



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

2018 STATE-WIDE RESEARCH REPORT

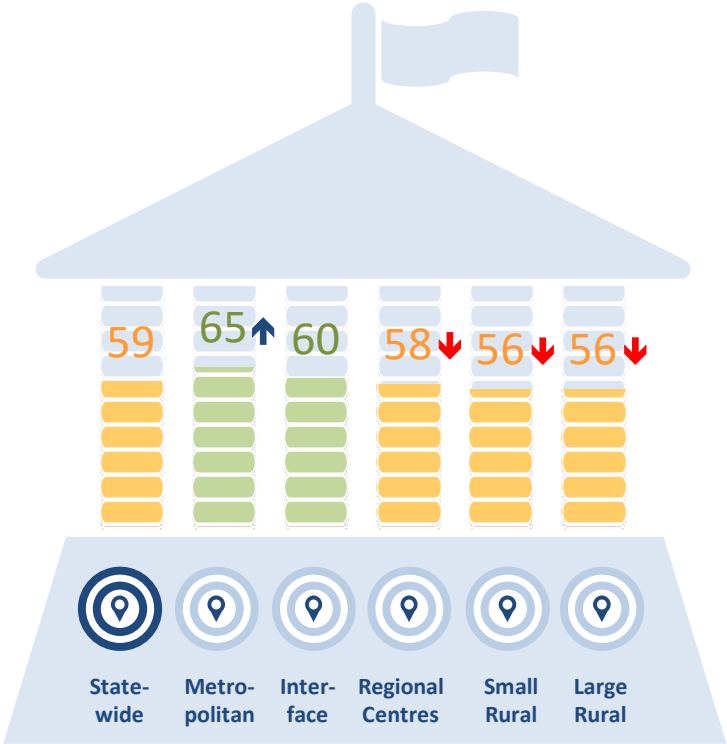
**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**



Background and objectives	5
Survey methodology and sampling	6
Further information	8
Key findings and recommendations	9
Summary of findings	20
Positives and areas for improvement	32
Regression analysis	33
Detailed findings	37
➤ Key core measure: Overall performance	38
➤ Key core measure: Customer service	41
➤ Key core measure: Council direction indicators	51
➤ Communications	58
Individual service areas	63
➤ Community consultation and engagement	64
➤ Lobbying on behalf of the community	68
➤ Decisions made in the interest of the community	72
➤ The condition of sealed local roads in your area	76
➤ Informing the community	80
➤ The condition of local streets and footpaths in your area	84
➤ Traffic management	88
➤ Parking facilities	92

➤ Enforcement of local laws	96
➤ Family support services	100
➤ Elderly support services	104
➤ Disadvantaged support services	108
➤ Recreational facilities	112
➤ The appearance of public areas	116
➤ Art centres and libraries	120
➤ Community and cultural activities	124
➤ Waste management	128
➤ Business and community development and tourism	132
➤ Council's general town planning policy	136
➤ Planning and building permits	140
➤ Environmental sustainability	144
➤ Emergency and disaster management	148
➤ Planning for population growth in the area	152
➤ Roadside slashing and weed control	156
➤ Maintenance of unsealed roads in your area	160
➤ Business and community development	164
➤ Tourism development	168
Detailed demographics	172
Appendix A: Further project information	180

COUNCIL PERFORMANCE — AT A GLANCE



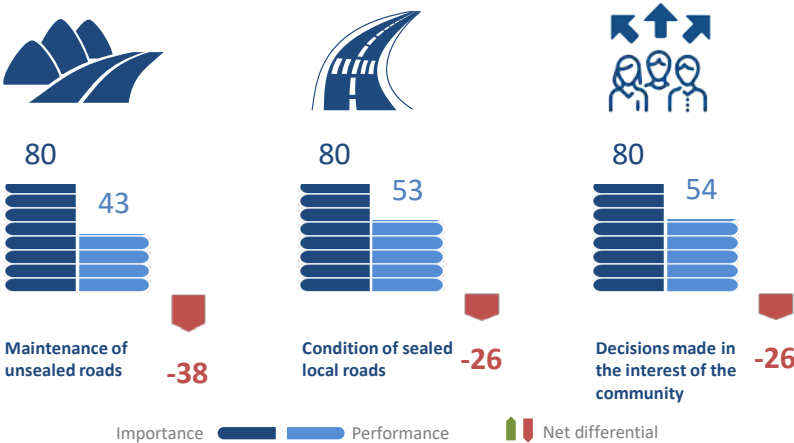
OVERALL COUNCIL PERFORMANCE

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 State-wide 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 lower 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 [Appendix A](#), 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.

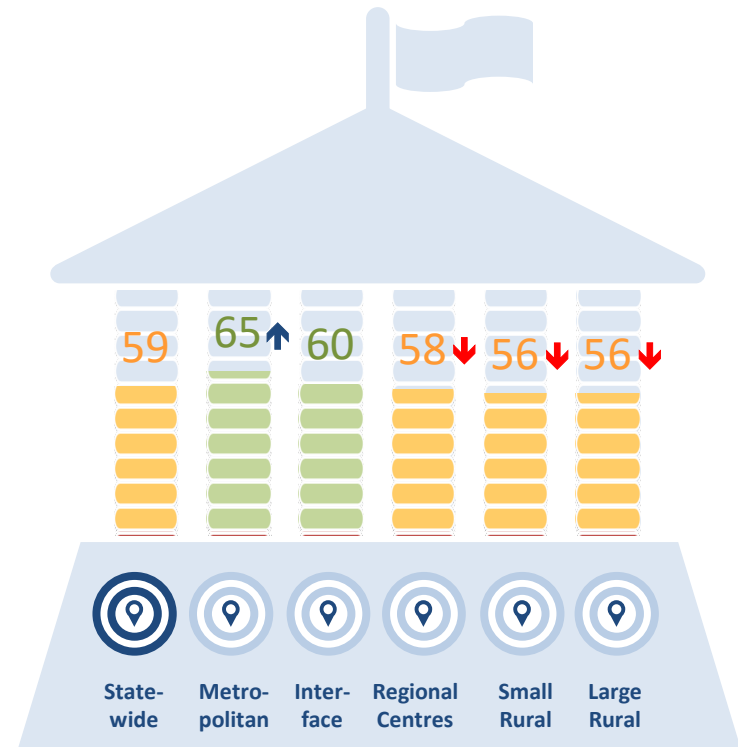


KEY FINDINGS & RECOMMENDATIONS

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.

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**.

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.

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 State-wide (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 two-point 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 State-wide 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*.

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.

SNAPSHOT OF KEY FINDINGS

Higher results in 2018

(Significantly higher result than 2017)

- Customer service management
- Art centres and libraries
- Emergency and disaster
- Local streets and footpaths
- Parking facilities
- Slashing and weed control
- Town planning
- Planning and building permits

Lower results in 2018

(Significantly lower result than 2017)

- Council direction
- Waste management
- Recreational facilities
- Family support services
- Environmental sustainability
- Business/Community development/Tourism
- Traffic management
- Unsealed roads

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



SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



Overall
Performance



Community
Consultation



Advocacy



Making
Community
Decisions



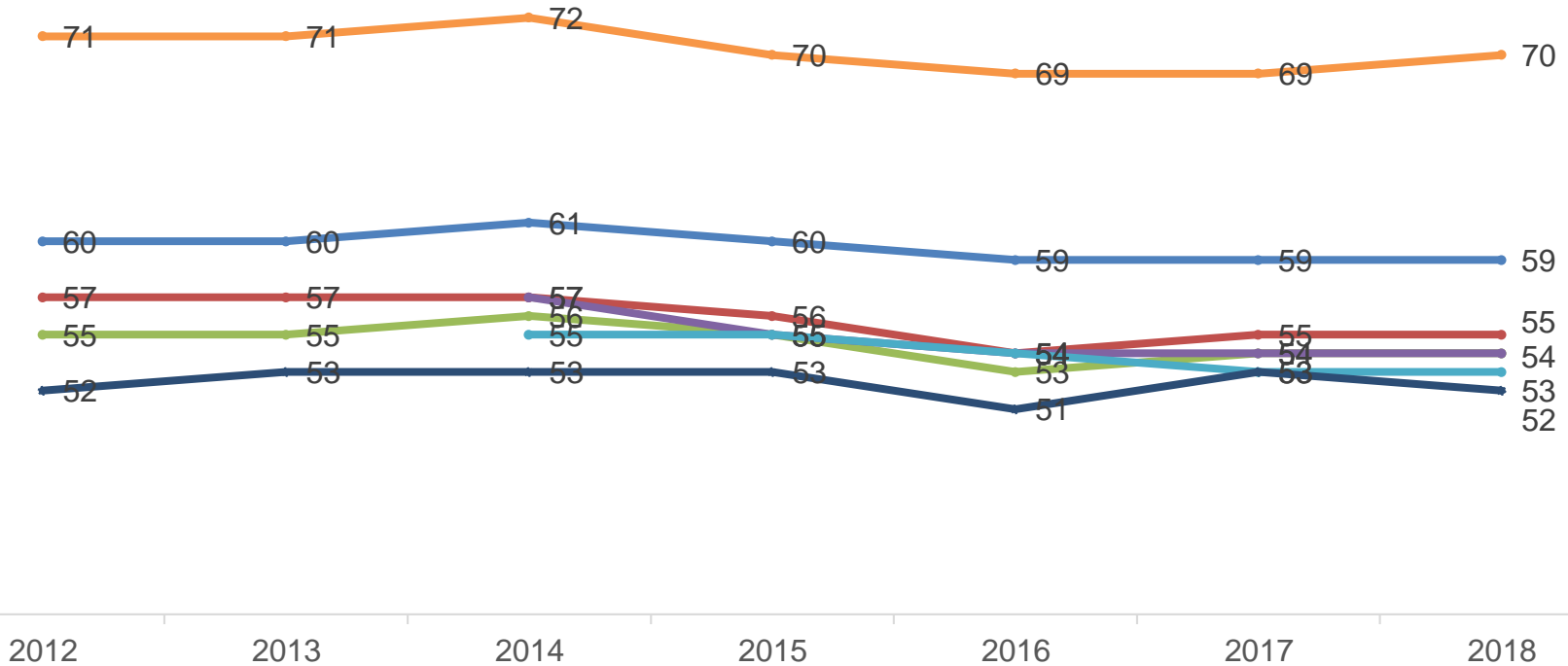
Sealed
Local
Roads



Customer
Service



Overall
Council
Direction



2018 SUMMARY OF CORE MEASURES

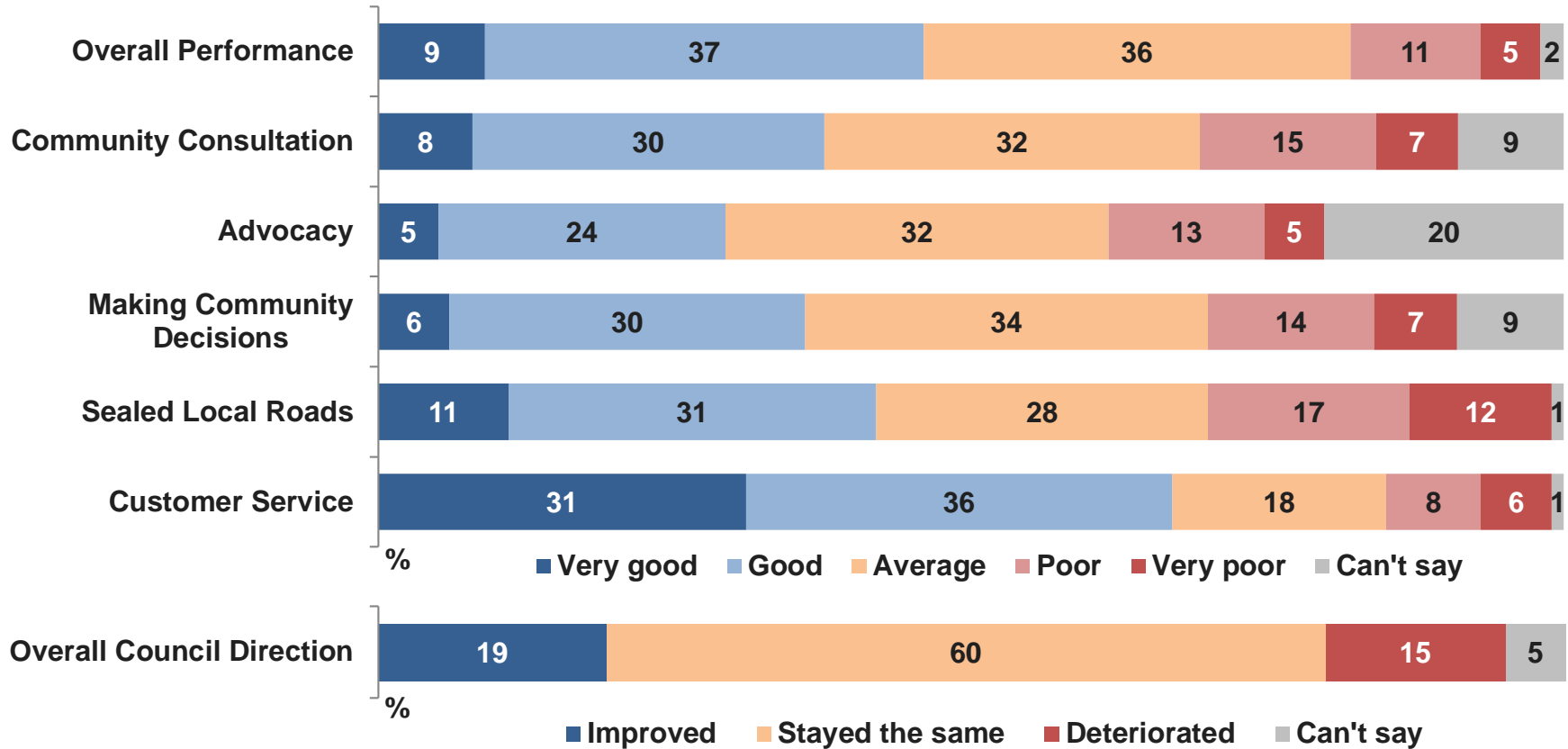
DETAILED ANALYSIS

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

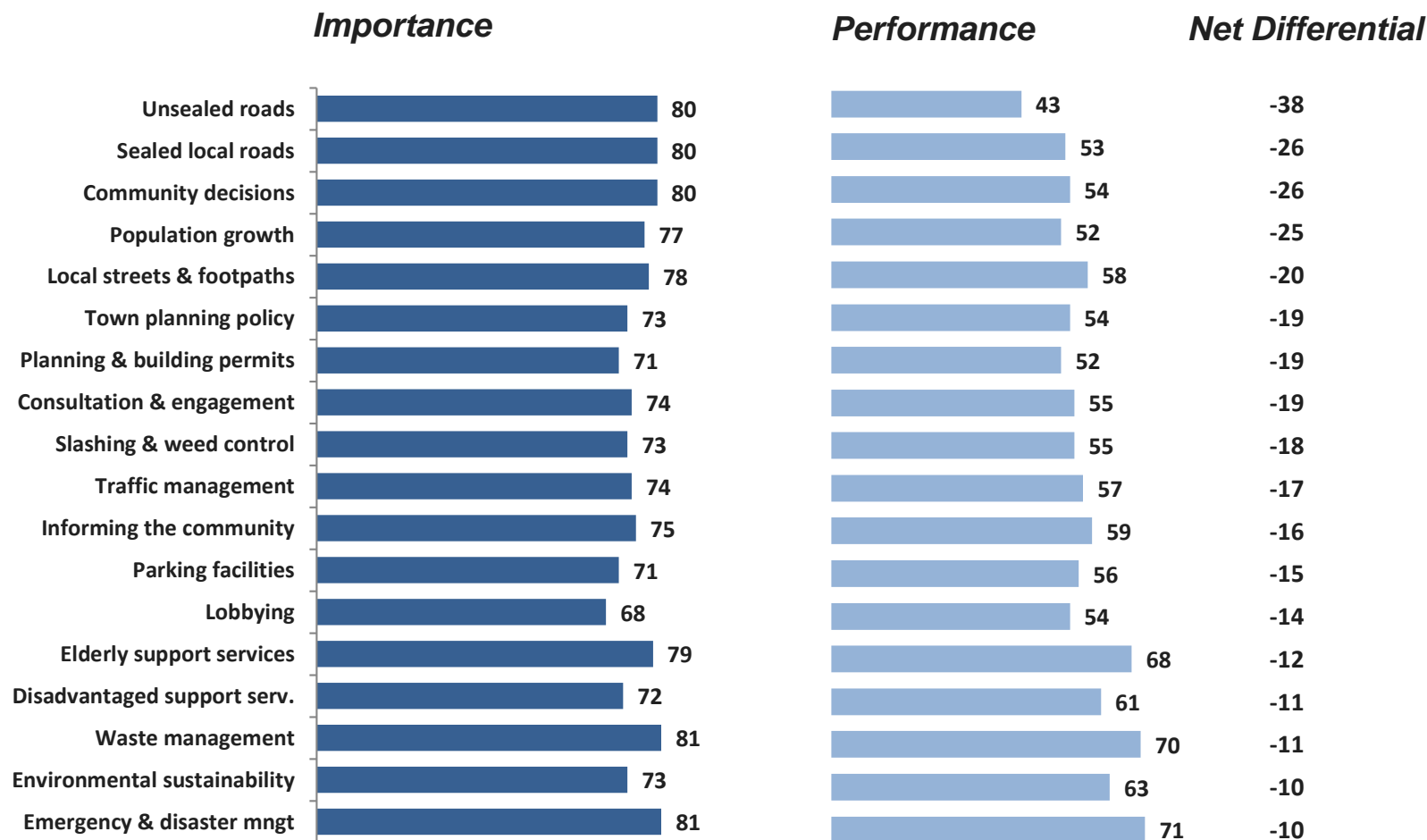
Key Measures Summary Results



INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE

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



2018 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

2018 Priority Area Importance

		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	61	62	63	65	65	n/a	n/a
Community & cultural	61	61	62	62	62	62	62

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

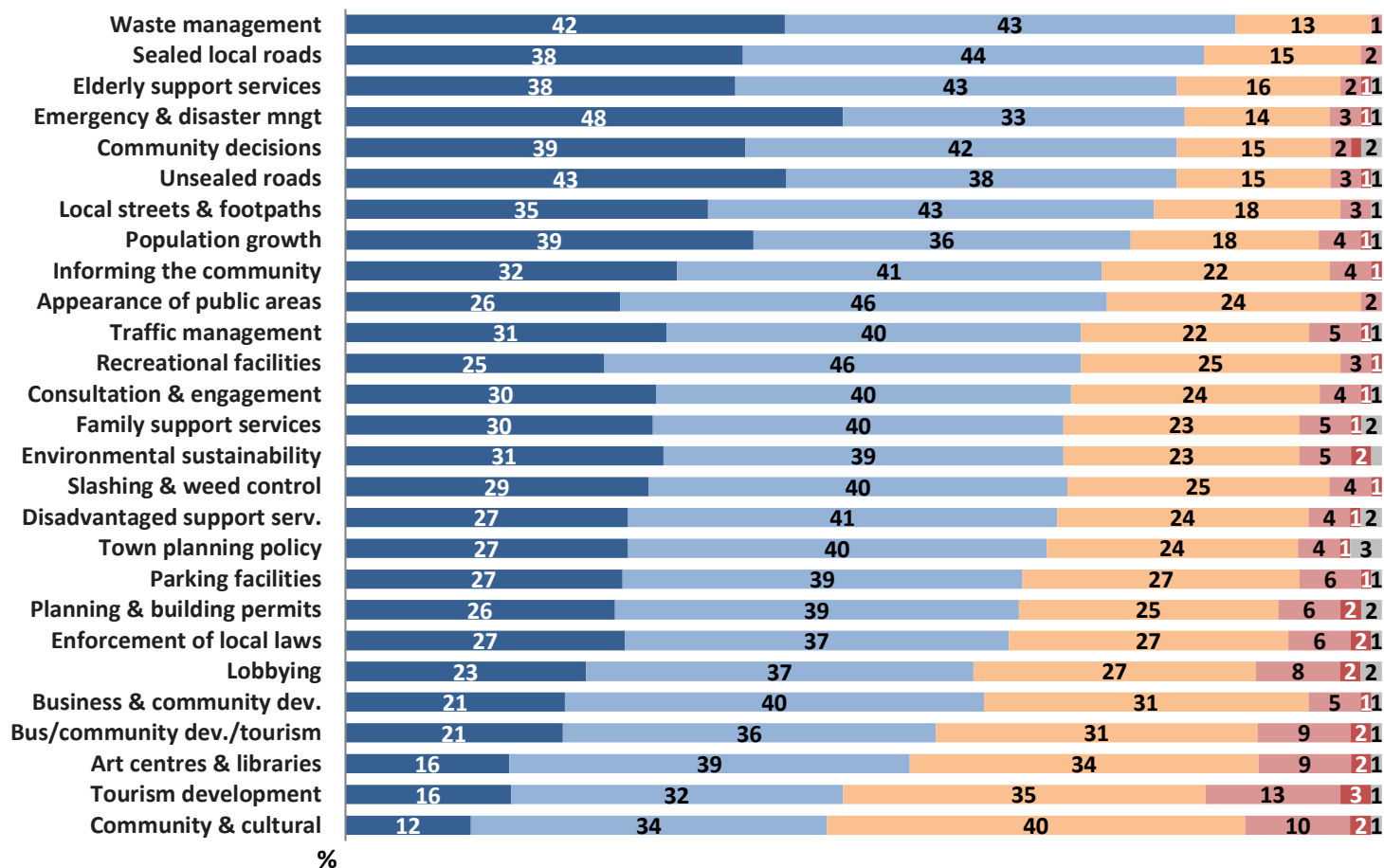
Base: All respondents. Councils asked state-wide: 28

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

2018 IMPORTANCE SUMMARY

DETAILED PERCENTAGES

Individual Service Areas Importance



■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME

2018 Priority Area Performance

		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.	61	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

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

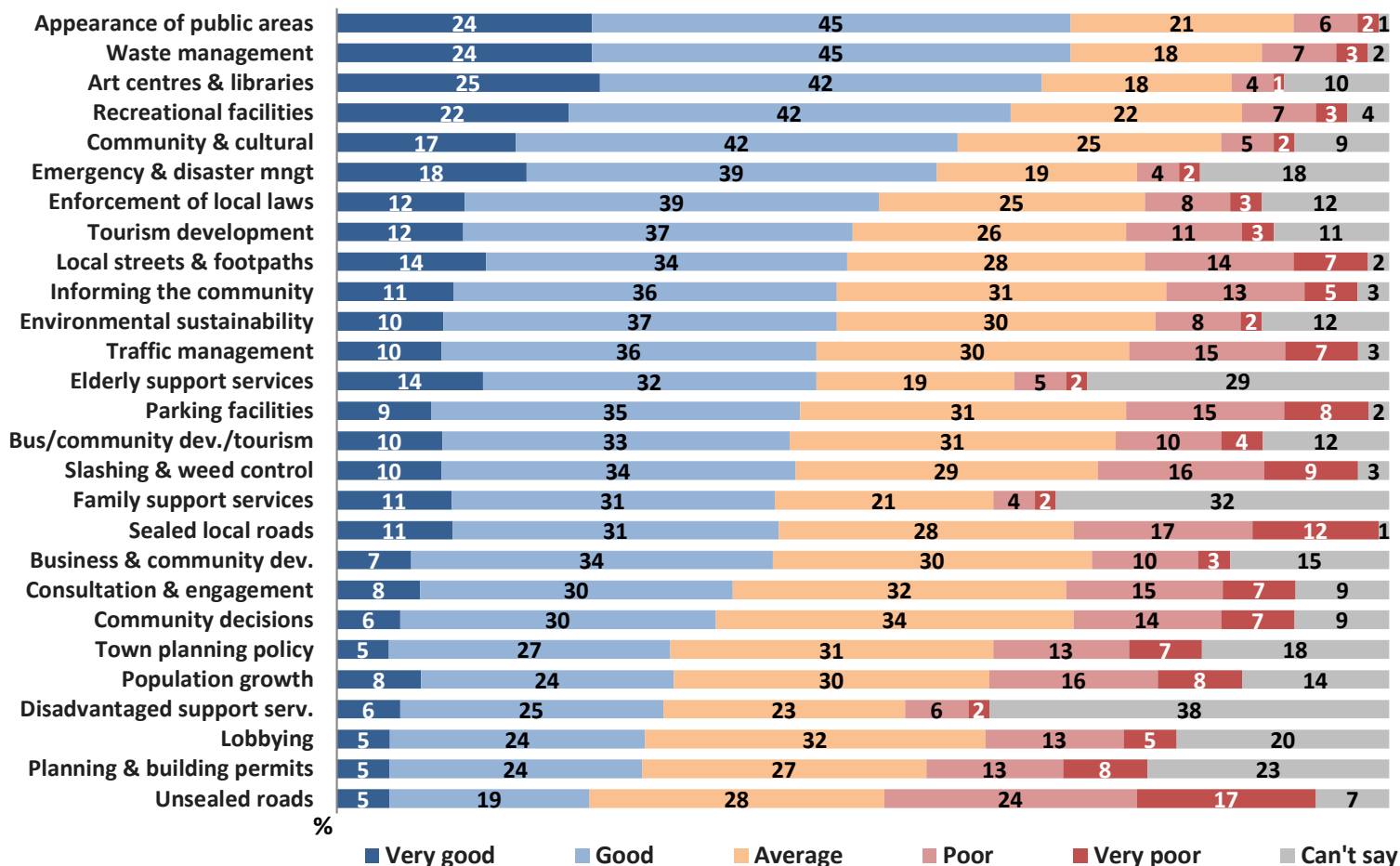
Base: All respondents. Councils asked state-wide: 64

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

2018 PERFORMANCE SUMMARY

DETAILED PERCENTAGES

Individual Service Areas Performance



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
<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Community decisions 	<ol style="list-style-type: none"> 1. Traffic management 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions 	<ol style="list-style-type: none"> 1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. 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
<ol style="list-style-type: none"> 1. Community & cultural 2. Tourism development 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. 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
<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

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

Overall	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Population growth 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Traffic management 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

2018 Best Aspects



2018 Areas for Improvement



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

Best Things

- Parks and Gardens: 12% (up 2 points from 2017)
- Recreational/Sporting Facilities: 9% (up 1 point from 2017)
- Customer Service - Positive: 8% (up 1 point from 2017)

Areas for Improvement

- Sealed Road Maintenance: 17% (up 2 points from 2017)
- Community Consultation: 11% (up 2 points from 2017)
- Communication: 7% (down 2 points from 2017)

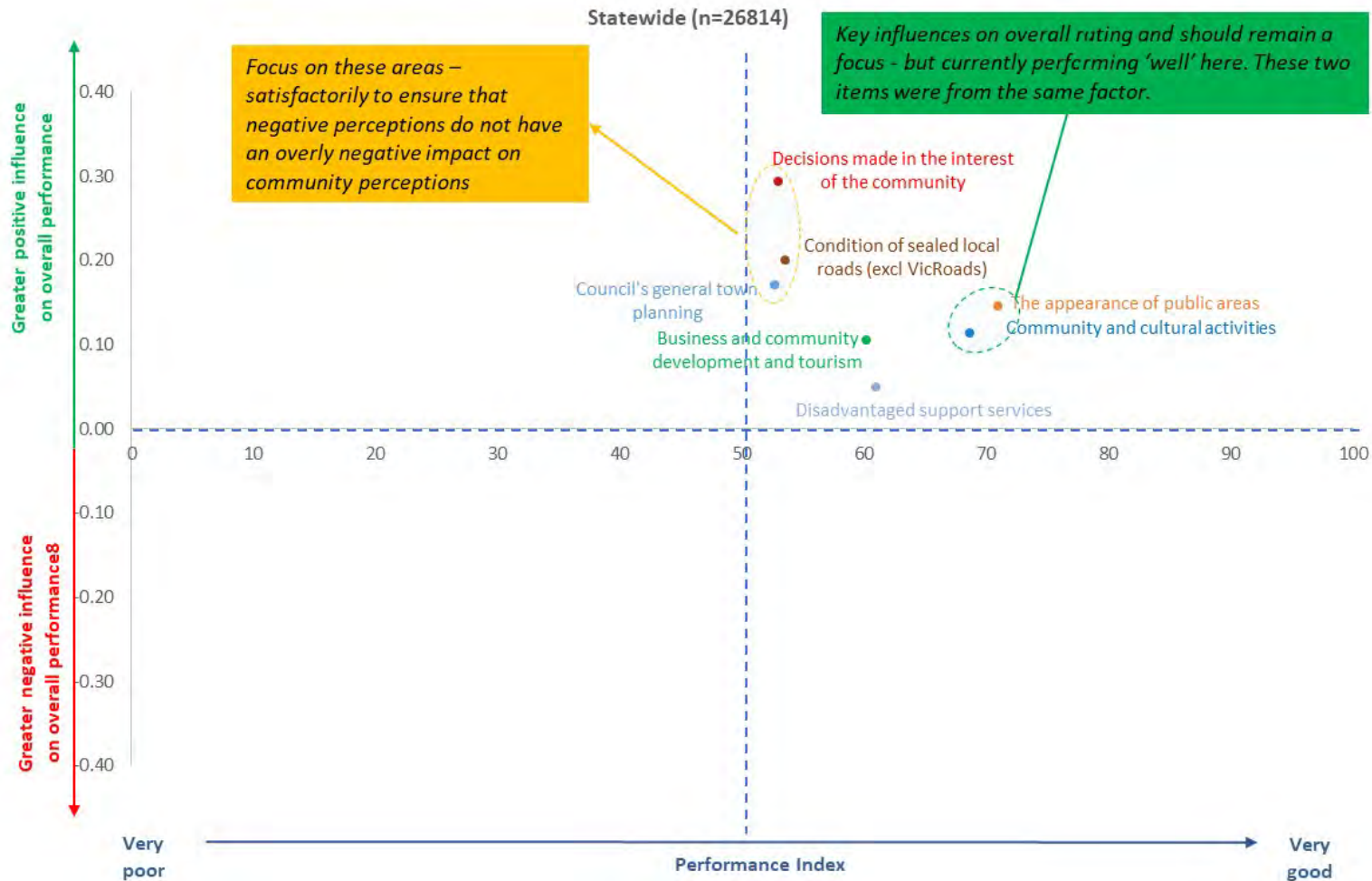
To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's 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 right-side have a higher net performance than those on the left.

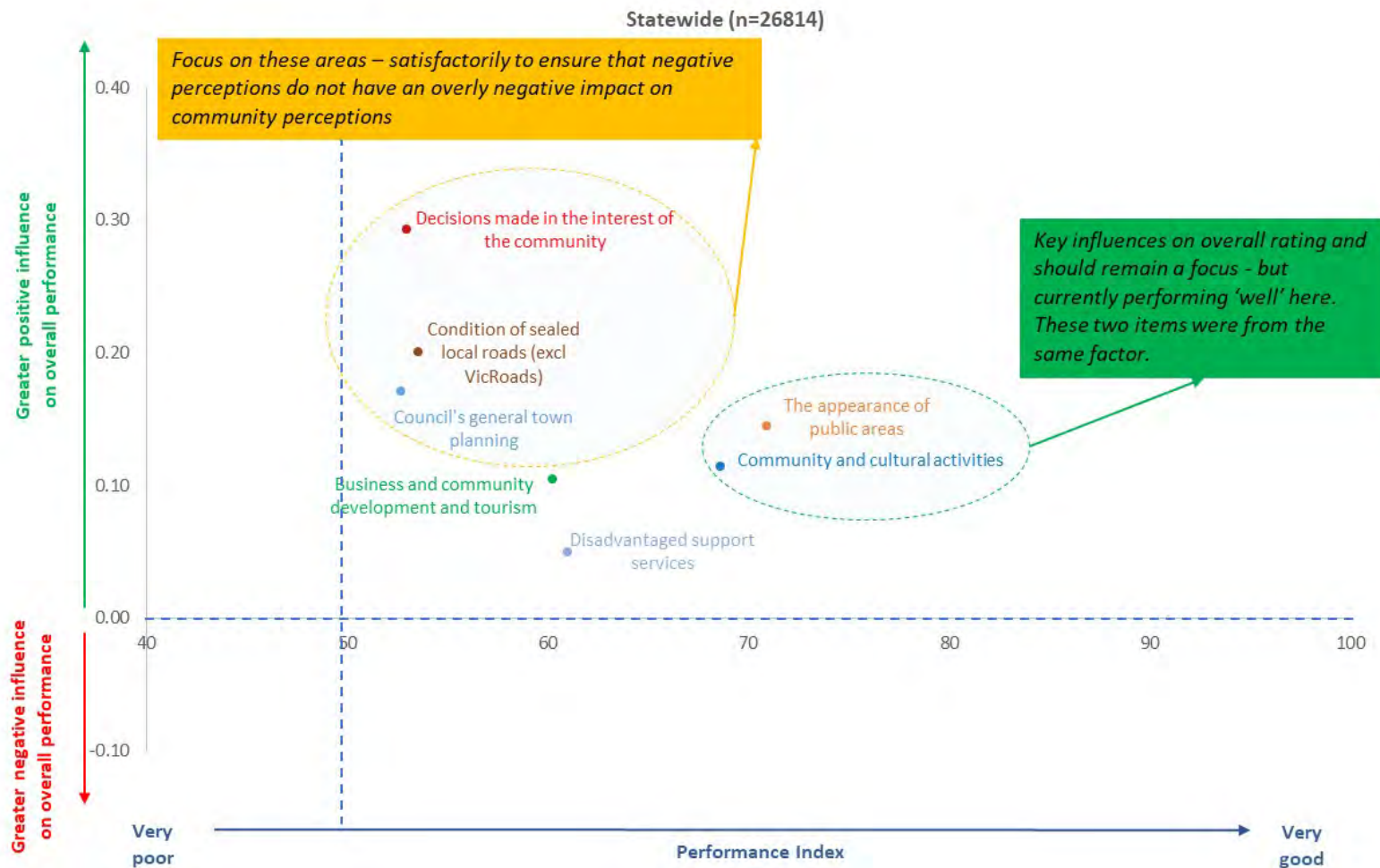
The vertical axis represents the Standardised Beta Coefficient from the linear regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance. Therefore areas of responsibility located near 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 $p = 0.0001$, $F = 660.95$.

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 $p = 0.0001$, $F = 660.95$.

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:

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



DETAILED FINDINGS

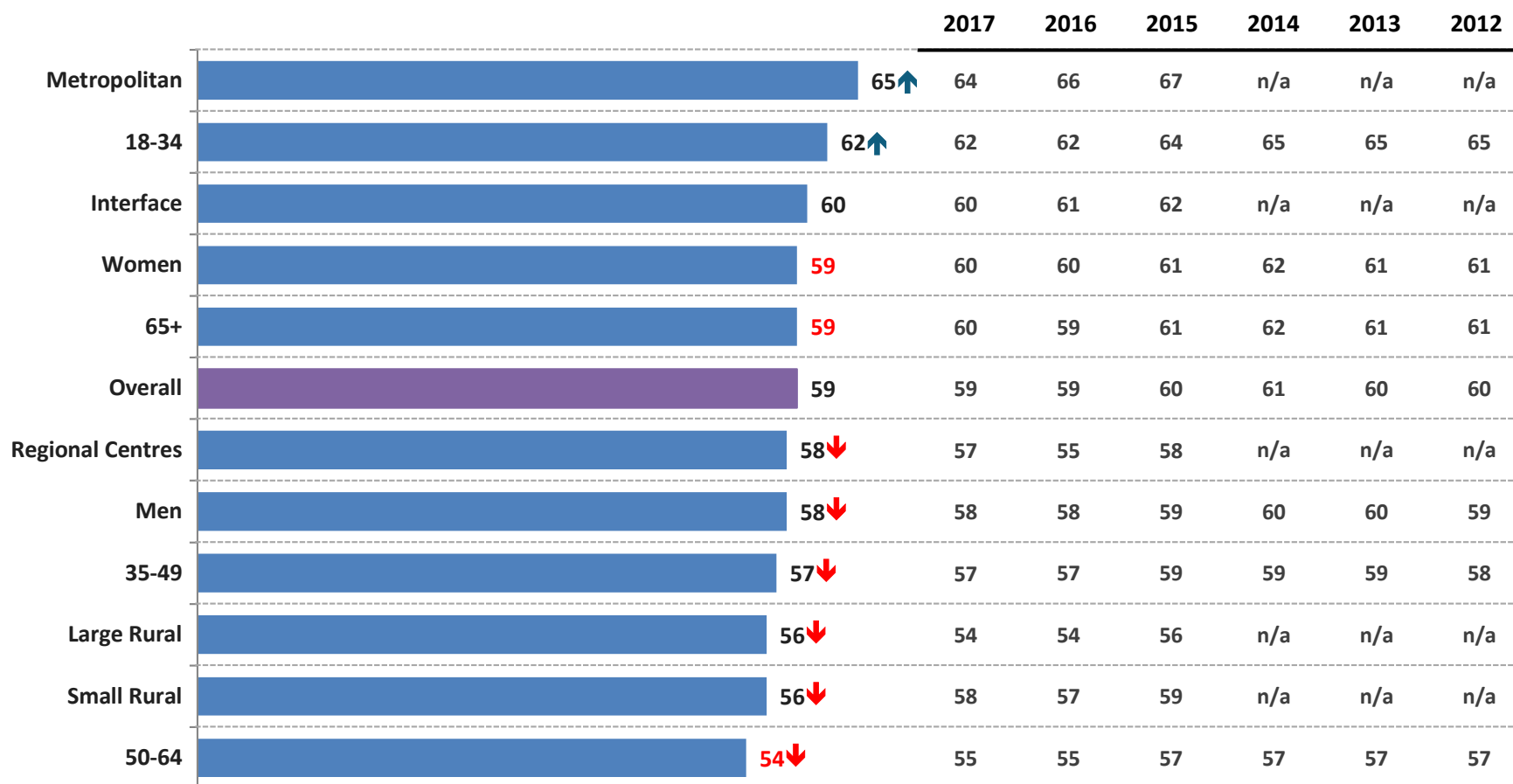


KEY CORE MEASURE OVERALL PERFORMANCE

OVERALL PERFORMANCE

INDEX SCORES

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?

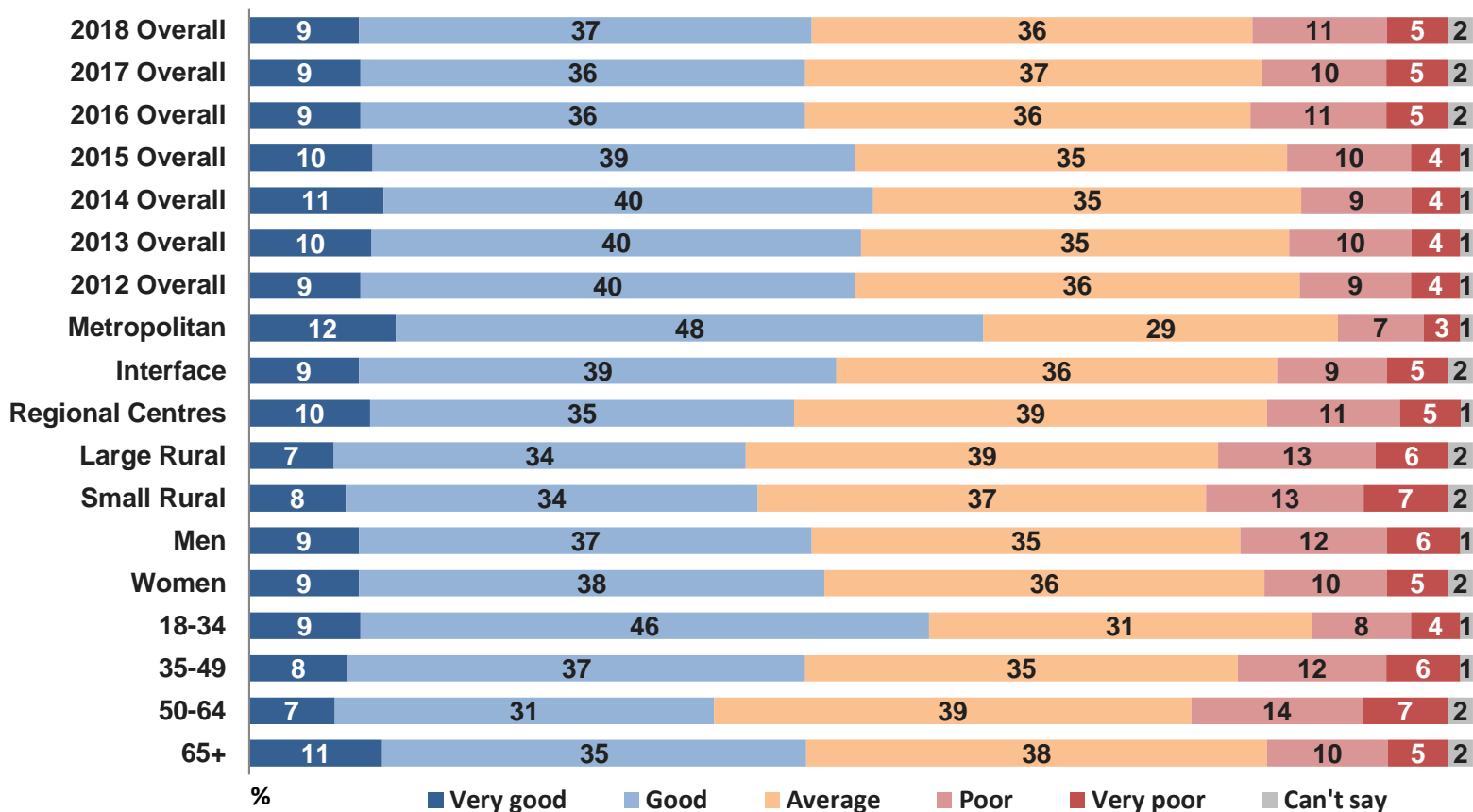
Base: All respondents. Councils asked state-wide: 24

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

OVERALL PERFORMANCE

DETAILED PERCENTAGES

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



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

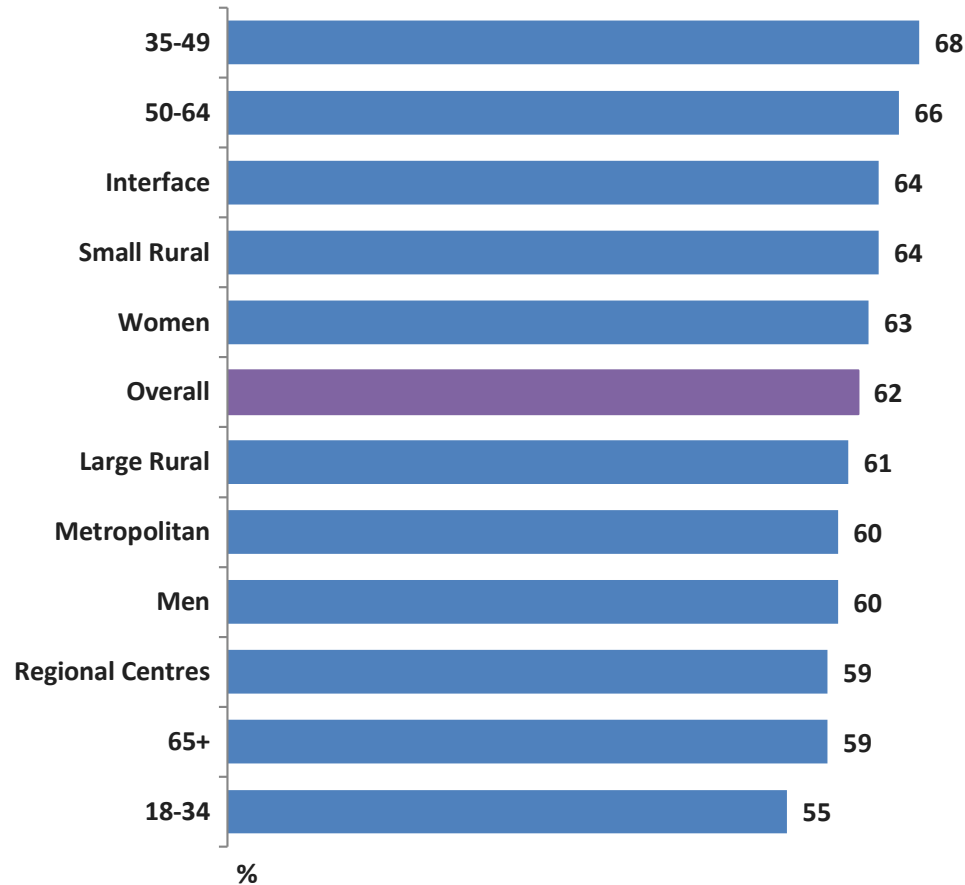
- Metropolitan
- Regional Centres
- Aged 65+ years
- Women

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?

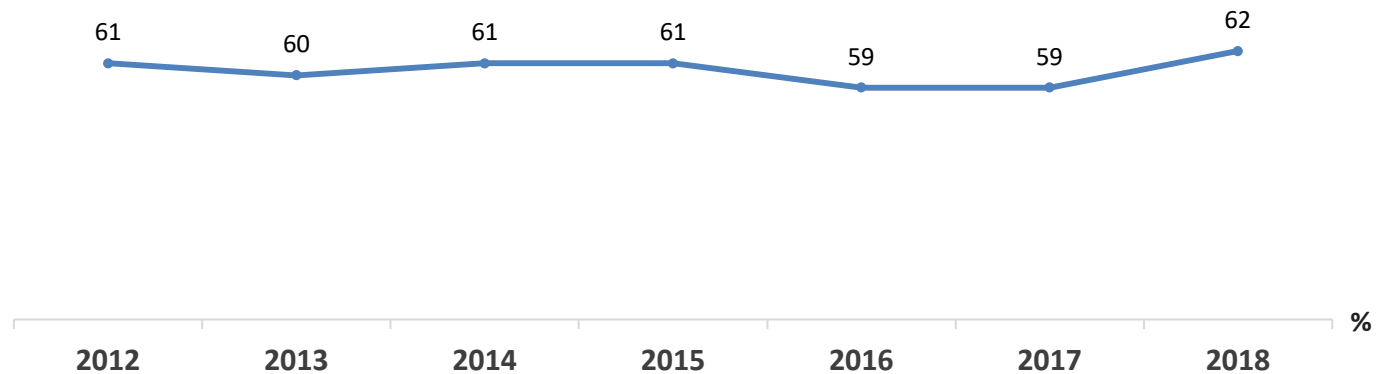
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

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?

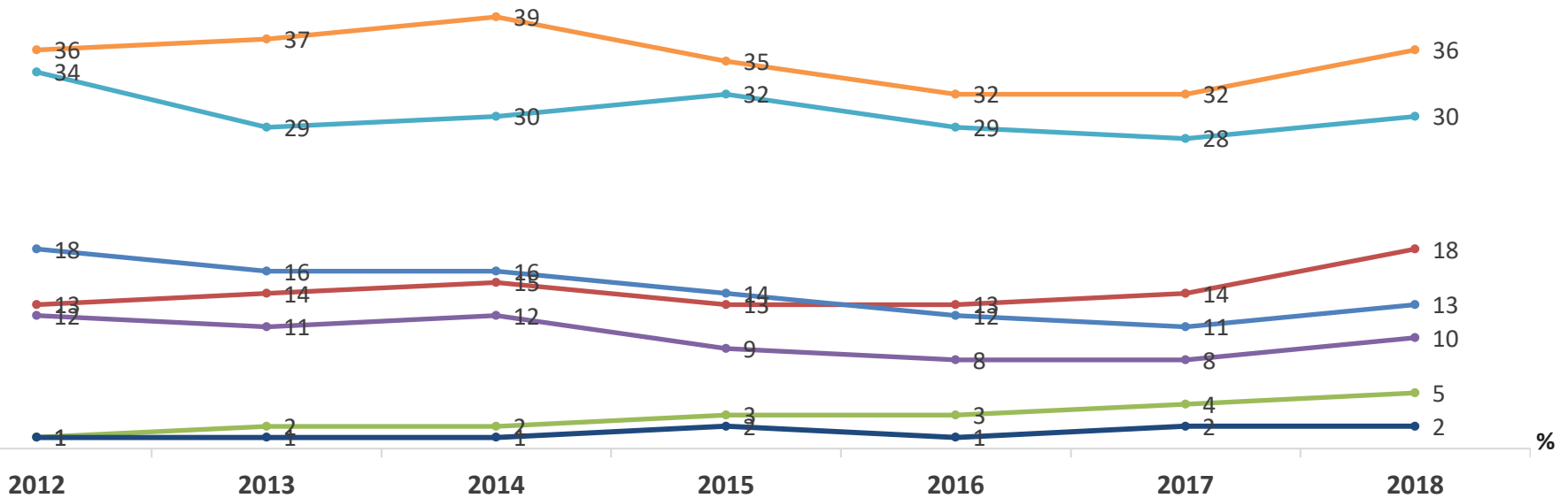
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

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

Note: Please see page 5 for explanation about significant differences

2018 METHOD OF CONTACT WITH COUNCIL

2018 Method of Contact



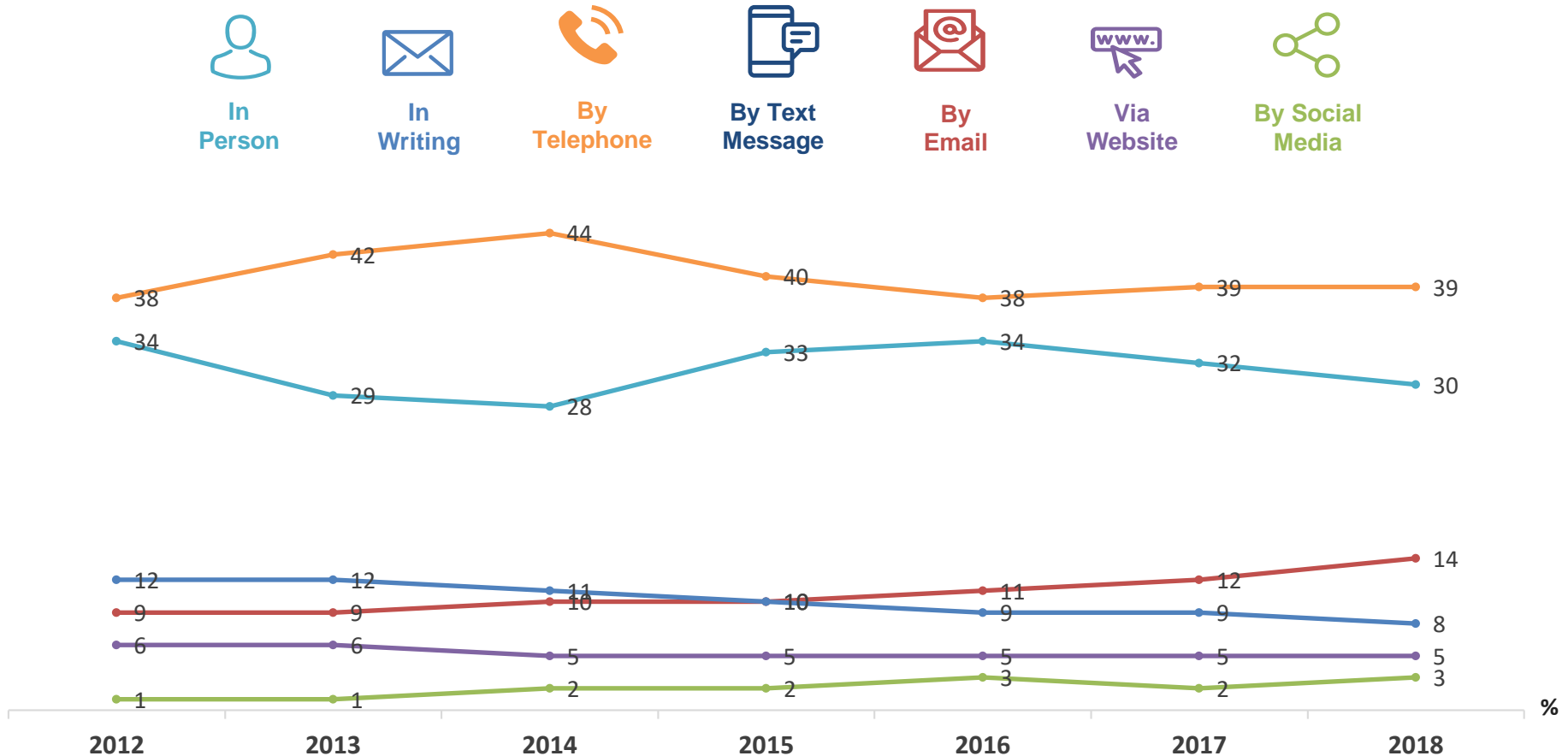
Q5a. Have you or any member of your household had any recent contact with Overall in any of the following ways?

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

2018 Most Recent Contact



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%

2018 CONTACT CUSTOMER SERVICE

INDEX SCORES

2018 Customer Service Rating

		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

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.

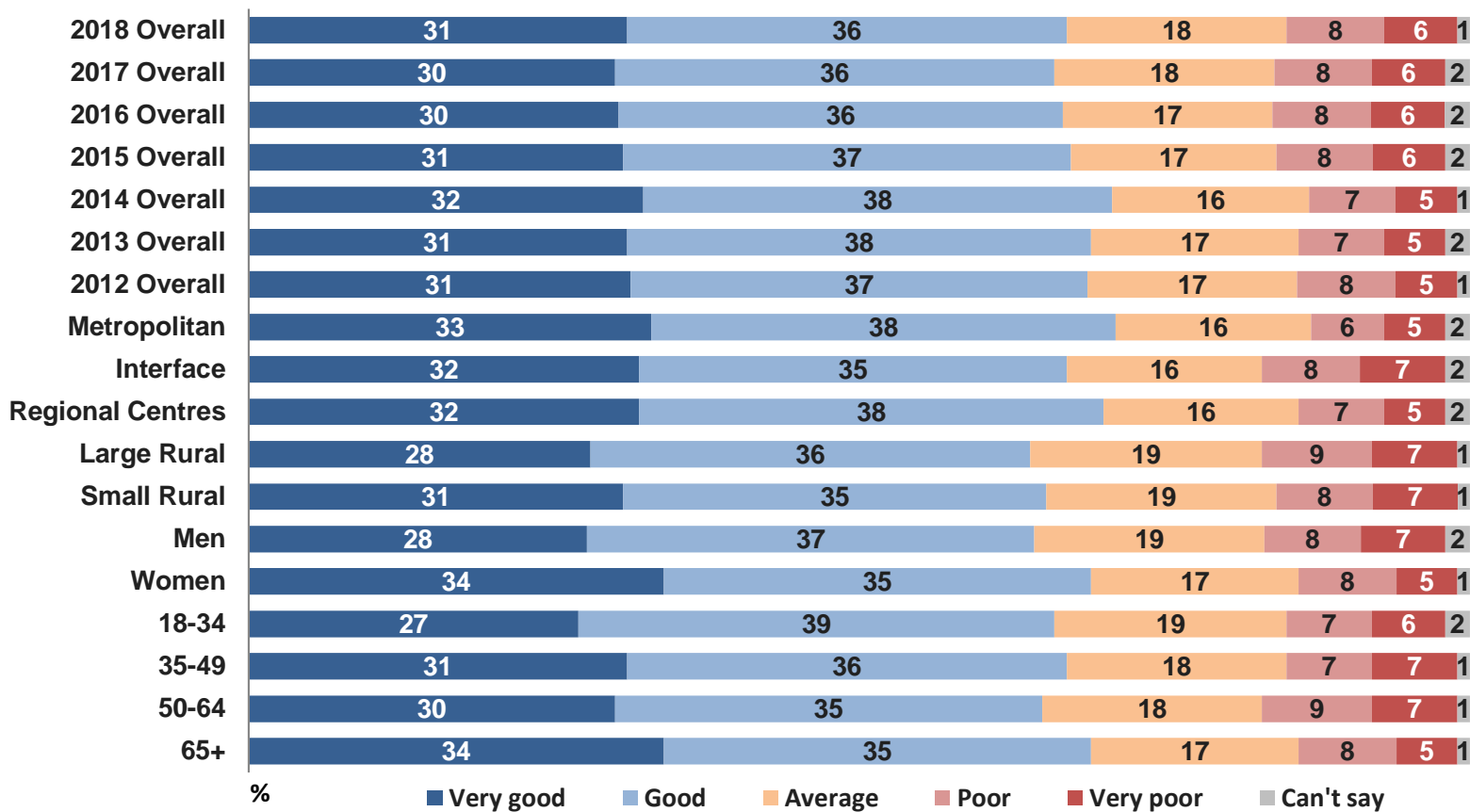
Councils asked state-wide: 64

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

2018 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2018 Customer Service Rating



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.

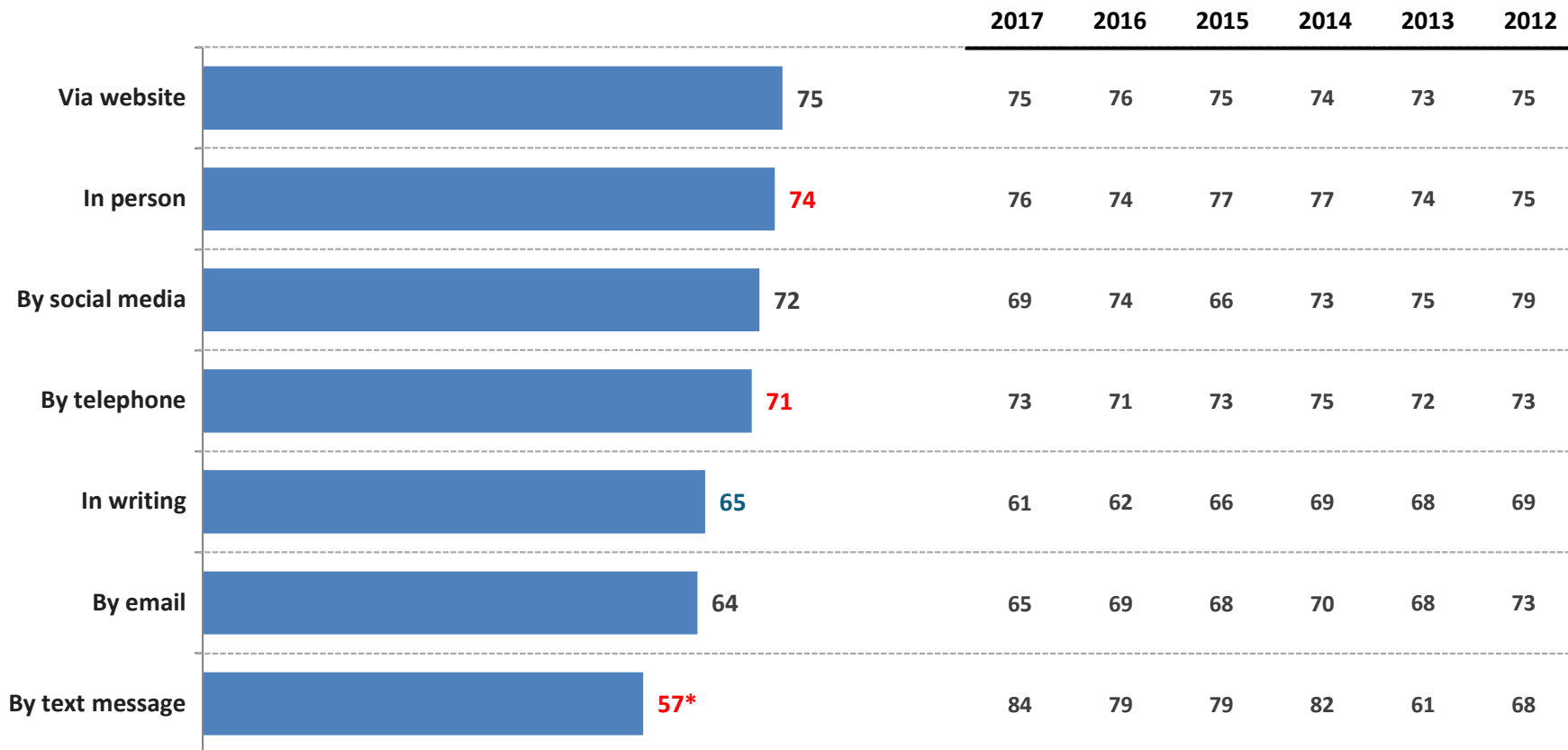
Councils asked state-wide: 64

2018 CONTACT CUSTOMER SERVICE

INDEX SCORES BY METHOD OF LAST CONTACT



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

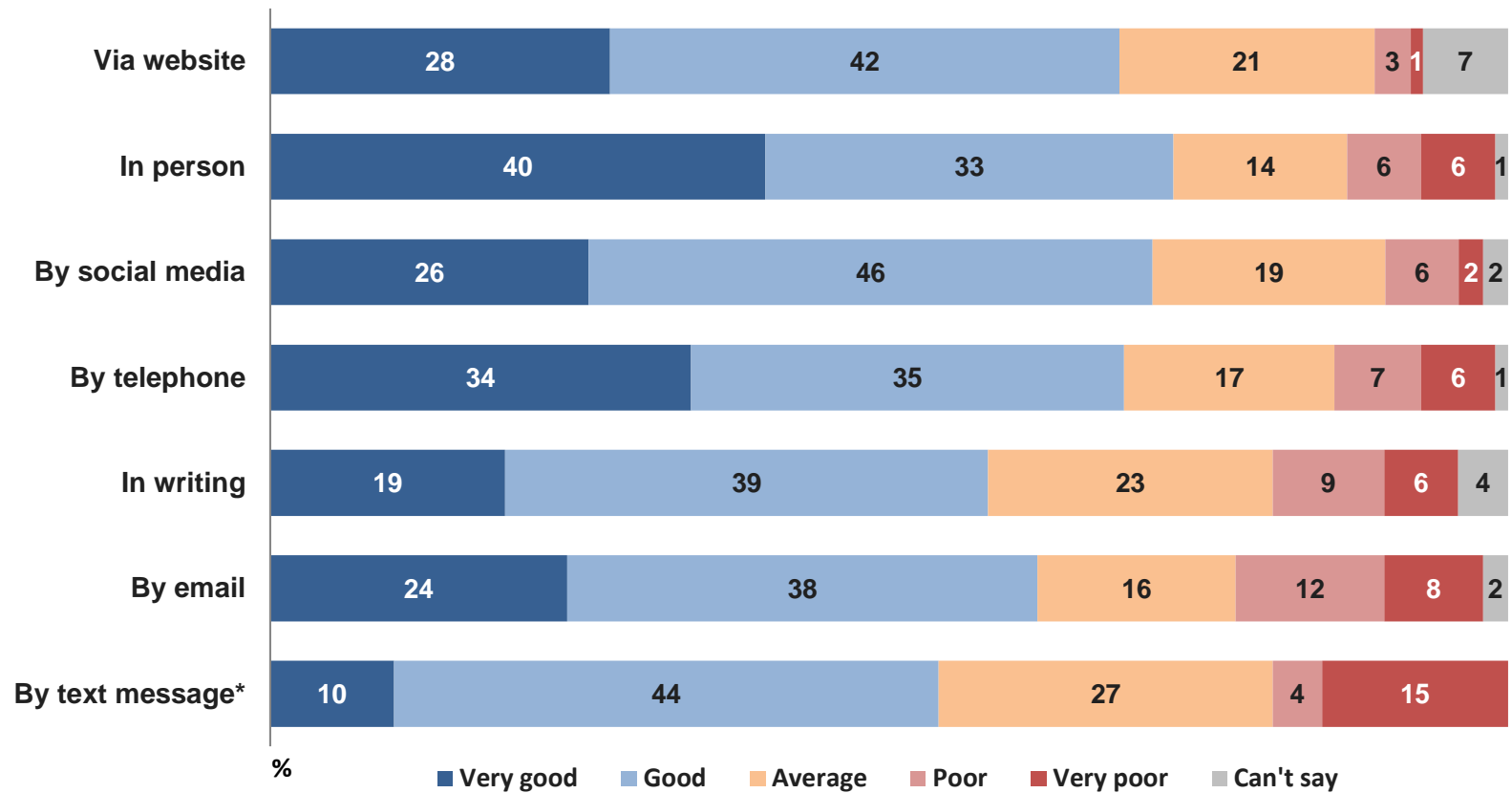
Note: Please see page 6 for explanation about significant differences.

