



2022 Local Government Community Satisfaction Survey

Macedon Ranges Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

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

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

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

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

Serving Victoria for 23 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 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, intricate network pattern resembling a neural network or a complex web of connections, with some nodes appearing brighter than others.

Key findings and recommendations



Macedon Ranges Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Macedon Ranges 50



State-wide 59



Large Rural 55

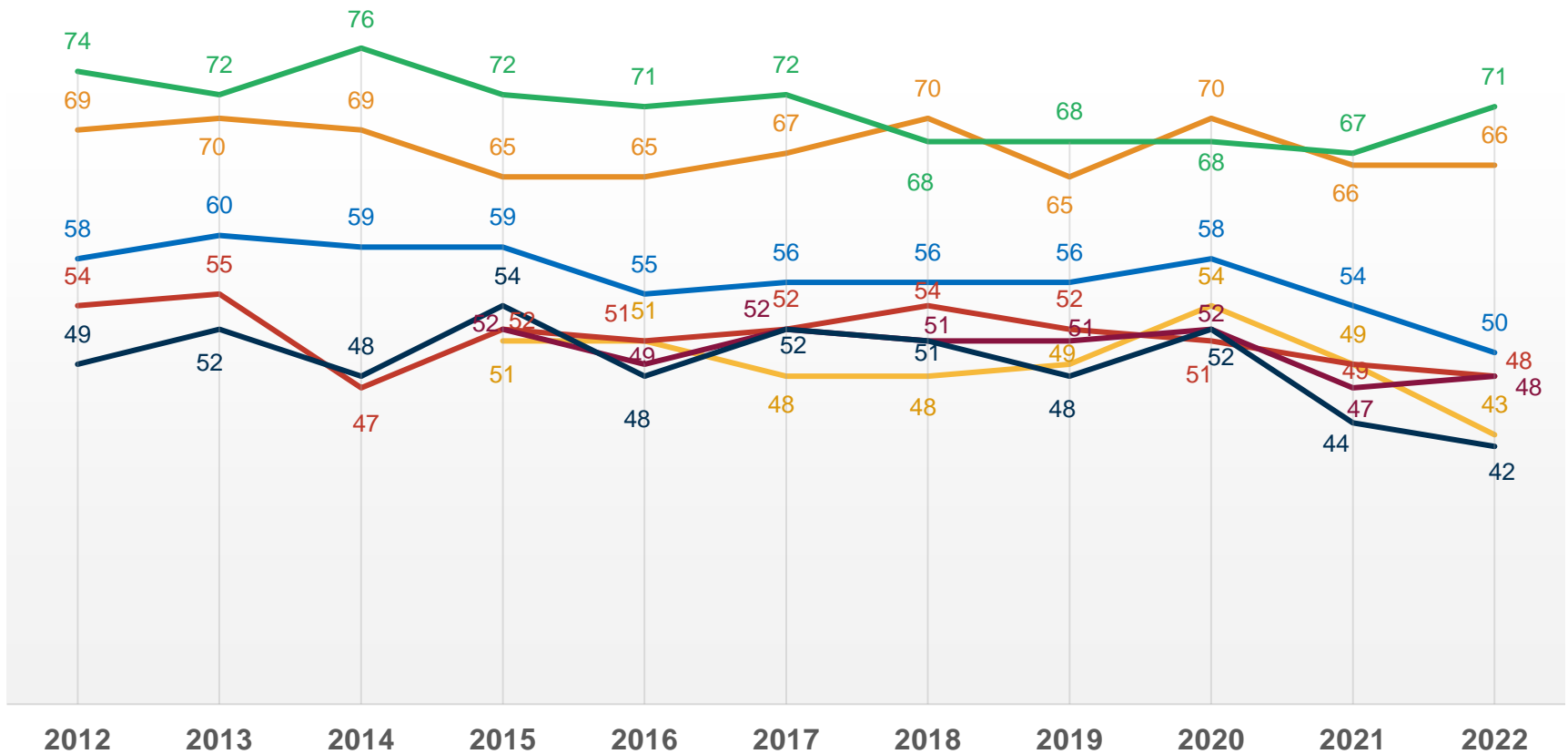
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	 Waste management	 Planning & Building permits  Population growth  Local streets & footpaths
Compared to group average	 Waste management  Parking facilities	 Town planning policy  Population growth  Planning & building permits



Summary of core measures

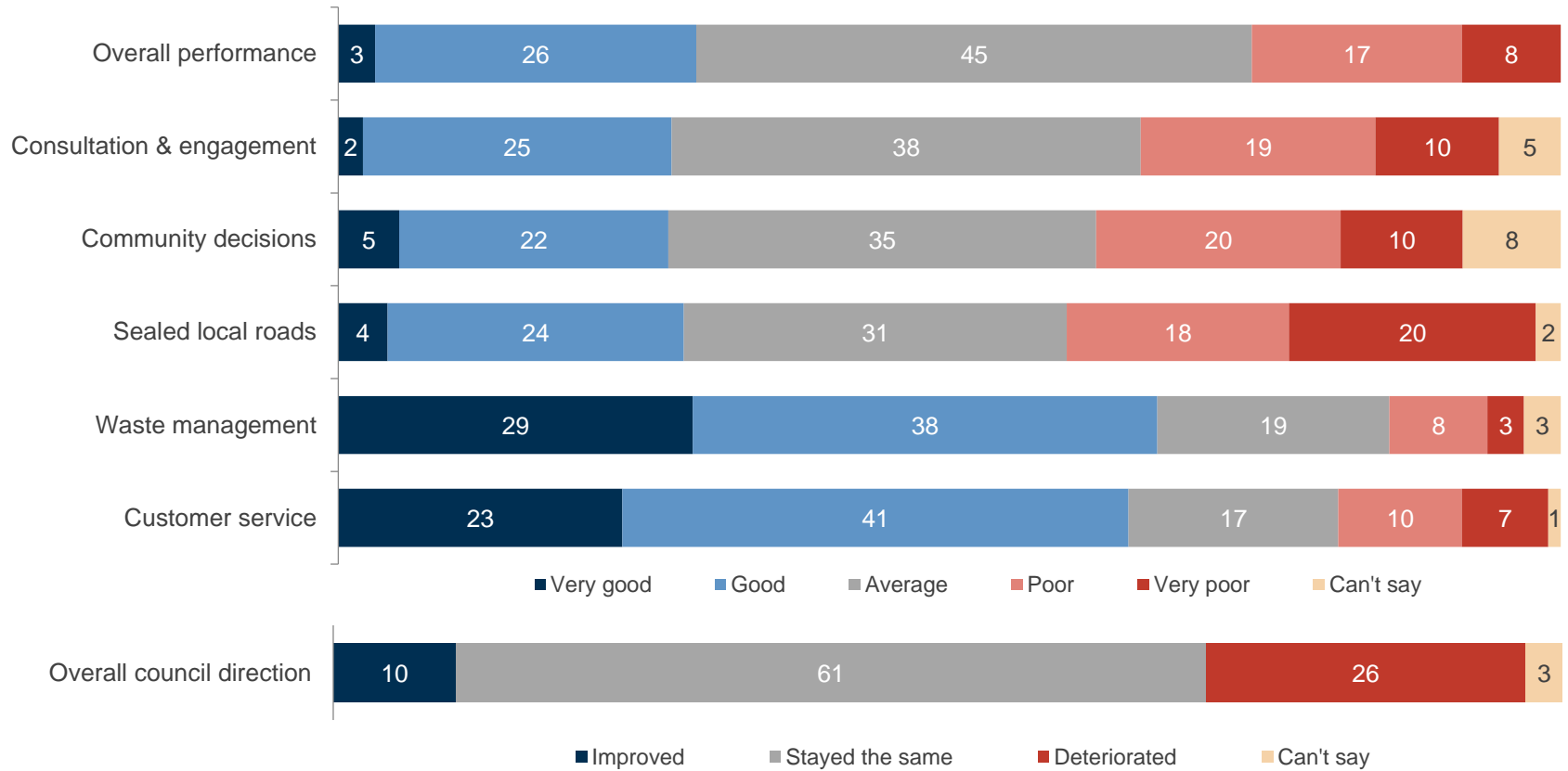
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2022	Macedon Ranges 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	50	54	55	59	Aged 18-34 years	Aged 50-64 years
	Value for money	45	48	48	53	Aged 18-34 years	Aged 50-64 years
	Overall council direction	42	44	47	50	Aged 18-34 years	Aged 50-64 years
	Customer service	66	66	67	68	Women	Aged 50-64 years
	Waste management	71	67	65	68	Aged 65+ years	Aged 50-64 years
	Appearance of public areas	66	68	67	71	Aged 18-34 years	Aged 50-64 years
	Art centres & libraries	66	69	72	73	Women, Aged 65+ years	Aged 50-64 years
	COVID-19 response	64	68	71	69	Aged 18-34 years	Aged 50-64 years
	Emergency & disaster mngt	63	68	66	66	Aged 18-34 years	Aged 50-64 years
	Enforcement of local laws	63	61	64	63	Aged 18-34 years	Aged 50+ years













Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2022	Macedon Ranges 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Family support services	63	63	64	65	Aged 35-49 years	Aged 50-64 years
	Recreational facilities	62	67	66	69	Aged 18-34 years	Aged 35-49 years
	Community & cultural	61	61	63	65	Aged 18-34 years	Aged 50-64 years
	Environmental sustainability	60	61	59	61	Aged 35-49 years	Aged 50+ years
	Elderly support services	59	63	65	67	Aged 18-34 years	Aged 50-64 years
	Tourism development	59	58	61	60	Aged 18-34 years	Aged 50-64 years
	Disadvantaged support serv.	58	63	62	62	Aged 18-34 years	Aged 50-64 years
	Parking facilities	56	56	53	57	Aged 18-34 years	South Ward residents
	Bus/community dev./tourism	55	57	58	60	Aged 18-34 years	Aged 50-64 years
	Business & community dev.	54	56	58	58	Aged 18-34 years	Aged 50-64 years



Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2022	Macedon Ranges 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Informing the community	53	53	56	59	Aged 18-34 years	Aged 50-64 years
	Community decisions	48	47	51	54	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	48	49	51	54	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	47	52	51	57	Aged 18-34 years	East Ward residents
	Lobbying	45	48	51	53	Aged 18-34 years	Aged 50-64 years
	Town planning policy	44	46	53	54	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	43	49	45	53	West Ward residents	East Ward residents
	Slashing & weed control	42	45	44	49	Aged 18-34 years	East Ward residents
	Population growth	41	43	49	52	Aged 18-34 years	Aged 50-64 years
	Planning & building permits	39	43	46	50	Aged 18-34 years	Aged 50-64 years



Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2022	Macedon Ranges 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Unsealed roads	37	45	39	41	South Ward residents	East Ward residents



Focus areas for the next 12 months

Overview

Perceptions of Macedon Ranges Shire Council's overall performance remained relatively stable until 2020, the significant four-point decline reported in 2021 was repeated in 2022 to a series low in 2021. This is reflected in a significant decline in perceived performance of many of the service areas over the last 12 months. Waste management is the exception – performance ratings here significantly improved to the highest level in the last five years.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service area that most influence perception of overall performance, namely decisions made in the interest of the community. This, and the related area of informing the community, are areas where Council performs relatively less well, but are impactful on perceptions of Council's overall performance. Good communication and transparency with residents about decisions Council has made in the community's interest will assist overall perceptions.

Comparison to state and area grouping

On most individual service areas, Macedon Ranges Shire Council's performance is rated significantly lower than the State-wide average (on 21 of 27 areas evaluated) and the Large Rural Group average (16 areas). Council performs significantly better than the State-wide and Large Rural group averages in the area of waste management, and significantly better than the Large Rural group average for parking facilities.

Opportunity to engage

Residents aged 50 to 64 years tend to be more critical of Council's performance, so it is recommended that extra attention be paid to interactions with this cohort over the next year. People in this age group have among the highest rate of contact with Council, so there is opportunity to engage with them and improve their perceptions.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 50 for Macedon Ranges Shire Council represents a significant four-point decline on the 2021 result.

- Overall performance is at its lowest level since 2012.

Macedon Ranges Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Large Rural and State-wide groups (index scores of 55 and 59 respectively).

More than one quarter of residents (27%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 35% rate Council as 'average' and the same proportion rate Council as 'very poor' or 'poor' in terms of providing value for money.

On both overall performance and value for money, 18 to 34 years old have the most favourable perception of Council, with index scores significantly higher than Council's average.

Residents 50 to 64 years old provide the lowest rating for overall performance and value for money. While perceptions among this age group declined significantly this year on both measures, they are not significantly lower than the Council average.





Overall performance

2022 overall performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	61	58	60	59	59	59	60	61	60	60
18-34	55▲	57	65	62	58	61	59	63	68	66	63
Large Rural	55▲	58	55	56	56	54	54	56	n/a	n/a	n/a
Women	52	54	59	58	55	56	57	61	61	59	60
South Ward	51	53	60	58	60	56	54	60	63	61	59
West Ward	51	55	59	56	55	56	53	59	57	59	57
65+	51	52	59	57	56	57	55	57	55	58	56
Macedon Ranges	50	54	58	56	56	56	55	59	59	60	58
35-49	48	52	57	55	56	55	54	59	61	58	56
Men	47	53	57	54	57	55	53	57	57	61	55
East Ward	47	53	55	54	53	54	58	58	57	59	58
50-64	46	57	51	51	54	50	53	56	53	58	56

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

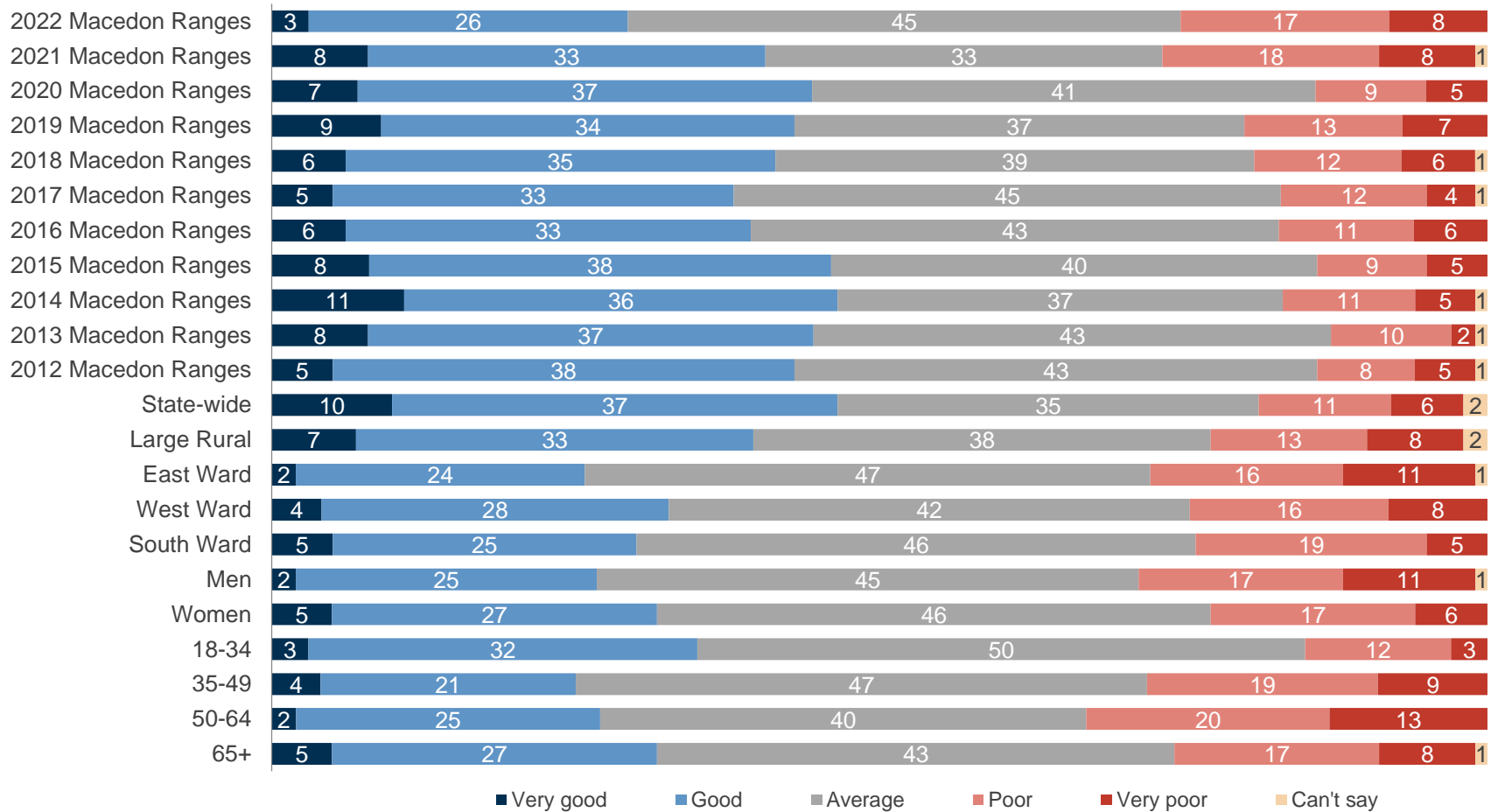
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Overall performance

2022 overall performance (%)



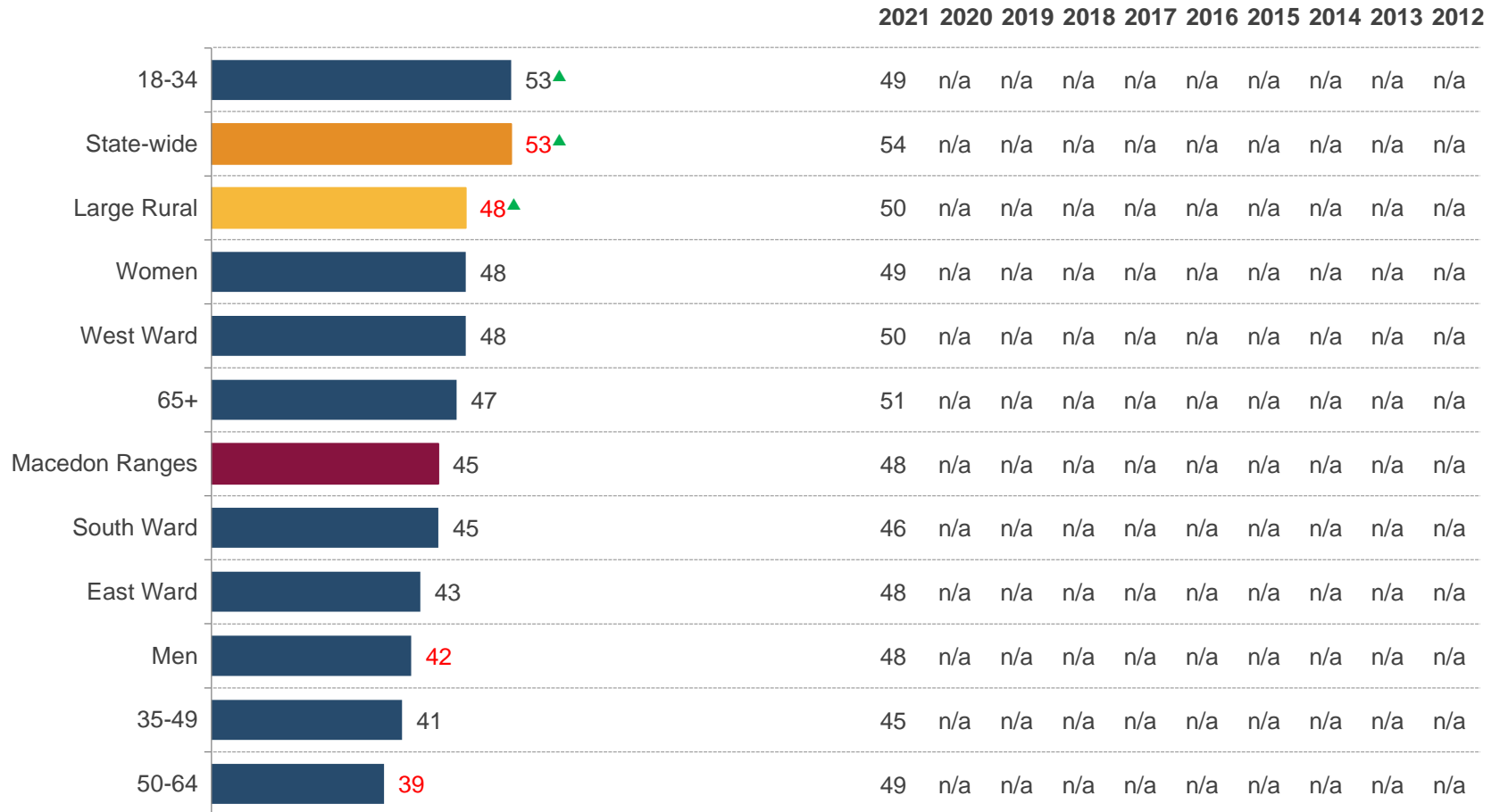
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 value for money (index scores)



Q3b. How would you rate Macedon Ranges Shire Council at providing good value for money in infrastructure and services provided to your community?

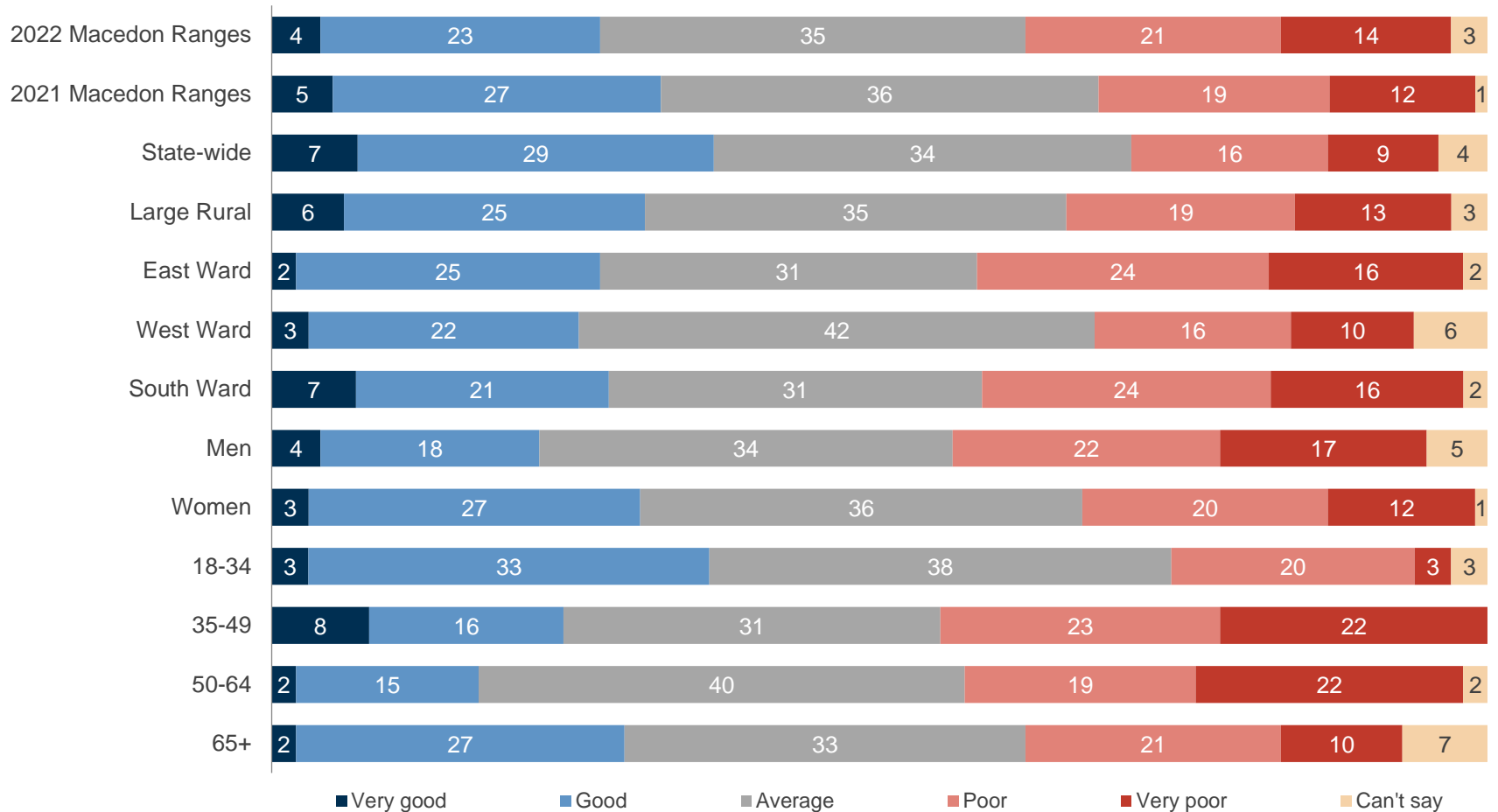
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate Macedon Ranges Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Top performing service areas

Waste management (index score of 71) is the area where Council performed best in 2022, improving by a significant four index points from 2021. Council performs significantly higher than the Large Rural group and State-wide averages in this service area.

- Residents 18 to 34 years old reported a significant increase in their waste management performance index scores (74, up 11 index points) – contributing to the significant improvement overall. Those aged 65 years and over rate Council significantly higher than average on this service area.

Appearance of public areas, and art centres and libraries are Council's next highest rated service areas (each with an index score of 66).

- Ratings from residents 18 to 34 years old are significantly higher than average, and significantly improved for the appearance of public areas (up seven index points since 2021).

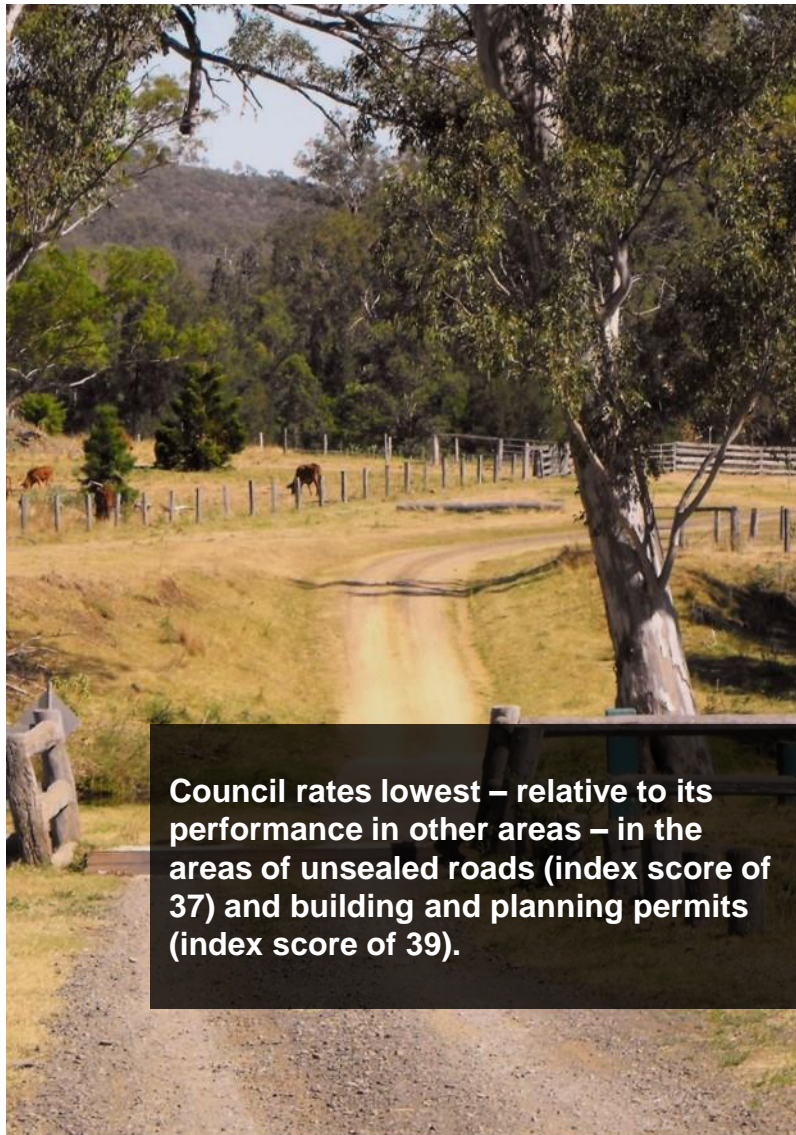
COVID-19 response (index score of 64) is Council's next highest rated service area, down four points since 2021. Council's COVID-19 response continues to be a key positive influence on overall ratings and is currently performing well. Any improvements in this rating will have a moderate influence on overall perceptions.

- 18 to 34 years old (73) rate Council's COVID-19 response significantly higher than average.





Low performing service areas



Council rates lowest in the areas of unsealed roads (index score of 37) and building and planning permits (index score of 39). These service areas both recorded significant falls since 2021 (eight and four index points respectively).

- Council rates in line with Large Rural group average for unsealed roads, and significantly lower than the Large Rural group average for its performance in the area of building and planning permits.
- Residents in the East Ward (index score of 31) report a significantly lower index score than the Council average for maintenance of unsealed roads. Attention should be focused here first if Council wishes to improve perceptions of this service area.
- In building and planning permits, it is 50 to 64 year olds (index score of 29) who provide the lowest ratings, significantly lower than average.

The next two lowest performing areas are population growth (index score of 41) and slashing and weed control (index score of 42).

