



# **2021 Local Government Community Satisfaction Survey**

## **State-wide Report**

Coordinated by the Department of Jobs,  
Precincts and Regions on behalf of  
Victorian councils



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## Background and objectives

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**The Victorian Community Satisfaction Survey (CSS) creates a vital interface between councils and their communities.**

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

Now in its twenty-second year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

### Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

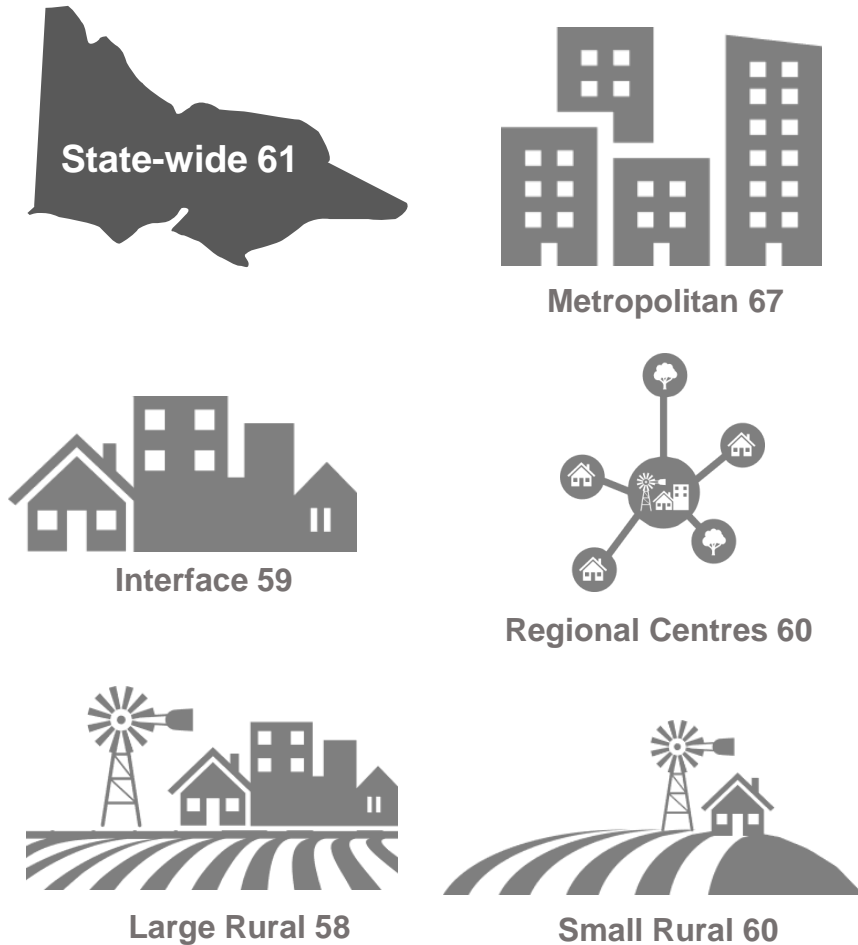
## **Key findings and recommendations**



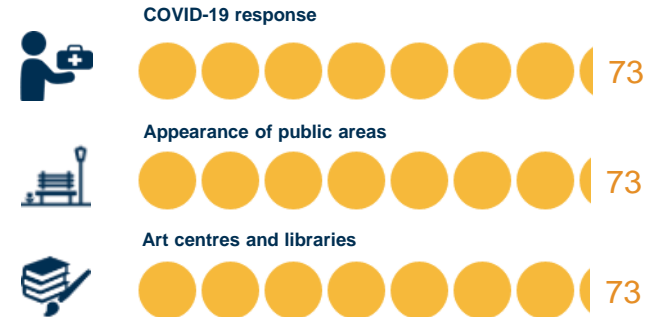
# State-wide performance – at a glance

## Overall council performance

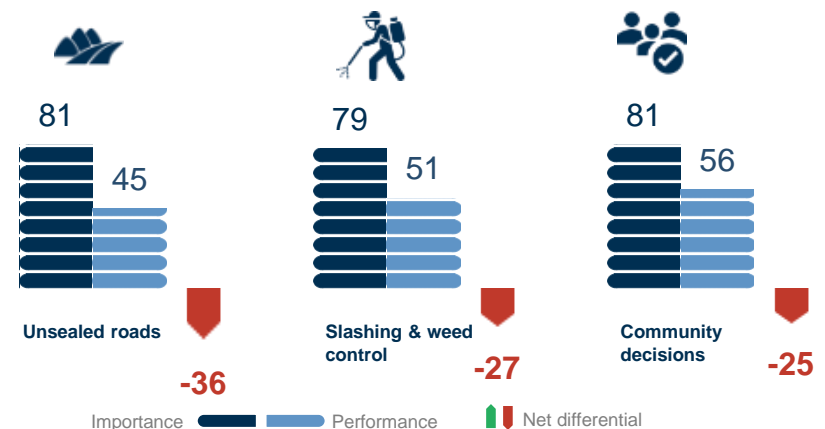
Results shown are index scores out of 100.



## Top 3 performing areas



## Top 3 areas for improvement



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



# Summary of core measures

## Index scores

  
Overall  
performance

  
Consultation &  
engagement

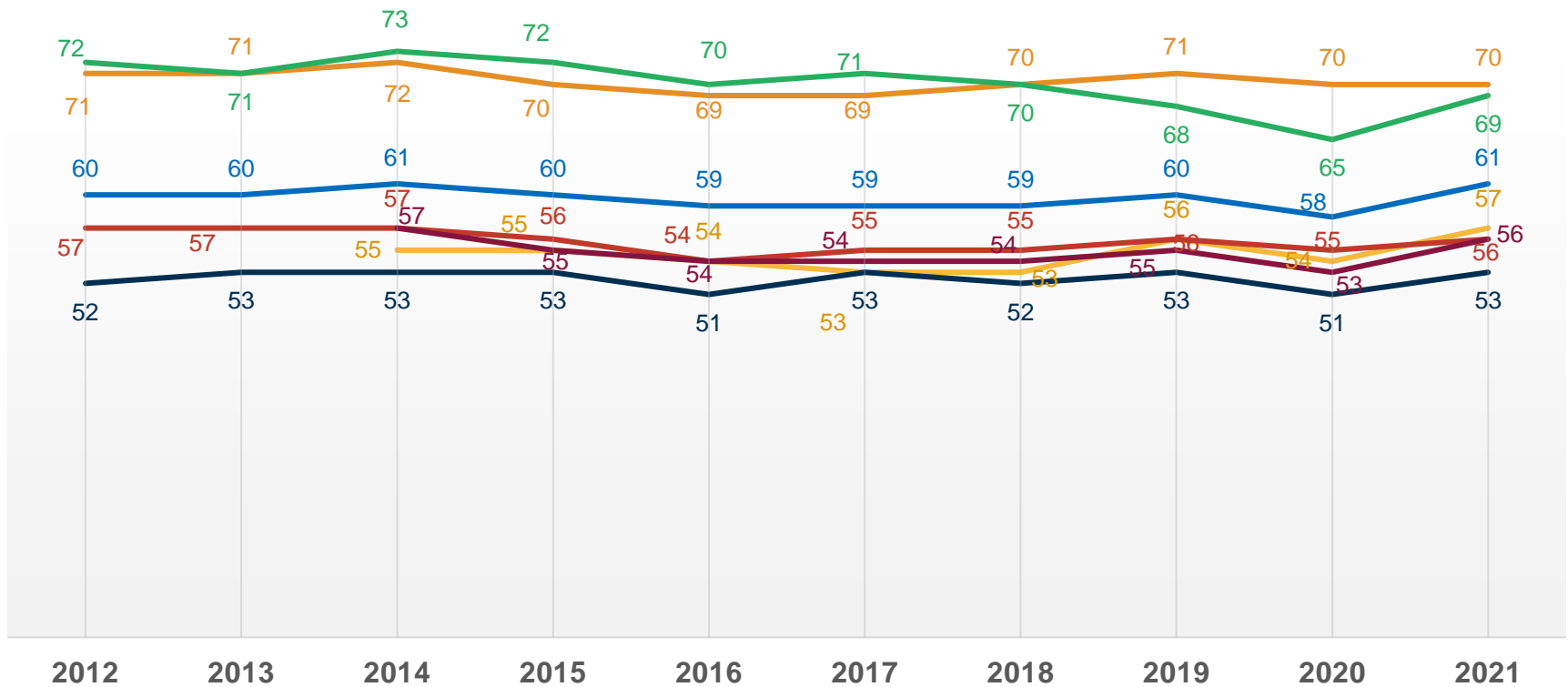
  
Community  
decisions

  
Sealed  
local  
roads

  
Waste  
management

  
Customer  
service

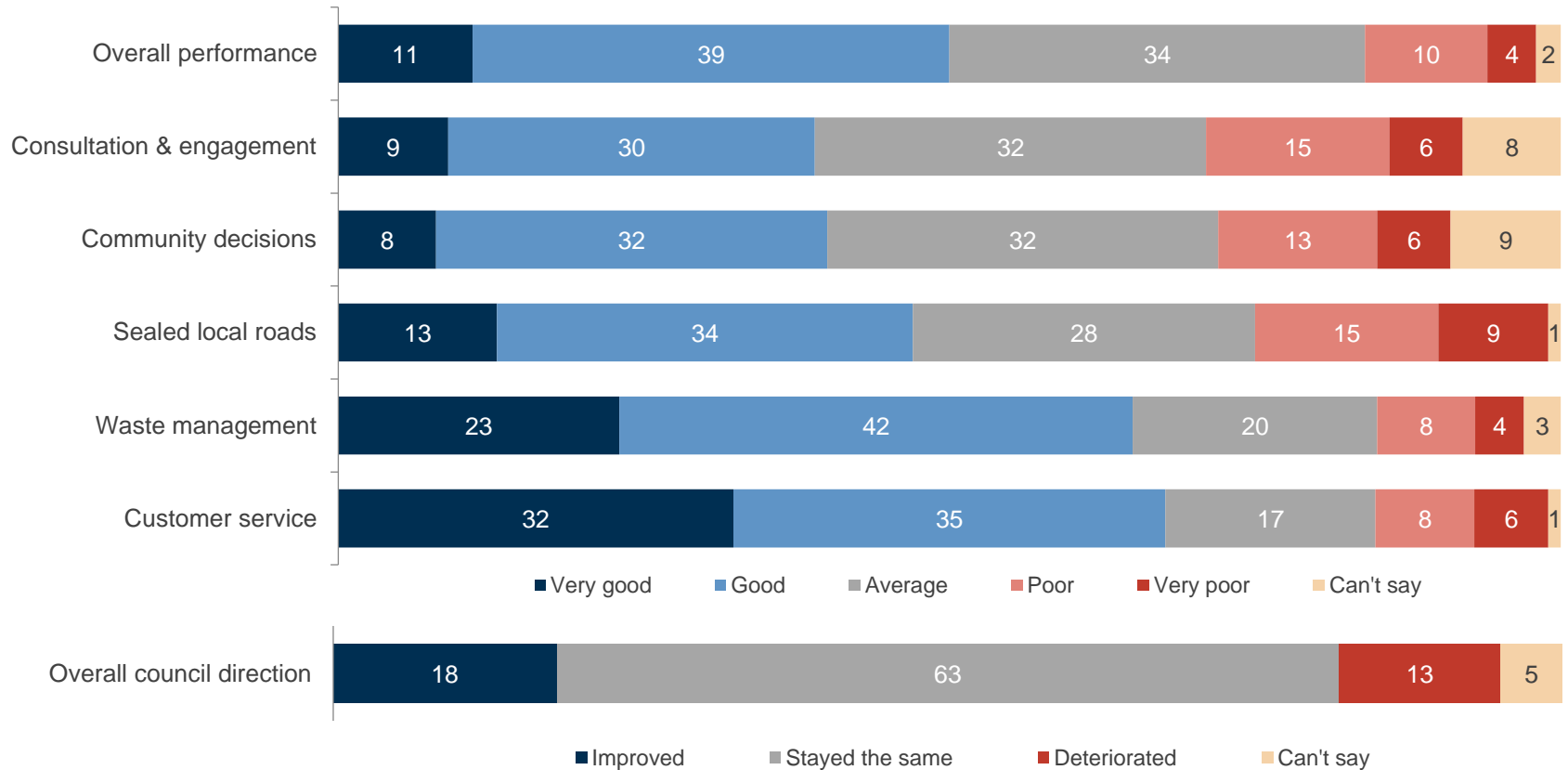
  
Overall  
council  
direction





## Summary of core measures












Core measures summary results (%)


















## Summary of State-wide performance

Services	State-wide 2021	State-wide 2020	Highest score	Lowest score
 Overall performance	61	58	Aged 18-34 years	Aged 50-64 years
 Value for money	54	-	Aged 18-34 or 65+ years	Aged 50-64 years
 Overall council direction	53	51	Aged 18-34 years	Aged 50-64 years
 Customer service	70	70	Women, Aged 65+ years	Men, Aged 35-49 years
 COVID-19 response	73	-	Aged 65+ years, Women	Aged 50-64 years
 Appearance of public areas	73	72	Aged 18-34 years	Aged 35-64 years
 Art centres & libraries	73	74	Aged 65+ years	Aged 18-34 years
 Emergency & disaster mngt	71	68	Aged 18-34 or 65+ years, Women	Aged 50-64 years
 Recreational facilities	71	70	Aged 65+ years	Aged 35-49 years
 Elderly support services	69	68	Aged 65+ years	Aged 35-49 years
 Waste management	69	65	Aged 65+ years	Aged 35-64 years













## Summary of State-wide performance

Services		State-wide 2021	State-wide 2020	Highest score	Lowest score
	Family support services	66	66	Aged 65+ years	Aged 18-34 years
	Community & cultural	65	68	Aged 65+ years	Aged 18-34 years
	Enforcement of local laws	64	63	Aged 18-34 years	Aged 50-64 years
	Disadvantaged support serv.	63	60	Men, Aged 65+ years	Women, Aged 35-49 years
	Environmental sustainability	62	60	Aged 18-34 or 65+ years, Men	Aged 50-64 years
	Tourism development	62	62	Aged 18-34 or 65+ years	Aged 35-49 years
	Bus/community dev./tourism	61	59	Aged 65+ years	Aged 35-64 years
	Informing the community	60	59	Aged 18-34 years	Aged 50-64 years
	Business & community dev.	60	59	Aged 18-34 years	Aged 35-64 years
	Local streets & footpaths	59	58	Aged 18-34 years	Aged 50-64 years
	Traffic management	59	58	Aged 18-34 years	Aged 35-64 years



## Summary of State-wide performance

Services		State-wide 2021	State-wide 2020	Highest score	Lowest score
	Parking facilities	58	55	Aged 18-34 years	Aged 50+ years
	Sealed local roads	57	54	Aged 18-34 or 65+ years	Aged 50-64 years
	Community decisions	56	53	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	56	55	Aged 18-34 years	Aged 50-64 years
	Town planning policy	55	54	Aged 18-34 years	Aged 50-64 years
	Lobbying	55	53	Aged 18-34 years	Aged 50-64 years
	Population growth	53	51	Aged 18-34 years	Aged 35-49 years
	Planning & building permits	51	51	Aged 18-34 years	Aged 50-64 years
	Slashing & weed control	51	49	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	45	44	Aged 65+ years	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

The appearance of public areas and arts centres and libraries remain the best performing areas for Victorian councils. Perceptions of performance on most service areas and of overall council performance have improved in the past year after declines in 2020 – most markedly on waste management. Performance on community and cultural activities has declined for all council groups amid the long COVID-19 lockdowns and restrictions on public gatherings, although the COVID-19 response is highly rated.

### Key influences on perceptions of overall performance

Victorian Councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. State-wide, these remain: council decisions made in the interest of the community, town planning, and the condition of sealed local roads (excluding those managed by VicRoads). These are currently among councils' lower performing areas State-wide.

### Area grouping comparisons

Metropolitan councils continue to perform most strongly, ahead of those in the Regional, Rural and Interface council groups. Across the individual service areas – Metropolitan councils most often rate above the State-wide average, Regional Centre councils most often rate in line with the State-wide average, Interface and Large Rural councils most often rate below the State-wide average, and rated performance of Small Rural councils is variable.

### Progress on core measures

Perceptions of councils' performance remain high for customer service and have improved on other core measures, recovering to 2019 levels (or better) after declines in 2020. Councils can help shore up positive community perceptions over the next 12 months by continuing to deliver good customer service and waste management services, offering greater consultation and transparency in their decision making, and maintaining and repairing local roads.

# DETAILED FINDINGS

# Overall performance



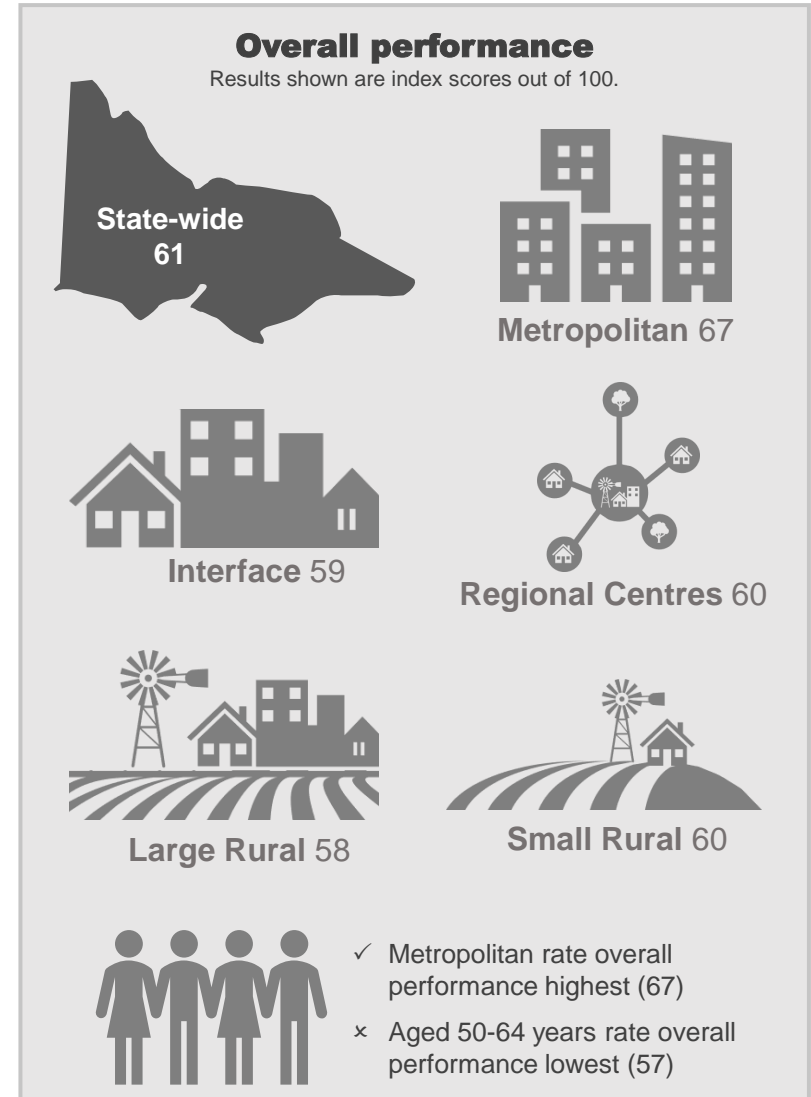
## Overall performance

The overall performance index score of 61 for councils State-wide represents a significant three-point increase on the 2020 result. Recovering from a two-point decline last year, overall performance is now back to its highest level, last achieved in 2014. Perceptions of councils' overall performance have improved across all demographic and council groups.

The Metropolitan council group (group index score of 67) continues to rate significantly higher than the State-wide average, at the 95% confidence level. In contrast, other council groups rate significantly lower than the State-wide average, at 58 index points for the Large Rural group, a slightly better 59 for the Interface group and 60 for both the Regional Centres and Small Rural groups.

Demographically, Victoria's youngest (18 to 34 years) and oldest (65+ years) residents remain most positive about their council's performance (index scores of 64 and 62 respectively – both significantly higher than the State-wide average). This contrasts with the two middle age cohorts (35 to 49 and 50 to 64 years) who continue to rate their council's performance significantly lower than the State-wide average (index scores of 59 and 57 respectively).

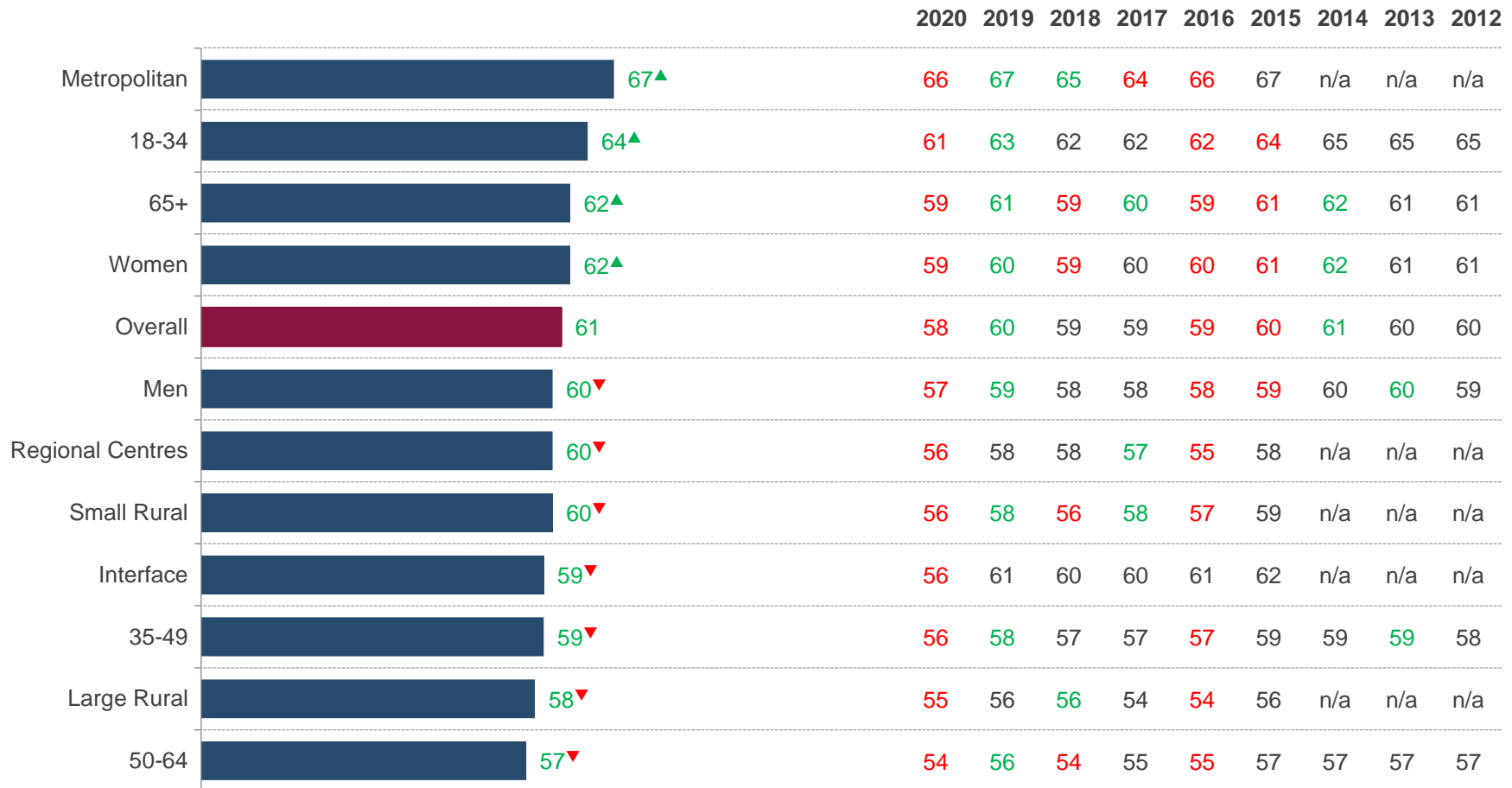
State-wide, almost four in ten residents (39%) rate the value for money received from their council in infrastructure and services provided as 'very good' or 'good' – many more than those who rate it as 'very poor' or 'poor' (23%). A further 34% sit mid-scale, rating value for money as 'average'.





# Overall performance

## 2021 overall performance (index scores)



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: 66

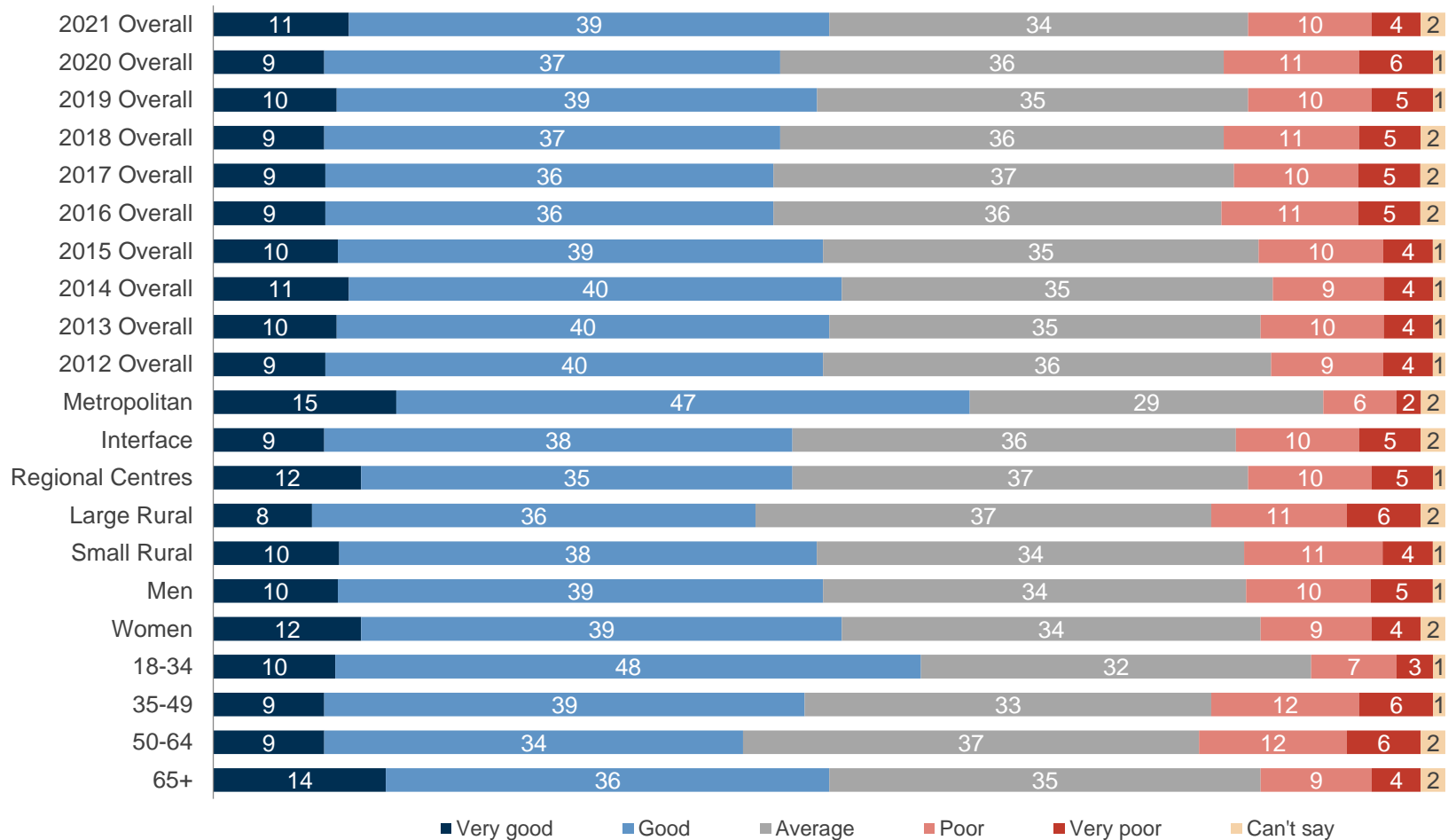
Note: Please see Appendix A for explanation of significant differences.





# Overall performance

## 2021 overall performance (%)



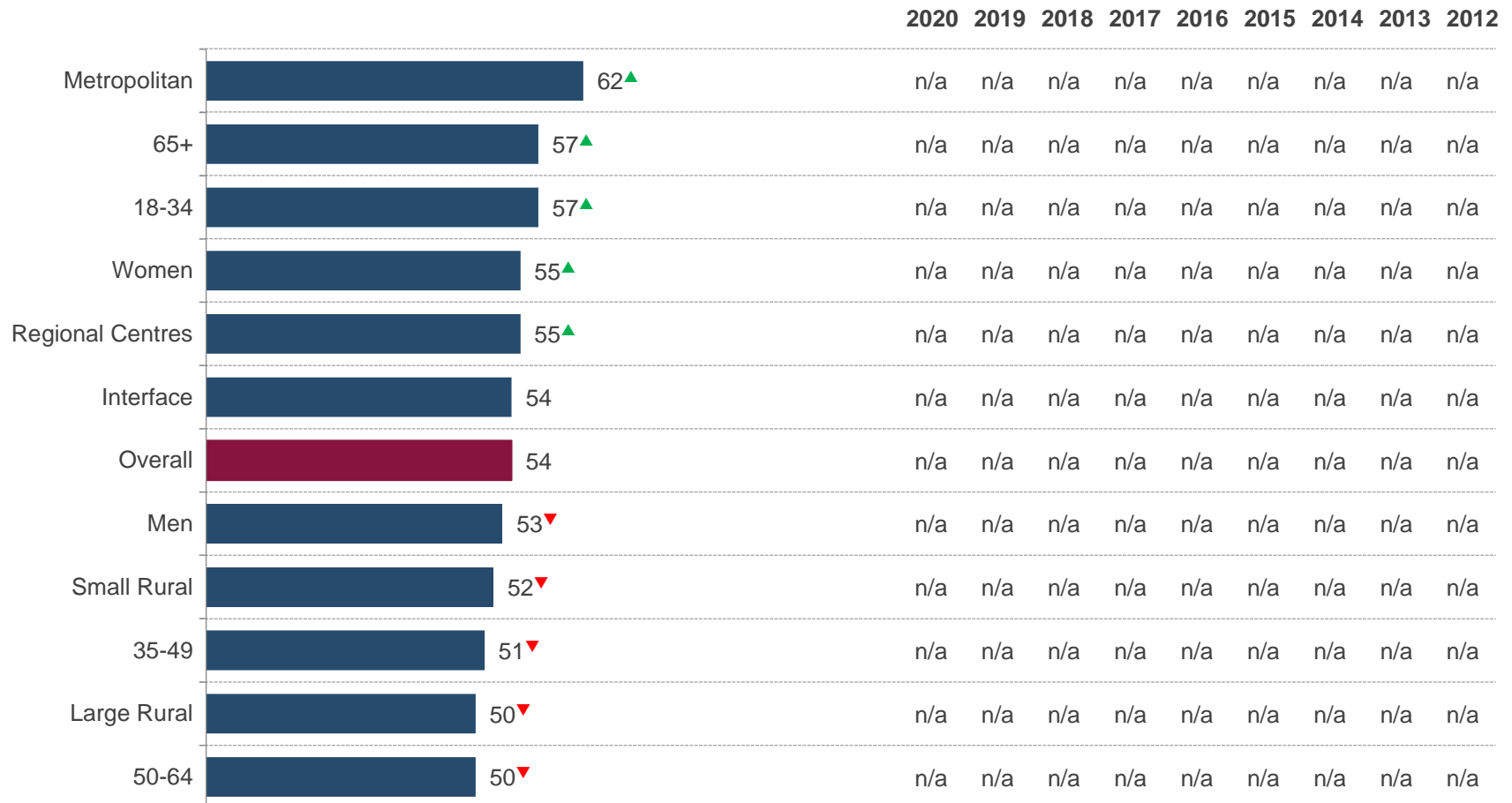
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Overall, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 66



# Value for money in services and infrastructure

## 2021 value for money (index scores)



Q3b. How would you rate Council at providing good value for money in infrastructure and services provided to your community?

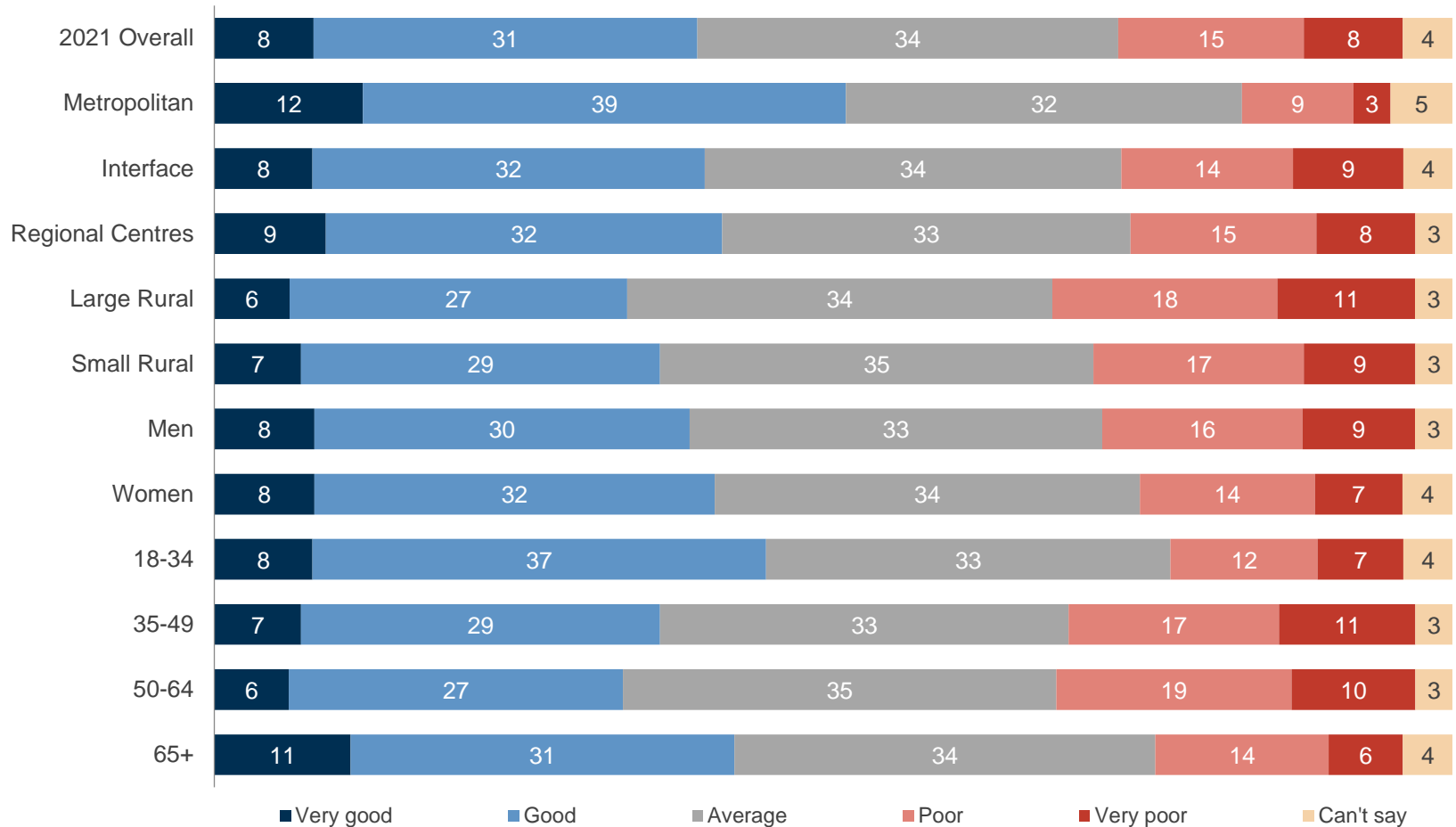
Base: All respondents. Councils asked state-wide: 66

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



## Value for money in services and infrastructure

2021 value for money (%)



## Top performing service areas

The top three performing service areas State-wide in 2021, each with an index score of 73, are councils' COVID-19 response, the appearance of public areas (up one point from 2020) and art centres and libraries (down one point).

The COVID-19 response of Small and Large Rural council groups is rated above the State-wide average, while the Interface group rates below average. The Metropolitan and Regional Centres groups rate equal to the State-wide result for their COVID-19 response, but rate higher than average on the appearance of public areas. The Regional Centres group also performs higher on arts centres and libraries.

Other top performing service areas State-wide, each with an index score of 71, are emergency and disaster management (up three points) and recreational facilities (up one point).

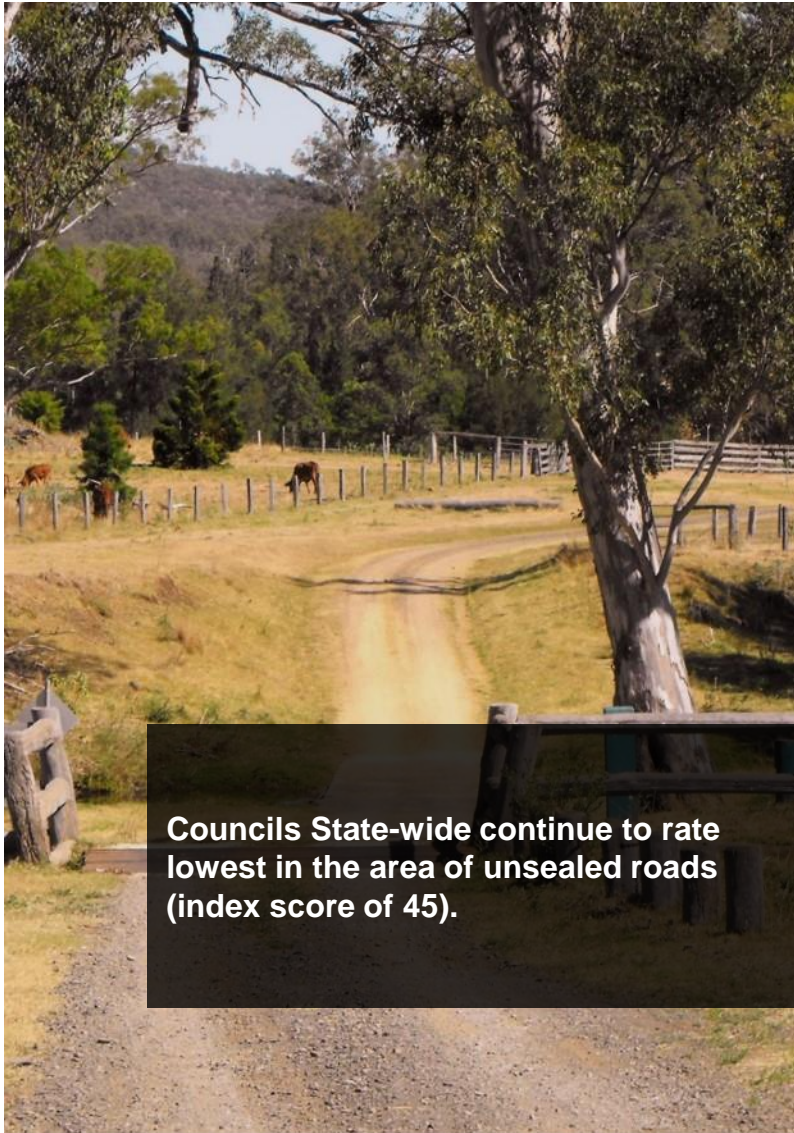
Further to these results, 10% of residents volunteer parks and gardens as the best aspect of their local council (the leading response, alongside customer service) and 7% mention recreational and sporting facilities.

State-wide, performance ratings for most service areas improved in 2021, after declining in 2020, with the greatest increase being on waste management (index score of 69, up four points). Perceptions of waste management improved across all council groups. Other notable increases were on disadvantaged support services, parking facilities, sealed local roads and community decisions – each up three points.





## Low performing service areas



**Councils State-wide continue to rate lowest in the area of unsealed roads (index score of 45).**

Councils State-wide continue to rate lowest on unsealed road maintenance, however, there has been some improvement from 2020 (index score of 45, up one point). Similarly, performance ratings of roadside slashing and weed control – another weaker service area – have also increased (index score of 51, up two points).

While performance on sealed local roads has improved across council groups after a decline in 2020, this also remains the most frequently-cited Council area as in need of improvement (13%).

In other results, performance ratings in some service areas have shown no improvement or declined further since 2020. Council performance on community and cultural activities has declined three points to an index score of 65, following the protracted COVID-19 lockdowns and restrictions on public gatherings in 2020. While still a mid-range rating overall, it is the lowest recorded for this service area, having declined across all council groups.

Perceptions of performance on planning and building permits, tourism development and family support services (index scores of 51, 62 and 66 respectively) are unchanged this year, after declining in 2020. Since last year, performance ratings on family support services have declined among the Metropolitan council group, while tourism development ratings declined among the Regional Centres group.





# Individual service area performance

## 2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
COVID-19 response	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	72	72	71	71	71	72	72	71	71
Art centres & libraries	73	74	74	74	73	72	73	75	73	73
Emergency & disaster mngt	71	68	72	71	70	69	70	71	70	70
Recreational facilities	71	70	70	69	70	69	70	71	70	70
Elderly support services	69	68	68	68	68	68	69	70	69	69
Waste management	69	65	68	70	71	70	72	73	71	72
Family support services	66	66	67	66	67	66	67	68	67	67
Community & cultural	65	68	69	69	69	69	69	70	69	68
Enforcement of local laws	64	63	64	64	64	63	66	66	65	65
Disadvantaged support serv.	63	60	62	61	61	61	62	64	62	63
Environmental sustainability	62	60	62	63	64	63	64	64	64	64
Tourism development	62	62	63	63	63	63	63	64	n/a	n/a
Bus/community dev./tourism	61	59	61	60	61	60	61	62	62	62
Informing the community	60	59	60	59	59	59	61	62	61	60
Business & community dev.	60	59	61	60	60	60	60	62	n/a	n/a
Local streets & footpaths	59	58	59	58	57	57	58	58	58	57
Traffic management	59	58	58	57	59	59	60	60	60	58
Parking facilities	58	55	56	56	55	56	57	57	57	56
Sealed local roads	57	54	56	53	53	54	55	55	n/a	n/a
Community decisions	56	53	55	54	54	54	55	57	n/a	n/a
Consultation & engagement	56	55	56	55	55	54	56	57	57	57
Town planning policy	55	54	55	54	53	52	54	55	55	54
Lobbying	55	53	54	54	54	53	55	56	55	55
Population growth	53	51	52	52	52	51	54	54	54	52
Planning & building permits	51	51	52	52	51	50	54	53	55	54
Slashing & weed control	51	49	56	55	53	56	55	55	56	61
Unsealed roads	45	44	44	43	44	43	45	45	44	46

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

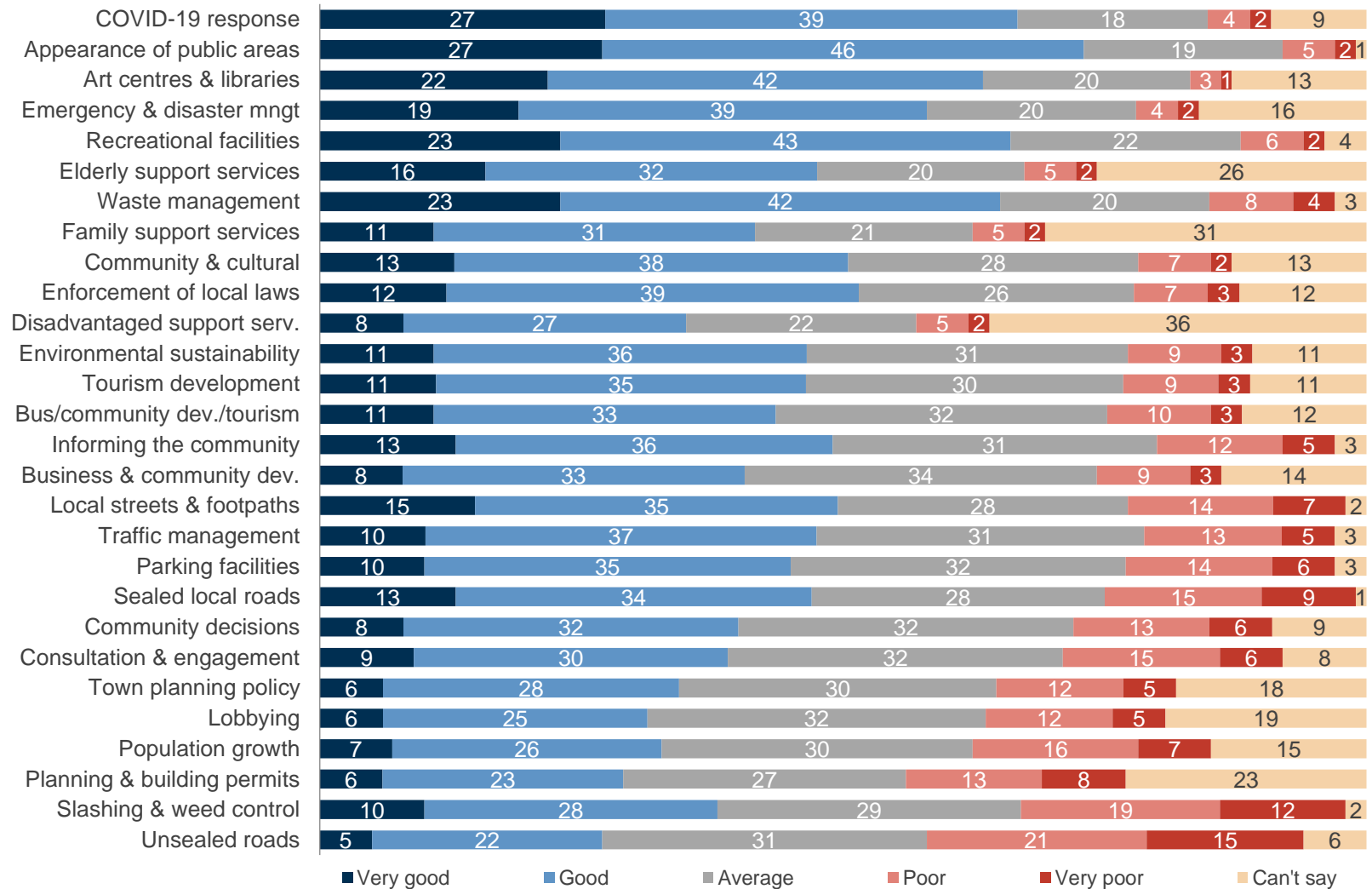
Base: All respondents. Councils asked state-wide: 66

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



# Individual service area performance

## 2021 individual service area performance (%)





# Individual service area importance

## 2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	82	82	81	81	79	80	79	79	79	78
Elderly support services	82	80	80	79	78	78	79	79	79	80
Unsealed roads	81	80	80	80	79	79	78	78	81	80
Emergency & disaster mngt	81	80	81	81	80	80	80	80	80	80
Community decisions	81	80	80	80	79	80	80	79	n/a	n/a
Sealed local roads	79	79	79	80	78	78	76	77	n/a	n/a
Local streets & footpaths	79	78	77	78	77	77	77	77	78	77
Slashing & weed control	79	78	74	73	74	73	73	75	74	71
Informing the community	77	75	75	75	74	76	75	75	75	75
Disadvantaged support serv.	77	74	74	72	71	73	73	72	73	73
Family support services	76	75	74	74	73	73	73	72	73	73
Population growth	76	76	77	77	76	76	75	75	75	75
Consultation & engagement	75	74	74	74	74	75	74	74	73	73
Appearance of public areas	75	74	73	74	74	74	73	73	74	73
Environmental sustainability	74	74	74	73	72	73	73	73	72	71
Town planning policy	74	72	73	73	72	73	72	72	73	72
Recreational facilities	74	72	72	73	72	73	72	72	72	72
Traffic management	73	73	73	74	72	72	71	70	72	73
Planning & building permits	73	71	71	71	72	71	71	71	71	71
Parking facilities	72	71	71	71	70	70	70	70	71	71
COVID-19 response	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Business & community dev.	70	69	69	69	70	70	69	69	n/a	n/a
Bus/community dev./tourism	70	67	65	66	67	67	67	67	67	66
Enforcement of local laws	70	70	71	71	71	70	71	70	71	70
Lobbying	69	68	67	68	69	69	69	70	70	70
Art centres & libraries	67	65	65	65	64	66	65	66	66	66
Community & cultural	64	62	61	61	61	62	62	62	62	62
Tourism development	63	62	59	61	62	63	65	65	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 34

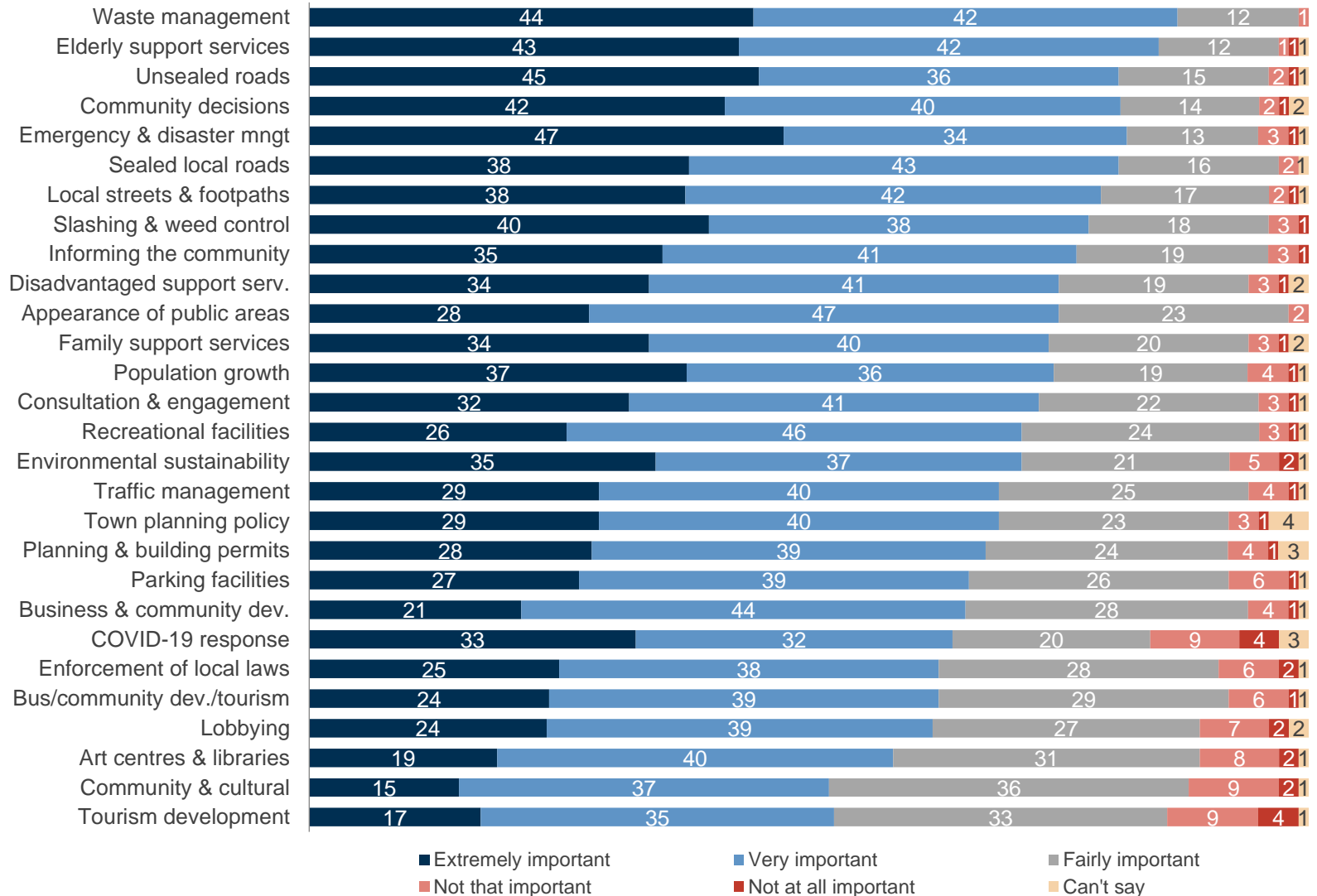
Note: Please see Appendix A for explanation of significant differences.





# Individual service area importance

## 2021 individual service area importance (%)



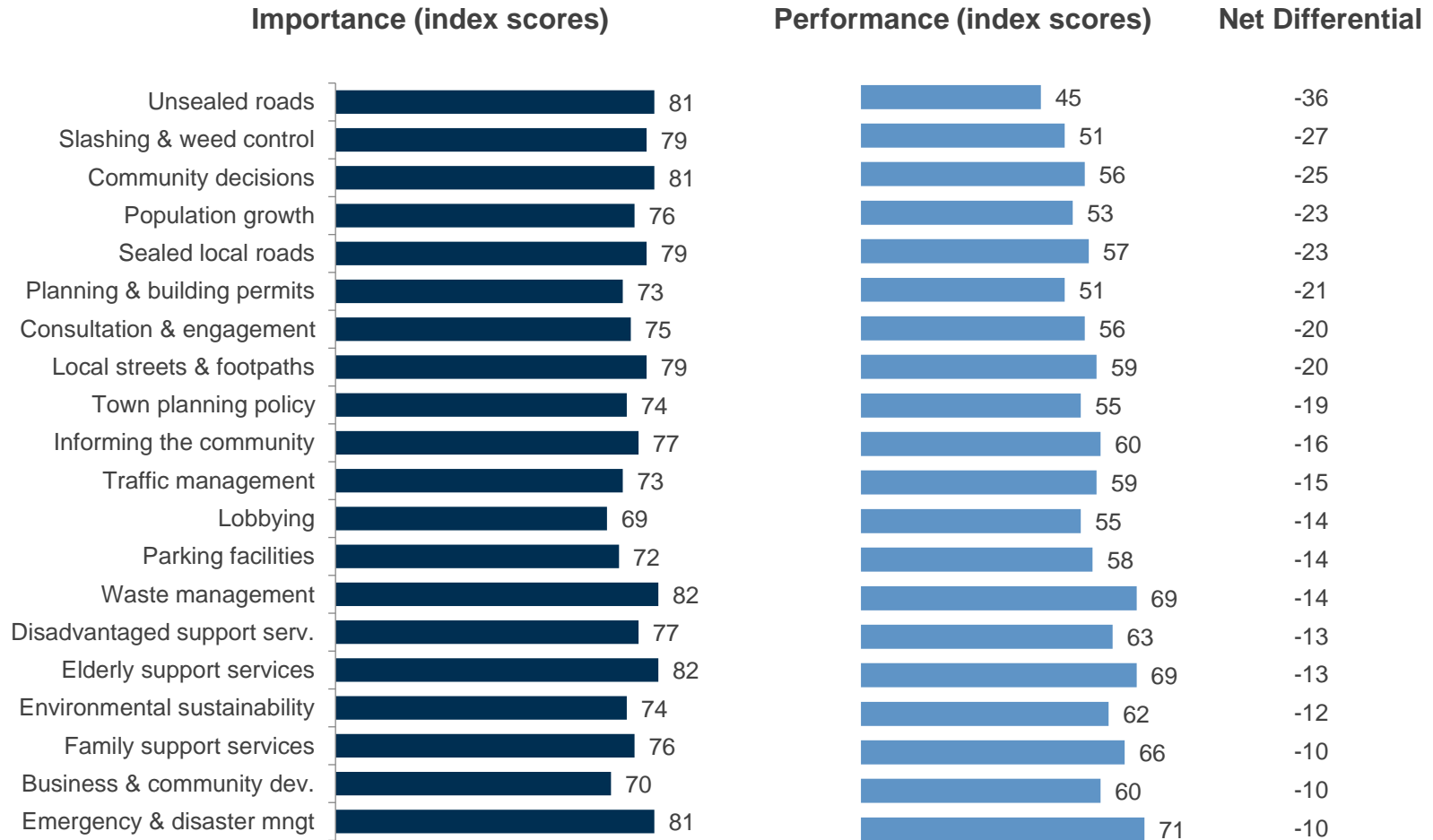
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 34



# Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

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

Looking at these service areas, the appearance of public areas has a high performance index and a moderate influence on overall performance ratings. Councils State-wide currently perform very well in this area (index score of 73) and should continue to attend to their public areas to maintain this positive result.

Recreational facilities and family support services also have relatively high performance ratings (index scores of 71 and 66 respectively) and some influence on overall performance. Councils should also seek to maintain standards here to help shore up positive perceptions of these service areas, as well as Council performance overall.

However, there is greater work to be done in service areas that have a moderate influence on overall perceptions but perform less well, such as town planning and the condition of sealed local roads (index score of 55 and 57 respectively). In addition, while currently a lesser influence on the overall performance rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 61).

