**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY**

**2021 STATE-WIDE RESEARCH REPORT**

**COORDINATED BY THE DEPARTMENT OF JOBS, PRECINCTS AND REGIONS ON BEHALF OF VICTORIAN COUNCILS**

**CONDUCTED BY JWS RESEARCH**

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**BACKGROUND AND OBJECTIVES**

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

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

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

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

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

**Serving Victoria for 22 years**

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

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

**KEY FINDINGS AND RECOMMENDATIONS**

**SUMMARY OF CORE MEASURES**

**Index scores**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Overall performance** | 61 | 58 | 60 | 59 | 59 | 59 | 60 | 61 | 60 | 60 |
| **Consultation & engagement** | 56 | 55 | 56 | 55 | 55 | 54 | 56 | 57 | 57 | 57 |
| **Community decisions** | 56 | 53 | 55 | 54 | 54 | 54 | 55 | 57 | n/a | n/a |
| **Sealed local roads** | 57 | 54 | 56 | 53 | 53 | 54 | 55 | 55 | n/a | n/a |
| **Waste management** | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 | 71 | 72 |
| **Customer service** | 70 | 70 | 71 | 70 | 69 | 69 | 70 | 72 | 71 | 71 |
| **Overall council direction** | 53 | 51 | 53 | 52 | 53 | 51 | 53 | 53 | 53 | 52 |

**Core measures summary results (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Overall performance** | 11 | 39 | 34 | 10 | 4 | 2 |
| **Consultation & engagement** | 9 | 30 | 32 | 15 | 6 | 8 |
| **Community decisions** | 8 | 32 | 32 | 13 | 6 | 9 |
| **Sealed local roads** | 13 | 34 | 28 | 15 | 9 | 1 |
| **Waste management** | 23 | 42 | 20 | 8 | 4 | 3 |
| **Customer service** | 32 | 35 | 17 | 8 | 6 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **Overall council direction** | 11 | 39 | 34 | 2 |

**SUMMARY OF STATE-WIDE PERFORMANCE**

|  | **State-wide 2021** | **State-wide 2020** | **Highest score** | **Lowest score** |
| --- | --- | --- | --- | --- |
| **Overall performance** | 61 | 58 | Aged 18-34 years | Aged 50-64 years |
| **Value for money** | 54 | - | Aged 18-34 or 65+ years | Aged 50-64 years |
| **Overall council direction** | 53 | 51 | Aged 18-34 years | Aged 50-64 years |
| **Customer service** | 70 | 70 | Women, Aged 65+ years | Men, Aged 35-49 years |
| **COVID-19 response** | 73 | - | Aged 65+ years, Women | Aged 50-64 years |
| **Appearance of public areas** | 73 | 72 | Aged 18-34 years | Aged 35-64 years |
| **Art centres & libraries** | 73 | 74 | Aged 65+ years | Aged 18-34 years |
| **Emergency & disaster mngt** | 71 | 68 | Aged 18-34 or 65+ years, Women | Aged 50-64 years |
| **Recreational facilities** | 71 | 70 | Aged 65+ years | Aged 35-49 years |
| **Elderly support services** | 69 | 68 | Aged 65+ years | Aged 35-49 years |
| **Waste management** | 69 | 65 | Aged 65+ years | Aged 35-64 years |
| **Family support services** | 66 | 66 | Aged 65+ years | Aged 18-34 years |
| **Community & cultural** | 65 | 68 | Aged 65+ years | Aged 18-34 years |
| **Enforcement of local laws** | 64 | 63 | Aged 18-34 years | Aged 50-64 years |
| **Disadvantaged support serv.** | 63 | 60 | Men, Aged 65+ years | Women, Aged 35-49 years |
| **Environmental sustainability** | 62 | 60 | Aged 18-34 or 65+ years, Men | Aged 50-64 years |
| **Tourism development** | 62 | 62 | Aged 18-34 or 65+ years | Aged 35-49 years |
| **Bus/community dev./tourism** | 61 | 59 | Aged 65+ years | Aged 35-64 years |
| **Informing the community** | 60 | 59 | Aged 18-34 years | Aged 50-64 years |
| **Business & community dev.** | 60 | 59 | Aged 18-34 years | Aged 35-64 years |
| **Local streets & footpaths** | 59 | 58 | Aged 18-34 years | Aged 50-64 years |
| **Traffic management** | 59 | 58 | Aged 18-34 years | Aged 35-64 years |
| **Parking facilities** | 58 | 55 | Aged 18-34 years | Aged 50+ years |
| **Sealed local roads** | 57 | 54 | Aged 18-34 or 65+ years | Aged 50-64 years |
| **Community decisions** | 56 | 53 | Aged 18-34 years | Aged 50-64 years |
| **Consultation & engagement** | 56 | 55 | Aged 18-34 years | Aged 50-64 years |
| **Town planning policy** | 55 | 54 | Aged 18-34 years | Aged 50-64 years |
| **Lobbying** | 55 | 53 | Aged 18-34 years | Aged 50-64 years |
| **Population growth** | 53 | 51 | Aged 18-34 years | Aged 35-49 years |
| **Planning & building permits** | 51 | 51 | Aged 18-34 years | Aged 50-64 years |
| **Slashing & weed control** | 51 | 49 | Aged 18-34 years | Aged 50-64 years |
| **Unsealed roads** | 45 | 44 | Aged 65+ years | Aged 50-64 years |

**FOCUS AREAS FOR THE NEXT 12 MONTHS**

**Overview**

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

**Key influences on perceptions of overall performance**

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

**Area grouping comparisons**

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

**Progress on core measures**

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

**DETAILED FINDINGS**

**OVERALL PERFORMANCE**

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

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

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

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

**2021 overall performance (index scores)**

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

**2021 overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 10 | 40 | 35 | 10 | 4 | 1 |
| **2012 Overall** | 9 | 40 | 36 | 9 | 4 | 1 |
| **Metropolitan** | 15 | 47 | 29 | 6 | 2 | 2 |
| **Interface** | 9 | 38 | 36 | 10 | 5 | 2 |
| **Regional Centres** | 12 | 35 | 37 | 10 | 5 | 1 |
| **Large Rural** | 8 | 36 | 37 | 11 | 6 | 2 |
| **Small Rural** | 10 | 38 | 34 | 11 | 4 | 1 |
| **Men** | 10 | 39 | 34 | 10 | 5 | 1 |
| **Women** | 12 | 39 | 34 | 9 | 4 | 2 |
| **18-34** | 10 | 48 | 32 | 7 | 3 | 1 |
| **35-49** | 9 | 39 | 33 | 12 | 6 | 1 |
| **50-64** | 9 | 34 | 37 | 12 | 6 | 2 |
| **65+** | 14 | 36 | 35 | 9 | 4 | 2 |

**2021 value for money (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Metropolitan** | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **State-wide** | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 51 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**2021 value for money (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2021 Overall** | 8 | 31 | 34 | 15 | 8 | 4 |
| **Metropolitan** | 12 | 39 | 32 | 9 | 3 | 5 |
| **Interface** | 8 | 32 | 34 | 14 | 9 | 4 |
| **Regional Centres** | 9 | 32 | 33 | 15 | 8 | 3 |
| **Large Rural** | 6 | 27 | 34 | 18 | 11 | 3 |
| **Small Rural** | 7 | 29 | 35 | 17 | 9 | 3 |
| **Men** | 8 | 30 | 33 | 16 | 9 | 3 |
| **Women** | 8 | 32 | 34 | 14 | 7 | 4 |
| **18-34** | 8 | 37 | 33 | 12 | 7 | 4 |
| **35-49** | 7 | 29 | 33 | 17 | 11 | 3 |
| **50-64** | 6 | 27 | 35 | 19 | 10 | 3 |
| **65+** | 11 | 31 | 34 | 14 | 6 | 4 |

**TOP PERFORMING SERVICE AREAS**

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

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

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

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

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

**LOW PERFORMING SERVICE AREAS**

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

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

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

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

**Individual service area performance**

**2021 individual service area performance (index scores)**

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

**2021 individual service area performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very**  **good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **COVID-19 response** | 27 | 39 | 18 | 4 | 2 | 9 |
| **Appearance of public areas** | 27 | 46 | 19 | 5 | 2 | 1 |
| **Art centres & libraries** | 22 | 42 | 20 | 3 | 1 | 13 |
| **Emergency & disaster mngt** | 19 | 39 | 20 | 4 | 2 | 16 |
| **Recreational facilities** | 23 | 43 | 22 | 6 | 2 | 4 |
| **Elderly support services** | 16 | 32 | 20 | 5 | 2 | 26 |
| **Waste management** | 23 | 42 | 20 | 8 | 4 | 3 |
| **Family support services** | 11 | 31 | 21 | 5 | 2 | 31 |
| **Community & cultural** | 13 | 38 | 28 | 7 | 2 | 13 |
| **Enforcement of local laws** | 12 | 39 | 26 | 7 | 3 | 12 |
| **Disadvantaged support serv.** | 8 | 27 | 22 | 5 | 2 | 36 |
| **Environmental sustainability** | 11 | 36 | 31 | 9 | 3 | 11 |
| **Tourism development** | 11 | 35 | 30 | 9 | 3 | 11 |
| **Bus/community dev./tourism** | 11 | 33 | 32 | 10 | 3 | 12 |
| **Informing the community** | 13 | 36 | 31 | 12 | 5 | 3 |
| **Business & community dev.** | 8 | 33 | 34 | 9 | 3 | 14 |
| **Local streets & footpaths** | 15 | 35 | 28 | 14 | 7 | 2 |
| **Traffic management** | 10 | 37 | 31 | 13 | 5 | 3 |
| **Parking facilities** | 10 | 35 | 32 | 14 | 6 | 3 |
| **Sealed local roads** | 13 | 34 | 28 | 15 | 9 | 1 |
| **Community decisions** | 8 | 32 | 32 | 13 | 6 | 9 |
| **Consultation & engagement** | 9 | 30 | 32 | 15 | 6 | 8 |
| **Town planning policy** | 6 | 28 | 30 | 12 | 5 | 18 |
| **Lobbying** | 6 | 25 | 32 | 12 | 5 | 19 |
| **Population growth** | 7 | 26 | 30 | 16 | 7 | 15 |
| **Planning & building permits** | 6 | 23 | 27 | 13 | 8 | 23 |
| **Slashing & weed control** | 10 | 28 | 29 | 19 | 12 | 2 |
| **Unsealed roads** | 5 | 22 | 31 | 21 | 15 | 6 |

**INDIVIDUAL SERVICE AREA IMPORTANCE**

**2021 individual service area importance (index scores)**

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

**2021 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **Waste management** | 44 | 42 | 12 | 1 | <0.5 | <0.5 |
| **Elderly support services** | 43 | 42 | 12 | 1 | 1 | 1 |
| **Unsealed roads** | 45 | 36 | 15 | 2 | 1 | 1 |
| **Community decisions** | 42 | 40 | 14 | 2 | 1 | 2 |
| **Emergency & disaster mngt** | 47 | 34 | 13 | 3 | 1 | 1 |
| **Sealed local roads** | 38 | 43 | 16 | 2 | <0.5 | 1 |
| **Local streets & footpaths** | 38 | 42 | 17 | 2 | 1 | 1 |
| **Slashing & weed control** | 40 | 38 | 18 | 3 | 1 | <0.5 |
| **Informing the community** | 35 | 41 | 19 | 3 | 1 | <0.5 |
| **Disadvantaged support serv.** | 34 | 41 | 19 | 3 | 1 | 2 |
| **Appearance of public areas** | 28 | 47 | 23 | 2 | <0.5 | <0.5 |
| **Family support services** | 34 | 40 | 20 | 3 | 1 | 2 |
| **Population growth** | 37 | 36 | 19 | 4 | 1 | 1 |
| **Consultation & engagement** | 32 | 41 | 22 | 3 | 1 | 1 |
| **Recreational facilities** | 26 | 46 | 24 | 3 | 1 | 1 |
| **Environmental sustainability** | 35 | 37 | 21 | 5 | 2 | 1 |
| **Traffic management** | 29 | 40 | 25 | 4 | 1 | 1 |
| **Town planning policy** | 29 | 40 | 23 | 3 | 1 | 4 |
| **Planning & building permits** | 28 | 39 | 24 | 4 | 1 | 3 |
| **Parking facilities** | 27 | 39 | 26 | 6 | 1 | 1 |
| **Business & community dev.** | 21 | 44 | 28 | 4 | 1 | 1 |
| **COVID-19 response** | 33 | 32 | 20 | 9 | 4 | 3 |
| **Enforcement of local laws** | 25 | 38 | 28 | 6 | 2 | 1 |
| **Bus/community dev./tourism** | 24 | 39 | 29 | 6 | 1 | 1 |
| **Lobbying** | 24 | 39 | 27 | 7 | 2 | 2 |
| **Art centres & libraries** | 19 | 40 | 31 | 8 | 2 | 1 |
| **Community & cultural** | 15 | 37 | 36 | 9 | 2 | 1 |
| **Tourism development** | 17 | 35 | 33 | 9 | 4 | 1 |

**INDIVIDUAL SERVICE AREAS IMPORTANCE VS PERFORMANCE**

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Importance (index scores)** | **Performance (index scores)** | **Net differential** |
| **Unsealed roads** | 81 | 45 | -36 |
| **Slashing & weed control** | 79 | 51 | -27 |
| **Community decisions** | 81 | 56 | -25 |
| **Population growth** | 76 | 53 | -23 |
| **Sealed local roads** | 79 | 57 | -23 |
| **Planning & building permits** | 73 | 52 | -21 |
| **Consultation & engagement** | 75 | 56 | -20 |
| **Local streets & footpaths** | 79 | 59 | -20 |
| **Town planning policy** | 74 | 55 | -19 |
| **Informing the community** | 77 | 60 | -16 |
| **Traffic management** | 73 | 59 | -15 |
| **Lobbying** | 69 | 55 | -14 |
| **Parking facilities** | 72 | 58 | -14 |
| **Waste management** | 82 | 69 | -14 |
| **Disadvantaged support serv.** | 77 | 64 | -13 |
| **Elderly support services** | 82 | 69 | -13 |
| **Environmental sustainability** | 74 | 62 | -12 |
| **Family support services** | 76 | 66 | -10 |
| **Business & community dev.** | 70 | 60 | -10 |
| **Emergency & disaster mngt** | 81 | 71 | -10 |

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

**INFLUENCES ON PERCEPTIONS OF OVERALL PERFORMANCE**

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

* Decisions made in the interest of the community.

