## 2019 Local Government Community Satisfaction Survey

## **State-wide Report**

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



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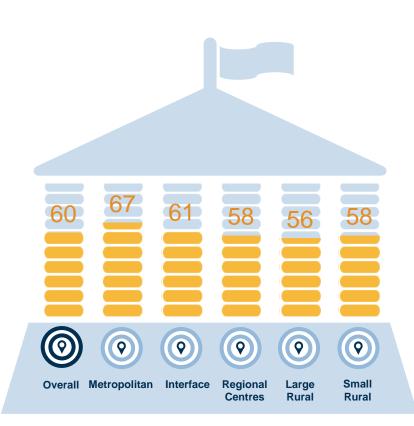
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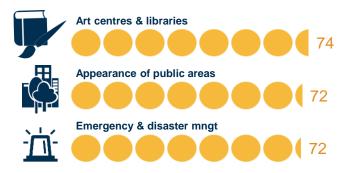
### **State-wide performance – at a glance**



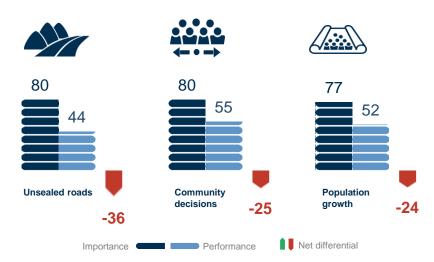
#### **Overall performance**

Results shown are index scores out of 100.

#### Top 3 performing areas



#### Top 3 areas for improvement



# Background and objectives



## **Background and objectives**



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

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

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

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

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

#### Serving Victoria for 20 years

Each year the CSS data is used to develop this Statewide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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



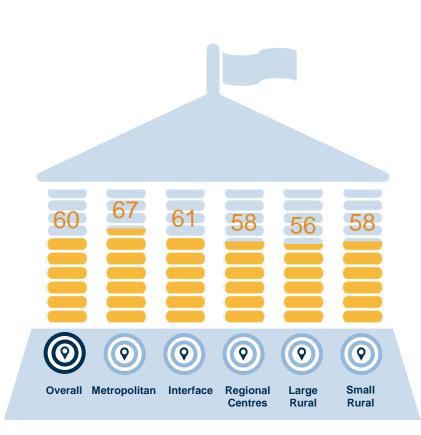
# Key findings and recommendations

Councils State-wide receive an average overall performance rating of 60 index points, representing an improvement of one point from 2018. State-wide average ratings for overall performance have not moved by more than one index point in either a positive or negative direction since 2012.

Metropolitan councils (average group index score of 67) continue to receive overall performance ratings that are significantly higher (at the 95% confidence level) than the State-wide average. Conversely, as an aggregate, councils in the Large Rural group (average group rating of 56 index points) receive the lowest overall performance ratings State-wide and are rated significantly lower than the State-wide average.

Demographically, younger residents (aged 18 to 34 years) rate councils State-wide highest for overall performance (index score of 63), as well as other measures. Residents aged 50 to 64 years tend to rate councils lowest (index score of 56) on overall performance (in addition to other measures).

More than three times as many residents rate councils' overall performance as 'very good' or 'good' (49%), as those who rate it as 'very poor' or 'poor' (15%). A further 35% sit mid-scale, rating Council's overall performance as 'average'.



#### **Overall performance**

Results shown are index scores out of 100.

## **Overview of core performance measures**



State-wide performance on all but one core measure increased by at least one index point from 2018. (advocacy ratings remain unchanged).

- As with overall performance, Metropolitan councils perform highest on core measures while Large Rural Shires perform lowest, and significantly lower than the State-wide average for councils.
- The youngest (aged 18 to 34 years) and oldest (aged 65+ years) cohorts tend to rate councils Statewide higher than average on core measures, while residents aged 35 to 64 years rate them lower than average.

The greatest increase State-wide occurred in the area of sealed local roads (index score of 56, up three index points).

- Perceptions of sealed local roads improved significantly in all areas across the State with the largest ratings increases occurring among councils within the Interface (index score of 60, up three index points), Regional Centres (57, up three points), and Small Rural (53, up four points) groups.
- Notwithstanding increases, councils in the Metropolitan (index score of 69) and Interface (index score of 60) groups perform significantly higher than the State-wide average for sealed local roads.

 Councils in the Small and Large Rural groups (index scores of 53 and 47 respectively) perform significantly lower than the State-wide average on this measure.

In keeping with previous years' results, councils Statewide perform highest in the area of customer service (index score of 71, up one index point) relative to other core measures. All other core measures receive average State-wide ratings in the fifties (out of 100 index points).

Victorians tend to believe their council's overall direction 'stayed the same' (62%) over the previous twelve months. Another one in five residents (19%) believe their council direction has 'improved', compared to 14% who describe their council's direction as having 'deteriorated'. Another 5% 'can't say'.

Despite performing lower than State-wide averages on core measures, 66% of residents in Large Rural councils believe their local council is headed in the 'right direction'. Views on council direction are most concerning in Regional Centres (55% right direction, 38% wrong direction).

## **Customer contact and service**

#### **Contact with council**

Around three in five residents State-wide (62%) have had contact with their local council in the last 12 months. Rate of contact is consistent with 2018 results.

- Rate of contact has an inverse relationship with impressions of council performance. Residents aged 35 to 49 years (69%) and 50 to 64 years had the most contact with their local council (68%) in 2019.
- Conversely, residents aged 18 to 34 (55%) and 65+ (58%) years had the least contact with their local council.
- Rates of contact do not differ significantly between geographic groups.

The main methods of contacting local councils remain 'by telephone' (35%) and 'in person' (28%). Customer service ratings are highest amongst those who most recently contacted their local council via their website or in-person (index score of 76 each).

State-wide, residents still prefer to be informed about local issues and events via newsletter sent by mail (28%, down four percentage points) or email (25%). A new addition to the survey – social media – is the preferred source of information of 13% of residents State-wide.

#### **Customer service**

On average, councils State-wide receive a customer service score of 71 index points in 2019, one point higher than the 2018 result.

- As with other measures, customer service ratings are highest for councils in the Metropolitan group (group index score of 76), significantly higher than the State-wide average rating for councils.
- In addition, councils in the Metropolitan group significantly improved their customer ratings compared to 2018 (group index score of 76, up four index points). Councils in the Large Rural group were also able to significantly improve ratings in this area (group index score of 69, up two index points).

Seven in ten residents (69%) provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate councils' customer service as 'very good'. Considerably fewer residents rate customer service as 'average' (17%) or 'very poor' or 'poor' (13%). Customer service results are generally in line with 2018.

• With the exception of councils in the Metropolitan group, demographic and geographic groups rate customer service within a couple of points of the overall average.

## Top performing areas and areas for improvement

#### Top performing areas

State-wide, ratings for *most* service areas increased by one index point in the past year. As mentioned previously, the most improved measure in 2019 is sealed local roads, which increased three index points compared to 2018 (to an index score of 56). Perceptions of sealed local roads increased significantly in all areas across the State.

For the most part, performance ratings for service areas have not moved by more than a couple of index points since tracking began in 2012.

The top three performing service areas State-wide are:

- Art centres and libraries (index score of 74)
- Appearance of public areas (index score of 72, up one index point) (11% of residents State-wide volunteer parks and gardens as the best aspect of their local council)
- Emergency and disaster management (index score of 72, up one point).

Geographic council groupings (Metropolitan, Large Rural, et cetera) perform within a five-point range of each other on the top three performing service areas.

#### Areas for improvement

State-wide, performance declined in only two service areas from 2018 ratings – waste management (index score of 68, down two index points) and environmental sustainability (index score of 62, down one point). Waste management's performance rating is currently at its lowest point to date.

- Perceptions of waste management services declined in all areas with the exception of the Interface group (index score of 70), where councils' average rating significantly increased by two index points.
- Performance ratings for waste management declined significantly by two index points for councils in the Metropolitan and Regional Centres groups (index scores of 73 and 68 respectively) and by three points for Large and Small Rural councils (index scores of 64 and 66 respectively).

The maintenance of unsealed local roads (index score of 44) is another area that stands out as in need of attention State-wide; performance is lowest in this area relative to other service areas despite experiencing a one-point increase from 2018. (Residents, however, are more likely to volunteer sealed roads - 13% – than unsealed roads - 4% – as the council area most in need of improvement.)

## 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.

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

- The appearance of public areas
- Business, community development and tourism
- Family support services.

Looking at key service areas only, the appearance of public areas has the highest performance index and a moderately positive influence on the overall performance rating. Currently, councils State-wide are performing *well* in this area (performance index of 72) and maintaining this positive result should remain a focus for councils.

Family support services also has a relatively high performance rating (index score of 67) and a positive influence on the overall performance rating. This means councils should also seek to maintain positive results in this area. Given the high influence of making community decisions on the overall performance rating, good communication and transparency with residents about decisions councils have made in the community's interest, could help drive up overall opinion of council performance.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well should (continue to) be targeted for performance improvement – town planning, condition of sealed local roads and business, community development and tourism. (These areas have performance indices of 55 to 61.) Improvements in these areas have the capacity to lift the overall performance rating for councils Statewide.



## Focus areas for coming 12 months

Average performance ratings moved upwards by one index point across most service areas in the past year. Perceptions State-wide are moving in a positive direction.

Of note, perceptions of overall performance improved significantly this year, as did perceptions of decisions made in the interest of the community (improving for the first time since 2014). Decisions made in the interest of the community is a key influencer of overall perceptions – council's State-wide should endeavor to maintain or improve on this positive result.

In terms of priorities for the year ahead, councils Statewide should focus on maintaining and improving performance in the other individual service areas that most influence perception of overall performance:

- Town planning
- The condition of sealed local roads
- The appearance of public areas.

State-wide, councils should also focus on improving service areas where stated importance exceeds rated performance by a wide margin. Key priorities include:

- Unsealed roads (margin of 36 points)
- Community decisions (margin of 25 points)
- Planning for population growth (margin of 24 points)
- Sealed local roads (margin of 23 points)
- Planning and building permits (margin of 20 points).

More generally, consideration should be given to Large Rural councils and residents aged 50 to 64 years Statewide, who appear to be driving lower ratings in a number of areas in 2019.

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

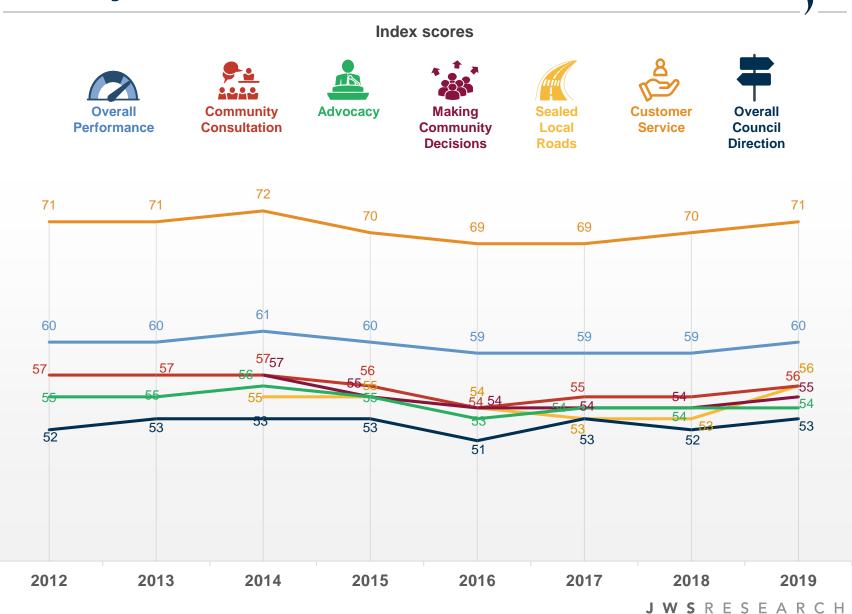
On the positive side, councils should look to maintain and build upon their improved performance on a number of measures over the next 12 months.



# Summary of findings



## **Summary of core measures**



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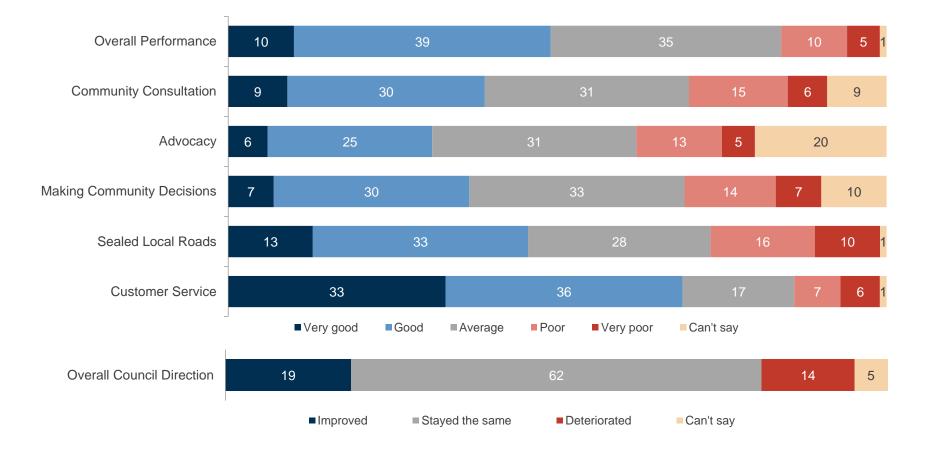
## **Summary of core measures**



Performance Measures	State-wide 2019	State-wide 2018	Highest score	Lowest score
Overall Performance	60	59	Metropolitan	Large Rural Shires, Aged 50- 64 years
<b>Community Consultation</b> (Community consultation and engagement)	56	55	Metropolitan, Aged 18-34 years	Aged 50-64 years
<b>Advocacy</b> (Lobbying on behalf of the community)	54	54	Metropolitan, Aged 18-34 years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	55	54	Metropolitan	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	56	53	Metropolitan	Large Rural Shires
Customer Service	71	70	Metropolitan	Large Rural Shires, Interface, Aged 50-64 years, Men
Overall Council Direction	53	52	Aged 18-34 years	Aged 35-64 years

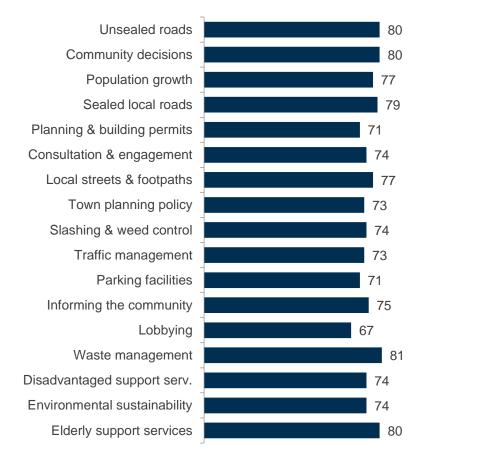
## Summary of key community satisfaction

#### Key measures summary results (%)

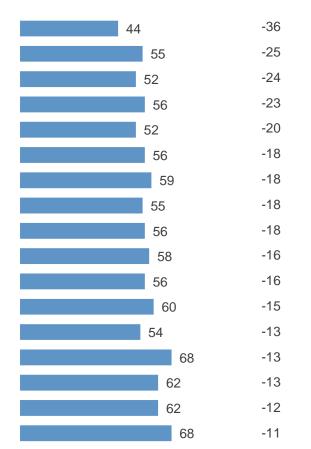


## Individual service areas importance vs performance

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



#### Importance (index scores)



#### Net Differential

## **Regression analysis explained**

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.

The 27 service area items were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, these 27 service area items were first analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge, prior to running multiple regressions against overall performance. Six key factors / themes emerged around:

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

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

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables.

Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the following chart, the horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.



## **Results considerations**



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

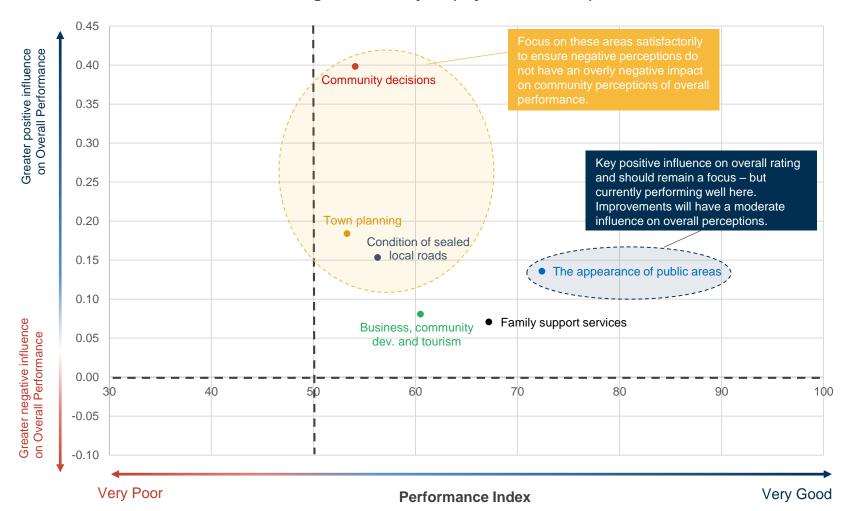
- · Decisions made in the interest of the community
- The condition of sealed roads (includes local streets and roads managed by each council but excluding highways and main roads, managed by VicRoads)
- Council's general town planning.

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

- The appearance of public areas
- Business, community development and tourism
- Family support services.

The appearance of public areas has a strong, positive performance index (72) and a positive relationship to the overall performance rating. Councils State-wide continue to perform very well in this area and, while public areas should remain a focus, there is greater work to be done elsewhere. Performance on decisions made in the community's interest, the condition of sealed local roads and town planning is more moderate (though still positive) overall, and continuing efforts in these areas has the capacity to lift Councils' overall performance ratings. These are among Council's lower rated performance areas with performance indices within the range of 55 to 56. Good communication with residents on service areas could help improve community opinion in these areas and drive up overall ratings of Victorian councils' performance.

