LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

2018 STATE-WIDE RESEARCH REPORT

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

ARCH

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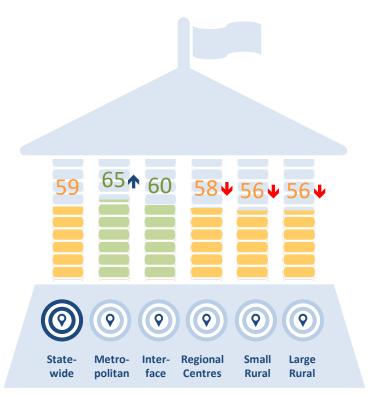
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COUNCIL PERFORMANCE - AT A GLANCE





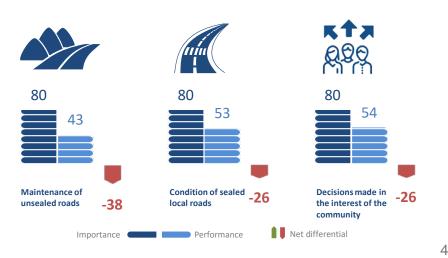
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey.

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

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations. The main objectives of the survey are to assess Statewide performance overall across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



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

Survey sample matched to the demographic profile of each council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within councils, particularly younger people.

A total of n=26,814 completed interviews were achieved overall. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018. The 2018 results are compared with previous years, as detailed below:

- 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.

SURVEY METHODOLOGY AND SAMPLING



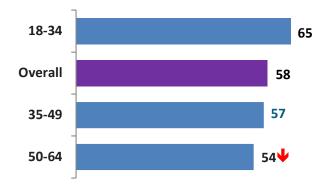
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in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

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. Therefore in the example below:

• The result among 35-49 year olds is significantly higher than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION



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

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

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

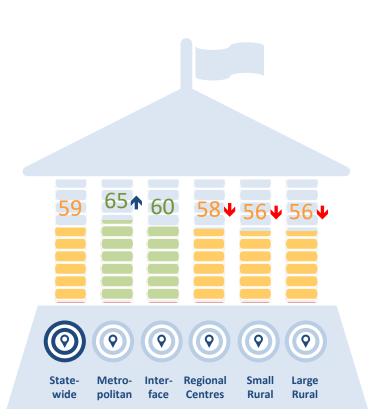
KEY FINDINGS & RECOMMENDATIONS



OVERALL PERFORMANCE

The average **overall performance index score of 59** for councils State-wide is in line with both the 2016 and 2017 result, though it remains just lower than the peak index score of 61 in 2014.

- Councils in the Metropolitan group (index score of 65) perform significantly higher (at the 95% confidence interval) than the average for councils State-wide on the measure of overall performance. Conversely, average ratings for councils in the Small Rural, Large Rural and Regional Centres groups are significantly lower than the State-wide average (index scores of 56, 56 and 58 respectively).
- The youngest (aged 18 to 34 years) resident cohort has significantly more favourable impressions of council performance overall than the State-wide average (index score of 62). Those aged 35 to 64 years are significantly less favourable (index score of 57 among those aged 35 to 49 years and 54 among those aged 50 to 64 years).
- Women (index score of 59) and residents aged 50+ years (index score of 54 among those aged 50 to 64 years and 59 among those aged 65+ years) rate overall performance a *significant* one index point lower than in 2017. Overall performance ratings among these cohorts have declined a total of three index points each since 2014/2015.



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

ESEARCH

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of overall State-wide ratings for core performance measures (as shown on page 22) shows that **performance ratings are largely stable** compared to State-wide results in 2017. Average ratings for councils State-wide stayed the same on five of the seven measures, the other two measures moving by only index point.

- In addition to overall performance, ratings for sealed local roads (index score of 53), consultation and engagement (index score of 55), community decisions (index score of 54), and advocacy (index score of 54) remain unchanged from 2017.
- State-wide average ratings for customer service increased in the past year (index score of 70, one point higher than 2017).
- State-wide average ratings for overall council direction decreased in the past year (index score of 52, one point lower than 2017).

Core performance measures are all lower (by one to three points) than previously achieved peak ratings. With an index score of 54, **community decisions** is three index points lower than the peak rating achieved on this measure in 2014. **Council direction** is only one index point lower than its highest rating, which was last achieved in 2017. (All other core measures are two points lower than peak ratings.)

Council direction (index score of 52) comprises the only core measure to decline in the past year.

- In the past year, a rating decline on the measure of council direction were *significant* among residents aged 50+ years.
- Ratings for overall council direction are significantly lower than the State-wide average for councils in the Small Rural group (index score of 50). Ratings are significantly higher for councils in the Metropolitan group (index score of 54).

Average ratings on **core measures** for councils in the Metropolitan group are *significantly higher* than average for councils State-wide, while ratings for councils in the Small Rural group are *significantly lower*. This pattern is consistent across all core measures. Average ratings for councils in the Large Rural group are also *significantly lower* on core measures with the exception of **overall council direction**.

CUSTOMER CONTACT AND SERVICE



Three in five (62%) residents State-wide have had recent contact with their council. Contact with councils increased significantly by three percentage points since 2017 (59% in 2017).

- The main methods of contacting councils remain by telephone and in person (36% and 30% respectively). This pattern has not changed over time, with telephone used more often than in person contact, though the gap between the two widened slightly in the past year. These methods of contact remain well ahead of email (18%).
- Council residents aged 35 to 49 years have had the most contact with their local councils (68%), while residents aged 18 to 34 years have had the least contact (55%).

The customer service index score of 70 is a positive result for councils State-wide. Customer service is one of the highest performing areas (it is the highest performing core measure), and perceptions of councils' customer service increased by one index point since 2017.

- Almost one third (31%) of Victorians rate councils' customer service as 'very good', with a further 36% rating customer service as 'good'.
- Customer service ratings for councils in the Metropolitan group and Regional Centres, as well as ratings among women and residents aged 65+ years (index scores of 72 for/among each group), are significantly higher than the overall average for councils State-wide.
- Men and residents aged 35 to 49 and 50 to 64 years are significantly less favourable in their impressions of councils' customer service (index scores of 68, 68, and 69 respectively).
- Among male residents (index score of 68), perceptions of councils' customer service increased significantly by two index points since 2017, notwithstanding lower than average ratings among this group.
- Councils in the Small Rural and Large Rural groups (index scores of 69 and 67 respectively) also perform *significantly lower* in the area of customer service than other groups.

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CUSTOMER CONTACT AND SERVICE [CONT'D]



- Among those whose most recent contact with their council was in writing, customer service index scores have increased significantly in the last 12 months (index score of 65, four points higher than 2017).
- Conversely, among those whose most recent contact with their council was in person (index score of 74, down two points from 2017) or by telephone (index score of 71, down two points from 2017), customer service index scores have declined significantly in the last 12 months.

Newsletters, sent via mail (32%) or email (26%), are the preferred methods for councils to inform residents about news, information and upcoming events. The gap between mail and email preferences has narrowed over time.

Preference for receiving information via email has increased steadily (from 18% in 2012), while preference for mailed communications has declined (from 42%) since 2012.

- Residents aged 50 years or younger divide virtually equally in their preference for a newsletter via mail (30%) versus email (28%). Older residents (aged 50+ years) exhibit a greater – though dwindling – preference for receiving a newsletter in the mail (33%) to email (25%).
- The popularity of text messaging has increased to 8% in 2018 from 2% in 2012. Gains have occurred largely among residents aged under 50 years of age (12% in 2018, 8% in 2017, 3% in 2012).

AREAS WHERE COUNCIL IS PERFORMING WELL



Art centres and libraries continues to be the area where councils perform most strongly (index score of 74). Overall performance State-wide increased in this area by one index point from 2017, building on last year's one-point increase.

- Two-thirds of residents (67%) rate councils' performance in this area as 'very good' or 'good'.
- It is however considered one of the least important service areas (importance index score of 65).

Another area where councils Overall are well regarded is the appearance of public areas. With a performance index score of 71, this service area is rated second highest. Ratings in this area have not changed since 2016.

- Seven in ten residents (69%) rate councils' performance in this area as 'very good' or 'good'.
- Parks and gardens (12%) and public areas (5%) are among the frequently mentioned best things about living in Victoria's councils.
- While not the most important council service, the appearance of public areas is still considered an important council responsibility by residents Statewide (importance index score of 74).

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

- Three in five residents (57%) rate councils' performance in the area of emergency and disaster management as 'very good' or 'good' compared to only 6% who rate it as 'poor' or 'very poor'. A further one in five (19%) provide 'average ratings' and 18% 'can't say'.
- This service area also has the highest importance score (importance index of 81).

Ratings for Regional Centres and councils in the Metropolitan group are *significantly higher* than the averages for councils State-wide in the areas of art centres and libraries and the appearance of public areas, while in the Large Rural group they are *significantly lower* on these measures. In the case of emergency and disaster management, councils in the Regional Centres group continue to rate *significantly higher* than the average for councils State-wide, but in this case, councils in the Metropolitan group rate *significantly lower*.

AREAS WHERE COUNCIL IS PERFORMING WELL [CONT'D]



In addition to increases on the measures of art centres and libraries and emergency and disaster management, State-wide averages for councils increased by one to two index points since 2017 in the areas of local streets and footpaths, parking facilities, slashing and weed control, town planning policy, and planning and building permits.

AREAS IN NEED OF ATTENTION



The most significant decline in 2018 was a twopoint decline on the measure of traffic management (index score of 57). Councils' performance in this area is at the lowest level recorded (noting that only a subset of councils measure this service).

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

Performance index scores for six other measures declined by a significant one index point in the past year. Impressions of waste management, recreational facilities, family support services, environmental sustainability, business/community development/tourism, traffic management, and unsealed roads all declined State-wide since 2017.

Waste management and recreational facilities remain top rated services. **Roads** remain a priority area for residents, with **sealed local roads** (importance index score of 80, performance index score of 53) and **unsealed roads** (importance index score of 80, performance index score of 43) rating among the most important service areas. However, with a performance index score of 43, **the maintenance of unsealed roads is the lowest rated service area**. Furthermore, **sealed roads** is the lowest rated *core* measure for councils State-wide.

- Two in five residents (41%) rate Council performance in the area of unsealed roads as 'very poor' or 'poor'.
- Almost one in five (17%) council residents Statewide mention sealed road maintenance as their council area most in need of improvement.
- Councils in the Small and Large Rural groups rate on average *significantly lower* on both measures than councils State-wide, while councils in the Interface group rate *significantly higher*.

FURTHER INSIGHTS



If forced to choose, more residents prefer to see service cuts (48%) to maintain council rates at current levels over rate rises (32%) to improve local services.

Over time, preference has been shifting toward 'service cuts'. In 2012, 44% of residents claimed to prefer service cuts to maintain council rates at current levels. The proportion of residents preferring service cuts has been trending up over time to 50% in 2017 and 48% in 2018. This contrasts with the 40% of residents who in 2012 had a preference for rate rises to improve local services (compared to 32% currently).

Residents are almost three times as likely to 'definitely prefer service cuts' (24%) as they are to 'definitely prefer rate rises' (9%). However, the proportion of residents who 'definitely prefer service cuts' has trended downwards over the past few years (from 28% in 2016). On balance, more residents agree that the direction of councils' overall performance has improved over the last 12 months (19%) compared to the proportion who believe it has deteriorated (15%), though 44% still believe there is 'a lot' of room for improvement.

Further, residents State-wide are also more likely to agree that councils are heading in the 'right' direction (64%) than the 'wrong' direction (25%) (asked of a subset of councils).

FOCUS AREAS FOR COMING 12 MONTHS



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

- Unsealed roads (margin of 38 points)
- > Sealed local roads (margin of 26 points)
- Making community decisions (margin of 26 points)
- > **Population growth** (margin of 25 points)
- Local streets and footpaths (margin of 20 points).

Consideration should also be given to Large Rural councils and residents aged 50 to 64 years, who appear to be most driving negative opinion in 2018.

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

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 and 65+ years and Metropolitan councils, and use these lessons to build performance experience and perceptions in other areas.

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SNAPSHOT OF KEY FINDINGS



Higher results in 2018 (Significantly <u>higher</u> result than 2017)	 Customer service Art centres and libraries Emergency and disaster Management Local streets and footpaths Parking facilities Slashing and
Lower results in 2018 (Significantly <u>lower</u> result than 2017)	 Council direction Waste management Recreational facilities Family support services Environmental sustainability Business/ Community Herein and the services Community Community Community
Most favourably disposed towards Council	 Aged 65+ years Aged 18 to 34 years Metropolitan councils
Least favourably disposed towards Council	 Aged 50-64 years Large Rural councils

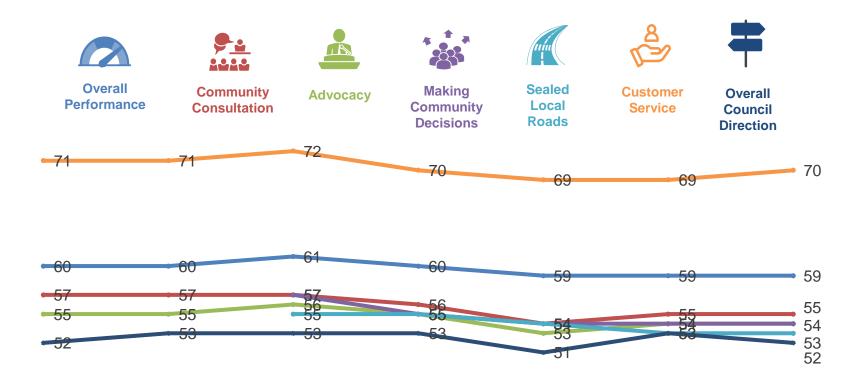
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SUMMARY OF FINDINGS



2018 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS





2012 2013 2014	0045 0040	0047	0040
2012 2013 2014	2015 2016	2017	2018

2018 SUMMARY OF CORE MEASURES Detailed analysis

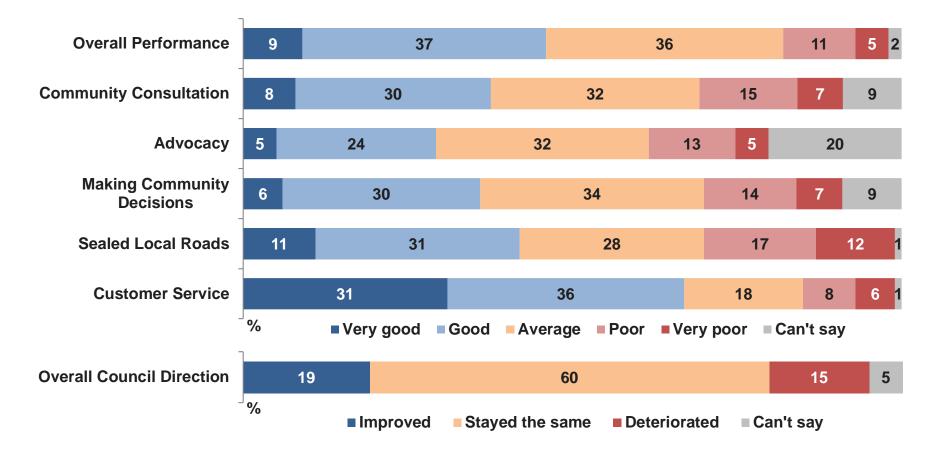


Performance Measures	Overall 2018	Overall 2017	Highest score	Lowest score
OVERALL PERFORMANCE	59	59	Metropolitan	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	55	55	Aged 18-34 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	54	54	Aged 18-34 years	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	54	54	Metropolitan	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	53	53	Metropolitan	Large Rural
CUSTOMER SERVICE	70	69	Metropolitan, Regional, Aged 65+, Women	Large Rural
OVERALL COUNCIL DIRECTION	52	53	Aged 18-34 years	Aged 50-64 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION Percentage results



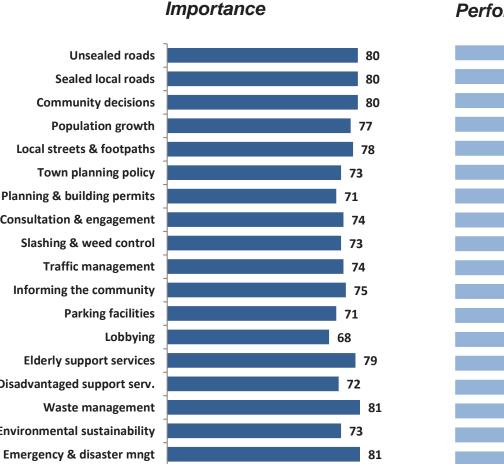


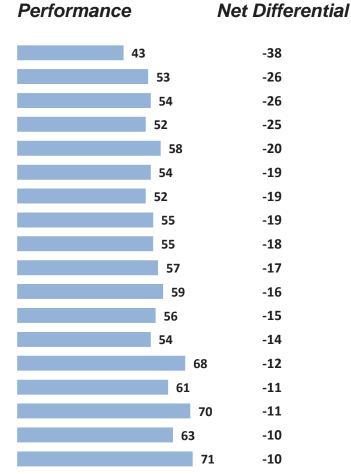


INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY IMPORTANCE VS PERFORMANCE

SRESEARCH

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





Local streets & footpaths **Planning & building permits Consultation & engagement** Slashing & weed control Informing the community **Elderly support services** Disadvantaged support serv. **Environmental sustainability**

2018 IMPORTANCE SUMMARY INDEX SCORES OVER TIME



			2017	2016	2015	2014	2013	2012
Emergency & disaster mngt		81	80	80	80	80	80	80
Waste management		81	79	80	79	79	79	78
Unsealed roads		80	79	79	78	78	81	80
Community decisions		80	79	80	80	79	n/a	n/a
Sealed local roads		80	78	78	76	77	n/a	n/a
Elderly support services		79	78	78	79	79	79	80
Local streets & footpaths		78	77	77	77	77	78	77
Population growth		77	76	76	75	75	75	75
Informing the community		75	74	76	75	75	75	75
Appearance of public areas		74	74	74	73	73	74	73
Traffic management		74	72	72	71	70	72	73
Consultation & engagement		74	74	75	74	74	73	73
Family support services		74	73	73	73	72	73	73
Slashing & weed control		73	74	73	73	75	74	71
Environmental sustainability		73	72	73	73	73	72	71
Recreational facilities		73	72	73	72	72	72	72
Town planning policy		73	72	73	72	72	73	72
Disadvantaged support serv.		72	71	73	73	72	73	73
Parking facilities		71	70	70	70	70	71	71
Planning & building permits		71	72	71	71	71	71	71
Enforcement of local laws		71	71	70	71	70	71	70
Business & community dev.		69	70	70	69	69	n/a	n/a
Lobbying		68	69	69	69	70	70	70
Bus/community dev./tourism		66	67	67	67	67	67	66
Art centres & libraries		65	64	66	65	66	66	66
Tourism development	6	1	62	63	65	65	n/a	n/a
Community & cultural	6	1	61	62	62	62	62	62

2018 Priority Area Importance

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Note: Please see page 6 for explanation of significant differences.