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



## Regression analysis explained

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

Prior to running this analysis, the 28 individual service areas evaluated in this survey were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, the 28 service area items were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge. Seven key factors / themes emerged around:

- Informing, consulting, deciding, lobbying for the community
- Local roads and streets
- Planning – general administration, managing growth
- Maintenance, overall management of public areas
- Community facilities, activities
- Business, community development, tourism
- Support services.

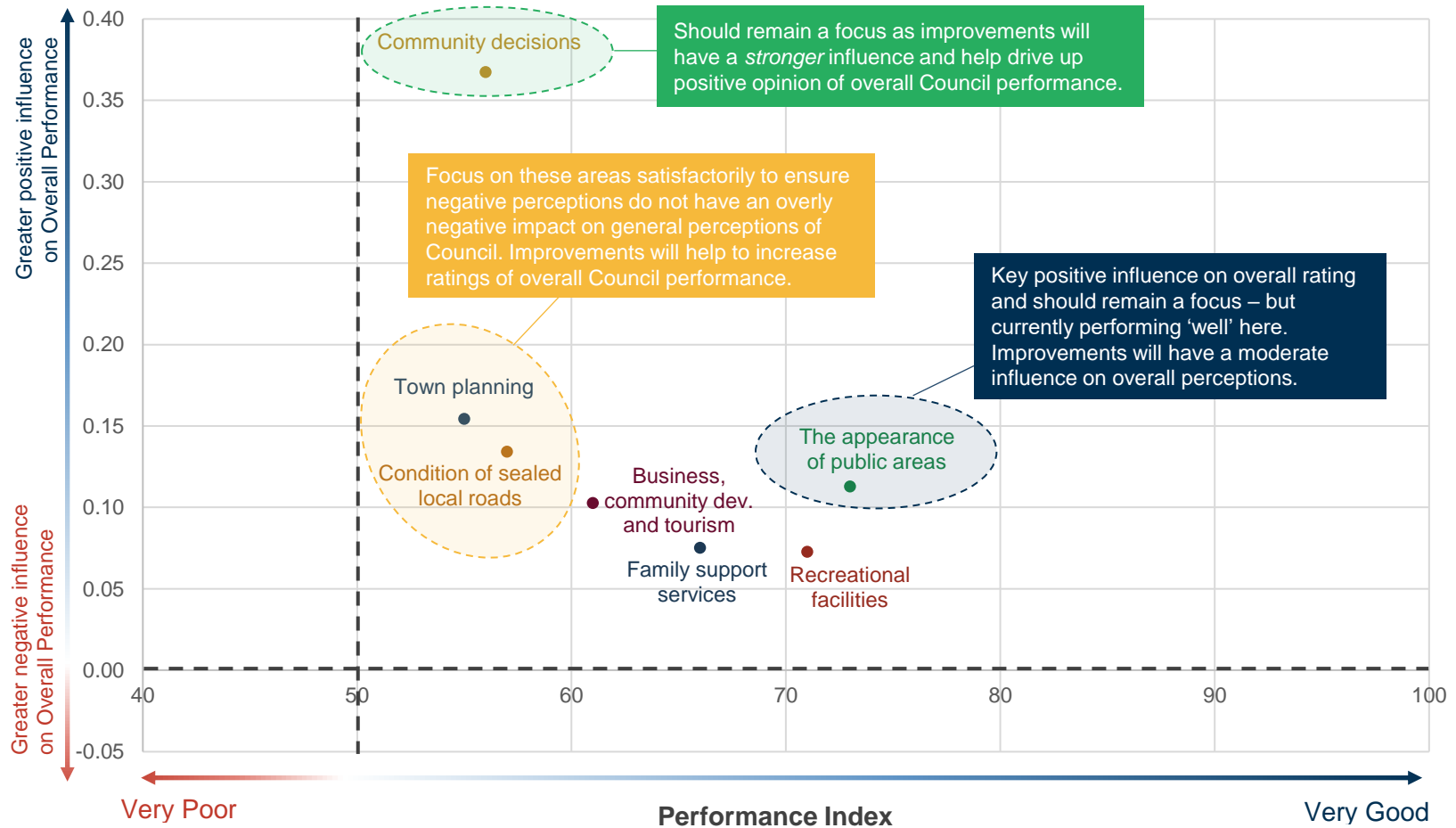
Regression analysis was then performed using the most representative individual service area from each of these seven factors / themes as our independent variables.

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

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

# Influence on overall performance: key service areas

## 2021 regression analysis (key service areas)

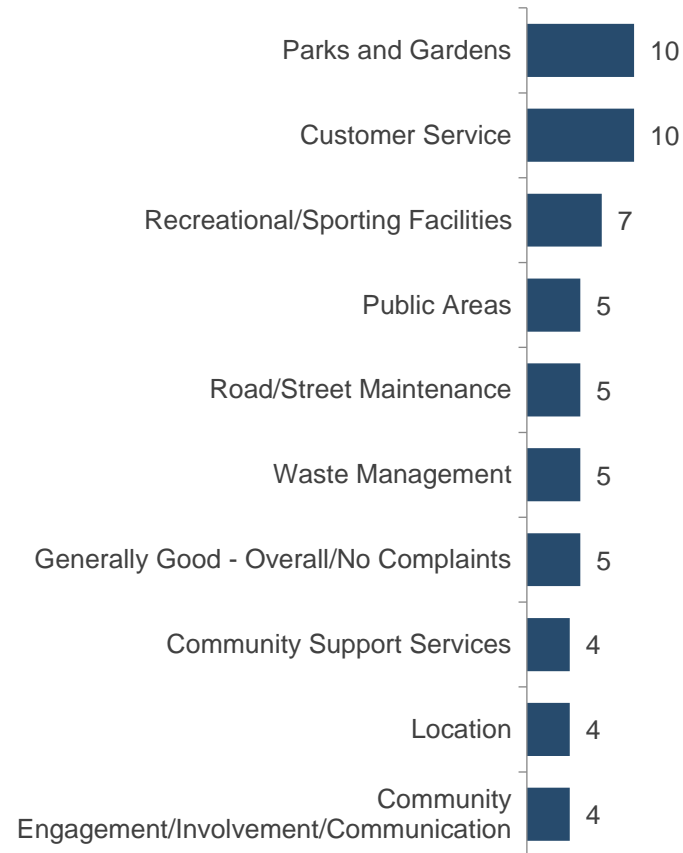


The 28 performance questions were analysed using Exploratory Factor Analysis to determine factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.534 and adjusted R-square value of 0.534, 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  $p = 0.0001$ ,  $F = 589.16$ .



# Best things about Council and areas for improvement

**2021 best things about Council (%)**  
- Top mentions only -



**2021 areas for improvement (%)**  
- Top mentions only -



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

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

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

Base: All respondents. Councils asked state-wide: 45



# **Customer service**



## Contact with council and customer service

### Contact with Council

Six in ten (61%) households State-wide have had contact with their council in the last 12 months, a lower rate of contact than 2020 (64%). Residents aged 35 to 49 years (70%) and 50 to 64 years (66%) continue to have more contact with Council than those aged 65+ years (57%) and 18 to 34 years (55%). Telephone (37%) remains the main method of contact however the use of email and Council websites continues to grow. In person contact has declined, due in part to COVID-19 restrictions.



**Among those who have had contact with their council, two-thirds continue to provide a positive customer service rating.**

### Customer service

The customer service index of councils State-wide is 70 in 2021, unchanged from 2020 but one-point lower than 2019.

Council group index scores are in line with last year. The Metropolitan council group (index score of 74) continues to perform better on customer service than the State-wide average, while the Interface and Large and Small Rural groups perform lower than average, and the Regional Centres group performs in line with the State-wide result.

State-wide, customer service ratings remain high for the main methods of contact, being telephone, email and in person (index scores of 72, 66 and 75 respectively).

Although used by a smaller number of residents, customer service delivered via council websites also rates highly, with an index score of 75. Importantly, this is a five-point increase from last year, recovering most of the six-point decline recorded in 2020.

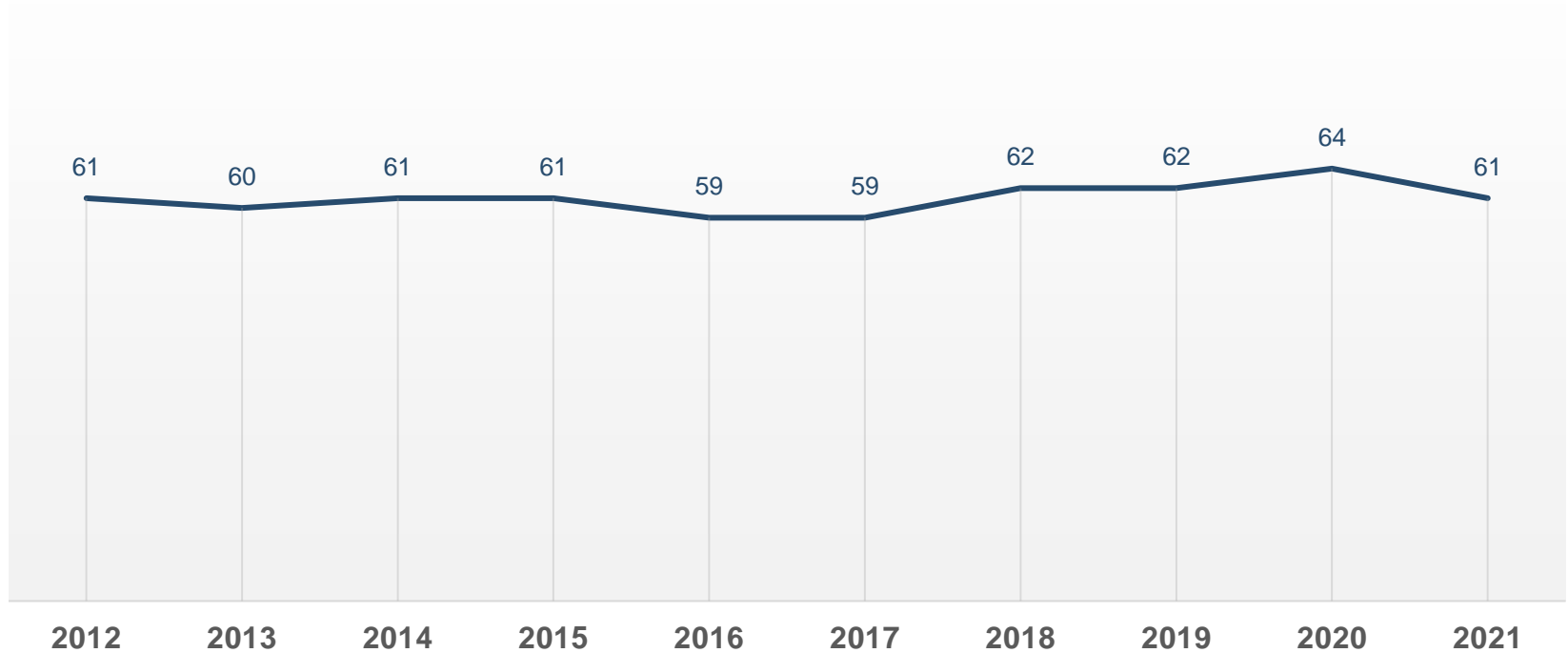
State-wide, two thirds of residents (67%) provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate councils' customer service as 'very good'. This is similar to 2020 (67% and 31% respectively).





## Contact with council

**2021 contact with council (%)**  
Have had contact



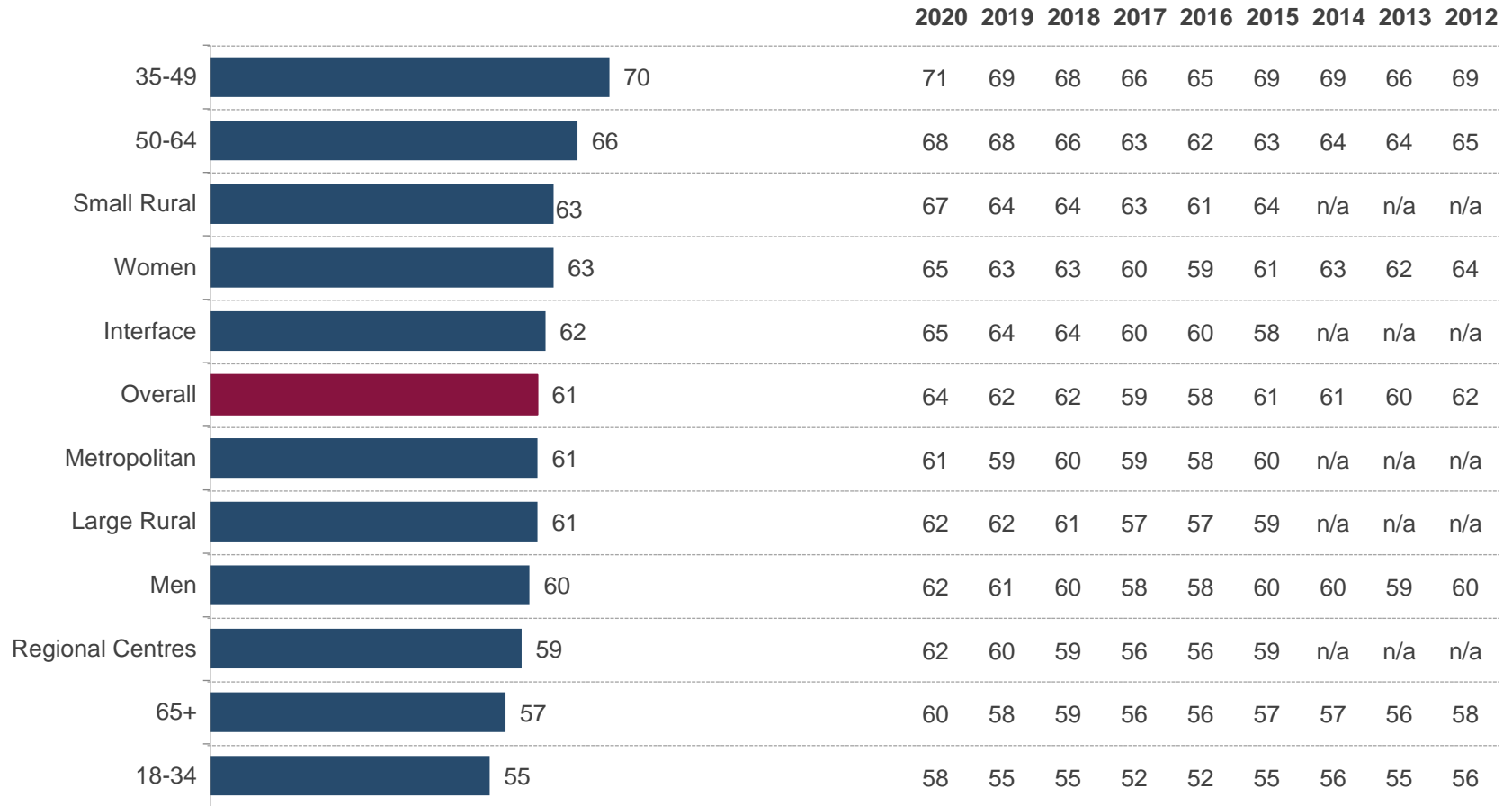
Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 66



# Contact with council

## 2021 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: 66 Note: Please see Appendix A for explanation of significant differences.

Note: Significant differences have not been applied to this chart.



# Customer service rating

## 2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	74▲	74	76	72	71	73	73	n/a	n/a	n/a
Women	72▲	72	73	72	72	72	72	73	72	73
65+	72▲	72	73	72	71	71	72	74	74	74
Regional Centres	71	70	72	72	72	70	71	n/a	n/a	n/a
18-34	70	70	71	69	69	68	69	71	70	70
Overall	70	70	71	70	69	69	70	72	71	71
Small Rural	69▼	70	70	69	69	69	70	n/a	n/a	n/a
50-64	69	68	69	68	68	69	70	70	70	70
35-49	68▼	70	70	69	68	69	70	71	71	70
Interface	68▼	68	69	70	69	70	72	n/a	n/a	n/a
Large Rural	68▼	68	69	67	66	67	67	n/a	n/a	n/a
Men	68▼	68	69	68	66	67	68	70	70	69

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

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

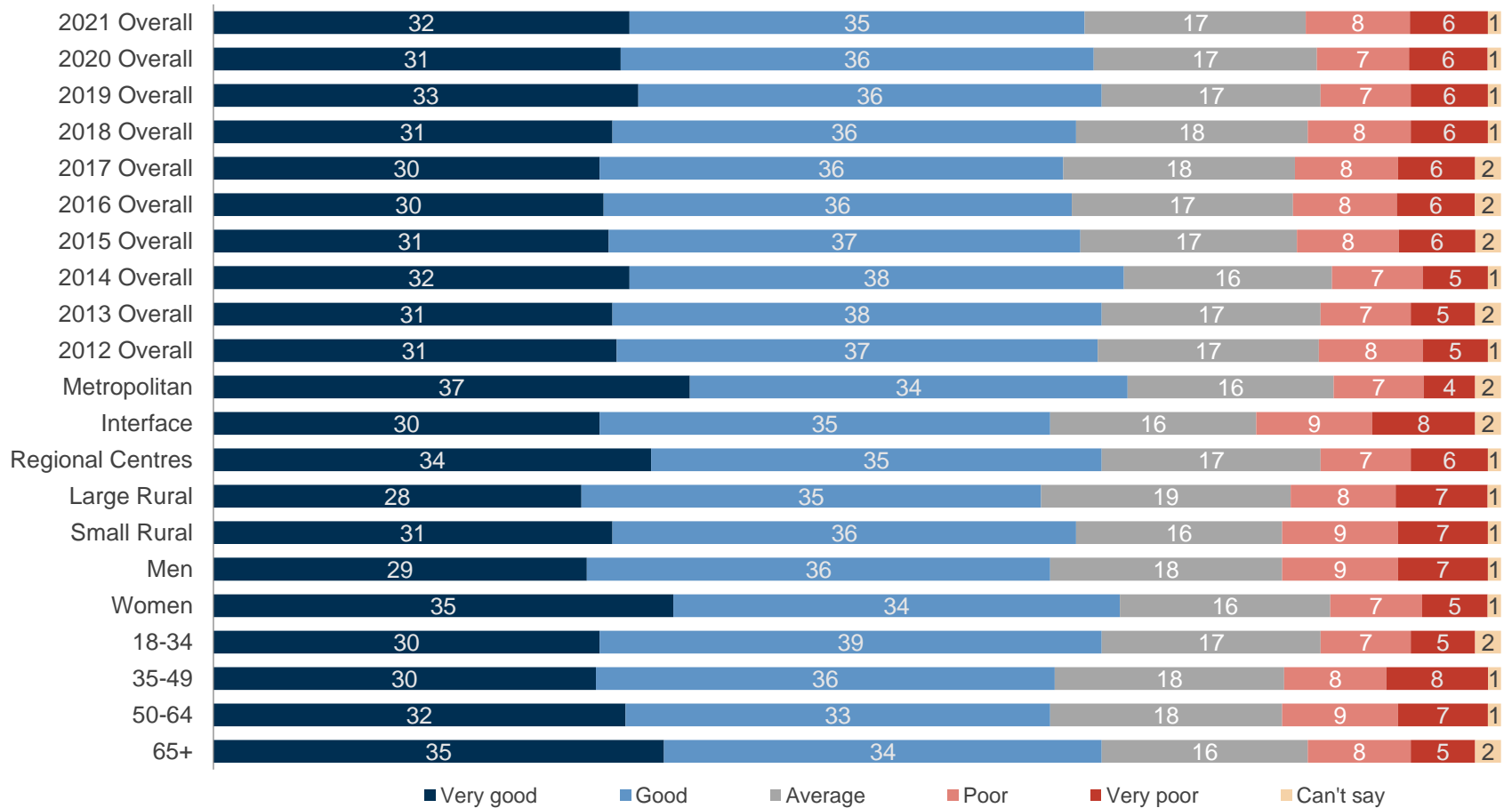
Councils asked state-wide: 66

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



# Customer service rating

## 2021 customer service rating (%)



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

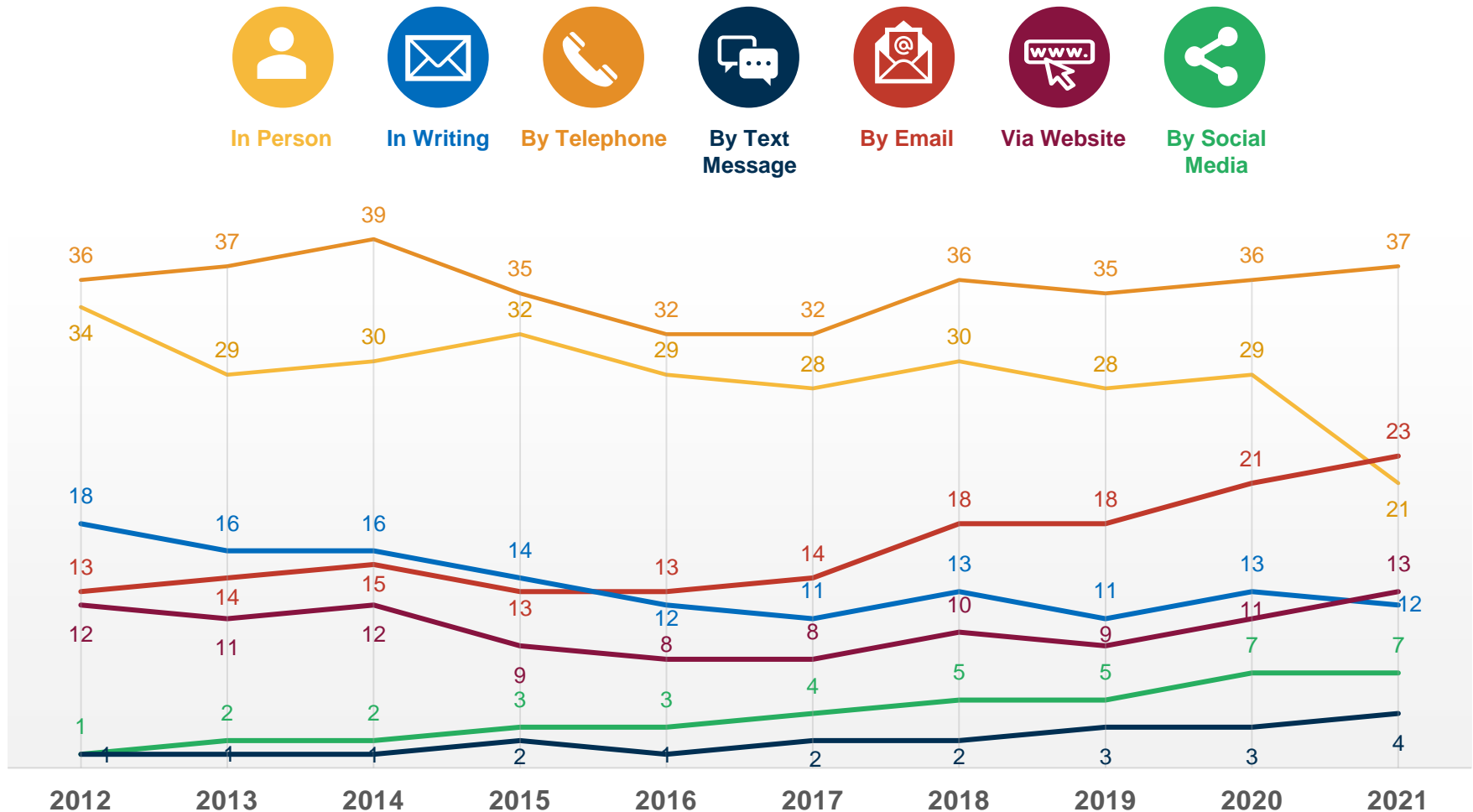
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 66



# Method of contact with council

2021 method of contact (%)



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

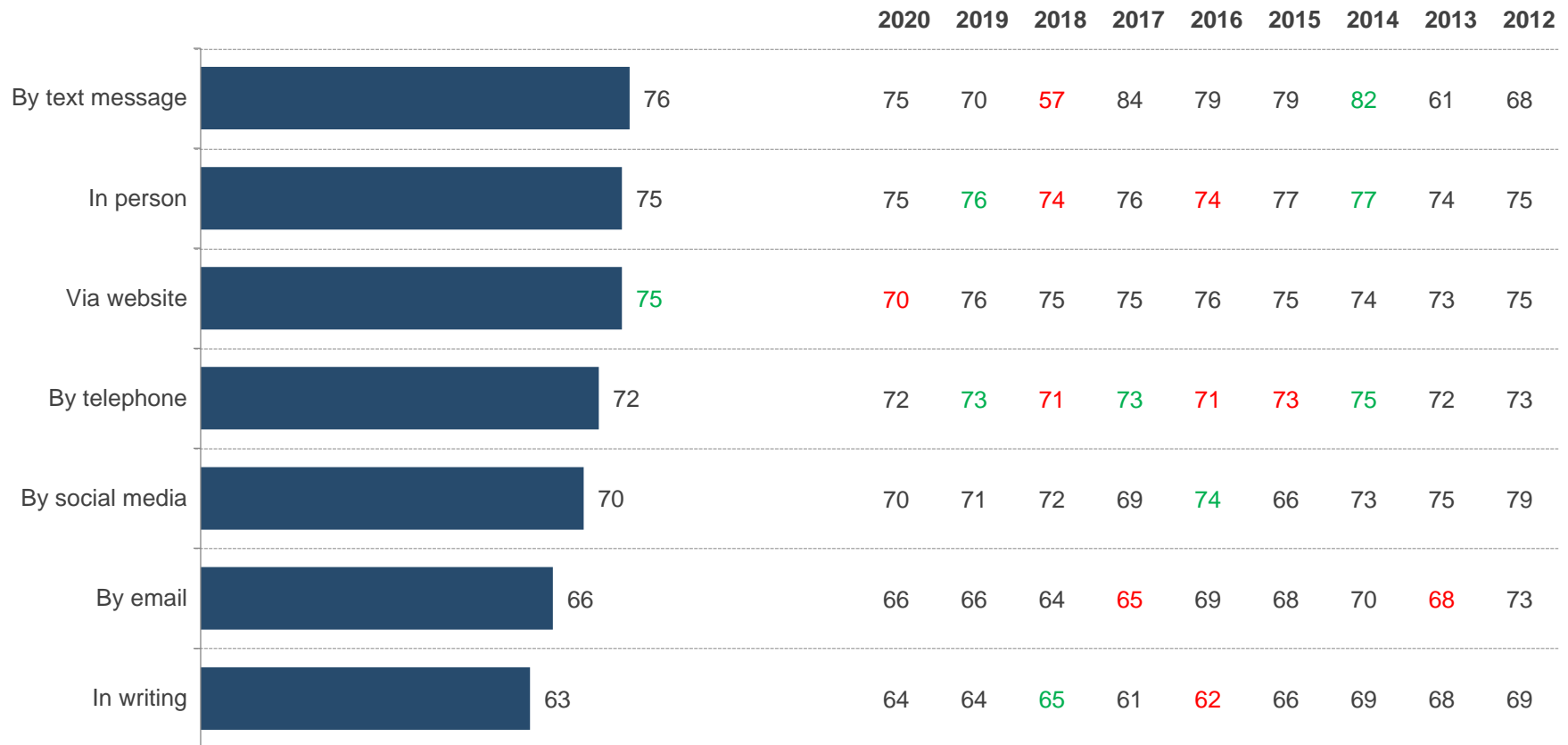
Base: All respondents. Councils asked state-wide: 39

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



# Customer service rating by method of last contact

## 2021 customer service rating (index score by method of last contact)

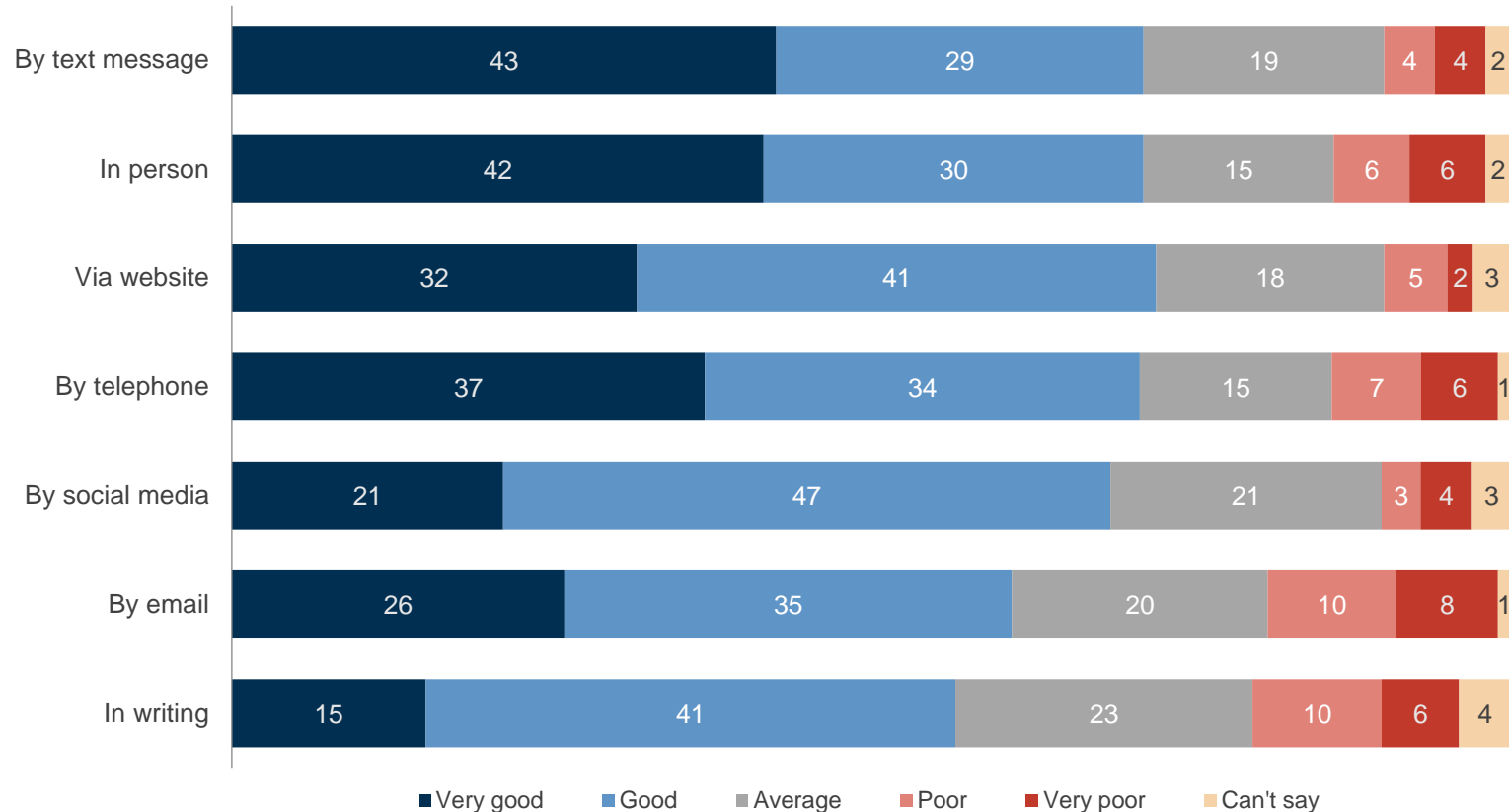


Q5c. Thinking of the most recent contact, how would you rate Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked state-wide: 27  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



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

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

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

Councils asked state-wide: 27



# Communication





## Communication

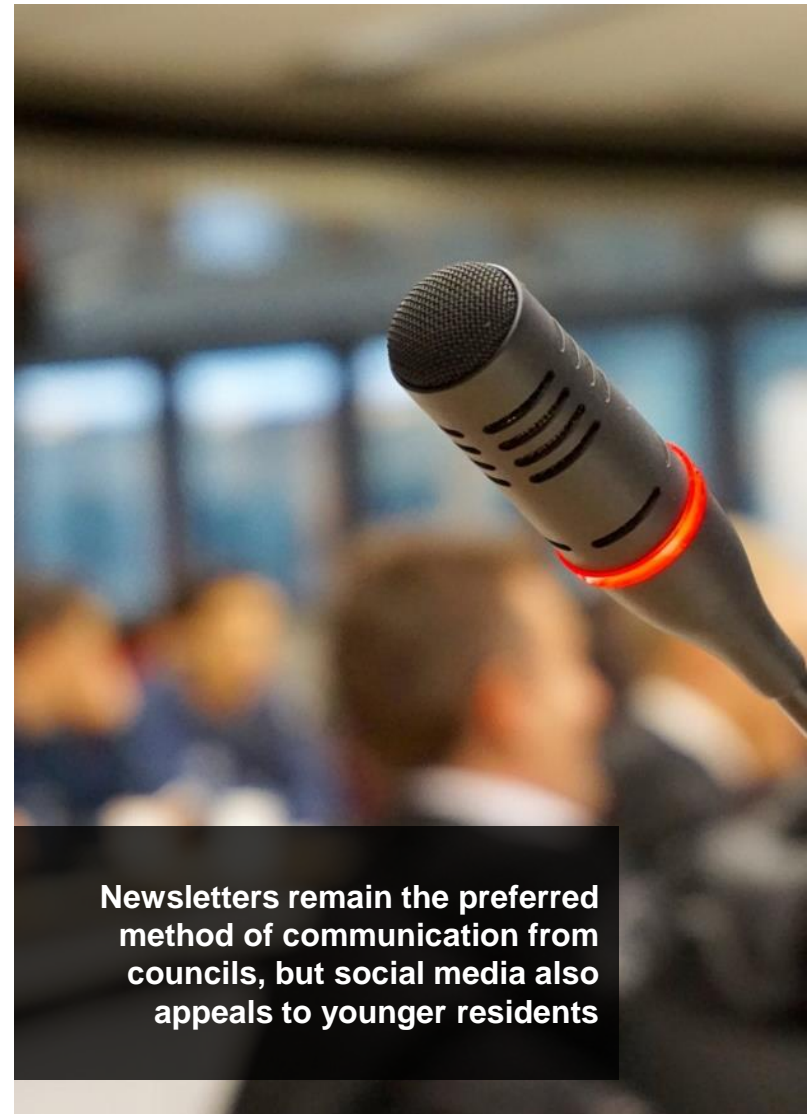
State-wide, the preferred form of communication from Councils remains newsletters sent via mail (29%) or email (24%). After declining over 2016 to 2019, preference for mailed newsletters appears to have plateaued, sitting at just under three in ten for the last three years.

Newsletters are followed by a preference for social media (15%), which has increased steadily by one point per year since 2019, driven by increased interest among younger residents.

Overall, communication preferences are all within one percentage point of 2020 results.

- Preferred forms of communication among under 50s remain mixed and include newsletters sent via email (25%) or mail (24%), as well as social media (25%). There is also increased interest in receiving text messages (11% up from 8%).
- The preferred form of communication among over 50s remains newsletters sent via mail (34%). However, almost one in four prefer newsletters via email (24%), and there remains some interest in advertising (15%) or newsletter inserts (12%) in local newspapers.

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

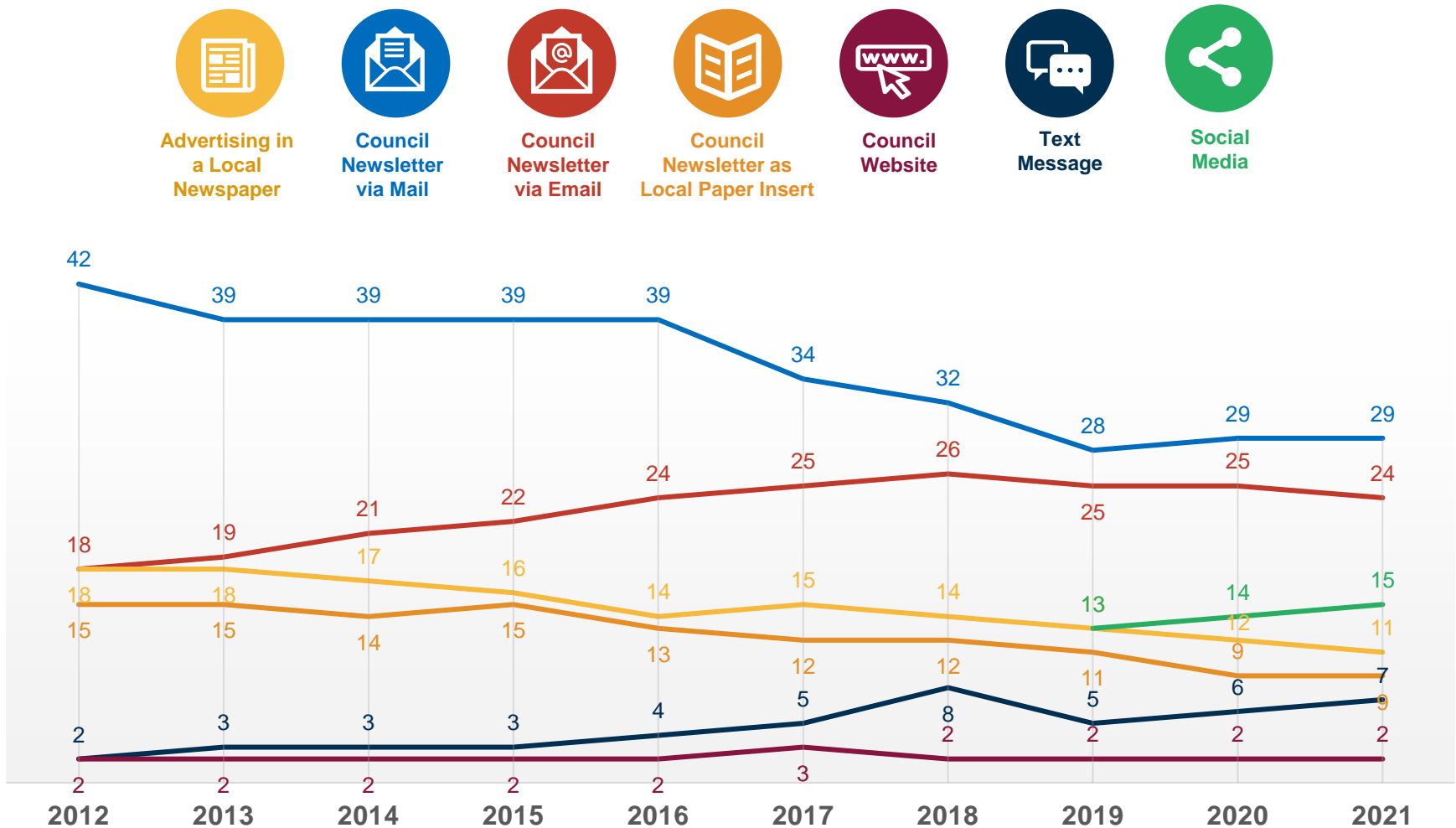


**Newsletters remain the preferred method of communication from councils, but social media also appeals to younger residents**



# Best form of communication

2021 best form of communication (%)



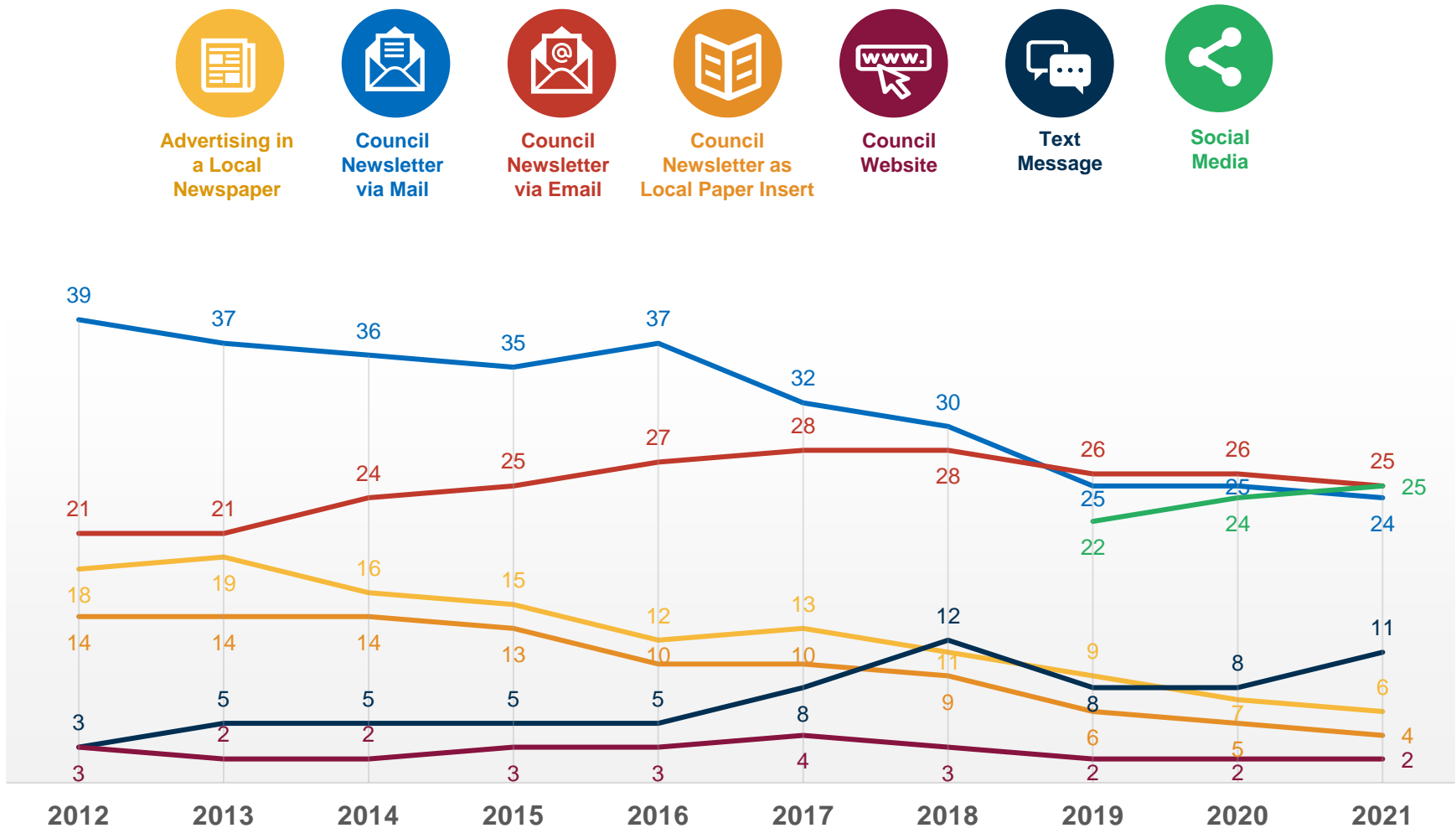
Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 35  
Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2021 under 50s best form of communication (%)



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

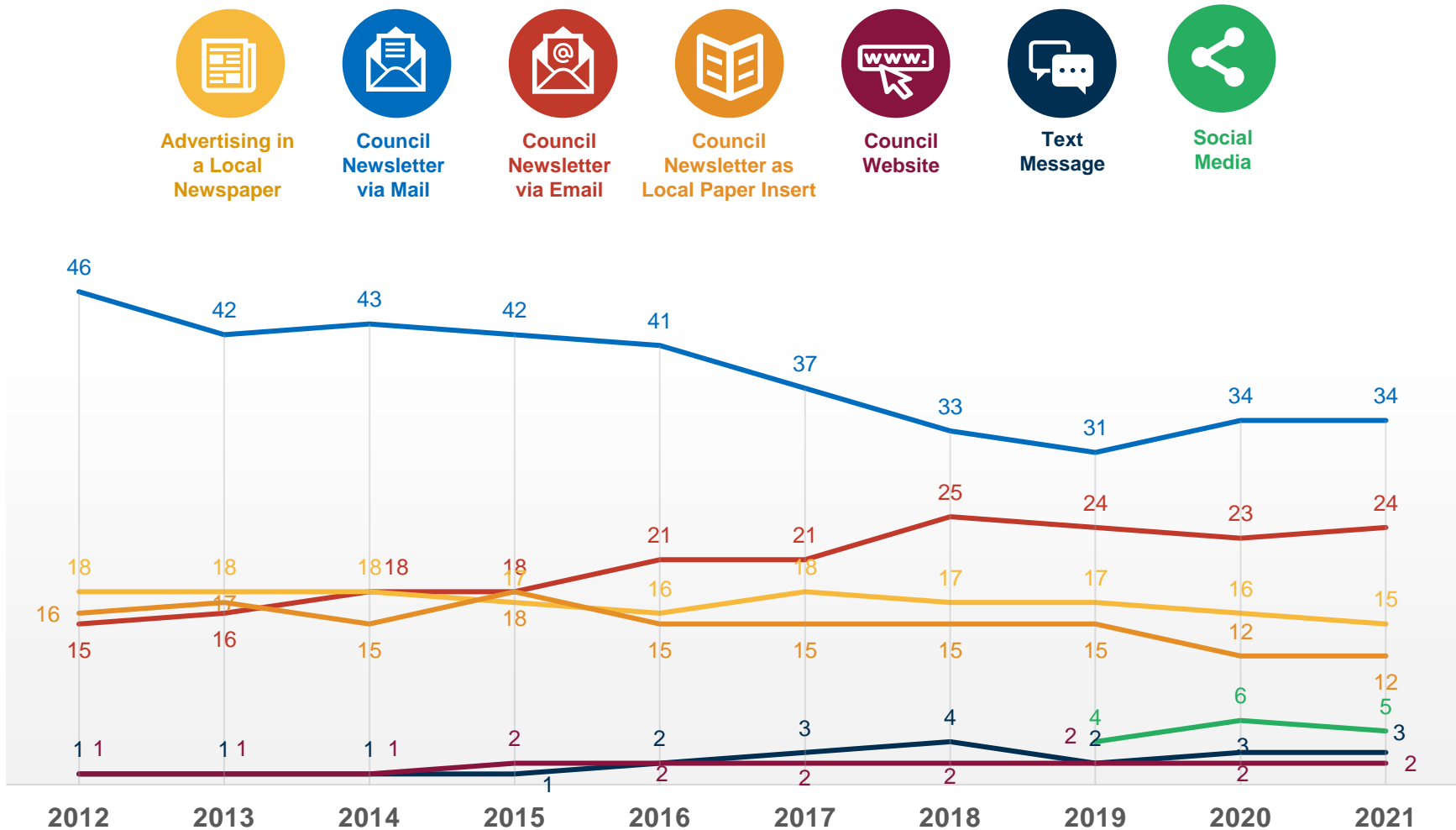
Base: All respondents aged under 50. Councils asked state-wide: 35

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2021 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 35

Note: 'Social Media' was included in 2019.



# **Council direction**



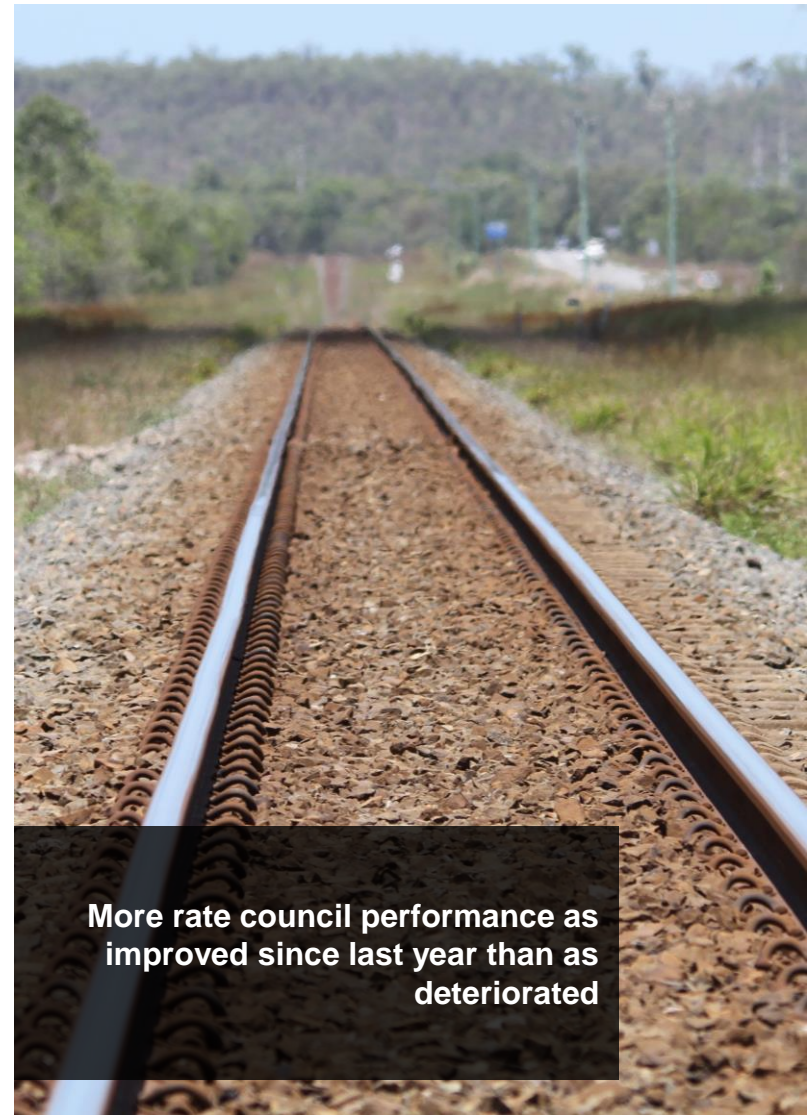


## Council direction

Over the last 12 months, 63% of residents State-wide believe the direction of their council's overall performance has stayed the same, up two points from 2020.

- 18% believe the direction has improved in the last 12 months (unchanged from 2020).
- 13% believe it has deteriorated, down three points from 2020.
- The most satisfied with their council's direction are residents aged 18 to 34 years and those in the Metropolitan council group.
- The least satisfied with their council's direction are those aged 50 to 64 years, 35 to 49 years and residents in the Interface council group.

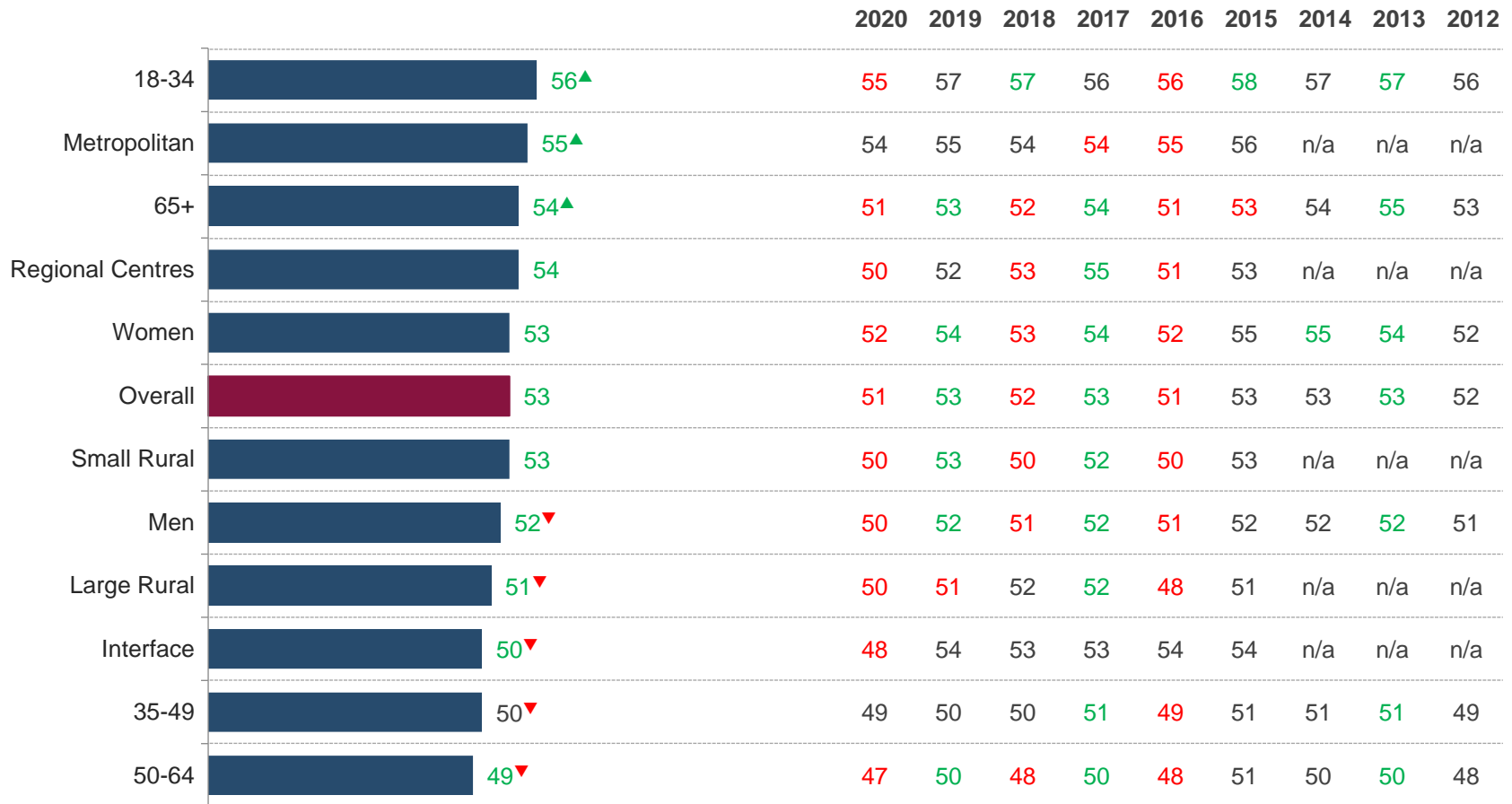
All demographic and council groups increased their index score on this measure in 2021, after a decline in 2020, with those aged 35 to 49 years (index score of 50, up one point) the only group not to record a statistically significant increase.