## Influence on overall performance: key service areas



#### 2019 regression analysis (key service areas)

The 27 performance questions were analysed using Exploratory Factor Analysis to determine factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these six items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.540 and adjusted R-square value of 0.539, which means that 54% 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 = 781.6.

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## Individual service area importance

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2019 individual service area importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Waste management	81	81	79	80	79	79	79	78
Emergency & disaster mngt	81	81	80	80	80	80	80	80
Elderly support services	80	79	78	78	79	79	79	80
Unsealed roads	80	80	79	79	78	78	81	80
Community decisions	80	80	79	80	80	79	n/a	n/a
Sealed local roads	79	80	78	78	76	77	n/a	n/a
Local streets & footpaths	77	78	77	77	77	77	78	77
Population growth	77	77	76	76	75	75	75	75
Informing the community	75	75	74	76	75	75	75	75
Environmental sustainability	74	73	72	73	73	73	72	71
Disadvantaged support serv.	74	72	71	73	73	72	73	73
Slashing & weed control	74	73	74	73	73	75	74	71
Family support services	74	74	73	73	73	72	73	73
Consultation & engagement	74	74	74	75	74	74	73	73
Traffic management	73	74	72	72	71	70	72	73
Appearance of public areas	73	74	74	74	73	73	74	73
Town planning policy	73	73	72	73	72	72	73	72
Recreational facilities	72	73	72	73	72	72	72	72
Planning & building permits	71	71	72	71	71	71	71	71
Parking facilities	71	71	70	70	70	70	71	71
Enforcement of local laws	71	71	71	70	71	70	71	70
Business & community dev.	69	69	70	70	69	69	n/a	n/a
Lobbying	67	68	69	69	69	70	70	70
Bus/community dev./tourism	65	66	67	67	67	67	67	66
Art centres & libraries	65	65	64	66	65	66	66	66
Community & cultural	61	61	61	62	62	62	62	62
Tourism development	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: 31 Note: Please see Appendix A for explanation of significant differences.

## Individual service area importance

#### 2019 individual service area importance (%)

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

41	4	4	13 1
38	44		15 21
47		35	13 3 11
37	45		16 2
39	42		15 212
41	39		16 <b>21</b> 1
34	44		18 <b>21</b> 1
38	35	19	5 11
32	41	22	4 1
24	47	25	3
33	39	21	5 21
29	42	21	4 12
30	41	22	4 12
29	41	24	4 11
30	40	23	6 11
30	41	24	4 1
23	46	26	4 1
26	40	26	6 11
26	40	25	314
26	39	25	6 1 3
27	38	26	6 21
21	41	31	5 11
21	38	28	8 2 2
17	39	33	9 21
19	36	32	9 21
	35	40	10 21
14	31 3	6	13 4 1
Extremely important	Very important	Fairly important	
Not that important	Not at all important	Can't say	

## Individual service area performance



#### 2019 individual service area performance (index scores)

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

## Individual service area performance

#### 2019 individual service area performance (%)

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

S	26		4	5		20		5 21
S	26		42			17	4 1	10
S	23		44			21	6	2 4
t	23		42			21	8	4 2
al	17		42		25	5	6 1	9
t	20		38		18	4 2	19	
S	12	38			26	8	3	12
S	14	35			28	1	4	7 2
t	13	36			28	10	3	10
у	13	35			31		14	5 3
t	9	37			31	1	3	6 3
S	14	33		19	52		28	
y	11	35		3	31	9	3	12
S	13	33		28		16		10 1
bl	12	34		28	3	15		9 2
	8	35		31		9	3	13
S	9	34		32		16		7 2
S	11	32		20	4 1	3	1	
n	10	33		31		10	3	13
t	9 3	0		31		15	6	9
S	7 30			33		14	7	10
y	6 30			29	12	7	17	7
<i>'</i> .	7 25		23	6	2	37		
h	7 25		29		16	8		5
g	6 25		31		13	5	20	
S	6 24		26		13	9	22	
S	5 21		30		22		16	7
	■Very good	Good	Average	Poor	■Very poo	or Can	't say	

## **Best things about Council**



#### 2019 best things about Council (%) - Top mentions only -

-	1	2018	2017	2016	2015	2014	2013	2012
Parks and Gardens	11	12	10	10	12	10	11	10
Customer Service	9	8	7	6	n/a	n/a	8	n/a
Recreational/Sporting Facilities	8	9	8	8	10	9	9	8
Community Facilities	6	6	4	4	6	7	7	6
Waste Management	6	6	5	5	5	6	5	5
Community Support Services	5	4	3	4	4	5	3	4
Public Areas	5	5	4	5	7	6	5	4
Road/Street Maintenance	5	5	5	5	6	5	5	5
Generally Good/No Complaints	5	5	4	4	n/a	n/a	7	10
Community/Public Events/Activities	5	5	4	4	5	5	4	3

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

## **Areas for improvement**



#### 2019 areas for improvement (%) - Top mentions only -

		 2018	2017	2016	2015	2014	2013	2012
Sealed Road Maintenance	1	17	15	13	10	12	10	12
Community Consultation	10	11	9	9	9	8	10	10
Communication	7	7	9	9	9	9	7	8
- Waste Management	6	5	4	5	4	4	6	6
Development - Inappropriate/Over Development	4	n/a	n/a	n/a	n/a	n/a	5	5
- Financial Management	4	5	5	6	4	4	5	6
Parking Availability	4	4	4	4	5	4	5	6
Town Planning/Permits/Red Tape	4	3	4	3	3	3	3	7
Rates - Too Expensive	4	4	4	5	n/a	n/a	4	5
- Traffic Management	4	5	4	4	5	5	6	6
Un-Sealed Road Maintenance	4	3	3	3	n/a	n/a	4	3
Footpaths/Walking Tracks	4	4	4	4	4	4	5	6
Local/Community Support	4	2	3	3	2	3	3	2
Nothing	7	7	8	9	8	12	9	10

## DETAILED FINDINGS





#### 2019 overall performance (index scores)

-	1	2018	2017	2016	2015	2014	2013	2012
Metropolitan	67▲	65	64	66	67	n/a	n/a	n/a
18-34	63▲	62	62	62	64	65	65	65
Interface	61	60	60	61	62	n/a	n/a	n/a
65+	61▲	59	60	59	61	62	61	61
Women	60	59	60	60	61	62	61	61
Overall	60	59	59	59	60	61	60	60
Men	59▼	58	58	58	59	60	60	59
Regional Centres	58▼	58	57	55	58	n/a	n/a	n/a
Small Rural	58▼	56	58	57	59	n/a	n/a	n/a
35-49	58▼	57	57	57	59	59	59	58
50-64	56▼	54	55	55	57	57	57	57
Large Rural	56▼	56	54	54	56	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 63 Note: Please see Appendix A for explanation of significant differences.



#### 2019 Overall 39 10 5 1 2018 Overall 9 37 36 5 2 2017 Overall 36 9 2 10 5 2016 Overall 36 9 5 2 11 2015 Overall 39 10 4 1 2014 Overall 11 40 4 1 2013 Overall 10 Δ 2012 Overall 40 9 4 1 Metropolitan 48 14 21 Interface 11 4 1 33 **Regional Centres** 37 8 2 5 Large Rural 34 12 Small Rural 36 9 6 Men 9 6 Women 10 4 18-34 47 q 35-49 8 50-64 34 13 8 6 65+ 12 4 2 Very good Good Average Poor Very poor Can't say

#### **Overall performance (%)**

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 63

## Customer service



## **Contact with council**



2019 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: 63

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## **Contact with council**



#### 2019 contact with council (%)

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

Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter? Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways? Base: All respondents. Councils asked state-wide: 63. Note: Please see Appendix A for explanation of significant differences. Note: Significant differences have not been applied to this chart.

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## **Customer service rating**



#### 2019 customer service rating (index scores)

-	7		2018	2017	2016	2015	2014	2013	2012
Metropolitan		76▲	72	71	73	73	n/a	n/a	n/a
65+		73▲	72	71	71	72	74	74	74
Women		73▲	72	72	72	72	73	72	73
Regional Centres		72	72	72	70	71	n/a	n/a	n/a
18-34		71	69	69	68	69	71	70	70
Overall		71	70	69	69	70	72	71	71
35-49		70	69	68	69	70	71	71	70
Small Rural		70	69	69	69	70	n/a	n/a	n/a
Men		69▼	68	66	67	68	70	70	69
50-64		69▼	68	68	69	70	70	70	70
Interface		69 <b>*</b>	70	69	70	72	n/a	n/a	n/a
Large Rural		69▼	67	66	67	67	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Overall for customer service? Please keep in mind we do not mean the actual

outcome but rather the actual service that was received.

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

Councils asked state-wide: 63

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

## **Customer service rating**



#### Customer service rating (%)

2019 Overall	33		36			17	7	6 1
2018 Overall	31		36			18	8	6 1
2017 Overall	30		36			18	8	6 2
2016 Overall	30		36			17	8	6 2
2015 Overall	31		37			17	8	6 2
2014 Overall	32		38			16	7	5 1
2013 Overall	31		38			17	7	5 2
2012 Overall	31			37		17	8	5 1
Metropolitan	39			35		15	5	4 2
Interface	31		35			18	7	8 1
Regional Centres	36		33			17	6	6 2
Large Rural	29		36			18	8	7 1
Small Rural	31		37			17	8	6 1
Men	29		38			18	7	6 2
Women	36		34			16	7	5 1
18-34	31		37			17	7	5 3
35-49	32		36			17	7	7 1
50-64	30		36			18	8	7 1
65+	37		35			16	7	5 1
	■ Very good	Good	Average	Poor	■Very poor	Can't say		

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.

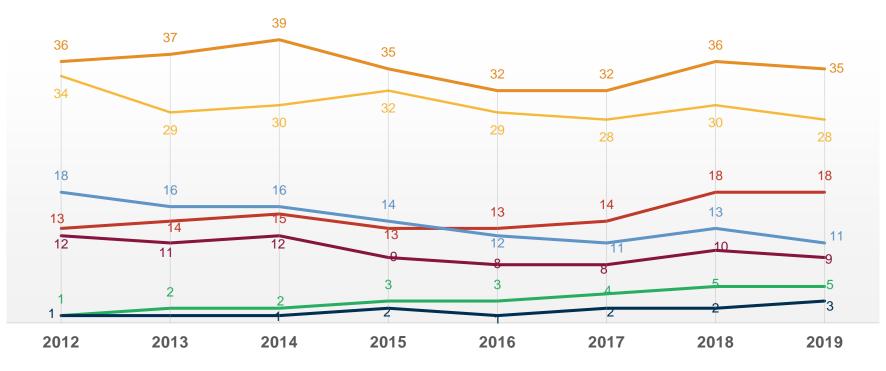
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 63

### **Method of contact with council**







Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways? Base: All respondents. Councils asked state-wide: 25

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

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# **Customer service rating by method of last contact**

2019 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.

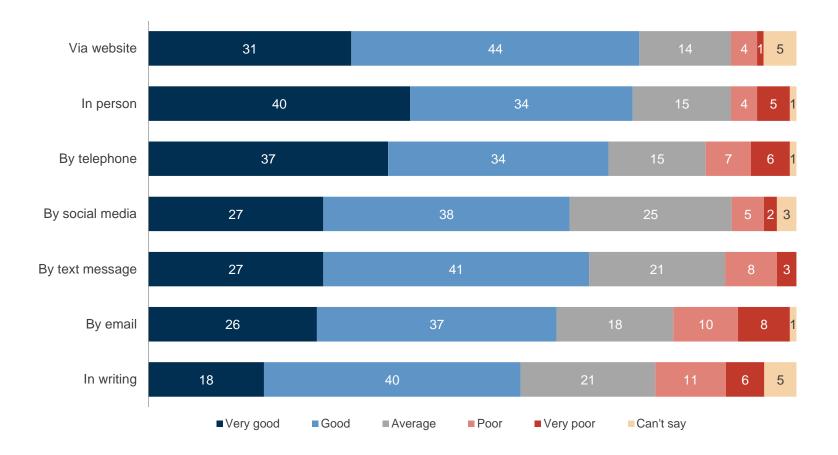
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 25

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

# **Customer service rating by method of last contact**

2019 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: 25

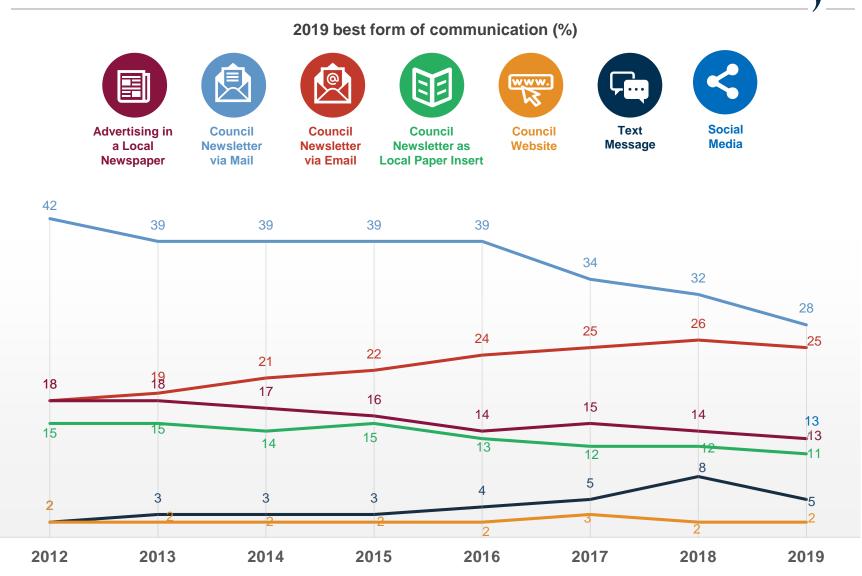
# Communication

# **Communication summary**



Overall preferred forms of communication	<ul> <li>Newsletter sent via mail (28%)</li> <li>Newsletter sent via email (25%)</li> </ul>
Preferred forms of communication among over 50s	<ul> <li>Newsletter sent via mail (31%)</li> <li>Newsletter sent via email (24%)</li> </ul>
Preferred forms of communication among under 50s	<ul> <li>Newsletter sent via email (26%)</li> <li>Newsletter sent via mail (25%)</li> <li>Social media (22%)</li> </ul>
Greatest change since 2018	<ul> <li>Newsletter sent via mail (-4)</li> <li>NEW ADDITION IN 2019: Social Media (13%)</li> </ul>

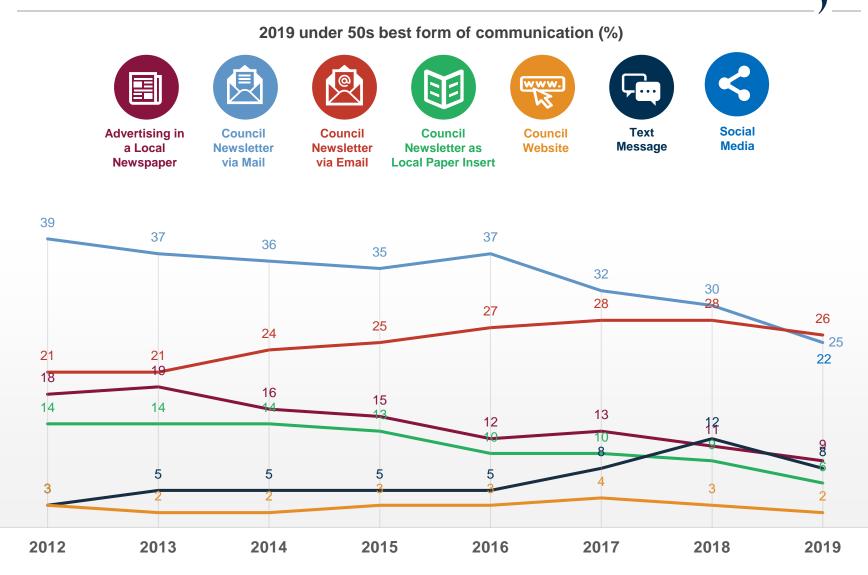
### **Best form of communication**



Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked state-wide: 31 Note: 'Social Media' was included in 2019.

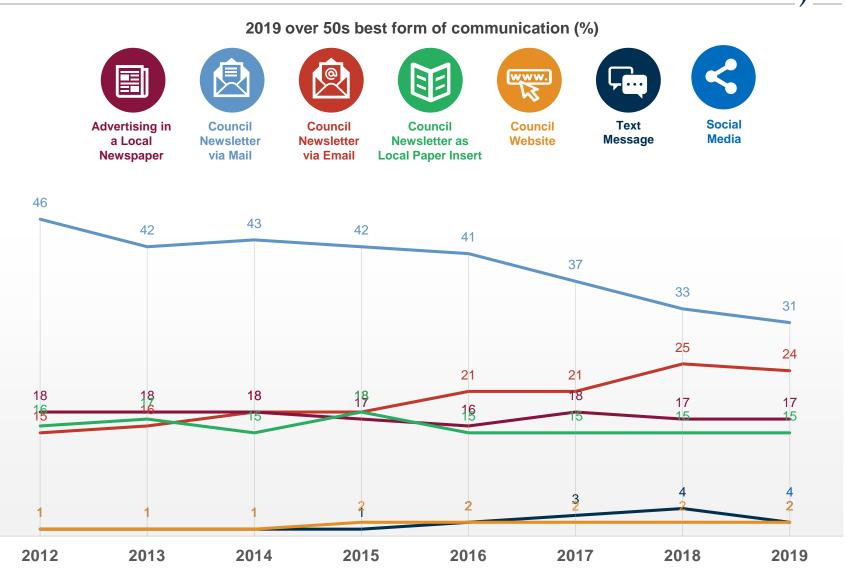
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### **Best form of communication: under 50s**



Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged under 50. Councils asked state-wide: 31 Note: 'Social Media' was included in 2019.

