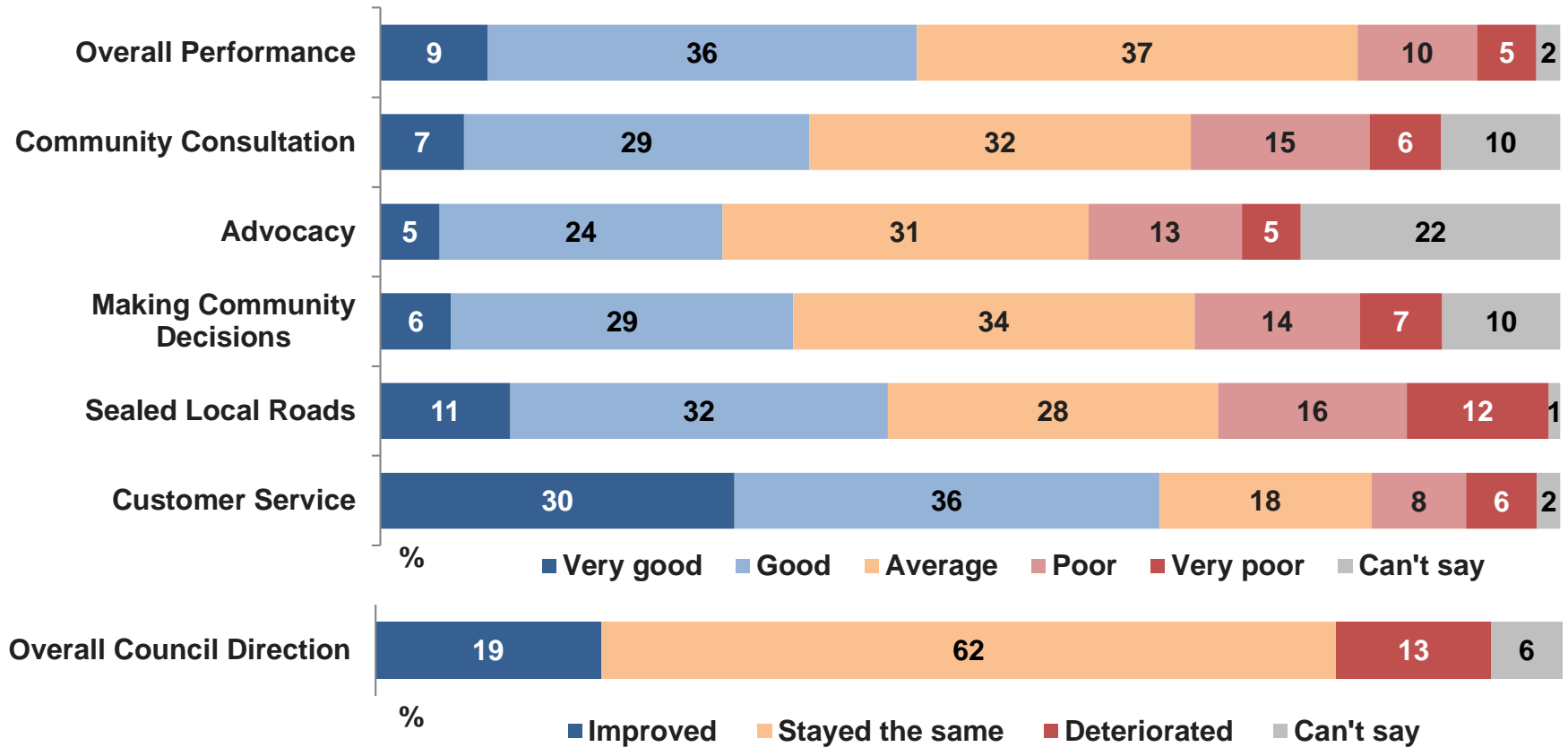
DETAILED ANALYSIS

Performance Measures	Overall 2017	Overall 2016	Highest score	Lowest score
OVERALL PERFORMANCE	59	59	Metropolitan	Large Rural Shires
COMMUNITY CONSULTATION (Community consultation and engagement)	55	54	Aged 18-34 years	Aged 50-64 years, Large Rural Shires
ADVOCACY (Lobbying on behalf of the community)	54	53	Aged 18-34 years	Aged 50-64 years, Large Rural Shires
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	54	54	Metropolitan, Aged 18-34 years	Large Rural Shires, Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	53	54	Metropolitan	Large Rural Shires
CUSTOMER SERVICE	69	69	Regional Centres, Women	Men, Large Rural Shires
OVERALL COUNCIL DIRECTION	53	51	Aged 18-34 years	Aged 50-64 years

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS

Key Measures Summary Results



2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

2017 Priority Area Importance		2016	2015	2014	2013	2012
Emergency & disaster mngt	80	80	80	80	80	80
Community decisions	79	80	80	79	n/a	n/a
Waste management	79	80	79	79	79	78
Unsealed roads	79	79	78	78	81	80
Sealed local roads	78	78	76	77	n/a	n/a
Elderly support services	78	78	79	79	79	80
Local streets & footpaths	77	77	77	77	78	77
Population growth	76	76	75	75	75	75
Informing the community	74	76	75	75	75	75
Appearance of public areas	74	74	73	73	74	73
Consultation & engagement	74	75	74	74	73	73
Slashing & weed control	74	73	73	75	74	71
Family support services	73	73	73	72	73	73
Environmental sustainability	72	73	73	73	72	71
Town planning policy	72	73	72	72	73	72
Traffic management	72	72	71	70	72	73
Recreational facilities	72	73	72	72	72	72
Planning & building permits	72	71	71	71	71	71
Disadvantaged support serv.	71	73	73	72	73	73
Enforcement of local laws	71	70	71	70	71	70
Parking facilities	70	70	70	70	71	71
Business & community dev.	70	70	69	69	n/a	n/a
Lobbying	69	69	69	70	70	70
Bus/community dev./tourism	67	67	67	67	67	66
Art centres & libraries	64	66	65	66	66	66
Tourism development	62	63	65	65	n/a	n/a
Community & cultural	61	62	62	62	62	62

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

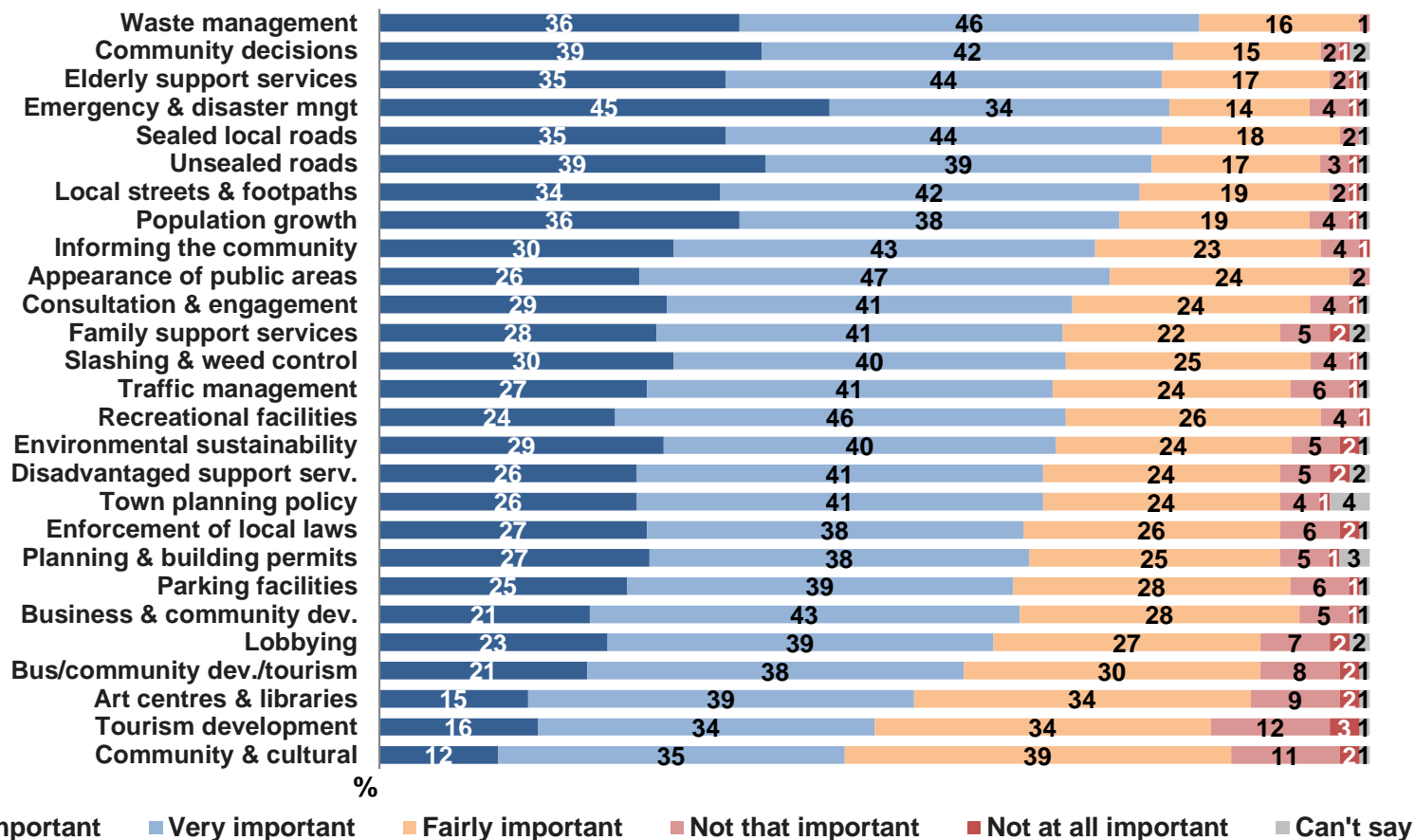
Base: All respondents. Councils asked state-wide: 32

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance

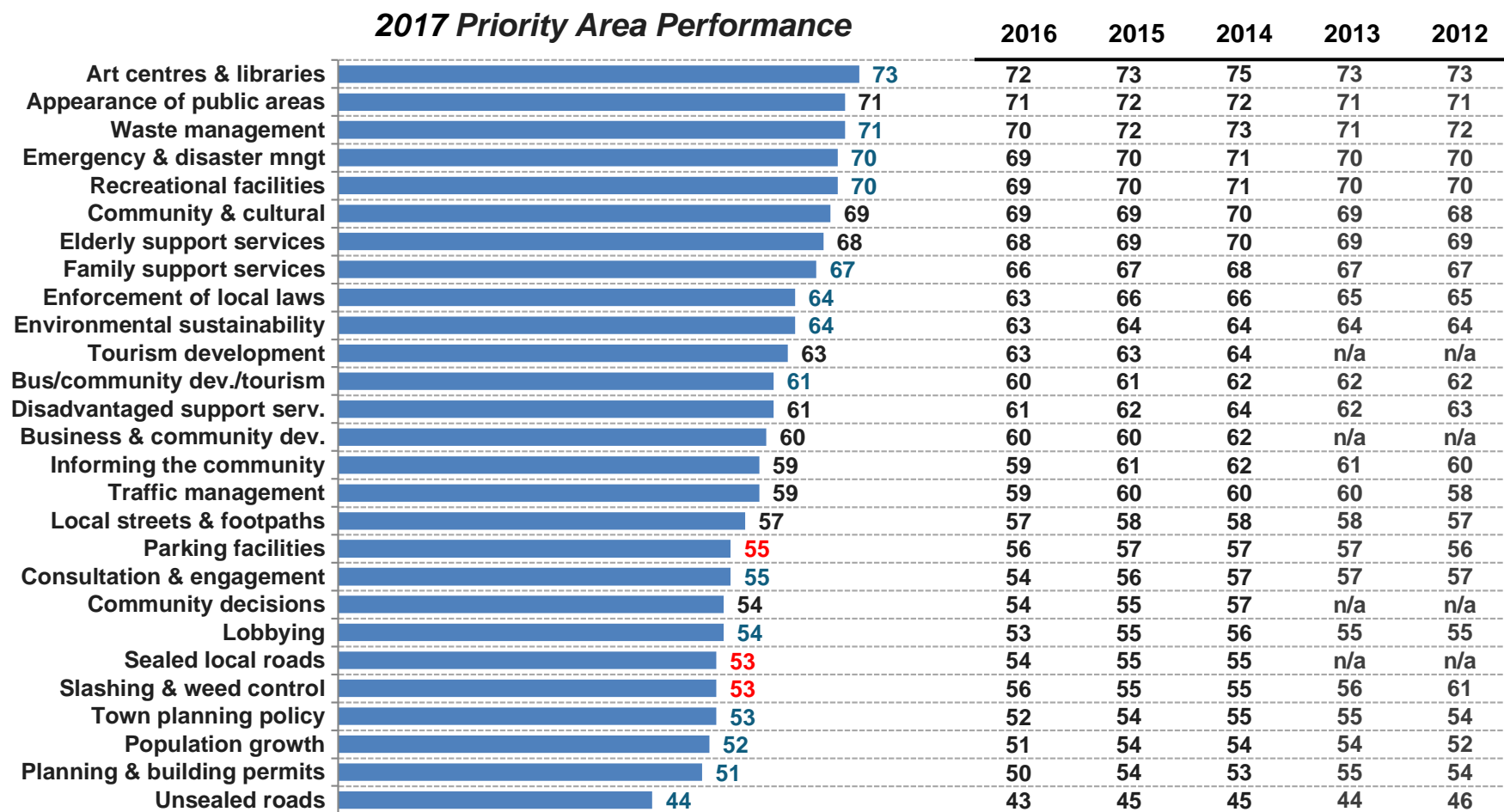


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 32

2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



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

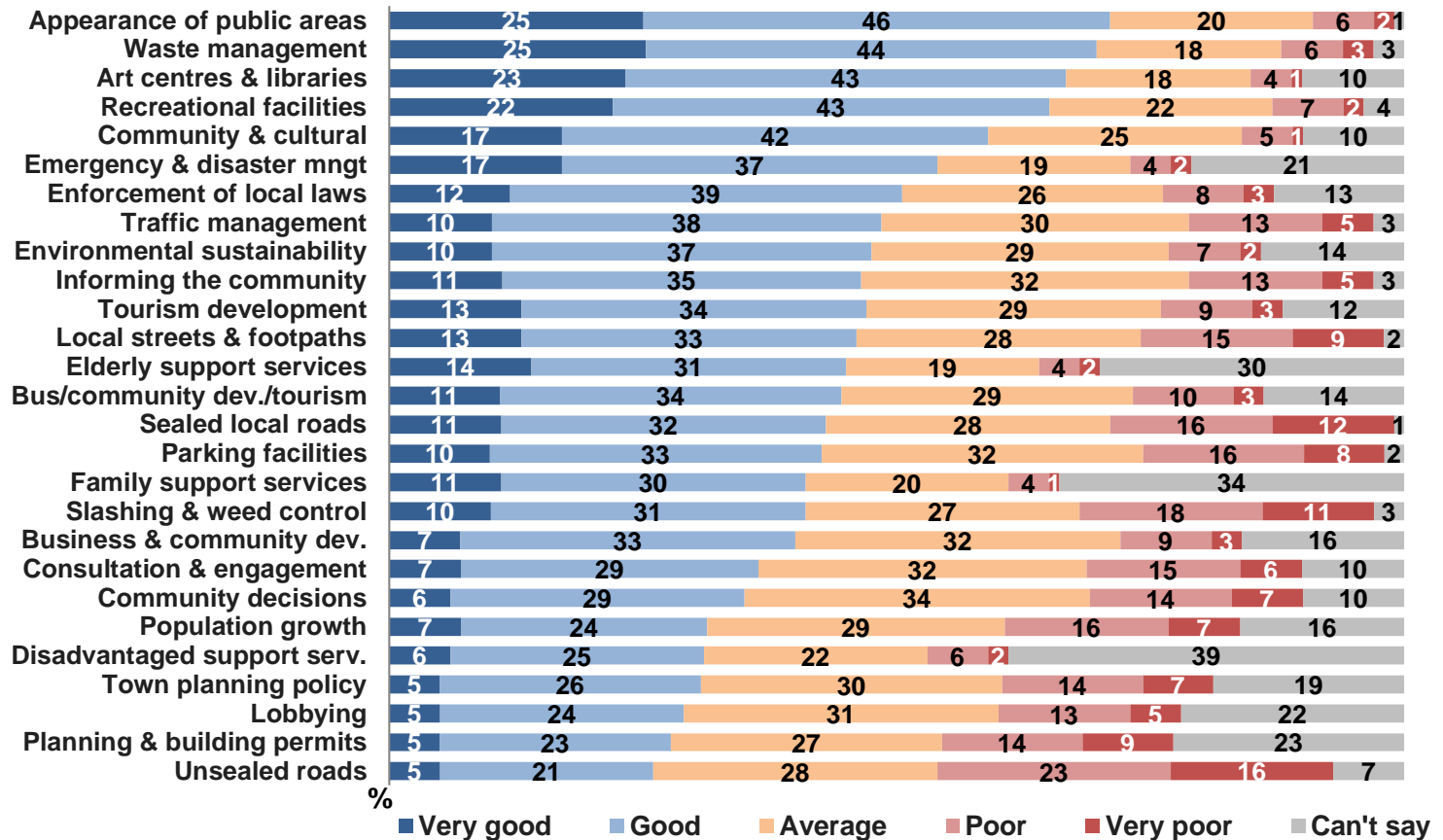
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES

Individual Service Areas Performance



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

Base: All respondents. Councils asked state-wide: 68

2017 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 style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management

Bottom Three Least Important Service Areas (Lowest to highest, i.e. 1. = least important)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Community & cultural 2. Tourism development 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2017 PERFORMANCE SUMMARY

BY COUNCIL GROUP

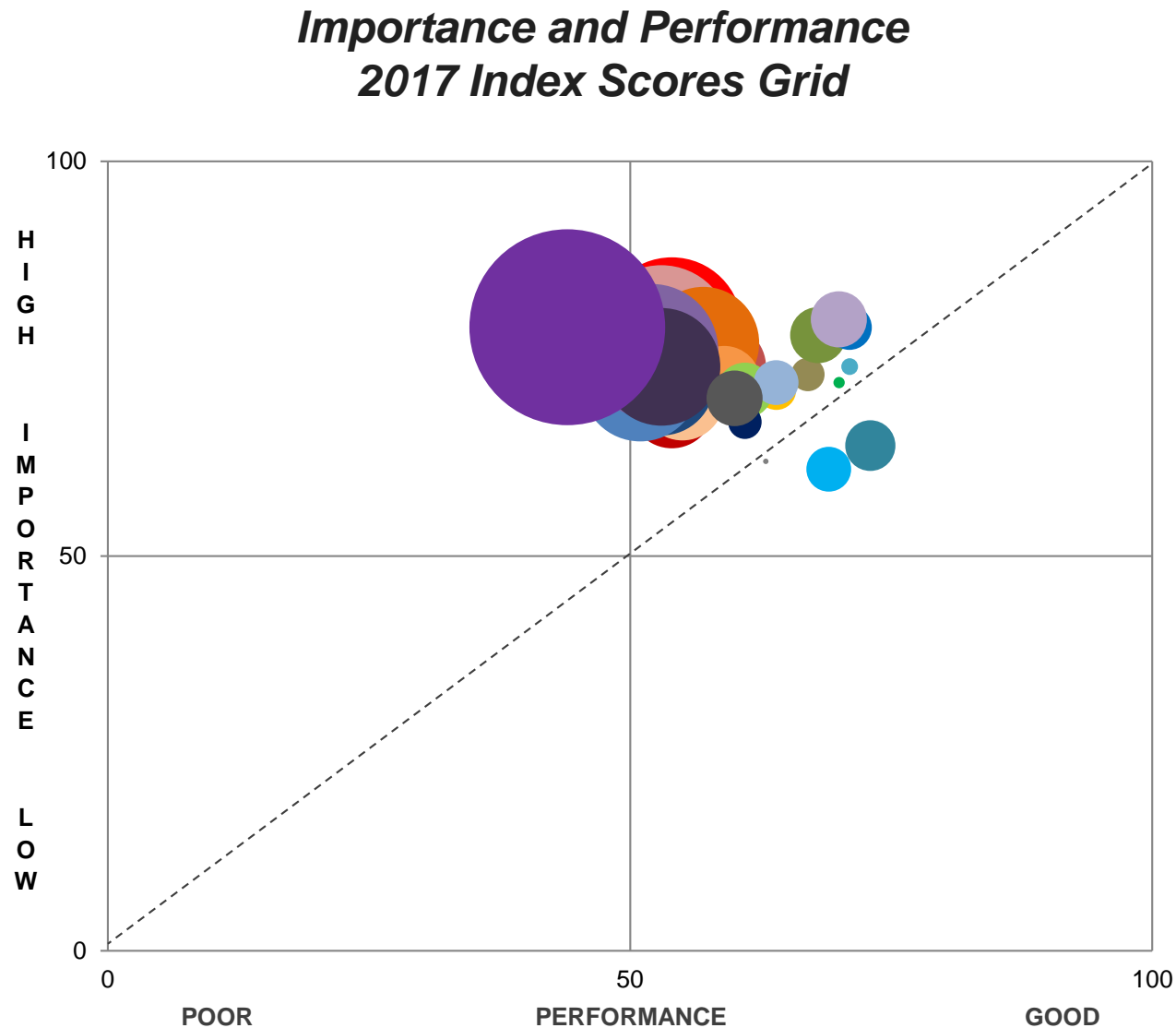
Top Three Highest Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Waste management 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

Bottom Three Lowest Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

Service	Importance	Performance
Consultation & engagement	74	55
Lobbying on behalf of the community	69	54
Making community decisions	79	54
Condition of sealed local roads	78	53
Informing the community	74	59
Condition of local streets & footpaths	77	57
Traffic management	72	59
Parking facilities	70	55
Enforcement of local laws	71	64
Family support services	73	67
Elderly support services	78	68
Disadvantaged support services	71	61
Recreational facilities	72	70
Appearance of public areas	74	71
Art centres & libraries	64	73
Community & cultural activities	61	69
Waste management	79	71
Business & community development & tourism	67	61
Town planning policy	72	53
Planning permits	72	51
Environmental sustainability	72	64
Emergency & disaster management	80	70
Planning for pop. growth	76	52
Slashing & weed control	74	53
Maintenance of unsealed roads	79	44
Business & community dev.	70	60
Tourism development	62	63

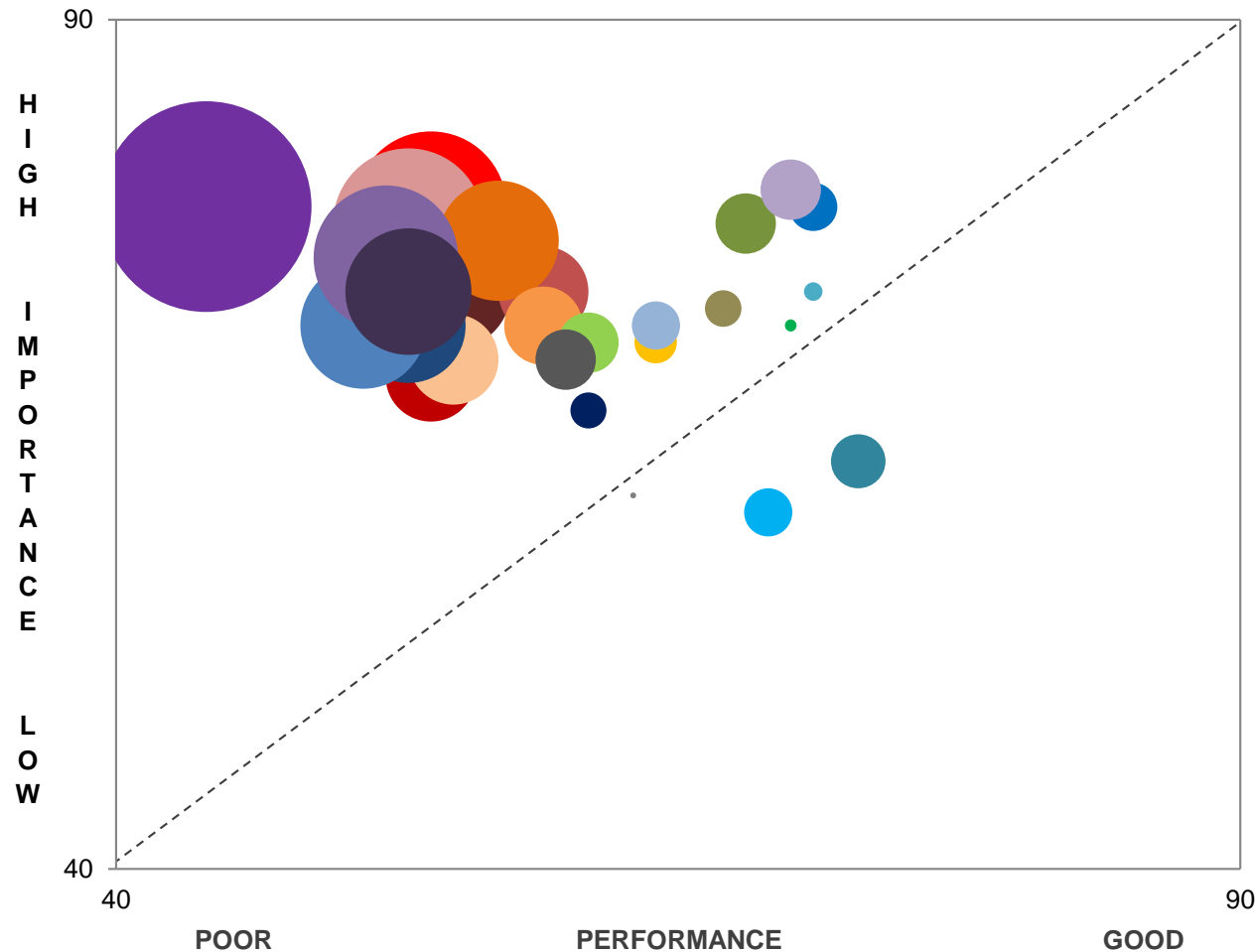


Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents

Service	Importance	Performance
Consultation & engagement	74	55
Lobbying on behalf of the community	69	54
Making community decisions	79	54
Condition of sealed local roads	78	53
Informing the community	74	59
Condition of local streets & footpaths	77	57
Traffic management	72	59
Parking facilities	70	55
Enforcement of local laws	71	64
Family support services	73	67
Elderly support services	78	68
Disadvantaged support services	71	61
Recreational facilities	72	70
Appearance of public areas	74	71
Art centres & libraries	64	73
Community & cultural activities	61	69
Waste management	79	71
Business & community development & tourism	67	61
Town planning policy	72	53
Planning permits	72	51
Environmental sustainability	72	64
Emergency & disaster management	80	70
Planning for pop. growth	76	52
Slashing & weed control	74	53
Maintenance of unsealed roads	79	44
Business & community dev.	70	60
Tourism development	62	63

Importance and Performance 2017 Index Scores Grid (Magnified view)



Note: The larger the circle, the larger the gap between importance and performance.

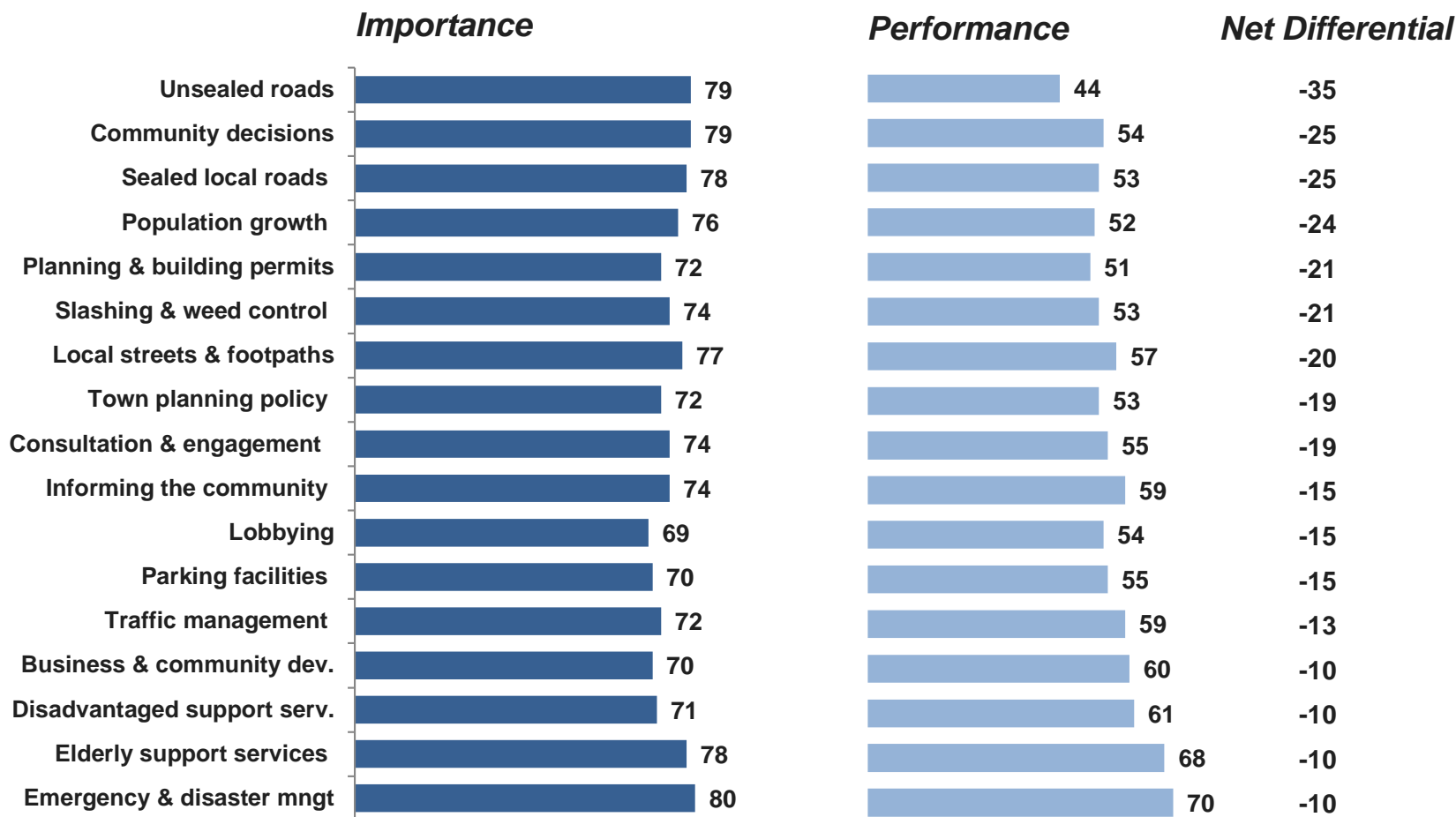
Base: All respondents

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



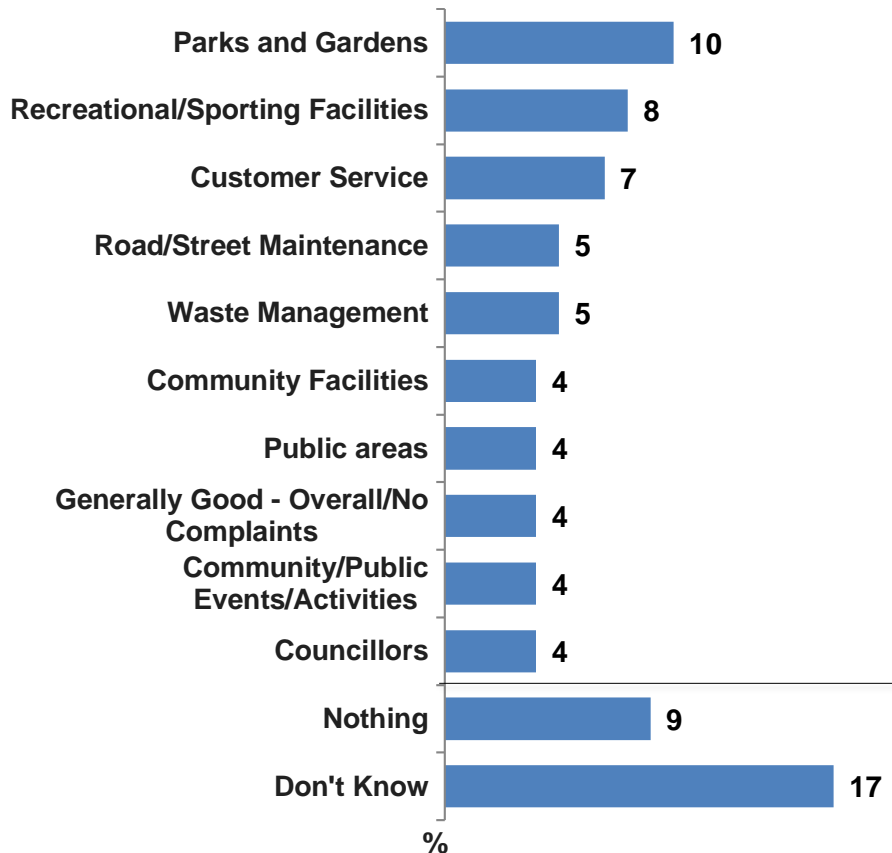
Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:



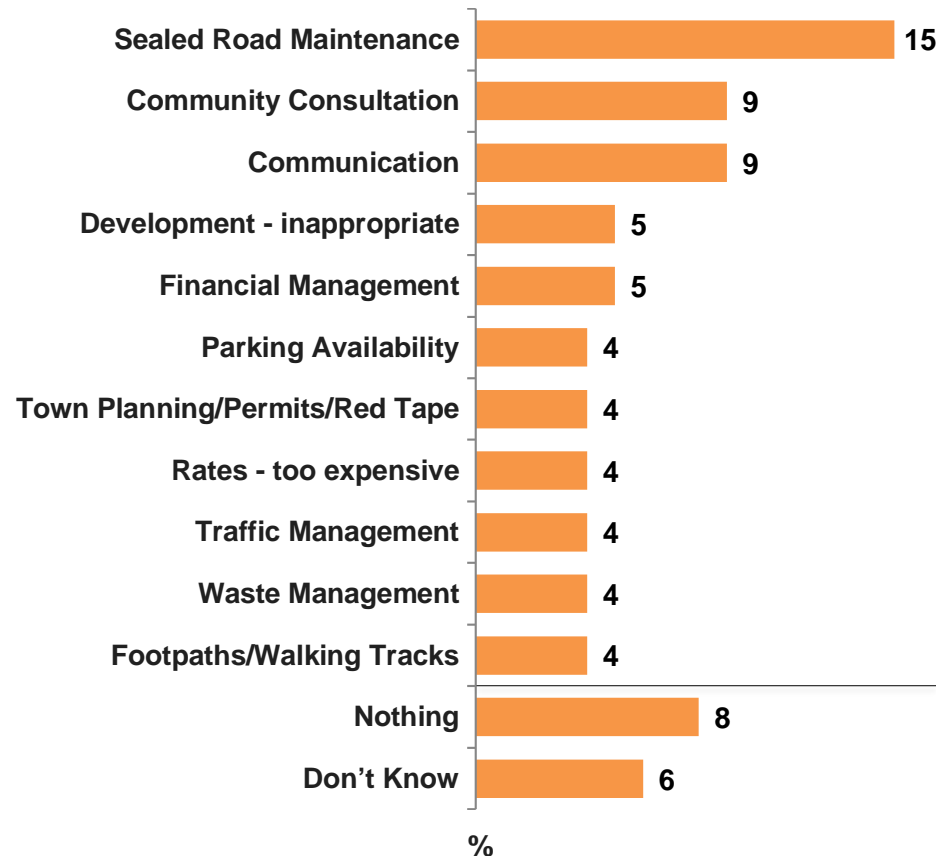
2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Best Aspects
- Top Mentions Only -



2017 Areas for Improvement
- Top Mentions Only -



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

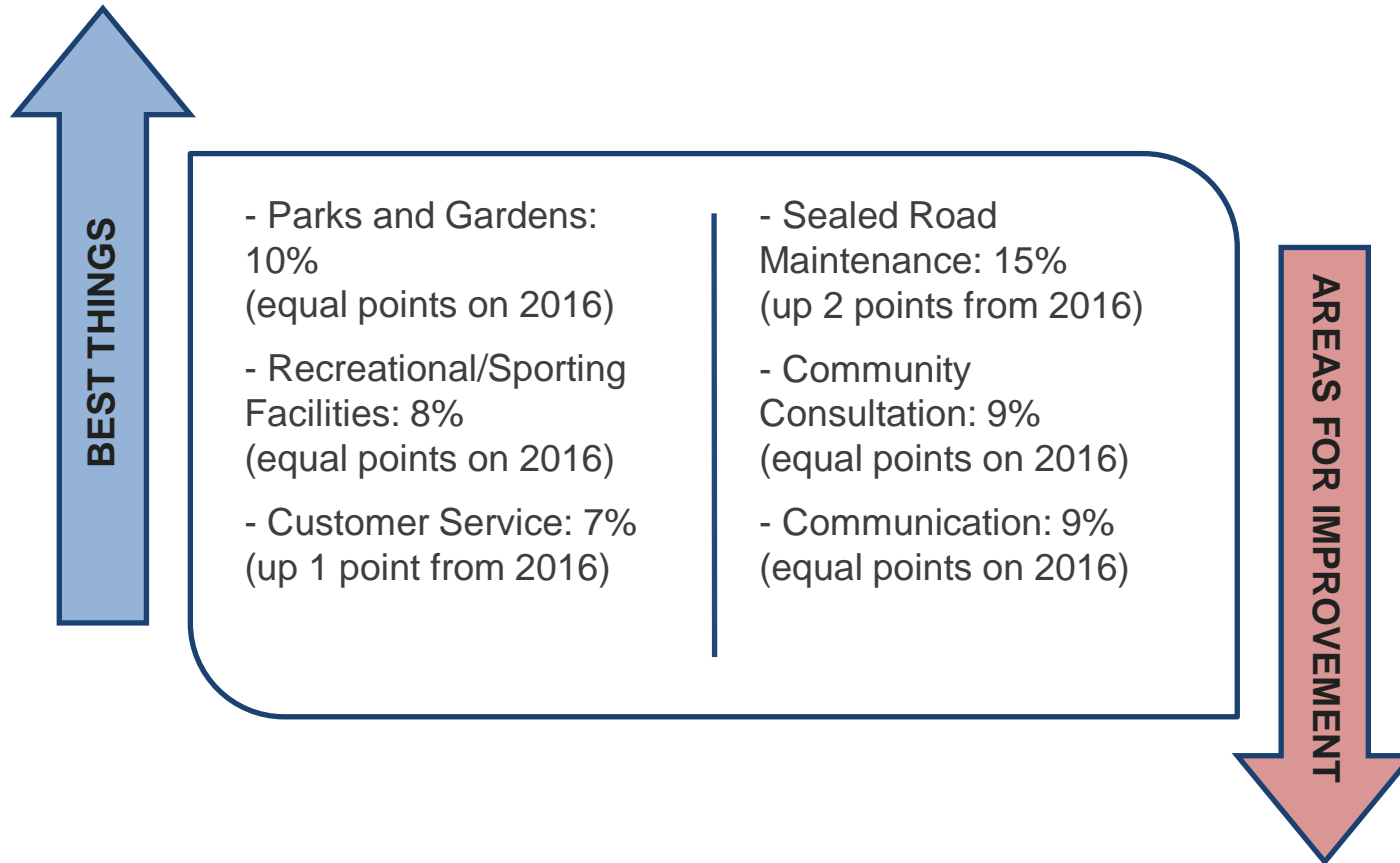
Base: All respondents. Councils asked state-wide: 25

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

Base: All respondents. Councils asked state-wide: 41

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





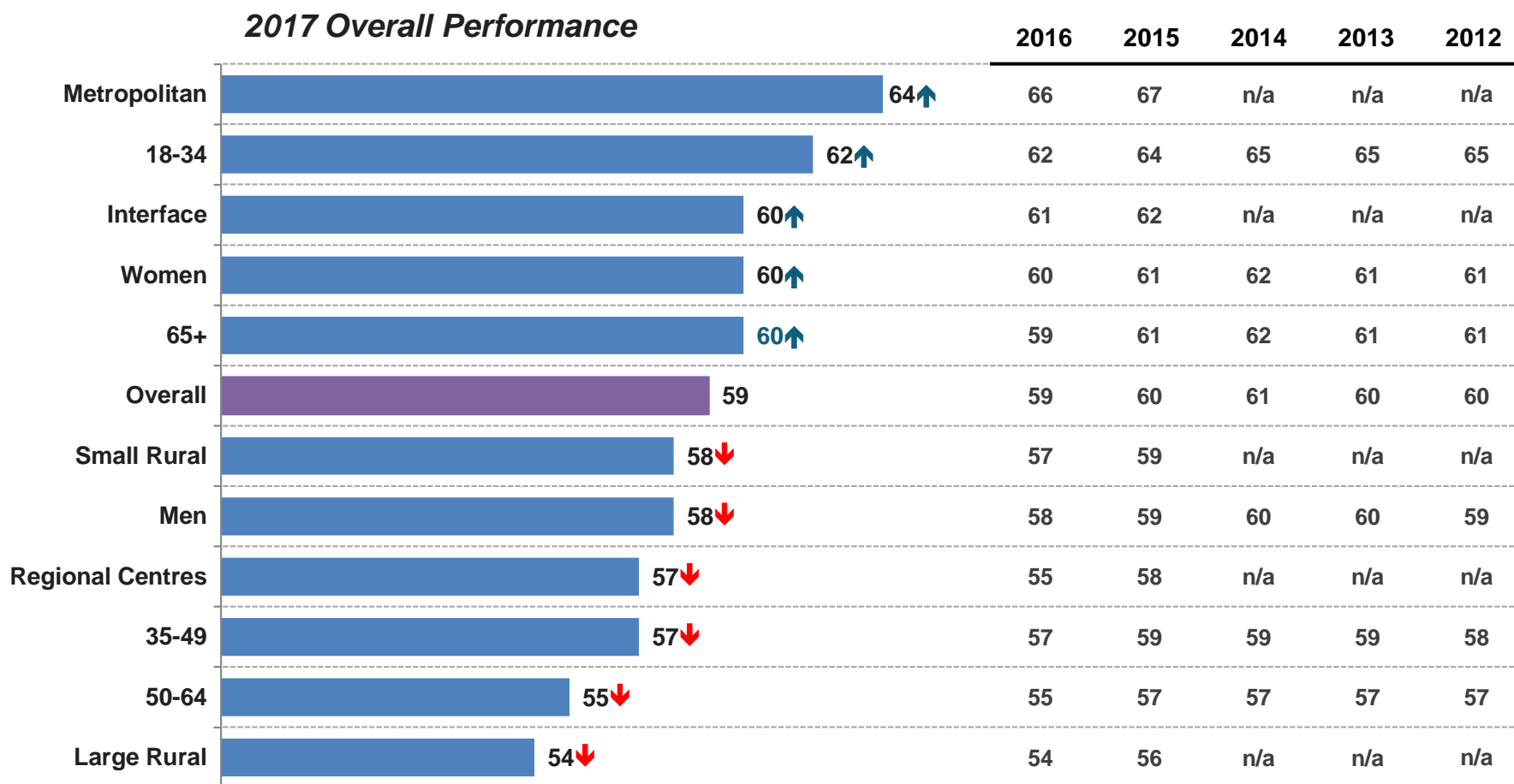
DETAILED FINDINGS



KEY CORE MEASURE OVERALL PERFORMANCE

OVERALL PERFORMANCE

INDEX SCORES



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

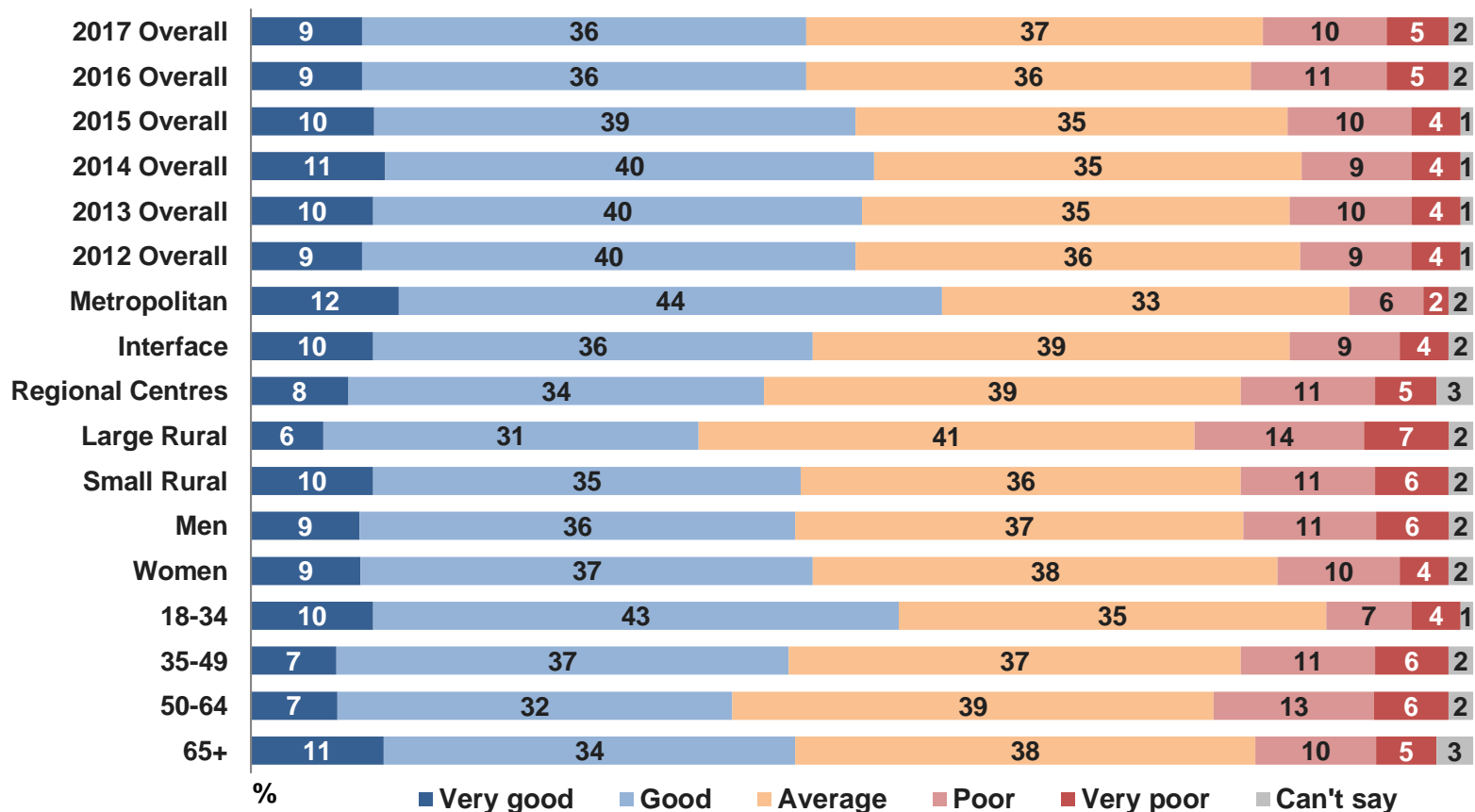
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 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: 68



KEY CORE MEASURE CUSTOMER SERVICE

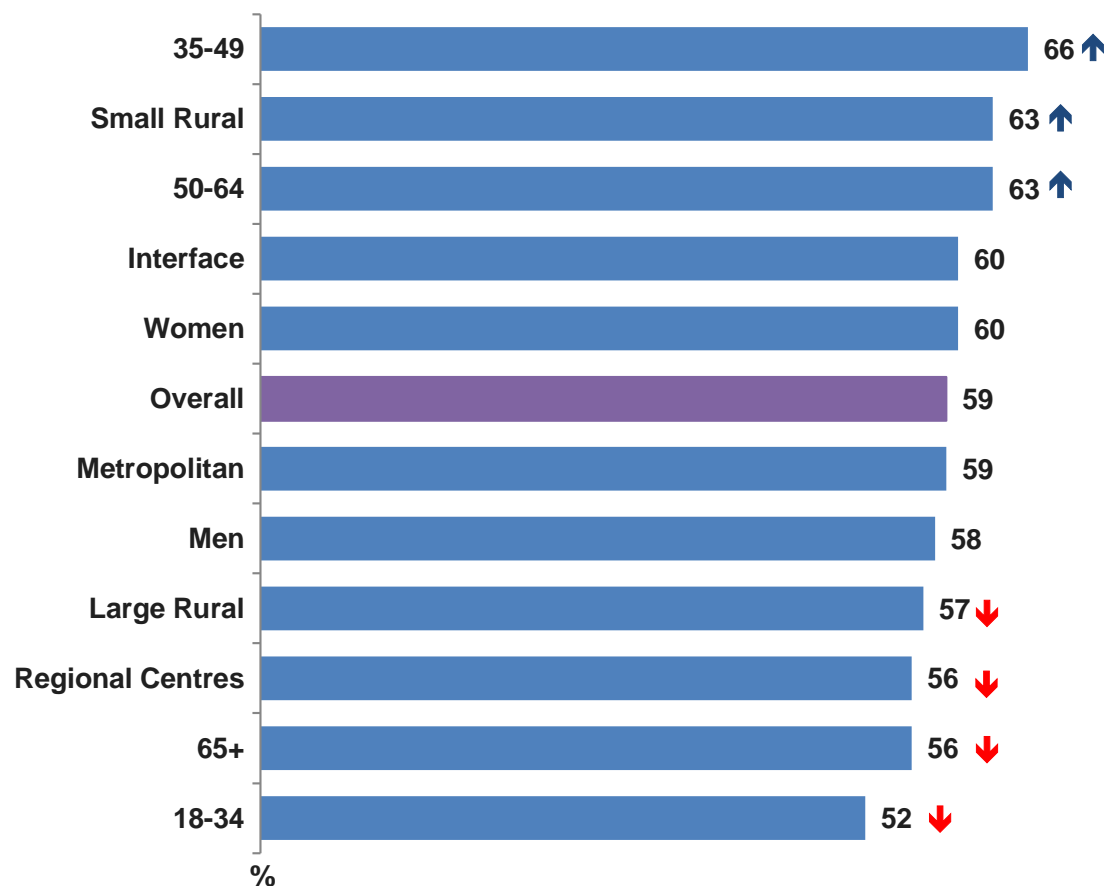
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Council	<ul style="list-style-type: none">• 59%, equal with 2016
Most contact with Council	<ul style="list-style-type: none">• Aged 35-49 years
Least contact with Council	<ul style="list-style-type: none">• Aged 18-34 years
Customer service rating	<ul style="list-style-type: none">• Index score of 69, equal points on 2016
Most satisfied with customer service	<ul style="list-style-type: none">• Regional Centres• Women
Least satisfied with customer service	<ul style="list-style-type: none">• Large Rural Shires• Men

2017 CONTACT WITH COUNCIL

2017 Contact with Council



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

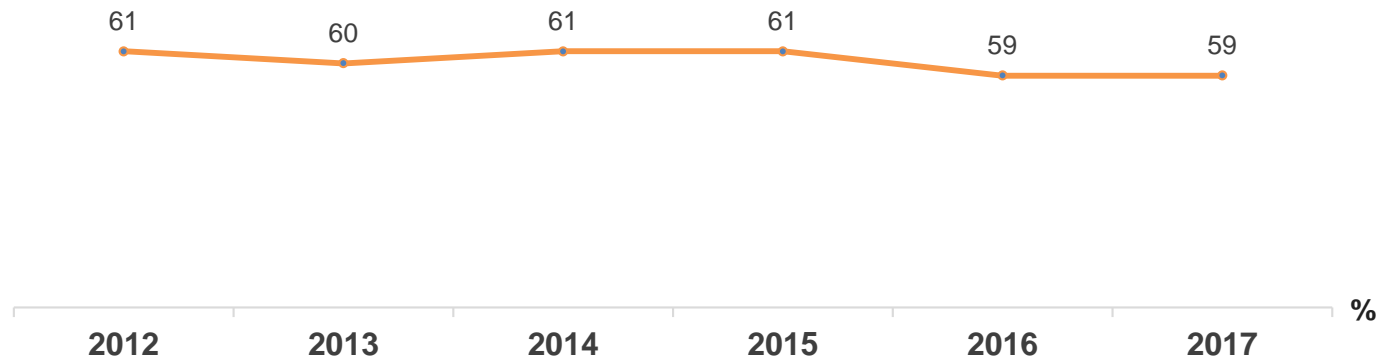
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 68

2017 CONTACT WITH COUNCIL

2017 Contact with Council

Have had contact



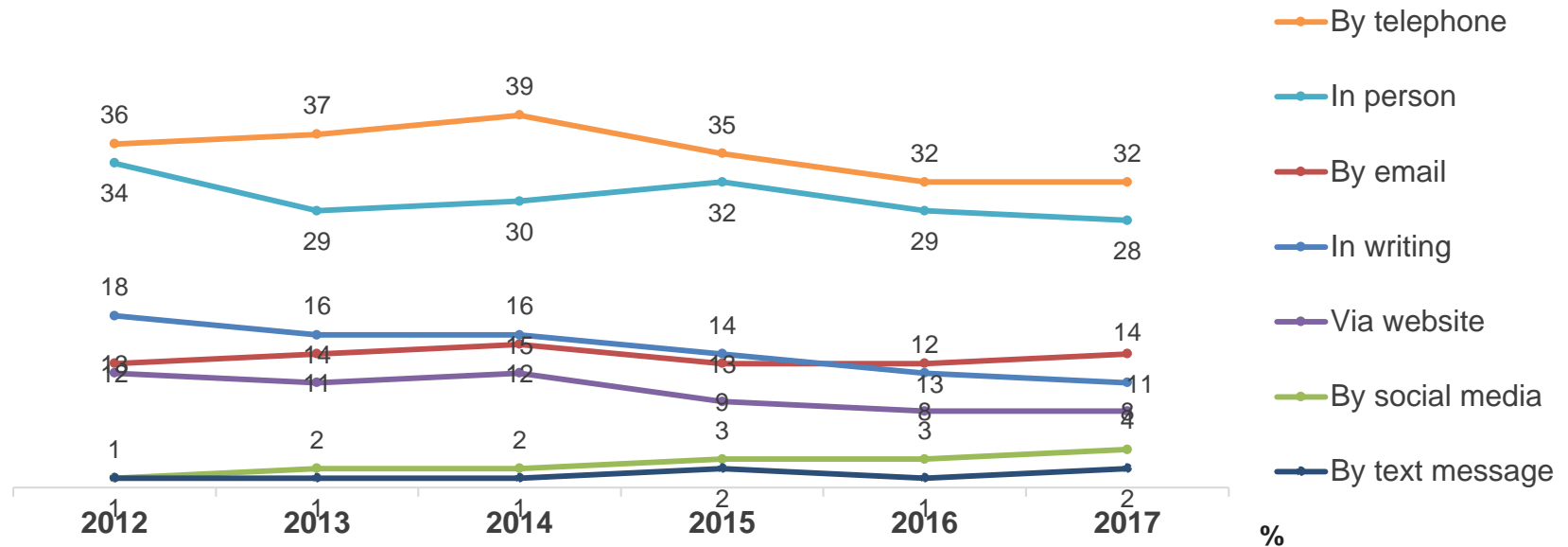
Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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

Base: All respondents. Councils asked state-wide: 68

2017 METHOD OF CONTACT WITH COUNCIL

2017 Method of Contact



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

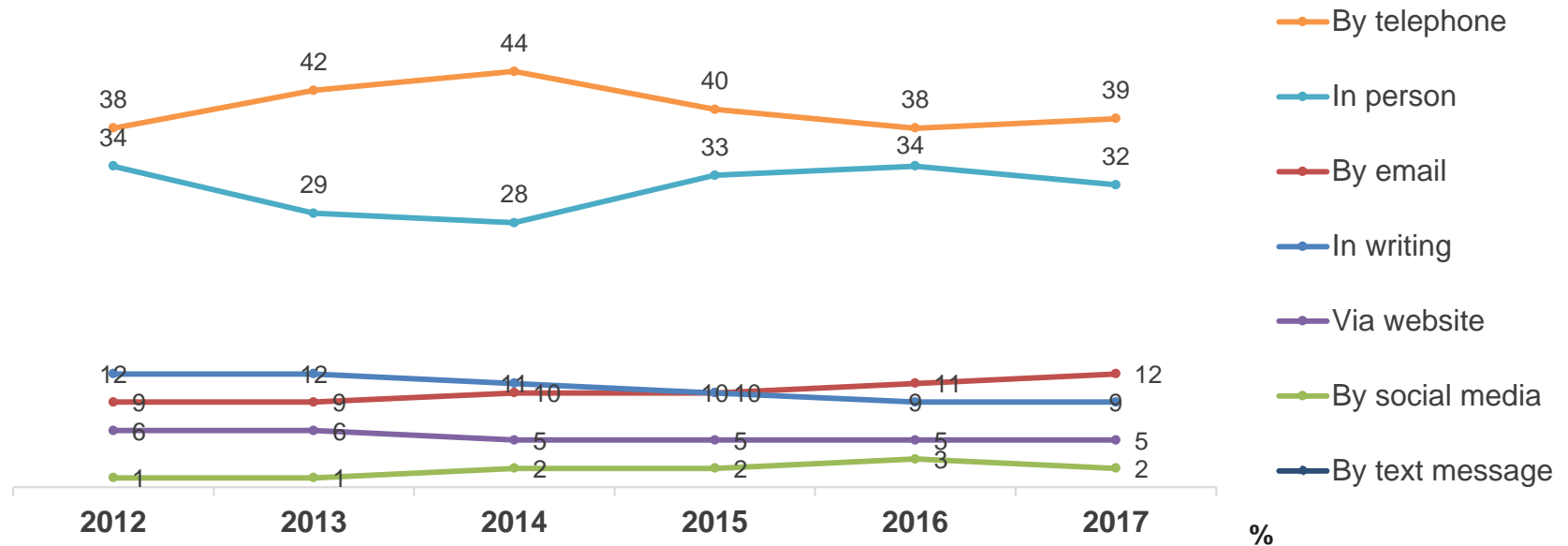
Base: All respondents.

Councils asked state-wide: 19

Note: Respondents could name multiple contact methods.

