**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY**

**2020 STATE-WIDE RESEARCH REPORT**

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING 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-first year, this survey provides insight into the community’s views on:

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

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

**Serving Victoria for 21 years**

Each year the CSS data is used to develop this State-wide report, which contains the aggregated results, analysis and data for all councils. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

**KEY FINDINGS AND RECOMMENDATIONS**

**SUMMARY OF CORE MEASURES**

**Index scores**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Customer service** | 70 | 71 | 70 | 69 | 69 | 70 | 72 | 71 | 71 |
| **Sealed local roads** | 54 | 56 | 53 | 53 | 54 | 55 | 55 | n/a | n/a |
| **Overall performance** | 58 | 60 | 59 | 59 | 59 | 60 | 61 | 60 | 60 |
| **Community consultation** | 55 | 56 | 55 | 55 | 54 | 56 | 57 | 57 | 57 |
| **Making community decisions** | 53 | 55 | 54 | 54 | 54 | 55 | 57 | n/a | n/a |
| **Advocacy** | 53 | 54 | 54 | 54 | 53 | 55 | 56 | 55 | 55 |
| **Overall council direction** | 51 | 53 | 52 | 53 | 51 | 53 | 53 | 53 | 52 |

**Core measures summary results (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Overall performance** | 9 | 37 | 36 | 11 | 6 | 1 |
| **Community consultation** | 8 | 30 | 32 | 15 | 7 | 8 |
| **Lobbying** | 6 | 24 | 32 | 13 | 6 | 19 |
| **Making community decisions** | 7 | 29 | 33 | 14 | 8 | 9 |
| **Sealed local roads** | 11 | 32 | 28 | 16 | 11 | 1 |
| **Customer service** | 31 | 36 | 17 | 7 | 6 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **Overall council direction** | 18 | 61 | 16 | 5 |

**SUMMARY OF STATE-WIDE PERFORMANCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **State-wide 2020** | **State-wide 2019** | **Highest score** | **Lowest score** |
| **Overall performance** | 58 | 60 | Metropolitan | Aged 50-64 years |
| **Overall council direction** | 51 | 53 | Aged 18-34 years | Aged 50-64 years |
| **Customer service** | 70 | 71 | Metropolitan | Aged 50-64 years, Large Rural, Men, Interface |
| **Art centres & libraries** | 74 | 74 | Metropolitan | Aged 18-34 years, Interface |
| **Appearance of public areas** | 72 | 72 | Metropolitan, Small Rural Shires | Interface |
| **Recreational facilities** | 70 | 70 | Metropolitan | Large Rural Shires, Interface |
| **Elderly support services** | 68 | 68 | Small Rural Shires | Regional Centres |
| **Community & cultural** | 68 | 69 | Aged 65+ years, Metropolitan, Women, Aged 35-49 years | Aged 18-34 years, Interface |
| **Emergency & disaster mngt** | 68 | 72 | Regional Centres, Aged 65+ years | Aged 50-64 years, Interface, Metropolitan |
| **Family support services** | 66 | 67 | Aged 65+ years, Metropolitan | Aged 50-64 years, Interface |
| **Waste management** | 65 | 68 | Aged 65+ years, Metropolitan | Large Rural Shires |
| **Enforcement of local laws** | 63 | 64 | Aged 18-34 years | Interface |
| **Tourism development** | 62 | 63 | Small Rural Shires, Women, Regional Centres, Aged 18-34 years, Aged 65+ years | Interface |
| **Disadvantaged support serv.** | 60 | 62 | Aged 65+ years, Men | Aged 50-64 years |
| **Environmental**  **sustainability** | 60 | 62 | Metropolitan | Interface |
| **Informing the community** | 59 | 60 | Metropolitan | Regional Centres, Aged 50-64 years |
| **Bus/community dev./tourism** | 59 | 61 | Interface | Aged 50-64 years |
| **Business & community dev.** | 59 | 61 | Aged 18-34 years | Aged 50-64 years |
| **Local streets & footpaths** | 58 | 59 | Metropolitan | Large Rural Shires, Interface |
| **Traffic management** | 58 | 58 | Small Rural Shires | Interface |
| **Consultation & engagement** | 55 | 56 | Metropolitan | Aged 50-64 years, Regional Centres |
| **Parking facilities** | 55 | 56 | Small Rural Shires | Regional Centres |
| **Town planning policy** | 54 | 55 | Aged 18-34 years | Aged 50-64 years |
| **Sealed local roads** | 54 | 56 | Metropolitan | Large Rural Shires |
| **Lobbying** | 53 | 54 | Metropolitan, Aged 18-34 years | Aged 50-64 years |
| **Community decisions** | 53 | 55 | Metropolitan | Aged 50-64 years |
| **Building & planning permits** | 51 | 52 | Regional Centres | Small Rural Shires |
| **Population growth** | 51 | 52 | Regional Centres | Small Rural Shires |
| **Slashing & weed control** | 49 | 56 | Aged 18-34 years | Aged 50-64 years |
| **Unsealed roads** | 44 | 44 | Regional Centres | Aged 50-64 years |

**FOCUS AREAS FOR THE NEXT 12 MONTHS**

**Overview**

Positive ratings of Victorian Councils’ best performing service areas (arts centres and libraries, appearance of public areas and recreational facilities) have been maintained. However, perceptions of performance on most other service areas and of overall Council performance have declined in the past year – most markedly on roadside slashing and weed control, emergency and disaster management and waste management.

**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 are: Council decisions made in the interest of the community, the condition of sealed roads (excluding those managed by VicRoads) and town planning.

**Area grouping comparisons**

Metropolitan Councils perform most strongly, ahead of those in the Regional, Rural and Interface Council groups. Across a majority of individual service areas – Metropolitan Councils typically rate above the State-wide average, Regional Centre Councils rate in line with the State-wide average, Interface and Large Rural Councils rate below the State-wide average, and rated performance of Small Rural Councils is mixed.

**Progress on core measures**

Perceptions of Council performance declined on all core measures this year, however decreases have been small (1 to 2 points). A focus on good customer service, engagement with residents, transparency and community interest in Council decision making, and attending to the condition of local roads, can help improve community perceptions over the next 12 months.

**DETAILED FINDINGS**

**OVERALL PERFORMANCE**

The overall performance index score of 58 for Councils State-wide represents a significant two-point decrease on the 2019 result. Overall performance is at its lowest level since 2012, having peaked at an index score of 61 in 2014 and hovered around 59 to 60 in other years. Perceptions of Councils’ overall performance have declined across all geographic and demographic cohorts over the past year.

The performance of Metropolitan Councils (group index score of 66) continues to rate significantly higher than the State-wide average, at the 95% confidence level. In contrast, other Council groups rate significantly lower than the State-wide average at 55 index points for the Large Rural group and a slightly better 56 index points for each of the Interface, Small Rural and Regional Centres groups.

Demographically, Victoria’s youngest (18 to 34 years) and oldest (65+ years) adults are most positive about their Council’s performance (index scores of 61 and 59, respectively – above the State-wide average). This contrasts with the two middle age cohorts (35 to 49 and 50 to 64 years), who rate Council performance as below the State-wide average (index scores of 56 and 54, respectively).

State-wide, almost three times as many residents rate the overall performance of their Council as ‘very good’ or ‘good’ (46%) as those who rate it as ‘very poor’ or ‘poor’ (17%). A further 36% sit mid-scale, rating Council performance as ‘average’.

**2020 overall performance (index scores)**

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

**2020 overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 9 | 37 | 36 | 11 | 6 | 1 |
| **2019 Overall** | 10 | 39 | 35 | 10 | 5 | 1 |
| **2018 Overall** | 9 | 37 | 36 | 11 | 5 | 2 |
| **2017 Overall** | 9 | 36 | 37 | 10 | 5 | 2 |
| **2016 Overall** | 9 | 36 | 36 | 11 | 5 | 2 |
| **2015 Overall** | 10 | 39 | 35 | 10 | 4 | 1 |
| **2014 Overall** | 11 | 40 | 35 | 9 | 4 | 1 |
| **2013 Overall** | 10 | 40 | 35 | 10 | 4 | 1 |
| **2012 Overall** | 9 | 40 | 36 | 9 | 4 | 1 |
| **Metropolitan** | 13 | 46 | 30 | 6 | 3 | 1 |
| **Interface** | 7 | 36 | 36 | 11 | 7 | 2 |
| **Regional Centres** | 8 | 35 | 36 | 13 | 8 | 1 |
| **Large Rural** | 7 | 33 | 40 | 13 | 6 | 2 |
| **Small Rural** | 8 | 34 | 37 | 13 | 7 | 1 |
| **Men** | 9 | 36 | 35 | 12 | 7 | 1 |
| **Women** | 9 | 37 | 37 | 10 | 5 | 1 |
| **18-34** | 8 | 45 | 33 | 9 | 4 | 1 |
| **35-49** | 7 | 36 | 36 | 12 | 7 | 1 |
| **50-64** | 7 | 30 | 39 | 14 | 8 | 1 |
| **65+** | 11 | 34 | 37 | 10 | 5 | 2 |

**TOP PERFORMING SERVICE AREAS**

The top three performing service areas State-wide in 2020, with index scores unchanged from last year, are art centres and libraries (index score of 74), the appearance of public areas (index score of 72) and recreational facilities (index score of 70).

Further to these results, 10% of residents State-wide volunteer parks and gardens as the best aspect of their local Council (the leading response) and 8% of residents volunteer recreational / sporting facilities.

Metropolitan Councils are rated as performing above the State-wide average on these top three service areas, while other Council groupings are rated in line with the State-wide average or lower.

Apart from these leading service areas, positive Council performance ratings on elderly support services (index score of 68) and traffic management (index score of 58) also remained unchanged since 2019.

However, State-wide, performance ratings for most service areas have decreased significantly over the past year, after improving in 2019. Following a devastating 2019-20 bushfire season, this includes a four-point decrease on emergency and disaster management, as well as a three-point decrease on waste management, to (still relatively high) index scores of 68 and 65, respectively. Declines in these two areas have been across all geographic areas.

**LOW PERFORMING SERVICE AREAS**

Councils State-wide rate lowest in the areas of unsealed roads (index score of 44, unchanged from 2019) and slashing and weed control (index score of 49).

Among declines in performance across most service areas since last year, the sharpest has been on slashing and weed control (down seven points) and this decrease has been across all geographic areas. Only the Interface Council group (index score of 54) are rated above ‘average’ on slashing and weed control, with Small and Large Rural Councils (index score of 48 each) rating poorly, in line with the State-wide average.

The maintenance of unsealed roads continues to stand out as in need of attention. While Councils in Regional Centres have improved performance since 2019 (index score of 55, up three points), Interface Councils have declined (index score of 43, down seven points) and Small and Large Rural Councils continue to rate poorly (index scores of 43 and 42, respectively).

However, unprompted, 12% of residents volunteer sealed roads as the Council area most in need of improvement.

**Individual service area performance**

**2020 individual service area performance (index scores)**

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

**2020 individual service area performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very Poor** | **Can't say** |
| **Appearance of public areas** | 26 | 45 | 21 | 6 | 2 | 1 |
| **Art centres & libraries** | 24 | 43 | 19 | 3 | 1 | 10 |
| **Recreational facilities** | 23 | 42 | 22 | 6 | 3 | 4 |
| **Waste management** | 20 | 40 | 23 | 10 | 5 | 3 |
| **Community & cultural** | 17 | 42 | 26 | 5 | 2 | 9 |
| **Emergency & disaster mngt** | 17 | 36 | 22 | 5 | 2 | 19 |
| **Enforcement of local laws** | 12 | 38 | 27 | 8 | 4 | 12 |
| **Informing the community** | 12 | 35 | 32 | 13 | 5 | 3 |
| **Local streets & footpaths** | 13 | 34 | 28 | 15 | 8 | 3 |
| **Traffic management** | 10 | 38 | 30 | 13 | 7 | 3 |
| **Tourism development** | 13 | 34 | 29 | 10 | 3 | 10 |
| **Elderly support services** | 15 | 30 | 20 | 5 | 2 | 28 |
| **Environmental sustainability** | 10 | 33 | 33 | 10 | 3 | 11 |
| **Sealed local roads** | 11 | 32 | 28 | 16 | 11 | 1 |
| **Parking facilities** | 9 | 33 | 32 | 16 | 8 | 2 |
| **Bus/community dev./tourism** | 10 | 32 | 32 | 11 | 4 | 12 |
| **Family support services** | 11 | 30 | 21 | 5 | 2 | 31 |
| **Business & community dev.** | 8 | 33 | 32 | 10 | 4 | 14 |
| **Consultation & engagement** | 8 | 30 | 32 | 15 | 7 | 8 |
| **Slashing & weed control** | 9 | 27 | 28 | 19 | 15 | 2 |
| **Community decisions** | 7 | 29 | 33 | 14 | 8 | 9 |
| **Disadvantaged support serv.** | 7 | 25 | 23 | 7 | 3 | 36 |
| **Town planning policy** | 6 | 27 | 30 | 14 | 6 | 18 |
| **Lobbying** | 6 | 24 | 32 | 13 | 6 | 19 |
| **Population growth** | 7 | 23 | 30 | 17 | 8 | 14 |
| **Planning & building permits** | 6 | 22 | 27 | 14 | 8 | 22 |
| **Unsealed roads** | 5 | 20 | 30 | 21 | 17 | 6 |

**Individual service area IMPORTance**

**2020 individual service area importance (index scores)**

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

**2020 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Waste management** | 44 | 42 | 11 | 1 | <0.5 | <0.5 |
| **Elderly support services** | 39 | 42 | 15 | 2 | 1 | 1 |
| **Emergency & disaster mngt** | 46 | 35 | 13 | 4 | 1 | 1 |
| **Sealed local roads** | 38 | 43 | 16 | 2 | 1 | 1 |
| **Community decisions** | 39 | 41 | 15 | 2 | 1 | 2 |
| **Unsealed roads** | 42 | 37 | 17 | 2 | 1 | 1 |
| **Local streets & footpaths** | 36 | 42 | 19 | 2 | 1 | 1 |
| **Slashing & weed control** | 38 | 39 | 19 | 3 | 1 | <0.5 |
| **Informing the community** | 32 | 42 | 22 | 4 | 1 | <0.5 |
| **Population growth** | 37 | 37 | 19 | 5 | 1 | 1 |
| **Family support services** | 31 | 42 | 20 | 4 | 1 | 2 |
| **Disadvantaged support serv.** | 29 | 42 | 21 | 4 | 1 | 2 |
| **Appearance of public areas** | 25 | 47 | 25 | 2 | <0.5 | <0.5 |
| **Consultation & engagement** | 29 | 42 | 23 | 4 | 1 | 1 |
| **Environmental sustainability** | 34 | 37 | 20 | 5 | 2 | 1 |
| **Traffic management** | 29 | 41 | 23 | 5 | 1 | 1 |
| **Recreational facilities** | 24 | 45 | 26 | 4 | 1 | <0.5 |
| **Parking facilities** | 27 | 39 | 26 | 6 | 1 | 1 |
| **Town planning policy** | 26 | 39 | 26 | 4 | 1 | 4 |
| **Planning & building permits** | 27 | 38 | 25 | 6 | 1 | 3 |
| **Enforcement of local laws** | 26 | 38 | 26 | 7 | 2 | 1 |
| **Business & community dev.** | 21 | 41 | 30 | 5 | 2 | 1 |
| **Lobbying** | 23 | 38 | 27 | 8 | 2 | 2 |
| **Bus/community dev./tourism** | 21 | 38 | 30 | 8 | 2 | 1 |
| **Art centres & libraries** | 17 | 39 | 32 | 9 | 2 | 1 |
| **Community & cultural** | 13 | 36 | 38 | 10 | 2 | 1 |
| **Tourism development** | 16 | 33 | 35 | 12 | 3 | 1 |

**INDIVIDUAL SERVICE AREAS IMPORTANCE VS PERFORMANCE**

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Importance (index scores)** | **Performance (index scores)** | **Net differential** |
| **Unsealed roads** | 80 | 44 | -36 |
| **Slashing & weed control** | 78 | 49 | -29 |
| **Community decisions** | 80 | 53 | -26 |
| **Population growth** | 76 | 51 | -25 |
| **Sealed local roads** | 79 | 54 | -25 |
| **Planning & building permits** | 71 | 51 | -20 |
| **Local streets & footpaths** | 78 | 58 | -20 |
| **Consultation & engagement** | 74 | 55 | -19 |
| **Town planning policy** | 72 | 54 | -19 |
| **Waste management** | 82 | 65 | -17 |
| **Informing the community** | 75 | 59 | -16 |
| **Parking facilities** | 71 | 55 | -16 |
| **Lobbying** | 68 | 53 | -15 |
| **Traffic management** | 73 | 58 | -15 |
| **Environmental sustainability** | 74 | 60 | -14 |
| **Disadvantaged support serv.** | 74 | 60 | -14 |
| **Emergency & disaster mngt** | 80 | 68 | -12 |
| **Elderly support services** | 80 | 68 | -12 |
| **Business & community dev.** | 69 | 59 | -10 |

*Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.*

**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 27 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 27 service area items were analysed using Exploratory Factor Analysis to determine the key factors or ‘themes’ to emerge. Seven key factors / themes emerged around:

* Informing, consulting, deciding for the community
* Local roads
* Planning (including traffic / parking)
* Maintenance, overall management of public areas
* Community facilities, activities
* Business, community development, tourism
* Support services.

