**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY**

**2019 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 twentieth 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 seven years shows that councils in Victoria continue to provide services that meet the public’s expectations.

**Serving Victoria for 20 years**

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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**

**OVERALL PERFORMANCE**

Councils State-wide receive an average overall performance rating of 60 index points, representing an improvement of one point from 2018. State-wide average ratings for overall performance have not moved by more than one index point in either a positive or negative direction since 2012.

Metropolitan councils (average group index score of 67) continue to receive overall performance ratings that are significantly higher (at the 95% confidence level) than the State-wide average. Conversely, as an aggregate, councils in the Large Rural group (average group rating of 56 index points) receive the lowest overall performance ratings State-wide and are rated significantly lower than the State-wide average.

Demographically, younger residents (aged 18 to 34 years) rate councils State-wide highest for overall performance (index score of 63), as well as other measures. Residents aged 50 to 64 years tend to rate councils lowest (index score of 56) on overall performance (in addition to other measures).

More than three times as many residents rate councils’ overall performance as ‘very good’ or ‘good’ (49%), as those who rate it as ‘very poor’ or ‘poor’ (15%). A further 35% sit mid-scale, rating Council’s overall performance as ‘average’.

**OVERVIEW OF CORE PERFORMANCE MEASURES**

State-wide performance on all but one core measure increased by at least one index point from 2018. (advocacy ratings remain unchanged).

* As with overall performance, Metropolitan councils perform highest on core measures while Large Rural Shires perform lowest, and significantly lower than the State-wide average for councils.
* The youngest (aged 18 to 34 years) and oldest (aged 65+ years) cohorts tend to rate councils State-wide higher than average on core measures, while residents aged 35 to 64 years rate them lower than average.

The greatest increase State-wide occurred in the area of sealed local roads (index score of 56, up three index points).

* Perceptions of sealed local roads improved significantly in all areas across the State with the largest ratings increases occurring among councils within the Interface (index score of 60, up three index points), Regional Centres (57, up three points), and Small Rural (53, up four points) groups.
* Notwithstanding increases, councils in the Metropolitan (index score of 69) and Interface (index score of 60) groups perform significantly higher than the State-wide average for sealed local roads.
* Councils in the Small and Large Rural groups (index scores of 53 and 47 respectively) perform significantly lower than the State-wide average on this measure.

In keeping with previous years’ results, councils State-wide perform highest in the area of customer service (index score of 71, up one index point) relative to other coremeasures. All other core measures receive average State-wide ratings in the fifties (out of 100 index points).

Victorians tend to believe their council’s overall direction ‘stayed the same’ (62%) over the previous twelve months. Another one in five residents (19%) believe their council direction has ‘improved’, compared to 14% who describe their council’s direction as having ‘deteriorated’. Another 5% ‘can’t say’.

Despite performing lower than State-wide averages on core measures, 66% of residents in Large Rural councils believe their local council is headed in the ‘right direction’. Views on council direction are most concerning in Regional Centres (55% right direction, 38% wrong direction).

**CUSTOMER CONTACT AND SERVICE**

**Contact with council**

Around three in five residents State-wide (62%) have had contact with their local council in the last 12 months. Rate of contact is consistent with 2018 results.

* Rate of contact has an inverse relationship with impressions of council performance. Residents aged 35 to 49 years (69%) and 50 to 64 years had the most contact with their local council (68%) in 2019.
* Conversely, residents aged 18 to 34 (55%) and 65+ (58%) years had the least contact with their local council.
* Rates of contact do not differ significantly between geographic groups.

The main methods of contacting local councils remain ‘by telephone’ (35%) and ‘in person’ (28%). Customer service ratings are highest amongst those who most recently contacted their local council via their website or in-person (index score of 76 each).

State-wide, residents still prefer to be informed about local issues and events via newsletter sent by mail (28%, down four percentage points) or email (25%). A new addition to the survey – social media – is the preferred source of information of 13% of residents State-wide.

**Customer service**

On average, councils State-wide receive a customer service score of 71 index points in 2019, one point higher than the 2018 result.

* As with other measures, customer service ratings are highest for councils in the Metropolitan group (group index score of 76), significantly higher than the State-wide average rating for councils.
* In addition, councils in the Metropolitan group significantly improved their customer ratings compared to 2018 (group index score of 76, up four index points). Councils in the Large Rural group were also able to significantly improve ratings in this area (group index score of 69, up two index points).

Seven in ten residents (69%) provide a positive customer service rating of ‘very good’ or ‘good’, including 33% of residents who rate councils’ customer service as ‘very good’. Considerably fewer residents rate customer service as ‘average’ (17%) or ‘very poor’ or ‘poor’ (13%). Customer service results are generally in line with 2018.

* With the exception of councils in the Metropolitan group, demographic and geographic groups rate customer service within a couple of points of the overall average.

**Top performing areas and areas for improvement**

**Top performing areas**

State-wide, ratings for most service areas increased by one index point in the past year. As mentioned previously, the most improved measure in 2019 is sealed local roads, which increased three index points compared to 2018 (to an index score of 56). Perceptions of sealed local roads increased significantly in all areas across the State.

* For the most part, performance ratings for service areas have not moved by more than a couple of index points since tracking began in 2012.

The top three performing service areas State-wide are:

* Art centres and libraries (index score of 74)
* Appearance of public areas (index score of 72, up one index point) (11% of residents State-wide volunteer parks and gardens as the best aspect of their local council)
* Emergency and disaster management (index score of 72, up one point).

Geographic council groupings (Metropolitan, Large Rural, et cetera) perform within a five-point range of each other on the top three performing service areas.

**Areas for improvement**

State-wide, performance declined in only two service areas from 2018 ratings – waste management (index score of 68, down two index points) and environmental sustainability (index score of 62, down one point). Waste management’s performance rating is currently at its lowest point to date.

* Perceptions of waste management services declined in all areas with the exception of the Interface group (index score of 70), where councils’ average rating significantly increased by two index points.
* Performance ratings for waste management declined significantly by two index points for councils in the Metropolitan and Regional Centres groups (index scores of 73 and 68 respectively) and by three points for Large and Small Rural councils (index scores of 64 and 66 respectively).

The maintenance of unsealed local roads (index score of 44) is another area that stands out as in need of attention State-wide; performance is lowest in this area relative to other service areas despite experiencing a one-point increase from 2018. (Residents, however, are more likely to volunteer sealed roads – 13% – than unsealed roads – 4% – as the council area most in need of improvement.)

**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.

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

* The appearance of public areas
* Business, community development and tourism
* Family support services.

Looking at key service areas only, the appearance of public areas has the highest performance index and a moderately positive influence on the overall performance rating. Currently, councils State-wide are performing *well* in this area (performance index of 72) and maintaining this positive result should remain a focus for councils.

Family support services also has a relatively high performance rating (index score of 67) and a positive influence on the overall performance rating. This means councils should also seek to maintain positive results in this area.

**Given the high influence of making community decisions on the overall performance rating, good communication and transparency with residents about decisions councils have made in the community’s interest, could help drive up overall opinion of council performance.**

Other service areas that have a positive influence on overall perceptions, but perform relatively less well should (continue to) be targeted for performance improvement – town planning, condition of sealed local roads and business, community development and tourism. (These areas have performance indices of 55 to 61.) Improvements in these areas have the capacity to lift the overall performance rating for councils State-wide.

**FOCUS AREAS FOR COMING 12 MONTHS**

Average performance ratings moved upwards by one index point across most service areas in the past year. Perceptions State-wide are moving in a positive direction.

Of note, perceptions of overall performance improved significantly this year, as did perceptions of decisions made in the interest of the community (improving for the first time since 2014). Decisions made in the interest of the community is a key influencer of overall perceptions – council’s State-wide should endeavor to maintain or improve on this positive result.

In terms of priorities for the year ahead, councils State-wide should focus on maintaining and improving performance in the other individual service areas that most influence perception of overall performance:

* Town planning
* The condition of sealed local roads
* The appearance of public areas.

State-wide, councils should also focus on improving service areas where stated importance exceeds rated performance by a wide margin. Key priorities include:

* Unsealed roads (margin of 36 points)
* Community decisions (margin of 25 points)
* Planning for population growth (margin of 24 points)
* Sealed local roads (margin of 23 points)
* Planning and building permits (margin of 20 points).

More generally, consideration should be given to Large Rural councils and residents aged 50 to 64 years State-wide, who appear to be driving lower ratings in a number of areas in 2019.

* It is also important not to ignore, and to learn from, what is working amongst other groups, especially Metropolitan councils and residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, councils should look to maintain and build upon their improved performance on a number of measures over the next 12 months.

**SUMMARY OF FINDINGS**

**Summary of core measures (index scores)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Performance Measures** | **2012** | **2013** | **2014** | **2015** | **2016** | **2017** | **2018** | **2019** |
| **Customer Service** | 71 | 71 | 72 | 70 | 69 | 69 | 70 | 71 |
| **Sealed Local Roads** | N/A | N/A | 55 | 55 | 54 | 53 | 53 | 56 |
| **Overall Performance** | 60 | 60 | 61 | 60 | 59 | 59 | 59 | 60 |
| **Community Consultation** | 57 | 57 | 57 | 56 | 54 | 55 | 55 | 56 |
| **Making Community Decisions** | N/A | N/A | 57 | 55 | 54 | 54 | 54 | 55 |
| **Advocacy** | 55 | 55 | 56 | 55 | 53 | 54 | 54 | 54 |
| **Overall Council Direction** | 52 | 53 | 53 | 53 | 51 | 53 | 52 | 53 |

**Summary of core measures**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Measures** | **State-wide**  **2019** | **State-wide**  **2018** | **Highest score** | **Lowest score** |
| **Overall Performance** | 60 | 59 | Metropolitan | Large Rural Shires, Aged 50-64 years |
| **Community Consultation**  (Community consultation and engagement) | 56 | 55 | Metropolitan, Aged 18-34 years | Aged 50-64 years |
| **Advocacy**  (Lobbying on behalf of the community) | 54 | 54 | Metropolitan, Aged 18-34 years | Aged 50-64 years |
| **Making Community Decisions** (Decisions made in the interest of the community) | 55 | 54 | Metropolitan | Aged 50-64 years |
| **Sealed Local Roads**  (Condition of sealed local roads) | 56 | 53 | Metropolitan | Large Rural Shires |
| **Customer Service** | 71 | 70 | Metropolitan | Large Rural Shires, Interface, Aged 50-64 years, Men |
| **Overall Council Direction** | 53 | 52 | Aged 18-34 years | Aged 35-64 years |

**Summary of key community satisfaction**

**Key measures summary results (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Summary of key community satisfaction** | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Overall Performance** | 10 | 39 | 35 | 10 | 5 | 1 |
| **Community Consultation** | 9 | 30 | 31 | 15 | 6 | 9 |
| **Advocacy** | 6 | 25 | 31 | 13 | 5 | 20 |
| **Making Community Decisions** | 7 | 30 | 33 | 14 | 7 | 10 |
| **Sealed Local Roads** | 13 | 33 | 28 | 16 | 10 | 1 |
| **Customer Service** | 33 | 36 | 17 | 7 | 6 | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Summary of key community satisfaction** | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **Overall Council Direction** | 19 | 62 | 14 | 5 |

**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** | **Net Differential** |
| **Unsealed roads** | 80 | 44 | -36 |
| **Community decisions** | 80 | 55 | -25 |
| **Population growth** | 77 | 52 | -24 |
| **Sealed local roads** | 79 | 56 | -23 |
| **Planning & building permits** | 71 | 52 | -20 |
| **Consultation & engagement** | 74 | 56 | -18 |
| **Local streets & footpaths** | 77 | 59 | -18 |
| **Town planning policy** | 73 | 55 | -18 |
| **Slashing & weed control** | 74 | 56 | -18 |
| **Traffic management** | 73 | 58 | -16 |
| **Parking facilities** | 71 | 56 | -16 |
| **Informing the community** | 75 | 60 | -15 |
| **Lobbying** | 67 | 54 | -13 |
| **Waste management** | 81 | 68 | -13 |
| **Disadvantaged support serv.** | 74 | 62 | -13 |
| **Environmental sustainability** | 74 | 62 | -12 |
| **Elderly support services** | 80 | 68 | -11 |

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

**Regression analysis explained**

To predict a respondent’s score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use regression analysis. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person’s opinion on overall council performance. The independent variables would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the dependent variable would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables.

Therefore, we can test perceptions of council’s overall performance to investigate which set of areas are influencing respondents' opinions.

In the following chart, the horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.