2018 IMPORTANCE SUMMARY Detailed percentages



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

Individual Service Areas Importance

42			43		13	1
38		44		15	2	
38		43		16	2 11	
48	3		33		14	3 11
39			42		15	2 2
43			38		15	3 11
35		L	13		18	31
39			36	18		4 11
32		41		22		4 1
26		46		2	4	2
31		40		22		5 11
25		46		25		31
30		40		24		4 11
30		40		23		5 12
31		39		23		5 2
29		40		25		4 1
27		41		24		4 12
27		40		24	4	4 1 3
27		39		27		6 11
26		39		25		22
27		37		27		6 21
23	3	-		27	8	
21	40)		31		5 11
21	36			31	9	21
16	39			34	9	21
16	32		35		13	31
12	34		40		10	21
Eairly important	Not that	important	Not at	all important		an't ca

Extremely important

Very important

Fairly important

Not that important

Not at all important

Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28

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2018 PERFORMANCE SUMMARY INDEX SCORES OVER TIME



			•	2017	2016	2015	2014	2013	2012
Art centres & libraries]		74	73	72	73	75	73	73
Appearance of public areas			71	71	71	72	72	71	71
Emergency & disaster mngt			71	70	69	70	71	70	70
Waste management	=		70	71	70	72	73	71	72
Recreational facilities			69	70	69	70	71	70	70
Community & cultural			69	69	69	69	70	69	68
Elderly support services			68	68	68	69	70	69	69
Family support services			66	67	66	67	68	67	67
Enforcement of local laws	=		64	64	63	66	66	65	65
Environmental sustainability	=		63	64	63	64	64	64	64
Tourism development			63	63	63	63	64	n/a	n/a
Disadvantaged support serv.		6	1	61	61	62	64	62	63
Bus/community dev./tourism		60		61	60	61	62	62	62
Business & community dev.		60)	60	60	60	62	n/a	n/a
Informing the community		59		59	59	61	62	61	60
Local streets & footpaths		58		57	57	58	58	58	57
Traffic management		57		59	59	60	60	60	58
Parking facilities		56		55	56	57	57	57	56
Slashing & weed control		55		53	56	55	55	56	61
Consultation & engagement		55		55	54	56	57	57	57
Lobbying		54		54	53	55	56	55	55
Town planning policy		54		53	52	54	55	55	54
Community decisions		54		54	54	55	57	n/a	n/a
Sealed local roads		53		53	54	55	55	n/a	n/a
Population growth		52		52	51	54	54	54	52
Planning & building permits		52		51	50	54	53	55	54
Unsealed roads	43			44	43	45	45	44	46

2018 Priority Area Performance

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Note: Please see page 6 for explanation of significant differences.

2018 PERFORMANCE SUMMARY DETAILED PERCENTAGES



Individual Service Areas Performance

Appearance of Waste Art centr Recreati Commun Emergency & Enforcement Tourism Local streets Informing th Environmental Traffic **Elderly** sup Pa **Bus/community** Slashing & Family sup Seal **Business & co Consultation &** Commu Town p Popul Disadvantaged Planning & bui U

of public areas	24	ļ			45				21		6	21
e management	24	1			45				18		7	3 2
tres & libraries	2	5			42				18	4 1	1	0
tional facilities	22			42					22	7	3	4
unity & cultural	17			42				25		5 2		9
k disaster mngt	18			39			1	19	4 2		18	
nt of local laws	12		39				25		8	3	12	
n development	12		37				26		11	3	11	L
ets & footpaths	14		34				28			14	7	2
the community	11		36				31			13	5	3
al sustainability	10		37				30		8	2	12	
c management	10		36				30		1	5	7	3
upport services	14		32			19		5 2		29		
arking facilities	9		35				31		1	5	8	2
y dev./tourism	10		33				31		10	4	12	
& weed control	10		34			2	9		16		9	3
upport services	11		31			21	4	2		32		
aled local roads	11		31			28			17		12	1
ommunity dev.	7	34	4			30			10	3	15	
& engagement	8	30				32			15	7		9
unity decisions	6	30				34			14	7		9
planning policy	5	27			31			13	7		18	
ulation growth	8	24			30			16	8		14	
d support serv.	6	25		23		6	2		38			
Lobbying	5	24			32			13	5	2	0	
uilding permits	5	24		27			13	8	3	23		
Unsealed roads	5	19		28			24			17		7
%		_										
	Very go	od	Good	Aver	age		Poor	V	ery poor		Can	't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 64

2018 IMPORTANCE SUMMARY By council group



Top Three Most Important Service Areas

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

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Emergency & disaster mngt Waste management Unsealed roads 	 Waste management Emergency & disaster mngt Community decisions 	 Traffic management Emergency & disaster mngt Waste management 	 Emergency & disaster mngt Sealed roads Community decisions 	 Sealed roads Unsealed roads Emergency & disaster mngt 	 Emergency & disaster mngt Waste management Community decisions

Bottom Three Least Important Service Areas

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

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Community & cultural Tourism development Art centres & libraries 	 Bus/community dev./tourism Community & cultural Slashing & weed control 	 Tourism development Community & cultural Bus/community dev./tourism 	 Community & cultural Art centres & libraries Lobbying 	 Community & cultural Art centres & libraries Traffic management 	 Community & cultural Art centres & libraries Tourism development

2018 PERFORMANCE SUMMARY By council group



Top Three Performing Service Areas

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

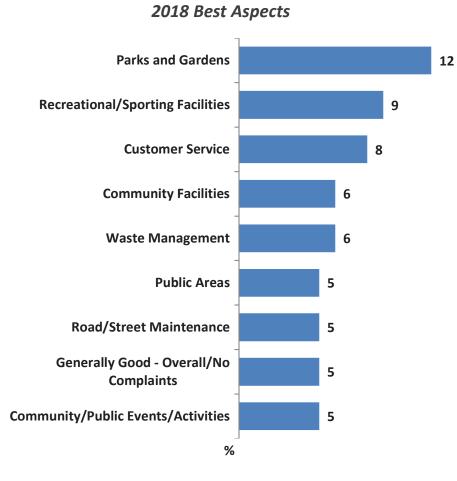
Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Art centres &	 Art centres &	 Art centres &	 Art centres &	 Art centres &	 Art centres &
libraries Appearance of	libraries Waste	libraries Emergency &	libraries Appearance of	libraries Emergency &	libraries Emergency &
public areas Emergency &	management Recreational	disaster mngt Recreational	public areas Emergency &	disaster mngt Appearance of	disaster mngt Appearance of
disaster mngt	facilities	facilities	disaster mngt	public areas	public areas

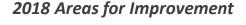
Bottom Three Performing Service Areas

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

Overall		Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Unsealed ro Planning per Population growth 	ermits	 Population growth Planning permits Town planning policy 	 Unsealed roads Population growth Traffic management 	 Parking facilities Community decisions Unsealed roads 	 Unsealed roads Sealed roads Planning permits 	 Unsealed roads Sealed roads Population growth

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES 2018 SERVICES TO IMPROVE DETAILED PERCENTAGES





SRESEARCH



Q16. Please tell me what is the ONE BEST thing about Overall? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether? Base: All respondents. Councils asked state-wide: 20

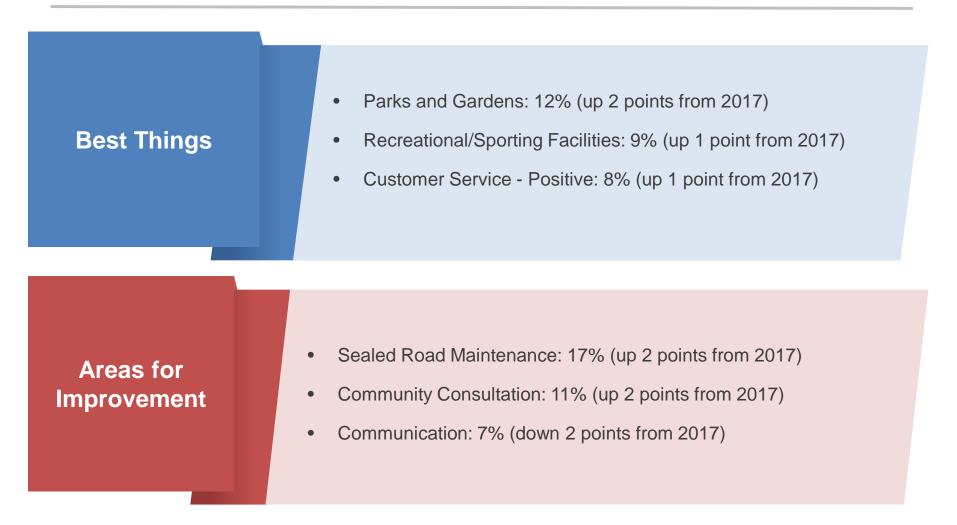
Q17. What does Overall MOST need to do to improve its performance?

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

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





REGRESSION ANALYSIS

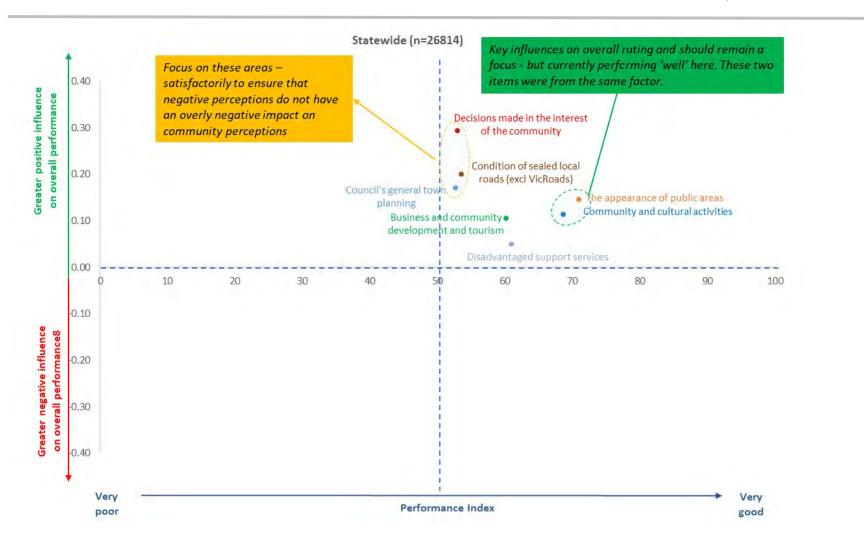


To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall performance) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, **we can test perceptions of council's overall performance to investigate which set of service areas are influencing respondents' opinions**. In the chart of the regression results overleaf, the horizontal axis represents the net council performance (total above average minus total below average) for each area of responsibility. Areas plotted on the rightside have a higher net performance than those on the left.

The vertical axis represents the Standardised Beta Coefficient from the linear regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance. Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

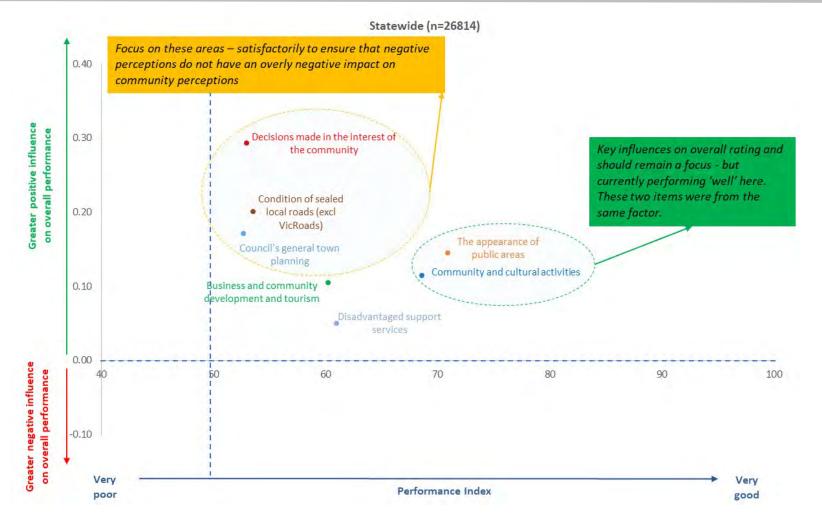


The 27 performance questions were analysed using Exploratory Factor Analysis to determine the factors or 'themes' to emerge from the questions. Service areas with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 26,814 responses. The multiple regression analysis model above has an R-squared value of 0.537 and adjusted R-square value of 0.536, which means that 53% 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 = 660.95.

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SRESEARCH

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE [Enlarged right quadrant]



The 27 performance questions were analysed using Exploratory Factor Analysis to determine the factors or 'themes' to emerge from the questions. Service areas with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 26,814 responses. The multiple regression analysis model above has an R-squared value of 0.537 and adjusted R-square value of 0.536, which means that 53% 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 = 660.95.

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SRESEARCH

REGRESSION ANALYSIS - RESULTS CONSIDERATIONS



The individual service areas which have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- The condition of sealed roads (includes local streets and roads managed by each council but excluding highways and main roads that are managed by VicRoads).

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

- o Council's general town planning
- Appearance of public areas
- o Community and cultural activities
- Support services
- o Business and community development.

The appearance of public areas has the strongest positive net performance and a positive relationship to the overall performance rating. Currently, Councils State-wide are performing *very well* in this area (performance index of 71) and, while public areas should remain a focus, there is greater work to be done elsewhere. This is followed by community and cultural activities. Decisions made in the community's interest, condition of sealed roads and Councils' general town planning, have lower (though still positive) performance index scores, and continuing efforts in these areas has the capacity to lift Councils' overall performance rating. These areas are among Council's lower rated performance areas (indices of 53-54).

Good communication with residents promoting Council's decisions made in the communities' interest, promotion of road improvements and transparency of town planning could help improve opinion in these areas and drive up overall opinion of Victorian Councils' performance.

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DETAILED FINDINGS



KEY CORE MEASURE OVERALL PERFORMANCE



OVERALL PERFORMANCE INDEX SCORES



_	 	2017	2016	2015	2014	2013	2012
Metropolitan	65个	64	66	67	n/a	n/a	n/a
18-34	62	62	62	64	65	65	65
Interface	60	60	61	62	n/a	n/a	n/a
Women	59	60	60	61	62	61	61
65+	59	60	59	61	62	61	61
Overall	59	59	59	60	61	60	60
Regional Centres	58♥	57	55	58	n/a	n/a	n/a
Men	584	58	58	59	60	60	59
35-49	574	57	57	59	59	59	58
Large Rural	564	54	54	56	n/a	n/a	n/a
Small Rural	564	58	57	59	n/a	n/a	n/a
50-64	54♥	55	55	57	57	57	57

2018 Overall Performance

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Overall, 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: 64

Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE Detailed percentages



2018 Overall Performance

2018 Overall	9	37		36	11 5 2
2017 Overall	9	36		37	10 5 2
2016 Overall	9				
	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	12	48		29	7 31
Interface	9	39		36	9 5 2
Regional Centres	10	35		39	11 5 1
Large Rural	7	34		39	13 6 2
Small Rural	8	34		37	13 7 2
Men	9	37		35	12 6 1
Women	9	38		36	10 5 2
18-34	9	46		31	8 4 1
35-49	8	37		35	12 6 1
50-64	7	31		39	14 7 2
65+	11	35		38	10 5 2
	%	Very good Good	Average	Poor Very poor	Can't say

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Overall, 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: 64

KEY CORE MEASURE CUSTOMER SERVICE



CONTACT LAST 12 MONTHS

SUMMARY

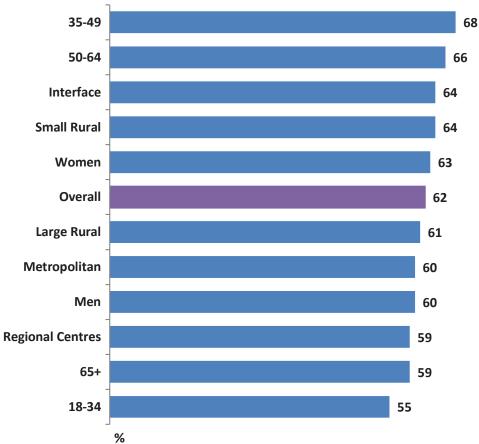


Overall contact with Overall	• 62%, up 3 points on 2017
Most contact with Overall	Aged 35-49 years
Least contact with Overall	Aged 18-34 years
Customer service rating	 Index score of 70, up 1 point on 2017
Most satisfied with customer service	 Metropolitan Regional Centres Aged 65+ years Women
Least satisfied with customer service	Large Rural

2018 CONTACT WITH COUNCIL



2018 Contact with Council



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

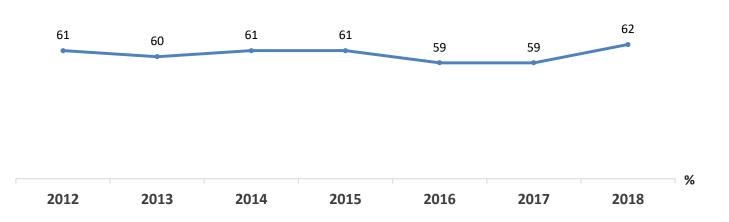
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways? Base: All respondents. Councils asked state-wide: 64

2018 CONTACT WITH COUNCIL



2018 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?