# Overall council direction last 12 months

## 2021 overall council direction (index scores)



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

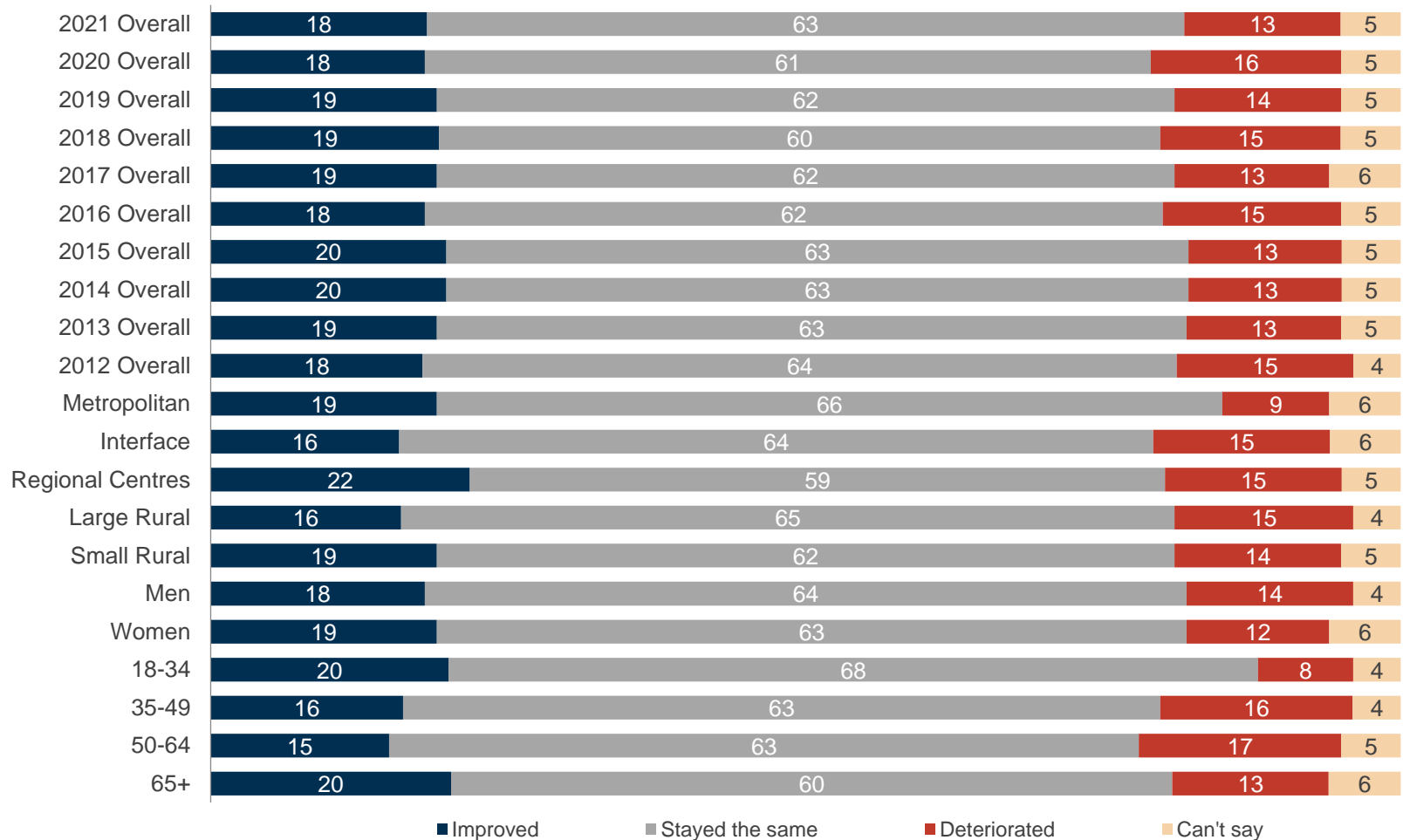
Base: All respondents. Councils asked state-wide: 66

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



# Overall council direction last 12 months

## 2021 overall council direction (%)

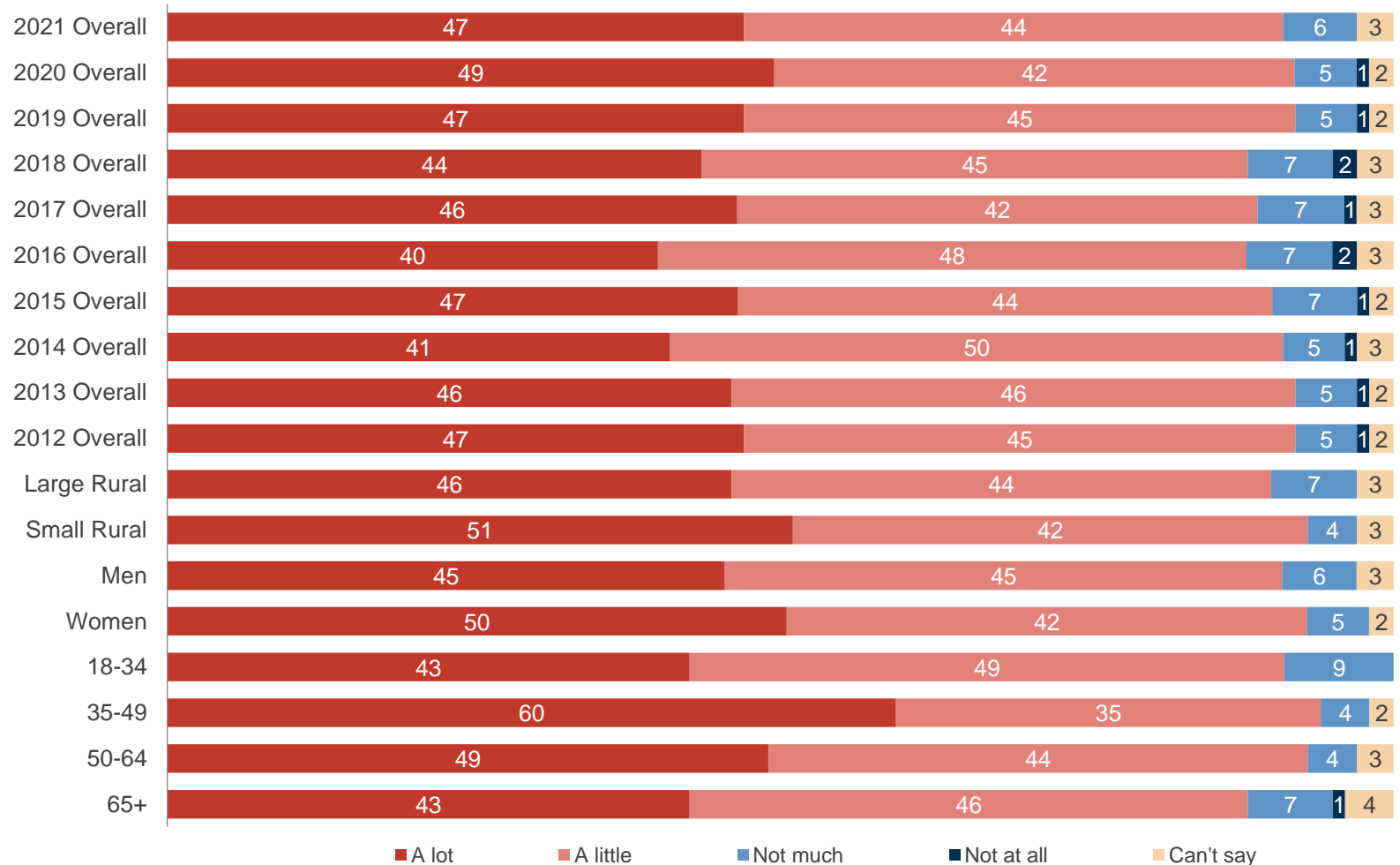






## Room for improvement in services

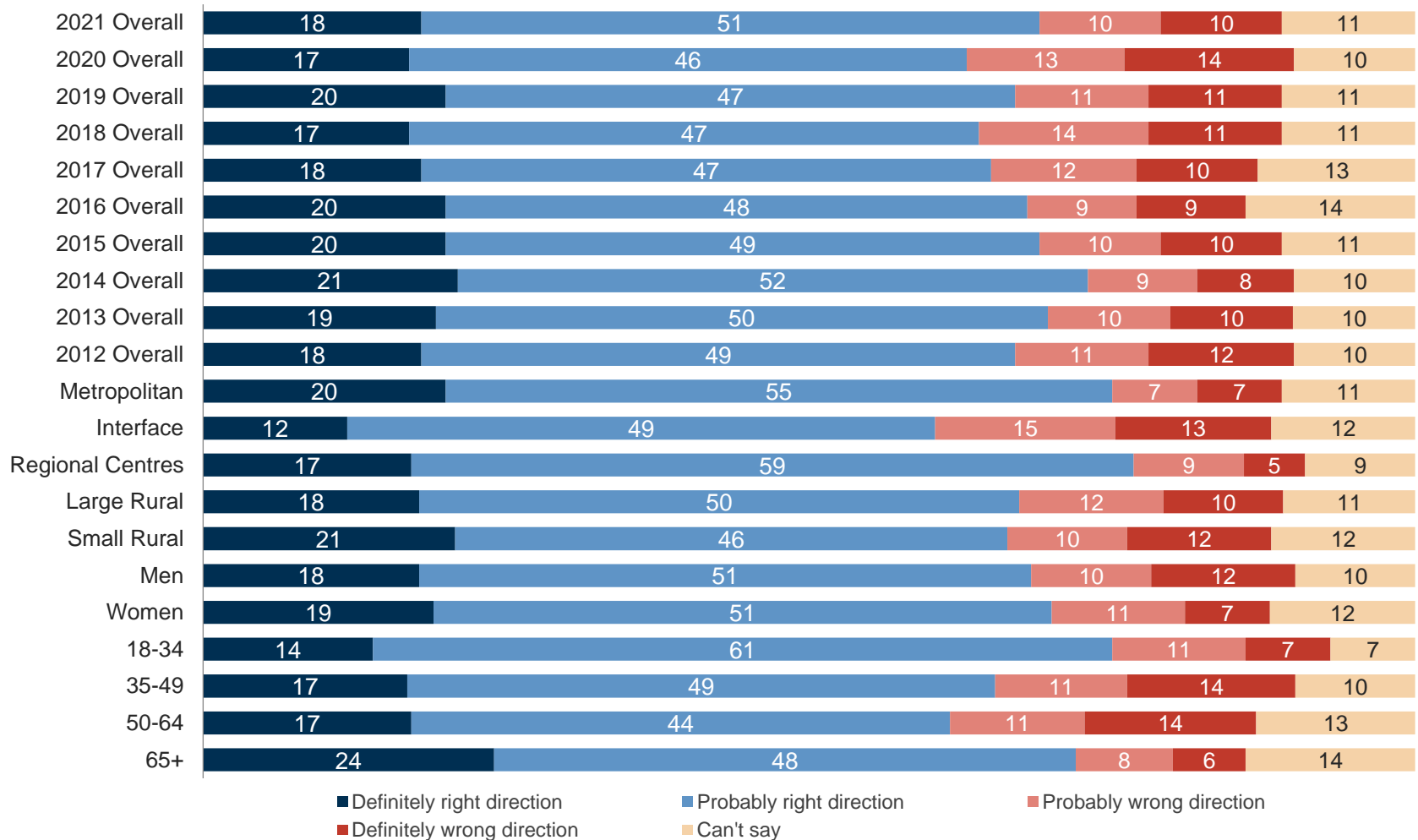
### 2021 room for improvement in services (%)





## Right / wrong direction

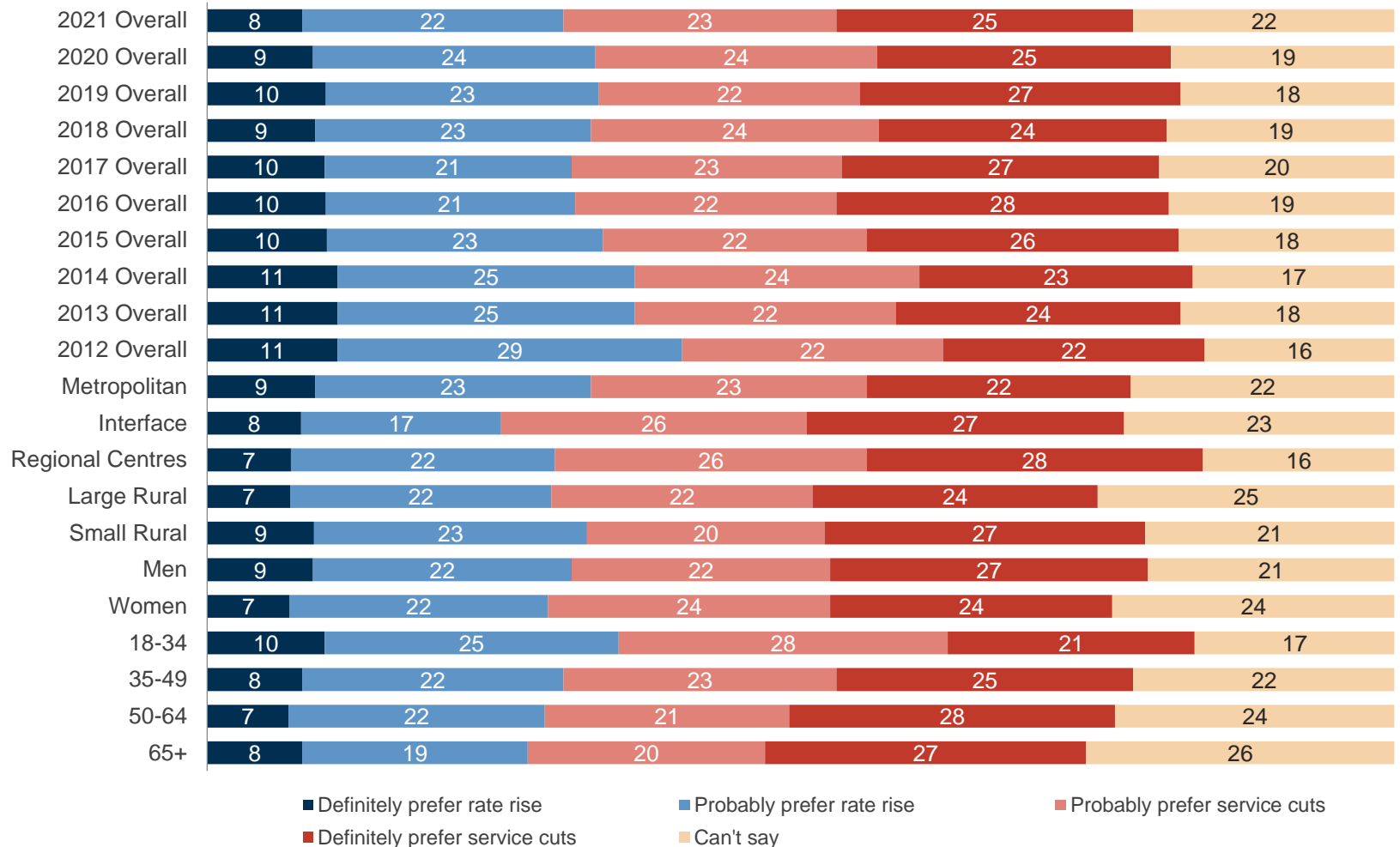
### 2021 right / wrong direction (%)





## Rates / services trade-off

### 2021 rates / services trade-off (%)



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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

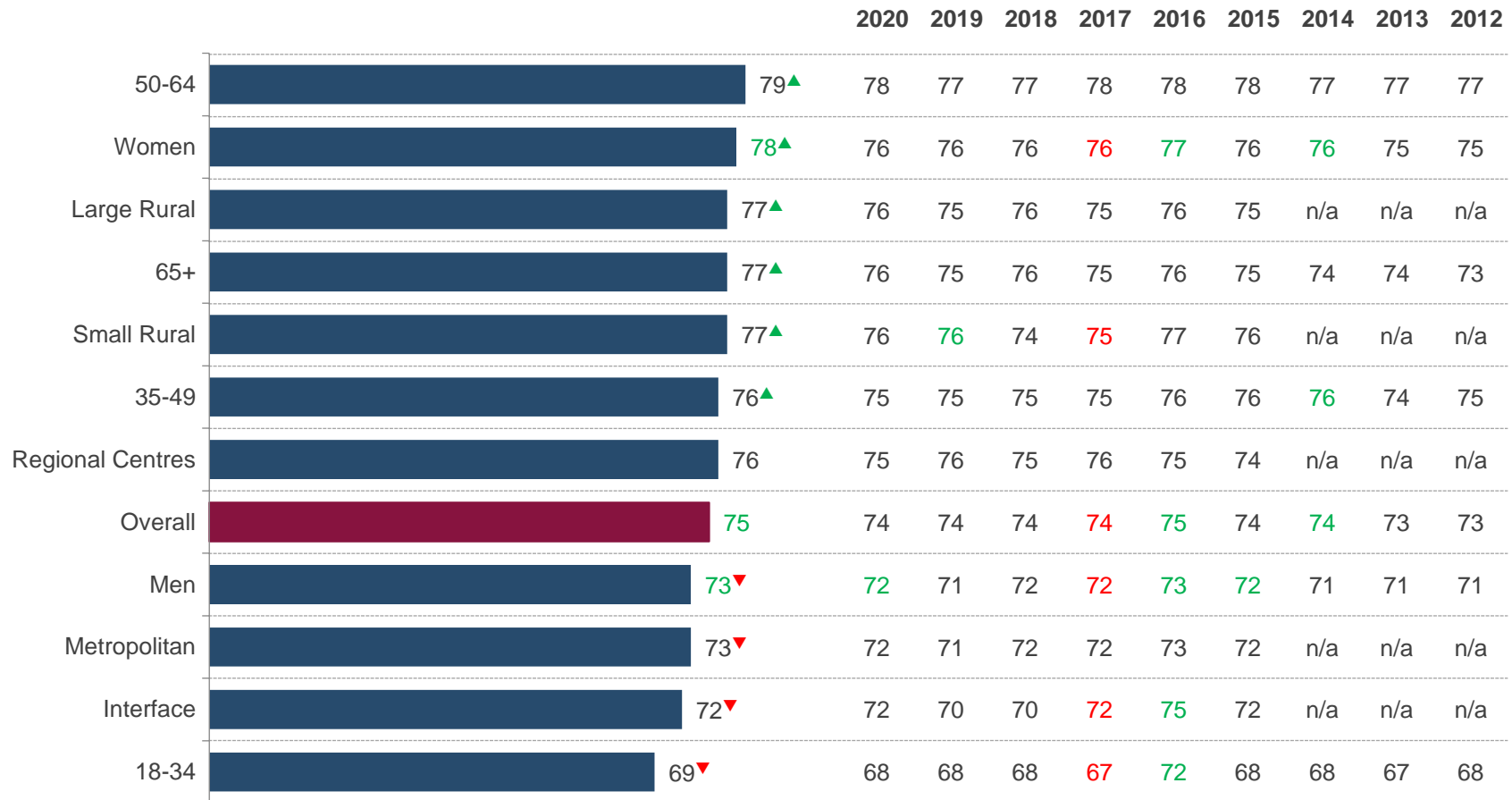
# **Individual service areas**



# Community consultation and engagement importance



## 2021 consultation and engagement importance (index scores)



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

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

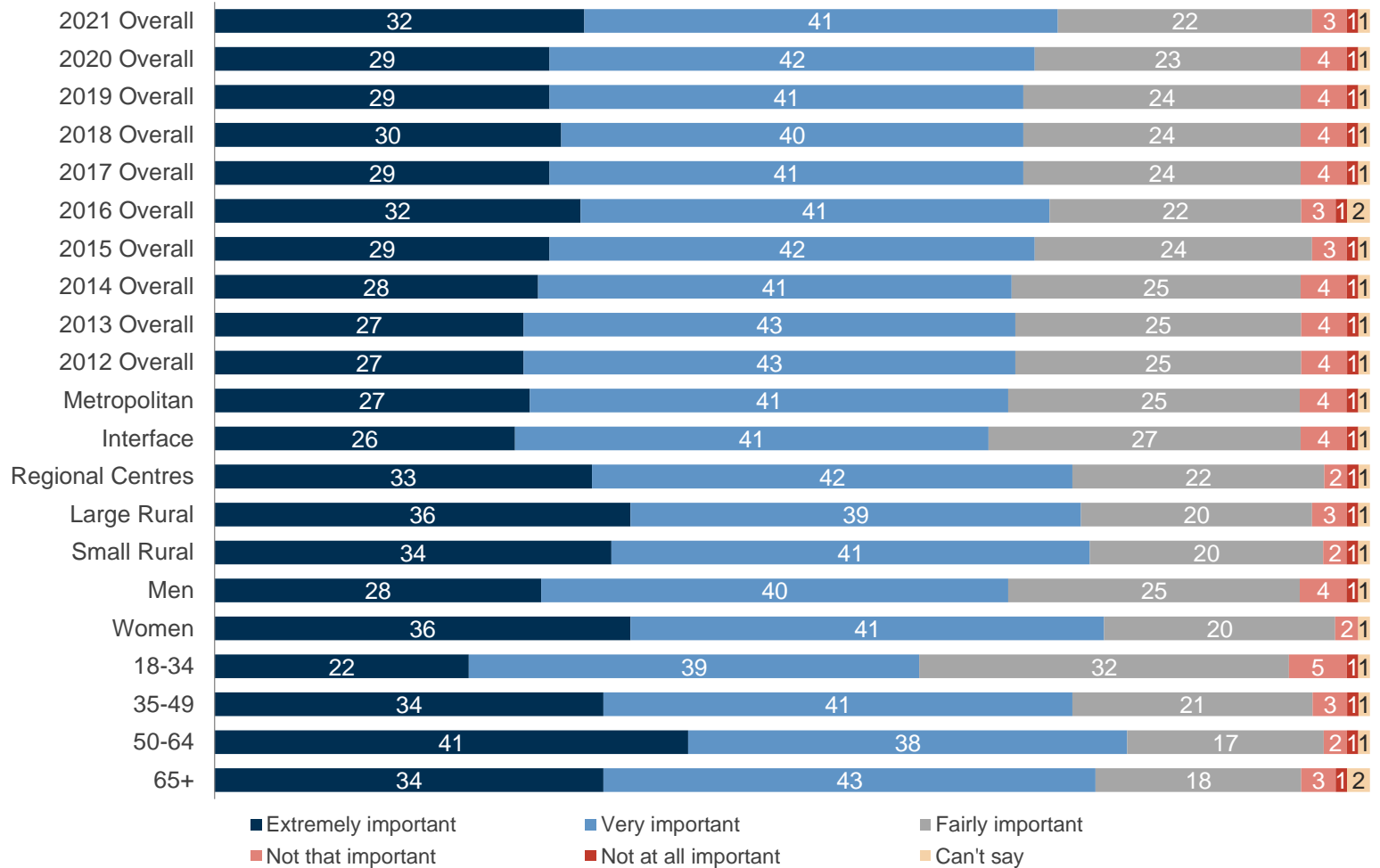
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2021 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59▲	57	58	58	58	57	59	60	60	60
Metropolitan	59▲	58	58	57	57	58	58	n/a	n/a	n/a
Women	56	56	56	56	56	56	57	58	58	58
Small Rural	56	54	56	54	55	55	56	n/a	n/a	n/a
65+	56	55	56	55	55	55	56	58	58	58
Overall	56	55	56	55	55	54	56	57	57	57
Men	55▼	54	55	54	53	53	54	56	56	56
Regional Centres	54▼	51	54	55	54	52	53	n/a	n/a	n/a
35-49	54▼	54	55	55	53	54	54	56	56	55
Large Rural	54▼	54	54	54	52	52	54	n/a	n/a	n/a
Interface	53▼	53	55	56	53	55	57	n/a	n/a	n/a
50-64	52▼	51	52	51	52	51	53	54	54	54

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

Base: All respondents. Councils asked state-wide: 66

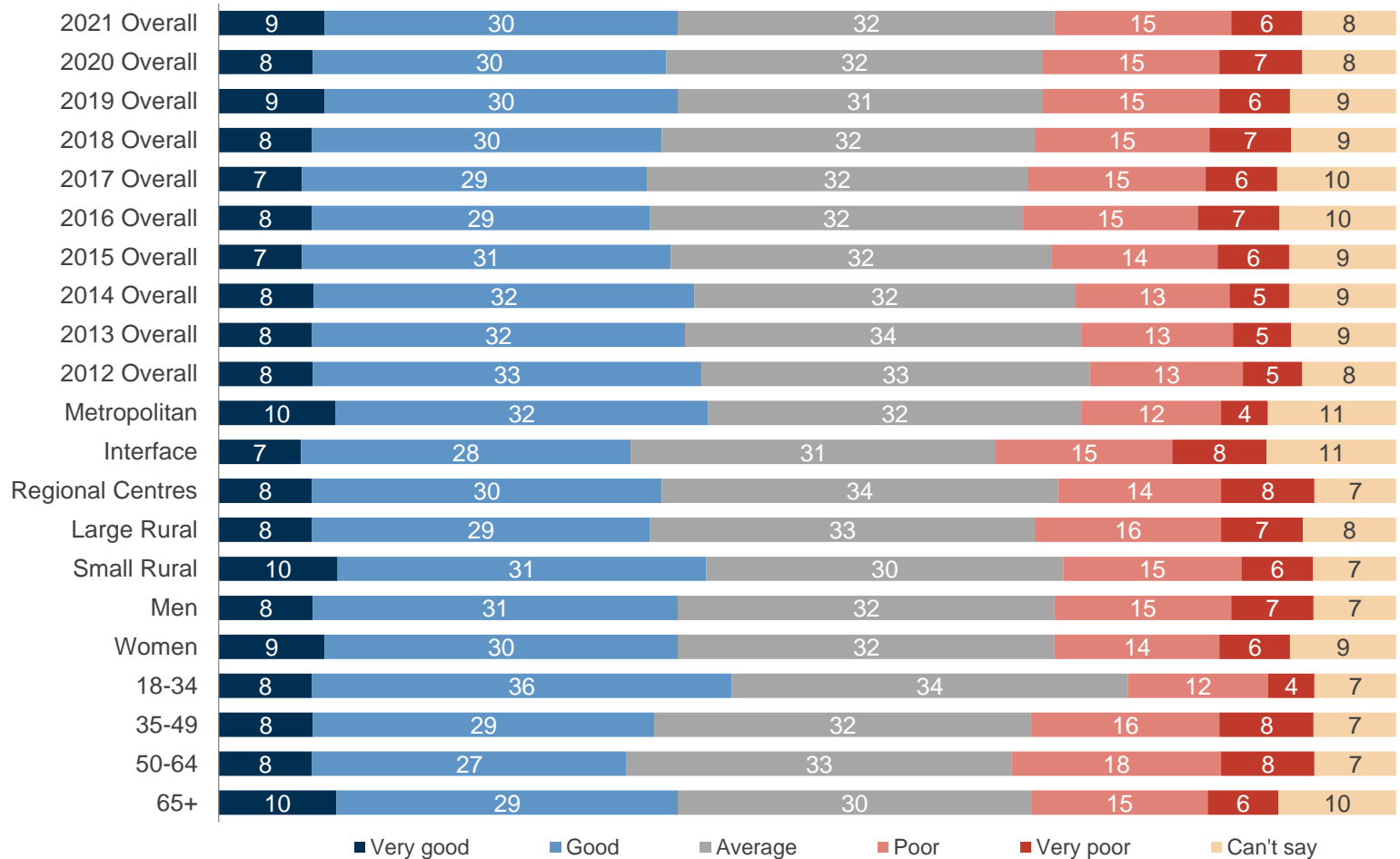
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2021 consultation and engagement performance (%)







# Lobbying on behalf of the community importance



## 2021 lobbying importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	73▲	71	70	71	72	73	72	73	73	73
Small Rural	71▲	73	70	70	70	71	72	n/a	n/a	n/a
50-64	71▲	70	70	69	70	71	71	72	71	72
Large Rural	71▲	69	67	68	69	70	70	n/a	n/a	n/a
Regional Centres	70	70	70	70	72	69	68	n/a	n/a	n/a
35-49	70	69	68	69	70	71	70	71	71	72
Overall	69	68	67	68	69	69	69	70	70	70
65+	69	68	66	68	68	68	68	69	69	68
Interface	68	67	66	68	67	70	68	n/a	n/a	n/a
18-34	68▼	66	65	66	66	69	68	67	68	68
Metropolitan	67▼	66	65	66	67	68	67	n/a	n/a	n/a
Men	66▼	65	64	65	66	66	66	67	66	67

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

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

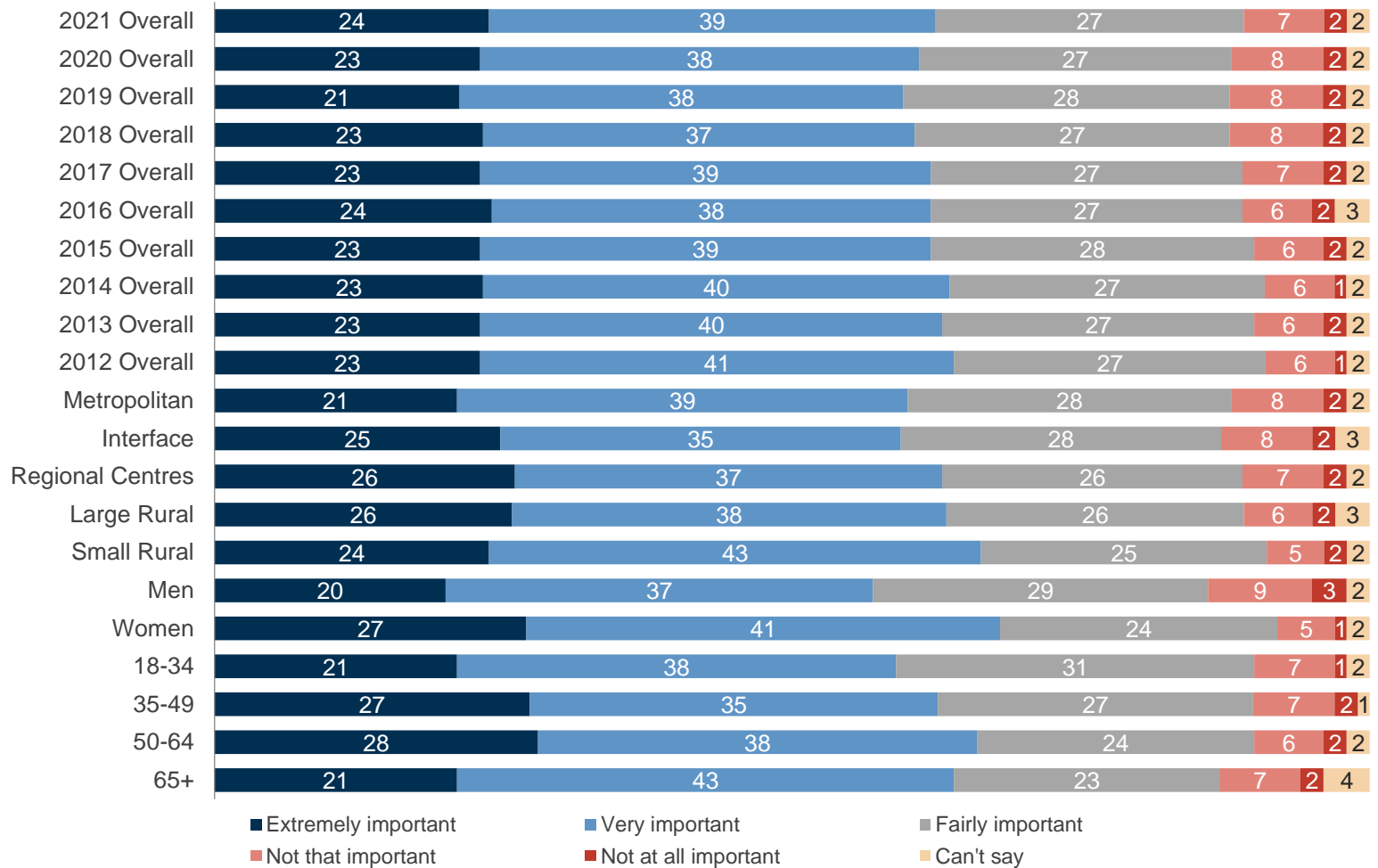
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2021 lobbying importance (%)





# Lobbying on behalf of the community performance



## 2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57▲	57	57	57	57	57	58	59	59	60
65+	56▲	54	56	55	55	54	57	57	57	57
Regional Centres	56	52	54	54	54	52	55	n/a	n/a	n/a
Metropolitan	56▲	57	57	56	56	56	58	n/a	n/a	n/a
Women	55	54	55	54	55	54	56	57	56	56
Small Rural	55	52	55	53	55	54	56	n/a	n/a	n/a
Overall	55	53	54	54	54	53	55	56	55	55
Men	54▼	53	54	53	53	53	55	55	55	55
Large Rural	54▼	53	52	52	51	50	53	n/a	n/a	n/a
35-49	53▼	51	52	52	52	51	53	54	53	53
Interface	52▼	51	54	54	54	55	56	n/a	n/a	n/a
50-64	52▼	49	51	50	51	50	53	53	52	52

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

Base: All respondents. Councils asked state-wide: 51

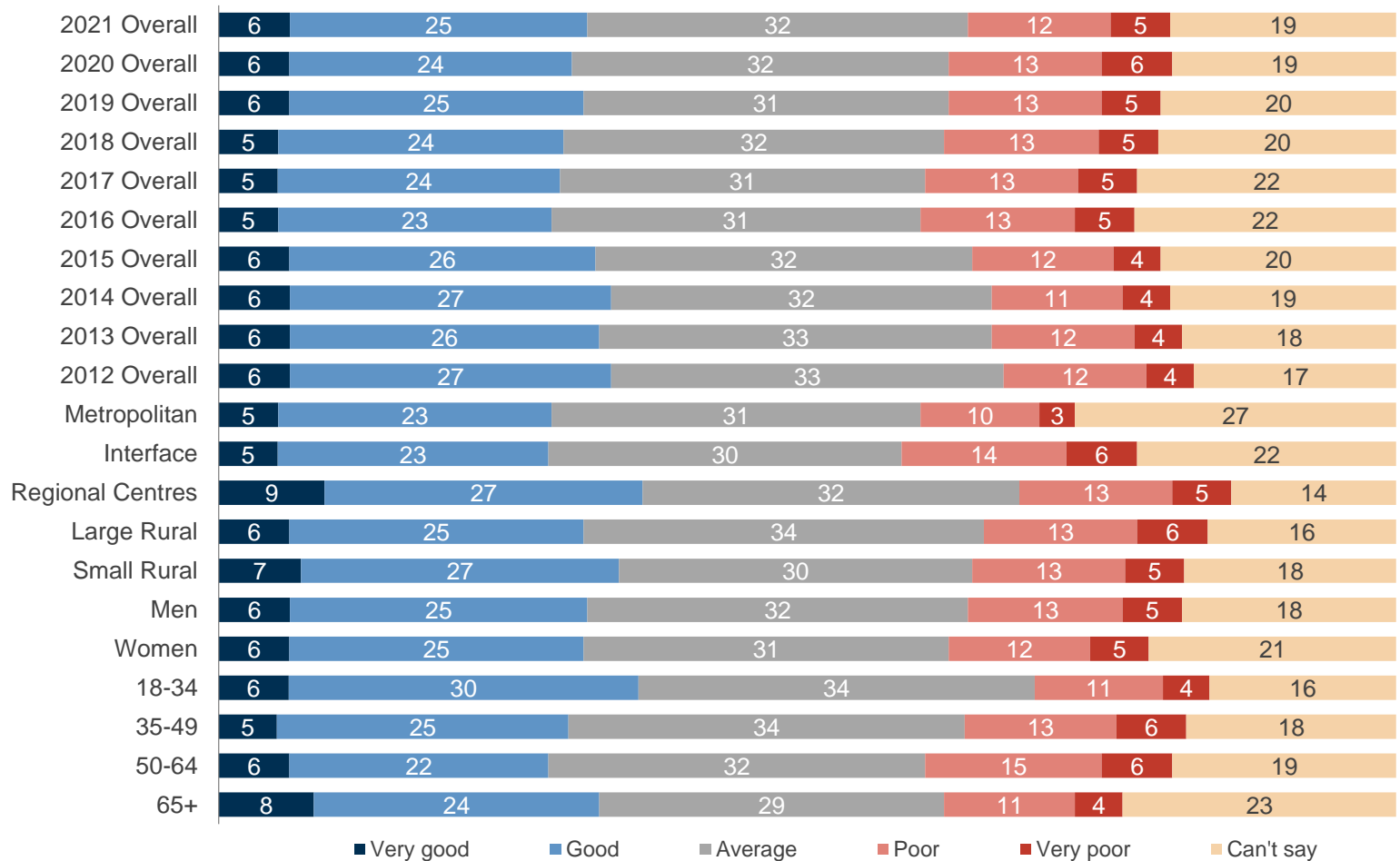
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2021 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2021 community decisions made importance (index scores)



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

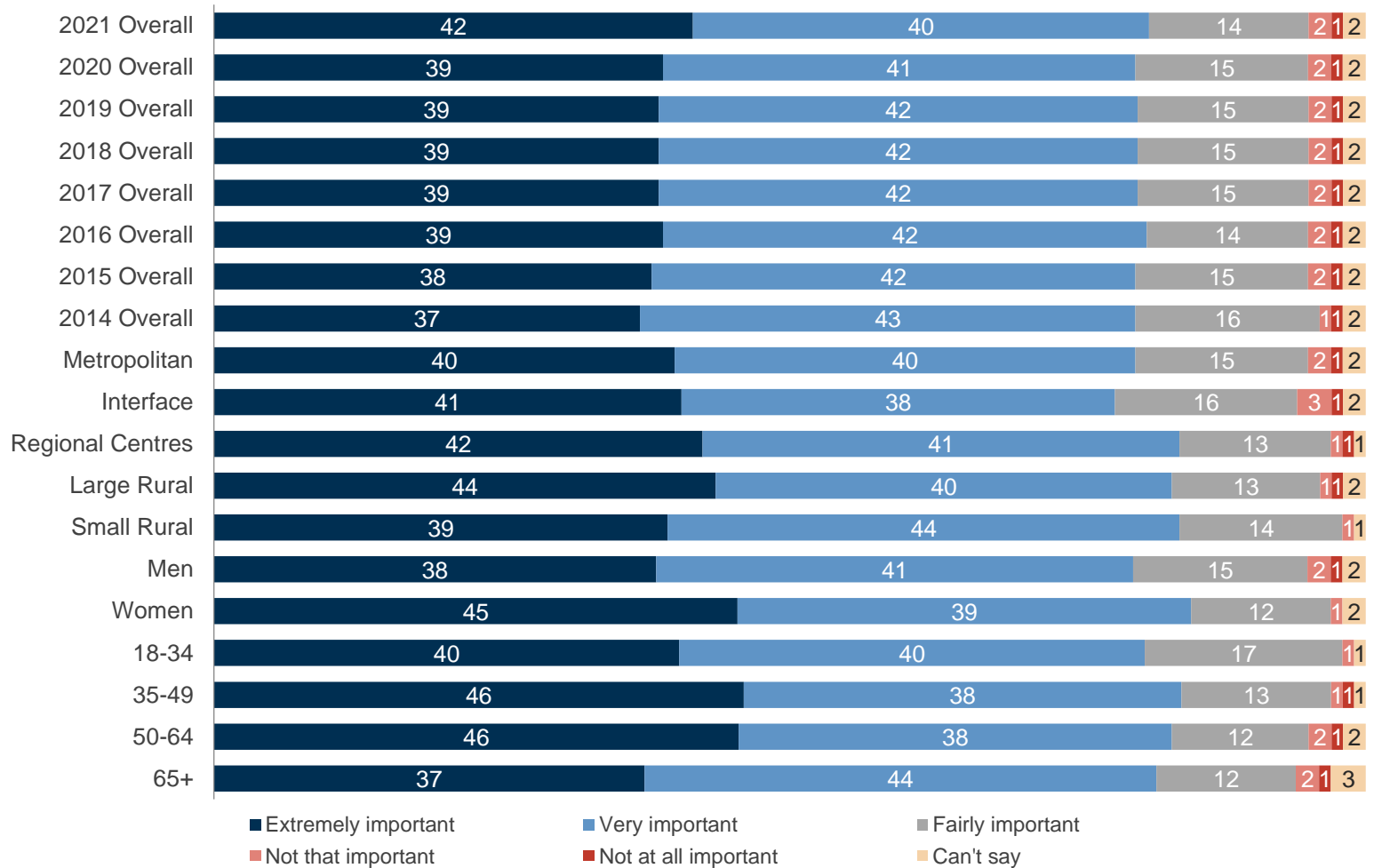
Base: All respondents. Councils asked state-wide: 24

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

# Decisions made in the interest of the community importance



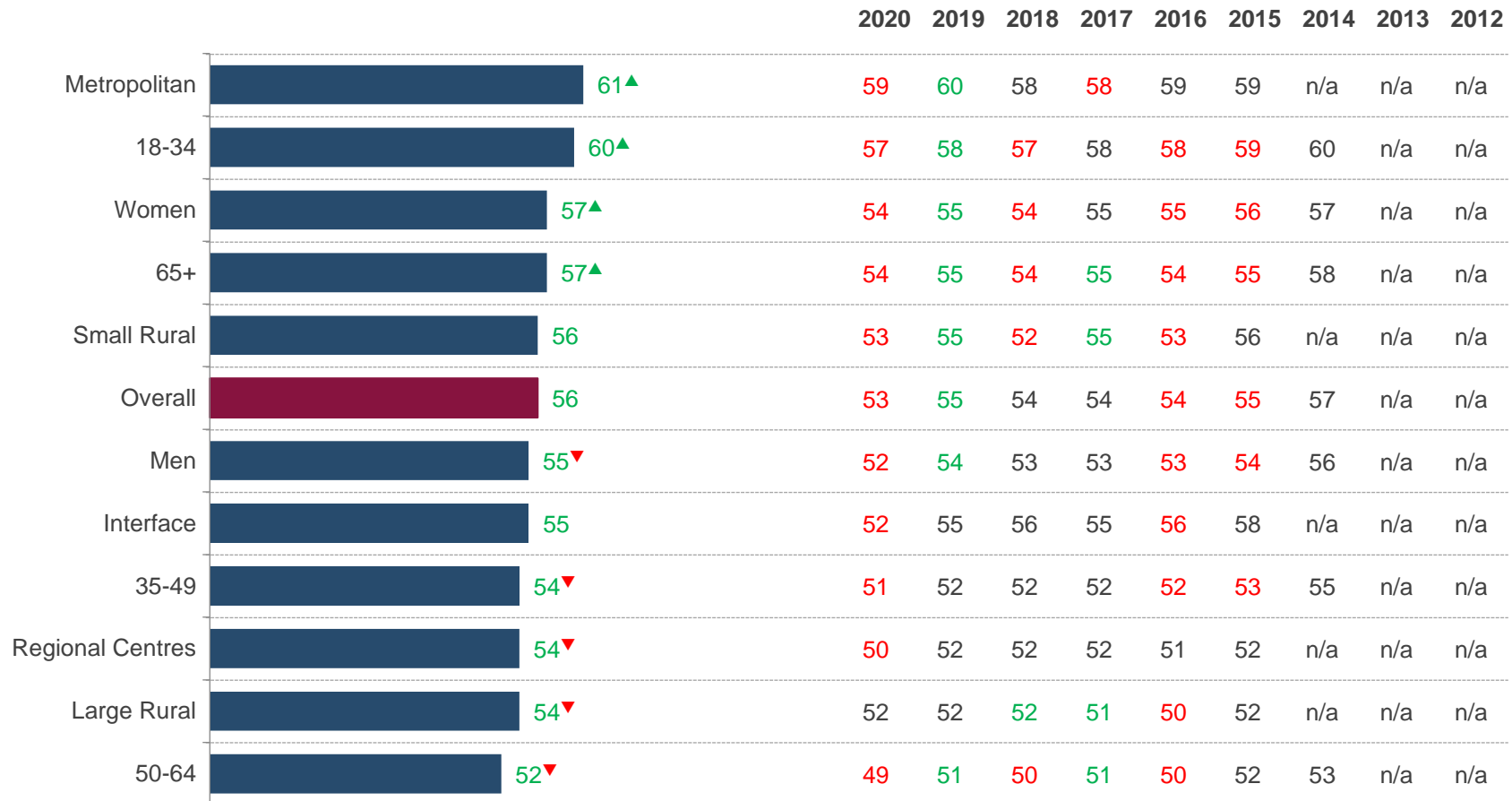
## 2021 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2021 community decisions made performance (index scores)



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

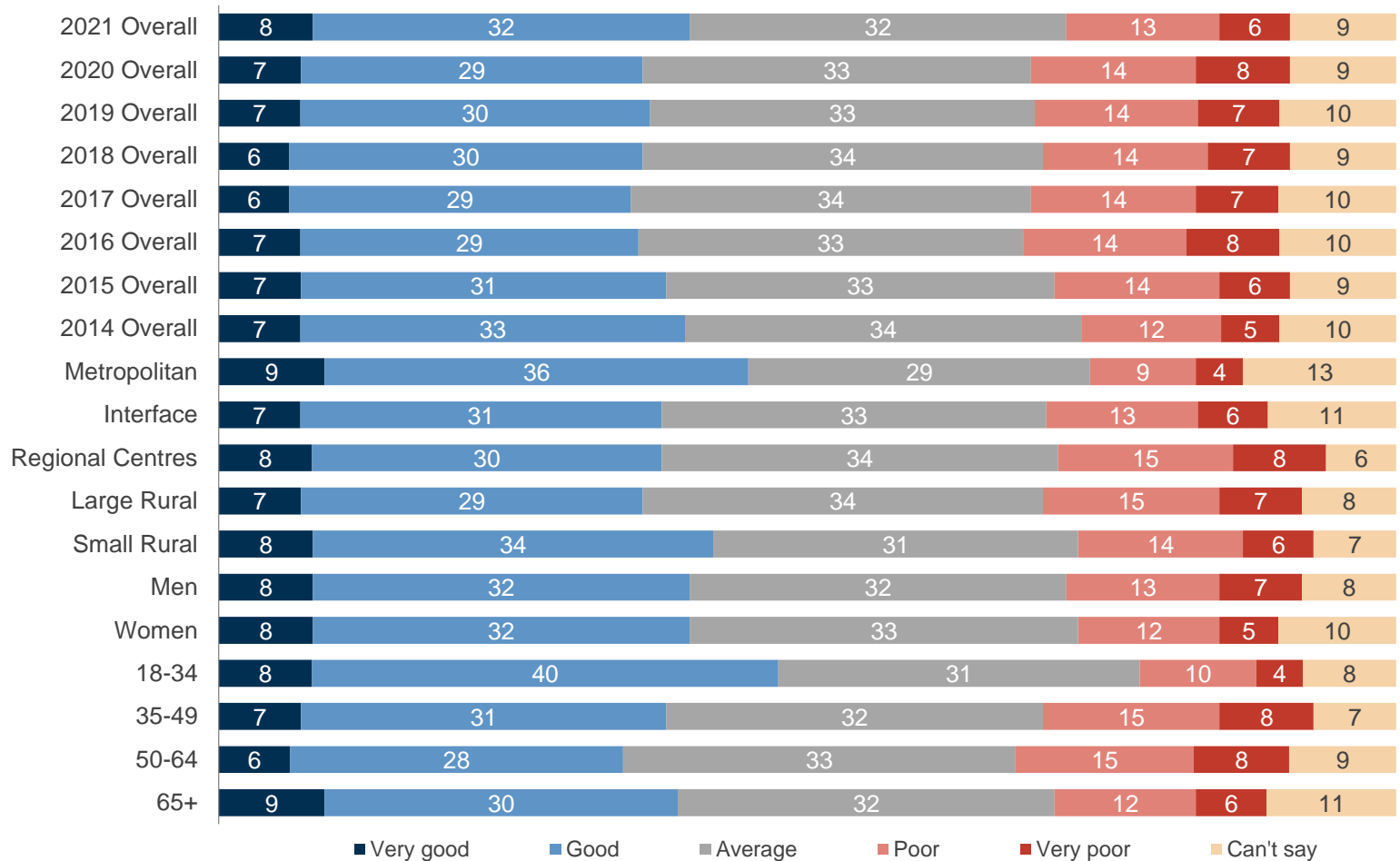
Base: All respondents. Councils asked state-wide: 66

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

# Decisions made in the interest of the community performance



2021 community decisions made performance (%)

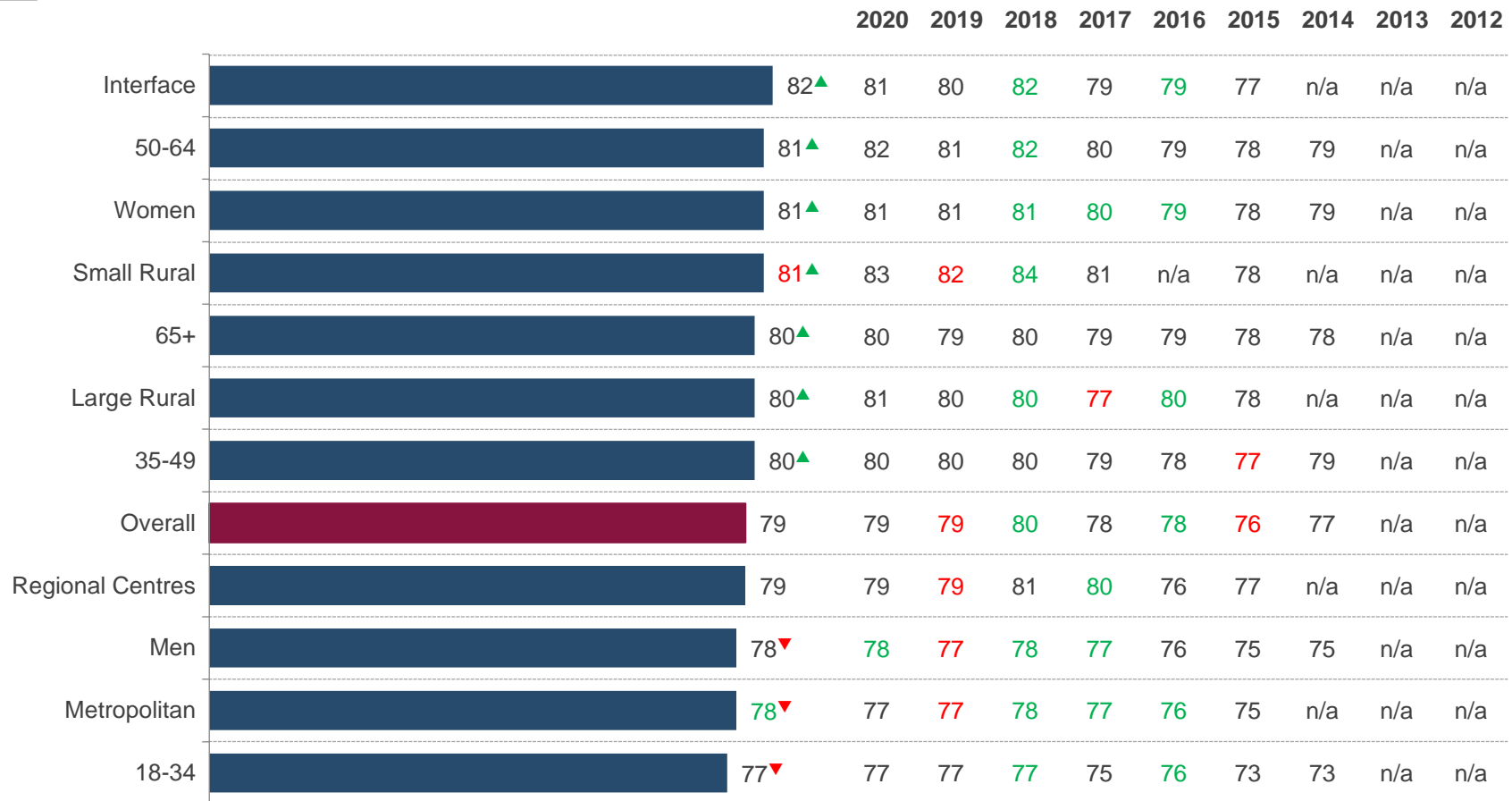




# The condition of sealed local roads in your area importance



## 2021 sealed local roads importance (index scores)



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

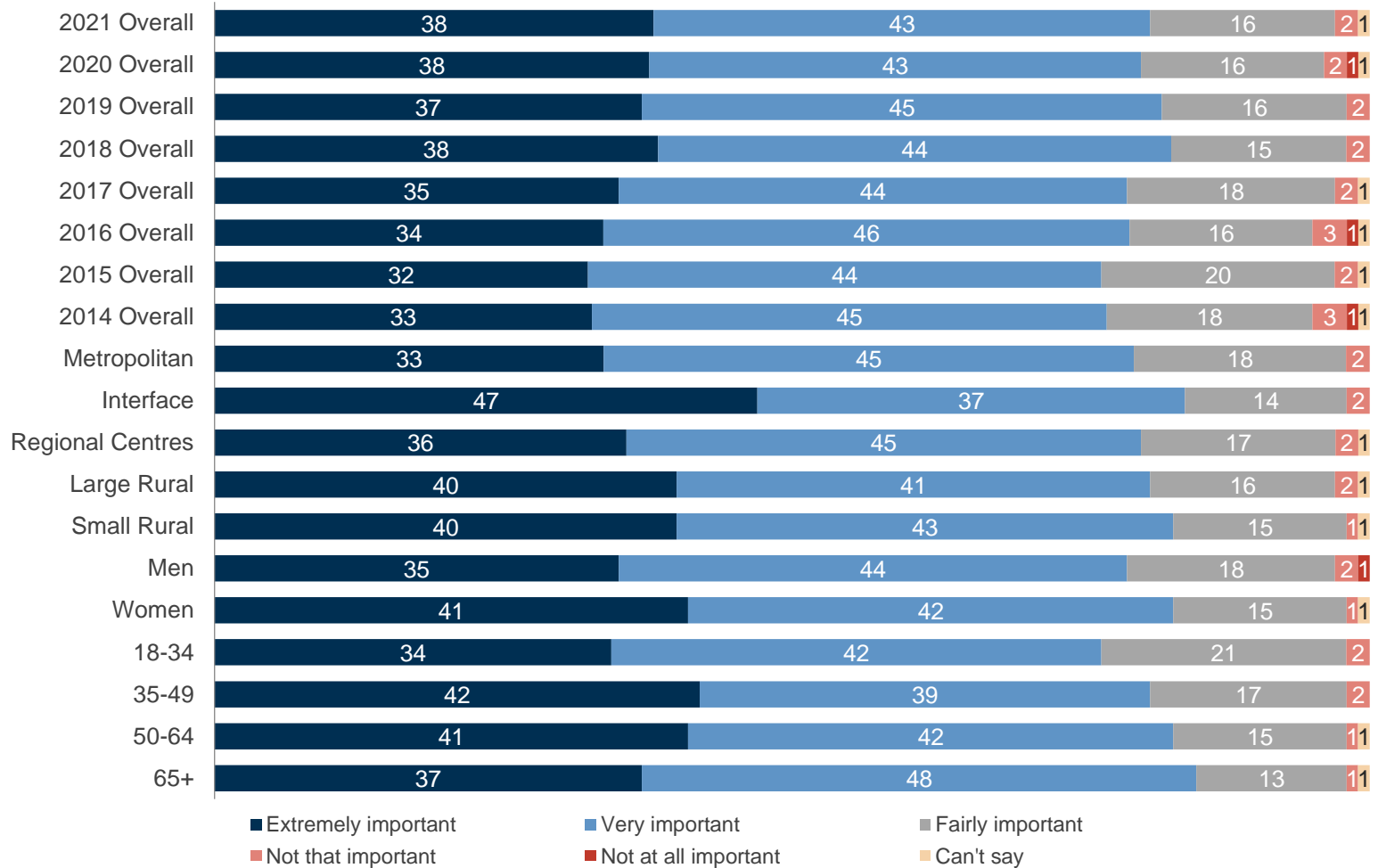
Base: All respondents. Councils asked state-wide: 24

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

# The condition of sealed local roads in your area importance



2021 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

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

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

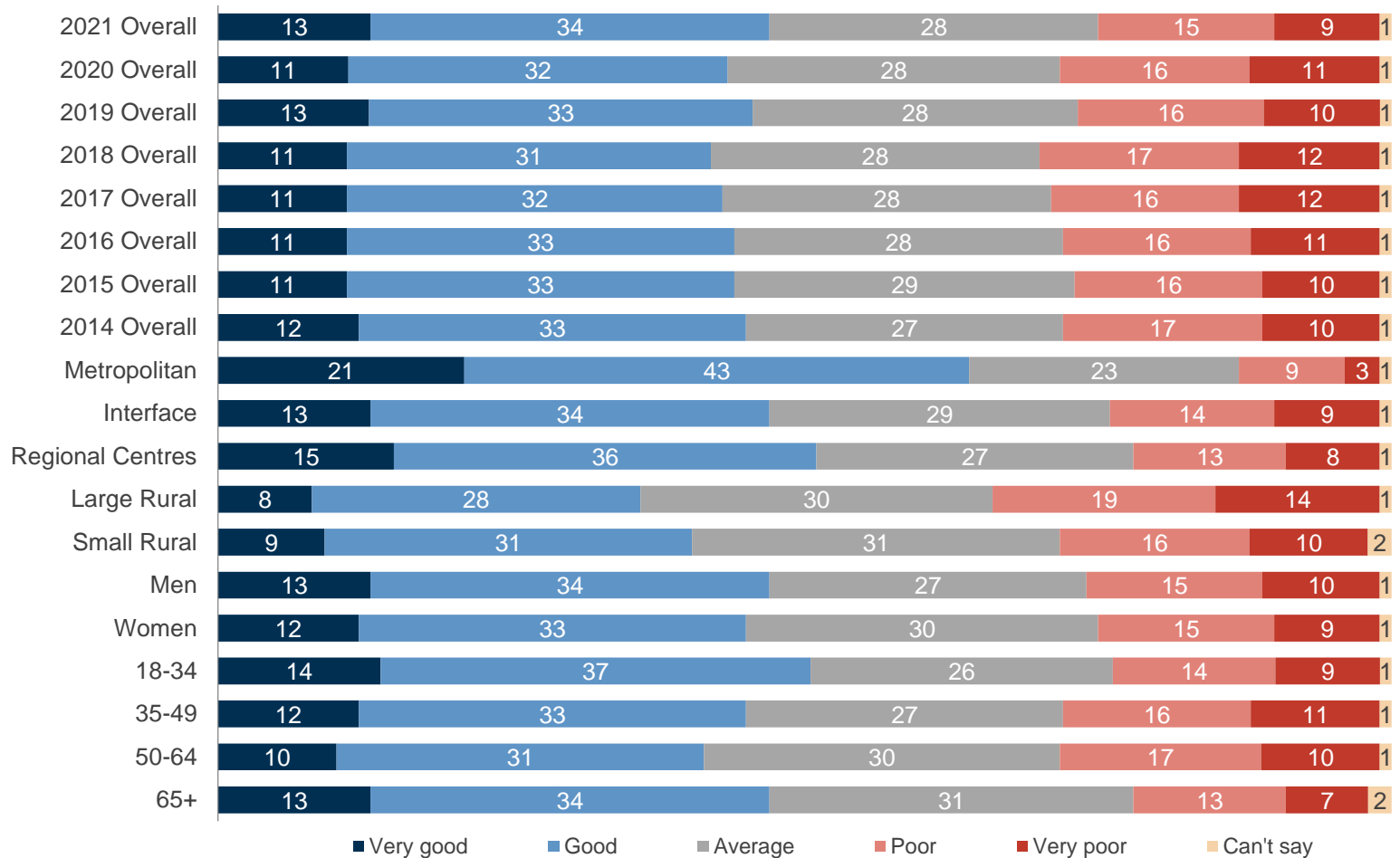
Base: All respondents. Councils asked state-wide: 66