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

The 27 service area items were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, these 27 service area items were first analysed using Exploratory Factor Analysis to determine the key factors or ‘themes’ to emerge, prior to running multiple regressions against overall performance. Six key factors / themes emerged around:

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

**Results considerations**

The individual service areas which have the strongest influence on the overall performance rating are:

* Decisions made in the interest of the community
* The condition of sealed roads (includes local streets and roads managed by each council but excluding highways and main roads, managed by VicRoads)
* Council’s general town planning.

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

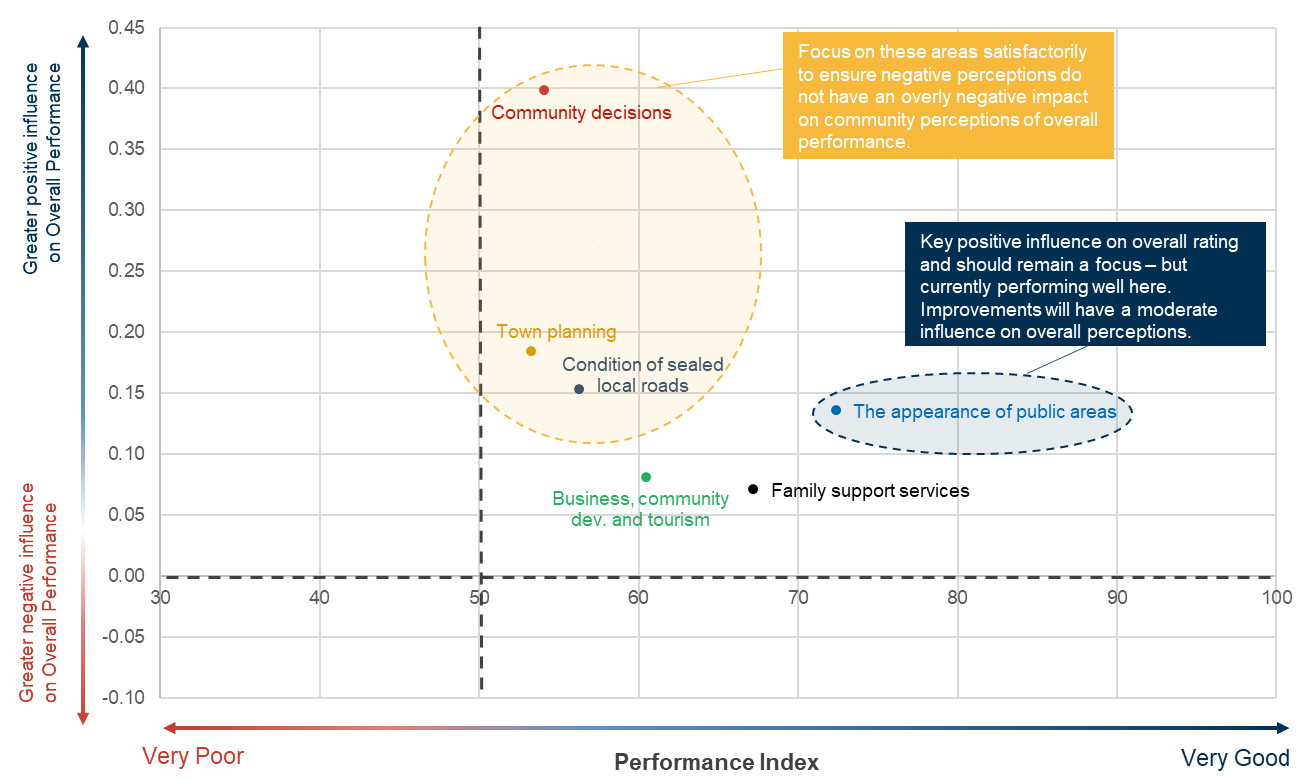
* The appearance of public areas
* Business, community development and tourism
* Family support services.

The appearance of public areas has a strong, positive performance index (72) and a positive relationship to the overall performance rating. Councils State-wide continue to perform very well in this area and, while public areas should remain a focus, there is greater work to be done elsewhere.

Performance on decisions made in the community’s interest, the condition of sealed local roads and town planning is more moderate (though still positive) overall, and continuing efforts in these areas has the capacity to lift Councils’ overall performance ratings. These are among Council’s lower rated performance areas with performance indices within the range of 55 to 56. Good communication with residents on service areas could help improve community opinion in these areas and drive up overall ratings of Victorian councils’ performance.

**Influence on overall performance: key service areas**

**2019 regression analysis (key service areas)**

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*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 six items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.540 and adjusted R-square value of 0.539, which means that 54% 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 = 781.6.*

**Individual service area importance**

**2019 individual service area importance (index scores)**

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

**Individual service area importance**

**2019 individual service area importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **Waste management** | 41 | 44 | 13 | 1 | \* | \* |
| **Elderly support services** | 38 | 44 | 15 | 2 | \* | 1 |
| **Emergency & disaster mngt** | 47 | 35 | 13 | 3 | 1 | 1 |
| **Sealed local roads** | 37 | 45 | 16 | 2 | \* | \* |
| **Community decisions** | 39 | 42 | 15 | 2 | 1 | 2 |
| **Unsealed roads** | 41 | 39 | 16 | 2 | 1 | 1 |
| **Local streets & footpaths** | 34 | 44 | 18 | 2 | 1 | 1 |
| **Population growth** | 38 | 35 | 19 | 5 | 1 | 1 |
| **Informing the community** | 32 | 41 | 22 | 4 | 1 | \* |
| **Appearance of public areas** | 24 | 47 | 25 | 3 | \* | \* |
| **Environmental sustainability** | 33 | 39 | 21 | 5 | 2 | 1 |
| **Family support services** | 29 | 42 | 21 | 4 | 1 | 2 |
| **Disadvantaged support serv.** | 30 | 41 | 22 | 4 | 1 | 2 |
| **Consultation & engagement** | 29 | 41 | 24 | 4 | 1 | 1 |
| **Traffic management** | 30 | 40 | 23 | 6 | 1 | 1 |
| **Slashing & weed control** | 30 | 41 | 24 | 4 | 1 | \* |
| **Recreational facilities** | 23 | 46 | 26 | 4 | 1 | \* |
| **Parking facilities** | 26 | 40 | 26 | 6 | 1 | 1 |
| **Town planning policy** | 26 | 40 | 25 | 3 | 1 | 4 |
| **Planning & building permits** | 26 | 39 | 25 | 6 | 1 | 3 |
| **Enforcement of local laws** | 27 | 38 | 26 | 6 | 2 | 1 |
| **Business & community dev.** | 21 | 41 | 31 | 5 | 1 | 1 |
| **Lobbying** | 21 | 38 | 28 | 8 | 2 | 2 |
| **Art centres & libraries** | 17 | 39 | 33 | 9 | 2 | 1 |
| **Bus/community dev./tourism** | 19 | 36 | 32 | 9 | 2 | 1 |
| **Community & cultural** | 12 | 35 | 40 | 10 | 2 | 1 |
| **Tourism development** | 14 | 31 | 36 | 13 | 4 | 1 |

**Individual service area performance**

**2019 individual service area performance (index scores)**

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

**Individual service area PERFORMANCE**

**2019 individual service area Performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very Poor** | **Can't say** |
| **Appearance of public areas** | 26 | 45 | 20 | 5 | 2 | 1 |
| **Art centres & libraries** | 26 | 42 | 17 | 4 | 1 | 10 |
| **Recreational facilities** | 23 | 44 | 21 | 6 | 2 | 4 |
| **Waste management** | 23 | 42 | 21 | 8 | 4 | 2 |
| **Community & cultural** | 17 | 42 | 25 | 6 | 1 | 9 |
| **Emergency & disaster mngt** | 20 | 38 | 18 | 4 | 2 | 19 |
| **Enforcement of local laws** | 12 | 38 | 26 | 8 | 3 | 12 |
| **Local streets & footpaths** | 14 | 35 | 28 | 14 | 7 | 2 |
| **Tourism development** | 13 | 36 | 28 | 10 | 3 | 10 |
| **Informing the community** | 13 | 35 | 31 | 14 | 5 | 3 |
| **Traffic management** | 9 | 37 | 31 | 13 | 6 | 3 |
| **Elderly support services** | 14 | 33 | 19 | 5 | 2 | 28 |
| **Environmental sustainability** | 11 | 35 | 31 | 9 | 3 | 12 |
| **Sealed local roads** | 13 | 33 | 28 | 16 | 10 | 1 |
| **Slashing & weed control** | 12 | 34 | 28 | 15 | 9 | 2 |
| **Business & community dev.** | 8 | 35 | 31 | 9 | 3 | 13 |
| **Parking facilities** | 9 | 34 | 32 | 16 | 7 | 2 |
| **Family support services** | 11 | 32 | 20 | 4 | 1 | 31 |
| **Bus/community dev./tourism** | 10 | 33 | 31 | 10 | 3 | 13 |
| **Consultation & engagement** | 9 | 30 | 31 | 15 | 6 | 9 |
| **Community decisions** | 7 | 30 | 33 | 14 | 7 | 10 |
| **Town planning policy** | 6 | 30 | 29 | 12 | 7 | 17 |
| **Disadvantaged support serv.** | 7 | 25 | 23 | 6 | 2 | 37 |
| **Population growth** | 7 | 25 | 29 | 16 | 8 | 15 |
| **Lobbying** | 6 | 25 | 31 | 13 | 5 | 20 |
| **Planning & building permits** | 6 | 24 | 26 | 13 | 9 | 22 |
| **Unsealed roads** | 5 | 21 | 30 | 22 | 16 | 7 |

**Best things about Council**

**2019 best things about Council – Top mentions only (%)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Parks and Gardens** | 11 | 12 | 10 | 10 | 12 | 10 | 11 | 10 |
| **Customer Service** | 9 | 8 | 7 | 6 | n/a | n/a | 8 | n/a |
| **Recreational/Sporting Facilities** | 8 | 9 | 8 | 8 | 10 | 9 | 9 | 8 |
| **Community Facilities** | 6 | 6 | 4 | 4 | 6 | 7 | 7 | 6 |
| **Waste Management** | 6 | 6 | 5 | 5 | 5 | 6 | 5 | 5 |
| **Community Support Services** | 5 | 4 | 3 | 4 | 4 | 5 | 3 | 4 |
| **Public Areas** | 5 | 5 | 4 | 5 | 7 | 6 | 5 | 4 |
| **Road/Street Maintenance** | 5 | 5 | 5 | 5 | 6 | 5 | 5 | 5 |
| **Generally Good/No Complaints** | 5 | 5 | 4 | 4 | n/a | n/a | 7 | 10 |
| **Community/Public Events/Activities** | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 |

**Areas for improvement**

**2019 areas for improvement – Top mentions only (%)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Sealed Road Maintenance** | 17 | 15 | 13 | 10 | 12 | 10 | 12 | 17 |
| **Community Consultation** | 11 | 9 | 9 | 9 | 8 | 10 | 10 | 11 |
| **Communication** | 7 | 9 | 9 | 9 | 9 | 7 | 8 | 7 |
| **Waste Management** | 5 | 4 | 5 | 4 | 4 | 6 | 6 | 5 |
| **Development - Inappropriate/Over Development** | n/a | n/a | n/a | n/a | n/a | 5 | 5 | n/a |
| **Financial Management** | 5 | 5 | 6 | 4 | 4 | 5 | 6 | 5 |
| **Parking Availability** | 4 | 4 | 4 | 5 | 4 | 5 | 6 | 4 |
| **Town Planning/Permits/Red Tape** | 3 | 4 | 3 | 3 | 3 | 3 | 7 | 3 |
| **Rates - Too Expensive** | 4 | 4 | 5 | n/a | n/a | 4 | 5 | 4 |
| **Traffic Management** | 5 | 4 | 4 | 5 | 5 | 6 | 6 | 5 |
| **Un-Sealed Road Maintenance** | 3 | 3 | 3 | n/a | n/a | 4 | 3 | 3 |
| **Footpaths/Walking Tracks** | 4 | 4 | 4 | 4 | 4 | 5 | 6 | 4 |
| **Local/Community Support** | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 |
| **Nothing** | 7 | 8 | 9 | 8 | 12 | 9 | 10 | 7 |