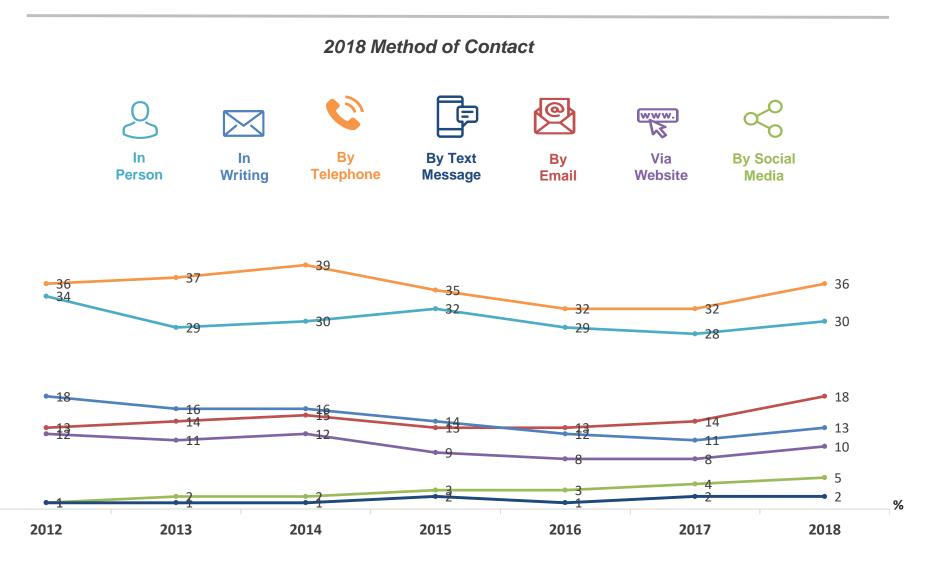
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 64

Note: Please see page 5 for explanation about significant differences

2018 METHOD OF CONTACT WITH COUNCIL

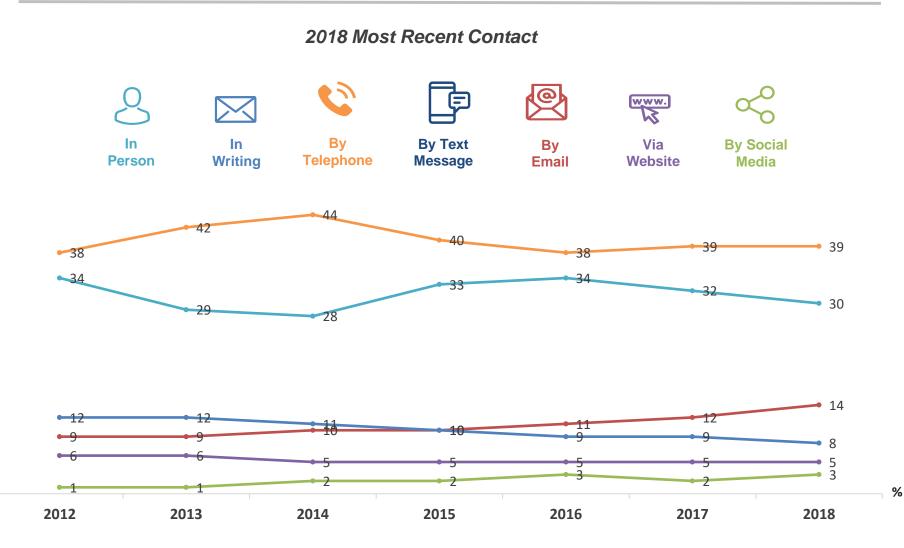




Q5a. Have you or any member of your household had any recent contact with Overall in any of the following ways? Base: All respondents. Councils asked state-wide: 21

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

2018 MOST RECENT METHOD OF CONTACT WITH COUNCIL



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

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

Councils asked state-wide: 21

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

SRESEARCH

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



			_		2017	2016	2015	2014	2013	2012
Metropolitan				72	71	73	73	n/a	n/a	n/a
Regional Centres				72	72	70	71	n/a	n/a	n/a
65+				72	71	71	72	74	74	74
Women				72	72	72	72	73	72	73
Overall			70		69	69	70	72	71	71
Interface			70		69	70	72	n/a	n/a	n/a
35-49		69♥			68	69	70	71	71	70
Small Rural		69♥			69	69	70	n/a	n/a	n/a
18-34		69			69	68	69	71	70	70
50-64	68	¥			68	69	70	70	70	70
Men	68	•			66	67	68	70	70	69
Large Rural	67♥				66	67	67	n/a	n/a	n/a

2018 Customer Service Rating

Q5c. Thinking of the most recent contact, how would you rate Overall 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: 64

Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE Detailed percentages



2018 Customer Service Rating

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 1
Metropolitan	33		38			16		6	5 2
Interface	32		35			16		8	7 2
Regional Centres	32		38			16		7	5 2
Large Rural	28		36			19		9	7 1
Small Rural	31		35			19		8	7 1
Men	28		37			19		8	7 2
Women	34		35			17		8	5 1
18-34	27		39			19		7	6 2
35-49	31	36				18		7	7 1
50-64	30		35			18		9	7 1
65+	34		35			17		8	5 1
	% 📕 Very good	Good	Average	Poor	■ Ve	ery poor	C	an't sa	у

Q5c. Thinking of the most recent contact, how would you rate Overall 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: 64

2018 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



zoro customer servic	enaling						
		2017	2016	2015	2014	2013	2012
	75	75	76	75	74	73	75
	74	76	74	77	77	74	75
	72	69	74	66	73	75	79
	71	73	71	73	75	72	73
6	5	61	62	66	69	68	69
64	1	65	69	68	70	68	73
57*		84	79	79	82	61	68
	6	74 72 71 65 64	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

2018 Customer Service Rating

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

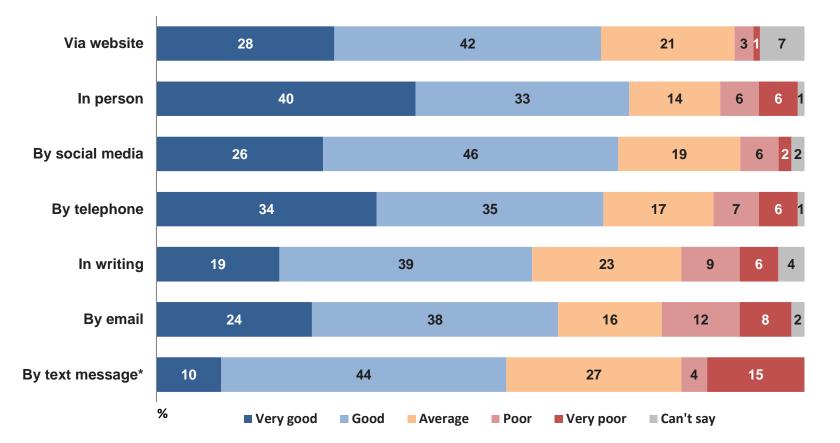
Councils asked state-wide: 21

Note: Please see page 6 for explanation about significant differences.

*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE Detailed percentages by method of last contact





2018 Customer Service Rating

Q5c. Thinking of the most recent contact, how would you rate Overall 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: 21

*Caution: small sample size < n=30

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS



COUNCIL DIRECTION SUMMARY



Council direction	 60% stayed about the same, down 2 points on 2017 19% improved, equal points on 2017 15% deteriorated, up 2 points on 2017
Most satisfied with council direction	Aged 18-34 yearsMetropolitan
Least satisfied with council direction	Aged 50-64 yearsSmall RuralAged 35-49 years
Improvement	 44% a lot of room for improvement 45% little room for improvement 7% not much room for improvement
Direction headed	 65% right direction (17% definitely and 47% probably) 24% wrong direction (14% probably and 11% definitely)
Rates vs services trade-off	 33% prefer rate rise, up 2 points on 2017 48% prefer service cuts, down 1 point on 2017

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2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

2018 Overall Direction

Q6. Over the last 12 months, what is your view of the direction of Overall's overall performance? Base: All respondents. Councils asked state-wide: 64 Note: Please see page 6 for explanation about significant differences.

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS Detailed percentages



2018 Overall Direction

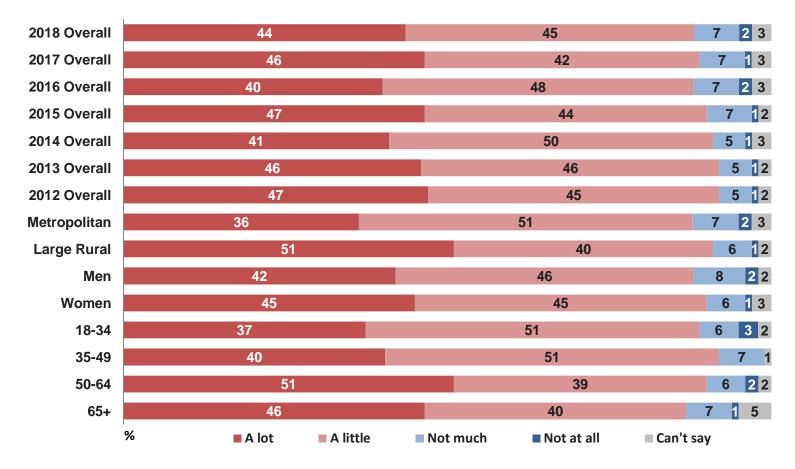
2018 Overall	19		60		15	5
2017 Overall	19		62		13	6
2016 Overall	18		62			
2015 Overall	20		63			
2014 Overall	20		63		13	5
2013 Overall	19		63		13	5
2012 Overall	18		64		15	4
Metropolitan	19		64		11	6
Interface	19		63		13	5
Regional Centres	23		56			
Large Rural	19		61		16	4
Small Rural	18		58		19	5
Men	19		60		17	4
Women	20		61		14	5
18-34	24		61		11	4
35-49	17		62		17	4
50-64	17		59		20	4
65+	19		60		15	6
	%	Improved	Stayed the same	Deteriorated	Can't say	

Q6. Over the last 12 months, what is your view of the direction of Overall's overall performance? Base: All respondents. Councils asked state-wide: 64

2018 ROOM FOR IMPROVEMENT IN SERVICES Detailed percentages



2018 Room for Improvement



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

2018 RIGHT/WRONG DIRECTION Detailed percentages



2018 Future Direction

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		9 8	10
2013 Overall	19	50	10	10	10
2012 Overall	18	49	11	12	10
Metropolitan	20	47	11	9	13
Interface	22	46	10	9	13
Regional Centres	9	46	20	18	7
Large Rural	17	47	15	10	11
Small Rural	15	49	13	11	11
Men	17	46	14	13	11
Women	18	48	13	9	12
18-34	19	53		15	5 8
35-49	15	45	14	14	12
50-64	16	42	15	16	12
65+	19	47	11	9	13
Definitely right direction	% Probably right direction	Probably wrong direction	Definitely wro	ng direction	Can't

2018 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES



2018 Overall	9				
2017 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	10	23	25	23	19
Interface	9	20	27	27	16
Regional Centres	8	22	27	23	20
Large Rural	9	22	23	25	22
Small Rural	11	27	23	22	17
-					
Small Rural	11	27	23	22	17
Small Rural Men	11 11	27 23	23 23	22 25	17 18
Small Rural Men Women	11 11 8	27 23 24	23 23 25	22 25 22	17 18 21
Small Rural Men Women 18-34	11 11 8 12	27 23 24 25	23 23 25 29	22 25 22 20	17 18 21 15
Small Rural Men Women 18-34 35-49	11 11 8 12 9	27 23 24 25 23	23 23 25 29 22	22 25 22 20 25	17 18 21 15 20
Small Rural Men Women 18-34 35-49 50-64 65+	11 11 8 12 9 9	27 23 24 25 23 22	23 23 25 29 22 23	22 25 22 20 25 26	17 18 21 15 20 21

2018 Rate Rise v Service Cut

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: 15

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J00643 Community Satisfaction Survey 2018 – State-wide

COMMUNICATIONS



COMMUNICATIONS

SUMMARY

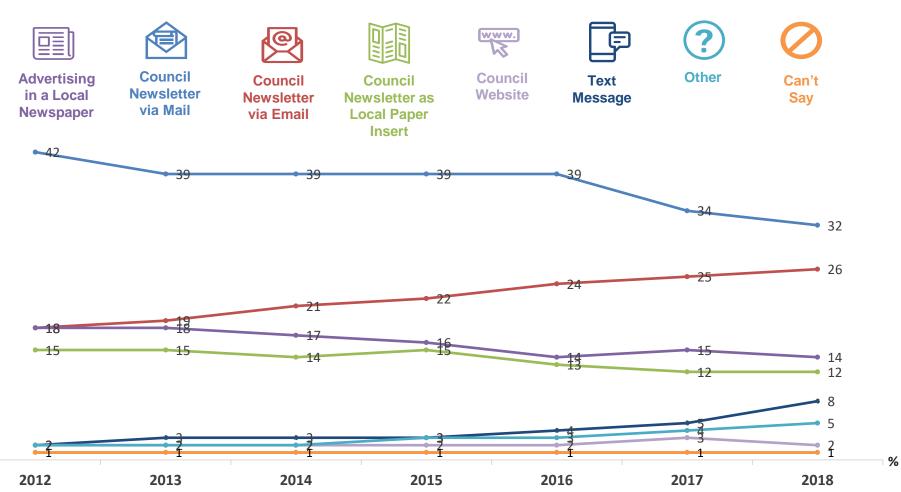


Overall preferred forms of communication	Newsletter sent via mail (32%)
Preferred forms of communication among over 50s	Newsletter sent via mail (33%)
Preferred forms of communication among under 50s	 Newsletter sent via mail (30%) Newsletter sent via email (28%)
Greatest change since 2017	• A text message (+3)

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

2018 BEST FORMS OF COMMUNICATION



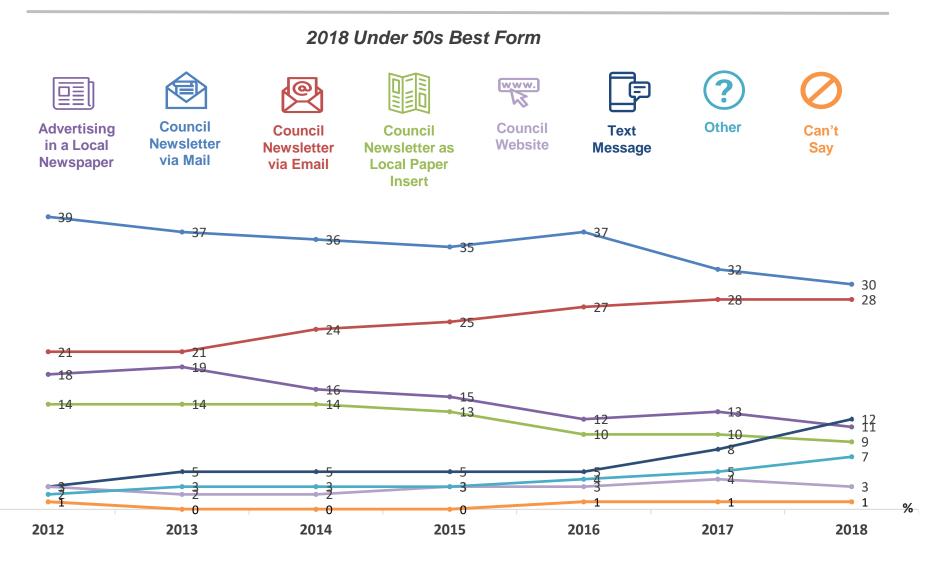


2018 Best Form

Q13. If Overall 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: 26

2018 BEST FORMS OF COMMUNICATION: UNDER 50S



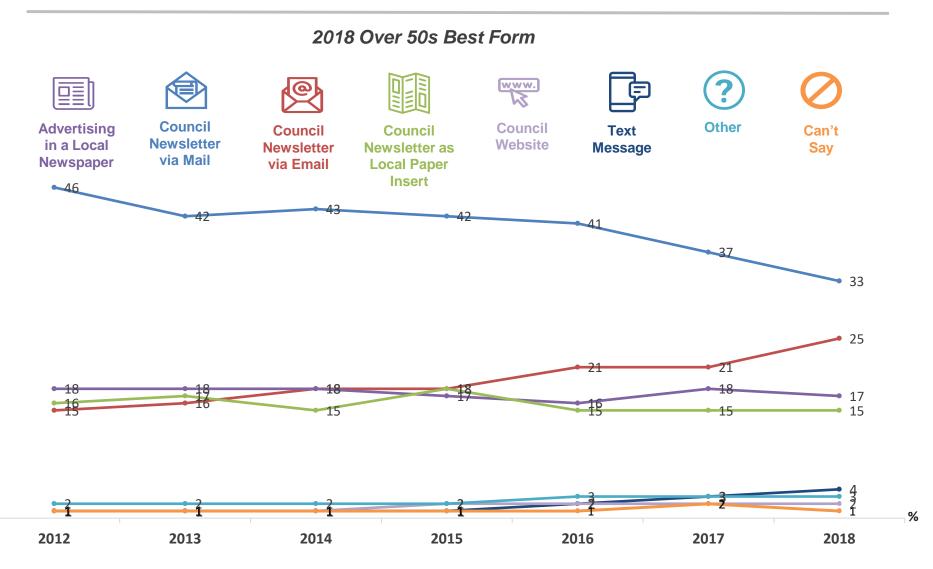


Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged under 50. Councils asked state-wide: 26

J00643 Community Satisfaction Survey 2018 – State-wide

2018 BEST FORMS OF COMMUNICATION: OVER 50S





Q13. If Overall 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: 26

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INDIVIDUAL SERVICE AREAS



2018 COMMUNITY CONSULTATION AND ENGAGEMENT



IMPORTANCE INDEX SCORES

_						2017	2016	2015	2014	2013	2012
50-64					77↑	78	78	78	77	77	77
65+					76	75	76	75	74	74	73
Large Rural					76	75	76	75	n/a	n/a	n/a
Women					76	76	77	76	76	75	75
Regional Centres				75	5	76	75	74	n/a	n/a	n/a
35-49				75	5	75	76	76	76	74	75
Small Rural				74		75	77	76	n/a	n/a	n/a
Overall				74		74	75	74	74	73	73
Men		7	72♥			72	73	72	71	71	71
Metropolitan		7	72♥			72	73	72	n/a	n/a	n/a
Interface		70₩				72	75	72	n/a	n/a	n/a
18-34	68♥					67	72	68	68	67	68

2018 Consultation and Engagement Importance

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

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

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Importance detailed percentages



2018 Overall 30 40 24 4 11 2017 Overall 4 11 29 41 24 2016 Overall 3 1 2 32 41 22 2015 Overall 29 3 11 42 24 2014 Overall 28 4 11 25 41 2013 Overall 27 43 25 4 11 2012 Overall 27 4 11 43 25 **Metropolitan** 26 41 27 5 11 Interface 26 6 11 38 29 **Regional Centres** 3 1 32 41 23 Large Rural 33 3 11 41 21 Small Rural 31 40 24 4 11 Men 27 40 26 5 11 Women 41 23 31 32 18-34 20 37 35 6 11 35-49 32 23 4 1 41 50-64 3 11 36 41 18 65+ 31 44 3 2 19 % Extremely important Very important Fairly important Not that important Not at all important Can't say

2018 Consultation and Engagement Importance

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Performance index scores



2018 Consultation and Engagement Performance

		2017	2016	2015	2014	2013	2012
	581	58	57	59	60	60	60
	57	57	58	58	n/a	n/a	n/a
	56	56	56	57	58	58	58
	56	53	55	57	n/a	n/a	n/a
55		55	55	56	58	58	58
55		55	54	56	57	57	57
55		53	54	54	56	56	55
55		54	52	53	n/a	n/a	n/a
54		52	52	54	n/a	n/a	n/a
54		55	55	56	n/a	n/a	n/a
54		53	53	54	56	56	56
51♥		52	51	53	54	54	54
	55 55 55 54↓ 54↓ 54↓	57 56 56 56 55 55 55 55 55 55 55 55 55 54 54 54	$58 \uparrow$ 58 $57 \uparrow$ 57 $57 \uparrow$ 57 $56 \uparrow$ 56 $56 \uparrow$ 53 $55 \uparrow$ 55 $55 \uparrow$ 53 $55 \uparrow$ 53 $55 \uparrow$ 53 $55 \uparrow$ 54 $54 \downarrow$ 55 $54 \downarrow$ 55 $54 \downarrow$ 53	$ \begin{array}{ccccccccccccccccccccccccccccccccccc$	58 58 57 5957 57 58 5857 57 58 5856 56 56 5756 53 55 5756 53 55 5555 55 55 5655 55 54 5655 53 54 5655 53 54 5452 5354 52 5354 52 5354 52 5555 55 55 5654 52 5354 52 5354 55 55 55 5654 55 55 55 56	$58 \uparrow$ 58 57 59 60 $57 \uparrow$ 57 58 58 n/a $56 \uparrow$ 56 56 57 58 $56 \uparrow$ 56 56 57 58 $56 \uparrow$ 56 56 57 58 $56 \uparrow$ 53 55 57 n/a 55 55 55 56 57 55 55 54 56 57 55 53 54 56 57 55 54 52 53 n/a $54 \downarrow$ 52 55 56 n/a $54 \downarrow$ 53 53 54 56	$58 \uparrow$ 58 57 59 60 60 $57 \uparrow$ 57 58 58 n/a n/a $56 \uparrow$ 56 56 57 58 58 $56 \uparrow$ 56 56 57 58 58 $56 \uparrow$ 53 55 57 n/a n/a 55 55 55 56 58 58 55 55 55 56 58 58 55 55 54 56 57 57 55 55 54 56 57 57 55 54 56 57 57 57 54 52 52 54 n/a n/a 54 54 56 56 56 56 56 54 54 55 55 56 n/a n/a 54 54 53 53 54 56 56

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 64

Note: Please see page 6 for explanation about significant differences.