- East Ward residents have the lowest index score for this service area, also lower than Council average (35) – demonstrating where attention needs to be focused first.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	71	67	68	68	68	72	71	72	76	72	74
Appearance of public areas	66	68	73	70	68	72	71	69	71	69	72
Art centres & libraries	66	69	71	70	67	68	67	69	70	69	67
COVID-19 response	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	63	68	68	72	71	73	70	73	72	68	70
Enforcement of local laws	63	61	62	64	63	61	61	62	64	64	65
Family support services	63	63	62	64	63	65	64	64	64	64	63
Recreational facilities	62	67	68	68	67	69	69	70	71	68	69
Community & cultural	61	61	66	63	65	65	63	68	66	65	66
Environmental sustainability	60	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	59	63	63	64	63	66	64	64	67	66	66
Tourism development	59	58	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	58	63	58	58	58	58	60	59	61	61	60
Parking facilities	56	56	59	58	57	58	60	61	62	62	60
Bus/community dev./tourism	55	57	60	60	60	61	59	63	63	61	63
Business & community dev.	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	53	53	56	56	55	56	56	57	55	58	59
Community decisions	48	47	52	51	51	52	49	52	n/a	n/a	n/a
Consultation & engagement	48	49	51	52	54	52	51	52	47	55	54
Local streets & footpaths	47	52	56	52	52	52	54	53	52	51	52
Lobbying	45	48	52	53	50	52	49	53	50	53	52
Town planning policy	44	46	48	48	47	47	48	50	49	53	49
Sealed local roads	43	49	54	49	48	48	51	51	n/a	n/a	n/a
Slashing & weed control	42	45	49	47	45	44	51	46	42	44	52
Population growth	41	43	45	46	47	47	49	51	50	52	50
Planning & building permits	39	43	44	45	44	43	43	48	47	46	46
Unsealed roads	37	45	49	42	43	42	46	47	45	40	44

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

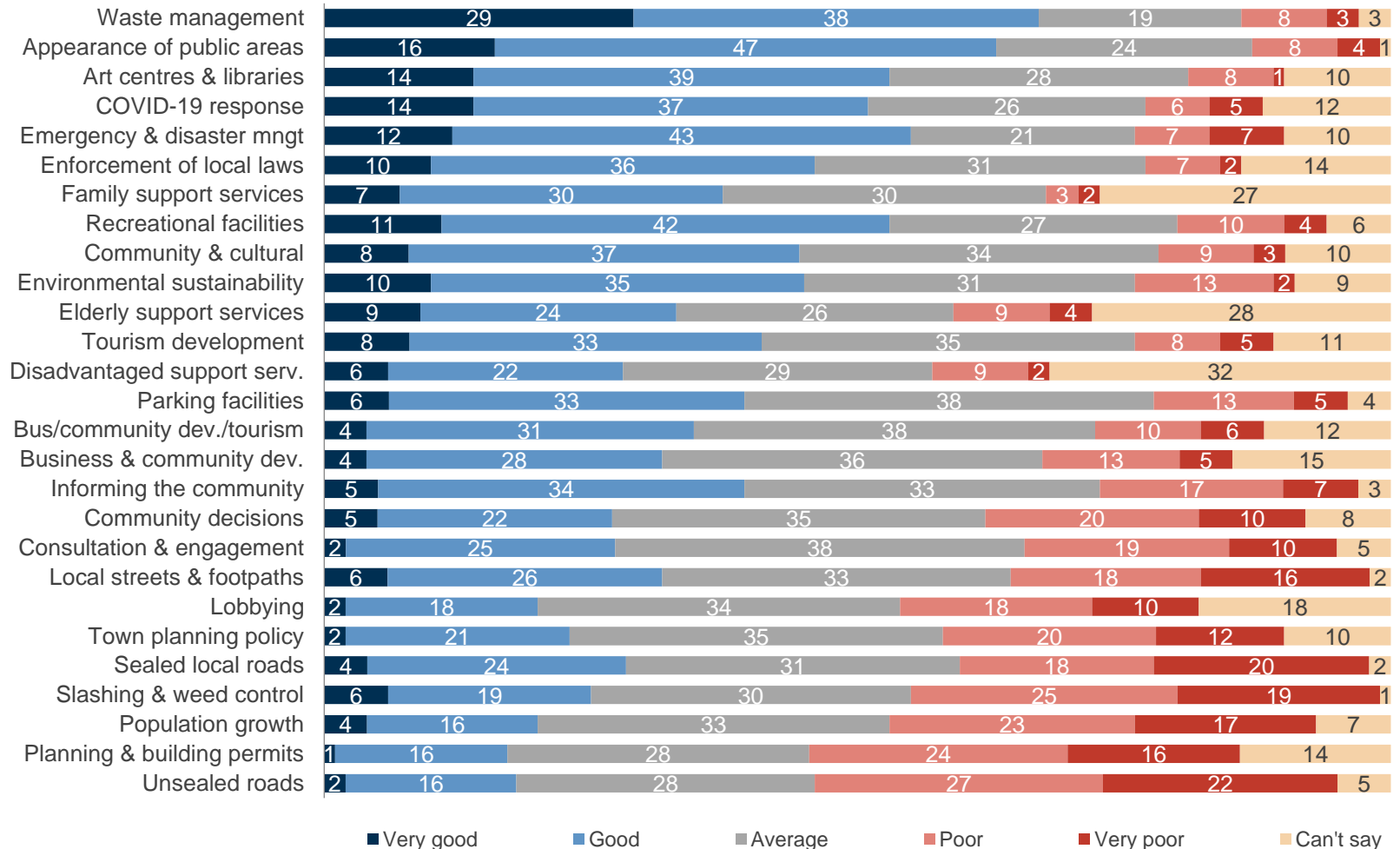
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	83	79	82	83	83	81	81	83	83	84	82
Unsealed roads	83	79	76	81	78	79	76	77	77	81	81
Local streets & footpaths	82	77	76	78	78	76	74	77	77	80	78
Elderly support services	81	79	77	78	79	77	75	77	78	81	79
Waste management	81	79	81	82	81	76	75	76	77	76	76
Population growth	81	77	79	79	80	81	76	77	79	78	79
Community decisions	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	80	77	76	78	77	79	77	78	83	82	76
Town planning policy	78	75	74	76	75	74	72	75	76	75	76
Consultation & engagement	78	78	76	75	77	73	76	73	77	74	74
Informing the community	77	78	75	76	76	74	74	75	76	76	76
Appearance of public areas	77	74	73	73	74	73	72	71	73	74	73
Planning & building permits	75	74	74	74	73	72	72	73	74	74	73
Family support services	75	74	74	72	72	72	69	72	72	74	72
Disadvantaged support serv.	75	74	72	71	72	70	72	71	72	73	71
Environmental sustainability	74	74	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	72	72	71	73	73	71	72	73	73	72
Lobbying	70	69	69	64	68	68	67	67	71	69	70
Parking facilities	68	67	64	64	66	63	62	63	64	65	63
Business & community dev.	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	65	65	66	65	66	66	64	67	68	69	67
Enforcement of local laws	64	66	67	68	67	67	67	70	69	70	68
Art centres & libraries	63	65	63	64	63	64	62	65	65	65	67
Community & cultural	61	59	59	59	59	58	59	59	61	62	60
Tourism development	61	63	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COVID-19 response	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

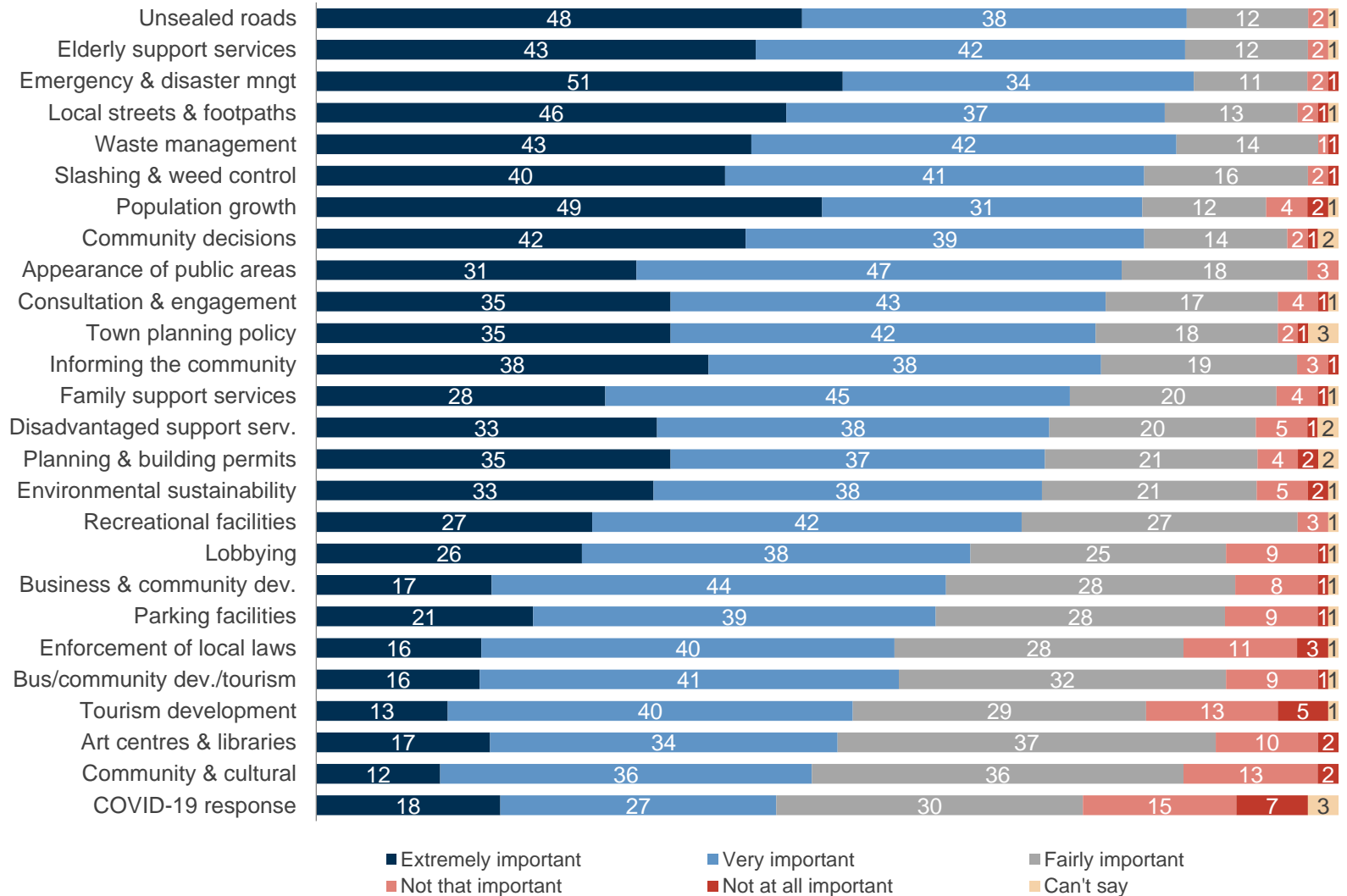
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

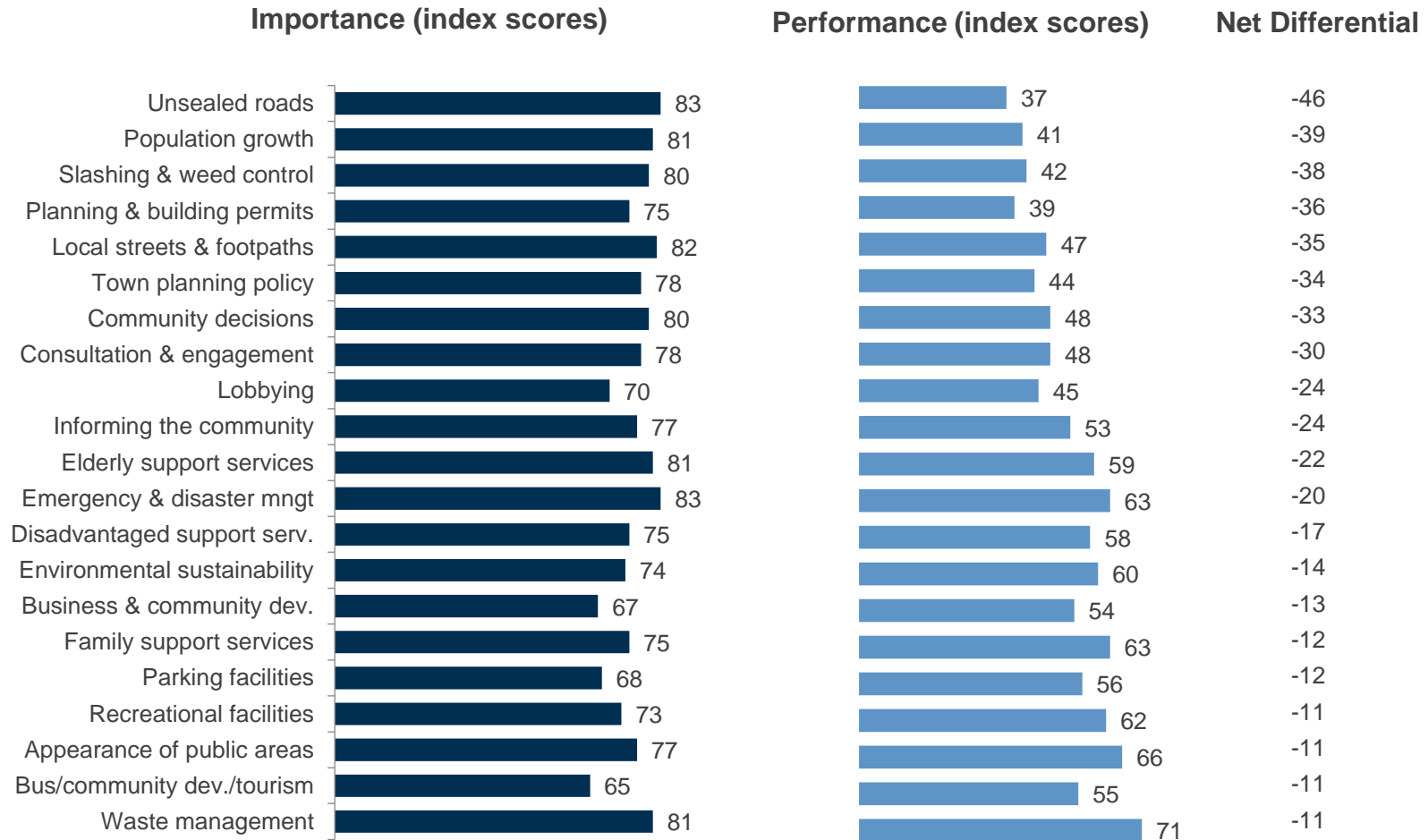
2022 individual service area importance (%)





Individual service areas importance vs performance

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





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

Currently, this is one of Council's poorest performing areas (index score of 48).

Following on from that, other individual service areas with a strong influence on the overall performance rating are:

- Informing the community
- Business and community development
- Council's COVID-19 response.

Looking at these key service areas only, Council is performing well on responding to COVID-19 (index of 64). Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a strong influence on overall perceptions, but perform relatively less well, are informing the community and business and community development (index of 53 and 54 respectively).

In addition to addressing resident concerns about Council decision making, keeping residents well informed about key local issues, particularly in relation to business and community development, can also help shore up positive overall opinion of Council.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- 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 regressions are shown on the following two charts.

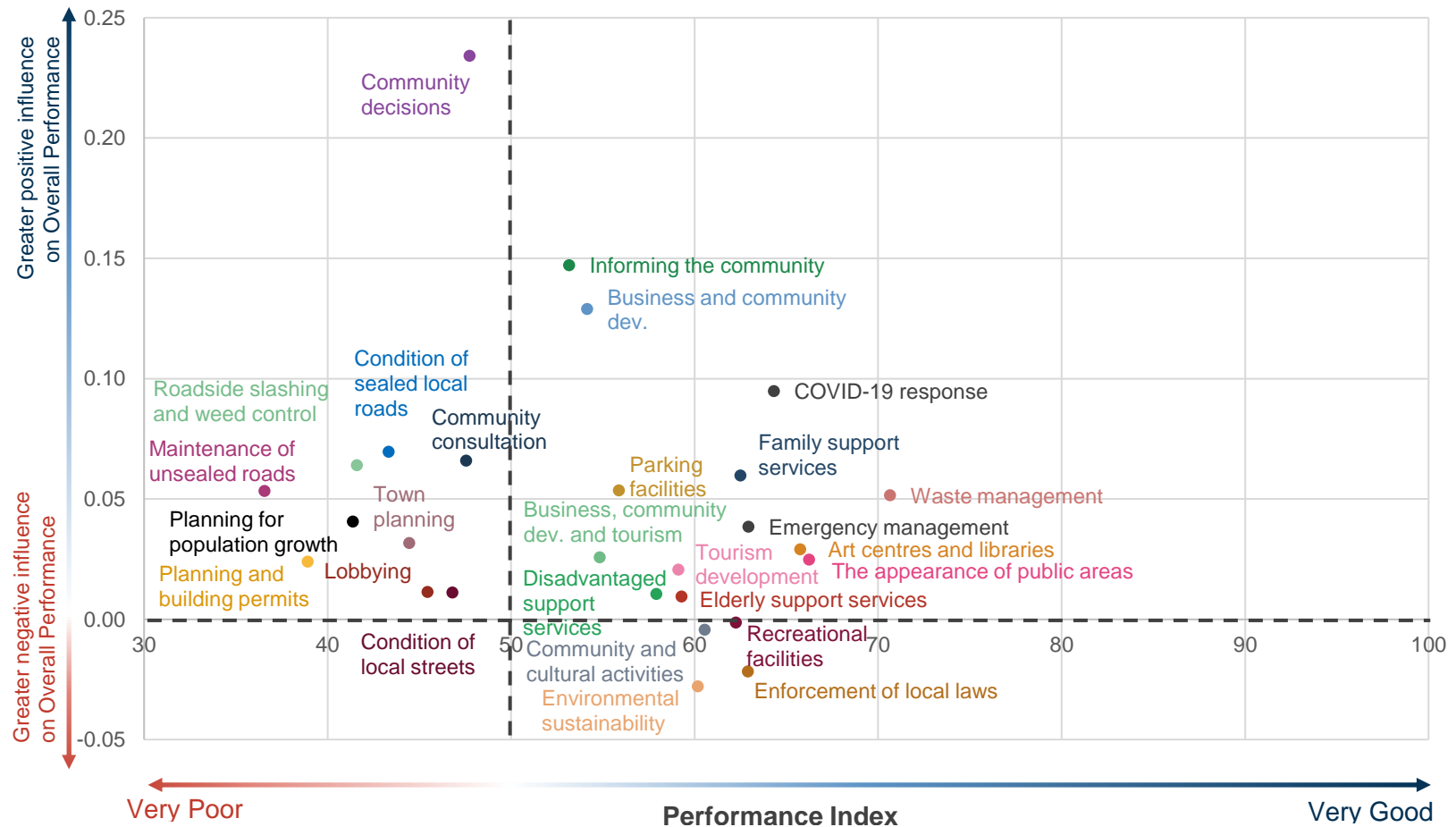
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

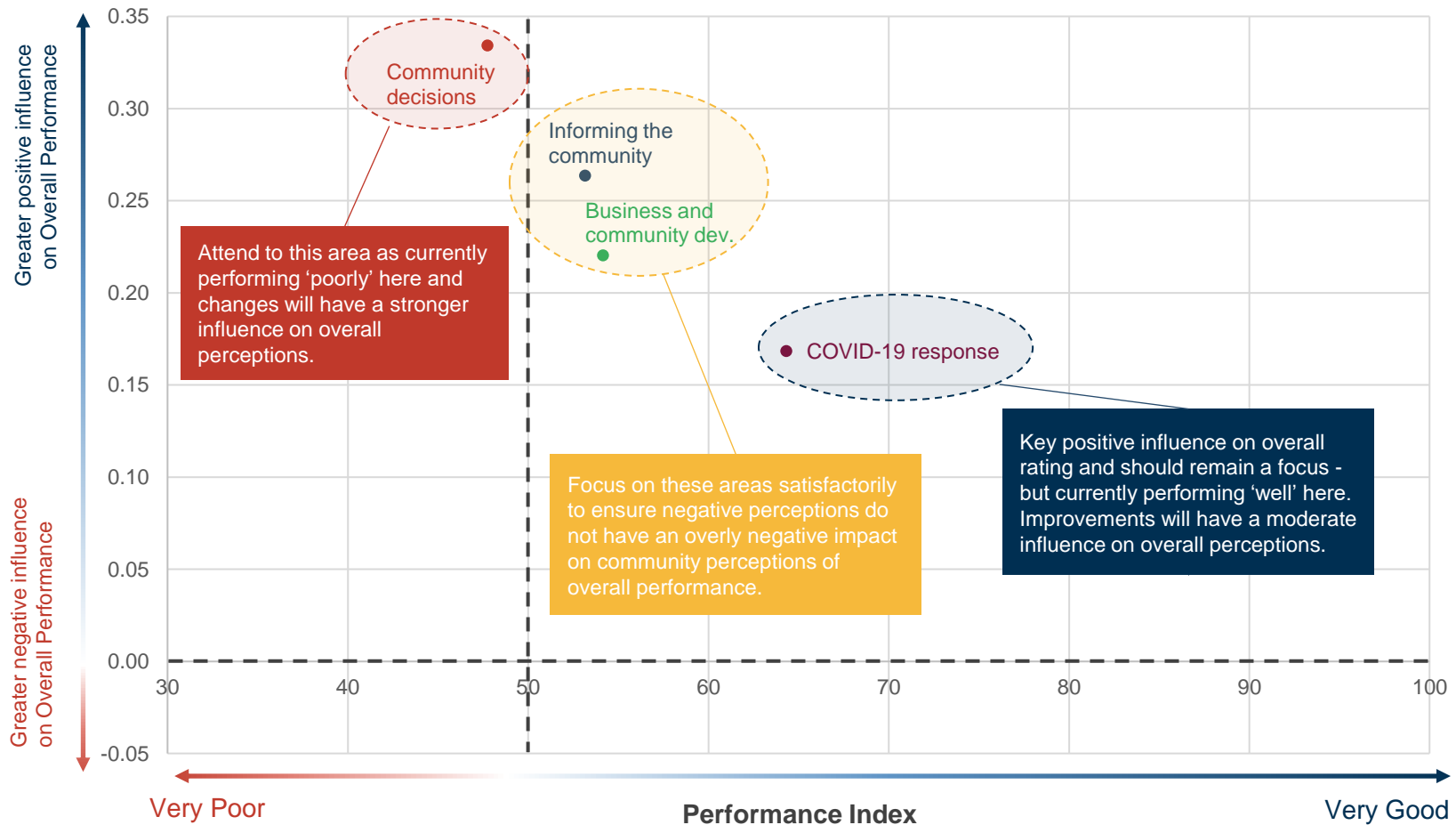


The multiple regression analysis model above (all service areas) has an R^2 value of 0.642 and adjusted R^2 value of 0.616, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 24.67$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

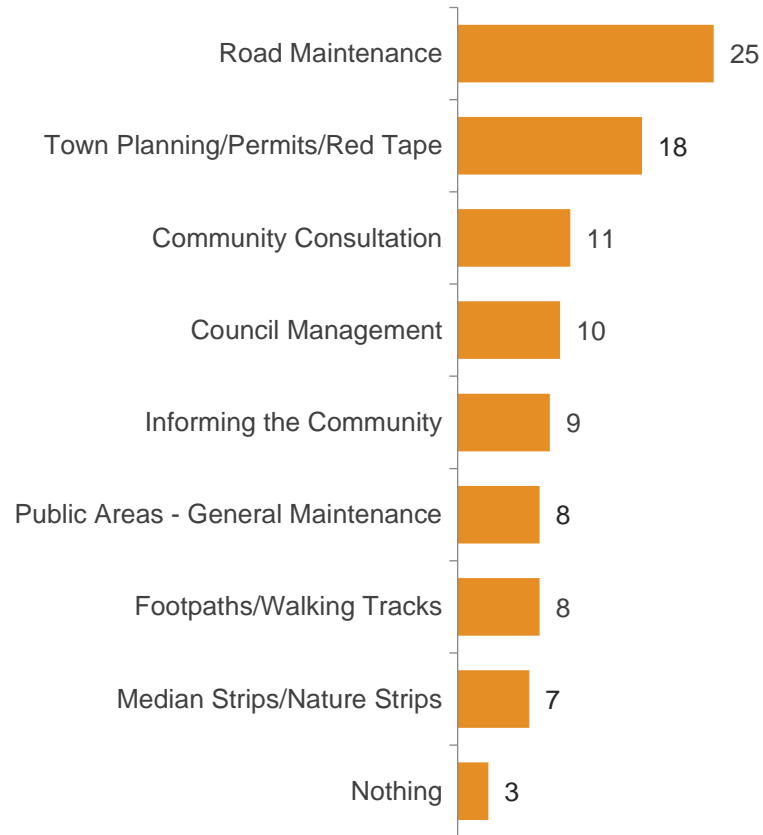


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.573 and adjusted R^2 value of 0.569, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 132.78$.



Areas for improvement

2022 areas for improvement (%)
- Top mentions only -



Q17. What does Macedon Ranges Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of Council residents (66%) had contact with Council in the last 12 months.

The rate of contact is highest among residents aged 35 to 49 years (75%) and 50 to 64 years (73%). Contact by those aged 18 to 34 years (53%) is significantly lower than the average for Council.

Residents contacting Council are most likely to telephone (44%) or send an email (30%).



Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 23% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 is unchanged from 2021. Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 68 and 67 respectively).

Nearly two thirds of residents (64%) provide a positive customer service rating of 'very good' or 'good', in line with 2021 (63%).

- Perceptions of customer service are equally positive among residents of the East, West and South wards.

Customer service ratings are highest among residents who communicated with council by text message (index score of 85, with caution noted due to a small sample size).

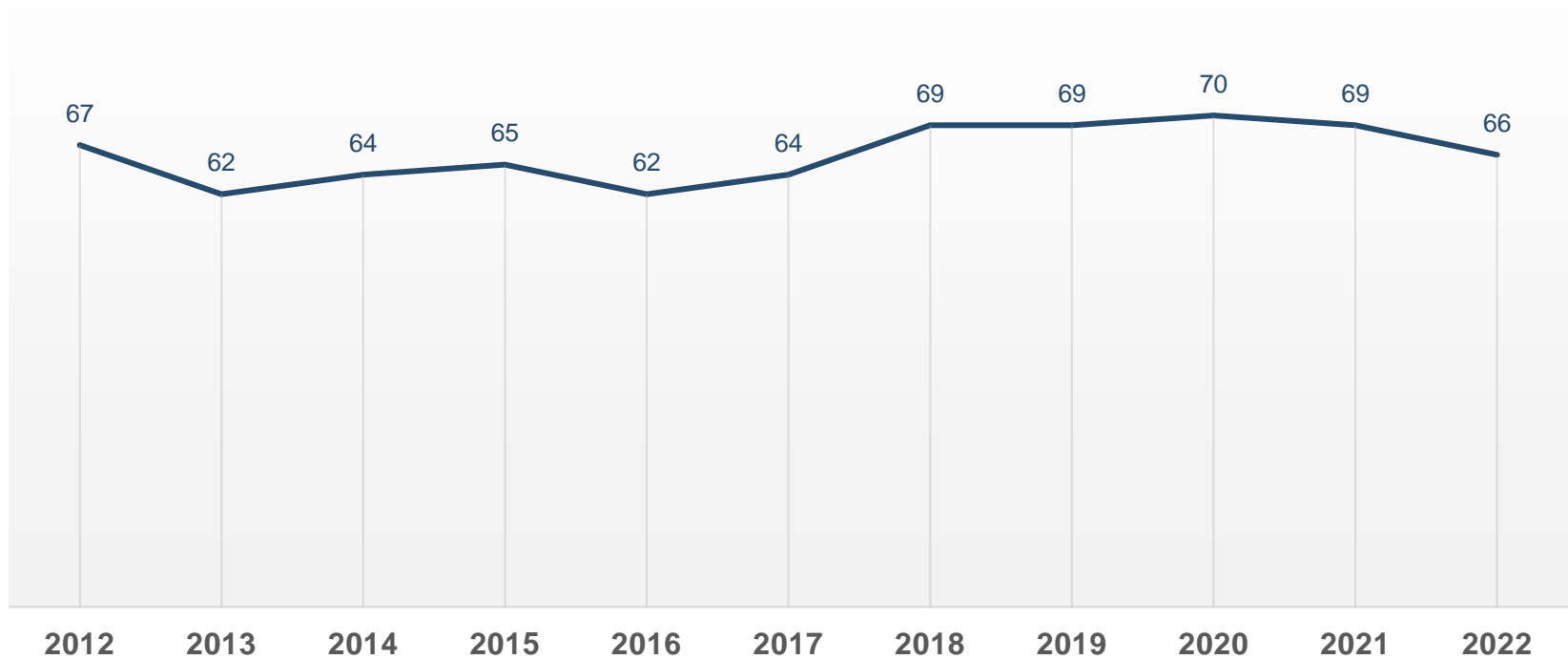
Three quarters of residents (74%) contact Council by phone or email. Two thirds (67%) of phone users provide a positive customer service rating of 'very good' or 'good'. A little over of half of those using email (54%) provide a positive rating.

However, one third of residents (32%) contacting Council via email rate the customer service as 'poor' or 'very poor', more than twice the proportion of phone users who choose the same ratings (14%).