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

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

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

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

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

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

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

**REGRESSION ANALYSIS EXPLAINED**

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

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

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

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

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

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

*The 28 performance questions were analysed using Exploratory Factor Analysis to determine factors / ‘themes’ to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.534 and adjusted R-square value of 0.534, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 589.16.*

**BEST THINGS ABOUT COUNCIL AND AREAS FOR IMPROVEMENT**

**2021 best things about Council – top mentions only (%)**

|  |  |
| --- | --- |
| **Parks and gardens** | 10 |
| **Customer Service** | 10 |
| **Recreational/Sporting Facilities** | 7 |
| **Public Areas** | 5 |
| **Road/Street Maintenance** | 5 |
| **Waste Management** | 5 |
| **Generally Good - Overall/No Complaints** | 5 |
| **Community Support Services** | 4 |
| **Location** | 4 |
| **Community Engagement/Involvement/Communication** | 4 |

**2021 areas for improvement – top mentions only (%)**

|  |  |
| --- | --- |
| **Sealed Road Maintenance** | 13 |
| **Community Consultation** | 10 |
| **Waste Management** | 8 |
| **Communication** | 8 |
| **Rates - Too Expensive** | 5 |
| **Financial Management** | 4 |
| **Town Planning/Permits/Red Tape** | 4 |
| **Unsealed Road Maintenance** | 4 |
| **Footpaths/Walking Tracks** | 4 |
| **Nothing** | 7 |

**CONTACT WITH COUNCIL AND CUSTOMER SERVICE**

**Contact with council**

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

**Customer service**

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

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

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

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

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

**CONTACT WITH COUNCIL**

**2021 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Have had contact** | 61 | 64 | 62 | 62 | 59 | 59 | 61 | 61 | 60 | 61 |

**2021 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **35-49** | 70 | 71 | 69 | 68 | 66 | 65 | 69 | 69 | 66 | 69 |
| **50-60** | 66 | 68 | 68 | 66 | 63 | 62 | 63 | 64 | 64 | 65 |
| **Small Rural** | 63 | 67 | 64 | 64 | 63 | 61 | 64 | n/a | n/a | n/a |
| **Women** | 63 | 65 | 63 | 63 | 60 | 59 | 61 | 63 | 62 | 64 |
| **Interface** | 62 | 65 | 64 | 64 | 60 | 60 | 58 | n/a | n/a | n/a |
| **Overall** | 61 | 64 | 62 | 62 | 59 | 58 | 61 | 61 | 60 | 62 |
| **Metropolitan** | 61 | 61 | 59 | 60 | 59 | 58 | 60 | n/a | n/a | n/a |
| **Large Rural** | 61 | 62 | 62 | 61 | 57 | 57 | 59 | n/a | n/a | n/a |
| **Men** | 60 | 62 | 61 | 60 | 58 | 58 | 60 | 60 | 59 | 60 |
| **Regional Centres** | 59 | 62 | 60 | 59 | 56 | 56 | 59 | n/a | n/a | n/a |
| **65+** | 57 | 60 | 58 | 59 | 56 | 56 | 57 | 57 | 56 | 58 |
| **18-34** | 55 | 58 | 55 | 55 | 52 | 52 | 55 | 56 | 55 | 56 |

**CUSTOMER SERVICE**

**2021 customer service rating (index scores)**

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

**2021 customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 31 | 38 | 17 | 7 | 5 | 2 |
| **2012 Overall** | 31 | 37 | 17 | 8 | 5 | 1 |
| **Metropolitan** | 37 | 34 | 16 | 7 | 4 | 2 |
| **Interface** | 30 | 35 | 16 | 9 | 8 | 2 |
| **Regional Centres** | 34 | 35 | 17 | 7 | 6 | 1 |
| **Large Rural** | 28 | 35 | 19 | 8 | 7 | 1 |
| **Small Rural** | 31 | 36 | 16 | 9 | 7 | 1 |
| **Men** | 29 | 36 | 18 | 9 | 7 | 1 |
| **Women** | 35 | 34 | 16 | 7 | 5 | 1 |
| **18-34** | 30 | 39 | 17 | 7 | 5 | 2 |
| **35-49** | 30 | 36 | 18 | 8 | 8 | 1 |
| **50-64** | 32 | 33 | 18 | 9 | 7 | 1 |
| **65+** | 35 | 34 | 16 | 8 | 5 | 2 |

**METHOD OF CONTACT WITH COUNCIL**

**2021 method of contact (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **By telephone** | 37 | 36 | 35 | 36 | 32 | 32 | 35 | 39 | 37 | 36 |
| **In person** | 21 | 29 | 28 | 30 | 28 | 29 | 32 | 30 | 29 | 34 |
| **By email** | 23 | 21 | 18 | 18 | 14 | 13 | 13 | 15 | 14 | 13 |
| **In writing** | 12 | 13 | 11 | 13 | 11 | 12 | 14 | 16 | 16 | 18 |
| **Via website** | 13 | 11 | 9 | 10 | 8 | 8 | 9 | 12 | 11 | 12 |
| **By social media** | 7 | 7 | 5 | 5 | 4 | 3 | 3 | 2 | 2 | 1 |
| **By text message** | 4 | 3 | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 1 |

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **By text message** | 76 | 75 | 70 | 57 | 84 | 79 | 79 | 82 | 61 | 68 |
| **In person** | 75 | 75 | 76 | 74 | 76 | 74 | 77 | 77 | 74 | 75 |
| **Via website** | 75 | 70 | 76 | 75 | 75 | 76 | 75 | 74 | 73 | 75 |
| **By telephone** | 72 | 72 | 73 | 71 | 73 | 71 | 73 | 75 | 72 | 73 |
| **By social media** | 70 | 70 | 71 | 72 | 69 | 74 | 66 | 73 | 75 | 79 |
| **By email** | 66 | 66 | 66 | 64 | 65 | 69 | 68 | 70 | 68 | 73 |
| **In writing** | 63 | 64 | 64 | 65 | 61 | 62 | 66 | 69 | 68 | 69 |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very  good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **By text message** | 43 | 29 | 19 | 4 | 4 | 2 |
| **In person** | 42 | 30 | 15 | 6 | 6 | 2 |
| **Via website** | 32 | 41 | 18 | 5 | 2 | 3 |
| **By telephone** | 37 | 34 | 15 | 7 | 6 | 1 |
| **By social media** | 21 | 47 | 21 | 3 | 4 | 3 |
| **By email** | 26 | 35 | 20 | 10 | 8 | 1 |
| **In writing** | 15 | 41 | 23 | 10 | 6 | 4 |

**COMMUNICATION**

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

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

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

Preferred forms of communication among under 50s remain mixed and include newsletters sent via email (25%) or mail (24%), as well as social media (25%). There is also increased interest in receiving text messages (11% up from 8%).

The preferred form of communication among over 50s remains newsletters sent via mail (34%). However, almost one in four prefer newsletters via email (24%), and there remains some interest in advertising (15%) or newsletter inserts (12%) in local newspapers.

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

**2021 best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **A council newsletter sent via mail** | 29 | 29 | 28 | 32 | 34 | 39 | 39 | 39 | 39 | 42 |
| **A council newsletter sent via email** | 24 | 25 | 25 | 26 | 25 | 24 | 22 | 21 | 19 | 18 |
| **By social media** | 15 | 14 | 13 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Advertising in a local newspaper** | 11 | 12 | 13 | 14 | 15 | 14 | 16 | 17 | 18 | 18 |
| **A council newsletter as an insert in a local paper** | 9 | 9 | 11 | 12 | 12 | 13 | 15 | 14 | 15 | 15 |
| **A text message** | 7 | 6 | 5 | 8 | 5 | 4 | 3 | 3 | 3 | 2 |
| **The council website** | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 |

**2021 under 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **A council newsletter sent via email** | 25 | 26 | 26 | 28 | 28 | 27 | 25 | 24 | 21 | 21 |
| **By social media** | 25 | 24 | 22 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **A council newsletter sent via mail** | 24 | 25 | 25 | 30 | 32 | 37 | 35 | 36 | 37 | 39 |
| **A text message** | 11 | 8 | 8 | 12 | 8 | 5 | 5 | 5 | 5 | 3 |
| **Advertising in a local newspaper** | 6 | 7 | 9 | 11 | 13 | 12 | 15 | 16 | 19 | 18 |
| **A council newsletter as an insert in a local paper** | 4 | 5 | 6 | 9 | 10 | 10 | 13 | 14 | 14 | 14 |
| **The council website** | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 2 | 2 | 3 |

**2021 over 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **A council newsletter sent via mail** | 34 | 34 | 31 | 33 | 37 | 41 | 42 | 43 | 42 | 46 |
| **A council newsletter sent via email** | 24 | 23 | 24 | 25 | 21 | 21 | 18 | 18 | 16 | 15 |
| **Advertising in a local newspaper** | 15 | 16 | 17 | 17 | 18 | 16 | 17 | 18 | 18 | 18 |
| **A council newsletter as an insert in a local paper** | 12 | 12 | 15 | 15 | 15 | 15 | 18 | 15 | 17 | 16 |
| **By social media** | 5 | 6 | 4 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **A text message** | 3 | 3 | 2 | 4 | 3 | 2 | 1 | 1 | 1 | 1 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 |

**COUNCIL DIRECTION**

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

18% believe the direction has improved in the last 12 months (unchanged from 2020).

13% believe it has deteriorated, down three points from 2020.

The most satisfied with their council’s direction are residents aged 18 to 34 years and those in the Metropolitan council group.

The least satisfied with their council’s direction are those aged 50 to 64 years, 35 to 49 years and residents in the Interface council group.

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

**2021 overall council direction last 12 months (index scores)**

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

**2021 overall council direction last 12 months (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **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 |
| **2013 Overall** | 19 | 63 | 13 | 5 |
| **2012 Overall** | 18 | 64 | 15 | 4 |
| **Metropolitan** | 19 | 66 | 9 | 6 |
| **Interface** | 16 | 64 | 15 | 6 |
| **Regional Centres** | 22 | 59 | 15 | 5 |
| **Large Rural** | 16 | 65 | 15 | 4 |
| **Small Rural** | 19 | 62 | 14 | 5 |
| **Men** | 18 | 64 | 14 | 4 |
| **Women** | 19 | 63 | 12 | 6 |
| **18-34** | 20 | 68 | 8 | 4 |
| **35-49** | 16 | 63 | 16 | 4 |
| **50-64** | 15 | 63 | 17 | 5 |
| **65+** | 20 | 60 | 13 | 6 |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **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 |
| **2013 Overall** | 46 | 46 | 5 | 1 | 2 |
| **2012 Overall** | 47 | 45 | 5 | 1 | 2 |
| **Large Rural** | 46 | 44 | 7 | <0.5 | 3 |
| **Small Rural** | 51 | 42 | 4 | <0.5 | 3 |
| **Men** | 45 | 45 | 6 | <0.5 | 3 |
| **Women** | 50 | 42 | 5 | <0.5 | 2 |
| **18-34** | 43 | 49 | 9 | 0 | 0 |
| **35-49** | 60 | 35 | 4 | 0 | 2 |
| **50-64** | 49 | 44 | 4 | <0.5 | 3 |
| **65+** | 43 | 46 | 7 | 1 | 4 |

**2021 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **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 |
| **2013 Overall** | 19 | 50 | 10 | 10 | 10 |
| **2012 Overall** | 18 | 49 | 11 | 12 | 10 |
| **Metropolitan** | 20 | 55 | 7 | 7 | 11 |
| **Interface** | 12 | 49 | 15 | 13 | 12 |
| **Regional Centres** | 17 | 59 | 9 | 5 | 9 |
| **Large Rural** | 18 | 50 | 12 | 10 | 11 |
| **Small Rural** | 21 | 46 | 10 | 12 | 12 |
| **Men** | 18 | 51 | 10 | 12 | 10 |
| **Women** | 19 | 51 | 11 | 7 | 12 |
| **18-34** | 14 | 61 | 11 | 7 | 7 |
| **35-49** | 17 | 49 | 11 | 14 | 10 |
| **50-64** | 17 | 44 | 11 | 14 | 13 |
| **65+** | 24 | 48 | 8 | 6 | 14 |

**2020 rates / services trade-off (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **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 | 23 | 23 | 22 | 22 |
| **Interface** | 8 | 17 | 26 | 27 | 23 |
| **Regional Centres** | 7 | 22 | 26 | 28 | 16 |
| **Large Rural** | 7 | 22 | 22 | 24 | 25 |
| **Small Rural** | 9 | 23 | 20 | 27 | 21 |
| **Men** | 9 | 22 | 22 | 27 | 21 |
| **Women** | 7 | 22 | 24 | 24 | 24 |
| **18-34** | 10 | 25 | 28 | 21 | 17 |
| **35-49** | 8 | 22 | 23 | 25 | 22 |
| **50-64** | 7 | 22 | 21 | 28 | 24 |
| **65+** | 8 | 19 | 20 | 27 | 26 |

**INDIVIDUAL SERVICE AREAS**

**COMMUNITY CONSULTATION AND ENGAGEMENT**

**2021 consultation and engagement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **50-60** | 79 | 78 | 77 | 77 | 78 | 78 | 78 | 77 | 77 | 77 |
| **Women** | 78 | 76 | 76 | 76 | 76 | 77 | 76 | 76 | 75 | 75 |
| **Large Rural** | 77 | 76 | 75 | 76 | 75 | 76 | 75 | n/a | n/a | n/a |
| **65+** | 77 | 76 | 75 | 76 | 75 | 76 | 75 | 74 | 74 | 73 |
| **Small Rural** | 77 | 76 | 76 | 74 | 75 | 77 | 76 | n/a | n/a | n/a |
| **35-49** | 76 | 75 | 75 | 75 | 75 | 76 | 76 | 76 | 74 | 75 |
| **Regional Centres** | 76 | 75 | 76 | 75 | 76 | 75 | 74 | n/a | n/a | n/a |
| **Overall** | 75 | 74 | 74 | 74 | 74 | 75 | 74 | 74 | 73 | 73 |
| **Men** | 73 | 72 | 71 | 72 | 72 | 73 | 72 | 71 | 71 | 71 |
| **Metropolitan** | 73 | 72 | 71 | 72 | 72 | 73 | 72 | n/a | n/a | n/a |
| **Interface** | 72 | 72 | 70 | 70 | 72 | 75 | 72 | n/a | n/a | n/a |
| **18-34** | 69 | 68 | 68 | 68 | 67 | 72 | 68 | 68 | 67 | 68 |

**2021 consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 27 | 43 | 25 | 4 | 1 | 1 |
| **2012 Overall** | 27 | 43 | 25 | 4 | 1 | 1 |
| **Metropolitan** | 27 | 41 | 25 | 4 | 1 | 1 |
| **Interface** | 26 | 41 | 27 | 4 | 1 | 1 |
| **Regional Centres** | 33 | 42 | 22 | 2 | 1 | 1 |
| **Large Rural** | 36 | 39 | 20 | 3 | 1 | 1 |
| **Small Rural** | 34 | 41 | 20 | 2 | 1 | 1 |
| **Men** | 28 | 40 | 25 | 4 | 1 | 1 |
| **Women** | 36 | 41 | 20 | 2 | <0.5 | 1 |
| **18-34** | 22 | 39 | 32 | 5 | 1 | 1 |
| **35-49** | 34 | 41 | 21 | 3 | 1 | 1 |
| **50-64** | 41 | 38 | 17 | 2 | 1 | 1 |
| **65+** | 34 | 43 | 18 | 3 | 1 | 2 |

**2021 consultation and engagement performance (index scores)**

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

**2021 consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 8 | 32 | 34 | 13 | 5 | 9 |
| **2012 Overall** | 8 | 33 | 33 | 13 | 5 | 8 |
| **Metropolitan** | 10 | 32 | 32 | 12 | 4 | 11 |
| **Interface** | 7 | 28 | 31 | 15 | 8 | 11 |
| **Regional Centres** | 8 | 30 | 34 | 14 | 8 | 7 |
| **Large Rural** | 8 | 29 | 33 | 16 | 7 | 8 |
| **Small Rural** | 10 | 31 | 30 | 15 | 6 | 7 |
| **Men** | 8 | 31 | 32 | 15 | 7 | 7 |
| **Women** | 9 | 30 | 32 | 14 | 6 | 9 |
| **18-34** | 8 | 36 | 34 | 12 | 4 | 7 |
| **35-49** | 8 | 29 | 32 | 16 | 8 | 7 |
| **50-64** | 8 | 27 | 33 | 18 | 8 | 7 |
| **65+** | 10 | 29 | 30 | 15 | 6 | 10 |

**Lobbying on behalf of the community**

**2021 lobbying importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 73 | 71 | 70 | 71 | 72 | 73 | 72 | 73 | 73 | 73 |
| **Small Rural** | 71 | 73 | 70 | 70 | 70 | 71 | 72 | n/a | n/a | n/a |
| **50-60** | 71 | 70 | 70 | 69 | 70 | 71 | 71 | 72 | 71 | 72 |
| **Large Rural** | 71 | 69 | 67 | 68 | 69 | 70 | 70 | n/a | n/a | n/a |
| **Regional Centres** | 70 | 70 | 70 | 70 | 72 | 69 | 68 | n/a | n/a | n/a |
| **35-49** | 70 | 69 | 68 | 69 | 70 | 71 | 70 | 71 | 71 | 72 |
| **Overall** | 69 | 68 | 67 | 68 | 69 | 69 | 69 | 70 | 70 | 70 |
| **65+** | 69 | 68 | 66 | 68 | 68 | 68 | 68 | 69 | 69 | 68 |
| **Interface** | 68 | 67 | 66 | 68 | 67 | 70 | 68 | n/a | n/a | n/a |
| **18-34** | 68 | 66 | 65 | 66 | 66 | 69 | 68 | 67 | 68 | 68 |
| **Metropolitan** | 67 | 66 | 65 | 66 | 67 | 68 | 67 | n/a | n/a | n/a |
| **Men** | 66 | 65 | 64 | 65 | 66 | 66 | 66 | 67 | 66 | 67 |

**2021 lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 23 | 40 | 27 | 6 | 2 | 2 |
| **2012 Overall** | 23 | 41 | 27 | 6 | 1 | 2 |
| **Metropolitan** | 21 | 39 | 28 | 8 | 2 | 2 |
| **Interface** | 25 | 35 | 28 | 8 | 2 | 3 |
| **Regional Centres** | 26 | 37 | 26 | 7 | 2 | 2 |
| **Large Rural** | 26 | 38 | 26 | 6 | 2 | 3 |
| **Small Rural** | 24 | 43 | 25 | 5 | 2 | 2 |
| **Men** | 20 | 37 | 29 | 9 | 3 | 2 |
| **Women** | 27 | 41 | 24 | 5 | 1 | 2 |
| **18-34** | 21 | 38 | 31 | 7 | 1 | 2 |
| **35-49** | 27 | 35 | 27 | 7 | 2 | 1 |
| **50-64** | 28 | 38 | 24 | 6 | 2 | 2 |
| **65+** | 21 | 43 | 23 | 7 | 2 | 4 |