J00643 Community Satisfaction Survey 2018 – State-wide

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Performance detailed percentages



2018 Consultation and Engagement Performance

2018 Overall	8	30	32	15	7 9
2017 Overall	7	29	32	15	6 10
2016 Overall	8	29	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	29	32	13	5 11
Interface	7	30	32	13	5 12
Regional Centres	7	31	33	15	7 7
Large Rural	7	30	33	15	7 8
Small Rural	8	30	30	16	8 7
Men	7	30	31	16	8 8
Women	9	30	32	14	6 9
18-34	8	35	32	1	2 4 8
35-49	8	31	32	15	7 8
50-64	7	26	33	18	9 8
65+	9	28	31	15	6 10
	%	Very good Goo	d Average Poor	Very poor	Can't say

2018 LOBBYING ON BEHALF OF THE COMMUNITY



IMPORTANCE INDEX SCORES

_						2017	2016	2015	2014	2013	2012
Women					71	72	73	72	73	73	73
Regional Centres				70		72	69	68	n/a	n/a	n/a
Small Rural				70个		70	71	72	n/a	n/a	n/a
35-49			69			70	71	70	71	71	72
50-64			69			70	71	71	72	71	72
Interface		68	}			67	70	68	n/a	n/a	n/a
Overall		68	}			69	69	69	70	70	70
Large Rural		68	}			69	70	70	n/a	n/a	n/a
65+		68	}			68	68	68	69	69	68
Metropolitan		66♥				67	68	67	n/a	n/a	n/a
18-34		66♥				66	69	68	67	68	68
Men	654					66	66	66	67	66	67

2018 Lobbying Importance

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

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

Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY Importance detailed percentages



2018 Lobbying Importance

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 12
2013 Overall	23	40	27	6 2 2
2012 Overall	23	41	27	6 12
Metropolitan	21	36	29	9 3 2
Interface	25	35	27	9 2 2
Regional Centres	28	36	26	7 21
Large Rural	22	39	26	8 3 2
Small Rural	25	39	27	6 <mark>1</mark> 1
Men	19	36	30	10 3 2
Women	27	39	25	6 12
18-34	20	36	32	9 <mark>2</mark> 1
35-49	26	37	26	8 <mark>2</mark> 1
50-64	26	36	26	8 <mark>3</mark> 1
65+	21	41	25	7 3 3
	% Very important 🛛 🗖 Fa	airly important Not that important	Not at all important	Can't sa

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

2018 LOBBYING ON BEHALF OF THE COMMUNITY Performance index scores



18-34 Metropolitan n/a n/a n/a 65+ Interface n/a n/a n/a Women Overall **Regional Centres** n/a n/a n/a 53♥ Small Rural n/a n/a n/a Men **↓** Large Rural n/a n/a n/a 35-49 50₩ 50-64

2018 Lobbying Performance

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY

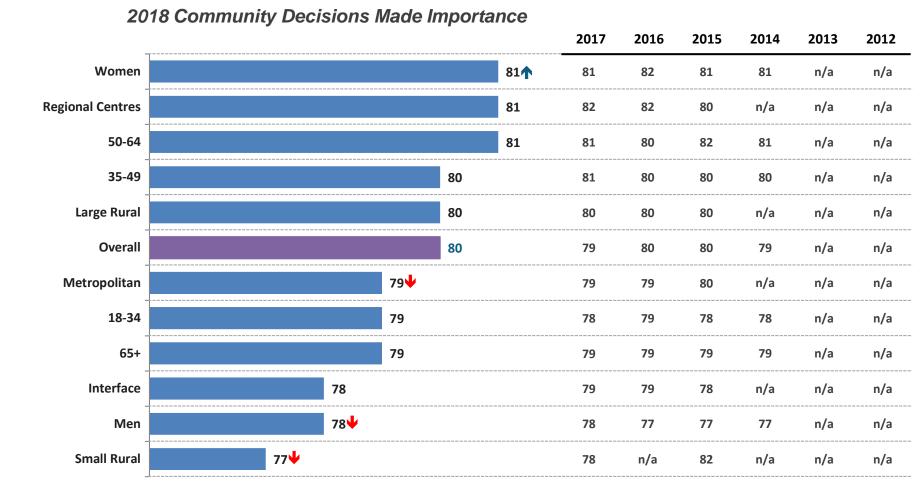
PERFORMANCE DETAILED PERCENTAGES



2018 Lobbying Performance

2018 Overall	5	24	32	13	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
2013 Overall			32	11	
	6	27			
2013 Overall	6	26	33	12	
2012 Overall	6	27	33	1	2 4 17
Metropolitan	5	24	31	10 4	26
Interface	5	24	32	11	5 23
Regional Centres	6	26	35		14 5 1 4
Large Rural	5	23	34	14	6 19
Small Rural	6	25	30	14	6 19
Men	5	25	32	14	6 19
Women	5	24	33	12	5 21
18-34	6	31	33		11 4 17
35-49	5	23	33	13	6 20
50-64	5	20	33	16	7 19
65+	6	24	31	12	5 23
	%	Very good	Good Average	Poor Very	y poor 🛛 Can't say

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Importance index scores



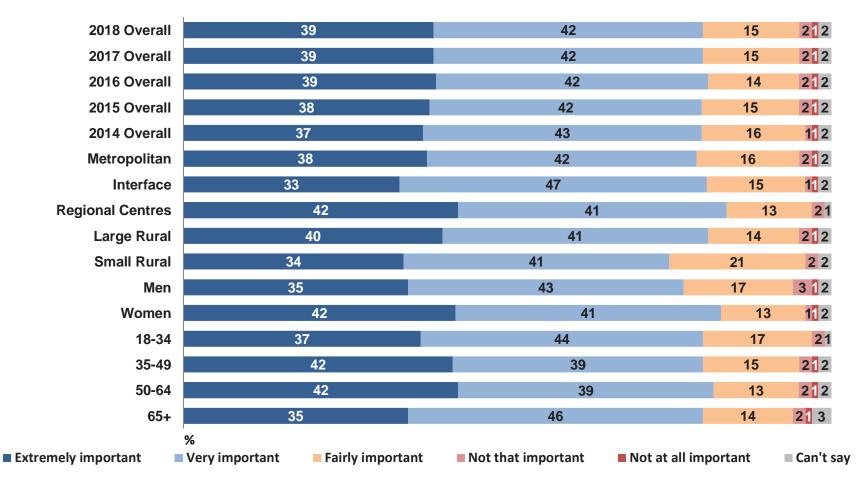
Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 15

Note: Please see page 6 for explanation about significant differences.

JWSRESEARCH

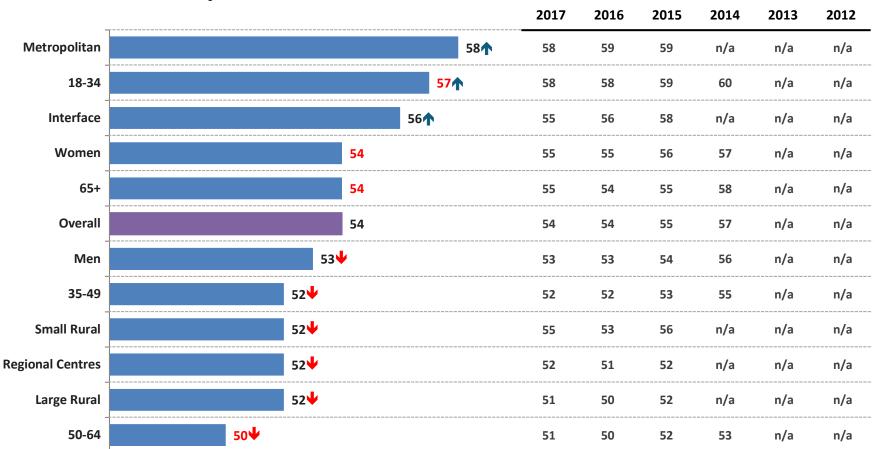
2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Importance detailed percentages

2018 Community Decisions Made Importance



WSRESEARCH

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Performance index scores



2018 Community Decisions Made Performance

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

Base: All respondents. Councils asked state-wide: 64

Note: Please see page 6 for explanation about significant differences.

JWSRESEARCH

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Performance detailed percentages

2018 Overall 2017 Overall 2016 Overall Q 2015 Overall 2014 Overall **Metropolitan** Interface **Regional Centres** Large Rural Small Rural Men Women 18-34 35-49 50-64 a

Good

Poor

Average

2018 Community Decisions Made Performance

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 64

Very good

65+

%

Can't sav

Very poor

WSRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

					2017	2016	2015	2014	2013	2012
Small Rural				84	81	n/a	78	n/a	n/a	n/a
Interface			82		79	79	77	n/a	n/a	n/a
50-64			82		80	79	78	79	n/a	n/a
Regional Centres			81		80	76	77	n/a	n/a	n/a
Women			81		80	79	78	79	n/a	n/a
35-49		80			79	78	77	79	n/a	n/a
65+		80			79	79	78	78	n/a	n/a
Large Rural		80			77	80	78	n/a	n/a	n/a
Overall		80			78	78	76	77	n/a	n/a
Men	7	8			77	76	75	75	n/a	n/a
Metropolitan	7	8			77	76	75	n/a	n/a	n/a
18-34	77♥				75	76	73	73	n/a	n/a

2018 Sealed Local Roads Importance

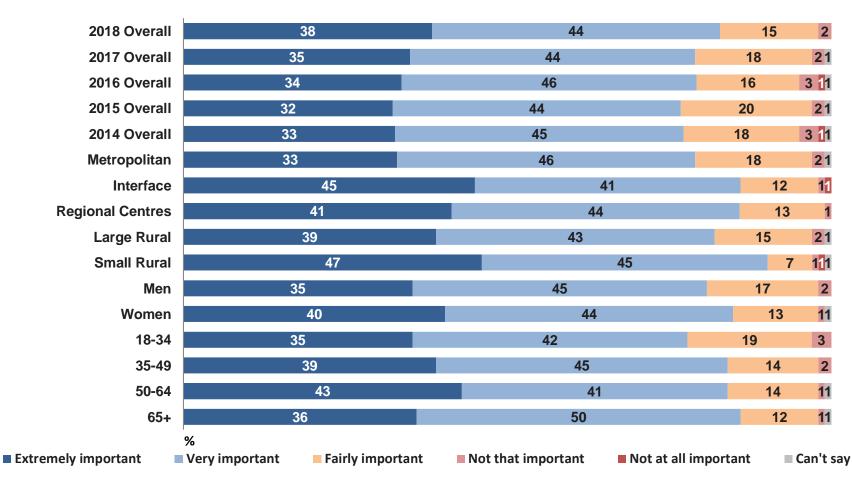
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

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

Note: Please see page 6 for explanation about significant differences.

SRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA Importance detailed percentages



2018 Sealed Local Roads Importance

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17

WSRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

			2017	2016	2015	2014	2013	2012
		68	66	67	69	n/a	n/a	n/a
	571		59	60	60	n/a	n/a	n/a
	55		56	58	57	59	n/a	n/a
	55		54	56	57	56	n/a	n/a
	54		53	54	55	n/a	n/a	n/a
	53		53	54	55	55	n/a	n/a
	53		53	54	55	55	n/a	n/a
	53		54	54	55	55	n/a	n/a
	524		52	52	53	54	n/a	n/a
	504		51	51	52	52	n/a	n/a
4	9♥		50	52	52	n/a	n/a	n/a
45♥			43	44	45	n/a	n/a	n/a
	4	$55 \uparrow \\ 55 \uparrow \\ 54 \\ 53 \\ 53 \\ 53 \\ 53 \\ 53 \\ 52 \checkmark \\ 50 \checkmark \\ 49 \checkmark$	$57 \uparrow$ $55 \uparrow$ $55 \uparrow$ 54 53 53 53 53 53 53 $52 \downarrow$ $50 \downarrow$ $49 \downarrow$	$68 \uparrow$ 66 $57 \uparrow$ 59 $55 \uparrow$ 56 $55 \uparrow$ 54 $55 \uparrow$ 54 54 53 54 53 53 53 53 54 $52 \lor$ 52 $50 \checkmark$ 51 $49 \checkmark$ 50	68↑ 66 67 $57↑$ 59 60 $57↑$ 56 58 $55↑$ 56 58 $55↑$ 54 56 54 53 54 53 53 54 53 53 54 53 54 54 $52↓$ 52 52 $50↓$ 51 51 $49↓$ 50 52	$68 \uparrow$ 66 67 69 $57 \uparrow$ 59 60 60 $55 \uparrow$ 56 58 57 $55 \uparrow$ 54 56 57 54 56 57 54 53 54 55 53 53 54 55 53 53 54 55 53 54 55 55 53 54 55 55 $52 \checkmark$ 52 52 53 $50 \checkmark$ 51 51 51 52	$68 \uparrow$ 66 67 69 n/a $57 \uparrow$ 59 60 60 n/a $55 \uparrow$ 56 58 57 59 $55 \uparrow$ 56 58 57 59 $55 \uparrow$ 54 56 57 56 53 54 56 57 56 53 54 55 n/a 53 54 55 55 53 54 55 55 $52 \downarrow$ 52 52 53 $50 \downarrow$ 51 51 52 52 $49 \downarrow$ 50 52 52 52	$68 \uparrow$ 66 67 69 n/a n/a $57 \uparrow$ 59 60 60 n/a n/a $55 \uparrow$ 56 58 57 59 n/a $55 \uparrow$ 56 58 57 59 n/a 54 56 57 56 n/a n/a 54 53 54 55 n/a n/a 54 53 54 55 n/a n/a 53 54 55 55 n/a 53 54 55 55 n/a 53 54 54 55 55 $52 \downarrow$ 52 52 53 54 $50 \downarrow$ 51 51 52 52 n/a $49 \downarrow$ 50 52 52 n/a n/a

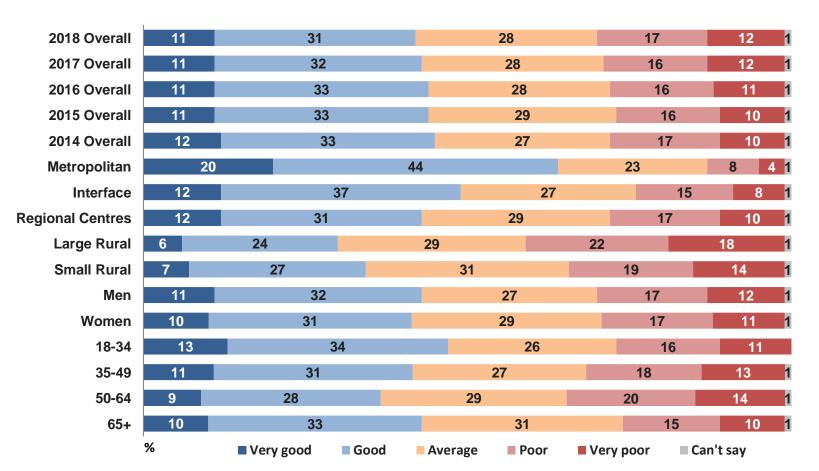
2018 Sealed Local Roads Performance

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: 64 Note: Please see page 6 for explanation about significant differences.

J00643 Community Satisfaction Survey 2018 – State-wide

SRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA Performance detailed percentages



2018 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: 64

JWSRESEARCH

2018 INFORMING THE COMMUNITY Importance index scores



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

2018 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY Importance detailed percentages



2018 Overall	32	41	22	4 1
2017 Overall	30	43	23	4 1
2016 Overall	33	42	20	4 11
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 11
Metropolitan	29	41	24	5 1
Interface	35	42	21	11
Regional Centres	37	41	17	4 1
Large Rural	32	41	23	4 1
Small Rural	32	40	23	4 1
Men	27	41	25	5 2
Women	36	41	20	3
18-34	31	37	26	5 1
35-49	32	39	24	4 1
50-64	34	41	20	4 1
65+	30	46	19	3 1
	%			
Extremely important	Very important Fairly important	ortant 📃 Not that important 🔲 No	ot at all important	Can't sa

2018 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

2018 INFORMING THE COMMUNITY Performance index scores



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

2018 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 28 Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY Performance detailed percentages

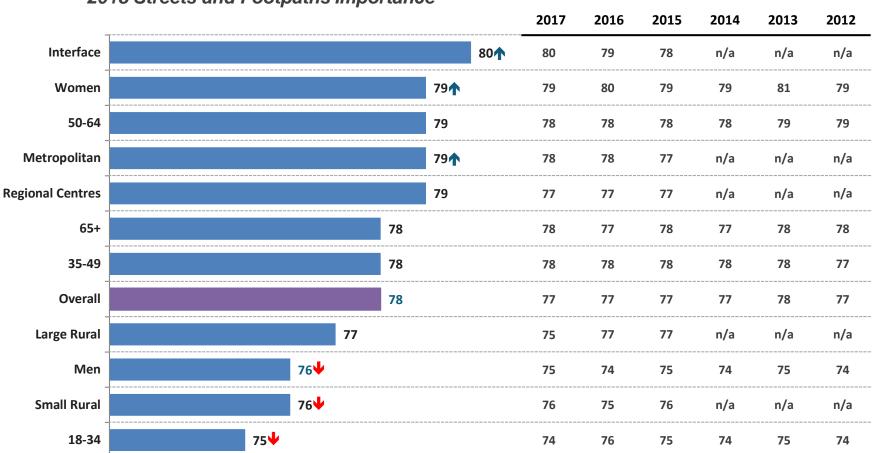


2018 Informing Community Performance

2018 Overall	11		36		31		13	5 3
2017 Overall	11		35		32		13	5 3
2016 Overall	12		35		31	13	5 4	
2015 Overall	12		38			31	12	4 2
2014 Overall	13		40			30	11	4 3
2013 Overall	12		38			11	33	
2012 Overall	12		38		3	1	13	4 2
Metropolitan	12		37		3	1	12	4 3
Interface	11		40		3	13	4 3	
Regional Centres	14		33		30		14	7 2
Large Rural	11		36		31		14	5 3
Small Rural	10	34			31		14	7 3
Men	11	3	35		30		14	6 3
Women	12		36		32		12	5 3
18-34	12		39			31	11	4 3
35-49	11	35			30		14	6 3
50-64	10	32			32		16	7 3
65+	12		36		31		13	5 3
	%	Very good	Good	Average	Poor	Very poor	Can't s	ay

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 28

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES



2018 Streets and Footpaths Importance

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

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

Note: Please see page 6 for explanation about significant differences.