*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 years
- Metropolitan

Least satisfied with council direction

- Aged 50-64 years
- Small Rural
- Aged 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)

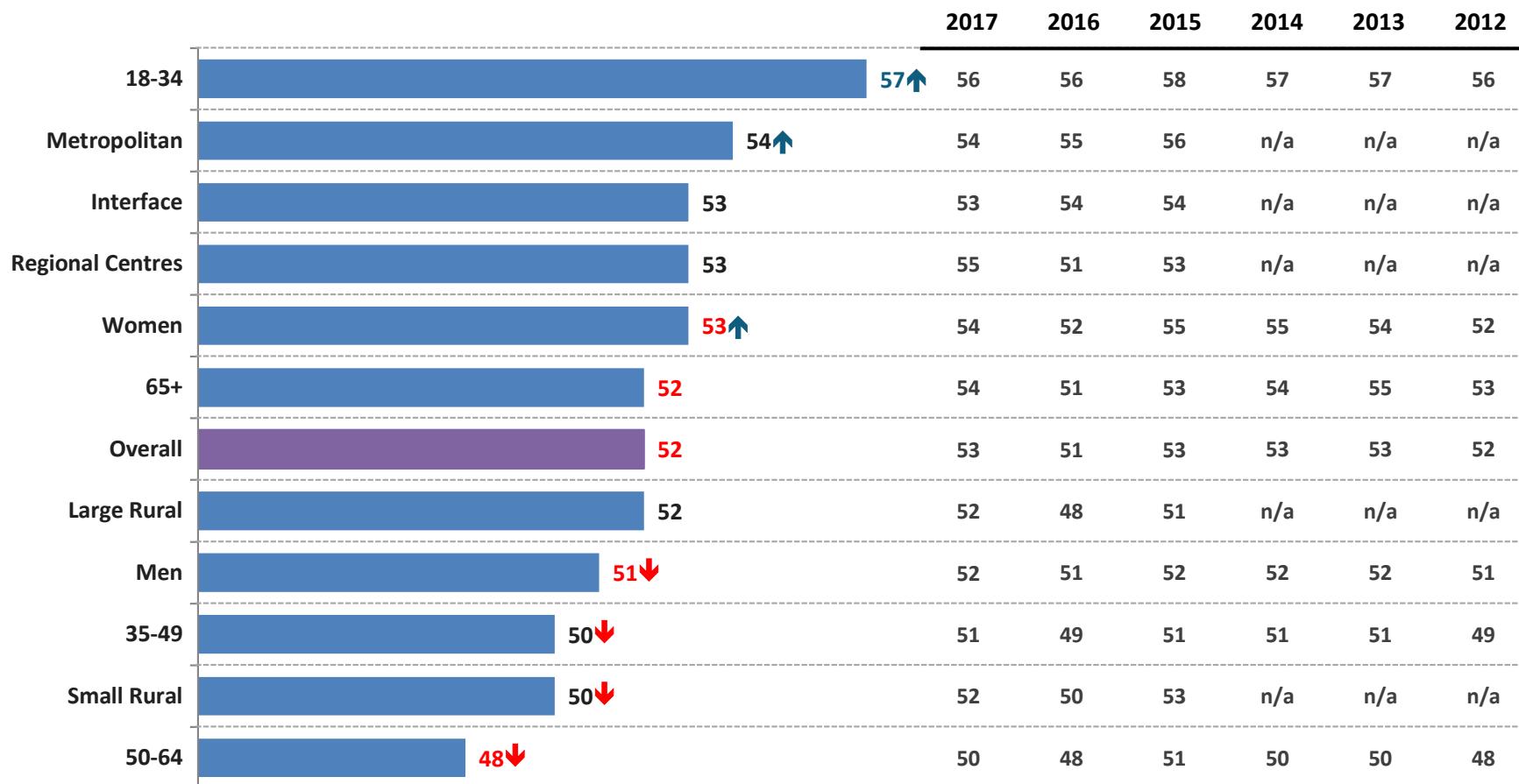
Rates vs services trade-off

- 33% prefer rate rise, up 2 points on 2017
- 48% prefer service cuts, down 1 point on 2017

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES

2018 Overall Direction



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

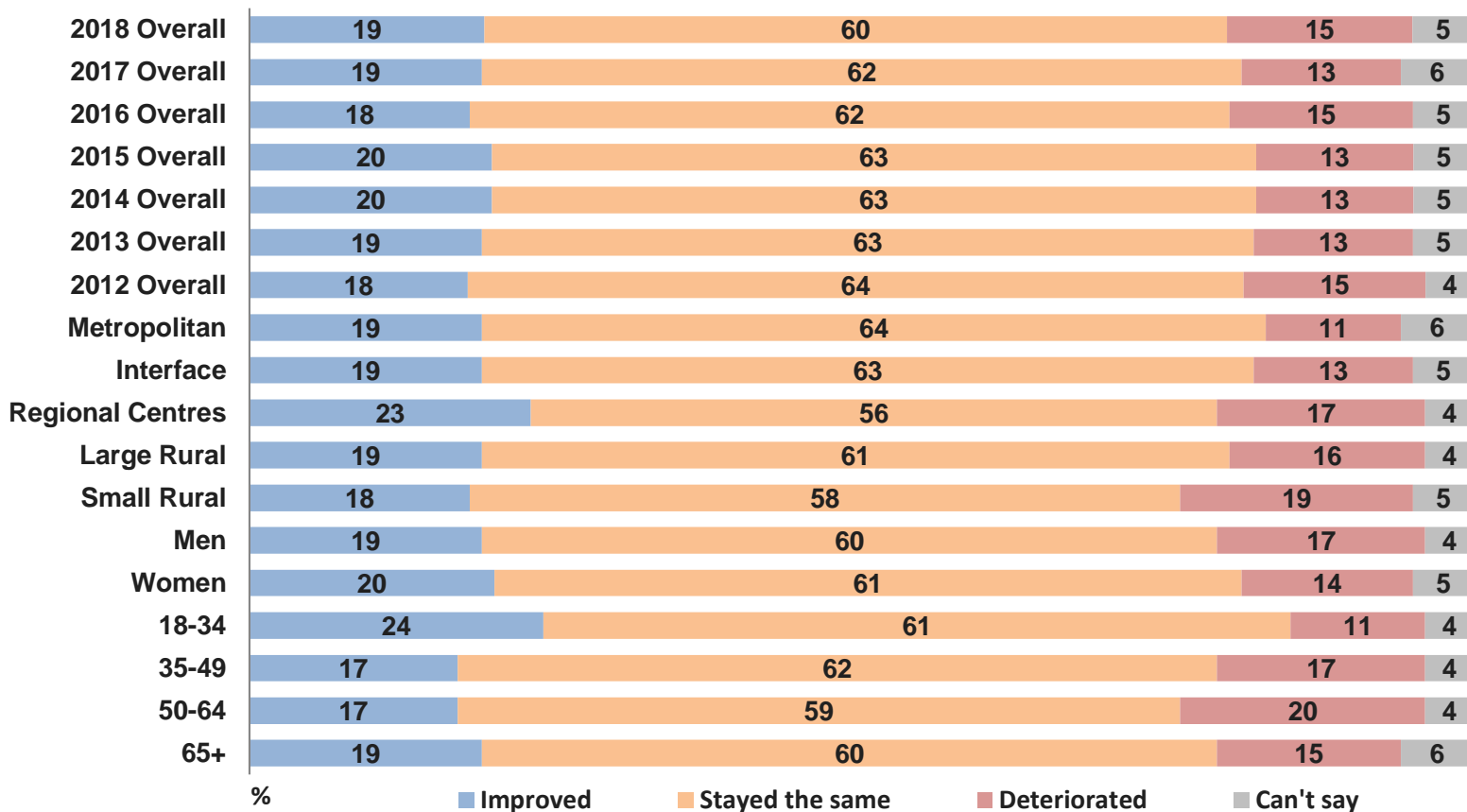
Base: All respondents. Councils asked state-wide: 64

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

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2018 Overall Direction



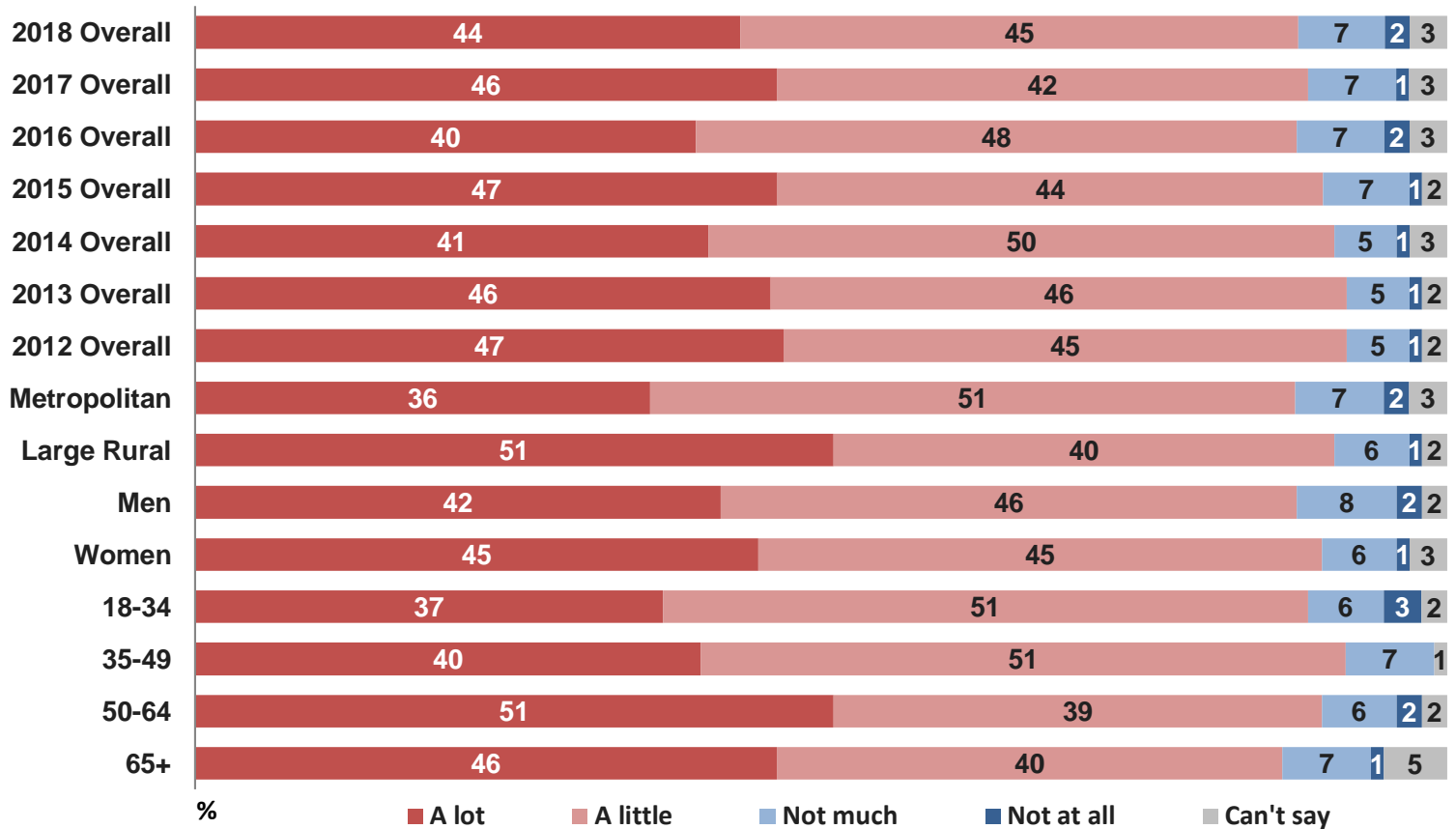
Q6. Over the last 12 months, what is your view of the direction of Overall's overall performance?

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

2018 ROOM FOR IMPROVEMENT IN SERVICES

DETAILED PERCENTAGES

2018 Room for Improvement



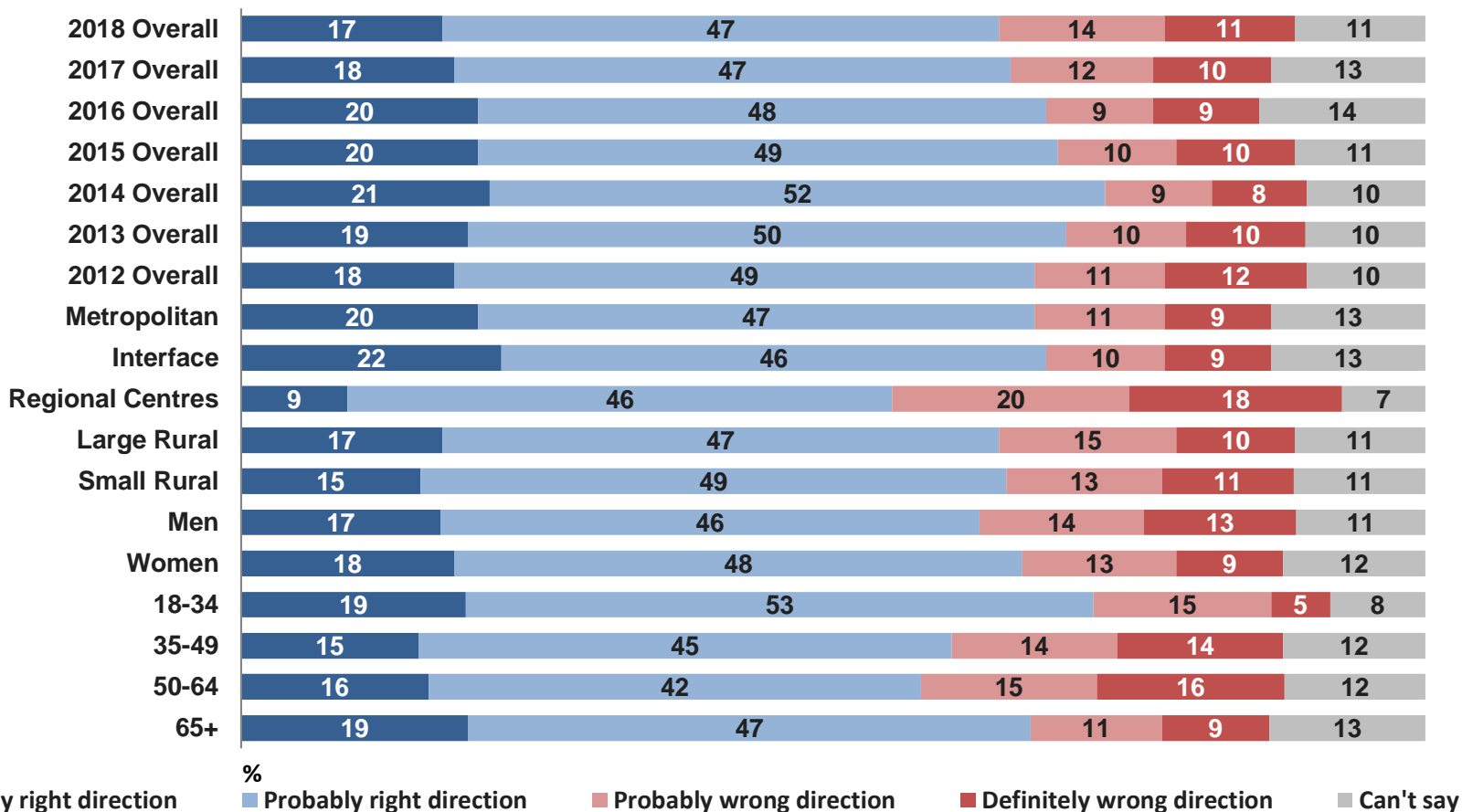
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Overall's overall performance?

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

2018 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

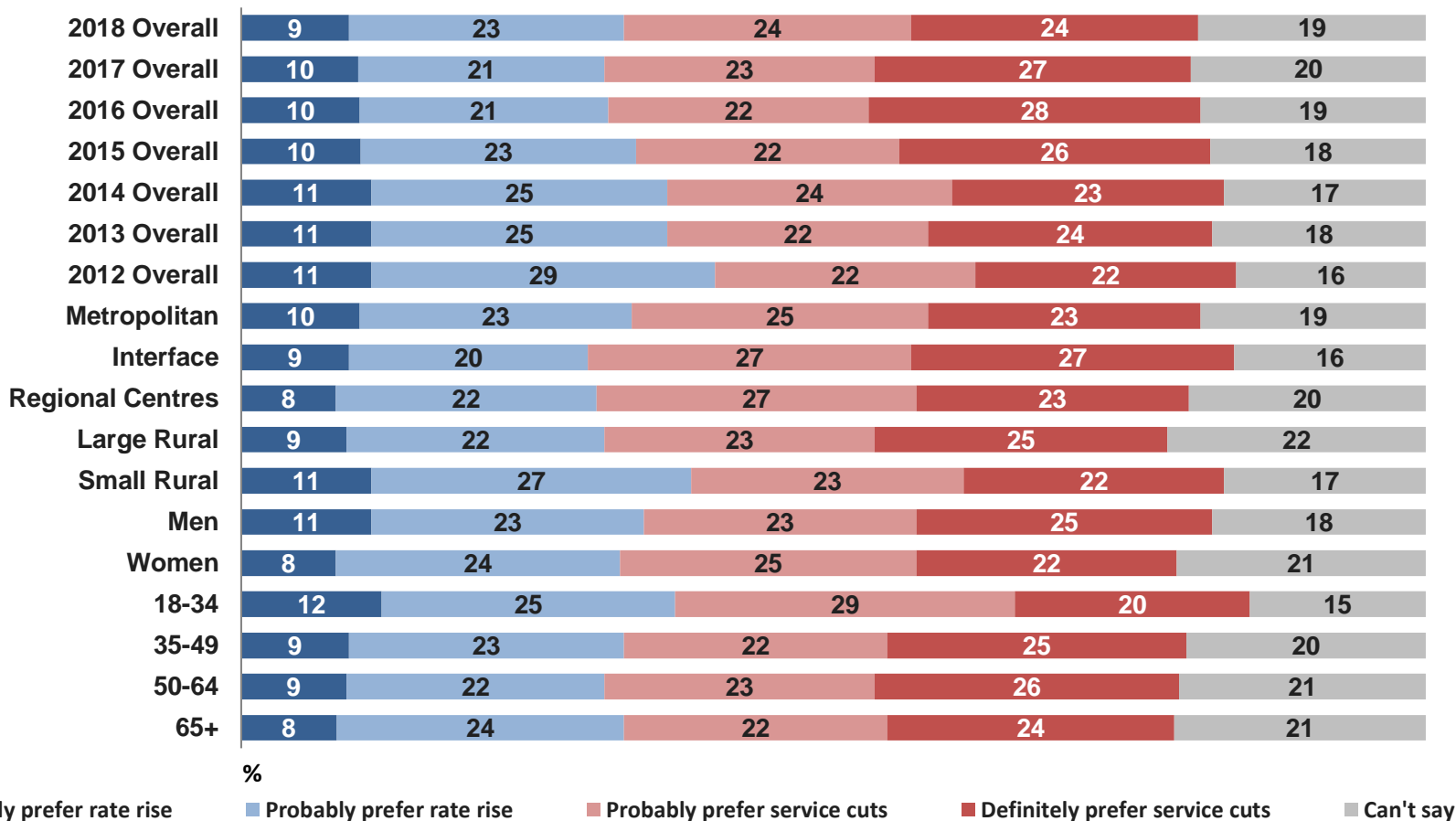
2018 Future Direction



2018 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES

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

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%)

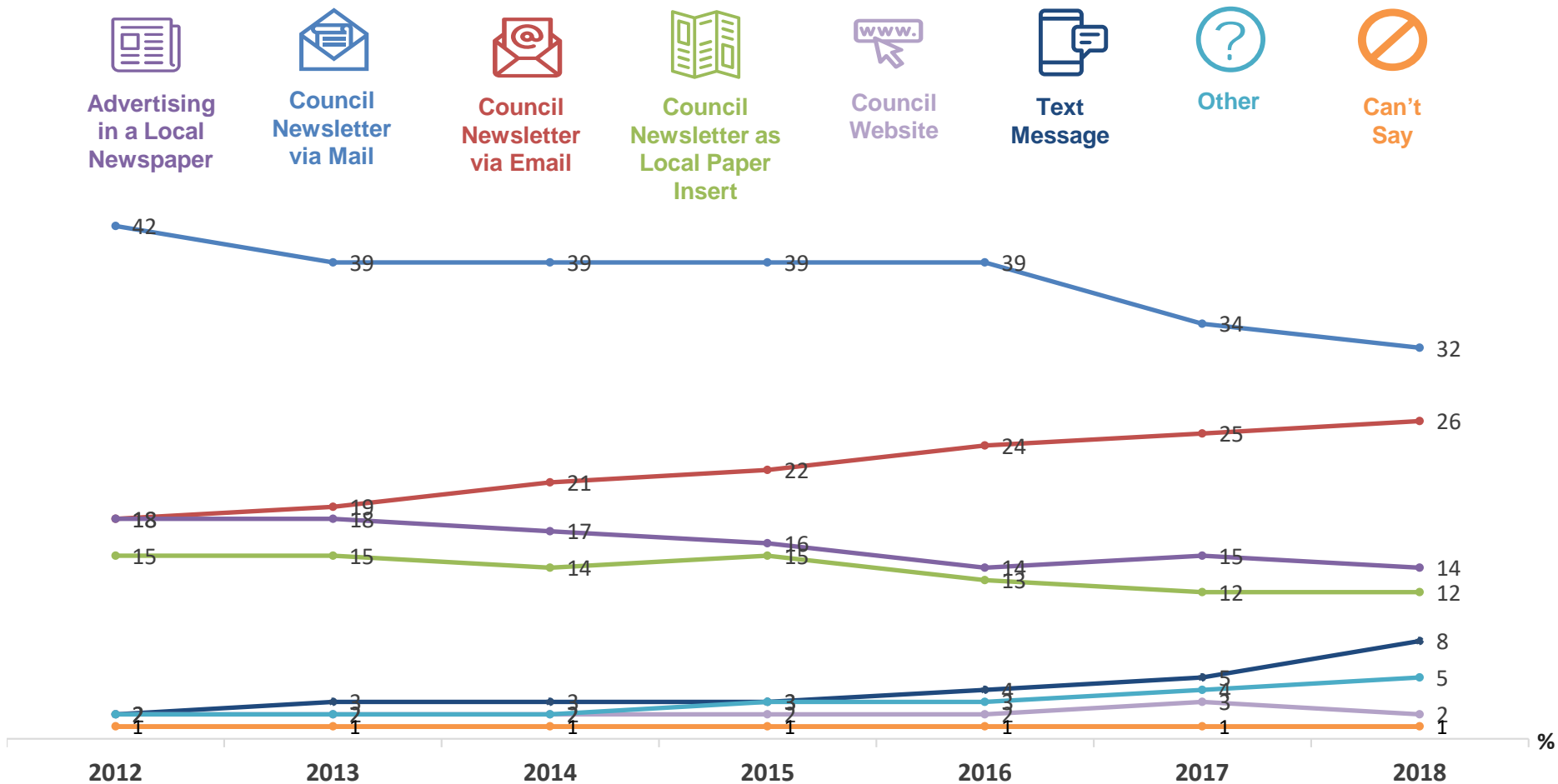
Greatest change since 2017

- 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

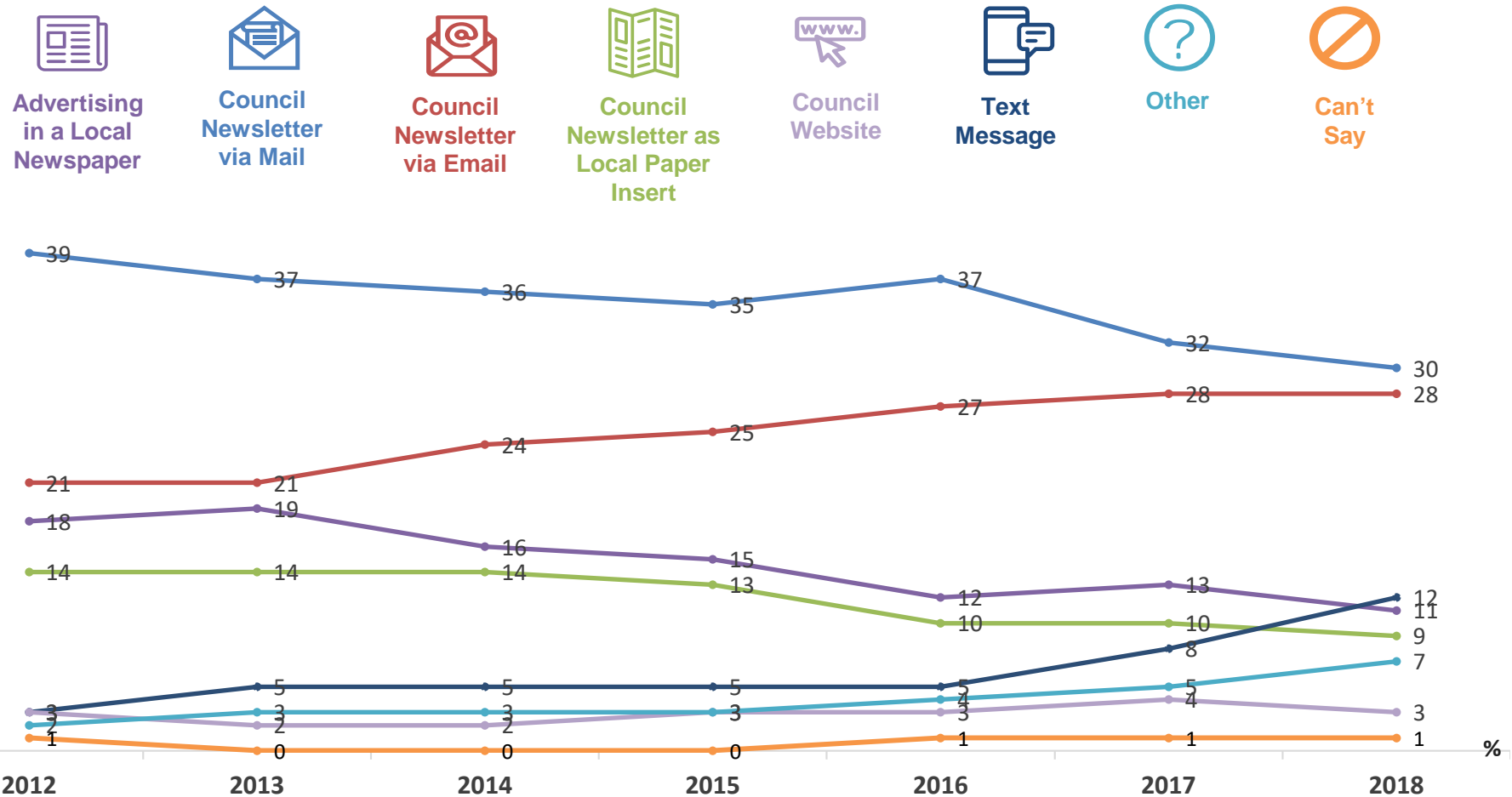
2018 Best Form



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

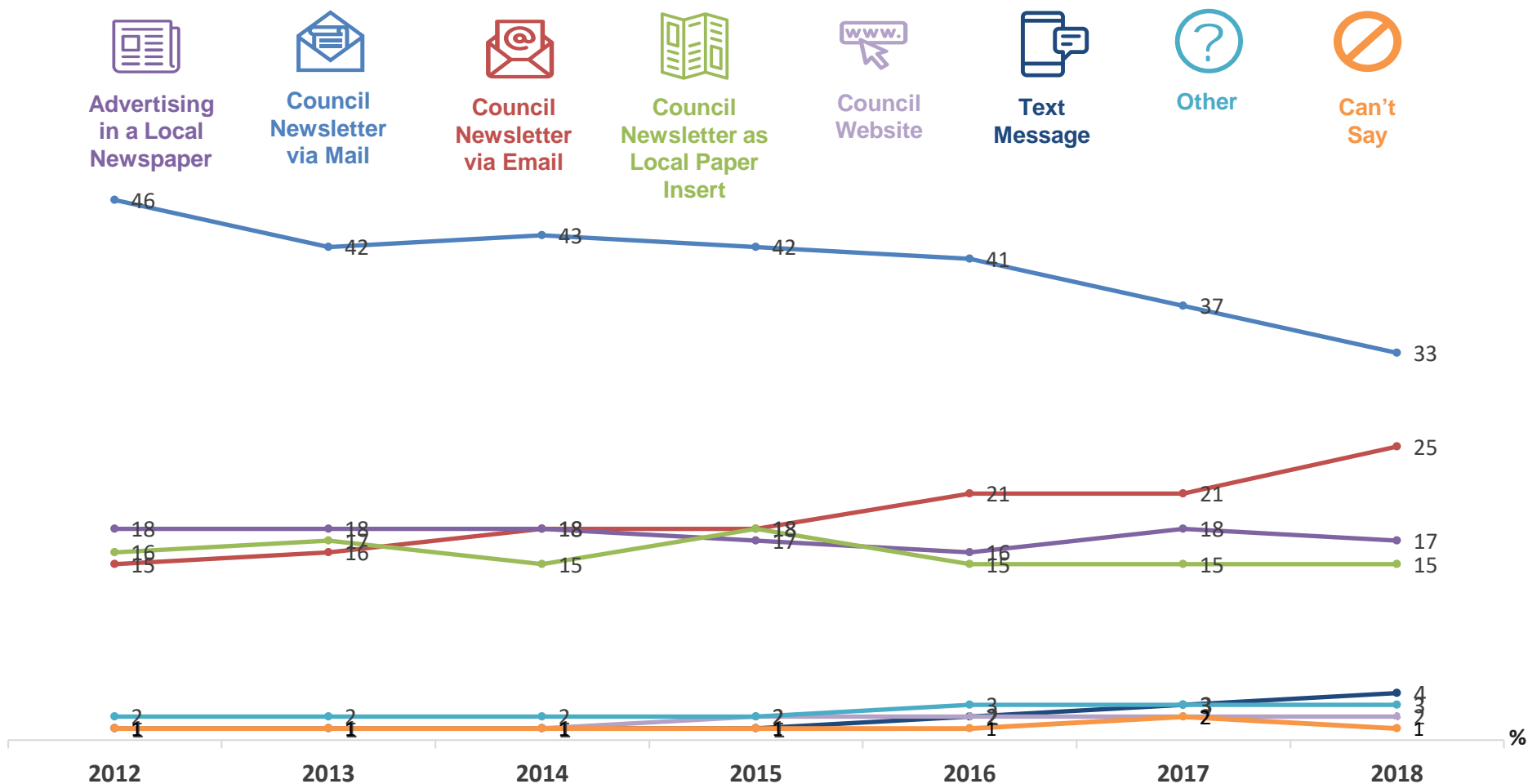
2018 Under 50s Best Form



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 aged under 50. Councils asked state-wide: 26

2018 BEST FORMS OF COMMUNICATION: OVER 50S

2018 Over 50s 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 aged over 50. Councils asked state-wide: 26

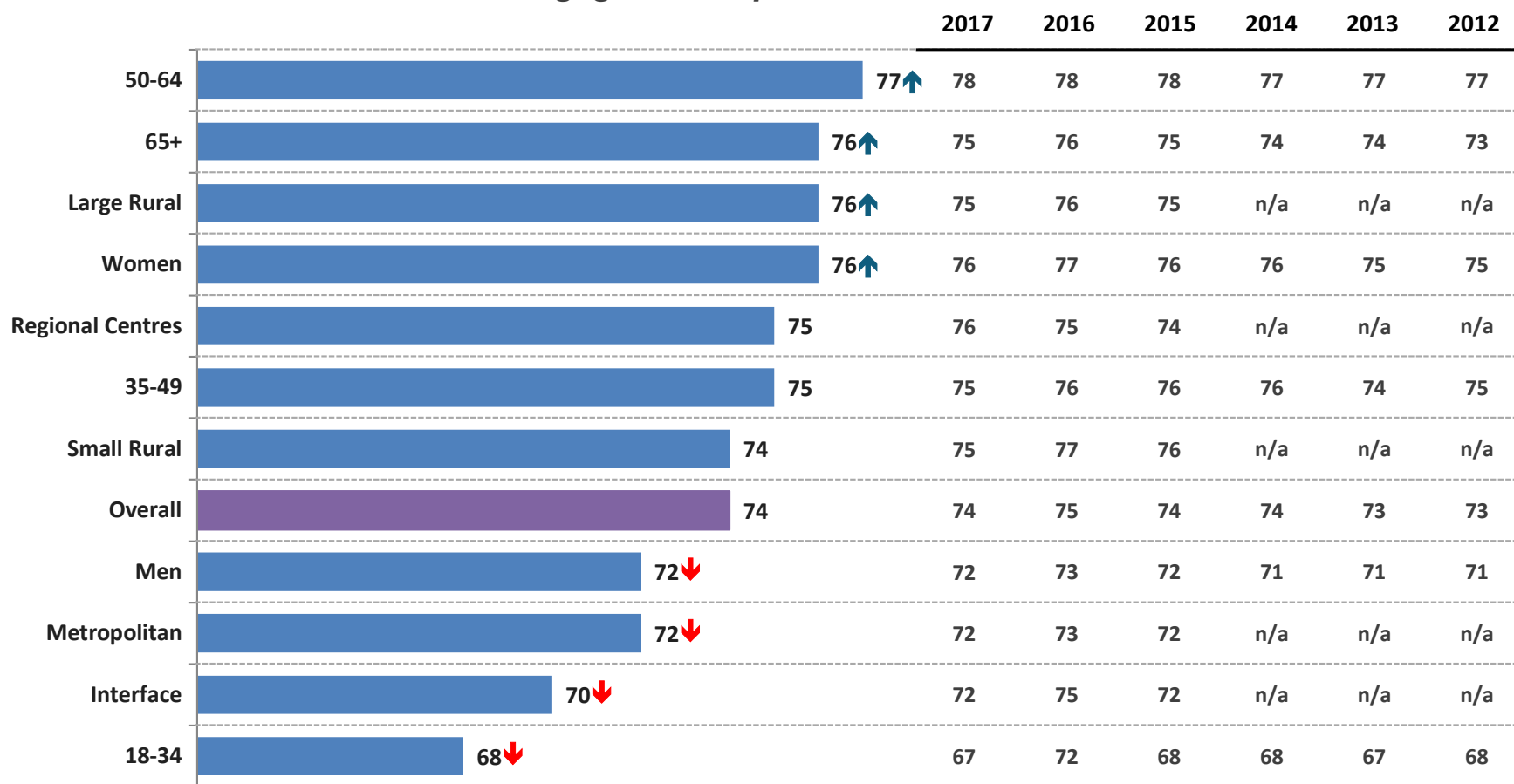


INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE INDEX SCORES

2018 Consultation and Engagement Importance



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

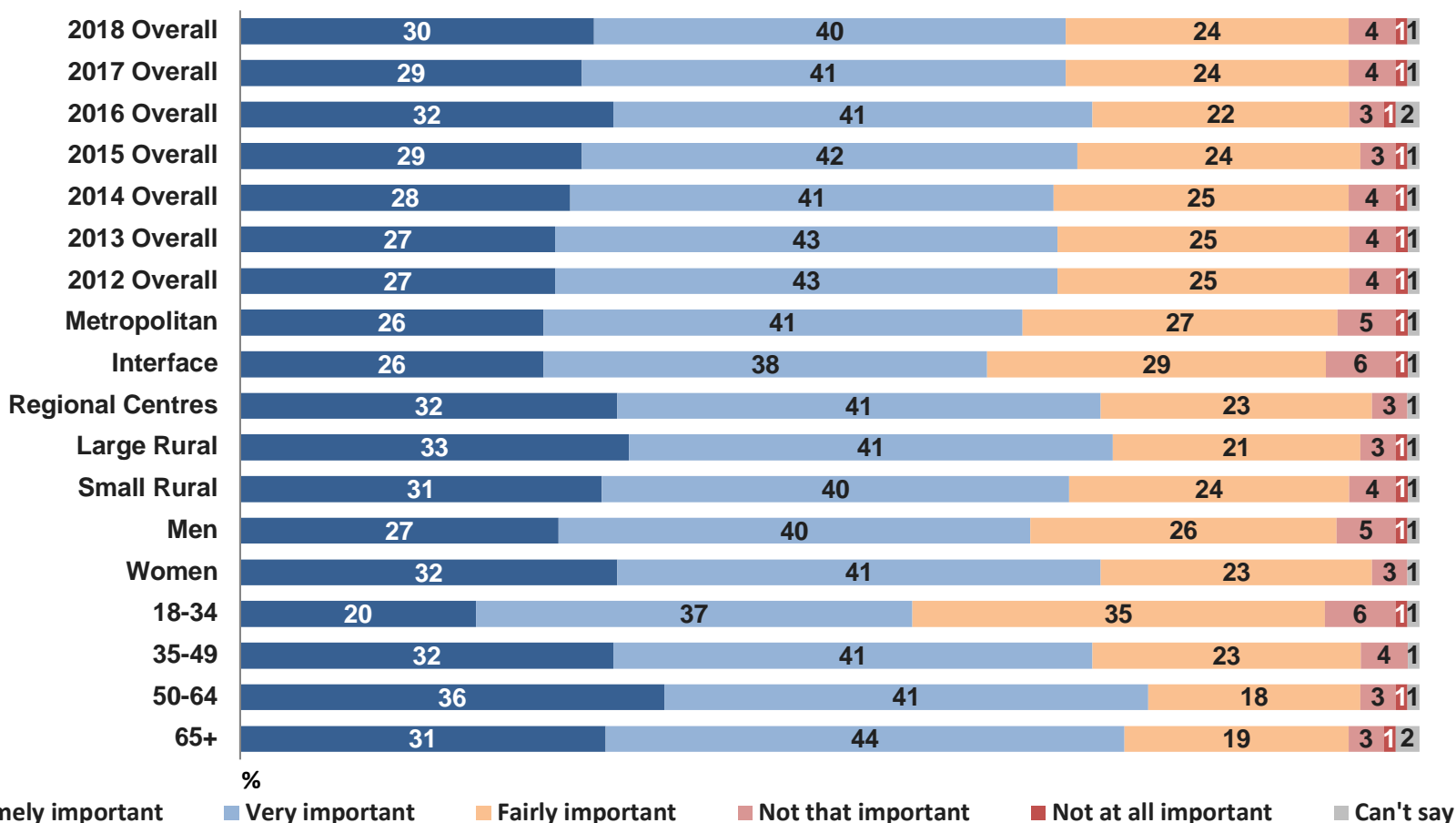
Base: All respondents. Councils asked state-wide: 20

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

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2018 Consultation and Engagement Importance



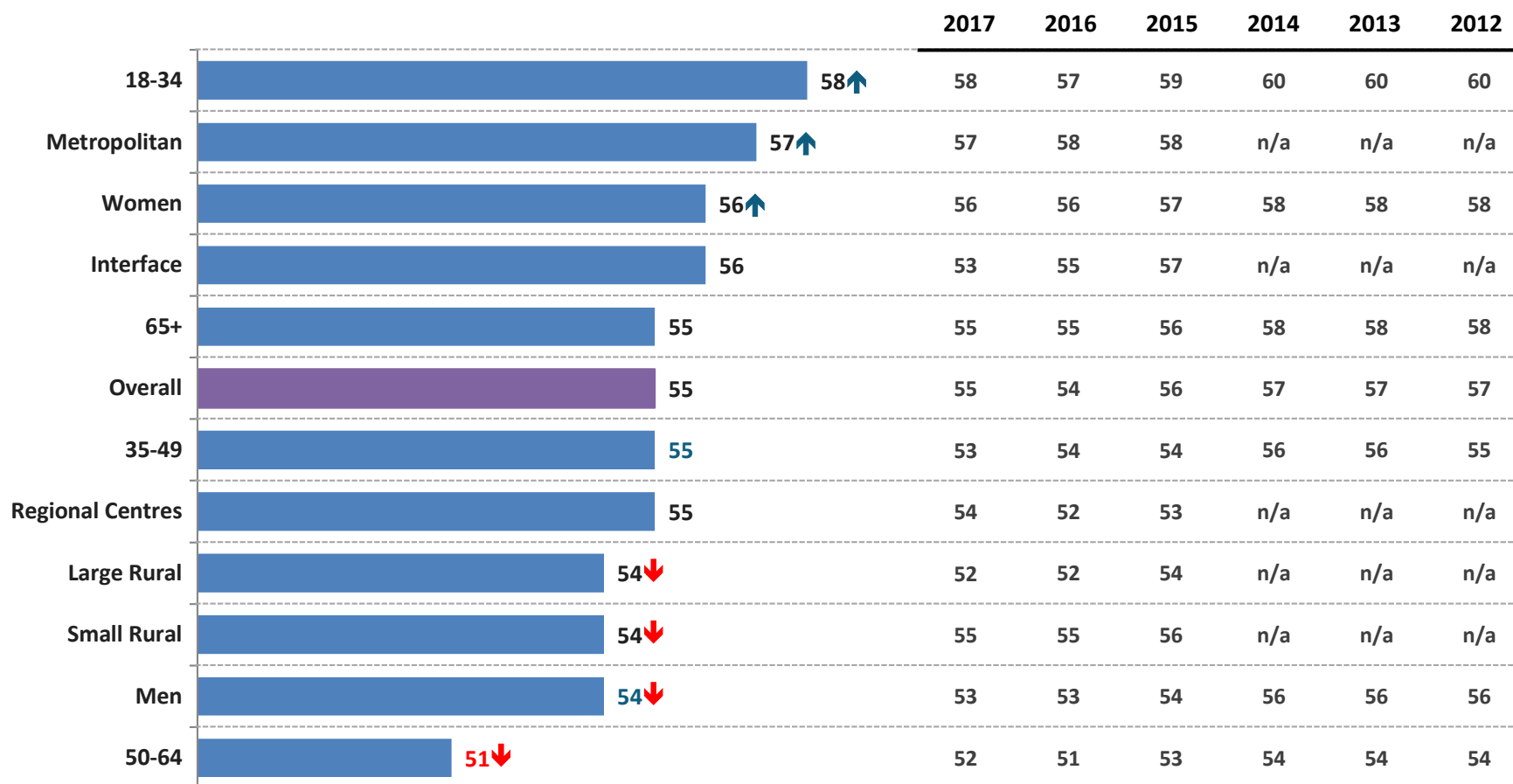
Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

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

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE INDEX SCORES

2018 Consultation and Engagement Performance



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

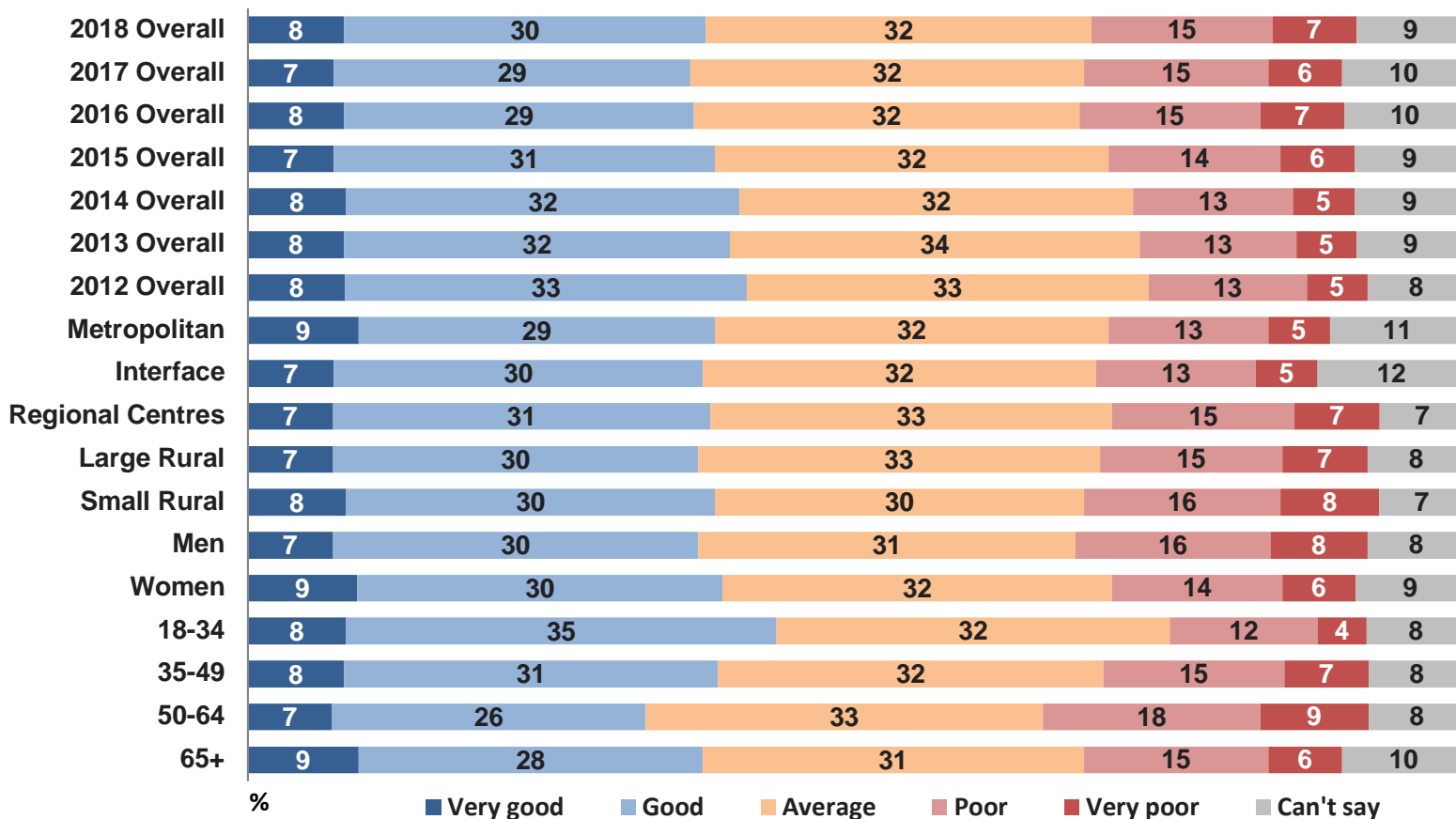
Base: All respondents. Councils asked state-wide: 64

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

2018 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES

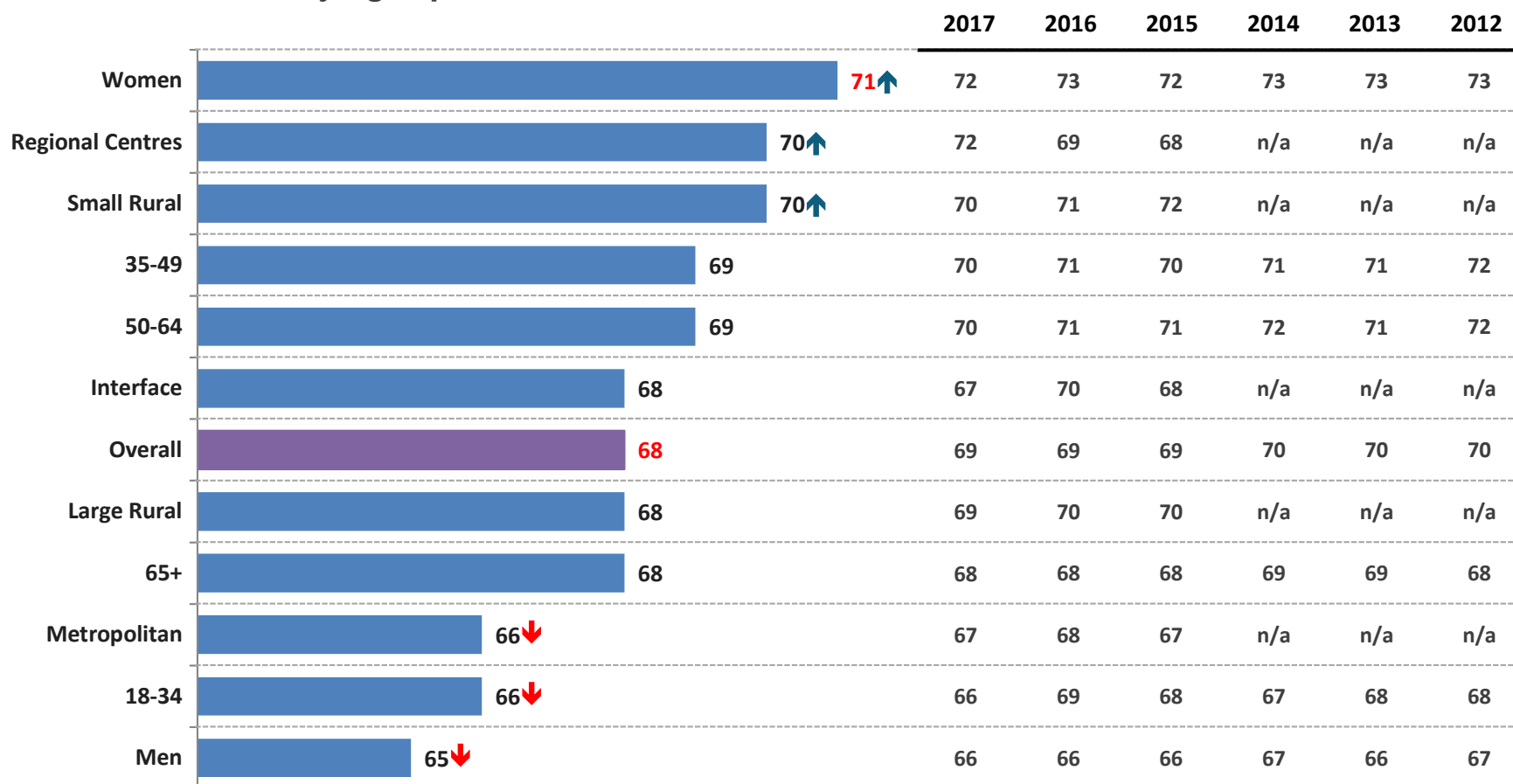
2018 Consultation and Engagement Performance



2018 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2018 Lobbying Importance



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

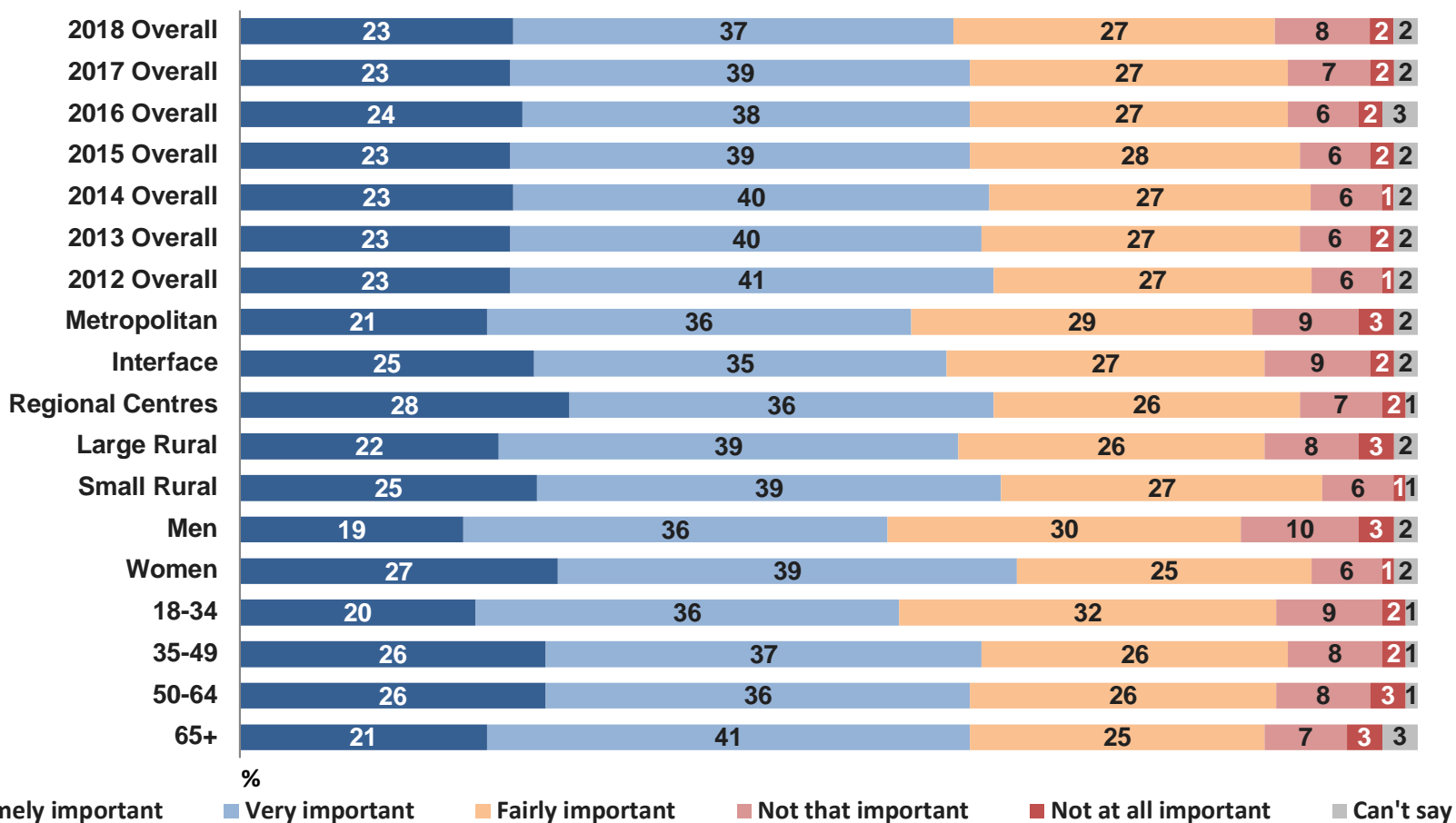
Base: All respondents. Councils asked state-wide: 20

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

2018 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2018 Lobbying Importance



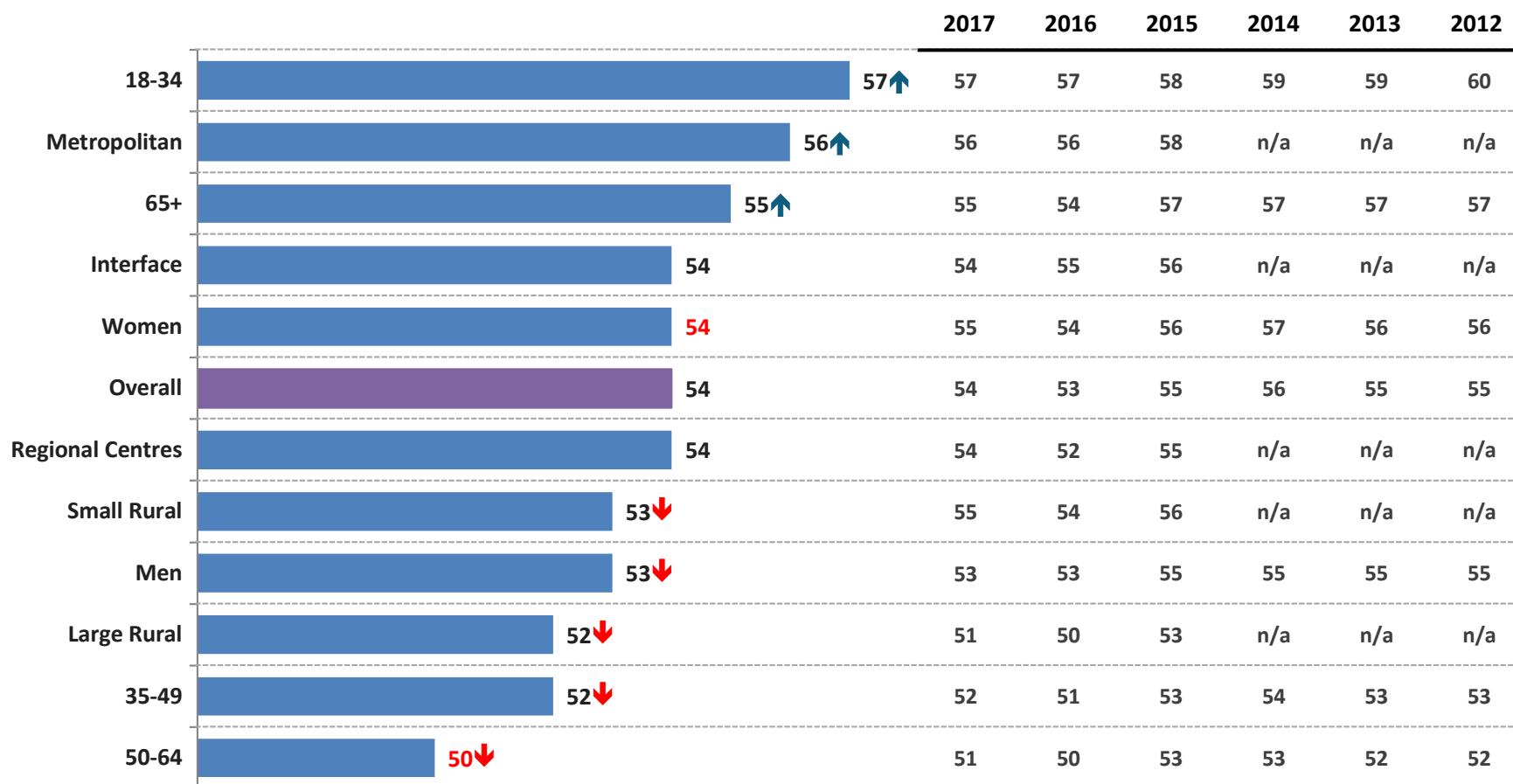
Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

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

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2018 Lobbying Performance



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

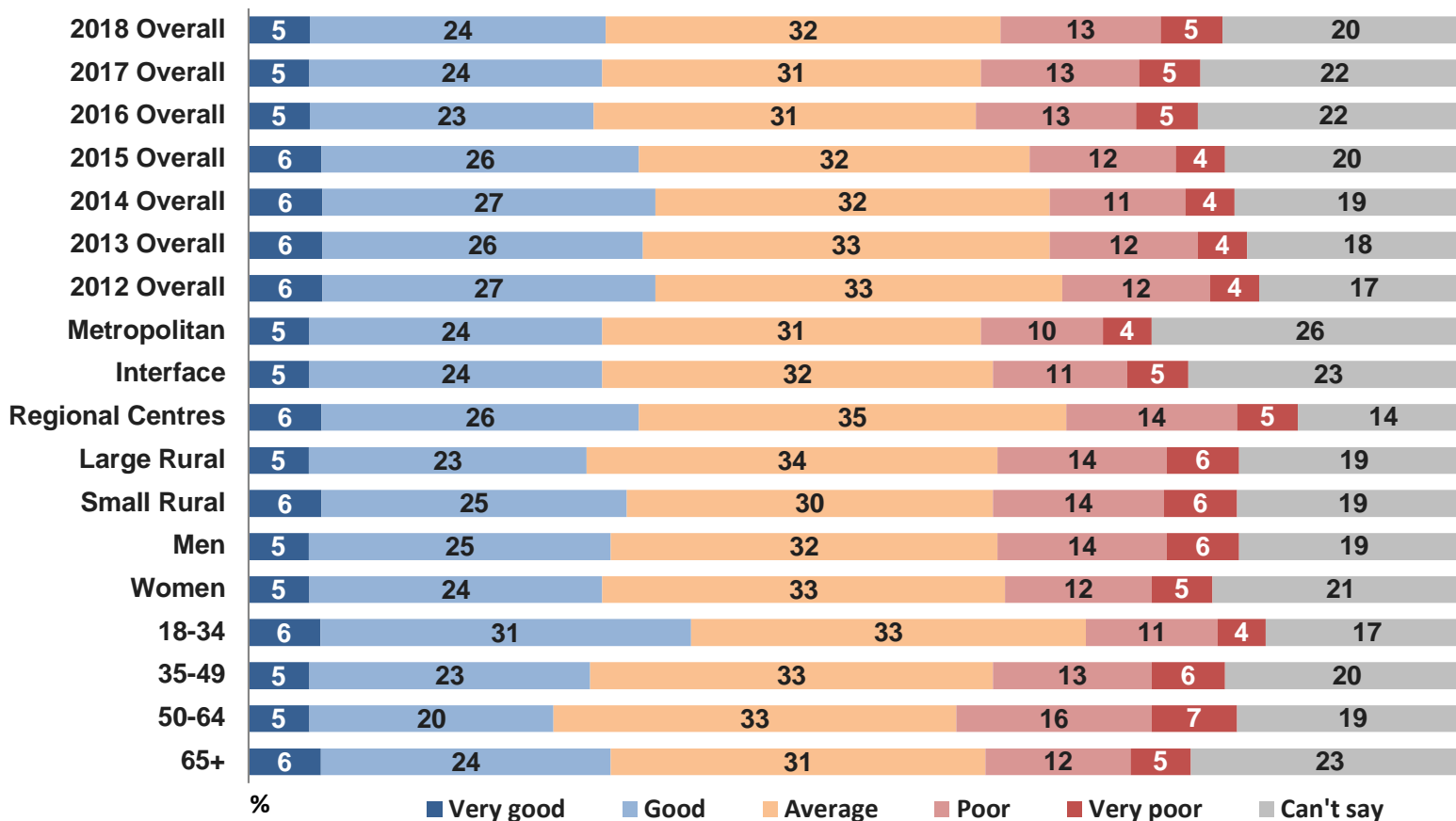
Base: All respondents. Councils asked state-wide: 64