Contact with council

2022 contact with council (%)
Have had contact



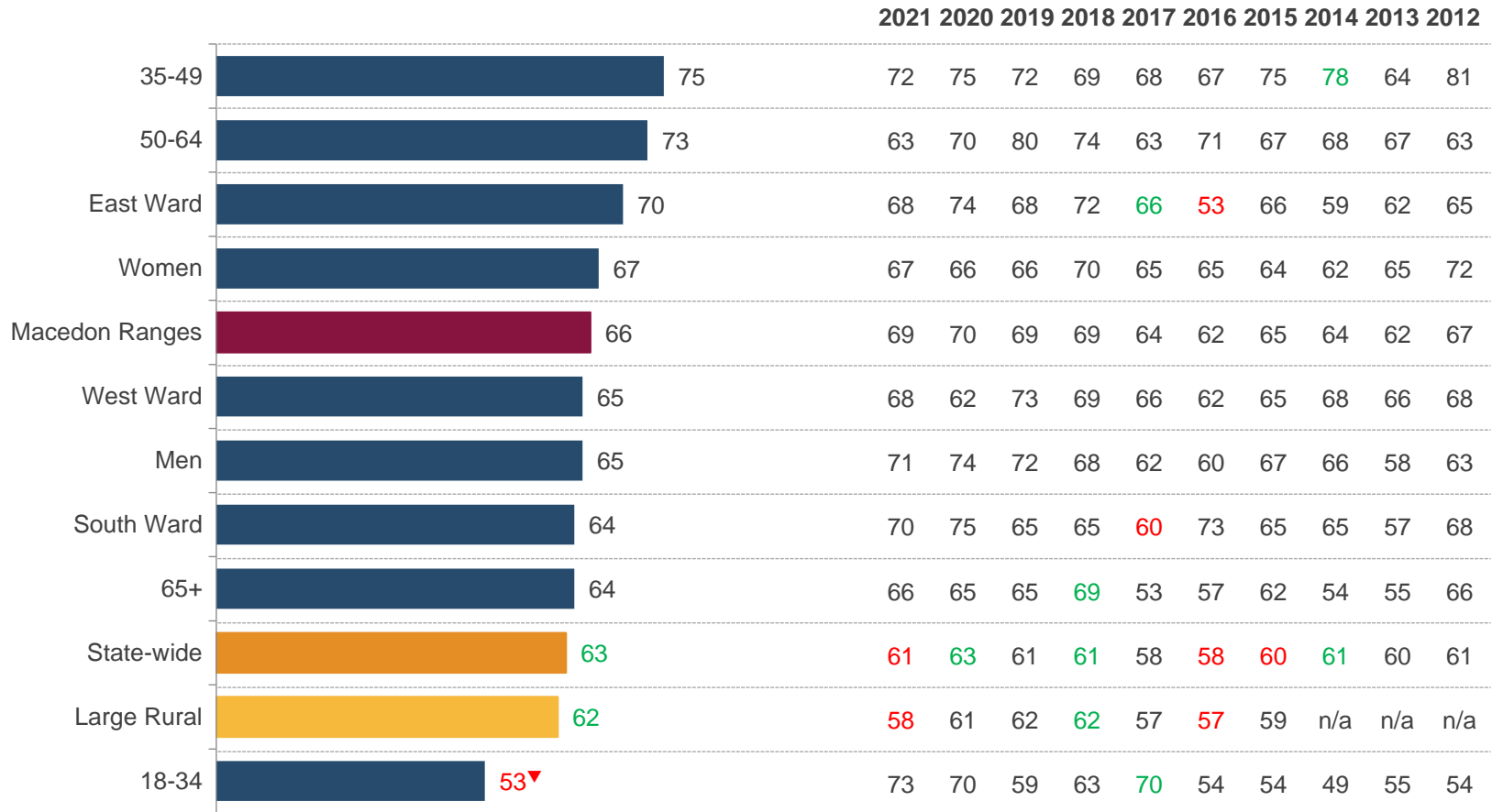
Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2022 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71	69	72	70	71	71	72	66	69	70	72
65+	69	69	74	67	69	72	65	69	67	71	72
State-wide	68	70	70	71	70	69	69	70	72	71	71
35-49	68	65	69	65	74	65	72	62	74	70	66
South Ward	67	68	67	67	75	75	62	65	73	68	68
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
West Ward	66	64	71	66	68	63	66	68	71	74	68
Macedon Ranges	66	66	70	65	70	67	65	65	69	70	69
18-34	65	68	72	61	64	69	58	61	68	69	68
East Ward	64	67	70	60	67	64	67	64	62	67	70
Men	60	64	67	60	68	63	57	64	69	69	65
50-64	59	59	61	65	69	65	61	71	64	69	71

Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

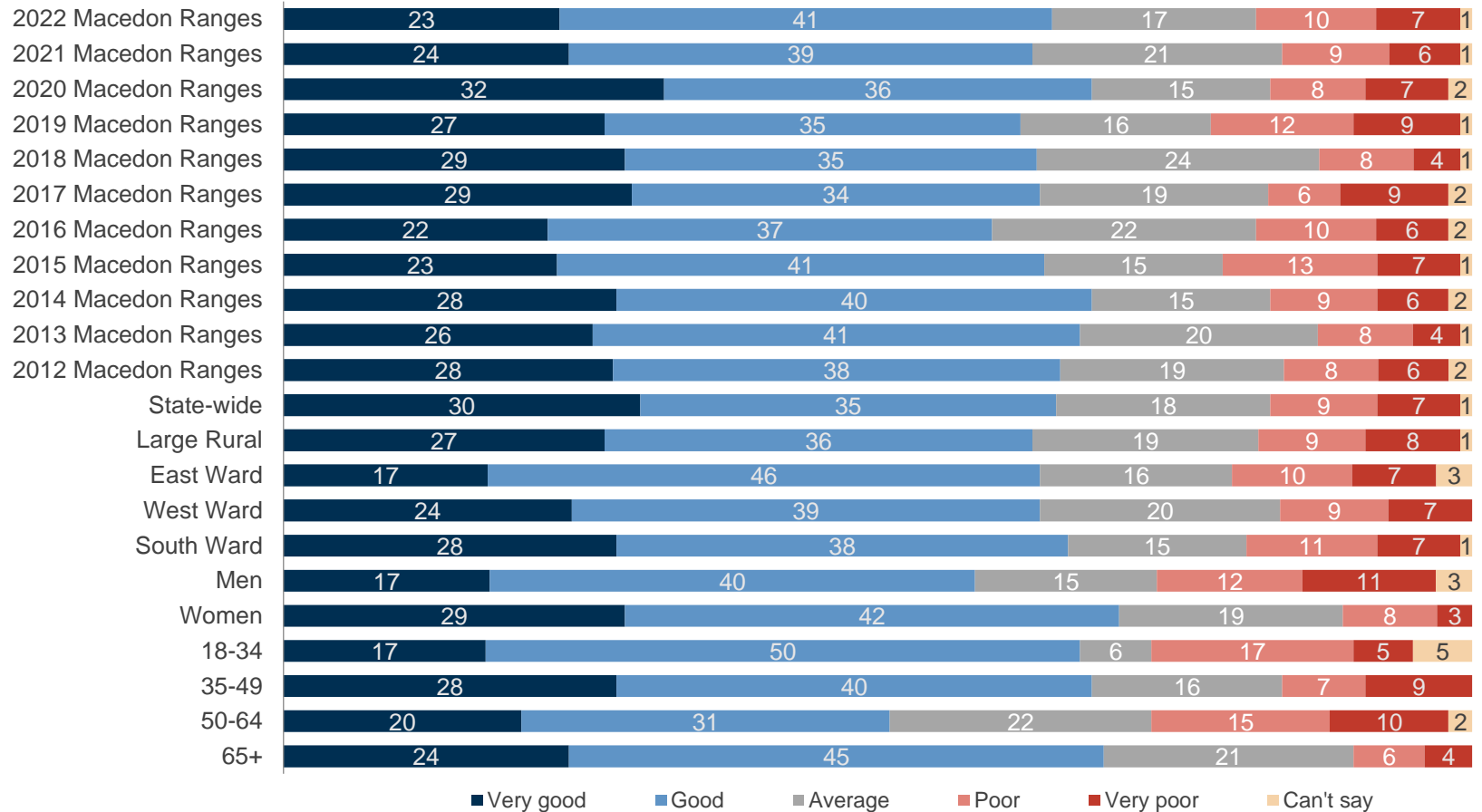
Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67 Councils asked group: 19



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



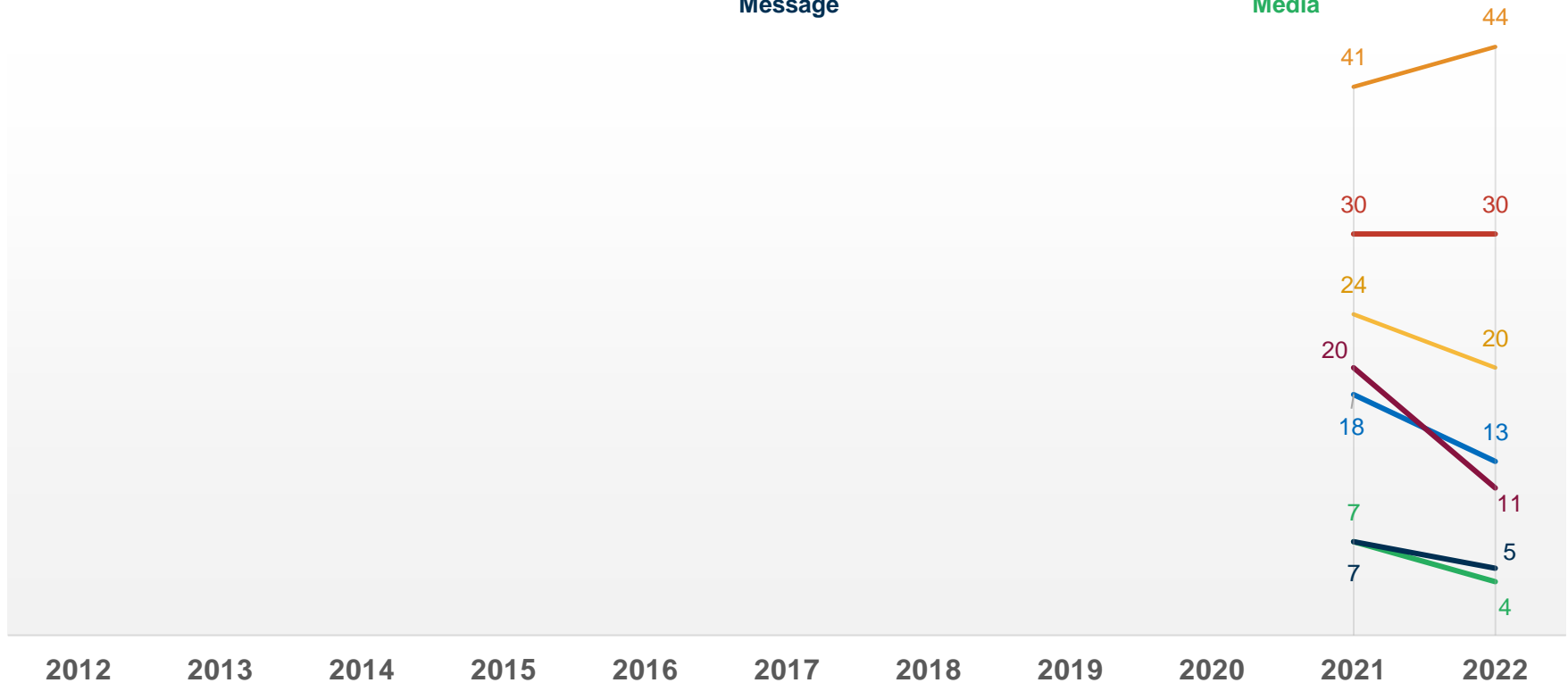
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

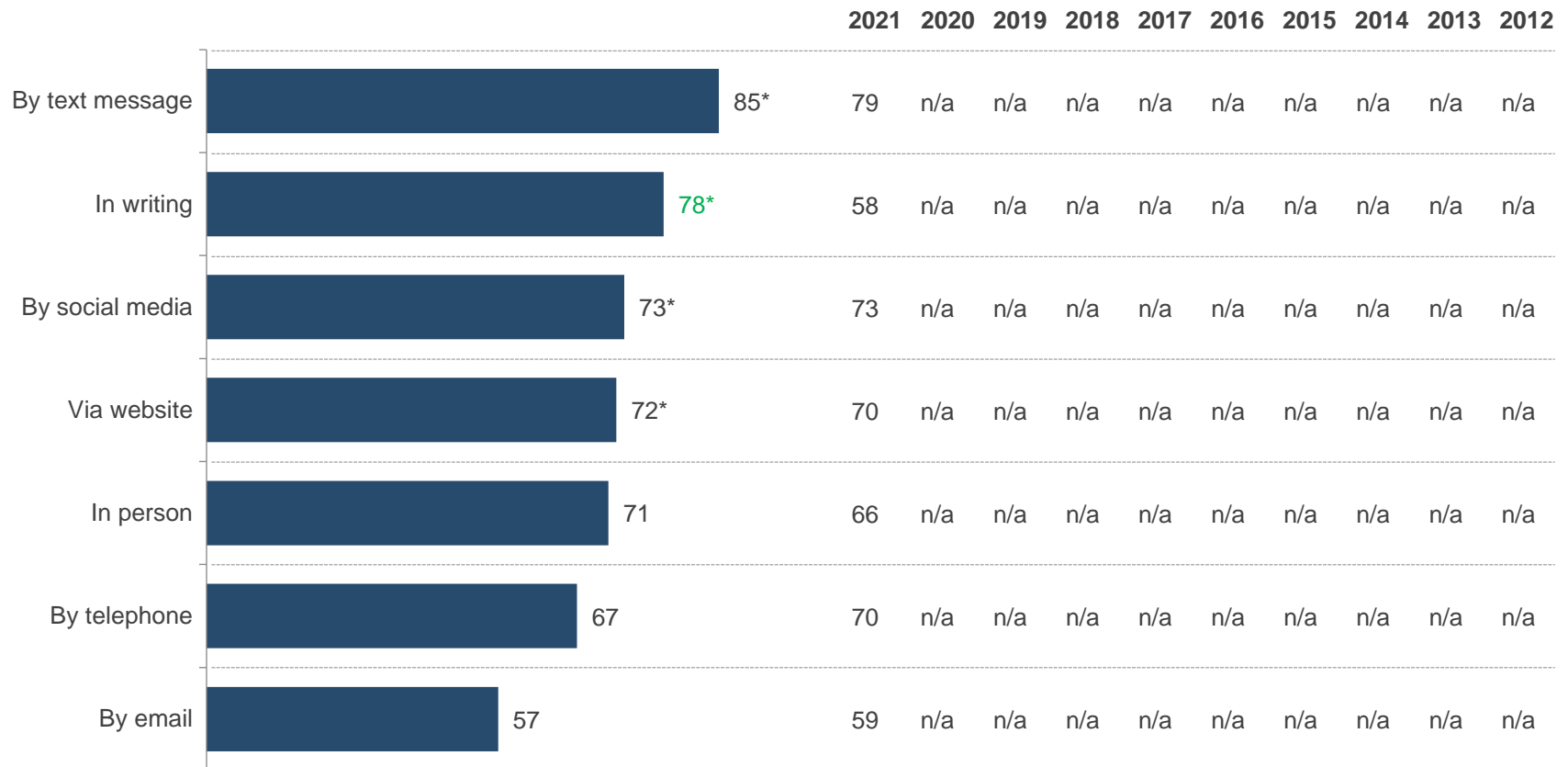
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 8

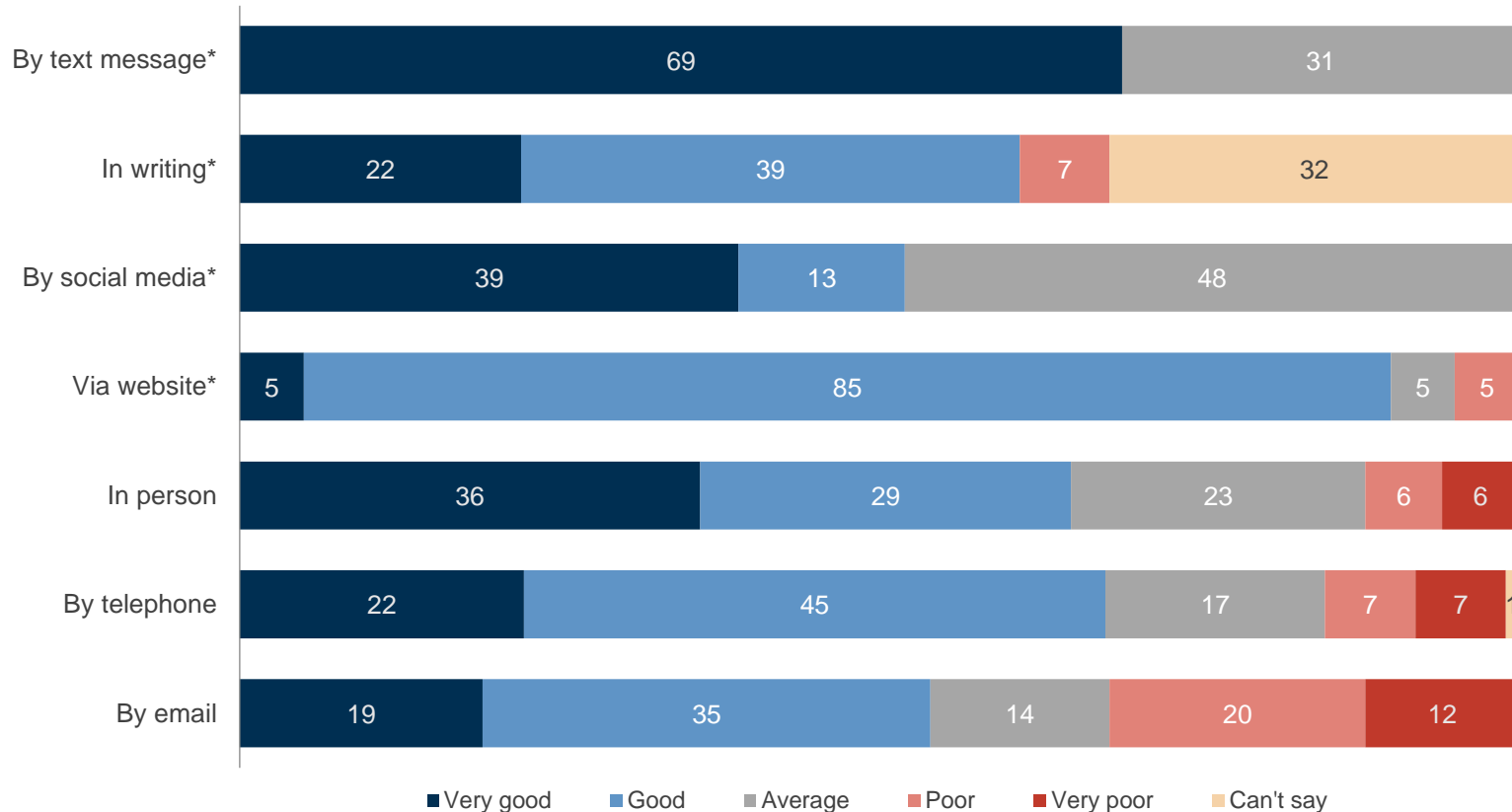
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 8

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (28%). It is preferred among both younger and older age groups.

This is closely followed by a newsletter via mail (25%), although this form of communication has been declining in preference, down nine percentage points since 2020 and at its lowest level to date.

- Among residents under 50 years of age a newsletter sent via email (27%) is preferred over mail (21%). Social media is not far behind (18%).
- Among those aged 50 years or older a newsletter sent via email (29%) is just preferred over a newsletter via mail (28%). Advertising in a local newspaper falls into third place (17%) although the gap here is greater than between second and third preferences among the under 50 year olds.

The greatest change in preference in the last year is the increased proportion of all residents who nominate text message as the best form of communication (up five points to 9%) – noting that many other forms of communication remain ahead of text message at this stage.

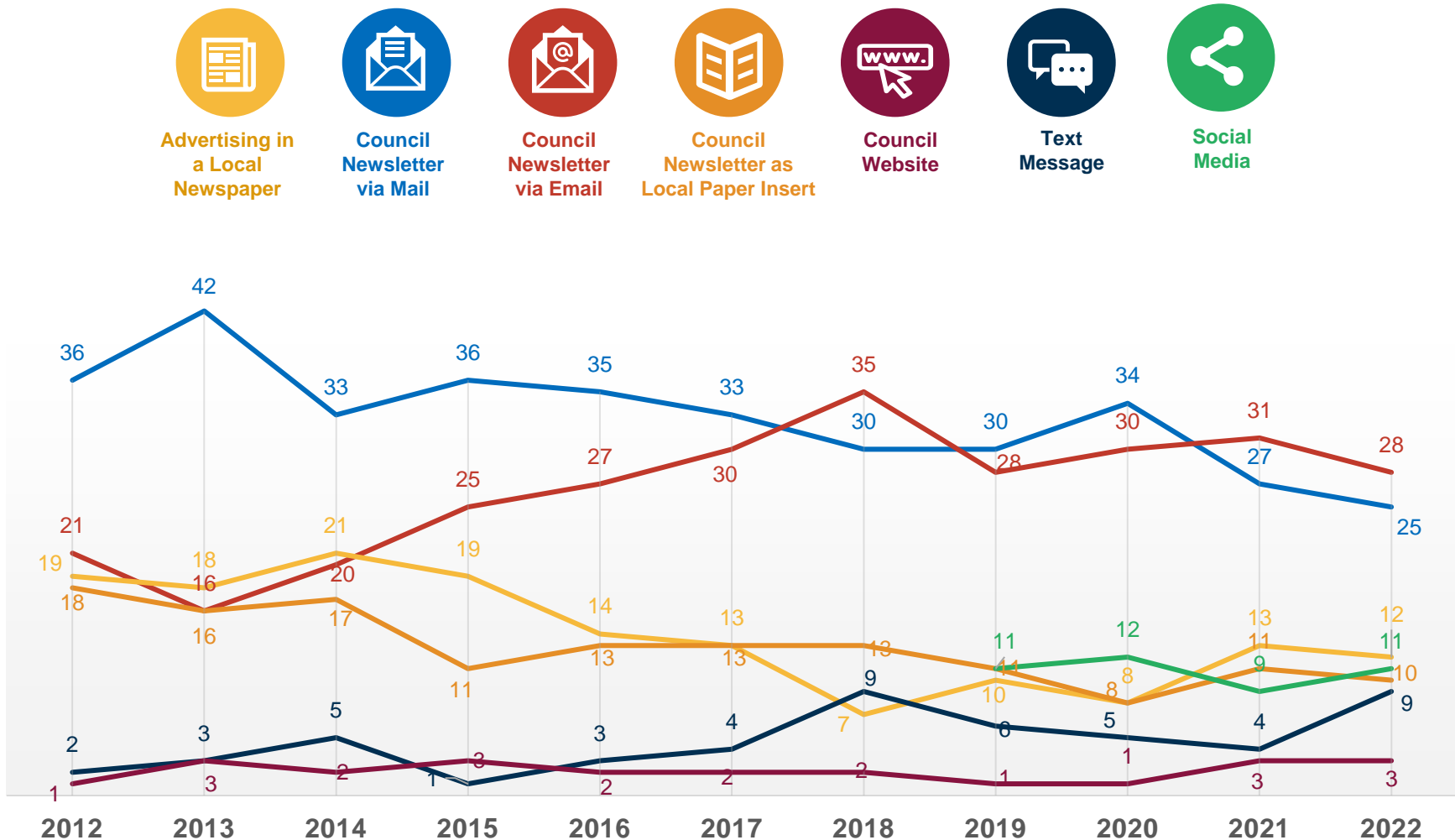
- Text messages are preferred by 13% of those under 50 years of age.





Best form of communication

2022 best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

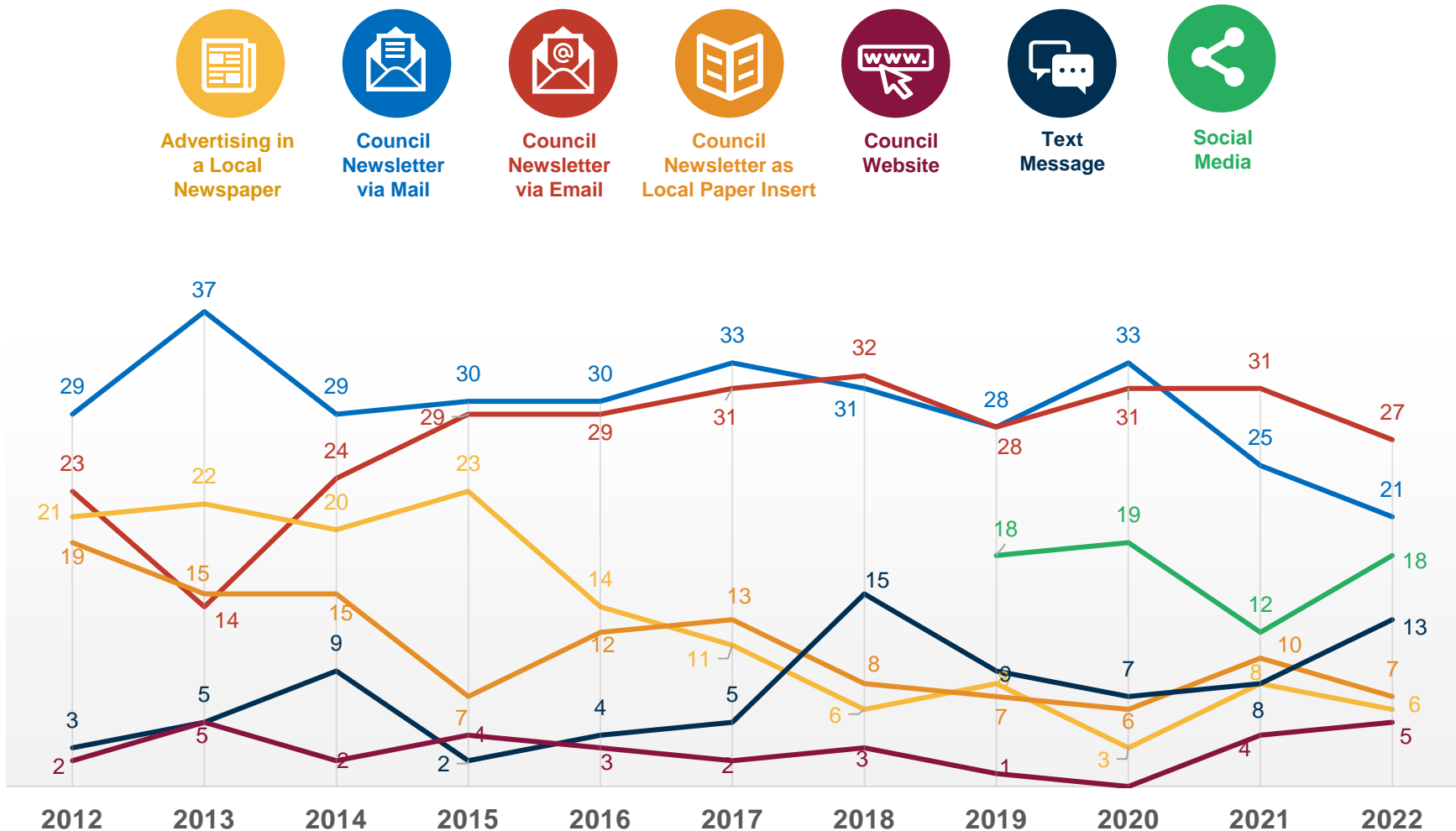
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

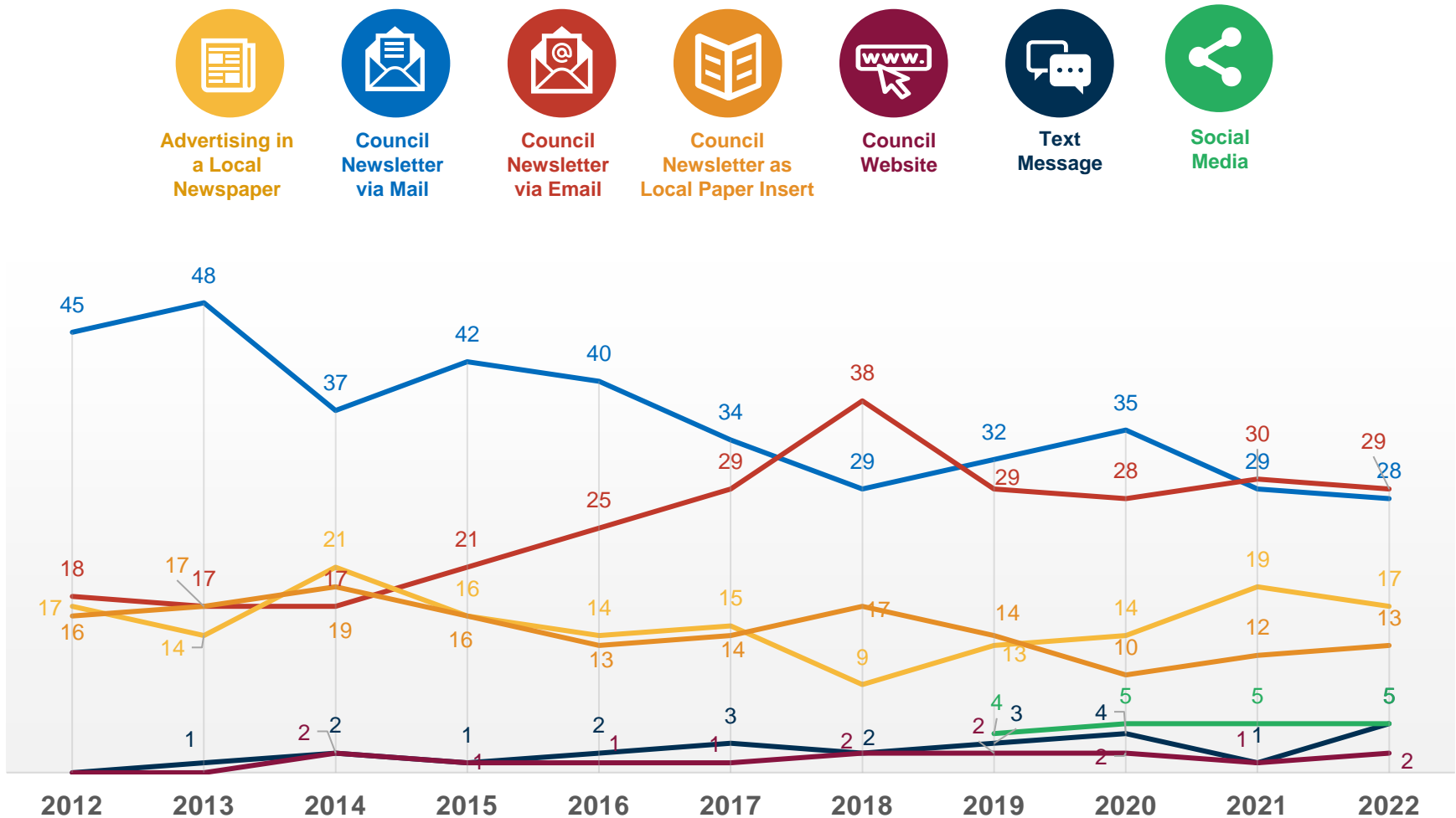
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



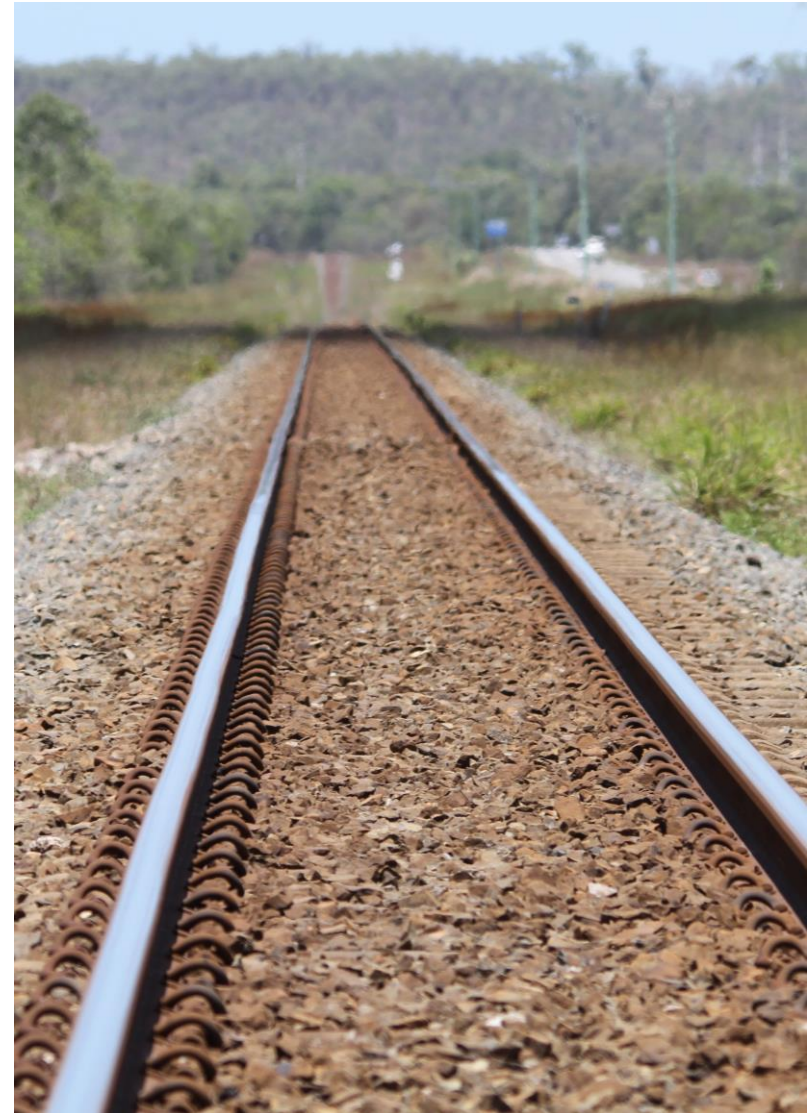
Council direction



Council direction

In 2022, the index score for the direction of Council's overall performance is 42, in line with 2021 (44). The 2022 score for Macedon Ranges Shire Council remains significantly lower than the Large Rural and State-wide group averages (index scores of 47 and 50 respectively).