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

# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (%)

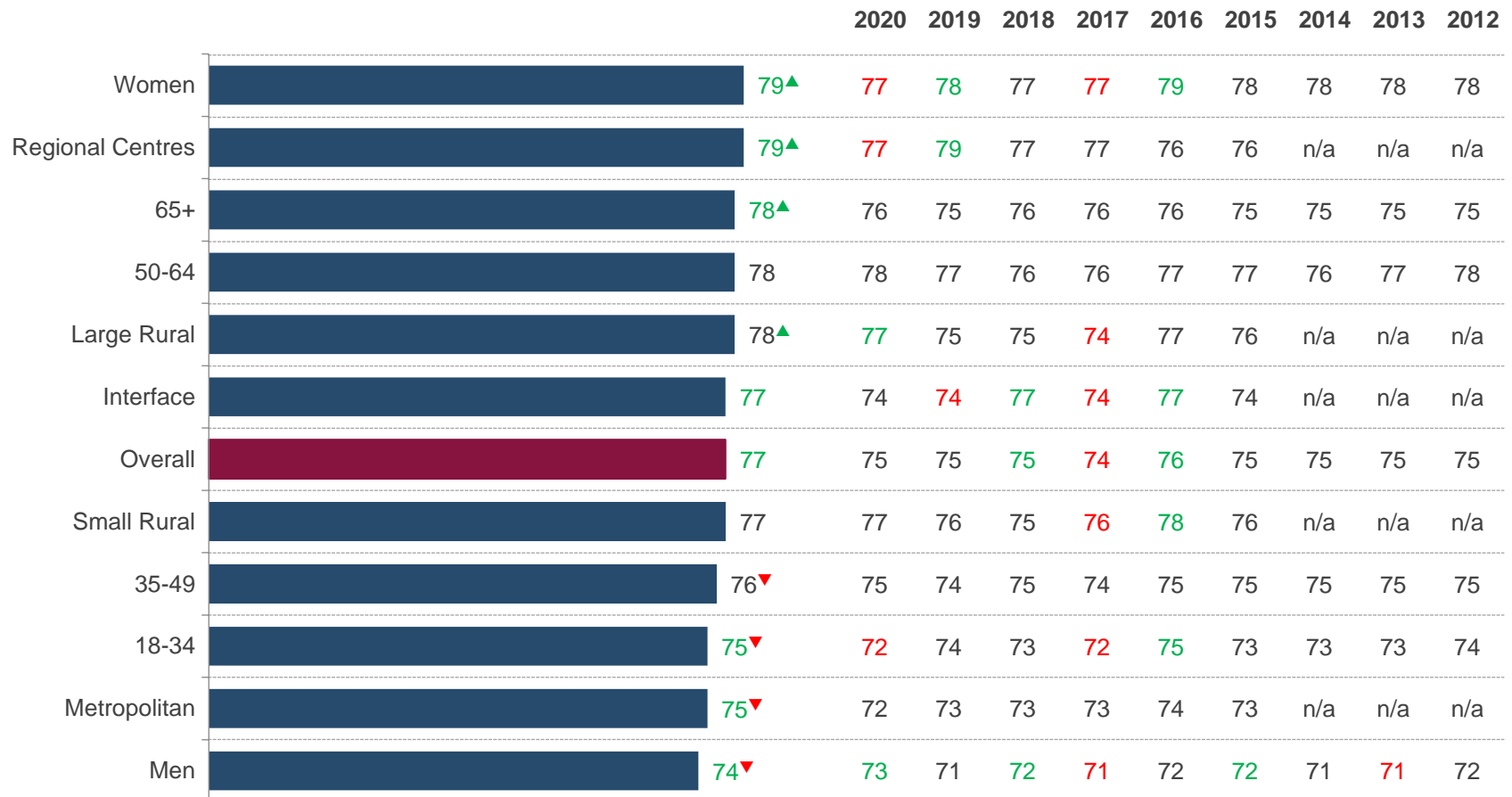




# Informing the community importance



## 2021 informing community importance (index scores)



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

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

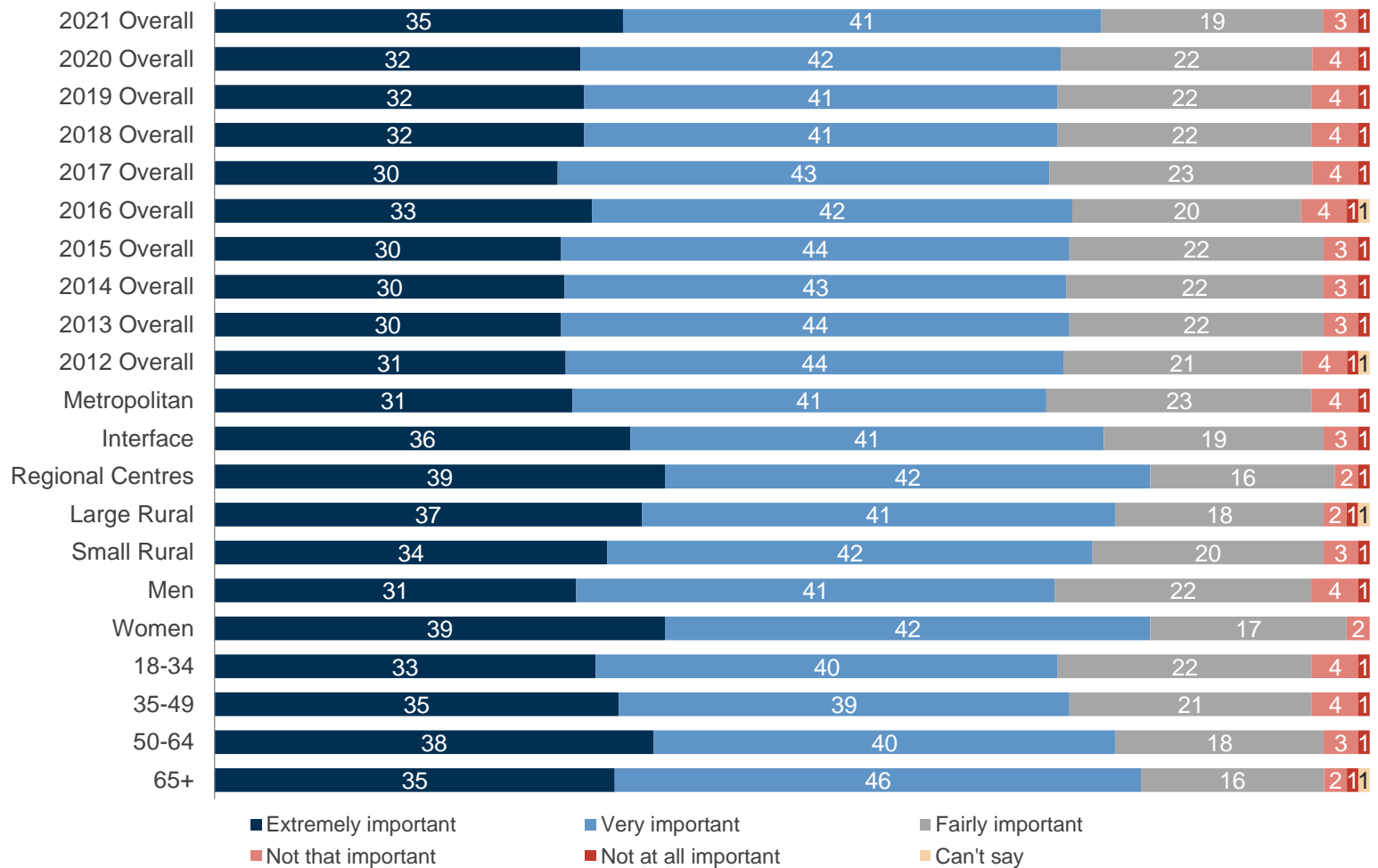
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2021 informing community importance (%)





# Informing the community performance



## 2021 informing community performance (index scores)

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

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

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

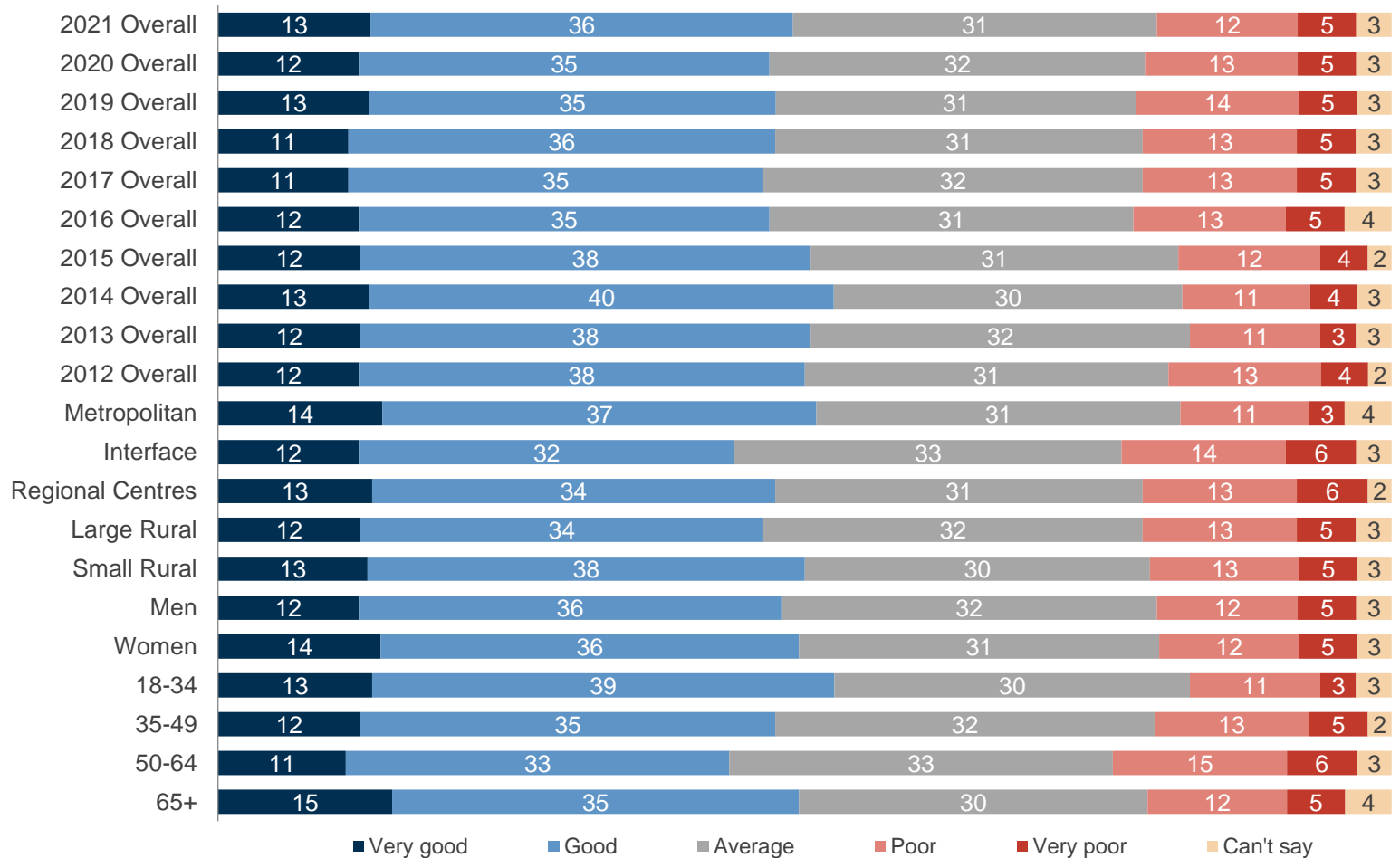
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2021 informing community performance (%)

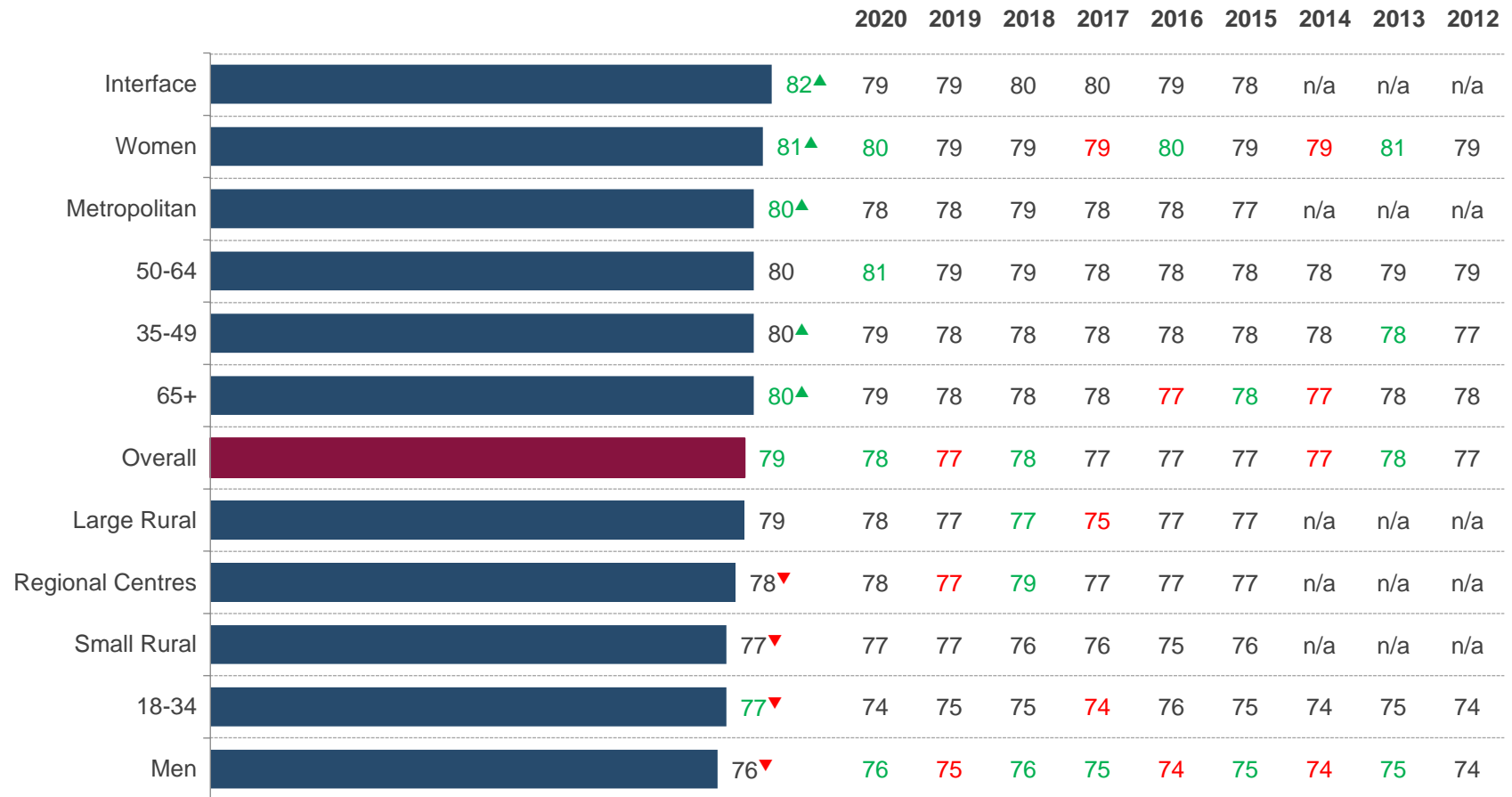




# The condition of local streets and footpaths in your area importance



## 2021 streets and footpaths importance (index scores)



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

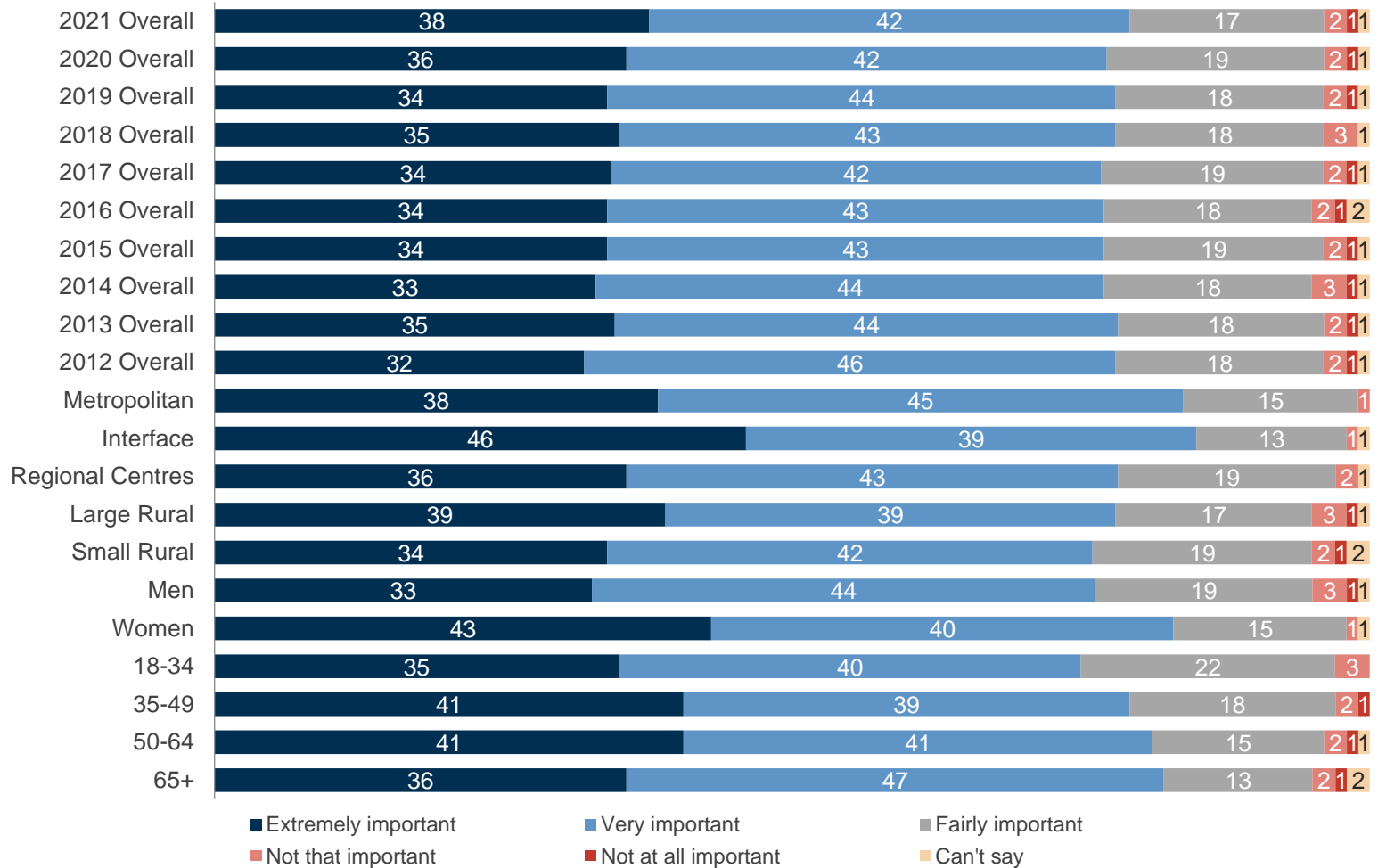
Base: All respondents. Councils asked state-wide: 25

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

# The condition of local streets and footpaths in your area importance



## 2021 streets and footpaths importance (%)



# The condition of local streets and footpaths in your area performance



## 2021 streets and footpaths performance (index scores)

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

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

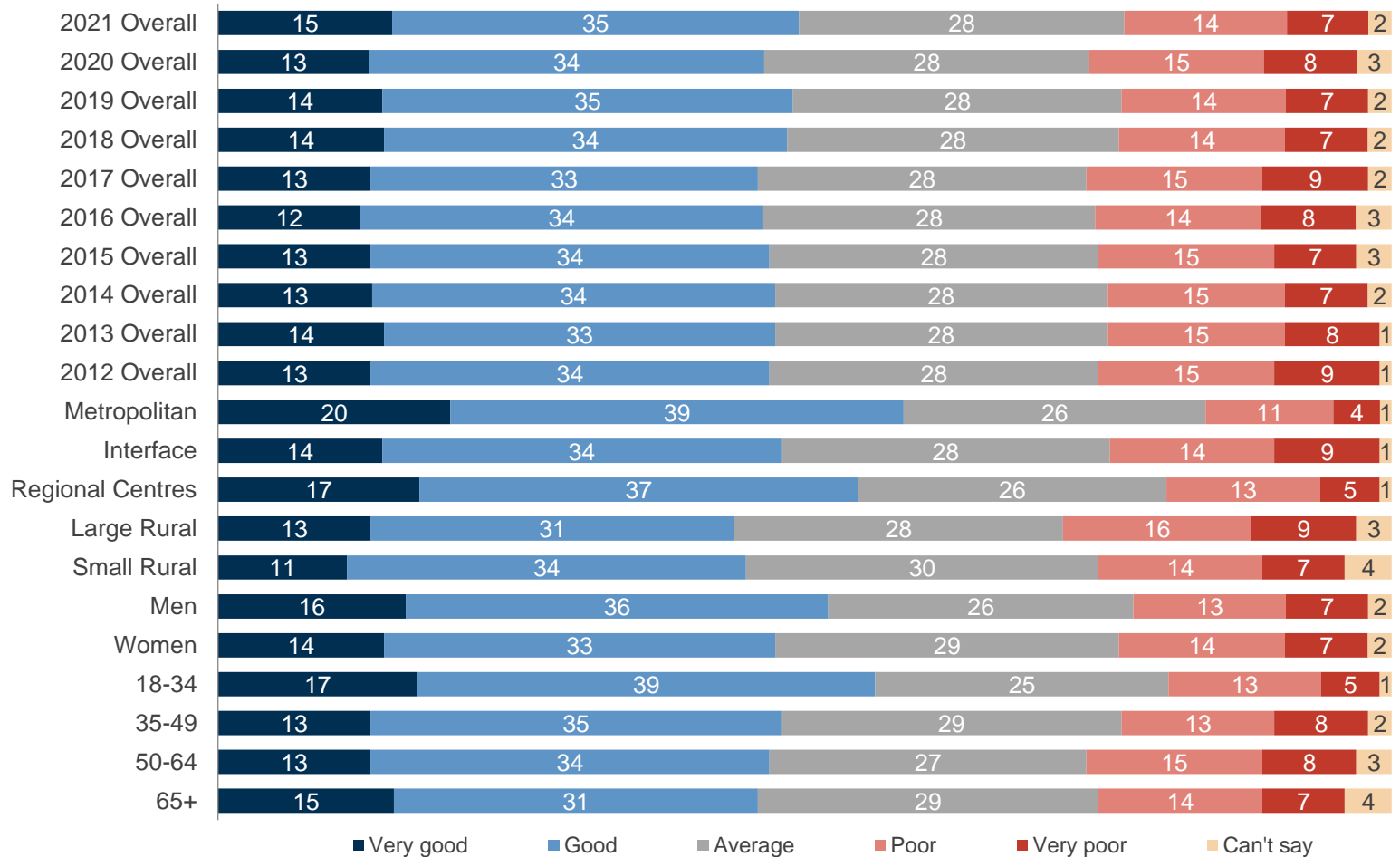
Base: All respondents. Councils asked state-wide: 32

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

# The condition of local streets and footpaths in your area performance



## 2021 streets and footpaths performance (%)

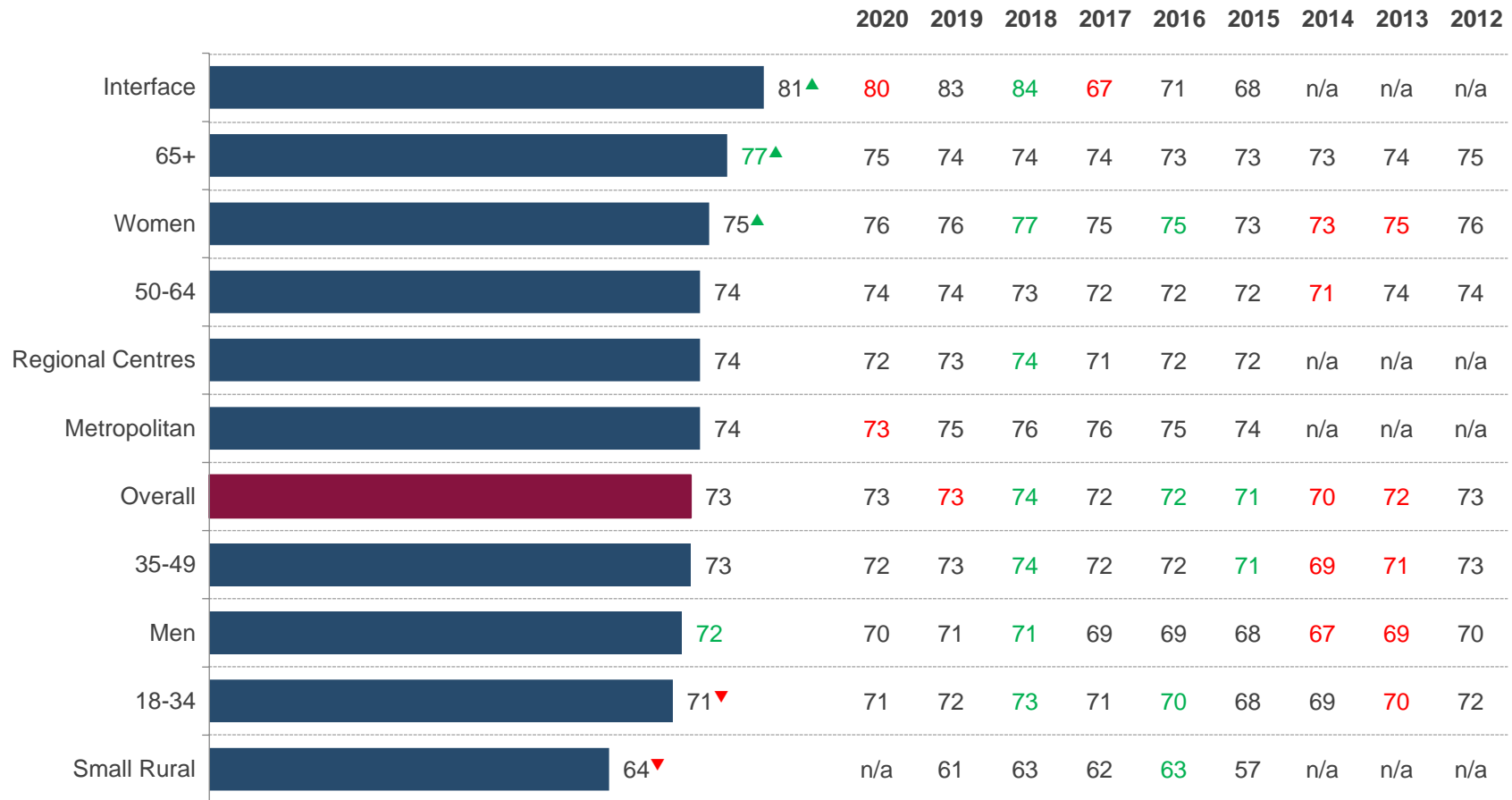




# Traffic management importance



## 2021 traffic management importance (index scores)



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

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

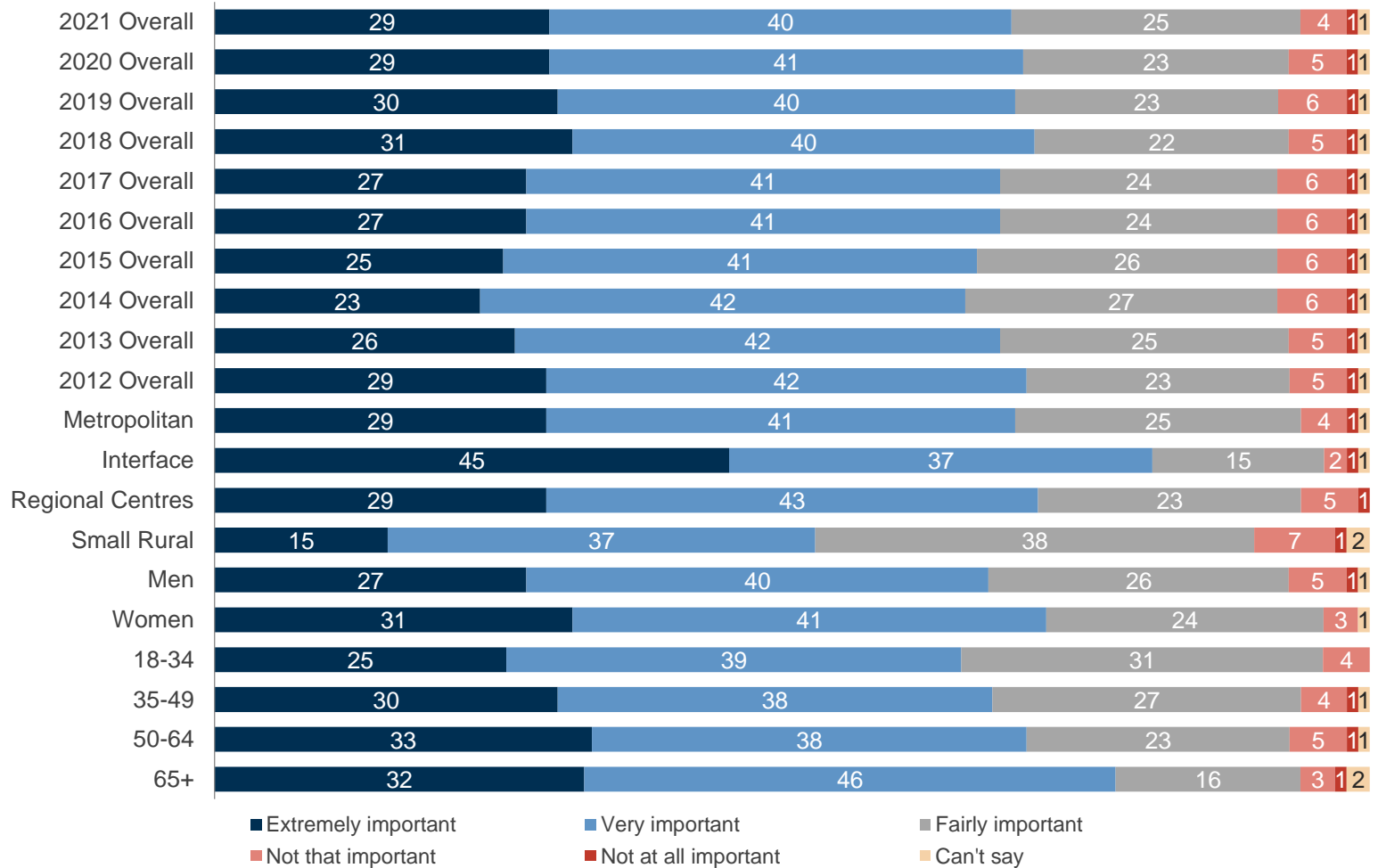
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



## 2021 traffic management importance (%)





# Traffic management performance



## 2021 traffic management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	67▲	64	66	65	67	65	67	n/a	n/a	n/a
18-34	61▲	60	59	58	61	61	62	63	63	62
Regional Centres	60	56	60	56	61	59	62	n/a	n/a	n/a
Metropolitan	59	59	58	57	56	56	57	n/a	n/a	n/a
Women	59	58	58	58	60	60	60	61	60	59
Overall	59	58	58	57	59	59	60	60	60	58
Large Rural	59	62	59	60	62	62	59	n/a	n/a	n/a
Men	59	58	57	56	58	57	59	60	59	58
65+	59	59	59	57	60	60	60	60	61	60
35-49	57▼	55	56	55	58	57	58	59	58	55
50-64	57▼	57	56	55	57	57	57	58	57	56
Interface	52▼	52	52	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: 13

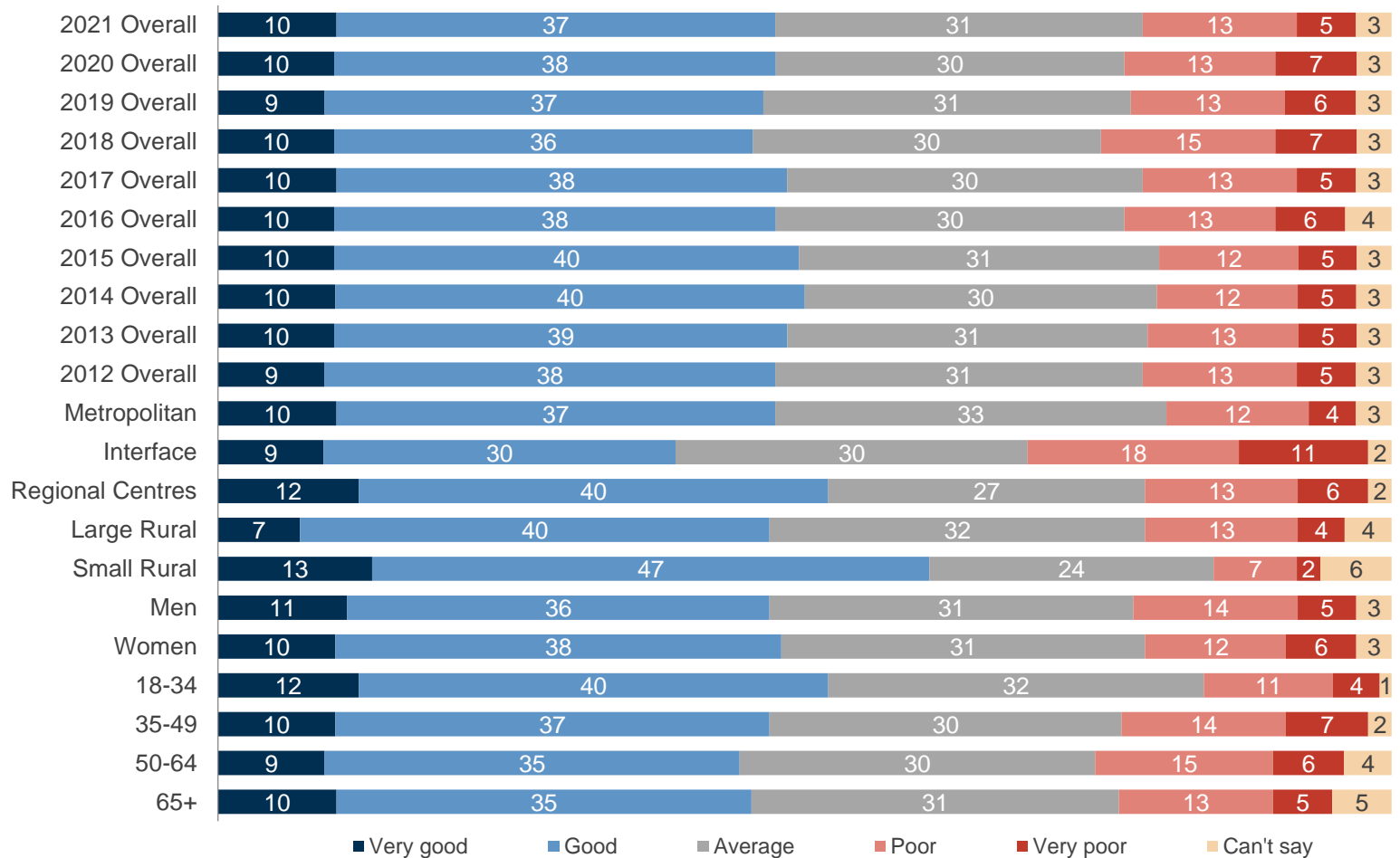
Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



## 2021 traffic management performance (%)







# Parking facilities importance



## 2021 parking importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76▲	75	73	74	73	73	74	74	74	74
Women	74▲	74	74	74	73	74	74	74	75	74
Small Rural	73	69	66	64	64	65	67	n/a	n/a	n/a
Regional Centres	73	75	75	75	72	73	74	n/a	n/a	n/a
50-64	73	72	72	72	71	70	71	71	73	72
Overall	72	71	71	71	70	70	70	70	71	71
Metropolitan	72	71	73	73	73	72	72	n/a	n/a	n/a
35-49	70▼	69	70	70	69	69	70	69	70	70
Men	69▼	68	68	69	66	66	67	67	67	68
18-34	68▼	67	69	69	67	68	67	68	68	68
Large Rural	67▼	66	66	66	66	68	67	n/a	n/a	n/a

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

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

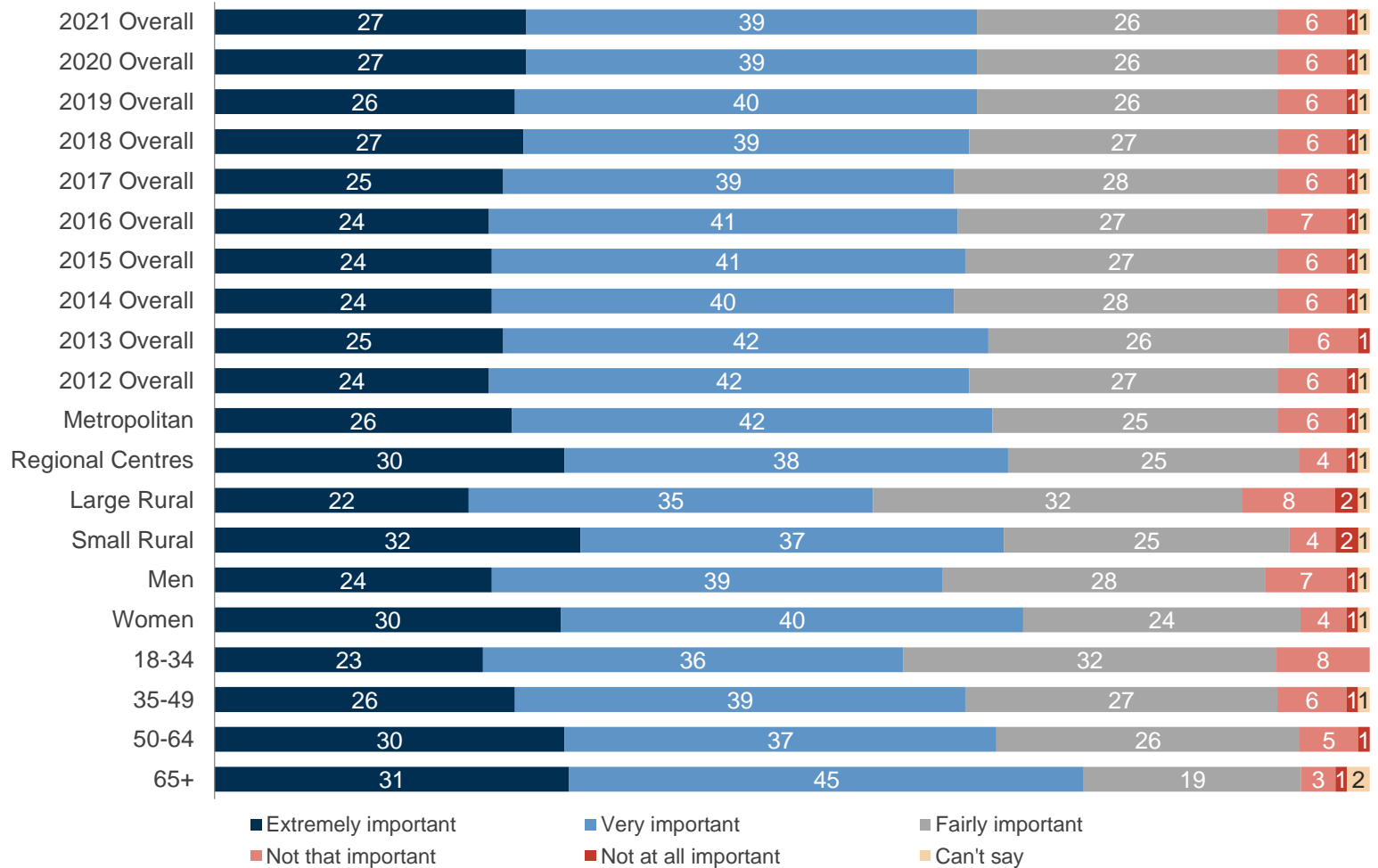
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



## 2021 parking importance (%)





# Parking facilities performance



## 2021 parking performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	62▲	60	60	60	63	61	62	n/a	n/a	n/a
18-34	60▲	57	57	58	56	57	59	60	60	60
35-49	58	56	56	56	56	57	58	58	57	55
Metropolitan	58	56	55	55	53	54	55	n/a	n/a	n/a
Men	58	56	56	56	56	56	58	58	58	57
Overall	58	55	56	56	55	56	57	57	57	56
Interface	57	58	57	57	57	56	60	n/a	n/a	n/a
Women	57	54	55	55	55	56	56	57	56	56
50-64	56▼	54	54	56	54	55	55	55	55	55
65+	56▼	54	55	54	54	55	55	56	56	55
Large Rural	56▼	57	58	59	60	58	59	n/a	n/a	n/a
Regional Centres	55▼	49	50	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: 19

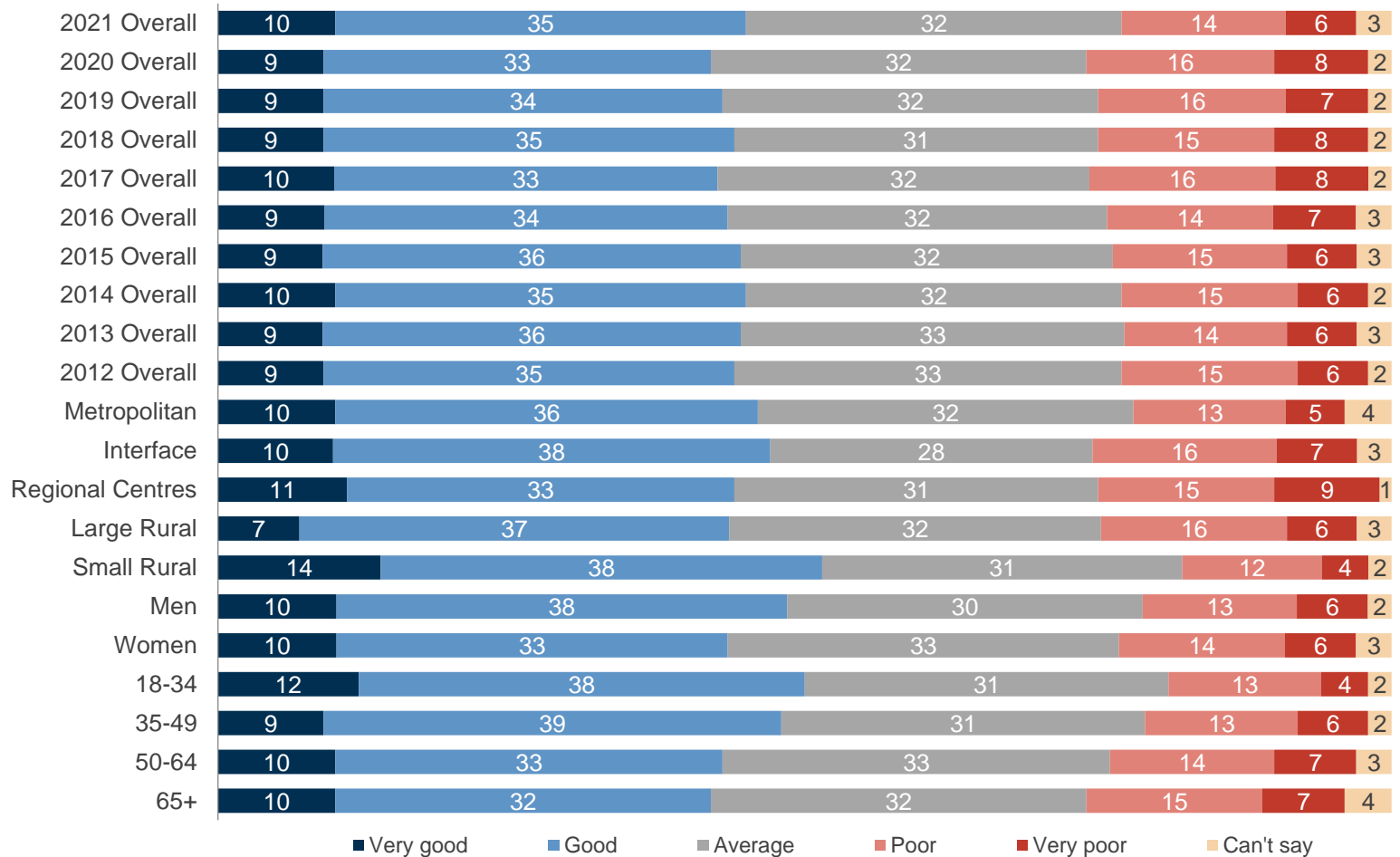
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



## 2021 parking performance (%)





# Enforcement of local laws importance



## 2021 law enforcement importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	73▲	73	75	74	74	74	74	74	75	74
Interface	73▲	73	73	74	73	73	71	n/a	n/a	n/a
65+	72▲	73	72	72	73	71	72	73	73	71
Metropolitan	71	71	73	73	72	71	72	n/a	n/a	n/a
Regional Centres	71	71	70	71	71	70	72	n/a	n/a	n/a
50-64	70	70	69	71	71	71	71	71	71	70
Overall	70	70	71	71	71	70	71	70	71	70
18-34	68▼	69	71	70	70	70	70	70	72	71
35-49	67▼	68	69	69	70	70	70	68	70	68
Large Rural	67▼	68	68	68	68	69	70	n/a	n/a	n/a
Small Rural	67▼	66	68	66	67	69	68	n/a	n/a	n/a
Men	66▼	66	66	67	68	66	67	66	68	66

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

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

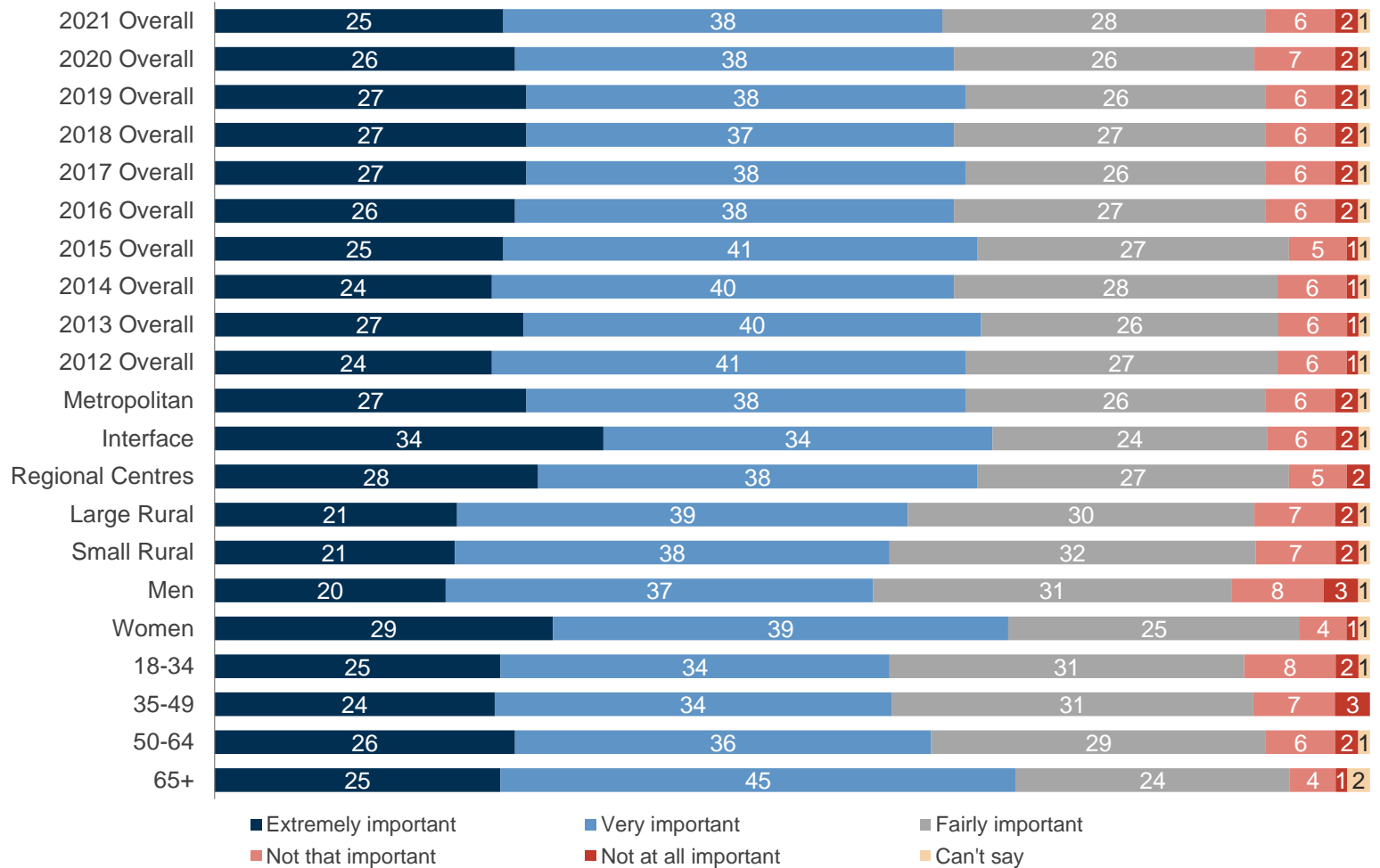
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2021 law enforcement importance (%)





# Enforcement of local laws performance



## 2021 law enforcement performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 34

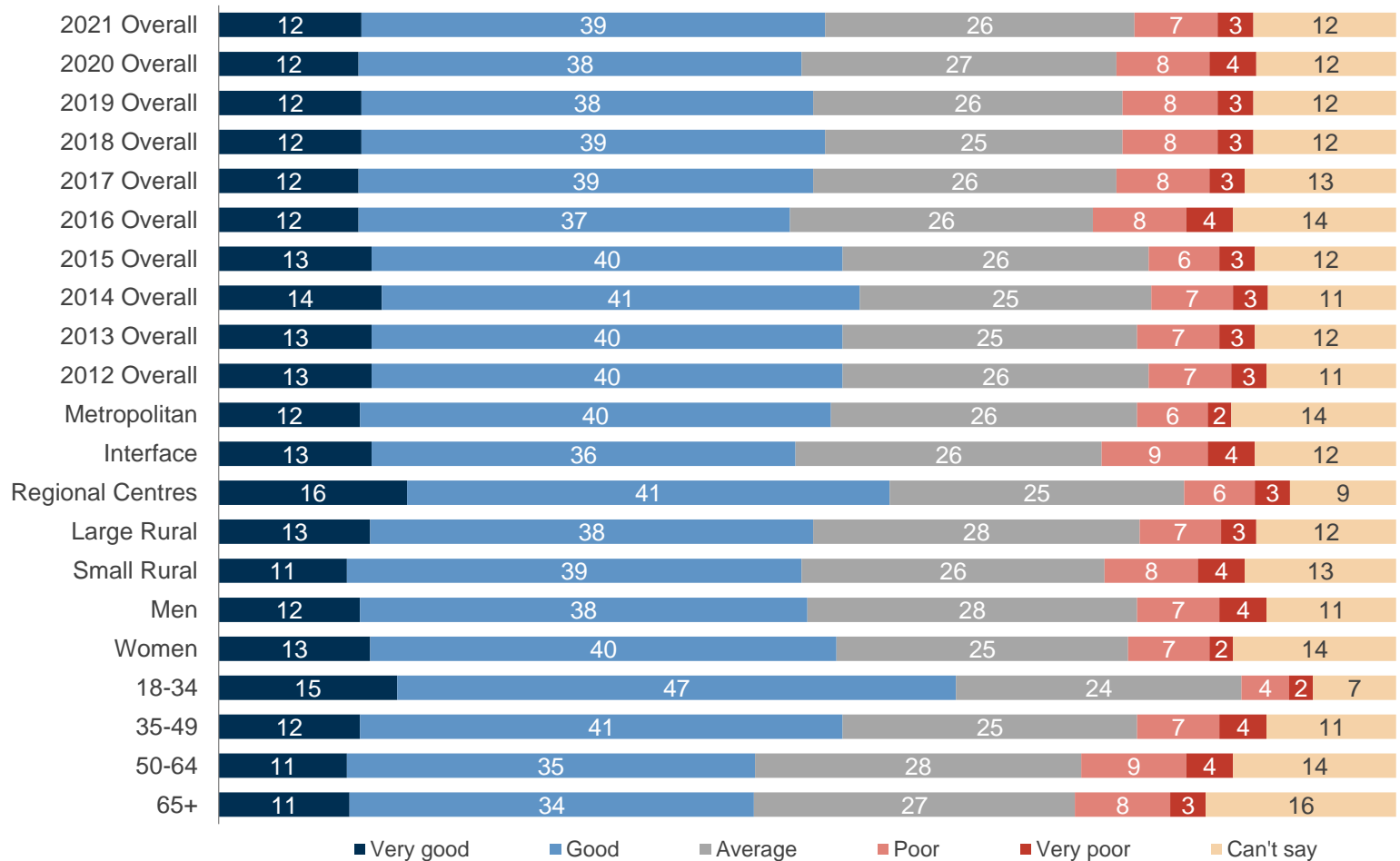
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2021 law enforcement performance (%)







# Family support services importance



## 2021 family support importance (index scores)



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

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

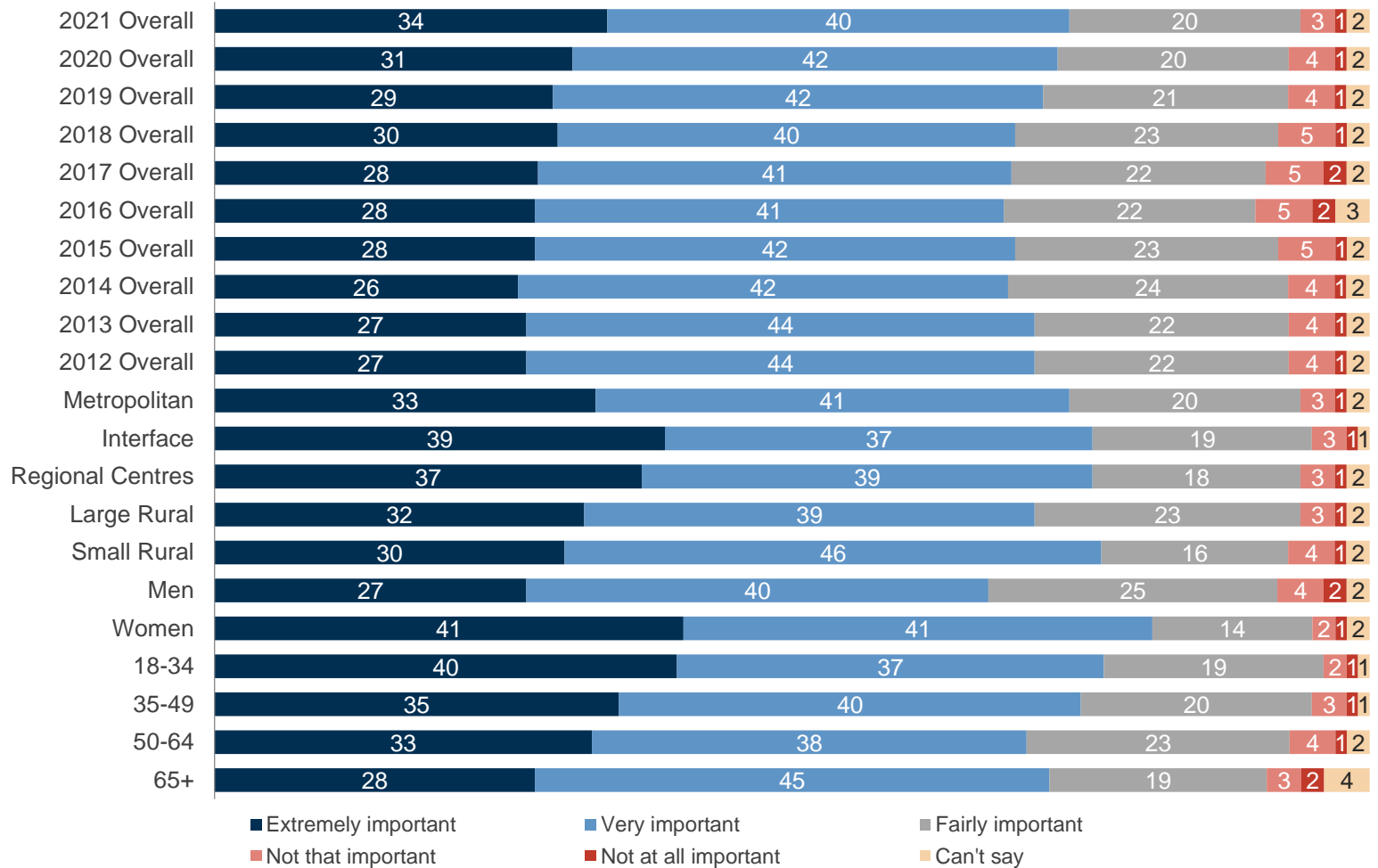
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2021 family support importance (%)

