**2024 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY**

**STATE-WIDE REPORT**

**COORDINATED BY THE DEPARTMENT OF GOVERNMENT SERVICES 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 the council and their community.

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

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

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

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

**Serving Victoria for 25 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 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

**CONTEXTUAL CONSIDERATIONS**

In 2024, like 2023, many councils that participated in the Victorian Local Government annual Community Satisfaction Survey (CSS) received lower overall performance index scores. The State-wide overall performance index score for all Victorian councils fell a statistically significant two points, from an index score of 56 in 2023 to 54 in 2024, continuing a downward trend from the 2022 CSS results. The Metropolitan group and Interface group councils halted this trend in 2024, but it is still largely evident in Regional Centres and Large and Small Rural group councils.

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

CSS findings are consistent with long-term independent research conducted by JWS Research showing a consistent downward trend reported by Australians and Victorians since mid-2020, when asked to rate the current performance of local government (see JWS Research True Issues May 2024, slide 19).

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

**KEY FINDINGS AND RECOMMENDATIONS**

**SUMMARY OF CORE MEASURES**

**Index scores**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Overall performance** | 54 | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 | 60 |
| **Value for money** | 48 | 49 | 53 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Consultation & engagement** | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 |
| **Community decisions** | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 |
| **Sealed local roads** | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |
| **Waste management** | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 |
| **Customer service** | 67 | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 |
| **Overall council direction** | 45 | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 |

**Core measures summary results (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Overall performance** | 8 | 32 | 36 | 14 | 9 | 1 |
| **Value for money** | 6 | 25 | 33 | 19 | 13 | 4 |
| **Consultation & engagement** | 7 | 26 | 31 | 17 | 10 | 8 |
| **Community decisions** | 6 | 26 | 33 | 17 | 11 | 9 |
| **Sealed local roads** | 8 | 24 | 27 | 20 | 19 | 1 |
| **Waste management** | 21 | 42 | 21 | 8 | 5 | 3 |
| **Customer service** | 29 | 34 | 18 | 9 | 8 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **Overall council direction** | 12 | 60 | 23 | 5 |

**SUMMARY OF STATE-WIDE PERFORMANCE**

|  | **State-wide 2024** | **State-wide 2023** | **Highest score** | **Lowest score** |
| --- | --- | --- | --- | --- |
| **Overall performance** | 54 | 56 | Metropolitan | Large Rural Shires, Interface |
| **Value for money** | 48 | 49 | Metropolitan | Large Rural Shires |
| **Overall council direction** | 45 | 46 | Metropolitan | Aged 50-64 years |
| **Customer service** | 67 | 67 | Metropolitan | Men |
| **Art centres & libraries** | 73 | 73 | Metropolitan | Interface |
| **Recreational facilities** | 68 | 68 | Metropolitan | Interface |
| **Appearance of public areas** | 68 | 67 | Small Rural Shires | Interface |
| **Waste management** | 67 | 66 | Metropolitan,  Aged 65+ years | Aged 35-64 years |
| **Community & cultural** | 66 | 66 | Small Rural Shires,  Metropolitan | Interface |
| **Emergency & disaster mngt** | 65 | 65 | Aged 65+ years | Interface |
| **COVID-19 response** | 65 | 67 | Women | Regional Centres,  Men |
| **Elderly support services** | 63 | 63 | Aged 65+ years | Interface |
| **Family support services** | 63 | 63 | Metropolitan,  Aged 65+ years | Interface,  Aged 50-64 years |
| **Enforcement of local laws** | 61 | 61 | Aged 18-34 years | Interface |
| **Environmental sustainability** | 60 | 60 | Metropolitan | Large Rural Shires,  Interface |
| **Tourism development** | 59 | 61 | Large Rural Shires, Aged 65+ years, Small Rural Shires, Women | Interface |
| **Disadvantaged support serv.** | 58 | 59 | Metropolitan | Interface |
| **Bus/community dev./tourism** | 57 | 59 | Small Rural Shires, Regional Centres | Large Rural Shires,  Aged 35-64 years |
| **Business & community dev.** | 57 | 57 | Metropolitan,  Large Rural Shires | Aged 50-64 years |
| **Informing the community** | 56 | 57 | Metropolitan | Interface |
| **Parking facilities** | 54 | 55 | Small Rural Shires | Large Rural Shires |
| **Traffic management** | 53 | 55 | Small Rural Shires | Large Rural Shires |
| **Local streets & footpaths** | 52 | 52 | Metropolitan | Interface,  Large Rural Shires |
| **Consultation & engagement** | 51 | 52 | Metropolitan | Aged 50-64 years,  Large Rural Shires |
| **Town planning policy** | 50 | 50 | Metropolitan | Interface |
| **Community decisions** | 50 | 51 | Metropolitan | Aged 50-64 years,  Large Rural Shires |
| **Lobbying** | 50 | 51 | Metropolitan | Aged 50-64 years |
| **Population growth** | 47 | 48 | Regional Centres | Interface,  Small Rural Shires |
| **Sealed local roads** | 45 | 48 | Metropolitan | Large Rural Shires |
| **Slashing & weed control** | 45 | 46 | Metropolitan | Aged 50-64 years,  Large Rural Shires |
| **Planning & building permits** | 45 | 47 | Regional Centres | Large Rural Shires |
| **Unsealed roads** | 36 | 37 | Regional Centres | Aged 50-64 years, Aged 35-49 years |

**FOCUS AREAS FOR THE NEXT 12 MONTHS**

**Overview**

Perceptions of overall performance for councils’ State-wide have declined for the third year in a row and are now at a decade-long low. However, there is some evidence of an end to this downward trend. Overall performance ratings for councils in the Metropolitan group have improved significantly this year, counter to the State-wide trend, while overall performance ratings for councils in the Interface group have stablised (and are not significantly different to last year).

**Key influences on perceptions of overall performance**

Victorian councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. State-wide, these remain council decisions made in the interest of the community, the condition of sealed local roads (excluding those managed by VicRoads) and town planning. These are again among the lower performing areas for councils State-wide, with performance on sealed local roads also being most mentioned as in need of improvement.

**Area grouping comparisons**

On all of the eight core measures, the Metropolitan group of councils performs significantly higher than the State-wide average. In many instances, perceptions have improved this year for the Metropolitan group. Regional Centres councils mostly perform on par with the State-wide averages. Among the Interface group of councils, results are mixed with the group either performing on par with, or significantly below the State-wide averages. Large and Small Rural council groups tend to rate below the State-wide average.

**Rebuilding connections with the community**

Many core measures continue a downward trend since recent peaks in 2021. A focus on shoring up perceptions of community consultation and engagement is warranted. Ensuring the community believes that decisions are indeed made on behalf of the community is also crucial. Together, these efforts will help to foster a sense of connectedness and turn around perceptions that councils are heading in the right direction, rather than the wrong direction.

**DETAILED FINDINGS**

**OVERALL PERFORMANCE**

The overall performance index score of 54 for councils State-wide continues a multi-year trend of decline from a peak performance rating of 61 in 2021. The current result is the lowest result in a decade.

This decline in overall performance is the result of significant declines in perceptions, at the 95% confidence interval, across most demographic and council groups.

Of note, and in contrast to the pattern across the State, perceptions of overall performance significantly improved this year in the Metropolitan council group. This group continues to rate significantly higher than the State-wide average.

Furthermore, perceptions among the Interface council group have stabilised and are in line with the 2023 result, demonstrating a change in direction and the potential for an uplift to follow in other areas across the State. That said, the significant downward trend continues this year in perceptions of performance for the Regional Centre and Large and Small Rural council groups.

State-wide, residents are divided on the value for money received from their council in infrastructure and services. Trends in value for money index scores follow the pattern of overall performance.

**2024 overall performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 63 | 62 | 65 | 67 | 66 | 67 | 65 | 64 | 66 | 67 |
| **18-34** | 56 | 57 | 61 | 64 | 61 | 63 | 62 | 62 | 62 | 64 |
| **65+** | 56 | 57 | 60 | 62 | 59 | 61 | 59 | 60 | 59 | 61 |
| **Women** | 55 | 57 | 59 | 62 | 59 | 60 | 59 | 60 | 60 | 61 |
| **Overall** | 54 | 56 | 59 | 61 | 58 | 60 | 59 | 59 | 59 | 60 |
| **Regional Centres** | 54 | 56 | 59 | 60 | 56 | 58 | 58 | 57 | 55 | 58 |
| **Men** | 53 | 54 | 58 | 60 | 57 | 59 | 58 | 58 | 58 | 59 |
| **Small Rural** | 53 | 55 | 58 | 60 | 56 | 58 | 56 | 58 | 57 | 59 |
| **35-49** | 52 | 54 | 57 | 59 | 56 | 58 | 57 | 57 | 57 | 59 |
| **50-64** | 51 | 52 | 54 | 57 | 54 | 56 | 54 | 55 | 55 | 57 |
| **Interface** | 50 | 51 | 56 | 59 | 56 | 61 | 60 | 60 | 61 | 62 |
| **Large Rural** | 50 | 52 | 55 | 58 | 55 | 56 | 56 | 54 | 54 | 56 |

**2024 overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 8 | 32 | 36 | 14 | 9 | 1 |
| **2023 Overall** | 9 | 33 | 36 | 13 | 7 | 1 |
| **2022 Overall** | 10 | 37 | 35 | 11 | 6 | 2 |
| **2021 Overall** | 11 | 39 | 34 | 10 | 4 | 2 |
| **2020 Overall** | 9 | 37 | 36 | 11 | 6 | 1 |
| **2019 Overall** | 10 | 39 | 35 | 10 | 5 | 1 |
| **2018 Overall** | 9 | 37 | 36 | 11 | 5 | 2 |
| **2017 Overall** | 9 | 36 | 37 | 10 | 5 | 2 |
| **2016 Overall** | 9 | 36 | 36 | 11 | 5 | 2 |
| **2015 Overall** | 10 | 39 | 35 | 10 | 4 | 1 |
| **Metropolitan** | 12 | 42 | 31 | 8 | 4 | 1 |
| **Interface** | 6 | 28 | 35 | 17 | 12 | 2 |
| **Regional Centres** | 8 | 30 | 37 | 15 | 9 | 1 |
| **Large Rural** | 6 | 27 | 39 | 17 | 11 | 2 |
| **Small Rural** | 7 | 31 | 37 | 15 | 9 | 1 |
| **Men** | 8 | 31 | 35 | 15 | 10 | 1 |
| **Women** | 8 | 32 | 37 | 14 | 8 | 1 |
| **18-34** | 8 | 36 | 35 | 13 | 7 | 1 |
| **35-49** | 6 | 31 | 36 | 15 | 11 | 1 |
| **50-64** | 7 | 29 | 35 | 17 | 11 | 1 |
| **65+** | 10 | 31 | 37 | 13 | 7 | 2 |

**VALUE FOR MONEY IN SERVICES AND INFRASTRUCTURE**

**2024 value for money (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 57 | 56 | 61 | 62 | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 51 | 53 | 55 | 57 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 49 | 51 | 54 | 55 | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 49 | 50 | 55 | 57 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 48 | 50 | 53 | 55 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 48 | 49 | 53 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 47 | 49 | 51 | 52 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Interface** | 47 | 48 | 51 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 47 | 48 | 51 | 53 | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 44 | 46 | 49 | 51 | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 44 | 45 | 48 | 50 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 43 | 45 | 48 | 50 | n/a | n/a | n/a | n/a | n/a | n/a |

**2024 value for money (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 6 | 25 | 33 | 19 | 13 | 4 |
| **2023 Overall** | 7 | 26 | 34 | 18 | 12 | 4 |
| **2022 Overall** | 7 | 29 | 34 | 16 | 9 | 4 |
| **2021 Overall** | 8 | 31 | 34 | 15 | 8 | 4 |
| **Metropolitan** | 9 | 34 | 32 | 13 | 7 | 5 |
| **Interface** | 6 | 24 | 31 | 19 | 15 | 5 |
| **Regional Centres** | 6 | 24 | 35 | 20 | 13 | 3 |
| **Large Rural** | 4 | 20 | 33 | 22 | 17 | 3 |
| **Small Rural** | 6 | 24 | 33 | 21 | 13 | 3 |
| **Men** | 6 | 25 | 34 | 19 | 12 | 4 |
| **Women** | 6 | 25 | 34 | 19 | 12 | 4 |
| **18-34** | 6 | 27 | 33 | 18 | 13 | 3 |
| **35-49** | 5 | 23 | 31 | 21 | 17 | 3 |
| **50-64** | 5 | 21 | 32 | 22 | 16 | 3 |
| **65+** | 8 | 26 | 34 | 18 | 9 | 5 |

**TOP PERFORMING SERVICE AREAS**

This year sees a mixed result in performance on individual service areas, but the downward trend in perceptions has abated in many instances. In 2023, performance ratings in most service areas declined. This year, we see a turnaround, with perceptions of almost half of the services areas remaining stable and two service areas showing improvement.

Art centres and libraries (index score of 73) remains the top-rated service area of councils State-wide. Performance ratings for this service area have not changed in four years.

Recreational facilities and the appearance of public areas are the next highest rated service areas (each with an index score of 68). While perceptions of recreational facilities are unchanged compared to last year, there has been an improvement in perceptions of the appearance of public areas (up one index point).

In these top three rated service areas, perceptions improved significantly among residents of the Metropolitan council group (and the Large Rural council group for art centres and libraries).

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

**LOW PERFORMING SERVICE AREAS**

In 2024, councils continue to rate lowest on the performance of unsealed road maintenance\*. The performance rating for this service area has declined for the third successive year and sits at a decade-low index score of 36 points.

The rating for unsealed roads declined significantly for the Small Rural council group (down three points to an index score of 35) and also for Regional Centres (down five points to 40), although the latter area still rates significantly higher than the State-wide average.

Planning and building permits, slashing and weed control, and sealed local roads rate equally as the next most poorly performing areas, each at an index score of 45, with sealed local roads and planning and building permits declining significantly on 2023 and continuing multi-year downward trends.

Unsealed roads, sealed local roads, and slashing and weed control all have the largest net negative differentials between rated performance and importance. Sealed road maintenance also has the highest mention (at 20%) as the most important thing Councils need to do to improve their performance.

\* Service area not rated by Metropolitan council residents.

**Individual service area performance**

**2024 individual service area performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Art centres & libraries** | 73 | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| **Recreational facilities** | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 |
| **Appearance of public areas** | 68 | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 |
| **Waste management** | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 |
| **Community & cultural** | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 | 69 |
| **Emergency & disaster mngt** | 65 | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 | 70 |
| **COVID-19 response** | 65 | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Elderly support services** | 63 | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 |
| **Family support services** | 63 | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 | 67 |
| **Enforcement of local laws** | 61 | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 | 66 |
| **Environmental sustainability** | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 64 |
| **Tourism development** | 59 | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 | 63 |
| **Disadvantaged support serv.** | 58 | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 | 62 |
| **Bus/community dev./tourism** | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 |
| **Business & community dev.** | 57 | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 | 60 |
| **Informing the community** | 56 | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 | 61 |
| **Parking facilities** | 54 | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 | 57 |
| **Traffic management** | 53 | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 | 60 |
| **Local streets & footpaths** | 52 | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 |
| **Consultation & engagement** | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 |
| **Town planning policy** | 50 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 | 54 |
| **Community decisions** | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 |
| **Lobbying** | 50 | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 | 55 |
| **Population growth** | 47 | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 |
| **Sealed local roads** | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |
| **Slashing & weed control** | 45 | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 | 55 |
| **Planning & building permits** | 45 | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 |
| **Unsealed roads** | 36 | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 | 45 |

**2024 individual service area performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very**  **good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Art centres & libraries** | 24 | 41 | 17 | 4 | 2 | 12 |
| **Recreational facilities** | 21 | 42 | 23 | 7 | 3 | 4 |
| **Appearance of public areas** | 22 | 44 | 23 | 7 | 4 | 1 |
| **Waste management** | 21 | 42 | 21 | 8 | 5 | 3 |
| **Community & cultural** | 15 | 39 | 26 | 7 | 2 | 10 |
| **Emergency & disaster mngt** | 15 | 35 | 23 | 6 | 4 | 16 |
| **COVID-19 response** | 15 | 36 | 25 | 6 | 5 | 13 |
| **Elderly support services** | 12 | 27 | 20 | 7 | 4 | 30 |
| **Family support services** | 9 | 28 | 21 | 6 | 3 | 33 |
| **Enforcement of local laws** | 9 | 35 | 29 | 8 | 4 | 14 |
| **Environmental sustainability** | 10 | 34 | 32 | 9 | 4 | 13 |
| **Tourism development** | 10 | 32 | 31 | 11 | 4 | 12 |
| **Disadvantaged support serv.** | 6 | 23 | 21 | 8 | 3 | 39 |
| **Bus/community dev./tourism** | 9 | 30 | 32 | 12 | 5 | 11 |
| **Business & community dev.** | 7 | 30 | 33 | 11 | 4 | 15 |
| **Informing the community** | 10 | 33 | 32 | 15 | 7 | 3 |
| **Parking facilities** | 9 | 32 | 32 | 16 | 9 | 3 |
| **Traffic management** | 7 | 34 | 30 | 17 | 9 | 3 |
| **Local streets & footpaths** | 10 | 29 | 28 | 18 | 12 | 2 |
| **Consultation & engagement** | 7 | 26 | 31 | 17 | 10 | 8 |
| **Town planning policy** | 4 | 24 | 30 | 15 | 9 | 19 |
| **Community decisions** | 6 | 26 | 33 | 17 | 11 | 9 |
| **Lobbying** | 4 | 21 | 31 | 15 | 8 | 20 |
| **Population growth** | 5 | 21 | 29 | 19 | 11 | 15 |
| **Sealed local roads** | 8 | 24 | 27 | 20 | 19 | 1 |
| **Slashing & weed control** | 6 | 24 | 30 | 22 | 16 | 2 |
| **Planning & building permits** | 4 | 19 | 25 | 16 | 13 | 24 |
| **Unsealed roads** | 3 | 15 | 26 | 25 | 25 | 6 |

**INDIVIDUAL SERVICE AREA IMPORTANCE**

**2024 individual service area importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Unsealed roads** | 84 | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 | 78 |
| **Sealed local roads** | 83 | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 | 76 |
| **Waste management** | 81 | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 | 79 |
| **Local streets & footpaths** | 80 | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 | 77 |
| **Emergency & disaster mngt** | 80 | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 | 80 |
| **Elderly support services** | 80 | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 | 79 |
| **Slashing & weed control** | 80 | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 | 73 |
| **Community decisions** | 80 | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 | 80 |
| **Informing the community** | 76 | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 | 75 |
| **Consultation & engagement** | 76 | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 | 74 |
| **Population growth** | 75 | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 | 75 |
| **Appearance of public areas** | 74 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 73 |
| **Family support services** | 74 | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 | 73 |
| **Traffic management** | 74 | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 | 71 |
| **Recreational facilities** | 73 | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 | 72 |
| **Disadvantaged support serv.** | 73 | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 | 73 |
| **Town planning policy** | 73 | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 | 72 |
| **Planning & building permits** | 72 | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 | 71 |
| **Parking facilities** | 71 | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 | 70 |
| **Business & community dev.** | 69 | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 | 69 |
| **Lobbying** | 68 | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 | 69 |
| **Environmental sustainability** | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 73 |
| **Enforcement of local laws** | 67 | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 | 71 |
| **Bus/community dev./tourism** | 67 | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 | 67 |
| **Art centres & libraries** | 64 | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 | 65 |
| **Community & cultural** | 60 | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 | 62 |
| **Tourism development** | 59 | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 | 65 |
| **COVID-19 response** | 51 | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |

**2024 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **Unsealed roads** | 50 | 36 | 11 | 1 | <1 | 1 |
| **Sealed local roads** | 45 | 41 | 12 | 1 | <1 | 1 |
| **Waste management** | 41 | 43 | 13 | 1 | <1 | 1 |
| **Local streets & footpaths** | 40 | 42 | 15 | 1 | <1 | 1 |
| **Elderly support services** | 40 | 41 | 15 | 2 | 1 | 1 |
| **Slashing & weed control** | 40 | 41 | 16 | 2 | <1 | 1 |
| **Emergency & disaster mngt** | 46 | 34 | 14 | 3 | 1 | 1 |
| **Community decisions** | 41 | 39 | 15 | 2 | 1 | 2 |
| **Informing the community** | 34 | 42 | 20 | 3 | 1 | <1 |
| **Consultation & engagement** | 33 | 41 | 21 | 3 | 1 | 1 |
| **Appearance of public areas** | 26 | 47 | 24 | 2 | <1 | <1 |
| **Population growth** | 35 | 38 | 20 | 5 | 1 | 1 |
| **Traffic management** | 29 | 42 | 22 | 4 | 1 | 1 |
| **Family support services** | 31 | 41 | 20 | 4 | 2 | 2 |
| **Recreational facilities** | 25 | 46 | 24 | 3 | 1 | 1 |
| **Disadvantaged support serv.** | 29 | 41 | 22 | 5 | 2 | 2 |
| **Parking facilities** | 24 | 41 | 27 | 6 | 1 | 1 |
| **Town planning policy** | 27 | 39 | 24 | 4 | 1 | 5 |
| **Planning & building permits** | 27 | 39 | 24 | 5 | 2 | 3 |
| **Business & community dev.** | 22 | 40 | 29 | 6 | 2 | 2 |
| **Lobbying** | 23 | 37 | 26 | 7 | 3 | 3 |
| **Environmental sustainability** | 25 | 36 | 25 | 8 | 4 | 1 |
| **Enforcement of local laws** | 22 | 37 | 30 | 7 | 3 | 1 |
| **Bus/community dev./tourism** | 20 | 39 | 30 | 7 | 2 | 1 |
| **Art centres & libraries** | 17 | 37 | 33 | 9 | 3 | 1 |
| **Community & cultural** | 13 | 34 | 38 | 11 | 3 | 1 |
| **Tourism development** | 13 | 32 | 36 | 13 | 5 | 1 |
| **COVID-19 response** | 11 | 22 | 31 | 17 | 13 | 6 |

**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** | 84 | 36 | -49 |
| **Sealed local roads** | 83 | 45 | -37 |
| **Slashing & weed control** | 80 | 45 | -34 |
| **Community decisions** | 80 | 50 | -30 |
| **Local streets & footpaths** | 80 | 52 | -29 |
| **Population growth** | 75 | 47 | -28 |
| **Planning & building permits** | 72 | 45 | -27 |
| **Consultation & engagement** | 76 | 51 | -25 |
| **Town planning policy** | 73 | 50 | -23 |
| **Traffic management** | 74 | 53 | -20 |
| **Informing the community** | 76 | 56 | -20 |
| **Lobbying** | 68 | 50 | -19 |
| **Elderly support services** | 80 | 63 | -17 |
| **Parking facilities** | 71 | 54 | -16 |
| **Emergency & disaster mngt** | 80 | 65 | -15 |
| **Disadvantaged support serv.** | 73 | 58 | -15 |
| **Waste management** | 81 | 67 | -14 |
| **Business & community dev.** | 69 | 57 | -12 |
| **Family support services** | 74 | 63 | -12 |
| **Bus/community dev./tourism** | 67 | 57 | -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. Currently, councils State-wide perform only ‘average’ in this service area (index score of 50).

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

* the condition of sealed local roads (excluding VicRoads)
* town planning
* the appearance of public areas
* business, community development and tourism
* family support services.

Looking at these key service areas, councils State-wide currently perform well on the appearance of public areas (index score of 68), which has a moderate influence on overall performance ratings. Councils should continue to attend to these amenities to maintain this positive result.

Family support services also has a relatively high performance rating (index score of 63) and some influence on perceptions of overall performance. Councils should also seek to maintain standards here to help shore up positive perceptions of this service area and council performance overall.

However, there is greater work to be done in service areas that have a stronger influence on overall perceptions but where councils perform less well. This includes the condition of sealed local roads, where councils State-wide continue to perform poorly (index score of 45), and town planning, where they are rated just ‘average’ (index score of 50).

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 57).

Working to improve perceptions of Council processes and decisions around planning and other community development issues, and attending to resident concerns about sealed local roads, will also be important to improving overall performance ratings for councils State-wide.

**REGRESSION ANALYSIS EXPLAINED**

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

Prior to running this analysis, the full set of 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 full set of service area items were analysed using Exploratory Factor Analysis to determine the key factors or ‘themes’ to emerge. Six key factors or themes emerged around:

* Informing, consulting, deciding, lobbying for the community
* local roads and streets
* planning, including general administration and managing growth
* maintenance and management of public areas, including waste and emergency response
* business, community development and activities, and tourism
* community facilities and support services.

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

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

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

*The full set of performance questions were analysed using Exploratory Factor Analysis to determine key 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 the above items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.615 and adjusted R-square value of 0.615, which means that 62% 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 = 744.98.*

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

**2024 best things about Council – top mentions only (%)**

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

**2024 areas for improvement – top mentions only (%)**

|  |  |
| --- | --- |
| **Sealed Road Maintenance** | 20 |
| **Community Consultation** | 12 |
| **Informing the Community** | 8 |
| **Waste Management** | 7 |
| **Financial Management** | 7 |
| **Town Planning/Permits/Red Tape** | 5 |
| **Rates - Too Expensive** | 5 |
| **Footpaths/Walking Tracks** | 5 |
| **Public Areas - General Maintenance** | 5 |
| **Nothing** | 9 |

**CONTACT WITH COUNCIL AND CUSTOMER SERVICE**

**Contact with council**

Across the State, the rate of contact with councils has remained relatively stable over time. More than six in ten households (63%) have had contact with their council in the last 12 months. The rate of contact is highest among residents aged 50 to 64 years (70%), with 18 to 34 year olds (59%) least likely to do so.

The most common means of contacting council remains telephone (37%), with in-person contact (25%, up two points) now slightly ahead of email (24%).

**Customer service**

The customer service index of councils State-wide remains steady at a decade-low 67 points, halting a trend of year-on-year declines since 2021.

Customer service index scores across individual demographic and group cohorts, in the main, have not changed significantly from last year.

* The exception is the 35 to 49 year old cohort, where perceptions declined significantly (65, down a significant two-points), putting them now significantly below the State-wide average.

Perceptions of customer service are significantly higher than the State-wide average in the Metropolitan council group (index score of 71). Residents in the Large Rural (65) and Small Rural (66) council groups are performing significantly lower than the average. The Interface and the Regional Centres groups perform in line with the State-wide average (at 66 and 68 respectively).

Customer service ratings are highest among residents who communicated with council in-person (index score of 72). Perceptions of customer service transactions by telephone and email are rated lower (69 and 61 respectively). Consideration should be given to attending to email interactions as it is one of the more frequently used channels, but less well regarded.