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

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

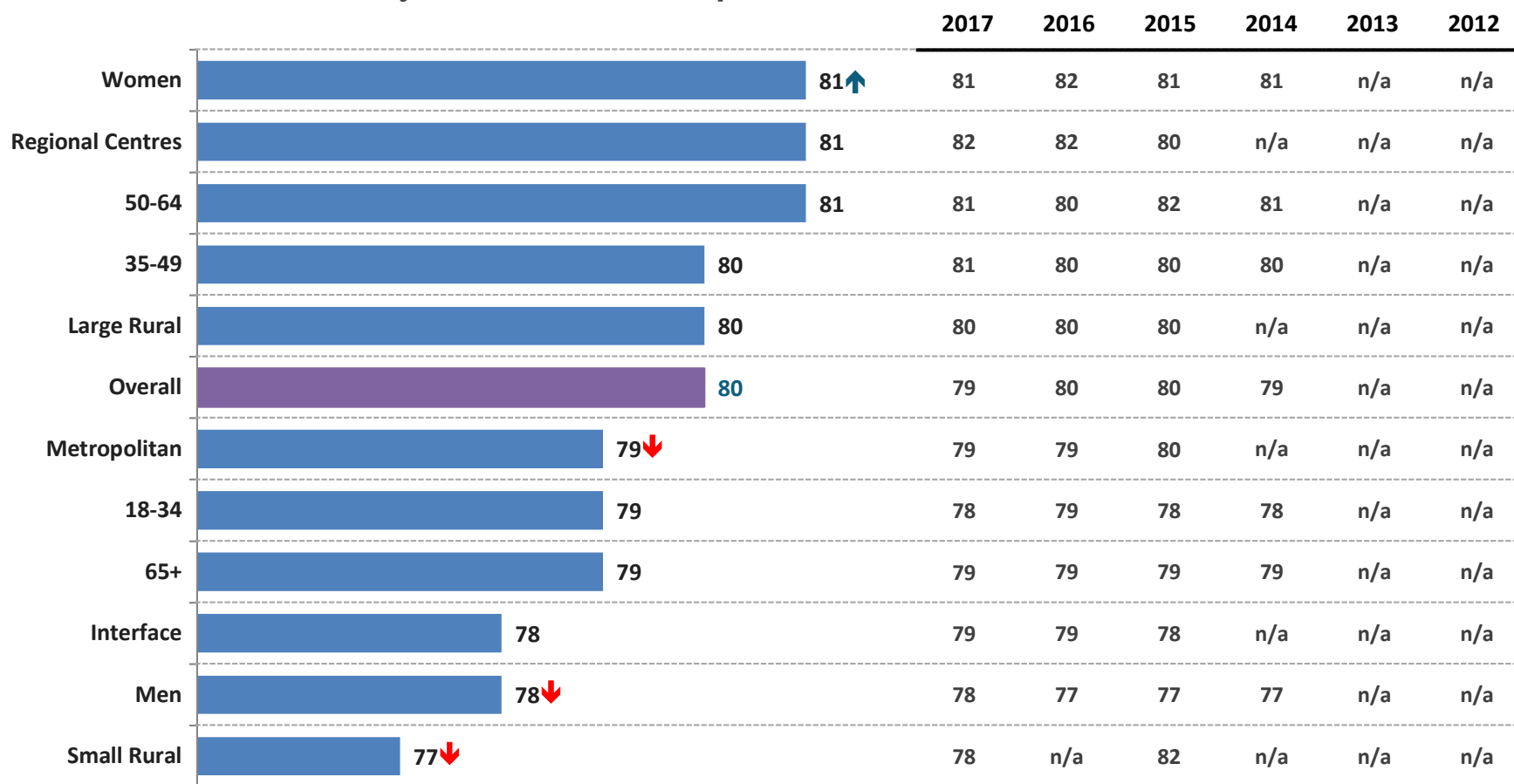
2018 Lobbying Performance



2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2018 Community Decisions Made Importance



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

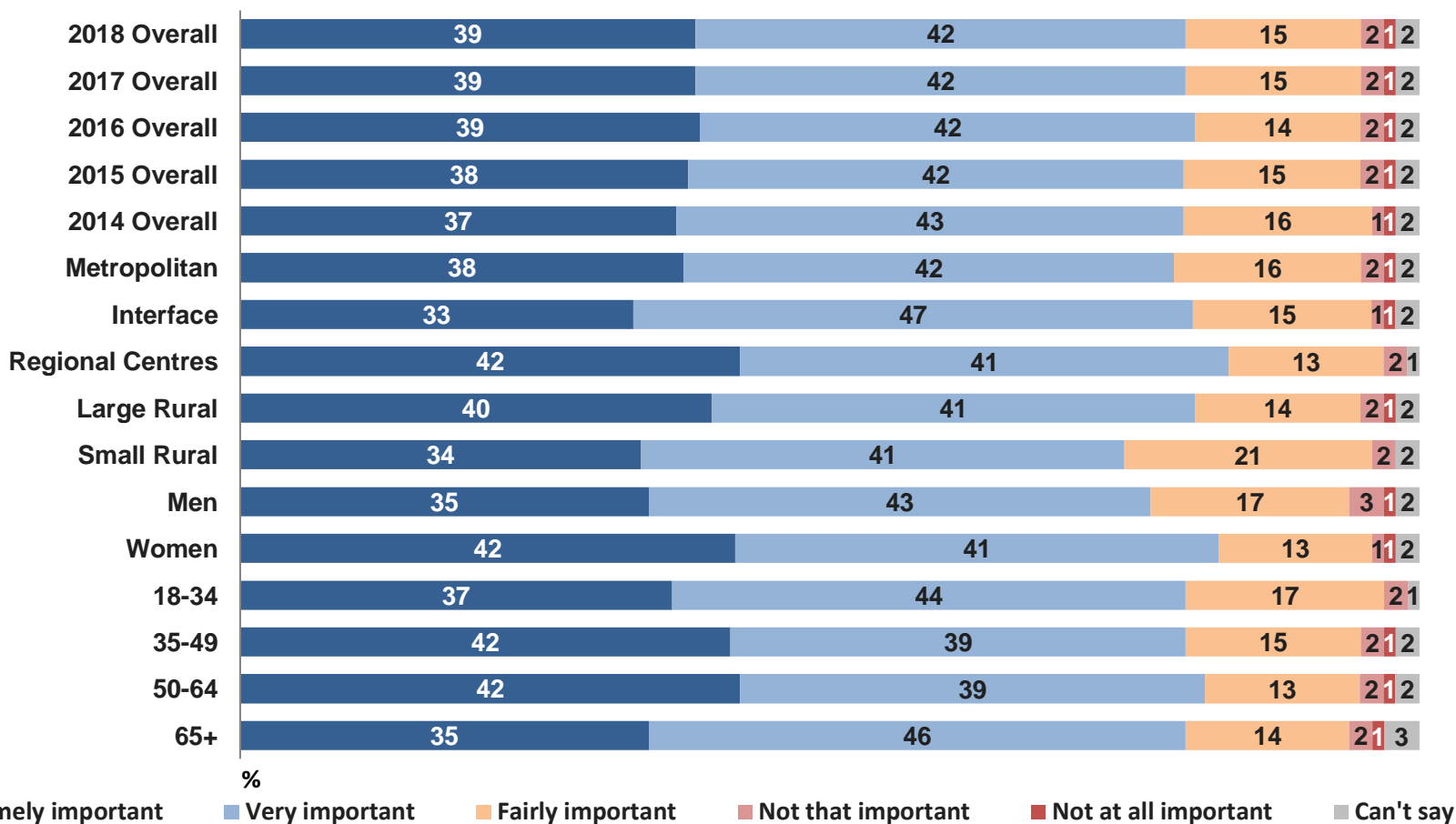
Base: All respondents. Councils asked state-wide: 15

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

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2018 Community Decisions Made Importance



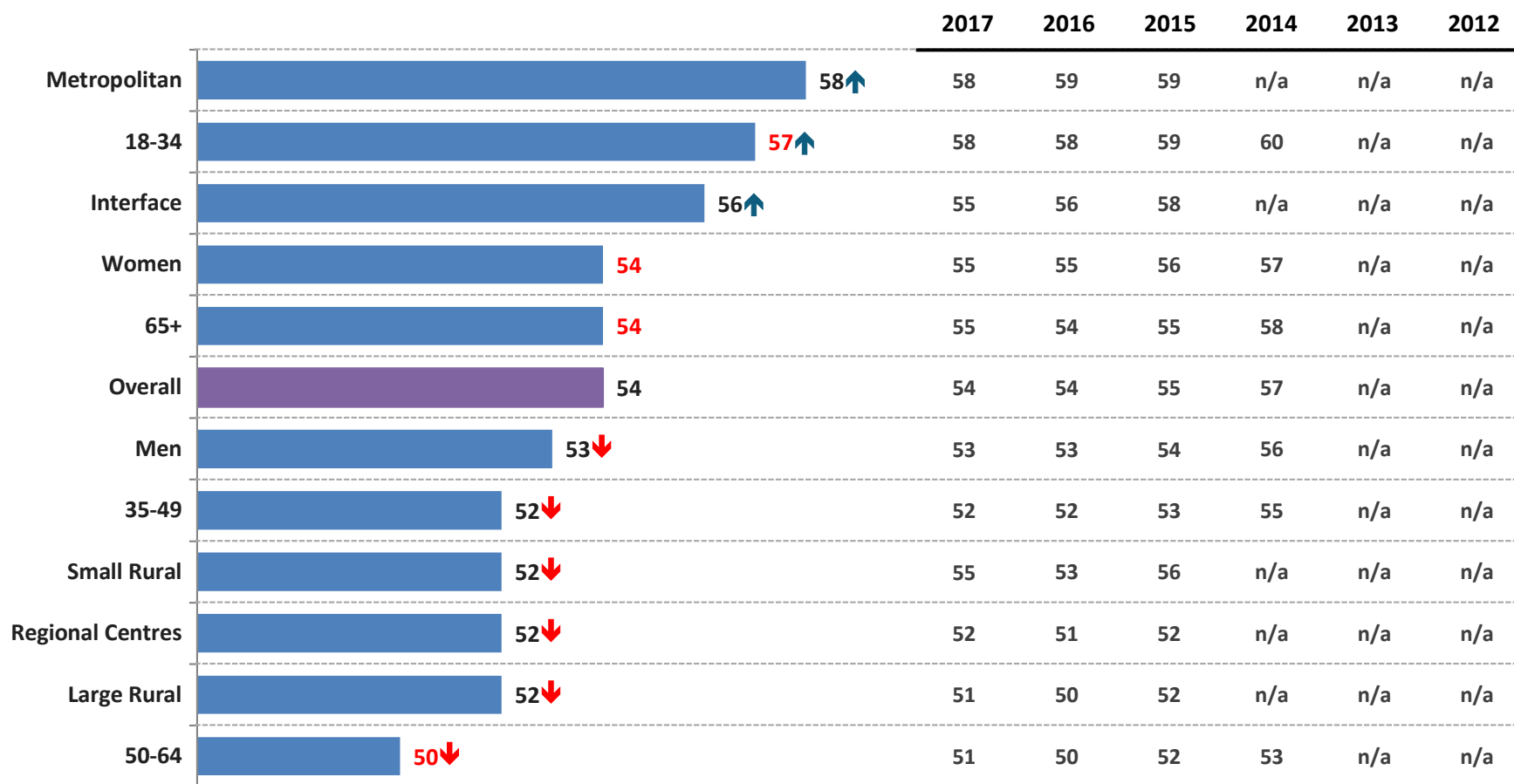
Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

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

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?

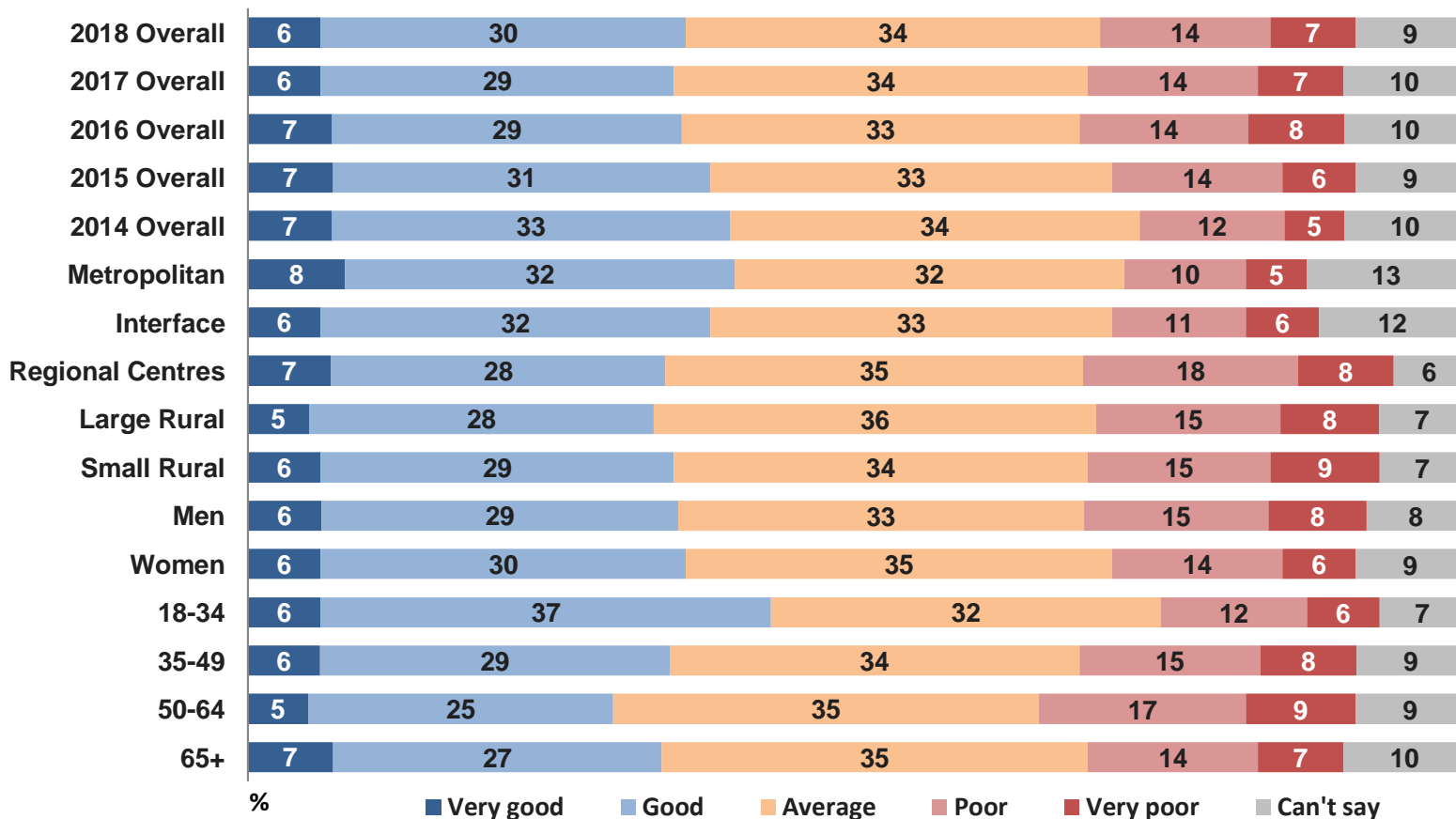
Base: All respondents. Councils asked state-wide: 64

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

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2018 Community Decisions Made Performance



2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2018 Sealed Local Roads Importance

		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	78↓	77	76	75	75	n/a	n/a
Metropolitan	78↓	77	76	75	n/a	n/a	n/a
18-34	77↓	75	76	73	73	n/a	n/a

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

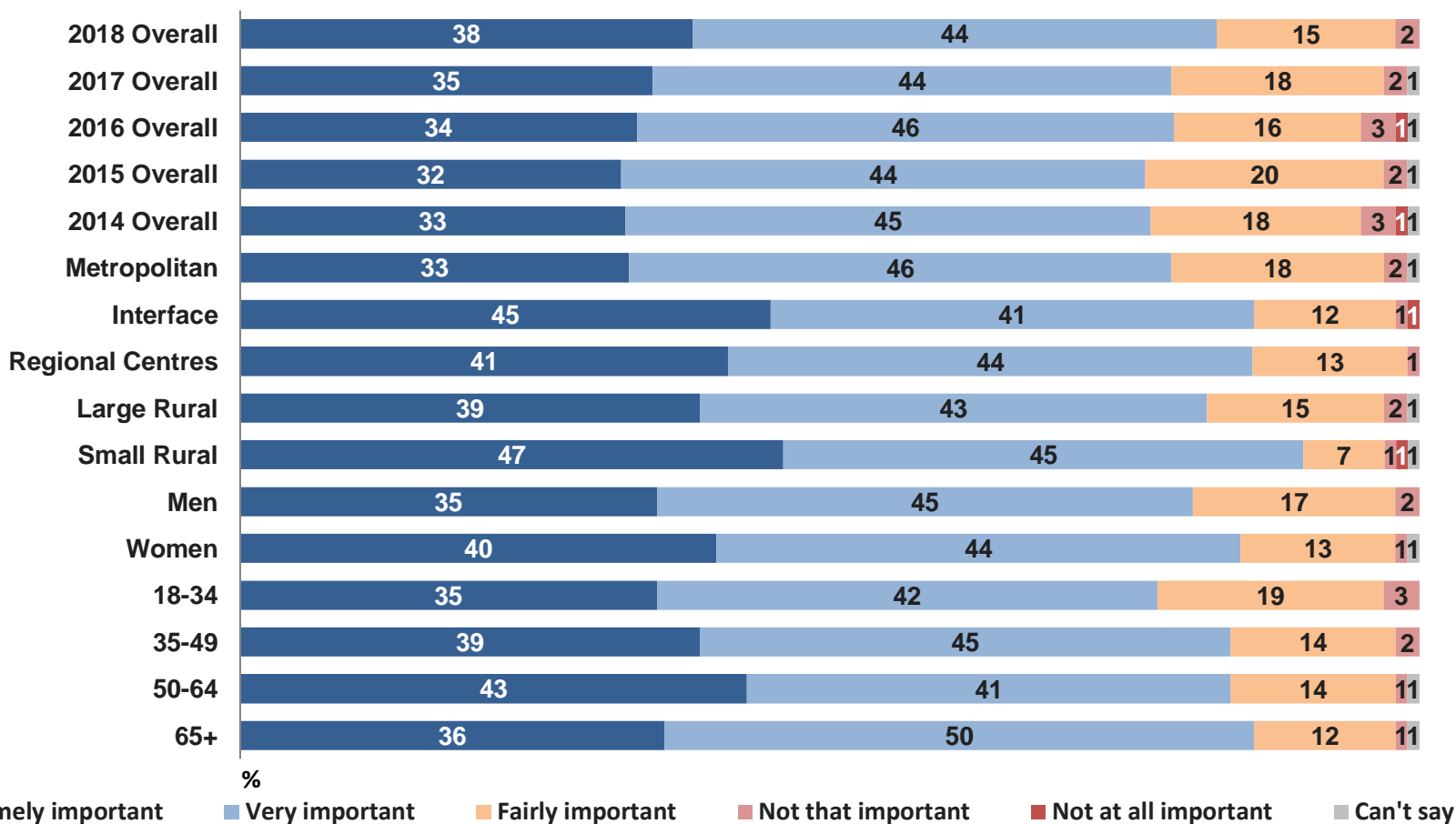
Base: All respondents. Councils asked state-wide: 17

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

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?

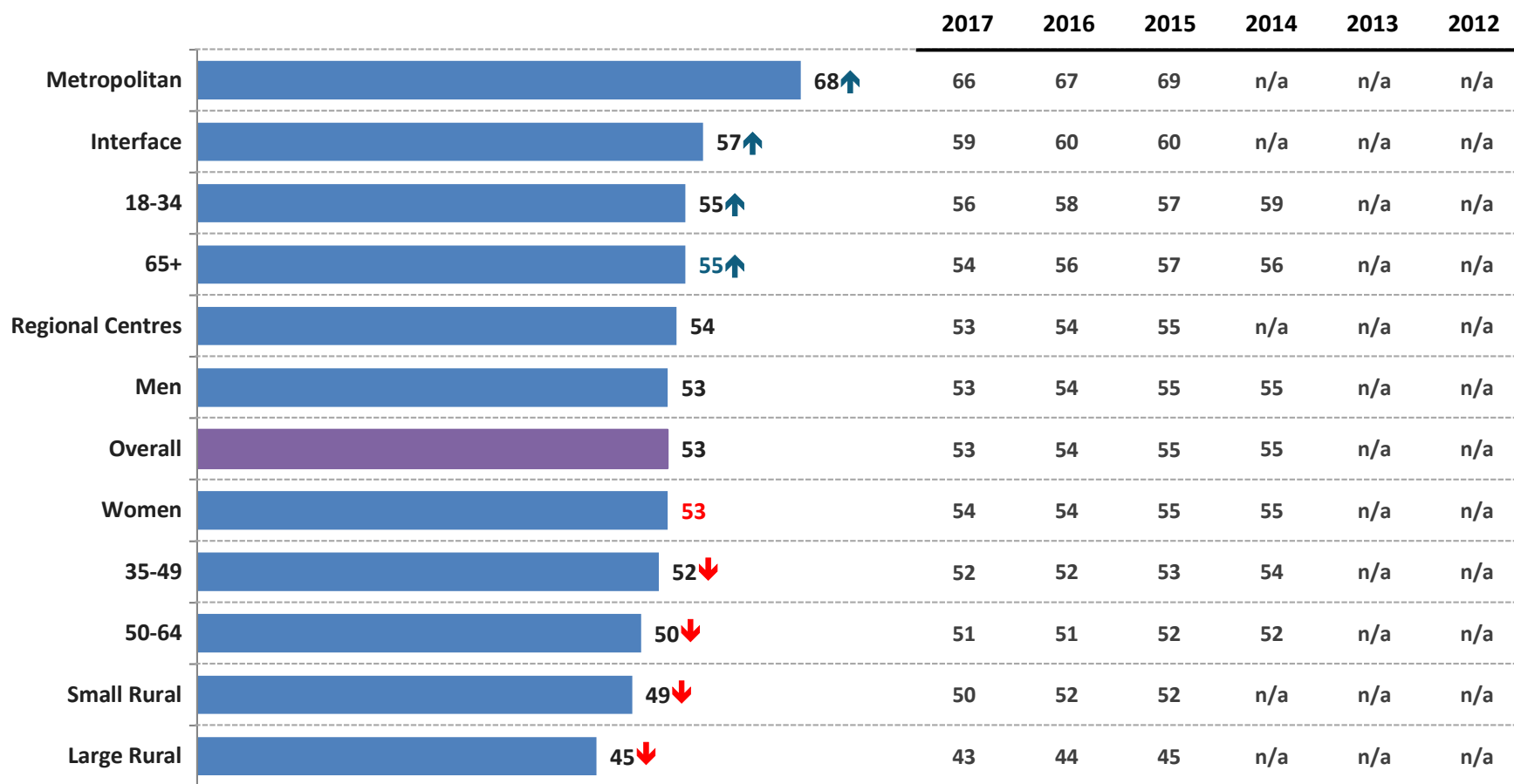
Base: All respondents. Councils asked state-wide: 17

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



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?

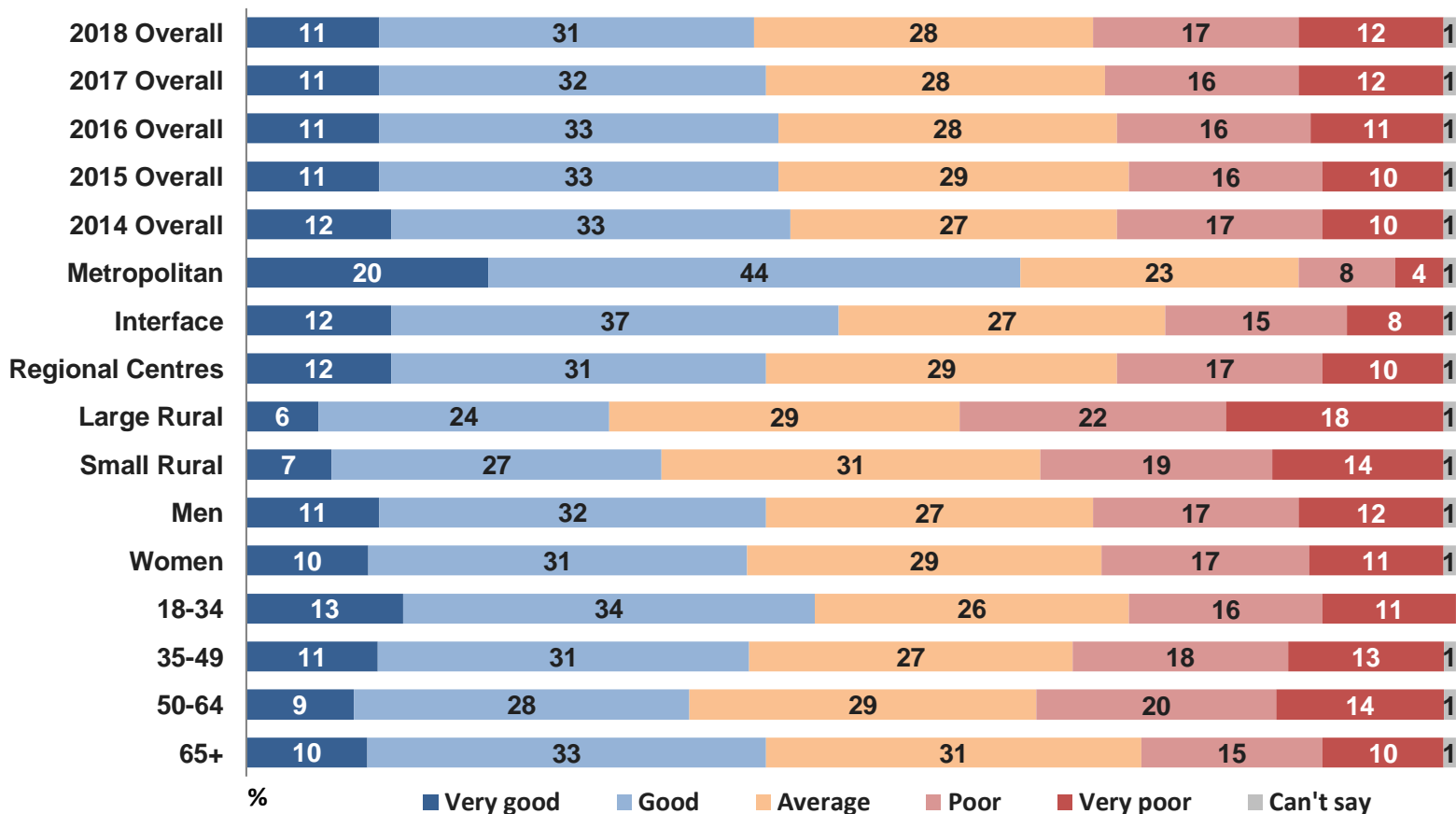
Base: All respondents. Councils asked state-wide: 64

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

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

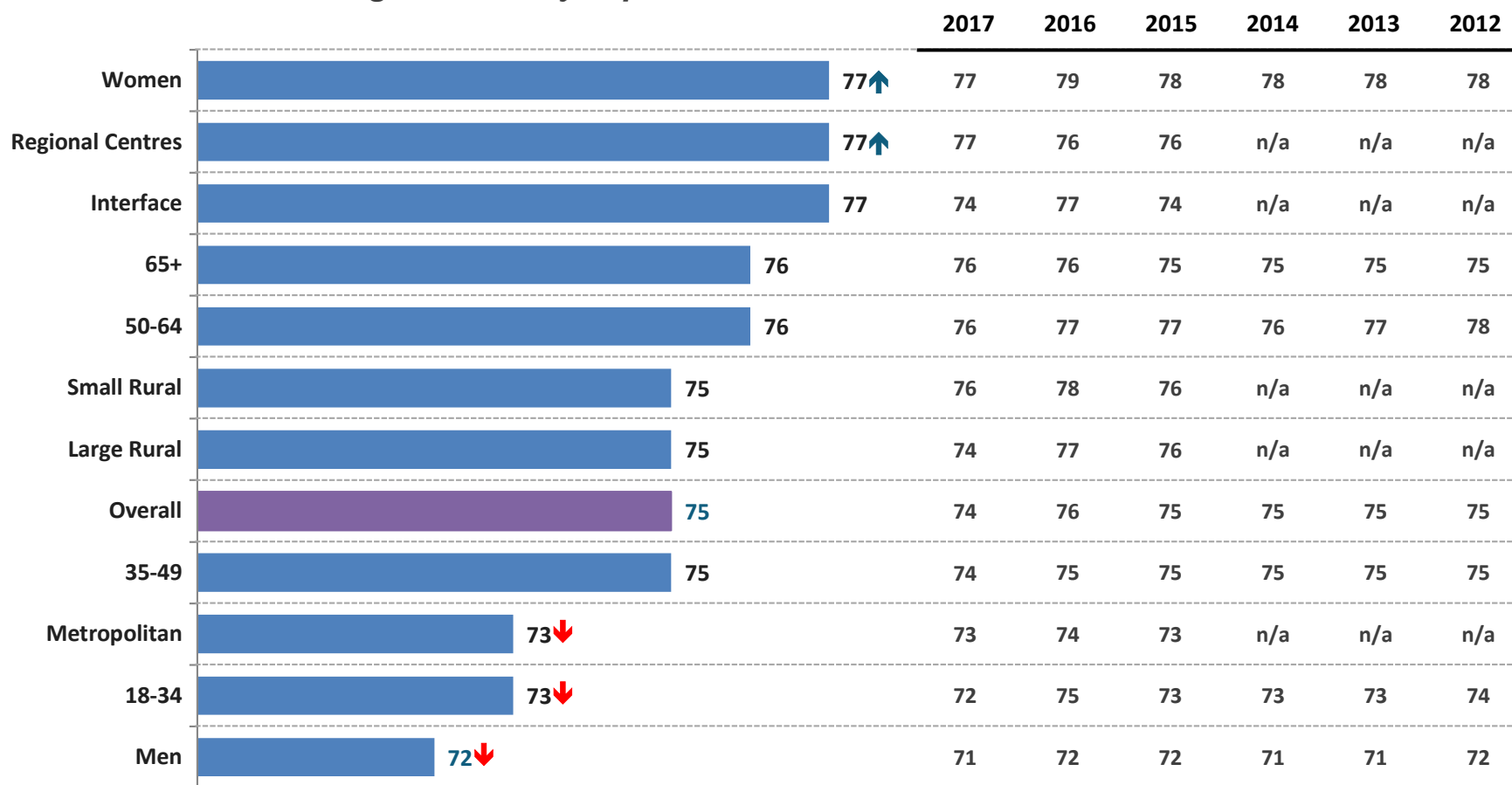
2018 Sealed Local Roads Performance



2018 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2018 Informing Community Importance



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

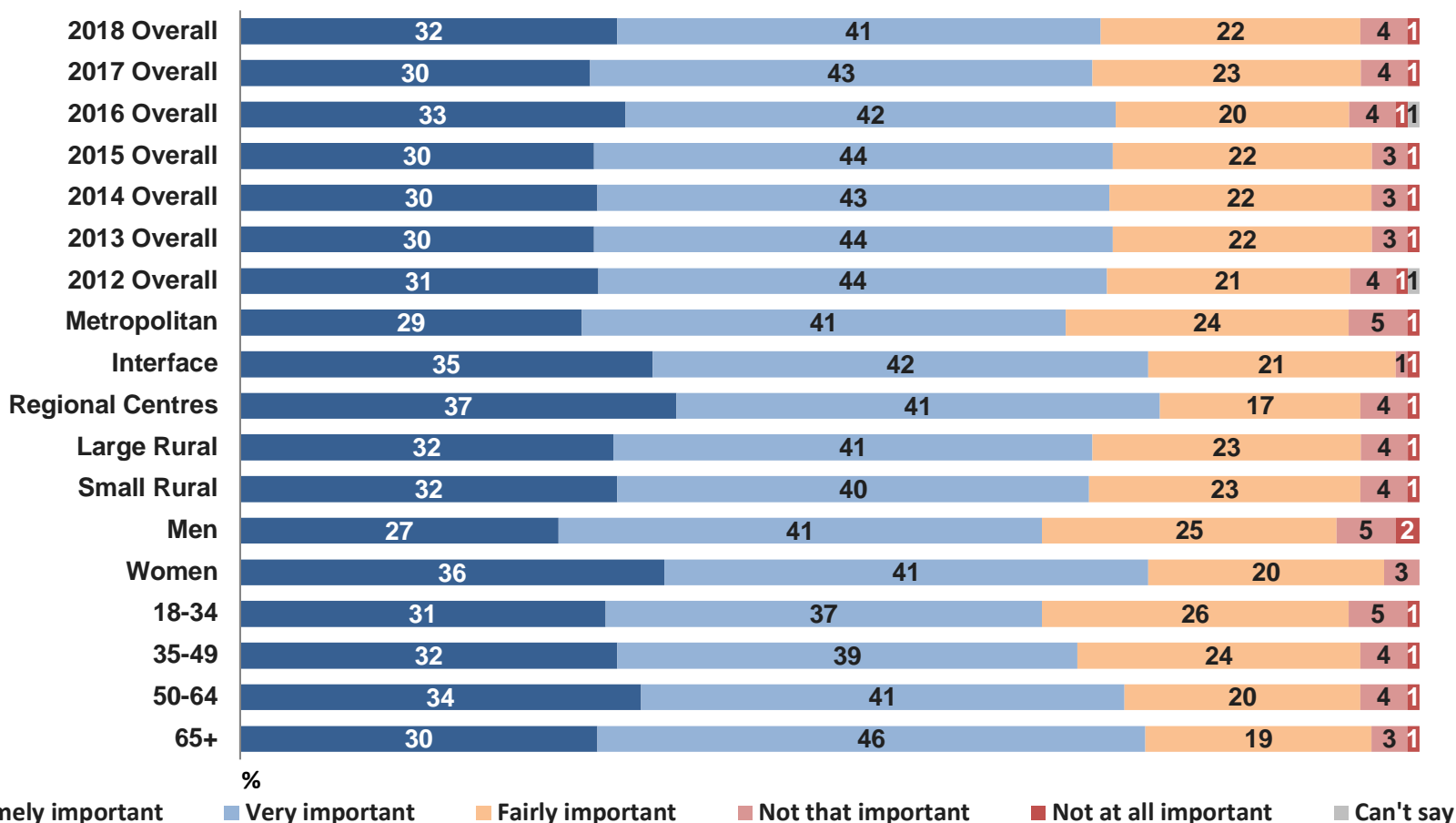
Base: All respondents. Councils asked state-wide: 20

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

2018 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

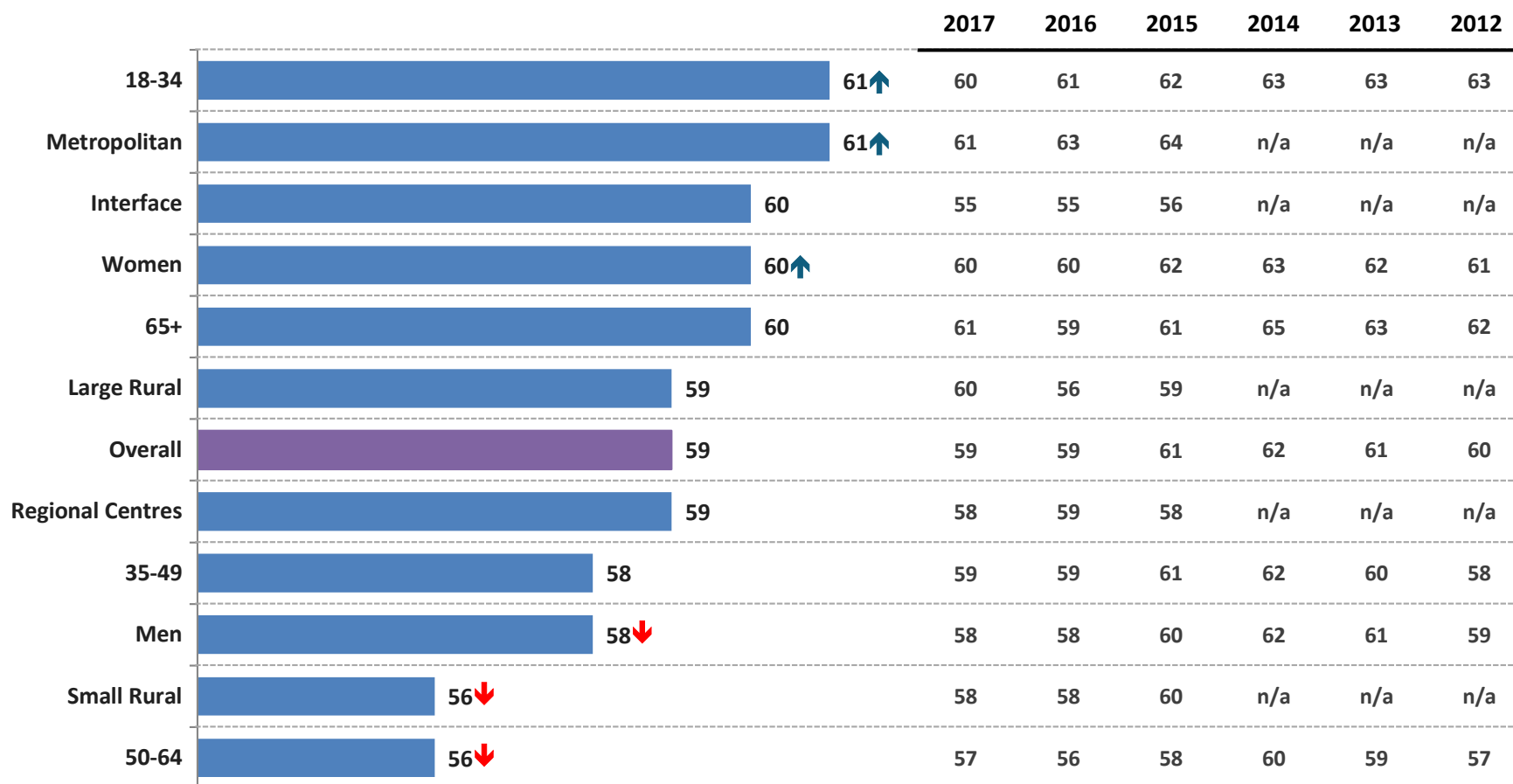
2018 Informing Community Importance



2018 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2018 Informing Community Performance



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

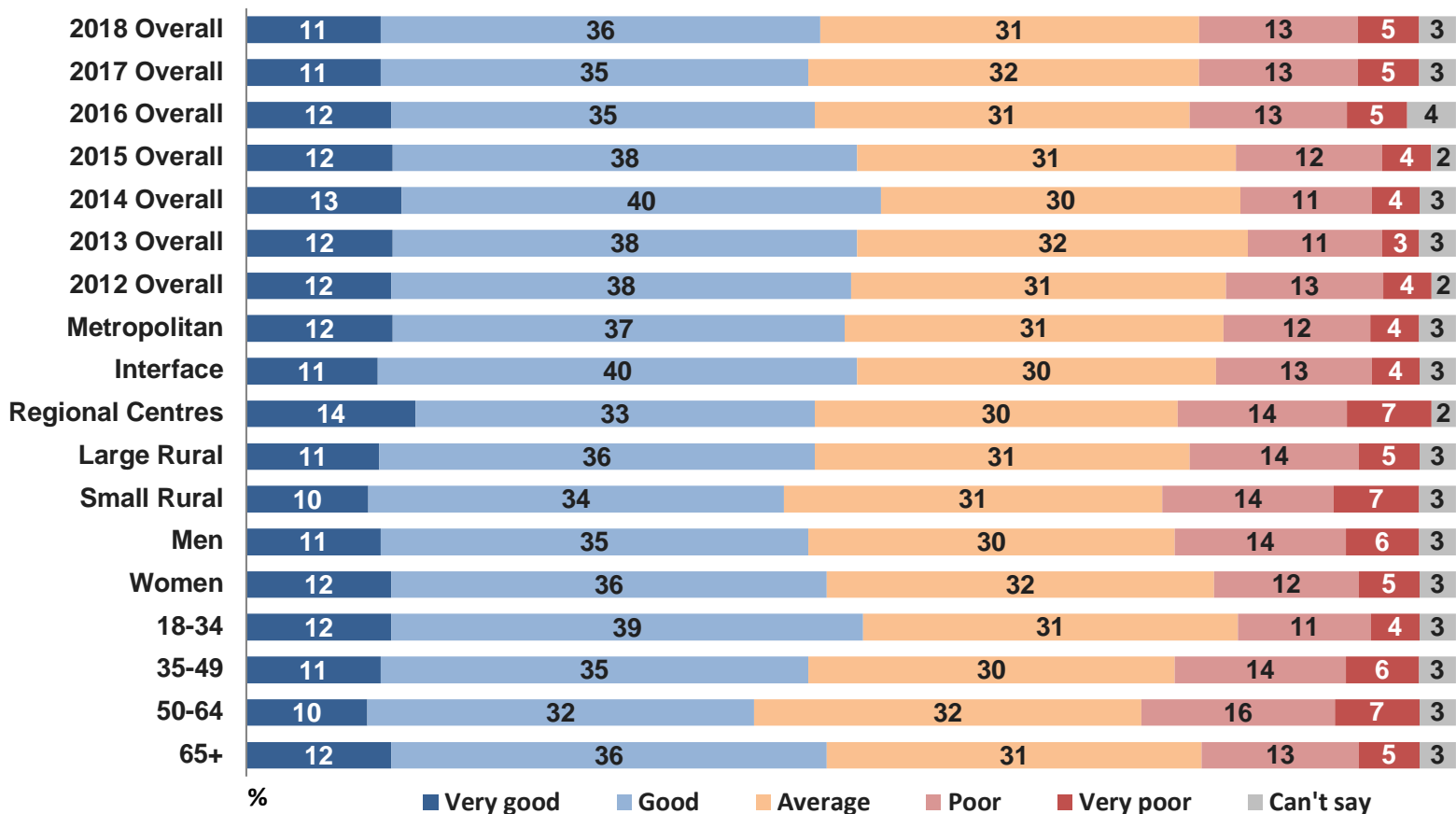
Base: All respondents. Councils asked state-wide: 28

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

2018 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2018 Informing Community Performance



2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES

2018 Streets and Footpaths Importance

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

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

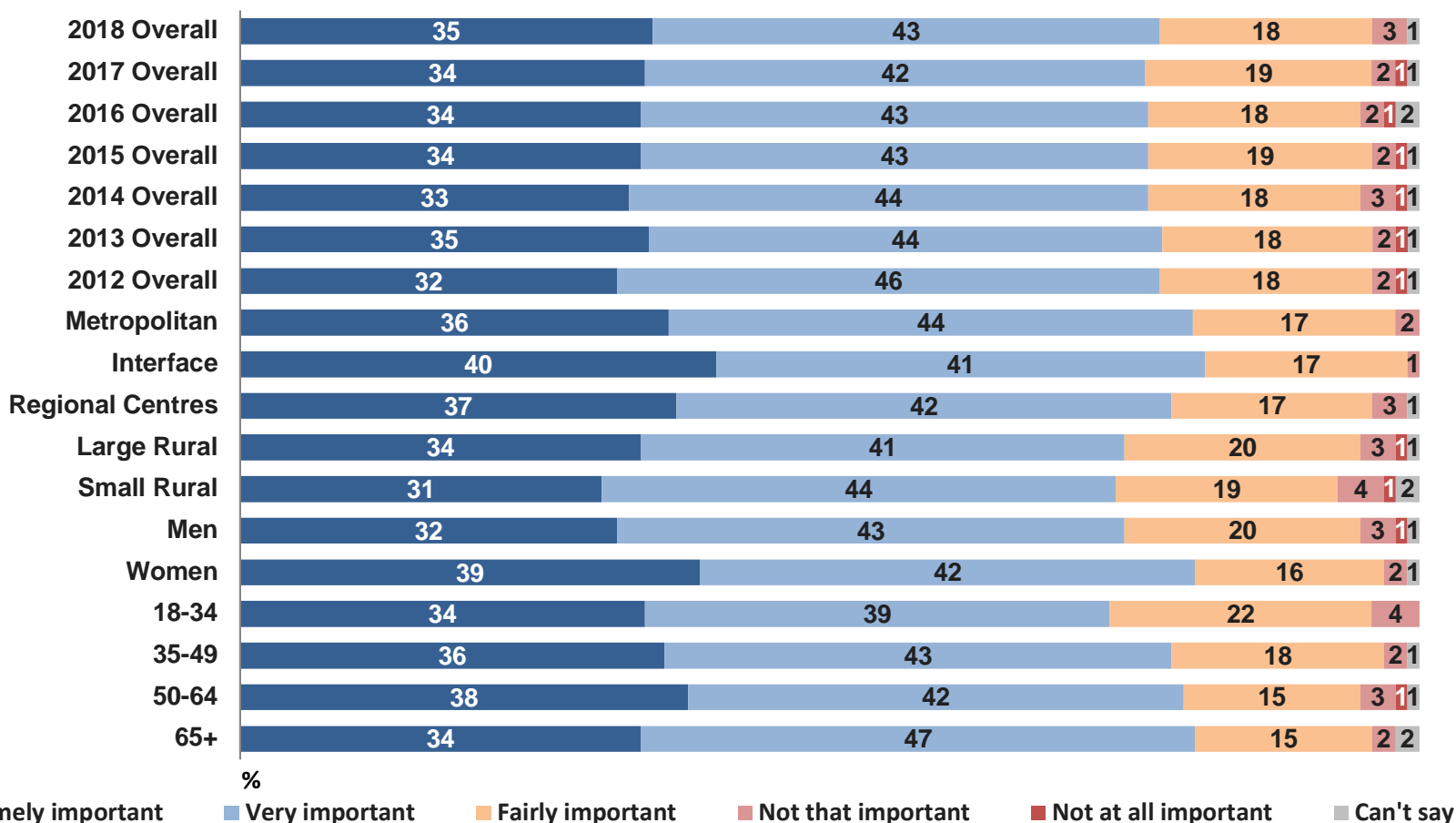
Base: All respondents. Councils asked state-wide: 21

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

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2018 Streets and Footpaths Importance



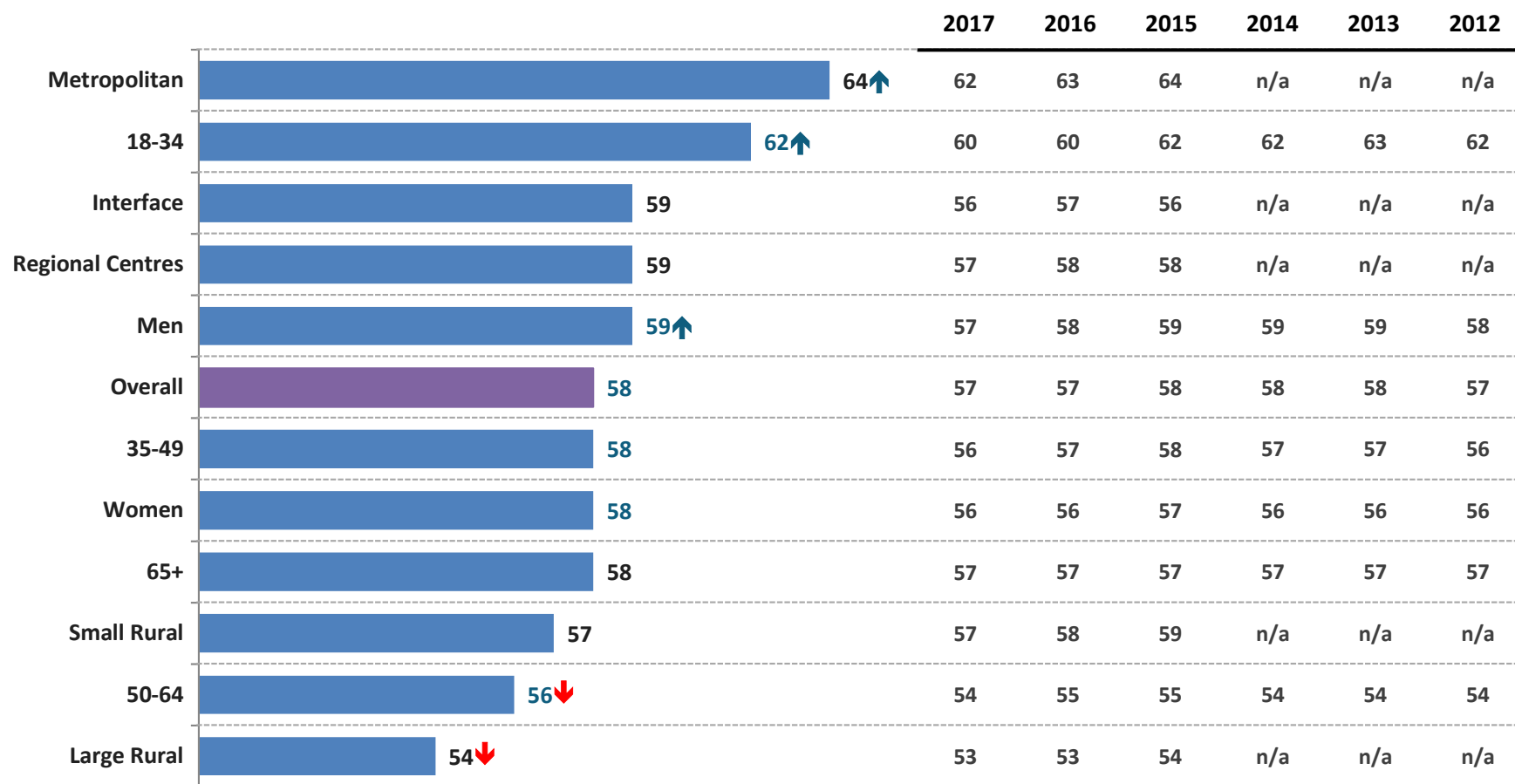
Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

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?

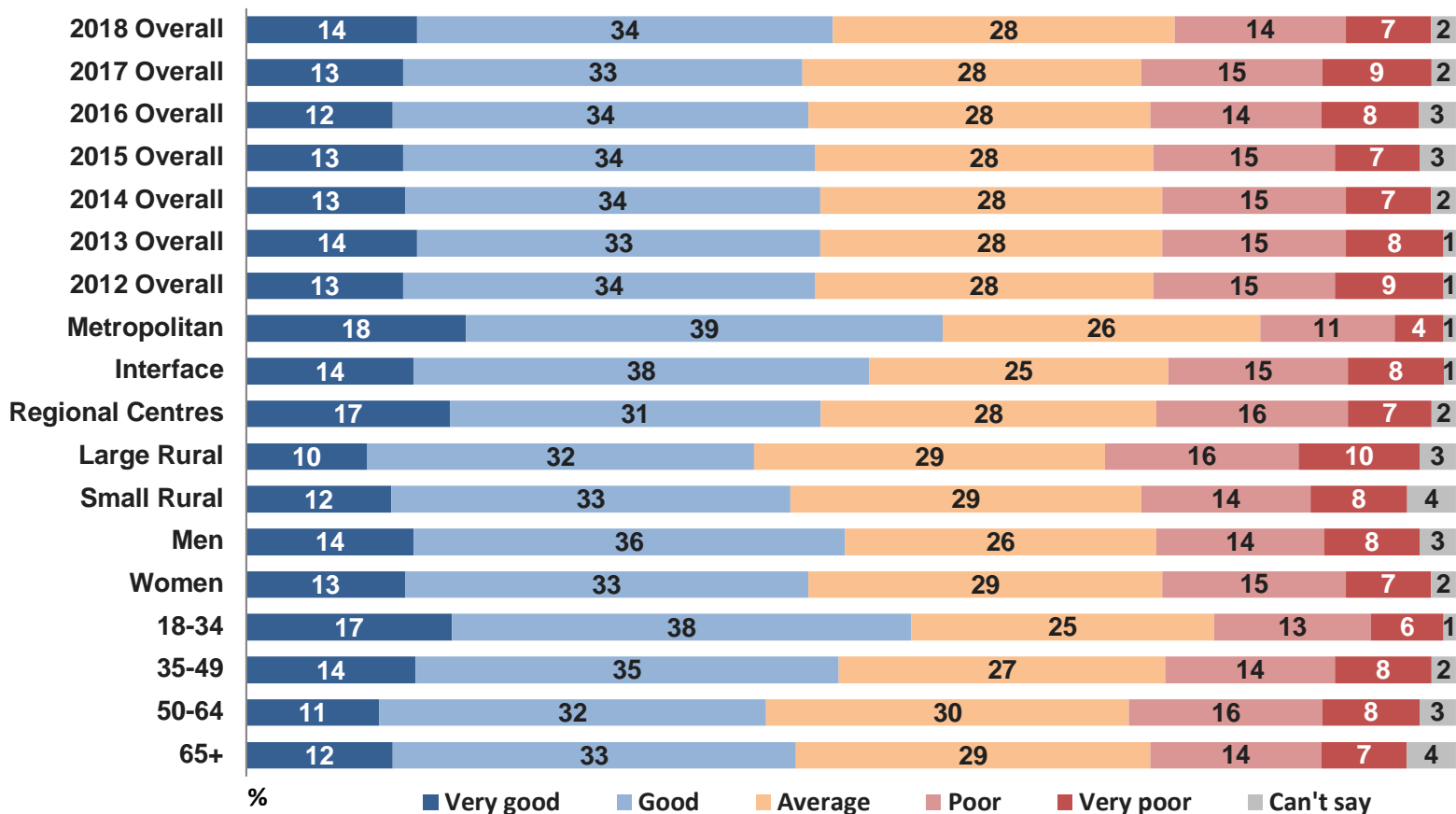
Base: All respondents. Councils asked state-wide: 30

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

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2018 Streets and Footpaths Performance



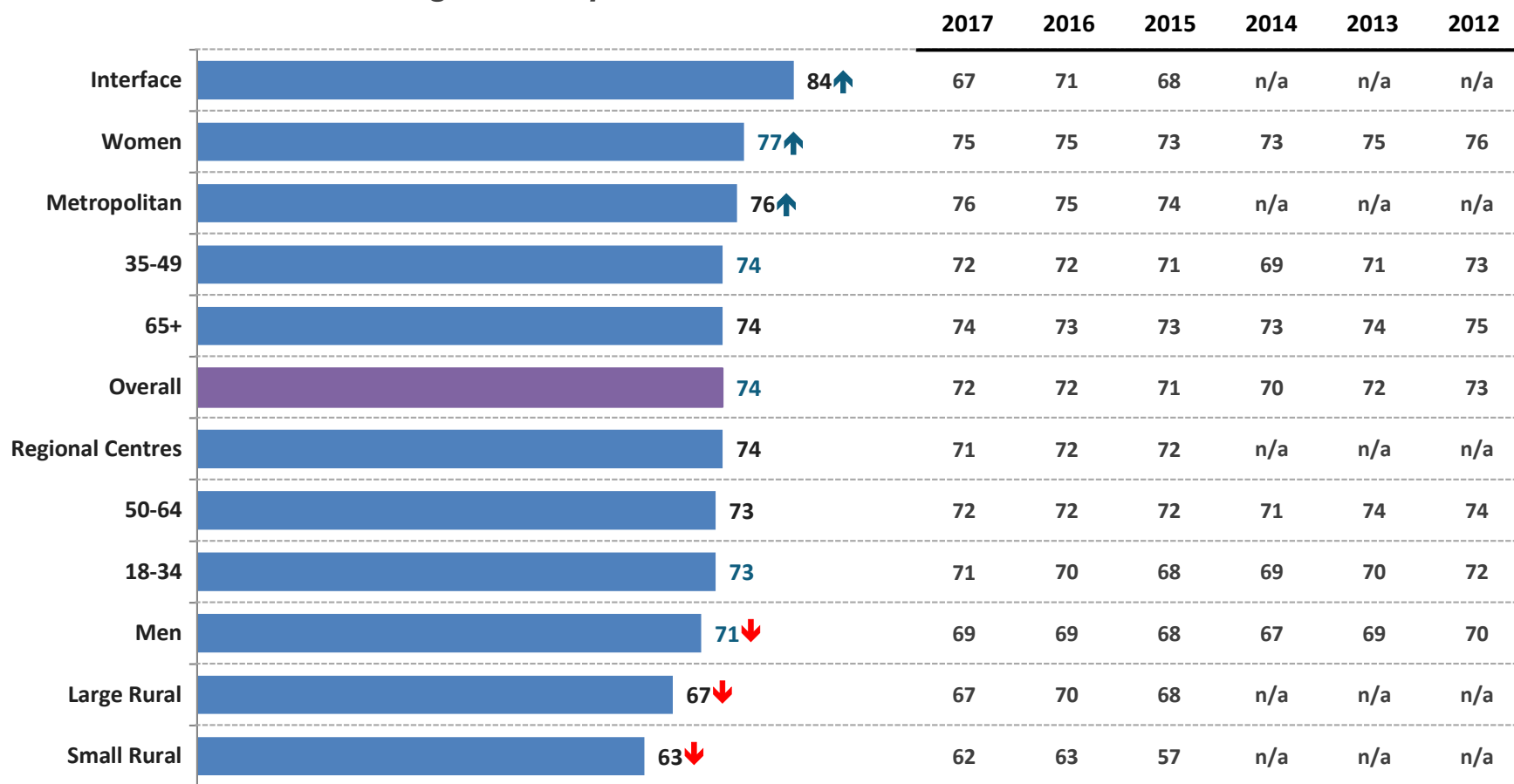
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

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

2018 TRAFFIC MANAGEMENT

IMPORTANCE INDEX SCORES

2018 Traffic Management Importance



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

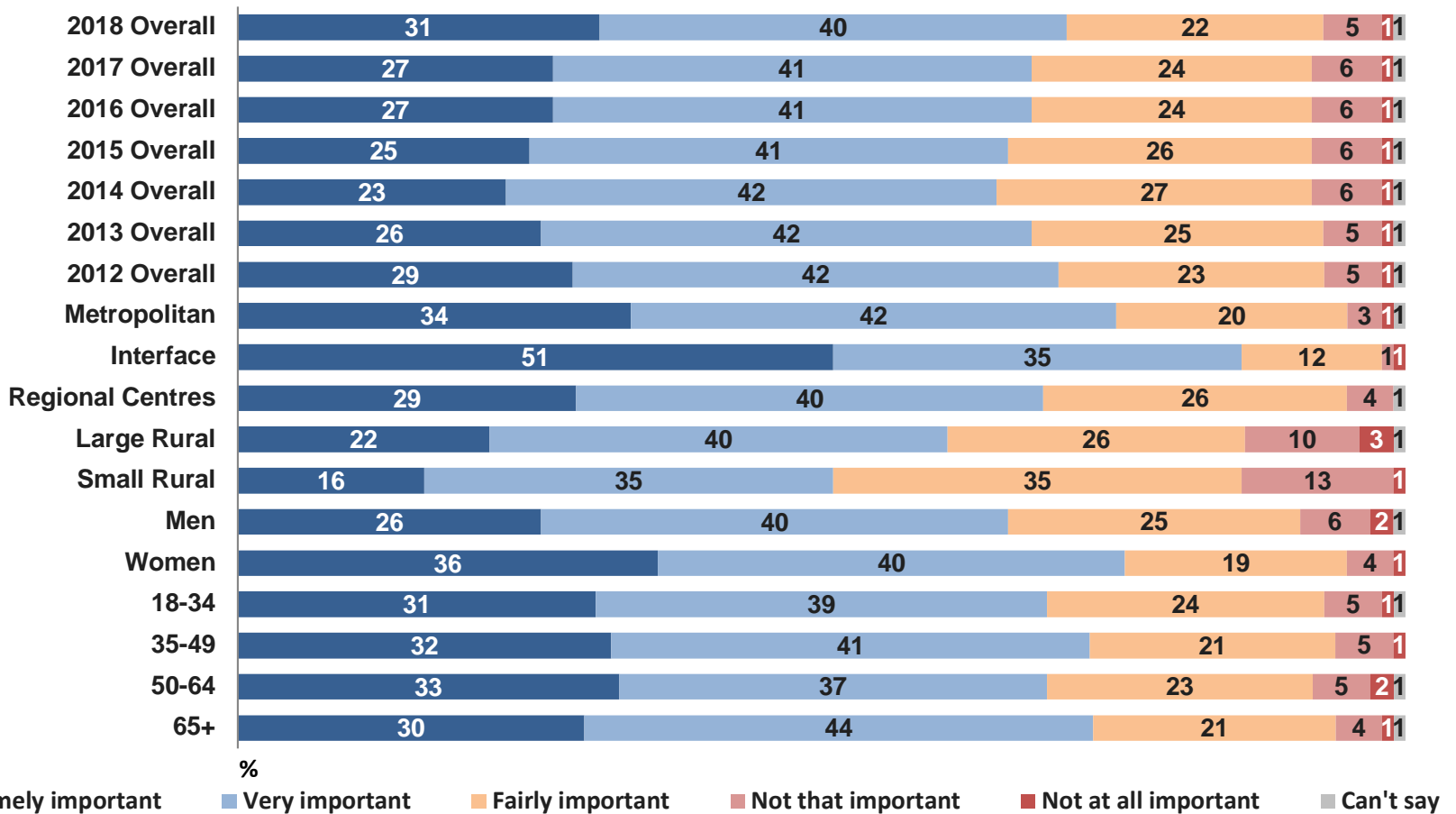
Base: All respondents. Councils asked state-wide: 11