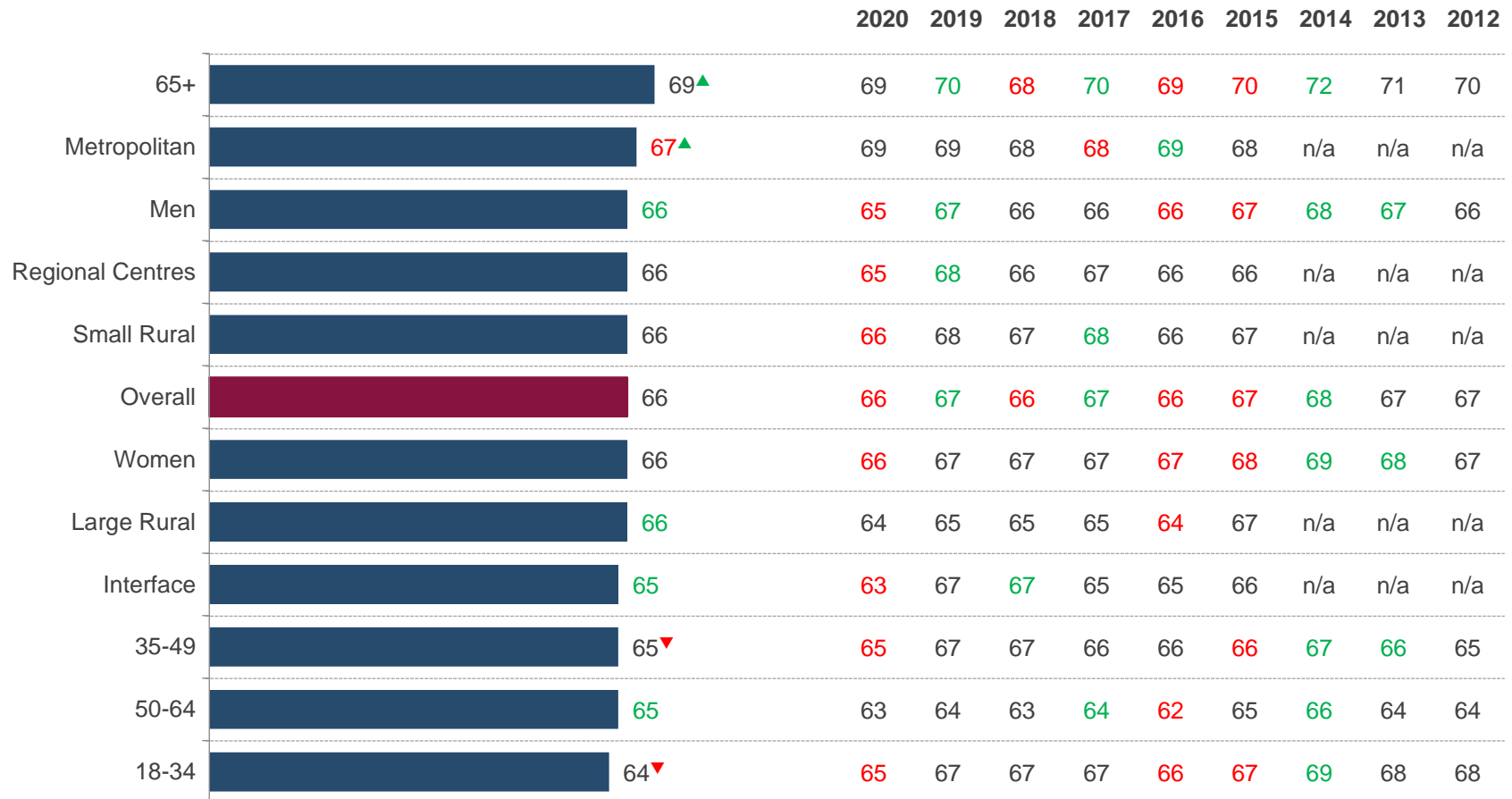




# Family support services performance



## 2021 family support performance (index scores)



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

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

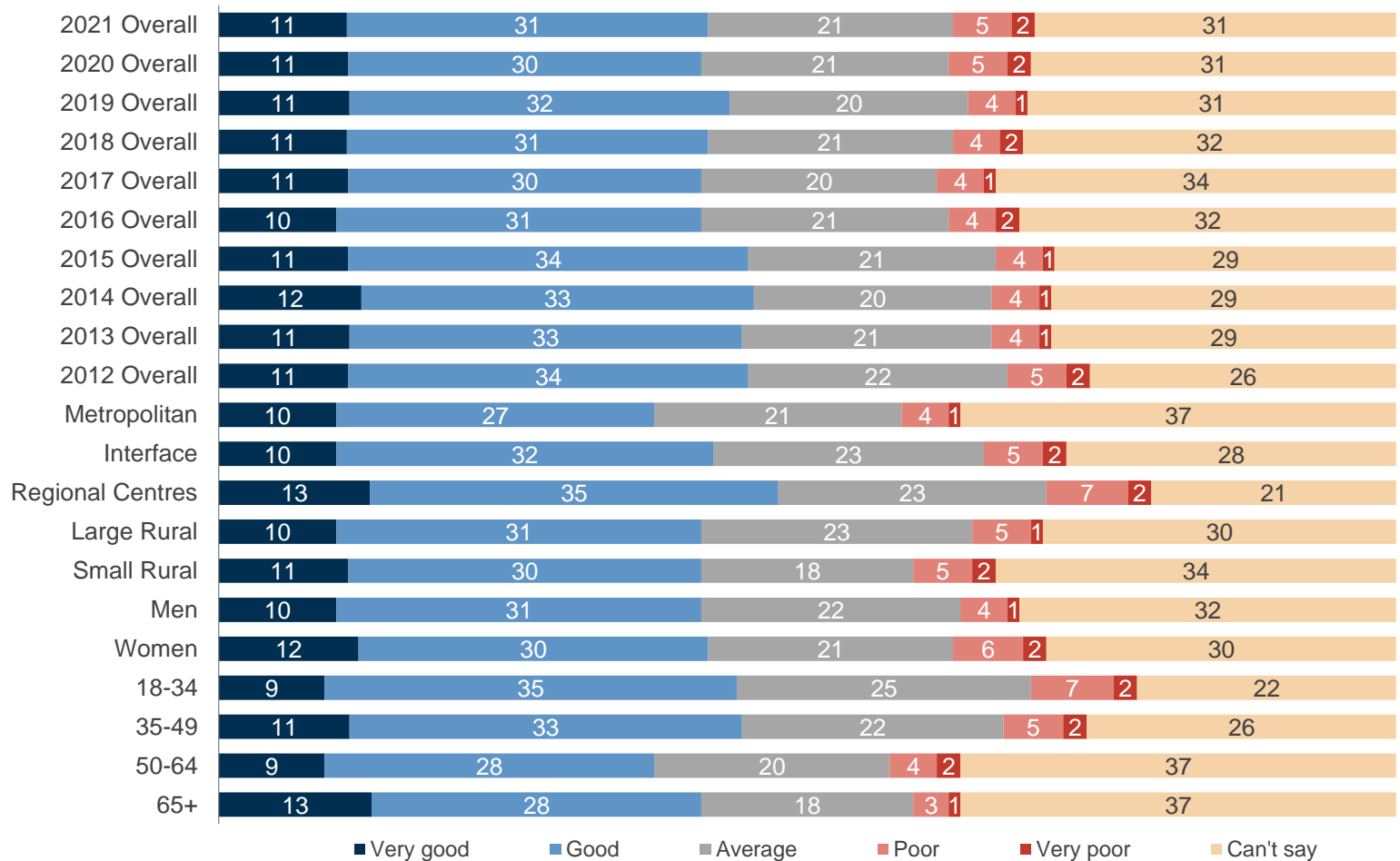
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



## 2021 family support performance (%)

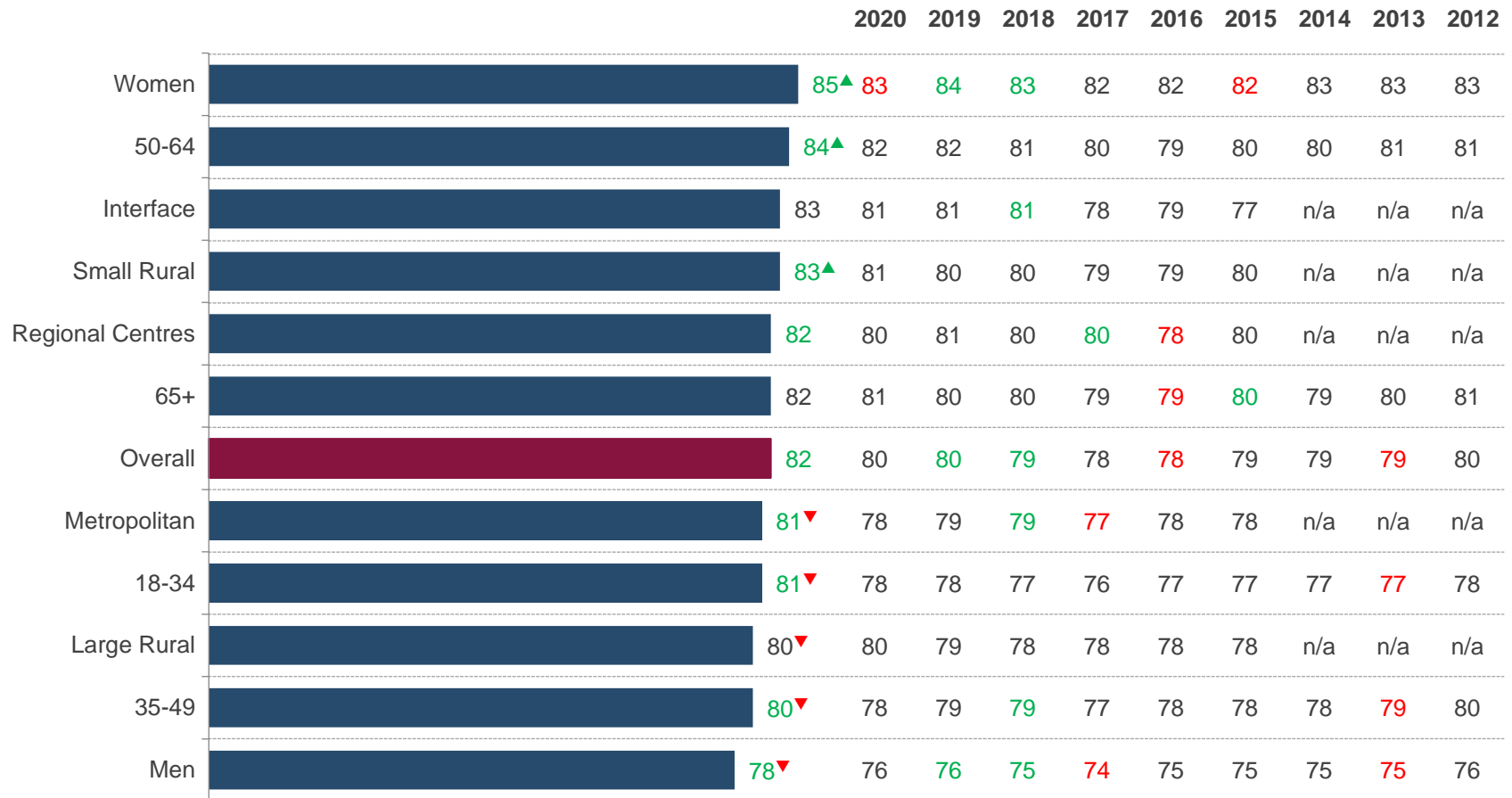




# Elderly support services importance



## 2021 elderly support importance (index scores)



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

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

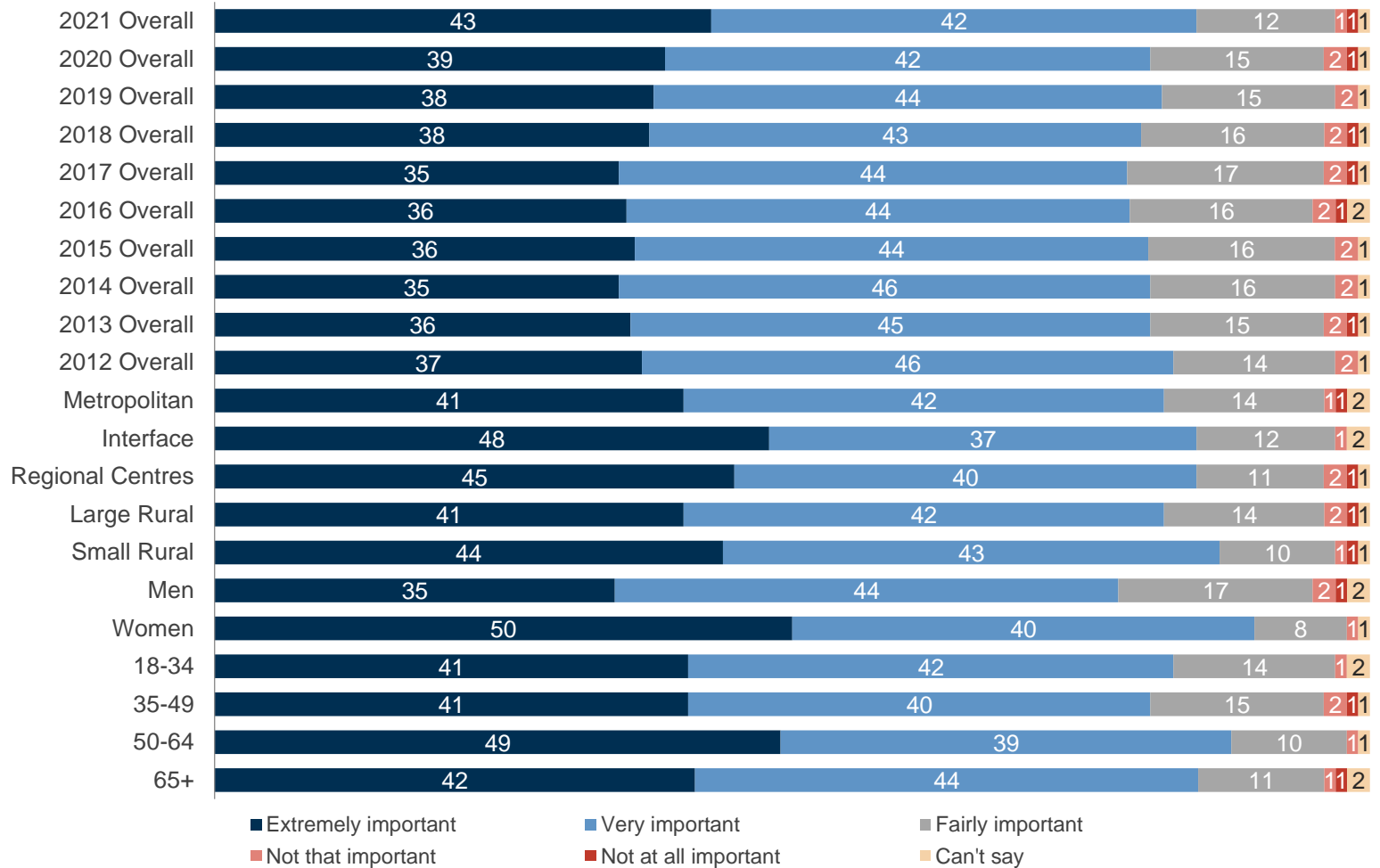
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



## 2021 elderly support importance (%)





# Elderly support services performance



## 2021 elderly support performance (index scores)

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

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

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

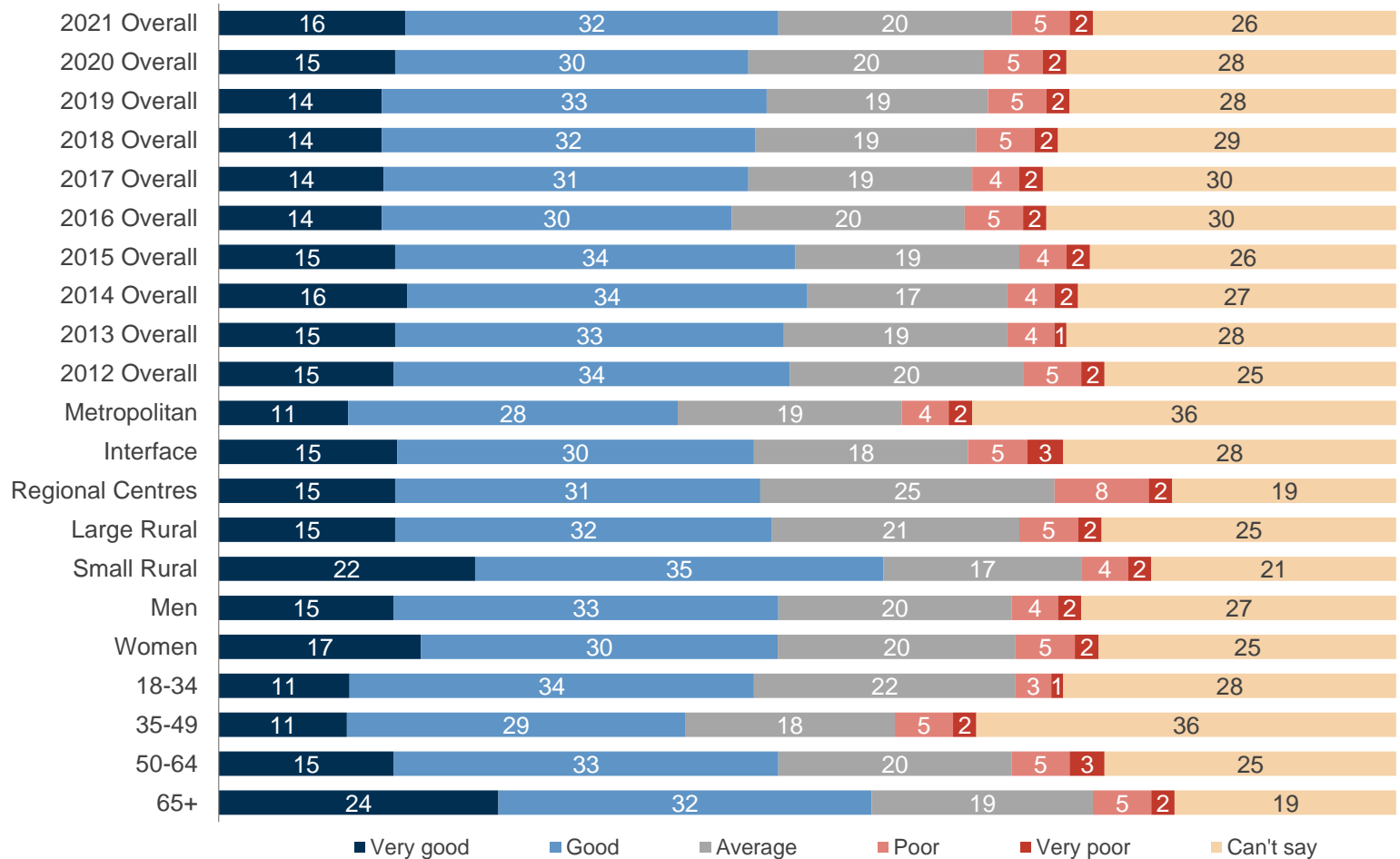
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2021 elderly support performance (%)







# Disadvantaged support services importance



## 2021 disadvantaged support importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	77	78	76	75	76	77	77	78	77
Regional Centres	78	76	n/a	n/a	75	73	74	n/a	n/a	n/a
Interface	78	77	77	72	72	73	72	n/a	n/a	n/a
18-34	77	75	76	73	72	75	74	74	75	75
50-64	77	74	74	72	71	71	73	72	73	73
Metropolitan	77	74	75	74	71	73	74	n/a	n/a	n/a
Overall	77	74	74	72	71	73	73	72	73	73
65+	76	74	73	73	72	72	73	72	73	73
35-49	76	73	74	72	70	73	73	72	72	72
Large Rural	74▼	72	71	70	70	72	72	n/a	n/a	n/a
Men	72▼	71	70	69	67	69	69	68	69	69

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

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

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

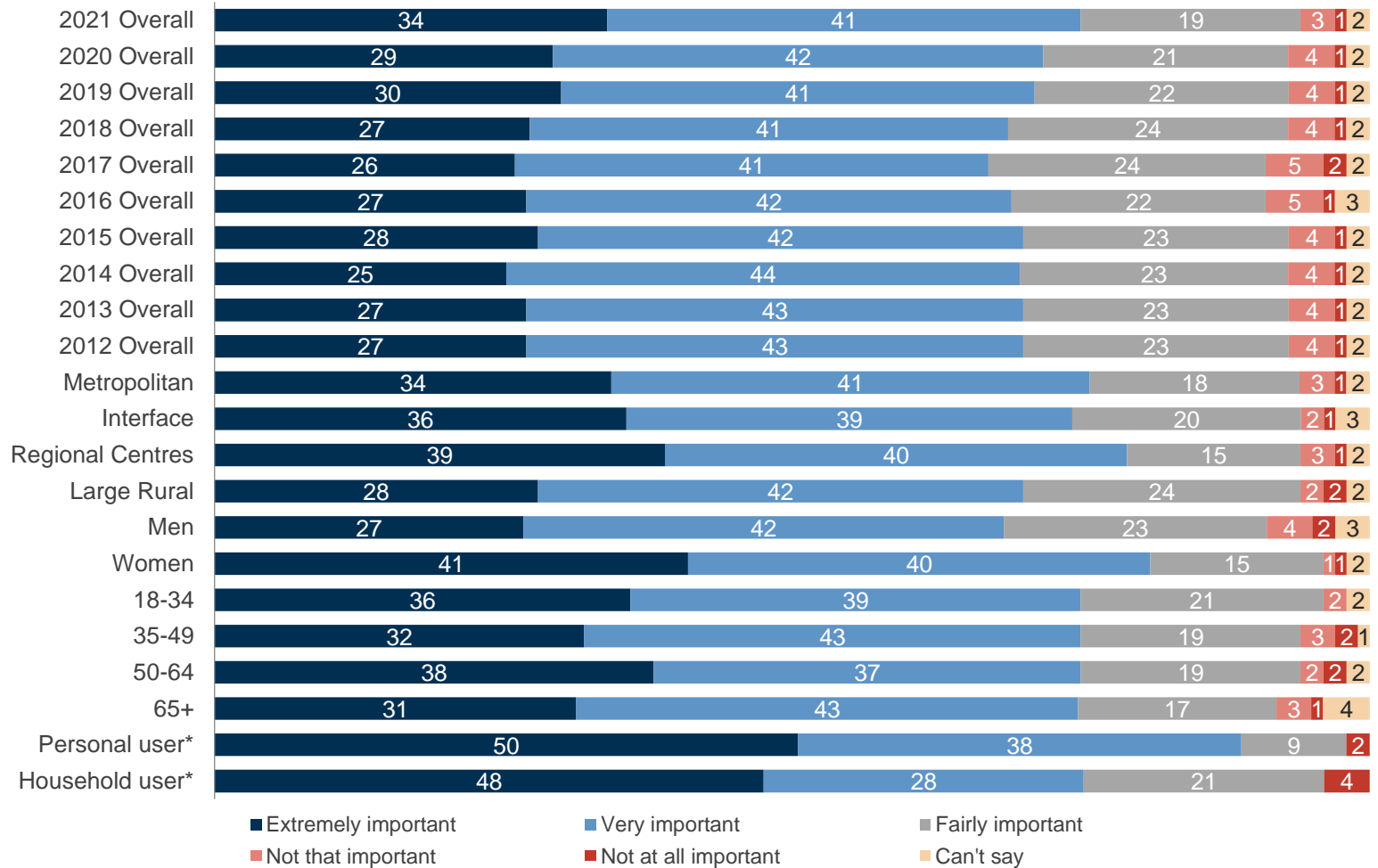
\*Caution: small sample size < n=30



# Disadvantaged support services importance



## 2021 disadvantaged support importance (%)



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

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

\*Caution: small sample size < n=30



# Disadvantaged support services performance



## 2021 disadvantaged support performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	65▲	62	63	63	62	61	62	65	64	63
65+	65▲	62	65	64	64	64	65	67	64	66
Metropolitan	64	62	63	61	62	62	63	n/a	n/a	n/a
Large Rural	64	61	61	61	61	61	62	n/a	n/a	n/a
18-34	64	61	61	62	61	60	62	65	65	66
Overall	63	60	62	61	61	61	62	64	62	63
Regional Centres	63	59	63	61	63	59	61	n/a	n/a	n/a
50-64	63	58	60	58	59	59	60	61	60	59
Interface	62	59	60	62	56	58	61	n/a	n/a	n/a
35-49	62	59	61	61	60	59	61	62	61	60
Women	62	59	60	60	61	60	62	63	61	63

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

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

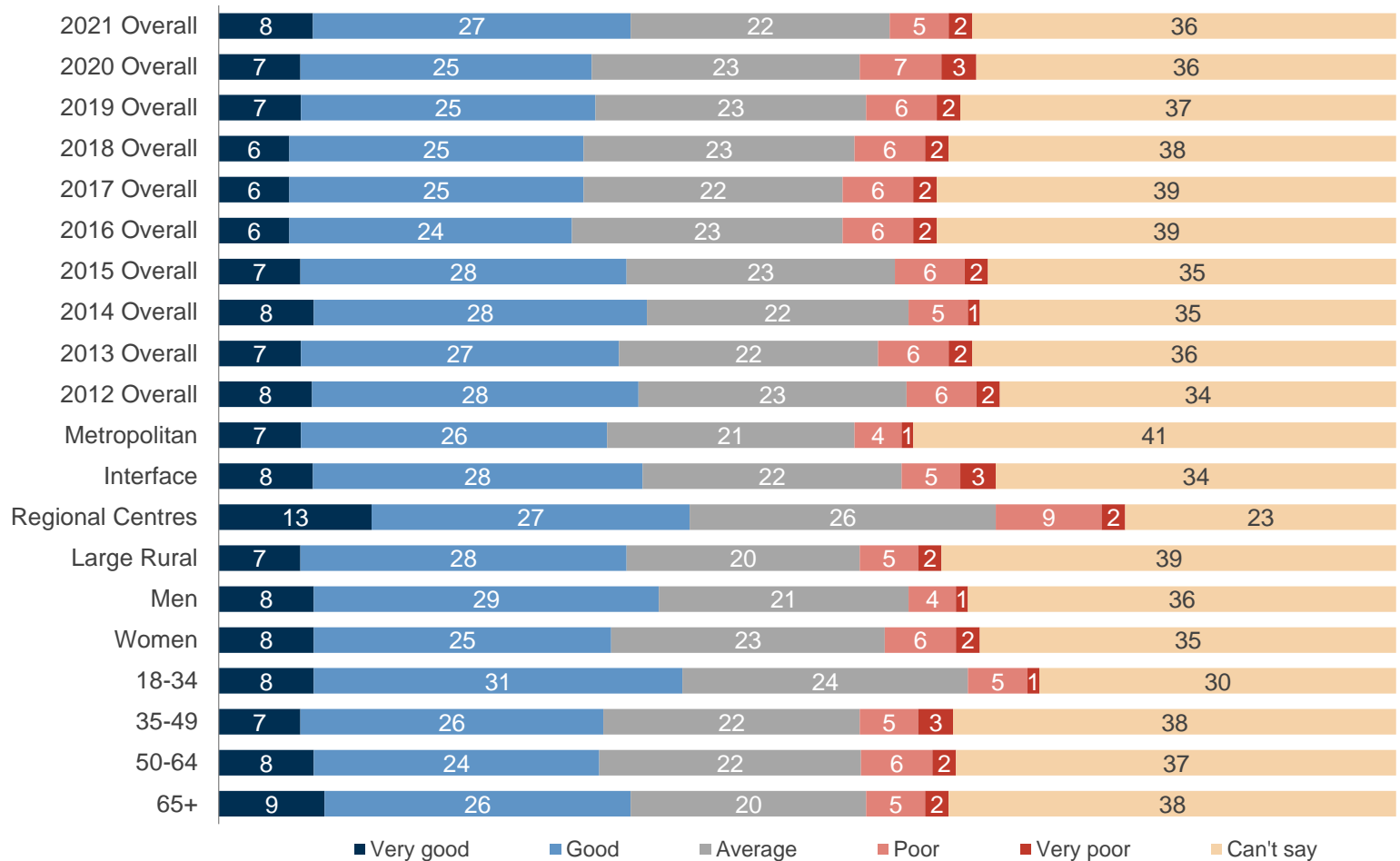
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services performance



## 2021 disadvantaged support performance (%)





# Recreational facilities importance



## 2021 recreational facilities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	76▲	75	75	75	74	75	75	74	75	75
Women	75▲	74	73	75	74	75	73	74	74	74
Interface	75	73	72	74	72	73	72	n/a	n/a	n/a
50-64	74	74	73	74	73	73	72	72	73	72
Regional Centres	74	72	72	74	73	73	72	n/a	n/a	n/a
Metropolitan	74	72	72	73	73	73	72	n/a	n/a	n/a
Overall	74	72	72	73	72	73	72	72	72	72
Small Rural	73▼	73	72	72	71	72	73	n/a	n/a	n/a
Large Rural	73▼	72	72	74	72	72	72	n/a	n/a	n/a
65+	73▼	72	71	72	71	71	71	71	71	71
Men	72▼	71	70	72	70	71	71	70	70	70
18-34	72▼	69	70	72	71	72	70	70	70	70

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

Base: All respondents. Councils asked state-wide: 33

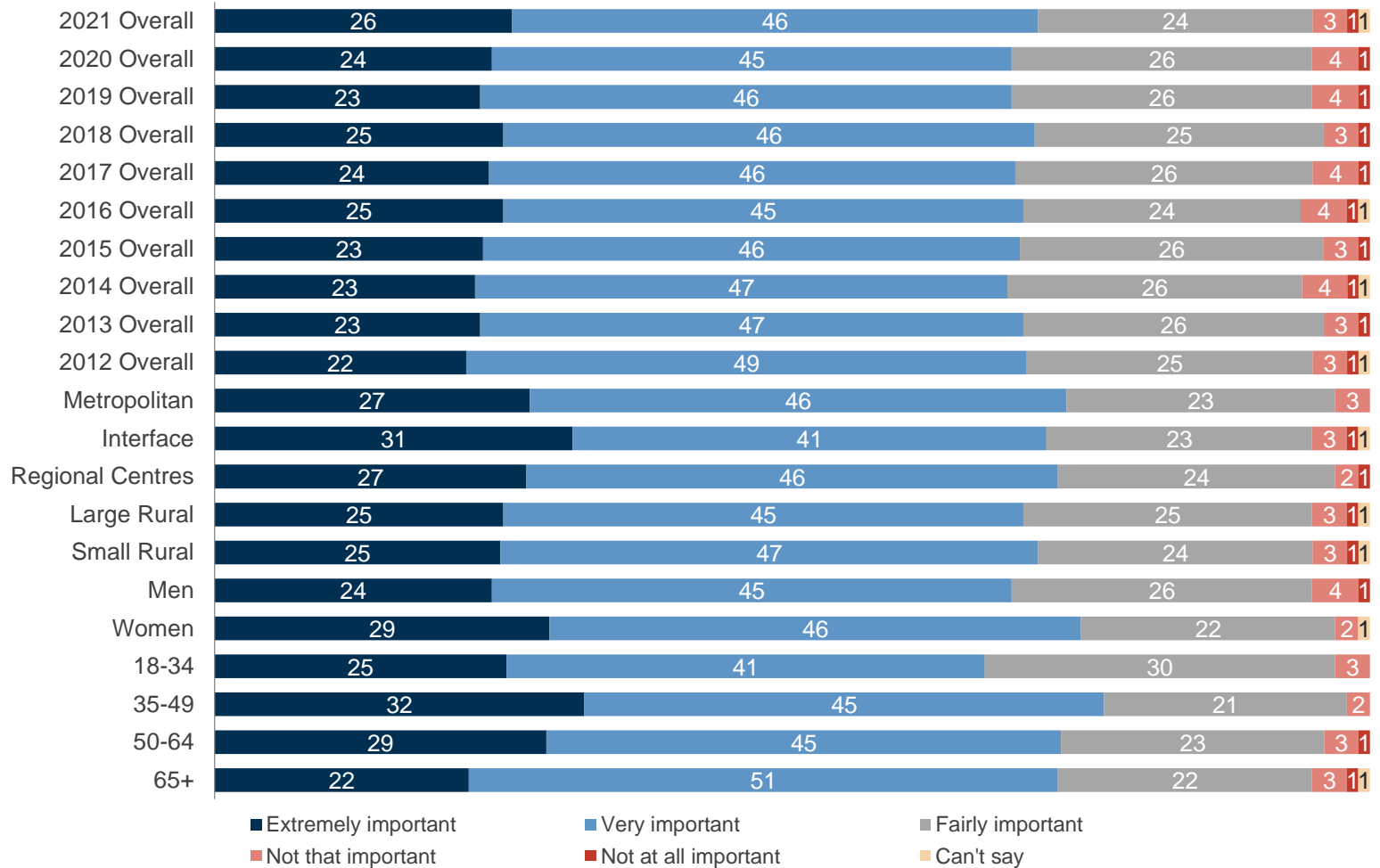
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2021 recreational facilities importance (%)





# Recreational facilities performance



## 2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	75▲	74	75	74	73	73	74	n/a	n/a	n/a
65+	74▲	73	74	72	73	72	73	74	73	74
Regional Centres	74▲	70	71	70	69	70	69	n/a	n/a	n/a
Men	71	70	70	69	69	69	69	70	70	69
Overall	71	70	70	69	70	69	70	71	70	70
Women	71	70	71	70	70	69	70	71	70	70
50-64	70▼	68	69	68	69	67	69	69	69	68
18-34	70▼	69	70	69	68	69	69	71	70	70
Small Rural	69▼	68	68	69	69	68	70	n/a	n/a	n/a
35-49	69▼	68	68	68	68	67	67	69	68	67
Interface	68▼	67	70	68	66	67	68	n/a	n/a	n/a
Large Rural	68▼	67	68	66	66	65	66	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 42

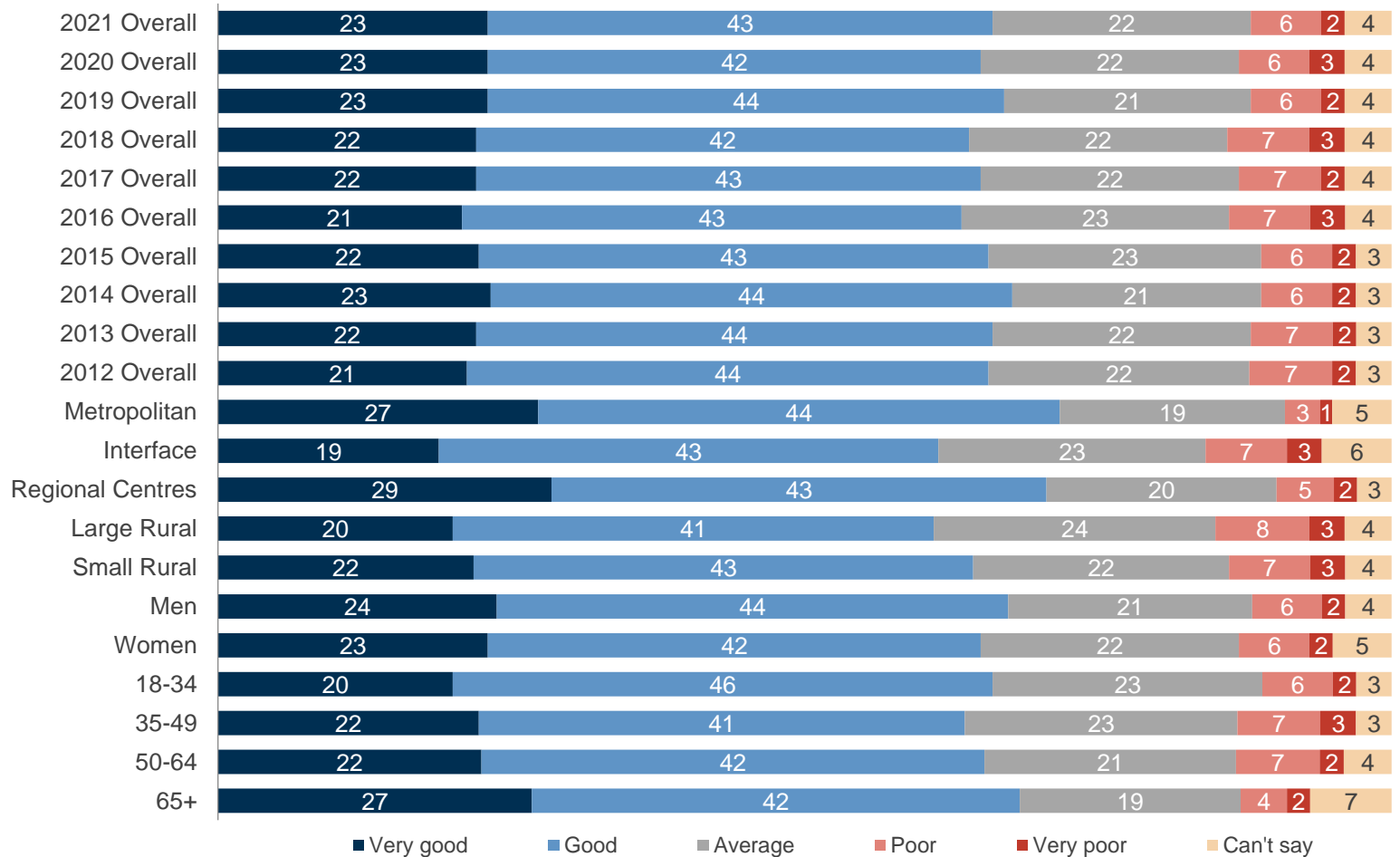
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2021 recreational facilities performance (%)







# The appearance of public areas importance



## 2021 public areas importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	77▲	75	73	76	75	75	73	n/a	n/a	n/a
Women	77▲	75	75	76	76	76	75	75	76	75
50-64	76▲	76	75	75	75	75	75	75	76	74
Metropolitan	76▲	73	74	74	75	74	73	n/a	n/a	n/a
35-49	76▲	74	74	75	75	75	75	75	75	74
Large Rural	75	73	73	73	73	74	73	n/a	n/a	n/a
65+	75	74	74	75	75	75	74	74	75	74
Overall	75	74	73	74	74	74	73	73	74	73
Small Rural	74▼	74	74	74	74	74	73	n/a	n/a	n/a
Regional Centres	74▼	74	73	74	74	74	74	n/a	n/a	n/a
18-34	74▼	71	71	71	72	72	70	70	71	71
Men	73▼	72	71	72	72	72	71	71	72	71

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

Base: All respondents. Councils asked state-wide: 31

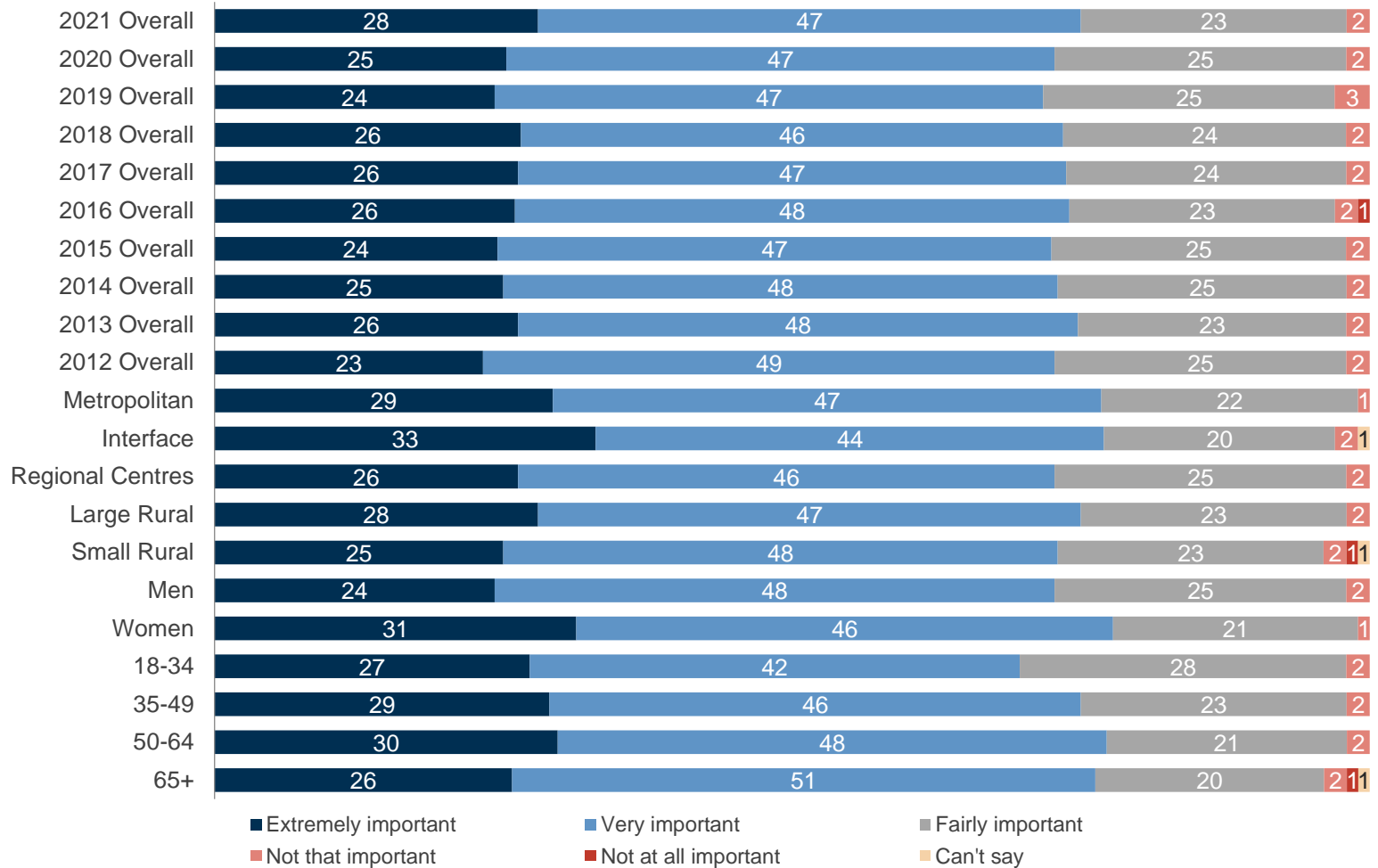
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2021 public areas importance (%)





# The appearance of public areas performance



## 2021 public areas performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	75▲	72	74	73	73	73	72	n/a	n/a	n/a
Small Rural	75▲	72	73	72	74	73	74	n/a	n/a	n/a
Metropolitan	74▲	73	74	73	72	72	73	n/a	n/a	n/a
18-34	74▲	72	73	71	72	72	73	73	72	73
65+	73	72	73	72	72	72	72	73	72	72
Women	73	72	73	72	72	71	72	72	71	72
Overall	73	72	72	71	71	71	72	72	71	71
Men	73	71	72	71	71	71	71	72	71	71
35-49	72▼	72	72	71	72	71	72	72	70	70
50-64	72▼	70	71	70	69	69	70	71	69	70
Large Rural	70▼	71	70	69	69	69	69	n/a	n/a	n/a
Interface	68▼	65	69	68	66	66	67	n/a	n/a	n/a

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

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

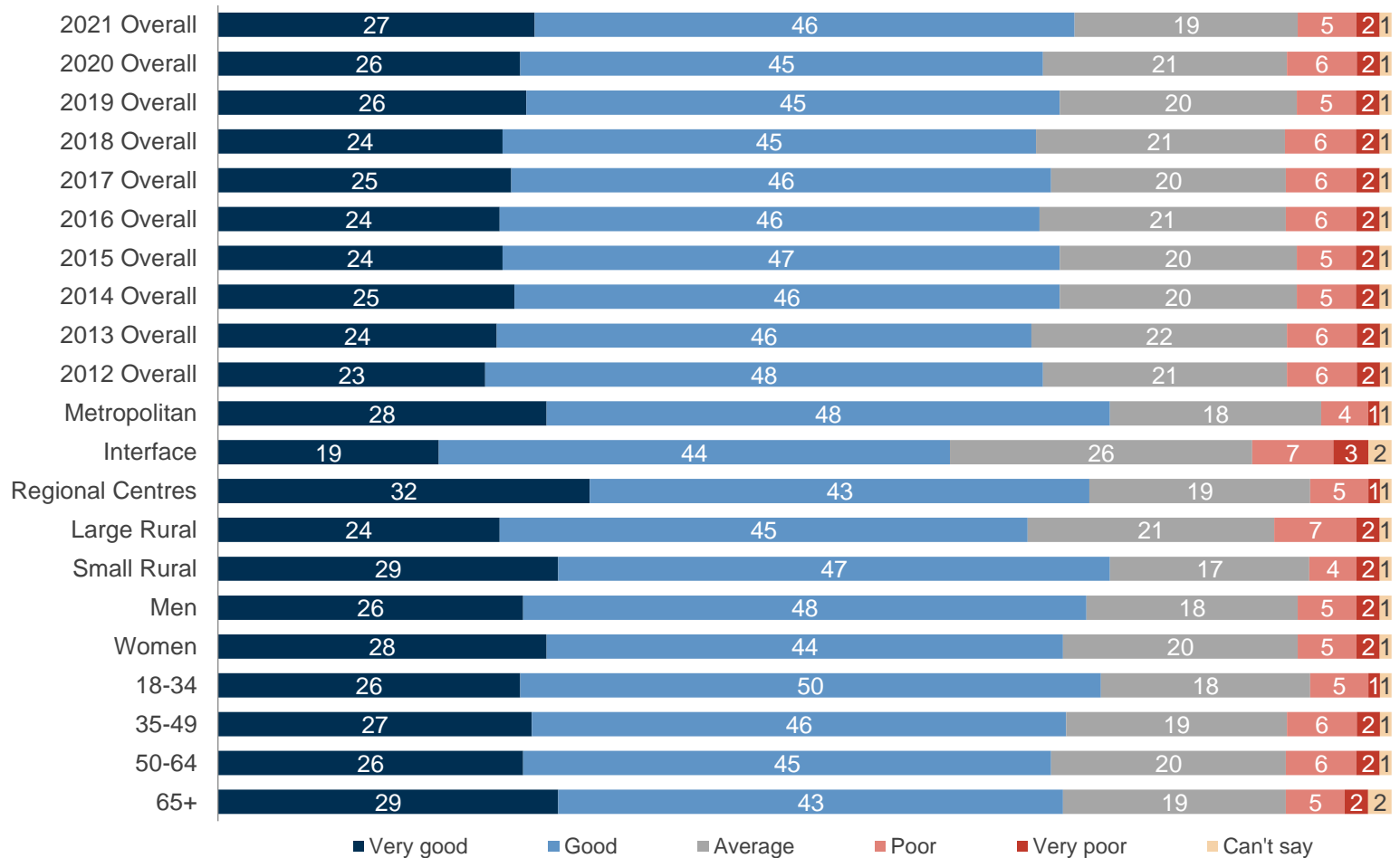
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2021 public areas performance (%)





# Art centres and libraries importance



## 2021 art centres and libraries importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71▲	69	69	69	69	70	70	70	70	71
Metropolitan	70▲	68	67	67	67	68	69	n/a	n/a	n/a
65+	68▲	68	66	67	66	67	67	68	69	68
35-49	68	66	65	65	66	66	67	66	67	67
Overall	67	65	65	65	64	66	65	66	66	66
Interface	66	64	64	67	62	66	64	n/a	n/a	n/a
Large Rural	66	64	64	62	63	63	63	n/a	n/a	n/a
Regional Centres	66	63	63	63	62	64	66	n/a	n/a	n/a
50-64	65▼	66	65	65	64	65	65	66	67	67
18-34	64▼	62	64	62	61	64	63	63	64	64
Small Rural	63▼	60	63	61	61	65	62	n/a	n/a	n/a
Men	62▼	61	61	61	60	60	61	62	62	62

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

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

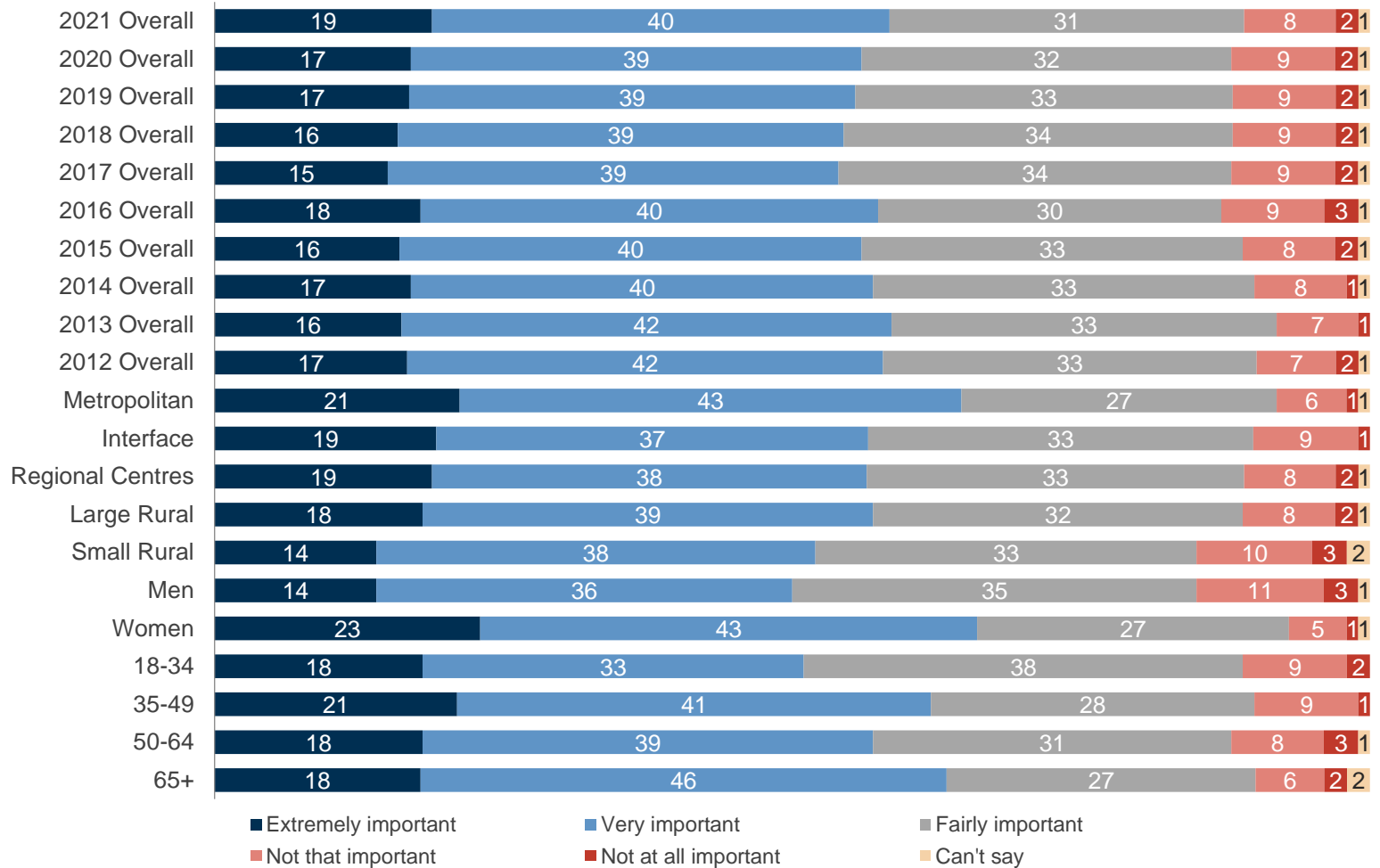
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2021 art centres and libraries importance (%)





# Art centres and libraries performance



## 2021 art centres and libraries performance (index scores)

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

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

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

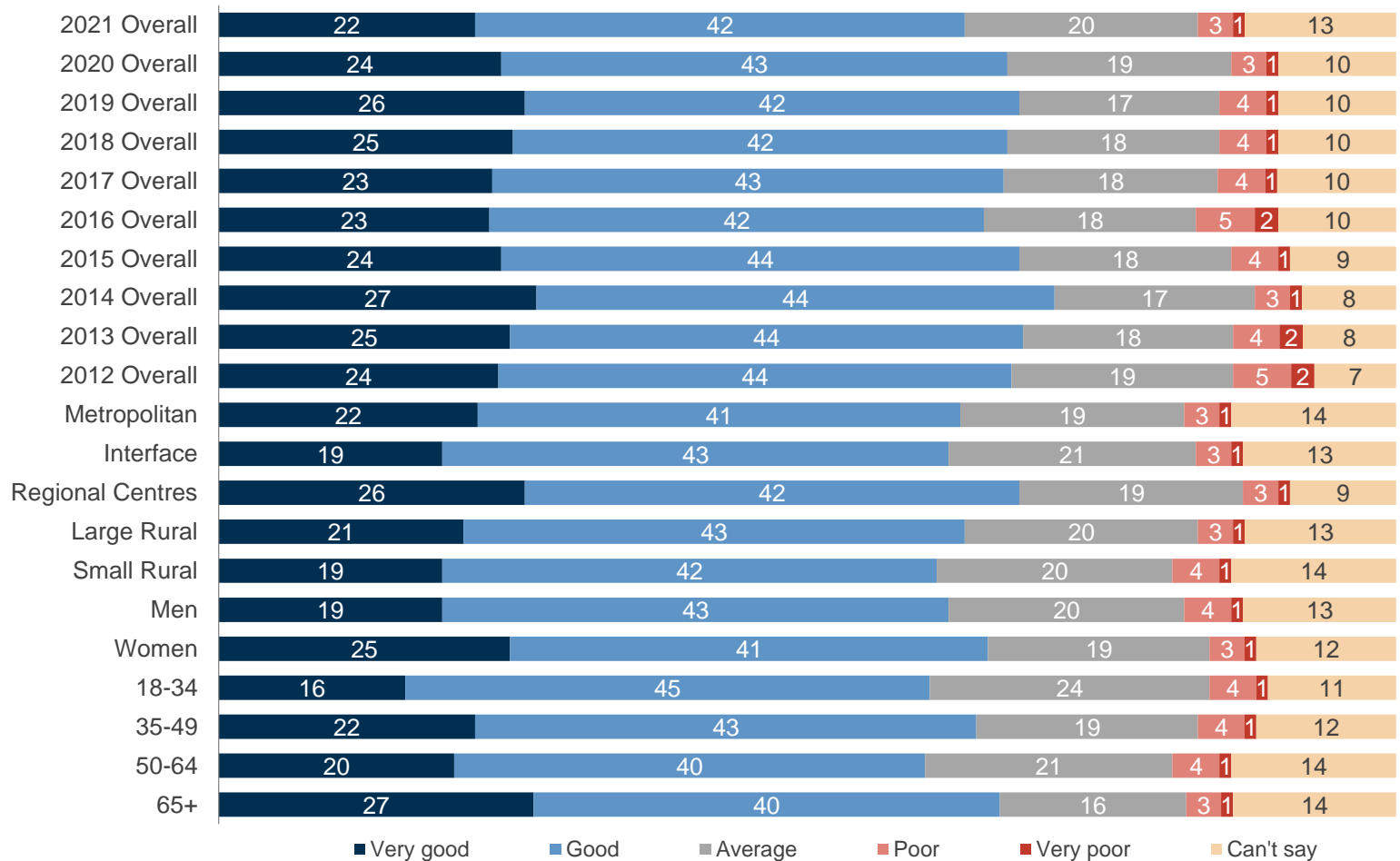
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2021 art centres and libraries performance (%)







# Community and cultural activities importance



## 2021 community and cultural activities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	67▲	65	64	64	65	66	66	65	65	65
Regional Centres	65	63	62	62	62	62	63	n/a	n/a	n/a
18-34	64	62	61	63	61	64	63	62	62	63
Metropolitan	64	61	60	61	61	62	62	n/a	n/a	n/a
Overall	64	62	61	61	61	62	62	62	62	62
65+	63	62	61	61	61	61	61	61	63	62
35-49	63	62	61	60	63	62	62	62	61	60
Large Rural	63	61	61	60	61	61	61	n/a	n/a	n/a
50-64	63	62	61	59	60	61	61	61	62	61
Interface	63	62	62	61	57	63	59	n/a	n/a	n/a
Small Rural	62	60	62	60	62	64	65	n/a	n/a	n/a
Men	60▼	58	58	57	57	58	58	58	59	58