2017 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2017 Most Recent Contact

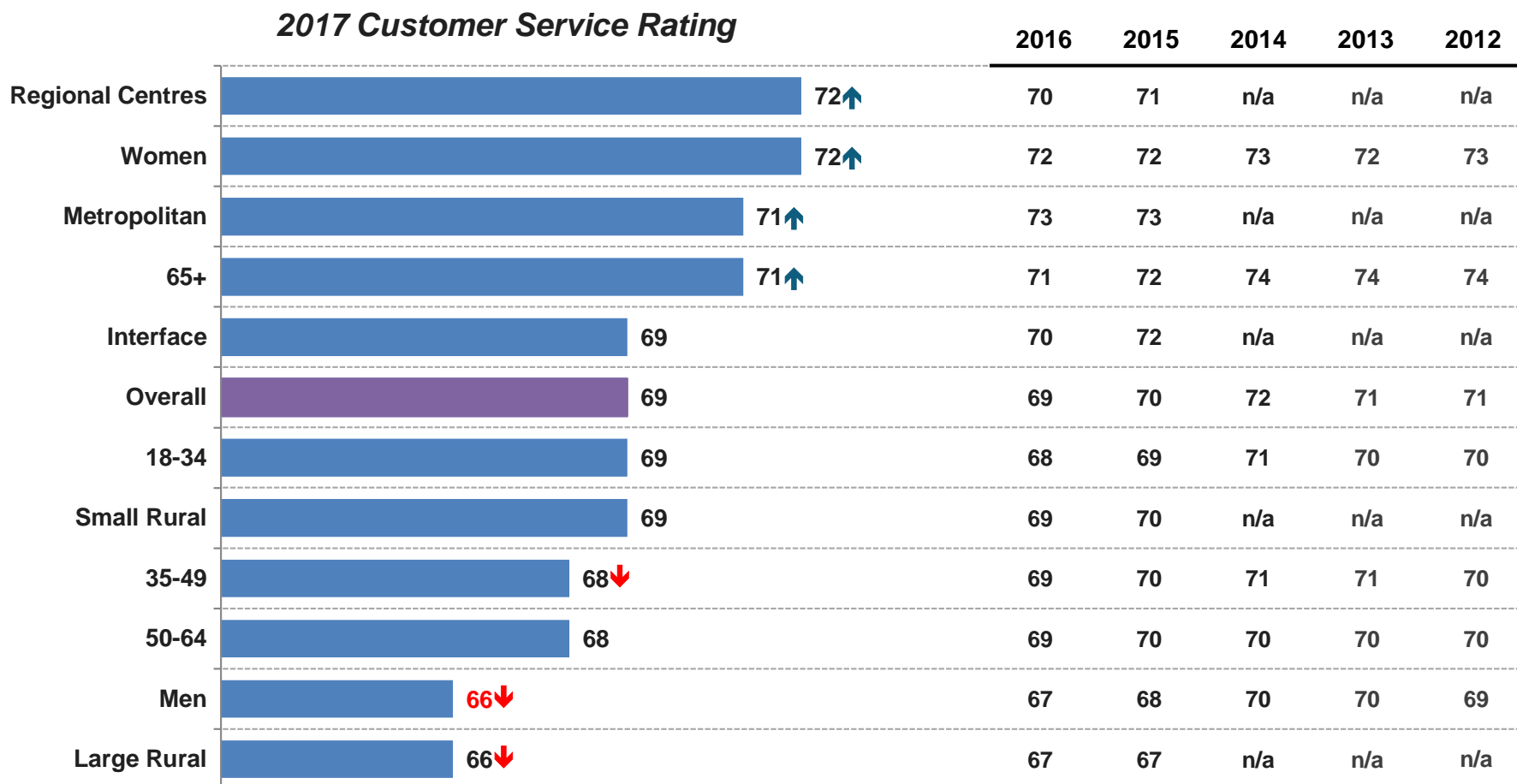


Q5b. What was the method of contact for the most recent contact you had with Council?

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

Councils asked state-wide: 19

2017 CONTACT CUSTOMER SERVICE INDEX SCORES



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.

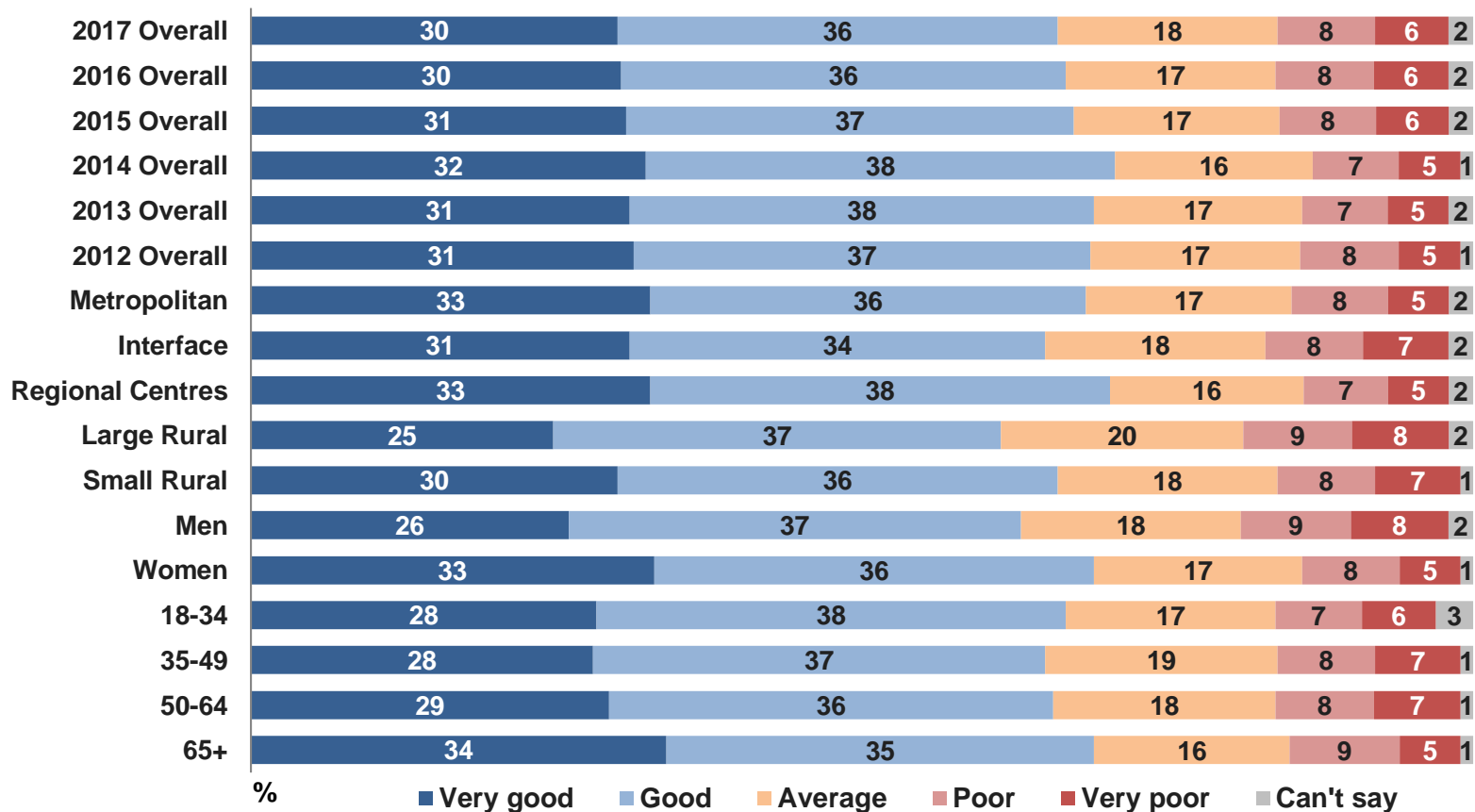
Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 Customer Service Rating



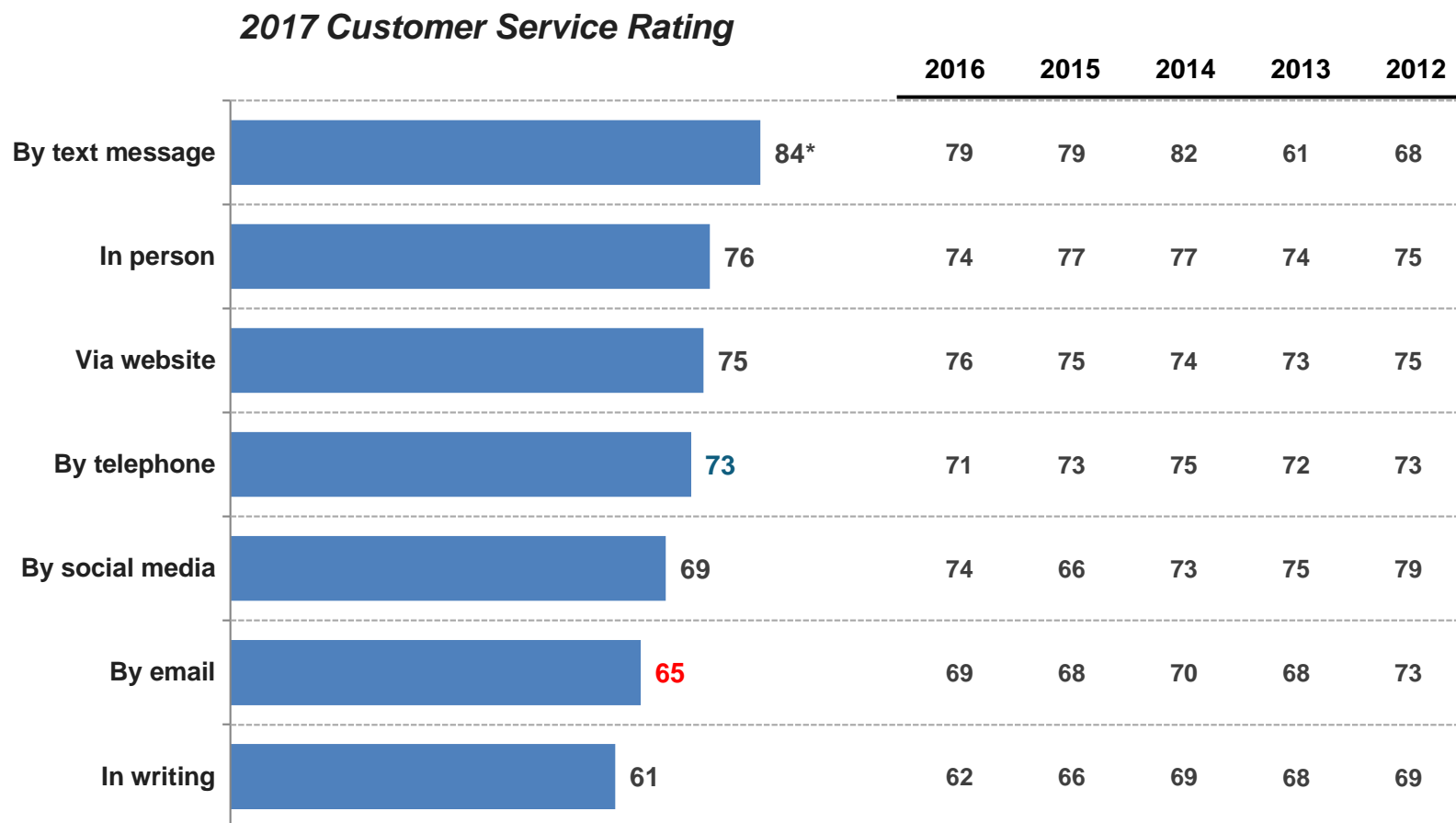
Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 68

2017 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: 19

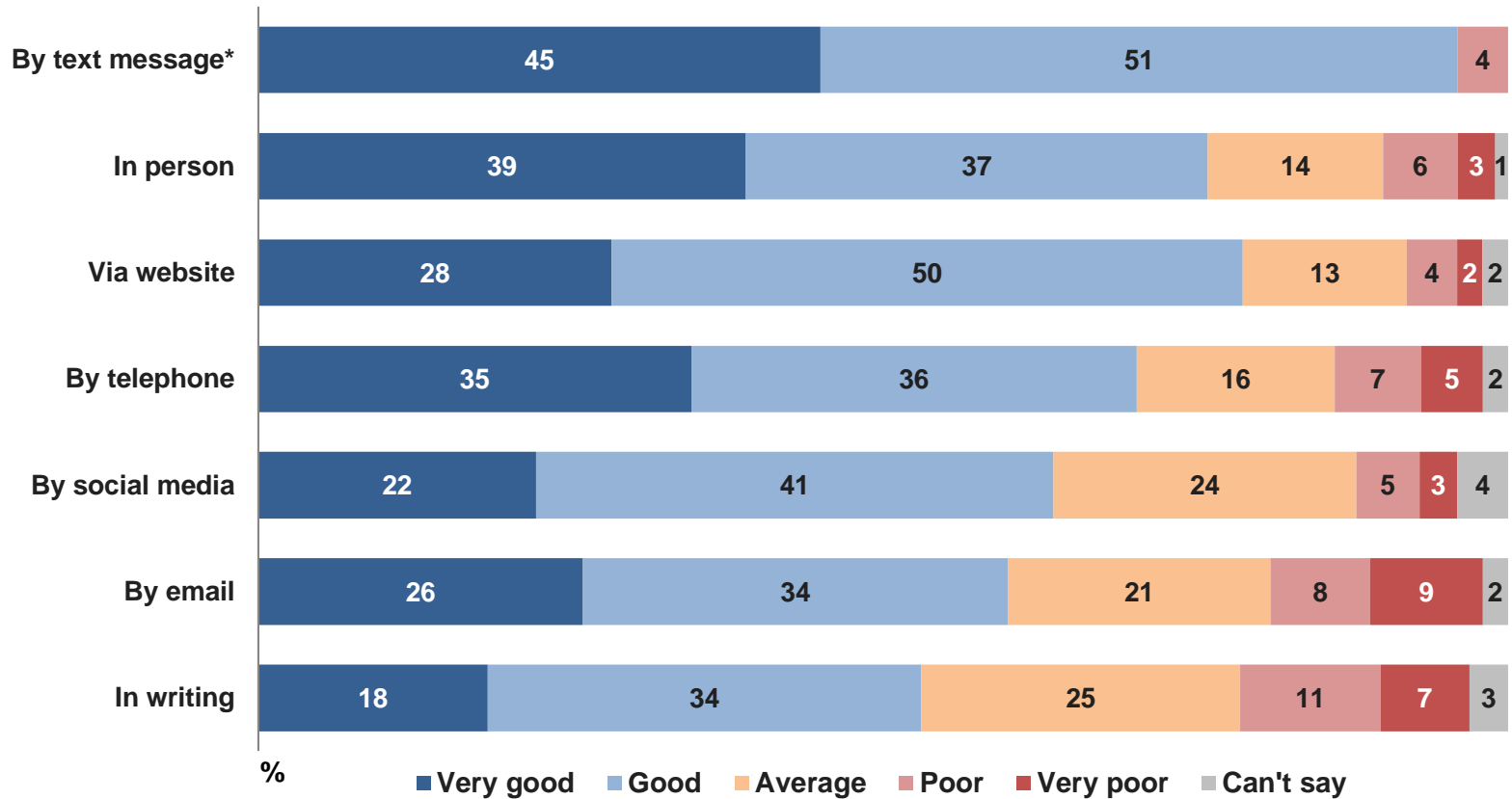
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

2017 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: 19

*Caution: small sample size < n=30

A satellite map of the United States is shown in the background of the title bar. Overlaid on the map is a glowing, interconnected network of lines and nodes, resembling a fiber-optic or data network, with a bright light source in the center of the network.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

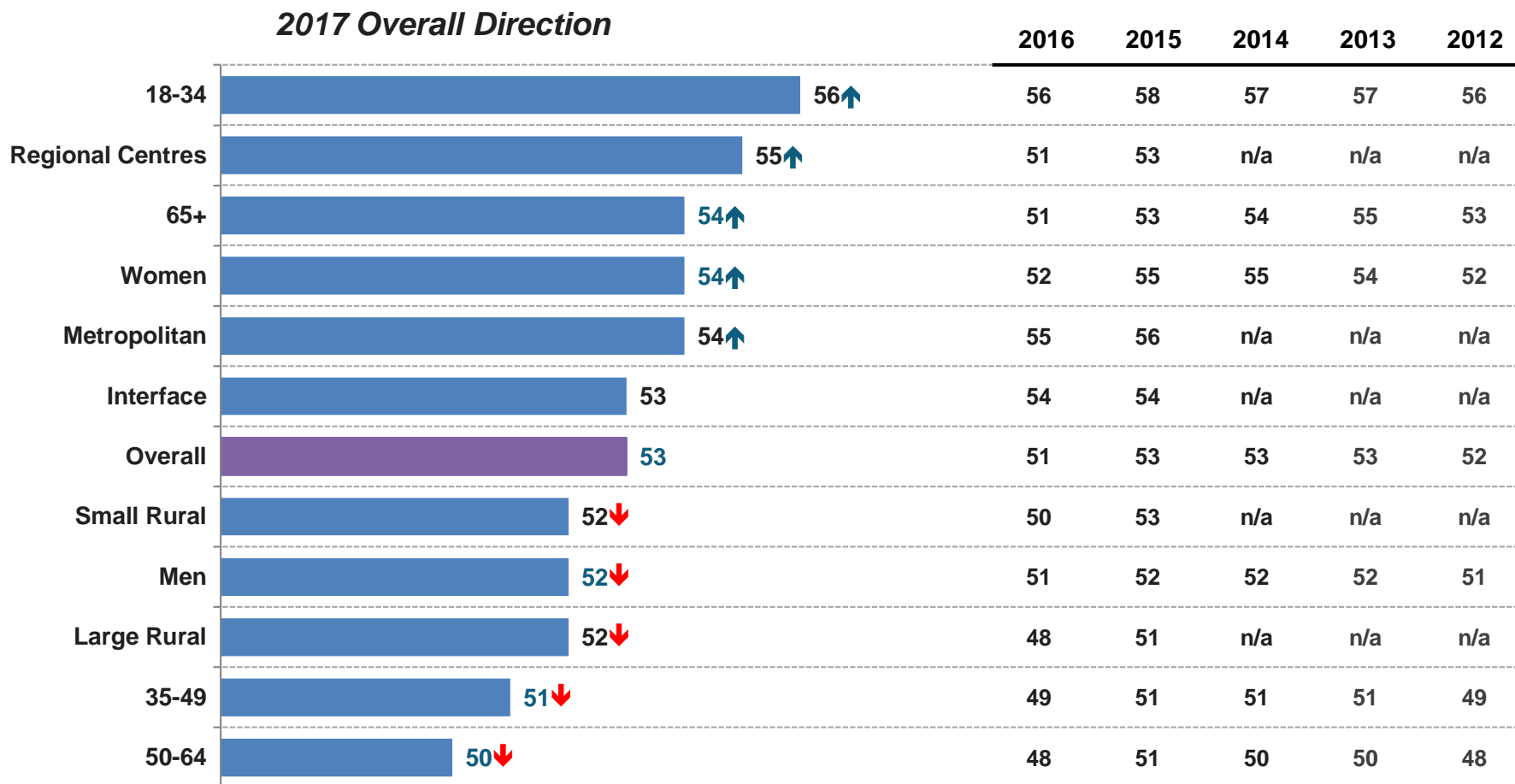
COUNCIL DIRECTION

SUMMARY

Council Direction from Q6	<ul style="list-style-type: none">• 62% stayed about the same, equal points on 2016• 19% improved, up 1 point on 2016• 13% deteriorated, down 2 points on 2016
Most satisfied with Council Direction from Q6	<ul style="list-style-type: none">• Aged 18-34 years
Least satisfied with Council Direction from Q6	<ul style="list-style-type: none">• Aged 50-64 years
Improvement from Q7	<ul style="list-style-type: none">• 46% a lot of room for improvement• 42% little room for improvement• 7% not much room for improvement
Direction Headed from Q8	<ul style="list-style-type: none">• 65% right direction (18% definitely and 47% probably)• 22% wrong direction (12% probably and 10% definitely)
Rates vs Services Trade-Off from Q10	<ul style="list-style-type: none">• 31% prefer rate rise, equal points on 2016• 49% prefer service cuts, down 1 point on 2016

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



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

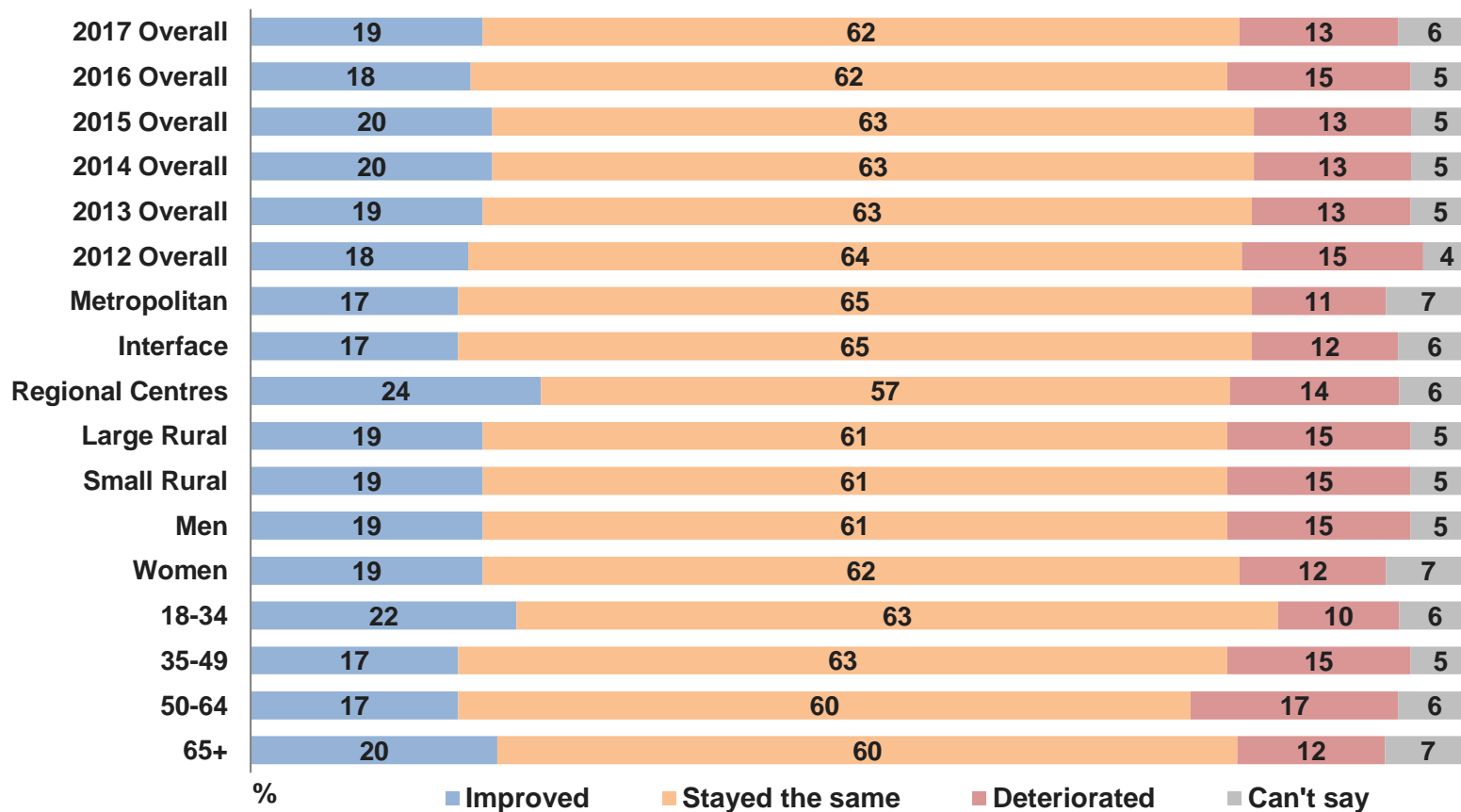
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2017 Overall Direction



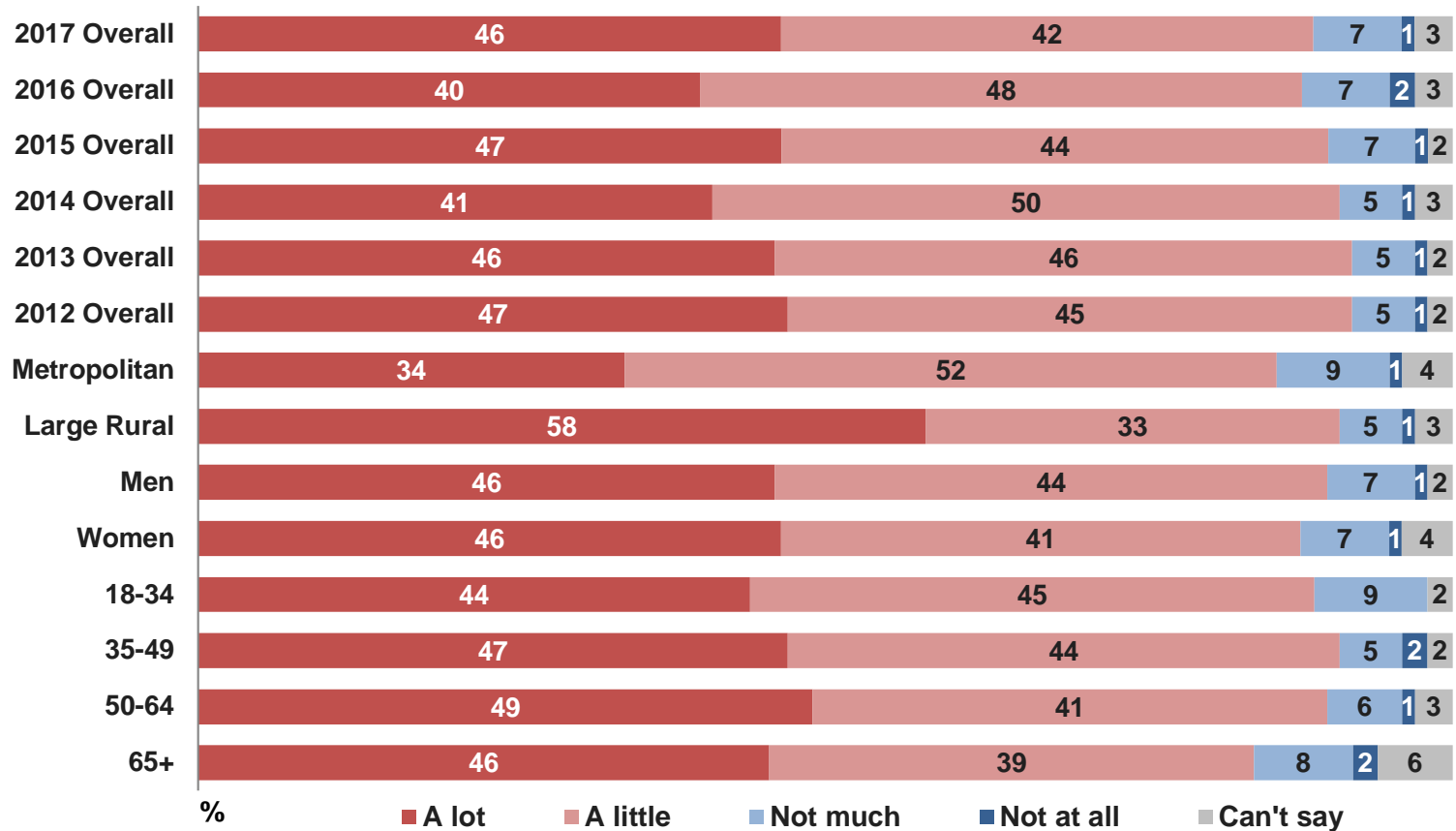
Q6. Over the last 12 months, what is your view of the direction of Council's overall performance?

Base: All respondents. Councils asked state-wide: 68

2017 ROOM FOR IMPROVEMENT IN SERVICES

DETAILED PERCENTAGES

2017 Room for Improvement



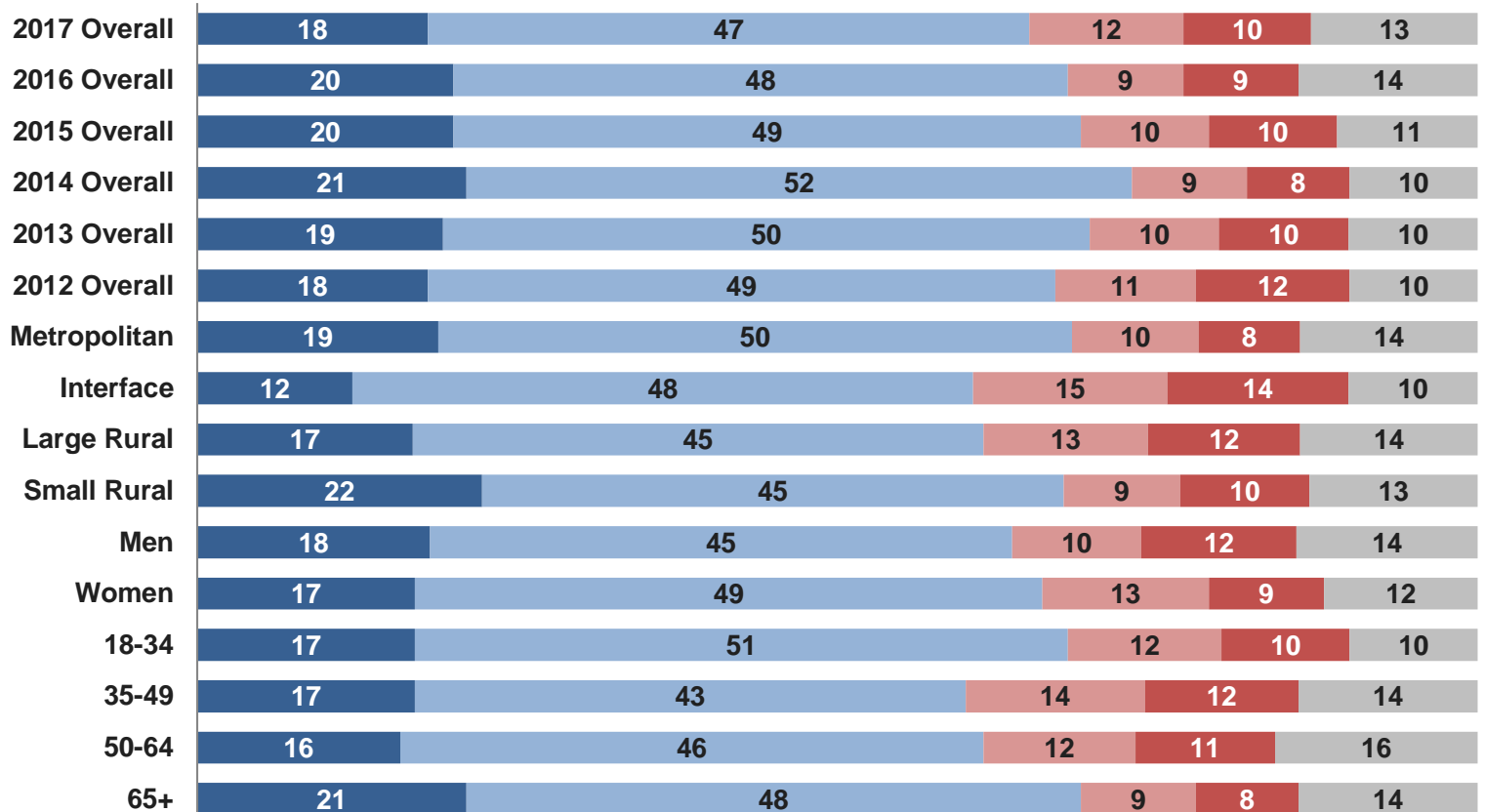
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Council's overall performance?

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

2017 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2017 Future Direction



%

■ Definitely right direction ■ Probably right direction ■ Probably wrong direction ■ Definitely wrong direction ■ Can't say

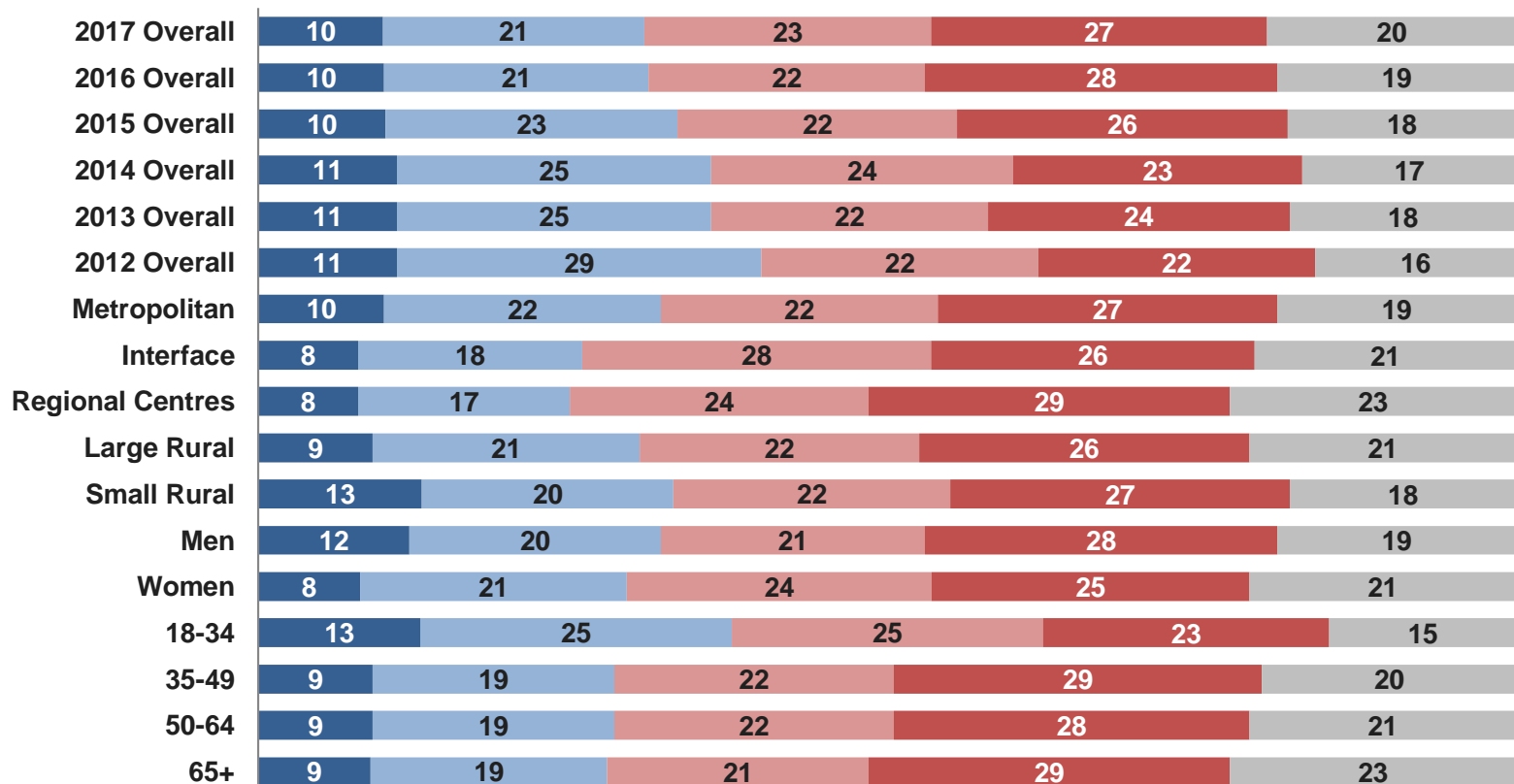
Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?

Base: All respondents. Councils asked state-wide: 8

2017 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES

2017 Rate Rise v Service Cut



%

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

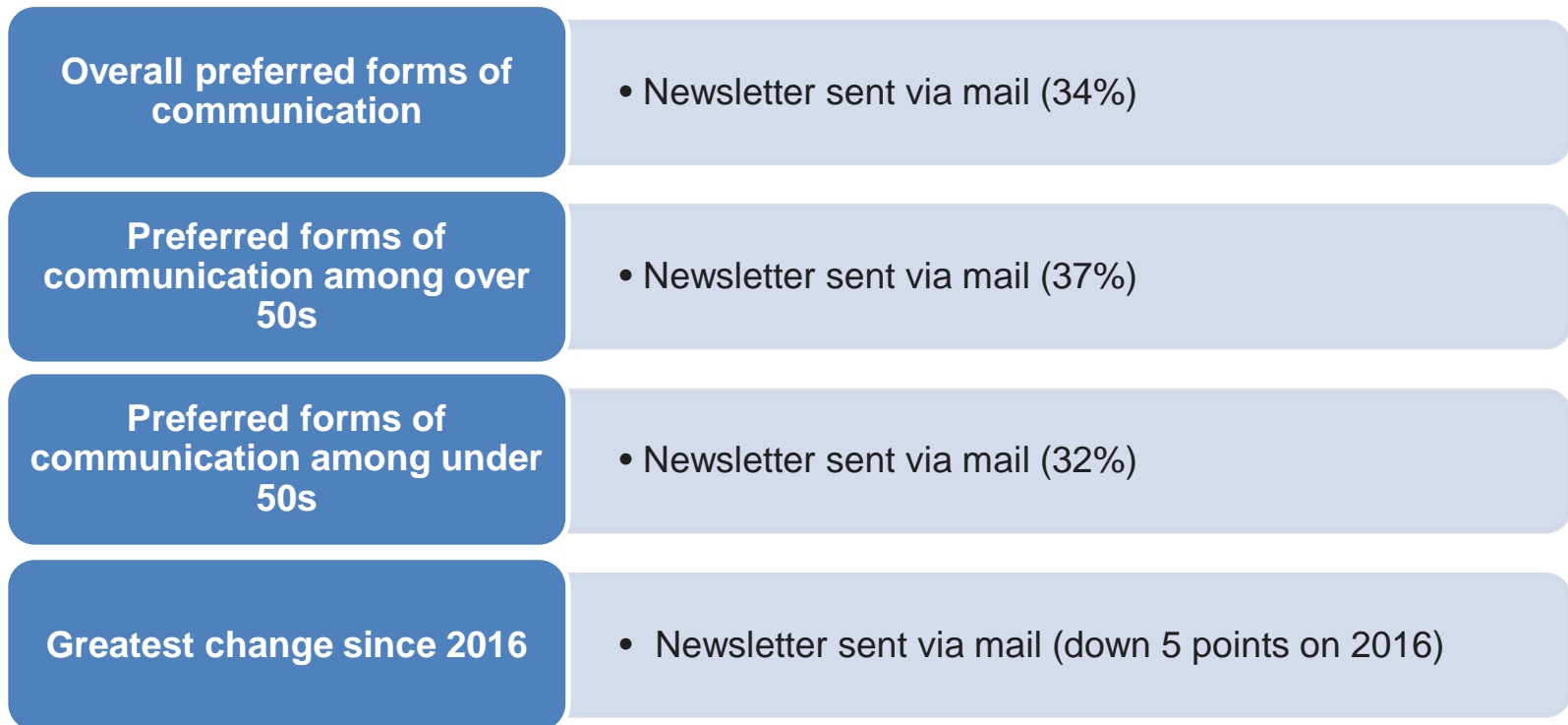
Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked state-wide: 19

COMMUNICATIONS

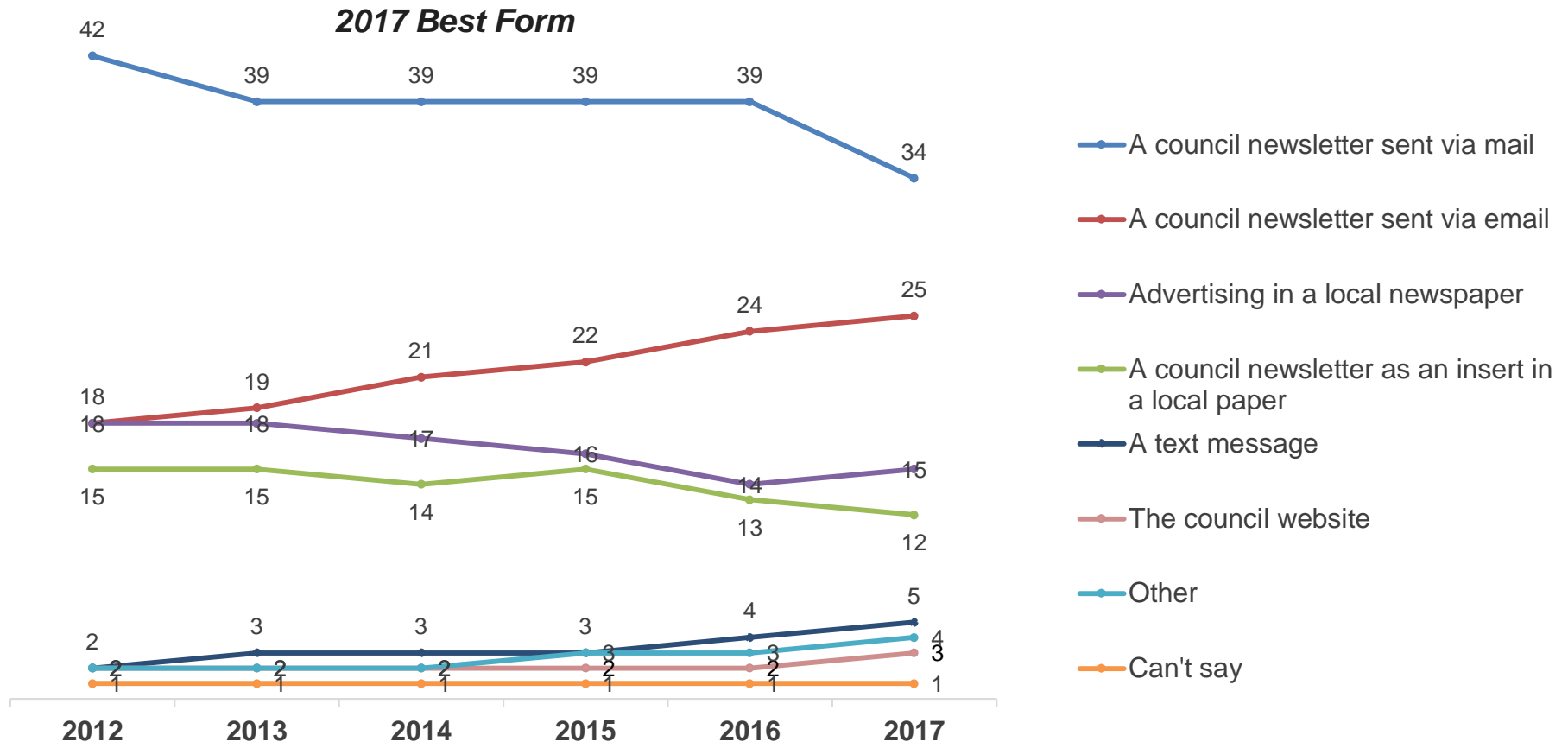
COMMUNICATIONS

SUMMARY



Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2017 BEST FORMS OF COMMUNICATION

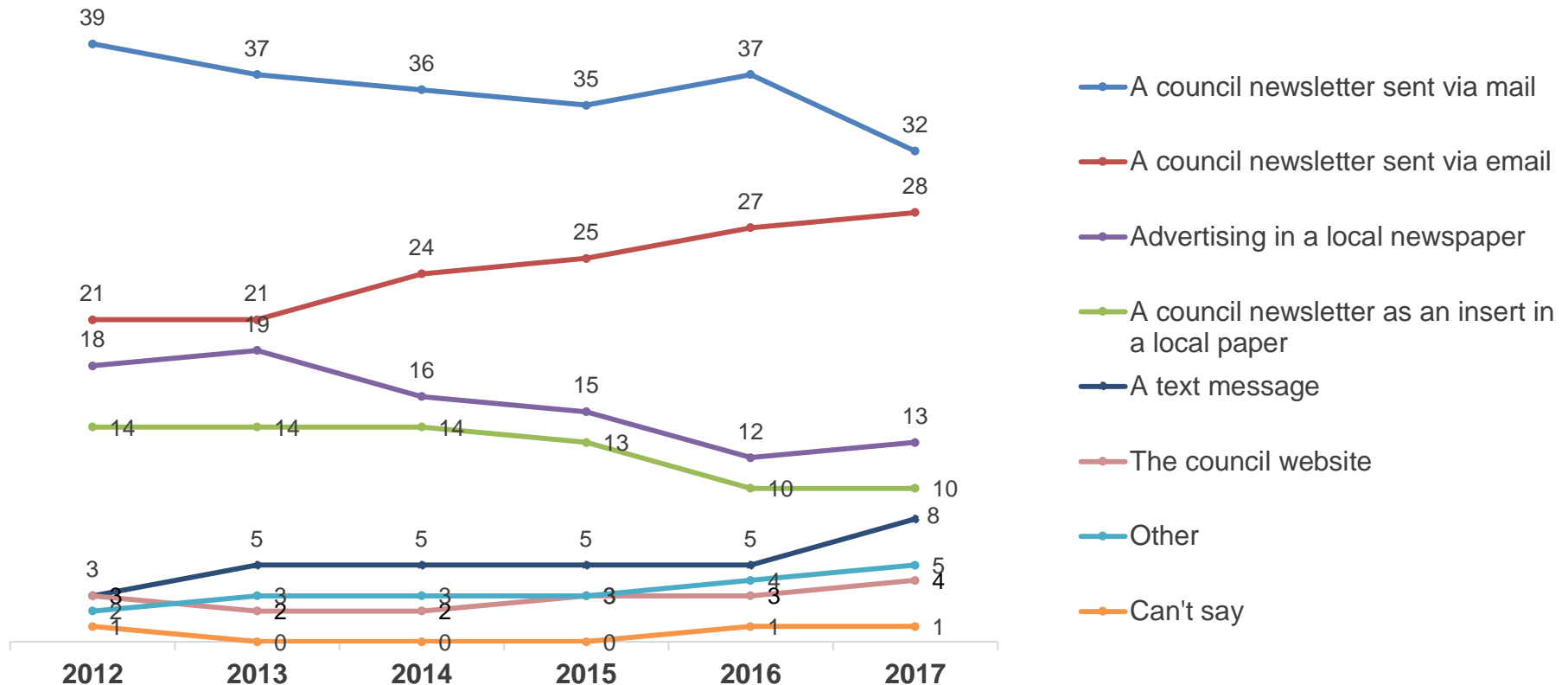


Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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

2017 BEST FORMS OF COMMUNICATION: UNDER 50S

2017 Under 50s Best Form

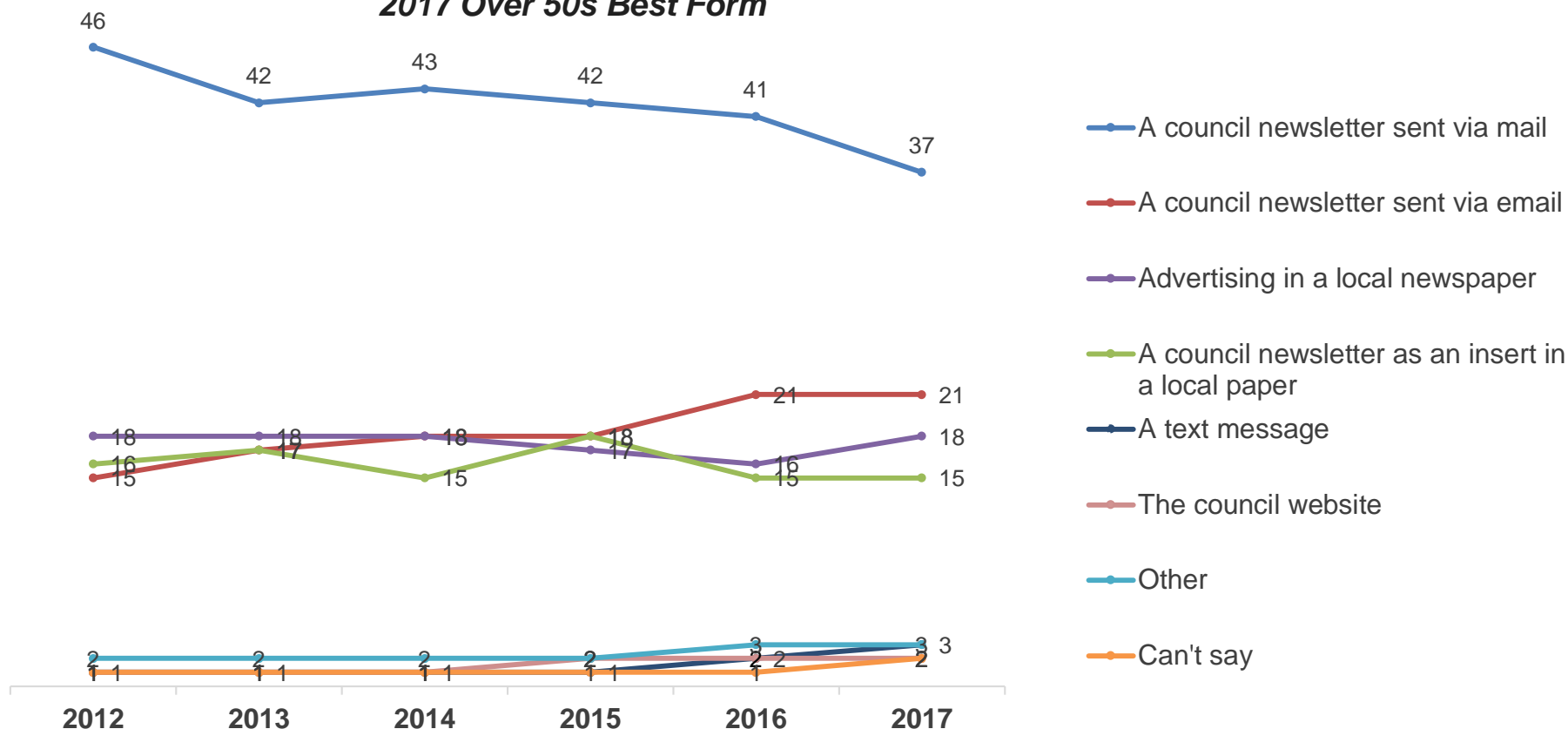


Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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

2017 BEST FORMS OF COMMUNICATION: OVER 50S

2017 Over 50s Best Form



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: 30

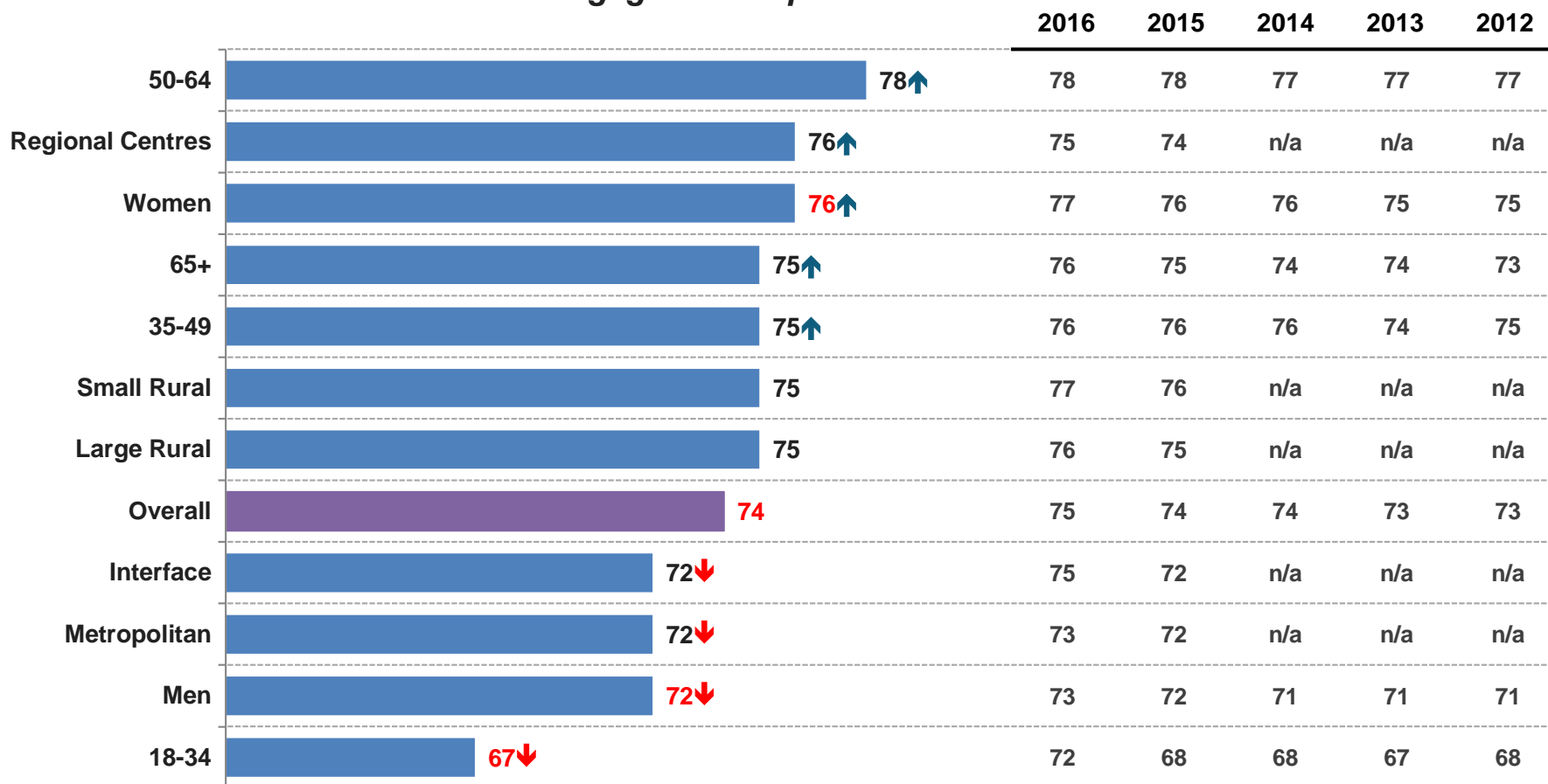


INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE INDEX SCORES

2017 Consultation and Engagement Importance



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

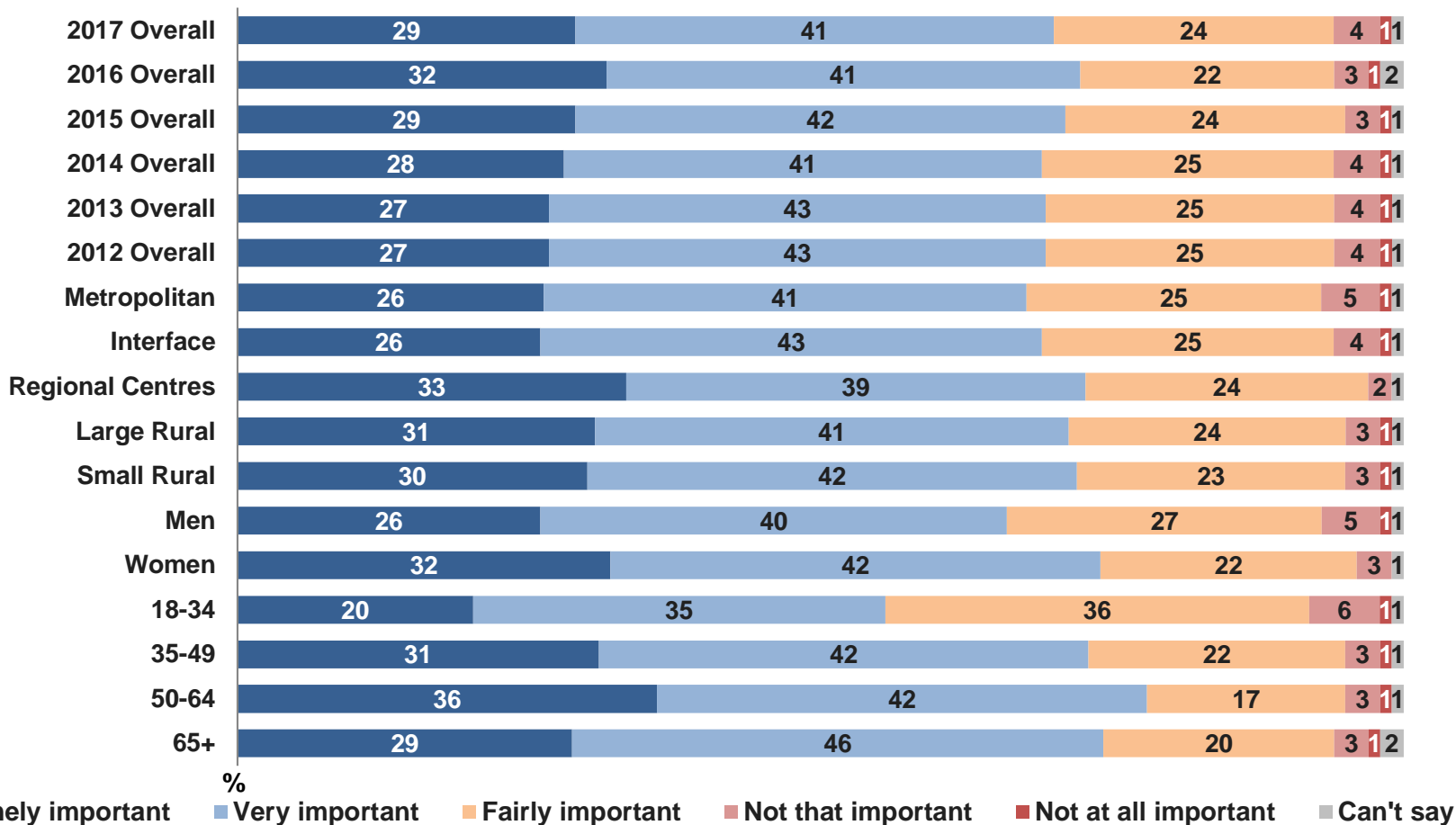
Base: All respondents. Councils asked state-wide: 22

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE DETAILED PERCENTAGES

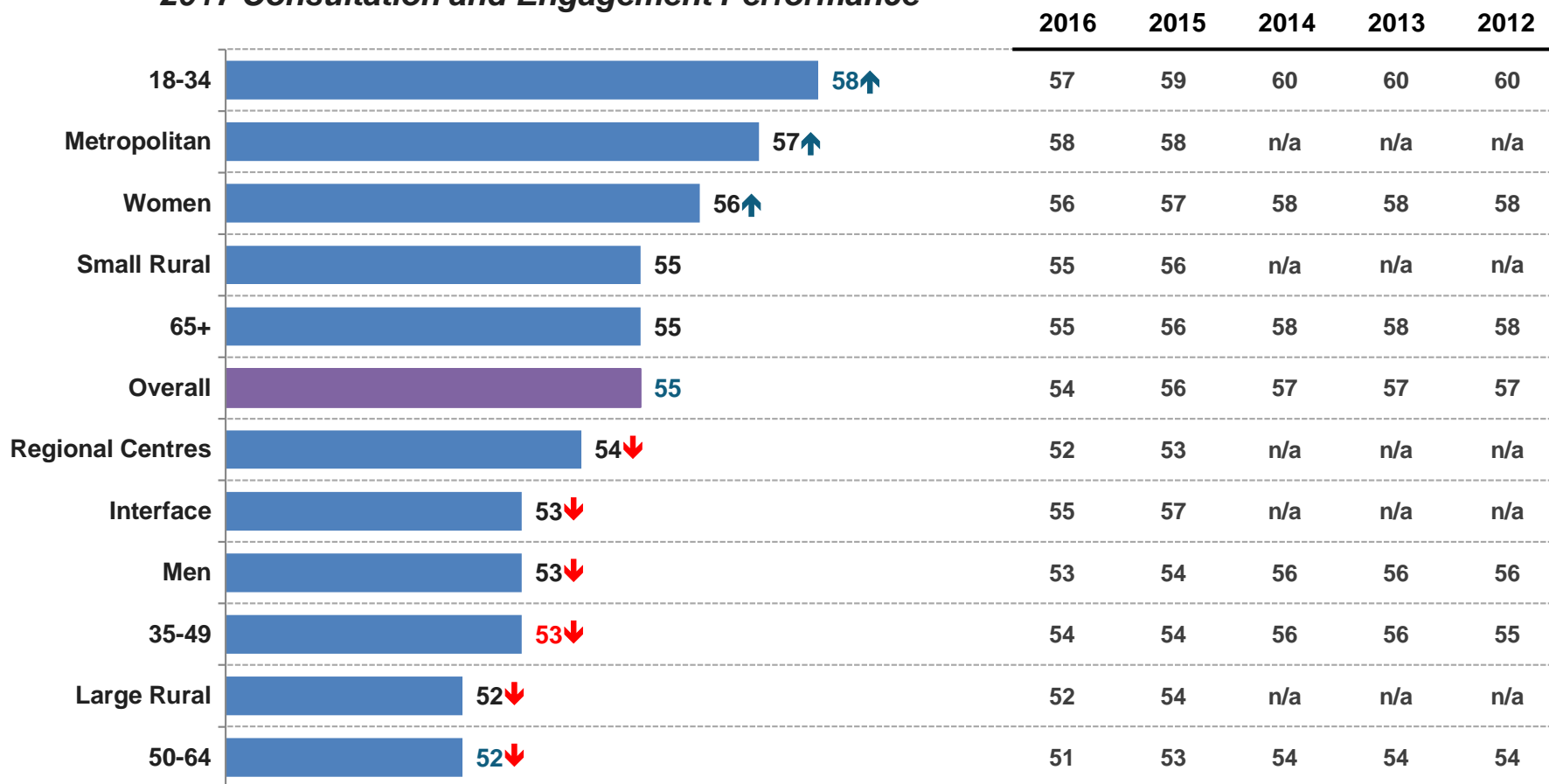
2017 Consultation and Engagement Importance