- Around six in ten residents (61%) believe that the direction of Council's overall performance over the last 12 months has 'stayed the same' (down six points from 2021).
- One in ten (10%) believe the direction has improved in the last 12 months (unchanged since 2021).
- However, just over one quarter of residents (26%) believe the direction of overall performance has deteriorated, up five points on 2021.
- The most satisfied with council direction are residents aged 18 to 34 years, with perceptions among this group significantly higher than the Council average.
- The least satisfied with council direction are those aged 50 to 64 years of age. Ratings among this cohort recorded a significant decline in their index score, down 11 index points since 2021.





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
18-34	49▲	52	62	49	53	54	57	60	56	59	56
Large Rural	47▲	51	50	51	52	52	48	51	n/a	n/a	n/a
65+	44	43	52	49	50	52	44	51	43	49	52
East Ward	44	43	51	47	50	50	48	55	45	50	49
Women	42	44	52	50	51	51	49	53	49	51	52
Macedon Ranges	42	44	52	48	51	52	48	54	48	52	49
West Ward	42	45	52	51	52	54	47	53	47	53	48
Men	41	45	52	46	51	52	47	55	47	52	46
South Ward	40	45	54	47	50	50	47	53	51	51	52
35-49	39	38	50	46	51	52	44	52	48	49	47
50-64	35	46	46	50	48	49	47	53	44	50	44

Q6. Over the last 12 months, what is your view of the direction of Macedon Ranges Shire Council's overall performance?

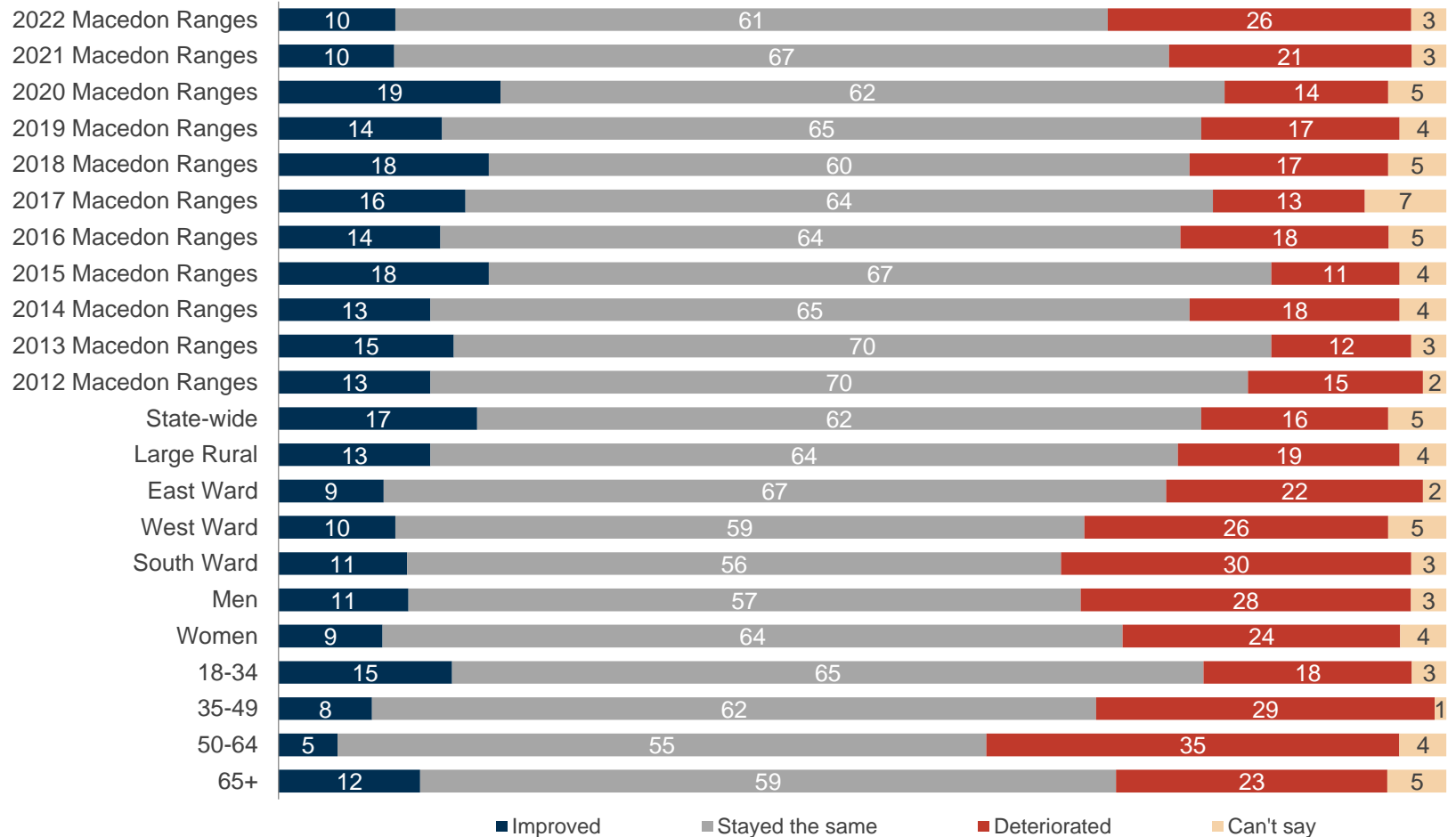
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2022 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	82	84	81	77	81	80	79	79	78	76	76
East Ward	79	82	77	75	80	74	76	72	78	73	74
65+	78	80	79	78	78	73	77	73	74	72	73
35-49	78	79	75	77	79	75	75	75	82	77	77
Women	78	78	78	78	78	76	80	77	79	77	77
Macedon Ranges	78	78	76	75	77	73	76	73	77	74	74
Men	77	78	74	73	76	69	72	69	75	71	71
West Ward	77	75	75	76	74	72	80	73	77	74	75
Large Rural	77	77	76	75	76	75	76	75	n/a	n/a	n/a
South Ward	77	79	76	76	76	73	73	74	76	75	72
State-wide	76	75	74	74	74	74	75	74	74	73	73
18-34	73	69	69	69	70	62	75	64	73	68	68

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

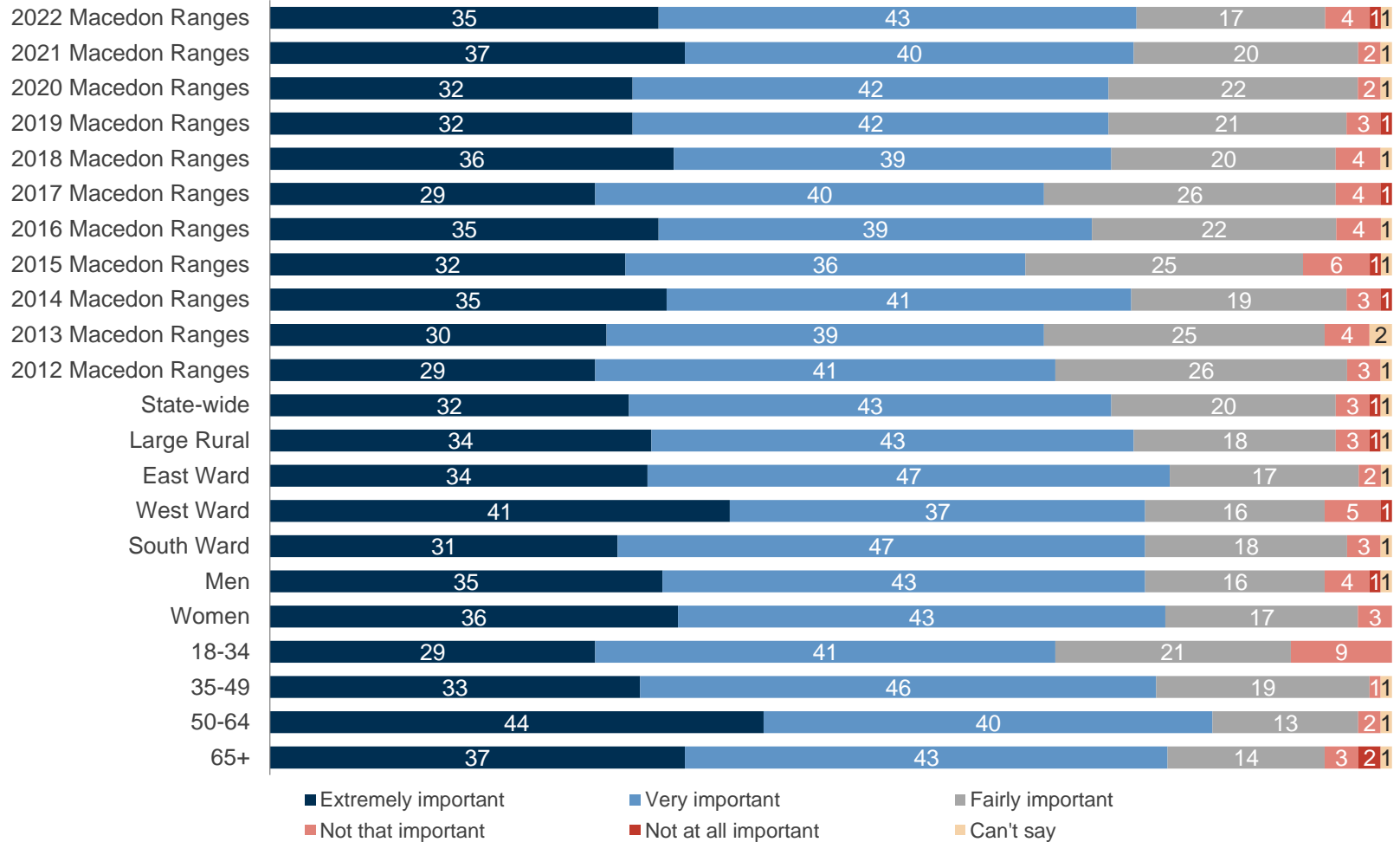
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59▲	53	55	56	59	55	57	61	54	57	58
State-wide	54▲	56	55	56	55	55	54	56	57	57	57
South Ward	51	45	50	54	59	53	51	56	49	54	52
Large Rural	51▲	54	54	54	54	52	52	54	n/a	n/a	n/a
Women	51	51	52	53	54	53	54	54	50	54	57
Macedon Ranges	48	49	51	52	54	52	51	52	47	55	54
65+	48	49	55	54	53	54	49	49	42	50	51
East Ward	47	50	48	49	50	49	53	52	46	56	56
West Ward	45	50	56	53	56	53	48	48	46	54	54
Men	44	47	51	52	56	51	48	49	45	56	51
35-49	43	46	50	50	55	51	50	49	48	58	51
50-64	41▼	46	46	48	52	48	47	50	45	52	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

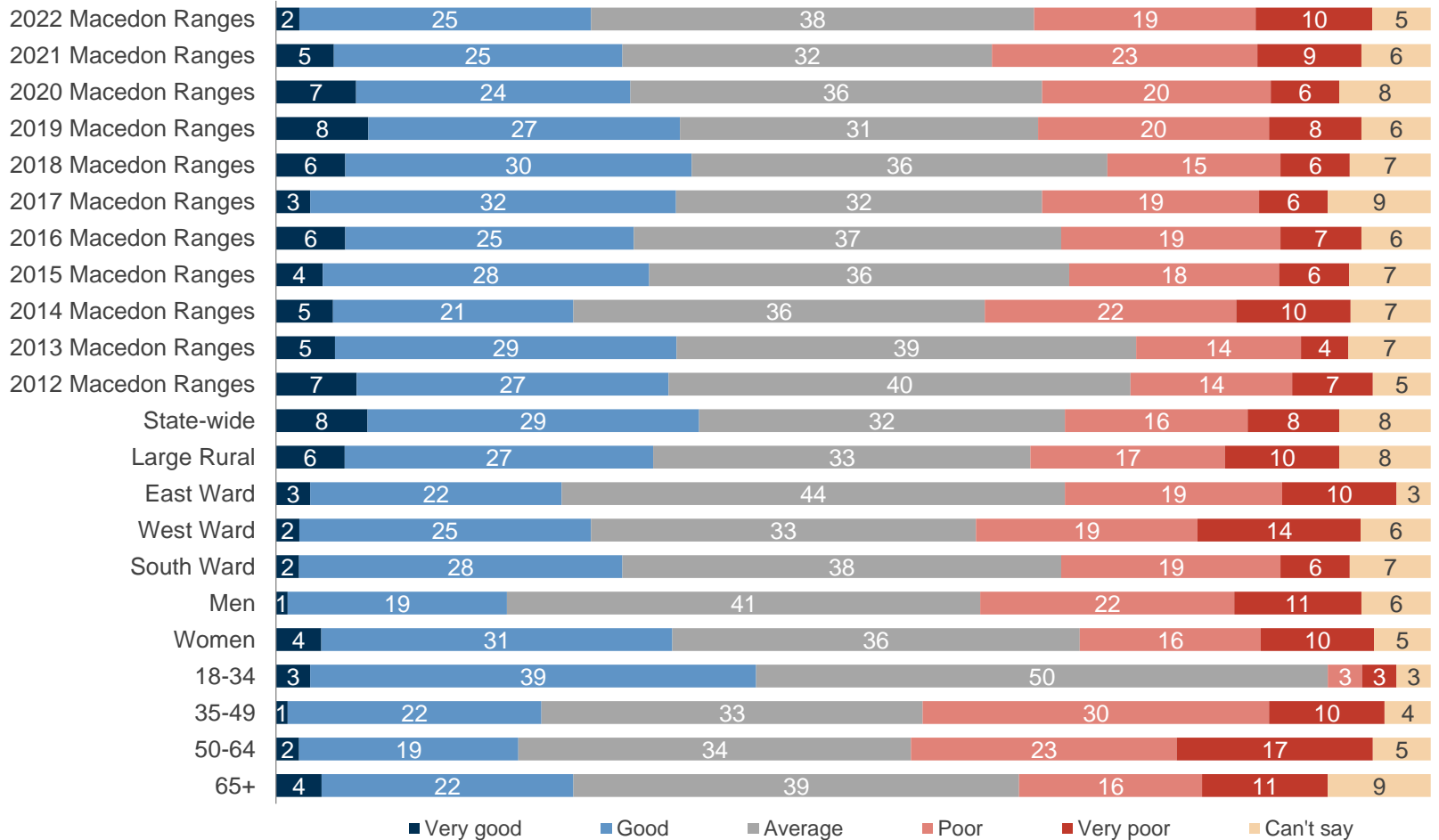
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)

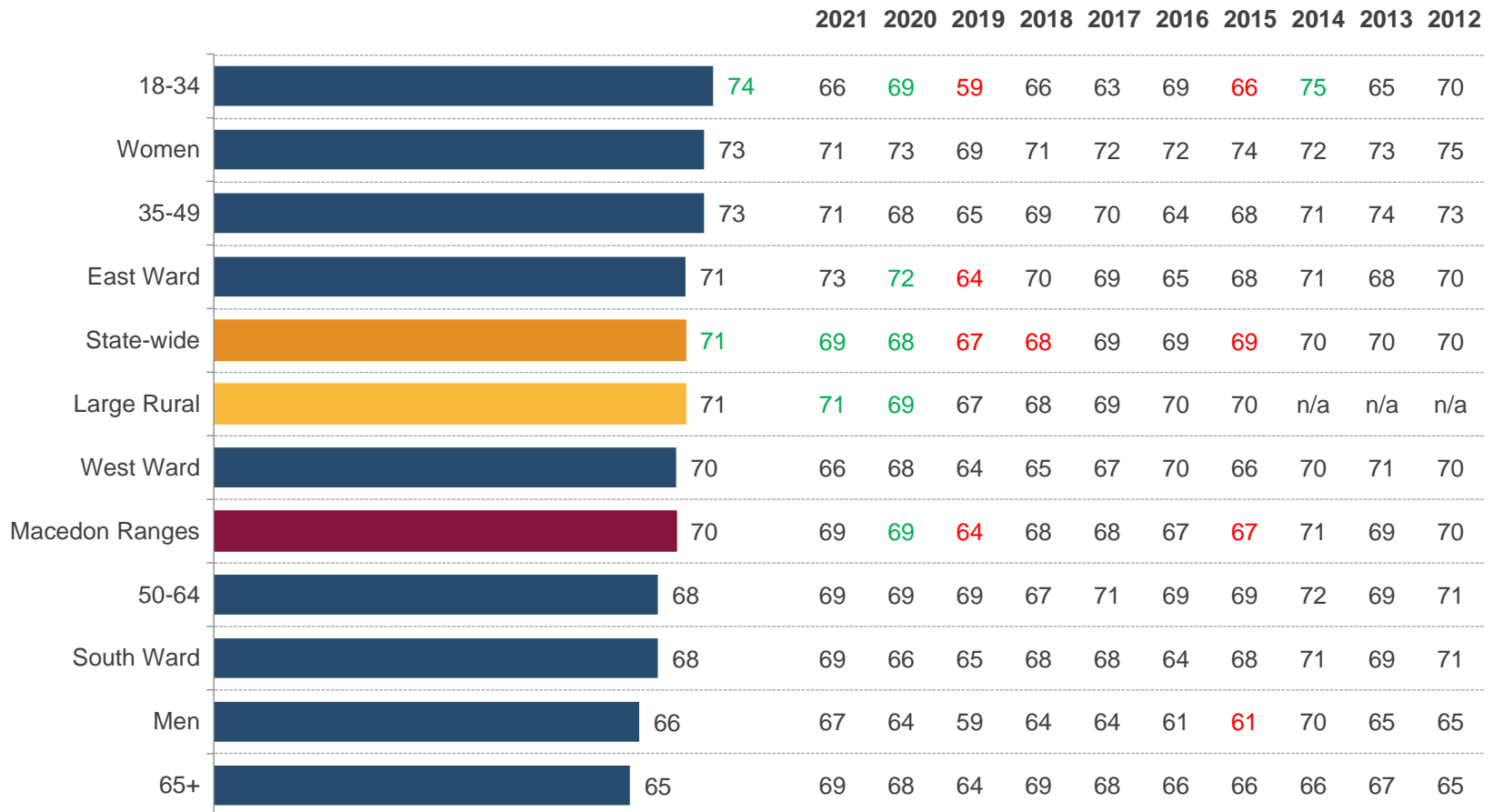




Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

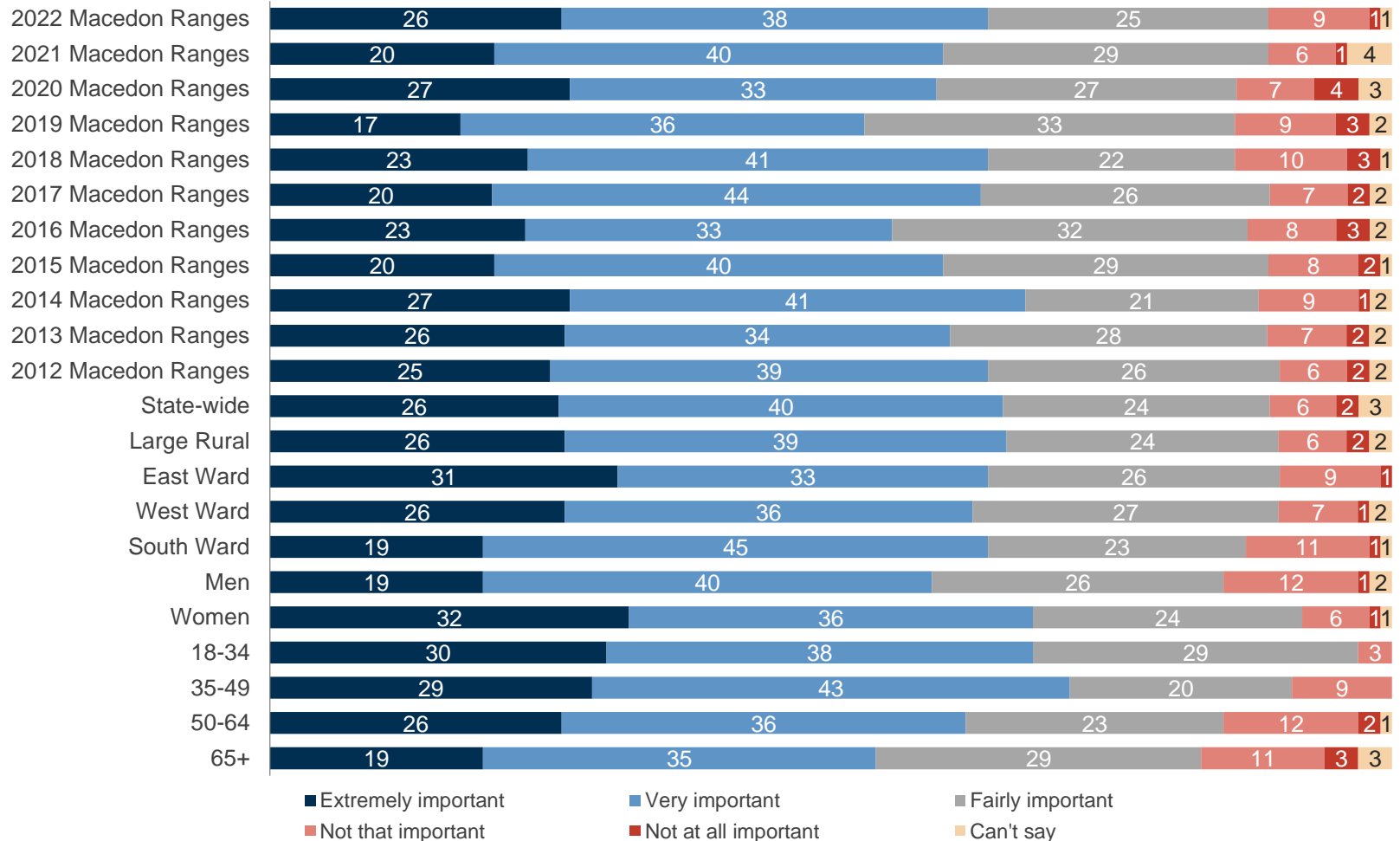
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	55	53	54	54	54	53	55	56	55	55
18-34	53▲	51	59	60	50	54	57	63	57	57	52
Large Rural	51▲	54	53	52	52	51	50	53	n/a	n/a	n/a
Women	49	49	54	53	49	52	52	56	53	52	53
West Ward	46	50	52	52	52	52	44	49	51	53	52
65+	46	49	53	50	53	53	46	50	50	56	53
East Ward	46	50	51	51	45	53	56	54	51	52	54
Macedon Ranges	45	48	52	53	50	52	49	53	50	53	52
South Ward	44	44	53	55	54	52	46	57	48	53	50
35-49	44	45	47	51	50	53	48	50	46	50	51
Men	42	47	50	53	51	52	46	50	47	54	51
50-64	39	48	50	49	47	49	45	51	48	50	51

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

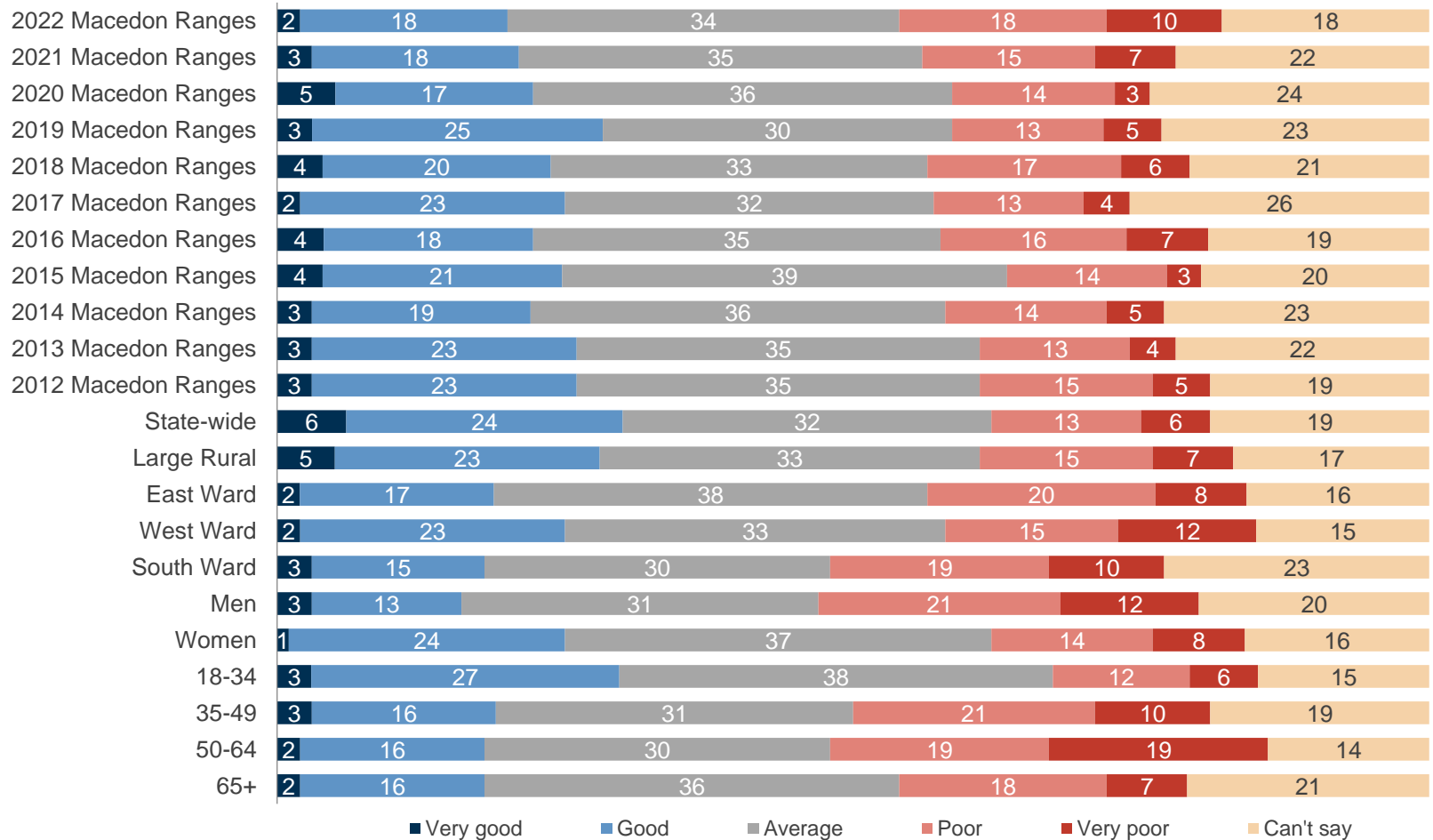
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



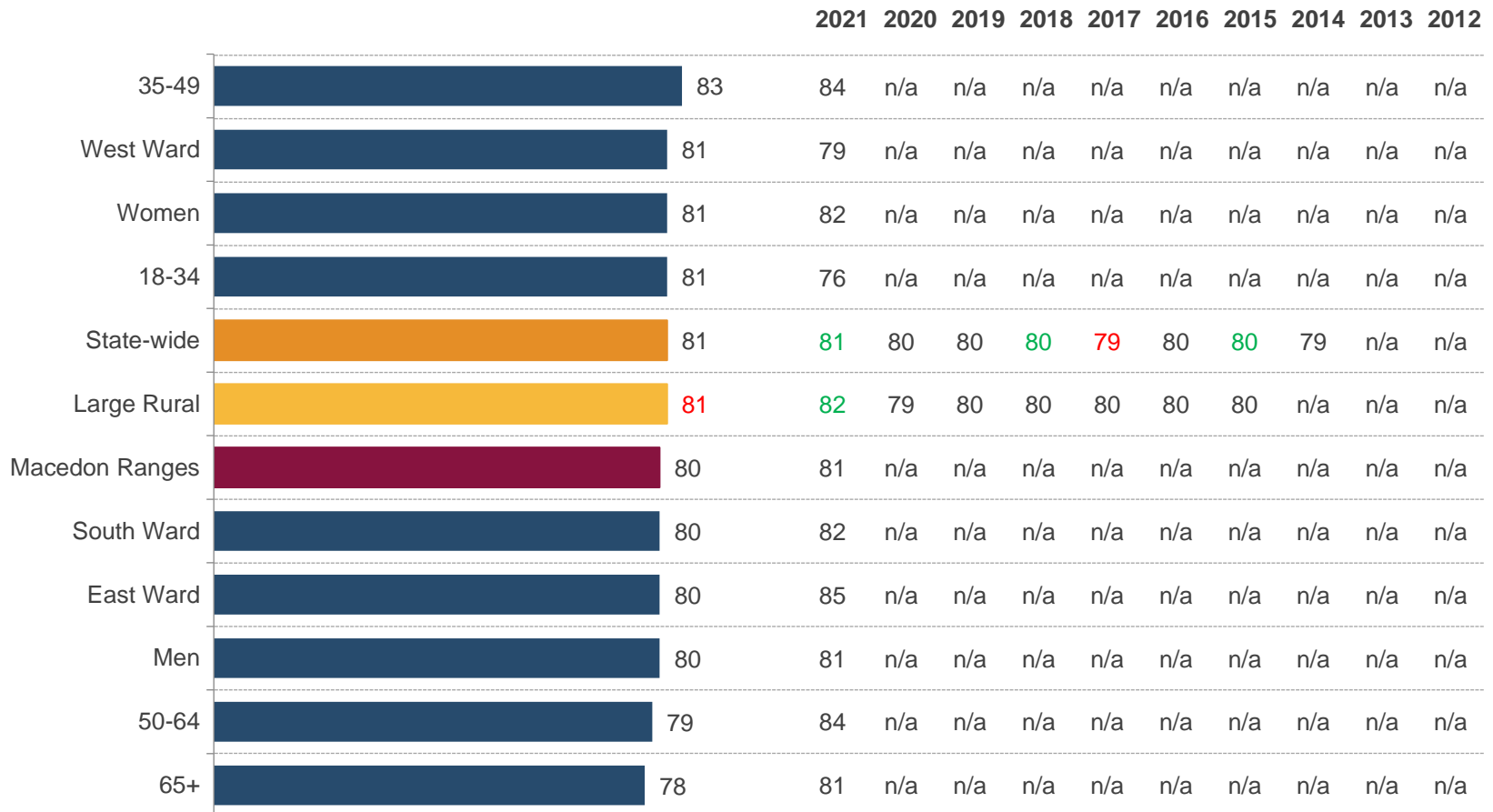
2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

