



2022 Local Government Community Satisfaction Survey

State-wide Report

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

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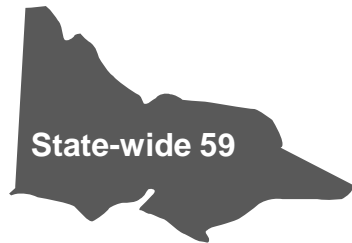
Key findings and recommendations



State-wide performance – at a glance

Overall council performance

Results shown are index scores out of 100.



Top 4 performing areas



Art centres and libraries



Appearance of public areas



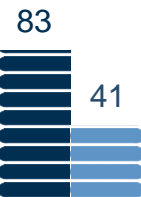
Recreational facilities



Covid-19 response

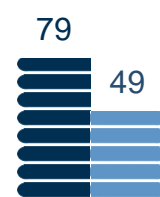


Top 3 areas for improvement



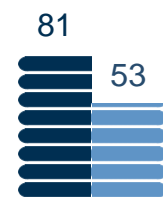
Unsealed roads

-42



Slashing & weed control

-30



Sealed local roads

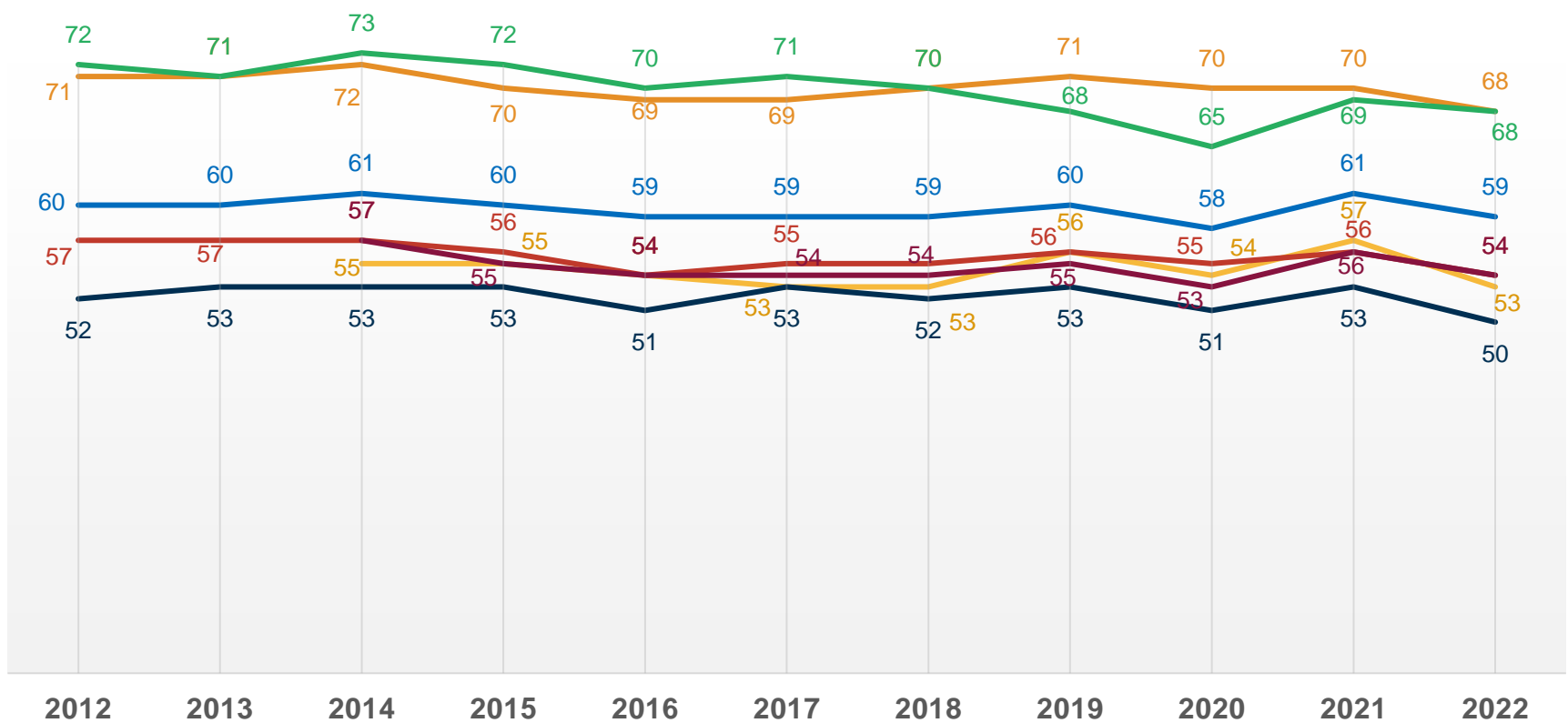
-28

Importance Performance Net differential



Summary of core measures

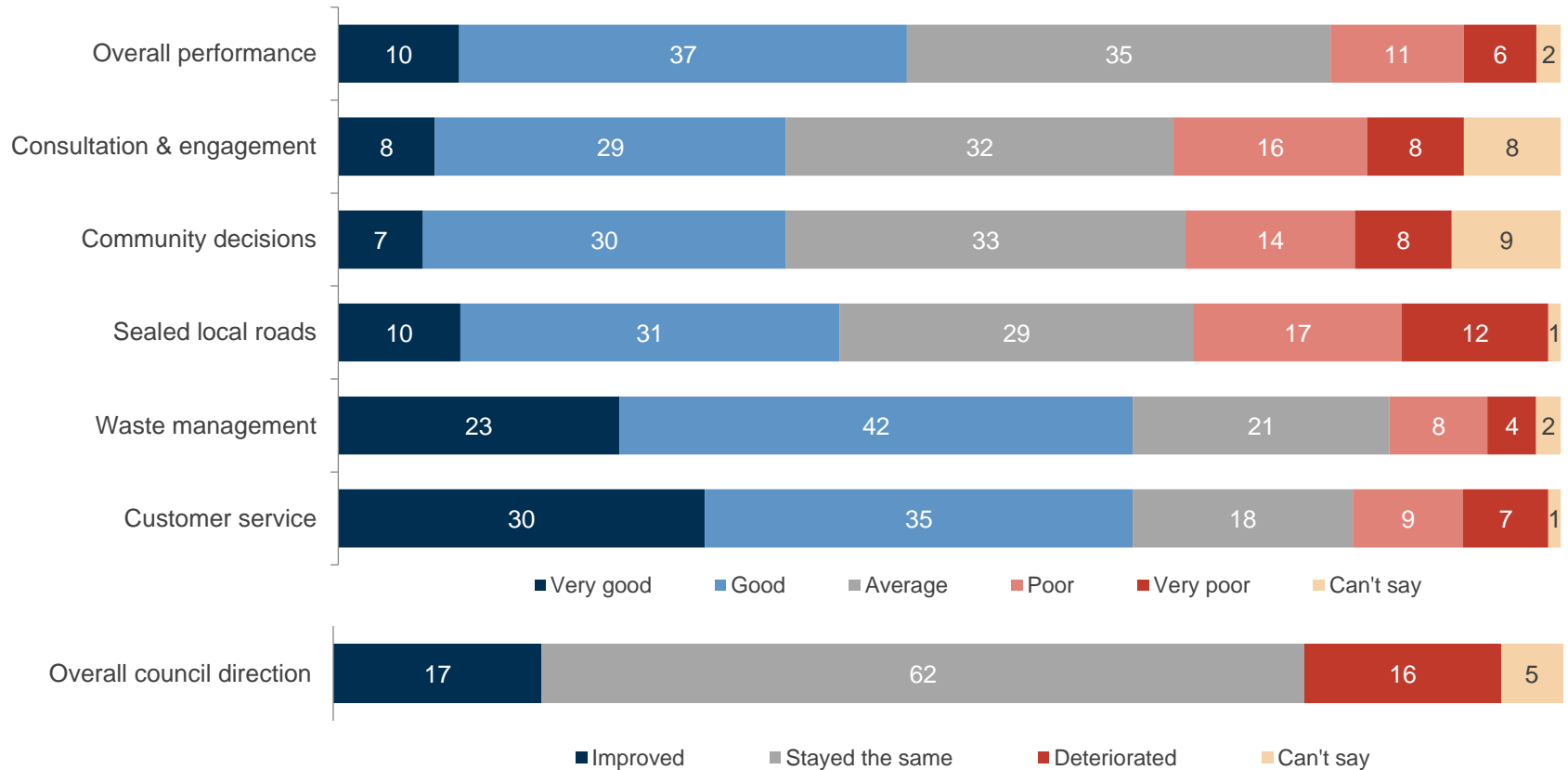
Index scores















Summary of core measures

Core measures summary results (%)





Summary of State-wide performance

Services		State-wide 2022	State-wide 2021	Highest score	Lowest score
	Overall performance	59	61	Metropolitan	Aged 50-64 years
	Value for money	53	54	Metropolitan	Aged 50-64 years, Large Rural Shires
	Overall council direction	50	53	Aged 18-34 years	Aged 50-64 years
	Customer service	68	70	Metropolitan	Men
	Art centres & libraries	73	73	Regional Centres	Interface
	Appearance of public areas	71	73	Regional Centres, Small Rural Shires	Interface
	Recreational facilities	69	71	Metropolitan	Large Rural Shires
	COVID-19 response	69	73	Large Rural Shires, Aged 65+ years	Interface, Aged 35-64 years
	Waste management	68	69	Aged 65+ years	Aged 35-64 years, Large Rural Shires
	Elderly support services	67	69	Small Rural Shires	Interface, Aged 50-64 years




Summary of State-wide performance

Services		State-wide 2022	State-wide 2021	Highest score	Lowest score
	Emergency & disaster mngt	66	71	Small Rural Shires, Aged 65+ years	Interface, Aged 50-64 years
	Family support services	65	66	Aged 65+ years	Aged 50-64 years
	Community & cultural	65	65	Small Rural Shires	Interface
	Enforcement of local laws	63	64	Aged 18-34 years	Aged 50-64 years, Interface
	Disadvantaged support serv.	62	63	Men, Aged 65+ years	Aged 50-64 years
	Environmental sustainability	61	62	Metropolitan	Aged 50-64 years, Large and Small Rural Shires
	Bus/community dev./tourism	60	61	Small Rural Shires	Aged 50-64 years
	Tourism development	60	62	Small Rural Shires, Aged 65+ years	Interface
	Informing the community	59	60	Metropolitan	Interface, Large Rural Shires, Aged 50-64 years
	Business & community dev.	58	60	Aged 18-34 years	Aged 50-64 years





Summary of State-wide performance

Services		State-wide 2022	State-wide 2021	Highest score	Lowest score
	Traffic management	58	59	Small Rural Shires	Interface
	Parking facilities	57	58	Small Rural Shires	Large Rural Shires
	Local streets & footpaths	57	59	Metropolitan	Large Rural Shires
	Town planning policy	54	55	Aged 18-34 years	Aged 50-64 years
	Community decisions	54	56	Metropolitan	Aged 50-64 years
	Consultation & engagement	54	56	Metropolitan	Aged 50-64 years
	Lobbying	53	55	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	53	57	Metropolitan	Large Rural Shires
	Population growth	52	53	Regional Centres	Interface
	Planning & building permits	50	51	Regional Centres, Metropolitan, Aged 18-34 years	Aged 50-64 years, Large Rural Shires



Summary of State-wide performance

Services		State-wide 2022	State-wide 2021	Highest score	Lowest score
	Slashing & weed control	49	51	Metropolitan	Large Rural Shires
	Unsealed roads	41	45	Regional Centres	Aged 35-49 years, Large Rural Shires



Focus areas for the next 12 months

Overview

Arts centres and libraries and the appearance of public areas remain the best performing areas for Victorian councils. Performance gains made in 2021 have been largely lost in 2022, with declines in overall council performance and across 26 of 28 individual service areas – most markedly on emergency and disaster management, councils' COVID-19 response and sealed and unsealed roads.

Key influences on perceptions of overall performance

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

Area grouping comparisons

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

Progress on core measures

Perceptions of councils' performance have declined on core measures, after improving in 2021, and are now at or near the lowest ratings recorded in this tracking series for each core area. Councils can help increase positive community perceptions over the next 12 months by maintaining and repairing local roads, delivering good customer and waste management services, and offering greater consultation and transparency in their decision making.

DETAILED FINDINGS

Overall performance



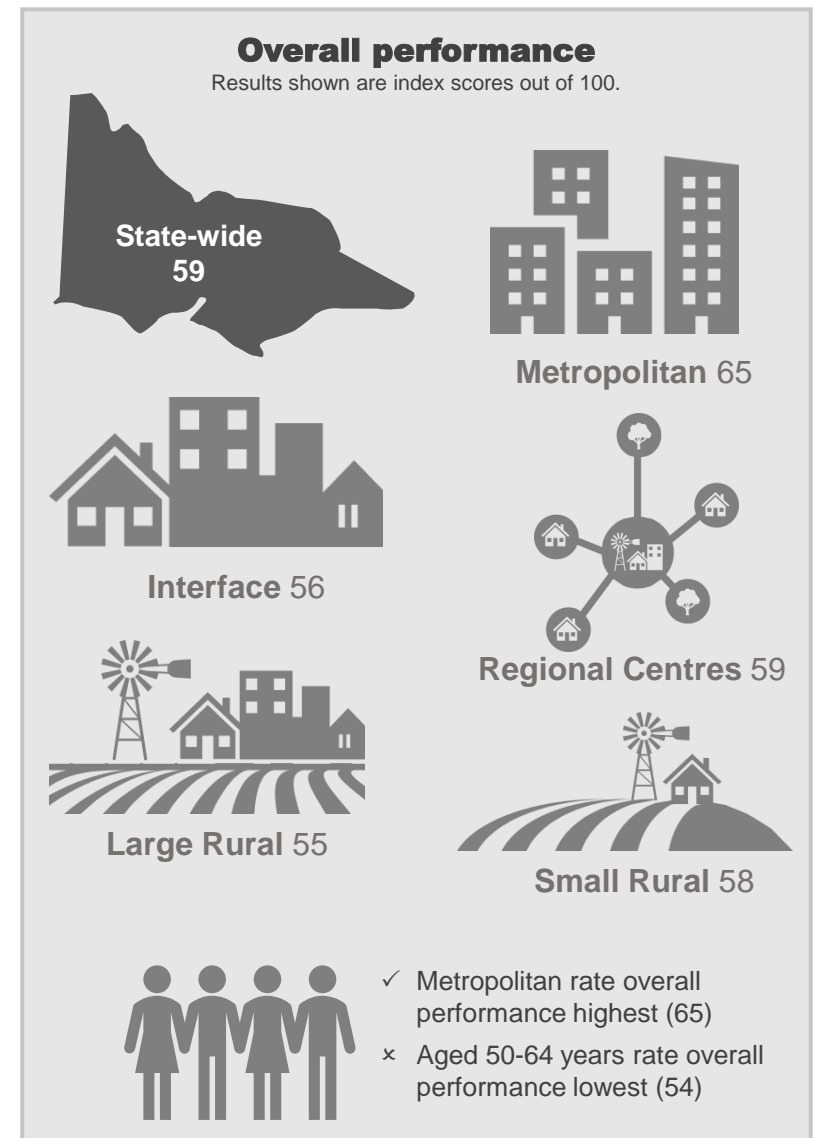
Overall performance

The overall performance index score of 59 for councils State-wide represents a significant two-point decrease from 2021 but remains higher than in 2020 (index score of 58). Perceptions have declined significantly, at the 95% confidence level, across all demographic and council groups, except in Regional Centres.

Performance of the Metropolitan council group continues to rate significantly higher than the State-wide average, while Regional Centres are on par with State-wide. Interface and Small and Large Rural council groups continue to rate significantly lower than the State-wide average.

Demographically, Victoria's youngest (18 to 34 years) and oldest (65+ years) residents remain most positive about their council's performance (index scores of 61 and 60 respectively – both significantly higher than the State-wide average). This contrasts with 35 to 49 and 50 to 64 year olds, who continue to rate their council's performance significantly lower than the State-wide average (index scores of 57 and 54 respectively).

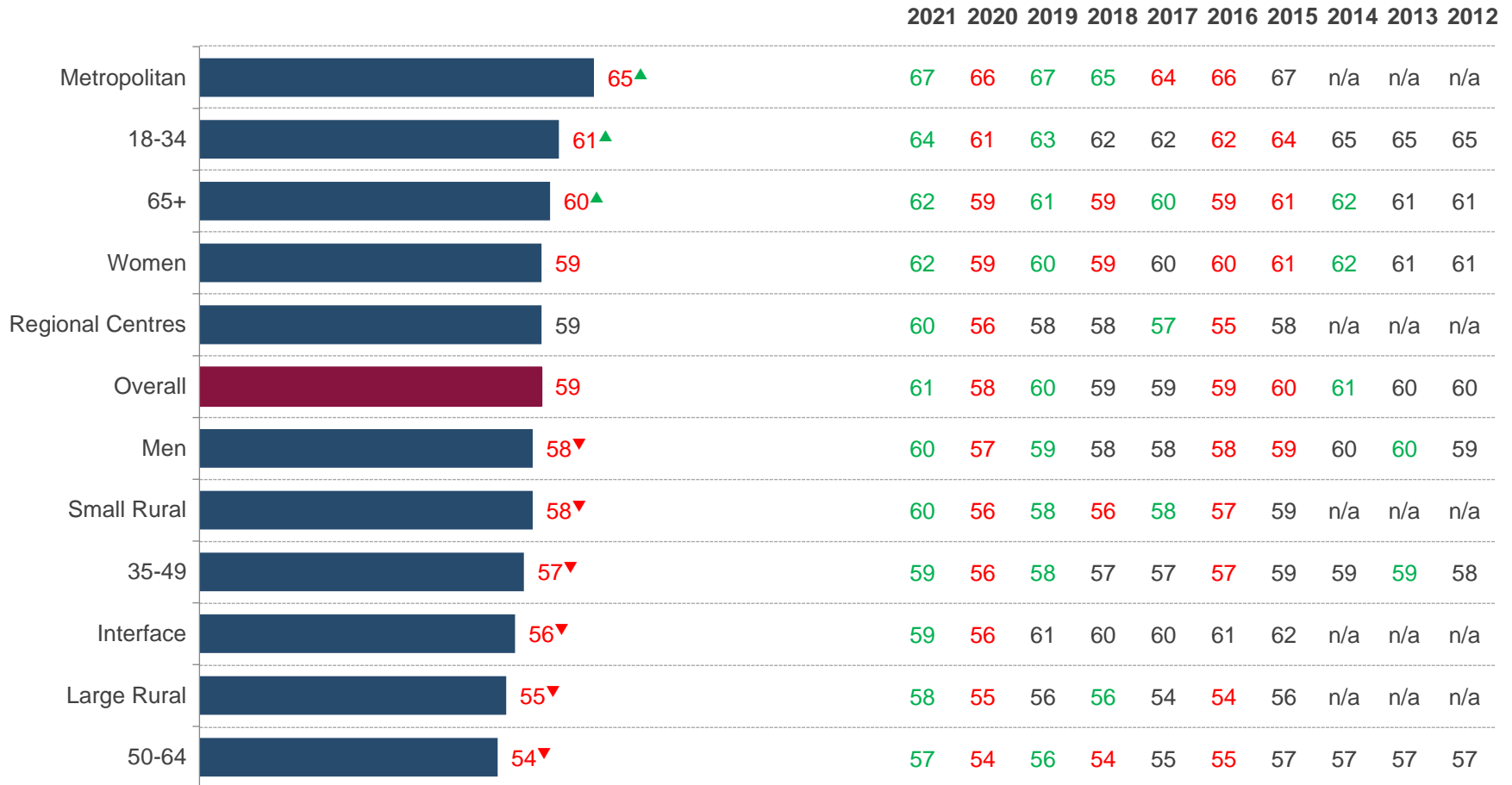
State-wide, more than one in three residents (37%) rate the value for money received from their council in infrastructure and services provided as either 'very good' or 'good' – more than the one in four (25%) who rate it as 'very poor' or 'poor'. A further 34% continue to sit mid-scale, rating value for money as 'average'.





Overall performance

2022 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT

OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

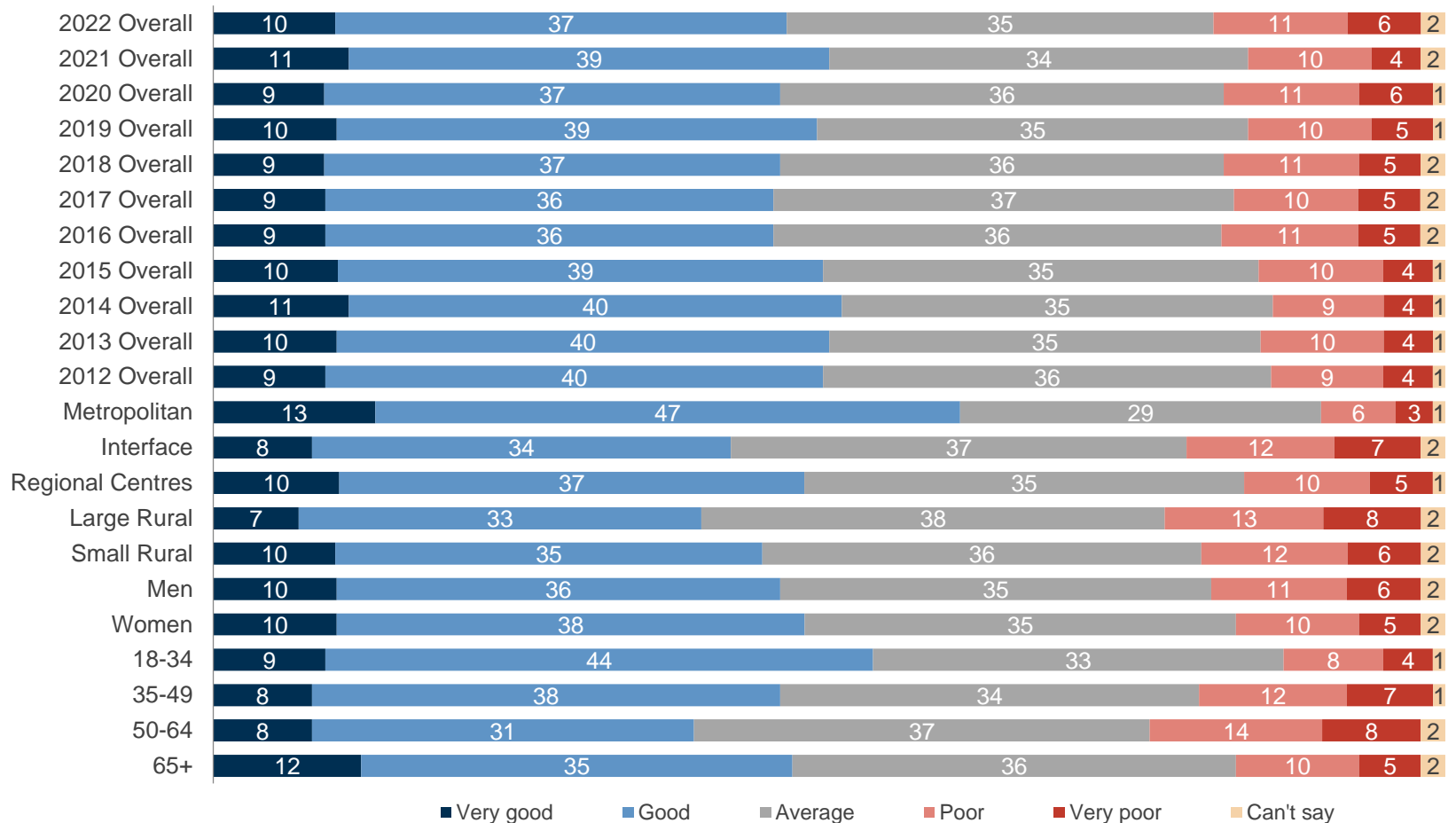
Base: All respondents. Councils asked State-wide: 67 Councils asked group:

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



Overall performance

2022 overall performance (%)



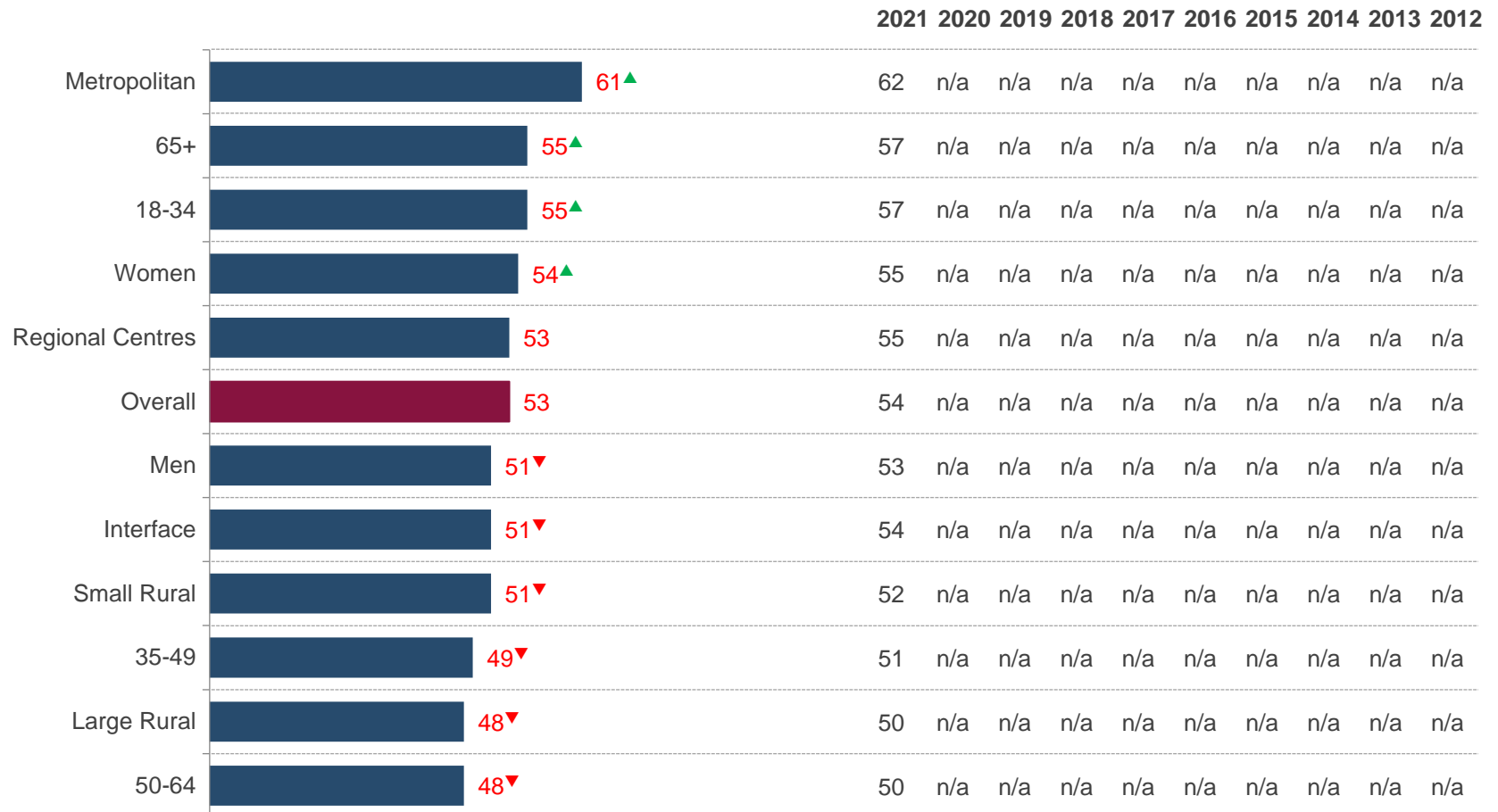
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group:



Value for money in services and infrastructure

2022 value for money (index scores)



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

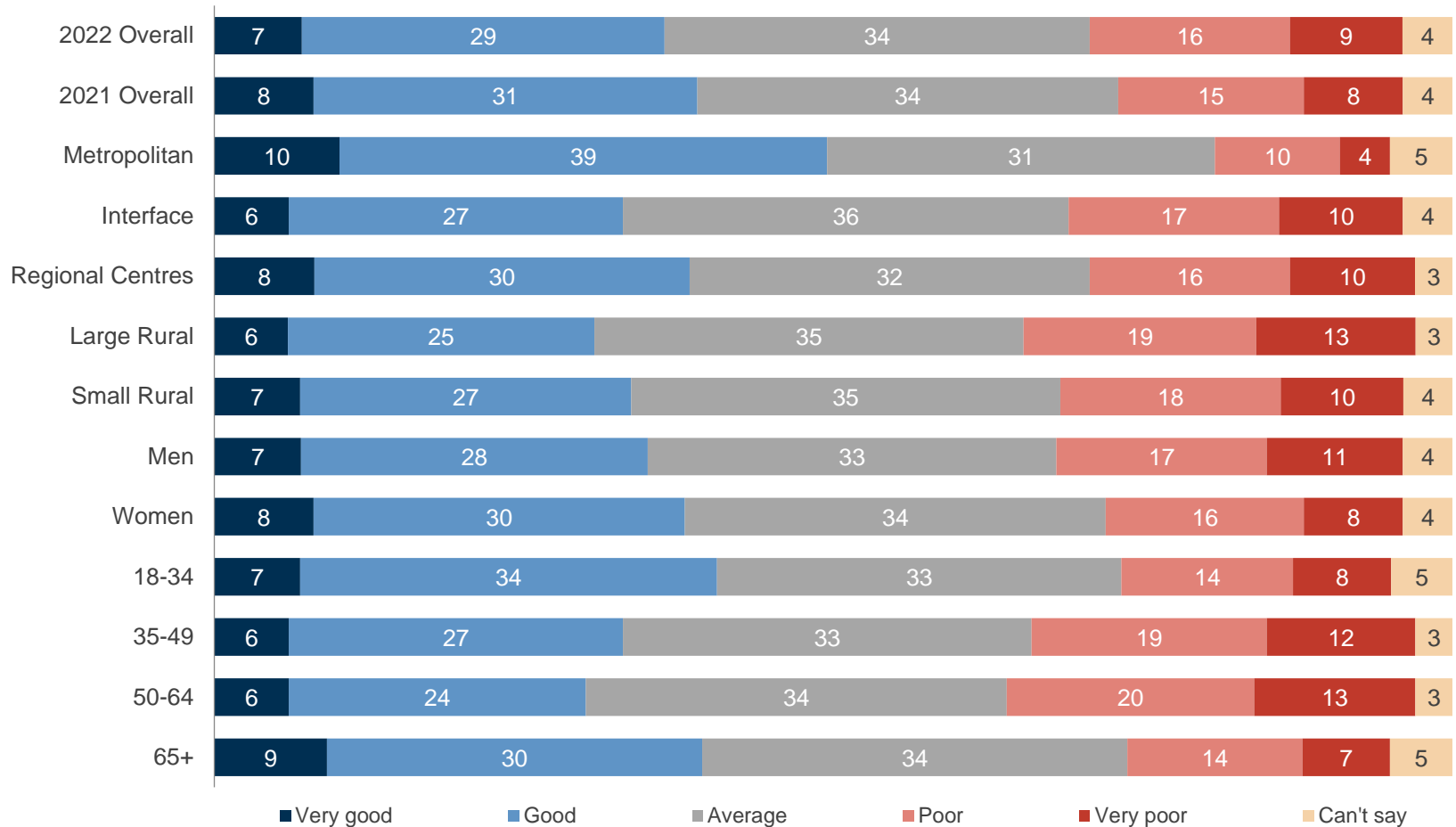
Base: All respondents. Councils asked State-wide: 66 Councils asked group:

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



Value for money in services and infrastructure

2022 value for money (%)



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

Base: All respondents. Councils asked State-wide: 66 Councils asked group:



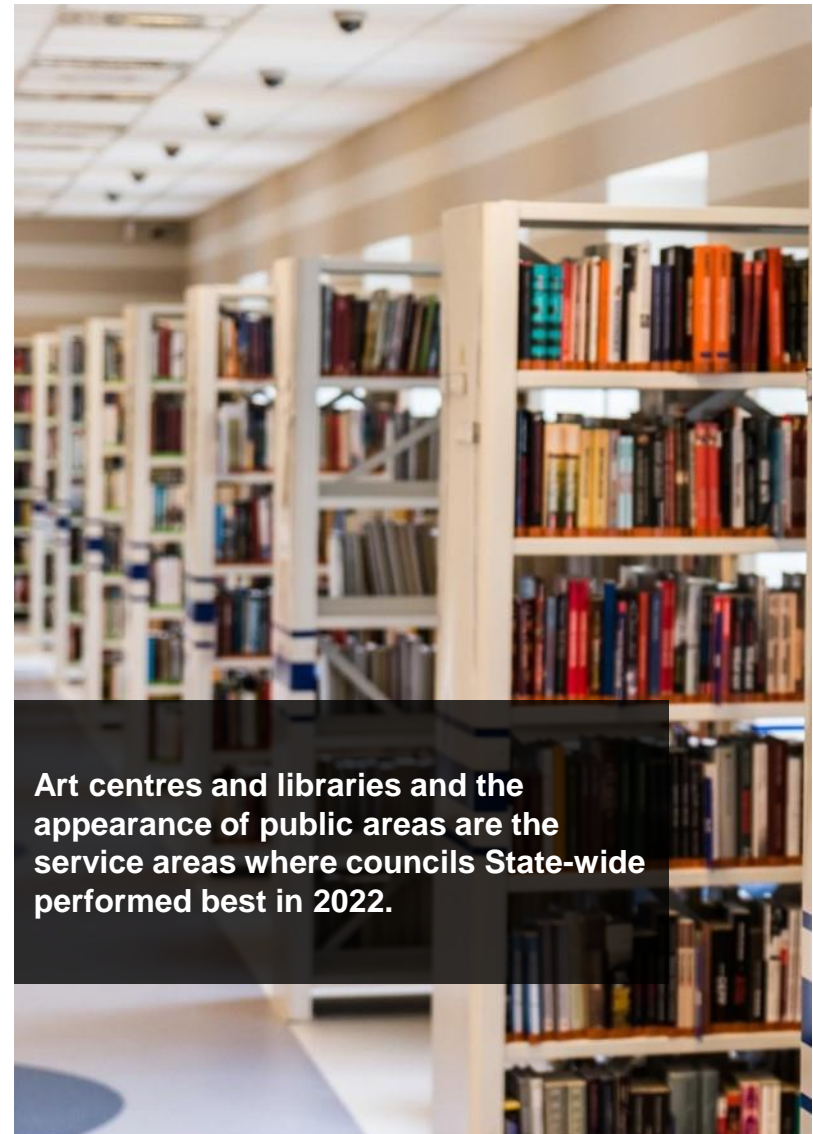
Top performing service areas

A decline in performance across most service areas in 2022 has eroded the gains made last year. However, councils State-wide are still rated as performing well, achieving index scores of between 52 and 73 for 25 out of 28 individual service areas measured.

Performance on the top-rated service area of art centres and libraries (index score of 73) and the related area of community and cultural activities (index score of 65) is unchanged from last year. (However, these two areas also went against trend in 2021, recording a performance decline, so remain below their 2020 ratings.)

Other high performing service areas in 2022, both State-wide and for each council group, continue to be the appearance of public areas (index score of 71, down two points), councils' COVID-19 response and recreational facilities (index score of 69 for each, down four and two points respectively) and waste management (index score of 68, down one point).

Further to these results, 11% of residents volunteer parks and gardens as the best aspect of their local council, slightly ahead of customer service at 10%, recreational and sporting facilities at 8% and 6% mentions for waste management.



Art centres and libraries and the appearance of public areas are the service areas where councils State-wide performed best in 2022.



Low performing service areas



Statewide, unsealed road maintenance is rated the most important Council responsibility overall (index score of 83, up two points) but continues to rate lowest on performance (index score of 41, down four points). Councils are rated poorly across all non-Metropolitan groups*.

Performance on the related area of roadside slashing and weed control has also declined over the past 12 months, back to an index score of below 50 (49, down two points). This has been largely driven by significant declines in performance among the Large Rural and Interface council groups.

Similar to unsealed roads, the condition of sealed local roads has recorded one of the largest performance declines from 2021 (index score of 53, down four points) and remains the service area most frequently mentioned as needing improvement (15%).

Performance in this area has declined for all council groups and Small and Large Rural councils continue to rate below the State-wide average.

Planning and building permits and population growth also continue to be weaker performing service areas (index score of 50 and 52 respectively, each down one point), particularly among the Interface, and Small and Large Rural council groups.

* Service area not rated by Metropolitan council residents.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	73	73	74	74	74	73	72	73	75	73	73
Appearance of public areas	71	73	72	72	71	71	71	72	72	71	71
Recreational facilities	69	71	70	70	69	70	69	70	71	70	70
COVID-19 response	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	68	69	65	68	70	71	70	72	73	71	72
Elderly support services	67	69	68	68	68	68	68	69	70	69	69
Emergency & disaster mngt	66	71	68	72	71	70	69	70	71	70	70
Family support services	65	66	66	67	66	67	66	67	68	67	67
Community & cultural	65	65	68	69	69	69	69	69	70	69	68
Enforcement of local laws	63	64	63	64	64	64	63	66	66	65	65
Disadvantaged support serv.	62	63	60	62	61	61	61	62	64	62	63
Environmental sustainability	61	62	60	62	63	64	63	64	64	64	64
Bus/community dev./tourism	60	61	59	61	60	61	60	61	62	62	62
Tourism development	60	62	62	63	63	63	63	63	64	n/a	n/a
Informing the community	59	60	59	60	59	59	59	61	62	61	60
Business & community dev.	58	60	59	61	60	60	60	60	62	n/a	n/a
Traffic management	58	59	58	58	57	59	59	60	60	60	58
Parking facilities	57	58	55	56	56	55	56	57	57	57	56
Local streets & footpaths	57	59	58	59	58	57	57	58	58	58	57
Town planning policy	54	55	54	55	54	53	52	54	55	55	54
Community decisions	54	56	53	55	54	54	54	55	57	n/a	n/a
Consultation & engagement	54	56	55	56	55	55	54	56	57	57	57
Lobbying	53	55	53	54	54	54	53	55	56	55	55
Sealed local roads	53	57	54	56	53	53	54	55	55	n/a	n/a
Population growth	52	53	51	52	52	52	51	54	54	54	52
Planning & building permits	50	51	51	52	52	51	50	54	53	55	54
Slashing & weed control	49	51	49	56	55	53	56	55	55	56	61
Unsealed roads	41	45	44	44	43	44	43	45	45	44	46

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

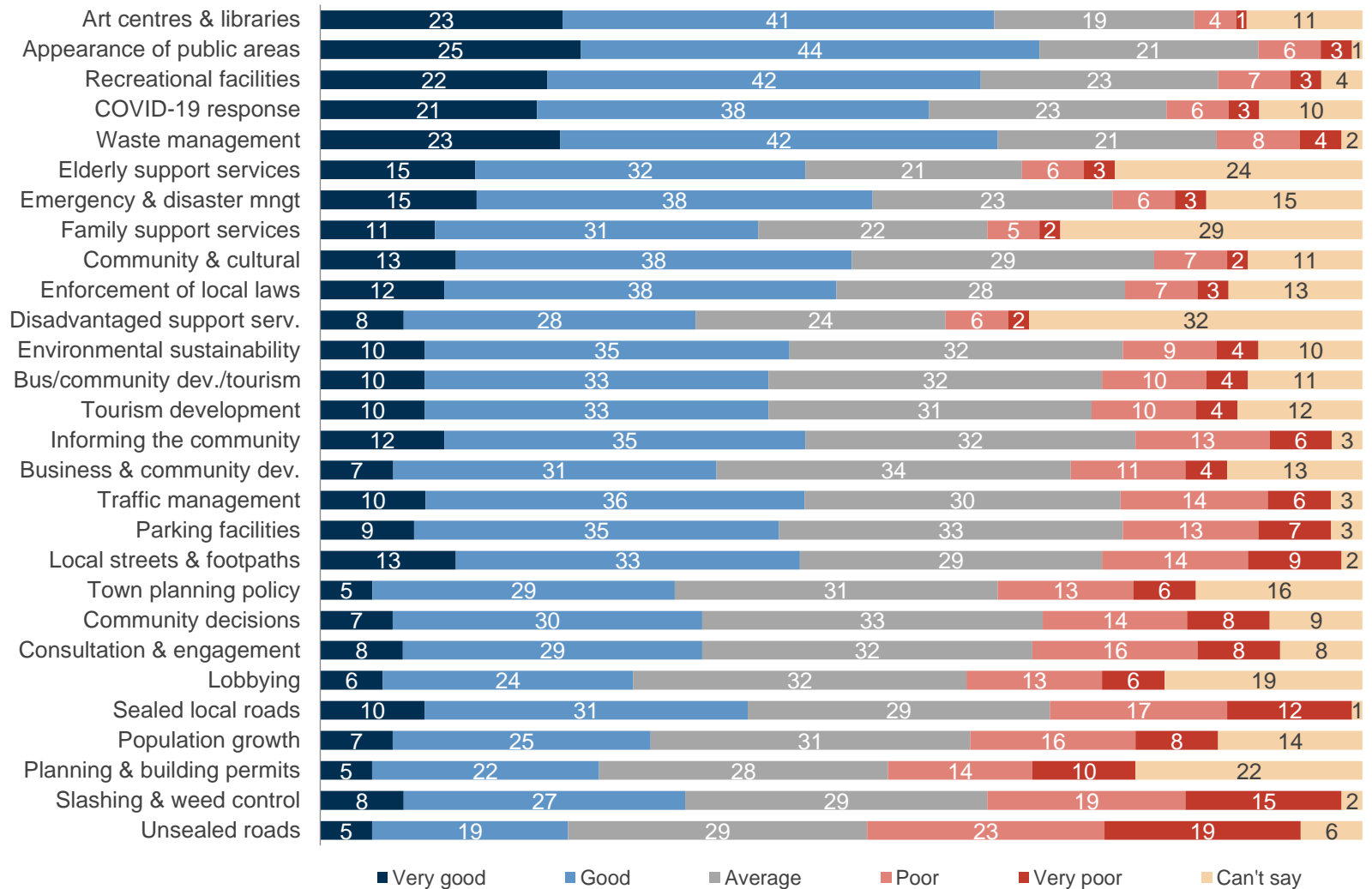
Base: All respondents. Councils asked State-wide: 67

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	83	81	80	80	80	79	79	78	78	81	80
Waste management	82	82	82	81	81	79	80	79	79	79	78
Elderly support services	82	82	80	80	79	78	78	79	79	79	80
Sealed local roads	81	79	79	79	80	78	78	76	77	n/a	n/a
Emergency & disaster mngt	81	81	80	81	81	80	80	80	80	80	80
Community decisions	81	81	80	80	80	79	80	80	79	n/a	n/a
Local streets & footpaths	81	79	78	77	78	77	77	77	77	78	77
Slashing & weed control	79	79	78	74	73	74	73	73	75	74	71
Disadvantaged support serv.	77	77	74	74	72	71	73	73	72	73	73
Informing the community	77	77	75	75	75	74	76	75	75	75	75
Population growth	77	76	76	77	77	76	76	75	75	75	75
Family support services	76	76	75	74	74	73	73	73	72	73	73
Consultation & engagement	76	75	74	74	74	74	75	74	74	73	73
Appearance of public areas	75	75	74	73	74	74	74	73	73	74	73
Recreational facilities	74	74	72	72	73	72	73	72	72	72	72
Town planning policy	74	74	72	73	73	72	73	72	72	73	72
Planning & building permits	73	73	71	71	71	72	71	71	71	71	71
Environmental sustainability	73	74	74	74	73	72	73	73	73	72	71
Traffic management	73	73	73	74	74	72	72	71	70	72	73
Parking facilities	72	72	71	71	71	70	70	70	70	71	71
Lobbying	71	69	68	67	68	69	69	69	70	70	70
Business & community dev.	70	70	69	69	69	70	70	69	69	n/a	n/a
Bus/community dev./tourism	69	70	67	65	66	67	67	67	67	67	66
Enforcement of local laws	68	70	70	71	71	71	70	71	70	71	70
Art centres & libraries	67	67	65	65	65	64	66	65	66	66	66
COVID-19 response	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	64	64	62	61	61	61	62	62	62	62	62
Tourism development	62	63	62	59	61	62	63	65	65	n/a	n/a

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

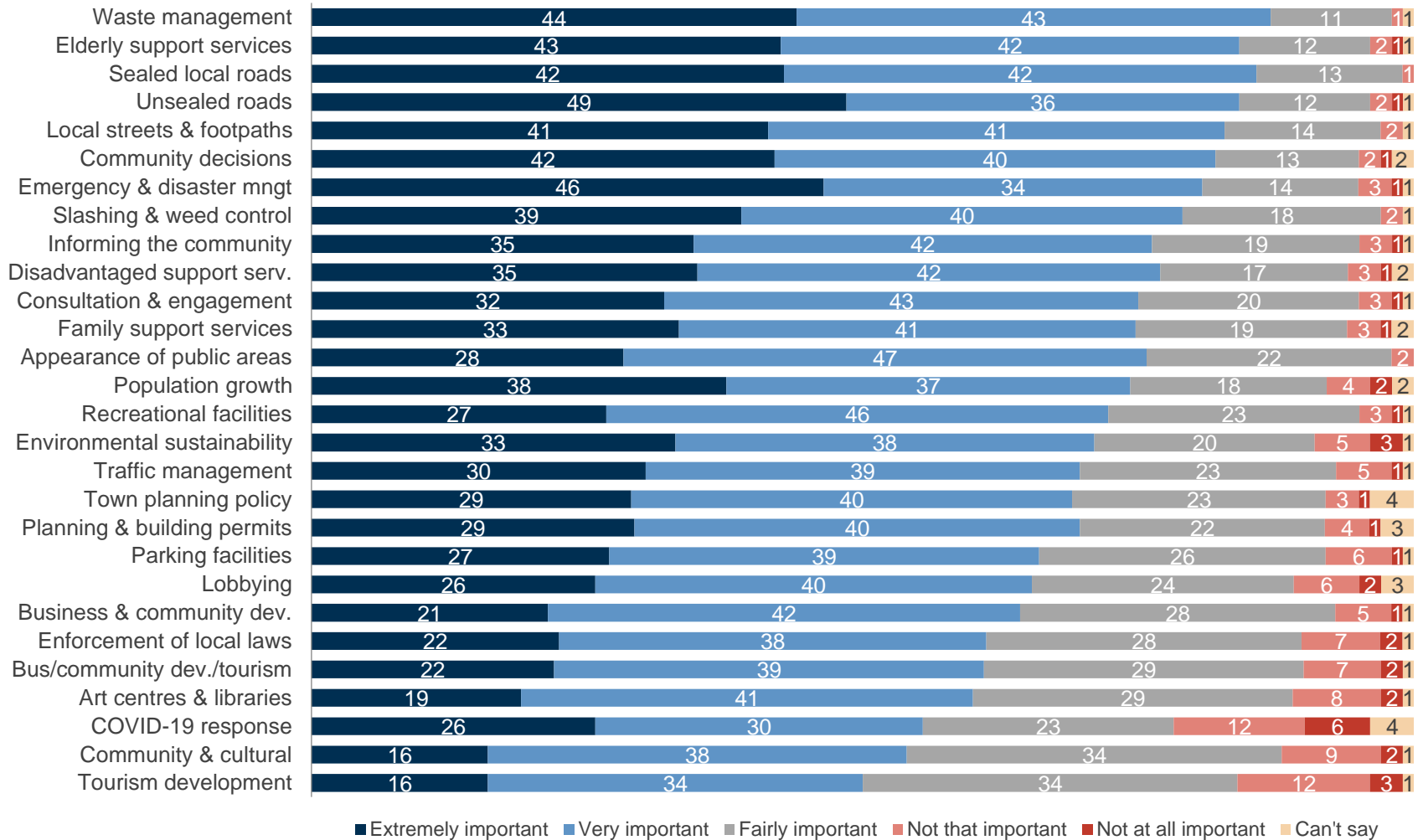
Base: All respondents. Councils asked State-wide: 34

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



Individual service area importance

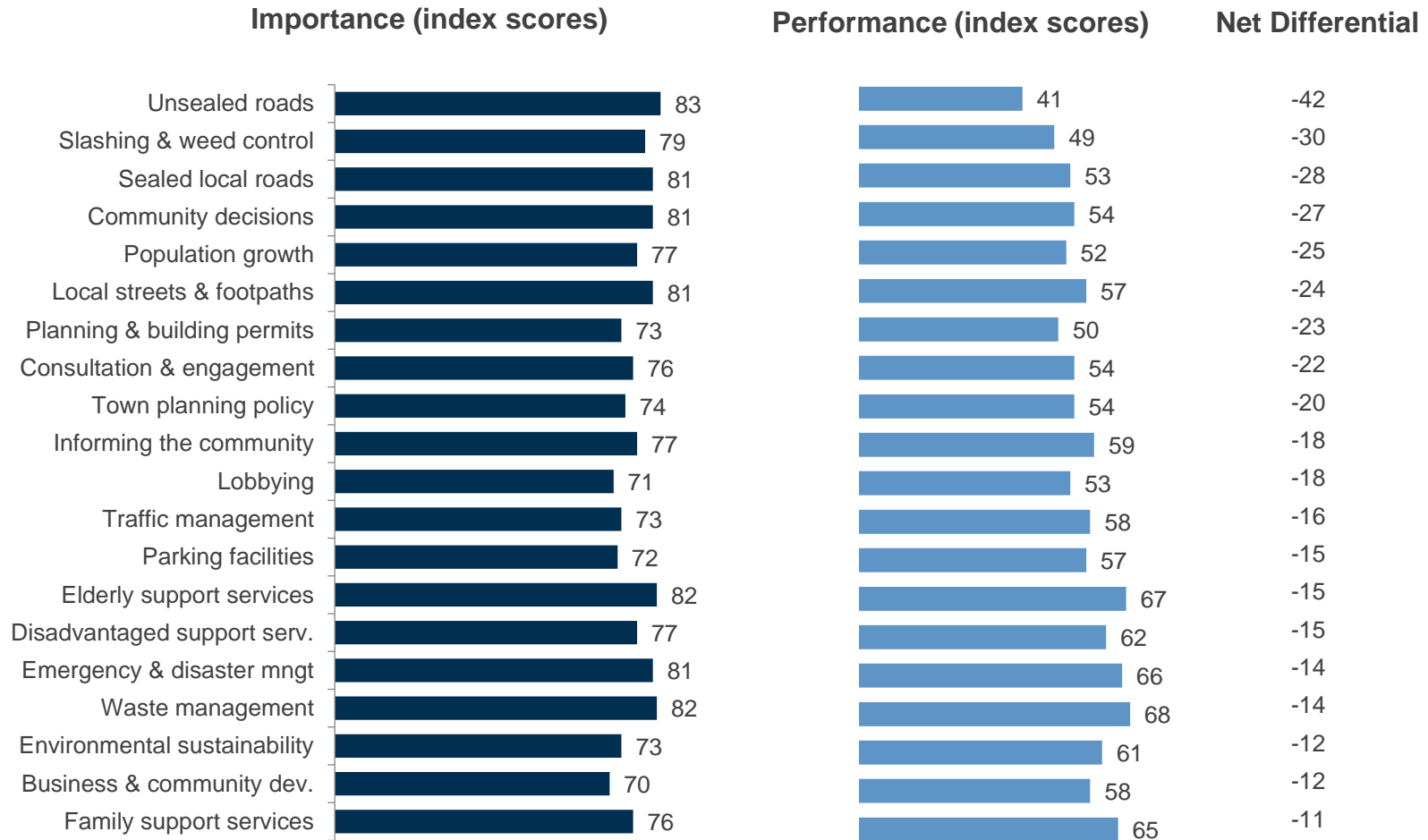
2022 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

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

Looking at these key service areas, the appearance of public areas has a high performance index and a moderate influence on overall performance ratings. Councils State-wide currently perform very well in this area (index score of 71) and should continue to attend to their public areas to maintain this positive result.