2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE INDEX SCORES

2017 Consultation and Engagement Performance



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

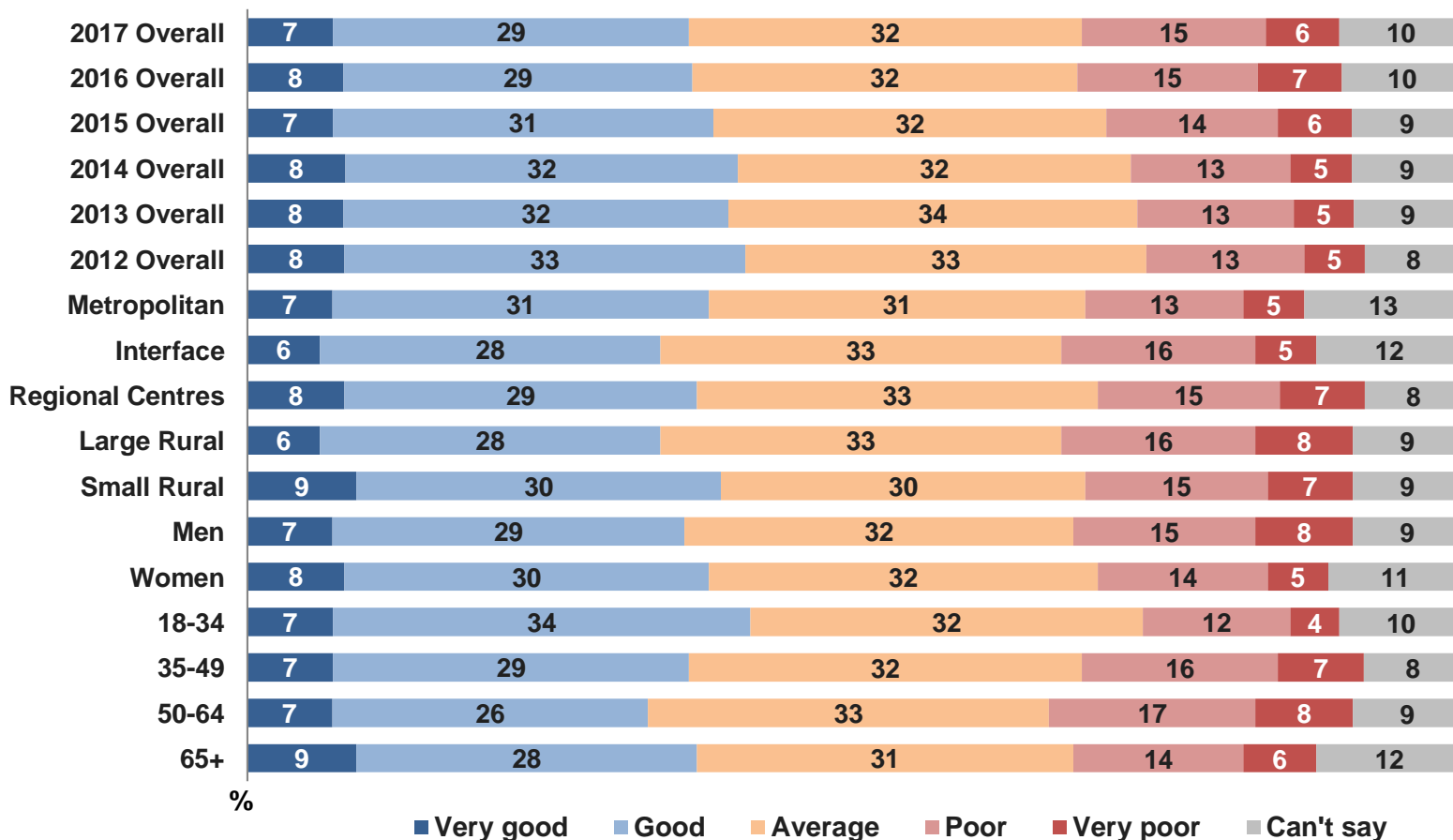
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Consultation and Engagement Performance



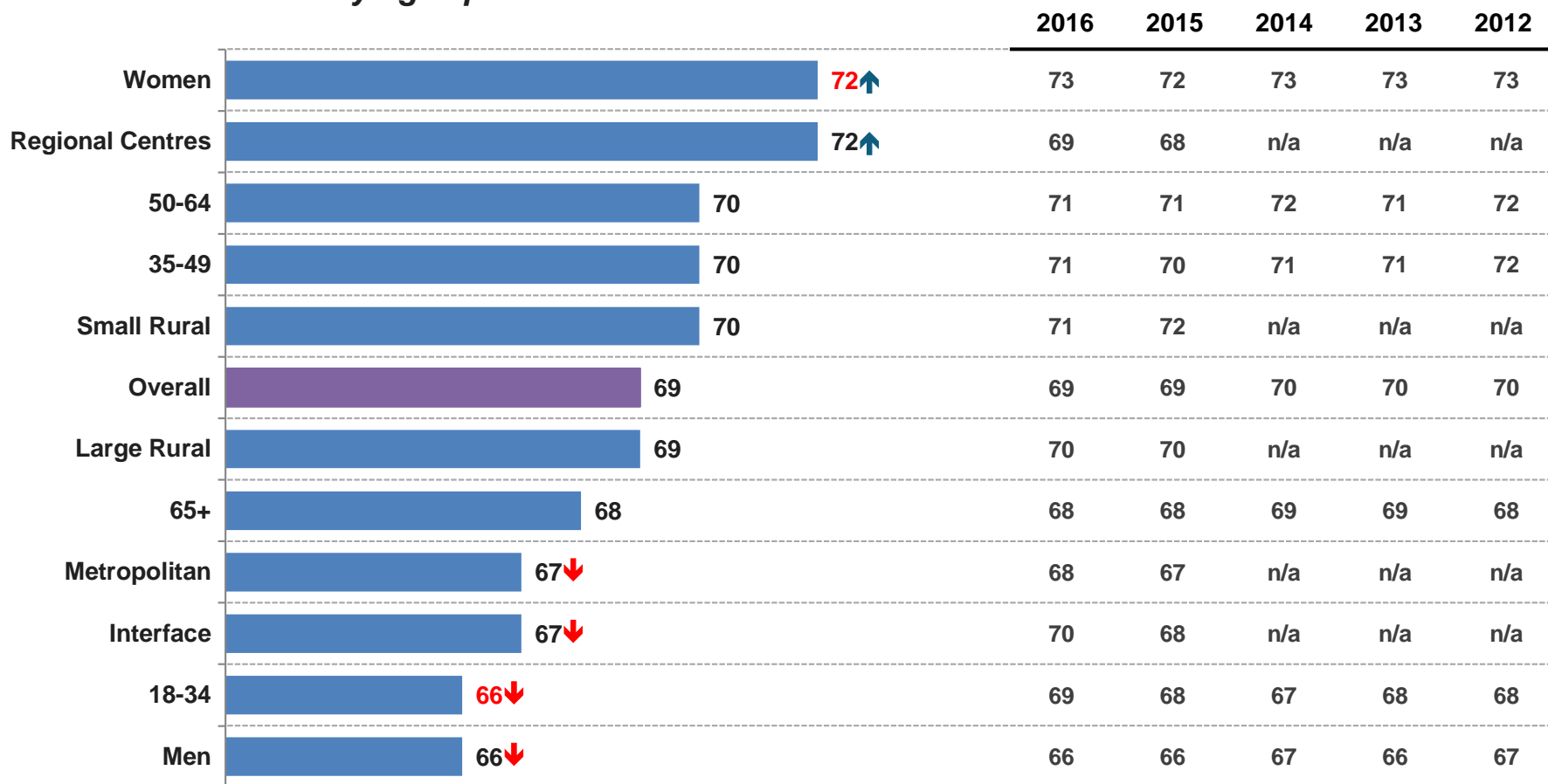
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Lobbying Importance



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

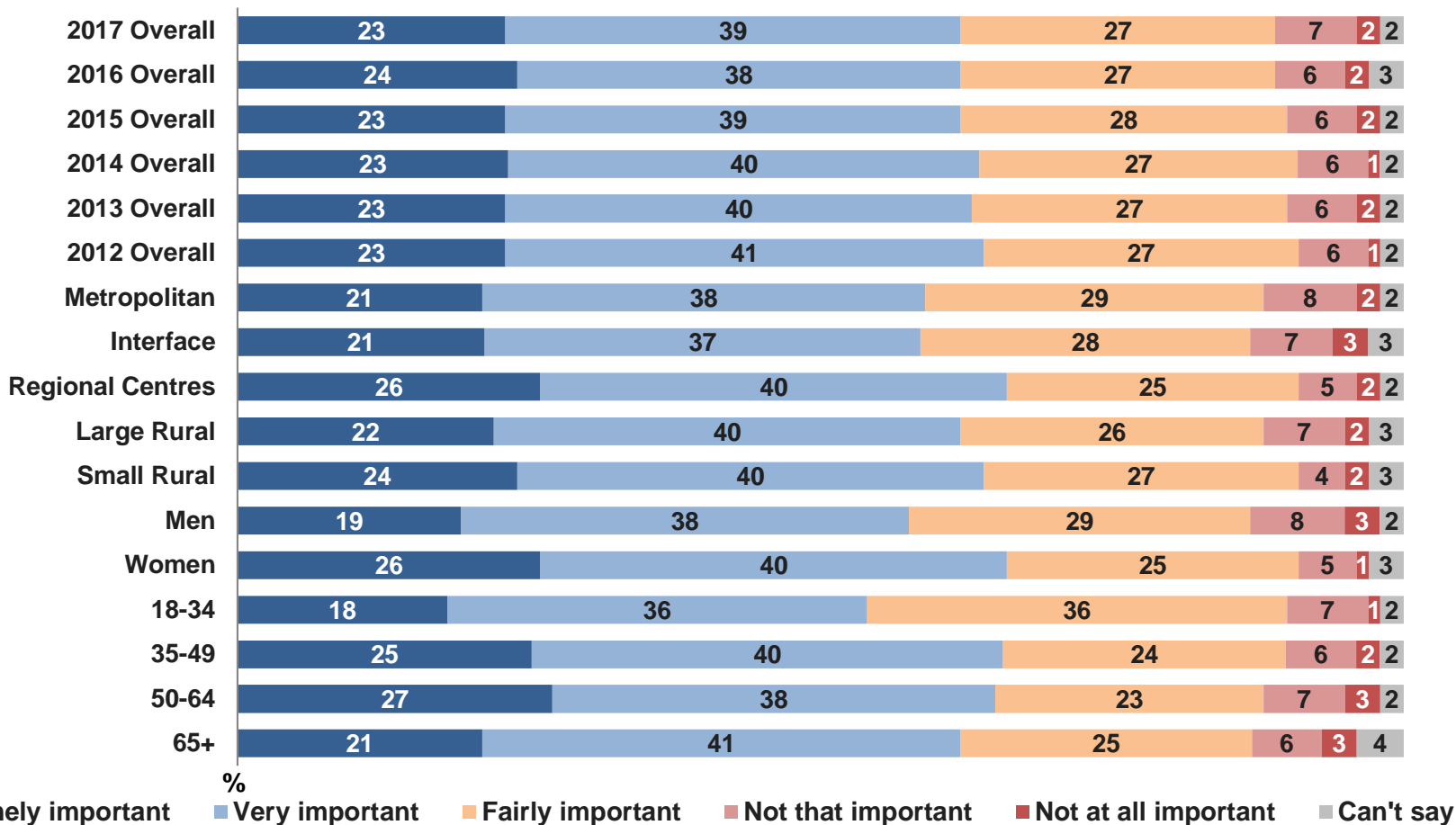
Base: All respondents. Councils asked state-wide: 22

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Lobbying Importance

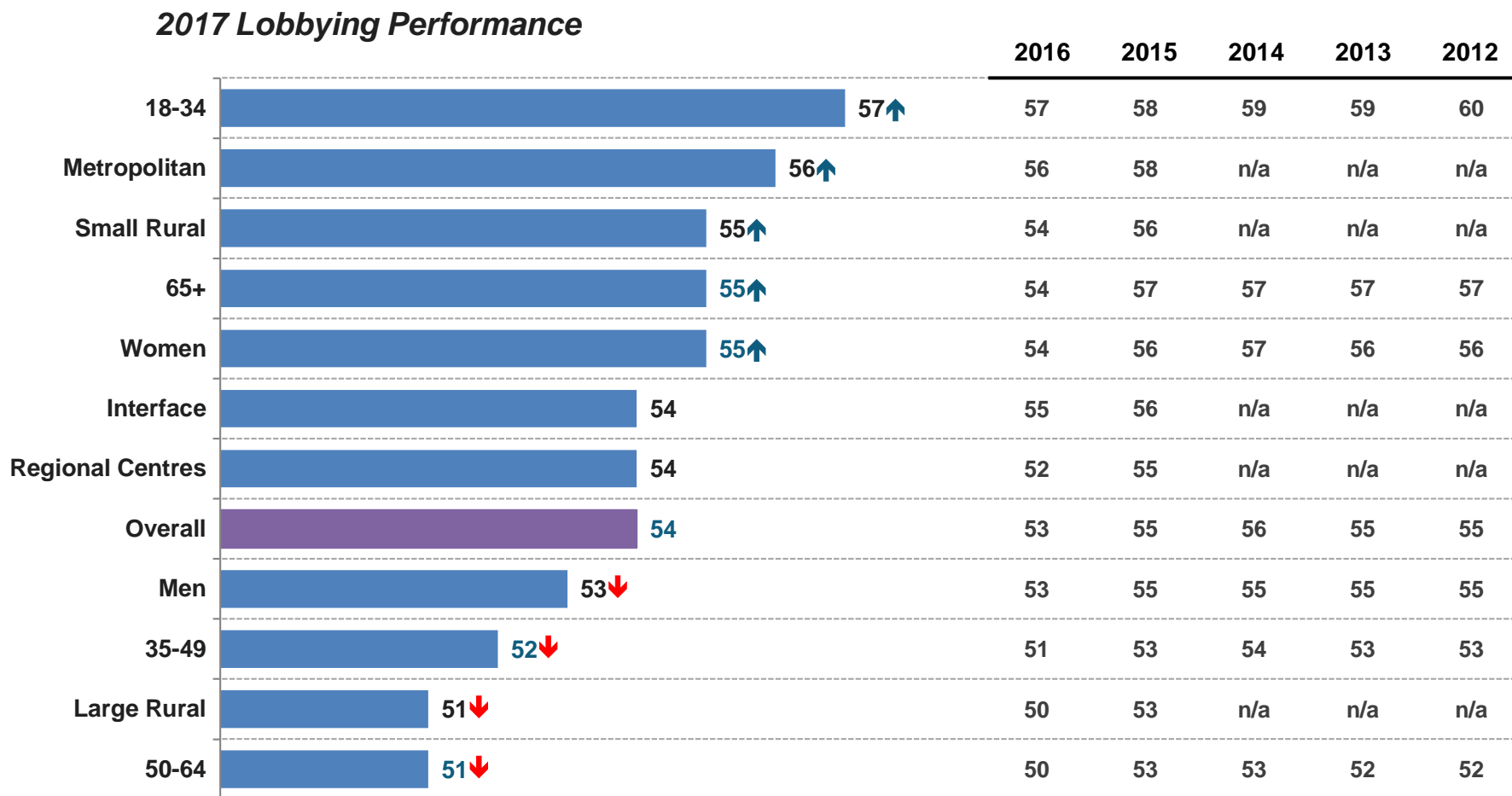


Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

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

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



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

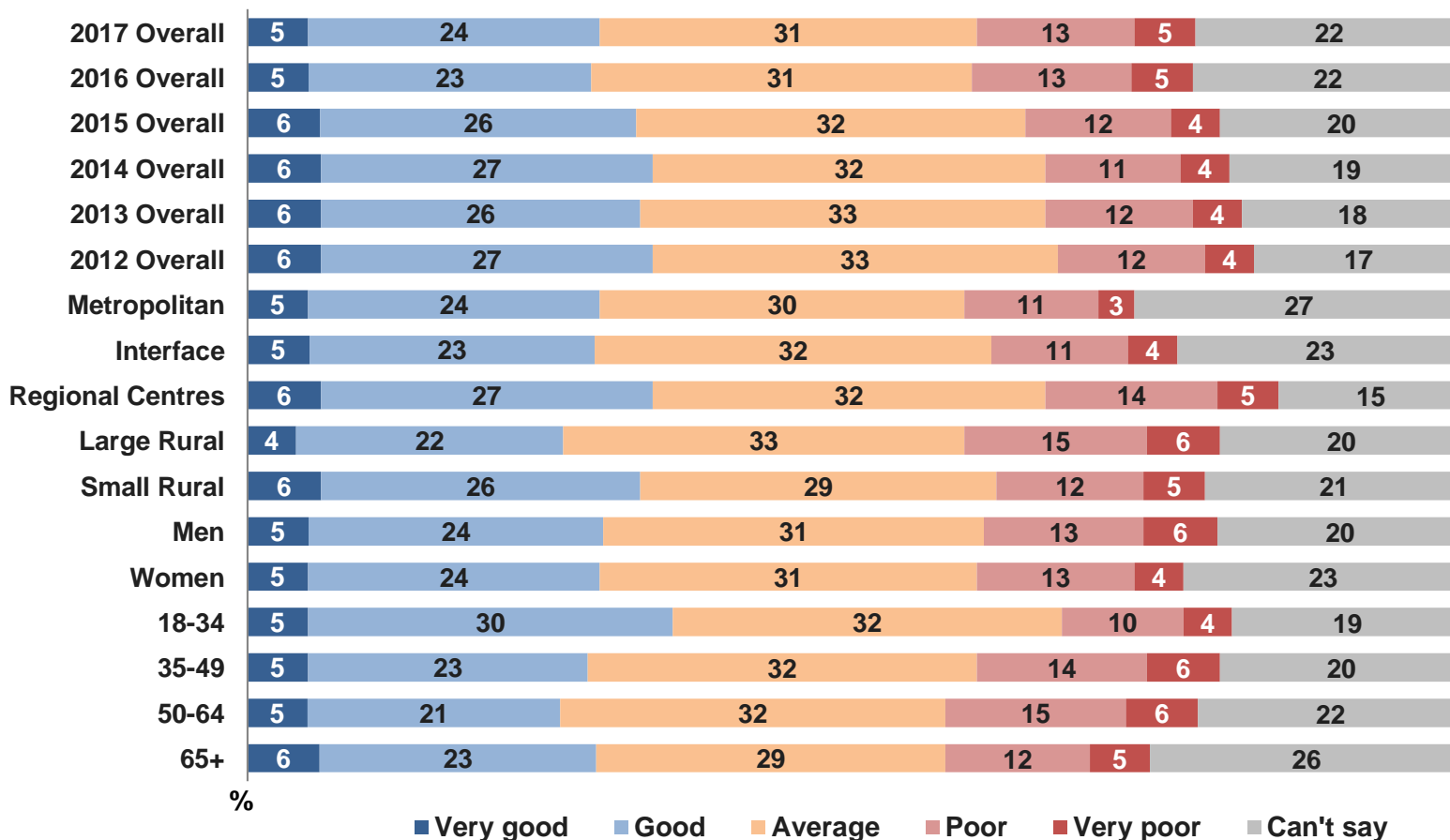
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Lobbying Performance



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

Base: All respondents. Councils asked state-wide: 68

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Community Decisions Made Importance

		2016	2015	2014	2013	2012
Regional Centres	82↑	82	80	n/a	n/a	n/a
Women	81↑	82	81	81	n/a	n/a
50-64	81↑	80	82	81	n/a	n/a
35-49	81↑	80	80	80	n/a	n/a
Large Rural	80	80	80	n/a	n/a	n/a
Overall	79	80	80	79	n/a	n/a
Metropolitan	79	79	80	n/a	n/a	n/a
Interface	79	79	78	n/a	n/a	n/a
65+	79	79	79	79	n/a	n/a
Small Rural	78	n/a	82	n/a	n/a	n/a
18-34	78	79	78	78	n/a	n/a
Men	78↓	77	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?

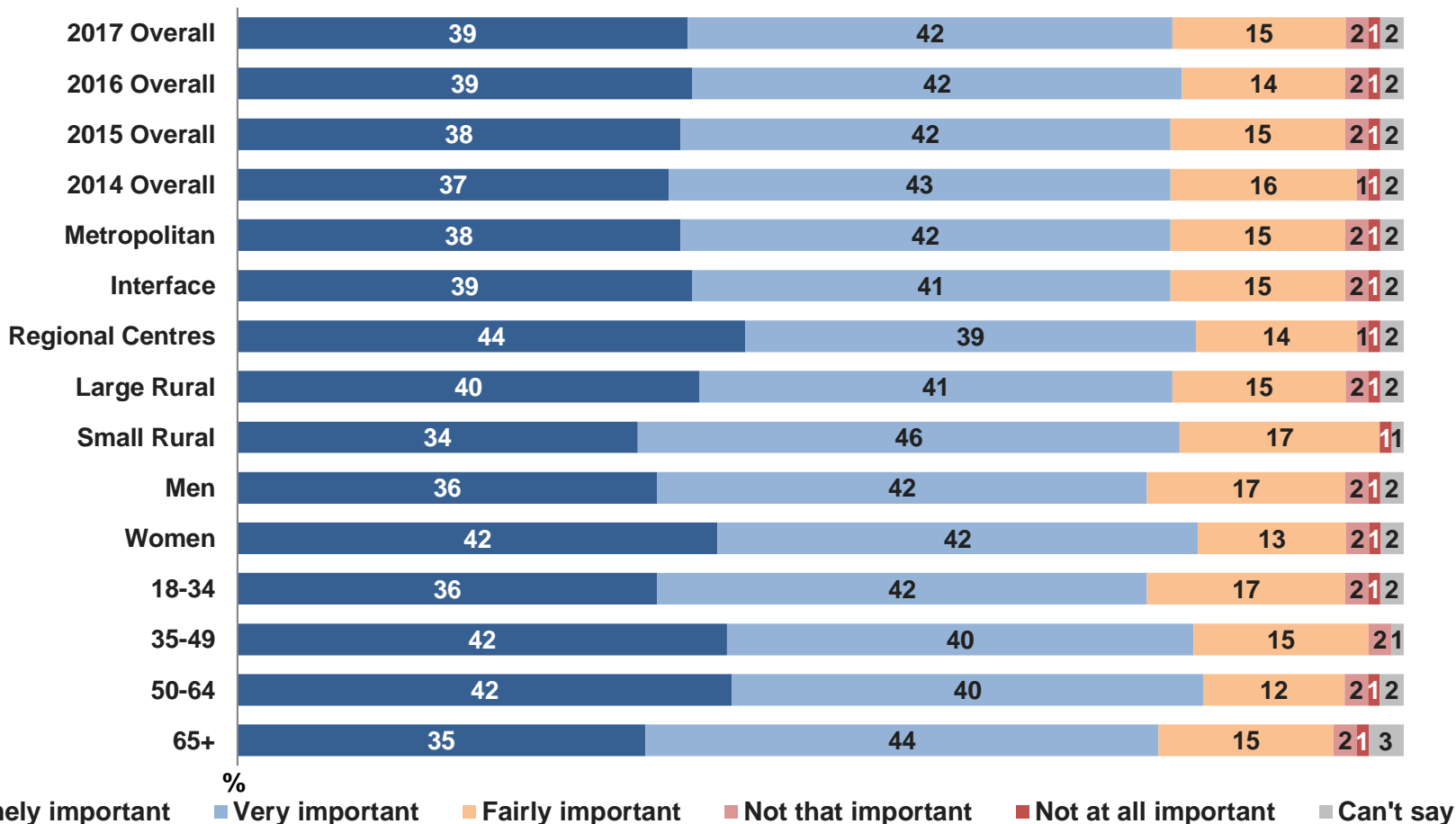
Base: All respondents. Councils asked state-wide: 15

Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Community Decisions Made Importance



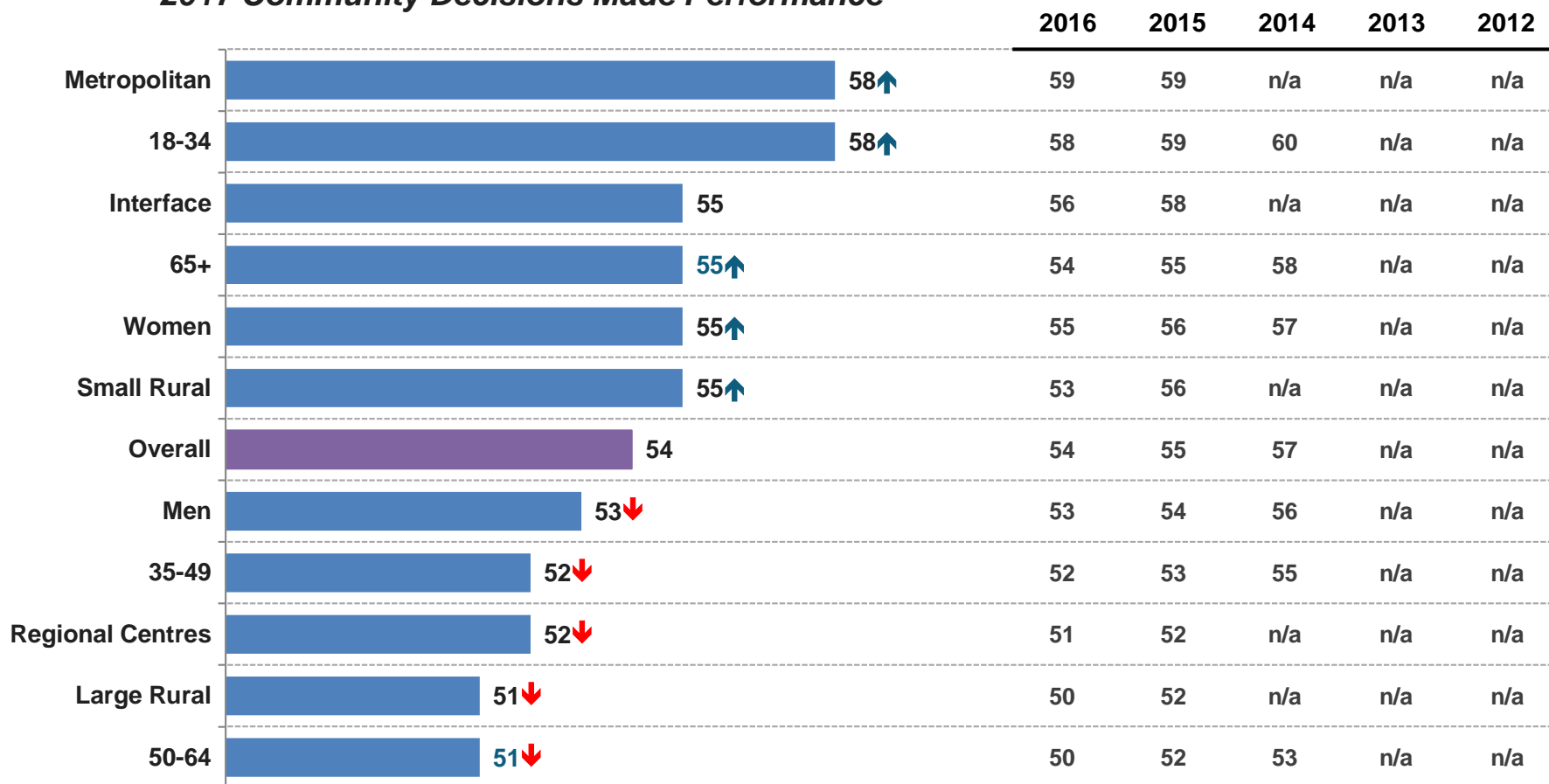
Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

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

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Community Decisions Made Performance



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

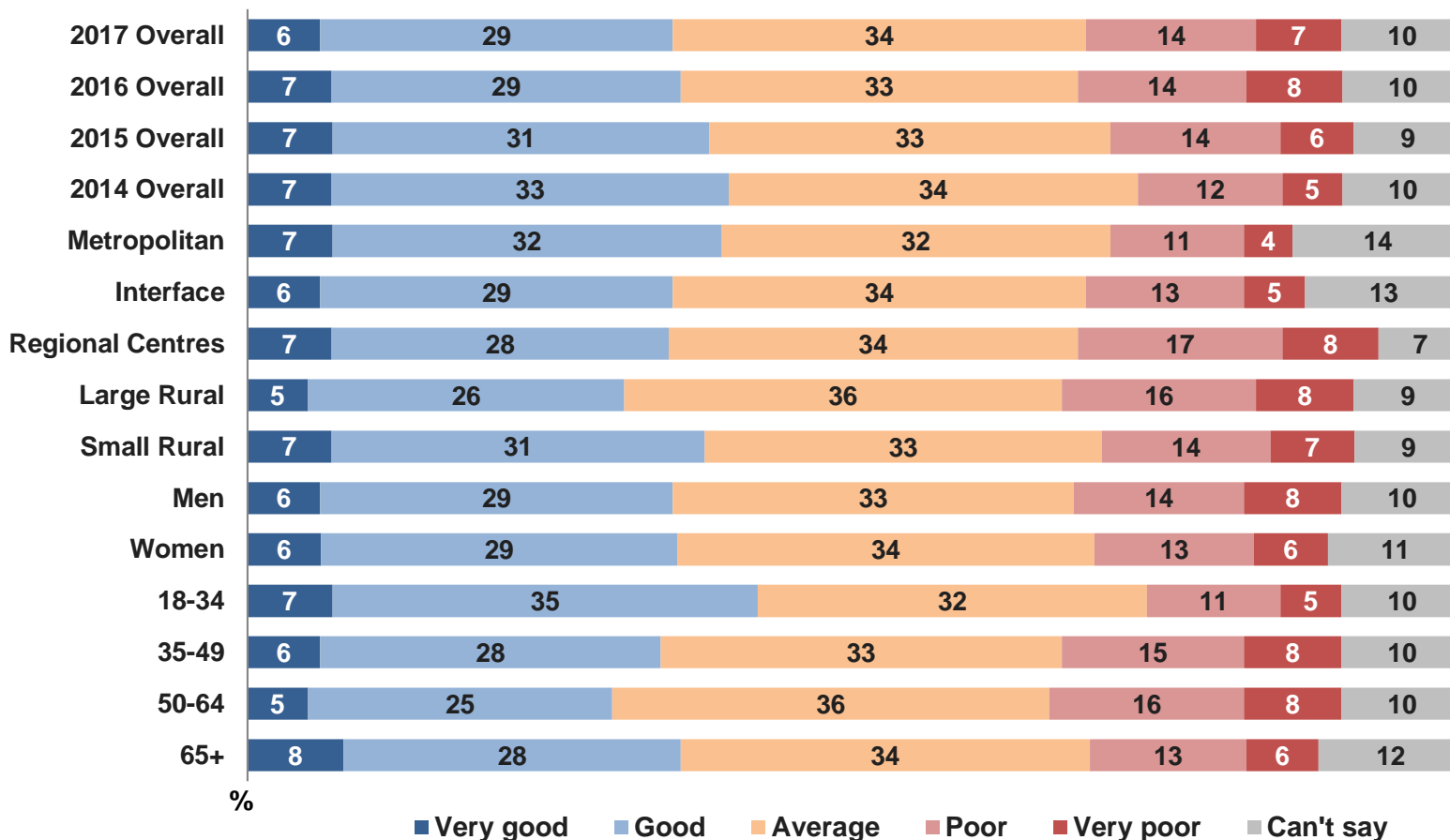
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

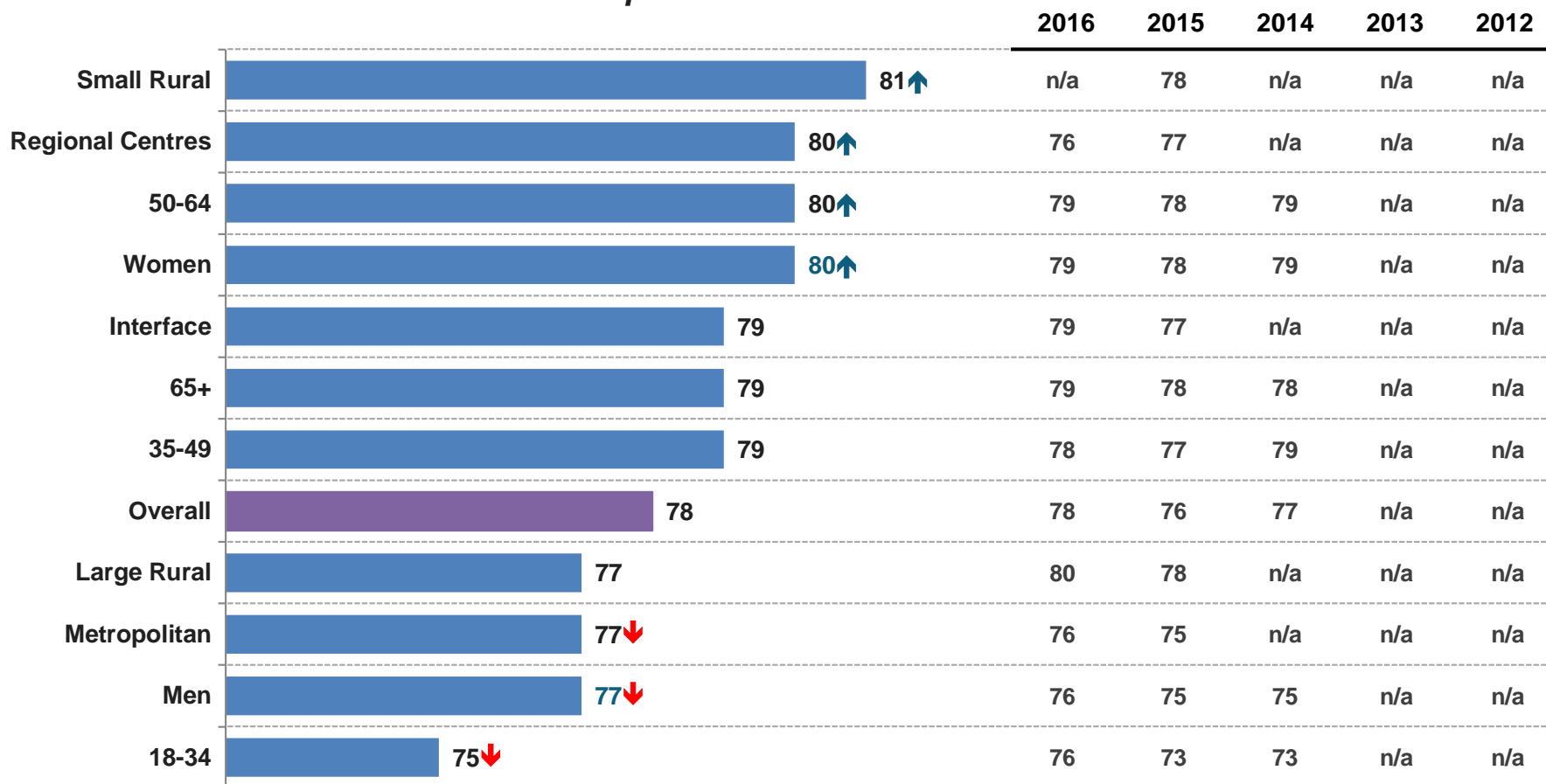
2017 Community Decisions Made Performance



2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2017 Sealed Local Roads Importance



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

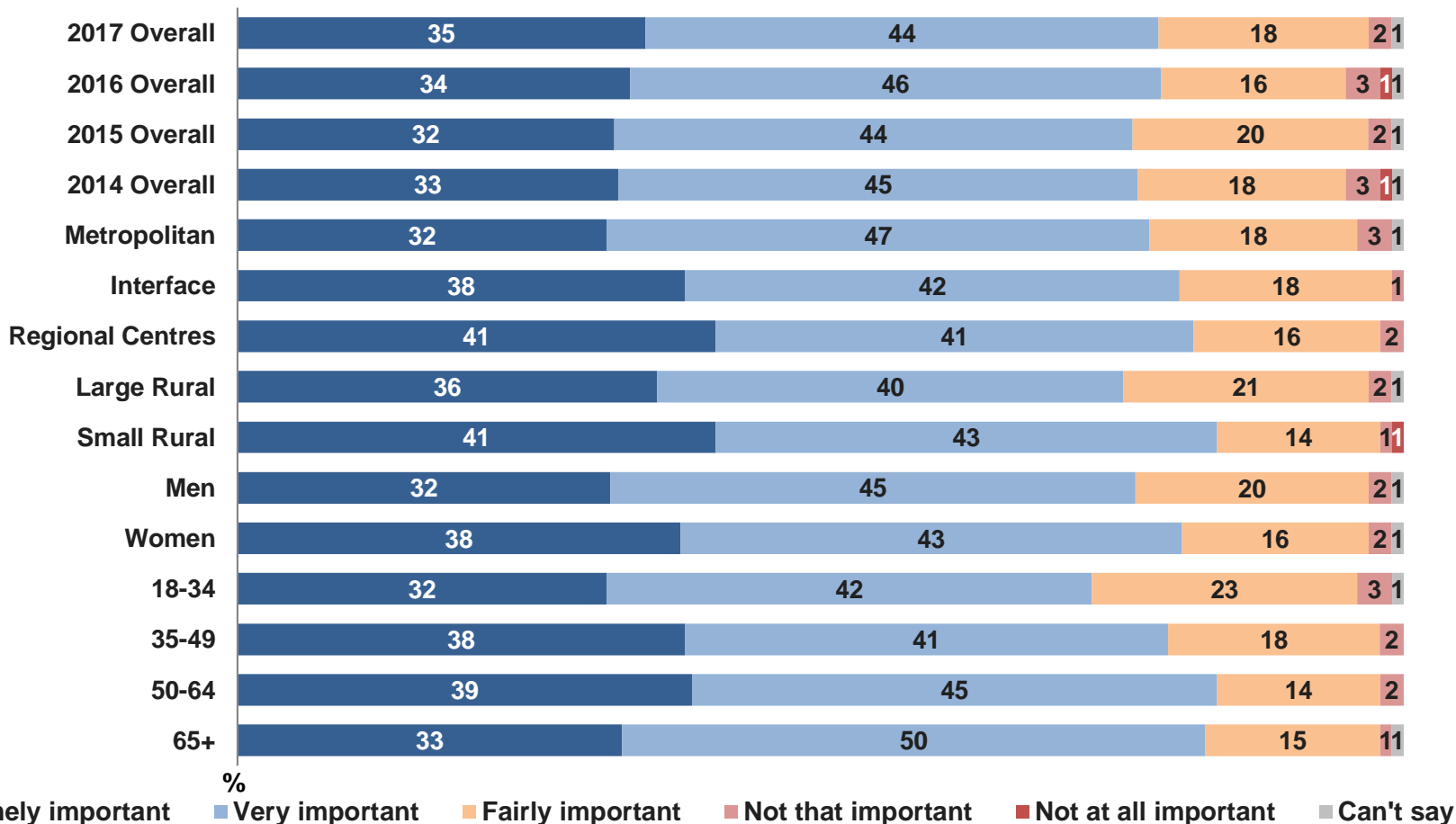
Base: All respondents. Councils asked state-wide: 17

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Sealed Local Roads Importance



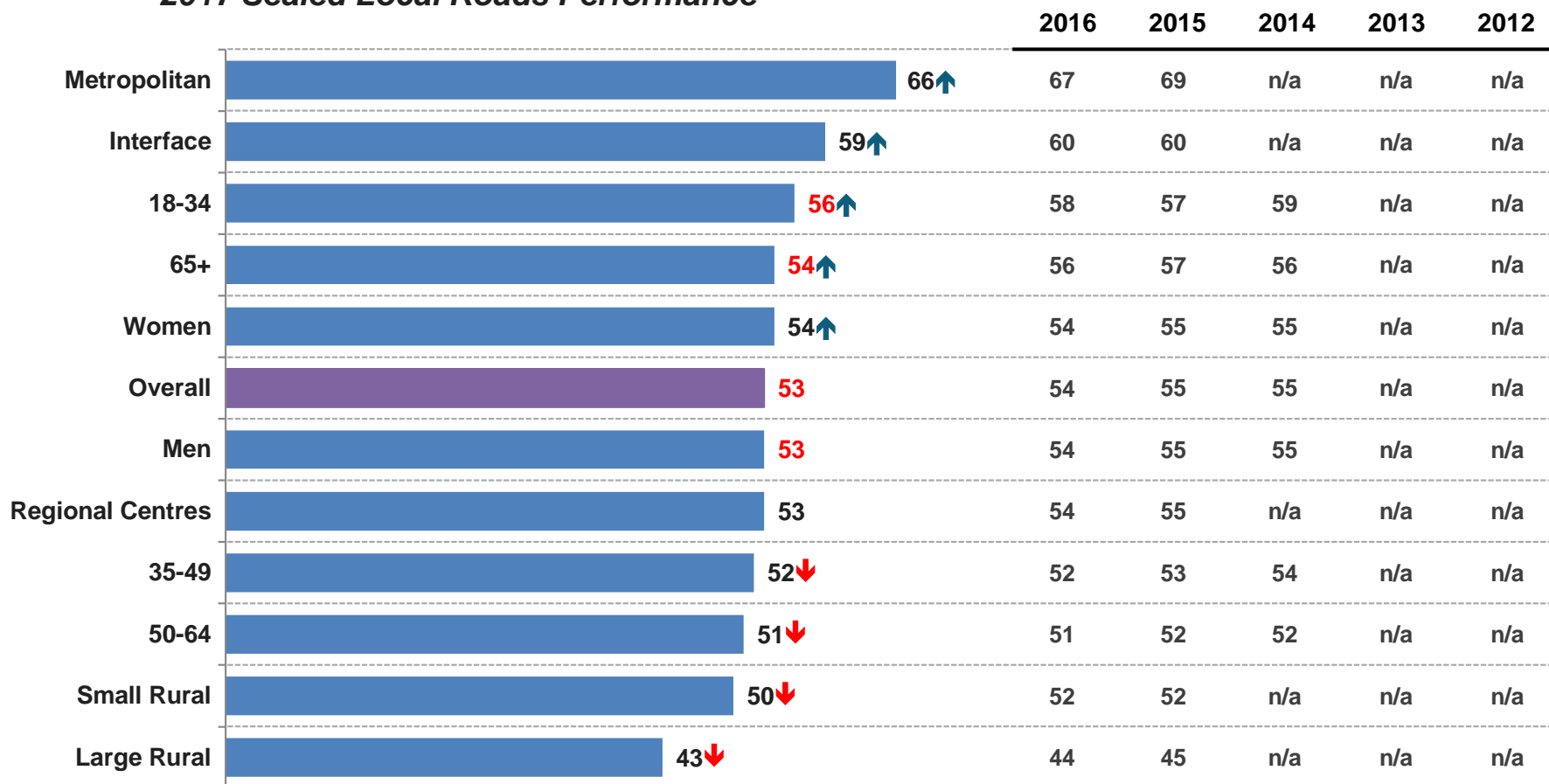
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2017 Sealed Local Roads Performance



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

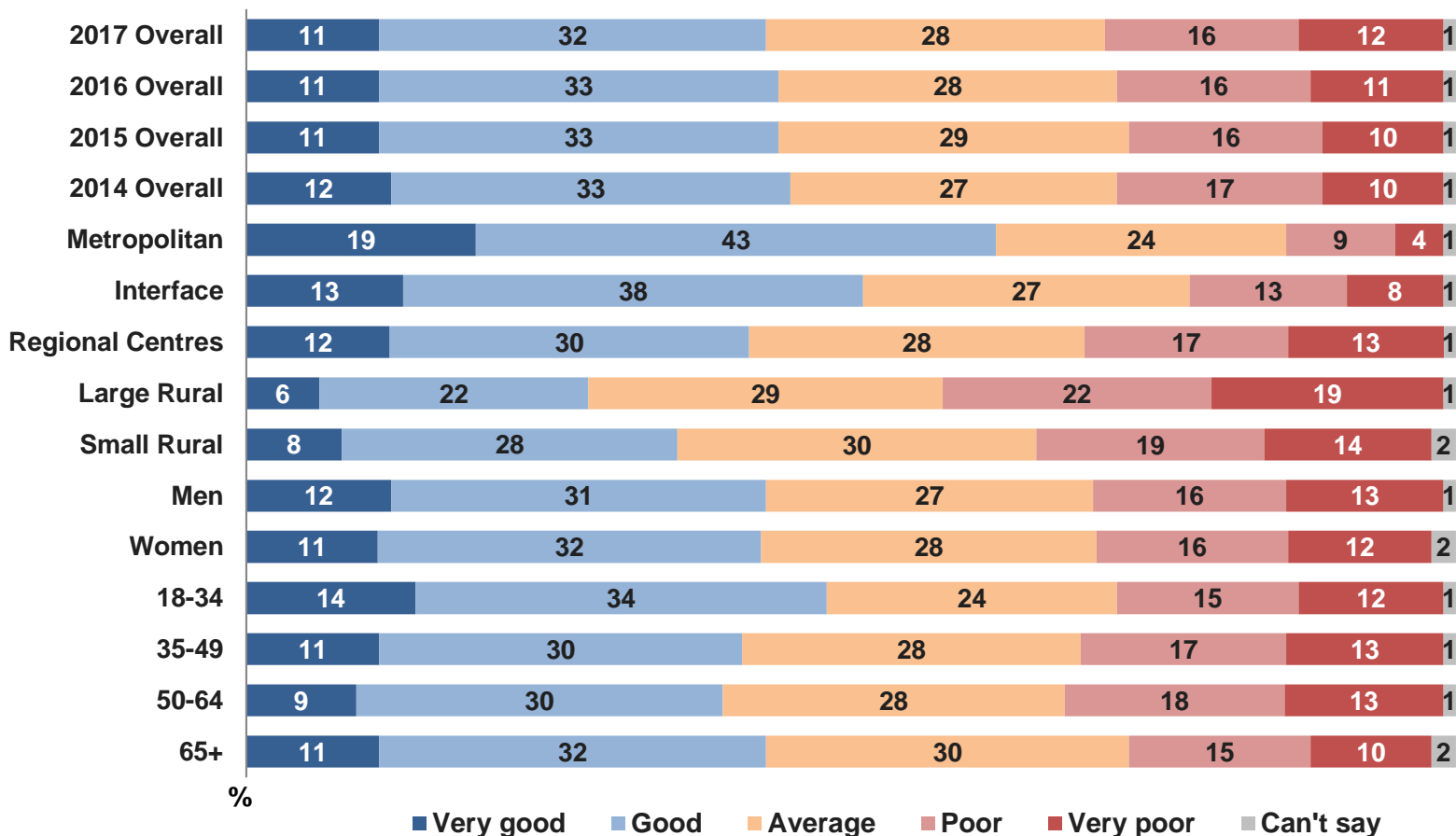
Base: All respondents. Councils asked state-wide: 68

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2017 Sealed Local Roads Performance



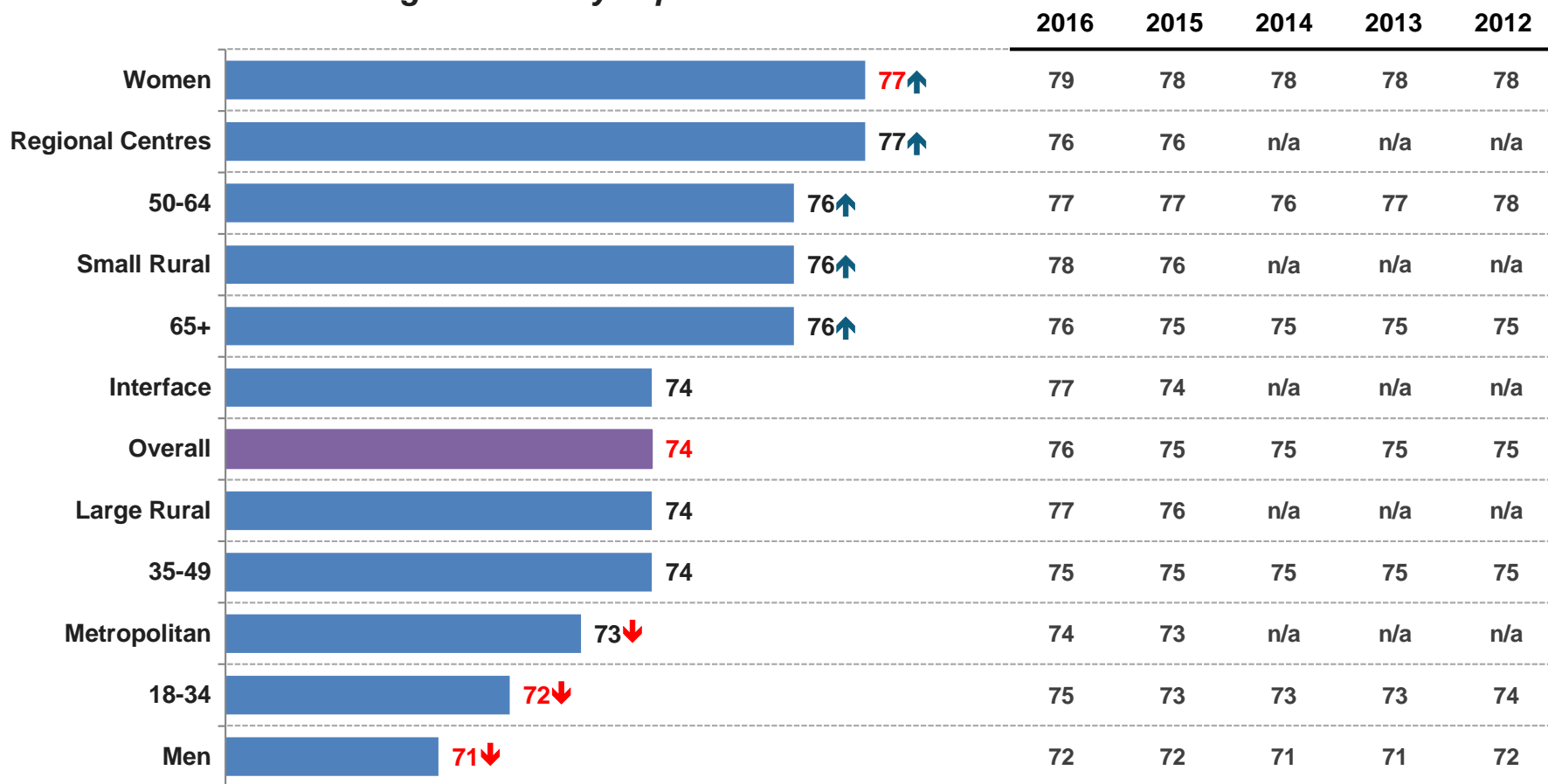
Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68

2017 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Informing Community Importance



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

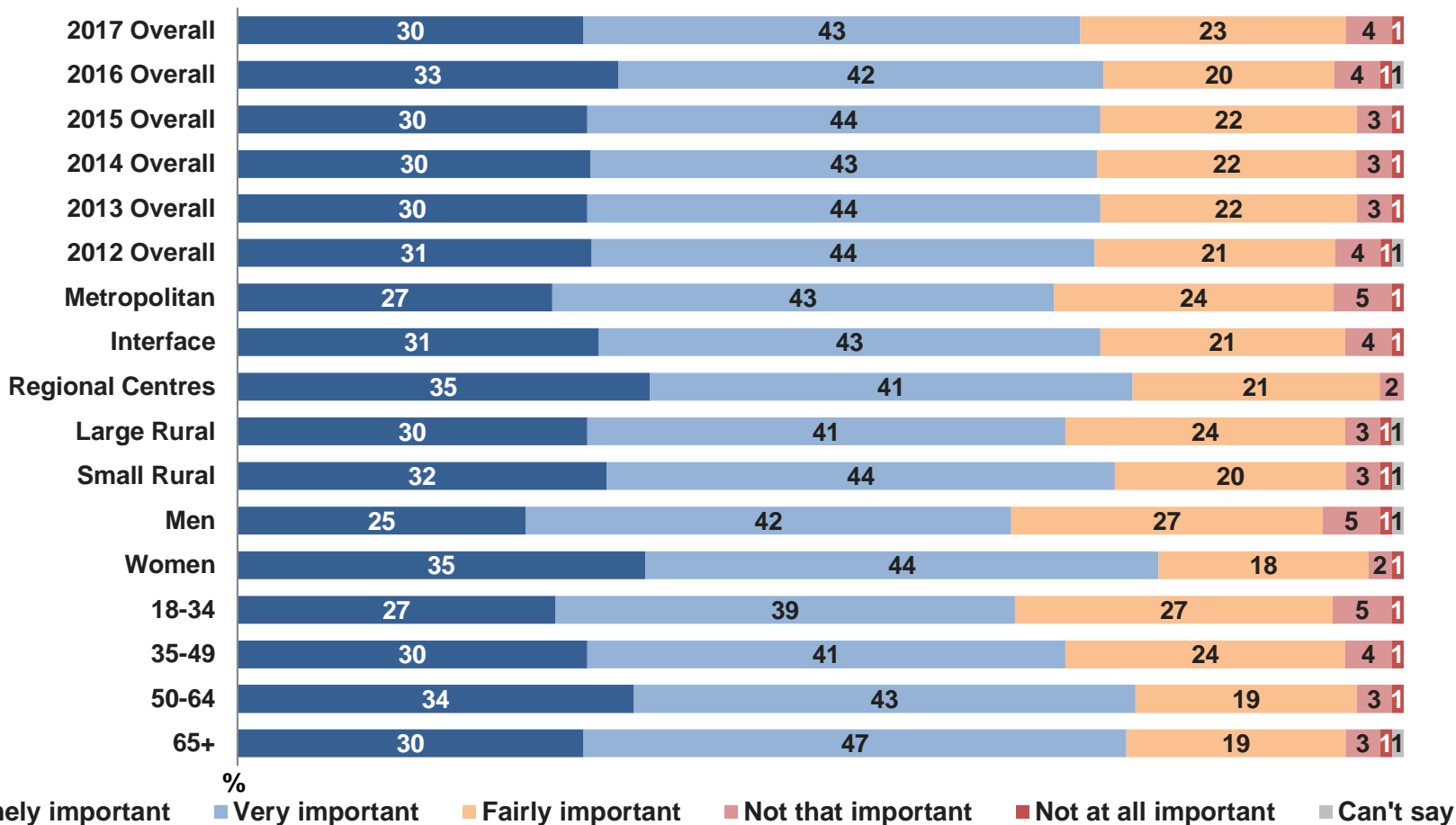
Base: All respondents. Councils asked state-wide: 24

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Informing Community Importance



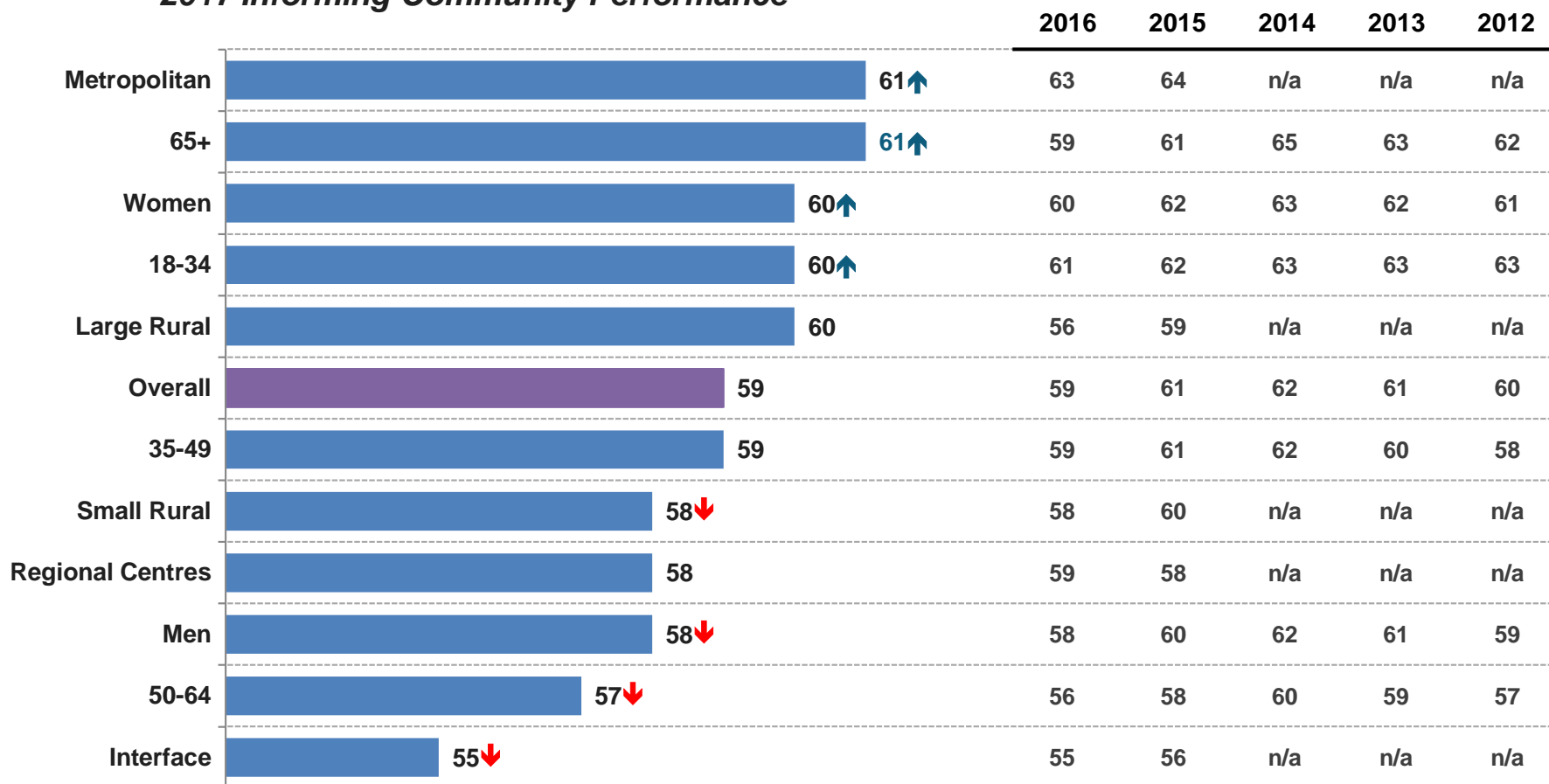
Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 24

2017 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Informing Community Performance