**2021 lobbying performance (index scores)**

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

**2021 lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 6 | 26 | 33 | 12 | 4 | 18 |
| **2012 Overall** | 6 | 27 | 33 | 12 | 4 | 17 |
| **Metropolitan** | 5 | 23 | 31 | 10 | 3 | 27 |
| **Interface** | 5 | 23 | 30 | 14 | 6 | 22 |
| **Regional Centres** | 9 | 27 | 32 | 13 | 5 | 14 |
| **Large Rural** | 6 | 25 | 34 | 13 | 6 | 16 |
| **Small Rural** | 7 | 27 | 30 | 13 | 5 | 18 |
| **Men** | 6 | 25 | 32 | 13 | 5 | 18 |
| **Women** | 6 | 25 | 31 | 12 | 5 | 21 |
| **18-34** | 6 | 30 | 34 | 11 | 4 | 16 |
| **35-49** | 5 | 25 | 34 | 13 | 6 | 18 |
| **50-64** | 6 | 22 | 32 | 15 | 6 | 19 |
| **65+** | 8 | 24 | 29 | 11 | 4 | 23 |

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

**2021 community decisions made importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 83 | 81 | 81 | 81 | 81 | 82 | 81 | 81 | n/a | n/a |
| **50-60** | 82 | 81 | 82 | 81 | 81 | 80 | 82 | 81 | n/a | n/a |
| **35-49** | 82 | 81 | 81 | 80 | 81 | 80 | 80 | 80 | n/a | n/a |
| **Large Rural** | 82 | 79 | 80 | 80 | 80 | 80 | 80 | n/a | n/a | n/a |
| **Regional Centres** | 81 | 80 | 82 | 81 | 82 | 82 | 80 | n/a | n/a | n/a |
| **Overall** | 81 | 80 | 80 | 80 | 79 | 80 | 80 | 79 | n/a | n/a |
| **Small Rural** | 80 | 82 | 81 | 77 | 78 | n/a | 82 | n/a | n/a | n/a |
| **18-34** | 80 | 77 | 78 | 79 | 78 | 79 | 78 | 78 | n/a | n/a |
| **65+** | 80 | 79 | 79 | 79 | 79 | 79 | 79 | 79 | n/a | n/a |
| **Interface** | 80 | 80 | 80 | 78 | 79 | 79 | 78 | n/a | n/a | n/a |
| **Metropolitan** | 80 | 79 | 78 | 79 | 79 | 79 | 80 | n/a | n/a | n/a |
| **Men** | 79 | 78 | 78 | 78 | 78 | 77 | 77 | 77 | n/a | n/a |

**2021 community decisions made importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 40 | 40 | 15 | 2 | 1 | 2 |
| **Interface** | 41 | 38 | 16 | 3 | 1 | 2 |
| **Regional Centres** | 42 | 41 | 13 | 1 | 1 | 1 |
| **Large Rural** | 44 | 40 | 13 | 1 | 1 | 2 |
| **Small Rural** | 39 | 44 | 14 | 1 | <0.5 | 1 |
| **Men** | 38 | 41 | 15 | 2 | 1 | 2 |
| **Women** | 45 | 39 | 12 | 1 | <0.5 | 2 |
| **18-34** | 40 | 40 | 17 | 1 | <0.5 | 1 |
| **35-49** | 46 | 38 | 13 | 1 | 1 | 1 |
| **50-64** | 46 | 38 | 12 | 2 | 1 | 2 |
| **65+** | 37 | 44 | 12 | 2 | 1 | 3 |

**2021 community decisions made performance (index scores)**

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

**2021 community decisions made performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 9 | 36 | 29 | 9 | 4 | 13 |
| **Interface** | 7 | 31 | 33 | 13 | 6 | 11 |
| **Regional Centres** | 8 | 30 | 34 | 15 | 8 | 6 |
| **Large Rural** | 7 | 29 | 34 | 15 | 7 | 8 |
| **Small Rural** | 8 | 34 | 31 | 14 | 6 | 7 |
| **Men** | 8 | 32 | 32 | 13 | 7 | 8 |
| **Women** | 8 | 32 | 33 | 12 | 5 | 10 |
| **18-34** | 8 | 40 | 31 | 10 | 4 | 8 |
| **35-49** | 7 | 31 | 32 | 15 | 8 | 7 |
| **50-64** | 6 | 28 | 33 | 15 | 8 | 9 |
| **65+** | 9 | 30 | 32 | 12 | 6 | 11 |

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

**2021 sealed local roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Interface** | 82 | 81 | 80 | 82 | 79 | 79 | 77 | n/a | n/a | n/a |
| **50-60** | 81 | 82 | 81 | 82 | 80 | 79 | 78 | 79 | n/a | n/a |
| **Women** | 81 | 81 | 81 | 81 | 80 | 79 | 78 | 79 | n/a | n/a |
| **Small Rural** | 81 | 83 | 82 | 84 | 81 | n/a | 78 | n/a | n/a | n/a |
| **65+** | 80 | 80 | 79 | 80 | 79 | 79 | 78 | 78 | n/a | n/a |
| **Large Rural** | 80 | 81 | 80 | 80 | 77 | 80 | 78 | n/a | n/a | n/a |
| **35-49** | 80 | 80 | 80 | 80 | 79 | 78 | 77 | 79 | n/a | n/a |
| **Overall** | 79 | 79 | 79 | 80 | 78 | 78 | 76 | 77 | n/a | n/a |
| **Regional Centres** | 79 | 79 | 79 | 81 | 80 | 76 | 77 | n/a | n/a | n/a |
| **Men** | 78 | 78 | 77 | 78 | 77 | 76 | 75 | 75 | n/a | n/a |
| **Metropolitan** | 78 | 77 | 77 | 78 | 77 | 76 | 75 | n/a | n/a | n/a |
| **18-34** | 77 | 77 | 77 | 77 | 75 | 76 | 73 | 73 | n/a | n/a |

**2021 sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 33 | 45 | 18 | 2 | <0.5 | <0.5 |
| **Interface** | 47 | 37 | 14 | 2 | <0.5 | <0.5 |
| **Regional Centres** | 36 | 45 | 17 | 2 | <0.5 | 1 |
| **Large Rural** | 40 | 41 | 16 | 2 | <0.5 | 1 |
| **Small Rural** | 40 | 43 | 15 | 1 | <0.5 | 1 |
| **Men** | 35 | 44 | 18 | 2 | 1 | <0.5 |
| **Women** | 41 | 42 | 15 | 1 | <0.5 | 1 |
| **18-34** | 34 | 42 | 21 | 2 | <0.5 | <0.5 |
| **35-49** | 42 | 39 | 17 | 2 | <0.5 | <0.5 |
| **50-64** | 41 | 42 | 15 | 1 | <0.5 | 1 |
| **65+** | 37 | 48 | 13 | 1 | <0.5 | 1 |

**2021 sealed local roads performance (index scores)**

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

**2021 sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 21 | 43 | 23 | 9 | 3 | 1 |
| **Interface** | 13 | 34 | 29 | 14 | 9 | 1 |
| **Regional Centres** | 15 | 36 | 27 | 13 | 8 | 1 |
| **Large Rural** | 8 | 28 | 30 | 19 | 14 | 1 |
| **Small Rural** | 9 | 31 | 31 | 16 | 10 | 2 |
| **Men** | 13 | 34 | 27 | 15 | 10 | 1 |
| **Women** | 12 | 33 | 30 | 15 | 9 | 1 |
| **18-34** | 14 | 37 | 26 | 14 | 9 | 1 |
| **35-49** | 12 | 33 | 27 | 16 | 11 | 1 |
| **50-64** | 10 | 31 | 30 | 17 | 10 | 1 |
| **65+** | 13 | 34 | 31 | 13 | 7 | 2 |

**INFORMING THE COMMUNITY**

**2021 informing community importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 79 | 77 | 78 | 77 | 77 | 79 | 78 | 78 | 78 | 78 |
| **Regional Centres** | 79 | 77 | 79 | 77 | 77 | 76 | 76 | n/a | n/a | n/a |
| **65+** | 78 | 76 | 75 | 76 | 76 | 76 | 75 | 75 | 75 | 75 |
| **50-60** | 78 | 78 | 77 | 76 | 76 | 77 | 77 | 76 | 77 | 78 |
| **Large Rural** | 78 | 77 | 75 | 75 | 74 | 77 | 76 | n/a | n/a | n/a |
| **Interface** | 77 | 74 | 74 | 77 | 74 | 77 | 74 | n/a | n/a | n/a |
| **Overall** | 77 | 75 | 75 | 75 | 74 | 76 | 75 | 75 | 75 | 75 |
| **Small Rural** | 77 | 77 | 76 | 75 | 76 | 78 | 76 | n/a | n/a | n/a |
| **35-49** | 76 | 75 | 74 | 75 | 74 | 75 | 75 | 75 | 75 | 75 |
| **18-34** | 75 | 72 | 74 | 73 | 72 | 75 | 73 | 73 | 73 | 74 |
| **Metropolitan** | 75 | 72 | 73 | 73 | 73 | 74 | 73 | n/a | n/a | n/a |
| **Men** | 74 | 73 | 71 | 72 | 71 | 72 | 72 | 71 | 71 | 72 |

**2021 informing community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 30 | 44 | 22 | 3 | 1 | <0.5 |
| **2012 Overall** | 31 | 44 | 21 | 4 | 1 | 1 |
| **Metropolitan** | 31 | 41 | 23 | 4 | 1 | <0.5 |
| **Interface** | 36 | 41 | 19 | 3 | 1 | <0.5 |
| **Regional Centres** | 39 | 42 | 16 | 2 | 1 | <0.5 |
| **Large Rural** | 37 | 41 | 18 | 2 | 1 | 1 |
| **Small Rural** | 34 | 42 | 20 | 3 | 1 | <0.5 |
| **Men** | 31 | 41 | 22 | 4 | 1 | <0.5 |
| **Women** | 39 | 42 | 17 | 2 | <0.5 | <0.5 |
| **18-34** | 33 | 40 | 22 | 4 | 1 | <0.5 |
| **35-49** | 35 | 39 | 21 | 4 | 1 | <0.5 |
| **50-64** | 38 | 40 | 18 | 3 | 1 | <0.5 |
| **65+** | 35 | 46 | 16 | 2 | 1 | 1 |

**2021 informing community performance (index scores)**

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

**2021 informing community performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 12 | 38 | 32 | 11 | 3 | 3 |
| **2012 Overall** | 12 | 38 | 31 | 13 | 4 | 2 |
| **Metropolitan** | 14 | 37 | 31 | 11 | 3 | 4 |
| **Interface** | 12 | 32 | 33 | 14 | 6 | 3 |
| **Regional Centres** | 13 | 34 | 31 | 13 | 6 | 2 |
| **Large Rural** | 12 | 34 | 32 | 13 | 5 | 3 |
| **Small Rural** | 13 | 38 | 30 | 13 | 5 | 3 |
| **Men** | 12 | 36 | 32 | 12 | 5 | 3 |
| **Women** | 14 | 36 | 31 | 12 | 5 | 3 |
| **18-34** | 13 | 39 | 30 | 11 | 3 | 3 |
| **35-49** | 12 | 35 | 32 | 13 | 5 | 2 |
| **50-64** | 11 | 33 | 33 | 15 | 6 | 3 |
| **65+** | 15 | 35 | 30 | 12 | 5 | 4 |

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

**2021 streets and footpaths importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Interface** | 82 | 79 | 79 | 80 | 80 | 79 | 78 | n/a | n/a | n/a |
| **Women** | 81 | 80 | 79 | 79 | 79 | 80 | 79 | 79 | 81 | 79 |
| **Metropolitan** | 80 | 78 | 78 | 79 | 78 | 78 | 77 | n/a | n/a | n/a |
| **50-60** | 80 | 81 | 79 | 79 | 78 | 78 | 78 | 78 | 79 | 79 |
| **35-49** | 80 | 79 | 78 | 78 | 78 | 78 | 78 | 78 | 78 | 77 |
| **65+** | 80 | 79 | 78 | 78 | 78 | 77 | 78 | 77 | 78 | 78 |
| **Overall** | 79 | 78 | 77 | 78 | 77 | 77 | 77 | 77 | 78 | 77 |
| **Large Rural** | 79 | 78 | 77 | 77 | 75 | 77 | 77 | n/a | n/a | n/a |
| **Regional Centres** | 78 | 78 | 77 | 79 | 77 | 77 | 77 | n/a | n/a | n/a |
| **Small Rural** | 77 | 77 | 77 | 76 | 76 | 75 | 76 | n/a | n/a | n/a |
| **18-34** | 77 | 74 | 75 | 75 | 74 | 76 | 75 | 74 | 75 | 74 |
| **Men** | 76 | 76 | 75 | 76 | 75 | 74 | 75 | 74 | 75 | 74 |

**2021 streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 35 | 44 | 18 | 2 | 1 | 1 |
| **2012 Overall** | 32 | 46 | 18 | 2 | 1 | 1 |
| **Metropolitan** | 38 | 45 | 15 | 1 | <0.5 | <0.5 |
| **Interface** | 46 | 39 | 13 | 1 | <0.5 | 1 |
| **Regional Centres** | 36 | 43 | 19 | 2 | <0.5 | 1 |
| **Large Rural** | 39 | 39 | 17 | 3 | 1 | 1 |
| **Small Rural** | 34 | 42 | 19 | 2 | 1 | 2 |
| **Men** | 33 | 44 | 19 | 3 | 1 | 1 |
| **Women** | 43 | 40 | 15 | 1 | <0.5 | 1 |
| **18-34** | 35 | 40 | 22 | 3 | <0.5 | <0.5 |
| **35-49** | 41 | 39 | 18 | 2 | 1 | <0.5 |
| **50-64** | 41 | 41 | 15 | 2 | 1 | 1 |
| **65+** | 36 | 47 | 13 | 2 | 1 | 2 |

**2021 streets and footpaths performance (index scores)**

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

**2021 streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 14 | 33 | 28 | 15 | 8 | 1 |
| **2012 Overall** | 13 | 34 | 28 | 15 | 9 | 1 |
| **Metropolitan** | 20 | 39 | 26 | 11 | 4 | 1 |
| **Interface** | 14 | 34 | 28 | 14 | 9 | 1 |
| **Regional Centres** | 17 | 37 | 26 | 13 | 5 | 1 |
| **Large Rural** | 13 | 31 | 28 | 16 | 9 | 3 |
| **Small Rural** | 11 | 34 | 30 | 14 | 7 | 4 |
| **Men** | 16 | 36 | 26 | 13 | 7 | 2 |
| **Women** | 14 | 33 | 29 | 14 | 7 | 2 |
| **18-34** | 17 | 39 | 25 | 13 | 5 | 1 |
| **35-49** | 13 | 35 | 29 | 13 | 8 | 2 |
| **50-64** | 13 | 34 | 27 | 15 | 8 | 3 |
| **65+** | 15 | 31 | 29 | 14 | 7 | 4 |

**TRAFFIC MANAGEMENT**

**2021 traffic management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Interface** | 81 | 80 | 83 | 84 | 67 | 71 | 68 | n/a | n/a | n/a |
| **65+** | 77 | 75 | 74 | 74 | 74 | 73 | 73 | 73 | 74 | 75 |
| **Women** | 75 | 76 | 76 | 77 | 75 | 75 | 73 | 73 | 75 | 76 |
| **50-60** | 74 | 74 | 74 | 73 | 72 | 72 | 72 | 71 | 74 | 74 |
| **Regional Centres** | 74 | 72 | 73 | 74 | 71 | 72 | 72 | n/a | n/a | n/a |
| **Metropolitan** | 74 | 73 | 75 | 76 | 76 | 75 | 74 | n/a | n/a | n/a |
| **Overall** | 73 | 73 | 73 | 74 | 72 | 72 | 71 | 70 | 72 | 73 |
| **35-49** | 73 | 72 | 73 | 74 | 72 | 72 | 71 | 69 | 71 | 73 |
| **Men** | 72 | 70 | 71 | 71 | 69 | 69 | 68 | 67 | 69 | 70 |
| **18-34** | 71 | 71 | 72 | 73 | 71 | 70 | 68 | 69 | 70 | 72 |
| **Small Rural** | 64 | n/a | 61 | 63 | 62 | 63 | 57 | n/a | n/a | n/a |

**2021 traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 26 | 42 | 25 | 5 | 1 | 1 |
| **2012 Overall** | 29 | 42 | 23 | 5 | 1 | 1 |
| **Metropolitan** | 29 | 41 | 25 | 4 | 1 | 1 |
| **Interface** | 45 | 37 | 15 | 2 | 1 | 1 |
| **Regional Centres** | 29 | 43 | 23 | 5 | 1 | <0.5 |
| **Small Rural** | 15 | 37 | 38 | 7 | 1 | 2 |
| **Men** | 27 | 40 | 26 | 5 | 1 | 1 |
| **Women** | 31 | 41 | 24 | 3 | <0.5 | 1 |
| **18-34** | 25 | 39 | 31 | 4 | <0.5 | <0.5 |
| **35-49** | 30 | 38 | 27 | 4 | 1 | 1 |
| **50-64** | 33 | 38 | 23 | 5 | 1 | 1 |
| **65+** | 32 | 46 | 16 | 3 | 1 | 2 |