**CONTACT WITH COUNCIL**

**2024 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Have had contact** | 63 | 63 | 61 | 61 | 64 | 62 | 62 | 59 | 59 | 61 |

**2024 contact with council (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **50-64** | 70 | 68 | 68 | 66 | 68 | 68 | 66 | 63 | 62 | 63 |
| **35-49** | 69 | 68 | 68 | 70 | 71 | 69 | 68 | 66 | 65 | 69 |
| **Small Rural** | 65 | 66 | 64 | 63 | 67 | 64 | 64 | 63 | 61 | 64 |
| **Women** | 65 | 64 | 63 | 63 | 65 | 63 | 63 | 60 | 59 | 61 |
| **Large Rural** | 64 | 61 | 61 | 61 | 62 | 62 | 61 | 57 | 57 | 59 |
| **Overall** | 63 | 63 | 61 | 61 | 64 | 62 | 62 | 59 | 58 | 61 |
| **Metropolitan** | 63 | 63 | 60 | 61 | 61 | 59 | 60 | 59 | 58 | 60 |
| **Men** | 62 | 62 | 60 | 60 | 62 | 61 | 60 | 58 | 58 | 60 |
| **Interface** | 61 | 63 | 62 | 62 | 65 | 64 | 64 | 60 | 60 | 58 |
| **Regional Centres** | 60 | 59 | 57 | 59 | 62 | 60 | 59 | 56 | 56 | 59 |
| **65+** | 60 | 59 | 58 | 57 | 60 | 58 | 59 | 56 | 56 | 57 |
| **18-34** | 59 | 61 | 55 | 55 | 58 | 55 | 55 | 52 | 52 | 55 |

**CUSTOMER SERVICE RATING**

**2024 customer service rating (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 71 | 71 | 72 | 74 | 74 | 76 | 72 | 71 | 73 | 73 |
| **Women** | 69 | 69 | 71 | 72 | 72 | 73 | 72 | 72 | 72 | 72 |
| **65+** | 68 | 68 | 70 | 72 | 72 | 73 | 72 | 71 | 71 | 72 |
| **Regional Centres** | 68 | 68 | 69 | 71 | 70 | 72 | 72 | 72 | 70 | 71 |
| **Overall** | 67 | 67 | 68 | 70 | 70 | 71 | 70 | 69 | 69 | 70 |
| **18-34** | 67 | 66 | 69 | 70 | 70 | 71 | 69 | 69 | 68 | 69 |
| **50-64** | 66 | 65 | 67 | 69 | 68 | 69 | 68 | 68 | 69 | 70 |
| **Interface** | 66 | 65 | 68 | 68 | 68 | 69 | 70 | 69 | 70 | 72 |
| **Small Rural** | 66 | 65 | 67 | 69 | 70 | 70 | 69 | 69 | 69 | 70 |
| **35-49** | 65 | 67 | 68 | 68 | 70 | 70 | 69 | 68 | 69 | 70 |
| **Large Rural** | 65 | 65 | 67 | 68 | 68 | 69 | 67 | 66 | 67 | 67 |
| **Men** | 64 | 64 | 66 | 68 | 68 | 69 | 68 | 66 | 67 | 68 |

**2024 customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 29 | 34 | 18 | 9 | 8 | 1 |
| **2023 Overall** | 29 | 34 | 19 | 9 | 8 | 1 |
| **2022 Overall** | 30 | 35 | 18 | 9 | 7 | 1 |
| **2021 Overall** | 32 | 35 | 17 | 8 | 6 | 1 |
| **2020 Overall** | 31 | 36 | 17 | 7 | 6 | 1 |
| **2019 Overall** | 33 | 36 | 17 | 7 | 6 | 1 |
| **2018 Overall** | 31 | 36 | 18 | 8 | 6 | 1 |
| **2017 Overall** | 30 | 36 | 18 | 8 | 6 | 2 |
| **2016 Overall** | 30 | 36 | 17 | 8 | 6 | 2 |
| **2015 Overall** | 31 | 37 | 17 | 8 | 6 | 2 |
| **Metropolitan** | 32 | 36 | 16 | 7 | 7 | 2 |
| **Interface** | 27 | 35 | 16 | 11 | 8 | 2 |
| **Regional Centres** | 30 | 35 | 18 | 9 | 7 | 1 |
| **Large Rural** | 27 | 34 | 19 | 10 | 9 | 1 |
| **Small Rural** | 28 | 33 | 20 | 10 | 9 | 1 |
| **Men** | 25 | 35 | 19 | 10 | 10 | 1 |
| **Women** | 32 | 34 | 17 | 9 | 7 | 1 |
| **18-34** | 27 | 36 | 19 | 8 | 8 | 2 |
| **35-49** | 27 | 35 | 19 | 9 | 9 | 1 |
| **50-64** | 28 | 35 | 18 | 10 | 9 | 1 |
| **65+** | 32 | 33 | 18 | 9 | 7 | 1 |

**METHOD OF CONTACT WITH COUNCIL**

**2024 method of contact (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **By telephone** | 37 | 37 | 36 | 37 | 36 | 35 | 36 | 32 | 32 | 35 |
| **In person** | 25 | 23 | 20 | 21 | 29 | 28 | 30 | 28 | 29 | 32 |
| **By email** | 24 | 23 | 23 | 23 | 21 | 18 | 18 | 14 | 13 | 13 |
| **In writing** | 10 | 9 | 10 | 12 | 13 | 11 | 13 | 11 | 12 | 14 |
| **Via website** | 12 | 10 | 10 | 13 | 11 | 9 | 10 | 8 | 8 | 9 |
| **By social media** | 5 | 5 | 6 | 7 | 7 | 5 | 5 | 4 | 3 | 3 |
| **By text message** | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 1 | 2 |

**CUSTOMER SERVICE RATING BY METHOD OF LAST CONTACT**

**2024 customer service rating (index score by method of last contact)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **In person** | 72 | 71 | 73 | 75 | 75 | 76 | 74 | 76 | 74 | 77 |
| **Via website** | 71 | 70 | 74 | 75 | 70 | 76 | 75 | 75 | 76 | 75 |
| **By text message** | 69 | 64 | 67 | 76 | 75 | 70 | 57 | 84 | 79 | 79 |
| **By telephone** | 69 | 70 | 71 | 72 | 72 | 73 | 71 | 73 | 71 | 73 |
| **By social media** | 65 | 67 | 70 | 70 | 70 | 71 | 72 | 69 | 74 | 66 |
| **By email** | 61 | 61 | 63 | 66 | 66 | 66 | 64 | 65 | 69 | 68 |
| **In writing** | 57 | 59 | 63 | 63 | 64 | 64 | 65 | 61 | 62 | 66 |

**2024 customer service rating (% by method of last contact)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very  good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **In person** | 38 | 33 | 15 | 7 | 7 | 1 |
| **Via website** | 28 | 40 | 17 | 7 | 4 | 3 |
| **By text message** | 31 | 33 | 24 | 5 | 6 | 1 |
| **By telephone** | 32 | 34 | 17 | 8 | 9 | 1 |
| **By social media** | 16 | 43 | 22 | 8 | 5 | 6 |
| **By email** | 22 | 32 | 21 | 13 | 11 | 1 |
| **In writing** | 11 | 39 | 24 | 11 | 12 | 3 |

**COMMUNICATION**

State-wide, the preferred form of communication from councils remains newsletters sent via mail (29%) or email (28%), both unchanged from the 2023 result. Preference for emailed newsletters has strengthened since 2021, while interest in mailed newsletters has remained steady since 2019, affirming the continued importance of both hard copy and digital formats.

Social media (15%) remains the next preferred method, underpinned by higher and growing preference among younger residents.

Communication preferences by age group remain largely unchanged from last year.

* People aged under 50 years express preferences for several communications channels. Newsletters sent via email (29%) continue to be most preferred, followed by mailed newsletters (24%) and social media (also 24%, but up two points on 2023).
* The preferred communication channel among those aged 50 years and over remains newsletters sent via mail (33%), but interest in emailed newsletters continues to slowly grow (27%). Some interest in local newspaper advertising (13%) and as inserts (8%) remains, but both show trend declines since 2019.

Council websites continue to be the least preferred form of communication, ahead of texts and social media.

**2024 best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **A council newsletter sent via mail** | 29 | 29 | 30 | 29 | 29 | 28 | 32 | 34 | 39 | 39 |
| **A council newsletter sent via email** | 28 | 28 | 27 | 24 | 25 | 25 | 26 | 25 | 24 | 22 |
| **By social media** | 15 | 14 | 13 | 15 | 14 | 13 | n/a | n/a | n/a | n/a |
| **Advertising in a local newspaper** | 9 | 11 | 10 | 11 | 12 | 13 | 14 | 15 | 14 | 16 |
| **A text message** | 7 | 7 | 7 | 7 | 6 | 5 | 8 | 5 | 4 | 3 |
| **A council newsletter as an insert in a local paper** | 6 | 6 | 7 | 9 | 9 | 11 | 12 | 12 | 13 | 15 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |

**2024 under 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **A council newsletter sent via email** | 29 | 29 | 29 | 25 | 26 | 26 | 28 | 28 | 27 | 25 |
| **By social media** | 24 | 22 | 21 | 25 | 24 | 22 | n/a | n/a | n/a | n/a |
| **A council newsletter sent via mail** | 24 | 25 | 26 | 24 | 25 | 25 | 30 | 32 | 37 | 35 |
| **A text message** | 9 | 10 | 10 | 11 | 8 | 8 | 12 | 8 | 5 | 5 |
| **Advertising in a local newspaper** | 5 | 6 | 6 | 6 | 7 | 9 | 11 | 13 | 12 | 15 |
| **A council newsletter as an insert in a local paper** | 3 | 3 | 4 | 4 | 5 | 6 | 9 | 10 | 10 | 13 |
| **The council website** | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |

**2024 over 50s best form of communication (%)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **A council newsletter sent via mail** | 33 | 33 | 34 | 34 | 34 | 31 | 33 | 37 | 41 | 42 |
| **A council newsletter sent via email** | 27 | 26 | 26 | 24 | 23 | 24 | 25 | 21 | 21 | 18 |
| **Advertising in a local newspaper** | 13 | 15 | 14 | 15 | 16 | 17 | 17 | 18 | 16 | 17 |
| **A council newsletter as an insert in a local paper** | 8 | 9 | 10 | 12 | 12 | 15 | 15 | 15 | 15 | 18 |
| **By social media** | 7 | 7 | 5 | 5 | 6 | 4 | n/a | n/a | n/a | n/a |
| **A text message** | 5 | 5 | 4 | 3 | 3 | 2 | 4 | 3 | 2 | 1 |
| **The council website** | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |

**COUNCIL DIRECTION**

In 2024, 60% State-wide believe the direction of their council’s overall performance has stayed the same and only 12% believe the direction has improved. Both measures are one point lower than 2023 and combined this is a new low point over the last decade.

* 23% believe council direction has deteriorated (up from 21% in 2023 and a 10-point increase since 2021).
* The most satisfied with their council’s overall direction are residents in the Metropolitan group, those aged 18 to 34 years and women (index scores of 49, 47 and 46), all significantly higher than the State-wide result.
* The least satisfied with their council’s overall direction include residents aged 50 to 64 years and those in the Large Rural group (41 and 42 respectively), both significantly lower than the State-wide result.

The State-wide index score (45) is now at its lowest level in 10 years, continuing a downward trend from 2021. However, this pattern of decline has now been arrested for councils in the Metropolitan and Interface groups, suggesting stabilised or even improved perceptions of overall council direction in these locations.

On the trade off between council rates and services, there is a clear (and growing) preference for cuts in services to keep rates the same (52% preference) over rate rises to improve local services (24%).

**OVERALL COUNCIL DIRECTION LAST 12 MONTHS**

**2024 overall council direction last 12 months (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 49 | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 55 | 56 |
| **18-34** | 47 | 48 | 54 | 56 | 55 | 57 | 57 | 56 | 56 | 58 |
| **Women** | 46 | 48 | 51 | 53 | 52 | 54 | 53 | 54 | 52 | 55 |
| **65+** | 45 | 47 | 51 | 54 | 51 | 53 | 52 | 54 | 51 | 53 |
| **Regional Centres** | 45 | 47 | 52 | 54 | 50 | 52 | 53 | 55 | 51 | 53 |
| **Overall** | 45 | 46 | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 |
| **Interface** | 44 | 43 | 48 | 50 | 48 | 54 | 53 | 53 | 54 | 54 |
| **Small Rural** | 44 | 47 | 51 | 53 | 50 | 53 | 50 | 52 | 50 | 53 |
| **Men** | 44 | 45 | 49 | 52 | 50 | 52 | 51 | 52 | 51 | 52 |
| **35-49** | 43 | 45 | 48 | 50 | 49 | 50 | 50 | 51 | 49 | 51 |
| **Large Rural** | 42 | 44 | 47 | 51 | 50 | 51 | 52 | 52 | 48 | 51 |
| **50-60** | 41 | 42 | 46 | 49 | 47 | 50 | 48 | 50 | 48 | 51 |

**2024 overall council direction last 12 months (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **2024 Overall** | 12 | 60 | 23 | 5 |
| **2023 Overall** | 13 | 61 | 21 | 5 |
| **2022 Overall** | 17 | 62 | 16 | 5 |
| **2021 Overall** | 18 | 63 | 13 | 5 |
| **2020 Overall** | 18 | 61 | 16 | 5 |
| **2019 Overall** | 19 | 62 | 14 | 5 |
| **2018 Overall** | 19 | 60 | 15 | 5 |
| **2017 Overall** | 19 | 62 | 13 | 6 |
| **2016 Overall** | 18 | 62 | 15 | 5 |
| **2015 Overall** | 20 | 63 | 13 | 5 |
| Metropolitan | 13 | 66 | 15 | 6 |
| Interface | 13 | 57 | 25 | 5 |
| Regional Centres | 14 | 60 | 23 | 4 |
| Large Rural | 11 | 59 | 25 | 5 |
| Small Rural | 13 | 59 | 25 | 3 |
| Men | 12 | 60 | 24 | 4 |
| Women | 13 | 61 | 21 | 5 |
| 18-34 | 14 | 63 | 19 | 4 |
| 35-49 | 12 | 60 | 25 | 3 |
| 50-64 | 10 | 58 | 27 | 4 |
| 65+ | 13 | 60 | 22 | 6 |

**ROOM FOR IMPROVEMENT IN SERVICES**

**2024 room for improvement in services (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **2024 Overall** | 51 | 40 | 5 | 1 | **3** |
| **2023 Overall** | 54 | 38 | 4 | 1 | **3** |
| **2022 Overall** | 47 | 44 | 6 | 1 | 2 |
| **2021 Overall** | 47 | 44 | 6 | <1 | 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 |
| **Large Rural** | 54 | 37 | 5 | 1 | 3 |
| **Small Rural** | 47 | 46 | 5 | 1 | 2 |
| **Men** | 52 | 39 | 6 | 1 | 3 |
| **Women** | 51 | 42 | 4 | 1 | 3 |
| **18-34** | 45 | 50 | 3 | - | 1 |
| **35-49** | 61 | 34 | 3 | - | 2 |
| **50-64** | 60 | 33 | 5 | 1 | 2 |
| **65+** | 46 | 41 | 7 | 2 | 4 |

**RIGHT / WRONG DIRECTION**

**2024 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **2024 Overall** | 14 | 39 | 15 | 21 | 11 |
| **2023 Overall** | 15 | 43 | 15 | 16 | 11 |
| **2022 Overall** | 19 | 49 | 11 | 12 | 9 |
| **2021 Overall** | 18 | 51 | 10 | 10 | 11 |
| **2020 Overall** | 17 | 46 | 13 | 14 | 10 |
| **2019 Overall** | 20 | 47 | 11 | 11 | 11 |
| **2018 Overall** | 17 | 47 | 14 | 11 | 11 |
| **2017 Overall** | 18 | 47 | 12 | 10 | 13 |
| **2016 Overall** | 20 | 48 | 9 | 9 | 14 |
| **2015 Overall** | 20 | 49 | 10 | 10 | 11 |
| **Metropolitan** | 16 | 49 | 11 | 14 | 9 |
| **Regional Centres** | 13 | 39 | 16 | 19 | 12 |
| **Large Rural** | 14 | 37 | 16 | 21 | 12 |
| **Small Rural** | 14 | 37 | 16 | 24 | 10 |
| **Men** | 14 | 38 | 15 | 23 | 10 |
| **Women** | 15 | 40 | 15 | 18 | 11 |
| **18-34** | 11 | 46 | 18 | 18 | 7 |
| **35-49** | 13 | 36 | 17 | 26 | 9 |
| **50-64** | 12 | 32 | 16 | 28 | 12 |
| **65+** | 17 | 39 | 13 | 17 | 14 |

**RATES / SERVICES TRADE-OFF**

**2024 rates / services trade-off (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **2024 Overall** | 6 | 18 | 23 | 29 | 23 |
| **2023 Overall** | 7 | 19 | 24 | 28 | 22 |
| **2022 Overall** | 8 | 23 | 24 | 24 | 22 |
| **2021 Overall** | 8 | 22 | 23 | 25 | 22 |
| **2020 Overall** | 9 | 24 | 24 | 25 | 19 |
| **2019 Overall** | 10 | 23 | 22 | 27 | 18 |
| **2018 Overall** | 9 | 23 | 24 | 24 | 19 |
| **2017 Overall** | 10 | 21 | 23 | 27 | 20 |
| **2016 Overall** | 10 | 21 | 22 | 28 | 19 |
| **2015 Overall** | 10 | 23 | 22 | 26 | 18 |
| **Metropolitan** | 7 | 20 | 23 | 28 | 22 |
| **Interface** | 5 | 16 | 24 | 35 | 20 |
| **Regional Centres** | 8 | 21 | 25 | 26 | 20 |
| **Large Rural** | 6 | 17 | 23 | 30 | 25 |
| **Small Rural** | 7 | 18 | 23 | 29 | 23 |
| **Men** | 7 | 18 | 22 | 32 | 21 |
| **Women** | 6 | 19 | 24 | 26 | 24 |
| **18-34** | 6 | 19 | 27 | 28 | 20 |
| **35-49** | 5 | 18 | 25 | 31 | 21 |
| **50-64** | 7 | 17 | 21 | 32 | 23 |
| **65+** | 8 | 19 | 22 | 27 | 25 |

**INDIVIDUAL SERVICE AREAS**

**COMMUNITY CONSULTATION AND ENGAGEMENT**

**2024 consultation and engagement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **50-64** | 79 | 78 | 79 | 79 | 78 | 77 | 77 | 78 | 78 | 78 |
| **Women** | 78 | 78 | 78 | 78 | 76 | 76 | 76 | 76 | 77 | 76 |
| **Large Rural** | 77 | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 |
| **Regional Centres** | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 | 74 |
| **Small Rural** | 77 | 77 | 78 | 77 | 76 | 76 | 74 | 75 | 77 | 76 |
| **35-49** | 76 | 76 | 77 | 76 | 75 | 75 | 75 | 75 | 76 | 76 |
| **65+** | 76 | 76 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 |
| **Overall** | 76 | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 | 74 |
| **Men** | 74 | 74 | 74 | 73 | 72 | 71 | 72 | 72 | 73 | 72 |
| **Interface** | 73 | 73 | 73 | 72 | 72 | 70 | 70 | 72 | 75 | 72 |
| **Metropolitan** | 73 | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 73 | 72 |
| **18-34** | 73 | 73 | 72 | 69 | 68 | 68 | 68 | 67 | 72 | 68 |

**2024 consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 33 | 41 | 21 | 3 | 1 | 1 |
| **2023 Overall** | 33 | 41 | 20 | 3 | 1 | 1 |
| **2022 Overall** | 32 | 43 | 20 | 3 | 1 | 1 |
| **2021 Overall** | 32 | 41 | 22 | 3 | 1 | 1 |
| **2020 Overall** | 29 | 42 | 23 | 4 | 1 | 1 |
| **2019 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2018 Overall** | 30 | 40 | 24 | 4 | 1 | 1 |
| **2017 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2016 Overall** | 32 | 41 | 22 | 3 | 1 | 2 |
| **2015 Overall** | 29 | 42 | 24 | 3 | 1 | 1 |
| **Metropolitan** | 28 | 40 | 24 | 5 | 1 | 1 |
| **Interface** | 29 | 39 | 25 | 5 | 1 | 1 |
| **Regional Centres** | 35 | 41 | 19 | 3 | 1 | 1 |
| **Large Rural** | 35 | 41 | 20 | 3 | 1 | 1 |
| **Small Rural** | 34 | 42 | 19 | 3 | 1 | 1 |
| **Men** | 29 | 41 | 23 | 4 | 1 | 1 |
| **Women** | 37 | 40 | 19 | 3 | <1 | 1 |
| **18-34** | 28 | 39 | 26 | 5 | 1 | 1 |
| **35-49** | 36 | 38 | 22 | 3 | 1 | <1 |
| **50-64** | 39 | 39 | 18 | 3 | <1 | 1 |
| **65+** | 32 | 44 | 18 | 3 | 1 | 2 |

**2024 consultation and engagement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 56 | 55 | 58 | 59 | 58 | 58 | 57 | 57 | 58 | 58 |
| **18-34** | 54 | 54 | 57 | 59 | 57 | 58 | 58 | 58 | 57 | 59 |
| **Women** | 52 | 53 | 55 | 56 | 56 | 56 | 56 | 56 | 56 | 57 |
| **65+** | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 55 | 56 |
| **Small Rural** | 51 | 53 | 54 | 56 | 54 | 56 | 54 | 55 | 55 | 56 |
| **Overall** | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 | 56 |
| **35-49** | 50 | 51 | 52 | 54 | 54 | 55 | 55 | 53 | 54 | 54 |
| **Men** | 50 | 50 | 53 | 55 | 54 | 55 | 54 | 53 | 53 | 54 |
| **Regional Centres** | 49 | 50 | 54 | 54 | 51 | 54 | 55 | 54 | 52 | 53 |
| **Interface** | 49 | 49 | 52 | 53 | 53 | 55 | 56 | 53 | 55 | 57 |
| **Large Rural** | 48 | 49 | 51 | 54 | 54 | 54 | 54 | 52 | 52 | 54 |
| **50-64** | 48 | 49 | 50 | 52 | 51 | 52 | 51 | 52 | 51 | 53 |

**2024 consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 7 | 26 | 31 | 17 | 10 | 8 |
| **2023 Overall** | 7 | 27 | 32 | 17 | 9 | 8 |
| **2022 Overall** | 8 | 29 | 32 | 16 | 8 | 8 |
| **2021 Overall** | 9 | 30 | 32 | 15 | 6 | 8 |
| **2020 Overall** | 8 | 30 | 32 | 15 | 7 | 8 |
| **2019 Overall** | 9 | 30 | 31 | 15 | 6 | 9 |
| **2018 Overall** | 8 | 30 | 32 | 15 | 7 | 9 |
| **2017 Overall** | 7 | 29 | 32 | 15 | 6 | 10 |
| **2016 Overall** | 8 | 29 | 32 | 15 | 7 | 10 |
| **2015 Overall** | 7 | 31 | 32 | 14 | 6 | 9 |
| **Metropolitan** | 9 | 30 | 30 | 14 | 6 | 11 |
| **Interface** | 5 | 26 | 28 | 18 | 12 | 12 |
| **Regional Centres** | 6 | 24 | 33 | 18 | 11 | 7 |
| **Large Rural** | 6 | 24 | 32 | 19 | 12 | 7 |
| **Small Rural** | 7 | 27 | 31 | 17 | 10 | 6 |
| **Men** | 6 | 26 | 31 | 18 | 11 | 8 |
| **Women** | 7 | 27 | 32 | 17 | 9 | 8 |
| **18-34** | 7 | 30 | 33 | 15 | 8 | 7 |
| **35-49** | 6 | 27 | 32 | 17 | 11 | 6 |
| **50-64** | 6 | 23 | 32 | 20 | 12 | 7 |
| **65+** | 8 | 25 | 30 | 17 | 10 | 10 |

**Lobbying on behalf of the community**

**2024 lobbying importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 72 | 73 | 74 | 71 | 73 | 70 | 70 | 70 | 71 | 72 |
| **Women** | 71 | 72 | 73 | 73 | 71 | 70 | 71 | 72 | 73 | 72 |
| **Regional Centres** | 71 | 70 | 71 | 70 | 70 | 70 | 70 | 72 | 69 | 68 |
| **Interface** | 71 | 69 | 70 | 68 | 67 | 66 | 68 | 67 | 70 | 68 |
| **35-49** | 69 | 69 | 72 | 70 | 69 | 68 | 69 | 70 | 71 | 70 |
| **50-64** | 69 | 69 | 71 | 71 | 70 | 70 | 69 | 70 | 71 | 71 |
| **Large Rural** | 69 | 69 | 71 | 71 | 69 | 67 | 68 | 69 | 70 | 70 |
| **18-34** | 68 | 68 | 71 | 68 | 66 | 65 | 66 | 66 | 69 | 68 |
| **Overall** | 68 | 68 | 71 | 69 | 68 | 67 | 68 | 69 | 69 | 69 |
| **65+** | 67 | 68 | 69 | 69 | 68 | 66 | 68 | 68 | 68 | 68 |
| **Men** | 65 | 65 | 68 | 66 | 65 | 64 | 65 | 66 | 66 | 66 |
| **Metropolitan** | 64 | 65 | 69 | 67 | 66 | 65 | 66 | 67 | 68 | 67 |

**2024 lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 23 | 37 | 26 | 7 | 3 | 3 |
| **2023 Overall** | 24 | 36 | 26 | 7 | 3 | 3 |
| **2022 Overall** | 26 | 40 | 24 | 6 | 2 | 3 |
| **2021 Overall** | 24 | 39 | 27 | 7 | 2 | 2 |
| **2020 Overall** | 23 | 38 | 27 | 8 | 2 | 2 |
| **2019 Overall** | 21 | 38 | 28 | 8 | 2 | 2 |
| **2018 Overall** | 23 | 37 | 27 | 8 | 2 | 2 |
| **2017 Overall** | 23 | 39 | 27 | 7 | 2 | 2 |
| **2016 Overall** | 24 | 38 | 27 | 6 | 2 | 3 |
| **2015 Overall** | 23 | 39 | 28 | 6 | 2 | 2 |
| **Metropolitan** | 18 | 36 | 29 | 10 | 4 | 3 |
| **Interface** | 27 | 36 | 26 | 6 | 3 | 3 |
| **Regional Centres** | 25 | 40 | 25 | 5 | 2 | 3 |
| **Large Rural** | 24 | 37 | 26 | 7 | 3 | 3 |
| **Small Rural** | 29 | 37 | 24 | 5 | 3 | 3 |
| **Men** | 20 | 36 | 28 | 9 | 5 | 3 |
| **Women** | 27 | 38 | 24 | 6 | 2 | 3 |
| **18-34** | 24 | 36 | 29 | 7 | 2 | 2 |
| **35-49** | 26 | 37 | 25 | 7 | 2 | 2 |
| **50-64** | 27 | 35 | 25 | 7 | 4 | 2 |
| **65+** | 20 | 39 | 25 | 7 | 4 | 5 |

**2024 lobbying performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 54 | 53 | 55 | 56 | 57 | 57 | 56 | 56 | 56 | 58 |
| **18-34** | 52 | 52 | 56 | 57 | 57 | 57 | 57 | 57 | 57 | 58 |
| **65+** | 52 | 53 | 54 | 56 | 54 | 56 | 55 | 55 | 54 | 57 |
| **Regional Centres** | 50 | 52 | 55 | 56 | 52 | 54 | 54 | 54 | 52 | 55 |
| **Women** | 50 | 52 | 54 | 55 | 54 | 55 | 54 | 55 | 54 | 56 |
| **Small Rural** | 50 | 52 | 54 | 55 | 52 | 55 | 53 | 55 | 54 | 56 |
| **Overall** | 50 | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 53 | 55 |
| **Men** | 49 | 50 | 53 | 54 | 53 | 54 | 53 | 53 | 53 | 55 |
| **Interface** | 48 | 47 | 51 | 52 | 51 | 54 | 54 | 54 | 55 | 56 |
| **Large Rural** | 47 | 49 | 51 | 54 | 53 | 52 | 52 | 51 | 50 | 53 |
| **35-49** | 47 | 49 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 53 |
| **50-64** | 46 | 48 | 49 | 52 | 49 | 51 | 50 | 51 | 50 | 53 |