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

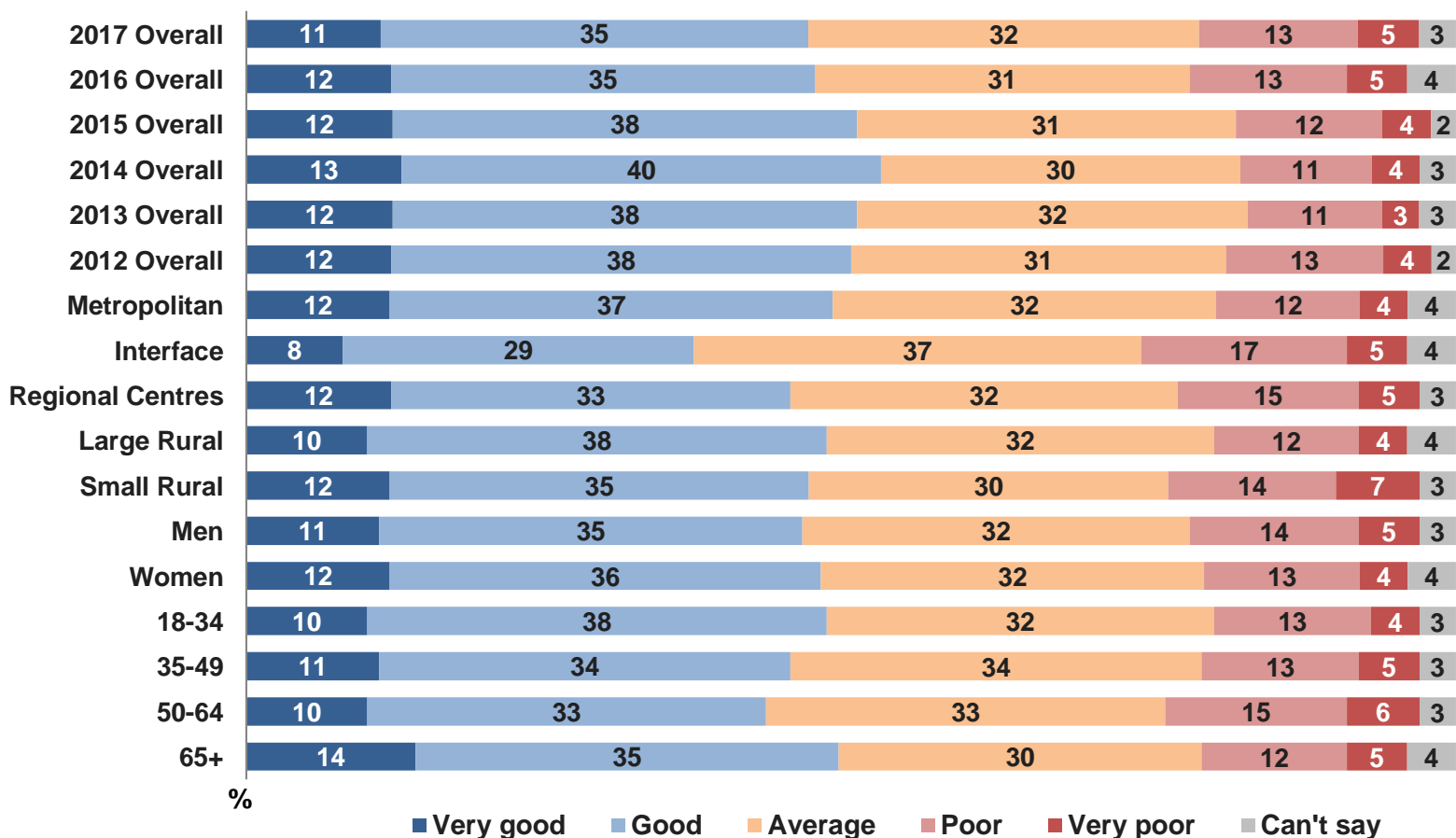
Base: All respondents. Councils asked state-wide: 36

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Informing Community Performance

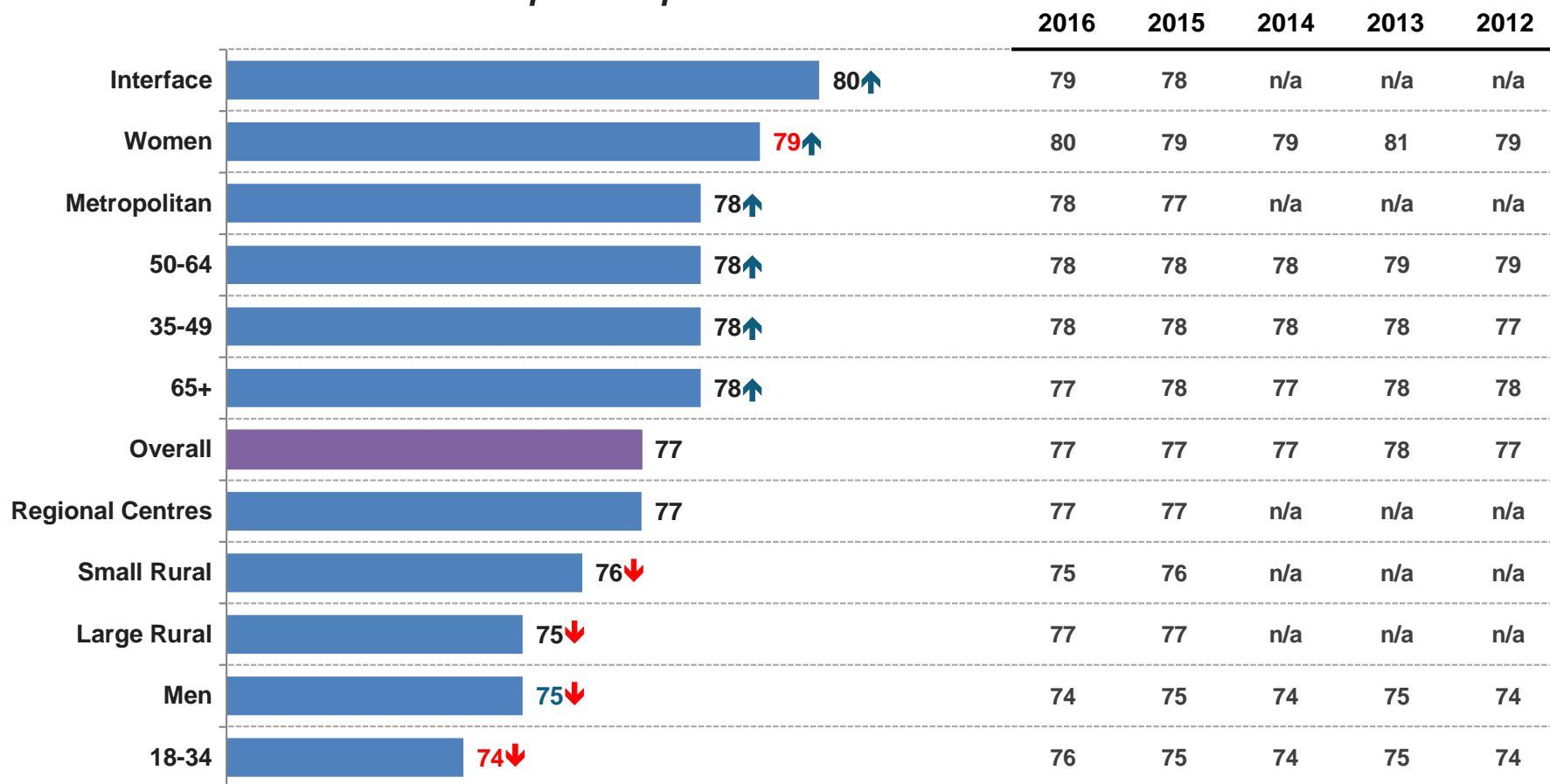


2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

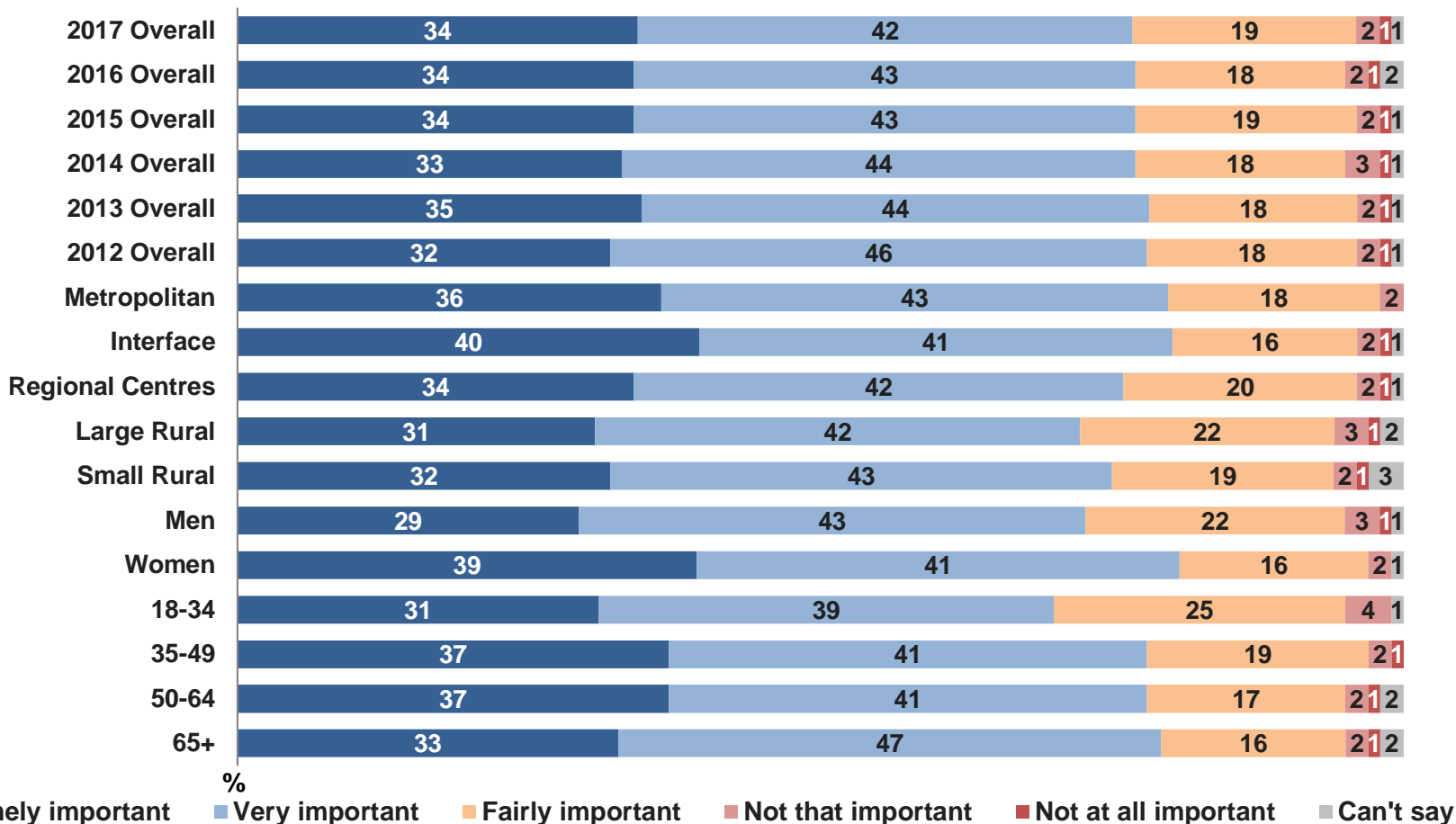
Base: All respondents. Councils asked state-wide: 25

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Streets and Footpaths Importance



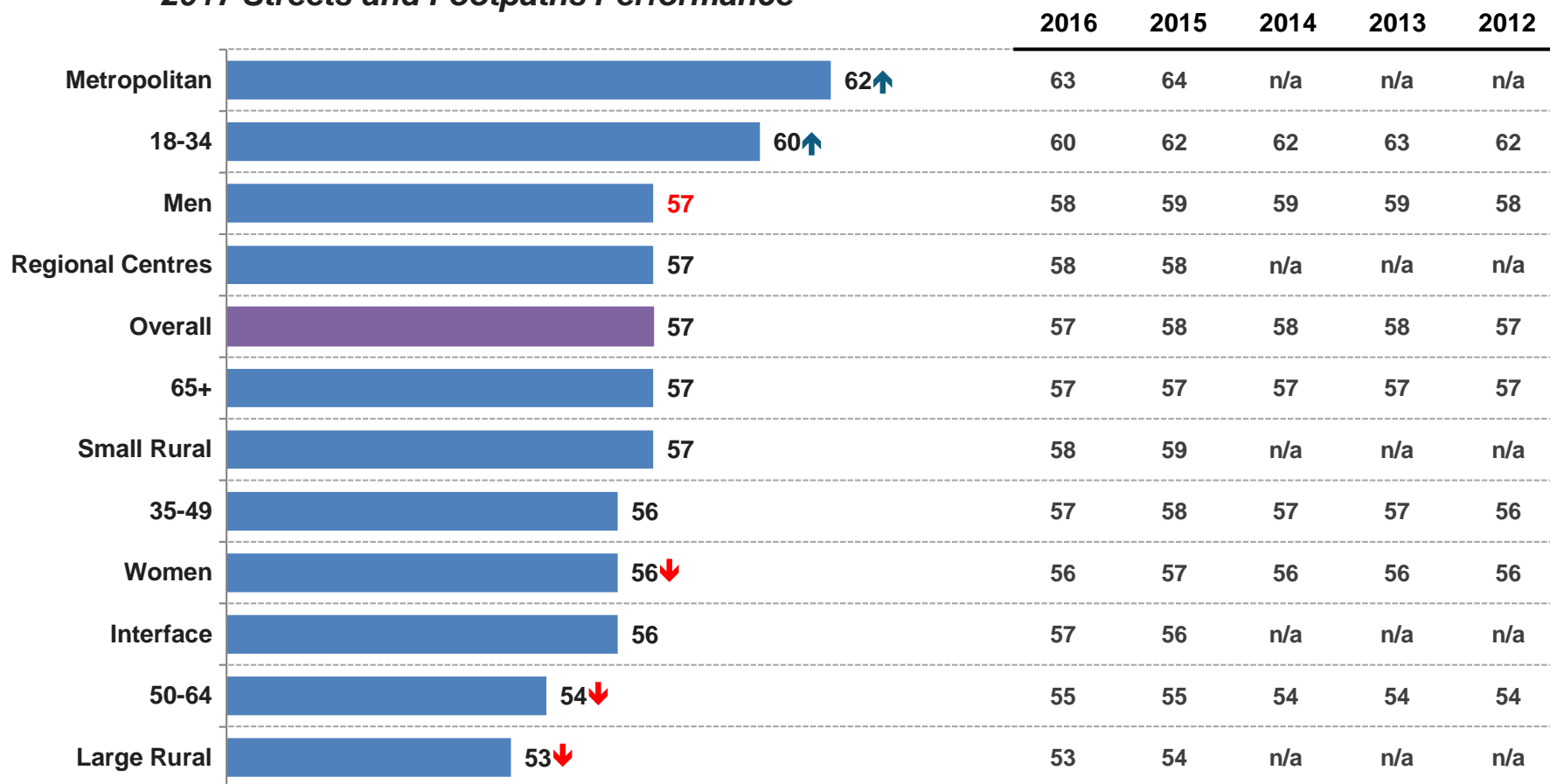
Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES

2017 Streets and Footpaths Performance



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

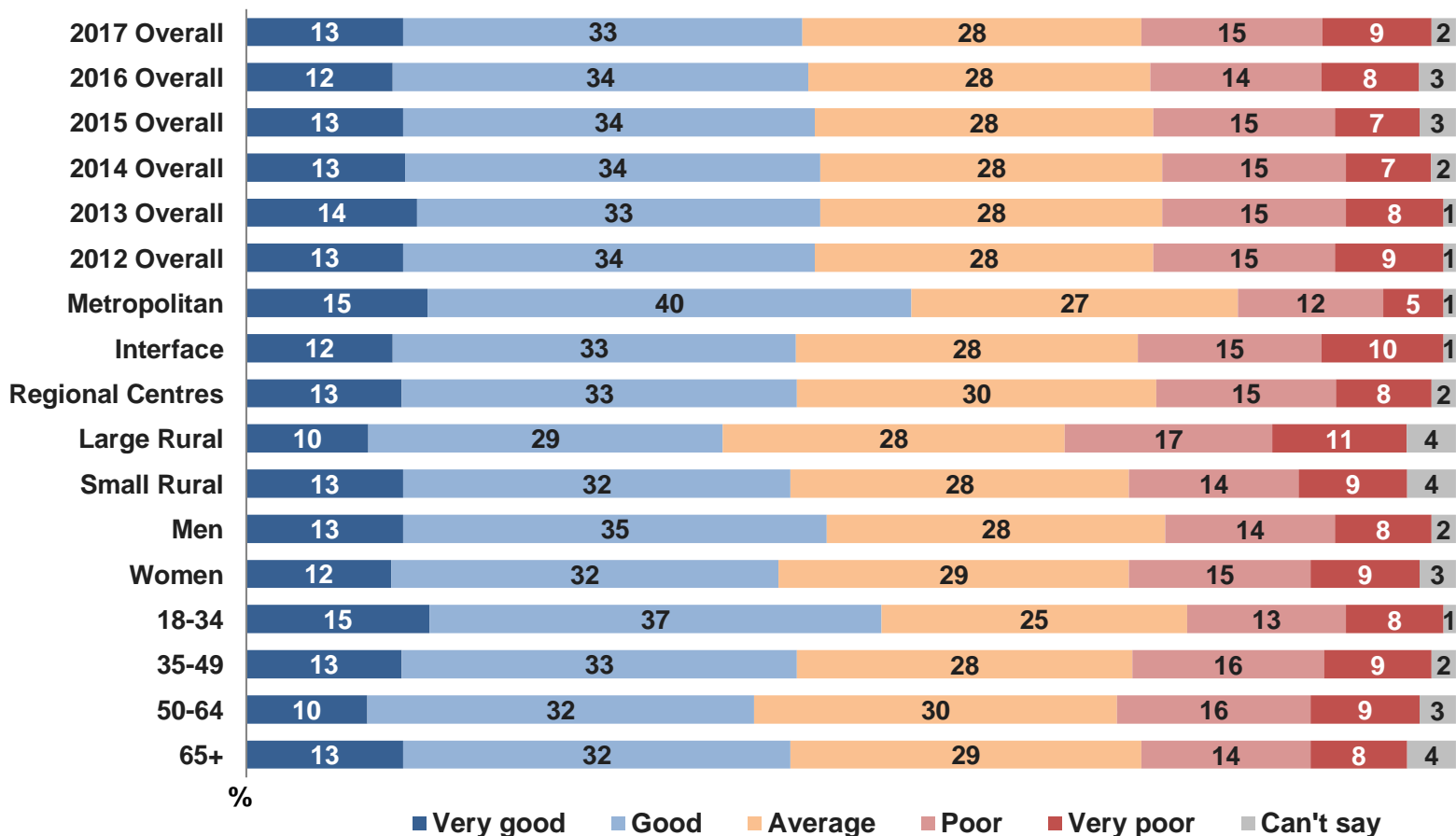
Base: All respondents. Councils asked state-wide: 32

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2017 Streets and Footpaths Performance



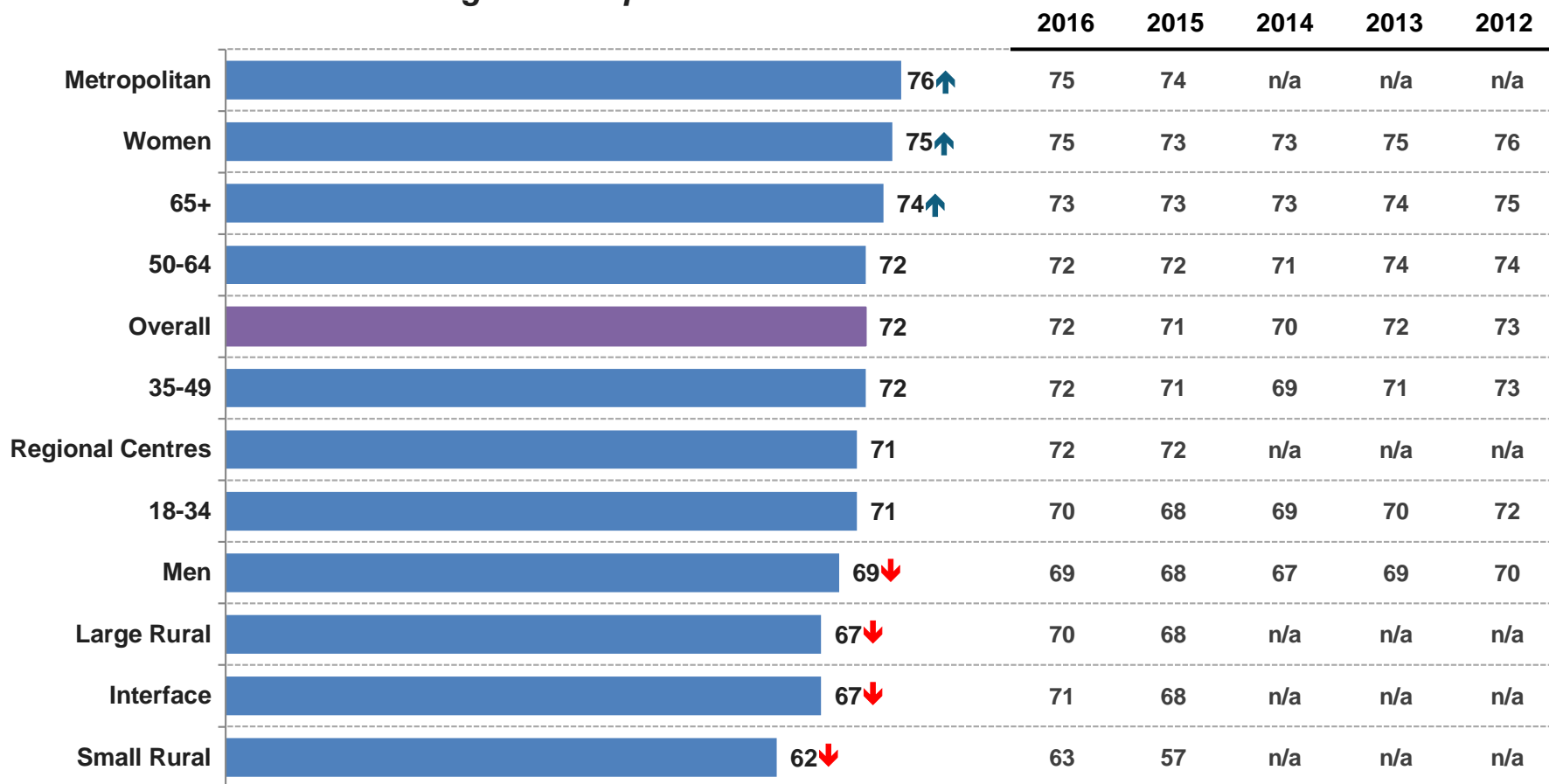
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 32

2017 TRAFFIC MANAGEMENT

IMPORTANCE INDEX SCORES

2017 Traffic Management Importance



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

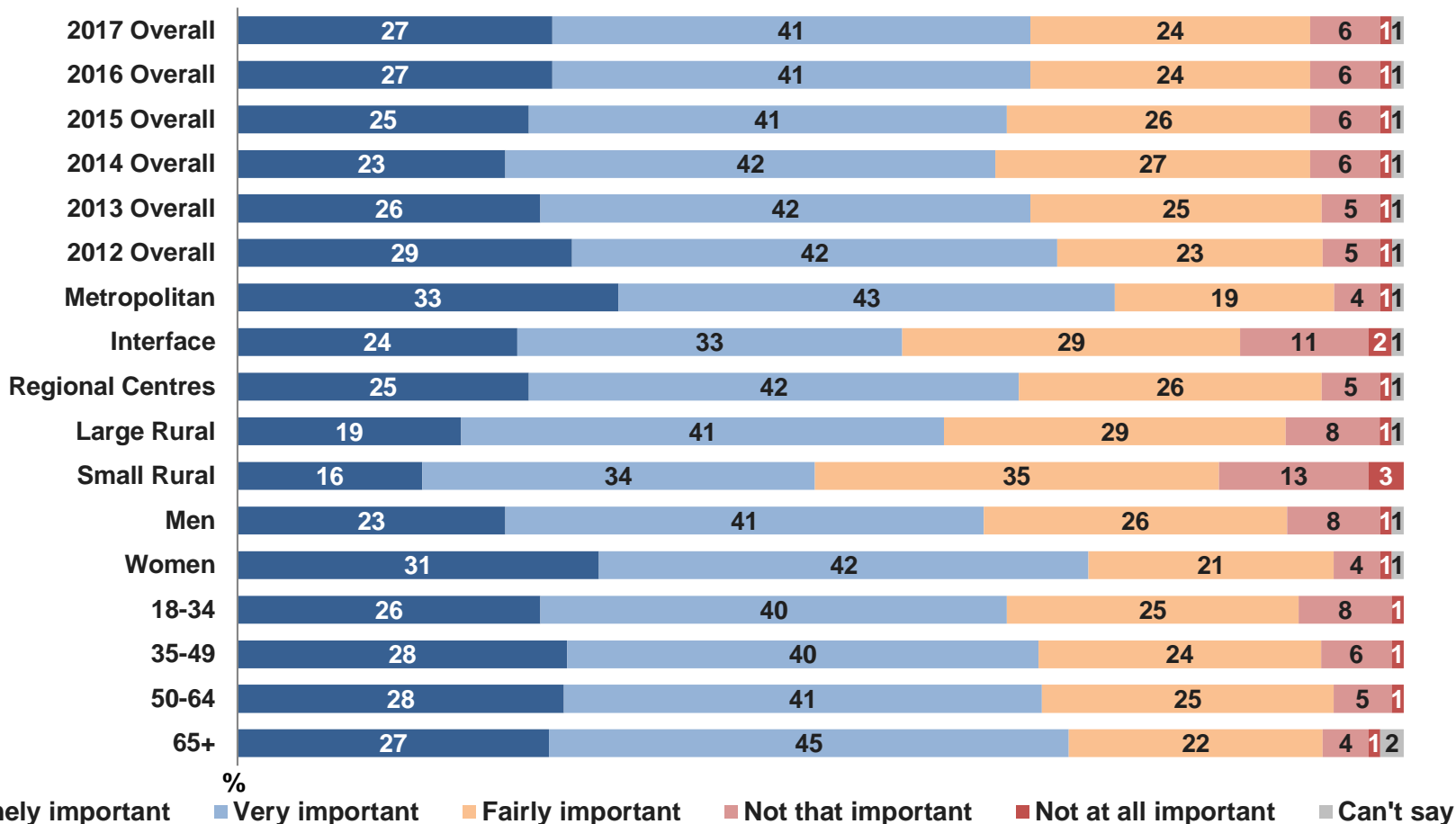
Base: All respondents. Councils asked state-wide: 14

Note: Please see page 5 for explanation about significant differences

2017 TRAFFIC MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Traffic Management Importance



2017 TRAFFIC MANAGEMENT

PERFORMANCE INDEX SCORES

2017 Traffic Management Performance

		2016	2015	2014	2013	2012
Small Rural	67↑	65	67	n/a	n/a	n/a
Large Rural	62↑	62	59	n/a	n/a	n/a
Regional Centres	61↑	59	62	n/a	n/a	n/a
18-34	61↑	61	62	63	63	62
65+	60	60	60	60	61	60
Women	60	60	60	61	60	59
Interface	59	57	61	n/a	n/a	n/a
Overall	59	59	60	60	60	58
Men	58	57	59	60	59	58
35-49	58	57	58	59	58	55
50-64	57↓	57	57	58	57	56
Metropolitan	56↓	56	57	n/a	n/a	n/a

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

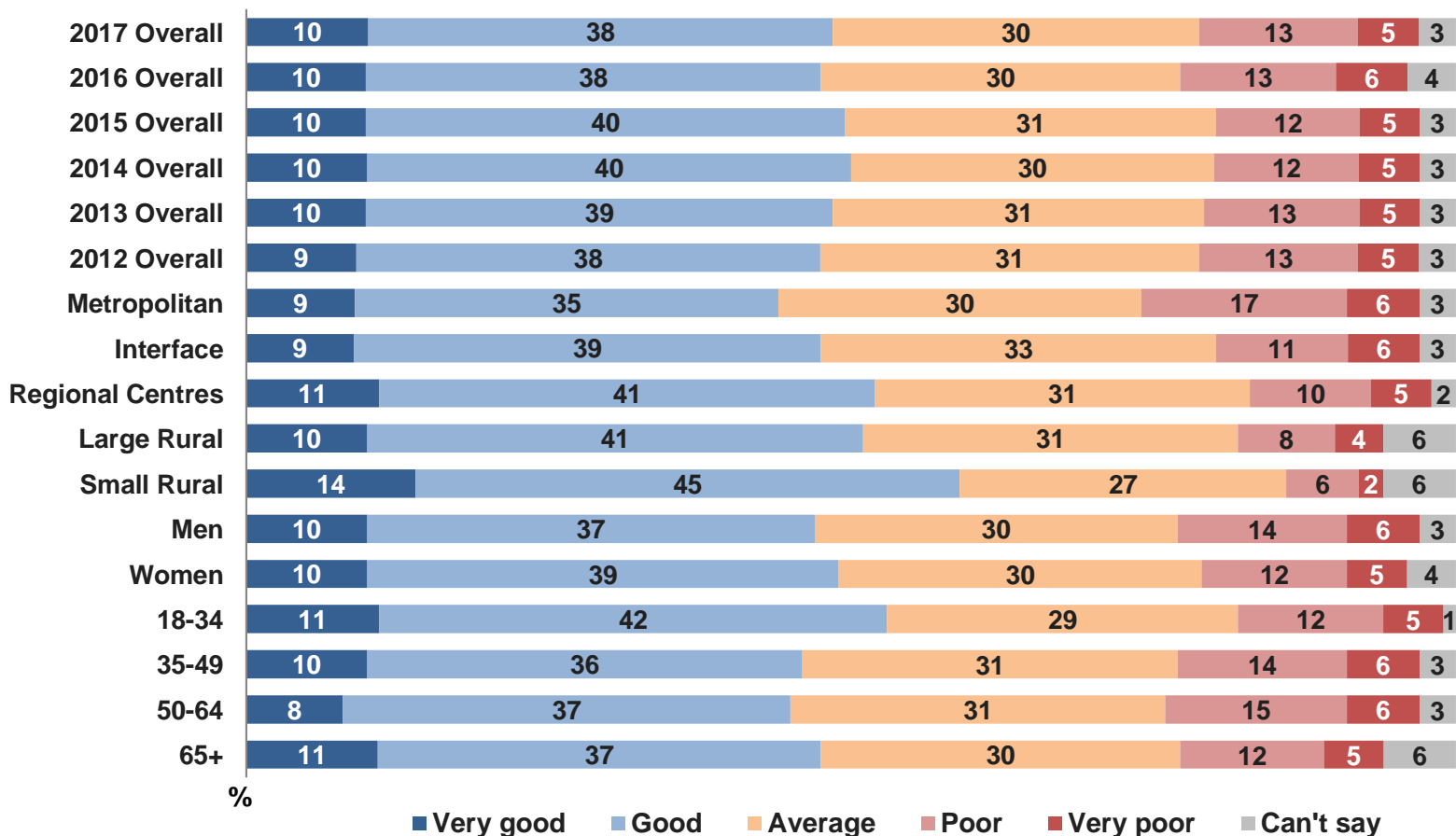
Base: All respondents. Councils asked state-wide: 18

Note: Please see page 5 for explanation about significant differences

2017 TRAFFIC MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

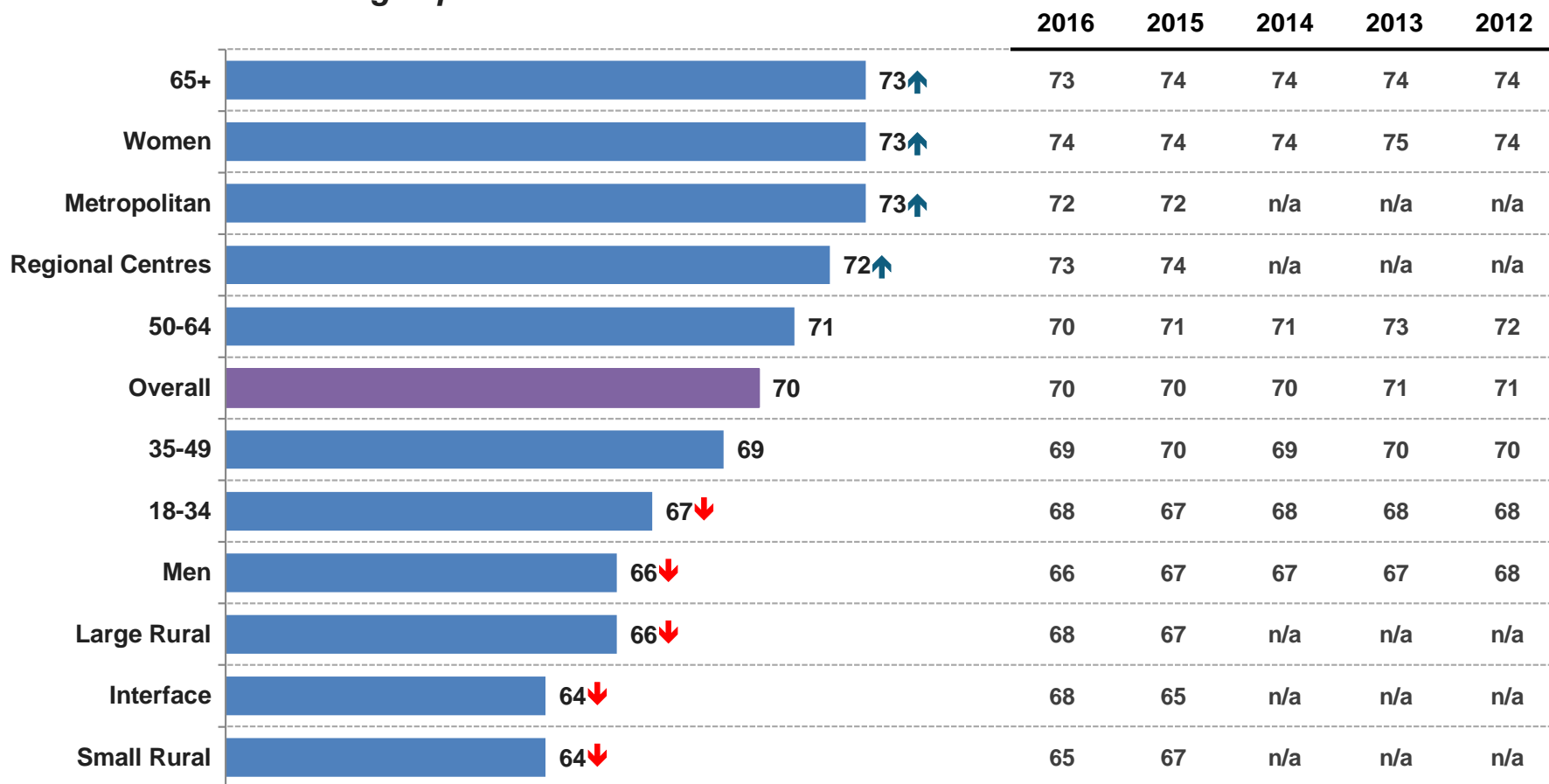
2017 Traffic Management Performance



2017 PARKING FACILITIES

IMPORTANCE INDEX SCORES

2017 Parking Importance



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

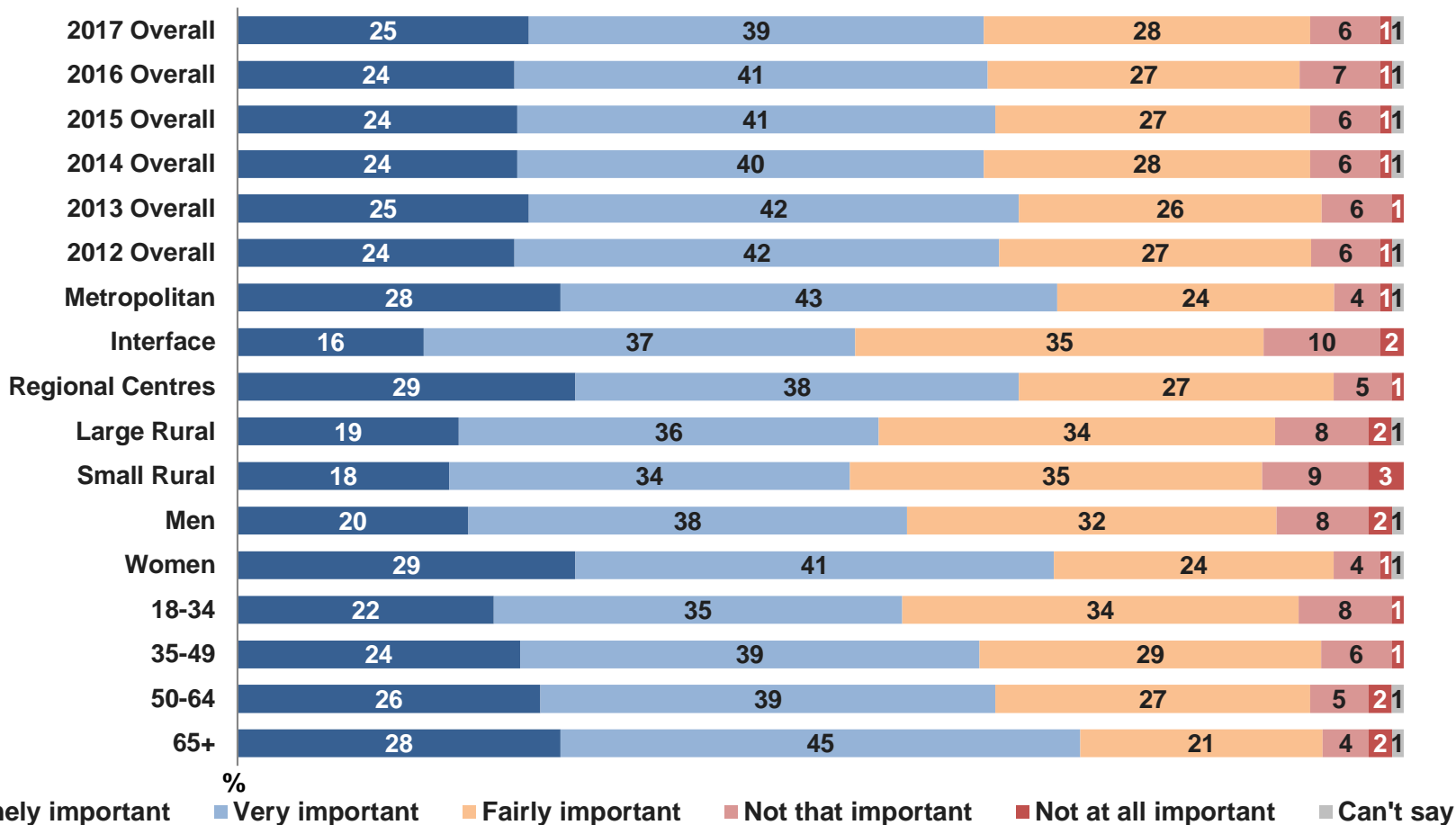
Base: All respondents. Councils asked state-wide: 18

Note: Please see page 5 for explanation about significant differences

2017 PARKING FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Parking Importance



2017 PARKING FACILITIES

PERFORMANCE INDEX SCORES

2017 Parking Performance

		2016	2015	2014	2013	2012
Small Rural	63↑	61	62	n/a	n/a	n/a
Large Rural	60↑	58	59	n/a	n/a	n/a
Interface	57↑	56	60	n/a	n/a	n/a
18-34	56	57	59	60	60	60
35-49	56	57	58	58	57	55
Men	56↑	56	58	58	58	57
Overall	55	56	57	57	57	56
Women	55	56	56	57	56	56
65+	54	55	55	56	56	55
50-64	54	55	55	55	55	55
Metropolitan	53↓	54	55	n/a	n/a	n/a
Regional Centres	52↓	54	53	n/a	n/a	n/a

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

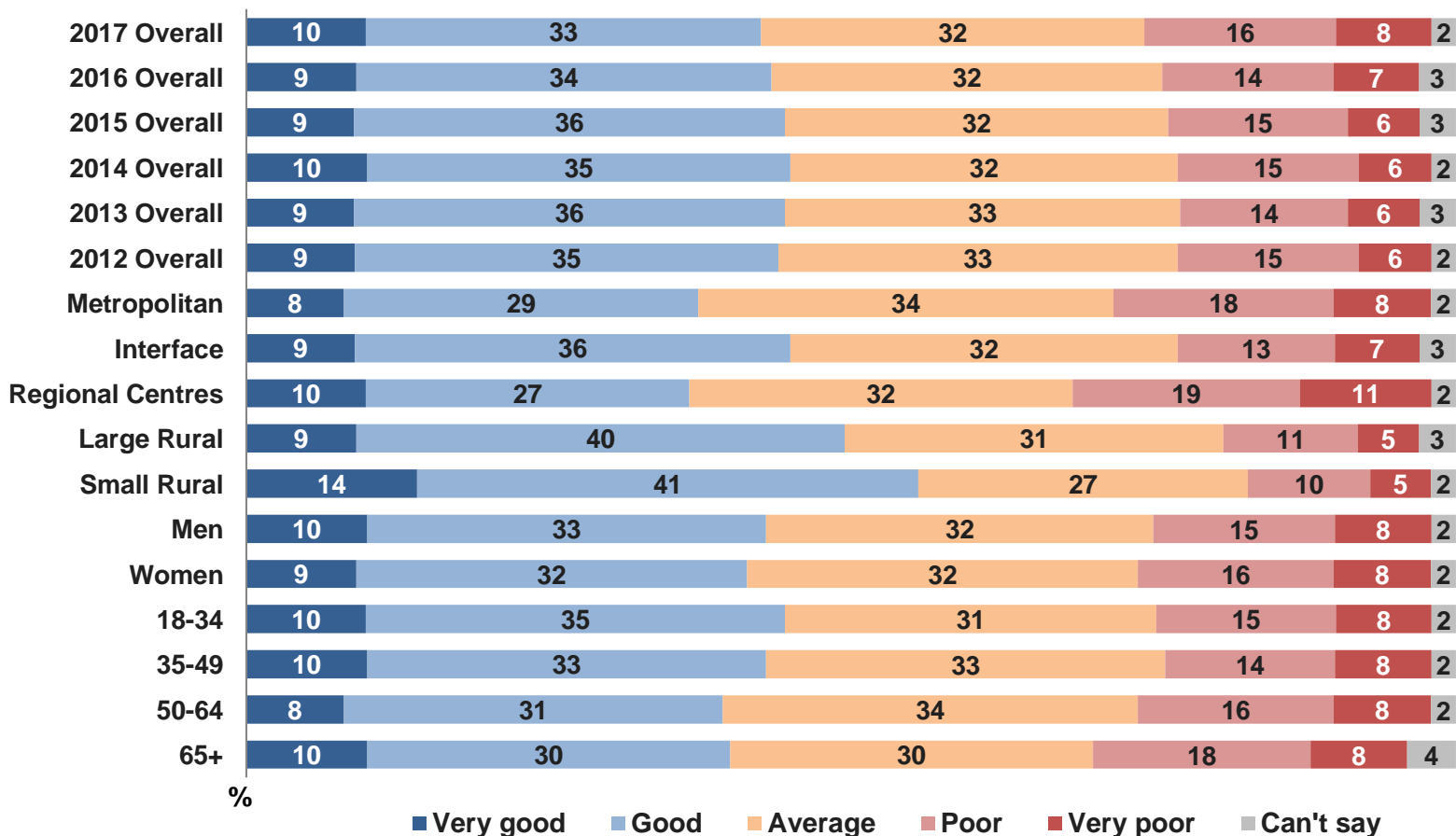
Base: All respondents. Councils asked state-wide: 25

Note: Please see page 5 for explanation about significant differences

2017 PARKING FACILITIES

PERFORMANCE DETAILED PERCENTAGES

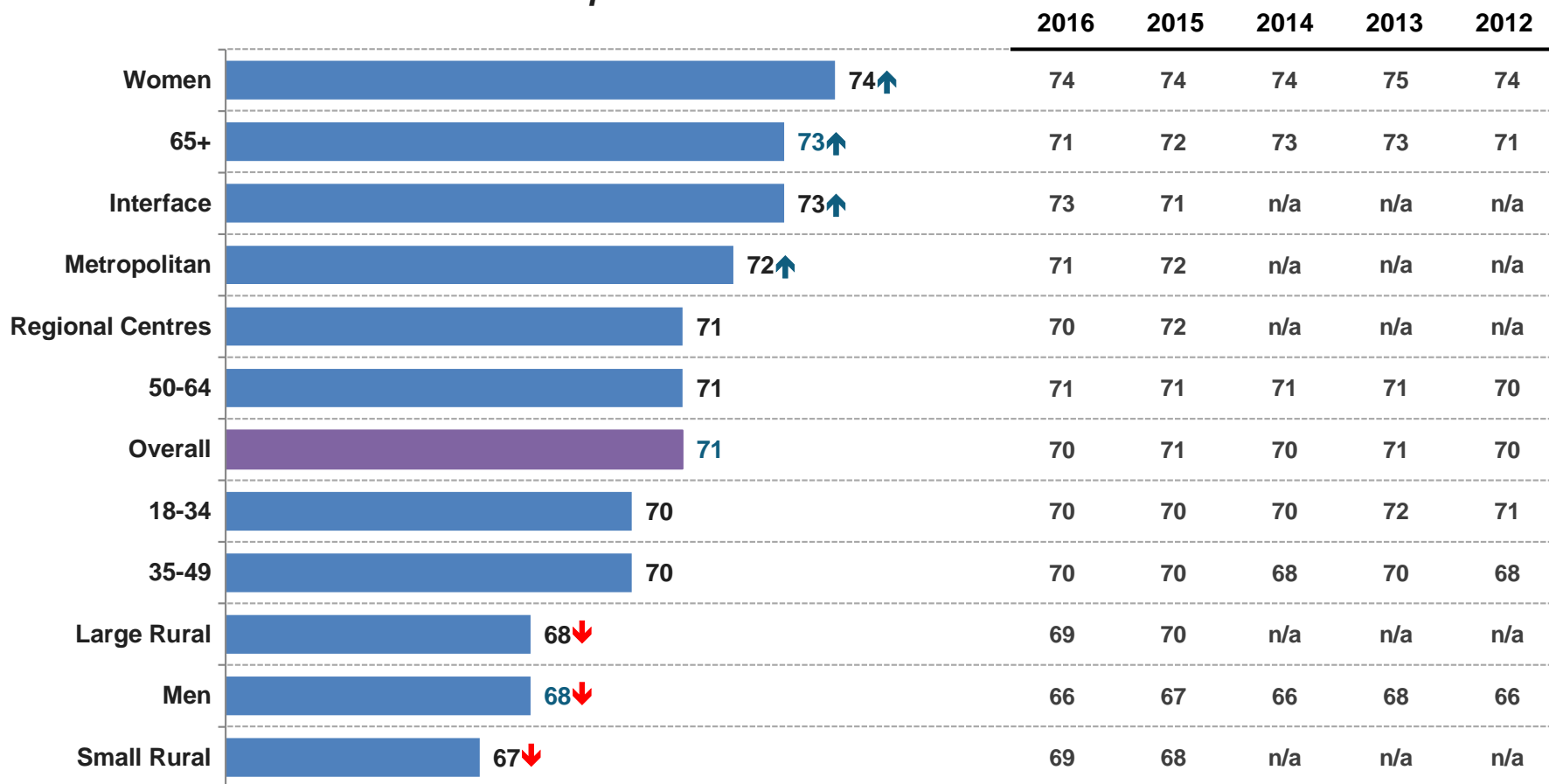
2017 Parking Performance



2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2017 Law Enforcement Importance



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

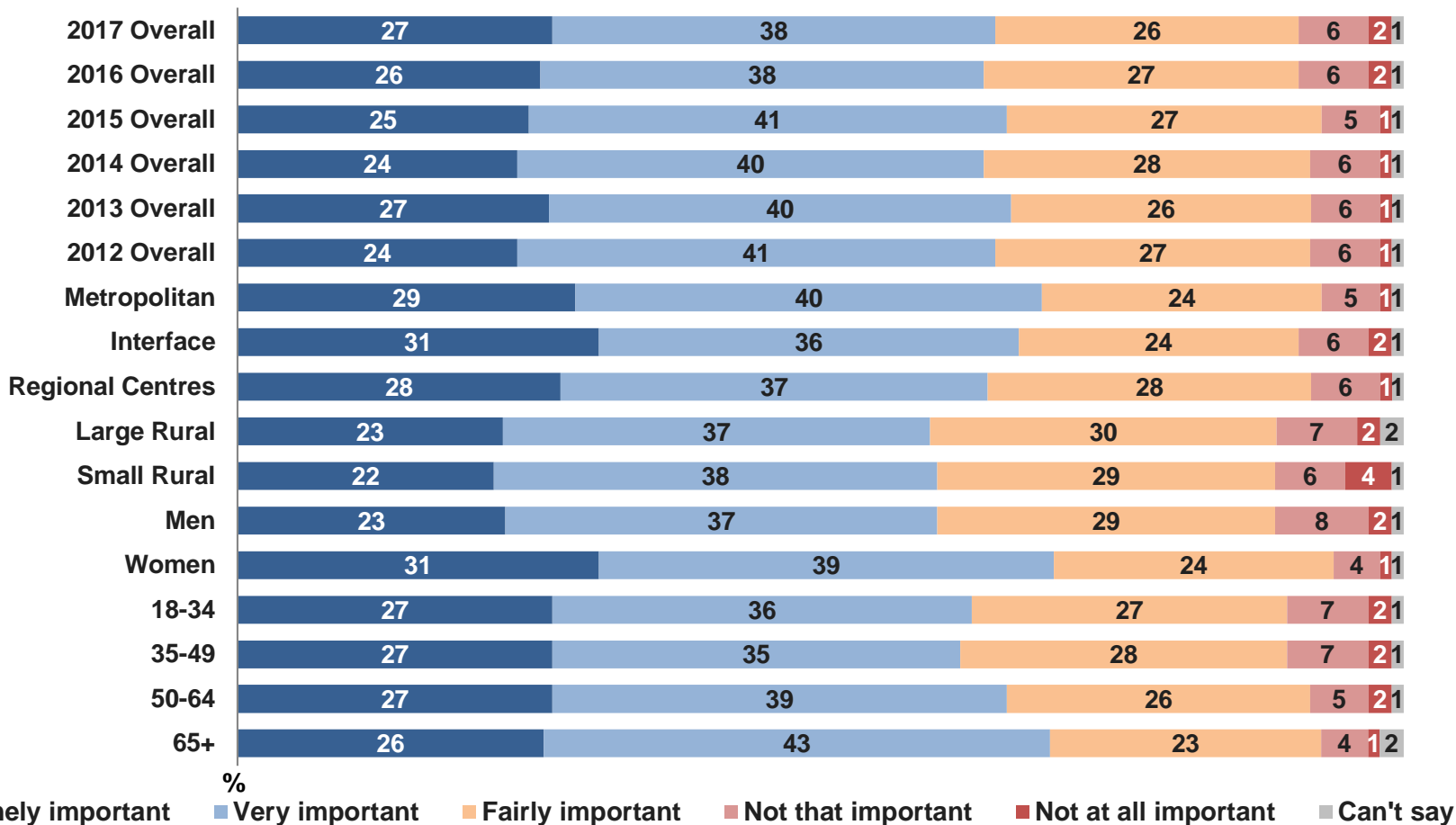
Base: All respondents. Councils asked state-wide: 23

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2017 Law Enforcement Importance



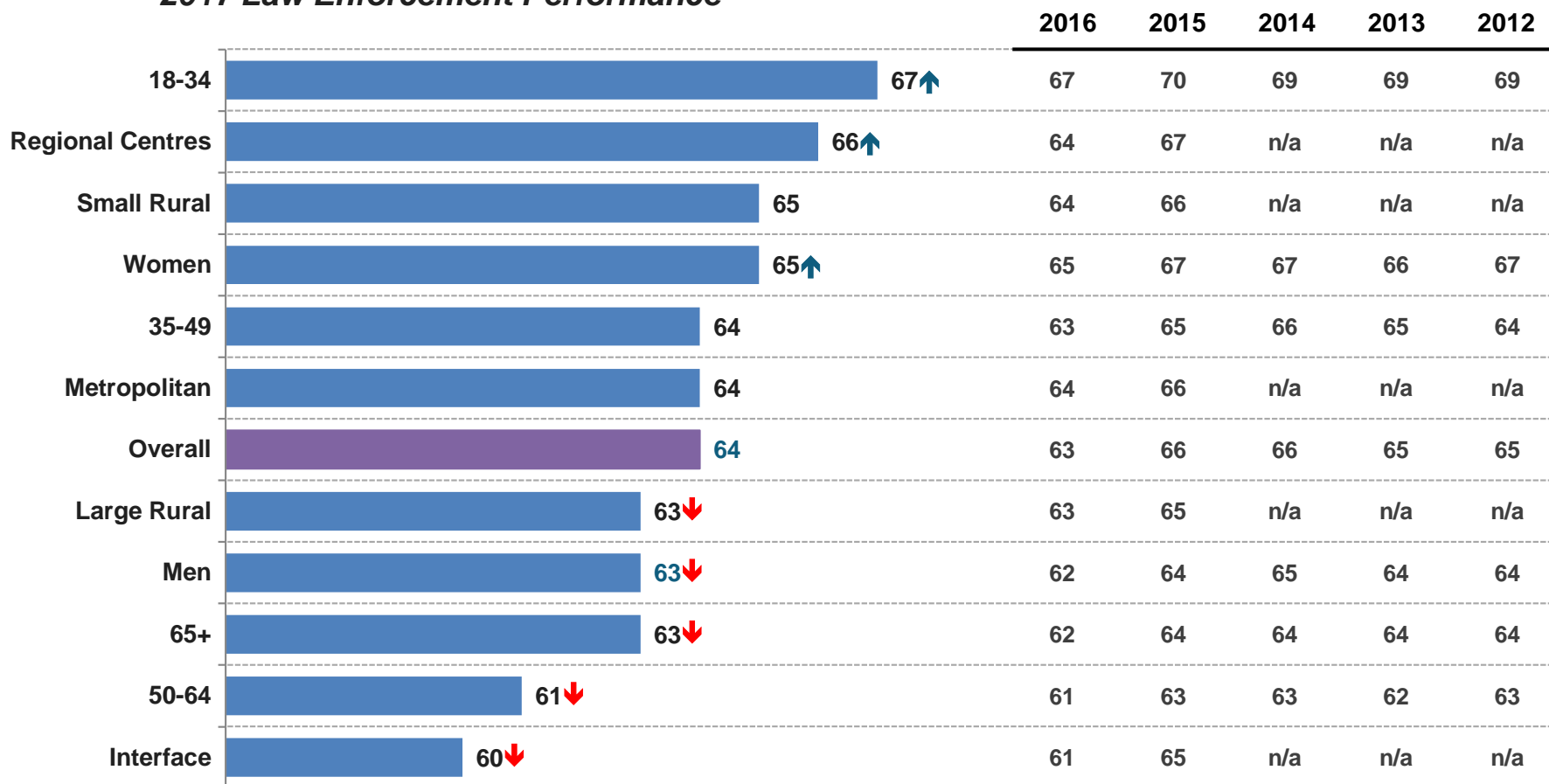
Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

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

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2017 Law Enforcement Performance



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

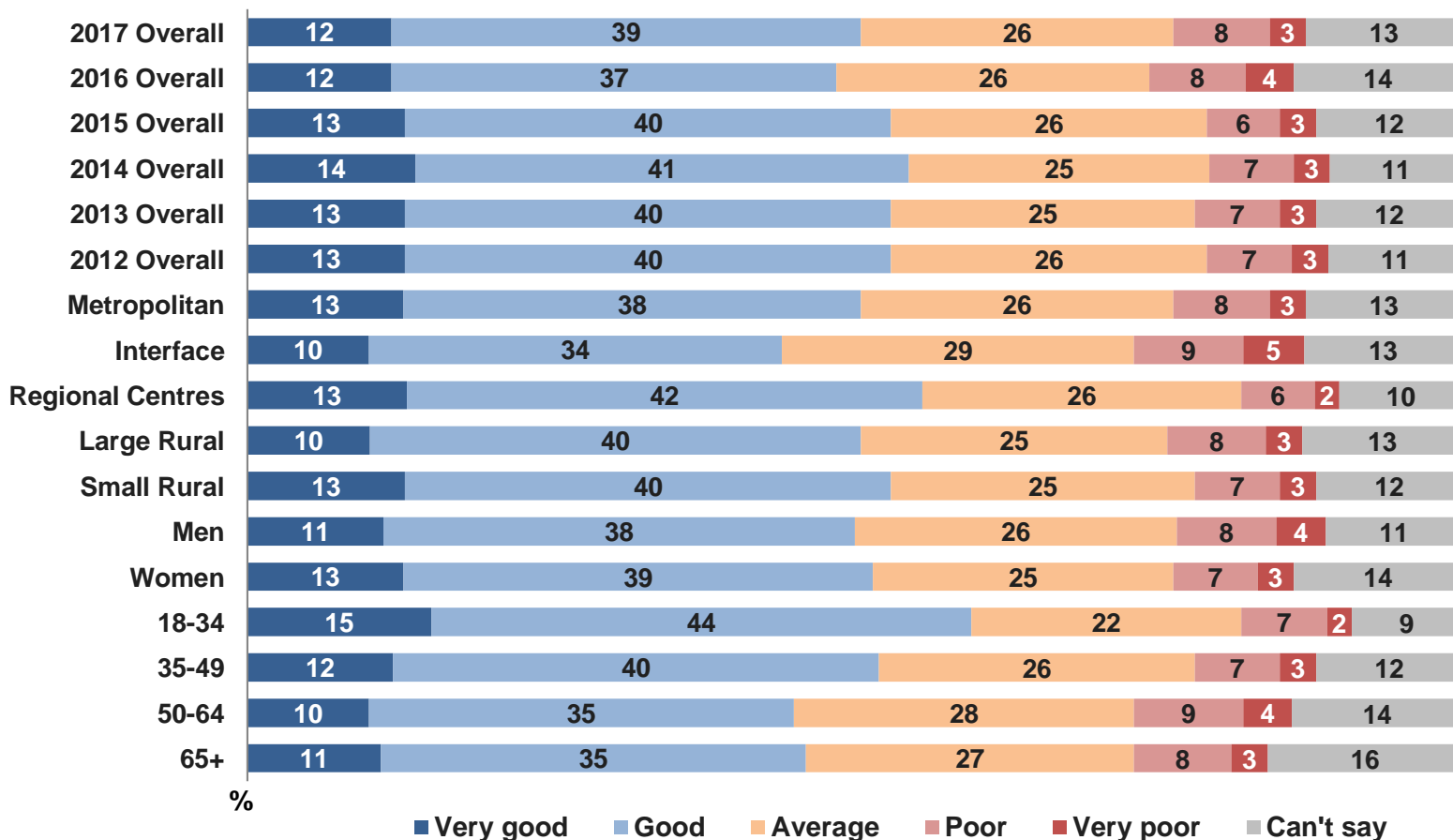
Base: All respondents. Councils asked state-wide: 32

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2017 Law Enforcement Performance



2017 FAMILY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Family Support Importance

		2016	2015	2014	2013	2012
Women	77↑	77	77	77	78	78
Regional Centres	76↑	73	75	n/a	n/a	n/a
18-34	76↑	75	74	74	75	75
Interface	74	75	74	n/a	n/a	n/a
Metropolitan	73	73	72	n/a	n/a	n/a
Overall	73	73	73	72	73	73
35-49	73	74	73	73	73	73
Large Rural	72	72	72	n/a	n/a	n/a
50-64	72	70	72	71	72	72
65+	71↓	71	72	72	72	73
Small Rural	71↓	72	72	n/a	n/a	n/a
Men	69↓	68	68	68	68	69