**DETAILED FINDINGS**

**Overall performance**

**2019 overall performance (index scores)**

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

**Overall performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 14 | 48 | 29 | 6 | 2 | 1 |
| **Interface** | 11 | 40 | 33 | 10 | 4 | 1 |
| **Regional Centres** | 8 | 37 | 37 | 11 | 5 | 2 |
| **Large Rural** | 7 | 34 | 39 | 12 | 7 | 1 |
| **Small Rural** | 9 | 36 | 37 | 11 | 6 | 1 |
| **Men** | 9 | 38 | 35 | 11 | 6 | 1 |
| **Women** | 10 | 39 | 36 | 9 | 4 | 1 |
| **18-34** | 9 | 47 | 32 | 7 | 4 | 1 |
| **35-49** | 8 | 38 | 35 | 11 | 6 | 1 |
| **50-64** | 8 | 34 | 38 | 13 | 6 | 1 |
| **65+** | 12 | 36 | 37 | 9 | 4 | 2 |

**Customer service**

**2019 contact with council (%)**

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

**2019 contact with council (%)**

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

**2019 customer service rating (index scores)**

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

**Customer service rating (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 39 | 35 | 15 | 5 | 4 | 2 |
| **Interface** | 31 | 35 | 18 | 7 | 8 | 1 |
| **Regional Centres** | 36 | 33 | 17 | 6 | 6 | 2 |
| **Large Rural** | 29 | 36 | 18 | 8 | 7 | 1 |
| **Small Rural** | 31 | 37 | 17 | 8 | 6 | 1 |
| **Men** | 29 | 38 | 18 | 7 | 6 | 2 |
| **Women** | 36 | 34 | 16 | 7 | 5 | 1 |
| **18-34** | 31 | 37 | 17 | 7 | 5 | 3 |
| **35-49** | 32 | 36 | 17 | 7 | 7 | 1 |
| **50-64** | 30 | 36 | 18 | 8 | 7 | 1 |
| **65+** | 37 | 35 | 16 | 7 | 5 | 1 |

**Method of contact with council (%)**

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

**2019 customer service rating (index score by method of last contact)**

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

**2019 customer service rating (% by method of last contact)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **Via website** | 31 | 44 | 14 | 4 | 1 | 5 |
| **In person** | 40 | 34 | 15 | 4 | 5 | 1 |
| **By telephone** | 37 | 34 | 15 | 7 | 6 | 1 |
| **By social media** | 27 | 38 | 25 | 5 | 2 | 3 |
| **By text message** | 27 | 41 | 21 | 8 | 3 | - |
| **By email** | 26 | 37 | 18 | 10 | 8 | 1 |
| **In writing** | 18 | 40 | 21 | 11 | 6 | 5 |

**Communication**

**Communication summary**

|  |  |
| --- | --- |
| **Overall preferred forms of communication** | * Newsletter sent via mail (28%) * Newsletter sent via email (25%) |
| **Preferred forms of communication among over 50s** | * Newsletter sent via mail (31%) * Newsletter sent via email (24%) |
| **Preferred forms of communication among under 50s** | * Newsletter sent via email (26%) * Newsletter sent via mail (25%) * Social media (22%) |
| **Greatest change since 2018** | * Newsletter sent via mail (-4) * NEW ADDITION IN 2019: Social Media (13%) |

**2019 best form of communication (%)**

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

**2019 under 50s best form of communication (%)**

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

**2019 over 50s best form of communication (%)**

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

**Council direction**

**Council direction summary**

|  |  |
| --- | --- |
| **Council direction** | * 62% stayed about the same, up 2 points on 2018 * 19% improved, equal points on 2018 * 14% deteriorated, down 1 point on 2018 |
| **Most satisfied with Council direction** | * Aged 18-34 years * Metropolitan residents |
| **Least satisfied with Council direction** | * Aged 35-64 years |
| **Improvement** | * 47% a lot of room for improvement * 45% little room for improvement * 5% not much room for improvement |
| **Direction headed** | * 67% right direction (20% definitely and 47% probably) * 22% wrong direction (11% probably and 11% definitely |
| **Rates vs services trade-off** | * 33% prefer rate rise, equal points on 2018 * 49% prefer service cuts, up 1 point on 2018 |

**2019 overall direction (index scores)**

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

**2019 overall direction (%)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |
| **2019 Overall** | 19 | 62 | 14 | 5 |
| **2018 Overall** | 19 | 60 | 15 | 5 |
| **2017 Overall** | 19 | 62 | 13 | 6 |
| **2016 Overall** | 18 | 62 | 15 | 5 |
| **2015 Overall** | 20 | 63 | 13 | 5 |
| **2014 Overall** | 20 | 63 | 13 | 5 |
| **2013 Overall** | 19 | 63 | 13 | 5 |
| **2012 Overall** | 18 | 64 | 15 | 4 |
| **Metropolitan** | 19 | 66 | 9 | 7 |
| **Interface** | 20 | 62 | 12 | 5 |
| **Regional Centres** | 21 | 57 | 17 | 4 |
| **Large Rural** | 17 | 62 | 16 | 5 |
| **Small Rural** | 20 | 60 | 15 | 4 |
| **Men** | 19 | 62 | 15 | 5 |
| **Women** | 20 | 62 | 13 | 6 |
| **18-34** | 22 | 64 | 9 | 5 |
| **35-49** | 17 | 63 | 16 | 4 |
| **50-64** | 17 | 61 | 18 | 5 |
| **65+** | 20 | 60 | 14 | 6 |

**2019 room for improvement in services (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **A lot** | **A little** | **Not much** | **Not at all** | **Can't say** |
| **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** | 42 | 50 | 5 | 1 | 2 |
| **Large Rural** | 49 | 43 | 5 | 1 | 2 |
| **Men** | 48 | 45 | 4 | 1 | 1 |
| **Women** | 45 | 46 | 6 | 1 | 2 |
| **18-34** | 38 | 59 | 3 | - | - |
| **35-49** | 46 | 47 | 5 | 1 | 1 |
| **50-64** | 53 | 39 | 5 | 2 | 1 |
| **65+** | 49 | 39 | 6 | 2 | 4 |

**2019 right / wrong direction (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely right direction** | **Probably right direction** | **Probably wrong direction** | **Definitely wrong direction** | **Can't say** |
| **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** | 21 | 50 | 9 | 7 | 12 |
| **Interface** | 21 | 48 | 9 | 9 | 13 |
| **Regional Centres** | 15 | 40 | 17 | 21 | 8 |
| **Large Rural** | 21 | 45 | 13 | 12 | 9 |
| **Small Rural** | 18 | 49 | 10 | 10 | 13 |
| **Men** | 20 | 45 | 11 | 13 | 10 |
| **Women** | 20 | 49 | 11 | 9 | 11 |
| **18-34** | 22 | 51 | 9 | 8 | 10 |
| **35-49** | 19 | 44 | 14 | 12 | 11 |
| **50-64** | 16 | 44 | 14 | 14 | 11 |
| **65+** | 22 | 47 | 8 | 11 | 11 |

**2019 rates / services trade-off (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Definitely prefer rate rise** | **Probably prefer rate rise** | **Probably prefer service cuts** | **Definitely prefer service cuts** | **Can't say** |
| **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** | 10 | 26 | 22 | 25 | 18 |
| **Interface** | 10 | 23 | 19 | 28 | 21 |
| **Regional Centres** | 10 | 20 | 23 | 30 | 18 |
| **Large Rural** | 9 | 20 | 23 | 28 | 20 |
| **Small Rural** | 11 | 23 | 21 | 27 | 18 |
| **Men** | 11 | 21 | 22 | 29 | 17 |
| **Women** | 9 | 25 | 22 | 25 | 20 |
| **18-34** | 12 | 28 | 25 | 22 | 13 |
| **35-49** | 10 | 23 | 24 | 26 | 17 |
| **50-64** | 9 | 21 | 19 | 30 | 21 |
| **65+** | 8 | 19 | 21 | 30 | 22 |

**Individual service areas**

**Community consultation and engagement**

**2019 Consultation and engagement importance (index scores)**

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

**2019 Consultation and engagement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | 42 | 26 | 5 | 1 | 1 |
| **Interface** | 26 | 38 | 29 | 5 | 1 | \* |
| **Regional Centres** | 33 | 42 | 20 | 3 | 1 | 2 |
| **Large Rural** | 31 | 41 | 23 | 4 | 1 | \* |
| **Small Rural** | 33 | 40 | 23 | 3 | 1 | 1 |
| **Men** | 26 | 39 | 27 | 6 | 1 | 1 |
| **Women** | 32 | 43 | 21 | 3 | \* | 1 |
| **18-34** | 21 | 38 | 33 | 7 | 1 | 1 |
| **35-49** | 33 | 39 | 24 | 3 | 1 | \* |
| **50-64** | 36 | 41 | 19 | 3 | 1 | 1 |
| **65+** | 29 | 46 | 20 | 3 | 1 | 2 |

**Community consultation and engagement performance**

**2019 Consultation and engagement performance (index scores)**

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

**2019 Consultation and engagement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 | 4 | 12 |
| **Interface** | 8 | 29 | 31 | 14 | 6 | 12 |
| **Regional Centres** | 7 | 30 | 32 | 17 | 7 | 7 |
| **Large Rural** | 8 | 30 | 31 | 16 | 7 | 8 |
| **Small Rural** | 10 | 31 | 31 | 15 | 7 | 7 |
| **Men** | 8 | 30 | 30 | 16 | 7 | 9 |
| **Women** | 9 | 30 | 32 | 14 | 6 | 9 |
| **18-34** | 8 | 34 | 32 | 13 | 4 | 9 |
| **35-49** | 8 | 31 | 32 | 15 | 7 | 7 |
| **50-64** | 7 | 27 | 32 | 17 | 8 | 8 |
| **65+** | 10 | 29 | 30 | 14 | 6 | 11 |

**Lobbying on behalf of the community**

**2019 Lobbying importance (index scores)**

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

**2019 Lobbying importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 18 | 37 | 30 | 9 | 3 | 3 |
| **Interface** | 20 | 36 | 30 | 10 | 2 | 2 |
| **Regional Centres** | 24 | 41 | 25 | 7 | 2 | 1 |
| **Large Rural** | 22 | 36 | 29 | 8 | 3 | 2 |
| **Small Rural** | 24 | 40 | 27 | 6 | 2 | 2 |
| **Men** | 18 | 35 | 31 | 10 | 4 | 2 |
| **Women** | 24 | 41 | 26 | 6 | 1 | 2 |
| **18-34** | 17 | 36 | 35 | 8 | 1 | 2 |
| **35-49** | 25 | 37 | 26 | 8 | 3 | 1 |
| **50-64** | 26 | 38 | 24 | 8 | 2 | 2 |
| **65+** | 19 | 40 | 27 | 7 | 3 | 4 |

**2019 Lobbying performance (index scores)**

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

**2019 Lobbying performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 | 10 | 3 | 27 |
| **Interface** | 5 | 24 | 29 | 12 | 5 | 26 |
| **Regional Centres** | 6 | 26 | 34 | 14 | 6 | 14 |
| **Large Rural** | 5 | 24 | 32 | 14 | 7 | 18 |
| **Small Rural** | 7 | 26 | 31 | 14 | 5 | 17 |
| **Men** | 6 | 25 | 31 | 14 | 5 | 20 |
| **Women** | 6 | 25 | 32 | 12 | 5 | 20 |
| **18-34** | 6 | 30 | 33 | 11 | 4 | 16 |
| **35-49** | 5 | 24 | 31 | 14 | 7 | 19 |
| **50-64** | 5 | 21 | 32 | 16 | 6 | 19 |
| **65+** | 7 | 24 | 29 | 12 | 4 | 24 |

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

**2019 Community decisions made importance (index scores)**

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

**2019 Community decisions made importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 35 | 43 | 17 | 2 | 1 | 2 |
| **Interface** | 43 | 35 | 15 | 3 | 1 | 2 |
| **Regional Centres** | 43 | 40 | 13 | 1 | 1 | 2 |
| **Large Rural** | 41 | 41 | 15 | 1 | 1 | 1 |
| **Small Rural** | 41 | 44 | 12 | 2 | \* | 1 |
| **Men** | 36 | 42 | 16 | 2 | 1 | 2 |
| **Women** | 42 | 41 | 14 | 1 | \* | 2 |
| **18-34** | 36 | 41 | 19 | 2 | \* | 1 |
| **35-49** | 42 | 40 | 14 | 2 | 1 | 1 |
| **50-64** | 43 | 40 | 12 | 1 | 1 | 3 |
| **65+** | 35 | 45 | 14 | 2 | 1 | 3 |

