**2023 Local** **Government**

**Community** **Satisfaction Survey**

**State-wide Report**

Coordinated by the Department of Government Services

on behalf of Victorian councils

**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-fourth 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 24 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 24 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.

**Contextual considerations**

In 2023, almost all councils that participated in the Victorian Local Government annual Community Satisfaction Survey (CSS) received lower overall performance index scores than in 2022. The overall performance index score for all Victorian councils fell a statistically significant three points, from an index score of 59 in 2022 to 56 in 2023. It forms a trend from the

2022 CSS results, where three quarters of participating councils received lower overall performance scores

than in 2021, and the performance index for all councils State-wide was a significant two points lower (falling from 61 to 59).

Reports for individual councils show demographic or geographic cohorts who are particularly dissatisfied with aspects of their council’s overall performance and performance on individual service areas. Where dissatisfaction on individual service areas is also a strong driver of overall satisfaction, a decline in the overall performance score can result.

CSS findings are consistent with long-term independent research conducted by JWS Research showing a consistent downward trend reported by Australians and Victorians since mid-2020, when asked to rate the current performance of local government (see JWS Research [True Issues March 2023,](https://www.jwsresearch.com/wp-content/uploads/2023/03/JWS-Research-True-Issues-30-March-2023.pdf) slide 17).

External factors can also contribute to negative sentiment for individual councils or for the local sector government more broadly. These may include (but are not limited to) substantial rate increases (or other fees and charges), investigations and/or criminal charges against councillors or council staff, the appointment of a municipal monitor, commission of inquiry or dissolution of a council, major changes in delivery to council services, or negatively viewed decisions and actions on infrastructure and development.

**Key findings and recommendations**

**Summary of core measures**

Index scores

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
| Overall performance | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 | 60 | 61 |
| Value for money | 49 | 53 | 54 | - | - | - | - | - | - | - |
| Consultation & engagement | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 |
| Community decisions | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 |
| Sealed local roads | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 |
| Waste management | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 |
| Customer service | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 | 72 |
| Overall council direction | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 |

Core measures summary results (%)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Core measure | Very good | Good | Average | Poor | Very poor | Can't say |
| Overall performance | 9 | 33 | 36 | 13 | 7 | 1 |
| Value for money | 7 | 26 | 34 | 18 | 12 | 4 |
| Consultation & engagement | 7 | 27 | 32 | 17 | 9 | 8 |
| Community decisions | 6 | 27 | 33 | 16 | 9 | 9 |
| Sealed local roads | 8 | 27 | 28 | 19 | 17 | 1 |
| Waste management | 20 | 41 | 22 | 9 | 5 | 3 |
| Customer service | 29 | 34 | 19 | 9 | 8 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Improved | Stayed the same | Deteriorated | Can't say |
| Overall council direction | 13 | 61 | 21 | 5 |

**Summary of State-wide performance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Services | State-wide 2023 | State-wide 2022 | Highest score | Lowest score |
| Overall performance | **56** | 59 | Metropolitan | Interface |
| Value for money | **49** | 53 | Metropolitan | Large Rural Shires, Aged 50-64 years |
| Overall council direction | **46** | 50 | Metropolitan | Aged 50-64 years |
| Customer service | 67 | 68 | Metropolitan | Men |
| Art centres & libraries | **73** | 73 | Regional Centres | Large Rural Shires |
| Recreational facilities | **68** | 69 | Metropolitan | Large Rural Shires, Aged 35-49 years |
| Appearance of public areas | **67** | 71 | Regional Centres,  Small Rural Shires | Interface |
| COVID-19 response | **67** | 69 | Small Rural Shires, Women | Interface, Men |
| Waste management | **66** | 68 | Aged 65+ years | Aged 50-64 years |
| Community & cultural | **66** | 65 | Small Rural Shires | Interface |

**Summary of State-wide performance**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Services | | State-wide 2023 | State-wide 2022 | Highest score | Lowest score |
| Emergency & disaster mngt | | **65** | 66 | Aged 65+ years, Women, Small Rural Shires | Interface |
| Elderly support services | | **63** | 67 | Small Rural Shires | Interface |
| Family support services | | **63** | 65 | Metropolitan | Interface |
| Enforcement of local laws | | **61** | 63 | Aged 18-34 years, Regional Centres | Interface |
| Tourism development | | **61** | 60 | Women, Aged 35-49 years, Large Rural Shires | Men, Interface, Aged 18-34 years |
| Environmental sustainability | | **60** | 61 | Metropolitan, Regional  Centres | Interface |
| Bus/community dev./tourism | | **59** | 60 | Small Rural Shires | Large Rural Shires, Aged 50-64 years |
| Disadvantaged support serv. | | **59** | 62 | Metropolitan | Interface |
| Business & community dev. | | **57** | 58 | Aged 18-34 years, Women | Aged 50-64 years, Small Rural Shires |
| Informing the community | | **57** | 59 | Metropolitan | Interface |
| Traffic management | **55** | 58 | Small Rural Shires | Interface |
| Parking facilities | **55** | 57 | Small Rural Shires | Large Rural Shires |
| Local streets & footpaths | **52** | 57 | Metropolitan | Interface, Large Rural  Shires |
| Consultation & engagement | **52** | 54 | Metropolitan | Interface, Large Rural Shires |
| Community decisions | **51** | 54 | Metropolitan | Aged 50-64 years,  Large Rural Shires |
| Lobbying | **51** | 53 | Metropolitan, Aged  65+ years | Interface |
| Town planning policy | **50** | 54 | Aged 18-34 years, Metropolitan | Interface |
| Population growth | **48** | 52 | Regional Centres | Interface |
| Sealed local roads | **48** | 53 | Metropolitan | Large Rural Shires |
| Planning & building permits | **47** | 50 | Regional Centres | Interface |
| Slashing & weed control | **46** | 49 | Metropolitan | Large Rural Shires |
| Unsealed roads | **37** | 41 | Regional Centres | Large Rural Shires, Aged 18-49 years |

**Focus areas for the next 12 months**

**Overview**

Arts centres and libraries remains the best performing area for Victorian councils, as the only measure to hold steady over the past two years. In contrast, ratings for almost all other individual service areas and core measures have declined significantly for the second consecutive year, excepting community and cultural activities and tourism development that have instead improved. Declines on most metrics sees ratings return to or record their lowest performance index scores in a decade.

**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, the condition of sealed local roads (excluding those managed by VicRoads) and town planning. These are currently among councils’ lower performing areas State-wide, with sealed local roads rated as ‘poor’ this year.

**Area grouping comparisons**

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

**A need to abate declines**

Following consecutive years of significant declines in most core and individual service areas, Victorian councils should seek to halt any further deterioration in community opinion in the coming 12 months. Councils can help increase positive community perceptions over the next 12 months by maintaining and repairing local roads, tending to concerns regarding planning issues, keeping up the appearance of public areas and delivering good customer and waste management services.

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**DETAILED** **FINDINGS**

**Overall performance**

The overall performance index score of 56 for councils State-wide represents a significant three-point decrease from 2022. Perceptions have declined significantly for the second year in a row, to a record-low rating for 2023. Ratings have declined significantly, at the 95% confidence level, across all key demographic and council groups.

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

Demographically, Victoria’s youngest (18 to 34 years) and oldest (65+ years) residents remain most positive about their council’s performance (index scores of 57 for each – significantly higher than the State-wide average). In contrast, 35 to 49 and 50 to 64 year olds continue to rate overall council performance significantly lower than average (index scores of 54 and 52 respectively). Views also diverge based on gender, with women rating their council’s overall performance significantly higher than average, and men rating this significantly lower (index scores of 57 and 54 respectively).

State-wide, residents are divided on the value for money received from their council in infrastructure and services – close to a third each rate this as ‘very good’ or ‘good’, ‘very poor’ or ‘poor’, or ‘average’.

**Overall performance**

**2022 overall performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| Metropolitan | 62 | 65 | 67 | 66 | 67 | 65 | 64 | 66 | 67 | n/a |
| 65+ | 57 | 60 | 62 | 59 | 61 | 59 | 60 | 59 | 61 | 62 |
| Women | 57 | 59 | 62 | 59 | 60 | 59 | 60 | 60 | 61 | 62 |
| 18-34 | 57 | 61 | 64 | 61 | 63 | 62 | 62 | 62 | 64 | 65 |
| Regional Centres | 56 | 59 | 60 | 56 | 58 | 58 | 57 | 55 | 58 | n/a |
| Overall | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 | 60 | 61 |
| Small Rural | 55 | 58 | 60 | 56 | 58 | 56 | 58 | 57 | 59 | n/a |
| Men | 54 | 58 | 60 | 57 | 59 | 58 | 58 | 58 | 59 | 60 |
| 35-49 | 54 | 57 | 59 | 56 | 58 | 57 | 57 | 57 | 59 | 59 |
| 50-64 | 52 | 54 | 57 | 54 | 56 | 54 | 55 | 55 | 57 | 57 |
| Large Rural | 52 | 55 | 58 | 55 | 56 | 56 | 54 | 54 | 56 | n/a |
| Interface | 51 | 56 | 59 | 56 | 61 | 60 | 60 | 61 | 62 | n/a |

**2023 overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 9 | 33 | 36 | 13 | 7 | 1 |
| **2022 Overall** | 10 | 37 | 35 | 11 | 6 | 2 |
| **2021 Overall** | 11 | 39 | 34 | 10 | 4 | 2 |
| **2020 Overall** | 9 | 37 | 36 | 11 | 6 | 1 |
| **2019 Overall** | 10 | 39 | 35 | 10 | 5 | 1 |
| **2018 Overall** | 9 | 37 | 36 | 11 | 5 | 2 |
| **2017 Overall** | 9 | 36 | 37 | 10 | 5 | 2 |
| **2016 Overall** | 9 | 36 | 36 | 11 | 5 | 2 |
| **2015 Overall** | 10 | 39 | 35 | 10 | 4 | 1 |
| **2014 Overall** | 11 | 40 | 35 | 9 | 4 | 1 |
| **Metropolitan** | 12 | 41 | 32 | 9 | 4 | 2 |
| **Interface** | 6 | 28 | 38 | 17 | 9 | 1 |
| **Regional Centres** | 9 | 33 | 36 | 13 | 8 | 1 |
| **Large Rural** | 6 | 29 | 38 | 15 | 10 | 1 |
| **Small Rural** | 8 | 32 | 37 | 14 | 8 | 1 |
| **Men** | 8 | 32 | 36 | 14 | 8 | 1 |
| **Women** | 9 | 34 | 36 | 12 | 6 | 1 |
| **18-34** | 8 | 38 | 34 | 12 | 7 | 1 |
| **35-49** | 7 | 33 | 35 | 15 | 8 | 1 |
| **50-64** | 7 | 29 | 39 | 16 | 9 | 1 |
| **65+** | 10 | 33 | 37 | 12 | 6 | 2 |

**Top performing service areas**

While performance ratings in most service areas have declined, councils State-wide are still rated as performing well in 22 out of 28 areas, achieving index scores of between 51 and 73.

Arts centres and libraries remain the top performer (index score of 73), unchanged since 2021 and going against

the general trend of consecutive year-on-year declines. Also going against trend with one point increases in 2023 are community and cultural activities and tourism development (index scores of 66 and 61 respectively), likely aided by a greater ability for people to gather and travel post COVID-19 restrictions.

Other high performing service areas, both State-wide and for each council group, continue to be recreational facilities (index score of 68, down one point), the appearance of public areas and councils’ COVID-19 response (index score of 67 for each, down four and two points respectively), and waste management (index score of 66, down two points). However, ratings in each council grouping have significantly decreased again for the appearance of public areas, resulting in one of the larger State-wide declines in 2023.

Further to these results, 10% of residents volunteer parks and gardens and/or customer service as the best aspect of their local council, and 7% mention recreational and sporting facilities and/or waste management.

**Art centres and libraries is the area where councils State-wide performed best in 2023.**

**Low performing service areas**

**Councils State-wide rate lowest – relative to their performance in other areas – in road and planning-related services.**

After further declines in performance ratings this year, most services areas (24 out of 28) have reached or returned to a series low.

Road-related areas continue to record some of the poorest ratings, including unsealed road maintenance\* (index score of 37, down four points), roadside slashing and weed control (index score of 46, down three points) and the condition of sealed local roads (index score of

48, down five points). Residents in the Large Rural council group are most critical of council performance in these areas.

The condition of sealed local roads has recorded the equal largest performance decline from 2022 (alongside local streets and footpaths, both down five points), and remains the area most frequently mentioned as needing improvement (18%). Performance on sealed roads has declined for all council groups for the second year in a row.

Planning and building permits (index score of 47, down three points), planning for population growth and town planning policy (index score of 48 and 50 respectively, each down four points) each experienced declines even greater than the previous year. While perceptions declined among all council groupings, ratings are lowest for the Interface group.

\* Service area not rated by Metropolitan council residents

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**Individual service area performance**

**2023 individual service area performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Art centres & libraries** | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 75 |
| **Recreational facilities** | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 | 71 |
| **Appearance of public areas** | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 | 72 |
| **COVID-19 response** | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Waste management** | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 |
| **Community & cultural** | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 | 69 | 70 |
| **Emergency & disaster mngt** | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 | 70 | 71 |
| **Elderly support services** | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 | 70 |
| **Family support services** | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 | 67 | 68 |
| **Enforcement of local laws** | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 | 66 | 66 |
| **Tourism development** | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 | 63 | 64 |
| **Environmental sustainability** | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 64 | 64 |
| **Bus/community dev./tourism** | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 | 62 |
| **Disadvantaged support serv.** | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 | 62 | 64 |
| **Bus/community dev./tourism** | 57 | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 | 62 |
| **Informing the community** | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 | 61 | 62 |
| **Traffic management** | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 | 60 | 60 |
| **Parking facilities** | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 | 57 | 57 |
| **Local streets & footpaths** | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 | 58 |
| **Consultation & engagement** | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 |
| **Community decisions** | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 |
| **Lobbying** | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 | 55 | 56 |
| **Town planning policy** | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 | 54 | 55 |
| **Population growth** | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 | 54 |
| **Sealed local roads** | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 |
| **Planning & building permits** | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 | 53 |
| **Slashing & weed control** | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 | 55 | 55 |
| **Unsealed roads** | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 | 45 | 45 |

**2023 individual service area performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very**  **good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Art centres & libraries** | 23 | 41 | 18 | 4 | 1 | 12 |
| **Recreational facilities** | 21 | 42 | 23 | 8 | 3 | 4 |
| **Appearance of public areas** | 21 | 43 | 23 | 8 | 4 | 1 |
| **COVID-19 response** | 18 | 38 | 23 | 6 | 4 | 11 |
| **Waste management** | 20 | 41 | 22 | 9 | 5 | 3 |
| **Community & cultural** | 15 | 39 | 27 | 7 | 2 | 11 |
| **Emergency & disaster mngt** | 14 | 35 | 23 | 7 | 4 | 18 |
| **Elderly support services** | 13 | 27 | 21 | 8 | 4 | 28 |
| **Family support services** | 9 | 27 | 22 | 6 | 3 | 34 |
| **Enforcement of local laws** | 10 | 35 | 28 | 8 | 4 | 15 |
| **Tourism development** | 10 | 35 | 29 | 10 | 3 | 12 |
| **Environmental sustainability** | 9 | 33 | 32 | 9 | 4 | 12 |
| **Bus/community dev./tourism** | 9 | 31 | 32 | 11 | 4 | 12 |
| **Disadvantaged support serv.** | 6 | 23 | 22 | 7 | 3 | 39 |
| **Bus/community dev./tourism** | 6 | 31 | 34 | 10 | 4 | 16 |
| **Informing the community** | 11 | 33 | 31 | 15 | 6 | 3 |
| **Traffic management** | 8 | 34 | 30 | 16 | 8 | 3 |
| **Parking facilities** | 8 | 33 | 32 | 15 | 8 | 3 |
| **Local streets & footpaths** | 10 | 30 | 28 | 18 | 12 | 2 |
| **Consultation & engagement** | 7 | 27 | 32 | 17 | 9 | 8 |
| **Community decisions** | 6 | 27 | 33 | 16 | 9 | 9 |
| **Lobbying** | 5 | 21 | 31 | 15 | 7 | 21 |
| **Town planning policy** | 4 | 24 | 30 | 15 | 8 | 18 |
| **Population growth** | 5 | 21 | 30 | 18 | 9 | 17 |
| **Sealed local roads** | 8 | 27 | 28 | 19 | 17 | 1 |
| **Planning & building permits** | 5 | 19 | 26 | 16 | 12 | 23 |
| **Slashing & weed control** | 7 | 24 | 29 | 22 | 16 | 2 |
| **Unsealed roads** | 4 | 16 | 27 | 23 | 24 | 6 |

**INDIVIDUAL SERVICE AREA IMPORTANCE**

**2023 individual service area importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| Unsealed roads | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 | 78 | 78 |
| Sealed local roads | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 | 76 | 77 |
| Waste management | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 | 79 | 79 |
| Local streets & footpaths | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 | 77 | 77 |
| Elderly support services | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 | 79 | 79 |
| Community decisions | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 | 80 | 79 |
| Emergency & disaster mngt | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 | 80 | 80 |
| Slashing & weed control | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 | 73 | 75 |
| Population growth | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 | 75 | 75 |
| Informing the community | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 | 75 | 75 |
| Consultation & engagement | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 | 74 | 74 |
| Family support services | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 | 73 | 72 |
| Appearance of public areas | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 73 | 73 |
| Traffic management | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 | 71 | 70 |
| Disadvantaged support serv. | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 | 73 | 72 |
| Recreational facilities | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 | 72 | 72 |
| Town planning policy | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 | 72 | 72 |
| Planning & building permits | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 | 71 | 71 |
| Parking facilities | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 | 70 | 70 |
| Environmental sustainability | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 73 | 73 |
| Lobbying | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 | 69 | 70 |
| Business & community dev. | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 | 69 | 69 |
| Enforcement of local laws | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 | 71 | 70 |
| Bus/community dev./tourism | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 | 67 | 67 |
| Art centres & libraries | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 | 65 | 66 |
| Community & cultural | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 | 62 | 62 |
| Tourism development | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 | 65 | 65 |
| COVID-19 response | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**Individual service area importance**

**2023 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| Unsealed roads | 49 | 35 | 11 | 2 | 1 | 1 |
| Sealed local roads | 43 | 42 | 13 | 1 | <0.5 | 1 |
| Waste management | 42 | 43 | 13 | 1 | <0.5 | 1 |
| Local streets & footpaths | 41 | 41 | 14 | 2 | 1 | 1 |
| Elderly support services | 41 | 40 | 15 | 2 | 1 | 2 |
| Community decisions | 40 | 40 | 14 | 2 | 1 | 3 |
| Emergency & disaster mngt | 43 | 35 | 15 | 3 | 1 | 2 |
| Slashing & weed control | 39 | 39 | 18 | 2 | 1 | 1 |
| Population growth | 37 | 38 | 18 | 4 | 2 | 1 |
| Informing the community | 33 | 41 | 20 | 3 | 1 | 1 |
| Consultation & engagement | 34 | 41 | 21 | 3 | 1 | 1 |
| Family support services | 27 | 46 | 23 | 2 | <0.5 | 1 |
| Appearance of public areas | 33 | 39 | 20 | 5 | 1 | 2 |
| Traffic management | 32 | 40 | 23 | 4 | 1 | 1 |
| Disadvantaged support serv. | 26 | 45 | 25 | 3 | 1 | 1 |
| Recreational facilities | 30 | 40 | 22 | 4 | 1 | 2 |
| Town planning policy | 28 | 40 | 23 | 4 | 1 | 4 |
| Planning & building permits | 29 | 38 | 24 | 5 | 2 | 3 |
| Parking facilities | 25 | 40 | 26 | 6 | 2 | 1 |
| Environmental sustainability | 29 | 35 | 24 | 7 | 4 | 1 |
| Lobbying | 24 | 36 | 26 | 7 | 3 | 3 |
| Business & community dev. | 21 | 39 | 31 | 6 | 2 | 2 |
| Enforcement of local laws | 23 | 36 | 29 | 8 | 3 | 1 |
| Bus/community dev./tourism | 20 | 38 | 31 | 8 | 2 | 1 |
| Art centres & libraries | 17 | 38 | 32 | 9 | 2 | 1 |
| Community & cultural | 13 | 35 | 37 | 10 | 3 | 1 |
| Tourism development | 14 | 32 | 36 | 12 | 4 | 1 |
| COVID-19 response | 17 | 26 | 28 | 15 | 1 | 4 |

**Individual service areas importance vs performance**

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

|  |  |  |  |
| --- | --- | --- | --- |
| Service area | **Importance (index scores)** | Performance (index scores) | **Net Differential** |
| Unsealed roads | 83 | 37 | -46 |
| Sealed local roads | 82 | 48 | -34 |
| Slashing & weed control | 79 | 46 | -33 |
| Local streets & footpaths | 81 | 52 | -29 |
| Community decisions | 80 | 51 | -29 |
| Population growth | 76 | 48 | -28 |
| Planning & building permits | 72 | 47 | -26 |
| Consultation & engagement | 76 | 52 | -24 |
| Town planning policy | 73 | 50 | -23 |
| Traffic management | 74 | 55 | -19 |
| Informing the community | 76 | 57 | -19 |
| Lobbying | 68 | 51 | -18 |
| Elderly support services | 80 | 63 | -17 |
| Parking facilities | 70 | 55 | -16 |
| Disadvantaged support serv. | 74 | 59 | -15 |
| Waste management | 81 | 66 | -15 |
| Emergency & disaster mngt | 80 | 65 | -15 |
| Family support services | 75 | 63 | -12 |
| Business & community dev. | 68 | 57 | -11 |
| Environmental sustainability | 70 | 60 | -10 |

**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. Currently, councils State-wide perform only slightly above ‘average’ in this service area (index score of 51).

Other key service areas with a moderate to strong influence on overall performance include:

• The condition of sealed local roads

• Town planning

• The appearance of public areas

• Community and cultural activities

• Business, community development and tourism

• Family support services.

Looking at these key service areas, councils State-wide currently perform well on the appearance of public

areas and community and cultural activities (index scores of 67 and 66 respectively), which each have a moderate influence on overall performance ratings.

Councils should continue to attend to these amenities to maintain this positive result.

Family support services also has a relatively high performance rating (index score of 63) and some influence on overall performance. Councils should also seek to maintain standards here to help shore up positive perceptions of this service area 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. This includes the condition of sealed roads, where councils State-wide are performing relatively poorly (index score of 48), and town planning, where they are rated just ‘average’ (index score of 50).

In addition, while currently a lesser influence on the overall rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 59).

Working to improve perceptions of council processes and decision making around planning and other community development issues, and attending to resident concerns about sealed local roads, will also be important to improving 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 and lobbying for the community

• Local roads and streets

• Planning – general administration, managing growth and emergency response

• Maintenance, overall management of public areas

and facilities

• Libraries, arts and cultural centres and activities

• Business, community development and tourism

• Community support services.

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

In the following chart, the horizontal axis represents the council performance index for each key service area – community decisions, sealed local roads, town

planning, the appearance of public areas, community and cultural activities, business, community development and tourism, and family support services. 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.

**Best things about Council and areas for improvement**

**2023 best things about Council – top mentions only (%)**

|  |  |
| --- | --- |
| Parks and Gardens | 10 |
| Customer Service | 10 |
| Recreational/Sporting Facilities | 7 |
| Waste Management | 7 |
| Community Engagement/Involvement/Consultation/Approachable | 5 |
| Road/Street Maintenance/Streetscape | 4 |
| Library/Mobile Library/Facilities/Services/Staff | 4 |
| Public Areas/Spaces | 3 |
| Community Support Services | 3 |
| Generally Good – Overall/No Complaints | 3 |
| Location | 3 |
| Community/Public Events/Activities/Australia Day | 3 |

**2023 areas for improvement – top mentions only (%)**

|  |  |
| --- | --- |
| Sealed Road Maintenance | 18 |
| Community Consultation | 11 |
| Waste Management | 7 |
| Financial Management | 6 |
| Communication | 6 |
| Town Planning/Permits/Red Tape | 5 |
| Footpaths/Walking Tracks | 5 |
| Public Areas – General Maintenance | 5 |
| Informing the Community | 5 |
| Nothing | 7 |

**Customer** **service**

**Contact with council and customer service**

**Contact with council**

Six in ten households State-wide (63%) had contact with their council in the last 12 months, slightly more than in 2022 (up two points) and just under the 2020 peak rate of contact (64%). Residents aged 35 to 64 years (68%) continue to have more contact with council than those aged 65+ years (59%) and 18 to 34 years (61%).

Telephone (37%) remains the main contact mode, followed by email and in person (23% for each) – the latter having increased by three points, likely due to the removal of many COVID-19 restrictions.

In 2023, the customer service index of councils State- wide is 67, one point lower than in 2022. This is the second consecutive year that this index score has reached a new record low.

Index scores for Interface and Small and Large Rural council groups have declined over the past year – with the Interface group joining Large and Small Rural councils as below average performers in 2023. Customer service by the Regional Centres group remains rated in line with the State-wide result, while the Metropolitan council group continues to perform above the State-wide average.

State-wide, ratings of customer service delivered via

the key contact methods remain high for telephone and in person (index scores of 70 and 71 respectively) but lower for email (index score of 61).

Although used by a smaller number of residents, service ratings for council websites have declined after a period of improvement during peak COVID-19 restrictions (index score of 70, down from 74).

A majority (63%) of residents who have had contact with their council provide a positive customer service rating of ‘very good’ or ‘good’, compared to just 17% who provide a ‘poor’ or ‘very poor’ rating.