Emergency management and family support services also have relatively high performance ratings (index scores of 66 and 65 respectively) and some influence on overall performance. Councils should also seek to maintain standards here to help shore up positive perceptions of these service areas and Council performance overall.

However, there is greater work to be done in service areas that have a stronger influence on overall perceptions but perform less well, such as town planning and the condition of sealed local roads (index scores of 54 and 53 respectively).

In addition, while currently a lesser influence on the overall performance rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 60).

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



Regression analysis explained

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

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

- Informing, consulting, deciding, lobbying for the community
- Planning – general administration, managing growth
- Local roads and streets
- Maintenance, overall management of public areas
- Business, community development, tourism
- Community support services and facilities
- Essential services and emergency response, including to COVID-19.

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

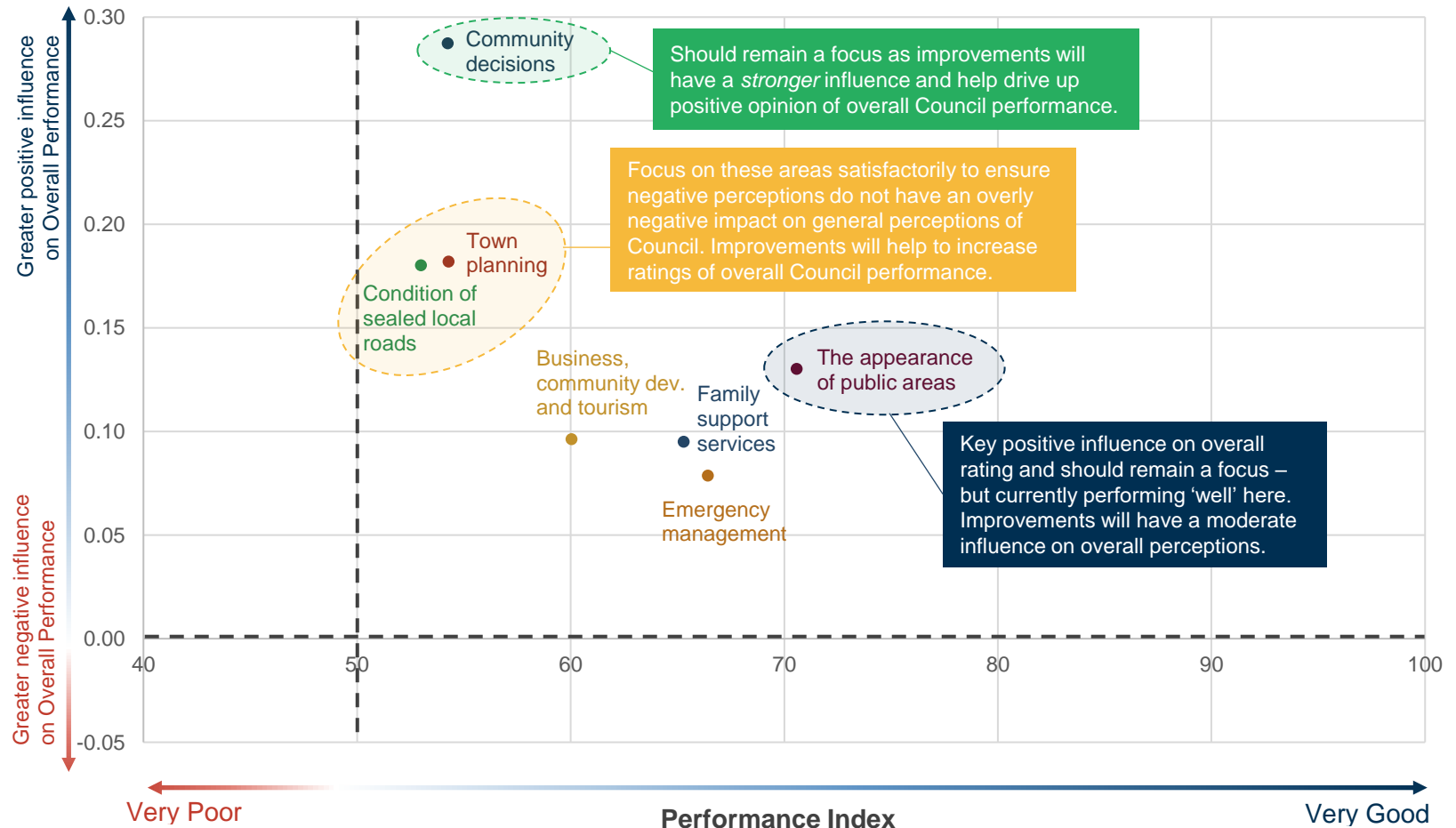
In the following chart, the horizontal axis represents the Council performance index for each key service area – community decisions, town planning, sealed roads, public areas, business, community development and tourism, family support services and emergency management. Service areas appearing on the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

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



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

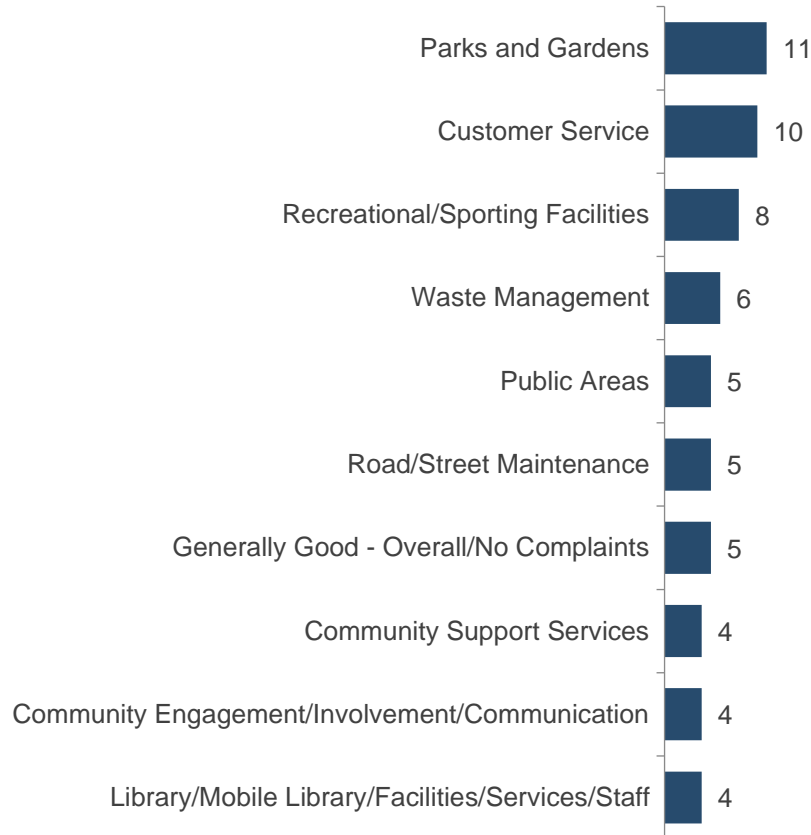


The 28 performance questions were analysed using Exploratory Factor Analysis to determine factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.562 and adjusted R-square value of 0.561, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 585.33$.

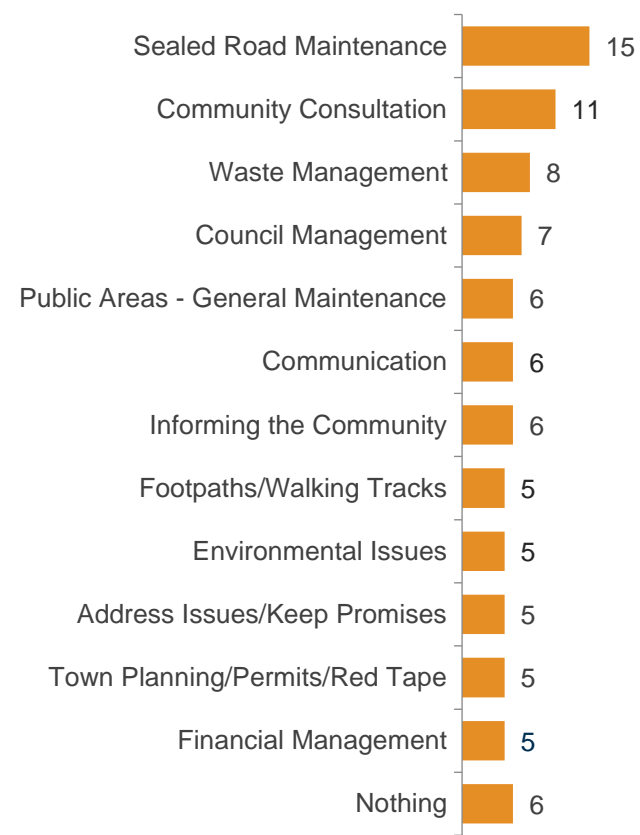


Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 areas for improvement (%)
- Top mentions only -



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

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

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

Base: All respondents. Councils asked State-wide: 47

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Six in ten (61%) households State-wide had contact with their council in the last 12 months, unchanged from 2021 but lower than 2020's peak rate of contact (64%). Residents aged 35 to 49 years (68%) and 50 to 64 years (68%) continue to have more contact with Council than those aged 65+ years (58%) and 18 to 34 years (55%). Telephone (36%) remains the main mode of contact, followed by email (23%), then in person contact (20%) – due in part to recent COVID-19 restrictions.



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

Customer service

The customer service index of councils State-wide is 68 in 2022, two points lower than in 2021.

Index scores for Metropolitan, Regional Centres and Small Rural council groups have declined over the past year. However, the Metropolitan council group continues to perform better on customer service than the State-wide average. Large and Small Rural council groups continue to perform lower than average, while Regional Centres and Interface groups are rated in line with the State-wide result.

State-wide, customer service ratings remain high for key methods of contact, via telephone and in person (index scores of 71 and 73 respectively) but have declined for email (index score of 63, down from 66).

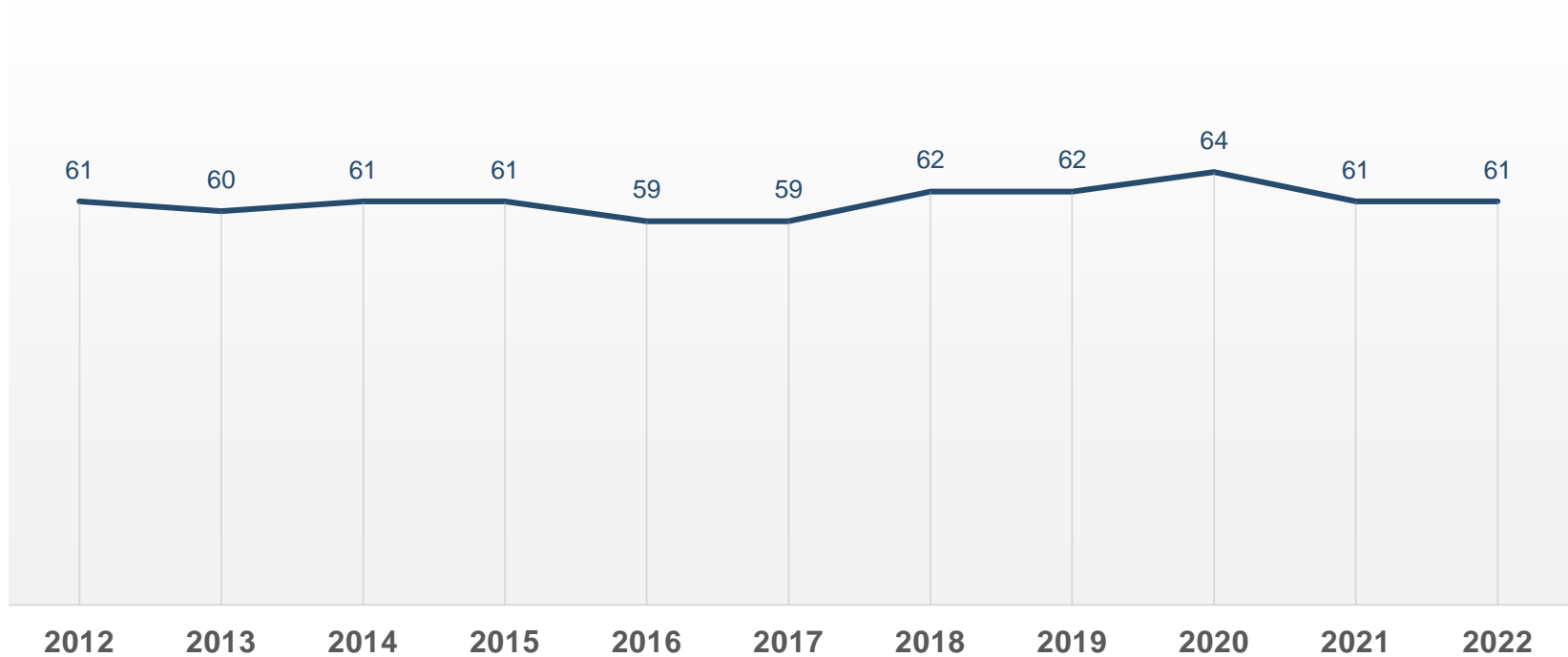
Although used by a smaller number of residents, customer service delivered via council websites also continues to rate highly, with an index score of 74.

State-wide, almost two thirds of residents (65%) provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate councils' customer service as 'very good'. This is slightly lower than in 2021 (67% and 32% respectively).



Contact with council

2022 contact with council (%)
Have had contact



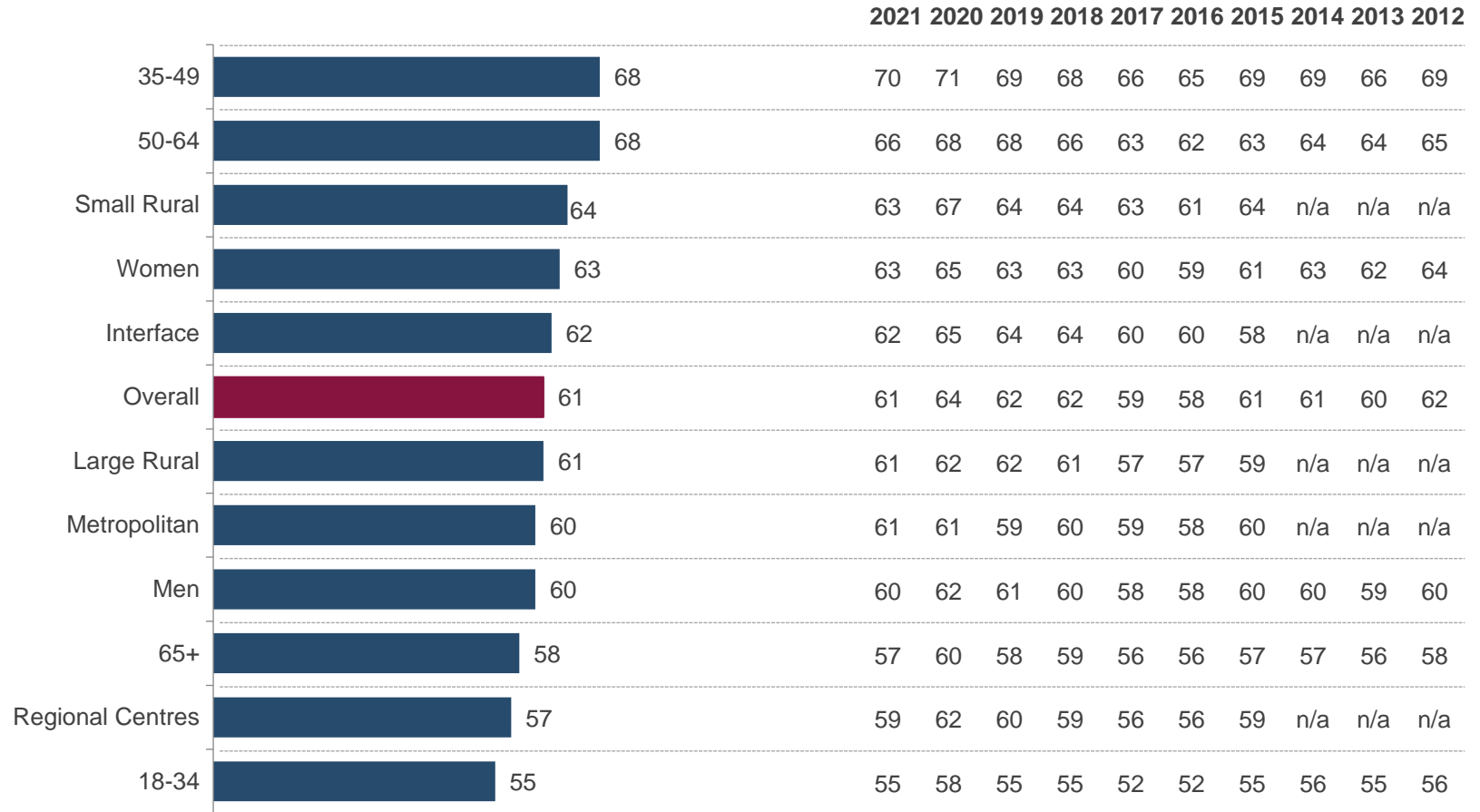
Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Q5a. Have you or any member of your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

Base: All respondents. Councils asked State-wide: 67



Contact with council

2022 contact with council (%)



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

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

Base: All respondents. Councils asked State-wide: 67 Note: Please see Appendix A for explanation of significant differences.

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



Customer service rating

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	72▲	74	74	76	72	71	73	73	n/a	n/a	n/a
Women	71▲	72	72	73	72	72	72	73	72	72	73
65+	70▲	72	72	73	72	71	71	72	74	74	74
18-34	69	70	70	71	69	69	68	69	71	70	70
Regional Centres	69	71	70	72	72	72	70	71	n/a	n/a	n/a
Overall	68	70	70	71	70	69	69	70	72	71	71
Interface	68	68	68	69	70	69	70	72	n/a	n/a	n/a
35-49	68	68	70	70	69	68	69	70	71	71	70
Small Rural	67▼	69	70	70	69	69	69	69	n/a	n/a	n/a
Large Rural	67▼	68	68	69	67	66	67	67	n/a	n/a	n/a
50-64	67	69	68	69	68	68	69	70	70	70	70
Men	66▼	68	68	69	68	66	67	68	70	70	69

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

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

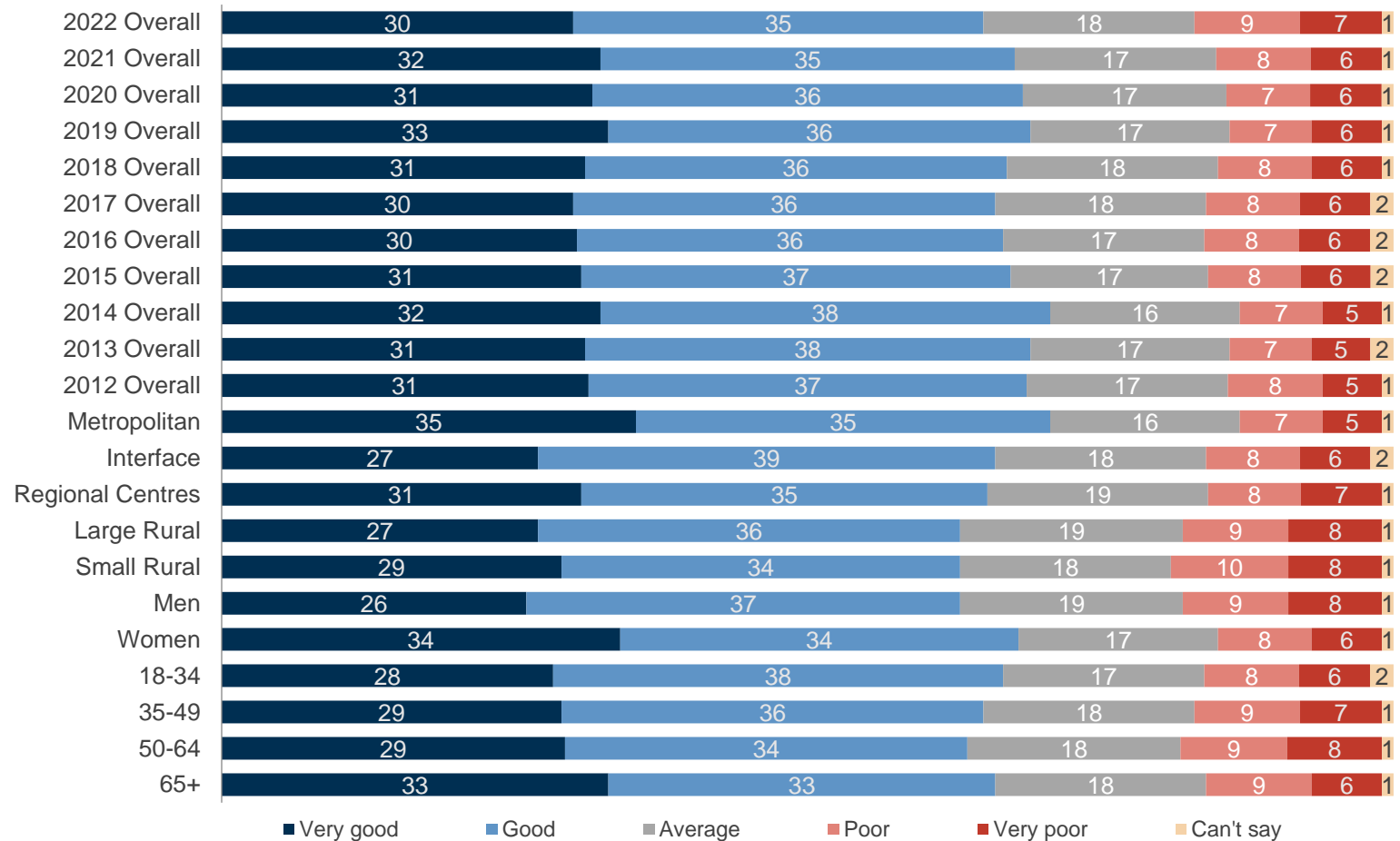
Councils asked State-wide: 67

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



Customer service rating

2022 customer service rating (%)



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

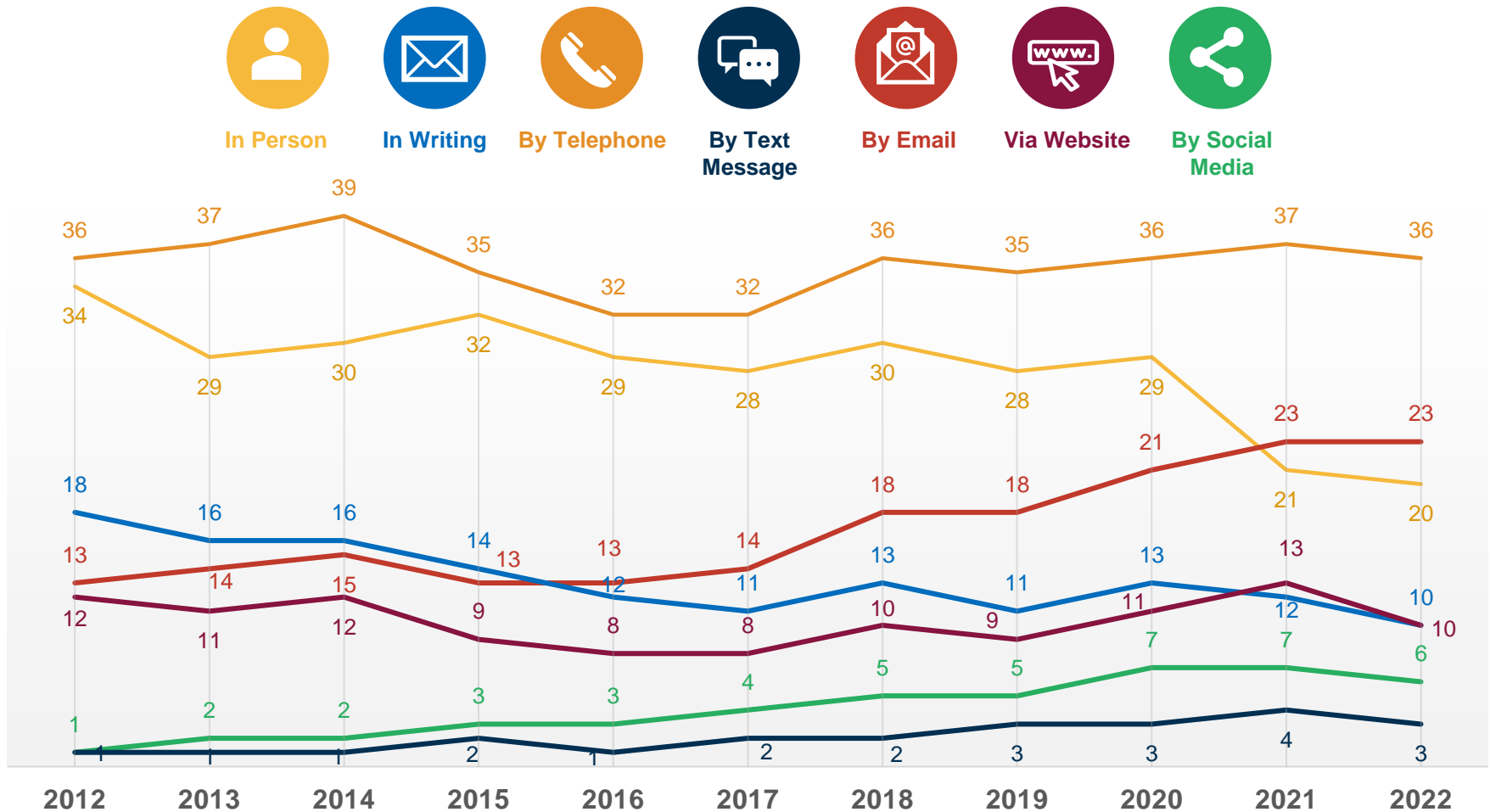
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67



Method of contact with council

2022 method of contact (%)



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

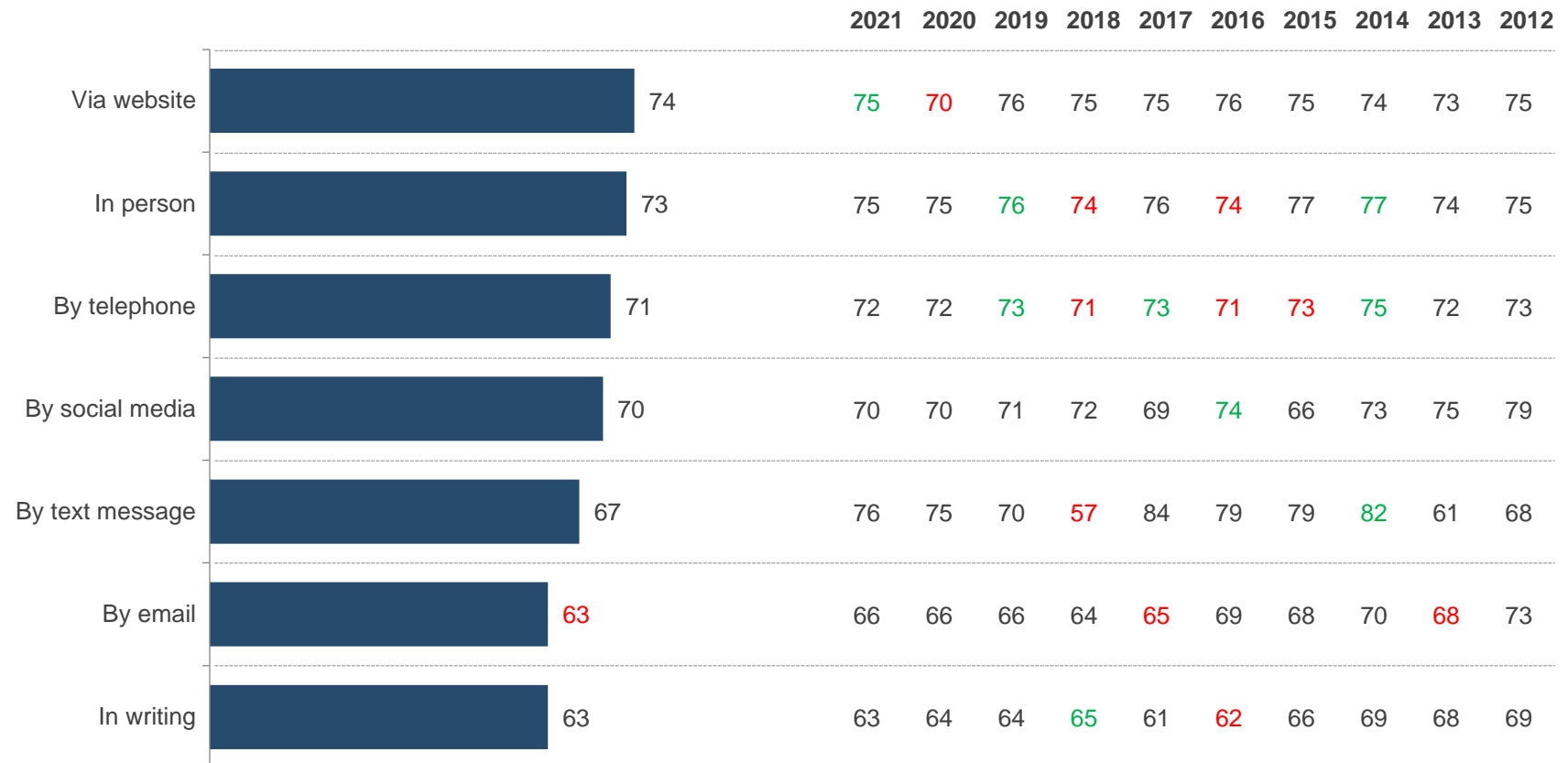
Base: All respondents. Councils asked State-wide: 25

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



Customer service rating by method of last contact

2022 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.

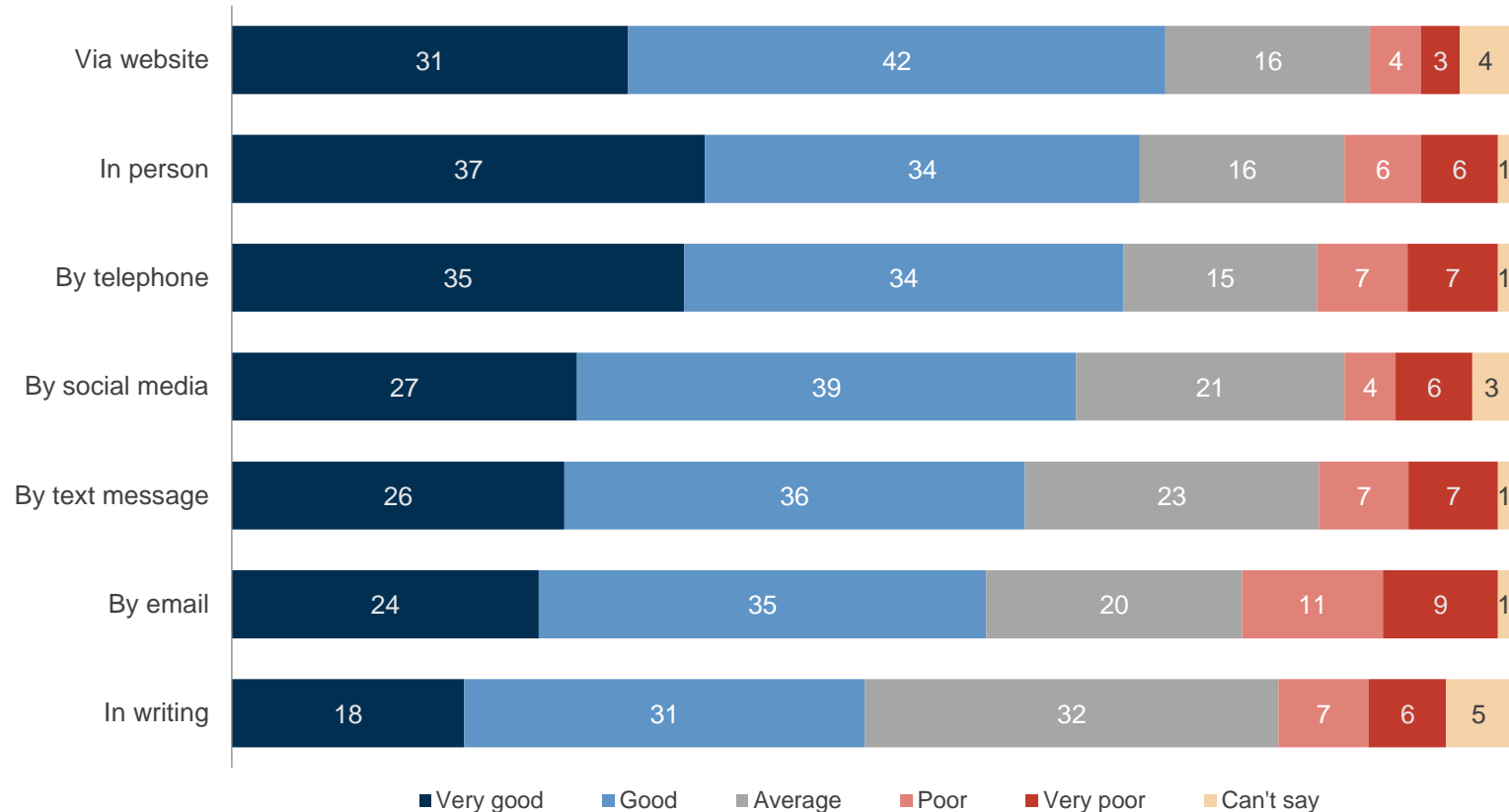
Councils asked State-wide: 25

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



Customer service rating by method of last contact

2022 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



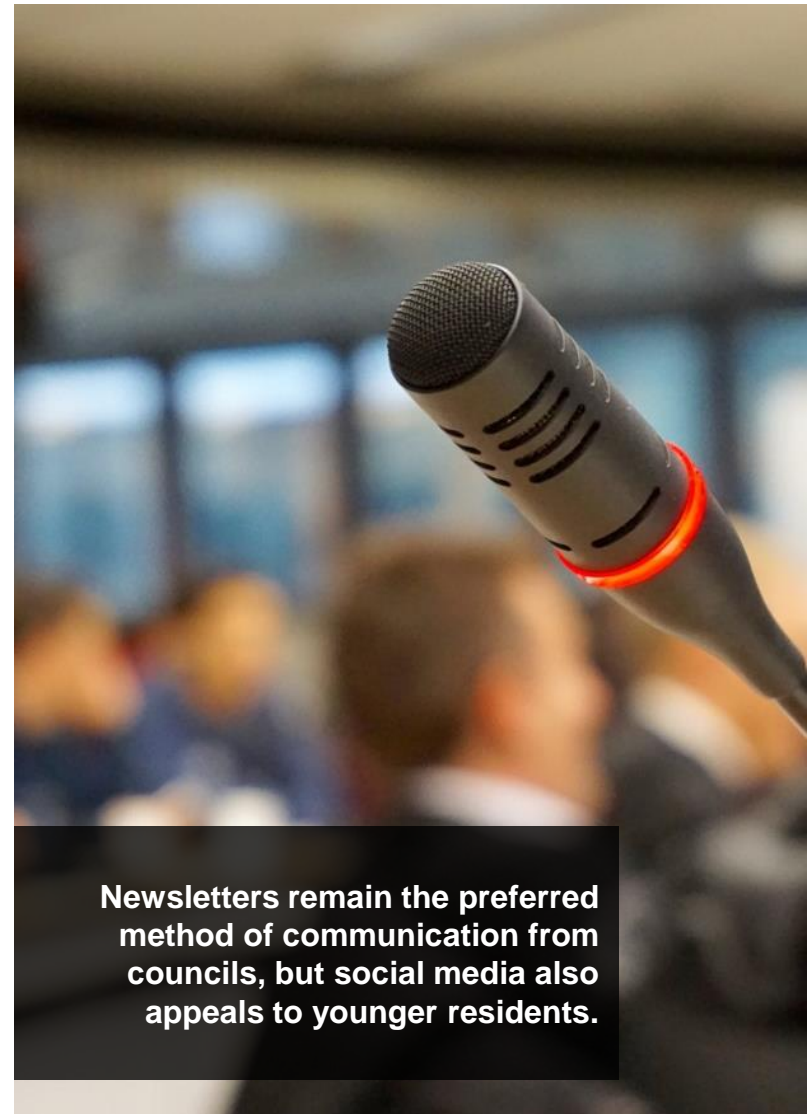
Communication

State-wide, the preferred form of communication from Councils remains newsletters sent via mail (30%) or email (27%, up from 24%). Interest in mailed newsletters has remained reasonably steady since 2019, after a decline, indicating an ongoing role for both hard copy and digital formats.

Newsletters are followed by a preference for social media (13%, down from 15%), primarily among younger residents.

- Preferred forms of communication among under 50s remain mixed and include increased interest in newsletters sent via email (29%, up from 25%) or mail (26%, up from 24%) but decreased interest in contact via social media (21%, down from 25%). Receiving text messages (10%) remains of limited appeal.
- The preferred form of communication among over 50s remains newsletters sent via mail (34%), however more than one in four now prefer newsletters via email (26%, up from 24%). There remains some interest in advertising (14%) or newsletter inserts (10%) in local newspapers but this has been on the decline over recent years.

Simply putting information on a council website remains the least preferred form of communication, overall (2%) and among both under 50s (3%) and over 50s (2%).

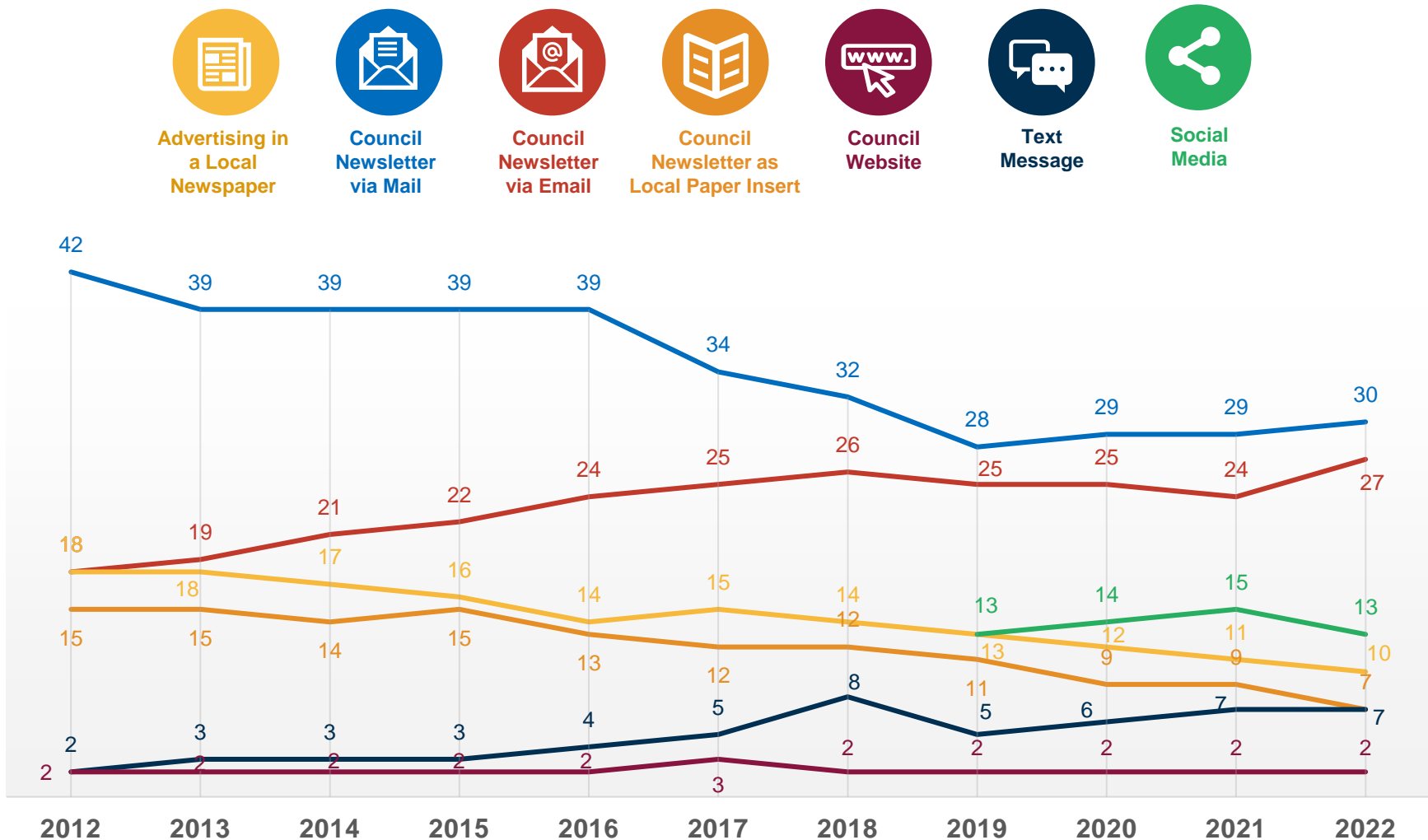


Newsletters remain the preferred method of communication from councils, but social media also appeals to younger residents.



Best form of communication

2022 best form of communication (%)



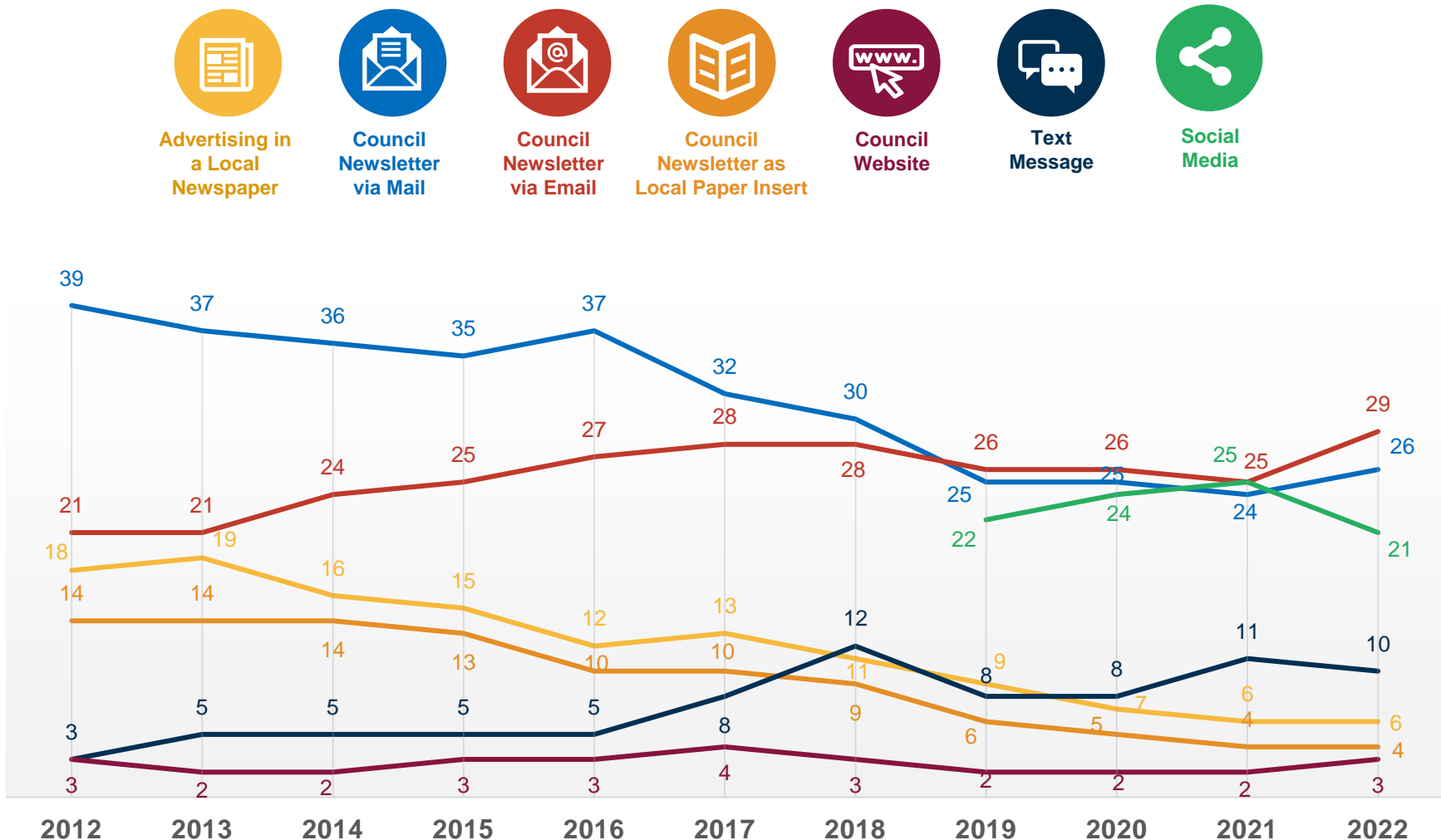
Q13. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 39
Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



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

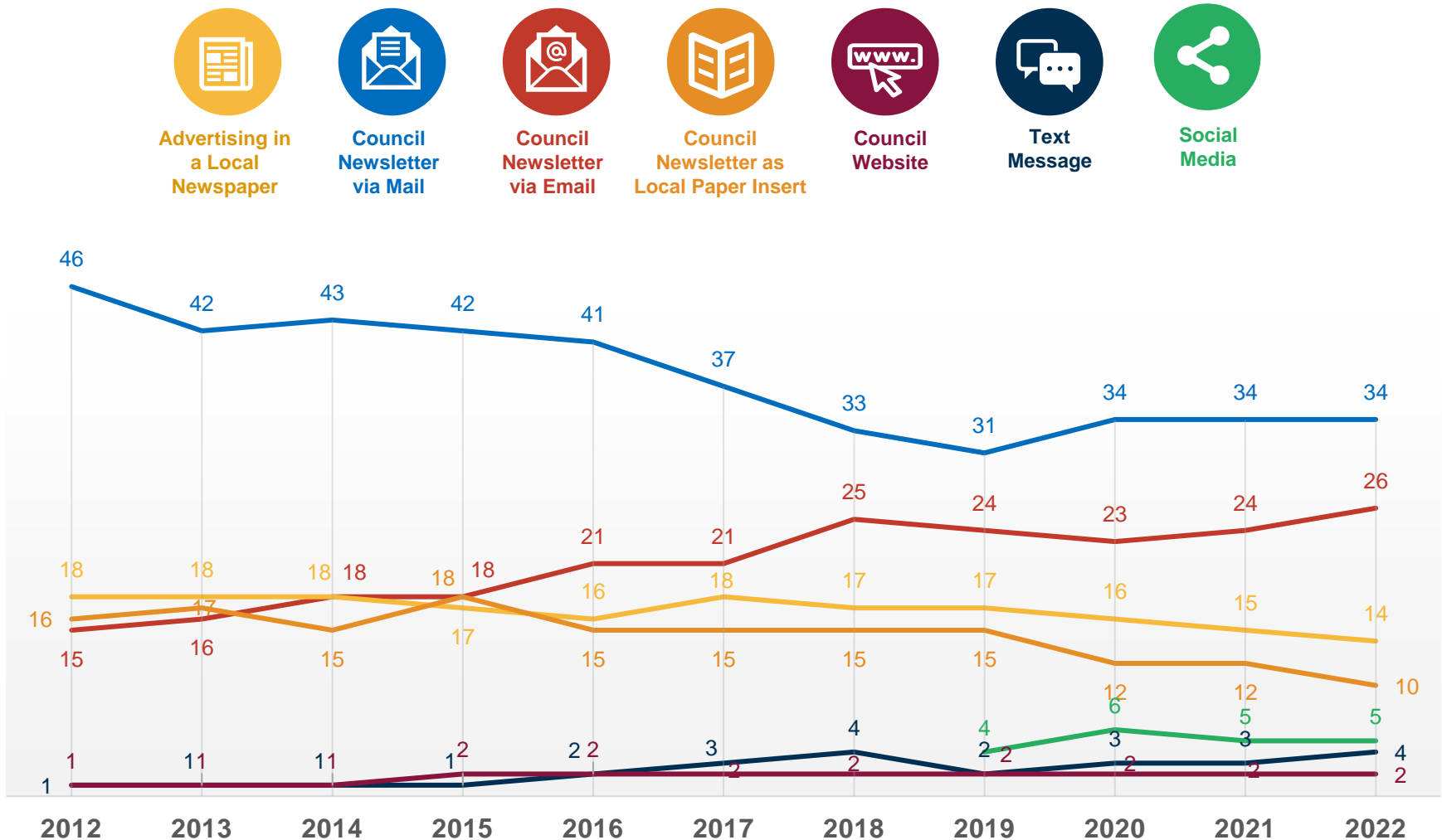
Base: All respondents aged under 50. Councils asked State-wide: 39

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked State-wide: 39

Note: 'Social Media' was included in 2019.



Council direction

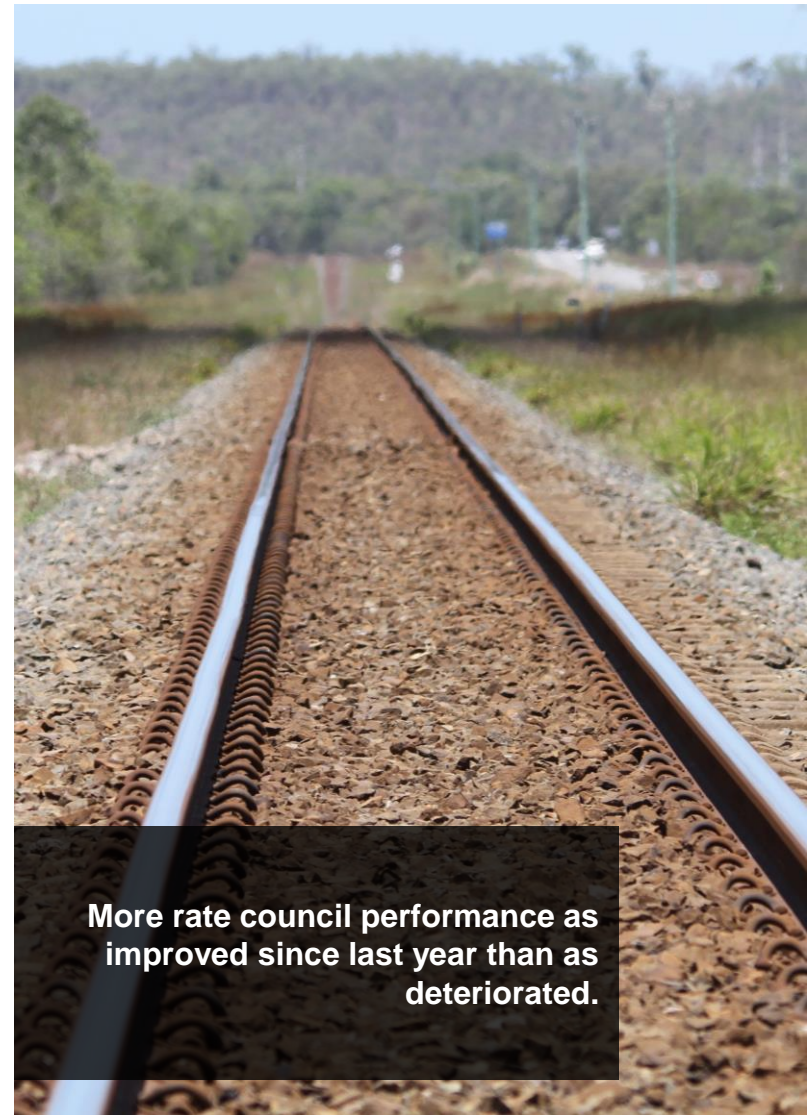


Council direction

Over the last 12 months, 62% of residents State-wide believe the direction of their council's overall performance has stayed the same, down one point from 2021.