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

2018 TRAFFIC MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2018 Traffic Management Importance



2018 TRAFFIC MANAGEMENT

PERFORMANCE INDEX SCORES

2018 Traffic Management Performance

		2017	2016	2015	2014	2013	2012
Small Rural	65↑	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	56	61	59	62	n/a	n/a	n/a
Men	56	58	57	59	60	59	58
50-64	55↓	57	57	57	58	57	56
35-49	55↓	58	57	58	59	58	55
Interface	51↓	59	57	61	n/a	n/a	n/a

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

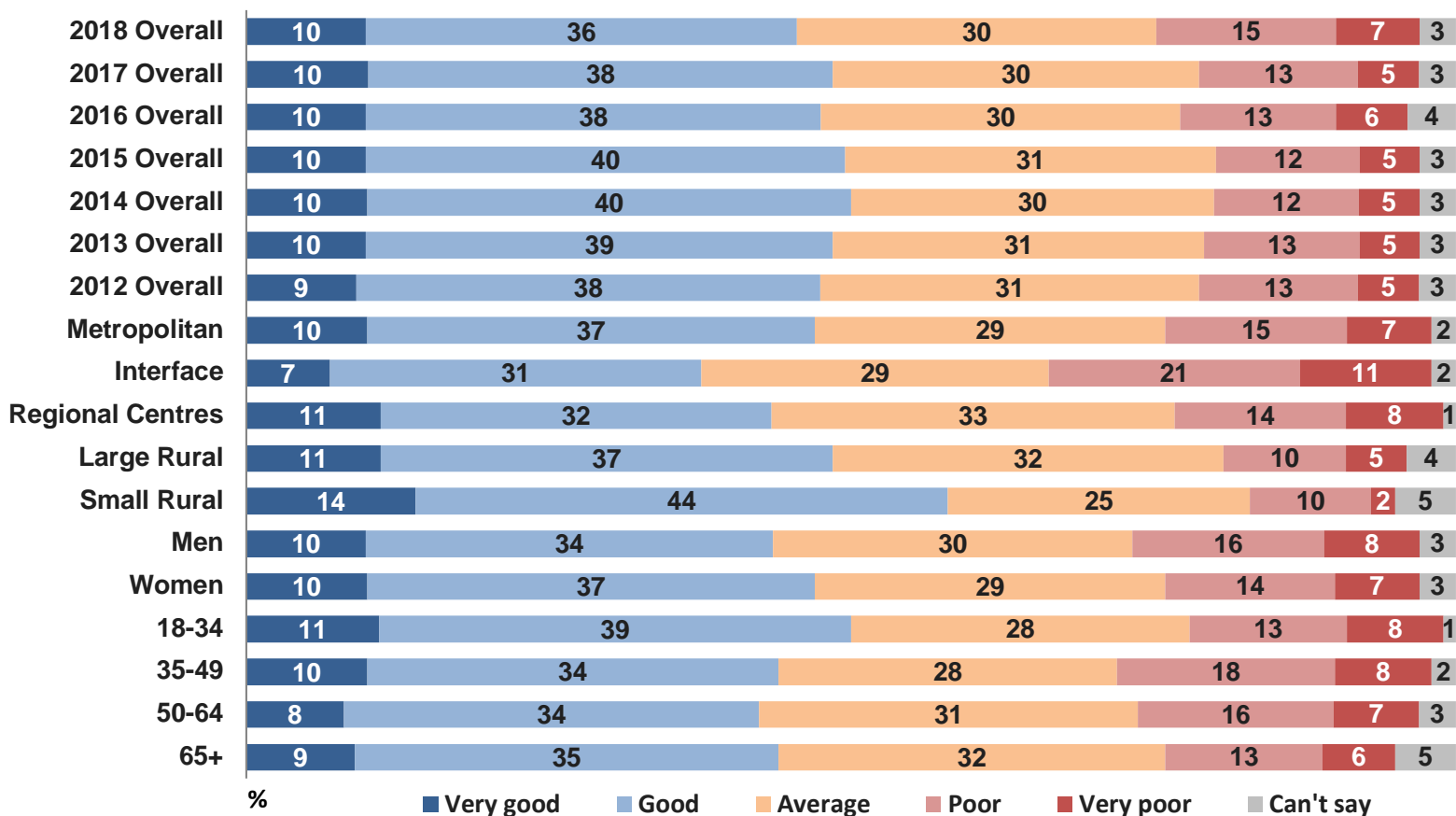
Base: All respondents. Councils asked state-wide: 14

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

2018 TRAFFIC MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

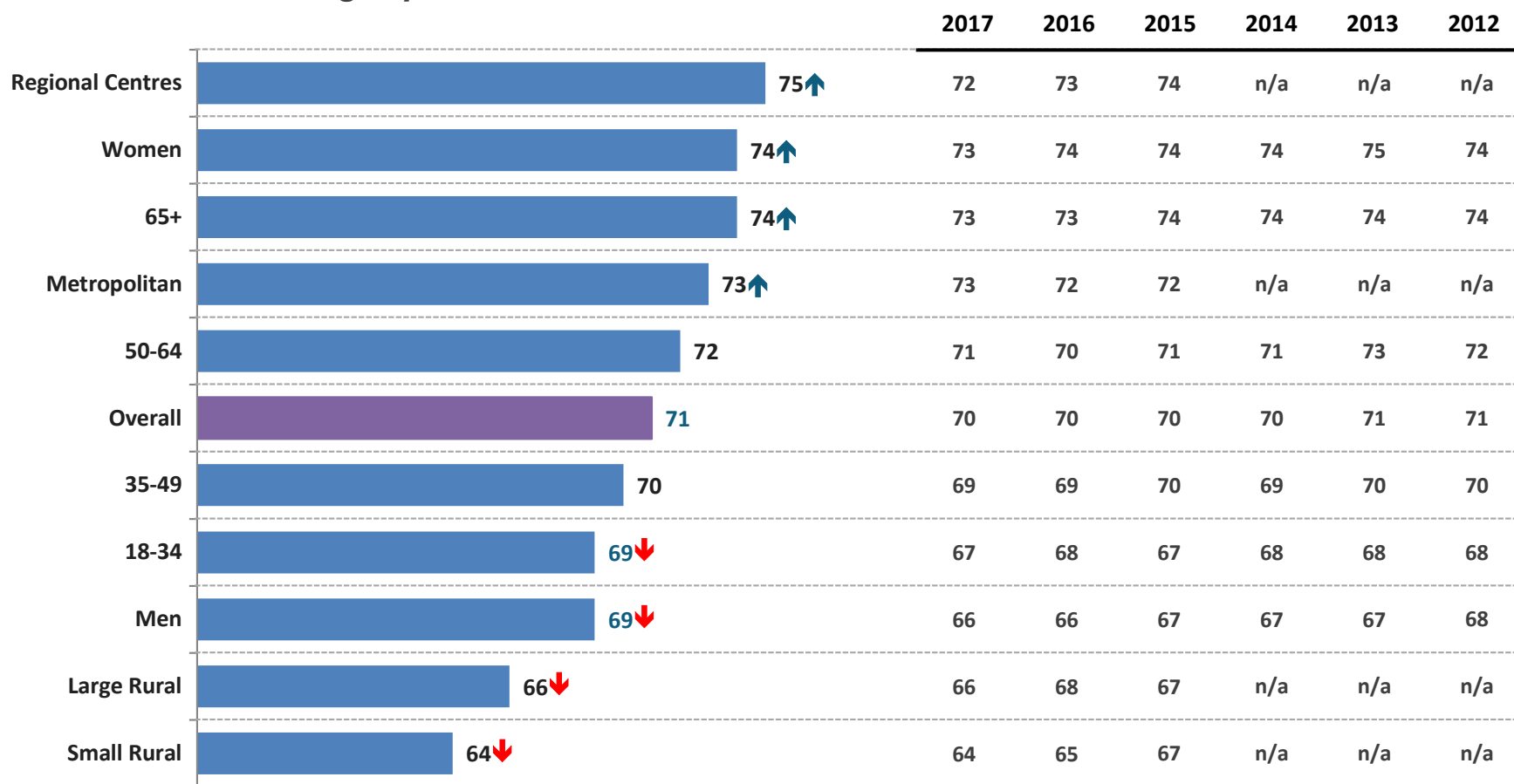
2018 Traffic Management Performance



2018 PARKING FACILITIES

IMPORTANCE INDEX SCORES

2018 Parking Importance



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

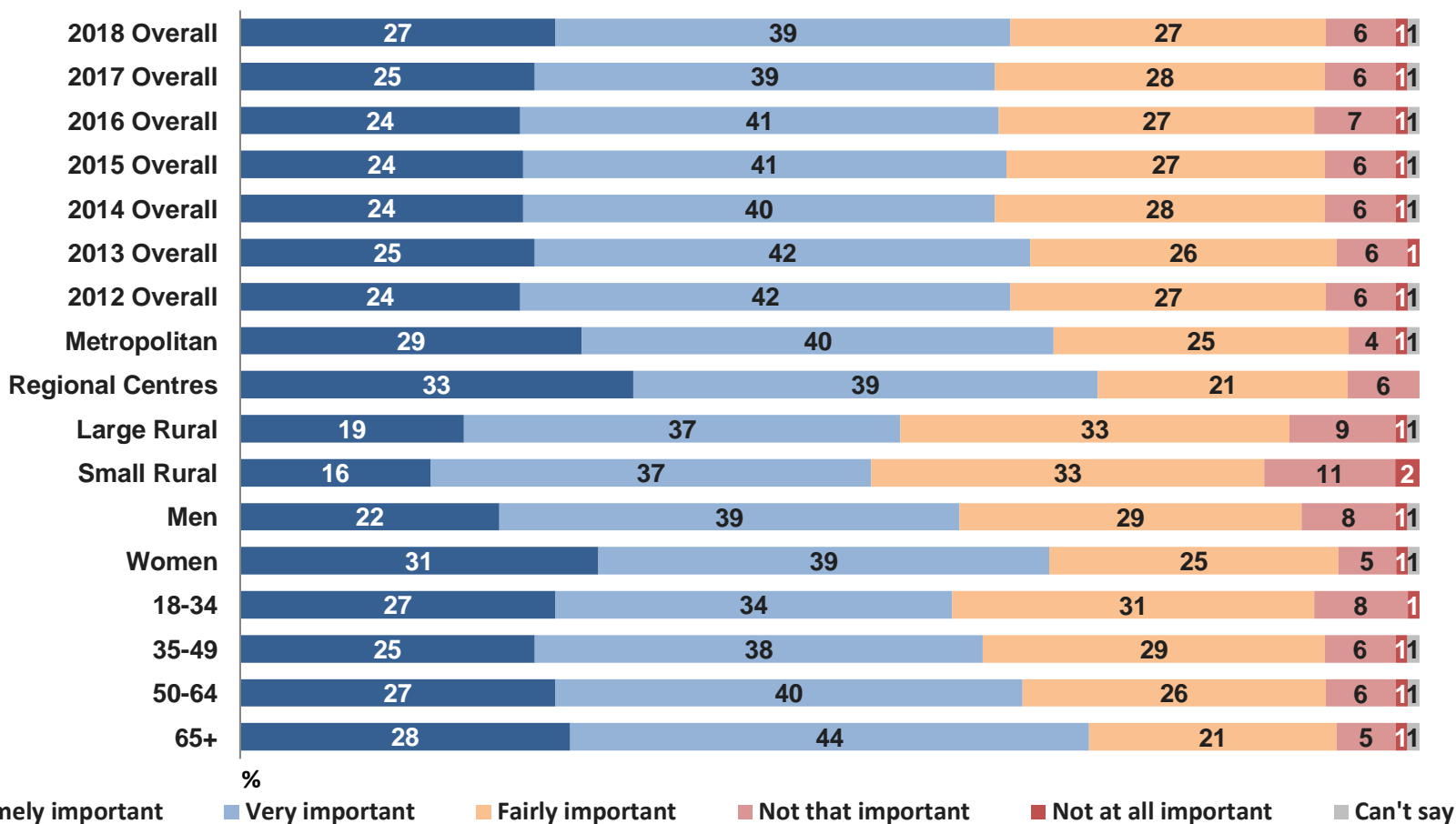
Base: All respondents. Councils asked state-wide: 16

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

2018 PARKING FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2018 Parking Importance



2018 PARKING FACILITIES

PERFORMANCE INDEX SCORES

2018 Parking Performance

		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

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

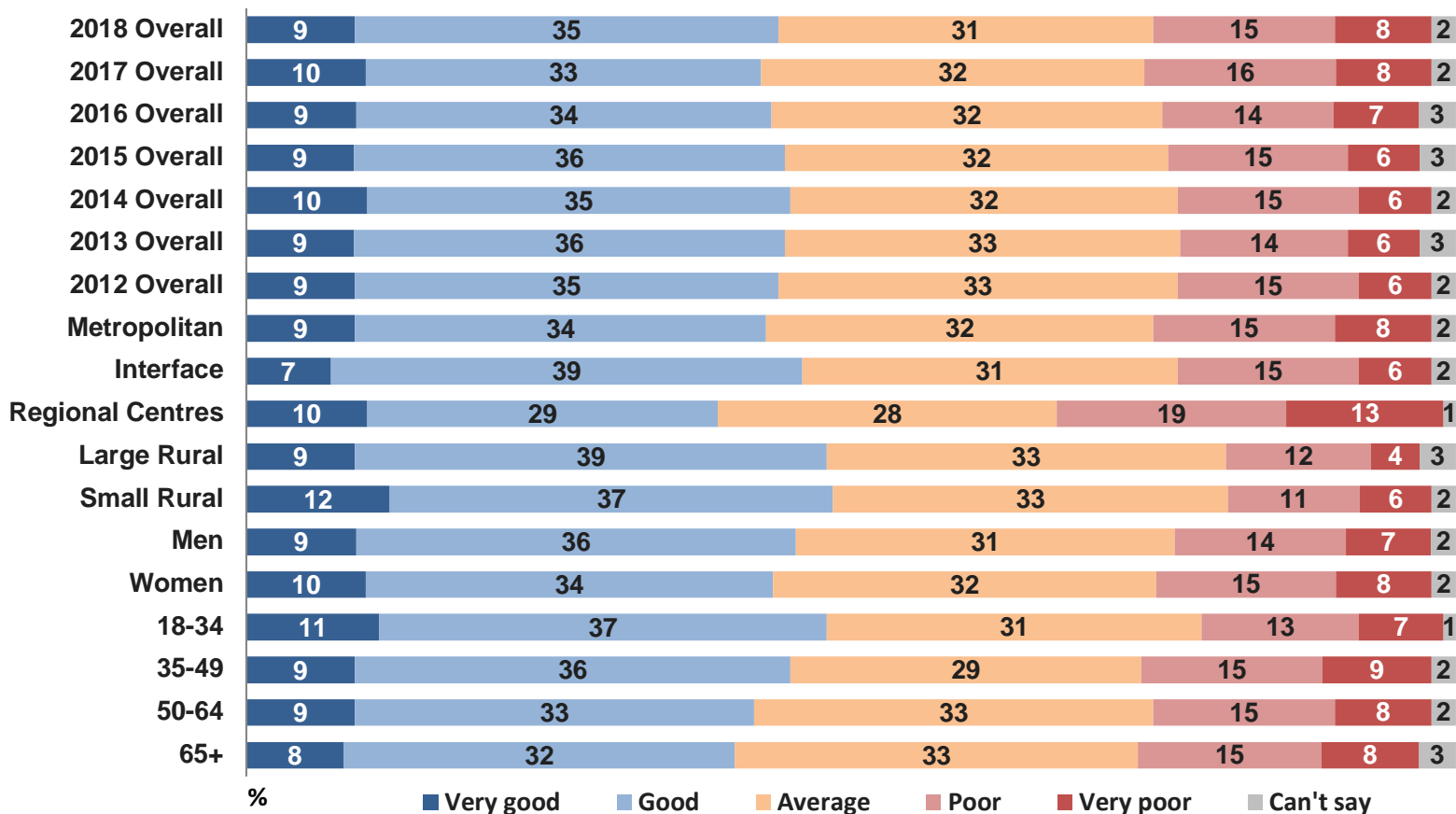
Base: All respondents. Councils asked state-wide: 18

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

2018 PARKING FACILITIES

PERFORMANCE DETAILED PERCENTAGES

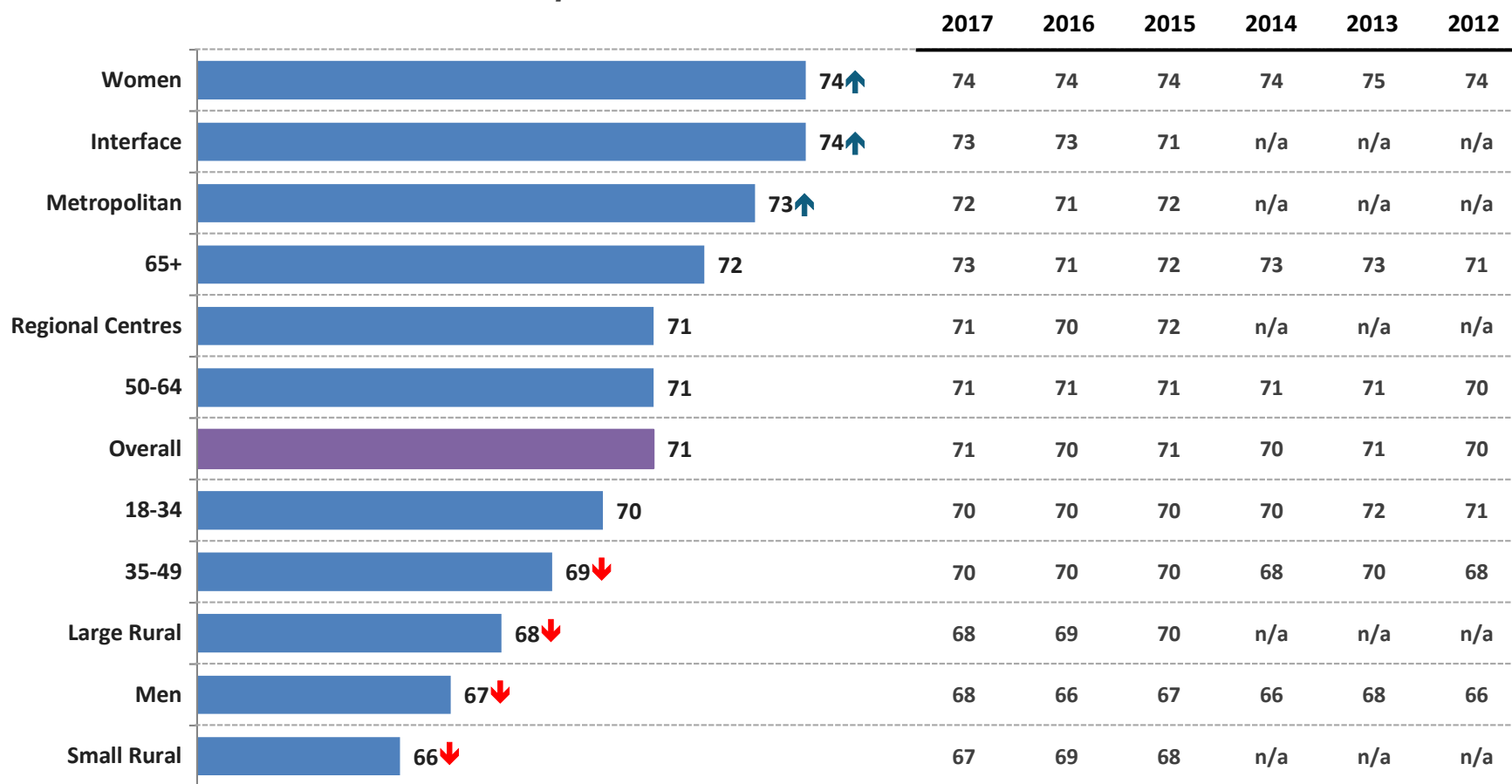
2018 Parking Performance



2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2018 Law Enforcement Importance



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

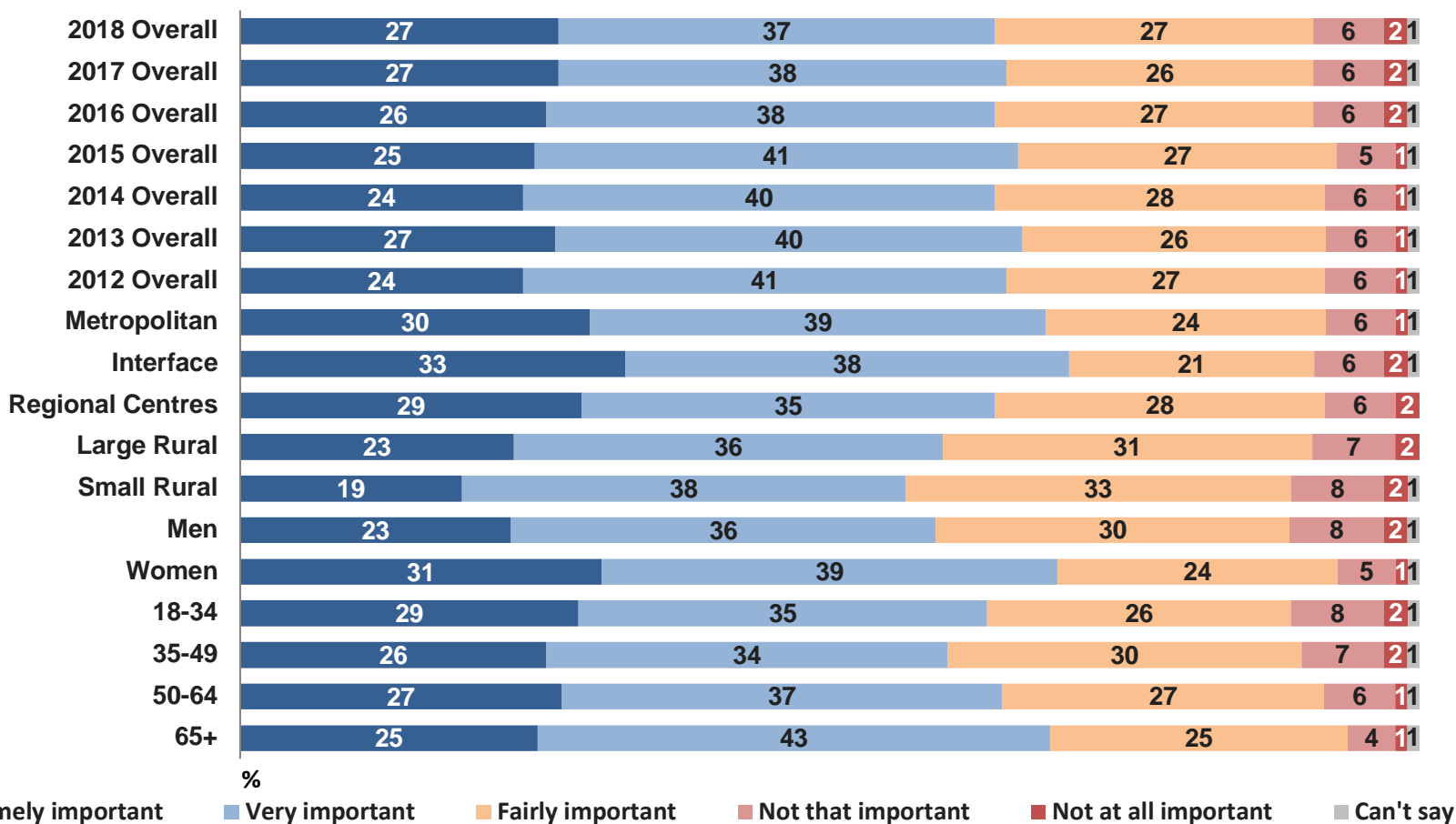
Base: All respondents. Councils asked state-wide: 20

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

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

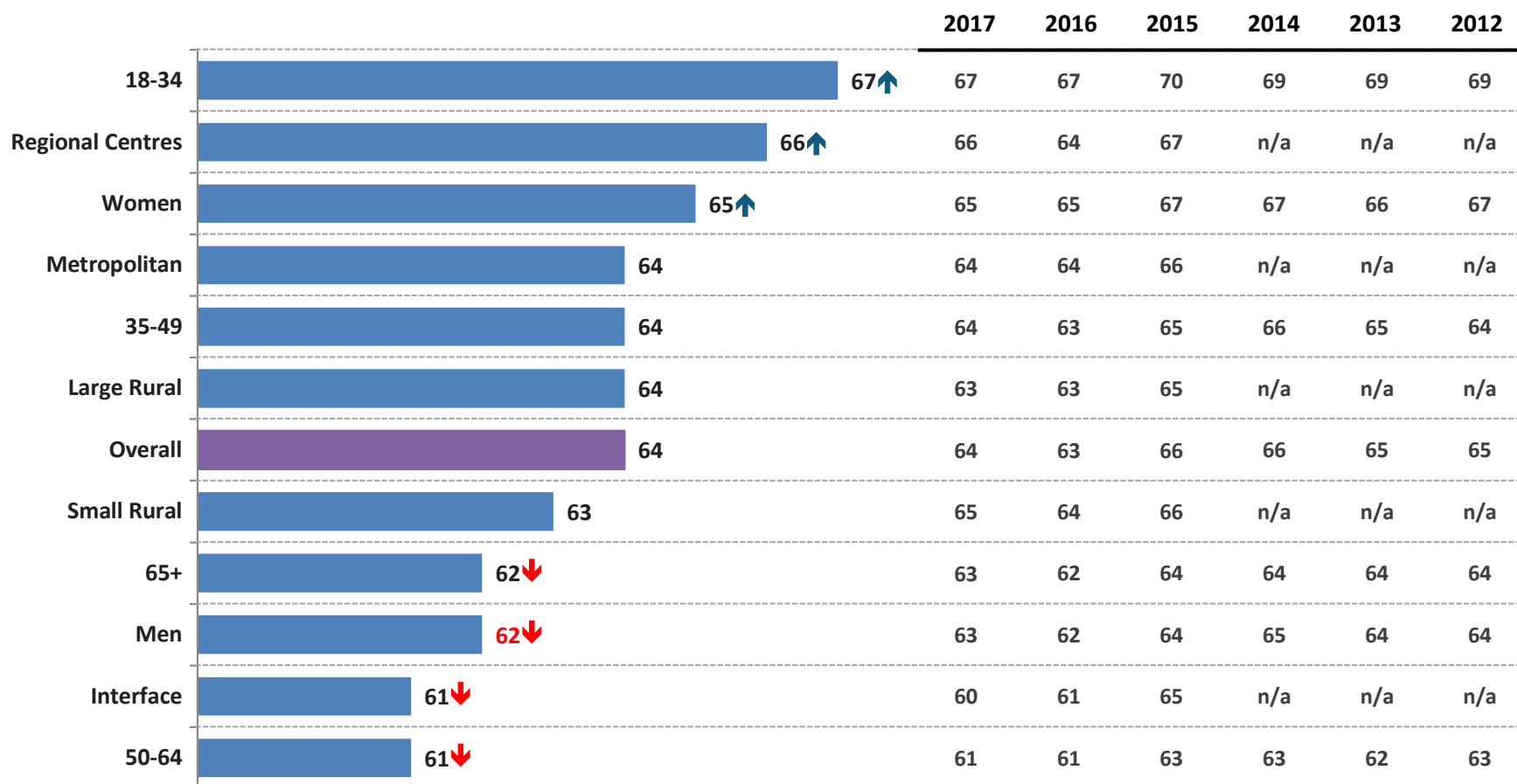
2018 Law Enforcement Importance



2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2018 Law Enforcement Performance



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

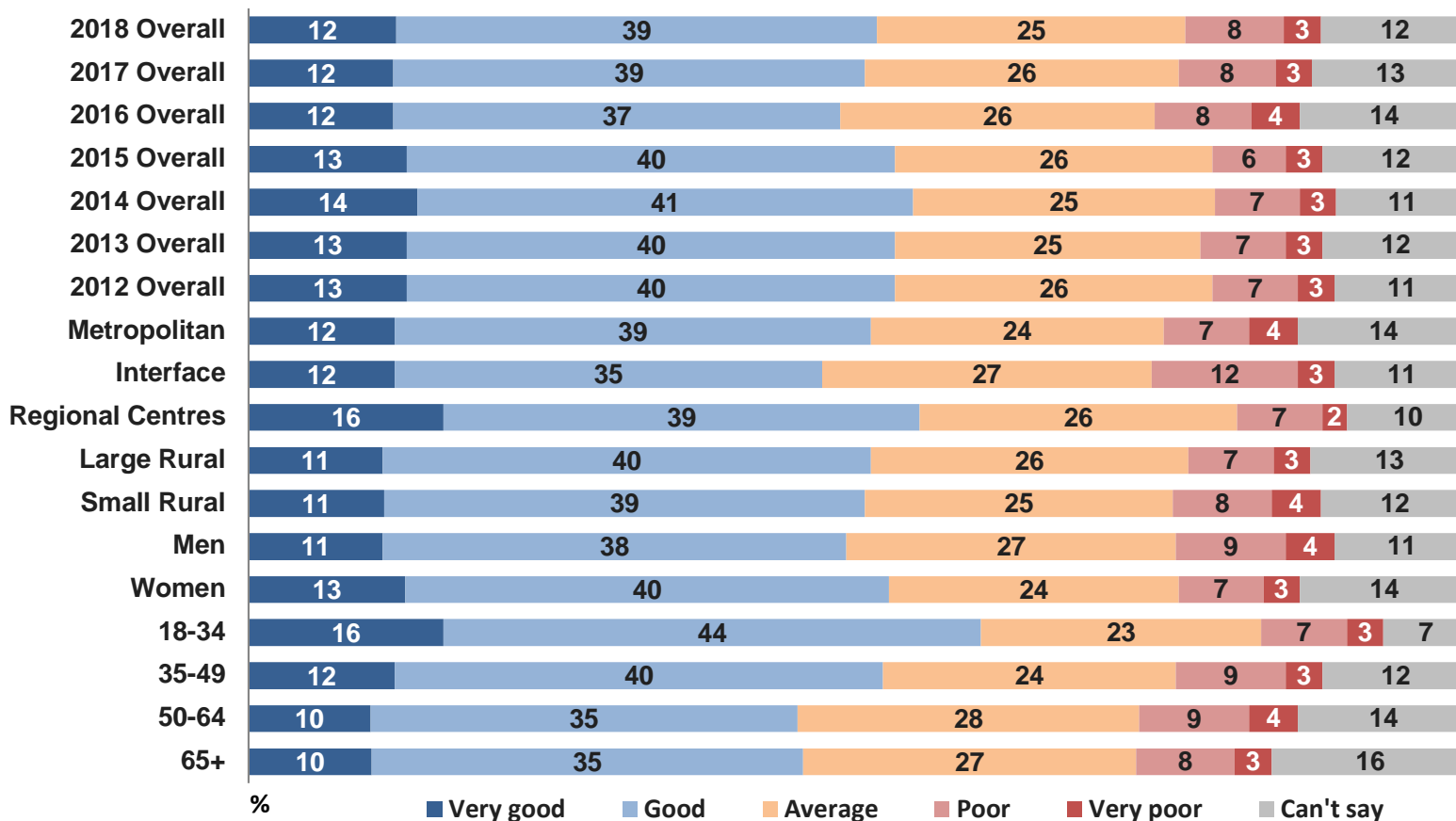
Base: All respondents. Councils asked state-wide: 30

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

2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2018 Law Enforcement Performance



2018 FAMILY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2018 Family Support Importance

		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	75	76	73	75	n/a	n/a	n/a
Metropolitan	75↑	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

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

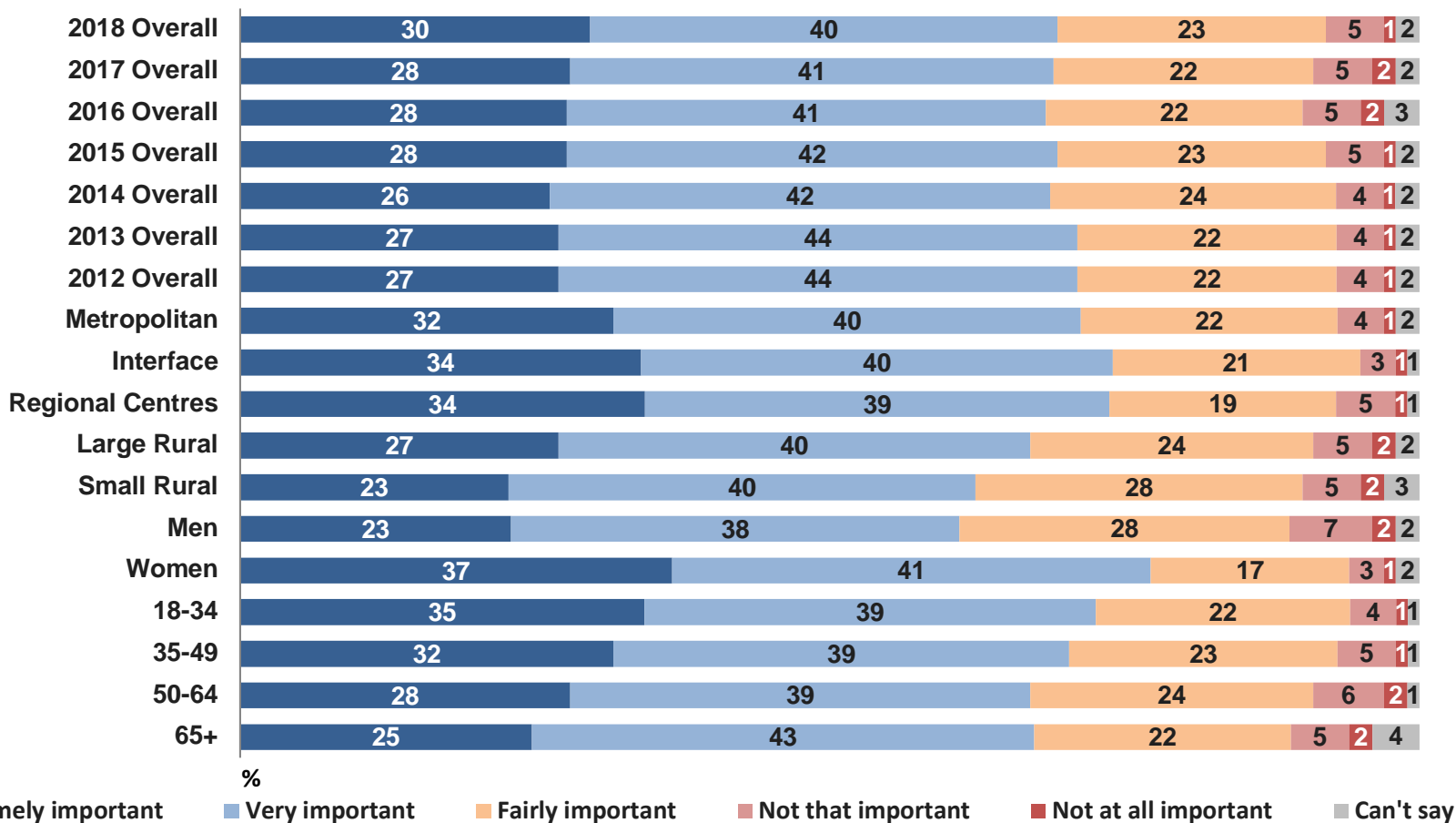
Base: All respondents. Councils asked state-wide: 20

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

2018 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

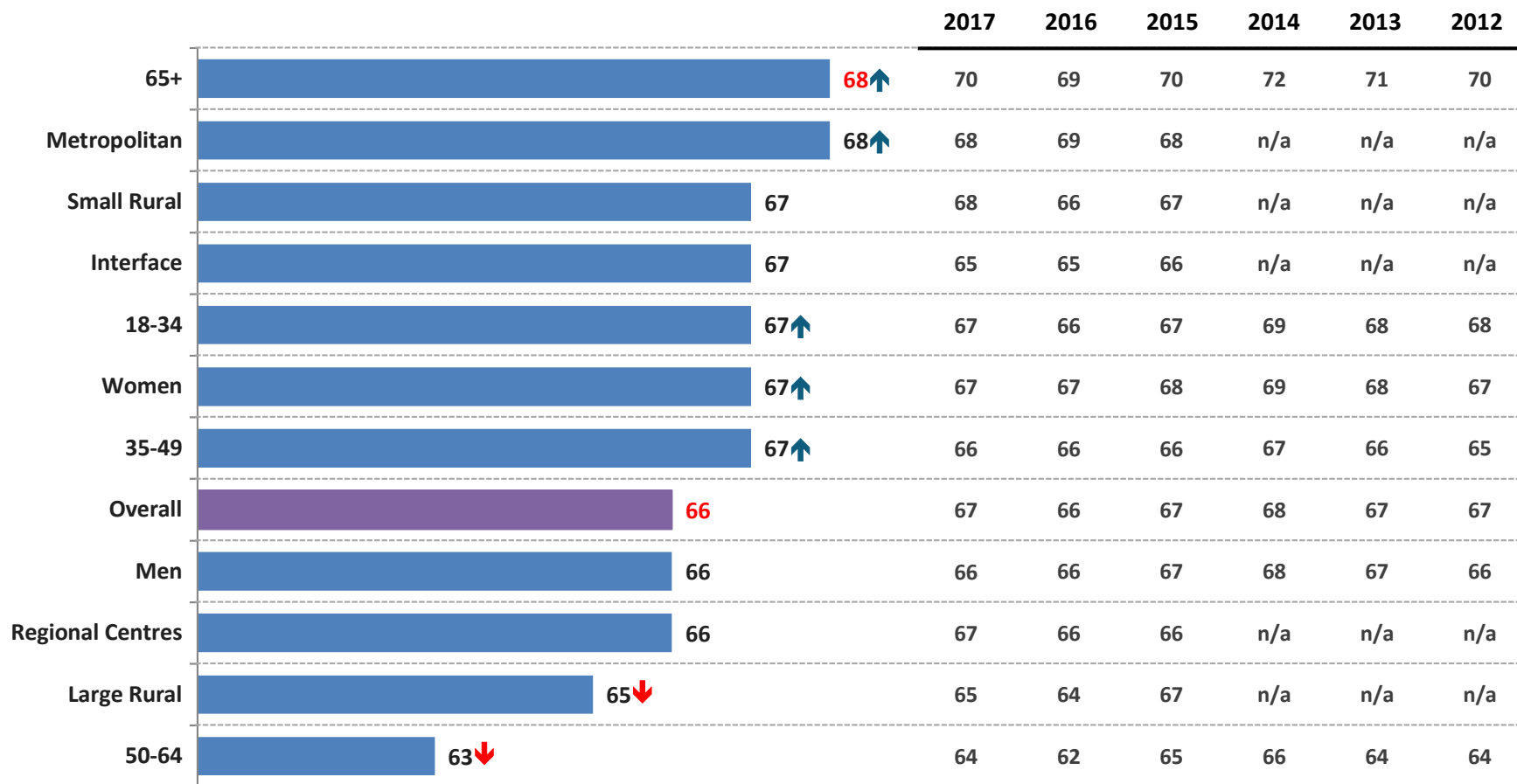
2018 Family Support Importance



2018 FAMILY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2018 Family Support Performance



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

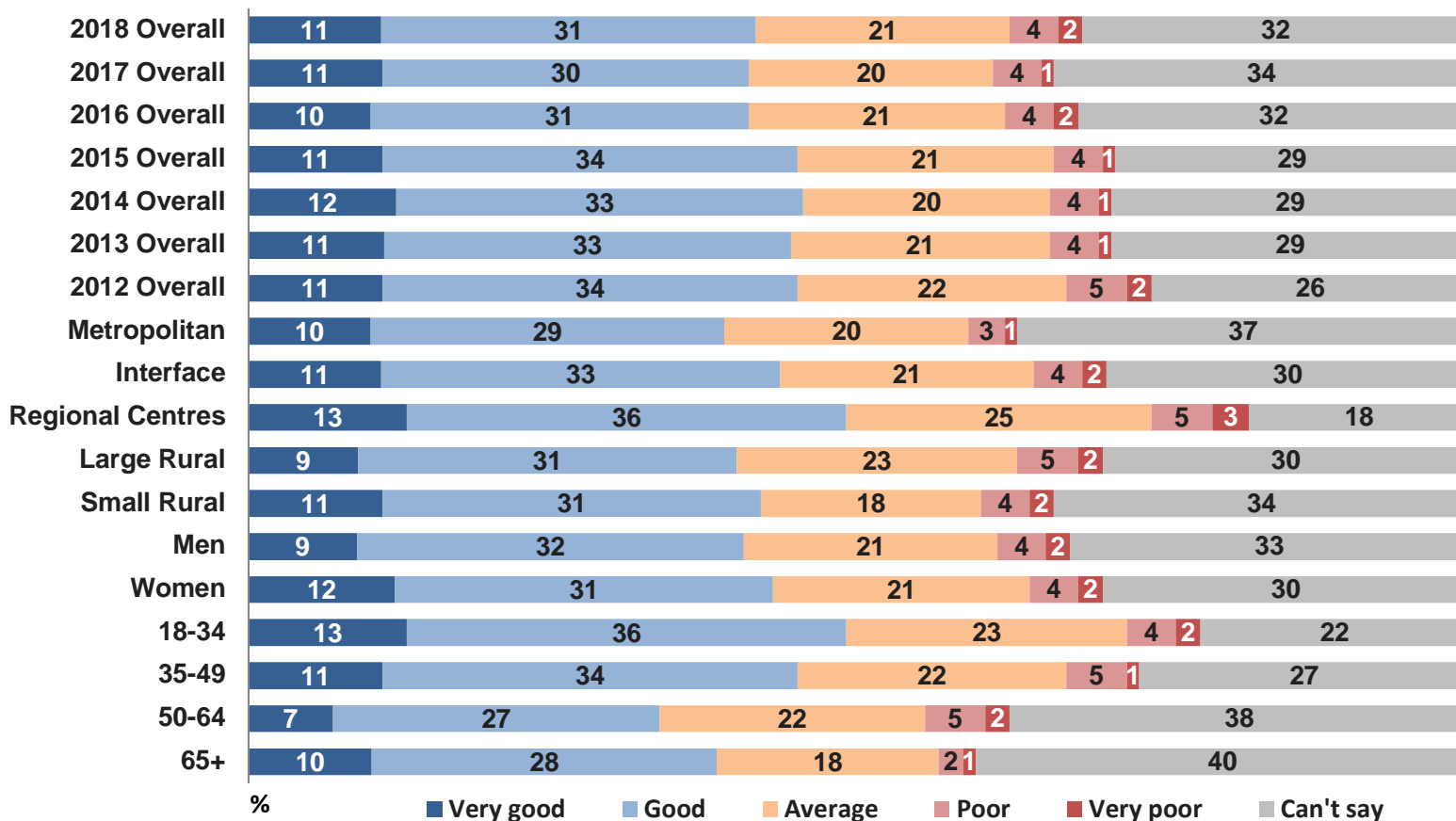
Base: All respondents. Councils asked state-wide: 30

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

2018 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

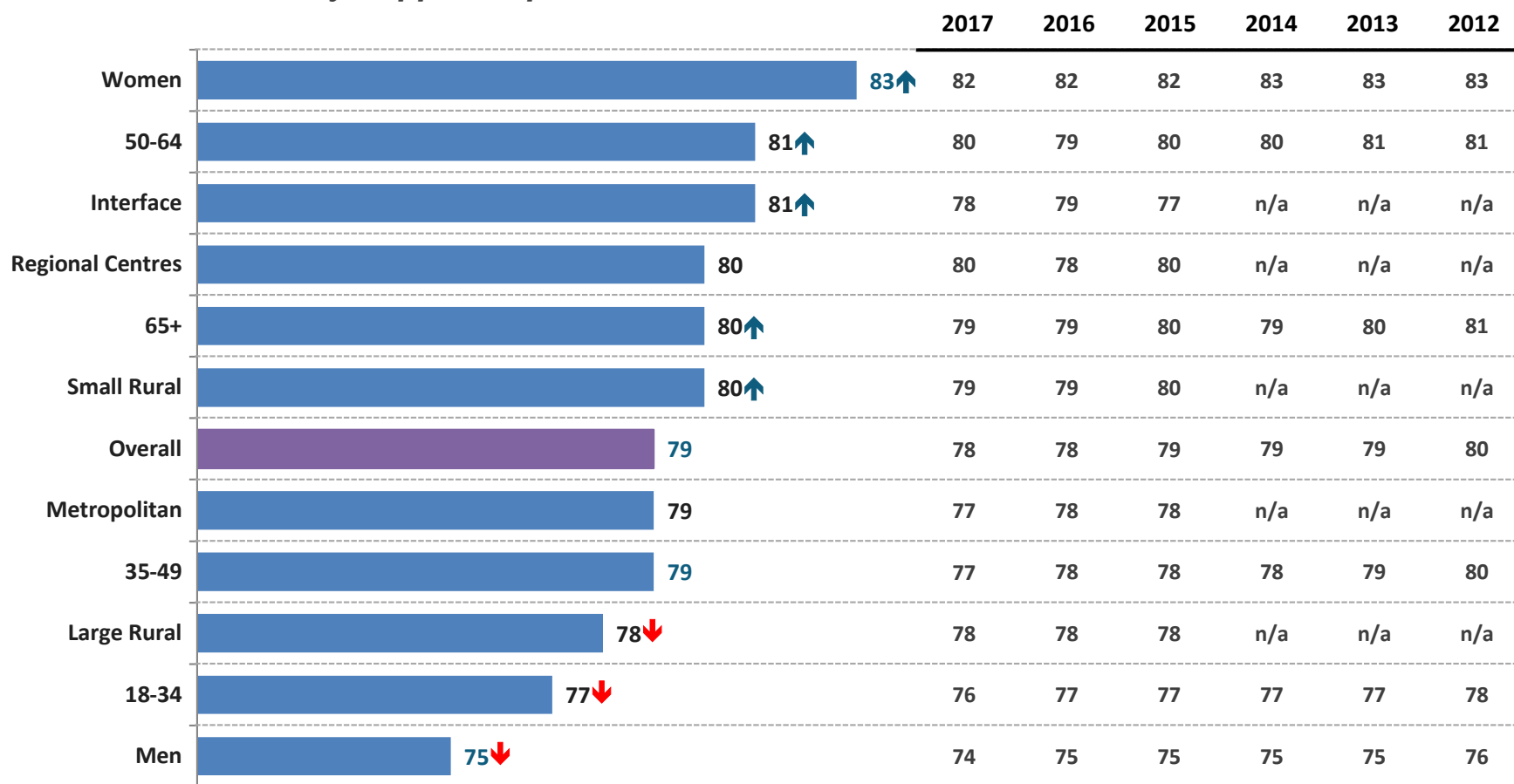
2018 Family Support Performance



2018 ELDERLY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2018 Elderly Support Importance



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

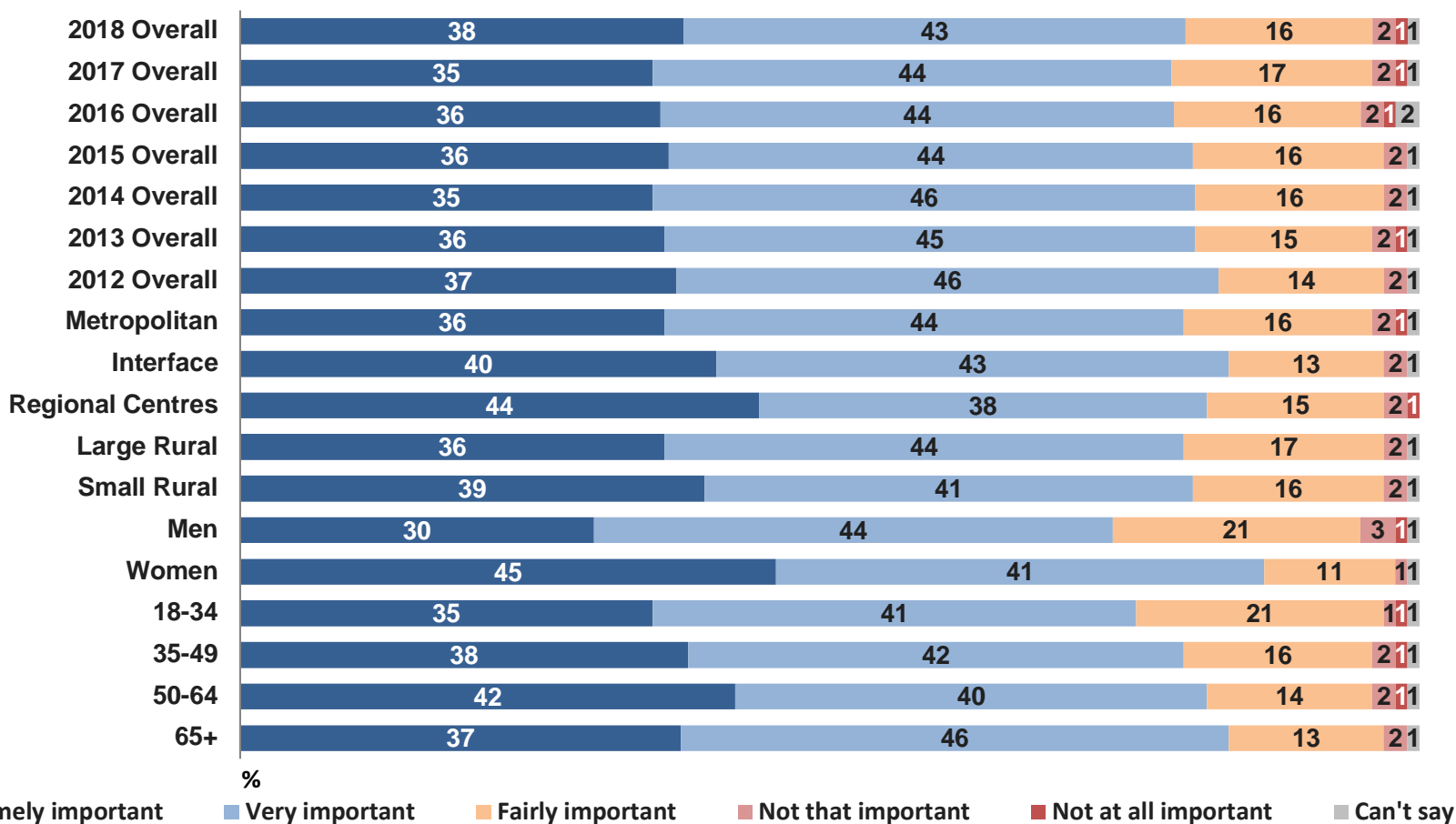
Base: All respondents. Councils asked state-wide: 21

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

2018 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

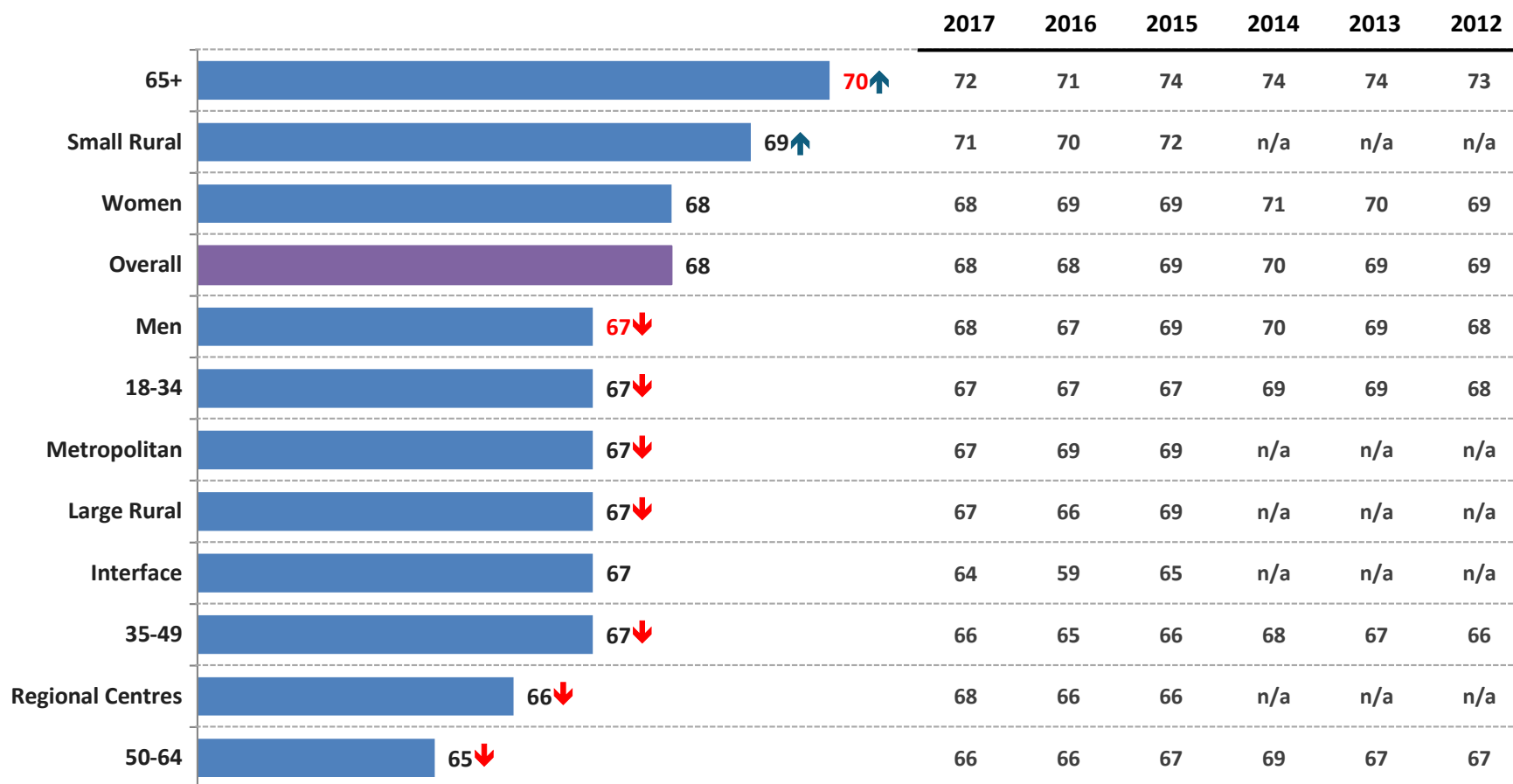
2018 Elderly Support Importance



2018 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2018 Elderly Support Performance



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

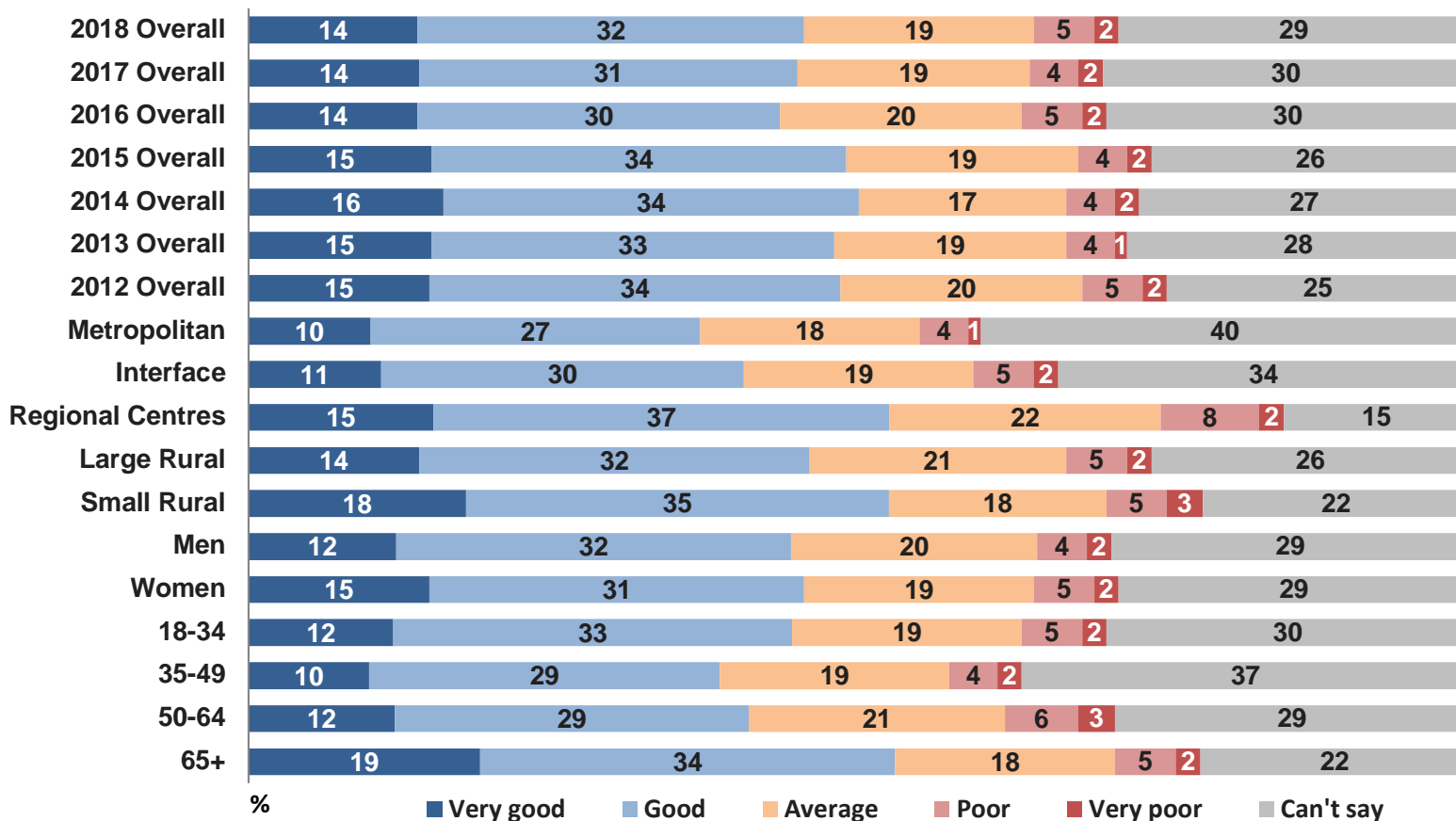
Base: All respondents. Councils asked state-wide: 32

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

2018 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

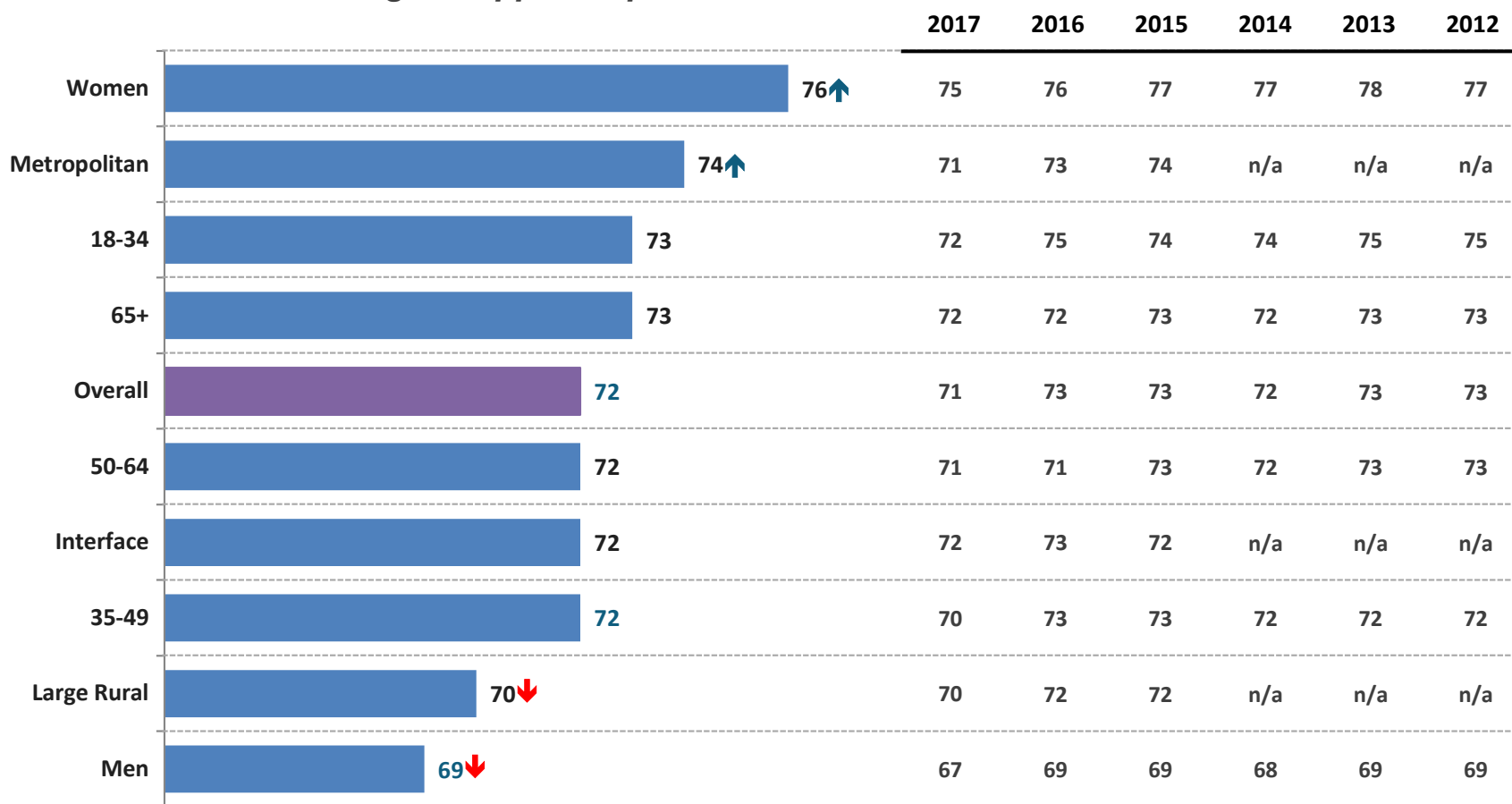
2018 Elderly Support Performance



2018 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2018 Disadvantaged Support Importance