### 2019 best form of communication: over 50s



Q13. If Overall was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged over 50. Councils asked state-wide: 31 Note: 'Social Media' was included in 2019.

# **Council direction**

# **Council direction summary**



Council direction	<ul> <li>62% stayed about the same, up 2 points on 2018</li> <li>19% improved, equal points on 2018</li> <li>14% deteriorated, down 1 point on 2018</li> </ul>
Most satisfied with Council direction	<ul><li>Aged 18-34 years</li><li>Metropolitan residents</li></ul>
Least satisfied with Council direction	Aged 35-64 years
Improvement	<ul> <li>47% a lot of room for improvement</li> <li>45% little room for improvement</li> <li>5% not much room for improvement</li> </ul>
Direction headed	<ul> <li>67% right direction (20% definitely and 47% probably)</li> <li>22% wrong direction (11% probably and 11% definitely)</li> </ul>
Rates vs services trade-off	<ul> <li>33% prefer rate rise, equal points on 2018</li> <li>49% prefer service cuts, up 1 point on 2018</li> </ul>

# **Overall council direction last 12 months**

#### 2019 overall direction (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
18-34		57▲	57	56	56	58	57	57	56
Metropolitan		55▲	54	54	55	56	n/a	n/a	n/a
Interface		54	53	53	54	54	n/a	n/a	n/a
Women		54▲	53	54	52	55	55	54	52
65+	5	53	52	54	51	53	54	55	53
Overall	5	53	52	53	51	53	53	53	52
Small Rural	5	53	50	52	50	53	n/a	n/a	n/a
Regional Centres	52	2	53	55	51	53	n/a	n/a	n/a
Men	52	2▼	51	52	51	52	52	52	51
Large Rural	51	•	52	52	48	51	n/a	n/a	n/a
35-49	50	•	50	51	49	51	51	51	49
50-64	50	▼	48	50	48	51	50	50	48

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? Base: All respondents. Councils asked state-wide: 63 Note: Please see Appendix A for explanation of significant differences.

# **Overall council direction last 12 months**

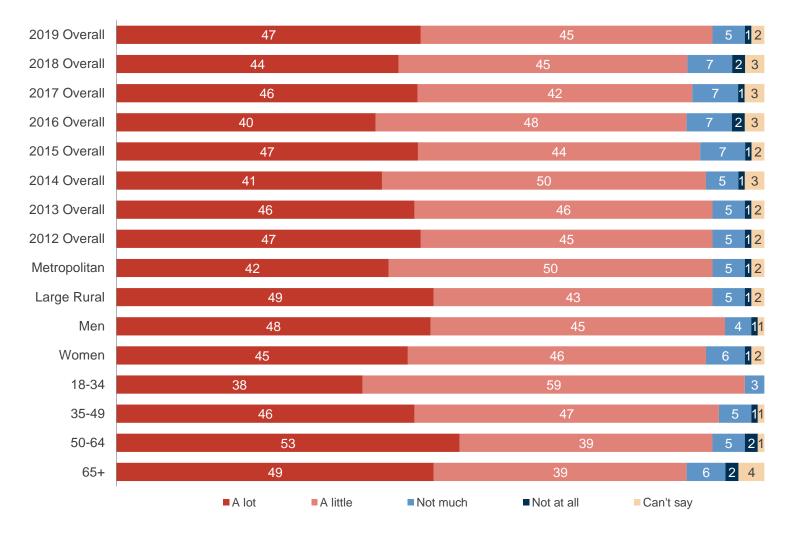
# W)

#### 2019 overall council direction (%)

2019 Overall	19		62		14	5
2018 Overall	19		60		15	5
2017 Overall	19		62		13	6
2016 Overall	18		62		15	5
2015 Overall	20		63		13	5
2014 Overall	20		63		13	5
2013 Overall	19		63		13	5
2012 Overall	18		64		15	4
Metropolitan	19		66		9	7
Interface	20		62		12	5
Regional Centres	21		57		17	4
Large Rural	17		62		16	5
Small Rural	20		60		15	4
Men	19		62		15	5
Women	20		62		13	6
18-34	22		6	4	9	5
35-49	17		63		16	4
50-64	17		61		18	5
65+	20		60		14	6
		Improved	■ Stayed the same	Deteriorated	Can't say	

### **Room for improvement in services**

#### 2019 room for improvement in services (%)



Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Council's overall performance? Base: All respondents. Councils asked state-wide: 3

# **Right / wrong direction**



#### 2019 right / wrong direction (%)

2019 Overall	20	47	11	11	11
2018 Overall	17	47	14	11	11
2017 Overall	18	47	12	10	13
2016 Overall	20	48	9	9	14
2015 Overall	20	49	10	10	11
2014 Overall	21	52	9	8	10
2013 Overall	19	50	10	10	10
2012 Overall	18	49	11	12	10
Metropolitan	21	50	9	7	12
Interface	21	48	9	9	13
Regional Centres	15	40	17	21	8
Large Rural	21	45	13	12	9
Small Rural	18	49	10	10	13
Men	20	45	11	13	10
Women	20	49	11	9	11
18-34	22	51	9	8	10
35-49	19	44	14	12	11
50-64	16	44	14	14	11
65+	22	47	8	11	11
	<ul><li>Definitely ri</li><li>Definitely w</li></ul>	ght directionProbably right directionvrong directionCan't say	Probably wrong d	irection	

### **Rates / services trade-off**



#### 2019 rates / services trade-off (%)

2019 Overall	10	23	22	27	18	
2018 Overall	9	23	24	24	19	
2017 Overall	10	21	23	27	20	
2016 Overall	10	21	22	28	19	
2015 Overall	10	23	22	26	18	
2014 Overall	11	25	24	23	17	
2013 Overall	11	25	22	24	18	
2012 Overall	11	29	22	22	16	
Metropolitan	10	26	22	25	18	
Interface	10	23	19	28	21	
Regional Centres	10	20	23	30	18	
Large Rural	9	20	23	28	20	
Small Rural	11	23	21	27	18	
Men	11	21	22	29	17	
Women	9	25	22	25	20	
18-34	12	28	25	22	13	
35-49	10	23	24	26	17	
50-64	9	21	19	30	21	
65+	8	19	21	30	22	
<ul> <li>Definitely prefer rate rise</li> <li>Definitely prefer service cuts</li> <li>Can't say</li> </ul>						

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now? Base: All respondents. Councils asked state-wide: 15

# Individual service areas

# **Community consultation and engagement importance**

#### 2019 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: 21 Note: Please see Appendix A for explanation of significant differences.

# **Community consultation and engagement importance**

2019 Consultation and engagement importance (%)

2019 Overall	29	41		24	4 <mark>1</mark> 1
2018 Overall	30	40		24	4 1 <mark>1</mark>
2017 Overall	29	41		24	4 <mark>1</mark> 1
2016 Overall	32	41		22	312
2015 Overall	29	42		24	3 <mark>1</mark> 1
2014 Overall	28	41		25	4 <mark>1</mark> 1
2013 Overall	27	43		25	4 <mark>1</mark> 1
2012 Overall	27	43		25	4 <mark>1</mark> 1
Metropolitan	25	42		26	5 <mark>1</mark> 1
Interface	26	38		29	5 <mark>1</mark>
Regional Centres	33	42		20	312
Large Rural	31	41		23	4 1
Small Rural	33	40		23	3 <mark>1</mark> 1
Men	26	39		27	6 <mark>1</mark> 1
Women	32	43		21	31
18-34	21	38	3	3	7 <mark>1</mark> 1
35-49	33	39		24	31
50-64	36	41		19	3 1 <mark>1</mark>
65+	29	46		20	312
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	■ Fairly important ■ Can't say	t	

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

# **Community consultation and engagement performance**

#### 2019 Consultation and engagement performance (index scores)

-	q	2018	2017	2016	2015	2014	2013	2012
Metropolitan	58▲	57	57	58	58	n/a	n/a	n/a
18-34	58▲	58	58	57	59	60	60	60
65+	56	55	55	55	56	58	58	58
Women	56	56	56	56	57	58	58	58
Small Rural	56	54	55	55	56	n/a	n/a	n/a
Overall	56	55	55	54	56	57	57	57
Interface	55	56	53	55	57	n/a	n/a	n/a
Men	55▼	54	53	53	54	56	56	56
35-49	55▼	55	53	54	54	56	56	55
Large Rural	54	54	52	52	54	n/a	n/a	n/a
Regional Centres	54	55	54	52	53	n/a	n/a	n/a
50-64	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: 63 Note: Please see Appendix A for explanation of significant differences.

# **Community consultation and engagement performance**

#### 2019 Consultation and engagement performance (%)

2019 Overall	9	30	31	15	6 9
2018 Overall	8	30	32	15	7 9
2017 Overall	7	29	32	15	6 10
2016 Overall	8	29	32	15	7 10
2015 Overall	7	31	32	14	6 9
2014 Overall	8	32	32	13	5 9
2013 Overall	8	32	34	13	5 9
2012 Overall	8	33	33	13	5 8
Metropolitan	9	31	32	12	4 12
Interface	8	29	31	14	6 12
Regional Centres	7	30	32	17	7 7
Large Rural	8	30	31	16	7 8
Small Rural	10	31	31	15	7 7
Men	8	30	30	16	7 9
Women	9	30	32	14	6 9
18-34	8	34	32	13	4 9
35-49	8	31	32	15	7 7
50-64	7	27	32	17	8 8
65+	10	29	30	14	6 11
		■Very good ■Good	Average Poor Ve	ery poor	Can't say

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 63

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### Lobbying on behalf of the community importance

#### 2019 Lobbying importance (index scores)



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

# Lobbying on behalf of the community importance

#### 2019 Lobbying importance (%)

2019 Overall	21	38	28	8 2 2
2018 Overall	23	37	27	8 2 2
2017 Overall	23	39	27	7 2 2
2016 Overall	24	38	27	6 2 3
2015 Overall	23	39	28	6 2 2
2014 Overall	23	40	27	6 12
2013 Overall	23	40	27	6 2 2
2012 Overall	23	41	27	6 12
Metropolitan	18	37	30	9 3 3
Interface	20	36	30	10 2 2
Regional Centres	24	41	25	7 21
Large Rural	22	36	29	8 3 2
Small Rural	24	40	27	6 2 2
Men	18	35	31	10 4 2
Women	24	41	26	6 12
18-34	17	36	35	8 12
35-49	25	37	26	8 3 1
50-64	26	38	24	8 2 2
65+	19	40	27	7 3 4
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	■ Fairly important ■ Can't say	

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

n/a

n/a

### Lobbying on behalf of the community performance

#### Metropolitan 57▲ n/a 56▲ 55▲

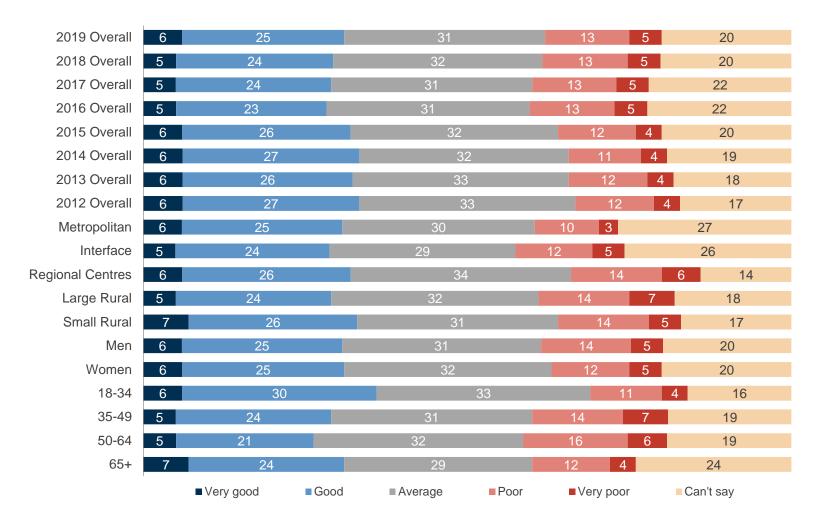
2019 Lobbying performance (index scores)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 63 Note: Please see Appendix A for explanation of significant differences.

# Lobbying on behalf of the community performance

#### 2019 Lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 63 JWSRESEARCH 60

# **Decisions made in the interest of the community importance**



#### 2019 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: 15 Note: Please see Appendix A for explanation of significant differences.

# **Decisions made in the interest of the community importance**

2019 Community decisions made importance (%)

2019 Overall	39	42	15	212
2018 Overall	39	42	15	212
2017 Overall	39	42	15	212
2016 Overall	39	42	14	212
2015 Overall	38	42	15	212
2014 Overall	37	43	16	112
Metropolitan	35	43	17	212
Interface	43	35	15	3 1 2
Regional Centres	43	40	13	112
Large Rural	41	41	15	<mark>11</mark> 1
Small Rural	41	44	12	21
Men	36	42	16	212
Women	42	41	14	12
18-34	36	41	19	21
35-49	42	40	14	2 <mark>1</mark> 1
50-64	43	40	12	11 3
65+	35	45	14	213
		Very importantFairly importantNot at all importantCan't say		

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

# **Decisions made in the interest of the community performance**



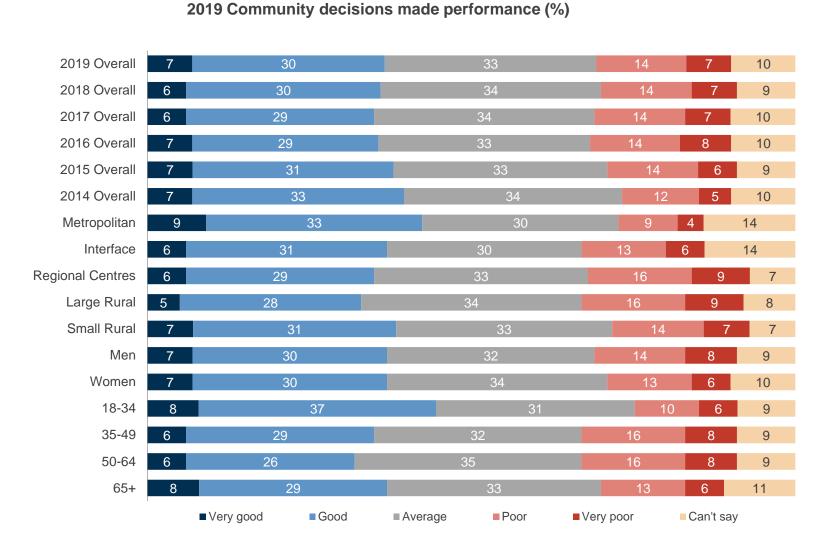
#### 2019 Community decisions made performance (index scores)

-		2018	2017	2016	2015	2014	2013	2012
Metropolitan	e	<b>58 58</b>	58	59	59	n/a	n/a	n/a
18-34	58	3▲ 57	58	58	59	60	n/a	n/a
65+	55	54	55	54	55	58	n/a	n/a
Interface	55	56	55	56	58	n/a	n/a	n/a
Women	55	54	55	55	56	57	n/a	n/a
Small Rural	55	52	55	53	56	n/a	n/a	n/a
Overall	55	54	54	54	55	57	n/a	n/a
Men	54▼	53	53	53	54	56	n/a	n/a
35-49	52▼	52	52	52	53	55	n/a	n/a
Regional Centres	52▼	52	52	51	52	n/a	n/a	n/a
Large Rural	52▼	52	51	50	52	n/a	n/a	n/a
50-64	51▼	50	51	50	52	53	n/a	n/a

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

# **Decisions made in the interest of the community performance**





Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 63

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# The condition of sealed local roads in your area importance



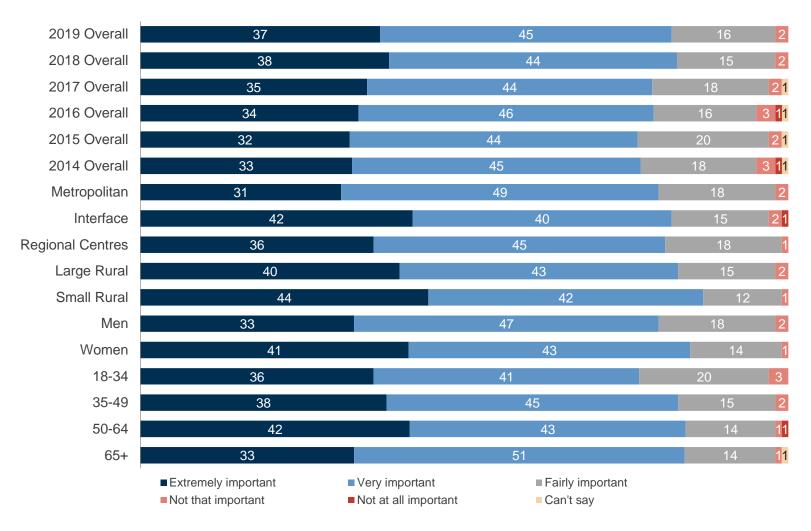
#### 2019 Sealed local roads importance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Small Rural		82▲	84	81	n/a	78	n/a	n/a	n/a
50-64		81▲	82	80	79	78	79	n/a	n/a
Women		81▲	81	80	79	78	79	n/a	n/a
Large Rural		80	80	77	80	78	n/a	n/a	n/a
Interface		80	82	79	79	77	n/a	n/a	n/a
35-49		80▲	80	79	78	77	79	n/a	n/a
Overall		79	80	78	78	76	77	n/a	n/a
65+		79	80	79	79	78	78	n/a	n/a
Regional Centres		79	81	80	76	77	n/a	n/a	n/a
Men		77▼	78	77	76	75	75	n/a	n/a
18-34		77	77	75	76	73	73	n/a	n/a
Metropolitan		77▼	78	77	76	75	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Note: Please see Appendix A for explanation of significant differences.