**2024 lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 4 | 21 | 31 | 15 | 8 | 20 |
| **2023 Overall** | 5 | 21 | 31 | 15 | 7 | 21 |
| **2022 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2021 Overall** | 6 | 25 | 32 | 12 | 5 | 19 |
| **2020 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2019 Overall** | 6 | 25 | 31 | 13 | 5 | 20 |
| **2018 Overall** | 5 | 24 | 32 | 13 | 5 | 20 |
| **2017 Overall** | 5 | 24 | 31 | 13 | 5 | 22 |
| **2016 Overall** | 5 | 23 | 31 | 13 | 5 | 22 |
| **2015 Overall** | 6 | 26 | 32 | 12 | 4 | 20 |
| **Metropolitan** | 4 | 22 | 29 | 10 | 5 | 30 |
| **Interface** | 3 | 20 | 29 | 15 | 9 | 24 |
| **Regional Centres** | 5 | 22 | 33 | 16 | 7 | 17 |
| **Large Rural** | 4 | 19 | 32 | 18 | 9 | 17 |
| **Small Rural** | 5 | 23 | 30 | 15 | 8 | 18 |
| **Men** | 4 | 21 | 31 | 15 | 9 | 20 |
| **Women** | 4 | 21 | 31 | 15 | 7 | 21 |
| **18-34** | 4 | 26 | 33 | 13 | 7 | 17 |
| **35-49** | 3 | 20 | 33 | 17 | 10 | 17 |
| **50-64** | 4 | 18 | 31 | 18 | 10 | 20 |
| **65+** | 5 | 21 | 29 | 14 | 6 | 25 |

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

**2024 community decisions made importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 82 | 82 | 82 | 83 | 81 | 81 | 81 | 81 | 82 | 81 |
| **35-49** | 81 | 82 | 82 | 82 | 81 | 81 | 80 | 81 | 80 | 80 |
| **50-64** | 81 | 81 | 82 | 82 | 81 | 82 | 81 | 81 | 80 | 82 |
| **Regional Centres** | 81 | 80 | 82 | 81 | 80 | 82 | 81 | 82 | 82 | 80 |
| **Large Rural** | 80 | 80 | 81 | 82 | 79 | 80 | 80 | 80 | 80 | 80 |
| **Interface** | 80 | 79 | 80 | 80 | 80 | 80 | 78 | 79 | 79 | 78 |
| **Small Rural** | 80 | 82 | 82 | 80 | 82 | 81 | 77 | 78 | n/a | 82 |
| **18-34** | 80 | 79 | 81 | 80 | 77 | 78 | 79 | 78 | 79 | 78 |
| **Overall** | 80 | 80 | 81 | 81 | 80 | 80 | 80 | 79 | 80 | 80 |
| **65+** | 78 | 78 | 79 | 80 | 79 | 79 | 79 | 79 | 79 | 79 |
| **Metropolitan** | 78 | 79 | 80 | 80 | 79 | 78 | 79 | 79 | 79 | 80 |
| **Men** | 78 | 78 | 79 | 79 | 78 | 78 | 78 | 78 | 77 | 77 |

**2024 community decisions made importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 41 | 39 | 15 | 2 | 1 | 2 |
| **2023 Overall** | 40 | 40 | 14 | 2 | 1 | 3 |
| **2022 Overall** | 42 | 40 | 13 | 2 | 1 | 2 |
| **2021 Overall** | 42 | 40 | 14 | 2 | 1 | 2 |
| **2020 Overall** | 39 | 41 | 15 | 2 | 1 | 2 |
| **2019 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2018 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2017 Overall** | 39 | 42 | 15 | 2 | 1 | 2 |
| **2016 Overall** | 39 | 42 | 14 | 2 | 1 | 2 |
| **2015 Overall** | 38 | 42 | 15 | 2 | 1 | 2 |
| **Metropolitan** | 36 | 40 | 17 | 3 | 1 | 3 |
| **Interface** | 42 | 39 | 15 | 2 | 1 | 2 |
| **Regional Centres** | 43 | 38 | 14 | 2 | 1 | 2 |
| **Large Rural** | 42 | 39 | 13 | 2 | 1 | 2 |
| **Small Rural** | 41 | 41 | 14 | 2 | 1 | 2 |
| **Men** | 37 | 39 | 17 | 3 | 2 | 2 |
| **Women** | 44 | 39 | 12 | 2 | 1 | 2 |
| **18-34** | 42 | 38 | 15 | 3 | 1 | 1 |
| **35-49** | 45 | 36 | 14 | 2 | 1 | 2 |
| **50-64** | 45 | 35 | 14 | 2 | 1 | 3 |
| **65+** | 34 | 44 | 15 | 2 | 1 | 4 |

**2024 community decisions made performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 57 | 55 | 59 | 61 | 59 | 60 | 58 | 58 | 59 | 59 |
| **18-34** | 52 | 53 | 58 | 60 | 57 | 58 | 57 | 58 | 58 | 59 |
| **65+** | 51 | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 54 | 55 |
| **Women** | 50 | 53 | 55 | 57 | 54 | 55 | 54 | 55 | 55 | 56 |
| **Overall** | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 |
| **Small Rural** | 50 | 52 | 54 | 56 | 53 | 55 | 52 | 55 | 53 | 56 |
| **Men** | 49 | 50 | 54 | 55 | 52 | 54 | 53 | 53 | 53 | 54 |
| **Regional Centres** | 48 | 50 | 54 | 54 | 50 | 52 | 52 | 52 | 51 | 52 |
| **35-49** | 48 | 50 | 53 | 54 | 51 | 52 | 52 | 52 | 52 | 53 |
| **Interface** | 47 | 49 | 53 | 55 | 52 | 55 | 56 | 55 | 56 | 58 |
| **Large Rural** | 46 | 48 | 51 | 54 | 52 | 52 | 52 | 51 | 50 | 52 |
| **50-64** | 46 | 48 | 50 | 52 | 49 | 51 | 50 | 51 | 50 | 52 |

**2024 community decisions made performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 6 | 26 | 33 | 17 | 11 | 9 |
| **2023 Overall** | 6 | 27 | 33 | 16 | 9 | 9 |
| **2022 Overall** | 7 | 30 | 33 | 14 | 8 | 9 |
| **2021 Overall** | 8 | 32 | 32 | 13 | 6 | 9 |
| **2020 Overall** | 7 | 29 | 33 | 14 | 8 | 9 |
| **2019 Overall** | 7 | 30 | 33 | 14 | 7 | 10 |
| **2018 Overall** | 6 | 30 | 34 | 14 | 7 | 9 |
| **2017 Overall** | 6 | 29 | 34 | 14 | 7 | 10 |
| **2016 Overall** | 7 | 29 | 33 | 14 | 8 | 10 |
| **2015 Overall** | 7 | 31 | 33 | 14 | 6 | 9 |
| **Metropolitan** | 7 | 31 | 31 | 12 | 6 | 13 |
| **Interface** | 4 | 24 | 32 | 16 | 12 | 12 |
| **Regional Centres** | 6 | 23 | 34 | 18 | 12 | 6 |
| **Large Rural** | 4 | 22 | 34 | 19 | 13 | 8 |
| **Small Rural** | 6 | 26 | 33 | 18 | 11 | 7 |
| **Men** | 6 | 25 | 32 | 17 | 12 | 8 |
| **Women** | 6 | 26 | 34 | 16 | 9 | 9 |
| **18-34** | 6 | 30 | 32 | 15 | 9 | 7 |
| **35-49** | 5 | 26 | 32 | 18 | 13 | 7 |
| **50-64** | 5 | 22 | 33 | 19 | 13 | 9 |
| **65+** | 7 | 25 | 33 | 16 | 9 | 11 |

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

**2024 sealed local roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 85 | 84 | 82 | 81 | 83 | 82 | 84 | 81 | n/a | 78 |
| **50-64** | 84 | 84 | 82 | 81 | 82 | 81 | 82 | 80 | 79 | 78 |
| **Large Rural** | 84 | 83 | 83 | 80 | 81 | 80 | 80 | 77 | 80 | 78 |
| **Interface** | 84 | 83 | 83 | 82 | 81 | 80 | 82 | 79 | 79 | 77 |
| **Women** | 84 | 83 | 83 | 81 | 81 | 81 | 81 | 80 | 79 | 78 |
| **35-49** | 83 | 82 | 82 | 80 | 80 | 80 | 80 | 79 | 78 | 77 |
| **Overall** | 83 | 82 | 81 | 79 | 79 | 79 | 80 | 78 | 78 | 76 |
| **Regional Centres** | 82 | 82 | 81 | 79 | 79 | 79 | 81 | 80 | 76 | 77 |
| **18-34** | 82 | 81 | 81 | 77 | 77 | 77 | 77 | 75 | 76 | 73 |
| **65+** | 82 | 81 | 81 | 80 | 80 | 79 | 80 | 79 | 79 | 78 |
| **Men** | 81 | 81 | 80 | 78 | 78 | 77 | 78 | 77 | 76 | 75 |
| **Metropolitan** | 80 | 79 | 80 | 78 | 77 | 77 | 78 | 77 | 76 | 75 |

**2024 sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 45 | 41 | 12 | 1 | <1 | 1 |
| **2023 Overall** | 43 | 42 | 13 | 1 | <1 | 1 |
| **2022 Overall** | 42 | 42 | 13 | 1 | <1 | <1 |
| **2021 Overall** | 38 | 43 | 16 | 2 | <1 | 1 |
| **2020 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2019 Overall** | 37 | 45 | 16 | 2 | <1 | <1 |
| **2018 Overall** | 38 | 44 | 15 | 2 | <1 | <1 |
| **2017 Overall** | 35 | 44 | 18 | 2 | <1 | 1 |
| **2016 Overall** | 34 | 46 | 16 | 3 | 1 | 1 |
| **2015 Overall** | 32 | 44 | 20 | 2 | <1 | 1 |
| **Metropolitan** | 37 | 46 | 15 | 1 | <1 | 1 |
| **Interface** | 50 | 37 | 12 | 1 | - | 1 |
| **Regional Centres** | 44 | 42 | 13 | <1 | <1 | <1 |
| **Large Rural** | 49 | 39 | 10 | 1 | <1 | 1 |
| **Small Rural** | 51 | 39 | 9 | 1 | <1 | 1 |
| **Men** | 42 | 43 | 13 | 1 | <1 | 1 |
| **Women** | 48 | 40 | 10 | 1 | <1 | 1 |
| **18-34** | 46 | 37 | 15 | 1 | <1 | <1 |
| **35-49** | 48 | 39 | 11 | 1 | <1 | <1 |
| **50-64** | 51 | 37 | 10 | 1 | <1 | <1 |
| **65+** | 40 | 48 | 10 | 1 | <1 | 1 |

**2024 sealed local roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 61 | 61 | 65 | 68 | 67 | 69 | 68 | 66 | 67 | 69 |
| **65+** | 47 | 50 | 55 | 58 | 56 | 58 | 55 | 54 | 56 | 57 |
| **18-34** | 46 | 48 | 55 | 58 | 56 | 57 | 55 | 56 | 58 | 57 |
| **Regional Centres** | 46 | 49 | 54 | 60 | 55 | 57 | 54 | 53 | 54 | 55 |
| **Men** | 46 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |
| **Overall** | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |
| **Women** | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 54 | 54 | 55 |
| **Interface** | 45 | 45 | 53 | 57 | 55 | 60 | 57 | 59 | 60 | 60 |
| **35-49** | 44 | 46 | 52 | 55 | 53 | 54 | 52 | 52 | 52 | 53 |
| **50-64** | 43 | 44 | 49 | 54 | 50 | 53 | 50 | 51 | 51 | 52 |
| **Small Rural** | 41 | 44 | 50 | 53 | 51 | 53 | 49 | 50 | 52 | 52 |
| **Large Rural** | 38 | 40 | 45 | 50 | 47 | 47 | 45 | 43 | 44 | 45 |

**2024 sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 8 | 24 | 27 | 20 | 19 | 1 |
| **2023 Overall** | 8 | 27 | 28 | 19 | 17 | 1 |
| **2022 Overall** | 10 | 31 | 29 | 17 | 12 | 1 |
| **2021 Overall** | 13 | 34 | 28 | 15 | 9 | 1 |
| **2020 Overall** | 11 | 32 | 28 | 16 | 11 | 1 |
| **2019 Overall** | 13 | 33 | 28 | 16 | 10 | 1 |
| **2018 Overall** | 11 | 31 | 28 | 17 | 12 | 1 |
| **2017 Overall** | 11 | 32 | 28 | 16 | 12 | 1 |
| **2016 Overall** | 11 | 33 | 28 | 16 | 11 | 1 |
| **2015 Overall** | 11 | 33 | 29 | 16 | 10 | 1 |
| **Metropolitan** | 15 | 39 | 27 | 13 | 6 | 1 |
| **Interface** | 8 | 25 | 27 | 19 | 21 | 1 |
| **Regional Centres** | 8 | 24 | 30 | 20 | 18 | 1 |
| **Large Rural** | 5 | 18 | 27 | 24 | 26 | 1 |
| **Small Rural** | 5 | 21 | 28 | 23 | 21 | 1 |
| **Men** | 8 | 25 | 27 | 20 | 19 | 1 |
| **Women** | 8 | 24 | 28 | 20 | 19 | 2 |
| **18-34** | 8 | 27 | 26 | 20 | 19 | 1 |
| **35-49** | 8 | 24 | 26 | 20 | 22 | 1 |
| **50-64** | 7 | 22 | 27 | 22 | 21 | 1 |
| **65+** | 8 | 25 | 30 | 20 | 16 | 2 |

**INFORMING THE COMMUNITY**

**2024 informing community importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 79 | 79 | 80 | 79 | 77 | 78 | 77 | 77 | 79 | 78 |
| **Regional Centres** | 79 | 78 | 79 | 79 | 77 | 79 | 77 | 77 | 76 | 76 |
| **Small Rural** | 78 | 77 | 79 | 77 | 77 | 76 | 75 | 76 | 78 | 76 |
| **Large Rural** | 77 | 77 | 78 | 78 | 77 | 75 | 75 | 74 | 77 | 76 |
| **Interface** | 77 | 77 | 79 | 77 | 74 | 74 | 77 | 74 | 77 | 74 |
| **65+** | 77 | 76 | 77 | 78 | 76 | 75 | 76 | 76 | 76 | 75 |
| **50-64** | 77 | 77 | 79 | 78 | 78 | 77 | 76 | 76 | 77 | 77 |
| **Overall** | 76 | 76 | 77 | 77 | 75 | 75 | 75 | 74 | 76 | 75 |
| **35-49** | 75 | 75 | 77 | 76 | 75 | 74 | 75 | 74 | 75 | 75 |
| **18-34** | 75 | 76 | 76 | 75 | 72 | 74 | 73 | 72 | 75 | 73 |
| **Men** | 73 | 73 | 74 | 74 | 73 | 71 | 72 | 71 | 72 | 72 |
| **Metropolitan** | 72 | 73 | 74 | 75 | 72 | 73 | 73 | 73 | 74 | 73 |

**2024 informing community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 34 | 42 | 20 | 3 | 1 | <1 |
| **2023 Overall** | 34 | 41 | 21 | 3 | 1 | 1 |
| **2022 Overall** | 35 | 42 | 19 | 3 | 1 | 1 |
| **2021 Overall** | 35 | 41 | 19 | 3 | 1 | <1 |
| **2020 Overall** | 32 | 42 | 22 | 4 | 1 | <1 |
| **2019 Overall** | 32 | 41 | 22 | 4 | 1 | <1 |
| **2018 Overall** | 32 | 41 | 22 | 4 | 1 | <1 |
| **2017 Overall** | 30 | 43 | 23 | 4 | 1 | <1 |
| **2016 Overall** | 33 | 42 | 20 | 4 | 1 | 1 |
| **2015 Overall** | 30 | 44 | 22 | 3 | 1 | <1 |
| **Metropolitan** | 26 | 42 | 25 | 5 | 1 | 1 |
| **Interface** | 37 | 40 | 19 | 2 | 1 | 1 |
| **Regional Centres** | 38 | 41 | 17 | 2 | 1 | <1 |
| **Large Rural** | 34 | 44 | 18 | 2 | 1 | 1 |
| **Small Rural** | 38 | 40 | 18 | 3 | 1 | <1 |
| **Men** | 28 | 42 | 24 | 4 | 2 | 1 |
| **Women** | 39 | 42 | 16 | 2 | 1 | <1 |
| **18-34** | 33 | 39 | 24 | 3 | 1 | <1 |
| **35-49** | 33 | 41 | 20 | 4 | 1 | <1 |
| **50-64** | 36 | 40 | 19 | 3 | 1 | <1 |
| **65+** | 33 | 45 | 18 | 2 | 1 | 1 |

**2024 informing community performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 62 | 60 | 62 | 62 | 62 | 62 | 61 | 61 | 63 | 64 |
| **18-34** | 58 | 58 | 61 | 62 | 59 | 61 | 61 | 60 | 61 | 62 |
| **65+** | 58 | 58 | 60 | 61 | 60 | 60 | 60 | 61 | 59 | 61 |
| **Women** | 57 | 58 | 60 | 61 | 59 | 60 | 60 | 60 | 60 | 62 |
| **Overall** | 56 | 57 | 59 | 60 | 59 | 60 | 59 | 59 | 59 | 61 |
| **Men** | 56 | 57 | 58 | 60 | 58 | 59 | 58 | 58 | 58 | 60 |
| **Small Rural** | 56 | 58 | 59 | 61 | 58 | 58 | 56 | 58 | 58 | 60 |
| **35-49** | 55 | 57 | 58 | 59 | 58 | 60 | 58 | 59 | 59 | 61 |
| **Regional Centres** | 54 | 55 | 58 | 59 | 56 | 56 | 59 | 58 | 59 | 58 |
| **50-64** | 54 | 54 | 56 | 57 | 56 | 57 | 56 | 57 | 56 | 58 |
| **Large Rural** | 53 | 54 | 56 | 59 | 59 | 61 | 59 | 60 | 56 | 59 |
| **Interface** | 51 | 53 | 56 | 58 | 57 | 59 | 60 | 55 | 55 | 56 |

**2024 informing community performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 10 | 33 | 32 | 15 | 7 | 3 |
| **2023 Overall** | 11 | 33 | 31 | 15 | 6 | 3 |
| **2022 Overall** | 12 | 35 | 32 | 13 | 6 | 3 |
| **2021 Overall** | 13 | 36 | 31 | 12 | 5 | 3 |
| **2020 Overall** | 12 | 35 | 32 | 13 | 5 | 3 |
| **2019 Overall** | 13 | 35 | 31 | 14 | 5 | 3 |
| **2018 Overall** | 11 | 36 | 31 | 13 | 5 | 3 |
| **2017 Overall** | 11 | 35 | 32 | 13 | 5 | 3 |
| **2016 Overall** | 12 | 35 | 31 | 13 | 5 | 4 |
| **2015 Overall** | 12 | 38 | 31 | 12 | 4 | 2 |
| **Metropolitan** | 13 | 38 | 31 | 10 | 4 | 3 |
| **Interface** | 8 | 27 | 34 | 17 | 11 | 3 |
| **Regional Centres** | 8 | 33 | 33 | 16 | 8 | 3 |
| **Large Rural** | 8 | 29 | 34 | 18 | 8 | 2 |
| **Small Rural** | 9 | 34 | 30 | 16 | 7 | 3 |
| **Men** | 10 | 34 | 32 | 15 | 7 | 3 |
| **Women** | 10 | 33 | 32 | 15 | 6 | 3 |
| **18-34** | 9 | 36 | 33 | 14 | 5 | 2 |
| **35-49** | 9 | 35 | 31 | 15 | 8 | 2 |
| **50-64** | 8 | 31 | 33 | 17 | 8 | 3 |
| **65+** | 12 | 32 | 31 | 14 | 6 | 4 |

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

**2024 streets and footpaths importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 84 | 83 | 85 | 82 | 79 | 79 | 80 | 80 | 79 | 78 |
| **Women** | 82 | 83 | 83 | 81 | 80 | 79 | 79 | 79 | 80 | 79 |
| **50-64** | 81 | 82 | 82 | 80 | 81 | 79 | 79 | 78 | 78 | 78 |
| **35-49** | 81 | 81 | 82 | 80 | 79 | 78 | 78 | 78 | 78 | 78 |
| **Metropolitan** | 80 | 81 | 81 | 80 | 78 | 78 | 79 | 78 | 78 | 77 |
| **Regional Centres** | 80 | 81 | 80 | 78 | 78 | 77 | 79 | 77 | 77 | 77 |
| **Overall** | 80 | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 | 77 |
| **Large Rural** | 80 | 80 | 80 | 79 | 78 | 77 | 77 | 75 | 77 | 77 |
| **18-34** | 80 | 81 | 78 | 77 | 74 | 75 | 75 | 74 | 76 | 75 |
| **65+** | 80 | 80 | 80 | 80 | 79 | 78 | 78 | 78 | 77 | 78 |
| **Small Rural** | 80 | 80 | 80 | 77 | 77 | 77 | 76 | 76 | 75 | 76 |
| **Men** | 79 | 79 | 78 | 76 | 76 | 75 | 76 | 75 | 74 | 75 |

**2024 streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 40 | 42 | 15 | 1 | <1 | 1 |
| **2023 Overall** | 41 | 41 | 14 | 2 | 1 | 1 |
| **2022 Overall** | 41 | 41 | 14 | 2 | <1 | 1 |
| **2021 Overall** | 38 | 42 | 17 | 2 | 1 | 1 |
| **2020 Overall** | 36 | 42 | 19 | 2 | 1 | 1 |
| **2019 Overall** | 34 | 44 | 18 | 2 | 1 | 1 |
| **2018 Overall** | 35 | 43 | 18 | 3 | <1 | 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 |
| **Metropolitan** | 39 | 45 | 14 | 1 | <1 | <1 |
| **Interface** | 49 | 39 | 10 | 1 | <1 | <1 |
| **Regional Centres** | 40 | 42 | 15 | 1 | <1 | 1 |
| **Large Rural** | 41 | 40 | 15 | 2 | 1 | 2 |
| **Small Rural** | 38 | 42 | 15 | 2 | 1 | 1 |
| **Men** | 36 | 44 | 17 | 2 | 1 | 1 |
| **Women** | 44 | 40 | 13 | 1 | <1 | 1 |
| **18-34** | 41 | 39 | 18 | 2 | <1 | <1 |
| **35-49** | 42 | 42 | 14 | 1 | <1 | <1 |
| **50-64** | 43 | 39 | 14 | 1 | 1 | 2 |
| **65+** | 37 | 46 | 13 | 2 | 1 | 2 |

**2024 streets and footpaths performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 59 | 57 | 63 | 65 | 64 | 65 | 64 | 62 | 63 | 64 |
| **Men** | 53 | 53 | 57 | 61 | 59 | 60 | 59 | 57 | 58 | 59 |
| **18-34** | 53 | 52 | 59 | 63 | 60 | 62 | 62 | 60 | 60 | 62 |
| **Regional Centres** | 53 | 53 | 59 | 62 | 59 | 61 | 59 | 57 | 58 | 58 |
| **65+** | 53 | 53 | 57 | 58 | 57 | 58 | 58 | 57 | 57 | 57 |
| **Overall** | 52 | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 |
| **Small Rural** | 51 | 52 | 55 | 58 | 57 | 57 | 57 | 57 | 58 | 59 |
| **Women** | 50 | 51 | 56 | 58 | 57 | 58 | 58 | 56 | 56 | 57 |
| **35-49** | 50 | 52 | 56 | 58 | 58 | 59 | 58 | 56 | 57 | 58 |
| **50-64** | 49 | 50 | 54 | 57 | 55 | 57 | 56 | 54 | 55 | 55 |
| **Large Rural** | 46 | 47 | 51 | 55 | 54 | 55 | 54 | 53 | 53 | 54 |
| **Interface** | 46 | 47 | 54 | 58 | 54 | 60 | 59 | 56 | 57 | 56 |

**2024 streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 10 | 29 | 28 | 18 | 12 | 2 |
| **2023 Overall** | 10 | 30 | 28 | 18 | 12 | 2 |
| **2022 Overall** | 13 | 33 | 29 | 14 | 9 | 2 |
| **2021 Overall** | 15 | 35 | 28 | 14 | 7 | 2 |
| **2020 Overall** | 13 | 34 | 28 | 15 | 8 | 3 |
| **2019 Overall** | 14 | 35 | 28 | 14 | 7 | 2 |
| **2018 Overall** | 14 | 34 | 28 | 14 | 7 | 2 |
| **2017 Overall** | 13 | 33 | 28 | 15 | 9 | 2 |
| **2016 Overall** | 12 | 34 | 28 | 14 | 8 | 3 |
| **2015 Overall** | 13 | 34 | 28 | 15 | 7 | 3 |
| **Metropolitan** | 15 | 35 | 28 | 15 | 7 | \* |
| **Interface** | 9 | 27 | 24 | 20 | 21 | 1 |
| **Regional Centres** | 10 | 29 | 31 | 17 | 11 | 2 |
| **Large Rural** | 8 | 25 | 28 | 21 | 16 | 3 |
| **Small Rural** | 9 | 29 | 29 | 17 | 12 | 4 |
| **Men** | 11 | 31 | 28 | 17 | 12 | 2 |
| **Women** | 9 | 27 | 29 | 19 | 13 | 2 |
| **18-34** | 11 | 31 | 27 | 17 | 12 | 1 |
| **35-49** | 9 | 29 | 27 | 19 | 14 | 1 |
| **50-64** | 9 | 28 | 28 | 19 | 14 | 2 |
| **65+** | 10 | 28 | 30 | 17 | 11 | 4 |

**TRAFFIC MANAGEMENT**

**2024 traffic management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 80 | 81 | 80 | 81 | 80 | 83 | 84 | 67 | 71 | 68 |
| **Women** | 76 | 76 | 76 | 75 | 76 | 76 | 77 | 75 | 75 | 73 |
| **65+** | 76 | 76 | 74 | 77 | 75 | 74 | 74 | 74 | 73 | 73 |
| **50-64** | 75 | 74 | 74 | 74 | 74 | 74 | 73 | 72 | 72 | 72 |
| **35-49** | 75 | 74 | 73 | 73 | 72 | 73 | 74 | 72 | 72 | 71 |
| **Overall** | 74 | 74 | 73 | 73 | 73 | 73 | 74 | 72 | 72 | 71 |
| **Metropolitan** | 73 | 73 | 74 | 74 | 73 | 75 | 76 | 76 | 75 | 74 |
| **Men** | 72 | 72 | 70 | 72 | 70 | 71 | 71 | 69 | 69 | 68 |
| **18-34** | 71 | 73 | 72 | 71 | 71 | 72 | 73 | 71 | 70 | 68 |
| **Regional Centres** | 70 | 73 | 72 | 74 | 72 | 73 | 74 | 71 | 72 | 72 |