**2021 traffic management performance (index scores)**

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

**2021 traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 10 | 39 | 31 | 13 | 5 | 3 |
| **2012 Overall** | 9 | 38 | 31 | 13 | 5 | 3 |
| **Metropolitan** | 10 | 37 | 33 | 12 | 4 | 3 |
| **Interface** | 9 | 30 | 30 | 18 | 11 | 2 |
| **Regional Centres** | 12 | 40 | 27 | 13 | 6 | 2 |
| **Large Rural** | 7 | 40 | 32 | 13 | 4 | 4 |
| **Small Rural** | 13 | 47 | 24 | 7 | 2 | 6 |
| **Men** | 11 | 36 | 31 | 14 | 5 | 3 |
| **Women** | 10 | 38 | 31 | 12 | 6 | 3 |
| **18-34** | 12 | 40 | 32 | 11 | 4 | 1 |
| **35-49** | 10 | 37 | 30 | 14 | 7 | 2 |
| **50-64** | 9 | 35 | 30 | 15 | 6 | 4 |
| **65+** | 10 | 35 | 31 | 13 | 5 | 5 |

**PARKING FACILITIES**

**2021 parking importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 76 | 75 | 73 | 74 | 73 | 73 | 74 | 74 | 74 | 74 |
| **Women** | 74 | 74 | 74 | 74 | 73 | 74 | 74 | 74 | 75 | 74 |
| **Small Rural** | 73 | 69 | 66 | 64 | 64 | 65 | 67 | n/a | n/a | n/a |
| **Regional Centres** | 73 | 75 | 75 | 75 | 72 | 73 | 74 | n/a | n/a | n/a |
| **50-60** | 73 | 72 | 72 | 72 | 71 | 70 | 71 | 71 | 73 | 72 |
| **Overall** | 72 | 71 | 71 | 71 | 70 | 70 | 70 | 70 | 71 | 71 |
| **Metropolitan** | 72 | 71 | 73 | 73 | 73 | 72 | 72 | n/a | n/a | n/a |
| **35-49** | 70 | 69 | 70 | 70 | 69 | 69 | 70 | 69 | 70 | 70 |
| **Men** | 69 | 68 | 68 | 69 | 66 | 66 | 67 | 67 | 67 | 68 |
| **18-34** | 68 | 67 | 69 | 69 | 67 | 68 | 67 | 68 | 68 | 68 |
| **Large Rural** | 67 | 66 | 66 | 66 | 66 | 68 | 67 | n/a | n/a | n/a |

**2021 parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 25 | 42 | 26 | 6 | 1 | <0.5 |
| **2012 Overall** | 24 | 42 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 26 | 42 | 25 | 6 | 1 | 1 |
| **Regional Centres** | 30 | 38 | 25 | 4 | 1 | 1 |
| **Large Rural** | 22 | 35 | 32 | 8 | 2 | 1 |
| **Small Rural** | 32 | 37 | 25 | 4 | 2 | 1 |
| **Men** | 24 | 39 | 28 | 7 | 1 | 1 |
| **Women** | 30 | 40 | 24 | 4 | 1 | 1 |
| **18-34** | 23 | 36 | 32 | 8 | <0.5 | <0.5 |
| **35-49** | 26 | 39 | 27 | 6 | 1 | 1 |
| **50-64** | 30 | 37 | 26 | 5 | 1 | <0.5 |
| **65+** | 31 | 45 | 19 | 3 | 1 | 2 |

**2021 parking performance (index scores)**

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

**2021 parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 9 | 36 | 33 | 14 | 6 | 3 |
| **2012 Overall** | 9 | 35 | 33 | 15 | 6 | 2 |
| **Metropolitan** | 10 | 36 | 32 | 13 | 5 | 4 |
| **Interface** | 10 | 38 | 28 | 16 | 7 | 3 |
| **Regional Centres** | 11 | 33 | 31 | 15 | 9 | 1 |
| **Large Rural** | 7 | 37 | 32 | 16 | 6 | 3 |
| **Small Rural** | 14 | 38 | 31 | 12 | 4 | 2 |
| **Men** | 10 | 38 | 30 | 13 | 6 | 2 |
| **Women** | 10 | 33 | 33 | 14 | 6 | 3 |
| **18-34** | 12 | 38 | 31 | 13 | 4 | 2 |
| **35-49** | 9 | 39 | 31 | 13 | 6 | 2 |
| **50-64** | 10 | 33 | 33 | 14 | 7 | 3 |
| **65+** | 10 | 32 | 32 | 15 | 7 | 4 |

**ENFORCEMENT OF LOCAL LAWS**

**2021 law enforcement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 73 | 73 | 75 | 74 | 74 | 74 | 74 | 74 | 75 | 74 |
| **Interface** | 73 | 73 | 73 | 74 | 73 | 73 | 71 | n/a | n/a | n/a |
| **65+** | 72 | 73 | 72 | 72 | 73 | 71 | 72 | 73 | 73 | 71 |
| **Metropolitan** | 71 | 71 | 73 | 73 | 72 | 71 | 72 | n/a | n/a | n/a |
| **Regional Centres** | 71 | 71 | 70 | 71 | 71 | 70 | 72 | n/a | n/a | n/a |
| **50-60** | 70 | 70 | 69 | 71 | 71 | 71 | 71 | 71 | 71 | 70 |
| **Overall** | 70 | 70 | 71 | 71 | 71 | 70 | 71 | 70 | 71 | 70 |
| **18-34** | 68 | 69 | 71 | 70 | 70 | 70 | 70 | 70 | 72 | 71 |
| **35-49** | 67 | 68 | 69 | 69 | 70 | 70 | 70 | 68 | 70 | 68 |
| **Large Rural** | 67 | 68 | 68 | 68 | 68 | 69 | 70 | n/a | n/a | n/a |
| **Small Rural** | 67 | 66 | 68 | 66 | 67 | 69 | 68 | n/a | n/a | n/a |
| **Men** | 66 | 66 | 66 | 67 | 68 | 66 | 67 | 66 | 68 | 66 |

**2021 law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 27 | 40 | 26 | 6 | 1 | 1 |
| **2012 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 27 | 38 | 26 | 6 | 2 | 1 |
| **Interface** | 34 | 34 | 24 | 6 | 2 | 1 |
| **Regional Centres** | 28 | 38 | 27 | 5 | 2 | <0.5 |
| **Large Rural** | 21 | 39 | 30 | 7 | 2 | 1 |
| **Small Rural** | 21 | 38 | 32 | 7 | 2 | 1 |
| **Men** | 20 | 37 | 31 | 8 | 3 | 1 |
| **Women** | 29 | 39 | 25 | 4 | 1 | 1 |
| **18-34** | 25 | 34 | 31 | 8 | 2 | 1 |
| **35-49** | 24 | 34 | 31 | 7 | 3 | <0.5 |
| **50-64** | 26 | 36 | 29 | 6 | 2 | 1 |
| **65+** | 25 | 45 | 24 | 4 | 1 | 2 |

**2021 law enforcement performance (index scores)**

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

**2021 law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 13 | 40 | 25 | 7 | 3 | 12 |
| **2012 Overall** | 13 | 40 | 26 | 7 | 3 | 11 |
| **Metropolitan** | 12 | 40 | 26 | 6 | 2 | 14 |
| **Interface** | 13 | 36 | 26 | 9 | 4 | 12 |
| **Regional Centres** | 16 | 41 | 25 | 6 | 3 | 9 |
| **Large Rural** | 13 | 38 | 28 | 7 | 3 | 12 |
| **Small Rural** | 11 | 39 | 26 | 8 | 4 | 13 |
| **Men** | 12 | 38 | 28 | 7 | 4 | 11 |
| **Women** | 13 | 40 | 25 | 7 | 2 | 14 |
| **18-34** | 15 | 47 | 24 | 4 | 2 | 7 |
| **35-49** | 12 | 41 | 25 | 7 | 4 | 11 |
| **50-64** | 11 | 35 | 28 | 9 | 4 | 14 |
| **65+** | 11 | 34 | 27 | 8 | 3 | 16 |

**FAMILY SUPPORT SERVICES**

**2021 family support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 81 | 79 | 78 | 78 | 77 | 77 | 77 | 77 | 78 | 78 |
| **18-34** | 79 | 76 | 76 | 76 | 76 | 75 | 74 | 74 | 75 | 75 |
| **Interface** | 78 | 77 | 76 | 76 | 74 | 75 | 74 | n/a | n/a | n/a |
| **Regional Centres** | 78 | 76 | 75 | 75 | 76 | 73 | 75 | n/a | n/a | n/a |
| **35-49** | 76 | 75 | 74 | 74 | 73 | 74 | 73 | 73 | 73 | 73 |
| **Overall** | 76 | 75 | 74 | 74 | 73 | 73 | 73 | 72 | 73 | 73 |
| **Metropolitan** | 76 | 75 | 75 | 75 | 73 | 73 | 72 | n/a | n/a | n/a |
| **Small Rural** | 76 | 74 | 71 | 69 | 71 | 72 | 72 | n/a | n/a | n/a |
| **Large Rural** | 75 | 74 | 73 | 72 | 72 | 72 | 72 | n/a | n/a | n/a |
| **50-60** | 75 | 74 | 72 | 72 | 72 | 70 | 72 | 71 | 72 | 72 |
| **65+** | 74 | 74 | 72 | 72 | 71 | 71 | 72 | 72 | 72 | 73 |
| **Men** | 72 | 71 | 69 | 69 | 69 | 68 | 68 | 68 | 68 | 69 |

**2021 family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 27 | 44 | 22 | 4 | 1 | 2 |
| **2012 Overall** | 27 | 44 | 22 | 4 | 1 | 2 |
| **Metropolitan** | 33 | 41 | 20 | 3 | 1 | 2 |
| **Interface** | 39 | 37 | 19 | 3 | 1 | 1 |
| **Regional Centres** | 37 | 39 | 18 | 3 | 1 | 2 |
| **Large Rural** | 32 | 39 | 23 | 3 | 1 | 2 |
| **Small Rural** | 30 | 46 | 16 | 4 | 1 | 2 |
| **Men** | 27 | 40 | 25 | 4 | 2 | 2 |
| **Women** | 41 | 41 | 14 | 2 | 1 | 2 |
| **18-34** | 40 | 37 | 19 | 2 | 1 | 1 |
| **35-49** | 35 | 40 | 20 | 3 | 1 | 1 |
| **50-64** | 33 | 38 | 23 | 4 | 1 | 2 |
| **65+** | 28 | 45 | 19 | 3 | 2 | 4 |

**2021 family support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 69 | 69 | 70 | 68 | 70 | 69 | 70 | 72 | 71 | 70 |
| **Metropolitan** | 67 | 69 | 69 | 68 | 68 | 69 | 68 | n/a | n/a | n/a |
| **Men** | 66 | 65 | 67 | 66 | 66 | 66 | 67 | 68 | 67 | 66 |
| **Regional Centres** | 66 | 65 | 68 | 66 | 67 | 66 | 66 | n/a | n/a | n/a |
| **Small Rural** | 66 | 66 | 68 | 67 | 68 | 66 | 67 | n/a | n/a | n/a |
| **Overall** | 66 | 66 | 67 | 66 | 67 | 66 | 67 | 68 | 67 | 67 |
| **Women** | 66 | 66 | 67 | 67 | 67 | 67 | 68 | 69 | 68 | 67 |
| **Large Rural** | 66 | 64 | 65 | 65 | 65 | 64 | 67 | n/a | n/a | n/a |
| **Interface** | 65 | 63 | 67 | 67 | 65 | 65 | 66 | n/a | n/a | n/a |
| **35-49** | 65 | 65 | 67 | 67 | 66 | 66 | 66 | 67 | 66 | 65 |
| **50-60** | 65 | 63 | 64 | 63 | 64 | 62 | 65 | 66 | 64 | 64 |
| **18-34** | 64 | 65 | 67 | 67 | 67 | 66 | 67 | 69 | 68 | 68 |

**2021 family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 11 | 33 | 21 | 4 | 1 | 29 |
| **2012 Overall** | 11 | 34 | 22 | 5 | 2 | 26 |
| **Metropolitan** | 10 | 27 | 21 | 4 | 1 | 37 |
| **Interface** | 10 | 32 | 23 | 5 | 2 | 28 |
| **Regional Centres** | 13 | 35 | 23 | 7 | 2 | 21 |
| **Large Rural** | 10 | 31 | 23 | 5 | 1 | 30 |
| **Small Rural** | 11 | 30 | 18 | 5 | 2 | 34 |
| **Men** | 10 | 31 | 22 | 4 | 1 | 32 |
| **Women** | 12 | 30 | 21 | 6 | 2 | 30 |
| **18-34** | 9 | 35 | 25 | 7 | 2 | 22 |
| **35-49** | 11 | 33 | 22 | 5 | 2 | 26 |
| **50-64** | 9 | 28 | 20 | 4 | 2 | 37 |
| **65+** | 13 | 28 | 18 | 3 | 1 | 37 |

**ELDERLY SUPPORT SERVICES**

**2021 elderly support** **importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 85 | 83 | 84 | 83 | 82 | 82 | 82 | 83 | 83 | 83 |
| **50-60** | 84 | 82 | 82 | 81 | 80 | 79 | 80 | 80 | 81 | 81 |
| **Interface** | 83 | 81 | 81 | 81 | 78 | 79 | 77 | n/a | n/a | n/a |
| **Small Rural** | 83 | 81 | 80 | 80 | 79 | 79 | 80 | n/a | n/a | n/a |
| **Regional Centres** | 82 | 80 | 81 | 80 | 80 | 78 | 80 | n/a | n/a | n/a |
| **65+** | 82 | 81 | 80 | 80 | 79 | 79 | 80 | 79 | 80 | 81 |
| **Overall** | 82 | 80 | 80 | 79 | 78 | 78 | 79 | 79 | 79 | 80 |
| **Metropolitan** | 81 | 78 | 79 | 79 | 77 | 78 | 78 | n/a | n/a | n/a |
| **18-34** | 81 | 78 | 78 | 77 | 76 | 77 | 77 | 77 | 77 | 78 |
| **Large Rural** | 80 | 80 | 79 | 78 | 78 | 78 | 78 | n/a | n/a | n/a |
| **35-49** | 80 | 78 | 79 | 79 | 77 | 78 | 78 | 78 | 79 | 80 |
| **Men** | 78 | 76 | 76 | 75 | 74 | 75 | 75 | 75 | 75 | 76 |

**2021 elderly support** **importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 36 | 45 | 15 | 2 | 1 | 1 |
| **2012 Overall** | 37 | 46 | 14 | 2 | <0.5 | 1 |
| **Metropolitan** | 41 | 42 | 14 | 1 | 1 | 2 |
| **Interface** | 48 | 37 | 12 | 1 | <0.5 | 2 |
| **Regional Centres** | 45 | 40 | 11 | 2 | 1 | 1 |
| **Large Rural** | 41 | 42 | 14 | 2 | 1 | 1 |
| **Small Rural** | 44 | 43 | 10 | 1 | 1 | 1 |
| **Men** | 35 | 44 | 17 | 2 | 1 | 2 |
| **Women** | 50 | 40 | 8 | 1 | <0.5 | 1 |
| **18-34** | 41 | 42 | 14 | 1 | <0.5 | 2 |
| **35-49** | 41 | 40 | 15 | 2 | 1 | 1 |
| **50-64** | 49 | 39 | 10 | 1 | <0.5 | 1 |
| **65+** | 42 | 44 | 11 | 1 | 1 | 2 |

**2021 elderly support** **performance (index scores)**

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

**2021 elderly support** **performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 15 | 33 | 19 | 4 | 1 | 28 |
| **2012 Overall** | 15 | 34 | 20 | 5 | 2 | 25 |
| **Metropolitan** | 11 | 28 | 19 | 4 | 2 | 36 |
| **Interface** | 15 | 30 | 18 | 5 | 3 | 28 |
| **Regional Centres** | 15 | 31 | 25 | 8 | 2 | 19 |
| **Large Rural** | 15 | 32 | 21 | 5 | 2 | 25 |
| **Small Rural** | 22 | 35 | 17 | 4 | 2 | 21 |
| **Men** | 15 | 33 | 20 | 4 | 2 | 27 |
| **Women** | 17 | 30 | 20 | 5 | 2 | 25 |
| **18-34** | 11 | 34 | 22 | 3 | 1 | 28 |
| **35-49** | 11 | 29 | 18 | 5 | 2 | 36 |
| **50-64** | 15 | 33 | 20 | 5 | 3 | 25 |
| **65+** | 24 | 32 | 19 | 5 | 2 | 19 |