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

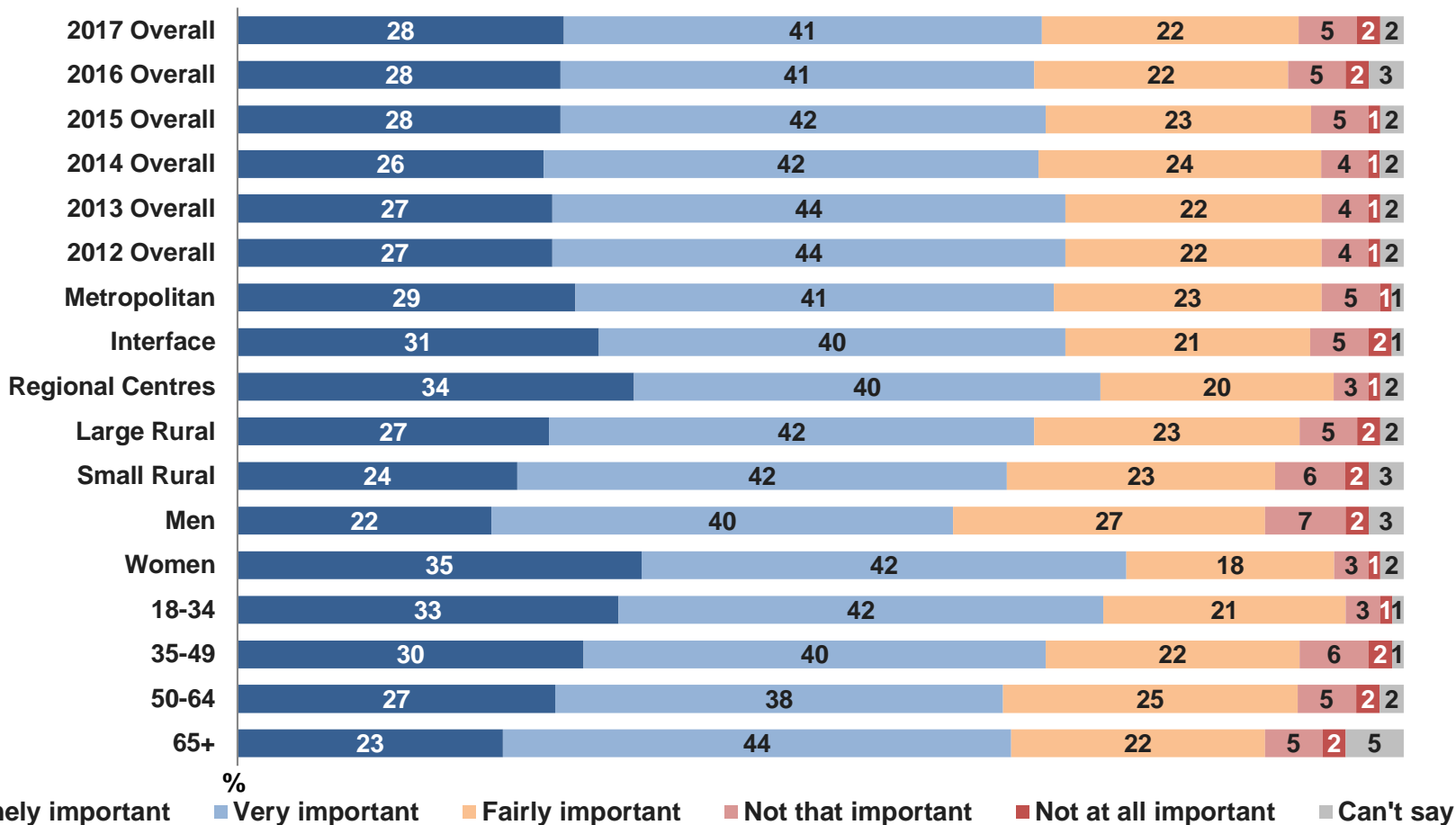
Base: All respondents. Councils asked state-wide: 21

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Family Support Importance



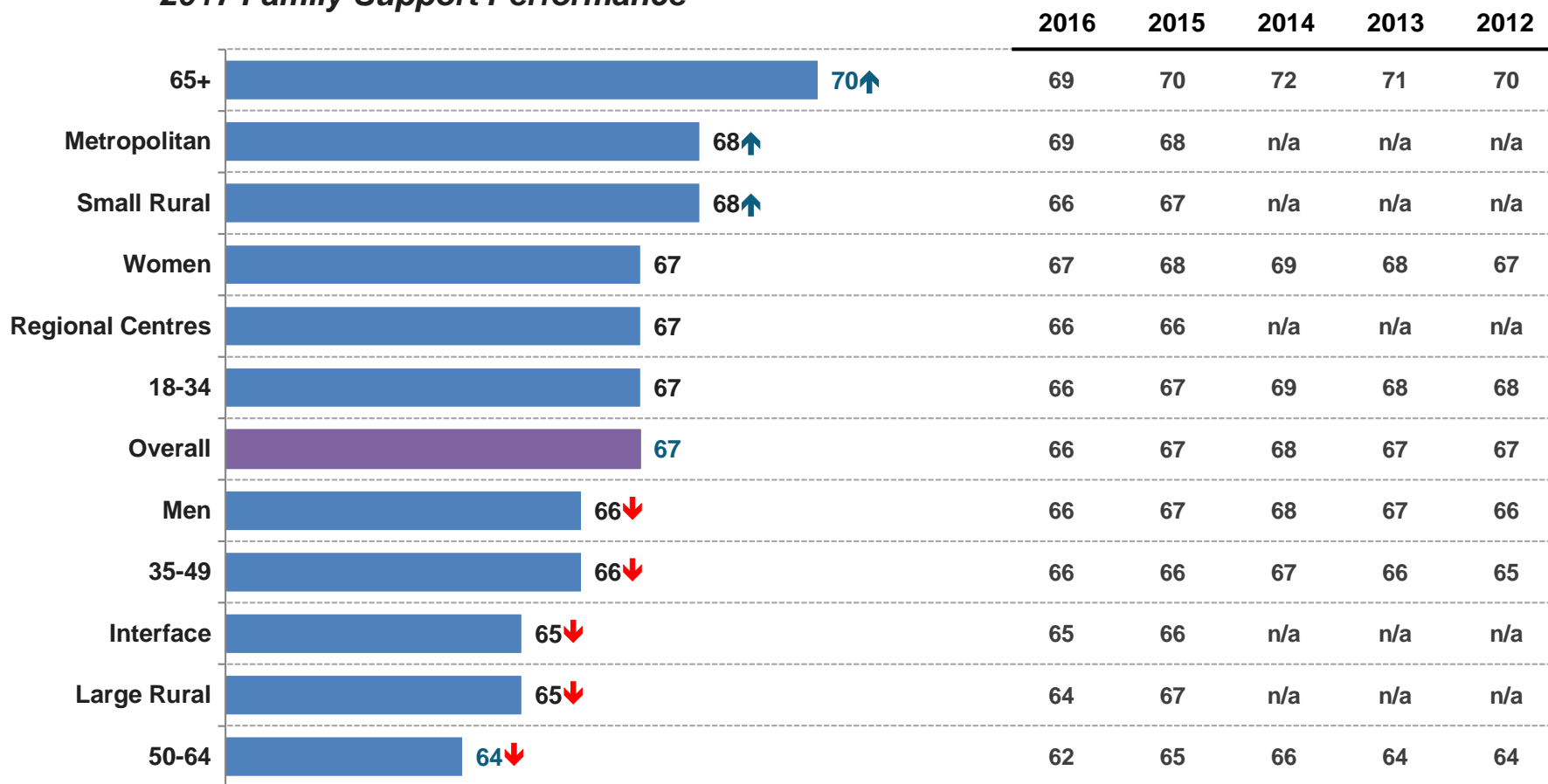
Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21

2017 FAMILY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Family Support Performance



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

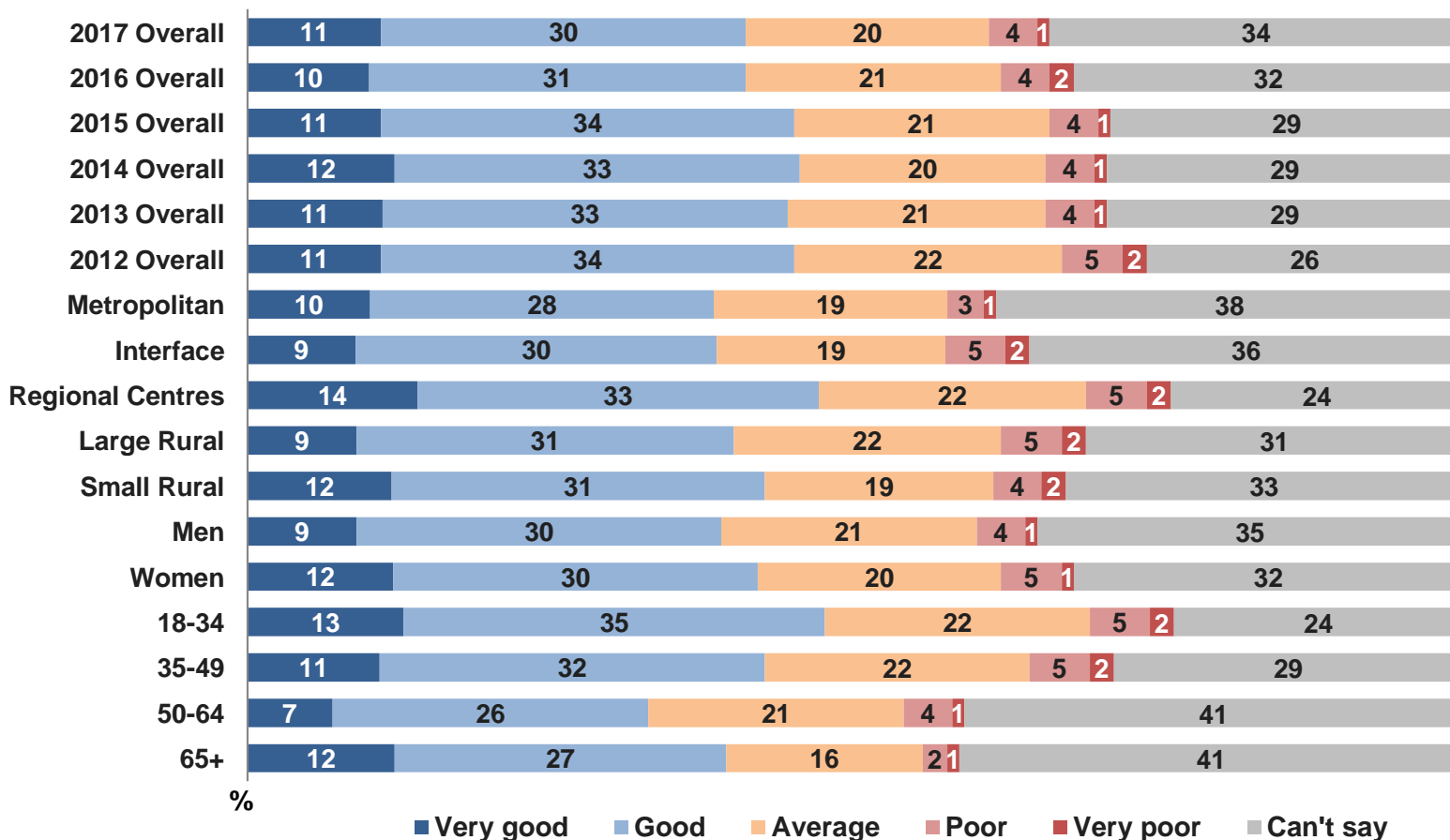
Base: All respondents. Councils asked state-wide: 32

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Family Support Performance



2017 ELDERLY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Elderly Support Importance

		2016	2015	2014	2013	2012
Women	82↑	82	82	83	83	83
Regional Centres	80↑	78	80	n/a	n/a	n/a
50-64	80↑	79	80	80	81	81
65+	79↑	79	80	79	80	81
Small Rural	79↑	79	80	n/a	n/a	n/a
Interface	78	79	77	n/a	n/a	n/a
Large Rural	78	78	78	n/a	n/a	n/a
Overall	78	78	79	79	79	80
35-49	77↓	78	78	78	79	80
Metropolitan	77↓	78	78	n/a	n/a	n/a
18-34	76↓	77	77	77	77	78
Men	74↓	75	75	75	75	76

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

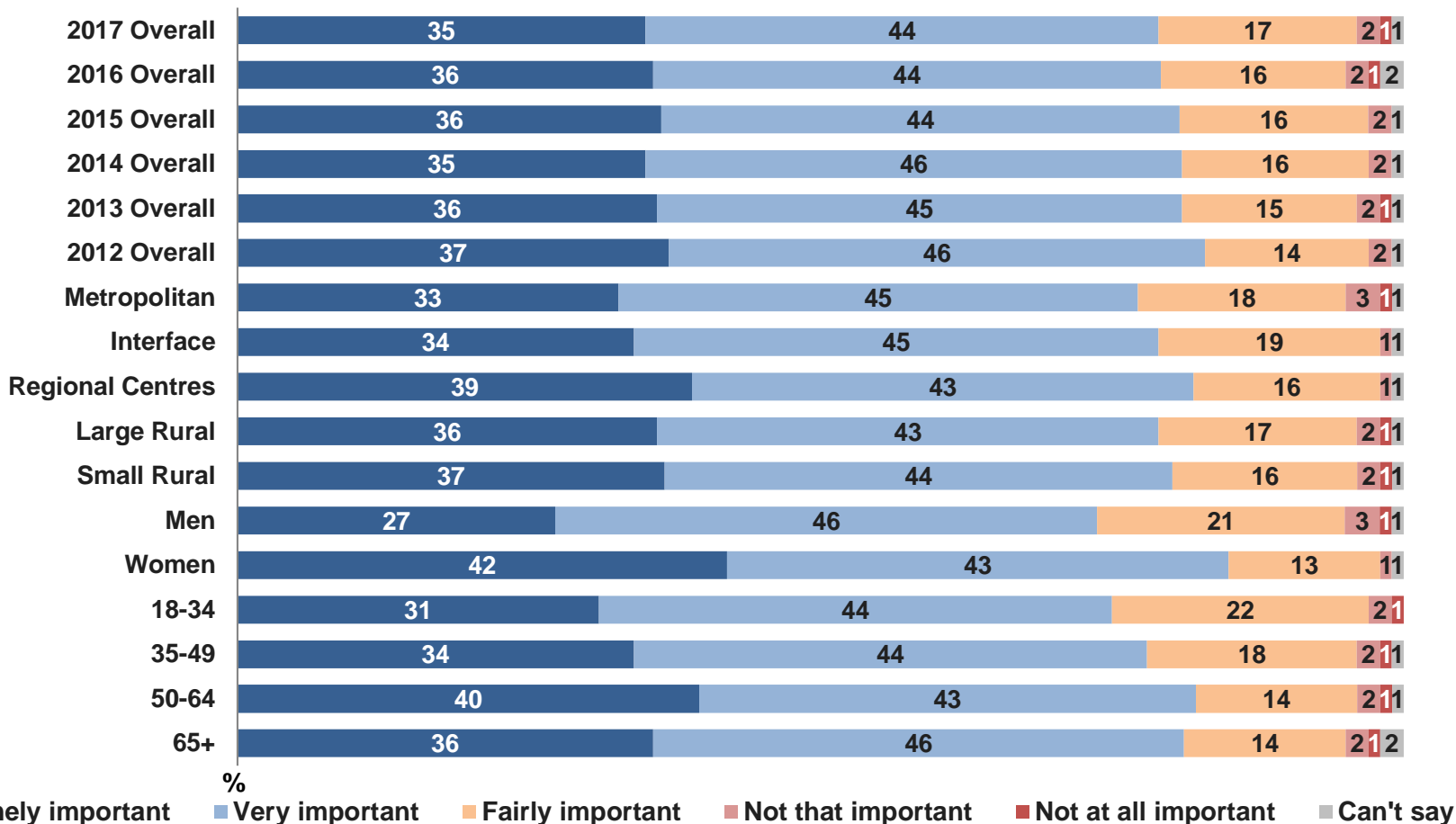
Base: All respondents. Councils asked state-wide: 24

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

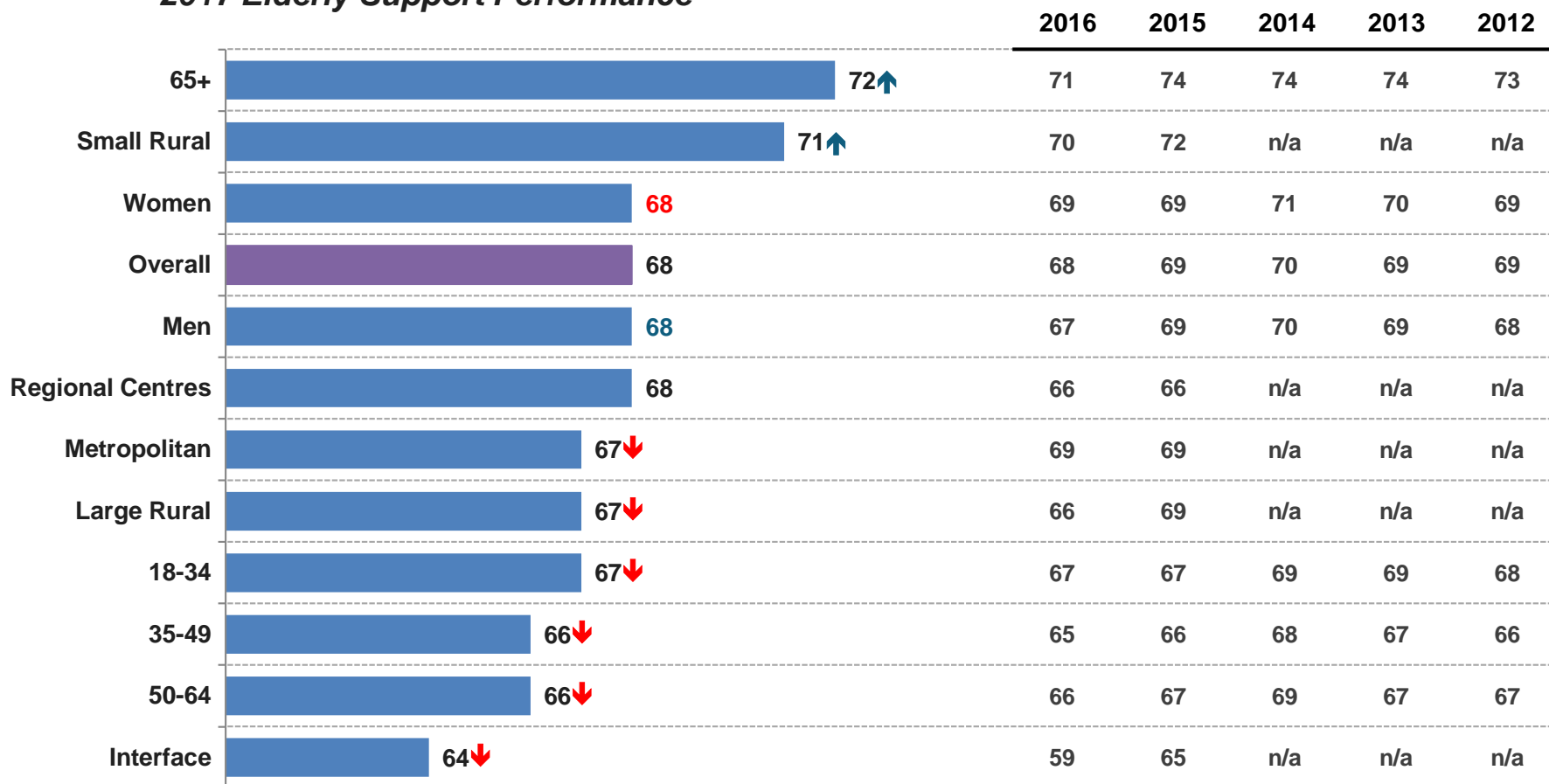
2017 Elderly Support Importance



2017 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Elderly Support Performance



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

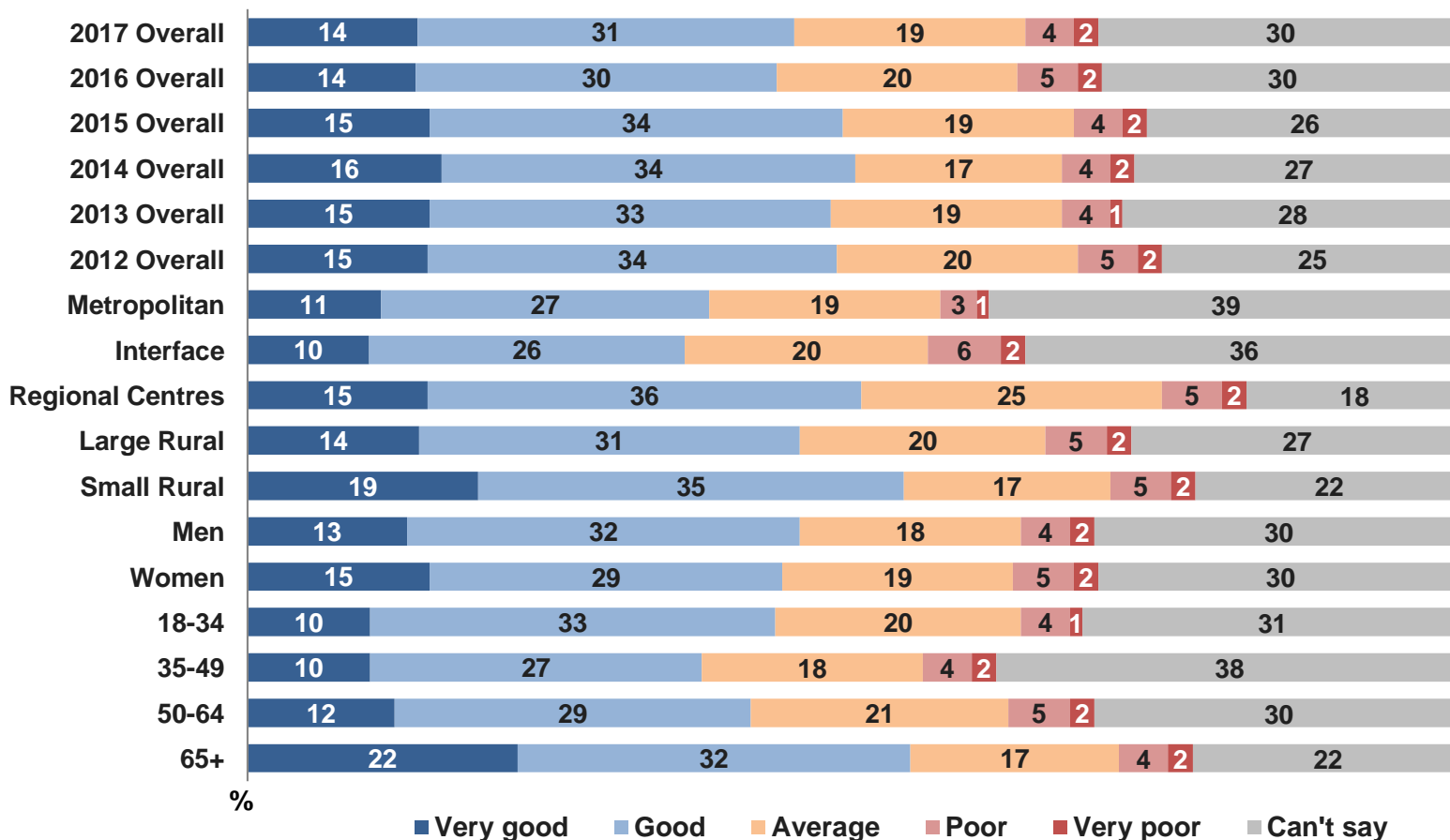
Base: All respondents. Councils asked state-wide: 35

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

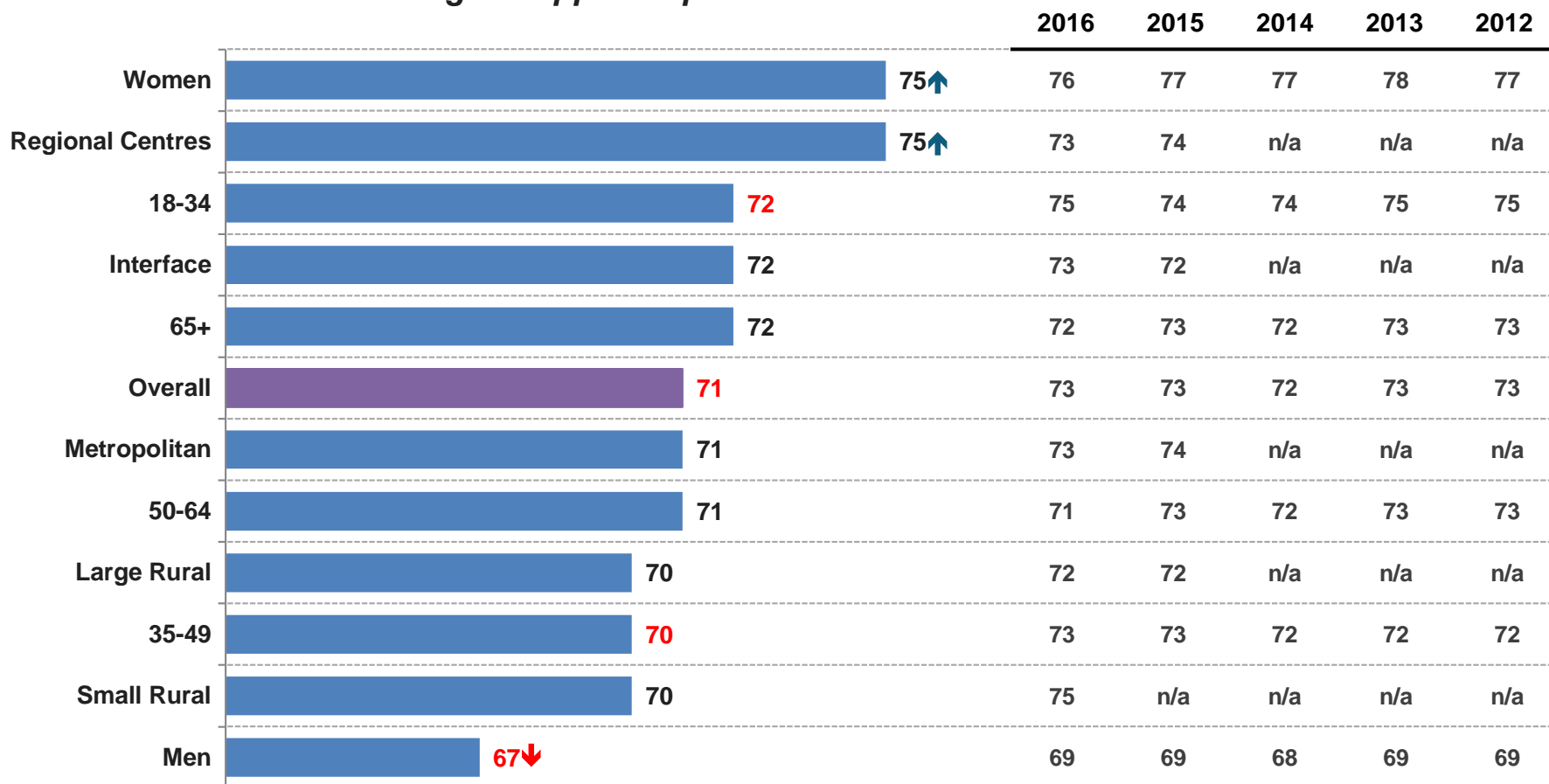
2017 Elderly Support Performance



2017 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Disadvantaged Support Importance



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

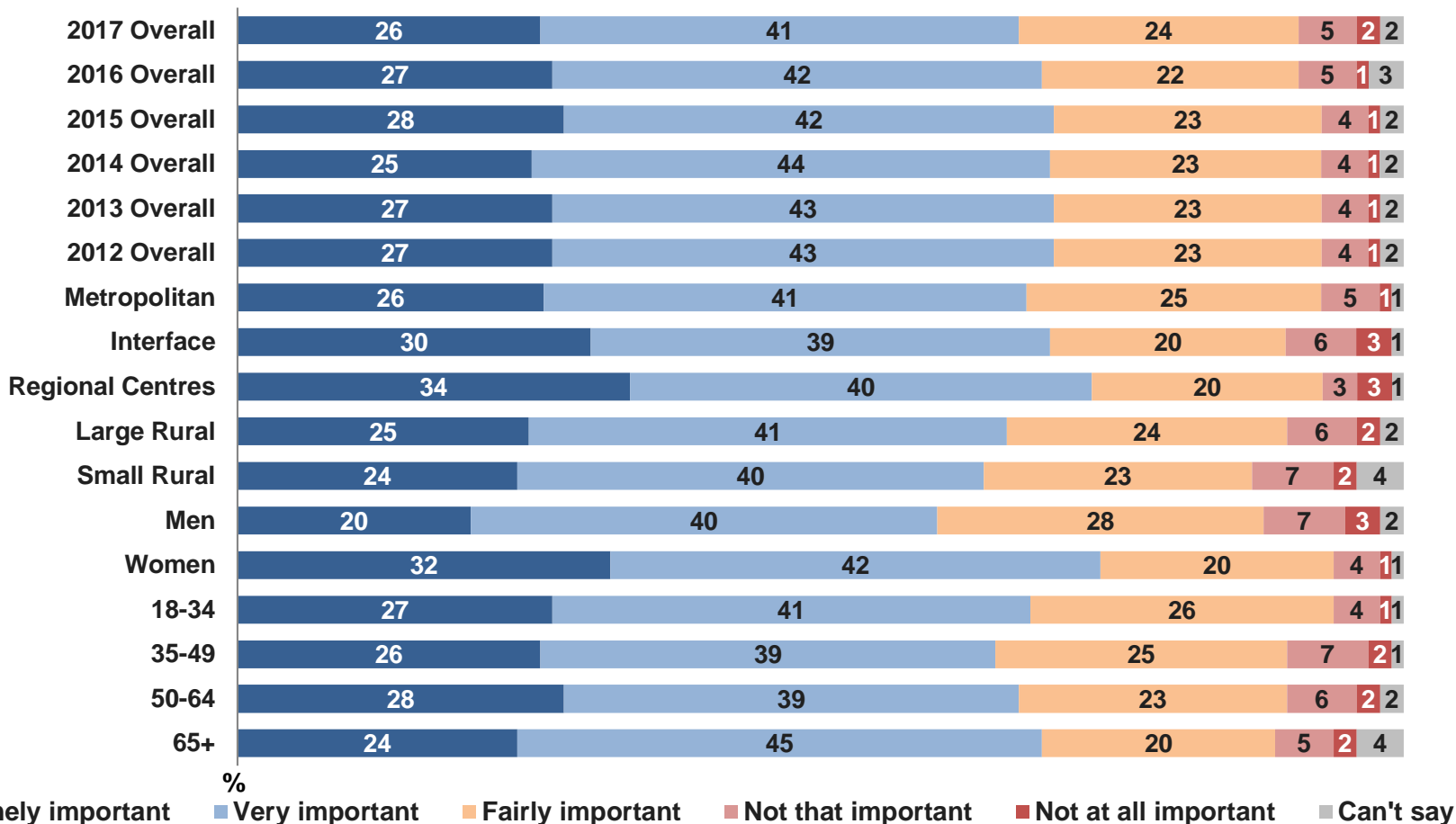
Base: All respondents. Councils asked state-wide: 12

Note: Please see page 5 for explanation about significant differences

2017 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

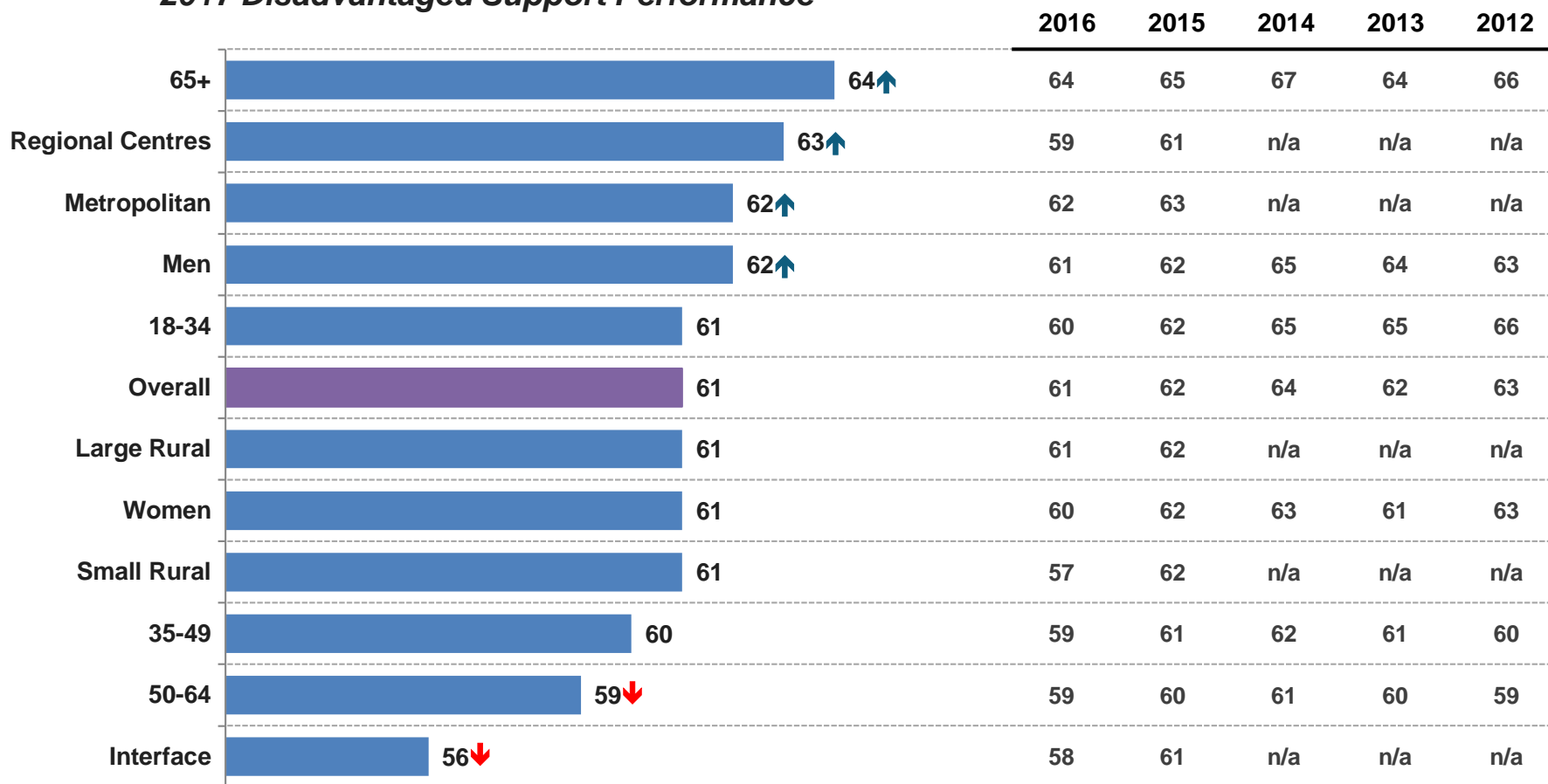
2017 Disadvantaged Support Importance



2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Disadvantaged Support Performance



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

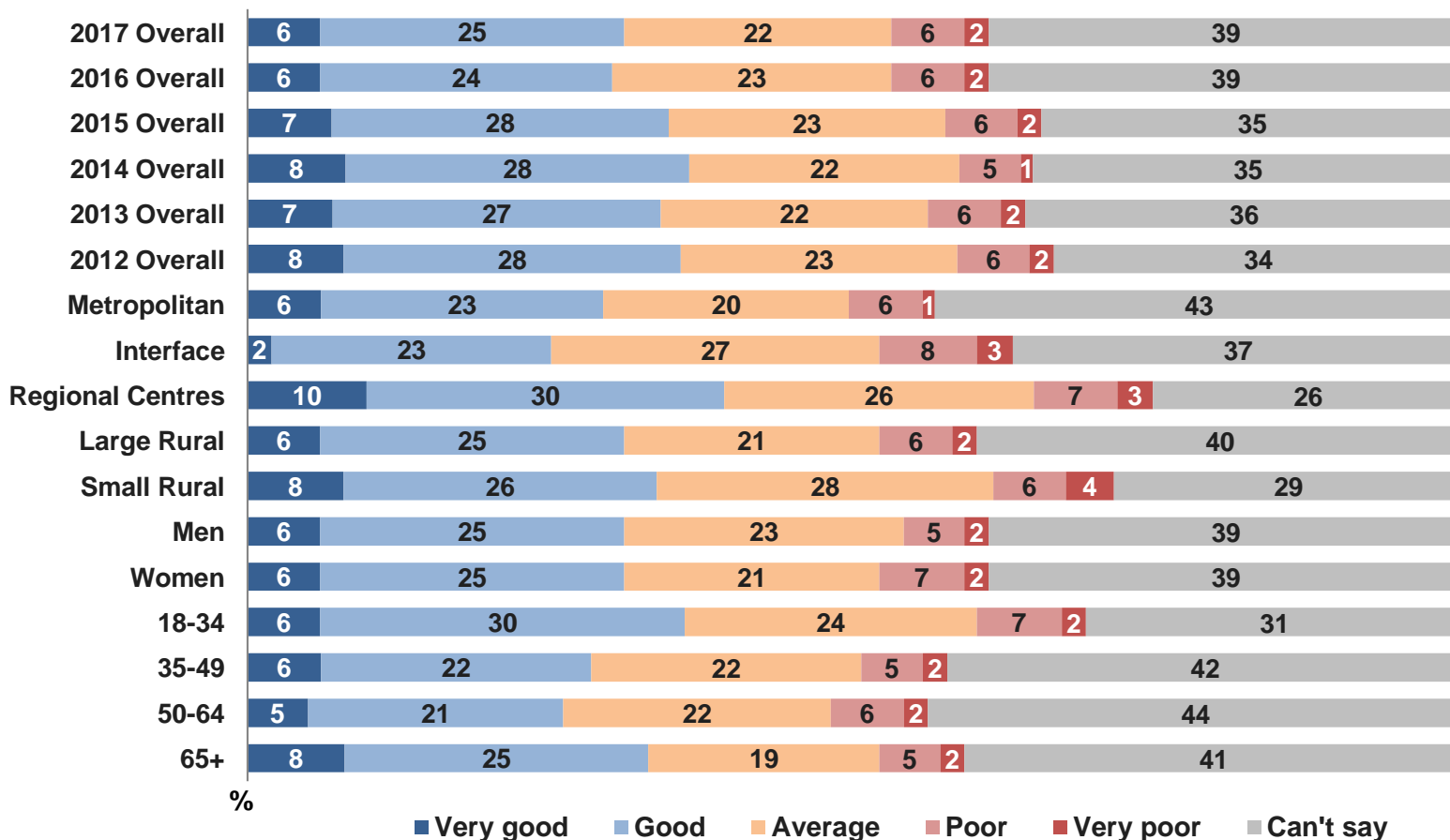
Base: All respondents. Councils asked state-wide: 16

Note: Please see page 5 for explanation about significant differences

2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Disadvantaged Support Performance



2017 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2017 Recreational Facilities Importance

		2016	2015	2014	2013	2012
35-49	74↑	75	75	74	75	75
Women	74↑	75	73	74	74	74
Regional Centres	73	73	72	n/a	n/a	n/a
Metropolitan	73↑	73	72	n/a	n/a	n/a
50-64	73↑	73	72	72	73	72
Large Rural	72	72	72	n/a	n/a	n/a
Overall	72	73	72	72	72	72
Interface	72	73	72	n/a	n/a	n/a
65+	71↓	71	71	71	71	71
Small Rural	71	72	73	n/a	n/a	n/a
18-34	71↓	72	70	70	70	70
Men	70↓	71	71	70	70	70

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

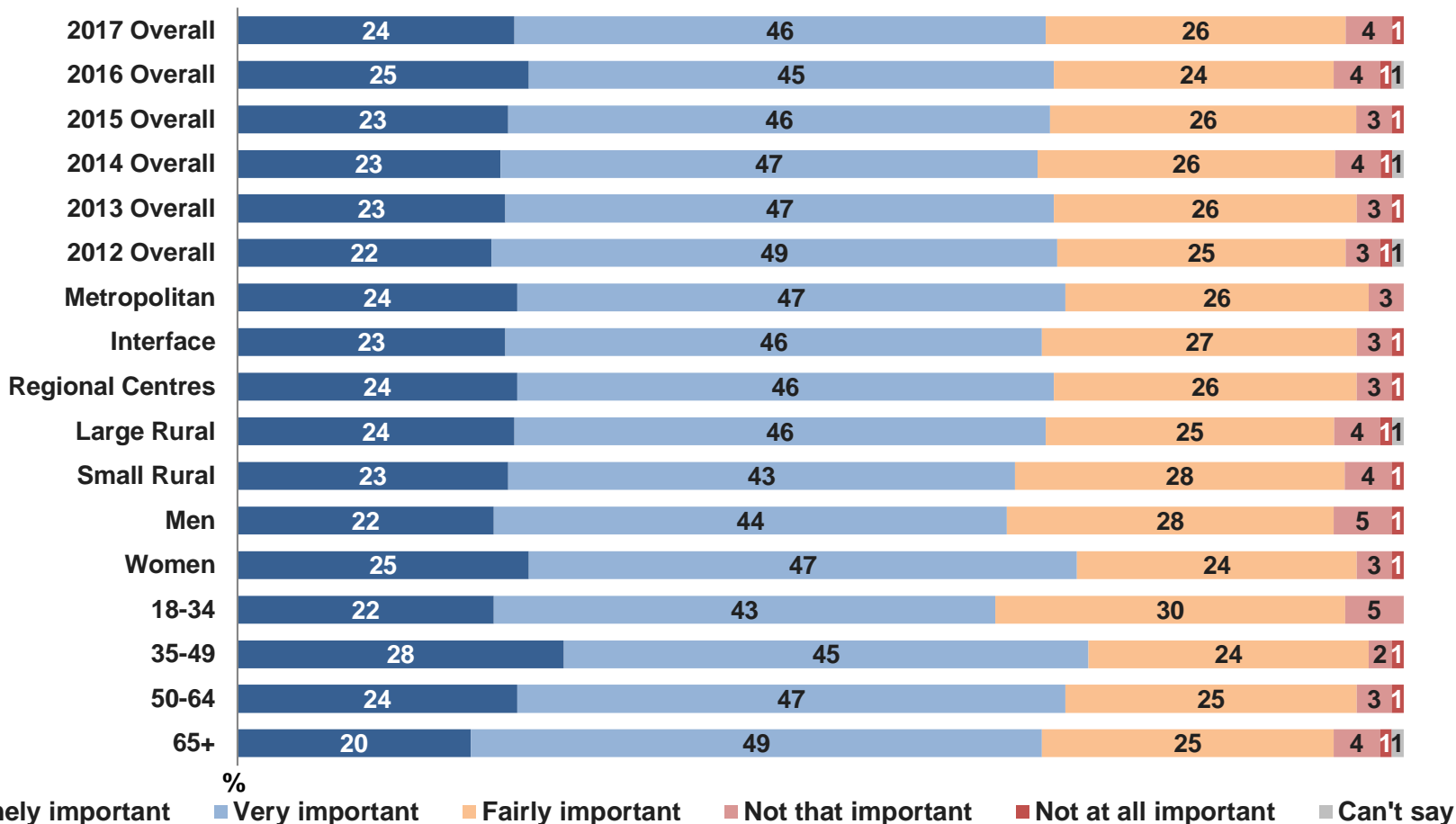
Base: All respondents. Councils asked state-wide: 27

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

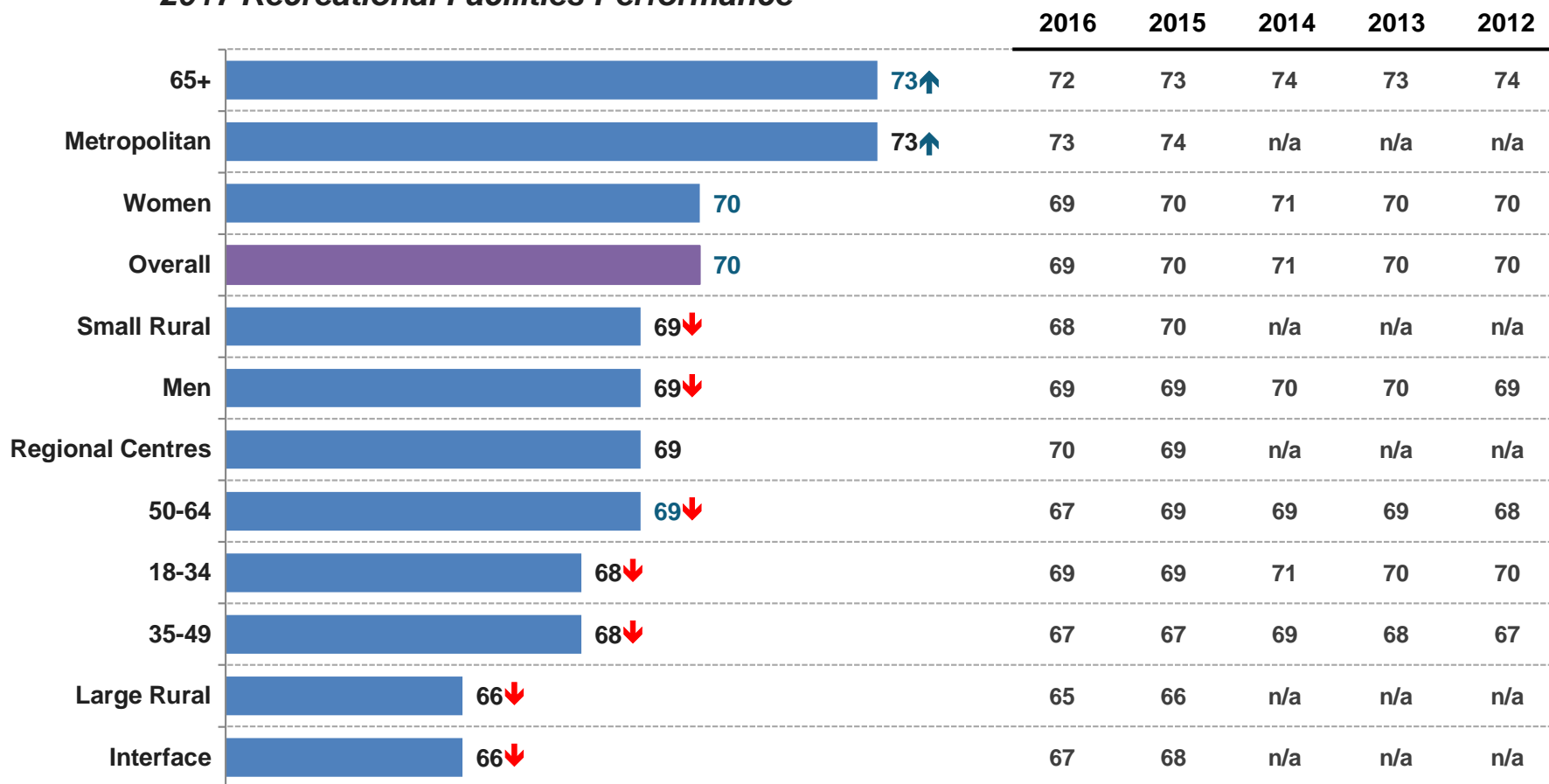
2017 Recreational Facilities Importance



2017 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2017 Recreational Facilities Performance



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

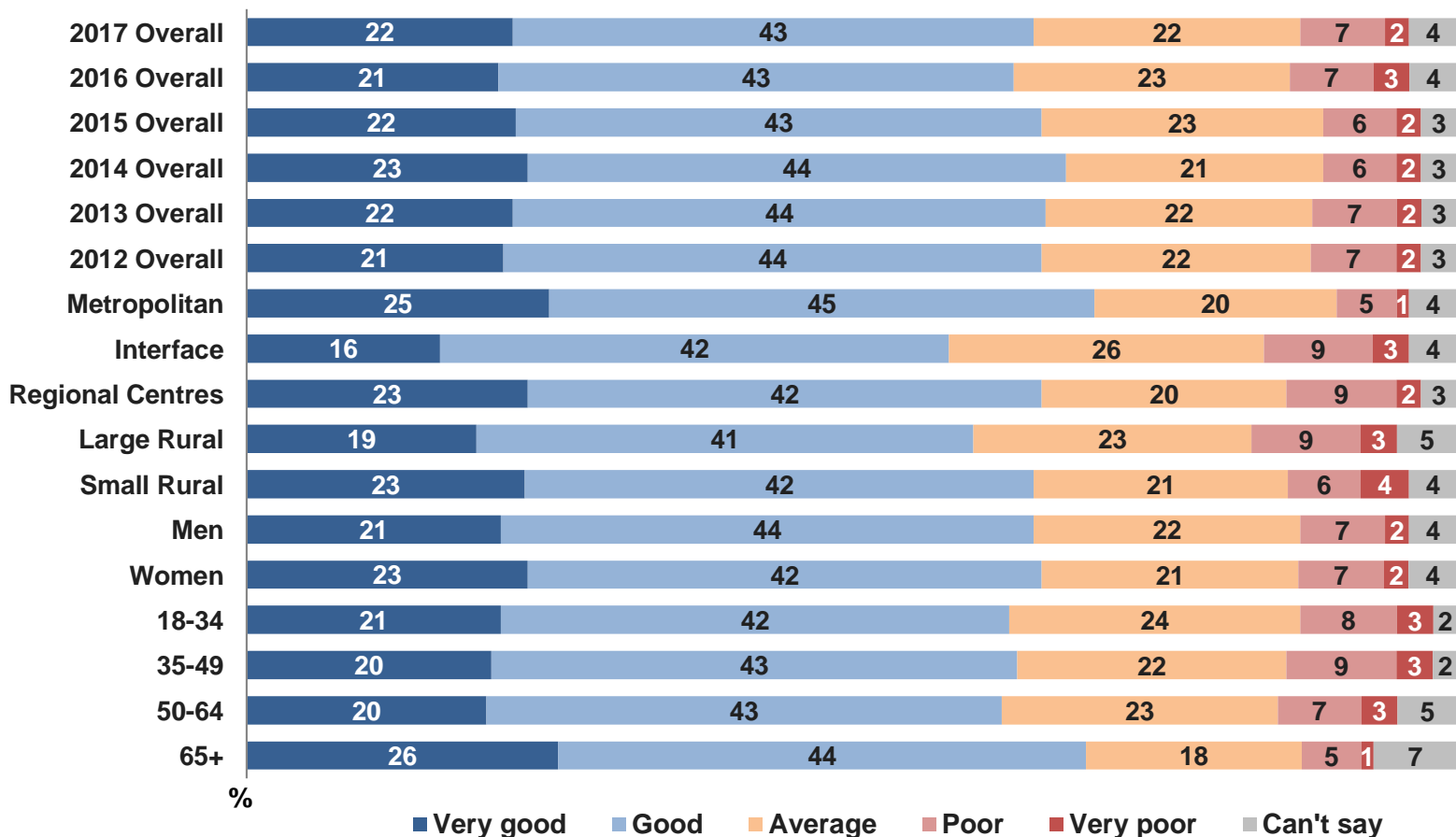
Base: All respondents. Councils asked state-wide: 40

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance



2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2017 Public Areas Importance

		2016	2015	2014	2013	2012
Women	76↑	76	75	75	76	75
50-64	75↑	75	75	75	76	74
35-49	75↑	75	75	75	75	74
Interface	75	75	73	n/a	n/a	n/a
Metropolitan	75↑	74	73	n/a	n/a	n/a
65+	75↑	75	74	74	75	74
Overall	74	74	73	73	74	73
Small Rural	74	74	73	n/a	n/a	n/a
Regional Centres	74	74	74	n/a	n/a	n/a
Large Rural	73↓	74	73	n/a	n/a	n/a
Men	72↓	72	71	71	72	71
18-34	72↓	72	70	70	71	71

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

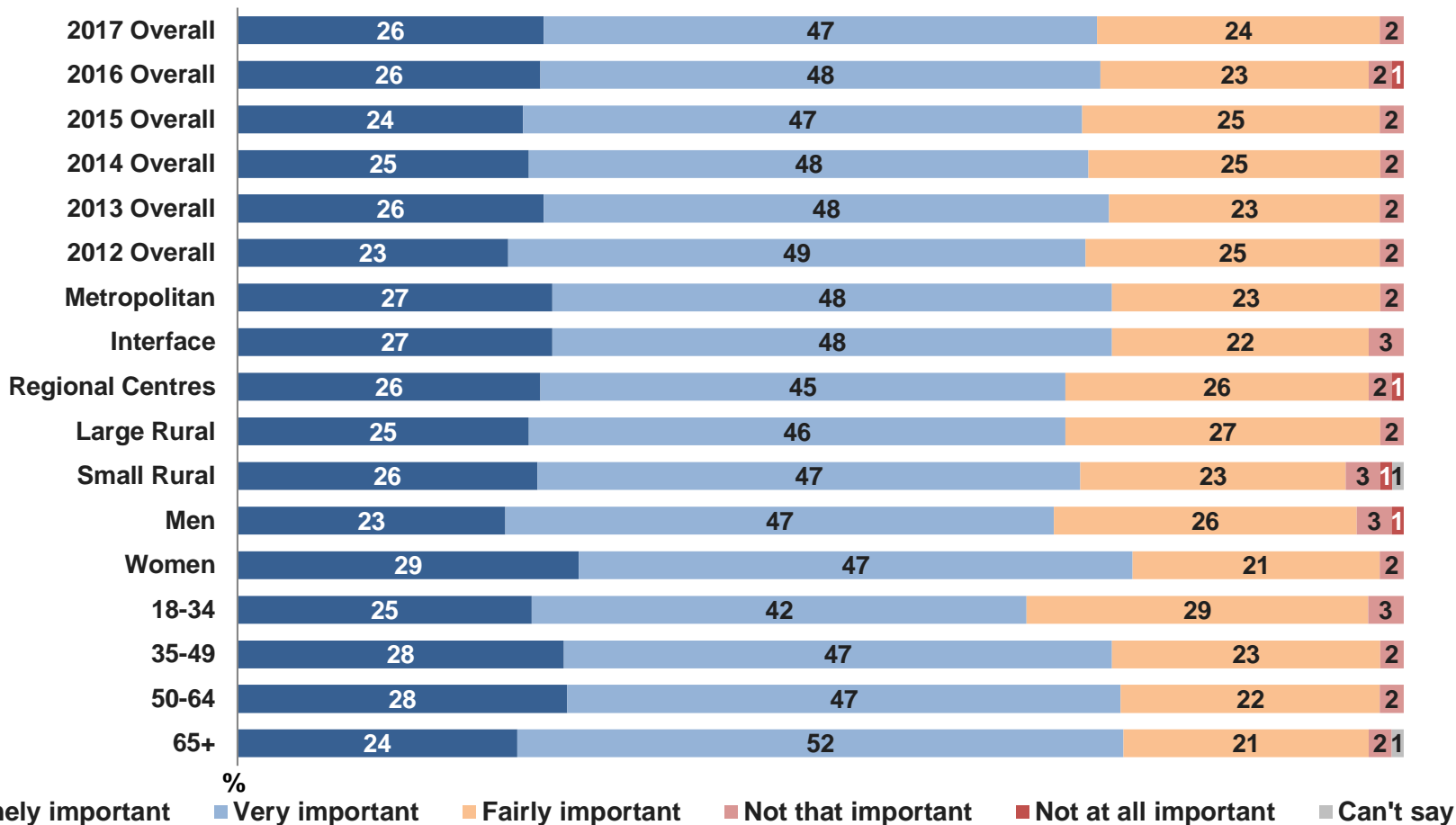
Base: All respondents. Councils asked state-wide: 28

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2017 Public Areas Importance



2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2017 Public Areas Performance

		2016	2015	2014	2013	2012
Small Rural	74↑	73	74	n/a	n/a	n/a
Regional Centres	73↑	73	72	n/a	n/a	n/a
65+	72↑	72	72	73	72	72
Women	72↑	71	72	72	71	72
35-49	72↑	71	72	72	70	70
Metropolitan	72↑	72	73	n/a	n/a	n/a
18-34	72↑	72	73	73	72	73
Overall	71	71	72	72	71	71
Men	71	71	71	72	71	71
50-64	69↓	69	70	71	69	70
Large Rural	69↓	69	69	n/a	n/a	n/a
Interface	66↓	66	67	n/a	n/a	n/a

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

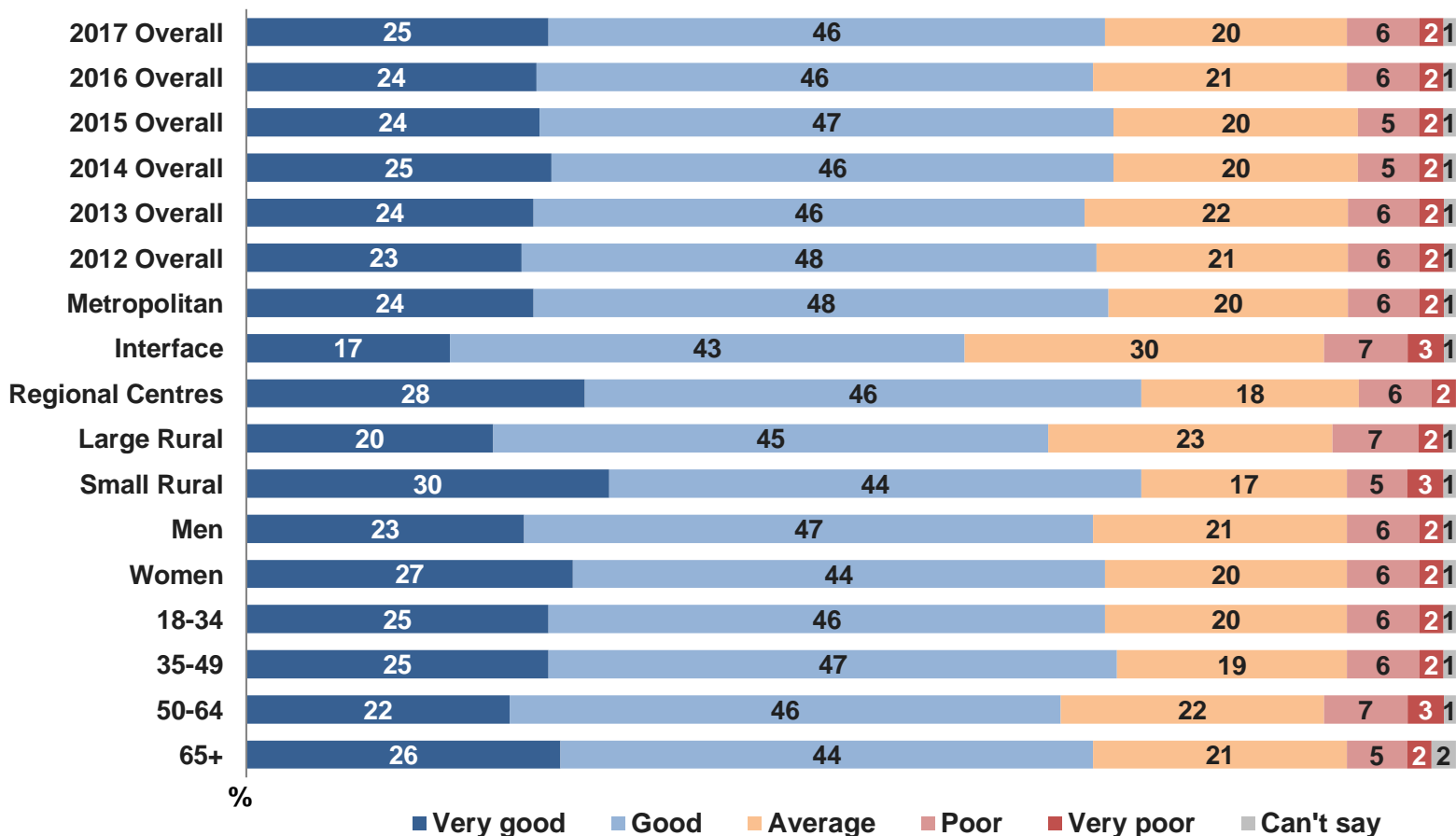
Base: All respondents. Councils asked state-wide: 39