# The condition of sealed local roads in your area importance

2019 Sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18

# The condition of sealed local roads in your area performance



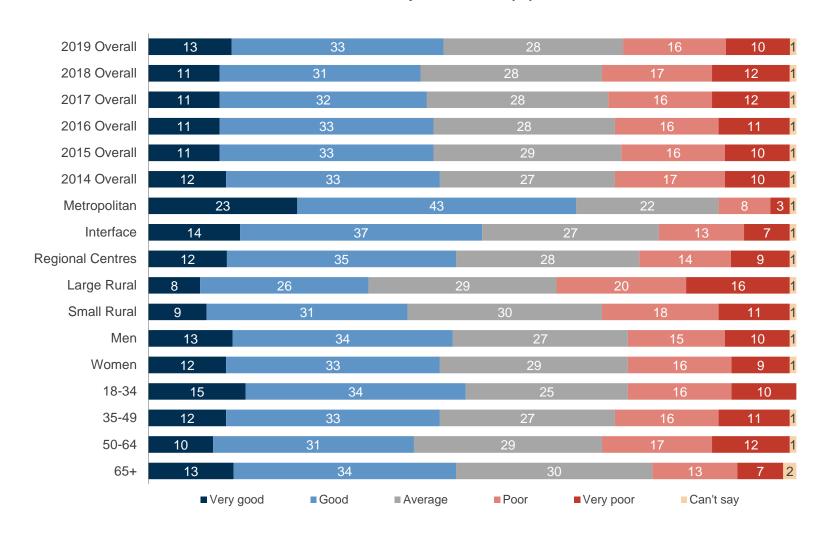
#### 2017 2015 2014 2013 2018 2016 2012 Metropolitan 69▲ 68 66 67 69 n/a n/a n/a Interface 60▲ 57 59 60 60 n/a n/a n/a 65+ 58▲ 55 54 56 57 56 n/a n/a 18-34 57▲ 55 56 58 57 59 n/a n/a **Regional Centres** 57 53 54 54 55 n/a n/a n/a 56 Men 53 53 54 55 55 n/a n/a Overall 53 56 53 54 55 55 n/a n/a 53 Women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

2019 Sealed local roads performance (index scores)

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

# The condition of sealed local roads in your area performance





2019 Sealed local roads performance (%)

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 63

# Informing the community importance

# W)

#### 2019 Informing community importance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Regional Centres		79▲	77	77	76	76	n/a	n/a	n/a
Women		78▲	77	77	79	78	78	78	78
50-64		77▲	76	76	77	77	76	77	78
Small Rural		76	75	76	78	76	n/a	n/a	n/a
65+		75	76	76	76	75	75	75	75
Large Rural		75	75	74	77	76	n/a	n/a	n/a
Overall		75	75	74	76	75	75	75	75
35-49		74	75	74	75	75	75	75	75
18-34		74	73	72	75	73	73	73	74
Interface		74	77	74	77	74	n/a	n/a	n/a
Metropolitan	7	73▼	73	73	74	73	n/a	n/a	n/a
Men	71	1	72	71	72	72	71	71	72

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

# Informing the community importance

#### 2019 Informing community importance (%)

2019 Overall	32	41	22 4 1
2018 Overall	32	41	22 4 1
2017 Overall	30	43	23 4 1
2016 Overall	33	42	20 4 11
2015 Overall	30	44	22 3 1
2014 Overall	30	43	22 3 1
2013 Overall	30	44	22 3 1
2012 Overall	31	44	21 4 11
Metropolitan	28	41	25 5 <mark>11</mark>
Interface	30	41	23 4 2
Regional Centres	40	38	18 <mark>3</mark> 1
Large Rural	31	44	21 3 1
Small Rural	34	42	19 4 1
Men	27	40	26 5 1
Women	36	42	18 3
18-34	32	38	25 <b>5</b> 1
35-49	31	39	24 <mark>5</mark> 1
50-64	36	41	19 <mark>3</mark> 1
65+	29	47	20 3 <mark>11</mark>
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Fairly important</li> <li>Can't say</li> </ul>	ant

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

# Informing the community performance



#### 2019 Informing community performance (index scores)

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

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

# Informing the community performance

# W)

#### 2019 Informing community performance (%)

2019 Overall	13	35	3	1	14	5 3
2018 Overall	11	36	3	1	13	5 3
2017 Overall	11	35	32	2	13	5 3
2016 Overall	12	35	31		13	5 4
2015 Overall	12	38		31	12	4 2
2014 Overall	13	40		30	11	4 3
2013 Overall	12	38		32	11	3 3
2012 Overall	12	38		31	13	4 2
Metropolitan	15	36		31	12	3 4
Interface	12	32	32		16	4 3
						_
Regional Centres	11	32	30		18	7 2
Regional Centres Large Rural	11 13	32 38	30	30	18 13	7 2 4 3
			30 32	30		
Large Rural	13	38			13	4 3
Large Rural Small Rural	13 11	38 34	32 31		13 14	4 3 6 3
Large Rural Small Rural Men	13 11 12	38 34 35	32 31		13 14 14	4 3 6 3 5 3
Large Rural Small Rural Men Women	13 11 12 13	38 34 35 35	32 31	32 31	13 14 14 13	4 3 6 3 5 3 4 3
Large Rural Small Rural Men Women 18-34	13 11 12 13 13	38 34 35 35 37	32 31	32 31	13 14 14 13 13	4 3 6 3 5 3 4 3 4 2
Large Rural Small Rural Men Women 18-34 35-49	13 11 12 13 13 12	38 34 35 35 37 36	32 37 3	32 31 0	13 14 14 13 13 13 14	4 3 6 3 5 3 4 3 4 2 5 3

Q2. How has Council performed on 'Informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 31

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



2019 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: 21 Note: Please see Appendix A for explanation of significant differences.

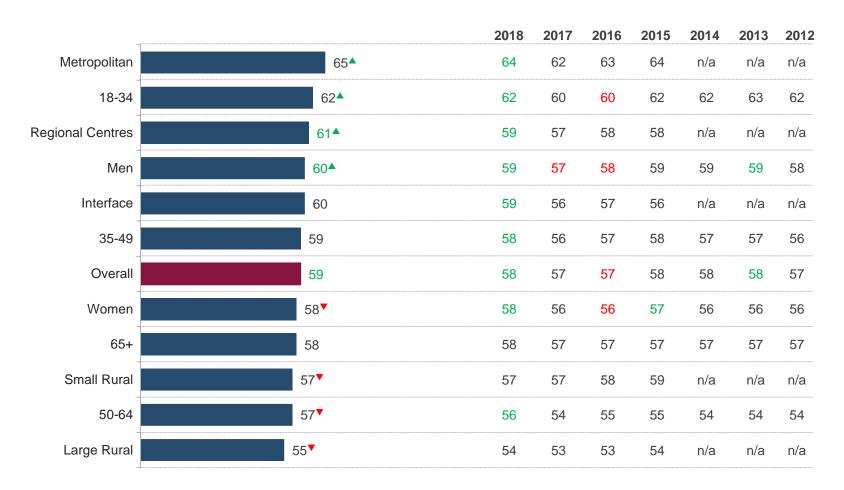
## The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (%)

2019 Overall	34	44	18	2 11
2018 Overall	35	43	18	3 1
2017 Overall	34	42	19	211
2016 Overall	34	43	18	212
2015 Overall	34	43	19	211
2014 Overall	33	44	18	3 <mark>1</mark> 1
2013 Overall	35	44	18	211
2012 Overall	32	46	18	2 <mark>1</mark> 1
Metropolitan	33	48	17	2
Interface	41	40	16	21
Regional Centres	33	45	18	2 11
Large Rural	34	43	19	2 11
Small Rural	32	43	20	212
Men	29	46	21	211
Women	38	43	16	21
18-34	31	42	22	3 11
35-49	36	41	19	21
50-64	38	43	16	2 11
65+	31	50	15	211
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Not at all important</li> <li>Can't say</li> </ul>		

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

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



2019 Streets and footpaths performance (index scores)

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

2019 Streets and footpaths performance (%)

W	

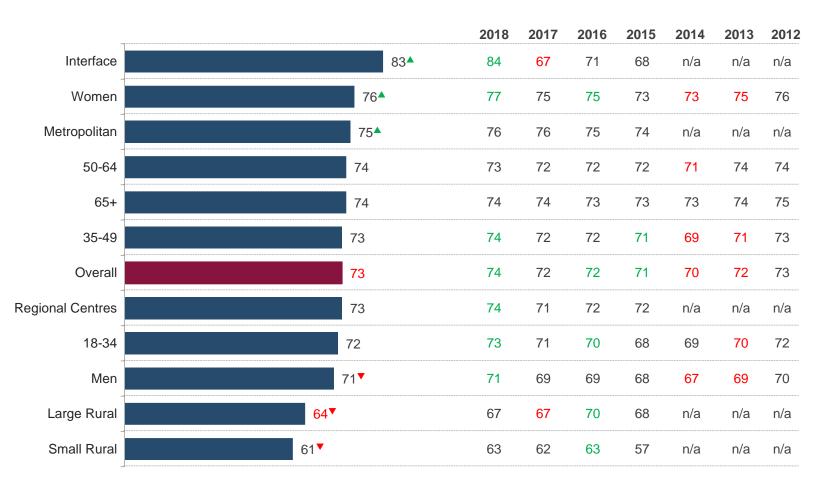
2019 Overall 2018 Overall 2017 Overall 2016 Overall 2015 Overall 2014 Overall 2013 Overall 2012 Overall Metropolitan Interface **Regional Centres** Large Rural Small Rural Δ Men Women 18-34 35-49 50-64 65+ Very good Good Average Poor Very poor Can't say

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 32

## **Traffic management importance**

# **W**

#### 2019 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: 11 Note: Please see Appendix A for explanation of significant differences.

## **Traffic management importance**

#### 2019 Traffic management importance (%)

2019 Overall	30	40		23	6 <mark>1</mark> 1
2018 Overall	31	40		22	5 <mark>1</mark> 1
2017 Overall	27	41		24	6 <mark>1</mark> 1
2016 Overall	27	41		24	6 <mark>1</mark> 1
2015 Overall	25	41		26	6 <mark>1</mark> 1
2014 Overall	23	42		27	6 <mark>1</mark> 1
2013 Overall	26	42		25	5 <mark>1</mark> 1
2012 Overall	29	42		23	5 <mark>1</mark> 1
Metropolitan	31	42	2	20	<mark>5</mark> 1
Interface	5´		35		11 <mark>3</mark> 1
Regional Centres	27	41		28	3 1
Large Rural	16	38	31		11 2 <mark>1</mark>
Small Rural	14	33	38		11 4
Men	27	39		24	8 1
Women	32	4	2	22	31
18-34	31	36		25	7 1
35-49	29	42		22	<mark>5</mark> 1
50-64	32	39		22	<mark>5</mark> 1
65+	28	44		21	5 1 <mark>1</mark>
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Not at all important</li> </ul>	<ul> <li>Fairly importar</li> <li>Can't say</li> </ul>	nt	

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

## **Traffic management performance**

# W)

#### 2019 Traffic management performance (index scores)

-	,	2018	2017	2016	2015	2014	2013	2012
Small Rural	66▲	65	67	65	67	n/a	n/a	n/a
Regional Centres	60▲	56	61	59	62	n/a	n/a	n/a
Large Rural	59	60	62	62	59	n/a	n/a	n/a
65+	59	57	60	60	60	60	61	60
18-34	59	58	61	61	62	63	63	62
Women	58	58	60	60	60	61	60	59
Metropolitan	58	57	56	56	57	n/a	n/a	n/a
Overall	58	57	59	59	60	60	60	58
Men	57	56	58	57	59	60	59	58
35-49	56▼	55	58	57	58	59	58	55
50-64	56▼	55	57	57	57	58	57	56
Interface	52▼	51	59	57	61	n/a	n/a	n/a

## **Traffic management performance**



#### 2019 Traffic management performance (%)

2019 Overall	9	37		3	1	13	6 3
2018 Overall	10	36		30		15	7 3
2017 Overall	10	38			30	13	5 3
2016 Overall	10	38		3	0	13	6 4
2015 Overall	10	40			31	12	5 3
2014 Overall	10	40			30	12	5 3
2013 Overall	10	39			31	13	5 3
2012 Overall	9	38			31	13	5 3
Metropolitan	9	36		3:	3	12	5 4
Interface	9	31		28		18	12 2
Regional Centres	13	38			29	12	7 2
Large Rural	9	42			29	12	5 3
Small Rural	11	47			31		7 1 4
Men	9	37		30		14	7 3
Women	9	38			32	12	6 3
18-34	9	41			31	12	6 1
35-49	9	37		28		15	8 3
50-64	8	35		33		15	7 3
65+	11	36			31	11	5 5
	■ Very g	good Good	Average	Poor	Very poor	Can't s	say

Q2. How has Council performed on 'Traffic management' over the last 12 months? Base: All respondents. Councils asked state-wide: 16

## **Parking facilities importance**

#### 2019 Parking importance (index scores)



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

## **Parking facilities importance**



#### 2019 Parking importance (%)

2019 Overall	26	40	26	6 <mark>1</mark> 1
2018 Overall	27	39	27	6 <mark>1</mark> 1
2017 Overall	25	39	28	6 <mark>1</mark> 1
2016 Overall	24	41	27	7 <mark>1</mark> 1
2015 Overall	24	41	27	6 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	25	42	26	6 <mark>1</mark>
2012 Overall	24	42	27	6 <mark>1</mark> 1
Metropolitan	28	41	24	5 <mark>1</mark> 1
Regional Centres	31	41	23	3 <mark>1</mark> 1
Large Rural	20	36	31	11 <mark>1</mark>
Small Rural	19	39	30	9 <mark>2</mark> 1
Men	21	40	29	8 <mark>2</mark> 1
Women	31	40	22	4 <mark>1</mark> 1
18-34	25	36	30	7 <mark>1</mark> 1
35-49	25	39	27	7 1 <mark>1</mark>
50-64	29	40	24	6 <mark>1</mark>
65+	27	45	21	4 21
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>	

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

## **Parking facilities performance**

#### 2019 Parking performance (index scores)

-		2018	2017	2016	2015	2014	2013	2012
Small Rural	60▲	60	63	61	62	n/a	n/a	n/a
Large Rural	58▲	59	60	58	59	n/a	n/a	n/a
Interface	57	57	57	56	60	n/a	n/a	n/a
18-34	57	58	56	57	59	60	60	60
Men	56	56	56	56	58	58	58	57
35-49	56	56	56	57	58	58	57	55
Overall	56	56	55	56	57	57	57	56
65+	55	54	54	55	55	56	56	55
Women	55▼	55	55	56	56	57	56	56
Metropolitan	55	55	53	54	55	n/a	n/a	n/a
50-64	54▼	56	54	55	55	55	55	55
Regional Centres	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: 21 Note: Please see Appendix A for explanation of significant differences.

## **Parking facilities performance**



#### 2019 Parking performance (%)

2019 Overall	9		34		32		16	7 2
2018 Overall	9		35		31		15	8 2
2017 Overall	10		33		32		16	8 2
2016 Overall	9		34		32		14	7 3
2015 Overall	9		36		32		15	6 3
2014 Overall	10		35		32		15	6 2
2013 Overall	9		36		33		14	6 3
2012 Overall	9		35		33		15	6 2
Metropolitan	7		33		34		16	7 3
Interface	9		38		29		15	7 2
Regional Centres	9		27		30		21	12 <mark>1</mark>
Large Rural	10		38		3	31	13	6 3
Small Rural	12		36			33	11	5 3
Men	9		35		31		15	7 2
Women	9		32		33		16	7 3
18-34	9		36		33		15	52
35-49	9		36		31		14	8 2
50-64	9		32		31		17	9 2
65+	9		31		33		16	7 4
		Very good	Good	Average	Poor	Very poor	c Can't	

## **Enforcement of local laws importance**

# W)

#### 2019 Law enforcement importance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Women		75▲	74	74	74	74	74	75	74
Metropolitan		73▲	73	72	71	72	n/a	n/a	n/a
Interface		73▲	74	73	73	71	n/a	n/a	n/a
65+		72▲	72	73	71	72	73	73	71
18-34	·	71	70	70	70	70	70	72	71
Overall	-	71	71	71	70	71	70	71	70
Regional Centres	7	70	71	71	70	72	n/a	n/a	n/a
50-64	69	9▼	71	71	71	71	71	71	70
35-49	65	9▼	69	70	70	70	68	70	68
Small Rural	68	3▼	66	67	69	68	n/a	n/a	n/a
Large Rural	68	3	68	68	69	70	n/a	n/a	n/a
Men	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: 23 Note: Please see Appendix A for explanation of significant differences.