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

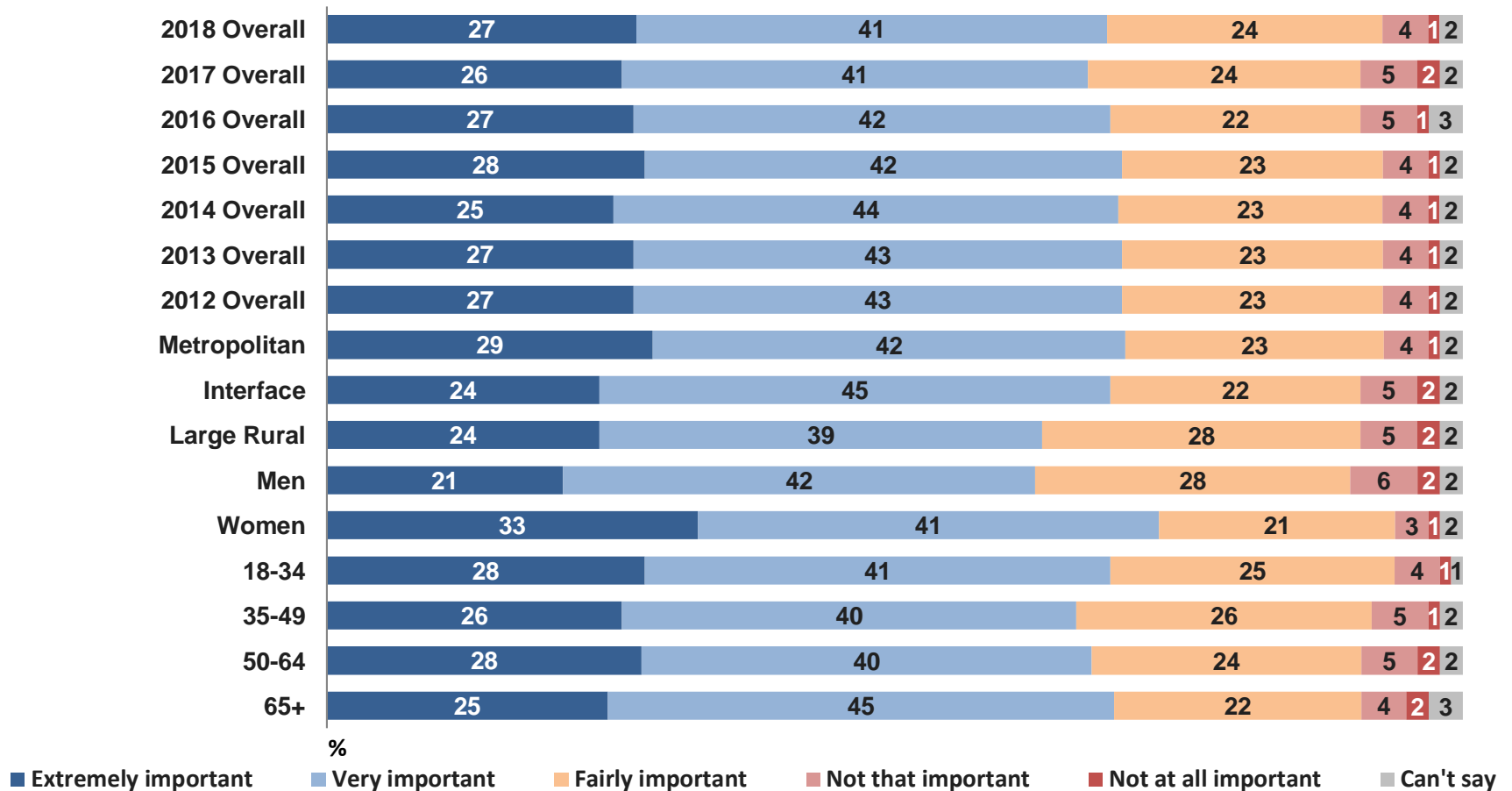
Base: All respondents. Councils asked state-wide: 11

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

2018 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

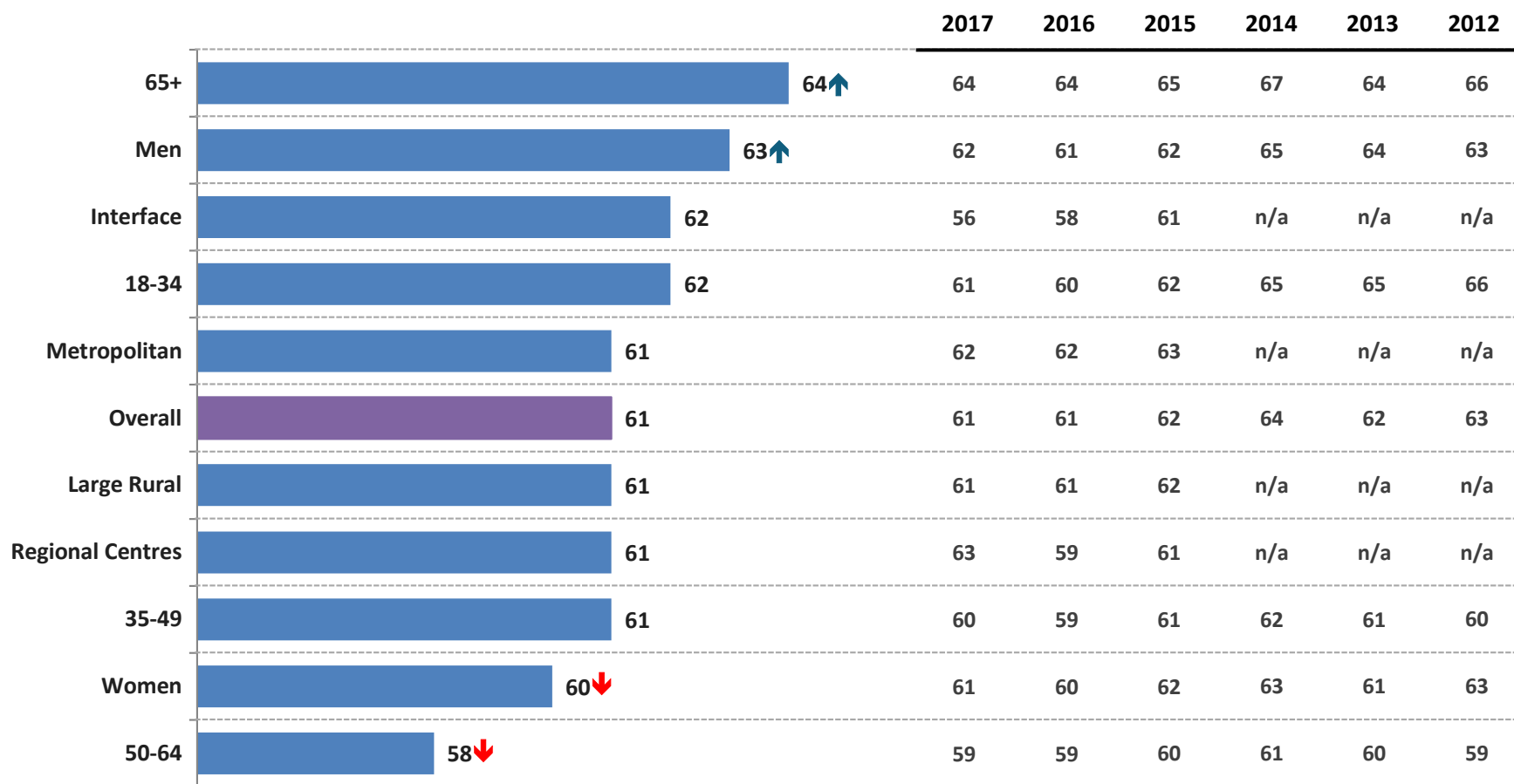
2018 Disadvantaged Support Importance



2018 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2018 Disadvantaged Support Performance



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

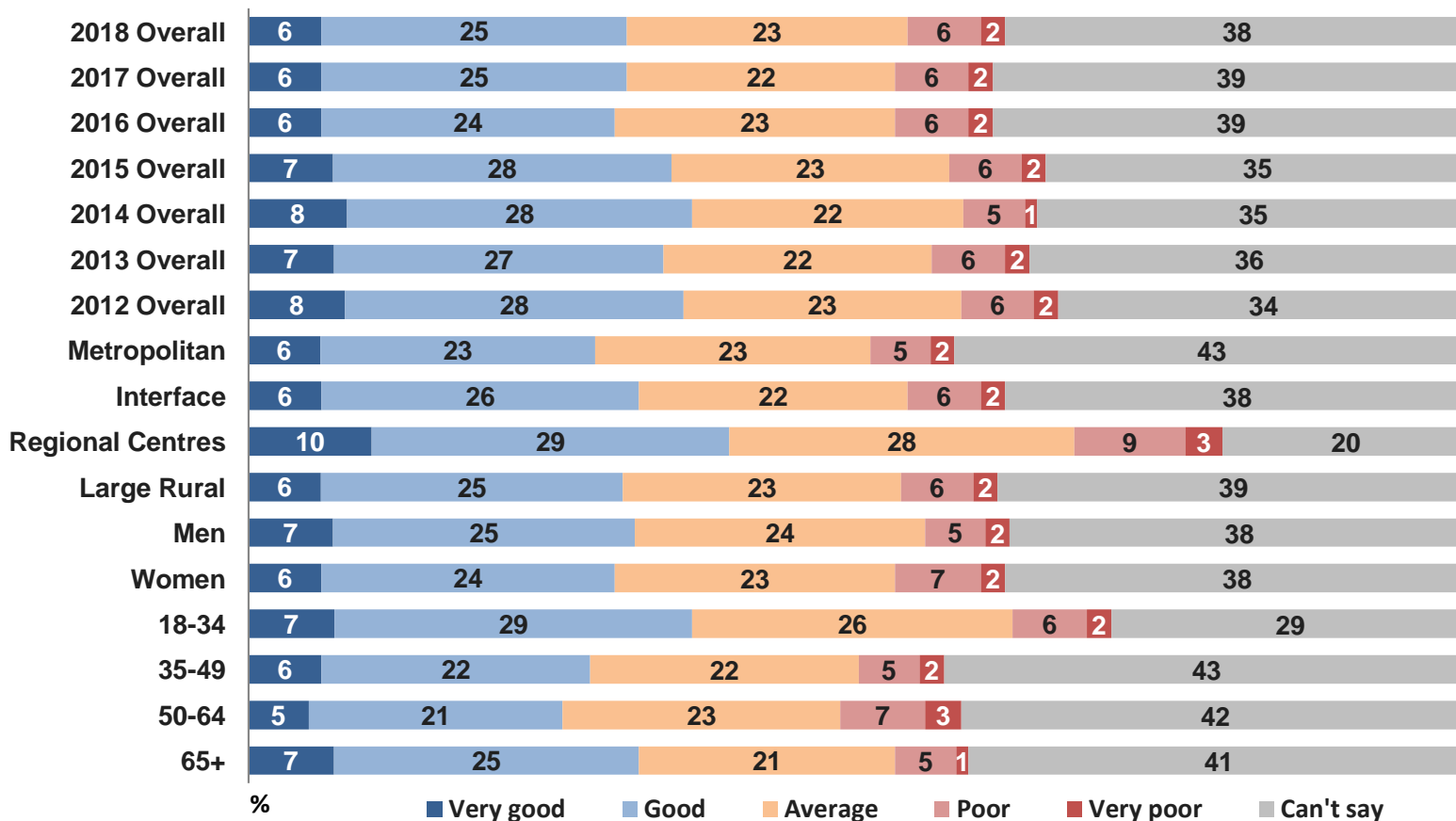
Base: All respondents. Councils asked state-wide: 17

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

2018 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2018 Disadvantaged Support Performance



2018 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2018 Recreational Facilities Importance

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

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

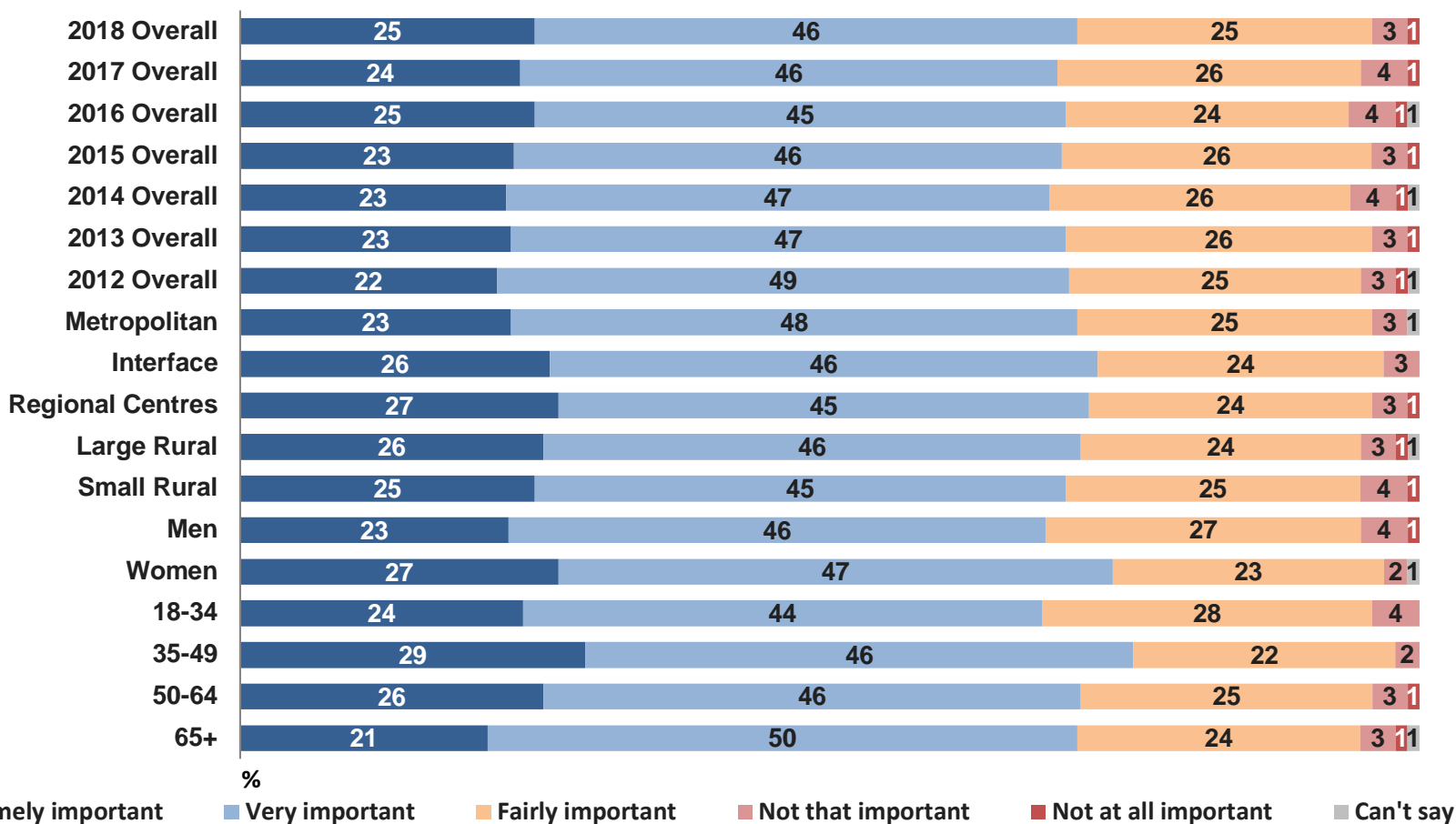
Base: All respondents. Councils asked state-wide: 26

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

2018 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2018 Recreational Facilities Importance



2018 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2018 Recreational Facilities Performance

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

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

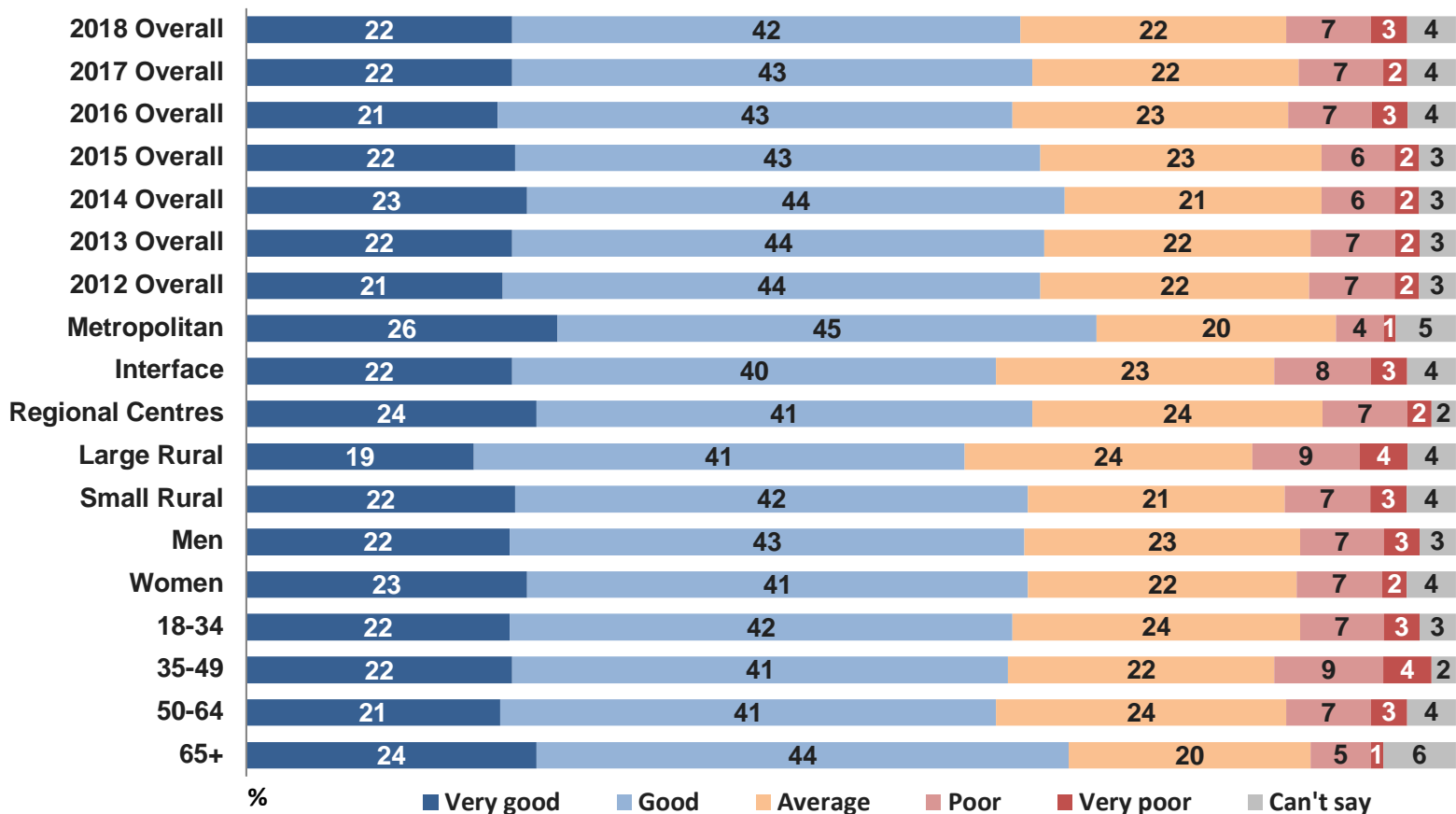
Base: All respondents. Councils asked state-wide: 36

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

2018 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

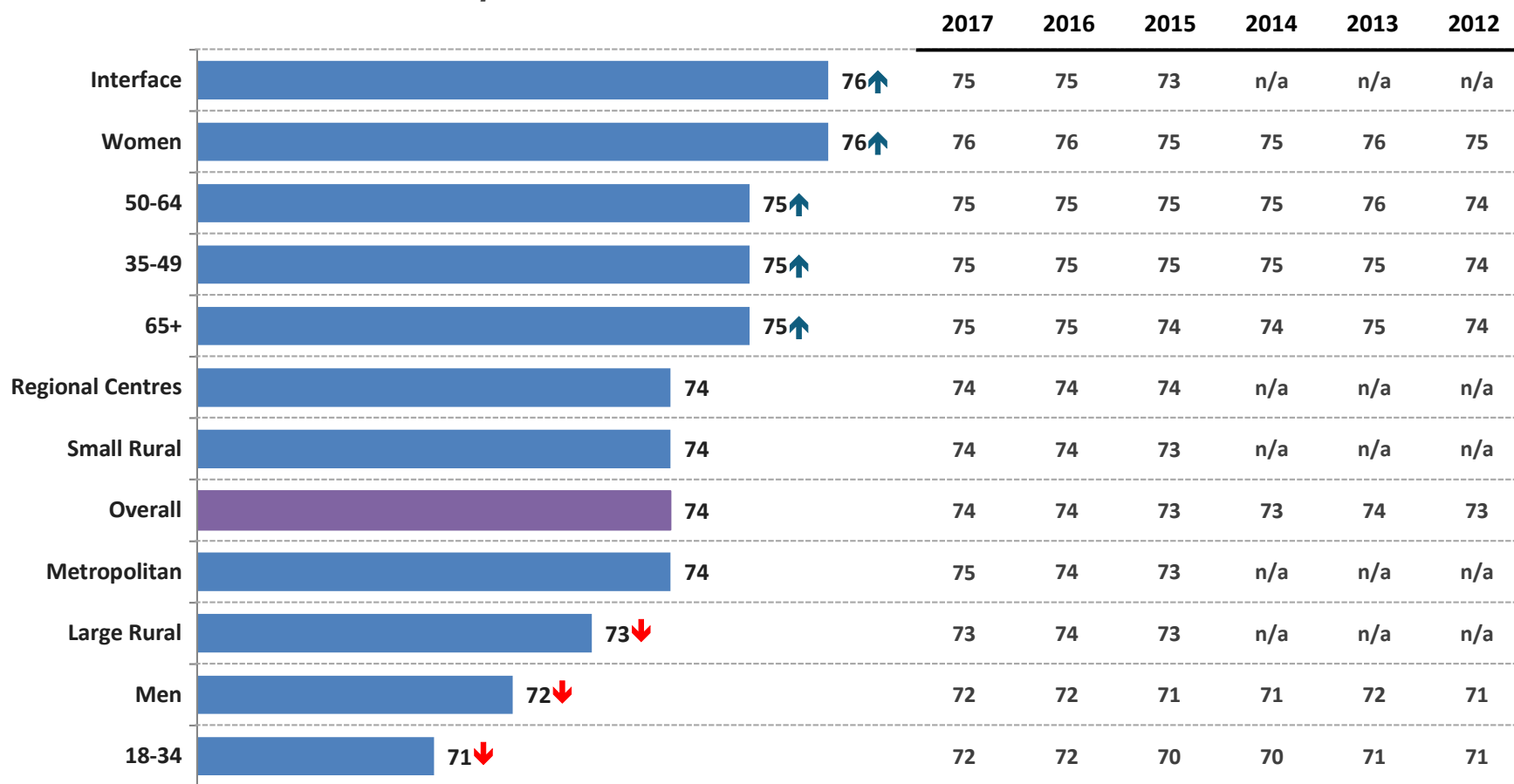
2018 Recreational Facilities Performance



2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2018 Public Areas Importance



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

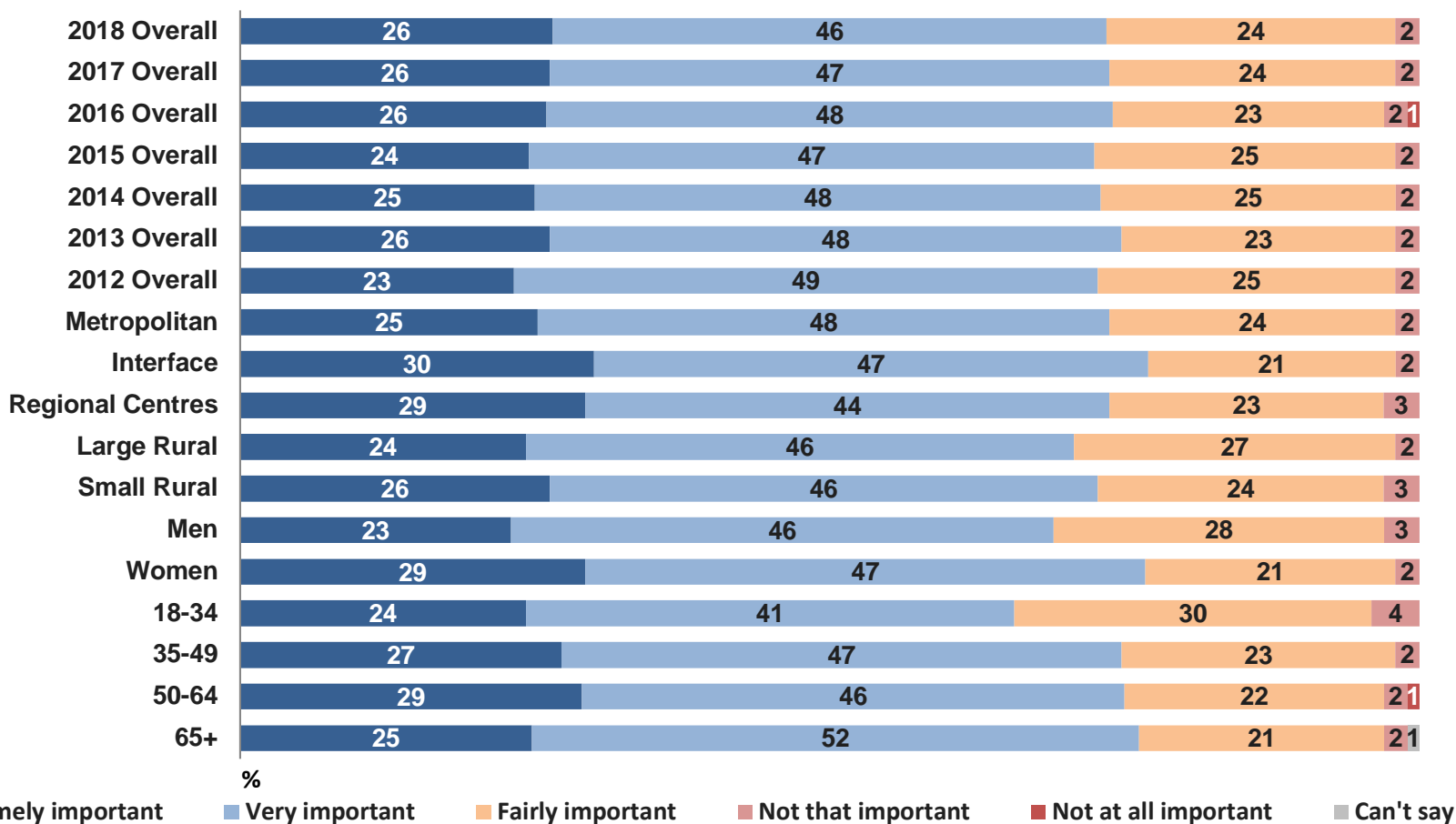
Base: All respondents. Councils asked state-wide: 26

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

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2018 Public Areas Importance



2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2018 Public Areas Performance

		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

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

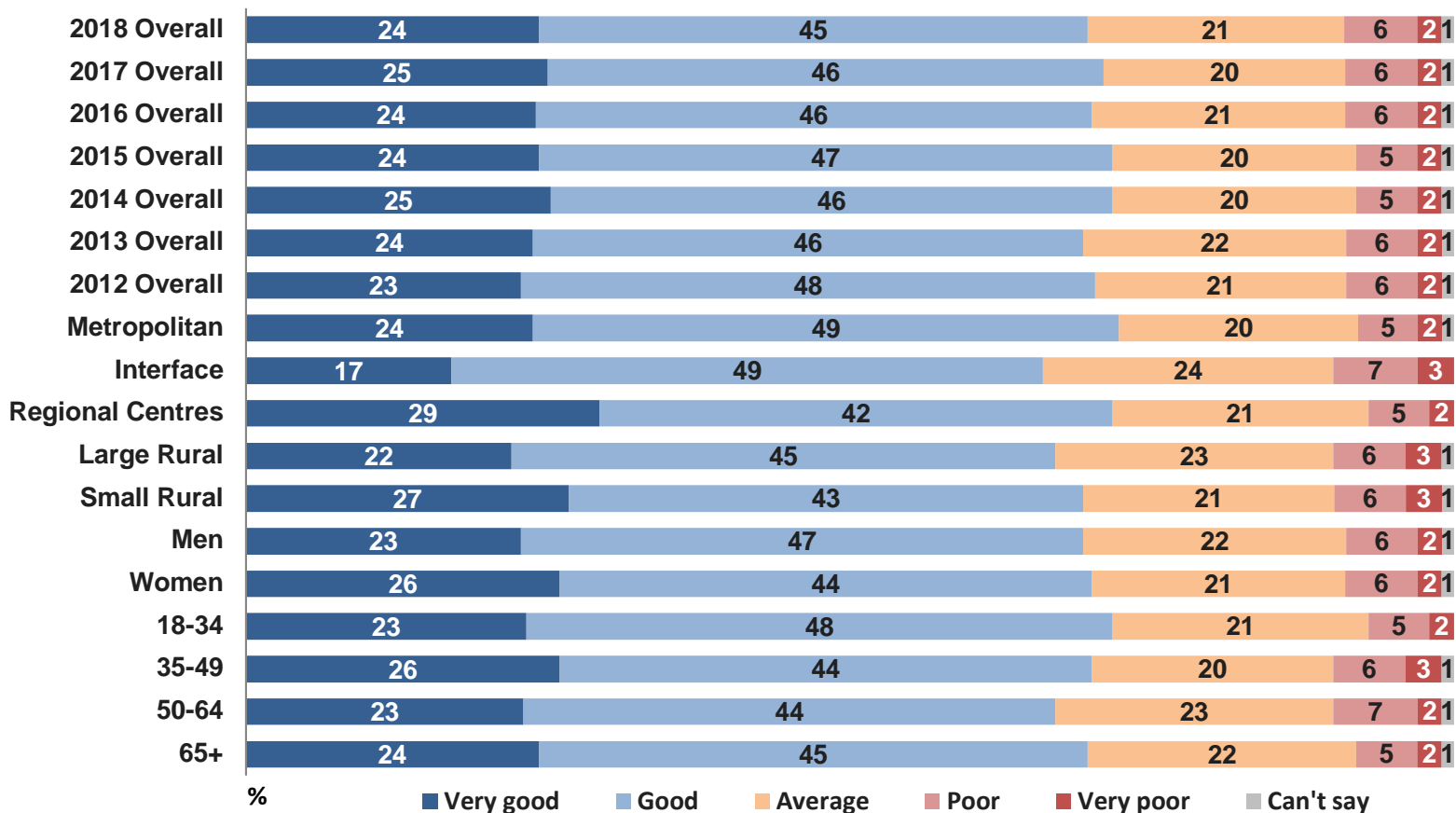
Base: All respondents. Councils asked state-wide: 35

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

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

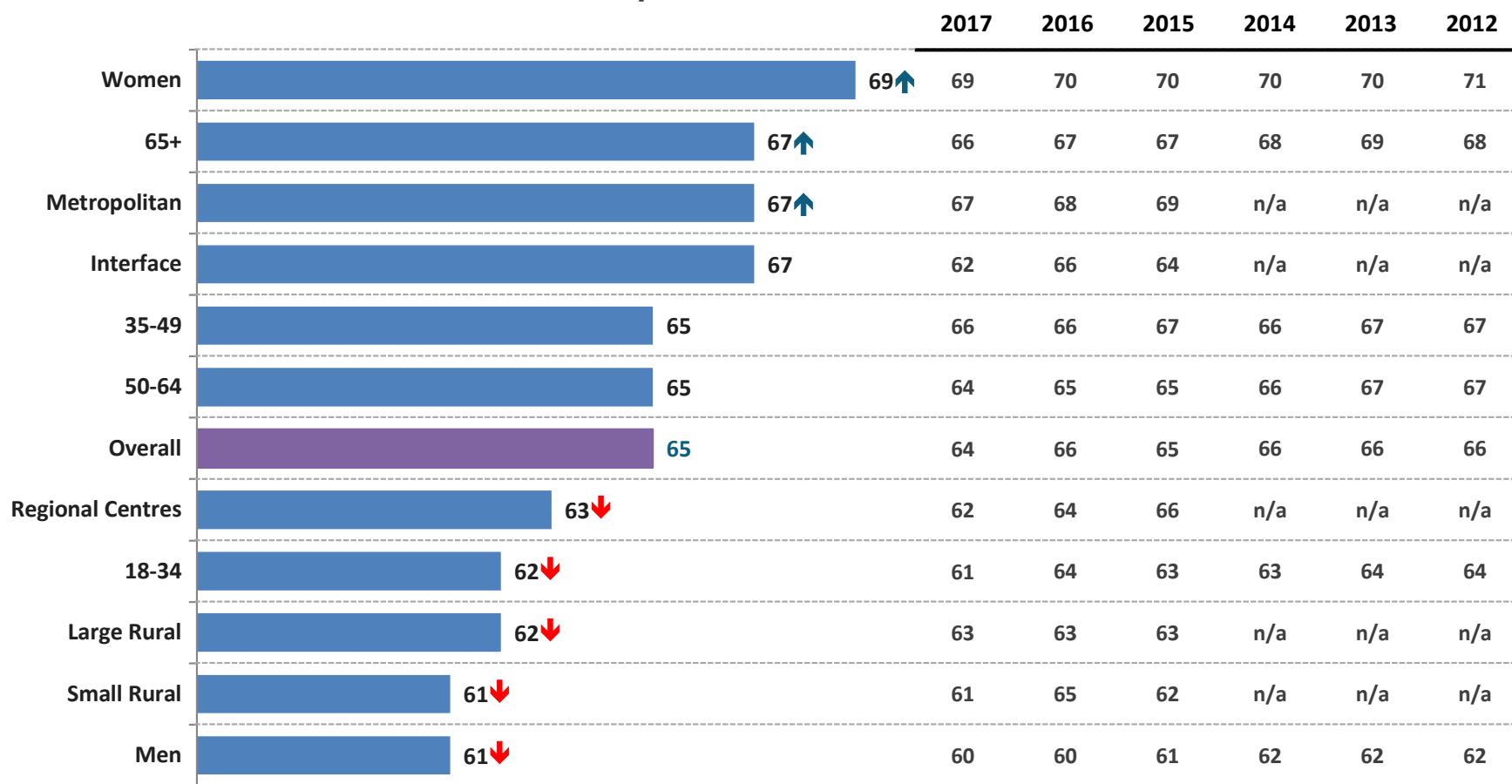
2018 Public Areas Performance



2018 ART CENTRES AND LIBRARIES

IMPORTANCE INDEX SCORES

2018 Art Centres & Libraries Importance



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

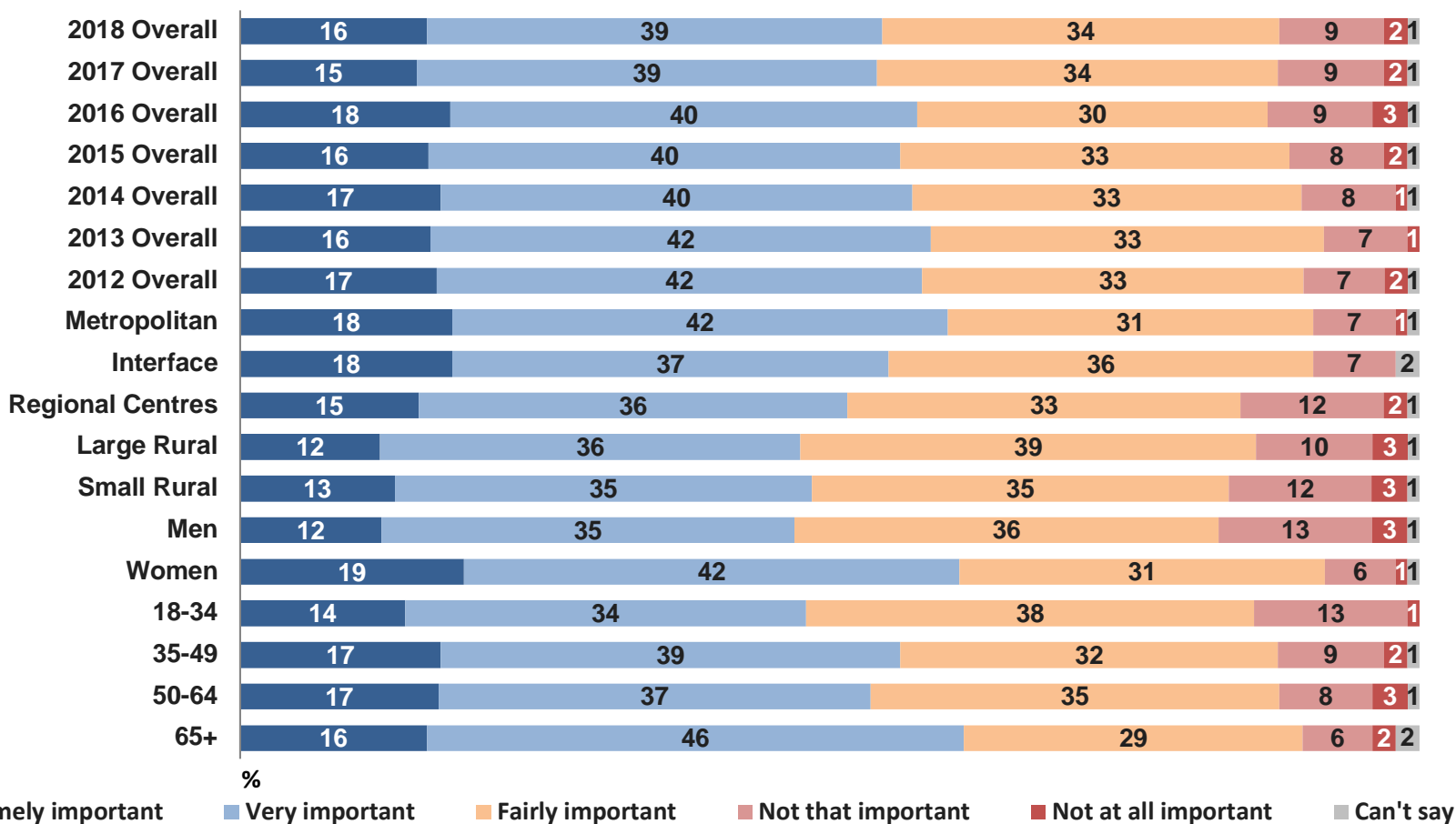
Base: All respondents. Councils asked state-wide: 17

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

2018 ART CENTRES AND LIBRARIES

IMPORTANCE DETAILED PERCENTAGES

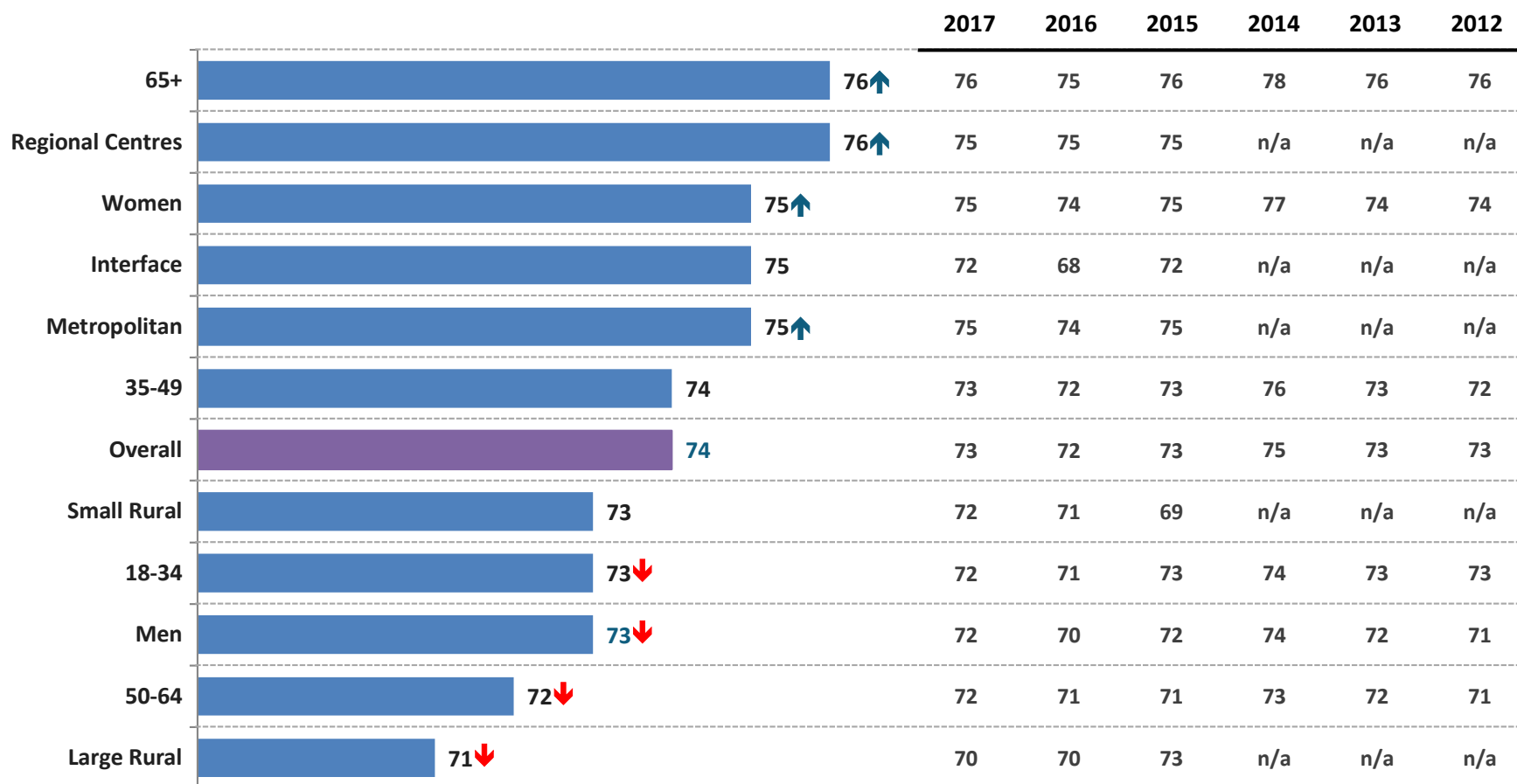
2018 Art Centres & Libraries Importance



2018 ART CENTRES AND LIBRARIES

PERFORMANCE INDEX SCORES

2018 Art Centres & Libraries Performance



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

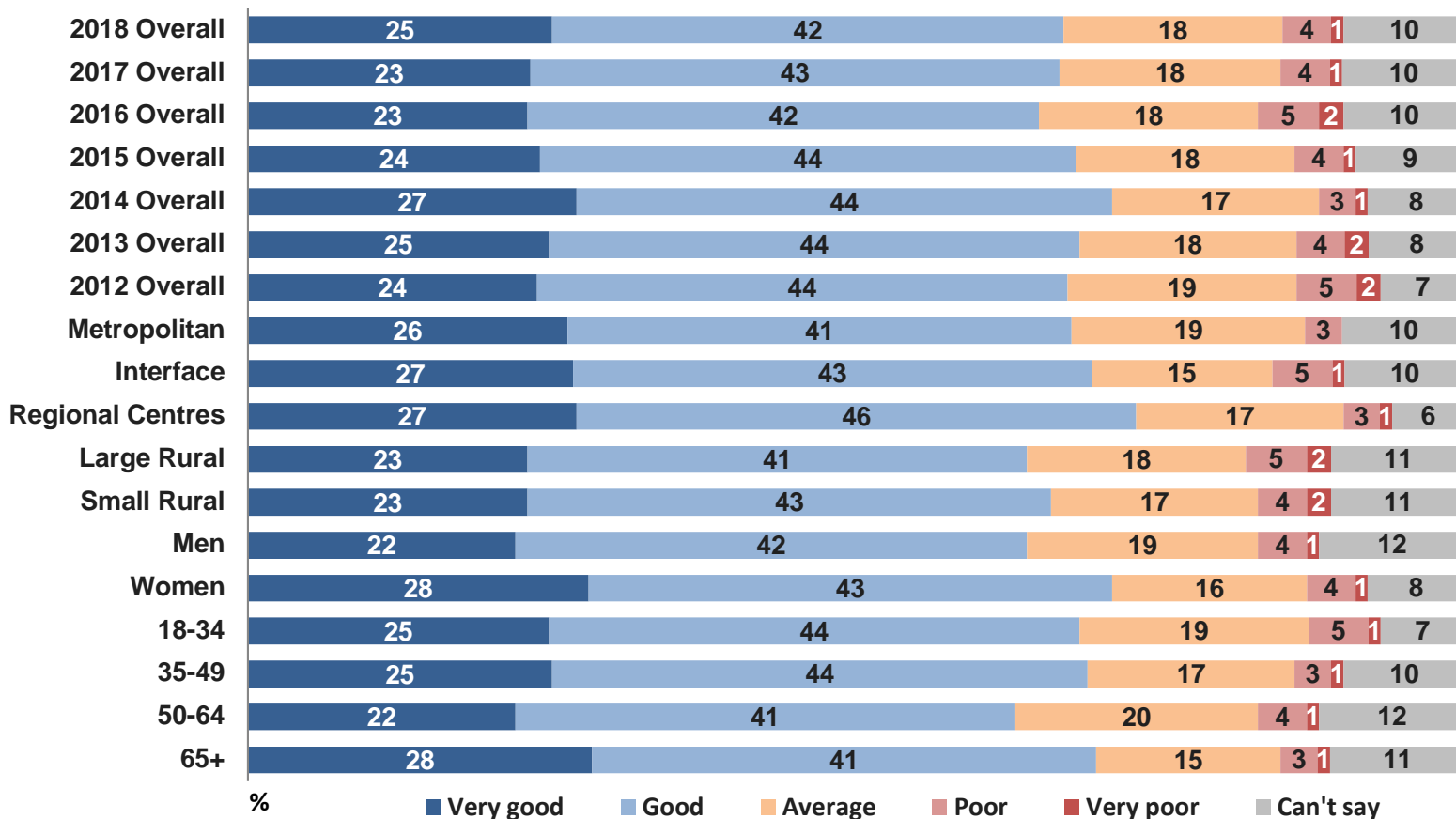
Base: All respondents. Councils asked state-wide: 23

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

2018 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

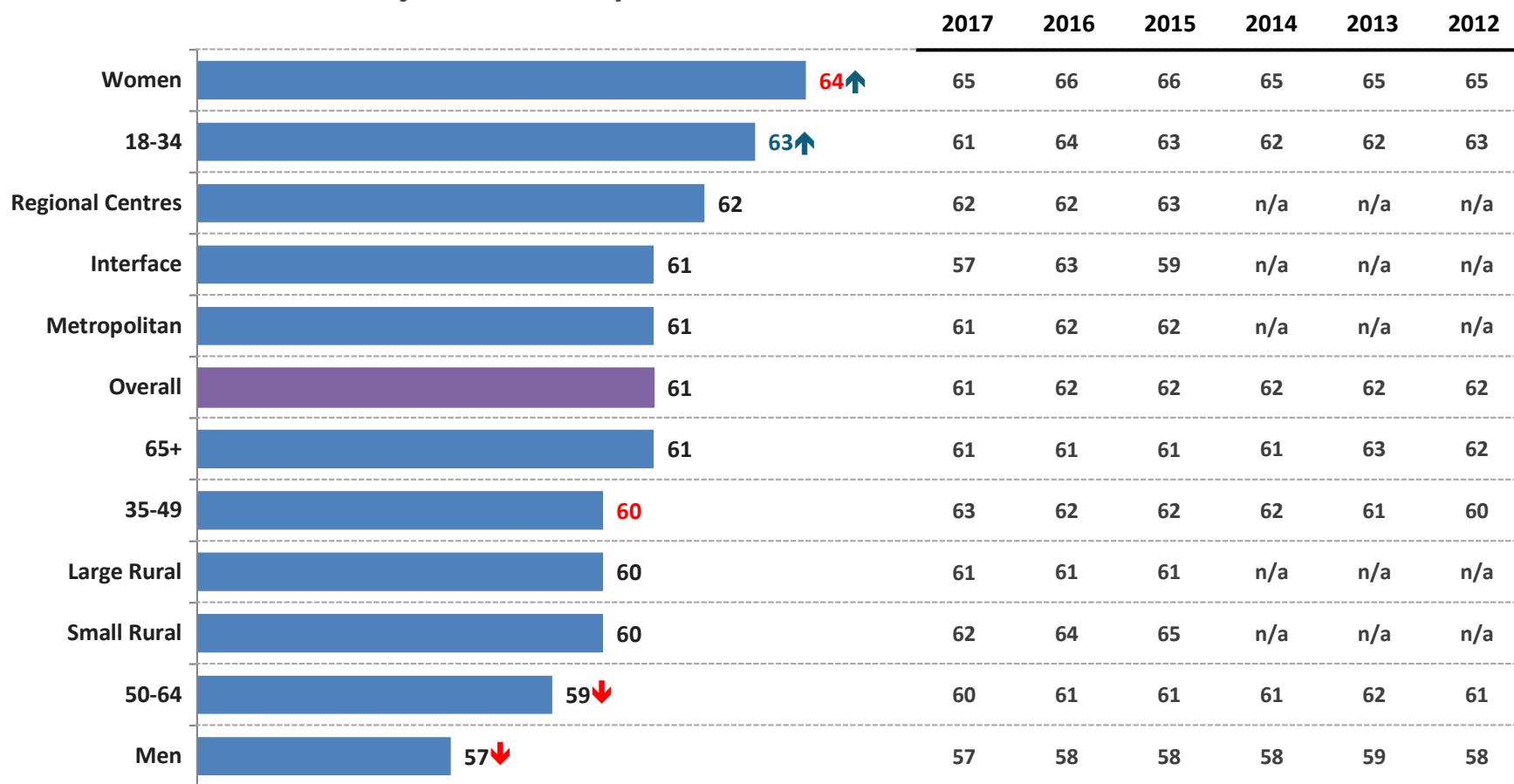
2018 Art Centres & Libraries Performance



2018 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE INDEX SCORES

2018 Community Activities Importance



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

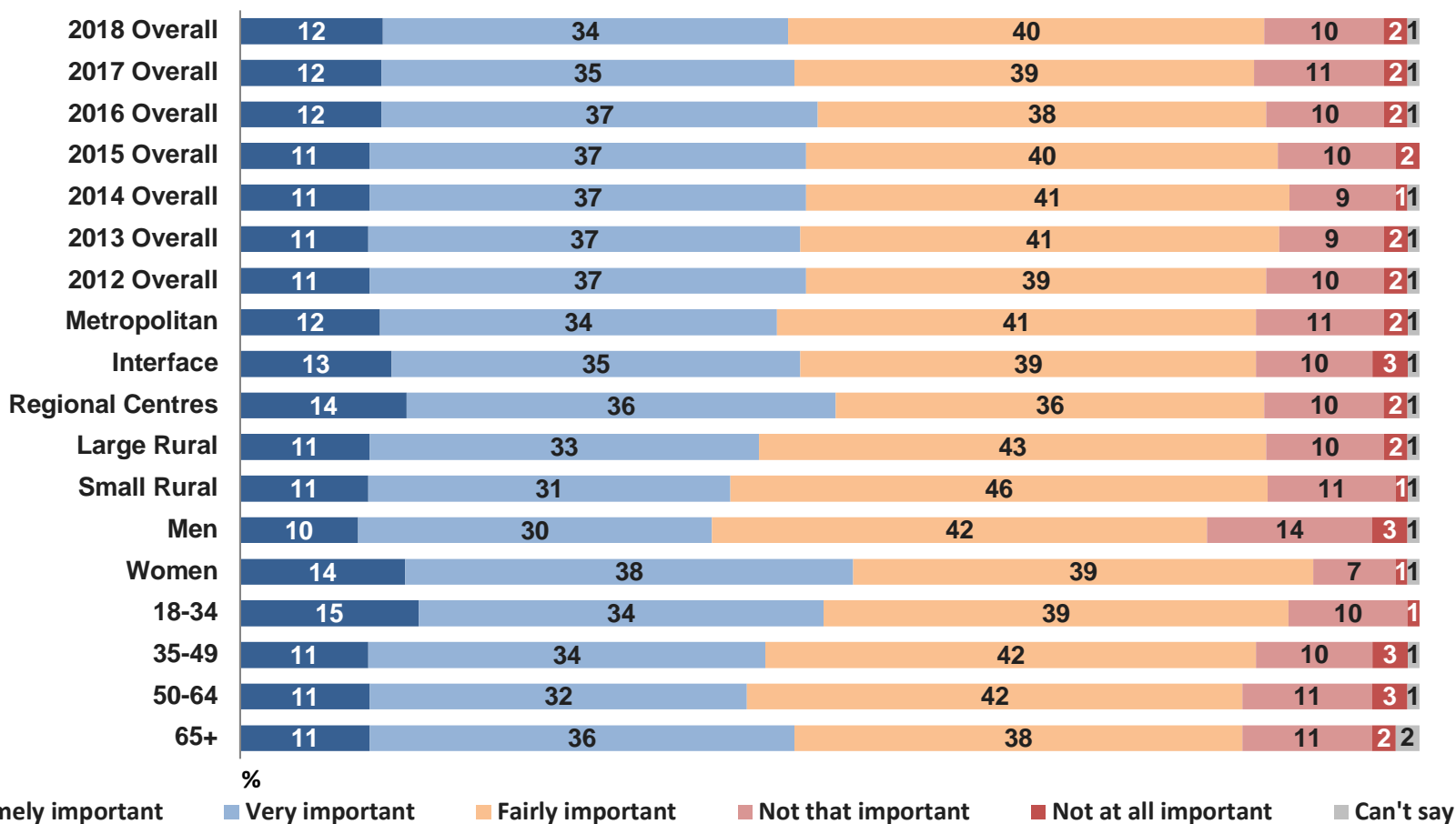
Base: All respondents. Councils asked state-wide: 20

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

2018 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE DETAILED PERCENTAGES

2018 Community Activities Importance



2018 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE INDEX SCORES

2018 Community Activities Performance

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

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

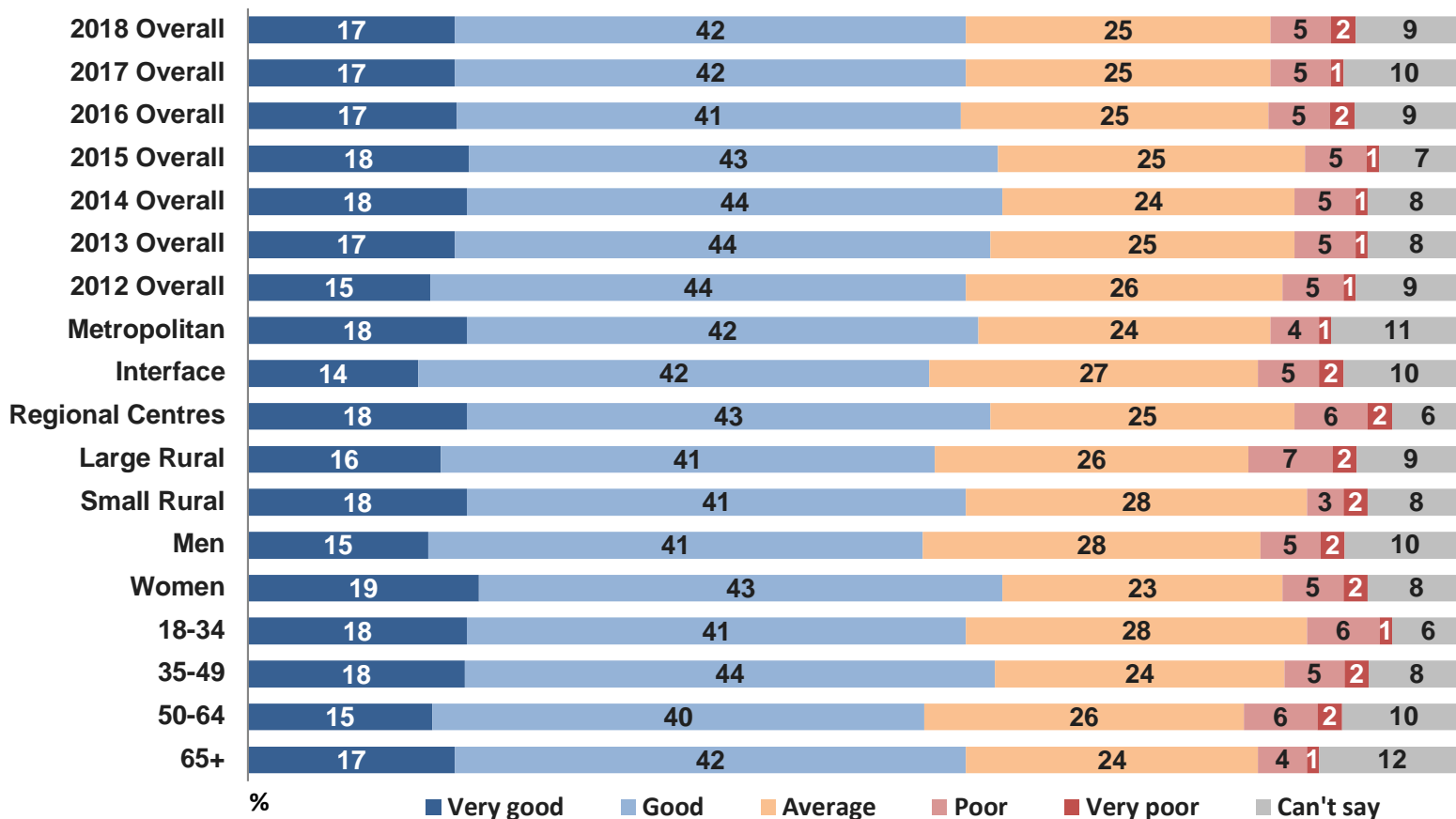
Base: All respondents. Councils asked state-wide: 23

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

2018 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2018 Community Activities Performance



2018 WASTE MANAGEMENT

IMPORTANCE INDEX SCORES

2018 Waste Management Importance

		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↑	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

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

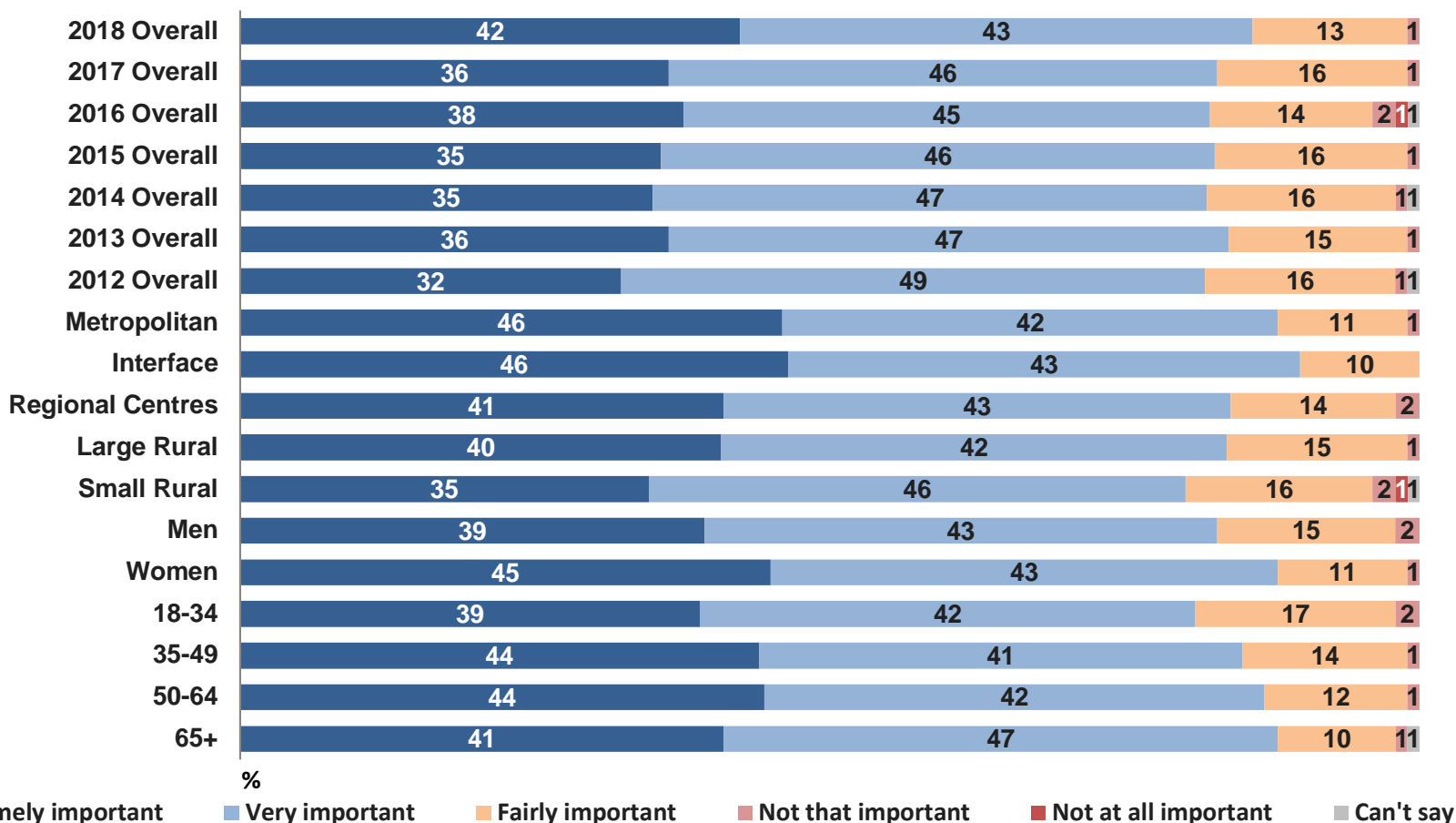
Base: All respondents. Councils asked state-wide: 26