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

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

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

**INFLUENCES ON PERCEPTIONS OF OVERALL PERFORMANCE**

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

* Decisions made in the interest of the community.

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

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

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

Looking at these service areas, the appearance of public areas has a high performance index and a moderate influence on the overall performance rating. Councils State-wide currently perform very well in this area (performance index of 72) and should continue to attend to public areas to maintain this positive result.

Community and cultural activities and family support services also have relatively high performance ratings (index scores of 68 and 66, respectively) and some influence on overall performance. Therefore Councils should also seek to maintain standards here to help shore up positive perceptions of these service areas as well as Council performance overall.

However, there is greater work to be done in service areas that have a moderate influence on overall perceptions but perform less well, such as the condition of sealed local roads and town planning (performance index of 54 and 53, respectively). In addition, while currently a lesser influence on the overall performance rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index of 59).

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

*The 27 performance questions were analysed using Exploratory Factor Analysis to determine factors / ‘themes’ to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against overall performance ratings. The multiple regression analysis model has an R-squared value of 0.573 and adjusted R-square value of 0.572, which means that 57% 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 = 688.4.*

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

**2020 best things about Council – top mentions only (%)**

|  |  |
| --- | --- |
| **Parks and gardens** | 10 |
| **Customer service** | 9 |
| **Recreational/sporting facilities** | 8 |
| **Waste management** | 6 |
| **Road/street maintenance** | 5 |
| **Generally good – overall/no complaints** | 5 |
| **Community/public events/activities** | 5 |
| **Community support services** | 4 |
| **Public areas** | 4 |
| **Community engagement/involvement/communication** | 4 |
| **Library/mobile library/facilities/services/staff)** | 4 |

**2020 areas for improvement – top mentions only (%)**

|  |  |
| --- | --- |
| **Sealed road maintenance** | 12 |
| **Community consultation** | 10 |
| **Communication** | 8 |
| **Waste management** | 7 |
| **Financial management** | 5 |
| **Town planning/permits/red tape** | 5 |
| **Environmental issues** | 5 |
| **Development – inappropriate/over-development** | 4 |
| **Parking availability** | 4 |
| **Rates - too expensive** | 4 |
| **Traffic management** | 4 |
| **Footpaths/walking tracks** | 4 |
| **Informing the community** | 4 |
| **Local/community support** | 4 |
| **Nothing** | 7 |

**CONTACT WITH COUNCIL AND CUSTOMER SERVICE**

**Contact with council**

More than six in ten (64%) residents State-wide have had contact with their Council in the last 12 months, a similar rate of contact to last year. Residents aged 35 to 49 years (71%) and 50 to 64 years (68%) continue to have more contact with Councils than those aged 65+ years (60%) and 18 to 34 years (58%).

By telephone (36%) and in person (29%) remain the main methods of contact however the use of email and social media continues to grow.

**Customer service**

The customer service index of Councils State-wide is 70 in 2020, down one-point from 2019, but equal to 2018.

The Metropolitan Council group (index score of 74) continue to perform better on customer service than the State-wide average but have declined two points since last year. Councils in Regional Centres have experienced a similar decline over the past year (index score of 70, down two points).

State-wide, customer service ratings are high for the main methods of contact with Council, being in-person (index score of 75) and by telephone (index score of 72). Although used by only a small number of residents to date, customer service via text message is also rated highly (index score of 75).

However, while still highly rated overall, there has been a six-point decline among those whose most recent customer service transactions occurred through Council websites (index score of 70).

State-wide, two thirds of residents (67%) provide a positive customer service rating of ‘very good’ or ‘good’, including 31% of residents who rate Councils’ customer service as ‘very good’. This is slightly fewer than 2019 (69% and 33%, respectively).

**CONTACT WITH COUNCIL**

**2020 contact with council (%)**

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

**2020 contact with council (%)**

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

**Customer service**

**2020 customer service rating (index scores)**

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

**2020 customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 31 | 36 | 17 | 7 | 6 | 1 |
| **2019 Overall** | 33 | 36 | 17 | 7 | 6 | 1 |
| **2018 Overall** | 31 | 36 | 18 | 8 | 6 | 1 |
| **2017 Overall** | 30 | 36 | 18 | 8 | 6 | 2 |
| **2016 Overall** | 30 | 36 | 17 | 8 | 6 | 2 |
| **2015 Overall** | 31 | 37 | 17 | 8 | 6 | 2 |
| **2014 Overall** | 32 | 38 | 16 | 7 | 5 | 1 |
| **2013 Overall** | 31 | 38 | 17 | 7 | 5 | 2 |
| **2012 Overall** | 31 | 37 | 17 | 8 | 5 | 1 |
| **Metropolitan** | 35 | 37 | 15 | 6 | 4 | 2 |
| **Interface** | 28 | 38 | 19 | 6 | 7 | 2 |
| **Regional Centres** | 34 | 34 | 17 | 7 | 7 | 1 |
| **Large Rural** | 29 | 35 | 19 | 9 | 7 | 1 |
| **Small Rural** | 31 | 37 | 18 | 7 | 7 | 1 |
| **Men** | 28 | 38 | 18 | 8 | 7 | 1 |
| **Women** | 35 | 35 | 16 | 7 | 5 | 2 |
| **18-34** | 29 | 38 | 18 | 6 | 7 | 2 |
| **35-49** | 31 | 37 | 17 | 8 | 6 | 1 |
| **50-64** | 29 | 35 | 19 | 9 | 8 | 1 |
| **65+** | 35 | 35 | 16 | 7 | 6 | 1 |

**METHOD OF CONTACT WITH COUNCIL**

**2020 method of contact (%)**

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

**2020 customer service rating (index score by method of last contact)**

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

**2020 customer service rating (% by method of last contact)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **In person** | 40 | 34 | 14 | 5 | 5 | 1 |
| **By text message** | 42 | 37 | 7 | 10 | 5 | - |
| **By telephone** | 36 | 33 | 19 | 7 | 6 | 1 |
| **Via website** | 21 | 48 | 18 | 6 | 3 | 4 |
| **By social media** | 25 | 44 | 19 | 5 | 5 | 3 |
| **By email** | 28 | 36 | 18 | 10 | 8 | 1 |
| **In writing** | 19 | 38 | 23 | 7 | 8 | 6 |

**Communication**

State-wide, the preferred form of communication from Councils remains newsletters sent via mail (29%) or email (25%). While still the leading source overall, interest in mailed newsletters has declined since 2016.

* Preferred forms of communication among under 50s remain newsletters sent via email (26%) or mail (25%), as well as social media (24%).
* Preferred form of communication among over 50s remains newsletters sent via mail (34%).

The greatest change since 2019 has been a two-point decrease in preference for Council newsletters as an insert in a local newspaper (9%, down from 11%).

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

**2020 best form of communication (%)**

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

**2020 under 50s best form of communication (%)**

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

**2020 over 50s best form of communication (%)**

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

**Council direction**

Over the last 12 months, 61% State-wide believe the direction of Council’s overall performance has stayed the same, down one point on 2019.

* 18% believe the direction has improved in the last 12 months (down one point on 2019).
* 16% believe it has deteriorated, up two points on 2019.
* The most satisfied with their Council’s direction are those aged 18 to 34 years and residents of the Metropolitan council group.
* The least satisfied with their Council’s direction are those aged 50 to 64 years and residents of the Interface council group.

All groups demographic groups and Council groupings experienced a decline in their index score on this measure in 2020, with the Metropolitan group (index 54, down one point) and those aged 35 to 49 years (49, down one point) the only groups not to decline significantly.

**2020 overall council direction last 12 months (index scores)**

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

**2020 overall council direction last 12 months (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **2020 Overall** | 18 | 61 | 16 | 5 |
| **2019 Overall** | 19 | 62 | 14 | 5 |
| **2018 Overall** | 19 | 60 | 15 | 5 |
| **2017 Overall** | 19 | 62 | 13 | 6 |
| **2016 Overall** | 18 | 62 | 15 | 5 |
| **2015 Overall** | 20 | 63 | 13 | 5 |
| **2014 Overall** | 20 | 63 | 13 | 5 |
| **2013 Overall** | 19 | 63 | 13 | 5 |
| **2012 Overall** | 18 | 64 | 15 | 4 |
| **Metropolitan** | 17 | 67 | 10 | 6 |
| **Interface** | 16 | 59 | 19 | 6 |
| **Regional Centres** | 20 | 55 | 21 | 4 |
| **Large Rural** | 16 | 63 | 16 | 4 |
| **Small Rural** | 19 | 58 | 19 | 4 |
| **Men** | 17 | 61 | 18 | 4 |
| **Women** | 18 | 62 | 15 | 5 |
| **18-34** | 20 | 64 | 11 | 5 |
| **35-49** | 16 | 62 | 19 | 4 |
| **50-64** | 15 | 60 | 21 | 4 |
| **65+** | 18 | 60 | 17 | 6 |

**2020 room for improvement in services (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **2020 Overall** | 49 | 42 | 5 | 1 | 2 |
| **2019 Overall** | 47 | 45 | 5 | 1 | 2 |
| **2018 Overall** | 44 | 45 | 7 | 2 | 3 |
| **2017 Overall** | 46 | 42 | 7 | 1 | 3 |
| **2016 Overall** | 40 | 48 | 7 | 2 | 3 |
| **2015 Overall** | 47 | 44 | 7 | 1 | 2 |
| **2014 Overall** | 41 | 50 | 5 | 1 | 3 |
| **2013 Overall** | 46 | 46 | 5 | 1 | 2 |
| **2012 Overall** | 47 | 45 | 5 | 1 | 2 |
| **Metropolitan** | 43 | 46 | 7 | 2 | 3 |
| **Large Rural** | 47 | 44 | 6 | 2 | 2 |
| **Small Rural** | 58 | 37 | 3 | - | 2 |
| **Men** | 48 | 43 | 5 | 1 | 3 |
| **Women** | 49 | 42 | 6 | 1 | 2 |
| **18-34** | 44 | 49 | 4 | 1 | 1 |
| **35-49** | 52 | 41 | 4 | 1 | 1 |
| **50-64** | 53 | 40 | 4 | 1 | 2 |
| **65+** | 46 | 40 | 8 | 1 | 4 |

**2020 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **2020 Overall** | 17 | 46 | 13 | 14 | 10 |
| **2019 Overall** | 20 | 47 | 11 | 11 | 11 |
| **2018 Overall** | 17 | 47 | 14 | 11 | 11 |
| **2017 Overall** | 18 | 47 | 12 | 10 | 13 |
| **2016 Overall** | 20 | 48 | 9 | 9 | 14 |
| **2015 Overall** | 20 | 49 | 10 | 10 | 11 |
| **2014 Overall** | 21 | 52 | 9 | 8 | 10 |
| **2013 Overall** | 19 | 50 | 10 | 10 | 10 |
| **2012 Overall** | 18 | 49 | 11 | 12 | 10 |
| **Metropolitan** | 20 | 53 | 9 | 8 | 10 |
| **Interface** | 12 | 41 | 14 | 21 | 12 |
| **Regional Centres** | 8 | 30 | 24 | 32 | 6 |
| **Large Rural** | 17 | 48 | 13 | 13 | 9 |
| **Small Rural** | 22 | 42 | 11 | 11 | 14 |
| **Men** | 18 | 44 | 13 | 15 | 10 |
| **Women** | 16 | 48 | 13 | 13 | 11 |
| **18-34** | 18 | 50 | 13 | 11 | 8 |
| **35-49** | 13 | 47 | 14 | 17 | 9 |
| **50-64** | 16 | 40 | 15 | 17 | 12 |
| **65+** | 20 | 45 | 11 | 12 | 12 |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **2020 Overall** | 9 | 24 | 24 | 25 | 19 |
| **2019 Overall** | 10 | 23 | 22 | 27 | 18 |
| **2018 Overall** | 9 | 23 | 24 | 24 | 19 |
| **2017 Overall** | 10 | 21 | 23 | 27 | 20 |
| **2016 Overall** | 10 | 21 | 22 | 28 | 19 |
| **2015 Overall** | 10 | 23 | 22 | 26 | 18 |
| **2014 Overall** | 11 | 25 | 24 | 23 | 17 |
| **2013 Overall** | 11 | 25 | 22 | 24 | 18 |
| **2012 Overall** | 11 | 29 | 22 | 22 | 16 |
| **Metropolitan** | 9 | 30 | 25 | 19 | 16 |
| **Interface** | 8 | 26 | 24 | 22 | 19 |
| **Regional Centres** | 6 | 21 | 23 | 31 | 18 |
| **Large Rural** | 6 | 20 | 25 | 28 | 21 |
| **Small Rural** | 11 | 23 | 22 | 24 | 20 |
| **Men** | 11 | 23 | 22 | 26 | 18 |
| **Women** | 7 | 25 | 26 | 23 | 20 |
| **18-34** | 9 | 29 | 30 | 20 | 13 |
| **35-49** | 8 | 24 | 24 | 25 | 19 |
| **50-64** | 8 | 20 | 23 | 28 | 21 |
| **65+** | 9 | 23 | 20 | 27 | 22 |

**Individual service areas**

**Community consultation and engagement**

**2020 consultation and engagement importance (index scores)**

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

**2020 consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 29 | 42 | 23 | 4 | 1 | 1 |
| **2019 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2018 Overall** | 30 | 40 | 24 | 4 | 1 | 1 |
| **2017 Overall** | 29 | 41 | 24 | 4 | 1 | 1 |
| **2016 Overall** | 32 | 41 | 22 | 3 | 1 | 2 |
| **2015 Overall** | 29 | 42 | 24 | 3 | 1 | 1 |
| **2014 Overall** | 28 | 41 | 25 | 4 | 1 | 1 |
| **2013 Overall** | 27 | 43 | 25 | 4 | 1 | 1 |
| **2012 Overall** | 27 | 43 | 25 | 4 | 1 | 1 |
| **Metropolitan** | 25 | 43 | 24 | 6 | 1 | 1 |
| **Interface** | 25 | 42 | 26 | 5 | 1 | 2 |
| **Regional Centres** | 33 | 38 | 24 | 4 | 1 | 1 |
| **Large Rural** | 31 | 44 | 21 | 3 | 1 | 1 |
| **Small Rural** | 34 | 40 | 21 | 3 | 1 | 1 |
| **Men** | 27 | 41 | 25 | 5 | 1 | 1 |
| **Women** | 31 | 43 | 20 | 3 | 1 | 1 |
| **18-34** | 20 | 39 | 31 | 7 | 1 | 1 |
| **35-49** | 32 | 41 | 22 | 3 | 1 | 1 |
| **50-64** | 36 | 41 | 18 | 3 | 1 | 1 |
| **65+** | 30 | 45 | 19 | 3 | 1 | 2 |