**2019 Community decisions made performance (index scores)**

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

**2019 Community decisions made performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 7 | 30 | 33 | 14 | 7 | 10 |
| **2018 Overall** | 6 | 30 | 34 | 14 | 7 | 9 |
| **2017 Overall** | 6 | 29 | 34 | 14 | 7 | 10 |
| **2016 Overall** | 7 | 29 | 33 | 14 | 8 | 10 |
| **2015 Overall** | 7 | 31 | 33 | 14 | 6 | 9 |
| **2014 Overall** | 7 | 33 | 34 | 12 | 5 | 10 |
| **Metropolitan** | 9 | 33 | 30 | 9 | 4 | 14 |
| **Interface** | 6 | 31 | 30 | 13 | 6 | 14 |
| **Regional Centres** | 6 | 29 | 33 | 16 | 9 | 7 |
| **Large Rural** | 5 | 28 | 34 | 16 | 9 | 8 |
| **Small Rural** | 7 | 31 | 33 | 14 | 7 | 7 |
| **Men** | 7 | 30 | 32 | 14 | 8 | 9 |
| **Women** | 7 | 30 | 34 | 13 | 6 | 10 |
| **18-34** | 8 | 37 | 31 | 10 | 6 | 9 |
| **35-49** | 6 | 29 | 32 | 16 | 8 | 9 |
| **50-64** | 6 | 26 | 35 | 16 | 8 | 9 |
| **65+** | 8 | 29 | 33 | 13 | 6 | 11 |

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

**2019 Sealed local roads importance (index scores)**

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

**2019 Sealed local roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 37 | 45 | 16 | 2 | \* | \* |
| **2018 Overall** | 38 | 44 | 15 | 2 | \* | \* |
| **2017 Overall** | 35 | 44 | 18 | 2 | \* | 1 |
| **2016 Overall** | 34 | 46 | 16 | 3 | 1 | 1 |
| **2015 Overall** | 32 | 44 | 20 | 2 | \* | 1 |
| **2014 Overall** | 33 | 45 | 18 | 3 | 1 | 1 |
| **Metropolitan** | 31 | 49 | 18 | 2 | \* | \* |
| **Interface** | 42 | 40 | 15 | 2 | 1 | \* |
| **Regional Centres** | 36 | 45 | 18 | 1 | \* | \* |
| **Large Rural** | 40 | 43 | 15 | 2 | \* | \* |
| **Small Rural** | 44 | 42 | 12 | 1 | \* | \* |
| **Men** | 33 | 47 | 18 | 2 | \* | \* |
| **Women** | 41 | 43 | 14 | 1 | \* | \* |
| **18-34** | 36 | 41 | 20 | 3 | \* | - |
| **35-49** | 38 | 45 | 15 | 2 | \* | \* |
| **50-64** | 42 | 43 | 14 | 1 | 1 | \* |
| **65+** | 33 | 51 | 14 | 1 | \* | 1 |

**2019 Sealed local roads performance (index scores)**

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

**2019 Sealed local roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 23 | 43 | 22 | 8 | 3 | 1 |
| **Interface** | 14 | 37 | 27 | 13 | 7 | 1 |
| **Regional Centres** | 12 | 35 | 28 | 14 | 9 | 1 |
| **Large Rural** | 8 | 26 | 29 | 20 | 16 | 1 |
| **Small Rural** | 9 | 31 | 30 | 18 | 11 | 1 |
| **Men** | 13 | 34 | 27 | 15 | 10 | 1 |
| **Women** | 12 | 33 | 29 | 16 | 9 | 1 |
| **18-34** | 15 | 34 | 25 | 16 | 10 | \* |
| **35-49** | 12 | 33 | 27 | 16 | 11 | 1 |
| **50-64** | 10 | 31 | 29 | 17 | 12 | 1 |
| **65+** | 13 | 34 | 30 | 13 | 7 | 2 |

**Informing the community**

**2019 Informing community importance (index scores)**

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

**2019 Informing community importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 32 | 41 | 22 | 4 | 1 | \* |
| **2018 Overall** | 32 | 41 | 22 | 4 | 1 | \* |
| **2017 Overall** | 30 | 43 | 23 | 4 | 1 | \* |
| **2016 Overall** | 33 | 42 | 20 | 4 | 1 | 1 |
| **2015 Overall** | 30 | 44 | 22 | 3 | 1 | \* |
| **2014 Overall** | 30 | 43 | 22 | 3 | 1 | \* |
| **2013 Overall** | 30 | 44 | 22 | 3 | 1 | \* |
| **2012 Overall** | 31 | 44 | 21 | 4 | 1 | 1 |
| **Metropolitan** | 28 | 41 | 25 | 5 | 1 | 1 |
| **Interface** | 30 | 41 | 23 | 4 | 2 | \* |
| **Regional Centres** | 40 | 38 | 18 | 3 | 1 | \* |
| **Large Rural** | 31 | 44 | 21 | 3 | 1 | \* |
| **Small Rural** | 34 | 42 | 19 | 4 | 1 | \* |
| **Men** | 27 | 40 | 26 | 5 | 1 | \* |
| **Women** | 36 | 42 | 18 | 3 | \* | \* |
| **18-34** | 32 | 38 | 25 | 5 | 1 | \* |
| **35-49** | 31 | 39 | 24 | 5 | 1 | \* |
| **50-64** | 36 | 41 | 19 | 3 | 1 | \* |
| **65+** | 29 | 47 | 20 | 3 | 1 | 1 |

**2019 Informing community performance (index scores)**

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

**2019 Informing community performance (%)**

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

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

**2019 Streets and footpaths importance (index scores)**

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

**2019 Streets and footpaths importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 34 | 44 | 18 | 2 | 1 | 1 |
| **2018 Overall** | 35 | 43 | 18 | 3 | \* | 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** | 33 | 48 | 17 | 2 | \* | \* |
| **Interface** | 41 | 40 | 16 | 2 | 1 | \* |
| **Regional Centres** | 33 | 45 | 18 | 2 | 1 | 1 |
| **Large Rural** | 34 | 43 | 19 | 2 | 1 | 1 |
| **Small Rural** | 32 | 43 | 20 | 2 | 1 | 2 |
| **Men** | 29 | 46 | 21 | 2 | 1 | 1 |
| **Women** | 38 | 43 | 16 | 2 | \* | 1 |
| **18-34** | 31 | 42 | 22 | 3 | 1 | 1 |
| **35-49** | 36 | 41 | 19 | 2 | \* | 1 |
| **50-64** | 38 | 43 | 16 | 2 | 1 | 1 |
| **65+** | 31 | 50 | 15 | 2 | 1 | 1 |

**2019 Streets and footpaths performance (index scores)**

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

**2019 Streets and footpaths performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 19 | 39 | 26 | 11 | 4 | 1 |
| **Interface** | 16 | 35 | 28 | 13 | 7 | 1 |
| **Regional Centres** | 16 | 36 | 27 | 13 | 6 | 2 |
| **Large Rural** | 11 | 31 | 28 | 17 | 9 | 4 |
| **Small Rural** | 12 | 33 | 29 | 14 | 8 | 4 |
| **Men** | 15 | 36 | 27 | 13 | 7 | 2 |
| **Women** | 14 | 33 | 28 | 15 | 7 | 3 |
| **18-34** | 17 | 37 | 26 | 13 | 6 | 1 |
| **35-49** | 15 | 34 | 27 | 13 | 8 | 2 |
| **50-64** | 11 | 35 | 28 | 14 | 8 | 3 |
| **65+** | 13 | 33 | 29 | 15 | 7 | 4 |

**Traffic management**

**2019 Traffic management importance (index scores)**

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

**2019 Traffic management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 31 | 42 | 20 | 5 | \* | 1 |
| **Interface** | 51 | 35 | 11 | 3 | 1 | - |
| **Regional Centres** | 27 | 41 | 28 | 3 | 1 | \* |
| **Large Rural** | 16 | 38 | 31 | 11 | 2 | 1 |
| **Small Rural** | 14 | 33 | 38 | 11 | 4 | \* |
| **Men** | 27 | 39 | 24 | 8 | 1 | \* |
| **Women** | 32 | 42 | 22 | 3 | \* | 1 |
| **18-34** | 31 | 36 | 25 | 7 | 1 | \* |
| **35-49** | 29 | 42 | 22 | 5 | 1 | \* |
| **50-64** | 32 | 39 | 22 | 5 | 1 | \* |
| **65+** | 28 | 44 | 21 | 5 | 1 | 1 |

**2019 Traffic management performance (index scores)**

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

**2019 Traffic management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 9 | 36 | 33 | 12 | 5 | 4 |
| **Interface** | 9 | 31 | 28 | 18 | 12 | 2 |
| **Regional Centres** | 13 | 38 | 29 | 12 | 7 | 2 |
| **Large Rural** | 9 | 42 | 29 | 12 | 5 | 3 |
| **Small Rural** | 11 | 47 | 31 | 7 | 1 | 4 |
| **Men** | 9 | 37 | 30 | 14 | 7 | 3 |
| **Women** | 9 | 38 | 32 | 12 | 6 | 3 |
| **18-34** | 9 | 41 | 31 | 12 | 6 | 1 |
| **35-49** | 9 | 37 | 28 | 15 | 8 | 3 |
| **50-64** | 8 | 35 | 33 | 15 | 7 | 3 |
| **65+** | 11 | 36 | 31 | 11 | 5 | 5 |

**Parking facilities**

**2019 Parking importance (index scores)**

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

**2019 Parking importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | \* |
| **2012 Overall** | 24 | 42 | 27 | 6 | 1 | 1 |
| **Metropolitan** | 28 | 41 | 24 | 5 | 1 | 1 |
| **Regional Centres** | 31 | 41 | 23 | 3 | 1 | 1 |
| **Large Rural** | 20 | 36 | 31 | 11 | 1 | \* |
| **Small Rural** | 19 | 39 | 30 | 9 | 2 | 1 |
| **Men** | 21 | 40 | 29 | 8 | 2 | 1 |
| **Women** | 31 | 40 | 22 | 4 | 1 | 1 |
| **18-34** | 25 | 36 | 30 | 7 | 1 | 1 |
| **35-49** | 25 | 39 | 27 | 7 | 1 | 1 |
| **50-64** | 29 | 40 | 24 | 6 | 1 | \* |
| **65+** | 27 | 45 | 21 | 4 | 2 | 1 |

**2019 Parking performance (index scores)**

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

**2019 Parking performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 7 | 33 | 34 | 16 | 7 | 3 |
| **Interface** | 9 | 38 | 29 | 15 | 7 | 2 |
| **Regional Centres** | 9 | 27 | 30 | 21 | 12 | 1 |
| **Large Rural** | 10 | 38 | 31 | 13 | 6 | 3 |
| **Small Rural** | 12 | 36 | 33 | 11 | 5 | 3 |
| **Men** | 9 | 35 | 31 | 15 | 7 | 2 |
| **Women** | 9 | 32 | 33 | 16 | 7 | 3 |
| **18-34** | 9 | 36 | 33 | 15 | 5 | 2 |
| **35-49** | 9 | 36 | 31 | 14 | 8 | 2 |
| **50-64** | 9 | 32 | 31 | 17 | 9 | 2 |
| **65+** | 9 | 31 | 33 | 16 | 7 | 4 |

**Enforcement of local laws**

**2019 Law enforcement importance (index scores)**

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

**2019 Law enforcement importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 31 | 38 | 23 | 6 | 1 | 1 |
| **Interface** | 32 | 36 | 22 | 6 | 2 | 1 |
| **Regional Centres** | 25 | 38 | 28 | 6 | 1 | 1 |
| **Large Rural** | 23 | 36 | 30 | 7 | 2 | 1 |
| **Small Rural** | 22 | 39 | 29 | 7 | 2 | 1 |
| **Men** | 22 | 36 | 30 | 9 | 3 | 1 |
| **Women** | 31 | 40 | 22 | 4 | 1 | 1 |
| **18-34** | 29 | 35 | 28 | 7 | 1 | \* |
| **35-49** | 27 | 34 | 29 | 7 | 3 | 1 |
| **50-64** | 25 | 38 | 27 | 7 | 2 | 1 |