WSRESEARCH

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

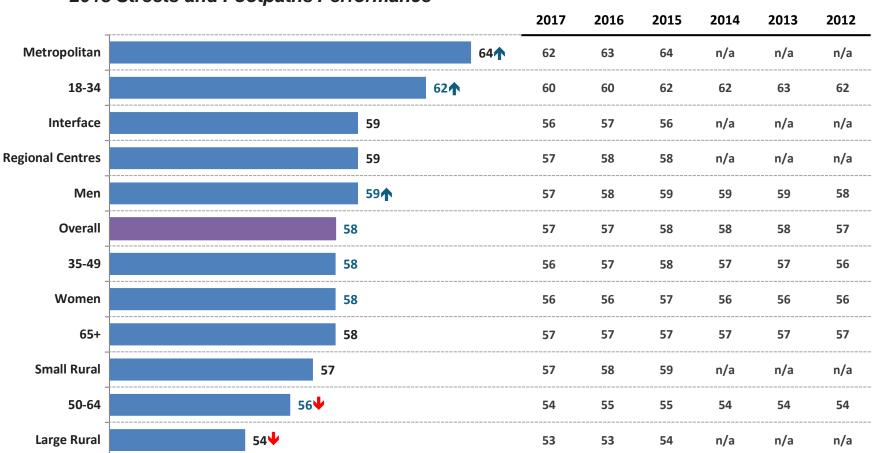


2018 Overall	35	43	18	3 1
2017 Overall	34	42	19	2 <mark>1</mark> 1
2016 Overall	34	43	18	212
2015 Overall	34	43	19	211
2014 Overall	33	44	18	3 11
2013 Overall	35	44	18	211
2012 Overall	32	46	18	211
Metropolitan	36	44	17	2
Interface	40	41	17	1
Regional Centres	37	42	17	3 1
Large Rural	34	41	20	3 11
Small Rural	31	44	19	4 1 2
Men	32	43	20	3 11
Women	39	42	16	21
18-34	34	39	22	4
35-49	36	43	18	21
50-64	38	42	15	3 11
65+	34	47	15	22
	% Very important	nt Not that important Not at al	l important	Can't say

2018 Streets and Footpaths Importance

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 Streets and Footpaths Performance

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

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

Note: Please see page 6 for explanation about significant differences.

WSRESEARCH

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Performance

2018 Overall	14	34				28	1	A	7	2
								+		
2017 Overall	13		33		28		15		9	2
2016 Overall	12	34			28	14		8	3	
2015 Overall	13	34			2	15		7	3	
2014 Overall	13		34		2	28	15	5	7	2
2013 Overall	14	33			2	28	15	;	8	1
2012 Overall	13		34		2	8	15		9	1
Metropolitan	18		39			26		1′	1	4 1
Interface	14		38			25	1	5	8	1
Regional Centres	17		31		2	8	16	;	7	2
Large Rural	10	32			29		16		10	3
Small Rural	12	3	3		29		14		8	4
Men	14		36			26	14		8	3
Women	13		33		2	9	15	;	7	2
18-34	17		38			25		13	6	1
35-49	14		35			27	14		8	2
50-64	11	32			30		16		8	3
65+	12	33			29		14		7	4
	%	Very good	Good	Avera	ge Poc	or Very	poor	Can't	say	

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: 30

2018 TRAFFIC MANAGEMENT

IMPORTANCE INDEX SCORES



		2017	2016	2015	2014	2013	2012
	84	67	71	68	n/a	n/a	n/a
	77	75	75	73	73	75	76
	76♠	76	75	74	n/a	n/a	n/a
	74	72	72	71	69	71	73
	74	74	73	73	73	74	75
	74	72	72	71	70	72	73
	74	71	72	72	n/a	n/a	n/a
	73	72	72	72	71	74	74
	73	71	70	68	69	70	72
	71	69	69	68	67	69	70
	674	67	70	68	n/a	n/a	n/a
63	•	62	63	57	n/a	n/a	n/a
		84↑ 77↑ 76↑ 74 74 74 74 74 74 73 73 73	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $

2018 Traffic Management Importance

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 11

Note: Please see page 6 for explanation about significant differences.

2018 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



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 11
2015 Overall	25		41		26	6 11
2014 Overall	23		42		27	6 11
2013 Overall	26		42		25	5 <mark>1</mark> 1
2012 Overall	29		42		23	5 <mark>1</mark> 1
Metropolitan	34		42		20	3 <mark>1</mark> 1
Interface	51			35		12 11
Regional Centres	29		40		26	4 1
Large Rural	22		40		26	10 3 1
Small Rural	16	35		35		13 1
Men	26		40		25	6 <mark>2</mark> 1
Women	36		40	1	19	4 1
18-34	31		39		24	5 11
35-49	32		41		21	5 1
50-64	33		37		23	5 21
65+	30		44		21	4 11
	%					

2018 Traffic Management Importance

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 11

2018 TRAFFIC MANAGEMENT Performance index scores



			2017	2016	2015	2014	2013	2012
Small Rural		65个	67	65	67	n/a	n/a	n/a
Large Rural		60	62	62	59	n/a	n/a	n/a
18-34		58	61	61	62	63	63	62
Women		58	60	60	60	61	60	59
65+		57	60	60	60	60	61	60
Metropolitan		57	56	56	57	n/a	n/a	n/a
Overall		57	59	59	60	60	60	58
Regional Centres	5	6	61	59	62	n/a	n/a	n/a
Men	5	6	58	57	59	60	59	58
50-64	55	;↓	57	57	57	58	57	56
35-49	55	5♥	58	57	58	59	58	55
Interface	514		59	57	61	n/a	n/a	n/a

2018 Traffic Management Performance

Q2. How has Council performed on 'traffic management' over the last 12 months? Base: All respondents. Councils asked state-wide: 14 Note: Please see page 6 for explanation about significant differences.

2018 TRAFFIC MANAGEMENT Performance detailed percentages



2018 Traffic Management Performance

2018 Overall	10	36			3	0		15	7	3
2017 Overall	10	3	8			30		13	5	3
2016 Overall	10	38			30			13	6	4
2015 Overall	10	40			31			12	5	3
2014 Overall	10	4	10			30		12	5	3
2013 Overall	10	39	9			31		13	5	3
2012 Overall	9	38				31		13	5	3
Metropolitan	10	37				29		15	7	2
Interface	7	31			29		21		11	2
Regional Centres	11	32			33	3		14	8	1
Large Rural	11		57			32		10	5	4
Small Rural	14		44		25			10	2	5
Men	10	34			30			16	8	3
Women	10	37	,			29		14	7	3
18-34	11		39			28		13	8	1
35-49	10	34	••		28			18	8	2
50-64	8	34			31			16	7	3
65+	9	35			32			13	6	5
			Avera				Can't			

2018 PARKING FACILITIES Importance index scores



				2017	2016	2015	2014	2013	2012
Regional Centres			75	72	73	74	n/a	n/a	n/a
Women			74	73	74	74	74	75	74
65+			74	73	73	74	74	74	74
Metropolitan			73	73	72	72	n/a	n/a	n/a
50-64		72		71	70	71	71	73	72
Overall		71		70	70	70	70	71	71
35-49		70		69	69	70	69	70	70
18-34		694		67	68	67	68	68	68
Men		694		66	66	67	67	67	68
Large Rural	60	5♥		66	68	67	n/a	n/a	n/a
Small Rural	64			64	65	67	n/a	n/a	n/a

2018 Parking Importance

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 16 Note: Please see page 6 for explanation about significant differences.

2018 PARKING FACILITIES IMPORTANCE DETAILED PERCENTAGES



2018 Parking Importance

2018 Overall	27	39	27	6 11
2017 Overall	25	39	28	6 11
2016 Overall	24	41	27	7 11
2015 Overall	24	41	27	6 11
2014 Overall	24	40	28	6 11
2013 Overall	25	42	26	6 1
2012 Overall	24	42	27	6 11
Metropolitan	29	40	25	4 11
Regional Centres	33	39	21	6
Large Rural	19	37	33	9 11
Small Rural	16	37	33	11 2
Men	22	39	29	8 11
Women	31	39	25	5 11
18-34	27	34	31	8 1
35-49	25	38	29	6 11
50-64	27	40	26	6 11
65+	28	44	21	5 11
007	%			
Extremely important		irly important Not that important	Not at all important	Can't

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 16

2018 PARKING FACILITIES Performance index scores



2042

2042

_		2017	2016	2015	2014	2013	2012
Small Rural	60 ∱	63	61	62	n/a	n/a	n/a
Large Rural	59↑	60	58	59	n/a	n/a	n/a
18-34	58♠	56	57	59	60	60	60
Interface	57	57	56	60	n/a	n/a	n/a
Men	56	56	56	58	58	58	57
Overall	56	55	56	57	57	57	56
50-64	56	54	55	55	55	55	55
35-49	56	56	57	58	58	57	55
Women	55	55	56	56	57	56	56
Metropolitan	55	53	54	55	n/a	n/a	n/a
65+	54\	54	55	55	56	56	55
Regional Centres	51♥	52	54	53	n/a	n/a	n/a

2017

2040

204 5

2044

2018 Parking Performance

Q2. How has Council performed on 'parking facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 18 Note: Please see page 6 for explanation about significant differences.

2018 PARKING FACILITIES Performance detailed percentages



2018 Parking Performance

2018 Overall	9	35	31	15	8 2
2017 Overall	10	33	32	16	8 2
2016 Overall	9	34	32	14	7 3
2015 Overall	9	36	32	15	6 3
2014 Overall	10	35	32	15	6 2
2013 Overall	9	36	33	14	6 3
2012 Overall	9	35	33	15	6 2
Metropolitan	9	34	32	15	8 2
Interface	7	39	31	15	6 2
Regional Centres	10	29	28	19	13 <mark>1</mark>
Large Rural	9	39	33	12	4 3
Small Rural	12	37	33	11	6 2
Men	9	36	31	14	7 2
Women	10	34	32	15	8 2
18-34	11	37	31	13	7 1
35-49	9	36	29	15	9 2
50-64	9	33	33	15	82
65+	8	32	33	15	8 3
	%	Very good Good	Average Poor Ver	y poor 🛛 🗖 Can't	say

2018 ENFORCEMENT OF LOCAL LAWS Importance index scores



_	· · · · · · · · · · · · · · · · · · ·	2017	2016	2015	2014	2013	2012
Women	74∱	74	74	74	74	75	74
Interface	74∱	73	73	71	n/a	n/a	n/a
Metropolitan	73∱	72	71	72	n/a	n/a	n/a
65+	72	73	71	72	73	73	71
Regional Centres	71	71	70	72	n/a	n/a	n/a
50-64	71	71	71	71	71	71	70
Overall	71	71	70	71	70	71	70
18-34	70	70	70	70	70	72	71
35-49	69♥	70	70	70	68	70	68
Large Rural	68♥	68	69	70	n/a	n/a	n/a
Men	67\	68	66	67	66	68	66
Small Rural	66♥	67	69	68	n/a	n/a	n/a

2018 Law Enforcement Importance

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS Importance detailed percentages



2018 Law Enforcement Importance

2018 Overall	27	37	27	6 <mark>2</mark> 1
2017 Overall	27	38	26	6 21
2016 Overall	26	38	27	6 21
2015 Overall	25	41	27	5 11
2014 Overall	24	40	28	6 11
2013 Overall	27	40	26	6 <mark>1</mark> 1
2012 Overall	24	41	27	6 11
Metropolitan	30	39	24	6 <mark>1</mark> 1
Interface	33	38	21	6 <mark>2</mark> 1
Regional Centres	29	35	28	6 2
Large Rural	23	36	31	7 2
Small Rural	19	38	33	8 <mark>2</mark> 1
Men	23	36	30	8 <mark>2</mark> 1
Women	31	39	24	5 <mark>1</mark> 1
18-34	29	35	26	8 <mark>2</mark> 1
35-49	26	34	30	7 21
50-64	27	37	27	6 11
65+	25	43	25	4 11
	%			
Extremely important		important Not that important	Not at all important	Can't sa

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

2018 ENFORCEMENT OF LOCAL LAWS Performance index scores



					2017	2016	2015	2014	2013	2012
18-34				67	67	67	70	69	69	69
Regional Centres			66个		66	64	67	n/a	n/a	n/a
Women			65个		65	65	67	67	66	67
Metropolitan		64			64	64	66	n/a	n/a	n/a
35-49		64			64	63	65	66	65	64
Large Rural		64			63	63	65	n/a	n/a	n/a
Overall		64			64	63	66	66	65	65
Small Rural		63			65	64	66	n/a	n/a	n/a
65+	62♥				63	62	64	64	64	64
Men	62♥				63	62	64	65	64	64
Interface	61\				60	61	65	n/a	n/a	n/a
50-64	61\				61	61	63	63	62	63

2018 Law Enforcement Performance

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 30 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS Performance detailed percentages



2018 Law Enforcement Performance

	10						•		40
2018 Overall	12		39		25		8	3	12
2017 Overall	12		39		26		8	3	13
2016 Overall	12		37				8	4	14
2015 Overall	13		40			26	6	3	12
2014 Overall	14		41			7	3	11	
2013 Overall	13		40			25			12
2012 Overall	13		40		2	26	7	3	11
Metropolitan	12		39		24		7	4	14
Interface	12		35		27		12	3	11
Regional Centres	16		39			26		7 2	10
Large Rural	11		40		26		7	3	13
Small Rural	11		39		25		8	4	12
Men	11		38		27		9	4	11
Women	13		40		24		7	3	14
18-34	16		44			23		7	3 7
35-49	12		40		24		9	3	12
50-64	10	35			28		9	4	14
65+	10	35	5		27	8	3		16
	%	Very good	Good	Average	Poor	Very poc	or I	Can't	say

2018 FAMILY SUPPORT SERVICES Importance index scores



_				2017	2016	2015	2014	2013	2012
Women			78	77	77	77	77	78	78
18-34			76	76	75	74	74	75	75
Interface			76	74	75	74	n/a	n/a	n/a
Regional Centres		7	/5	76	73	75	n/a	n/a	n/a
Metropolitan		7	′5∱	73	73	72	n/a	n/a	n/a
35-49		74		73	74	73	73	73	73
Overall		74		73	73	73	72	73	73
65+	72♥			71	71	72	72	72	73
Large Rural	72↓			72	72	72	n/a	n/a	n/a
50-64	72♥			72	70	72	71	72	72
Small Rural	69♥			71	72	72	n/a	n/a	n/a
Men	69♥			69	68	68	68	68	69

2018 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



2018 Overall	30	40	23	5 12
2017 Overall	28	41	22	5 2 2
2016 Overall	28	41	22	5 2 3
2015 Overall	28	42	23	5 2
2014 Overall	26	42	24	4 12
2013 Overall	27	44	22	4 12
2012 Overall	27	44	22	4 1 2
Metropolitan	32	40	22	4 1 2
Interface	34	40	21	3 11
Regional Centres	34	39	19	5 11
Large Rural	27	40	24	5 2 2
Small Rural	23	40	28	5 2 3
Men	23	38	28	7 2 2
Women	37	41	17	3 1 2
18-34	35	39	22	4 11
35-49	32	39	23	5 11
50-64	28	39	24	6 21
65+	25	43	22	5 2 4
	%			
Extremely important	Very important 🛛 🗖 Fairly	/ important Not that important	Not at all important	Can't sa

2018 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

2018 FAMILY SUPPORT SERVICES Performance index scores



_					2017	2016	2015	2014	2013	2012
65+				<mark>68</mark> ∱	70	69	70	72	71	70
Metropolitan				68个	68	69	68	n/a	n/a	n/a
Small Rural				67	68	66	67	n/a	n/a	n/a
Interface				67	65	65	66	n/a	n/a	n/a
18-34				67	67	66	67	69	68	68
Women				67	67	67	68	69	68	67
35-49				67	66	66	66	67	66	65
Overall			66		67	66	67	68	67	67
Men			66		66	66	67	68	67	66
Regional Centres			66		67	66	66	n/a	n/a	n/a
Large Rural		654			65	64	67	n/a	n/a	n/a
50-64	63	¥			64	62	65	66	64	64

2018 Family Support Performance

Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 30 Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES Performance detailed percentages



2018 Family Support Performance

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	2 5 2	26
Metropolitan	10	29	20	3 1	37
Interface	11	33	21	4 2	30
Regional Centres	13	36		25	5 3 18
Large Rural	9	31	23	52	30
Small Rural	11	31	18	4 2	34
Men	9	32	21	4 2	33
Women	12	31	21	4 2	30
18-34	13	36		23	4 2 22
35-49	11	34	22	2 5 1	27
50-64	7	27	22	5 2	38
65+	10	28	18	21	40
	%	Very good Good	Average	Poor Very	poor Can't say

2018 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES



	, , , ,				2017	2016	2015	2014	2013	2012
Women				83	82	82	82	83	83	83
50-64			81		80	79	80	80	81	81
Interface			81		78	79	77	n/a	n/a	n/a
Regional Centres			80		80	78	80	n/a	n/a	n/a
65+			80个		79	79	80	79	80	81
Small Rural			80个		79	79	80	n/a	n/a	n/a
Overall		79			78	78	79	79	79	80
Metropolitan		79			77	78	78	n/a	n/a	n/a
35-49		79			77	78	78	78	79	80
Large Rural		78♥			78	78	78	n/a	n/a	n/a
18-34	77	ł			76	77	77	77	77	78
Men	75♥				74	75	75	75	75	76

2018 Elderly Support Importance

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

Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2018 Overall	38	43	16	211
2017 Overall	35	44	17	211
2016 Overall	36	44	16	212
2015 Overall	36	44	16	21
2014 Overall	35	46	16	21
2013 Overall	36	45	15	2 <mark>1</mark> 1
2012 Overall	37	46	14	21
Metropolitan	36	44	16	211
Interface	40	43	13	21
Regional Centres	44	38	15	21
Large Rural	36	44	17	21
Small Rural	39	41	16	21
Men	30	44	21	3 11
Women	45	41	11	11
18-34	35	41	21	111
35-49	38	42	16	2 <mark>1</mark> 1
50-64	42	40	14	211
65+	37	46	13	21
	%			Coult
Extremely important	Very important Fairly important	Not that important Not at all imp	ortant	Can't sa

2018 Elderly Support Importance

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

2018 ELDERLY SUPPORT SERVICES Performance index scores



						2017	2016	2015	2014	2013	2012
65+					70	72	71	74	74	74	73
Small Rural				69个		71	70	72	n/a	n/a	n/a
Women			68			68	69	69	71	70	69
Overall			68			68	68	69	70	69	69
Men		67¥				68	67	69	70	69	68
18-34		674				67	67	67	69	69	68
Metropolitan		674				67	69	69	n/a	n/a	n/a
Large Rural		674				67	66	69	n/a	n/a	n/a
Interface		67				64	59	65	n/a	n/a	n/a
35-49		674				66	65	66	68	67	66
Regional Centres		66♥				68	66	66	n/a	n/a	n/a
50-64	65♥					66	66	67	69	67	67

2018 Elderly Support Performance

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES Performance detailed percentages



2018 Elderly Support Performance

2018 Overall	14	32		19	52	29
2017 Overall	14	31		19	4 2	30
2016 Overall	14	30		20	52	30
2015 Overall	15	34		19	4 2	26
2014 Overall	16	34		17	4 2	27
2013 Overall	15	33		19	4 1	28
2012 Overall	15	34		20	52	25
Metropolitan	10	27	18	4 1		40
Interface	11	30		19 5	2	34
Regional Centres	15	37			22	8 2 15
Large Rural	14	32		21	5 2	26
Small Rural	18	35		18	3 5	3 22
Men	12	32		20	4 2	29
Women	15	31		19	52	29
18-34	12	33		19	5 2	30
35-49	10	29	19	9 4	2	37
50-64	12	29		21	6 3	29
65+	19	34		1	8 5	2 22
	%	■ Very good ■ Good	Aver	age Poor	r 📕 Very poo	or Can't say

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32

2018 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES



20	To Disauvantageu Support importance		2017	2016	2015	2014	2013	2012
Women		76	75	76	77	77	78	77
Metropolitan	74♠		71	73	74	n/a	n/a	n/a
18-34	73		72	75	74	74	75	75
65+	73		72	72	73	72	73	73
Overall	72		71	73	73	72	73	73
50-64	72		71	71	73	72	73	73
Interface	72		72	73	72	n/a	n/a	n/a
35-49	72		70	73	73	72	72	72
Large Rural	70↓		70	72	72	n/a	n/a	n/a
Men	69♥		67	69	69	68	69	69

2018 Disadvantaged Support Importance

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

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

Note: Please see page 6 for explanation about significant differences.