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

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

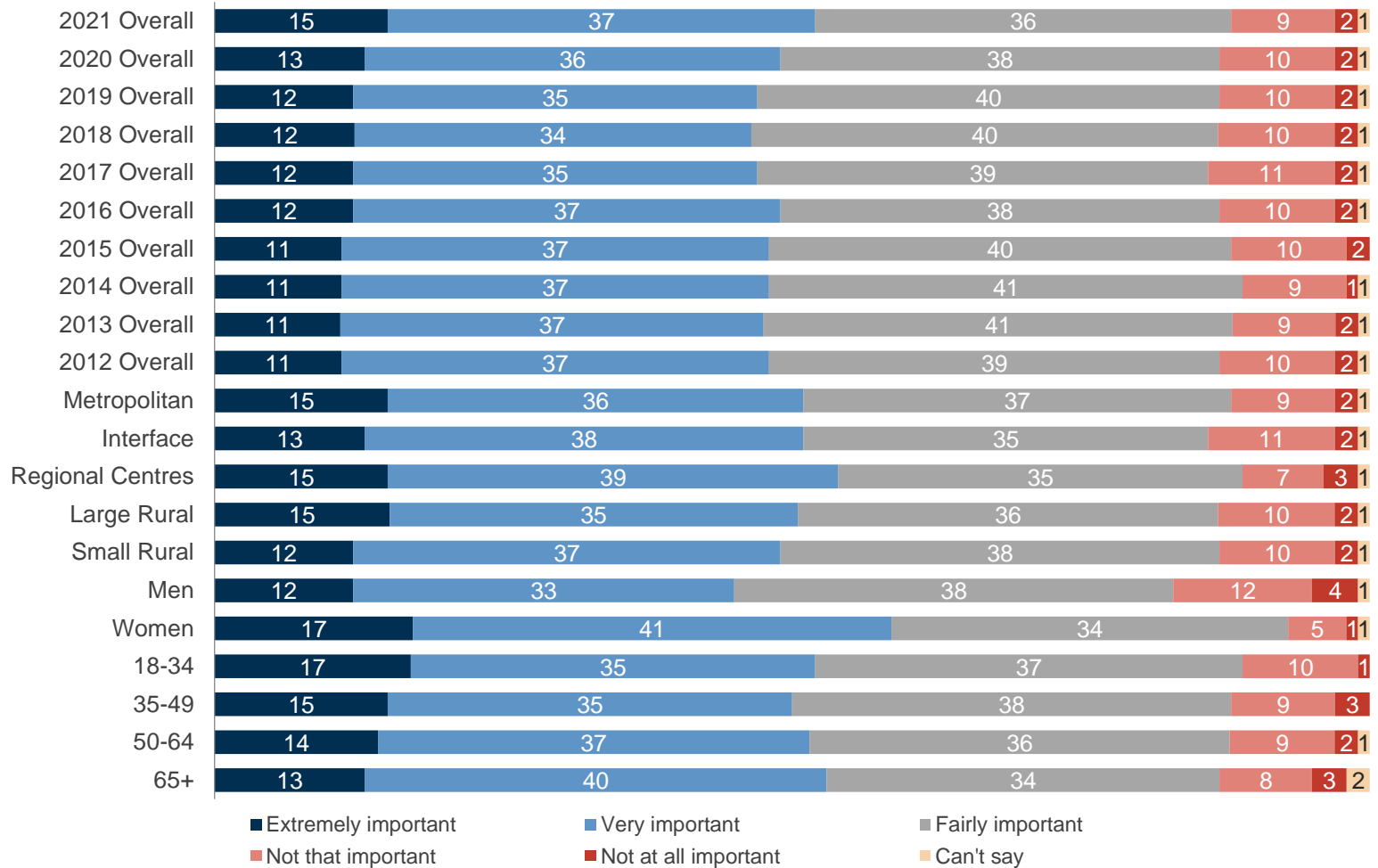
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



## 2021 community and cultural activities importance (%)





# Community and cultural activities performance



## 2021 community and cultural activities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	68▲	70	71	69	70	69	71	72	71	71
Small Rural	67▲	68	66	69	69	65	68	n/a	n/a	n/a
Metropolitan	66▲	70	70	70	70	71	71	n/a	n/a	n/a
Women	65	70	70	70	71	70	71	71	70	70
Overall	65	68	69	69	69	69	69	70	69	68
Men	65	67	67	67	67	67	68	68	68	67
Regional Centres	65	69	69	68	69	69	69	n/a	n/a	n/a
Large Rural	65	67	67	67	69	67	69	n/a	n/a	n/a
35-49	64▼	70	69	69	70	70	70	71	69	68
50-64	64	67	68	67	68	67	68	69	68	67
18-34	63▼	66	67	68	67	68	69	69	68	68
Interface	62▼	66	68	67	64	63	65	n/a	n/a	n/a

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

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

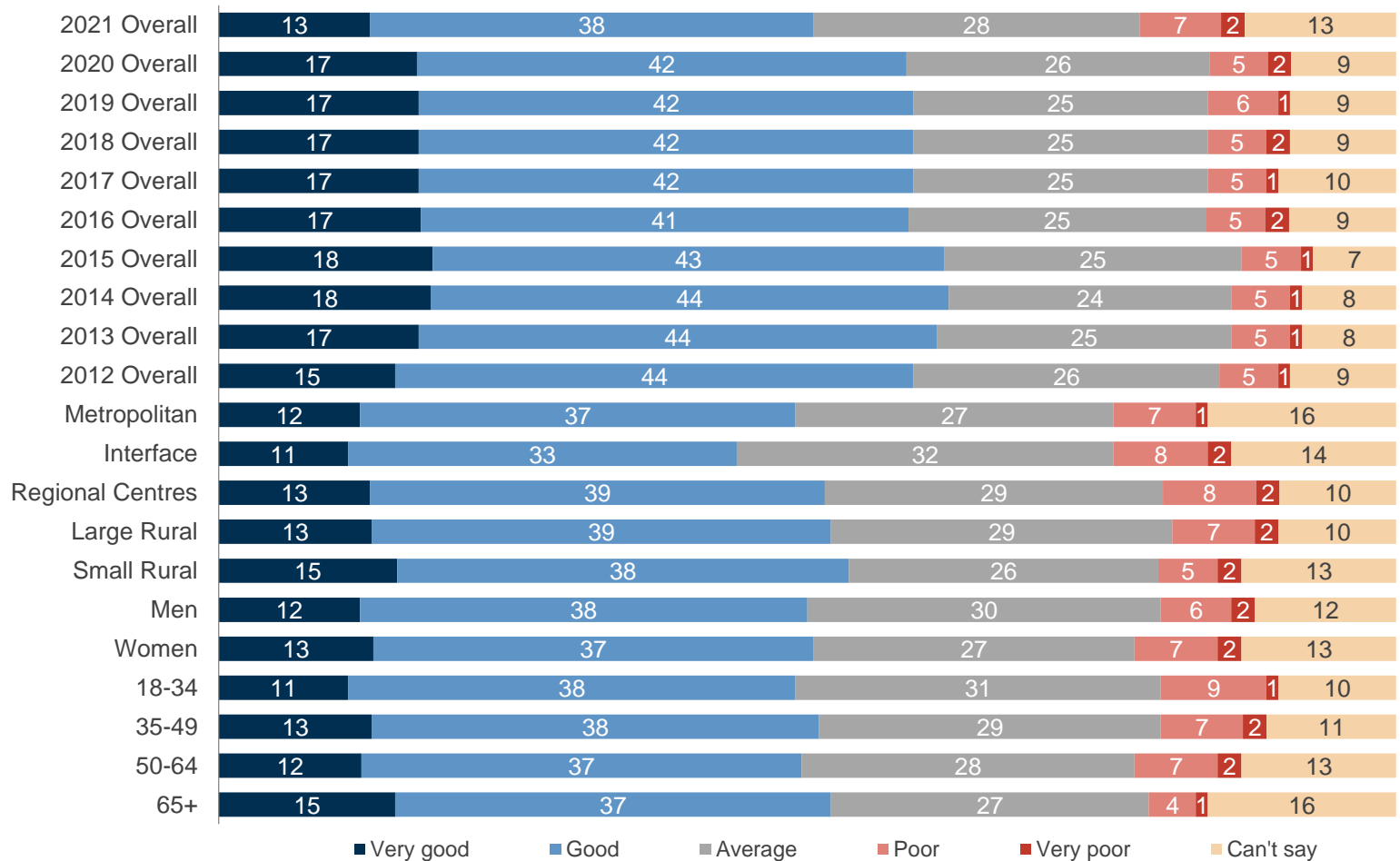
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2021 community and cultural activities performance (%)





# Waste management importance



## 2021 waste management importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	85▲ 84	83	83	81	82	81	n/a	n/a	n/a
Women	84▲ 84	83	83	81	82	80	80	81	80
Interface	83	83	82	79	81	79	n/a	n/a	n/a
50-64	83▲ 83	82	82	80	81	81	80	81	79
35-49	83▲ 83	82	82	80	80	80	79	80	79
65+	82	82	82	79	80	79	80	80	79
Overall	82	82	81	79	80	79	79	79	78
Regional Centres	82	82	80	79	79	80	n/a	n/a	n/a
18-34	81▼ 81	80	79	78	79	76	77	76	76
Large Rural	81▼ 81	80	81	78	79	78	n/a	n/a	n/a
Men	80▼ 80	79	80	77	78	77	77	77	77
Small Rural	80▼ 79	79	78	76	79	77	n/a	n/a	n/a

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

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

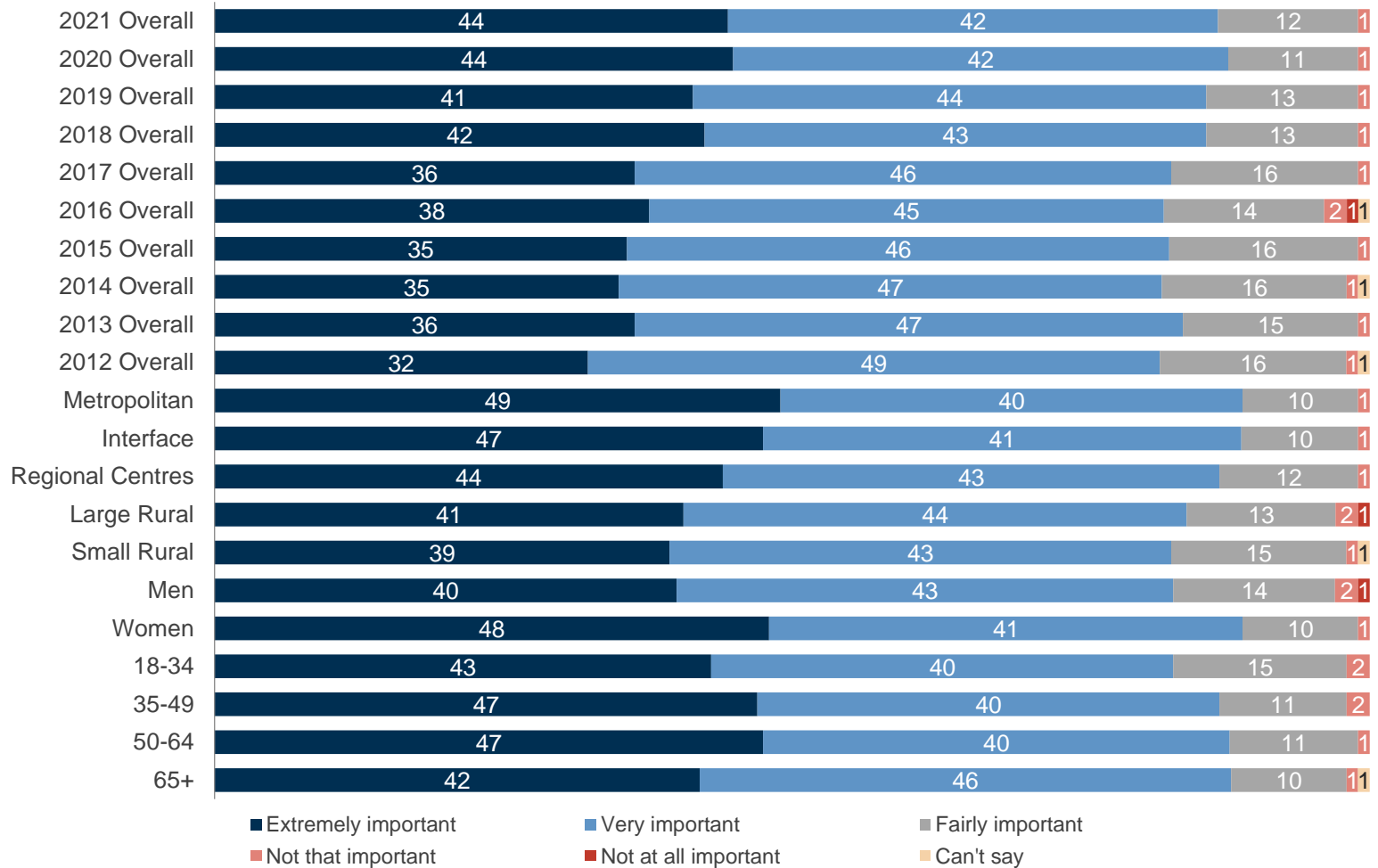
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2021 waste management importance (%)





# Waste management performance



## 2021 waste management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	70	72	73	74	74	75	75	74	75
Metropolitan	72▲	70	73	75	75	76	77	n/a	n/a	n/a
Interface	71▲	65	70	68	71	71	73	n/a	n/a	n/a
Men	70▲	66	69	70	71	70	72	73	72	72
Regional Centres	69	66	68	70	69	69	71	n/a	n/a	n/a
Overall	69	65	68	70	71	70	72	73	71	72
18-34	69	64	68	70	71	70	73	74	73	73
Small Rural	68▼	64	66	69	70	69	71	n/a	n/a	n/a
Women	68▼	64	68	70	71	70	72	72	70	72
50-64	66▼	63	66	68	69	67	70	71	69	70
35-49	66▼	63	66	69	70	68	69	71	69	69
Large Rural	66▼	62	64	67	68	66	68	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 66

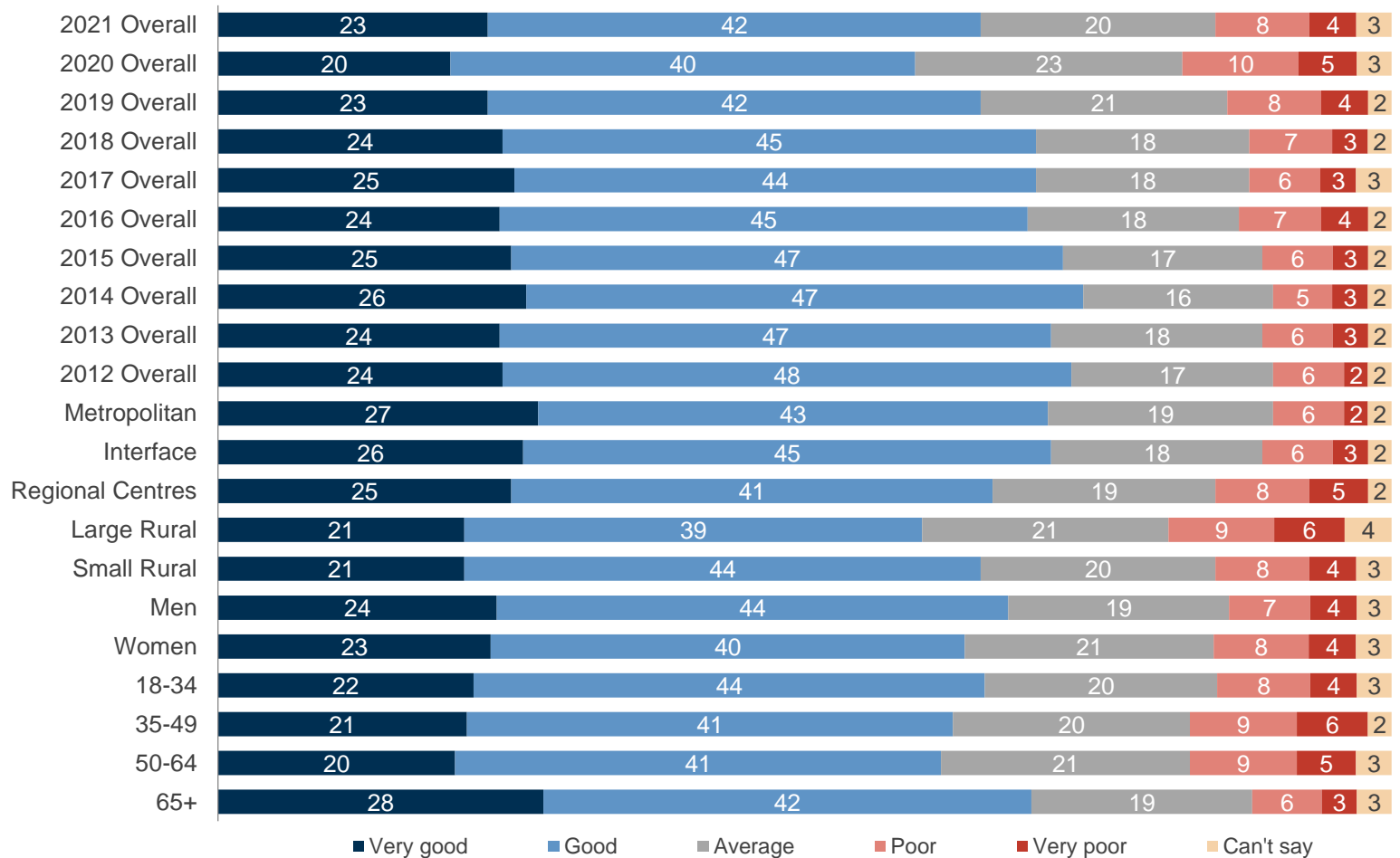
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2021 waste management performance (%)





# Business and community development and tourism importance



## 2021 business/development/tourism importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	74▲	74	71	71	72	71	70	n/a	n/a	n/a
Regional Centres	73▲	73	73	74	74	73	73	n/a	n/a	n/a
Women	72▲	69	67	68	69	70	69	70	69	68
Large Rural	71	68	64	65	67	69	70	n/a	n/a	n/a
50-64	70	69	67	68	67	67	69	68	68	67
35-49	70	68	66	67	69	68	68	68	68	66
Overall	70	67	65	66	67	67	67	67	67	66
65+	69▼	68	66	66	68	67	67	67	67	66
18-34	69	65	64	65	66	67	65	66	65	64
Men	67▼	66	63	65	65	64	65	65	65	63
Metropolitan	62▼	58	57	59	60	60	59	n/a	n/a	n/a

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

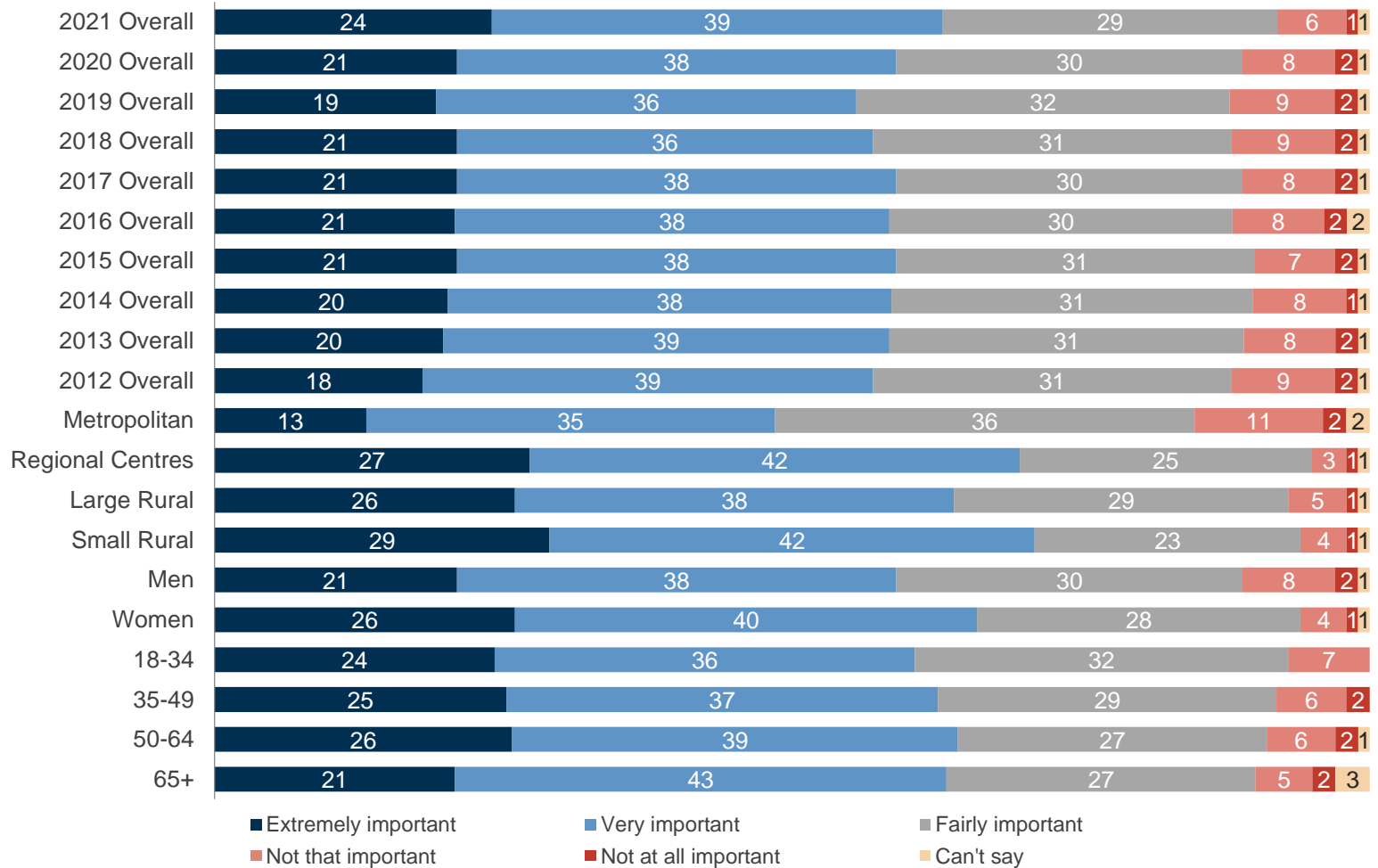
Base: All respondents. Councils asked state-wide: 22

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

# Business and community development and tourism importance



## 2021 business/development/tourism importance (%)



# Business and community development and tourism performance



## 2021 business/development/tourism performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	63▲	61	62	62	64	62	63	63	63	63
Small Rural	62▲	58	59	59	64	61	63	n/a	n/a	n/a
Interface	62	63	66	65	66	n/a	63	n/a	n/a	n/a
Regional Centres	62	60	61	59	61	62	63	n/a	n/a	n/a
Women	62▲	61	62	62	63	62	63	63	63	63
18-34	61	61	62	62	63	63	64	64	64	64
Overall	61	59	61	60	61	60	61	62	62	62
Metropolitan	60▼	59	60	60	60	62	62	n/a	n/a	n/a
Men	60▼	58	59	59	60	59	59	60	61	60
Large Rural	59▼	61	62	61	60	59	59	n/a	n/a	n/a
35-49	59▼	58	59	59	60	59	60	60	60	60
50-64	59▼	57	58	58	58	59	59	59	59	59

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

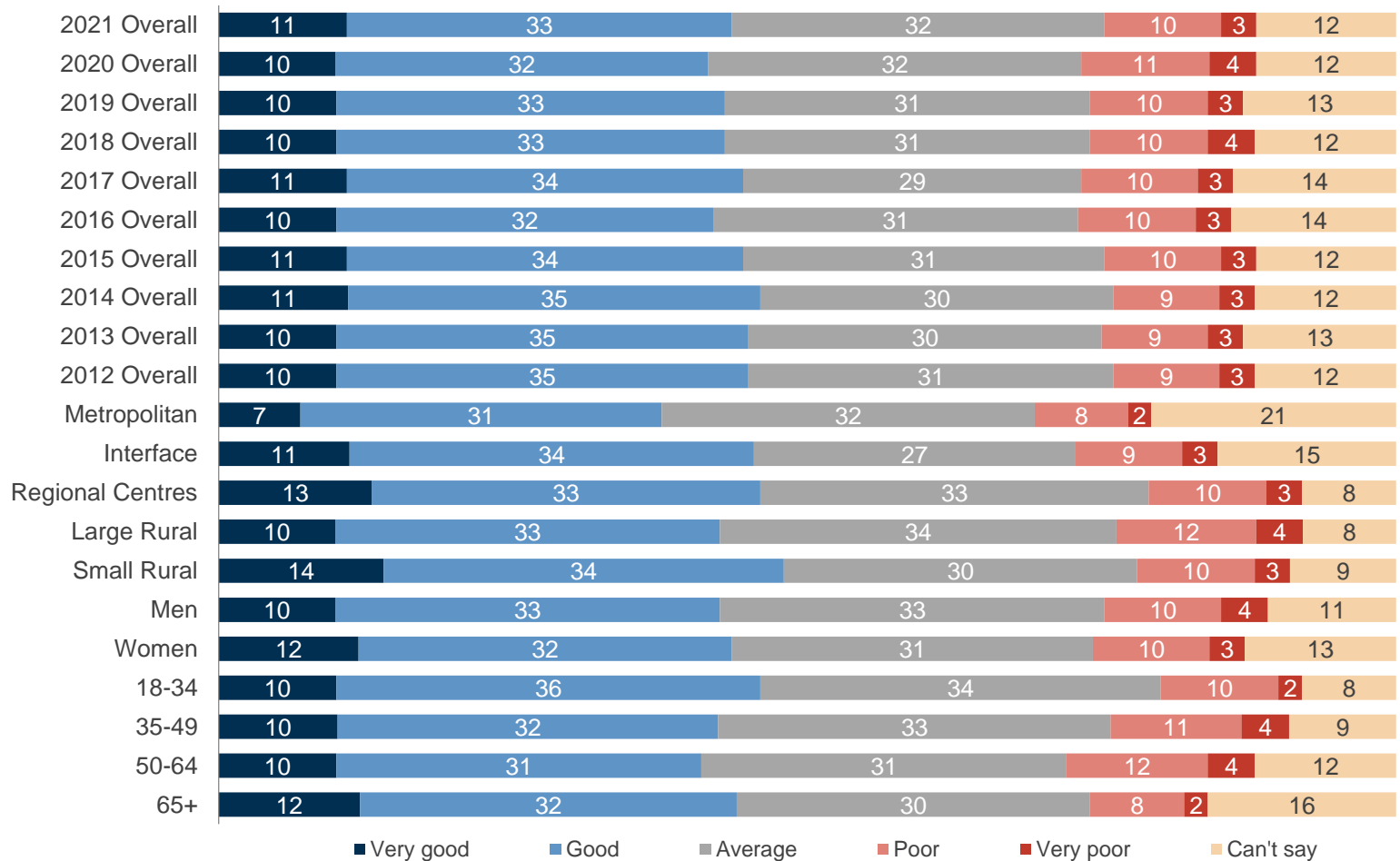
Base: All respondents. Councils asked state-wide: 28

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

# Business and community development and tourism performance



2021 business/development/tourism performance (%)

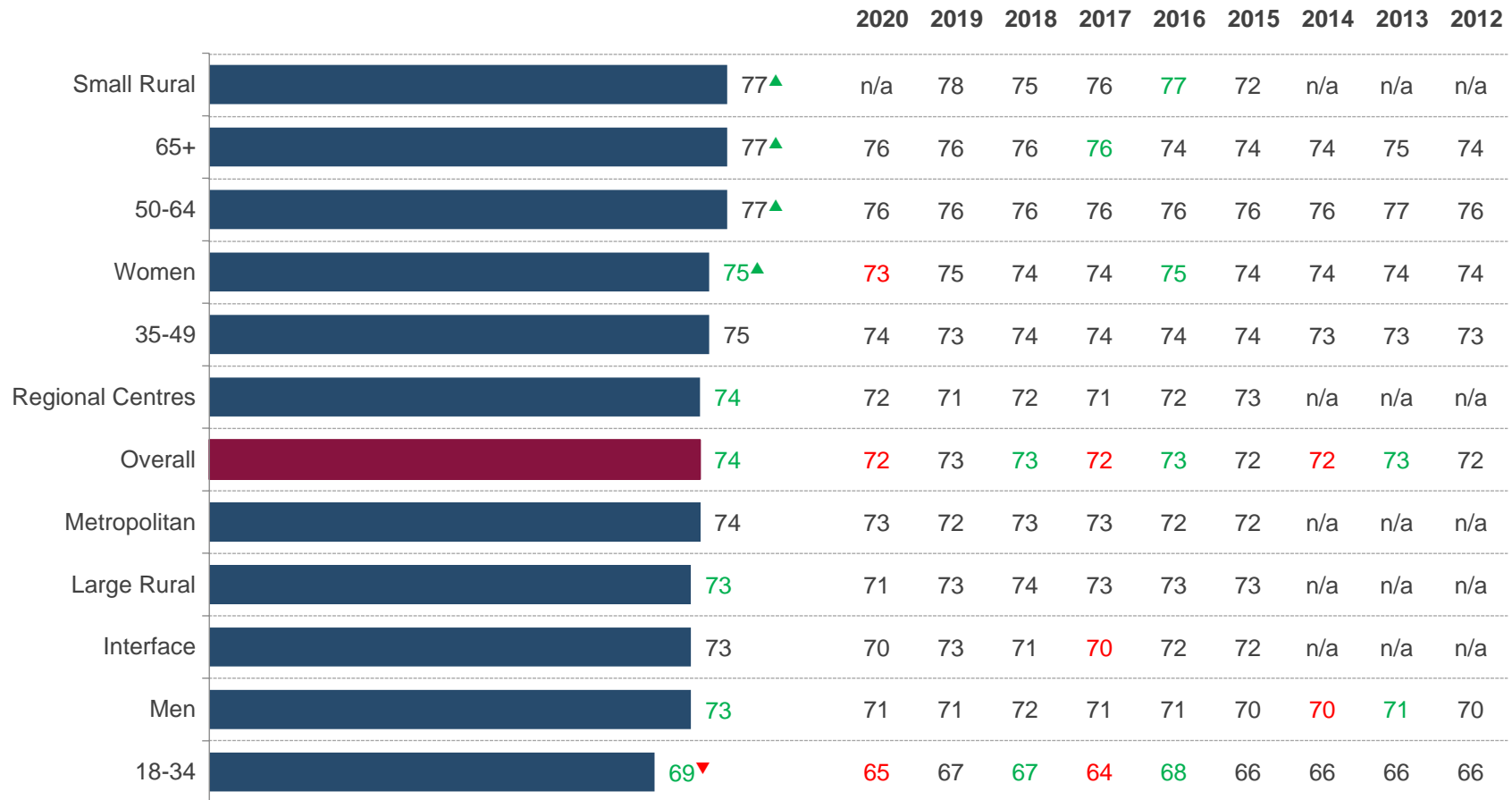




# Council's general town planning policy importance



## 2021 town planning importance (index scores)



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

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

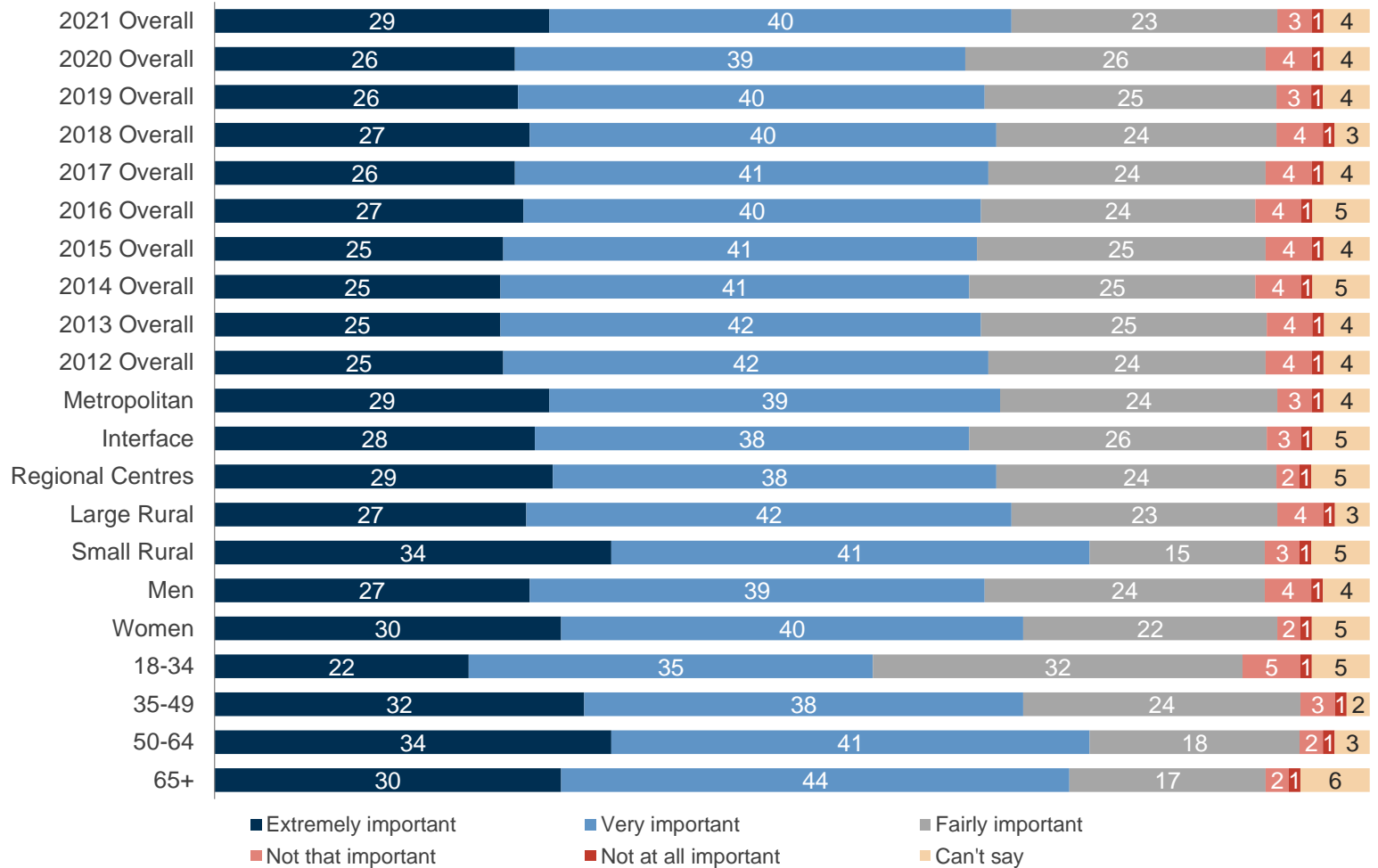
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2021 town planning importance (%)





# Council's general town planning policy performance



## 2021 town planning performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60▲	57	61	59	57	57	59	60	60	59
Metropolitan	56	55	56	53	53	54	55	n/a	n/a	n/a
65+	55	55	54	54	54	52	54	55	55	54
Women	55	53	55	54	53	53	55	56	55	54
Regional Centres	55	52	57	54	56	54	55	n/a	n/a	n/a
Overall	55	54	55	54	53	52	54	55	55	54
Men	55	54	55	54	53	51	54	54	54	53
Large Rural	55	54	55	54	54	51	53	n/a	n/a	n/a
Small Rural	55	50	48	53	51	49	53	n/a	n/a	n/a
Interface	53▼	52	53	55	51	52	55	n/a	n/a	n/a
35-49	53▼	51	53	51	51	50	53	53	53	52
50-64	52▼	49	50	50	49	48	51	51	50	50

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

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

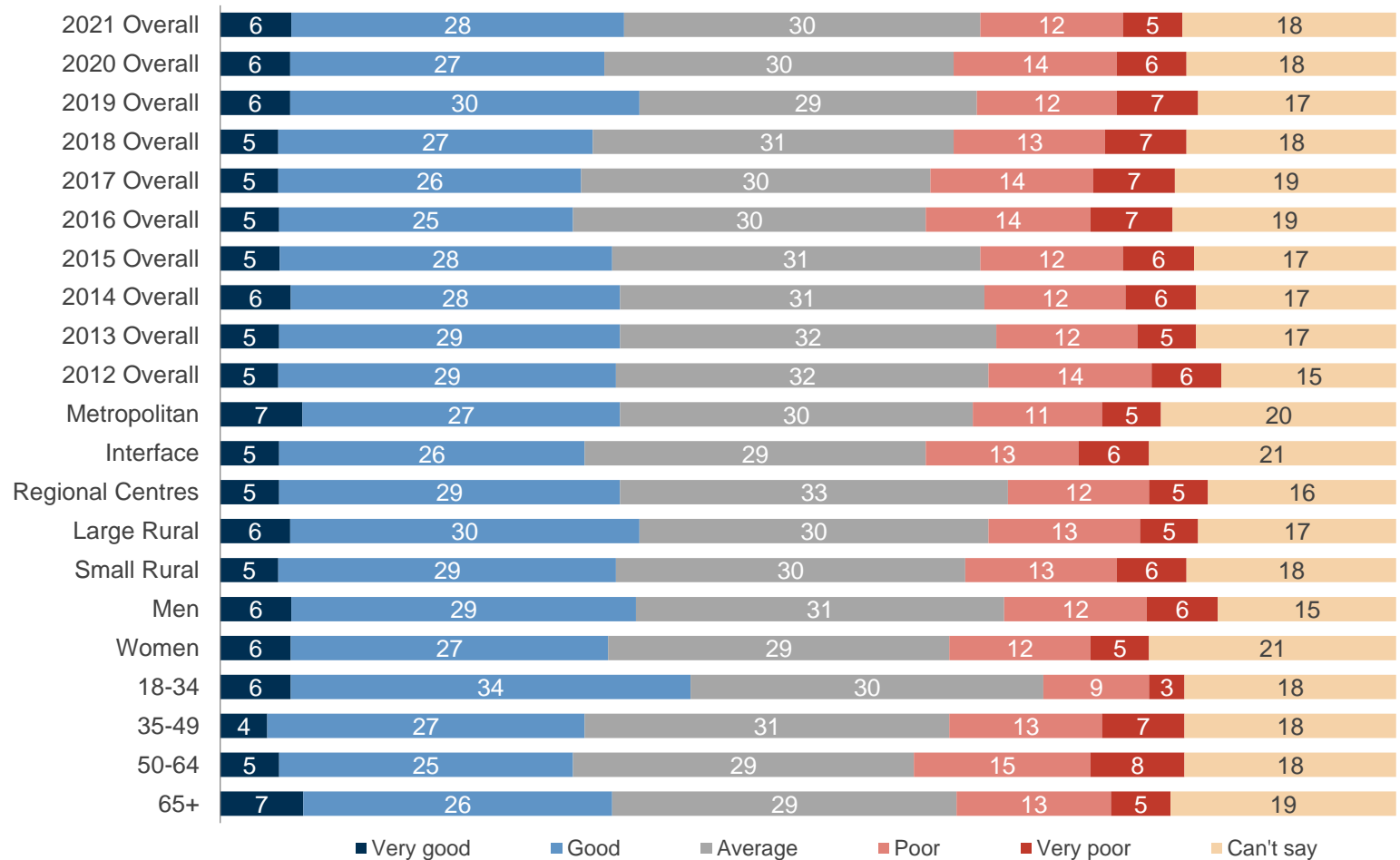
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



## 2021 town planning performance (%)



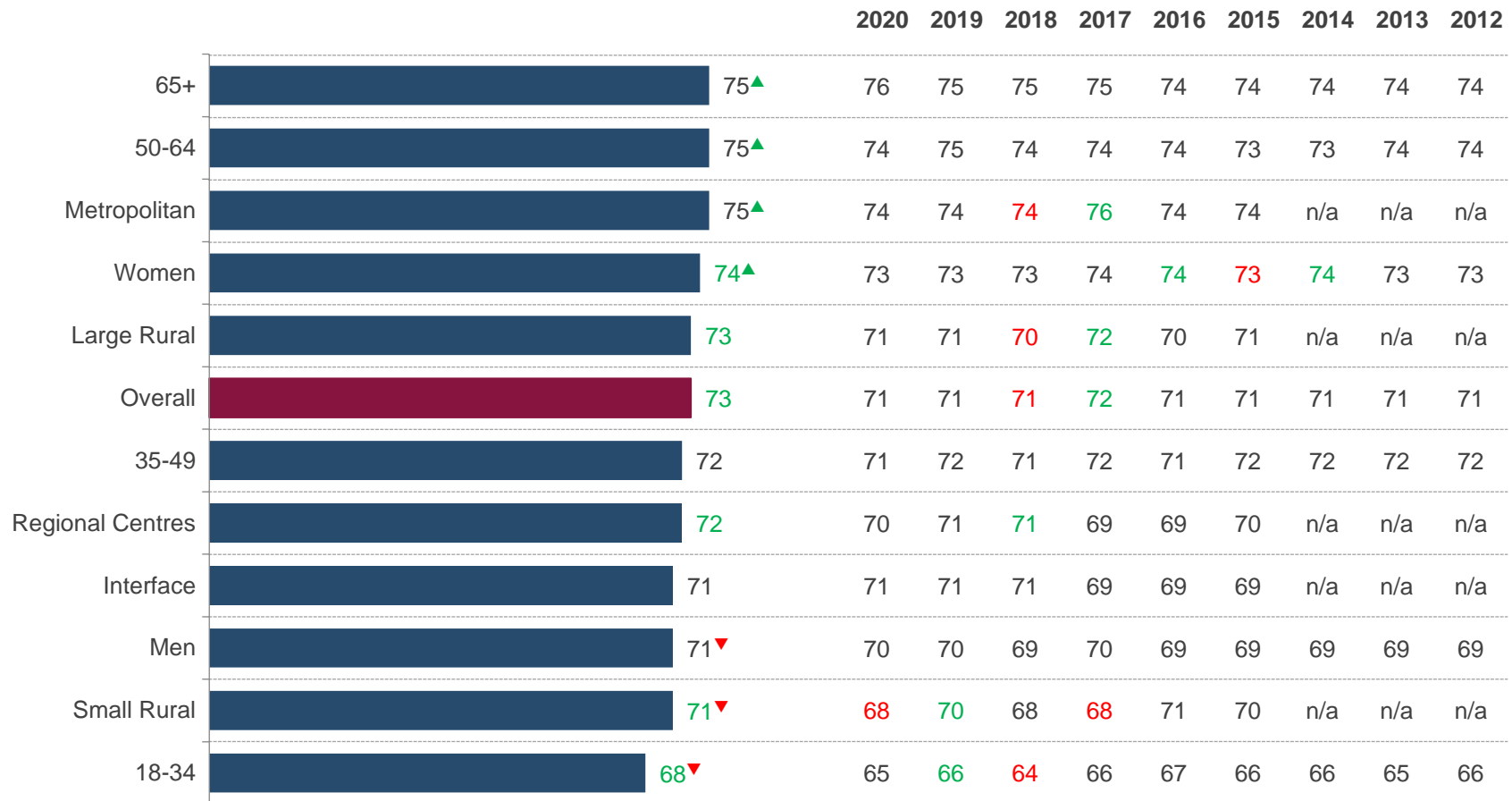




# Planning and building permits importance



## 2021 planning and building permits importance (index scores)



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

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

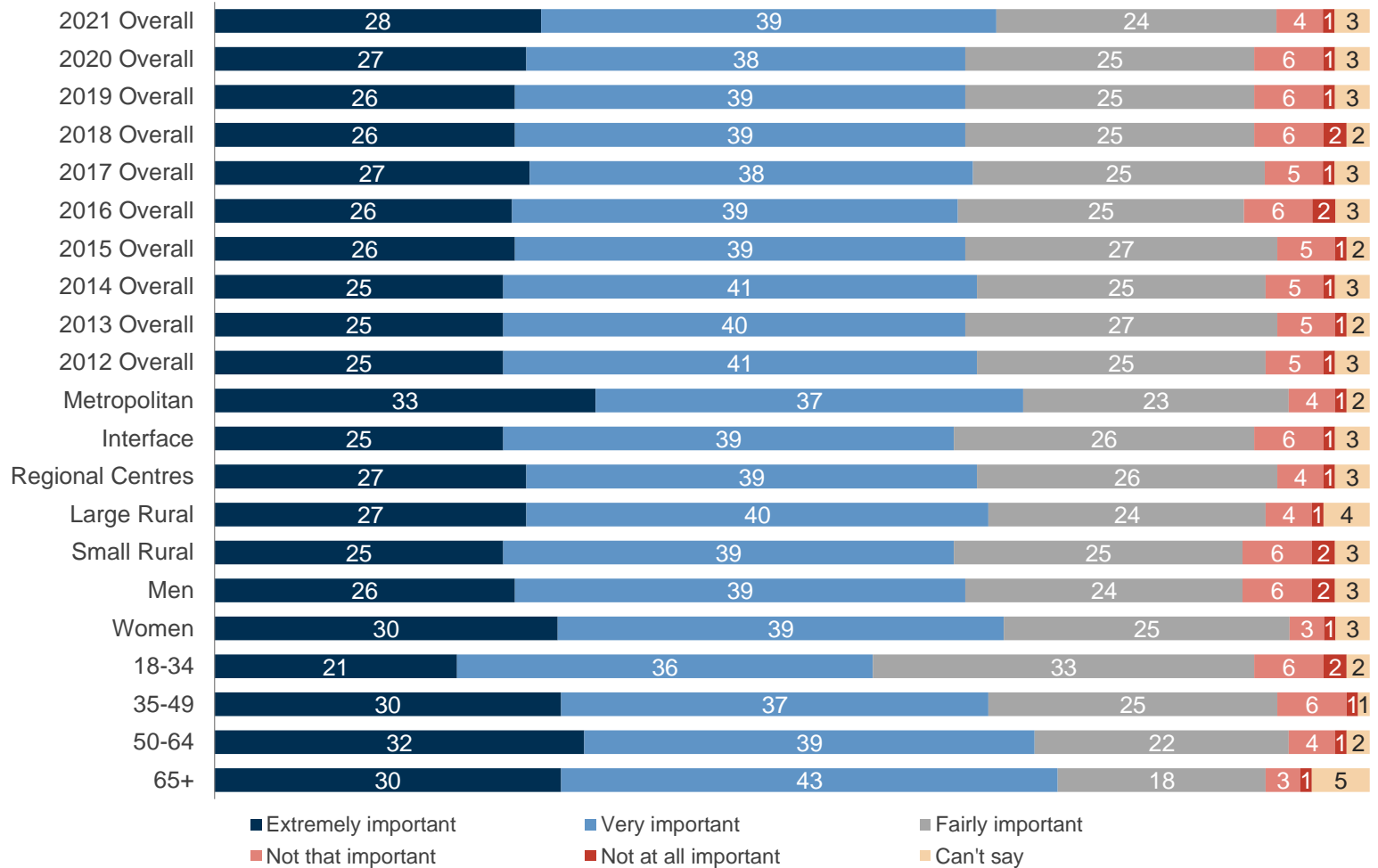
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2021 planning and building permits importance (%)





# Planning and building permits performance



## 2021 planning and building permits performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	58▲	57	58	57	60	55	57	n/a	n/a	n/a
18-34	56▲	55	57	57	55	55	58	58	59	60
Metropolitan	54▲	54	53	51	49	50	53	n/a	n/a	n/a
Interface	52	51	55	54	46	46	49	n/a	n/a	n/a
Women	52▲	51	52	52	51	52	54	54	55	54
Overall	51	51	52	52	51	50	54	53	55	54
Men	51	51	51	50	49	53	53	54	53	53
65+	51	50	50	50	51	50	53	53	54	53
35-49	49▼	51	51	50	49	48	53	51	54	51
Small Rural	49▼	46	48	51	51	50	53	n/a	n/a	n/a
Large Rural	48▼	49	49	49	48	50	54	n/a	n/a	n/a
50-64	48▼	47	47	49	47	48	51	50	50	49

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

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

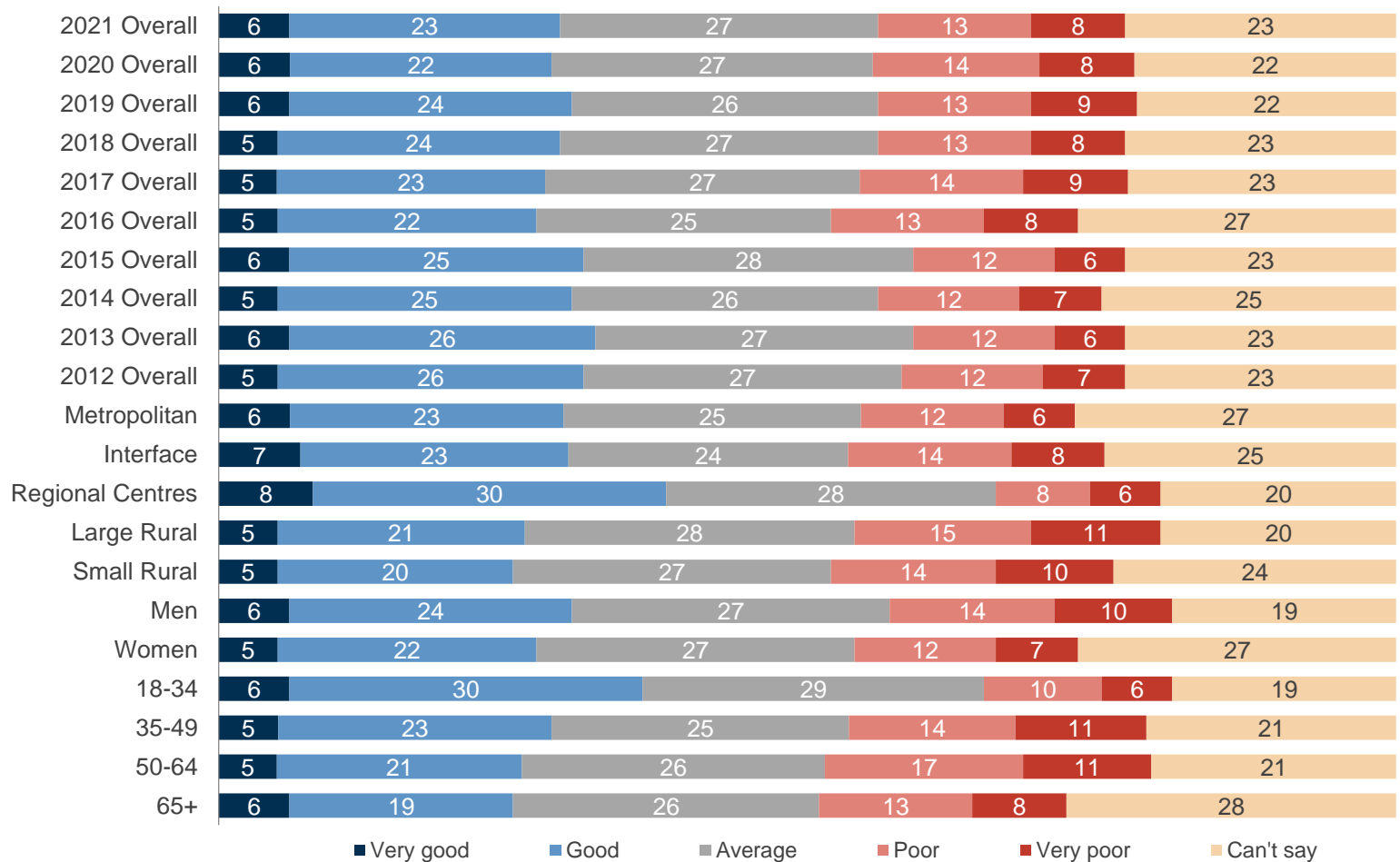
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2021 planning and building permits performance (%)

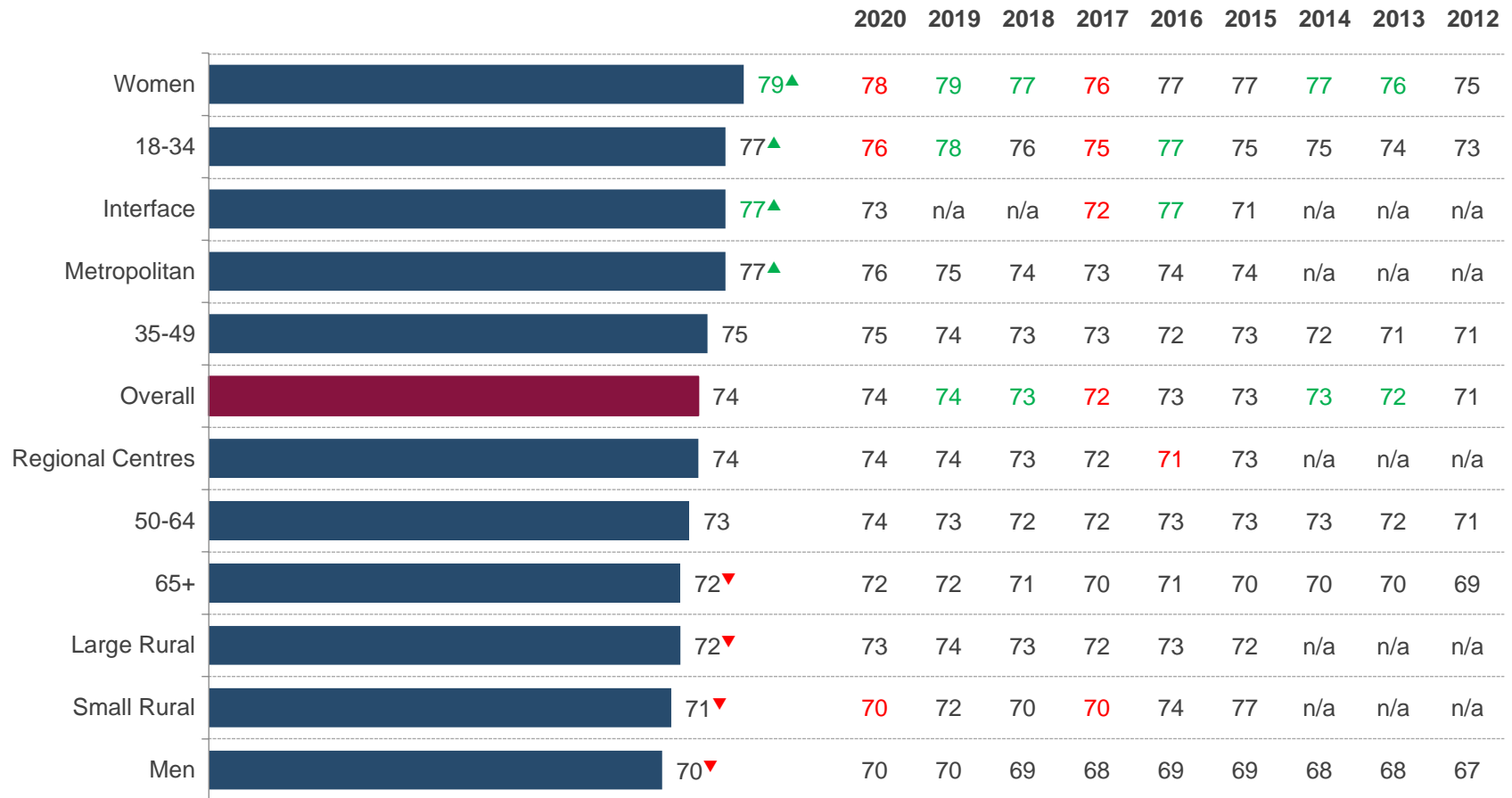




# Environmental sustainability importance



## 2021 environmental sustainability importance (index scores)



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

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

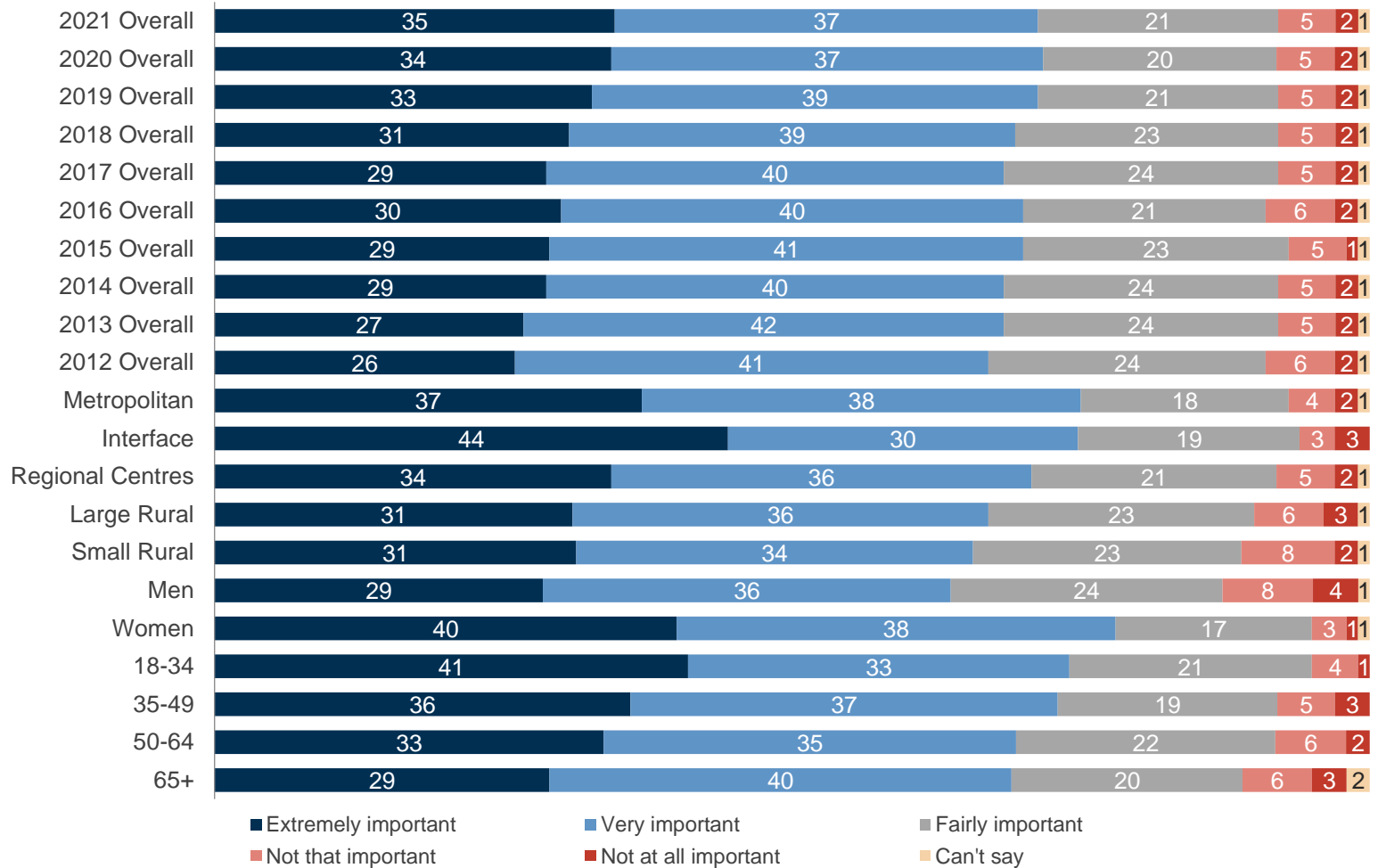
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2021 environmental sustainability importance (%)