- 17% believe the direction has improved in the last 12 months (down from 18% in 2021).
- 16% believe it has deteriorated, up three points from 2021 (and equal to 2020).
- The most satisfied with their council's direction are residents aged 18 to 34 years and those in the Metropolitan council group.
- The least satisfied with their council's direction are those aged 50 to 64 years and residents in the Large Rural council group.

All demographic and council groups decreased their index score on this measure in 2022, after an increase in 2021.





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54▲	56	55	57	57	56	56	58	57	57	56
Metropolitan	53▲	55	54	55	54	54	55	56	n/a	n/a	n/a
Regional Centres	52▲	54	50	52	53	55	51	53	n/a	n/a	n/a
65+	51▲	54	51	53	52	54	51	53	54	55	53
Women	51▲	53	52	54	53	54	52	55	55	54	52
Small Rural	51▲	53	50	53	50	52	50	53	n/a	n/a	n/a
Overall	50	53	51	53	52	53	51	53	53	53	52
Men	49▼	52	50	52	51	52	51	52	52	52	51
35-49	48▼	50	49	50	50	51	49	51	51	51	49
Interface	48▼	50	48	54	53	53	54	54	n/a	n/a	n/a
Large Rural	47▼	51	50	51	52	52	48	51	n/a	n/a	n/a
50-64	46▼	49	47	50	48	50	48	51	50	50	48

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

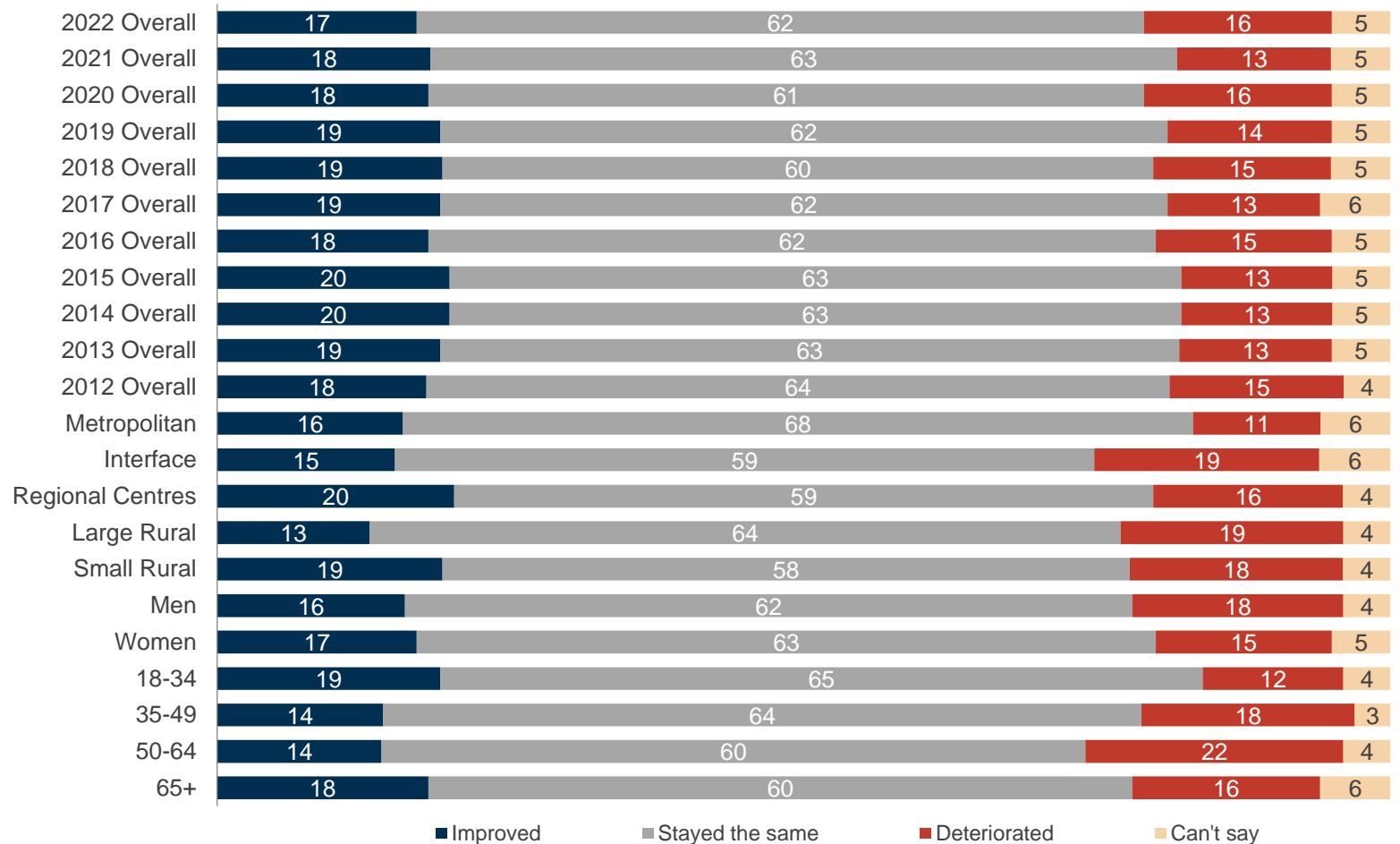
Base: All respondents. Councils asked State-wide: 67

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



Overall council direction last 12 months

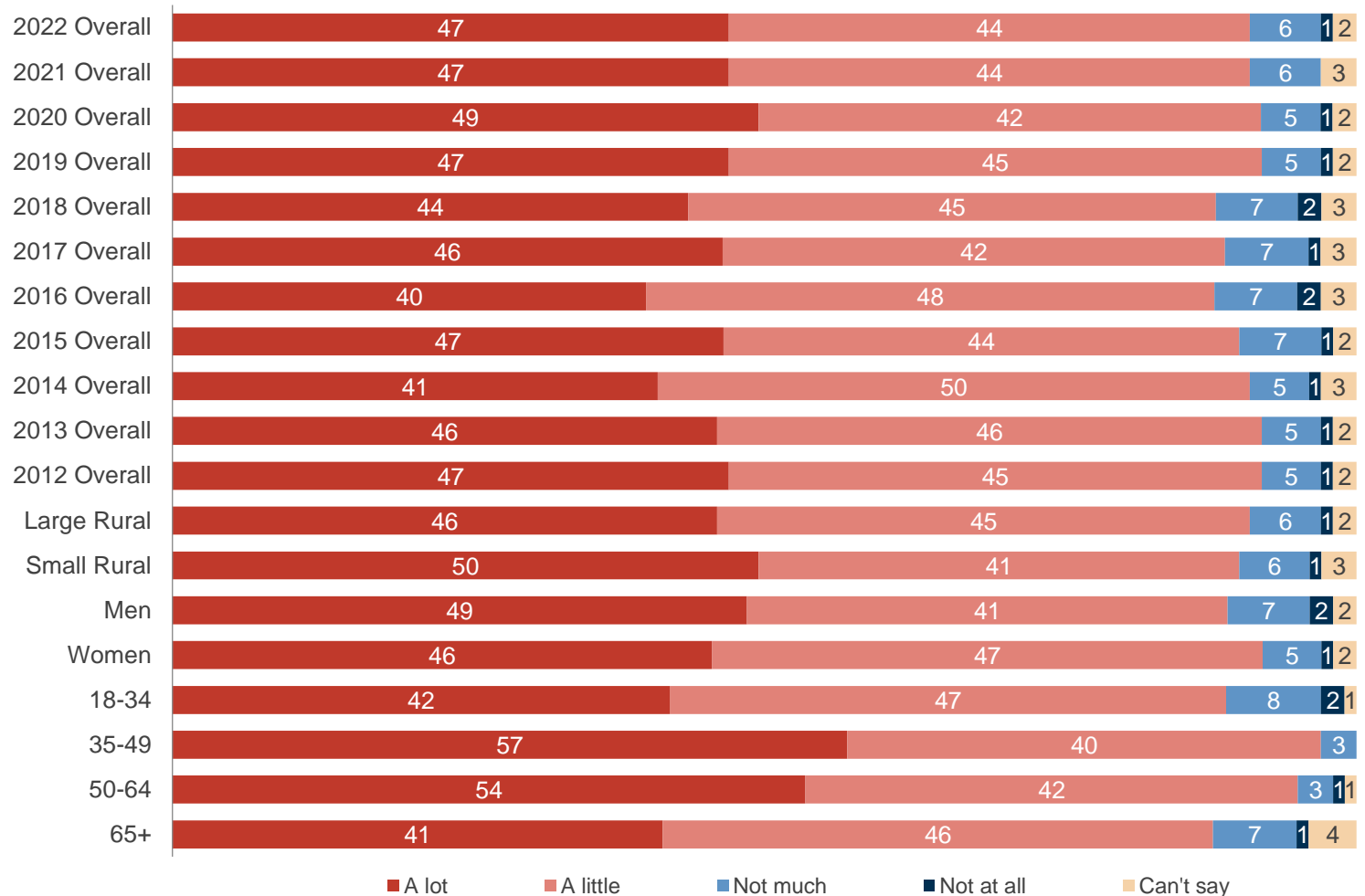
2022 overall council direction (%)





Room for improvement in services

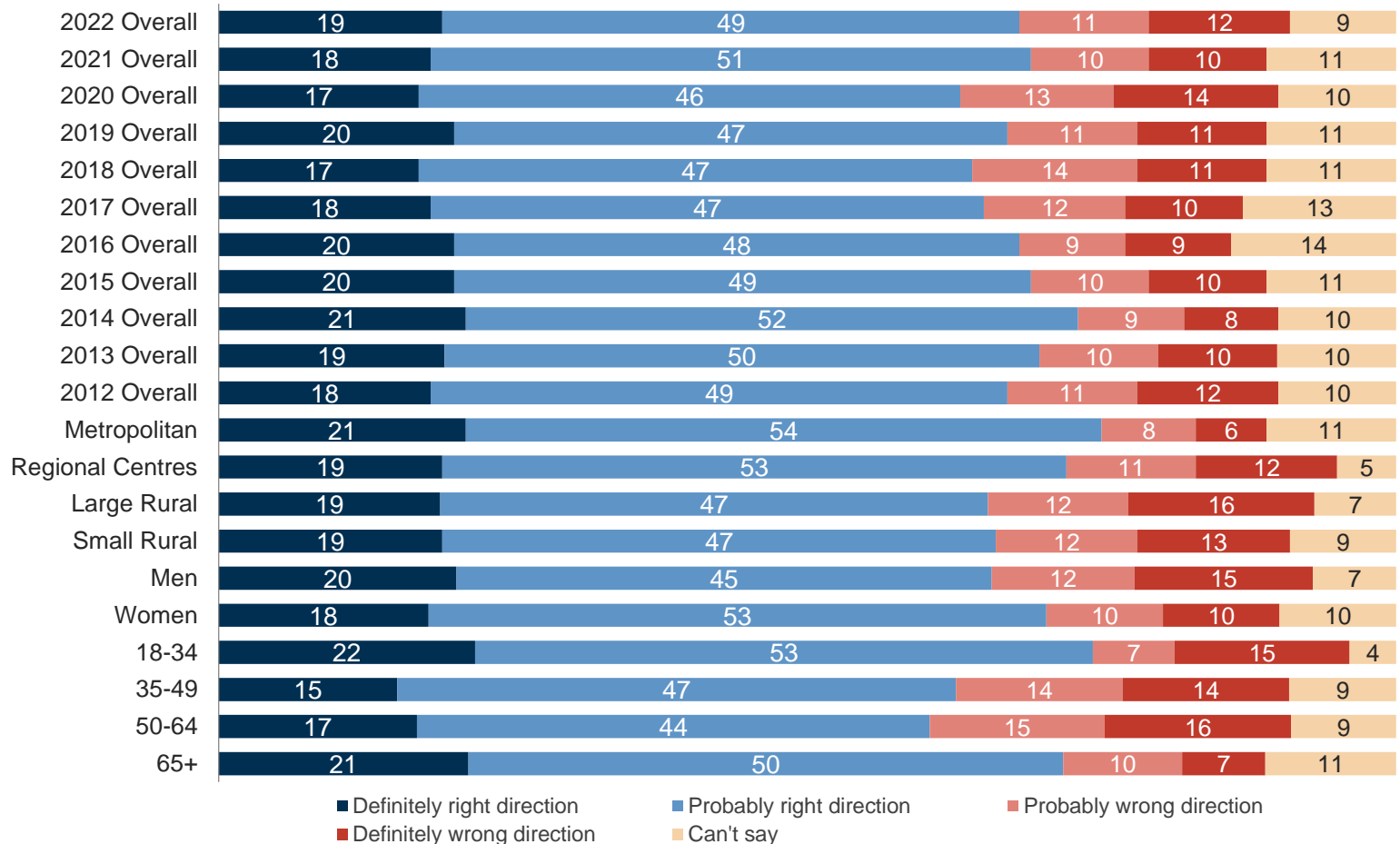
2022 room for improvement in services (%)





Right / wrong direction

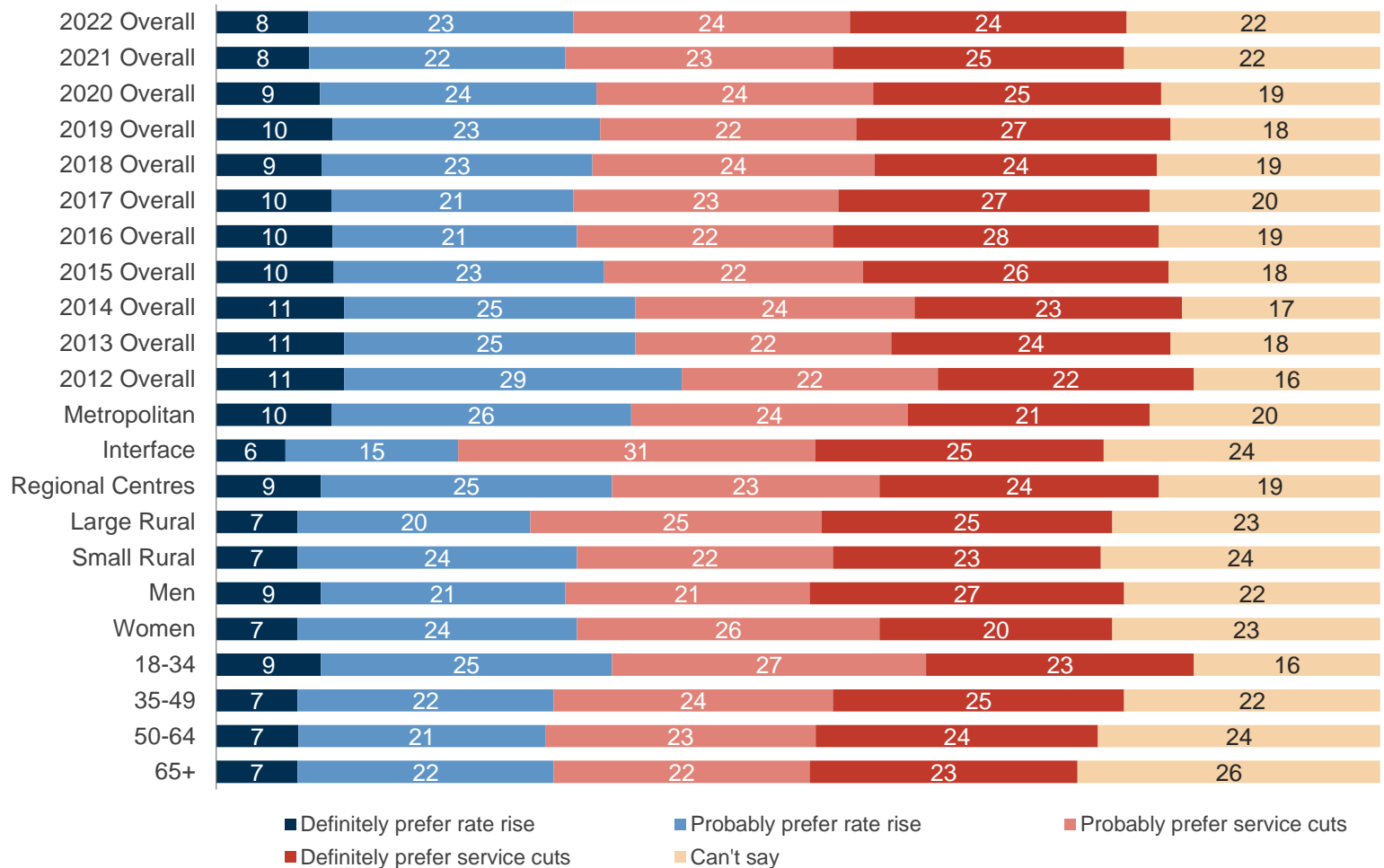
2022 right / wrong direction (%)





Rates / services trade-off

2022 rates / services trade-off (%)



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

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

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

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79▲	79	78	77	77	78	78	78	77	77	77
Women	78▲	78	76	76	76	76	77	76	76	75	75
Small Rural	78▲	77	76	76	74	75	77	76	n/a	n/a	n/a
Regional Centres	77▲	76	75	76	75	76	75	74	n/a	n/a	n/a
65+	77▲	77	76	75	76	75	76	75	74	74	73
Large Rural	77▲	77	76	75	76	75	76	75	n/a	n/a	n/a
35-49	77▲	76	75	75	75	75	76	76	76	74	75
Overall	76	75	74	74	74	74	75	74	74	73	73
Men	74▼	73	72	71	72	72	73	72	71	71	71
Metropolitan	73▼	73	72	71	72	72	73	72	n/a	n/a	n/a
Interface	73▼	72	72	70	70	72	75	72	n/a	n/a	n/a
18-34	72▼	69	68	68	68	67	72	68	68	67	68

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

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

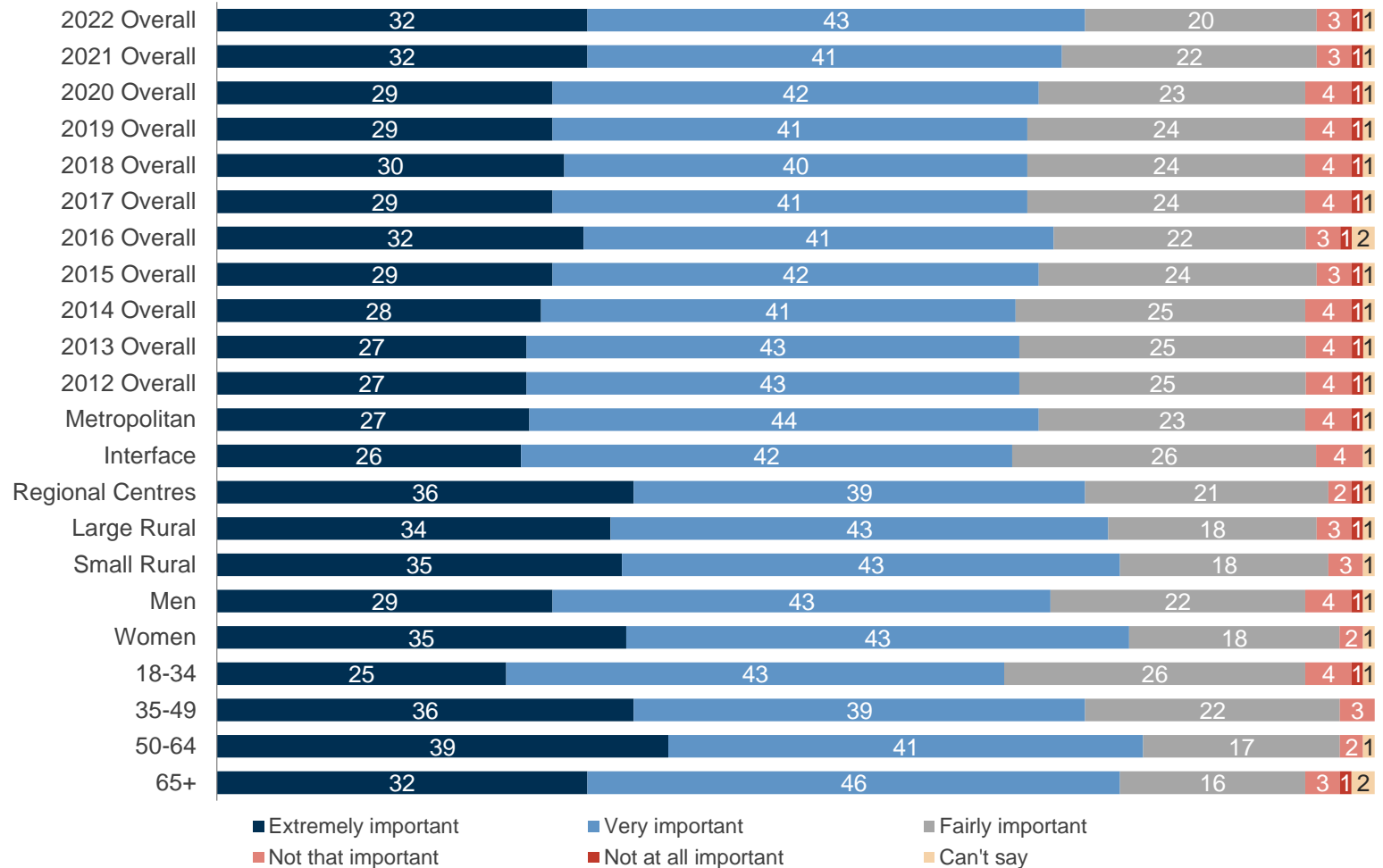
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	58▲	59	58	58	57	57	58	58	n/a	n/a	n/a
18-34	57▲	59	57	58	58	58	57	59	60	60	60
Women	55▲	56	56	56	56	56	56	57	58	58	58
65+	54	56	55	56	55	55	55	56	58	58	58
Overall	54	56	55	56	55	55	54	56	57	57	57
Small Rural	54	56	54	56	54	55	55	56	n/a	n/a	n/a
Regional Centres	54	54	51	54	55	54	52	53	n/a	n/a	n/a
Men	53▼	55	54	55	54	53	53	54	56	56	56
35-49	52▼	54	54	55	55	53	54	54	56	56	55
Interface	52▼	53	53	55	56	53	55	57	n/a	n/a	n/a
Large Rural	51▼	54	54	54	54	52	52	54	n/a	n/a	n/a
50-64	50▼	52	51	52	51	52	51	53	54	54	54

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

Base: All respondents. Councils asked State-wide: 67

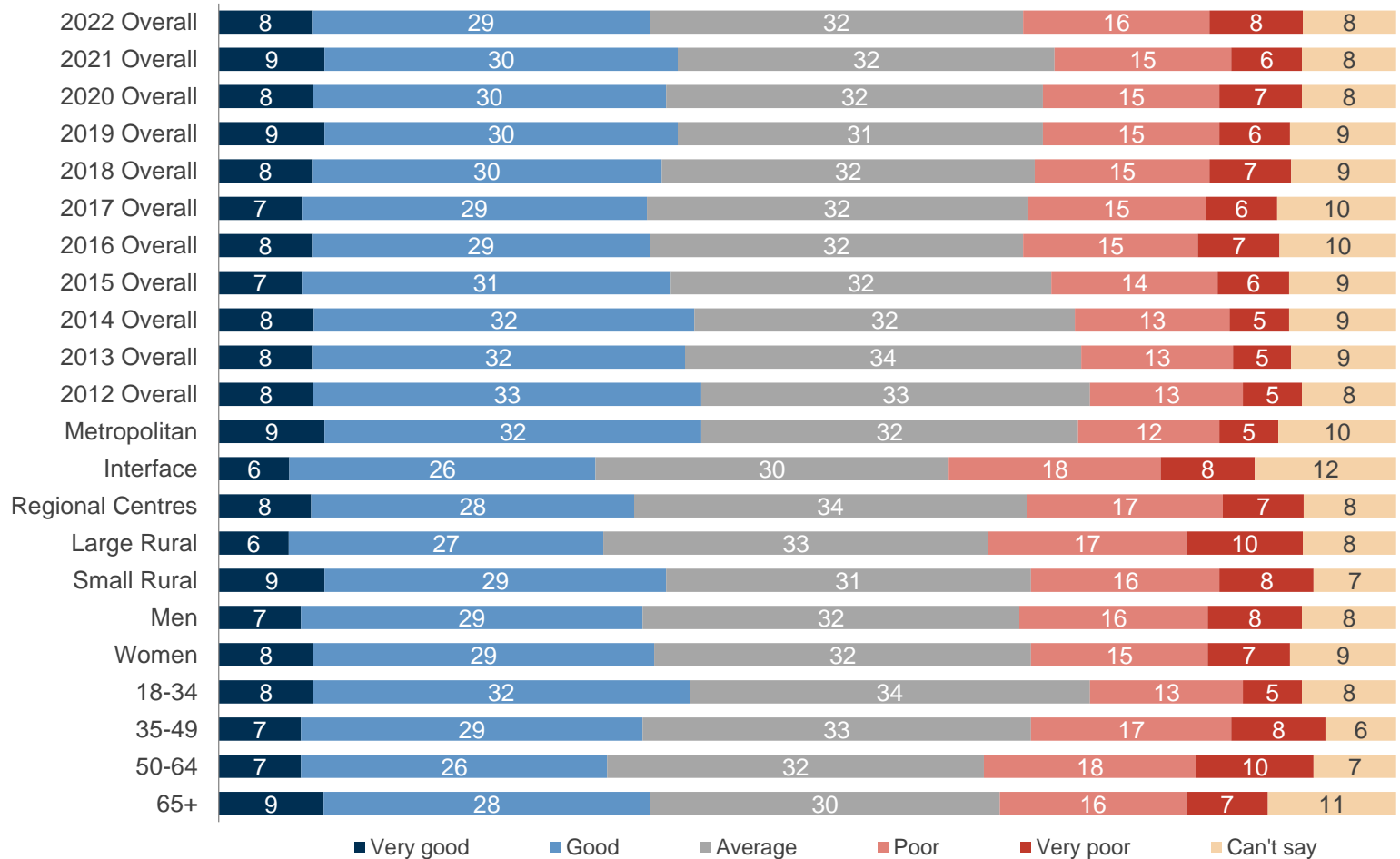
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	74▲	71	73	70	70	70	71	72	n/a	n/a	n/a
Women	73▲	73	71	70	71	72	73	72	73	73	73
35-49	72	70	69	68	69	70	71	70	71	71	72
50-64	71	71	70	70	69	70	71	71	72	71	72
18-34	71	68	66	65	66	66	69	68	67	68	68
Regional Centres	71	70	70	70	70	72	69	68	n/a	n/a	n/a
Overall	71	69	68	67	68	69	69	69	70	70	70
Large Rural	71	71	69	67	68	69	70	70	n/a	n/a	n/a
Interface	70	68	67	66	68	67	70	68	n/a	n/a	n/a
65+	69▼	69	68	66	68	68	68	68	69	69	68
Metropolitan	69▼	67	66	65	66	67	68	67	n/a	n/a	n/a
Men	68▼	66	65	64	65	66	66	66	67	66	67

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

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

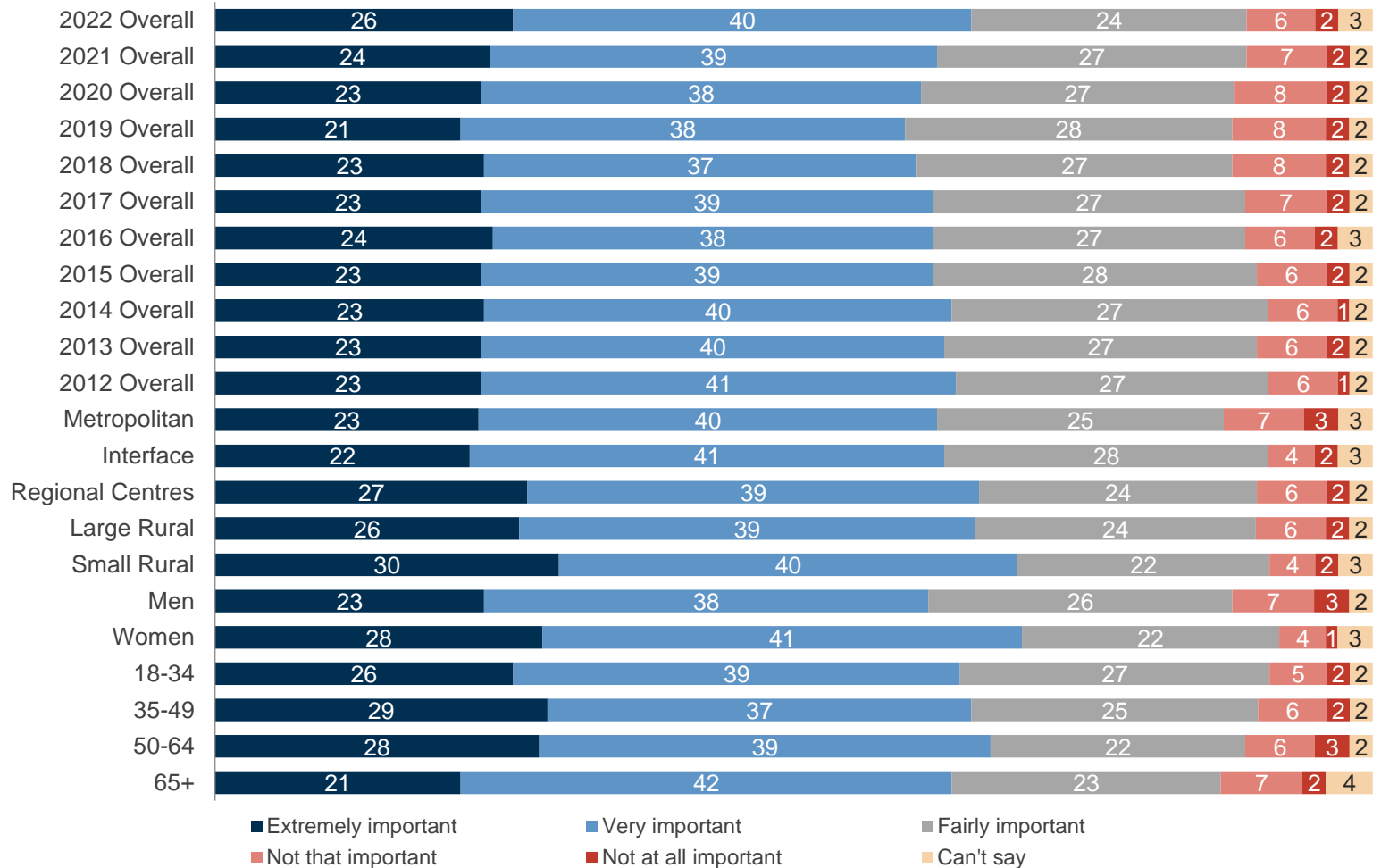
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56▲	57	57	57	57	57	57	58	59	59	60
Metropolitan	55▲	56	57	57	56	56	56	58	n/a	n/a	n/a
Regional Centres	55▲	56	52	54	54	54	52	55	n/a	n/a	n/a
65+	54▲	56	54	56	55	55	54	57	57	57	57
Small Rural	54▲	55	52	55	53	55	54	56	n/a	n/a	n/a
Women	54▲	55	54	55	54	55	54	56	57	56	56
Overall	53	55	53	54	54	54	53	55	56	55	55
Men	53	54	53	54	53	53	53	55	55	55	55
35-49	52▼	53	51	52	52	52	51	53	54	53	53
Large Rural	51▼	54	53	52	52	51	50	53	n/a	n/a	n/a
Interface	51▼	52	51	54	54	54	55	56	n/a	n/a	n/a
50-64	49▼	52	49	51	50	51	50	53	53	52	52

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

Base: All respondents. Councils asked State-wide: 49

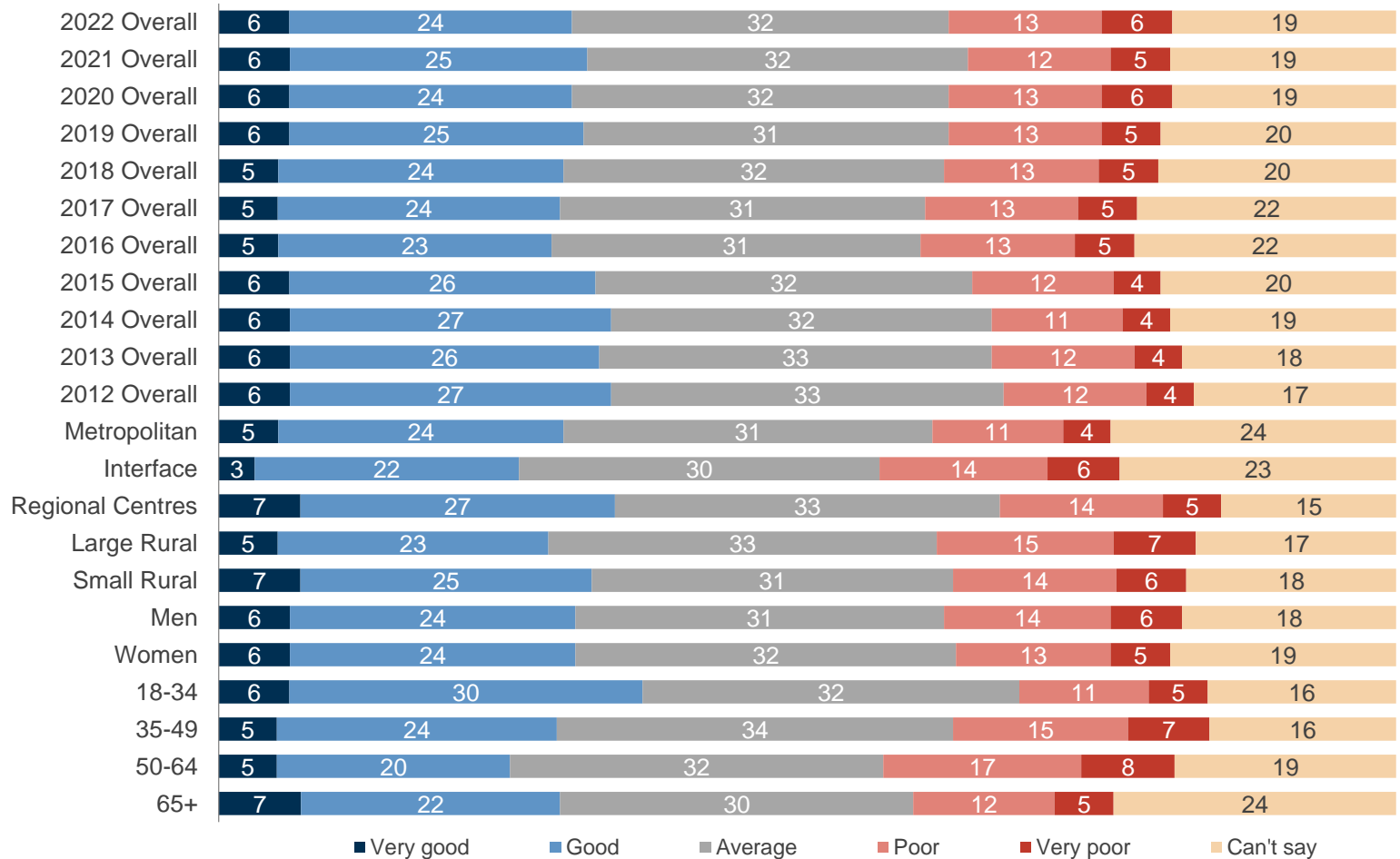
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	82▲	83	81	81	81	81	82	81	81	n/a	n/a
50-64	82	82	81	82	81	81	80	82	81	n/a	n/a
Small Rural	82	80	82	81	77	78	n/a	82	n/a	n/a	n/a
35-49	82▲	82	81	81	80	81	80	80	80	n/a	n/a
Regional Centres	82	81	80	82	81	82	82	80	n/a	n/a	n/a
18-34	81	80	77	78	79	78	79	78	78	n/a	n/a
Overall	81	81	80	80	80	79	80	80	79	n/a	n/a
Large Rural	81	82	79	80	80	80	80	80	n/a	n/a	n/a
Metropolitan	80▼	80	79	78	79	79	79	80	n/a	n/a	n/a
Interface	80	80	80	80	78	79	79	78	n/a	n/a	n/a
65+	79▼	80	79	79	79	79	79	79	79	n/a	n/a
Men	79▼	79	78	78	78	78	77	77	77	n/a	n/a

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

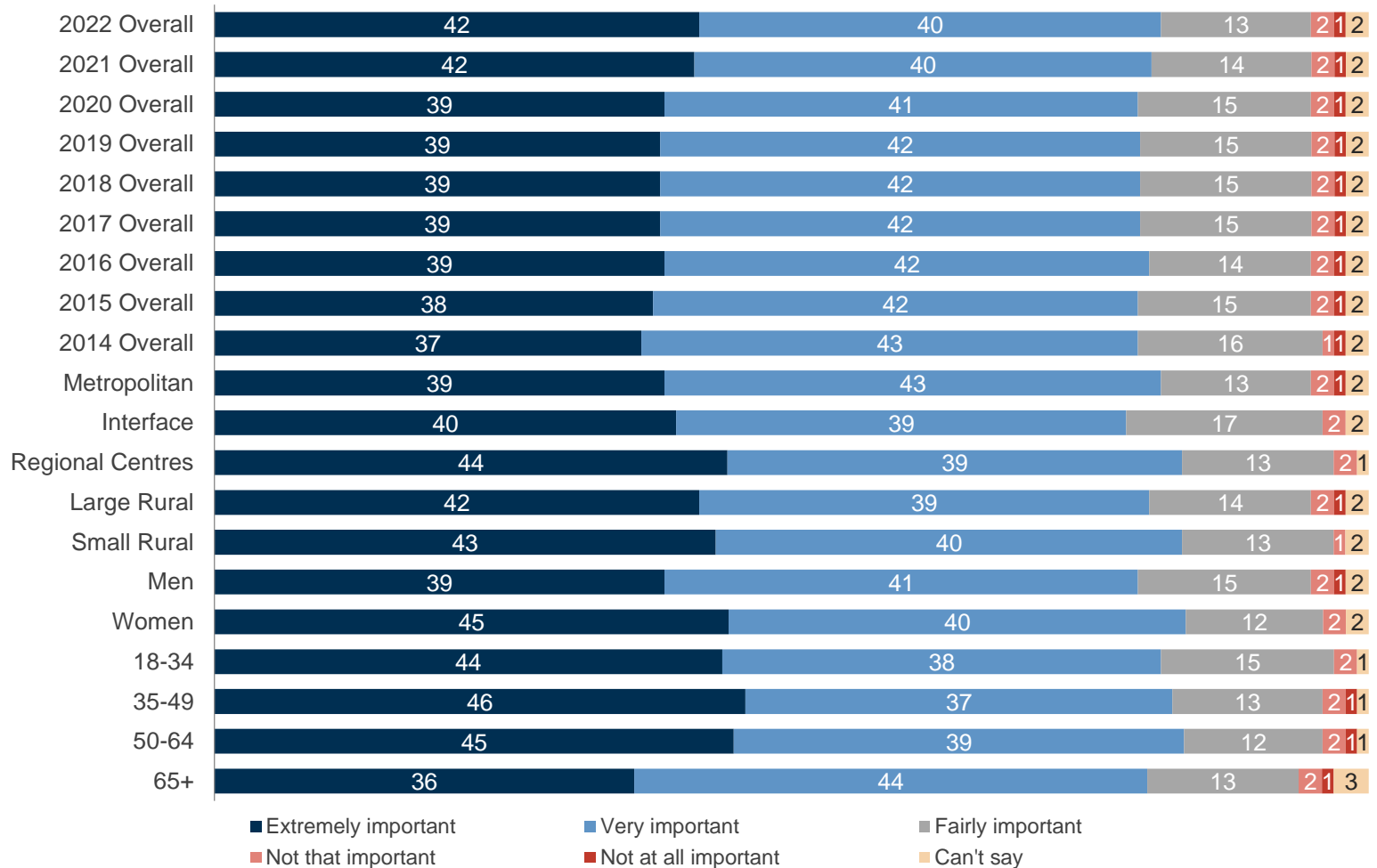
Base: All respondents. Councils asked State-wide: 24

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

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	59▲	61	59	60	58	58	59	59	n/a	n/a	n/a
18-34	58▲	60	57	58	57	58	58	59	60	n/a	n/a
65+	55▲	57	54	55	54	55	54	55	58	n/a	n/a
Women	55▲	57	54	55	54	55	55	56	57	n/a	n/a
Overall	54	56	53	55	54	54	54	55	57	n/a	n/a
Small Rural	54	56	53	55	52	55	53	56	n/a	n/a	n/a
Regional Centres	54	54	50	52	52	52	51	52	n/a	n/a	n/a
Men	54	55	52	54	53	53	53	54	56	n/a	n/a
Interface	53	55	52	55	56	55	56	58	n/a	n/a	n/a
35-49	53▼	54	51	52	52	52	52	53	55	n/a	n/a
Large Rural	51▼	54	52	52	52	51	50	52	n/a	n/a	n/a
50-64	50▼	52	49	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?

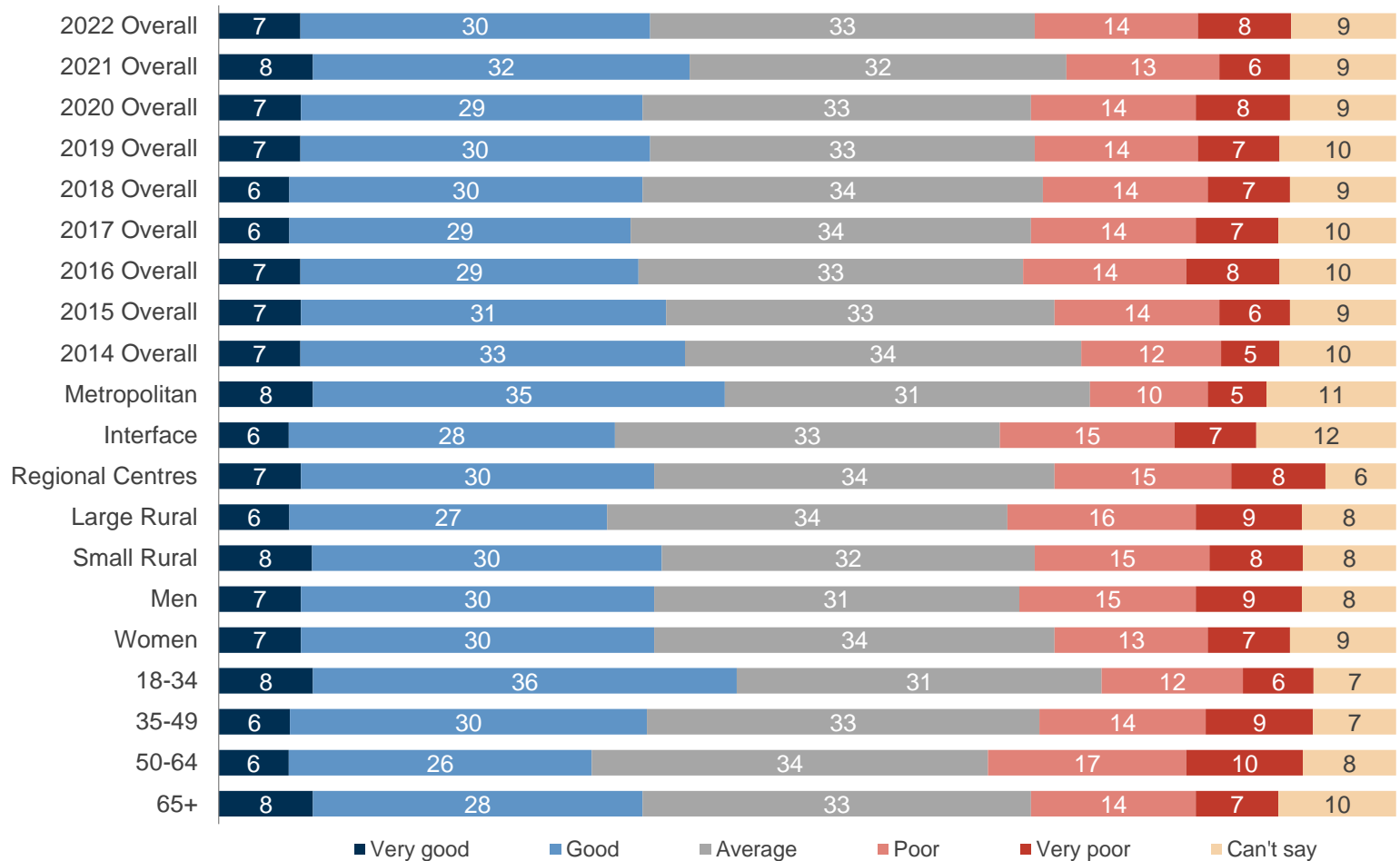
Base: All respondents. Councils asked State-wide: 67

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	83▲	80	81	80	80	77	80	78	n/a	n/a	n/a
Interface	83▲	82	81	80	82	79	79	77	n/a	n/a	n/a
Women	83▲	81	81	81	81	80	79	78	79	n/a	n/a
35-49	82▲	80	80	80	80	79	78	77	79	n/a	n/a
50-64	82	81	82	81	82	80	79	78	79	n/a	n/a
Small Rural	82	81	83	82	84	81	n/a	78	n/a	n/a	n/a
Overall	81	79	79	79	80	78	78	76	77	n/a	n/a
18-34	81	77	77	77	77	75	76	73	73	n/a	n/a
Regional Centres	81	79	79	79	81	80	76	77	n/a	n/a	n/a
65+	81	80	80	79	80	79	79	78	78	n/a	n/a
Men	80▼	78	78	77	78	77	76	75	75	n/a	n/a
Metropolitan	80▼	78	77	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?