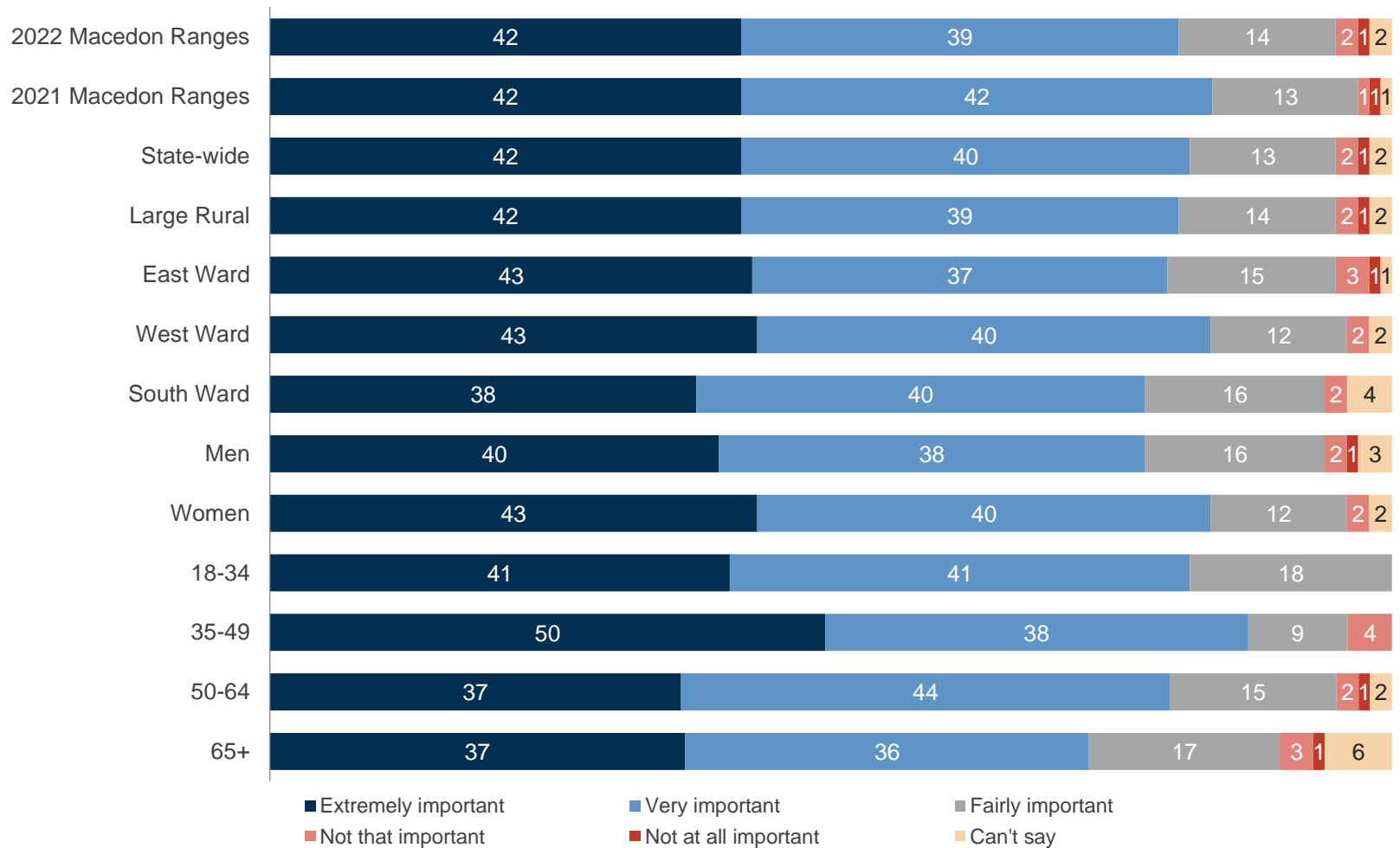
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance



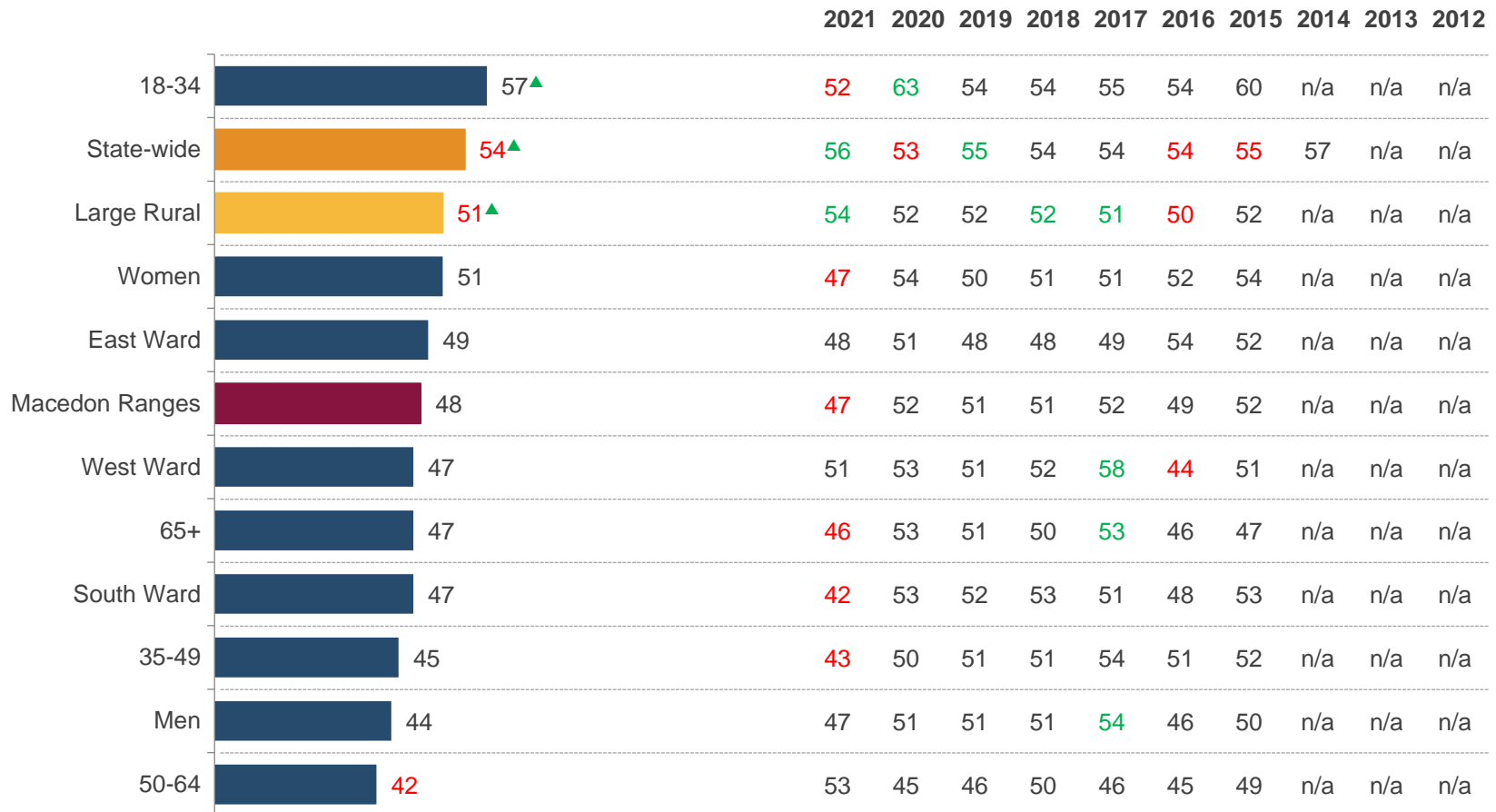
2022 community decisions made importance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

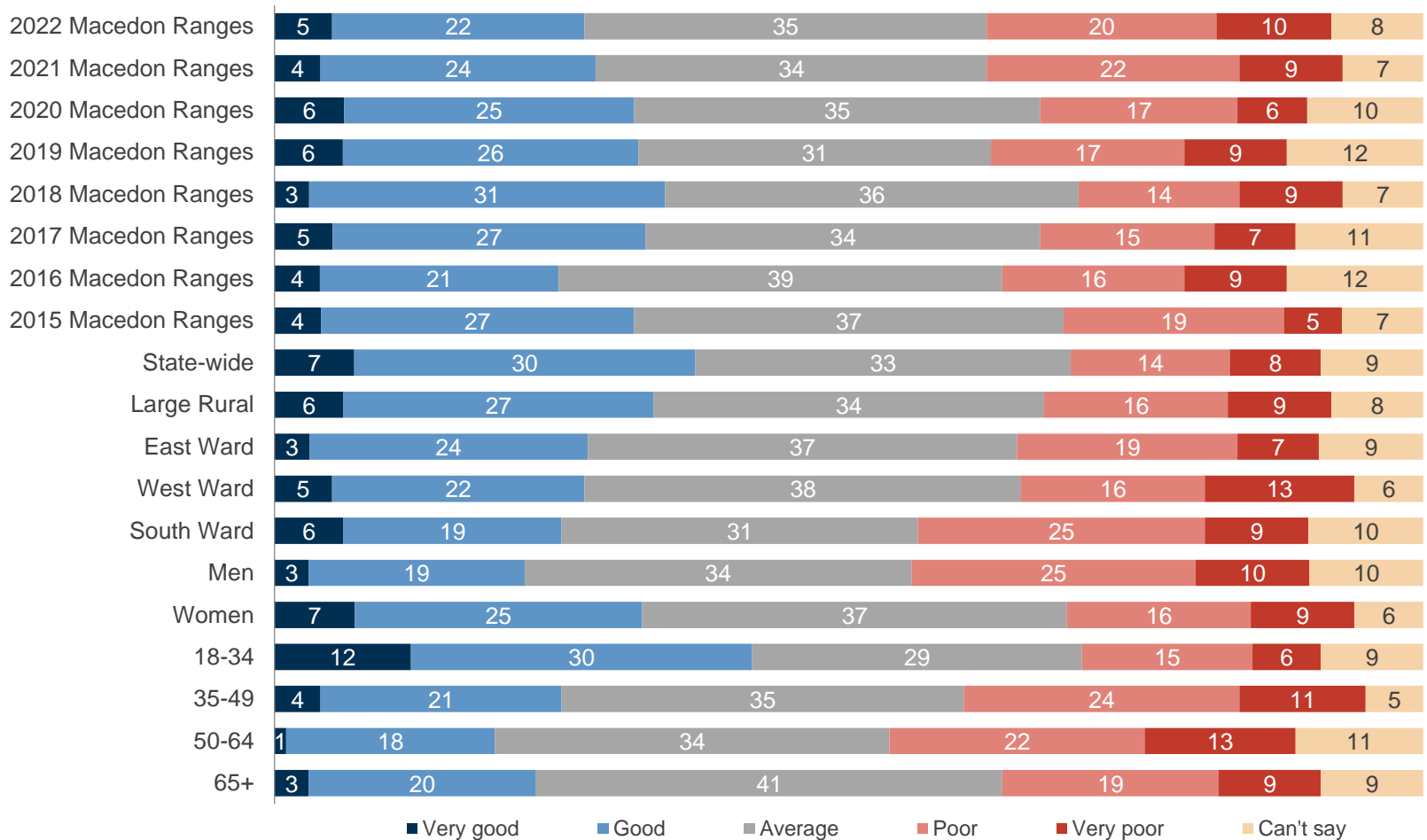
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
West Ward	48	49	58	51	47	49	48	55	n/a	n/a	n/a
South Ward	46	49	54	56	54	52	55	54	n/a	n/a	n/a
65+	46	50	55	51	49	53	56	54	n/a	n/a	n/a
35-49	45	49	55	48	47	46	47	49	n/a	n/a	n/a
Large Rural	45	50	47	47	45	43	44	45	n/a	n/a	n/a
Men	45	48	54	49	48	47	51	52	n/a	n/a	n/a
Macedon Ranges	43	49	54	49	48	48	51	51	n/a	n/a	n/a
Women	42	50	53	49	49	49	52	51	n/a	n/a	n/a
18-34	40	49	54	49	48	51	52	52	n/a	n/a	n/a
50-64	39	49	50	48	50	43	50	49	n/a	n/a	n/a
East Ward	35▼	51	49	39	44	43	51	45	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

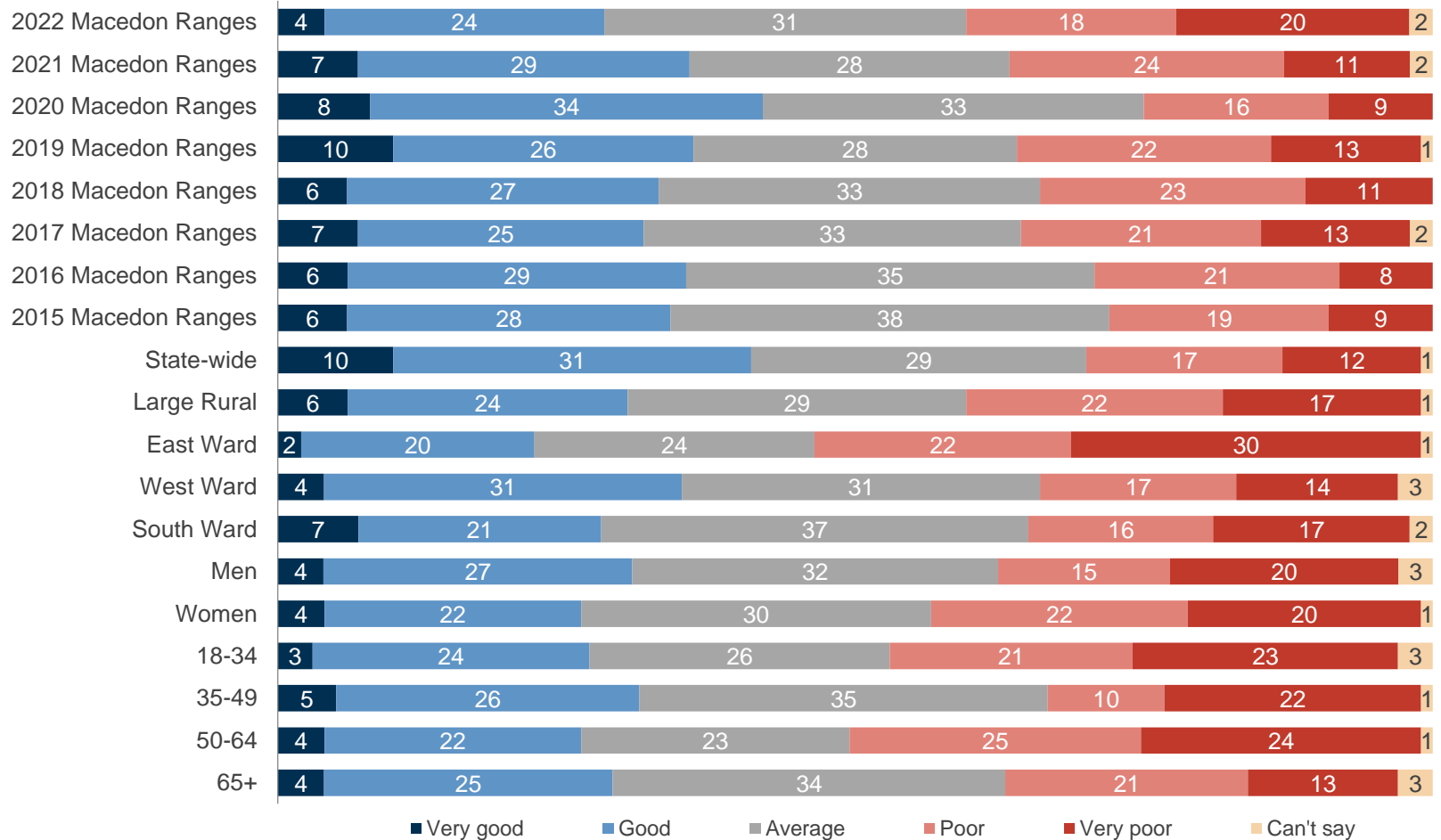
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





Informing the community importance



2022 informing community importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	80	77	81	77	77	79	82	77	81	78
35-49	81	78	74	75	77	72	72	73	77	79	77
East Ward	78	81	77	70	78	74	70	76	75	77	75
50-64	78	78	78	75	78	80	74	77	76	77	77
South Ward	78	80	74	78	73	73	75	75	75	74	75
Large Rural	78	78	77	75	75	74	77	76	n/a	n/a	n/a
Macedon Ranges	77	78	75	76	76	74	74	75	76	76	76
State-wide	77	77	75	75	75	74	76	75	75	75	75
65+	77	80	79	77	78	75	74	76	76	72	71
West Ward	76	74	75	79	75	74	79	73	77	76	77
Men	74	75	73	70	74	70	69	68	74	71	73
18-34	74	74	67	75	69	70	79	74	73	72	77

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

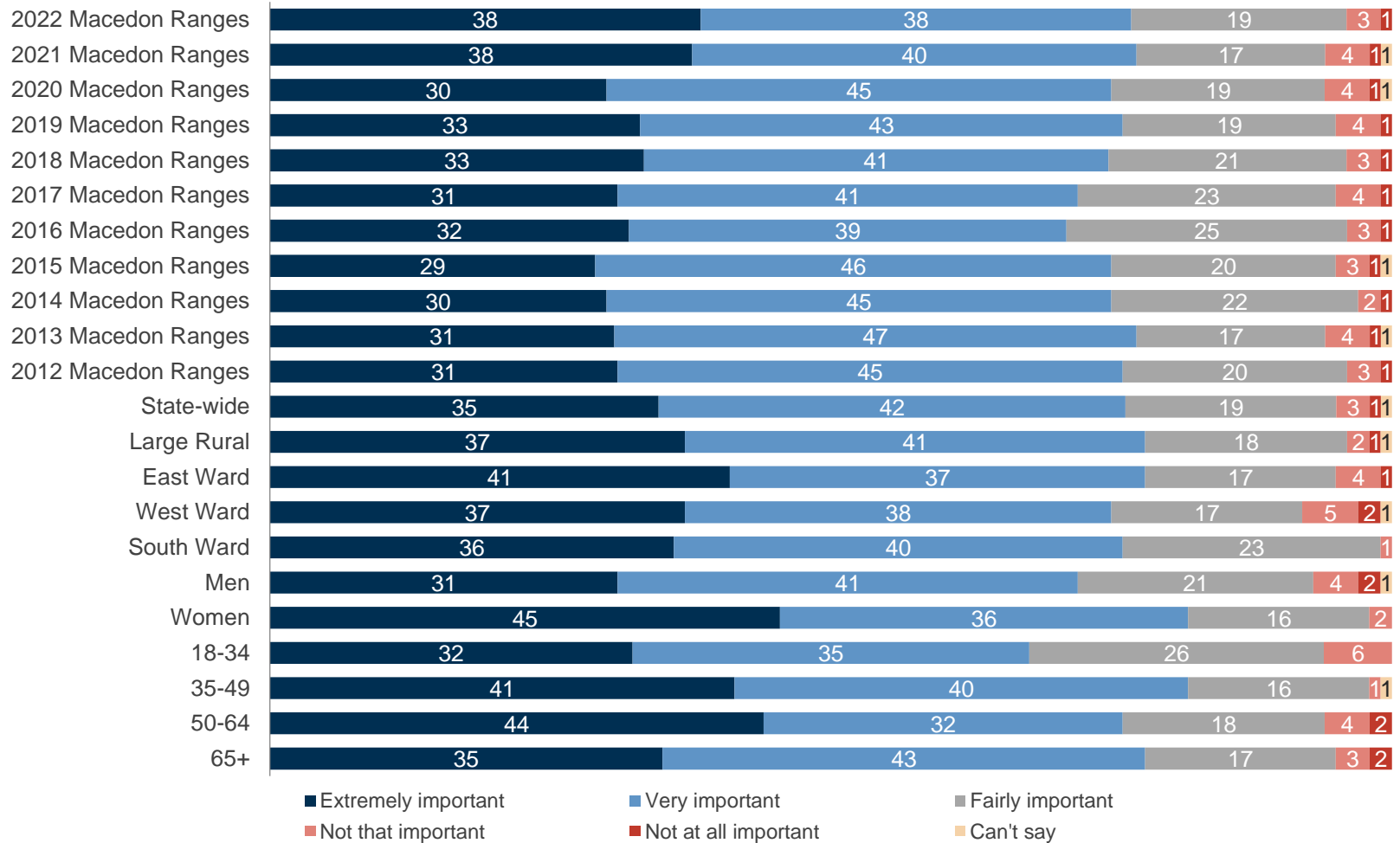
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)





Informing the community performance



2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	60	59	60	59	59	59	61	62	61	60
18-34	58	53	54	63	56	57	62	62	64	66	60
35-49	56	49	58	52	57	56	55	58	56	57	56
Large Rural	56▲	59	59	61	59	60	56	59	n/a	n/a	n/a
Women	56	52	57	57	55	56	58	58	56	58	61
East Ward	54	55	51	53	54	52	59	56	52	57	58
South Ward	54	46	55	57	56	57	56	61	57	60	58
Macedon Ranges	53	53	56	56	55	56	56	57	55	58	59
65+	52	55	58	60	57	58	55	51	51	53	63
West Ward	51	56	62	58	57	57	50	53	55	58	61
Men	51	53	56	55	56	55	53	55	53	59	57
50-64	47	53	53	51	52	52	50	55	48	57	59

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7

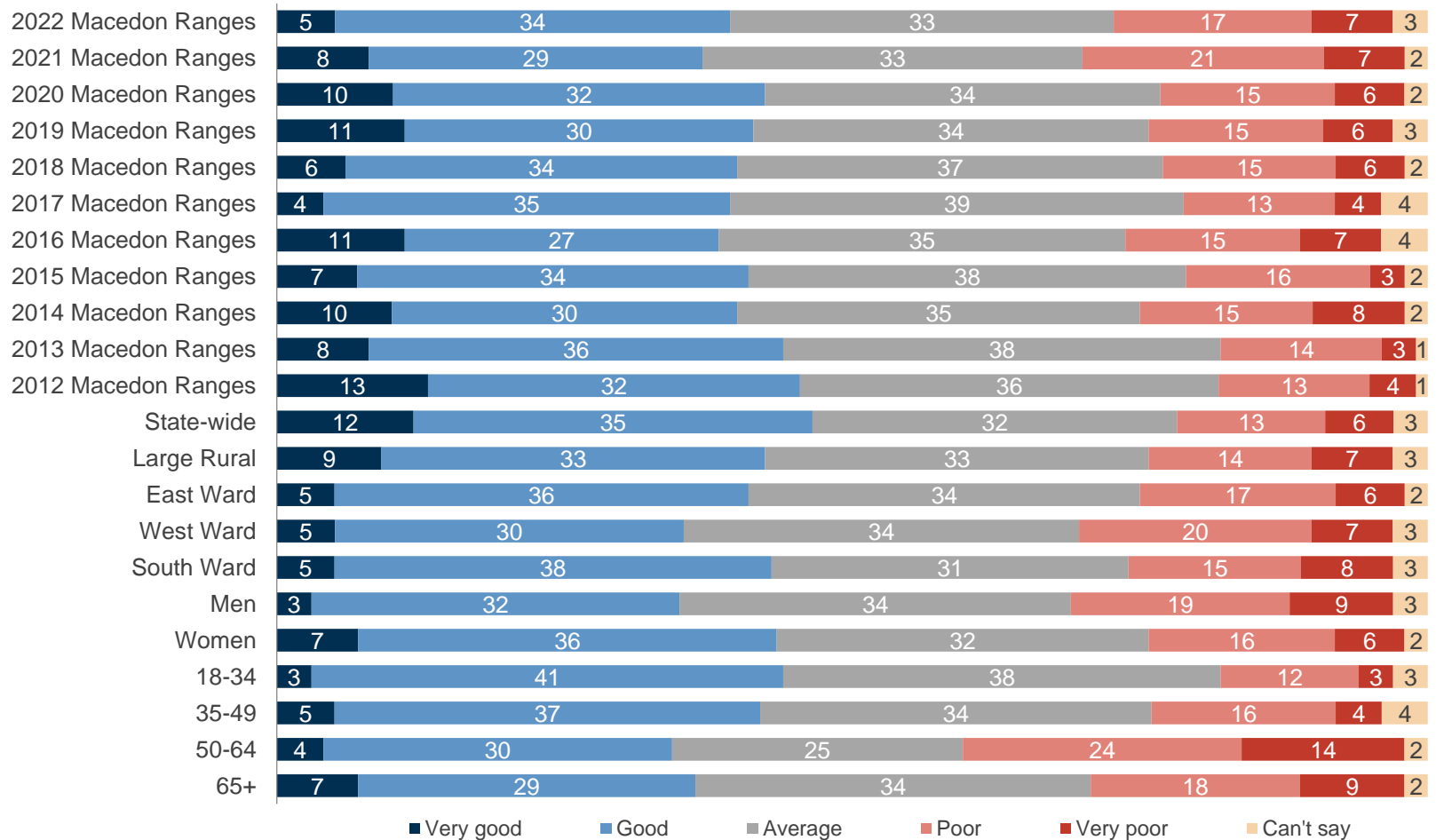
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	86▲	79	74	79	77	77	77	81	79	82	81
50-64	85	79	76	80	81	79	77	77	81	80	77
East Ward	84	78	77	80	79	76	72	76	79	80	78
35-49	83	76	77	79	78	75	72	78	78	81	80
18-34	82	69	68	71	72	70	74	76	73	78	73
Macedon Ranges	82	77	76	78	78	76	74	77	77	80	78
West Ward	81	76	75	77	77	77	75	77	79	82	78
South Ward	81	78	75	77	76	75	75	77	74	77	77
State-wide	81	79	78	77	78	77	77	77	77	78	77
Large Rural	80	79	78	77	77	75	77	77	n/a	n/a	n/a
65+	79	83	81	81	80	80	72	75	76	79	80
Men	78▼	75	77	77	79	75	70	73	74	78	74

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

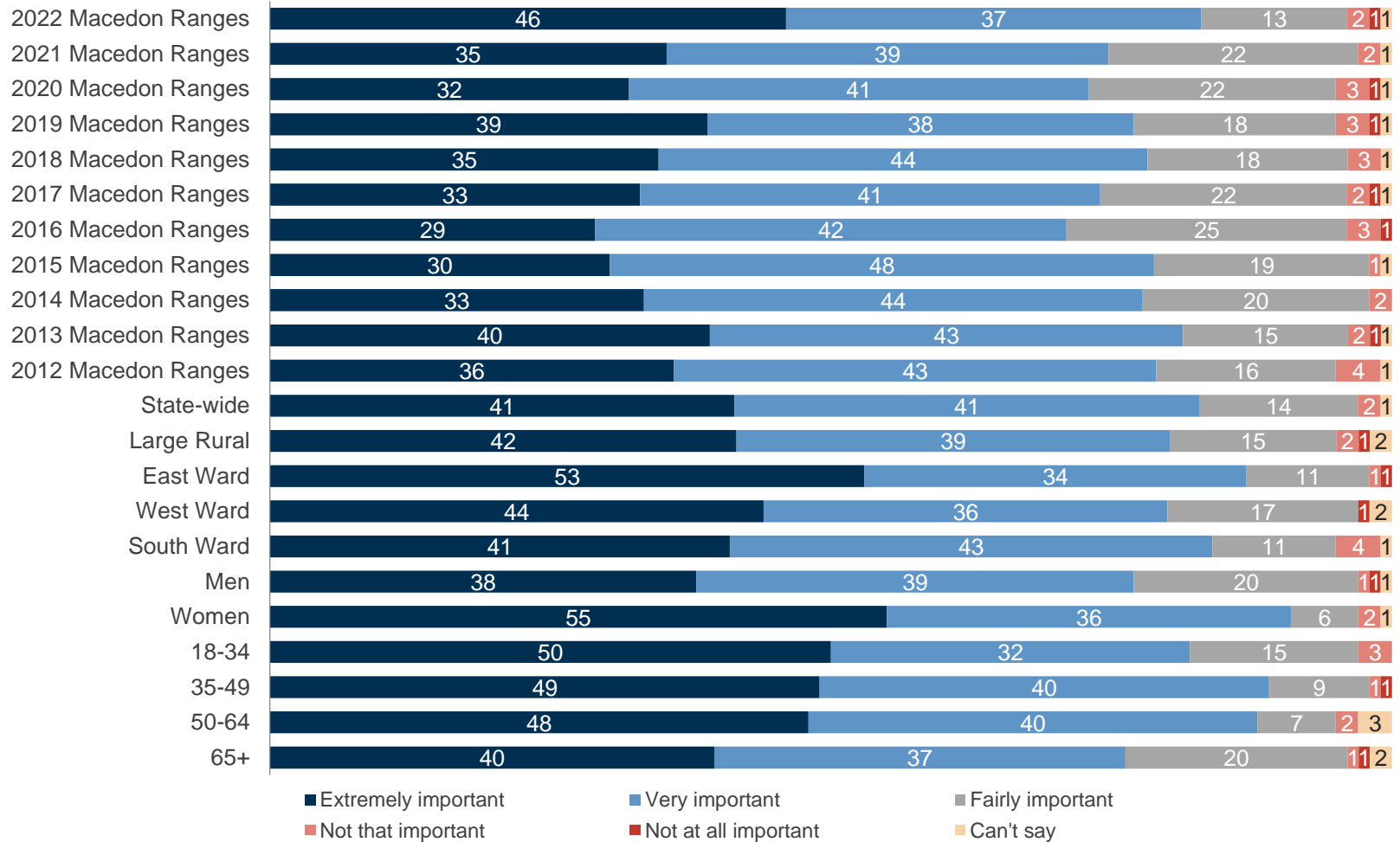
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57▲	59	58	59	58	57	57	58	58	58	57
18-34	52	55	62	54	54	55	56	56	57	58	57
West Ward	51	52	53	51	50	49	49	52	48	51	53
Large Rural	51▲	55	54	55	54	53	53	54	n/a	n/a	n/a
South Ward	48	50	57	54	58	57	55	57	58	53	54
Men	48	55	54	52	55	50	56	55	53	54	52
35-49	48	54	57	54	52	52	52	54	57	53	52
Macedon Ranges	47	52	56	52	52	52	54	53	52	51	52
Women	45	50	57	52	49	54	52	51	51	49	53
65+	44	48	52	48	49	53	55	51	49	48	51
50-64	43	54	53	52	53	48	52	51	45	47	49
East Ward	41▼	55	58	49	49	49	57	51	48	50	49