**Contact with council**

2023 contact with council (%)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Have had contact** | 63 | 61 | 61 | 64 | 62 | 62 | 59 | 59 | 61 | 61 |

**2022 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **35-49** | 68 | 68 | 70 | 71 | 69 | 68 | n/a | 65 | 69 | 69 |
| **50-64** | 68 | 68 | 66 | 68 | 68 | 66 | n/a | 62 | 63 | 64 |
| **Small Rural** | 66 | 64 | 63 | 67 | 64 | 64 | n/a | 61 | 64 | n/a |
| **Women** | 64 | 63 | 63 | 65 | 63 | 63 | n/a | 59 | 61 | 63 |
| **Overall** | 63 | 61 | 61 | 64 | 62 | 62 | n/a | 58 | 61 | 61 |
| **Metropolitan** | 63 | 60 | 61 | 61 | 59 | 60 | n/a | 58 | 60 | n/a |
| **Interface** | 63 | 62 | 62 | 65 | 64 | 64 | n/a | 60 | 58 | n/a |
| **Men** | 62 | 60 | 60 | 62 | 61 | 60 | n/a | 58 | 60 | 60 |
| **Large Rural** | 61 | 61 | 61 | 62 | 62 | 61 | n/a | 57 | 59 | n/a |
| **18-34** | 61 | 55 | 55 | 58 | 55 | 55 | n/a | 52 | 55 | 56 |
| **Regional Centres** | 59 | 57 | 59 | 62 | 60 | 59 | n/a | 56 | 59 | n/a |
| **65+** | 59 | 58 | 57 | 60 | 58 | 59 | n/a | 56 | 57 | 57 |

**Customer service rating**

**2023 customer service rating (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| Metropolitan | 71 | 72 | 74 | 74 | 76 | 72 | 71 | 73 | 73 | n/a |
| Women | 69 | 71 | 72 | 72 | 73 | 72 | 72 | 72 | 72 | 73 |
| Regional Centres | 68 | 69 | 71 | 70 | 72 | 72 | 72 | 70 | 71 | n/a |
| 65+ | 68 | 70 | 72 | 72 | 73 | 72 | 71 | 71 | 72 | 74 |
| 35-49 | 67 | 68 | 68 | 70 | 70 | 69 | 68 | 69 | 70 | 71 |
| Overall | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 | 72 |
| 18-34 | 66 | 69 | 70 | 70 | 71 | 69 | 69 | 68 | 69 | 71 |
| Small Rural | 65 | 67 | 69 | 70 | 70 | 69 | 69 | 69 | 70 | n/a |
| 50-64 | 65 | 67 | 69 | 68 | 69 | 68 | 68 | 69 | 70 | 70 |
| Interface | 65 | 68 | 68 | 68 | 69 | 70 | 69 | 70 | 72 | n/a |
| Large Rural | 65 | 67 | 68 | 68 | 69 | 67 | 66 | 67 | 67 | n/a |
| Men | 64 | 66 | 68 | 68 | 69 | 68 | 66 | 67 | 68 | 70 |

**2023 customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 29 | 34 | 19 | 9 | 8 | 1 |
| **2022 Overall** | 30 | 35 | 18 | 9 | 7 | 1 |
| **2021 Overall** | 32 | 35 | 17 | 8 | 6 | 1 |
| **2020 Overall** | 31 | 36 | 17 | 7 | 6 | 1 |
| **2019 Overall** | 33 | 36 | 17 | 7 | 6 | 1 |
| **2018 Overall** | 31 | 36 | 18 | 8 | 6 | 1 |
| **2017 Overall** | 30 | 36 | 18 | 8 | 6 | 2 |
| **2016 Overall** | 30 | 36 | 17 | 8 | 6 | 2 |
| **2015 Overall** | 31 | 37 | 17 | 8 | 6 | 2 |
| **2014 Overall** | 32 | 38 | 16 | 7 | 5 | 1 |
| **Metropolitan** | 34 | 34 | 17 | 8 | 6 | 2 |
| **Interface** | 25 | 34 | 22 | 9 | 8 | 2 |
| **Regional Centres** | 32 | 33 | 19 | 8 | 7 | 1 |
| **Large Rural** | 25 | 35 | 20 | 10 | 9 | 1 |
| **Small Rural** | 27 | 34 | 18 | 10 | 9 | 1 |
| **Men** | 25 | 34 | 20 | 10 | 9 | 1 |
| **Women** | 32 | 34 | 18 | 9 | 6 | 1 |
| **18-34** | 27 | 35 | 18 | 9 | 8 | 2 |
| **35-49** | 28 | 35 | 20 | 9 | 7 | 1 |
| **50-64** | 27 | 34 | 19 | 10 | 9 | 1 |
| **65+** | 31 | 33 | 18 | 10 | 7 | 1 |

**Method of contact with council**

2023 method of contact (%)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **By telephone** | 37 | 36 | 37 | 36 | 35 | 36 | 32 | 32 | 35 | 39 |
| **In person** | 23 | 20 | 21 | 29 | 28 | 30 | 28 | 29 | 32 | 30 |
| **By email** | 23 | 23 | 23 | 21 | 18 | 18 | 14 | 13 | 13 | 15 |
| **Via website** | 10 | 10 | 13 | 11 | 9 | 10 | 8 | 8 | 9 | 12 |
| **In writing** | 9 | 10 | 12 | 13 | 11 | 13 | 11 | 12 | 14 | 16 |
| **By social media** | 5 | 6 | 7 | 7 | 5 | 5 | 4 | 3 | 3 | 2 |
| **By text message** | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 1 | 2 | 1 |

**2023 customer service rating (index score by method of last contact)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **In person** | 71 | 73 | 75 | 75 | 76 | 74 | 76 | 74 | 77 | 77 |
| **Via website** | 70 | 74 | 75 | 70 | 76 | 75 | 75 | 76 | 75 | 74 |
| **By telephone** | 70 | 71 | 72 | 72 | 73 | 71 | 73 | 71 | 73 | 75 |
| **By social media** | 67 | 70 | 70 | 70 | 71 | 72 | 69 | 74 | 66 | 73 |
| **By text message** | 64 | 67 | 76 | 75 | 70 | 57 | 84 | 79 | 79 | 82 |
| **By email** | 61 | 63 | 66 | 66 | 66 | 64 | 65 | 69 | 68 | 70 |
| **In writing** | 59 | 63 | 63 | 64 | 64 | 65 | 61 | 62 | 66 | 69 |

**2023 customer service rating (% by method of last contact)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very  good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **In person** | 36 | 33 | 16 | 7 | 7 | 1 |
| **Via website** | 33 | 35 | 17 | 8 | 6 | 1 |
| **By telephone** | 26 | 43 | 15 | 7 | 5 | 4 |
| **By social media** | 23 | 38 | 20 | 10 | 4 | 4 |
| **By text message** | 23 | 31 | 32 | 1 | 10 | 3 |
| **By email** | 21 | 33 | 21 | 12 | 11 | 2 |
| **In writing** | 18 | 31 | 25 | 13 | 9 | 4 |

**Communication**

State-wide, the preferred form of communication from councils remains newsletters sent via mail (29%) or email (28%). 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 (14%), primarily among younger residents.

In both younger and older residents, communication preferences are little changed from last year, with all results within two percentage points of 2022.

• Preferred forms of communication among those under 50 years remain mixed. Newsletters sent via email (29%) continue to attract more interest than those sent by mail (25%), with social media (22%) also a popular option.

• The preferred communication form among those over

50 years remains newsletters sent via mail (33%), however appetite for newsletters via email is holding steady at around one in four (26%). There remains some interest in local newspaper advertising (15%) and newsletter inserts (9%), although the latter continues to decline.

Putting information on a council website remains the least preferred form of communication.

**2023 best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **A council newsletter sent via mail** | 29 | 30 | 29 | 29 | 28 | 32 | 34 | 39 | 39 | 39 |
| **A council newsletter sent via email** | 28 | 27 | 24 | 25 | 25 | 26 | 25 | 24 | 22 | 21 |
| **By social media** | 14 | 13 | 15 | 14 | 13 | n/a | n/a | n/a | n/a | n/a |
| **Advertising in a local newspaper** | 11 | 10 | 11 | 12 | 13 | 14 | 15 | 14 | 16 | 17 |
| **A text message** | 7 | 7 | 7 | 6 | 5 | 8 | 5 | 4 | 3 | 3 |
| **A council newsletter as an insert in a local paper** | 6 | 7 | 9 | 9 | 11 | 12 | 12 | 13 | 15 | 14 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 |

**2023 under 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **A council newsletter sent via email** | 29 | 29 | 25 | 26 | 26 | 28 | 28 | 27 | 25 | 24 |
| **A council newsletter sent via mail** | 25 | 26 | 24 | 25 | 25 | 30 | 32 | 37 | 35 | 36 |
| **By social media** | 22 | 21 | 25 | 24 | 22 | n/a | n/a | n/a | n/a | n/a |
| **A text message** | 10 | 10 | 11 | 8 | 8 | 12 | 8 | 5 | 5 | 5 |
| **Advertising in a local newspaper** | 6 | 6 | 6 | 7 | 9 | 11 | 13 | 12 | 15 | 16 |
| **A council newsletter as an insert in a local paper** | 3 | 4 | 4 | 5 | 6 | 9 | 10 | 10 | 13 | 14 |
| **The council website** | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 2 |

**2023 over 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **A council newsletter sent via mail** | 33 | 34 | 34 | 34 | 31 | 33 | 37 | 41 | 42 | 43 |
| **A council newsletter sent via email** | 26 | 26 | 24 | 23 | 24 | 25 | 21 | 21 | 18 | 18 |
| **Advertising in a local newspaper** | 15 | 14 | 15 | 16 | 17 | 17 | 18 | 16 | 17 | 18 |
| **A council newsletter as an insert in a local paper** | 9 | 10 | 12 | 12 | 15 | 15 | 15 | 15 | 18 | 15 |
| **By social media** | 7 | 5 | 5 | 6 | 4 | n/a | n/a | n/a | n/a | n/a |
| **A text message** | 5 | 4 | 3 | 3 | 2 | 4 | 3 | 2 | 1 | 1 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 |

**Council direction**

Over the last 12 months, 61% of residents State-wide believe the direction of their council’s overall performance has stayed the same, down one point from 2022.

• Only 13% believe the direction has improved in the last 12 months (down from 17%).

• 21% believe it has deteriorated (up from 16%).

• The least satisfied with the direction of their council’s overall performance are residents aged 50 to 64 years and those in the Interface group (index scores of 42 and 43 respectively).

• The most satisfied with their council’s direction are

residents in the Metropolitan group (index score of

49) and women and those aged 18 to 34 years

(index scores of 48 for each).

All demographic and council groups decreased their index score on this measure in 2023, for the second consecutive year.

Index scores are now below 50 and at their lowest point recorded, State-wide and for all demographic and council groups.

**Overall council direction last 12 months**

**2023 overall council direction last 12 months (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 55 | 56 | n/a |
| **18-34** | 48 | 54 | 56 | 55 | 57 | 57 | 56 | 56 | 58 | 57 |
| **Women** | 48 | 51 | 53 | 52 | 54 | 53 | 54 | 52 | 55 | 55 |
| **65+** | 47 | 51 | 54 | 51 | 53 | 52 | 54 | 51 | 53 | 54 |
| **Small Rural** | 47 | 51 | 53 | 50 | 53 | 50 | 52 | 50 | 53 | n/a |
| **Regional Centres** | 47 | 52 | 54 | 50 | 52 | 53 | 55 | 51 | 53 | n/a |
| **Overall** | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 |
| **35-49** | 45 | 48 | 50 | 49 | 50 | 50 | 51 | 49 | 51 | 51 |
| **Men** | 45 | 49 | 52 | 50 | 52 | 51 | 52 | 51 | 52 | 52 |
| **Large Rural** | 44 | 47 | 51 | 50 | 51 | 52 | 52 | 48 | 51 | n/a |
| **Interface** | 43 | 48 | 50 | 48 | 54 | 53 | 53 | 54 | 54 | n/a |
| **50-64** | 42 | 46 | 49 | 47 | 50 | 48 | 50 | 48 | 51 | 50 |

**2023 overall council direction last 12 months (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **2023 Overall** | 13 | 61 | 21 | 5 |
| **2022 Overall** | 17 | 62 | 16 | 5 |
| **2021 Overall** | 18 | 63 | 13 | 5 |
| **2020 Overall** | 18 | 61 | 16 | 5 |
| **2019 Overall** | 19 | 62 | 14 | 5 |
| **2018 Overall** | 19 | 60 | 15 | 5 |
| **2017 Overall** | 19 | 62 | 13 | 6 |
| **2016 Overall** | 18 | 62 | 15 | 5 |
| **2015 Overall** | 20 | 63 | 13 | 5 |
| **2014 Overall** | 20 | 63 | 13 | 5 |
| **Metropolitan** | 14 | 66 | 15 | 5 |
| **Interface** | 11 | 60 | 24 | 5 |
| **Regional Centres** | 15 | 60 | 22 | 3 |
| **Large Rural** | 12 | 60 | 24 | 5 |
| **Small Rural** | 15 | 60 | 21 | 4 |
| **Men** | 13 | 60 | 23 | 4 |
| **Women** | 14 | 62 | 19 | 5 |
| **18-34** | 14 | 63 | 19 | 4 |
| **35-49** | 12 | 62 | 22 | 4 |
| **50-64** | 11 | 59 | 26 | 4 |
| **65+** | 15 | 61 | 19 | 5 |

**2023 room for improvement in services (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **2023 Overall** | 54 | 38 | 4 | 1 | 3 |
| **2022 Overall** | 47 | 44 | 6 | 1 | 2 |
| **2021 Overall** | 47 | 44 | 6 | <0.5 | 3 |
| **2020 Overall** | 49 | 42 | 5 | 1 | 2 |
| **2019 Overall** | 47 | 45 | 5 | 1 | 2 |
| **2018 Overall** | 44 | 45 | 7 | 2 | 3 |
| **2017 Overall** | 46 | 42 | 7 | 1 | 3 |
| **2016 Overall** | 40 | 48 | 7 | 2 | 3 |
| **2015 Overall** | 47 | 44 | 7 | 1 | 2 |
| **2014 Overall** | 41 | 50 | 5 | 1 | 3 |
| **Large Rural** | 55 | 36 | 5 | 1 | 3 |
| **Small Rural** | 52 | 43 | 3 | 1 | 2 |
| **Men** | 54 | 39 | 5 | <0.5 | 3 |
| **Women** | 55 | 37 | 4 | 1 | 3 |
| **18-34** | 55 | 40 | 4 | <0.5 | 1 |
| **35-49** | 62 | 34 | 2 | <0.5 | 2 |
| **50-64** | 59 | 34 | 4 | 1 | 1 |
| **65+** | 48 | 40 | 6 | 1 | 5 |

**Right / wrong direction**

**2023 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **2023 Overall** | 15 | 43 | 15 | 16 | 11 |
| **2022 Overall** | 19 | 49 | 11 | 12 | 9 |
| **2021 Overall** | 18 | 51 | 10 | 10 | 11 |
| **2020 Overall** | 17 | 46 | 13 | 14 | 10 |
| **2019 Overall** | 20 | 47 | 11 | 11 | 11 |
| **2018 Overall** | 17 | 47 | 14 | 11 | 11 |
| **2017 Overall** | 18 | 47 | 12 | 10 | 13 |
| **2016 Overall** | 20 | 48 | 9 | 9 | 14 |
| **2015 Overall** | 20 | 49 | 10 | 10 | 11 |
| **2014 Overall** | 21 | 52 | 9 | 8 | 10 |
| **Metropolitan** | 19 | 48 | 11 | 9 | 13 |
| **Regional Centres** | 9 | 42 | 19 | 21 | 9 |
| **Large Rural** | 13 | 42 | 16 | 17 | 11 |
| **Small Rural** | 17 | 41 | 15 | 16 | 11 |
| **Men** | 15 | 41 | 16 | 18 | 10 |
| **Women** | 15 | 45 | 14 | 13 | 12 |
| **18-34** | 12 | 47 | 16 | 15 | 10 |
| **35-49** | 12 | 41 | 17 | 19 | 10 |
| **50-64** | 13 | 39 | 18 | 19 | 11 |
| **65+** | 20 | 43 | 12 | 12 | 13 |

**2023 rates / services trade-off (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **2023 Overall** | 7 | 19 | 24 | 28 | 22 |
| **2022 Overall** | 8 | 23 | 24 | 24 | 22 |
| **2021 Overall** | 8 | 22 | 23 | 25 | 22 |
| **2020 Overall** | 9 | 24 | 24 | 25 | 19 |
| **2019 Overall** | 10 | 23 | 22 | 27 | 18 |
| **2018 Overall** | 9 | 23 | 24 | 24 | 19 |
| **2017 Overall** | 10 | 21 | 23 | 27 | 20 |
| **2016 Overall** | 10 | 21 | 22 | 28 | 19 |
| **2015 Overall** | 10 | 23 | 22 | 26 | 18 |
| **2014 Overall** | 11 | 25 | 24 | 23 | 17 |
| **2013 Overall** | 11 | 25 | 22 | 24 | 18 |
| **2012 Overall** | 11 | 29 | 22 | 22 | 16 |
| **Metropolitan** | 9 | 18 | 21 | 30 | 22 |
| **Interface** | 5 | 16 | 25 | 30 | 23 |
| **Regional Centres** | 7 | 21 | 25 | 29 | 18 |
| **Large Rural** | 6 | 17 | 24 | 28 | 24 |
| **Small Rural** | 7 | 21 | 24 | 26 | 22 |
| **Men** | 8 | 18 | 23 | 30 | 21 |
| **Women** | 6 | 19 | 24 | 27 | 24 |
| **18-34** | 5 | 19 | 26 | 27 | 22 |
| **35-49** | 7 | 19 | 26 | 27 | 21 |
| **50-64** | 7 | 18 | 23 | 30 | 22 |
| **65+** | 7 | 19 | 22 | 28 | 23 |

**Individual service areas**

**Community consultation and engagement importance**

**2023 consultation and engagement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **50-64** | 78 | 79 | 79 | 78 | 77 | 77 | 78 | 78 | 78 | 77 |
| **Women** | 78 | 78 | 78 | 76 | 76 | 76 | 76 | 77 | 76 | 76 |
| **Regional Centres** | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 | 74 | n/a |
| **Small Rural** | 77 | 78 | 77 | 76 | 76 | 74 | 75 | 77 | 76 | n/a |
| **Large Rural** | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 | n/a |
| **35-49** | 76 | 77 | 76 | 75 | 75 | 75 | 75 | 76 | 76 | 76 |
| **65+** | 76 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 | 74 |
| **Overall** | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 | 74 | 74 |
| **Men** | 74 | 74 | 73 | 72 | 71 | 72 | 72 | 73 | 72 | 71 |
| **Metropolitan** | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 73 | 72 | n/a |
| **Interface** | 73 | 73 | 72 | 72 | 70 | 70 | 72 | 75 | 72 | n/a |
| **18-34** | 73 | 72 | 69 | 68 | 68 | 68 | 67 | 72 | 68 | 68 |

**2023 consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 33 | 41 | 20 | 3 | 1 | 1 |
| **2022 Overall** | 32 | 43 | 20 | 3 | 1 | 1 |
| **2021 Overall** | 32 | 41 | 22 | 3 | 1 | 1 |
| **2020 Overall** | 29 | 42 | 23 | 4 | 1 | 1 |
| **2019 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2018 Overall** | 30 | 40 | 24 | 4 | 1 | 1 |
| **2017 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2016 Overall** | 32 | 41 | 22 | 3 | 1 | 2 |
| **2015 Overall** | 29 | 42 | 24 | 3 | 1 | 1 |
| **2014 Overall** | 28 | 41 | 25 | 4 | 1 | 1 |
| **Metropolitan** | 30 | 40 | 24 | 4 | 1 | 1 |
| **Interface** | 29 | 41 | 23 | 4 | 1 | 2 |
| **Regional Centres** | 36 | 41 | 18 | 3 | 1 | 1 |
| **Large Rural** | 35 | 41 | 19 | 3 | 1 | 1 |
| **Small Rural** | 35 | 41 | 19 | 2 | 1 | 2 |
| **Men** | 29 | 41 | 22 | 4 | 1 | 1 |
| **Women** | 37 | 40 | 19 | 2 | 1 | 1 |
| **18-34** | 30 | 38 | 26 | 4 | 1 | 1 |
| **35-49** | 36 | 39 | 20 | 4 | 1 | 1 |
| **50-64** | 39 | 38 | 18 | 3 | 1 | 1 |
| **65+** | 31 | 45 | 17 | 3 | 1 | 2 |

**2023 consultation and engagement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| Metropolitan | 55 | 58 | 59 | 58 | 58 | 57 | 57 | 58 | 58 | n/a |
| 18-34 | 54 | 57 | 59 | 57 | 58 | 58 | 58 | 57 | 59 | 60 |
| Women | 53 | 55 | 56 | 56 | 56 | 56 | 56 | 56 | 57 | 58 |
| Small Rural | 53 | 54 | 56 | 54 | 56 | 54 | 55 | 55 | 56 | n/a |
| 65+ | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 55 | 56 | 58 |
| Overall | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 |
| 35-49 | 51 | 52 | 54 | 54 | 55 | 55 | 53 | 54 | 54 | 56 |
| Regional Centres | 50 | 54 | 54 | 51 | 54 | 55 | 54 | 52 | 53 | n/a |
| Men | 50 | 53 | 55 | 54 | 55 | 54 | 53 | 53 | 54 | 56 |
| 50-64 | 49 | 50 | 52 | 51 | 52 | 51 | 52 | 51 | 53 | 54 |
| Large Rural | 49 | 51 | 54 | 54 | 54 | 54 | 52 | 52 | 54 | n/a |
| Interface | 49 | 52 | 53 | 53 | 55 | 56 | 53 | 55 | 57 | n/a |

**2023 consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 7 | 27 | 32 | 17 | 9 | 8 |
| **2022 Overall** | 8 | 29 | 32 | 16 | 8 | 8 |
| **2021 Overall** | 9 | 30 | 32 | 15 | 6 | 8 |
| **2020 Overall** | 8 | 30 | 32 | 15 | 7 | 8 |
| **2019 Overall** | 9 | 30 | 31 | 15 | 6 | 9 |
| **2018 Overall** | 8 | 30 | 32 | 15 | 7 | 9 |
| **2017 Overall** | 7 | 29 | 32 | 15 | 6 | 10 |
| **2016 Overall** | 8 | 29 | 32 | 15 | 7 | 10 |
| **2015 Overall** | 7 | 31 | 32 | 14 | 6 | 9 |
| **2014 Overall** | 8 | 32 | 32 | 13 | 5 | 9 |
| **Metropolitan** | 9 | 29 | 31 | 14 | 6 | 11 |
| **Interface** | 5 | 24 | 31 | 19 | 10 | 11 |
| **Regional Centres** | 6 | 25 | 34 | 18 | 10 | 7 |
| **Large Rural** | 6 | 24 | 32 | 19 | 11 | 8 |
| **Small Rural** | 9 | 28 | 30 | 17 | 9 | 7 |
| **Men** | 7 | 26 | 31 | 18 | 10 | 8 |
| **Women** | 8 | 27 | 32 | 16 | 8 | 9 |
| **18-34** | 8 | 29 | 33 | 15 | 8 | 8 |
| **35-49** | 6 | 28 | 32 | 18 | 9 | 7 |
| **50-64** | 6 | 23 | 32 | 20 | 10 | 8 |
| **65+** | 8 | 26 | 31 | 16 | 9 | 10 |

**Lobbying on behalf of the community**

**2023 lobbying importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 73 | 74 | 71 | 73 | 70 | 70 | 70 | 71 | 72 | n/a |
| **Women** | 72 | 73 | 73 | 71 | 70 | 71 | 72 | 73 | 72 | 73 |
| **Regional Centres** | 70 | 71 | 70 | 70 | 70 | 70 | 72 | 69 | 68 | n/a |
| **50-64** | 69 | 71 | 71 | 70 | 70 | 69 | 70 | 71 | 71 | 72 |
| **Large Rural** | 69 | 71 | 71 | 69 | 67 | 68 | 69 | 70 | 70 | n/a |
| **Interface** | 69 | 70 | 68 | 67 | 66 | 68 | 67 | 70 | 68 | n/a |
| **35-49** | 69 | 72 | 70 | 69 | 68 | 69 | 70 | 71 | 70 | 71 |
| **Overall** | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 | 69 | 70 |
| **18-34** | 68 | 71 | 68 | 66 | 65 | 66 | 66 | 69 | 68 | 67 |
| **65+** | 68 | 69 | 69 | 68 | 66 | 68 | 68 | 68 | 68 | 69 |
| **Metropolitan** | 65 | 69 | 67 | 66 | 65 | 66 | 67 | 68 | 67 | n/a |
| **Men** | 65 | 68 | 66 | 65 | 64 | 65 | 66 | 66 | 66 | 67 |

**2023 lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 24 | 36 | 26 | 7 | 3 | 3 |
| **2022 Overall** | 26 | 40 | 24 | 6 | 2 | 3 |
| **2021 Overall** | 24 | 39 | 27 | 7 | 2 | 2 |
| **2020 Overall** | 23 | 38 | 27 | 8 | 2 | 2 |
| **2019 Overall** | 21 | 38 | 28 | 8 | 2 | 2 |
| **2018 Overall** | 23 | 37 | 27 | 8 | 2 | 2 |
| **2017 Overall** | 23 | 39 | 27 | 7 | 2 | 2 |
| **2016 Overall** | 24 | 38 | 27 | 6 | 2 | 3 |
| **2015 Overall** | 23 | 39 | 28 | 6 | 2 | 2 |
| **2014 Overall** | 23 | 40 | 27 | 6 | 1 | 2 |
| **Metropolitan** | 20 | 35 | 28 | 10 | 4 | 3 |
| **Interface** | 25 | 35 | 27 | 6 | 3 | 4 |
| **Regional Centres** | 26 | 37 | 25 | 6 | 3 | 3 |
| **Large Rural** | 26 | 36 | 26 | 7 | 3 | 2 |
| **Small Rural** | 28 | 40 | 22 | 5 | 2 | 3 |
| **Men** | 21 | 36 | 27 | 10 | 4 | 3 |
| **Women** | 28 | 37 | 25 | 5 | 2 | 3 |
| **18-34** | 24 | 37 | 28 | 6 | 3 | 2 |
| **35-49** | 27 | 34 | 26 | 8 | 3 | 2 |
| **50-64** | 29 | 33 | 25 | 8 | 3 | 2 |
| **65+** | 21 | 40 | 25 | 7 | 3 | 5 |

**2023 lobbying performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 53 | 55 | 56 | 57 | 57 | 56 | 56 | 56 | 58 | n/a |
| **65+** | 53 | 54 | 56 | 54 | 56 | 55 | 55 | 54 | 57 | 57 |
| **18-34** | 52 | 56 | 57 | 57 | 57 | 57 | 57 | 57 | 58 | 59 |
| **Women** | 52 | 54 | 55 | 54 | 55 | 54 | 55 | 54 | 56 | 57 |
| **Regional Centres** | 52 | 55 | 56 | 52 | 54 | 54 | 54 | 52 | 55 | n/a |
| **Small Rural** | 52 | 54 | 55 | 52 | 55 | 53 | 55 | 54 | 56 | n/a |
| **Overall** | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 | 55 | 56 |
| **Men** | 50 | 53 | 54 | 53 | 54 | 53 | 53 | 53 | 55 | 55 |
| **35-49** | 49 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 53 | 54 |
| **Large Rural** | 49 | 51 | 54 | 53 | 52 | 52 | 51 | 50 | 53 | n/a |
| **50-64** | 48 | 49 | 52 | 49 | 51 | 50 | 51 | 50 | 53 | 53 |
| **Interface** | 47 | 51 | 52 | 51 | 54 | 54 | 54 | 55 | 56 | n/a |