**2020 consultation and engagement performance (index scores)**

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

**2020 consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 8 | 30 | 32 | 15 | 7 | 8 |
| **2019 Overall** | 9 | 30 | 31 | 15 | 6 | 9 |
| **2018 Overall** | 8 | 30 | 32 | 15 | 7 | 9 |
| **2017 Overall** | 7 | 29 | 32 | 15 | 6 | 10 |
| **2016 Overall** | 8 | 29 | 32 | 15 | 7 | 10 |
| **2015 Overall** | 7 | 31 | 32 | 14 | 6 | 9 |
| **2014 Overall** | 8 | 32 | 32 | 13 | 5 | 9 |
| **2013 Overall** | 8 | 32 | 34 | 13 | 5 | 9 |
| **2012 Overall** | 8 | 33 | 33 | 13 | 5 | 8 |
| **Metropolitan** | 9 | 31 | 32 | 12 | 5 | 12 |
| **Interface** | 7 | 27 | 31 | 17 | 6 | 11 |
| **Regional Centres** | 8 | 27 | 32 | 18 | 9 | 7 |
| **Large Rural** | 8 | 30 | 33 | 15 | 7 | 7 |
| **Small Rural** | 9 | 30 | 31 | 16 | 8 | 6 |
| **Men** | 8 | 29 | 31 | 16 | 8 | 8 |
| **Women** | 9 | 30 | 32 | 14 | 6 | 9 |
| **18-34** | 8 | 33 | 34 | 12 | 5 | 8 |
| **35-49** | 8 | 30 | 30 | 16 | 8 | 7 |
| **50-64** | 7 | 25 | 33 | 19 | 9 | 7 |
| **65+** | 9 | 29 | 30 | 14 | 7 | 10 |

**Lobbying on behalf of the community**

**2020 lobbying importance (index scores)**

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

**2020 lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 23 | 38 | 27 | 8 | 2 | 2 |
| **2019 Overall** | 21 | 38 | 28 | 8 | 2 | 2 |
| **2018 Overall** | 23 | 37 | 27 | 8 | 2 | 2 |
| **2017 Overall** | 23 | 39 | 27 | 7 | 2 | 2 |
| **2016 Overall** | 24 | 38 | 27 | 6 | 2 | 3 |
| **2015 Overall** | 23 | 39 | 28 | 6 | 2 | 2 |
| **2014 Overall** | 23 | 40 | 27 | 6 | 1 | 2 |
| **2013 Overall** | 23 | 40 | 27 | 6 | 2 | 2 |
| **2012 Overall** | 23 | 41 | 27 | 6 | 1 | 2 |
| **Metropolitan** | 20 | 38 | 27 | 10 | 3 | 2 |
| **Interface** | 21 | 39 | 29 | 7 | 3 | 3 |
| **Regional Centres** | 26 | 37 | 26 | 7 | 2 | 3 |
| **Large Rural** | 24 | 37 | 28 | 6 | 2 | 2 |
| **Small Rural** | 28 | 42 | 21 | 5 | 2 | 3 |
| **Men** | 20 | 37 | 28 | 10 | 3 | 2 |
| **Women** | 26 | 39 | 26 | 5 | 2 | 3 |
| **18-34** | 20 | 35 | 31 | 9 | 2 | 2 |
| **35-49** | 25 | 38 | 26 | 7 | 2 | 1 |
| **50-64** | 27 | 38 | 22 | 7 | 3 | 2 |
| **65+** | 21 | 40 | 25 | 7 | 3 | 4 |

**2020 lobbying performance (index scores)**

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

**2020 lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 6 | 24 | 32 | 13 | 6 | 19 |
| **2019 Overall** | 6 | 25 | 31 | 13 | 5 | 20 |
| **2018 Overall** | 5 | 24 | 32 | 13 | 5 | 20 |
| **2017 Overall** | 5 | 24 | 31 | 13 | 5 | 22 |
| **2016 Overall** | 5 | 23 | 31 | 13 | 5 | 22 |
| **2015 Overall** | 6 | 26 | 32 | 12 | 4 | 20 |
| **2014 Overall** | 6 | 27 | 32 | 11 | 4 | 19 |
| **2013 Overall** | 6 | 26 | 33 | 12 | 4 | 18 |
| **2012 Overall** | 6 | 27 | 33 | 12 | 4 | 17 |
| **Metropolitan** | 6 | 25 | 30 | 9 | 4 | 27 |
| **Interface** | 5 | 22 | 30 | 15 | 7 | 21 |
| **Regional Centres** | 6 | 24 | 35 | 13 | 7 | 15 |
| **Large Rural** | 6 | 24 | 35 | 14 | 6 | 16 |
| **Small Rural** | 6 | 25 | 31 | 15 | 7 | 17 |
| **Men** | 6 | 24 | 32 | 13 | 7 | 18 |
| **Women** | 6 | 24 | 33 | 13 | 5 | 20 |
| **18-34** | 6 | 30 | 33 | 11 | 4 | 16 |
| **35-49** | 5 | 23 | 33 | 14 | 7 | 17 |
| **50-64** | 5 | 20 | 33 | 16 | 8 | 19 |
| **65+** | 7 | 23 | 30 | 12 | 5 | 22 |

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

**2020 community decisions made importance (index scores)**

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

**2020 community decisions made importance (%)**

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

**2020 community decisions made performance (index scores)**

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

**2020 community decisions made performance (%)**

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

**The condition of sealed local roads in your area**

**2020 sealed local roads importance (index scores)**

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

**2020 sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2019 Overall** | 37 | 45 | 16 | 2 | <0.5 | <0.5 |
| **2018 Overall** | 38 | 44 | 15 | 2 | <0.5 | <0.5 |
| **2017 Overall** | 35 | 44 | 18 | 2 | <0.5 | 1 |
| **2016 Overall** | 34 | 46 | 16 | 3 | 1 | 1 |
| **2015 Overall** | 32 | 44 | 20 | 2 | <0.5 | 1 |
| **2014 Overall** | 33 | 45 | 18 | 3 | 1 | 1 |
| **Metropolitan** | 33 | 46 | 18 | 2 | 1 | 1 |
| **Interface** | 41 | 41 | 14 | 1 | <0.5 | 1 |
| **Regional Centres** | 40 | 40 | 18 | 2 | <0.5 | <0.5 |
| **Large Rural** | 42 | 41 | 15 | 2 | 1 | <0.5 |
| **Small Rural** | 49 | 38 | 10 | 2 | 1 | 1 |
| **Men** | 35 | 44 | 17 | 2 | <0.5 | 1 |
| **Women** | 41 | 42 | 15 | 1 | 1 | <0.5 |
| **18-34** | 36 | 39 | 20 | 3 | 1 | 1 |
| **35-49** | 40 | 42 | 16 | 1 | <0.5 | <0.5 |
| **50-64** | 44 | 42 | 12 | 1 | <0.5 | <0.5 |
| **65+** | 36 | 48 | 14 | 1 | 1 | 1 |

**2020 sealed local roads performance (index scores)**

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

**2020 sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 11 | 32 | 28 | 16 | 11 | 1 |
| **2019 Overall** | 13 | 33 | 28 | 16 | 10 | 1 |
| **2018 Overall** | 11 | 31 | 28 | 17 | 12 | 1 |
| **2017 Overall** | 11 | 32 | 28 | 16 | 12 | 1 |
| **2016 Overall** | 11 | 33 | 28 | 16 | 11 | 1 |
| **2015 Overall** | 11 | 33 | 29 | 16 | 10 | 1 |
| **2014 Overall** | 12 | 33 | 27 | 17 | 10 | 1 |
| **Metropolitan** | 21 | 42 | 23 | 9 | 4 | 1 |
| **Interface** | 12 | 34 | 28 | 15 | 11 | 1 |
| **Regional Centres** | 12 | 33 | 27 | 16 | 10 | 1 |
| **Large Rural** | 7 | 25 | 30 | 20 | 17 | 1 |
| **Small Rural** | 8 | 30 | 31 | 17 | 13 | 2 |
| **Men** | 12 | 32 | 28 | 15 | 12 | 1 |
| **Women** | 11 | 32 | 29 | 16 | 11 | 1 |
| **18-34** | 13 | 34 | 26 | 15 | 11 | 1 |
| **35-49** | 11 | 32 | 26 | 16 | 13 | 1 |
| **50-64** | 9 | 28 | 30 | 18 | 14 | 1 |
| **65+** | 12 | 33 | 31 | 14 | 9 | 2 |

**Informing the community**

**2020 informing community importance (index scores)**

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

**2020 informing**

**community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| 2020 Overall | 32 | 42 | 22 | 4 | 1 | <0.5 |
| 2019 Overall | 32 | 41 | 22 | 4 | 1 | <0.5 |
| 2018 Overall | 32 | 41 | 22 | 4 | 1 | <0.5 |
| 2017 Overall | 30 | 43 | 23 | 4 | 1 | <0.5 |
| 2016 Overall | 33 | 42 | 20 | 4 | 1 | 1 |
| 2015 Overall | 30 | 44 | 22 | 3 | 1 | <0.5 |
| 2014 Overall | 30 | 43 | 22 | 3 | 1 | <0.5 |
| 2013 Overall | 30 | 44 | 22 | 3 | 1 | <0.5 |
| 2012 Overall | 31 | 44 | 21 | 4 | 1 | 1 |
| Metropolitan | 26 | 43 | 24 | 5 | 1 | <0.5 |
| Interface | 32 | 40 | 23 | 3 | 2 | <0.5 |
| Regional Centres | 36 | 41 | 19 | 2 | 1 | <0.5 |
| Large Rural | 35 | 42 | 20 | 3 | <0.5 | <0.5 |
| Small Rural | 35 | 43 | 18 | 3 | 1 | <0.5 |
| Men | 28 | 41 | 24 | 5 | 1 | <0.5 |
| Women | 35 | 43 | 19 | 2 | <0.5 | <0.5 |
| 18-34 | 28 | 39 | 27 | 5 | 1 | <0.5 |
| 35-49 | 32 | 41 | 21 | 4 | 1 | <0.5 |
| 50-64 | 37 | 40 | 19 | 3 | 1 | <0.5 |
| 65+ | 30 | 48 | 18 | 2 | 1 | 1 |

**2020 informing community performance (index scores)**

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

**2020 informing community performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 12 | 35 | 32 | 13 | 5 | 3 |
| **2019 Overall** | 13 | 35 | 31 | 14 | 5 | 3 |
| **2018 Overall** | 11 | 36 | 31 | 13 | 5 | 3 |
| **2017 Overall** | 11 | 35 | 32 | 13 | 5 | 3 |
| **2016 Overall** | 12 | 35 | 31 | 13 | 5 | 4 |
| **2015 Overall** | 12 | 38 | 31 | 12 | 4 | 2 |
| **2014 Overall** | 13 | 40 | 30 | 11 | 4 | 3 |
| **2013 Overall** | 12 | 38 | 32 | 11 | 3 | 3 |
| **2012 Overall** | 12 | 38 | 31 | 13 | 4 | 2 |
| **Metropolitan** | 14 | 37 | 30 | 12 | 4 | 3 |
| **Interface** | 9 | 35 | 31 | 16 | 5 | 4 |
| **Regional Centres** | 10 | 32 | 34 | 15 | 7 | 2 |
| **Large Rural** | 12 | 35 | 32 | 14 | 5 | 3 |
| **Small Rural** | 11 | 35 | 32 | 13 | 6 | 3 |
| **Men** | 11 | 35 | 32 | 14 | 6 | 3 |
| **Women** | 12 | 35 | 32 | 13 | 5 | 3 |
| **18-34** | 11 | 36 | 33 | 12 | 5 | 3 |
| **35-49** | 11 | 36 | 31 | 14 | 6 | 3 |
| **50-64** | 9 | 33 | 34 | 16 | 6 | 3 |
| **65+** | 14 | 35 | 31 | 12 | 5 | 4 |

**The condition of local streets and footpaths in your area**

**2020 streets and footpaths importance (index scores)**

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

**2020 streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 36 | 42 | 19 | 2 | 1 | 1 |
| **2019 Overall** | 34 | 44 | 18 | 2 | 1 | 1 |
| **2018 Overall** | 35 | 43 | 18 | 3 | <0.5 | 1 |
| **2017 Overall** | 34 | 42 | 19 | 2 | 1 | 1 |
| **2016 Overall** | 34 | 43 | 18 | 2 | 1 | 2 |
| **2015 Overall** | 34 | 43 | 19 | 2 | 1 | 1 |
| **2014 Overall** | 33 | 44 | 18 | 3 | 1 | 1 |
| **2013 Overall** | 35 | 44 | 18 | 2 | 1 | 1 |
| **2012 Overall** | 32 | 46 | 18 | 2 | 1 | 1 |
| **Metropolitan** | 34 | 45 | 18 | 2 | <0.5 | <0.5 |
| **Interface** | 39 | 41 | 16 | 3 | 1 | 1 |
| **Regional Centres** | 37 | 39 | 20 | 2 | 1 | 1 |
| **Large Rural** | 37 | 39 | 19 | 2 | 1 | 1 |
| **Small Rural** | 35 | 42 | 18 | 3 | 1 | 1 |
| **Men** | 32 | 43 | 21 | 3 | 1 | 1 |
| **Women** | 41 | 40 | 16 | 2 | <0.5 | 1 |
| **18-34** | 31 | 40 | 25 | 4 | 1 | <0.5 |
| **35-49** | 39 | 39 | 19 | 1 | 1 | 1 |
| **50-64** | 42 | 40 | 15 | 2 | <0.5 | 1 |
| **65+** | 36 | 47 | 14 | 1 | 1 | 1 |

**2020 streets and footpaths performance (index scores)**

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

**2020 streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 13 | 34 | 28 | 15 | 8 | 3 |
| **2019 Overall** | 14 | 35 | 28 | 14 | 7 | 2 |
| **2018 Overall** | 14 | 34 | 28 | 14 | 7 | 2 |
| **2017 Overall** | 13 | 33 | 28 | 15 | 9 | 2 |
| **2016 Overall** | 12 | 34 | 28 | 14 | 8 | 3 |
| **2015 Overall** | 13 | 34 | 28 | 15 | 7 | 3 |
| **2014 Overall** | 13 | 34 | 28 | 15 | 7 | 2 |
| **2013 Overall** | 14 | 33 | 28 | 15 | 8 | 1 |
| **2012 Overall** | 13 | 34 | 28 | 15 | 9 | 1 |
| **Metropolitan** | 18 | 38 | 27 | 11 | 5 | 1 |
| **Interface** | 11 | 33 | 28 | 16 | 10 | 1 |
| **Regional Centres** | 14 | 36 | 28 | 14 | 7 | 1 |
| **Large Rural** | 10 | 30 | 29 | 18 | 10 | 4 |
| **Small Rural** | 12 | 33 | 27 | 15 | 8 | 4 |
| **Men** | 14 | 35 | 27 | 14 | 8 | 2 |
| **Women** | 13 | 33 | 28 | 16 | 8 | 3 |
| **18-34** | 16 | 36 | 26 | 13 | 7 | 1 |
| **35-49** | 13 | 37 | 26 | 15 | 8 | 2 |
| **50-64** | 11 | 30 | 30 | 17 | 9 | 3 |
| **65+** | 13 | 32 | 29 | 15 | 8 | 4 |