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

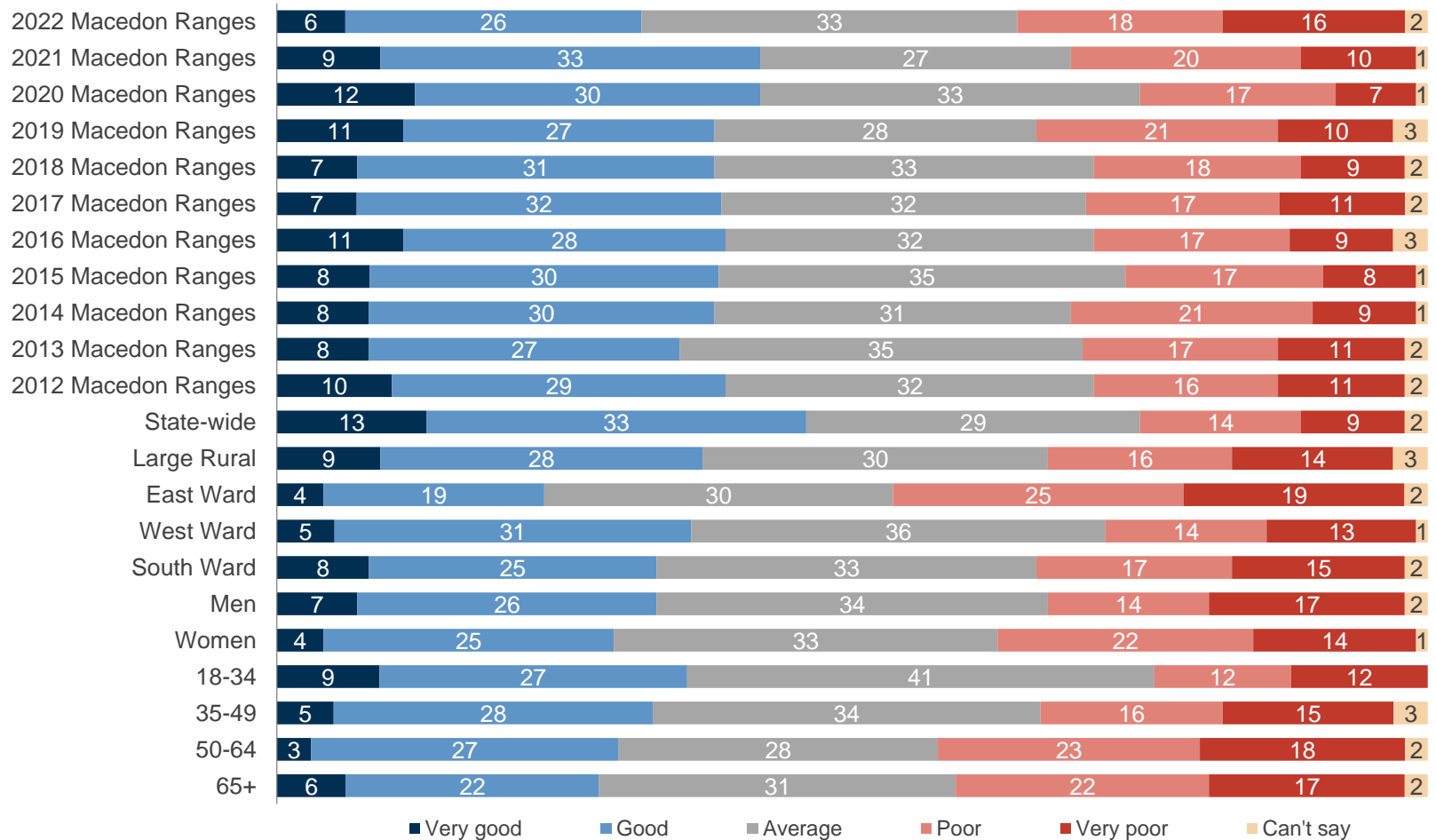
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)





Parking facilities importance



2022 parking importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72	60	56	59	67	64	61	61	61	61	58
State-wide	72▲	72	71	71	71	70	70	70	70	71	71
South Ward	70	73	67	66	66	66	65	67	63	65	61
Men	68	65	62	62	64	60	56	59	60	60	59
Large Rural	68	67	66	66	66	66	68	67	n/a	n/a	n/a
35-49	68	67	62	63	65	58	59	61	63	66	63
Macedon Ranges	68	67	64	64	66	63	62	63	64	65	63
65+	67	71	73	66	66	67	67	68	66	66	70
Women	67	68	66	66	68	66	68	68	67	69	67
West Ward	67	64	62	64	66	65	64	65	67	68	68
East Ward	67	65	63	61	66	57	58	59	61	62	58
50-64	63	67	63	66	67	63	62	64	65	66	61

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3

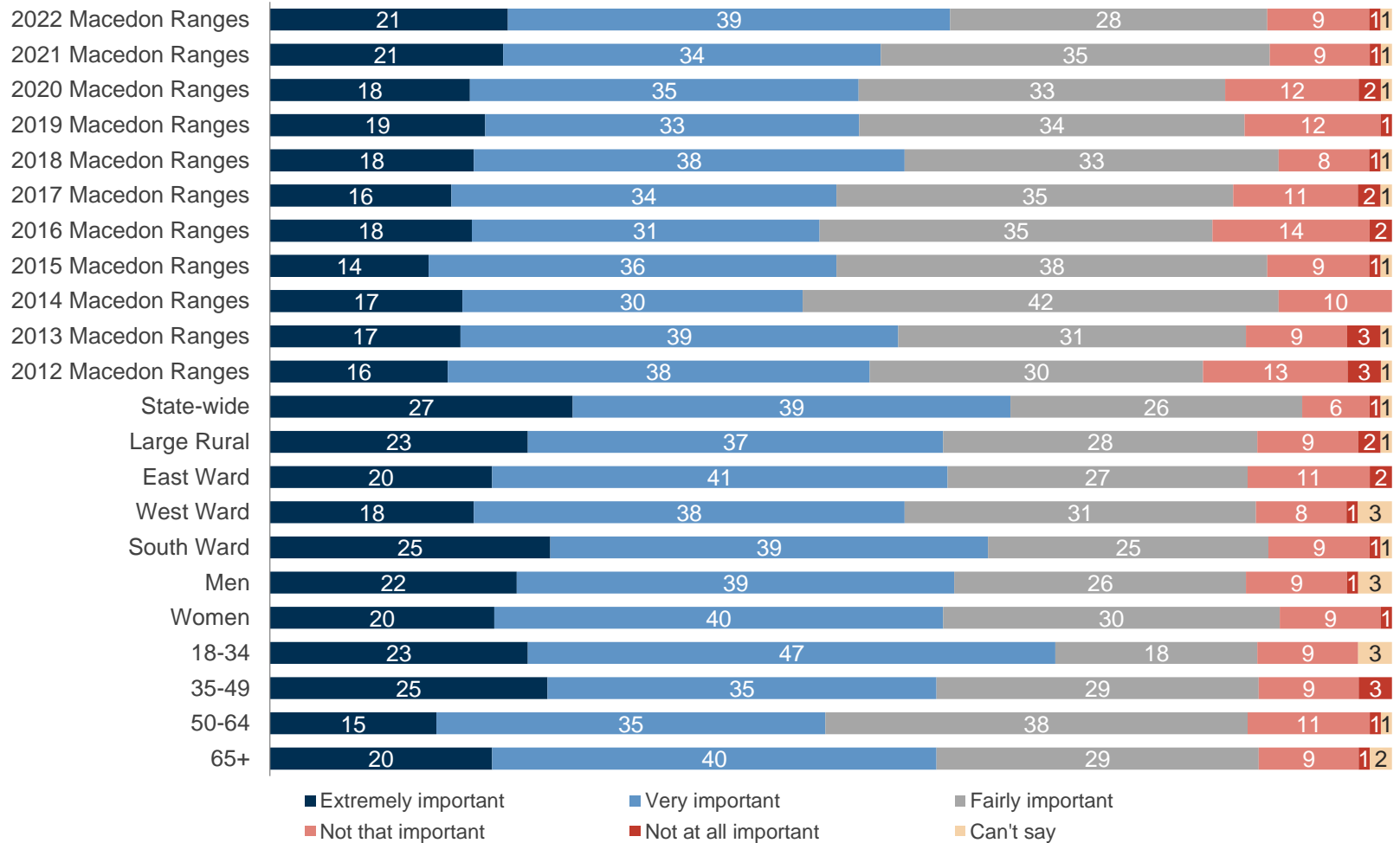
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3



Parking facilities performance



2022 parking performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62▲	61	64	65	58	58	63	69	63	62	67
East Ward	60	57	57	60	57	61	65	62	63	63	66
Women	59	55	58	56	58	57	59	62	61	61	62
State-wide	57	58	55	56	56	55	56	57	57	57	56
West Ward	56	60	63	59	59	56	57	58	58	61	57
Macedon Ranges	56	56	59	58	57	58	60	61	62	62	60
50-64	55	57	58	60	60	55	56	57	59	61	62
35-49	54	57	60	55	55	63	61	63	67	63	58
65+	54	51	55	54	57	56	58	57	58	63	54
Large Rural	53▼	56	57	58	59	60	58	59	n/a	n/a	n/a
Men	53	57	60	60	57	60	60	61	63	64	58
South Ward	52	49	56	55	56	58	56	64	64	63	59

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3

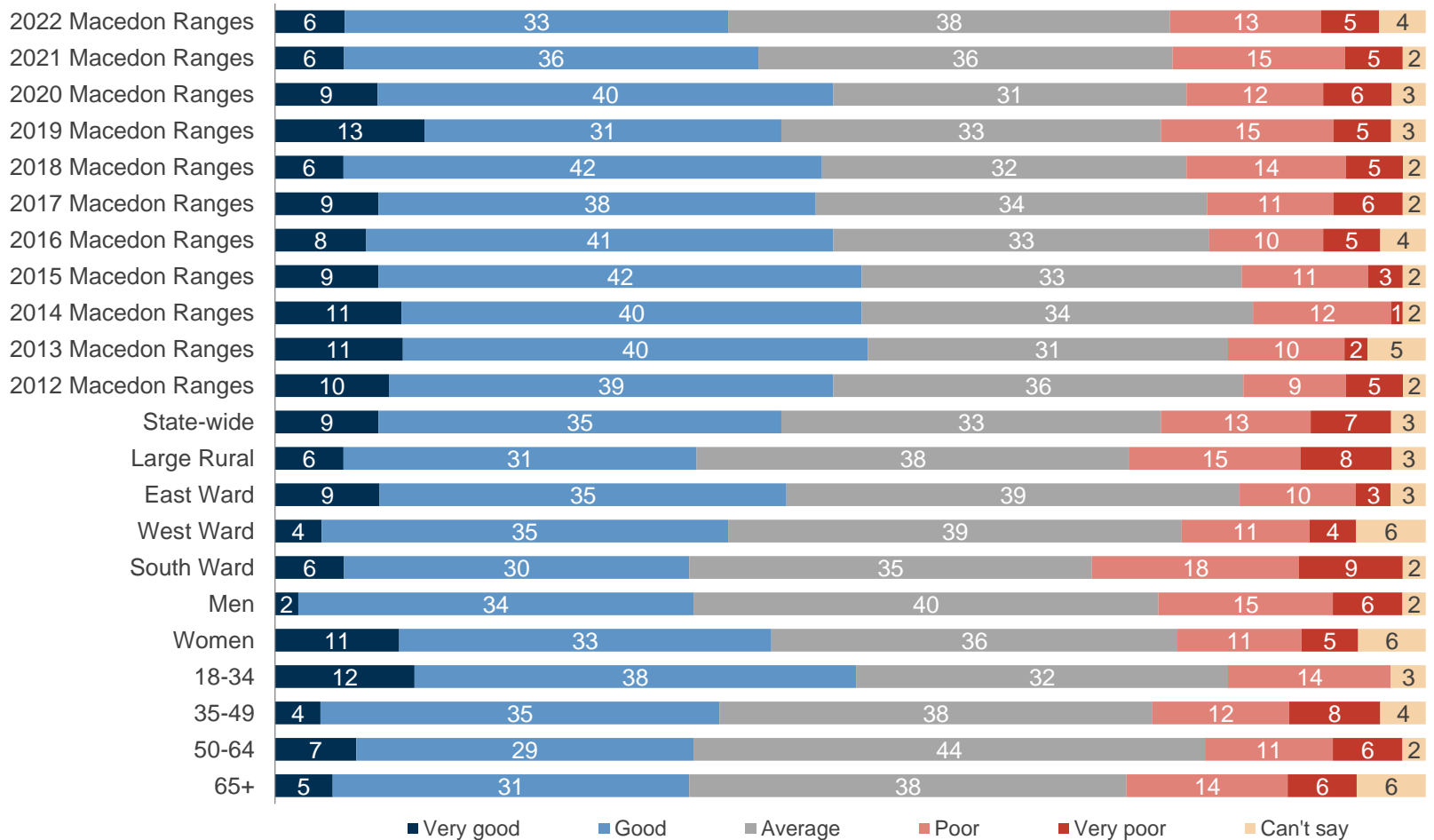
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)





Enforcement of local laws importance



2022 law enforcement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68▲	70	70	71	71	71	70	71	70	71	70
65+	68	71	73	71	69	70	69	66	70	69	69
Large Rural	67▲	67	68	68	68	68	69	70	n/a	n/a	n/a
Women	65	68	69	73	70	70	73	73	73	74	71
East Ward	64	67	67	67	65	67	63	71	71	73	67
South Ward	64	65	67	71	71	67	69	68	71	67	66
Macedon Ranges	64	66	67	68	67	67	67	70	69	70	68
35-49	63	64	66	68	66	66	65	69	67	73	66
West Ward	63	65	66	67	65	66	68	69	65	70	70
Men	63	63	64	63	64	64	60	66	65	66	65
50-64	62	65	65	70	69	67	66	70	70	72	67
18-34	61	61	60	64	64	64	69	74	70	66	71

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

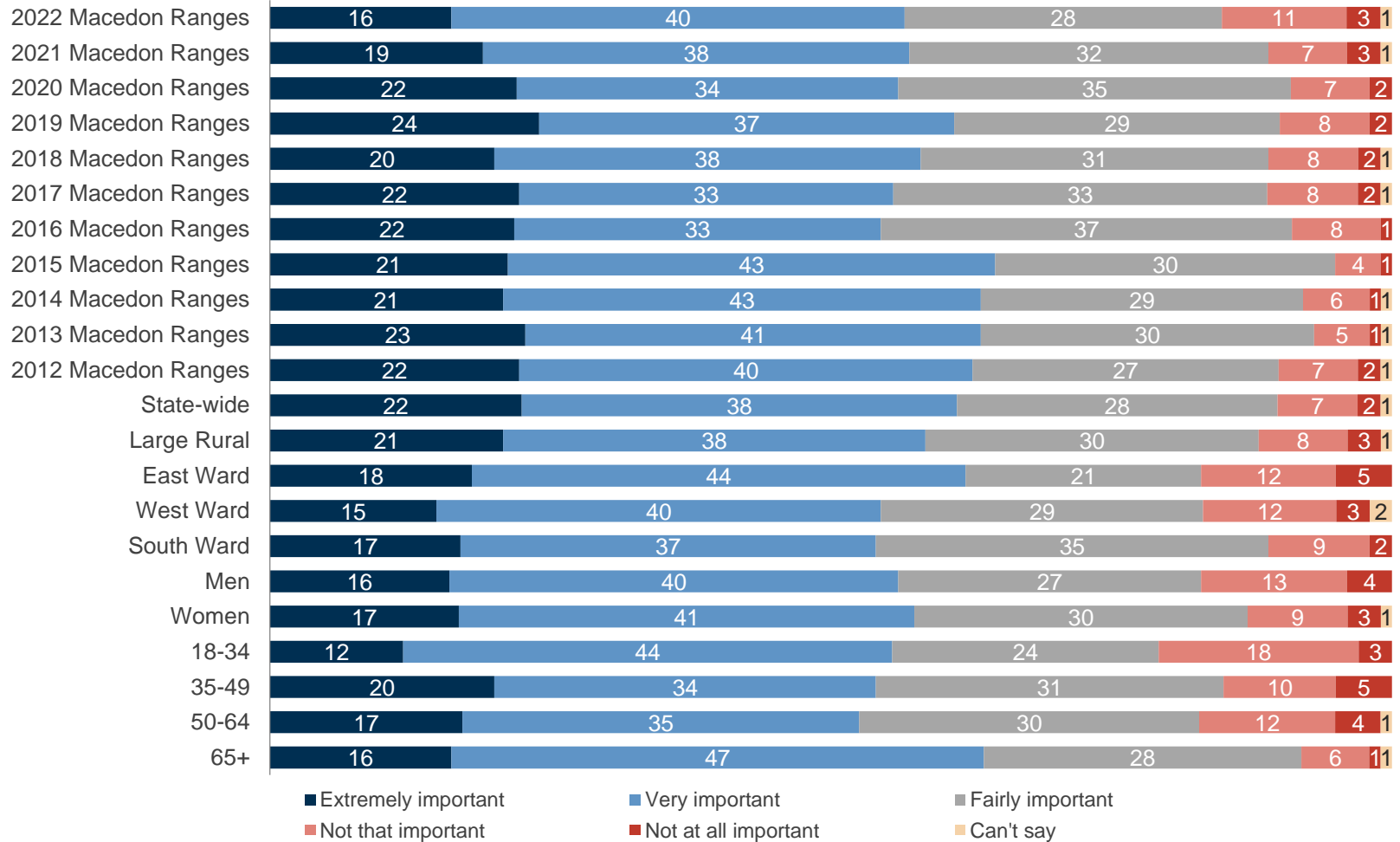
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)

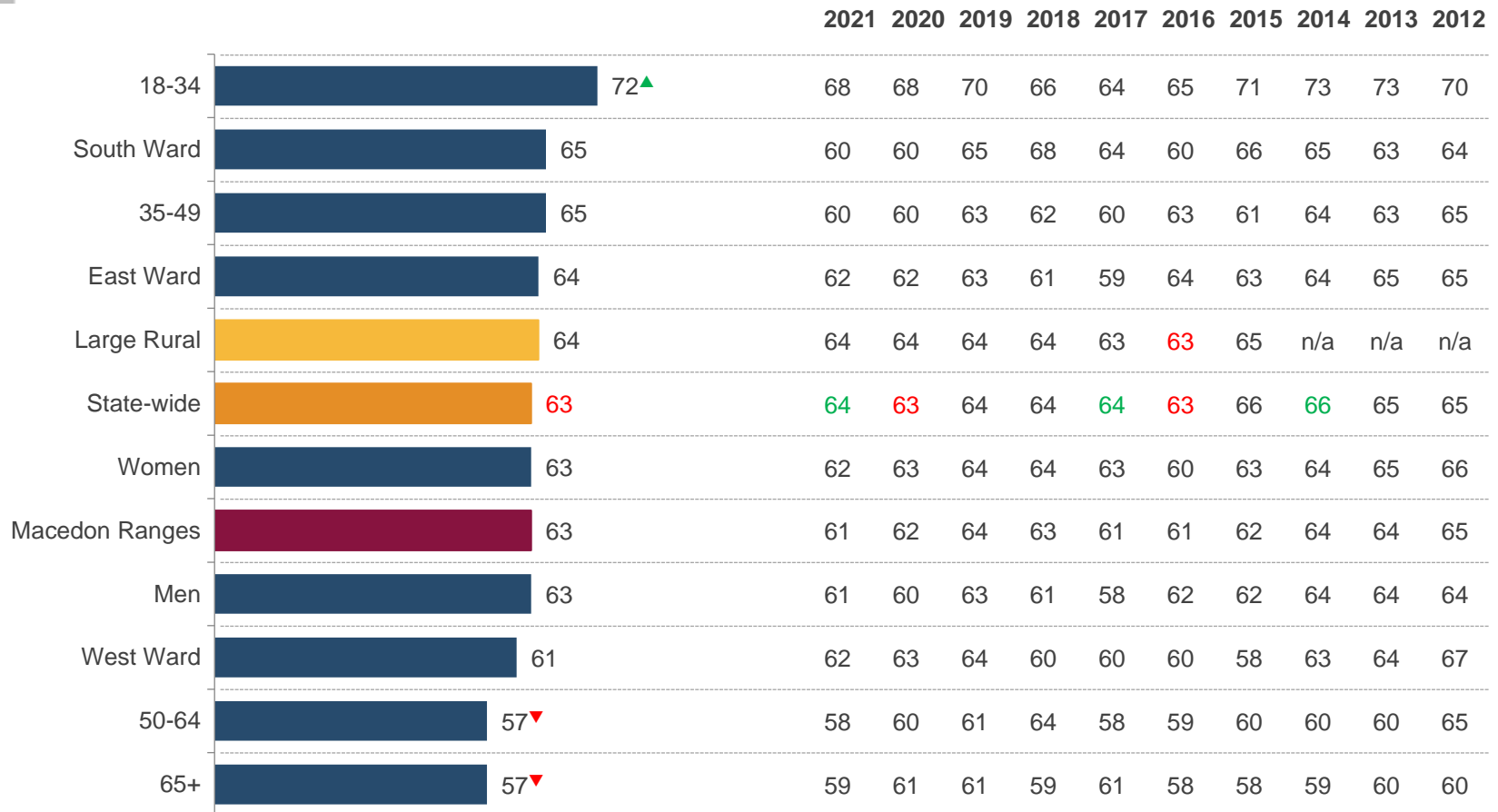




Enforcement of local laws performance



2022 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

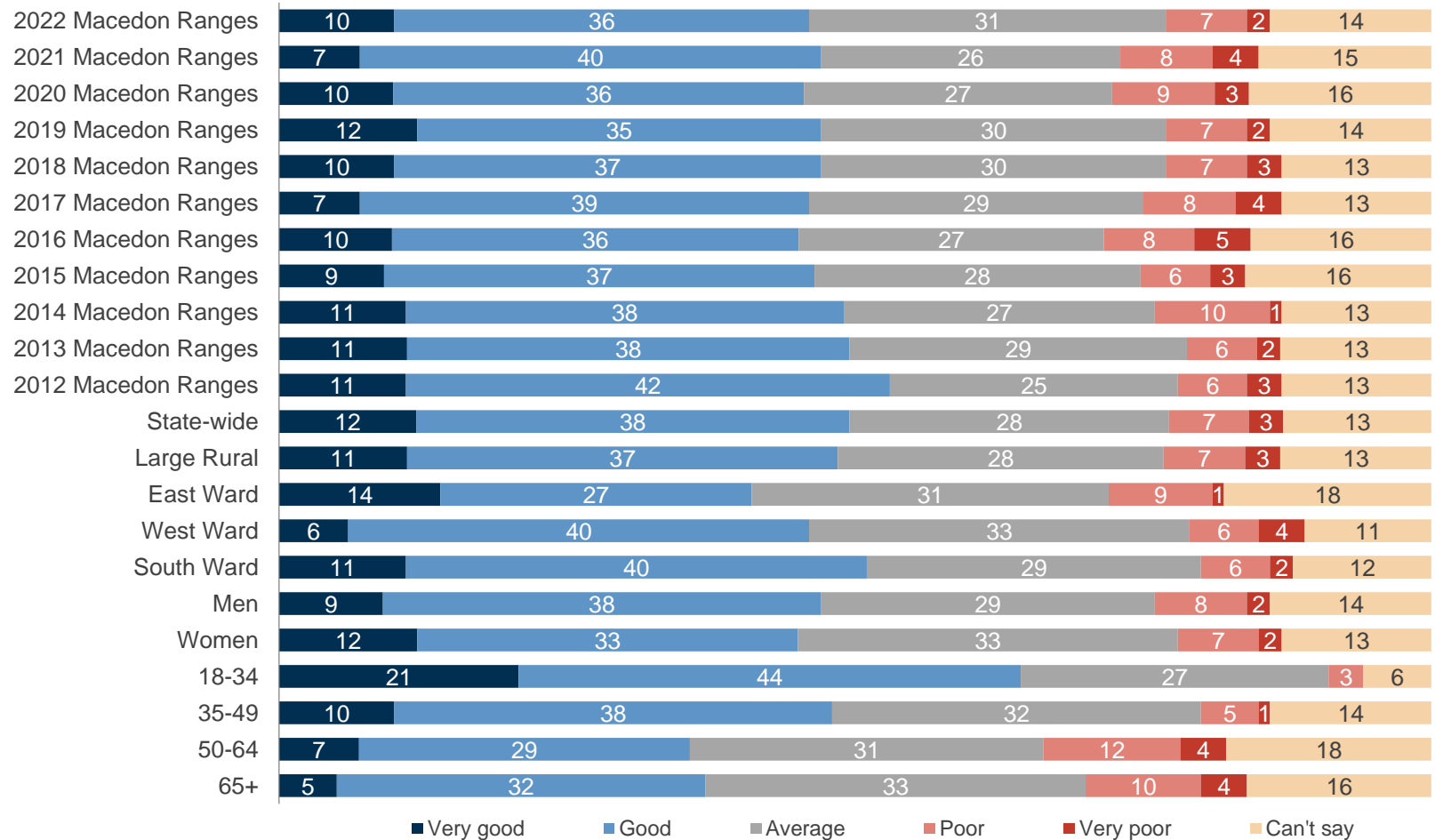
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)





Family support services importance



2022 family support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	80▲	77	77	78	75	78	75	77	75	77	77
East Ward	77	78	76	73	73	72	69	72	72	75	69
State-wide	76	76	75	74	74	73	73	73	72	73	73
35-49	76	73	75	72	73	72	68	72	72	74	73
Large Rural	75	75	74	73	72	72	72	72	n/a	n/a	n/a
50-64	75	76	69	71	72	69	66	70	69	73	70
Macedon Ranges	75	74	74	72	72	72	69	72	72	74	72
South Ward	74	71	74	72	71	73	66	72	72	70	71
65+	74	73	74	69	70	70	69	67	70	67	70
18-34	74	76	77	76	70	78	72	78	77	78	74
West Ward	73	74	73	71	69	71	71	71	71	75	74
Men	70▼	71	71	65	68	66	63	66	69	70	67

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

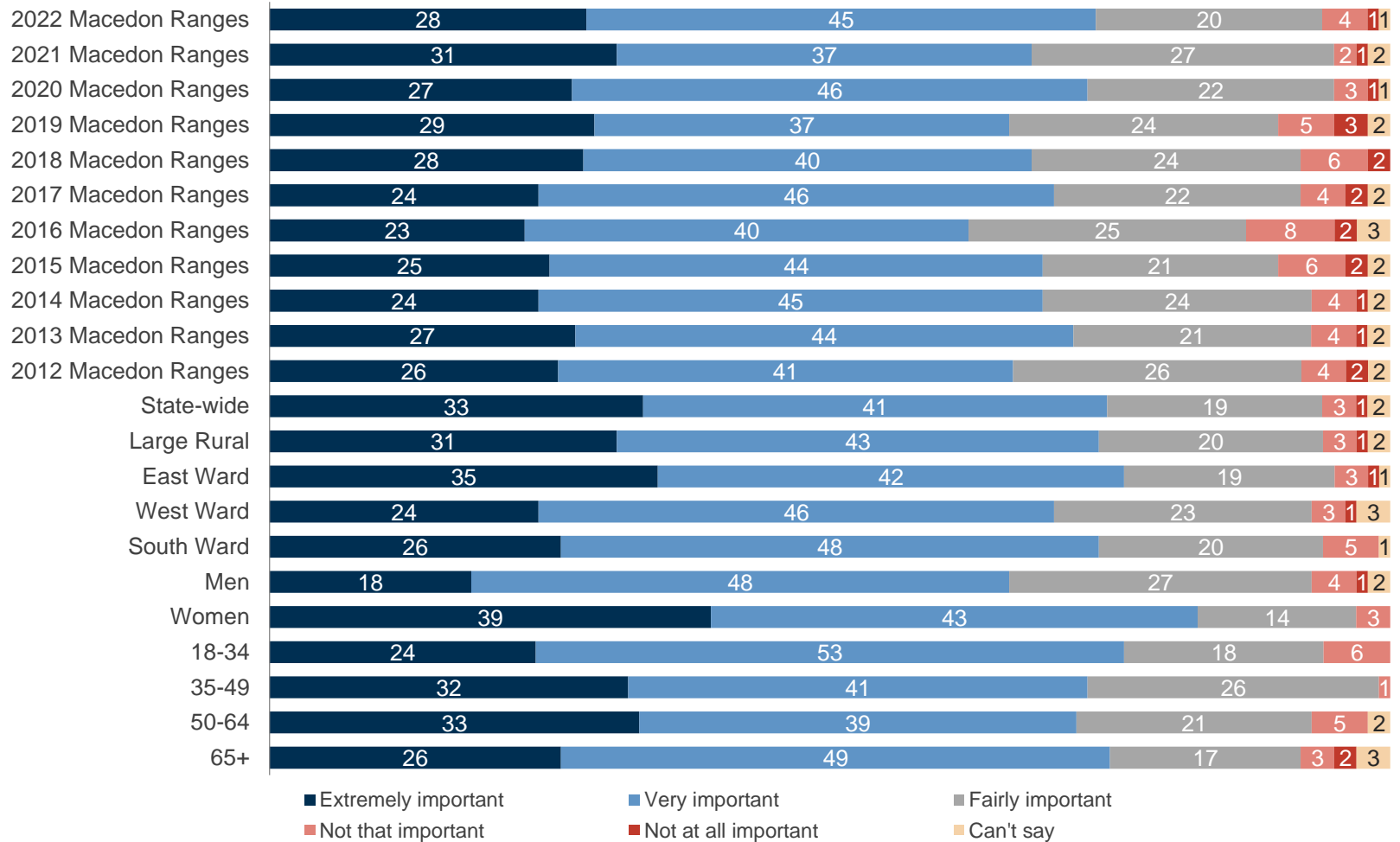
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)





