2020 Local Government Community Satisfaction Survey

State-wide Report

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



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Background and objectives



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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results
- · community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this Statewide report, which contains the aggregated results, analysis and data for all councils. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

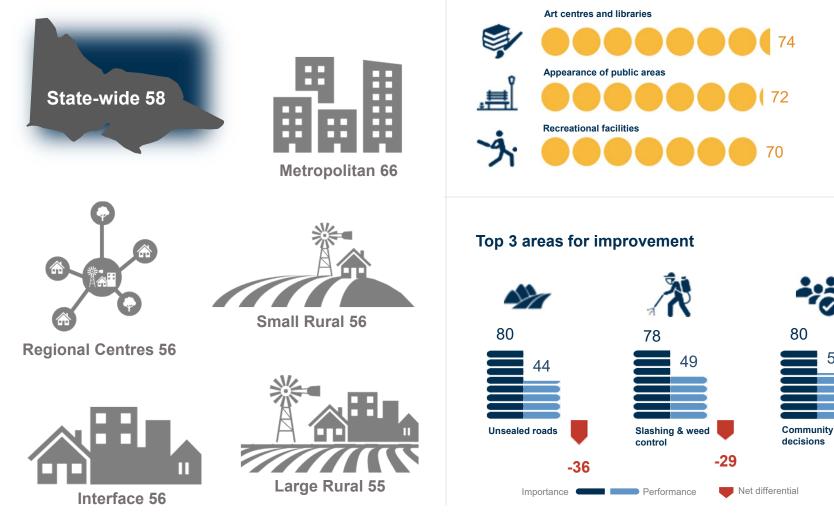
Top 3 performing areas

State-wide performance – at a glance



Overall council performance

Results shown are index scores out of 100.



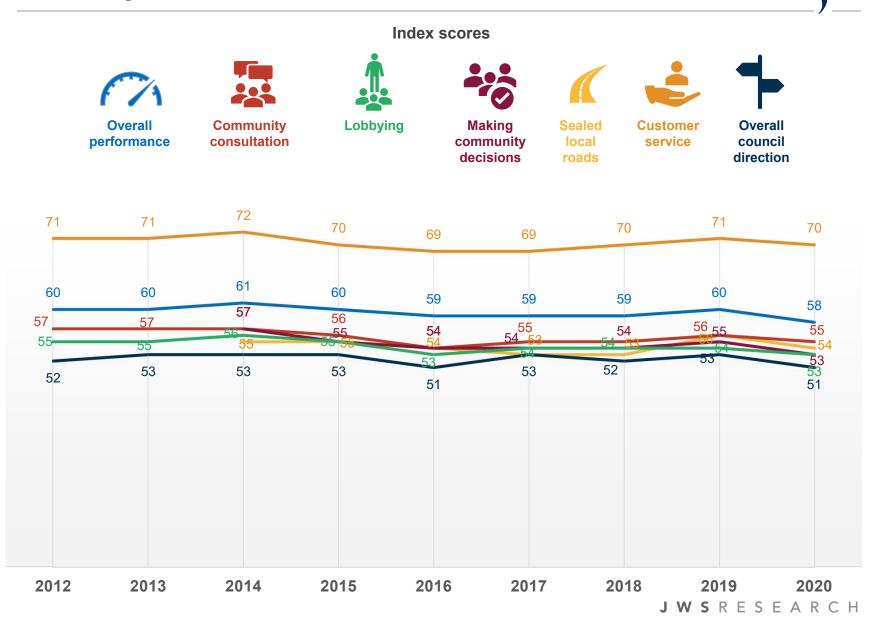
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

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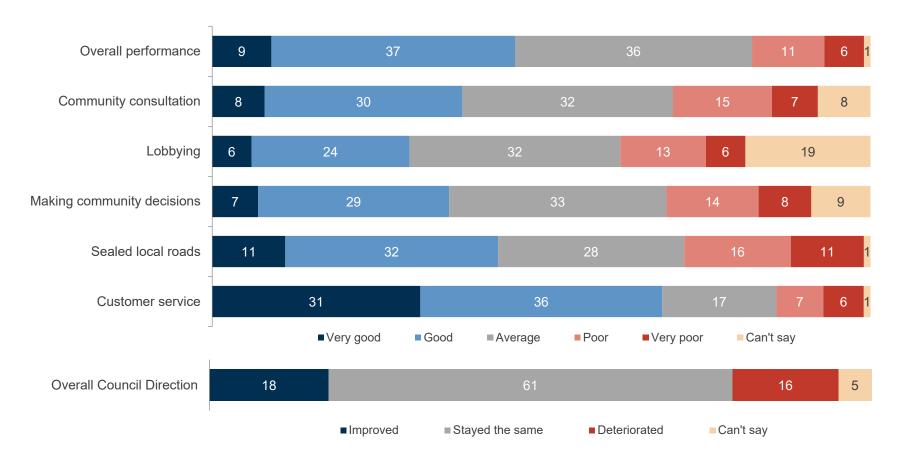
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Summary of core measures



Summary of core measures





Core measures summary results (%)



Summary of State-wide performance

Servic	es	State-wide 2020	State-wide 2019	Highest score	Lowest score
Ch	Overall performance	58	60	Metropolitan	Aged 50-64 years
-	Overall council direction	51	53	Aged 18-34 years	Aged 50-64 years
•	Customer service	70	71 Metropolitan		Aged 50-64 years, Large Rural, Men, Interface
	Art centres & libraries	74	74	Metropolitan	Aged 18-34 years, Interface
<u>i#.</u>	Appearance of public areas	72	72	Metropolitan, Small Rural Shires	Interface
Ż	Recreational facilities	70	70	Metropolitan	Large Rural Shires, Interface
<u>^</u>	Elderly support services	68	68	Small Rural Shires	Regional Centres
	Community & cultural	68	69	Aged 65+ years, Metropolitan, Women, Aged 35-49 years	Aged 18-34 years, Interface
直	Emergency & disaster mngt	68	72	Regional Centres, Aged 65+ years	Aged 50-64 years, Interface, Metropolitan
	Family support services	66	67	Aged 65+ years, Metropolitan	Aged 50-64 years, Interface

Significantly higher / lower than State-wide 2019 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Summary of State-wide performance

Servic	es	State-wide 2020	State-wide 2019	Highest score	Lowest score
	Waste management	65	68	Aged 65+ years, Metropolitan	Large Rural Shires
	Enforcement of local laws	63	64	Aged 18-34 years	Interface
Ya	Tourism development	62	63	Small Rural Shires, Women, Regional Centres, Aged 18-34 years, Aged 65+	Interface
	Disadvantaged support serv.	60	62	Aged 65+ years, Men	Aged 50-64 years
i,	Environmental sustainability	60	62	Metropolitan	Interface
	Informing the community	59	60	Metropolitan	Regional Centres, Aged 50-64 years
	Bus/community dev./tourism	59	61	Interface	Aged 50-64 years
	Business & community dev.	59	61	Aged 18-34 years	Aged 50-64 years
fried (Local streets & footpaths	58	59	Metropolitan	Large Rural Shires, Interface
	Traffic management	58	58	Small Rural Shires	Interface

Significantly higher / lower than State-wide 2019 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.

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Summary of State-wide performance

Servic	es	State-wide 2020State-wide 2019Highest score		Lowest score	
	Consultation & engagement	55	56	Metropolitan	Aged 50-64 years, Regional Centres
⊨ î	Parking facilities	55	56	Small Rural Shires	Regional Centres
	Town planning policy	54	55	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	54	56	Metropolitan	Large Rural Shires
<u>.</u>	Lobbying	53	54	Metropolitan, Aged 18-34 years	Aged 50-64 years
*0	Community decisions	53	55	Metropolitan	Aged 50-64 years
	Building & planning permits	51	52	Regional Centres	Small Rural Shires
**	Population growth	51	52	Regional Centres	Small Rural Shires
×	Slashing & weed control	49	56	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	44	44	Regional Centres	Aged 50-64 years

Significantly higher / lower than State-wide 2019 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.

Focus areas for the next 12 months



Positive ratings of Victorian Councils' best performing service areas (arts centres and libraries, appearance of public areas and recreational facilities) have been maintained. However, perceptions of performance on most other service areas and of overall Council performance have declined in the past year – most markedly on roadside slashing and weed control, emergency and disaster management and waste management.

Key influences on perceptions of overall performance

Overview

Victorian Councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. Statewide, these are: Council decisions made in the interest of the community, the condition of sealed roads (excluding those managed by VicRoads) and town planning.

Area grouping comparisons

Metropolitan Councils perform most strongly, ahead of those in the Regional, Rural and Interface Council groups. Across a majority of individual service areas – Metropolitan Councils typically rate <u>above</u> the State-wide average, Regional Centre Councils rate <u>in</u> <u>line with</u> the State-wide average, Interface and Large Rural Councils rate <u>below</u> the State-wide average, and rated performance of Small Rural Councils is mixed.

Progress on core measures

Perceptions of Council performance declined on all core measures this year, however decreases have been small (1 to 2 points). A focus on good customer service, engagement with residents, transparency and community interest in Council decision making, and attending to the condition of local roads, can help improve community perceptions over the next 12 months.

DETAILED FINDINGS

Overall performance



Overall performance

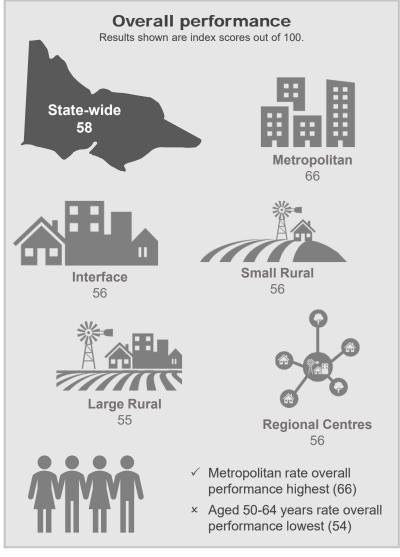


The overall performance index score of 58 for Councils State-wide represents a significant two-point decrease on the 2019 result. Overall performance is at its lowest level since 2012, having peaked at an index score of 61 in 2014 and hovered around 59 to 60 in other years. Perceptions of Councils' overall performance have declined across all geographic and demographic cohorts over the past year.

The performance of Metropolitan Councils (group index score of 66) continues to rate significantly higher than the State-wide average, at the 95% confidence level. In contrast, other Council groups rate significantly lower than the Statewide average at 55 index points for the Large Rural group and a slightly better 56 index points for each of the Interface, Small Rural and Regional Centres groups.

Demographically, Victoria's youngest (18 to 34 years) and oldest (65+ years) adults are most positive about their Council's performance (index scores of 61 and 59, respectively – above the State-wide average). This contrasts with the two middle age cohorts (35 to 49 and 50 to 64 years), who rate Council performance as below the Statewide average (index scores of 56 and 54, respectively).

State-wide, almost three times as many residents rate the overall performance of their Council as 'very good' or 'good' (46%) as those who rate it as 'very poor' or 'poor' (17%). A further 36% sit mid-scale, rating Council performance as 'average'.



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2019 2018 2017 2016 2015 2014 2013 2012 Metropolitan 66▲ n/a n/a n/a 18-34 65+ 59▲ Women Overall 57▼ Men Interface 56▼ n/a n/a n/a 56▼ 35-49 Small Rural 56▼ n/a n/a n/a **Regional Centres** 56▼ n/a n/a n/a Large Rural 55▼ n/a n/a n/a 54▼ 50-64

2020 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: 62

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

Overall performance

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2020 Overall	9	37	36	11 6 <mark>1</mark>
2019 Overall	10	39	35	10 5 1
2018 Overall	9	37	36	11 5 2
2017 Overall	9	36	37	10 5 2
2016 Overall	9	36	36	11 5 2
2015 Overall	10	39	35	10 4 1
2014 Overall	11	40	35	9 4 1
2013 Overall	10	40	35	10 4 1
2012 Overall	9	40	36	9 4 1
Metropolitan	13	46	30	6 3 1
Interface	7	36	36	11 7 2
Regional Centres	8	35	36	13 8 1
Large Rural	7	33	40	13 6 2
Small Rural	8	34	37	13 7 1
Men	9	36	35	12 7 1
Women	9	37	37	10 5 1
18-34	8	45	33	9 4 1
35-49	7	36	36	12 7 1
50-64	7	30	39	14 8 1
65+	11	34	37	10 5 2
		■Very good ■Good	Average Poor Very poor	Can't say

2020 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: 62

Overall performance

Top performing service areas

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The top three performing service areas State-wide in 2020, with index scores unchanged from last year, are art centres and libraries (index score of 74), the appearance of public areas (index score of 72) and recreational facilities (index score of 70).

Further to these results, 10% of residents State-wide volunteer parks and gardens as the best aspect of their local Council (the leading response) and 8% of residents volunteer recreational / sporting facilities.

Metropolitan Councils are rated as performing above the State-wide average on these top three service areas, while other Council groupings are rated in line with the State-wide average or lower.

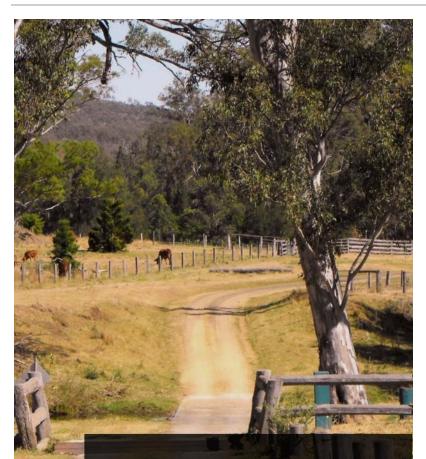
Apart from these leading service areas, positive Council performance ratings on elderly support services (index score of 68) and traffic management (index score of 58) also remained unchanged since 2019.

However, State-wide, performance ratings for most service areas have decreased significantly over the past year, after improving in 2019. Following a devastating 2019-20 bushfire season, this includes a four-point decrease on emergency and disaster management, as well as a three-point decrease on waste management, to (still relatively high) index scores of 68 and 65, respectively. Declines in these two areas have been across all geographic areas.



Low performing service areas





Councils State-wide continue to rate lowest in the area of unsealed roads (index score of 44). Slashing and weed control also rates poorly in 2020 (down 7 points to an index score of 49). Councils State-wide rate lowest in the areas of unsealed roads (index score of 44, unchanged from 2019) and slashing and weed control (index score of 49).

Among declines in performance across most service areas since last year, the sharpest has been on slashing and weed control (down seven points) and this decrease has been across all geographic areas. Only the Interface Council group (index score of 54) are rated above 'average' on slashing and weed control, with Small and Large Rural Councils (index score of 48 each) rating poorly, in line with the Statewide average.

The maintenance of unsealed roads continues to stand out as in need of attention. While Councils in Regional Centres have improved performance since 2019 (index score of 55, up three points), Interface Councils have declined (index score of 43, down seven points) and Small and Large Rural Councils continue to rate poorly (index scores of 43 and 42, respectively).

However, unprompted, 12% of residents volunteer sealed roads as the Council area most in need of improvement.

Individual service area performance



2020 individual service area performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	74	74	74	73	72	73	75	73	73
Appearance of public areas	72	72	71	71	71	72	72	71	71
Recreational facilities	70	70	69	70	69	70	71	70	70
Community & cultural	68	69	69	69	69	69	70	69	68
Emergency & disaster mngt	68	72	71	70	69	70	71	70	70
Elderly support services	68	68	68	68	68	69	70	69	69
Family support services	66	67	66	67	66	67	68	67	67
Waste management	65	68	70	71	70	72	73	71	72
Enforcement of local laws	63	64	64	64	63	66	66	65	65
Tourism development	62	63	63	63	63	63	64	n/a	n/a
Disadvantaged support serv.	60	62	61	61	61	62	64	62	63
Environmental sustainability	60	62	63	64	63	64	64	64	64
Bus/community dev./tourism	59	61	60	61	60	61	62	62	62
Business & community dev.	59	61	60	60	60	60	62	n/a	n/a
Informing the community	59	60	59	59	59	61	62	61	60
Traffic management	58	58	57	59	59	60	60	60	58
Local streets & footpaths	58	59	58	57	57	58	58	58	57
Parking facilities	55	56	56	55	56	57	57	57	56
Consultation & engagement	55	56	55	55	54	56	57	57	57
Sealed local roads	54	56	53	53	54	55	55	n/a	n/a
Town planning policy	54	55	54	53	52	54	55	55	54
Lobbying	53	54	54	54	53	55	56	55	55
Community decisions	53	55	54	54	54	55	57	n/a	n/a
Planning & building permits	51	52	52	51	50	54	53	55	54
Population growth	51	52	52	52	51	54	54	54	52
Slashing & weed control	49	56	55	53	56	55	55	56	61
Unsealed roads	44	44	43	44	43	45	45	44	46

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Note: Please see Appendix A for explanation of significant differences.

Individual service area performance



Appearance of public areas	26		45			21	6 21
Art centres & libraries	24		43			19	3 1 10
Recreational facilities	23		42			22	6 3 4
Waste management	20		40		23		10 5 3
Community & cultural	17		42		26		5 2 9
Emergency & disaster mngt	17		36		22	52	19
Enforcement of local laws	12	38			27	8 4	12
Informing the community	12	35			32	13	3 5 3
Local streets & footpaths	13	34		28		15	8 3
Traffic management	10	38		3	30	13	7 3
Tourism development	13	34		2	.9	10	3 10
Elderly support services	15	30		20	52	2	8
Environmental sustainability	10	33		33		10	3 11
Sealed local roads	11	32		28		16	11 1
Parking facilities	9	33		32		16	8 2
Bus/community dev./tourism	10	32		32		11 4	1 12
Family support services	11	30		21	52	31	
Business & community dev.	8	33		32		10 4	14
Consultation & engagement	8	30		32		15	7 8
Slashing & weed control	9	27		28	1	9	15 2
Community decisions	7	29		33		14	8 9
Disadvantaged support serv.	7	25	23	7	3	36	
Town planning policy	6	27	30		14	6	18
Lobbying	6 2	24	32		13	6	19
Population growth	7	23	30		17	8	14
Planning & building permits	6 2	2	27		14 8	8	22
Unsealed roads	5 20		30		21	17	6
	■Very good	Good	Average	Poor	V	ery poor	Can't say

2020 individual service area performance (%)

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 62



Individual service area importance

2020 individual service area importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Waste management	82	81	81	79	80	79	79	79	78
Emergency & disaster mngt	80	81	81	80	80	80	80	80	80
Unsealed roads	80	80	80	79	79	78	78	81	80
Elderly support services	80	80	79	78	78	79	79	79	80
Community decisions	80	80	80	79	80	80	79	n/a	n/a
Sealed local roads	79	79	80	78	78	76	77	n/a	n/a
Local streets & footpaths	78	77	78	77	77	77	77	78	77
Slashing & weed control	78	74	73	74	73	73	75	74	71
Population growth	76	77	77	76	76	75	75	75	75
Informing the community	75	75	75	74	76	75	75	75	75
Family support services	75	74	74	73	73	73	72	73	73
Disadvantaged support serv.	74	74	72	71	73	73	72	73	73
Environmental sustainability	74	74	73	72	73	73	73	72	71
Consultation & engagement	74	74	74	74	75	74	74	73	73
Appearance of public areas	74	73	74	74	74	73	73	74	73
Traffic management	73	73	74	72	72	71	70	72	73
Recreational facilities	72	72	73	72	73	72	72	72	72
Town planning policy	72	73	73	72	73	72	72	73	72
Planning & building permits	71	71	71	72	71	71	71	71	71
Parking facilities	71	71	71	70	70	70	70	71	71
Enforcement of local laws	70	71	71	71	70	71	70	71	70
Business & community dev.	69	69	69	70	70	69	69	n/a	n/a
Lobbying	68	67	68	69	69	69	70	70	70
Bus/community dev./tourism	67	65	66	67	67	67	67	67	66
Art centres & libraries	65	65	65	64	66	65	66	66	66
Tourism development	62	59	61	62	63	65	65	n/a	n/a
Community & cultural	62	61	61	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: 30 Note: Please see Appendix A for explanation of significant differences.