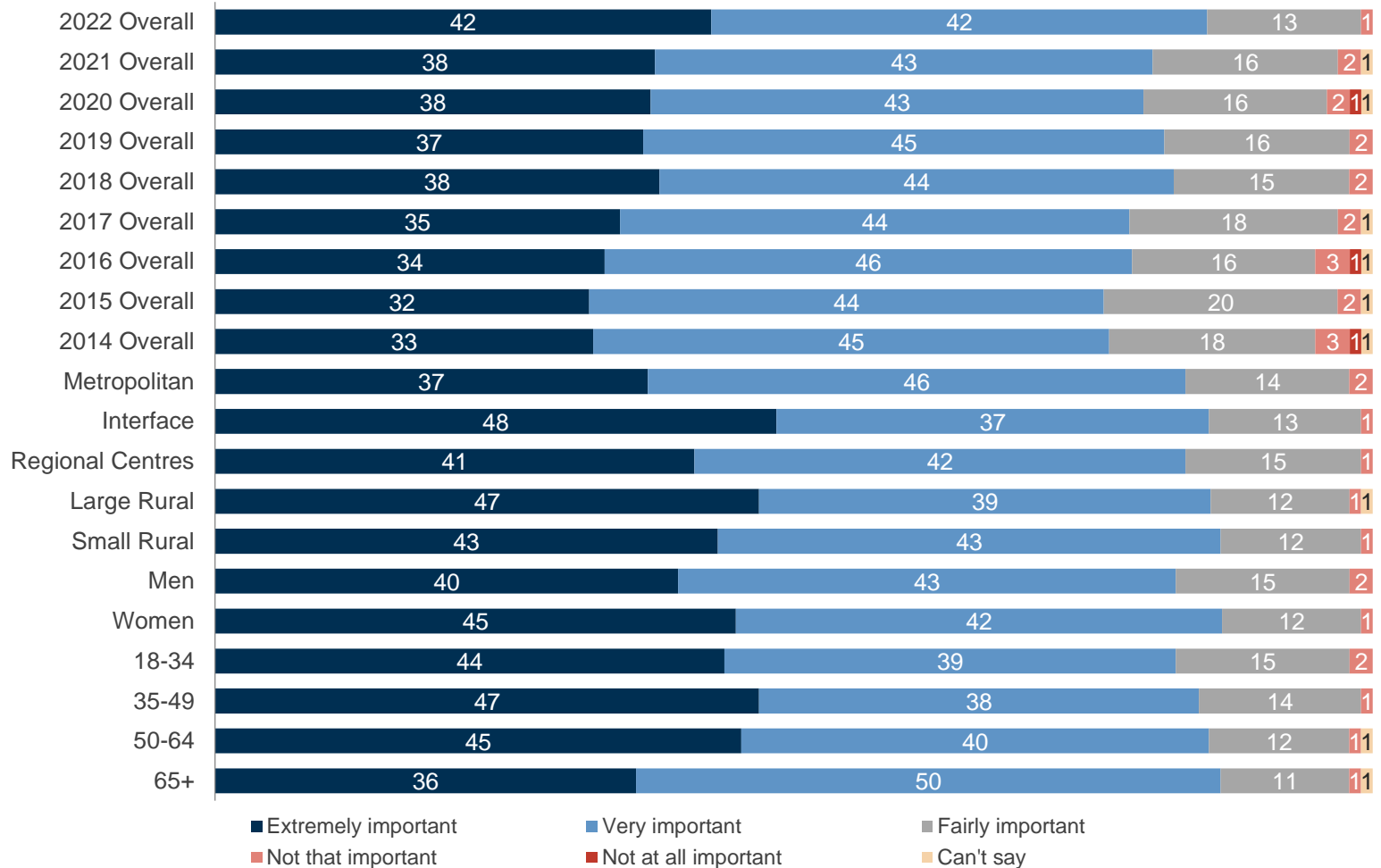
Base: All respondents. Councils asked State-wide: 23

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

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	65▲	68	67	69	68	66	67	69	n/a	n/a	n/a
65+	55▲	58	56	58	55	54	56	57	56	n/a	n/a
18-34	55▲	58	56	57	55	56	58	57	59	n/a	n/a
Regional Centres	54	60	55	57	54	53	54	55	n/a	n/a	n/a
Interface	53	57	55	60	57	59	60	60	n/a	n/a	n/a
Women	53	57	54	56	53	54	54	55	55	n/a	n/a
Overall	53	57	54	56	53	53	54	55	55	n/a	n/a
Men	53	57	54	56	53	53	54	55	55	n/a	n/a
35-49	52▼	55	53	54	52	52	52	53	54	n/a	n/a
Small Rural	50▼	53	51	53	49	50	52	52	n/a	n/a	n/a
50-64	49▼	54	50	53	50	51	51	52	52	n/a	n/a
Large Rural	45▼	50	47	47	45	43	44	45	n/a	n/a	n/a

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

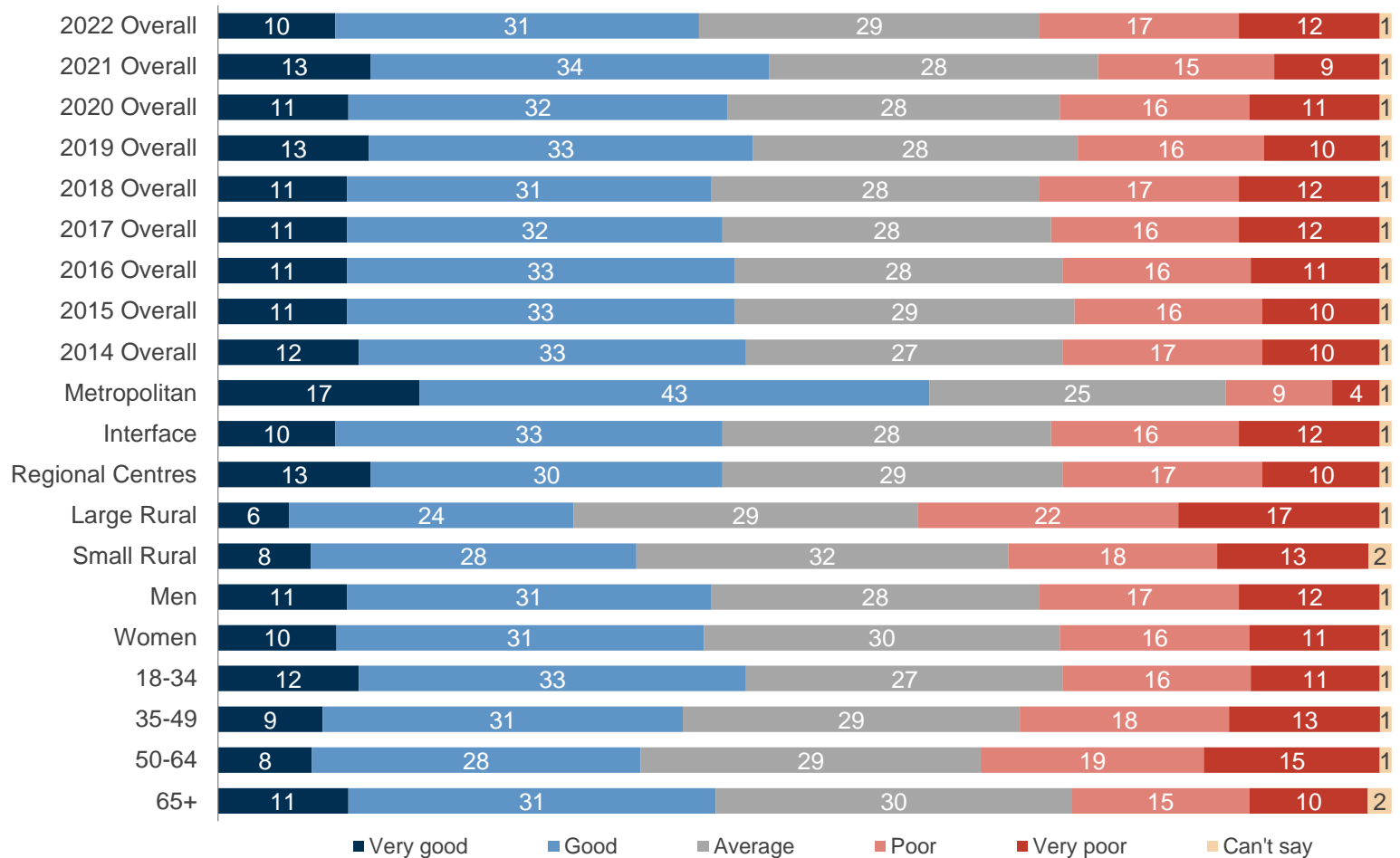
Base: All respondents. Councils asked State-wide: 67

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)

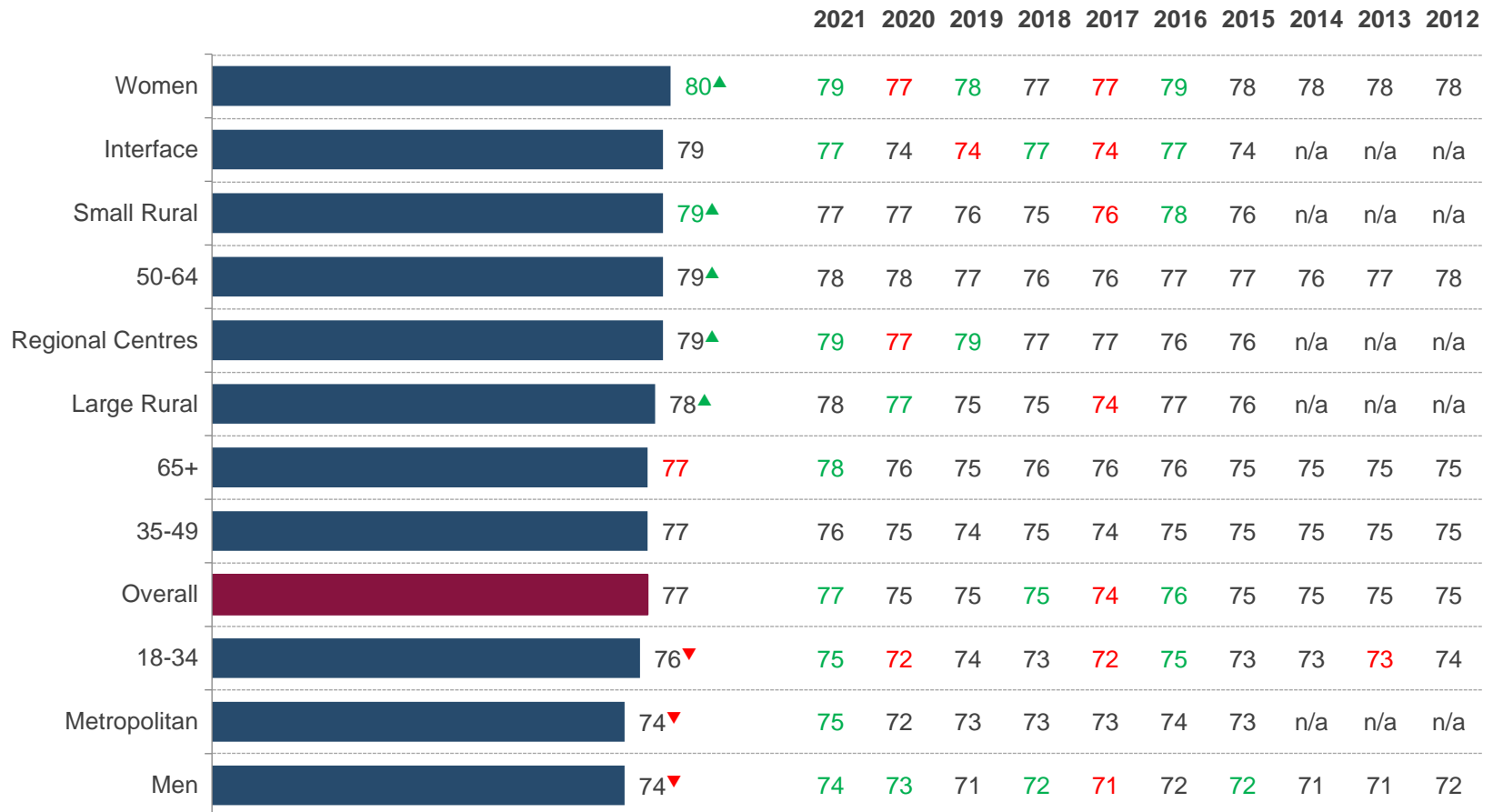




Informing the community importance



2022 informing community importance (index scores)



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

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

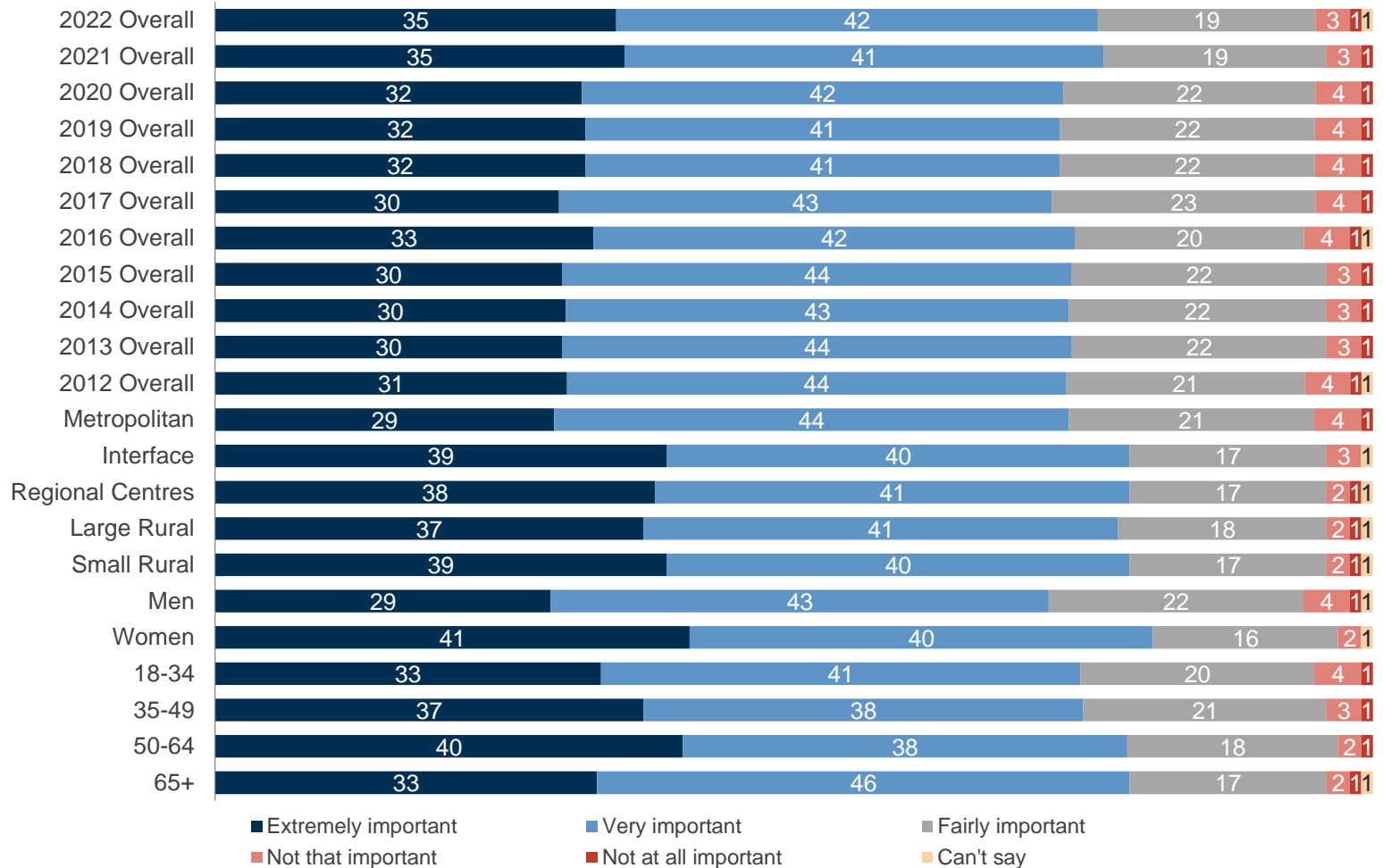
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)





Informing the community performance



2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	62▲	62	62	62	61	61	63	64	n/a	n/a	n/a
18-34	61▲	62	59	61	61	60	61	62	63	63	63
65+	60▲	61	60	60	60	61	59	61	65	63	62
Women	60▲	61	59	60	60	60	60	62	63	62	61
Small Rural	59	61	58	58	56	58	58	60	n/a	n/a	n/a
Overall	59	60	59	60	59	59	59	61	62	61	60
35-49	58▼	59	58	60	58	59	59	61	62	60	58
Men	58▼	60	58	59	58	58	58	60	62	61	59
Regional Centres	58	59	56	56	59	58	59	58	n/a	n/a	n/a
Large Rural	56▼	59	59	61	59	60	56	59	n/a	n/a	n/a
50-64	56▼	57	56	57	56	57	56	58	60	59	57
Interface	56▼	58	57	59	60	55	55	56	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: 36

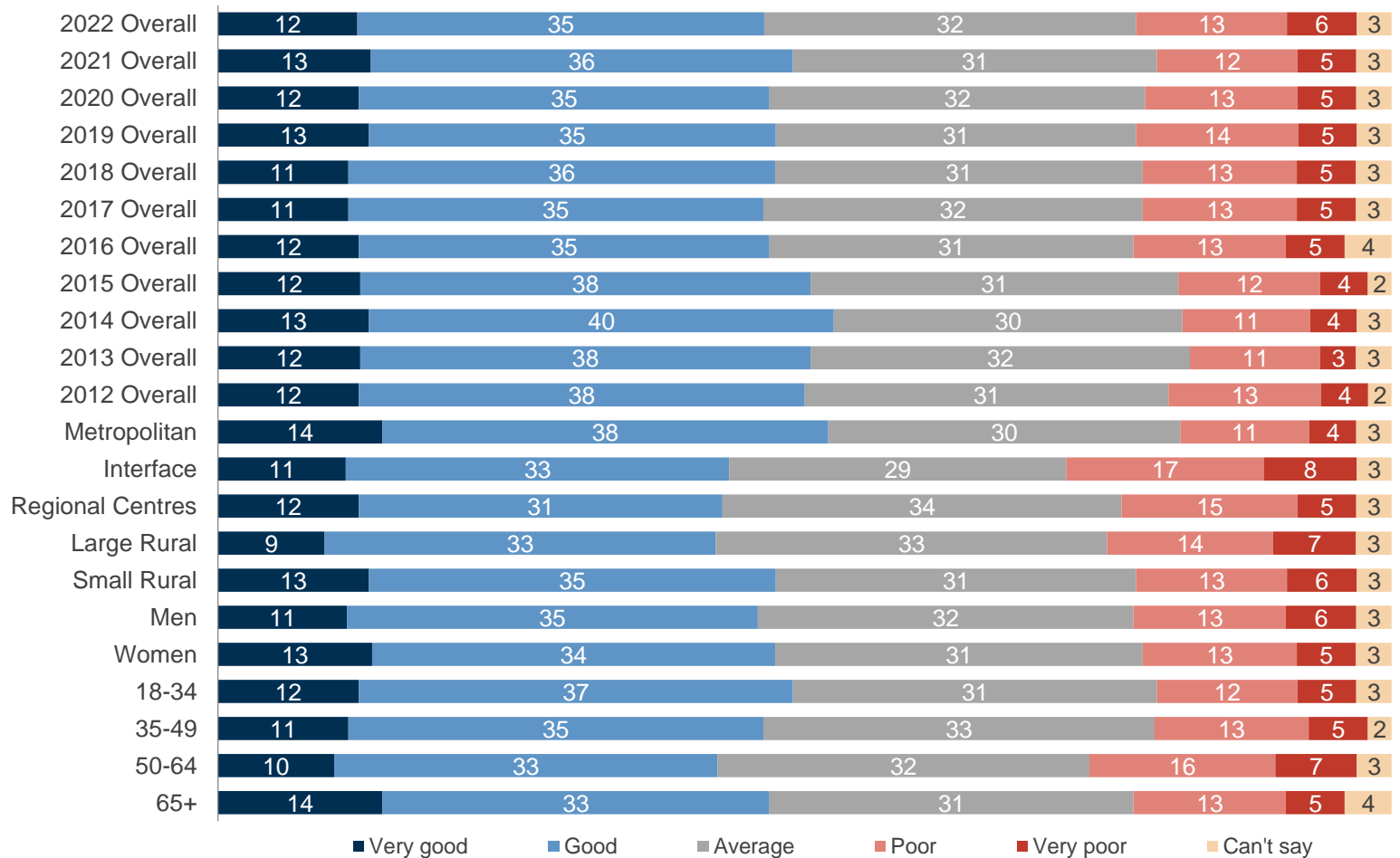
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	85▲	82	79	79	80	80	79	78	n/a	n/a	n/a
Women	83▲	81	80	79	79	79	80	79	79	81	79
50-64	82	80	81	79	79	78	78	78	78	79	79
35-49	82▲	80	79	78	78	78	78	78	78	78	77
Metropolitan	81	80	78	78	79	78	78	77	n/a	n/a	n/a
Overall	81	79	78	77	78	77	77	77	77	78	77
Large Rural	80▼	79	78	77	77	75	77	77	n/a	n/a	n/a
Regional Centres	80▼	78	78	77	79	77	77	77	n/a	n/a	n/a
65+	80▼	80	79	78	78	78	77	78	77	78	78
Small Rural	80	77	77	77	76	76	75	76	n/a	n/a	n/a
18-34	78▼	77	74	75	75	74	76	75	74	75	74
Men	78▼	76	76	75	76	75	74	75	74	75	74

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

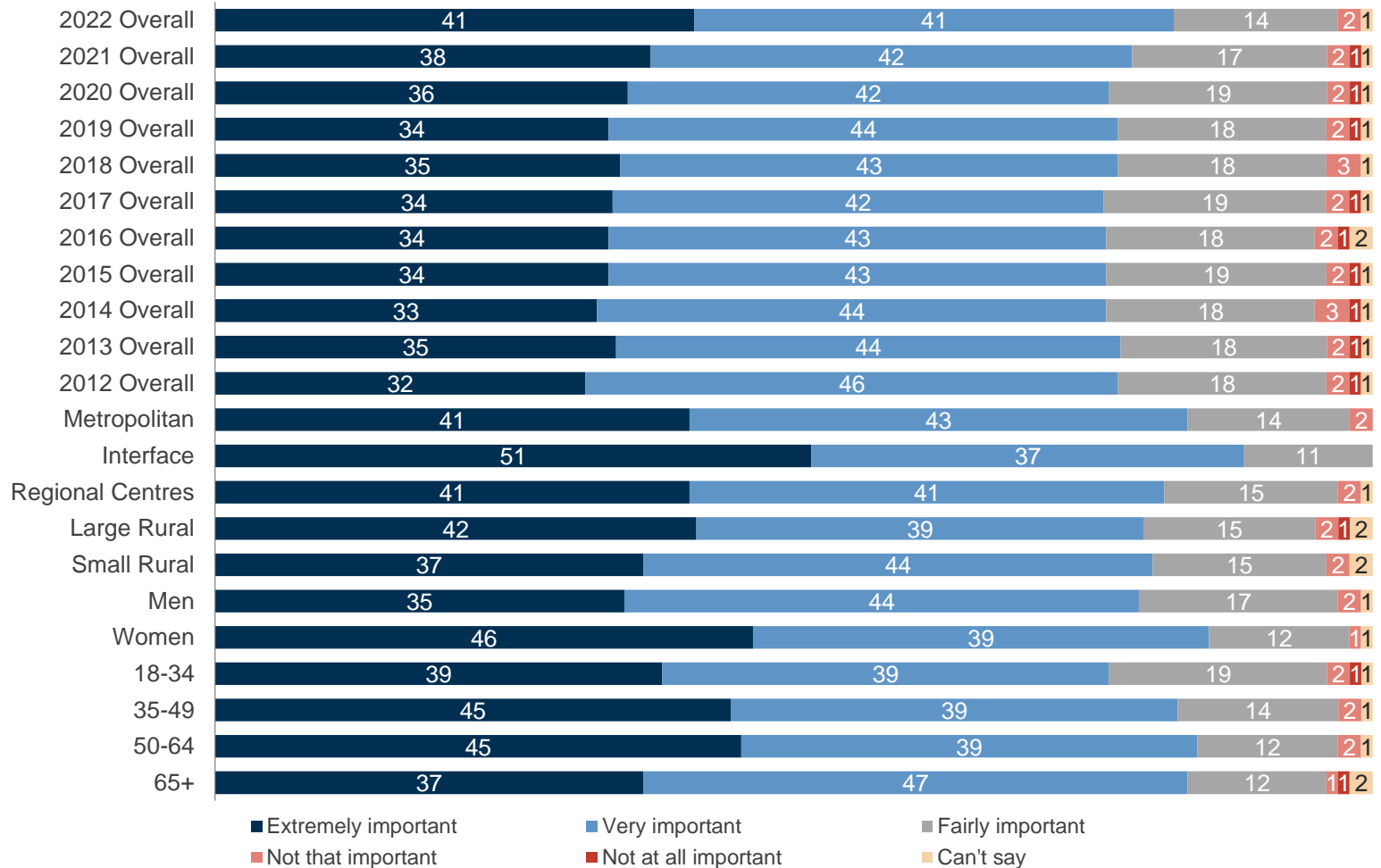
Base: All respondents. Councils asked State-wide: 25

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

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	63▲	65	64	65	64	62	63	64	n/a	n/a	n/a
18-34	59▲	63	60	62	62	60	60	62	62	63	62
Regional Centres	59▲	62	59	61	59	57	58	58	n/a	n/a	n/a
Men	57	61	59	60	59	57	58	59	59	59	58
Overall	57	59	58	59	58	57	57	58	58	58	57
65+	57	58	57	58	58	57	57	57	57	57	57
35-49	56	58	58	59	58	56	57	58	57	57	56
Women	56▼	58	57	58	58	56	56	57	56	56	56
Small Rural	55▼	58	57	57	57	57	58	59	n/a	n/a	n/a
Interface	54▼	58	54	60	59	56	57	56	n/a	n/a	n/a
50-64	54▼	57	55	57	56	54	55	55	54	54	54
Large Rural	51▼	55	54	55	54	53	53	54	n/a	n/a	n/a

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

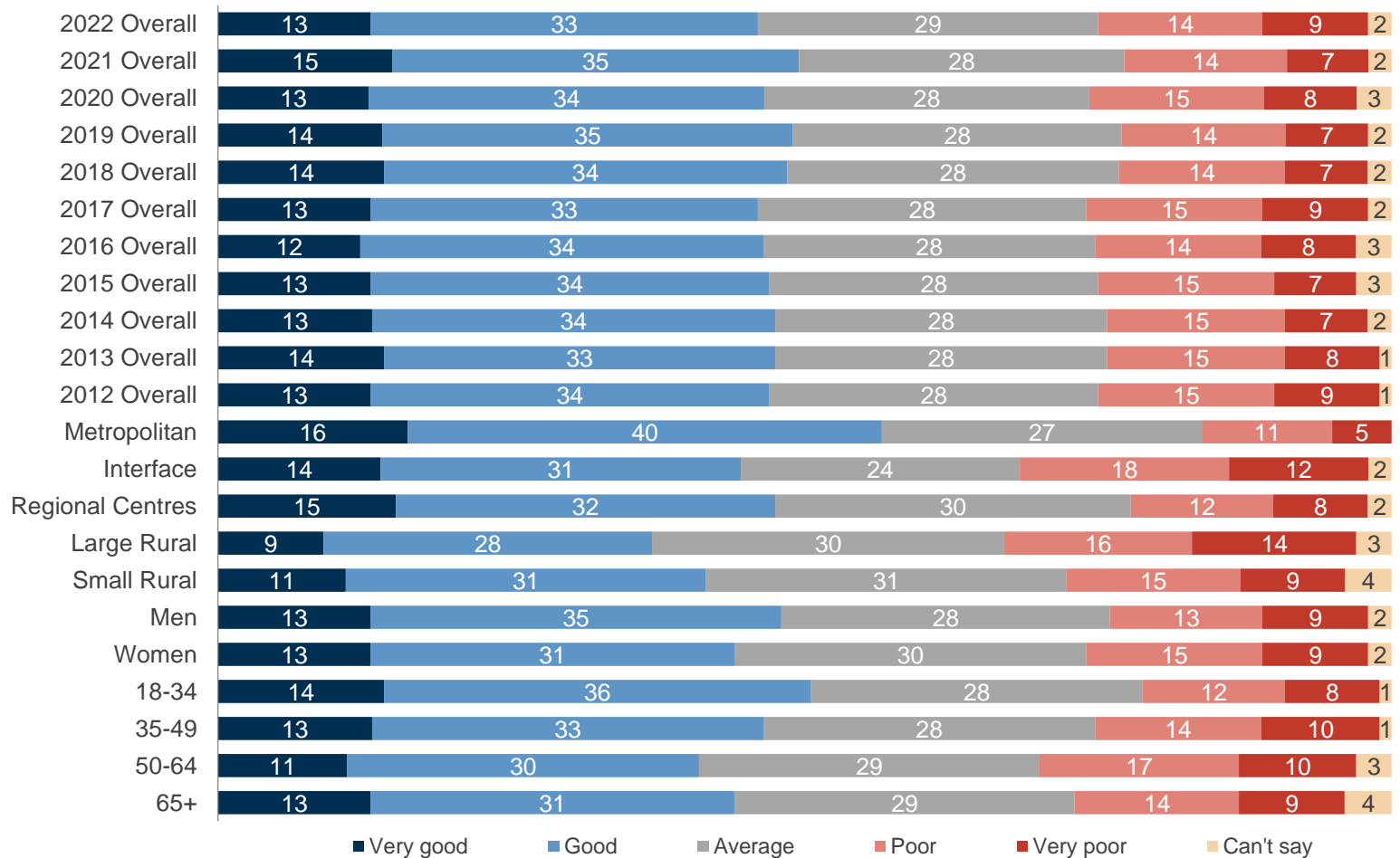
Base: All respondents. Councils asked State-wide: 33

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)





Traffic management importance



2022 traffic management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	80▲	81	80	83	84	67	71	68	n/a	n/a	n/a
Women	76▲	75	76	76	77	75	75	73	73	75	76
65+	74	77	75	74	74	74	73	73	73	74	75
Metropolitan	74	74	73	75	76	76	75	74	n/a	n/a	n/a
50-64	74	74	74	74	73	72	72	72	71	74	74
Overall	73	73	73	73	74	72	72	71	70	72	73
35-49	73	73	72	73	74	72	72	71	69	71	73
18-34	72	71	71	72	73	71	70	68	69	70	72
Regional Centres	72	74	72	73	74	71	72	72	n/a	n/a	n/a
Men	70▼	72	70	71	71	69	69	68	67	69	70
Small Rural	66▼	64	n/a	61	63	62	63	57	n/a	n/a	n/a

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

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

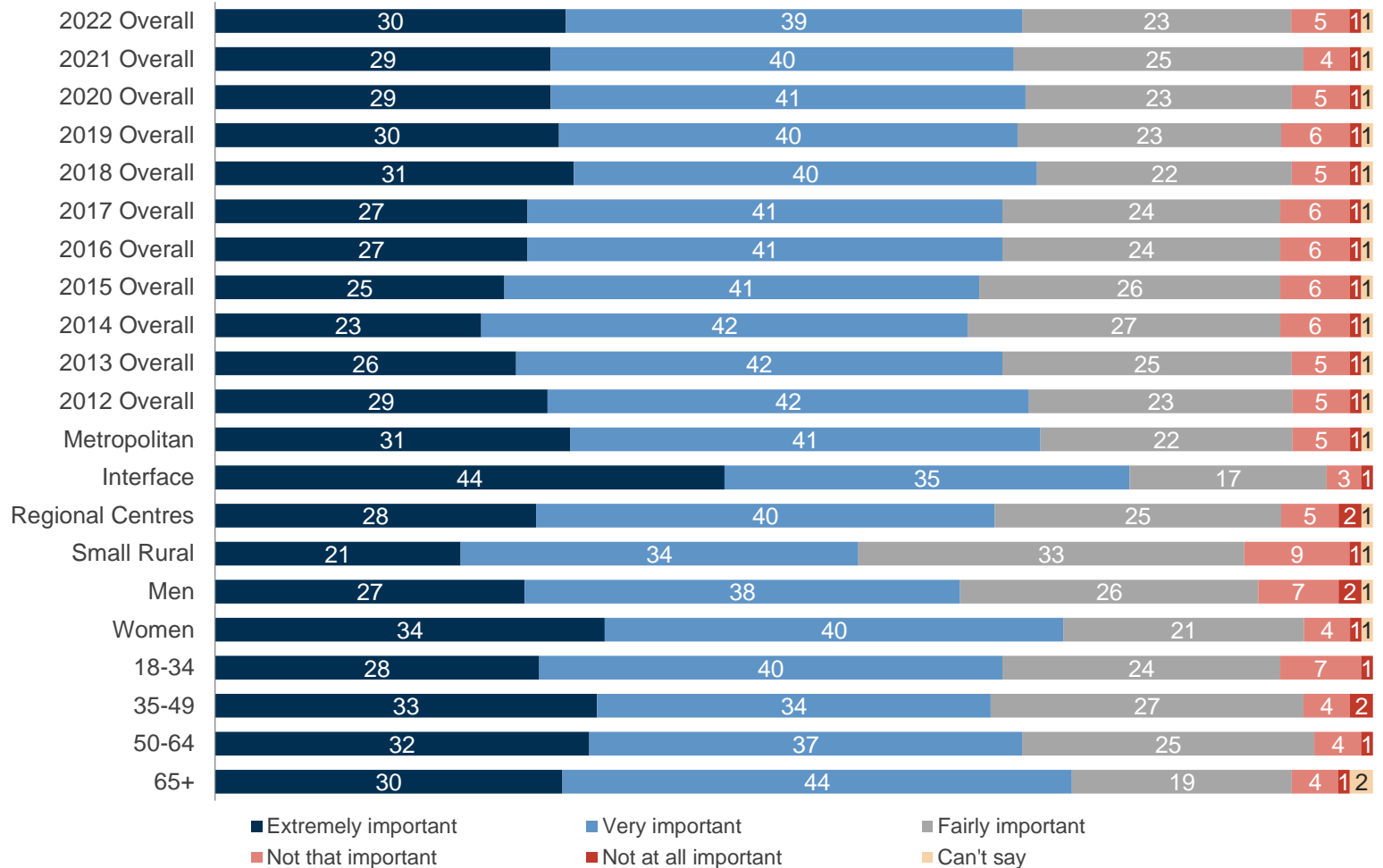
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2022 traffic management importance (%)





Traffic management performance



2022 traffic management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	66▲	67	64	66	65	67	65	67	n/a	n/a	n/a
Women	59	59	58	58	58	60	60	60	61	60	59
18-34	59	61	60	59	58	61	61	62	63	63	62
65+	58	59	59	59	57	60	60	60	60	61	60
Metropolitan	58	59	59	58	57	56	56	57	n/a	n/a	n/a
Overall	58	59	58	58	57	59	59	60	60	60	58
35-49	58	57	55	56	55	58	57	58	59	58	55
Regional Centres	57	60	56	60	56	61	59	62	n/a	n/a	n/a
Men	57	59	58	57	56	58	57	59	60	59	58
50-64	56▼	57	57	56	55	57	57	57	58	57	56
Interface	54▼	52	52	52	51	59	57	61	n/a	n/a	n/a

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

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

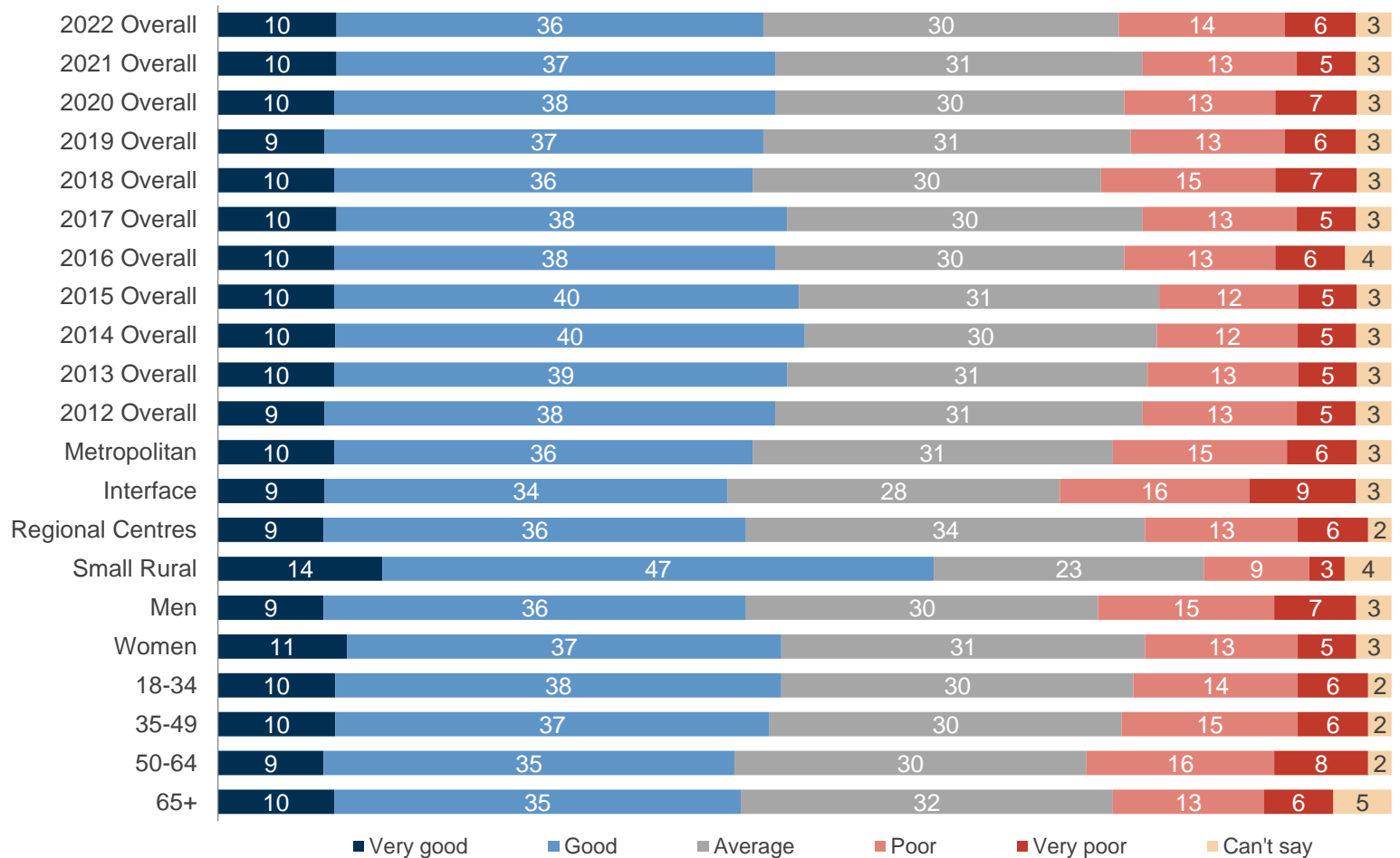
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2022 traffic management performance (%)





Parking facilities importance



2022 parking importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	75▲	73	69	66	64	64	65	67	n/a	n/a	n/a
65+	75▲	76	75	73	74	73	73	74	74	74	74
Women	74▲	74	74	74	74	73	74	74	74	75	74
Regional Centres	74▲	73	75	75	75	72	73	74	n/a	n/a	n/a
50-64	73	73	72	72	72	71	70	71	71	73	72
Overall	72	72	71	71	71	70	70	70	70	71	71
Metropolitan	72	72	71	73	73	73	72	72	n/a	n/a	n/a
18-34	70▼	68	67	69	69	67	68	67	68	68	68
35-49	70▼	70	69	70	70	69	69	70	69	70	70
Men	69▼	69	68	68	69	66	66	67	67	67	68
Large Rural	68▼	67	66	66	66	66	68	67	n/a	n/a	n/a

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

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

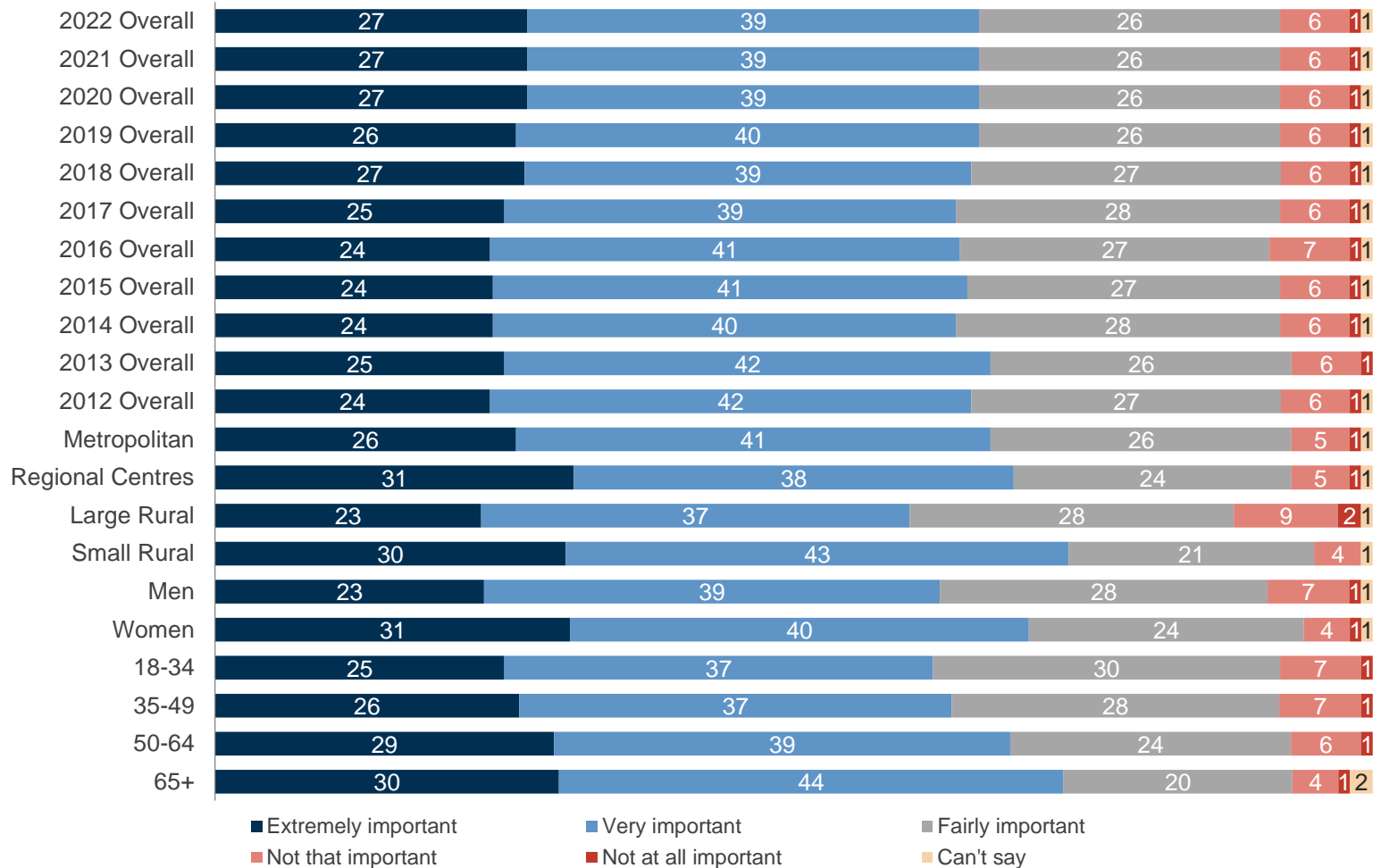
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)





Parking facilities performance



2022 parking performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	60▲	62	60	60	60	63	61	62	n/a	n/a	n/a
18-34	59▲	60	57	57	58	56	57	59	60	60	60
35-49	58	58	56	56	56	56	57	58	58	57	55
Metropolitan	58	58	56	55	55	53	54	55	n/a	n/a	n/a
Women	57	57	54	55	55	55	56	56	57	56	56
Overall	57	58	55	56	56	55	56	57	57	57	56
Men	57	58	56	56	56	56	56	58	58	58	57
Regional Centres	56	55	49	50	51	52	54	53	n/a	n/a	n/a
65+	56	56	54	55	54	54	55	55	56	56	55
Interface	56	57	58	57	57	57	56	60	n/a	n/a	n/a
50-64	54▼	56	54	54	56	54	55	55	55	55	55
Large Rural	53▼	56	57	58	59	60	58	59	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: 20

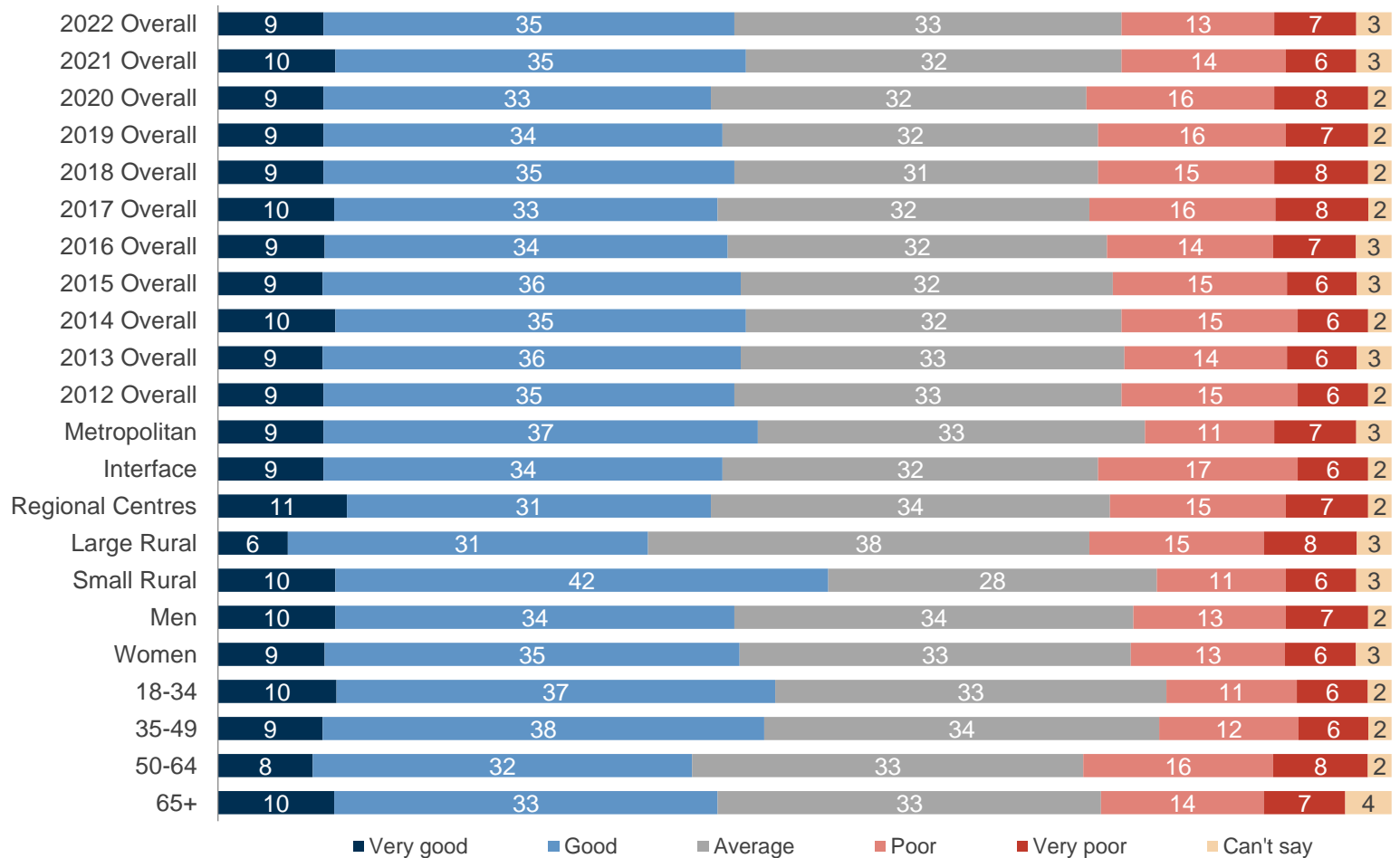
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)





Enforcement of local laws importance



2022 law enforcement importance (index scores)



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

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

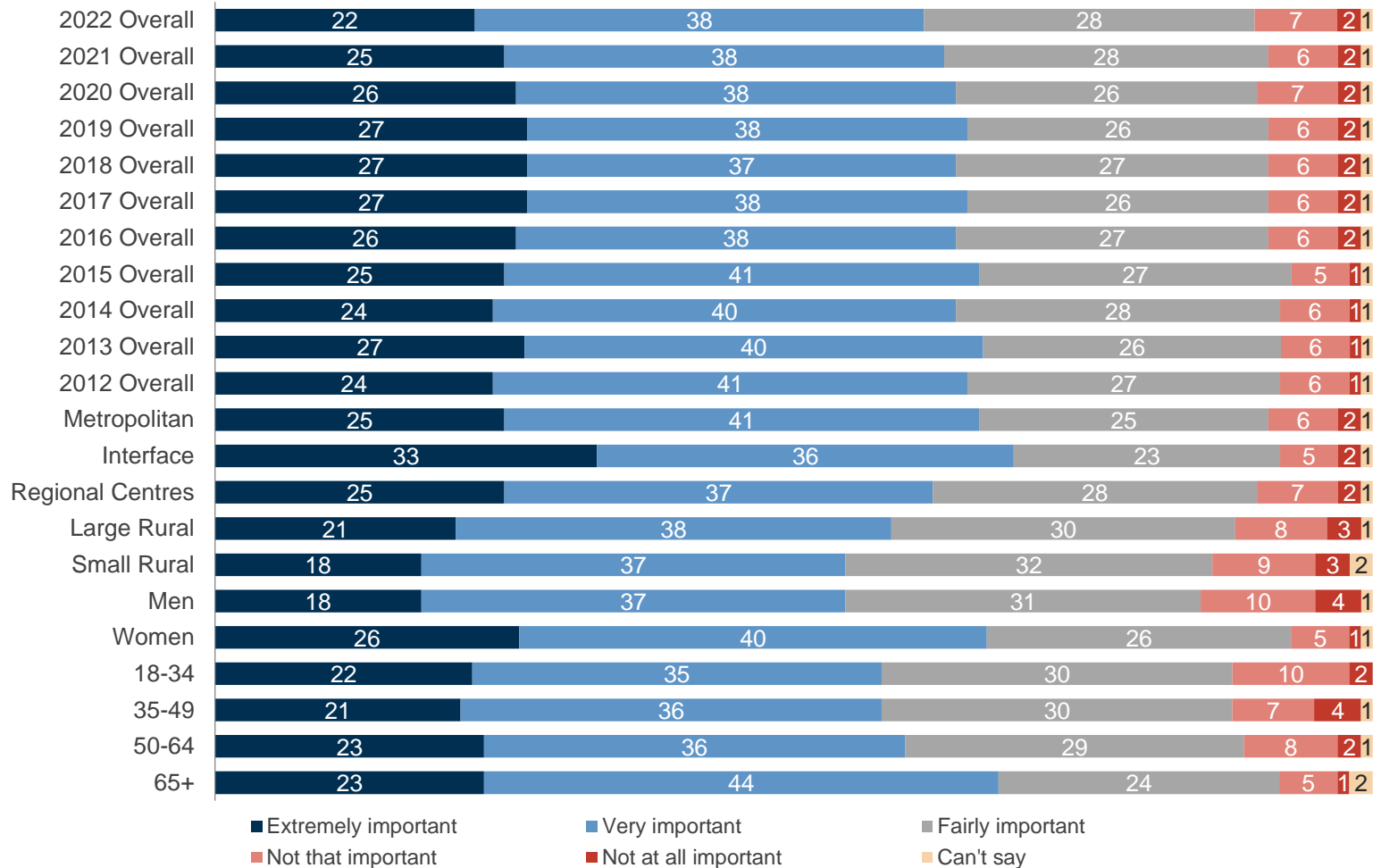
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)





Enforcement of local laws performance



2022 law enforcement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67▲	69	66	67	67	67	67	70	69	69	69
Regional Centres	66▲	67	64	66	66	66	64	67	n/a	n/a	n/a
Metropolitan	65▲	66	65	64	64	64	64	66	n/a	n/a	n/a
Women	65▲	66	64	65	65	65	65	67	67	66	67
35-49	64▲	64	63	64	64	64	63	65	66	65	64
Large Rural	64▲	64	64	64	64	63	63	65	n/a	n/a	n/a
Overall	63	64	63	64	64	64	63	66	66	65	65
65+	62▼	63	62	62	62	63	62	64	64	64	64
Men	62▼	63	62	63	62	63	62	64	65	64	64
Small Rural	62▼	63	62	63	63	65	64	66	n/a	n/a	n/a
Interface	61▼	63	59	62	61	60	61	65	n/a	n/a	n/a
50-64	61▼	61	60	61	61	61	61	63	63	62	63

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

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

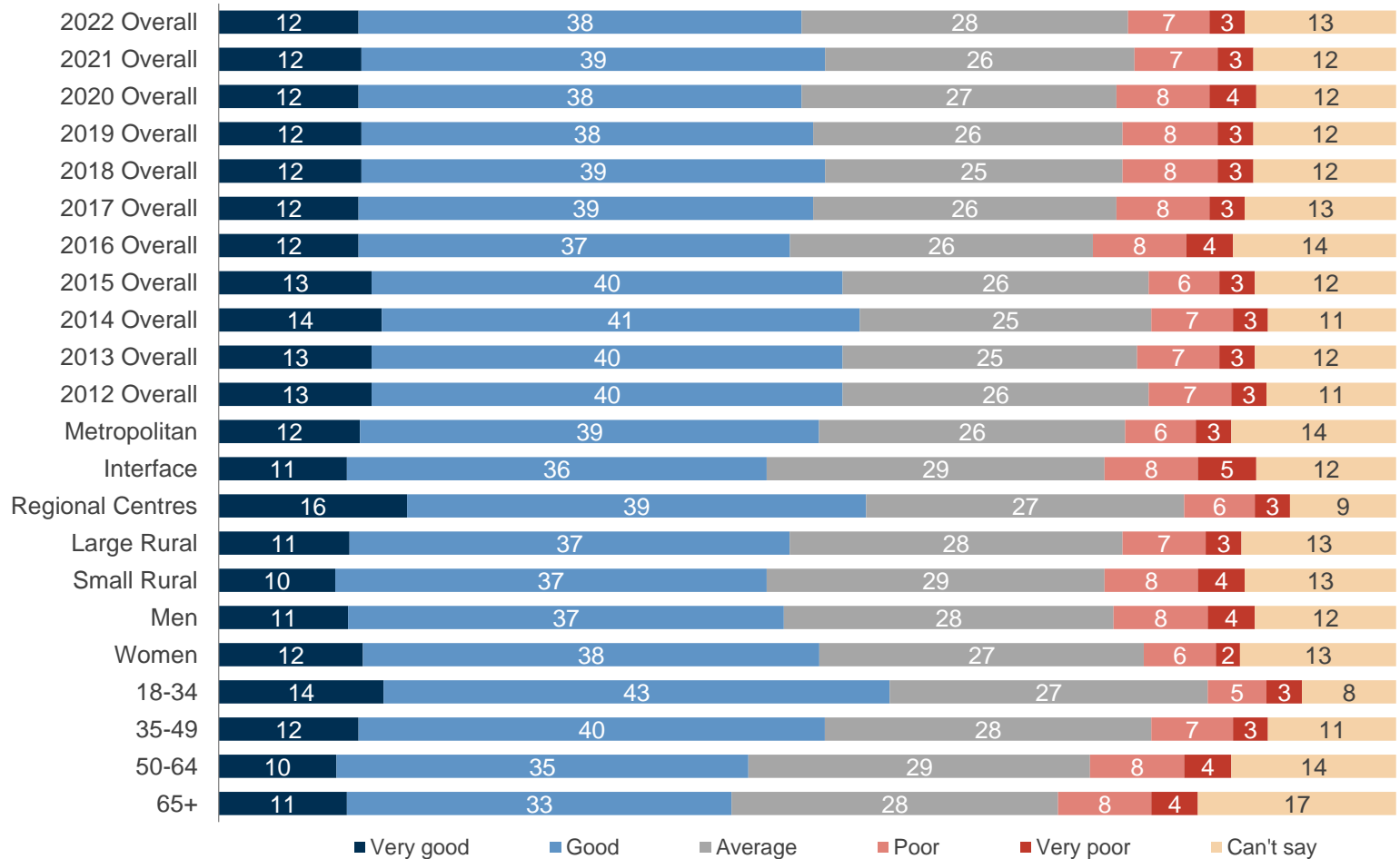
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)





Family support services importance



2022 family support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	82▲	78	77	76	76	74	75	74	n/a	n/a	n/a
Women	80▲	81	79	78	78	77	77	77	77	78	78
18-34	78▲	79	76	76	76	76	75	74	74	75	75
35-49	77	76	75	74	74	73	74	73	73	73	73
Metropolitan	76	76	75	75	75	73	73	72	n/a	n/a	n/a
Overall	76	76	75	74	74	73	73	73	72	73	73
Regional Centres	76	78	76	75	75	76	73	75	n/a	n/a	n/a
Large Rural	75	75	74	73	72	72	72	72	n/a	n/a	n/a
Small Rural	75	76	74	71	69	71	72	72	n/a	n/a	n/a
50-64	75	75	74	72	72	72	70	72	71	72	72
65+	75	74	74	72	72	71	71	72	72	72	73
Men	72▼	72	71	69	69	69	68	68	68	68	69