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

2018 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

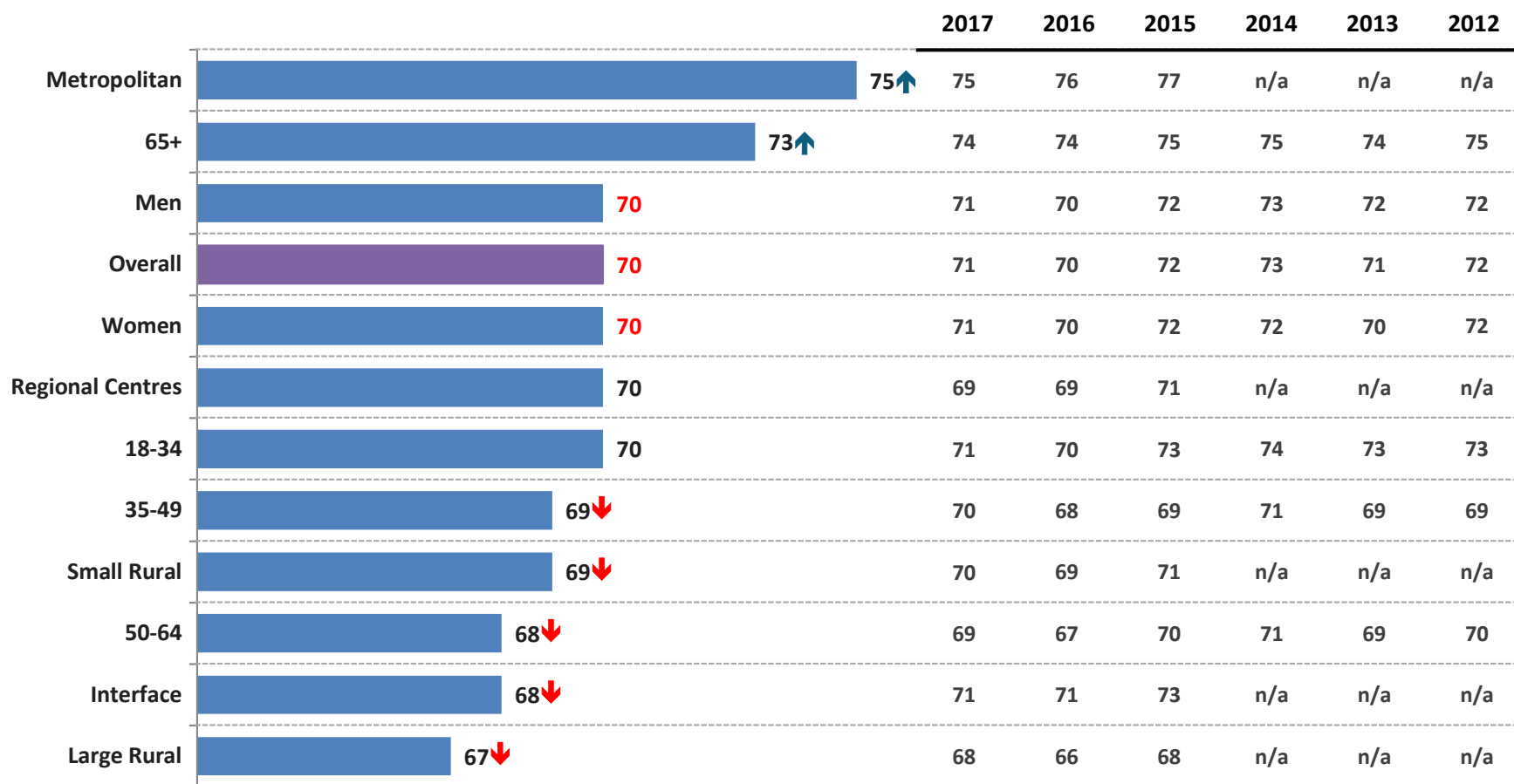
2018 Waste Management Importance



2018 WASTE MANAGEMENT

PERFORMANCE INDEX SCORES

2018 Waste Management Performance



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

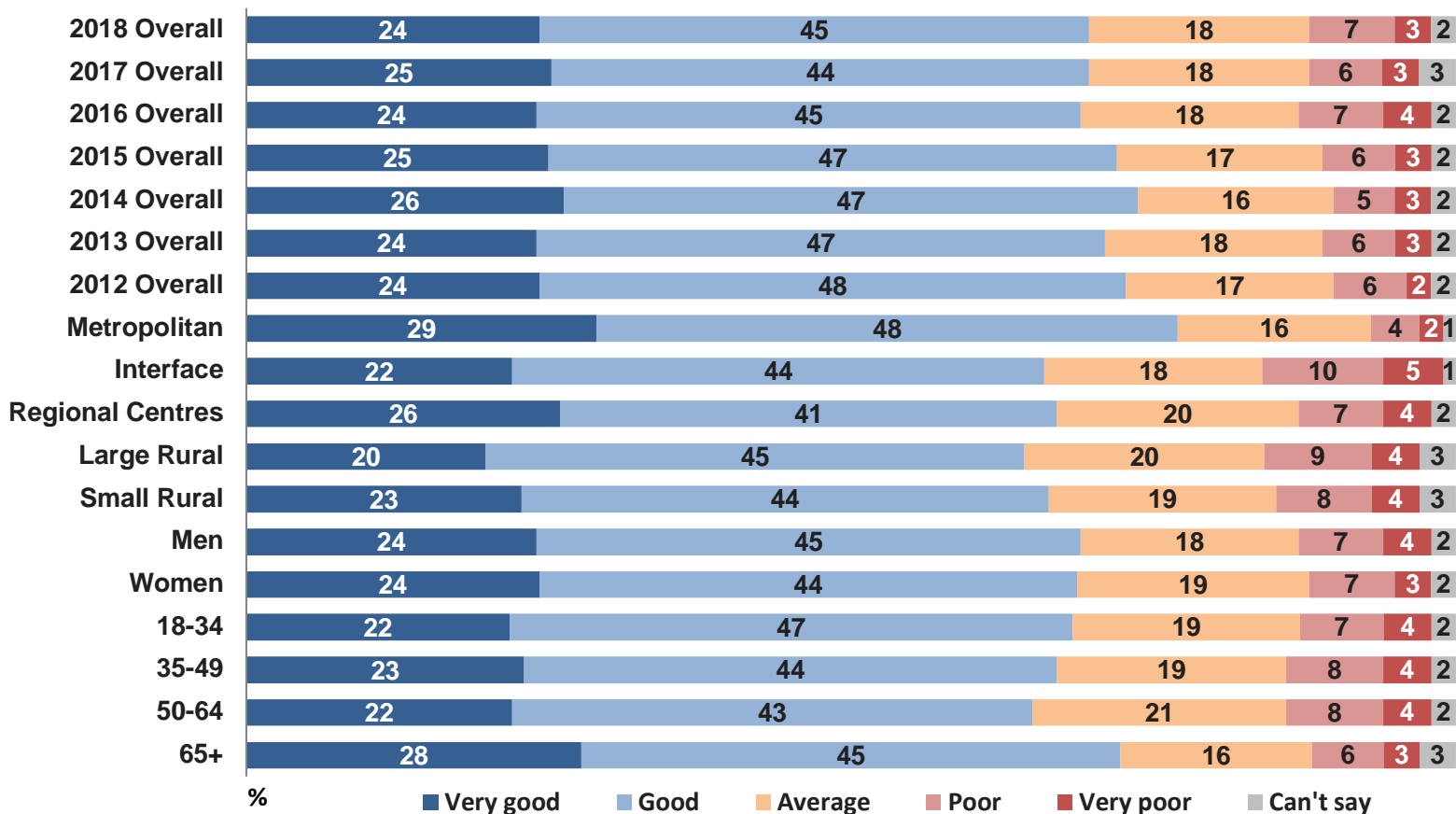
Base: All respondents. Councils asked state-wide: 36

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

2018 WASTE MANAGEMENT

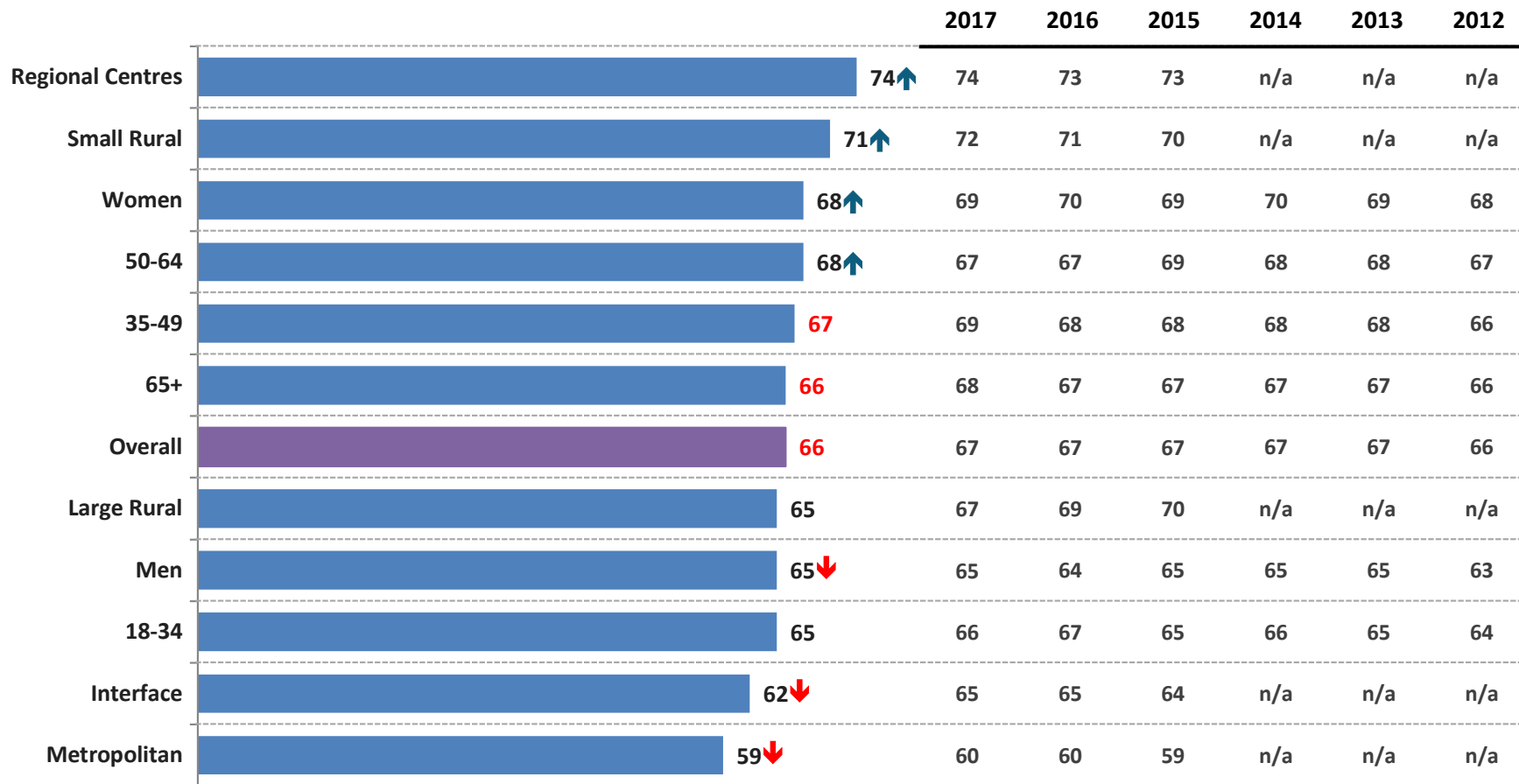
PERFORMANCE DETAILED PERCENTAGES

2018 Waste Management Performance



2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2018 Business/Development/Tourism Importance



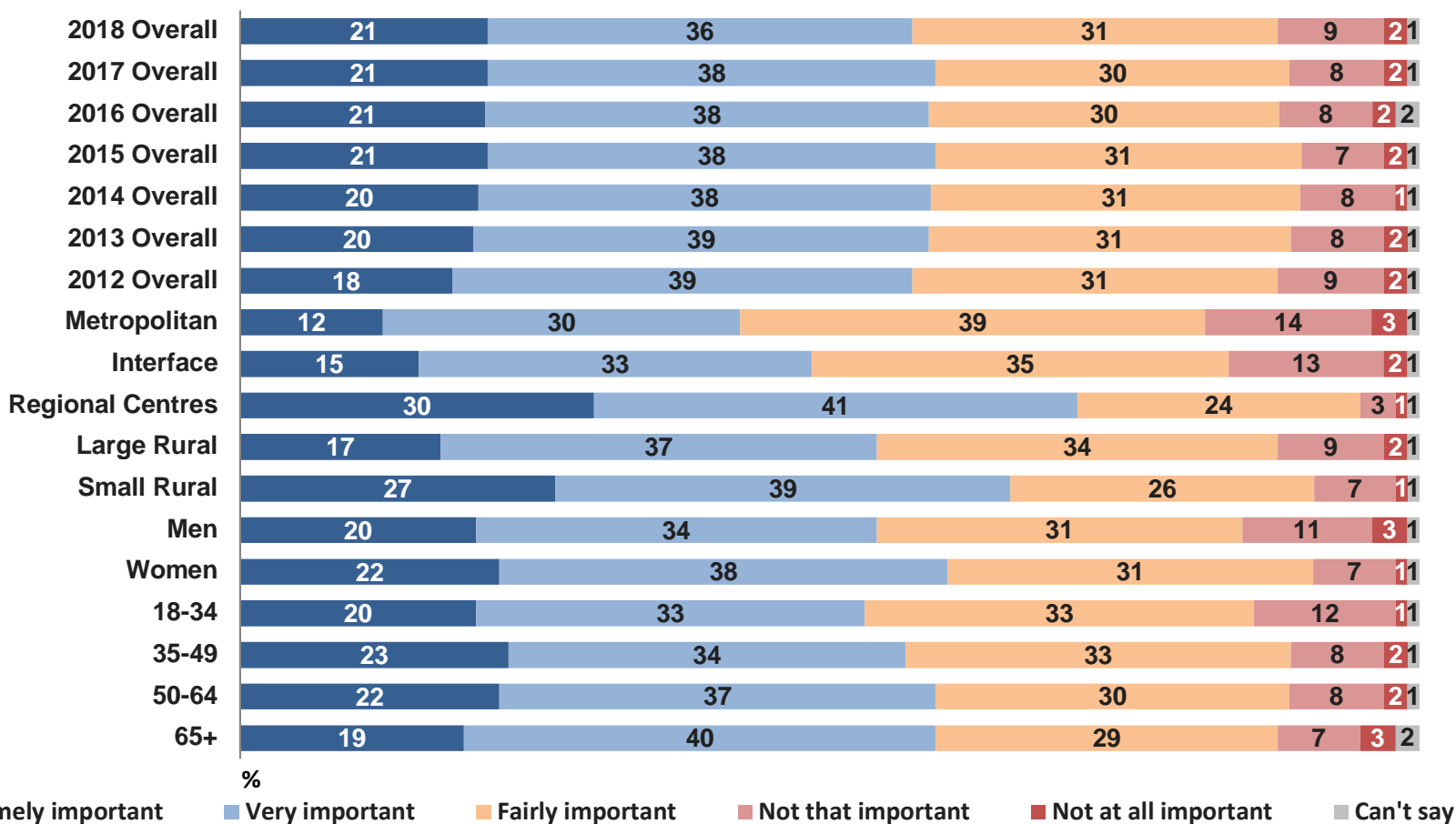
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2018 Business/Development/Tourism Importance

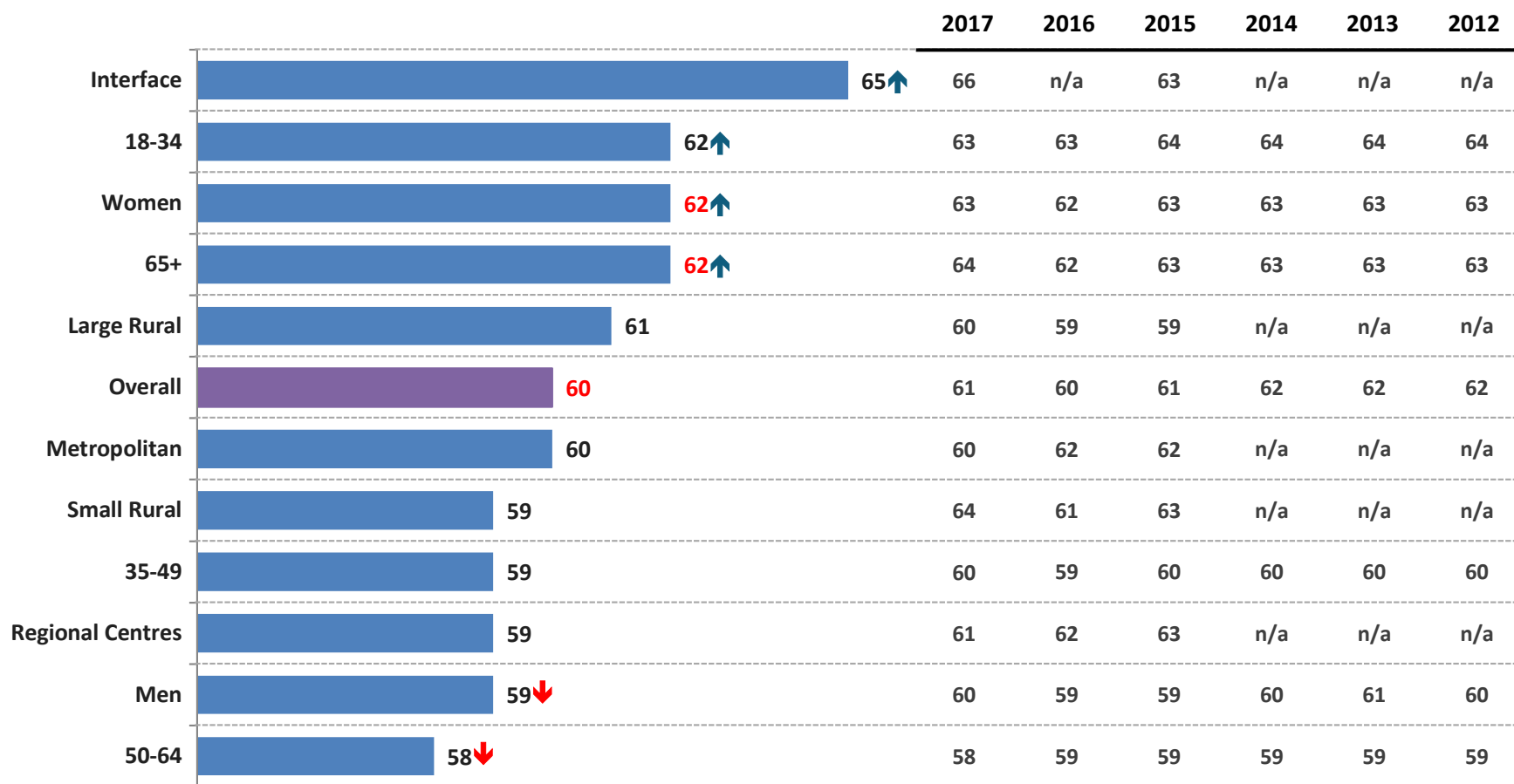


Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2018 Business/Development/Tourism Performance



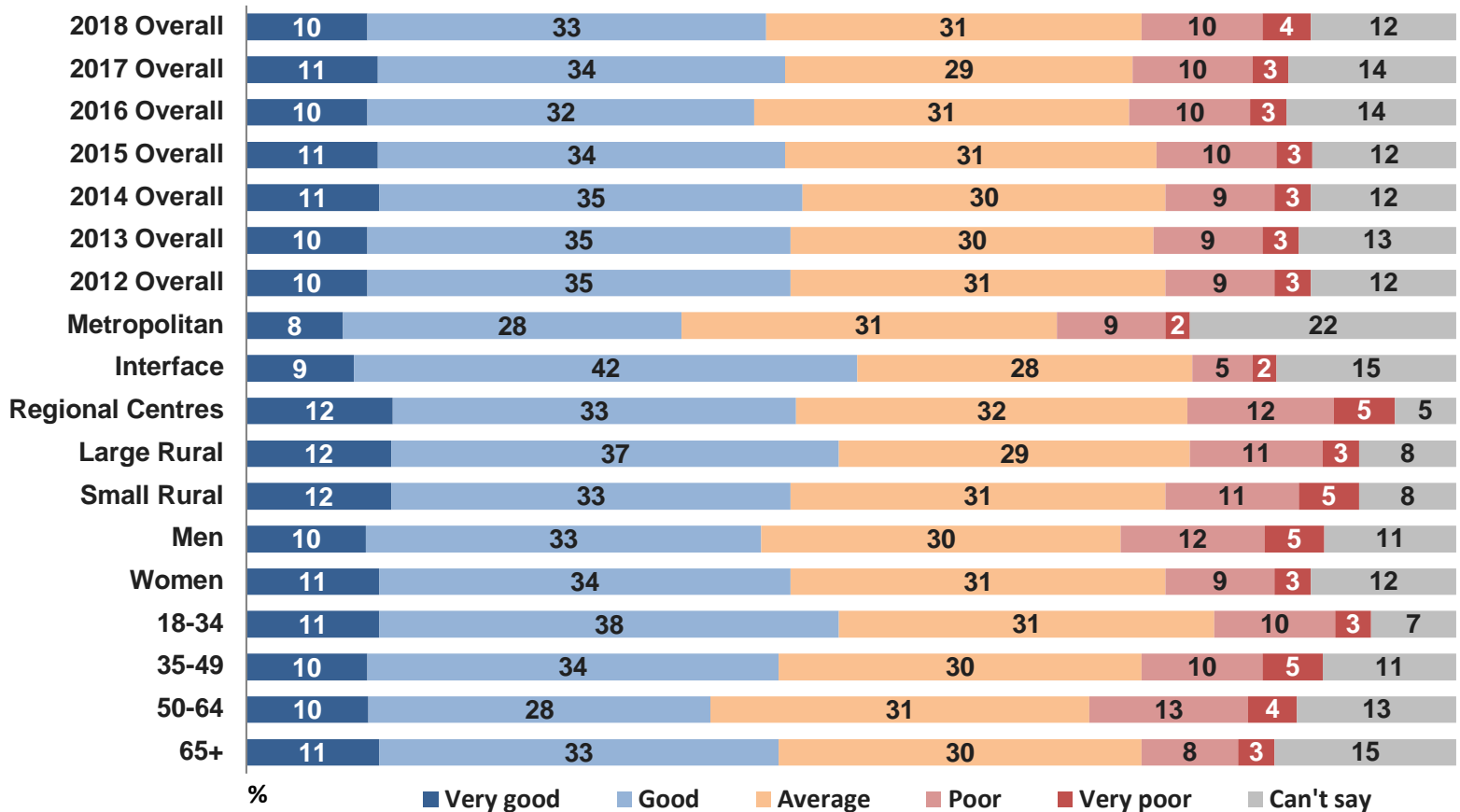
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

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

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2018 Business/Development/Tourism Performance



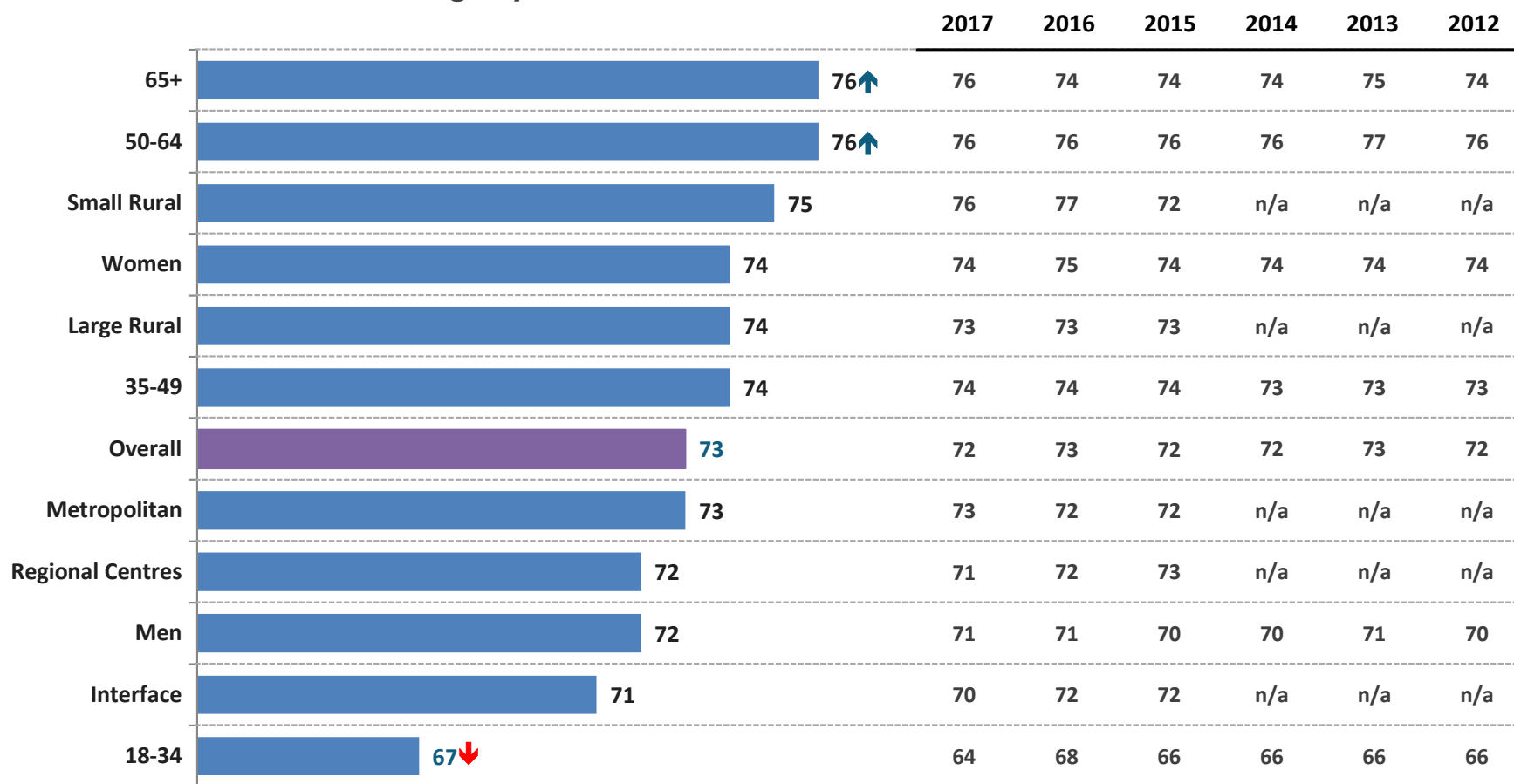
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

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

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE INDEX SCORES

2018 Town Planning Importance



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

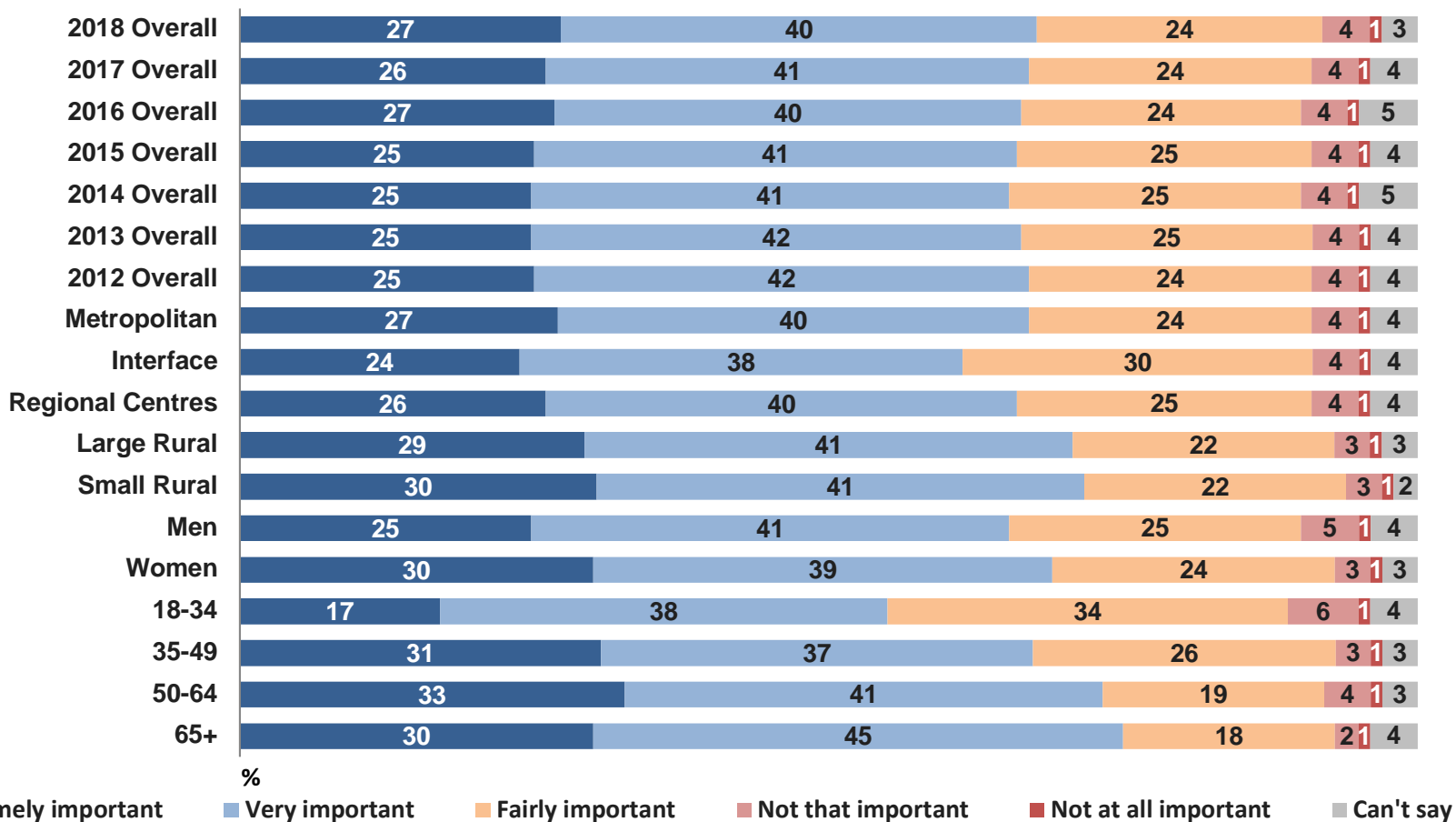
Base: All respondents. Councils asked state-wide: 11

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

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE DETAILED PERCENTAGES

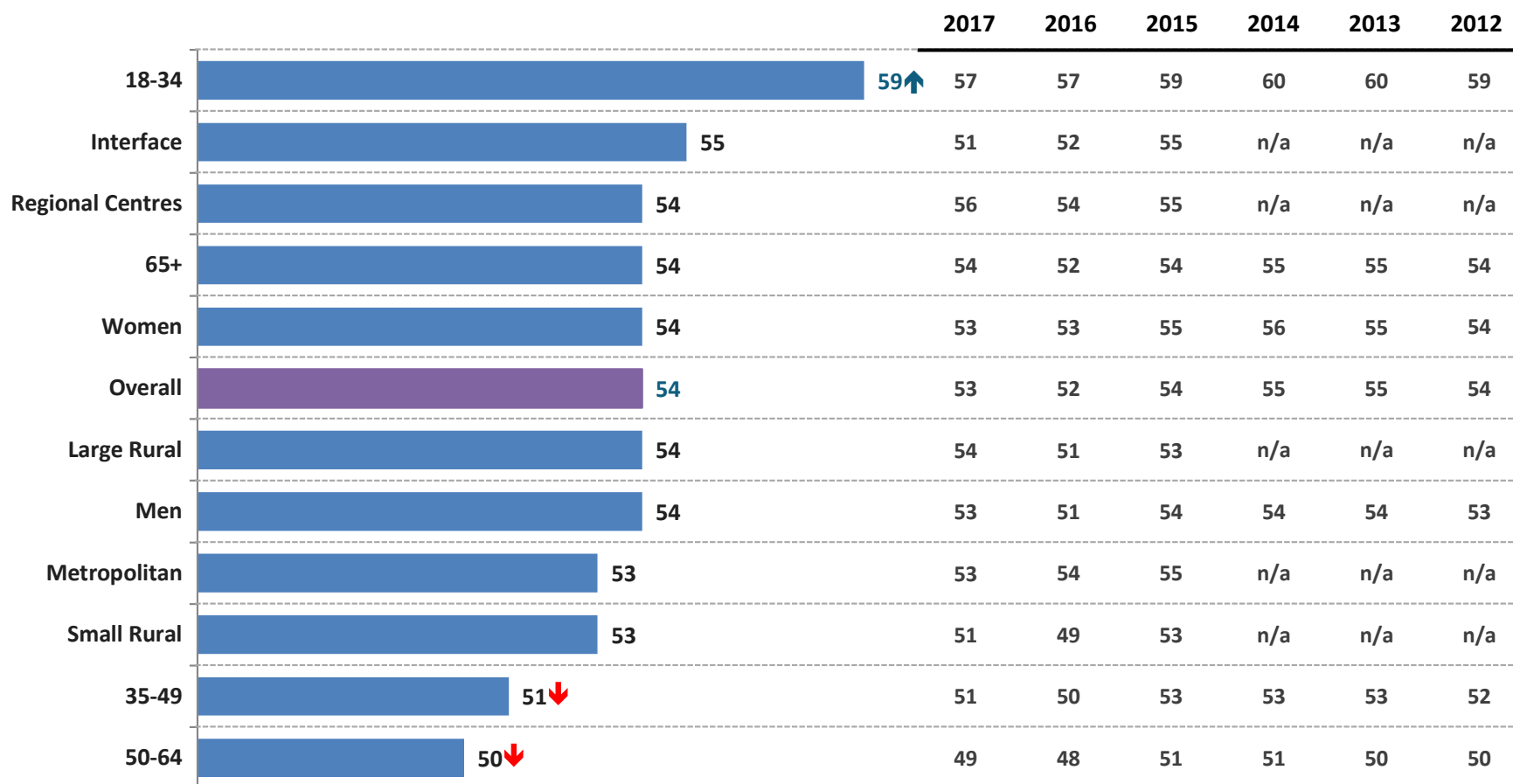
2018 Town Planning Importance



2018 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE INDEX SCORES

2018 Town Planning Performance



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

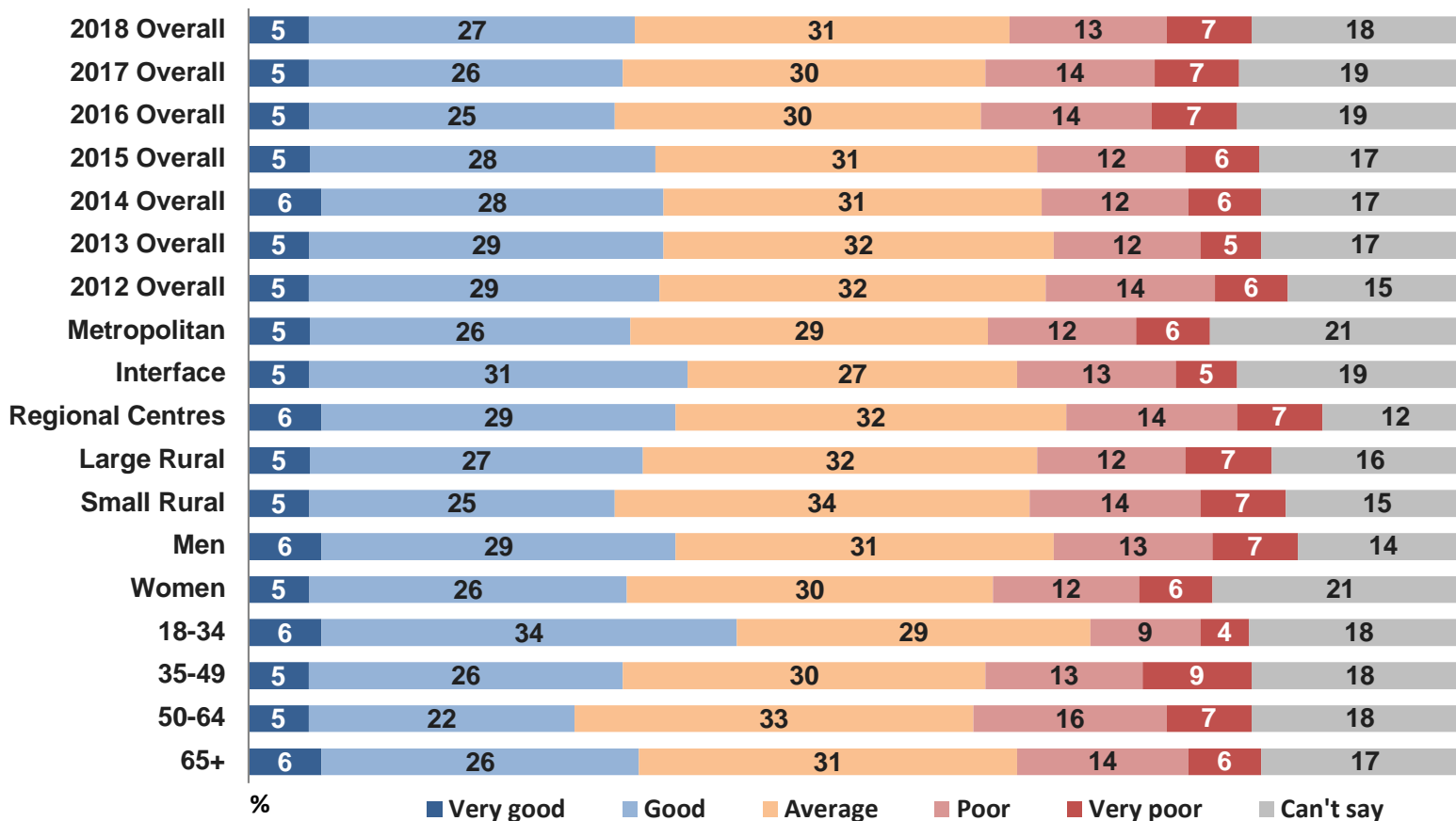
Base: All respondents. Councils asked state-wide: 17

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

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE DETAILED PERCENTAGES

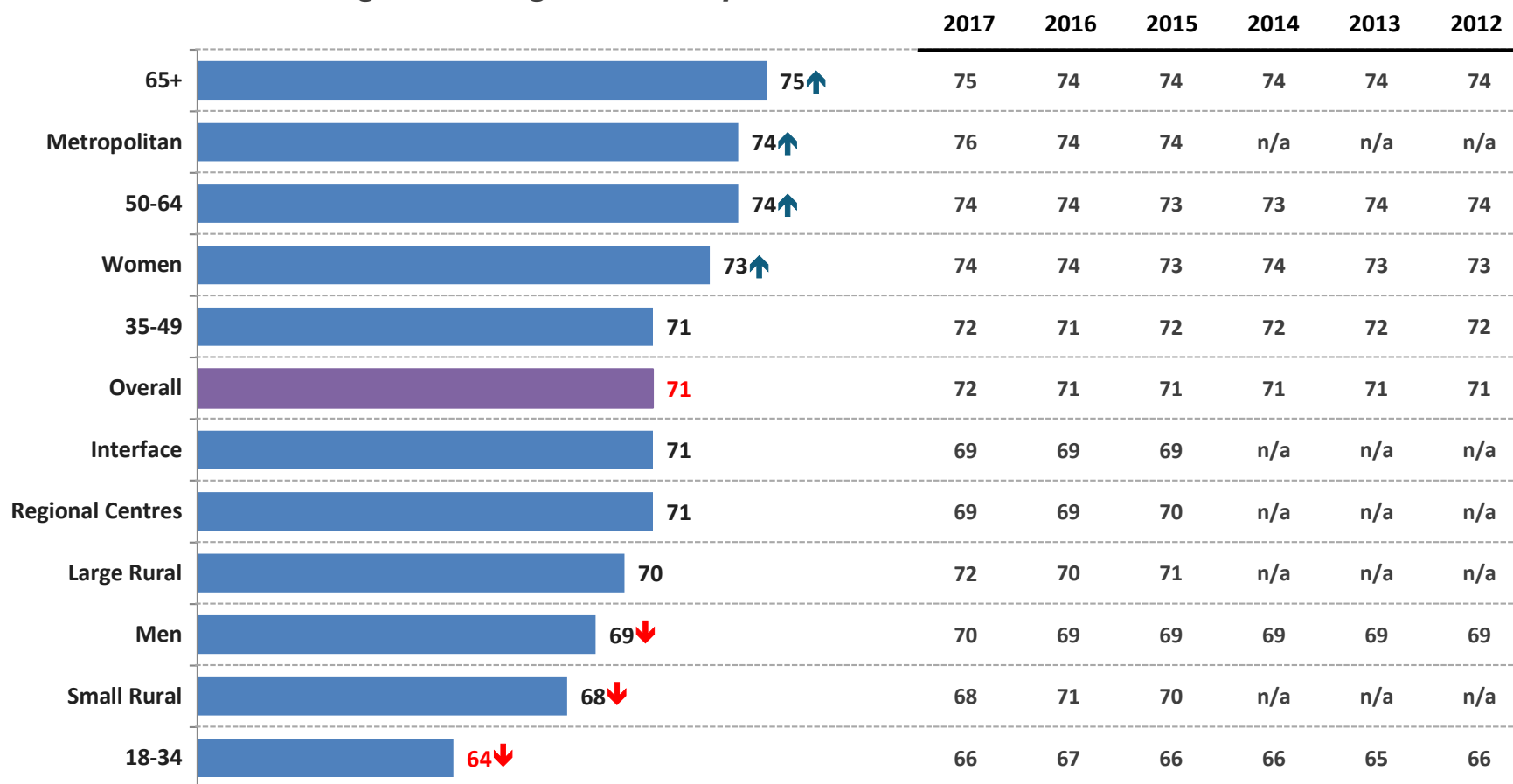
2018 Town Planning Performance



2018 PLANNING AND BUILDING PERMITS

IMPORTANCE INDEX SCORES

2018 Planning & Building Permits Importance



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

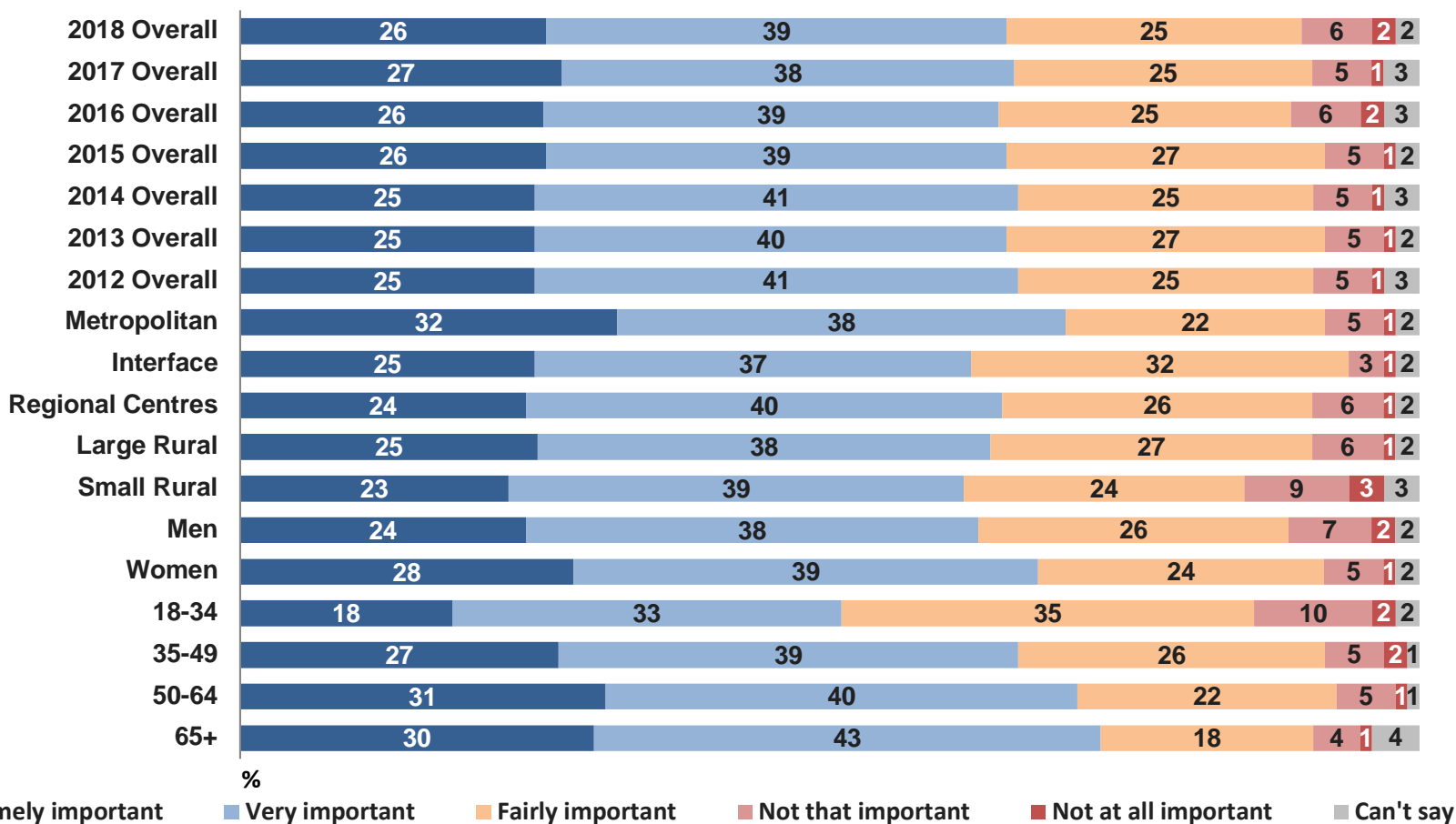
Base: All respondents. Councils asked state-wide: 18

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

2018 PLANNING AND BUILDING PERMITS

IMPORTANCE DETAILED PERCENTAGES

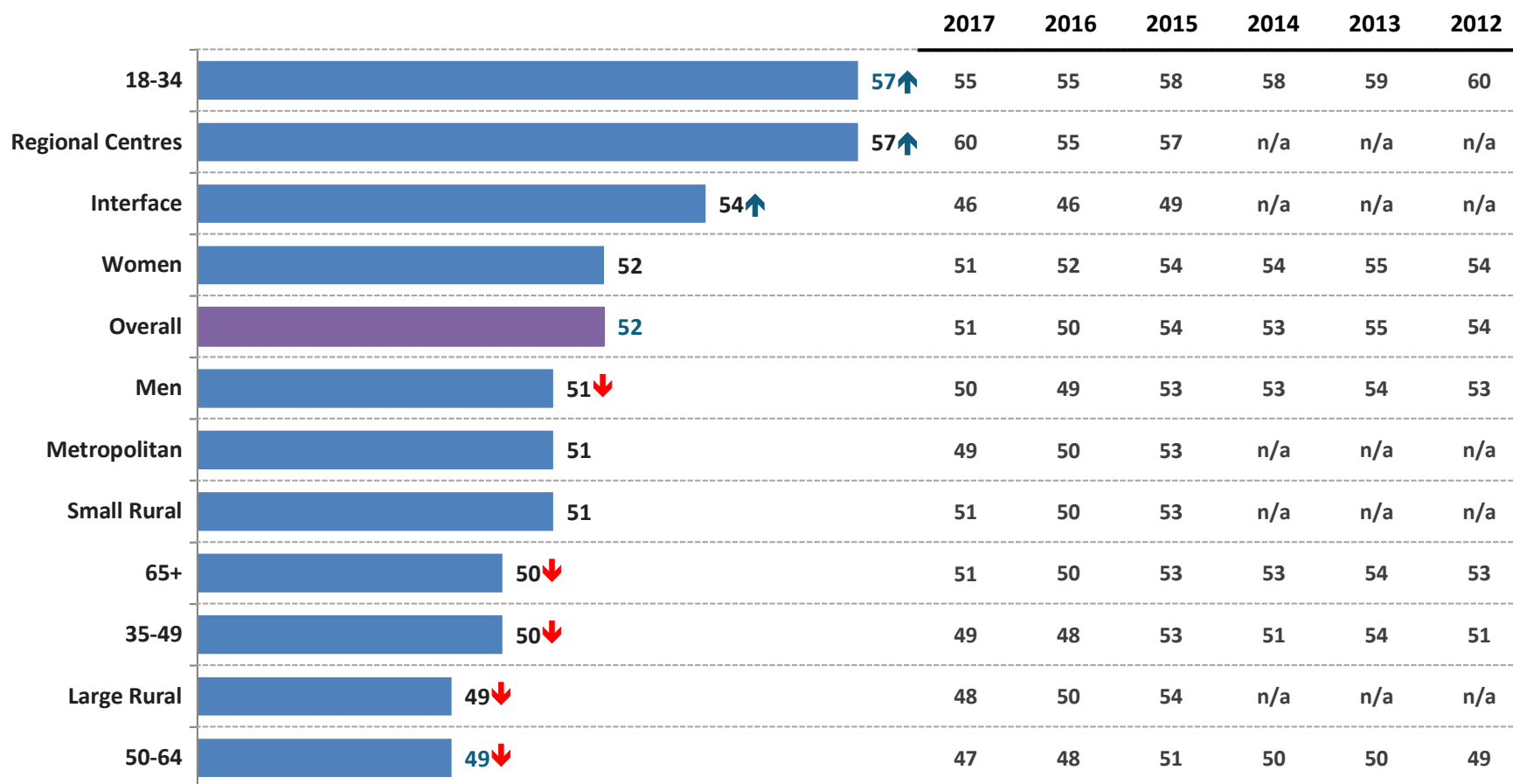
2018 Planning & Building Permits Importance



2018 PLANNING AND BUILDING PERMITS

PERFORMANCE INDEX SCORES

2018 Planning & Building Permits Performance



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

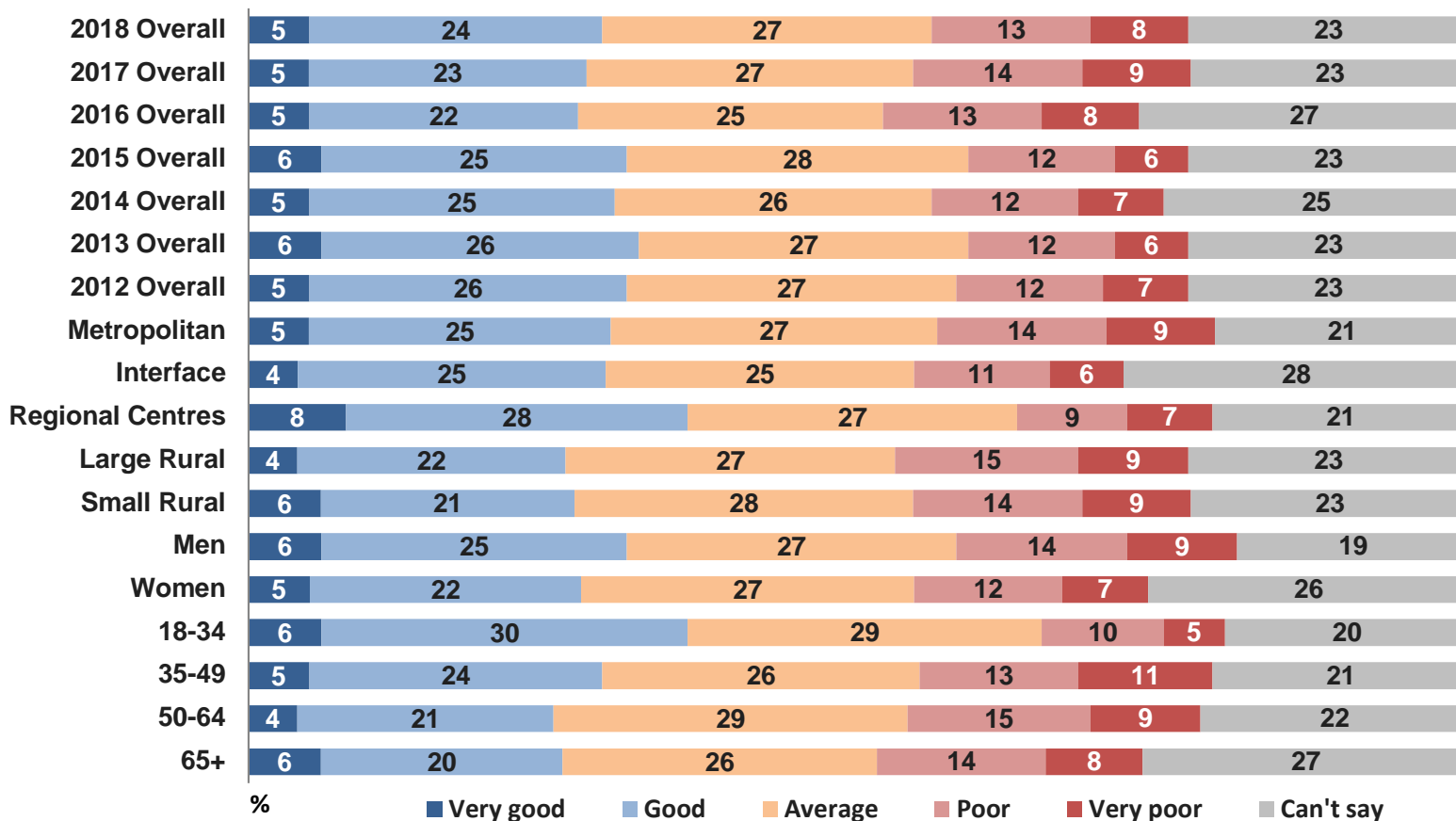
Base: All respondents. Councils asked state-wide: 24

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

2018 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

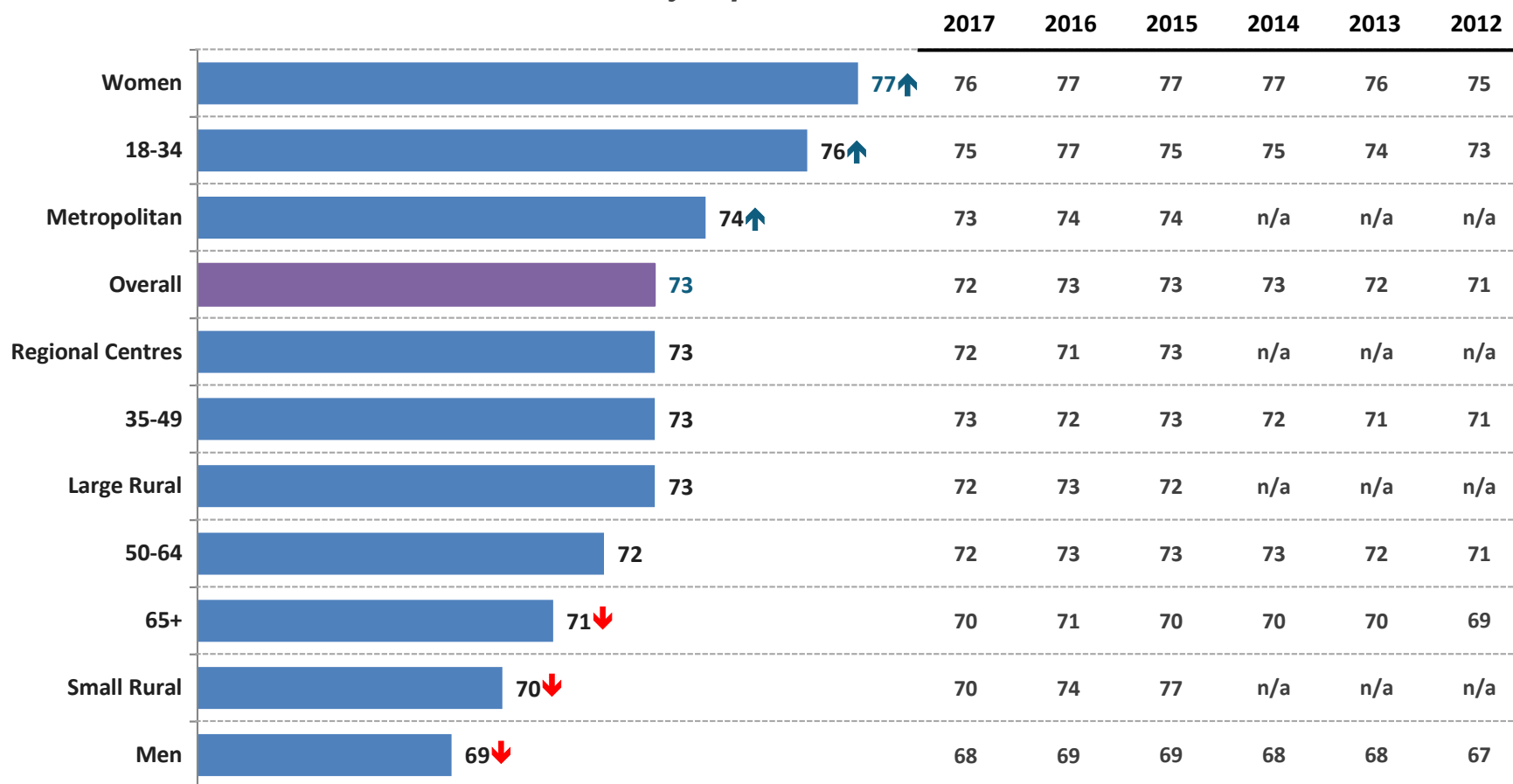
2018 Planning & Building Permits Performance



2018 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE INDEX SCORES

2018 Environmental Sustainability Importance



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

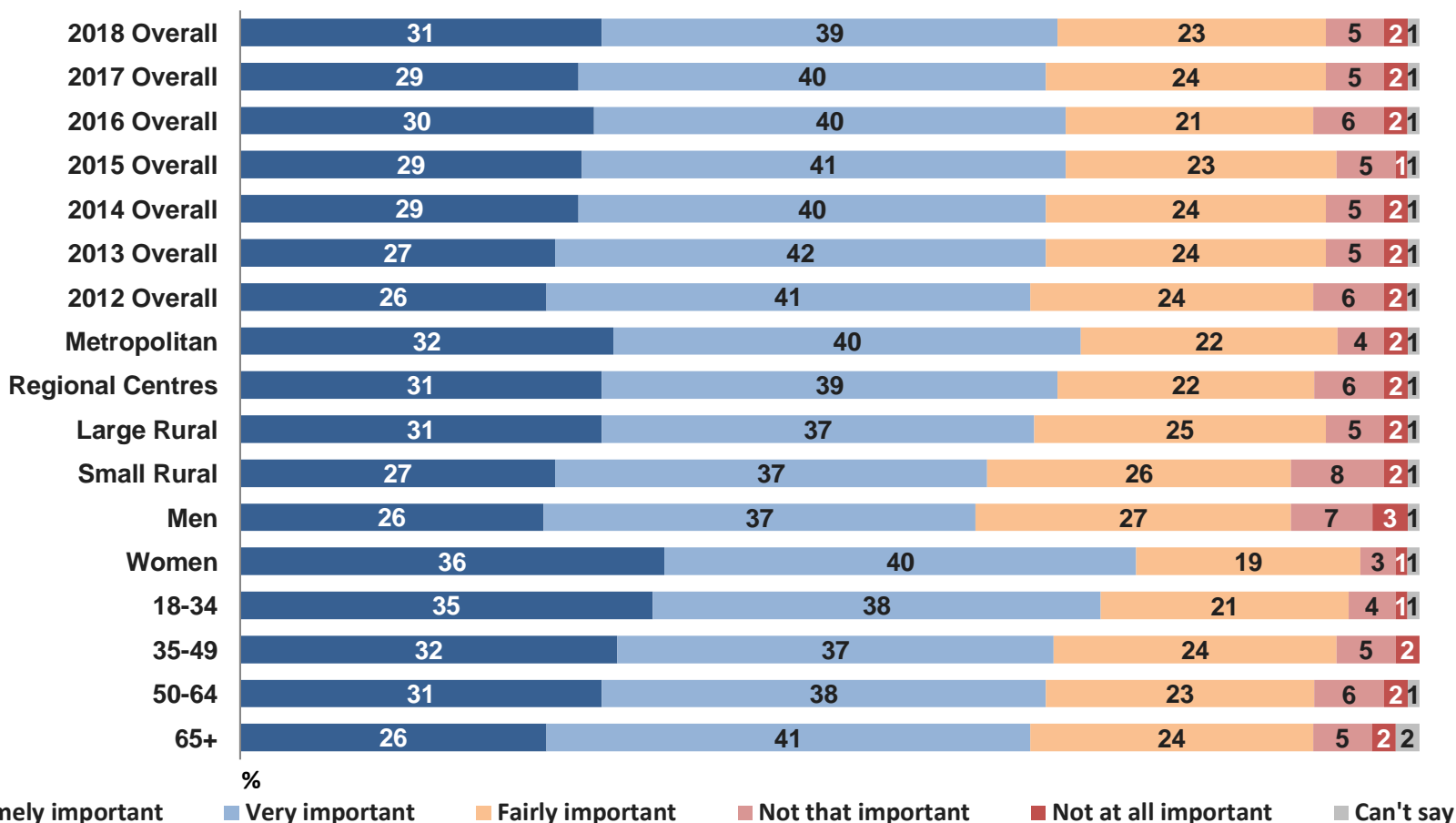
Base: All respondents. Councils asked state-wide: 19