**Traffic management**

**2020 traffic management importance (index scores)**

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

**2020 traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2019 Overall** | 30 | 40 | 23 | 6 | 1 | 1 |
| **2018 Overall** | 31 | 40 | 22 | 5 | 1 | 1 |
| **2017 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2016 Overall** | 27 | 41 | 24 | 6 | 1 | 1 |
| **2015 Overall** | 25 | 41 | 26 | 6 | 1 | 1 |
| **2014 Overall** | 23 | 42 | 27 | 6 | 1 | 1 |
| **2013 Overall** | 26 | 42 | 25 | 5 | 1 | 1 |
| **2012 Overall** | 29 | 42 | 23 | 5 | 1 | 1 |
| **Metropolitan** | 28 | 43 | 23 | 5 | 1 | <0.5 |
| **Interface** | 45 | 36 | 14 | 4 | 1 | <0.5 |
| **Regional Centres** | 28 | 38 | 27 | 5 | 2 | 1 |
| **Large Rural** | 19 | 40 | 28 | 9 | 2 | 1 |
| **Men** | 25 | 40 | 26 | 6 | 2 | 1 |
| **Women** | 33 | 42 | 20 | 4 | 1 | <0.5 |
| **18-34** | 28 | 38 | 26 | 6 | 1 | - |
| **35-49** | 29 | 38 | 24 | 7 | 1 | <0.5 |
| **50-64** | 31 | 41 | 22 | 3 | 1 | 1 |
| **65+** | 29 | 46 | 19 | 3 | 1 | 1 |

**2020 traffic management performance (index scores)**

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

**2020 traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 10 | 38 | 30 | 13 | 7 | 3 |
| **2019 Overall** | 9 | 37 | 31 | 13 | 6 | 3 |
| **2018 Overall** | 10 | 36 | 30 | 15 | 7 | 3 |
| **2017 Overall** | 10 | 38 | 30 | 13 | 5 | 3 |
| **2016 Overall** | 10 | 38 | 30 | 13 | 6 | 4 |
| **2015 Overall** | 10 | 40 | 31 | 12 | 5 | 3 |
| **2014 Overall** | 10 | 40 | 30 | 12 | 5 | 3 |
| **2013 Overall** | 10 | 39 | 31 | 13 | 5 | 3 |
| **2012 Overall** | 9 | 38 | 31 | 13 | 5 | 3 |
| **Metropolitan** | 10 | 38 | 31 | 12 | 6 | 3 |
| **Interface** | 8 | 32 | 30 | 18 | 11 | 2 |
| **Regional Centres** | 11 | 34 | 31 | 15 | 8 | 2 |
| **Large Rural** | 11 | 44 | 28 | 9 | 4 | 4 |
| **Small Rural** | 10 | 47 | 28 | 7 | 3 | 4 |
| **Men** | 10 | 38 | 29 | 13 | 7 | 3 |
| **Women** | 9 | 38 | 31 | 13 | 6 | 3 |
| **18-34** | 12 | 40 | 28 | 13 | 6 | 1 |
| **35-49** | 8 | 37 | 31 | 13 | 9 | 2 |
| **50-64** | 9 | 36 | 31 | 14 | 7 | 4 |
| **65+** | 10 | 37 | 31 | 12 | 5 | 4 |

**Parking facilities**

**2020 parking importance (index scores)**

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

**2020 parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 27 | 39 | 26 | 6 | 1 | 1 |
| **2019 Overall** | 26 | 40 | 26 | 6 | 1 | 1 |
| **2018 Overall** | 27 | 39 | 27 | 6 | 1 | 1 |
| **2017 Overall** | 25 | 39 | 28 | 6 | 1 | 1 |
| **2016 Overall** | 24 | 41 | 27 | 7 | 1 | 1 |
| **2015 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **2014 Overall** | 24 | 40 | 28 | 6 | 1 | 1 |
| **2013 Overall** | 25 | 42 | 26 | 6 | 1 | <0.5 |
| **2012 Overall** | 24 | 42 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 25 | 41 | 27 | 5 | 1 | 1 |
| **Regional Centres** | 33 | 38 | 22 | 5 | 1 | 1 |
| **Large Rural** | 22 | 35 | 31 | 10 | 2 | 1 |
| **Small Rural** | 22 | 40 | 27 | 7 | 2 | 2 |
| **Men** | 22 | 39 | 29 | 7 | 2 | 1 |
| **Women** | 31 | 39 | 23 | 5 | 1 | 1 |
| **18-34** | 22 | 36 | 32 | 8 | 1 | <0.5 |
| **35-49** | 25 | 36 | 31 | 7 | 1 | 1 |
| **50-64** | 30 | 39 | 24 | 6 | 2 | 1 |
| **65+** | 31 | 44 | 19 | 4 | 1 | 2 |

**2020 parking performance (index scores)**

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

**2020 parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 9 | 33 | 32 | 16 | 8 | 2 |
| **2019 Overall** | 9 | 34 | 32 | 16 | 7 | 2 |
| **2018 Overall** | 9 | 35 | 31 | 15 | 8 | 2 |
| **2017 Overall** | 10 | 33 | 32 | 16 | 8 | 2 |
| **2016 Overall** | 9 | 34 | 32 | 14 | 7 | 3 |
| **2015 Overall** | 9 | 36 | 32 | 15 | 6 | 3 |
| **2014 Overall** | 10 | 35 | 32 | 15 | 6 | 2 |
| **2013 Overall** | 9 | 36 | 33 | 14 | 6 | 3 |
| **2012 Overall** | 9 | 35 | 33 | 15 | 6 | 2 |
| **Metropolitan** | 9 | 33 | 33 | 15 | 7 | 3 |
| **Interface** | 10 | 34 | 34 | 15 | 4 | 2 |
| **Regional Centres** | 9 | 25 | 31 | 20 | 12 | 2 |
| **Large Rural** | 9 | 36 | 31 | 15 | 6 | 3 |
| **Small Rural** | 11 | 38 | 30 | 13 | 5 | 3 |
| **Men** | 10 | 34 | 30 | 15 | 7 | 2 |
| **Women** | 8 | 32 | 33 | 16 | 8 | 2 |
| **18-34** | 11 | 34 | 31 | 15 | 7 | 2 |
| **35-49** | 9 | 36 | 30 | 16 | 8 | 2 |
| **50-64** | 8 | 32 | 34 | 16 | 8 | 2 |
| **65+** | 9 | 30 | 32 | 17 | 9 | 4 |

**Enforcement of local laws**

**2020 law enforcement importance (index scores)**

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

**2020 law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 26 | 38 | 26 | 7 | 2 | 1 |
| **2019 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2018 Overall** | 27 | 37 | 27 | 6 | 2 | 1 |
| **2017 Overall** | 27 | 38 | 26 | 6 | 2 | 1 |
| **2016 Overall** | 26 | 38 | 27 | 6 | 2 | 1 |
| **2015 Overall** | 25 | 41 | 27 | 5 | 1 | 1 |
| **2014 Overall** | 24 | 40 | 28 | 6 | 1 | 1 |
| **2013 Overall** | 27 | 40 | 26 | 6 | 1 | 1 |
| **2012 Overall** | 24 | 41 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 26 | 41 | 25 | 6 | 2 | 1 |
| **Interface** | 33 | 36 | 22 | 6 | 1 | 1 |
| **Regional Centres** | 30 | 36 | 25 | 7 | 2 | <0.5 |
| **Large Rural** | 23 | 37 | 30 | 7 | 2 | 1 |
| **Small Rural** | 22 | 35 | 29 | 9 | 4 | 1 |
| **Men** | 22 | 37 | 28 | 9 | 3 | 1 |
| **Women** | 31 | 39 | 24 | 5 | 1 | 1 |
| **18-34** | 26 | 35 | 27 | 9 | 2 | 1 |
| **35-49** | 26 | 34 | 29 | 9 | 3 | <0.5 |
| **50-64** | 26 | 36 | 27 | 7 | 2 | 1 |
| **65+** | 26 | 44 | 22 | 4 | 2 | 2 |

**2020 law enforcement performance (index scores)**

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

**2020 law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 12 | 38 | 27 | 8 | 4 | 12 |
| **2019 Overall** | 12 | 38 | 26 | 8 | 3 | 12 |
| **2018 Overall** | 12 | 39 | 25 | 8 | 3 | 12 |
| **2017 Overall** | 12 | 39 | 26 | 8 | 3 | 13 |
| **2016 Overall** | 12 | 37 | 26 | 8 | 4 | 14 |
| **2015 Overall** | 13 | 40 | 26 | 6 | 3 | 12 |
| **2014 Overall** | 14 | 41 | 25 | 7 | 3 | 11 |
| **2013 Overall** | 13 | 40 | 25 | 7 | 3 | 12 |
| **2012 Overall** | 13 | 40 | 26 | 7 | 3 | 11 |
| **Metropolitan** | 13 | 38 | 26 | 6 | 3 | 14 |
| **Interface** | 9 | 35 | 29 | 11 | 5 | 10 |
| **Regional Centres** | 13 | 39 | 28 | 7 | 4 | 8 |
| **Large Rural** | 12 | 38 | 26 | 8 | 3 | 13 |
| **Small Rural** | 11 | 38 | 26 | 8 | 4 | 12 |
| **Men** | 11 | 38 | 27 | 9 | 4 | 11 |
| **Women** | 12 | 38 | 27 | 7 | 3 | 13 |
| **18-34** | 14 | 44 | 26 | 6 | 3 | 8 |
| **35-49** | 12 | 39 | 25 | 8 | 5 | 11 |
| **50-64** | 10 | 34 | 29 | 10 | 5 | 14 |
| **65+** | 11 | 34 | 28 | 8 | 4 | 16 |

**Family support services**

**2020 family support importance (index scores)**

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

**2020 family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 31 | 42 | 20 | 4 | 1 | 2 |
| **2019 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2018 Overall** | 30 | 40 | 23 | 5 | 1 | 2 |
| **2017 Overall** | 28 | 41 | 22 | 5 | 2 | 2 |
| **2016 Overall** | 28 | 41 | 22 | 5 | 2 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 5 | 1 | 2 |
| **2014 Overall** | 26 | 42 | 24 | 4 | 1 | 2 |
| **2013 Overall** | 27 | 44 | 22 | 4 | 1 | 2 |
| **2012 Overall** | 27 | 44 | 22 | 4 | 1 | 2 |
| **Metropolitan** | 29 | 43 | 21 | 4 | 1 | 2 |
| **Interface** | 35 | 41 | 18 | 3 | 1 | 1 |
| **Regional Centres** | 34 | 39 | 21 | 4 | 1 | 2 |
| **Large Rural** | 29 | 42 | 22 | 4 | 1 | 2 |
| **Small Rural** | 28 | 45 | 18 | 3 | 2 | 2 |
| **Men** | 25 | 41 | 25 | 5 | 2 | 2 |
| **Women** | 36 | 43 | 16 | 2 | <0.5 | 2 |
| **18-34** | 33 | 43 | 19 | 4 | 1 | 1 |
| **35-49** | 32 | 40 | 22 | 4 | 1 | 1 |
| **50-64** | 31 | 39 | 22 | 4 | 2 | 2 |
| **65+** | 26 | 45 | 20 | 3 | 1 | 4 |

**2020 family support performance (index scores)**

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

**2020 family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 11 | 30 | 21 | 5 | 2 | 31 |
| **2019 Overall** | 11 | 32 | 20 | 4 | 1 | 31 |
| **2018 Overall** | 11 | 31 | 21 | 4 | 2 | 32 |
| **2017 Overall** | 11 | 30 | 20 | 4 | 1 | 34 |
| **2016 Overall** | 10 | 31 | 21 | 4 | 2 | 32 |
| **2015 Overall** | 11 | 34 | 21 | 4 | 1 | 29 |
| **2014 Overall** | 12 | 33 | 20 | 4 | 1 | 29 |
| **2013 Overall** | 11 | 33 | 21 | 4 | 1 | 29 |
| **2012 Overall** | 11 | 34 | 22 | 5 | 2 | 26 |
| **Metropolitan** | 12 | 29 | 18 | 4 | 1 | 35 |
| **Interface** | 9 | 29 | 22 | 6 | 2 | 31 |
| **Regional Centres** | 13 | 34 | 24 | 7 | 2 | 20 |
| **Large Rural** | 9 | 31 | 23 | 5 | 2 | 31 |
| **Small Rural** | 11 | 29 | 18 | 5 | 2 | 34 |
| **Men** | 9 | 32 | 21 | 5 | 2 | 32 |
| **Women** | 12 | 29 | 21 | 5 | 2 | 31 |
| **18-34** | 12 | 33 | 24 | 6 | 2 | 24 |
| **35-49** | 10 | 34 | 20 | 6 | 2 | 28 |
| **50-64** | 7 | 27 | 23 | 5 | 2 | 35 |
| **65+** | 12 | 28 | 17 | 3 | 1 | 38 |

**Elderly support services**

**2020 elderly support** **importance (index scores)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2020** | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Women** | 83 | 84 | 83 | 82 | 82 | 82 | 83 | 83 | 83 |
| **50-64** | 82 | 82 | 81 | 80 | 79 | 80 | 80 | 81 | 81 |
| **65+** | 81 | 80 | 80 | 79 | 79 | 80 | 79 | 80 | 81 |
| **Small Rural** | 81 | 80 | 80 | 79 | 79 | 80 | n/a | n/a | n/a |
| **Interface** | 81 | 81 | 81 | 78 | 79 | 77 | n/a | n/a | n/a |
| **Regional Centres** | 80 | 81 | 80 | 80 | 78 | 80 | n/a | n/a | n/a |
| **Large Rural** | 80 | 79 | 78 | 78 | 78 | 78 | n/a | n/a | n/a |
| **Overall** | 80 | 80 | 79 | 78 | 78 | 79 | 79 | 79 | 80 |
| **Metropolitan** | 78 | 79 | 79 | 77 | 78 | 78 | n/a | n/a | n/a |
| **35-49** | 78 | 79 | 79 | 77 | 78 | 78 | 78 | 79 | 80 |
| **18-34** | 78 | 78 | 77 | 76 | 77 | 77 | 77 | 77 | 78 |
| **Men** | 76 | 76 | 75 | 74 | 75 | 75 | 75 | 75 | 76 |

**2020 elderly support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 39 | 42 | 15 | 2 | 1 | 1 |
| **2019 Overall** | 38 | 44 | 15 | 2 | <0.5 | 1 |
| **2018 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2017 Overall** | 35 | 44 | 17 | 2 | 1 | 1 |
| **2016 Overall** | 36 | 44 | 16 | 2 | 1 | 2 |
| **2015 Overall** | 36 | 44 | 16 | 2 | <0.5 | 1 |
| **2014 Overall** | 35 | 46 | 16 | 2 | <0.5 | 1 |
| **2013 Overall** | 36 | 45 | 15 | 2 | 1 | 1 |
| **2012 Overall** | 37 | 46 | 14 | 2 | <0.5 | 1 |
| **Metropolitan** | 35 | 45 | 16 | 2 | 1 | 1 |
| **Interface** | 41 | 40 | 15 | 2 | <0.5 | 1 |
| **Regional Centres** | 42 | 40 | 15 | 2 | 1 | 1 |
| **Large Rural** | 39 | 42 | 14 | 2 | 1 | 1 |
| **Small Rural** | 43 | 41 | 13 | 2 | 1 | 1 |
| **Men** | 32 | 43 | 19 | 3 | 1 | 1 |
| **Women** | 46 | 42 | 10 | 1 | <0.5 | 1 |
| **18-34** | 35 | 43 | 18 | 2 | 1 | <0.5 |
| **35-49** | 37 | 40 | 18 | 3 | 1 | 1 |
| **50-64** | 44 | 41 | 11 | 2 | 1 | 1 |
| **65+** | 40 | 44 | 12 | 1 | 1 | 2 |