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

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

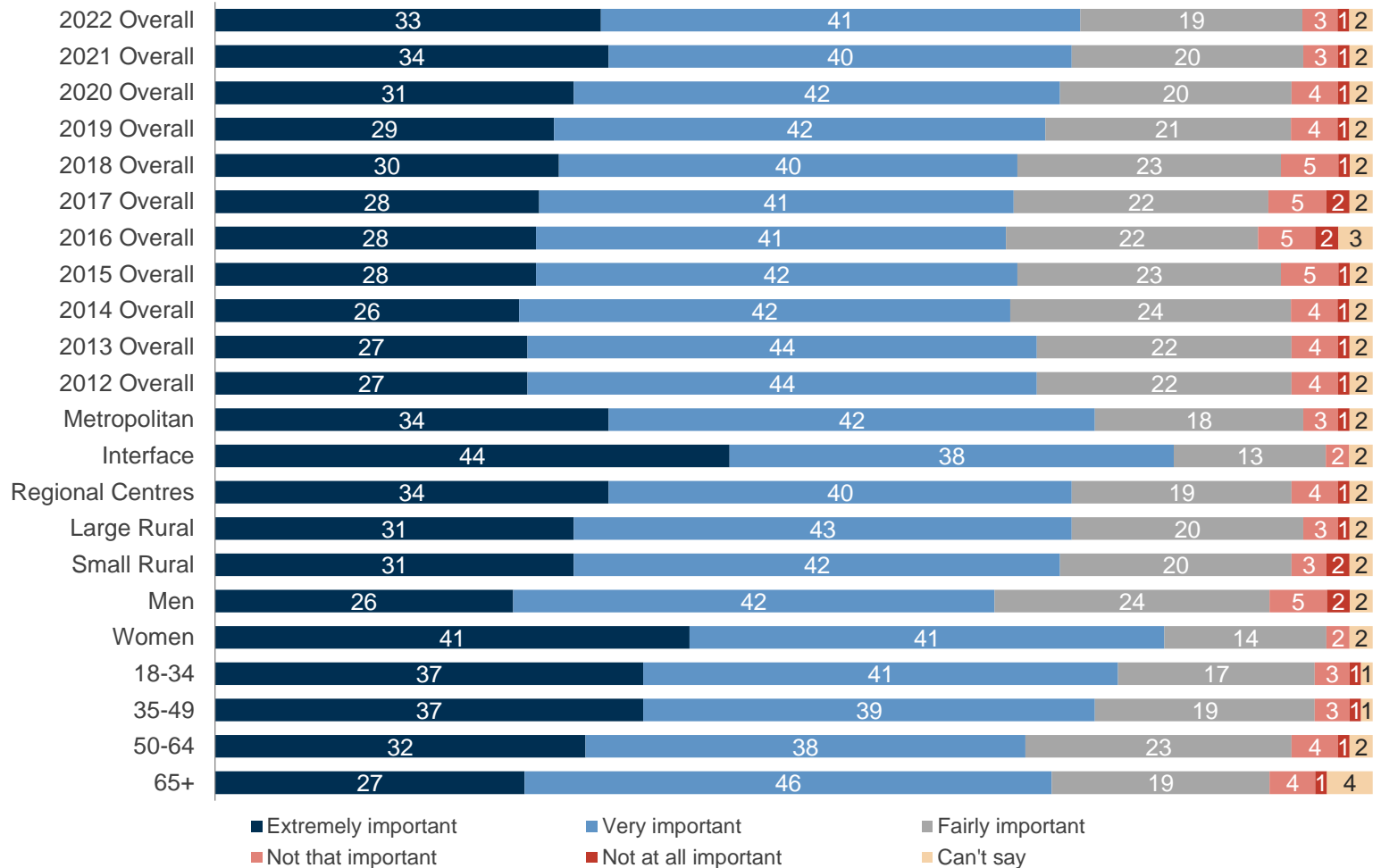
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)





Family support services performance



2022 family support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	69▲	69	69	70	68	70	69	70	72	71	70
Regional Centres	67▲	66	65	68	66	67	66	66	n/a	n/a	n/a
Metropolitan	66▲	67	69	69	68	68	69	68	n/a	n/a	n/a
Women	65	66	66	67	67	67	67	68	69	68	67
Overall	65	66	66	67	66	67	66	67	68	67	67
Men	65	66	65	67	66	66	66	67	68	67	66
18-34	65	64	65	67	67	67	66	67	69	68	68
Large Rural	64▼	66	64	65	65	65	64	67	n/a	n/a	n/a
Interface	64	65	63	67	67	65	65	66	n/a	n/a	n/a
Small Rural	64▼	66	66	68	67	68	66	67	n/a	n/a	n/a
35-49	64▼	65	65	67	67	66	66	66	67	66	65
50-64	62▼	65	63	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: 29

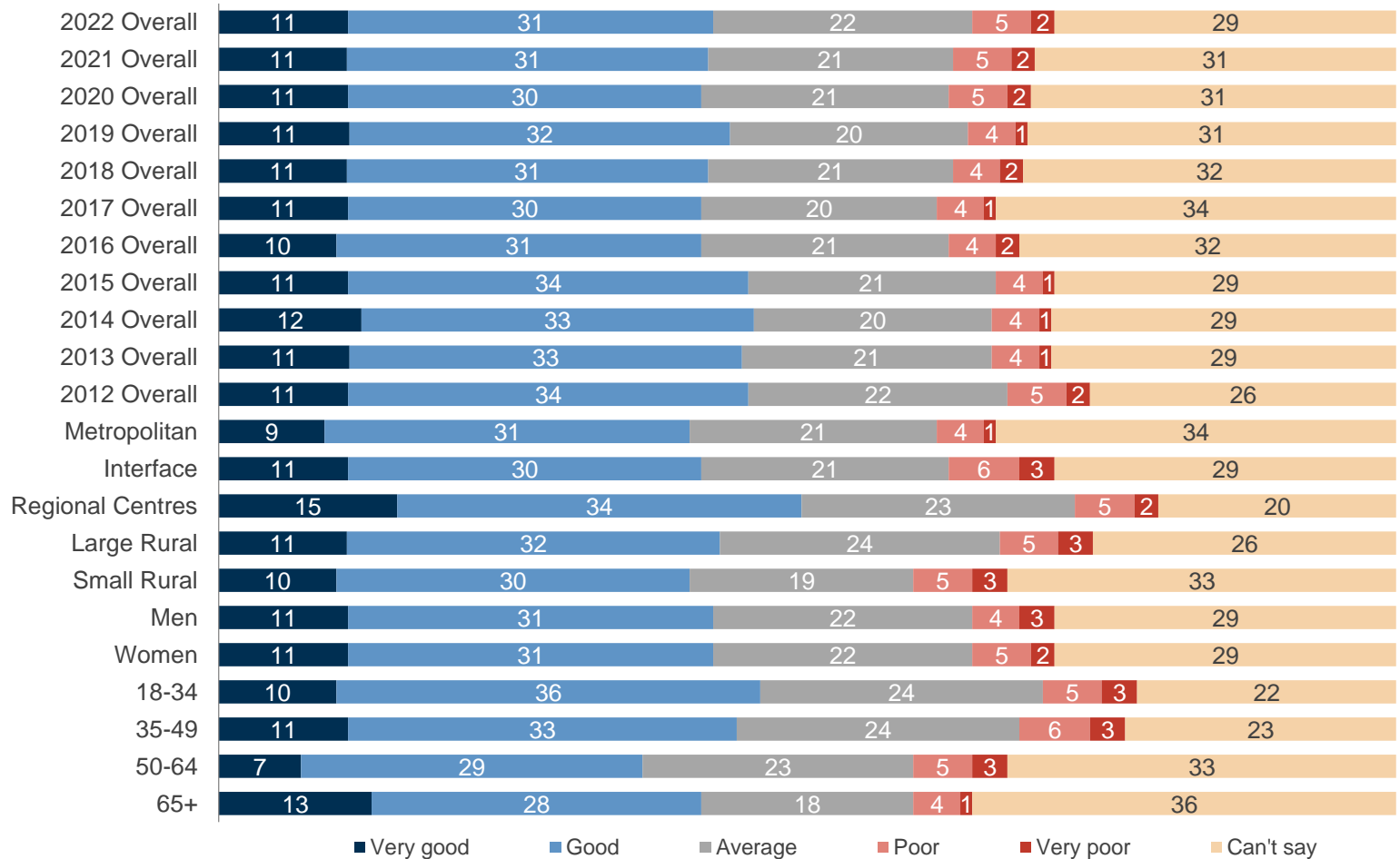
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)





Elderly support services importance



2022 elderly support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	85	83	84	83	82	82	82	83	83	83
Interface	84▲	83	81	81	81	78	79	77	n/a	n/a	n/a
Regional Centres	83	82	80	81	80	80	78	80	n/a	n/a	n/a
50-64	83	84	82	82	81	80	79	80	80	81	81
Small Rural	82	83	81	80	80	79	79	80	n/a	n/a	n/a
35-49	82	80	78	79	79	77	78	78	78	79	80
65+	82	82	81	80	80	79	79	80	79	80	81
Overall	82	82	80	80	79	78	78	79	79	79	80
Large Rural	81	80	80	79	78	78	78	78	n/a	n/a	n/a
18-34	81	81	78	78	77	76	77	77	77	77	78
Metropolitan	80▼	81	78	79	79	77	78	78	n/a	n/a	n/a
Men	79▼	78	76	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: 20

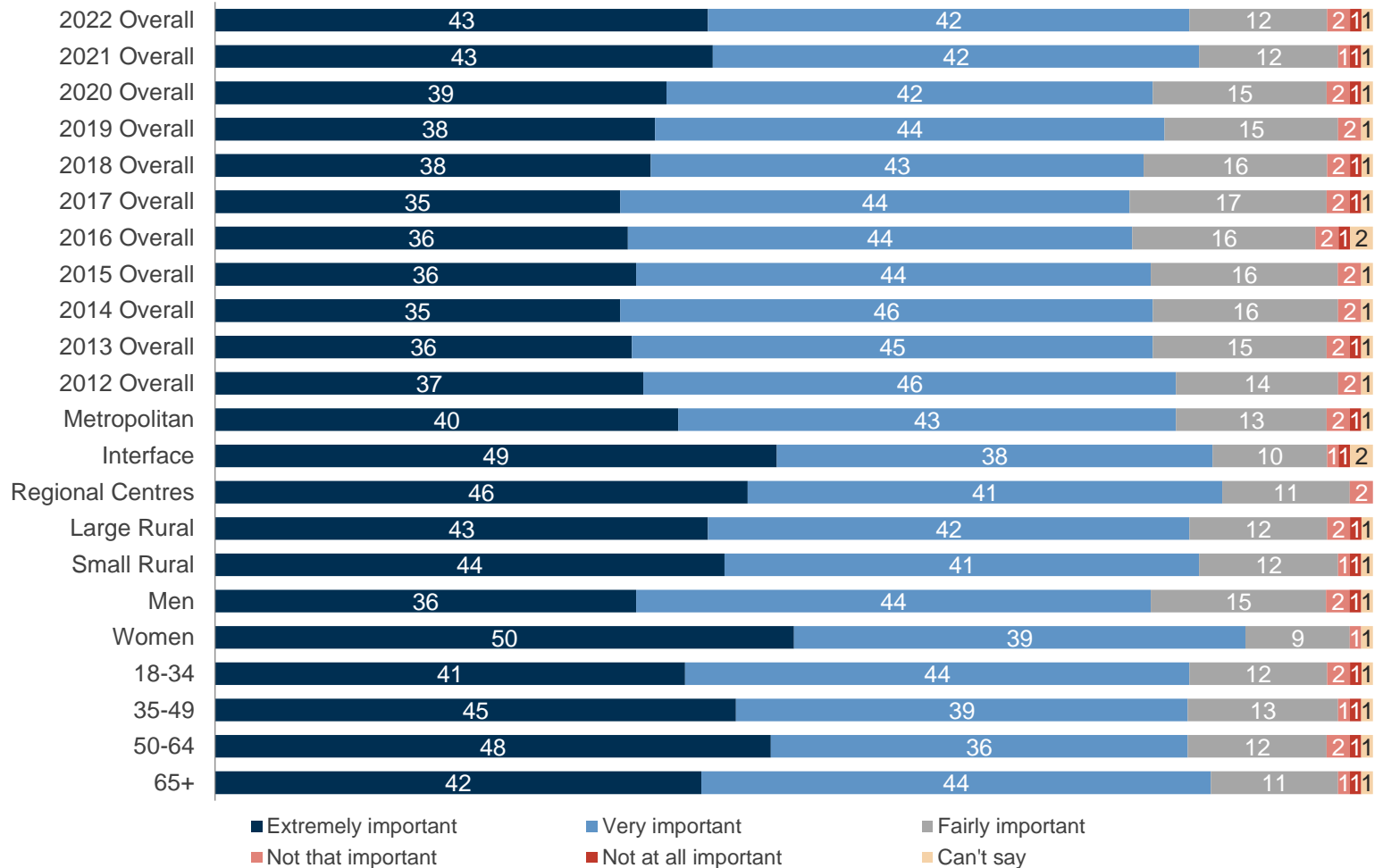
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)





Elderly support services performance



2022 elderly support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	70▲	72	71	71	69	71	70	72	n/a	n/a	n/a
65+	69▲	72	72	72	70	72	71	74	74	74	73
Men	67	69	68	69	67	68	67	69	70	69	68
Overall	67	69	68	68	68	68	68	69	70	69	69
Women	66▼	68	68	68	68	68	69	69	71	70	69
18-34	66▼	67	66	67	67	67	67	67	69	69	68
Regional Centres	65▼	65	63	67	66	68	66	66	n/a	n/a	n/a
35-49	65▼	66	65	67	67	66	65	66	68	67	66
Large Rural	65▼	68	67	67	67	67	66	69	n/a	n/a	n/a
Metropolitan	65▼	66	67	67	67	67	69	69	n/a	n/a	n/a
50-64	64▼	67	66	66	65	66	66	67	69	67	67
Interface	64▼	67	65	66	67	64	59	65	n/a	n/a	n/a

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

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

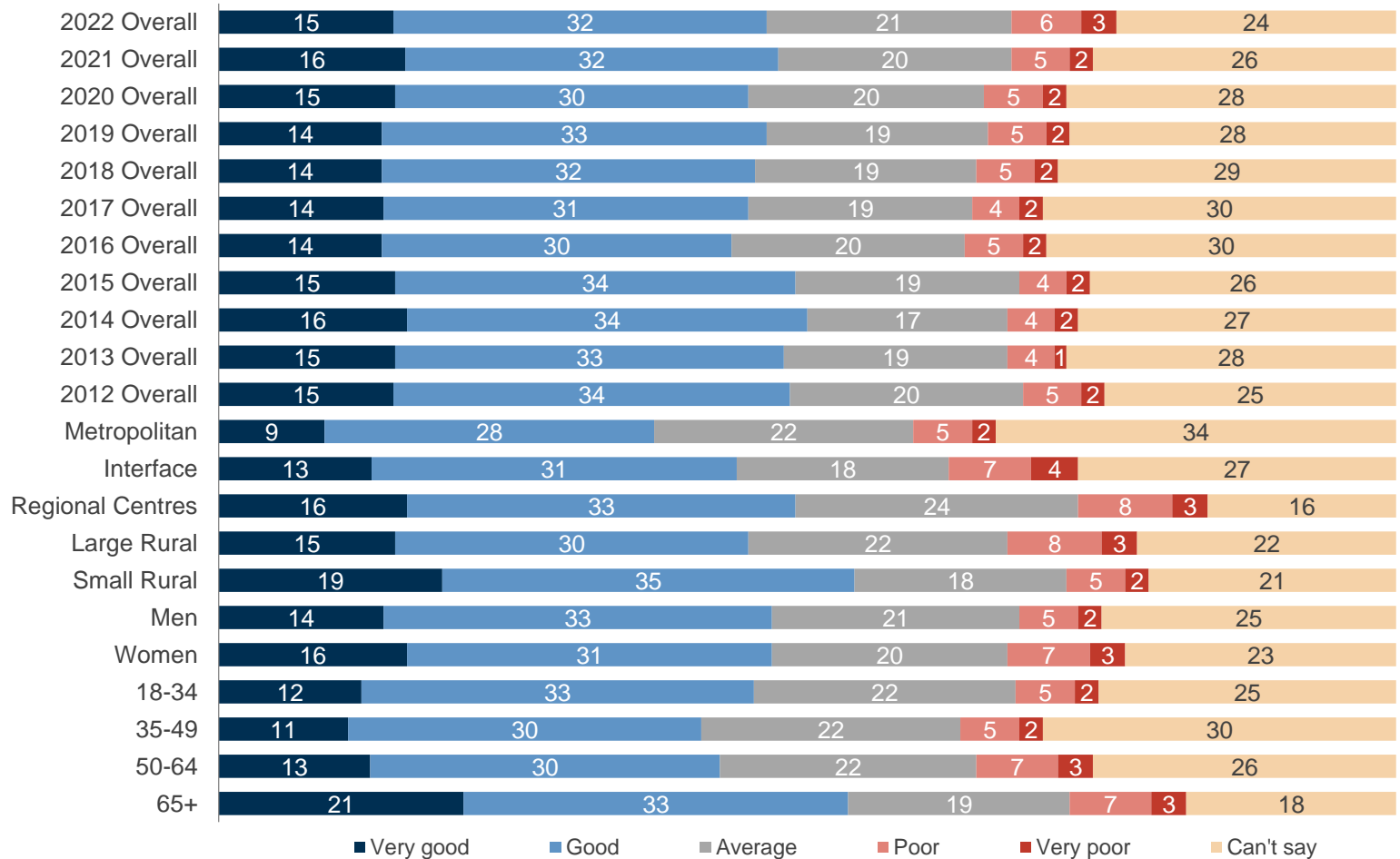
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)





Disadvantaged support services importance



2022 disadvantaged support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	81	77	78	76	75	76	77	77	78	77
Interface	79	78	77	77	72	72	73	72	n/a	n/a	n/a
18-34	78	77	75	76	73	72	75	74	74	75	75
35-49	78	76	73	74	72	70	73	73	72	72	72
Regional Centres	78	78	76	n/a	n/a	75	73	74	n/a	n/a	n/a
Overall	77	77	74	74	72	71	73	73	72	73	73
Metropolitan	77	77	74	75	74	71	73	74	n/a	n/a	n/a
50-64	76	77	74	74	72	71	71	73	72	73	73
65+	75▼	76	74	73	73	72	72	73	72	73	73
Large Rural	75	74	72	71	70	70	72	72	n/a	n/a	n/a
Men	73▼	72	71	70	69	67	69	69	68	69	69

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

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

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

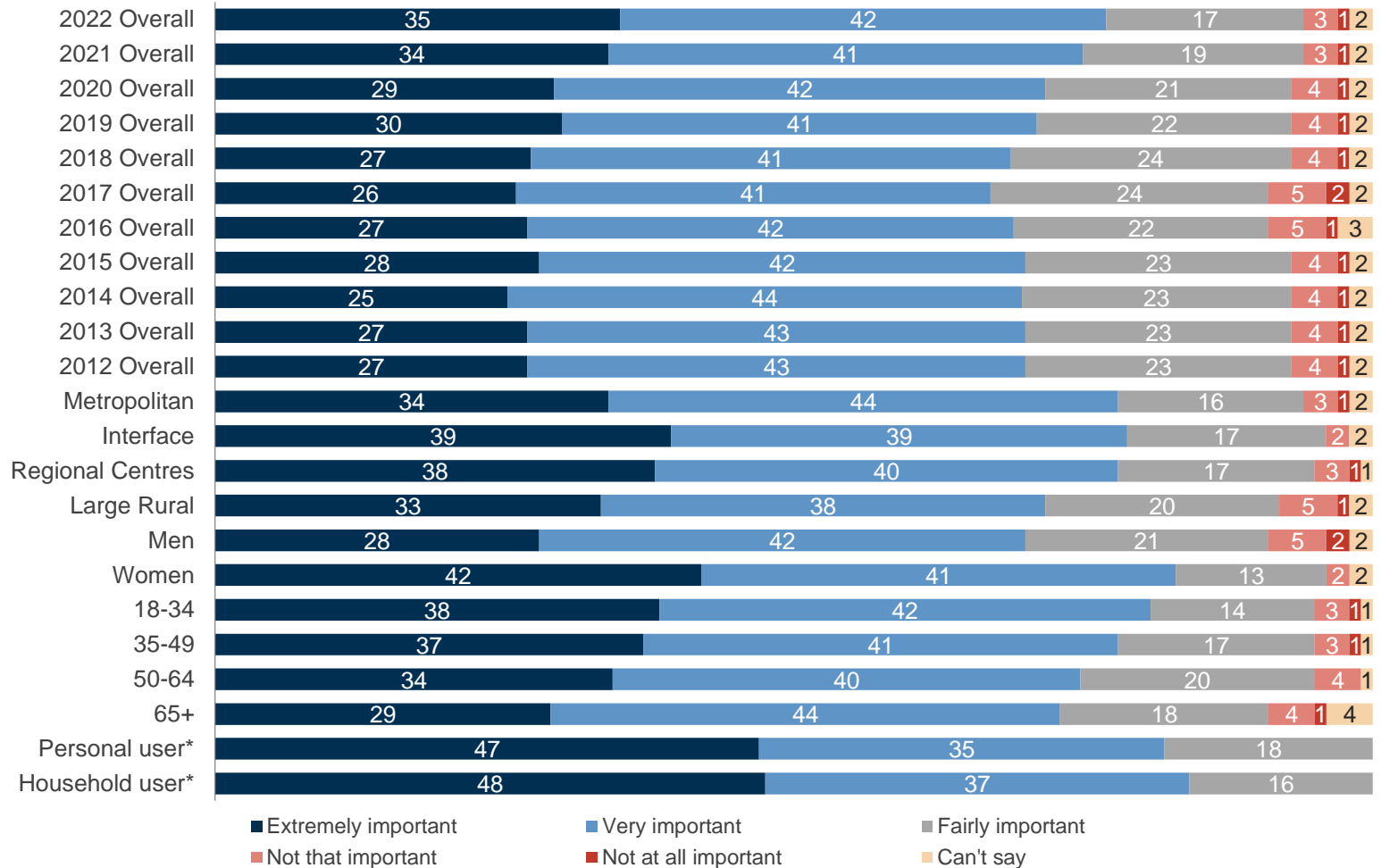
*Caution: small sample size < n=30



Disadvantaged support services importance



2022 disadvantaged support importance (%)



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



2022 disadvantaged support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64▲	65	62	65	64	64	64	65	67	64	66
Men	64▲	65	62	63	63	62	61	62	65	64	63
Metropolitan	63	64	62	63	61	62	62	63	n/a	n/a	n/a
18-34	63	64	61	61	62	61	60	62	65	65	66
Regional Centres	62	63	59	63	61	63	59	61	n/a	n/a	n/a
Overall	62	63	60	62	61	61	61	62	64	62	63
Large Rural	62	64	61	61	61	61	61	62	n/a	n/a	n/a
35-49	62	62	59	61	61	60	59	61	62	61	60
Women	61	62	59	60	60	61	60	62	63	61	63
Interface	60▼	62	59	60	62	56	58	61	n/a	n/a	n/a
50-64	59▼	63	58	60	58	59	59	60	61	60	59

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

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

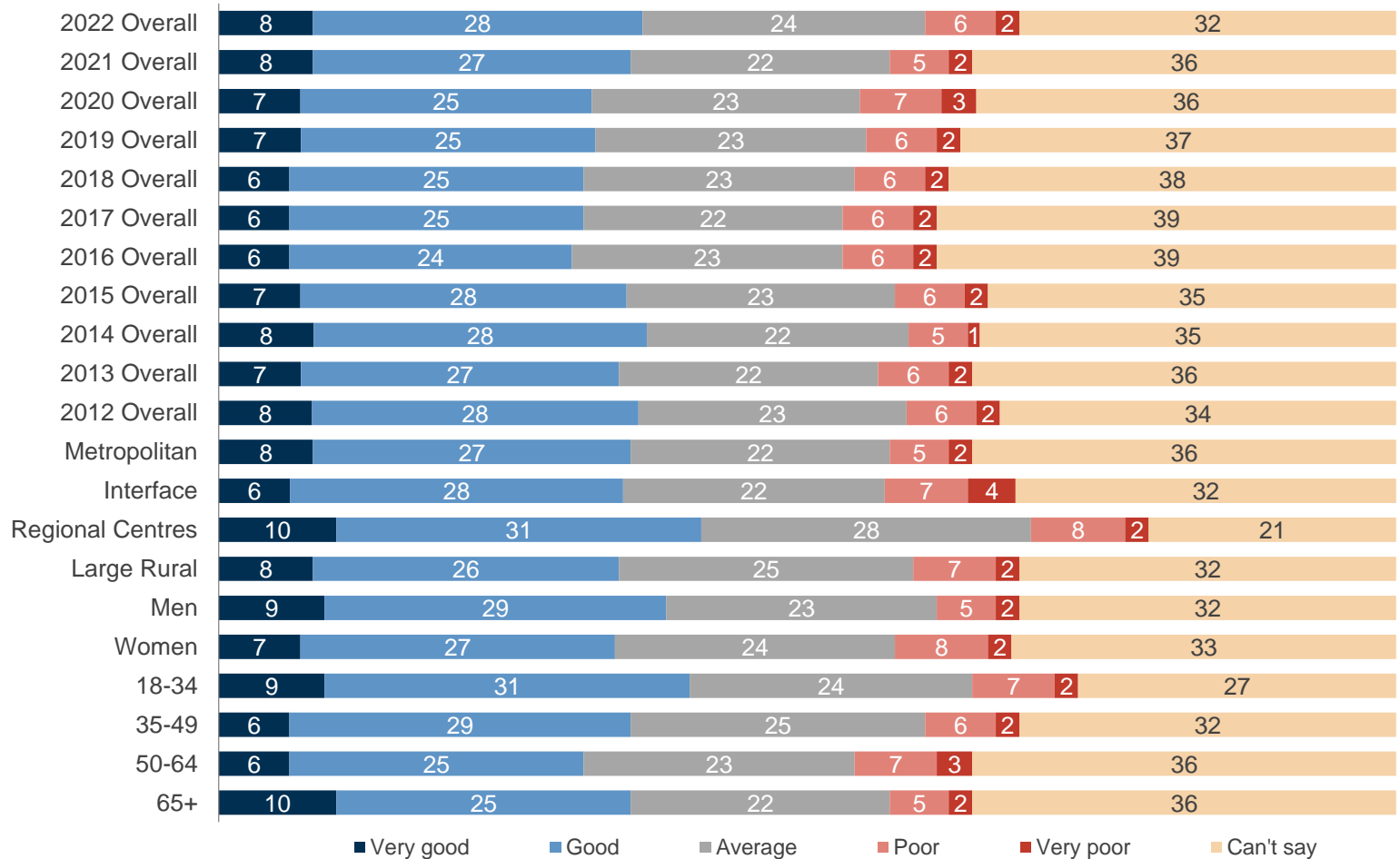
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2022 disadvantaged support performance (%)





Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77▲	76	75	75	75	74	75	75	74	75	75
Interface	76▲	75	73	72	74	72	73	72	n/a	n/a	n/a
Women	76▲	75	74	73	75	74	75	73	74	74	74
Regional Centres	75▲	74	72	72	74	73	73	72	n/a	n/a	n/a
50-64	74	74	74	73	74	73	73	72	72	73	72
Overall	74	74	72	72	73	72	73	72	72	72	72
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
Small Rural	74	73	73	72	72	71	72	73	n/a	n/a	n/a
Metropolitan	74	74	72	72	73	73	73	72	n/a	n/a	n/a
18-34	73▼	72	69	70	72	71	72	70	70	70	70
65+	73▼	73	72	71	72	71	71	71	71	71	71
Men	73▼	72	71	70	72	70	71	71	70	70	70

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

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

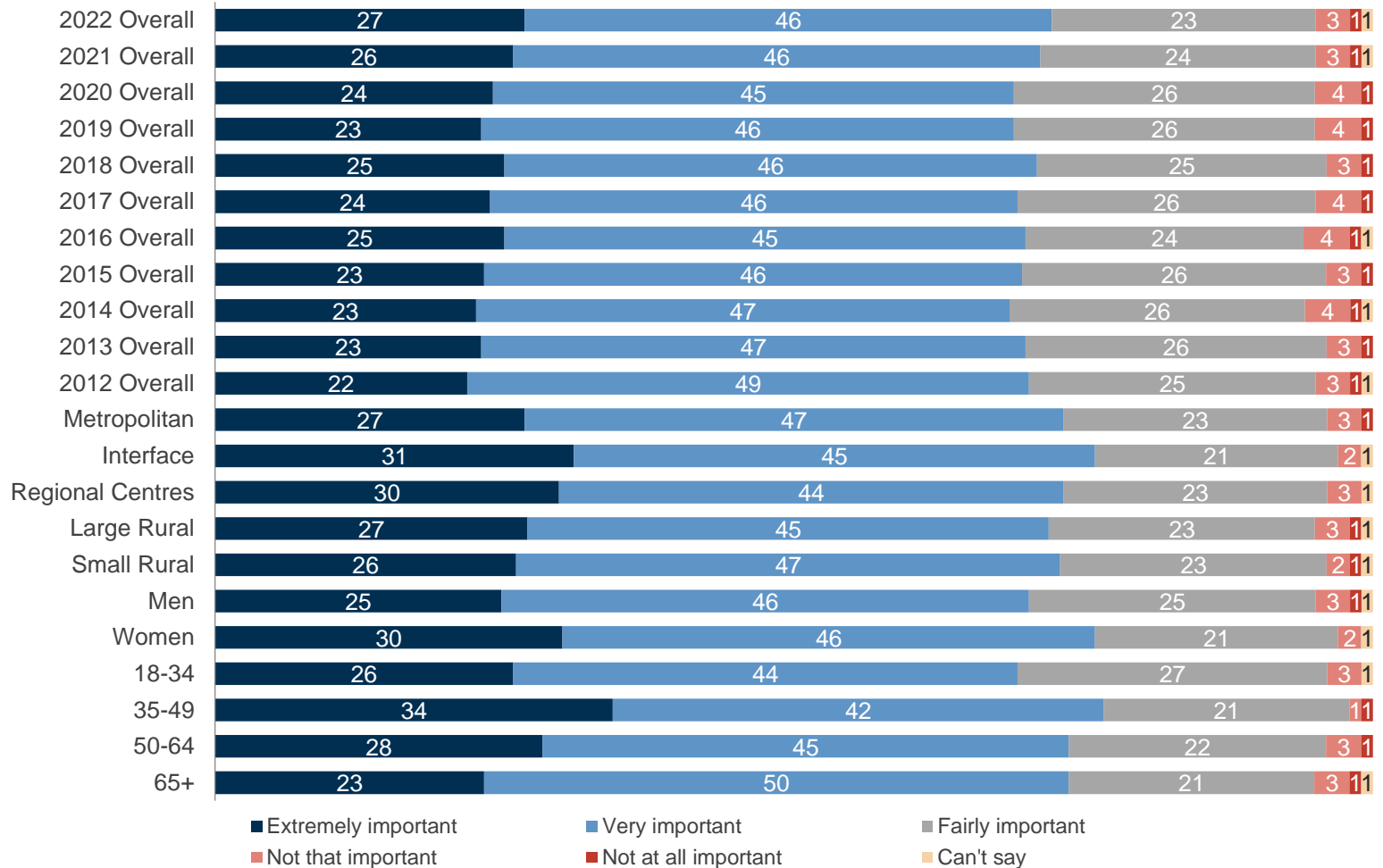
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)





Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	73▲	75	74	75	74	73	73	74	n/a	n/a	n/a
65+	72▲	74	73	74	72	73	72	73	74	73	74
Regional Centres	72▲	74	70	71	70	69	70	69	n/a	n/a	n/a
Women	70▲	71	70	71	70	70	69	70	71	70	70
Overall	69	71	70	70	69	70	69	70	71	70	70
18-34	69	70	69	70	69	68	69	69	71	70	70
Men	69	71	70	70	69	69	69	69	70	70	69
Small Rural	69	69	68	68	69	69	68	70	n/a	n/a	n/a
50-64	68▼	70	68	69	68	69	67	69	69	69	68
35-49	67▼	69	68	68	68	68	67	67	69	68	67
Interface	67▼	68	67	70	68	66	67	68	n/a	n/a	n/a
Large Rural	66▼	68	67	68	66	66	65	66	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 43

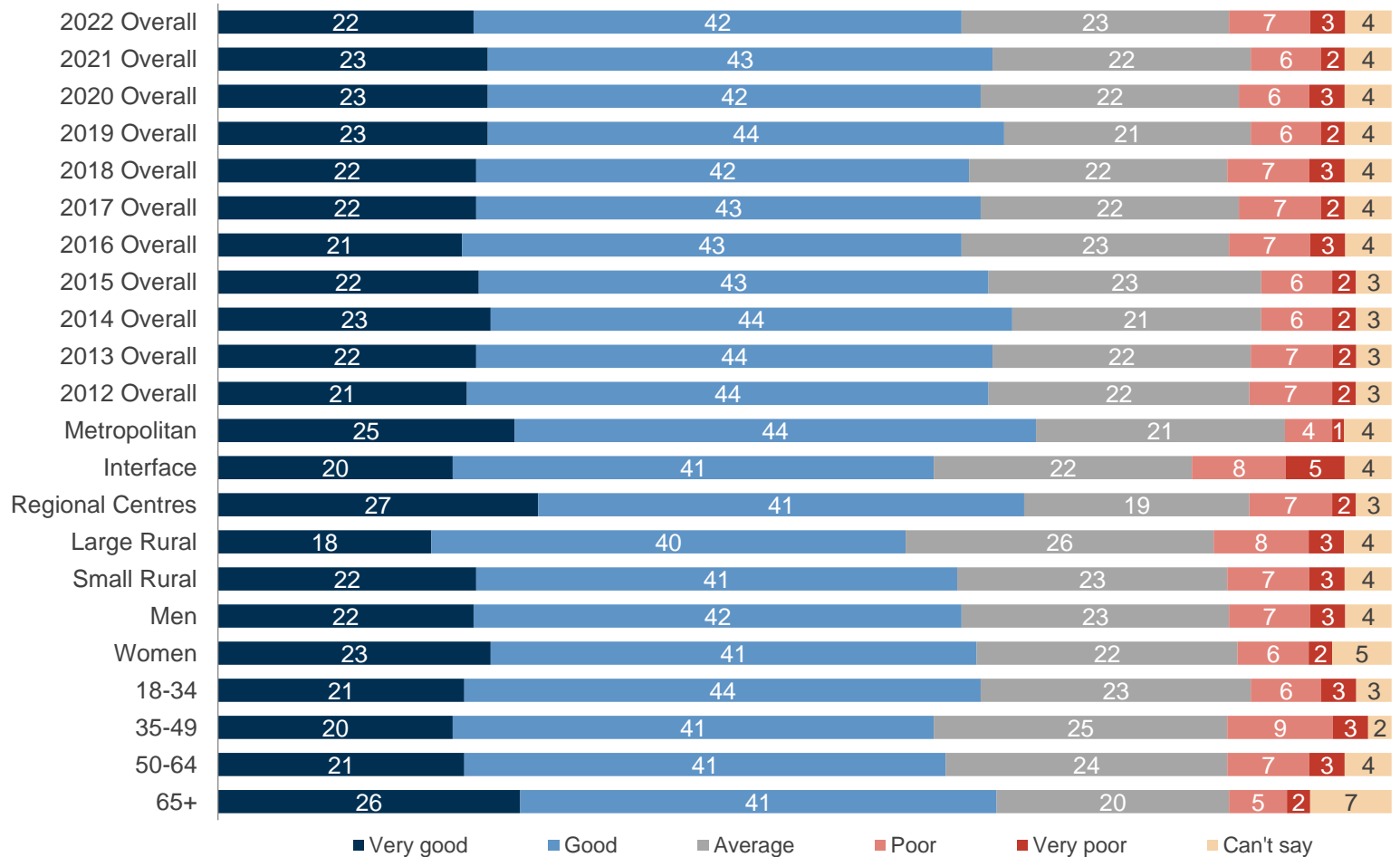
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)





The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	78▲	77	75	73	76	75	75	73	n/a	n/a	n/a
Women	77▲	77	75	75	76	76	76	75	75	76	75
50-64	77▲	76	76	75	75	75	75	75	75	76	74
35-49	76▲	76	74	74	75	75	75	75	75	75	74
Metropolitan	76▲	76	73	74	74	75	74	73	n/a	n/a	n/a
65+	76▲	75	74	74	75	75	75	74	74	75	74
Regional Centres	75	74	74	73	74	74	74	74	n/a	n/a	n/a
Overall	75	75	74	73	74	74	74	73	73	74	73
Large Rural	75	75	73	73	73	73	74	73	n/a	n/a	n/a
Small Rural	74▼	74	74	74	74	74	74	73	n/a	n/a	n/a
Men	73▼	73	72	71	72	72	72	71	71	72	71
18-34	73▼	74	71	71	71	72	72	70	70	71	71

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

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

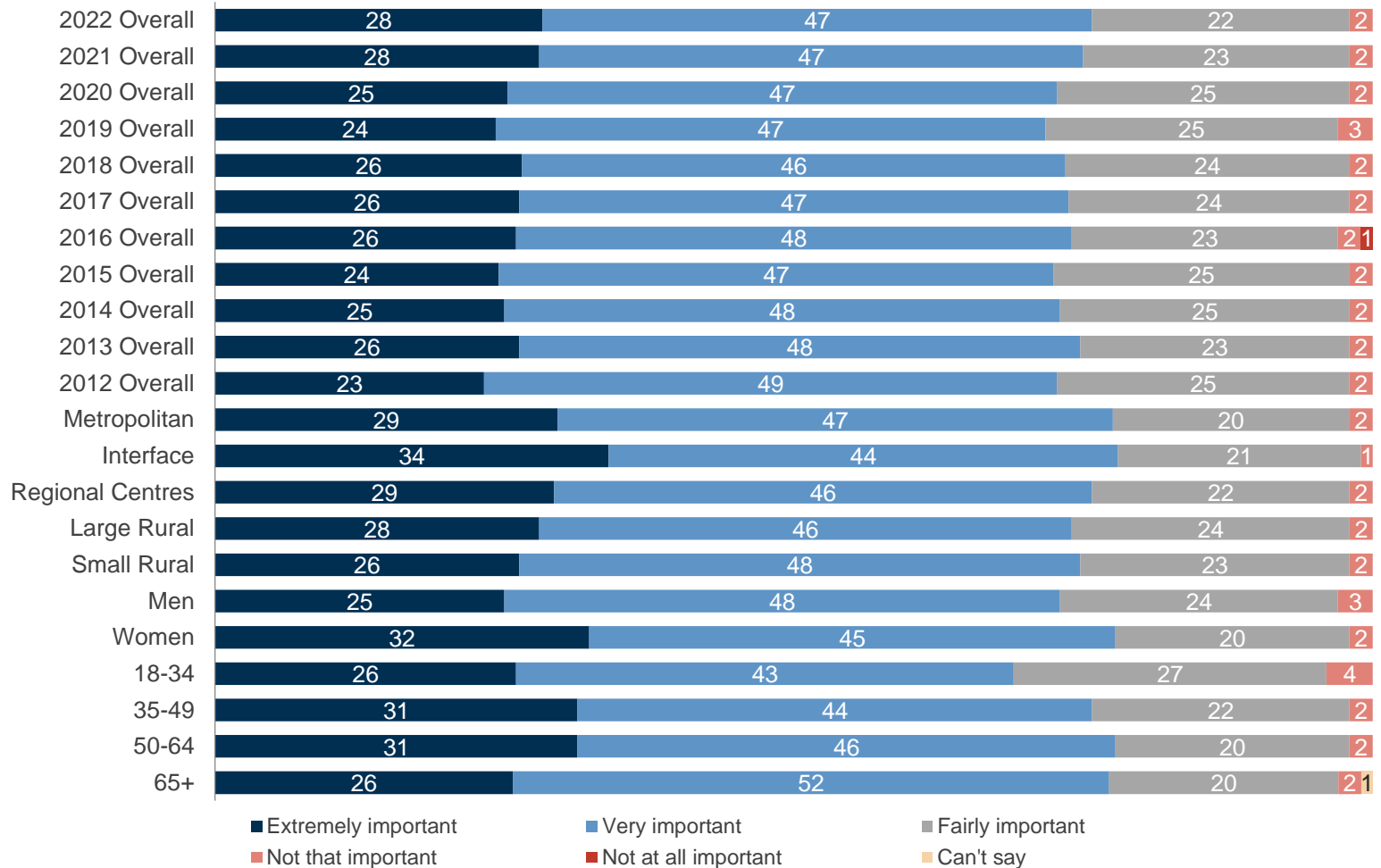
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	73▲	75	72	74	73	73	73	72	n/a	n/a	n/a
Small Rural	73▲	75	72	73	72	74	73	74	n/a	n/a	n/a
Metropolitan	72▲	74	73	74	73	72	72	73	n/a	n/a	n/a
18-34	72▲	74	72	73	71	72	72	73	73	72	73
65+	72▲	73	72	73	72	72	72	72	73	72	72
Women	71	73	72	73	72	72	71	72	72	71	72
Overall	71	73	72	72	71	71	71	72	72	71	71
Men	70▼	73	71	72	71	71	71	71	72	71	71
35-49	70▼	72	72	72	71	72	71	72	72	70	70
50-64	68▼	72	70	71	70	69	69	70	71	69	70
Large Rural	67▼	70	71	70	69	69	69	69	n/a	n/a	n/a
Interface	62▼	68	65	69	68	66	66	67	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 43

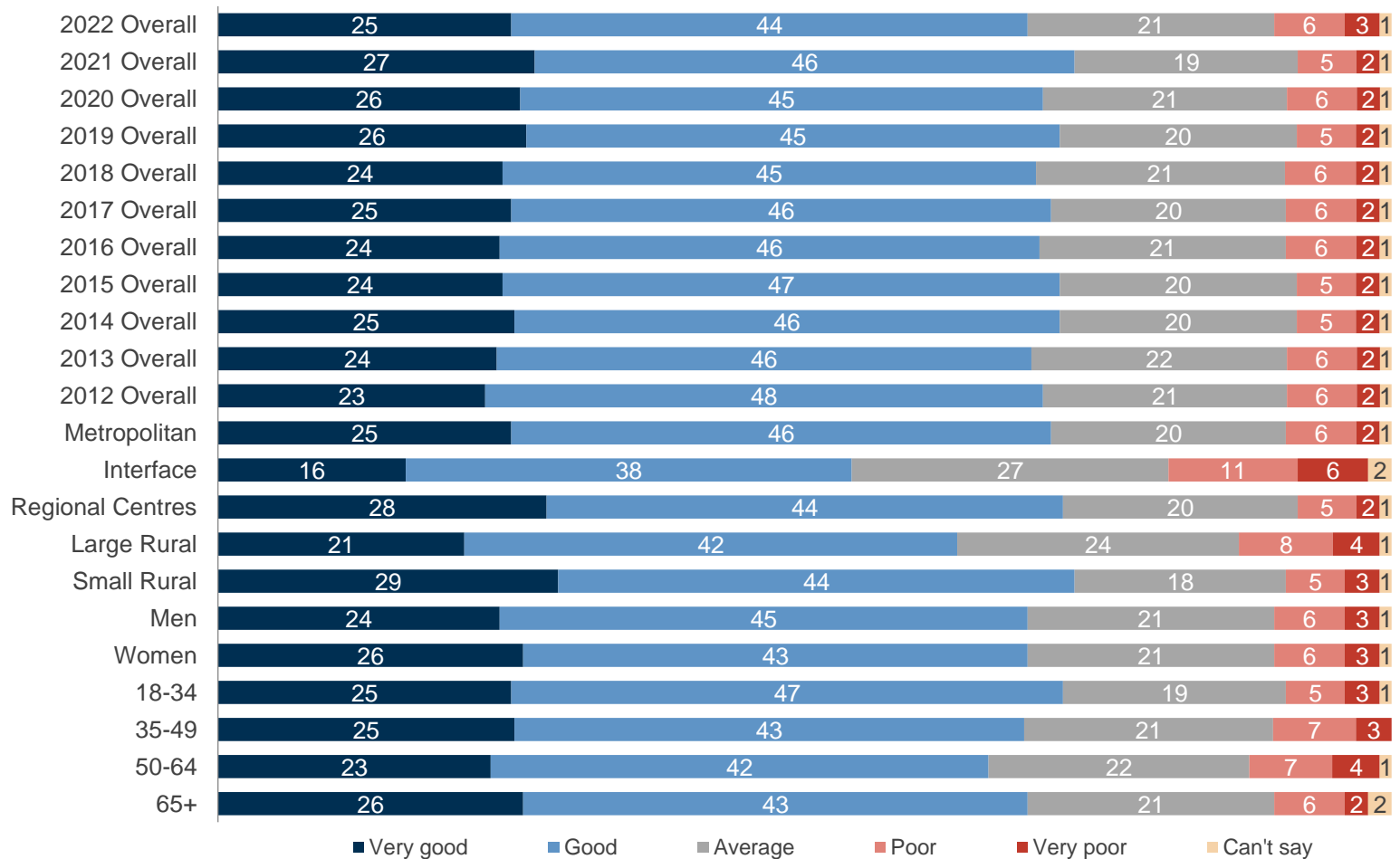
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)





Art centres and libraries importance



2022 art centres and libraries importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71▲	71	69	69	69	69	70	70	70	70	71
Metropolitan	70▲	70	68	67	67	67	68	69	n/a	n/a	n/a
35-49	67	68	66	65	65	66	66	67	66	67	67
65+	67	68	68	66	67	66	67	67	68	69	68
Overall	67	67	65	65	65	64	66	65	66	66	66
Interface	66	66	64	64	67	62	66	64	n/a	n/a	n/a
50-64	66	65	66	65	65	64	65	65	66	67	67
18-34	66	64	62	64	62	61	64	63	63	64	64
Regional Centres	66	66	63	63	63	62	64	66	n/a	n/a	n/a
Large Rural	64▼	66	64	64	62	63	63	63	n/a	n/a	n/a
Small Rural	63▼	63	60	63	61	61	65	62	n/a	n/a	n/a
Men	62▼	62	61	61	61	60	60	61	62	62	62

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

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

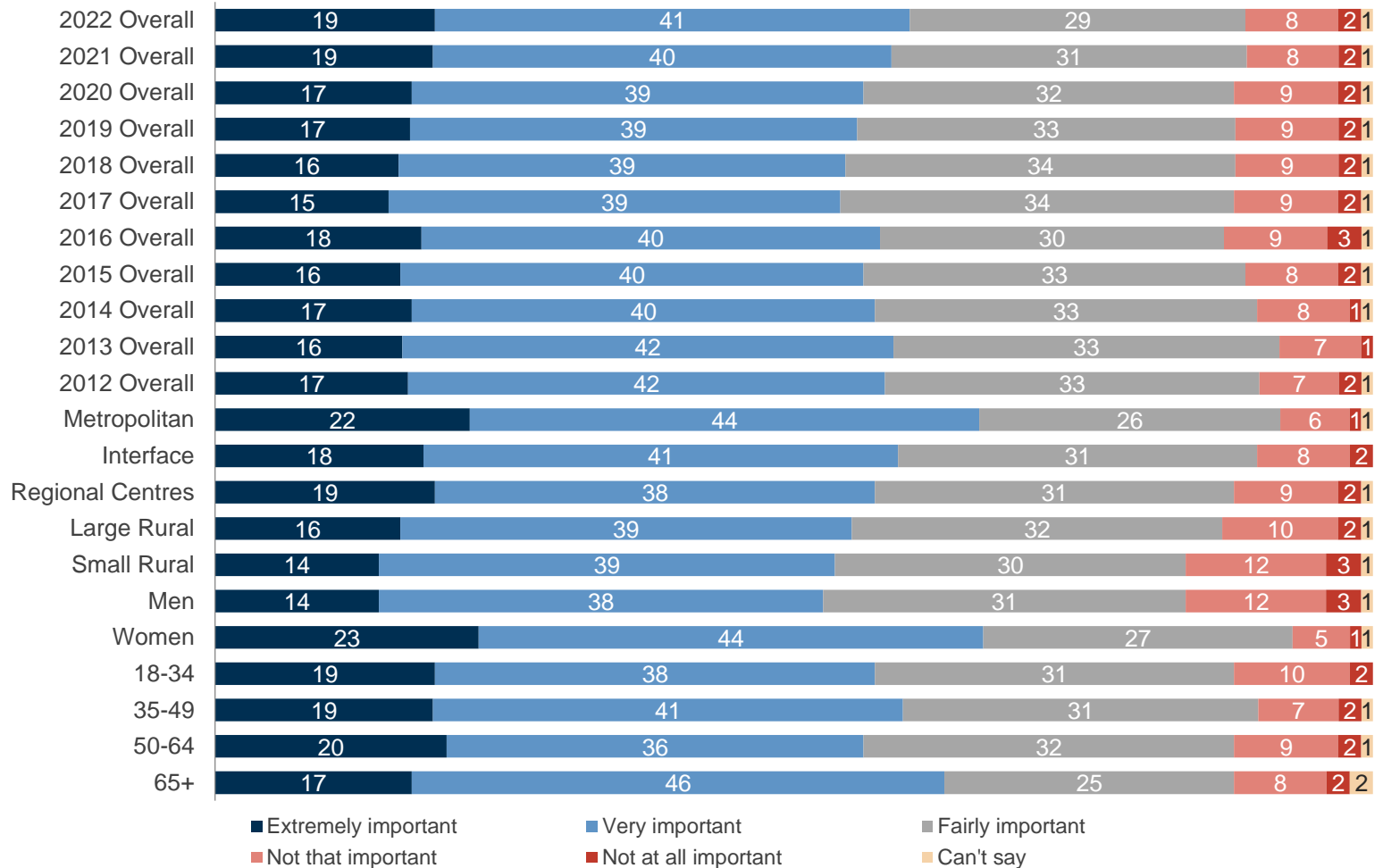
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)





Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	76▲	75	74	74	76	75	75	75	n/a	n/a	n/a
65+	75▲	76	77	77	76	76	75	76	78	76	76
Women	74▲	74	75	76	75	75	74	75	77	74	74
Metropolitan	73	73	75	76	75	75	74	75	n/a	n/a	n/a
Overall	73	73	74	74	74	73	72	73	75	73	73
18-34	72▼	70	71	73	73	72	71	73	74	73	73
Large Rural	72	73	72	73	71	70	70	73	n/a	n/a	n/a
35-49	72▼	73	74	74	74	73	72	73	76	73	72
Men	71▼	71	73	73	73	72	70	72	74	72	71
Small Rural	71▼	72	74	74	73	72	71	69	n/a	n/a	n/a
50-64	71▼	72	72	73	72	72	71	71	73	72	71
Interface	69▼	71	71	75	75	72	68	72	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: 28