Individual service area importance



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12

11

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2020 individual service area importance (%)

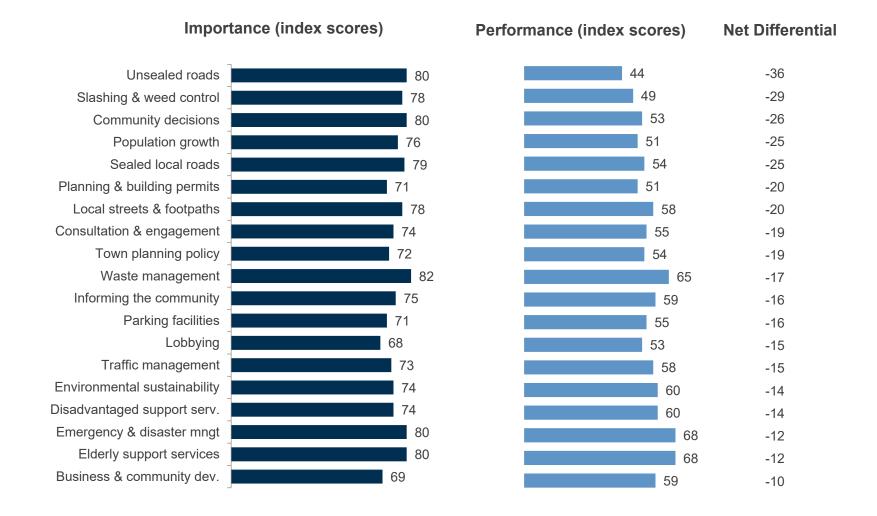
Waste management 44 42 39 46 35 38 43 39 42 36 12 38 32 37 31 42 12 2942 25 47 29 42 4 11 34 29 24 45 27 39 26 39 27 13 26 38 Lobbying 23 38 22 3 1 16 Extremely important Very important Fairly important Not that important Not at all important Can't say

Elderly support services Emergency & disaster mngt Sealed local roads Community decisions Unsealed roads Local streets & footpaths Slashing & weed control Informing the community Population growth Family support services Disadvantaged support serv. Appearance of public areas Consultation & engagement Environmental sustainability Traffic management **Recreational facilities** Parking facilities Town planning policy Planning & building permits Enforcement of local laws Business & community dev. Bus/community dev./tourism Art centres & libraries Community & cultural Tourism development

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 30

Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

Regression analysis explained



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

Prior to running this analysis, the 27 individual service areas evaluated in this survey were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, the 27 service area items were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge. Seven key factors / themes emerged around:

- Informing, consulting, deciding for the community
- Local roads
- Planning (including traffic / parking)
- · Maintenance, overall management of public areas
- · Community facilities, activities
- Business, community development, tourism
- Support services.

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

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

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

Influences on perceptions of overall performance



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

· Decisions made in the interest of the community.

Good communication and transparency with residents about decisions made in their community's interest provides the greatest opportunity to drive up overall opinion of Council performance.

Other key service areas with a positive influence on overall performance include:

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

Looking at these service areas, the appearance of public areas has a high performance index and a moderate influence on the overall performance rating. Councils State-wide currently perform very well in this area (performance index of 72) and should continue to attend to public areas to maintain this positive result. Community and cultural activities and family support services also have relatively high performance ratings (index scores of 68 and 66, respectively) and some influence on overall performance. Therefore Councils should also seek to maintain standards here to help shore up positive perceptions of these service areas as well as Council performance overall.

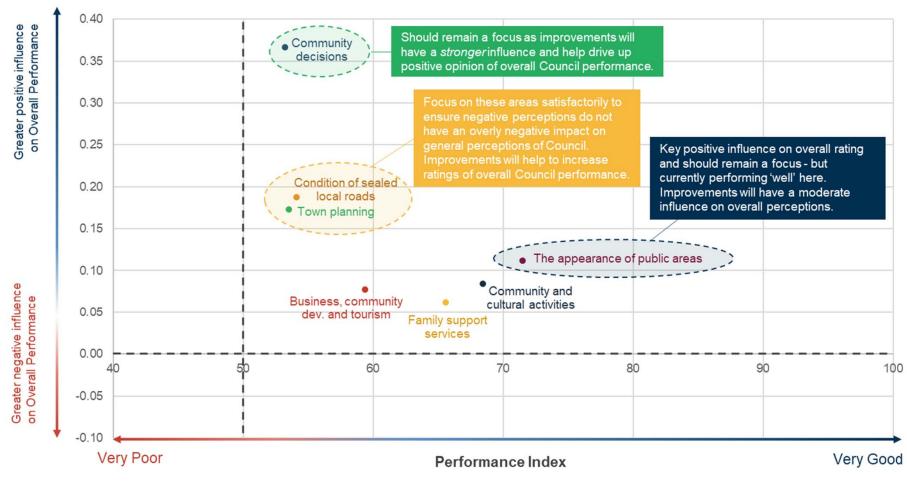
However, there is greater work to be done in service areas that have a moderate influence on overall perceptions but perform less well, such as the condition of sealed local roads and town planning (performance index of 54 and 53, respectively). In addition, while currently a lesser influence on the overall performance rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index of 59).

Working to improve perceptions of Council processes and decisions around town planning and other community development issues, as well as attending to resident concerns about sealed local roads, can also help to improve overall performance ratings for Councils State-wide.

Influence on overall performance: key service areas



2020 regression analysis (key service areas)



The 27 performance questions were analysed using Exploratory Factor Analysis to determine factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.573 and adjusted R-square value of 0.572, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 688.4.

J00858 Community Satisfaction Survey 2020 - State-wide



Best things about Council and areas for improvement

2020 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

2020 best things about Council (%)

- Top mentions only -

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: 40

Verbatim listings of responses to these questions can be found in the accompanying dashboard.

Customer service



Contact with council and customer service



Contact with Council

More than six in ten (64%) residents State-wide have had contact with their Council in the last 12 months, a similar rate of contact to last year. Residents aged 35 to 49 years (71%) and 50 to 64 years (68%) continue to have more contact with Councils than those aged 65+ years (60%) and 18 to 34 years (58%).

By telephone (36%) and in person (29%) remain the main methods of contact however the use of email and social media continues to grow.



Among those who have had contact with their council, 67% provide a positive customer service rating of 'very good' or 'good', including 31% who rate councils' customer service as 'very good'.

Customer service

The customer service index of Councils State-wide is 70 in 2020, down one-point from 2019, but equal to 2018.

The Metropolitan Council group (index score of 74) continue to perform better on customer service than the State-wide average but have declined two points since last year. Councils in Regional Centres have experienced a similar decline over the past year (index score of 70, down two points).

State-wide, customer service ratings are high for the main methods of contact with Council, being inperson (index score of 75) and by telephone (index score of 72). Although used by only a small number of residents to date, customer service via text message is also rated highly (index score of 75).

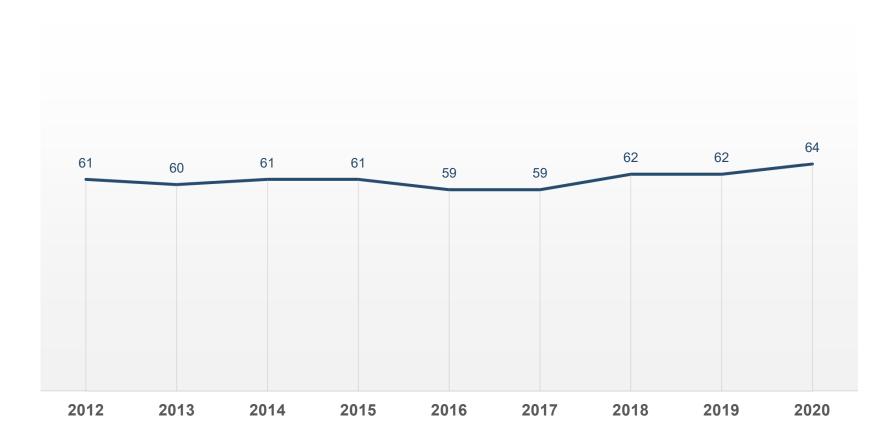
However, while still highly rated overall, there has been a six-point decline among those whose most recent customer service transactions occurred through Council websites (index score of 70).

State-wide, two thirds of residents (67%) provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Councils' customer service as 'very good'. This is slightly fewer than 2019 (69% and 33%, respectively).

Contact with council



2020 contact with council (%) Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 62

Contact with council



2020 contact with council (%)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	71	69	68	66	65	69	69	66	69
50-64	68	68	66	63	62	63	64	64	65
Small Rural	67	64	64	63	61	64	n/a	n/a	n/a
Interface	65	64	64	60	60	58	n/a	n/a	n/a
Women	65	63	63	60	59	61	63	62	64
Overall	64	62	62	59	58	61	61	60	62
Regional Centres	62	60	59	56	56	59	n/a	n/a	n/a
Large Rural	62	62	61	57	57	59	n/a	n/a	n/a
Men	62	61	60	58	58	60	60	59	60
Metropolitan	61	59	60	59	58	60	n/a	n/a	n/a
65+	60	58	59	56	56	57	57	56	58
18-34	58	55	55	52	52	55	56	55	56
-									

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: 62 Note: Please see Appendix A for explanation of significant differences. Note: Significant differences have not been applied to this chart.

2040 2040 2047 2040 2045 2044 2042 2042

Customer service rating



2020 customer service rating (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan		74▲	76	72	71	73	73	n/a	n/a	n/a
65+		72▲	73	72	71	71	72	74	74	74
Women		72▲	73	72	72	72	72	73	72	73
Regional Centres		70	72	72	72	70	71	n/a	n/a	n/a
Overall		70	71	70	69	69	70	72	71	71
18-34		70	71	69	69	68	69	71	70	70
35-49		70	70	69	68	69	70	71	71	70
Small Rural		70	70	69	69	69	70	n/a	n/a	n/a
Interface		68▼	69	70	69	70	72	n/a	n/a	n/a
Men		68▼	69	68	66	67	68	70	70	69
Large Rural		68▼	69	67	66	67	67	n/a	n/a	n/a
50-64		68▼	69	68	68	69	70	70	70	70
=	.									

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: 62

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

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Customer service rating

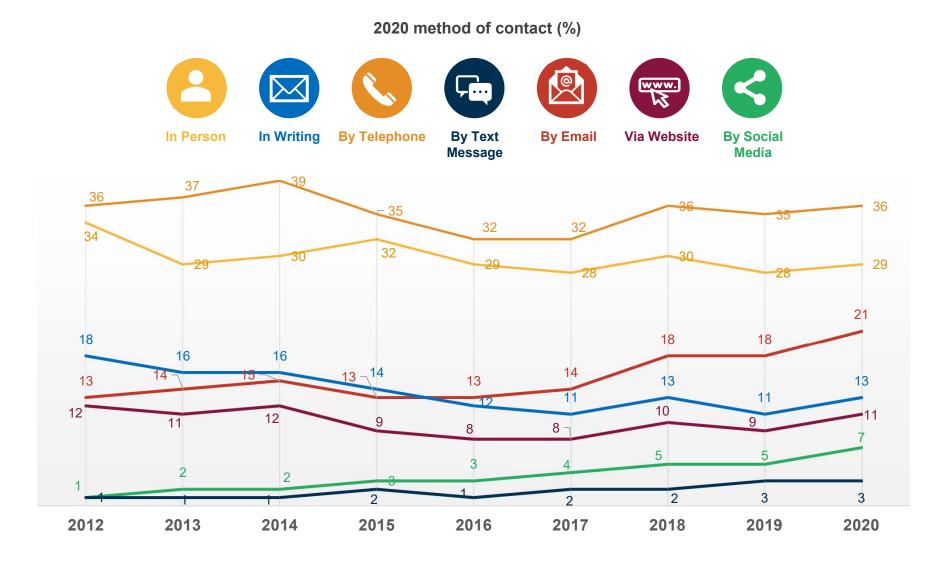
2020 Overall	31	36	17	7 6 1
2019 Overall	33	36	17	7 6 1
2018 Overall	31	36	18	8 6 1
2017 Overall	30	36	18	8 6 2
2016 Overall	30	36	17	8 6 2
2015 Overall	31	37	17	8 6 2
2014 Overall	32	38	16	7 5 1
2013 Overall	31	38	17	7 5 2
2012 Overall	31	37	17	8 5 <mark>1</mark>
Metropolitan	35	37	15	<u>6 4 2</u>
Interface	28	38	19	6 7 <mark>2</mark>
Regional Centres	34	34	17	7 7 1
Large Rural	29	35	19	9 7 1
Small Rural	31	37	18	7 7 1
Men	28	38	18	8 7 1
Women	35	35	16	7 5 2
18-34	29	38	18	<u> 6 7 2</u>
35-49	31	37	17	8 6 1
50-64	29	35	19	9 8 1
65+	35	35	16	7 6 1
	■ Very good	Good Average Poor	Very poor	Can't say

2020 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: 62

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Method of contact with council



Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways? Base: All respondents. Councils asked state-wide: 26 Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact



2020 customer service rating (index score by method of last contact)

_		2019	2018	2017	2016	2015	2014	2013	2012
In person	75	76	74	76	74	77	77	74	75
By text message	75	70	57	84	79	79	82	61	68
By telephone	72	73	71	73	71	73	75	72	73
Via website	70	76	75	75	76	75	74	73	75
By social media	70	71	72	69	74	66	73	75	79
By email	66	66	64	65	69	68	70	68	73
In writing	64	64	65	61	62	66	69	68	69

Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in

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

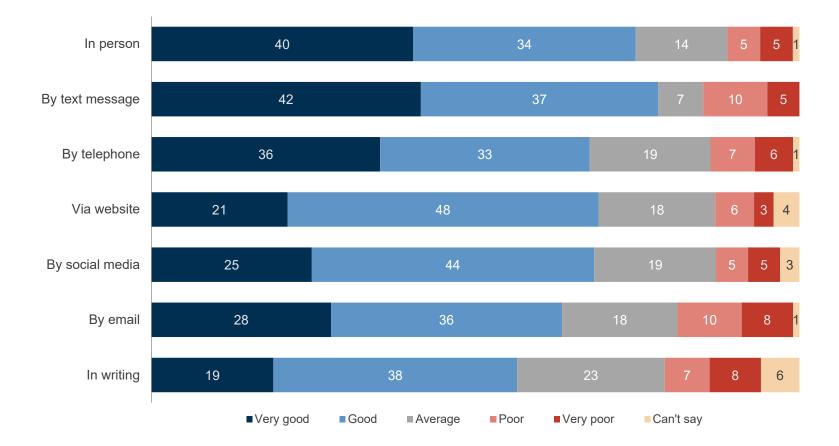
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 26

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

Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked state-wide: 26

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Communication



Communication

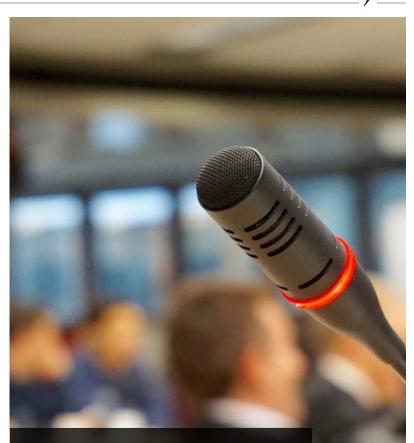


State-wide, the preferred form of communication from Councils remains newsletters sent via mail (29%) or email (25%). While still the leading source overall, interest in mailed newsletters has declined since 2016.

- Preferred forms of communication among <u>under 50s</u> remain newsletters sent via email (26%) or mail (25%), as well as social media (24%).
- Preferred form of communication among over <u>50s</u> remains newsletters sent via mail (34%).

The greatest change since 2019 has been a two-point decrease in preference for Council newsletters as an insert in a local newspaper (9%, down from 11%).

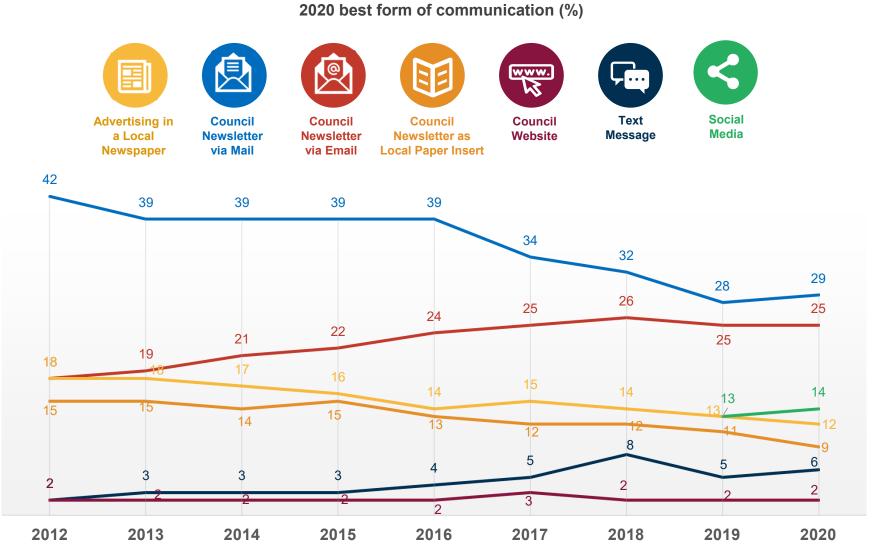
Simply putting information on a Council website is the least preferred form of communication, overall and among under and over 50s (2% overall and for both groups).



Newsletters remain the preferred method of communication from Council (29% mailed, 25% emailed).

Best form of communication



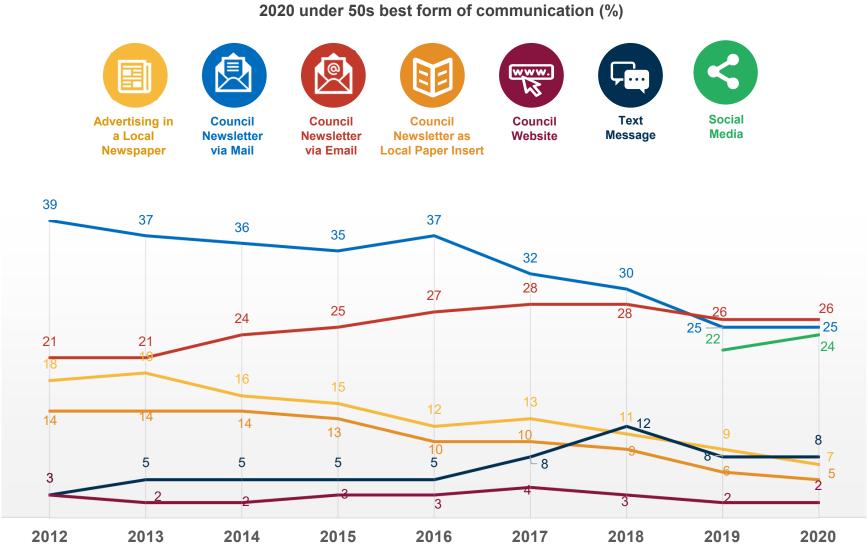


Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked state-wide: 33 Note: 'Social Media' was included in 2019.