## **Enforcement of local laws importance**

#### 2019 Law enforcement importance (%)

2019 Overall	27	38	26	6 <mark>2</mark> 1
2018 Overall	27	37	27	6 21
2017 Overall	27	38	26	6 21
2016 Overall	26	38	27	6 <mark>2</mark> 1
2015 Overall	25	41	27	5 <mark>1</mark> 1
2014 Overall	24	40	28	6 <mark>1</mark> 1
2013 Overall	27	40	26	6 <mark>1</mark> 1
2012 Overall	24	41	27	6 <mark>1</mark> 1
Metropolitan	31	38	23	6 <mark>1</mark> 1
Interface	32	36	22	6 2 <mark>1</mark>
Regional Centres	25	38	28	6 1 <mark>1</mark>
Large Rural	23	36	30	7 21
Small Rural	22	39	29	7 21
Men	22	36	30	9 3 <mark>1</mark>
Women	31	40	22	4 <mark>1</mark> 1
18-34	29	35	28	7 1
35-49	27	34	29	7 3 <mark>1</mark>
50-64	25	38	27	7 21
65+	25	45	23	5 <mark>1</mark> 2
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>	

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23

## **Enforcement of local laws performance**

## W

#### 2019 Law enforcement performance (index scores)

-	1	2018	2017	2016	2015	2014	2013	2012
18-34	67	▲ 67	67	67	70	69	69	69
Regional Centres	664	66	66	64	67	n/a	n/a	n/a
Women	65▲	65	65	65	67	67	66	67
Metropolitan	64	64	64	64	66	n/a	n/a	n/a
35-49	64	64	64	63	65	66	65	64
Large Rural	64	64	63	63	65	n/a	n/a	n/a
Overall	64	64	64	63	66	66	65	65
Small Rural	63	63	65	64	66	n/a	n/a	n/a
Men	63	62	63	62	64	65	64	64
65+	62	62	63	62	64	64	64	64
Interface	62	61	60	61	65	n/a	n/a	n/a
50-64	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**



#### 2019 Law enforcement performance (%)

2019 Overall	12	38			26	8	3 12
2018 Overall	12	39	39		25	8	3 12
2017 Overall	12	39			26	8	3 13
2016 Overall	12	37		26		8	4 14
2015 Overall	13	40			26	6	3 12
2014 Overall	14	41			25	7	3 11
2013 Overall	13	40			25	7	3 12
2012 Overall	13	40			26	7	3 11
Metropolitan	12	38		2 2	26	7	3 14
Interface	13	37	37		1	11	4 11
Regional Centres	16		40		25		7 3 9
Large Rural	11	39		26		7	3 13
Small Rural	12	37		2	28	7	4 12
Men	12	38			26	8	4 11
Women	13	38			26	7	3 13
18-34	16		44		24		7 3 7
35-49	12	40			25	8	3 12
50-64	10	35		28		9	4 13
65+	11	34		28		8 3	16

## **Family support services importance**

# W)

#### 2019 Family support importance (index scores)

-			2018	2017	2016	2015	2014	2013	2012
Women		78▲	78	77	77	77	77	78	78
18-34		76▲	76	76	75	74	74	75	75
Interface		76▲	76	74	75	74	n/a	n/a	n/a
Regional Centres		75	75	76	73	75	n/a	n/a	n/a
Metropolitan		75▲	75	73	73	72	n/a	n/a	n/a
35-49		74	74	73	74	73	73	73	73
Overall		74	74	73	73	73	72	73	73
Large Rural		73	72	72	72	72	n/a	n/a	n/a
50-64	7	72 <b>*</b>	72	72	70	72	71	72	72
65+	7	<sup>7</sup> 2▼	72	71	71	72	72	72	73
Small Rural	7.	1	69	71	72	72	n/a	n/a	n/a
Men	69`	•	69	69	68	68	68	68	69

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

## **Family support services importance**

#### 2019 Family support importance (%)

2019 Overall	29	42		21	4 12
2018 Overall	30	40		23	5 12
2017 Overall	28	41	41		5 2 2
2016 Overall	28	41		22	5 2 3
2015 Overall	28	42		23	5 <mark>1</mark> 2
2014 Overall	26	42		24	4 12
2013 Overall	27	44		22	4 1 2
2012 Overall	27	44		22	4 1 2
Metropolitan	29	44		19	4 1 2
Interface	34	40		20	322
Regional Centres	32	42		20	4 12
Large Rural	28	41		23	4 2 2
Small Rural	26	40		25	5 2 2
Men	23	41		27	6 2 2
Women	35	43		16	312
18-34	34	40		20	4 <mark>1</mark> 1
35-49	30	42		22	4 <mark>1</mark> 1
50-64	29	40		22	5 21
65+	23	46		21	4 1 4
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly importa</li> <li>Can't say</li> </ul>	nt	

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

## **Family support services performance**

## W)

#### 2019 Family support performance (index scores)

-	1	2018	2017	2016	2015	2014	2013	2012
65+	70▲	68	70	69	70	72	71	70
Metropolitan	69▲	68	68	69	68	n/a	n/a	n/a
Small Rural	68▲	67	68	66	67	n/a	n/a	n/a
Regional Centres	68	66	67	66	66	n/a	n/a	n/a
18-34	67	67	67	66	67	69	68	68
Men	67	66	66	66	67	68	67	66
Overall	67	66	67	66	67	68	67	67
Women	67	67	67	67	68	69	68	67
35-49	67	67	66	66	66	67	66	65
Interface	67	67	65	65	66	n/a	n/a	n/a
Large Rural	65	65	65	64	67	n/a	n/a	n/a
50-64	64▼	63	64	62	65	66	64	64

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

## **Family support services performance**



#### 2019 Family support performance (%)

2019 Overall	11	32	2	20 4 1	31	
2018 Overall	11	31	21	4 2	32	
2017 Overall	11	30	20	4 1	34	
2016 Overall	10	31	21	4 2	32	
2015 Overall	11	34		21 4	1 29	
2014 Overall	12	33		20 4	1 29	
2013 Overall	11	33		21 4	1 29	
2012 Overall	11	34		22 5	2 26	
Metropolitan	11	32	18	3 1	35	
Interface	11	31	21	5 <mark>1</mark>	32	
Regional Centres	15	35		22	6 2 20	
Large Rural	10	32	22	2 4 2	31	
Small Rural	12	32	1	8 4 2	32	
Men	10	00				
	10	33	20	) 4 1	33	
Women	12	33		20 4 1 20 5 1	33 30	
Women 18-34						
	12	31		20 <mark>5 1</mark> 21	30	
18-34	12 12	31 37		20 <mark>5 1</mark> 21	30 5 1 23	
18-34 35-49	12 12 11	31 37 35		20 5 1 21 21 4	30 5 1 23 2 27	

## **Elderly support services importance**

# W

#### 2019 Elderly support importance (index scores)

-	 	2018	2017	2016	2015	2014	2013	2012
Women	84▲	83	82	82	82	83	83	83
50-64	82▲	81	80	79	80	80	81	81
Regional Centres	81	80	80	78	80	n/a	n/a	n/a
Interface	81	81	78	79	77	n/a	n/a	n/a
65+	80	80	79	79	80	79	80	81
Small Rural	80	80	79	79	80	n/a	n/a	n/a
Overall	80	79	78	78	79	79	79	80
Large Rural	79	78	78	78	78	n/a	n/a	n/a
Metropolitan	79	79	77	78	78	n/a	n/a	n/a
35-49	79	79	77	78	78	78	79	80
18-34	78	77	76	77	77	77	77	78
Men	76▼	75	74	75	75	75	75	76

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

## **Elderly support services importance**

#### 2019 Elderly support importance (%)

2019 Overall	38	44	15	21
2018 Overall	38	43	16	2 <mark>1</mark> 1
2017 Overall	35	44	17	2 <mark>1</mark> 1
2016 Overall	36	44	16	212
2015 Overall	36	44	16	21
2014 Overall	35	46	16	21
2013 Overall	36	45	15	2 <mark>1</mark> 1
2012 Overall	37	46	14	21
Metropolitan	36	46	14	21
Interface	42	40	15	1 <mark>1</mark> 1
Regional Centres	41	44	12	1 <mark>1</mark> 1
Large Rural	38	42	16	21
Small Rural	40	43	14	2 <mark>1</mark> 1
Men	30	46	19	3 <mark>1</mark> 1
Women	46	42	10	11
18-34	35	45	17	21
35-49	37	43	16	21
50-64	44	40	12	111
65+	37	46	13	112
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	Very importantFairly importantNot at all importantCan't say		

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

## **Elderly support services performance**

# W)

#### 2019 Elderly support performance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
65+		72▲	70	72	71	74	74	74	73
Small Rural		71▲	69	71	70	72	n/a	n/a	n/a
Men		69▲	67	68	67	69	70	69	68
Overall	6	68	68	68	68	69	70	69	69
Women	6	68	68	68	69	69	71	70	69
Regional Centres	6	37	66	68	66	66	n/a	n/a	n/a
Metropolitan	6	37▼	67	67	69	69	n/a	n/a	n/a
18-34	6	37▼	67	67	67	67	69	69	68
Large Rural	6	37▼	67	67	66	69	n/a	n/a	n/a
35-49	6	37▼	67	66	65	66	68	67	66
Interface	66	6 <b>*</b>	67	64	59	65	n/a	n/a	n/a
50-64	66	6 <b>*</b>	65	66	66	67	69	67	67

## **Elderly support services performance**



#### 2019 Elderly support performance (%)

2019 Overall	14	33		1	9 5	2	28	
2018 Overall	14	32		19	5	2	29	
2017 Overall	14	31		19	4 2	2	30	
2016 Overall	14	30		20	5 2	2	30	
2015 Overall	15	34			19	4 2	26	
2014 Overall	16	34			17 4	2	27	
2013 Overall	15	33			19 4	l 1	28	
2012 Overall	15	34			20	5 2	25	
Metropolitan	11	29		18	4 2	37	7	
Interface	11	29		16	5 2	37	7	
Regional Centres	18	3	6		22	6	3 14	
							07	
Large Rural	13	32		2	) 5	2	27	
Large Rural Small Rural	13 19		37	2	J 5 18	2	27	
-			37	2 1	18			
Small Rural	19		37	1	18 3 <b>4</b>	4 2	21	
Small Rural Men	19 13	33	37	1	18 3 <b>4</b> 19 5	4 2 2	21 29	
Small Rural Men Women	19 13 15	33 32	37	1	18 3 <b>4</b> 19 5	4 2 2 5 2 2	21 29 26	
Small Rural Men Women 18-34	19 13 15 11	33 32 35	37	1	18 3 4 19 5 9 4	4 2 2 5 2 2	21 29 26 29	
Small Rural Men Women 18-34 35-49	19       13       15       11       10	33 32 35 32	37 33	1: 1: 1: 17	18 3 4 19 5 9 4 4 2	4 2 2 5 2 2 3	21 29 26 29 6	

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

### **Disadvantaged support services importance**

#### 2019 Disadvantaged support importance (index scores)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 9 Note: Please see Appendix A for explanation of significant differences. \*Caution: small sample size < n=30

## **Disadvantaged support services importance**

2019 Disadvantaged support importance (%)

2019 Overall	30	41		22	4 <mark>1</mark> 2
2018 Overall	27	41		24	4 1 2
2017 Overall	26	41		24	5 2 2
2016 Overall	27	42		22	5 1 3
2015 Overall	28	42		23	4 12
2014 Overall	25	44		23	4 1 2
2013 Overall	27	43		23	4 12
2012 Overall	27	43		23	4 12
Metropolitan	32	42		20	312
Interface	34	42		20	21
Large Rural	27	38		25	5 2 2
Men	24	39		27	5 2 2
Women	36	42		17	212
18-34	35	36		23	4 <mark>1</mark> 2
35-49	30	41		22	4 <mark>1</mark> 1
50-64	30	41		22	5 <mark>1</mark> 1
65+	25	45		21	3 2 4
Personal user*	48		45		7
Household user*	44		48		6 2
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>		

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 9 \*Caution: small sample size < n=30

### **Disadvantaged support services performance**

## W

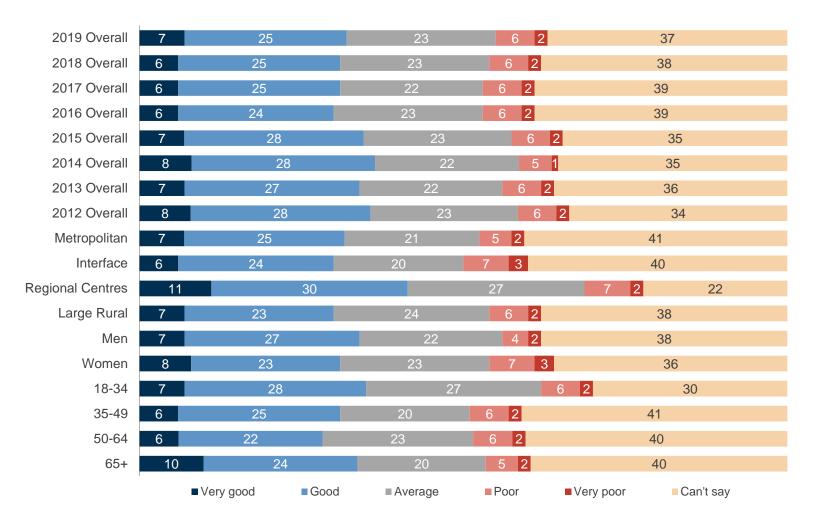
#### 2019 Disadvantaged support performance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
65+		65▲	64	64	64	65	67	64	66
Men		63▲	63	62	61	62	65	64	63
Regional Centres		63	61	63	59	61	n/a	n/a	n/a
Metropolitan		63	61	62	62	63	n/a	n/a	n/a
Overall		62	61	61	61	62	64	62	63
18-34		61	62	61	60	62	65	65	66
Large Rural		61	61	61	61	62	n/a	n/a	n/a
35-49		61	61	60	59	61	62	61	60
Women		60▼	60	61	60	62	63	61	63
Interface		60▼	62	56	58	61	n/a	n/a	n/a
50-64		60▼	58	59	59	60	61	60	59

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Note: Please see Appendix A for explanation of significant differences.

## **Disadvantaged support services performance**

2019 Disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 16

## **Recreational facilities importance**

# W

#### 2019 Recreational facilities importance (index scores)

	1		2018	2017	2016	2015	2014	2013	2012
35-49		75▲	75	74	75	75	74	75	75
Women		73▲	75	74	75	73	74	74	74
50-64		73▲	74	73	73	72	72	73	72
Large Rural		72	74	72	72	72	n/a	n/a	n/a
Metropolitan		72	73	73	73	72	n/a	n/a	n/a
Interface		72	74	72	73	72	n/a	n/a	n/a
Overall		72	73	72	73	72	72	72	72
Regional Centres		72	74	73	73	72	n/a	n/a	n/a
Small Rural		72	72	71	72	73	n/a	n/a	n/a
65+		71▼	72	71	71	71	71	71	71
Men	7	70▼	72	70	71	71	70	70	70
18-34	7	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: 29 Note: Please see Appendix A for explanation of significant differences.

### **Recreational facilities importance**

#### 2019 Recreational facilities importance (%)

2019 Overall	23	46	26	4 1
2018 Overall	25	46	25	3 1
2017 Overall	24	46	26	4 1
2016 Overall	25	45	24	4 <mark>1</mark> 1
2015 Overall	23	46	26	3 1
2014 Overall	23	47	26	4 <mark>1</mark> 1
2013 Overall	23	47	26	3 1
2012 Overall	22	49	25	3 <mark>1</mark> 1
Metropolitan	22	49	26	3 1
Interface	25	44	24	5 1 <mark>1</mark>
Regional Centres	22	47	26	4 1 <mark>1</mark>
Large Rural	23	46	25	4 1
Small Rural	24	44	27	4 1
Men	20	46	28	4 1
Women	25	47	24	3 1
18-34	20	44	30	5
35-49	29	44	23	3 1
50-64	25	46	24	3 1
65+	18	50	25	4 <mark>1</mark> 1
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>		■ Fairly important ■ Can't say	

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29

### **Recreational facilities performance**

# W)

#### 2019 Recreational facilities performance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Metropolitan		75▲	74	73	73	74	n/a	n/a	n/a
65+		74▲	72	73	72	73	74	73	74
Regional Centres		71	70	69	70	69	n/a	n/a	n/a
Women		71▲	70	70	69	70	71	70	70
Overall		70	69	70	69	70	71	70	70
Men		70	69	69	69	69	70	70	69
18-34		70	69	68	69	69	71	70	70
Interface		70	68	66	67	68	n/a	n/a	n/a
50-64		69 <b>▼</b>	68	69	67	69	69	69	68
Small Rural		68▼	69	69	68	70	n/a	n/a	n/a
35-49		68 <b>▼</b>	68	68	67	67	69	68	67
Large Rural		68 <b>▼</b>	66	66	65	66	n/a	n/a	n/a

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

## **Recreational facilities performance**

#### 2019 Recreational facilities performance (%)

2019 Overall	23	44				21	6 2	2 4
2018 Overall	22		42			2	7 3	4
2017 Overall	22		43			22	7 2	2 4
2016 Overall	21		43			}	7 3	4
2015 Overall	22		43			23	6	2 3
2014 Overall	23		44			21	6	2 3
2013 Overall	22		44			22	7	2 3
2012 Overall	21		44			22	7	2 3
Metropolitan	27		46			18	4	14
Interface	23		44			19	7 3	4
Regional Centres	24		45			19	6	2 3
Large Rural	19		43				7 3	4
Small Rural	20		42				8 3	4
Men	22		45			21	6 2	2 4
Women	23		43			21	7 2	2 4
18-34	21		46			22		
35-49	22		42			22		
50-64	21		44			22		
65+	26		43			19	4 1	6
	■ Very good	Good	Average	Poor	■ Very poor	Ca	an't say	

## The appearance of public areas importance

#### 2019 Public areas importance (index scores)

-			2018	2017	2016	2015	2014	2013	2012
Women		75▲	76	76	76	75	75	76	75
50-64		75▲	75	75	75	75	75	76	74
65+		74▲	75	75	75	74	74	75	74
35-49		74▲	75	75	75	75	75	75	74
Metropolitan		74▲	74	75	74	73	n/a	n/a	n/a
Small Rural		74▲	74	74	74	73	n/a	n/a	n/a
Interface		73	76	75	75	73	n/a	n/a	n/a
Overall		73	74	74	74	73	73	74	73
Regional Centres		73	74	74	74	74	n/a	n/a	n/a
Large Rural		73	73	73	74	73	n/a	n/a	n/a
Men	7	′1▼	72	72	72	71	71	72	71
18-34	7	′1▼	71	72	72	70	70	71	71

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

## The appearance of public areas importance

2019 Public areas importance (%)

2019 Overall	24	47	25	3
2018 Overall	26	46	24	2
2017 Overall	26	47	24	2
2016 Overall	26	48	23	21
2015 Overall	24	47	25	2
2014 Overall	25	48	25	2
2013 Overall	26	48	23	2
2012 Overall	23	49	25	2
Metropolitan	25	48	24	3
Interface	24	50	23	21
Regional Centres	23	48	25	2 <mark>1</mark> 1
Large Rural	24	45	27	3
Small Rural	25	47	25	3
Men	22	47	28	4 1
Women	27	48	22	2
18-34	22	44	30	4
35-49	27	45	24	3
50-64	28	47	23	2
65+	22	52	22	21
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Fairly in</li> <li>Not at all important</li> <li>Can't set</li> </ul>		

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28

### The appearance of public areas performance

#### 2019 Public areas performance (index scores)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Note: Please see Appendix A for explanation of significant differences.