**DISADVANTAGED SUPPORT SERVICES**

**2021 disadvantaged support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 81 | 77 | 78 | 76 | 75 | 76 | 77 | 77 | 78 | 77 |
| **Regional Centres** | 78 | 76 | n/a | n/a | 75 | 73 | 74 | n/a | n/a | n/a |
| **Interface** | 78 | 77 | 77 | 72 | 72 | 73 | 72 | n/a | n/a | n/a |
| **18-34** | 77 | 75 | 76 | 73 | 72 | 75 | 74 | 74 | 75 | 75 |
| **50-60** | 77 | 74 | 74 | 72 | 71 | 71 | 73 | 72 | 73 | 73 |
| **Metropolitan** | 77 | 74 | 75 | 74 | 71 | 73 | 74 | n/a | n/a | n/a |
| **Overall** | 77 | 74 | 74 | 72 | 71 | 73 | 73 | 72 | 73 | 73 |
| **65+** | 76 | 74 | 73 | 73 | 72 | 72 | 73 | 72 | 73 | 73 |
| **35-49** | 76 | 73 | 74 | 72 | 70 | 73 | 73 | 72 | 72 | 72 |
| **Large Rural** | 74 | 72 | 71 | 70 | 70 | 72 | 72 | n/a | n/a | n/a |
| **Men** | 72 | 71 | 70 | 69 | 67 | 69 | 69 | 68 | 69 | 69 |
| **Women** | 81 | 77 | 78 | 76 | 75 | 76 | 77 | 77 | 78 | 77 |

**2021 disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 27 | 43 | 23 | 4 | 1 | 2 |
| **2012 Overall** | 27 | 43 | 23 | 4 | 1 | 2 |
| **Metropolitan** | 34 | 41 | 18 | 3 | 1 | 2 |
| **Interface** | 36 | 39 | 20 | 2 | 1 | 3 |
| **Regional Centres** | 39 | 40 | 15 | 3 | 1 | 2 |
| **Large Rural** | 28 | 42 | 24 | 2 | 2 | 2 |
| **Men** | 27 | 42 | 23 | 4 | 2 | 3 |
| **Women** | 41 | 40 | 15 | 1 | 1 | 2 |
| **18-34** | 36 | 39 | 21 | 2 | <0.5 | 2 |
| **35-49** | 32 | 43 | 19 | 3 | 2 | 1 |
| **50-64** | 38 | 37 | 19 | 2 | 2 | 2 |
| **65+** | 31 | 43 | 17 | 3 | 1 | 4 |

**2021 disadvantaged support performance (index scores)**

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

**2021 disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 7 | 27 | 22 | 6 | 2 | 36 |
| **2012 Overall** | 8 | 28 | 23 | 6 | 2 | 34 |
| **Metropolitan** | 7 | 26 | 21 | 4 | 1 | 41 |
| **Interface** | 8 | 28 | 22 | 5 | 3 | 34 |
| **Regional Centres** | 13 | 27 | 26 | 9 | 2 | 23 |
| **Large Rural** | 7 | 28 | 20 | 5 | 2 | 39 |
| **Men** | 8 | 29 | 21 | 4 | 1 | 36 |
| **Women** | 8 | 25 | 23 | 6 | 2 | 35 |
| **18-34** | 8 | 31 | 24 | 5 | 1 | 30 |
| **35-49** | 7 | 26 | 22 | 5 | 3 | 38 |
| **50-64** | 8 | 24 | 22 | 6 | 2 | 37 |
| **65+** | 9 | 26 | 20 | 5 | 2 | 38 |

**RECREATIONAL FACILITIES**

**2021 recreational facilities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **35-49** | 76 | 75 | 75 | 75 | 74 | 75 | 75 | 74 | 75 | 75 |
| **Women** | 75 | 74 | 73 | 75 | 74 | 75 | 73 | 74 | 74 | 74 |
| **Interface** | 75 | 73 | 72 | 74 | 72 | 73 | 72 | n/a | n/a | n/a |
| **50-60** | 74 | 74 | 73 | 74 | 73 | 73 | 72 | 72 | 73 | 72 |
| **Regional Centres** | 74 | 72 | 72 | 74 | 73 | 73 | 72 | n/a | n/a | n/a |
| **Metropolitan** | 74 | 72 | 72 | 73 | 73 | 73 | 72 | n/a | n/a | n/a |
| **Overall** | 74 | 72 | 72 | 73 | 72 | 73 | 72 | 72 | 72 | 72 |
| **Small Rural** | 73 | 73 | 72 | 72 | 71 | 72 | 73 | n/a | n/a | n/a |
| **Large Rural** | 73 | 72 | 72 | 74 | 72 | 72 | 72 | n/a | n/a | n/a |
| **65+** | 73 | 72 | 71 | 72 | 71 | 71 | 71 | 71 | 71 | 71 |
| **Men** | 72 | 71 | 70 | 72 | 70 | 71 | 71 | 70 | 70 | 70 |

**2021 recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 23 | 47 | 26 | 3 | 1 | <0.5 |
| **2012 Overall** | 22 | 49 | 25 | 3 | 1 | 1 |
| **Metropolitan** | 27 | 46 | 23 | 3 | <0.5 | <0.5 |
| **Interface** | 31 | 41 | 23 | 3 | 1 | 1 |
| **Regional Centres** | 27 | 46 | 24 | 2 | 1 | <0.5 |
| **Large Rural** | 25 | 45 | 25 | 3 | 1 | 1 |
| **Small Rural** | 25 | 47 | 24 | 3 | 1 | 1 |
| **Men** | 24 | 45 | 26 | 4 | 1 | <0.5 |
| **Women** | 29 | 46 | 22 | 2 | <0.5 | 1 |
| **18-34** | 25 | 41 | 30 | 3 | <0.5 | <0.5 |
| **35-49** | 32 | 45 | 21 | 2 | <0.5 | <0.5 |
| **50-64** | 29 | 45 | 23 | 3 | 1 | <0.5 |
| **65+** | 22 | 51 | 22 | 3 | 1 | 1 |

**2021 recreational facilities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Metropolitan** | 75 | 74 | 75 | 74 | 73 | 73 | 74 | n/a | n/a | n/a |
| **65+** | 74 | 73 | 74 | 72 | 73 | 72 | 73 | 74 | 73 | 74 |
| **Regional Centres** | 74 | 70 | 71 | 70 | 69 | 70 | 69 | n/a | n/a | n/a |
| **Men** | 71 | 70 | 70 | 69 | 69 | 69 | 69 | 70 | 70 | 69 |
| **Overall** | 71 | 70 | 70 | 69 | 70 | 69 | 70 | 71 | 70 | 70 |
| **Women** | 71 | 70 | 71 | 70 | 70 | 69 | 70 | 71 | 70 | 70 |
| **50-60** | 70 | 68 | 69 | 68 | 69 | 67 | 69 | 69 | 69 | 68 |
| **18-34** | 70 | 69 | 70 | 69 | 68 | 69 | 69 | 71 | 70 | 70 |
| **Small Rural** | 69 | 68 | 68 | 69 | 69 | 68 | 70 | n/a | n/a | n/a |
| **35-49** | 69 | 68 | 68 | 68 | 68 | 67 | 67 | 69 | 68 | 67 |
| **Interface** | 68 | 67 | 70 | 68 | 66 | 67 | 68 | n/a | n/a | n/a |
| **Large Rural** | 68 | 67 | 68 | 66 | 66 | 65 | 66 | n/a | n/a | n/a |

**2021 recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 22 | 44 | 22 | 7 | 2 | 3 |
| **2012 Overall** | 21 | 44 | 22 | 7 | 2 | 3 |
| **Metropolitan** | 27 | 44 | 19 | 3 | 1 | 5 |
| **Interface** | 19 | 43 | 23 | 7 | 3 | 6 |
| **Regional Centres** | 29 | 43 | 20 | 5 | 2 | 3 |
| **Large Rural** | 20 | 41 | 24 | 8 | 3 | 4 |
| **Small Rural** | 22 | 43 | 22 | 7 | 3 | 4 |
| **Men** | 24 | 44 | 21 | 6 | 2 | 4 |
| **Women** | 23 | 42 | 22 | 6 | 2 | 5 |
| **18-34** | 20 | 46 | 23 | 6 | 2 | 3 |
| **35-49** | 22 | 41 | 23 | 7 | 3 | 3 |
| **50-64** | 22 | 42 | 21 | 7 | 2 | 4 |
| **65+** | 27 | 42 | 19 | 4 | 2 | 7 |

**THE APPEARANCE OF PUBLIC AREAS**

**2021 public areas importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Interface** | 77 | 75 | 73 | 76 | 75 | 75 | 73 | n/a | n/a | n/a |
| **Women** | 77 | 75 | 75 | 76 | 76 | 76 | 75 | 75 | 76 | 75 |
| **50-60** | 76 | 76 | 75 | 75 | 75 | 75 | 75 | 75 | 76 | 74 |
| **Metropolitan** | 76 | 73 | 74 | 74 | 75 | 74 | 73 | n/a | n/a | n/a |
| **35-49** | 76 | 74 | 74 | 75 | 75 | 75 | 75 | 75 | 75 | 74 |
| **Large Rural** | 75 | 73 | 73 | 73 | 73 | 74 | 73 | n/a | n/a | n/a |
| **65+** | 75 | 74 | 74 | 75 | 75 | 75 | 74 | 74 | 75 | 74 |
| **Overall** | 75 | 74 | 73 | 74 | 74 | 74 | 73 | 73 | 74 | 73 |
| **Small Rural** | 74 | 74 | 74 | 74 | 74 | 74 | 73 | n/a | n/a | n/a |
| **Regional Centres** | 74 | 74 | 73 | 74 | 74 | 74 | 74 | n/a | n/a | n/a |
| **18-34** | 74 | 71 | 71 | 71 | 72 | 72 | 70 | 70 | 71 | 71 |
| **Men** | 73 | 72 | 71 | 72 | 72 | 72 | 71 | 71 | 72 | 71 |

**2021 public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 26 | 48 | 23 | 2 | <0.5 | <0.5 |
| **2012 Overall** | 23 | 49 | 25 | 2 | <0.5 | <0.5 |
| **Metropolitan** | 29 | 47 | 22 | 1 | <0.5 | <0.5 |
| **Interface** | 33 | 44 | 20 | 2 | <0.5 | 1 |
| **Regional Centres** | 26 | 46 | 25 | 2 | <0.5 | <0.5 |
| **Large Rural** | 28 | 47 | 23 | 2 | <0.5 | <0.5 |
| **Small Rural** | 25 | 48 | 23 | 2 | 1 | 1 |
| **Men** | 24 | 48 | 25 | 2 | <0.5 | <0.5 |
| **Women** | 31 | 46 | 21 | 1 | <0.5 | <0.5 |
| **18-34** | 27 | 42 | 28 | 2 | <0.5 | <0.5 |
| **35-49** | 29 | 46 | 23 | 2 | <0.5 | <0.5 |
| **50-64** | 30 | 48 | 21 | 2 | <0.5 | <0.5 |
| **65+** | 26 | 51 | 20 | 2 | 1 | 1 |

**2021 public areas performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Regional Centres** | 75 | 72 | 74 | 73 | 73 | 73 | 72 | n/a | n/a | n/a |
| **Small Rural** | 75 | 72 | 73 | 72 | 74 | 73 | 74 | n/a | n/a | n/a |
| **Metropolitan** | 74 | 73 | 74 | 73 | 72 | 72 | 73 | n/a | n/a | n/a |
| **18-34** | 74 | 72 | 73 | 71 | 72 | 72 | 73 | 73 | 72 | 73 |
| **65+** | 73 | 72 | 73 | 72 | 72 | 72 | 72 | 73 | 72 | 72 |
| **Women** | 73 | 72 | 73 | 72 | 72 | 71 | 72 | 72 | 71 | 72 |
| **Overall** | 73 | 72 | 72 | 71 | 71 | 71 | 72 | 72 | 71 | 71 |
| **Men** | 73 | 71 | 72 | 71 | 71 | 71 | 71 | 72 | 71 | 71 |
| **35-49** | 72 | 72 | 72 | 71 | 72 | 71 | 72 | 72 | 70 | 70 |
| **50-60** | 72 | 70 | 71 | 70 | 69 | 69 | 70 | 71 | 69 | 70 |
| **Large Rural** | 70 | 71 | 70 | 69 | 69 | 69 | 69 | n/a | n/a | n/a |
| **Interface** | 68 | 65 | 69 | 68 | 66 | 66 | 67 | n/a | n/a | n/a |

**2021 public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 24 | 46 | 22 | 6 | 2 | 1 |
| **2012 Overall** | 23 | 48 | 21 | 6 | 2 | 1 |
| **Metropolitan** | 28 | 48 | 18 | 4 | 1 | 1 |
| **Interface** | 19 | 44 | 26 | 7 | 3 | 2 |
| **Regional Centres** | 32 | 43 | 19 | 5 | 1 | 1 |
| **Large Rural** | 24 | 45 | 21 | 7 | 2 | 1 |
| **Small Rural** | 29 | 47 | 17 | 4 | 2 | 1 |
| **Men** | 26 | 48 | 18 | 5 | 2 | 1 |
| **Women** | 28 | 44 | 20 | 5 | 2 | 1 |
| **18-34** | 26 | 50 | 18 | 5 | 1 | 1 |
| **35-49** | 27 | 46 | 19 | 6 | 2 | 1 |
| **50-64** | 26 | 45 | 20 | 6 | 2 | 1 |
| **65+** | 29 | 43 | 19 | 5 | 2 | 2 |

**ART CENTRES AND LIBRARIES**

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

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

**2021 art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 16 | 42 | 33 | 7 | 1 | <0.5 |
| **2012 Overall** | 17 | 42 | 33 | 7 | 2 | 1 |
| **Metropolitan** | 21 | 43 | 27 | 6 | 1 | 1 |
| **Interface** | 19 | 37 | 33 | 9 | 1 | <0.5 |
| **Regional Centres** | 19 | 38 | 33 | 8 | 2 | 1 |
| **Large Rural** | 18 | 39 | 32 | 8 | 2 | 1 |
| **Small Rural** | 14 | 38 | 33 | 10 | 3 | 2 |
| **Men** | 14 | 36 | 35 | 11 | 3 | 1 |
| **Women** | 23 | 43 | 27 | 5 | 1 | 1 |
| **18-34** | 18 | 33 | 38 | 9 | 2 | <0.5 |
| **35-49** | 21 | 41 | 28 | 9 | 1 | <0.5 |
| **50-64** | 18 | 39 | 31 | 8 | 3 | 1 |
| **65+** | 18 | 46 | 27 | 6 | 2 | 2 |

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 76 | 77 | 77 | 76 | 76 | 75 | 76 | 78 | 76 | 76 |
| **Regional Centres** | 75 | 74 | 74 | 76 | 75 | 75 | 75 | n/a | n/a | n/a |
| **Women** | 74 | 75 | 76 | 75 | 75 | 74 | 75 | 77 | 74 | 74 |
| **Metropolitan** | 73 | 75 | 76 | 75 | 75 | 74 | 75 | n/a | n/a | n/a |
| **Overall** | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 75 | 73 | 73 |
| **35-49** | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 76 | 73 | 72 |
| **Large Rural** | 73 | 72 | 73 | 71 | 70 | 70 | 73 | n/a | n/a | n/a |
| **Small Rural** | 72 | 74 | 74 | 73 | 72 | 71 | 69 | n/a | n/a | n/a |
| **50-60** | 72 | 72 | 73 | 72 | 72 | 71 | 71 | 73 | 72 | 71 |
| **Interface** | 71 | 71 | 75 | 75 | 72 | 68 | 72 | n/a | n/a | n/a |
| **Men** | 71 | 73 | 73 | 73 | 72 | 70 | 72 | 74 | 72 | 71 |
| **18-34** | 70 | 71 | 73 | 73 | 72 | 71 | 73 | 74 | 73 | 73 |

**2021 art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 25 | 44 | 18 | 4 | 2 | 8 |
| **2012 Overall** | 24 | 44 | 19 | 5 | 2 | 7 |
| **Metropolitan** | 22 | 41 | 19 | 3 | 1 | 14 |
| **Interface** | 19 | 43 | 21 | 3 | 1 | 13 |
| **Regional Centres** | 26 | 42 | 19 | 3 | 1 | 9 |
| **Large Rural** | 21 | 43 | 20 | 3 | 1 | 13 |
| **Small Rural** | 19 | 42 | 20 | 4 | 1 | 14 |
| **Men** | 19 | 43 | 20 | 4 | 1 | 13 |
| **Women** | 25 | 41 | 19 | 3 | 1 | 12 |
| **18-34** | 16 | 45 | 24 | 4 | 1 | 11 |
| **35-49** | 22 | 43 | 19 | 4 | 1 | 12 |
| **50-64** | 20 | 40 | 21 | 4 | 1 | 14 |
| **65+** | 27 | 40 | 16 | 3 | 1 | 14 |