**2019 Law enforcement performance (index scores)**

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

**2019 Law enforcement performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 12 | 38 | 26 | 8 | 3 | 12 |
| **2018 Overall** | 12 | 39 | 25 | 8 | 3 | 12 |
| **2017 Overall** | 12 | 39 | 26 | 8 | 3 | 13 |
| **2016 Overall** | 12 | 37 | 26 | 8 | 4 | 14 |
| **2015 Overall** | 13 | 40 | 26 | 6 | 3 | 12 |
| **2014 Overall** | 14 | 41 | 25 | 7 | 3 | 11 |
| **2013 Overall** | 13 | 40 | 25 | 7 | 3 | 12 |
| **2012 Overall** | 13 | 40 | 26 | 7 | 3 | 11 |
| **Metropolitan** | 12 | 38 | 26 | 7 | 3 | 14 |
| **Interface** | 13 | 37 | 24 | 11 | 4 | 11 |
| **Regional Centres** | 16 | 40 | 25 | 7 | 3 | 9 |
| **Large Rural** | 11 | 39 | 26 | 7 | 3 | 13 |
| **Small Rural** | 12 | 37 | 28 | 7 | 4 | 12 |
| **Men** | 12 | 38 | 26 | 8 | 4 | 11 |
| **Women** | 13 | 38 | 26 | 7 | 3 | 13 |
| **18-34** | 16 | 44 | 24 | 7 | 3 | 7 |
| **35-49** | 12 | 40 | 25 | 8 | 3 | 12 |
| **50-64** | 10 | 35 | 28 | 9 | 4 | 13 |
| **65+** | 11 | 34 | 28 | 8 | 3 | 16 |

**Family support services**

**2019 Family support importance (index scores)**

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

**2019 Family support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | 44 | 19 | 4 | 1 | 2 |
| **Interface** | 34 | 40 | 20 | 3 | 2 | 2 |
| **Regional Centres** | 32 | 42 | 20 | 4 | 1 | 2 |
| **Large Rural** | 28 | 41 | 23 | 4 | 2 | 2 |
| **Small Rural** | 26 | 40 | 25 | 5 | 2 | 2 |
| **Men** | 23 | 41 | 27 | 6 | 2 | 2 |
| **Women** | 35 | 43 | 16 | 3 | 1 | 2 |
| **18-34** | 34 | 40 | 20 | 4 | 1 | 1 |
| **35-49** | 30 | 42 | 22 | 4 | 1 | 1 |
| **50-64** | 29 | 40 | 22 | 5 | 2 | 1 |

**2019 Family support performance (index scores)**

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

**2019 Family support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 11 | 32 | 18 | 3 | 1 | 35 |
| **Interface** | 11 | 31 | 21 | 5 | 1 | 32 |
| **Regional Centres** | 15 | 35 | 22 | 6 | 2 | 20 |
| **Large Rural** | 10 | 32 | 22 | 4 | 2 | 31 |
| **Small Rural** | 12 | 32 | 18 | 4 | 2 | 32 |
| **Men** | 10 | 33 | 20 | 4 | 1 | 33 |
| **Women** | 12 | 31 | 20 | 5 | 1 | 30 |
| **18-34** | 12 | 37 | 21 | 5 | 1 | 23 |
| **35-49** | 11 | 35 | 21 | 4 | 2 | 27 |
| **50-64** | 8 | 27 | 22 | 5 | 2 | 37 |
| **65+** | 12 | 28 | 17 | 3 | 1 | 39 |

**Elderly support services**

**2019 Elderly support** **importance (index scores)**

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

**2019 Elderly support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 38 | 44 | 15 | 2 | \* | 1 |
| **2018 Overall** | 38 | 43 | 16 | 2 | 1 | 1 |
| **2017 Overall** | 35 | 44 | 17 | 2 | 1 | 1 |
| **2016 Overall** | 36 | 44 | 16 | 2 | 1 | 2 |
| **2015 Overall** | 36 | 44 | 16 | 2 | \* | 1 |
| **2014 Overall** | 35 | 46 | 16 | 2 | \* | 1 |
| **2013 Overall** | 36 | 45 | 15 | 2 | 1 | 1 |
| **2012 Overall** | 37 | 46 | 14 | 2 | \* | 1 |
| **Metropolitan** | 36 | 46 | 14 | 2 | \* | 1 |
| **Interface** | 42 | 40 | 15 | 1 | 1 | 1 |
| **Regional Centres** | 41 | 44 | 12 | 1 | 1 | 1 |
| **Large Rural** | 38 | 42 | 16 | 2 | \* | 1 |
| **Small Rural** | 40 | 43 | 14 | 2 | 1 | 1 |
| **Men** | 30 | 46 | 19 | 3 | 1 | 1 |
| **Women** | 46 | 42 | 10 | 1 | \* | 1 |
| **18-34** | 35 | 45 | 17 | 2 | \* | 1 |
| **35-49** | 37 | 43 | 16 | 2 | \* | 1 |
| **50-64** | 44 | 40 | 12 | 1 | 1 | 1 |

**2019 Elderly support performance (index scores)**

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

**2019 Elderly support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |
| **2017 Overall** | 14 | 31 | 19 | 4 | 2 | 30 |
| **2016 Overall** | 14 | 30 | 20 | 5 | 2 | 30 |
| **2015 Overall** | 15 | 34 | 19 | 4 | 2 | 26 |
| **2014 Overall** | 16 | 34 | 17 | 4 | 2 | 27 |
| **2013 Overall** | 15 | 33 | 19 | 4 | 1 | 28 |
| **2012 Overall** | 15 | 34 | 20 | 5 | 2 | 25 |
| **Metropolitan** | 11 | 29 | 18 | 4 | 2 | 37 |
| **Interface** | 11 | 29 | 16 | 5 | 2 | 37 |
| **Regional Centres** | 18 | 36 | 22 | 6 | 3 | 14 |
| **Large Rural** | 13 | 32 | 20 | 5 | 2 | 27 |
| **Small Rural** | 19 | 37 | 18 | 4 | 2 | 21 |
| **Men** | 13 | 33 | 18 | 4 | 2 | 29 |
| **Women** | 15 | 32 | 19 | 5 | 2 | 26 |
| **18-34** | 11 | 35 | 19 | 4 | 2 | 29 |
| **35-49** | 10 | 32 | 17 | 4 | 2 | 36 |
| **50-64** | 14 | 30 | 20 | 6 | 2 | 28 |
| **65+** | 22 | 33 | 18 | 5 | 2 | 21 |
| **2018 Overall** | 14 | 32 | 19 | 5 | 2 | 29 |

**Disadvantaged support services**

**2019 Disadvantaged support importance (index scores)**

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

**2019 Disadvantaged support importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 32 | 42 | 20 | 3 | 1 | 2 |
| **Interface** | 34 | 42 | 20 | 2 | \* | 1 |
| **Large Rural** | 27 | 38 | 25 | 5 | 2 | 2 |
| **Men** | 24 | 39 | 27 | 5 | 2 | 2 |
| **Women** | 36 | 42 | 17 | 2 | 1 | 2 |
| **18-34** | 35 | 36 | 23 | 4 | 1 | 2 |
| **35-49** | 30 | 41 | 22 | 4 | 1 | 1 |
| **50-64** | 30 | 41 | 22 | 5 | 1 | 1 |
| **65+** | 25 | 45 | 21 | 3 | 2 | 4 |
| **Personal user\*** | 48 | ` | 7 | - | - | - |
| **Household user\*** | 44 | 48 | 6 | 2 | - | - |

**2019 Disadvantaged support performance (index scores)**

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

**2019 Disadvantaged support performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 | 25 | 21 | 5 | 2 | 41 |
| **Interface** | 6 | 24 | 20 | 7 | 3 | 40 |
| **Regional Centres** | 11 | 30 | 27 | 7 | 2 | 22 |
| **Large Rural** | 7 | 23 | 24 | 6 | 2 | 38 |
| **Men** | 7 | 27 | 22 | 4 | 2 | 38 |
| **Women** | 8 | 23 | 23 | 7 | 3 | 36 |
| **18-34** | 7 | 28 | 27 | 6 | 2 | 30 |
| **35-49** | 6 | 25 | 20 | 6 | 2 | 41 |
| **50-64** | 6 | 22 | 23 | 6 | 2 | 40 |
| **65+** | 10 | 24 | 20 | 5 | 2 | 40 |

**Recreational facilities**

**2019 Recreational facilities importance (index scores)**

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

**2019 Recreational facilities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 23 | 46 | 26 | 4 | 1 | \* |
| **2018 Overall** | 25 | 46 | 25 | 3 | 1 | \* |
| **2017 Overall** | 24 | 46 | 26 | 4 | 1 | \* |
| **2016 Overall** | 25 | 45 | 24 | 4 | 1 | 1 |
| **2015 Overall** | 23 | 46 | 26 | 3 | 1 | \* |
| **2014 Overall** | 23 | 47 | 26 | 4 | 1 | 1 |
| **2013 Overall** | 23 | 47 | 26 | 3 | 1 | \* |
| **2012 Overall** | 22 | 49 | 25 | 3 | 1 | 1 |
| **Metropolitan** | 22 | 49 | 26 | 3 | 1 | \* |
| **Interface** | 25 | 44 | 24 | 5 | 1 | 1 |
| **Regional Centres** | 22 | 47 | 26 | 4 | 1 | 1 |
| **Large Rural** | 23 | 46 | 25 | 4 | 1 | \* |
| **Small Rural** | 24 | 44 | 27 | 4 | 1 | \* |
| **Men** | 20 | 46 | 28 | 4 | 1 | \* |
| **Women** | 25 | 47 | 24 | 3 | \* | 1 |
| **18-34** | 20 | 44 | 30 | 5 | \* | \* |
| **35-49** | 29 | 44 | 23 | 3 | 1 | \* |
| **50-64** | 25 | 46 | 24 | 3 | 1 | \* |
| **65+** | 18 | 50 | 25 | 4 | 1 | 1 |

**2019 Recreational facilities performance (index scores)**

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

**2019 Recreational facilities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 23 | 44 | 21 | 6 | 2 | 4 |
| **2018 Overall** | 22 | 42 | 22 | 7 | 3 | 4 |
| **2017 Overall** | 22 | 43 | 22 | 7 | 2 | 4 |
| **2016 Overall** | 21 | 43 | 23 | 7 | 3 | 4 |
| **2015 Overall** | 22 | 43 | 23 | 6 | 2 | 3 |
| **2014 Overall** | 23 | 44 | 21 | 6 | 2 | 3 |
| **2013 Overall** | 22 | 44 | 22 | 7 | 2 | 3 |
| **2012 Overall** | 21 | 44 | 22 | 7 | 2 | 3 |
| **Metropolitan** | 27 | 46 | 18 | 4 | 1 | 4 |
| **Interface** | 23 | 44 | 19 | 7 | 3 | 4 |
| **Regional Centres** | 24 | 45 | 19 | 6 | 2 | 3 |
| **Large Rural** | 19 | 43 | 24 | 7 | 3 | 4 |
| **Small Rural** | 20 | 42 | 23 | 8 | 3 | 4 |
| **Men** | 22 | 45 | 21 | 6 | 2 | 4 |
| **Women** | 23 | 43 | 21 | 7 | 2 | 4 |
| **18-34** | 21 | 46 | 22 | 7 | 2 | 2 |
| **35-49** | 22 | 42 | 22 | 8 | 4 | 3 |
| **50-64** | 21 | 44 | 22 | 7 | 2 | 3 |
| **65+** | 26 | 43 | 19 | 4 | 1 | 6 |

**The appearance of public areas**

**2019 Public areas importance (index scores)**

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

**2019 Public areas importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 24 | 47 | 25 | 3 | \* | \* |
| **2018 Overall** | 26 | 46 | 24 | 2 | \* | \* |
| **2017 Overall** | 26 | 47 | 24 | 2 | \* | \* |
| **2016 Overall** | 26 | 48 | 23 | 2 | 1 | \* |
| **2015 Overall** | 24 | 47 | 25 | 2 | \* | \* |
| **2014 Overall** | 25 | 48 | 25 | 2 | \* | \* |
| **2013 Overall** | 26 | 48 | 23 | 2 | \* | \* |
| **2012 Overall** | 23 | 49 | 25 | 2 | \* | \* |
| **Metropolitan** | 25 | 48 | 24 | 3 | \* | \* |
| **Interface** | 24 | 50 | 23 | 2 | 1 | \* |
| **Regional Centres** | 23 | 48 | 25 | 2 | 1 | 1 |
| **Large Rural** | 24 | 45 | 27 | 3 | \* | \* |
| **Small Rural** | 25 | 47 | 25 | 3 | \* | \* |
| **Men** | 22 | 47 | 28 | 4 | 1 | \* |
| **Women** | 27 | 48 | 22 | 2 | \* | \* |
| **18-34** | 22 | 44 | 30 | 4 | \* | \* |
| **35-49** | 27 | 45 | 24 | 3 | \* | \* |
| **50-64** | 28 | 47 | 23 | 2 | \* | \* |
| **65+** | 22 | 52 | 22 | 2 | \* | 1 |