2018 DISADVANTAGED SUPPORT SERVICES Importance detailed percentages



2018 Overall 27 41 4 12 24 26 41 5 2 2 2017 Overall 24 5 1 3 2016 Overall 27 42 22 28 4 12 2015 Overall 42 23 2014 Overall 25 44 23 4 12 27 4 12 2013 Overall 43 23 27 43 4 12 2012 Overall 23 **Metropolitan** 29 42 4 12 23 24 5 2 2 Interface 45 22 Large Rural 39 5 2 2 24 28 21 42 6 2 2 Men 28 Women 33 41 21 3 1 2 18-34 28 41 25 4 11 35-49 26 5 12 40 26 28 50-64 40 5 2 2 24 65+ 25 45 4 2 3 22

2018 Disadvantaged Support Importance

Extremely important

Very important
Fairly important

t Not that important

Can't say

Not at all important

%

2018 DISADVANTAGED SUPPORT SERVICES Performance index scores



				2017	2016	2015	2014	2013	2012
65+		e	54 个	64	64	65	67	64	66
Men		63		62	61	62	65	64	63
Interface		62		56	58	61	n/a	n/a	n/a
18-34		62		61	60	62	65	65	66
Metropolitan	61			62	62	63	n/a	n/a	n/a
Overall	61			61	61	62	64	62	63
Large Rural	61			61	61	62	n/a	n/a	n/a
Regional Centres	61			63	59	61	n/a	n/a	n/a
35-49	61			60	59	61	62	61	60
Women	60 ↓			61	60	62	63	61	63
50-64	58♥			59	59	60	61	60	59

2018 Disadvantaged Support Performance

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 17 Note: Please see page 6 for explanation about significant differences.

2018 DISADVANTAGED SUPPORT SERVICES Performance detailed percentages



2018 Disadvantaged Support Performance

2018 Overall	6	25	23	6 2	38
2017 Overall	6	25	22	6 2	39
2016 Overall	6	24	23	6 2	39
	7				
2015 Overall		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	34
Metropolitan	6	23	23	5 2	43
Interface	6	26	22	6 2	38
Regional Centres	10	29	2	28	9 3 20
Regional Centres Large Rural	10 6	29 25	23	28 6 2	9 3 20 39
-					
Large Rural	6	25	23	6 2	39
Large Rural Men	6 7	25 25	23 24	6 2 5 2	39 38 38
Large Rural Men Women	6 7 6	25 25 24	23 24 23	6 2 5 2 7 2 6 2	39 38 38
Large Rural Men Women 18-34	6 7 6 7	25 25 24 29	23 24 23 26	6 2 5 2 7 2 6 2 2	39 38 38 29
Large Rural Men Women 18-34 35-49	6 7 6 7 6	25 25 24 29 22	23 24 23 26 22 5	6 2 5 2 7 2 6 2 2	39 38 38 29 43

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 17

2018 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



35-49 Women **Regional Centres** n/a n/a n/a Interface n/a n/a n/a Large Rural n/a n/a n/a 50-64 Overall Metropolitan n/a n/a n/a Small Rural n/a n/a n/a 65+ 18-34 Men

2018 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES



0040.0		_	10			
2018 Overa	25		46		25	3 1
2017 Overa	24		46		26	4 1
2016 Overa	I 25		45		24	4 11
2015 Overa	l 23		46		26	3 1
2014 Overa	l 23		47		26	4 11
2013 Overa	l <u>23</u>		47		26	3 1
2012 Overa	l <u>22</u>		49		25	3 11
Metropolita	n <u>23</u>		48		25	3 1
Interfac	e 26		46		24	3
Regional Centre	s <u>27</u>		45		24	3 1
Large Rura	l 26		46		24	3 11
Small Rura	l 25		45		25	4 1
Ме	n <u>23</u>		46		27	4 1
Wome	n <u>27</u>		47		23	21
18-3	4 24		44		28	4
35-4	29		46		22	2
50-6	4 26		46		25	3 1
65	⊦ 21		50		24	3 1
	%					
Extremely important	Very important	Fairly important	Not that important	Not a	at all important	Can't say

2018 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26

2018 RECREATIONAL FACILITIES Performance index scores



Metropolitan n/a n/a n/a 65+ Women **Regional Centres** n/a n/a n/a Overall 18-34 Men Small Rural n/a n/a n/a Interface n/a n/a n/a 50-64 35-49 Large Rural n/a n/a n/a

2018 Recreational Facilities Performance

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES Performance detailed percentages



2018 Recreational Facilities Performance

2018 Overall	22			42		22	7 3 4
2017 Overall	22			43		22	7 2 4
2016 Overall	21			43		23	7 3 4
2015 Overall	22			43		23	6 2 3
2014 Overall	23			44		21	6 2 3
2013 Overall	22			44		22	7 2 3
2012 Overall	21			44		22	7 2 3
Metropolitan	26			45		20	4 1 5
Interface	22			40		23	8 3 4
Regional Centres	24			41		24	7 2 2
Large Rural	19		41			24	9 4 4
Small Rural	22			42		21	7 3 4
Men	22			43		23	7 3 3
Women	23			41		22	7 2 4
18-34	22			42		24	7 3 3
35-49	22			41		22	9 4 2
50-64	21			41		24	7 3 4
65+	24			44		20	5 1 6
	%	Very good	Good	Average	Poor	Very poor	Can't say

2018 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES



_	-					2017	2016	2015	2014	2013	2012
Interface					76	75	75	73	n/a	n/a	n/a
Women					76	76	76	75	75	76	75
50-64				75		75	75	75	75	76	74
35-49				75		75	75	75	75	75	74
65+				75		75	75	74	74	75	74
Regional Centres			74			74	74	74	n/a	n/a	n/a
Small Rural			74			74	74	73	n/a	n/a	n/a
Overall			74			74	74	73	73	74	73
Metropolitan			74			75	74	73	n/a	n/a	n/a
Large Rural		73♥				73	74	73	n/a	n/a	n/a
Men		72♥				72	72	71	71	72	71
18-34	714					72	72	70	70	71	71

2018 Public Areas Importance

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

Base: All respondents. Councils asked state-wide: 26

2018 THE APPEARANCE OF PUBLIC AREAS Importance detailed percentages



2018 Public Areas Importance

	1			
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	25	48	24	2
Interface	30	47	21	2
Regional Centres	29	44	23	3
Large Rural	24	46	27	2
Small Rural	26	46	24	3
Men	23	46	28	3
Women	29	47	21	2
18-34	24	41	30	4
35-49	27	47	23	2
50-64	29	46	22	21
65+	25	52	21	21
	%			
Extremely important	Very important 🛛 🗖 Fa	airly important Not that important	Not at all important	Can't say

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26

2018 THE APPEARANCE OF PUBLIC AREAS Performance index scores



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

2018 Public Areas Performance

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS Performance detailed percentages



2018 Public Areas Performance

	1			
2018 Overall	24	45	21	6 21
2017 Overall	25	46	20	6 <mark>2</mark> 1
2016 Overall	24	46	21	6 <mark>2</mark> 1
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	24	49	20	5 21
Interface	17	49	24	7 3
Regional Centres	29	42	21	52
Large Rural	22	45	23	6 <mark>3</mark> 1
Small Rural	27	43	21	6 <mark>3</mark> 1
Men	23	47	22	6 21
Women	26	44	21	6 21
18-34	23	48	21	52
35-49	26	44	20	6 <mark>3</mark> 1
50-64	23	44	23	7 21
65+	24	45	22	5 <mark>2</mark> 1
	%∎Very go	od Good Average Po	or Very poor	Can't say

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 35

2018 ART CENTRES AND LIBRARIES Importance index scores



_					2017	2016	2015	2014	2013	2012
Women				69个	69	70	70	70	70	71
65+			67个		66	67	67	68	69	68
Metropolitan			67个		67	68	69	n/a	n/a	n/a
Interface			67		62	66	64	n/a	n/a	n/a
35-49		65			66	66	67	66	67	67
50-64		65			64	65	65	66	67	67
Overall		65			64	66	65	66	66	66
Regional Centres	63♥				62	64	66	n/a	n/a	n/a
18-34	624				61	64	63	63	64	64
Large Rural	624				63	63	63	n/a	n/a	n/a
Small Rural	614				61	65	62	n/a	n/a	n/a
Men	614				60	60	61	62	62	62

2018 Art Centres & Libraries Importance

Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Note: Please see page 6 for explanation about significant differences.

2018 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES



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 11
2013 Overall	16	42	33	7 1
2012 Overall	17	42	33	7 21
Metropolitan	18	42	31	7 1
Interface	18	37	36	7 2
Regional Centres	15	36	33	12 21
Large Rural	12	36	39	10 3 1
Small Rural	13	35	35	12 3 1
Men	12	35	36	13 3 1
Women	19	42	31	6 11
18-34	14	34	38	13 1
35-49	17	39	32	9 21
50-64	17	37	35	8 3 1
65+	16	46	29	6 2 2
	%			

2018 Art Centres & Libraries Importance

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

2018 ART CENTRES AND LIBRARIES Performance index scores



_					2017	2016	2015	2014	2013	2012
65+				76	76	75	76	78	76	76
Regional Centres				76	75	75	75	n/a	n/a	n/a
Women				75	75	74	75	77	74	74
Interface				75	72	68	72	n/a	n/a	n/a
Metropolitan				75♠	75	74	75	n/a	n/a	n/a
35-49			74		73	72	73	76	73	72
Overall			74		73	72	73	75	73	73
Small Rural		73			72	71	69	n/a	n/a	n/a
18-34		73♥			72	71	73	74	73	73
Men		73♥			72	70	72	74	72	71
50-64		72↓			72	71	71	73	72	71
Large Rural	71	¥			70	70	73	n/a	n/a	n/a

2018 Art Centres & Libraries Performance

Q2. How has Council performed on 'art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Note: Please see page 6 for explanation about significant differences.

2018 ART CENTRES AND LIBRARIES Performance detailed percentages



2018 Art Centres & Libraries Performance

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	<mark>31</mark> 8
2013 Overall	25	44	18	4 2 8
2012 Overall	24	44	19	527
Metropolitan	26	41	19	3 10
Interface	27	43	15	5 1 10
Regional Centres	27	46		17 3 1 6
Large Rural	23	41	18	5 2 11
Small Rural	23	43	17	4 2 11
Men	22	42	19	4 1 12
Women	28	43	16	4 1 8
18-34	25	44	19	5 1 7
35-49	25	44	17	3 1 10
50-64	22	41	20	4 1 12
65+	28	41	15	<mark>31</mark> 11
	% Very goo	od Good Average	Poor Very poor	Can't say

Q2. How has Council performed on 'art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 23

2018 COMMUNITY AND CULTURAL ACTIVITIES Importance index scores



Women 18-34 **Regional Centres** n/a n/a n/a Interface n/a n/a n/a Metropolitan n/a n/a n/a Overall 65+ 35-49 Large Rural n/a n/a n/a **Small Rural** n/a n/a n/a 50-64 Men

2018 Community Activities Importance

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

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

2018 COMMUNITY AND CULTURAL ACTIVITIES Importance detailed percentages



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	34	41	11 21
Interface	13	35	39	10 31
Regional Centres	14	36	36	10 21
Large Rural	11	33	43	10 21
Small Rural	11	31	46	11 <mark>1</mark> 1
Men	10	30	42	14 <mark>3</mark> 1
Women	14	38	39	7 11
18-34	15	34	39	10 1
35-49	11	34	42	10 31
50-64	11	32	42	11 31
65+	11	36	38	11 22
	%			
Extremely important	Very important	Fairly important	Not that important Not at all important	ortant Can't s

2018 Community Activities Importance

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20

2018 COMMUNITY AND CULTURAL ACTIVITIES Performance index scores



Metropolitan n/a n/a n/a Women 65+ 35-49 **Small Rural** n/a n/a n/a Overall **Regional Centres** n/a n/a n/a **** 18-34 Men Interface n/a n/a n/a Large Rural n/a n/a n/a 50-64

2018 Community Activities Performance

Q2. How has Council performed on 'community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES Performance detailed percentages



2018 Community Activities Performance

2018 Overall	17		42			25	529
2017 Overall	17		42			25	5 1 10
2016 Overall	17		41			25	529
2015 Overall	18		4	3		25	5 1 7
2014 Overall	18		4	4		24	5 1 8
2013 Overall	17		44	1		25	5 1 8
2012 Overall	15		44			26	5 1 9
Metropolitan	18		42	2		24	4 1 11
Interface	14		42			27	5 2 10
Regional Centres	18		4	3		25	6 2 6
Large Rural	16		41			26	7 2 9
Small Rural	18		41			28	3 2 8
Men	15		41			28	5 2 10
Women	19			43		23	5 2 8
18-34	18		41			28	6 1 6
35-49	18		4	4		24	5 2 8
50-64	15		40			26	6 <mark>2</mark> 10
65+	17		42			24	4 1 12
	%	Very good	Good	Average	Poor	Very poor	Can't say

2018 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



				2017	2016	2015	2014	2013	2012
Interface			84	79	81	79	n/a	n/a	n/a
Metropolitan			83	81	82	81	n/a	n/a	n/a
Women			83个	81	82	80	80	81	80
65+			82	79	80	79	80	80	79
50-64			82	80	81	81	80	81	79
35-49			82	80	80	80	79	80	79
Overall		81		79	80	79	79	79	78
Regional Centres		81		79	79	80	n/a	n/a	n/a
Large Rural		81		78	79	78	n/a	n/a	n/a
Men	80	•		77	78	77	77	77	77
18-34	79♥			78	79	76	77	76	76
Small Rural	78♥			76	79	77	n/a	n/a	n/a

2018 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26

2018 WASTE MANAGEMENT Importance detailed percentages



2018 Waste Management Importance

2018 Overall	42	43	13 1
2017 Overall	36	46	16 1
2016 Overall	38	45	14 21
2015 Overall	35	46	16 1
2014 Overall	35	47	16 11
2013 Overall	36	47	15 1
2012 Overall	32	49	16 11
Metropolitan	46	42	11 1
Interface	46	43	10
Regional Centres	41	43	14 2
Large Rural	40	42	15 1
Small Rural	35	46	16 21
Men	39	43	15 2
Women	45	43	11 1
18-34	39	42	17 2
35-49	44	41	14 1
50-64	44	42	12 1
65+	41	47	10 11
Extremely important	% Very important Fairly important	Not that important Not at all important	tant 🛛 Can't

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26

2018 WASTE MANAGEMENT Performance index scores



_					2017	2016	2015	2014	2013	2012
Metropolitan				75	75	76	77	n/a	n/a	n/a
65+			73		74	74	75	75	74	75
Men		70			71	70	72	73	72	72
Overall		70			71	70	72	73	71	72
Women		70			71	70	72	72	70	72
Regional Centres		70			69	69	71	n/a	n/a	n/a
18-34		70			71	70	73	74	73	73
35-49		69 \			70	68	69	71	69	69
Small Rural		69 \			70	69	71	n/a	n/a	n/a
50-64	68	•			69	67	70	71	69	70
Interface	68	;↓			71	71	73	n/a	n/a	n/a
Large Rural	67\				68	66	68	n/a	n/a	n/a

2018 Waste Management Performance

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Note: Please see page 6 for explanation about significant differences.