**2023 lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 5 | 21 | 31 | 15 | 7 | 21 |
| **2022 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2021 Overall** | 6 | 25 | 32 | 12 | 5 | 19 |
| **2020 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2019 Overall** | 6 | 25 | 31 | 13 | 5 | 20 |
| **2018 Overall** | 5 | 24 | 32 | 13 | 5 | 20 |
| **2017 Overall** | 5 | 24 | 31 | 13 | 5 | 22 |
| **2016 Overall** | 5 | 23 | 31 | 13 | 5 | 22 |
| **2015 Overall** | 6 | 26 | 32 | 12 | 4 | 20 |
| **2014 Overall** | 6 | 27 | 32 | 11 | 4 | 19 |
| **Metropolitan** | 4 | 22 | 30 | 11 | 5 | 28 |
| **Interface** | 3 | 19 | 30 | 16 | 8 | 24 |
| **Regional Centres** | 6 | 23 | 34 | 16 | 6 | 14 |
| **Large Rural** | 4 | 20 | 33 | 17 | 8 | 19 |
| **Small Rural** | 6 | 23 | 31 | 14 | 7 | 19 |
| **Men** | 4 | 21 | 31 | 15 | 8 | 20 |
| **Women** | 5 | 22 | 32 | 14 | 6 | 22 |
| **18-34** | 5 | 25 | 32 | 14 | 7 | 17 |
| **35-49** | 4 | 21 | 33 | 16 | 8 | 19 |
| **50-64** | 4 | 18 | 32 | 17 | 8 | 21 |
| **65+** | 6 | 21 | 30 | 13 | 6 | 25 |

**DECISIONS MADE IN THE INTEREST OF THE COMMUNITY**

**2023 community decisions made importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 82 | 82 | 80 | 82 | 81 | 77 | 78 | n/a | 82 | n/a |
| **Women** | 82 | 82 | 83 | 81 | 81 | 81 | 81 | 82 | 81 | 81 |
| **35-49** | 82 | 82 | 82 | 81 | 81 | 80 | 81 | 80 | 80 | 80 |
| **50-64** | 81 | 82 | 82 | 81 | 82 | 81 | 81 | 80 | 82 | 81 |
| **Large Rural** | 80 | 81 | 82 | 79 | 80 | 80 | 80 | 80 | 80 | n/a |
| **Regional Centres** | 80 | 82 | 81 | 80 | 82 | 81 | 82 | 82 | 80 | n/a |
| **Overall** | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 | 80 | 79 |
| **18-34** | 79 | 81 | 80 | 77 | 78 | 79 | 78 | 79 | 78 | 78 |
| **Interface** | 79 | 80 | 80 | 80 | 80 | 78 | 79 | 79 | 78 | n/a |
| **Metropolitan** | 79 | 80 | 80 | 79 | 78 | 79 | 79 | 79 | 80 | n/a |
| **65+** | 78 | 79 | 80 | 79 | 79 | 79 | 79 | 79 | 79 | 79 |
| **Men** | 78 | 79 | 79 | 78 | 78 | 78 | 78 | 77 | 77 | 77 |

**2023 community decisions made importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 40 | 40 | 14 | 2 | 1 | 3 |
| **2022 Overall** | 42 | 40 | 13 | 2 | 1 | 2 |
| **2021 Overall** | 42 | 40 | 14 | 2 | 1 | 2 |
| **2020 Overall** | 39 | 41 | 15 | 2 | 1 | 2 |
| **2019 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2018 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2017 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2016 Overall** | 39 | 42 | 14 | 2 | 1 | 2 |
| **2015 Overall** | 38 | 42 | 15 | 2 | 1 | 2 |
| **2014 Overall** | 37 | 43 | 16 | 1 | 1 | 2 |
| **Metropolitan** | 38 | 40 | 15 | 3 | 1 | 3 |
| **Interface** | 40 | 36 | 17 | 2 | 1 | 3 |
| **Regional Centres** | 42 | 38 | 14 | 1 | 2 | 3 |
| **Large Rural** | 41 | 41 | 14 | 2 | 1 | 2 |
| **Small Rural** | 45 | 38 | 14 | 1 | 1 | 3 |
| **Men** | 37 | 40 | 16 | 3 | 2 | 3 |
| **Women** | 44 | 39 | 13 | 1 | 0 | 3 |
| **18-34** | 41 | 38 | 16 | 2 | 1 | 2 |
| **35-49** | 45 | 37 | 14 | 2 | 1 | 2 |
| **50-64** | 44 | 36 | 14 | 2 | 1 | 2 |
| **65+** | 34 | 45 | 14 | 2 | 1 | 4 |

**2023 community decisions made performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 55 | 59 | 61 | 59 | 60 | 58 | 58 | 59 | 59 | n/a |
| **18-34** | 53 | 58 | 60 | 57 | 58 | 57 | 58 | 58 | 59 | 60 |
| **65+** | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 54 | 55 | 58 |
| **Women** | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 55 | 56 | 57 |
| **Small Rural** | 52 | 54 | 56 | 53 | 55 | 52 | 55 | 53 | 56 | n/a |
| **Overall** | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 |
| **Regional Centres** | 50 | 54 | 54 | 50 | 52 | 52 | 52 | 51 | 52 | n/a |
| **Men** | 50 | 54 | 55 | 52 | 54 | 53 | 53 | 53 | 54 | 56 |
| **35-49** | 50 | 53 | 54 | 51 | 52 | 52 | 52 | 52 | 53 | 55 |
| **Interface** | 49 | 53 | 55 | 52 | 55 | 56 | 55 | 56 | 58 | n/a |
| **Large Rural** | 48 | 51 | 54 | 52 | 52 | 52 | 51 | 50 | 52 | n/a |
| **50-64** | 48 | 50 | 52 | 49 | 51 | 50 | 51 | 50 | 52 | 53 |

**2023 community decisions made performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 6 | 27 | 33 | 16 | 9 | 9 |
| **2022 Overall** | 7 | 30 | 33 | 14 | 8 | 9 |
| **2021 Overall** | 8 | 32 | 32 | 13 | 6 | 9 |
| **2020 Overall** | 7 | 29 | 33 | 14 | 8 | 9 |
| **2019 Overall** | 7 | 30 | 33 | 14 | 7 | 10 |
| **2018 Overall** | 6 | 30 | 34 | 14 | 7 | 9 |
| **2017 Overall** | 6 | 29 | 34 | 14 | 7 | 10 |
| **2016 Overall** | 7 | 29 | 33 | 14 | 8 | 10 |
| **2015 Overall** | 7 | 31 | 33 | 14 | 6 | 9 |
| **2014 Overall** | 7 | 33 | 34 | 12 | 5 | 10 |
| **Metropolitan** | 7 | 30 | 31 | 12 | 7 | 13 |
| **Interface** | 4 | 23 | 34 | 17 | 10 | 13 |
| **Regional Centres** | 6 | 26 | 33 | 18 | 10 | 6 |
| **Large Rural** | 5 | 24 | 35 | 18 | 10 | 8 |
| **Small Rural** | 7 | 27 | 33 | 16 | 9 | 7 |
| **Men** | 6 | 26 | 32 | 17 | 11 | 9 |
| **Women** | 6 | 27 | 33 | 15 | 8 | 10 |
| **18-34** | 6 | 31 | 32 | 15 | 9 | 7 |
| **35-49** | 5 | 27 | 33 | 17 | 11 | 8 |
| **50-64** | 5 | 22 | 33 | 19 | 11 | 10 |
| **65+** | 7 | 26 | 34 | 15 | 8 | 11 |

**THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA**

**2023 sealed local roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 84 | 82 | 81 | 83 | 82 | 84 | 81 | n/a | 78 | n/a |
| **50-64** | 84 | 82 | 81 | 82 | 81 | 82 | 80 | 79 | 78 | 79 |
| **Interface** | 83 | 83 | 82 | 81 | 80 | 82 | 79 | 79 | 77 | n/a |
| **Large Rural** | 83 | 83 | 80 | 81 | 80 | 80 | 77 | 80 | 78 | n/a |
| **Women** | 83 | 83 | 81 | 81 | 81 | 81 | 80 | 79 | 78 | 79 |
| **Regional Centres** | 82 | 81 | 79 | 79 | 79 | 81 | 80 | 76 | 77 | n/a |
| **35-49** | 82 | 82 | 80 | 80 | 80 | 80 | 79 | 78 | 77 | 79 |
| **Overall** | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 | 76 | 77 |
| **65+** | 81 | 81 | 80 | 80 | 79 | 80 | 79 | 79 | 78 | 78 |
| **18-34** | 81 | 81 | 77 | 77 | 77 | 77 | 75 | 76 | 73 | 73 |
| **Men** | 81 | 80 | 78 | 78 | 77 | 78 | 77 | 76 | 75 | 75 |
| **Metropolitan** | 79 | 80 | 78 | 77 | 77 | 78 | 77 | 76 | 75 | n/a |

**2023 sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 43 | 42 | 13 | 1 | <0.5 | 1 |
| **2022 Overall** | 42 | 42 | 13 | 1 | <0.5 | <0.5 |
| **2021 Overall** | 38 | 43 | 16 | 2 | <0.5 | 1 |
| **2020 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2019 Overall** | 37 | 45 | 16 | 2 | <0.5 | <0.5 |
| **2018 Overall** | 38 | 44 | 15 | 2 | <0.5 | <0.5 |
| **2017 Overall** | 35 | 44 | 18 | 2 | <0.5 | 1 |
| **2016 Overall** | 34 | 46 | 16 | 3 | 1 | 1 |
| **2015 Overall** | 32 | 44 | 20 | 2 | <0.5 | 1 |
| **2014 Overall** | 33 | 45 | 18 | 3 | 1 | 1 |
| **Metropolitan** | 36 | 46 | 15 | 2 | <0.5 | 1 |
| **Interface** | 47 | 38 | 13 | 1 | <0.5 | 1 |
| **Regional Centres** | 45 | 40 | 13 | 1 | <0.5 | 1 |
| **Large Rural** | 45 | 41 | 11 | 1 | 1 | 1 |
| **Small Rural** | 49 | 38 | 10 | 1 | 1 | 1 |
| **Men** | 40 | 44 | 13 | 1 | 1 | 1 |
| **Women** | 45 | 40 | 12 | 1 | <0.5 | 1 |
| **18-34** | 42 | 40 | 14 | 2 | <0.5 | 1 |
| **35-49** | 45 | 39 | 13 | 1 | <0.5 | 1 |
| **50-64** | 49 | 37 | 11 | 1 | <0.5 | 1 |
| **65+** | 39 | 47 | 12 | 1 | <0.5 | 1 |

**2023 sealed local roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 61 | 65 | 68 | 67 | 69 | 68 | 66 | 67 | 69 | n/a |
| **65+** | 50 | 55 | 58 | 56 | 58 | 55 | 54 | 56 | 57 | 56 |
| **Regional Centres** | 49 | 54 | 60 | 55 | 57 | 54 | 53 | 54 | 55 | n/a |
| **18-34** | 48 | 55 | 58 | 56 | 57 | 55 | 56 | 58 | 57 | 59 |
| **Overall** | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 |
| **Men** | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 |
| **Women** | 48 | 53 | 57 | 54 | 56 | 53 | 54 | 54 | 55 | 55 |
| **35-49** | 46 | 52 | 55 | 53 | 54 | 52 | 52 | 52 | 53 | 54 |
| **Interface** | 45 | 53 | 57 | 55 | 60 | 57 | 59 | 60 | 60 | n/a |
| **50-64** | 44 | 49 | 54 | 50 | 53 | 50 | 51 | 51 | 52 | 52 |
| **Small Rural** | 44 | 50 | 53 | 51 | 53 | 49 | 50 | 52 | 52 | n/a |
| **Large Rural** | 40 | 45 | 50 | 47 | 47 | 45 | 43 | 44 | 45 | n/a |

**2022 sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2022 Overall** | 10 | 31 | 29 | 17 | 12 | 1 |
| **2021 Overall** | 13 | 34 | 28 | 15 | 9 | 1 |
| **2020 Overall** | 11 | 32 | 28 | 16 | 11 | 1 |
| **2019 Overall** | 13 | 33 | 28 | 16 | 10 | 1 |
| **2018 Overall** | 11 | 31 | 28 | 17 | 12 | 1 |
| **2017 Overall** | 11 | 32 | 28 | 16 | 12 | 1 |
| **2016 Overall** | 11 | 33 | 28 | 16 | 11 | 1 |
| **2015 Overall** | 11 | 33 | 29 | 16 | 10 | 1 |
| **2014 Overall** | 12 | 33 | 27 | 17 | 10 | 1 |
| **Metropolitan** | 15 | 37 | 27 | 13 | 7 | 1 |
| **Interface** | 6 | 25 | 27 | 22 | 18 | 2 |
| **Regional Centres** | 9 | 28 | 29 | 18 | 15 | 1 |
| **Large Rural** | 5 | 20 | 27 | 23 | 23 | 1 |
| **Small Rural** | 6 | 23 | 29 | 21 | 19 | 2 |
| **Men** | 9 | 27 | 27 | 19 | 17 | 1 |
| **Women** | 8 | 26 | 28 | 20 | 16 | 2 |
| **18-34** | 10 | 27 | 25 | 20 | 17 | 1 |
| **35-49** | 9 | 25 | 27 | 20 | 19 | 1 |
| **50-64** | 7 | 24 | 28 | 21 | 19 | 1 |
| **65+** | 8 | 28 | 30 | 18 | 14 | 2 |

**INFORMING THE COMMUNITY**

**2023 informing community importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 79 | 80 | 79 | 77 | 78 | 77 | 77 | 79 | 78 | 78 |
| **Regional Centres** | 78 | 79 | 79 | 77 | 79 | 77 | 77 | 76 | 76 | n/a |
| **50-64** | 77 | 79 | 78 | 78 | 77 | 76 | 76 | 77 | 77 | 76 |
| **Large Rural** | 77 | 78 | 78 | 77 | 75 | 75 | 74 | 77 | 76 | n/a |
| **Interface** | 77 | 79 | 77 | 74 | 74 | 77 | 74 | 77 | 74 | n/a |
| **Small Rural** | 77 | 79 | 77 | 77 | 76 | 75 | 76 | 78 | 76 | n/a |
| **65+** | 76 | 77 | 78 | 76 | 75 | 76 | 76 | 76 | 75 | 75 |
| **Overall** | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 | 75 | 75 |
| **18-34** | 76 | 76 | 75 | 72 | 74 | 73 | 72 | 75 | 73 | 73 |
| **35-49** | 75 | 77 | 76 | 75 | 74 | 75 | 74 | 75 | 75 | 75 |
| **Men** | 73 | 74 | 74 | 73 | 71 | 72 | 71 | 72 | 72 | 71 |
| **Metropolitan** | 73 | 74 | 75 | 72 | 73 | 73 | 73 | 74 | 73 | n/a |

**2023 informing community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 34 | 41 | 21 | 3 | 1 | 1 |
| **2022 Overall** | 35 | 42 | 19 | 3 | 1 | 1 |
| **2021 Overall** | 35 | 41 | 19 | 3 | 1 | <0.5 |
| **2020 Overall** | 32 | 42 | 22 | 4 | 1 | <0.5 |
| **2019 Overall** | 32 | 41 | 22 | 4 | 1 | <0.5 |
| **2018 Overall** | 32 | 41 | 22 | 4 | 1 | <0.5 |
| **2017 Overall** | 30 | 43 | 23 | 4 | 1 | <0.5 |
| **2016 Overall** | 33 | 42 | 20 | 4 | 1 | 1 |
| **2015 Overall** | 30 | 44 | 22 | 3 | 1 | <0.5 |
| **2014 Overall** | 30 | 43 | 22 | 3 | 1 | <0.5 |
| **Metropolitan** | 28 | 42 | 24 | 4 | 1 | 1 |
| **Interface** | 37 | 38 | 21 | 3 | <0.5 | <0.5 |
| **Regional Centres** | 38 | 40 | 18 | 3 | 1 | <0.5 |
| **Large Rural** | 37 | 38 | 21 | 3 |  | 1 |
| **Small Rural** | 34 | 41 | 20 | 2 | 1 | 2 |
| **Men** | 29 | 41 | 24 | 4 | 1 | 1 |
| **Women** | 38 | 40 | 18 | 2 | <0.5 | 1 |
| **18-34** | 34 | 37 | 24 | 3 | 1 | 1 |
| **35-49** | 34 | 37 | 24 | 4 | 1 | <0.5 |
| **50-64** | 37 | 40 | 19 | 3 | 1 | 1 |
| **65+** | 31 | 46 | 18 | 3 | 1 | 1 |

**2023 informing community performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 60 | 62 | 62 | 62 | 62 | 61 | 61 | 63 | 64 | n/a |
| **Small Rural** | 58 | 59 | 61 | 58 | 58 | 56 | 58 | 58 | 60 | n/a |
| **65+** | 58 | 60 | 61 | 60 | 60 | 60 | 61 | 59 | 61 | 65 |
| **18-34** | 58 | 61 | 62 | 59 | 61 | 61 | 60 | 61 | 62 | 63 |
| **Women** | 58 | 60 | 61 | 59 | 60 | 60 | 60 | 60 | 62 | 63 |
| **Overall** | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 | 61 | 62 |
| **35-49** | 57 | 58 | 59 | 58 | 60 | 58 | 59 | 59 | 61 | 62 |
| **Men** | 57 | 58 | 60 | 58 | 59 | 58 | 58 | 58 | 60 | 62 |
| **Regional Centres** | 55 | 58 | 59 | 56 | 56 | 59 | 58 | 59 | 58 | n/a |
| **50-64** | 54 | 56 | 57 | 56 | 57 | 56 | 57 | 56 | 58 | 60 |
| **Large Rural** | 54 | 56 | 59 | 59 | 61 | 59 | 60 | 56 | 59 | n/a |
| **Interface** | 53 | 56 | 58 | 57 | 59 | 60 | 55 | 55 | 56 | n/a |

**2023 informing community performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 11 | 33 | 31 | 15 | 6 | 3 |
| **2022 Overall** | 12 | 35 | 32 | 13 | 6 | 3 |
| **2021 Overall** | 13 | 36 | 31 | 12 | 5 | 3 |
| **2020 Overall** | 12 | 35 | 32 | 13 | 5 | 3 |
| **2019 Overall** | 13 | 35 | 31 | 14 | 5 | 3 |
| **2018 Overall** | 11 | 36 | 31 | 13 | 5 | 3 |
| **2017 Overall** | 11 | 35 | 32 | 13 | 5 | 3 |
| **2016 Overall** | 12 | 35 | 31 | 13 | 5 | 4 |
| **2015 Overall** | 12 | 38 | 31 | 12 | 4 | 2 |
| **2014 Overall** | 13 | 40 | 30 | 11 | 4 | 3 |
| **Metropolitan** | 12 | 36 | 30 | 13 | 5 | 4 |
| **Interface** | 8 | 30 | 31 | 19 | 8 | 4 |
| **Regional Centres** | 10 | 31 | 33 | 17 | 7 | 22 |
| **Large Rural** | 9 | 30 | 33 | 18 | 7 | 3 |
| **Small Rural** | 12 | 35 | 30 | 14 | 6 | 3 |
| **Men** | 10 | 34 | 30 | 15 | 7 | 3 |
| **Women** | 11 | 33 | 32 | 15 | 6 | 3 |
| **18-34** | 11 | 34 | 32 | 13 | 6 | 3 |
| **35-49** | 10 | 34 | 31 | 15 | 7 | 2 |
| **50-64** | 9 | 30 | 33 | 17 | 8 | 3 |
| **65+** | 12 | 34 | 30 | 15 | 6 | 4 |

**THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA**

**2023 streets and footpaths importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Interface** | 83 | 85 | 82 | 79 | 79 | 80 | 80 | 79 | 78 | n/a |
| **Women** | 83 | 83 | 81 | 80 | 79 | 79 | 79 | 80 | 79 | 79 |
| **50-64** | 82 | 82 | 80 | 81 | 79 | 79 | 78 | 78 | 78 | 78 |
| **Regional Centres** | 81 | 80 | 78 | 78 | 77 | 79 | 77 | 77 | 77 | n/a |
| **35-49** | 81 | 82 | 80 | 79 | 78 | 78 | 78 | 78 | 78 | 78 |
| **Metropolitan** | 81 | 81 | 80 | 78 | 78 | 79 | 78 | 78 | 77 | n/a |
| **18-34** | 81 | 78 | 77 | 74 | 75 | 75 | 74 | 76 | 75 | 74 |
| **Overall** | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 | 77 | 77 |
| **Large Rural** | 80 | 80 | 79 | 78 | 77 | 77 | 75 | 77 | 77 | n/a |
| **Small Rural** | 80 | 80 | 77 | 77 | 77 | 76 | 76 | 75 | 76 | n/a |
| **65+** | 80 | 80 | 80 | 79 | 78 | 78 | 78 | 77 | 78 | 77 |
| **Men** | 79 | 78 | 76 | 76 | 75 | 76 | 75 | 74 | 75 | 74 |

**2023 streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 41 | 41 | 14 | 2 | 1 | 1 |
| **2022 Overall** | 41 | 41 | 14 | 2 | <0.5 | 1 |
| **2021 Overall** | 38 | 42 | 17 | 2 | 1 | 1 |
| **2020 Overall** | 36 | 42 | 19 | 2 | 1 | 1 |
| **2019 Overall** | 34 | 44 | 18 | 2 | 1 | 1 |
| **2018 Overall** | 35 | 43 | 18 | 3 | <0.5 | 1 |
| **2017 Overall** | 34 | 42 | 19 | 2 | 1 | 1 |
| **2016 Overall** | 34 | 43 | 18 | 2 | 1 | 2 |
| **2015 Overall** | 34 | 43 | 19 | 2 | 1 | 1 |
| **2014 Overall** | 33 | 44 | 18 | 3 | 1 | 1 |
| **Metropolitan** | 40 | 44 | 13 | 1 | <0.5 | <0.5 |
| **Interface** | 47 | 38 | 13 | 1 | <0.5 | 1 |
| **Regional Centres** | 42 | 42 | 14 | 1 | 1 | 1 |
| **Large Rural** | 43 | 37 | 15 | 2 | 1 | 2 |
| **Small Rural** | 39 | 42 | 14 | 2 | 1 | 3 |
| **Men** | 37 | 43 | 16 | 2 | 1 | 1 |
| **Women** | 45 | 39 | 12 | 1 | <0.5 | 2 |
| **18-34** | 43 | 38 | 16 | 1 | 1 | 1 |
| **35-49** | 43 | 39 | 14 | 2 | 1 | 1 |
| **50-64** | 44 | 39 | 13 | 2 | 1 | 2 |
| **65+** | 37 | 46 | 13 | 1 | 1 | 2 |

**2023 streets and footpaths performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 57 | 63 | 65 | 64 | 65 | 64 | 62 | 63 | 64 | n/a |
| **Regional Centres** | 53 | 59 | 62 | 59 | 61 | 59 | 57 | 58 | 58 | n/a |
| **65+** | 53 | 57 | 58 | 57 | 58 | 58 | 57 | 57 | 57 | 57 |
| **Men** | 53 | 57 | 61 | 59 | 60 | 59 | 57 | 58 | 59 | 59 |
| **18-34** | 52 | 59 | 63 | 60 | 62 | 62 | 60 | 60 | 62 | 62 |
| **Overall** | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 | 58 |
| **Small Rural** | 52 | 55 | 58 | 57 | 57 | 57 | 57 | 58 | 59 | n/a |
| **35-49** | 52 | 56 | 58 | 58 | 59 | 58 | 56 | 57 | 58 | 57 |
| **Women** | 51 | 56 | 58 | 57 | 58 | 58 | 56 | 56 | 57 | 56 |
| **50-64** | 50 | 54 | 57 | 55 | 57 | 56 | 54 | 55 | 55 | 54 |
| **Large Rural** | 47 | 51 | 55 | 54 | 55 | 54 | 53 | 53 | 54 | n/a |
| **Interface** | 47 | 54 | 58 | 54 | 60 | 59 | 56 | 57 | 56 | n/a |

**2023 streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 10 | 30 | 28 | 18 | 12 | 2 |
| **2022 Overall** | 13 | 33 | 29 | 14 | 9 | 2 |
| **2021 Overall** | 15 | 35 | 28 | 14 | 7 | 2 |
| **2020 Overall** | 13 | 34 | 28 | 15 | 8 | 3 |
| **2019 Overall** | 14 | 35 | 28 | 14 | 7 | 2 |
| **2018 Overall** | 14 | 34 | 28 | 14 | 7 | 2 |
| **2017 Overall** | 13 | 33 | 28 | 15 | 9 | 2 |
| **2016 Overall** | 12 | 34 | 28 | 14 | 8 | 3 |
| **2015 Overall** | 13 | 34 | 28 | 15 | 7 | 3 |
| **2014 Overall** | 13 | 34 | 28 | 15 | 7 | 2 |
| **Metropolitan** | 13 | 35 | 28 | 15 | 9 | 1 |
| **Interface** | 8 | 27 | 26 | 21 | 17 | 1 |
| **Regional Centres** | 10 | 32 | 2 | 17 | 11 | 2 |
| **Large Rural** | 8 | 25 | 29 | 20 | 16 | 3 |
| **Small Rural** | 8 | 31 | 27 | 18 | 11 | 4 |
| **Men** | 10 | 31 | 27 | 17 | 12 | 2 |
| **Women** | 9 | 29 | 29 | 18 | 12 | 2 |
| **18-34** | 10 | 32 | 27 | 17 | 13 | 1 |
| **35-49** | 10 | 31 | 28 | 18 | 12 | 1 |
| **50-64** | 8 | 28 | 29 | 19 | 13 | 3 |
| **65+** | 10 | 29 | 29 | 17 | 11 | 3 |