## The appearance of public areas performance

#### 2019 Public areas performance (%)

2019 Overall	26		45				5 2 <mark>1</mark>
2018 Overall	24		45				6 <mark>2</mark> 1
2017 Overall	25		46				6 <mark>2</mark> 1
2016 Overall	24		46				6 <mark>2</mark> 1
2015 Overall	24		47				5 <mark>2</mark> 1
2014 Overall	25		46				5 2 <mark>1</mark>
2013 Overall	24		46		22	6 <mark>2</mark> 1	
2012 Overall	23		48				6 <mark>2</mark> 1
Metropolitan	28		46			19	5 1 <mark>1</mark>
Interface	19		48			22	6 3 <mark>1</mark>
Regional Centres	31		43			19	5 2 <mark>1</mark>
Large Rural	23		46			22	5 3 <mark>1</mark>
Small Rural	28		44			20	5 2 <mark>1</mark>
Men	25		47			20	5 21
Women	28		44			21	5 2 <mark>1</mark>
18-34	26		48			19	52
35-49	27		45			20	5 3 <mark>1</mark>
50-64	25		45			21	6 2 <mark>1</mark>
65+	28		44			21	4 2 2
	■ Very good	Good	Average	Poor	■Very po	oor Can't	say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 38

## **Art centres and libraries importance**

# W)

### 2019 Art centres and libraries importance (index scores)

-		2018	2017	2016	2015	2014	2013	2012
Women	69▲	69	69	70	70	70	70	71
Metropolitan	67▲	67	67	68	69	n/a	n/a	n/a
65+	66	67	66	67	67	68	69	68
35-49	65	65	66	66	67	66	67	67
Overall	65	65	64	66	65	66	66	66
50-64	65	65	64	65	65	66	67	67
18-34	64	62	61	64	63	63	64	64
Interface	64	67	62	66	64	n/a	n/a	n/a
Large Rural	64	62	63	63	63	n/a	n/a	n/a
Regional Centres	63	63	62	64	66	n/a	n/a	n/a
Small Rural	63	61	61	65	62	n/a	n/a	n/a
Men	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: 18 Note: Please see Appendix A for explanation of significant differences.

# **Art centres and libraries importance**

#### 2019 Art centres and libraries importance (%)

2019 Overall	17	39	33	9 21
2018 Overall	16	39	34	9 21
2017 Overall	15	39	34	9 2 <mark>1</mark>
2016 Overall	18	40	30	9 3 <mark>1</mark>
2015 Overall	16	40	33	8 2 <mark>1</mark>
2014 Overall	17	40	33	8 <mark>1</mark> 1
2013 Overall	16	42	33	7 1
2012 Overall	17	42	33	7 21
Metropolitan	19	41	31	7 11
Interface	16	38	31	10 3 <mark>1</mark>
Regional Centres	15	37	34	10 3 <mark>1</mark>
Large Rural	16	35	36	9 21
Small Rural	16	36	34	11 3 <mark>1</mark>
Men	14	35	35	13 3 <mark>1</mark>
Women	20	43	31	5 <mark>1</mark> 1
18-34	17	36	35	10 2
35-49	18	38	34	9 <mark>2</mark> 1
50-64	17	38	33	92
65+	16	43	30	7 3 <mark>1</mark>
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>	

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

## **Art centres and libraries performance**



#### 2019 Art centres and libraries performance (index scores)

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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 25 Note: Please see Appendix A for explanation of significant differences.

# **Art centres and libraries performance**

### 2019 Art centres and libraries performance (%)

2019 Overall	26		42			17	4 1	10
2018 Overall	25		42			18	4 1	10
2017 Overall	23		43			18	4 1	10
2016 Overall	23		42		18		5 2	10
2015 Overall	23		44			18	4 1	9
		_						
2014 Overall	27		44			17	3 1	8
2013 Overall	25		44			18	4 2	8
2012 Overall	24		44			19	52	7
Metropolitan	27		43			16	3 1	10
Interface	28		40		1:	5	4 2	12
Regional Centres	26		44			20	3 1	7
Large Rural	23		42		18		5 <mark>1</mark>	11
Small Rural	25		42			18	4 1	9
Men	22		43		19	9	3 1	12
Women	29		42			16	4 1	8
18-34	24		45			19	3 1	8
35-49	27		42			16	5 1	9
50-64	22		42		19		4 1	12
65+	29		41			16	3 1	11
	■ Very good	Good	■ Average	Poor	Very poor		Can't say	

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 25

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# **Community and cultural activities importance**

# W

#### 2019 Community and cultural activities importance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Women		64▲	64	65	66	66	65	65	65
Interface		62	61	57	63	59	n/a	n/a	n/a
Regional Centres		62	62	62	62	63	n/a	n/a	n/a
Small Rural		62	60	62	64	65	n/a	n/a	n/a
18-34		61	63	61	64	63	62	62	63
50-64		61	59	60	61	61	61	62	61
Overall		61	61	61	62	62	62	62	62
35-49		61	60	63	62	62	62	61	60
65+		61	61	61	61	61	61	63	62
Large Rural		61	60	61	61	61	n/a	n/a	n/a
Metropolitan	6	S0▼	61	61	62	62	n/a	n/a	n/a
Men	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: 20 Note: Please see Appendix A for explanation of significant differences.

# **Community and cultural activities importance**

2019 Community and cultural activities importance (%)

2019 Overall	12	35	40	10	21
2018 Overall	12	34	40	10	21
2017 Overall	12	35	39	11	21
2016 Overall	12	37	38	10	21
2015 Overall	11	37	40	10	2
2014 Overall	11	37	41	9	11
2013 Overall	11	37	41	9	21
2012 Overall	11	37	39	10	21
Metropolitan	11	35	41	10	21
Interface	12	39	37	11	11
Regional Centres	13	36	38	9	21
Large Rural	11	34	42	10	3
Small Rural	13	38	36	9	4 1
Men	9	31	42	13	4 1
Women	14	39	38	7	11
18-34	12	34	42	10	2
35-49	13	34	40	10	3
50-64	12	36	40	10	21
65+	10	38	38	9	3 2
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all impo</li></ul>			

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

# **Community and cultural activities performance**

#### 2019 Community and cultural activities performance (index scores)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Note: Please see Appendix A for explanation of significant differences.

# **Community and cultural activities performance**

#### 2019 Community and cultural activities performance (%)

2019 Overall	17		42		25	6 <mark>1</mark>	9
2018 Overall	17		42		25	52	9
2017 Overall	17		42		25	5 <mark>1</mark>	10
2016 Overall	17		41		25	5 2	9
2015 Overall	18		43		25	5 1	7
2014 Overall	18		44		24	5 <mark>1</mark>	8
2013 Overall	17		44		25	5 <mark>1</mark>	8
2012 Overall	15		44		26	5 <mark>1</mark>	9
Metropolitan	19		42		23	5 <mark>1</mark>	10
Interface	17		42		23	6 2	10
Regional Centres	18		43		26	6	2 6
Large Rural	16		41		27	62	8
Small Rural	15	Z	10		30	7 2	7
Men	15		41		26	6 2	10
Women	20		42		24	5 1	7
18-34	15		42		27	7 2	7
35-49	19		43		23	6 2	7
50-64	18		39		27	6 2	8
65+	19		41		23	4 1	12
	■Very good	Good	■ Average	Poor	■ Very poor	Can't say	

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

# **Waste management importance**

# W)

#### 2019 Waste management importance (index scores)

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29 Note: Please see Appendix A for explanation of significant differences.

# **Waste management importance**

### 2019 Waste management importance (%)

2019 Overall	41	44	13 <mark>1</mark>
2018 Overall	42	43	13 1
2017 Overall	36	46	16 <mark>1</mark>
2016 Overall	38	45	14 <mark>21</mark> 1
2015 Overall	35	46	16 <mark>1</mark>
2014 Overall	35	47	16 <mark>11</mark>
2013 Overall	36	47	15 <mark>1</mark>
2012 Overall	32	49	16 <mark>11</mark>
Metropolitan	46	43	10 1
Interface	43	44	11 <mark>1</mark>
Regional Centres	39	44	14 <mark>1</mark>
Large Rural	39	44	14 2
Small Rural	37	46	15 <mark>11</mark>
Men	37	46	15 2
Women	45	43	10 1
18-34	38	44	16 <mark>1</mark>
35-49	44	41	13 <mark>1</mark>
50-64	44	42	11 <mark>11</mark>
65+	40	48	10 <mark>11</mark>
		ery importantE Fairly importantot at all importantCan't say	

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29

## Waste management performance

# W

#### 2019 Waste management performance (index scores)

-	1	2018	2017	2016	2015	2014	2013	2012
Metropolitan	7	<b>3▲</b> 75	75	76	77	n/a	n/a	n/a
65+	72	73	74	74	75	75	74	75
Interface	704	68	71	71	73	n/a	n/a	n/a
Men	<b>6</b> 9▲	70	71	70	72	73	72	72
18-34	68	70	71	70	73	74	73	73
Overall	68	70	71	70	72	73	71	72
Regional Centres	68	70	69	69	71	n/a	n/a	n/a
Women	68	70	71	70	72	72	70	72
Small Rural	66 <b>▼</b>	69	70	69	71	n/a	n/a	n/a
35-49	66 <b>▼</b>	69	70	68	69	71	69	69
50-64	66 <b>▼</b>	68	69	67	70	71	69	70
Large Rural	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: 40 Note: Please see Appendix A for explanation of significant differences.

# Waste management performance

#### 2019 Waste management performance (%)

2019 Overall	23		42			21	8	4 2
2018 Overall	24		45			18	7	32
2017 Overall	25		44			18	6	3 3
2016 Overall	24		45			18	7	4 2
2015 Overall	25		47			17	6	32
2014 Overall	26		47	7		16	5	32
2013 Overall	24		47			18	6	32
2012 Overall	24		48			17	(	6 <mark>2</mark> 2
Metropolitan	28		4	4		18		5 <mark>2</mark> 2
Interface	25		44			17	8	31
Regional Centres	24		42			19	8	5 2
Large Rural	18		40		24		10	5 4
Small Rural	20		41		2	22	9	4 3
Men	24		43			20	8	4 2
Women	22		41		4	22	9	4 3
18-34	23		42			21	8	4 2
35-49	20		43		2	21	10	5 2
50-64	21		40		2	3	10	4 2
65+	27		43			19	6	3 3
	■ Very good	Good	Average	Poor	■Very p	oor	Can't say	

# **Business and community development and tourism importance**



#### 2019 Business/development/tourism importance (index scores)



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

# **Business and community development and tourism importance**



2019 Business/development/tourism importance (%)

2019 Overall	19	36	32	9 21
2018 Overall	21	36	31	9 21
2017 Overall	21	38	30	8 21
2016 Overall	21	38	30	8 2 2
2015 Overall	21	38	31	7 21
2014 Overall	20	38	31	8 1 <mark>1</mark>
2013 Overall	20	39	31	8 21
2012 Overall	18	39	31	9 21
Metropolitan	11	29	39	16 <b>4 2</b>
Regional Centres	28	41	25	4 <mark>1</mark> 1
Large Rural	15	38	35	9 21
Small Rural	25	41	26	5 21
Men				
MEII	18	35	32	12 3 <mark>1</mark>
Women	18 21			
		35	32	12 3 <mark>1</mark>
Women	21	35 37	32 31	12 3 <mark>1</mark> 7 2 2
Women 18-34	21 18	35 37 33	32 31 35	12 3 1 7 2 2 12 11
Women 18-34 35-49	21 18 21	35 37 33 35	32 31 35 32	12 3 1 7 2 2 12 11 9 2 1

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18

# **Business and community development and tourism performance**



#### 2019 Business/development/tourism performance (index scores)

-			2018	2017	2016	2015	2014	2013	2012
Interface		66▲	65	66	n/a	63	n/a	n/a	n/a
65+	6	62	62	64	62	63	63	63	63
Women	6	32▲	62	63	62	63	63	63	63
18-34	6	62	62	63	63	64	64	64	64
Large Rural	6	62	61	60	59	59	n/a	n/a	n/a
Regional Centres	61	1	59	61	62	63	n/a	n/a	n/a
Overall	61	1	60	61	60	61	62	62	62
Metropolitan	60	▼	60	60	62	62	n/a	n/a	n/a
35-49	59	▼	59	60	59	60	60	60	60
Men	59	▼	59	60	59	59	60	61	60
Small Rural	59	▼	59	64	61	63	n/a	n/a	n/a
50-64	58	,	58	58	59	59	59	59	59
-									

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

# **Business and community development and tourism performance**



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

2019 Business/development/tourism performance (%)

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 22

# **Council's general town planning policy importance**

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

2019 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: 12 Note: Please see Appendix A for explanation of significant differences.

# **Council's general town planning policy importance**

### 2019 Town planning importance (%)

2019 Overall	26	40	25	3 1 4
2018 Overall	27	40	24	4 1 3
2017 Overall	26	41	24	4 1 4
2016 Overall	27	40	24	4 1 5
2015 Overall	25	41	25	4 1 4
2014 Overall	25	41	25	4 1 5
2013 Overall	25	42	25	4 1 4
2012 Overall	25	42	24	4 1 4
Metropolitan	25	40	26	3 1 4
Interface	26	38	25	4 <mark>1</mark> 5
<b>Regional Centres</b>	21	43	26	4 <mark>1</mark> 5
Large Rural	27	41	23	4 <mark>1</mark> 5
Small Rural	39	37	18	3 <mark>1</mark> 1
Men	24	40	26	5 <mark>1</mark> 4
Women	28	41	23	215
18-34	17	39	34	5 <mark>1</mark> 5
35-49	29	38	25	4 1 3
50-64	34	40	20	3 1 3
65+	29	44	18	216
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>		airly important Can't say	

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 12

# **Council's general town planning policy performance**

#### 2019 Town planning performance (index scores)

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

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 19 Note: Please see Appendix A for explanation of significant differences.

# **Council's general town planning policy performance**

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

#### 2019 Town planning performance (%)

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 19

# **Planning and building permits importance**



### 2019 Planning and building permits importance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
65+		75	75	75	74	74	74	74	74
50-64		75▲	74	74	74	73	73	74	74
Metropolitan		74▲	74	76	74	74	n/a	n/a	n/a
Women		73▲	73	74	74	73	74	73	73
35-49		72	71	72	71	72	72	72	72
Overall	7	71	71	72	71	71	71	71	71
Interface		71	71	69	69	69	n/a	n/a	n/a
Regional Centres		71	71	69	69	70	n/a	n/a	n/a
Large Rural		71	70	72	70	71	n/a	n/a	n/a
Small Rural	7	0	68	68	71	70	n/a	n/a	n/a
Men	7	<b>′</b> 0 <b>▼</b>	69	70	69	69	69	69	69
18-34	66		64	66	67	66	66	65	66

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Note: Please see Appendix A for explanation of significant differences.

# **Planning and building permits importance**

#### 2019 Planning and building permits importance (%)

2019 Overall	26	39	25	6 <mark>1</mark> 3
2018 Overall	26	39	25	6 <mark>2</mark> 2
2017 Overall	27	38	25	5 1 3
2016 Overall	26	39	25	6 2 3
2015 Overall	26	39	27	5 <mark>1</mark> 2
2014 Overall	25	41	25	5 1 3
2013 Overall	25	40	27	5 <mark>1</mark> 2
2012 Overall	25	41	25	5 <mark>1</mark> 3
Metropolitan	31	39	21	5 <mark>1</mark> 2
Interface	26	41	24	5 2 3
Regional Centres	23	41	27	5 1 4
Large Rural	26	38	25	7 2 3
Small Rural	25	39	27	6 2 2
Men	25	38	26	7 2 2
Women	28	40	24	4 1 3
18-34	19	35	34	8 <mark>1</mark> 2
35-49	29	37	25	6 21
50-64	32	40	21	4 2 2
65+	27	45	18	4 <mark>1</mark> 5
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>		Fairly important Can't say	

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

## **Planning and building permits performance**

# W)

#### 2019 Planning and building permits performance (index scores)

-		2018	2017	2016	2015	2014	2013	2012
Regional Centres	58▲	57	60	55	57	n/a	n/a	n/a
18-34	57▲	57	55	55	58	58	59	60
Interface	55▲	54	46	46	49	n/a	n/a	n/a
Metropolitan	53	51	49	50	53	n/a	n/a	n/a
Women	52	52	51	52	54	54	55	54
Overall	52	52	51	50	54	53	55	54
35-49	51	50	49	48	53	51	54	51
Men	51▼	51	50	49	53	53	54	53
65+	50▼	50	51	50	53	53	54	53
Large Rural	49▼	49	48	50	54	n/a	n/a	n/a
Small Rural	48▼	51	51	50	53	n/a	n/a	n/a
50-64	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: 27 Note: Please see Appendix A for explanation of significant differences.