**2024 traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 29 | 42 | 22 | 4 | 1 | 1 |
| **2023 Overall** | 31 | 40 | 23 | 4 | 1 | 1 |
| **2022 Overall** | 30 | 39 | 23 | 5 | 1 | 1 |
| **2021 Overall** | 29 | 40 | 25 | 4 | 1 | 1 |
| **2020 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2019 Overall** | 30 | 40 | 23 | 6 | 1 | 1 |
| **2018 Overall** | 31 | 40 | 22 | 5 | 1 | 1 |
| **2017 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2016 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2015 Overall** | 25 | 41 | 26 | 6 | 1 | 1 |
| **Metropolitan** | 26 | 46 | 21 | 4 | 1 | 1 |
| **Interface** | 44 | 36 | 16 | 3 | 1 | 1 |
| **Regional Centres** | 25 | 38 | 31 | 4 | 1 | <1 |
| **Men** | 27 | 41 | 24 | 5 | 2 | 1 |
| **Women** | 32 | 44 | 20 | 3 | 1 | 1 |
| **18-34** | 25 | 42 | 26 | 6 | 1 | <1 |
| **35-49** | 33 | 40 | 21 | 4 | 2 | <1 |
| **50-64** | 31 | 41 | 24 | 2 | 1 | 1 |
| **65+** | 30 | 46 | 19 | 3 | 1 | 2 |

**2024 traffic management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 58 | 64 | 66 | 67 | 64 | 66 | 65 | 67 | 65 | 67 |
| **Metropolitan** | 55 | 55 | 58 | 59 | 59 | 58 | 57 | 56 | 56 | 57 |
| **65+** | 55 | 55 | 58 | 59 | 59 | 59 | 57 | 60 | 60 | 60 |
| **18-34** | 55 | 56 | 59 | 61 | 60 | 59 | 58 | 61 | 61 | 62 |
| **Women** | 54 | 56 | 59 | 59 | 58 | 58 | 58 | 60 | 60 | 60 |
| **Overall** | 53 | 55 | 58 | 59 | 58 | 58 | 57 | 59 | 59 | 60 |
| **Men** | 53 | 54 | 57 | 59 | 58 | 57 | 56 | 58 | 57 | 59 |
| **Regional Centres** | 53 | 55 | 57 | 60 | 56 | 60 | 56 | 61 | 59 | 62 |
| **35-49** | 52 | 53 | 58 | 57 | 55 | 56 | 55 | 58 | 57 | 58 |
| **50-64** | 50 | 53 | 56 | 57 | 57 | 56 | 55 | 57 | 57 | 57 |
| **Interface** | 48 | 49 | 54 | 52 | 52 | 52 | 51 | 59 | 57 | 61 |
| **Large Rural** | 43 | n/a | n/a | 59 | 62 | 59 | 60 | 62 | 62 | 59 |

**2024 traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 7 | 34 | 30 | 17 | 9 | 3 |
| **2023 Overall** | 8 | 34 | 30 | 16 | 8 | 3 |
| **2022 Overall** | 10 | 36 | 30 | 14 | 6 | 3 |
| **2021 Overall** | 10 | 37 | 31 | 13 | 5 | 3 |
| **2020 Overall** | 10 | 38 | 30 | 13 | 7 | 3 |
| **2019 Overall** | 9 | 37 | 31 | 13 | 6 | 3 |
| **2018 Overall** | 10 | 36 | 30 | 15 | 7 | 3 |
| **2017 Overall** | 10 | 38 | 30 | 13 | 5 | 3 |
| **2016 Overall** | 10 | 38 | 30 | 13 | 6 | 4 |
| **2015 Overall** | 10 | 40 | 31 | 12 | 5 | 3 |
| **Metropolitan** | 8 | 35 | 30 | 16 | 7 | 3 |
| **Interface** | 3 | 31 | 31 | 18 | 13 | 3 |
| **Regional Centres** | 7 | 33 | 32 | 17 | 10 | 2 |
| **Large Rural** | 3 | 24 | 27 | 26 | 16 | 3 |
| **Small Rural** | 9 | 41 | 26 | 13 | 7 | 4 |
| **Men** | 7 | 35 | 28 | 17 | 10 | 2 |
| **Women** | 7 | 33 | 32 | 16 | 8 | 4 |
| **18-34** | 8 | 35 | 31 | 17 | 7 | 2 |
| **35-49** | 7 | 34 | 27 | 18 | 11 | 2 |
| **50-64** | 5 | 34 | 30 | 18 | 11 | 3 |
| **65+** | 8 | 34 | 32 | 14 | 8 | 5 |

**PARKING FACILITIES**

**2024 parking importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 74 | 73 | 75 | 76 | 75 | 73 | 74 | 73 | 73 | 74 |
| **Women** | 73 | 73 | 74 | 74 | 74 | 74 | 74 | 73 | 74 | 74 |
| **Regional Centres** | 72 | 74 | 74 | 73 | 75 | 75 | 75 | 72 | 73 | 74 |
| **Metropolitan** | 72 | 70 | 72 | 72 | 71 | 73 | 73 | 73 | 72 | 72 |
| **Overall** | 71 | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 | 70 |
| **50-64** | 70 | 71 | 73 | 73 | 72 | 72 | 72 | 71 | 70 | 71 |
| **35-49** | 70 | 68 | 70 | 70 | 69 | 70 | 70 | 69 | 69 | 70 |
| **Men** | 68 | 68 | 69 | 69 | 68 | 68 | 69 | 66 | 66 | 67 |
| **18-34** | 67 | 69 | 70 | 68 | 67 | 69 | 69 | 67 | 68 | 67 |
| **Large Rural** | 66 | 66 | 68 | 67 | 66 | 66 | 66 | 66 | 68 | 67 |

**2024 parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **2023 Overall** | 25 | 40 | 26 | 6 | 2 | 1 |
| **2022 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2021 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2020 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2019 Overall** | 26 | 40 | 26 | 6 | 1 | 1 |
| **2018 Overall** | 27 | 39 | 27 | 6 | 1 | 1 |
| **2017 Overall** | 25 | 39 | 28 | 6 | 1 | 1 |
| **2016 Overall** | 24 | 41 | 27 | 7 | 1 | 1 |
| **2015 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 24 | 44 | 26 | 5 | 1 | 1 |
| **Regional Centres** | 28 | 40 | 25 | 5 | 1 | 1 |
| **Large Rural** | 19 | 39 | 31 | 9 | 1 | 1 |
| **Men** | 21 | 41 | 29 | 7 | 1 | 1 |
| **Women** | 28 | 41 | 25 | 4 | 1 | 1 |
| **18-34** | 21 | 38 | 30 | 9 | 1 | <1 |
| **35-49** | 23 | 40 | 29 | 6 | 1 | <1 |
| **50-64** | 24 | 39 | 30 | 5 | 1 | <1 |
| **65+** | 28 | 45 | 20 | 3 | 1 | 2 |

**2024 parking performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 59 | 60 | 60 | 62 | 60 | 60 | 60 | 63 | 61 | 62 |
| **18-34** | 57 | 55 | 59 | 60 | 57 | 57 | 58 | 56 | 57 | 59 |
| **Men** | 55 | 55 | 57 | 58 | 56 | 56 | 56 | 56 | 56 | 58 |
| **Overall** | 54 | 55 | 57 | 58 | 55 | 56 | 56 | 55 | 56 | 57 |
| **Regional Centres** | 54 | 53 | 56 | 55 | 49 | 50 | 51 | 52 | 54 | 53 |
| **Metropolitan** | 54 | 54 | 58 | 58 | 56 | 55 | 55 | 53 | 54 | 55 |
| **Interface** | 54 | 56 | 56 | 57 | 58 | 57 | 57 | 57 | 56 | 60 |
| **35-49** | 54 | 55 | 58 | 58 | 56 | 56 | 56 | 56 | 57 | 58 |
| **50-64** | 54 | 54 | 54 | 56 | 54 | 54 | 56 | 54 | 55 | 55 |
| **Women** | 54 | 54 | 57 | 57 | 54 | 55 | 55 | 55 | 56 | 56 |
| **65+** | 54 | 54 | 56 | 56 | 54 | 55 | 54 | 54 | 55 | 55 |
| **Large Rural** | 50 | 51 | 53 | 56 | 57 | 58 | 59 | 60 | 58 | 59 |

**2024 parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 9 | 32 | 32 | 16 | 9 | 3 |
| **2023 Overall** | 8 | 33 | 32 | 15 | 8 | 3 |
| **2022 Overall** | 9 | 35 | 33 | 13 | 7 | 3 |
| **2021 Overall** | 10 | 35 | 32 | 14 | 6 | 3 |
| **2020 Overall** | 9 | 33 | 32 | 16 | 8 | 2 |
| **2019 Overall** | 9 | 34 | 32 | 16 | 7 | 2 |
| **2018 Overall** | 9 | 35 | 31 | 15 | 8 | 2 |
| **2017 Overall** | 10 | 33 | 32 | 16 | 8 | 2 |
| **2016 Overall** | 9 | 34 | 32 | 14 | 7 | 3 |
| **2015 Overall** | 9 | 36 | 32 | 15 | 6 | 3 |
| **Metropolitan** | 8 | 32 | 33 | 16 | 8 | 4 |
| **Interface** | 6 | 39 | 28 | 15 | 10 | 2 |
| **Regional Centres** | 11 | 30 | 32 | 16 | 9 | 2 |
| **Large Rural** | 7 | 28 | 34 | 19 | 10 | 2 |
| **Small Rural** | 11 | 40 | 27 | 12 | 7 | 2 |
| **Men** | 9 | 34 | 31 | 16 | 8 | 2 |
| **Women** | 8 | 32 | 32 | 16 | 9 | 3 |
| **18-34** | 10 | 34 | 34 | 14 | 7 | 1 |
| **35-49** | 10 | 32 | 30 | 16 | 10 | 2 |
| **50-64** | 8 | 34 | 29 | 17 | 9 | 2 |
| **65+** | 8 | 31 | 32 | 16 | 9 | 4 |

**ENFORCEMENT OF LOCAL LAWS**

**2024 law enforcement importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 72 | 71 | 74 | 73 | 73 | 73 | 74 | 73 | 73 | 71 |
| **Women** | 71 | 71 | 72 | 73 | 73 | 75 | 74 | 74 | 74 | 74 |
| **65+** | 71 | 70 | 71 | 72 | 73 | 72 | 72 | 73 | 71 | 72 |
| **Metropolitan** | 70 | 70 | 70 | 71 | 71 | 73 | 73 | 72 | 71 | 72 |
| **Regional Centres** | 68 | 69 | 69 | 71 | 71 | 70 | 71 | 71 | 70 | 72 |
| **Overall** | 67 | 68 | 68 | 70 | 70 | 71 | 71 | 71 | 70 | 71 |
| **35-49** | 66 | 65 | 66 | 67 | 68 | 69 | 69 | 70 | 70 | 70 |
| **50-64** | 66 | 68 | 68 | 70 | 70 | 69 | 71 | 71 | 71 | 71 |
| **Large Rural** | 66 | 66 | 67 | 67 | 68 | 68 | 68 | 68 | 69 | 70 |
| **Small Rural** | 65 | 65 | 65 | 67 | 66 | 68 | 66 | 67 | 69 | 68 |
| **18-34** | 64 | 66 | 66 | 68 | 69 | 71 | 70 | 70 | 70 | 70 |
| **Men** | 64 | 64 | 64 | 66 | 66 | 66 | 67 | 68 | 66 | 67 |

**2024 law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 22 | 37 | 30 | 7 | 3 | 1 |
| **2023 Overall** | 23 | 36 | 29 | 8 | 3 | 1 |
| **2022 Overall** | 22 | 38 | 28 | 7 | 2 | 1 |
| **2021 Overall** | 25 | 38 | 28 | 6 | 2 | 1 |
| **2020 Overall** | 26 | 38 | 26 | 7 | 2 | 1 |
| **2019 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2018 Overall** | 27 | 37 | 27 | 6 | 2 | 1 |
| **2017 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2016 Overall** | 26 | 38 | 27 | 6 | 2 | 1 |
| **2015 Overall** | 25 | 41 | 27 | 5 | 1 | 1 |
| **Metropolitan** | 26 | 39 | 26 | 6 | 2 | 1 |
| **Interface** | 31 | 36 | 23 | 6 | 3 | 1 |
| **Regional Centres** | 23 | 40 | 26 | 6 | 3 | 1 |
| **Large Rural** | 18 | 37 | 34 | 8 | 2 | 2 |
| **Small Rural** | 18 | 35 | 34 | 8 | 3 | 2 |
| **Men** | 18 | 34 | 34 | 9 | 4 | 1 |
| **Women** | 26 | 41 | 26 | 5 | 2 | 1 |
| **18-34** | 20 | 33 | 33 | 10 | 3 | 1 |
| **35-49** | 22 | 34 | 31 | 8 | 4 | 1 |
| **50-64** | 20 | 34 | 34 | 8 | 2 | 2 |
| **65+** | 23 | 43 | 26 | 5 | 2 | 2 |

**2024 law enforcement performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **18-34** | 64 | 64 | 67 | 69 | 66 | 67 | 67 | 67 | 67 | 70 |
| **Metropolitan** | 62 | 62 | 65 | 66 | 65 | 64 | 64 | 64 | 64 | 66 |
| **Women** | 62 | 62 | 65 | 66 | 64 | 65 | 65 | 65 | 65 | 67 |
| **Regional Centres** | 62 | 64 | 66 | 67 | 64 | 66 | 66 | 66 | 64 | 67 |
| **35-49** | 61 | 61 | 64 | 64 | 63 | 64 | 64 | 64 | 63 | 65 |
| **Overall** | 61 | 61 | 63 | 64 | 63 | 64 | 64 | 64 | 63 | 66 |
| **Small Rural** | 60 | 61 | 62 | 63 | 62 | 63 | 63 | 65 | 64 | 66 |
| **Large Rural** | 60 | 61 | 64 | 64 | 64 | 64 | 64 | 63 | 63 | 65 |
| **Men** | 59 | 60 | 62 | 63 | 62 | 63 | 62 | 63 | 62 | 64 |
| **50-64** | 59 | 59 | 61 | 61 | 60 | 61 | 61 | 61 | 61 | 63 |
| **65+** | 59 | 60 | 62 | 63 | 62 | 62 | 62 | 63 | 62 | 64 |
| **Interface** | 58 | 57 | 61 | 63 | 59 | 62 | 61 | 60 | 61 | 65 |

**2024 law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 9 | 35 | 29 | 8 | 4 | 14 |
| **2023 Overall** | 10 | 35 | 28 | 8 | 4 | 15 |
| **2022 Overall** | 12 | 38 | 28 | 7 | 3 | 13 |
| **2021 Overall** | 12 | 39 | 26 | 7 | 3 | 12 |
| **2020 Overall** | 12 | 38 | 27 | 8 | 4 | 12 |
| **2019 Overall** | 12 | 38 | 26 | 8 | 3 | 12 |
| **2018 Overall** | 12 | 39 | 25 | 8 | 3 | 12 |
| **2017 Overall** | 12 | 39 | 26 | 8 | 3 | 13 |
| **2016 Overall** | 12 | 37 | 26 | 8 | 4 | 14 |
| **2015 Overall** | 13 | 40 | 26 | 6 | 3 | 12 |
| **Metropolitan** | 9 | 37 | 25 | 7 | 4 | 19 |
| **Interface** | 9 | 32 | 30 | 9 | 7 | 13 |
| **Regional Centres** | 11 | 36 | 30 | 7 | 5 | 10 |
| **Large Rural** | 9 | 34 | 30 | 9 | 4 | 13 |
| **Small Rural** | 9 | 34 | 28 | 9 | 5 | 15 |
| **Men** | 9 | 34 | 29 | 9 | 5 | 13 |
| **Women** | 10 | 35 | 28 | 8 | 4 | 15 |
| **18-34** | 11 | 41 | 28 | 7 | 3 | 11 |
| **35-49** | 11 | 36 | 27 | 9 | 5 | 12 |
| **50-64** | 8 | 34 | 29 | 8 | 5 | 15 |
| **65+** | 8 | 31 | 30 | 9 | 4 | 18 |

**FAMILY SUPPORT SERVICES**

**2024 family support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 79 | 79 | 82 | 78 | 77 | 76 | 76 | 74 | 75 | 74 |
| **Women** | 78 | 79 | 80 | 81 | 79 | 78 | 78 | 77 | 77 | 77 |
| **35-49** | 76 | 75 | 77 | 76 | 75 | 74 | 74 | 73 | 74 | 73 |
| **18-34** | 76 | 77 | 78 | 79 | 76 | 76 | 76 | 76 | 75 | 74 |
| **Overall** | 74 | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 | 73 |
| **Metropolitan** | 74 | 75 | 76 | 76 | 75 | 75 | 75 | 73 | 73 | 72 |
| **Regional Centres** | 74 | 76 | 76 | 78 | 76 | 75 | 75 | 76 | 73 | 75 |
| **Large Rural** | 74 | 74 | 75 | 75 | 74 | 73 | 72 | 72 | 72 | 72 |
| **50-64** | 73 | 73 | 75 | 75 | 74 | 72 | 72 | 72 | 70 | 72 |
| **65+** | 72 | 73 | 75 | 74 | 74 | 72 | 72 | 71 | 71 | 72 |
| **Small Rural** | 72 | 74 | 75 | 76 | 74 | 71 | 69 | 71 | 72 | 72 |
| **Men** | 70 | 70 | 72 | 72 | 71 | 69 | 69 | 69 | 68 | 68 |

**2024 family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 31 | 41 | 20 | 4 | 2 | 2 |
| **2023 Overall** | 33 | 39 | 20 | 5 | 1 | 2 |
| **2022 Overall** | 33 | 41 | 19 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 40 | 20 | 3 | 1 | 2 |
| **2020 Overall** | 31 | 42 | 20 | 4 | 1 | 2 |
| **2019 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2018 Overall** | 30 | 40 | 23 | 5 | 1 | 2 |
| **2017 Overall** | 28 | 41 | 22 | 5 | 2 | 2 |
| **2016 Overall** | 28 | 41 | 22 | 5 | 2 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 5 | 1 | 2 |
| **Metropolitan** | 30 | 43 | 19 | 4 | 2 | 2 |
| **Interface** | 41 | 38 | 16 | 3 | 1 | 2 |
| **Regional Centres** | 32 | 39 | 21 | 4 | 2 | 2 |
| **Large Rural** | 30 | 41 | 21 | 4 | 2 | 3 |
| **Small Rural** | 28 | 39 | 22 | 5 | 3 | 4 |
| **Men** | 25 | 41 | 24 | 6 | 2 | 2 |
| **Women** | 37 | 41 | 16 | 2 | 1 | 3 |
| **18-34** | 36 | 37 | 20 | 5 | 1 | 1 |
| **35-49** | 35 | 41 | 18 | 4 | 2 | 1 |
| **50-64** | 30 | 39 | 23 | 4 | 2 | 1 |
| **65+** | 24 | 44 | 20 | 4 | 2 | 5 |

**2024 family support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 66 | 65 | 66 | 67 | 69 | 69 | 68 | 68 | 69 | 68 |
| **65+** | 66 | 64 | 69 | 69 | 69 | 70 | 68 | 70 | 69 | 70 |
| **Men** | 63 | 62 | 65 | 66 | 65 | 67 | 66 | 66 | 66 | 67 |
| **18-34** | 63 | 62 | 65 | 64 | 65 | 67 | 67 | 67 | 66 | 67 |
| **Overall** | 63 | 63 | 65 | 66 | 66 | 67 | 66 | 67 | 66 | 67 |
| **Regional Centres** | 62 | 64 | 67 | 66 | 65 | 68 | 66 | 67 | 66 | 66 |
| **Women** | 62 | 63 | 65 | 66 | 66 | 67 | 67 | 67 | 67 | 68 |
| **Large Rural** | 62 | 61 | 64 | 66 | 64 | 65 | 65 | 65 | 64 | 67 |
| **Small Rural** | 61 | 62 | 64 | 66 | 66 | 68 | 67 | 68 | 66 | 67 |
| **35-49** | 61 | 63 | 64 | 65 | 65 | 67 | 67 | 66 | 66 | 66 |
| **50-64** | 59 | 61 | 62 | 65 | 63 | 64 | 63 | 64 | 62 | 65 |
| **Interface** | 59 | 57 | 64 | 65 | 63 | 67 | 67 | 65 | 65 | 66 |

**2024 family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 9 | 28 | 21 | 6 | 3 | 33 |
| **2023 Overall** | 9 | 27 | 22 | 6 | 3 | 34 |
| **2022 Overall** | 11 | 31 | 22 | 5 | 2 | 29 |
| **2021 Overall** | 11 | 31 | 21 | 5 | 2 | 31 |
| **2020 Overall** | 11 | 30 | 21 | 5 | 2 | 31 |
| **2019 Overall** | 11 | 32 | 20 | 4 | 1 | 31 |
| **2018 Overall** | 11 | 31 | 21 | 4 | 2 | 32 |
| **2017 Overall** | 11 | 30 | 20 | 4 | 1 | 34 |
| **2016 Overall** | 10 | 31 | 21 | 4 | 2 | 32 |
| **2015 Overall** | 11 | 34 | 21 | 4 | 1 | 29 |
| **Metropolitan** | 9 | 28 | 18 | 3 | 1 | 40 |
| **Interface** | 6 | 26 | 20 | 8 | 3 | 36 |
| **Regional Centres** | 10 | 30 | 24 | 7 | 4 | 25 |
| **Large Rural** | 9 | 28 | 25 | 6 | 3 | 29 |
| **Small Rural** | 8 | 27 | 18 | 7 | 4 | 36 |
| **Men** | 8 | 28 | 21 | 5 | 2 | 36 |
| **Women** | 9 | 28 | 21 | 6 | 4 | 31 |
| **18-34** | 10 | 30 | 24 | 6 | 3 | 28 |
| **35-49** | 8 | 31 | 23 | 7 | 4 | 26 |
| **50-64** | 6 | 26 | 22 | 7 | 3 | 36 |
| **65+** | 10 | 26 | 18 | 4 | 2 | 40 |

**ELDERLY SUPPORT SERVICES**

**2024 elderly support** **importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 84 | 83 | 85 | 85 | 83 | 84 | 83 | 82 | 82 | 82 |
| **Interface** | 82 | 82 | 84 | 83 | 81 | 81 | 81 | 78 | 79 | 77 |
| **Small Rural** | 82 | 82 | 82 | 83 | 81 | 80 | 80 | 79 | 79 | 80 |
| **65+** | 81 | 80 | 82 | 82 | 81 | 80 | 80 | 79 | 79 | 80 |
| **35-49** | 80 | 79 | 82 | 80 | 78 | 79 | 79 | 77 | 78 | 78 |
| **Overall** | 80 | 80 | 82 | 82 | 80 | 80 | 79 | 78 | 78 | 79 |
| **50-64** | 80 | 82 | 83 | 84 | 82 | 82 | 81 | 80 | 79 | 80 |
| **Regional Centres** | 80 | 80 | 83 | 82 | 80 | 81 | 80 | 80 | 78 | 80 |
| **18-34** | 79 | 79 | 81 | 81 | 78 | 78 | 77 | 76 | 77 | 77 |
| **Large Rural** | 79 | 79 | 81 | 80 | 80 | 79 | 78 | 78 | 78 | 78 |
| **Metropolitan** | 79 | 78 | 80 | 81 | 78 | 79 | 79 | 77 | 78 | 78 |
| **Men** | 76 | 77 | 79 | 78 | 76 | 76 | 75 | 74 | 75 | 75 |

**2024 elderly support** **importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 40 | 41 | 15 | 2 | 1 | 1 |
| **2023 Overall** | 41 | 40 | 15 | 2 | 1 | 2 |
| **2022 Overall** | 43 | 42 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 43 | 42 | 12 | 1 | 1 | 1 |
| **2020 Overall** | 39 | 42 | 15 | 2 | 1 | 1 |
| **2019 Overall** | 38 | 44 | 15 | 2 | <1 | 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 | <1 | 1 |
| **Metropolitan** | 38 | 41 | 16 | 2 | 1 | 1 |
| **Interface** | 48 | 35 | 14 | 2 | <1 | 1 |
| **Regional Centres** | 41 | 40 | 15 | 2 | 1 | <1 |
| **Large Rural** | 37 | 45 | 16 | 1 | 1 | 1 |
| **Small Rural** | 43 | 43 | 11 | 1 | <1 | 2 |
| **Men** | 32 | 44 | 20 | 3 | 1 | 1 |
| **Women** | 49 | 39 | 10 | 1 | <1 | 1 |
| **18-34** | 40 | 39 | 18 | 2 | - | 1 |
| **35-49** | 42 | 40 | 16 | 2 | <1 | 1 |
| **50-64** | 42 | 39 | 14 | 2 | 1 | 1 |
| **65+** | 39 | 46 | 11 | 1 | 1 | 2 |

**2024 elderly support** **performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 67 | 65 | 69 | 72 | 72 | 72 | 70 | 72 | 71 | 74 |
| **Small Rural** | 65 | 66 | 70 | 72 | 71 | 71 | 69 | 71 | 70 | 72 |
| **Men** | 65 | 63 | 67 | 69 | 68 | 69 | 67 | 68 | 67 | 69 |
| **Metropolitan** | 64 | 64 | 65 | 66 | 67 | 67 | 67 | 67 | 69 | 69 |
| **Overall** | 63 | 63 | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 |
| **Regional Centres** | 62 | 61 | 65 | 65 | 63 | 67 | 66 | 68 | 66 | 66 |
| **Large Rural** | 62 | 63 | 65 | 68 | 67 | 67 | 67 | 67 | 66 | 69 |
| **Women** | 62 | 63 | 66 | 68 | 68 | 68 | 68 | 68 | 69 | 69 |
| **18-34** | 62 | 61 | 66 | 67 | 66 | 67 | 67 | 67 | 67 | 67 |
| **35-49** | 60 | 62 | 65 | 66 | 65 | 67 | 67 | 66 | 65 | 66 |
| **50-64** | 60 | 61 | 64 | 67 | 66 | 66 | 65 | 66 | 66 | 67 |
| **Interface** | 53 | 52 | 64 | 67 | 65 | 66 | 67 | 64 | 59 | 65 |