2018 Waste Management Performance

2018 Overall	24		45		18	7	32	
2017 Overall	25		44			18	6	33
2016 Overall	24		45		18	7	4 2	
2015 Overall	25		47		17	6	32	
2014 Overall	26		47		16	5	32	
2013 Overall	24		47		18	6	32	
2012 Overall	24		48		17	6	22	
Metropolitan	29		48			16		4 21
Interface	22		44				10	5 1
Regional Centres	26		41		20		7	4 2
Large Rural	20		45		20		9	4 3
Small Rural	23		44		19		8	4 3
Men	24		45			18	7	4 2
Women	24		44			19	7	32
18-34	22		47		1	9	7	4 2
35-49	23		44		19		8	4 2
50-64	22		43		21		8	4 2
65+	28		45			16	6	3 3
	% Ver	y good 🛛 🗖 Good	Average	Poor	Very poo	r Ca	n't say	

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



Regional Centres n/a n/a n/a Small Rural n/a n/a n/a Women 50-64 35-49 65+ Overall Large Rural n/a n/a n/a **↓** Men 18-34 Interface n/a n/a n/a Metropolitan n/a n/a n/a

2018 Business/Development/Tourism Importance

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

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES



2018 Business/Development/Tourism Importance

2018 Overall	21	36		31	9 21
2017 Overall	21	38		30	8 21
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 21
2012 Overall	18	39		31	9 21
Metropolitan	12	30	3	9	14 <mark>3</mark> 1
Interface	15	33		35	13 21
Regional Centres	30		41	24	1 3 <mark>1</mark> 1
Large Rural	17	37		34	9 21
Small Rural	27		39	26	7 11
Men	20	34		31	11 31
Women	22	38		31	7 11
18-34	20	33		33	12 <mark>1</mark> 1
35-49	23	34		33	8 <mark>2</mark> 1
50-64	22	37		30	8 <mark>2</mark> 1
65+	19	40		29	7 3 2
	%				
Extremely important	Very important	Fairly important	lot that important	Not at all impor	tant 🛛 🔳 Can't s

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



Interface n/a n/a n/a n/a 18-34 Women 65+ Large Rural n/a n/a n/a Overall Metropolitan n/a n/a n/a Small Rural n/a n/a n/a 35-49 **Regional Centres** n/a n/a n/a Men 50-64

2018 Business/Development/Tourism Performance

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 23

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2018 Business/Development/Tourism Performance

2018 Overall	10	33	31	10 4 12
2017 Overall	11	34	29	10 3 14
2016 Overall	10	32	31	10 3 14
2015 Overall	11	34	31	10 3 12
2014 Overall	11	35	30	9 3 12
2013 Overall	10	35	30	9 3 13
2012 Overall	10	35	31	9 3 12
Metropolitan	8	28	31	9 2 22
Interface	9	42	28	5 2 15
Regional Centres	12	33	32	12 5 5
Large Rural	12	37	29	11 3 8
Small Rural	12	33	31	11 5 8
Men	10	33	30	12 5 11
Women	11	34	31	9 3 12
18-34	11	38	31	10 3 7
35-49	10	34	30	10 5 11
50-64	10	28	31	13 4 13
65+	11	33	30	8 3 15
	%	Very good Good	Average Poor	Very poor 🛛 Can't say

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 23

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES



2018 Town Planning Importance 65+ 76个 50-64 **Small Rural** n/a n/a n/a Women Large Rural n/a n/a n/a 35-49 Overall Metropolitan n/a n/a n/a **Regional Centres** n/a n/a n/a Men Interface n/a n/a n/a 18-34

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

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

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY Importance detailed percentages



2018 Town Planning Importance

	L						
2018 Overall	27		40		24	4 1 3	
2017 Overall	26		41		24	4 1 4	
2016 Overall	27		40		24	4 1 5	
2015 Overall	25		41		25		
2014 Overall	25		41		25		
2013 Overall	25		42		25		
2012 Overall	25		42		24		
Metropolitan	27		40		24		
Interface	24		38		30		
Regional Centres	26		40		25	4 1 4	
Large Rural	29		41		22	3 1 3	
Small Rural	30		41		22	3 1 2	
Men	25		41		25	5 1 4	
Women	30		39		24	3 1 3	
18-34	17	38		34		6 1 4	
35-49	31		37		26	3 1 3	
50-64	33		41		19	4 1 3	
65+	30		45		18	214	
	%						
Extremely important	Very important 🛛 📕 Fair	rly important	Not that important	Not a	t all important	Can't	

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 11

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY Performance index scores



_					2017	2016	2015	2014	2013	2012
18-34				59个	57	57	59	60	60	59
Interface			55		51	52	55	n/a	n/a	n/a
Regional Centres		54			56	54	55	n/a	n/a	n/a
65+		54			54	52	54	55	55	54
Women		54			53	53	55	56	55	54
Overall		54			53	52	54	55	55	54
Large Rural		54			54	51	53	n/a	n/a	n/a
Men		54			53	51	54	54	54	53
Metropolitan	5	53			53	54	55	n/a	n/a	n/a
Small Rural	5	53			51	49	53	n/a	n/a	n/a
35-49	514				51	50	53	53	53	52
50-64	50♥				49	48	51	51	50	50

2018 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: 17 Note: Please see page 6 for explanation about significant differences.

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY Performance detailed percentages



2018 Town Planning Performance

	1							
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	5	26	29			12	6	21
Interface	5	31	27			13	5	19
Regional Centres	6	29	32			1	4	7 12
Large Rural	5	27		32		12	7	16
Small Rural	5	25		34	14		7	15
Men	6	29		31		13	;	7 14
Women	5	26		30		12	6	21
18-34	6	34		2	29	Ç	9 4	18
35-49	5	26		30		13	9	18
50-64	5	22		33		16	7	18
65+	6	26		31		14	6	17
	%	Very good	Good	Average	Poor	Very	poor	Can't say

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 17

2018 PLANNING AND BUILDING PERMITS



IMPORTANCE INDEX SCORES

_				2017	2016	2015	2014	2013	2012
65+			75	75	74	74	74	74	74
Metropolitan		-	74	76	74	74	n/a	n/a	n/a
50-64		-	74	74	74	73	73	74	74
Women		73	r	74	74	73	74	73	73
35-49		71		72	71	72	72	72	72
Overall		71		72	71	71	71	71	71
Interface		71		69	69	69	n/a	n/a	n/a
Regional Centres		71		69	69	70	n/a	n/a	n/a
Large Rural	7	' 0		72	70	71	n/a	n/a	n/a
Men	694			70	69	69	69	69	69
Small Rural	68♥			68	71	70	n/a	n/a	n/a
18-34	64			66	67	66	66	65	66

2018 Planning & Building Permits Importance

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18

2018 PLANNING AND BUILDING PERMITS Importance detailed percentages



2018 Planning & Building Permits Importance

2018 Overall	26	39	39 25					
2017 Overall	27	38	25	5 1 3				
2016 Overall	26	39	25	6 2 3				
2015 Overall	26	39	27	5 12				
2014 Overall	25	41	25	5 1 3				
2013 Overall	25	40	27	5 12				
2012 Overall	25	41	25	5 1 3				
Metropolitan	32	38	22	5 12				
Interface	25	37	32	3 1 2				
Regional Centres	24	40	26	6 12				
Large Rural	25	38	27	6 12				
Small Rural	23	39	24	9 3 3				
Men	24	38	26	7 2 2				
Women	28	39	24	5 12				
18-34	18	33	35	10 2 2				
35-49	27	39	26	5 21				
50-64	31	40	22	5 11				
65+	30	43	18	4 1 4				
%								
Extremely important	Very important 🛛 🗖 Fa	irly important Not that important	Not at all important	Can't sa				

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18

2018 PLANNING AND BUILDING PERMITS Performance index scores



18-34 **Regional Centres** n/a n/a n/a Interface n/a n/a n/a Women Overall Men Metropolitan n/a n/a n/a Small Rural n/a n/a n/a 65+ 35-49 Large Rural n/a n/a n/a 50-64 49₩

2018 Planning & Building Permits Performance

Q2. How has Council performed on 'planning and building permits' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS Performance detailed percentages



2018 Planning & Building Permits Performance

2018 Overall	5	24	27	13	23
2017 Overall	5	23	27	14	
2016 Overall	5	22	25	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	5	25	27	14	9 21
Interface	4	25	25	11 6	28
Regional Centres	8	28	27	9	7 21
Large Rural	4	22	27	15 9	23
Small Rural	6	21	28	14	23
Men	6	25	27	14	9 19
Women	5	22	27	12 7	26
18-34	6	30	29	10	5 20
35-49	5	24	26	13	1 21
50-64	4	21	29	15	9 22
65+	6	20	26	14 8	27
	%	Very good	Good Average	Poor Very	poor Can't say

2018 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES



Women 18-34 Metropolitan n/a n/a n/a Overall **Regional Centres** n/a n/a n/a 35-49 Large Rural n/a n/a n/a 50-64 65+ Small Rural n/a n/a n/a Men

2018 Environmental Sustainability Importance

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

2018 ENVIRONMENTAL SUSTAINABILITY Importance detailed percentages



2018 Environmental Sustainability Importance

2018 Overall	31	39	23	5 21
2017 Overall	29	40	24	5 21
2016 Overall	30	40	21	6 21
2015 Overall	29	41	23	5 11
2014 Overall	29	40	24	5 21
2013 Overall	27	42	24	5 21
2012 Overall	26	41	24	6 21
Metropolitan	32	40	22	4 21
Regional Centres	31	39	22	6 21
Large Rural	31	37	25	5 21
Small Rural	27	37	26	8 21
Men	26	37	27	7 3 1
Women	36	40	19	3 <mark>1</mark> 1
18-34	35	38	21	4 <mark>1</mark> 1
35-49	32	37	24	52
50-64	31	38	23	6 <mark>2</mark> 1
65+	26	41	24	5 2 2
	% Very important Fairly im	portant Not that important	Not at all important	Can't sa

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

2018 ENVIRONMENTAL SUSTAINABILITY Performance index scores



2018 Environmental Sustainability Performance

				2017	2016	2015	2014	2013	2012
18-34			64	64	64	65	65	66	67
Metropolitan			64	64	64	65	n/a	n/a	n/a
Regional Centres			64	65	63	63	n/a	n/a	n/a
Interface			64	62	60	63	n/a	n/a	n/a
65+		63		64	63	65	65	65	65
35-49		63		64	63	63	64	64	63
Men		63		64	62	64	64	64	64
Overall		63		64	63	64	64	64	64
Women		63		63	63	64	64	64	65
Small Rural	62			63	61	63	n/a	n/a	n/a
Large Rural	614			62	62	64	n/a	n/a	n/a
50-64	614			62	61	62	62	62	62
-									

Q2. How has Council performed on 'environmental sustainability' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Note: Please see page 6 for explanation about significant differences.

2018 ENVIRONMENTAL SUSTAINABILITY Performance detailed percentages



2018 Environmental Sustainability Performance

2018 Overall	10	37		30	8 2 12
2017 Overall	10	37		29	7 2 14
2016 Overall	11	36		30	8 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	10	38		28	7 2 14
Interface	7	41		30	<mark>6 2</mark> 14
Regional Centres	13	38		32	7 3 8
Large Rural	9	35		31	9 3 12
Small Rural	10	37		30	8 3 12
Men	10	38		29	8 3 12
Women	10	36		31	7 2 13
18-34	12	40		30	8 2 9
35-49	10	38		28	8 3 13
50-64	9	34		32	10 3 13
65+	10	36		31	7 2 14
	%	Very good Good	Average	Poor Ver	ry poor 🛛 🗖 Can't say

Q2. How has Council performed on 'environmental sustainability' over the last 12 months? Base: All respondents. Councils asked state-wide: 24

2018 EMERGENCY AND DISASTER MANAGEMENT



IMPORTANCE INDEX SCORES

		ortarioo		2017	2016	2015	2014	2013	2012
Women			85个	84	84	84	85	85	84
Interface			84	82	83	81	n/a	n/a	n/a
18-34			831	81	81	80	82	82	81
Large Rural		82		81	81	81	n/a	n/a	n/a
Regional Centres		82		80	80	81	n/a	n/a	n/a
Overall		81		80	80	80	80	80	80
35-49		81		78	80	79	79	79	79
65+		81		80	80	79	80	80	79
50-64	80			80	80	80	80	80	80
Small Rural	80			81	82	80	n/a	n/a	n/a
Metropolitan	80			77	76	77	n/a	n/a	n/a
Men	77♥			76	76	75	76	76	76

2018 Disaster Management Importance

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

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

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



3 11

4 11

3 11

4 11

4 11

4 11

4 11

4 11

211

3 11

3 11

21

21

4 11

4 11

3 2

Can't say

2018 Overall 48 33 14 2017 Overall 45 34 14 2016 Overall 45 36 14 2015 Overall 44 35 15 2014 Overall 45 34 14 2013 Overall 46 34 14 2012 Overall 43 38 14 **Metropolitan** 45 32 17 Interface 53 33 10 **Regional Centres** 50 34 11 Large Rural 50 13 32 Small Rural 43 4 1 2 35 16 Men 41 34 17 5 21 Women 55 32 10 18-34 52 32 13 35-49 49 31 14 50-64 15 48 30

2018 Disaster Management Importance

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

Very important

43

Fairly important

65+

Extremely important

%

12

Not at all important

39

Not that important

2018 EMERGENCY AND DISASTER MANAGEMENT Performance index scores



n/a

n/a

n/a

n/a

n/a

Regional Centres n/a n/a 18-34 **Small Rural** n/a n/a Women 65+ Overall 35-49 Large Rural n/a n/a Interface n/a n/a Men Metropolitan n/a n/a 50-64 ****

2018 Disaster Management Performance

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 21 Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2018 Disaster Management Performance

2018 Overall	18		39			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	5	2 18	
2014 Overall	20		38	3		18	4	2 18	
2013 Overall	19		37			20	5	2 17	
2012 Overall	19		38			20	5	2 16	
Metropolitan	12		35		19	3 1		29	
Interface	17		39			19	3 2	20	
Regional Centres	23			40			19	3 1 1 3	
Large Rural	19		4	1		18	4	2 16	
Small Rural	22			39		18		4 2 15	
Men	16		40			20	4	2 18	
Women	20		3	8		17	4 1	19	
18-34	21			45			17	4 2 11	1
35-49	18		39			18	4 2	19	
50-64	16		36		2	2	4 2	21	
65+	18		36			18	3 1	22	
	%	Very good	Good	Average	Pool	r Ver	y poor	Can't say	

2018 PLANNING FOR POPULATION GROWTH IN THE AREA Importance index scores



20		προιταπο			2017	2016	2015	2014	2013	2012
50-64				80	79	77	79	78	78	78
Interface			79	9	80	79	76	n/a	n/a	n/a
Women			79	91	78	77	77	77	77	77
35-49			78		78	77	78	78	77	77
Metropolitan			78		75	75	74	n/a	n/a	n/a
Large Rural			78		78	74	74	n/a	n/a	n/a
Overall		77			76	76	75	75	75	75
65+		77			77	75	75	75	74	75
Men		76			75	74	73	73	73	73
Regional Centres	75♥				75	76	76	n/a	n/a	n/a
18-34	74↓				73	74	70	70	71	73

2018 Population Growth Importance

Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 12

Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA Importance detailed percentages



2018 Population Growth Importance

2018 Overall	39	36	18	4 11
2017 Overall	36	38	19	4 <mark>1</mark> 1
2016 Overall	35	37	20	5 12
2015 Overall	34	38	21	4 21
2014 Overall	33	38	21	5 12
2013 Overall	34	38	20	5 11
2012 Overall	34	39	19	5 <mark>1</mark> 1
Metropolitan	41	36	17	3 11
Interface	45	33	14	5 11
Regional Centres	33	39	22	4 <mark>1</mark> 1
Large Rural	41	36	18	4 1
Men	37	37	19	5 1
Women	41	36	18	3 <mark>1</mark> 1
18-34	34	35	24	4 1
35-49	42	35	17	4 21
50-64	44	36	15	4 <mark>1</mark> 1
65+	37	40	16	4 11
Extremely important	% Very important	Not that important	at all important	Can't say

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: 12

2018 PLANNING FOR POPULATION GROWTH IN THE AREA Performance index scores



			2017	2016	2015	2014	2013	2012
Regional Centres	62	2	62	59	61	n/a	n/a	n/a
18-34	56个		57	55	60	59	59	58
Women	52		52	51	55	55	54	52
Overall	52		52	51	54	54	54	52
Men	52		53	52	54	54	54	52
65+	51		52	52	54	55	55	52
35-49	51		50	49	51	52	51	48
Metropolitan	50♥		51	51	54	n/a	n/a	n/a
50-64	50♥		49	48	50	51	50	49
Interface	49 \		50	55	57	n/a	n/a	n/a
Large Rural	 18↓		48	47	50	n/a	n/a	n/a

2018 Population Growth Performance

Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 14 Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA Performance detailed percentages



2018 Population Growth Performance

2018 Overall	8	24		30		16	8	14
2017 Overall	7	24		29		16	7	16
2016 Overall	6	23		30		16		16
2015 Overall	7	28		30		14		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	4	23		32		17	8	16
Interface	6	23		28	21		10	13
Regional Centres	16	6	31		28		10	5 10
Regional Centres Large Rural	10 7	5 20	31	29	28	19	10 10	5 10 15
-			31	29 29	28	19 17		
Large Rural	7	20	31		28		10	15
Large Rural Men	7	20 24	31	29		17	10 9 7	15 12
Large Rural Men Women	7 9 7	20 24 24	31	29 30		17 16	10 9 7	15 12 16
Large Rural Men Women 18-34	7 9 7 11	20 24 24 29	31	29 30 28		17 16 1 [/]	10 9 7 4	15 12 16 8 10
Large Rural Men Women 18-34 35-49	7 9 7 11 8	20 24 24 29 23	31	29 30 28 31		17 16 17 17	10 9 7 4 9	15 12 16 8 10 12

2018 ROADSIDE SLASHING AND WEED CONTROL



IMPORTANCE INDEX SCORES

_	•	•	2017	2016	2015	2014	2013	2012
50-64		78	78	76	76	78	78	74
65+		76	76	73	74	76	77	73
Small Rural		76个	76	n/a	77	n/a	n/a	n/a
Women		76个	76	75	75	78	77	74
Large Rural		75	75	75	74	n/a	n/a	n/a
Interface		75	76	76	75	n/a	n/a	n/a
Overall		73	74	73	73	75	74	71
35-49		73	73	74	75	76	76	71
Men		71₩	71	71	70	71	72	68
18-34		67 \	66	69	65	68	66	65
Metropolitan	62	•	65	64	62	n/a	n/a	n/a

2018 Roadside Slashing & Weed Control Importance

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

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

Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL Importance detailed percentages



2018 Roadside Slashing & Weed Control Importance

2018 Overall	29		40		25	4 1
2017 Overall	30		40		25	4 11
2016 Overall	28		42		23	5 11
2015 Overall	28		40		26	5 1
2014 Overall	32		40		23	4 1
2013 Overall	30		42		24	4 1
2012 Overall	24		42		28	5 11
Metropolitan	12	36		43		7 11
Interface	31		39		27	3
Large Rural	33		41		22	4 1
Small Rural	32		43		21	3 1
Men	26		40		27	5 1
Women	33		40		23	3 1
18-34	22		36		33	8 1
35-49	29		38		28	4 1
50-64	37		41		19	21
65+	31		45		21	21
	%					
Extremely important	Very important Fairly	y important	Not that important	Not a	t all important	Can't s

Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7

2018 ROADSIDE SLASHING AND WEED CONTROL Performance index scores



2018 Roadside Slashing & Weed Control Performance

			2017	2016	2015	2014	2013	2012
Metropolitan		67个	68	68	69	n/a	n/a	n/a
18-34		61	58	61	62	63	63	67
Interface		60个	54	56	52	n/a	n/a	n/a
Women		56	54	57	55	55	56	61
35-49		55	54	57	55	53	56	59
Overall		55	53	56	55	55	56	61
Men		54	52	55	54	55	57	60
Small Rural		54	51	51	52	n/a	n/a	n/a
65+		53♥	51	54	52	53	55	59
50-64	5	51♥	50	52	51	51	52	58
Large Rural	5	51♥	50	54	53	n/a	n/a	n/a
-								

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL Performance detailed percentages