**TRAFFIC MANAGEMENT**

**2023 traffic management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Interface** | 81 | 80 | 81 | 80 | 83 | 84 | 67 | 71 | 68 | n/a |
| **Women** | 76 | 76 | 75 | 76 | 76 | 77 | 75 | 75 | 73 | 73 |
| **65+** | 76 | 74 | 77 | 75 | 74 | 74 | 74 | 73 | 73 | 73 |
| **Overall** | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 | 71 | 70 |
| **50-64** | 74 | 74 | 74 | 74 | 74 | 73 | 72 | 72 | 72 | 71 |
| **35-49** | 74 | 73 | 73 | 72 | 73 | 74 | 72 | 72 | 71 | 69 |
| **Regional Centres** | 73 | 72 | 74 | 72 | 73 | 74 | 71 | 72 | 72 | n/a |
| **Metropolitan** | 73 | 74 | 74 | 73 | 75 | 76 | 76 | 75 | 74 | n/a |
| **18-34** | 73 | 72 | 71 | 71 | 72 | 73 | 71 | 70 | 68 | 69 |
| **Men** | 72 | 70 | 72 | 70 | 71 | 71 | 69 | 69 | 68 | 67 |

**2023 traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 31 | 40 | 23 | 4 | 1 | 1 |
| **2022 Overall** | 30 | 39 | 23 | 5 | 1 | 1 |
| **2021 Overall** | 29 | 40 | 25 | 4 | 1 | 1 |
| **2020 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2019 Overall** | 30 | 40 | 23 | 6 | 1 | 1 |
| **2018 Overall** | 31 | 40 | 22 | 5 | 1 | 1 |
| **2017 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2016 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2015 Overall** | 25 | 41 | 26 | 6 | 1 | 1 |
| **2014 Overall** | 23 | 42 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 29 | 41 | 23 | 5 | 1 | 1 |
| **Interface** | 44 | 38 | 15 | 2 | 1 | 1 |
| **Regional Centres** | 31 | 37 | 26 | 5 | 1 | 1 |
| **Men** | 28 | 40 | 25 | 5 | 2 | 1 |
| **Women** | 34 | 40 | 21 | 3 | 1 | 1 |
| **18-34** | 28 | 41 | 25 | 5 | 1 | <0.5 |
| **35-49** | 32 | 37 | 24 | 5 | 1 | <0.5 |
| **50-64** | 33 | 37 | 23 | 5 | 1 | 1 |
| **65+** | 32 | 44 | 19 | 2 | 1 | 2 |

**2023 traffic management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 64 | 66 | 67 | 64 | 66 | 65 | 67 | 65 | 67 | n/a |
| **18-34** | 56 | 59 | 61 | 60 | 59 | 58 | 61 | 61 | 62 | 63 |
| **Women** | 56 | 59 | 59 | 58 | 58 | 58 | 60 | 60 | 60 | 61 |
| **65+** | 55 | 58 | 59 | 59 | 59 | 57 | 60 | 60 | 60 | 60 |
| **Regional Centres** | 55 | 57 | 60 | 56 | 60 | 56 | 61 | 59 | 62 | n/a |
| **Overall** | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 | 60 | 60 |
| **Metropolitan** | 55 | 58 | 59 | 59 | 58 | 57 | 56 | 56 | 57 | n/a |
| **Men** | 54 | 57 | 59 | 58 | 57 | 56 | 58 | 57 | 59 | 60 |
| **35-49** | 53 | 58 | 57 | 55 | 56 | 55 | 58 | 57 | 58 | 59 |
| **50-64** | 53 | 56 | 57 | 57 | 56 | 55 | 57 | 57 | 57 | 58 |
| **Interface** | 49 | 54 | 52 | 52 | 52 | 51 | 59 | 57 | 61 | n/a |

**2023 traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 8 | 34 | 30 | 16 | 8 | 3 |
| **2022 Overall** | 10 | 36 | 30 | 14 | 6 | 3 |
| **2021 Overall** | 10 | 37 | 31 | 13 | 5 | 3 |
| **2020 Overall** | 10 | 38 | 30 | 13 | 7 | 3 |
| **2019 Overall** | 9 | 37 | 31 | 13 | 6 | 3 |
| **2018 Overall** | 10 | 36 | 30 | 15 | 7 | 3 |
| **2017 Overall** | 10 | 38 | 30 | 13 | 5 | 3 |
| **2016 Overall** | 10 | 38 | 30 | 13 | 6 | 4 |
| **2015 Overall** | 10 | 40 | 31 | 12 | 5 | 3 |
| **2014 Overall** | 10 | 40 | 30 | 12 | 5 | 3 |
| **Metropolitan** | 8 | 34 | 31 | 16 | 8 | 4 |
| **Interface** | 4 | 32 | 31 | 18 | 12 | 3 |
| **Regional Centres** | 9 | 35 | 28 | 15 | 9 | 3 |
| **Small Rural** | 12 | 45 | 26 | 9 | 3 | 4 |
| **Men** | 7 | 34 | 30 | 17 | 9 | 3 |
| **Women** | 9 | 35 | 31 | 15 | 7 | 4 |
| **18-34** | 8 | 38 | 29 | 15 | 8 | 2 |
| **35-49** | 8 | 33 | 30 | 18 | 9 | 2 |
| **50-64** | 8 | 31 | 32 | 17 | 10 | 2 |
| **65+** | 8 | 34 | 31 | 15 | 7 | 6 |

**PARKING FACILITIES**

**2023 parking importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 74 | 74 | 73 | 75 | 75 | 75 | 72 | 73 | 74 | n/a |
| **65+** | 73 | 75 | 76 | 75 | 73 | 74 | 73 | 73 | 74 | 74 |
| **Women** | 73 | 74 | 74 | 74 | 74 | 74 | 73 | 74 | 74 | 74 |
| **50-64** | 71 | 73 | 73 | 72 | 72 | 72 | 71 | 70 | 71 | 71 |
| **Overall** | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 | 70 | 70 |
| **Metropolitan** | 70 | 72 | 72 | 71 | 73 | 73 | 73 | 72 | 72 | n/a |
| **18-34** | 69 | 70 | 68 | 67 | 69 | 69 | 67 | 68 | 67 | 68 |
| **35-49** | 68 | 70 | 70 | 69 | 70 | 70 | 69 | 69 | 70 | 69 |
| **Men** | 68 | 69 | 69 | 68 | 68 | 69 | 66 | 66 | 67 | 67 |
| **Large Rural** | 66 | 68 | 67 | 66 | 66 | 66 | 66 | 68 | 67 | n/a |

**2022 parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 25 | 40 | 26 | 6 | 2 | 1 |
| **2022 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2021 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2020 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2019 Overall** | 26 | 40 | 26 | 6 | 1 | 1 |
| **2018 Overall** | 27 | 39 | 27 | 6 | 1 | 1 |
| **2017 Overall** | 25 | 39 | 28 | 6 | 1 | 1 |
| **2016 Overall** | 24 | 41 | 27 | 7 | 1 | 1 |
| **2015 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **2014 Overall** | 24 | 40 | 28 | 6 | 1 | 1 |
| **Metropolitan** | 23 | 41 | 27 | 6 | 2 | 1 |
| **Regional Centres** | 30 | 40 | 24 | 4 | 1 | 1 |
| **Large Rural** | 20 | 36 | 30 | 9 | 2 | 2 |
| **Men** | 21 | 38 | 29 | 8 | 2 | 1 |
| **Women** | 29 | 41 | 24 | 5 | 1 | 1 |
| **18-34** | 25 | 36 | 28 | 7 | 3 | 1 |
| **35-49** | 23 | 36 | 31 | 8 | 2 | 1 |
| **50-64** | 26 | 38 | 28 | 5 | 1 | 1 |
| **65+** | 26 | 46 | 20 | 5 | 1 | 2 |

**2023 parking performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 60 | 60 | 62 | 60 | 60 | 60 | 63 | 61 | 62 | n/a |
| **Interface** | 56 | 56 | 57 | 58 | 57 | 57 | 57 | 56 | 60 | n/a |
| **35-49** | 55 | 58 | 58 | 56 | 56 | 56 | 56 | 57 | 58 | 58 |
| **18-34** | 55 | 59 | 60 | 57 | 57 | 58 | 56 | 57 | 59 | 60 |
| **Men** | 55 | 57 | 58 | 56 | 56 | 56 | 56 | 56 | 58 | 58 |
| **Overall** | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 | 57 | 57 |
| **Women** | 54 | 57 | 57 | 54 | 55 | 55 | 55 | 56 | 56 | 57 |
| **Metropolitan** | 54 | 58 | 58 | 56 | 55 | 55 | 53 | 54 | 55 | n/a |
| **65+** | 54 | 56 | 56 | 54 | 55 | 54 | 54 | 55 | 55 | 56 |
| **50-64** | 54 | 54 | 56 | 54 | 54 | 56 | 54 | 55 | 55 | 55 |
| **Regional Centres** | 53 | 56 | 55 | 49 | 50 | 51 | 52 | 54 | 53 | n/a |
| **Large Rural** | 51 | 53 | 56 | 57 | 58 | 59 | 60 | 58 | 59 | n/a |

**2023 parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 8 | 33 | 32 | 15 | 8 | 3 |
| **2022 Overall** | 9 | 35 | 33 | 13 | 7 | 3 |
| **2021 Overall** | 10 | 35 | 32 | 14 | 6 | 3 |
| **2020 Overall** | 9 | 33 | 32 | 16 | 8 | 2 |
| **2019 Overall** | 9 | 34 | 32 | 16 | 7 | 2 |
| **2018 Overall** | 9 | 35 | 31 | 15 | 8 | 2 |
| **2017 Overall** | 10 | 33 | 32 | 16 | 8 | 2 |
| **2016 Overall** | 9 | 34 | 32 | 14 | 7 | 3 |
| **2015 Overall** | 9 | 36 | 32 | 15 | 6 | 3 |
| **2014 Overall** | 10 | 35 | 32 | 15 | 6 | 2 |
| **Metropolitan** | 8 | 33 | 31 | 15 | 9 | 4 |
| **Interface** | 7 | 39 | 30 | 15 | 7 | 3 |
| **Regional Centres** | 9 | 30 | 34 | 16 | 9 | 1 |
| **Large Rural** | 6 | 29 | 34 | 18 | 9 | 4 |
| **Small Rural** | 11 | 40 | 30 | 11 | 6 | 2 |
| **Men** | 9 | 34 | 31 | 15 | 9 | 3 |
| **Women** | 8 | 33 | 33 | 15 | 8 | 3 |
| **18-34** | 9 | 35 | 31 | 16 | 8 | 2 |
| **35-49** | 8 | 35 | 32 | 15 | 8 | 2 |
| **50-64** | 7 | 34 | 31 | 15 | 10 | 3 |
| **65+** | 9 | 30 | 33 | 15 | 8 | 4 |

**ENFORCEMENT OF LOCAL LAWS**

**2023 law enforcement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 71 | 72 | 73 | 73 | 75 | 74 | 74 | 74 | 74 | 74 |
| **Interface** | 71 | 74 | 73 | 73 | 73 | 74 | 73 | 73 | 71 | n/a |
| **65+** | 70 | 71 | 72 | 73 | 72 | 72 | 73 | 71 | 72 | 73 |
| **Metropolitan** | 70 | 70 | 71 | 71 | 73 | 73 | 72 | 71 | 72 | n/a |
| **Regional Centres** | 69 | 69 | 71 | 71 | 70 | 71 | 71 | 70 | 72 | n/a |
| **50-64** | 68 | 68 | 70 | 70 | 69 | 71 | 71 | 71 | 71 | 71 |
| **Overall** | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 | 71 | 70 |
| **Large Rural** | 66 | 67 | 67 | 68 | 68 | 68 | 68 | 69 | 70 | n/a |
| **18-34** | 66 | 66 | 68 | 69 | 71 | 70 | 70 | 70 | 70 | 70 |
| **35-49** | 65 | 66 | 67 | 68 | 69 | 69 | 70 | 70 | 70 | 68 |
| **Small Rural** | 65 | 65 | 67 | 66 | 68 | 66 | 67 | 69 | 68 | n/a |
| **Men** | 64 | 64 | 66 | 66 | 66 | 67 | 68 | 66 | 67 | 66 |

**2023 law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 23 | 36 | 29 | 8 | 3 | 1 |
| **2022 Overall** | 22 | 38 | 28 | 7 | 2 | 1 |
| **2021 Overall** | 25 | 38 | 28 | 6 | 2 | 1 |
| **2020 Overall** | 26 | 38 | 26 | 7 | 2 | 1 |
| **2019 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2018 Overall** | 27 | 37 | 27 | 6 | 2 | 1 |
| **2017 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2016 Overall** | 26 | 38 | 27 | 6 | 2 | 1 |
| **2015 Overall** | 25 | 41 | 27 | 5 | 1 | 1 |
| **2014 Overall** | 24 | 40 | 28 | 6 | 1 | 1 |
| **Metropolitan** | 25 | 39 | 25 | 8 | 2 | 1 |
| **Interface** | 30 | 33 | 26 | 7 | 2 | 2 |
| **Regional Centres** | 25 | 37 | 28 | 7 | 2 | 1 |
| **Large Rural** | 21 | 36 | 32 | 7 | 3 | 2 |
| **Small Rural** | 19 | 35 | 33 | 8 | 3 | 2 |
| **Men** | 19 | 34 | 31 | 10 | 4 | 2 |
| **Women** | 27 | 38 | 27 | 5 | 1 | 1 |
| **18-34** | 23 | 34 | 31 | 9 | 3 | 1 |
| **35-49** | 22 | 33 | 31 | 10 | 3 | 1 |
| **50-64** | 24 | 35 | 30 | 8 | 2 | 1 |
| **65+** | 24 | 41 | 26 | 6 | 2 | 3 |

**2023 law enforcement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **18-34** | 64 | 67 | 69 | 66 | 67 | 67 | 67 | 67 | 70 | 69 |
| **Regional Centres** | 64 | 66 | 67 | 64 | 66 | 66 | 66 | 64 | 67 | n/a |
| **Women** | 62 | 65 | 66 | 64 | 65 | 65 | 65 | 65 | 67 | 67 |
| **Metropolitan** | 62 | 65 | 66 | 65 | 64 | 64 | 64 | 64 | 66 | n/a |
| **Overall** | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 | 66 | 66 |
| **35-49** | 61 | 64 | 64 | 63 | 64 | 64 | 64 | 63 | 65 | 66 |
| **Large Rural** | 61 | 64 | 64 | 64 | 64 | 64 | 63 | 63 | 65 | n/a |
| **Small Rural** | 60 | 62 | 63 | 62 | 63 | 63 | 65 | 64 | 66 | n/a |
| **Men** | 60 | 62 | 63 | 62 | 63 | 62 | 63 | 62 | 64 | 65 |
| **65+** | 60 | 62 | 63 | 62 | 62 | 62 | 63 | 62 | 64 | 64 |
| **50-64** | 59 | 61 | 61 | 60 | 61 | 61 | 61 | 61 | 63 | 63 |
| **Interface** | 57 | 61 | 63 | 59 | 62 | 61 | 60 | 61 | 65 | n/a |

**2023 law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 10 | 35 | 28 | 8 | 4 | 15 |
| **2022 Overall** | 12 | 38 | 28 | 7 | 3 | 13 |
| **2021 Overall** | 12 | 39 | 26 | 7 | 3 | 12 |
| **2020 Overall** | 12 | 38 | 27 | 8 | 4 | 12 |
| **2019 Overall** | 12 | 38 | 26 | 8 | 3 | 12 |
| **2018 Overall** | 12 | 39 | 25 | 8 | 3 | 12 |
| **2017 Overall** | 12 | 39 | 26 | 8 | 3 | 13 |
| **2016 Overall** | 12 | 37 | 26 | 8 | 4 | 14 |
| **2015 Overall** | 13 | 40 | 26 | 6 | 3 | 12 |
| **2014 Overall** | 14 | 41 | 25 | 7 | 3 | 11 |
| **Metropolitan** | 9 | 36 | 26 | 4 | 4 | 17 |
| **Interface** | 7 | 32 | 28 | 6 | 6 | 17 |
| **Regional Centres** | 13 | 38 | 27 | 4 | 4 | 11 |
| **Large Rural** | 9 | 36 | 29 | 5 | 5 | 14 |
| **Small Rural** | 10 | 34 | 29 | 5 | 5 | 14 |
| **Men** | 10 | 35 | 29 | 5 | 5 | 14 |
| **Women** | 10 | 36 | 27 | 4 | 4 | 16 |
| **18-34** | 12 | 41 | 26 | 4 | 4 | 10 |
| **35-49** | 9 | 37 | 28 | 5 | 5 | 13 |
| **50-64** | 9 | 33 | 29 | 5 | 5 | 15 |
| **65+** | 9 | 32 | 29 | 4 | 4 | 18 |

**FAMILY SUPPORT SERVICES**

**2023 family support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Interface** | 79 | 82 | 78 | 77 | 76 | 76 | 74 | 75 | 74 | n/a |
| **Women** | 79 | 80 | 81 | 79 | 78 | 78 | 77 | 77 | 77 | 77 |
| **18-34** | 77 | 78 | 79 | 76 | 76 | 76 | 76 | 75 | 74 | 74 |
| **Regional Centres** | 76 | 76 | 78 | 76 | 75 | 75 | 76 | 73 | 75 | n/a |
| **35-49** | 75 | 77 | 76 | 75 | 74 | 74 | 73 | 74 | 73 | 73 |
| **Overall** | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 | 73 | 72 |
| **Metropolitan** | 75 | 76 | 76 | 75 | 75 | 75 | 73 | 73 | 72 | n/a |
| **Small Rural** | 74 | 75 | 76 | 74 | 71 | 69 | 71 | 72 | 72 | n/a |
| **Large Rural** | 74 | 75 | 75 | 74 | 73 | 72 | 72 | 72 | 72 | n/a |
| **65+** | 73 | 75 | 74 | 74 | 72 | 72 | 71 | 71 | 72 | 72 |
| **50-64** | 73 | 75 | 75 | 74 | 72 | 72 | 72 | 70 | 72 | 71 |
| **Men** | 70 | 72 | 72 | 71 | 69 | 69 | 69 | 68 | 68 | 68 |

**2023 family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 33 | 39 | 20 | 5 | 1 | 2 |
| **2022 Overall** | 33 | 41 | 19 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 40 | 20 | 3 | 1 | 2 |
| **2020 Overall** | 31 | 42 | 20 | 4 | 1 | 2 |
| **2019 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2018 Overall** | 30 | 40 | 23 | 5 | 1 | 2 |
| **2017 Overall** | 28 | 41 | 22 | 5 | 2 | 2 |
| **2016 Overall** | 28 | 41 | 22 | 5 | 2 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 5 | 1 | 2 |
| **2014 Overall** | 26 | 42 | 24 | 4 | 1 | 2 |
| **Metropolitan** | 32 | 40 | 20 | 5 | 2 | 2 |
| **Interface** | 42 | 37 | 17 | 2 | 1 | 2 |
| **Regional Centres** | 35 | 39 | 18 | 5 | 1 | 2 |
| **Large Rural** | 30 | 39 | 22 | 5 | 1 | 3 |
| **Small Rural** | 32 | 35 | 23 | 5 | 2 | 3 |
| **Men** | 26 | 38 | 24 | 7 | 3 | 3 |
| **Women** | 39 | 40 | 16 | 2 | 2 | 2 |
| **18-34** | 38 | 37 | 18 | 4 | 4 | 1 |
| **35-49** | 34 | 38 | 21 | 5 | 5 | 1 |
| **50-64** | 31 | 37 | 22 | 6 | 6 | 3 |
| **65+** | 28 | 42 | 20 | 4 | 4 | 4 |

**2023 family support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 65 | 66 | 67 | 69 | 69 | 68 | 68 | 69 | 68 | n/a |
| **65+** | 64 | 69 | 69 | 69 | 70 | 68 | 70 | 69 | 70 | 72 |
| **Regional Centres** | 64 | 67 | 66 | 65 | 68 | 66 | 67 | 66 | 66 | n/a |
| **Women** | 63 | 65 | 66 | 66 | 67 | 67 | 67 | 67 | 68 | 69 |
| **Overall** | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 | 67 | 68 |
| **35-49** | 63 | 64 | 65 | 65 | 67 | 67 | 66 | 66 | 66 | 67 |
| **Small Rural** | 62 | 64 | 66 | 66 | 68 | 67 | 68 | 66 | 67 | n/a |
| **Men** | 62 | 65 | 66 | 65 | 67 | 66 | 66 | 66 | 67 | 68 |
| **18-34** | 62 | 65 | 64 | 65 | 67 | 67 | 67 | 66 | 67 | 69 |
| **Large Rural** | 61 | 64 | 66 | 64 | 65 | 65 | 65 | 64 | 67 | n/a |
| **50-64** | 61 | 62 | 65 | 63 | 64 | 63 | 64 | 62 | 65 | 66 |
| **Interface** | 57 | 64 | 65 | 63 | 67 | 67 | 65 | 65 | 66 | n/a |

**2023 family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 9 | 27 | 22 | 6 | 3 | 34 |
| **2022 Overall** | 11 | 31 | 22 | 5 | 2 | 29 |
| **2021 Overall** | 11 | 31 | 21 | 5 | 2 | 31 |
| **2020 Overall** | 11 | 30 | 21 | 5 | 2 | 31 |
| **2019 Overall** | 11 | 32 | 20 | 4 | 1 | 31 |
| **2018 Overall** | 11 | 31 | 21 | 4 | 2 | 32 |
| **2017 Overall** | 11 | 30 | 20 | 4 | 1 | 34 |
| **2016 Overall** | 10 | 31 | 21 | 4 | 2 | 32 |
| **2015 Overall** | 11 | 34 | 21 | 4 | 1 | 29 |
| **2014 Overall** | 12 | 33 | 20 | 4 | 1 | 29 |
| **Metropolitan** | 9 | 27 | 20 | 4 | 2 | 38 |
| **Interface** | 4 | 23 | 18 | 8 | 4 | 42 |
| **Regional Centres** | 11 | 31 | 25 | 7 | 3 | 23 |
| **Large Rural** | 8 | 28 | 25 | 7 | 3 | 29 |
| **Small Rural** | 9 | 25 | 20 | 5 | 3 | 38 |
| **Men** | 8 | 27 | 22 | 5 | 3 | 35 |
| **Women** | 10 | 28 | 21 | 6 | 3 | 32 |
| **18-34** | 9 | 31 | 25 | 6 | 3 | 27 |
| **35-49** | 9 | 30 | 23 | 6 | 3 | 29 |
| **50-64** | 7 | 24 | 22 | 6 | 3 | 39 |
| **65+** | 10 | 24 | 19 | 5 | 2 | 39 |

**ELDERLY SUPPORT SERVICES**

**2023 elderly support** **importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 88 | 85 | 85 | 83 | 84 | 83 | 82 | 82 | 82 | 83 |
| **Small Rural** | 82 | 82 | 83 | 81 | 80 | 80 | 79 | 79 | 80 | n/a |
| **50-64** | 82 | 83 | 84 | 82 | 82 | 81 | 80 | 79 | 80 | 80 |
| **Interface** | 82 | 84 | 83 | 81 | 81 | 81 | 78 | 79 | 77 | n/a |
| **65+** | 80 | 82 | 82 | 81 | 80 | 80 | 79 | 79 | 80 | 79 |
| **Regional Centres** | 80 | 83 | 82 | 80 | 81 | 80 | 80 | 78 | 80 | n/a |
| **Overall** | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 | 79 | 79 |
| **18-34** | 79 | 81 | 81 | 78 | 78 | 77 | 76 | 77 | 77 | 77 |
| **Large Rural** | 79 | 81 | 80 | 80 | 79 | 78 | 78 | 78 | 78 | n/a |
| **35-49** | 79 | 82 | 80 | 78 | 79 | 79 | 77 | 78 | 78 | 78 |
| **Metropolitan** | 78 | 80 | 81 | 78 | 79 | 79 | 77 | 78 | 78 | n/a |
| **Men** | 77 | 79 | 78 | 76 | 76 | 75 | 74 | 75 | 75 | 75 |

**2023 elderly support** **importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 41 | 40 | 15 | 2 | 1 | 2 |
| **2022 Overall** | 43 | 42 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 43 | 42 | 12 | 1 | 1 | 1 |
| **2020 Overall** | 39 | 42 | 15 | 2 | 1 | 1 |
| **2019 Overall** | 38 | 44 | 15 | 2 | <0.5 | 1 |
| **2018 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2017 Overall** | 35 | 44 | 17 | 2 | 1 | 1 |
| **2016 Overall** | 36 | 44 | 16 | 2 | 1 | 2 |
| **2015 Overall** | 36 | 44 | 16 | 2 | <0.5 | 1 |
| **2014 Overall** | 35 | 46 | 16 | 2 | <0.5 | 1 |
| **Metropolitan** | 37 | 42 | 16 | 3 | 1 | 1 |
| **Interface** | 46 | 37 | 14 | 2 | 1 | 1 |
| **Regional Centres** | 41 | 41 | 13 | 2 | 1 | 1 |
| **Large Rural** | 38 | 42 | 17 | 2 | <0.5 | 2 |
| **Small Rural** | 45 | 37 | 14 | 1 | <0.5 | 2 |
| **Men** | 33 | 44 | 17 | 3 | 1 | 2 |
| **Women** | 48 | 36 | 13 | 1 | <0.5 | 1 |
| **18-34** | 40 | 39 | 17 | 2 | 1 | 1 |
| **35-49** | 40 | 39 | 16 | 3 | 1 | 1 |
| **50-64** | 46 | 36 | 14 | 2 | 1 | 2 |
| **65+** | 39 | 44 | 13 | 2 | 1 | 2 |

**2023 elderly support** **performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 66 | 70 | 72 | 71 | 71 | 69 | 71 | 70 | 72 | n/a |
| **65+** | 65 | 69 | 72 | 72 | 72 | 70 | 72 | 71 | 74 | 74 |
| **Metropolitan** | 64 | 65 | 66 | 67 | 67 | 67 | 67 | 69 | 69 | n/a |
| **Men** | 63 | 67 | 69 | 68 | 69 | 67 | 68 | 67 | 69 | 70 |
| **Overall** | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 | 70 |
| **Women** | 63 | 66 | 68 | 68 | 68 | 68 | 68 | 69 | 69 | 71 |
| **Large Rural** | 63 | 65 | 68 | 67 | 67 | 67 | 67 | 66 | 69 | n/a |
| **35-49** | 62 | 65 | 66 | 65 | 67 | 67 | 66 | 65 | 66 | 68 |
| **18-34** | 61 | 66 | 67 | 66 | 67 | 67 | 67 | 67 | 67 | 69 |
| **Regional Centres** | 61 | 65 | 65 | 63 | 67 | 66 | 68 | 66 | 66 | n/a |
| **50-64** | 61 | 64 | 67 | 66 | 66 | 65 | 66 | 66 | 67 | 69 |
| **Interface** | 52 | 64 | 67 | 65 | 66 | 67 | 64 | 59 | 65 | n/a |