# Environmental sustainability performance



## 2021 environmental sustainability performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	64▲	62	64	64	64	64	65	n/a	n/a	n/a
65+	63▲	61	63	63	64	63	65	65	65	65
Men	63▲	61	62	63	64	62	64	64	64	64
18-34	63▲	60	63	64	64	64	65	65	66	67
Overall	62	60	62	63	64	63	64	64	64	64
35-49	62	60	62	63	64	63	63	64	64	63
Regional Centres	62	61	63	64	65	63	63	n/a	n/a	n/a
Women	62	59	62	63	63	63	64	64	64	65
Interface	62	56	60	64	62	60	63	n/a	n/a	n/a
Large Rural	61▼	60	61	61	62	62	64	n/a	n/a	n/a
Small Rural	61	57	59	62	63	61	63	n/a	n/a	n/a
50-64	61	57	59	61	62	61	62	62	62	62

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

Base: All respondents. Councils asked state-wide: 34

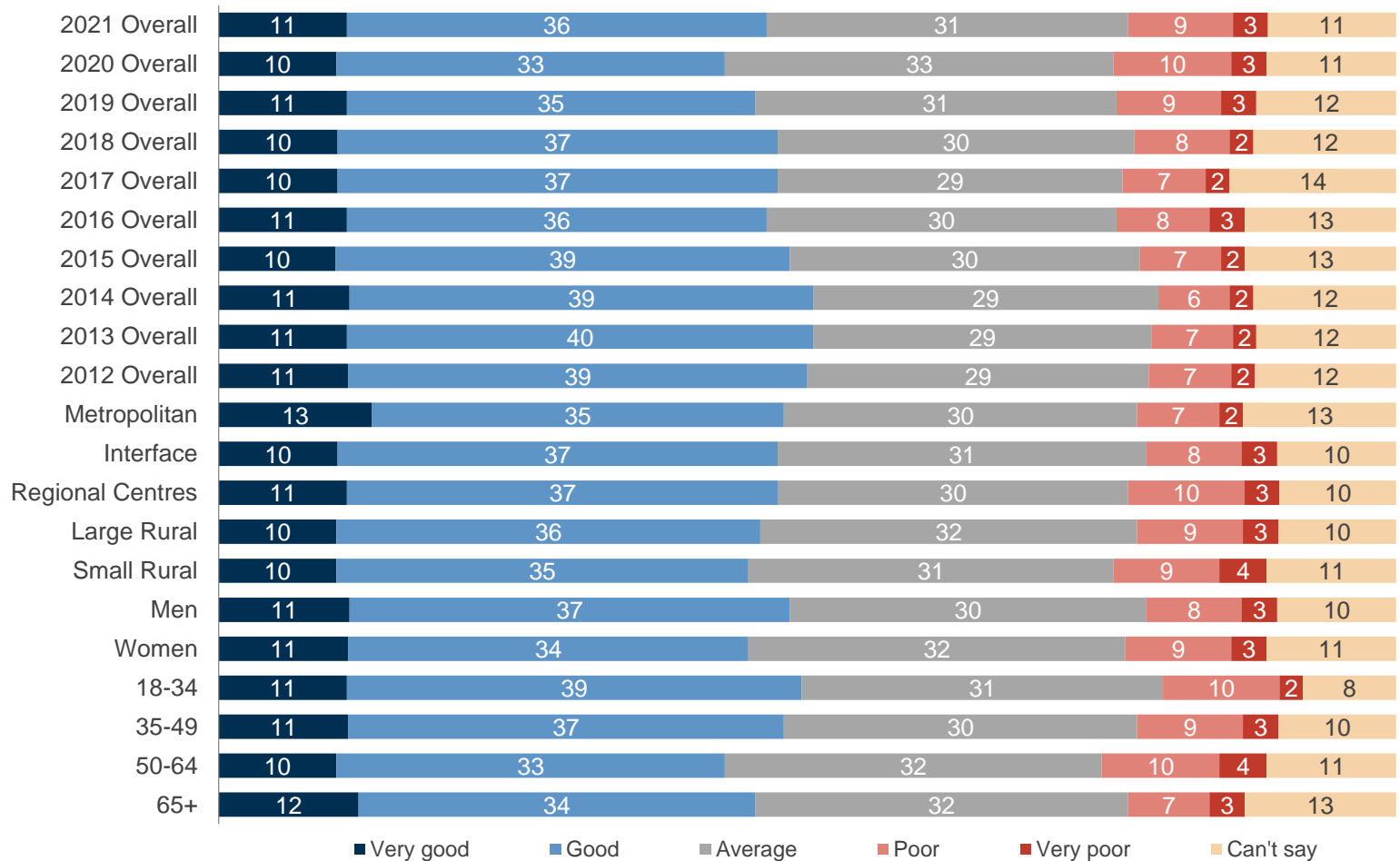
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2021 environmental sustainability performance (%)



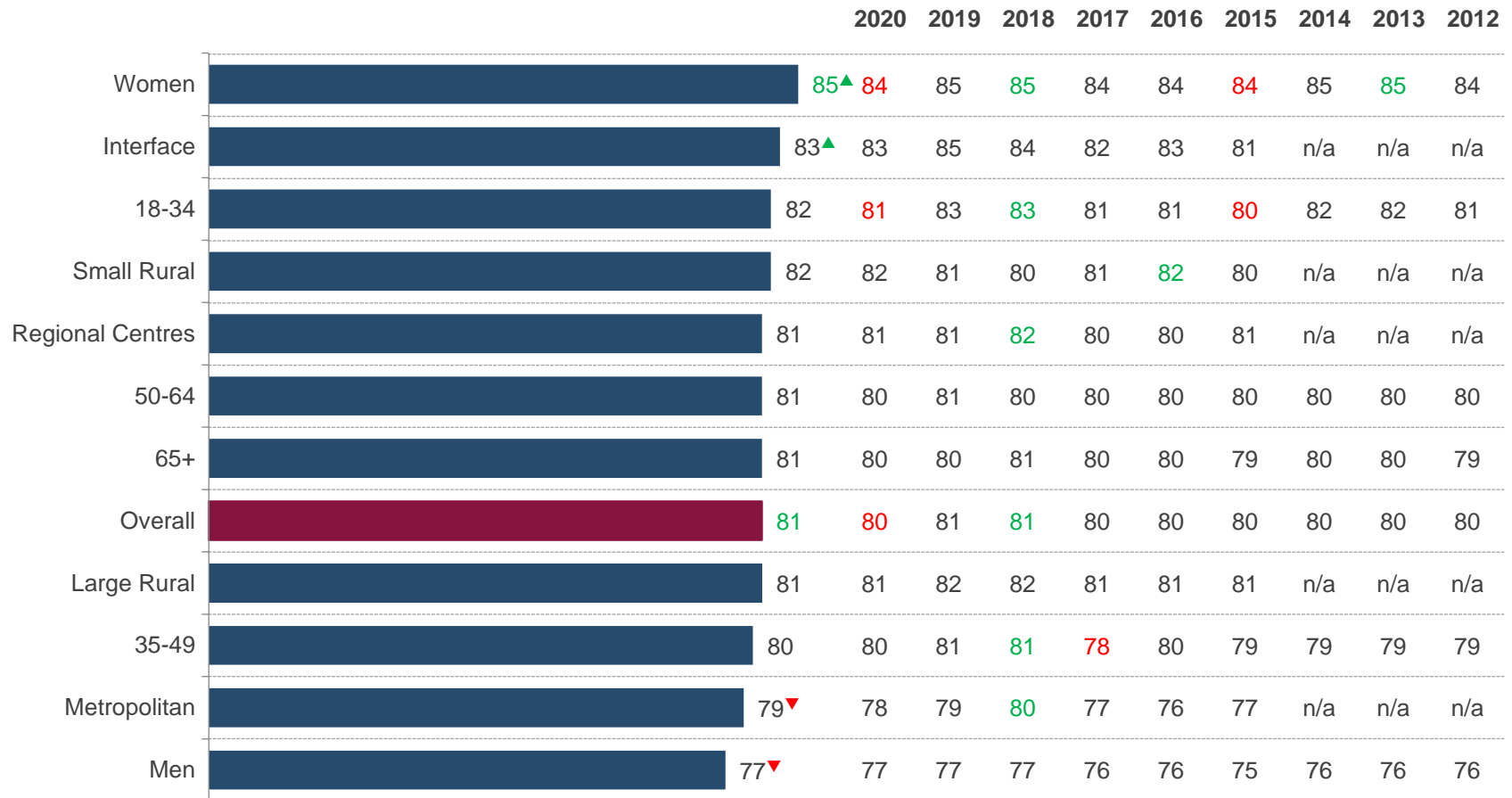




# Emergency and disaster management importance



## 2021 emergency and disaster management importance (index scores)



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

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

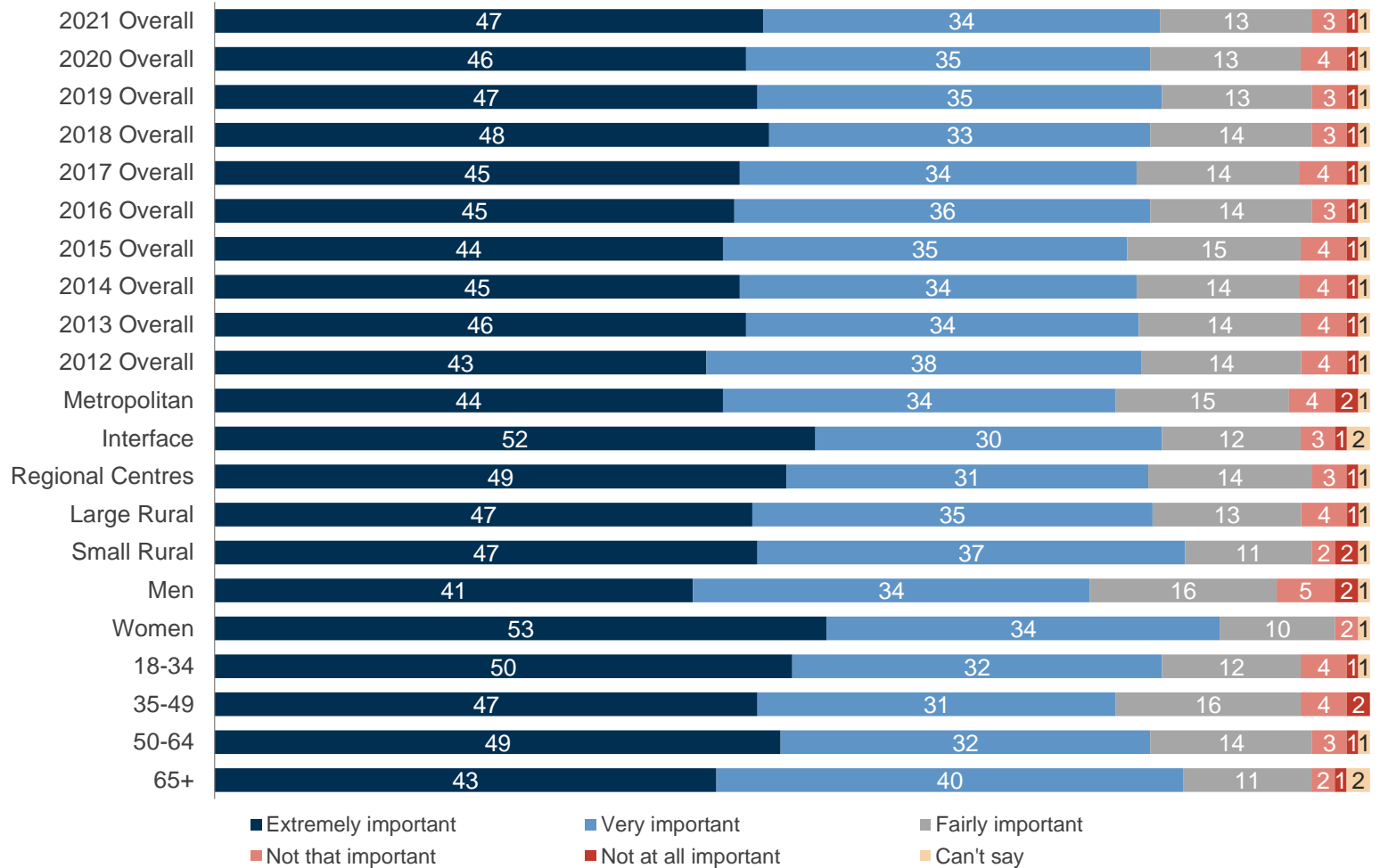
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management importance



## 2021 emergency and disaster management importance (%)





# Emergency and disaster management performance



## 2021 emergency and disaster management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72▲	68	73	72	71	71	73	75	72	73
Small Rural	72	70	72	72	72	71	70	n/a	n/a	n/a
65+	72▲	70	73	72	72	71	71	72	71	71
Regional Centres	72	70	75	73	70	68	68	n/a	n/a	n/a
Women	72▲	69	74	72	71	71	71	73	70	70
Large Rural	71	69	72	71	70	70	71	n/a	n/a	n/a
Overall	71	68	72	71	70	69	70	71	70	70
Men	70▼	68	71	70	69	68	69	70	69	69
Metropolitan	70▼	66	70	69	68	68	69	n/a	n/a	n/a
35-49	70	68	72	71	69	68	68	70	69	68
Interface	69▼	66	73	70	69	69	70	n/a	n/a	n/a
50-64	69▼	66	70	69	68	67	67	68	67	67

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

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

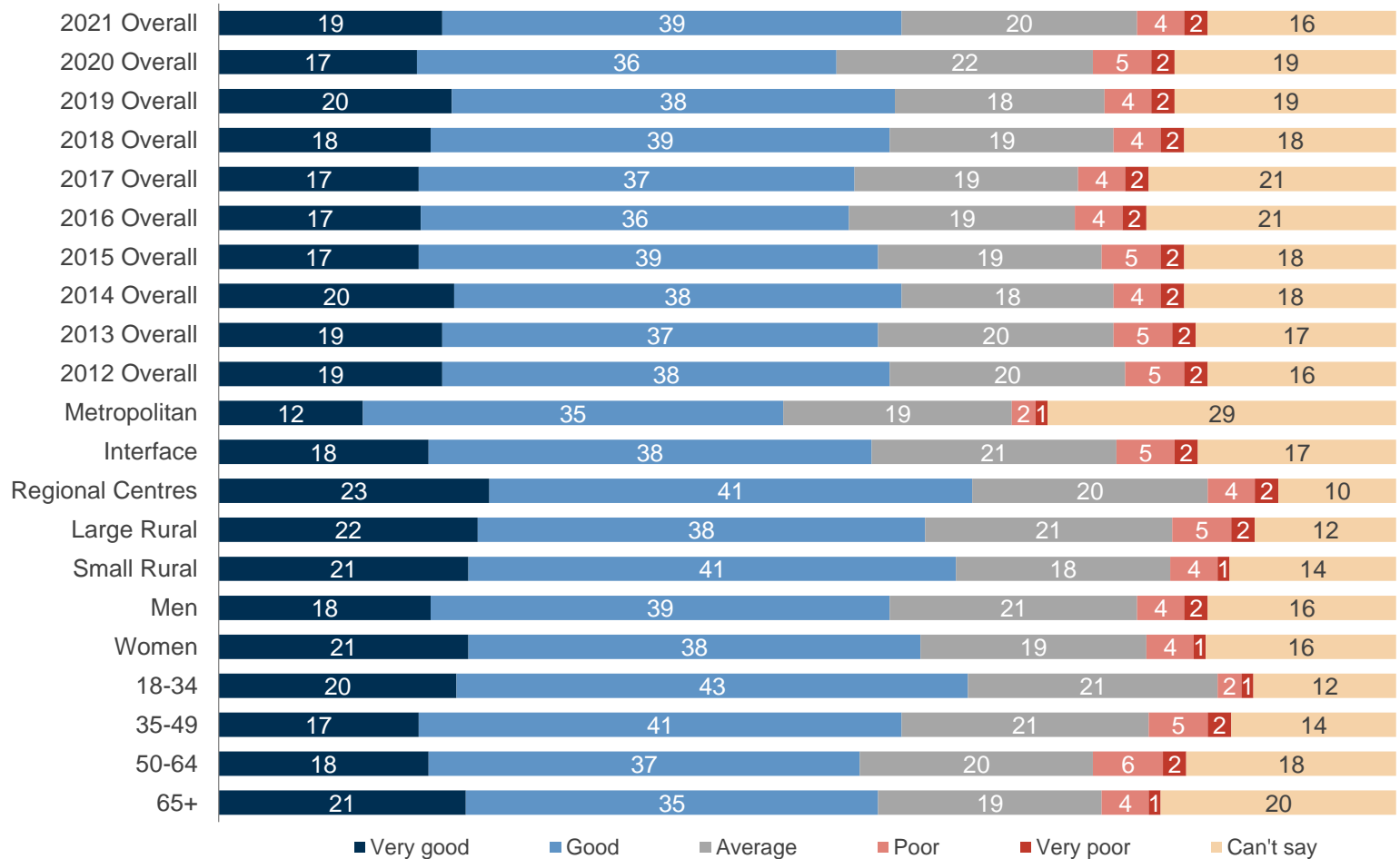
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



## 2021 emergency and disaster management performance (%)





# Planning for population growth in the area importance



## 2021 population growth importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	82▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	82▲	80	80	79	80	79	76	n/a	n/a	n/a
35-49	78▲	78	79	78	78	77	78	78	77	77
50-64	78▲	78	79	80	79	77	79	78	78	78
Women	77▲	77	78	79	78	77	77	77	77	77
Regional Centres	77	77	75	75	75	76	76	n/a	n/a	n/a
65+	77	77	76	77	77	75	75	75	74	75
Overall	76	76	77	77	76	76	75	75	75	75
Metropolitan	75	75	77	78	75	75	74	n/a	n/a	n/a
Men	75	75	75	76	75	74	73	73	73	73
Large Rural	74▼	75	77	78	78	74	74	n/a	n/a	n/a
18-34	73▼	73	74	74	73	74	70	70	71	73

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

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

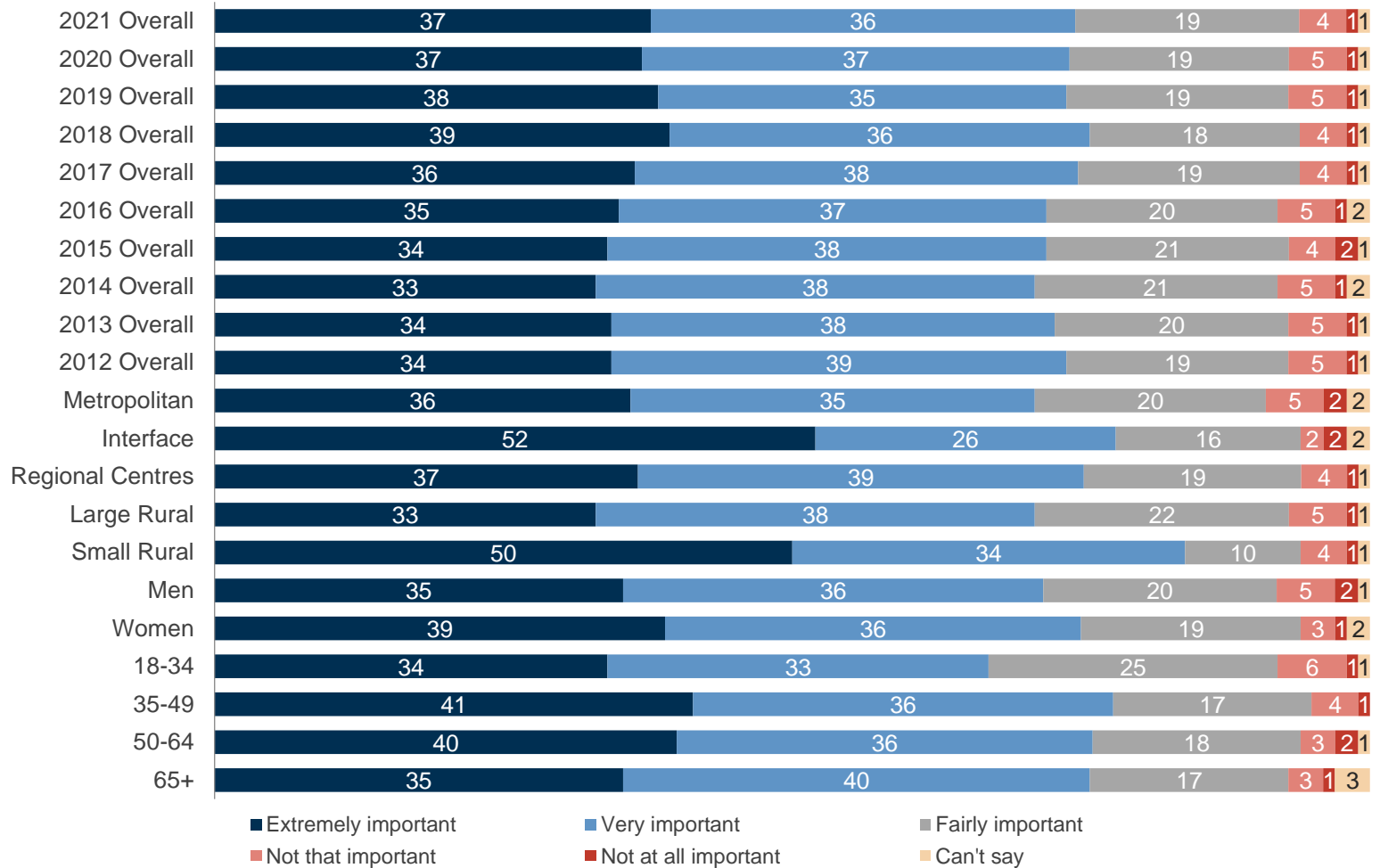
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



## 2021 population growth importance (%)





# Planning for population growth in the area performance



## 2021 population growth performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	59▲	57	62	62	62	59	61	n/a	n/a	n/a
18-34	56▲	54	57	56	57	55	60	59	59	58
65+	54	52	52	51	52	52	54	55	55	52
Men	54	51	52	52	53	52	54	54	54	52
Metropolitan	53	52	52	50	51	51	54	n/a	n/a	n/a
Overall	53	51	52	52	52	51	54	54	54	52
Small Rural	52	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	51	52	52	52	51	55	55	54	52
50-64	51▼	47	49	50	49	48	50	51	50	49
Large Rural	51▼	47	49	48	48	47	50	n/a	n/a	n/a
35-49	50▼	49	49	51	50	49	51	52	51	48
Interface	47▼	46	48	49	50	55	57	n/a	n/a	n/a

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

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

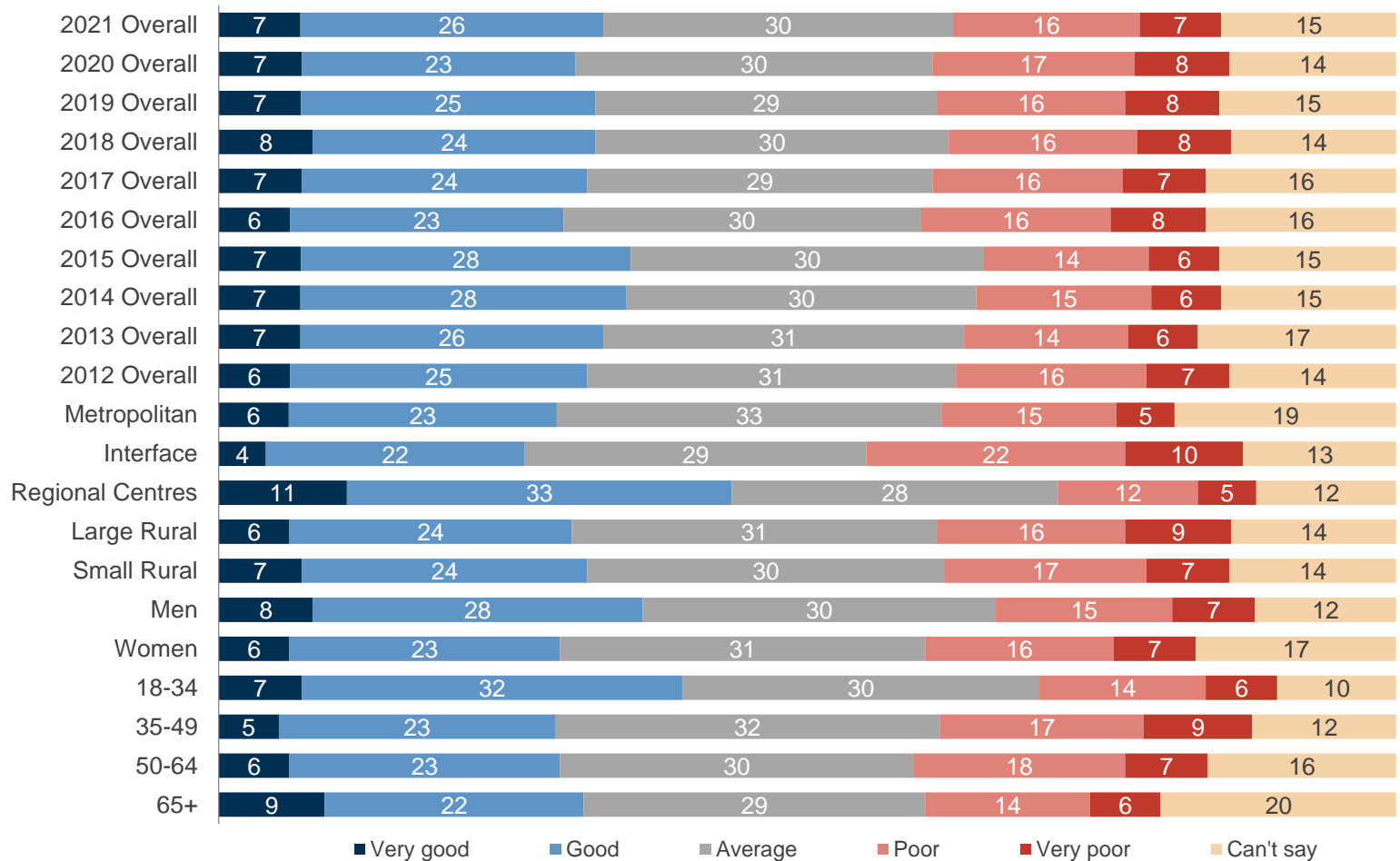
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



## 2021 population growth performance (%)



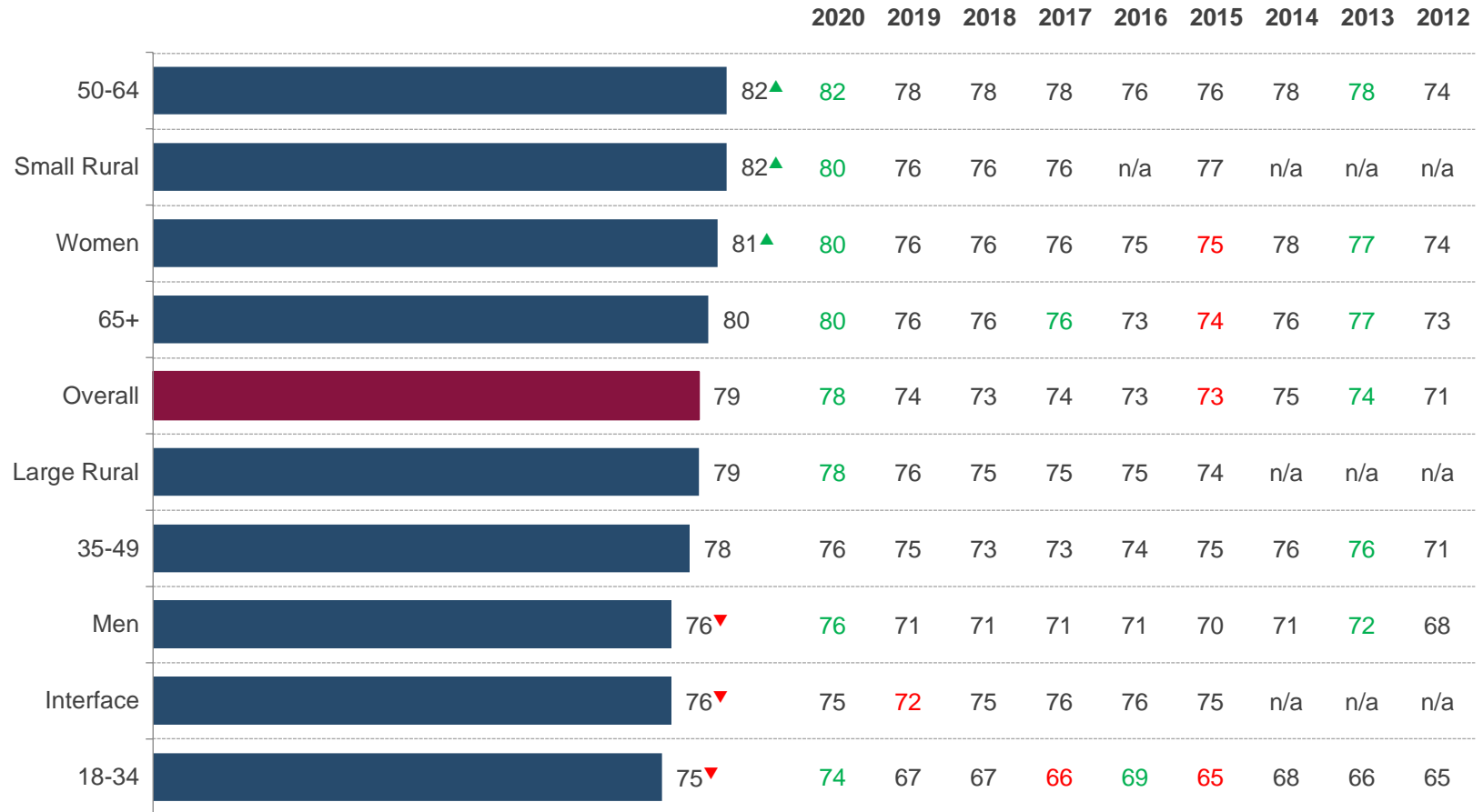




# Roadside slashing and weed control importance



## 2021 roadside slashing and weed control importance (index scores)



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

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

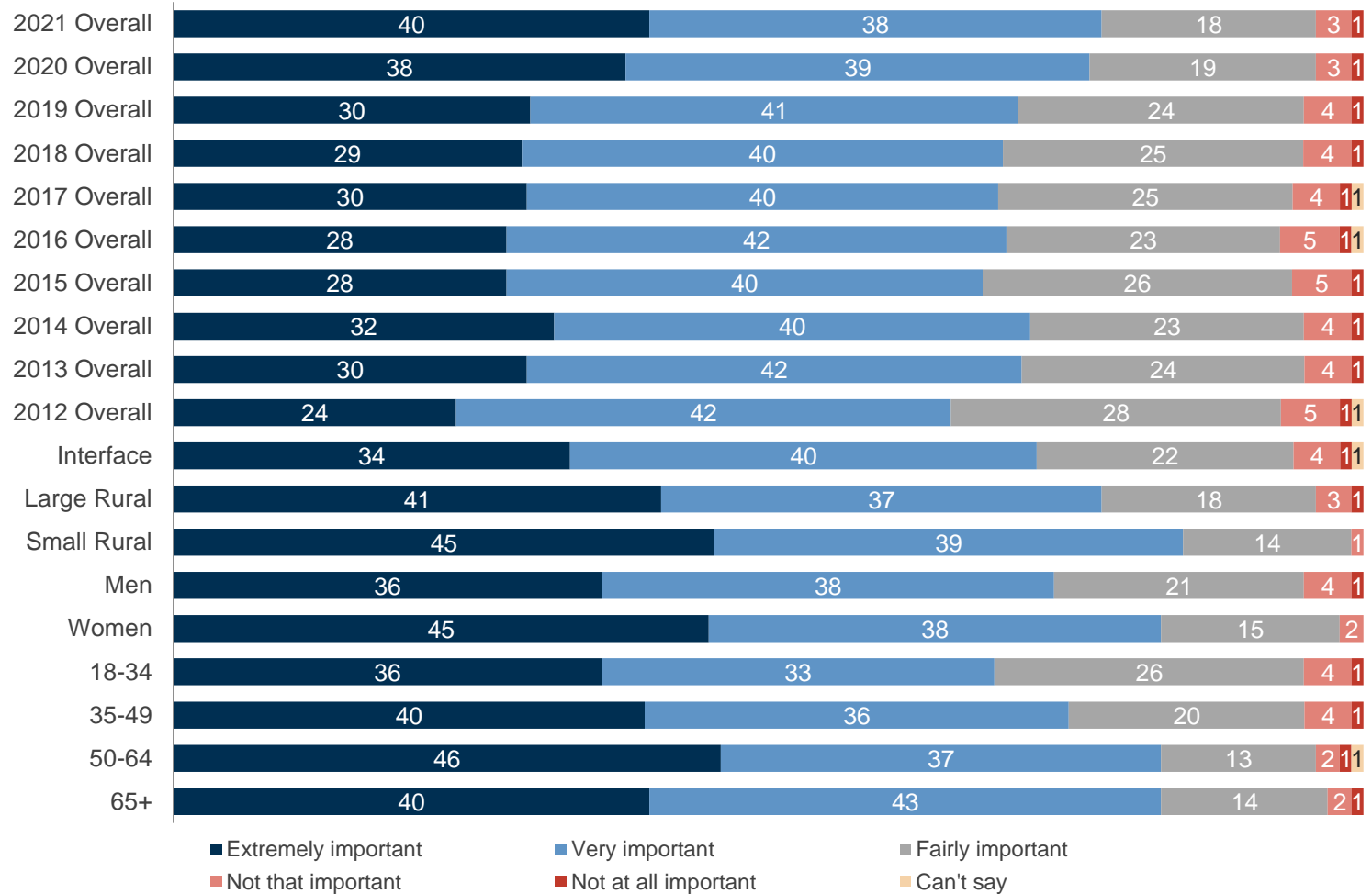
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control importance



2021 roadside slashing and weed control importance (%)





# Roadside slashing and weed control performance



## 2021 roadside slashing and weed control performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	57▲	54	61	60	54	56	52	n/a	n/a	n/a
18-34	57▲	55	62	61	58	61	62	63	63	67
Men	52	49	56	54	52	55	54	55	57	60
35-49	51	49	57	55	54	57	55	53	56	59
Overall	51	49	56	55	53	56	55	55	56	61
Women	51	49	56	56	54	57	55	55	56	61
Large Rural	51	48	52	51	50	54	53	n/a	n/a	n/a
65+	50	48	54	53	51	54	52	53	55	59
Small Rural	49▼	48	55	54	51	51	52	n/a	n/a	n/a
50-64	48▼	46	53	51	50	52	51	51	52	58

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

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

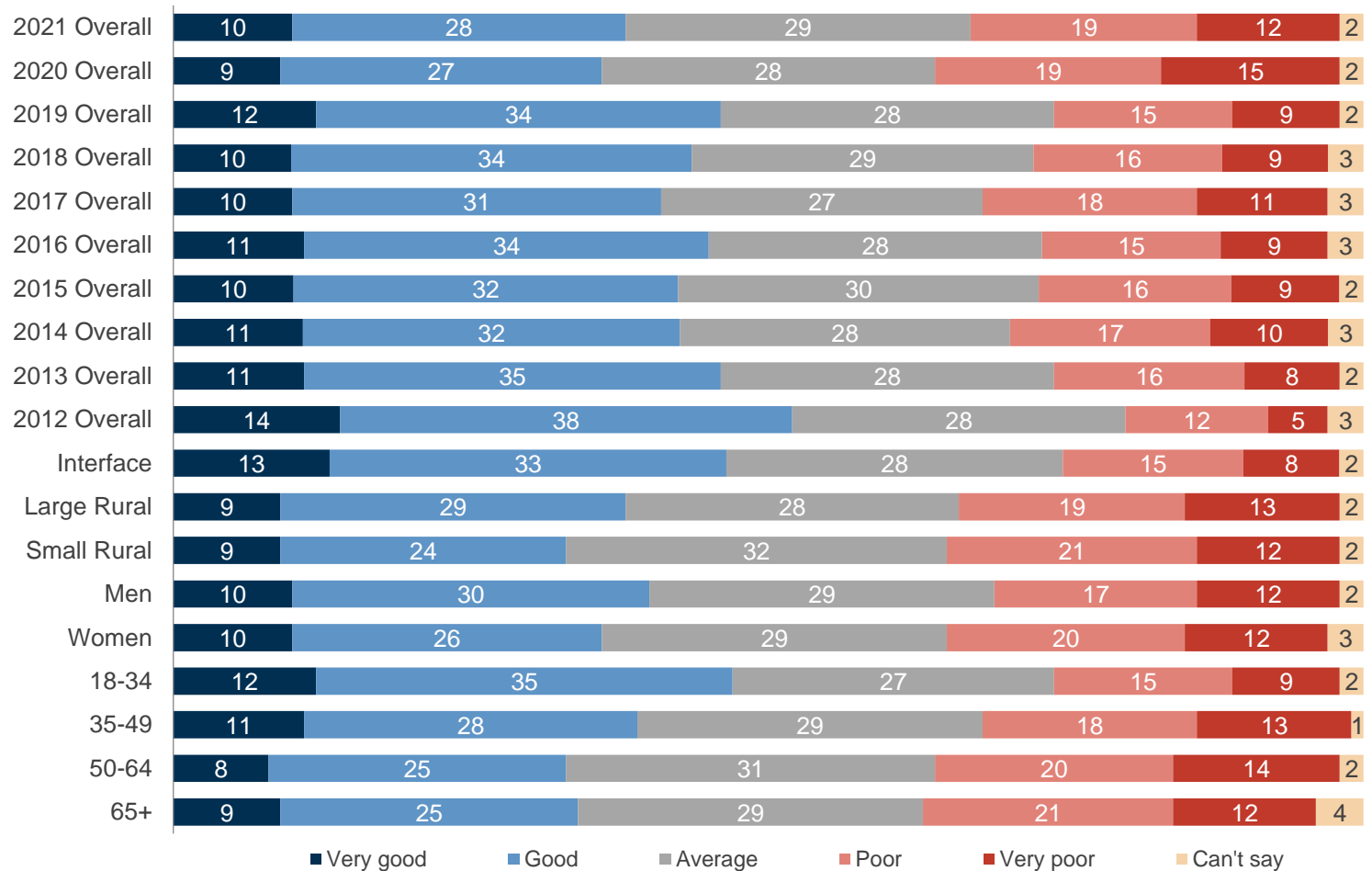
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area importance



## 2021 unsealed roads importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012	
Small Rural	<div></div>	84▲	83	82	84	81	81	82	n/a	n/a	n/a
50-64	<div></div>	83▲	82	81	82	81	80	80	80	82	81
35-49	<div></div>	83▲	81	80	79	78	78	79	80	82	80
Women	<div></div>	83▲	81	81	82	80	80	80	81	83	82
Interface	<div></div>	82	81	81	81	79	79	78	n/a	n/a	n/a
Overall	<div></div>	81	80	80	80	79	79	78	78	81	80
65+	<div></div>	81	80	79	80	79	79	78	77	80	79
Men	<div></div>	80▼	78	78	78	77	77	76	76	79	78
Large Rural	<div></div>	80▼	79	79	78	77	78	76	n/a	n/a	n/a
18-34	<div></div>	79▼	76	78	79	76	78	76	77	80	79
Regional Centres	<div></div>	78▼	76	75	77	76	70	72	n/a	n/a	n/a

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

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

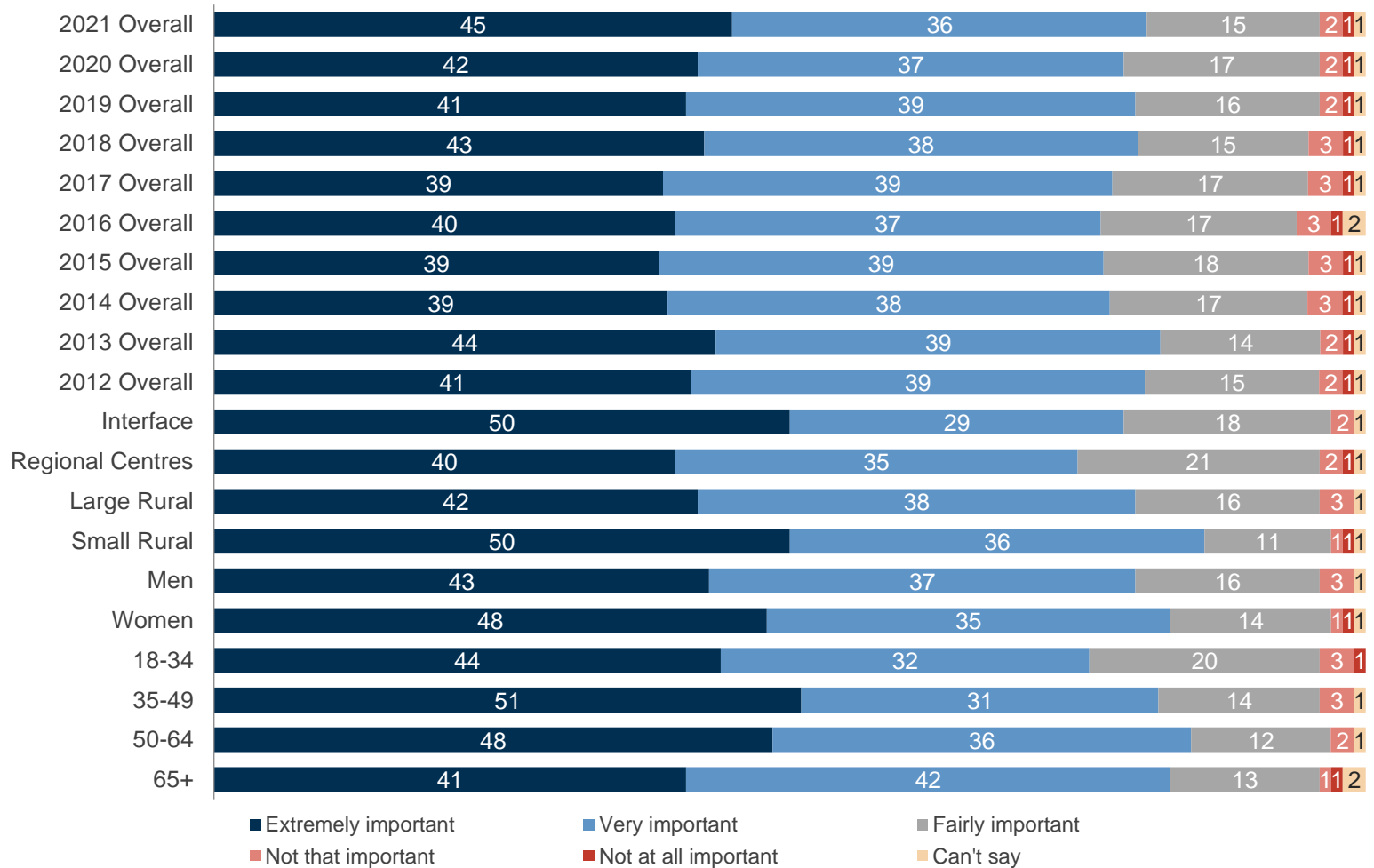
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2021 unsealed roads importance (%)





# Maintenance of unsealed roads in your area performance



## 2021 unsealed roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	53▲	55	52	52	52	n/a	51	n/a	n/a	n/a
Interface	47	43	50	48	45	44	47	n/a	n/a	n/a
65+	47▲	46	46	44	45	45	46	48	48	50
Men	46▲	44	45	43	44	43	45	46	45	46
18-34	45	45	45	44	45	46	48	46	47	48
Overall	45	44	44	43	44	43	45	45	44	46
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
Large Rural	44	42	41	41	42	43	44	n/a	n/a	n/a
Women	44▼	43	43	42	43	43	45	45	43	46
35-49	44	43	43	43	44	42	44	45	42	44
50-64	43▼	41	42	40	41	40	43	42	40	43

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

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

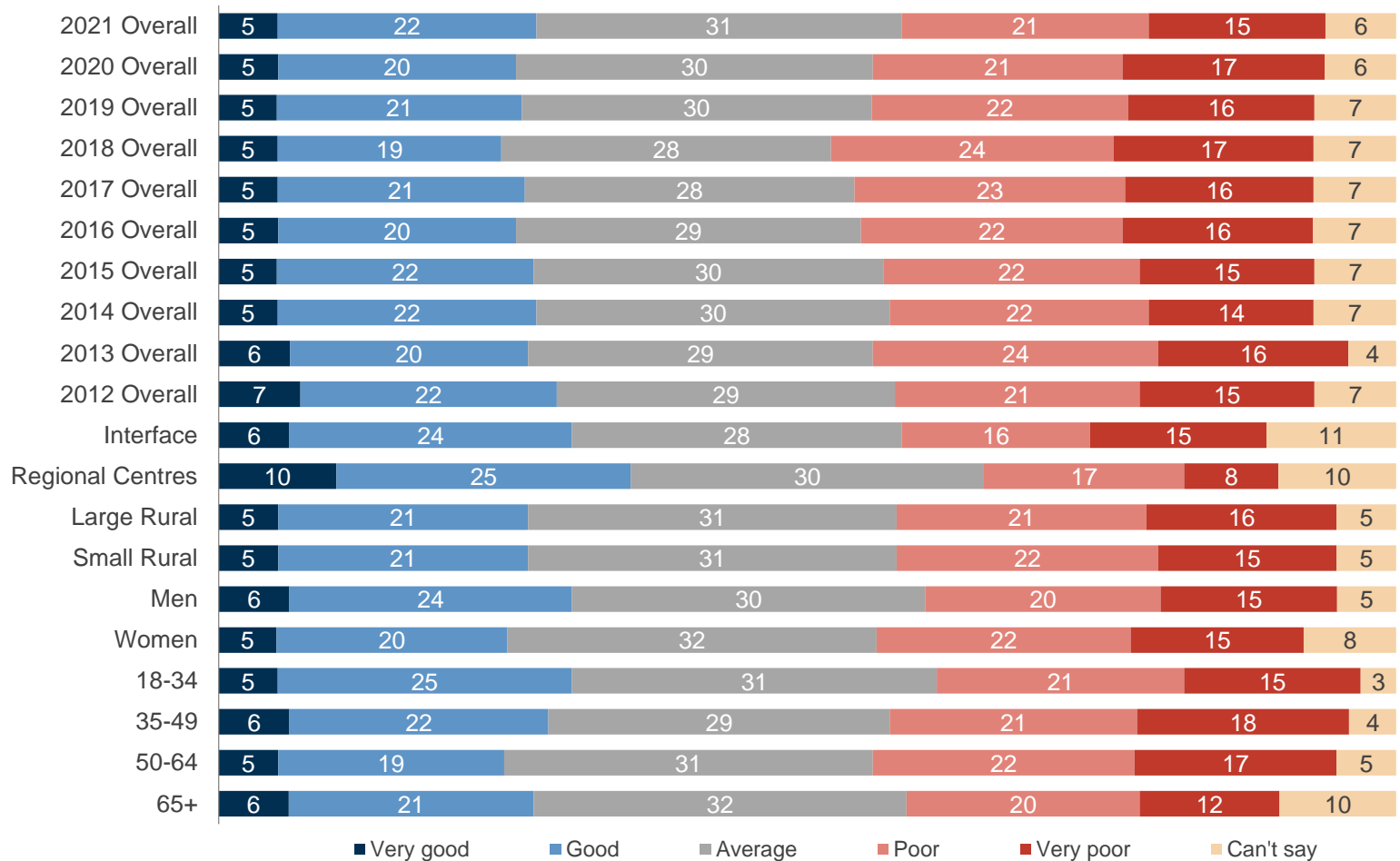
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



## 2021 unsealed roads performance (%)







# Business and community development importance



## 2021 business/community development importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	73▲	71	72	71	73	n/a	n/a	n/a	n/a	n/a
Women	72▲	71	71	70	71	72	71	71	n/a	n/a
18-34	71	68	70	70	72	72	69	70	n/a	n/a
50-64	71	71	69	68	69	69	69	69	n/a	n/a
35-49	71	70	71	70	71	73	70	71	n/a	n/a
Interface	70	69	67	68	67	69	67	n/a	n/a	n/a
Overall	70	69	69	69	70	70	69	69	n/a	n/a
Small Rural	69	68	70	n/a	n/a	n/a	71	n/a	n/a	n/a
65+	69	69	67	66	68	67	68	68	n/a	n/a
Men	68▼	68	67	68	69	69	67	67	n/a	n/a
Large Rural	68▼	68	70	69	70	71	72	n/a	n/a	n/a

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

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

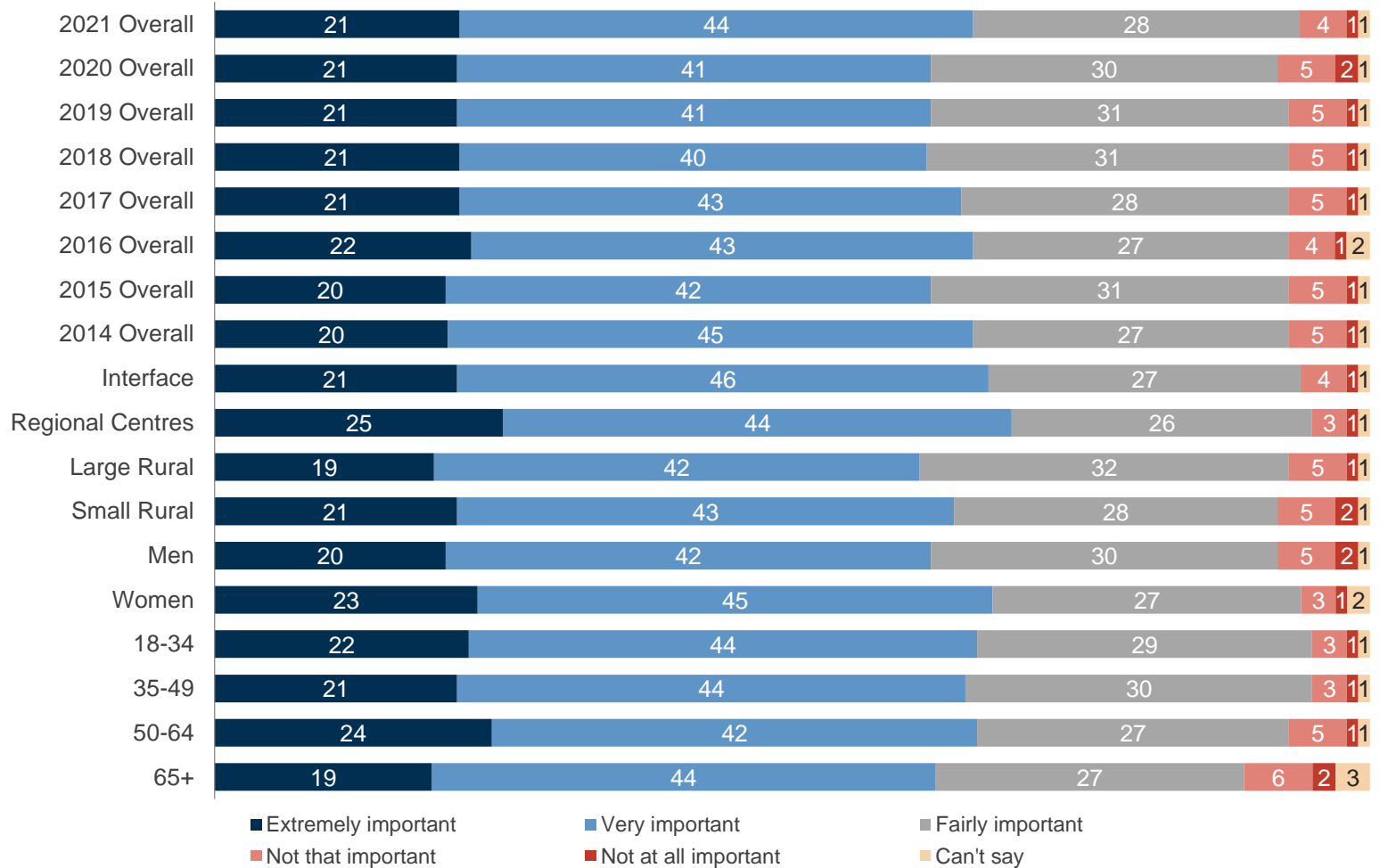
Note: Please see Appendix A for explanation of significant differences.