# **Planning and building permits performance**



### 2019 Planning and building permits performance (%)

		04		00		40	00
2019 Overall	6	24		26		13 9	22
2018 Overall	5	24		27		13 8	23
2017 Overall	5	23		27	1	4 9	23
2016 Overall	5	22		25	13	8	27
2015 Overall	6	25		28		12 6	23
2014 Overall	5	25		26		12 7	25
2013 Overall	6	26		27		12 6	23
2012 Overall	5	26		27		12 7	23
Metropolitan	6	25		27		13 7	22
Interface	6	25		23	12	6	29
Regional Centres	8	29		2	28	7 6	22
Large Rural	5	23		25	15	5 10	22
Small Rural	5	20		28	1	6 11	20
Men	6	24		26		14 1	0 19
Women	5	23		26	1	3 7	25
18-34	7	29		28	3	9 6	6 21
35-49	6	25		25		14 9	21
50-64	4	20		27	16	11	21
65+	5	20		26	14	8	26
		■ Very good	Good	Average	Poor	Very poor	Can't say

Q2. How has Council performed on 'Planning and building permits' over the last 12 months? Base: All respondents. Councils asked state-wide: 27

# **Environmental sustainability importance**



#### 2019 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: 22 Note: Please see Appendix A for explanation of significant differences.

# **Environmental sustainability importance**

# W

### 2019 Environmental sustainability importance (%)

2019 Overall	33	39	21	5 2 <mark>1</mark>
2018 Overall	31	39	23	5 <mark>2</mark> 1
2017 Overall	29	40	24	5 2 <mark>1</mark>
2016 Overall	30	40	21	6 2 <mark>1</mark>
2015 Overall	29	41	23	5 <mark>1</mark> 1
2014 Overall	29	40	24	5 2 <mark>1</mark>
2013 Overall	27	42	24	5 21
2012 Overall	26	41	24	6 2 <mark>1</mark>
Metropolitan	35	38	19	5 21
Regional Centres	33	38	20	6 <mark>2</mark> 1
Large Rural	32	39	22	4 3 1
Small Rural	30	39	22	5 21
Men	27	37	24	7 31
Women	39	40	17	3 <mark>1</mark> 1
18-34	38	39	18	4 <mark>1</mark> 1
35-49	33	38	22	52
50-64	34	35	22	5 3 <mark>1</mark>
65+	28	41	21	6 3 2
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Fairly in</li> <li>Not at all important</li> <li>Can't s</li> </ul>		

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22

# **Environmental sustainability performance**



#### 2019 Environmental sustainability performance (index scores)

-	1		2018	2017	2016	2015	2014	2013	2012
Metropolitan		64▲	64	64	64	65	n/a	n/a	n/a
18-34		63▲	64	64	64	65	65	66	67
Regional Centres		63	64	65	63	63	n/a	n/a	n/a
65+		63▲	63	64	63	65	65	65	65
Men		62	63	64	62	64	64	64	64
35-49		62	63	64	63	63	64	64	63
Overall		62	63	64	63	64	64	64	64
Women		62	63	63	63	64	64	64	65
Large Rural		61	61	62	62	64	n/a	n/a	n/a
Interface	6	60	64	62	60	63	n/a	n/a	n/a
50-64	59	9▼	61	62	61	62	62	62	62
Small Rural	59	9▼	62	63	61	63	n/a	n/a	n/a

# **Environmental sustainability performance**



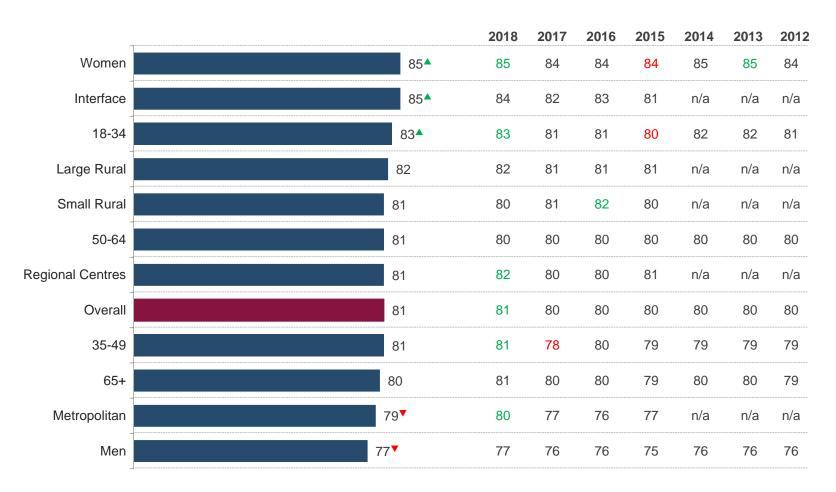
#### 2019 Environmental sustainability performance (%)

2019 Overall	11	35		31		9	3	12
2018 Overall	10	37		30		8	2	12
2017 Overall	10	37		29		7	2	14
2016 Overall	11	36		30		8	3	13
2015 Overall	10	39		3	0	7	2	13
2014 Overall	11	39			29	6	2	12
2013 Overall	11	40			29	7	2	12
2012 Overall	11	39			29	7	2	12
Metropolitan	13	35		29		8	2	14
Interface	9	37		29		10	5	10
Regional Centres	11	38		2	30	9	3	9
Large Rural	10	36		31		9	3	11
Small Rural	9	31		36		9	4	11
Men	11	36		30		9	3	12
Women	11	35		31		9	3	11
18-34	12	39			30		9 2	8
35-49	11	36		29		9	3	12
50-64	9	31		33		10	4	13
65+	11	34		32		7	2	14
	■ Very good	Good	Average	Poor	Very poor		Can't say	

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months? Base: All respondents. Councils asked state-wide: 27

### **Emergency and disaster management importance**

#### 2019 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: 18 Note: Please see Appendix A for explanation of significant differences.

# **Emergency and disaster management importance**

2019 Emergency and disaster management importance (%)

2019 Overall	47		35	13 <mark>3 11</mark>
2018 Overall	48		33	14 3 <mark>1</mark> 1
2017 Overall	45		34	14 <mark>4 1</mark> 1
2016 Overall	45		36	14 3 <mark>1</mark> 1
2015 Overall	44		35	15 4 <mark>11</mark>
2014 Overall	45		34	14 <mark>4 1</mark> 1
2013 Overall	46		34	14 <mark>4 1</mark> 1
2012 Overall	43		38	14 <mark>4 1</mark> 1
Metropolitan	43		36	15 4 12
Interface	55	5	32	8 <mark>3 1</mark> 1
Regional Centres	48		34	13 4 <mark>11</mark>
Large Rural	47		36	13 2 <mark>1</mark> 1
Small Rural	48		33	14 <mark>21</mark> 1
Men	40		35	17 5 2 <mark>1</mark>
Women	53		34	9 <mark>11</mark> 1
18-34	51		33	12 3 1
35-49	48		33	15 3 2
50-64	49		32	14 3 <mark>1</mark> 1
65+	41		40	12 3 2 3
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>	

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

### **Emergency and disaster management performance**

#### 2019 Emergency and disaster management performance (index scores)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Note: Please see Appendix A for explanation of significant differences.

# **Emergency and disaster management performance**

#### 2019 Emergency and disaster management performance (%)

	00	20		4.0	1 0	40
2019 Overall	20	38		18	42	19
2018 Overall	18	39		19	4 2	18
2017 Overall	17	37		19	4 2	21
2016 Overall	17	36		19	4 2	21
2015 Overall	17	39		19	52	18
2014 Overall	20	38		18	4 2	18
2013 Overall	19	37		20	5	2 17
2012 Overall	19	38		20	5	2 16
Metropolitan	13	33	19	3 1		31
Interface	22	35		16	3 2	22
Regional Centres	26	41			16	4 <mark>1</mark> 13
Regional Centres Large Rural	26 22	41 39		18	16 4	4 1 13 2 16
				18	4	2 16
Large Rural	22	39			4	2 16
Large Rural Small Rural	22 22	39 39		18	4	2 16 2 15
Large Rural Small Rural Men	22 22 19	39 39 37		18 19	4 4 4 2	2 16 2 15 19
Large Rural Small Rural Men Women	22 22 19 22	39 39 37 38		18 19	4 4 4 2 3 1	<ol> <li>2</li> <li>2</li> <li>15</li> <li>19</li> <li>19</li> </ol>
Large Rural Small Rural Men Women 18-34	22 22 19 22 23	39 39 37 38 44		18 19 16	4 4 2 3 1 16	2 16 2 15 19 19 4 2 12
Large Rural Small Rural Men Women 18-34 35-49	22 22 19 22 23 19	39 39 37 38 44 39		18 19 16 16	4 4 2 3 1 16 4 2	2 16 2 15 19 19 4 2 12 21

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

# Planning for population growth in the area importance

#### 2019 Population growth importance (index scores)



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

# Planning for population growth in the area importance

### 2019 Population growth importance (%)

2019 Overall	38	35	19	5 1 <mark>1</mark>
2018 Overall	39	36	18	4 <mark>1</mark> 1
2017 Overall	36	38	19	4 <mark>1</mark> 1
2016 Overall	35	37	20	5 12
2015 Overall	34	38	21	4 21
2014 Overall	33	38	21	5 <mark>1</mark> 2
2013 Overall	34	38	20	5 <mark>1</mark> 1
2012 Overall	34	39	19	5 <mark>1</mark> 1
Metropolitan	38	36	18	5 12
Interface	47	31	16	4 21
Regional Centres	33	39	21	4 <mark>1</mark> 1
Large Rural	41	32	18	5 21
Men	35	36	21	5 <mark>2</mark> 1
Women	42	35	17	4 1 2
18-34	35	34	24	5 <mark>1</mark> 1
35-49	44	33	17	5 1
50-64	42	35	17	3 <mark>1</mark> 1
65+	34	40	16	5 2 3
		Very importantFairly importantNot at all importantCan't say	nt	

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: 11

2013

2012

# **Planning for population growth in the area performance**

#### 2017 2014 2018 2016 2015 **Regional Centres** 62 62 62 59 61 n/a

2019 Population growth performance (index scores)

egional Centres		62▲	62	62	59	61	n/a	n/a	n/a
18-34	57	▲	56	57	55	60	59	59	58
65+	52		51	52	52	54	55	55	52
Men	52		52	53	52	54	54	54	52
Overall	52		52	52	51	54	54	54	52
Women	52		52	52	51	55	55	54	52
Metropolitan	52		50	51	51	54	n/a	n/a	n/a
Small Rural	51		n/a						
50-64	49▼		50	49	48	50	51	50	49
Large Rural	49▼		48	48	47	50	n/a	n/a	n/a
35-49	49▼		51	50	49	51	52	51	48
Interface	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: 17 Note: Please see Appendix A for explanation of significant differences.

# **Planning for population growth in the area performance**

### 2019 Population growth performance (%)

2019 Overall	7	25		29		16	8	15
2018 Overall	8	24		30		16	8	14
2017 Overall	7	24		29		16	7	16
2016 Overall	6	23		30		16	8	16
2015 Overall	7	28		30		14	6	15
2014 Overall	7	28		30		15	6	15
2013 Overall	7	26		31		14	6	17
2012 Overall	6	25		31		16	7	14
Metropolitan	5	23		31		15	6	19
Interface	6	23		28		21	10	12
Regional Centres	14		34		26		10 4	4 12
Regional Centres Large Rural	14 5	24	34	28	26	19	10 4 10	4 12 14
-		24 23	34	28 27	26	19 18		
Large Rural	5		34		26		10	14
Large Rural Small Rural	5	23	34	27	26	18	10 9	14 15
Large Rural Small Rural Men	5 8 7	23 26 24	34	27 28 29	26	18 17	10 9 8 7	14 15 13
Large Rural Small Rural Men Women	5 8 7 7	23 26 24		27 28 29		18 17	10 9 8 7	14 15 13 16
Large Rural Small Rural Men Women 18-34	5 8 7 7 10	23 26 24		27 28 29 2		18 17 16	10 9 8 7 13	14 15 13 16 5 11
Large Rural Small Rural Men Women 18-34 35-49	5 8 7 7 10 5	23 26 24 24 24		27 28 29 28 28		18 17 16 19	10 9 8 7 13 (	14 15 13 16 6 11 14

#### **Roadside slashing and weed control importance**

#### 2019 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: 7 Note: Please see Appendix A for explanation of significant differences.

#### **Roadside slashing and weed control importance**

2019 Roadside slashing and weed control importance (%)

2019 Overall	30	41		24	4 1
2018 Overall	29	40		25	4 1
2017 Overall	30	40		25	4 <mark>1</mark> 1
2016 Overall	28	42		23	5 <mark>1</mark> 1
2015 Overall	28	40		26	5 <mark>1</mark>
2014 Overall	32	40		23	4 <mark>1</mark>
2013 Overall	30	42		24	4 <mark>1</mark>
2012 Overall	24	42		28	5 <mark>1</mark> 1
Metropolitan	17	38	35		9 <mark>1</mark> 1
Interface	26	43		24	5 <mark>1</mark>
Large Rural	35	37		23	4 <mark>1</mark>
Small Rural	31	45		21	31
Men	25	41		27	5 <mark>1</mark> 1
Women	34	40		22	3
18-34	22	34	34		9 <mark>1</mark>
35-49	32	40		24	3
50-64	36	42		17	3
65+	29	46		21	21
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>		

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

#### **Roadside slashing and weed control performance**

#### 2019 Roadside slashing and weed control performance (index scores)



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. \*Caution: small sample size < n=30

#### **Roadside slashing and weed control performance**

#### 2019 Roadside slashing and weed control performance (%)

2019 Overall	12	34		28		15	9 2
2018 Overall	10	34		29		16	9 3
2017 Overall	10	31		27		18	11 3
2016 Overall	11	34		28		15	9 3
2015 Overall	10	32		30		16	92
2014 Overall	11	32		28		17	10 3
2013 Overall	11	35		28		16	8 2
2012 Overall	14	38			28		12 5 3
Metropolitan	18		49			21	7 2 3
Interface	12	40			27		12 <b>6 3</b>
Degional Contrac*				100			
Regional Centres*				100			
Large Rural	10	29		29		19	11 2
	10 11	29 31				19 16	11 2 9 2
Large Rural				29			
Large Rural Small Rural	11	31		29 31		16	9 2
Large Rural Small Rural Men	11	31 36		29 31 28	25	16 15	9 2 10 2
Large Rural Small Rural Men Women	11 11 12	31 36 32		29 31 28	25	16 15	92 102 83
Large Rural Small Rural Men Women 18-34	11 11 12 14	31 36 32 41		29 31 28 29	25	16 15 16	9 2 10 2 8 3 12 5 2
Large Rural Small Rural Men Women 18-34 35-49	11 11 12 14 13	31 36 32 41 34		29 31 28 29 26	25	16 15 16 17	9 2 10 2 8 3 12 5 2 9 2

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 13 \*Caution: small sample size < n=30

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#### Maintenance of unsealed roads in your area importance

#### 2019 Unsealed roads importance (index scores)



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

#### Maintenance of unsealed roads in your area importance

#### 2019 Unsealed roads importance (%)

2019 Overall	41	39	16	2 <mark>1</mark> 1
2018 Overall	43	38	15	3 <mark>1</mark> 1
2017 Overall	39	39	17	3 <mark>1</mark> 1
2016 Overall	40	37	17	3 1 2
2015 Overall	39	39	18	3 <mark>1</mark> 1
2014 Overall	39	38	17	3 <mark>1</mark> 1
2013 Overall	44	39	14	2 <mark>1</mark> 1
2012 Overall	41	39	15	211
Interface	47	34	15	3 1
Regional Centres	33	40	20	4 <mark>2</mark> 1
Large Rural	41	39	17	2 <mark>1</mark> 1
Small Rural	44	40	13	21
Men	37	41	17	3 <mark>1</mark> 1
Women	45	37	14	21
18-34	40	36	20	3 1
35-49	44	36	16	3 1
50-64	46	36	14	2 <mark>1</mark> 1
65+	36	46	14	22
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Not at all important</li> <li>Can't say</li> </ul>		

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

#### Maintenance of unsealed roads in your area performance

#### 2019 Unsealed roads performance (index scores)

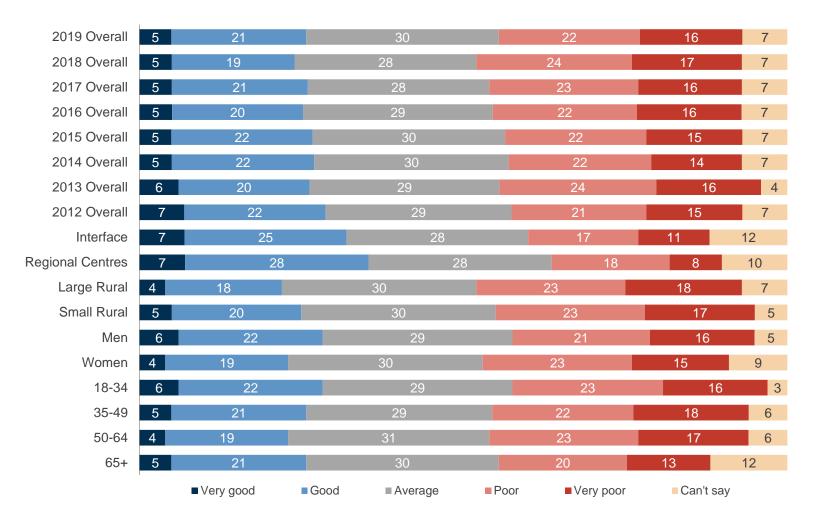


Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Note: Please see Appendix A for explanation of significant differences.