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Best form of communication: under 50s

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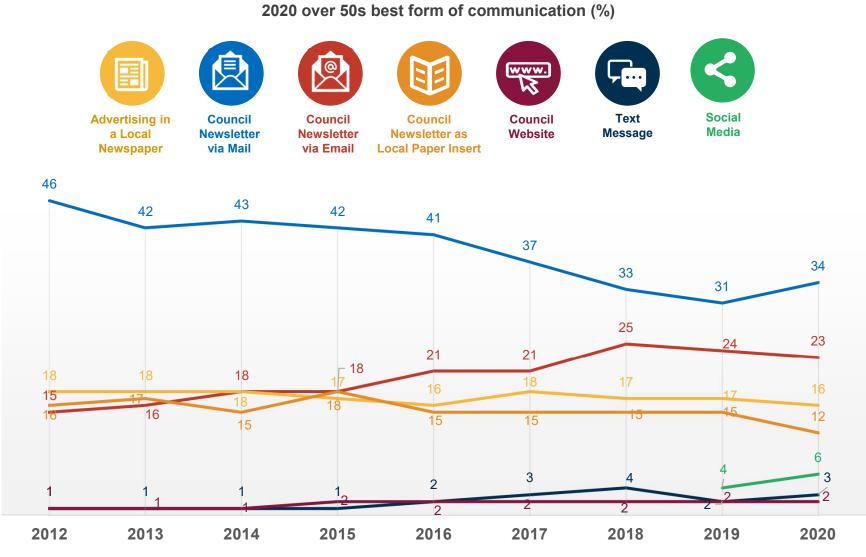


Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.

Base: All respondents aged under 50. Councils asked state-wide: 33 Note: 'Social Media' was included in 2019. JWSRESEARCH 41

Best form of communication: over 50s

W



Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged over 50. Councils asked state-wide: 33

Note: 'Social Media' was included in 2019.

Council direction

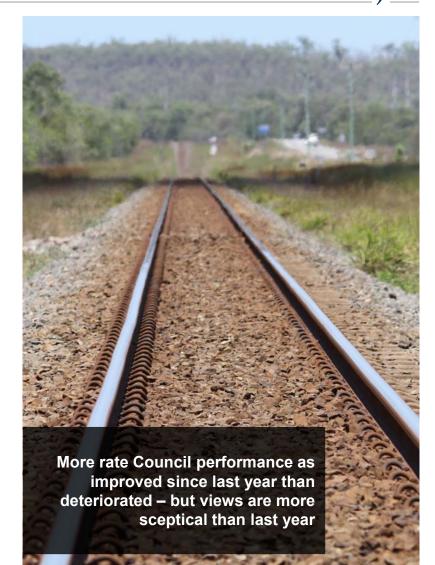
Council direction



Over the last 12 months, 61% State-wide believe the direction of Council's overall performance has stayed the same, down one point on 2019.

- 18% believe the direction has improved in the last 12 months (down one point on 2019).
- 16% believe it has deteriorated, up two points on 2019.
- The <u>most</u> satisfied with their Council's direction are those aged 18 to 34 years and residents of the Metropolitan council group.
- The <u>least</u> satisfied with their Council's direction are those aged 50 to 64 years and residents of the Interface council group.

All groups demographic groups and Council groupings experienced a decline in their index score on this measure in 2020, with the Metropolitan group (index 54, down one point) and those aged 35 to 49 years (49, down one point) the only groups not to decline significantly.



Overall council direction last 12 months





_		2019	2018	2017	2016	2015	2014	2013	2012
18-34	55▲	57	57	56	56	58	57	57	56
Metropolitan	54▲	55	54	54	55	56	n/a	n/a	n/a
Women	52▲	54	53	54	52	55	55	54	52
Overall	51	53	52	53	51	53	53	53	52
65+	51	53	52	54	51	53	54	55	53
Small Rural	50▼	53	50	52	50	53	n/a	n/a	n/a
Regional Centres	50	52	53	55	51	53	n/a	n/a	n/a
Large Rural	50▼	51	52	52	48	51	n/a	n/a	n/a
Men	50▼	52	51	52	51	52	52	52	51
35-49	49▼	50	50	51	49	51	51	51	49
Interface	48▼	54	53	53	54	54	n/a	n/a	n/a
50-64	47▼	50	48	50	48	51	50	50	48

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? Base: All respondents. Councils asked state-wide: 62 Note: Please see Appendix A for explanation of significant differences.

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Overall council direction last 12 months

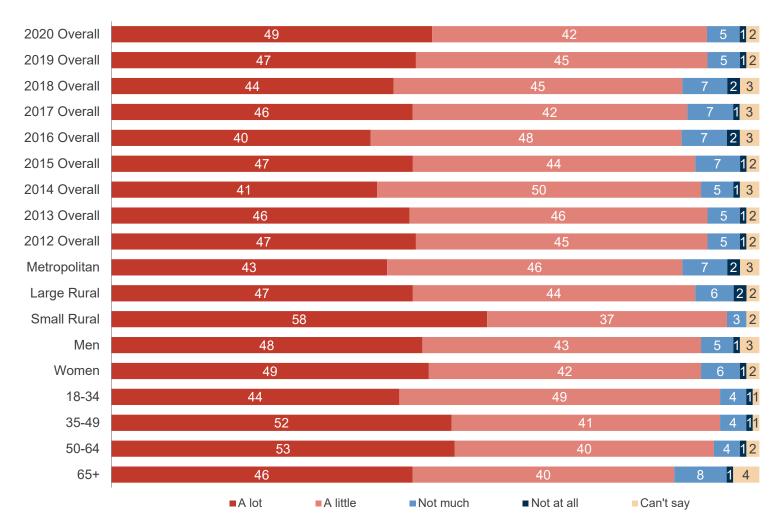


2020 overall council direction (%)

2020 Overall	18		61		16	5
2019 Overall	19		62		14	5
2018 Overall	19		60		15	5
2017 Overall	19		62		13	6
2016 Overall	18		62		15	5
2015 Overall	20		63		13	5
2014 Overall	20		63		13	5
2013 Overall	19		63		13	5
2012 Overall	18		64		15	4
Metropolitan	17		67		10	6
Interface	16		59		19	6
Regional Centres	20		55		21	4
Large Rural	16		63		16	4
Small Rural	19		58		19	4
Men	17		61		18	4
Women	18		62		15	5
18-34	20		64		11	5
35-49	16		62		19	4
50-64	15		60		21	4
65+	18		60		17	6
	1	■ Improved	■ Stayed the same	Deteriorated	Can't say	

Room for improvement in services





2020 room for improvement in services (%)

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

Right / wrong direction



2020 right / wrong direction (%)

2020 Overall	17	4	6		13	14	10
2019 Overall	20	47			11	11	11
2018 Overall	17	47			14	11	11
2017 Overall	18		47		12	10	13
2016 Overall	20		48		9	9	14
2015 Overall	20		49		10	10	11
2014 Overall	21		52		Ę.	8	10
2013 Overall	19		50		10	10	10
2012 Overall	18		49		11	12	10
Metropolitan	20		53		Į į	8	10
Interface	12	41		14	2	1	12
Regional Centres	8	30	24		3	32	6
Regional Centres Large Rural	8		24 48		13	32 13	6 9
-							
Large Rural	17		48				9
Large Rural Small Rural	17 22		48 42 4		13 11	13 11	9
Large Rural Small Rural Men	17 22 18	4	48 42 4		13 11 13	13 11 15	9 14 10
Large Rural Small Rural Men Women	17 22 18 16	4	48 42 4 8		13 11 13 13	13 11 15	9 14 10 11
Large Rural Small Rural Men Women 18-34	17 22 18 16 18	4	48 42 4 8	1.	13 11 13 13 13 13	13 11 15 13 11	9 14 10 11 8
Large Rural Small Rural Men Women 18-34 35-49	17 22 18 16 18 13	4 4 47	48 42 4 8		13 11 13 13 13 13	13 11 15 13 11 17	9 14 10 11 8 9

Rates / services trade-off



2020 Overall	9	24	24	25	19
2019 Overall	10	23	22	27	18
2018 Overall	9	23	24	24	19
2017 Overall	10	21	23	27	20
2016 Overall	10	21	22	28	19
2015 Overall	10	23	22	26	18
2014 Overall	11	25	24	23	17
2013 Overall	11	25	22	24	18
2012 Overall	11	29	22	22	16
Metropolitan	9	30	25	19	16
Interface	8	26	24	22	19
Regional Centres	6	21	23	31	18
Large Rural	6	20	25	28	21
Small Rural	11	23	22	24	20
Men	11	23	22	26	18
Women	7	25	26	23	20
18-34	9	29	30	20	13
35-49	8	24	24	25	19
50-64	8	20	23	28	21
65+	9	23	20	27	22
		nitely prefer rate rise nitely prefer service cuts	 Probably prefer rate Can't say 	e rise Probabl	y prefer service cuts

2020 rates / services trade-off (%)

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now? Base: All respondents. Councils asked state-wide: 13

Individual service areas

Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	78▲	77	77	78	78	78	77	77	77
Small Rural	76▲	76	74	75	77	76	n/a	n/a	n/a
65+	76▲	75	76	75	76	75	74	74	73
Women	76▲	76	76	76	77	76	76	75	75
Large Rural	76▲	75	76	75	76	75	n/a	n/a	n/a
35-49	75▲	75	75	75	76	76	76	74	75
Regional Centres	75	76	75	76	75	74	n/a	n/a	n/a
Overall	74	74	74	74	75	74	74	73	73
Men	72	71	72	72	73	72	71	71	71
Interface	72	70	70	72	75	72	n/a	n/a	n/a
Metropolitan	72	71	72	72	73	72	n/a	n/a	n/a
18-34	68	68	68	67	72	68	68	67	68

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Note: Please see Appendix A for explanation of significant differences.

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Community consultation and engagement importance



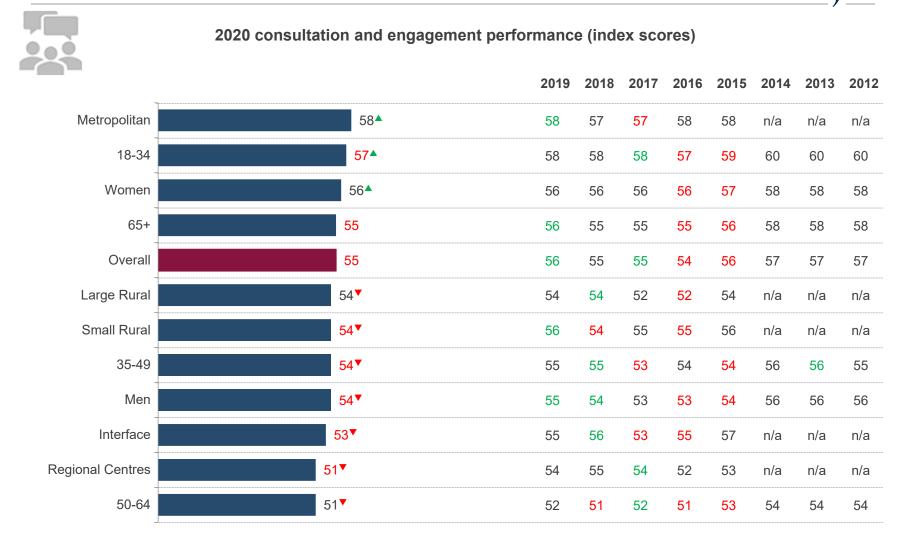
2020 consultation and engagement importance (%)

2020 Overall	29	42		23	4 <mark>1</mark> 1
2019 Overall	29	41		24	4 <mark>1</mark> 1
2018 Overall	30	40		24	4 <mark>1</mark> 1
2017 Overall	29	41		24	4 <mark>1</mark> 1
2016 Overall	32	41		22	312
2015 Overall	29	42		24	3 <mark>1</mark> 1
2014 Overall	28	41		25	4 <mark>1</mark> 1
2013 Overall	27	43		25	4 1 <mark>1</mark>
2012 Overall	27	43		25	4 <mark>1</mark> 1
Metropolitan	25	43		24	6 <mark>1</mark> 1
Interface	25	42		26	5 12
Regional Centres	33	38		24	4 1 <mark>1</mark>
Large Rural	31	44		21	3 <mark>1</mark> 1
Small Rural	34	40		21	3 <mark>1</mark> 1
Men	27	41		25	5 1 <mark>1</mark>
Women	31	43		20	3 <mark>1</mark> 1
18-34	20	39	3	1	7 <mark>1</mark> 1
35-49	32	41		22	3 <mark>1</mark> 1
50-64	36	41		18	3 <mark>1</mark> 1
65+	30	45		19	3 1 2
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say		

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23

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Community 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: 62 Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance





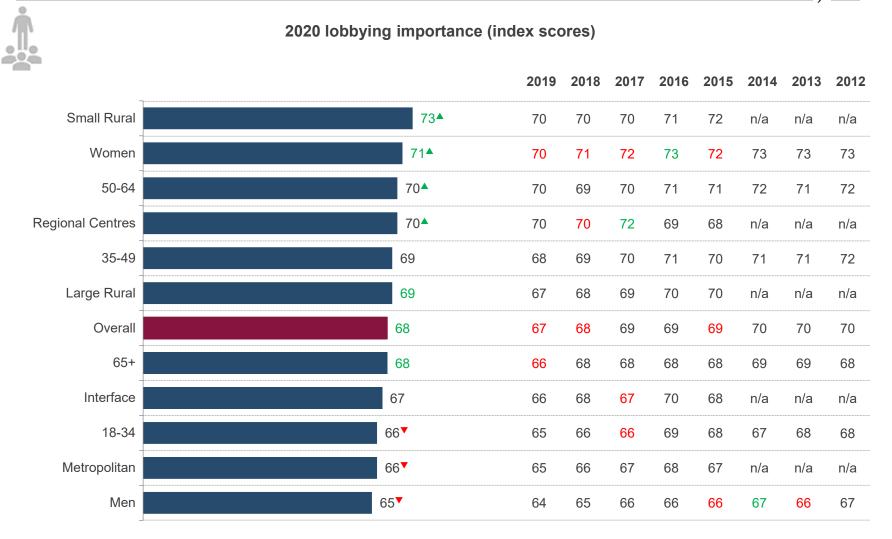
2020 Overall	8	30			32		15	7	8
2019 Overall	9	30			31		15	6	9
2018 Overall	8	30			32		15	7	9
2017 Overall	7	29		3	32		15	6	10
2016 Overall	8	29		3	32		15	7	10
2015 Overall	7	31			32		14	6	9
2014 Overall	8	32			32		13	5	9
2013 Overall	8	32			34		13	5	9
2012 Overall	8	33			33		13	5	8
Metropolitan	9	31			32		12	5	12
Interface	7	27		31			17	6	11
Regional Centres	8	27		32			18	9	7
Large Rural	8	30			33		15	7	7
Small Rural	9	30			31		16	8	6
Men	8	29		3	31		16	8	8
Women	9	30			32		14	6	9
18-34	8	33			34		12	5	8
35-49	8	30			30		16	8	7
50-64	7	25		33			19	9	7
65+	9	29			30		14	7	10
		■ Very good	Good	Average	Poor	Ver	y poor	Can't sa	ау

2020 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: 62

Lobbying on behalf of the community 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: 20

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

Lobbying on behalf of the community importance



2020 lobbying importance (%)

2020 Overall	23	38	27	0 0 0
				8 2 2
2019 Overall	21	38	28	8 2 2
2018 Overall	23	37	27	8 2 2
2017 Overall	23	39	27	7 22
2016 Overall	24	38	27	6 2 3
2015 Overall	23	39	28	6 2 2
2014 Overall	23	40	27	6 <mark>1</mark> 2
2013 Overall	23	40	27	6 <mark>2</mark> 2
2012 Overall	23	41	27	6 <mark>1</mark> 2
Metropolitan	20	38	27	10 3 2
Interface	21	39	29	7 3 3
Regional Centres	26	37	26	7 2 3
Large Rural	24	37	28	6 <mark>2</mark> 2
Small Rural	28	42	21	5 2 3
Men	20	37	28	10 3 2
Women	26	39	26	5 2 3
18-34	20	35	31	9 2 2
35-49	25	38	26	7 21
50-64	27	38	22	7 3 2
65+	21	40	25	7 3 4
	 Extremely important Not that important 	Very importantNot at all important	Fairly importantCan't say	

Lobbying on behalf of the community performance





Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance





2020	lobbying	performance	(%)
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2020 Overall	6	24		32		13	6	19	
2019 Overall	6	25		31		13	5	20	
2018 Overall	5	24		32			5	20	
2017 Overall	5	24		31		13 5		22	
2016 Overall	5	23		31		13	5	22	
2015 Overall	6	26		32		12	4	20	
2014 Overall	6	27		32		11	4	19	
2013 Overall	6	26		33		12	4	18	
2012 Overall	6	27		33		1	2 4	17	
Metropolitan	6	25		30		9 4		27	
Interface	5	22		30		15	7	21	
Regional Centres	6	24		35		13		7 15	
Large Rural	6	24		35		14	6	16	
Small Rural	6	25		31		15	7	17	
Men	6	24		32		13	7	18	
Women	6	24		33		13	5	20	
18-34	6	30		33			11	4 16	
35-49	5	23		33		14	7	17	
50-64	5	20		33		16	8	19	
65+	7	23		30		12	5	22	
	•	■ Very good	Good	Average	Poor	■ Very	/ poor	Can't say	

Decisions made in the interest of the community importance





2020 community decisions made importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	82▲	81	77	78	n/a	82	n/a	n/a	n/a
35-49	81	81	80	81	80	80	80	n/a	n/a
50-64	81	82	81	81	80	82	81	n/a	n/a
Women	81▲	81	81	81	82	81	81	n/a	n/a
Regional Centres	80	82	81	82	82	80	n/a	n/a	n/a
Interface	80	80	78	79	79	78	n/a	n/a	n/a
Overall	80	80	80	79	80	80	79	n/a	n/a
Large Rural	79	80	80	80	80	80	n/a	n/a	n/a
65+	79	79	79	79	79	79	79	n/a	n/a
Metropolitan	79	78	79	79	79	80	n/a	n/a	n/a
Men	78▼	78	78	78	77	77	77	n/a	n/a
18-34	77	78	79	78	79	78	78	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: 18 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance



2020 community decisions made importance (%)

2020 Overall	39	41	15	212
2019 Overall	39	42	15	212
2018 Overall	39	42	15	212
2017 Overall	39	42	15	212
2016 Overall	39	42	14	212
2015 Overall	38	42	15	212
2014 Overall	37	43	16	112
Metropolitan	36	42	16	213
Interface	41	41	14	3 <mark>1</mark>
Regional Centres	42	39	15	2 <mark>1</mark> 1
Large Rural	38	41	15	212
Small Rural	43	43	12	111
Men	36	41	17	212
Women	41	42	13	22
18-34	35	42	19	2 <mark>1</mark> 1
35-49	44	37	14	212
50-64	43	40	12	212
65+	35	45	13	213
		ery important Fairly important ot at all important Can't say		

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: 18

Decisions made in the interest of the community performance





Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance





2020 community decisions made performance (%)

2020 Overall	7	29		33	3		14	8	9
2019 Overall	7	30		3	3		14	7	10
2018 Overall	6	30		34			14		9
2017 Overall	6	29		34			14	7	10
2016 Overall	7	29		33			14	8	10
2015 Overall	7	31			33		14	6	9
2014 Overall	7	33			34		12	5	10
Metropolitan	8	33			31		10	5	14
Interface	5	30		31		1	5	8	11
Regional Centres	6	26		34			17	11	6
Large Rural	6	27		35			16	8	7
Small Rural	7	29		33	3		15	9	7
Men	7	29		32			15	9	8
Women	7	29		3	4		14	7	9
18-34	7	34			34		1	1 6	8
35-49	6	29		32			15	10	8
50-64	5	24		34		18	3	10	8
65+	8	28		33	3		14	7	10
		■Very good ■G	lood	Average	Poor	Very	poor	Can't	say