**COMMUNITY AND CULTURAL ACTIVITIES**

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

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

**2021 community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 11 | 37 | 41 | 9 | 2 | 1 |
| **2012 Overall** | 11 | 37 | 39 | 10 | 2 | 1 |
| **Metropolitan** | 15 | 36 | 37 | 9 | 2 | 1 |
| **Interface** | 13 | 38 | 35 | 11 | 2 | 1 |
| **Regional Centres** | 15 | 39 | 35 | 7 | 3 | 1 |
| **Large Rural** | 15 | 35 | 36 | 10 | 2 | 1 |
| **Small Rural** | 12 | 37 | 38 | 10 | 2 | 1 |
| **Men** | 12 | 33 | 38 | 12 | 4 | 1 |
| **Women** | 17 | 41 | 34 | 5 | 1 | 1 |
| **18-34** | 17 | 35 | 37 | 10 | 1 | <0.5 |
| **35-49** | 15 | 35 | 38 | 9 | 3 | <0.5 |
| **50-64** | 14 | 37 | 36 | 9 | 2 | 1 |
| **65+** | 13 | 40 | 34 | 8 | 3 | 2 |

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 68 | 70 | 71 | 69 | 70 | 69 | 71 | 72 | 71 | 71 |
| **Small Rural** | 67 | 68 | 66 | 69 | 69 | 65 | 68 | n/a | n/a | n/a |
| **Metropolitan** | 66 | 70 | 70 | 70 | 70 | 71 | 71 | n/a | n/a | n/a |
| **Women** | 65 | 70 | 70 | 70 | 71 | 70 | 71 | 71 | 70 | 70 |
| **Overall** | 65 | 68 | 69 | 69 | 69 | 69 | 69 | 70 | 69 | 68 |
| **Men** | 65 | 67 | 67 | 67 | 67 | 67 | 68 | 68 | 68 | 67 |
| **Regional Centres** | 65 | 69 | 69 | 68 | 69 | 69 | 69 | n/a | n/a | n/a |
| **Large Rural** | 65 | 67 | 67 | 67 | 69 | 67 | 69 | n/a | n/a | n/a |
| **35-49** | 64 | 70 | 69 | 69 | 70 | 70 | 70 | 71 | 69 | 68 |
| **50-60** | 64 | 67 | 68 | 67 | 68 | 67 | 68 | 69 | 68 | 67 |
| **18-34** | 63 | 66 | 67 | 68 | 67 | 68 | 69 | 69 | 68 | 68 |
| **Interface** | 62 | 66 | 68 | 67 | 64 | 63 | 65 | n/a | n/a | n/a |

**2021 community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 17 | 44 | 25 | 5 | 1 | 8 |
| **2012 Overall** | 15 | 44 | 26 | 5 | 1 | 9 |
| **Metropolitan** | 12 | 37 | 27 | 7 | 1 | 16 |
| **Interface** | 11 | 33 | 32 | 8 | 2 | 14 |
| **Regional Centres** | 13 | 39 | 29 | 8 | 2 | 10 |
| **Large Rural** | 13 | 39 | 29 | 7 | 2 | 10 |
| **Small Rural** | 15 | 38 | 26 | 5 | 2 | 13 |
| **Men** | 12 | 38 | 30 | 6 | 2 | 12 |
| **Women** | 13 | 37 | 27 | 7 | 2 | 13 |
| **18-34** | 11 | 38 | 31 | 9 | 1 | 10 |
| **35-49** | 13 | 38 | 29 | 7 | 2 | 11 |
| **50-64** | 12 | 37 | 28 | 7 | 2 | 13 |
| **65+** | 15 | 37 | 27 | 4 | 1 | 16 |

**WASTE MANAGEMENT**

**2021 waste management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Metropolitan** | 85 | 84 | 83 | 83 | 81 | 82 | 81 | n/a | n/a | n/a |
| **Women** | 84 | 84 | 83 | 83 | 81 | 82 | 80 | 80 | 81 | 80 |
| **Interface** | 83 | 83 | 82 | 84 | 79 | 81 | 79 | n/a | n/a | n/a |
| **50-60** | 83 | 83 | 82 | 82 | 80 | 81 | 81 | 80 | 81 | 79 |
| **35-49** | 83 | 83 | 82 | 82 | 80 | 80 | 80 | 79 | 80 | 79 |
| **65+** | 82 | 82 | 82 | 82 | 79 | 80 | 79 | 80 | 80 | 79 |
| **Overall** | 82 | 82 | 81 | 81 | 79 | 80 | 79 | 79 | 79 | 78 |
| **Regional Centres** | 82 | 82 | 80 | 81 | 79 | 79 | 80 | n/a | n/a | n/a |
| **18-34** | 81 | 81 | 80 | 79 | 78 | 79 | 76 | 77 | 76 | 76 |
| **Large Rural** | 81 | 81 | 80 | 81 | 78 | 79 | 78 | n/a | n/a | n/a |
| **Men** | 80 | 80 | 79 | 80 | 77 | 78 | 77 | 77 | 77 | 77 |
| **Small Rural** | 80 | 79 | 79 | 78 | 76 | 79 | 77 | n/a | n/a | n/a |

**2021 waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 36 | 47 | 15 | 1 | <0.5 | <0.5 |
| **2012 Overall** | 32 | 49 | 16 | 1 | <0.5 | 1 |
| **Metropolitan** | 49 | 40 | 10 | 1 | <0.5 | <0.5 |
| **Interface** | 47 | 41 | 10 | 1 | <0.5 | 0 |
| **Regional Centres** | 44 | 43 | 12 | 1 | <0.5 | <0.5 |
| **Large Rural** | 41 | 44 | 13 | 2 | 1 | <0.5 |
| **Small Rural** | 39 | 43 | 15 | 1 | <0.5 | 1 |
| **Men** | 40 | 43 | 14 | 2 | 1 | <0.5 |
| **Women** | 48 | 41 | 10 | 1 | <0.5 | <0.5 |
| **18-34** | 43 | 40 | 15 | 2 | <0.5 | <0.5 |
| **35-49** | 47 | 40 | 11 | 2 | <0.5 | <0.5 |
| **50-64** | 47 | 40 | 11 | 1 | <0.5 | <0.5 |
| **65+** | 42 | 46 | 10 | 1 | <0.5 | 1 |

**2021 waste management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 72 | 70 | 72 | 73 | 74 | 74 | 75 | 75 | 74 | 75 |
| **Metropolitan** | 72 | 70 | 73 | 75 | 75 | 76 | 77 | n/a | n/a | n/a |
| **Interface** | 71 | 65 | 70 | 68 | 71 | 71 | 73 | n/a | n/a | n/a |
| **Men** | 70 | 66 | 69 | 70 | 71 | 70 | 72 | 73 | 72 | 72 |
| **Regional Centres** | 69 | 66 | 68 | 70 | 69 | 69 | 71 | n/a | n/a | n/a |
| **Overall** | 69 | 65 | 68 | 70 | 71 | 70 | 72 | 73 | 71 | 72 |
| **18-34** | 69 | 64 | 68 | 70 | 71 | 70 | 73 | 74 | 73 | 73 |
| **Small Rural** | 68 | 64 | 66 | 69 | 70 | 69 | 71 | n/a | n/a | n/a |
| **Women** | 68 | 64 | 68 | 70 | 71 | 70 | 72 | 72 | 70 | 72 |
| **50-60** | 66 | 63 | 66 | 68 | 69 | 67 | 70 | 71 | 69 | 70 |
| **35-49** | 66 | 63 | 66 | 69 | 70 | 68 | 69 | 71 | 69 | 69 |
| **Large Rural** | 66 | 62 | 64 | 67 | 68 | 66 | 68 | n/a | n/a | n/a |

**2021 waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 24 | 47 | 18 | 6 | 3 | 2 |
| **2012 Overall** | 24 | 48 | 17 | 6 | 2 | 2 |
| **Metropolitan** | 27 | 43 | 19 | 6 | 2 | 2 |
| **Interface** | 26 | 45 | 18 | 6 | 3 | 2 |
| **Regional Centres** | 25 | 41 | 19 | 8 | 5 | 2 |
| **Large Rural** | 21 | 39 | 21 | 9 | 6 | 4 |
| **Small Rural** | 21 | 44 | 20 | 8 | 4 | 3 |
| **Men** | 24 | 44 | 19 | 7 | 4 | 3 |
| **Women** | 23 | 40 | 21 | 8 | 4 | 3 |
| **18-34** | 22 | 44 | 20 | 8 | 4 | 3 |
| **35-49** | 21 | 41 | 20 | 9 | 6 | 2 |
| **50-64** | 20 | 41 | 21 | 9 | 5 | 3 |
| **65+** | 28 | 42 | 19 | 6 | 3 | 3 |

**BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM**

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

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 20 | 39 | 31 | 8 | 2 | 1 |
| **2012 Overall** | 18 | 39 | 31 | 9 | 2 | 1 |
| **Metropolitan** | 13 | 35 | 36 | 11 | 2 | 2 |
| **Regional Centres** | 27 | 42 | 25 | 3 | 1 | 1 |
| **Large Rural** | 26 | 38 | 29 | 5 | 1 | 1 |
| **Small Rural** | 29 | 42 | 23 | 4 | 1 | 1 |
| **Men** | 21 | 38 | 30 | 8 | 2 | 1 |
| **Women** | 26 | 40 | 28 | 4 | 1 | 1 |
| **18-34** | 24 | 36 | 32 | 7 | <0.5 | <0.5 |
| **35-49** | 25 | 37 | 29 | 6 | 2 | <0.5 |
| **50-64** | 26 | 39 | 27 | 6 | 2 | 1 |
| **65+** | 21 | 43 | 27 | 5 | 2 | 3 |

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

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

**2021 business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 10 | 35 | 30 | 9 | 3 | 13 |
| **2012 Overall** | 10 | 35 | 31 | 9 | 3 | 12 |
| **Metropolitan** | 7 | 31 | 32 | 8 | 2 | 21 |
| **Interface** | 11 | 34 | 27 | 9 | 3 | 15 |
| **Regional Centres** | 13 | 33 | 33 | 10 | 3 | 8 |
| **Large Rural** | 10 | 33 | 34 | 12 | 4 | 8 |
| **Small Rural** | 14 | 34 | 30 | 10 | 3 | 9 |
| **Men** | 10 | 33 | 33 | 10 | 4 | 11 |
| **Women** | 12 | 32 | 31 | 10 | 3 | 13 |
| **18-34** | 10 | 36 | 34 | 10 | 2 | 8 |
| **35-49** | 10 | 32 | 33 | 11 | 4 | 9 |
| **50-64** | 10 | 31 | 31 | 12 | 4 | 12 |
| **65+** | 12 | 32 | 30 | 8 | 2 | 16 |

**COUNCIL’S GENERAL TOWN PLANNING POLICY**

**2021 town planning importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Small Rural** | 77 | n/a | 78 | 75 | 76 | 77 | 72 | n/a | n/a | n/a |
| **65+** | 77 | 76 | 76 | 76 | 76 | 74 | 74 | 74 | 75 | 74 |
| **50-60** | 77 | 76 | 76 | 76 | 76 | 76 | 76 | 76 | 77 | 76 |
| **Women** | 75 | 73 | 75 | 74 | 74 | 75 | 74 | 74 | 74 | 74 |
| **35-49** | 75 | 74 | 73 | 74 | 74 | 74 | 74 | 73 | 73 | 73 |
| **Regional Centres** | 74 | 72 | 71 | 72 | 71 | 72 | 73 | n/a | n/a | n/a |
| **Overall** | 74 | 72 | 73 | 73 | 72 | 73 | 72 | 72 | 73 | 72 |
| **Metropolitan** | 74 | 73 | 72 | 73 | 73 | 72 | 72 | n/a | n/a | n/a |
| **Large Rural** | 73 | 71 | 73 | 74 | 73 | 73 | 73 | n/a | n/a | n/a |
| **Interface** | 73 | 70 | 73 | 71 | 70 | 72 | 72 | n/a | n/a | n/a |
| **Men** | 73 | 71 | 71 | 72 | 71 | 71 | 70 | 70 | 71 | 70 |
| **18-34** | 69 | 65 | 67 | 67 | 64 | 68 | 66 | 66 | 66 | 66 |

**2021 town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 25 | 42 | 25 | 4 | 1 | 4 |
| **2012 Overall** | 25 | 42 | 24 | 4 | 1 | 4 |
| **Metropolitan** | 29 | 39 | 24 | 3 | 1 | 4 |
| **Interface** | 28 | 38 | 26 | 3 | 1 | 5 |
| **Regional Centres** | 29 | 38 | 24 | 2 | 1 | 5 |
| **Large Rural** | 27 | 42 | 23 | 4 | 1 | 3 |
| **Small Rural** | 34 | 41 | 15 | 3 | 1 | 5 |
| **Men** | 27 | 39 | 24 | 4 | 1 | 4 |
| **Women** | 30 | 40 | 22 | 2 | 1 | 5 |
| **18-34** | 22 | 35 | 32 | 5 | 1 | 5 |
| **35-49** | 32 | 38 | 24 | 3 | 1 | 2 |
| **50-64** | 34 | 41 | 18 | 2 | 1 | 3 |
| **65+** | 30 | 44 | 17 | 2 | 1 | 6 |

**2021 town planning performance (index scores)**

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

**2021 town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 5 | 29 | 32 | 12 | 5 | 17 |
| **2012 Overall** | 5 | 29 | 32 | 14 | 6 | 15 |
| **Metropolitan** | 7 | 27 | 30 | 11 | 5 | 20 |
| **Interface** | 5 | 26 | 29 | 13 | 6 | 21 |
| **Regional Centres** | 5 | 29 | 33 | 12 | 5 | 16 |
| **Large Rural** | 6 | 30 | 30 | 13 | 5 | 17 |
| **Small Rural** | 5 | 29 | 30 | 13 | 6 | 18 |
| **Men** | 6 | 29 | 31 | 12 | 6 | 15 |
| **Women** | 6 | 27 | 29 | 12 | 5 | 21 |
| **18-34** | 6 | 34 | 30 | 9 | 3 | 18 |
| **35-49** | 4 | 27 | 31 | 13 | 7 | 18 |
| **50-64** | 5 | 25 | 29 | 15 | 8 | 18 |
| **65+** | 7 | 26 | 29 | 13 | 5 | 19 |

**PLANNING AND BUILDING PERMITS**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **65+** | 75 | 76 | 75 | 75 | 75 | 74 | 74 | 74 | 74 | 74 |
| **50-60** | 75 | 74 | 75 | 74 | 74 | 74 | 73 | 73 | 74 | 74 |
| **Metropolitan** | 75 | 74 | 74 | 74 | 76 | 74 | 74 | n/a | n/a | n/a |
| **Women** | 74 | 73 | 73 | 73 | 74 | 74 | 73 | 74 | 73 | 73 |
| **Large Rural** | 73 | 71 | 71 | 70 | 72 | 70 | 71 | n/a | n/a | n/a |
| **Overall** | 73 | 71 | 71 | 71 | 72 | 71 | 71 | 71 | 71 | 71 |
| **35-49** | 72 | 71 | 72 | 71 | 72 | 71 | 72 | 72 | 72 | 72 |
| **Regional Centres** | 72 | 70 | 71 | 71 | 69 | 69 | 70 | n/a | n/a | n/a |
| **Interface** | 71 | 71 | 71 | 71 | 69 | 69 | 69 | n/a | n/a | n/a |
| **Men** | 71 | 70 | 70 | 69 | 70 | 69 | 69 | 69 | 69 | 69 |
| **Small Rural** | 71 | 68 | 70 | 68 | 68 | 71 | 70 | n/a | n/a | n/a |
| **18-34** | 68 | 65 | 66 | 64 | 66 | 67 | 66 | 66 | 65 | 66 |

**2021 planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 25 | 40 | 27 | 5 | 1 | 2 |
| **2012 Overall** | 25 | 41 | 25 | 5 | 1 | 3 |
| **Metropolitan** | 33 | 37 | 23 | 4 | 1 | 2 |
| **Interface** | 25 | 39 | 26 | 6 | 1 | 3 |
| **Regional Centres** | 27 | 39 | 26 | 4 | 1 | 3 |
| **Large Rural** | 27 | 40 | 24 | 4 | 1 | 4 |
| **Small Rural** | 25 | 39 | 25 | 6 | 2 | 3 |
| **Men** | 26 | 39 | 24 | 6 | 2 | 3 |
| **Women** | 30 | 39 | 25 | 3 | 1 | 3 |
| **18-34** | 21 | 36 | 33 | 6 | 2 | 2 |
| **35-49** | 30 | 37 | 25 | 6 | 1 | 1 |
| **50-64** | 32 | 39 | 22 | 4 | 1 | 2 |
| **65+** | 30 | 43 | 18 | 3 | 1 | 5 |