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

2018 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE DETAILED PERCENTAGES

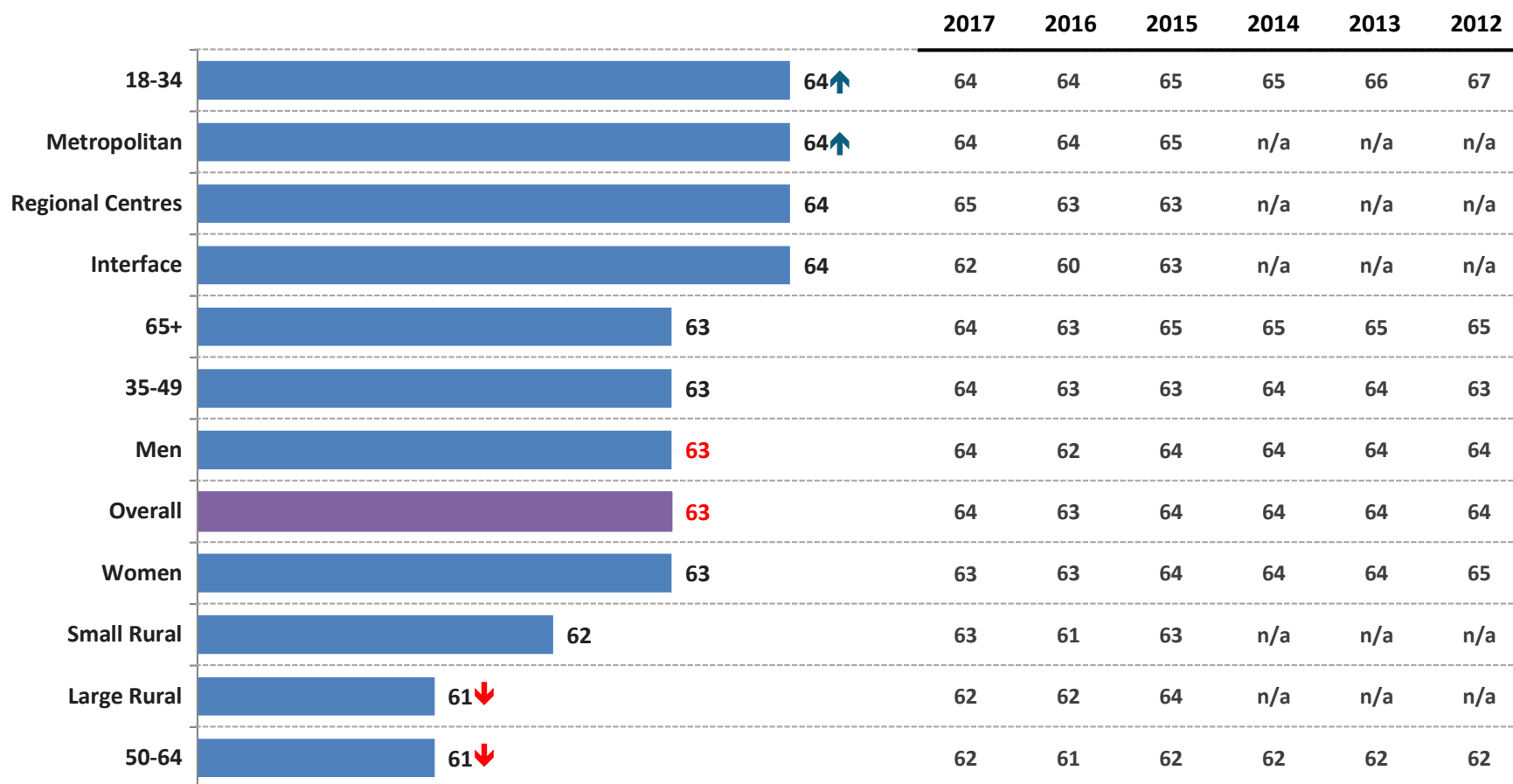
2018 Environmental Sustainability Importance



2018 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE INDEX SCORES

2018 Environmental Sustainability Performance



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

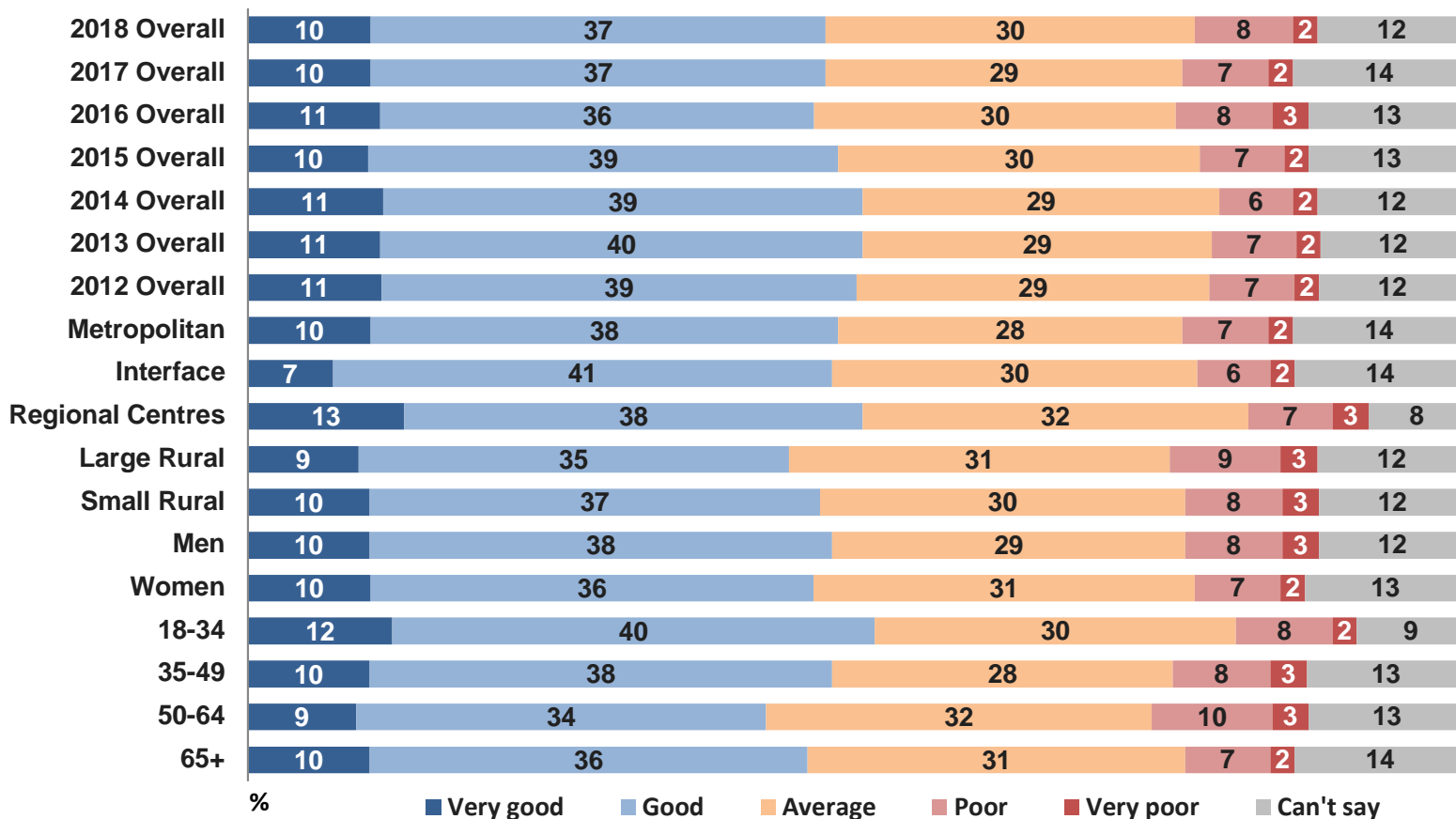
Base: All respondents. Councils asked state-wide: 24

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

2018 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES

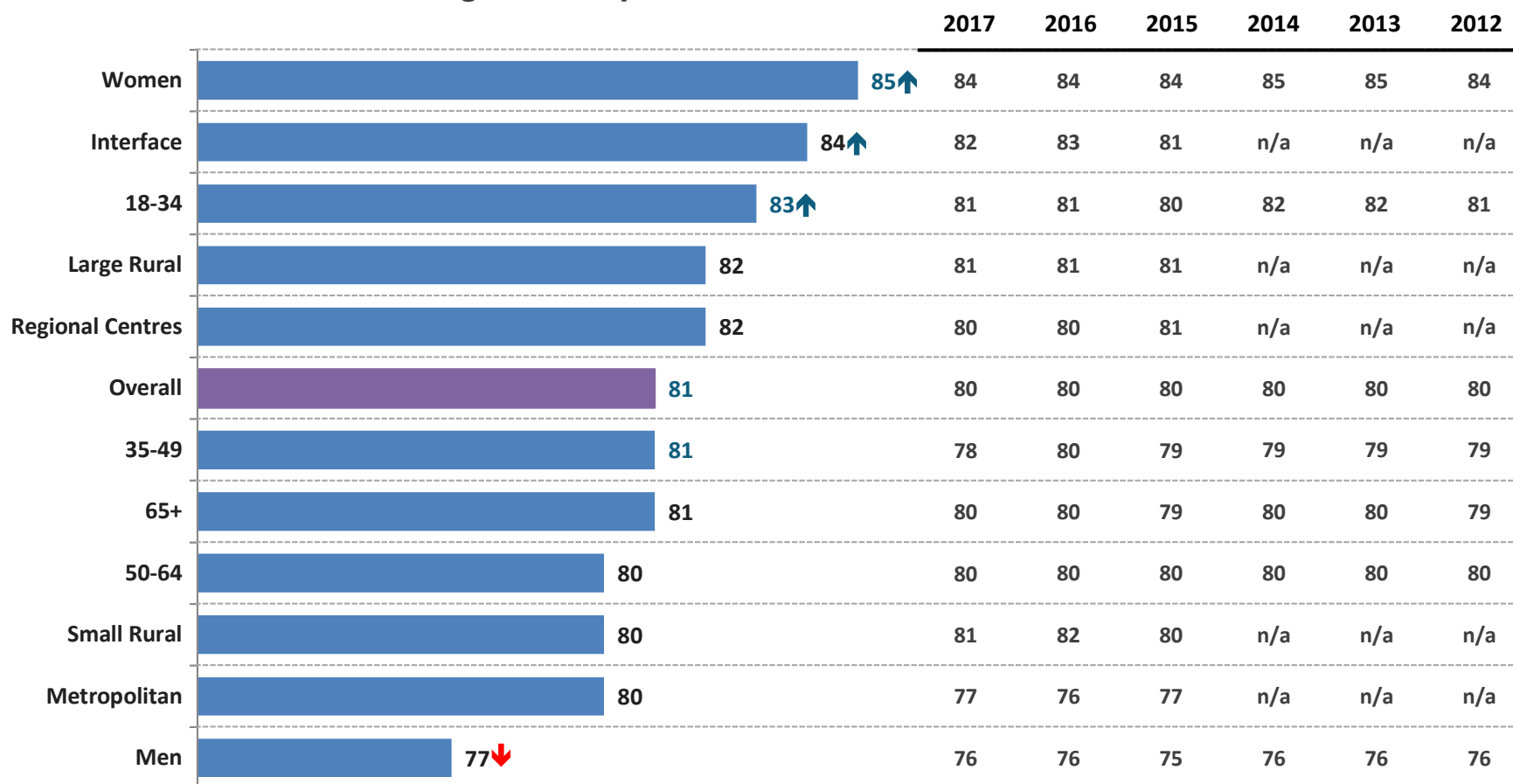
2018 Environmental Sustainability Performance



2018 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE INDEX SCORES

2018 Disaster Management Importance



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

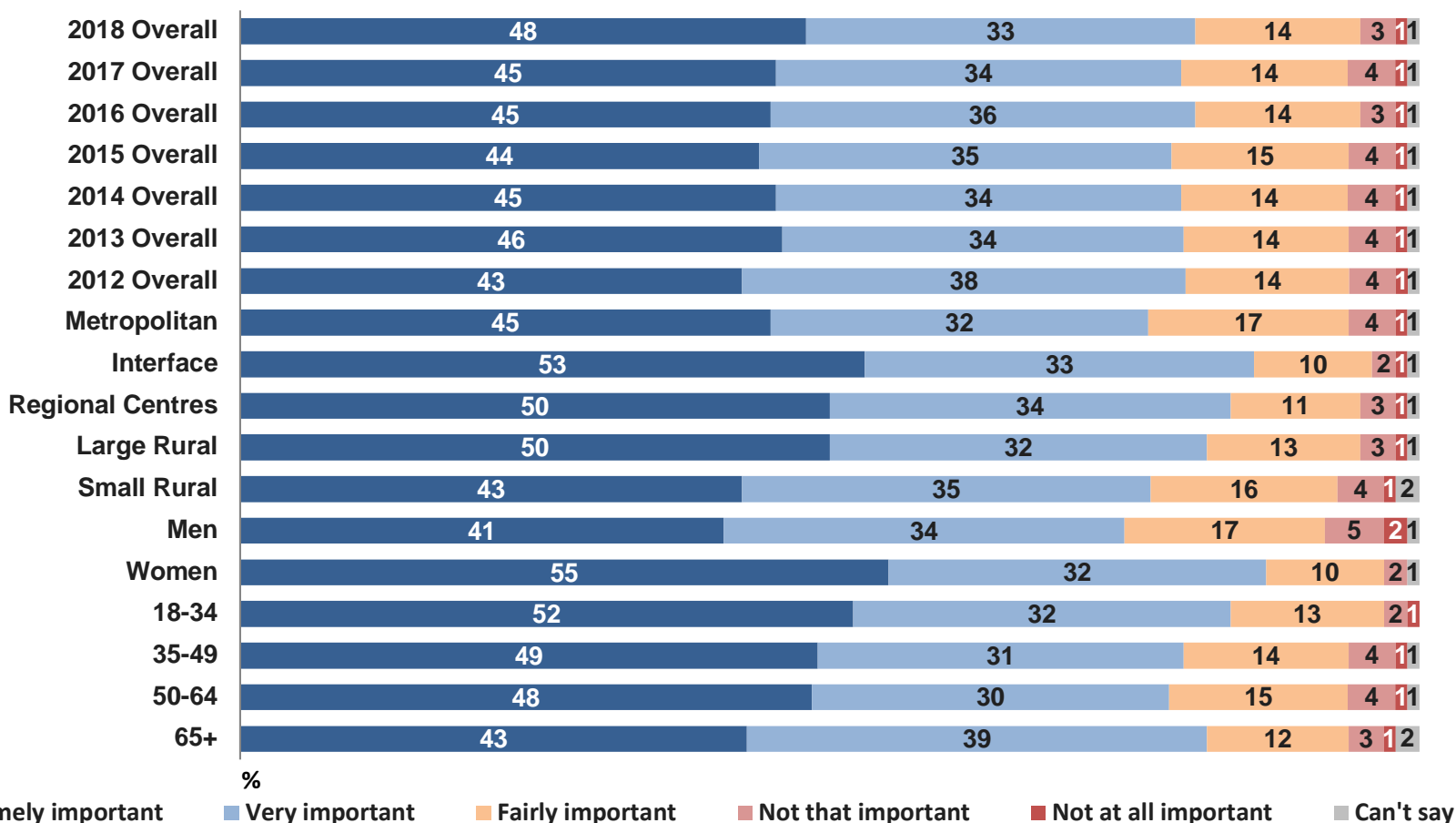
Base: All respondents. Councils asked state-wide: 17

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

2018 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

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

2018 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE INDEX SCORES

2018 Disaster Management Performance

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

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

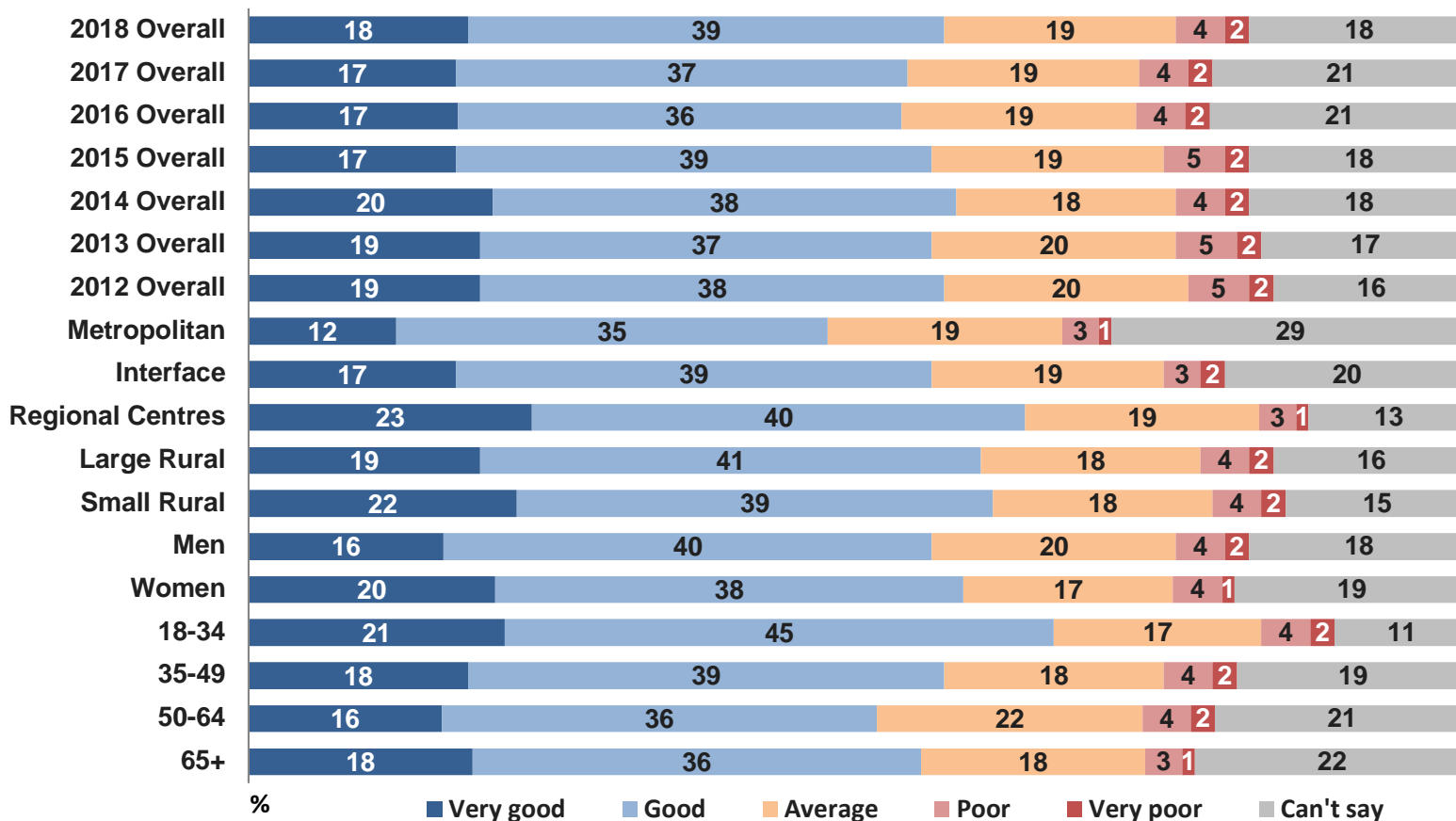
Base: All respondents. Councils asked state-wide: 21

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

2018 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

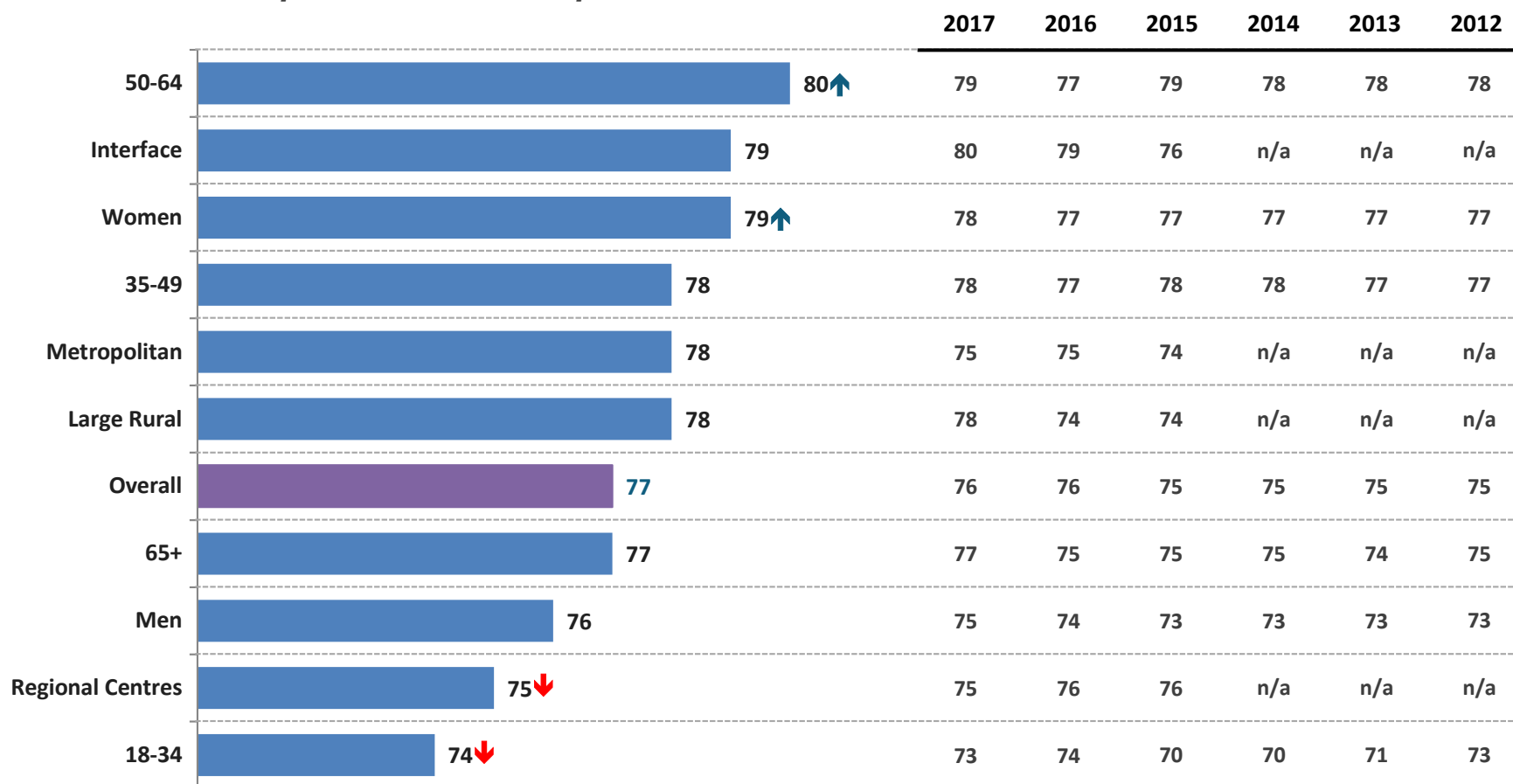
2018 Disaster Management Performance



2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES

2018 Population Growth Importance



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

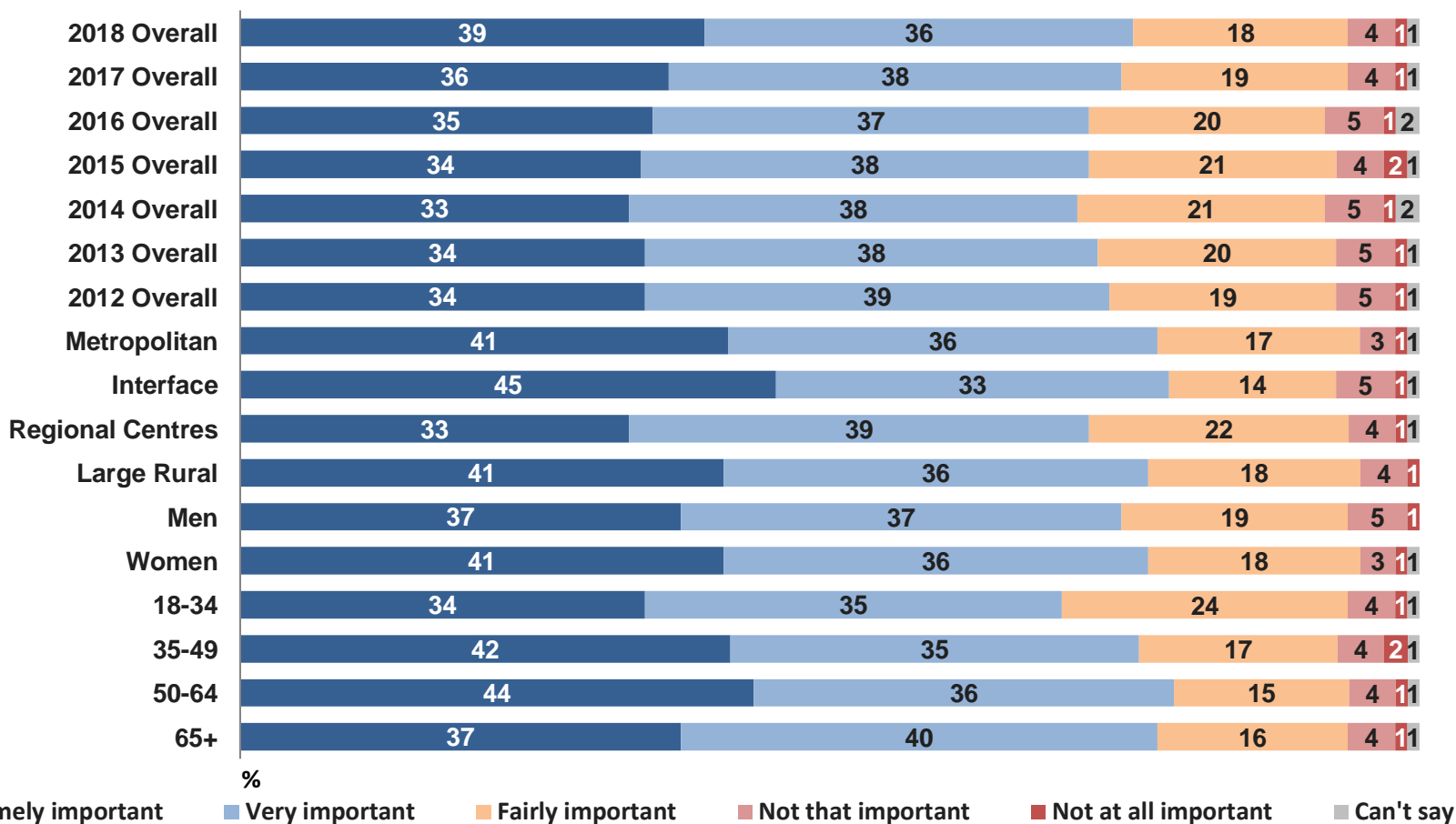
Base: All respondents. Councils asked state-wide: 12

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

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES

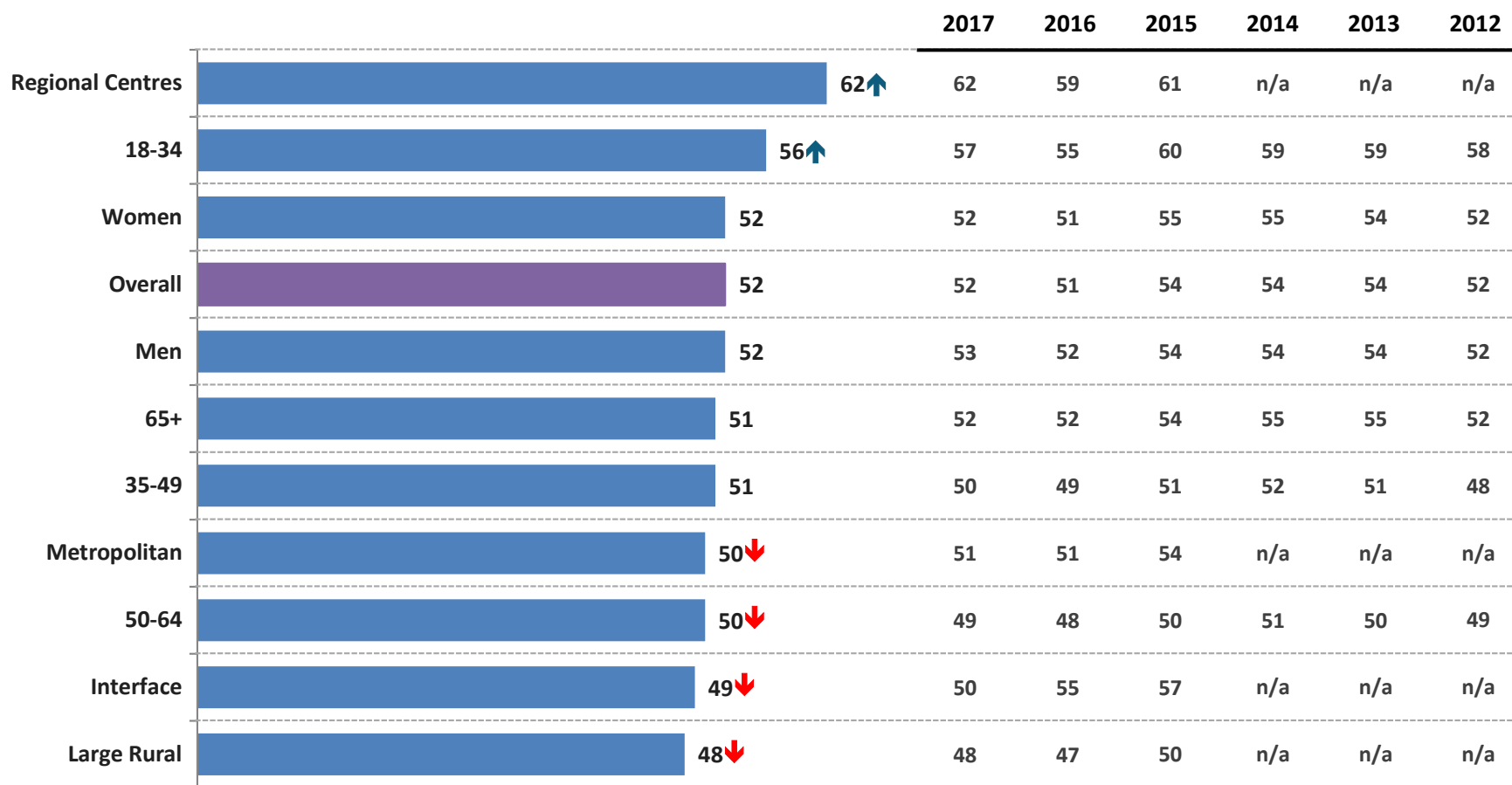
2018 Population Growth Importance



2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES

2018 Population Growth Performance



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

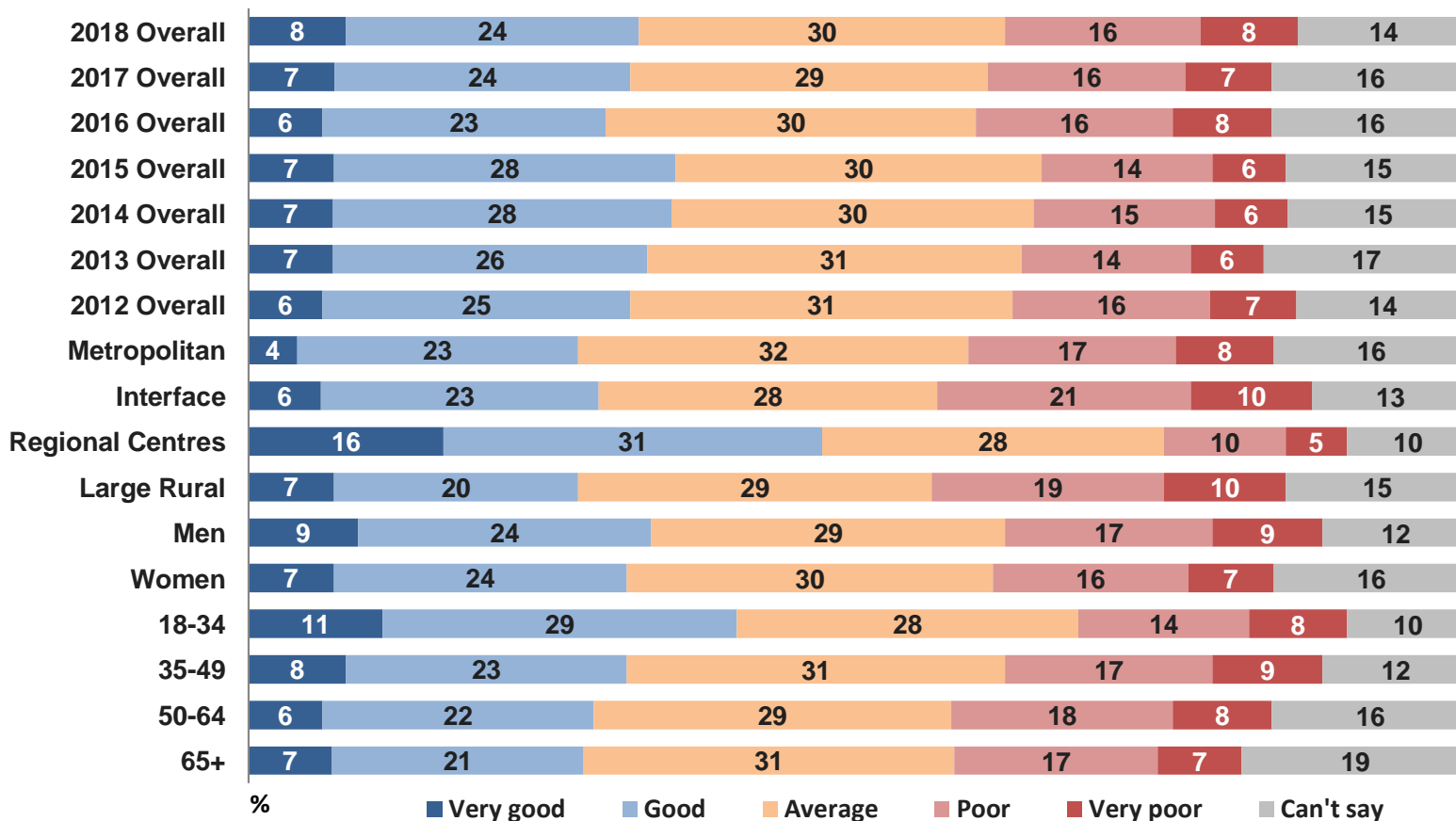
Base: All respondents. Councils asked state-wide: 14

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

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES

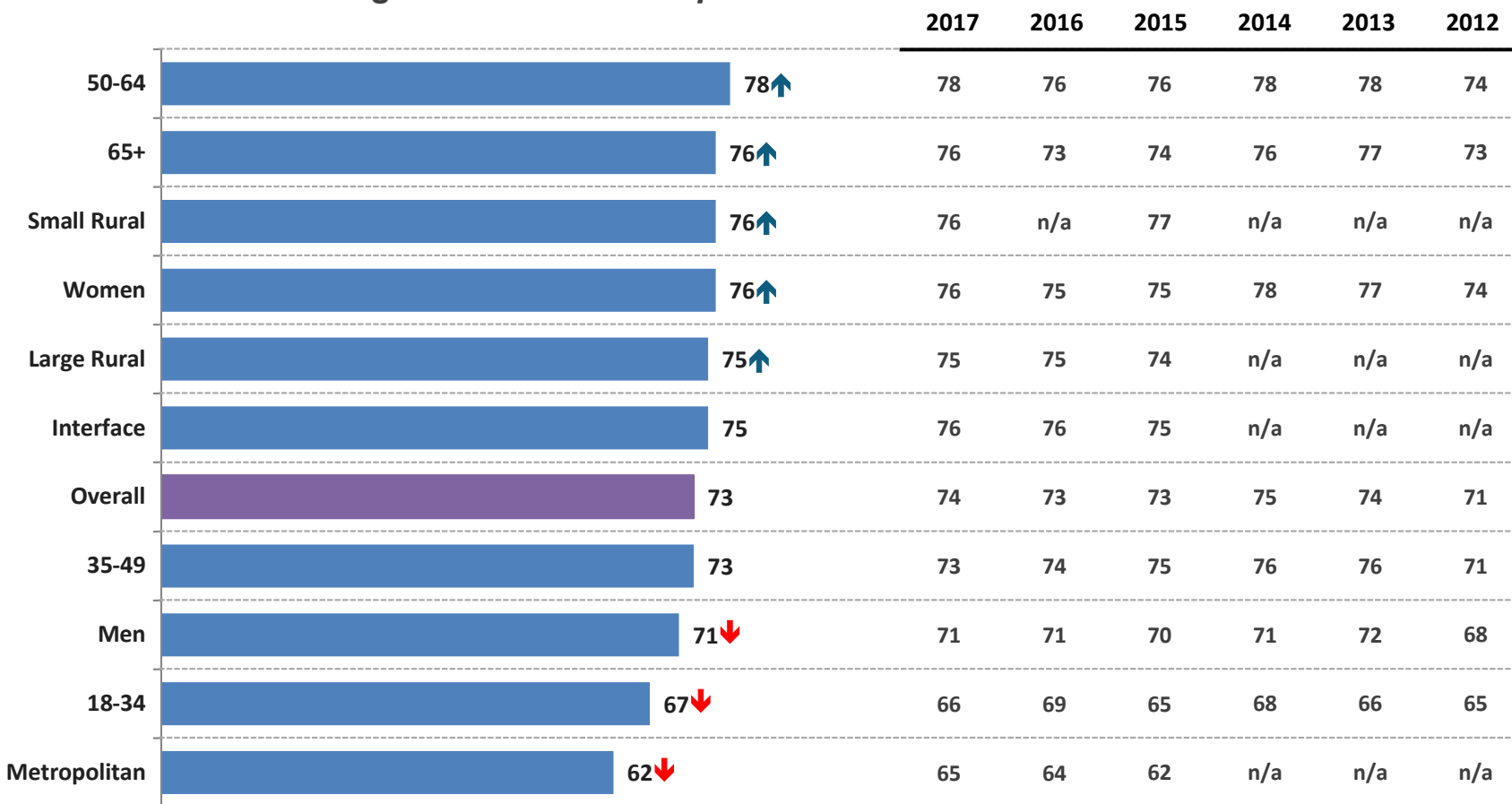
2018 Population Growth Performance



2018 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE INDEX SCORES

2018 Roadside Slashing & Weed Control Importance



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

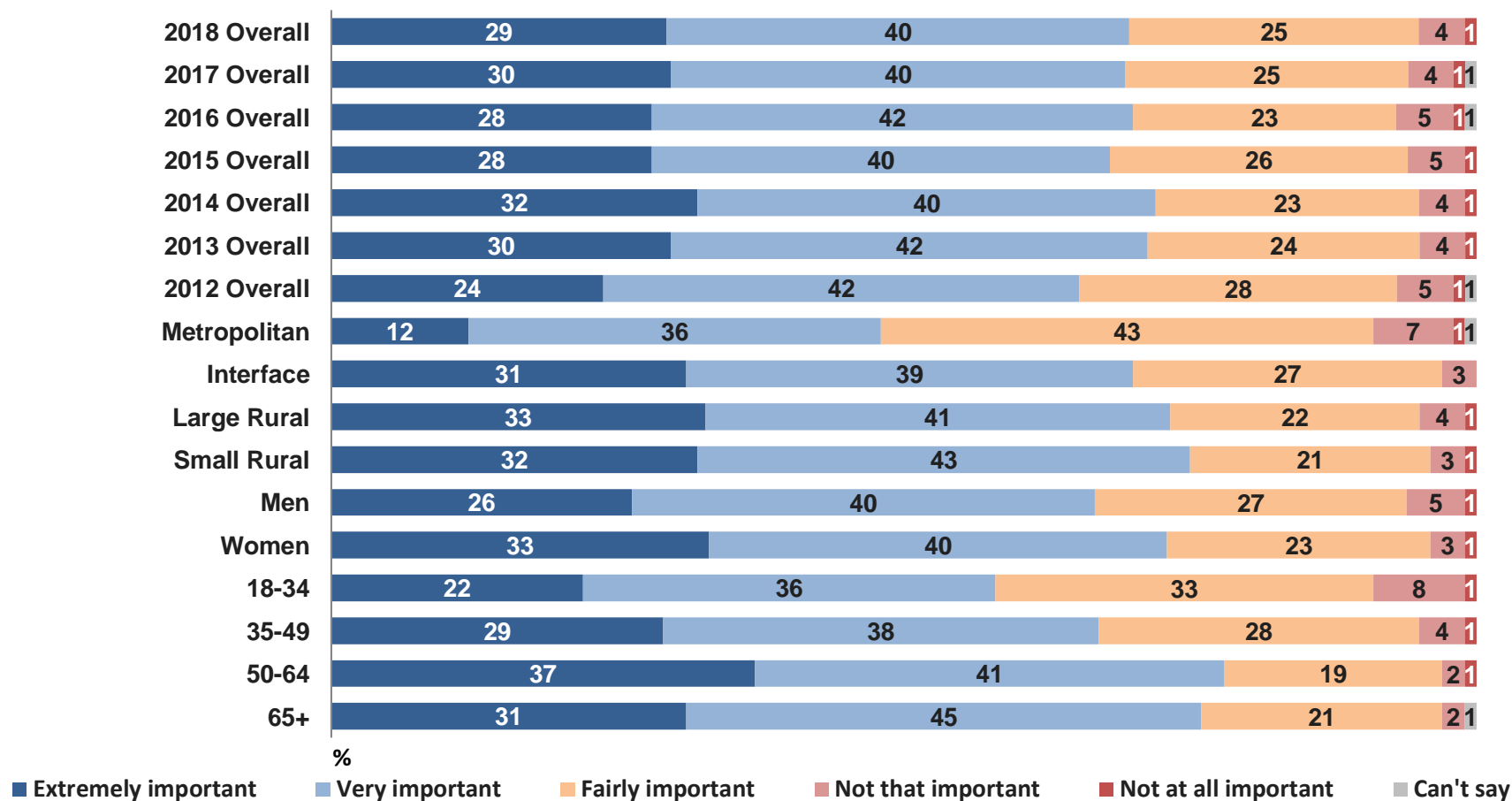
Base: All respondents. Councils asked state-wide: 7

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



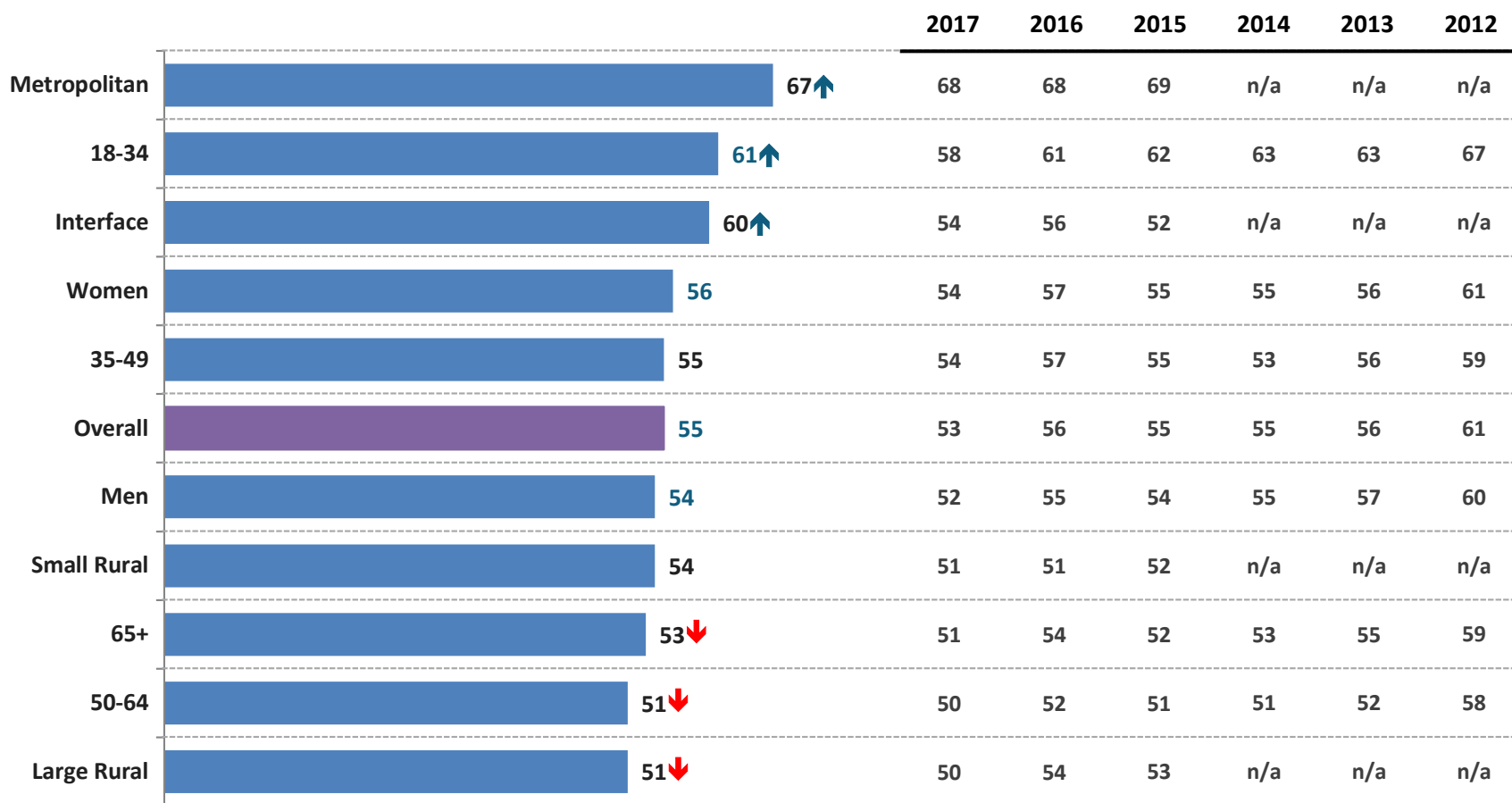
Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?

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

2018 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE INDEX SCORES

2018 Roadside Slashing & Weed Control Performance



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

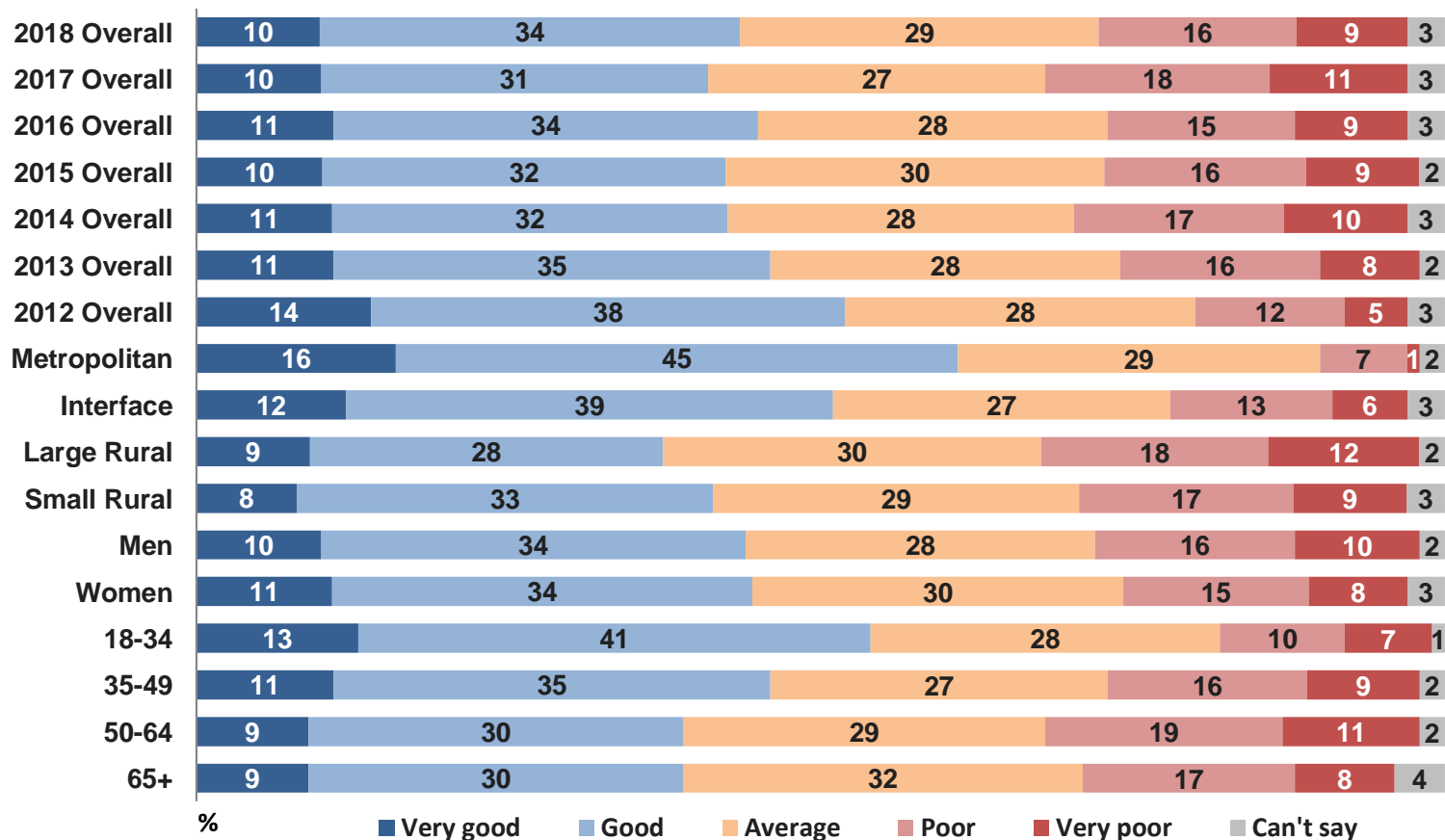
Base: All respondents. Councils asked state-wide: 11

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

2018 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE DETAILED PERCENTAGES

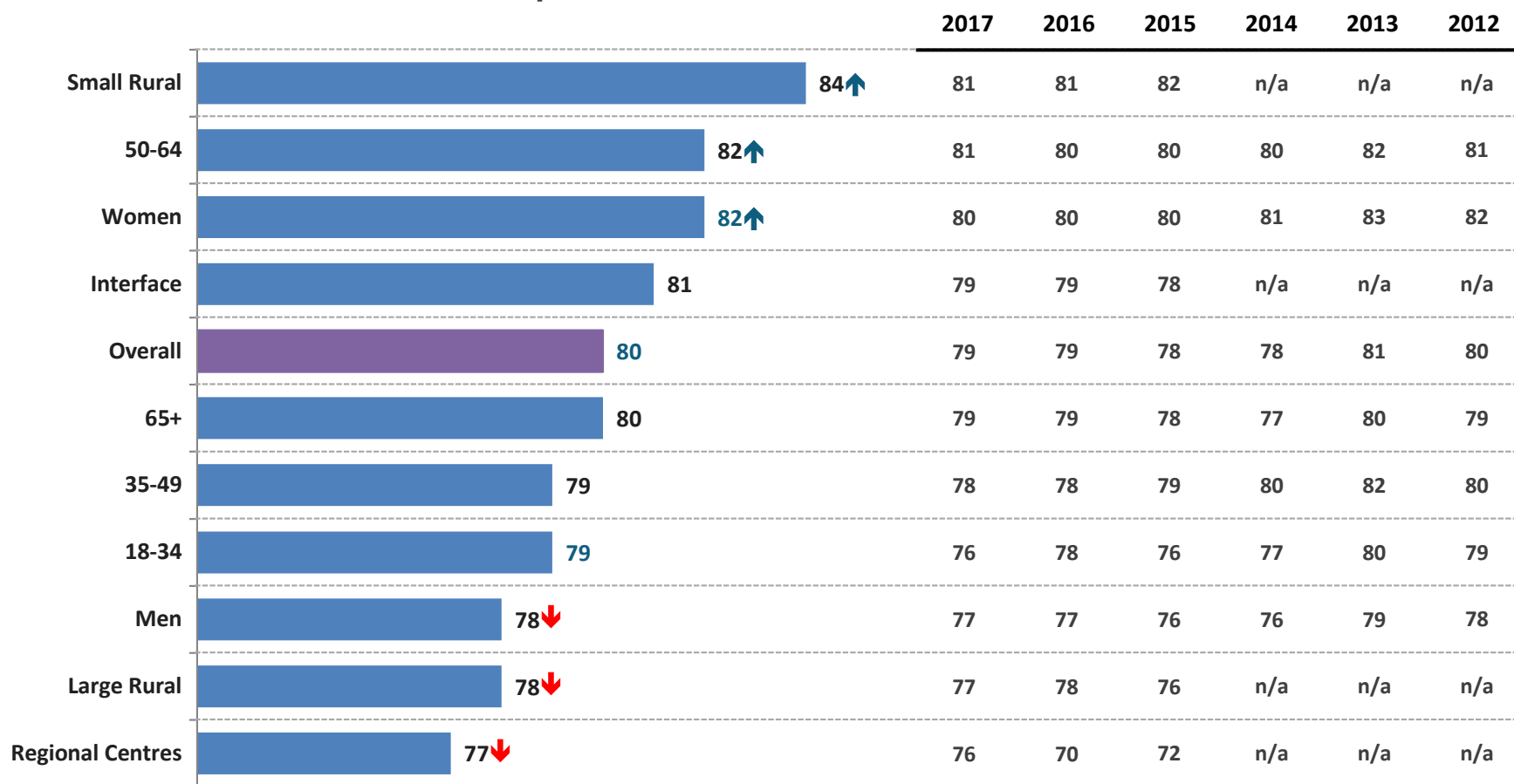
2018 Roadside Slashing & Weed Control Performance



2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2018 Unsealed Roads Importance



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

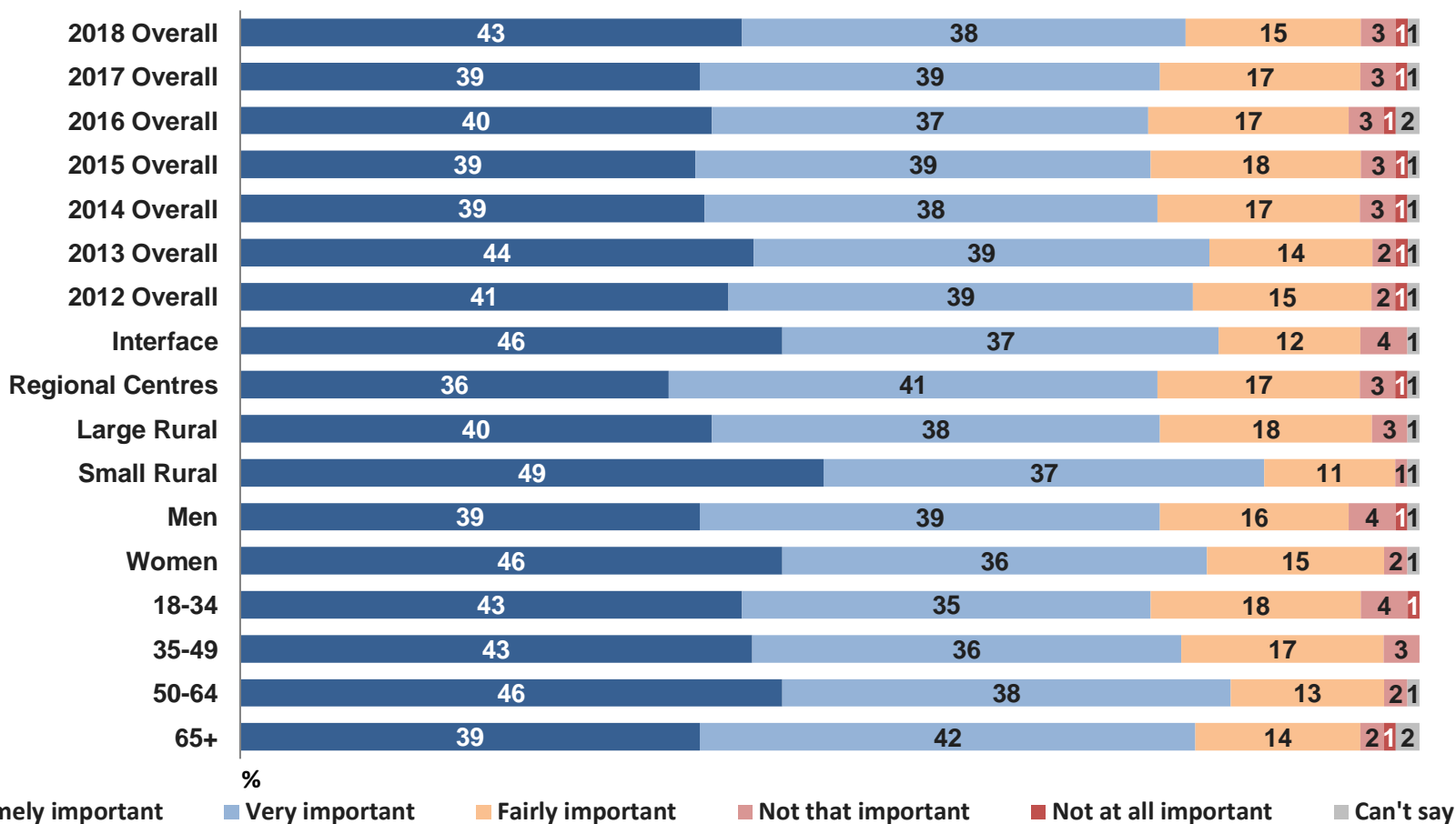
Base: All respondents. Councils asked state-wide: 13

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



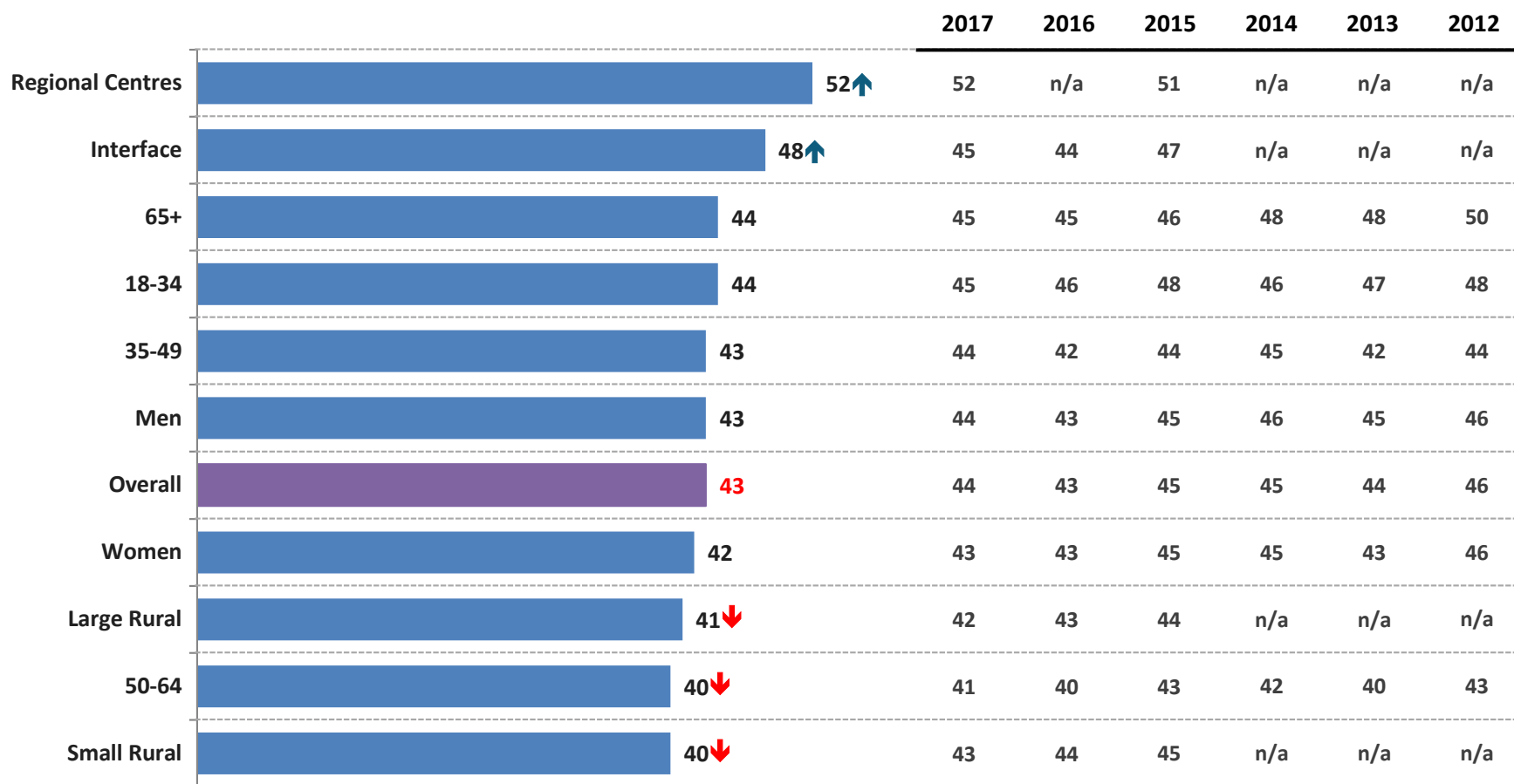
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

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

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2018 Unsealed Roads Performance