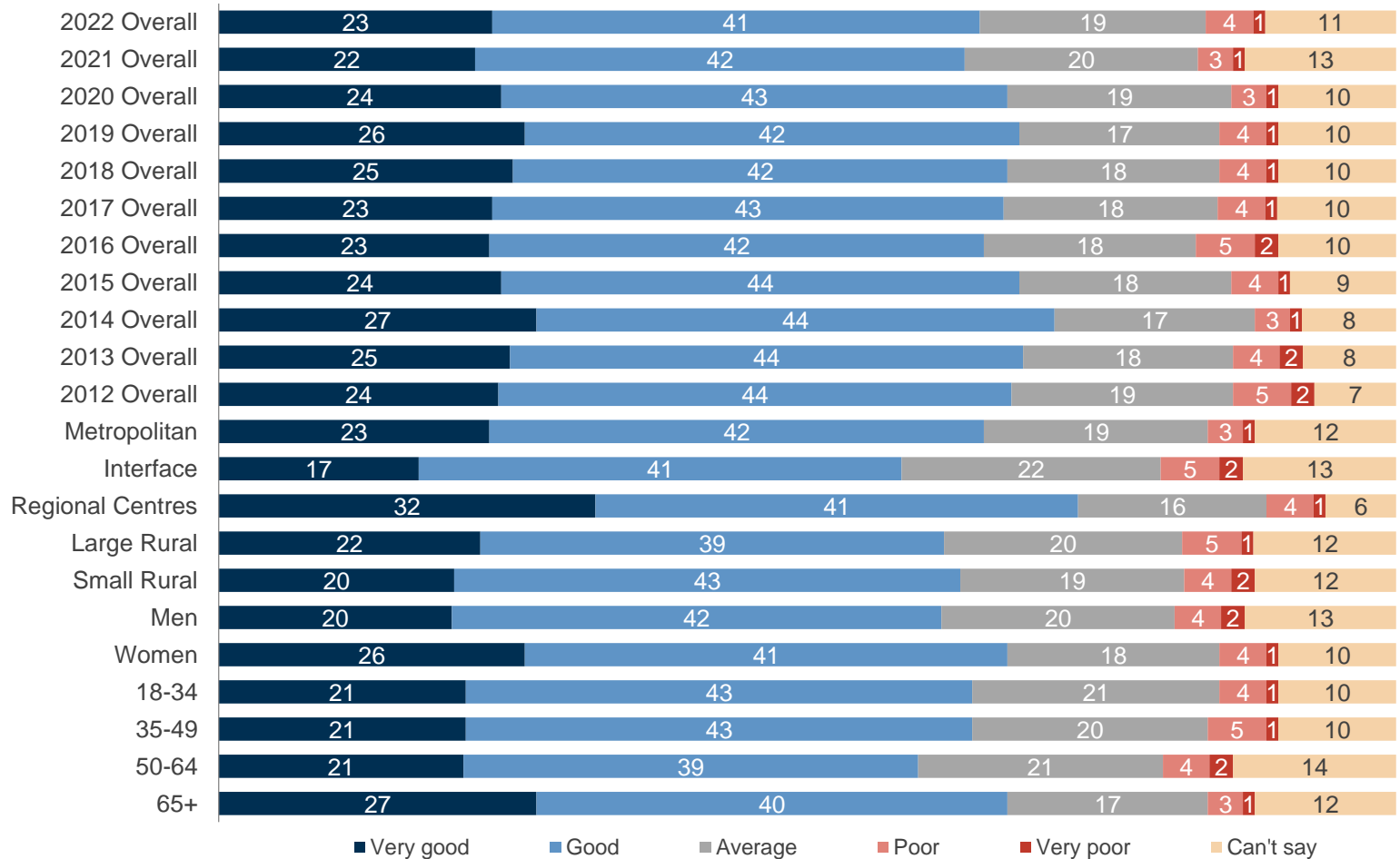
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)





Community and cultural activities importance



2022 community and cultural activities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	68▲	67	65	64	64	65	66	66	65	65	65
Interface	66	63	62	62	61	57	63	59	n/a	n/a	n/a
18-34	65	64	62	61	63	61	64	63	62	62	63
35-49	65	63	62	61	60	63	62	62	62	61	60
Regional Centres	65	65	63	62	62	62	62	63	n/a	n/a	n/a
Overall	64	64	62	61	61	61	62	62	62	62	62
Metropolitan	64	64	61	60	61	61	62	62	n/a	n/a	n/a
50-64	64	63	62	61	59	60	61	61	61	62	61
Small Rural	64	62	60	62	60	62	64	65	n/a	n/a	n/a
Large Rural	64	63	61	61	60	61	61	61	n/a	n/a	n/a
65+	63	63	62	61	61	61	61	61	61	63	62
Men	61▼	60	58	58	57	57	58	58	58	59	58

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

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

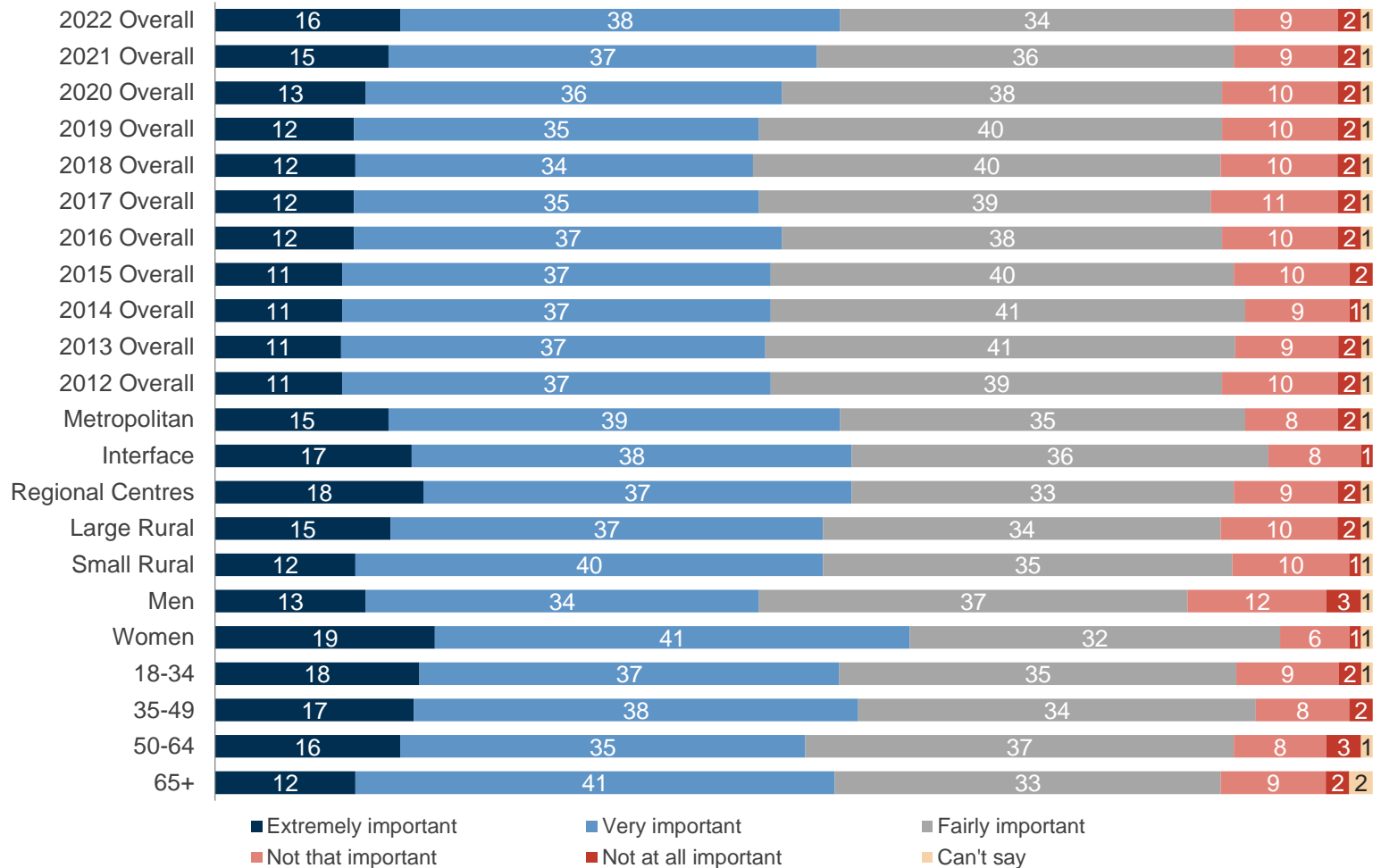
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2022 community and cultural activities importance (%)





Community and cultural activities performance



2022 community and cultural activities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	68▲	67	68	66	69	69	65	68	n/a	n/a	n/a
65+	67▲	68	70	71	69	70	69	71	72	71	71
Women	65	65	70	70	70	71	70	71	71	70	70
Metropolitan	65	66	70	70	70	70	71	71	n/a	n/a	n/a
Regional Centres	65	65	69	69	68	69	69	69	n/a	n/a	n/a
Overall	65	65	68	69	69	69	69	69	70	69	68
Men	64▼	65	67	67	67	67	67	68	68	68	67
18-34	64▼	63	66	67	68	67	68	69	69	68	68
Large Rural	63▼	65	67	67	67	69	67	69	n/a	n/a	n/a
35-49	63▼	64	70	69	69	70	70	70	71	69	68
50-64	63▼	64	67	68	67	68	67	68	69	68	67
Interface	62▼	62	66	68	67	64	63	65	n/a	n/a	n/a

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

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

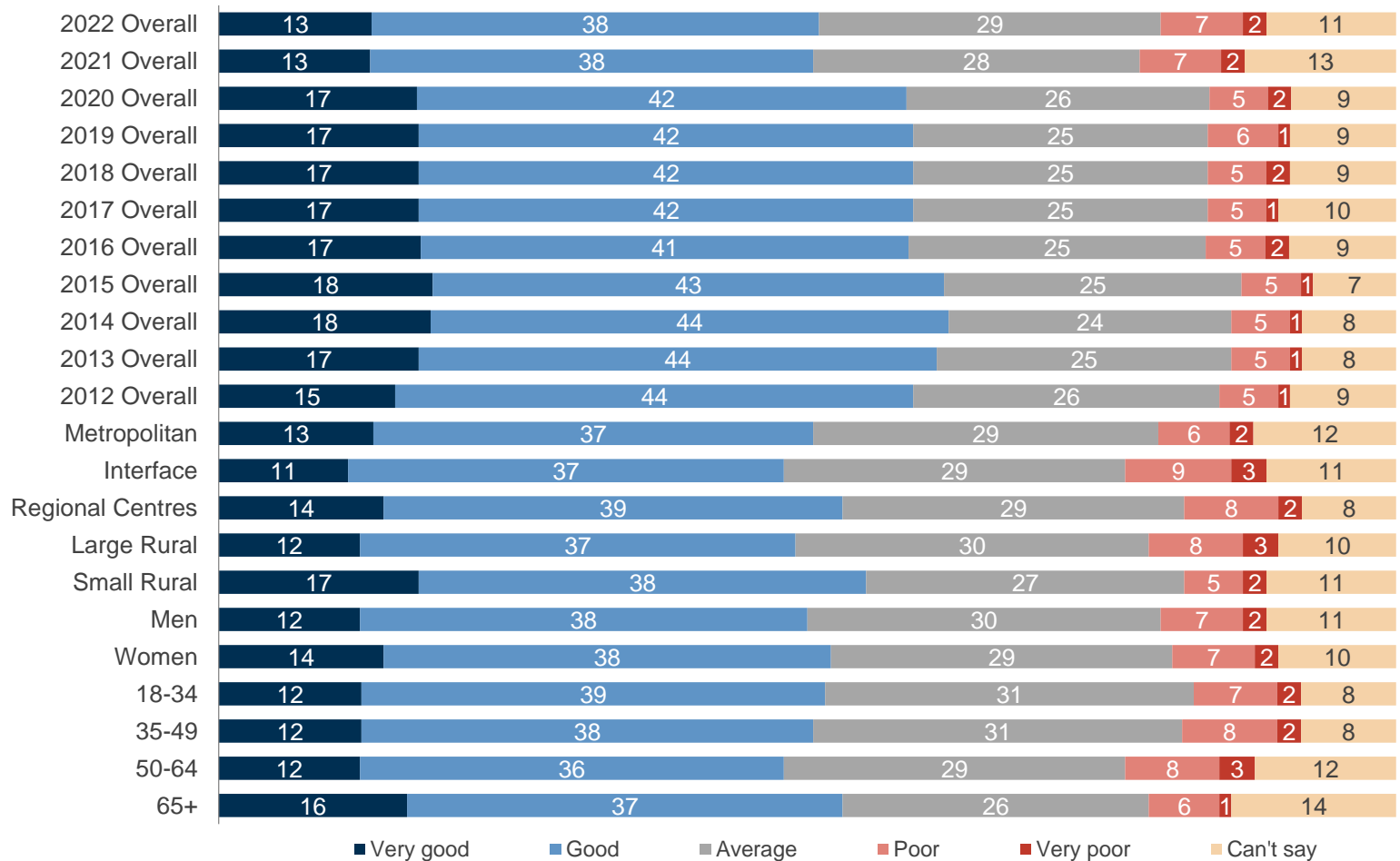
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)





Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	85▲	85	84	83	83	81	82	81	n/a	n/a	n/a
Interface	85▲	83	83	82	84	79	81	79	n/a	n/a	n/a
Women	84▲	84	84	83	83	81	82	80	80	81	80
50-64	83▲	83	83	82	82	80	81	81	80	81	79
Regional Centres	83▲	82	82	80	81	79	79	80	n/a	n/a	n/a
65+	82	82	82	82	82	79	80	79	80	80	79
Overall	82	82	82	81	81	79	80	79	79	79	78
35-49	82	83	83	82	82	80	80	80	79	80	79
18-34	82	81	81	80	79	78	79	76	77	76	76
Large Rural	81▼	81	81	80	81	78	79	78	n/a	n/a	n/a
Men	81▼	80	80	79	80	77	78	77	77	77	77
Small Rural	80▼	80	79	79	78	76	79	77	n/a	n/a	n/a

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

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

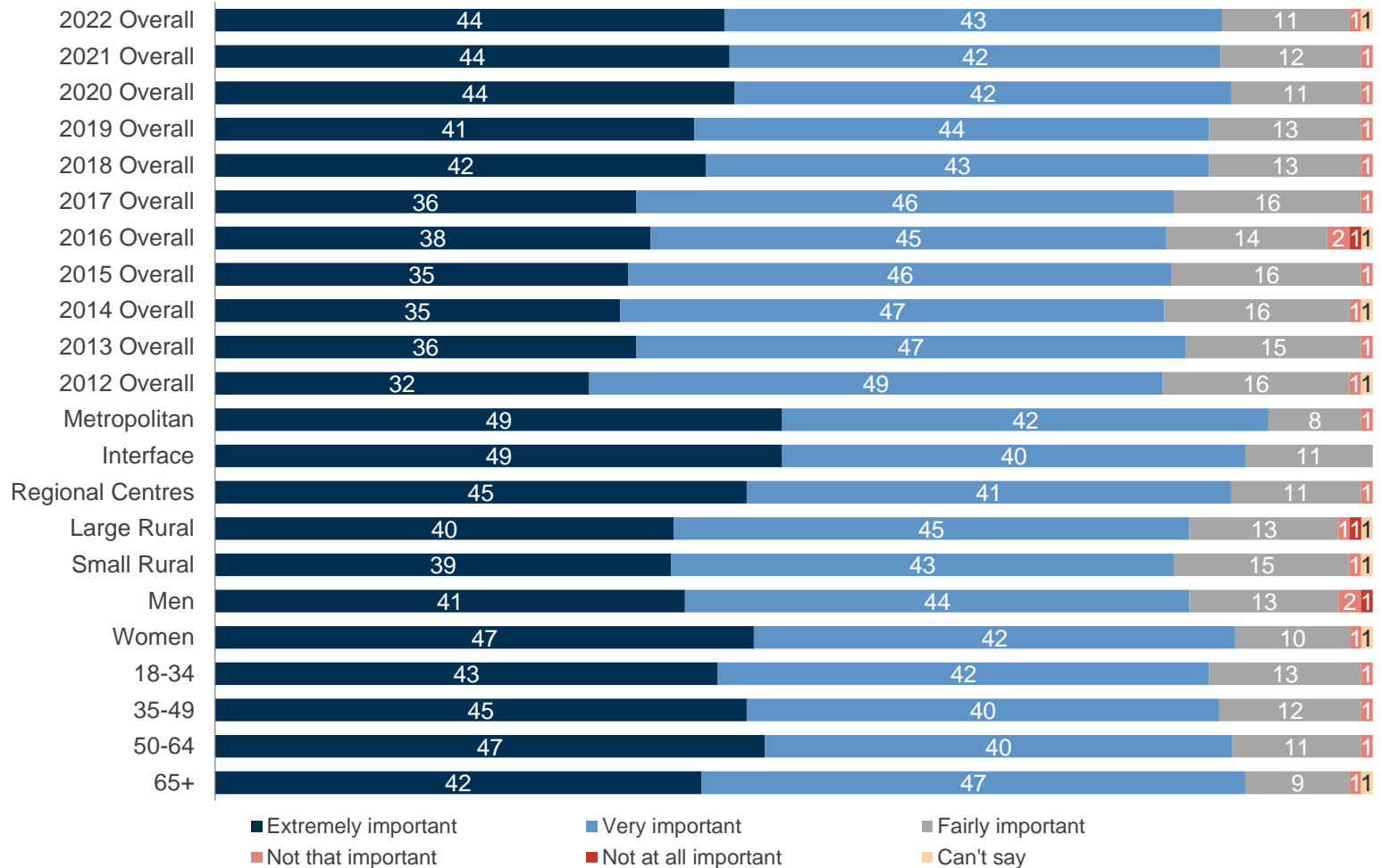
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	72	70	72	73	74	74	75	75	74	75
Metropolitan	71▲	72	70	73	75	75	76	77	n/a	n/a	n/a
Interface	69	71	65	70	68	71	71	73	n/a	n/a	n/a
Men	68	70	66	69	70	71	70	72	73	72	72
Regional Centres	68	69	66	68	70	69	69	71	n/a	n/a	n/a
18-34	68	69	64	68	70	71	70	73	74	73	73
Small Rural	68	68	64	66	69	70	69	71	n/a	n/a	n/a
Overall	68	69	65	68	70	71	70	72	73	71	72
Women	68	68	64	68	70	71	70	72	72	70	72
Large Rural	65▼	66	62	64	67	68	66	68	n/a	n/a	n/a
35-49	65▼	66	63	66	69	70	68	69	71	69	69
50-64	65▼	66	63	66	68	69	67	70	71	69	70

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

Base: All respondents. Councils asked State-wide: 67

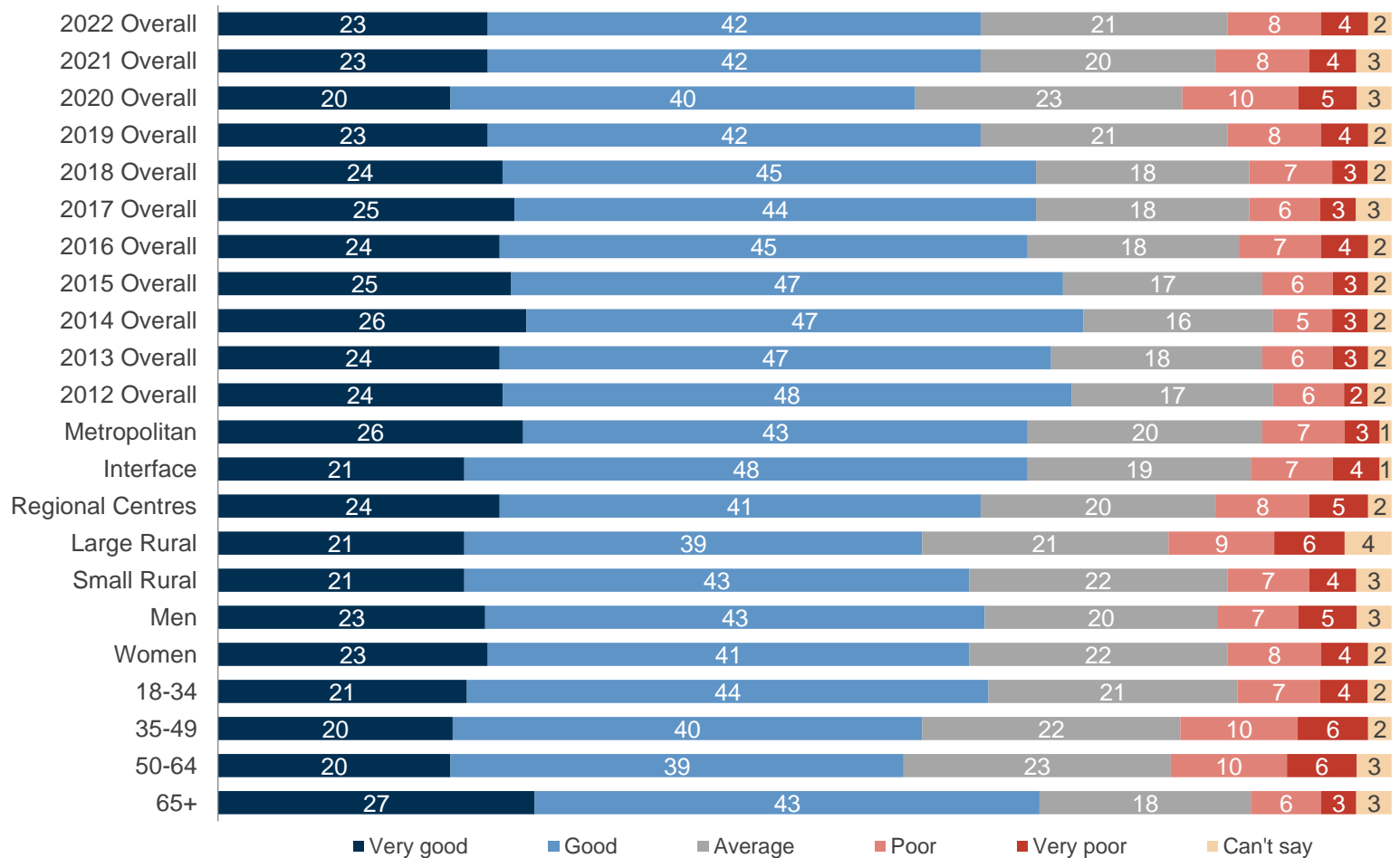
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	73▲	73	73	73	74	74	73	73	n/a	n/a	n/a
Small Rural	72▲	74	74	71	71	72	71	70	n/a	n/a	n/a
Women	70▲	72	69	67	68	69	70	69	70	69	68
Large Rural	70▲	71	68	64	65	67	69	70	n/a	n/a	n/a
35-49	69	70	68	66	67	69	68	68	68	68	66
50-64	69	70	69	67	68	67	67	69	68	68	67
Overall	69	70	67	65	66	67	67	67	67	67	66
18-34	68	69	65	64	65	66	67	65	66	65	64
65+	68▼	69	68	66	66	68	67	67	67	67	66
Men	67▼	67	66	63	65	65	64	65	65	65	63
Metropolitan	61▼	62	58	57	59	60	60	59	n/a	n/a	n/a

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

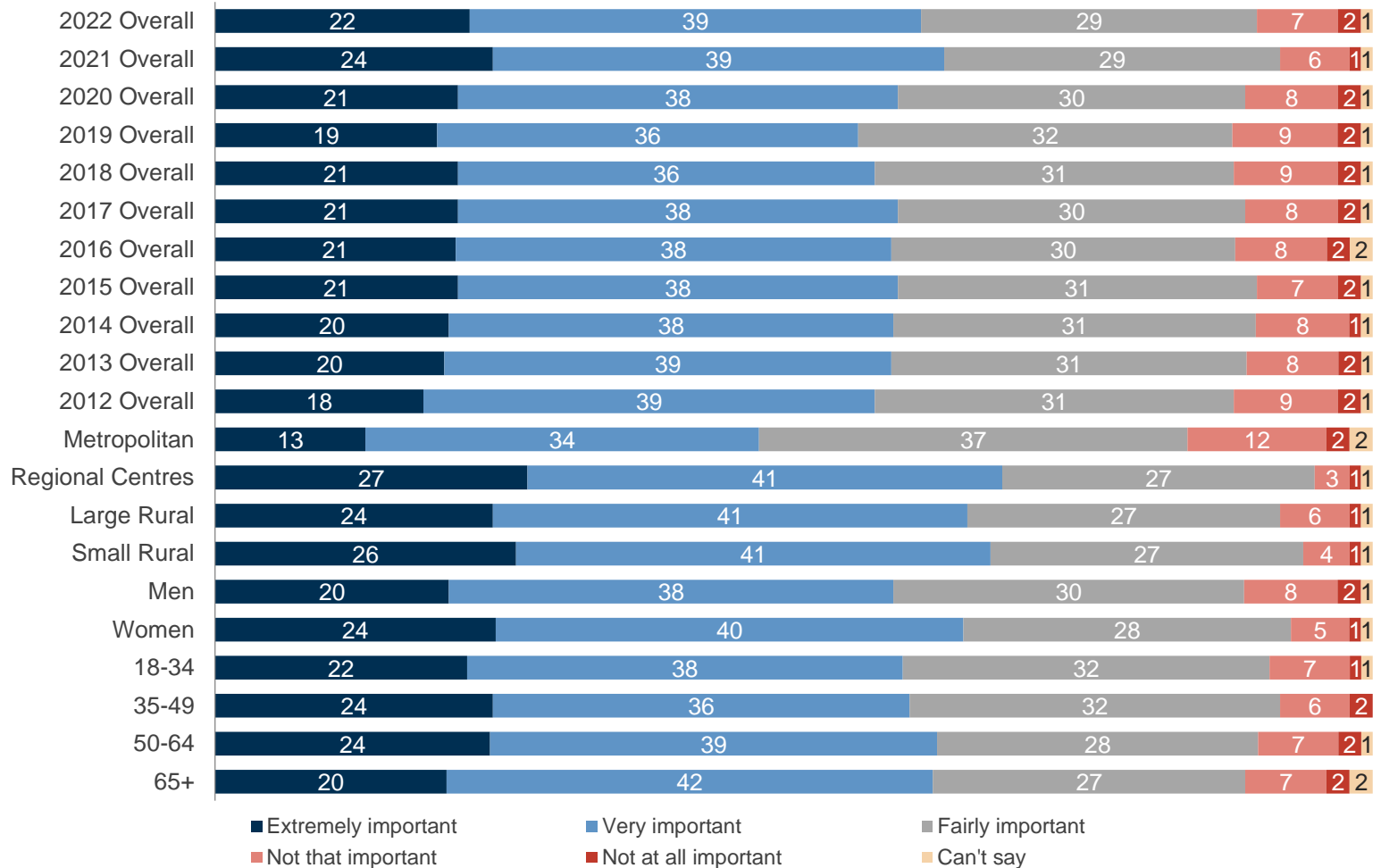
Base: All respondents. Councils asked State-wide: 23

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	63▲	62	58	59	59	64	61	63	n/a	n/a	n/a
Regional Centres	62▲	62	60	61	59	61	62	63	n/a	n/a	n/a
18-34	61▲	61	61	62	62	63	63	64	64	64	64
Women	61▲	62	61	62	62	63	62	63	63	63	63
65+	61▲	63	61	62	62	64	62	63	63	63	63
Overall	60	61	59	61	60	61	60	61	62	62	62
35-49	59	59	58	59	59	60	59	60	60	60	60
Men	59▼	60	58	59	59	60	59	59	60	61	60
Metropolitan	59▼	60	59	60	60	60	62	62	n/a	n/a	n/a
Interface	58	62	63	66	65	66	n/a	63	n/a	n/a	n/a
Large Rural	58▼	59	61	62	61	60	59	59	n/a	n/a	n/a
50-64	57▼	59	57	58	58	58	59	59	59	59	59

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

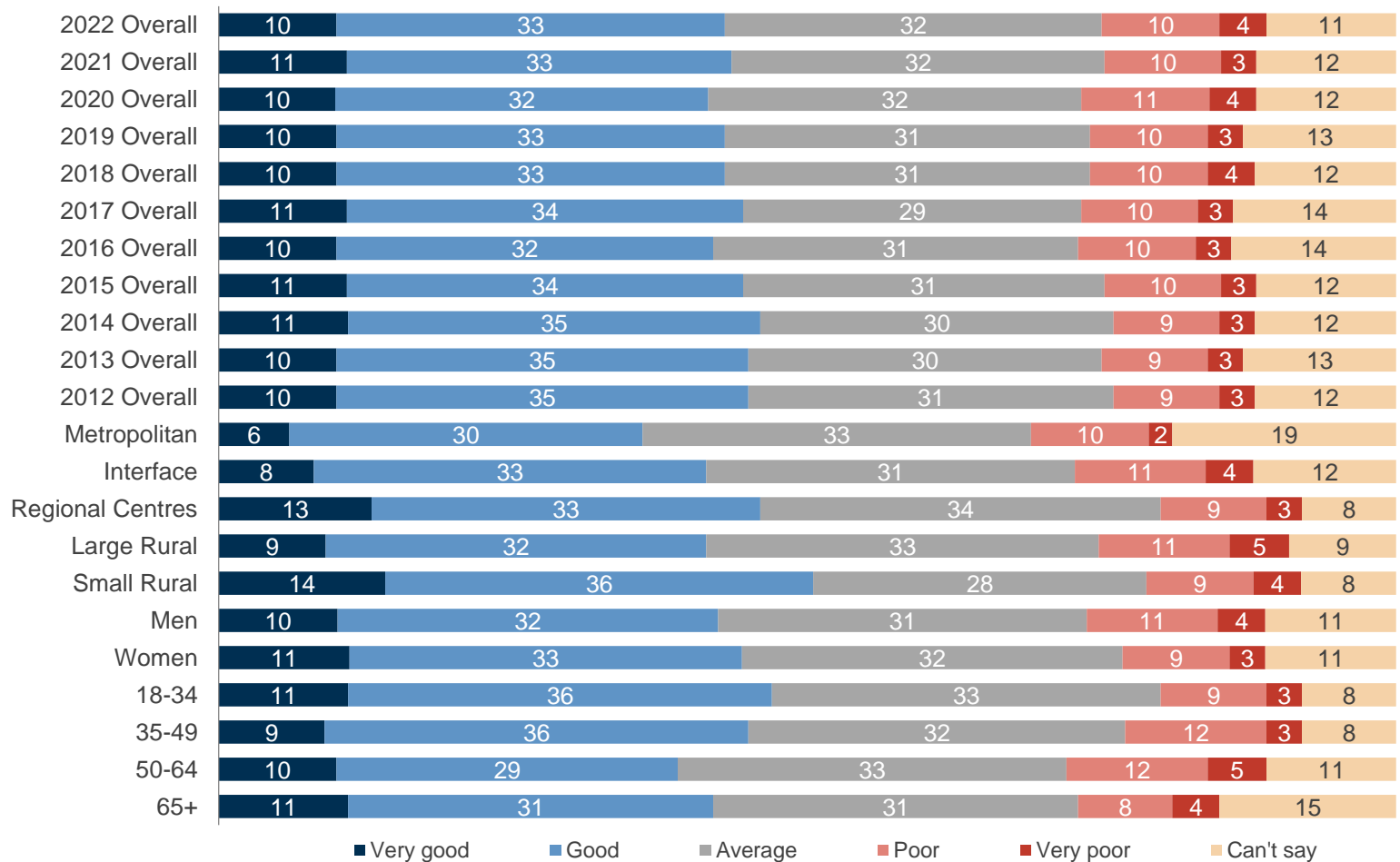
Base: All respondents. Councils asked State-wide: 30

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)

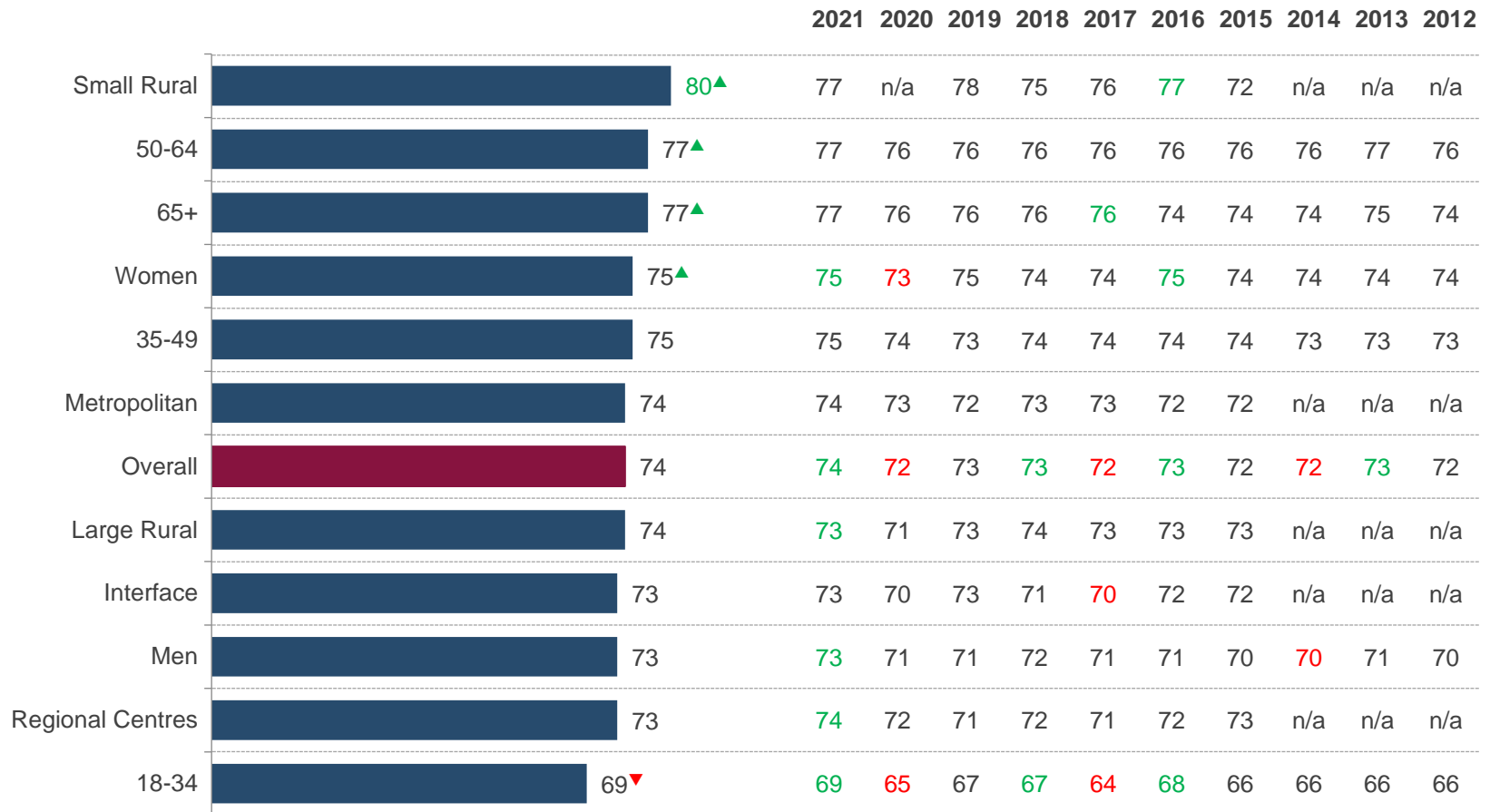




Council's general town planning policy importance



2022 town planning importance (index scores)



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

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

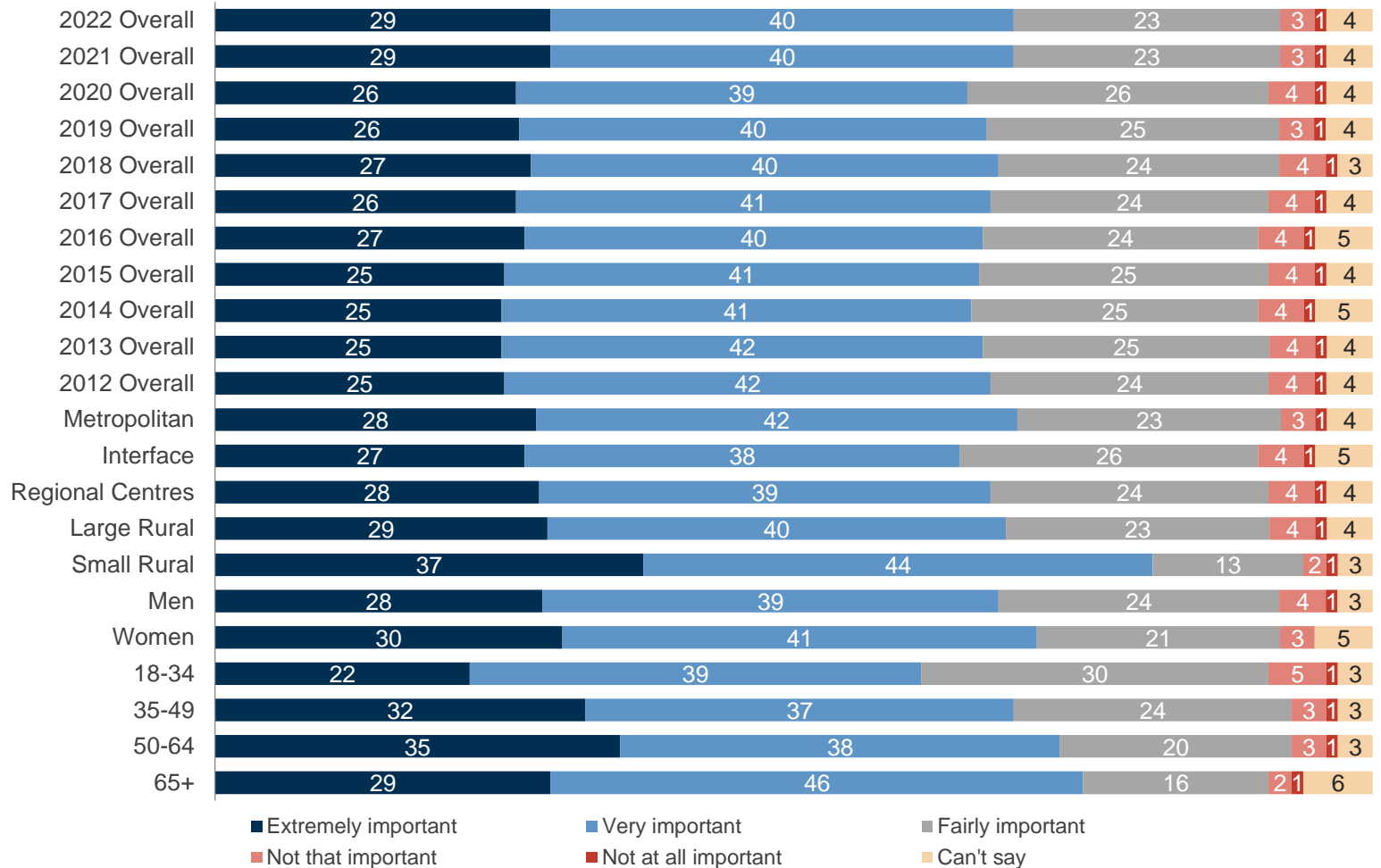
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 town planning importance (%)





Council's general town planning policy performance



2022 town planning performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58▲	60	57	61	59	57	57	59	60	60	59
Small Rural	56▲	55	50	48	53	51	49	53	n/a	n/a	n/a
Regional Centres	55	55	52	57	54	56	54	55	n/a	n/a	n/a
Metropolitan	55▲	56	55	56	53	53	54	55	n/a	n/a	n/a
Women	55▲	55	53	55	54	53	53	55	56	55	54
Overall	54	55	54	55	54	53	52	54	55	55	54
65+	54	55	55	54	54	54	52	54	55	55	54
Men	54	55	54	55	54	53	51	54	54	54	53
Interface	53	53	52	53	55	51	52	55	n/a	n/a	n/a
Large Rural	53	55	54	55	54	54	51	53	n/a	n/a	n/a
35-49	53	53	51	53	51	51	50	53	53	53	52
50-64	51▼	52	49	50	50	49	48	51	51	50	50

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

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

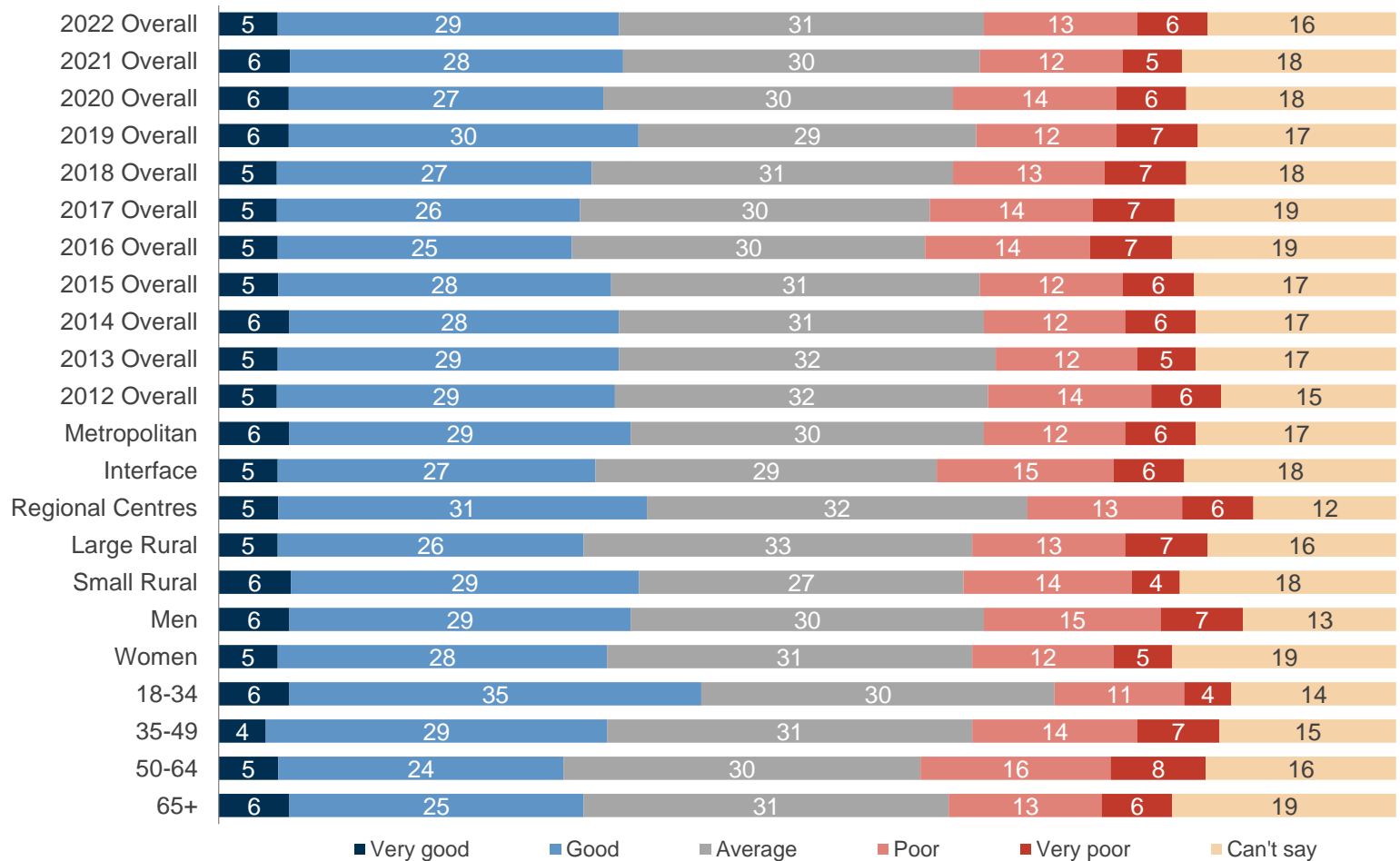
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)





Planning and building permits importance



2022 planning and building permits importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76▲	75	76	75	75	75	74	74	74	74	74
50-64	75▲	75	74	75	74	74	74	73	73	74	74
Metropolitan	75▲	75	74	74	74	76	74	74	n/a	n/a	n/a
Women	75▲	74	73	73	73	74	74	73	74	73	73
Overall	73	73	71	71	71	72	71	71	71	71	71
Regional Centres	73	72	70	71	71	69	69	70	n/a	n/a	n/a
Small Rural	73	71	68	70	68	68	71	70	n/a	n/a	n/a
Large Rural	73	73	71	71	70	72	70	71	n/a	n/a	n/a
35-49	72	72	71	72	71	72	71	72	72	72	72
Interface	72	71	71	71	71	69	69	69	n/a	n/a	n/a
Men	72▼	71	70	70	69	70	69	69	69	69	69
18-34	70▼	68	65	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: 24

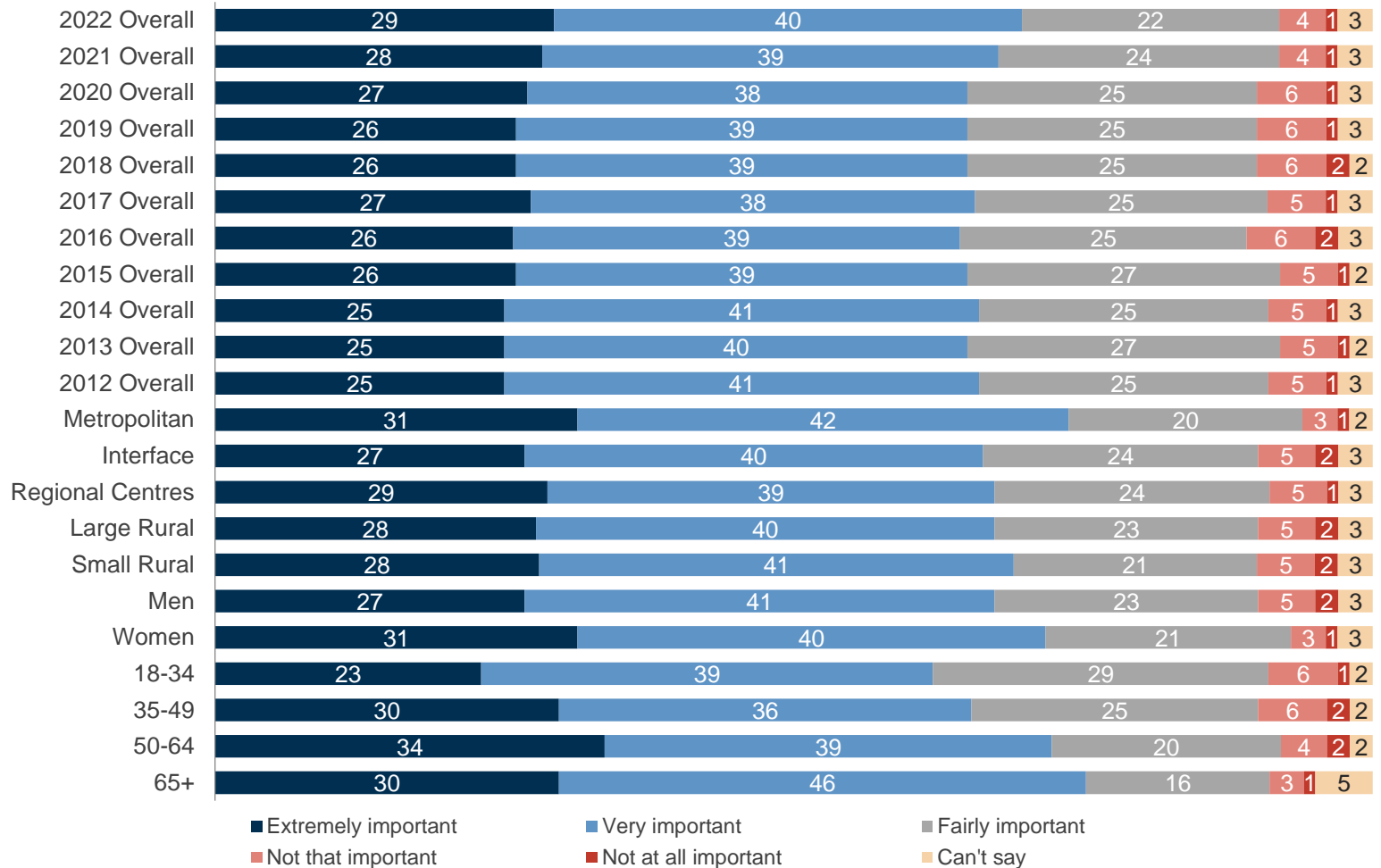
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 planning and building permits importance (%)





Planning and building permits performance



2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	54▲	58	57	58	57	60	55	57	n/a	n/a	n/a
18-34	54▲	56	55	57	57	55	55	58	58	59	60
Metropolitan	54▲	54	54	53	51	49	50	53	n/a	n/a	n/a
Women	51▲	52	51	52	52	51	52	54	54	55	54
Overall	50	51	51	52	52	51	50	54	53	55	54
65+	50	51	50	50	50	51	50	53	53	54	53
Interface	50	52	51	55	54	46	46	49	n/a	n/a	n/a
Men	49▼	51	51	51	51	50	49	53	53	54	53
35-49	49	49	51	51	50	49	48	53	51	54	51
Small Rural	48▼	49	46	48	51	51	50	53	n/a	n/a	n/a
Large Rural	46▼	48	49	49	49	48	50	54	n/a	n/a	n/a
50-64	46▼	48	47	47	49	47	48	51	50	50	49

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

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

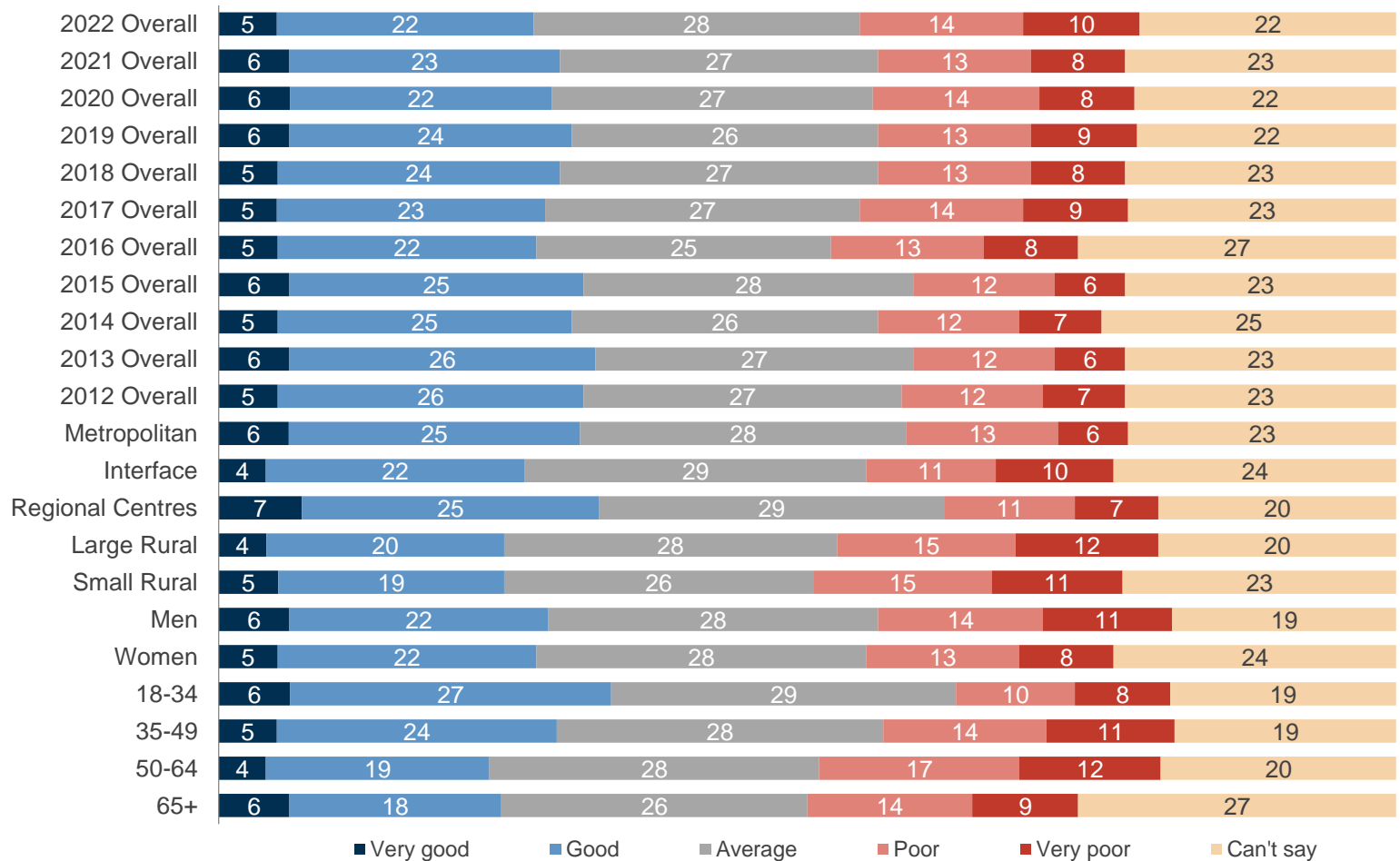
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)