**2020 elderly support performance (index scores)**

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

**2020 elderly support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 15 | 30 | 20 | 5 | 2 | 28 |
| **2019 Overall** | 14 | 33 | 19 | 5 | 2 | 28 |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |
| **2017 Overall** | 14 | 31 | 19 | 4 | 2 | 30 |
| **2016 Overall** | 14 | 30 | 20 | 5 | 2 | 30 |
| **2015 Overall** | 15 | 34 | 19 | 4 | 2 | 26 |
| **2014 Overall** | 16 | 34 | 17 | 4 | 2 | 27 |
| **2013 Overall** | 15 | 33 | 19 | 4 | 1 | 28 |
| **2012 Overall** | 15 | 34 | 20 | 5 | 2 | 25 |
| **Metropolitan** | 12 | 27 | 18 | 4 | 2 | 38 |
| **Interface** | 12 | 30 | 23 | 5 | 3 | 28 |
| **Regional Centres** | 14 | 31 | 25 | 9 | 3 | 17 |
| **Large Rural** | 15 | 30 | 21 | 6 | 2 | 28 |
| **Small Rural** | 20 | 34 | 18 | 5 | 2 | 21 |
| **Men** | 14 | 31 | 19 | 5 | 2 | 29 |
| **Women** | 17 | 29 | 20 | 6 | 2 | 27 |
| **18-34** | 12 | 31 | 20 | 5 | 2 | 30 |
| **35-49** | 10 | 28 | 19 | 5 | 2 | 36 |
| **50-64** | 13 | 30 | 21 | 6 | 2 | 28 |
| **65+** | 23 | 32 | 18 | 5 | 2 | 19 |

**Disadvantaged support services**

**2020 disadvantaged support importance (index scores)**

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

**2020 disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 29 | 42 | 21 | 4 | 1 | 2 |
| **2019 Overall** | 30 | 41 | 22 | 4 | 1 | 2 |
| **2018 Overall** | 27 | 41 | 24 | 4 | 1 | 2 |
| **2017 Overall** | 26 | 41 | 24 | 5 | 2 | 2 |
| **2016 Overall** | 27 | 42 | 22 | 5 | 1 | 3 |
| **2015 Overall** | 28 | 42 | 23 | 4 | 1 | 2 |
| **2014 Overall** | 25 | 44 | 23 | 4 | 1 | 2 |
| **2013 Overall** | 27 | 43 | 23 | 4 | 1 | 2 |
| **2012 Overall** | 27 | 43 | 23 | 4 | 1 | 2 |
| **Metropolitan** | 28 | 44 | 21 | 4 | 1 | 2 |
| **Interface** | 35 | 39 | 20 | 2 | 1 | 3 |
| **Regional Centres** | 34 | 41 | 18 | 4 | 1 | 2 |
| **Large Rural** | 28 | 41 | 23 | 4 | 2 | 2 |
| **Men** | 24 | 43 | 23 | 5 | 2 | 2 |
| **Women** | 34 | 42 | 18 | 3 | 1 | 2 |
| **18-34** | 31 | 41 | 23 | 3 | 1 | 1 |
| **35-49** | 28 | 43 | 23 | 4 | 1 | 1 |
| **50-64** | 30 | 43 | 18 | 5 | 2 | 2 |
| **65+** | 29 | 43 | 19 | 4 | 1 | 4 |
| **Personal user\*** | 64 | 34 | - | - | - | 2 |

**2020 disadvantaged support performance (index scores)**

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

**2020 disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 7 | 25 | 23 | 7 | 3 | 36 |
| **2019 Overall** | 7 | 25 | 23 | 6 | 2 | 37 |
| **2018 Overall** | 6 | 25 | 23 | 6 | 2 | 38 |
| **2017 Overall** | 6 | 25 | 22 | 6 | 2 | 39 |
| **2016 Overall** | 6 | 24 | 23 | 6 | 2 | 39 |
| **2015 Overall** | 7 | 28 | 23 | 6 | 2 | 35 |
| **2014 Overall** | 8 | 28 | 22 | 5 | 1 | 35 |
| **2013 Overall** | 7 | 27 | 22 | 6 | 2 | 36 |
| **2012 Overall** | 8 | 28 | 23 | 6 | 2 | 34 |
| **Metropolitan** | 7 | 23 | 22 | 5 | 2 | 41 |
| **Interface** | 7 | 25 | 23 | 6 | 4 | 35 |
| **Regional Centres** | 8 | 30 | 26 | 10 | 4 | 23 |
| **Large Rural** | 6 | 24 | 23 | 7 | 2 | 37 |
| **Men** | 7 | 27 | 23 | 6 | 2 | 36 |
| **Women** | 7 | 23 | 24 | 8 | 3 | 35 |
| **18-34** | 7 | 29 | 27 | 6 | 3 | 28 |
| **35-49** | 5 | 24 | 21 | 7 | 3 | 41 |
| **50-64** | 6 | 22 | 23 | 8 | 3 | 38 |
| **65+** | 8 | 24 | 22 | 6 | 2 | 37 |

**Recreational facilities**

**2020 recreational facilities importance (index scores)**

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

**2020 recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 24 | 45 | 26 | 4 | 1 | <0.5 |
| **2019 Overall** | 23 | 46 | 26 | 4 | 1 | <0.5 |
| **2018 Overall** | 25 | 46 | 25 | 3 | 1 | <0.5 |
| **2017 Overall** | 24 | 46 | 26 | 4 | 1 | <0.5 |
| **2016 Overall** | 25 | 45 | 24 | 4 | 1 | 1 |
| **2015 Overall** | 23 | 46 | 26 | 3 | 1 | <0.5 |
| **2014 Overall** | 23 | 47 | 26 | 4 | 1 | 1 |
| **2013 Overall** | 23 | 47 | 26 | 3 | 1 | <0.5 |
| **2012 Overall** | 22 | 49 | 25 | 3 | 1 | 1 |
| **Metropolitan** | 23 | 47 | 26 | 3 | <0.5 | 1 |
| **Interface** | 26 | 44 | 27 | 3 | 1 | <0.5 |
| **Regional Centres** | 25 | 43 | 27 | 4 | 1 | <0.5 |
| **Large Rural** | 24 | 46 | 26 | 4 | <0.5 | <0.5 |
| **Small Rural** | 26 | 44 | 25 | 4 | 1 | <0.5 |
| **Men** | 22 | 45 | 27 | 4 | 1 | <0.5 |
| **Women** | 26 | 46 | 24 | 3 | <0.5 | 1 |
| **18-34** | 20 | 43 | 31 | 5 | <0.5 | <0.5 |
| **35-49** | 30 | 43 | 23 | 3 | <0.5 | <0.5 |
| **50-64** | 27 | 46 | 23 | 3 | 1 | <0.5 |
| **65+** | 22 | 49 | 25 | 3 | 1 | 1 |

**2020 recreational facilities performance (index scores)**

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

**2020 recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 23 | 42 | 22 | 6 | 3 | 4 |
| **2019 Overall** | 23 | 44 | 21 | 6 | 2 | 4 |
| **2018 Overall** | 22 | 42 | 22 | 7 | 3 | 4 |
| **2017 Overall** | 22 | 43 | 22 | 7 | 2 | 4 |
| **2016 Overall** | 21 | 43 | 23 | 7 | 3 | 4 |
| **2015 Overall** | 22 | 43 | 23 | 6 | 2 | 3 |
| **2014 Overall** | 23 | 44 | 21 | 6 | 2 | 3 |
| **2013 Overall** | 22 | 44 | 22 | 7 | 2 | 3 |
| **2012 Overall** | 21 | 44 | 22 | 7 | 2 | 3 |
| **Metropolitan** | 28 | 44 | 19 | 3 | 1 | 4 |
| **Interface** | 19 | 43 | 25 | 7 | 3 | 3 |
| **Regional Centres** | 23 | 44 | 22 | 6 | 3 | 3 |
| **Large Rural** | 20 | 41 | 23 | 9 | 3 | 3 |
| **Small Rural** | 22 | 40 | 24 | 7 | 3 | 4 |
| **Men** | 23 | 43 | 22 | 6 | 3 | 3 |
| **Women** | 23 | 41 | 22 | 7 | 2 | 4 |
| **18-34** | 21 | 44 | 24 | 7 | 3 | 2 |
| **35-49** | 23 | 42 | 22 | 8 | 4 | 2 |
| **50-64** | 21 | 43 | 24 | 7 | 3 | 3 |
| **65+** | 26 | 41 | 20 | 4 | 2 | 6 |

**The appearance of public areas**

**2020 public areas importance (index scores)**

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

**2020 public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 25 | 47 | 25 | 2 | <0.5 | <0.5 |
| **2019 Overall** | 24 | 47 | 25 | 3 | <0.5 | <0.5 |
| **2018 Overall** | 26 | 46 | 24 | 2 | <0.5 | <0.5 |
| **2017 Overall** | 26 | 47 | 24 | 2 | <0.5 | <0.5 |
| **2016 Overall** | 26 | 48 | 23 | 2 | 1 | <0.5 |
| **2015 Overall** | 24 | 47 | 25 | 2 | <0.5 | <0.5 |
| **2014 Overall** | 25 | 48 | 25 | 2 | <0.5 | <0.5 |
| **2013 Overall** | 26 | 48 | 23 | 2 | <0.5 | <0.5 |
| **2012 Overall** | 23 | 49 | 25 | 2 | <0.5 | <0.5 |
| **Metropolitan** | 24 | 48 | 24 | 2 | 1 | <0.5 |
| **Interface** | 30 | 43 | 24 | 3 | <0.5 | <0.5 |
| **Regional Centres** | 27 | 45 | 25 | 3 | <0.5 | <0.5 |
| **Large Rural** | 25 | 46 | 25 | 3 | <0.5 | <0.5 |
| **Small Rural** | 26 | 48 | 24 | 2 | 1 | <0.5 |
| **Men** | 22 | 46 | 28 | 3 | <0.5 | <0.5 |
| **Women** | 29 | 47 | 22 | 2 | <0.5 | <0.5 |
| **18-34** | 22 | 43 | 30 | 4 | <0.5 | <0.5 |
| **35-49** | 28 | 44 | 25 | 2 | <0.5 | <0.5 |
| **50-64** | 29 | 48 | 21 | 2 | <0.5 | <0.5 |
| **65+** | 24 | 51 | 22 | 2 | 1 | <0.5 |

**2020 public areas performance (index scores)**

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

**2020 public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 26 | 45 | 21 | 6 | 2 | 1 |
| **2019 Overall** | 26 | 45 | 20 | 5 | 2 | 1 |
| **2018 Overall** | 24 | 45 | 21 | 6 | 2 | 1 |
| **2017 Overall** | 25 | 46 | 20 | 6 | 2 | 1 |
| **2016 Overall** | 24 | 46 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 24 | 47 | 20 | 5 | 2 | 1 |
| **2014 Overall** | 25 | 46 | 20 | 5 | 2 | 1 |
| **2013 Overall** | 24 | 46 | 22 | 6 | 2 | 1 |
| **2012 Overall** | 23 | 48 | 21 | 6 | 2 | 1 |
| **Metropolitan** | 27 | 46 | 20 | 5 | 2 | 1 |
| **Interface** | 16 | 43 | 28 | 8 | 4 | 1 |
| **Regional Centres** | 27 | 44 | 20 | 7 | 2 | <0.5 |
| **Large Rural** | 24 | 46 | 22 | 6 | 2 | 1 |
| **Small Rural** | 27 | 45 | 19 | 6 | 3 | 1 |
| **Men** | 25 | 46 | 20 | 6 | 2 | 1 |
| **Women** | 26 | 43 | 21 | 6 | 2 | 1 |
| **18-34** | 25 | 45 | 21 | 6 | 2 | <0.5 |
| **35-49** | 26 | 46 | 19 | 6 | 3 | <0.5 |
| **50-64** | 23 | 46 | 22 | 7 | 2 | <0.5 |
| **65+** | 27 | 44 | 21 | 5 | 2 | 1 |

**Art centres and libraries**

**2020 art centres and libraries importance (index scores)**

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

**2020 art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 17 | 39 | 32 | 9 | 2 | 1 |
| **2019 Overall** | 17 | 39 | 33 | 9 | 2 | 1 |
| **2018 Overall** | 16 | 39 | 34 | 9 | 2 | 1 |
| **2017 Overall** | 15 | 39 | 34 | 9 | 2 | 1 |
| **2016 Overall** | 18 | 40 | 30 | 9 | 3 | 1 |
| **2015 Overall** | 16 | 40 | 33 | 8 | 2 | 1 |
| **2014 Overall** | 17 | 40 | 33 | 8 | 1 | 1 |
| **2013 Overall** | 16 | 42 | 33 | 7 | 1 | <0.5 |
| **2012 Overall** | 17 | 42 | 33 | 7 | 2 | 1 |
| **Metropolitan** | 19 | 43 | 29 | 7 | 2 | 1 |
| **Interface** | 16 | 39 | 34 | 9 | 2 | <0.5 |
| **Regional Centres** | 16 | 37 | 33 | 11 | 2 | 1 |
| **Large Rural** | 18 | 35 | 36 | 8 | 2 | 1 |
| **Small Rural** | 13 | 35 | 36 | 12 | 4 | 1 |
| **Men** | 14 | 35 | 35 | 12 | 3 | 1 |
| **Women** | 20 | 43 | 29 | 5 | 1 | 1 |
| **18-34** | 15 | 33 | 36 | 12 | 3 | <0.5 |
| **35-49** | 19 | 39 | 32 | 8 | 2 | <0.5 |
| **50-64** | 17 | 40 | 33 | 8 | 2 | 1 |
| **65+** | 17 | 45 | 28 | 6 | 2 | 1 |

**2020 art centres and libraries performance (index scores)**

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

**2020 art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 24 | 43 | 19 | 3 | 1 | 10 |
| **2019 Overall** | 26 | 42 | 17 | 4 | 1 | 10 |
| **2018 Overall** | 25 | 42 | 18 | 4 | 1 | 10 |
| **2017 Overall** | 23 | 43 | 18 | 4 | 1 | 10 |
| **2016 Overall** | 23 | 42 | 18 | 5 | 2 | 10 |
| **2015 Overall** | 24 | 44 | 18 | 4 | 1 | 9 |
| **2014 Overall** | 27 | 44 | 17 | 3 | 1 | 8 |
| **2013 Overall** | 25 | 44 | 18 | 4 | 2 | 8 |
| **2012 Overall** | 24 | 44 | 19 | 5 | 2 | 7 |
| **Metropolitan** | 27 | 42 | 19 | 3 | 1 | 10 |
| **Interface** | 20 | 44 | 21 | 4 | 2 | 9 |
| **Regional Centres** | 26 | 45 | 19 | 3 | 1 | 7 |
| **Large Rural** | 22 | 41 | 18 | 5 | 2 | 13 |
| **Small Rural** | 23 | 43 | 18 | 2 | 1 | 13 |
| **Men** | 21 | 42 | 20 | 3 | 1 | 13 |
| **Women** | 27 | 43 | 18 | 3 | 1 | 8 |
| **18-34** | 19 | 43 | 23 | 4 | 1 | 9 |
| **35-49** | 26 | 42 | 18 | 3 | 1 | 9 |
| **50-64** | 21 | 43 | 20 | 3 | 1 | 11 |
| **65+** | 28 | 42 | 15 | 3 | 1 | 11 |