**2019 Public areas performance (index scores)**

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

**2019 Public areas performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 26 | 45 | 20 | 5 | 2 | 1 |
| **2018 Overall** | 24 | 45 | 21 | 6 | 2 | 1 |
| **2017 Overall** | 25 | 46 | 20 | 6 | 2 | 1 |
| **2016 Overall** | 24 | 46 | 21 | 6 | 2 | 1 |
| **2015 Overall** | 24 | 47 | 20 | 5 | 2 | 1 |
| **2014 Overall** | 25 | 46 | 20 | 5 | 2 | 1 |
| **2013 Overall** | 24 | 46 | 22 | 6 | 2 | 1 |
| **2012 Overall** | 23 | 48 | 21 | 6 | 2 | 1 |
| **Metropolitan** | 28 | 46 | 19 | 5 | 1 | 1 |
| **Interface** | 19 | 48 | 22 | 6 | 3 | 1 |
| **Regional Centres** | 31 | 43 | 19 | 5 | 2 | 1 |
| **Large Rural** | 23 | 46 | 22 | 5 | 3 | 1 |
| **Small Rural** | 28 | 44 | 20 | 5 | 2 | 1 |
| **Men** | 25 | 47 | 20 | 5 | 2 | 1 |
| **Women** | 28 | 44 | 21 | 5 | 2 | 1 |
| **18-34** | 26 | 48 | 19 | 5 | 2 | \* |
| **35-49** | 27 | 45 | 20 | 5 | 3 | 1 |
| **50-64** | 25 | 45 | 21 | 6 | 2 | 1 |
| **65+** | 28 | 44 | 21 | 4 | 2 | 2 |

**Art centres and libraries**

**2019 Art centres and libraries importance (index scores)**

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

**2019 Art centres and libraries importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | \* |
| **2012 Overall** | 17 | 42 | 33 | 7 | 2 | 1 |
| **Metropolitan** | 19 | 41 | 31 | 7 | 1 | 1 |
| **Interface** | 16 | 38 | 31 | 10 | 3 | 1 |
| **Regional Centres** | 15 | 37 | 34 | 10 | 3 | 1 |
| **Large Rural** | 16 | 35 | 36 | 9 | 2 | 1 |
| **Small Rural** | 16 | 36 | 34 | 11 | 3 | 1 |
| **Men** | 14 | 35 | 35 | 13 | 3 | 1 |
| **Women** | 20 | 43 | 31 | 5 | 1 | 1 |
| **18-34** | 17 | 36 | 35 | 10 | 2 | \* |
| **35-49** | 18 | 38 | 34 | 9 | 2 | 1 |
| **50-64** | 17 | 38 | 33 | 9 | 2 | \* |
| **65+** | 16 | 43 | 30 | 7 | 3 | 1 |

**2019 Art centres and libraries performance (index scores)**

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

**2019 Art centres and libraries performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 | 43 | 16 | 3 | 1 | 10 |
| **Interface** | 28 | 40 | 15 | 4 | 2 | 12 |
| **Regional Centres** | 26 | 44 | 20 | 3 | 1 | 7 |
| **Large Rural** | 23 | 42 | 18 | 5 | 1 | 11 |
| **Small Rural** | 25 | 42 | 18 | 4 | 1 | 9 |
| **Men** | 22 | 43 | 19 | 3 | 1 | 12 |
| **Women** | 29 | 42 | 16 | 4 | 1 | 8 |
| **18-34** | 24 | 45 | 19 | 3 | 1 | 8 |
| **35-49** | 27 | 42 | 16 | 5 | 1 | 9 |
| **50-64** | 22 | 42 | 19 | 4 | 1 | 12 |
| **65+** | 29 | 41 | 16 | 3 | 1 | 11 |

**Community and cultural activities**

**2019 Community and cultural activities importance (index scores)**

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

**2019 Community and cultural activities importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | \* |
| **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** | 11 | 35 | 41 | 10 | 2 | 1 |
| **Interface** | 12 | 39 | 37 | 11 | 1 | 1 |
| **Regional Centres** | 13 | 36 | 38 | 9 | 2 | 1 |
| **Large Rural** | 11 | 34 | 42 | 10 | 3 | \* |
| **Small Rural** | 13 | 38 | 36 | 9 | 4 | 1 |
| **Men** | 9 | 31 | 42 | 13 | 4 | 1 |
| **Women** | 14 | 39 | 38 | 7 | 1 | 1 |
| **18-34** | 12 | 34 | 42 | 10 | 2 | \* |
| **35-49** | 13 | 34 | 40 | 10 | 3 | \* |
| **50-64** | 12 | 36 | 40 | 10 | 2 | 1 |
| **65+** | 10 | 38 | 38 | 9 | 3 | 2 |

**2019 Community and cultural activities performance (index scores)**

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

**2019 Community and cultural activities performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 19 | 42 | 23 | 5 | 1 | 10 |
| **Interface** | 17 | 42 | 23 | 6 | 2 | 10 |
| **Regional Centres** | 18 | 43 | 26 | 6 | 2 | 6 |
| **Large Rural** | 16 | 41 | 27 | 6 | 2 | 8 |
| **Small Rural** | 15 | 40 | 30 | 7 | 2 | 7 |
| **Men** | 15 | 41 | 26 | 6 | 2 | 10 |
| **Women** | 20 | 42 | 24 | 5 | 1 | 7 |
| **18-34** | 15 | 42 | 27 | 7 | 2 | 7 |
| **35-49** | 19 | 43 | 23 | 6 | 2 | 7 |
| **50-64** | 18 | 39 | 27 | 6 | 2 | 8 |
| **65+** | 19 | 41 | 23 | 4 | 1 | 12 |

**Waste management**

**2019 Waste management importance (index scores)**

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

**2019 Waste management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 41 | 44 | 13 | 1 | \* | \* |
| **2018 Overall** | 42 | 43 | 13 | 1 | \* | \* |
| **2017 Overall** | 36 | 46 | 16 | 1 | \* | \* |
| **2016 Overall** | 38 | 45 | 14 | 2 | 1 | 1 |
| **2015 Overall** | 35 | 46 | 16 | 1 | \* | \* |
| **2014 Overall** | 35 | 47 | 16 | 1 | \* | 1 |
| **2013 Overall** | 36 | 47 | 15 | 1 | \* | \* |
| **2012 Overall** | 32 | 49 | 16 | 1 | \* | 1 |
| **Metropolitan** | 46 | 43 | 10 | 1 | \* | \* |
| **Interface** | 43 | 44 | 11 | 1 | \* | \* |
| **Regional Centres** | 39 | 44 | 14 | 1 | \* | \* |
| **Large Rural** | 39 | 44 | 14 | 2 | \* | \* |
| **Small Rural** | 37 | 46 | 15 | 1 | \* | 1 |
| **Men** | 37 | 46 | 15 | 2 | \* | \* |
| **Women** | 45 | 43 | 10 | 1 | \* | \* |
| **18-34** | 38 | 44 | 16 | 1 | \* | \* |
| **35-49** | 44 | 41 | 13 | 1 | \* | \* |
| **50-64** | 44 | 42 | 11 | 1 | 1 | \* |
| **65+** | 40 | 48 | 10 | 1 | \* | 1 |

**2019 Waste management performance (index scores)**

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

**2019 Waste management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 28 | 44 | 18 | 5 | 2 | 2 |
| **Interface** | 25 | 44 | 17 | 8 | 3 | 1 |
| **Regional Centres** | 24 | 42 | 19 | 8 | 5 | 2 |
| **Large Rural** | 18 | 40 | 24 | 10 | 5 | 4 |
| **Small Rural** | 20 | 41 | 22 | 9 | 4 | 3 |
| **Men** | 24 | 43 | 20 | 8 | 4 | 2 |
| **Women** | 22 | 41 | 22 | 9 | 4 | 3 |
| **18-34** | 23 | 42 | 21 | 8 | 4 | 2 |
| **35-49** | 20 | 43 | 21 | 10 | 5 | 2 |
| **50-64** | 21 | 40 | 23 | 10 | 4 | 2 |
| **65+** | 27 | 43 | 19 | 6 | 3 | 3 |

**Business and community development and tourism**

**2019 Business/development/tourism importance (index scores)**

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

**2019 Business/development/tourism importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 11 | 29 | 39 | 16 | 4 | 2 |
| **Regional Centres** | 28 | 41 | 25 | 4 | 1 | 1 |
| **Large Rural** | 15 | 38 | 35 | 9 | 2 | 1 |
| **Small Rural** | 25 | 41 | 26 | 5 | 2 | 1 |
| **Men** | 18 | 35 | 32 | 12 | 3 | 1 |
| **Women** | 21 | 37 | 31 | 7 | 2 | 2 |
| **18-34** | 18 | 33 | 35 | 12 | 1 | 1 |
| **35-49** | 21 | 35 | 32 | 9 | 2 | 1 |
| **50-64** | 22 | 37 | 30 | 9 | 2 | 1 |
| **65+** | 18 | 39 | 29 | 8 | 3 | 3 |

**2019 Business/development/tourism performance (index scores)**

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

**2019 Business/development/tourism performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 10 | 33 | 31 | 10 | 3 | 13 |
| **2018 Overall** | 10 | 33 | 31 | 10 | 4 | 12 |
| **2017 Overall** | 11 | 34 | 29 | 10 | 3 | 14 |
| **2016 Overall** | 10 | 32 | 31 | 10 | 3 | 14 |
| **2015 Overall** | 11 | 34 | 31 | 10 | 3 | 12 |
| **2014 Overall** | 11 | 35 | 30 | 9 | 3 | 12 |
| **2013 Overall** | 10 | 35 | 30 | 9 | 3 | 13 |
| **2012 Overall** | 10 | 35 | 31 | 9 | 3 | 12 |
| **Metropolitan** | 7 | 29 | 31 | 9 | 2 | 23 |
| **Interface** | 12 | 40 | 27 | 8 | 1 | 13 |
| **Regional Centres** | 12 | 36 | 30 | 11 | 4 | 7 |
| **Large Rural** | 12 | 36 | 30 | 10 | 4 | 9 |
| **Small Rural** | 12 | 33 | 32 | 11 | 5 | 7 |
| **Men** | 10 | 32 | 32 | 11 | 4 | 12 |
| **Women** | 11 | 34 | 30 | 9 | 3 | 13 |
| **18-34** | 11 | 36 | 32 | 10 | 2 | 8 |
| **35-49** | 10 | 34 | 30 | 11 | 5 | 11 |
| **50-64** | 10 | 29 | 32 | 12 | 4 | 14 |
| **65+** | 11 | 33 | 29 | 8 | 3 | 17 |

**Council’s general town planning policy**

**2019 Town planning importance (index scores)**

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

**2019 Town planning importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 25 | 40 | 26 | 3 | 1 | 4 |
| **Interface** | 26 | 38 | 25 | 4 | 1 | 5 |
| **Regional Centres** | 21 | 43 | 26 | 4 | 1 | 5 |
| **Large Rural** | 27 | 41 | 23 | 4 | 1 | 5 |
| **Small Rural** | 39 | 37 | 18 | 3 | 1 | 1 |
| **Men** | 24 | 40 | 26 | 5 | 1 | 4 |
| **Women** | 28 | 41 | 23 | 2 | 1 | 5 |
| **18-34** | 17 | 39 | 34 | 5 | 1 | 5 |
| **35-49** | 29 | 38 | 25 | 4 | 1 | 3 |
| **50-64** | 34 | 40 | 20 | 3 | 1 | 3 |
| **65+** | 29 | 44 | 18 | 2 | 1 | 6 |

**2019 Town planning performance (index scores)**

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

**2019 Town planning performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 | 30 | 29 | 11 | 6 | 19 |
| **Interface** | 6 | 26 | 29 | 16 | 6 | 17 |
| **Regional Centres** | 8 | 32 | 30 | 11 | 5 | 14 |
| **Large Rural** | 6 | 32 | 27 | 12 | 7 | 16 |
| **Small Rural** | 5 | 24 | 31 | 16 | 11 | 14 |
| **Men** | 7 | 31 | 28 | 13 | 8 | 14 |
| **Women** | 5 | 28 | 30 | 12 | 6 | 20 |
| **18-34** | 7 | 37 | 28 | 7 | 4 | 17 |
| **35-49** | 5 | 30 | 27 | 13 | 8 | 17 |
| **50-64** | 5 | 24 | 30 | 15 | 10 | 17 |
| **65+** | 7 | 26 | 31 | 14 | 6 | 17 |