Environmental sustainability importance



2022 environmental sustainability importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78▲	79	78	79	77	76	77	77	77	76	75
Metropolitan	76▲	77	76	75	74	73	74	74	n/a	n/a	n/a
18-34	76▲	77	76	78	76	75	77	75	75	74	73
35-49	74	75	75	74	73	73	72	73	72	71	71
Overall	73	74	74	74	73	72	73	73	73	72	71
Regional Centres	73	74	74	74	73	72	71	73	n/a	n/a	n/a
50-64	72	73	74	73	72	72	73	73	73	72	71
65+	72▼	72	72	72	71	70	71	70	70	70	69
Large Rural	71▼	72	73	74	73	72	73	72	n/a	n/a	n/a
Small Rural	70▼	71	70	72	70	70	74	77	n/a	n/a	n/a
Men	69▼	70	70	70	69	68	69	69	68	68	67

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

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

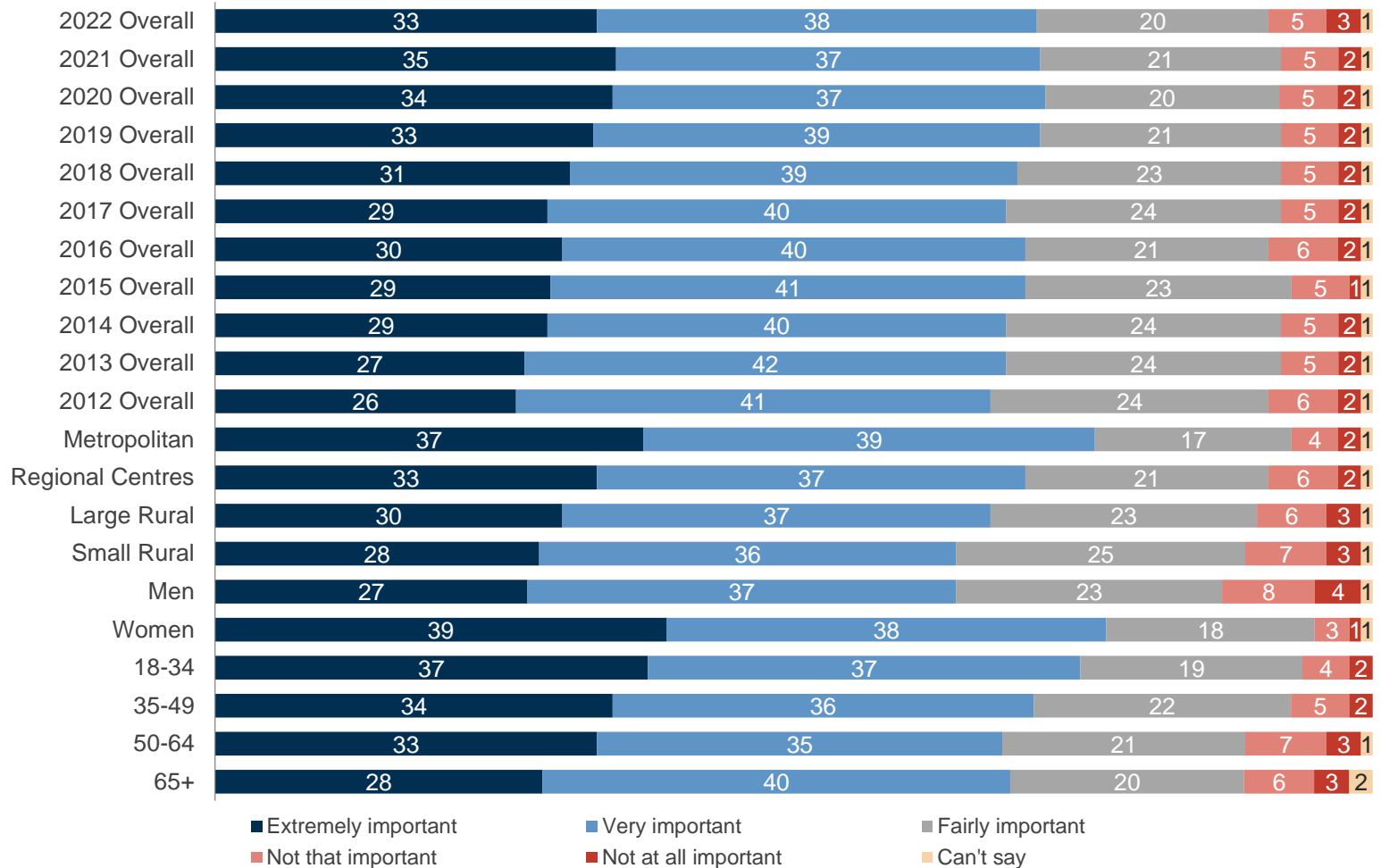
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	63▲	64	62	64	64	64	64	65	n/a	n/a	n/a
Regional Centres	62▲	62	61	63	64	65	63	63	n/a	n/a	n/a
18-34	62▲	63	60	63	64	64	64	65	65	66	67
65+	62▲	63	61	63	63	64	63	65	65	65	65
Women	61	62	59	62	63	63	63	64	64	64	65
Overall	61	62	60	62	63	64	63	64	64	64	64
Men	61	63	61	62	63	64	62	64	64	64	64
35-49	61	62	60	62	63	64	63	63	64	64	63
Interface	60	62	56	60	64	62	60	63	n/a	n/a	n/a
Large Rural	59▼	61	60	61	61	62	62	64	n/a	n/a	n/a
Small Rural	59▼	61	57	59	62	63	61	63	n/a	n/a	n/a
50-64	59▼	61	57	59	61	62	61	62	62	62	62

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

Base: All respondents. Councils asked State-wide: 38

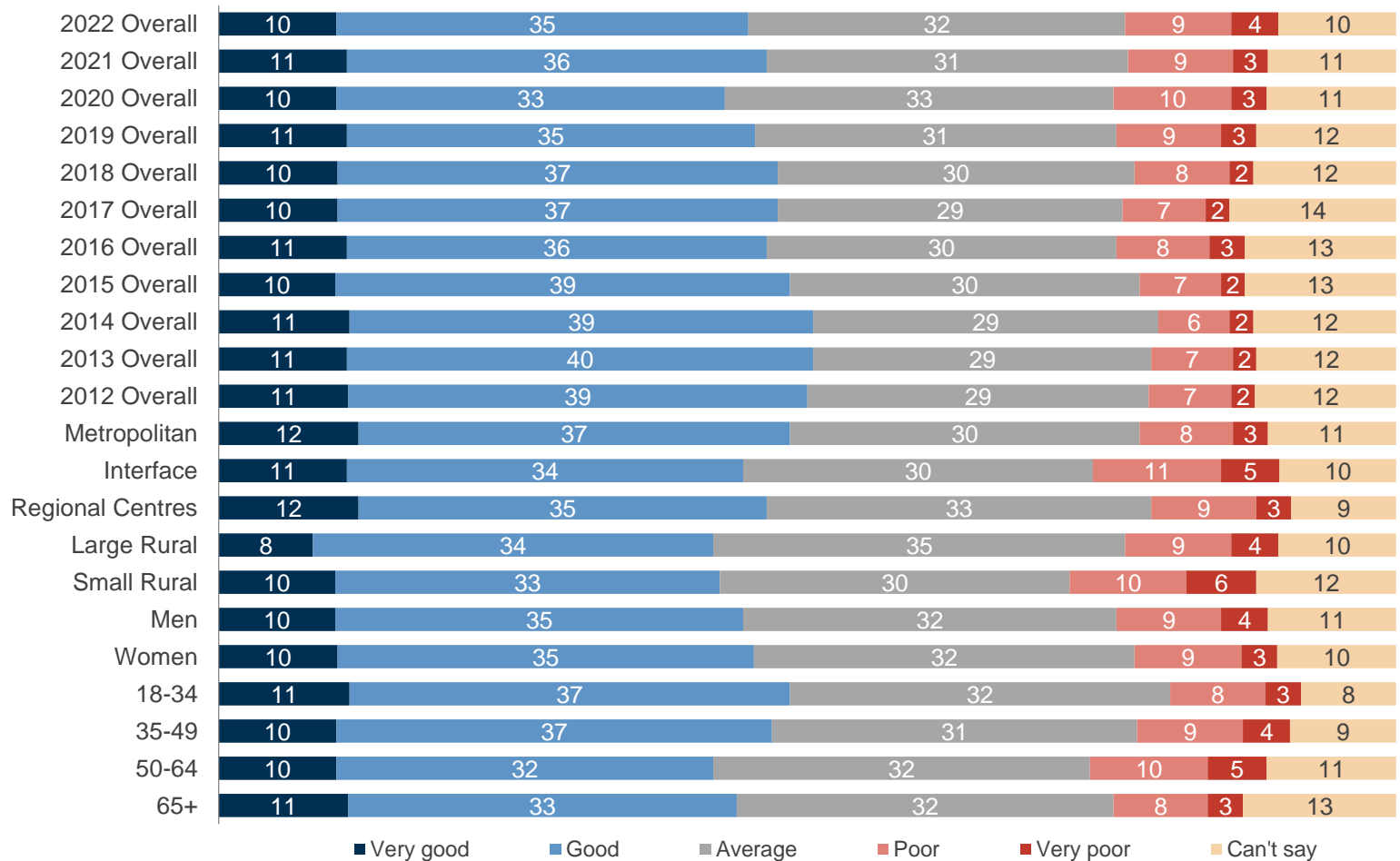
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)





Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	85▲	83	83	85	84	82	83	81	n/a	n/a	n/a
Women	85▲	85	84	85	85	84	84	84	85	85	84
18-34	82	82	81	83	83	81	81	80	82	82	81
Large Rural	81	81	81	82	82	81	81	81	n/a	n/a	n/a
Overall	81	81	80	81	81	80	80	80	80	80	80
50-64	81	81	80	81	80	80	80	80	80	80	80
Small Rural	81	82	82	81	80	81	82	80	n/a	n/a	n/a
35-49	80	80	80	81	81	78	80	79	79	79	79
65+	80▼	81	80	80	81	80	80	79	80	80	79
Regional Centres	80	81	81	81	82	80	80	81	n/a	n/a	n/a
Metropolitan	79▼	79	78	79	80	77	76	77	n/a	n/a	n/a
Men	77▼	77	77	77	77	76	76	75	76	76	76

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

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

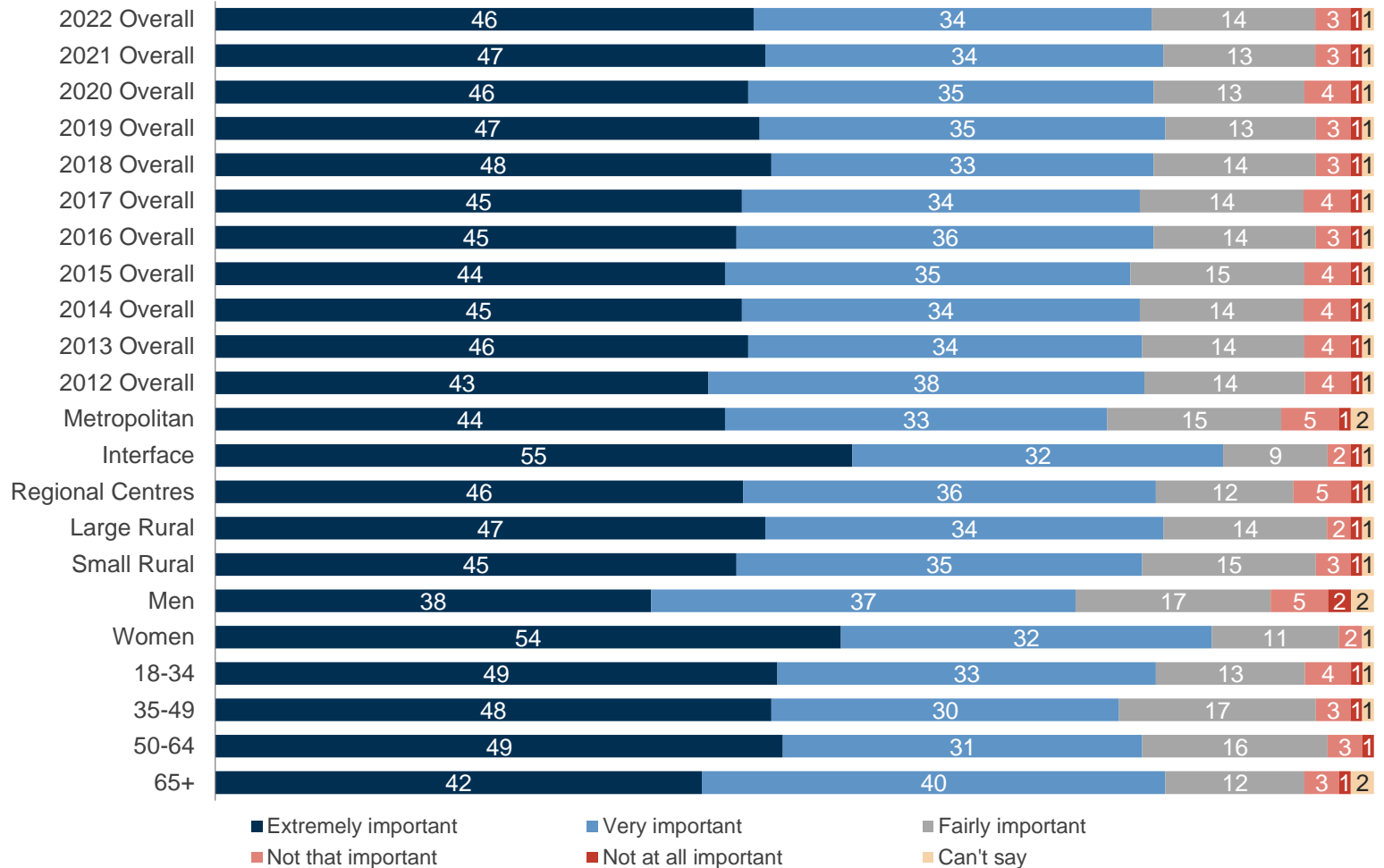
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)





Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	68▲	72	70	73	72	72	71	71	72	71	71
Small Rural	68▲	72	70	72	72	72	71	70	n/a	n/a	n/a
Women	67▲	72	69	74	72	71	71	71	73	70	70
Metropolitan	67	70	66	70	69	68	68	69	n/a	n/a	n/a
Regional Centres	67	72	70	75	73	70	68	68	n/a	n/a	n/a
Overall	66	71	68	72	71	70	69	70	71	70	70
35-49	66	70	68	72	71	69	68	68	70	69	68
18-34	66	72	68	73	72	71	71	73	75	72	73
Large Rural	66	71	69	72	71	70	70	71	n/a	n/a	n/a
Men	66	70	68	71	70	69	68	69	70	69	69
50-64	64▼	69	66	70	69	68	67	67	68	67	67
Interface	64▼	69	66	73	70	69	69	70	n/a	n/a	n/a

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

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

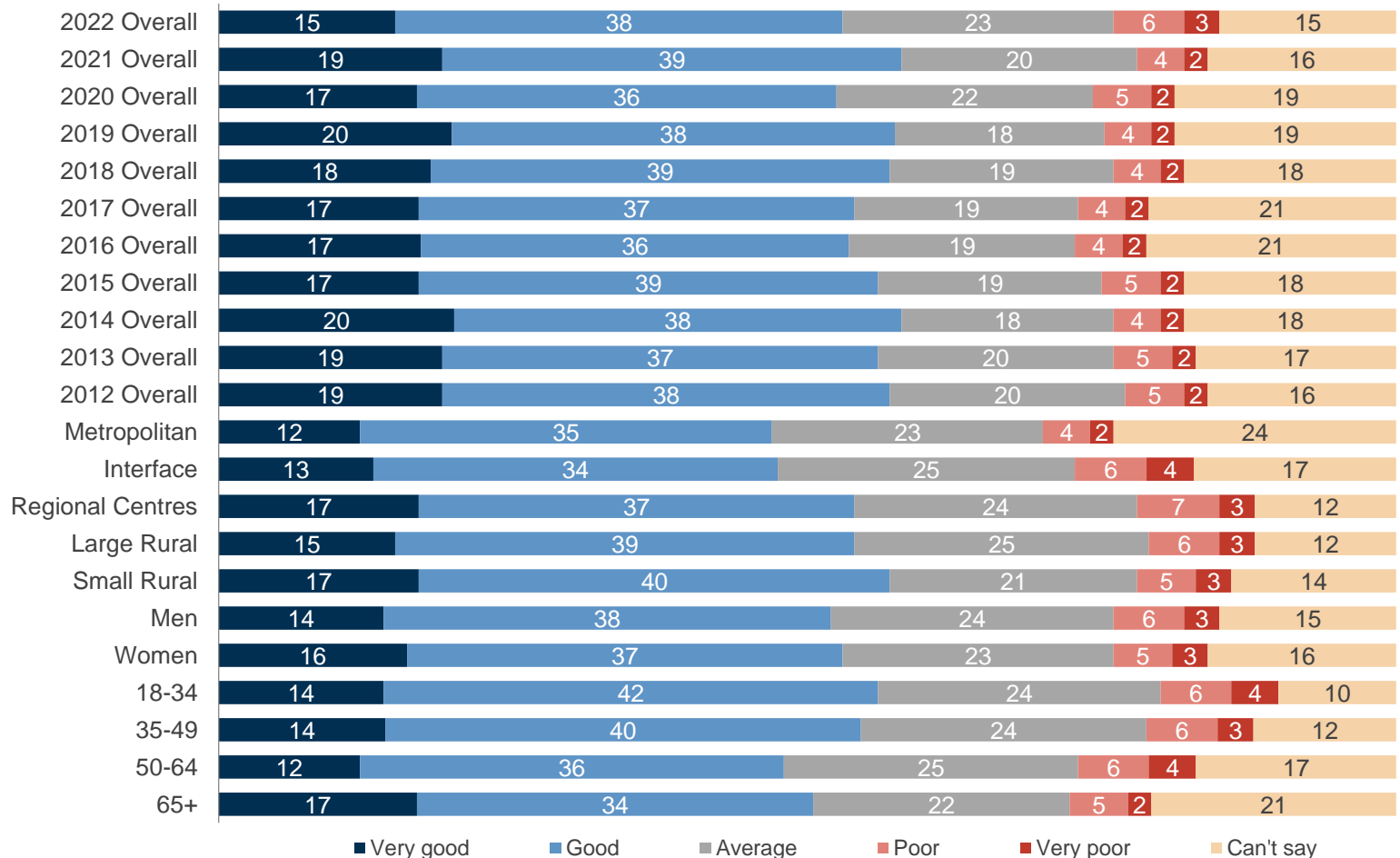
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)





Planning for population growth in the area importance



2022 population growth importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	85▲	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	77	77	78	79	78	77	77	77	77	77
35-49	78	78	78	79	78	78	77	78	78	77	77
Regional Centres	78	77	77	75	75	75	76	76	n/a	n/a	n/a
50-64	77	78	78	79	80	79	77	79	78	78	78
Overall	77	76	76	77	77	76	76	75	75	75	75
65+	76	77	77	76	77	77	75	75	75	74	75
18-34	76	73	73	74	74	73	74	70	70	71	73
Large Rural	75▼	74	75	77	78	78	74	74	n/a	n/a	n/a
Men	75▼	75	75	75	76	75	74	73	73	73	73
Metropolitan	74▼	75	75	77	78	75	75	74	n/a	n/a	n/a

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

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

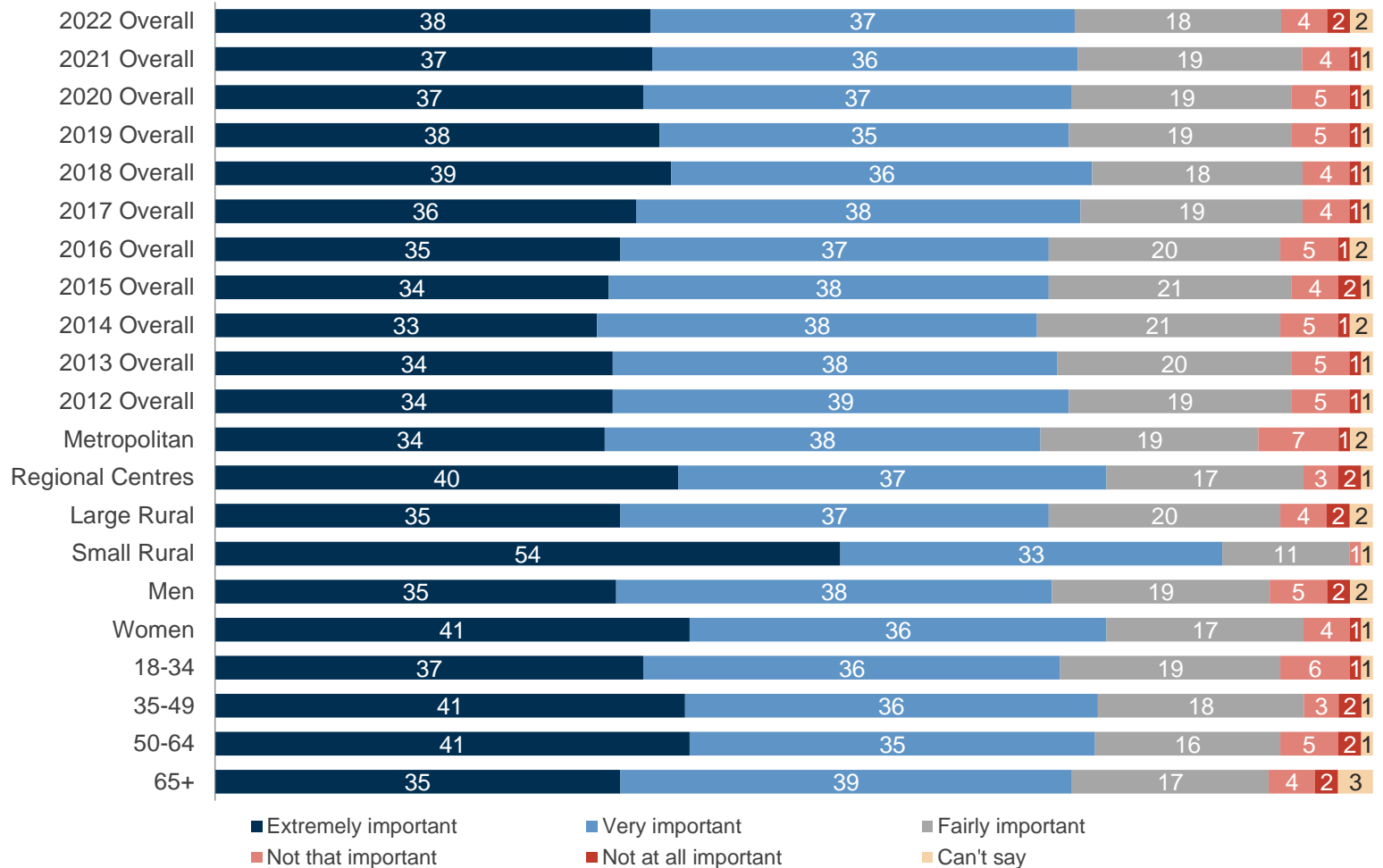
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2022 population growth importance (%)





Planning for population growth in the area performance



2022 population growth performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	58▲	59	57	62	62	62	59	61	n/a	n/a	n/a
18-34	54▲	56	54	57	56	57	55	60	59	59	58
65+	53	54	52	52	51	52	52	54	55	55	52
Women	52	52	51	52	52	52	51	55	55	54	52
Metropolitan	52	53	52	52	50	51	51	54	n/a	n/a	n/a
Overall	52	53	51	52	52	52	51	54	54	54	52
Men	51	54	51	52	52	53	52	54	54	54	52
35-49	50▼	50	49	49	51	50	49	51	52	51	48
Small Rural	49▼	52	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	49▼	51	47	49	48	48	47	50	n/a	n/a	n/a
50-64	48▼	51	47	49	50	49	48	50	51	50	49
Interface	47▼	47	46	48	49	50	55	57	n/a	n/a	n/a

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

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

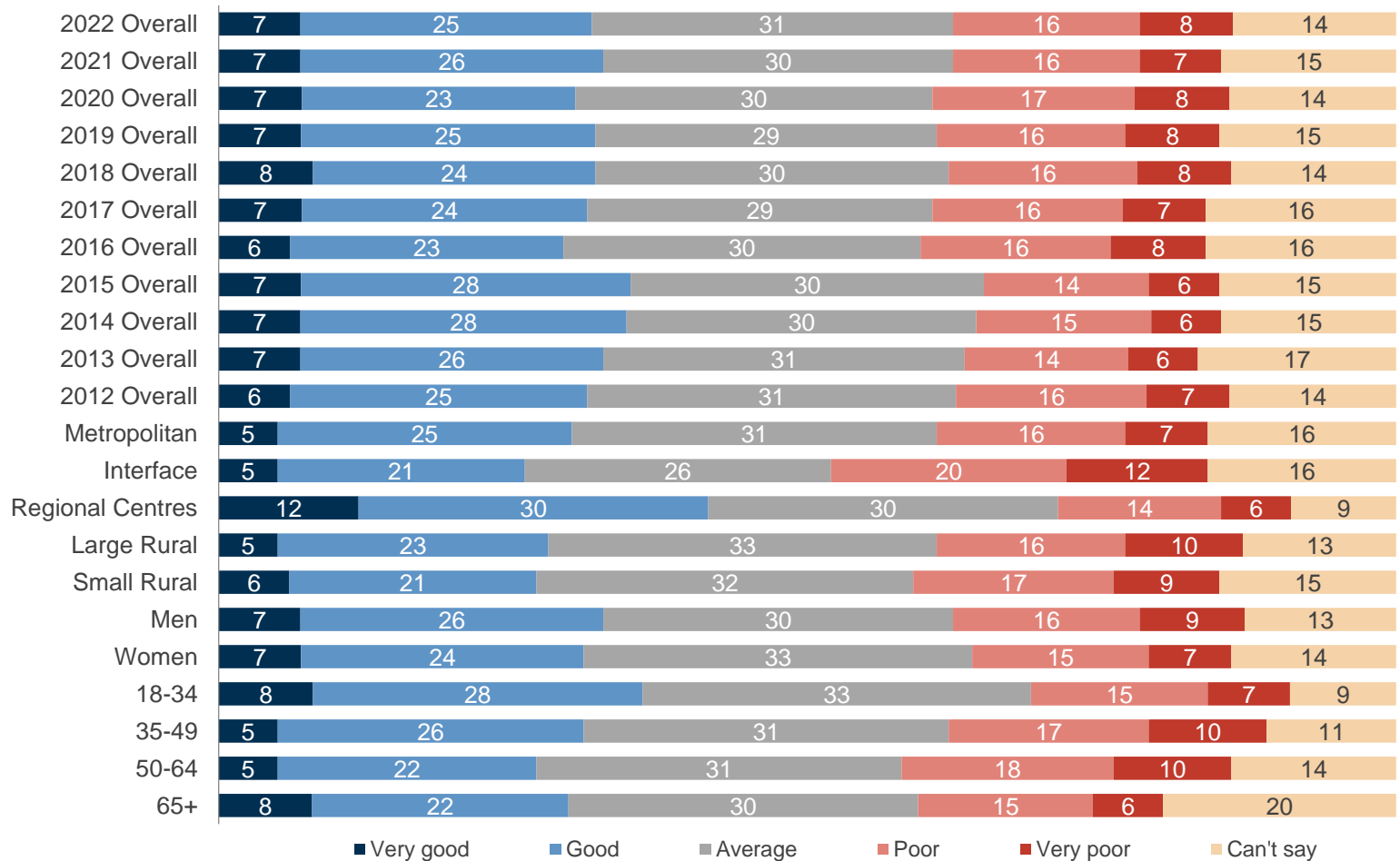
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)





Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	81▲	82	80	76	76	76	n/a	77	n/a	n/a	n/a
Large Rural	81▲	79	78	76	75	75	75	74	n/a	n/a	n/a
50-64	80	82	82	78	78	78	76	76	78	78	74
35-49	80	78	76	75	73	73	74	75	76	76	71
Women	80	81	80	76	76	76	75	75	78	77	74
65+	80	80	80	76	76	76	73	74	76	77	73
Overall	79	79	78	74	73	74	73	73	75	74	71
Interface	77	76	75	72	75	76	76	75	n/a	n/a	n/a
Men	77▼	76	76	71	71	71	71	70	71	72	68
18-34	75▼	75	74	67	67	66	69	65	68	66	65
Metropolitan	67▼	n/a	n/a	65	62	65	64	62	n/a	n/a	n/a

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

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

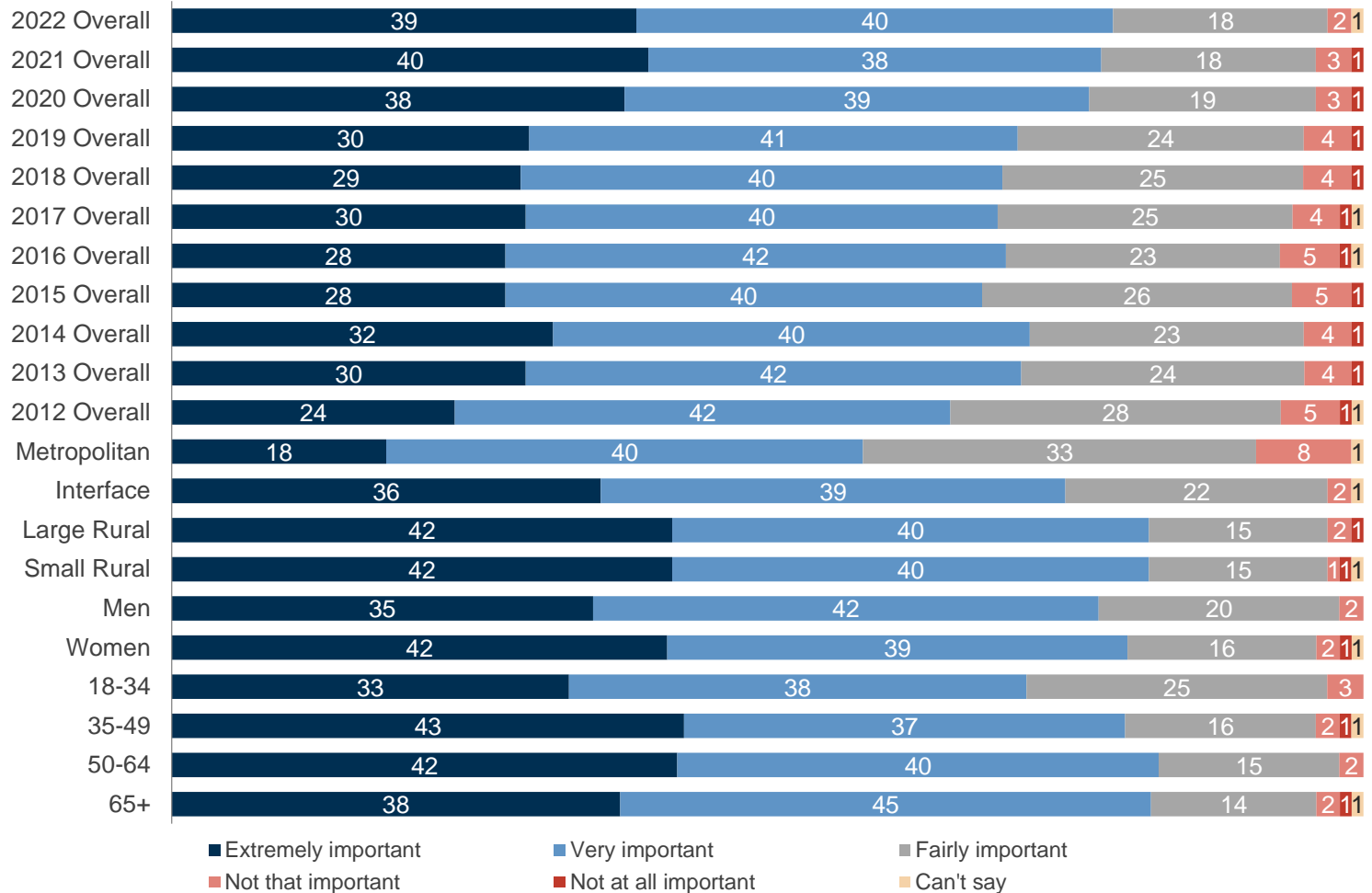
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metropolitan	63▲	n/a	n/a	69	67	68	68	69	n/a	n/a	n/a
18-34	53▲	57	55	62	61	58	61	62	63	63	67
Interface	51	57	54	61	60	54	56	52	n/a	n/a	n/a
Small Rural	50	49	48	55	54	51	51	52	n/a	n/a	n/a
Men	49	52	49	56	54	52	55	54	55	57	60
Overall	49	51	49	56	55	53	56	55	55	56	61
Women	48	51	49	56	56	54	57	55	55	56	61
65+	48	50	48	54	53	51	54	52	53	55	59
35-49	47▼	51	49	57	55	54	57	55	53	56	59
50-64	46▼	48	46	53	51	50	52	51	51	52	58
Large Rural	44▼	51	48	52	51	50	54	53	n/a	n/a	n/a

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

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

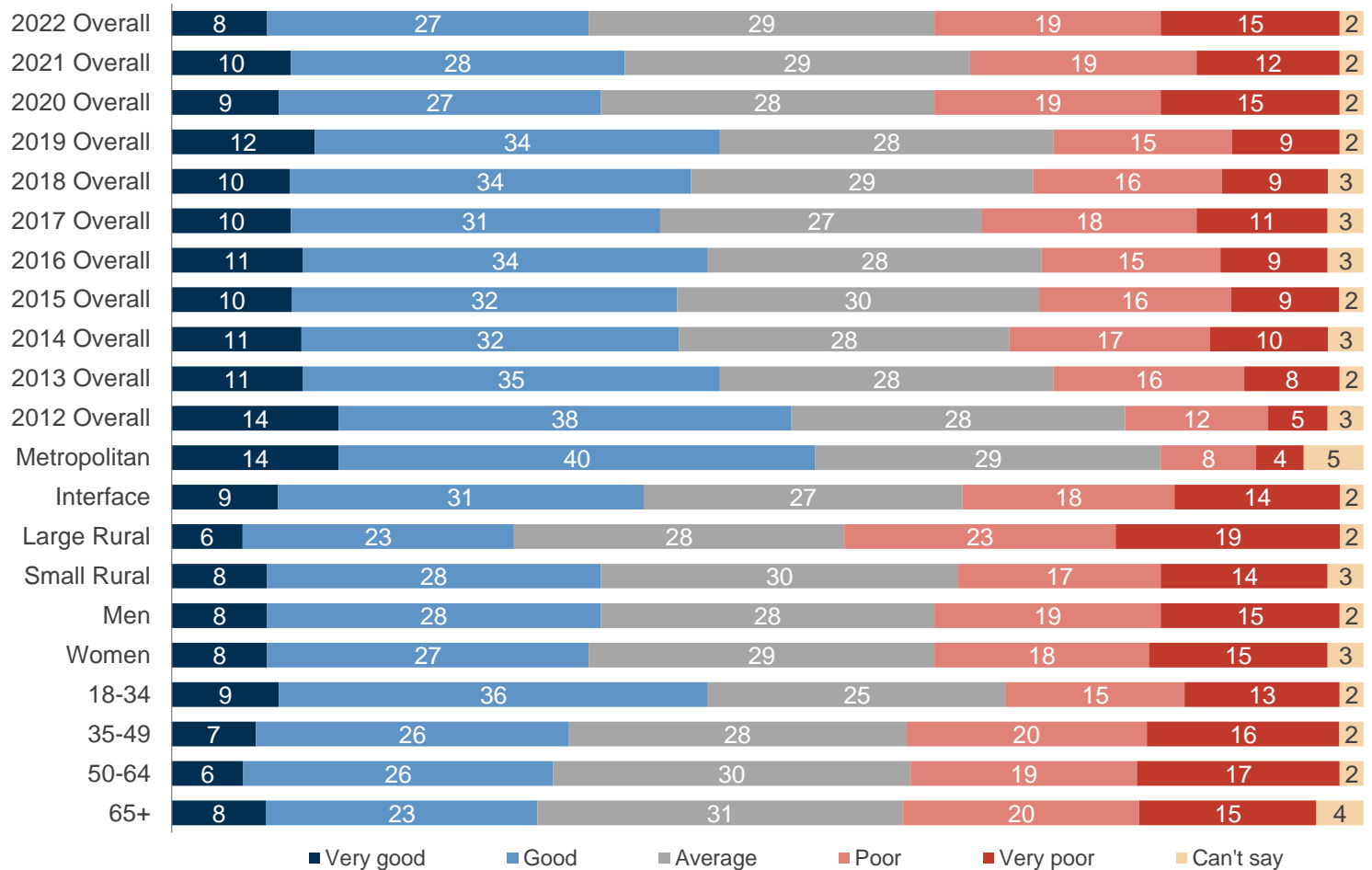
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	85▲	84	83	82	84	81	81	82	n/a	n/a	n/a
Women	85▲	83	81	81	82	80	80	80	81	83	82
50-64	84	83	82	81	82	81	80	80	80	82	81
35-49	84	83	81	80	79	78	78	79	80	82	80
18-34	83	79	76	78	79	76	78	76	77	80	79
Overall	83	81	80	80	80	79	79	78	78	81	80
Large Rural	82▼	80	79	79	78	77	78	76	n/a	n/a	n/a
65+	82	81	80	79	80	79	79	78	77	80	79
Men	81▼	80	78	78	78	77	77	76	76	79	78
Regional Centres	79▼	78	76	75	77	76	70	72	n/a	n/a	n/a

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

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

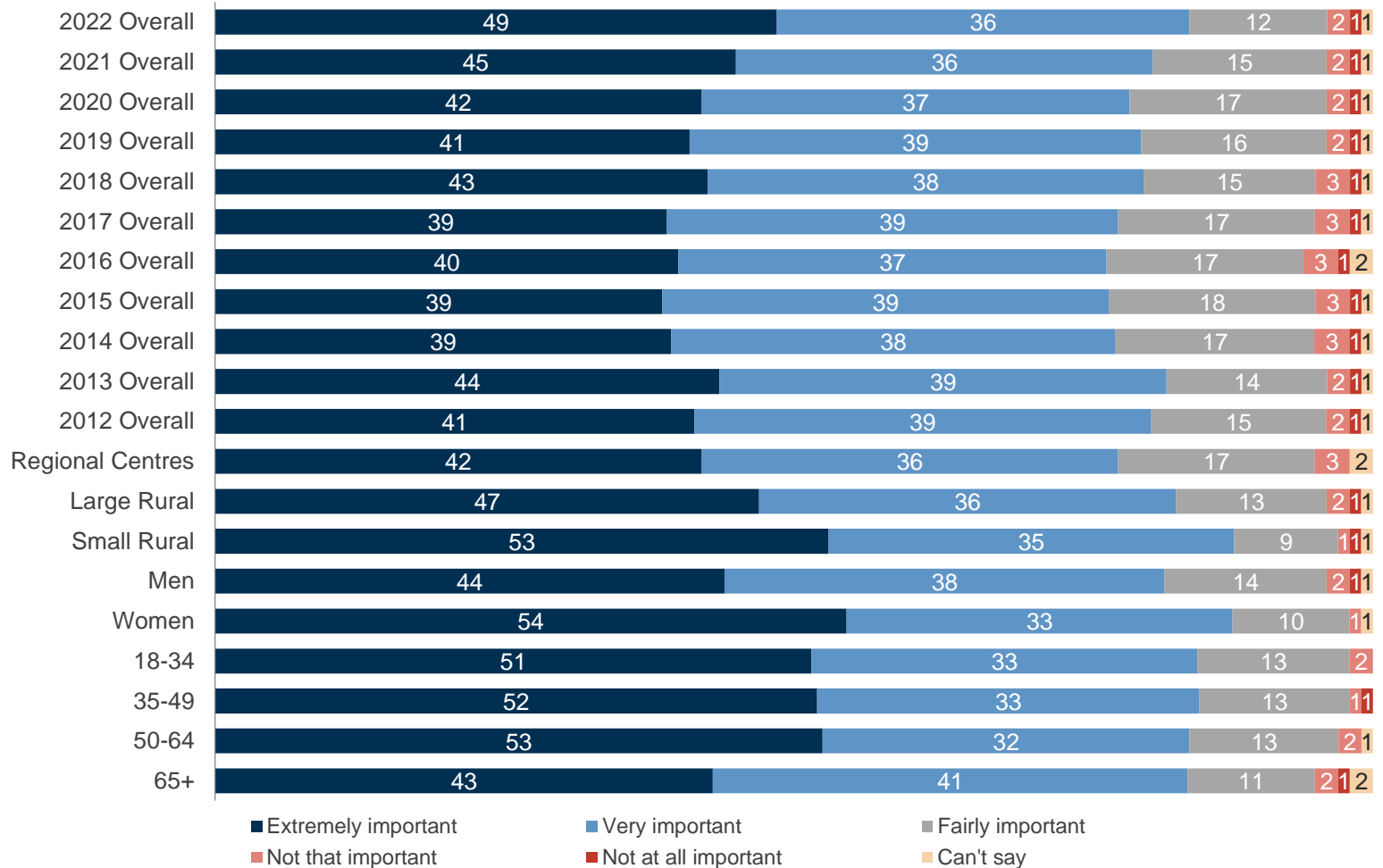
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	53	55▲	52	52	52	n/a	51	n/a	n/a	n/a
65+	47	46	46	44	45	45	46	48	48	50
Interface	47	43	50	48	45	44	47	n/a	n/a	n/a
Men	46	44	45	43	44	43	45	46	45	46
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
Overall	45	44	44	43	44	43	45	45	44	46
Women	44	43	43	42	43	43	45	45	43	46
18-34	45	45	45	44	45	46	48	46	47	48
50-64	43	41	42	40	41	40	43	42	40	43
Large Rural	44	42	41	41	42	43	44	n/a	n/a	n/a
35-49	44	43	43	43	44	42	44	45	42	44

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

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

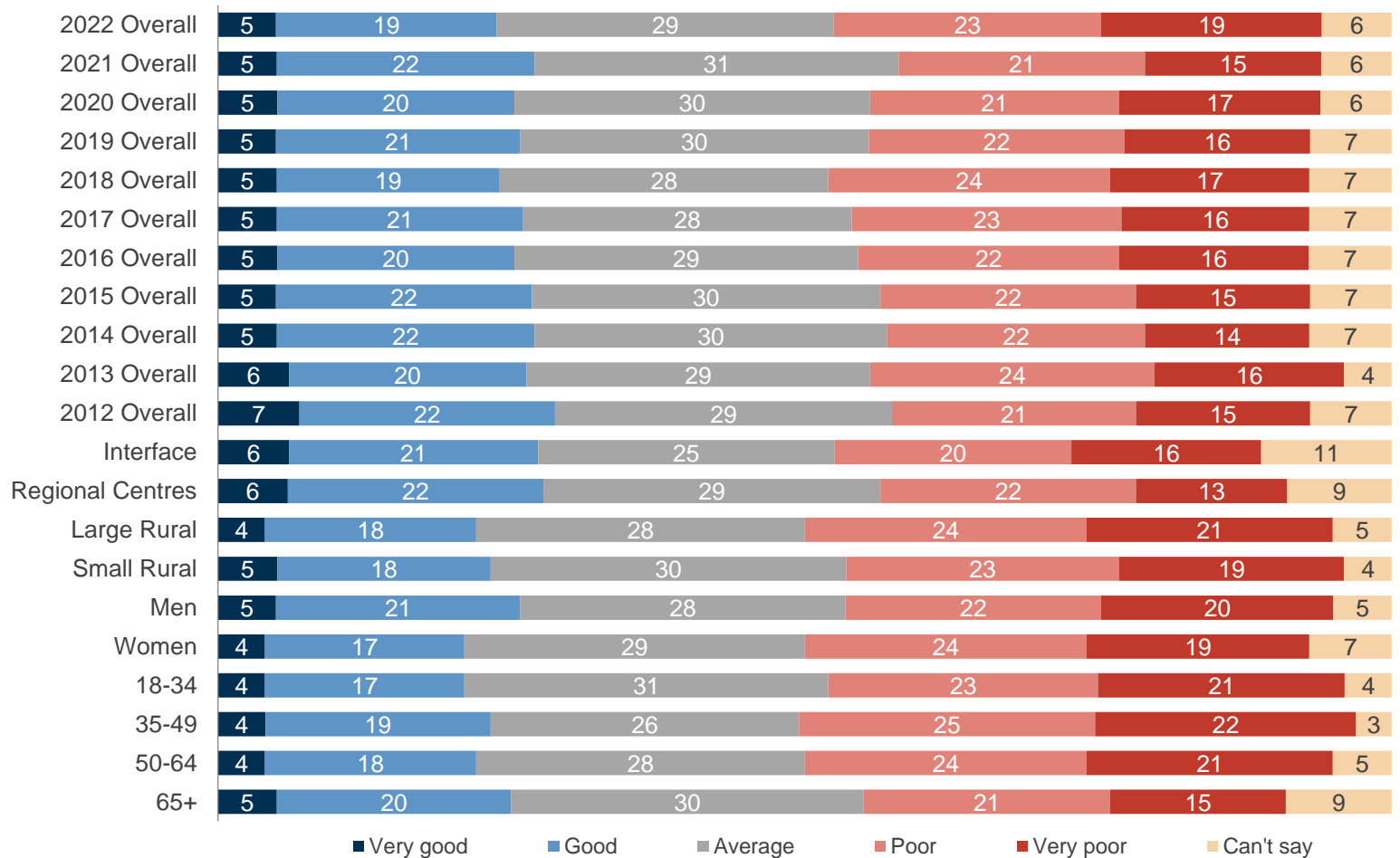
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)





Business and community development importance



2022 business/community development importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	72	70	69	67	68	67	69	67	n/a	n/a	n/a
Women	72▲	72	71	71	70	71	72	71	71	n/a	n/a
18-34	72▲	71	68	70	70	72	72	69	70	n/a	n/a
35-49	71	71	70	71	70	71	73	70	71	n/a	n/a
Regional Centres	71	73	71	72	71	73	n/a	n/a	n/a	n/a	n/a
Overall	70	70	69	69	69	70	70	69	69	n/a	n/a
Large Rural	68▼	68	68	70	69	70	71	72	n/a	n/a	n/a
Small Rural	68▼	69	68	70	n/a	n/a	n/a	71	n/a	n/a	n/a
50-64	68▼	71	71	69	68	69	69	69	69	n/a	n/a
65+	68▼	69	69	67	66	68	67	68	68	n/a	n/a
Men	67▼	68	68	67	68	69	69	67	67	n/a	n/a

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

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

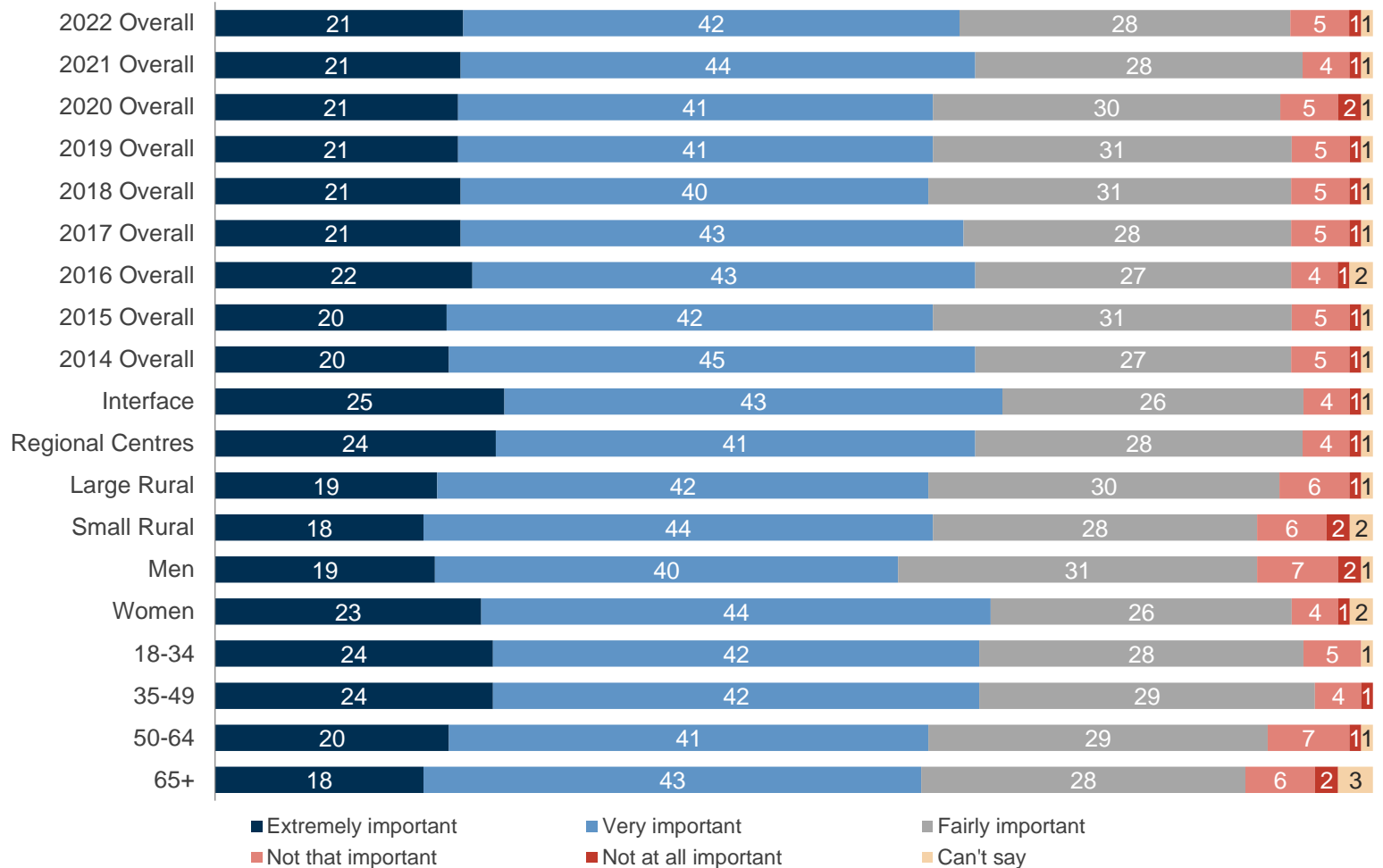
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2022 business/community development importance (%)