2018 Roadside Slashing & Weed Control Performance

2018 Overall	10	34		29	16	93
2017 Overall	10	31		27	18	11 3
2016 Overall	11	34		28	15	93
2015 Overall	10	32		30	16	92
2014 Overall	11	32		28	17	10 3
2013 Overall	11	35		28	16	8 2
2012 Overall	14	38		28	12	5 3
Metropolitan	16	45			29	7 12
Interface	12	39		27	13	6 3
Large Rural	9	28	:	30	18	12 2
Large Rural Small Rural		28 3 3	:	30 2 9	18 17	12 2 9 3
_	9					
Small Rural	9 8	33		29	17	93
Small Rural Men	9 8 10	33 34		29 28	17 16	9 3 10 2 8 3
Small Rural Men Women	9 8 10 11	33 34 34		29 28 30	17 16 15	9 3 10 2 8 3
Small Rural Men Women 18-34	9 8 10 11 13	33 34 34 41		29 28 30 28	17 16 15 1	9 3 10 2 8 3 0 7 1
Small Rural Men Women 18-34 35-49	9 8 10 11 13 11	33 34 34 41 35		29 28 30 28 28 27	17 16 15 1 16	9 3 10 2 8 3 0 7 1 9 2

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 11

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance index scores



-	·····			2017	2016	2015	2014	2013	2012
Small Rural			84	81	81	82	n/a	n/a	n/a
50-64			82	81	80	80	80	82	81
Women			82	80	80	80	81	83	82
Interface	81		79	79	78	n/a	n/a	n/a	
Overall	80		79	79	78	78	81	80	
65+	80			79	79	78	77	80	79
35-49	79			78	78	79	80	82	80
18-34	79			76	78	76	77	80	79
Men	78♥	78♥		77	77	76	76	79	78
Large Rural	78♥			77	78	76	n/a	n/a	n/a
ional Centres	77			76	70	72	n/a	n/a	n/a

2018 Unsealed Roads Importance

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 13

Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance detailed percentages



2018 Unsealed Roads Importance

2018 Overall	43	38	15	3 11
2017 Overall	39	39	17	3 11
2016 Overall	40	37	17	3 1 2
2015 Overall	39	39	18	3 11
2014 Overall	39	38	17	3 11
2013 Overall	44	39	14	2 <mark>1</mark> 1
2012 Overall	41	39	15	211
Interface	46	37	12	4 1
Regional Centres	36	41	17	3 11
Large Rural	40	38	18	3 1
Small Rural	49	37	1	1 11
Men	39	39	16	4 11
Women	46	36	15	21
18-34	43	35	18	4 1
35-49	43	36	17	3
50-64	46	38	13	21
65+	39	42	14	212
Extremely important	% Very important	Not that important Not at all imp	portant	Can't sa

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 13

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance index scores



_	 	2017	2016	2015	2014	2013	2012
Regional Centres	52∱	52	n/a	51	n/a	n/a	n/a
Interface	48个	45	44	47	n/a	n/a	n/a
65+	44	45	45	46	48	48	50
18-34	44	45	46	48	46	47	48
35-49	43	44	42	44	45	42	44
Men	43	44	43	45	46	45	46
Overall	43	44	43	45	45	44	46
Women	42	43	43	45	45	43	46
Large Rural	41♥	42	43	44	n/a	n/a	n/a
50-64	40₩	41	40	43	42	40	43
Small Rural	40₩	43	44	45	n/a	n/a	n/a

2018 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: 21 Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance detailed percentages



2018 Unsealed Roads Performance

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	7	23	27	20	11	12
Regional Centres	8	26	27	18	8	13
Large Rural	5	18	28	25	18	6
Small Rural	4	17	30	25	20	4
Men	5	20	29	23	18	6
Women	5	19	28	24	16	8
18-34	7	21	27	25	17	4
35-49	5	22	27	24	17	5
50-64	4	17	28	25	19	6
65+	5	18	31	21	14	11
	%	Very good	Good Average	Poor Very poo	or Can't sa	

2018 BUSINESS AND COMMUNITY DEVELOPMENT Importance index scores



2018 Business/Community Development Importance

_				2017	2016	2015	2014	2013	2012
Regional Centres			71	73	n/a	n/a	n/a	n/a	n/a
35-49		70		71	73	70	71	n/a	n/a
18-34		70		72	72	69	70	n/a	n/a
Women		70		71	72	71	71	n/a	n/a
Overall		69		70	70	69	69	n/a	n/a
Large Rural		69		70	71	72	n/a	n/a	n/a
Interface	68			67	69	67	n/a	n/a	n/a
Men	68			69	69	67	67	n/a	n/a
50-64	68			69	69	69	69	n/a	n/a
65+	66♥			68	67	68	68	n/a	n/a

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

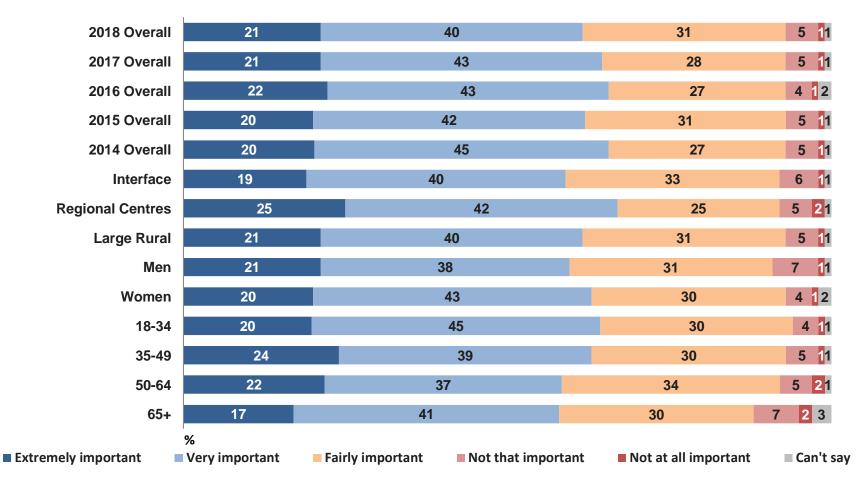
Base: All respondents. Councils asked state-wide: 7

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT Importance detailed percentages



2018 Business/Community Development Importance



Q1. Firstly, how important should 'business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7

2018 BUSINESS AND COMMUNITY DEVELOPMENT Performance index scores



2018 Business/Community Development Performance

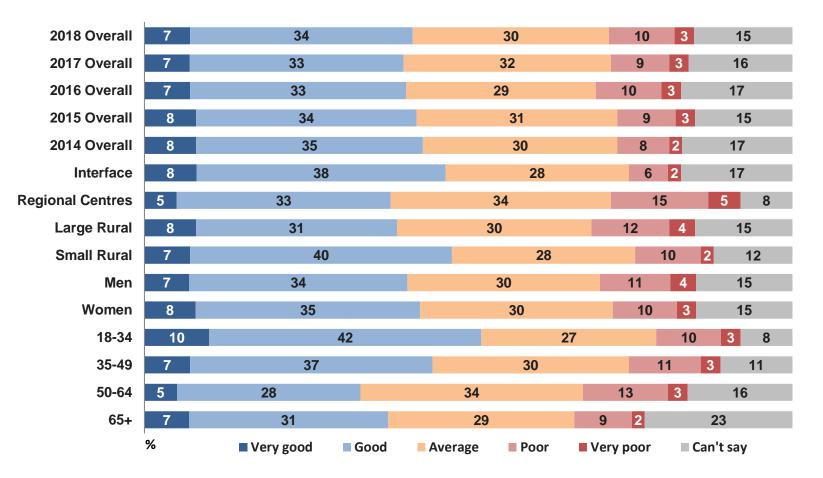
_				2017	2016	2015	2014	2013	2012
Interface			63个	59	58	63	n/a	n/a	n/a
18-34			62	62	63	64	65	n/a	n/a
Small Rural			61	65	62	61	n/a	n/a	n/a
Women			61	60	60	61	63	n/a	n/a
65+		60		61	59	61	62	n/a	n/a
Overall		60		60	60	60	62	n/a	n/a
35-49		60		59	59	59	60	n/a	n/a
Men		59		59	59	59	60	n/a	n/a
Large Rural		58♥		59	58	60	n/a	n/a	n/a
50-64	56♥			56	56	58	59	n/a	n/a
Regional Centres	55♥			58	61	54	n/a	n/a	n/a

Q2. How has Council performed on 'business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 10 Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT Performance detailed percentages



2018 Business/Community Development Performance



2018 TOURISM DEVELOPMENT Importance index scores



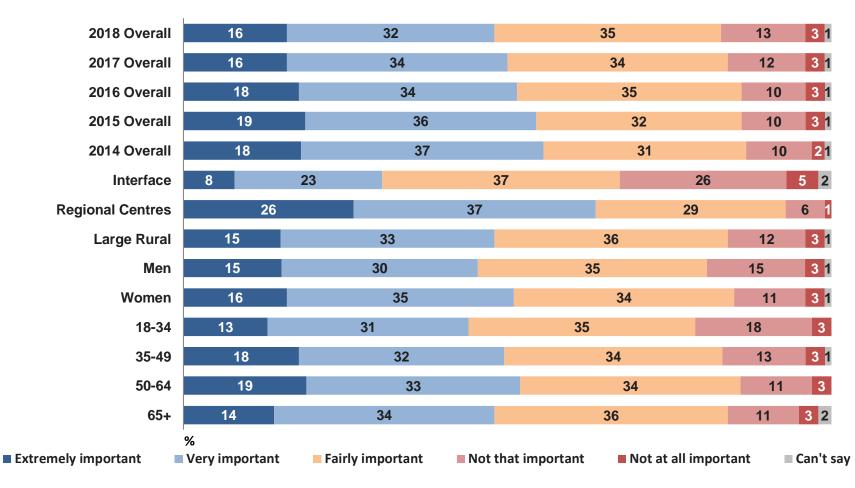
			2017	2016	2015	2014	2013	2012
Regional Centres		71	70	n/a	64	n/a	n/a	n/a
50-64		63	63	64	67	65	n/a	n/a
Women		63个	63	65	66	67	n/a	n/a
35-49		62	62	64	65	64	n/a	n/a
65+		62	64	64	67	66	n/a	n/a
Large Rural		62	63	67	67	n/a	n/a	n/a
Overall		61	62	63	65	65	n/a	n/a
Men		60	61	62	63	63	n/a	n/a
18-34		59	59	62	59	63	n/a	n/a
Interface	51	¥	53	57	50	n/a	n/a	n/a

2018 Tourism Development Importance

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

2018 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES





2018 Tourism Development Importance

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

2018 TOURISM DEVELOPMENT Performance index scores



_	-			2017	2016	2015	2014	2013	2012
Small Rural			67个	67	64	63	n/a	n/a	n/a
18-34		64		64	64	64	64	n/a	n/a
Women		64		64	64	64	66	n/a	n/a
65+		64		63	62	65	66	n/a	n/a
Regional Centres		64		65	71	67	n/a	n/a	n/a
Overall		63		63	63	63	64	n/a	n/a
35-49	62			63	63	61	62	n/a	n/a
Men	61			61	62	62	62	n/a	n/a
Large Rural	61			65	64	66	n/a	n/a	n/a
Interface	61♥			56	56	53	n/a	n/a	n/a
50-64	60♥			61	60	62	64	n/a	n/a

2018 Tourism Development Performance

Q2. How has Council performed on 'tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 10 Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2018 Tourism Development Performance

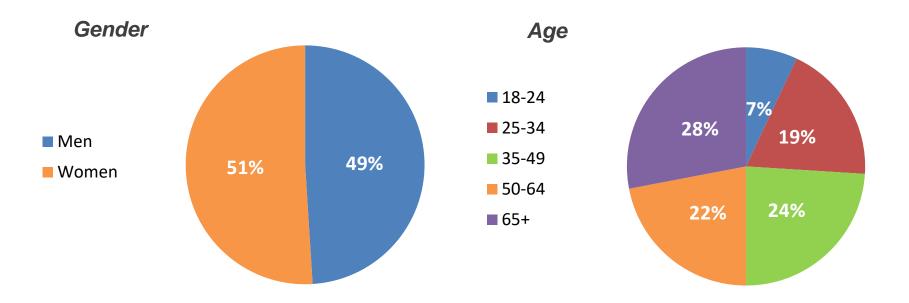
2018 Overall	12		37			26	1	1 3	11
2017 Overall	13	:	34		2	9	9	3	12
2016 Overall	13		34		2	7	9	3	13
2015 Overall	12	3	5		2	8	9	3	13
2014 Overall	13		36			28	Ç) 2	13
Interface	7	38			26		11	2	15
Regional Centres	14		40			28		11	2 5
Large Rural	11	35	5		28		11	3	12
Small Rural	20		38	3		23		9	3 7
Men	12	3	35		2	7	1	2 3	10
Women	13		39			25		9 3	11
18-34	14		42			24		12	2 7
35-49	12	;	36		2	7	1	1 3	11
50-64	12	33	6		28		12	5	11
65+	12		36		2	7	9	2	14

DETAILED DEMOGRAPHICS



2018 GENDER AND AGE PROFILE

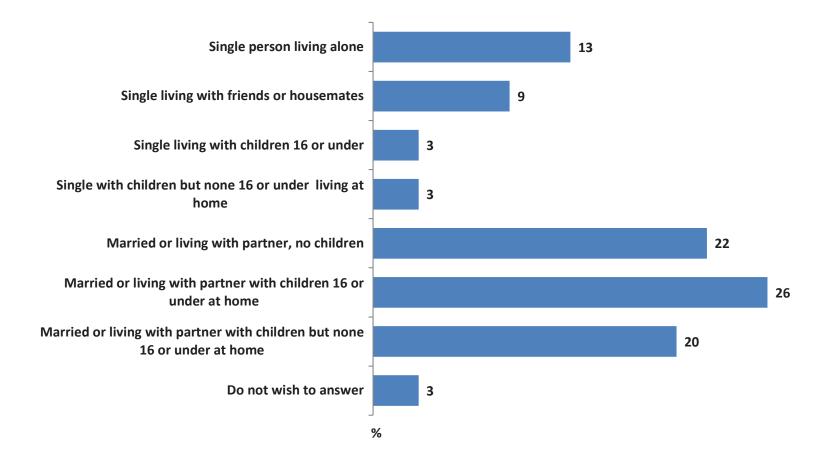




Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



2018 Household Structure





2018 Overall 15 73 12 2017 Overall 14 17 69 2016 Overall 15 16 69 2015 Overall 13 14 73 2014 Overall 14 71 14 2013 Overall 14 72 14 2012 Overall 15 16 68 0-5 years 5-10 years 10+ years Can't say %

2018 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: 12

2018 YEARS LIVED IN AREA



2018 Overall 2017 Overall 2016 Overall Metropolitan Interface **Regional Centres** Large Rural Small Rural Men Women 18-34 35-49 50-64 65+ Can't say 0-5 years 5-10 years 10-20 years 20-30 years **30+ years** %

2018 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: 12 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 three years of data only.



2018 Own or Rent

2018 Overall	92		7
2017 Overall	83	15	
2016 Overall	79	20	
2015 Overall	82	17	
2014 Overall	83	16	
2013 Overall	83	16	
2012 Overall	81	18	
Small Rural	92		7
Men	93		6
Women	91		9
18-34	92		8
35-49	85	1	2
50-64	95		5
65+	95		4
	% Own Rent		

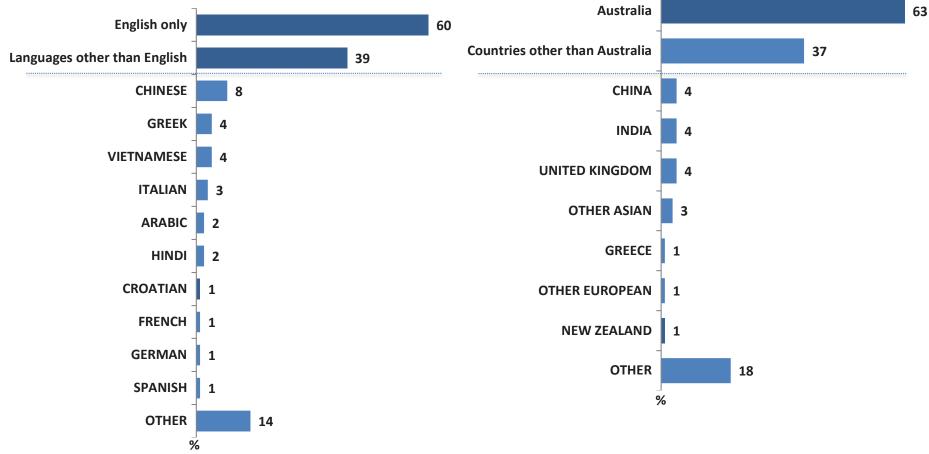
Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property? Base: All respondents. Councils asked state-wide: 1

2018 LANGUAGES SPOKEN AT HOME 2018 COUNTRIES OF BIRTH



2018 Languages Spoken

2018 Countries of Birth



Q11. What languages, other than English, are spoken regularly in your home? Base: All respondents. Councils asked state-wide: 4

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

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

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

2018 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS



Experience of Services

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

7				
	86		89	
-	2		84	
78			81	
77		_	78	
66			71	
70			71	
53		59		
47	51			
48	48			
44	46			
38	42			
40	41			
24 26				
24 25				
20 21				
18 20				
17 20				
16 19				
18 18				
16 17				
13 16				
11 14				
11 13				
8 12				
89				
6 8				
8 8				

Total household use
 Personal use

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: 13

%

APPENDIX A: FURTHER PROJECT INFORMATION



APPENDIX A: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2018 have been made throughout this report as appropriate.**

APPENDIX A: Margins of Error



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Overall was 26814. 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 26814 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,471,000 people aged 18 years or over for Overall, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	26814	25600	+/-0.6
Men	12196	12636	+/-0.9
Women	14618	12964	+/-0.8
Metropolitan	6212	5600	+/-1.2
Interface	2500	2400	+/-2.0
Regional Centres	3201	3200	+/-1.7
Large Rural	7701	7200	+/-1.1
Small Rural	7200	7200	+/-1.2
18-34 years	3118	6570	+/-1.8
35-49 years	4999	6066	+/-1.4
50-64 years	8335	5747	+/-1.1
65+ years	10362	7217	+/-1.0

APPENDIX A: Analysis and reporting



In 2018, 64 of the 79 Victorian councils chose to participate in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating in 2012-2017 vary slightly to those participating in 2018, and that council grouping classifications significantly changed for 2015. As such, comparisons to previous council group results can not be made to any period prior to 2015.

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

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

183

APPENDIX A: ANALYSIS AND REPORTING

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 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.

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



APPENDIX A: Analysis and reporting



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

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

APPENDIX A: INDEX SCORE IMPLICATIONS



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

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

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

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

APPENDIX A: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



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

Z Score = (\$1 - \$2) / Sqrt ((\$3*2 / \$5) + (\$4*2 / \$6))

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX A: Analysis and reporting



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 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 2018 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX A: Analysis and reporting



Reporting

Every council that participated in the 2018 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.

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. 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 A: Glossary of terms



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

CSS: 2018 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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