The condition of sealed local roads in your area importance



	2020 sealed local roads importance (index scores)									
			2019	2018	2017	2016	2015	2014	2013	2012
Small Rural		83▲	82	84	81	n/a	78	n/a	n/a	n/a
50-64		82	81	82	80	79	78	79	n/a	n/a
Interface		81	80	82	79	79	77	n/a	n/a	n/a
Large Rural		81	80	80	77	80	78	n/a	n/a	n/a
Women		81	81	81	80	79	78	79	n/a	n/a
35-49		80▲	80	80	79	78	77	79	n/a	n/a
65+		80▲	79	80	79	79	78	78	n/a	n/a
Regional Centres		79	79	81	80	76	77	n/a	n/a	n/a
Overall		79	79	80	78	78	76	77	n/a	n/a
Men		78▼	77	78	77	76	75	75	n/a	n/a
Metropolitan		77	77	78	77	76	75	n/a	n/a	n/a
18-34		77	77	77	75	76	73	73	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



2020 Overall	38	43		16	2 <mark>1</mark> 1
2019 Overall	37	45		16	2
2018 Overall	38	44		15	2
2017 Overall	35	44		18	21
2016 Overall	34	46		16	3 <mark>1</mark> 1
2015 Overall	32	44		20	21
2014 Overall	33	45		18	3 <mark>1</mark> 1
Metropolitan	33	46		18	2 11
Interface	41		41	14	11
Regional Centres	40	40		18	2
Large Rural	42	4	1	15	21
Small Rural	49		38	10	2 <mark>1</mark> 1
Men	35	44		17	21
Women	41	2	12	15	11
18-34	36	39		20	3 <mark>1</mark> 1
35-49	40	4	2	16	1
50-64	44		42	12	<u>2</u> 1
65+	36	48		14	111
	 Extremely important Not that important 	•	■ Fairly important ■ Can't say		

2020 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: 19

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)									
		2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	67▲	69	68	66	67	69	n/a	n/a	n/a
65+	56▲	58	55	54	56	57	56	n/a	n/a
18-34	56▲	57	55	56	58	57	59	n/a	n/a
Regional Centres	55	57	54	53	54	55	n/a	n/a	n/a
Interface	55	60	57	59	60	60	n/a	n/a	n/a
Women	54	56	53	54	54	55	55	n/a	n/a
Overall	54	56	53	53	54	55	55	n/a	n/a
Men	54	56	53	53	54	55	55	n/a	n/a
35-49	53	54	52	52	52	53	54	n/a	n/a
Small Rural	51▼	53	49	50	52	52	n/a	n/a	n/a
50-64	50▼	53	50	51	51	52	52	n/a	n/a
Large Rural	47▼	47	45	43	44	45	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 Overall	11		32			28		16	11 1
2019 Overall	13		33			28		16	10 1
2018 Overall	11		31			28		17	12 1
2017 Overall	11		32			28		16	12 1
2016 Overall	11		33			28		16	11 1
2015 Overall	11		33			29		16	10 1
2014 Overall	12		33			27		17	10 1
Metropolitan		21		42				23	9 4 1
Interface	12		34			28		15	11 1
Regional Centres	12		33			27		16	10 1
Large Rural	7	25			30		20		17 <mark>1</mark>
Small Rural	8	30			31			17	13 2
Men	12		32			28		15	12 1
Women	11		32			29		16	11 1
18-34	13		34			26		15	11 1
35-49	11		32			26		16	13 1
50-64	9	28			30			18	14 1
65+	12		33			31		14	92
	,	■ Very good	Good	■ Ave	erage	Poor	Very	poor	Can't say

2020 sealed local roads performance (%)

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 62

Informing the community importance



2020 informing community importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	78▲	77	76	76	77	77	76	77	78
Regional Centres	77▲	79	77	77	76	76	n/a	n/a	n/a
Women	77▲	78	77	77	79	78	78	78	78
Small Rural	77▲	76	75	76	78	76	n/a	n/a	n/a
Large Rural	77▲	75	75	74	77	76	n/a	n/a	n/a
65+	76▲	75	76	76	76	75	75	75	75
Overall	75	75	75	74	76	75	75	75	75
35-49	75	74	75	74	75	75	75	75	75
Interface	74	74	77	74	77	74	n/a	n/a	n/a
Men	73▼	71	72	71	72	72	71	71	72
18-34	72▼	74	73	72	75	73	73	73	74
Metropolitan	72	73	73	73	74	73	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Note: Please see Appendix A for explanation of significant differences.

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Informing the community importance



2020 informing community importance (%)

2020 Overall	32	42	22 4 1
2019 Overall	32	41	22 4 1
2018 Overall	32	41	22 4 1
2017 Overall	30	43	23 4 1
2016 Overall	33	42	20 4 <mark>1</mark> 1
2015 Overall	30	44	22 3 1
2014 Overall	30	43	22 3 1
2013 Overall	30	44	22 3 1
2012 Overall	31	44	21 4 <mark>1</mark> 1
Metropolitan	26	43	24 5 1
Interface	32	40	23 3 2
Regional Centres	36	41	19 <mark>21</mark>
Large Rural	35	42	20 3
Small Rural	35	43	18 3 1
Men	28	41	24 <mark>5</mark> 1
Women	35	43	19 2
18-34	28	39	27 5 1
35-49	32	41	21 4 1
50-64	37	40	19 <mark>3</mark> 1
65+	30	48	18 <mark>2 1</mark> 1
	 Extremely important Not that important 	 Very important Not at all important Can't say 	ant

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21

Informing the community performance



2020 informing community performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	62▲	62	61	61	63	64	n/a	n/a	n/a
65+	60▲	60	60	61	59	61	65	63	62
Women	59	60	60	60	60	62	63	62	61
18-34	59	61	61	60	61	62	63	63	63
Large Rural	59	61	59	60	56	59	n/a	n/a	n/a
Overall	59	60	59	59	59	61	62	61	60
35-49	58	60	58	59	59	61	62	60	58
Men	58▼	59	58	58	58	60	62	61	59
Small Rural	58▼	58	56	58	58	60	n/a	n/a	n/a
Interface	57	59	60	55	55	56	n/a	n/a	n/a
50-64	56▼	57	56	57	56	58	60	59	57
Regional Centres	56▼	56	59	58	59	58	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 33 Note: Please see Appendix A for explanation of significant differences.

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Informing the community performance



2020 Overall	12		35		32		13	5 3
2019 Overall	13		35		31		14	5 3
2018 Overall	11		36		31	31		5 3
2017 Overall	11		35		32		13	5 3
2016 Overall	12		35		31	31		5 4
2015 Overall	12		38		31		12	4 2
2014 Overall	13		40			30	11	4 3
2013 Overall	12		38			32	11	3 3
2012 Overall	12		38		3	1	13	4 2
Metropolitan	14		37		3	30	12	4 3
Interface	9		35		31		16	5 4
Regional Centres	10		32		34		15	7 2
Large Rural	12		35		32		14	5 3
Small Rural	11		35		32		13	6 3
Men	11		35		32		14	6 3
Women	12		35		32		13	5 3
18-34	11		36		33		12	5 3
35-49	11		36		31		14	6 3
50-64	9		33		34		16	6 3
65+	14		35		31		12	5 4
		■ Very good	Good	Average	Poor	Very poor	Can't	say

2020 informing community performance (%)

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores) 50-64 80▲ Women 79▲ 65+ 35-49 79▲ Interface n/a n/a n/a Metropolitan n/a n/a n/a **Regional Centres** n/a n/a n/a Overall Large Rural n/a n/a n/a Small Rural n/a n/a n/a Men 18-34

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: 23

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

The condition of local streets and footpaths in your area importance





2020 streets and footpaths importance (%)

2020 Overall	36	42	19 <mark>21</mark> 1
2019 Overall	34	44	18 <mark>21</mark> 1
2018 Overall	35	43	18 3 1
2017 Overall	34	42	19 2 <mark>1</mark> 1
2016 Overall	34	43	18 <mark>21</mark> 2
2015 Overall	34	43	19 <mark>21</mark> 1
2014 Overall	33	44	18 <mark>3 1</mark> 1
2013 Overall	35	44	18 <mark>21</mark> 1
2012 Overall	32	46	18 <mark>21</mark> 1
Metropolitan	34	45	18 2
Interface	39	41	16 3 <mark>1</mark> 1
Regional Centres	37	39	20 <mark>21</mark> 1
Large Rural	37	39	19 <mark>2 1</mark> 1
Small Rural	35	42	18 <mark>3 1</mark> 1
Men	32	43	21 3 <mark>1</mark> 1
Women	41	40	16 21
18-34	31	40	25 4 1
35-49	39	39	19 <mark>11</mark> 1
50-64	42	40	15 21
65+	36	47	14 <mark>11</mark> 1
	 Extremely important Not that important 	 Very important Not at all important Can't say 	

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: 23

The condition of local streets and footpaths in your area performance



	2020 streets and footpaths performance (index scores)								
		2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	64▲	65	64	62	63	64	n/a	n/a	n/a
18-34	60▲	62	62	60	60	62	62	63	62
Regional Centres	59	61	59	57	58	58	n/a	n/a	n/a
Men	59▲	60	59	57	58	59	59	59	58
35-49	58	59	58	56	57	58	57	57	56
Overall	58	59	58	57	57	58	58	58	57
Small Rural	57	57	57	57	58	59	n/a	n/a	n/a
65+	57	58	58	57	57	57	57	57	57
Women	57▼	58	58	56	56	57	56	56	56
50-64	55▼	57	56	54	55	55	54	54	54
Interface	54▼	60	59	56	57	56	n/a	n/a	n/a
Large Rural	54▼	55	54	53	53	54	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Note: Please see Appendix A for explanation of significant differences.

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The condition of local streets and footpaths in your area performance





2020 streets and footpaths performance (%)

2020 Overall	13		34		2	8		15	8	3
2019 Overall	14		35			28		14	7	2
2018 Overall	14		34		28			14	7	2
2017 Overall	13		33		2	8		15	9	2
2016 Overall	12		34		2	28		14	8	3
2015 Overall	13		34			28		15	7	3
2014 Overall	13		34			28		15	7	2
2013 Overall	14		33			28		15	8	1
2012 Overall	13		34			28		15	9	1
Metropolitan	18		38	}		27		1	11	5 <mark>1</mark>
Interface	11		33		28		1	6	10	1
Regional Centres	14		36			28		14	7	1
Large Rural	10	3()		29		18		10	4
Small Rural	12		33		27		1	5	8	4
Men	14		35			27		14	8	2
Women	13		33		28		1	16	8	3
18-34	16		36			26		13	7	1
35-49	13		37			26		15	8	2
50-64	11		30		30		17		9	3
65+	13		32		29		1	5	8	4
	•	Very good	Good	Average	Poc	or Very	y poor	Ca	n't say	

Traffic management importance





Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 10 Note: Please see Appendix A for explanation of significant differences.

Traffic management importance



2020 traffic management importance (%)

2020 Overall	29	41		23	5 <mark>1</mark> 1
2019 Overall	30	40		23	6 <mark>1</mark> 1
2018 Overall	31	40		22	5 <mark>1</mark> 1
2017 Overall	27	41		24	6 <mark>1</mark> 1
2016 Overall	27	41		24	6 <mark>1</mark> 1
2015 Overall	25	41		26	6 <mark>1</mark> 1
2014 Overall	23	42		27	6 <mark>1</mark> 1
2013 Overall	26	42		25	5 <mark>1</mark> 1
2012 Overall	29	42		23	5 <mark>1</mark> 1
Metropolitan	28	43		23	5 1
Interface	45		36	14	4 1
Regional Centres	28	38		27	5 21
Large Rural	19	40	28		9 21
Men	25	40		26	6 21
Women	33	42		20	4 1
18-34	28	38		26	6 1
35-49	29	38		24	7 1
50-64	31	41		22	3 <mark>1</mark> 1
65+	29	46		19	3 <mark>1</mark> 1
	 Extremely important Not that important 	 Very important Not at all important 	Fairly importantCan't say		

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 10

Traffic management performance





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

Traffic management performance



2020 traffic management performance (%)

2020 Overall	10		38		3()		13	7	3
2019 Overall	9		37		31			13	6	3
2018 Overall	10		36		30		1	5	7	3
2017 Overall	10		38			30		13	5	3
2016 Overall	10		38		3()		13	6	4
2015 Overall	10		40			31		12	5	3
2014 Overall	10		40			30		12	5	3
2013 Overall	10		39			31		13	5	3
2012 Overall	9		38		3	31		13	5	3
Metropolitan	10		38		1	31		12	6	3
Interface	8	32			30		18		11	2
Regional Centres	11		34		31		1	5	8	2
Large Rural	11		44			28		9	4	4
Small Rural	10		47			28		7	3	4
Men	10		38		29	9	1	3	7	3
Women	9		38		3	1		13	6	3
18-34	12		40			28		13	6	6 <mark>1</mark>
35-49	8		37		31		13	3	9	2
50-64	9		36		31		14		7	4
65+	10		37		3	81		12	5	4
		■ Very good	Good	Average	Poor	■Very po	oor	Can't	say	

Parking facilities importance





2020 parking importance (index scores)

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

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Parking facilities importance

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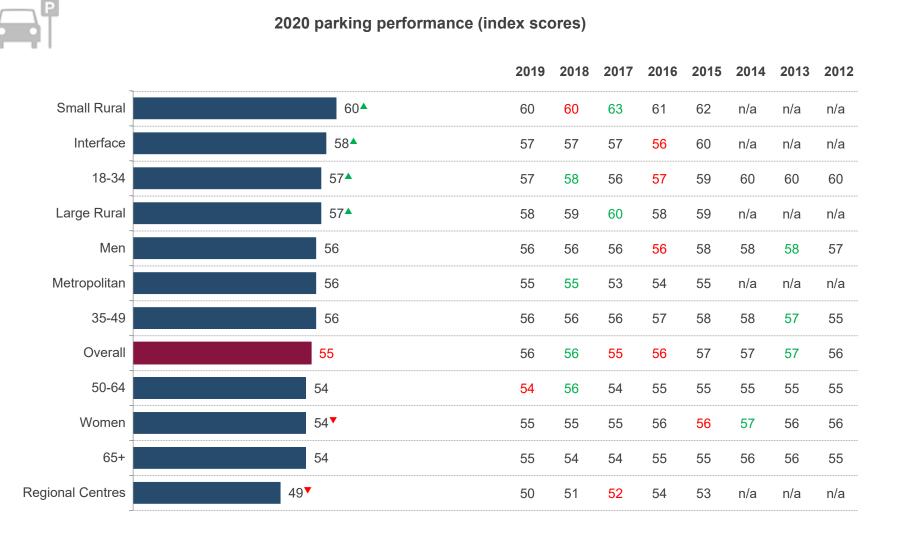
2020 parking importance (%)

2020 Overall	27	39	26	6 <mark>1</mark> 1
2019 Overall	26	40	26	6 <mark>1</mark> 1
2018 Overall	27	39	6 <mark>1</mark> 1	
2017 Overall	25	39	28	6 <mark>1</mark> 1
2016 Overall	24	41	27	7 <mark>1</mark> 1
2015 Overall	24	41	27	6 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	25	42	26	6 1
2012 Overall	24	42	27	6 <mark>1</mark> 1
Metropolitan	25	41	27	5 <mark>1</mark> 1
Regional Centres	33	38	22	5 <mark>1</mark> 1
Large Rural	22	35	31	10 <mark>2</mark> 1
Small Rural	22	40	27	7 2 2
Men	22	39	29	7 21
Women	31	39	23	5 <mark>1</mark> 1
18-34	22	36	32	8 1
35-49	25	36	31	7 <mark>1</mark> 1
50-64	30	39	24	6 <mark>2</mark> 1
65+	31	44	44 19	
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say	

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

Parking facilities performance





Q2. How has Council performed on 'Parking facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 21 Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

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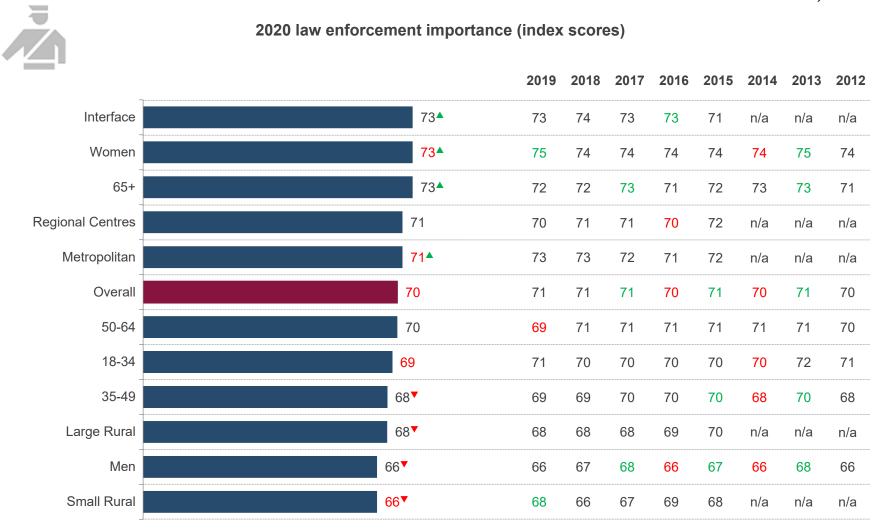


2020 Overall 2019 Overall 2018 Overall 2017 Overall 2016 Overall 2015 Overall 2014 Overall 6 2 2013 Overall 2012 Overall Metropolitan Interface 4 2 **Regional Centres** Large Rural Small Rural Men Women 18-34 35-49 50-64 65+ Very good Good Average Poor Very poor Can't say

2020 parking performance (%)

Enforcement of local laws importance





Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance



2020 law enforcement importance (%)

2020 Overall	26	38	26	7 21
2019 Overall	27	38	26	6 21
2018 Overall	27	37	27	6 21
2017 Overall	27	38	26	6 21
2016 Overall	26	38	27	6 21
2015 Overall	25	41	27	5 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	27	40	26	6 <mark>1</mark> 1
2012 Overall	24	41	27	6 <mark>1</mark> 1
Metropolitan	26	41	25	6 21
Interface	33	36	22	6 <mark>1</mark> 1
Regional Centres	30	36	25	7 2
Large Rural	23	37	30	7 21
Small Rural	22	35	29	9 4 1
Men	22	37	28	9 3 1
Women	31	39	24	5 <mark>1</mark> 1
18-34	26	35	27	9 21
35-49	26	34	29	9 3
50-64	26	36	27	7 21
65+	26	44	22	4 2 2
	Extremely importantNot that important	Very importantNot at all important	■ Fairly important ■ Can't say	

Enforcement of local laws performance



	2020 law enforcement performance (index scores)									
_		2019	2018	2017	2016	2015	2014	2013	2012	
18-34	66▲	67	67	67	67	70	69	69	69	
Metropolitan	65▲	64	64	64	64	66	n/a	n/a	n/a	
Regional Centres	64	66	66	66	64	67	n/a	n/a	n/a	
Women	64▲	65	65	65	65	67	67	66	67	
Large Rural	64▲	64	64	63	63	65	n/a	n/a	n/a	
Overall	63	64	64	64	63	66	66	65	65	
35-49	63	64	64	64	63	65	66	65	64	
65+	62	62	62	63	62	64	64	64	64	
Men	62▼	63	62	63	62	64	65	64	64	
Small Rural	62	63	63	65	64	66	n/a	n/a	n/a	
50-64	60▼	61	61	61	61	63	63	62	63	
Interface	59▼	62	61	60	61	65	n/a	n/a	n/a	
-										

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

Enforcement of local laws performance



Ž

2020 Overall	12		38		27		8	4	12
2019 Overall	12		38		26		8	3	12
2018 Overall	12		39		25		8	3	12
2017 Overall	12		39		26		8	3	13
2016 Overall	12		37		26		8	4	14
2015 Overall	13		40		2	6	6	3	12
2014 Overall	14		41			25	7	3	11
2013 Overall	13		40		25	5	7	3	12
2012 Overall	13		40		2	6	7	3	11
Metropolitan	13		38		26		6	3	14
Interface	9		35		29		11	5	10
Regional Centres	13		39			28		7 4	8
Large Rural	12		38		26		8	3	13
Small Rural	11		38		26		8	4	12
Men	11		38		27		9	4	11
Women	12		38		27		7	3	13
18-34	14		44			26		6	3 8
35-49	12		39		25		8	5	11
50-64	10		34		29	10) [5	14
65+	11		34		28	8	4		16
		■ Very good	Good	Average	Poor	Very poor		Can't	say

2020 law enforcement performance (%)

Family support services importance



2020 family support importance (index scores)

Interface 77▲ 76 76 74 75 74 n/a n/a n/a n/a 18-34 76 76 76 76 75 74 75 75			2019	2018	2017	2016	2015	2014	2013	2012
18-34 76 76 76 75 74 74 75 75 Regional Centres 76 75 75 76 73 75 n/a n/a n/a	Women	79▲	78	78	77	77	77	77	78	78
Regional Centres 76 75 76 73 75 n/a n/a n/a	Interface	77▲	76	76	74	75	74	n/a	n/a	n/a
	18-34	76	76	76	76	75	74	74	75	75
Overall 75 74 74 73 73 73 72 73 73	Regional Centres	76	75	75	76	73	75	n/a	n/a	n/a
	Overall	75	74	74	73	73	73	72	73	73
35-49 75 74 74 73 74 73 73 73 73 73	35-49	75	74	74	73	74	73	73	73	73
Metropolitan 75 75 73 73 72 n/a n/a n/a	Metropolitan	75	75	75	73	73	72	n/a	n/a	n/a
Small Rural 74 71 69 71 72 72 n/a n/a n/a	Small Rural	74	71	69	71	72	72	n/a	n/a	n/a
65+ 74 72 72 71 71 72 72 73	65+	74	72	72	71	71	72	72	72	73
Large Rural 74 73 72 72 72 72 n/a n/a n/a	Large Rural	74	73	72	72	72	72	n/a	n/a	n/a
50-64 74 72 72 72 70 72 71 72 72	50-64	74	72	72	72	70	72	71	72	72
Men 71 69 69 68 68 68 68 69	Men	71▼	69	69	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: 19 Note: Please see Appendix A for explanation of significant differences.