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

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

**2021 planning and building permits performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 6 | 26 | 27 | 12 | 6 | 23 |
| **2012 Overall** | 5 | 26 | 27 | 12 | 7 | 23 |
| **Metropolitan** | 6 | 23 | 25 | 12 | 6 | 27 |
| **Interface** | 7 | 23 | 24 | 14 | 8 | 25 |
| **Regional Centres** | 8 | 30 | 28 | 8 | 6 | 20 |
| **Large Rural** | 5 | 21 | 28 | 15 | 11 | 20 |
| **Small Rural** | 5 | 20 | 27 | 14 | 10 | 24 |
| **Men** | 6 | 24 | 27 | 14 | 10 | 19 |
| **Women** | 5 | 22 | 27 | 12 | 7 | 27 |
| **18-34** | 6 | 30 | 29 | 10 | 6 | 19 |
| **35-49** | 5 | 23 | 25 | 14 | 11 | 21 |
| **50-64** | 5 | 21 | 26 | 17 | 11 | 21 |
| **65+** | 6 | 19 | 26 | 13 | 8 | 28 |

**ENVIRONMENTAL SUSTAINABILITY**

**2021 environmental sustainability importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 79 | 78 | 79 | 77 | 76 | 77 | 77 | 77 | 76 | 75 |
| **18-34** | 77 | 76 | 78 | 76 | 75 | 77 | 75 | 75 | 74 | 73 |
| **Interface** | 77 | 73 | n/a | n/a | 72 | 77 | 71 | n/a | n/a | n/a |
| **Metropolitan** | 77 | 76 | 75 | 74 | 73 | 74 | 74 | n/a | n/a | n/a |
| **35-49** | 75 | 75 | 74 | 73 | 73 | 72 | 73 | 72 | 71 | 71 |
| **Overall** | 74 | 74 | 74 | 73 | 72 | 73 | 73 | 73 | 72 | 71 |
| **Regional Centres** | 74 | 74 | 74 | 73 | 72 | 71 | 73 | n/a | n/a | n/a |
| **50-60** | 73 | 74 | 73 | 72 | 72 | 73 | 73 | 73 | 72 | 71 |
| **65+** | 72 | 72 | 72 | 71 | 70 | 71 | 70 | 70 | 70 | 69 |
| **Large Rural** | 72 | 73 | 74 | 73 | 72 | 73 | 72 | n/a | n/a | n/a |
| **Small Rural** | 71 | 70 | 72 | 70 | 70 | 74 | 77 | n/a | n/a | n/a |
| **Men** | 70 | 70 | 70 | 69 | 68 | 69 | 69 | 68 | 68 | 67 |

**2021 environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 27 | 42 | 24 | 5 | 2 | 1 |
| **2012 Overall** | 26 | 41 | 24 | 6 | 2 | 1 |
| **Metropolitan** | 37 | 38 | 18 | 4 | 2 | 1 |
| **Interface** | 44 | 30 | 19 | 3 | 3 | <0.5 |
| **Regional Centres** | 34 | 36 | 21 | 5 | 2 | 1 |
| **Large Rural** | 31 | 36 | 23 | 6 | 3 | 1 |
| **Small Rural** | 31 | 34 | 23 | 8 | 2 | 1 |
| **Men** | 29 | 36 | 24 | 8 | 4 | 1 |
| **Women** | 40 | 38 | 17 | 3 | 1 | 1 |
| **18-34** | 41 | 33 | 21 | 4 | 1 | <0.5 |
| **35-49** | 36 | 37 | 19 | 5 | 3 | <0.5 |
| **50-64** | 33 | 35 | 22 | 6 | 2 | <0.5 |
| **65+** | 29 | 40 | 20 | 6 | 3 | 2 |

**2021 environmental sustainability performance (index scores)**

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

**2021 environmental sustainability performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 11 | 40 | 29 | 7 | 2 | 12 |
| **2012 Overall** | 11 | 39 | 29 | 7 | 2 | 12 |
| **Metropolitan** | 13 | 35 | 30 | 7 | 2 | 13 |
| **Interface** | 10 | 37 | 31 | 8 | 3 | 10 |
| **Regional Centres** | 11 | 37 | 30 | 10 | 3 | 10 |
| **Large Rural** | 10 | 36 | 32 | 9 | 3 | 10 |
| **Small Rural** | 10 | 35 | 31 | 9 | 4 | 11 |
| **Men** | 11 | 37 | 30 | 8 | 3 | 10 |
| **Women** | 11 | 34 | 32 | 9 | 3 | 11 |
| **18-34** | 11 | 39 | 31 | 10 | 2 | 8 |
| **35-49** | 11 | 37 | 30 | 9 | 3 | 10 |
| **50-64** | 10 | 33 | 32 | 10 | 4 | 11 |
| **65+** | 12 | 34 | 32 | 7 | 3 | 13 |

**EMERGENCY AND DISASTER MANAGEMENT**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 85 | 84 | 85 | 85 | 84 | 84 | 84 | 85 | 85 | 84 |
| **Interface** | 83 | 83 | 85 | 84 | 82 | 83 | 81 | n/a | n/a | n/a |
| **18-34** | 82 | 81 | 83 | 83 | 81 | 81 | 80 | 82 | 82 | 81 |
| **Small Rural** | 82 | 82 | 81 | 80 | 81 | 82 | 80 | n/a | n/a | n/a |
| **Regional Centres** | 81 | 81 | 81 | 82 | 80 | 80 | 81 | n/a | n/a | n/a |
| **50-60** | 81 | 80 | 81 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| **65+** | 81 | 80 | 80 | 81 | 80 | 80 | 79 | 80 | 80 | 79 |
| **Overall** | 81 | 80 | 81 | 81 | 80 | 80 | 80 | 80 | 80 | 80 |
| **Large Rural** | 81 | 81 | 82 | 82 | 81 | 81 | 81 | n/a | n/a | n/a |
| **35-49** | 80 | 80 | 81 | 81 | 78 | 80 | 79 | 79 | 79 | 79 |
| **Metropolitan** | 79 | 78 | 79 | 80 | 77 | 76 | 77 | n/a | n/a | n/a |
| **Men** | 77 | 77 | 77 | 77 | 76 | 76 | 75 | 76 | 76 | 76 |

**2021 emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 46 | 34 | 14 | 4 | 1 | 1 |
| **2012 Overall** | 43 | 38 | 14 | 4 | 1 | 1 |
| **Metropolitan** | 44 | 34 | 15 | 4 | 2 | 1 |
| **Interface** | 52 | 30 | 12 | 3 | 1 | 2 |
| **Regional Centres** | 49 | 31 | 14 | 3 | 1 | 1 |
| **Large Rural** | 47 | 35 | 13 | 4 | 1 | 1 |
| **Small Rural** | 47 | 37 | 11 | 2 | 2 | 1 |
| **Men** | 41 | 34 | 16 | 5 | 2 | 1 |
| **Women** | 53 | 34 | 10 | 2 | <0.5 | 1 |
| **18-34** | 50 | 32 | 12 | 4 | 1 | 1 |
| **35-49** | 47 | 31 | 16 | 4 | 2 | <0.5 |
| **50-64** | 49 | 32 | 14 | 3 | 1 | 1 |
| **65+** | 43 | 40 | 11 | 2 | 1 | 2 |

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **18-34** | 72 | 68 | 73 | 72 | 71 | 71 | 73 | 75 | 72 | 73 |
| **Small Rural** | 72 | 70 | 72 | 72 | 72 | 71 | 70 | n/a | n/a | n/a |
| **65+** | 72 | 70 | 73 | 72 | 72 | 71 | 71 | 72 | 71 | 71 |
| **Regional Centres** | 72 | 70 | 75 | 73 | 70 | 68 | 68 | n/a | n/a | n/a |
| **Women** | 72 | 69 | 74 | 72 | 71 | 71 | 71 | 73 | 70 | 70 |
| **Large Rural** | 71 | 69 | 72 | 71 | 70 | 70 | 71 | n/a | n/a | n/a |
| **Overall** | 71 | 68 | 72 | 71 | 70 | 69 | 70 | 71 | 70 | 70 |
| **Men** | 70 | 68 | 71 | 70 | 69 | 68 | 69 | 70 | 69 | 69 |
| **Metropolitan** | 70 | 66 | 70 | 69 | 68 | 68 | 69 | n/a | n/a | n/a |
| **35-49** | 70 | 68 | 72 | 71 | 69 | 68 | 68 | 70 | 69 | 68 |
| **Interface** | 69 | 66 | 73 | 70 | 69 | 69 | 70 | n/a | n/a | n/a |
| **50-60** | 69 | 66 | 70 | 69 | 68 | 67 | 67 | 68 | 67 | 67 |

**2021 emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 19 | 37 | 20 | 5 | 2 | 17 |
| **2012 Overall** | 19 | 38 | 20 | 5 | 2 | 16 |
| **Metropolitan** | 12 | 35 | 19 | 2 | 1 | 29 |
| **Interface** | 18 | 38 | 21 | 5 | 2 | 17 |
| **Regional Centres** | 23 | 41 | 20 | 4 | 2 | 10 |
| **Large Rural** | 22 | 38 | 21 | 5 | 2 | 12 |
| **Small Rural** | 21 | 41 | 18 | 4 | 1 | 14 |
| **Men** | 18 | 39 | 21 | 4 | 2 | 16 |
| **Women** | 21 | 38 | 19 | 4 | 1 | 16 |
| **18-34** | 20 | 43 | 21 | 2 | 1 | 12 |
| **35-49** | 17 | 41 | 21 | 5 | 2 | 14 |
| **50-64** | 18 | 37 | 20 | 6 | 2 | 18 |
| **65+** | 21 | 35 | 19 | 4 | 1 | 20 |

**PLANNING FOR POPULATION GROWTH**

**2021 planning for population growth importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Small Rural** | 82 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 82 | 80 | 80 | 79 | 80 | 79 | 76 | n/a | n/a | n/a |
| **35-49** | 78 | 78 | 79 | 78 | 78 | 77 | 78 | 78 | 77 | 77 |
| **50-60** | 78 | 78 | 79 | 80 | 79 | 77 | 79 | 78 | 78 | 78 |
| **Women** | 77 | 77 | 78 | 79 | 78 | 77 | 77 | 77 | 77 | 77 |
| **Regional Centres** | 77 | 77 | 75 | 75 | 75 | 76 | 76 | n/a | n/a | n/a |
| **65+** | 77 | 77 | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 75 |
| **Overall** | 76 | 76 | 77 | 77 | 76 | 76 | 75 | 75 | 75 | 75 |
| **Metropolitan** | 75 | 75 | 77 | 78 | 75 | 75 | 74 | n/a | n/a | n/a |
| **Men** | 75 | 75 | 75 | 76 | 75 | 74 | 73 | 73 | 73 | 73 |
| **Large Rural** | 74 | 75 | 77 | 78 | 78 | 74 | 74 | n/a | n/a | n/a |
| **18-34** | 73 | 73 | 74 | 74 | 73 | 74 | 70 | 70 | 71 | 73 |

**2021 planning for population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 34 | 38 | 20 | 5 | 1 | 1 |
| **2012 Overall** | 34 | 39 | 19 | 5 | 1 | 1 |
| **Metropolitan** | 36 | 35 | 20 | 5 | 2 | 2 |
| **Interface** | 52 | 26 | 16 | 2 | 2 | 2 |
| **Regional Centres** | 37 | 39 | 19 | 4 | 1 | 1 |
| **Large Rural** | 33 | 38 | 22 | 5 | 1 | 1 |
| **Small Rural** | 50 | 34 | 10 | 4 | 1 | 1 |
| **Men** | 35 | 36 | 20 | 5 | 2 | 1 |
| **Women** | 39 | 36 | 19 | 3 | 1 | 2 |
| **18-34** | 34 | 33 | 25 | 6 | 1 | 1 |
| **35-49** | 41 | 36 | 17 | 4 | 1 | <0.5 |
| **50-64** | 40 | 36 | 18 | 3 | 2 | 1 |
| **65+** | 35 | 40 | 17 | 3 | 1 | 3 |

**2021 planning for population growth performance (index scores)**

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

**2021 planning for population growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 7 | 26 | 31 | 14 | 6 | 17 |
| **2012 Overall** | 6 | 25 | 31 | 16 | 7 | 14 |
| **Metropolitan** | 6 | 23 | 33 | 15 | 5 | 19 |
| **Interface** | 4 | 22 | 29 | 22 | 10 | 13 |
| **Regional Centres** | 11 | 33 | 28 | 12 | 5 | 12 |
| **Large Rural** | 6 | 24 | 31 | 16 | 9 | 14 |
| **Small Rural** | 7 | 24 | 30 | 17 | 7 | 14 |
| **Men** | 8 | 28 | 30 | 15 | 7 | 12 |
| **Women** | 6 | 23 | 31 | 16 | 7 | 17 |
| **18-34** | 7 | 32 | 30 | 14 | 6 | 10 |
| **35-49** | 5 | 23 | 32 | 17 | 9 | 12 |
| **50-64** | 6 | 23 | 30 | 18 | 7 | 16 |
| **65+** | 9 | 22 | 29 | 14 | 6 | 20 |

**ROADSIDE SLASHING AND WEED CONTROL**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **50-60** | 82 | 82 | 78 | 78 | 78 | 76 | 76 | 78 | 78 | 74 |
| **Small Rural** | 82 | 80 | 76 | 76 | 76 | n/a | 77 | n/a | n/a | n/a |
| **Women** | 81 | 80 | 76 | 76 | 76 | 75 | 75 | 78 | 77 | 74 |
| **65+** | 80 | 80 | 76 | 76 | 76 | 73 | 74 | 76 | 77 | 73 |
| **Overall** | 79 | 78 | 74 | 73 | 74 | 73 | 73 | 75 | 74 | 71 |
| **Large Rural** | 79 | 78 | 76 | 75 | 75 | 75 | 74 | n/a | n/a | n/a |
| **35-49** | 78 | 76 | 75 | 73 | 73 | 74 | 75 | 76 | 76 | 71 |
| **Men** | 76 | 76 | 71 | 71 | 71 | 71 | 70 | 71 | 72 | 68 |
| **Interface** | 76 | 75 | 72 | 75 | 76 | 76 | 75 | n/a | n/a | n/a |
| **18-34** | 75 | 74 | 67 | 67 | 66 | 69 | 65 | 68 | 66 | 65 |

**2021 roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 30 | 42 | 24 | 4 | 1 | <0.5 |
| **2012 Overall** | 24 | 42 | 28 | 5 | 1 | 1 |
| **Interface** | 34 | 40 | 22 | 4 | 1 | 1 |
| **Large Rural** | 41 | 37 | 18 | 3 | 1 | <0.5 |
| **Small Rural** | 45 | 39 | 14 | 1 | <0.5 | <0.5 |
| **Men** | 36 | 38 | 21 | 4 | 1 | <0.5 |
| **Women** | 45 | 38 | 15 | 2 | <0.5 | <0.5 |
| **18-34** | 36 | 33 | 26 | 4 | 1 | 0 |
| **35-49** | 40 | 36 | 20 | 4 | 1 | <0.5 |
| **50-64** | 46 | 37 | 13 | 2 | 1 | 1 |
| **65+** | 40 | 43 | 14 | 2 | 1 | <0.5 |

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

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

**2021 roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 11 | 35 | 28 | 16 | 8 | 2 |
| **2012 Overall** | 14 | 38 | 28 | 12 | 5 | 3 |
| **Interface** | 13 | 33 | 28 | 15 | 8 | 2 |
| **Large Rural** | 9 | 29 | 28 | 19 | 13 | 2 |
| **Small Rural** | 9 | 24 | 32 | 21 | 12 | 2 |
| **Men** | 10 | 30 | 29 | 17 | 12 | 2 |
| **Women** | 10 | 26 | 29 | 20 | 12 | 3 |
| **18-34** | 12 | 35 | 27 | 15 | 9 | 2 |
| **35-49** | 11 | 28 | 29 | 18 | 13 | 1 |
| **50-64** | 8 | 25 | 31 | 20 | 14 | 2 |
| **65+** | 9 | 25 | 29 | 21 | 12 | 4 |