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

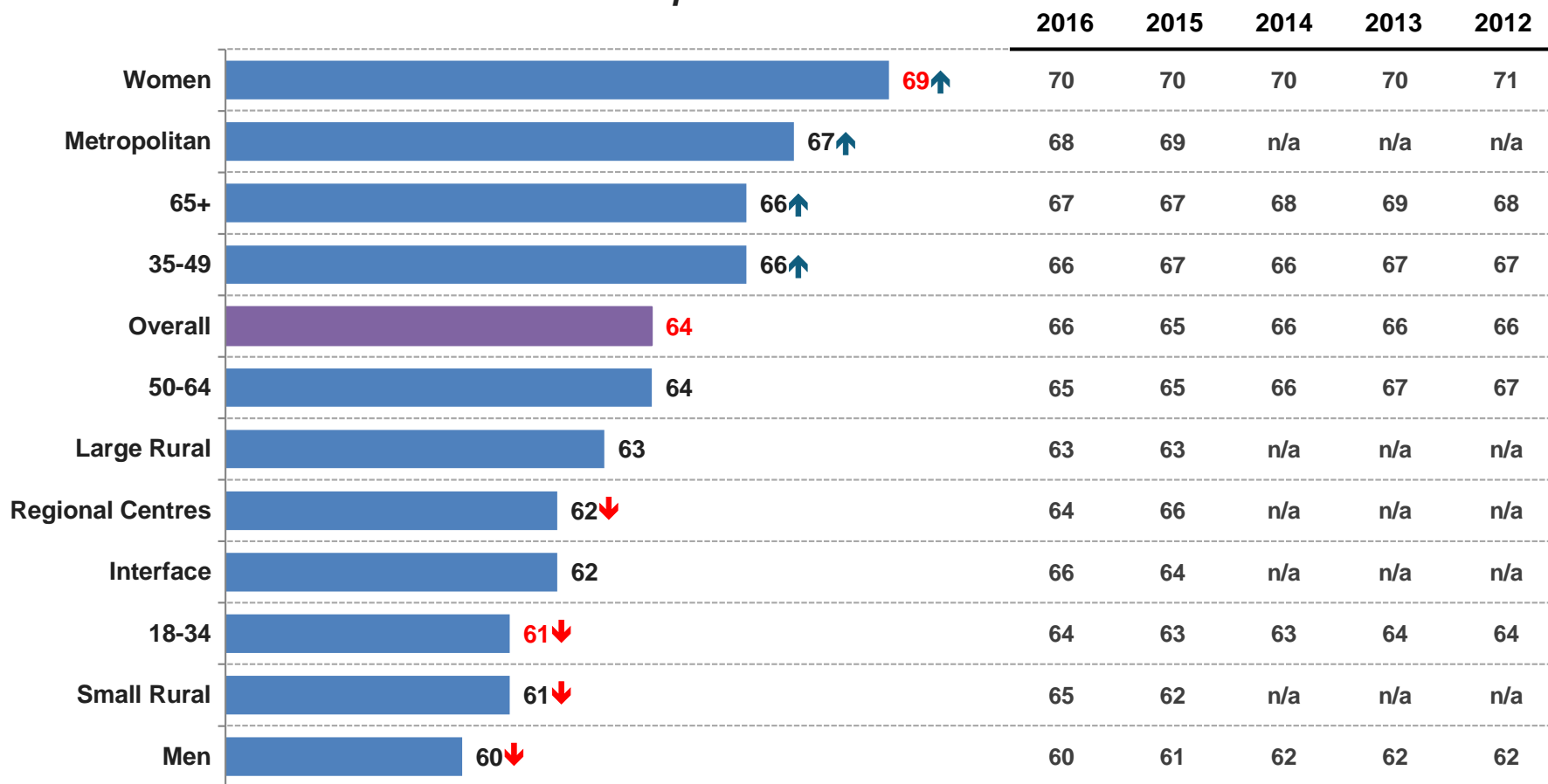
2017 Public Areas Performance



2017 ART CENTRES AND LIBRARIES

IMPORTANCE INDEX SCORES

2017 Art Centres & Libraries Importance



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

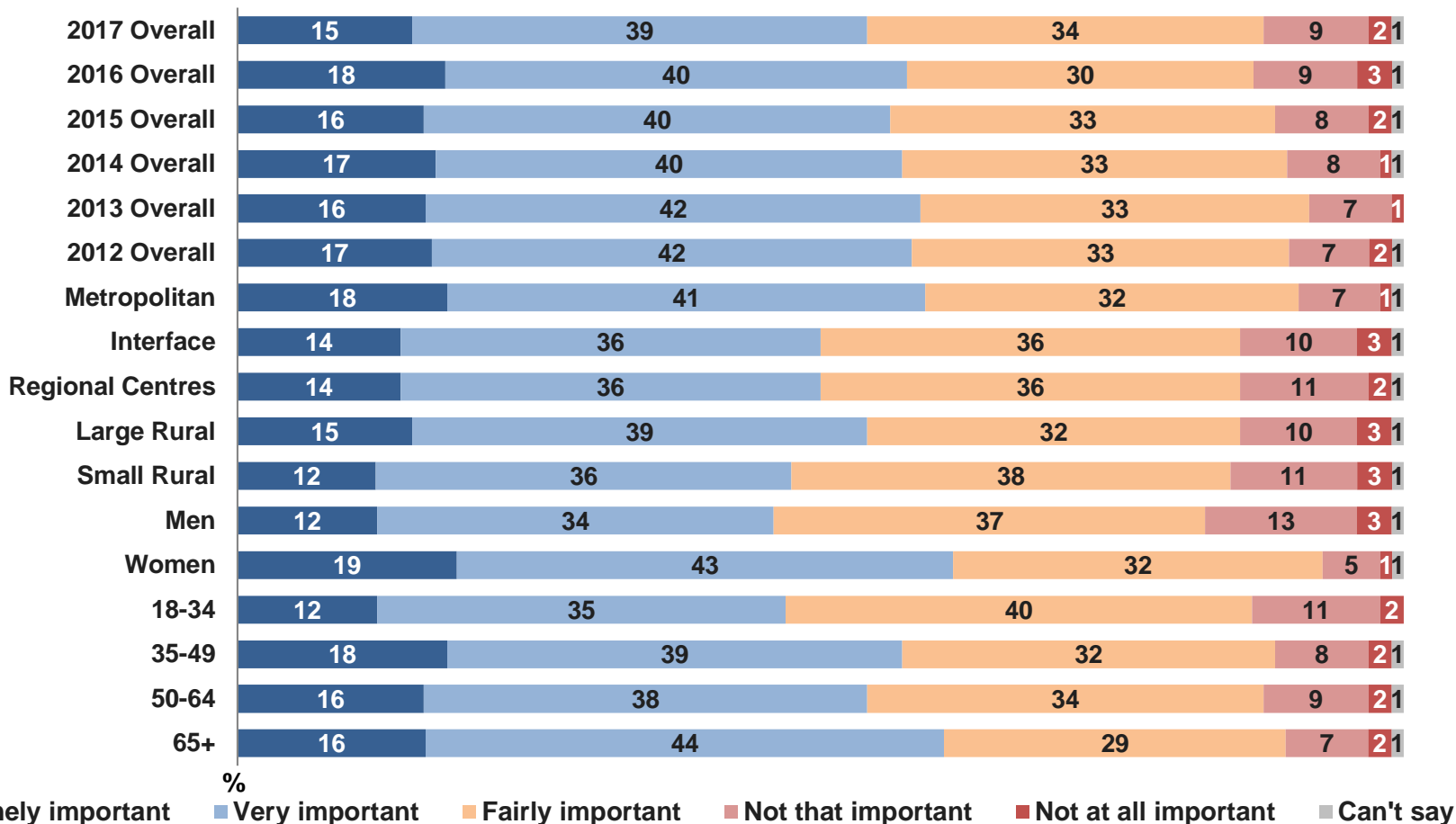
Base: All respondents. Councils asked state-wide: 20

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

IMPORTANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Importance



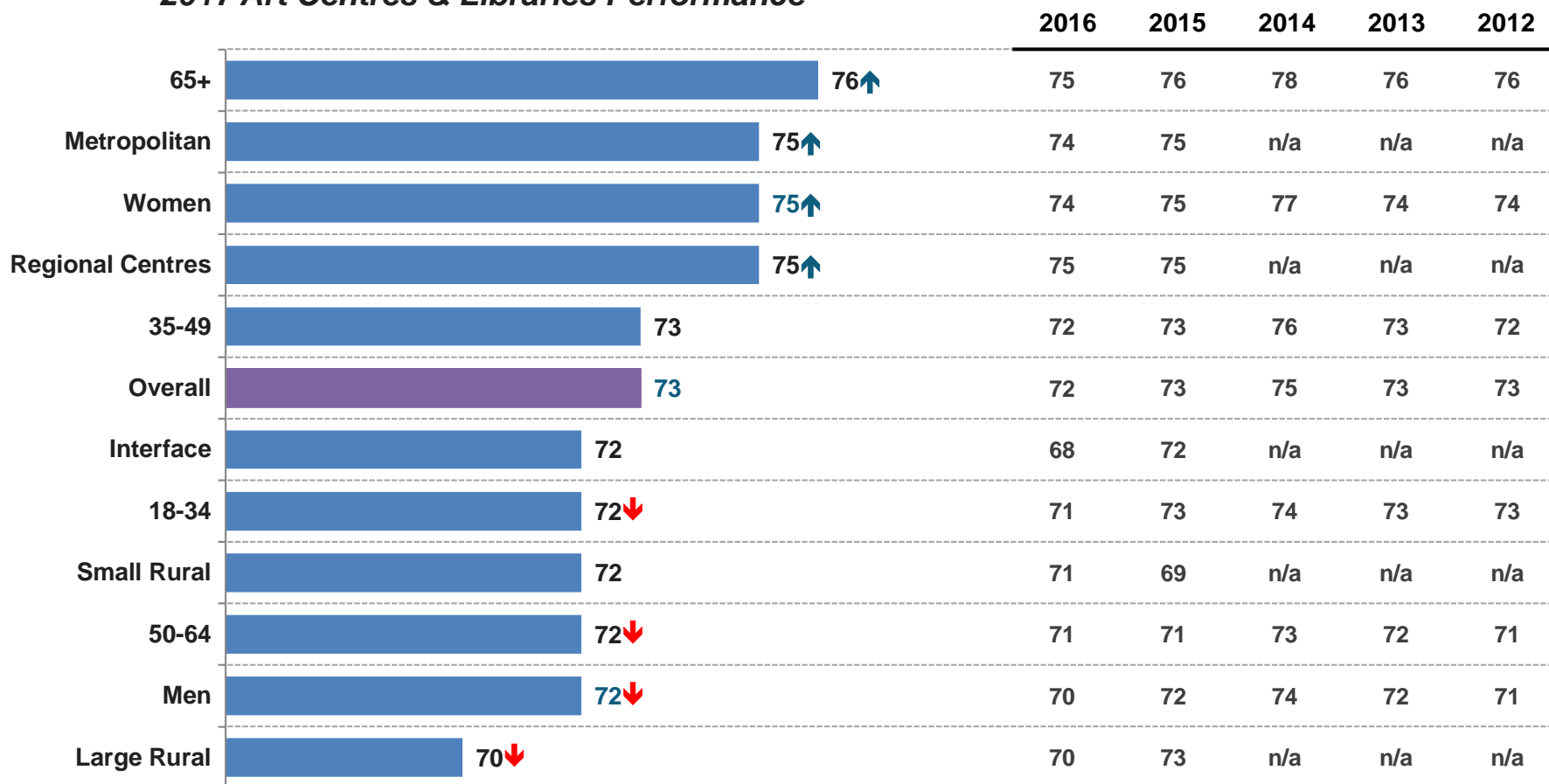
Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20

2017 ART CENTRES AND LIBRARIES

PERFORMANCE INDEX SCORES

2017 Art Centres & Libraries Performance



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

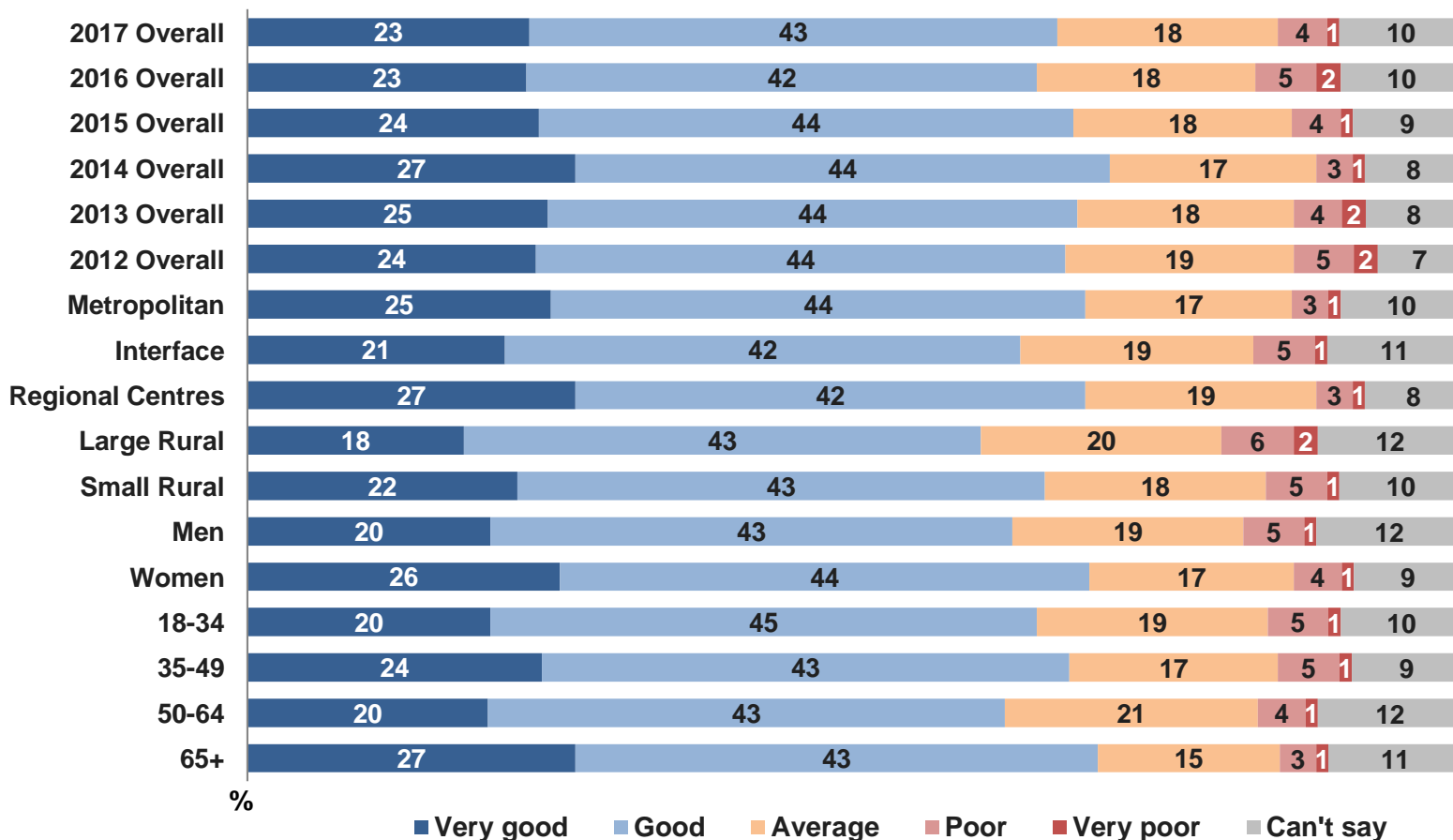
Base: All respondents. Councils asked state-wide: 28

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Performance



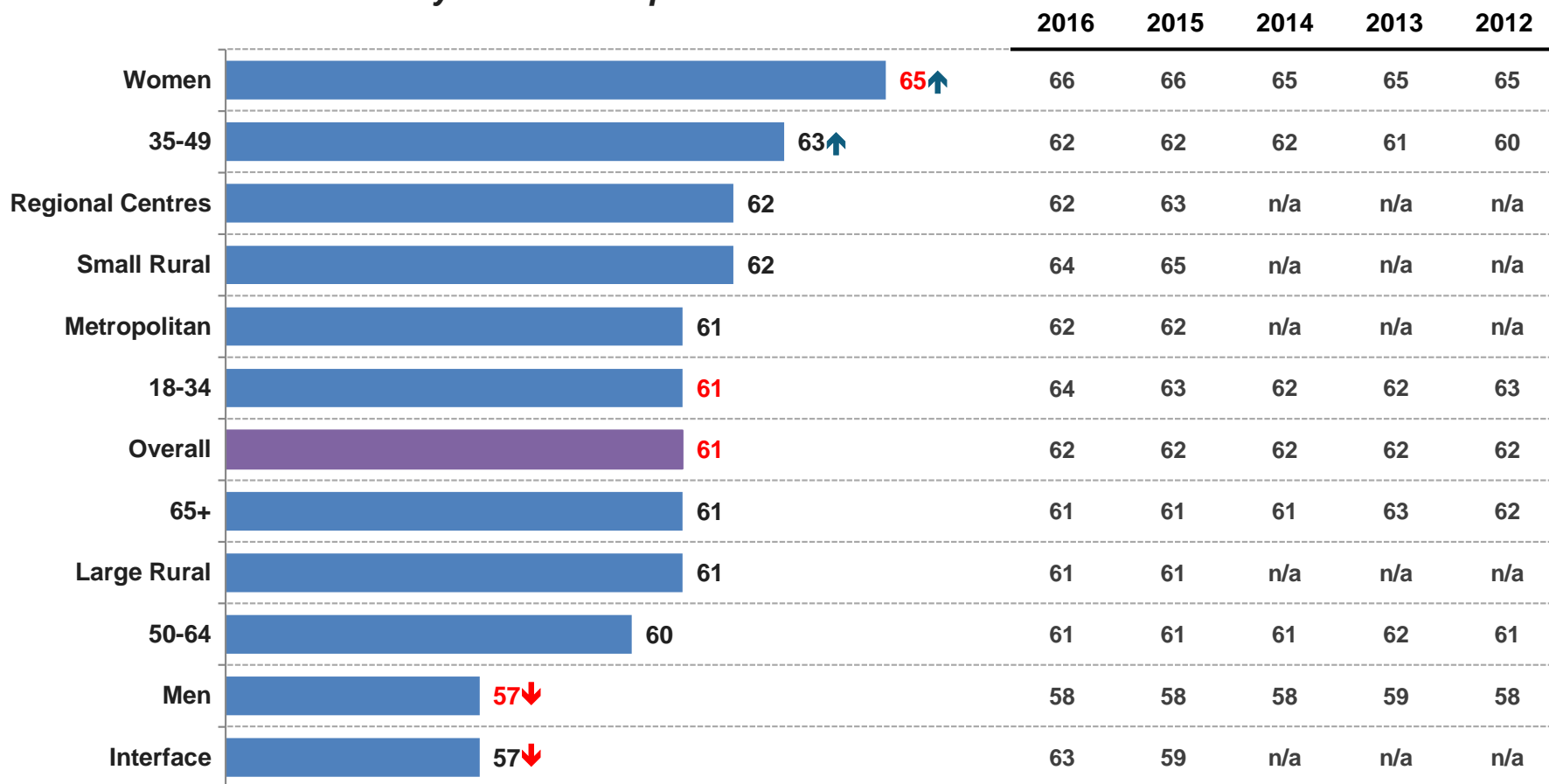
Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

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

2017 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE INDEX SCORES

2017 Community Activities Importance



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

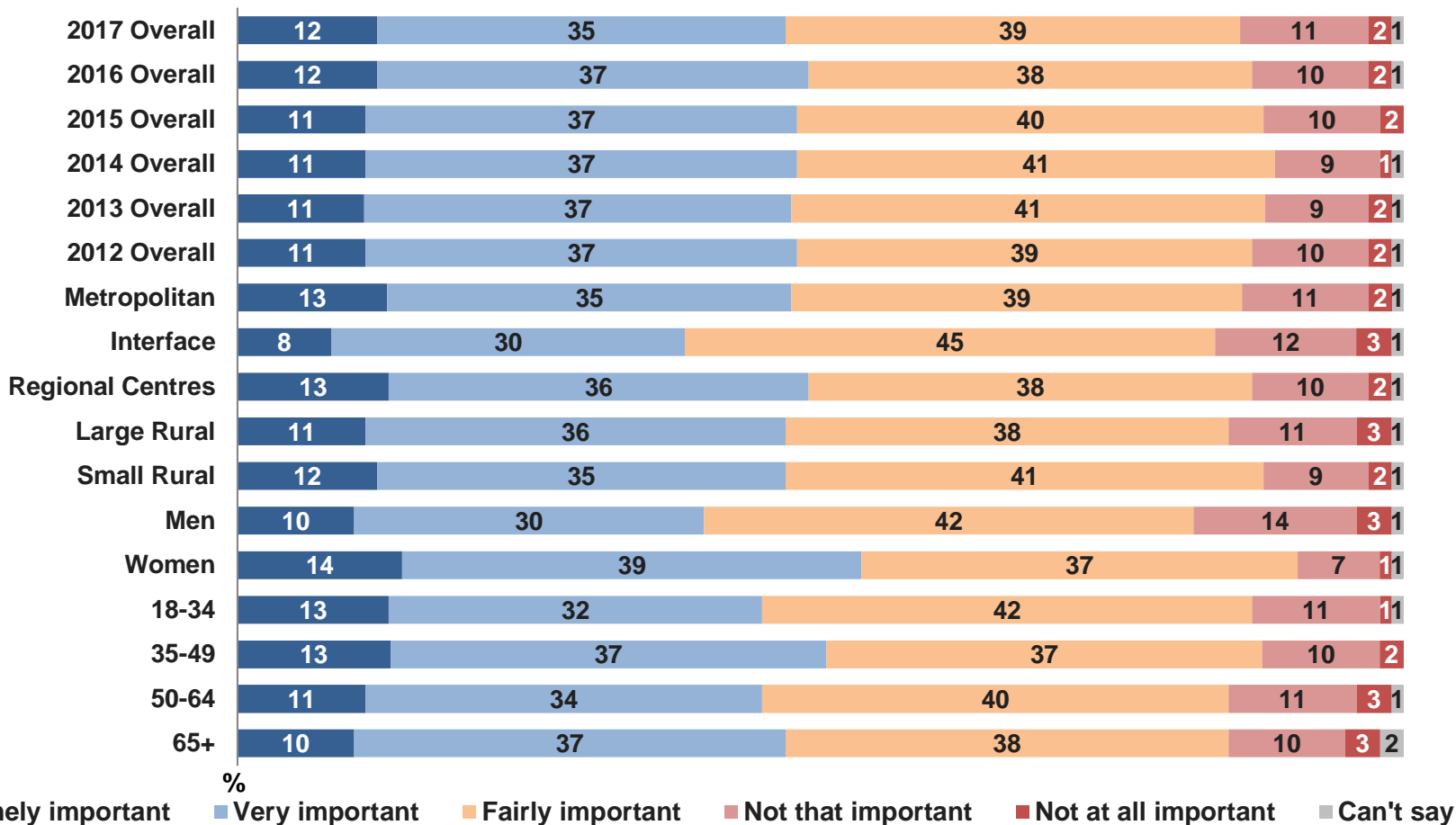
Base: All respondents. Councils asked state-wide: 21

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Community Activities Importance



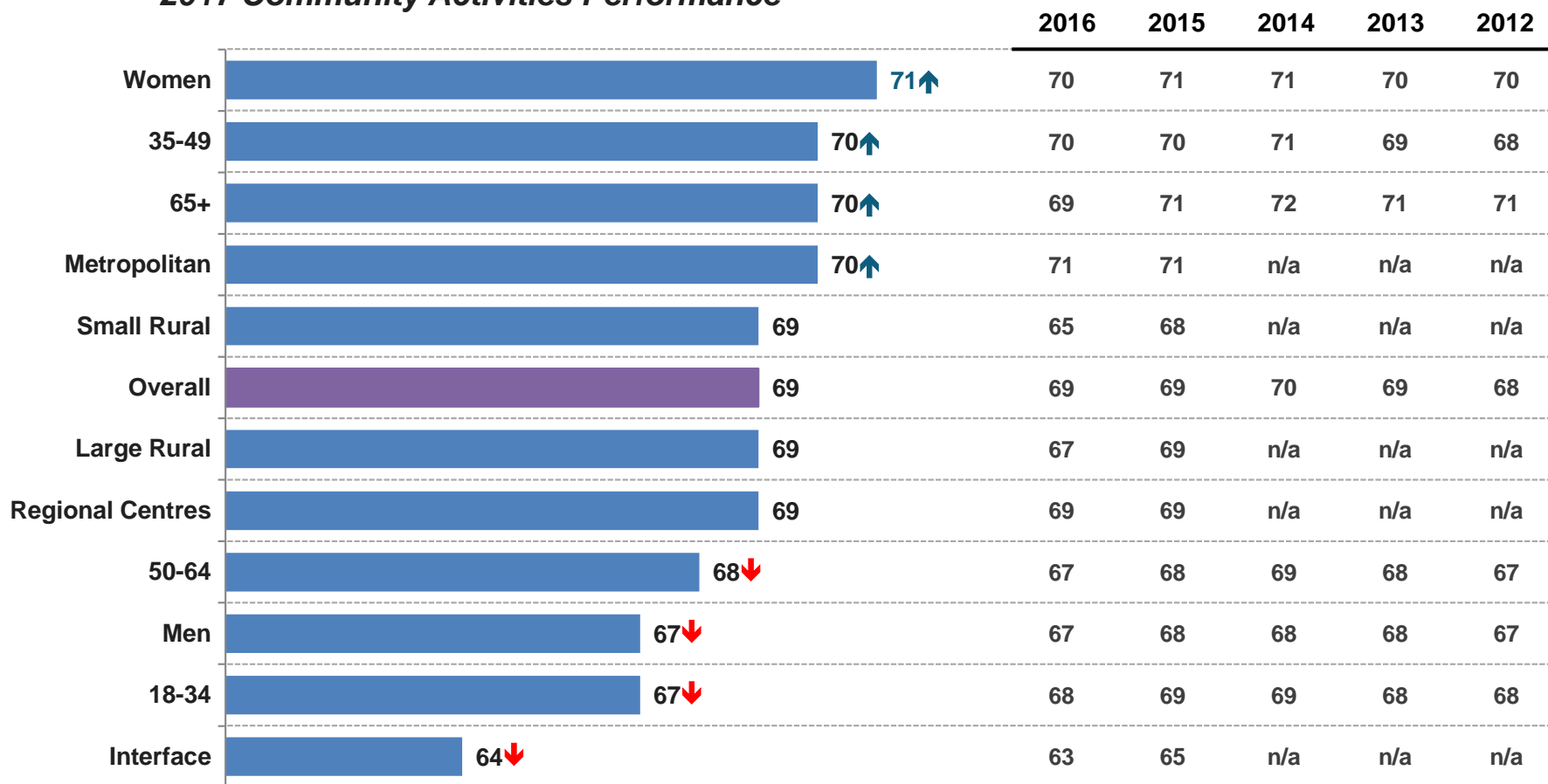
Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE INDEX SCORES

2017 Community Activities Performance



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

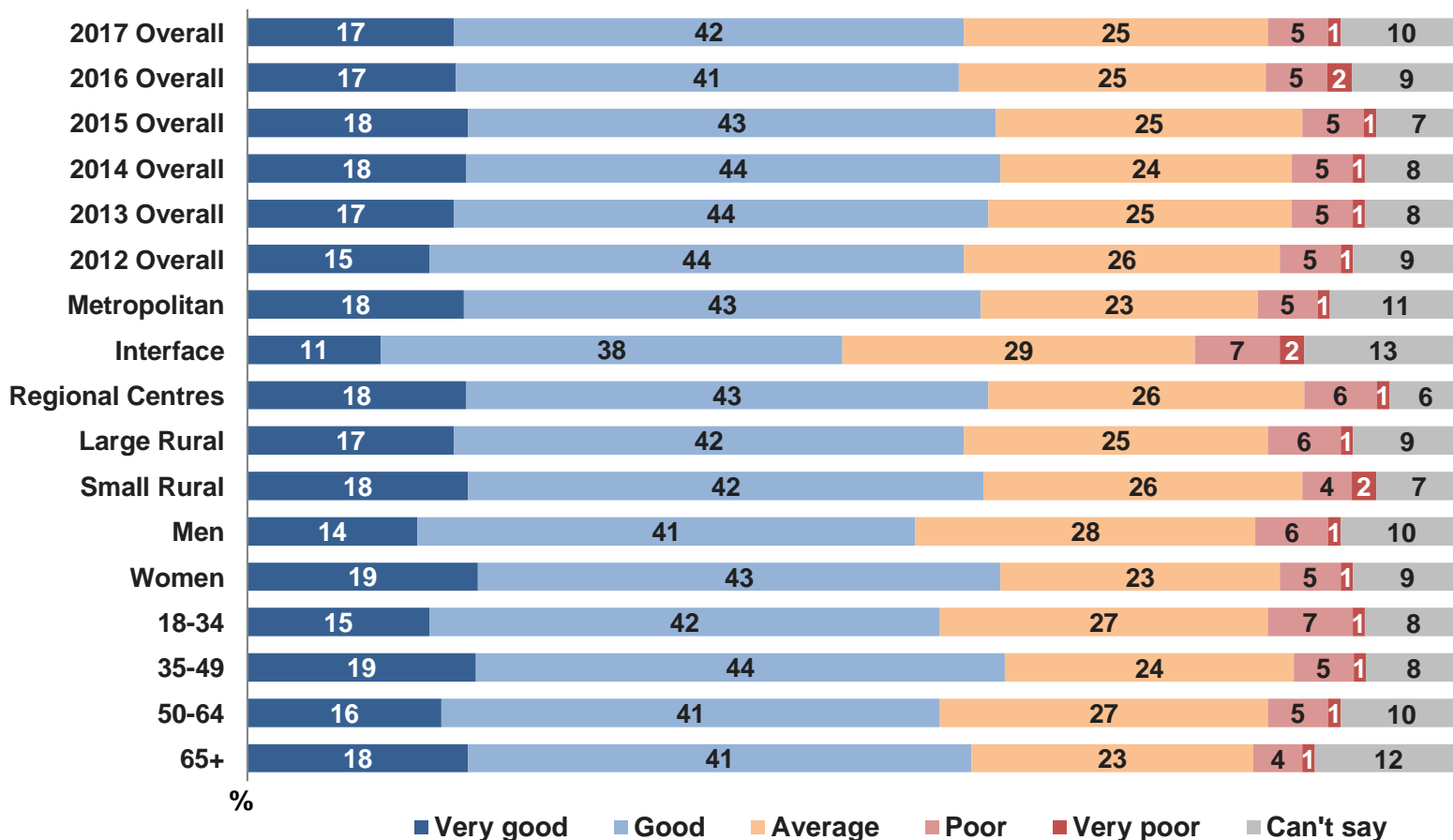
Base: All respondents. Councils asked state-wide: 29

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Community Activities Performance



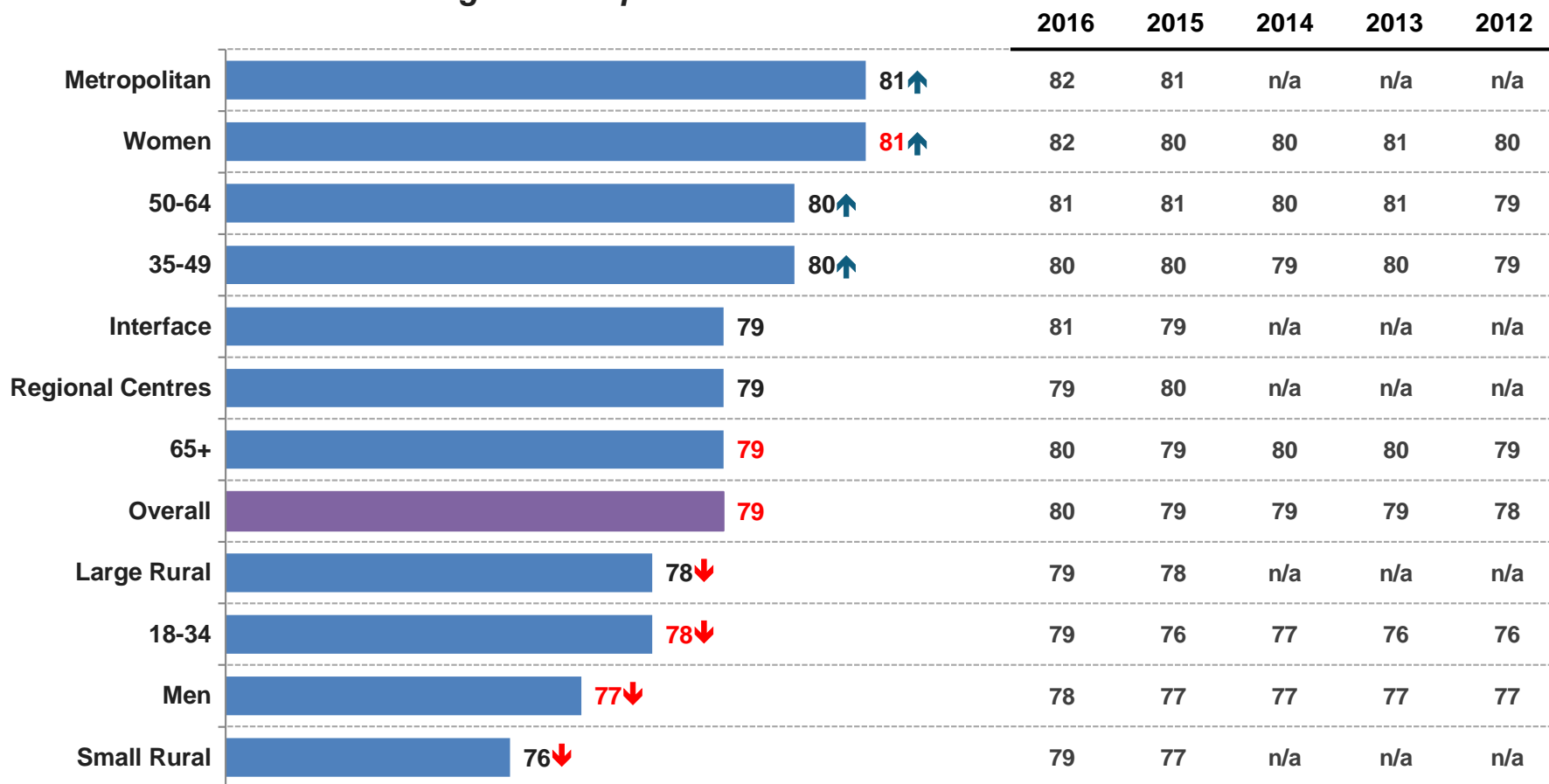
Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

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

2017 WASTE MANAGEMENT

IMPORTANCE INDEX SCORES

2017 Waste Management Importance



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

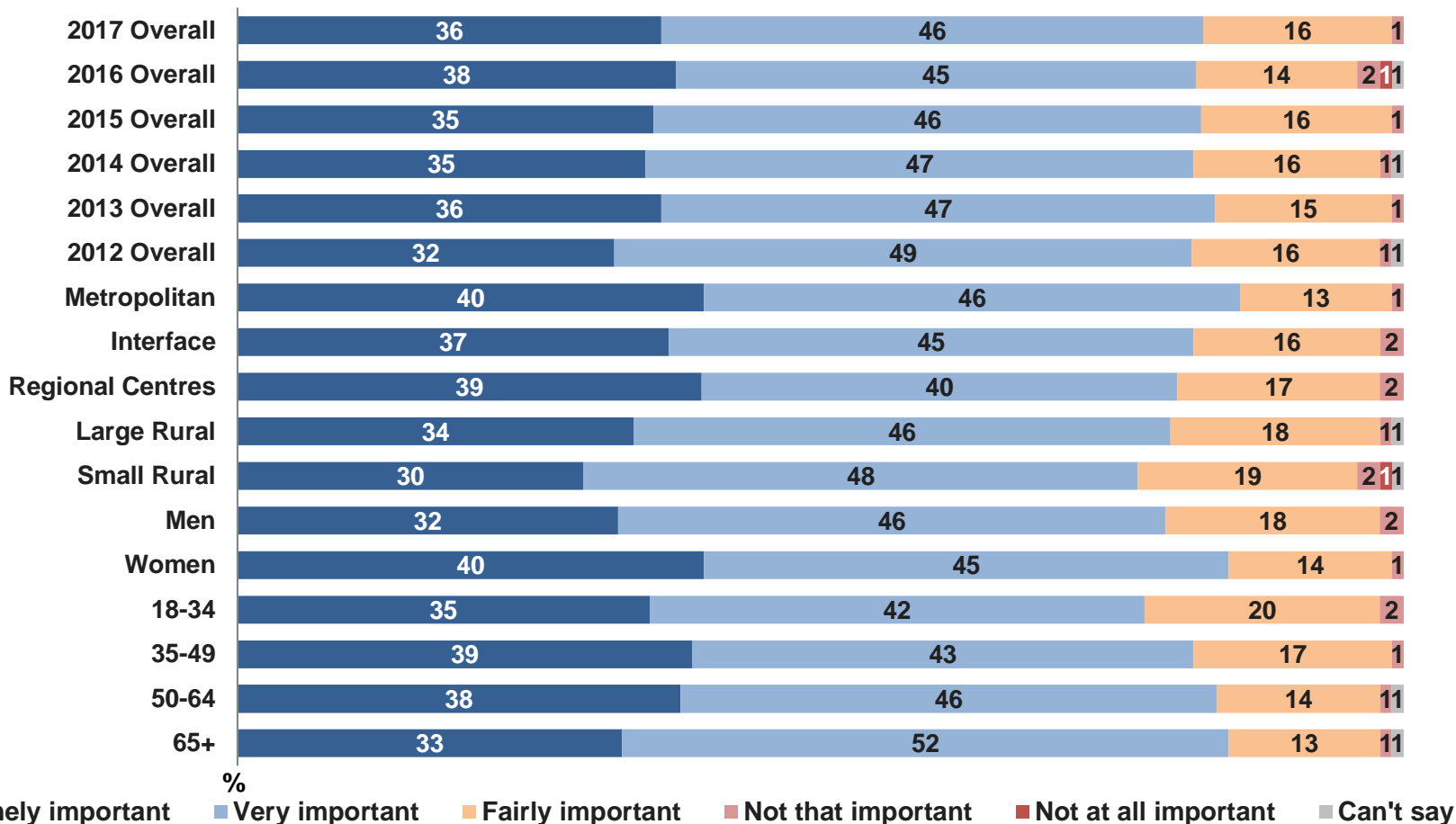
Base: All respondents. Councils asked state-wide: 28

Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Waste Management Importance



2017 WASTE MANAGEMENT

PERFORMANCE INDEX SCORES

2017 Waste Management Performance

		2016	2015	2014	2013	2012
Metropolitan	75↑	76	77	n/a	n/a	n/a
65+	74↑	74	75	75	74	75
Men	71	70	72	73	72	72
Overall	71	70	72	73	71	72
Women	71	70	72	72	70	72
18-34	71	70	73	74	73	73
Interface	71	71	73	n/a	n/a	n/a
Small Rural	70↓	69	71	n/a	n/a	n/a
35-49	70↓	68	69	71	69	69
50-64	69↓	67	70	71	69	70
Regional Centres	69↓	69	71	n/a	n/a	n/a
Large Rural	68↓	66	68	n/a	n/a	n/a

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

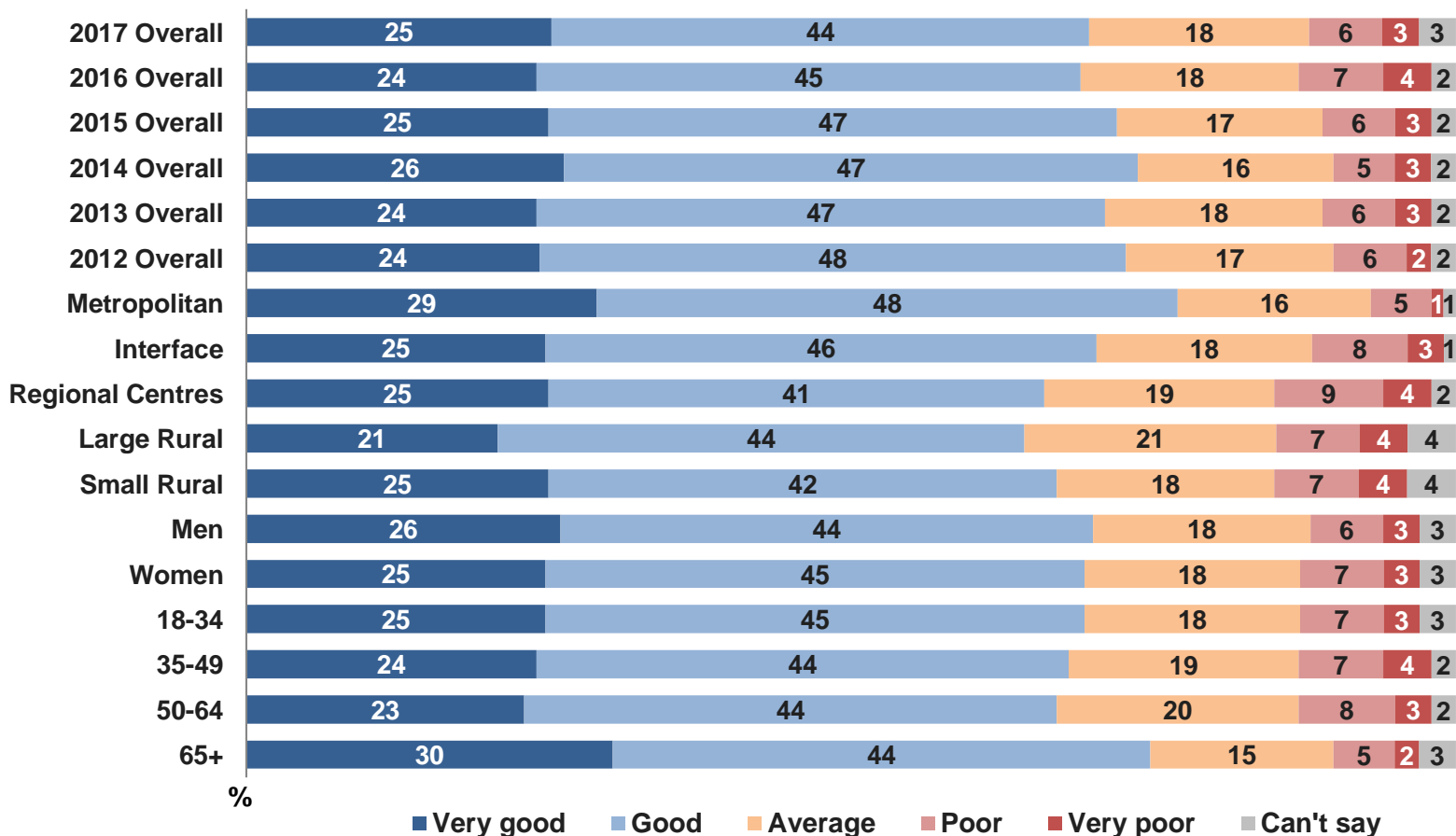
Base: All respondents. Councils asked state-wide: 38

Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Waste Management Performance



2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2017 Business/Development/Tourism Importance

		2016	2015	2014	2013	2012
Regional Centres	74↑	73	73	n/a	n/a	n/a
Small Rural	72↑	71	70	n/a	n/a	n/a
Women	69↑	70	69	70	69	68
35-49	69↑	68	68	68	68	66
65+	68	67	67	67	67	66
Overall	67	67	67	67	67	66
50-64	67	67	69	68	68	67
Large Rural	67	69	70	n/a	n/a	n/a
18-34	66	67	65	66	65	64
Men	65↓	64	65	65	65	63
Interface	65	65	64	n/a	n/a	n/a
Metropolitan	60↓	60	59	n/a	n/a	n/a

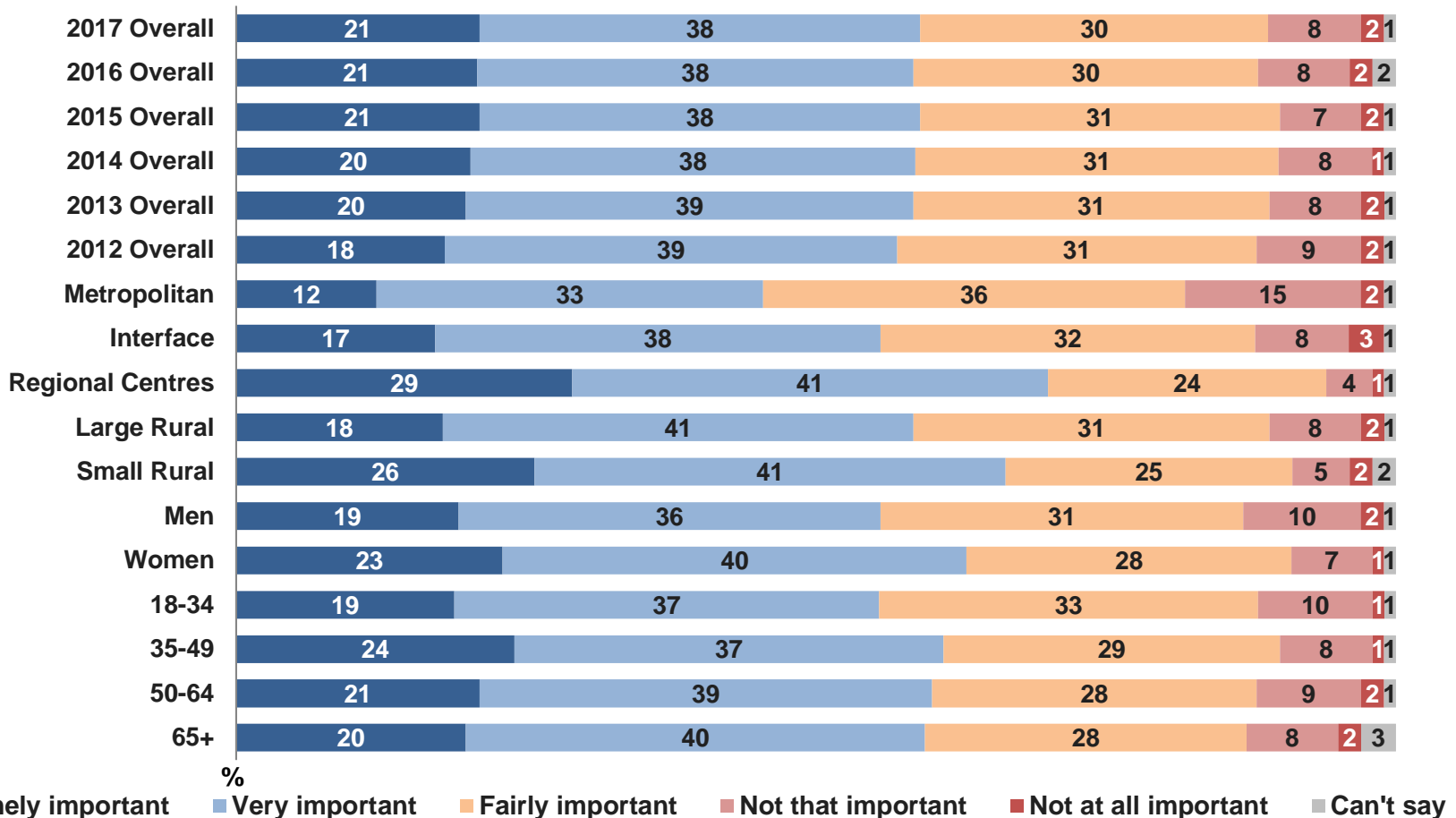
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2017 Business/Development/Tourism Importance

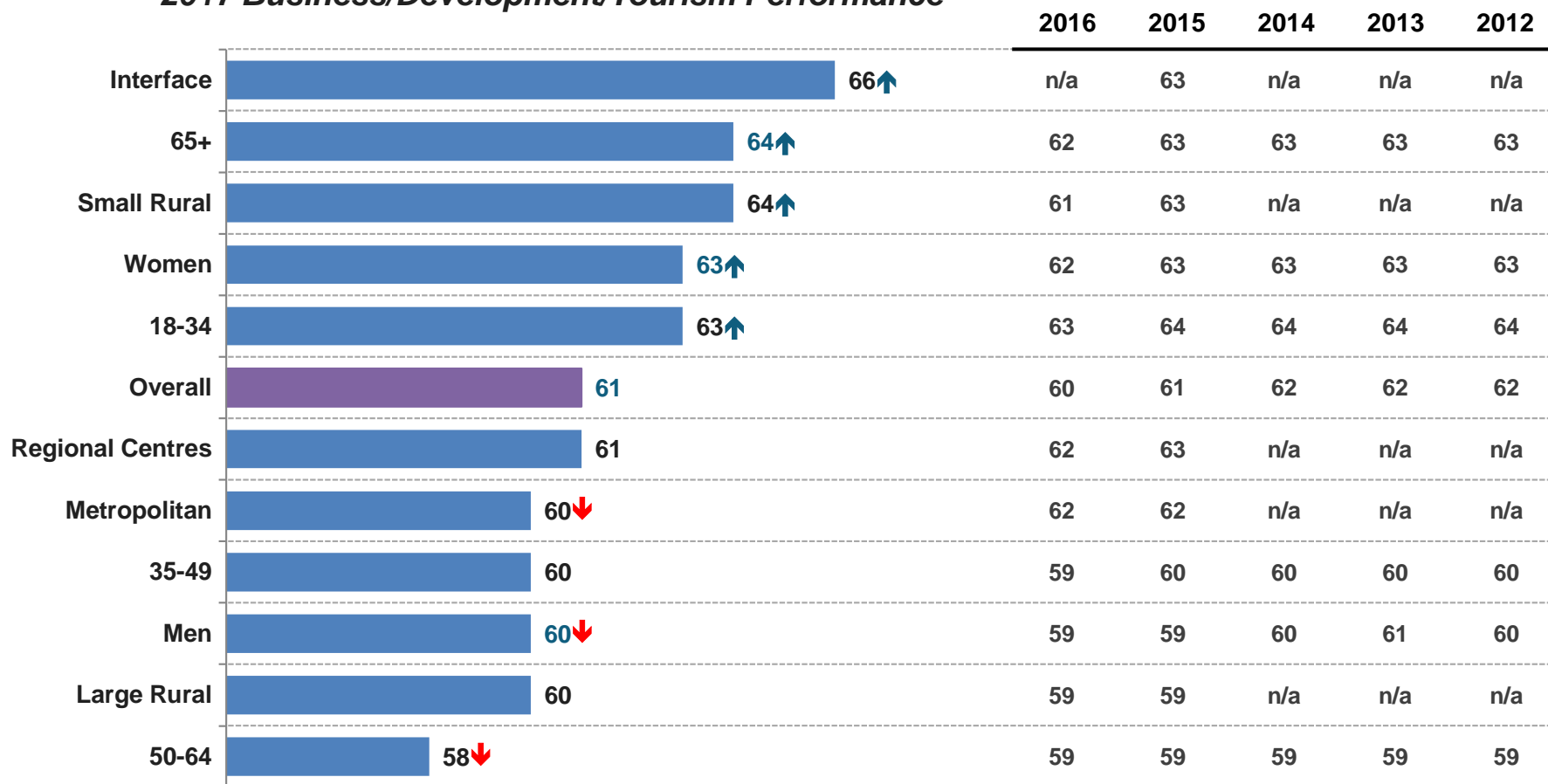


Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2017 Business/Development/Tourism Performance



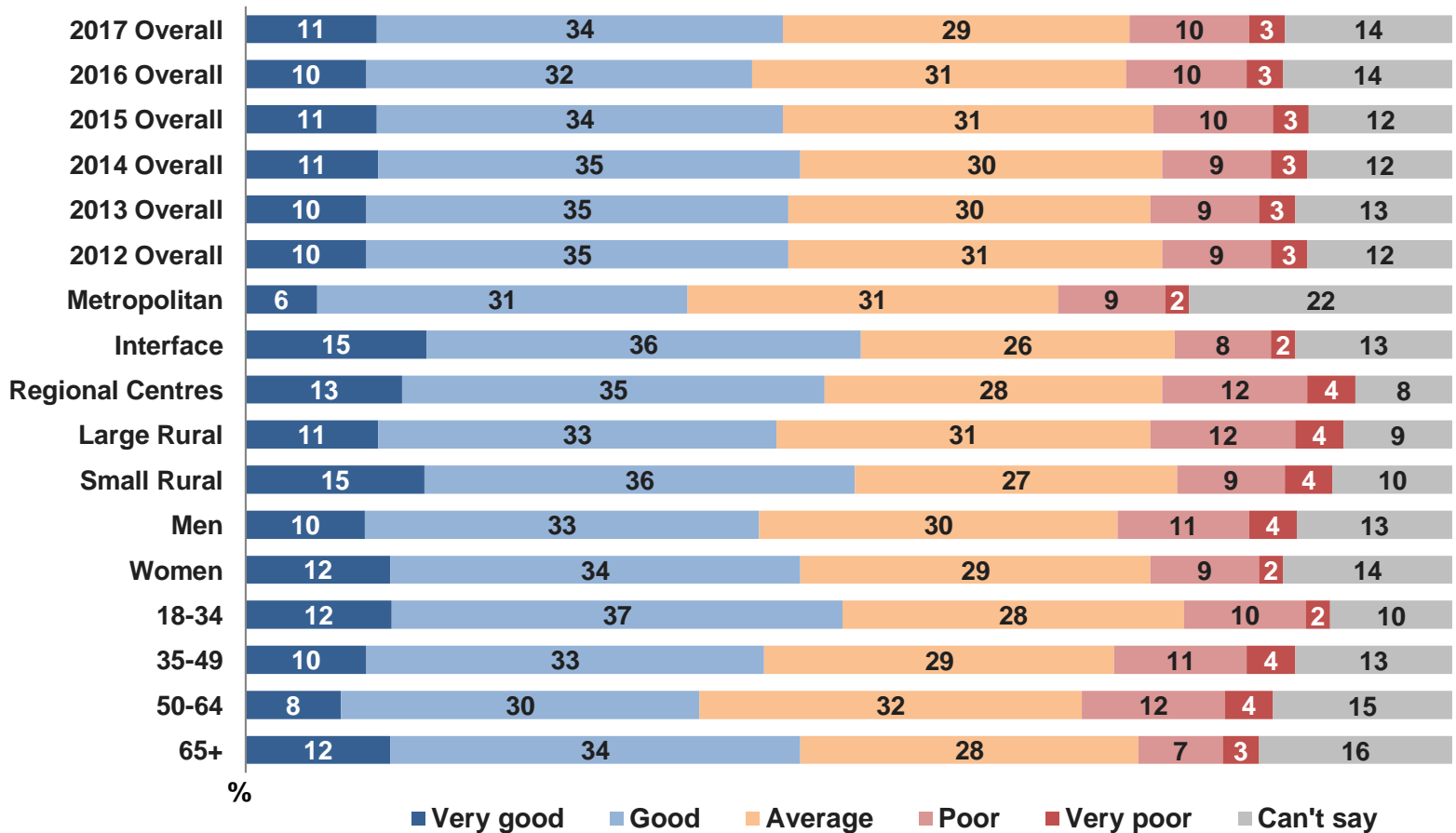
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2017 Business/Development/Tourism Performance



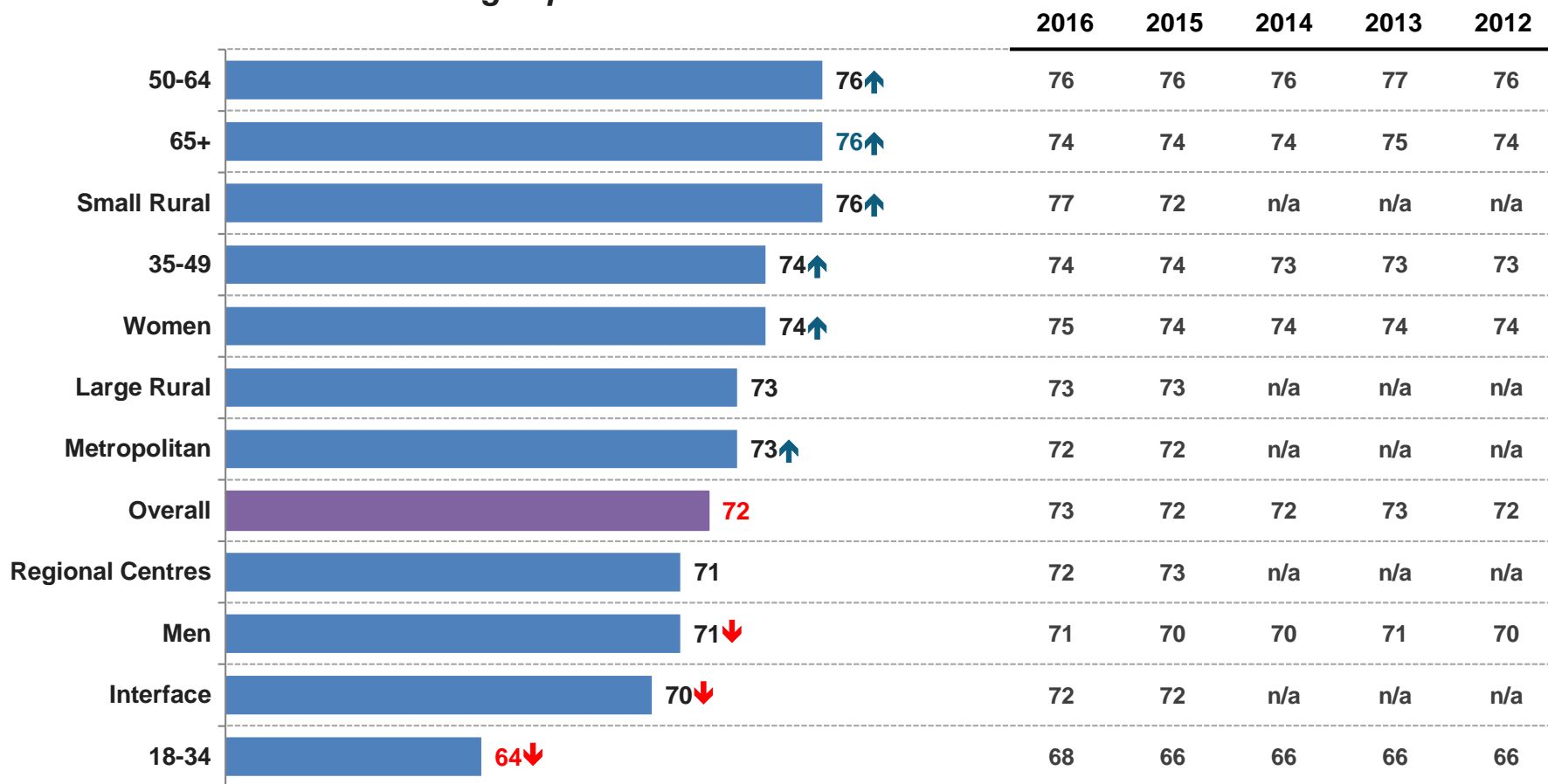
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE INDEX SCORES

2017 Town Planning Importance



Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?