Family support services importance



2020 family support importance (%)

2020 Overall	31	42	20	4 12
2019 Overall	29	42	21	4 12
2018 Overall	30	40	23	5 <mark>1</mark> 2
2017 Overall	28	41	22	5 2 2
2016 Overall	28	41	22	5 2 3
2015 Overall	28	42	23	5 12
2014 Overall	26	42	24	4 12
2013 Overall	27	44	22	4 12
2012 Overall	27	44	22	4 12
Metropolitan	29	43	21	4 12
Interface	35	41	18	3 <mark>1</mark> 1
Regional Centres	34	39	21	4 12
Large Rural	29	42	22	4 12
Small Rural	28	45	18	3 2 2
Men	25	41	25	5 2 2
Women	36	43	16	22
18-34	33	43	19	4 <mark>1</mark> 1
35-49	32	40	22	4 <mark>1</mark> 1
50-64	31	39	22	4 2 2
65+	26	45	20	314
	 Extremely important Not that important 	 Very important Fairly i Not at all important Can't s 	mportant ay	

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19

Family support services performance



2020 family support performance (index scores)

_			2019	2018	2017	2016	2015	2014	2013	2012
65+		69▲	70	68	70	69	70	72	71	70
Metropolitan		69▲	69	68	68	69	68	n/a	n/a	n/a
Women		66	67	67	67	67	68	69	68	67
Overall		66	67	66	67	66	67	68	67	67
Small Rural		66	68	67	68	66	67	n/a	n/a	n/a
Men		65▼	67	66	66	66	67	68	67	66
Regional Centres		65	68	66	67	66	66	n/a	n/a	n/a
35-49		65▼	67	67	66	66	66	67	66	65
18-34		65▼	67	67	67	66	67	69	68	68
Large Rural		64▼	65	65	65	64	67	n/a	n/a	n/a
Interface	6	63▼	67	67	65	65	66	n/a	n/a	n/a
50-64	6	53 *	64	63	64	62	65	66	64	64

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

Family support services performance



2020 family support performance (%)

2020 Overall	11	30	21	5 2 31
2019 Overall	11	32	20	4 1 31
2018 Overall	11	31	21	4 2 32
2017 Overall	11	30	20 4	1 34
2016 Overall	10	31	21	4 2 32
2015 Overall	11	34	21	4 1 29
2014 Overall	12	33	20	4 1 29
2013 Overall	11	33	21	4 1 29
2012 Overall	11	34	22	5 2 26
Metropolitan	12	29	18 4	1 35
Interface	9	29	22	6 <mark>2</mark> 31
Regional Centres	13	34	24	7 2 20
Large Rural	9	31	23	5 2 31
Small Rural	11	29	18 5	2 34
Men	9	32	21	5 <mark>2</mark> 32
Women	12	29	21	5 2 31
18-34	12	33	24	6 <mark>2</mark> 24
35-49	10	34	20	6 <mark>2</mark> 28
50-64	7	27	23 5	2 35
65+	12	28	17 <mark>3 1</mark>	38
		■ Very good ■ Good	Average Poor	■ Very poor ■ Can't say

Elderly support services importance





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

Elderly support services importance



2020 Overall
2019 Overall
2018 Overall

* *

2020 elderly support importance (%)

2020 Overall	39		42		15	2 <mark>1</mark> 1
2019 Overall	38		44		15	21
2018 Overall	38		43	1	6	2 <mark>1</mark> 1
2017 Overall	35		44	1	7	2 11
2016 Overall	36		44	16	5	212
2015 Overall	36		44		16	21
2014 Overall	35		46		16	21
2013 Overall	36		45		15	2 11
2012 Overall	37		46		14	21
Metropolitan	35		45	1	6	2 11
Interface	41		40		15	21
Regional Centres	42		40		15	2 11
Large Rural	39		42		14	2 11
Small Rural	43		41		13	2 11
Men	32		43	19		3 <mark>1</mark> 1
Women	46		42		10	11
18-34	35		43	1	8	21
35-49	37		40	18		3 <mark>1</mark> 1
50-64	44		41		11	2 11
65+	40		44		12	112
	 Extremely important Not that important 	 Very important Not at all important 	■ Fairly important ■ Can't say			

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19

Elderly support services performance



А́Л́а	2020 elderly support performance	ce (index	score	es)					
		2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	72	70	72	71	74	74	74	73
Small Rural	71▲	71	69	71	70	72	n/a	n/a	n/a
Women	68	68	68	68	69	69	71	70	69
Overall	68	68	68	68	68	69	70	69	69
Men	68	69	67	68	67	69	70	69	68
Metropolitan	67▼	67	67	67	69	69	n/a	n/a	n/a
Large Rural	67▼	67	67	67	66	69	n/a	n/a	n/a
18-34	66	67	67	67	67	67	69	69	68
50-64	66	66	65	66	66	67	69	67	67
35-49	65▼	67	67	66	65	66	68	67	66
Interface	65▼	66	67	64	59	65	n/a	n/a	n/a
Regional Centres	63▼	67	66	68	66	66	n/a	n/a	n/a

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

Elderly support services performance





2020 elderly support performance (%)

2020 Overall	15	30		20	52	2	8
2019 Overall	14	33		19	52	2	8
2018 Overall	14	32		19	52	29	9
2017 Overall	14	31		19	4 2	30	
2016 Overall	14	30		20	5 2	30)
2015 Overall	15	34		19	9 4	2	26
2014 Overall	16	34		1	7 4 2	2	27
2013 Overall	15	33		19	4 1	2	8
2012 Overall	15	34		20) 5	2	25
Metropolitan	12	27		18 4	2	38	
Interface	12	30		23	53	2	8
Regional Centres	14	31		25	5	9 3	17
Large Rural	15	30		21	62	2	28
Small Rural	20		34		18	5 2	21
Men	14	31		19	52	29	9
Women	17	29		20	6 2		27
18-34	12	31		20	52	30)
35-49	10	28		19	5 2	36	
50-64	13	30		21	6 2	2	8
65+	23		32		18	5 2	19
	■ Ve	ery good Good	Avera	age Po	oor Very	y poor	Can't say

Disadvantaged support services importance



2020 disadvantaged support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	77▲	78	76	75	76	77	77	78	77
Interface	77▲	77	72	72	73	72	n/a	n/a	n/a
Regional Centres	76	n/a	n/a	75	73	74	n/a	n/a	n/a
18-34	75	76	73	72	75	74	74	75	75
65+	74	73	73	72	72	73	72	73	73
50-64	74	74	72	71	71	73	72	73	73
Overall	74	74	72	71	73	73	72	73	73
Metropolitan	74	75	74	71	73	74	n/a	n/a	n/a
35-49	73	74	72	70	73	73	72	72	72
Large Rural	72▼	71	70	70	72	72	n/a	n/a	n/a
Men	71▼	70	69	67	69	69	68	69	69

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

Disadvantaged support services importance



2020 disadvantaged support importance (%)

2020 Overall	29	42		21	4 1 2
					_
2019 Overall	30	41		22	4 12
2018 Overall	27	41		24	4 12
2017 Overall	26	41		24	5 2 2
2016 Overall	27	42		22	5 1 3
2015 Overall	28	42		23	4 12
2014 Overall	25	44		23	4 12
2013 Overall	27	43		23	4 12
2012 Overall	27	43		23	4 12
Metropolitan	28	44		21	4 12
Interface	35	39		20	213
Regional Centres	34	41		18	4 12
Large Rural	28	41		23	4 2 2
Men	24	43		23	5 2 2
Women	34	42		18	3 1 2
18-34	31	41		23	3 <mark>1</mark> 1
35-49	28	43		23	4 <mark>1</mark> 1
50-64	30	43		18	5 2 2
65+	29	43		19	4 1 4
Personal user*		64		34	2
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say		

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

Disadvantaged support services performance



2020 disadvantaged support performance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
65+		62▲	65	64	64	64	65	67	64	66
Men		62▲	63	63	62	61	62	65	64	63
Metropolitan		62▲	63	61	62	62	63	n/a	n/a	n/a
Large Rural		61	61	61	61	61	62	n/a	n/a	n/a
18-34		61	61	62	61	60	62	65	65	66
Overall		60	62	61	61	61	62	64	62	63
35-49		59	61	61	60	59	61	62	61	60
Interface		59	60	62	56	58	61	n/a	n/a	n/a
Women		59	60	60	61	60	62	63	61	63
Regional Centres		59	63	61	63	59	61	n/a	n/a	n/a
50-64	Ę	58▼	60	58	59	59	60	61	60	59

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

Disadvantaged support services performance



2020 disadvantaged support performance (%)

2020 Overall	7	25		23	7 3	36	
2019 Overall	7	25		23	6 2	37	
2018 Overall	6	25		23	6 2	38	
2017 Overall	6	25		22	6 2	39	
2016 Overall	6	24		23	6 2	39	
2015 Overall	7	28		23	62	35	
2014 Overall	8	28		22	5 1	35	
2013 Overall	7	27		22	6 2	36	
2012 Overall	8	28		23	6 2	2 34	
Metropolitan	7	23		22	5 2	41	
Interface	7	25		23	6 4	35	
Regional Centres	8	30			26	10 4	23
Large Rural	6	24		23	7 2	37	
Men	7	27		23	6 2	36	
Women	7	23		24	8 3	35	
18-34	7	29		2	7	6 3 28	
35-49	5	24		21	7 3	41	
50-64	6	22		23	8 3	38	
65+	8	24		22	6 2	37	
	-	■ Very good	Good	Average	Poor	■Very poor ■Ca	ın't say

Recreational facilities importance





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

Recreational facilities importance

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2020 recreational facilities importance (%)

2020 Overall	24	45		26	4 1
2019 Overall	23	46		26	4 1
2018 Overall	25	46		25	3 1
2017 Overall	24	46		26	4 1
2016 Overall	25	45		24	4 1 <mark>1</mark>
2015 Overall	23	46		26	31
2014 Overall	23	47		26	4 <mark>1</mark> 1
2013 Overall	23	47		26	3 1
2012 Overall	22	49		25	3 <mark>1</mark> 1
Metropolitan	23	47		26	31
Interface	26	44		27	3 1
Regional Centres	25	43		27	4 1
Large Rural	24	46		26	4
Small Rural	26	44		25	4 1
Men	22	45		27	4 1
Women	26	46		24	31
18-34	20	43		31	5
35-49	30	43		23	3
50-64	27	46		23	31
65+	22	49		25	3 <mark>1</mark> 1
	 Extremely important Not that important 		Fairly important Can't say		

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

Recreational facilities performance



ġ.	2020 recreational fac	cilities perfori	mance (ind	dex sc	ores)					
			2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan		74▲	75	74	73	73	74	n/a	n/a	n/a
65+		73▲	74	72	73	72	73	74	73	74
Women		70	71	70	70	69	70	71	70	70
Regional Centres		70	71	70	69	70	69	n/a	n/a	n/a
Overall		70	70	69	70	69	70	71	70	70
Men		70	70	69	69	69	69	70	70	69
18-34		69▼	70	69	68	69	69	71	70	70
35-49		68▼	68	68	68	67	67	69	68	67
50-64		68▼	69	68	69	67	69	69	69	68
Small Rural		68▼	68	69	69	68	70	n/a	n/a	n/a
Interface		67▼	70	68	66	67	68	n/a	n/a	n/a
Large Rural		67	68	66	66	65	66	n/a	n/a	n/a
-				-	-	-	_			

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

Recreational facilities performance



23 2020 Overall 42 3 4 2019 Overall 23 44 21 2 4 22 2018 Overall 42 3 4 2017 Overall 22 43 2 4 2016 Overall 43 21 3 4 2015 Overall 22 43 2 3 2014 Overall 2 3 23 44 2013 Overall 22 44 2 3 22 2012 Overall 2 3 21 Metropolitan 28 3 1 4 44 Interface 19 43 3 3 **Regional Centres** 23 44 3 3 Large Rural 20 3 3 41 Small Rural 22 3 4 24 23 Men 43 3 3 23 Women 41 2 4 18-34 21 44 3 2 35-49 23 42 4 2 50-64 21 43 3 3 65+ 26 41 6 2 Very good Good Average Poor Very poor Can't say

2020 recreational facilities performance (%)

The appearance of public areas importance



2020 public areas importance (index scores)											
			2019	2018	2017	2016	2015	2014	2013	2012	
50-64		76▲	75	75	75	75	75	75	76	74	
Women		75▲	75	76	76	76	75	75	76	75	
Interface		75	73	76	75	75	73	n/a	n/a	n/a	
35-49		74	74	75	75	75	75	75	75	74	
65+		74	74	75	75	75	74	74	75	74	
Small Rural		74	74	74	74	74	73	n/a	n/a	n/a	
Regional Centres		74	73	74	74	74	74	n/a	n/a	n/a	
Overall		74	73	74	74	74	73	73	74	73	
Metropolitan		73▼	74	74	75	74	73	n/a	n/a	n/a	
Large Rural		73	73	73	73	74	73	n/a	n/a	n/a	
Men		72▼	71	72	72	72	71	71	72	71	
18-34		71▼	71	71	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: 27 Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance



<u>,</u>#

2020 public areas importance (%)

2020 Overall	25	47		25	2
2019 Overall	24	47		25	3
2018 Overall	26	46		24	2
2017 Overall	26	47		24	2
2016 Overall	26	48		23	21
2015 Overall	24	47		25	2
2014 Overall	25	48		25	2
2013 Overall	26	48		23	2
2012 Overall	23	49		25	2
Metropolitan	24	48		24	21
Interface	30	43		24	3
Regional Centres	27	45		25	3
Large Rural	25	46		25	3
Small Rural	26	48		24	21
Men	22	46		28	3
Women	29	47		22	2
18-34	22	43		30	4
35-49	28	44		25	2
50-64	29	48		21	2
65+	24	51		22	21
	Extremely importantNot that important	Very importantNot at all important	■ Fairly important ■ Can't say		

The appearance of public areas performance



2020 public areas performance (index scores)										
			2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan		73▲	74	73	72	72	73	n/a	n/a	n/a
Small Rural		72	73	72	74	73	74	n/a	n/a	n/a
65+		72	73	72	72	72	72	73	72	72
Regional Centres		72	74	73	73	73	72	n/a	n/a	n/a
35-49		72	72	71	72	71	72	72	70	70
Women		72	73	72	72	71	72	72	71	72
Overall		72	72	71	71	71	72	72	71	71
18-34		72	73	71	72	72	73	73	72	73
Men		71▼	72	71	71	71	71	72	71	71
Large Rural		71▼	70	69	69	69	69	n/a	n/a	n/a
50-64		70	71	70	69	69	70	71	69	70
Interface	65	,	69	68	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: 38 Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance



<u>,</u>#

2020 public areas performance (%)

2020 Overall	26		45			21	6	21
2019 Overall	26		45			20	5	21
2018 Overall	24		45			21	6	21
2017 Overall	25		46			20	6	21
2016 Overall	24		46			21	6	21
2015 Overall	24		47			20	5	21
2014 Overall	25		46			20	5	21
2013 Overall	24		46			22	6	21
2012 Overall	23		48			21	6	21
Metropolitan	27		46			20	5	21
Interface	16	43	3		28		8 4	1 <mark>1</mark>
Regional Centres	27		44			20	7	2
Large Rural	24		46			22	6	21
Small Rural	27		45			19	6	3 <mark>1</mark>
Men	25		46			20	6	21
Women	26		43			21	6	21
18-34	25		45			21	6	2
35-49	26		46			19	6	3
50-64	23		46			22	7	2
65+	27		44			21	5	21
	■ Very good	■ Good	Average	Poor	Very poor	Can	't say	

Art centres and libraries importance





2020 art centres and libraries importance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
Women		69▲	69	69	69	70	70	70	70	71
65+		68▲	66	67	66	67	67	68	69	68
Metropolitan		68▲	67	67	67	68	69	n/a	n/a	n/a
35-49		66	65	65	66	66	67	66	67	67
50-64		66	65	65	64	65	65	66	67	67
Overall		65	65	65	64	66	65	66	66	66
Large Rural		64	64	62	63	63	63	n/a	n/a	n/a
Interface		64	64	67	62	66	64	n/a	n/a	n/a
Regional Centres	6	63▼	63	63	62	64	66	n/a	n/a	n/a
18-34	6	2▼	64	62	61	64	63	63	64	64
Men	61	•	61	61	60	60	61	62	62	62
Small Rural	60	7	63	61	61	65	62	n/a	n/a	n/a

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

Art centres and libraries importance



2020 art centres and libraries importance (%)

2020 Overall	17	39	32	9 21
2019 Overall	17	39	33	9 21
2018 Overall	16	39	34	9 21
2017 Overall	15	39	34	9 21
2016 Overall	18	40	30	9 3 1
2015 Overall	16	40	33	8 21
2014 Overall	17	40	33	8 1 <mark>1</mark>
2013 Overall	16	42	33	7 1
2012 Overall	17	42	33	7 21
Metropolitan	19	43	29	7 21
Interface	16	39	34	92
Regional Centres	16	37	33	11 21
Large Rural	18	35	36	8 <mark>2</mark> 1
Small Rural	13	35	36	12 4 1
Men	14	35	35	12 3 1
Women	20	43	29	5 1 <mark>1</mark>
18-34	15	33	36	12 3
35-49	19	39	32	82
50-64	17	40	33	8 21
65+	17	45	28	6 <mark>2</mark> 1
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say	

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19

Art centres and libraries performance



	2020 art centres and libraries performance (index scores)										
~			2019	2018	2017	2016	2015	2014	2013	2012	
65+		77▲	77	76	76	75	76	78	76	76	
Metropolitan		75▲	76	75	75	74	75	n/a	n/a	n/a	
Women		75▲	76	75	75	74	75	77	74	74	
Regional Centres		74	74	76	75	75	75	n/a	n/a	n/a	
35-49		74	74	74	73	72	73	76	73	72	
Small Rural		74	74	73	72	71	69	n/a	n/a	n/a	
Overall		74	74	74	73	72	73	75	73	73	
Men		73	73	73	72	70	72	74	72	71	
50-64		72▼	73	72	72	71	71	73	72	71	
Large Rural		72▼	73	71	70	70	73	n/a	n/a	n/a	
Interface		71▼	75	75	72	68	72	n/a	n/a	n/a	
18-34		71▼	73	73	72	71	73	74	73	73	

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 26 Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance



2020 art centres and libraries performance (%)

2020 Overall	24		43		19	31	10
2019 Overall	26		42		17	4 1	10
2018 Overall	25		42		18	4 1	10
2017 Overall	23		43		18	4 1	10
2016 Overall	23		42		18	5 2	10
2015 Overall	24		44		18	4 1	9
2014 Overall	27		44		17	3 1	8
2013 Overall	25		44		18	4 2	8
2012 Overall	24		44		19	52	2 7
Metropolitan	27		42		19	3 1	10
Interface	20		44		21	4 2	9
Regional Centres	26		45		19	3	1 7
Large Rural	22		41		18	5 2	13
Small Rural	23		43		18	21	13
Men	21		42		20	3 1	13
Women	27		43		18	3 1	8
18-34	19		43		23	4 1	9
35-49	26		42		18	3 1	9
50-64	21		43		20	3 1	11
65+	28		42		15	31	11
	■ Very good	Good	Average	Poor	Very poor	Can't sa	y

Community and cultural activities importance





2020 community and cultural activities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	65▲	64	64	65	66	66	65	65	65
Regional Centres	63	62	62	62	62	63	n/a	n/a	n/a
Interface	62	62	61	57	63	59	n/a	n/a	n/a
50-64	62	61	59	60	61	61	61	62	61
35-49	62	61	60	63	62	62	62	61	60
18-34	62	61	63	61	64	63	62	62	63
Overall	62	61	61	61	62	62	62	62	62
65+	62	61	61	61	61	61	61	63	62
Metropolitan	61▼	60	61	61	62	62	n/a	n/a	n/a
Large Rural	61	61	60	61	61	61	n/a	n/a	n/a
Small Rural	60	62	60	62	64	65	n/a	n/a	n/a
Men	58▼	58	57	57	58	58	58	59	58

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 Appendix A for explanation of significant differences.