**2023 elderly support** **performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 13 | 27 | 21 | 8 | 4 | 28 |
| **2022 Overall** | 15 | 32 | 21 | 6 | 3 | 24 |
| **2021 Overall** | 16 | 32 | 20 | 5 | 2 | 26 |
| **2020 Overall** | 15 | 30 | 20 | 5 | 2 | 28 |
| **2019 Overall** | 14 | 33 | 19 | 5 | 2 | 28 |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |
| **2017 Overall** | 14 | 31 | 19 | 4 | 2 | 30 |
| **2016 Overall** | 14 | 30 | 20 | 5 | 2 | 30 |
| **2015 Overall** | 15 | 34 | 19 | 4 | 2 | 26 |
| **2014 Overall** | 16 | 34 | 17 | 4 | 2 | 27 |
| **Metropolitan** | 9 | 24 | 20 | 5 | 2 | 40 |
| **Interface** | 5 | 20 | 17 | 13 | 7 | 38 |
| **Regional Centres** | 14 | 28 | 27 | 9 | 5 | 17 |
| **Large Rural** | 13 | 29 | 23 | 8 | 4 | 23 |
| **Small Rural** | 17 | 30 | 20 | 8 | 3 | 22 |
| **Men** | 12 | 28 | 21 | 7 | 3 | 29 |
| **Women** | 13 | 26 | 22 | 8 | 4 | 27 |
| **18-34** | 9 | 27 | 22 | 7 | 3 | 32 |
| **35-49** | 9 | 24 | 21 | 7 | 3 | 36 |
| **50-64** | 11 | 25 | 22 | 8 | 4 | 30 |
| **65+** | 18 | 29 | 21 | 8 | 4 | 21 |

**DISADVANTAGED SUPPORT SERVICES**

**2023 disadvantaged support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 78 | 81 | 81 | 77 | 78 | 76 | 75 | 76 | 77 | 77 |
| **Interface** | 77 | 79 | 78 | 77 | 77 | 72 | 72 | 73 | 72 | n/a |
| **50-64** | 75 | 76 | 77 | 74 | 74 | 72 | 71 | 71 | 73 | 72 |
| **18-34** | 75 | 78 | 77 | 75 | 76 | 73 | 72 | 75 | 74 | 74 |
| **Metropolitan** | 74 | 77 | 77 | 74 | 75 | 74 | 71 | 73 | 74 | n/a |
| **Overall** | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 | 73 | 72 |
| **65+** | 73 | 75 | 76 | 74 | 73 | 73 | 72 | 72 | 73 | 72 |
| **35-49** | 73 | 78 | 76 | 73 | 74 | 72 | 70 | 73 | 73 | 72 |
| **Regional Centres** | 73 | 78 | 78 | 76 | n/a | n/a | 75 | 73 | 74 | n/a |
| **Large Rural** | 72 | 75 | 74 | 72 | 71 | 70 | 70 | 72 | 72 | n/a |
| **Men** | 70 | 73 | 72 | 71 | 70 | 69 | 67 | 69 | 69 | 68 |

**2023 disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 30 | 40 | 22 | 4 | 1 | 2 |
| **2022 Overall** | 35 | 42 | 17 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 41 | 19 | 3 | 1 | 2 |
| **2020 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2019 Overall** | 30 | 41 | 22 | 4 | 1 | 2 |
| **2018 Overall** | 27 | 41 | 24 | 4 | 1 | 2 |
| **2017 Overall** | 26 | 41 | 24 | 5 | 2 | 2 |
| **2016 Overall** | 27 | 42 | 22 | 5 | 1 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 4 | 1 | 2 |
| **2014 Overall** | 25 | 44 | 23 | 4 | 1 | 2 |
| **Metropolitan** | 29 | 42 | 21 | 4 | 1 | 2 |
| **Interface** | 35 | 38 | 21 | 3 | 1 | 2 |
| **Regional Centres** | 32 | 36 | 24 | 5 | 2 | 1 |
| **Large Rural** | 27 | 39 | 25 | 5 | 2 | 2 |
| **Men** | 24 | 40 | 26 | 6 | 2 | 2 |
| **Women** | 36 | 41 | 18 | 3 | <0.5 | 2 |
| **18-34** | 31 | 40 | 22 | 3 | 1 | 1 |
| **35-49** | 30 | 39 | 24 | 5 | 1 | 1 |
| **50-64** | 32 | 38 | 24 | 4 | 1 | 2 |
| **65+** | 28 | 42 | 20 | 5 | 1 | 4 |

**2023 disadvantaged support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 61 | 63 | 64 | 62 | 63 | 61 | 62 | 62 | 63 | n/a |
| **Men** | 60 | 64 | 65 | 62 | 63 | 63 | 62 | 61 | 62 | 65 |
| **65+** | 60 | 64 | 65 | 62 | 65 | 64 | 64 | 64 | 65 | 67 |
| **18-34** | 59 | 63 | 64 | 61 | 61 | 62 | 61 | 60 | 62 | 65 |
| **Overall** | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 | 62 | 64 |
| **Regional Centres** | 58 | 62 | 63 | 59 | 63 | 61 | 63 | 59 | 61 | n/a |
| **35-49** | 58 | 62 | 62 | 59 | 61 | 61 | 60 | 59 | 61 | 62 |
| **Large Rural** | 58 | 62 | 64 | 61 | 61 | 61 | 61 | 61 | 62 | n/a |
| **Women** | 57 | 61 | 62 | 59 | 60 | 60 | 61 | 60 | 62 | 63 |
| **50-64** | 57 | 59 | 63 | 58 | 60 | 58 | 59 | 59 | 60 | 61 |
| **Interface** | 51 | 60 | 62 | 59 | 60 | 62 | 56 | 58 | 61 | n/a |

**2023 disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 6 | 23 | 22 | 7 | 3 | 39 |
| **2022 Overall** | 8 | 28 | 24 | 6 | 2 | 32 |
| **2021 Overall** | 8 | 27 | 22 | 5 | 2 | 36 |
| **2020 Overall** | 7 | 25 | 23 | 7 | 3 | 36 |
| **2019 Overall** | 7 | 25 | 23 | 6 | 2 | 37 |
| **2018 Overall** | 6 | 25 | 23 | 6 | 2 | 38 |
| **2017 Overall** | 6 | 25 | 22 | 6 | 2 | 39 |
| **2016 Overall** | 6 | 24 | 23 | 6 | 2 | 39 |
| **2015 Overall** | 7 | 28 | 23 | 6 | 2 | 35 |
| **2014 Overall** | 8 | 28 | 22 | 5 | 1 | 35 |
| **Metropolitan** | 6 | 23 | 21 | 5 | 2 | 43 |
| **Interface** | 2 | 18 | 21 | 10 | 5 | 44 |
| **Regional Centres** | 7 | 28 | 27 | 10 | 4 | 24 |
| **Large Rural** | 5 | 24 | 24 | 8 | 3 | 36 |
| **Men** | 6 | 25 | 21 | 6 | 3 | 40 |
| **Women** | 5 | 21 | 23 | 8 | 3 | 39 |
| **18-34** | 6 | 25 | 24 | 7 | 3 | 36 |
| **35-49** | 4 | 23 | 22 | 7 | 3 | 41 |
| **50-64** | 5 | 20 | 24 | 8 | 2 | 41 |
| **65+** | 7 | 23 | 21 | 7 | 3 | 40 |

**RECREATIONAL FACILITIES**

**2023 recreational facilities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **35-49** | 75 | 77 | 76 | 75 | 75 | 75 | 74 | 75 | 75 | 74 |
| **Interface** | 75 | 76 | 75 | 73 | 72 | 74 | 72 | 73 | 72 | n/a |
| **Women** | 75 | 76 | 75 | 74 | 73 | 75 | 74 | 75 | 73 | 74 |
| **50-64** | 74 | 74 | 74 | 74 | 73 | 74 | 73 | 73 | 72 | 72 |
| **Metropolitan** | 74 | 74 | 74 | 72 | 72 | 73 | 73 | 73 | 72 | n/a |
| **Overall** | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 | 72 | 72 |
| **18-34** | 73 | 73 | 72 | 69 | 70 | 72 | 71 | 72 | 70 | 70 |
| **Large Rural** | 73 | 74 | 73 | 72 | 72 | 74 | 72 | 72 | 72 | n/a |
| **Regional Centres** | 73 | 75 | 74 | 72 | 72 | 74 | 73 | 73 | 72 | n/a |
| **Small Rural** | 73 | 74 | 73 | 73 | 72 | 72 | 71 | 72 | 73 | n/a |
| **Men** | 72 | 73 | 72 | 71 | 70 | 72 | 70 | 71 | 71 | 70 |
| **65+** | 71 | 73 | 73 | 72 | 71 | 72 | 71 | 71 | 71 | 71 |

**2023 recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 26 | 45 | 25 | 3 | 1 | 1 |
| **2022 Overall** | 27 | 46 | 23 | 3 | 1 | 1 |
| **2021 Overall** | 26 | 46 | 24 | 3 | 1 | 1 |
| **2020 Overall** | 24 | 45 | 26 | 4 | 1 | <0.5 |
| **2019 Overall** | 23 | 46 | 26 | 4 | 1 | <0.5 |
| **2018 Overall** | 25 | 46 | 25 | 3 | 1 | <0.5 |
| **2017 Overall** | 24 | 46 | 26 | 4 | 1 | <0.5 |
| **2016 Overall** | 25 | 45 | 24 | 4 | 1 | 1 |
| **2015 Overall** | 23 | 46 | 26 | 3 | 1 | <0.5 |
| **2014 Overall** | 23 | 47 | 26 | 4 | 1 | 1 |
| **Metropolitan** | 26 | 47 | 23 | 3 | 1 | 1 |
| **Interface** | 30 | 43 | 23 | 3 | <0.5 | 1 |
| **Regional Centres** | 26 | 44 | 26 | 3 | 1 | 1 |
| **Large Rural** | 26 | 44 | 25 | 3 | 1 | 1 |
| **Small Rural** | 25 | 44 | 25 | 4 | 1 | 1 |
| **Men** | 24 | 44 | 26 | 4 | 1 | 1 |
| **Women** | 28 | 46 | 23 | 3 | <0.5 | 1 |
| **18-34** | 27 | 42 | 27 | 3 | 1 | 1 |
| **35-49** | 31 | 43 | 23 | 2 | 1 | <0.5 |
| **50-64** | 28 | 45 | 23 | 3 | 1 | 1 |
| **65+** | 20 | 49 | 25 | 4 | 1 | 1 |

**2023 recreational facilities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 72 | 73 | 75 | 74 | 75 | 74 | 73 | 73 | 74 | n/a |
| **65+** | 71 | 72 | 74 | 73 | 74 | 72 | 73 | 72 | 73 | 74 |
| **Regional Centres** | 69 | 72 | 74 | 70 | 71 | 70 | 69 | 70 | 69 | n/a |
| **Women** | 68 | 70 | 71 | 70 | 71 | 70 | 70 | 69 | 70 | 71 |
| **Overall** | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 | 71 |
| **Men** | 68 | 69 | 71 | 70 | 70 | 69 | 69 | 69 | 69 | 70 |
| **50-64** | 67 | 68 | 70 | 68 | 69 | 68 | 69 | 67 | 69 | 69 |
| **18-34** | 67 | 69 | 70 | 69 | 70 | 69 | 68 | 69 | 69 | 71 |
| **Small Rural** | 67 | 69 | 69 | 68 | 68 | 69 | 69 | 68 | 70 | n/a |
| **Interface** | 66 | 67 | 68 | 67 | 70 | 68 | 66 | 67 | 68 | n/a |
| **35-49** | 65 | 67 | 69 | 68 | 68 | 68 | 68 | 67 | 67 | 69 |
| **Large Rural** | 65 | 66 | 68 | 67 | 68 | 66 | 66 | 65 | 66 | n/a |

**2023 recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 21 | 42 | 23 | 8 | 3 | 4 |
| **2022 Overall** | 22 | 42 | 23 | 7 | 3 | 4 |
| **2021 Overall** | 23 | 43 | 22 | 6 | 2 | 4 |
| **2020 Overall** | 23 | 42 | 22 | 6 | 3 | 4 |
| **2019 Overall** | 23 | 44 | 21 | 6 | 2 | 4 |
| **2018 Overall** | 22 | 42 | 22 | 7 | 3 | 4 |
| **2017 Overall** | 22 | 43 | 22 | 7 | 2 | 4 |
| **2016 Overall** | 21 | 43 | 23 | 7 | 3 | 4 |
| **2015 Overall** | 22 | 43 | 23 | 6 | 2 | 3 |
| **2014 Overall** | 23 | 44 | 21 | 6 | 2 | 3 |
| **Metropolitan** | 25 | 44 | 20 | 6 | 2 | 4 |
| **Interface** | 14 | 47 | 23 | 8 | 4 | 4 |
| **Regional Centres** | 24 | 40 | 23 | 7 | 3 | 3 |
| **Large Rural** | 17 | 41 | 26 | 9 | 4 | 4 |
| **Small Rural** | 19 | 41 | 23 | 9 | 3 | 5 |
| **Men** | 20 | 43 | 23 | 8 | 3 | 4 |
| **Women** | 21 | 41 | 23 | 8 | 3 | 4 |
| **18-34** | 20 | 41 | 12 | 10 | 3 | 3 |
| **35-49** | 18 | 41 | 24 | 10 | 4 | 2 |
| **50-64** | 19 | 42 | 24 | 8 | 3 | 4 |
| **65+** | 23 | 43 | 21 | 5 | 2 | 6 |

**THE APPEARANCE OF PUBLIC AREAS**

**2023 public areas importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Interface** | 78 | 78 | 77 | 75 | 73 | 76 | 75 | 75 | 73 | n/a |
| **Women** | 76 | 77 | 77 | 75 | 75 | 76 | 76 | 76 | 75 | 75 |
| **50-64** | 76 | 77 | 76 | 76 | 75 | 75 | 75 | 75 | 75 | 75 |
| **35-49** | 75 | 76 | 76 | 74 | 74 | 75 | 75 | 75 | 75 | 75 |
| **Metropolitan** | 75 | 76 | 76 | 73 | 74 | 74 | 75 | 74 | 73 | n/a |
| **Regional Centres** | 75 | 75 | 74 | 74 | 73 | 74 | 74 | 74 | 74 | n/a |
| **Overall** | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 73 | 73 |
| **Small Rural** | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 73 | n/a |
| **65+** | 74 | 76 | 75 | 74 | 74 | 75 | 75 | 75 | 74 | 74 |
| **18-34** | 73 | 73 | 74 | 71 | 71 | 71 | 72 | 72 | 70 | 70 |
| **Large Rural** | 73 | 75 | 75 | 73 | 73 | 73 | 73 | 74 | 73 | n/a |
| **Men** | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 72 | 71 | 71 |

**2023 public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 27 | 46 | 23 | 2 | <0.5 | 1 |
| **2022 Overall** | 28 | 47 | 22 | 2 | <0.5 | <0.5 |
| **2021 Overall** | 28 | 47 | 23 | 2 | <0.5 | <0.5 |
| **2020 Overall** | 25 | 47 | 25 | 2 | <0.5 | <0.5 |
| **2019 Overall** | 24 | 47 | 25 | 3 | <0.5 | <0.5 |
| **2018 Overall** | 26 | 46 | 24 | 2 | <0.5 | <0.5 |
| **2017 Overall** | 26 | 47 | 24 | 2 | <0.5 | <0.5 |
| **2016 Overall** | 26 | 48 | 23 | 2 | 1 | <0.5 |
| **2015 Overall** | 24 | 47 | 25 | 2 | <0.5 | <0.5 |
| **2014 Overall** | 25 | 48 | 25 | 2 | <0.5 | <0.5 |
| **Metropolitan** | 28 | 47 | 22 | 3 | <0.5 | <0.5 |
| **Interface** | 35 | 45 | 18 | 2 | <0.5 | <0.5 |
| **Regional Centres** | 29 | 44 | 24 | 2 | <0.5 | 1 |
| **Large Rural** | 25 | 46 | 25 | 2 | 1 | 1 |
| **Small Rural** | 27 | 46 | 23 | 2 | 1 | 1 |
| **Men** | 25 | 46 | 26 | 3 | 1 | 1 |
| **Women** | 30 | 46 | 21 | 2 | <0.5 | 1 |
| **18-34** | 27 | 44 | 27 | 2 | <0.5 | <0.5 |
| **35-49** | 31 | 43 | 23 | 3 | <0.5 | <0.5 |
| **50-64** | 30 | 45 | 21 | 2 | 1 | <0.5 |
| **65+** | 24 | 50 | 22 | 3 | 1 | 1 |

**2023 public areas performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 71 | 73 | 75 | 72 | 74 | 73 | 73 | 73 | 72 | n/a |
| **Small Rural** | 71 | 73 | 75 | 72 | 73 | 72 | 74 | 73 | 74 | n/a |
| **65+** | 69 | 72 | 73 | 72 | 73 | 72 | 72 | 72 | 72 | 73 |
| **Metropolitan** | 68 | 72 | 74 | 73 | 74 | 73 | 72 | 72 | 73 | n/a |
| **Women** | 68 | 71 | 73 | 72 | 73 | 72 | 72 | 71 | 72 | 72 |
| **Overall** | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 | 72 |
| **Men** | 67 | 70 | 73 | 71 | 72 | 71 | 71 | 71 | 71 | 72 |
| **18-34** | 67 | 72 | 74 | 72 | 73 | 71 | 72 | 72 | 73 | 73 |
| **50-64** | 66 | 68 | 72 | 70 | 71 | 70 | 69 | 69 | 70 | 71 |
| **35-49** | 66 | 70 | 72 | 72 | 72 | 71 | 72 | 71 | 72 | 72 |
| **Large Rural** | 65 | 67 | 70 | 71 | 70 | 69 | 69 | 69 | 69 | n/a |
| **Interface** | 56 | 62 | 68 | 65 | 69 | 68 | 66 | 66 | 67 | n/a |

**2023 public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 21 | 43 | 23 | 8 | 4 | 1 |
| **2022 Overall** | 25 | 44 | 21 | 6 | 3 | 1 |
| **2021 Overall** | 27 | 46 | 19 | 5 | 2 | 1 |
| **2020 Overall** | 26 | 45 | 21 | 6 | 2 | 1 |
| **2019 Overall** | 26 | 45 | 20 | 5 | 2 | 1 |
| **2018 Overall** | 24 | 45 | 21 | 6 | 2 | 1 |
| **2017 Overall** | 25 | 46 | 20 | 6 | 2 | 1 |
| **2016 Overall** | 24 | 46 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 24 | 47 | 20 | 5 | 2 | 1 |
| **2014 Overall** | 25 | 46 | 20 | 5 | 2 | 1 |
| **Metropolitan** | 21 | 45 | 23 | 8 | 3 | 1 |
| **Interface** | 11 | 36 | 27 | 16 | 9 | 1 |
| **Regional Centres** | 25 | 44 | 22 | 6 | 2 | 1 |
| **Large Rural** | 17 | 42 | 26 | 10 | 4 | 1 |
| **Small Rural** | 25 | 43 | 21 | 6 | 3 | 2 |
| **Men** | 20 | 43 | 23 | 9 | 4 | 1 |
| **Women** | 22 | 42 | 23 | 8 | 4 | 1 |
| **18-34** | 20 | 43 | 23 | 8 | 4 | 1 |
| **35-49** | 19 | 43 | 22 | 10 | 5 | 1 |
| **50-64** | 20 | 42 | 25 | 9 | 4 | 1 |
| **65+** | 23 | 42 | 23 | 7 | 3 | 2 |

**ART CENTRES AND LIBRARIES**

**2023 art centres and libraries importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 69 | 71 | 71 | 69 | 69 | 69 | 69 | 70 | 70 | 70 |
| **Metropolitan** | 68 | 70 | 70 | 68 | 67 | 67 | 67 | 68 | 69 | n/a |
| **65+** | 66 | 67 | 68 | 68 | 66 | 67 | 66 | 67 | 67 | 68 |
| **Interface** | 66 | 66 | 66 | 64 | 64 | 67 | 62 | 66 | 64 | n/a |
| **Overall** | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 | 65 | 66 |
| **35-49** | 65 | 67 | 68 | 66 | 65 | 65 | 66 | 66 | 67 | 66 |
| **18-34** | 64 | 66 | 64 | 62 | 64 | 62 | 61 | 64 | 63 | 63 |
| **50-64** | 64 | 66 | 65 | 66 | 65 | 65 | 64 | 65 | 65 | 66 |
| **Large Rural** | 64 | 64 | 66 | 64 | 64 | 62 | 63 | 63 | 63 | n/a |
| **Regional Centres** | 64 | 66 | 66 | 63 | 63 | 63 | 62 | 64 | 66 | n/a |
| **Men** | 61 | 62 | 62 | 61 | 61 | 61 | 60 | 60 | 61 | 62 |
| **Small Rural** | 60 | 63 | 63 | 60 | 63 | 61 | 61 | 65 | 62 | n/a |

**2023 art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 17 | 38 | 32 | 8 | 2 | 1 |
| **2022 Overall** | 19 | 41 | 29 | 8 | 2 | 1 |
| **2021 Overall** | 19 | 40 | 31 | 8 | 2 | 1 |
| **2020 Overall** | 17 | 39 | 32 | 9 | 2 | 1 |
| **2019 Overall** | 17 | 39 | 33 | 9 | 2 | 1 |
| **2018 Overall** | 16 | 39 | 34 | 9 | 2 | 1 |
| **2017 Overall** | 15 | 39 | 34 | 9 | 2 | 1 |
| **2016 Overall** | 18 | 40 | 30 | 9 | 3 | 1 |
| **2015 Overall** | 16 | 40 | 33 | 8 | 2 | 1 |
| **2014 Overall** | 17 | 40 | 33 | 8 | 1 | 1 |
| **Metropolitan** | 19 | 42 | 30 | 7 | 2 | 1 |
| **Interface** | 18 | 38 | 33 | 7 | 2 | 2 |
| **Regional Centres** | 16 | 38 | 32 | 9 | 4 | 1 |
| **Large Rural** | 16 | 35 | 35 | 10 | 2 | 1 |
| **Small Rural** | 13 | 34 | 34 | 13 | 4 | 2 |
| **Men** | 13 | 35 | 34 | 12 | 4 | 1 |
| **Women** | 21 | 42 | 30 | 6 | 1 | 1 |
| **18-34** | 18 | 36 | 33 | 10 | 2 | 1 |
| **35-49** | 17 | 37 | 33 | 9 | 2 | 1 |
| **50-64** | 17 | 36 | 33 | 10 | 2 | 1 |
| **65+** | 17 | 42 | 29 | 7 | 3 | 2 |

**2023 art centres and libraries performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 77 | 76 | 75 | 74 | 74 | 76 | 75 | 75 | 75 | n/a |
| **Women** | 75 | 74 | 74 | 75 | 76 | 75 | 75 | 74 | 75 | 77 |
| **65+** | 75 | 75 | 76 | 77 | 77 | 76 | 76 | 75 | 76 | 78 |
| **Metropolitan** | 75 | 73 | 73 | 75 | 76 | 75 | 75 | 74 | 75 | n/a |
| **Overall** | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 75 |
| **Small Rural** | 73 | 71 | 72 | 74 | 74 | 73 | 72 | 71 | 69 | n/a |
| **35-49** | 72 | 72 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 76 |
| **18-34** | 72 | 72 | 70 | 71 | 73 | 73 | 72 | 71 | 73 | 74 |
| **50-64** | 72 | 71 | 72 | 72 | 73 | 72 | 72 | 71 | 71 | 73 |
| **Men** | 71 | 71 | 71 | 73 | 73 | 73 | 72 | 70 | 72 | 74 |
| **Interface** | 70 | 69 | 71 | 71 | 75 | 75 | 72 | 68 | 72 | n/a |
| **Large Rural** | 69 | 72 | 73 | 72 | 73 | 71 | 70 | 70 | 73 | n/a |

**2023 art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 23 | 41 | 18 | 4 | 1 | 12 |
| **2022 Overall** | 23 | 41 | 19 | 4 | 1 | 11 |
| **2021 Overall** | 22 | 42 | 20 | 3 | 1 | 13 |
| **2020 Overall** | 24 | 43 | 19 | 3 | 1 | 10 |
| **2019 Overall** | 26 | 42 | 17 | 4 | 1 | 10 |
| **2018 Overall** | 25 | 42 | 18 | 4 | 1 | 10 |
| **2017 Overall** | 23 | 43 | 18 | 4 | 1 | 10 |
| **2016 Overall** | 23 | 42 | 18 | 5 | 2 | 10 |
| **2015 Overall** | 24 | 44 | 18 | 4 | 1 | 9 |
| **2014 Overall** | 27 | 44 | 17 | 3 | 1 | 8 |
| **Metropolitan** | 25 | 42 | 18 | 3 | 1 | 12 |
| **Interface** | 16 | 41 | 19 | 4 | 2 | 17 |
| **Regional Centres** | 33 | 39 | 16 | 3 | 1 | 8 |
| **Large Rural** | 18 | 41 | 21 | 6 | 2 | 11 |
| **Small Rural** | 22 | 41 | 18 | 3 | 1 | 14 |
| **Men** | 20 | 40 | 20 | 4 | 2 | 14 |
| **Women** | 27 | 41 | 17 | 3 | 1 | 10 |
| **18-34** | 22 | 42 | 20 | 4 | 2 | 12 |
| **35-49** | 23 | 42 | 20 | 4 | 2 | 10 |
| **50-64** | 21 | 40 | 19 | 4 | 1 | 14 |
| **65+** | 26 | 40 | 16 | 1 | 1 | 13 |

**COMMUNITY AND CULTURAL ACTIVITIES**

**2023 community and cultural activities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 65 | 68 | 67 | 65 | 64 | 64 | 65 | 66 | 66 | 65 |
| **Small Rural** | 64 | 64 | 62 | 60 | 62 | 60 | 62 | 64 | 65 | n/a |
| **Regional Centres** | 63 | 65 | 65 | 63 | 62 | 62 | 62 | 62 | 63 | n/a |
| **18-34** | 62 | 65 | 64 | 62 | 61 | 63 | 61 | 64 | 63 | 62 |
| **35-49** | 62 | 65 | 63 | 62 | 61 | 60 | 63 | 62 | 62 | 62 |
| **Interface** | 62 | 66 | 63 | 62 | 62 | 61 | 57 | 63 | 59 | n/a |
| **Overall** | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 | 62 | 62 |
| **Metropolitan** | 62 | 64 | 64 | 61 | 60 | 61 | 61 | 62 | 62 | n/a |
| **65+** | 61 | 63 | 63 | 62 | 61 | 61 | 61 | 61 | 61 | 61 |
| **50-64** | 61 | 64 | 63 | 62 | 61 | 59 | 60 | 61 | 61 | 61 |
| **Large Rural** | 60 | 64 | 63 | 61 | 61 | 60 | 61 | 61 | 61 | n/a |
| **Men** | 58 | 61 | 60 | 58 | 58 | 57 | 57 | 58 | 58 | 58 |