**Community and cultural activities**

**2020 community and cultural activities importance (index scores)**

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

**2020 community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 13 | 36 | 38 | 10 | 2 | 1 |
| **2019 Overall** | 12 | 35 | 40 | 10 | 2 | 1 |
| **2018 Overall** | 12 | 34 | 40 | 10 | 2 | 1 |
| **2017 Overall** | 12 | 35 | 39 | 11 | 2 | 1 |
| **2016 Overall** | 12 | 37 | 38 | 10 | 2 | 1 |
| **2015 Overall** | 11 | 37 | 40 | 10 | 2 | <0.5 |
| **2014 Overall** | 11 | 37 | 41 | 9 | 1 | 1 |
| **2013 Overall** | 11 | 37 | 41 | 9 | 2 | 1 |
| **2012 Overall** | 11 | 37 | 39 | 10 | 2 | 1 |
| **Metropolitan** | 12 | 37 | 37 | 11 | 2 | 1 |
| **Interface** | 13 | 36 | 38 | 10 | 2 | 1 |
| **Regional Centres** | 15 | 36 | 38 | 9 | 2 | 1 |
| **Large Rural** | 13 | 34 | 39 | 10 | 3 | 1 |
| **Small Rural** | 14 | 32 | 39 | 9 | 4 | 1 |
| **Men** | 11 | 32 | 39 | 14 | 3 | 1 |
| **Women** | 15 | 40 | 36 | 7 | 1 | 1 |
| **18-34** | 14 | 34 | 37 | 12 | 2 | <0.5 |
| **35-49** | 13 | 36 | 40 | 10 | 2 | <0.5 |
| **50-64** | 14 | 35 | 37 | 10 | 3 | 1 |
| **65+** | 11 | 38 | 37 | 9 | 2 | 2 |

**2020 community and cultural activities performance (index scores)**

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

**2020 community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 17 | 42 | 26 | 5 | 2 | 9 |
| **2019 Overall** | 17 | 42 | 25 | 6 | 1 | 9 |
| **2018 Overall** | 17 | 42 | 25 | 5 | 2 | 9 |
| **2017 Overall** | 17 | 42 | 25 | 5 | 1 | 10 |
| **2016 Overall** | 17 | 41 | 25 | 5 | 2 | 9 |
| **2015 Overall** | 18 | 43 | 25 | 5 | 1 | 7 |
| **2014 Overall** | 18 | 44 | 24 | 5 | 1 | 8 |
| **2013 Overall** | 17 | 44 | 25 | 5 | 1 | 8 |
| **2012 Overall** | 15 | 44 | 26 | 5 | 1 | 9 |
| **Metropolitan** | 18 | 42 | 25 | 4 | 1 | 10 |
| **Interface** | 14 | 43 | 27 | 6 | 2 | 9 |
| **Regional Centres** | 17 | 43 | 26 | 5 | 1 | 8 |
| **Large Rural** | 17 | 41 | 25 | 8 | 2 | 8 |
| **Small Rural** | 18 | 42 | 27 | 5 | 3 | 6 |
| **Men** | 15 | 41 | 27 | 6 | 2 | 9 |
| **Women** | 19 | 42 | 24 | 5 | 1 | 8 |
| **18-34** | 14 | 43 | 27 | 7 | 2 | 7 |
| **35-49** | 19 | 43 | 24 | 5 | 2 | 7 |
| **50-64** | 15 | 41 | 28 | 5 | 2 | 9 |
| **65+** | 19 | 41 | 24 | 4 | 1 | 12 |

**Waste management**

**2020 waste management importance (index scores)**

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

**2020 waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 44 | 42 | 11 | 1 | <0.5 | <0.5 |
| **2019 Overall** | 41 | 44 | 13 | 1 | <0.5 | <0.5 |
| **2018 Overall** | 42 | 43 | 13 | 1 | <0.5 | <0.5 |
| **2017 Overall** | 36 | 46 | 16 | 1 | <0.5 | <0.5 |
| **2016 Overall** | 38 | 45 | 14 | 2 | 1 | 1 |
| **2015 Overall** | 35 | 46 | 16 | 1 | <0.5 | <0.5 |
| **2014 Overall** | 35 | 47 | 16 | 1 | <0.5 | 1 |
| **2013 Overall** | 36 | 47 | 15 | 1 | <0.5 | <0.5 |
| **2012 Overall** | 32 | 49 | 16 | 1 | <0.5 | 1 |
| **Metropolitan** | 48 | 42 | 9 | 1 | <0.5 | <0.5 |
| **Interface** | 47 | 41 | 11 | 1 | <0.5 | <0.5 |
| **Regional Centres** | 44 | 43 | 12 | 1 | <0.5 | <0.5 |
| **Large Rural** | 42 | 42 | 12 | 1 | 1 | <0.5 |
| **Small Rural** | 39 | 43 | 14 | 2 | 1 | 1 |
| **Men** | 40 | 44 | 14 | 2 | 1 | <0.5 |
| **Women** | 49 | 41 | 9 | 1 | <0.5 | <0.5 |
| **18-34** | 41 | 43 | 14 | 1 | 1 | <0.5 |
| **35-49** | 48 | 39 | 11 | 1 | <0.5 | <0.5 |
| **50-64** | 46 | 41 | 11 | 1 | <0.5 | <0.5 |
| **65+** | 43 | 45 | 10 | 1 | <0.5 | 1 |

**2020 waste management performance (index scores)**

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

**2020 waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 20 | 40 | 23 | 10 | 5 | 3 |
| **2019 Overall** | 23 | 42 | 21 | 8 | 4 | 2 |
| **2018 Overall** | 24 | 45 | 18 | 7 | 3 | 2 |
| **2017 Overall** | 25 | 44 | 18 | 6 | 3 | 3 |
| **2016 Overall** | 24 | 45 | 18 | 7 | 4 | 2 |
| **2015 Overall** | 25 | 47 | 17 | 6 | 3 | 2 |
| **2014 Overall** | 26 | 47 | 16 | 5 | 3 | 2 |
| **2013 Overall** | 24 | 47 | 18 | 6 | 3 | 2 |
| **2012 Overall** | 24 | 48 | 17 | 6 | 2 | 2 |
| **Metropolitan** | 25 | 42 | 21 | 8 | 2 | 2 |
| **Interface** | 18 | 43 | 23 | 9 | 5 | 1 |
| **Regional Centres** | 20 | 41 | 23 | 10 | 5 | 1 |
| **Large Rural** | 18 | 37 | 23 | 12 | 7 | 3 |
| **Small Rural** | 18 | 40 | 23 | 10 | 6 | 4 |
| **Men** | 21 | 42 | 21 | 9 | 5 | 2 |
| **Women** | 19 | 38 | 24 | 11 | 5 | 3 |
| **18-34** | 17 | 41 | 24 | 10 | 5 | 3 |
| **35-49** | 18 | 39 | 23 | 12 | 7 | 2 |
| **50-64** | 18 | 39 | 24 | 12 | 6 | 2 |
| **65+** | 25 | 41 | 21 | 7 | 3 | 3 |

**Business and community development and tourism**

**2020 business/development/tourism importance (index scores)**

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

**2020 business/development/tourism importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2019 Overall** | 19 | 36 | 32 | 9 | 2 | 1 |
| **2018 Overall** | 21 | 36 | 31 | 9 | 2 | 1 |
| **2017 Overall** | 21 | 38 | 30 | 8 | 2 | 1 |
| **2016 Overall** | 21 | 38 | 30 | 8 | 2 | 2 |
| **2015 Overall** | 21 | 38 | 31 | 7 | 2 | 1 |
| **2014 Overall** | 20 | 38 | 31 | 8 | 1 | 1 |
| **2013 Overall** | 20 | 39 | 31 | 8 | 2 | 1 |
| **2012 Overall** | 18 | 39 | 31 | 9 | 2 | 1 |
| **Metropolitan** | 10 | 32 | 38 | 16 | 2 | 2 |
| **Regional Centres** | 28 | 42 | 26 | 3 | 1 | 1 |
| **Large Rural** | 19 | 41 | 31 | 6 | 1 | 1 |
| **Small Rural** | 30 | 41 | 23 | 4 | 1 | 1 |
| **Men** | 19 | 38 | 30 | 9 | 2 | 1 |
| **Women** | 23 | 39 | 29 | 7 | 1 | 1 |
| **18-34** | 19 | 36 | 33 | 10 | 1 | <0.5 |
| **35-49** | 23 | 37 | 30 | 8 | 1 | 1 |
| **50-64** | 24 | 39 | 27 | 6 | 2 | 1 |
| **65+** | 20 | 41 | 28 | 7 | 2 | 2 |

**2020 business/development/tourism performance (index scores)**

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

**2020 business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 10 | 32 | 32 | 11 | 4 | 12 |
| **2019 Overall** | 10 | 33 | 31 | 10 | 3 | 13 |
| **2018 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2017 Overall** | 11 | 34 | 29 | 10 | 3 | 14 |
| **2016 Overall** | 10 | 32 | 31 | 10 | 3 | 14 |
| **2015 Overall** | 11 | 34 | 31 | 10 | 3 | 12 |
| **2014 Overall** | 11 | 35 | 30 | 9 | 3 | 12 |
| **2013 Overall** | 10 | 35 | 30 | 9 | 3 | 13 |
| **2012 Overall** | 10 | 35 | 31 | 9 | 3 | 12 |
| **Metropolitan** | 6 | 29 | 33 | 9 | 2 | 22 |
| **Interface** | 10 | 40 | 28 | 8 | 2 | 11 |
| **Regional Centres** | 12 | 34 | 31 | 11 | 4 | 7 |
| **Large Rural** | 11 | 34 | 32 | 10 | 4 | 9 |
| **Small Rural** | 11 | 31 | 32 | 13 | 5 | 8 |
| **Men** | 9 | 31 | 33 | 11 | 4 | 11 |
| **Women** | 10 | 33 | 30 | 10 | 3 | 13 |
| **18-34** | 10 | 38 | 32 | 10 | 3 | 7 |
| **35-49** | 9 | 32 | 32 | 12 | 5 | 10 |
| **50-64** | 9 | 28 | 34 | 13 | 4 | 12 |
| **65+** | 11 | 31 | 30 | 9 | 3 | 16 |

**Council’s general town planning policy**

**2020 town planning importance (index scores)**

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

**2020 town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 26 | 39 | 26 | 4 | 1 | 4 |
| **2019 Overall** | 26 | 40 | 25 | 3 | 1 | 4 |
| **2018 Overall** | 27 | 40 | 24 | 4 | 1 | 3 |
| **2017 Overall** | 26 | 41 | 24 | 4 | 1 | 4 |
| **2016 Overall** | 27 | 40 | 24 | 4 | 1 | 5 |
| **2015 Overall** | 25 | 41 | 25 | 4 | 1 | 4 |
| **2014 Overall** | 25 | 41 | 25 | 4 | 1 | 5 |
| **2013 Overall** | 25 | 42 | 25 | 4 | 1 | 4 |
| **2012 Overall** | 25 | 42 | 24 | 4 | 1 | 4 |
| **Metropolitan** | 28 | 40 | 24 | 4 | 1 | 4 |
| **Interface** | 22 | 40 | 28 | 5 | 1 | 4 |
| **Regional Centres** | 26 | 39 | 26 | 4 | 1 | 3 |
| **Large Rural** | 26 | 37 | 27 | 5 | 1 | 4 |
| **Men** | 26 | 39 | 26 | 5 | 2 | 3 |
| **Women** | 27 | 39 | 25 | 3 | 1 | 4 |
| **18-34** | 18 | 31 | 40 | 6 | 1 | 3 |
| **35-49** | 29 | 42 | 22 | 4 | 1 | 2 |
| **50-64** | 33 | 40 | 20 | 2 | 1 | 3 |
| **65+** | 29 | 44 | 17 | 3 | 1 | 6 |

**2020 town planning performance (index scores)**

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

**2020 town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 6 | 27 | 30 | 14 | 6 | 18 |
| **2019 Overall** | 6 | 30 | 29 | 12 | 7 | 17 |
| **2018 Overall** | 5 | 27 | 31 | 13 | 7 | 18 |
| **2017 Overall** | 5 | 26 | 30 | 14 | 7 | 19 |
| **2016 Overall** | 5 | 25 | 30 | 14 | 7 | 19 |
| **2015 Overall** | 5 | 28 | 31 | 12 | 6 | 17 |
| **2014 Overall** | 6 | 28 | 31 | 12 | 6 | 17 |
| **2013 Overall** | 5 | 29 | 32 | 12 | 5 | 17 |
| **2012 Overall** | 5 | 29 | 32 | 14 | 6 | 15 |
| **Metropolitan** | 6 | 28 | 29 | 12 | 6 | 19 |
| **Interface** | 5 | 26 | 30 | 14 | 7 | 19 |
| **Regional Centres** | 6 | 26 | 33 | 15 | 7 | 14 |
| **Large Rural** | 6 | 27 | 30 | 13 | 6 | 17 |
| **Small Rural** | 4 | 25 | 30 | 17 | 8 | 16 |
| **Men** | 6 | 28 | 29 | 14 | 7 | 15 |
| **Women** | 5 | 25 | 30 | 13 | 6 | 21 |
| **18-34** | 8 | 30 | 29 | 11 | 5 | 18 |
| **35-49** | 4 | 27 | 30 | 14 | 9 | 17 |
| **50-64** | 4 | 23 | 30 | 17 | 8 | 17 |
| **65+** | 6 | 26 | 31 | 13 | 5 | 18 |

**Planning and building permits**

**2020 planning and building permits importance (index scores)**

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

**2020 planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 27 | 38 | 25 | 6 | 1 | 3 |
| **2019 Overall** | 26 | 39 | 25 | 6 | 1 | 3 |
| **2018 Overall** | 26 | 39 | 25 | 6 | 2 | 2 |
| **2017 Overall** | 27 | 38 | 25 | 5 | 1 | 3 |
| **2016 Overall** | 26 | 39 | 25 | 6 | 2 | 3 |
| **2015 Overall** | 26 | 39 | 27 | 5 | 1 | 2 |
| **2014 Overall** | 25 | 41 | 25 | 5 | 1 | 3 |
| **2013 Overall** | 25 | 40 | 27 | 5 | 1 | 2 |
| **2012 Overall** | 25 | 41 | 25 | 5 | 1 | 3 |
| **Metropolitan** | 31 | 39 | 22 | 5 | 1 | 2 |
| **Interface** | 24 | 37 | 31 | 5 | <0.5 | 3 |
| **Regional Centres** | 26 | 36 | 27 | 6 | 1 | 3 |
| **Large Rural** | 25 | 39 | 26 | 5 | 2 | 3 |
| **Small Rural** | 21 | 39 | 27 | 8 | 3 | 3 |
| **Men** | 25 | 38 | 26 | 7 | 2 | 2 |
| **Women** | 28 | 38 | 25 | 5 | 1 | 3 |
| **18-34** | 19 | 33 | 36 | 9 | 1 | 2 |
| **35-49** | 27 | 39 | 26 | 6 | 2 | 1 |
| **50-64** | 32 | 38 | 22 | 4 | 1 | 2 |
| **65+** | 30 | 43 | 17 | 3 | 1 | 5 |