Community and cultural activities importance





2020 community and cultural activities importance (%)

2020 Overall	13	36	38	10	21
2019 Overall	12	35	40	10	21
2018 Overall	12	34	40	10	21
2017 Overall	12	35	39	11	21
2016 Overall	12	37	38	10	21
2015 Overall	11	37	40	10	2
2014 Overall	11	37	41	9	11
2013 Overall	11	37	41	9	21
2012 Overall	11	37	39	10	21
Metropolitan	12	37	37	11	21
Interface	13	36	38	10	21
Regional Centres	15	36	38	9	21
Large Rural	13	34	39	10	3 1
Small Rural	14	32	39	9	4 1
Men	11	32	39	14	3 1
Women	15	40	36	7	11
18-34	14	34	37	12	2
35-49	13	36	40	10	2
50-64	14	35	37	10	3 1
65+	11	38	37	9	22
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say		

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21

Community and cultural activities performance



2020 community and cultural activities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	70▲	71	69	70	69	71	72	71	71
Metropolitan	70▲	70	70	70	71	71	n/a	n/a	n/a
Women	70▲	70	70	71	70	71	71	70	70
35-49	70▲	69	69	70	70	70	71	69	68
Regional Centres	69	69	68	69	69	69	n/a	n/a	n/a
Overall	68	69	69	69	69	69	70	69	68
Small Rural	68	66	69	69	65	68	n/a	n/a	n/a
50-64	67	68	67	68	67	68	69	68	67
Large Rural	67	67	67	69	67	69	n/a	n/a	n/a
Men	67	67	67	67	67	68	68	68	67
Interface	66 *	68	67	64	63	65	n/a	n/a	n/a
18-34	66 *	67	68	67	68	69	69	68	68

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 26 Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance





2020 community and cultural activities performance (%)

2020 Overall	17		42		26	52	9
2019 Overall	17		42		25	6 1	9
2018 Overall	17		42		25	52	9
2017 Overall	17		42		25	5 1	10
2016 Overall	17		41		25	52	9
2015 Overall	18		43		25	5 1	7
2014 Overall	18		44		24	5 1	8
2013 Overall	17		44		25	5 1	8
2012 Overall	15		44		26	5 1	9
Metropolitan	18		42		25	4 1	10
Interface	14	43	3		27	6 2	9
Regional Centres	17		43		26	5 1	8
Large Rural	17		41		25	8 2	8
Small Rural	18		42		27	53	6
Men	15	4	1		27	6 2	9
Women	19		42		24	5 1	8
18-34	14	43	3		27	7 2	7
35-49	19		43		24	52	7
50-64	15	4	1		28	52	9
65+	19		41		24	4 1	12
	■ Very	good Good	Average	Poor	Very poor	Can't say	,

Waste management importance



m	2020 waste management im	portance	e (inde	X SCO	res)				,	
			2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan		84▲	83	83	81	82	81	n/a	n/a	n/a
Women		84▲	83	83	81	82	80	80	81	80
35-49		83▲	82	82	80	80	80	79	80	79
Interface		83	82	84	79	81	79	n/a	n/a	n/a
50-64		83▲	82	82	80	81	81	80	81	79
65+		82	82	82	79	80	79	80	80	79
Overall		82	81	81	79	80	79	79	79	78
Regional Centres		82	80	81	79	79	80	n/a	n/a	n/a
Large Rural		81▼	80	81	78	79	78	n/a	n/a	n/a
18-34		81▼	80	79	78	79	76	77	76	76
Men		80▼	79	80	77	78	77	77	77	77
Small Rural	7	79▼	79	78	76	79	77	n/a	n/a	n/a

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

Waste management importance



2020 waste management importance (%)

2020 Overall	44		42	11 1
2019 Overall	41		44	13 1
2018 Overall	42		43	13 1
2017 Overall	36		46	16 1
2016 Overall	38		45	14 2 11
2015 Overall	35		46	16 1
2014 Overall	35		47	16 <mark>11</mark>
2013 Overall	36		47	15 1
2012 Overall	32		49	16 <mark>11</mark>
Metropolitan	48		42	9 1
Interface	47		41	11 1
Regional Centres	44		43	12 1
Large Rural	42		42	12 <mark>11</mark>
Small Rural	39		43	14 2 <mark>1</mark> 1
Men	40		44	14 21
Women	49		41	9 1
18-34	41		43	14 <mark>11</mark>
35-49	48		39	11 1
50-64	46		41	11 1
65+	43		45	10 <mark>11</mark>
	 Extremely important Not that important 	 Very important Not at all important 	■ Fairly important ■ Can't say	

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

Waste management performance



m	2020 waste manager	nent perfor	mance (ind	ex sco	ores)					
			2019	2018	2017	2016	2015	2014	2013	2012
65+		70▲	72	73	74	74	75	75	74	75
Metropolitan		70▲	73	75	75	76	77	n/a	n/a	n/a
Men	60	3▲	69	70	71	70	72	73	72	72
Regional Centres	60	3	68	70	69	69	71	n/a	n/a	n/a
Overall	65		68	70	71	70	72	73	71	72
Interface	65		70	68	71	71	73	n/a	n/a	n/a
Women	64	•	68	70	71	70	72	72	70	72
Small Rural	64		66	69	70	69	71	n/a	n/a	n/a
18-34	64		68	70	71	70	73	74	73	73
50-64	63▼		66	68	69	67	70	71	69	70
35-49	63▼		66	69	70	68	69	71	69	69
Large Rural	62▼		64	67	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: 41 Note: Please see Appendix A for explanation of significant differences.

Waste management performance



2020 Overall	20	40	23	10 5 3
2019 Overall	23	42	21	8 4 2
2018 Overall	24	45	18	7 3 2
2017 Overall	25	44	18	6 3 3
2016 Overall	23	45	18	7 4 2
2015 Overall	24	40		
			1	
2014 Overall	26	47		16 5 3 2
2013 Overall	24	47	18	
2012 Overall	24	48		17 6 2 2
Metropolitan	25	42	21	8 2 2
Interface	18	43	23	9 5 <mark>1</mark>
Regional Centres	20	41	23	10 5 <mark>1</mark>
Large Rural	18	37	23	12 7 3
Small Rural	18	40	23	10 6 4
Men	21	42	21	9 5 2
Women	19	38	24	11 5 3
18-34	17	41	24	10 5 3
35-49	18	39	23	12 7 2
50-64	18	39	24	12 6 2
65+	25	41	21	7 3 3
	■ Very good	Good Average P	oor Very poor	Can't say

2020 waste management performance (%)

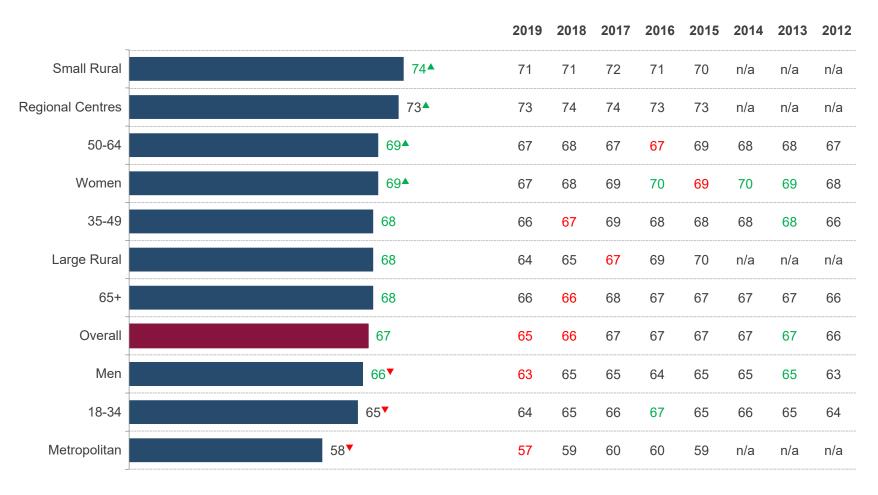
Q2. How has Council performed on 'Waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 41

Business and community development and tourism importance





2020 business/development/tourism importance (index scores)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance





2020 business/development/tourism importance (%)

2020 Overall	21	38	30	8 2 <mark>1</mark>
2019 Overall	19	36	32	9 21
2018 Overall	21	36	31	9 <mark>2</mark> 1
2017 Overall	21	38	30	8 2 <mark>1</mark>
2016 Overall	21	38	30	8 2 2
2015 Overall	21	38	31	7 21
2014 Overall	20	38	31	8 <mark>1</mark> 1
2013 Overall	20	39	31	8 2 <mark>1</mark>
2012 Overall	18	39	31	9 21
Metropolitan	10	32	38	16 2 2
Regional Centres	28	42	26	3 <mark>1</mark> 1
Large Rural	19	41	31	6 <mark>1</mark> 1
Small Rural	30	41	23	4 1 <mark>1</mark>
Men	19	38	30	9 21
Women	23	39	29	7 <mark>1</mark> 1
18-34	19	36	33	10 1
35-49	23	37	30	8 1 <mark>1</mark>
50-64	24	39	27	6 2 <mark>1</mark>
65+	20	41	28	7 2 2
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say	

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

Business and community development and tourism performance





2020 business/development/tourism performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Interface	63▲	66	65	66	n/a	63	n/a	n/a	n/a
65+	61▲	62	62	64	62	63	63	63	63
18-34	61▲	62	62	63	63	64	64	64	64
Large Rural	61▲	62	61	60	59	59	n/a	n/a	n/a
Women	61▲	62	62	63	62	63	63	63	63
Regional Centres	60	61	59	61	62	63	n/a	n/a	n/a
Overall	59	61	60	61	60	61	62	62	62
Metropolitan	59	60	60	60	62	62	n/a	n/a	n/a
Men	58▼	59	59	60	59	59	60	61	60
Small Rural	58	59	59	64	61	63	n/a	n/a	n/a
35-49	58	59	59	60	59	60	60	60	60
50-64	57▼	58	58	58	59	59	59	59	59
-									

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 22 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance





2020 business/development/tourism performance (%)

2020 Overall	10	32	2		32		11	4	12
2019 Overall	10	3	33		31		10	3	13
2018 Overall	10	3	33		31		10	4	12
2017 Overall	11		34		29			3	14
2016 Overall	10	3	32		31			3	14
2015 Overall	11	34			31			3	12
2014 Overall	11		35		30			3	12
2013 Overall	10		35		30		9	3	13
2012 Overall	10		35		31		9	3	12
Metropolitan	6	29			33		9 2	2	2
Interface	10		40			28		8 2	11
Regional Centres	12		34			31		11	4 7
Large Rural	11		34		3	2		10 4	4 9
Small Rural	11	3	31		32		13	3	5 8
Men	9	31			33		11	4	11
Women	10		33		30		10	3	13
18-34	10		38			32		10	3 7
35-49	9	32			32		12	5	10
50-64	9	28			34		13	4	12
65+	11	3	31		30		9	3	16
		■ Very good	Good	Average	e Pool	- V	ery poor	Can	't say

Council's general town planning policy importance



2020 town planning importance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
50-64		76▲	76	76	76	76	76	76	77	76
65+		76▲	76	76	76	74	74	74	75	74
35-49		74▲	73	74	74	74	74	73	73	73
Metropolitan		73	72	73	73	72	72	n/a	n/a	n/a
Women		73	75	74	74	75	74	74	74	74
Overall		72	73	73	72	73	72	72	73	72
Regional Centres		72	71	72	71	72	73	n/a	n/a	n/a
Large Rural		71	73	74	73	73	73	n/a	n/a	n/a
Men		71	71	72	71	71	70	70	71	70
Interface		70	73	71	70	72	72	n/a	n/a	n/a
18-34	65	;▼	67	67	64	68	66	66	66	66
-										

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

Council's general town planning policy importance



2020 Overall	26	39	26	4 1 4
2019 Overall	26	40	25	3 1 4
2018 Overall	27	40	24	4 1 3
2017 Overall	26	41	24	4 1 4
2016 Overall	27	40	24	4 <mark>1</mark> 5
2015 Overall	25	41	25	4 1 4
2014 Overall	25	41	25	4 <mark>1</mark> 5
2013 Overall	25	42	25	4 1 4
2012 Overall	25	42	24	4 1 4
Metropolitan	28	40	24	4 1 4
Interface	22	40	28	5 1 4
Regional Centres	26	39	26	4 1 3
Large Rural	26	37	27	5 1 4
Men	26	39	26	5 2 3
Women	27	39	25	3 1 4
18-34	18	31	40	6 1 3
35-49	29	42	22	4 12
50-64	33	40	20	213
65+	29	44	17	3 1 6
·	 Extremely important Not that important 	Very importantNot at all important	Fairly importantCan't say	

2020 town planning importance (%)

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

Council's general town planning policy performance



2020 town planning performance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
18-34		57▲	61	59	57	57	59	60	60	59
Metropolitan		55	56	53	53	54	55	n/a	n/a	n/a
65+		55	54	54	54	52	54	55	55	54
Large Rural		54	55	54	54	51	53	n/a	n/a	n/a
Men		54	55	54	53	51	54	54	54	53
Overall		54	55	54	53	52	54	55	55	54
Women	5	3▼	55	54	53	53	55	56	55	54
Regional Centres	52	2▼	57	54	56	54	55	n/a	n/a	n/a
Interface	52	2▼	53	55	51	52	55	n/a	n/a	n/a
35-49	51 [°]	•	53	51	51	50	53	53	53	52
Small Rural	50	,	48	53	51	49	53	n/a	n/a	n/a
50-64	49▼		50	50	49	48	51	51	50	50

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 22 Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance



2020 Overall	6	27		30		14	6	18
2019 Overall	6	30		29		12	7	17
2018 Overall	5	27		31		13	7	18
2017 Overall	5	26		30		14	7	19
2016 Overall	5	25		30		14	7	19
2015 Overall	5	28		31		12	6	17
2014 Overall	6	28		31		12	6	17
2013 Overall	5	29		32		12	5	17
2012 Overall	5	29		32		14	6	15
Metropolitan	6	28		29		12	6	19
Interface	5	26		30		14	7	19
Regional Centres	6	26		33		15	7	14
Large Rural	6	27		30		13	6	17
Small Rural	4	25		30		17	8	16
Men	6	28		29		14	7	15
Women	5	25		30		13	6	21
18-34	8	30		29		11	5	18
35-49	4	27		30		14	9	17
50-64	4	23		30		17	8	17
65+	6	26		31		13	5	18
	I	■ Very good	■ Good	Average	Poor	■Very po	oor	Can't say

2020 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: 22

Planning and building permits importance



2020 planning and building permits importance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
65+		76▲	75	75	75	74	74	74	74	74
Metropolitan		74▲	74	74	76	74	74	n/a	n/a	n/a
50-64		74▲	75	74	74	74	73	73	74	74
Women		73▲	73	73	74	74	73	74	73	73
Overall		71	71	71	72	71	71	71	71	71
35-49		71	72	71	72	71	72	72	72	72
Large Rural		71	71	70	72	70	71	n/a	n/a	n/a
Interface		71	71	71	69	69	69	n/a	n/a	n/a
Regional Centres		70	71	71	69	69	70	n/a	n/a	n/a
Men		70	70	69	70	69	69	69	69	69
Small Rural		68▼	70	68	68	71	70	n/a	n/a	n/a
18-34	6	5▼	66	64	66	67	66	66	65	66

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

Planning and building permits importance



2020 planning and building permits importance (%)

2020 Overall	27	38	25	6 <mark>1</mark> 3
2019 Overall	26	39	25	6 1 3
2018 Overall	26	39	25	6 2 2
2017 Overall	27	38	25	5 1 3
2016 Overall	26	39	25	6 2 3
2015 Overall	26	39	27	5 <mark>1</mark> 2
2014 Overall	25	41	25	5 1 3
2013 Overall	25	40	27	5 12
2012 Overall	25	41	25	5 1 3
Metropolitan	31	39	22	5 12
Interface	24	37	31	53
Regional Centres	26	36	27	6 1 3
Large Rural	25	39	26	5 2 3
Small Rural	21	39	27	8 3 3
Men	25	38	26	7 2 2
Women	28	38	25	5 1 3
18-34	19	33	36	9 12
35-49	27	39	26	6 21
50-64	32	38	22	4 <mark>1</mark> 2
65+	30	43	17	3 1 5
	Extremely importantNot that important		Fairly important Can't say	

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19

Planning and building permits performance



2020 planning and building permits performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	57▲	58	57	60	55	57	n/a	n/a	n/a
18-34	55▲	57	57	55	55	58	58	59	60
Metropolitan	54▲	53	51	49	50	53	n/a	n/a	n/a
Interface	51	55	54	46	46	49	n/a	n/a	n/a
Men	51	51	51	50	49	53	53	54	53
Overall	51	52	52	51	50	54	53	55	54
Women	51	52	52	51	52	54	54	55	54
35-49	51	51	50	49	48	53	51	54	51
65+	50	50	50	51	50	53	53	54	53
Large Rural	49▼	49	49	48	50	54	n/a	n/a	n/a
50-64	47▼	47	49	47	48	51	50	50	49
Small Rural	46▼	48	51	51	50	53	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months? Base: All respondents. Councils asked state-wide: 28 Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance



2020 planning and building permits performance (%)