**Planning and building permits**

**2019 Planning and building permits importance (index scores)**

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

**2019 Planning and building permits importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | 21 | 5 | 1 | 2 |
| **Interface** | 26 | 41 | 24 | 5 | 2 | 3 |
| **Regional Centres** | 23 | 41 | 27 | 5 | 1 | 4 |
| **Large Rural** | 26 | 38 | 25 | 7 | 2 | 3 |
| **Small Rural** | 25 | 39 | 27 | 6 | 2 | 2 |
| **Men** | 25 | 38 | 26 | 7 | 2 | 2 |
| **Women** | 28 | 40 | 24 | 4 | 1 | 3 |
| **18-34** | 19 | 35 | 34 | 8 | 1 | 2 |
| **35-49** | 29 | 37 | 25 | 6 | 2 | 1 |
| **50-64** | 32 | 40 | 21 | 4 | 2 | 2 |
| **65+** | 27 | 45 | 18 | 4 | 1 | 5 |

**2019 Planning and building permits performance (index scores)**

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

**2019 Planning and building permits performance (%)**

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

**Environmental sustainability**

**2019 Environmental sustainability importance (index scores)**

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

**2019 Environmental sustainability importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 35 | 38 | 19 | 5 | 2 | 1 |
| **Regional Centres** | 33 | 38 | 20 | 6 | 2 | 1 |
| **Large Rural** | 32 | 39 | 22 | 4 | 3 | 1 |
| **Small Rural** | 30 | 39 | 22 | 5 | 2 | 1 |
| **Men** | 27 | 37 | 24 | 7 | 3 | 1 |
| **Women** | 39 | 40 | 17 | 3 | 1 | 1 |
| **18-34** | 38 | 39 | 18 | 4 | 1 | 1 |
| **35-49** | 33 | 38 | 22 | 5 | 2 | \* |
| **50-64** | 34 | 35 | 22 | 5 | 3 | 1 |
| **65+** | 28 | 41 | 21 | 6 | 3 | 2 |

**2019 Environmental sustainability performance (index scores)**

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

**2019 Environmental sustainability performance (%)**

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

**Emergency and disaster management**

**2019 Emergency and disaster management importance (index scores)**

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

**2019 Emergency and disaster management importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 43 | 36 | 15 | 4 | 1 | 2 |
| **Interface** | 55 | 32 | 8 | 3 | 1 | 1 |
| **Regional Centres** | 48 | 34 | 13 | 4 | 1 | 1 |
| **Large Rural** | 47 | 36 | 13 | 2 | 1 | 1 |
| **Small Rural** | 48 | 33 | 14 | 2 | 1 | 1 |
| **Men** | 40 | 35 | 17 | 5 | 2 | 1 |
| **Women** | 53 | 34 | 9 | 1 | 1 | 1 |
| **18-34** | 51 | 33 | 12 | 3 | 1 | \* |
| **35-49** | 48 | 33 | 15 | 3 | 2 | \* |
| **50-64** | 49 | 32 | 14 | 3 | 1 | 1 |
| **65+** | 41 | 40 | 12 | 3 | 2 | 3 |

**2019 Emergency and disaster management performance (index scores)**

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

**2019 Emergency and disaster management performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 13 | 33 | 19 | 3 | 1 | 31 |
| **Interface** | 22 | 35 | 16 | 3 | 2 | 22 |
| **Regional Centres** | 26 | 41 | 16 | 4 | 1 | 13 |
| **Large Rural** | 22 | 39 | 18 | 4 | 2 | 16 |
| **Small Rural** | 22 | 39 | 18 | 4 | 2 | 15 |
| **Men** | 19 | 37 | 19 | 4 | 2 | 19 |
| **Women** | 22 | 38 | 16 | 3 | 1 | 19 |
| **18-34** | 23 | 44 | 16 | 4 | 2 | 12 |
| **35-49** | 19 | 39 | 16 | 4 | 2 | 21 |
| **50-64** | 19 | 35 | 20 | 4 | 2 | 21 |
| **65+** | 21 | 33 | 19 | 3 | 1 | 23 |

**Planning for population growth in the area**

**2019 Population growth importance (index scores)**

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

**2019 Population growth importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 38 | 36 | 18 | 5 | 1 | 2 |
| **Interface** | 47 | 31 | 16 | 4 | 2 | 1 |
| **Regional Centres** | 33 | 39 | 21 | 4 | 1 | 1 |
| **Large Rural** | 41 | 32 | 18 | 5 | 2 | 1 |
| **Men** | 35 | 36 | 21 | 5 | 2 | 1 |
| **Women** | 42 | 35 | 17 | 4 | 1 | 2 |
| **18-34** | 35 | 34 | 24 | 5 | 1 | 1 |
| **35-49** | 44 | 33 | 17 | 5 | 1 | \* |
| **50-64** | 42 | 35 | 17 | 3 | 1 | 1 |
| **65+** | 34 | 40 | 16 | 5 | 2 | 3 |

**2019 Population growth performance (index scores)**

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

**2019 Population growth performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 5 | 23 | 31 | 15 | 6 | 19 |
| **Interface** | 6 | 23 | 28 | 21 | 10 | 12 |
| **Regional Centres** | 14 | 34 | 26 | 10 | 4 | 12 |
| **Large Rural** | 5 | 24 | 28 | 19 | 10 | 14 |
| **Small Rural** | 8 | 23 | 27 | 18 | 9 | 15 |
| **Men** | 7 | 26 | 28 | 17 | 8 | 13 |
| **Women** | 7 | 24 | 29 | 16 | 7 | 16 |
| **18-34** | 10 | 33 | 27 | 13 | 6 | 11 |
| **35-49** | 5 | 24 | 28 | 19 | 10 | 14 |
| **50-64** | 6 | 21 | 31 | 18 | 9 | 15 |
| **65+** | 7 | 21 | 29 | 16 | 6 | 20 |

**Roadside slashing and weed control**

**2019 Roadside slashing and weed control importance (index scores)**

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

**2019 Roadside slashing and weed control importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **2019 Overall** | 30 | 41 | 24 | 4 | 1 | \* |
| **2018 Overall** | 29 | 40 | 25 | 4 | 1 | \* |
| **2017 Overall** | 30 | 40 | 25 | 4 | 1 | 1 |
| **2016 Overall** | 28 | 42 | 23 | 5 | 1 | 1 |
| **2015 Overall** | 28 | 40 | 26 | 5 | 1 | \* |
| **2014 Overall** | 32 | 40 | 23 | 4 | 1 | \* |
| **2013 Overall** | 30 | 42 | 24 | 4 | 1 | \* |
| **2012 Overall** | 24 | 42 | 28 | 5 | 1 | 1 |
| **Metropolitan** | 17 | 38 | 35 | 9 | 1 | 1 |
| **Interface** | 26 | 43 | 24 | 5 | 1 | \* |
| **Large Rural** | 35 | 37 | 23 | 4 | 1 | \* |
| **Small Rural** | 31 | 45 | 21 | 3 | \* | 1 |
| **Men** | 25 | 41 | 27 | 5 | 1 | 1 |
| **Women** | 34 | 40 | 22 | 3 | \* | \* |
| **18-34** | 22 | 34 | 34 | 9 | 1 | \* |
| **35-49** | 32 | 40 | 24 | 3 | \* | \* |
| **50-64** | 36 | 42 | 17 | 3 | \* | \* |
| **65+** | 29 | 46 | 21 | 2 | \* | 1 |

**2019 Roadside slashing and weed control performance (index scores)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2019** | **2018** | **2017** | **2016** | **2015** | **2014** | **2013** | **2012** |
| **Metropolitan** | 69 | 67 | 68 | 68 | 69 | n/a | n/a | n/a |
| **18-34** | 62 | 61 | 58 | 61 | 62 | 63 | 63 | 67 |
| **Interface** | 61 | 60 | 54 | 56 | 52 | n/a | n/a | n/a |
| **35-49** | 57 | 55 | 54 | 57 | 55 | 53 | 56 | 59 |
| **Women** | 56 | 56 | 54 | 57 | 55 | 55 | 56 | 61 |
| **Overall** | 56 | 55 | 53 | 56 | 55 | 55 | 56 | 61 |
| **Men** | 56 | 54 | 52 | 55 | 54 | 55 | 57 | 60 |
| **Small Rural** | 55 | 54 | 51 | 51 | 52 | n/a | n/a | n/a |
| **65+** | 54 | 53 | 51 | 54 | 52 | 53 | 55 | 59 |
| **50-64** | 53 | 51 | 50 | 52 | 51 | 51 | 52 | 58 |
| **Large Rural** | 52 | 51 | 50 | 54 | 53 | n/a | n/a | n/a |
| **Regional Centres** | 50 | n/a | n/a | 62 | 58 | n/a | n/a | n/a |

**2019 Roadside slashing and weed control performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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 |
| **Metropolitan** | 18 | 49 | 21 | 7 | 2 | 3 |
| **Interface** | 12 | 40 | 27 | 12 | 6 | 3 |
| **Regional Centres\*** | - | - | 100 | - | - | - |
| **Large Rural** | 10 | 29 | 29 | 19 | 11 | 2 |
| **Small Rural** | 11 | 31 | 31 | 16 | 9 | 2 |
| **Men** | 11 | 36 | 28 | 15 | 10 | 2 |
| **Women** | 12 | 32 | 29 | 16 | 8 | 3 |
| **18-34** | 14 | 41 | 25 | 12 | 5 | 2 |
| **35-49** | 13 | 34 | 26 | 17 | 9 | 2 |
| **50-64** | 10 | 30 | 31 | 17 | 11 | 1 |
| **65+** | 10 | 30 | 31 | 16 | 10 | 4 |

**Maintenance of unsealed roads in your area**

**2019 Unsealed roads importance (index scores)**

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

**2019 Unsealed roads importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 47 | 34 | 15 | 3 | 1 | \* |
| **Regional Centres** | 33 | 40 | 20 | 4 | 2 | 1 |
| **Large Rural** | 41 | 39 | 17 | 2 | 1 | 1 |
| **Small Rural** | 44 | 40 | 13 | 2 | \* | 1 |
| **Men** | 37 | 41 | 17 | 3 | 1 | 1 |
| **Women** | 45 | 37 | 14 | 2 | \* | 1 |
| **18-34** | 40 | 36 | 20 | 3 | 1 | \* |
| **35-49** | 44 | 36 | 16 | 3 | 1 | \* |
| **50-64** | 46 | 36 | 14 | 2 | 1 | 1 |
| **65+** | 36 | 46 | 14 | 2 | \* | 2 |

**2019 Unsealed roads performance (index scores)**

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

**2019 Unsealed roads performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 7 | 25 | 28 | 17 | 11 | 12 |
| **Regional Centres** | 7 | 28 | 28 | 18 | 8 | 10 |
| **Large Rural** | 4 | 18 | 30 | 23 | 18 | 7 |
| **Small Rural** | 5 | 20 | 30 | 23 | 17 | 5 |
| **Men** | 6 | 22 | 29 | 21 | 16 | 5 |
| **Women** | 4 | 19 | 30 | 23 | 15 | 9 |
| **18-34** | 6 | 22 | 29 | 23 | 16 | 3 |
| **35-49** | 5 | 21 | 29 | 22 | 18 | 6 |
| **50-64** | 4 | 19 | 31 | 23 | 17 | 6 |
| **65+** | 5 | 21 | 30 | 20 | 13 | 12 |

**Business and community development**

**2019 Business/community development importance (index scores)**

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

**2019 Business/community development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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 | 39 | 31 | 8 | 1 | 1 |
| **Regional Centres** | 25 | 42 | 29 | 3 | 1 | 1 |
| **Large Rural** | 21 | 41 | 32 | 4 | 1 | 1 |
| **Small Rural** | 20 | 42 | 31 | 4 | 1 | 2 |
| **Men** | 18 | 39 | 34 | 7 | 1 | 1 |
| **Women** | 23 | 43 | 29 | 4 | \* | 1 |
| **18-34** | 23 | 41 | 30 | 5 | 1 | \* |
| **35-49** | 23 | 41 | 31 | 4 | \* | \* |
| **50-64** | 22 | 39 | 33 | 5 | 1 | 1 |
| **65+** | 16 | 43 | 31 | 7 | 1 | 3 |