**2020 planning and building permits performance (index scores)**

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

**2020 planning and building permits performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 6 | 22 | 27 | 14 | 8 | 22 |
| **2019 Overall** | 6 | 24 | 26 | 13 | 9 | 22 |
| **2018 Overall** | 5 | 24 | 27 | 13 | 8 | 23 |
| **2017 Overall** | 5 | 23 | 27 | 14 | 9 | 23 |
| **2016 Overall** | 5 | 22 | 25 | 13 | 8 | 27 |
| **2015 Overall** | 6 | 25 | 28 | 12 | 6 | 23 |
| **2014 Overall** | 5 | 25 | 26 | 12 | 7 | 25 |
| **2013 Overall** | 6 | 26 | 27 | 12 | 6 | 23 |
| **2012 Overall** | 5 | 26 | 27 | 12 | 7 | 23 |
| **Metropolitan** | 6 | 25 | 28 | 12 | 7 | 23 |
| **Interface** | 5 | 23 | 26 | 12 | 9 | 25 |
| **Regional Centres** | 7 | 27 | 29 | 12 | 4 | 21 |
| **Large Rural** | 5 | 21 | 27 | 15 | 10 | 21 |
| **Small Rural** | 4 | 18 | 26 | 16 | 12 | 24 |
| **Men** | 6 | 24 | 27 | 15 | 9 | 19 |
| **Women** | 5 | 21 | 28 | 13 | 8 | 25 |
| **18-34** | 7 | 27 | 29 | 11 | 6 | 19 |
| **35-49** | 5 | 23 | 27 | 14 | 9 | 21 |
| **50-64** | 4 | 20 | 27 | 16 | 11 | 21 |
| **65+** | 6 | 19 | 26 | 14 | 8 | 26 |

**Environmental sustainability**

**2020 environmental sustainability importance (index scores)**

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

**2020 environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 34 | 37 | 20 | 5 | 2 | 1 |
| **2019 Overall** | 33 | 39 | 21 | 5 | 2 | 1 |
| **2018 Overall** | 31 | 39 | 23 | 5 | 2 | 1 |
| **2017 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **2016 Overall** | 30 | 40 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 29 | 41 | 23 | 5 | 1 | 1 |
| **2014 Overall** | 29 | 40 | 24 | 5 | 2 | 1 |
| **2013 Overall** | 27 | 42 | 24 | 5 | 2 | 1 |
| **2012 Overall** | 26 | 41 | 24 | 6 | 2 | 1 |
| **Metropolitan** | 36 | 39 | 18 | 4 | 2 | 1 |
| **Interface** | 35 | 34 | 21 | 4 | 4 | 2 |
| **Regional Centres** | 34 | 37 | 21 | 5 | 2 | 1 |
| **Large Rural** | 33 | 37 | 22 | 5 | 2 | 1 |
| **Small Rural** | 28 | 37 | 22 | 7 | 3 | 1 |
| **Men** | 28 | 36 | 23 | 7 | 4 | 1 |
| **Women** | 40 | 38 | 17 | 3 | 1 | 1 |
| **18-34** | 38 | 36 | 21 | 4 | 2 | <0.5 |
| **35-49** | 36 | 36 | 20 | 5 | 3 | 1 |
| **50-64** | 35 | 36 | 20 | 6 | 3 | 1 |
| **65+** | 27 | 41 | 21 | 6 | 3 | 2 |

**2020 environmental sustainability performance (index scores)**

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

**2020 environmental sustainability performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 10 | 33 | 33 | 10 | 3 | 11 |
| **2019 Overall** | 11 | 35 | 31 | 9 | 3 | 12 |
| **2018 Overall** | 10 | 37 | 30 | 8 | 2 | 12 |
| **2017 Overall** | 10 | 37 | 29 | 7 | 2 | 14 |
| **2016 Overall** | 11 | 36 | 30 | 8 | 3 | 13 |
| **2015 Overall** | 10 | 39 | 30 | 7 | 2 | 13 |
| **2014 Overall** | 11 | 39 | 29 | 6 | 2 | 12 |
| **2013 Overall** | 11 | 40 | 29 | 7 | 2 | 12 |
| **2012 Overall** | 11 | 39 | 29 | 7 | 2 | 12 |
| **Metropolitan** | 11 | 33 | 33 | 9 | 3 | 12 |
| **Interface** | 7 | 25 | 38 | 12 | 4 | 13 |
| **Regional Centres** | 10 | 35 | 34 | 9 | 4 | 8 |
| **Large Rural** | 10 | 35 | 29 | 12 | 4 | 10 |
| **Small Rural** | 8 | 31 | 34 | 12 | 5 | 10 |
| **Men** | 10 | 34 | 31 | 9 | 4 | 11 |
| **Women** | 9 | 32 | 34 | 11 | 3 | 10 |
| **18-34** | 10 | 33 | 36 | 10 | 3 | 8 |
| **35-49** | 9 | 36 | 31 | 11 | 4 | 9 |
| **50-64** | 8 | 30 | 33 | 13 | 4 | 12 |
| **65+** | 11 | 33 | 32 | 9 | 3 | 13 |

**Emergency and disaster management**

**2020 emergency and disaster management importance (index scores)**

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

**2020 emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 46 | 35 | 13 | 4 | 1 | 1 |
| **2019 Overall** | 47 | 35 | 13 | 3 | 1 | 1 |
| **2018 Overall** | 48 | 33 | 14 | 3 | 1 | 1 |
| **2017 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **2016 Overall** | 45 | 36 | 14 | 3 | 1 | 1 |
| **2015 Overall** | 44 | 35 | 15 | 4 | 1 | 1 |
| **2014 Overall** | 45 | 34 | 14 | 4 | 1 | 1 |
| **2013 Overall** | 46 | 34 | 14 | 4 | 1 | 1 |
| **2012 Overall** | 43 | 38 | 14 | 4 | 1 | 1 |
| **Metropolitan** | 41 | 35 | 16 | 5 | 2 | 2 |
| **Interface** | 51 | 33 | 11 | 2 | 1 | 1 |
| **Regional Centres** | 47 | 35 | 13 | 4 | 1 | <0.5 |
| **Large Rural** | 47 | 35 | 12 | 4 | 1 | 1 |
| **Small Rural** | 47 | 36 | 12 | 2 | 1 | 1 |
| **Men** | 39 | 36 | 16 | 6 | 2 | 1 |
| **Women** | 52 | 33 | 10 | 2 | 1 | 1 |
| **18-34** | 48 | 35 | 12 | 4 | 1 | <0.5 |
| **35-49** | 48 | 30 | 16 | 4 | 1 | <0.5 |
| **50-64** | 47 | 33 | 13 | 5 | 2 | 1 |
| **65+** | 41 | 40 | 13 | 3 | 2 | 3 |

**2020 emergency and disaster management performance (index scores)**

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

**2020 emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 17 | 36 | 22 | 5 | 2 | 19 |
| **2019 Overall** | 20 | 38 | 18 | 4 | 2 | 19 |
| **2018 Overall** | 18 | 39 | 19 | 4 | 2 | 18 |
| **2017 Overall** | 17 | 37 | 19 | 4 | 2 | 21 |
| **2016 Overall** | 17 | 36 | 19 | 4 | 2 | 21 |
| **2015 Overall** | 17 | 39 | 19 | 5 | 2 | 18 |
| **2014 Overall** | 20 | 38 | 18 | 4 | 2 | 18 |
| **2013 Overall** | 19 | 37 | 20 | 5 | 2 | 17 |
| **2012 Overall** | 19 | 38 | 20 | 5 | 2 | 16 |
| **Metropolitan** | 10 | 31 | 23 | 3 | 1 | 31 |
| **Interface** | 13 | 37 | 21 | 5 | 3 | 20 |
| **Regional Centres** | 21 | 38 | 23 | 4 | 3 | 12 |
| **Large Rural** | 19 | 36 | 22 | 6 | 2 | 16 |
| **Small Rural** | 21 | 37 | 18 | 6 | 3 | 15 |
| **Men** | 16 | 37 | 21 | 5 | 3 | 18 |
| **Women** | 17 | 35 | 22 | 5 | 2 | 19 |
| **18-34** | 16 | 41 | 24 | 5 | 2 | 12 |
| **35-49** | 17 | 35 | 20 | 5 | 3 | 19 |
| **50-64** | 15 | 32 | 23 | 6 | 3 | 20 |
| **65+** | 18 | 33 | 20 | 4 | 2 | 23 |

**Planning for population growth in the area**

**2020 population growth importance (index scores)**

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

**2020 population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 37 | 37 | 19 | 5 | 1 | 1 |
| **2019 Overall** | 38 | 35 | 19 | 5 | 1 | 1 |
| **2018 Overall** | 39 | 36 | 18 | 4 | 1 | 1 |
| **2017 Overall** | 36 | 38 | 19 | 4 | 1 | 1 |
| **2016 Overall** | 35 | 37 | 20 | 5 | 1 | 2 |
| **2015 Overall** | 34 | 38 | 21 | 4 | 2 | 1 |
| **2014 Overall** | 33 | 38 | 21 | 5 | 1 | 2 |
| **2013 Overall** | 34 | 38 | 20 | 5 | 1 | 1 |
| **2012 Overall** | 34 | 39 | 19 | 5 | 1 | 1 |
| **Metropolitan** | 36 | 36 | 19 | 6 | 1 | 2 |
| **Interface** | 48 | 31 | 13 | 4 | 2 | 2 |
| **Regional Centres** | 37 | 40 | 18 | 4 | 1 | <0.5 |
| **Large Rural** | 34 | 38 | 21 | 5 | 1 | 1 |
| **Men** | 34 | 39 | 19 | 5 | 1 | 1 |
| **Women** | 39 | 36 | 18 | 4 | 1 | 1 |
| **18-34** | 30 | 39 | 23 | 6 | 1 | 1 |
| **35-49** | 42 | 35 | 18 | 5 | 1 | <0.5 |
| **50-64** | 41 | 37 | 16 | 3 | 1 | 1 |
| **65+** | 36 | 39 | 18 | 4 | 1 | 2 |

**2020 population growth performance (index scores)**

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

**2020 population**

**growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 7 | 23 | 30 | 17 | 8 | 14 |
| **2019 Overall** | 7 | 25 | 29 | 16 | 8 | 15 |
| **2018 Overall** | 8 | 24 | 30 | 16 | 8 | 14 |
| **2017 Overall** | 7 | 24 | 29 | 16 | 7 | 16 |
| **2016 Overall** | 6 | 23 | 30 | 16 | 8 | 16 |
| **2015 Overall** | 7 | 28 | 30 | 14 | 6 | 15 |
| **2014 Overall** | 7 | 28 | 30 | 15 | 6 | 15 |
| **2013 Overall** | 7 | 26 | 31 | 14 | 6 | 17 |
| **2012 Overall** | 6 | 25 | 31 | 16 | 7 | 14 |
| **Metropolitan** | 6 | 22 | 31 | 15 | 7 | 19 |
| **Interface** | 6 | 19 | 29 | 19 | 13 | 15 |
| **Regional Centres** | 12 | 28 | 29 | 15 | 5 | 11 |
| **Large Rural** | 6 | 20 | 31 | 19 | 11 | 13 |
| **Small Rural** | 4 | 21 | 25 | 27 | 12 | 11 |
| **Men** | 7 | 23 | 30 | 17 | 9 | 13 |
| **Women** | 7 | 22 | 30 | 17 | 8 | 15 |
| **18-34** | 9 | 26 | 31 | 17 | 7 | 10 |
| **35-49** | 6 | 24 | 29 | 18 | 11 | 13 |
| **50-64** | 6 | 18 | 32 | 20 | 9 | 16 |
| **65+** | 7 | 21 | 29 | 16 | 7 | 19 |

**Roadside slashing and weed control**

**2020 roadside slashing and weed control importance (index scores)**

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

**2020 roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 38 | 39 | 19 | 3 | 1 | <0.5 |
| **2019 Overall** | 30 | 41 | 24 | 4 | 1 | <0.5 |
| **2018 Overall** | 29 | 40 | 25 | 4 | 1 | <0.5 |
| **2017 Overall** | 30 | 40 | 25 | 4 | 1 | 1 |
| **2016 Overall** | 28 | 42 | 23 | 5 | 1 | 1 |
| **2015 Overall** | 28 | 40 | 26 | 5 | 1 | <0.5 |
| **2014 Overall** | 32 | 40 | 23 | 4 | 1 | <0.5 |
| **2013 Overall** | 30 | 42 | 24 | 4 | 1 | <0.5 |
| **2012 Overall** | 24 | 42 | 28 | 5 | 1 | 1 |
| **Interface** | 32 | 39 | 24 | 4 | <0.5 | 1 |
| **Large Rural** | 38 | 39 | 18 | 3 | 1 | <0.5 |
| **Small Rural** | 43 | 38 | 15 | 3 | 1 | - |
| **Men** | 35 | 39 | 22 | 4 | 1 | <0.5 |
| **Women** | 41 | 39 | 16 | 2 | 1 | 1 |
| **18-34** | 32 | 38 | 24 | 5 | 1 | <0.5 |
| **35-49** | 35 | 38 | 22 | 4 | <0.5 | <0.5 |
| **50-64** | 46 | 37 | 13 | 2 | 1 | <0.5 |
| **65+** | 40 | 42 | 15 | 2 | 1 | <0.5 |

**2020 roadside slashing and weed control performance (index scores)**

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

**2020 roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 9 | 27 | 28 | 19 | 15 | 2 |
| **2019 Overall** | 12 | 34 | 28 | 15 | 9 | 2 |
| **2018 Overall** | 10 | 34 | 29 | 16 | 9 | 3 |
| **2017 Overall** | 10 | 31 | 27 | 18 | 11 | 3 |
| **2016 Overall** | 11 | 34 | 28 | 15 | 9 | 3 |
| **2015 Overall** | 10 | 32 | 30 | 16 | 9 | 2 |
| **2014 Overall** | 11 | 32 | 28 | 17 | 10 | 3 |
| **2013 Overall** | 11 | 35 | 28 | 16 | 8 | 2 |
| **2012 Overall** | 14 | 38 | 28 | 12 | 5 | 3 |
| **Interface** | 12 | 31 | 28 | 17 | 10 | 2 |
| **Large Rural** | 8 | 27 | 27 | 20 | 16 | 2 |
| **Small Rural** | 9 | 24 | 31 | 19 | 15 | 3 |
| **Men** | 9 | 27 | 29 | 18 | 15 | 2 |
| **Women** | 9 | 27 | 28 | 20 | 14 | 3 |
| **18-34** | 12 | 32 | 28 | 14 | 12 | 2 |
| **35-49** | 8 | 29 | 27 | 20 | 15 | 2 |
| **50-64** | 7 | 25 | 26 | 22 | 18 | 2 |
| **65+** | 8 | 23 | 31 | 19 | 15 | 3 |

**Maintenance of unsealed roads in your area**

**2020 unsealed roads importance (index scores)**

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

**2020 unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 42 | 37 | 17 | 2 | 1 | 1 |
| **2019 Overall** | 41 | 39 | 16 | 2 | 1 | 1 |
| **2018 Overall** | 43 | 38 | 15 | 3 | 1 | 1 |
| **2017 Overall** | 39 | 39 | 17 | 3 | 1 | 1 |
| **2016 Overall** | 40 | 37 | 17 | 3 | 1 | 2 |
| **2015 Overall** | 39 | 39 | 18 | 3 | 1 | 1 |
| **2014 Overall** | 39 | 38 | 17 | 3 | 1 | 1 |
| **2013 Overall** | 44 | 39 | 14 | 2 | 1 | 1 |
| **2012 Overall** | 41 | 39 | 15 | 2 | 1 | 1 |
| **Interface** | 43 | 40 | 15 | 1 | 1 | <0.5 |
| **Regional Centres** | 36 | 37 | 21 | 3 | 1 | 2 |
| **Large Rural** | 39 | 40 | 17 | 2 | 1 | 1 |
| **Small Rural** | 51 | 32 | 14 | 2 | 1 | 1 |
| **Men** | 39 | 39 | 17 | 3 | 1 | 1 |
| **Women** | 44 | 36 | 16 | 2 | <0.5 | 1 |
| **18-34** | 34 | 38 | 23 | 3 | 1 | 1 |
| **35-49** | 46 | 34 | 17 | 2 | 1 | 1 |
| **50-64** | 48 | 34 | 15 | 2 | 1 | 1 |
| **65+** | 39 | 42 | 13 | 2 | 1 | 2 |