# Business and community development importance



## 2021 business/community development importance (%)





# Business and community development performance



## 2021 business/community development performance (index scores)

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

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

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

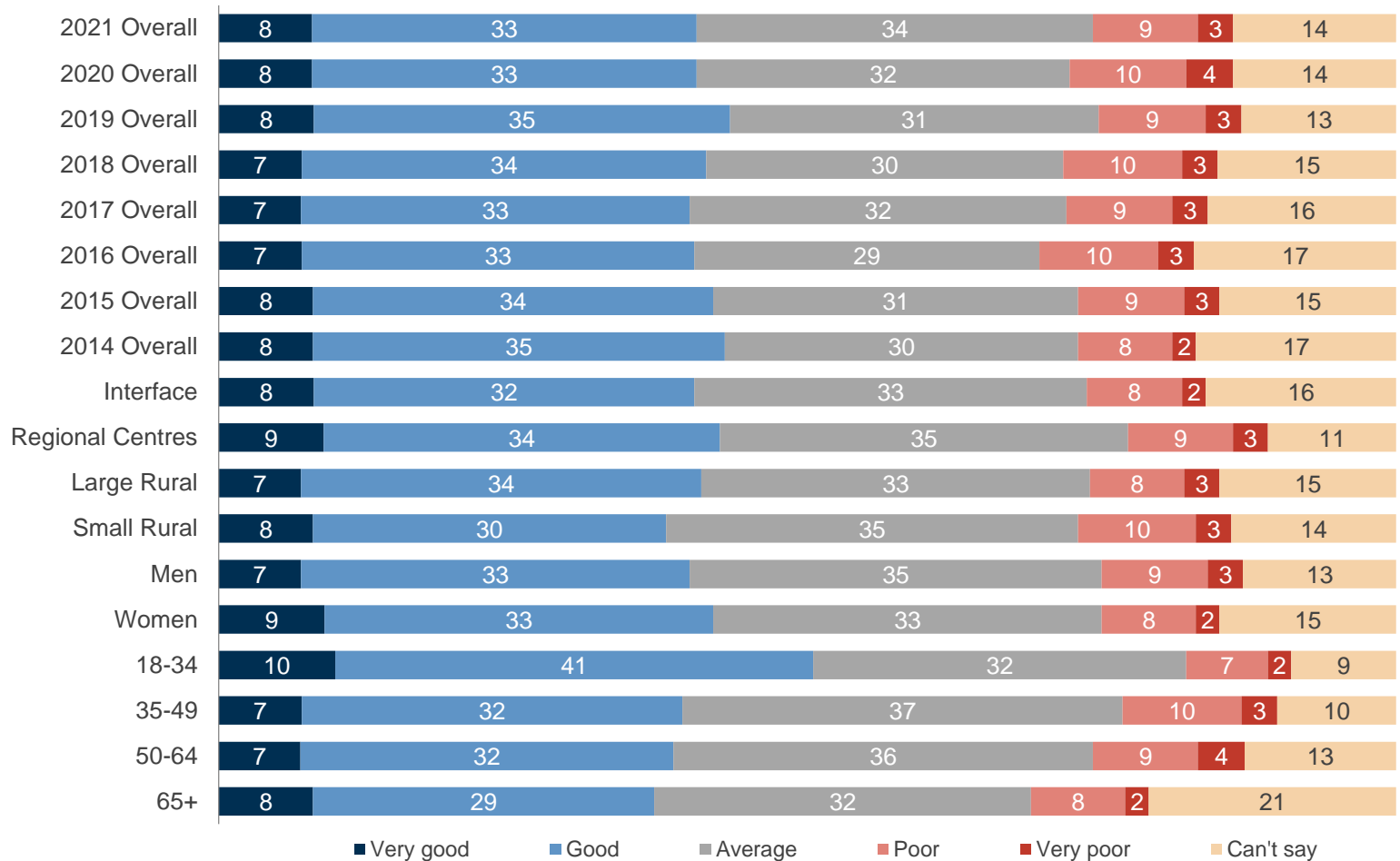
Note: Please see Appendix A for explanation of significant differences.



# Business and community development performance



2021 business/community development performance (%)

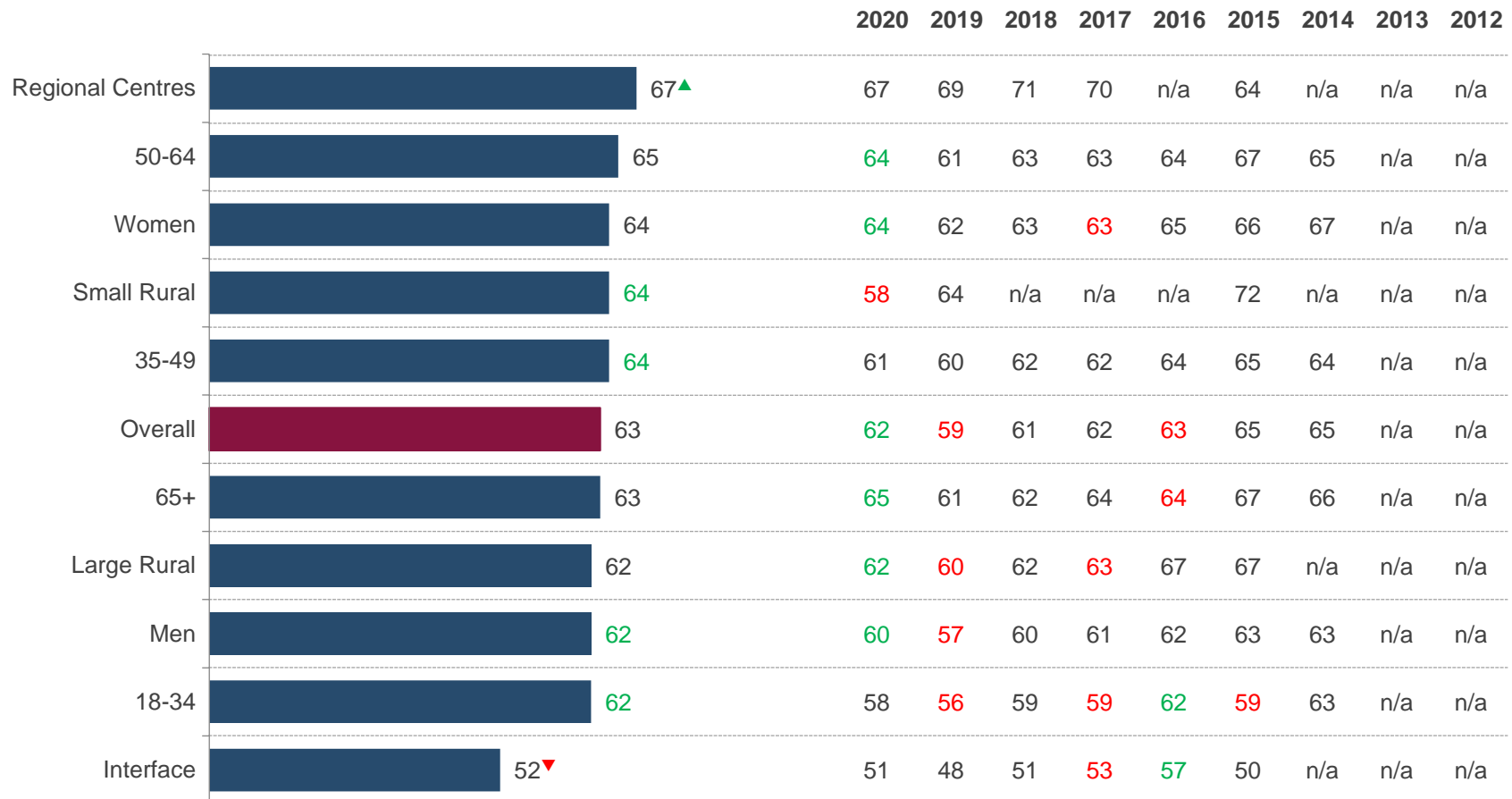




# Tourism development importance



## 2021 tourism development importance (index scores)



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

Base: All respondents. Councils asked state-wide: 9

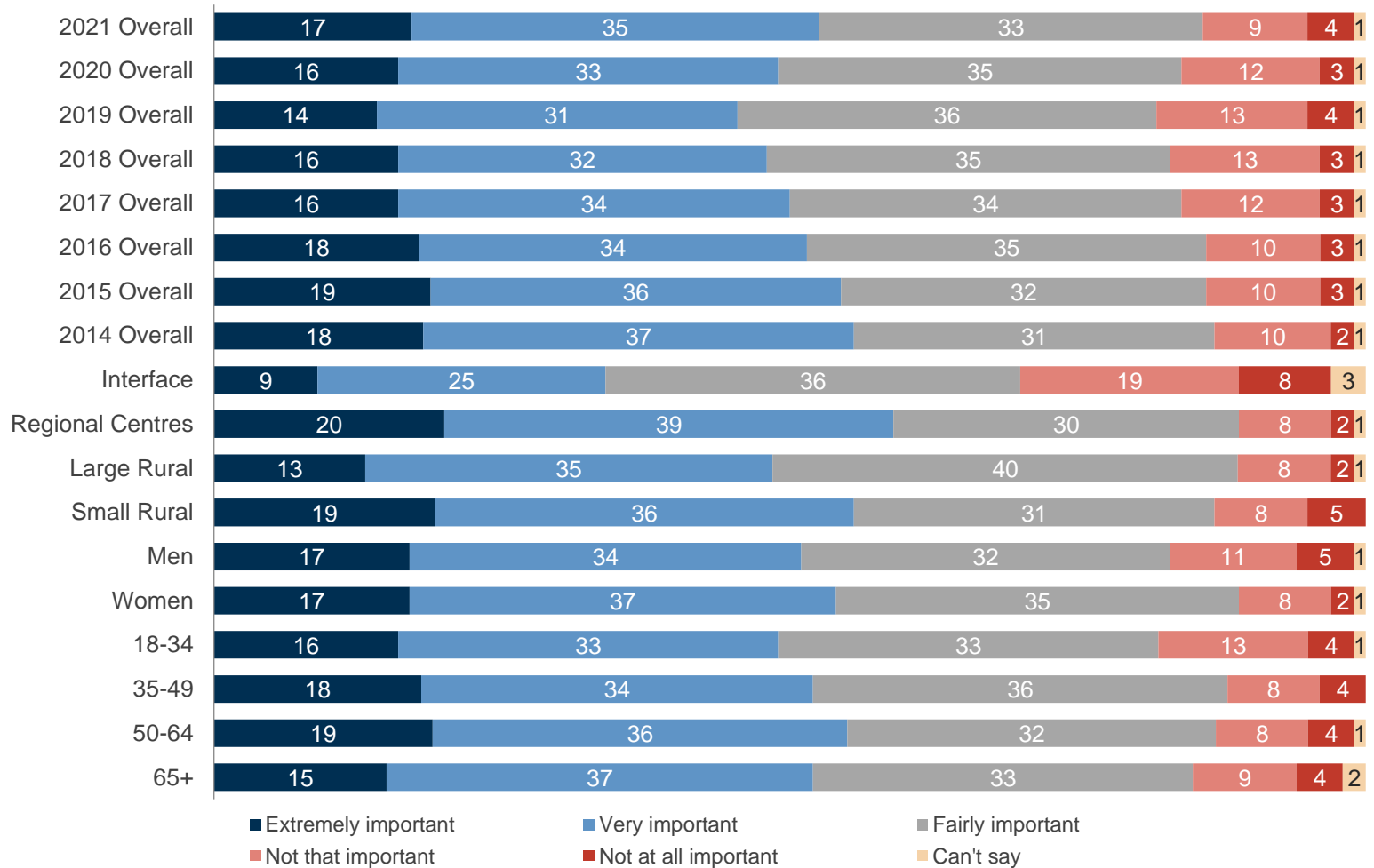
Note: Please see Appendix A for explanation of significant differences.



# Tourism development importance



## 2021 tourism development importance (%)





# Tourism development performance



## 2021 tourism development performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	64▲	62	61	61	65	64	66	n/a	n/a	n/a
65+	63	63	64	64	63	62	65	66	n/a	n/a
Small Rural	63	63	66	67	67	64	63	n/a	n/a	n/a
18-34	63	63	63	64	64	64	64	64	n/a	n/a
Women	62	63	64	64	64	64	64	66	n/a	n/a
Overall	62	62	63	63	63	63	63	64	n/a	n/a
50-64	62	61	62	60	61	60	62	64	n/a	n/a
Men	62	61	62	61	61	62	62	62	n/a	n/a
Regional Centres	60▼	63	70	64	65	71	67	n/a	n/a	n/a
35-49	60▼	62	63	62	63	63	61	62	n/a	n/a
Interface	59▼	59	58	61	56	56	53	n/a	n/a	n/a

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

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

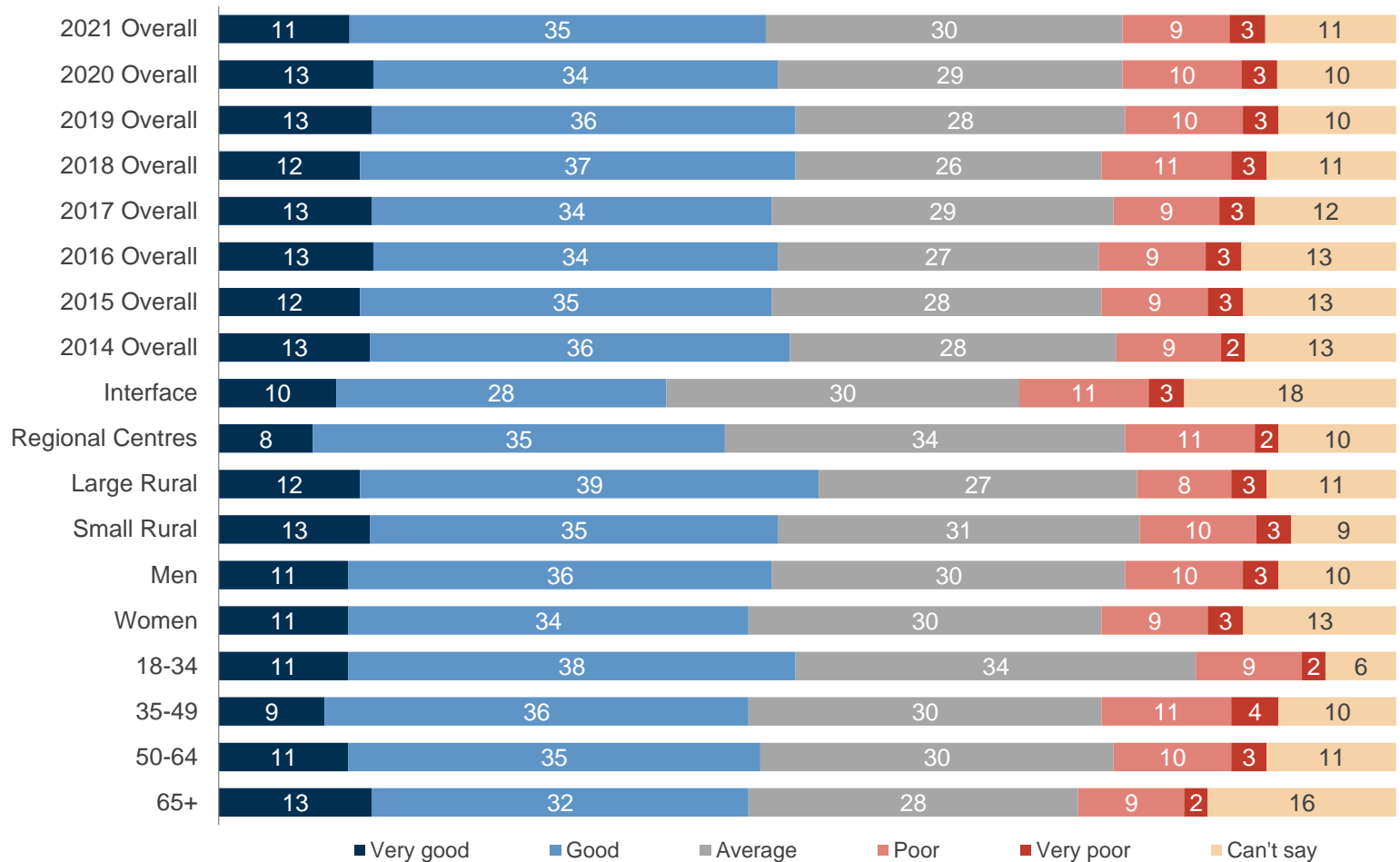
Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



## 2021 tourism development performance (%)



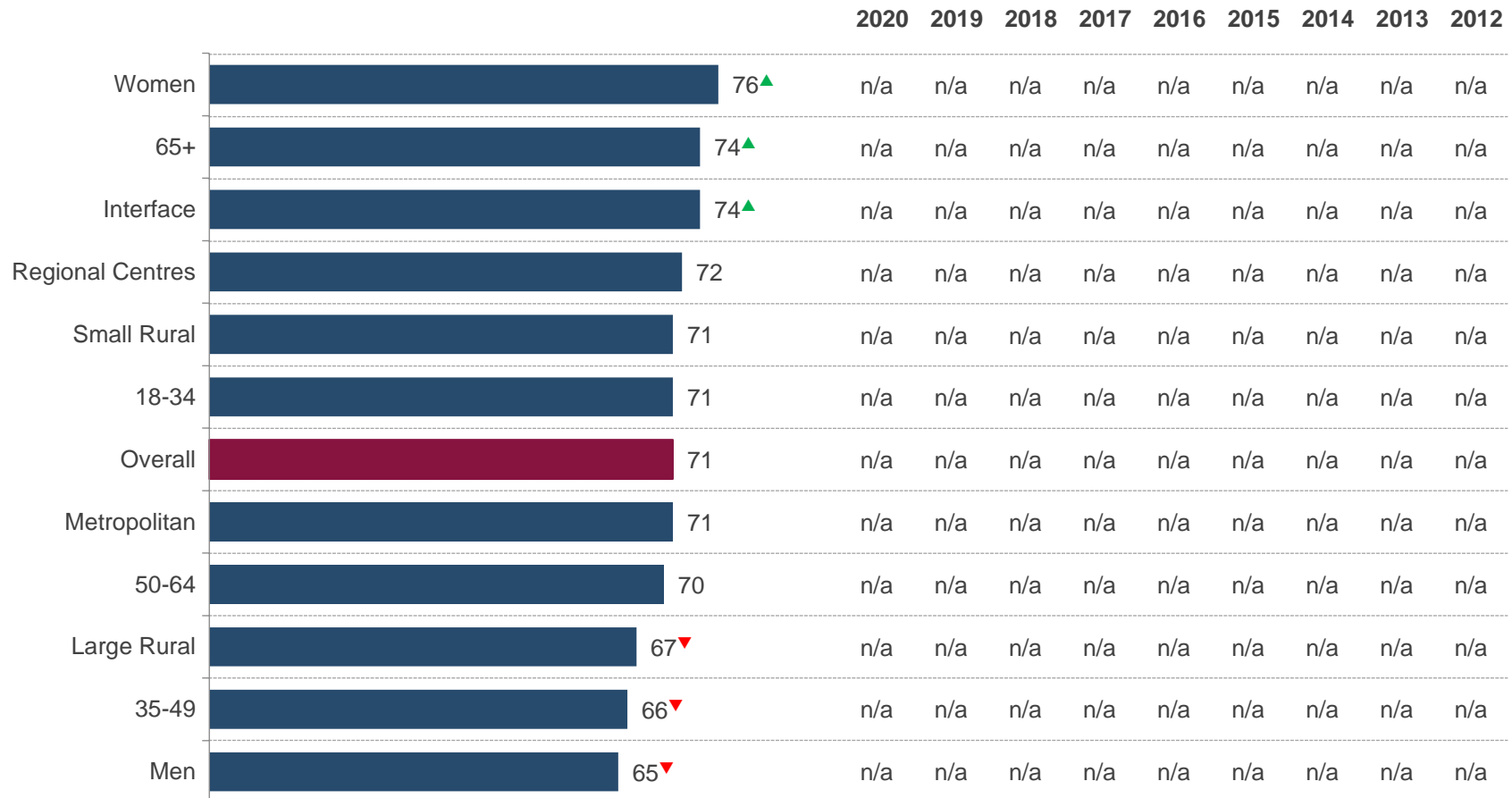




# COVID-19 response importance



## 2021 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

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

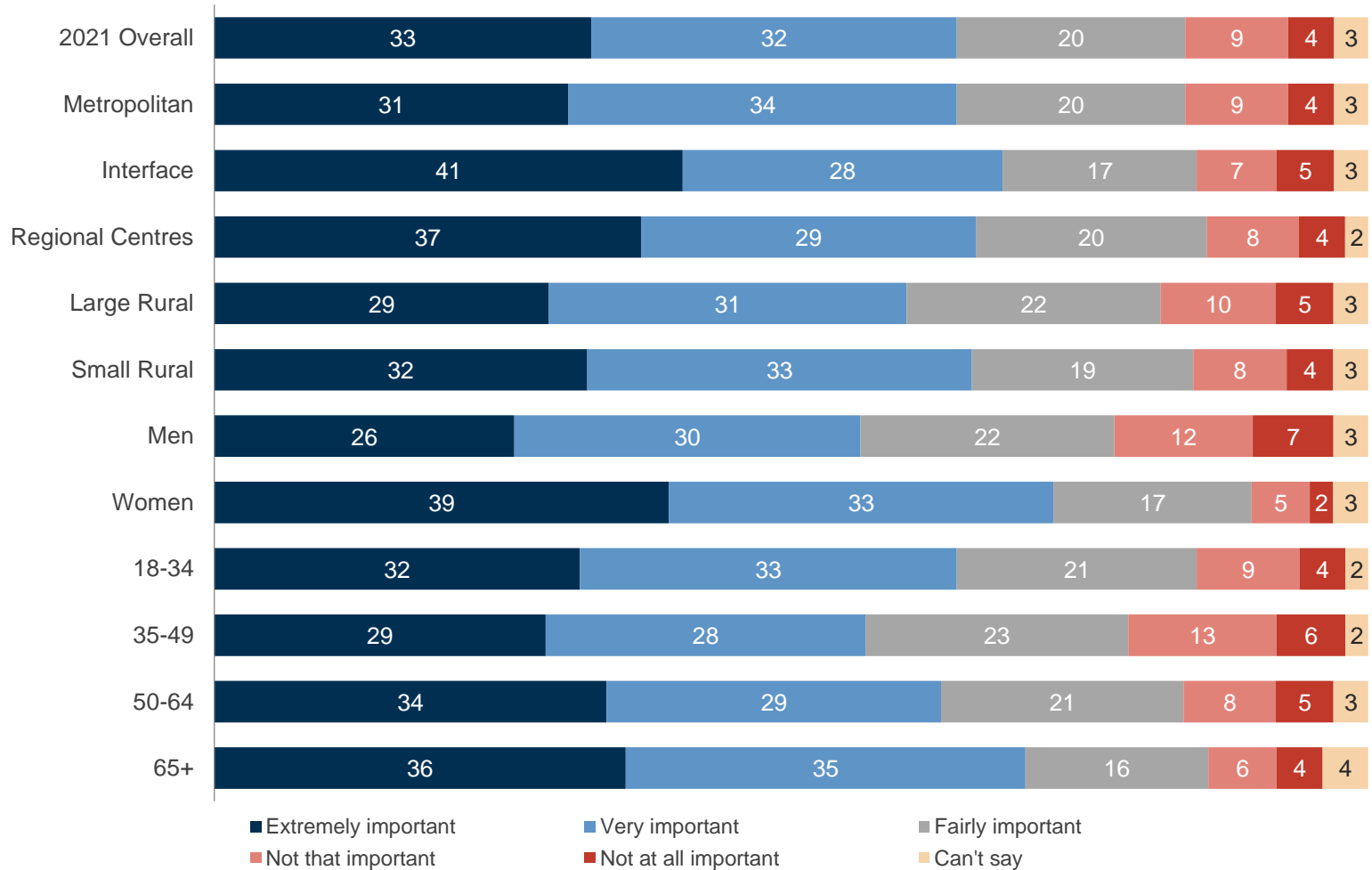
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



2021 COVID-19 response importance (%)

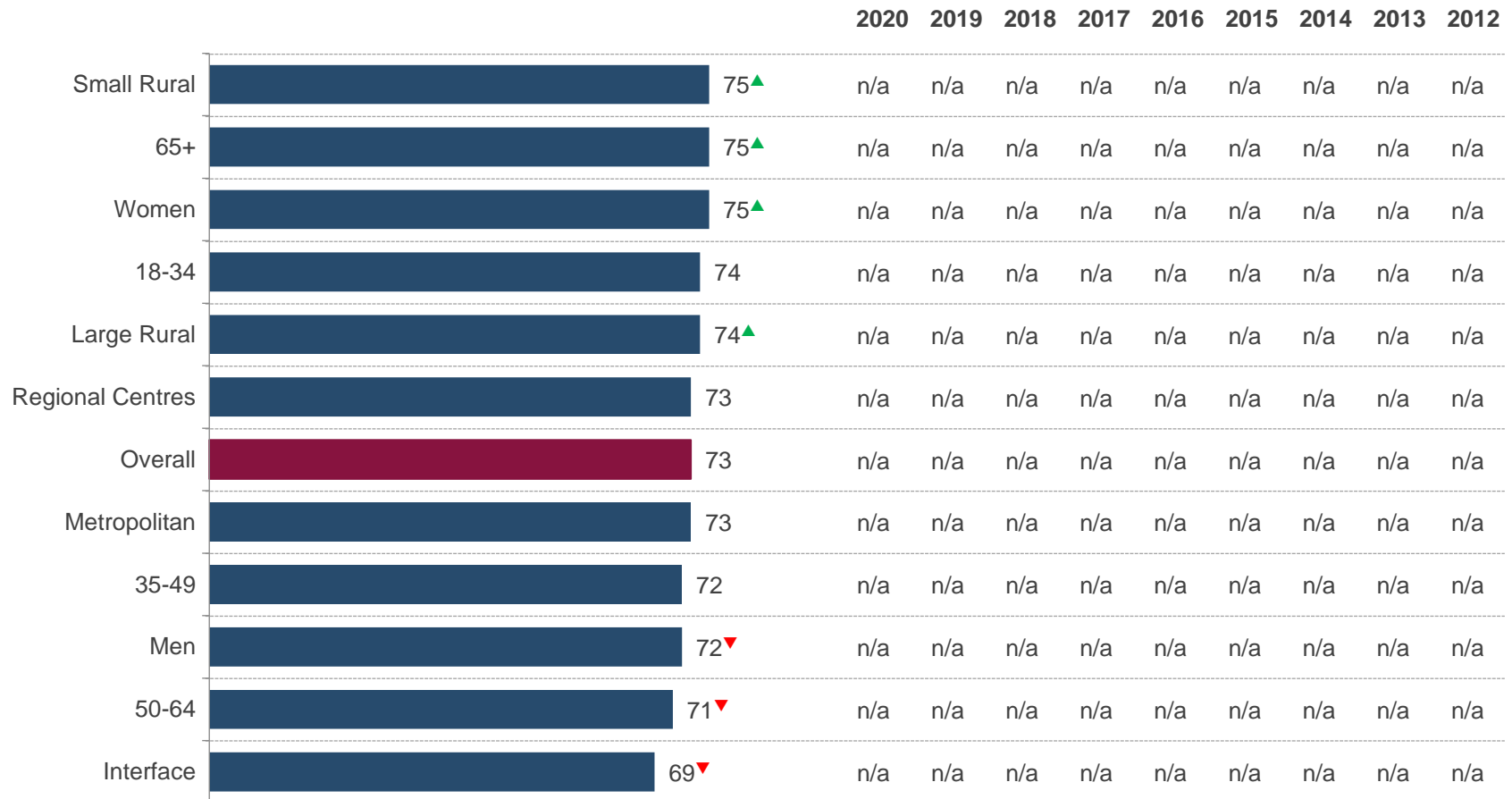




# COVID-19 response performance



## 2021 COVID-19 response performance (index scores)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

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

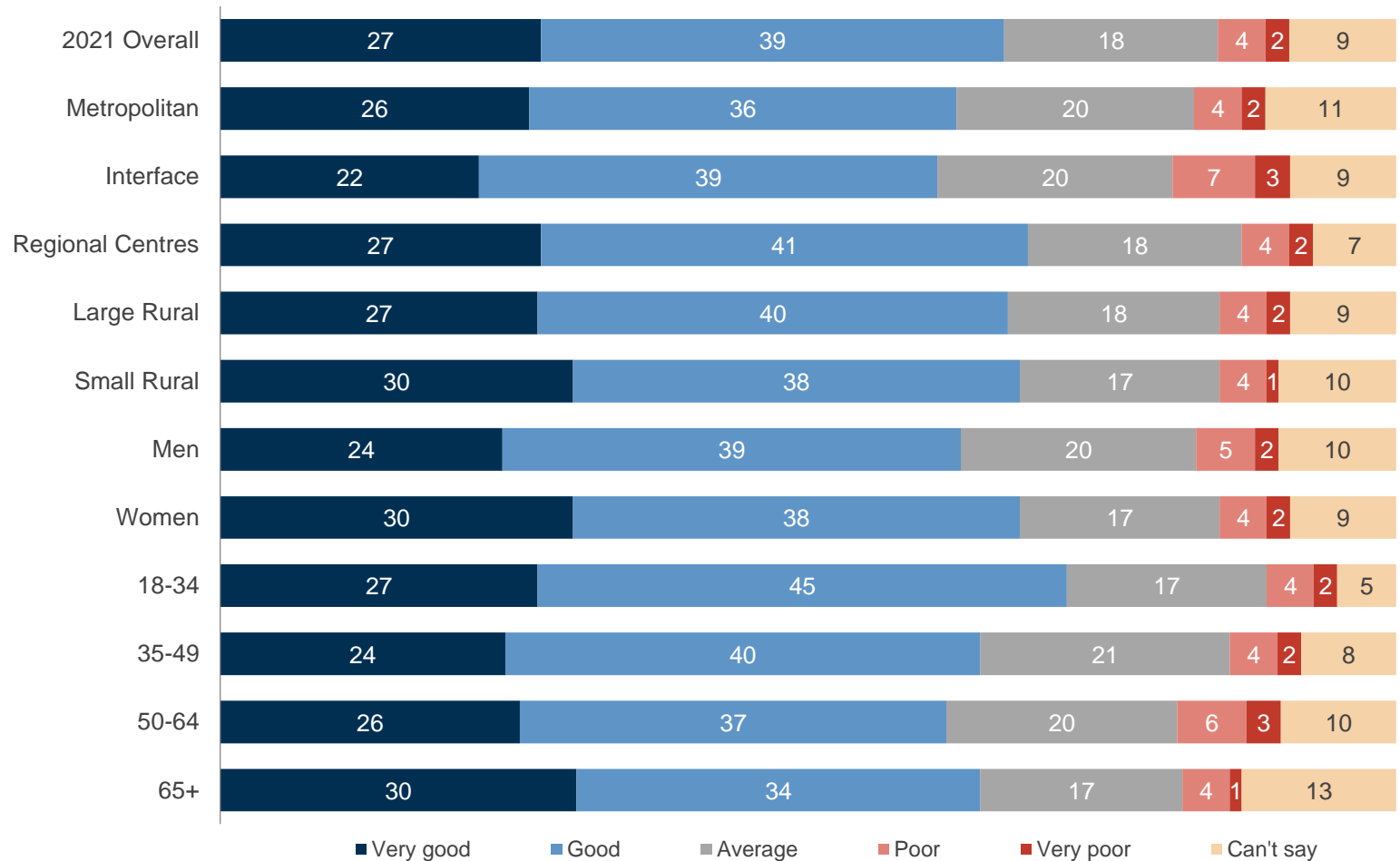
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



## 2021 COVID-19 response performance (%)



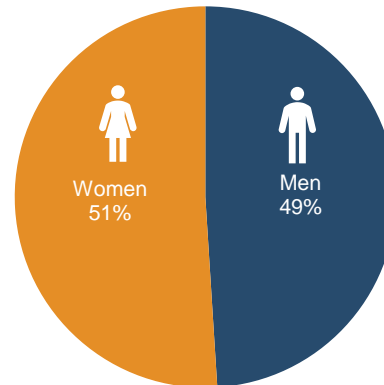
A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or concert, with some individuals wearing red and white clothing.

# **Detailed demographics**

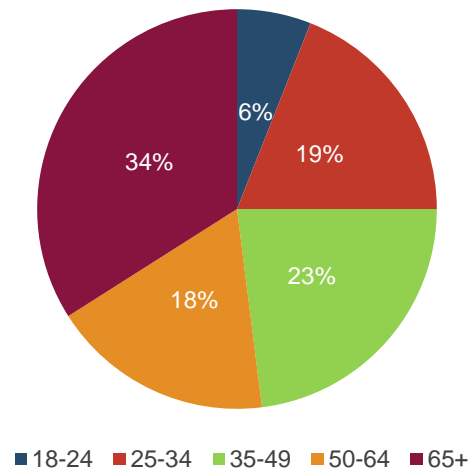


## Gender and age profile

2021 gender



2021 age



S3. [Record gender] / S4. To which of the following age groups do you belong?

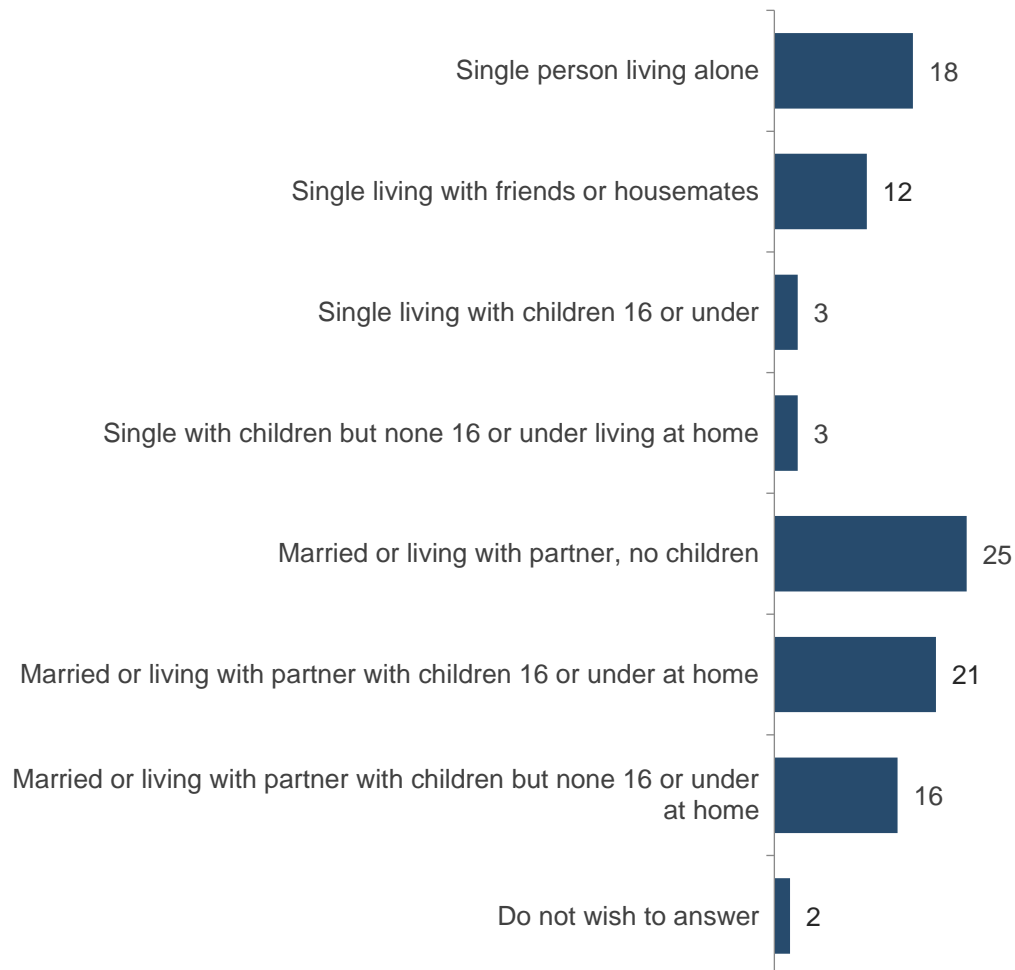
Base: All respondents. Councils asked state-wide: 66

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.



# Household structure

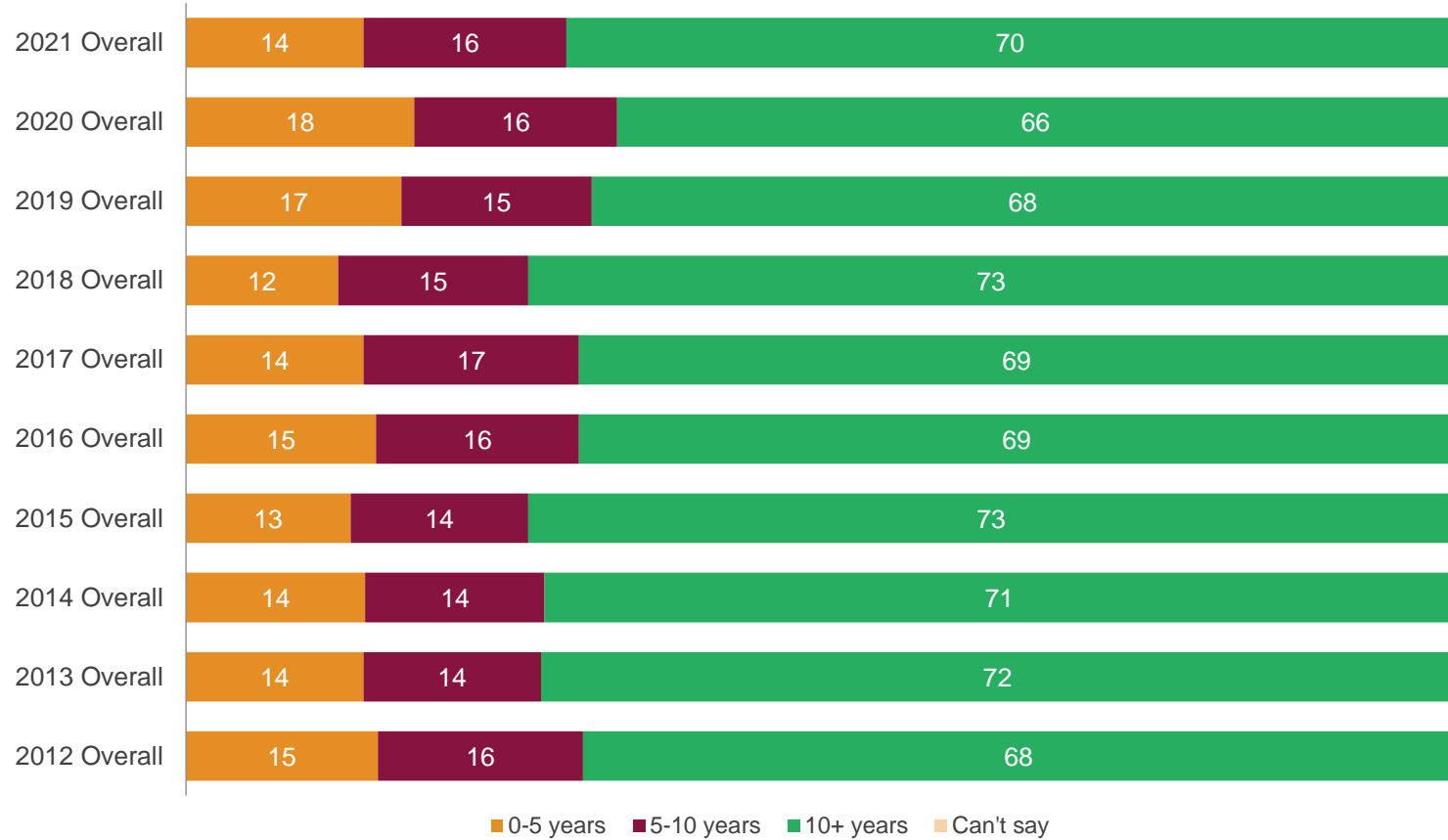
## 2021 household structure (%)





## Years lived in area

2021 years lived in area (%)

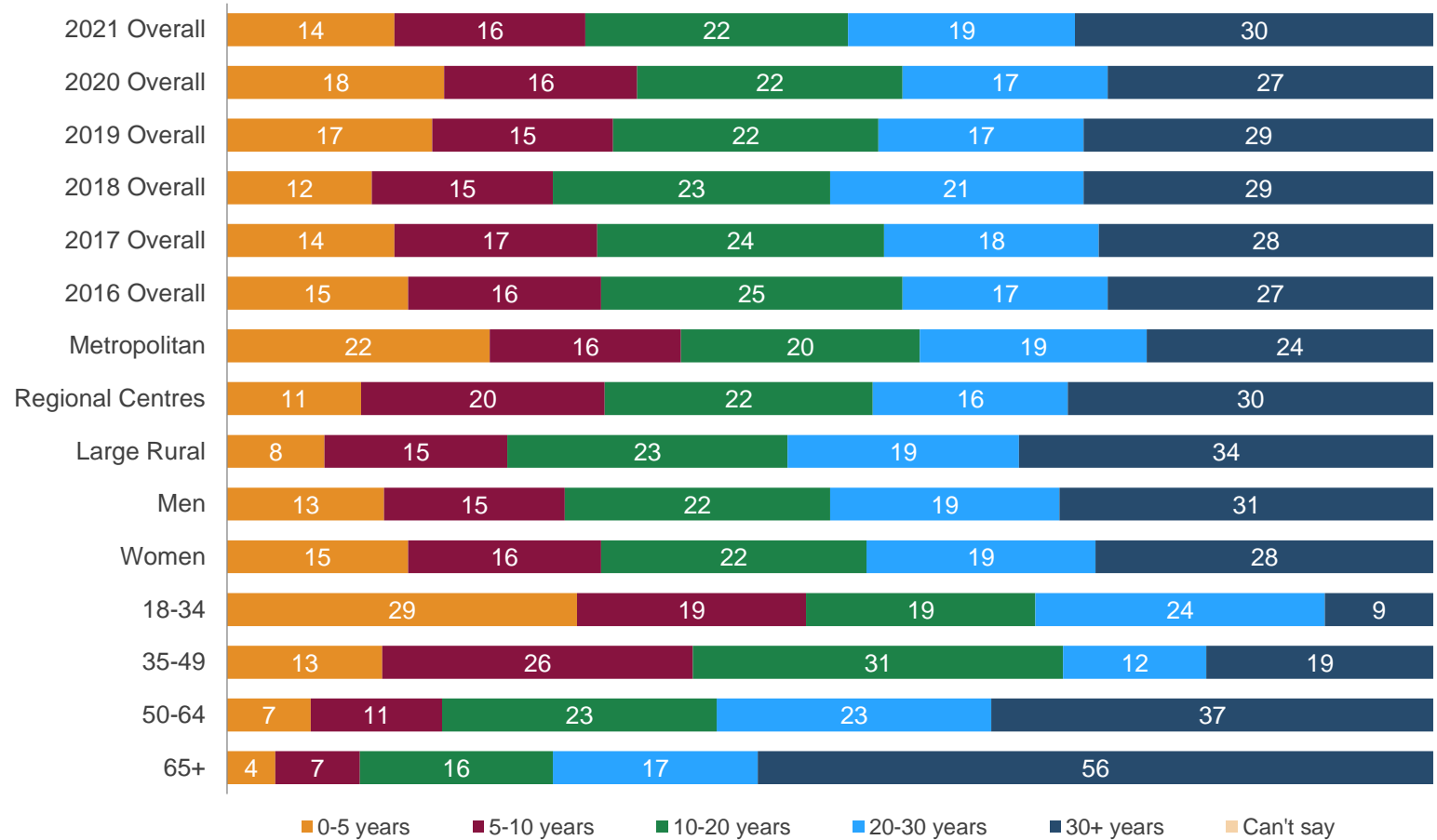






## Years lived in area

2021 years lived in area (%)



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

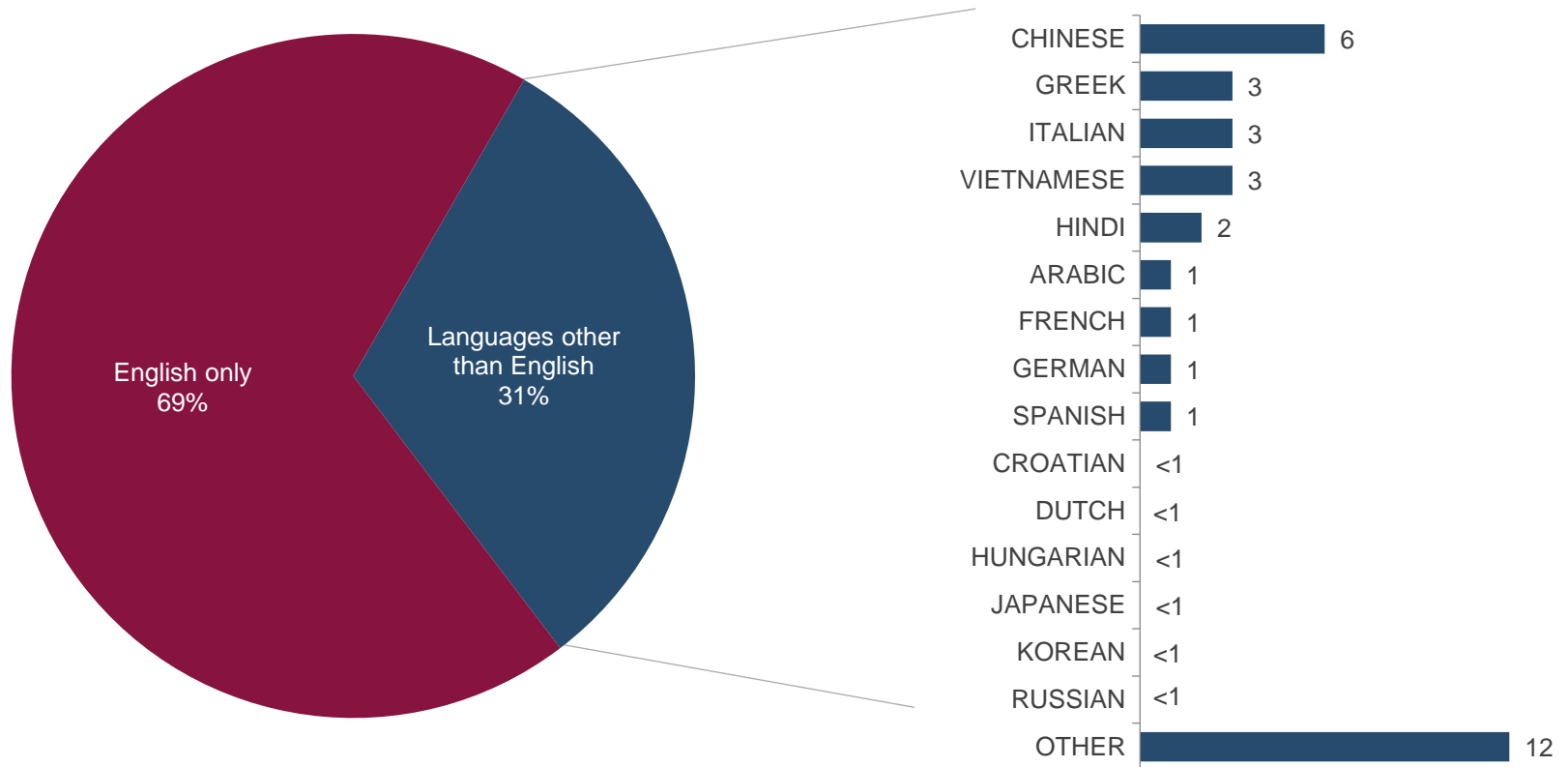
Base: All respondents. Councils asked state-wide: 12

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 six years of data only.



# Languages spoken at home

2021 languages spoken at home (%)



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

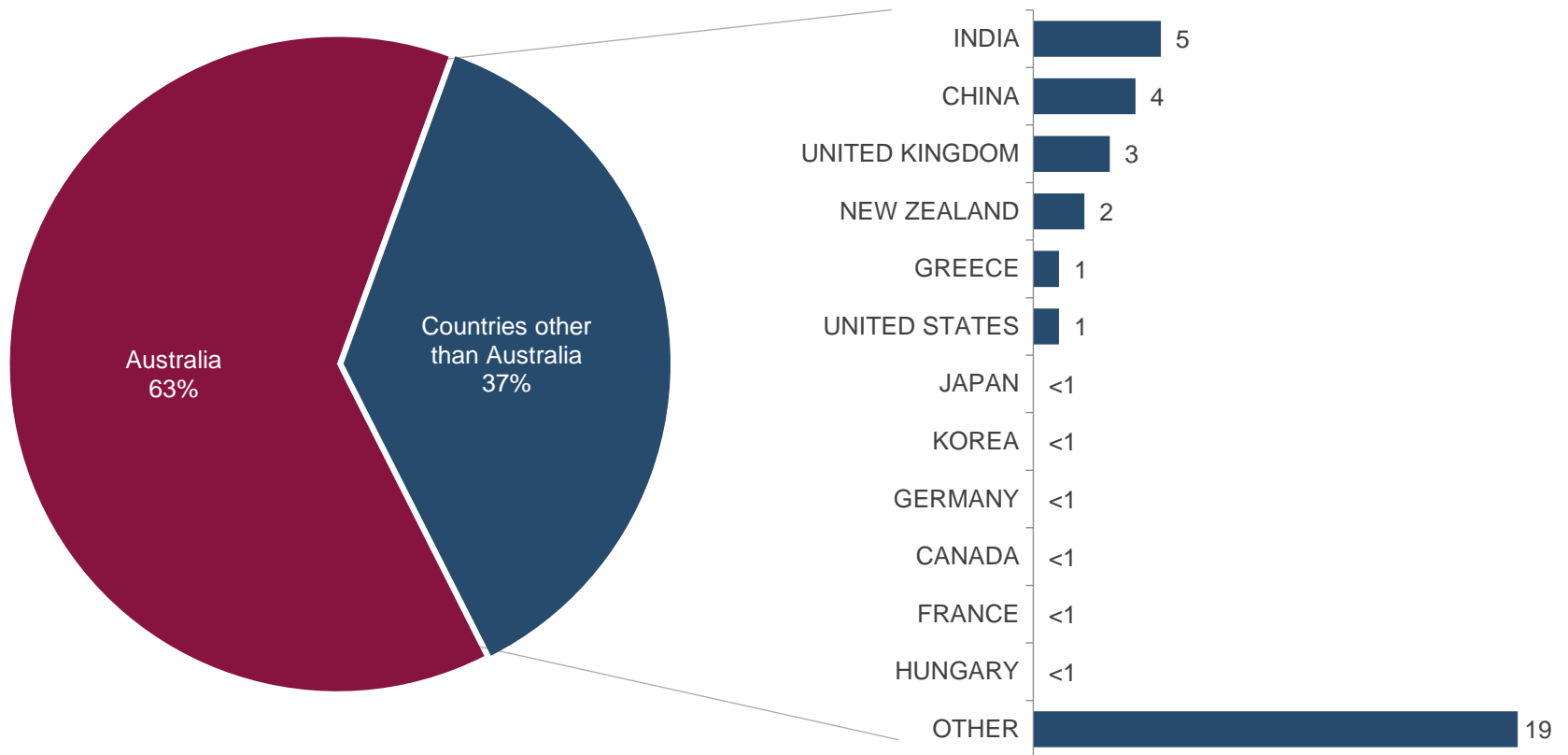
Base: All respondents. Councils asked state-wide: 8

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



## Country of birth

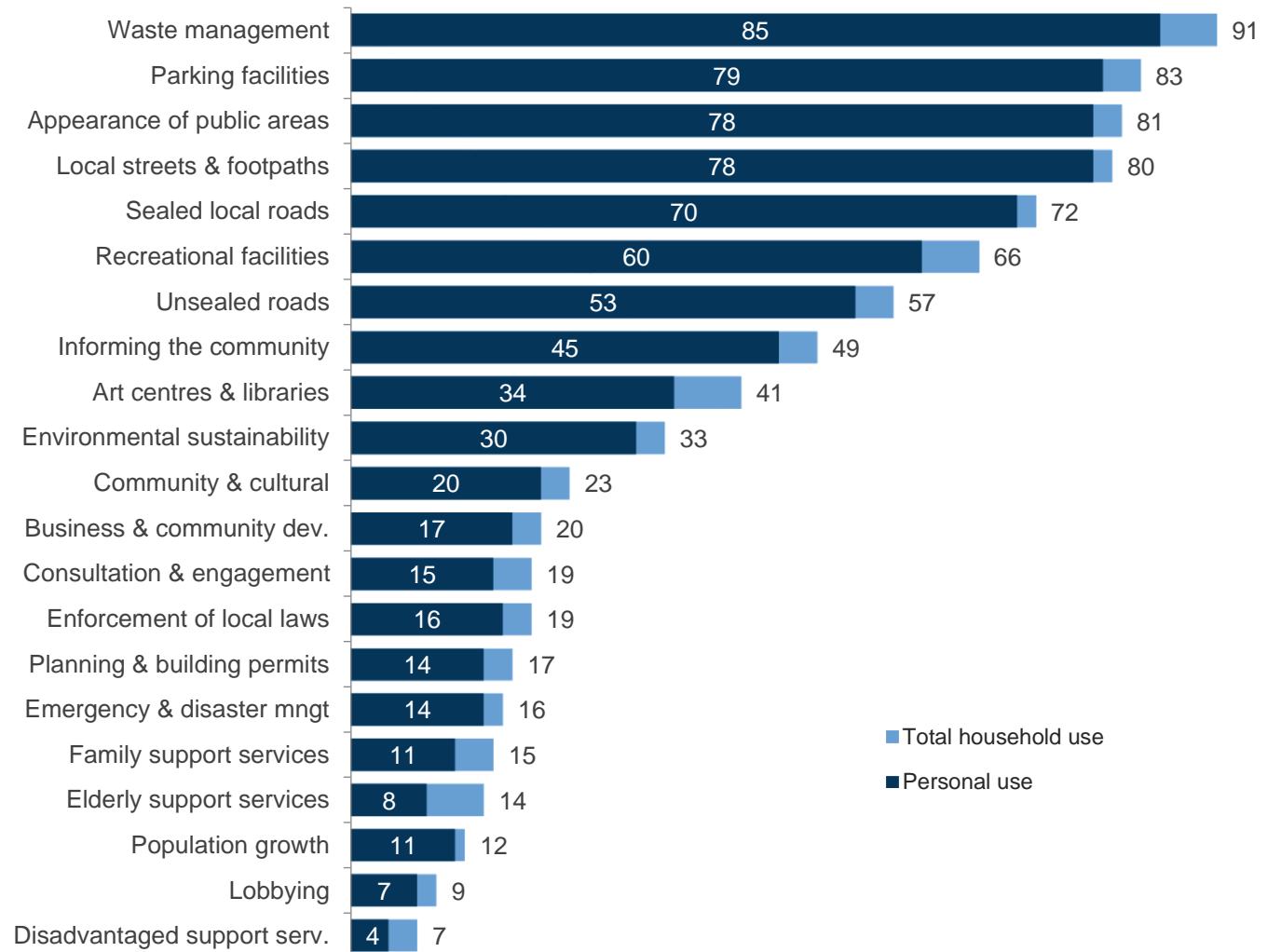
2021 country of birth (%)




# Personal and household use and experience of council services



## 2021 personal and household use and experience of services (%)





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



## Appendix A: Index Scores

### Index Scores

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

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

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



## Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey was n=28,011. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=28,011 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error for demographic sub samples are listed in the table below, based on a total population of 3,734,800 people aged 18 years or over across the State, according to ABS estimates.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	28,011	26,400	+/-0.6
Men	12,864	13,056	+/-0.9
Women	15,147	13,344	+/-0.8
Metropolitan	6,203	6,000	+/-1.2
Interface	2,701	2,000	+/-1.9
Regional Centres	3,204	3,200	+/-1.7
Large Rural	8,301	7,600	+/-1.1
Small Rural	7,602	7,600	+/-1.1
18-34 years	2,917	6,724	+/-1.8
35-49 years	4,845	6,031	+/-1.4
50-64 years	7,025	4,729	+/-1.2
65+ years	13,224	8,916	+/-0.9

## Appendix A: Significant difference reporting notation



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

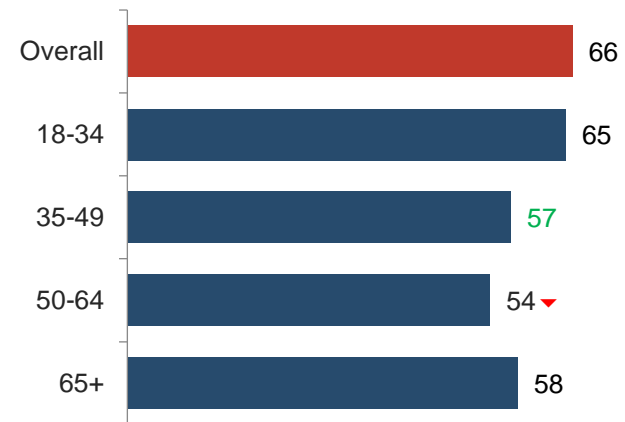
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Overall' result for the State for that survey question for that year. In the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2020. In the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2020.

**2021 overall performance (index scores)  
(example extract only)**







## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the top left, a bar chart with three bars of increasing height in the bottom left, and a line graph with a downward trend in the top right.

## **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=26,923 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=26,739 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=26,814 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=27,907 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=28,108 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=28,316 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=27,906 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=29,501 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=29,384 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

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

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

A total of n=28,011 completed interviews were achieved across the State. Survey fieldwork was conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March, 2021.



## Appendix B: Analysis and reporting

In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating in 2012-2021 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

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

*Non-participating councils: Ballarat, Bayside, Darebin, Frankston, Greater Shepparton, Hume, Maribyrnong, Melton, Monash, Moonee Valley, Nillumbik, Wyndham, and Yarra.*

## Appendix B: 2012 survey revision

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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 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 2012-2021 have been made throughout this report as appropriate.



## Appendix B:

# Core, optional and tailored questions

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### 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 2021 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)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

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 2021 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

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

## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State Government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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





## Appendix B: Glossary of terms

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

**CSS:** 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

**State-wide average:** The average result for all participating councils in the State.

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

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

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