2020 Overall	6	22	27		14	8	22
2019 Overall	6	24		26	13	9	22
2018 Overall	5	24	27		13	8	23
2017 Overall	5	23		27	14	9	23
2016 Overall	5	22	2	5	13	8	27
2015 Overall	6	25		28	12	6	23
2014 Overall	5	25		26	12	7	25
2013 Overall	6	26		27	12	6	23
2012 Overall	5	26		27	12	7	23
Metropolitan	6	25		28	12	7	23
Interface	5	23		26	12	9	25
Regional Centres	7	27		29		12 4	21
Large Rural	5	21		27	15	10	21
Small Rural	4	18	26		16	12	24
Men	6	24		27	15	9	19
Women	5	21		28	13	8	25
18-34	7	27		29		11 6	19
35-49	5	23		27	14	9	21
50-64	4	20	27		16	11	21
65+	6	19	26		14 8		26
		■ Very good	Good	Average	Poor	Very poor	Can't say

Environmental sustainability importance



2020 environmental sustainability importance (index scores) 2016 2015 2013 2012 Women 18-34 76▲ Metropolitan n/a n/a n/a

motropontan	10	10	1 4	10	7 4	1 4	n/u	n, a	n/a
35-49	75	74	73	73	72	73	72	71	71
Regional Centres	74	74	73	72	71	73	n/a	n/a	n/a
Overall	74	74	73	72	73	73	73	72	71
50-64	74	73	72	72	73	73	73	72	71
Interface	73	n/a	n/a	72	77	71	n/a	n/a	n/a
Large Rural	73	74	73	72	73	72	n/a	n/a	n/a
65+	72	72	71	70	71	70	70	70	69
Small Rural	70▼	72	70	70	74	77	n/a	n/a	n/a
Men	70	70	69	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: 25 Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

27



2020 environmental sustainability importance (%)

2020 Overall	34	37	20	5 21
2019 Overall	33	39	21	5 21
2018 Overall	31	39	23	5 <mark>2</mark> 1
2017 Overall	29	40	24	5 21
2016 Overall	30	40	21	6 <mark>2</mark> 1
2015 Overall	29	41	23	5 1 <mark>1</mark>
2014 Overall	29	40	24	5 21
2013 Overall	27	42	24	5 <mark>2</mark> 1
2012 Overall	26	41	24	6 <mark>2</mark> 1
Metropolitan	36	39	18	4 21
Interface	35	34	21	4 4 2
Regional Centres	34	37	21	5 2 <mark>1</mark>
Large Rural	33	37	22	5 2 <mark>1</mark>
Small Rural	28	37	22	7 31
Men	28	36	23	7 4 1
Women	40	38	17	3 <mark>1</mark> 1
18-34	38	36	21	4 2
35-49	36	36	20	5 3 1
50-64	35	36	20	6 3 <mark>1</mark>
65+	27	41	21	6 <mark>3</mark> 2
	Extremely importantNot that important	 Very important Not at all important Can't satisfies 		

Environmental sustainability performance

*



2020 environmental sustainability performance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan		62▲	64	64	64	64	65	n/a	n/a	n/a
65+		61▲	63	63	64	63	65	65	65	65
Men		61▲	62	63	64	62	64	64	64	64
Regional Centres		61	63	64	65	63	63	n/a	n/a	n/a
Large Rural		60	61	61	62	62	64	n/a	n/a	n/a
18-34		60	63	64	64	64	65	65	66	67
35-49		60	62	63	64	63	63	64	64	63
Overall		60	62	63	64	63	64	64	64	64
Women		59▼	62	63	63	63	64	64	64	65
50-64		57▼	59	61	62	61	62	62	62	62
Small Rural		57▼	59	62	63	61	63	n/a	n/a	n/a
Interface	Ę	56▼	60	64	62	60	63	n/a	n/a	n/a

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

Environmental sustainability performance



2

2020 environmental sustainability performance (%)

2020 Overall	10		33		33		10 3	11
2019 Overall	11		35		31		9 3	12
2018 Overall	10		37		30		8 2	12
2017 Overall	10		37		29		7 2	14
2016 Overall	11		36		30	8	3 3	13
2015 Overall	10		39		30		7 2	13
2014 Overall	11		39		29		6 2	12
2013 Overall	11		40		29		7 2	12
2012 Overall	11		39		29		7 2	12
Metropolitan	11		33		33		9 3	12
Interface	7	25			38	12	4	13
Regional Centres	10		35		34		9	4 8
Large Rural	10		35		29	1	2 4	4 10
Small Rural	8	31			34	12	5	10
Men	10		34		31		9 4	11
Women	9	3	2		34		11	3 10
18-34	10		33		36		10	3 8
35-49	9		36		31		11	4 9
50-64	8	30			33	13	4	12
65+	11		33		32	9	3	13
		Very good	Good	Average	Poor	Very poor	Ca	ın't say

Emergency and disaster management importance

1



2020 emergency and disaster management importance (index scores)

			2019	2018	2017	2016	2015	2014	2013	2012
Women		84▲	85	85	84	84	84	85	85	84
Interface		83▲	85	84	82	83	81	n/a	n/a	n/a
Small Rural		82	81	80	81	82	80	n/a	n/a	n/a
Large Rural		81	82	82	81	81	81	n/a	n/a	n/a
18-34		81	83	83	81	81	80	82	82	81
Regional Centres		81	81	82	80	80	81	n/a	n/a	n/a
Overall		80	81	81	80	80	80	80	80	80
50-64		80	81	80	80	80	80	80	80	80
35-49		80	81	81	78	80	79	79	79	79
65+		80	80	81	80	80	79	80	80	79
Metropolitan		78	79	80	77	76	77	n/a	n/a	n/a
Men	7	′7 ▼	77	77	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: 16 Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance



2020 emergency and disaster management importance (%)

2020 Overall	46		35	13 4 1 1
2019 Overall	47		35	13 <mark>3 1</mark> 1
2018 Overall	48		33	14 3 <mark>1</mark> 1
2017 Overall	45		34	14 <mark>4 1</mark> 1
2016 Overall	45		36	14 3 <mark>1</mark> 1
2015 Overall	44		35	15 4 <mark>1</mark> 1
2014 Overall	45		34	14 <mark>4 1</mark> 1
2013 Overall	46		34	14 <mark>4 1</mark> 1
2012 Overall	43		38	14 <mark>4 1</mark> 1
Metropolitan	41		35	16 5 2 2
Interface	51		33	11 2 <mark>1</mark> 1
Regional Centres	47		35	13 4 1
Large Rural	47		35	12 <mark>4 1</mark> 1
Small Rural	47		36	12 2 <mark>1</mark> 1
Men	39		36	16 <mark>6 2</mark> 1
Women	52		33	10 2 <mark>1</mark> 1
18-34	48		35	12 4 1
35-49	48		30	16 4 1
50-64	47		33	13 <mark>5</mark> 21
65+	41		40	13 3 2 3
	 Extremely important Not that important 	 Very important Not at all important 	■ Fairly important ■ Can't say	

Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	70▲	75	73	70	68	68	n/a	n/a	n/a
65+	70▲	73	72	72	71	71	72	71	71
Small Rural	70▲	72	72	72	71	70	n/a	n/a	n/a
Large Rural	69▲	72	71	70	70	71	n/a	n/a	n/a
Women	69▲	74	72	71	71	71	73	70	70
Overall	68	72	71	70	69	70	71	70	70
35-49	68	72	71	69	68	68	70	69	68
18-34	68	73	72	71	71	73	75	72	73
Men	68	71	70	69	68	69	70	69	69
Metropolitan	66▼	70	69	68	68	69	n/a	n/a	n/a
Interface	66▼	73	70	69	69	70	n/a	n/a	n/a
50-64	66▼	70	69	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: 23 Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance



ЪŢ.

2020 emergency and disaster management performance (%)

2020 Overall	17	36			22	52	19	
2019 Overall	20		38		18	4 2	19	
2018 Overall	18	3	9		19	4 2	18	
2017 Overall	17	37			19	4 2	21	
2016 Overall	17	36			19	4 2	21	
2015 Overall	17	39			19	52	18	
2014 Overall	20		38		18	4 2	18	
2013 Overall	19	3	7		20	52	17	
2012 Overall	19	3	38		20	5	2 16	
Metropolitan	10	31		23	3 1		31	
Interface	13	37			21	5 3	20	
Regional Centres	21		38		23		4 3	12
Large Rural	19	36)		22	6	2 16	
Small Rural	21		37		18	6	3 15	5
Men	16	37			21	53	18	
Women	17	35			22	52	19	
18-34	16	41			24		5 2	12
35-49	17	35			20	53	19	
50-64	15	32			23	6 3	20	
65+	18	33			20	4 2	23	
	■ Very	good Good	Average	F	oor V	ery poor	Can't say	

Planning for population growth in the area importance





		2019	2018	2017	2016	2015	2014	2013	2012
Interface	80▲	80	79	80	79	76	n/a	n/a	n/a
50-64	78▲	79	80	79	77	79	78	78	78
35-49	78▲	79	78	78	77	78	78	77	77
Regional Centres	77	75	75	75	76	76	n/a	n/a	n/a
Women	77	78	79	78	77	77	77	77	77
65+	77	76	77	77	75	75	75	74	75
Overall	76	77	77	76	76	75	75	75	75
Metropolitan	75	77	78	75	75	74	n/a	n/a	n/a
Men	75	75	76	75	74	73	73	73	73
Large Rural	75	77	78	78	74	74	n/a	n/a	n/a
18-34	73▼	74	74	73	74	70	70	71	73

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

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Planning for population growth in the area importance



2020 population growth importance (%)

2020 Overall	37	37	19	5 1 <mark>1</mark>
2019 Overall	38	35	19	5 <mark>1</mark> 1
2018 Overall	39	36	18	4 <mark>1</mark> 1
2017 Overall	36	38	19	4 <mark>1</mark> 1
2016 Overall	35	37	20	5 12
2015 Overall	34	38	21	4 2 1
2014 Overall	33	38	21	5 12
2013 Overall	34	38	20	5 <mark>1</mark> 1
2012 Overall	34	39	19	5 <mark>1</mark> 1
Metropolitan	36	36	19	6 <mark>1</mark> 2
Interface	48	31	13	4 2 2
Regional Centres	37	40	18	4 1
Large Rural	34	38	21	5 <mark>1</mark> 1
Men	34	39	19	5 <mark>1</mark> 1
Women	39	36	18	4 <mark>1</mark> 1
18-34	30	39	23	6 <mark>1</mark> 1
35-49	42	35	18	5 1
50-64	41	37	16	3 <mark>1</mark> 1
65+	36	39	18	4 12
	 Extremely important Not that important 	 Very important Not at all important Can't say 	int	

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

Planning for population growth in the area performance



2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	57▲	62	62	62	59	61	n/a	n/a	n/a
18-34	54▲	57	56	57	55	60	59	59	58
Metropolitan	52	52	50	51	51	54	n/a	n/a	n/a
65+	52	52	51	52	52	54	55	55	52
Men	51	52	52	53	52	54	54	54	52
Overall	51	52	52	52	51	54	54	54	52
Women	51	52	52	52	51	55	55	54	52
35-49	49▼	49	51	50	49	51	52	51	48
50-64	47▼	49	50	49	48	50	51	50	49
Large Rural	47▼	49	48	48	47	50	n/a	n/a	n/a
Interface	46▼	48	49	50	55	57	n/a	n/a	n/a
Small Rural	44▼	51	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: 16 Note: Please see Appendix A for explanation of significant differences.

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Planning for population growth in the area performance





2020 population growth performance (%)

2020 Overall	7	23		30		17	8	14
2019 Overall	7	25		29		16	8	15
2018 Overall	8	24		30		16	8	14
2017 Overall	7	24		29		16	7	16
2016 Overall	6	23		30		16	8	16
2015 Overall	7	28		30)	14	6	15
2014 Overall	7	28		30		15	6	15
2013 Overall	7	26		31		14	6	17
2012 Overall	6	25		31		16	7	14
Metropolitan	6	22		31		15	7	19
Interface	6	19		29		19	13	15
Regional Centres	12	2	8		29		15	5 11
Large Rural	6	20		31		19	11	13
Small Rural	4	21		25		27	12	11
Men	7	23		30		17	9	13
Women	7	22		30		17	8	15
18-34	9	26		3	1		17	7 10
35-49	6	24		29		18	11	13
50-64	6	18		32		20	9	16
65+	7	21		29		16	7	19
		■ Very good	Good	Average	Poo	r V ery	poor	Can't say

Roadside slashing and weed control importance



2020 roadside slashing and weed control importance (index scores)

-		2019	2018	2017	2016	2015	2014	2013	2012
50-64	82▲	78	78	78	76	76	78	78	74
65+	80▲	76	76	76	73	74	76	77	73
Women	80▲	76	76	76	75	75	78	77	74
Small Rural	80	76	76	76	n/a	77	n/a	n/a	n/a
Large Rural	78	76	75	75	75	74	n/a	n/a	n/a
Overall	78	74	73	74	73	73	75	74	71
35-49	76	75	73	73	74	75	76	76	71
Men	76▼	71	71	71	71	70	71	72	68
Interface	75	72	75	76	76	75	n/a	n/a	n/a
18-34	74▼	67	67	66	69	65	68	66	65

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 Appendix A for explanation of significant differences.

Roadside slashing and weed control importance





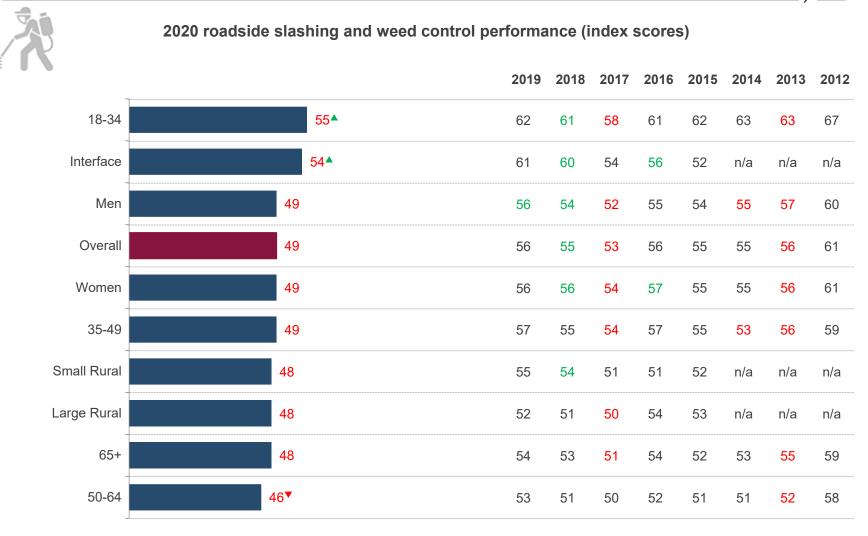
2020 roadside slashing and weed control importance (%)

2020 Overall	38	39	19 <mark>3</mark> 1
2019 Overall	30	41	24 4 1
2018 Overall	29	40	25 4 1
2017 Overall	30	40	25 4 <mark>1</mark> 1
2016 Overall	28	42	23 5 <mark>1</mark> 1
2015 Overall	28	40	26 <mark>5</mark> 1
2014 Overall	32	40	23 4 1
2013 Overall	30	42	24 4 1
2012 Overall	24	42	28 5 <mark>1</mark> 1
Interface	32	39	24 4 1
Large Rural	38	39	18 <mark>3</mark> 1
Small Rural	43	38	15 <mark>3</mark> 1
Men	35	39	22 4 1
Women	41	39	16 <mark>21</mark> 1
18-34	32	38	24 <mark>5</mark> 1
35-49	35	38	22 4
50-64	46	37	13 <mark>2</mark> 1
65+	40	42	15 <mark>2</mark> 1
	 Extremely important Not that important 	 Very important Fairly important Can't say 	ortant

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 6

Roadside slashing and weed control performance





Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 10 Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance



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2020 Overall	9	27		28			19	15	2			
2019 Overall	12		34		28		15	9	2			
2018 Overall	10	34			29			29		16	9	3
2017 Overall	10	31			27		18	11	3			
2016 Overall	11	34	4		28		15	9	3			
2015 Overall	10	32			30		16	9	2			
2014 Overall	11	32			28		17	10	3			
2013 Overall	11	3	5		28		16	8	2			
2012 Overall	14		38			28		12	5 3			
Interface	12	31			28		17	10	2			
Large Rural	8	27		27		20)	16	2			
Small Rural	9	24		31		1	9	15	3			
Men	9	27		29			18	15	2			
Women	9	27		28			20	14	3			
18-34	12	32	2		28		14	12	2			
35-49	8	29		27			20	15	2			
50-64	7	25		26		22		18	2			
65+	8	23		31		19	9	15	3			
		■ Very good	Good	Average	Poor	Ver	y poor	■Can't say				

2020 roadside slashing and weed control performance (%)

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 10

Maintenance of unsealed roads in your area importance



			2019	2018	2017	2016	2015	2014	2013	2012
Small Rural		83▲	82	84	81	81	82	n/a	n/a	n/a
50-64		82▲	81	82	81	80	80	80	82	81
Interface		81	81	81	79	79	78	n/a	n/a	n/a
35-49		81	80	79	78	78	79	80	82	80
Women		81▲	81	82	80	80	80	81	83	82
65+		80	79	80	79	79	78	77	80	79
Overall		80	80	80	79	79	78	78	81	80
Large Rural		79	79	78	77	78	76	n/a	n/a	n/a
Men		78▼	78	78	77	77	76	76	79	78
Regional Centres	7	′6▼	75	77	76	70	72	n/a	n/a	n/a
18-34	7	′6▼	78	79	76	78	76	77	80	79

2020 unsealed roads importance (index scores)

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

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Maintenance of unsealed roads in your area importance

2020 Overall 42 211 2019 Overall 41 2018 Overall 43 3 11 2017 Overall 39 3 11 2016 Overall 40 3 12 39 2015 Overall 3 11 2014 Overall 39 3 11 2013 Overall 44 2012 Overall 41 39 2 11 43 Interface **Regional Centres** 37 36 3 12 Large Rural 39 2 1**1** Small Rural 51 1 / Men 39 39 Women 44 18-34 34 23 3 11 35-49 46 34 21 50-64 48 34 211 65+ 39 212 Extremely important Very important Fairly important Not that important Not at all important Can't say

2020 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: 12

Maintenance of unsealed roads in your area performance





2020 unsealed roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	55▲	52	52	52	n/a	51	n/a	n/a	n/a
65+	46▲	46	44	45	45	46	48	48	50
18-34	45	45	44	45	46	48	46	47	48
Men	44	45	43	44	43	45	46	45	46
Overall	44	44	43	44	43	45	45	44	46
Women	43	43	42	43	43	45	45	43	46
Interface	43	50	48	45	44	47	n/a	n/a	n/a
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
35-49	43	43	43	44	42	44	45	42	44
Large Rural	42▼	41	41	42	43	44	n/a	n/a	n/a
50-64	41▼	42	40	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: 24 Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance



2020 Overall	5	20	30	21	17	6
2019 Overall	5	21	30	22	16	7
2018 Overall	5	19	28	24	17	7
2017 Overall	5	21	28	23	16	7
2016 Overall	5	20	29	22	16	7
2015 Overall	5	22	30	22	15	7
2014 Overall	5	22	30	22	14	7
2013 Overall	6	20	29	24	16	4
2012 Overall	7	22	29	21	15	7
Interface	5	21	25	23	17	9
Regional Centres	9	29	30	15	7	10
Regional Centres Large Rural	9 5	29 19	30 29	21 21	7 19	10 6
					7 19 17	
Large Rural	5	19	29	21		6
Large Rural Small Rural	5	19 19	29 31	21 23	17	6 5
Large Rural Small Rural Men	5 5 6	19 19 22	29 31 30	21 23 20	17 17	6 5 6
Large Rural Small Rural Men Women	5 5 6 5	19 19 22 19	29 31 30 30	21 23 20 22	17 17 16	6 5 6 7
Large Rural Small Rural Men Women 18-34	5 5 6 5 6	19 19 22 19 22	29 31 30 30 30	21 23 20 22 21	17 17 16 17	6 5 6 7 4
Large Rural Small Rural Men Women 18-34 35-49	5 5 6 5 6 6	19 19 22 19 22 22 22	29 31 30 30 30 26	21 23 20 22 21 23	17 17 16 17 19	6 5 6 7 4 4