**2024 elderly support** **performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 12 | 27 | 20 | 7 | 4 | 30 |
| **2023 Overall** | 13 | 27 | 21 | 8 | 4 | 28 |
| **2022 Overall** | 15 | 32 | 21 | 6 | 3 | 24 |
| **2021 Overall** | 16 | 32 | 20 | 5 | 2 | 26 |
| **2020 Overall** | 15 | 30 | 20 | 5 | 2 | 28 |
| **2019 Overall** | 14 | 33 | 19 | 5 | 2 | 28 |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |
| **2017 Overall** | 14 | 31 | 19 | 4 | 2 | 30 |
| **2016 Overall** | 14 | 30 | 20 | 5 | 2 | 30 |
| **2015 Overall** | 15 | 34 | 19 | 4 | 2 | 26 |
| **Metropolitan** | 9 | 24 | 17 | 5 | 2 | 43 |
| **Interface** | 4 | 20 | 18 | 9 | 6 | 43 |
| **Regional Centres** | 12 | 29 | 23 | 9 | 4 | 24 |
| **Large Rural** | 13 | 28 | 23 | 9 | 5 | 22 |
| **Small Rural** | 16 | 32 | 18 | 7 | 5 | 23 |
| **Men** | 12 | 28 | 19 | 6 | 3 | 32 |
| **Women** | 12 | 27 | 20 | 8 | 4 | 28 |
| **18-34** | 9 | 26 | 21 | 7 | 3 | 35 |
| **35-49** | 8 | 25 | 20 | 7 | 4 | 37 |
| **50-64** | 9 | 26 | 20 | 8 | 4 | 32 |
| **65+** | 19 | 31 | 18 | 7 | 4 | 21 |

**DISADVANTAGED SUPPORT SERVICES**

**2024 disadvantaged support importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 78 | 78 | 81 | 81 | 77 | 78 | 76 | 75 | 76 | 77 |
| **Interface** | 76 | 77 | 79 | 78 | 77 | 77 | 72 | 72 | 73 | 72 |
| **50-64** | 74 | 75 | 76 | 77 | 74 | 74 | 72 | 71 | 71 | 73 |
| **18-34** | 73 | 75 | 78 | 77 | 75 | 76 | 73 | 72 | 75 | 74 |
| **Overall** | 73 | 74 | 77 | 77 | 74 | 74 | 72 | 71 | 73 | 73 |
| **Metropolitan** | 73 | 74 | 77 | 77 | 74 | 75 | 74 | 71 | 73 | 74 |
| **35-49** | 73 | 73 | 78 | 76 | 73 | 74 | 72 | 70 | 73 | 73 |
| **65+** | 72 | 73 | 75 | 76 | 74 | 73 | 73 | 72 | 72 | 73 |
| **Large Rural** | 70 | 72 | 75 | 74 | 72 | 71 | 70 | 70 | 72 | 72 |
| **Men** | 68 | 70 | 73 | 72 | 71 | 70 | 69 | 67 | 69 | 69 |

**2024 disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 29 | 41 | 22 | 5 | 2 | 2 |
| **2023 Overall** | 30 | 40 | 22 | 4 | 1 | 2 |
| **2022 Overall** | 35 | 42 | 17 | 3 | 1 | 2 |
| **2021 Overall** | 34 | 41 | 19 | 3 | 1 | 2 |
| **2020 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2019 Overall** | 30 | 41 | 22 | 4 | 1 | 2 |
| **2018 Overall** | 27 | 41 | 24 | 4 | 1 | 2 |
| **2017 Overall** | 26 | 41 | 24 | 5 | 2 | 2 |
| **2016 Overall** | 27 | 42 | 22 | 5 | 1 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 4 | 1 | 2 |
| **Metropolitan** | 29 | 42 | 21 | 5 | 2 | 2 |
| **Interface** | 34 | 40 | 20 | 4 | 1 | 2 |
| **Large Rural** | 24 | 39 | 27 | 7 | 1 | 3 |
| **Men** | 22 | 39 | 28 | 7 | 2 | 2 |
| **Women** | 35 | 42 | 16 | 3 | 1 | 2 |
| **18-34** | 30 | 39 | 24 | 5 | 1 | 1 |
| **35-49** | 30 | 39 | 23 | 5 | 2 | 1 |
| **50-64** | 31 | 41 | 20 | 4 | 2 | 1 |
| **65+** | 24 | 45 | 20 | 5 | 2 | 4 |

**2024 disadvantaged support performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 62 | 61 | 63 | 64 | 62 | 63 | 61 | 62 | 62 | 63 |
| **65+** | 61 | 60 | 64 | 65 | 62 | 65 | 64 | 64 | 64 | 65 |
| **Men** | 60 | 60 | 64 | 65 | 62 | 63 | 63 | 62 | 61 | 62 |
| **Large Rural** | 59 | 58 | 62 | 64 | 61 | 61 | 61 | 61 | 61 | 62 |
| **Overall** | 58 | 59 | 62 | 63 | 60 | 62 | 61 | 61 | 61 | 62 |
| **35-49** | 58 | 58 | 62 | 62 | 59 | 61 | 61 | 60 | 59 | 61 |
| **18-34** | 58 | 59 | 63 | 64 | 61 | 61 | 62 | 61 | 60 | 62 |
| **Women** | 57 | 57 | 61 | 62 | 59 | 60 | 60 | 61 | 60 | 62 |
| **50-64** | 56 | 57 | 59 | 63 | 58 | 60 | 58 | 59 | 59 | 60 |
| **Regional Centres** | 54 | 58 | 62 | 63 | 59 | 63 | 61 | 63 | 59 | 61 |
| **Interface** | 49 | 51 | 60 | 62 | 59 | 60 | 62 | 56 | 58 | 61 |

**2024 disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 6 | 23 | 21 | 8 | 3 | 39 |
| **2023 Overall** | 6 | 23 | 22 | 7 | 3 | 39 |
| **2022 Overall** | 8 | 28 | 24 | 6 | 2 | 32 |
| **2021 Overall** | 8 | 27 | 22 | 5 | 2 | 36 |
| **2020 Overall** | 7 | 25 | 23 | 7 | 3 | 36 |
| **2019 Overall** | 7 | 25 | 23 | 6 | 2 | 37 |
| **2018 Overall** | 6 | 25 | 23 | 6 | 2 | 38 |
| **2017 Overall** | 6 | 25 | 22 | 6 | 2 | 39 |
| **2016 Overall** | 6 | 24 | 23 | 6 | 2 | 39 |
| **2015 Overall** | 7 | 28 | 23 | 6 | 2 | 35 |
| **Metropolitan** | 6 | 23 | 19 | 5 | 2 | 46 |
| **Interface** | 3 | 15 | 21 | 15 | 3 | 42 |
| **Regional Centres** | 6 | 24 | 25 | 12 | 6 | 28 |
| **Large Rural** | 6 | 25 | 24 | 9 | 2 | 33 |
| **Men** | 6 | 24 | 20 | 6 | 3 | 41 |
| **Women** | 5 | 22 | 22 | 10 | 3 | 38 |
| **18-34** | 6 | 22 | 23 | 8 | 3 | 37 |
| **35-49** | 4 | 25 | 20 | 8 | 3 | 39 |
| **50-64** | 4 | 22 | 21 | 10 | 3 | 41 |
| **65+** | 8 | 22 | 21 | 7 | 2 | 40 |

**RECREATIONAL FACILITIES**

**2024 recreational facilities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **35-49** | 76 | 75 | 77 | 76 | 75 | 75 | 75 | 74 | 75 | 75 |
| **Interface** | 76 | 75 | 76 | 75 | 73 | 72 | 74 | 72 | 73 | 72 |
| **Women** | 74 | 75 | 76 | 75 | 74 | 73 | 75 | 74 | 75 | 73 |
| **50-64** | 74 | 74 | 74 | 74 | 74 | 73 | 74 | 73 | 73 | 72 |
| **Overall** | 73 | 73 | 74 | 74 | 72 | 72 | 73 | 72 | 73 | 72 |
| **Metropolitan** | 73 | 74 | 74 | 74 | 72 | 72 | 73 | 73 | 73 | 72 |
| **Regional Centres** | 73 | 73 | 75 | 74 | 72 | 72 | 74 | 73 | 73 | 72 |
| **Small Rural** | 73 | 73 | 74 | 73 | 73 | 72 | 72 | 71 | 72 | 73 |
| **Large Rural** | 73 | 73 | 74 | 73 | 72 | 72 | 74 | 72 | 72 | 72 |
| **18-34** | 73 | 73 | 73 | 72 | 69 | 70 | 72 | 71 | 72 | 70 |
| **Men** | 72 | 72 | 73 | 72 | 71 | 70 | 72 | 70 | 71 | 71 |
| **65+** | 71 | 71 | 73 | 73 | 72 | 71 | 72 | 71 | 71 | 71 |

**2024 recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 25 | 46 | 24 | 3 | 1 | 1 |
| **2023 Overall** | 26 | 45 | 25 | 3 | 1 | 1 |
| **2022 Overall** | 27 | 46 | 23 | 3 | 1 | 1 |
| **2021 Overall** | 26 | 46 | 24 | 3 | 1 | 1 |
| **2020 Overall** | 24 | 45 | 26 | 4 | 1 | <1 |
| **2019 Overall** | 23 | 46 | 26 | 4 | 1 | <1 |
| **2018 Overall** | 25 | 46 | 25 | 3 | 1 | <1 |
| **2017 Overall** | 24 | 46 | 26 | 4 | 1 | <1 |
| **2016 Overall** | 25 | 45 | 24 | 4 | 1 | 1 |
| **2015 Overall** | 23 | 46 | 26 | 3 | 1 | <1 |
| **Metropolitan** | 24 | 48 | 24 | 3 | <1 | 1 |
| **Interface** | 30 | 46 | 22 | 2 | 1 | 1 |
| **Regional Centres** | 25 | 47 | 24 | 3 | 1 | <1 |
| **Large Rural** | 26 | 45 | 25 | 3 | 1 | 1 |
| **Small Rural** | 26 | 45 | 24 | 3 | 1 | 1 |
| **Men** | 23 | 46 | 26 | 3 | 1 | 1 |
| **Women** | 27 | 46 | 23 | 2 | 1 | 1 |
| **18-34** | 26 | 43 | 28 | 3 | <1 | <1 |
| **35-49** | 31 | 46 | 21 | 2 | 1 | <1 |
| **50-64** | 27 | 44 | 24 | 3 | 1 | <1 |
| **65+** | 20 | 49 | 25 | 3 | 1 | 1 |

**2024 recreational facilities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 74 | 72 | 73 | 75 | 74 | 75 | 74 | 73 | 73 | 74 |
| **65+** | 71 | 71 | 72 | 74 | 73 | 74 | 72 | 73 | 72 | 73 |
| **Regional Centres** | 69 | 69 | 72 | 74 | 70 | 71 | 70 | 69 | 70 | 69 |
| **Men** | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 69 | 69 | 69 |
| **Overall** | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 |
| **Women** | 68 | 68 | 70 | 71 | 70 | 71 | 70 | 70 | 69 | 70 |
| **18-34** | 68 | 67 | 69 | 70 | 69 | 70 | 69 | 68 | 69 | 69 |
| **Small Rural** | 67 | 67 | 69 | 69 | 68 | 68 | 69 | 69 | 68 | 70 |
| **50-64** | 67 | 67 | 68 | 70 | 68 | 69 | 68 | 69 | 67 | 69 |
| **35-49** | 65 | 65 | 67 | 69 | 68 | 68 | 68 | 68 | 67 | 67 |
| **Large Rural** | 64 | 65 | 66 | 68 | 67 | 68 | 66 | 66 | 65 | 66 |
| **Interface** | 63 | 66 | 67 | 68 | 67 | 70 | 68 | 66 | 67 | 68 |

**2024 recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 21 | 42 | 23 | 7 | 3 | 4 |
| **2023 Overall** | 21 | 42 | 23 | 8 | 3 | 4 |
| **2022 Overall** | 22 | 42 | 23 | 7 | 3 | 4 |
| **2021 Overall** | 23 | 43 | 22 | 6 | 2 | 4 |
| **2020 Overall** | 23 | 42 | 22 | 6 | 3 | 4 |
| **2019 Overall** | 23 | 44 | 21 | 6 | 2 | 4 |
| **2018 Overall** | 22 | 42 | 22 | 7 | 3 | 4 |
| **2017 Overall** | 22 | 43 | 22 | 7 | 2 | 4 |
| **2016 Overall** | 21 | 43 | 23 | 7 | 3 | 4 |
| **2015 Overall** | 22 | 43 | 23 | 6 | 2 | 3 |
| **Metropolitan** | 26 | 46 | 17 | 4 | 2 | 5 |
| **Interface** | 13 | 44 | 27 | 8 | 5 | 3 |
| **Regional Centres** | 24 | 40 | 23 | 7 | 3 | 3 |
| **Large Rural** | 17 | 40 | 26 | 10 | 4 | 4 |
| **Small Rural** | 19 | 42 | 25 | 7 | 3 | 4 |
| **Men** | 21 | 43 | 22 | 7 | 3 | 3 |
| **Women** | 20 | 42 | 23 | 7 | 3 | 4 |
| **18-34** | 21 | 43 | 23 | 8 | 3 | 2 |
| **35-49** | 19 | 41 | 24 | 9 | 5 | 2 |
| **50-64** | 19 | 42 | 24 | 8 | 3 | 4 |
| **65+** | 23 | 43 | 21 | 5 | 2 | 7 |

**THE APPEARANCE OF PUBLIC AREAS**

**2024 public areas importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 79 | 78 | 78 | 77 | 75 | 73 | 76 | 75 | 75 | 73 |
| **Women** | 76 | 76 | 77 | 77 | 75 | 75 | 76 | 76 | 76 | 75 |
| **50-64** | 75 | 76 | 77 | 76 | 76 | 75 | 75 | 75 | 75 | 75 |
| **35-49** | 75 | 75 | 76 | 76 | 74 | 74 | 75 | 75 | 75 | 75 |
| **Metropolitan** | 75 | 75 | 76 | 76 | 73 | 74 | 74 | 75 | 74 | 73 |
| **Overall** | 74 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 73 |
| **Small Rural** | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 74 | 73 |
| **65+** | 74 | 74 | 76 | 75 | 74 | 74 | 75 | 75 | 75 | 74 |
| **Regional Centres** | 74 | 75 | 75 | 74 | 74 | 73 | 74 | 74 | 74 | 74 |
| **Large Rural** | 74 | 73 | 75 | 75 | 73 | 73 | 73 | 73 | 74 | 73 |
| **18-34** | 73 | 73 | 73 | 74 | 71 | 71 | 71 | 72 | 72 | 70 |
| **Men** | 73 | 73 | 73 | 73 | 72 | 71 | 72 | 72 | 72 | 71 |

**2024 public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 26 | 47 | 24 | 2 | <1 | <1 |
| **2023 Overall** | 27 | 46 | 23 | 2 | <1 | 1 |
| **2022 Overall** | 28 | 47 | 22 | 2 | <1 | <1 |
| **2021 Overall** | 28 | 47 | 23 | 2 | <1 | <1 |
| **2020 Overall** | 25 | 47 | 25 | 2 | <1 | <1 |
| **2019 Overall** | 24 | 47 | 25 | 3 | <1 | <1 |
| **2018 Overall** | 26 | 46 | 24 | 2 | <1 | <1 |
| **2017 Overall** | 26 | 47 | 24 | 2 | <1 | <1 |
| **2016 Overall** | 26 | 48 | 23 | 2 | 1 | <1 |
| **2015 Overall** | 24 | 47 | 25 | 2 | <1 | <1 |
| **Metropolitan** | 27 | 48 | 23 | 2 | <1 | <1 |
| **Interface** | 38 | 42 | 17 | 2 | <1 | <1 |
| **Regional Centres** | 24 | 50 | 23 | 2 | <1 | <1 |
| **Large Rural** | 25 | 47 | 25 | 2 | 1 | <1 |
| **Small Rural** | 27 | 46 | 24 | 2 | <1 | 1 |
| **Men** | 24 | 48 | 25 | 2 | 1 | <1 |
| **Women** | 29 | 47 | 22 | 2 | <1 | 1 |
| **18-34** | 26 | 44 | 27 | 3 | <1 | <1 |
| **35-49** | 29 | 46 | 23 | 2 | 1 | <1 |
| **50-64** | 30 | 44 | 24 | 2 | <1 | <1 |
| **65+** | 24 | 51 | 22 | 2 | 1 | 1 |

**2024 public areas performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 71 | 71 | 73 | 75 | 72 | 73 | 72 | 74 | 73 | 74 |
| **65+** | 70 | 69 | 72 | 73 | 72 | 73 | 72 | 72 | 72 | 72 |
| **Metropolitan** | 70 | 68 | 72 | 74 | 73 | 74 | 73 | 72 | 72 | 73 |
| **Regional Centres** | 70 | 71 | 73 | 75 | 72 | 74 | 73 | 73 | 73 | 72 |
| **Men** | 68 | 67 | 70 | 73 | 71 | 72 | 71 | 71 | 71 | 71 |
| **18-34** | 68 | 67 | 72 | 74 | 72 | 73 | 71 | 72 | 72 | 73 |
| **Overall** | 68 | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 |
| **Women** | 68 | 68 | 71 | 73 | 72 | 73 | 72 | 72 | 71 | 72 |
| **50-64** | 67 | 66 | 68 | 72 | 70 | 71 | 70 | 69 | 69 | 70 |
| **35-49** | 66 | 66 | 70 | 72 | 72 | 72 | 71 | 72 | 71 | 72 |
| **Large Rural** | 66 | 65 | 67 | 70 | 71 | 70 | 69 | 69 | 69 | 69 |
| **Interface** | 56 | 56 | 62 | 68 | 65 | 69 | 68 | 66 | 66 | 67 |

**2024 public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 22 | 44 | 23 | 7 | 4 | 1 |
| **2023 Overall** | 21 | 43 | 23 | 8 | 4 | 1 |
| **2022 Overall** | 25 | 44 | 21 | 6 | 3 | 1 |
| **2021 Overall** | 27 | 46 | 19 | 5 | 2 | 1 |
| **2020 Overall** | 26 | 45 | 21 | 6 | 2 | 1 |
| **2019 Overall** | 26 | 45 | 20 | 5 | 2 | 1 |
| **2018 Overall** | 24 | 45 | 21 | 6 | 2 | 1 |
| **2017 Overall** | 25 | 46 | 20 | 6 | 2 | 1 |
| **2016 Overall** | 24 | 46 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 24 | 47 | 20 | 5 | 2 | 1 |
| **Metropolitan** | 23 | 46 | 21 | 7 | 3 | 1 |
| **Interface** | 10 | 37 | 26 | 14 | 11 | 2 |
| **Regional Centres** | 24 | 44 | 22 | 6 | 3 | 1 |
| **Large Rural** | 19 | 42 | 26 | 8 | 4 | 1 |
| **Small Rural** | 25 | 44 | 21 | 5 | 3 | 1 |
| **Men** | 22 | 45 | 22 | 7 | 4 | 1 |
| **Women** | 22 | 43 | 24 | 7 | 4 | 1 |
| **18-34** | 20 | 46 | 22 | 7 | 4 | 1 |
| **35-49** | 20 | 43 | 23 | 8 | 5 | <1 |
| **50-64** | 21 | 43 | 22 | 8 | 5 | 1 |
| **65+** | 24 | 43 | 23 | 6 | 3 | 2 |

**ART CENTRES AND LIBRARIES**

**2024 art centres and libraries importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 69 | 69 | 71 | 71 | 69 | 69 | 69 | 69 | 70 | 70 |
| **Metropolitan** | 67 | 68 | 70 | 70 | 68 | 67 | 67 | 67 | 68 | 69 |
| **Interface** | 66 | 66 | 66 | 66 | 64 | 64 | 67 | 62 | 66 | 64 |
| **65+** | 66 | 66 | 67 | 68 | 68 | 66 | 67 | 66 | 67 | 67 |
| **35-49** | 65 | 65 | 67 | 68 | 66 | 65 | 65 | 66 | 66 | 67 |
| **Overall** | 64 | 65 | 67 | 67 | 65 | 65 | 65 | 64 | 66 | 65 |
| **Large Rural** | 64 | 64 | 64 | 66 | 64 | 64 | 62 | 63 | 63 | 63 |
| **18-34** | 63 | 64 | 66 | 64 | 62 | 64 | 62 | 61 | 64 | 63 |
| **Regional Centres** | 62 | 64 | 66 | 66 | 63 | 63 | 63 | 62 | 64 | 66 |
| **50-64** | 62 | 64 | 66 | 65 | 66 | 65 | 65 | 64 | 65 | 65 |
| **Small Rural** | 61 | 60 | 63 | 63 | 60 | 63 | 61 | 61 | 65 | 62 |
| **Men** | 59 | 61 | 62 | 62 | 61 | 61 | 61 | 60 | 60 | 61 |

**2024 art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 17 | 37 | 33 | 9 | 3 | 1 |
| **2023 Overall** | 17 | 38 | 32 | 9 | 2 | 1 |
| **2022 Overall** | 19 | 41 | 29 | 8 | 2 | 1 |
| **2021 Overall** | 19 | 40 | 31 | 8 | 2 | 1 |
| **2020 Overall** | 17 | 39 | 32 | 9 | 2 | 1 |
| **2019 Overall** | 17 | 39 | 33 | 9 | 2 | 1 |
| **2018 Overall** | 16 | 39 | 34 | 9 | 2 | 1 |
| **2017 Overall** | 15 | 39 | 34 | 9 | 2 | 1 |
| **2016 Overall** | 18 | 40 | 30 | 9 | 3 | 1 |
| **2015 Overall** | 16 | 40 | 33 | 8 | 2 | 1 |
| **Metropolitan** | 18 | 41 | 31 | 7 | 2 | 1 |
| **Interface** | 20 | 37 | 31 | 8 | 3 | 1 |
| **Regional Centres** | 16 | 35 | 34 | 11 | 3 | 1 |
| **Large Rural** | 17 | 37 | 33 | 9 | 3 | 1 |
| **Small Rural** | 13 | 34 | 37 | 11 | 3 | 1 |
| **Men** | 12 | 34 | 36 | 13 | 4 | 1 |
| **Women** | 21 | 40 | 30 | 6 | 1 | 1 |
| **18-34** | 16 | 35 | 34 | 12 | 2 | 1 |
| **35-49** | 18 | 36 | 35 | 9 | 2 | 1 |
| **50-64** | 16 | 34 | 35 | 11 | 4 | 1 |
| **65+** | 16 | 41 | 30 | 8 | 3 | 2 |

**2024 art centres and libraries performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 76 | 75 | 73 | 73 | 75 | 76 | 75 | 75 | 74 | 75 |
| **Regional Centres** | 75 | 77 | 76 | 75 | 74 | 74 | 76 | 75 | 75 | 75 |
| **Women** | 75 | 75 | 74 | 74 | 75 | 76 | 75 | 75 | 74 | 75 |
| **65+** | 75 | 75 | 75 | 76 | 77 | 77 | 76 | 76 | 75 | 76 |
| **35-49** | 74 | 72 | 72 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| **Overall** | 73 | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| **Small Rural** | 73 | 73 | 71 | 72 | 74 | 74 | 73 | 72 | 71 | 69 |
| **18-34** | 72 | 72 | 72 | 70 | 71 | 73 | 73 | 72 | 71 | 73 |
| **50-64** | 72 | 72 | 71 | 72 | 72 | 73 | 72 | 72 | 71 | 71 |
| **Men** | 72 | 71 | 71 | 71 | 73 | 73 | 73 | 72 | 70 | 72 |
| **Large Rural** | 71 | 69 | 72 | 73 | 72 | 73 | 71 | 70 | 70 | 73 |
| **Interface** | 67 | 70 | 69 | 71 | 71 | 75 | 75 | 72 | 68 | 72 |

**2024 art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 24 | 41 | 17 | 4 | 2 | 12 |
| **2023 Overall** | 23 | 41 | 18 | 4 | 1 | 12 |
| **2022 Overall** | 23 | 41 | 19 | 4 | 1 | 11 |
| **2021 Overall** | 22 | 42 | 20 | 3 | 1 | 13 |
| **2020 Overall** | 24 | 43 | 19 | 3 | 1 | 10 |
| **2019 Overall** | 26 | 42 | 17 | 4 | 1 | 10 |
| **2018 Overall** | 25 | 42 | 18 | 4 | 1 | 10 |
| **2017 Overall** | 23 | 43 | 18 | 4 | 1 | 10 |
| **2016 Overall** | 23 | 42 | 18 | 5 | 2 | 10 |
| **2015 Overall** | 24 | 44 | 18 | 4 | 1 | 9 |
| **Metropolitan** | 26 | 42 | 15 | 2 | 1 | 13 |
| **Interface** | 15 | 39 | 24 | 7 | 2 | 13 |
| **Regional Centres** | 31 | 40 | 15 | 4 | 3 | 8 |
| **Large Rural** | 20 | 42 | 20 | 5 | 2 | 11 |
| **Small Rural** | 23 | 41 | 17 | 4 | 2 | 12 |
| **Men** | 21 | 40 | 19 | 4 | 2 | 14 |
| **Women** | 28 | 42 | 16 | 4 | 1 | 9 |
| **18-34** | 23 | 44 | 18 | 5 | 2 | 9 |
| **35-49** | 25 | 44 | 17 | 4 | 2 | 9 |
| **50-64** | 21 | 40 | 19 | 4 | 2 | 14 |
| **65+** | 27 | 38 | 16 | 4 | 1 | 13 |

**COMMUNITY AND CULTURAL ACTIVITIES**

**2024 community and cultural activities importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 65 | 65 | 68 | 67 | 65 | 64 | 64 | 65 | 66 | 66 |
| **35-49** | 62 | 62 | 65 | 63 | 62 | 61 | 60 | 63 | 62 | 62 |
| **Regional Centres** | 62 | 63 | 65 | 65 | 63 | 62 | 62 | 62 | 62 | 63 |
| **Interface** | 62 | 62 | 66 | 63 | 62 | 62 | 61 | 57 | 63 | 59 |
| **Small Rural** | 61 | 64 | 64 | 62 | 60 | 62 | 60 | 62 | 64 | 65 |
| **18-34** | 61 | 62 | 65 | 64 | 62 | 61 | 63 | 61 | 64 | 63 |
| **Overall** | 60 | 62 | 64 | 64 | 62 | 61 | 61 | 61 | 62 | 62 |
| **Large Rural** | 60 | 60 | 64 | 63 | 61 | 61 | 60 | 61 | 61 | 61 |
| **Metropolitan** | 59 | 62 | 64 | 64 | 61 | 60 | 61 | 61 | 62 | 62 |
| **50-64** | 59 | 61 | 64 | 63 | 62 | 61 | 59 | 60 | 61 | 61 |
| **65+** | 59 | 61 | 63 | 63 | 62 | 61 | 61 | 61 | 61 | 61 |
| **Men** | 56 | 58 | 61 | 60 | 58 | 58 | 57 | 57 | 58 | 58 |

**2024 community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 13 | 34 | 38 | 11 | 3 | 1 |
| **2023 Overall** | 13 | 35 | 37 | 10 | 3 | 1 |
| **2022 Overall** | 16 | 38 | 34 | 9 | 2 | 1 |
| **2021 Overall** | 15 | 37 | 36 | 9 | 2 | 1 |
| **2020 Overall** | 13 | 36 | 38 | 10 | 2 | 1 |
| **2019 Overall** | 12 | 35 | 40 | 10 | 2 | 1 |
| **2018 Overall** | 12 | 34 | 40 | 10 | 2 | 1 |
| **2017 Overall** | 12 | 35 | 39 | 11 | 2 | 1 |
| **2016 Overall** | 12 | 37 | 38 | 10 | 2 | 1 |
| **2015 Overall** | 11 | 37 | 40 | 10 | 2 | <1 |
| **Metropolitan** | 11 | 33 | 39 | 12 | 3 | 1 |
| **Interface** | 13 | 35 | 38 | 10 | 3 | 1 |
| **Regional Centres** | 14 | 35 | 37 | 10 | 3 | 1 |
| **Large Rural** | 13 | 33 | 38 | 12 | 4 | 1 |
| **Small Rural** | 14 | 34 | 41 | 8 | 4 | 1 |
| **Men** | 9 | 30 | 40 | 15 | 5 | 1 |
| **Women** | 16 | 38 | 37 | 7 | 2 | 1 |
| **18-34** | 15 | 32 | 40 | 11 | 3 | 1 |
| **35-49** | 15 | 34 | 38 | 10 | 3 | <1 |
| **50-64** | 11 | 34 | 39 | 11 | 4 | 1 |
| **65+** | 10 | 35 | 38 | 11 | 4 | 2 |