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#### Maintenance of unsealed roads in your area performance

#### 2019 Unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 23

#### **Business and community development importance**

#### 2019 Business/community development importance (index scores)

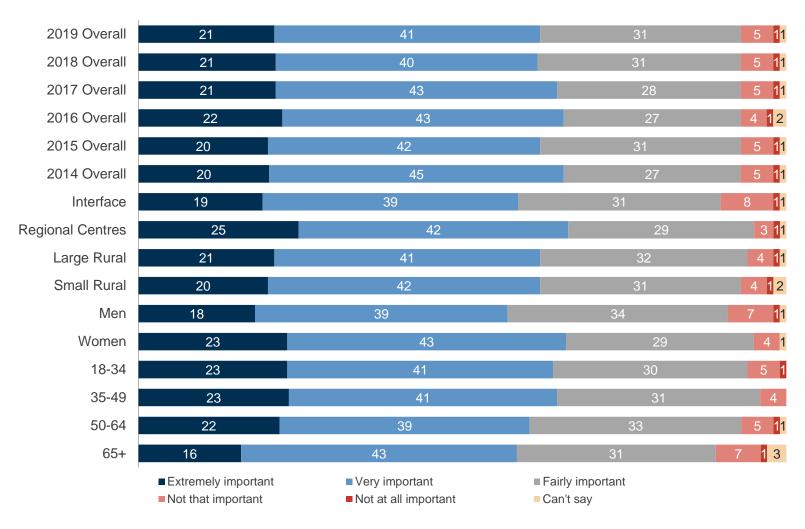


Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Note: Please see Appendix A for explanation of significant differences.

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#### **Business and community development importance**

2019 Business/community development importance (%)



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

#### **Business and community development performance**

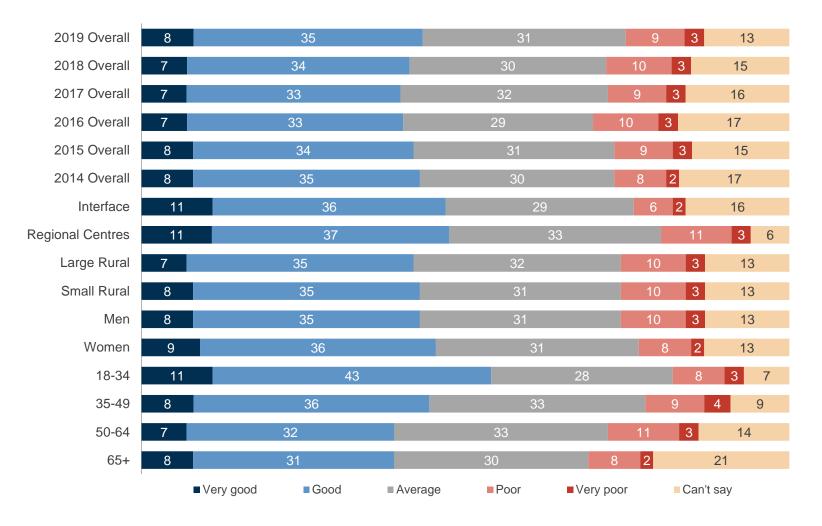
#### 2019 Business/community development performance (index scores)



Q2. How has Council performed on 'Business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Note: Please see Appendix A for explanation of significant differences.

#### **Business and community development performance**

2019 Business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11

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#### **Tourism development importance**

# W

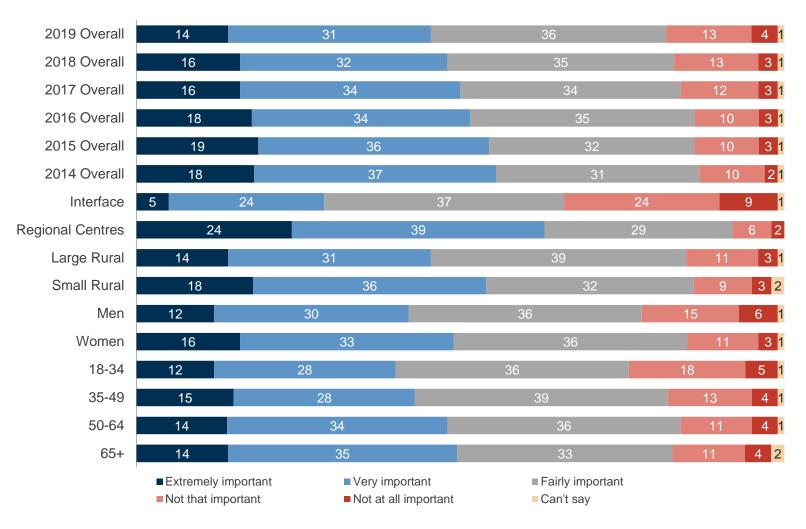
#### 2019 Tourism development importance (index scores)



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**

#### 2019 Tourism development importance (%)



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

#### **Tourism development performance**

# W)

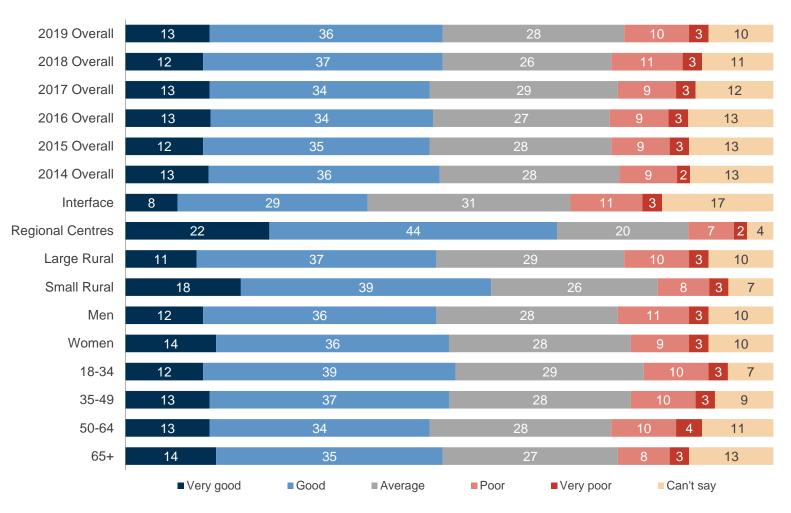
#### 2019 Tourism development performance (index scores)



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

#### **Tourism development performance**

# \_\_\_\_\_**\**



2019 Tourism development performance (%)

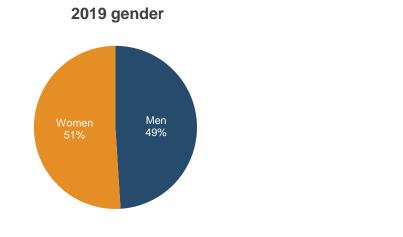
Q2. How has Council performed on 'Tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 15 JWSRESEARCH 160

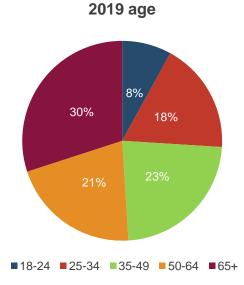
# Detailed demographics



#### **Gender and age profile**



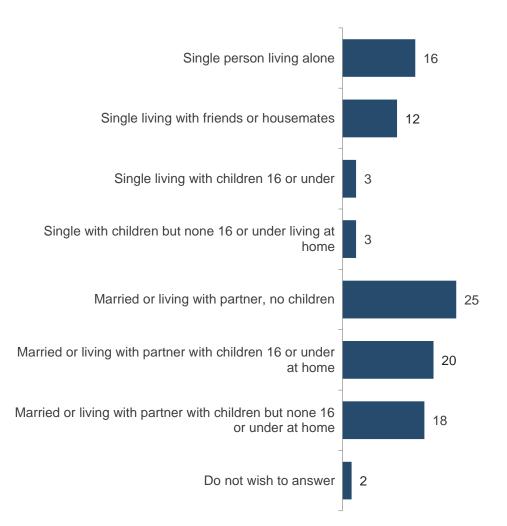




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#### **Household structure**

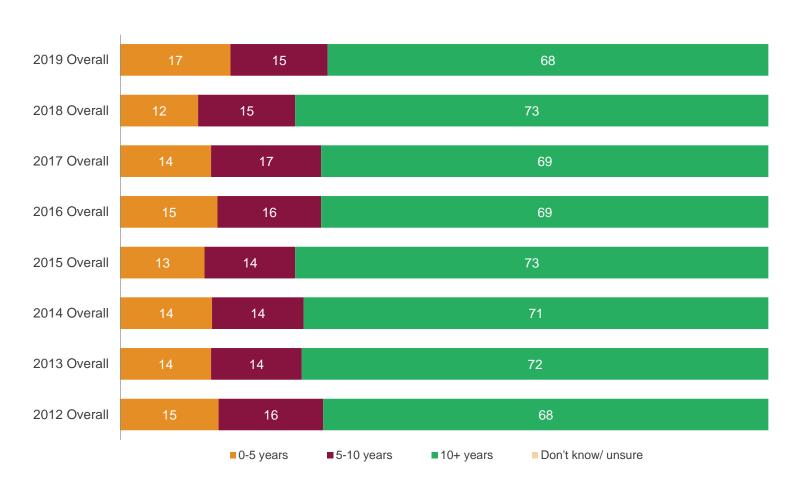




#### 2019 household structure (%)

#### Years lived in area



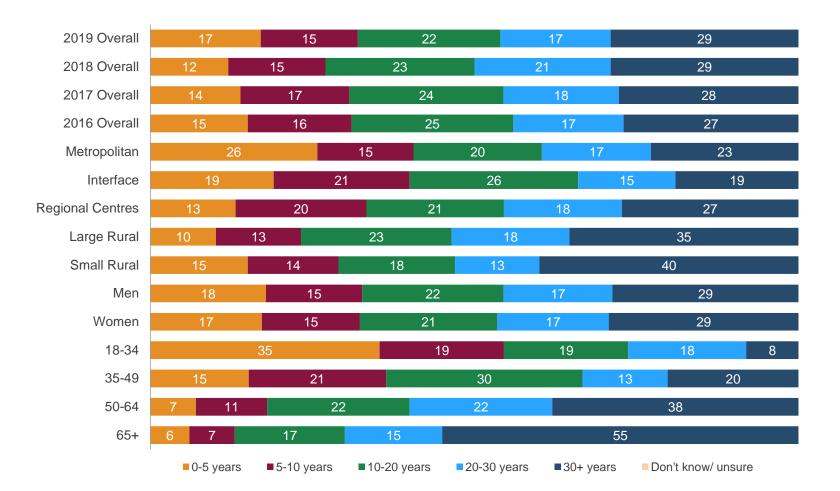


#### Years lived in area (%)

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: 13 J W S R E S E A R C H 164

#### Years lived in area





#### Years lived in area (%)

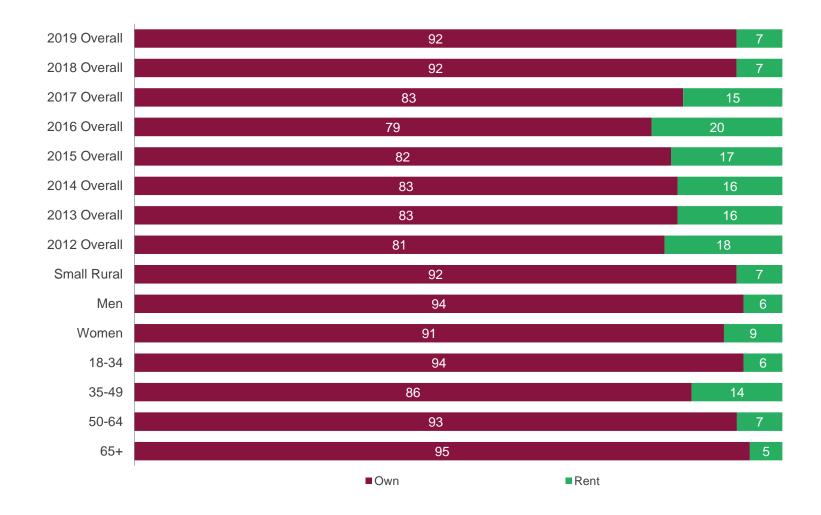
S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked state-wide: 13 Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last four years of data only.

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#### **Home ownership**

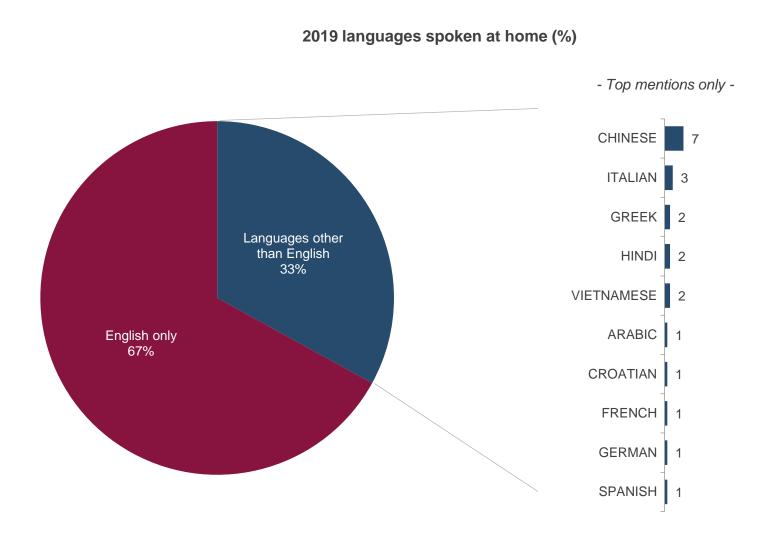


Home ownership (%)



#### Languages spoken at home

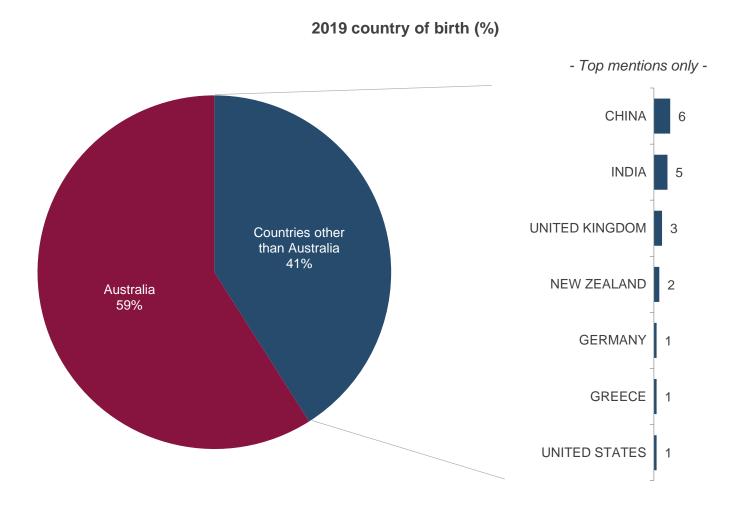




Q11. What languages, other than English, are spoken regularly in your home? Base: All respondents. Councils asked state-wide: 5 Note: Respondents could name multiple languages so responses may add to more than 100%

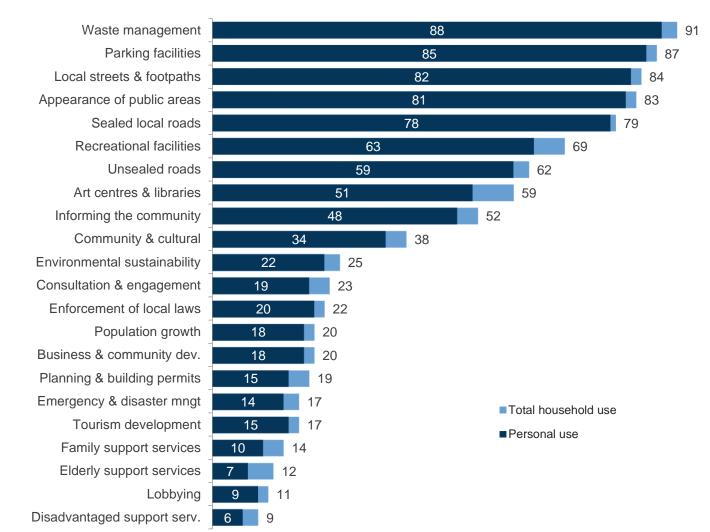
#### **Country of birth**





# Personal and household use and experience of council services





#### 2019 personal and household use and experience of services (%)

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Base: All respondents. Councils asked state-wide: 10

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



#### Appendix A: Index Scores

#### **Index Scores**

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

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

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the 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 2019 State-wide Local Government Community Satisfaction Survey was n=26,739. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=26,739 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error are listed in the aside table, based on a population of 3,442,800 people aged 18 years or over across the State, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	26,739	25,200	+/-0.6
Men	12,781	12,431	+/-0.9
Women	13,958	12,769	+/-0.8
Metropolitan	6,310	5,600	+/-1.2
Interface	2,101	2,000	+/-2.1
Regional Centres	3,204	3,200	+/-1.7
Large Rural	7,908	7,200	+/-1.1
Small Rural	7,216	7,200	+/-1.2
18-34 years	3,368	6,446	+/-1.7
35-49 years	5,290	5,883	+/-1.3
50-64 years	7,569	5,416	+/-1.1
65+ years	10,512	7,455	+/-1.0

#### Appendix A: Significant difference reporting notation



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

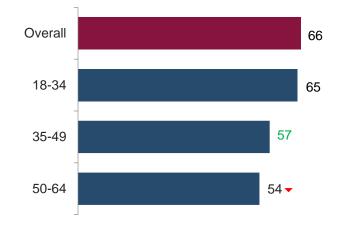
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Overall' result for the State for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2018. Therefore in the example below:

• The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2018.

#### Overall Performance – Index Scores (example extract only)



#### Appendix A: Index score significant difference calculation



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

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

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.

# **Appendix B: Further project information**



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



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

- Survey methodology and sampling
- · Analysis and reporting
- Glossary of terms

#### Contacts

For further queries about the conduct and reporting of the 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

#### Appendix B: Survey methodology and sampling



The 2019 results are compared with previous years, as detailed below:

- 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 area.

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

A total of n=26,739 completed interviews were achieved across the State. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

In 2019, 63 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 2012-2019 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

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

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



#### 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2019 have been made throughout this report as appropriate.



#### 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 2019 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2019 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

#### Reporting

Every council that participated in the 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

satisfaction-survey.

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





#### Appendix B: Glossary of terms

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

**CSS**: 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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