Family support services performance



2022 family support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	66	62	65	64	64	63	63	62	68	63	65
State-wide	65	66	66	67	66	67	66	67	68	67	67
18-34	65	66	63	67	59	67	66	65	61	65	62
Large Rural	64	66	64	65	65	65	64	67	n/a	n/a	n/a
South Ward	64	61	64	64	64	63	57	68	65	64	62
Men	63	61	62	64	64	63	63	62	64	67	63
West Ward	63	65	63	66	64	68	62	63	64	66	65
Macedon Ranges	63	63	62	64	63	65	64	64	64	64	63
65+	62	61	65	65	66	69	67	65	65	68	66
Women	62	65	63	64	62	67	64	66	65	61	64
East Ward	61	63	60	63	60	65	70	61	64	62	63
50-64	55▼	64	54	58	63	60	57	63	64	63	61

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

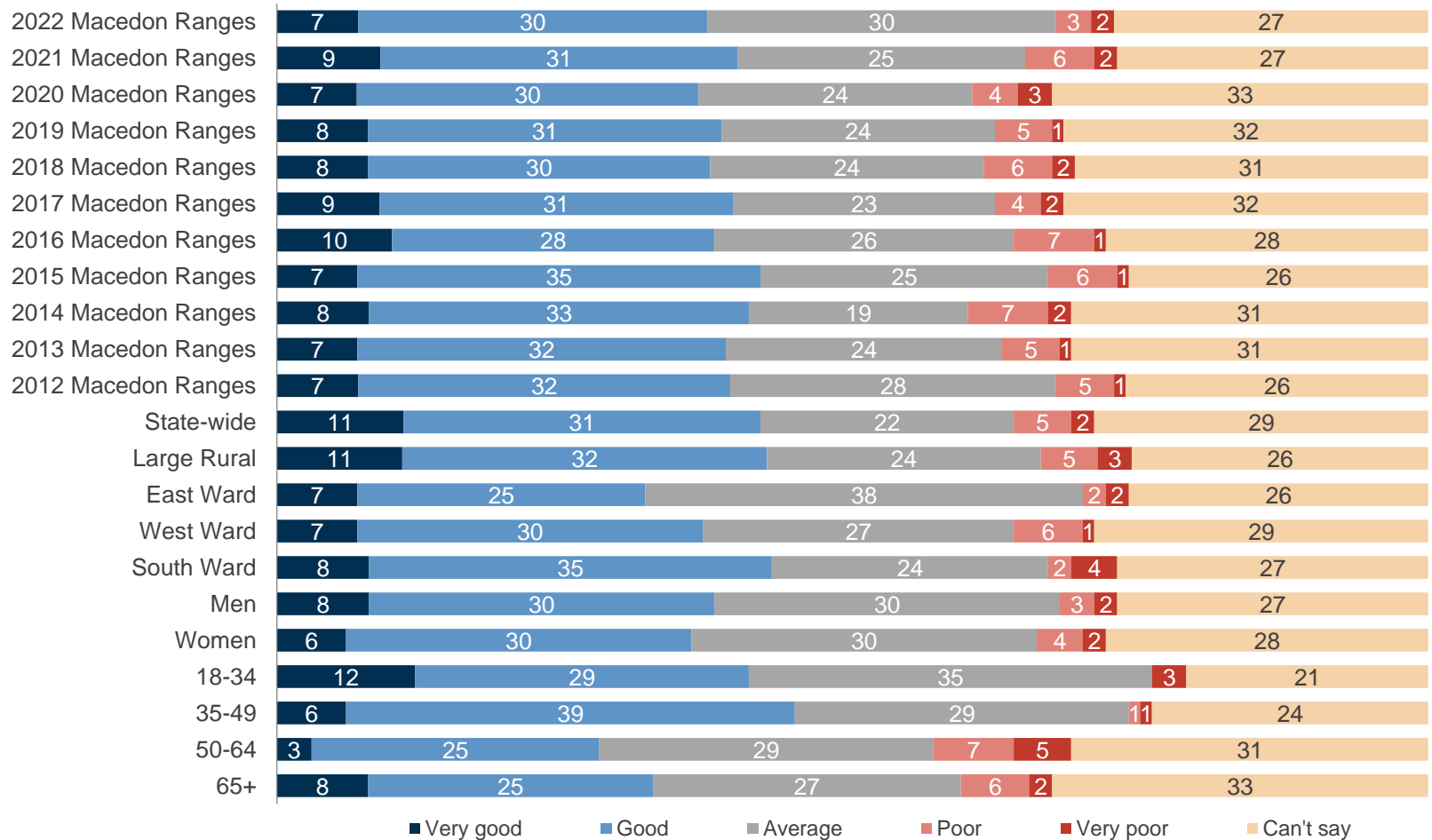
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)





Elderly support services importance



2022 elderly support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	85▲	77	75	78	79	77	71	79	77	81	79
Women	85▲	81	80	83	81	81	80	82	81	84	84
East Ward	84	77	79	78	81	76	76	77	80	82	83
State-wide	82	82	80	80	79	78	78	79	79	79	80
South Ward	82	80	75	78	79	80	72	78	78	79	77
Macedon Ranges	81	79	77	78	79	77	75	77	78	81	79
Large Rural	81	80	80	79	78	78	78	78	n/a	n/a	n/a
50-64	81	82	77	81	81	79	75	77	79	82	77
65+	80	80	80	77	80	80	77	76	77	78	81
West Ward	79	79	76	77	77	76	78	77	76	82	79
18-34	79	78	75	75	77	73	79	76	80	82	80
Men	78	77	74	73	78	73	70	72	76	78	75

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

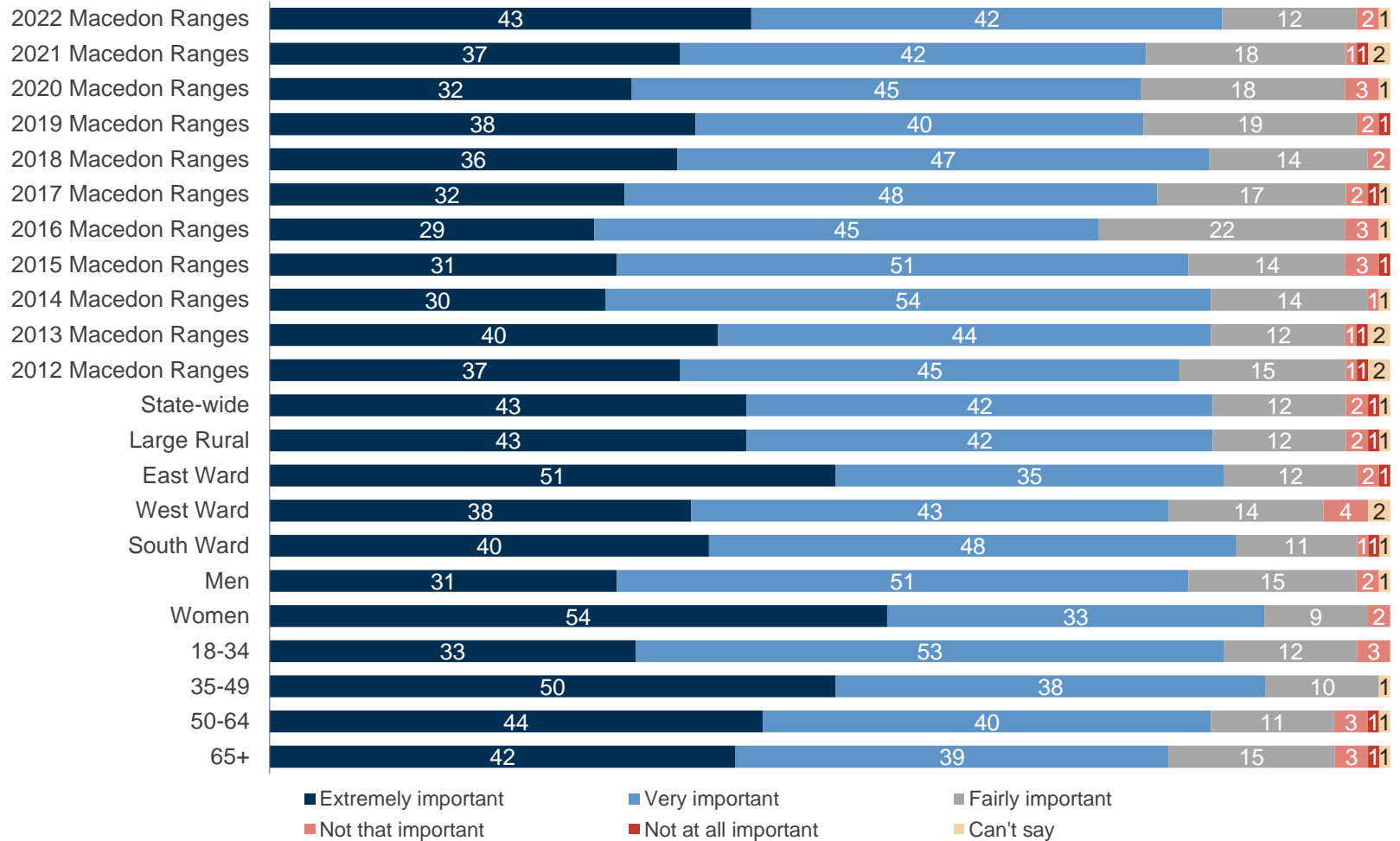
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)





Elderly support services performance



2022 elderly support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	67▲	69	68	68	68	68	68	69	70	69	69
18-34	66▲	66	58	67	57	67	67	63	72	67	69
Large Rural	65▲	68	67	67	67	67	66	69	n/a	n/a	n/a
South Ward	64	62	70	65	69	70	63	68	67	65	66
Men	61	62	63	64	63	64	63	62	69	67	65
35-49	61	64	63	64	64	61	65	62	64	69	66
Macedon Ranges	59	63	63	64	63	66	64	64	67	66	66
Women	57	64	63	64	63	67	65	67	66	65	67
West Ward	57	66	64	68	65	65	61	64	69	68	70
East Ward	57	58	54	59	56	62	67	62	66	65	60
65+	56	59	67	64	65	71	65	67	70	66	65
50-64	55	63	65	59	65	63	59	65	63	62	64

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7

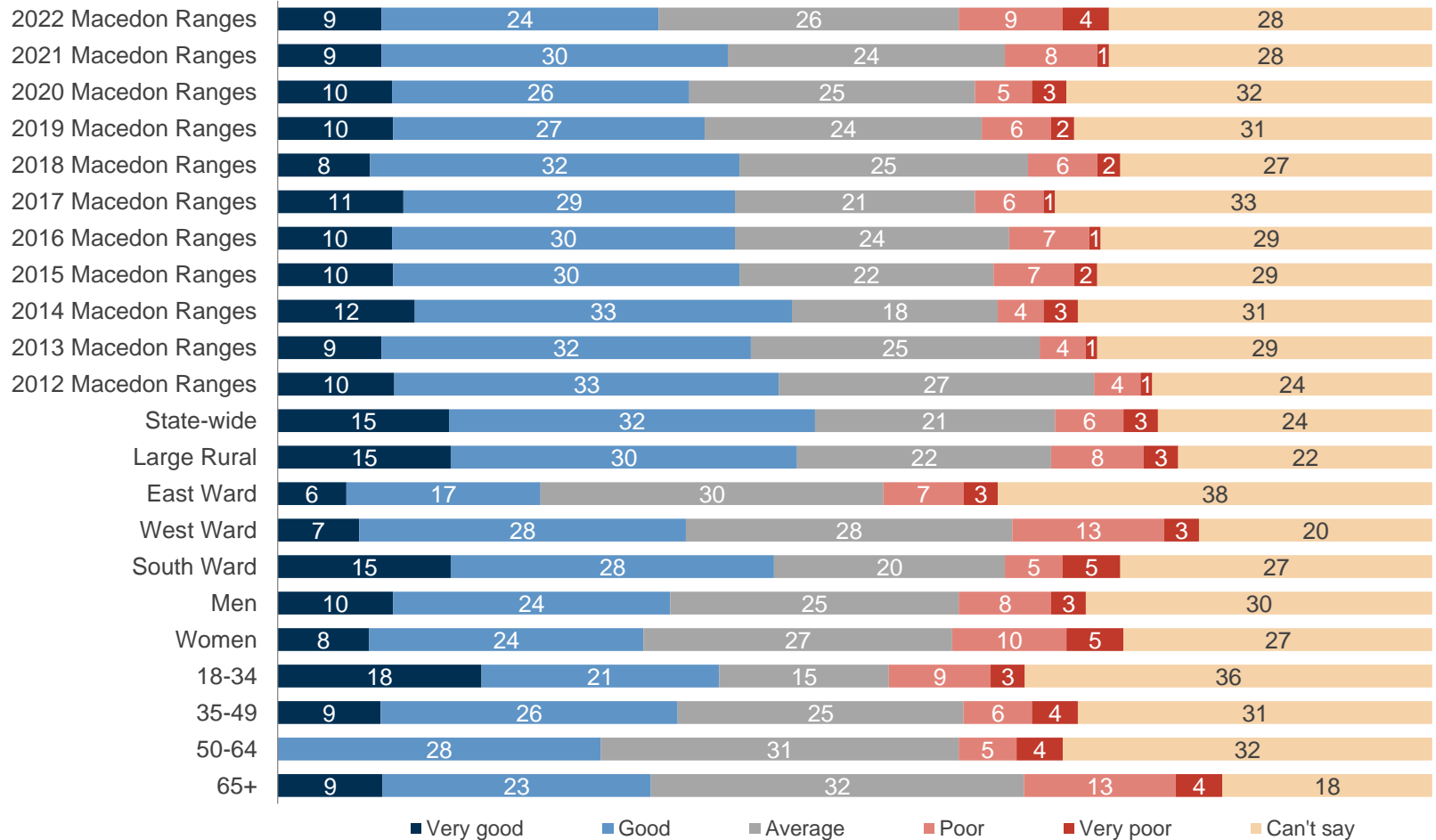
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)





Disadvantaged support services importance



2022 disadvantaged support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	82▲	77	76	78	75	77	77	78	75	77	76
State-wide	77	77	74	74	72	71	73	73	72	73	73
35-49	77	75	70	72	74	68	69	74	72	73	71
West Ward	76	75	73	71	68	70	74	69	72	77	75
18-34	75	72	72	74	68	73	76	70	73	74	73
East Ward	75	76	71	70	74	69	74	72	70	73	70
Macedon Ranges	75	74	72	71	72	70	72	71	72	73	71
Large Rural	75	74	72	71	70	70	72	72	n/a	n/a	n/a
50-64	74	76	72	70	72	71	71	71	72	74	72
65+	73	73	74	69	71	70	72	69	72	69	69
South Ward	73	70	72	72	71	71	67	73	74	69	68
Men	67▼	71	68	64	68	64	66	65	69	68	66

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1

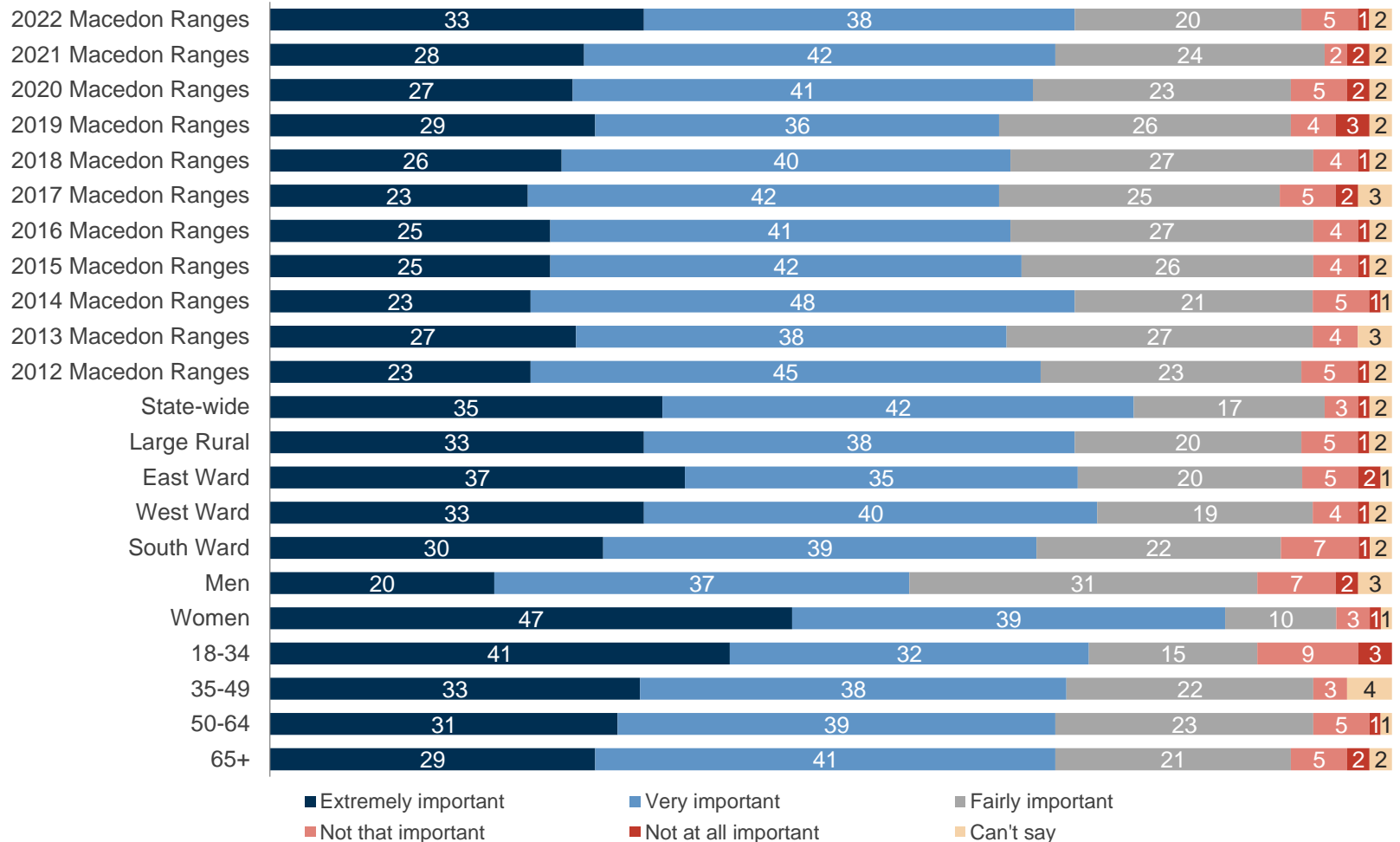
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2022 disadvantaged support importance (%)





Disadvantaged support services performance



2022 disadvantaged support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68▲	68	59	61	58	64	64	62	61	61	61
Men	63▲	62	60	62	60	57	63	59	62	66	60
State-wide	62▲	63	60	62	61	61	61	62	64	62	63
Large Rural	62▲	64	61	61	61	61	61	62	n/a	n/a	n/a
South Ward	61	63	61	58	60	60	59	62	62	58	61
West Ward	60	65	59	62	58	58	60	57	61	67	62
Macedon Ranges	58	63	58	58	58	58	60	59	61	61	60
35-49	57	64	60	57	59	56	59	54	62	63	60
65+	56	59	59	61	61	61	61	61	62	60	61
Women	54▼	63	57	54	56	59	58	59	59	57	60
East Ward	53▼	58	55	55	56	57	62	58	59	58	56
50-64	51▼	59	54	51	54	50	56	59	57	60	57

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

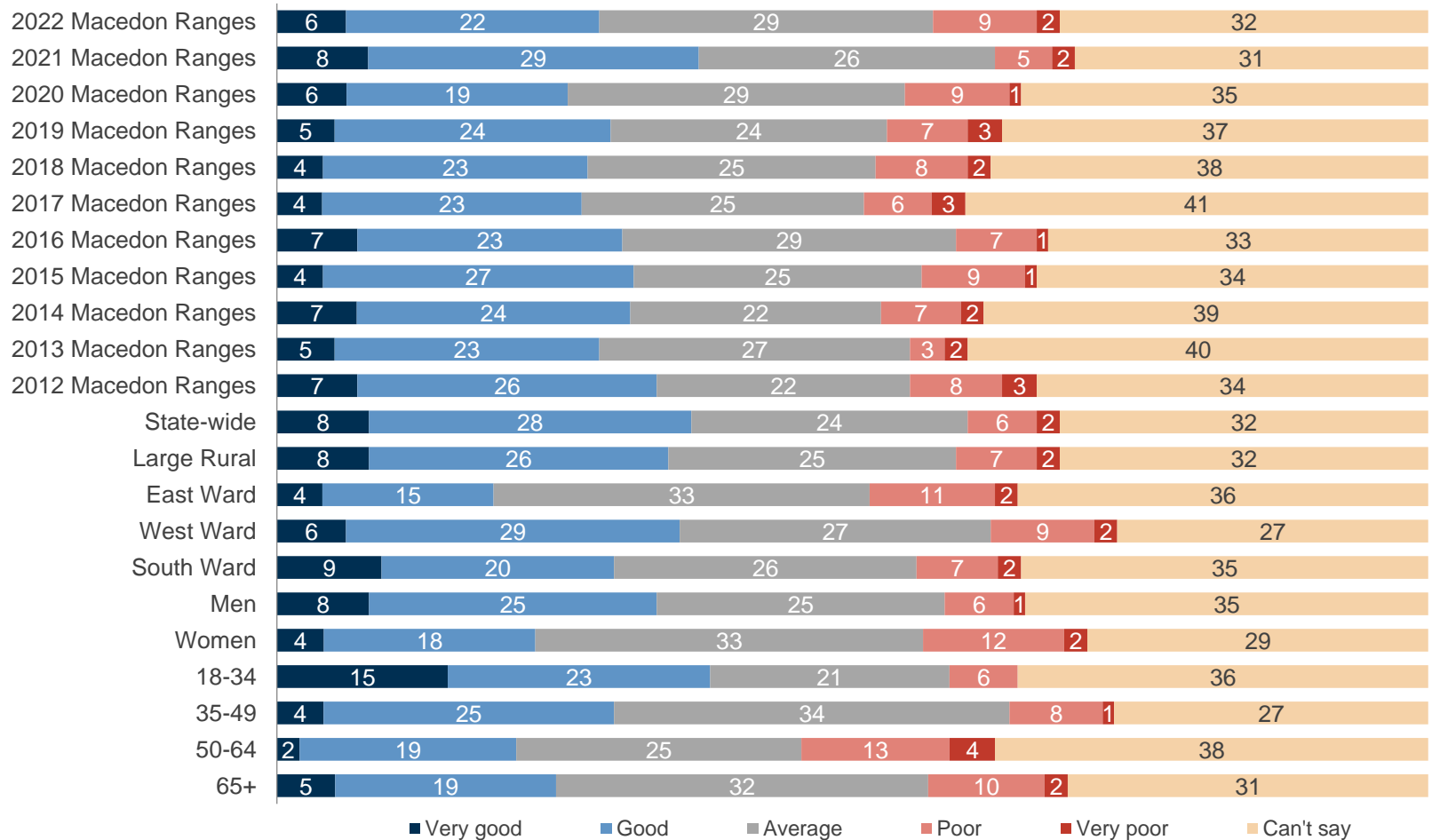
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2022 disadvantaged support performance (%)





Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80▲	77	75	75	76	77	72	74	76	78	78
Women	76	74	72	75	75	75	74	76	75	75	75
South Ward	75	72	74	73	72	74	72	75	74	69	74
State-wide	74	74	72	72	73	72	73	72	72	72	72
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
West Ward	74	70	71	70	73	73	69	69	71	77	72
Macedon Ranges	73	72	72	71	73	73	71	72	73	73	72
50-64	73	75	74	71	73	73	74	70	71	72	69
65+	71	70	73	68	74	68	66	68	71	66	68
Men	71	71	73	68	72	71	69	67	72	71	69
East Ward	71	75	72	72	74	72	72	72	75	74	71
18-34	68▼	67	67	72	69	73	74	75	76	71	72

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

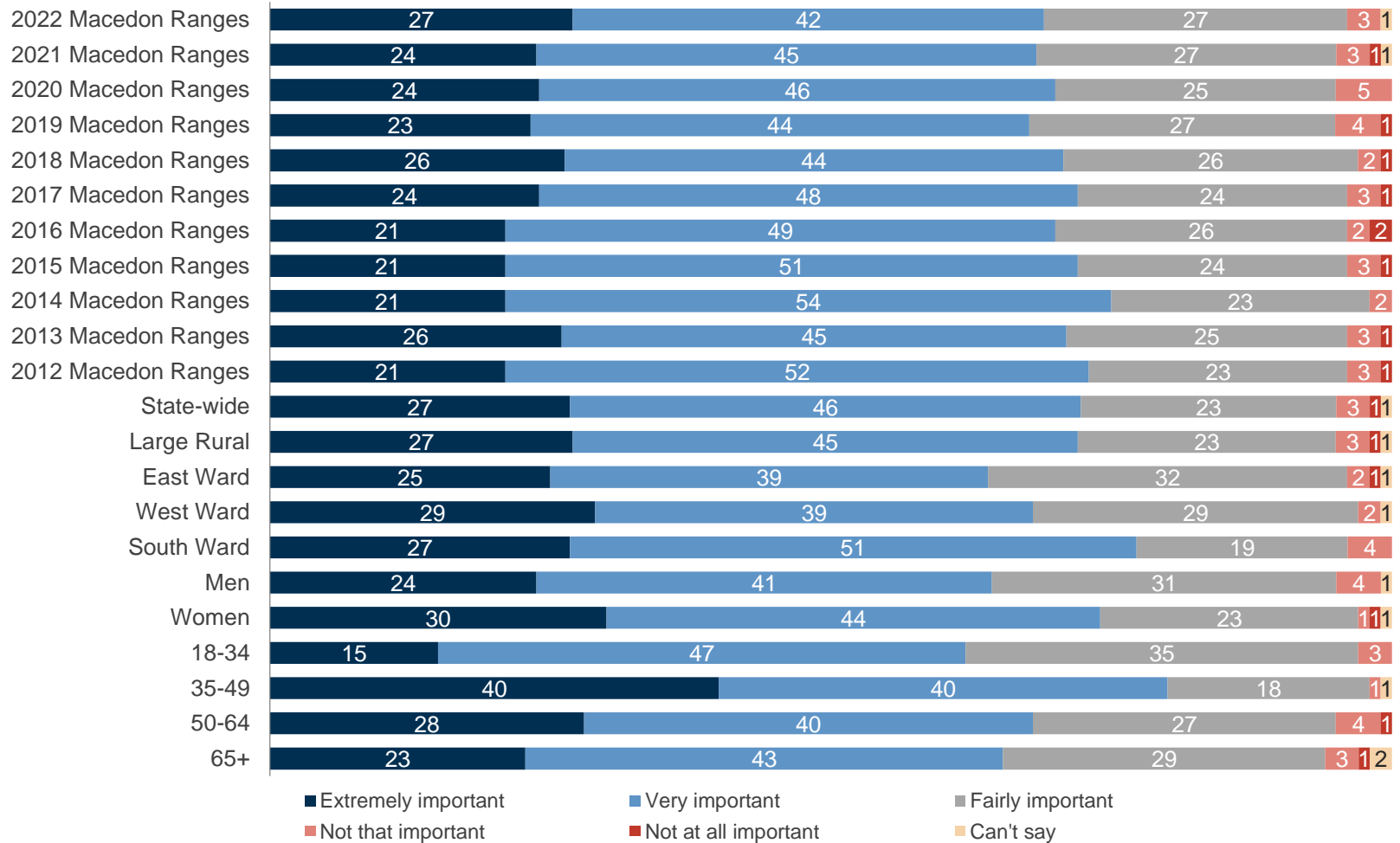
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)





Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69▲	71	70	70	69	70	69	70	71	70	70
18-34	66	66	68	66	62	73	71	71	74	68	73
Large Rural	66▲	68	67	68	66	66	65	66	n/a	n/a	n/a
South Ward	64	67	70	70	69	71	69	73	72	68	72
Women	64	66	70	67	65	69	69	73	71	66	71
65+	64	66	71	70	71	71	72	72	72	74	74
Macedon Ranges	62	67	68	68	67	69	69	70	71	68	69
50-64	62	70	66	67	68	66	65	67	70	67	67
East Ward	61	65	66	64	63	65	69	65	70	64	64
West Ward	61	68	69	69	69	70	69	71	72	71	71
Men	61	68	67	69	69	68	69	67	72	69	67
35-49	58	65	69	68	66	66	68	69	69	65	65