**2024 community and cultural activities performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 69 | 70 | 68 | 67 | 68 | 66 | 69 | 69 | 65 | 68 |
| **Metropolitan** | 69 | 67 | 65 | 66 | 70 | 70 | 70 | 70 | 71 | 71 |
| **Women** | 67 | 67 | 65 | 65 | 70 | 70 | 70 | 71 | 70 | 71 |
| **65+** | 67 | 67 | 67 | 68 | 70 | 71 | 69 | 70 | 69 | 71 |
| **18-34** | 66 | 65 | 64 | 63 | 66 | 67 | 68 | 67 | 68 | 69 |
| **Overall** | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 | 69 |
| **35-49** | 65 | 66 | 63 | 64 | 70 | 69 | 69 | 70 | 70 | 70 |
| **Regional Centres** | 65 | 66 | 65 | 65 | 69 | 69 | 68 | 69 | 69 | 69 |
| **50-64** | 65 | 65 | 63 | 64 | 67 | 68 | 67 | 68 | 67 | 68 |
| **Men** | 65 | 64 | 64 | 65 | 67 | 67 | 67 | 67 | 67 | 68 |
| **Large Rural** | 64 | 64 | 63 | 65 | 67 | 67 | 67 | 69 | 67 | 69 |
| **Interface** | 62 | 62 | 62 | 62 | 66 | 68 | 67 | 64 | 63 | 65 |

**2024 community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 15 | 39 | 26 | 7 | 2 | 10 |
| **2023 Overall** | 15 | 39 | 27 | 7 | 2 | 11 |
| **2022 Overall** | 13 | 38 | 29 | 7 | 2 | 11 |
| **2021 Overall** | 13 | 38 | 28 | 7 | 2 | 13 |
| **2020 Overall** | 17 | 42 | 26 | 5 | 2 | 9 |
| **2019 Overall** | 17 | 42 | 25 | 6 | 1 | 9 |
| **2018 Overall** | 17 | 42 | 25 | 5 | 2 | 9 |
| **2017 Overall** | 17 | 42 | 25 | 5 | 1 | 10 |
| **2016 Overall** | 17 | 41 | 25 | 5 | 2 | 9 |
| **2015 Overall** | 18 | 43 | 25 | 5 | 1 | 7 |
| **Metropolitan** | 16 | 41 | 23 | 5 | 2 | 13 |
| **Interface** | 11 | 35 | 31 | 8 | 4 | 11 |
| **Regional Centres** | 15 | 39 | 28 | 8 | 3 | 7 |
| **Large Rural** | 14 | 36 | 30 | 8 | 3 | 9 |
| **Small Rural** | 19 | 44 | 20 | 7 | 2 | 7 |
| **Men** | 13 | 38 | 28 | 7 | 3 | 11 |
| **Women** | 17 | 40 | 25 | 7 | 2 | 9 |
| **18-34** | 15 | 42 | 26 | 8 | 2 | 8 |
| **35-49** | 16 | 39 | 28 | 7 | 3 | 7 |
| **50-64** | 13 | 39 | 27 | 8 | 3 | 10 |
| **65+** | 16 | 38 | 25 | 6 | 2 | 13 |

**WASTE MANAGEMENT**

**2024 waste management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 84 | 84 | 85 | 85 | 84 | 83 | 83 | 81 | 82 | 81 |
| **Interface** | 83 | 83 | 85 | 83 | 83 | 82 | 84 | 79 | 81 | 79 |
| **Women** | 83 | 83 | 84 | 84 | 84 | 83 | 83 | 81 | 82 | 80 |
| **50-64** | 82 | 82 | 83 | 83 | 83 | 82 | 82 | 80 | 81 | 81 |
| **35-49** | 81 | 82 | 82 | 83 | 83 | 82 | 82 | 80 | 80 | 80 |
| **Overall** | 81 | 81 | 82 | 82 | 82 | 81 | 81 | 79 | 80 | 79 |
| **18-34** | 81 | 81 | 82 | 81 | 81 | 80 | 79 | 78 | 79 | 76 |
| **65+** | 81 | 81 | 82 | 82 | 82 | 82 | 82 | 79 | 80 | 79 |
| **Regional Centres** | 81 | 81 | 83 | 82 | 82 | 80 | 81 | 79 | 79 | 80 |
| **Large Rural** | 80 | 80 | 81 | 81 | 81 | 80 | 81 | 78 | 79 | 78 |
| **Men** | 79 | 80 | 81 | 80 | 80 | 79 | 80 | 77 | 78 | 77 |
| **Small Rural** | 79 | 78 | 80 | 80 | 79 | 79 | 78 | 76 | 79 | 77 |

**2024 waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 41 | 43 | 13 | 1 | <1 | 1 |
| **2023 Overall** | 42 | 43 | 13 | 1 | <1 | 1 |
| **2022 Overall** | 44 | 43 | 11 | 1 | <1 | 1 |
| **2021 Overall** | 44 | 42 | 12 | 1 | <1 | <1 |
| **2020 Overall** | 44 | 42 | 11 | 1 | <1 | <1 |
| **2019 Overall** | 41 | 44 | 13 | 1 | <1 | <1 |
| **2018 Overall** | 42 | 43 | 13 | 1 | <1 | <1 |
| **2017 Overall** | 36 | 46 | 16 | 1 | <1 | <1 |
| **2016 Overall** | 38 | 45 | 14 | 2 | 1 | 1 |
| **2015 Overall** | 35 | 46 | 16 | 1 | <1 | <1 |
| **Metropolitan** | 49 | 40 | 9 | 1 | <1 | <1 |
| **Interface** | 47 | 40 | 11 | 1 | - | <1 |
| **Regional Centres** | 39 | 45 | 14 | 1 | <1 | <1 |
| **Large Rural** | 37 | 46 | 14 | 1 | <1 | 1 |
| **Small Rural** | 37 | 44 | 16 | 1 | 1 | 1 |
| **Men** | 37 | 45 | 15 | 2 | <1 | 1 |
| **Women** | 45 | 42 | 12 | 1 | <1 | 1 |
| **18-34** | 43 | 40 | 14 | 2 | <1 | 1 |
| **35-49** | 43 | 41 | 14 | 1 | <1 | 1 |
| **50-64** | 44 | 41 | 14 | 1 | <1 | 1 |
| **65+** | 37 | 49 | 12 | 1 | <1 | 1 |

**2024 waste management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 70 | 68 | 71 | 72 | 70 | 73 | 75 | 75 | 76 | 77 |
| **65+** | 70 | 70 | 72 | 72 | 70 | 72 | 73 | 74 | 74 | 75 |
| **Men** | 67 | 66 | 68 | 70 | 66 | 69 | 70 | 71 | 70 | 72 |
| **Small Rural** | 67 | 66 | 68 | 68 | 64 | 66 | 69 | 70 | 69 | 71 |
| **Overall** | 67 | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 |
| **Women** | 67 | 66 | 68 | 68 | 64 | 68 | 70 | 71 | 70 | 72 |
| **18-34** | 67 | 65 | 68 | 69 | 64 | 68 | 70 | 71 | 70 | 73 |
| **Regional Centres** | 66 | 67 | 68 | 69 | 66 | 68 | 70 | 69 | 69 | 71 |
| **Interface** | 65 | 67 | 69 | 71 | 65 | 70 | 68 | 71 | 71 | 73 |
| **Large Rural** | 65 | 65 | 65 | 66 | 62 | 64 | 67 | 68 | 66 | 68 |
| **35-49** | 64 | 64 | 65 | 66 | 63 | 66 | 69 | 70 | 68 | 69 |
| **50-64** | 64 | 63 | 65 | 66 | 63 | 66 | 68 | 69 | 67 | 70 |

**2024 waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 21 | 42 | 21 | 8 | 5 | 3 |
| **2023 Overall** | 20 | 41 | 22 | 9 | 5 | 3 |
| **2022 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2021 Overall** | 23 | 42 | 20 | 8 | 4 | 3 |
| **2020 Overall** | 20 | 40 | 23 | 10 | 5 | 3 |
| **2019 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2018 Overall** | 24 | 45 | 18 | 7 | 3 | 2 |
| **2017 Overall** | 25 | 44 | 18 | 6 | 3 | 3 |
| **2016 Overall** | 24 | 45 | 18 | 7 | 4 | 2 |
| **2015 Overall** | 25 | 47 | 17 | 6 | 3 | 2 |
| **Metropolitan** | 26 | 43 | 19 | 7 | 4 | 2 |
| **Interface** | 20 | 43 | 19 | 8 | 8 | 1 |
| **Regional Centres** | 21 | 41 | 21 | 9 | 6 | 1 |
| **Large Rural** | 19 | 40 | 22 | 9 | 6 | 4 |
| **Small Rural** | 20 | 43 | 22 | 8 | 5 | 3 |
| **Men** | 21 | 42 | 20 | 8 | 6 | 3 |
| **Women** | 21 | 41 | 22 | 8 | 5 | 3 |
| **18-34** | 21 | 42 | 21 | 8 | 5 | 2 |
| **35-49** | 19 | 40 | 22 | 10 | 7 | 2 |
| **50-64** | 19 | 39 | 22 | 10 | 7 | 3 |
| **65+** | 24 | 43 | 19 | 6 | 4 | 3 |

**BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM**

**2024 business/development/tourism importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Regional Centres** | 70 | 72 | 73 | 73 | 73 | 73 | 74 | 74 | 73 | 73 |
| **Small Rural** | 70 | 71 | 72 | 74 | 74 | 71 | 71 | 72 | 71 | 70 |
| **Women** | 69 | 69 | 70 | 72 | 69 | 67 | 68 | 69 | 70 | 69 |
| **Large Rural** | 69 | 68 | 70 | 71 | 68 | 64 | 65 | 67 | 69 | 70 |
| **50-64** | 68 | 68 | 69 | 70 | 69 | 67 | 68 | 67 | 67 | 69 |
| **35-49** | 68 | 67 | 69 | 70 | 68 | 66 | 67 | 69 | 68 | 68 |
| **Overall** | 67 | 67 | 69 | 70 | 67 | 65 | 66 | 67 | 67 | 67 |
| **18-34** | 67 | 67 | 68 | 69 | 65 | 64 | 65 | 66 | 67 | 65 |
| **65+** | 67 | 66 | 68 | 69 | 68 | 66 | 66 | 68 | 67 | 67 |
| **Men** | 65 | 65 | 67 | 67 | 66 | 63 | 65 | 65 | 64 | 65 |
| **Metropolitan** | 59 | 59 | 61 | 62 | 58 | 57 | 59 | 60 | 60 | 59 |

**2024 business/development/tourism importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 20 | 39 | 30 | 7 | 2 | 1 |
| **2023 Overall** | 20 | 38 | 31 | 8 | 2 | 1 |
| **2022 Overall** | 22 | 39 | 29 | 7 | 2 | 1 |
| **2021 Overall** | 24 | 39 | 29 | 6 | 1 | 1 |
| **2020 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2019 Overall** | 19 | 36 | 32 | 9 | 2 | 1 |
| **2018 Overall** | 21 | 36 | 31 | 9 | 2 | 1 |
| **2017 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2016 Overall** | 21 | 38 | 30 | 8 | 2 | 2 |
| **2015 Overall** | 21 | 38 | 31 | 7 | 2 | 1 |
| **Metropolitan** | 11 | 33 | 36 | 14 | 3 | 2 |
| **Regional Centres** | 22 | 43 | 28 | 5 | 1 | 1 |
| **Large Rural** | 23 | 38 | 30 | 6 | 2 | 1 |
| **Small Rural** | 22 | 43 | 27 | 5 | 2 | 1 |
| **Men** | 18 | 38 | 31 | 8 | 3 | 1 |
| **Women** | 22 | 41 | 29 | 6 | 1 | 1 |
| **18-34** | 20 | 38 | 32 | 7 | 2 | 1 |
| **35-49** | 22 | 37 | 31 | 7 | 2 | 1 |
| **50-64** | 23 | 37 | 31 | 7 | 2 | 1 |
| **65+** | 17 | 43 | 29 | 7 | 3 | 2 |

**2024 business/development/tourism performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 59 | 61 | 63 | 62 | 58 | 59 | 59 | 64 | 61 | 63 |
| **Regional Centres** | 59 | 61 | 62 | 62 | 60 | 61 | 59 | 61 | 62 | 63 |
| **Women** | 58 | 60 | 61 | 62 | 61 | 62 | 62 | 63 | 62 | 63 |
| **65+** | 58 | 60 | 61 | 63 | 61 | 62 | 62 | 64 | 62 | 63 |
| **18-34** | 58 | 60 | 61 | 61 | 61 | 62 | 62 | 63 | 63 | 64 |
| **Metropolitan** | 57 | 59 | 59 | 60 | 59 | 60 | 60 | 60 | 62 | 62 |
| **Overall** | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 | 61 |
| **35-49** | 56 | 58 | 59 | 59 | 58 | 59 | 59 | 60 | 59 | 60 |
| **Men** | 56 | 57 | 59 | 60 | 58 | 59 | 59 | 60 | 59 | 59 |
| **50-64** | 55 | 56 | 57 | 59 | 57 | 58 | 58 | 58 | 59 | 59 |
| **Large Rural** | 55 | 56 | 58 | 59 | 61 | 62 | 61 | 60 | 59 | 59 |

**2024 business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 9 | 30 | 32 | 12 | 5 | 11 |
| **2023 Overall** | 9 | 31 | 32 | 11 | 4 | 12 |
| **2022 Overall** | 10 | 33 | 32 | 10 | 4 | 11 |
| **2021 Overall** | 11 | 33 | 32 | 10 | 3 | 12 |
| **2020 Overall** | 10 | 32 | 32 | 11 | 4 | 12 |
| **2019 Overall** | 10 | 33 | 31 | 10 | 3 | 13 |
| **2018 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2017 Overall** | 11 | 34 | 29 | 10 | 3 | 14 |
| **2016 Overall** | 10 | 32 | 31 | 10 | 3 | 14 |
| **2015 Overall** | 11 | 34 | 31 | 10 | 3 | 12 |
| **Metropolitan** | 5 | 27 | 32 | 9 | 3 | 23 |
| **Regional Centres** | 9 | 35 | 33 | 11 | 5 | 8 |
| **Large Rural** | 9 | 26 | 34 | 15 | 6 | 10 |
| **Small Rural** | 11 | 33 | 31 | 12 | 5 | 8 |
| **Men** | 8 | 28 | 34 | 13 | 6 | 11 |
| **Women** | 10 | 31 | 31 | 12 | 4 | 12 |
| **18-34** | 9 | 33 | 33 | 13 | 4 | 8 |
| **35-49** | 8 | 31 | 33 | 13 | 6 | 9 |
| **50-64** | 8 | 28 | 32 | 14 | 6 | 11 |
| **65+** | 9 | 28 | 32 | 11 | 4 | 16 |

**COUNCIL’S GENERAL TOWN PLANNING POLICY**

**2024 town planning importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 75 | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 74 | 74 |
| **Women** | 74 | 74 | 75 | 75 | 73 | 75 | 74 | 74 | 75 | 74 |
| **50-64** | 74 | 75 | 77 | 77 | 76 | 76 | 76 | 76 | 76 | 76 |
| **Large Rural** | 74 | 74 | 74 | 73 | 71 | 73 | 74 | 73 | 73 | 73 |
| **35-49** | 73 | 74 | 75 | 75 | 74 | 73 | 74 | 74 | 74 | 74 |
| **Overall** | 73 | 73 | 74 | 74 | 72 | 73 | 73 | 72 | 73 | 72 |
| **Interface** | 73 | 73 | 73 | 73 | 70 | 73 | 71 | 70 | 72 | 72 |
| **Regional Centres** | 73 | 73 | 73 | 74 | 72 | 71 | 72 | 71 | 72 | 73 |
| **Metropolitan** | 72 | 73 | 74 | 74 | 73 | 72 | 73 | 73 | 72 | 72 |
| **Men** | 71 | 72 | 73 | 73 | 71 | 71 | 72 | 71 | 71 | 70 |
| **18-34** | 69 | 70 | 69 | 69 | 65 | 67 | 67 | 64 | 68 | 66 |

**2024 town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 27 | 39 | 24 | 4 | 1 | 5 |
| **2023 Overall** | 28 | 40 | 23 | 4 | 1 | 4 |
| **2022 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2021 Overall** | 29 | 40 | 23 | 3 | 1 | 4 |
| **2020 Overall** | 26 | 39 | 26 | 4 | 1 | 4 |
| **2019 Overall** | 26 | 40 | 25 | 3 | 1 | 4 |
| **2018 Overall** | 27 | 40 | 24 | 4 | 1 | 3 |
| **2017 Overall** | 26 | 41 | 24 | 4 | 1 | 4 |
| **2016 Overall** | 27 | 40 | 24 | 4 | 1 | 5 |
| **2015 Overall** | 25 | 41 | 25 | 4 | 1 | 4 |
| **Metropolitan** | 27 | 38 | 25 | 5 | 1 | 4 |
| **Interface** | 27 | 37 | 24 | 4 | 1 | 7 |
| **Regional Centres** | 30 | 36 | 25 | 4 | 2 | 4 |
| **Large Rural** | 27 | 41 | 22 | 3 | 1 | 6 |
| **Men** | 25 | 39 | 27 | 4 | 1 | 4 |
| **Women** | 30 | 38 | 21 | 4 | 1 | 7 |
| **18-34** | 23 | 37 | 30 | 5 | 1 | 5 |
| **35-49** | 27 | 40 | 24 | 4 | 1 | 5 |
| **50-64** | 31 | 36 | 24 | 4 | 1 | 3 |
| **65+** | 29 | 41 | 19 | 3 | 1 | 7 |

**2024 town planning performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 53 | 52 | 55 | 56 | 55 | 56 | 53 | 53 | 54 | 55 |
| **18-34** | 52 | 52 | 58 | 60 | 57 | 61 | 59 | 57 | 57 | 59 |
| **65+** | 51 | 51 | 54 | 55 | 55 | 54 | 54 | 54 | 52 | 54 |
| **Women** | 51 | 51 | 55 | 55 | 53 | 55 | 54 | 53 | 53 | 55 |
| **Overall** | 50 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 | 54 |
| **Men** | 49 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 51 | 54 |
| **Small Rural** | 49 | 52 | 56 | 55 | 50 | 48 | 53 | 51 | 49 | 53 |
| **35-49** | 49 | 49 | 53 | 53 | 51 | 53 | 51 | 51 | 50 | 53 |
| **Large Rural** | 48 | 49 | 53 | 55 | 54 | 55 | 54 | 54 | 51 | 53 |
| **Regional Centres** | 48 | 50 | 55 | 55 | 52 | 57 | 54 | 56 | 54 | 55 |
| **50-64** | 47 | 47 | 51 | 52 | 49 | 50 | 50 | 49 | 48 | 51 |
| **Interface** | 42 | 45 | 53 | 53 | 52 | 53 | 55 | 51 | 52 | 55 |

**2024 town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 4 | 24 | 30 | 15 | 9 | 19 |
| **2023 Overall** | 4 | 24 | 30 | 15 | 8 | 18 |
| **2022 Overall** | 5 | 29 | 31 | 13 | 6 | 16 |
| **2021 Overall** | 6 | 28 | 30 | 12 | 5 | 18 |
| **2020 Overall** | 6 | 27 | 30 | 14 | 6 | 18 |
| **2019 Overall** | 6 | 30 | 29 | 12 | 7 | 17 |
| **2018 Overall** | 5 | 27 | 31 | 13 | 7 | 18 |
| **2017 Overall** | 5 | 26 | 30 | 14 | 7 | 19 |
| **2016 Overall** | 5 | 25 | 30 | 14 | 7 | 19 |
| **2015 Overall** | 5 | 28 | 31 | 12 | 6 | 17 |
| **Metropolitan** | 5 | 26 | 27 | 13 | 7 | 22 |
| **Interface** | 2 | 17 | 28 | 19 | 13 | 21 |
| **Regional Centres** | 4 | 23 | 31 | 17 | 10 | 16 |
| **Large Rural** | 4 | 23 | 32 | 16 | 9 | 17 |
| **Small Rural** | 3 | 24 | 30 | 16 | 9 | 17 |
| **Men** | 4 | 24 | 31 | 16 | 10 | 16 |
| **Women** | 4 | 24 | 29 | 15 | 7 | 22 |
| **18-34** | 4 | 26 | 30 | 14 | 7 | 19 |
| **35-49** | 4 | 25 | 31 | 15 | 11 | 16 |
| **50-64** | 3 | 22 | 29 | 17 | 11 | 19 |
| **65+** | 5 | 23 | 29 | 15 | 7 | 21 |

**PLANNING AND BUILDING PERMITS**

**2024 planning and building permits importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 74 | 74 | 76 | 75 | 76 | 75 | 75 | 75 | 74 | 74 |
| **Women** | 73 | 74 | 75 | 74 | 73 | 73 | 73 | 74 | 74 | 73 |
| **Metropolitan** | 73 | 74 | 75 | 75 | 74 | 74 | 74 | 76 | 74 | 74 |
| **Large Rural** | 73 | 72 | 73 | 73 | 71 | 71 | 70 | 72 | 70 | 71 |
| **50-64** | 73 | 74 | 75 | 75 | 74 | 75 | 74 | 74 | 74 | 73 |
| **Overall** | 72 | 72 | 73 | 73 | 71 | 71 | 71 | 72 | 71 | 71 |
| **Regional Centres** | 71 | 72 | 73 | 72 | 70 | 71 | 71 | 69 | 69 | 70 |
| **Small Rural** | 70 | 71 | 73 | 71 | 68 | 70 | 68 | 68 | 71 | 70 |
| **Interface** | 70 | 72 | 72 | 71 | 71 | 71 | 71 | 69 | 69 | 69 |
| **35-49** | 70 | 72 | 72 | 72 | 71 | 72 | 71 | 72 | 71 | 72 |
| **Men** | 70 | 70 | 72 | 71 | 70 | 70 | 69 | 70 | 69 | 69 |
| **18-34** | 68 | 69 | 70 | 68 | 65 | 66 | 64 | 66 | 67 | 66 |

**2024 planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 27 | 39 | 24 | 5 | 2 | 3 |
| **2023 Overall** | 29 | 38 | 24 | 5 | 2 | 3 |
| **2022 Overall** | 29 | 40 | 22 | 4 | 1 | 3 |
| **2021 Overall** | 28 | 39 | 24 | 4 | 1 | 3 |
| **2020 Overall** | 27 | 38 | 25 | 6 | 1 | 3 |
| **2019 Overall** | 26 | 39 | 25 | 6 | 1 | 3 |
| **2018 Overall** | 26 | 39 | 25 | 6 | 2 | 2 |
| **2017 Overall** | 27 | 38 | 25 | 5 | 1 | 3 |
| **2016 Overall** | 26 | 39 | 25 | 6 | 2 | 3 |
| **2015 Overall** | 26 | 39 | 27 | 5 | 1 | 2 |
| **Metropolitan** | 29 | 40 | 23 | 5 | 2 | 2 |
| **Interface** | 22 | 41 | 25 | 6 | 1 | 4 |
| **Regional Centres** | 26 | 40 | 25 | 5 | 2 | 3 |
| **Large Rural** | 29 | 38 | 23 | 5 | 1 | 3 |
| **Small Rural** | 24 | 39 | 26 | 5 | 2 | 3 |
| **Men** | 25 | 38 | 26 | 6 | 2 | 2 |
| **Women** | 28 | 40 | 22 | 5 | 1 | 3 |
| **18-34** | 23 | 36 | 29 | 7 | 2 | 2 |
| **35-49** | 27 | 35 | 28 | 6 | 1 | 2 |
| **50-64** | 31 | 38 | 23 | 5 | 2 | 1 |
| **65+** | 27 | 44 | 19 | 4 | 1 | 5 |

**2024 planning and building permits performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Regional Centres** | 50 | 53 | 54 | 58 | 57 | 58 | 57 | 60 | 55 | 57 |
| **Metropolitan** | 49 | 50 | 54 | 54 | 54 | 53 | 51 | 49 | 50 | 53 |
| **18-34** | 48 | 49 | 54 | 56 | 55 | 57 | 57 | 55 | 55 | 58 |
| **Women** | 46 | 47 | 51 | 52 | 51 | 52 | 52 | 51 | 52 | 54 |
| **65+** | 45 | 47 | 50 | 51 | 50 | 50 | 50 | 51 | 50 | 53 |
| **Overall** | 45 | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 |
| **Interface** | 45 | 38 | 50 | 52 | 51 | 55 | 54 | 46 | 46 | 49 |
| **35-49** | 44 | 46 | 49 | 49 | 51 | 51 | 50 | 49 | 48 | 53 |
| **Men** | 44 | 46 | 49 | 51 | 51 | 51 | 51 | 50 | 49 | 53 |
| **Small Rural** | 43 | 45 | 48 | 49 | 46 | 48 | 51 | 51 | 50 | 53 |
| **50-64** | 42 | 43 | 46 | 48 | 47 | 47 | 49 | 47 | 48 | 51 |
| **Large Rural** | 41 | 42 | 46 | 48 | 49 | 49 | 49 | 48 | 50 | 54 |

**2024 planning and building permits performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 4 | 19 | 25 | 16 | 13 | 24 |
| **2023 Overall** | 5 | 19 | 26 | 16 | 12 | 23 |
| **2022 Overall** | 5 | 22 | 28 | 14 | 10 | 22 |
| **2021 Overall** | 6 | 23 | 27 | 13 | 8 | 23 |
| **2020 Overall** | 6 | 22 | 27 | 14 | 8 | 22 |
| **2019 Overall** | 6 | 24 | 26 | 13 | 9 | 22 |
| **2018 Overall** | 5 | 24 | 27 | 13 | 8 | 23 |
| **2017 Overall** | 5 | 23 | 27 | 14 | 9 | 23 |
| **2016 Overall** | 5 | 22 | 25 | 13 | 8 | 27 |
| **2015 Overall** | 6 | 25 | 28 | 12 | 6 | 23 |
| **Metropolitan** | 4 | 20 | 25 | 14 | 8 | 29 |
| **Interface** | 3 | 20 | 24 | 13 | 14 | 26 |
| **Regional Centres** | 5 | 21 | 27 | 14 | 8 | 23 |
| **Large Rural** | 3 | 16 | 25 | 17 | 17 | 21 |
| **Small Rural** | 4 | 17 | 25 | 17 | 14 | 23 |
| **Men** | 4 | 19 | 25 | 16 | 15 | 21 |
| **Women** | 4 | 18 | 25 | 15 | 11 | 27 |
| **18-34** | 4 | 23 | 26 | 14 | 11 | 21 |
| **35-49** | 3 | 19 | 25 | 18 | 14 | 20 |
| **50-64** | 3 | 17 | 25 | 18 | 16 | 21 |
| **65+** | 4 | 16 | 25 | 14 | 12 | 29 |