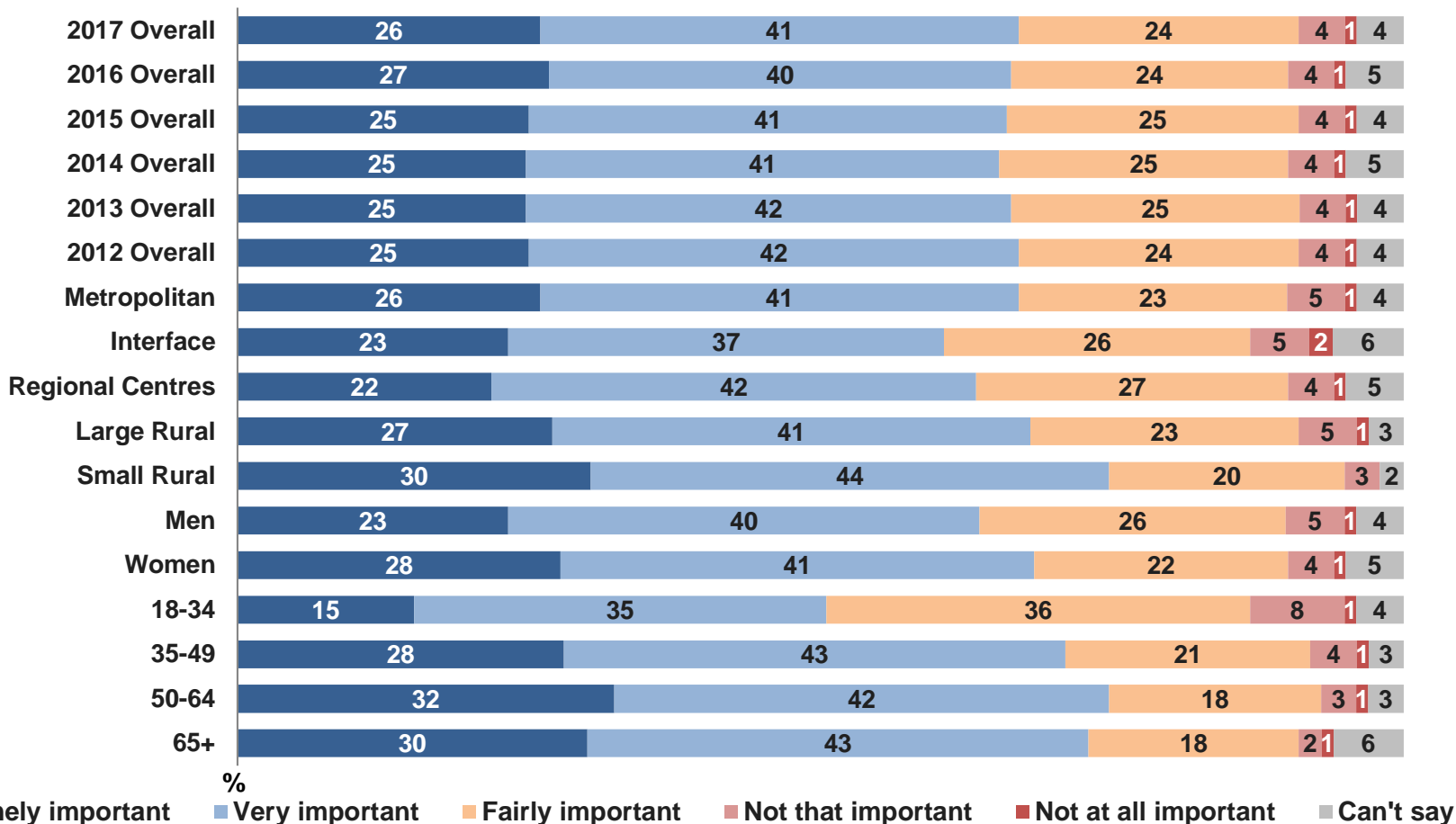
Base: All respondents. Councils asked state-wide: 16

Note: Please see page 5 for explanation about significant differences

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE DETAILED PERCENTAGES

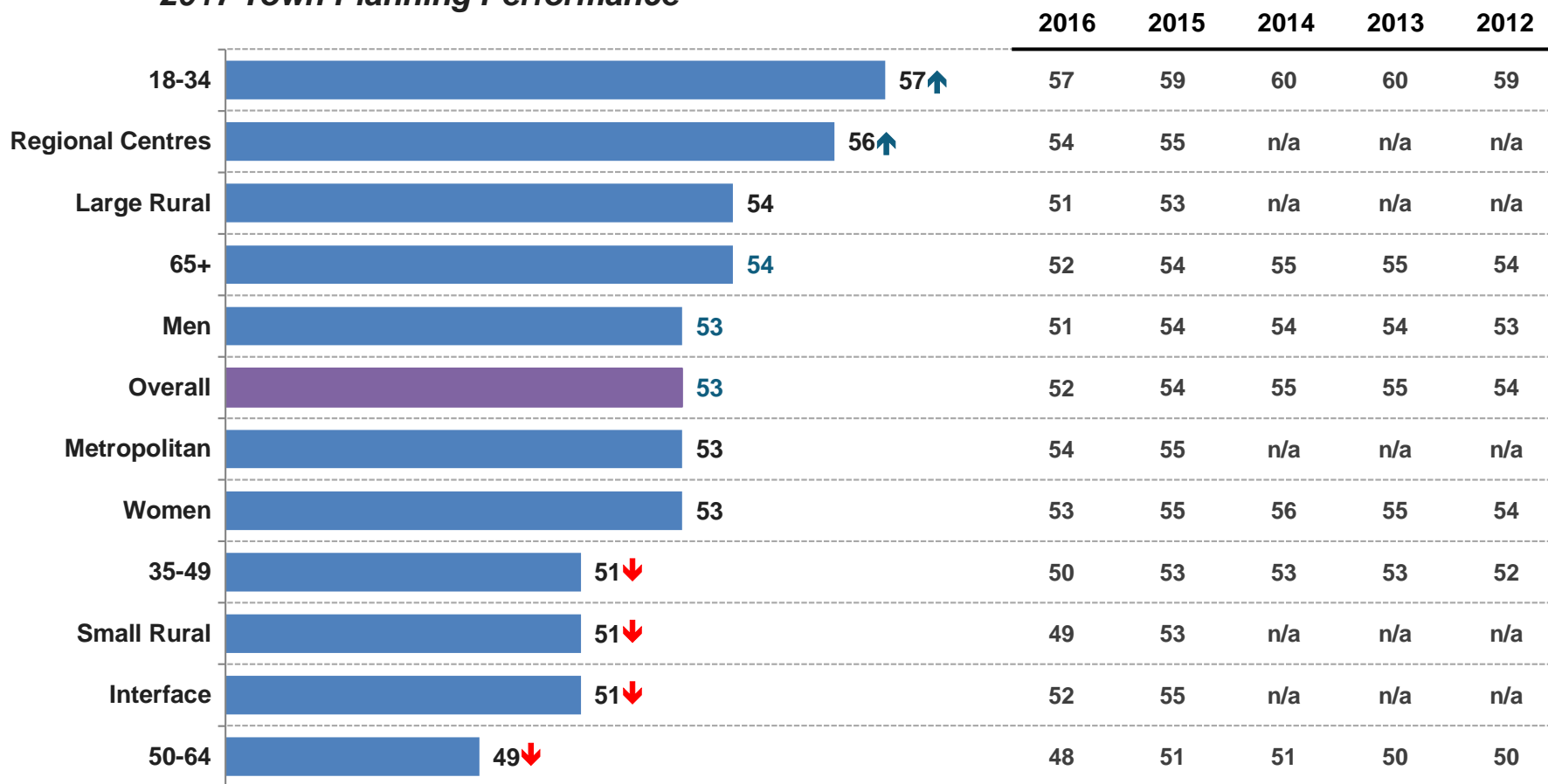
2017 Town Planning Importance



2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE INDEX SCORES

2017 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?

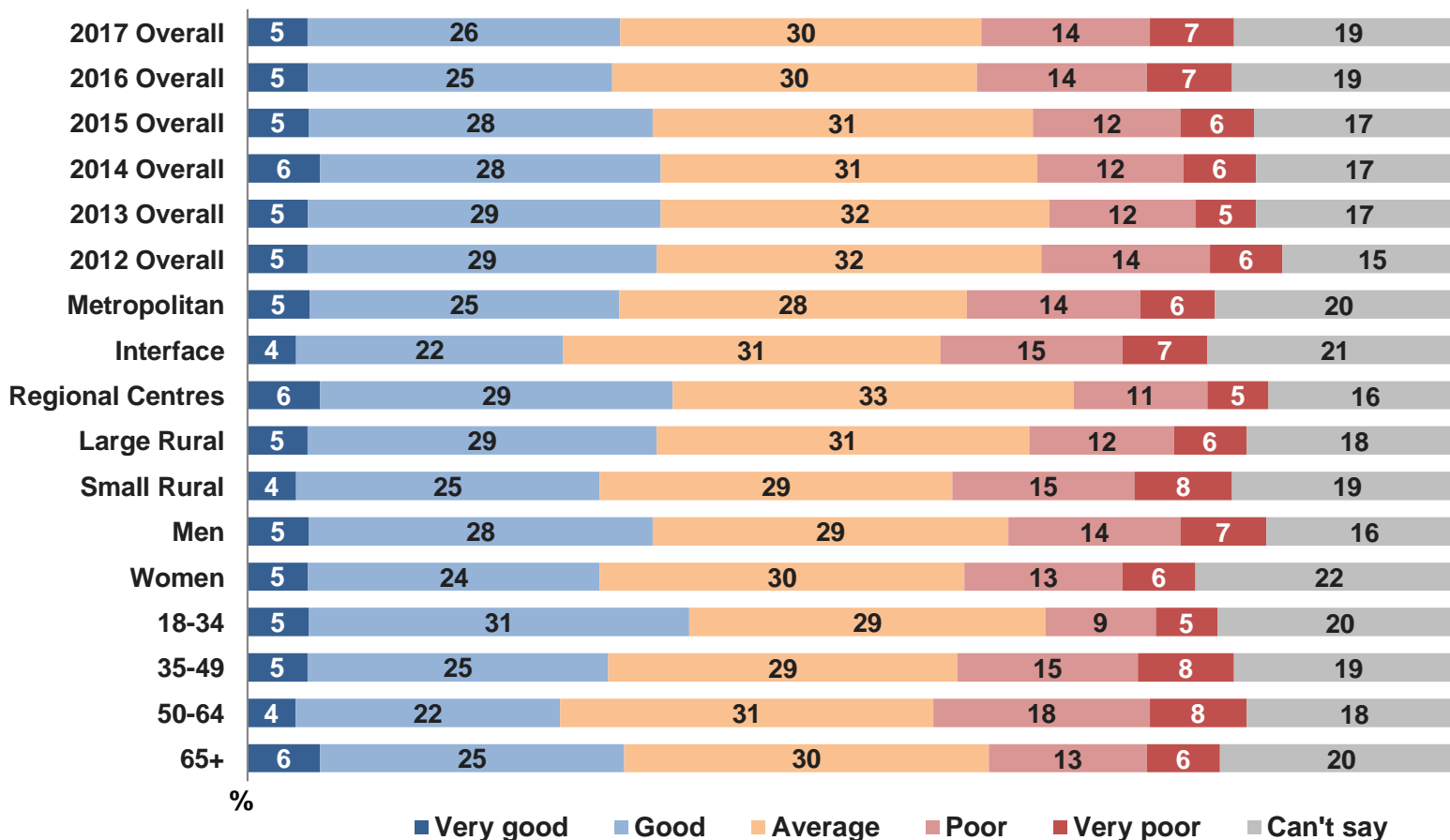
Base: All respondents. Councils asked state-wide: 24

Note: Please see page 5 for explanation about significant differences

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE DETAILED PERCENTAGES

2017 Town Planning Performance



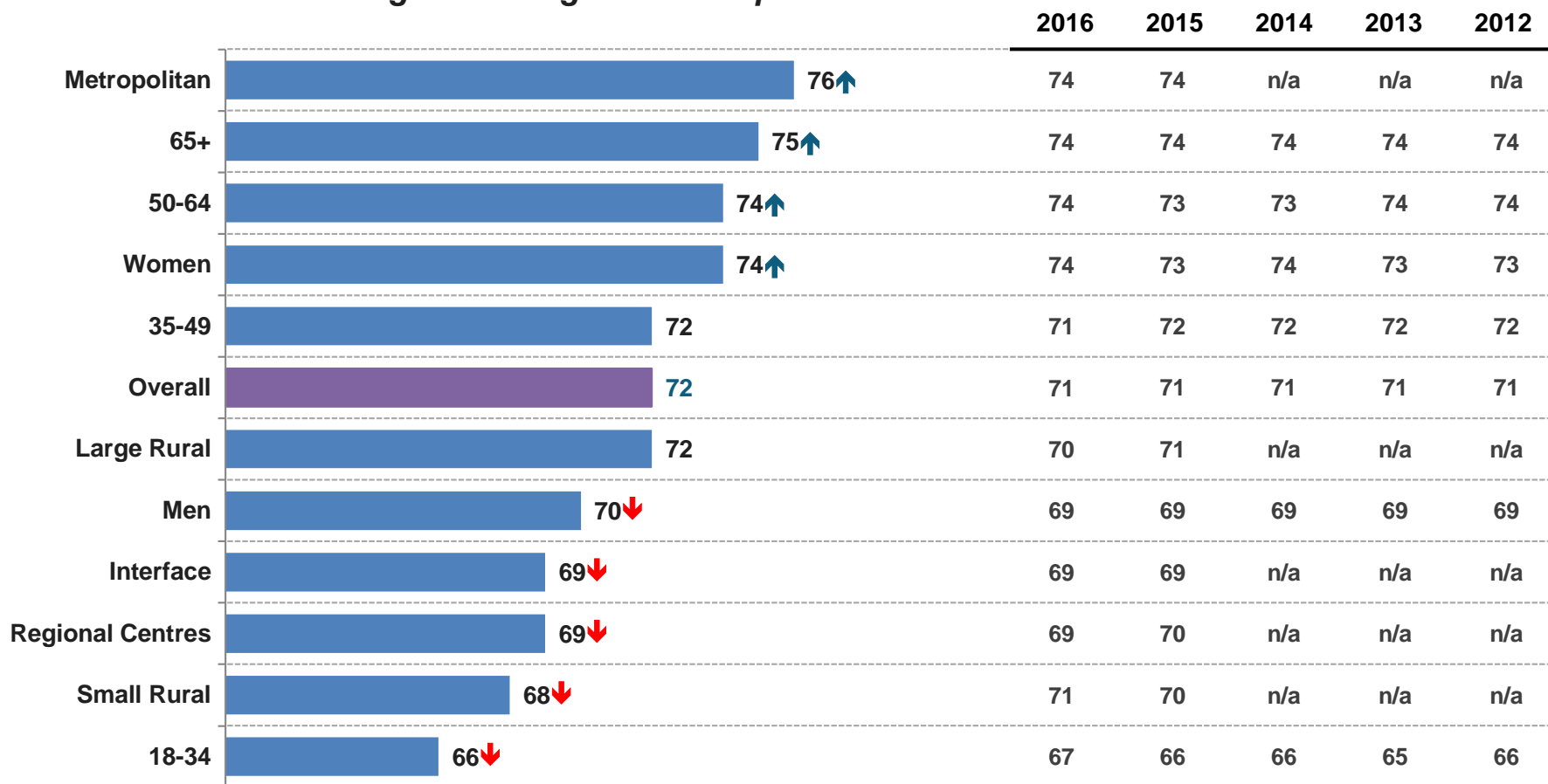
Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24

2017 PLANNING AND BUILDING PERMITS

IMPORTANCE INDEX SCORES

2017 Planning & Building Permits Importance



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

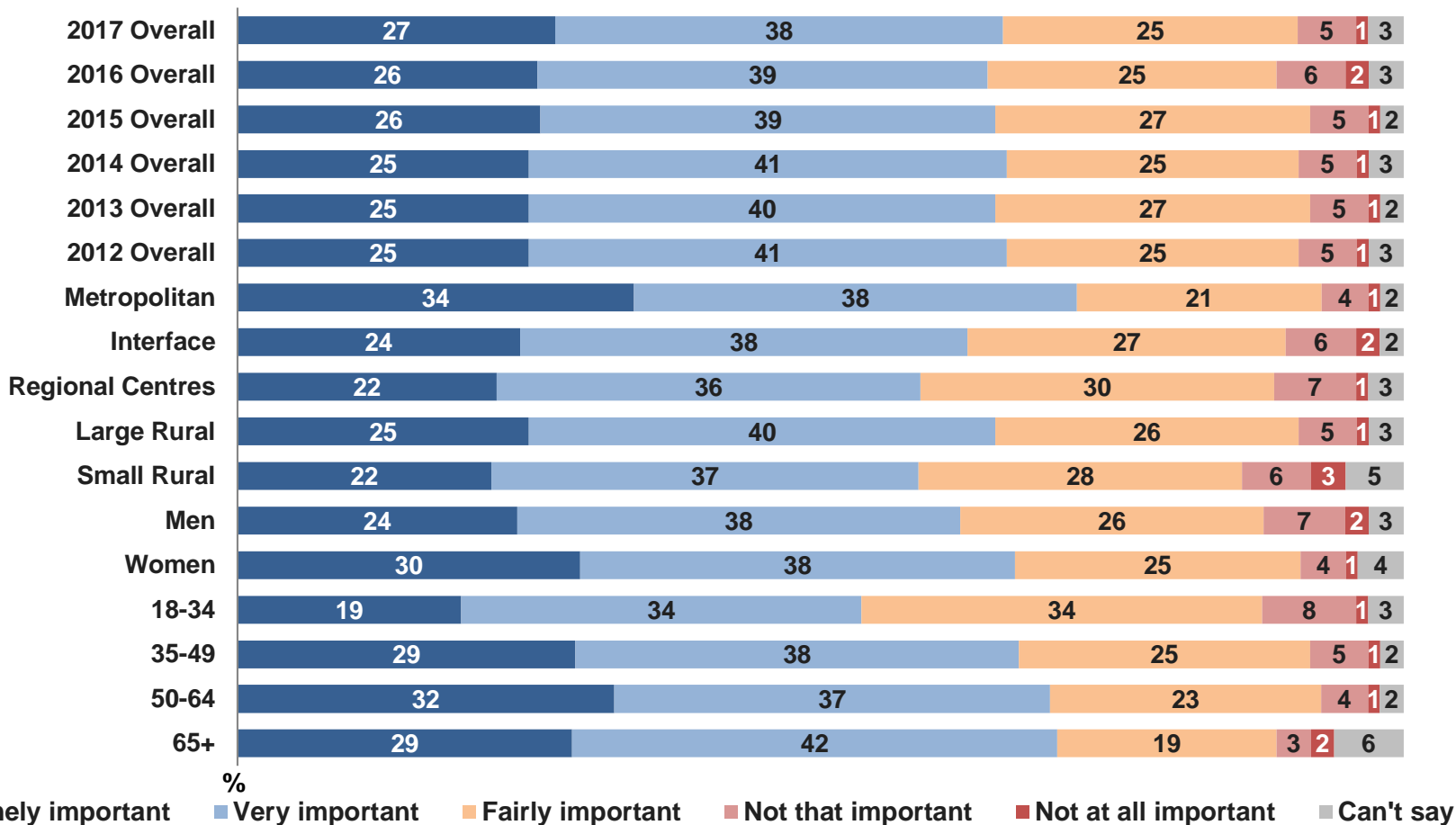
Base: All respondents. Councils asked state-wide: 19

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

IMPORTANCE DETAILED PERCENTAGES

2017 Planning & Building Permits Importance



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

Base: All respondents. Councils asked state-wide: 19

2017 PLANNING AND BUILDING PERMITS

PERFORMANCE INDEX SCORES

2017 Planning & Building Permits Performance

		2016	2015	2014	2013	2012
Regional Centres	60↑	55	57	n/a	n/a	n/a
18-34	55↑	55	58	58	59	60
Small Rural	51	50	53	n/a	n/a	n/a
Women	51	52	54	54	55	54
65+	51	50	53	53	54	53
Overall	51	50	54	53	55	54
Men	50↓	49	53	53	54	53
35-49	49↓	48	53	51	54	51
Metropolitan	49↓	50	53	n/a	n/a	n/a
Large Rural	48↓	50	54	n/a	n/a	n/a
50-64	47↓	48	51	50	50	49
Interface	46↓	46	49	n/a	n/a	n/a

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

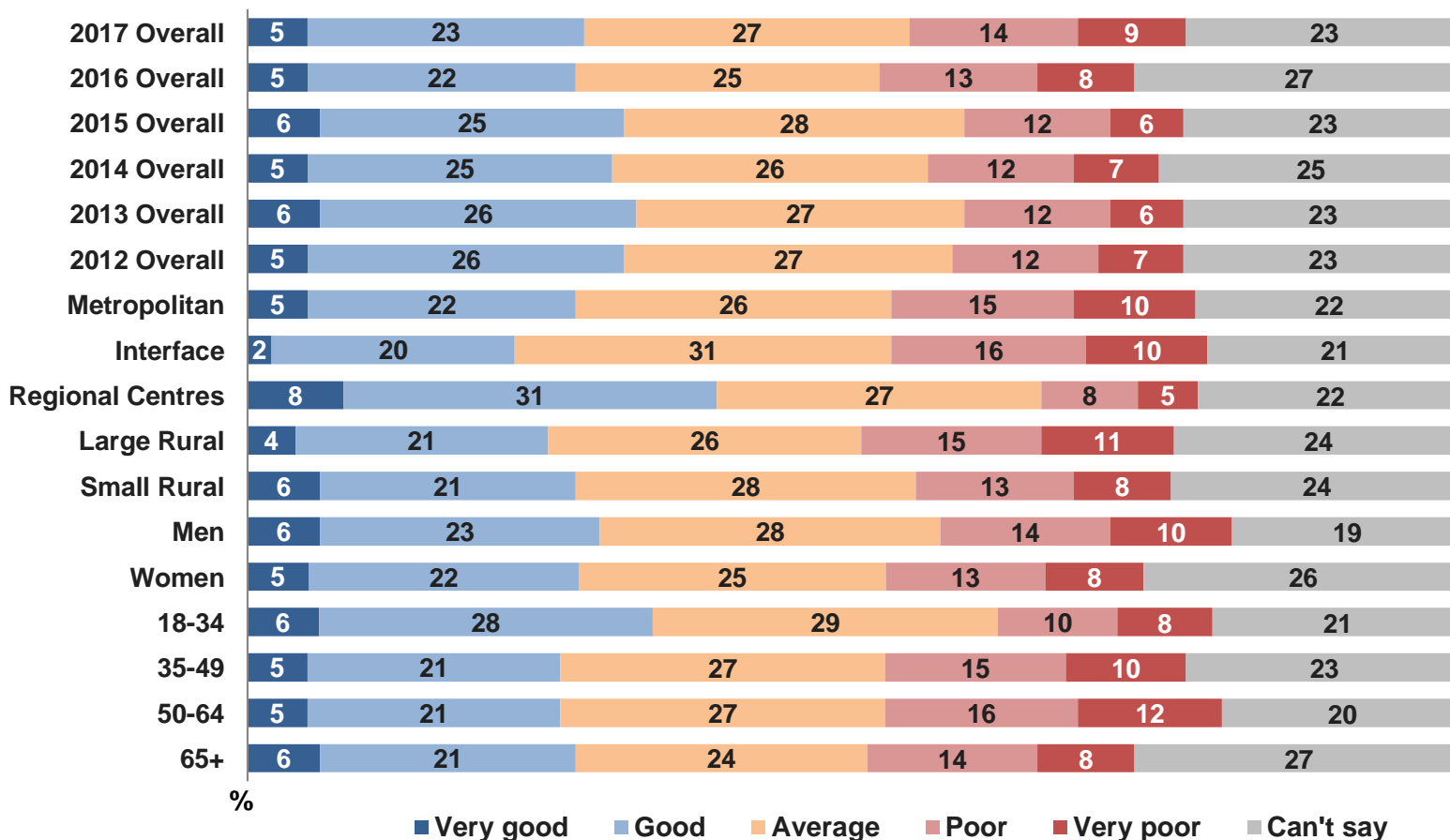
Base: All respondents. Councils asked state-wide: 25

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

2017 Planning & Building Permits Performance



2017 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE INDEX SCORES

2017 Environmental Sustainability Importance

		2016	2015	2014	2013	2012
Women	76↑	77	77	77	76	75
18-34	75↑	77	75	75	74	73
Metropolitan	73↑	74	74	n/a	n/a	n/a
35-49	73	72	73	72	71	71
Overall	72	73	73	73	72	71
Interface	72	77	71	n/a	n/a	n/a
Large Rural	72	73	72	n/a	n/a	n/a
50-64	72	73	73	73	72	71
Regional Centres	72	71	73	n/a	n/a	n/a
Small Rural	70↓	74	77	n/a	n/a	n/a
65+	70↓	71	70	70	70	69
Men	68↓	69	69	68	68	67

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

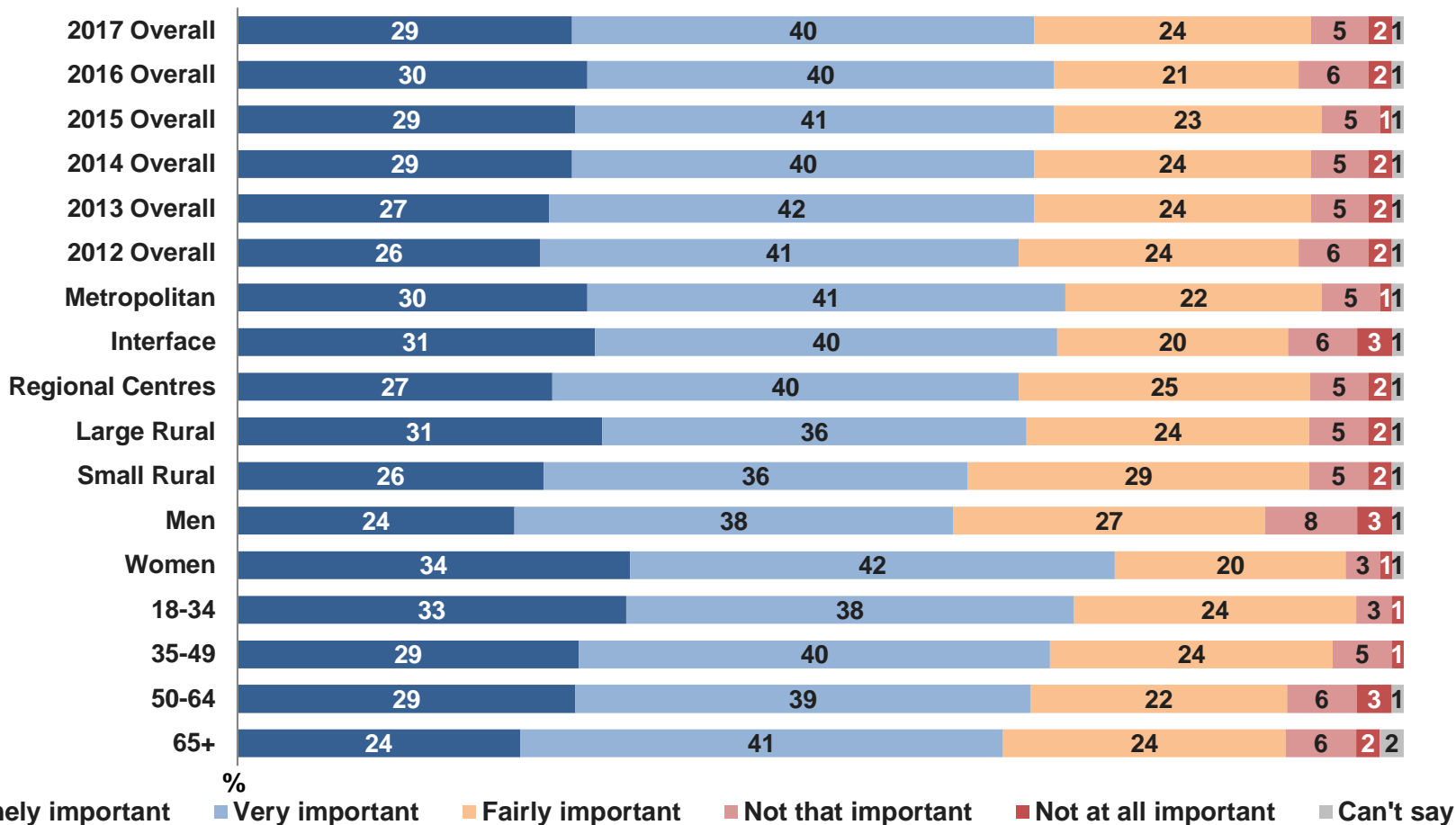
Base: All respondents. Councils asked state-wide: 20

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Importance



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

Base: All respondents. Councils asked state-wide: 20

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE INDEX SCORES

2017 Environmental Sustainability Performance

		2016	2015	2014	2013	2012
Regional Centres	65	63	63	n/a	n/a	n/a
18-34	64	64	65	65	66	67
Metropolitan	64	64	65	n/a	n/a	n/a
65+	64	63	65	65	65	65
35-49	64	63	63	64	64	63
Men	64	62	64	64	64	64
Overall	64	63	64	64	64	64
Women	63↓	63	64	64	64	65
Small Rural	63	61	63	n/a	n/a	n/a
Interface	62↓	60	63	n/a	n/a	n/a
Large Rural	62↓	62	64	n/a	n/a	n/a
50-64	62↓	61	62	62	62	62

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

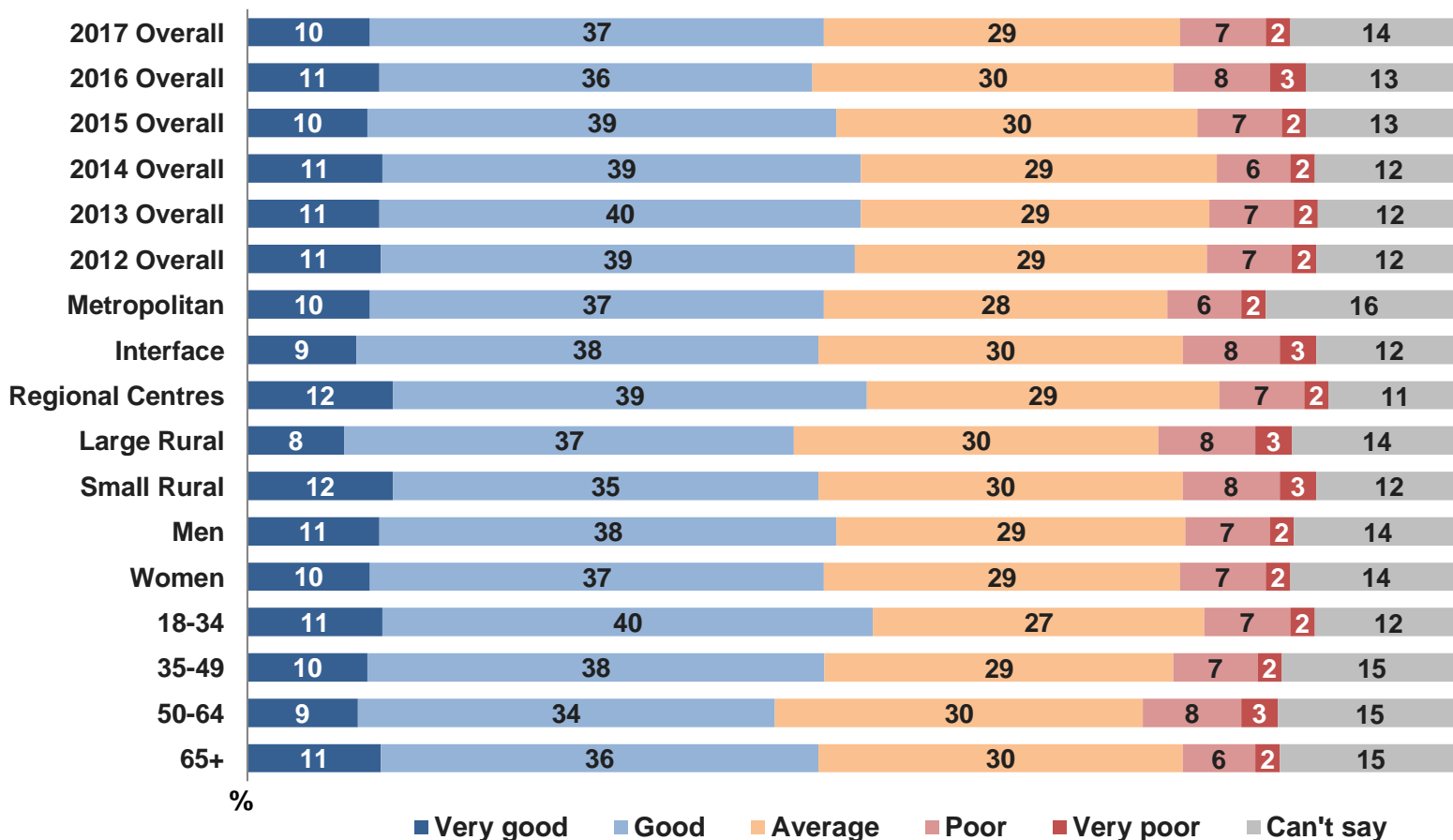
Base: All respondents. Councils asked state-wide: 29

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Performance



2017 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE INDEX SCORES

2017 Disaster Management Importance

		2016	2015	2014	2013	2012
Women	84↑	84	84	85	85	84
Interface	82↑	83	81	n/a	n/a	n/a
Large Rural	81	81	81	n/a	n/a	n/a
18-34	81	81	80	82	82	81
Small Rural	81	82	80	n/a	n/a	n/a
50-64	80	80	80	80	80	80
Regional Centres	80	80	81	n/a	n/a	n/a
Overall	80	80	80	80	80	80
65+	80	80	79	80	80	79
35-49	78↓	80	79	79	79	79
Metropolitan	77↓	76	77	n/a	n/a	n/a
Men	76↓	76	75	76	76	76

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

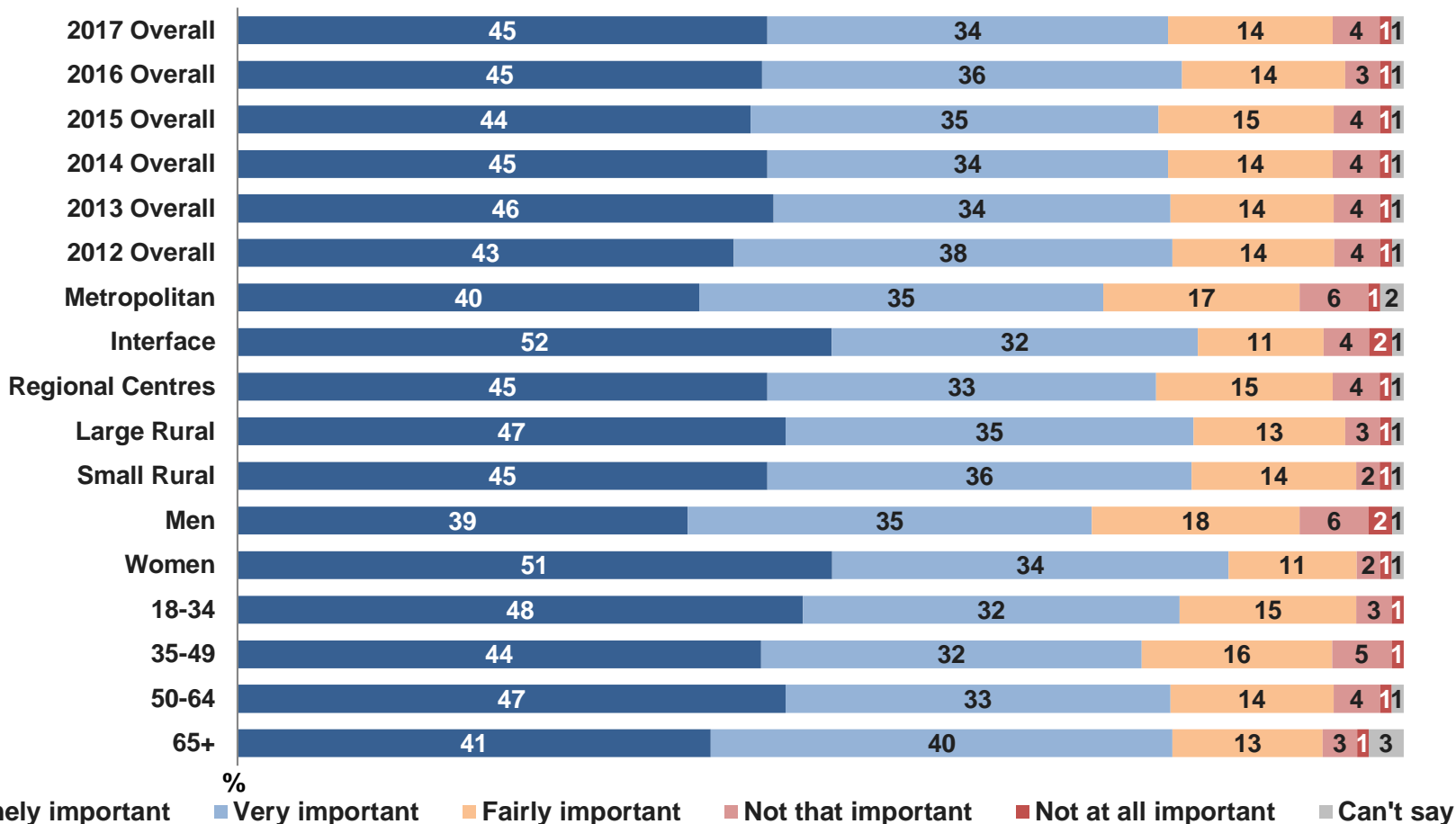
Base: All respondents. Councils asked state-wide: 19

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Disaster Management Importance



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

Base: All respondents. Councils asked state-wide: 19

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE INDEX SCORES

2017 Disaster Management Performance

		2016	2015	2014	2013	2012
Small Rural	72↑	71	70	n/a	n/a	n/a
65+	72↑	71	71	72	71	71
18-34	71↑	71	73	75	72	73
Women	71↑	71	71	73	70	70
Regional Centres	70	68	68	n/a	n/a	n/a
Overall	70	69	70	71	70	70
Large Rural	70	70	71	n/a	n/a	n/a
Men	69↓	68	69	70	69	69
Interface	69	69	70	n/a	n/a	n/a
35-49	69	68	68	70	69	68
Metropolitan	68↓	68	69	n/a	n/a	n/a
50-64	68↓	67	67	68	67	67

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

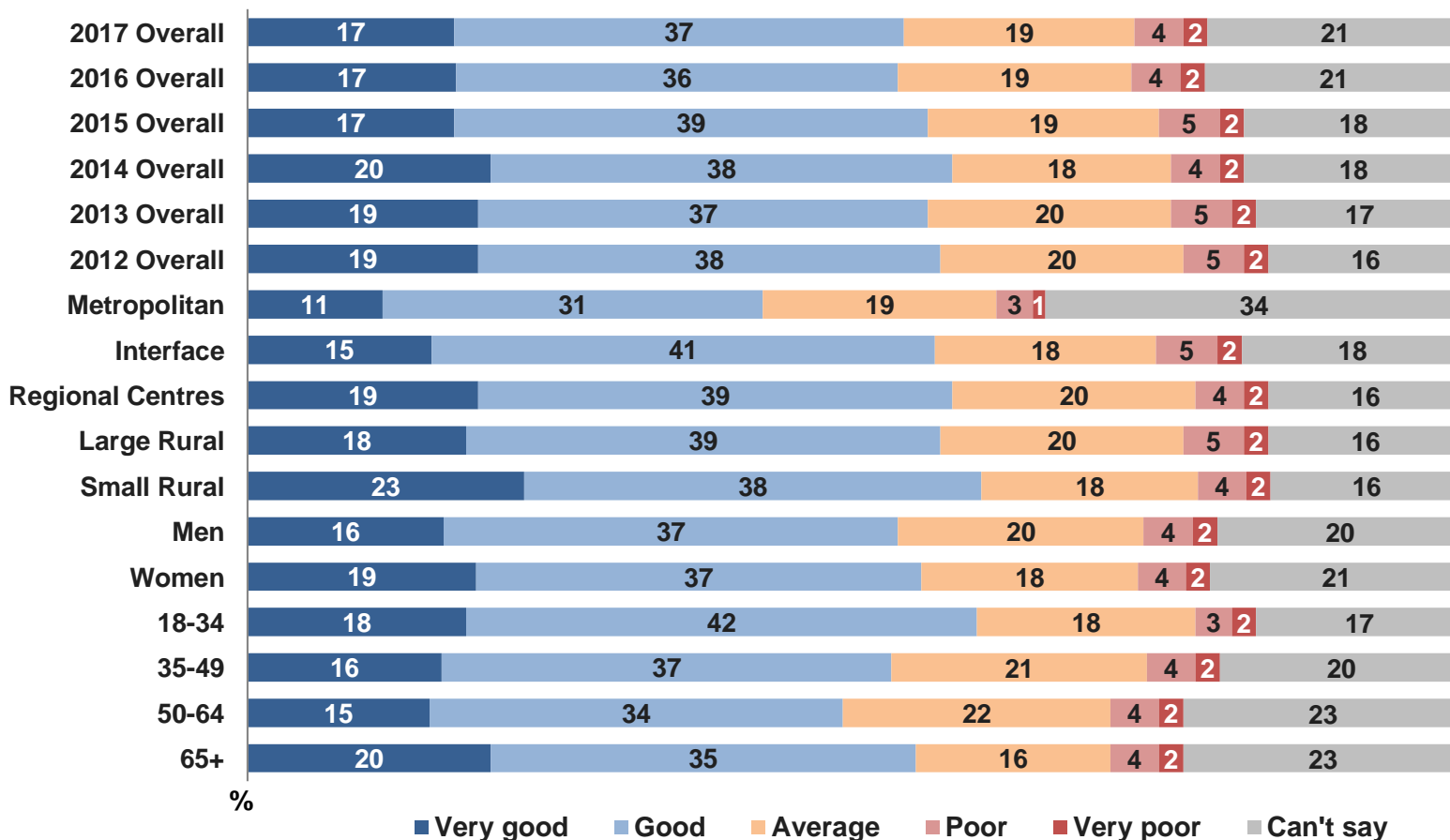
Base: All respondents. Councils asked state-wide: 24

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

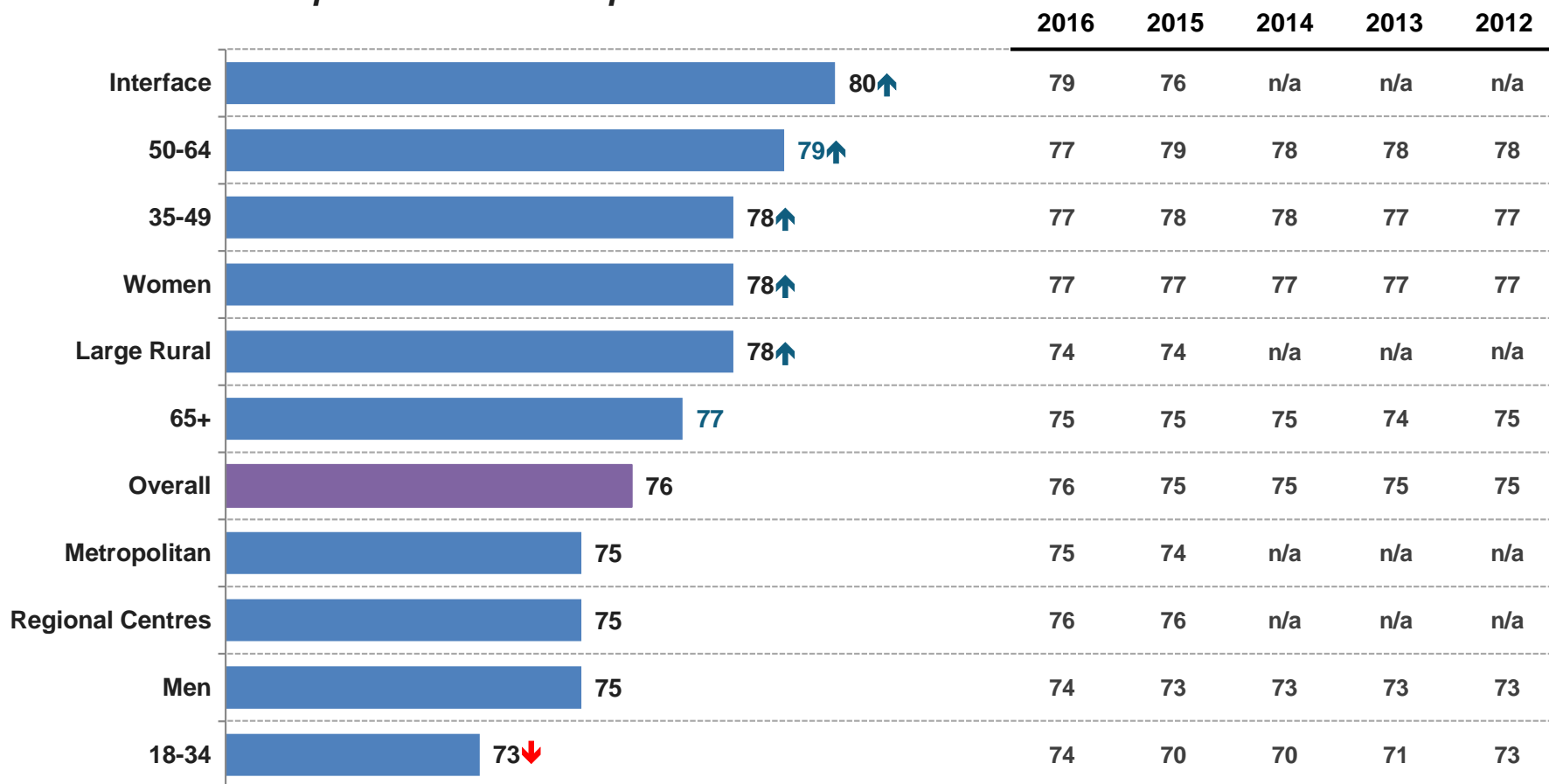
2017 Disaster Management Performance



2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES

2017 Population Growth Importance



Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

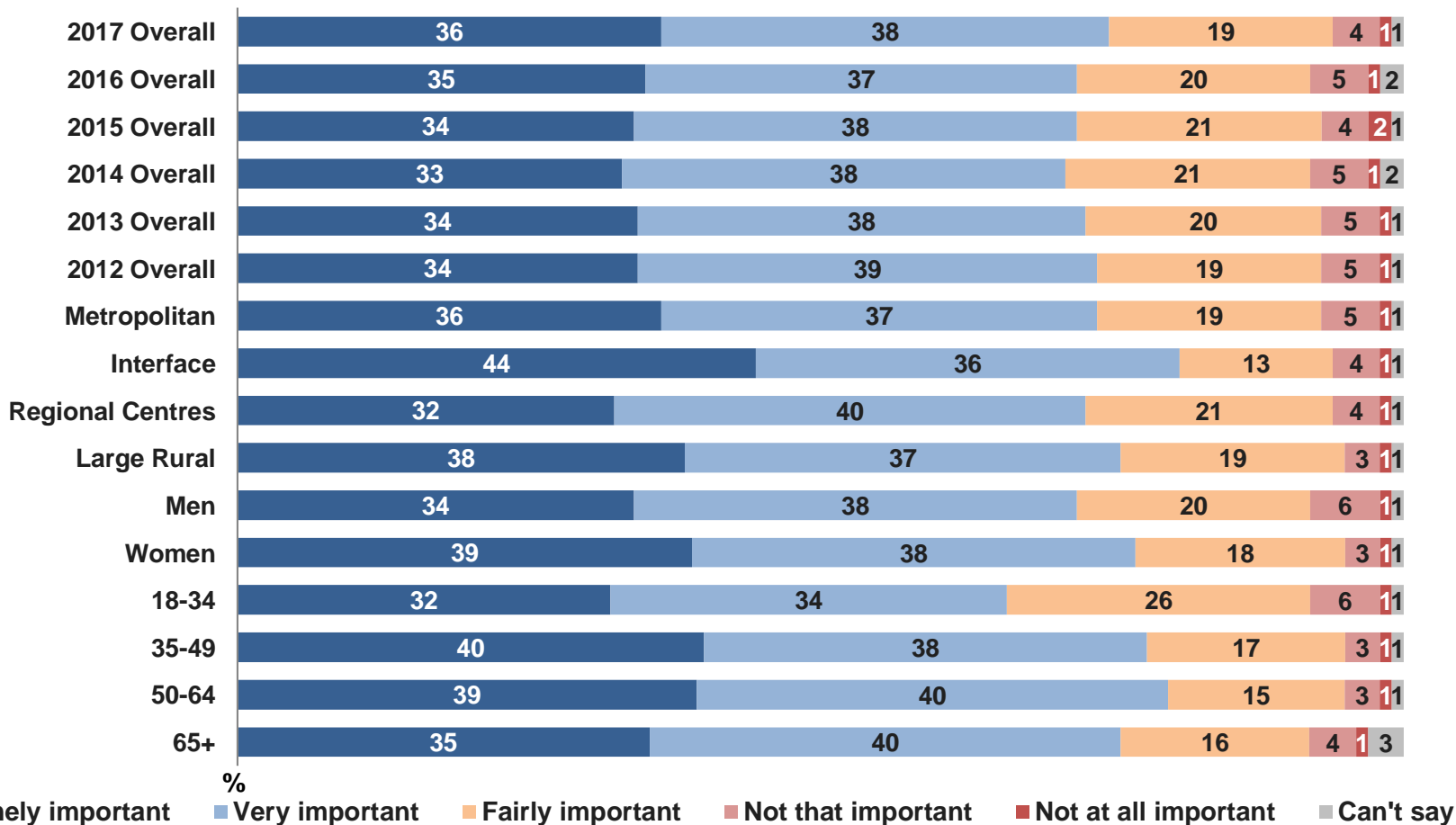
Base: All respondents. Councils asked state-wide: 15

Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Population Growth Importance



Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

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

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES

2017 Population Growth Performance

		2016	2015	2014	2013	2012
Regional Centres	62↑	59	61	n/a	n/a	n/a
18-34	57↑	55	60	59	59	58
Men	53	52	54	54	54	52
Overall	52	51	54	54	54	52
65+	52	52	54	55	55	52
Women	52	51	55	55	54	52
Metropolitan	51	51	54	n/a	n/a	n/a
Interface	50↓	55	57	n/a	n/a	n/a
35-49	50↓	49	51	52	51	48
50-64	49↓	48	50	51	50	49
Large Rural	48↓	47	50	n/a	n/a	n/a

Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?

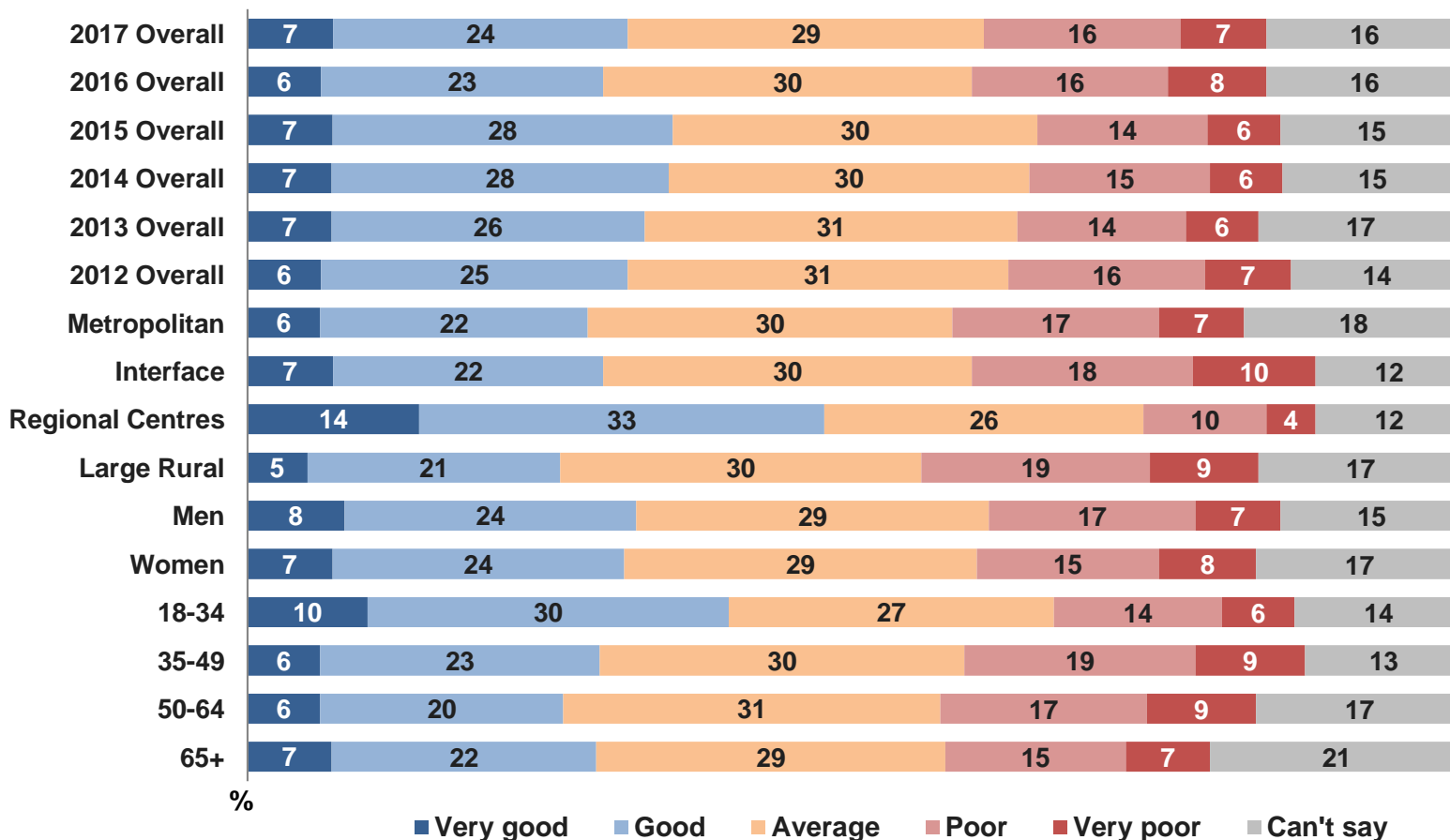
Base: All respondents. Councils asked state-wide: 20

Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES

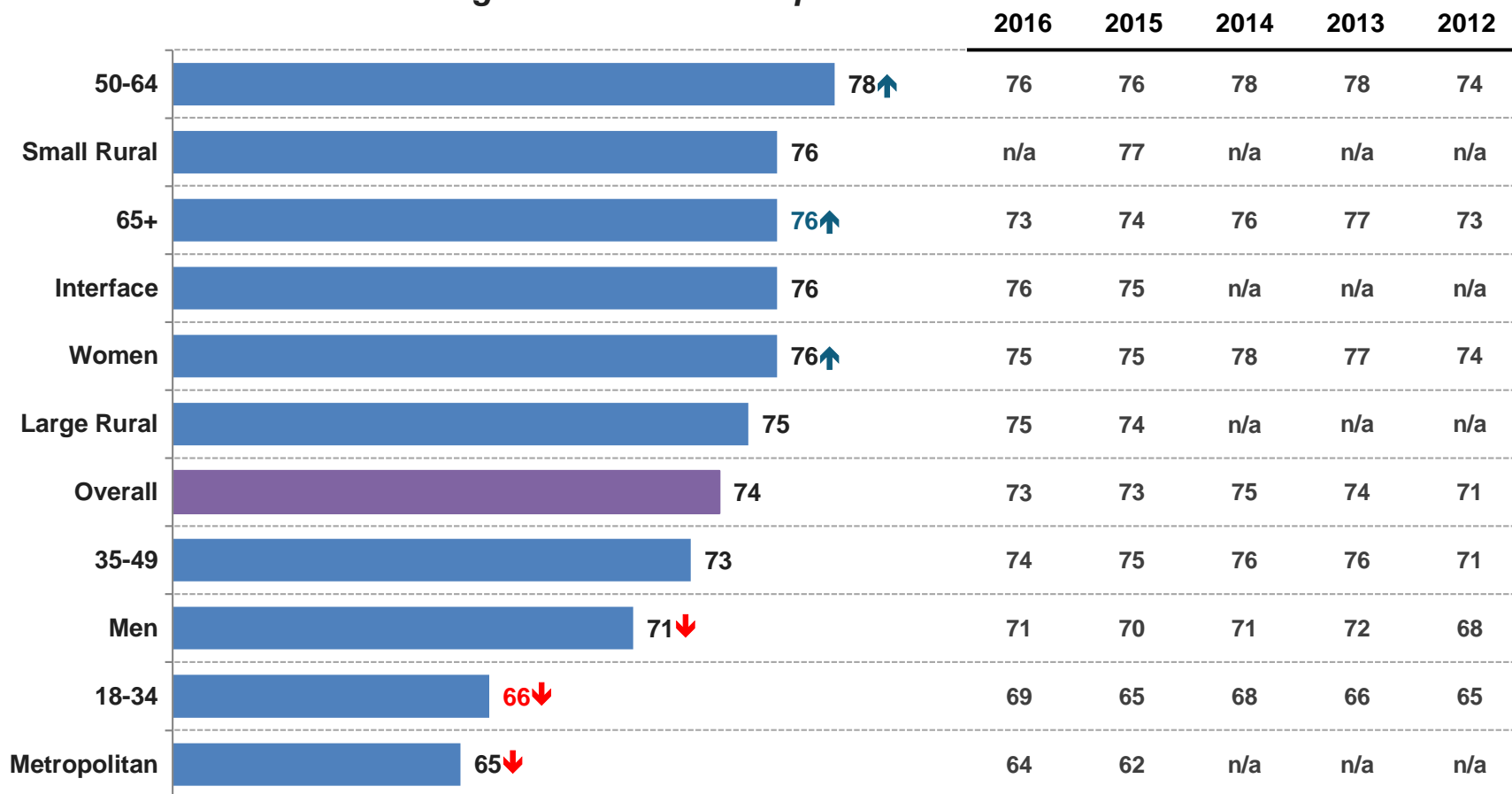
2017 Population Growth Performance



2017 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE INDEX SCORES

2017 Roadside Slashing & Weed Control Importance



Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?

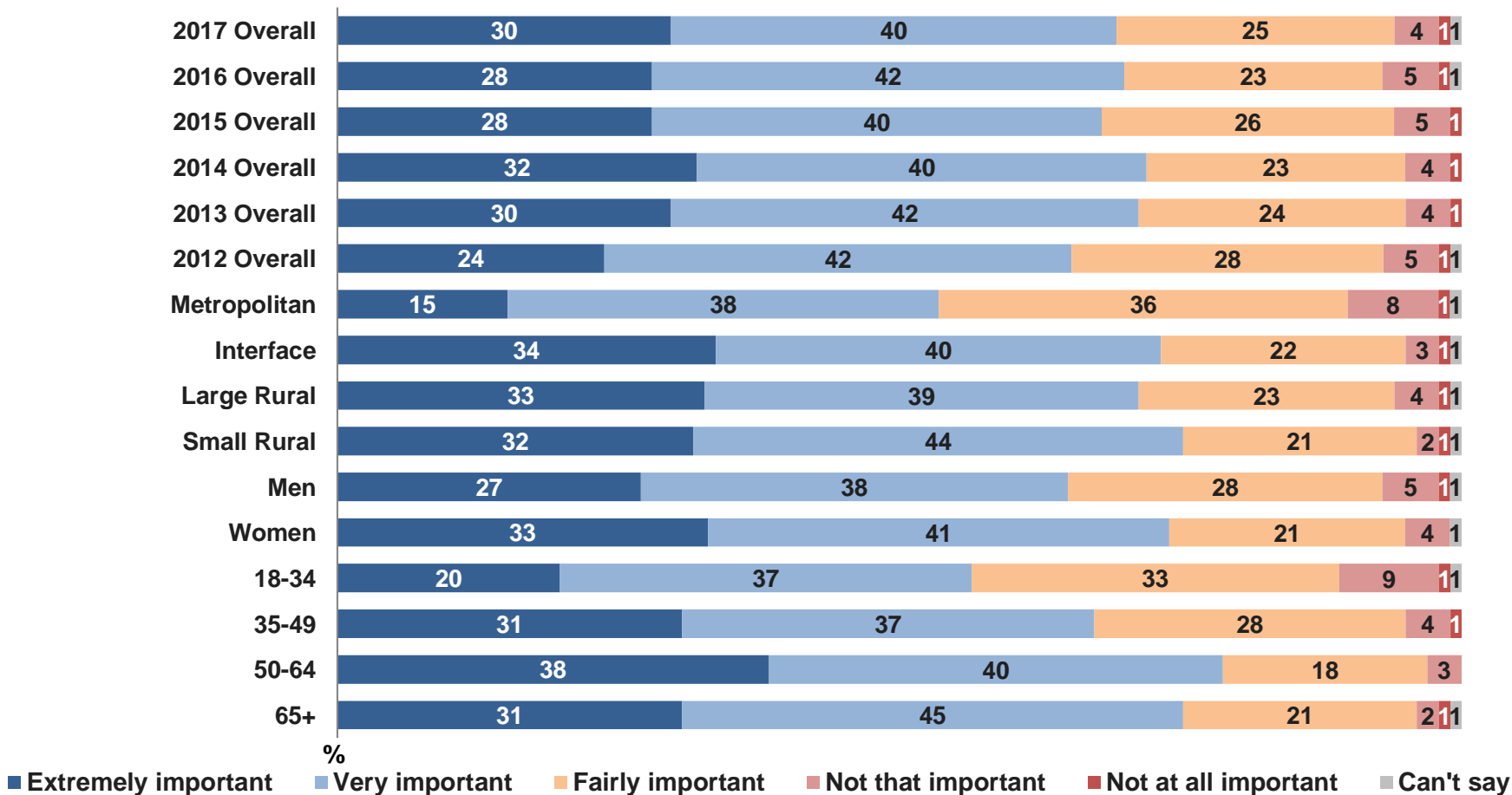
Base: All respondents. Councils asked state-wide: 6

Note: Please see page 5 for explanation about significant differences

2017 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE DETAILED PERCENTAGES

2017 Roadside Slashing & 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: 6

2017 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE INDEX SCORES

2017 Roadside Slashing & Weed Control Performance

		2016	2015	2014	2013	2012
Metropolitan	68↑	68	69	n/a	n/a	n/a
18-34	58↑	61	62	63	63	67
35-49	54	57	55	53	56	59
Interface	54	56	52	n/a	n/a	n/a
Women	54	57	55	55	56	61
Overall	53	56	55	55	56	61
Men	52	55	54	55	57	60
65+	51	54	52	53	55	59
Small Rural	51	51	52	n/a	n/a	n/a
Large Rural	50↓	54	53	n/a	n/a	n/a
50-64	50↓	52	51	51	52	58

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?