**2023 community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 13 | 35 | 37 | 10 | 3 | 1 |
| **2022 Overall** | 16 | 38 | 34 | 9 | 2 | 1 |
| **2021 Overall** | 15 | 37 | 36 | 9 | 2 | 1 |
| **2020 Overall** | 13 | 36 | 38 | 10 | 2 | 1 |
| **2019 Overall** | 12 | 35 | 40 | 10 | 2 | 1 |
| **2018 Overall** | 12 | 34 | 40 | 10 | 2 | 1 |
| **2017 Overall** | 12 | 35 | 39 | 11 | 2 | 1 |
| **2016 Overall** | 12 | 37 | 38 | 10 | 2 | 1 |
| **2015 Overall** | 11 | 37 | 40 | 10 | 2 | <0.5 |
| **2014 Overall** | 11 | 37 | 41 | 9 | 1 | 1 |
| **Metropolitan** | 13 | 36 | 36 | 11 | 3 | 1 |
| **Interface** | 14 | 35 | 37 | 10 | 3 | 2 |
| **Regional Centres** | 14 | 37 | 37 | 9 | 3 | 1 |
| **Large Rural** | 13 | 33 | 38 | 11 | 4 | 1 |
| **Small Rural** | 14 | 38 | 36 | 9 | 1 | 2 |
| **Men** | 11 | 31 | 38 | 14 | 4 | 1 |
| **Women** | 16 | 40 | 36 | 7 | 2 | 1 |
| **18-34** | 15 | 34 | 37 | 11 | 2 | 1 |
| **35-49** | 15 | 35 | 35 | 10 | 3 | <0.5 |
| **50-64** | 13 | 33 | 39 | 11 | 3 | 1 |
| **65+** | 11 | 37 | 37 | 10 | 3 | 2 |

**2023 community and cultural activities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 70 | 68 | 67 | 68 | 66 | 69 | 69 | 65 | 68 | n/a |
| **Women** | 67 | 65 | 65 | 70 | 70 | 70 | 71 | 70 | 71 | 71 |
| **65+** | 67 | 67 | 68 | 70 | 71 | 69 | 70 | 69 | 71 | 72 |
| **Metropolitan** | 67 | 65 | 66 | 70 | 70 | 70 | 70 | 71 | 71 | n/a |
| **Overall** | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 | 69 | 70 |
| **35-49** | 66 | 63 | 64 | 70 | 69 | 69 | 70 | 70 | 70 | 71 |
| **Regional Centres** | 66 | 65 | 65 | 69 | 69 | 68 | 69 | 69 | 69 | n/a |
| **50-64** | 65 | 63 | 64 | 67 | 68 | 67 | 68 | 67 | 68 | 69 |
| **18-34** | 65 | 64 | 63 | 66 | 67 | 68 | 67 | 68 | 69 | 69 |
| **Men** | 64 | 64 | 65 | 67 | 67 | 67 | 67 | 67 | 68 | 68 |
| **Large Rural** | 64 | 63 | 65 | 67 | 67 | 67 | 69 | 67 | 69 | n/a |
| **Interface** | 62 | 62 | 62 | 66 | 68 | 67 | 64 | 63 | 65 | n/a |

**2023 community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 15 | 39 | 27 | 7 | 2 | 11 |
| **2022 Overall** | 13 | 38 | 29 | 7 | 2 | 11 |
| **2021 Overall** | 13 | 38 | 28 | 7 | 2 | 13 |
| **2020 Overall** | 17 | 42 | 26 | 5 | 2 | 9 |
| **2019 Overall** | 17 | 42 | 25 | 6 | 1 | 9 |
| **2018 Overall** | 17 | 42 | 25 | 5 | 2 | 9 |
| **2017 Overall** | 17 | 42 | 25 | 5 | 1 | 10 |
| **2016 Overall** | 17 | 41 | 25 | 5 | 2 | 9 |
| **2015 Overall** | 18 | 43 | 25 | 5 | 1 | 7 |
| **2014 Overall** | 18 | 44 | 24 | 5 | 1 | 8 |
| **Metropolitan** | 15 | 39 | 25 | 6 | 2 | 12 |
| **Interface** | 8 | 37 | 29 | 8 | 3 | 15 |
| **Regional Centres** | 14 | 40 | 29 | 7 | 2 | 8 |
| **Large Rural** | 13 | 37 | 29 | 9 | 3 | 8 |
| **Small Rural** | 19 | 41 | 22 | 6 | 1 | 10 |
| **Men** | 12 | 38 | 28 | 8 | 3 | 11 |
| **Women** | 17 | 39 | 26 | 7 | 2 | 10 |
| **18-34** | 14 | 40 | 27 | 9 | 2 | 9 |
| **35-49** | 15 | 40 | 27 | 7 | 3 | 8 |
| **50-64** | 14 | 37 | 28 | 7 | 3 | 11 |
| **65+** | 15 | 38 | 26 | 6 | 2 | 14 |

**WASTE MANAGEMENT**

**2023 waste management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 84 | 85 | 85 | 84 | 83 | 83 | 81 | 82 | 81 | n/a |
| **Interface** | 83 | 85 | 83 | 83 | 82 | 84 | 79 | 81 | 79 | n/a |
| **Women** | 83 | 84 | 84 | 84 | 83 | 83 | 81 | 82 | 80 | 80 |
| **50-64** | 82 | 83 | 83 | 83 | 82 | 82 | 80 | 81 | 81 | 80 |
| **35-49** | 82 | 82 | 83 | 83 | 82 | 82 | 80 | 80 | 80 | 79 |
| **18-34** | 81 | 82 | 81 | 81 | 80 | 79 | 78 | 79 | 76 | 77 |
| **Overall** | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 | 79 | 79 |
| **Regional Centres** | 81 | 83 | 82 | 82 | 80 | 81 | 79 | 79 | 80 | n/a |
| **65+** | 81 | 82 | 82 | 82 | 82 | 82 | 79 | 80 | 79 | 80 |
| **Large Rural** | 80 | 81 | 81 | 81 | 80 | 81 | 78 | 79 | 78 | n/a |
| **Men** | 80 | 81 | 80 | 80 | 79 | 80 | 77 | 78 | 77 | 77 |
| **Small Rural** | 78 | 80 | 80 | 79 | 79 | 78 | 76 | 79 | 77 | n/a |

**2023 waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 42 | 43 | 13 | 1 | <0.5 | 1 |
| **2022 Overall** | 44 | 43 | 11 | 1 | <0.5 | 1 |
| **2021 Overall** | 44 | 42 | 12 | 1 | <0.5 | <0.5 |
| **2020 Overall** | 44 | 42 | 11 | 1 | <0.5 | <0.5 |
| **2019 Overall** | 41 | 44 | 13 | 1 | <0.5 | <0.5 |
| **2018 Overall** | 42 | 43 | 13 | 1 | <0.5 | <0.5 |
| **2017 Overall** | 36 | 46 | 16 | 1 | <0.5 | <0.5 |
| **2016 Overall** | 38 | 45 | 14 | 2 | 1 | 1 |
| **2015 Overall** | 35 | 46 | 16 | 1 | <0.5 | <0.5 |
| **2014 Overall** | 35 | 47 | 16 | 1 | <0.5 | 1 |
| **Metropolitan** | 48 | 40 | 10 | 1 | <0.5 | 1 |
| **Interface** | 48 | 38 | 12 | 1 | 1 | 1 |
| **Regional Centres** | 41 | 43 | 14 | 1 | <0.5 | 1 |
| **Large Rural** | 39 | 44 | 14 | 2 | <0.5 | 1 |
| **Small Rural** | 35 | 46 | 16 | 2 | 1 | 1 |
| **Men** | 39 | 44 | 14 | 1 | 1 | 1 |
| **Women** | 45 | 41 | 12 | 1 | <0.5 | 1 |
| **18-34** | 43 | 40 | 15 | 1 | <0.5 | 1 |
| **35-49** | 44 | 40 | 14 | 1 | <0.5 | 1 |
| **50-64** | 45 | 39 | 13 | 1 | <0.5 | 1 |
| **65+** | 38 | 48 | 12 | 1 | 1 | 1 |

**2023 waste management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **65+** | 70 | 72 | 72 | 70 | 72 | 73 | 74 | 74 | 75 | 75 |
| **Metropolitan** | 68 | 71 | 72 | 70 | 73 | 75 | 75 | 76 | 77 | n/a |
| **Regional Centres** | 67 | 68 | 69 | 66 | 68 | 70 | 69 | 69 | 71 | n/a |
| **Interface** | 67 | 69 | 71 | 65 | 70 | 68 | 71 | 71 | 73 | n/a |
| **Men** | 66 | 68 | 70 | 66 | 69 | 70 | 71 | 70 | 72 | 73 |
| **Overall** | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 |
| **Women** | 66 | 68 | 68 | 64 | 68 | 70 | 71 | 70 | 72 | 72 |
| **Small Rural** | 66 | 68 | 68 | 64 | 66 | 69 | 70 | 69 | 71 | n/a |
| **18-34** | 65 | 68 | 69 | 64 | 68 | 70 | 71 | 70 | 73 | 74 |
| **Large Rural** | 65 | 65 | 66 | 62 | 64 | 67 | 68 | 66 | 68 | n/a |
| **35-49** | 64 | 65 | 66 | 63 | 66 | 69 | 70 | 68 | 69 | 71 |
| **50-64** | 63 | 65 | 66 | 63 | 66 | 68 | 69 | 67 | 70 | 71 |

**2023 waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 20 | 41 | 22 | 9 | 5 | 3 |
| **2022 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2021 Overall** | 23 | 42 | 20 | 8 | 4 | 3 |
| **2020 Overall** | 20 | 40 | 23 | 10 | 5 | 3 |
| **2019 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2018 Overall** | 24 | 45 | 18 | 7 | 3 | 2 |
| **2017 Overall** | 25 | 44 | 18 | 6 | 3 | 3 |
| **2016 Overall** | 24 | 45 | 18 | 7 | 4 | 2 |
| **2015 Overall** | 25 | 47 | 17 | 6 | 3 | 2 |
| **2014 Overall** | 26 | 47 | 16 | 5 | 3 | 2 |
| **Metropolitan** | 24 | 41 | 21 | 8 | 5 | 1 |
| **Interface** | 19 | 45 | 23 | 9 | 4 | 1 |
| **Regional Centres** | 21 | 42 | 22 | 8 | 5 | 1 |
| **Large Rural** | 19 | 40 | 22 | 9 | 6 | 4 |
| **Small Rural** | 19 | 42 | 22 | 9 | 5 | 3 |
| **Men** | 21 | 42 | 21 | 8 | 5 | 3 |
| **Women** | 20 | 41 | 23 | 9 | 5 | 3 |
| **18-34** | 20 | 41 | 23 | 9 | 5 | 2 |
| **35-49** | 19 | 39 | 23 | 10 | 6 | 2 |
| **50-64** | 17 | 40 | 24 | 11 | 6 | 3 |
| **65+** | 23 | 44 | 20 | 7 | 4 | 3 |

**BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM**

**2023 business/development/tourism importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 72 | 73 | 73 | 73 | 73 | 74 | 74 | 73 | 73 | n/a |
| **Small Rural** | 71 | 72 | 74 | 74 | 71 | 71 | 72 | 71 | 70 | n/a |
| **Women** | 69 | 70 | 72 | 69 | 67 | 68 | 69 | 70 | 69 | 70 |
| **Large Rural** | 68 | 70 | 71 | 68 | 64 | 65 | 67 | 69 | 70 | n/a |
| **50-64** | 68 | 69 | 70 | 69 | 67 | 68 | 67 | 67 | 69 | 68 |
| **35-49** | 67 | 69 | 70 | 68 | 66 | 67 | 69 | 68 | 68 | 68 |
| **Overall** | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 | 67 | 67 |
| **18-34** | 67 | 68 | 69 | 65 | 64 | 65 | 66 | 67 | 65 | 66 |
| **65+** | 66 | 68 | 69 | 68 | 66 | 66 | 68 | 67 | 67 | 67 |
| **Men** | 65 | 67 | 67 | 66 | 63 | 65 | 65 | 64 | 65 | 65 |
| **Metropolitan** | 59 | 61 | 62 | 58 | 57 | 59 | 60 | 60 | 59 | n/a |

**2023 business/development/tourism importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 20 | 38 | 31 | 8 | 2 | 1 |
| **2022 Overall** | 22 | 39 | 29 | 7 | 2 | 1 |
| **2021 Overall** | 24 | 39 | 29 | 6 | 1 | 1 |
| **2020 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2019 Overall** | 19 | 36 | 32 | 9 | 2 | 1 |
| **2018 Overall** | 21 | 36 | 31 | 9 | 2 | 1 |
| **2017 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2016 Overall** | 21 | 38 | 30 | 8 | 2 | 2 |
| **2015 Overall** | 21 | 38 | 31 | 7 | 2 | 1 |
| **2014 Overall** | 20 | 38 | 31 | 8 | 1 | 1 |
| **Metropolitan** | 11 | 33 | 37 | 14 | 3 | 2 |
| **Regional Centres** | 25 | 42 | 27 | 4 | 1 | 1 |
| **Large Rural** | 22 | 38 | 31 | 6 | 1 | 2 |
| **Small Rural** | 25 | 40 | 27 | 5 | 2 | 1 |
| **Men** | 19 | 37 | 30 | 10 | 3 | 1 |
| **Women** | 22 | 38 | 31 | 6 | 1 | 2 |
| **18-34** | 21 | 36 | 33 | 8 | 2 | 1 |
| **35-49** | 22 | 37 | 31 | 9 | 2 | 1 |
| **50-64** | 23 | 36 | 31 | 8 | 2 | 1 |
| **65+** | 17 | 40 | 30 | 8 | 2 | 3 |

**2023 business/development/tourism performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 61 | 63 | 62 | 58 | 59 | 59 | 64 | 61 | 63 | n/a |
| **Regional Centres** | 61 | 62 | 62 | 60 | 61 | 59 | 61 | 62 | 63 | n/a |
| **Women** | 60 | 61 | 62 | 61 | 62 | 62 | 63 | 62 | 63 | 63 |
| **65+** | 60 | 61 | 63 | 61 | 62 | 62 | 64 | 62 | 63 | 63 |
| **Interface** | 60 | 58 | 62 | 63 | 66 | 65 | 66 | n/a | 63 | n/a |
| **18-34** | 60 | 61 | 61 | 61 | 62 | 62 | 63 | 63 | 64 | 64 |
| **Overall** | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 | 62 |
| **Metropolitan** | 59 | 59 | 60 | 59 | 60 | 60 | 60 | 62 | 62 | n/a |
| **35-49** | 58 | 59 | 59 | 58 | 59 | 59 | 60 | 59 | 60 | 60 |
| **Men** | 57 | 59 | 60 | 58 | 59 | 59 | 60 | 59 | 59 | 60 |
| **50-64** | 56 | 57 | 59 | 57 | 58 | 58 | 58 | 59 | 59 | 59 |
| **Large Rural** | 56 | 58 | 59 | 61 | 62 | 61 | 60 | 59 | 59 | n/a |

**2023 business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 9 | 31 | 32 | 11 | 4 | 12 |
| **2022 Overall** | 10 | 33 | 32 | 10 | 4 | 11 |
| **2021 Overall** | 11 | 33 | 32 | 10 | 3 | 12 |
| **2020 Overall** | 10 | 32 | 32 | 11 | 4 | 12 |
| **2019 Overall** | 10 | 33 | 31 | 10 | 3 | 13 |
| **2018 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2017 Overall** | 11 | 34 | 29 | 10 | 3 | 14 |
| **2016 Overall** | 10 | 32 | 31 | 10 | 3 | 14 |
| **2015 Overall** | 11 | 34 | 31 | 10 | 3 | 12 |
| **2014 Overall** | 11 | 35 | 30 | 9 | 3 | 12 |
| **Metropolitan** | 7 | 27 | 32 | 9 | 2 | 22 |
| **Interface** | 6 | 35 | 30 | 10 | 3 | 16 |
| **Regional Centres** | 11 | 34 | 33 | 11 | 3 | 9 |
| **Large Rural** | 8 | 30 | 34 | 13 | 6 | 9 |
| **Small Rural** | 13 | 34 | 31 | 9 | 5 | 8 |
| **Men** | 8 | 30 | 32 | 12 | 5 | 12 |
| **Women** | 10 | 32 | 32 | 10 | 4 | 12 |
| **18-34** | 10 | 33 | 33 | 11 | 4 | 9 |
| **35-49** | 8 | 33 | 32 | 12 | 5 | 9 |
| **50-64** | 9 | 28 | 33 | 13 | 5 | 12 |
| **65+** | 10 | 30 | 32 | 9 | 4 | 16 |

**COUNCIL’S GENERAL TOWN PLANNING POLICY**

**2023 town planning importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **65+** | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 74 | 74 | 74 |
| **50-64** | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 76 | 76 | 76 |
| **Women** | 74 | 75 | 75 | 73 | 75 | 74 | 74 | 75 | 74 | 74 |
| **Large Rural** | 74 | 74 | 73 | 71 | 73 | 74 | 73 | 73 | 73 | n/a |
| **35-49** | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 74 | 73 |
| **Overall** | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 | 72 | 72 |
| **Metropolitan** | 73 | 74 | 74 | 73 | 72 | 73 | 73 | 72 | 72 | n/a |
| **Regional Centres** | 73 | 73 | 74 | 72 | 71 | 72 | 71 | 72 | 73 | n/a |
| **Interface** | 73 | 73 | 73 | 70 | 73 | 71 | 70 | 72 | 72 | n/a |
| **Men** | 72 | 73 | 73 | 71 | 71 | 72 | 71 | 71 | 70 | 70 |
| **18-34** | 70 | 69 | 69 | 65 | 67 | 67 | 64 | 68 | 66 | 66 |

**2023 town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 28 | 40 | 23 | 4 | 1 | 4 |
| **2022 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2021 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2020 Overall** | 26 | 39 | 26 | 4 | 1 | 4 |
| **2019 Overall** | 26 | 40 | 25 | 3 | 1 | 4 |
| **2018 Overall** | 27 | 40 | 24 | 4 | 1 | 3 |
| **2017 Overall** | 26 | 41 | 24 | 4 | 1 | 4 |
| **2016 Overall** | 27 | 40 | 24 | 4 | 1 | 5 |
| **2015 Overall** | 25 | 41 | 25 | 4 | 1 | 4 |
| **2014 Overall** | 25 | 41 | 25 | 4 | 1 | 5 |
| **Metropolitan** | 27 | 40 | 22 | 5 | 1 | 4 |
| **Interface** | 26 | 38 | 25 | 4 | 1 | 6 |
| **Regional Centres** | 26 | 41 | 26 | 3 | 1 | 3 |
| **Large Rural** | 29 | 39 | 22 | 4 | 1 | 4 |
| **Men** | 26 | 40 | 24 | 5 | 2 | 4 |
| **Women** | 29 | 39 | 22 | 3 | 1 | 5 |
| **18-34** | 23 | 36 | 29 | 5 | 1 | 5 |
| **35-49** | 30 | 37 | 24 | 5 | 1 | 3 |
| **50-64** | 32 | 40 | 20 | 4 | 2 | 3 |
| **65+** | 27 | 44 | 20 | 3 | 1 | 6 |

**2023 town planning performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **18-34** | 52 | 58 | 60 | 57 | 61 | 59 | 57 | 57 | 59 | 60 |
| **Metropolitan** | 52 | 55 | 56 | 55 | 56 | 53 | 53 | 54 | 55 | n/a |
| **Small Rural** | 52 | 56 | 55 | 50 | 48 | 53 | 51 | 49 | 53 | n/a |
| **65+** | 51 | 54 | 55 | 55 | 54 | 54 | 54 | 52 | 54 | 55 |
| **Women** | 51 | 55 | 55 | 53 | 55 | 54 | 53 | 53 | 55 | 56 |
| **Overall** | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 | 54 | 55 |
| **Regional Centres** | 50 | 55 | 55 | 52 | 57 | 54 | 56 | 54 | 55 | n/a |
| **Men** | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 51 | 54 | 54 |
| **35-49** | 49 | 53 | 53 | 51 | 53 | 51 | 51 | 50 | 53 | 53 |
| **Large Rural** | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 51 | 53 | n/a |
| **50-64** | 47 | 51 | 52 | 49 | 50 | 50 | 49 | 48 | 51 | 51 |
| **Interface** | 45 | 53 | 53 | 52 | 53 | 55 | 51 | 52 | 55 | n/a |

**2023 town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 4 | 24 | 30 | 15 | 8 | 18 |
| **2022 Overall** | 5 | 29 | 31 | 13 | 6 | 16 |
| **2021 Overall** | 6 | 28 | 30 | 12 | 5 | 18 |
| **2020 Overall** | 6 | 27 | 30 | 14 | 6 | 18 |
| **2019 Overall** | 6 | 30 | 29 | 12 | 7 | 17 |
| **2018 Overall** | 5 | 27 | 31 | 13 | 7 | 18 |
| **2017 Overall** | 5 | 26 | 30 | 14 | 7 | 19 |
| **2016 Overall** | 5 | 25 | 30 | 14 | 7 | 19 |
| **2015 Overall** | 5 | 28 | 31 | 12 | 6 | 17 |
| **2014 Overall** | 6 | 28 | 31 | 12 | 6 | 17 |
| **Metropolitan** | 5 | 26 | 28 | 15 | 7 | 20 |
| **Interface** | 3 | 17 | 28 | 19 | 10 | 24 |
| **Regional Centres** | 4 | 24 | 33 | 16 | 8 | 14 |
| **Large Rural** | 4 | 23 | 32 | 16 | 9 | 16 |
| **Small Rural** | 5 | 25 | 31 | 14 | 7 | 17 |
| **Men** | 4 | 25 | 30 | 16 | 9 | 15 |
| **Women** | 4 | 23 | 29 | 15 | 7 | 21 |
| **18-34** | 3 | 28 | 30 | 14 | 8 | 17 |
| **35-49** | 4 | 24 | 28 | 16 | 9 | 18 |
| **50-64** | 4 | 20 | 31 | 18 | 10 | 17 |
| **65+** | 5 | 23 | 31 | 15 | 7 | 19 |

**PLANNING AND BUILDING PERMITS**

**2023 planning and building permits importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **50-64** | 74 | 75 | 75 | 74 | 75 | 74 | 74 | 74 | 73 | 73 |
| **Women** | 74 | 75 | 74 | 73 | 73 | 73 | 74 | 74 | 73 | 74 |
| **Metropolitan** | 74 | 75 | 75 | 74 | 74 | 74 | 76 | 74 | 74 | n/a |
| **65+** | 74 | 76 | 75 | 76 | 75 | 75 | 75 | 74 | 74 | 74 |
| **Overall** | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 | 71 | 71 |
| **Large Rural** | 72 | 73 | 73 | 71 | 71 | 70 | 72 | 70 | 71 | n/a |
| **35-49** | 72 | 72 | 72 | 71 | 72 | 71 | 72 | 71 | 72 | 72 |
| **Regional Centres** | 72 | 73 | 72 | 70 | 71 | 71 | 69 | 69 | 70 | n/a |
| **Interface** | 72 | 72 | 71 | 71 | 71 | 71 | 69 | 69 | 69 | n/a |
| **Small Rural** | 71 | 73 | 71 | 68 | 70 | 68 | 68 | 71 | 70 | n/a |
| **Men** | 70 | 72 | 71 | 70 | 70 | 69 | 70 | 69 | 69 | 69 |
| **18-34** | 68 | 70 | 68 | 65 | 66 | 64 | 66 | 67 | 66 | 66 |

**2023 planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 29 | 38 | 24 | 5 | 2 | 3 |
| **2022 Overall** | 29 | 40 | 22 | 4 | 1 | 3 |
| **2021 Overall** | 28 | 39 | 24 | 4 | 1 | 3 |
| **2020 Overall** | 27 | 38 | 25 | 6 | 1 | 3 |
| **2019 Overall** | 26 | 39 | 25 | 6 | 1 | 3 |
| **2018 Overall** | 26 | 39 | 25 | 6 | 2 | 2 |
| **2017 Overall** | 27 | 38 | 25 | 5 | 1 | 3 |
| **2016 Overall** | 26 | 39 | 25 | 6 | 2 | 3 |
| **2015 Overall** | 26 | 39 | 27 | 5 | 1 | 2 |
| **2014 Overall** | 25 | 41 | 25 | 5 | 1 | 3 |
| **Metropolitan** | 31 | 39 | 21 | 5 | 1 | 2 |
| **Interface** | 28 | 36 | 25 | 6 | 1 | 3 |
| **Regional Centres** | 28 | 39 | 25 | 6 | 1 | 2 |
| **Large Rural** | 29 | 37 | 25 | 4 | 2 | 3 |
| **Small Rural** | 27 | 36 | 24 | 6 | 2 | 5 |
| **Men** | 27 | 37 | 24 | 7 | 2 | 3 |
| **Women** | 31 | 38 | 23 | 4 | 1 | 3 |
| **18-34** | 26 | 34 | 29 | 8 | 2 | 2 |
| **35-49** | 30 | 36 | 25 | 6 | 1 | 2 |
| **50-64** | 33 | 35 | 23 | 4 | 1 | 2 |
| **65+** | 28 | 42 | 20 | 4 | 2 | 5 |

**2023 planning and building permits performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 53 | 54 | 58 | 57 | 58 | 57 | 60 | 55 | 57 | n/a |
| **Metropolitan** | 50 | 54 | 54 | 54 | 53 | 51 | 49 | 50 | 53 | n/a |
| **18-34** | 49 | 54 | 56 | 55 | 57 | 57 | 55 | 55 | 58 | 58 |
| **Women** | 47 | 51 | 52 | 51 | 52 | 52 | 51 | 52 | 54 | 54 |
| **65+** | 47 | 50 | 51 | 50 | 50 | 50 | 51 | 50 | 53 | 53 |
| **Overall** | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 | 53 |
| **35-49** | 46 | 49 | 49 | 51 | 51 | 50 | 49 | 48 | 53 | 51 |
| **Men** | 46 | 49 | 51 | 51 | 51 | 51 | 50 | 49 | 53 | 53 |
| **Small Rural** | 45 | 48 | 49 | 46 | 48 | 51 | 51 | 50 | 53 | n/a |
| **50-64** | 43 | 46 | 48 | 47 | 47 | 49 | 47 | 48 | 51 | 50 |
| **Large Rural** | 42 | 46 | 48 | 49 | 49 | 49 | 48 | 50 | 54 | n/a |
| **Interface** | 38 | 50 | 52 | 51 | 55 | 54 | 46 | 46 | 49 | n/a |