**ENVIRONMENTAL SUSTAINABILITY**

**2024 environmental sustainability importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 74 | 75 | 78 | 79 | 78 | 79 | 77 | 76 | 77 | 77 |
| **Interface** | 72 | 71 | n/a | 77 | 73 | n/a | n/a | 72 | 77 | 71 |
| **18-34** | 70 | 71 | 76 | 77 | 76 | 78 | 76 | 75 | 77 | 75 |
| **Metropolitan** | 69 | 72 | 76 | 77 | 76 | 75 | 74 | 73 | 74 | 74 |
| **Regional Centres** | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 71 | 73 |
| **Overall** | 68 | 70 | 73 | 74 | 74 | 74 | 73 | 72 | 73 | 73 |
| **50-64** | 67 | 69 | 72 | 73 | 74 | 73 | 72 | 72 | 73 | 73 |
| **65+** | 67 | 69 | 72 | 72 | 72 | 72 | 71 | 70 | 71 | 70 |
| **Large Rural** | 67 | 68 | 71 | 72 | 73 | 74 | 73 | 72 | 73 | 72 |
| **35-49** | 66 | 70 | 74 | 75 | 75 | 74 | 73 | 73 | 72 | 73 |
| **Small Rural** | 66 | 67 | 70 | 71 | 70 | 72 | 70 | 70 | 74 | 77 |
| **Men** | 61 | 65 | 69 | 70 | 70 | 70 | 69 | 68 | 69 | 69 |

**2024 environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 25 | 36 | 25 | 8 | 4 | 1 |
| **2023 Overall** | 29 | 35 | 24 | 7 | 4 | 1 |
| **2022 Overall** | 33 | 38 | 20 | 5 | 3 | 1 |
| **2021 Overall** | 35 | 37 | 21 | 5 | 2 | 1 |
| **2020 Overall** | 34 | 37 | 20 | 5 | 2 | 1 |
| **2019 Overall** | 33 | 39 | 21 | 5 | 2 | 1 |
| **2018 Overall** | 31 | 39 | 23 | 5 | 2 | 1 |
| **2017 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **2016 Overall** | 30 | 40 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **Metropolitan** | 26 | 38 | 23 | 7 | 5 | 1 |
| **Interface** | 30 | 37 | 23 | 6 | 2 | 1 |
| **Regional Centres** | 26 | 39 | 23 | 7 | 5 | 1 |
| **Large Rural** | 24 | 35 | 26 | 9 | 4 | 1 |
| **Small Rural** | 25 | 31 | 29 | 9 | 5 | 2 |
| **Men** | 18 | 33 | 29 | 11 | 7 | 1 |
| **Women** | 32 | 39 | 21 | 5 | 2 | 1 |
| **18-34** | 29 | 33 | 27 | 7 | 3 | 1 |
| **35-49** | 24 | 37 | 24 | 9 | 6 | 1 |
| **50-64** | 26 | 35 | 25 | 9 | 5 | 1 |
| **65+** | 23 | 38 | 25 | 8 | 4 | 2 |

**2024 environmental sustainability performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 65 | 62 | 63 | 64 | 62 | 64 | 64 | 64 | 64 | 65 |
| **18-34** | 62 | 60 | 62 | 63 | 60 | 63 | 64 | 64 | 64 | 65 |
| **Women** | 61 | 60 | 61 | 62 | 59 | 62 | 63 | 63 | 63 | 64 |
| **Regional Centres** | 61 | 61 | 62 | 62 | 61 | 63 | 64 | 65 | 63 | 63 |
| **35-49** | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 63 |
| **Overall** | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 | 64 |
| **65+** | 60 | 61 | 62 | 63 | 61 | 63 | 63 | 64 | 63 | 65 |
| **Men** | 60 | 60 | 61 | 63 | 61 | 62 | 63 | 64 | 62 | 64 |
| **50-64** | 59 | 58 | 59 | 61 | 57 | 59 | 61 | 62 | 61 | 62 |
| **Small Rural** | 59 | 59 | 59 | 61 | 57 | 59 | 62 | 63 | 61 | 63 |
| **Interface** | 58 | 58 | 60 | 62 | 56 | 60 | 64 | 62 | 60 | 63 |
| **Large Rural** | 58 | 58 | 59 | 61 | 60 | 61 | 61 | 62 | 62 | 64 |

**2024 environmental sustainability performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 10 | 34 | 32 | 9 | 4 | 13 |
| **2023 Overall** | 9 | 33 | 32 | 9 | 4 | 12 |
| **2022 Overall** | 10 | 35 | 32 | 9 | 4 | 10 |
| **2021 Overall** | 11 | 36 | 31 | 9 | 3 | 11 |
| **2020 Overall** | 10 | 33 | 33 | 10 | 3 | 11 |
| **2019 Overall** | 11 | 35 | 31 | 9 | 3 | 12 |
| **2018 Overall** | 10 | 37 | 30 | 8 | 2 | 12 |
| **2017 Overall** | 10 | 37 | 29 | 7 | 2 | 14 |
| **2016 Overall** | 11 | 36 | 30 | 8 | 3 | 13 |
| **2015 Overall** | 10 | 39 | 30 | 7 | 2 | 13 |
| **Metropolitan** | 12 | 37 | 28 | 7 | 2 | 14 |
| **Interface** | 7 | 39 | 27 | 10 | 6 | 11 |
| **Regional Centres** | 9 | 35 | 32 | 8 | 4 | 12 |
| **Large Rural** | 8 | 31 | 35 | 11 | 4 | 12 |
| **Small Rural** | 9 | 31 | 33 | 10 | 5 | 13 |
| **Men** | 10 | 33 | 31 | 9 | 4 | 13 |
| **Women** | 9 | 34 | 32 | 9 | 3 | 12 |
| **18-34** | 10 | 37 | 32 | 8 | 3 | 9 |
| **35-49** | 10 | 34 | 31 | 9 | 4 | 11 |
| **50-64** | 9 | 32 | 30 | 10 | 5 | 14 |
| **65+** | 9 | 32 | 32 | 8 | 3 | 15 |

**EMERGENCY AND DISASTER MANAGEMENT**

**2024 emergency and disaster management importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 85 | 83 | 85 | 85 | 84 | 85 | 85 | 84 | 84 | 84 |
| **Interface** | 85 | 83 | 85 | 83 | 83 | 85 | 84 | 82 | 83 | 81 |
| **Small Rural** | 82 | 80 | 81 | 82 | 82 | 81 | 80 | 81 | 82 | 80 |
| **18-34** | 82 | 80 | 82 | 82 | 81 | 83 | 83 | 81 | 81 | 80 |
| **Regional Centres** | 80 | 80 | 80 | 81 | 81 | 81 | 82 | 80 | 80 | 81 |
| **Overall** | 80 | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 | 80 |
| **65+** | 80 | 79 | 80 | 81 | 80 | 80 | 81 | 80 | 80 | 79 |
| **Large Rural** | 80 | 80 | 81 | 81 | 81 | 82 | 82 | 81 | 81 | 81 |
| **35-49** | 80 | 79 | 80 | 80 | 80 | 81 | 81 | 78 | 80 | 79 |
| **50-64** | 80 | 79 | 81 | 81 | 80 | 81 | 80 | 80 | 80 | 80 |
| **Metropolitan** | 78 | 77 | 79 | 79 | 78 | 79 | 80 | 77 | 76 | 77 |
| **Men** | 76 | 76 | 77 | 77 | 77 | 77 | 77 | 76 | 76 | 75 |

**2024 emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 46 | 34 | 14 | 3 | 1 | 1 |
| **2023 Overall** | 43 | 35 | 15 | 3 | 1 | 2 |
| **2022 Overall** | 46 | 34 | 14 | 3 | 1 | 1 |
| **2021 Overall** | 47 | 34 | 13 | 3 | 1 | 1 |
| **2020 Overall** | 46 | 35 | 13 | 4 | 1 | 1 |
| **2019 Overall** | 47 | 35 | 13 | 3 | 1 | 1 |
| **2018 Overall** | 48 | 33 | 14 | 3 | 1 | 1 |
| **2017 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **2016 Overall** | 45 | 36 | 14 | 3 | 1 | 1 |
| **2015 Overall** | 44 | 35 | 15 | 4 | 1 | 1 |
| **Metropolitan** | 43 | 34 | 15 | 4 | 2 | 2 |
| **Interface** | 56 | 29 | 9 | 3 | 1 | 1 |
| **Regional Centres** | 46 | 34 | 15 | 3 | 1 | 1 |
| **Large Rural** | 44 | 36 | 14 | 3 | 1 | 1 |
| **Small Rural** | 50 | 33 | 12 | 3 | 1 | 1 |
| **Men** | 37 | 36 | 18 | 5 | 2 | 1 |
| **Women** | 54 | 33 | 10 | 2 | <1 | 1 |
| **18-34** | 50 | 32 | 14 | 3 | 1 | 1 |
| **35-49** | 47 | 31 | 14 | 5 | 2 | 1 |
| **50-64** | 46 | 33 | 14 | 4 | 2 | 1 |
| **65+** | 41 | 39 | 13 | 3 | 1 | 3 |

**2024 emergency and disaster management performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 67 | 66 | 68 | 72 | 70 | 73 | 72 | 72 | 71 | 71 |
| **Women** | 66 | 66 | 67 | 72 | 69 | 74 | 72 | 71 | 71 | 71 |
| **18-34** | 66 | 64 | 66 | 72 | 68 | 73 | 72 | 71 | 71 | 73 |
| **Small Rural** | 66 | 66 | 68 | 72 | 70 | 72 | 72 | 72 | 71 | 70 |
| **Metropolitan** | 66 | 65 | 67 | 70 | 66 | 70 | 69 | 68 | 68 | 69 |
| **Regional Centres** | 66 | 65 | 67 | 72 | 70 | 75 | 73 | 70 | 68 | 68 |
| **Overall** | 65 | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 | 70 |
| **Large Rural** | 65 | 64 | 66 | 71 | 69 | 72 | 71 | 70 | 70 | 71 |
| **Men** | 64 | 63 | 66 | 70 | 68 | 71 | 70 | 69 | 68 | 69 |
| **35-49** | 64 | 64 | 66 | 70 | 68 | 72 | 71 | 69 | 68 | 68 |
| **50-64** | 63 | 64 | 64 | 69 | 66 | 70 | 69 | 68 | 67 | 67 |
| **Interface** | 61 | 62 | 64 | 69 | 66 | 73 | 70 | 69 | 69 | 70 |

**2024 emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 15 | 35 | 23 | 6 | 4 | 16 |
| **2023 Overall** | 14 | 35 | 23 | 7 | 4 | 18 |
| **2022 Overall** | 15 | 38 | 23 | 6 | 3 | 15 |
| **2021 Overall** | 19 | 39 | 20 | 4 | 2 | 16 |
| **2020 Overall** | 17 | 36 | 22 | 5 | 2 | 19 |
| **2019 Overall** | 20 | 38 | 18 | 4 | 2 | 19 |
| **2018 Overall** | 18 | 39 | 19 | 4 | 2 | 18 |
| **2017 Overall** | 17 | 37 | 19 | 4 | 2 | 21 |
| **2016 Overall** | 17 | 36 | 19 | 4 | 2 | 21 |
| **2015 Overall** | 17 | 39 | 19 | 5 | 2 | 18 |
| **Metropolitan** | 9 | 32 | 20 | 3 | 2 | 33 |
| **Interface** | 11 | 35 | 24 | 9 | 6 | 15 |
| **Regional Centres** | 16 | 38 | 23 | 6 | 4 | 13 |
| **Large Rural** | 15 | 36 | 25 | 7 | 4 | 14 |
| **Small Rural** | 19 | 35 | 23 | 7 | 4 | 12 |
| **Men** | 13 | 36 | 24 | 7 | 4 | 16 |
| **Women** | 16 | 35 | 23 | 6 | 3 | 17 |
| **18-34** | 17 | 38 | 24 | 6 | 4 | 11 |
| **35-49** | 13 | 38 | 24 | 6 | 5 | 14 |
| **50-64** | 13 | 34 | 23 | 8 | 4 | 18 |
| **65+** | 16 | 33 | 22 | 6 | 3 | 20 |

**PLANNING FOR POPULATION GROWTH**

**2024 planning for population growth importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Interface** | 78 | 78 | n/a | 82 | 80 | 80 | 79 | 80 | 79 | 76 |
| **Women** | 77 | 78 | 78 | 77 | 77 | 78 | 79 | 78 | 77 | 77 |
| **Regional Centres** | 77 | 78 | 78 | 77 | 77 | 75 | 75 | 75 | 76 | 76 |
| **50-64** | 77 | 78 | 77 | 78 | 78 | 79 | 80 | 79 | 77 | 79 |
| **35-49** | 76 | 77 | 78 | 78 | 78 | 79 | 78 | 78 | 77 | 78 |
| **Overall** | 75 | 76 | 77 | 76 | 76 | 77 | 77 | 76 | 76 | 75 |
| **65+** | 75 | 75 | 76 | 77 | 77 | 76 | 77 | 77 | 75 | 75 |
| **18-34** | 75 | 76 | 76 | 73 | 73 | 74 | 74 | 73 | 74 | 70 |
| **Large Rural** | 74 | 76 | 75 | 74 | 75 | 77 | 78 | 78 | 74 | 74 |
| **Men** | 74 | 75 | 75 | 75 | 75 | 75 | 76 | 75 | 74 | 73 |
| **Metropolitan** | 74 | 73 | 74 | 75 | 75 | 77 | 78 | 75 | 75 | 74 |

**2024 planning for population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 35 | 38 | 20 | 5 | 1 | 1 |
| **2023 Overall** | 37 | 38 | 18 | 4 | 2 | 1 |
| **2022 Overall** | 38 | 37 | 18 | 4 | 2 | 2 |
| **2021 Overall** | 37 | 36 | 19 | 4 | 1 | 1 |
| **2020 Overall** | 37 | 37 | 19 | 5 | 1 | 1 |
| **2019 Overall** | 38 | 35 | 19 | 5 | 1 | 1 |
| **2018 Overall** | 39 | 36 | 18 | 4 | 1 | 1 |
| **2017 Overall** | 36 | 38 | 19 | 4 | 1 | 1 |
| **2016 Overall** | 35 | 37 | 20 | 5 | 1 | 2 |
| **2015 Overall** | 34 | 38 | 21 | 4 | 2 | 1 |
| **Metropolitan** | 35 | 33 | 21 | 7 | 2 | 1 |
| **Interface** | 44 | 32 | 17 | 4 | 1 | 2 |
| **Regional Centres** | 36 | 41 | 18 | 4 | 1 | 1 |
| **Large Rural** | 32 | 38 | 22 | 5 | 1 | 2 |
| **Men** | 31 | 40 | 22 | 5 | 1 | 1 |
| **Women** | 38 | 36 | 19 | 4 | 1 | 2 |
| **18-34** | 33 | 39 | 22 | 4 | 1 | 1 |
| **35-49** | 38 | 34 | 21 | 6 | 1 | <1 |
| **50-64** | 39 | 35 | 19 | 5 | 1 | 1 |
| **65+** | 31 | 42 | 19 | 4 | 1 | 3 |

**2024 planning for population growth performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Regional Centres** | 52 | 56 | 58 | 59 | 57 | 62 | 62 | 62 | 59 | 61 |
| **65+** | 50 | 50 | 53 | 54 | 52 | 52 | 51 | 52 | 52 | 54 |
| **18-34** | 49 | 49 | 54 | 56 | 54 | 57 | 56 | 57 | 55 | 60 |
| **Metropolitan** | 49 | 49 | 52 | 53 | 52 | 52 | 50 | 51 | 51 | 54 |
| **Women** | 48 | 48 | 52 | 52 | 51 | 52 | 52 | 52 | 51 | 55 |
| **Overall** | 47 | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 |
| **Men** | 47 | 48 | 51 | 54 | 51 | 52 | 52 | 53 | 52 | 54 |
| **Large Rural** | 46 | 45 | 49 | 51 | 47 | 49 | 48 | 48 | 47 | 50 |
| **35-49** | 45 | 47 | 50 | 50 | 49 | 49 | 51 | 50 | 49 | 51 |
| **50-64** | 44 | 45 | 48 | 51 | 47 | 49 | 50 | 49 | 48 | 50 |
| **Small Rural** | 43 | 44 | 49 | 52 | 44 | 51 | n/a | n/a | n/a | n/a |
| **Interface** | 43 | 43 | 47 | 47 | 46 | 48 | 49 | 50 | 55 | 57 |

**2024 planning for population growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 5 | 21 | 29 | 19 | 11 | 15 |
| **2023 Overall** | 5 | 21 | 30 | 18 | 9 | 17 |
| **2022 Overall** | 7 | 25 | 31 | 16 | 8 | 14 |
| **2021 Overall** | 7 | 26 | 30 | 16 | 7 | 15 |
| **2020 Overall** | 7 | 23 | 30 | 17 | 8 | 14 |
| **2019 Overall** | 7 | 25 | 29 | 16 | 8 | 15 |
| **2018 Overall** | 8 | 24 | 30 | 16 | 8 | 14 |
| **2017 Overall** | 7 | 24 | 29 | 16 | 7 | 16 |
| **2016 Overall** | 6 | 23 | 30 | 16 | 8 | 16 |
| **2015 Overall** | 7 | 28 | 30 | 14 | 6 | 15 |
| **Metropolitan** | 4 | 22 | 28 | 16 | 8 | 22 |
| **Interface** | 5 | 17 | 30 | 20 | 16 | 13 |
| **Regional Centres** | 9 | 26 | 29 | 17 | 10 | 10 |
| **Large Rural** | 5 | 19 | 30 | 21 | 11 | 14 |
| **Small Rural** | 3 | 19 | 29 | 23 | 14 | 12 |
| **Men** | 6 | 22 | 29 | 18 | 12 | 13 |
| **Women** | 5 | 20 | 29 | 19 | 10 | 16 |
| **18-34** | 6 | 25 | 29 | 18 | 11 | 11 |
| **35-49** | 5 | 20 | 30 | 22 | 13 | 10 |
| **50-64** | 4 | 18 | 30 | 21 | 13 | 15 |
| **65+** | 6 | 20 | 29 | 16 | 8 | 21 |

**ROADSIDE SLASHING AND WEED CONTROL**

**2024 roadside slashing and weed control importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **50-64** | 82 | 81 | 80 | 82 | 82 | 78 | 78 | 78 | 76 | 76 |
| **Interface** | 82 | 79 | 77 | 76 | 75 | 72 | 75 | 76 | 76 | 75 |
| **Women** | 82 | 80 | 80 | 81 | 80 | 76 | 76 | 76 | 75 | 75 |
| **Small Rural** | 80 | 81 | 81 | 82 | 80 | 76 | 76 | 76 | n/a | 77 |
| **35-49** | 80 | 78 | 80 | 78 | 76 | 75 | 73 | 73 | 74 | 75 |
| **Overall** | 80 | 79 | 79 | 79 | 78 | 74 | 73 | 74 | 73 | 73 |
| **65+** | 80 | 78 | 80 | 80 | 80 | 76 | 76 | 76 | 73 | 74 |
| **Large Rural** | 79 | 80 | 81 | 79 | 78 | 76 | 75 | 75 | 75 | 74 |
| **18-34** | 78 | 78 | 75 | 75 | 74 | 67 | 67 | 66 | 69 | 65 |
| **Men** | 78 | 77 | 77 | 76 | 76 | 71 | 71 | 71 | 71 | 70 |

**2024 roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 40 | 41 | 16 | 2 | <1 | 1 |
| **2023 Overall** | 39 | 39 | 18 | 2 | 1 | 1 |
| **2022 Overall** | 39 | 40 | 18 | 2 | <1 | 1 |
| **2021 Overall** | 40 | 38 | 18 | 3 | 1 | <1 |
| **2020 Overall** | 38 | 39 | 19 | 3 | 1 | <1 |
| **2019 Overall** | 30 | 41 | 24 | 4 | 1 | <1 |
| **2018 Overall** | 29 | 40 | 25 | 4 | 1 | <1 |
| **2017 Overall** | 30 | 40 | 25 | 4 | 1 | 1 |
| **2016 Overall** | 28 | 42 | 23 | 5 | 1 | 1 |
| **2015 Overall** | 28 | 40 | 26 | 5 | 1 | <1 |
| **Interface** | 47 | 35 | 16 | 2 | <1 | 1 |
| **Large Rural** | 38 | 42 | 17 | 2 | 1 | <1 |
| **Small Rural** | 40 | 43 | 15 | 1 | <1 | 1 |
| **Men** | 36 | 44 | 17 | 2 | 1 | 1 |
| **Women** | 44 | 39 | 15 | 1 | <1 | 1 |
| **18-34** | 39 | 36 | 23 | 2 | - | - |
| **35-49** | 42 | 39 | 17 | 1 | 1 | 1 |
| **50-64** | 46 | 38 | 14 | 2 | <1 | <1 |
| **65+** | 36 | 48 | 13 | 2 | <1 | 1 |

**2024 roadside slashing and weed control performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 56 | 57 | 63 | n/a | n/a | 69 | 67 | 68 | 68 | 69 |
| **18-34** | 47 | 48 | 53 | 57 | 55 | 62 | 61 | 58 | 61 | 62 |
| **65+** | 47 | 46 | 48 | 50 | 48 | 54 | 53 | 51 | 54 | 52 |
| **Small Rural** | 46 | 47 | 50 | 49 | 48 | 55 | 54 | 51 | 51 | 52 |
| **Men** | 46 | 45 | 49 | 52 | 49 | 56 | 54 | 52 | 55 | 54 |
| **Overall** | 45 | 46 | 49 | 51 | 49 | 56 | 55 | 53 | 56 | 55 |
| **Women** | 45 | 46 | 48 | 51 | 49 | 56 | 56 | 54 | 57 | 55 |
| **35-49** | 44 | 45 | 47 | 51 | 49 | 57 | 55 | 54 | 57 | 55 |
| **Interface** | 44 | 45 | 51 | 57 | 54 | 61 | 60 | 54 | 56 | 52 |
| **Large Rural** | 43 | 43 | 44 | 51 | 48 | 52 | 51 | 50 | 54 | 53 |
| **50-64** | 43 | 44 | 46 | 48 | 46 | 53 | 51 | 50 | 52 | 51 |

**2024 roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 6 | 24 | 30 | 22 | 16 | 2 |
| **2023 Overall** | 7 | 24 | 29 | 22 | 16 | 2 |
| **2022 Overall** | 8 | 27 | 29 | 19 | 15 | 2 |
| **2021 Overall** | 10 | 28 | 29 | 19 | 12 | 2 |
| **2020 Overall** | 9 | 27 | 28 | 19 | 15 | 2 |
| **2019 Overall** | 12 | 34 | 28 | 15 | 9 | 2 |
| **2018 Overall** | 10 | 34 | 29 | 16 | 9 | 3 |
| **2017 Overall** | 10 | 31 | 27 | 18 | 11 | 3 |
| **2016 Overall** | 11 | 34 | 28 | 15 | 9 | 3 |
| **2015 Overall** | 10 | 32 | 30 | 16 | 9 | 2 |
| **Metropolitan** | 7 | 41 | 24 | 15 | 9 | 4 |
| **Interface** | 7 | 25 | 25 | 19 | 22 | 2 |
| **Large Rural** | 6 | 21 | 28 | 25 | 18 | 2 |
| **Small Rural** | 6 | 23 | 34 | 22 | 14 | 2 |
| **Men** | 6 | 25 | 29 | 22 | 17 | 1 |
| **Women** | 6 | 23 | 30 | 22 | 16 | 3 |
| **18-34** | 6 | 28 | 28 | 19 | 17 | 2 |
| **35-49** | 6 | 22 | 30 | 22 | 18 | 2 |
| **50-64** | 5 | 22 | 29 | 25 | 18 | 2 |
| **65+** | 7 | 23 | 31 | 22 | 14 | 3 |

**MAINTENANCE OF UNSEALED ROADS**

**2024 maintenance of unsealed roads importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Small Rural** | 85 | 85 | 85 | 84 | 83 | 82 | 84 | 81 | 81 | 82 |
| **50-64** | 85 | 85 | 84 | 83 | 82 | 81 | 82 | 81 | 80 | 80 |
| **Women** | 85 | 85 | 85 | 83 | 81 | 81 | 82 | 80 | 80 | 80 |
| **35-49** | 85 | 84 | 84 | 83 | 81 | 80 | 79 | 78 | 78 | 79 |
| **18-34** | 85 | 84 | 83 | 79 | 76 | 78 | 79 | 76 | 78 | 76 |
| **Overall** | 84 | 83 | 83 | 81 | 80 | 80 | 80 | 79 | 79 | 78 |
| **Large Rural** | 84 | 83 | 82 | 80 | 79 | 79 | 78 | 77 | 78 | 76 |
| **Men** | 83 | 82 | 81 | 80 | 78 | 78 | 78 | 77 | 77 | 76 |
| **65+** | 83 | 81 | 82 | 81 | 80 | 79 | 80 | 79 | 79 | 78 |
| **Regional Centres** | 82 | 79 | 79 | 78 | 76 | 75 | 77 | 76 | 70 | 72 |

**2024 maintenance of unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 50 | 36 | 11 | 1 | <1 | 1 |
| **2023 Overall** | 49 | 35 | 11 | 2 | 1 | 1 |
| **2022 Overall** | 49 | 36 | 12 | 2 | 1 | 1 |
| **2021 Overall** | 45 | 36 | 15 | 2 | 1 | 1 |
| **2020 Overall** | 42 | 37 | 17 | 2 | 1 | 1 |
| **2019 Overall** | 41 | 39 | 16 | 2 | 1 | 1 |
| **2018 Overall** | 43 | 38 | 15 | 3 | 1 | 1 |
| **2017 Overall** | 39 | 39 | 17 | 3 | 1 | 1 |
| **2016 Overall** | 40 | 37 | 17 | 3 | 1 | 2 |
| **2015 Overall** | 39 | 39 | 18 | 3 | 1 | 1 |
| **Regional Centres** | 45 | 38 | 14 | 1 | <1 | 1 |
| **Large Rural** | 50 | 36 | 11 | 1 | 1 | 1 |
| **Small Rural** | 53 | 36 | 9 | 1 | <1 | 1 |
| **Men** | 48 | 38 | 11 | 1 | 1 | 1 |
| **Women** | 53 | 34 | 10 | 1 | <1 | 1 |
| **18-34** | 55 | 30 | 12 | 1 | 1 | <1 |
| **35-49** | 54 | 32 | 12 | 1 | <1 | <1 |
| **50-64** | 54 | 34 | 10 | 1 | <1 | <1 |
| **65+** | 43 | 43 | 10 | 1 | <1 | 2 |