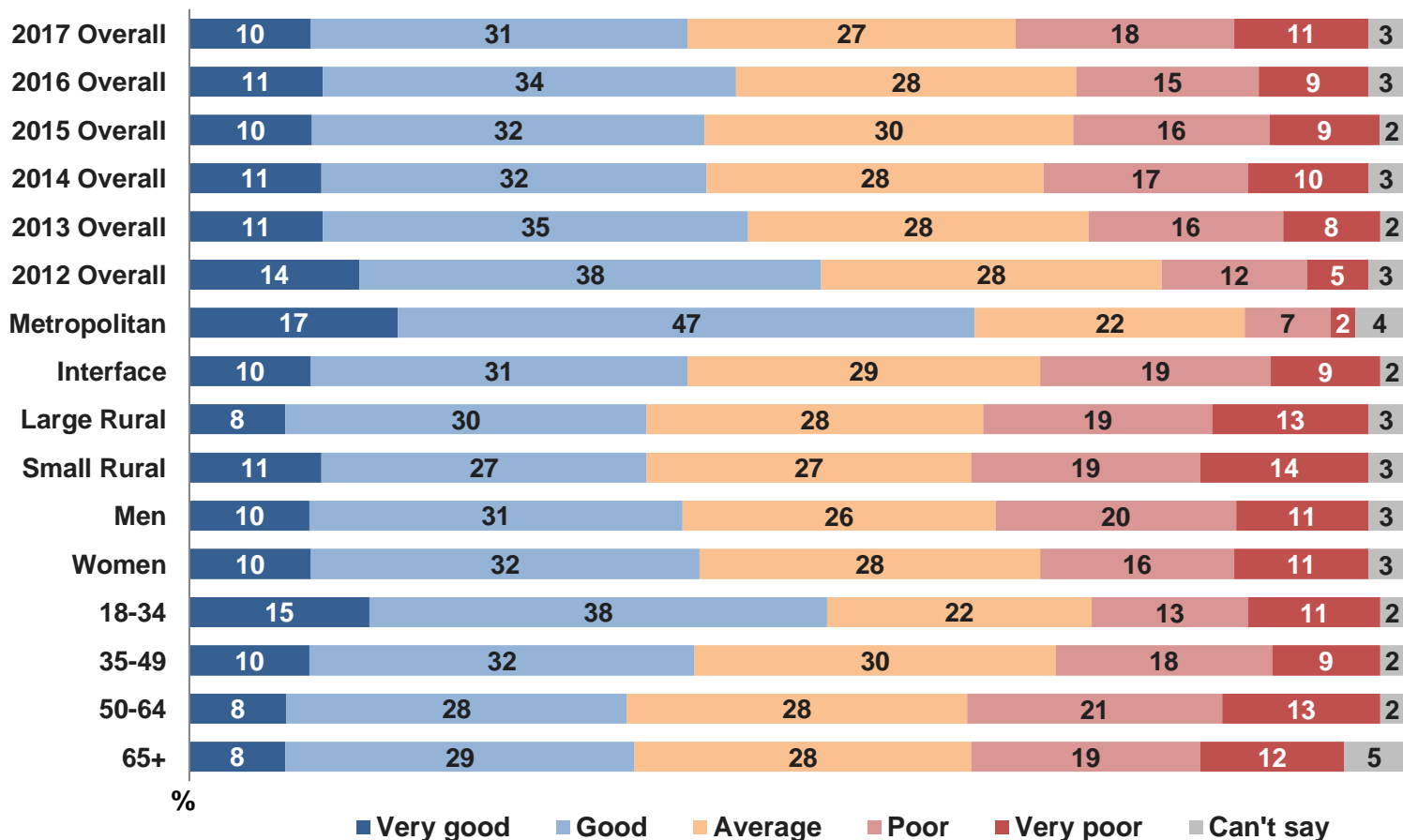
Base: All respondents. Councils asked state-wide: 8

Note: Please see page 5 for explanation about significant differences

2017 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE DETAILED PERCENTAGES

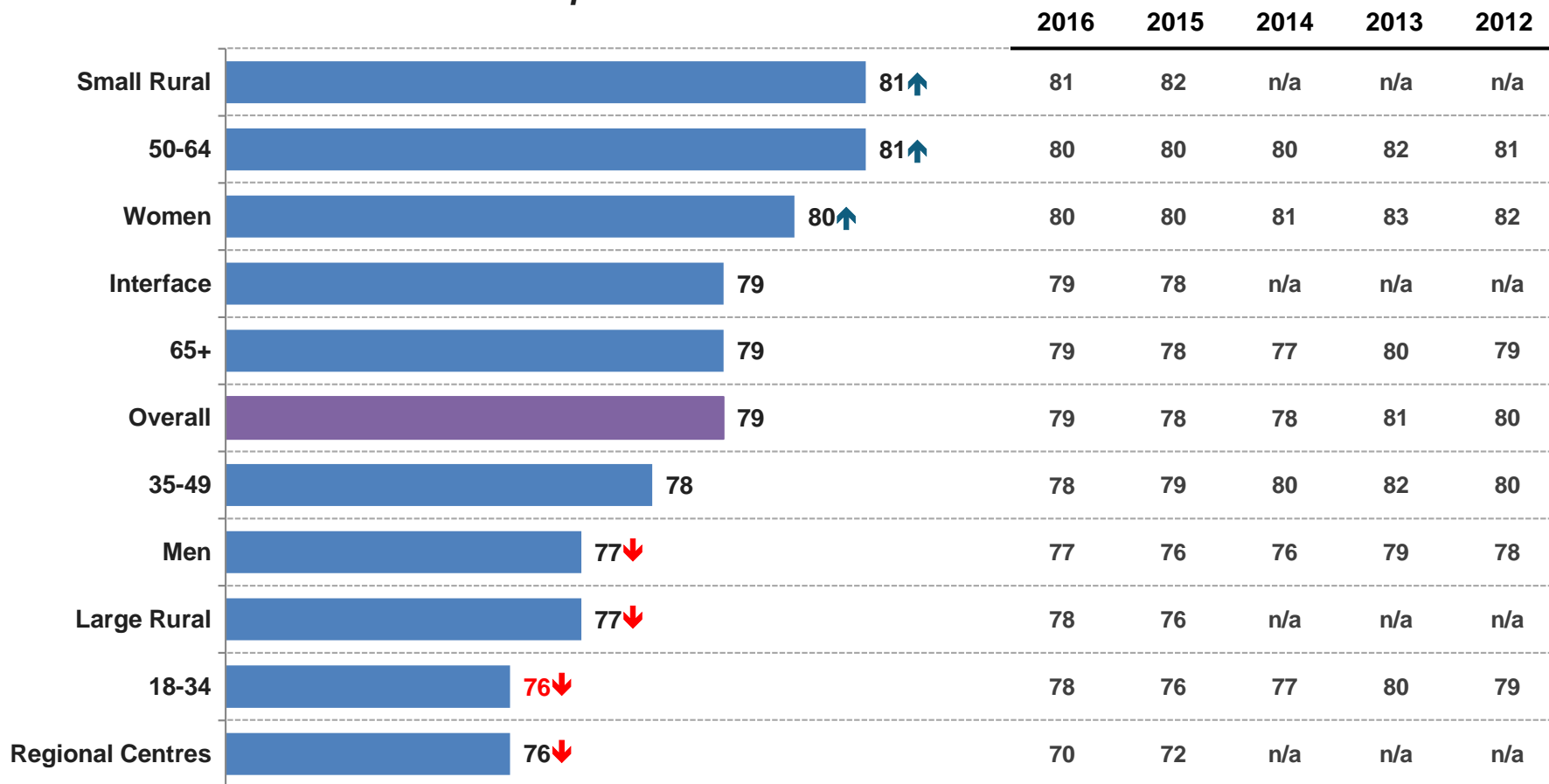
2017 Roadside Slashing & Weed Control Performance



2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2017 Unsealed Roads Importance



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

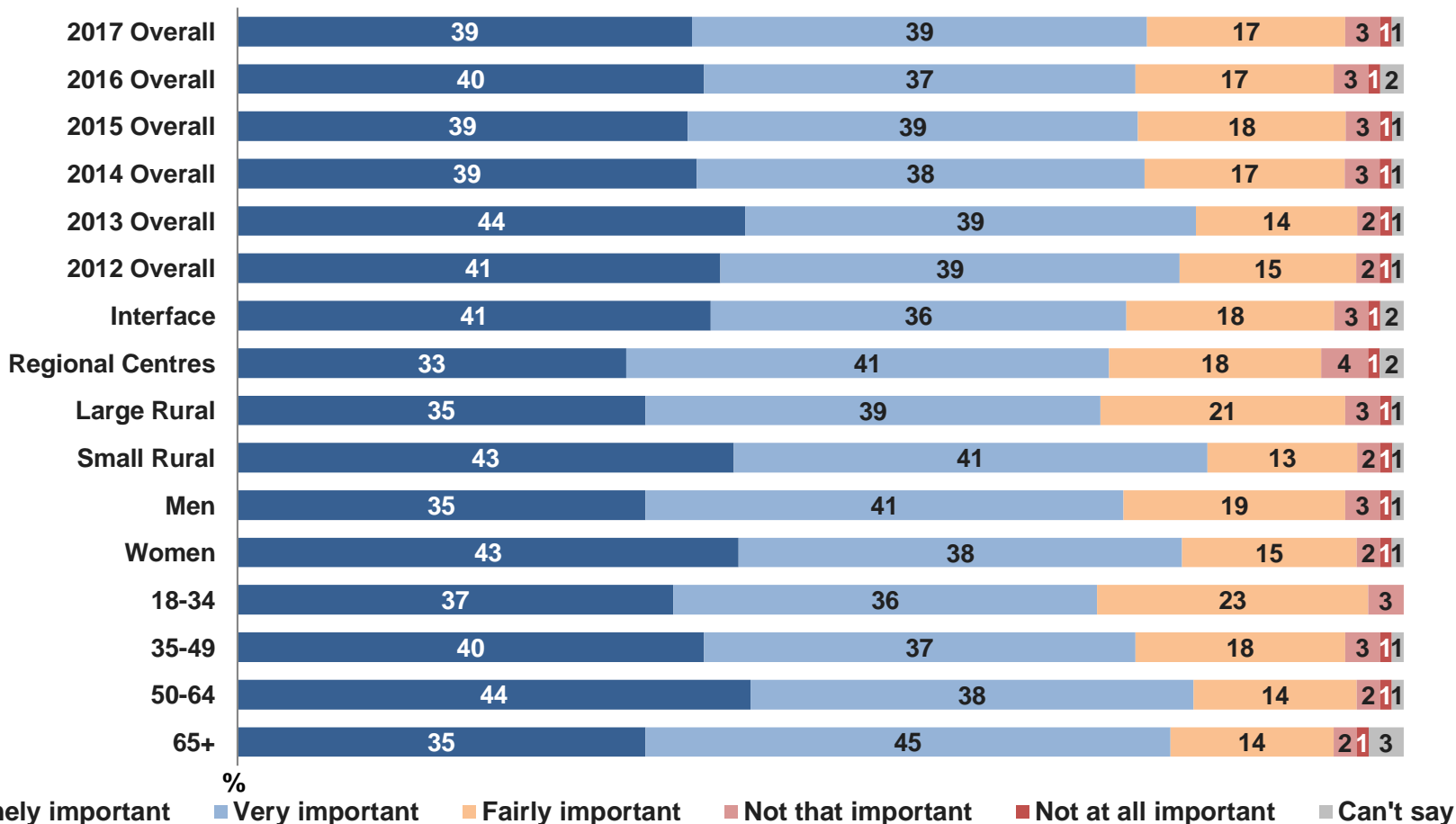
Base: All respondents. Councils asked state-wide: 13

Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Unsealed Roads Importance



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

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

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2017 Unsealed Roads Performance

		2016	2015	2014	2013	2012
Regional Centres	52↑	n/a	51	n/a	n/a	n/a
Interface	45	44	47	n/a	n/a	n/a
65+	45	45	46	48	48	50
18-34	45	46	48	46	47	48
Men	44	43	45	46	45	46
35-49	44	42	44	45	42	44
Overall	44	43	45	45	44	46
Women	43	43	45	45	43	46
Small Rural	43	44	45	n/a	n/a	n/a
Large Rural	42↓	43	44	n/a	n/a	n/a
50-64	41↓	40	43	42	40	43

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?

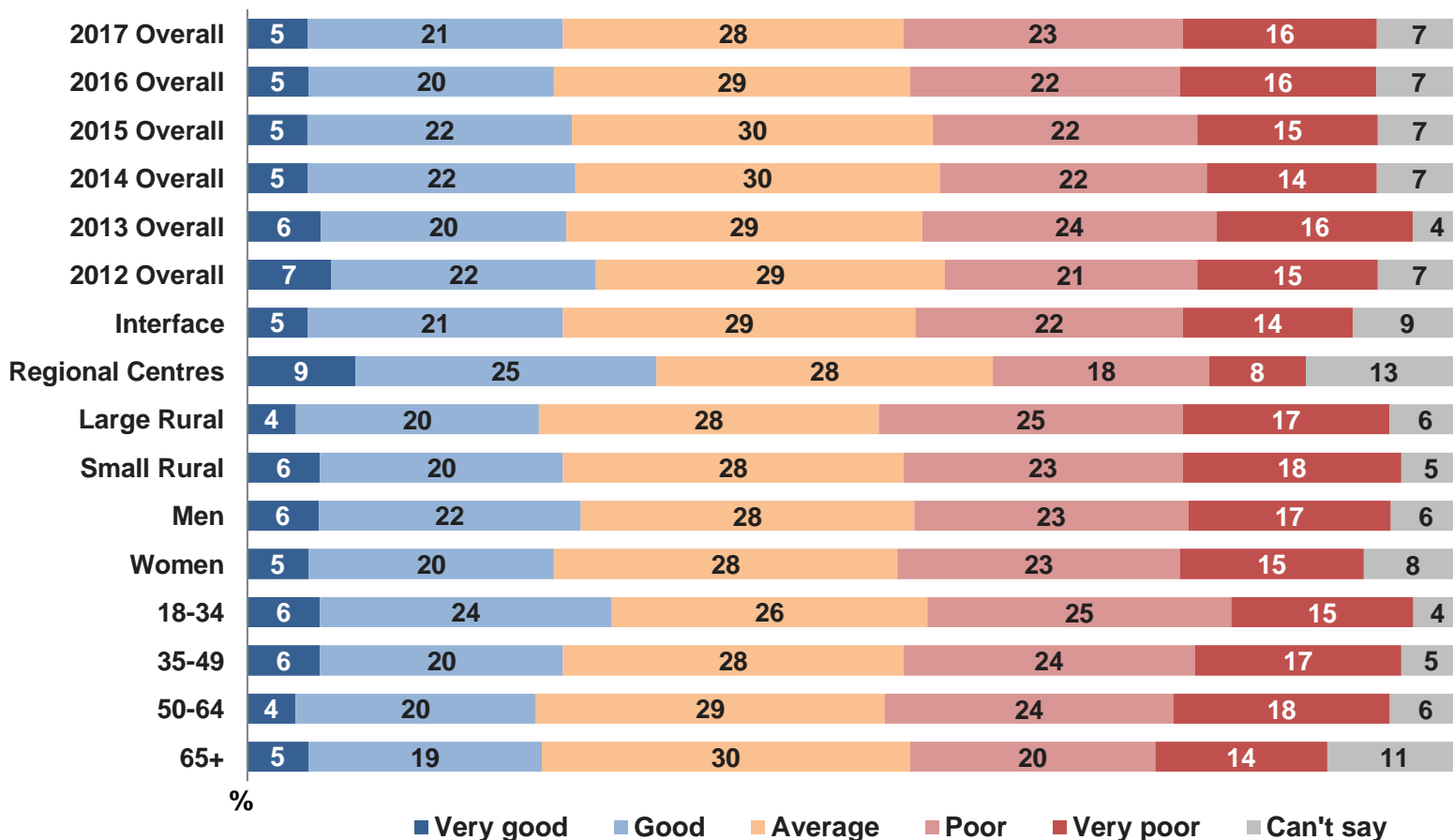
Base: All respondents. Councils asked state-wide: 18

Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2017 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: 18

2017 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

2017 Business/Community Development Importance

		2016	2015	2014	2013	2012
Regional Centres	73↑	n/a	n/a	n/a	n/a	n/a
18-34	72↑	72	69	70	n/a	n/a
Women	71	72	71	71	n/a	n/a
35-49	71	73	70	71	n/a	n/a
Large Rural	70	71	72	n/a	n/a	n/a
Overall	70	70	69	69	n/a	n/a
50-64	69	69	69	69	n/a	n/a
Men	69	69	67	67	n/a	n/a
65+	68↓	67	68	68	n/a	n/a
Interface	67↓	69	67	n/a	n/a	n/a

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?

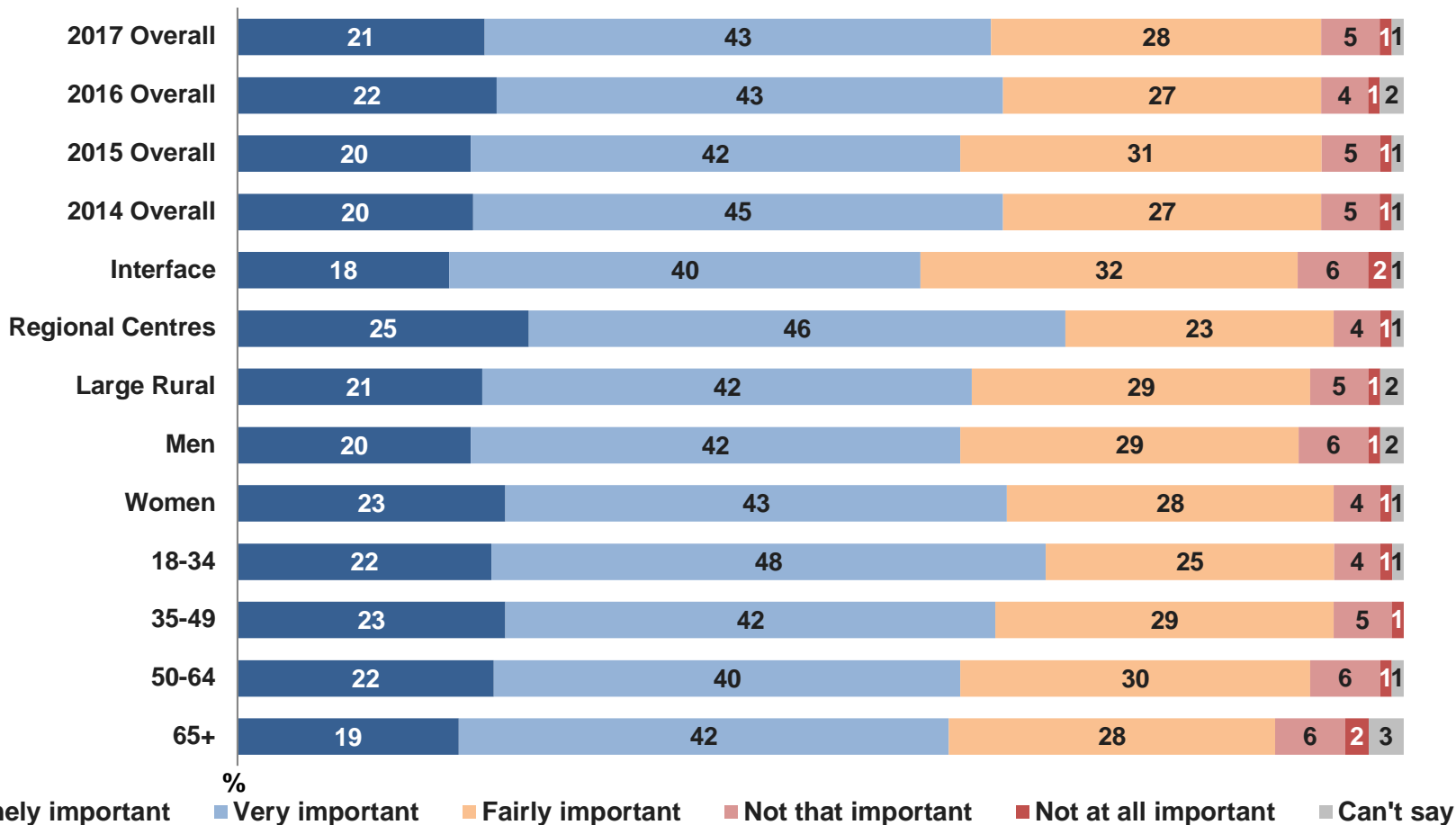
Base: All respondents. Councils asked state-wide: 7

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Business/Community Development Importance



2017 BUSINESS AND COMMUNITY DEVELOPMENT

PERFORMANCE INDEX SCORES

2017 Business/Community Development Performance

		2016	2015	2014	2013	2012
Small Rural	65↑	62	61	n/a	n/a	n/a
18-34	62↑	63	64	65	n/a	n/a
65+	61	59	61	62	n/a	n/a
Metropolitan	60	62	63	n/a	n/a	n/a
Women	60	60	61	63	n/a	n/a
Overall	60	60	60	62	n/a	n/a
35-49	59	59	59	60	n/a	n/a
Men	59	59	59	60	n/a	n/a
Large Rural	59	58	60	n/a	n/a	n/a
Interface	59	58	63	n/a	n/a	n/a
Regional Centres	58↓	61	54	n/a	n/a	n/a
50-64	56↓	56	58	59	n/a	n/a

Q2. How has Council performed on 'business and community development' over the last 12 months?

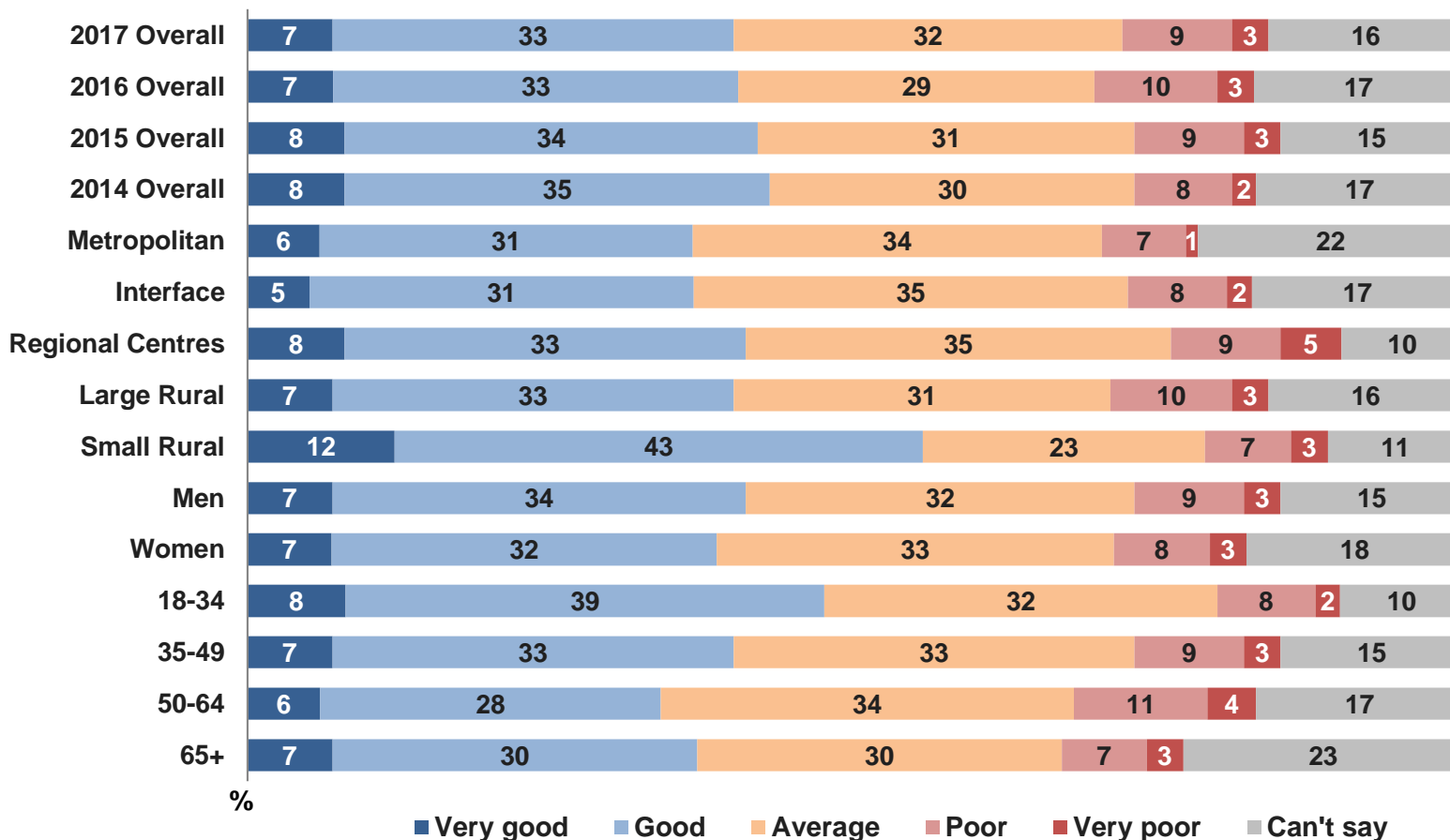
Base: All respondents. Councils asked state-wide: 12

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Business/Community Development Performance



2017 TOURISM DEVELOPMENT

IMPORTANCE INDEX SCORES

2017 Tourism Development Importance

		2016	2015	2014	2013	2012
Regional Centres	70↑	n/a	64	n/a	n/a	n/a
65+	64↑	64	67	66	n/a	n/a
50-64	63	64	67	65	n/a	n/a
Large Rural	63	67	67	n/a	n/a	n/a
Women	63	65	66	67	n/a	n/a
Overall	62	63	65	65	n/a	n/a
35-49	62	64	65	64	n/a	n/a
Men	61	62	63	63	n/a	n/a
18-34	59↓	62	59	63	n/a	n/a
Interface	53↓	57	50	n/a	n/a	n/a

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

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

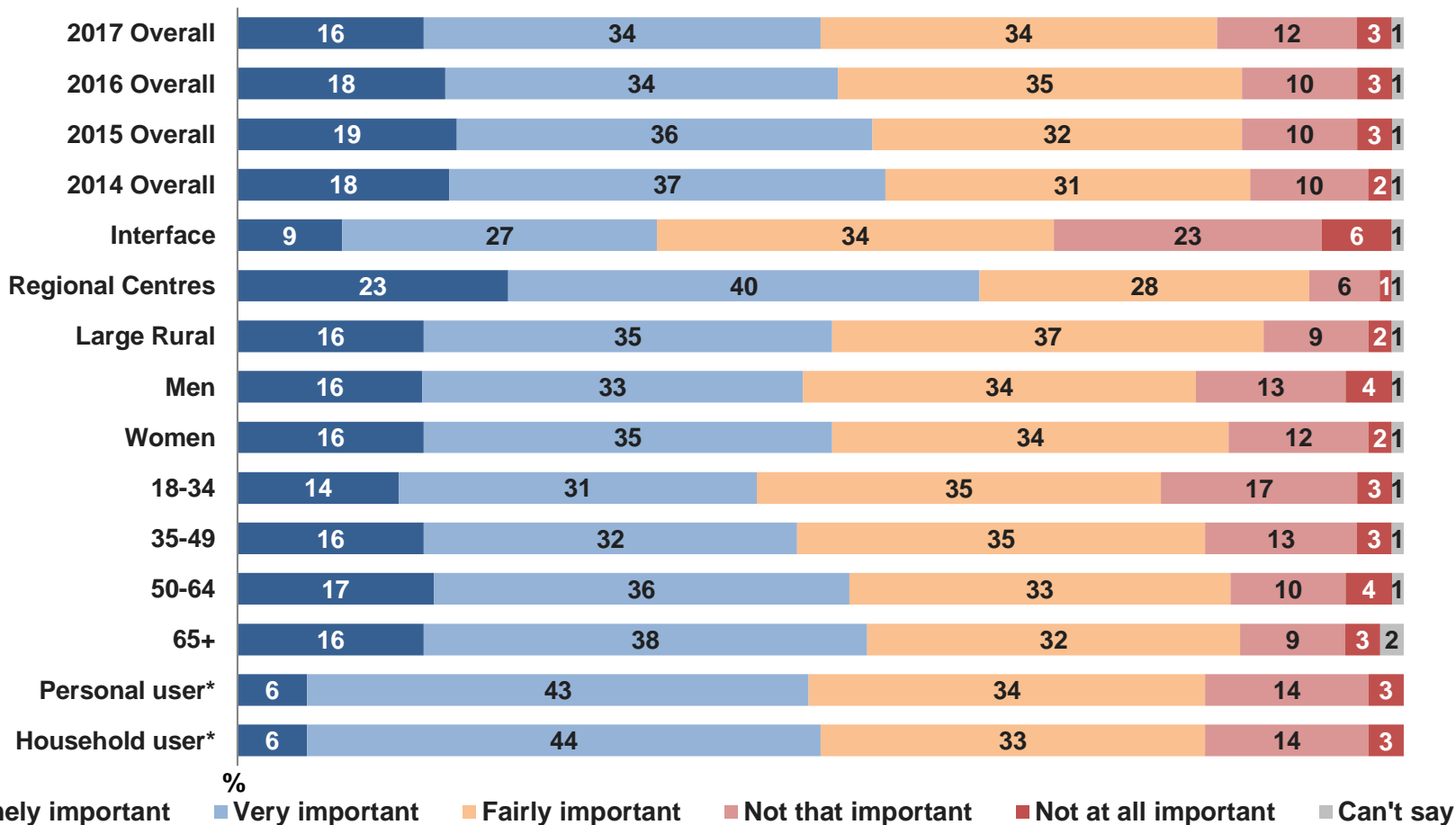
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 TOURISM DEVELOPMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Tourism Development Importance



Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

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

*Caution: small sample size < n=30

2017 TOURISM DEVELOPMENT

PERFORMANCE INDEX SCORES

2017 Tourism Development Performance

		2016	2015	2014	2013	2012
Small Rural	67↑	64	63	n/a	n/a	n/a
Large Rural	65↑	64	66	n/a	n/a	n/a
Regional Centres	65↑	71	67	n/a	n/a	n/a
Women	64	64	64	66	n/a	n/a
18-34	64	64	64	64	n/a	n/a
65+	63	62	65	66	n/a	n/a
Overall	63	63	63	64	n/a	n/a
35-49	63	63	61	62	n/a	n/a
Men	61↓	62	62	62	n/a	n/a
50-64	61↓	60	62	64	n/a	n/a
Interface	56↓	56	53	n/a	n/a	n/a
Metropolitan	54↓	54	55	n/a	n/a	n/a

Q2. How has Council performed on 'tourism development' over the last 12 months?

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

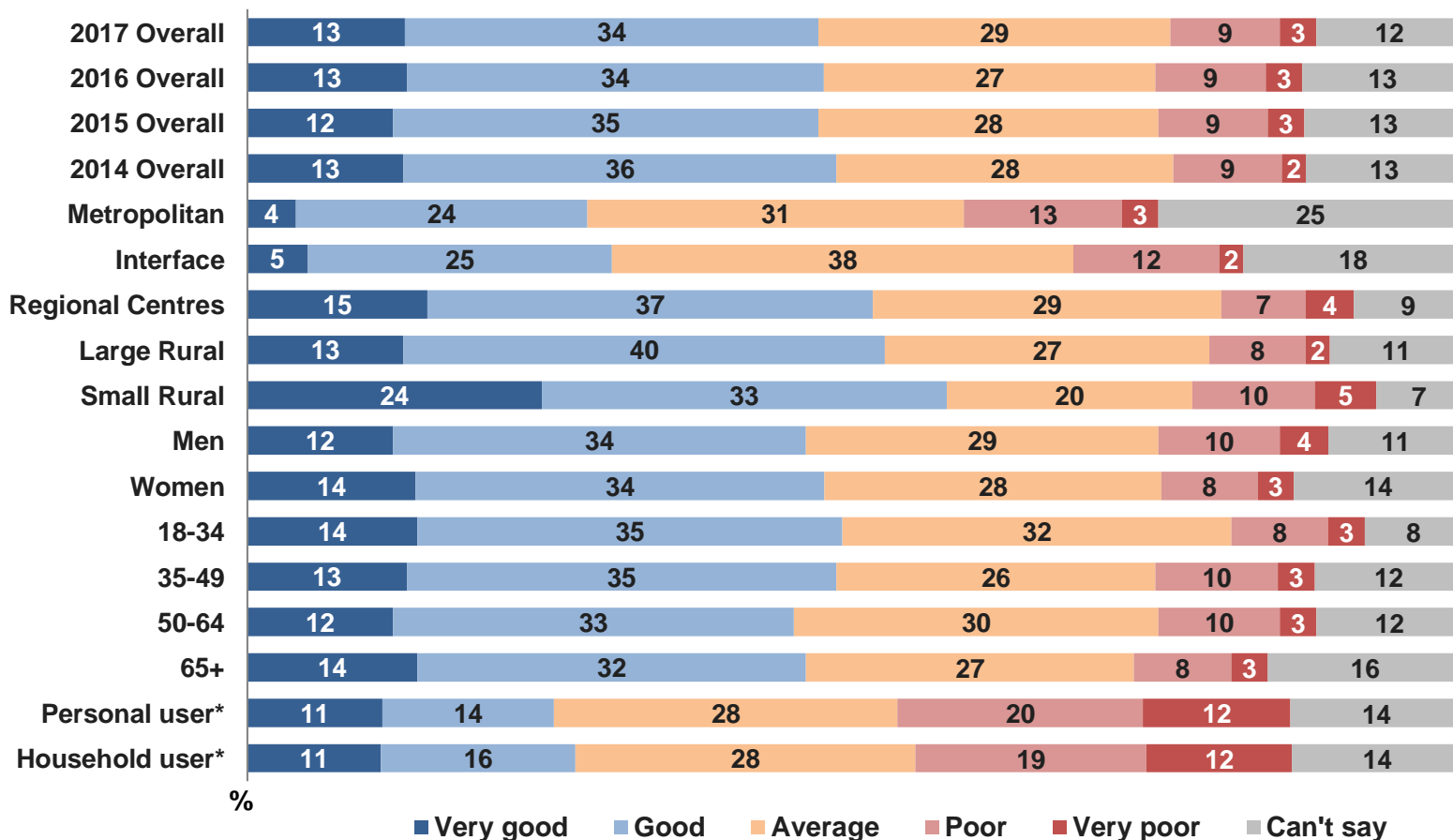
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 TOURISM DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Tourism Development Performance



Q2. How has Council performed on 'tourism development' over the last 12 months?

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

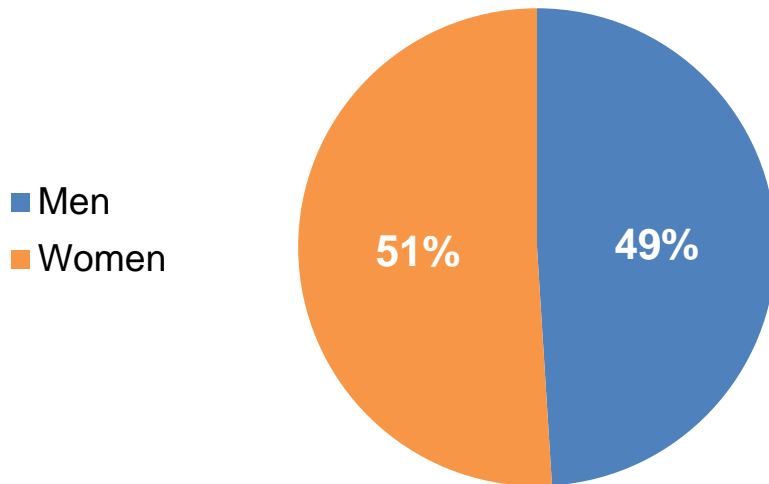
*Caution: small sample size < n=30



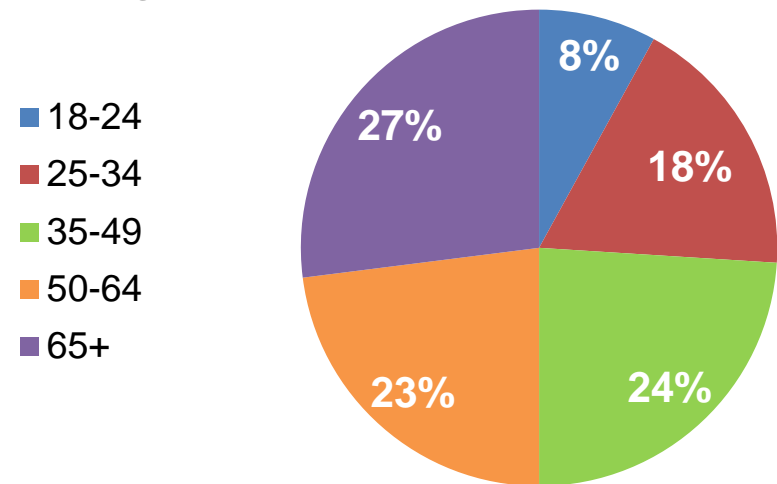
DETAILED DEMOGRAPHICS

2017 GENDER AND AGE PROFILE

Gender



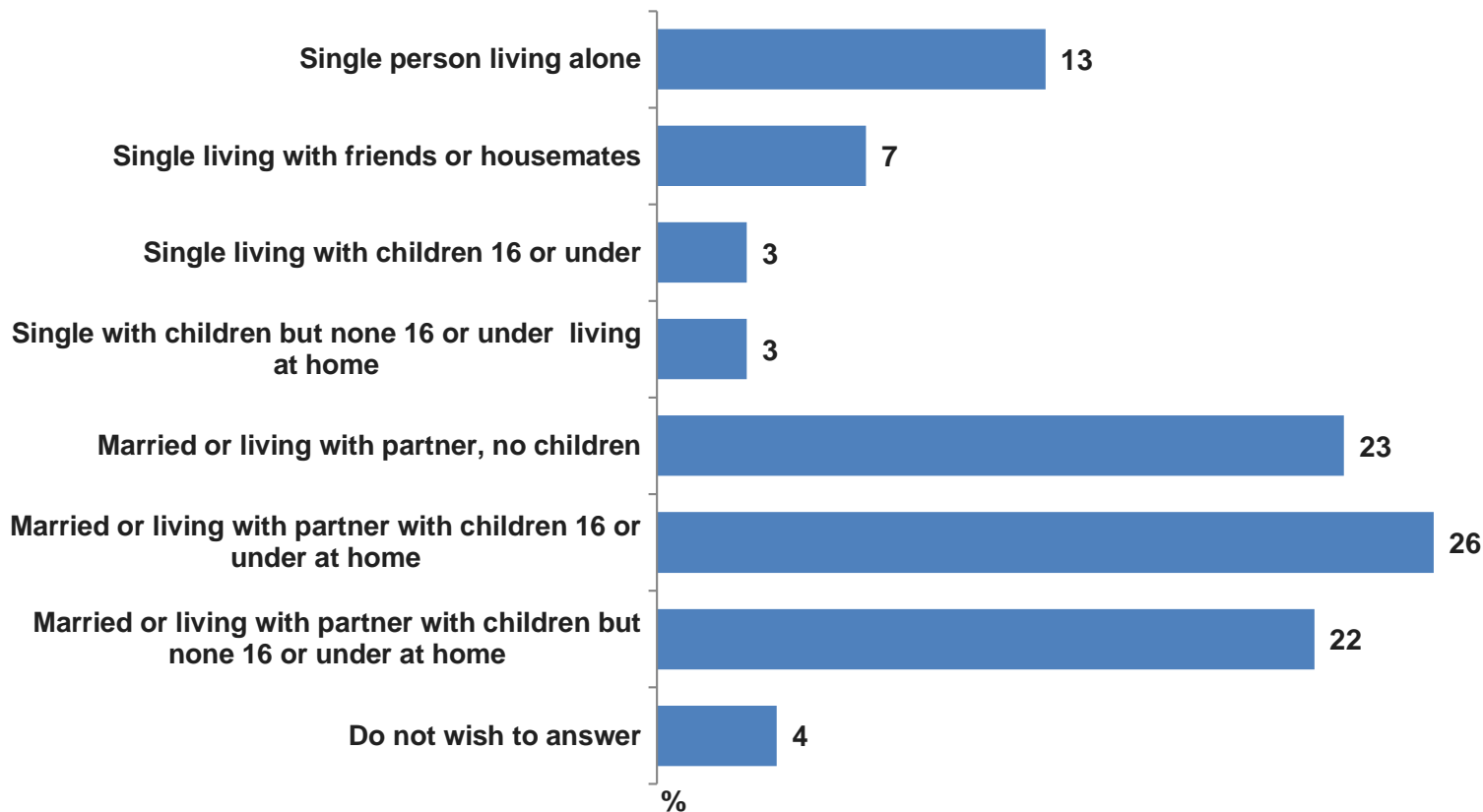
Age



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.

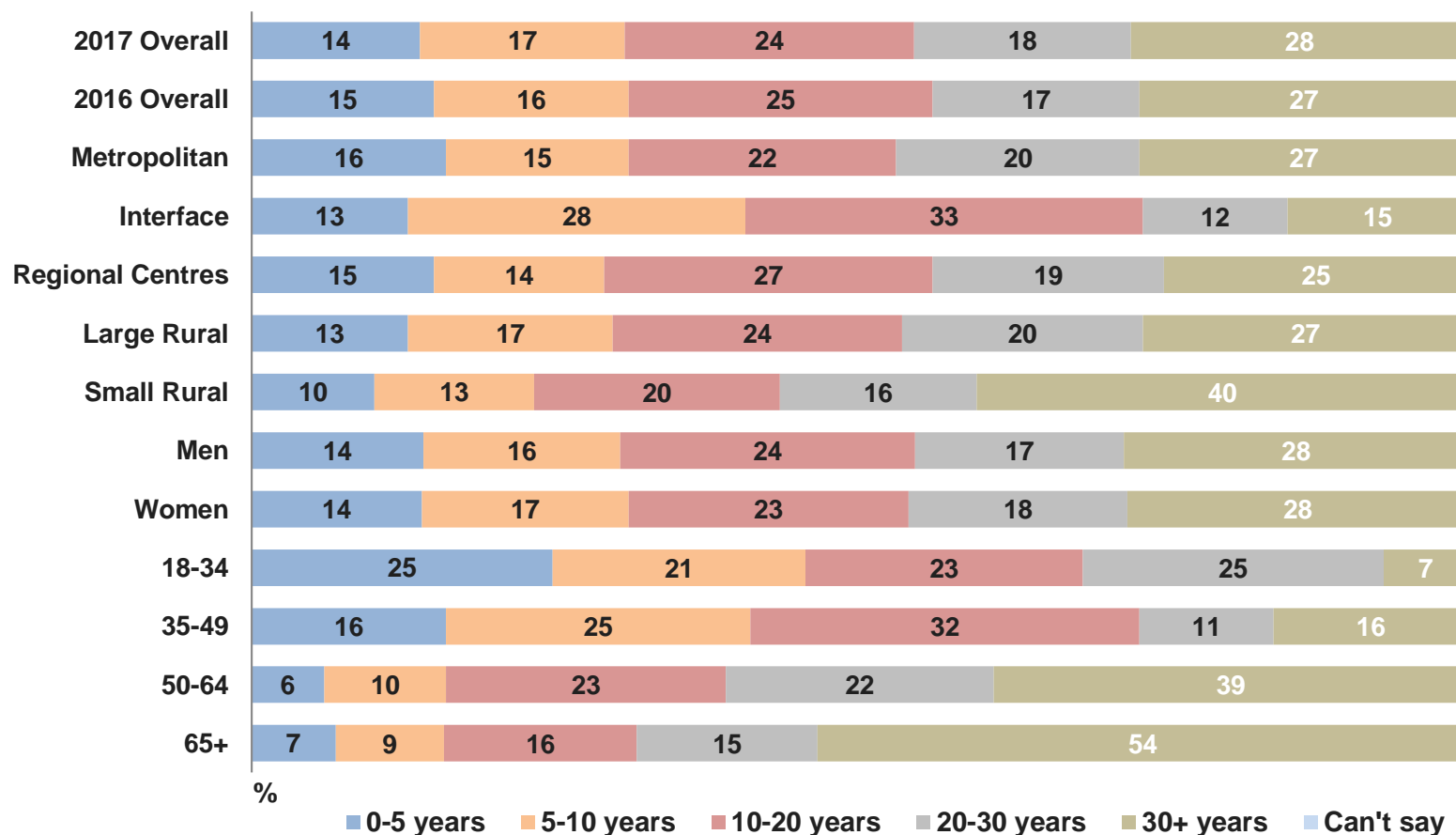
2017 HOUSEHOLD STRUCTURE

2017 Household Structure



2017 YEARS LIVED IN AREA

2017 Years Lived in Area

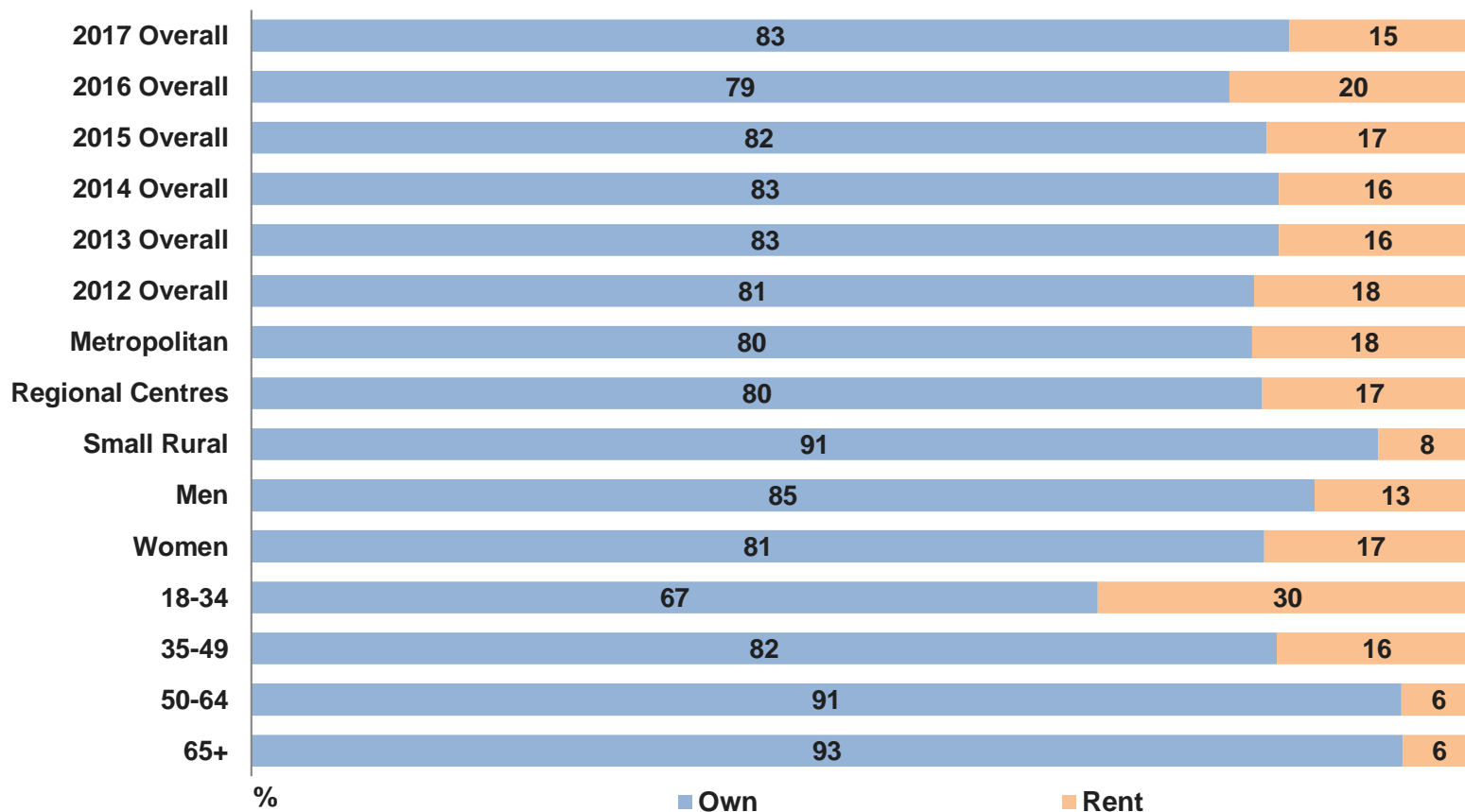


S5. How long have you lived in this area?/How long have you owned a property in this area?

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

2017 HOME OWNERSHIP

2017 Own or Rent



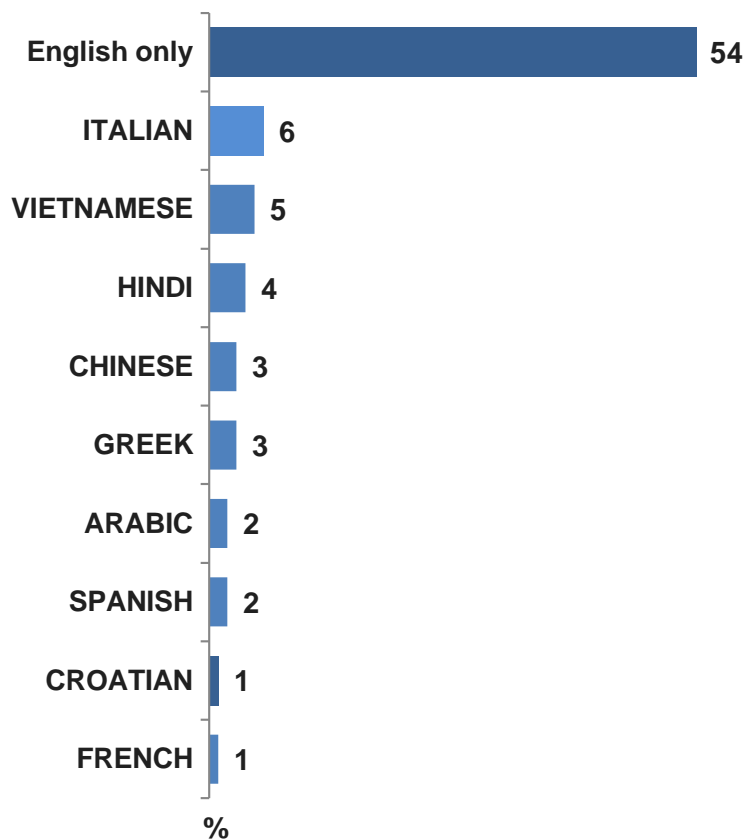
Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

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

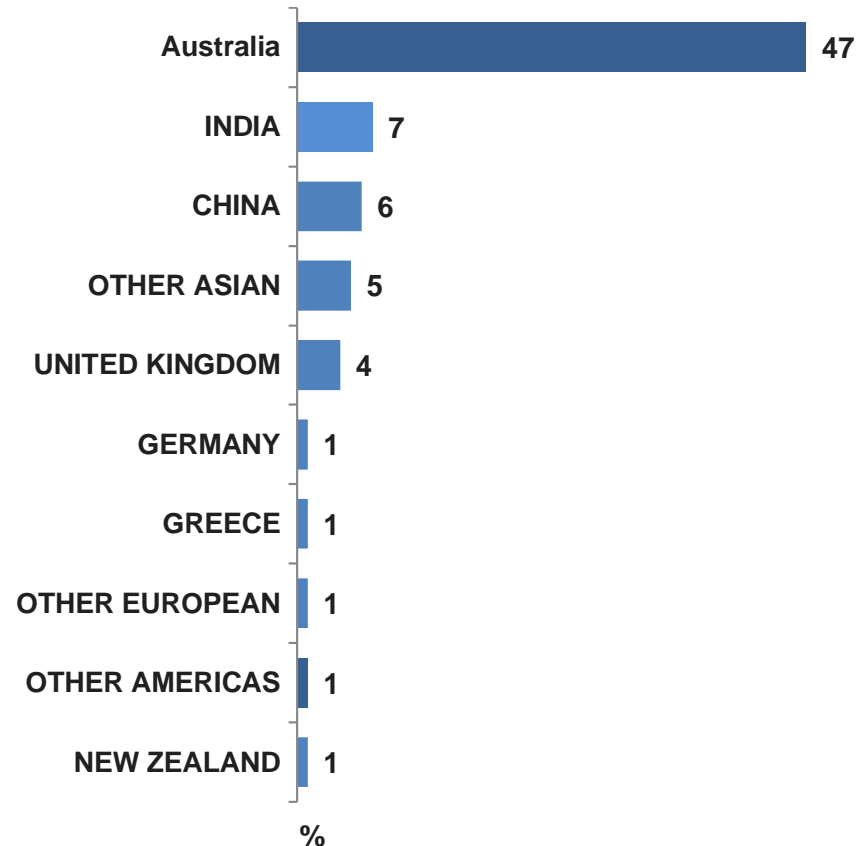
2017 LANGUAGES SPOKEN AT HOME

2017 COUNTRIES OF BIRTH

2017 Languages Spoken
- Top Mentions Only -



2017 Countries of Birth
- Top Mentions Only -



Q11. What languages, other than English, are spoken regularly in your home?

Base: All respondents. Councils asked state-wide: 3

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

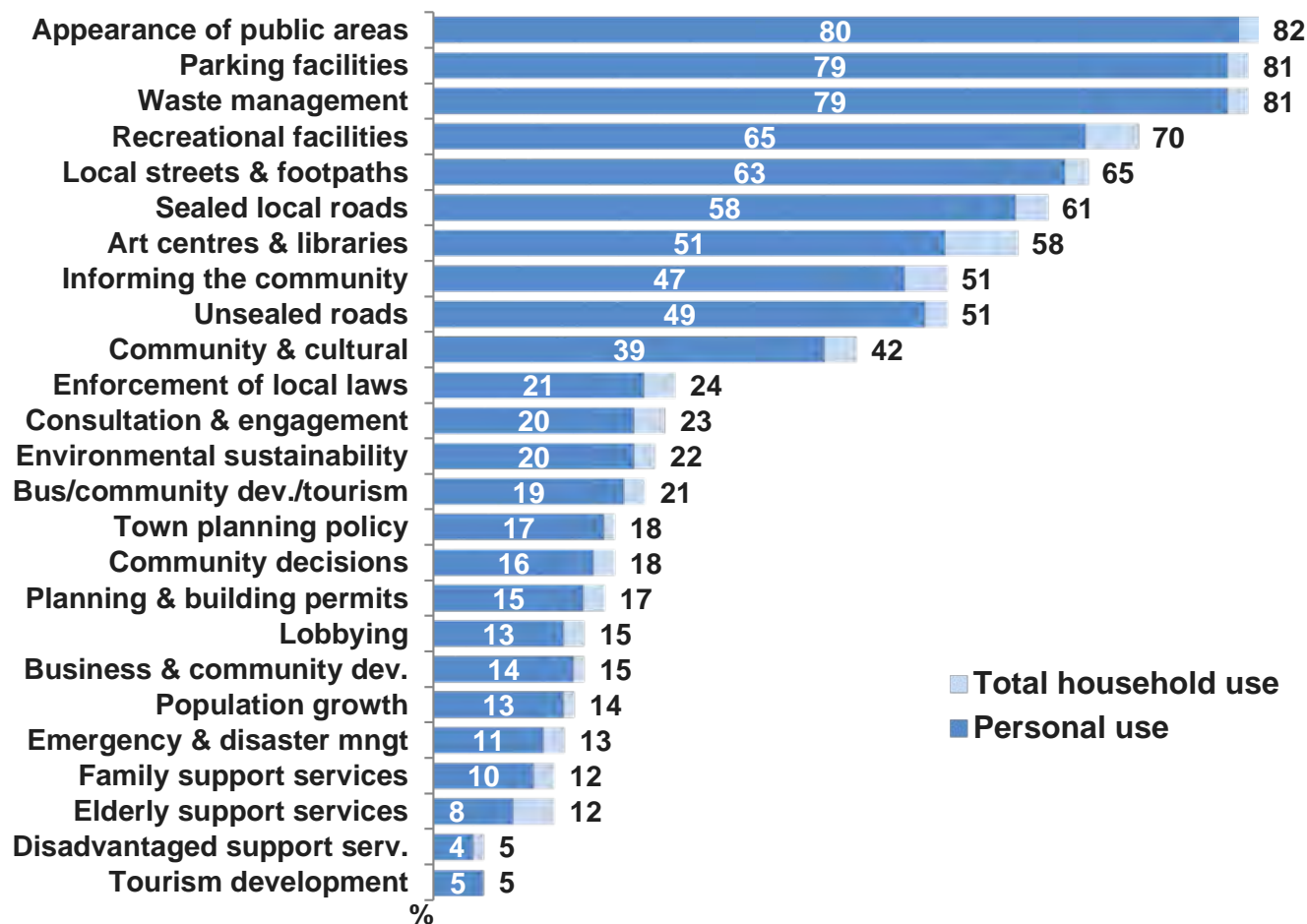
Q12. Could you please tell me which country you were born in?

Base: All respondents. Councils asked state-wide: 2

2017 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES

PERCENTAGE RESULTS

Experience of Services



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

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



APPENDIX FURTHER PROJECT INFORMATION

APPENDIX:

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 Overall 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 2012-2017 have been made throughout this report as appropriate.**

APPENDIX:

MARGINS OF ERROR

The sample size for the 2017 State-wide Local Government Community Satisfaction Survey was n=27,907. 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=27,907 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 3,081,000 people aged 18 years or over, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
State-wide	27907	27200	+/-0.6
Men	12608	13388	+/-0.9
Women	15299	13812	+/-0.8
Metropolitan	7300	7200	+/-1.1
Interface	2500	2400	+/-2.0
Regional Centres	3600	3600	+/-1.6
Large Rural	8102	7600	+/-1.1
Small Rural	6405	6400	+/-1.2
18-34 years	3288	6943	+/-1.7
35-49 years	5532	6652	+/-1.3
50-64 years	8713	6188	+/-1.0
65+ years	10374	7418	+/-1.0

APPENDIX:

ANALYSIS AND REPORTING

In 2017, 68 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 2012-2016 vary slightly to those participating in 2017, and that council grouping classifications significantly changed for 2015. As such, comparisons to previous council group results can not be made to any period prior to 2015.

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

Non-participating councils: Ballarat, Darebin, Hobsons Bay, Hume, Maribyrnong, Nillumbik, Northern Grampians, Strathbogie, Towong, Wyndham, and Yarra.

APPENDIX:

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 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:

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:

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX:

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:

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 2017 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 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX:

ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2017 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

APPENDIX:

GLOSSARY OF TERMS

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

CSS: 2017 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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



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