Business and community development performance



2022 business/community development performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60▲	63	63	64	62	62	63	64	65	n/a	n/a
65+	59	60	59	61	60	61	59	61	62	n/a	n/a
Women	59	61	60	62	61	60	60	61	63	n/a	n/a
Large Rural	58	60	60	59	58	59	58	60	n/a	n/a	n/a
Interface	58	61	60	64	63	59	58	63	n/a	n/a	n/a
Regional Centres	58	61	58	61	55	58	61	54	n/a	n/a	n/a
Overall	58	60	59	61	60	60	60	60	62	n/a	n/a
Metropolitan	58	n/a	n/a	n/a	n/a	60	62	63	n/a	n/a	n/a
Men	57	59	58	60	59	59	59	59	60	n/a	n/a
Small Rural	57	58	57	60	61	65	62	61	n/a	n/a	n/a
35-49	56▼	58	57	60	60	59	59	59	60	n/a	n/a
50-64	55▼	58	55	58	56	56	56	58	59	n/a	n/a

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

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

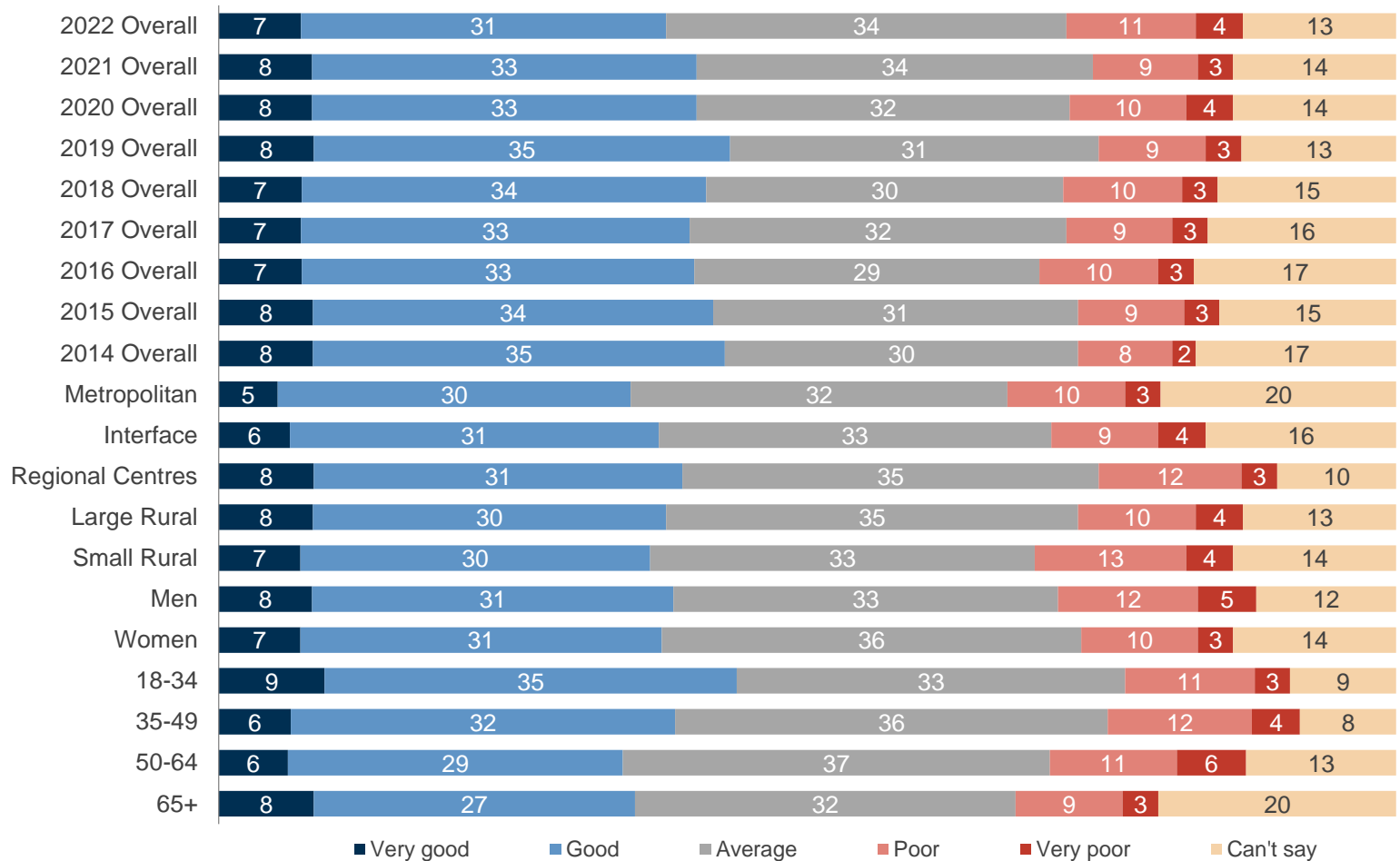
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)





Tourism development importance



2022 tourism development importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	65▲	67	67	69	71	70	n/a	64	n/a	n/a	n/a
Women	64▲	64	64	62	63	63	65	66	67	n/a	n/a
Small Rural	63	64	58	64	n/a	n/a	n/a	72	n/a	n/a	n/a
35-49	63	64	61	60	62	62	64	65	64	n/a	n/a
65+	62	63	65	61	62	64	64	67	66	n/a	n/a
Overall	62	63	62	59	61	62	63	65	65	n/a	n/a
18-34	62	62	58	56	59	59	62	59	63	n/a	n/a
50-64	61	65	64	61	63	63	64	67	65	n/a	n/a
Large Rural	60▼	62	62	60	62	63	67	67	n/a	n/a	n/a
Men	60▼	62	60	57	60	61	62	63	63	n/a	n/a
Interface	55▼	52	51	48	51	53	57	50	n/a	n/a	n/a

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

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

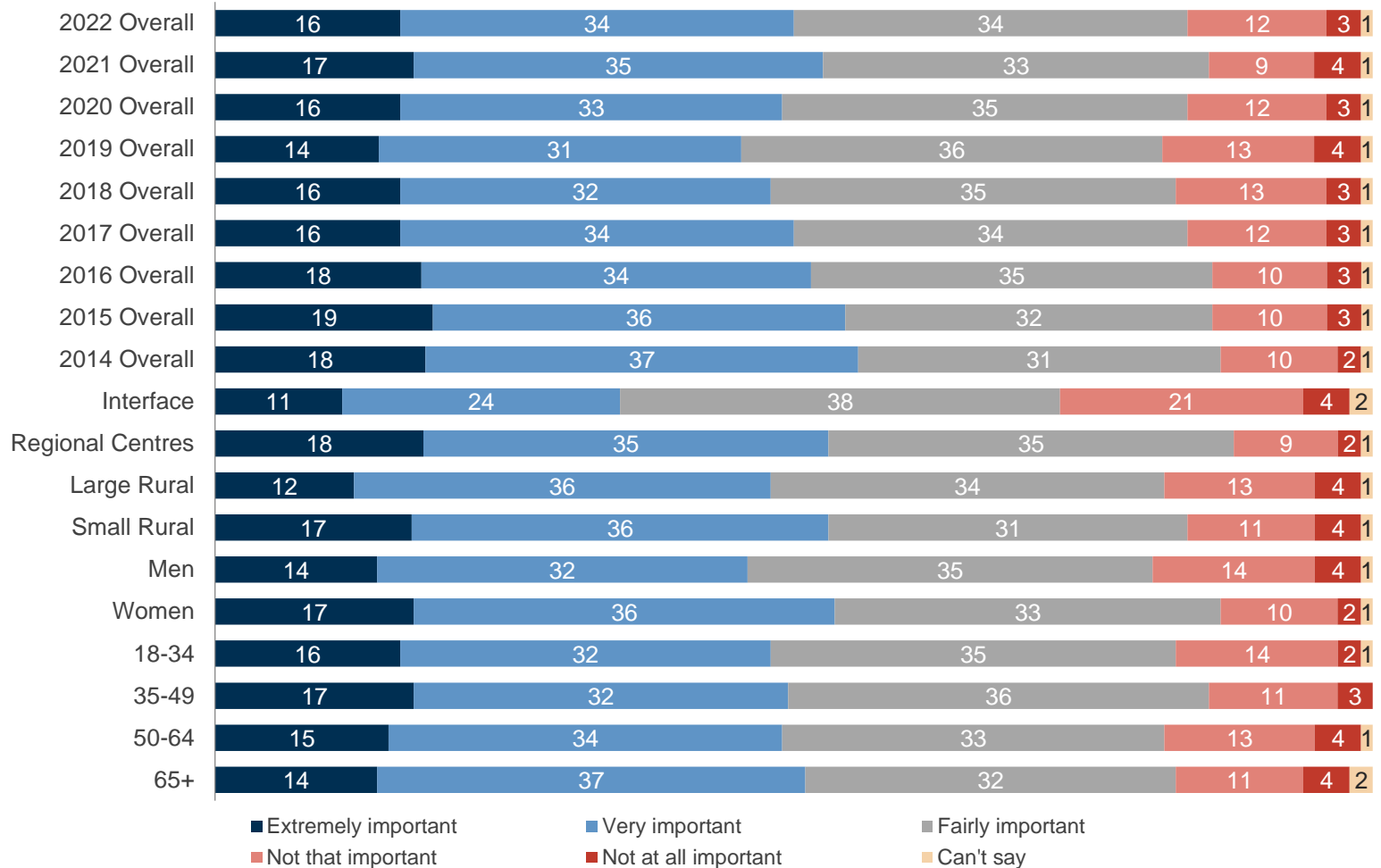
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2022 tourism development importance (%)





Tourism development performance



2022 tourism development performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62▲	63	63	64	64	63	62	65	66	n/a	n/a
Small Rural	62▲	63	63	66	67	67	64	63	n/a	n/a	n/a
Women	61	62	63	64	64	64	64	64	66	n/a	n/a
Large Rural	61	64	62	61	61	65	64	66	n/a	n/a	n/a
Overall	60	62	62	63	63	63	63	63	64	n/a	n/a
18-34	59	63	63	63	64	64	64	64	64	n/a	n/a
35-49	59	60	62	63	62	63	63	61	62	n/a	n/a
Regional Centres	59	60	63	70	64	65	71	67	n/a	n/a	n/a
Men	59	62	61	62	61	61	62	62	62	n/a	n/a
50-64	58▼	62	61	62	60	61	60	62	64	n/a	n/a
Interface	56▼	59	59	58	61	56	56	53	n/a	n/a	n/a

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

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

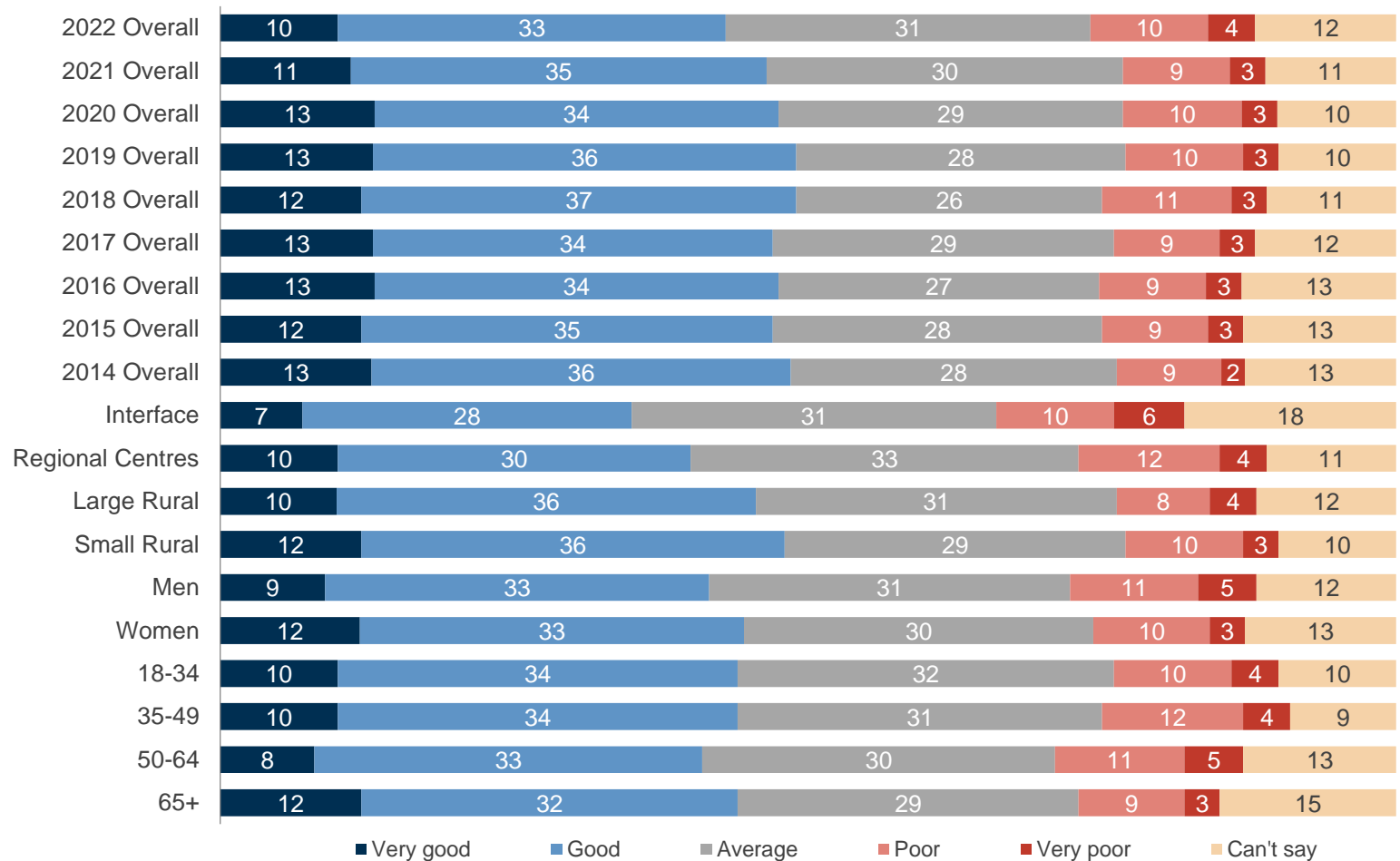
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2022 tourism development performance (%)

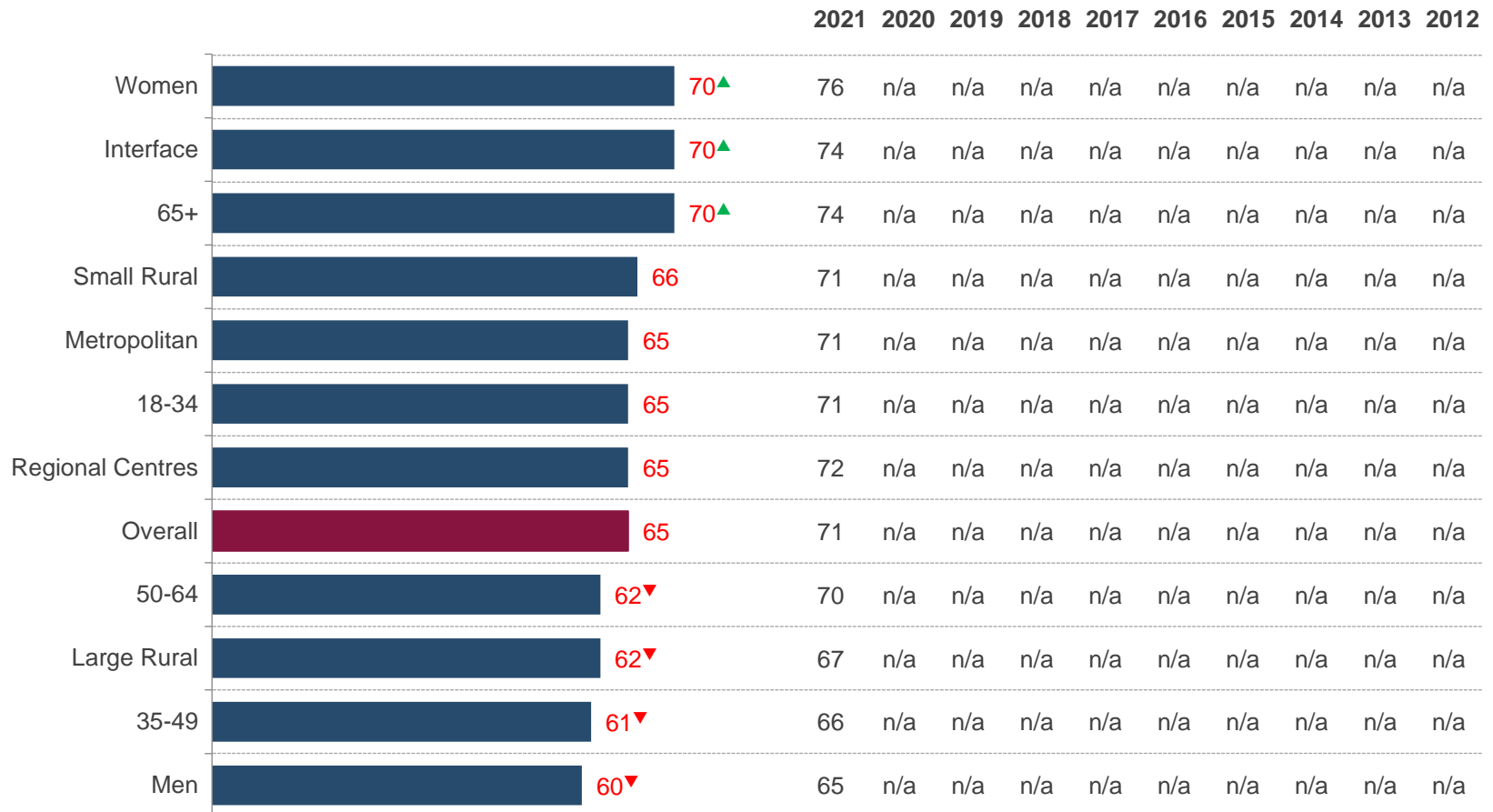




COVID-19 response importance



2022 COVID-19 response importance (index scores)



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

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

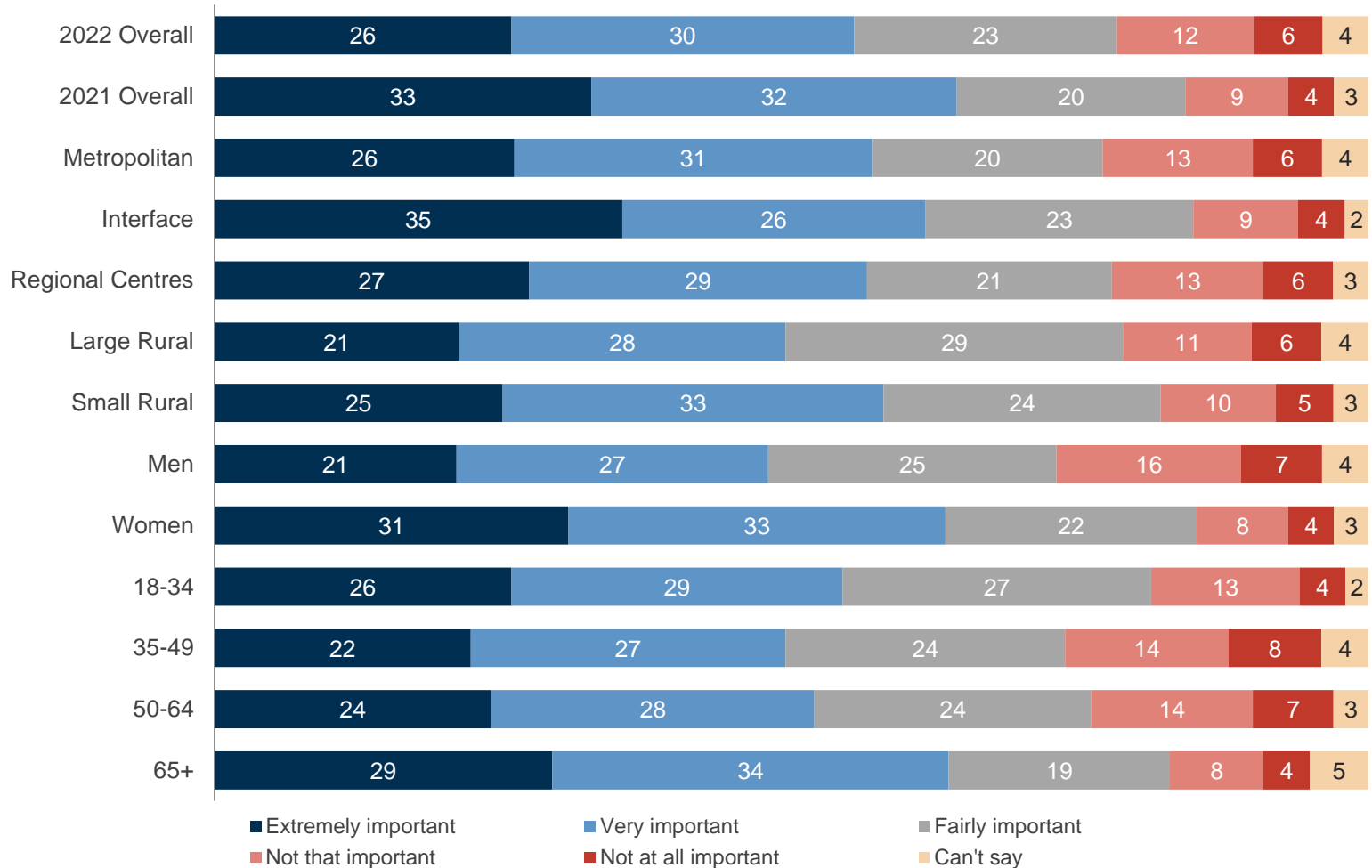
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2022 COVID-19 response importance (%)





COVID-19 response performance



2022 COVID-19 response performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	71▲	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70▲	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67▼	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metropolitan	67▼	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66▼	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66▼	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	66▼	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

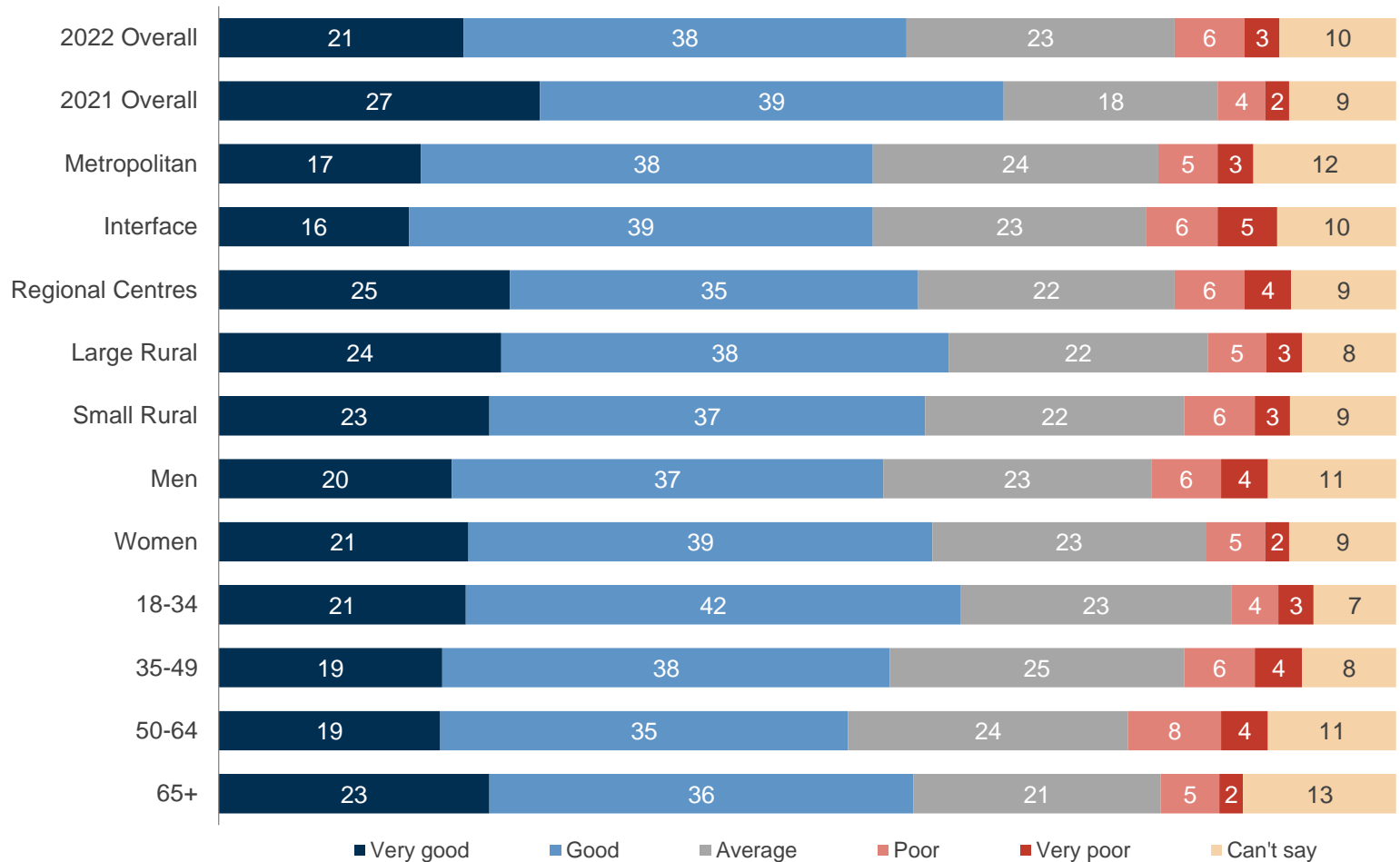
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



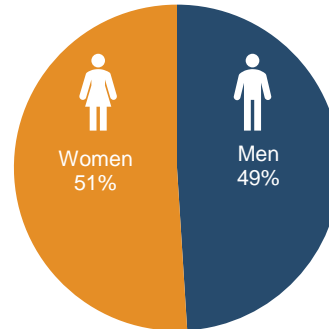
A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

Detailed demographics

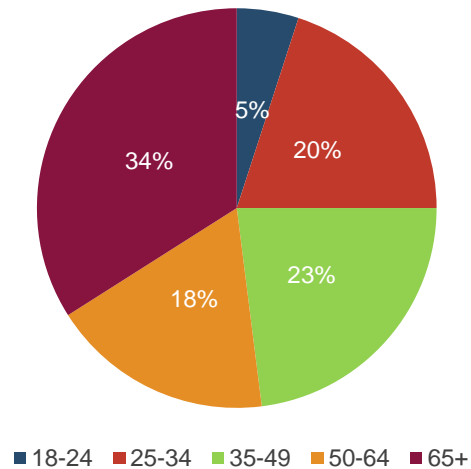


Gender and age profile

2022 gender



2022 age



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

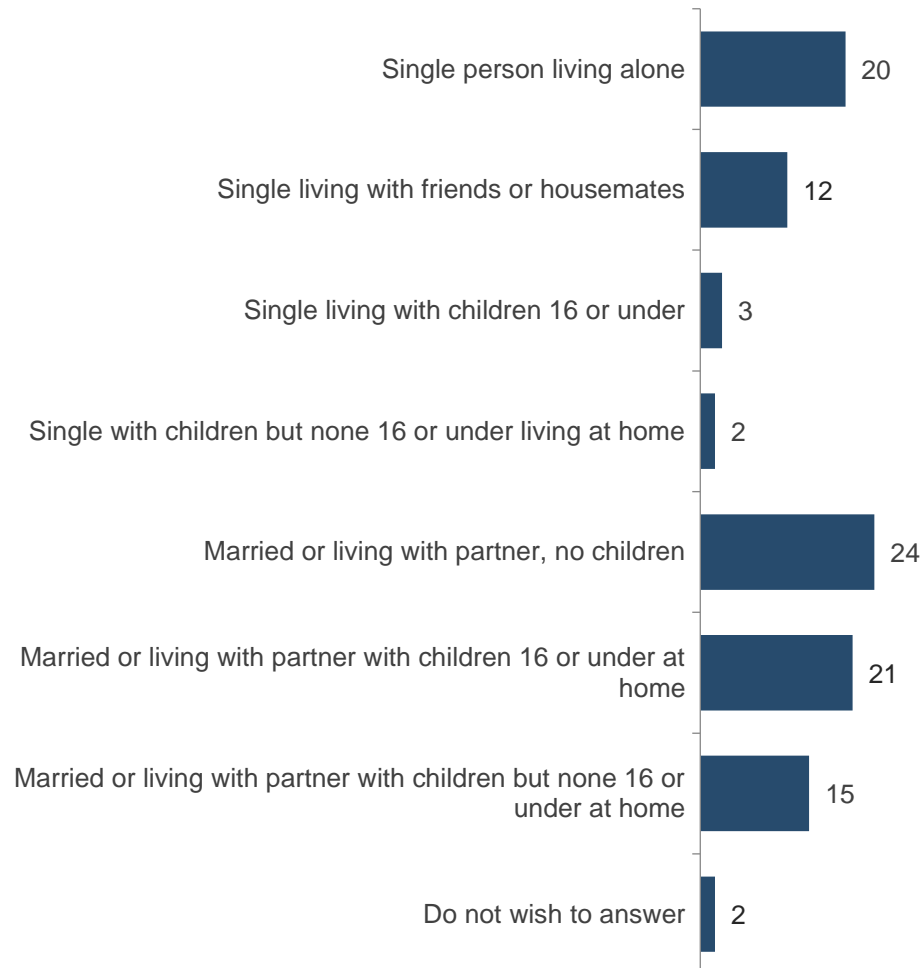
Base: All respondents. Councils asked State-wide: 67

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



Household structure

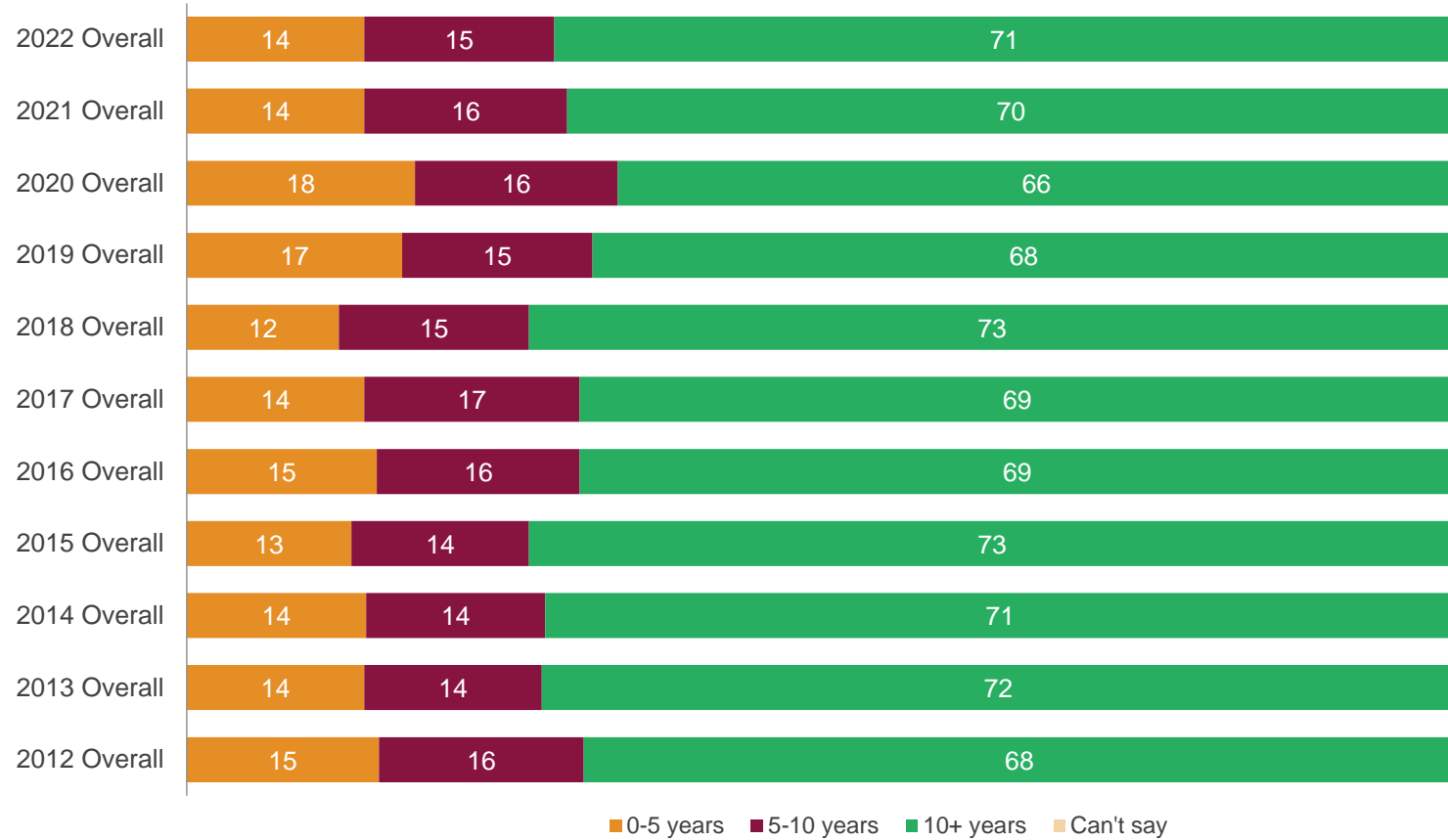
2022 household structure (%)





Years lived in area

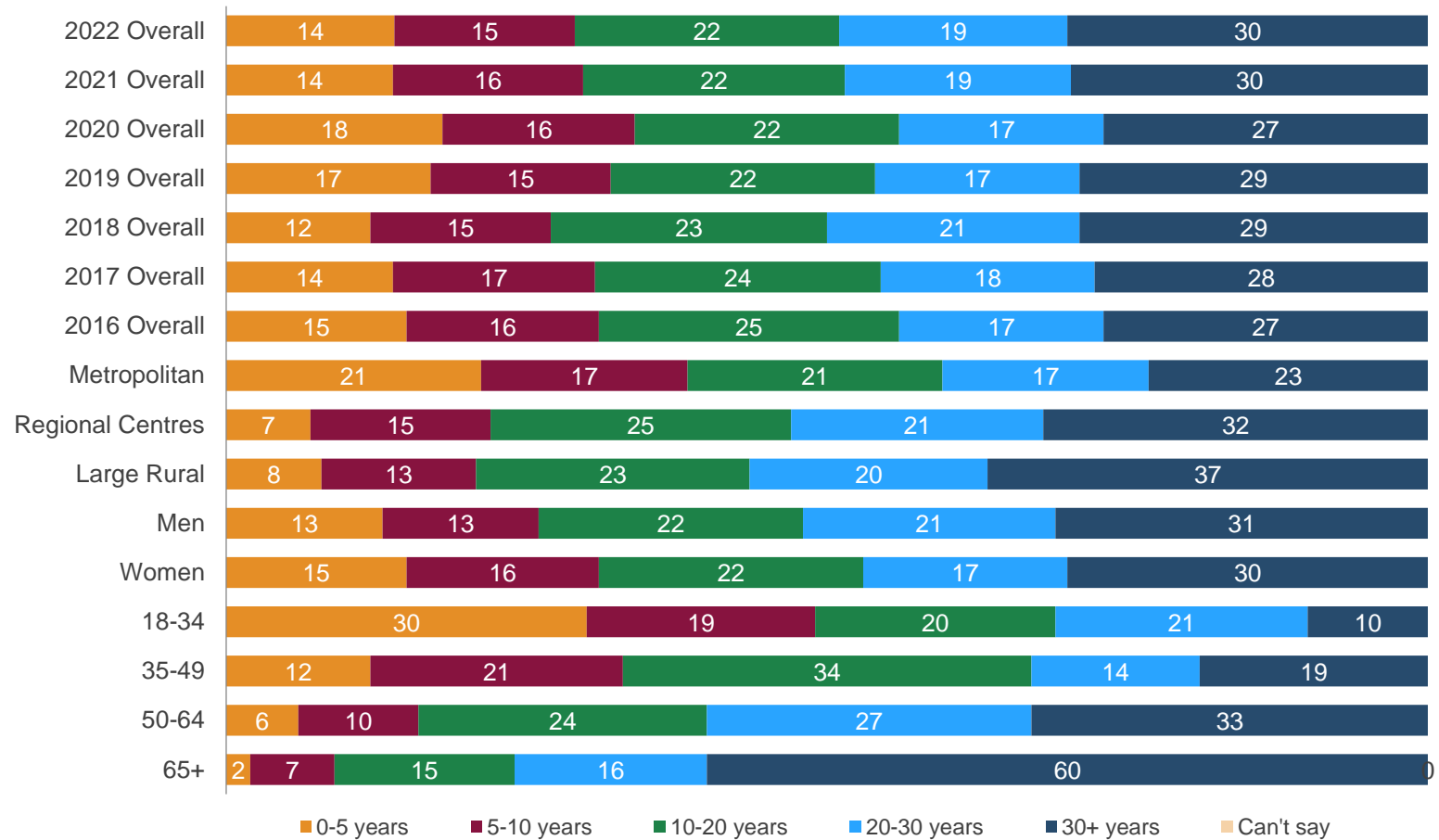
2022 years lived in area (%)





Years lived in area

2022 years lived in area (%)



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

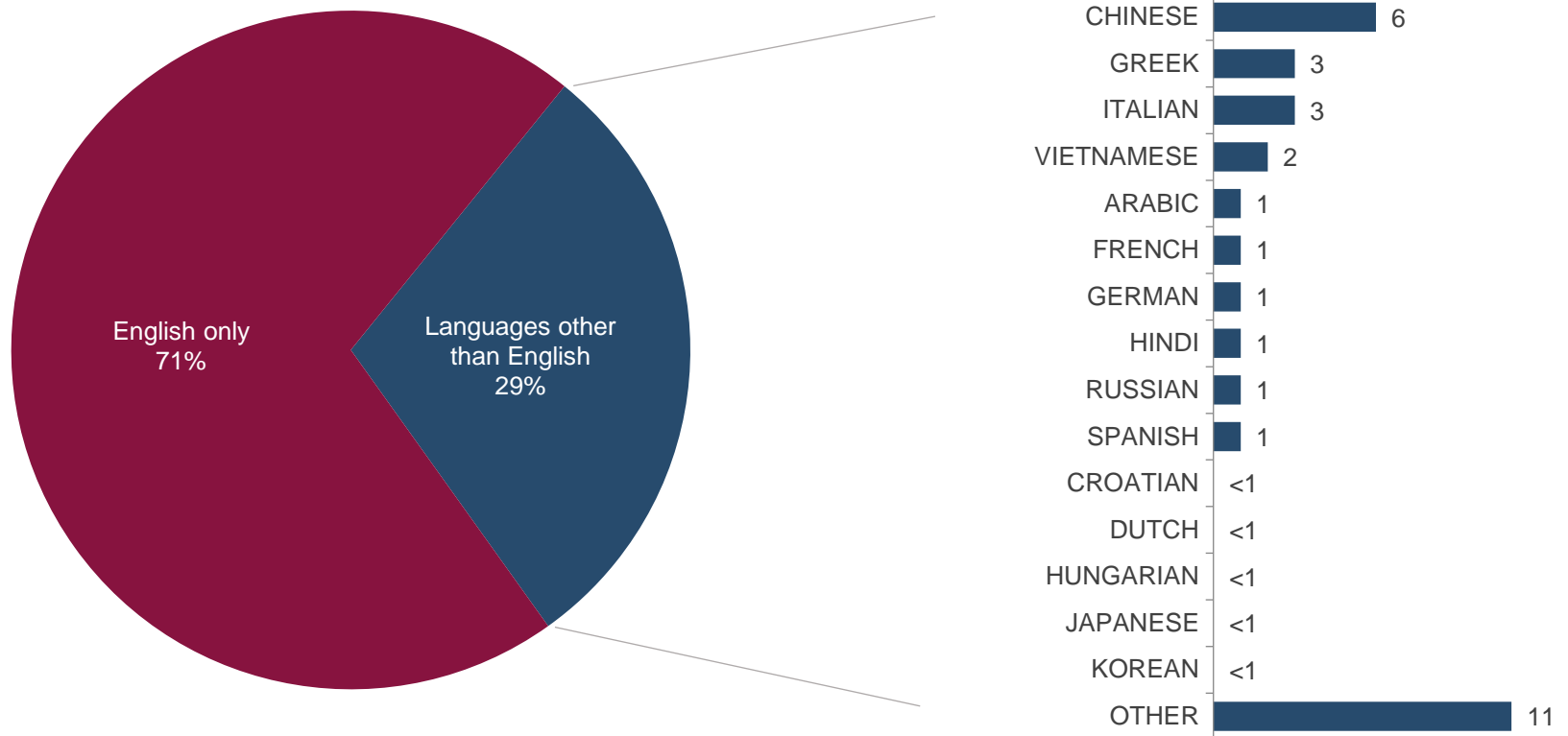
Base: All respondents. Councils asked State-wide: 13

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 five years of data only.



Languages spoken at home

2022 languages spoken at home (%)



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

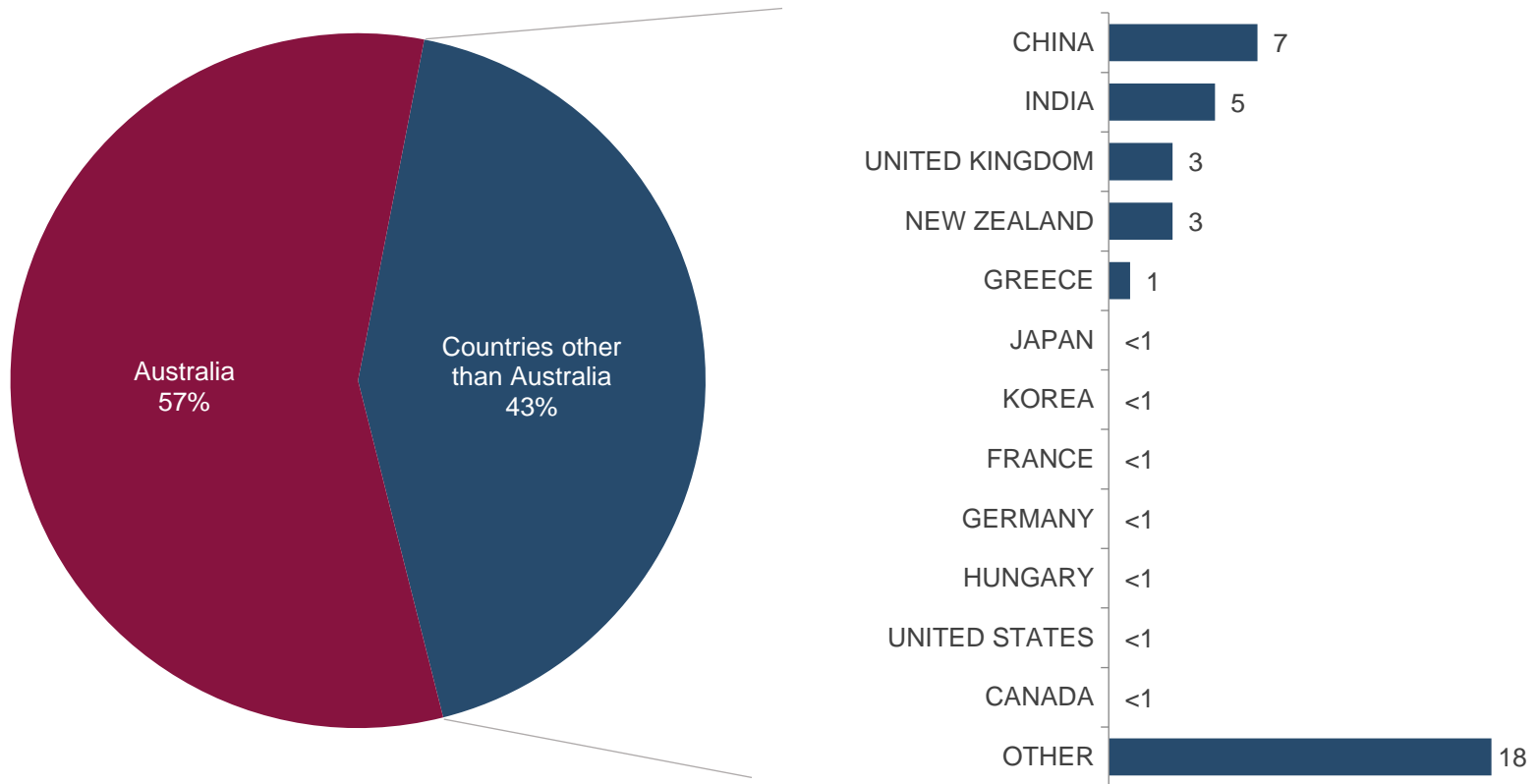
Base: All respondents. Councils asked State-wide: 9

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



Country of birth

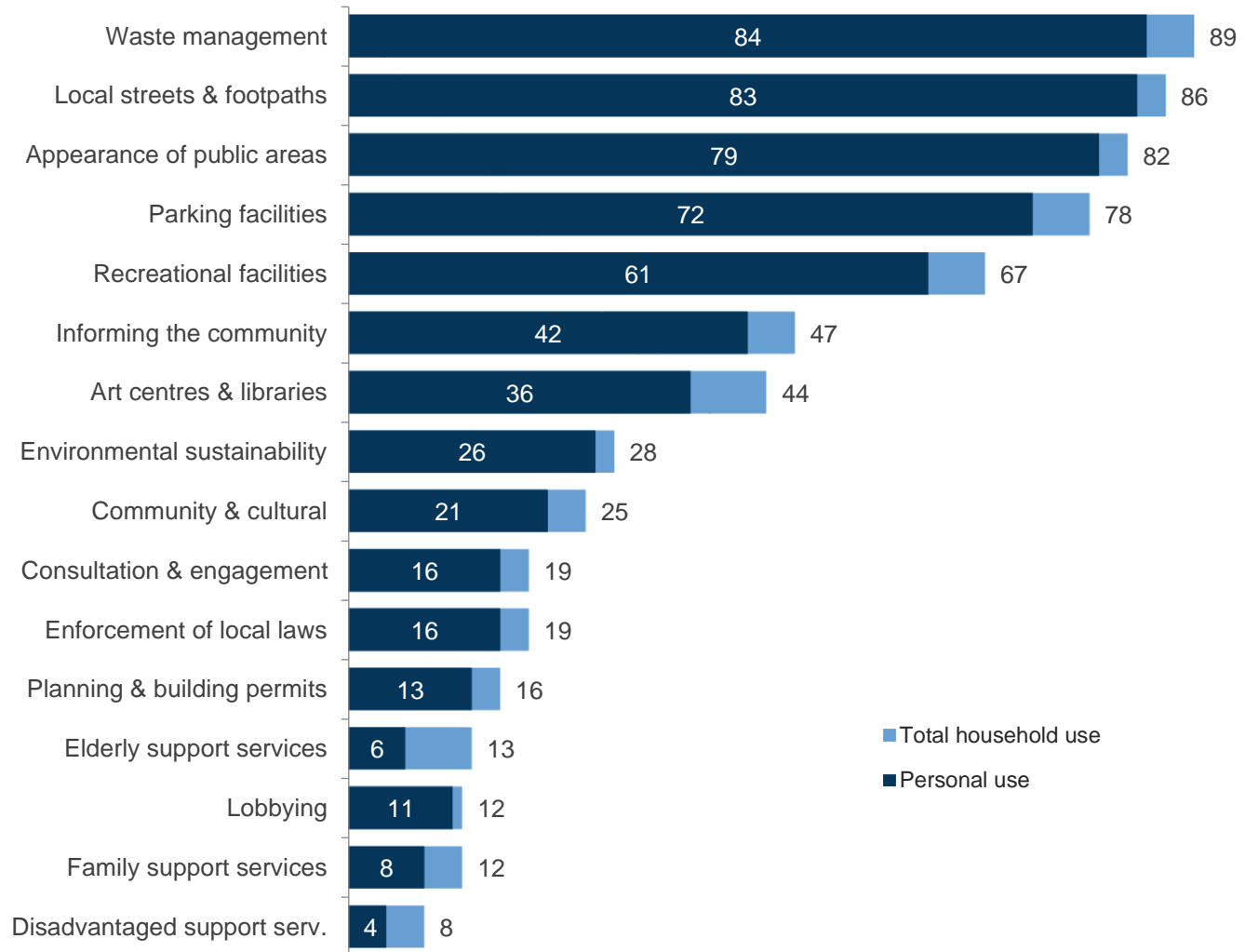
2022 country of birth (%)




Personal and household use and experience of council services



2022 personal and household use and experience of services (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey was n=29,316. 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=29,316 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error for demographic sub samples are listed in the table below, based on a population of 3,872,100 people aged 18 years or over across the State, according to ABS estimates.

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Overall	29,316	26,800	+/-0.6
Men	13,474	13,243	+/-0.8
Women	15,842	13,557	+/-0.8
Metropolitan	7,106	6,400	+/-1.2
Interface	2,500	1,600	+/-2.0
Regional Centres	3,803	3,600	+/-1.6
Large Rural	8,304	7,600	+/-1.1
Small Rural	7,603	7,600	+/-1.1
18-34 years	3,041	6,841	+/-1.8
35-49 years	5,119	6,119	+/-1.4
50-64 years	7,308	4,723	+/-1.1
65+ years	13,848	9,116	+/-0.8



Appendix A: Significant difference reporting notation

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

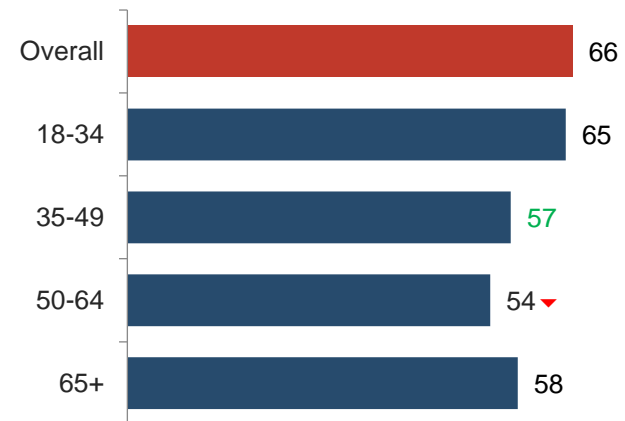
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Overall' result for State for that survey question for that year. In the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2021. 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 2021.

**2022 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:

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 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

A total of n=29,316 completed interviews were achieved across the State. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022. The results are compared with previous years, as detailed below:

- 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n= 26,814 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n= 27,907 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n= 28,108 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n= 28,316 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n= 27,906 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n= 29,501 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=29,384 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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



Appendix B: Analysis and reporting

In 2022, 67 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 2012-2022 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	Casey	Ballarat	Bass Coast	Alpine
Boroondara	Mornington Peninsula	Greater Bendigo	Baw Baw	Ararat
Brimbank	Whittlesea	Greater Geelong	Campaspe	Benalla
Glen Eira	Yarra Ranges	Horsham	Colac Otway	Buloke
Greater Dandenong		Latrobe	Corangamite	Central Goldfields
Hobsons Bay		Mildura	East Gippsland	Gannawarra
Kingston		Wangaratta	Glenelg	Hepburn
Knox		Warrnambool	Golden Plains	Hindmarsh
Manningham		Wodonga	Macedon Ranges	Indigo
Maroondah			Mitchell	Loddon
Melbourne			Moir	Mansfield
Moonee Valley			Moorabool	Murrindindi
Moreland			Mount Alexander	Northern Grampians
Port Phillip			Moyne	Pyrenees
Stonnington			South Gippsland	Queenscliffe
Whitehorse			Southern Grampians	Strathbogie
			Surf Coast	Towong
			Swan Hill	West Wimmera
			Wellington	Yarriambiack

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

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution 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 2012-2022 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

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

Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

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

Appendix B: Analysis and reporting



Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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