2020 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: 24

Business and community development importance





2020 business/community development importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
71▲	72	71	73	n/a	n/a	n/a	n/a	n/a
71▲	69	68	69	69	69	69	n/a	n/a
71▲	71	70	71	72	71	71	n/a	n/a
70	71	70	71	73	70	71	n/a	n/a
69	69	69	70	70	69	69	n/a	n/a
69	67	66	68	67	68	68	n/a	n/a
69	67	68	67	69	67	n/a	n/a	n/a
68	70	69	70	71	72	n/a	n/a	n/a
68	67	68	69	69	67	67	n/a	n/a
68	70	70	72	72	69	70	n/a	n/a
68	70	n/a	n/a	n/a	71	n/a	n/a	n/a
	71▲ 71▲ 70 69 69	71^{4} 72 71^{4} 69 71^{4} 71 70 71 69 69 69 69 69 67 68 70 68 70 68 70	71^{1} 72 71 71^{1} 69 68 71^{1} 71 70 71^{1} 71 70 70 71 70 69 69 69 69 67 66 69 67 68 68 70 69 68 70 70	71^{4} 72 71 73 71^{4} 69 68 69 71^{4} 71 70 71 70 71 70 71 69 69 69 69 69 67 66 68 70 69 68 67 68 69 67 68 68 70 71	71^{1} 72 71 73 n/a 71^{1} 69 68 69 69 71^{1} 71 70 71 72 70 71 70 71 73 69 69 69 69 70 70 69 69 67 66 68 67 69 67 68 67 69 68 70 69 70 71 68 67 68 69 69 68 70 70 72 72 72 72	71▲ 72 71 73 n/a 71▲ 69 68 69 69 71▲ 70 71 72 71 71▲ 70 71 72 71 70▲ 71 70 71 72 71 70↓ 71 70 71 73 70 70↓ 71 70 71 72 71 70↓ 70 71 70 71 73 70 70↓ 70↓ 70 71 73 70 71 69↓ 69↓ 69 69 70 70 69 69↓ 67 68 67 68 67 69 67 68↓ 67 68 69 69 67 68 69 69 67 68↓ 67 68 67 68 69 69 67 68↓ 70 70 72 72 69	71 ^A 72 71 73 n/a n/a 71 ^A 69 68 69 69 69 71 ^A 71 70 71 72 71 73 71 ^A 71 70 71 72 71 71 72 71 ^A 71 70 71 72 71 71 73 70 71 70 71 70 71 73 70 71 73 70 71 69 69 69 69 70 70 69 69 69 69 67 66 68 67 68 68 68 69 67 68 67 69 67 n/a 68 70 69 70 71 72 n/a 68 67 68 69 69 67 67 68 70 70 72 72 69 70	71 ^A 72 71 73 n/a n/a n/a 71 ^A 69 68 69 69 69 69 69 n/a 71 ^A 70 71 72 71 73 n/a n/a n/a 71 ^A 69 68 69 69 69 69 69 n/a 71 ^A 71 70 71 72 71 73 70 71 n/a 70 71 70 71 73 70 71 n/a 69 69 69 69 70 71 73 70 71 n/a 69 69 69 69 70 70 69 68 n/a 69 67 68 67 69 67 n/a n/a 68 70 69 70 71 72 n/a n/a 68 67 68 69 69 67 67 68 69 69 70 71 72

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

Business and community development importance





2020 business/community development importance (%)

2020 Overall	21	41	30	5 <mark>2</mark> 1
2019 Overall	21	41	31	5 <mark>1</mark> 1
2018 Overall	21	40	31	5 <mark>1</mark> 1
2017 Overall	21	43	28	5 <mark>1</mark> 1
2016 Overall	22	43	27	4 <mark>1</mark> 2
2015 Overall	20	42	31	5 <mark>1</mark> 1
2014 Overall	20	45	27	5 <mark>1</mark> 1
Interface	19	43	30	5 <mark>1</mark> 1
Regional Centres	24	42	28	<mark>4</mark> 1
Large Rural	20	41	32	5 <mark>1</mark> 1
Small Rural	23	37	31	5 <mark>4</mark> 1
Men	21	39	30	6 <mark>2</mark> 1
Women	22	43	30	4 <mark>1</mark> 1
18-34	20	38	35	5 <mark>1</mark> 1
35-49	22	42	30	<mark>4</mark> 1
50-64	25	40	28	5 <mark>1</mark> 1
65+	20	44	26	5 3 2
	 Extremely important Not that important 	Very importantNot at all important	Fairly importantCan't say	

Business and community development performance



2020 business/community development performance (index scores)

_			2019	2018	2017	2016	2015	2014	2013	2012
18-34		63▲	64	62	62	63	64	65	n/a	n/a
Interface		60	64	63	59	58	63	n/a	n/a	n/a
Large Rural		60	59	58	59	58	60	n/a	n/a	n/a
Women		60	62	61	60	60	61	63	n/a	n/a
65+		59	61	60	61	59	61	62	n/a	n/a
Overall		59	61	60	60	60	60	62	n/a	n/a
Regional Centres		58	61	55	58	61	54	n/a	n/a	n/a
Men		58	60	59	59	59	59	60	n/a	n/a
35-49		57▼	60	60	59	59	59	60	n/a	n/a
Small Rural		57▼	60	61	65	62	61	n/a	n/a	n/a
50-64	5	5▼	58	56	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 Appendix A for explanation of significant differences.

Business and community development performance





2020 business/community development performance (%)

2020 Overall	8	33				32		10	4	14
2019 Overall	8	3	5			31		9	3	13
2018 Overall	7	34				30		10	3	15
2017 Overall	7	33				32		9	3	16
2016 Overall	7	33				29		10 3	3	17
2015 Overall	8	34	1			31		9	3	15
2014 Overall	8	3	5			30		8	2	17
Interface	7	34				31		9	2	17
Regional Centres	9	31				33		11	5	11
Large Rural	8	33				32		10	3	14
Small Rural	6	36				32		9	7	10
Men	8	32				32		10	5	13
Women	7	35				32		9	3	14
18-34	11		38				32		8	2 9
35-49	6	36				31		11	5	11
50-64	6	29			33			13	5	14
65+	7	31				32		9 3		19
	1	■ Very good	Good	■A	verage	Poor	■Ve	ry poor	Can'	tsay

Tourism development importance





2020 tourism development importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	67▲	69	71	70	n/a	64	n/a	n/a	n/a
65+	65▲	61	62	64	64	67	66	n/a	n/a
50-64	64▲	61	63	63	64	67	65	n/a	n/a
Women	64▲	62	63	63	65	66	67	n/a	n/a
Overall	62	59	61	62	63	65	65	n/a	n/a
Large Rural	62	60	62	63	67	67	n/a	n/a	n/a
35-49	61	60	62	62	64	65	64	n/a	n/a
Men	60▼	57	60	61	62	63	63	n/a	n/a
Small Rural	58▼	64	n/a	n/a	n/a	72	n/a	n/a	n/a
18-34	58▼	56	59	59	62	59	63	n/a	n/a
Interface	51	48	51	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: 9 Note: Please see Appendix A for explanation of significant differences.

Tourism development importance



2020 Overall 16 3 1 2019 Overall 14 31 4 1 2018 Overall 16 3 1 2017 Overall 16 3 1 18 2016 Overall 3 1 2015 Overall 19 3 1 2014 Overall 18 21 3 Interface 21 6 8 **Regional Centres** 21 21 21 Large Rural 15 Small Rural 14 6 1 15 Men 4 1 Women 16 21 18-34 13 3 1 35-49 15 3 1 50-64 19 34 3 1 65+ 3 2 17 Extremely important Very important Fairly important Not that important Not at all important Can't say

2020 tourism development importance (%)

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

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Tourism development performance





2020 tourism development performance (index scores)

		20	019	2018	2017	2016	2015	2014	2013	2012
Small Rural	63	6	6	67	67	64	63	n/a	n/a	n/a
Women	63	6	64	64	64	64	64	66	n/a	n/a
Regional Centres	63	7	0	64	65	71	67	n/a	n/a	n/a
18-34	63	6	3	64	64	64	64	64	n/a	n/a
65+	63	6	64	64	63	62	65	66	n/a	n/a
Overall	62	6	3	63	63	63	63	64	n/a	n/a
Large Rural	62	6	51	61	65	64	66	n/a	n/a	n/a
35-49	62	6	3	62	63	63	61	62	n/a	n/a
50-64	61	6	62	60	61	60	62	64	n/a	n/a
Men	61	6	62	61	61	62	62	62	n/a	n/a
Interface	59▼	5	8	61	56	56	53	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: 14 Note: Please see Appendix A for explanation of significant differences.

Tourism development performance



2020 Overall 2019 Overall 2018 Overall 2017 Overall 2016 Overall 2015 Overall 2014 Overall Interface **Regional Centres** Large Rural Small Rural Men Women 18-34 35-49 50-64 65+ Very good Good Average Poor Very poor Can't say

2020 tourism development performance (%)

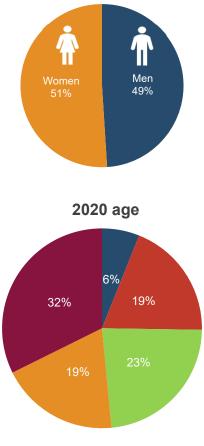
Detailed demographics



Gender and age profile



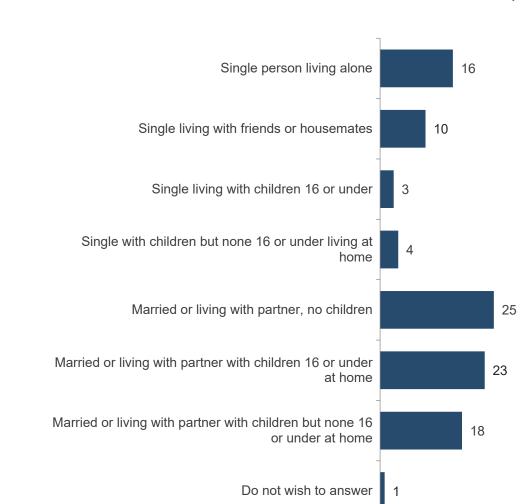
2020 gender



■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked state-wide: 62 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.

W



2020 household structure (%)

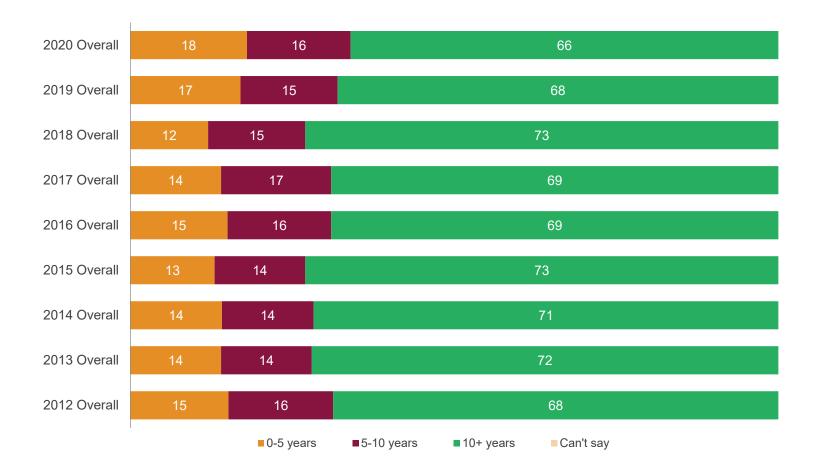
S6. Which of the following BEST describes your household? Base: All respondents. Councils asked state-wide: 10

Household structure

J00858 Community Satisfaction Survey 2020 - State-wide



Years lived in area

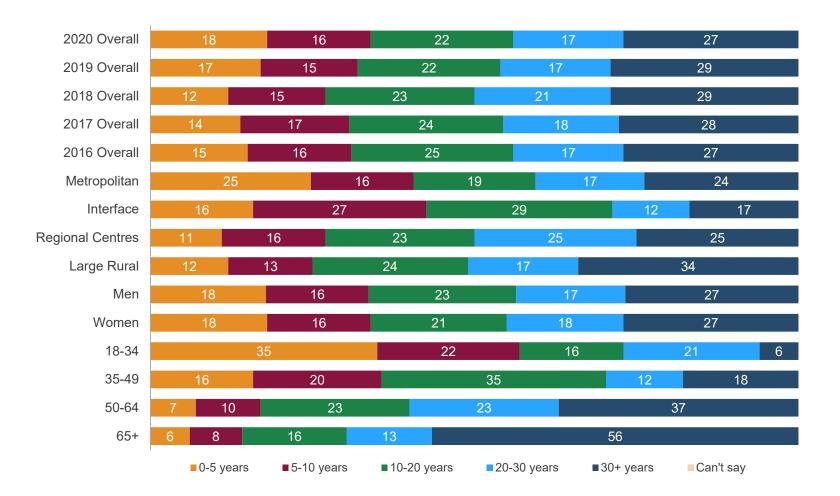


2020 years lived in area (%)

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: 11



Years lived in area



2020 years lived in area (%)

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

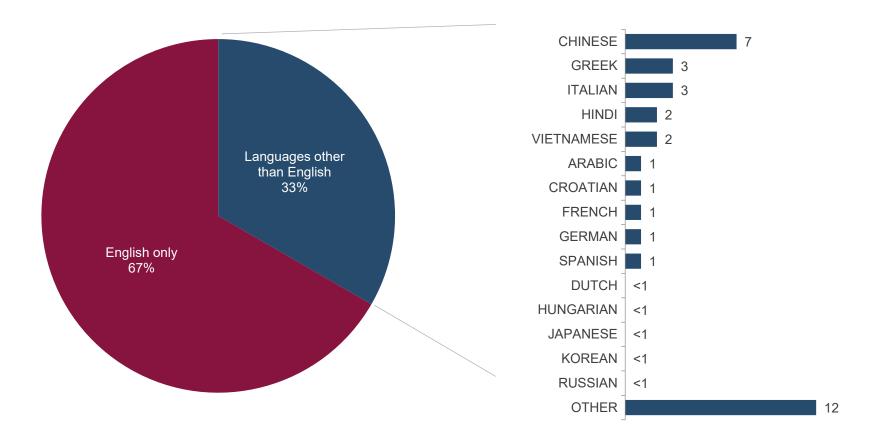
Base: All respondents. Councils asked state-wide: 11

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.

Languages spoken at home



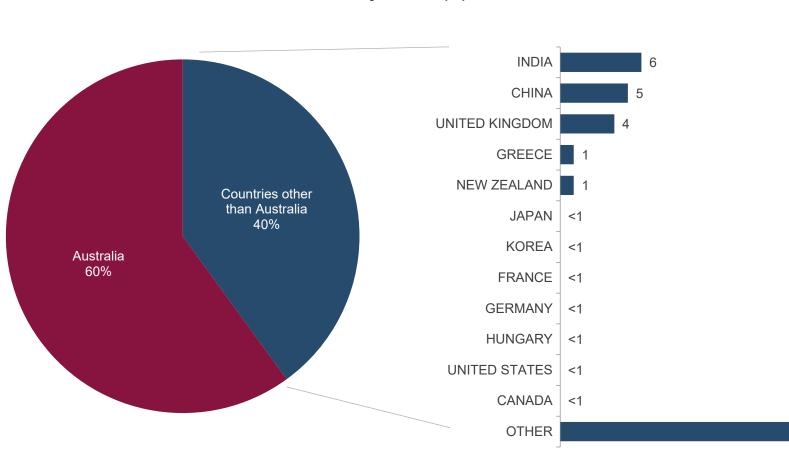
2020 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home? Base: All respondents. Councils asked state-wide: 7 Note: Respondents could name multiple languages so responses may add to more than 100%

Country of birth

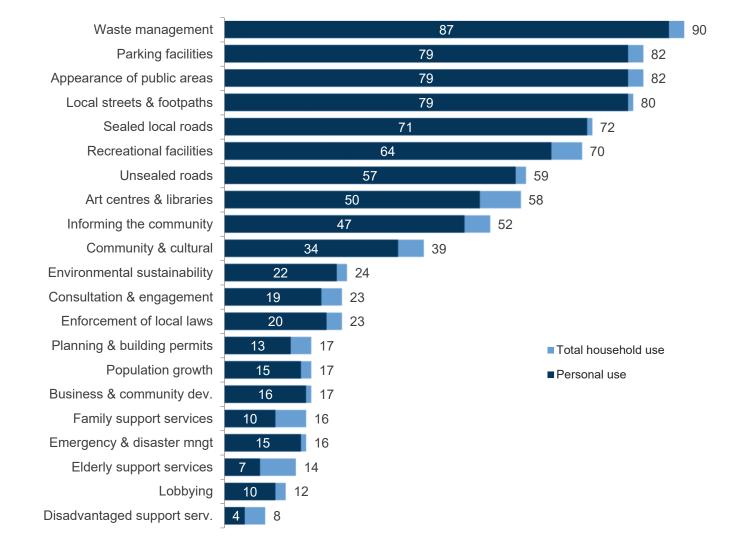




2020 country of birth (%)

17

Personal and household use and experience of council services



2020 personal and household use and experience of services (%)

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

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey was n=26,923. 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=26,923 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 for demographic sub samples are listed in the table below, based on a total population of 3,747,200 people aged 18 years or over across the State, according to ABS estimates.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	26,923	24,800	+/-0.6
Men	12,646	12,242	+/-0.9
Women	14,277	12,558	+/-0.8
Metropolitan	6,510	5,600	+/-1.2
Interface	2,502	2,000	+/-2.0
Regional Centres	3,203	3,200	+/-1.7
Large Rural	7,504	6,800	+/-1.1
Small Rural	7,204	7,200	+/-1.2
18-34 years	2,934	6,346	+/-1.8
35-49 years	5,502	5,753	+/-1.3
50-64 years	6,946	4,787	+/-1.2
65+ years	11,541	7,915	+/-0.9

Appendix A: Significant difference reporting notation



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

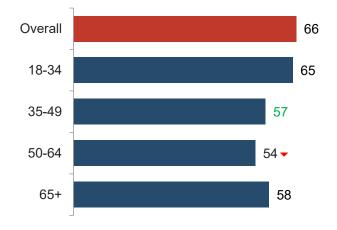
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Overall' result for the State for that survey question for that year. In the example below:

• The result among 50-64 year olds is significantly <u>lower</u> than the overall result.

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

• The result among 35-49 year olds is significantly higher than the result achieved among this group in 2019.

Overall Performance – Index Scores (example extract only)



Appendix A: Index score significant difference calculation



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

Z Score = (\$1 - \$2) / Sqrt ((\$5² / \$3) + (\$6² / \$4)) Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information



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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

Appendix B: Survey methodology and sampling



The 2020 results are compared with previous years, as detailed below:

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

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

Survey sample matched to the demographic profile of each council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents, particularly younger people.

A total of n=26,923 completed interviews were achieved across the state. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.

Appendix B: Analysis and reporting



In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings, 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 2012-2020 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

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

Non-participating councils: Ballarat, Bayside, Darebin, East Gippsland, Greater Shepparton, Hobsons Bay, Hume, Maribyrnong, Melton, Monash, Moonee Valley, Moreland, Nillumbik, South Gippsland, Towong, Wyndham, and Yarra.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

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

Appendix B: Core, optional and tailored questions



Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

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

Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

Councils also had the ability to ask tailored questions specific only to their council. Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State Government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

http://www.delwp.vic.gov.au/localgovernment/strengthening-councils/council-communitysatisfaction-survey.



Appendix B: Glossary of terms



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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

Highest / lowest: The result described is the highest or lowest result across a particular demographic subgroup 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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