**2024 maintenance of unsealed roads performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Regional Centres** | 40 | 45 | 46 | 53 | 55 | 52 | 52 | 52 | n/a | 51 |
| **65+** | 39 | 41 | 44 | 47 | 46 | 46 | 44 | 45 | 45 | 46 |
| **Men** | 36 | 38 | 42 | 46 | 44 | 45 | 43 | 44 | 43 | 45 |
| **Overall** | 36 | 37 | 41 | 45 | 44 | 44 | 43 | 44 | 43 | 45 |
| **Small Rural** | 35 | 38 | 42 | 44 | 43 | 43 | 40 | 43 | 44 | 45 |
| **Women** | 35 | 37 | 41 | 44 | 43 | 43 | 42 | 43 | 43 | 45 |
| **Interface** | 34 | 36 | 44 | 47 | 43 | 50 | 48 | 45 | 44 | 47 |
| **Large Rural** | 34 | 35 | 39 | 44 | 42 | 41 | 41 | 42 | 43 | 44 |
| **18-34** | 34 | 35 | 40 | 45 | 45 | 45 | 44 | 45 | 46 | 48 |
| **35-49** | 34 | 35 | 39 | 44 | 43 | 43 | 43 | 44 | 42 | 44 |
| **50-64** | 33 | 36 | 40 | 43 | 41 | 42 | 40 | 41 | 40 | 43 |

**2024 maintenance of unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 3 | 15 | 26 | 25 | 25 | 6 |
| **2023 Overall** | 4 | 16 | 27 | 23 | 24 | 6 |
| **2022 Overall** | 5 | 19 | 29 | 23 | 19 | 6 |
| **2021 Overall** | 5 | 22 | 31 | 21 | 15 | 6 |
| **2020 Overall** | 5 | 20 | 30 | 21 | 17 | 6 |
| **2019 Overall** | 5 | 21 | 30 | 22 | 16 | 7 |
| **2018 Overall** | 5 | 19 | 28 | 24 | 17 | 7 |
| **2017 Overall** | 5 | 21 | 28 | 23 | 16 | 7 |
| **2016 Overall** | 5 | 20 | 29 | 22 | 16 | 7 |
| **2015 Overall** | 5 | 22 | 30 | 22 | 15 | 7 |
| **Interface** | 3 | 15 | 24 | 21 | 29 | 7 |
| **Regional Centres** | 4 | 18 | 27 | 22 | 20 | 10 |
| **Large Rural** | 3 | 13 | 25 | 26 | 27 | 6 |
| **Small Rural** | 3 | 15 | 26 | 25 | 26 | 4 |
| **Men** | 3 | 16 | 26 | 25 | 25 | 5 |
| **Women** | 3 | 14 | 26 | 25 | 25 | 7 |
| **18-34** | 3 | 14 | 25 | 26 | 28 | 3 |
| **35-49** | 3 | 15 | 24 | 26 | 29 | 4 |
| **50-64** | 3 | 14 | 26 | 25 | 28 | 5 |
| **65+** | 4 | 16 | 28 | 24 | 20 | 9 |

**BUSINESS AND COMMUNITY DEVELOPMENT**

**2024 business and community development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 71 | 70 | 72 | 72 | 71 | 71 | 70 | 71 | 72 | 71 |
| **18-34** | 71 | 69 | 72 | 71 | 68 | 70 | 70 | 72 | 72 | 69 |
| **35-49** | 70 | 69 | 71 | 71 | 70 | 71 | 70 | 71 | 73 | 70 |
| **Interface** | 70 | 70 | 72 | 70 | 69 | 67 | 68 | 67 | 69 | 67 |
| **Regional Centres** | 69 | 70 | 71 | 73 | 71 | 72 | 71 | 73 | n/a | n/a |
| **Large Rural** | 69 | 67 | 68 | 68 | 68 | 70 | 69 | 70 | 71 | 72 |
| **Overall** | 69 | 68 | 70 | 70 | 69 | 69 | 69 | 70 | 70 | 69 |
| **50-64** | 69 | 68 | 68 | 71 | 71 | 69 | 68 | 69 | 69 | 69 |
| **65+** | 67 | 66 | 68 | 69 | 69 | 67 | 66 | 68 | 67 | 68 |
| **Men** | 67 | 66 | 67 | 68 | 68 | 67 | 68 | 69 | 69 | 67 |
| **Small Rural** | 66 | 65 | 68 | 69 | 68 | 70 | n/a | n/a | n/a | 71 |

**2024 business and community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 22 | 40 | 29 | 6 | 2 | 2 |
| **2023 Overall** | 21 | 39 | 31 | 6 | 2 | 2 |
| **2022 Overall** | 21 | 42 | 28 | 5 | 1 | 1 |
| **2021 Overall** | 21 | 44 | 28 | 4 | 1 | 1 |
| **2020 Overall** | 21 | 41 | 30 | 5 | 2 | 1 |
| **2019 Overall** | 21 | 41 | 31 | 5 | 1 | 1 |
| **2018 Overall** | 21 | 40 | 31 | 5 | 1 | 1 |
| **2017 Overall** | 21 | 43 | 28 | 5 | 1 | 1 |
| **2016 Overall** | 22 | 43 | 27 | 4 | 1 | 2 |
| **2015 Overall** | 20 | 42 | 31 | 5 | 1 | 1 |
| **Interface** | 22 | 42 | 27 | 6 | 1 | 2 |
| **Regional Centres** | 21 | 40 | 31 | 4 | 1 | 1 |
| **Large Rural** | 23 | 40 | 28 | 6 | 2 | 1 |
| **Small Rural** | 18 | 40 | 31 | 7 | 3 | 2 |
| **Men** | 18 | 41 | 30 | 7 | 2 | 2 |
| **Women** | 25 | 40 | 28 | 4 | 1 | 1 |
| **18-34** | 24 | 41 | 28 | 6 | 1 | <1 |
| **35-49** | 26 | 36 | 31 | 5 | 2 | 1 |
| **50-64** | 23 | 39 | 31 | 5 | 2 | 1 |
| **65+** | 17 | 44 | 28 | 6 | 3 | 3 |

**2024 business and community development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Metropolitan** | 59 | 58 | 58 | n/a | n/a | n/a | n/a | 60 | 62 | 63 |
| **Large Rural** | 59 | 57 | 58 | 60 | 60 | 59 | 58 | 59 | 58 | 60 |
| **Women** | 58 | 59 | 59 | 61 | 60 | 62 | 61 | 60 | 60 | 61 |
| **65+** | 58 | 57 | 59 | 60 | 59 | 61 | 60 | 61 | 59 | 61 |
| **18-34** | 58 | 59 | 60 | 63 | 63 | 64 | 62 | 62 | 63 | 64 |
| **Small Rural** | 57 | 55 | 57 | 58 | 57 | 60 | 61 | 65 | 62 | 61 |
| **Overall** | 57 | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 | 60 |
| **35-49** | 56 | 57 | 56 | 58 | 57 | 60 | 60 | 59 | 59 | 59 |
| **Men** | 55 | 56 | 57 | 59 | 58 | 60 | 59 | 59 | 59 | 59 |
| **Interface** | 55 | 56 | 58 | 61 | 60 | 64 | 63 | 59 | 58 | 63 |
| **Regional Centres** | 55 | 57 | 58 | 61 | 58 | 61 | 55 | 58 | 61 | 54 |
| **50-64** | 54 | 55 | 55 | 58 | 55 | 58 | 56 | 56 | 56 | 58 |

**2024 business and community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 7 | 30 | 33 | 11 | 4 | 15 |
| **2023 Overall** | 6 | 31 | 34 | 10 | 4 | 16 |
| **2022 Overall** | 7 | 31 | 34 | 11 | 4 | 13 |
| **2021 Overall** | 8 | 33 | 34 | 9 | 3 | 14 |
| **2020 Overall** | 8 | 33 | 32 | 10 | 4 | 14 |
| **2019 Overall** | 8 | 35 | 31 | 9 | 3 | 13 |
| **2018 Overall** | 7 | 34 | 30 | 10 | 3 | 15 |
| **2017 Overall** | 7 | 33 | 32 | 9 | 3 | 16 |
| **2016 Overall** | 7 | 33 | 29 | 10 | 3 | 17 |
| **2015 Overall** | 8 | 34 | 31 | 9 | 3 | 15 |
| **Metropolitan** | 7 | 31 | 32 | 9 | 3 | 19 |
| **Interface** | 5 | 29 | 33 | 11 | 5 | 16 |
| **Regional Centres** | 6 | 29 | 33 | 13 | 5 | 13 |
| **Large Rural** | 8 | 30 | 34 | 10 | 4 | 14 |
| **Small Rural** | 6 | 31 | 32 | 13 | 3 | 14 |
| **Men** | 6 | 29 | 33 | 12 | 5 | 14 |
| **Women** | 7 | 30 | 33 | 11 | 3 | 15 |
| **18-34** | 8 | 35 | 32 | 13 | 4 | 9 |
| **35-49** | 7 | 32 | 33 | 12 | 6 | 10 |
| **50-64** | 5 | 26 | 37 | 13 | 5 | 15 |
| **65+** | 6 | 27 | 32 | 9 | 3 | 23 |

**TOURISM DEVELOPMENT**

**2024 tourism development importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Regional Centres** | 66 | 65 | 65 | 67 | 67 | 69 | 71 | 70 | n/a | 64 |
| **Women** | 61 | 62 | 64 | 64 | 64 | 62 | 63 | 63 | 65 | 66 |
| **50-64** | 60 | 61 | 61 | 65 | 64 | 61 | 63 | 63 | 64 | 67 |
| **65+** | 59 | 60 | 62 | 63 | 65 | 61 | 62 | 64 | 64 | 67 |
| **Overall** | 59 | 60 | 62 | 63 | 62 | 59 | 61 | 62 | 63 | 65 |
| **35-49** | 58 | 60 | 63 | 64 | 61 | 60 | 62 | 62 | 64 | 65 |
| **18-34** | 58 | 60 | 62 | 62 | 58 | 56 | 59 | 59 | 62 | 59 |
| **Small Rural** | 58 | 58 | 63 | 64 | 58 | 64 | n/a | n/a | n/a | 72 |
| **Large Rural** | 57 | 58 | 60 | 62 | 62 | 60 | 62 | 63 | 67 | 67 |
| **Men** | 57 | 58 | 60 | 62 | 60 | 57 | 60 | 61 | 62 | 63 |
| **Interface** | 50 | 51 | 55 | 52 | 51 | 48 | 51 | 53 | 57 | 50 |

**2024 tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 13 | 32 | 36 | 13 | 5 | 1 |
| **2023 Overall** | 14 | 32 | 36 | 12 | 4 | 1 |
| **2022 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2021 Overall** | 17 | 35 | 33 | 9 | 4 | 1 |
| **2020 Overall** | 16 | 33 | 35 | 12 | 3 | 1 |
| **2019 Overall** | 14 | 31 | 36 | 13 | 4 | 1 |
| **2018 Overall** | 16 | 32 | 35 | 13 | 3 | 1 |
| **2017 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2016 Overall** | 18 | 34 | 35 | 10 | 3 | 1 |
| **2015 Overall** | 19 | 36 | 32 | 10 | 3 | 1 |
| **Interface** | 10 | 22 | 34 | 23 | 10 | 2 |
| **Regional Centres** | 18 | 38 | 32 | 9 | 2 | 1 |
| **Large Rural** | 10 | 31 | 40 | 14 | 5 | 1 |
| **Small Rural** | 13 | 30 | 36 | 11 | 7 | 2 |
| **Men** | 12 | 29 | 37 | 15 | 6 | 1 |
| **Women** | 14 | 34 | 36 | 11 | 4 | 1 |
| **18-34** | 11 | 30 | 41 | 13 | 4 | 1 |
| **35-49** | 13 | 32 | 35 | 14 | 6 | <1 |
| **50-64** | 16 | 29 | 38 | 13 | 4 | 1 |
| **65+** | 13 | 34 | 33 | 13 | 6 | 2 |

**2024 tourism development performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Large Rural** | 61 | 62 | 61 | 64 | 62 | 61 | 61 | 65 | 64 | 66 |
| **65+** | 61 | 61 | 62 | 63 | 63 | 64 | 64 | 63 | 62 | 65 |
| **Small Rural** | 61 | 61 | 62 | 63 | 63 | 66 | 67 | 67 | 64 | 63 |
| **Women** | 61 | 62 | 61 | 62 | 63 | 64 | 64 | 64 | 64 | 64 |
| **Overall** | 59 | 61 | 60 | 62 | 62 | 63 | 63 | 63 | 63 | 63 |
| **18-34** | 59 | 60 | 59 | 63 | 63 | 63 | 64 | 64 | 64 | 64 |
| **Regional Centres** | 59 | 61 | 59 | 60 | 63 | 70 | 64 | 65 | 71 | 67 |
| **Men** | 58 | 60 | 59 | 62 | 61 | 62 | 61 | 61 | 62 | 62 |
| **35-49** | 57 | 62 | 59 | 60 | 62 | 63 | 62 | 63 | 63 | 61 |
| **50-64** | 57 | 61 | 58 | 62 | 61 | 62 | 60 | 61 | 60 | 62 |
| **Interface** | 53 | 60 | 56 | 59 | 59 | 58 | 61 | 56 | 56 | 53 |

**2024 tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 10 | 32 | 31 | 11 | 4 | 12 |
| **2023 Overall** | 10 | 35 | 29 | 10 | 3 | 12 |
| **2022 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2021 Overall** | 11 | 35 | 30 | 9 | 3 | 11 |
| **2020 Overall** | 13 | 34 | 29 | 10 | 3 | 10 |
| **2019 Overall** | 13 | 36 | 28 | 10 | 3 | 10 |
| **2018 Overall** | 12 | 37 | 26 | 11 | 3 | 11 |
| **2017 Overall** | 13 | 34 | 29 | 9 | 3 | 12 |
| **2016 Overall** | 13 | 34 | 27 | 9 | 3 | 13 |
| **2015 Overall** | 12 | 35 | 28 | 9 | 3 | 13 |
| **Interface** | 5 | 24 | 34 | 13 | 6 | 17 |
| **Regional Centres** | 9 | 34 | 29 | 11 | 5 | 12 |
| **Large Rural** | 12 | 32 | 31 | 9 | 3 | 13 |
| **Small Rural** | 12 | 35 | 30 | 11 | 4 | 8 |
| **Men** | 9 | 32 | 32 | 11 | 5 | 11 |
| **Women** | 11 | 33 | 29 | 11 | 4 | 12 |
| **18-34** | 9 | 34 | 31 | 11 | 4 | 10 |
| **35-49** | 9 | 33 | 32 | 12 | 6 | 9 |
| **50-64** | 9 | 30 | 32 | 13 | 4 | 12 |
| **65+** | 11 | 32 | 29 | 9 | 4 | 15 |

**RESPONSE TO COVID-19**

**2024 response to Covid-19 importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **65+** | 57 | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Women** | 56 | 62 | 70 | 76 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 54 | 60 | 66 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 51 | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 51 | 52 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 50 | 55 | 62 | 67 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 49 | 57 | 65 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 47 | 56 | 62 | 70 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 45 | 52 | 60 | 65 | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 44 | 52 | 61 | 66 | n/a | n/a | n/a | n/a | n/a | n/a |

**2024 response to Covid-19 importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2024 Overall** | 11 | 22 | 31 | 17 | 13 | 6 |
| **2023 Overall** | 17 | 26 | 28 | 15 | 9 | 4 |
| **2022 Overall** | 26 | 30 | 23 | 12 | 6 | 4 |
| **2021 Overall** | 33 | 32 | 20 | 9 | 4 | 3 |
| **Metropolitan** | 10 | 25 | 28 | 18 | 14 | 6 |
| **Large Rural** | 12 | 20 | 32 | 17 | 14 | 6 |
| **Small Rural** | 12 | 24 | 32 | 16 | 9 | 7 |
| **Men** | 8 | 19 | 31 | 19 | 17 | 6 |
| **Women** | 15 | 25 | 31 | 14 | 8 | 6 |
| **18-34** | 12 | 17 | 37 | 20 | 9 | 6 |
| **35-49** | 7 | 18 | 32 | 21 | 18 | 4 |
| **50-64** | 11 | 17 | 32 | 19 | 16 | 5 |
| **65+** | 14 | 29 | 27 | 12 | 9 | 8 |

**2024 response to COVID-19 performance (index scores)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2024** | **2023** | **2022** | **2021** | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** |
| **Women** | 68 | 69 | 70 | 75 | n/a | n/a | n/a | n/a | n/a | n/a |
| **65+** | 66 | 68 | 71 | 75 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Large Rural** | 66 | 67 | 71 | 74 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Metropolitan** | 65 | 65 | 67 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Overall** | 65 | 67 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |
| **35-49** | 64 | 66 | 66 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| **50-64** | 63 | 66 | 66 | 71 | n/a | n/a | n/a | n/a | n/a | n/a |
| **18-34** | 63 | 65 | 70 | 74 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Small Rural** | 62 | 69 | 69 | 75 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Men** | 61 | 64 | 67 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Regional Centres** | 61 | 68 | 69 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |

**2024 response to COVID-19 performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2024 Overall** | 15 | 36 | 25 | 6 | 5 | 13 |
| **2023 Overall** | 18 | 38 | 23 | 6 | 4 | 11 |
| **2022 Overall** | 21 | 38 | 23 | 6 | 3 | 10 |
| **2021 Overall** | 27 | 39 | 18 | 4 | 2 | 9 |
| **Metropolitan** | 14 | 37 | 22 | 6 | 5 | 16 |
| **Regional Centres** | 12 | 37 | 23 | 9 | 7 | 13 |
| **Large Rural** | 17 | 35 | 26 | 6 | 4 | 13 |
| **Small Rural** | 9 | 40 | 29 | 6 | 5 | 12 |
| **Men** | 12 | 34 | 25 | 7 | 6 | 15 |
| **Women** | 18 | 38 | 26 | 5 | 3 | 11 |
| **18-34** | 14 | 36 | 25 | 7 | 6 | 12 |
| **35-49** | 14 | 38 | 23 | 6 | 5 | 14 |
| **50-64** | 13 | 35 | 30 | 6 | 4 | 12 |
| **65+** | 17 | 35 | 25 | 5 | 4 | 14 |

**Detailed demographics**

**2024 gender (%)**

|  |  |
| --- | --- |
| **Men** | 49 |
| **Women** | 50 |

**2024 age (%)**

|  |  |
| --- | --- |
| **18-24** | 3 |
| **25-34** | 21 |
| **35-49** | 22 |
| **50-64** | 18 |
| **65+** | 36 |

**2024 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 20 |
| **Single living with friends or housemates** | 9 |
| **Single living with children 16 or under** | 3 |
| **Single with children but none 16 or under living at home** | 3 |
| **Married or living with partner, no children** | 24 |
| **Married or living with partner with children 16 or under at home** | 25 |
| **Married or living with partner with children but none 16 or under at home** | 15 |
| **Do not wish to answer** | 2 |

**2024 years lived in area (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10+ years** | **Can’t say** |
| **2024 Overall** | 14 | 14 | 72 | <1 |
| **2023 Overall** | 14 | 12 | 74 | <1 |
| **2022 Overall** | 14 | 15 | 71 | <1 |
| **2021 Overall** | 14 | 16 | 70 | <1 |
| **2020 Overall** | 18 | 16 | 66 | - |
| **2019 Overall** | 17 | 15 | 68 | <1 |
| **2018 Overall** | 12 | 15 | 73 | <1 |
| **2017 Overall** | 14 | 17 | 69 | <1 |
| **2016 Overall** | 15 | 16 | 69 | <1 |
| **2015 Overall** | 13 | 14 | 73 | <1 |

**2024 years lived in area (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** | **Can’t say** |
| **2024 Overall** | 14 | 14 | 24 | 19 | 30 | <1 |
| **2023 Overall** | 14 | 12 | 22 | 19 | 33 | <1 |
| **2022 Overall** | 14 | 15 | 22 | 19 | 30 | <1 |
| **2021 Overall** | 14 | 16 | 22 | 19 | 30 | <1 |
| **2020 Overall** | 18 | 16 | 22 | 17 | 27 | - |
| **2019 Overall** | 17 | 15 | 22 | 17 | 29 | <1 |
| **2018 Overall** | 12 | 15 | 23 | 21 | 29 | <1 |
| **2017 Overall** | 14 | 17 | 24 | 18 | 28 | <1 |
| **2016 Overall** | 15 | 16 | 25 | 17 | 27 | <1 |
| **Metropolitan** | 20 | 16 | 25 | 18 | 21 | <1 |
| **Interface** | 8 | 14 | 23 | 20 | 36 | - |
| **Regional Centres** | 6 | 14 | 19 | 24 | 38 | - |
| **Large Rural** | 11 | 11 | 23 | 18 | 36 | <1 |
| **Men** | 15 | 14 | 23 | 18 | 30 | <1 |
| **Women** | 13 | 14 | 25 | 19 | 30 | <1 |
| **18-34** | 28 | 19 | 21 | 19 | 13 | - |
| **35-49** | 13 | 17 | 35 | 15 | 19 | <1 |
| **50-64** | 7 | 9 | 27 | 27 | 30 | <1 |
| **65+** | 4 | 8 | 15 | 16 | 57 | <1 |

**2024 home ownership (%)**

|  |  |  |
| --- | --- | --- |
|  | **Own** | **Rent** |
| **2024 Overall** | 73 | 26 |
| **2023 Overall** | 77 | 22 |
| **2022 Overall** | 69 | 30 |
| **2021 Overall** | 65 | 34 |
| **2019 Overall** | 92 | 7 |
| **2018 Overall** | 92 | 7 |
| **2017 Overall** | 83 | 15 |
| **2016 Overall** | 79 | 20 |
| **2015 Overall** | 82 | 17 |
| **Metropolitan** | 68 | 31 |
| **Large Rural** | 89 | 9 |
| **Men** | 74 | 25 |
| **Women** | 72 | 27 |
| **18-34** | 55 | 44 |
| **35-49** | 74 | 24 |
| **50-64** | 89 | 9 |
| **65+** | 92 | 6 |

**2024 languages spoken at home (%)**

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

**2022 languages spoken at home (%)**

|  |  |
| --- | --- |
| **CHINESE** | 5 |
| **GREEK** | 3 |
| **ITALIAN** | 2 |
| **ARABIC** | 1 |
| **FRENCH** | 1 |
| **GERMAN** | 1 |
| **HINDI** | 1 |
| **SPANISH** | 1 |
| **VIETNAMESE** | 1 |
| **CROATIAN** | <1 |
| **HUNGARIAN** | <1 |
| **JAPANESE** | <1 |
| **KOREAN** | <1 |
| **RUSSIAN** | <1 |

**2024 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 66 |
| **Countries other than Australia** | 34 |

**2024 country of birth (%)**

|  |  |
| --- | --- |
| **CHINA** | 5 |
| **INDIA** | 4 |
| **UNITED KINGDOM** | 3 |
| **GREECE** | 1 |
| **NEW ZEALAND** | 1 |
| **GERMANY** | <1 |
| **UNITED STATES** | <1 |
| **CANADA** | <1 |
| **FRANCE** | <1 |

**2024 personal and household use and experience of council services (%)**

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Waste management** | 80 | 84 |
| **Appearance of public areas** | 81 | 83 |
| **Recreational facilities** | 69 | 75 |
| **Sealed local roads** | 69 | 71 |
| **Local streets & footpaths** | 67 | 69 |
| **Unsealed roads** | 56 | 58 |
| **Art centres & libraries** | 48 | 54 |
| **Informing the community** | 49 | 52 |
| **Community & cultural** | 36 | 40 |
| **Slashing & weed control** | 35 | 36 |
| **Bus/community dev./tourism** | 27 | 28 |
| **Emergency & disaster mngt** | 25 | 26 |
| **Consultation & engagement** | 22 | 25 |
| **Environmental sustainability** | 21 | 24 |
| **Community decisions** | 23 | 24 |
| **Enforcement of local laws** | 21 | 23 |
| **Planning & building permits** | 16 | 17 |
| **Town planning policy** | 15 | 15 |
| **Lobbying** | 12 | 13 |
| **Population growth** | 9 | 11 |

**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 2024 State-wide Local Government Community Satisfaction Survey was n=27,820. 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=27,820 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,378,600 people aged 18 years or over, 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** |
| **State-wide** | 27,820 | 24,800 | +/-0.6 |
| **Men** | 13,366 | 12,161 | +/-0.8 |
| **Women** | 14,325 | 12,516 | +/-0.8 |
| **Metropolitan** | 6,106 | 5,200 | +/-1.3 |
| **Interface** | 1,704 | 1200 | +/-2.4 |
| **Regional Centres** | 4,602 | 3,600 | +/-1.4 |
| **Large Rural** | 7,803 | 7,200 | +/-1.1 |
| **Small Rural** | 7,605 | 7,600 | +/-1.1 |
| **18-34 years** | 3,148 | 5,914 | +/-1.7 |
| **35-49 years** | 4,825 | 5,548 | +/-1.4 |
| **50-64 years** | 6,723 | 4,444 | +/-1.2 |
| **65+ years** | 13,124 | 8,894 | +/-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 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on   
(03) 8685 8555 or via email on [admin@jwsresearch.com](mailto:admin@jwsresearch.com).

**Survey methodology and sampling**

A total of n=27,820 completed interviews were achieved across the State. In the main, survey fieldwork was conducted in the period of 29th January – 18th March, 2024. Some councils nominated for survey fieldwork to be conducted across four quarters from 1st June 2023 – 18th March 2024.

The 2024 results are compared with previous years, as detailed below:

* 2023, n=30,805 completed interviews, conducted in the period of 27th January – 19th March.
* 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.
* 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
* 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
* 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
* 2018, n=26,814 completed interviews, conducted in the period of 1st February – 30th March.
* 2017, n=27,907 completed interviews, conducted in the period of 1st February – 30th March.
* 2016, n=28,108 completed interviews, conducted in the period of 1st February – 30th March.
* 2015, n=28,316 completed interviews, conducted in the period of 1st February – 30th March.

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. Some councils also nominated to include a sample of rate paying non-residents.

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

**Analysis and reporting**

In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating across 2012-2024 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  Glen Eira  Greater Dandenong  Hobsons Bay  Kingston  Manningham  Maroondah  Melbourne  Moonee Valley  Port Phillip  Stonnington  Whitehorse | Casey  Whittlesea  Yarra Ranges | Ballarat  Greater Bendigo  Greater Geelong  Horsham  Latrobe  Mildura  Wangaratta  Warrnambool  Wodonga | Bass Coast  Baw Baw  Colac Otway  Corangamite  East Gippsland  Glenelg  Golden Plains  Macedon Ranges  Mitchell  Moira  Moorabool  Mount Alexander  Moyne  South Gippsland  Southern Grampians  Surf Coast  Swan Hill  Wellington | Alpine  Ararat  Benalla  Buloke  Central Goldfields  Gannawarra  Hepburn  Hindmarsh  Indigo  Loddon  Mansfield  Murrindindi  Northern Grampians  Pyrenees  Queenscliffe  Strathbogie  Towong  West Wimmera  Yarriambiack |

*Non-participating councils: Bayside, Brimbank, Campaspe, Cardinia, Darebin, Frankston, Greater Shepparton, Hume, Knox, Maribyrnong, Melton, Monash, Moreland, Mornington Peninsula, Nillumbik, Wyndham, and Yarra.*

**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 2024 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 (State-wide 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 2024 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 2024 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**: 2024 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.