**2019 Business/community development performance (index scores)**

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

**2019 Business/community development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **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** | 11 | 36 | 29 | 6 | 2 | 16 |
| **Regional Centres** | 11 | 37 | 33 | 11 | 3 | 6 |
| **Large Rural** | 7 | 35 | 32 | 10 | 3 | 13 |
| **Small Rural** | 8 | 35 | 31 | 10 | 3 | 13 |
| **Men** | 8 | 35 | 31 | 10 | 3 | 13 |
| **Women** | 9 | 36 | 31 | 8 | 2 | 13 |
| **18-34** | 11 | 43 | 28 | 8 | 3 | 7 |
| **35-49** | 8 | 36 | 33 | 9 | 4 | 9 |
| **50-64** | 7 | 32 | 33 | 11 | 3 | 14 |
| **65+** | 8 | 31 | 30 | 8 | 2 | 21 |

**Tourism development**

**2019 Tourism development importance (index scores)**

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

**2019 Tourism development importance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely important** | **Very important** | **Fairly important** | **Not that important** | **Not at all important** | **Can't say** |
| **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** | 5 | 24 | 37 | 24 | 9 | 1 |
| **Regional Centres** | 24 | 39 | 29 | 6 | 2 | \* |
| **Large Rural** | 14 | 31 | 39 | 11 | 3 | 1 |
| **Small Rural** | 18 | 36 | 32 | 9 | 3 | 2 |
| **Men** | 12 | 30 | 36 | 15 | 6 | 1 |
| **Women** | 16 | 33 | 36 | 11 | 3 | 1 |
| **18-34** | 12 | 28 | 36 | 18 | 5 | 1 |
| **35-49** | 15 | 28 | 39 | 13 | 4 | 1 |
| **50-64** | 14 | 34 | 36 | 11 | 4 | 1 |
| **65+** | 14 | 35 | 33 | 11 | 4 | 2 |

**2019 Tourism development performance (index scores)**

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

**2019 Tourism development performance (%)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** | **Can't say** |
| **2019 Overall** | 13 | 36 | 28 | 10 | 3 | 10 |
| **2018 Overall** | 12 | 37 | 26 | 11 | 3 | 11 |
| **2017 Overall** | 13 | 34 | 29 | 9 | 3 | 12 |
| **2016 Overall** | 13 | 34 | 27 | 9 | 3 | 13 |
| **2015 Overall** | 12 | 35 | 28 | 9 | 3 | 13 |
| **2014 Overall** | 13 | 36 | 28 | 9 | 2 | 13 |
| **Interface** | 8 | 29 | 31 | 11 | 3 | 17 |
| **Regional Centres** | 22 | 44 | 20 | 7 | 2 | 4 |
| **Large Rural** | 11 | 37 | 29 | 10 | 3 | 10 |
| **Small Rural** | 18 | 39 | 26 | 8 | 3 | 7 |
| **Men** | 12 | 36 | 28 | 11 | 3 | 10 |
| **Women** | 14 | 36 | 28 | 9 | 3 | 10 |
| **18-34** | 12 | 39 | 29 | 10 | 3 | 7 |
| **35-49** | 13 | 37 | 28 | 10 | 3 | 9 |
| **50-64** | 13 | 34 | 28 | 10 | 4 | 11 |
| **65+** | 14 | 35 | 27 | 8 | 3 | 13 |

**Detailed demographics**

**2019 gender (%)**

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

**2019 age (%)**

|  |  |
| --- | --- |
| **18-24** | 8 |
| **25-34** | 18 |
| **35-49** | 23 |
| **50-64** | 21 |
| **65+** | 30 |

**2019 household structure (%)**

|  |  |
| --- | --- |
| **Single person living alone** | 16 |
| **Single living with friends or housemates** | 12 |
| **Single living with children 16 or under** | 3 |
| **Single with children but none 16 or under living at home** | 3 |
| **Married or living with partner, no children** | 25 |
| **Married or living with partner with children 16 or under at home** | 20 |
| **Married or living with partner with children but none 16 or under at home** | 18 |
| **Do not wish to answer** | 2 |

**Years lived in area (%)**

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

**Years lived in area (%)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **0-5 years** | **5-10 years** | **10-20 years** | **20-30 years** | **30+ years** |
| **2019 Overall** | 17 | 15 | 22 | 17 | 29 |
| **2018 Overall** | 12 | 15 | 23 | 21 | 29 |
| **2017 Overall** | 14 | 17 | 24 | 18 | 28 |
| **2016 Overall** | 15 | 16 | 25 | 17 | 27 |
| **Metropolitan** | 26 | 15 | 20 | 17 | 23 |
| **Interface** | 19 | 21 | 26 | 15 | 19 |
| **Regional Centres** | 13 | 20 | 21 | 18 | 27 |
| **Large Rural** | 10 | 13 | 23 | 18 | 35 |
| **Small Rural** | 15 | 14 | 18 | 13 | 40 |
| **Men** | 18 | 15 | 22 | 17 | 29 |
| **Women** | 17 | 15 | 21 | 17 | 29 |
| **18-34** | 35 | 19 | 19 | 18 | 8 |
| **35-49** | 15 | 21 | 30 | 13 | 20 |
| **50-64** | 7 | 11 | 22 | 22 | 38 |
| **65+** | 6 | 7 | 17 | 15 | 55 |

**Home ownership (%)**

|  |  |  |
| --- | --- | --- |
|  | **Own** | **Rent** |
| **2019 Overall** | 92 | 7 |
| **2018 Overall** | 92 | 7 |
| **2017 Overall** | 83 | 15 |
| **2016 Overall** | 79 | 20 |
| **2015 Overall** | 82 | 17 |
| **2014 Overall** | 83 | 16 |
| **2013 Overall** | 83 | 16 |
| **2012 Overall** | 81 | 18 |
| **Small Rural** | 92 | 7 |
| **Men** | 94 | 6 |
| **Women** | 91 | 9 |
| **18-34** | 94 | 6 |
| **35-49** | 86 | 14 |
| **50-64** | 93 | 7 |
| **65+** | 95 | 5 |

**2019 languages spoken at home (%)**

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

**2019 languages spoken at home – Top mentions only (%)**

|  |  |
| --- | --- |
| **Chinese** | 7 |
| **Italian** | 3 |
| **Greek** | 2 |
| **Hindi** | 2 |
| **Vietnamese** | 2 |
| **Arabic** | 1 |
| **Croatian** | 1 |
| **French** | 1 |
| **German** | 1 |
| **Spanish** | 1 |

**2019 country of birth (%)**

|  |  |
| --- | --- |
| **Australia** | 59 |
| **Countries other than Australia** | 41 |

**2019 country of birth – Top mentions only (%)**

|  |  |
| --- | --- |
| **China** | 6 |
| **India** | 5 |
| **United Kingdom** | 3 |
| **New Zealand** | 2 |
| **Germany** | 1 |
| **Greece** | 1 |
| **United States** | 1 |

**2019 personal and household use and experience of services (%)**

|  |  |  |
| --- | --- | --- |
|  | **Personal use** | **Total household use** |
| **Waste management** | 88 | 91 |
| **Parking facilities** | 85 | 87 |
| **Local streets & footpaths** | 82 | 84 |
| **Appearance of public areas** | 81 | 83 |
| **Sealed local roads** | 78 | 79 |
| **Recreational facilities** | 63 | 69 |
| **Unsealed roads** | 59 | 62 |
| **Art centres & libraries** | 51 | 59 |
| **Informing the community** | 48 | 52 |
| **Community & cultural** | 34 | 38 |
| **Environmental sustainability** | 22 | 25 |
| **Consultation & engagement** | 19 | 23 |
| **Enforcement of local laws** | 20 | 22 |
| **Population growth** | 18 | 20 |
| **Business & community dev.** | 18 | 20 |
| **Planning & building permits** | 15 | 19 |
| **Emergency & disaster mngt** | 14 | 17 |
| **Tourism development** | 15 | 17 |
| **Family support services** | 10 | 14 |
| **Elderly support services** | 7 | 12 |
| **Lobbying** | 9 | 11 |
| **Disadvantaged support serv.** | 6 | 9 |

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

**Index Scores**

Many questions ask respondents to rate council performance on a five-point scale, for example, from ‘very good’ to ‘very poor’, with ‘can’t say’ also a possible response category.

To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an ‘Index Score’ has been calculated for such measures.

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

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

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

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

**Margins of Error**

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey was n=26,739. 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=26,739 interviews is +/-0.6% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 49.4% - 50.6%.

Maximum margins of error are listed in the aside table, based on a population of 3,442,800 people aged 18 years or over across the State, according to ABS estimates.

|  |  |  |  |
| --- | --- | --- | --- |
| **Demographic** | **Actual survey sample size** | **Weighted base** | **Maximum margin of error at 95% confidence interval** |
| **Overall** | 26,739 | 25,200 | +/-0.6 |
| **Men** | 12,781 | 12,431 | +/-0.9 |
| **Women** | 13,958 | 12,769 | +/-0.8 |
| **Metropolitan** | 6,310 | 5,600 | +/-1.2 |
| **Interface** | 2,101 | 2,000 | +/-2.1 |
| **Regional Centres** | 3,204 | 3,200 | +/-1.7 |
| **Large Rural** | 7,908 | 7,200 | +/-1.1 |
| **Small Rural** | 7,216 | 7,200 | +/-1.2 |
| **18-34 years** | 3,368 | 6,446 | +/-1.7 |
| **35-49 years** | 5,290 | 5,883 | +/-1.3 |
| **50-64 years** | 7,569 | 5,416 | +/-1.1 |
| **65+ years** | 10,512 | 7,455 | +/-1.0 |

**APPENDIX B: Further project information**

**Further information**

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

* Survey methodology and sampling
* Analysis and reporting
* Glossary of terms

**Contacts**

For further queries about the conduct and reporting of the 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email: [**admin@jwsresearch.com**](mailto:admin@jwsresearch.com)

**Survey methodology and sampling**

The 2019 results are compared with previous years, as detailed below:

* 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 area.

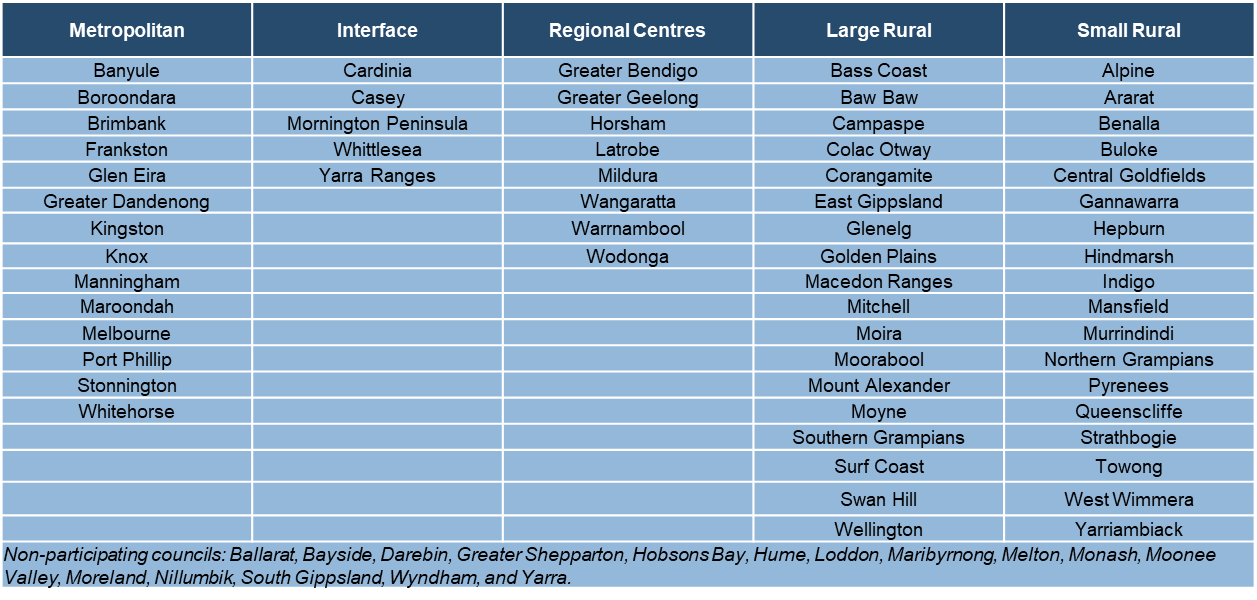
Survey sample matched to the demographic profile of each council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents, particularly younger people.

A total of n=26,739 completed interviews were achieved across the State. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

**Analysis and reporting**

In 2019, 63 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 2012-2019 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.



**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 Overall 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 2012-2019 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 2019 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 2019 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

**Reporting**

Every council that participated in the 2019 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>.

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.

**Glossary of terms**

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

**CSS**: 2019 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.