**2023 planning and building permits performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 5 | 19 | 26 | 16 | 12 | 23 |
| **2022 Overall** | 5 | 22 | 28 | 14 | 10 | 22 |
| **2021 Overall** | 6 | 23 | 27 | 13 | 8 | 23 |
| **2020 Overall** | 6 | 22 | 27 | 14 | 8 | 22 |
| **2019 Overall** | 6 | 24 | 26 | 13 | 9 | 22 |
| **2018 Overall** | 5 | 24 | 27 | 13 | 8 | 23 |
| **2017 Overall** | 5 | 23 | 27 | 14 | 9 | 23 |
| **2016 Overall** | 5 | 22 | 25 | 13 | 8 | 27 |
| **2015 Overall** | 6 | 25 | 28 | 12 | 6 | 23 |
| **2014 Overall** | 5 | 25 | 26 | 12 | 7 | 25 |
| **Metropolitan** | 5 | 21 | 26 | 13 | 9 | 26 |
| **Interface** | 2 | 12 | 22 | 21 | 14 | 28 |
| **Regional Centres** | 7 | 23 | 29 | 13 | 7 | 21 |
| **Large Rural** | 3 | 17 | 27 | 18 | 15 | 20 |
| **Small Rural** | 5 | 17 | 25 | 17 | 13 | 23 |
| **Men** | 5 | 20 | 26 | 17 | 13 | 19 |
| **Women** | 5 | 18 | 26 | 15 | 10 | 27 |
| **18-34** | 5 | 23 | 28 | 14 | 12 | 19 |
| **35-49** | 5 | 19 | 27 | 16 | 13 | 21 |
| **50-64** | 4 | 16 | 27 | 19 | 13 | 20 |
| **65+** | 4 | 18 | 24 | 15 | 10 | 28 |

**ENVIRONMENTAL SUSTAINABILITY**

**2023 environmental sustainability importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 75 | 78 | 79 | 78 | 79 | 77 | 76 | 77 | 77 | 77 |
| **Metropolitan** | 72 | 76 | 77 | 76 | 75 | 74 | 73 | 74 | 74 | n/a |
| **Interface** | 71 | n/a | 77 | 73 | n/a | n/a | 72 | 77 | 71 | n/a |
| **18-34** | 71 | 76 | 77 | 76 | 78 | 76 | 75 | 77 | 75 | 75 |
| **Regional Centres** | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 71 | 73 | n/a |
| **35-49** | 70 | 74 | 75 | 75 | 74 | 73 | 73 | 72 | 73 | 72 |
| **Overall** | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 73 | 73 |
| **65+** | 69 | 72 | 72 | 72 | 72 | 71 | 70 | 71 | 70 | 70 |
| **50-64** | 69 | 72 | 73 | 74 | 73 | 72 | 72 | 73 | 73 | 73 |
| **Large Rural** | 68 | 71 | 72 | 73 | 74 | 73 | 72 | 73 | 72 | n/a |
| **Small Rural** | 67 | 70 | 71 | 70 | 72 | 70 | 70 | 74 | 77 | n/a |
| **Men** | 65 | 69 | 70 | 70 | 70 | 69 | 68 | 69 | 69 | 68 |

**2023 environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 29 | 35 | 24 | 7 | 4 | 1 |
| **2022 Overall** | 33 | 38 | 20 | 5 | 3 | 1 |
| **2021 Overall** | 35 | 37 | 21 | 5 | 2 | 1 |
| **2020 Overall** | 34 | 37 | 20 | 5 | 2 | 1 |
| **2019 Overall** | 33 | 39 | 21 | 5 | 2 | 1 |
| **2018 Overall** | 31 | 39 | 23 | 5 | 2 | 1 |
| **2017 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **2016 Overall** | 30 | 40 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2014 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **Metropolitan** | 32 | 37 | 21 | 6 | 3 | 1 |
| **Interface** | 29 | 39 | 20 | 6 | 4 | 1 |
| **Regional Centres** | 29 | 35 | 24 | 7 | 4 | 1 |
| **Large Rural** | 27 | 33 | 27 | 8 | 4 | 1 |
| **Small Rural** | 25 | 34 | 27 | 8 | 4 | 2 |
| **Men** | 23 | 33 | 27 | 10 | 6 | 1 |
| **Women** | 34 | 37 | 22 | 4 | 2 | 1 |
| **18-34** | 31 | 34 | 24 | 7 | 4 | 0 |
| **35-49** | 30 | 34 | 25 | 7 | 3 | 0 |
| **50-64** | 30 | 32 | 25 | 8 | 4 | 1 |
| **65+** | 26 | 38 | 23 | 7 | 3 | 2 |

**2023 environmental sustainability performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 62 | 63 | 64 | 62 | 64 | 64 | 64 | 64 | 65 | n/a |
| **Regional Centres** | 61 | 62 | 62 | 61 | 63 | 64 | 65 | 63 | 63 | n/a |
| **65+** | 61 | 62 | 63 | 61 | 63 | 63 | 64 | 63 | 65 | 65 |
| **35-49** | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 63 | 64 |
| **18-34** | 60 | 62 | 63 | 60 | 63 | 64 | 64 | 64 | 65 | 65 |
| **Men** | 60 | 61 | 63 | 61 | 62 | 63 | 64 | 62 | 64 | 64 |
| **Overall** | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 64 | 64 |
| **Women** | 60 | 61 | 62 | 59 | 62 | 63 | 63 | 63 | 64 | 64 |
| **Small Rural** | 59 | 59 | 61 | 57 | 59 | 62 | 63 | 61 | 63 | n/a |
| **50-64** | 58 | 59 | 61 | 57 | 59 | 61 | 62 | 61 | 62 | 62 |
| **Large Rural** | 8 | 59 | 61 | 60 | 61 | 61 | 62 | 62 | 64 | n/a |
| **Interface** | 58 | 60 | 62 | 56 | 60 | 64 | 62 | 60 | 63 | n/a |

**2023 environmental sustainability performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 9 | 33 | 32 | 9 | 4 | 12 |
| **2022 Overall** | 10 | 35 | 32 | 9 | 4 | 10 |
| **2021 Overall** | 11 | 36 | 31 | 9 | 3 | 11 |
| **2020 Overall** | 10 | 33 | 33 | 10 | 3 | 11 |
| **2019 Overall** | 11 | 35 | 31 | 9 | 3 | 12 |
| **2018 Overall** | 10 | 37 | 30 | 8 | 2 | 12 |
| **2017 Overall** | 10 | 37 | 29 | 7 | 2 | 14 |
| **2016 Overall** | 11 | 36 | 30 | 8 | 3 | 13 |
| **2015 Overall** | 10 | 39 | 30 | 7 | 2 | 13 |
| **2014 Overall** | 11 | 39 | 29 | 6 | 2 | 12 |
| **Metropolitan** | 10 | 36 | 29 | 8 | 3 | 13 |
| **Interface** | 7 | 32 | 30 | 12 | 4 | 15 |
| **Regional Centres** | 11 | 33 | 33 | 9 | 3 | 11 |
| **Large Rural** | 8 | 31 | 36 | 10 | 4 | 11 |
| **Small Rural** | 9 | 32 | 33 | 10 | 4 | 12 |
| **Men** | 10 | 34 | 31 | 9 | 4 | 13 |
| **Women** | 9 | 33 | 33 | 9 | 3 | 12 |
| **18-34** | 10 | 34 | 32 | 9 | 4 | 11 |
| **35-49** | 9 | 35 | 32 | 9 | 4 | 10 |
| **50-64** | 8 | 32 | 32 | 10 | 4 | 13 |
| **65+** | 10 | 32 | 33 | 8 | 3 | 14 |

**EMERGENCY AND DISASTER MANAGEMENT**

**2023 emergency and disaster management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 83 | 85 | 85 | 84 | 85 | 85 | 84 | 84 | 84 | 85 |
| **Interface** | 83 | 85 | 83 | 83 | 85 | 84 | 82 | 83 | 81 | n/a |
| **18-34** | 80 | 82 | 82 | 81 | 83 | 83 | 81 | 81 | 80 | 82 |
| **Regional Centres** | 80 | 80 | 81 | 81 | 81 | 82 | 80 | 80 | 81 | n/a |
| **Small Rural** | 80 | 81 | 82 | 82 | 81 | 80 | 81 | 82 | 80 | n/a |
| **Large Rural** | 80 | 81 | 81 | 81 | 82 | 82 | 81 | 81 | 81 | n/a |
| **Overall** | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 | 80 | 80 |
| **50-64** | 79 | 81 | 81 | 80 | 81 | 80 | 80 | 80 | 80 | 80 |
| **65+** | 79 | 80 | 81 | 80 | 80 | 81 | 80 | 80 | 79 | 80 |
| **35-49** | 79 | 80 | 80 | 80 | 81 | 81 | 78 | 80 | 79 | 79 |
| **Metropolitan** | 77 | 79 | 79 | 78 | 79 | 80 | 77 | 76 | 77 | n/a |
| **Men** | 76 | 77 | 77 | 77 | 77 | 77 | 76 | 76 | 75 | 76 |

**2023 emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 43 | 35 | 15 | 3 | 1 | 2 |
| **2022 Overall** | 46 | 34 | 14 | 3 | 1 | 1 |
| **2021 Overall** | 47 | 34 | 13 | 3 | 1 | 1 |
| **2020 Overall** | 46 | 35 | 13 | 4 | 1 | 1 |
| **2019 Overall** | 47 | 35 | 13 | 3 | 1 | 1 |
| **2018 Overall** | 48 | 33 | 14 | 3 | 1 | 1 |
| **2017 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **2016 Overall** | 45 | 36 | 14 | 3 | 1 | 1 |
| **2015 Overall** | 44 | 35 | 15 | 4 | 1 | 1 |
| **2014 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **Metropolitan** | 40 | 35 | 17 | 4 | 2 | 2 |
| **Interface** | 52 | 30 | 12 | 3 | 1 | 2 |
| **Regional Centres** | 46 | 33 | 14 | 4 | 1 | 1 |
| **Large Rural** | 43 | 37 | 14 | 3 | 1 | 2 |
| **Small Rural** | 43 | 36 | 16 | 3 | 1 | 2 |
| **Men** | 36 | 37 | 18 | 5 | 2 | 2 |
| **Women** | 51 | 33 | 12 | 2 | 1 | 1 |
| **18-34** | 47 | 33 | 14 | 3 | 2 | 1 |
| **35-49** | 44 | 32 | 16 | 5 | 1 | 1 |
| **50-64** | 45 | 33 | 17 | 4 | 1 | 1 |
| **65+** | 40 | 40 | 13 | 3 | 1 | 3 |

**2023 emergency and disaster management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **65+** | 66 | 68 | 72 | 70 | 73 | 72 | 72 | 71 | 71 | 72 |
| **Women** | 66 | 67 | 72 | 69 | 74 | 72 | 71 | 71 | 71 | 73 |
| **Small Rural** | 66 | 68 | 72 | 70 | 72 | 72 | 72 | 71 | 70 | n/a |
| **Metropolitan** | 65 | 67 | 70 | 66 | 70 | 69 | 68 | 68 | 69 | n/a |
| **Regional Centres** | 65 | 67 | 72 | 70 | 75 | 73 | 70 | 68 | 68 | n/a |
| **Overall** | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 | 70 | 71 |
| **18-34** | 64 | 66 | 72 | 68 | 73 | 72 | 71 | 71 | 73 | 75 |
| **Large Rural** | 64 | 66 | 71 | 69 | 72 | 71 | 70 | 70 | 71 | n/a |
| **35-49** | 64 | 66 | 70 | 68 | 72 | 71 | 69 | 68 | 68 | 70 |
| **50-64** | 64 | 64 | 69 | 66 | 70 | 69 | 68 | 67 | 67 | 68 |
| **Men** | 63 | 66 | 70 | 68 | 71 | 70 | 69 | 68 | 69 | 70 |
| **Interface** | 62 | 64 | 69 | 66 | 73 | 70 | 69 | 69 | 70 | n/a |

**2023 emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 14 | 35 | 23 | 7 | 4 | 18 |
| **2022 Overall** | 15 | 38 | 23 | 6 | 3 | 15 |
| **2021 Overall** | 19 | 39 | 20 | 4 | 2 | 16 |
| **2020 Overall** | 17 | 36 | 22 | 5 | 2 | 19 |
| **2019 Overall** | 20 | 38 | 18 | 4 | 2 | 19 |
| **2018 Overall** | 18 | 39 | 19 | 4 | 2 | 18 |
| **2017 Overall** | 17 | 37 | 19 | 4 | 2 | 21 |
| **2016 Overall** | 17 | 36 | 19 | 4 | 2 | 21 |
| **2015 Overall** | 17 | 39 | 19 | 5 | 2 | 18 |
| **2014 Overall** | 20 | 38 | 18 | 4 | 2 | 18 |
| **Metropolitan** | 11 | 30 | 21 | 4 | 2 | 31 |
| **Interface** | 12 | 33 | 22 | 9 | 5 | 20 |
| **Regional Centres** | 15 | 36 | 24 | 8 | 3 | 14 |
| **Large Rural** | 13 | 37 | 24 | 7 | 4 | 15 |
| **Small Rural** | 17 | 38 | 22 | 7 | 4 | 12 |
| **Men** | 12 | 34 | 24 | 7 | 4 | 18 |
| **Women** | 15 | 36 | 22 | 6 | 3 | 19 |
| **18-34** | 13 | 38 | 23 | 8 | 4 | 13 |
| **35-49** | 13 | 35 | 23 | 6 | 5 | 18 |
| **50-64** | 12 | 34 | 23 | 7 | 4 | 20 |
| **65+** | 15 | 33 | 23 | 6 | 2 | 22 |

**PLANNING FOR POPULATION GROWTH**

**2023 planning for population growth importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Interface** | 78 | n/a | 82 | 80 | 80 | 79 | 80 | 79 | 76 | n/a |
| **Regional Centres** | 78 | 78 | 77 | 77 | 75 | 75 | 75 | 76 | 76 | n/a |
| **50-64** | 78 | 77 | 78 | 78 | 79 | 80 | 79 | 77 | 79 | 78 |
| **Women** | 78 | 78 | 77 | 77 | 78 | 79 | 78 | 77 | 77 | 77 |
| **35-49** | 77 | 78 | 78 | 78 | 79 | 78 | 78 | 77 | 78 | 78 |
| **Overall** | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 | 75 | 75 |
| **Large Rural** | 76 | 75 | 74 | 75 | 77 | 78 | 78 | 74 | 74 | n/a |
| **18-34** | 76 | 76 | 73 | 73 | 74 | 74 | 73 | 74 | 70 | 70 |
| **65+** | 75 | 76 | 77 | 77 | 76 | 77 | 77 | 75 | 75 | 75 |
| **Men** | 75 | 75 | 75 | 75 | 75 | 76 | 75 | 74 | 73 | 73 |
| **Metropolitan** | 73 | 74 | 75 | 75 | 77 | 78 | 75 | 75 | 74 | n/a |

**2023 planning for population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 37 | 38 | 18 | 4 | 2 | 1 |
| **2022 Overall** | 38 | 37 | 18 | 4 | 2 | 2 |
| **2021 Overall** | 37 | 36 | 19 | 4 | 1 | 1 |
| **2020 Overall** | 37 | 37 | 19 | 5 | 1 | 1 |
| **2019 Overall** | 38 | 35 | 19 | 5 | 1 | 1 |
| **2018 Overall** | 39 | 36 | 18 | 4 | 1 | 1 |
| **2017 Overall** | 36 | 38 | 19 | 4 | 1 | 1 |
| **2016 Overall** | 35 | 37 | 20 | 5 | 1 | 2 |
| **2015 Overall** | 34 | 38 | 21 | 4 | 2 | 1 |
| **2014 Overall** | 33 | 38 | 21 | 5 | 1 | 2 |
| **Metropolitan** | 30 | 40 | 21 | 6 | 2 | 1 |
| **Interface** | 43 | 33 | 16 | 4 | 2 | 2 |
| **Regional Centres** | 41 | 37 | 17 | 3 | 2 | 1 |
| **Large Rural** | 36 | 37 | 18 | 5 | 2 | 2 |
| **Men** | 34 | 38 | 19 | 5 | 2 | 1 |
| **Women** | 40 | 37 | 17 | 4 | 1 | 1 |
| **18-34** | 38 | 35 | 20 | 5 | 2 | 0 |
| **35-49** | 39 | 37 | 17 | 4 | 1 | 1 |
| **50-64** | 42 | 34 | 18 | 4 | 1 | 1 |
| **65+** | 32 | 42 | 18 | 4 | 2 | 2 |

**2023 planning for population growth performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 56 | 58 | 59 | 57 | 62 | 62 | 62 | 59 | 61 | n/a |
| **65+** | 50 | 53 | 54 | 52 | 52 | 51 | 52 | 52 | 54 | 55 |
| **18-34** | 49 | 54 | 56 | 54 | 57 | 56 | 57 | 55 | 60 | 59 |
| **Metropolitan** | 49 | 52 | 53 | 52 | 52 | 50 | 51 | 51 | 54 | n/a |
| **Women** | 48 | 52 | 52 | 51 | 52 | 52 | 52 | 51 | 55 | 55 |
| **Overall** | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 | 54 |
| **Men** | 48 | 51 | 54 | 51 | 52 | 52 | 53 | 52 | 54 | 54 |
| **35-49** | 47 | 50 | 50 | 49 | 49 | 51 | 50 | 49 | 51 | 52 |
| **50-64** | 45 | 48 | 51 | 47 | 49 | 50 | 49 | 48 | 50 | 51 |
| **Large Rural** | 45 | 49 | 51 | 47 | 49 | 48 | 48 | 47 | 50 | n/a |
| **Small Rural** | 44 | 49 | 52 | 44 | 51 | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 43 | 47 | 47 | 46 | 48 | 49 | 50 | 55 | 57 | n/a |

**2023 planning for population growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 5 | 21 | 30 | 18 | 9 | 17 |
| **2022 Overall** | 7 | 25 | 31 | 16 | 8 | 14 |
| **2021 Overall** | 7 | 26 | 30 | 16 | 7 | 15 |
| **2020 Overall** | 7 | 23 | 30 | 17 | 8 | 14 |
| **2019 Overall** | 7 | 25 | 29 | 16 | 8 | 15 |
| **2018 Overall** | 8 | 24 | 30 | 16 | 8 | 14 |
| **2017 Overall** | 7 | 24 | 29 | 16 | 7 | 16 |
| **2016 Overall** | 6 | 23 | 30 | 16 | 8 | 16 |
| **2015 Overall** | 7 | 28 | 30 | 14 | 6 | 15 |
| **2014 Overall** | 7 | 28 | 30 | 15 | 6 | 15 |
| **Metropolitan** | 4 | 21 | 29 | 16 | 8 | 21 |
| **Interface** | 2 | 17 | 28 | 21 | 11 | 21 |
| **Regional Centres** | 10 | 27 | 31 | 15 | 6 | 11 |
| **Large Rural** | 4 | 19 | 29 | 22 | 11 | 15 |
| **Small Rural** | 4 | 20 | 30 | 21 | 14 | 13 |
| **Men** | 5 | 22 | 29 | 19 | 10 | 15 |
| **Women** | 5 | 20 | 30 | 18 | 9 | 18 |
| **18-34** | 6 | 24 | 30 | 17 | 10 | 13 |
| **35-49** | 5 | 21 | 30 | 21 | 10 | 14 |
| **50-64** | 4 | 18 | 30 | 19 | 11 | 17 |
| **65+** | 5 | 20 | 29 | 17 | 7 | 22 |

**ROADSIDE SLASHING AND WEED CONTROL**

**2023 roadside slashing and weed control importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **50-64** | 81 | 80 | 82 | 82 | 78 | 78 | 78 | 76 | 76 | 78 |
| **Small Rural** | 81 | 81 | 82 | 80 | 76 | 76 | 76 | n/a | 77 | n/a |
| **Women** | 80 | 80 | 81 | 80 | 76 | 76 | 76 | 75 | 75 | 78 |
| **Large Rural** | 80 | 81 | 79 | 78 | 76 | 75 | 75 | 75 | 74 | n/a |
| **Interface** | 79 | 77 | 76 | 75 | 72 | 75 | 76 | 76 | 75 | n/a |
| **Overall** | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 | 73 | 75 |
| **65+** | 78 | 80 | 80 | 80 | 76 | 76 | 76 | 73 | 74 | 76 |
| **18-34** | 78 | 75 | 75 | 74 | 67 | 67 | 66 | 69 | 65 | 68 |
| **35-49** | 78 | 80 | 78 | 76 | 75 | 73 | 73 | 74 | 75 | 76 |
| **Men** | 77 | 77 | 76 | 76 | 71 | 71 | 71 | 71 | 70 | 71 |
| **Metropolitan** | 67 | 67 | n/a | n/a | 65 | 62 | 65 | 64 | 62 | n/a |

**2023 roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 39 | 39 | 18 | 2 | 1 | 1 |
| **2022 Overall** | 39 | 40 | 18 | 2 | <0.5 | 1 |
| **2021 Overall** | 40 | 38 | 18 | 3 | 1 | <0.5 |
| **2020 Overall** | 38 | 39 | 19 | 3 | 1 | <0.5 |
| **2019 Overall** | 30 | 41 | 24 | 4 | 1 | <0.5 |
| **2018 Overall** | 29 | 40 | 25 | 4 | 1 | <0.5 |
| **2017 Overall** | 30 | 40 | 25 | 4 | 1 | 1 |
| **2016 Overall** | 28 | 42 | 23 | 5 | 1 | 1 |
| **2015 Overall** | 28 | 40 | 26 | 5 | 1 | <0.5 |
| **2014 Overall** | 32 | 40 | 23 | 4 | 1 | <0.5 |
| **Metropolitan** | 19 | 37 | 36 | 6 | <0.5 | 1 |
| **Interface** | 41 | 37 | 19 | 2 | 1 | 1 |
| **Large Rural** | 42 | 39 | 16 | 2 | 1 | 1 |
| **Small Rural** | 42 | 41 | 14 | 2 | <0.5 | 1 |
| **Men** | 36 | 41 | 19 | 3 | 1 | 1 |
| **Women** | 42 | 38 | 17 | 2 | 1 | 1 |
| **18-34** | 38 | 38 | 20 | 3 | <0.5 | 1 |
| **35-49** | 41 | 33 | 20 | 4 | 1 | 1 |
| **50-64** | 45 | 36 | 16 | 1 | <0.5 | 1 |
| **65+** | 35 | 45 | 16 | 2 | 1 | 1 |

**2023 roadside slashing and weed control performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Metropolitan** | 57 | 63 | n/a | n/a | 69 | 67 | 68 | 68 | 69 | n/a |
| **18-34** | 48 | 53 | 57 | 55 | 62 | 61 | 58 | 61 | 62 | 63 |
| **Small Rural** | 47 | 50 | 49 | 48 | 55 | 54 | 51 | 51 | 52 | n/a |
| **Women** | 46 | 48 | 51 | 49 | 56 | 56 | 54 | 57 | 55 | 55 |
| **Overall** | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 | 55 | 55 |
| **65+** | 46 | 48 | 50 | 48 | 54 | 53 | 51 | 54 | 52 | 53 |
| **Men** | 45 | 49 | 52 | 49 | 56 | 54 | 52 | 55 | 54 | 55 |
| **Interface** | 45 | 51 | 57 | 54 | 61 | 60 | 54 | 56 | 52 | n/a |
| **35-49** | 45 | 47 | 51 | 49 | 57 | 55 | 54 | 57 | 55 | 53 |
| **50-64** | 44 | 46 | 48 | 46 | 53 | 51 | 50 | 52 | 51 | 51 |
| **Large Rural** | 43 | 44 | 51 | 48 | 52 | 51 | 50 | 54 | 53 | n/a |

**2023 roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 7 | 24 | 29 | 22 | 16 | 2 |
| **2022 Overall** | 8 | 27 | 29 | 19 | 15 | 2 |
| **2021 Overall** | 10 | 28 | 29 | 19 | 12 | 2 |
| **2020 Overall** | 9 | 27 | 28 | 19 | 15 | 2 |
| **2019 Overall** | 12 | 34 | 28 | 15 | 9 | 2 |
| **2018 Overall** | 10 | 34 | 29 | 16 | 9 | 3 |
| **2017 Overall** | 10 | 31 | 27 | 18 | 11 | 3 |
| **2016 Overall** | 11 | 34 | 28 | 15 | 9 | 3 |
| **2015 Overall** | 10 | 32 | 30 | 16 | 9 | 2 |
| **2014 Overall** | 11 | 32 | 28 | 17 | 10 | 3 |
| **Metropolitan** | 12 | 36 | 26 | 14 | 9 | 4 |
| **Interface** | 5 | 26 | 27 | 24 | 17 | 1 |
| **Large Rural** | 6 | 20 | 30 | 23 | 19 | 2 |
| **Small Rural** | 7 | 25 | 29 | 23 | 14 | 3 |
| **Men** | 7 | 25 | 28 | 21 | 17 | 2 |
| **Women** | 7 | 24 | 29 | 23 | 15 | 3 |
| **18-34** | 7 | 29 | 28 | 19 | 15 | 1 |
| **35-49** | 6 | 23 | 29 | 22 | 18 | 2 |
| **50-64** | 6 | 21 | 30 | 23 | 17 | 2 |
| **65+** | 7 | 23 | 28 | 24 | 15 | 3 |

**MAINTENANCE OF UNSEALED ROADS**

**2023 maintenance of unsealed roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **50-64** | 85 | 84 | 83 | 82 | 81 | 82 | 81 | 80 | 80 | 80 |
| **Small Rural** | 85 | 85 | 84 | 83 | 82 | 84 | 81 | 81 | 82 | n/a |
| **Women** | 85 | 85 | 83 | 81 | 81 | 82 | 80 | 80 | 80 | 81 |
| **35-49** | 84 | 84 | 83 | 81 | 80 | 79 | 78 | 78 | 79 | 80 |
| **18-34** | 84 | 83 | 79 | 76 | 78 | 79 | 76 | 78 | 76 | 77 |
| **Overall** | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 | 78 | 78 |
| **Large Rural** | 83 | 82 | 80 | 79 | 79 | 78 | 77 | 78 | 76 | n/a |
| **Men** | 82 | 81 | 80 | 78 | 78 | 78 | 77 | 77 | 76 | 76 |
| **65+** | 81 | 82 | 81 | 80 | 79 | 80 | 79 | 79 | 78 | 77 |
| **Regional Centres** | 79 | 79 | 78 | 76 | 75 | 77 | 76 | 70 | 72 | n/a |