**2020 unsealed roads performance (index scores)**

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

**2020 unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 5 | 20 | 30 | 21 | 17 | 6 |
| **2019 Overall** | 5 | 21 | 30 | 22 | 16 | 7 |
| **2018 Overall** | 5 | 19 | 28 | 24 | 17 | 7 |
| **2017 Overall** | 5 | 21 | 28 | 23 | 16 | 7 |
| **2016 Overall** | 5 | 20 | 29 | 22 | 16 | 7 |
| **2015 Overall** | 5 | 22 | 30 | 22 | 15 | 7 |
| **2014 Overall** | 5 | 22 | 30 | 22 | 14 | 7 |
| **2013 Overall** | 6 | 20 | 29 | 24 | 16 | 4 |
| **2012 Overall** | 7 | 22 | 29 | 21 | 15 | 7 |
| **Interface** | 5 | 21 | 25 | 23 | 17 | 9 |
| **Regional Centres** | 9 | 29 | 30 | 15 | 7 | 10 |
| **Large Rural** | 5 | 19 | 29 | 21 | 19 | 6 |
| **Small Rural** | 5 | 19 | 31 | 23 | 17 | 5 |
| **Men** | 6 | 22 | 30 | 20 | 17 | 6 |
| **Women** | 5 | 19 | 30 | 22 | 16 | 7 |
| **18-34** | 6 | 22 | 30 | 21 | 17 | 4 |
| **35-49** | 6 | 22 | 26 | 23 | 19 | 4 |
| **50-64** | 5 | 19 | 30 | 23 | 19 | 5 |
| **65+** | 5 | 20 | 32 | 20 | 13 | 10 |

**Business and community development**

**2020 business/community development importance (index scores)**

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

**2020 business/community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 21 | 41 | 30 | 5 | 2 | 1 |
| **2019 Overall** | 21 | 41 | 31 | 5 | 1 | 1 |
| **2018 Overall** | 21 | 40 | 31 | 5 | 1 | 1 |
| **2017 Overall** | 21 | 43 | 28 | 5 | 1 | 1 |
| **2016 Overall** | 22 | 43 | 27 | 4 | 1 | 2 |
| **2015 Overall** | 20 | 42 | 31 | 5 | 1 | 1 |
| **2014 Overall** | 20 | 45 | 27 | 5 | 1 | 1 |
| **Interface** | 19 | 43 | 30 | 5 | 1 | 1 |
| **Regional Centres** | 24 | 42 | 28 | 4 | 1 | <0.5 |
| **Large Rural** | 20 | 41 | 32 | 5 | 1 | 1 |
| **Small Rural** | 23 | 37 | 31 | 5 | 4 | 1 |
| **Men** | 21 | 39 | 30 | 6 | 2 | 1 |
| **Women** | 22 | 43 | 30 | 4 | 1 | 1 |
| **18-34** | 20 | 38 | 35 | 5 | 1 | 1 |
| **35-49** | 22 | 42 | 30 | 4 | 1 | <0.5 |
| **50-64** | 25 | 40 | 28 | 5 | 1 | 1 |
| **65+** | 20 | 44 | 26 | 5 | 3 | 2 |

**2020 business/community development performance (index scores)**

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

**2020 business/community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 8 | 33 | 32 | 10 | 4 | 14 |
| **2019 Overall** | 8 | 35 | 31 | 9 | 3 | 13 |
| **2018 Overall** | 7 | 34 | 30 | 10 | 3 | 15 |
| **2017 Overall** | 7 | 33 | 32 | 9 | 3 | 16 |
| **2016 Overall** | 7 | 33 | 29 | 10 | 3 | 17 |
| **2015 Overall** | 8 | 34 | 31 | 9 | 3 | 15 |
| **2014 Overall** | 8 | 35 | 30 | 8 | 2 | 17 |
| **Interface** | 7 | 34 | 31 | 9 | 2 | 17 |
| **Regional Centres** | 9 | 31 | 33 | 11 | 5 | 11 |
| **Large Rural** | 8 | 33 | 32 | 10 | 3 | 14 |
| **Small Rural** | 6 | 36 | 32 | 9 | 7 | 10 |
| **Men** | 8 | 32 | 32 | 10 | 5 | 13 |
| **Women** | 7 | 35 | 32 | 9 | 3 | 14 |
| **18-34** | 11 | 38 | 32 | 8 | 2 | 9 |
| **35-49** | 6 | 36 | 31 | 11 | 5 | 11 |
| **50-64** | 6 | 29 | 33 | 13 | 5 | 14 |
| **65+** | 7 | 31 | 32 | 9 | 3 | 19 |

**Tourism development**

**2020 tourism development importance (index scores)**

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

**2020 tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2020 Overall** | 16 | 33 | 35 | 12 | 3 | 1 |
| **2019 Overall** | 14 | 31 | 36 | 13 | 4 | 1 |
| **2018 Overall** | 16 | 32 | 35 | 13 | 3 | 1 |
| **2017 Overall** | 16 | 34 | 34 | 12 | 3 | 1 |
| **2016 Overall** | 18 | 34 | 35 | 10 | 3 | 1 |
| **2015 Overall** | 19 | 36 | 32 | 10 | 3 | 1 |
| **2014 Overall** | 18 | 37 | 31 | 10 | 2 | 1 |
| **Interface** | 8 | 21 | 40 | 22 | 6 | 3 |
| **Regional Centres** | 21 | 36 | 33 | 8 | 2 | 1 |
| **Large Rural** | 15 | 34 | 36 | 12 | 2 | 1 |
| **Small Rural** | 14 | 31 | 37 | 12 | 6 | 1 |
| **Men** | 15 | 30 | 36 | 14 | 4 | 1 |
| **Women** | 16 | 35 | 35 | 10 | 2 | 1 |
| **18-34** | 13 | 27 | 40 | 16 | 3 | 1 |
| **35-49** | 15 | 31 | 38 | 12 | 3 | 1 |
| **50-64** | 19 | 34 | 34 | 10 | 3 | 1 |
| **65+** | 17 | 38 | 31 | 9 | 3 | 2 |

**2020 tourism development performance (index scores)**

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

**2020 tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2020 Overall** | 13 | 34 | 29 | 10 | 3 | 10 |
| **2019 Overall** | 13 | 36 | 28 | 10 | 3 | 10 |
| **2018 Overall** | 12 | 37 | 26 | 11 | 3 | 11 |
| **2017 Overall** | 13 | 34 | 29 | 9 | 3 | 12 |
| **2016 Overall** | 13 | 34 | 27 | 9 | 3 | 13 |
| **2015 Overall** | 12 | 35 | 28 | 9 | 3 | 13 |
| **2014 Overall** | 13 | 36 | 28 | 9 | 2 | 13 |
| **Interface** | 9 | 30 | 29 | 11 | 4 | 18 |
| **Regional Centres** | 13 | 36 | 30 | 9 | 3 | 9 |
| **Large Rural** | 12 | 34 | 30 | 11 | 3 | 11 |
| **Small Rural** | 15 | 37 | 28 | 9 | 4 | 6 |
| **Men** | 12 | 34 | 30 | 11 | 4 | 10 |
| **Women** | 13 | 35 | 28 | 9 | 3 | 11 |
| **18-34** | 14 | 35 | 30 | 10 | 3 | 8 |
| **35-49** | 13 | 35 | 27 | 10 | 4 | 10 |
| **50-64** | 11 | 34 | 31 | 11 | 3 | 11 |
| **65+** | 13 | 34 | 29 | 9 | 3 | 12 |

**Detailed demographics**

**2020 gender (%)**

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

**2020 age (%)**

|  |  |
| --- | --- |
| **18-24** | 6 |
| **25-34** | 19 |
| **35-49** | 23 |
| **50-64** | 19 |
| **65+** | 32 |

**2020 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 16 |
| **Single living with friends or housemates** | 10 |
| **Single living with children 16 or under** | 3 |
| **Single with children but none 16 or under living at home** | 4 |
| **Married or living with partner, no children** | 25 |
| **Married or living with partner with children 16 or under at home** | 23 |
| **Married or living with partner with children but none 16 or under at home** | 18 |
| **Do not wish to answer** | 1 |

**2020 years lived in area (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10+ years** | **Don't know/ unsure** |
| **2020 Overall** | 18 | 16 | 66 | - |
| **2019 Overall** | 17 | 15 | 68 | <0.5 |
| **2018 Overall** | 12 | 15 | 73 | <0.5 |
| **2017 Overall** | 14 | 17 | 69 | <0.5 |
| **2016 Overall** | 15 | 16 | 69 | <0.5 |
| **2015 Overall** | 13 | 14 | 73 | <0.5 |
| **2014 Overall** | 14 | 14 | 71 | <0.5 |
| **2013 Overall** | 14 | 14 | 72 | - |
| **2012 Overall** | 15 | 16 | 68 | <0.5 |

**2020 years lived in area (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** | **Don't know/ unsure** |
| **2020 Overall** | 18 | 16 | 22 | 17 | 27 | - |
| **2019 Overall** | 17 | 15 | 22 | 17 | 29 | <0.5 |
| **2018 Overall** | 12 | 15 | 23 | 21 | 29 | <0.5 |
| **2017 Overall** | 14 | 17 | 24 | 18 | 28 | <0.5 |
| **2016 Overall** | 15 | 16 | 25 | 17 | 27 | <0.5 |
| **Metropolitan** | 25 | 16 | 19 | 17 | 24 | - |
| **Interface** | 16 | 27 | 29 | 12 | 17 | - |
| **Regional Centres** | 11 | 16 | 23 | 25 | 25 | - |
| **Large Rural** | 12 | 13 | 24 | 17 | 34 | - |
| **Men** | 18 | 16 | 23 | 17 | 27 | - |
| **Women** | 18 | 16 | 21 | 18 | 27 | - |
| **18-34** | 35 | 22 | 16 | 21 | 6 | - |
| **35-49** | 16 | 20 | 35 | 12 | 18 | - |
| **50-64** | 7 | 10 | 23 | 23 | 37 | - |
| **65+** | 6 | 8 | 16 | 13 | 56 | - |

**2020 languages spoken at home (%)**

|  |  |
| --- | --- |
| **English only** | 67 |
| **Languages other than English** | 33 |

**2020 languages spoken at home (%)**

|  |  |
| --- | --- |
| **Chinese** | 7 |
| **Greek** | 3 |
| **Italian** | 3 |
| **Hindi** | 2 |
| **Vietnamese** | 2 |
| **Arabic** | 1 |
| **Croatian** | 1 |
| **French** | 1 |
| **German** | 1 |
| **Spanish** | 1 |
| **Dutch** | <0.5 |
| **Hungarian** | <0.5 |
| **Japanese** | <0.5 |
| **Korean** | <0.5 |
| **Russian** | <0.5 |
| **Other** | 12 |

**2020 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 60 |
| **Countries other than Australia** | 40 |

**2020 country of birth (%)**

|  |  |
| --- | --- |
| **India** | 6 |
| **China** | 5 |
| **United Kingdom** | 4 |
| **Greece** | 1 |
| **New Zealand** | 1 |
| **Japan** | <0.5 |
| **France** | <0.5 |
| **Germany** | <0.5 |
| **Hungary** | <0.5 |
| **United States** | <0.5 |
| **Canada** | <0.5 |
| **Other** | 17 |

**2020 personal and household use and experience of council services (%)**

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Waste management** | 87 | 90 |
| **Parking facilities** | 79 | 82 |
| **Appearance of public areas** | 79 | 82 |
| **Local streets & footpaths** | 79 | 80 |
| **Sealed local roads** | 71 | 72 |
| **Recreational facilities** | 64 | 70 |
| **Unsealed roads** | 57 | 59 |
| **Art centres & libraries** | 50 | 58 |
| **Informing the community** | 47 | 52 |
| **Community & cultural** | 34 | 39 |
| **Environmental sustainability** | 22 | 24 |
| **Consultation & engagement** | 19 | 23 |
| **Enforcement of local laws** | 20 | 23 |
| **Planning & building permits** | 13 | 17 |
| **Population growth** | 15 | 17 |
| **Business & community dev.** | 16 | 17 |
| **Family support services** | 10 | 16 |
| **Emergency & disaster mngt** | 15 | 16 |
| **Elderly support services** | 7 | 14 |
| **Lobbying** | 10 | 12 |
| **Disadvantaged support serv.** | 4 | 8 |

**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 scale shown in the second table 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 2020 State-wide Local Government Community Satisfaction Survey was n=26,923. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=26,923 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error for demographic sub samples are listed in the table below, based on a total population of 3,747,200 people aged 18 years or over across the State, according to ABS estimates.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Demographic** | **Actual survey sample size** | **Weighted base** | **Maximum margin of error at 95% confidence interval** |
| **Overall** | 26,923 | 24,800 | +/-0.6 |
| **Men** | 12,646 | 12,242 | +/-0.9 |
| **Women** | 14,277 | 12,558 | +/-0.8 |
| **Metropolitan** | 6,510 | 5,600 | +/-1.2 |
| **Interface** | 2,502 | 2,000 | +/-2.0 |
| **Regional Centres** | 3,203 | 3,200 | +/-1.7 |
| **Large Rural** | 7,504 | 6,800 | +/-1.1 |
| **Small Rural** | 7,204 | 7,200 | +/-1.2 |
| **18-34 years** | 2,934 | 6,346 | +/-1.8 |
| **35-49 years** | 5,502 | 5,753 | +/-1.3 |
| **50-64 years** | 6,946 | 4,787 | +/-1.2 |
| **65+ years** | 11,541 | 7,915 | +/-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 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on   
(03) 8685 8555 or via email on [admin@jwsresearch.com](mailto:admin@jwsresearch.com).

**Survey methodology and sampling**

The 2020 results are compared with previous years, as detailed below:

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

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

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

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

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

A total of n=26,923 completed interviews were achieved across the state. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.

**Analysis and reporting**

In 2020, 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, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating in 2012-2020 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metropolitan** | **Interface** | **Regional Centres** | **Large Rural** | **Small Rural** |
| Banyule  Boroondara  Brimbank  Frankston  Glen Eira  Greater Dandenong  Kingston  Knox  Manningham  Maroondah  Melbourne  Port Phillip  Stonnington  Whitehorse | Cardinia  Casey  Mornington Peninsula  Whittlesea  Yarra Ranges | Greater Bendigo  Greater Geelong  Horsham  Latrobe  Mildura  Wangaratta  Warrnambool  Wodonga | Bass Coast  Baw Baw  Campaspe  Colac-Otway  Corangamite  Glenelg  Golden Plains  Macedon Ranges  Mitchell  Moira  Moorabool  Mount Alexander  Moyne  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  West Wimmera  Yarriambiack |

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

**2012 survey revision**

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.

**Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

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

Alternatively, some questions in the 2020 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 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State Government is supplied with this State-wide summary report of the aggregate results of ‘Core’ and ‘Optional’ questions asked across all council areas surveyed, which is available at:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

**GLOSSARY OF TERMS**

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

**CSS**: 2020 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.

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

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

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