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

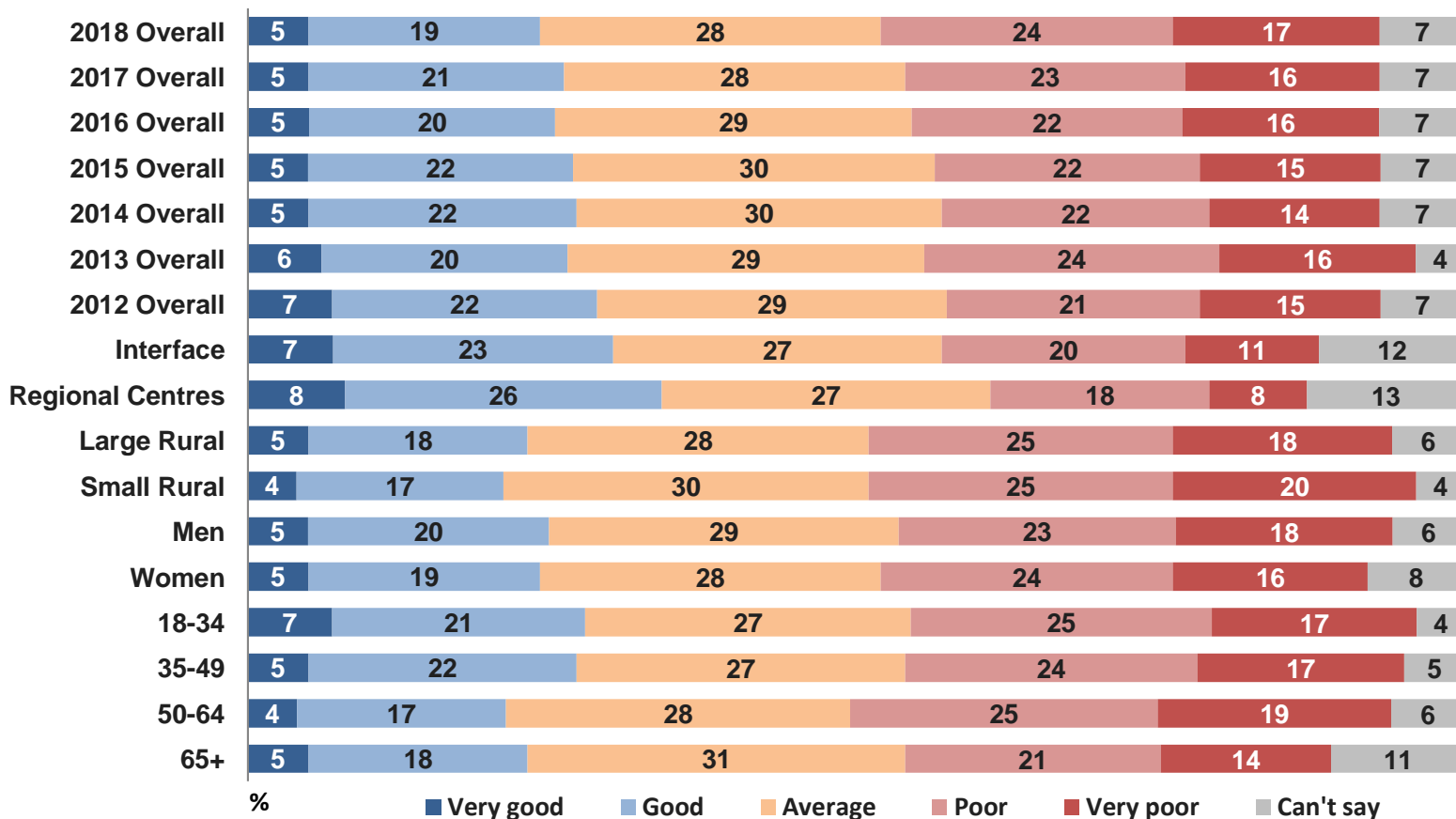
Base: All respondents. Councils asked state-wide: 21

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

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

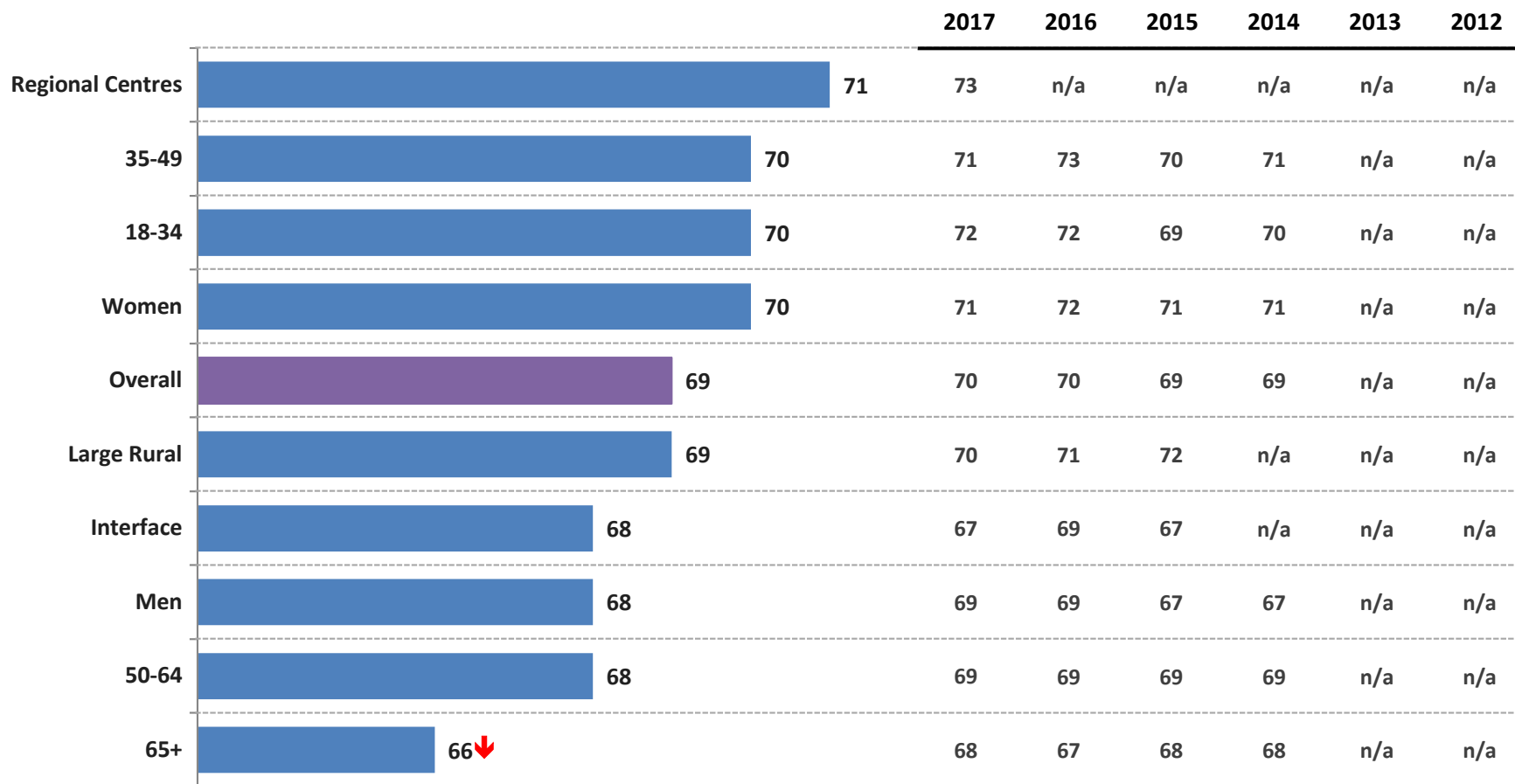
PERFORMANCE DETAILED PERCENTAGES

2018 Unsealed Roads Performance



2018 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

2018 Business/Community Development Importance



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

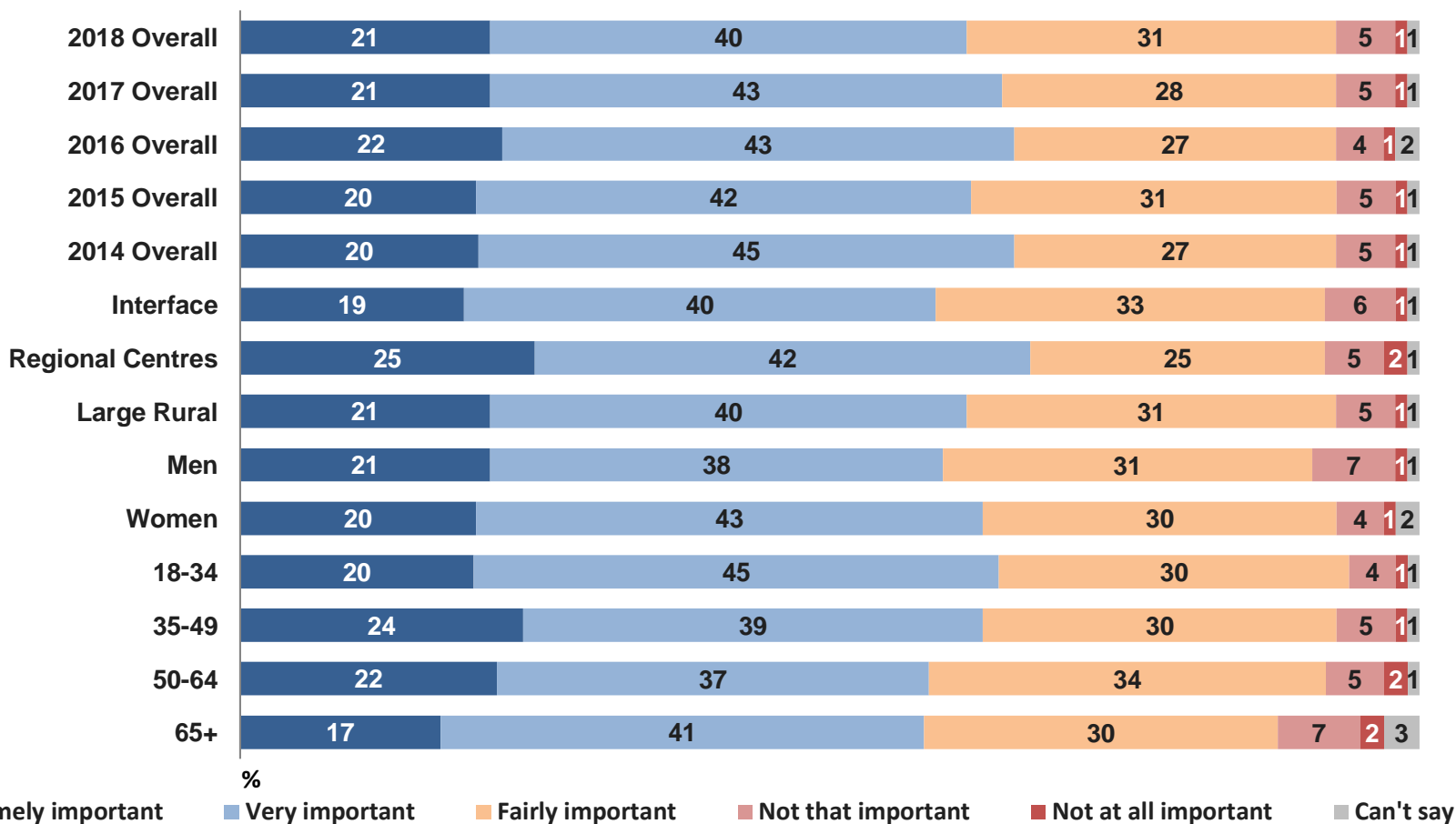
Base: All respondents. Councils asked state-wide: 7

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT

IMPORTANCE DETAILED PERCENTAGES

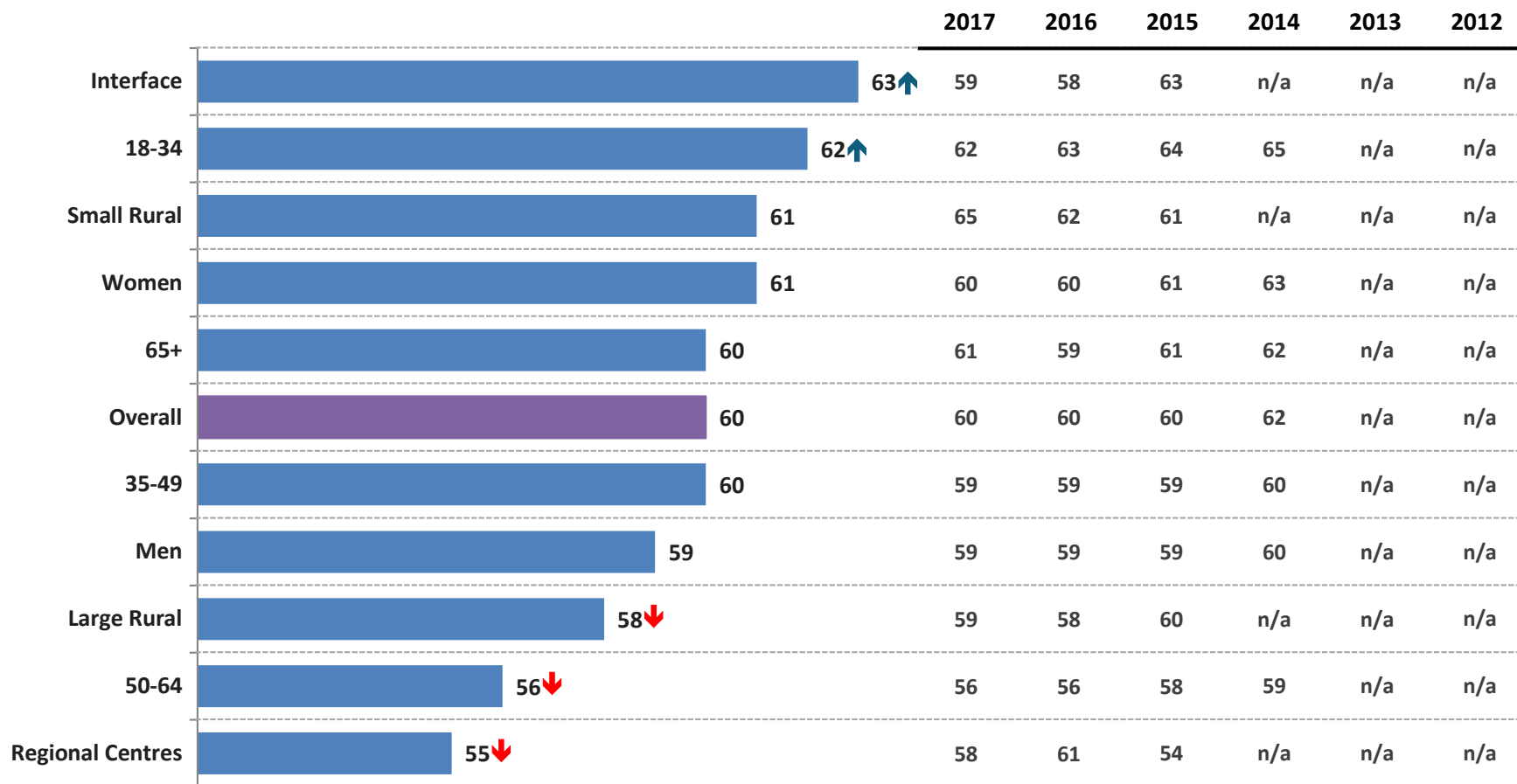
2018 Business/Community Development Importance



2018 BUSINESS AND COMMUNITY DEVELOPMENT

PERFORMANCE INDEX SCORES

2018 Business/Community Development Performance



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

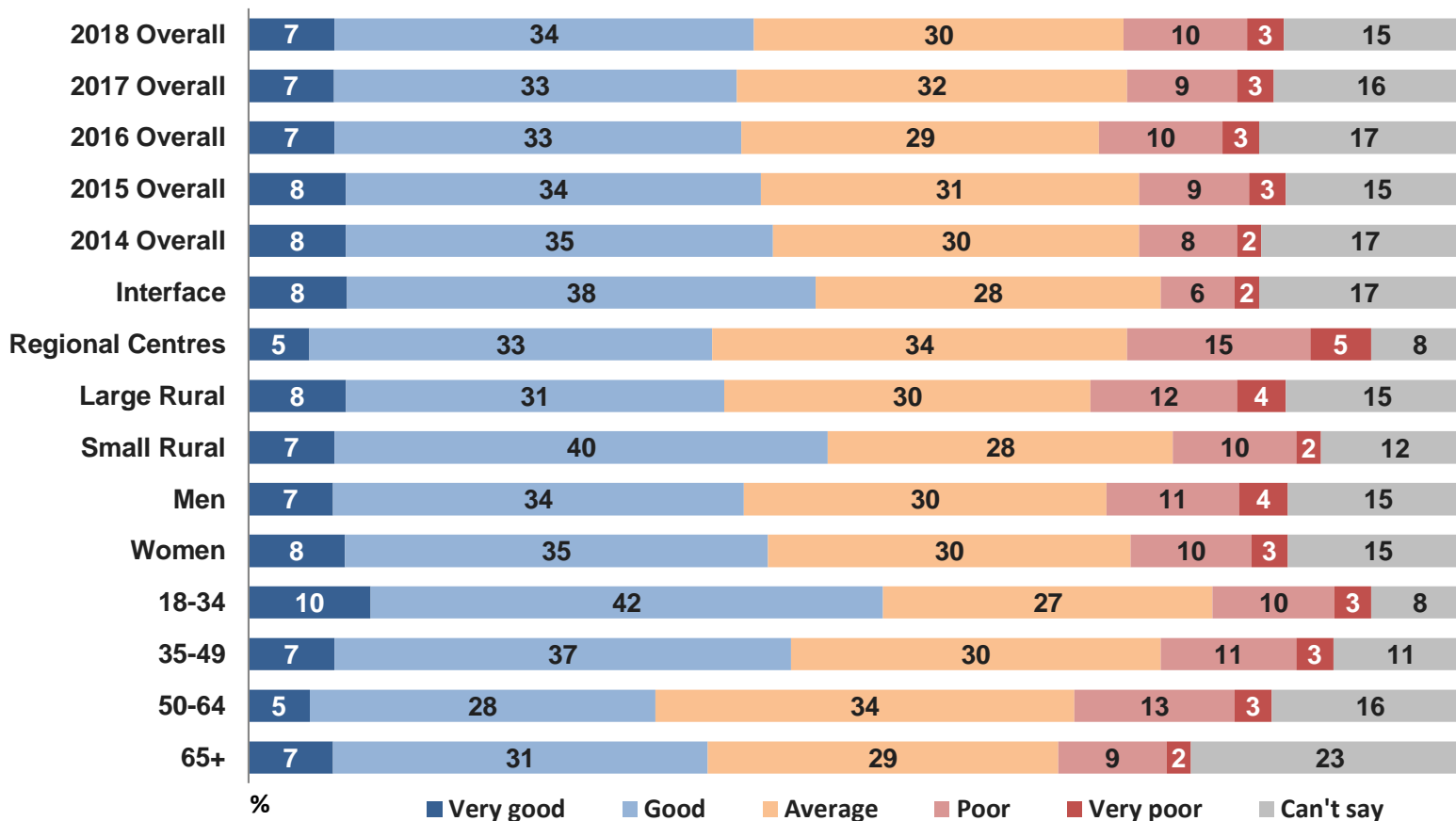
Base: All respondents. Councils asked state-wide: 10

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

2018 BUSINESS AND COMMUNITY DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

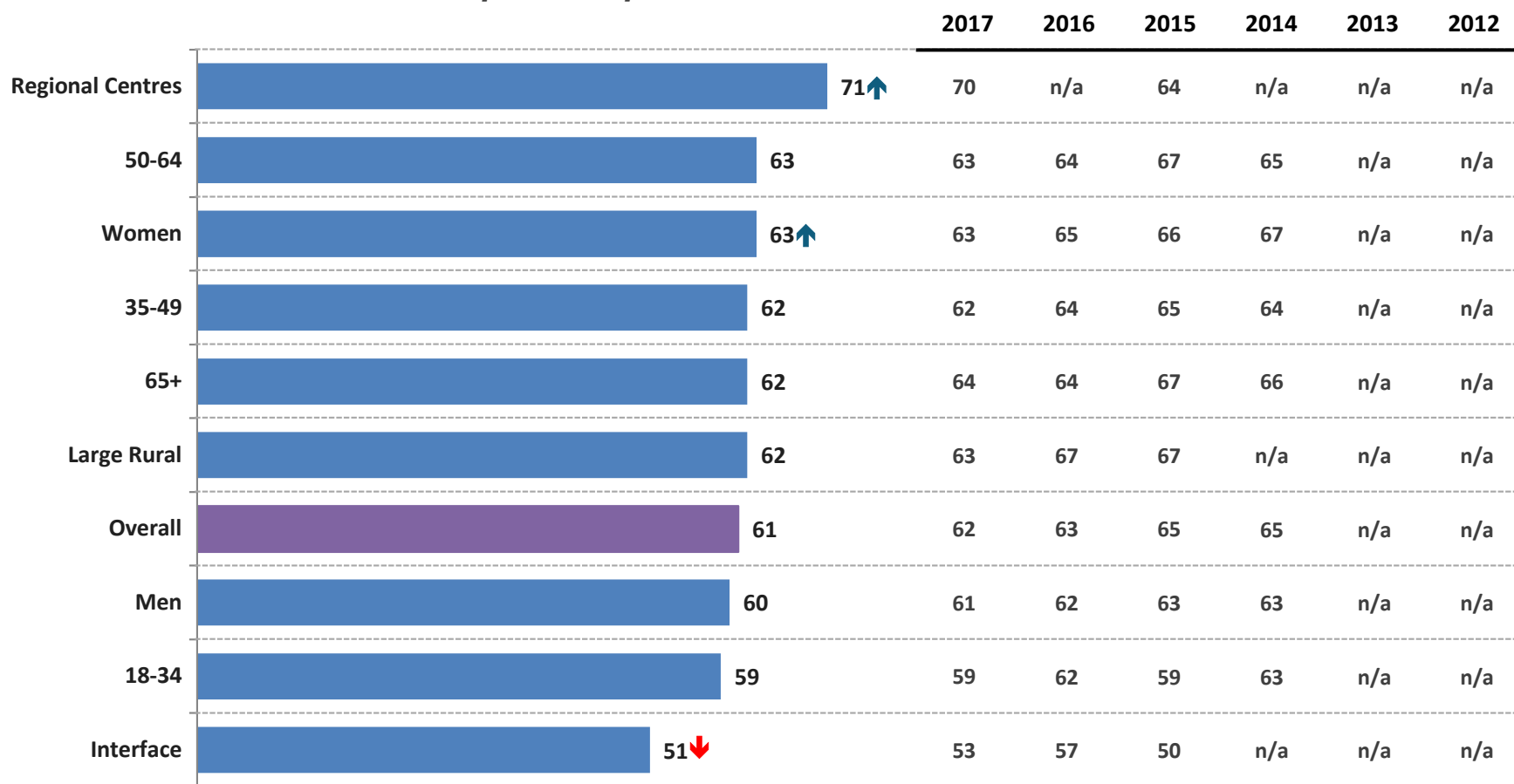
2018 Business/Community Development Performance



2018 TOURISM DEVELOPMENT

IMPORTANCE INDEX SCORES

2018 Tourism Development Importance



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

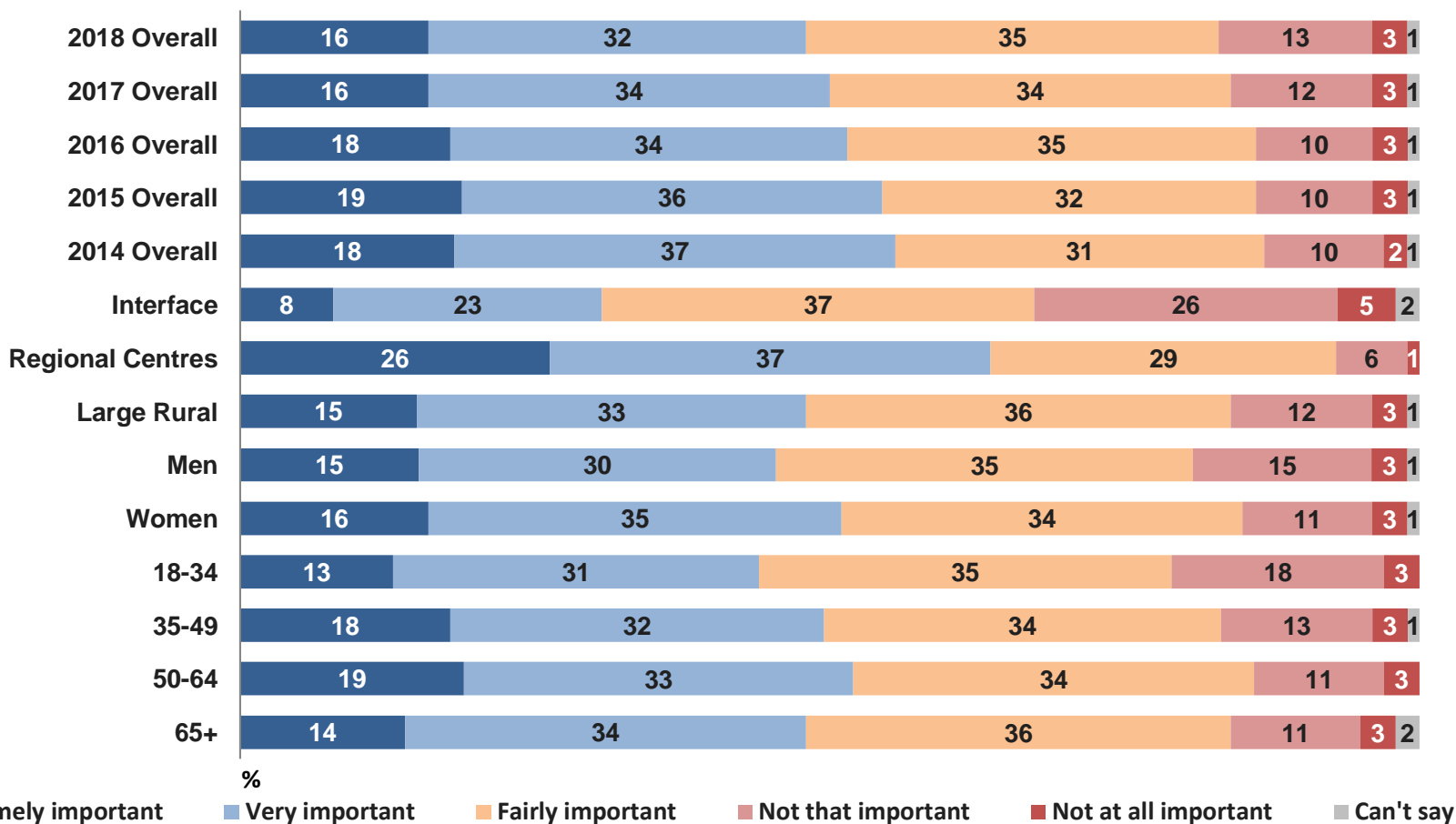
Base: All respondents. Councils asked state-wide: 6

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

2018 TOURISM DEVELOPMENT

IMPORTANCE DETAILED PERCENTAGES

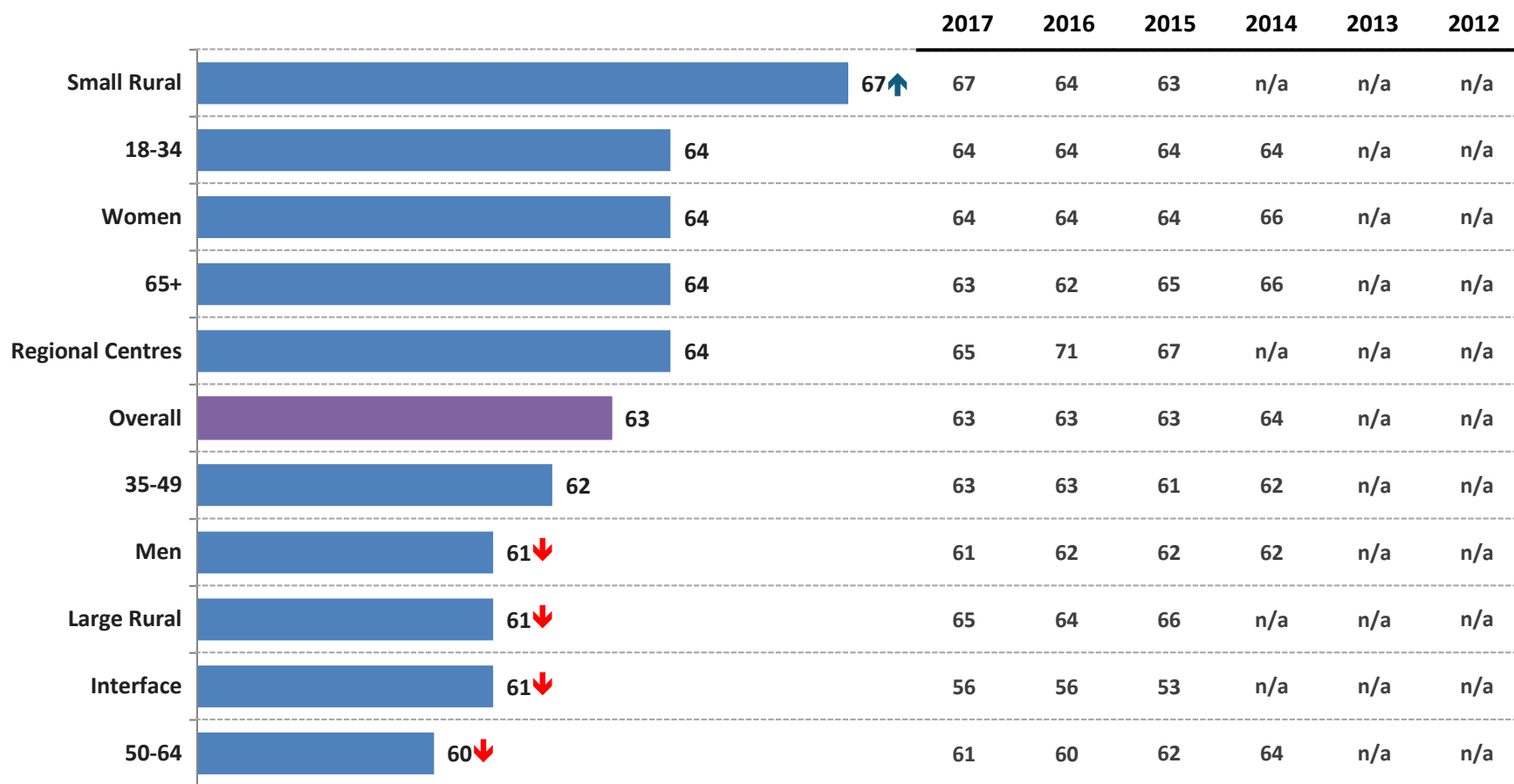
2018 Tourism Development Importance



2018 TOURISM DEVELOPMENT

PERFORMANCE INDEX SCORES

2018 Tourism Development Performance



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

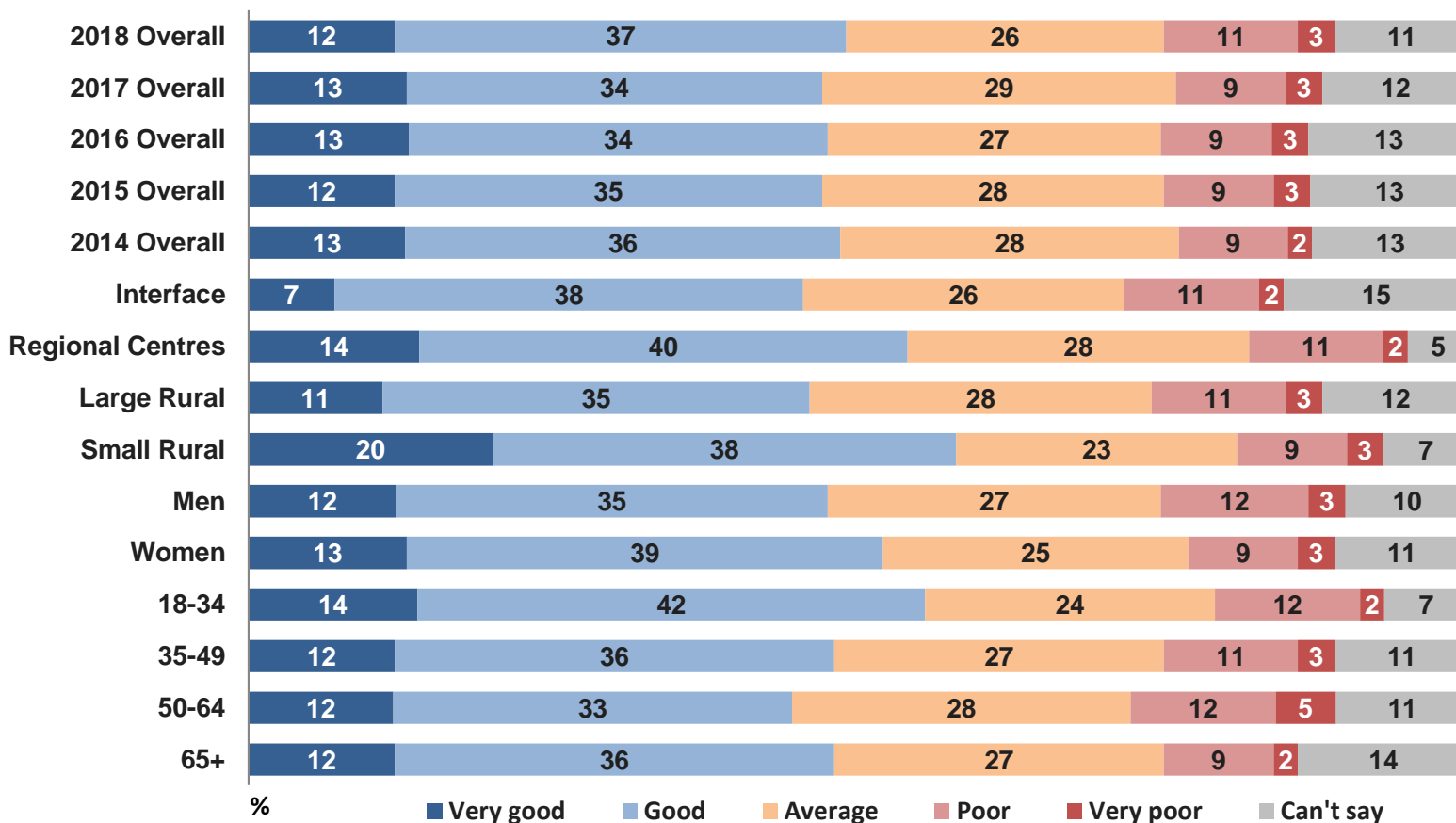
Base: All respondents. Councils asked state-wide: 10

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

2018 TOURISM DEVELOPMENT

PERFORMANCE DETAILED PERCENTAGES

2018 Tourism Development Performance

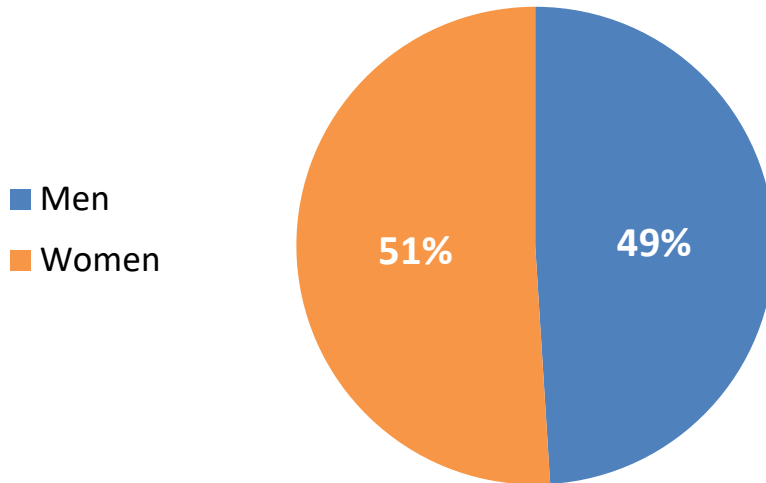




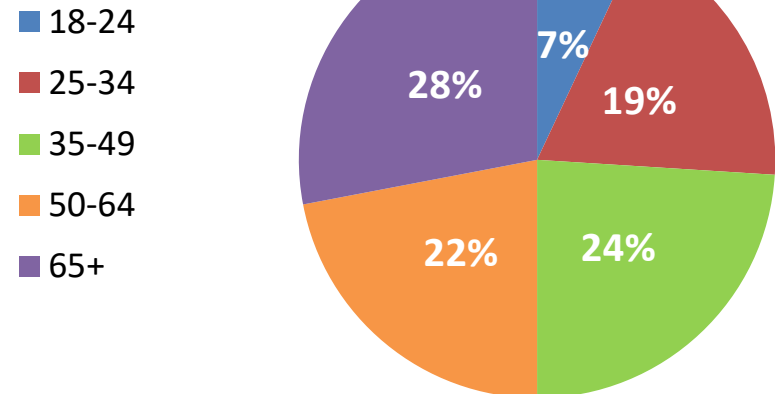
DETAILED DEMOGRAPHICS

2018 GENDER AND AGE PROFILE

Gender



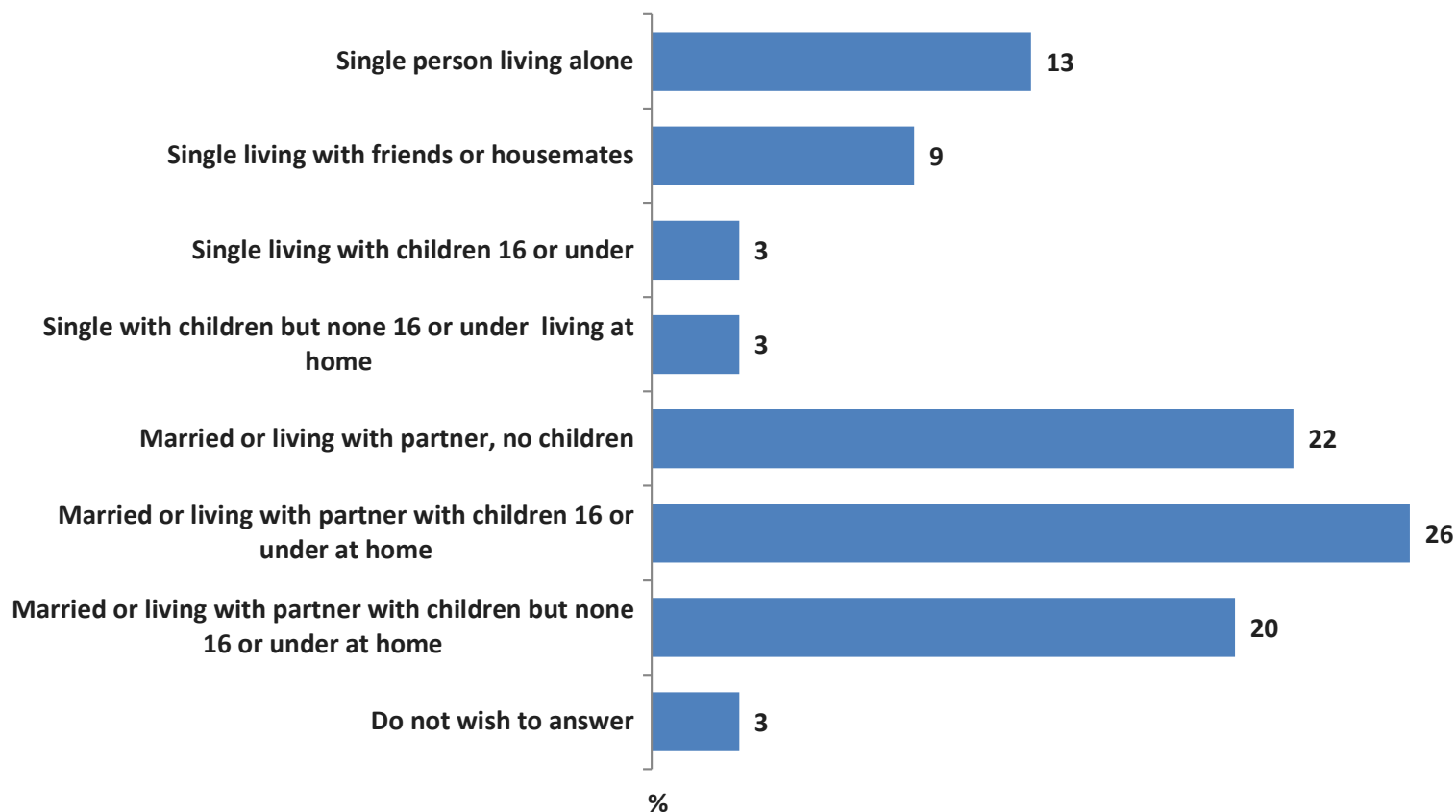
Age



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

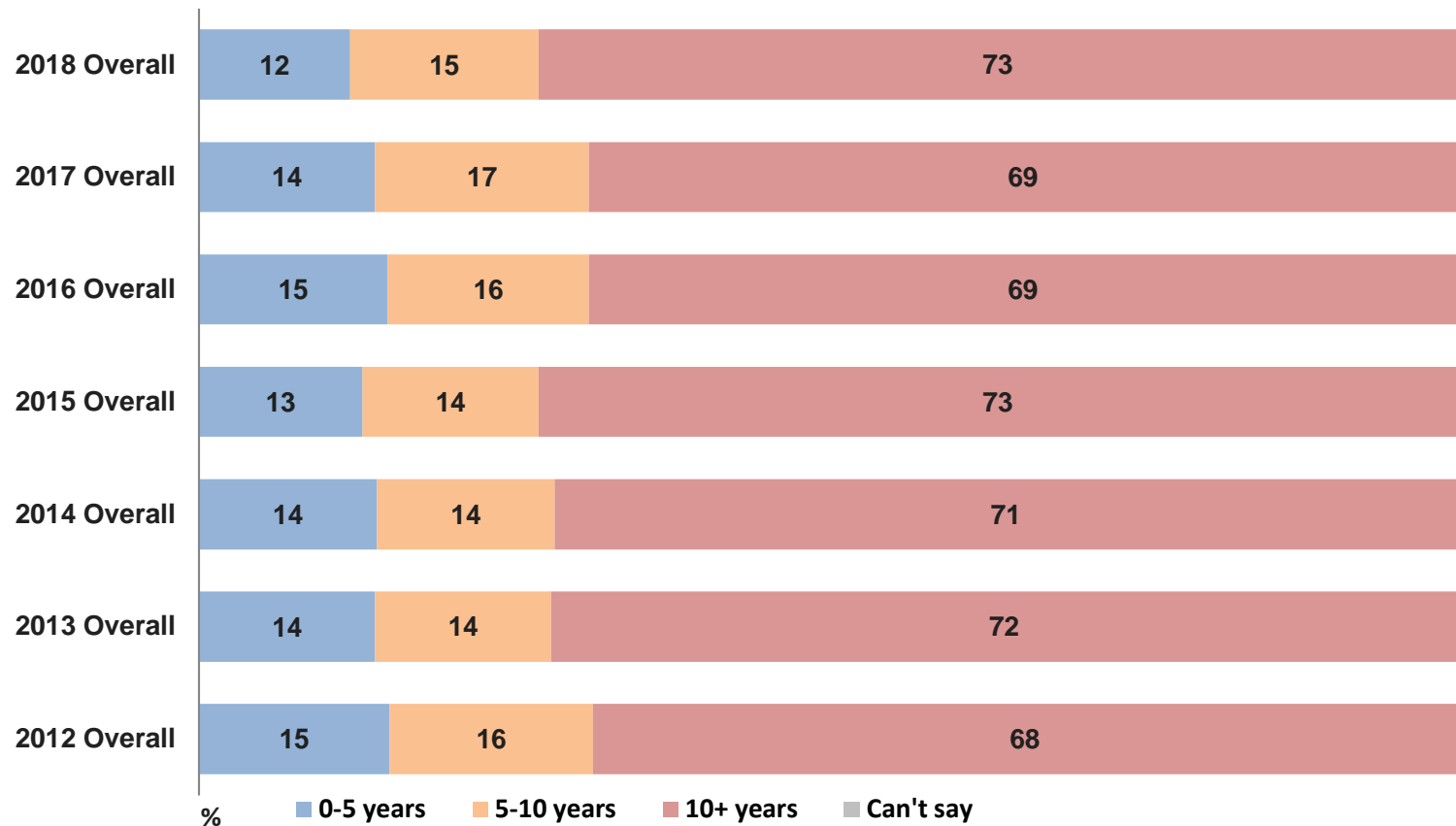
2018 HOUSEHOLD STRUCTURE

2018 Household Structure



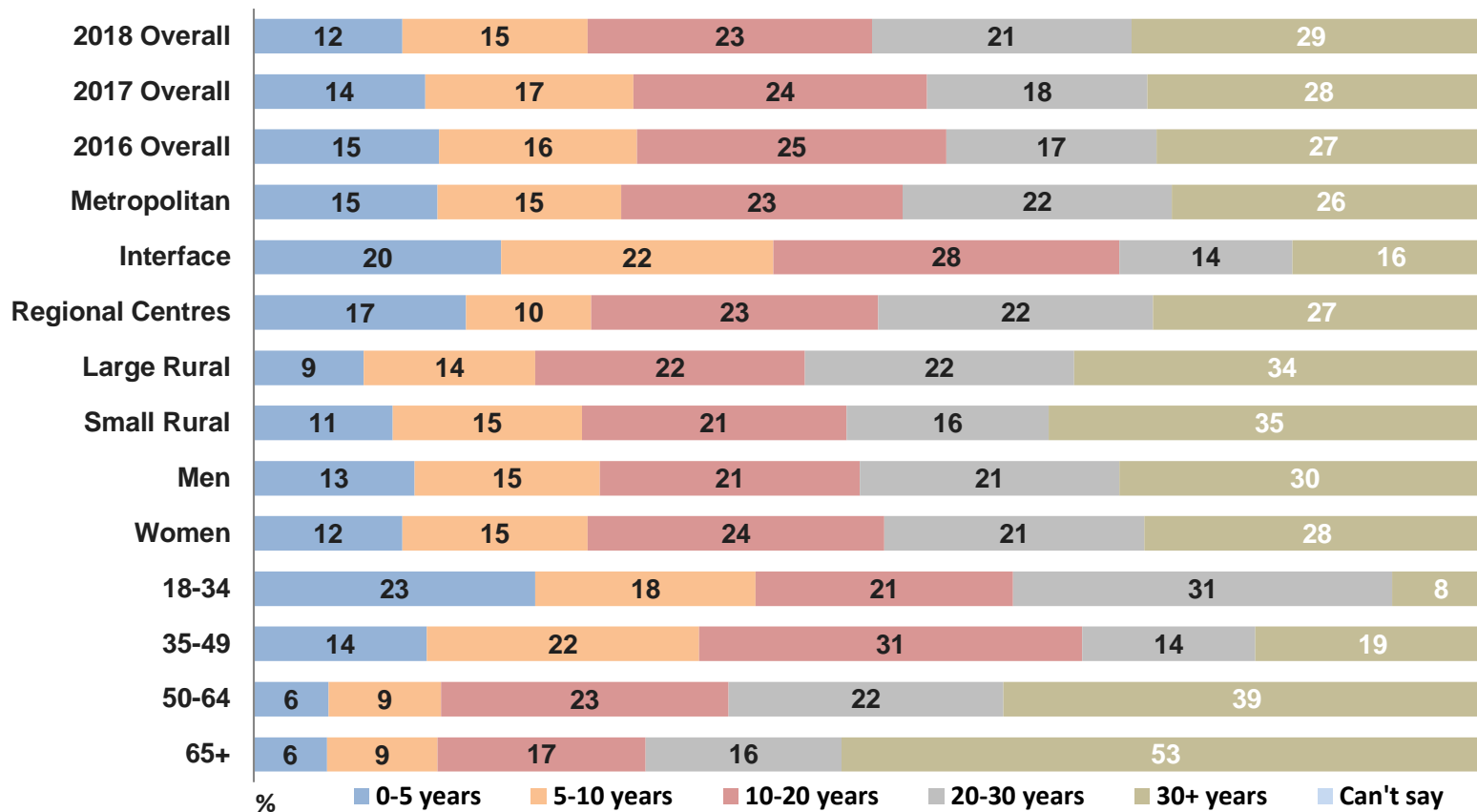
2018 YEARS LIVED IN AREA

2018 Years Lived in Area



2018 YEARS LIVED IN AREA

2018 Years Lived in Area



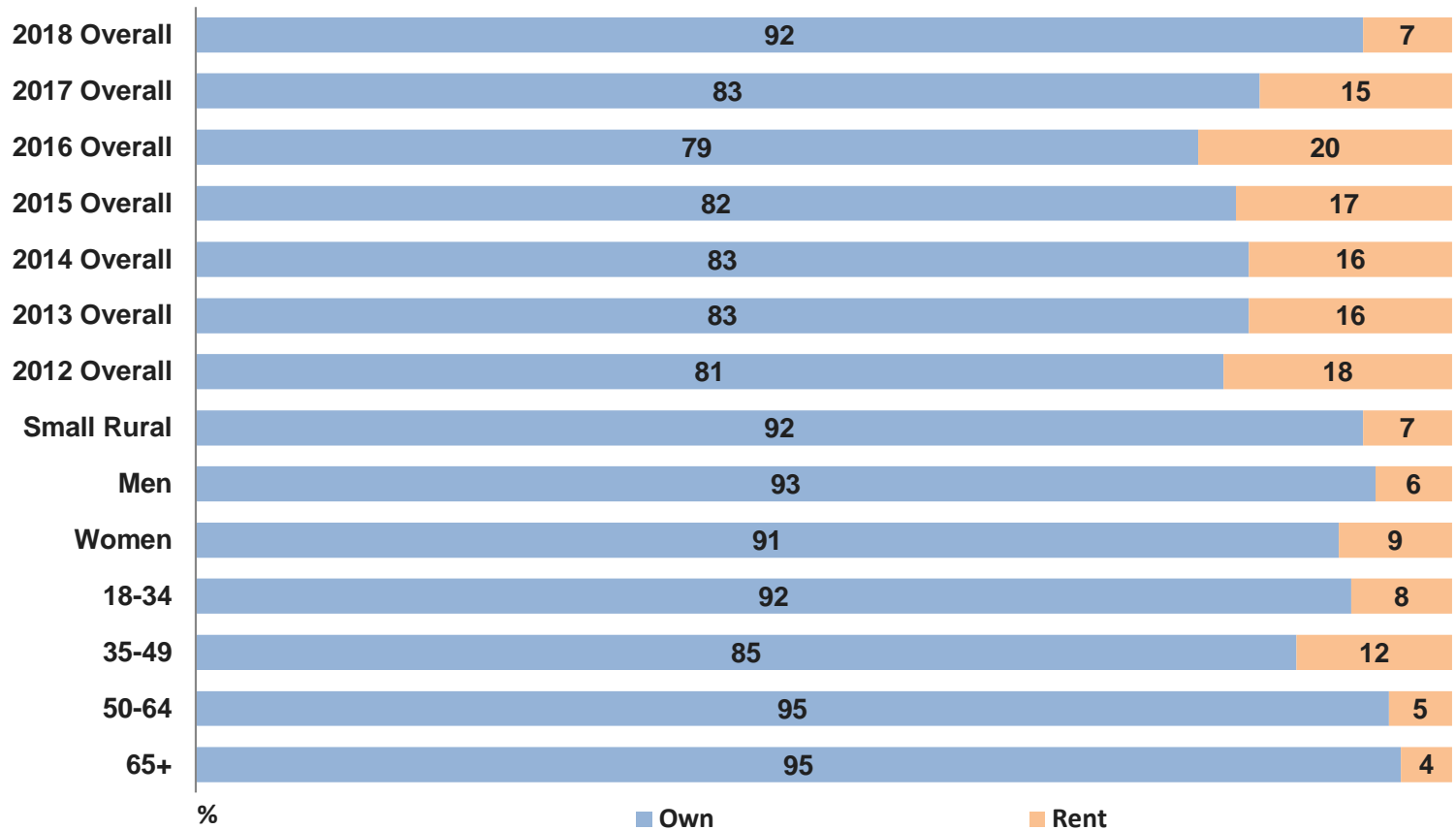
S5. How long have you lived in this area?/How long have you owned a property in this area?

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 HOME OWNERSHIP

2018 Own or Rent



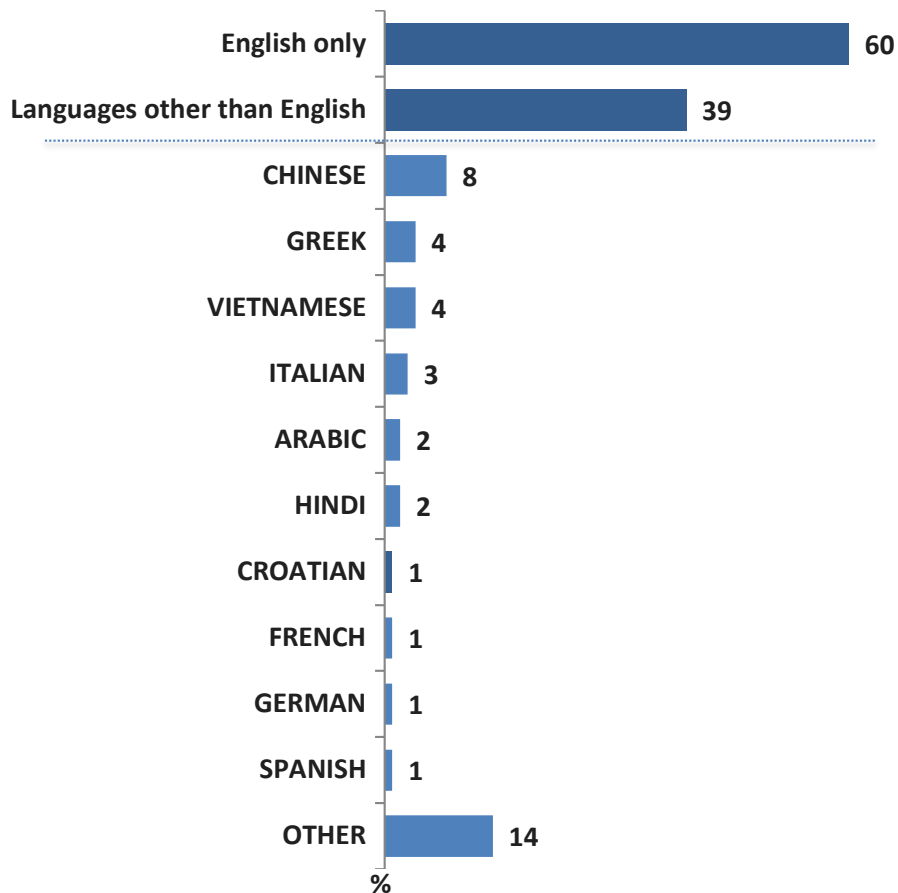
Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

Base: All respondents. Councils asked state-wide: 1

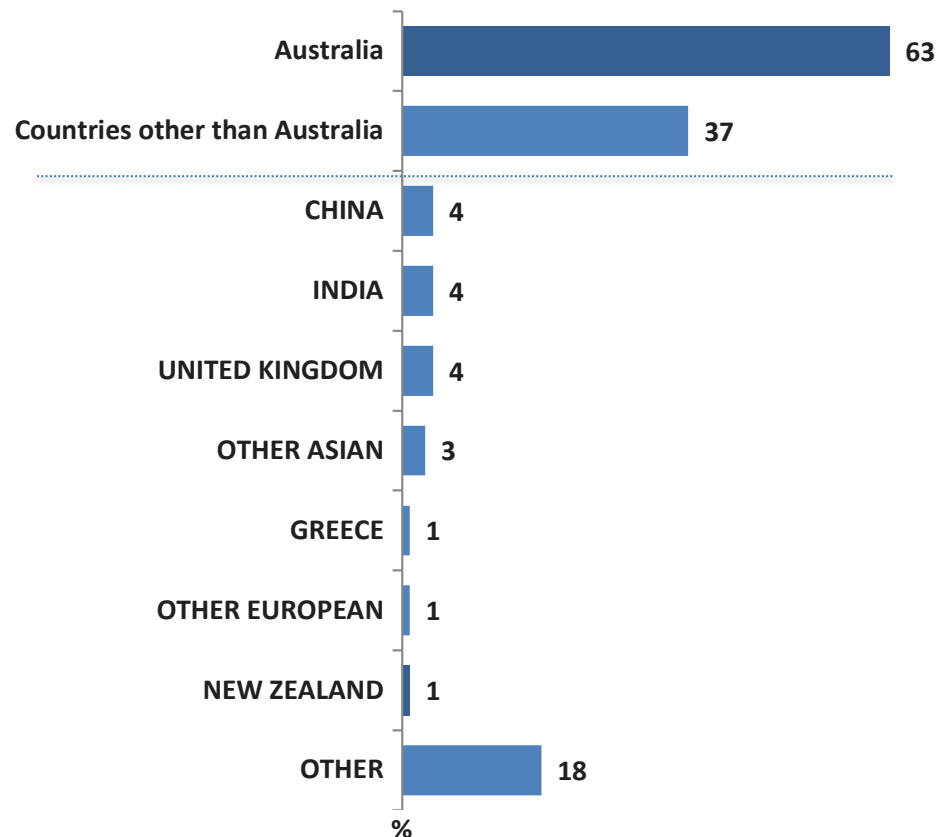
2018 LANGUAGES SPOKEN AT HOME

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

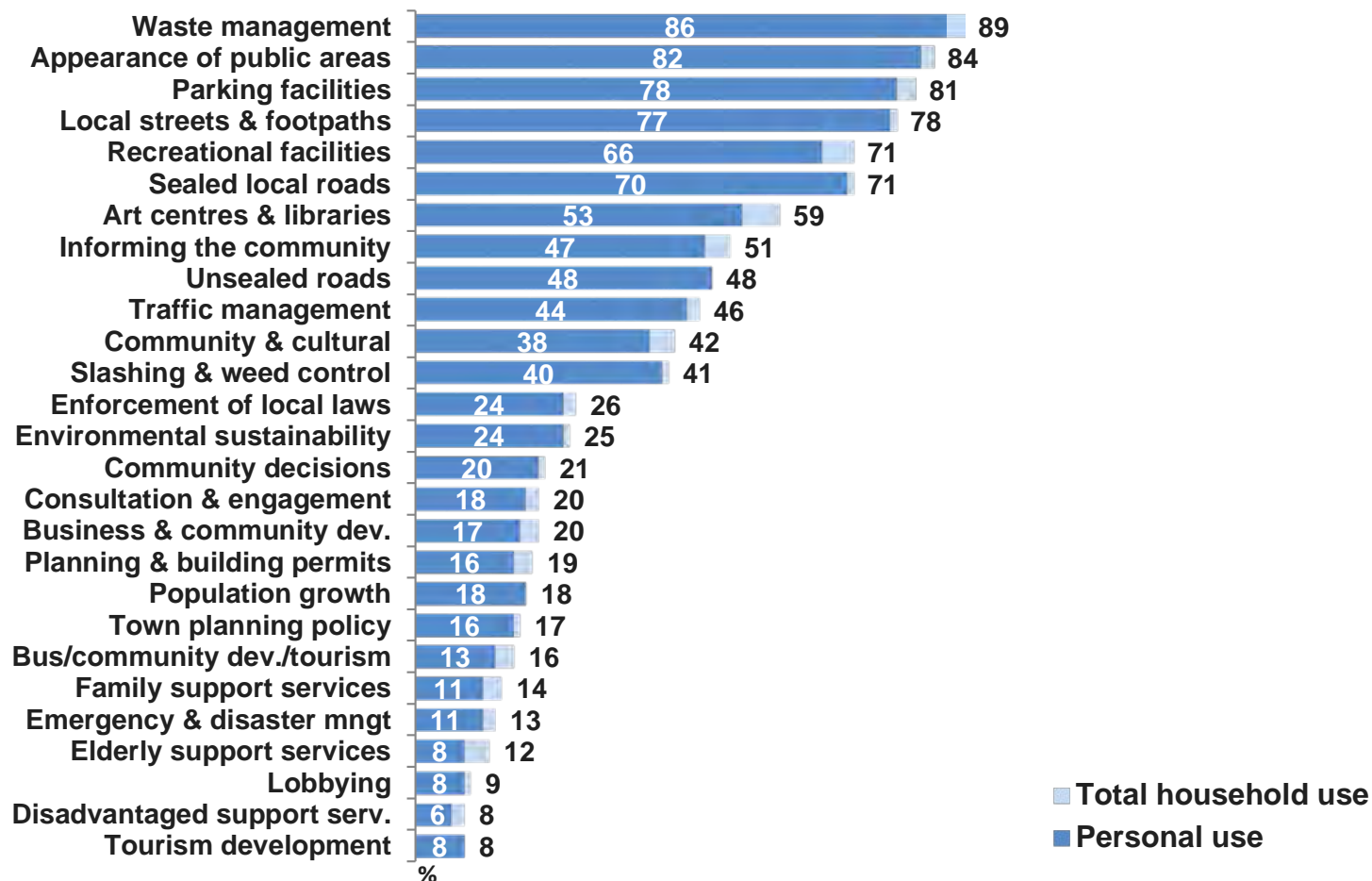
Note: Respondents could name multiple languages so responses may add to more than 100%

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



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			Moirra	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.

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 state-wide result and the council group, an 'Index Score' has been calculated for such measures.

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

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

APPENDIX A:

ANALYSIS AND REPORTING

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

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

APPENDIX A:

INDEX SCORE 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:

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX A:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 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/local-government/strengthening-councils/council-community-satisfaction-survey>.

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

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

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

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

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

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

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

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

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

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



**THERE ARE OVER
6 MILLION PEOPLE
IN VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**

Contact Us:
03 8685 8555

John Scales
Managing Director

Mark Zuker
Managing Director