**MAINTENANCE OF UNSEALED ROADS**

**2021 maintenance of unsealed roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Small Rural** | 84 | 83 | 82 | 84 | 81 | 81 | 82 | n/a | n/a | n/a |
| **50-60** | 83 | 82 | 81 | 82 | 81 | 80 | 80 | 80 | 82 | 81 |
| **35-49** | 83 | 81 | 80 | 79 | 78 | 78 | 79 | 80 | 82 | 80 |
| **Women** | 83 | 81 | 81 | 82 | 80 | 80 | 80 | 81 | 83 | 82 |
| **Interface** | 82 | 81 | 81 | 81 | 79 | 79 | 78 | n/a | n/a | n/a |
| **Overall** | 81 | 80 | 80 | 80 | 79 | 79 | 78 | 78 | 81 | 80 |
| **65+** | 81 | 80 | 79 | 80 | 79 | 79 | 78 | 77 | 80 | 79 |
| **Men** | 80 | 78 | 78 | 78 | 77 | 77 | 76 | 76 | 79 | 78 |
| **Large Rural** | 80 | 79 | 79 | 78 | 77 | 78 | 76 | n/a | n/a | n/a |
| **18-34** | 79 | 76 | 78 | 79 | 76 | 78 | 76 | 77 | 80 | 79 |
| **Regional Centres** | 78 | 76 | 75 | 77 | 76 | 70 | 72 | n/a | n/a | n/a |

**2021 maintenance of unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **2013 Overall** | 44 | 39 | 14 | 2 | 1 | 1 |
| **2012 Overall** | 41 | 39 | 15 | 2 | 1 | 1 |
| **Interface** | 50 | 29 | 18 | 2 | <0.5 | 1 |
| **Regional Centres** | 40 | 35 | 21 | 2 | 1 | 1 |
| **Large Rural** | 42 | 38 | 16 | 3 | <0.5 | 1 |
| **Small Rural** | 50 | 36 | 11 | 1 | 1 | 1 |
| **Men** | 43 | 37 | 16 | 3 | <0.5 | 1 |
| **Women** | 48 | 35 | 14 | 1 | 1 | 1 |
| **18-34** | 44 | 32 | 20 | 3 | 1 | <0.5 |
| **35-49** | 51 | 31 | 14 | 3 | <0.5 | 1 |
| **50-64** | 48 | 36 | 12 | 2 | <0.5 | 1 |
| **65+** | 41 | 42 | 13 | 1 | 1 | 2 |

**2021 maintenance of unsealed roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Regional Centres** | 53 | 55 | 52 | 52 | 52 | n/a | 51 | n/a | n/a | n/a |
| **Interface** | 47 | 43 | 50 | 48 | 45 | 44 | 47 | n/a | n/a | n/a |
| **65+** | 47 | 46 | 46 | 44 | 45 | 45 | 46 | 48 | 48 | 50 |
| **Men** | 46 | 44 | 45 | 43 | 44 | 43 | 45 | 46 | 45 | 46 |
| **18-34** | 45 | 45 | 45 | 44 | 45 | 46 | 48 | 46 | 47 | 48 |
| **Overall** | 45 | 44 | 44 | 43 | 44 | 43 | 45 | 45 | 44 | 46 |
| **Small Rural** | 44 | 43 | 43 | 40 | 43 | 44 | 45 | n/a | n/a | n/a |
| **Large Rural** | 44 | 42 | 41 | 41 | 42 | 43 | 44 | n/a | n/a | n/a |
| **Women** | 44 | 43 | 43 | 42 | 43 | 43 | 45 | 45 | 43 | 46 |
| **35-49** | 44 | 43 | 43 | 43 | 44 | 42 | 44 | 45 | 42 | 44 |
| **50-60** | 43 | 41 | 42 | 40 | 41 | 40 | 43 | 42 | 40 | 43 |

**2021 maintenance of unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **2013 Overall** | 6 | 20 | 29 | 24 | 16 | 4 |
| **2012 Overall** | 7 | 22 | 29 | 21 | 15 | 7 |
| **Interface** | 6 | 24 | 28 | 16 | 15 | 11 |
| **Regional Centres** | 10 | 25 | 30 | 17 | 8 | 10 |
| **Large Rural** | 5 | 21 | 31 | 21 | 16 | 5 |
| **Small Rural** | 5 | 21 | 31 | 22 | 15 | 5 |
| **Men** | 6 | 24 | 30 | 20 | 15 | 5 |
| **Women** | 5 | 20 | 32 | 22 | 15 | 8 |
| **18-34** | 5 | 25 | 31 | 21 | 15 | 3 |
| **35-49** | 6 | 22 | 29 | 21 | 18 | 4 |
| **50-64** | 5 | 19 | 31 | 22 | 17 | 5 |
| **65+** | 6 | 21 | 32 | 20 | 12 | 10 |

**BUSINESS AND COMMUNITY DEVELOPMENT**

**2021 business and community development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Regional Centres** | 73 | 71 | 72 | 71 | 73 | n/a | n/a | n/a | n/a | n/a |
| **Women** | 72 | 71 | 71 | 70 | 71 | 72 | 71 | 71 | n/a | n/a |
| **18-34** | 71 | 68 | 70 | 70 | 72 | 72 | 69 | 70 | n/a | n/a |
| **50-60** | 71 | 71 | 69 | 68 | 69 | 69 | 69 | 69 | n/a | n/a |
| **35-49** | 71 | 70 | 71 | 70 | 71 | 73 | 70 | 71 | n/a | n/a |
| **Interface** | 70 | 69 | 67 | 68 | 67 | 69 | 67 | n/a | n/a | n/a |
| **Overall** | 70 | 69 | 69 | 69 | 70 | 70 | 69 | 69 | n/a | n/a |
| **Small Rural** | 69 | 68 | 70 | n/a | n/a | n/a | 71 | n/a | n/a | n/a |
| **65+** | 69 | 69 | 67 | 66 | 68 | 67 | 68 | 68 | n/a | n/a |
| **Men** | 68 | 68 | 67 | 68 | 69 | 69 | 67 | 67 | n/a | n/a |
| **Large Rural** | 68 | 68 | 70 | 69 | 70 | 71 | 72 | n/a | n/a | n/a |

**2021 business and community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 |
| **Interface** | 21 | 46 | 27 | 4 | 1 | 1 |
| **Regional Centres** | 25 | 44 | 26 | 3 | 1 | 1 |
| **Large Rural** | 19 | 42 | 32 | 5 | 1 | 1 |
| **Small Rural** | 21 | 43 | 28 | 5 | 2 | 1 |
| **Men** | 20 | 42 | 30 | 5 | 2 | 1 |
| **Women** | 23 | 45 | 27 | 3 | 1 | 2 |
| **18-34** | 22 | 44 | 29 | 3 | 1 | 1 |
| **35-49** | 21 | 44 | 30 | 3 | 1 | 1 |
| **50-64** | 24 | 42 | 27 | 5 | 1 | 1 |
| **65+** | 19 | 44 | 27 | 6 | 2 | 3 |

**2021 business and community development performance (index scores)**

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

**2021 business and community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **Interface** | 8 | 32 | 33 | 8 | 2 | 16 |
| **Regional Centres** | 9 | 34 | 35 | 9 | 3 | 11 |
| **Large Rural** | 7 | 34 | 33 | 8 | 3 | 15 |
| **Small Rural** | 8 | 30 | 35 | 10 | 3 | 14 |
| **Men** | 7 | 33 | 35 | 9 | 3 | 13 |
| **Women** | 9 | 33 | 33 | 8 | 2 | 15 |
| **18-34** | 10 | 41 | 32 | 7 | 2 | 9 |
| **35-49** | 7 | 32 | 37 | 10 | 3 | 10 |
| **50-64** | 7 | 32 | 36 | 9 | 4 | 13 |
| **65+** | 8 | 29 | 32 | 8 | 2 | 21 |

**TOURISM DEVELOPMENT**

**2021 tourism development importance (index scores)**

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

**2021 tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 9 | 25 | 36 | 19 | 8 | 3 |
| **Regional Centres** | 20 | 39 | 30 | 8 | 2 | 1 |
| **Large Rural** | 13 | 35 | 40 | 8 | 2 | 1 |
| **Small Rural** | 19 | 36 | 31 | 8 | 5 | <0.5 |
| **Men** | 17 | 34 | 32 | 11 | 5 | 1 |
| **Women** | 17 | 37 | 35 | 8 | 2 | 1 |
| **18-34** | 16 | 33 | 33 | 13 | 4 | 1 |
| **35-49** | 18 | 34 | 36 | 8 | 4 | <0.5 |
| **50-64** | 19 | 36 | 32 | 8 | 4 | 1 |
| **65+** | 15 | 37 | 33 | 9 | 4 | 2 |

**2021 tourism development performance (index scores)**

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

**2021 tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 10 | 28 | 30 | 11 | 3 | 18 |
| **Regional Centres** | 8 | 35 | 34 | 11 | 2 | 10 |
| **Large Rural** | 12 | 39 | 27 | 8 | 3 | 11 |
| **Small Rural** | 13 | 35 | 31 | 10 | 3 | 9 |
| **Men** | 11 | 36 | 30 | 10 | 3 | 10 |
| **Women** | 11 | 34 | 30 | 9 | 3 | 13 |
| **18-34** | 11 | 38 | 34 | 9 | 2 | 6 |
| **35-49** | 9 | 36 | 30 | 11 | 4 | 10 |
| **50-64** | 11 | 35 | 30 | 10 | 3 | 11 |
| **65+** | 13 | 32 | 28 | 9 | 2 | 16 |

**RESPONSE TO COVID-19**

**2021 response to Covid-19 importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 76 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-60** | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**2021 response to Covid-19 importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2021 Overall** | 33 | 32 | 20 | 9 | 4 | 3 |
| **Metropolitan** | 31 | 34 | 20 | 9 | 4 | 3 |
| **Interface** | 41 | 28 | 17 | 7 | 5 | 3 |
| **Regional Centres** | 37 | 29 | 20 | 8 | 4 | 2 |
| **Large Rural** | 29 | 31 | 22 | 10 | 5 | 3 |
| **Small Rural** | 32 | 33 | 19 | 8 | 4 | 3 |
| **Men** | 26 | 30 | 22 | 12 | 7 | 3 |
| **Women** | 39 | 33 | 17 | 5 | 2 | 3 |
| **18-34** | 32 | 33 | 21 | 9 | 4 | 2 |
| **35-49** | 29 | 28 | 23 | 13 | 6 | 2 |
| **50-64** | 34 | 29 | 21 | 8 | 5 | 3 |
| **65+** | 36 | 35 | 16 | 6 | 4 | 4 |

**2021 response to Covid-19 performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Small Rural** | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 73 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-60** | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

**2021 response to Covid-19 performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2021 Overall** | 27 | 39 | 18 | 4 | 2 | 9 |
| **Metropolitan** | 26 | 36 | 20 | 4 | 2 | 11 |
| **Interface** | 22 | 39 | 20 | 7 | 3 | 9 |
| **Regional Centres** | 27 | 41 | 18 | 4 | 2 | 7 |
| **Large Rural** | 27 | 40 | 18 | 4 | 2 | 9 |
| **Small Rural** | 30 | 38 | 17 | 4 | 1 | 10 |
| **Men** | 24 | 39 | 20 | 5 | 2 | 10 |
| **Women** | 30 | 38 | 17 | 4 | 2 | 9 |
| **18-34** | 27 | 45 | 17 | 4 | 2 | 5 |
| **35-49** | 24 | 40 | 21 | 4 | 2 | 8 |
| **50-64** | 26 | 37 | 20 | 6 | 3 | 10 |
| **65+** | 30 | 34 | 17 | 4 | 1 | 13 |

**Detailed demographics**

**2021 gender (%)**

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

**2021 age (%)**

|  |  |
| --- | --- |
| **18-24** | 6 |
| **25-34** | 19 |
| **35-49** | 23 |
| **50-64** | 18 |
| **65+** | 34 |

**2021 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 18 |
| **Single living with friends or housemates** | 12 |
| **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** | 25 |
| **Married or living with partner with children 16 or under at home** | 21 |
| **Married or living with partner with children but none 16 or under at home** | 16 |
| **Do not wish to answer** | 2 |

**2021 years lived in area (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10+ years** | **Don't know/ unsure** |
| **2021 Overall** | 14 | 16 | 70 | <0.5 |
| **2020 Overall** | 18 | 16 | 66 | 0 |
| **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 |
| **2013 Overall** | 14 | 14 | 72 | 0 |
| **2012 Overall** | 15 | 16 | 68 | <0.5 |

**2021 years lived in area (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** | **Don't know/ unsure** |
| **2021 Overall** | 14 | 16 | 22 | 19 | 30 | <0.5 |
| **2020 Overall** | 18 | 16 | 22 | 17 | 27 | 0 |
| **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** | 22 | 16 | 20 | 19 | 24 | <0.5 |
| **Interface** | 11 | 20 | 22 | 16 | 30 | <0.5 |
| **Regional Centres** | 8 | 15 | 23 | 19 | 34 | <0.5 |
| **Large Rural** | 13 | 15 | 22 | 19 | 31 | <0.5 |
| **Men** | 15 | 16 | 22 | 19 | 28 | <0.5 |
| **Women** | 29 | 19 | 19 | 24 | 9 | 0 |
| **18-34** | 13 | 26 | 31 | 12 | 19 | <0.5 |
| **35-49** | 7 | 11 | 23 | 23 | 37 | <0.5 |
| **50-64** | 4 | 7 | 16 | 17 | 56 | <0.5 |
| **65+** | 14 | 16 | 22 | 19 | 30 | <0.5 |

**2021 languages spoken at home (%)**

|  |  |
| --- | --- |
| **English only** | 69 |
| **Languages other than English** | 31 |

**2021 languages spoken at home (%)**

|  |  |
| --- | --- |
| **Chinese** | 6 |
| **Greek** | 3 |
| **Italian** | 3 |
| **Vietnamese** | 3 |
| **Hindi** | 2 |
| **Arabic** | 1 |
| **French** | 1 |
| **German** | 1 |
| **Spanish** | 1 |
| **Croatian** | <0.5 |
| **Dutch** | <0.5 |
| **Hungarian** | <0.5 |
| **Japanese** | <0.5 |
| **Korean** | <0.5 |
| **Russian** | <0.5 |
| **Other** | 12 |

**2021 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 63 |
| **Countries other than Australia** | 37 |

**2021 country of birth (%)**

|  |  |
| --- | --- |
| **India** | 5 |
| **China** | 4 |
| **United Kingdom** | 3 |
| **New Zealand** | 2 |
| **Greece** | 1 |
| **United States** | 1 |
| **Japan** | <0.5 |
| **Korea** | <0.5 |
| **Germany** | <0.5 |
| **Canada** | <0.5 |
| **France** | <0.5 |
| **Hungary** | <0.5 |
| **Other** | 19 |

**2021 personal and household use and experience of council services (%)**

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Waste management** | 85 | 91 |
| **Parking facilities** | 79 | 83 |
| **Appearance of public areas** | 78 | 81 |
| **Local streets & footpaths** | 78 | 80 |
| **Sealed local roads** | 70 | 72 |
| **Recreational facilities** | 60 | 66 |
| **Unsealed roads** | **53** | **57** |
| **Informing the community** | **45** | **49** |
| **Art centres & libraries** | **34** | **41** |
| **Environmental sustainability** | **30** | **33** |
| **Community & cultural** | **20** | **23** |
| **Business & community dev.** | **17** | **20** |
| **Consultation & engagement** | **15** | **19** |
| **Enforcement of local laws** | **16** | **19** |
| **Planning & building permits** | **14** | **17** |
| **Emergency & disaster mngt** | **14** | **16** |
| **Family support services** | **11** | **15** |
| **Elderly support services** | **8** | **14** |
| **Population growth** | **11** | **12** |
| **Lobbying** | **7** | **9** |
| **Disadvantaged support serv.** | **4** | **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 2021 State-wide Local Government Community Satisfaction Survey was n=28,011. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

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

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

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

**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

**Detailed survey tabulations**

Detailed survey tabulations are available in supplied Excel file.

**Contacts**

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on   
(03) 8685 8555 or via email on [admin@jwsresearch.com](mailto:admin@jwsresearch.com).

**Survey methodology and sampling**

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

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

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

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

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

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

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

**Analysis and reporting**

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

Please note that councils participating in 2012-2021 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time 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  Moreland  Port Phillip  Stonnington  Whitehorse | Cardinia  Casey  Mornington Peninsula  Whittlesea  Yarra Ranges | Greater Bendigo  Greater Geelong  Horsham  Latrobe  Mildura  Wangaratta  Warrnambool  Wodonga | Bass Coast  Baw Baw  Campaspe  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 |

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

**2012 survey revision**

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2021 have been made throughout this report as appropriate.

**Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

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

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

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

**Reporting**

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

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

**GLOSSARY OF TERMS**

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

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

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

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

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

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

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

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

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

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

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

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

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