**2023 maintenance of unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 49 | 35 | 11 | 2 | 1 | 1 |
| **2022 Overall** | 49 | 36 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 45 | 36 | 15 | 2 | 1 | 1 |
| **2020 Overall** | 42 | 37 | 17 | 2 | 1 | 1 |
| **2019 Overall** | 41 | 39 | 16 | 2 | 1 | 1 |
| **2018 Overall** | 43 | 38 | 15 | 3 | 1 | 1 |
| **2017 Overall** | 39 | 39 | 17 | 3 | 1 | 1 |
| **2016 Overall** | 40 | 37 | 17 | 3 | 1 | 2 |
| **2015 Overall** | 39 | 39 | 18 | 3 | 1 | 1 |
| **2014 Overall** | 39 | 38 | 17 | 3 | 1 | 1 |
| **Regional Centres** | 42 | 36 | 16 | 3 | 1 | 2 |
| **Large Rural** | 49 | 35 | 12 | 2 | <0.5 | 1 |
| **Small Rural** | 53 | 35 | 9 | 1 | 1 | 1 |
| **Men** | 46 | 38 | 13 | 2 | 1 | 1 |
| **Women** | 53 | 33 | 10 | 2 | <0.5 | 1 |
| **18-34** | 54 | 30 | 13 | 2 | 1 | 1 |
| **35-49** | 54 | 31 | 11 | 2 | 1 | 1 |
| **50-64** | 54 | 33 | 11 | 1 | <0.5 | 1 |
| **65+** | 41 | 42 | 11 | 2 | 1 | 2 |

**2023 maintenance of unsealed roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 45 | 46 | 53 | 55 | 52 | 52 | 52 | n/a | 51 | n/a |
| **65+** | 41 | 44 | 47 | 46 | 46 | 44 | 45 | 45 | 46 | 48 |
| **Men** | 38 | 42 | 46 | 44 | 45 | 43 | 44 | 43 | 45 | 46 |
| **Small Rural** | 38 | 42 | 44 | 43 | 43 | 40 | 43 | 44 | 45 | n/a |
| **Overall** | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 | 45 | 45 |
| **Women** | 37 | 41 | 44 | 43 | 43 | 42 | 43 | 43 | 45 | 45 |
| **Interface** | 36 | 44 | 47 | 43 | 50 | 48 | 45 | 44 | 47 | n/a |
| **50-64** | 36 | 40 | 43 | 41 | 42 | 40 | 41 | 40 | 43 | 42 |
| **18-34** | 35 | 40 | 45 | 45 | 45 | 44 | 45 | 46 | 48 | 46 |
| **35-49** | 35 | 39 | 44 | 43 | 43 | 43 | 44 | 42 | 44 | 45 |
| **Large Rural** | 35 | 39 | 44 | 42 | 41 | 41 | 42 | 43 | 44 | n/a |

**2023 maintenance of unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 4 | 16 | 27 | 23 | 24 | 6 |
| **2022 Overall** | 5 | 19 | 29 | 23 | 19 | 6 |
| **2021 Overall** | 5 | 22 | 31 | 21 | 15 | 6 |
| **2020 Overall** | 5 | 20 | 30 | 21 | 17 | 6 |
| **2019 Overall** | 5 | 21 | 30 | 22 | 16 | 7 |
| **2018 Overall** | 5 | 19 | 28 | 24 | 17 | 7 |
| **2017 Overall** | 5 | 21 | 28 | 23 | 16 | 7 |
| **2016 Overall** | 5 | 20 | 29 | 22 | 16 | 7 |
| **2015 Overall** | 5 | 22 | 30 | 22 | 15 | 7 |
| **2014 Overall** | 5 | 22 | 30 | 22 | 14 | 7 |
| **Interface** | 4 | 14 | 23 | 24 | 24 | 12 |
| **Regional Centres** | 5 | 20 | 29 | 20 | 15 | 10 |
| **Large Rural** | 3 | 15 | 26 | 24 | 26 | 5 |
| **Small Rural** | 4 | 17 | 27 | 23 | 24 | 5 |
| **Men** | 4 | 17 | 27 | 23 | 24 | 5 |
| **Women** | 3 | 15 | 26 | 24 | 23 | 7 |
| **18-34** | 3 | 16 | 26 | 23 | 28 | 3 |
| **35-49** | 3 | 15 | 26 | 24 | 27 | 5 |
| **50-64** | 3 | 15 | 25 | 26 | 25 | 4 |
| **65+** | 4 | 17 | 28 | 22 | 19 | 9 |

**BUSINESS AND COMMUNITY DEVELOPMENT**

**2023 business and community development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 70 | 72 | 72 | 71 | 71 | 70 | 71 | 72 | 71 | 71 |
| **Interface** | 70 | 72 | 70 | 69 | 67 | 68 | 67 | 69 | 67 | n/a |
| **Regional Centres** | 70 | 71 | 73 | 71 | 72 | 71 | 73 | n/a | n/a | n/a |
| **18-34** | 69 | 72 | 71 | 68 | 70 | 70 | 72 | 72 | 69 | 70 |
| **35-49** | 69 | 71 | 71 | 70 | 71 | 70 | 71 | 73 | 70 | 71 |
| **50-64** | 68 | 68 | 71 | 71 | 69 | 68 | 69 | 69 | 69 | 69 |
| **Overall** | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 | 69 | 69 |
| **Large Rural** | 67 | 68 | 68 | 68 | 70 | 69 | 70 | 71 | 72 | n/a |
| **Metropolitan** | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 66 | n/a |
| **65+** | 66 | 68 | 69 | 69 | 67 | 66 | 68 | 67 | 68 | 68 |
| **Men** | 66 | 67 | 68 | 68 | 67 | 68 | 69 | 69 | 67 | 67 |
| **Small Rural** | 65 | 68 | 69 | 68 | 70 | n/a | n/a | n/a | 71 | n/a |

**2023 business and community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 21 | 39 | 31 | 6 | 2 | 2 |
| **2022 Overall** | 21 | 42 | 28 | 5 | 1 | 1 |
| **2021 Overall** | 21 | 44 | 28 | 4 | 1 | 1 |
| **2020 Overall** | 21 | 41 | 30 | 5 | 2 | 1 |
| **2019 Overall** | 21 | 41 | 31 | 5 | 1 | 1 |
| **2018 Overall** | 21 | 40 | 31 | 5 | 1 | 1 |
| **2017 Overall** | 21 | 43 | 28 | 5 | 1 | 1 |
| **2016 Overall** | 22 | 43 | 27 | 4 | 1 | 2 |
| **2015 Overall** | 20 | 42 | 31 | 5 | 1 | 1 |
| **2014 Overall** | 20 | 45 | 27 | 5 | 1 | 1 |
| **Metropolitan** | 18 | 40 | 32 | 6 | 3 | 1 |
| **Interface** | 23 | 41 | 27 | 6 | 1 | 2 |
| **Regional Centres** | 23 | 40 | 30 | 4 | 1 | 1 |
| **Large Rural** | 20 | 37 | 33 | 8 | 1 | 2 |
| **Small Rural** | 16 | 41 | 30 | 8 | 3 | 2 |
| **Men** | 19 | 36 | 33 | 8 | 2 | 1 |
| **Women** | 22 | 42 | 29 | 4 | 1 | 2 |
| **18-34** | 23 | 39 | 31 | 6 | 1 | 1 |
| **35-49** | 22 | 40 | 30 | 6 | 1 | <0.5 |
| **50-64** | 22 | 38 | 30 | 7 | 2 | 1 |
| **65+** | 17 | 39 | 32 | 6 | 2 | 3 |

**2023 business and community development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **18-34** | 59 | 60 | 63 | 63 | 64 | 62 | 62 | 63 | 64 | 65 |
| **Women** | 59 | 59 | 61 | 60 | 62 | 61 | 60 | 60 | 61 | 63 |
| **Metropolitan** | 58 | 58 | n/a | n/a | n/a | n/a | 60 | 62 | 63 | n/a |
| **Large Rural** | 57 | 58 | 60 | 60 | 59 | 58 | 59 | 58 | 60 | n/a |
| **Regional Centres** | 57 | 58 | 61 | 58 | 61 | 55 | 58 | 61 | 54 | n/a |
| **Overall** | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 | 60 | 62 |
| **65+** | 57 | 59 | 60 | 59 | 61 | 60 | 61 | 59 | 61 | 62 |
| **35-49** | 57 | 56 | 58 | 57 | 60 | 60 | 59 | 59 | 59 | 60 |
| **Interface** | 56 | 58 | 61 | 60 | 64 | 63 | 59 | 58 | 63 | n/a |
| **Men** | 56 | 57 | 59 | 58 | 60 | 59 | 59 | 59 | 59 | 60 |
| **Small Rural** | 55 | 57 | 58 | 57 | 60 | 61 | 65 | 62 | 61 | n/a |
| **50-64** | 55 | 55 | 58 | 55 | 58 | 56 | 56 | 56 | 58 | 59 |

**2023 business and community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 6 | 31 | 34 | 10 | 4 | 16 |
| **2022 Overall** | 7 | 31 | 34 | 11 | 4 | 13 |
| **2021 Overall** | 8 | 33 | 34 | 9 | 3 | 14 |
| **2020 Overall** | 8 | 33 | 32 | 10 | 4 | 14 |
| **2019 Overall** | 8 | 35 | 31 | 9 | 3 | 13 |
| **2018 Overall** | 7 | 34 | 30 | 10 | 3 | 15 |
| **2017 Overall** | 7 | 33 | 32 | 9 | 3 | 16 |
| **2016 Overall** | 7 | 33 | 29 | 10 | 3 | 17 |
| **2015 Overall** | 8 | 34 | 31 | 9 | 3 | 15 |
| **2014 Overall** | 8 | 35 | 30 | 8 | 2 | 17 |
| **Metropolitan** | 6 | 31 | 31 | 8 | 4 | 20 |
| **Interface** | 4 | 29 | 32 | 11 | 3 | 23 |
| **Regional Centres** | 6 | 32 | 35 | 11 | 4 | 13 |
| **Large Rural** | 5 | 33 | 34 | 10 | 4 | 14 |
| **Small Rural** | 6 | 27 | 36 | 11 | 5 | 14 |
| **Men** | 5 | 29 | 35 | 11 | 4 | 15 |
| **Women** | 6 | 32 | 33 | 9 | 4 | 17 |
| **18-34** | 6 | 37 | 32 | 9 | 4 | 11 |
| **35-49** | 4 | 35 | 36 | 11 | 4 | 10 |
| **50-64** | 6 | 26 | 34 | 12 | 4 | 17 |
| **65+** | 6 | 26 | 33 | 9 | 4 | 22 |

**TOURISM DEVELOPMENT**

**2023 tourism development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Regional Centres** | 65 | 65 | 67 | 67 | 69 | 71 | 70 | n/a | 64 | n/a |
| **Women** | 62 | 64 | 64 | 64 | 62 | 63 | 63 | 65 | 66 | 67 |
| **50-64** | 61 | 61 | 65 | 64 | 61 | 63 | 63 | 64 | 67 | 65 |
| **35-49** | 60 | 63 | 64 | 61 | 60 | 62 | 62 | 64 | 65 | 64 |
| **Overall** | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 | 65 | 65 |
| **18-34** | 60 | 62 | 62 | 58 | 56 | 59 | 59 | 62 | 59 | 63 |
| **65+** | 60 | 62 | 63 | 65 | 61 | 62 | 64 | 64 | 67 | 66 |
| **Large Rural** | 58 | 60 | 62 | 62 | 60 | 62 | 63 | 67 | 67 | n/a |
| **Small Rural** | 58 | 63 | 64 | 58 | 64 | n/a | n/a | n/a | 72 | n/a |
| **Men** | 58 | 60 | 62 | 60 | 57 | 60 | 61 | 62 | 63 | 63 |
| **Interface** | 51 | 55 | 52 | 51 | 48 | 51 | 53 | 57 | 50 | n/a |

**2023 tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 14 | 32 | 36 | 12 | 4 | 1 |
| **2022 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2021 Overall** | 17 | 35 | 33 | 9 | 4 | 1 |
| **2020 Overall** | 16 | 33 | 35 | 12 | 3 | 1 |
| **2019 Overall** | 14 | 31 | 36 | 13 | 4 | 1 |
| **2018 Overall** | 16 | 32 | 35 | 13 | 3 | 1 |
| **2017 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2016 Overall** | 18 | 34 | 35 | 10 | 3 | 1 |
| **2015 Overall** | 19 | 36 | 32 | 10 | 3 | 1 |
| **2014 Overall** | 18 | 37 | 31 | 10 | 2 | 1 |
| **Interface** | 8 | 23 | 37 | 21 | 8 | 3 |
| **Regional Centres** | 18 | 37 | 34 | 9 | 2 | 1 |
| **Large Rural** | 12 | 30 | 41 | 12 | 4 | 1 |
| **Small Rural** | 12 | 32 | 35 | 15 | 4 | 2 |
| **Men** | 14 | 30 | 35 | 14 | 5 | 1 |
| **Women** | 14 | 34 | 338 | 10 | 2 | 2 |
| **18-34** | 15 | 33 | 32 | 15 | 5 | 1 |
| **35-49** | 13 | 31 | 40 | 11 | 3 | 1 |
| **50-64** | 16 | 30 | 38 | 11 | 3 | 1 |
| **65+** | 12 | 34 | 36 | 12 | 4 | 2 |

**2023 tourism development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Women** | 62 | 61 | 62 | 63 | 64 | 64 | 64 | 64 | 64 | 66 |
| **35-49** | 62 | 59 | 60 | 62 | 63 | 62 | 63 | 63 | 61 | 62 |
| **Large Rural** | 62 | 61 | 64 | 62 | 61 | 61 | 65 | 64 | 66 | n/a |
| **Overall** | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 | 63 | 64 |
| **Small Rural** | 61 | 62 | 63 | 63 | 66 | 67 | 67 | 64 | 63 | n/a |
| **50-64** | 61 | 58 | 62 | 61 | 62 | 60 | 61 | 60 | 62 | 64 |
| **65+** | 61 | 62 | 63 | 63 | 64 | 64 | 63 | 62 | 65 | 66 |
| **Regional Centres** | 60 | 59 | 60 | 63 | 70 | 64 | 65 | 71 | 67 | n/a |
| **18-34** | 60 | 59 | 63 | 63 | 63 | 64 | 64 | 64 | 64 | 64 |
| **Interface** | 60 | 56 | 59 | 59 | 58 | 61 | 56 | 56 | 53 | n/a |
| **Men** | 60 | 59 | 62 | 61 | 62 | 61 | 61 | 62 | 62 | 62 |

**2023 tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 10 | 35 | 29 | 10 | 3 | 12 |
| **2022 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2021 Overall** | 11 | 35 | 30 | 9 | 3 | 11 |
| **2020 Overall** | 13 | 34 | 29 | 10 | 3 | 10 |
| **2019 Overall** | 13 | 36 | 28 | 10 | 3 | 10 |
| **2018 Overall** | 12 | 37 | 26 | 11 | 3 | 11 |
| **2017 Overall** | 13 | 34 | 29 | 9 | 3 | 12 |
| **2016 Overall** | 13 | 34 | 27 | 9 | 3 | 13 |
| **2015 Overall** | 12 | 35 | 28 | 9 | 3 | 13 |
| **2014 Overall** | 13 | 36 | 28 | 9 | 2 | 13 |
| **Interface** | 8 | 35 | 29 | 10 | 3 | 16 |
| **Regional Centres** | 10 | 35 | 30 | 11 | 3 | 11 |
| **Large Rural** | 10 | 36 | 30 | 10 | 2 | 12 |
| **Small Rural** | 13 | 34 | 29 | 10 | 5 | 9 |
| **Men** | 10 | 35 | 29 | 12 | 4 | 10 |
| **Women** | 11 | 35 | 30 | 9 | 3 | 13 |
| **18-34** | 10 | 38 | 27 | 13 | 4 | 9 |
| **35-49** | 11 | 38 | 30 | 8 | 4 | 9 |
| **50-64** | 11 | 34 | 30 | 11 | 3 | 11 |
| **65+** | 10 | 32 | 31 | 10 | 3 | 15 |

**RESPONSE TO COVID-19**

**2023 response to Covid-19 importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **65+** | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 62 | 70 | 76 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 61 | 70 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 60 | 66 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 56 | 62 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 56 | 65 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 55 | 62 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 52 | 60 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 52 | 61 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 52 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**2022 response to Covid-19 importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2023 Overall** | 17 | 26 | 28 | 15 | 9 | 4 |
| **2022 Overall** | 26 | 30 | 23 | 12 | 6 | 4 |
| **2021 Overall** | 33 | 32 | 20 | 9 | 4 | 3 |
| **Metropolitan** | 17 | 27 | 26 | 17 | 9 | 5 |
| **Interface** | 24 | 26 | 23 | 14 | 9 | 4 |
| **Regional Centres** | 18 | 25 | 29 | 15 | 11 | 3 |
| **Large Rural** | 15 | 23 | 32 | 15 | 10 | 5 |
| **Small Rural** | 17 | 31 | 28 | 14 | 7 | 4 |
| **Men** | 14 | 24 | 28 | 19 | 12 | 4 |
| **Women** | 20 | 29 | 29 | 12 | 6 | 4 |
| **18-34** | 14 | 21 | 31 | 18 | 13 | 3 |
| **35-49** | 13 | 22 | 30 | 20 | 11 | 4 |
| **50-64** | 18 | 23 | 30 | 18 | 8 | 3 |
| **65+** | 21 | 35 | 24 | 9 | 4 | 6 |

**2023 response to COVID-19 performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** |
| **Small Rural** | 69 | 69 | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 69 | 70 | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 68 | 71 | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 68 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 67 | 71 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 66 | 66 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 66 | 66 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 65 | 67 | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 64 | 67 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 64 | 66 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**2023 response to COVID-19 performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2023 Overall** | 18 | 38 | 23 | 6 | 4 | 11 |
| **2022 Overall** | 21 | 38 | 23 | 6 | 3 | 10 |
| **2021 Overall** | 27 | 39 | 18 | 4 | 2 | 9 |
| **Metropolitan** | 14 | 38 | 23 | 6 | 5 | 15 |
| **Interface** | 17 | 35 | 24 | 7 | 7 | 10 |
| **Regional Centres** | 20 | 37 | 23 | 6 | 4 | 10 |
| **Large Rural** | 18 | 39 | 24 | 6 | 4 | 10 |
| **Small Rural** | 21 | 38 | 23 | 5 | 3 | 10 |
| **Men** | 15 | 36 | 24 | 6 | 5 | 13 |
| **Women** | 20 | 39 | 23 | 5 | 3 | 10 |
| **18-34** | 16 | 40 | 23 | 6 | 6 | 9 |
| **35-49** | 16 | 40 | 23 | 6 | 4 | 11 |
| **50-64** | 17 | 34 | 26 | 6 | 4 | 13 |
| **65+** | 20 | 36 | 23 | 6 | 3 | 12 |

**Gender and age profile**

**2023 gender (%)**

|  |  |
| --- | --- |
| **Men** | 49 |
| **Women** | 51 |

Women

51%

**2023 age (%)**

|  |  |
| --- | --- |
| **18-24** | 3 |
| **25-34** | 22 |
| **35-49** | 23 |
| **50-64** | 17 |
| **65+** | 36 |

**2023 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 19 |
| **Single living with friends or housemates** | 9 |
| **Single living with children 16 or under** | 3 |
| **Single with children but none 16 or under living at home** | 3 |
| **Married or living with partner, no children** | 24 |
| **Married or living with partner with children 16 or under at home** | 14 |
| **Married or living with partner with children but none 16 or under at home** | 16 |
| **Do not wish to answer** | 2 |

Me

**2023 years lived in area (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10+ years** | **Can’t say** |
| **2023 Overall** | 14 | 12 | 74 | <0.5 |
| **2022 Overall** | 14 | 15 | 71 | <0.5 |
| **2021 Overall** | 14 | 16 | 70 | <0.5 |
| **2020 Overall** | 18 | 16 | 66 | - |
| **2019 Overall** | 17 | 15 | 68 | <0.5 |
| **2018 Overall** | 12 | 15 | 73 | <0.5 |
| **2017 Overall** | 14 | 17 | 69 | <0.5 |
| **2016 Overall** | 15 | 16 | 69 | <0.5 |
| **2015 Overall** | 13 | 14 | 73 | <0.5 |
| **2014 Overall** | 14 | 14 | 71 | <0.5 |

**2023 years lived in area (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** | **Can’t say** |
| **2023 Overall** | 14 | 12 | 22 | 19 | 33 | <0.5 |
| **2022 Overall** | 14 | 15 | 22 | 19 | 30 | <0.5 |
| **2021 Overall** | 14 | 16 | 22 | 19 | 30 | <0.5 |
| **2020 Overall** | 18 | 16 | 22 | 17 | 27 | - |
| **2019 Overall** | 17 | 15 | 22 | 17 | 29 | <0.5 |
| **2018 Overall** | 12 | 15 | 23 | 21 | 29 | <0.5 |
| **2017 Overall** | 14 | 17 | 24 | 18 | 28 | <0.5 |
| **2016 Overall** | 15 | 16 | 25 | 17 | 27 | <0.5 |
| **Metropolitan** | 18 | 15 | 24 | 18 | 26 | <0.5 |
| **Interface** | 9 | 9 | 18 | 24 | 39 | <0.5 |
| **Regional Centres** | 10 | 11 | 21 | 20 | 38 | <0.5 |
| **Large Rural** | 12 | 11 | 20 | 18 | 39 | <0.5 |
| **Men** | 14 | 13 | 22 | 18 | 33 | <0.5 |
| **Women** | 14 | 12 | 21 | 19 | 34 | <0.5 |
| **18-34** | 27 | 16 | 21 | 19 | 16 | <0.5 |
| **35-49** | 15 | 18 | 32 | 15 | 20 | <0.5 |
| **50-64** | 8 | 8 | 21 | 27 | 36 | <0.5 |
| **65+** | 4 | 6 | 14 | 17 | 59 | <0.5 |

**2023 languages spoken at home (%)**

|  |  |
| --- | --- |
| **English only** | 75 |
| **Languages other than English** | 25 |

**2023 languages other than English spoken at home (%)**

|  |  |
| --- | --- |
| **Chinese** | 6 |
| **Greek** | 3 |
| **Italian** | 3 |
| **Vietnamese** | 1 |
| **Arabic** | 1 |
| **French** | 1 |
| **German** | 1 |
| **Hindi** | 1 |
| **Russian** | 1 |
| **Spanish** | 1 |
| **Croatian** | 1 |
| **Dutch** | <0.5 |
| **Hungarian** | <0.5 |
| **Japanese** | <0.5 |
| **Korean** | <0.5 |

**2023 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 68 |
| **Countries other than Australia** | 32 |

**2022 country of birth other than Australia (%)**

|  |  |
| --- | --- |
| **China** | 4 |
| **United Kingdom** | 4 |
| **India** | 3 |
| **New Zealand** | 1 |
| **Greece** | 1 |
| **Japan** | <0.5 |
| **Korea** | <0.5 |
| **France** | <0.5 |
| **Germany** | <0.5 |
| **Hungary** | <0.5 |
| **United States** | <0.5 |
| **Canada** | <0.5 |

**2023 personal and household use and experience of council services (%)**

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Waste management** | 86 | 89 |
| **Local streets & footpaths** | 84 | 85 |
| **Appearance of public areas** | 82 | 85 |
| **Sealed local roads** | 84 | 85 |
| **Parking facilities** | 78 | 79 |
| **Recreational facilities** | 61 | 68 |
| **Art centres & libraries** | 41 | 49 |
| **Informing the community** | 44 | 47 |
| **Community & cultural** | 30 | 33 |
| **Slashing & weed control** | 32 | 32 |
| **Environmental sustainability** | 25 | 27 |
| **Consultation & engagement** | 20 | 23 |
| **Enforcement of local laws** | 18 | 20 |
| **Planning & building permits** | 17 | 19 |
| **Elderly support services** | 10 | 16 |
| **Family support services** | 9 | 13 |
| **Business & community development** | 13 | 13 |
| **Lobbying** | 9 | 10 |
| **Disadvantaged support serv.** | 6 | 7 |

**APPENDIX A: INDEX SCORES, MARGINS OF ERROR AND SIGNIFICANT DIFFERENCES**

**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 |

**Margins of error**

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey was n=30,805. 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=30,805 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,772,200 people aged 18 years or over for 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** | 30805 | 26400 | +/-0.6 |
| **Men** | 14649 | 12992 | +/-0.8 |
| **Women** | 16156 | 13408 | +/-0.8 |
| **Metropolitan** | 7703 | 6400 | +/-1.1 |
| **Interface** | 3300 | 1600 | +/-1.7 |
| **Regional Centres** | 4400 | 3600 | +/-1.5 |
| **Large Rural** | 7802 | 7200 | +/-1.1 |
| **Small Rural** | 7600 | 7600 | +/-1.1 |
| **18-34 years** | 4212 | 6447 | +/-1.5 |
| **35-49 years** | 6230 | 5989 | +/-1.2 |
| **50-64 years** | 6550 | 4388 | +/-1.2 |
| **65+ years** | 13813 | 9576 | +/-0.8 |

**Index score significant difference calculation**

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

**APPENDIX B: FURTHER PROJECT INFORMATION**

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

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

**Survey methodology and sampling**

A total of n=30,805 completed interviews were achieved across the State. In the main, survey

fieldwork was conducted in the period of 27th January – 19th March 2023. Some councils nominated for survey fieldwork to be conducted across four quarters from 16th June 2022 – 19th March 2023. The 2023 results

are compared with previous years, as detailed below:

• 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.

• 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.

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 participating 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.

**Analysis and reporting**

In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating across 2012-2023 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.

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

**2012 survey revision**

The survey was revised in 2012. As a result:

• The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.

• As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of State-wide 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 2012-2023 have been made throughout this report as appropriate.

**Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the

2023 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

• State-wide performance last 12 months (State- wide performance)

• Value for money in services and infrastructure

(Value for money)

• Contact in last 12 months (Contact)

• Rating of contact (Customer service)

• State-wide 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 2023 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.

**Reporting**

Every council that participated in the 2023 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-](https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey) [programs/council-community-satisfaction-survey](https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey)

**Glossary of terms**

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

**CSS**: 2023 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.