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

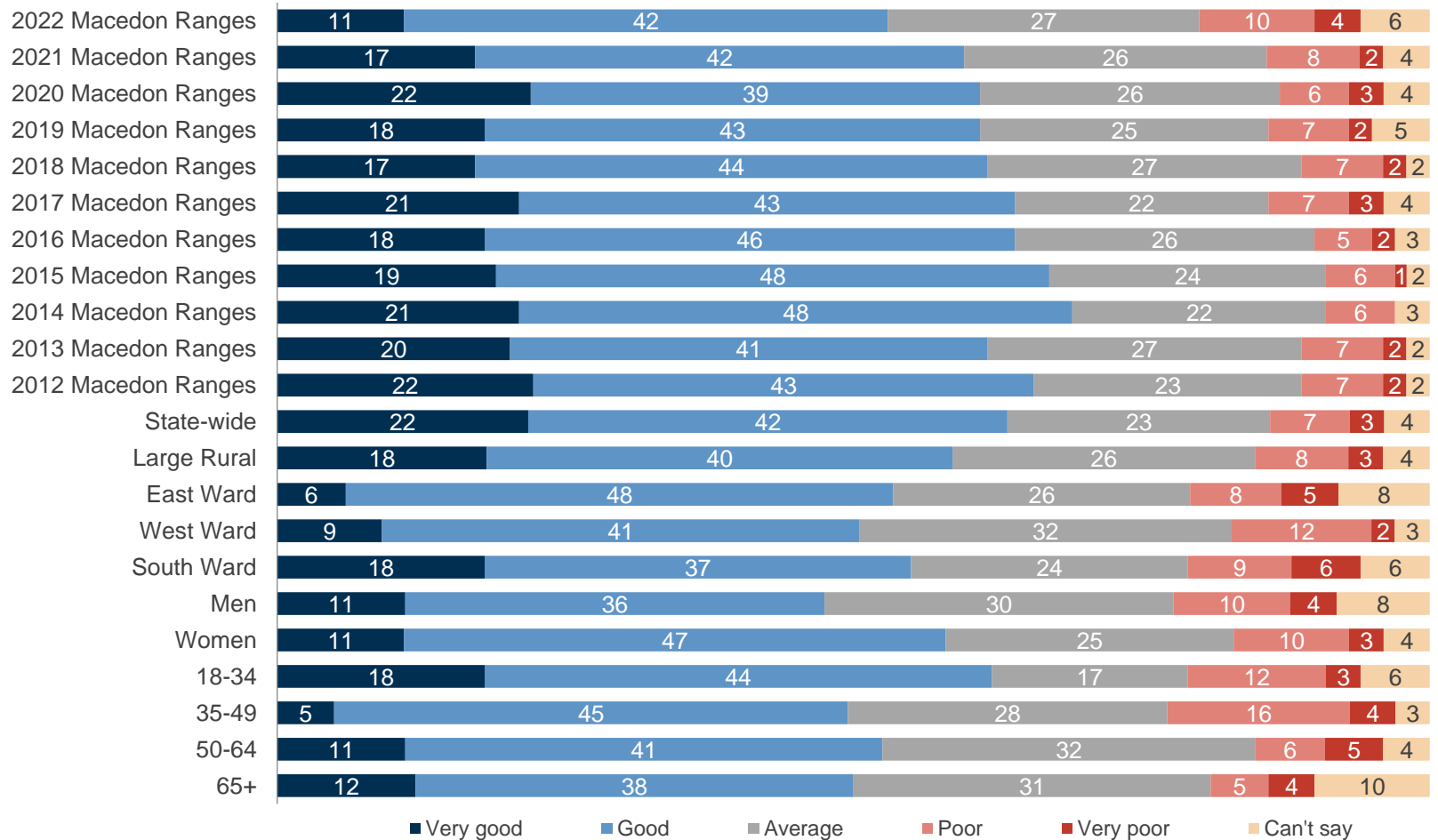
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)





The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79	77	74	75	75	75	71	73	72	78	75
East Ward	79	77	75	72	73	73	69	71	76	72	72
18-34	78	71	71	71	70	71	70	66	69	67	68
35-49	77	72	71	72	74	72	73	73	78	76	74
Men	77	71	72	71	74	71	69	66	71	72	72
Macedon Ranges	77	74	73	73	74	73	72	71	73	74	73
Women	77	77	75	75	73	74	75	75	75	77	75
South Ward	76	75	73	74	74	73	74	72	71	74	75
West Ward	76	71	72	73	74	72	72	70	72	78	73
State-wide	75	75	74	73	74	74	74	73	73	74	73
Large Rural	75	75	73	73	73	73	74	73	n/a	n/a	n/a
65+	74	76	77	74	75	72	72	70	72	73	75

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

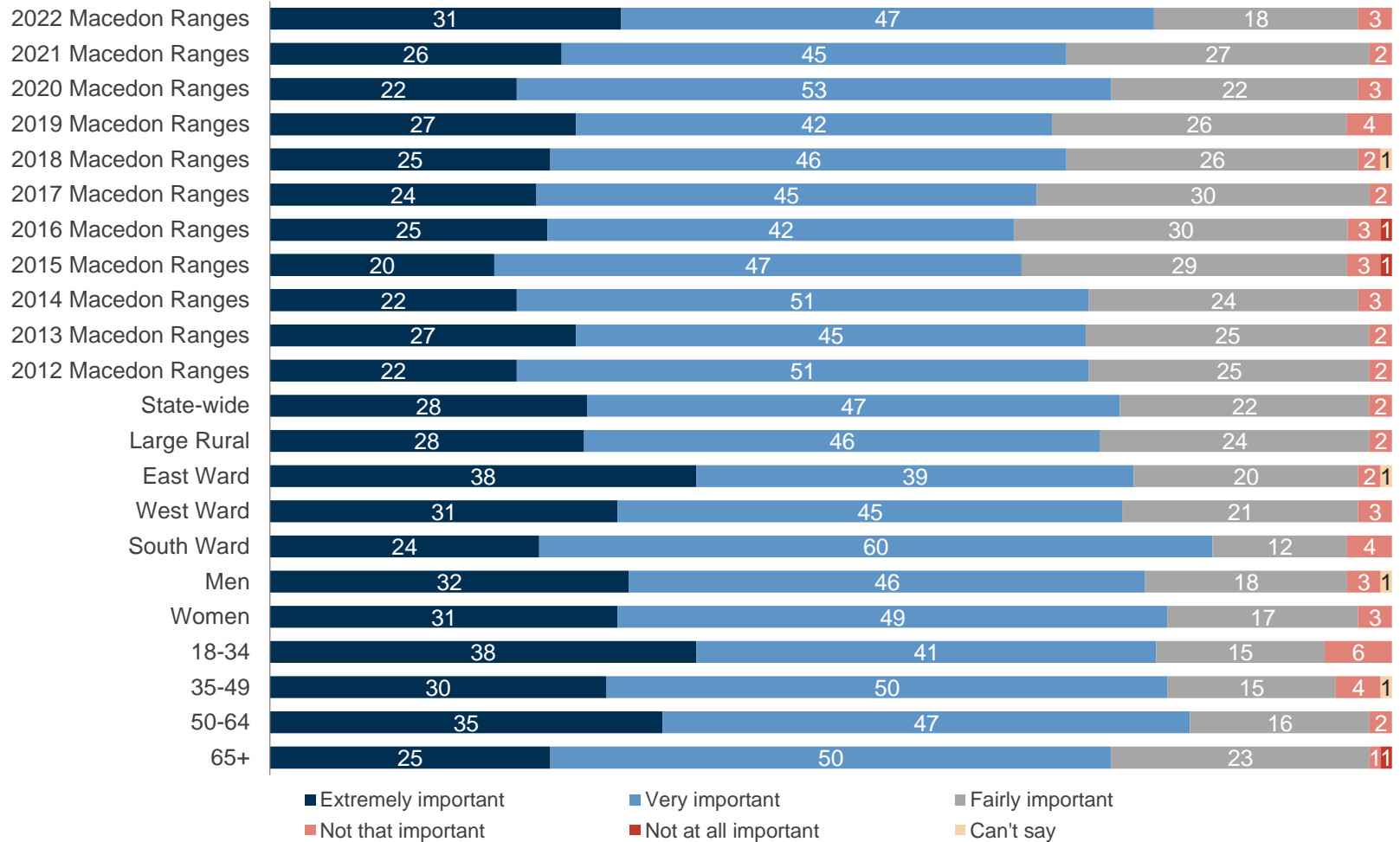
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	76▲	69	79	69	69	77	75	70	74	72	78
South Ward	71▲	69	75	72	72	72	69	70	74	70	75
State-wide	71▲	73	72	72	71	71	71	72	72	71	71
Large Rural	67	70	71	70	69	69	69	69	n/a	n/a	n/a
Men	67	70	73	67	68	70	69	70	70	71	70
Macedon Ranges	66	68	73	70	68	72	71	69	71	69	72
Women	66	66	73	72	68	73	73	68	71	68	74
West Ward	65	70	73	67	70	73	68	68	69	69	70
65+	65	68	72	68	67	70	69	69	66	69	69
35-49	64	68	72	74	66	74	72	69	76	70	71
East Ward	63	65	70	70	63	69	75	69	68	68	73
50-64	61	68	70	67	70	66	69	69	65	66	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11

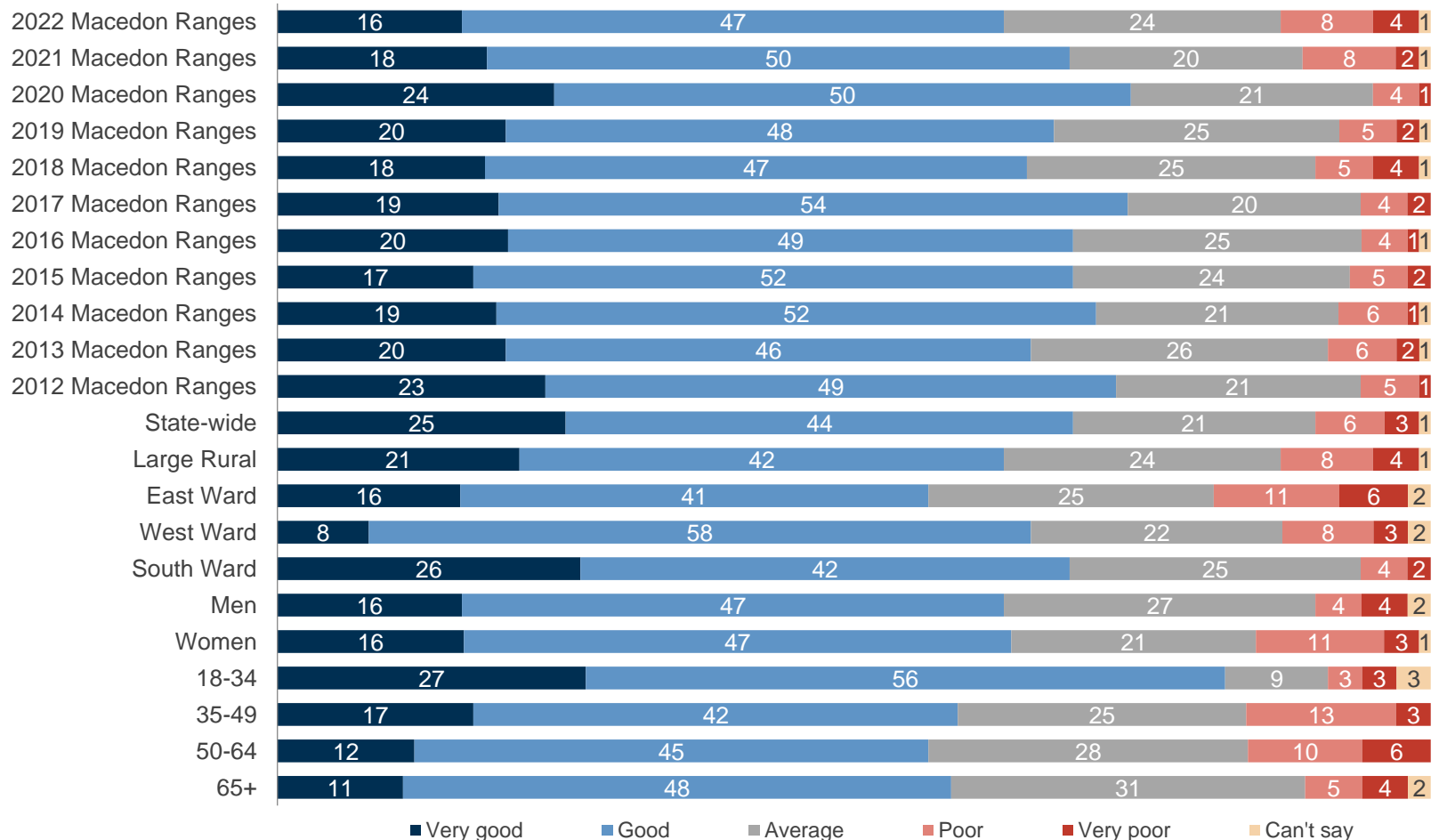
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)





Art centres and libraries importance



2022 art centres and libraries importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	68▲	71	65	68	66	69	68	72	67	69	72
State-wide	67▲	67	65	65	65	64	66	65	66	66	66
West Ward	66	66	63	68	64	66	65	67	67	71	70
65+	64	66	71	68	66	66	64	64	66	66	67
35-49	64	69	63	65	66	66	62	66	72	66	67
Large Rural	64	66	64	64	62	63	63	63	n/a	n/a	n/a
50-64	64	64	60	62	65	61	64	66	62	66	70
Macedon Ranges	63	65	63	64	63	64	62	65	65	65	67
East Ward	63	64	63	60	60	64	59	61	62	62	67
South Ward	62	64	63	64	67	62	62	66	65	64	62
18-34	60	58	57	61	56	62	57	61	56	62	63
Men	59	59	61	60	61	59	55	56	62	61	61

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

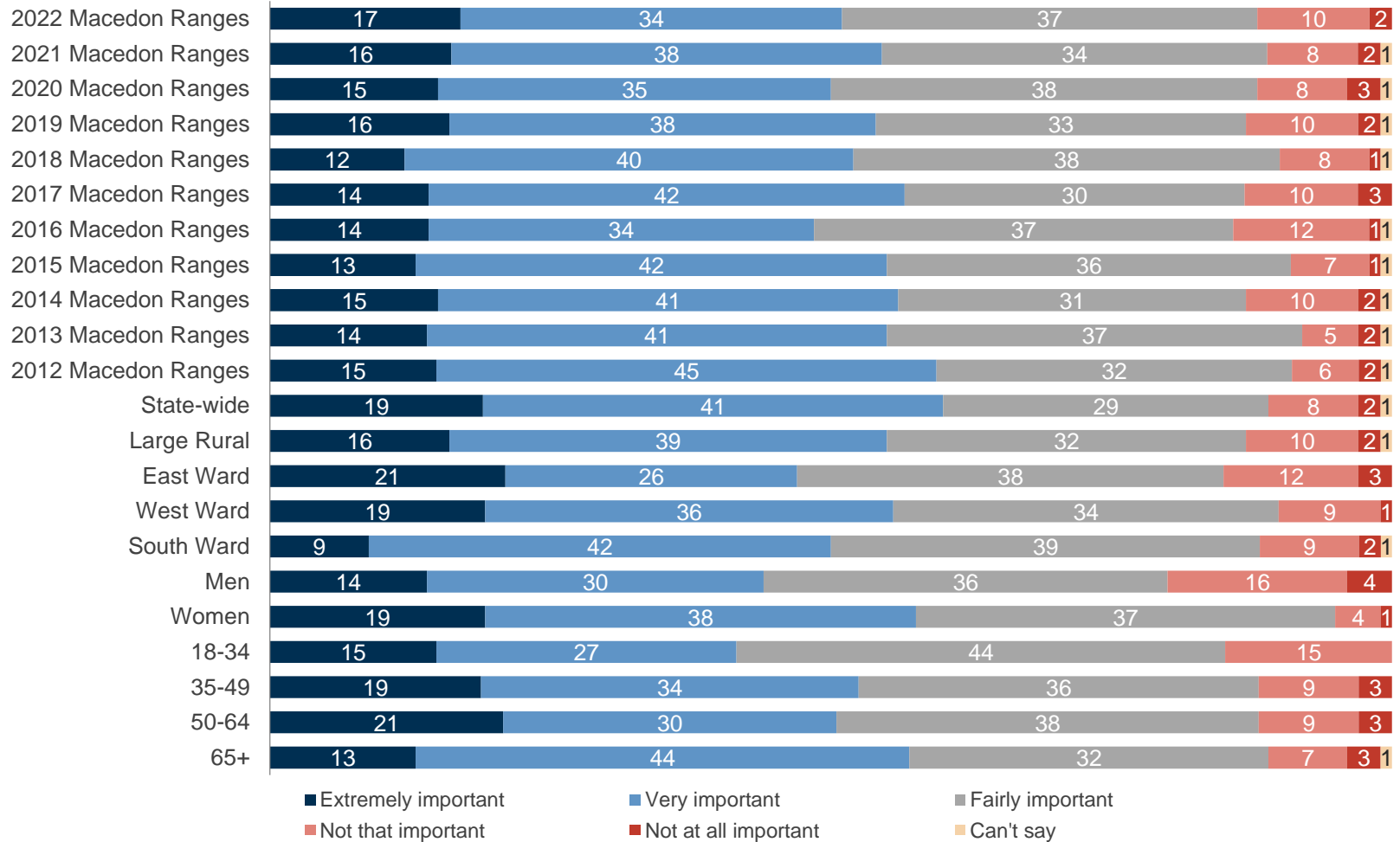
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)





Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73▲	73	74	74	74	73	72	73	75	73	73
Large Rural	72▲	73	72	73	71	70	70	73	n/a	n/a	n/a
Women	68	71	72	72	68	72	69	70	71	69	71
65+	68	71	74	70	68	69	69	70	71	71	73
18-34	68	68	67	69	63	70	68	68	66	70	66
West Ward	66	70	73	73	68	73	69	71	72	72	70
Macedon Ranges	66	69	71	70	67	68	67	69	70	69	67
South Ward	66	69	73	70	67	65	62	69	67	67	65
East Ward	66	68	65	67	66	67	70	66	70	70	66
35-49	64	68	73	74	69	71	67	67	75	70	68
Men	63	67	69	68	66	64	64	67	69	70	63
50-64	62	69	66	65	68	64	64	69	66	68	63

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6

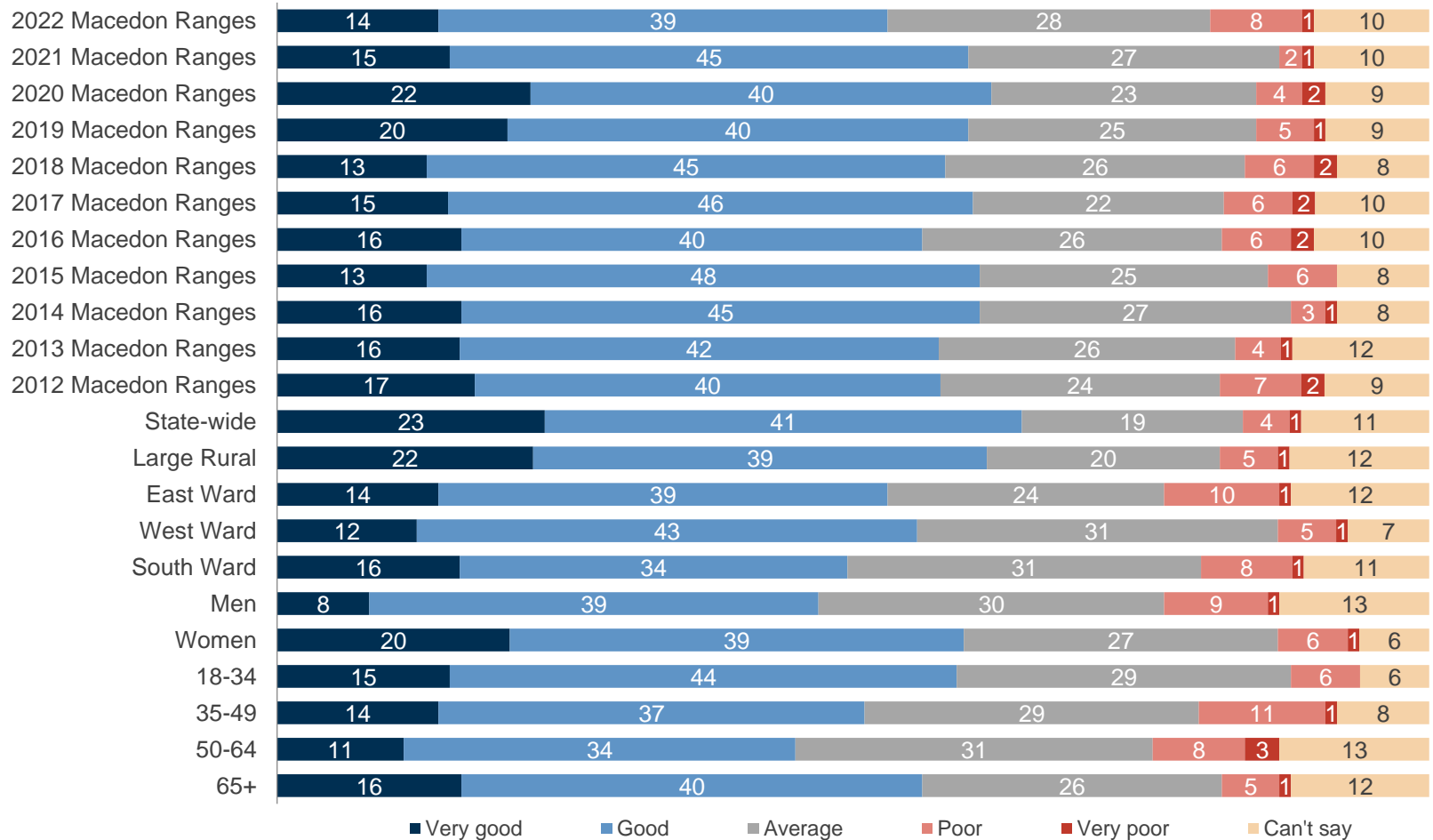
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)





Community and cultural activities importance



2022 community and cultural activities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	66▲	62	63	64	61	62	65	64	64	65	65
35-49	66▲	57	56	57	61	59	57	60	65	62	59
State-wide	64▲	64	62	61	61	61	62	62	62	62	62
Large Rural	64▲	63	61	61	60	61	61	61	n/a	n/a	n/a
West Ward	63	58	59	63	58	60	60	60	64	67	63
South Ward	62	59	57	58	61	56	57	61	62	60	57
Macedon Ranges	61	59	59	59	59	58	59	59	61	62	60
65+	61	60	64	57	61	58	57	57	58	60	62
50-64	59	61	57	60	56	59	58	60	59	62	62
18-34	59	56	57	63	59	55	64	59	63	62	60
East Ward	59	59	60	56	58	58	59	57	59	59	61
Men	56▼	55	54	53	57	54	52	54	58	58	56

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

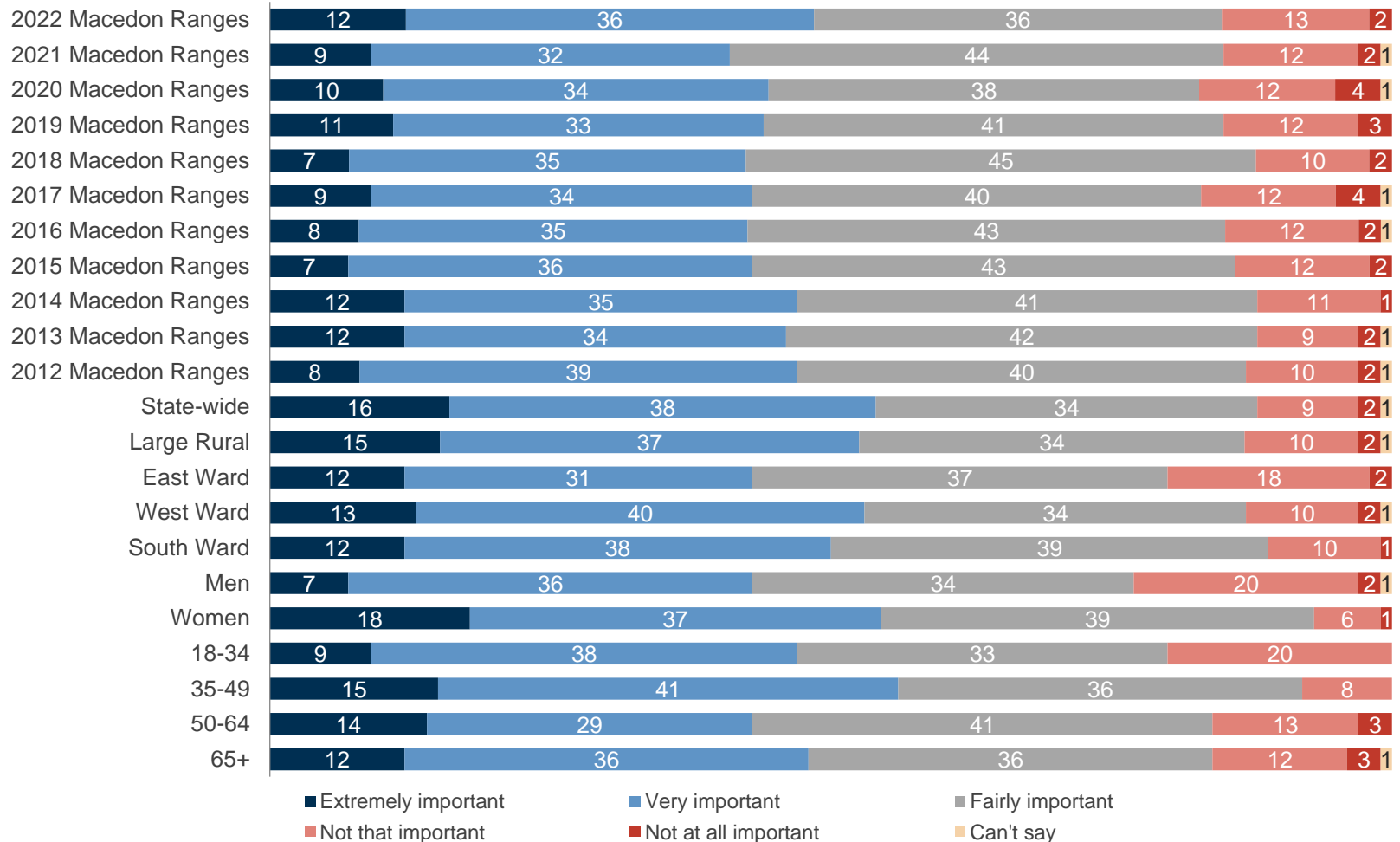
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2022 community and cultural activities importance (%)





Community and cultural activities performance



2022 community and cultural activities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70▲	59	61	60	63	64	63	69	62	63	64
State-wide	65▲	65	68	69	69	69	69	69	70	69	68
Large Rural	63	65	67	67	67	69	67	69	n/a	n/a	n/a
Women	62	62	68	66	65	67	64	70	68	64	69
65+	61	62	69	64	64	65	62	71	67	66	69
West Ward	61	65	73	68	66	67	63	71	69	68	70
South Ward	61	57	65	62	66	64	61	68	63	62	67
Macedon Ranges	61	61	66	63	65	65	63	68	66	65	66
East Ward	60	60	59	61	62	64	63	65	65	63	61
Men	59	61	65	61	65	63	61	66	63	65	63
35-49	57	62	69	65	66	69	65	67	69	66	65
50-64	55▼	62	64	65	65	62	61	66	63	64	68

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

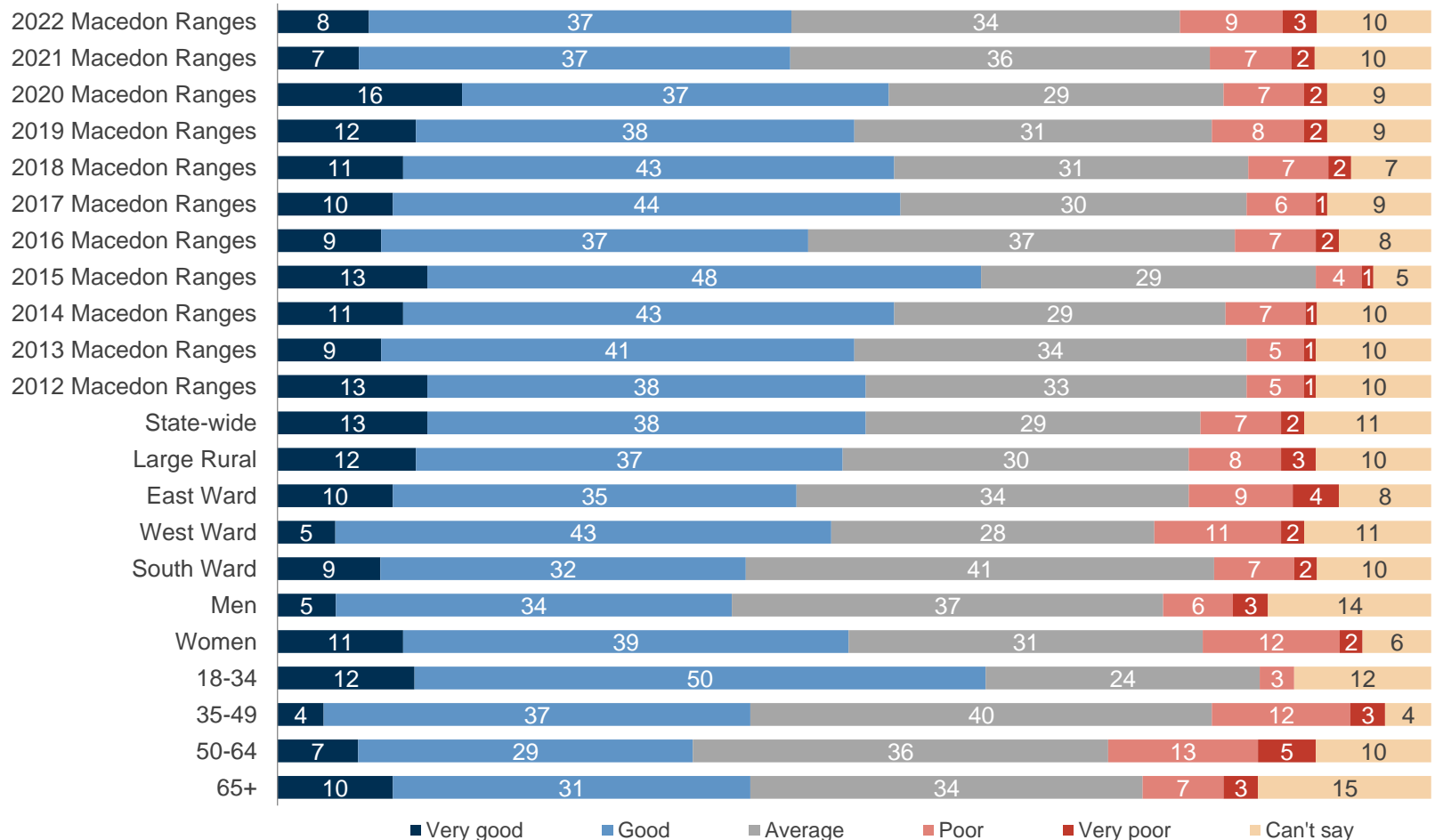
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)





Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	86▲	81	82	82	84	77	76	75	75	78	76
State-wide	82	82	82	81	81	79	80	79	79	79	78
West Ward	82	81	83	85	82	76	76	77	75	78	77
35-49	81	81	83	82	84	75	72	77	80	77	78
Men	81	77	81	80	82	74	70	72	77	75	74
Macedon Ranges	81	79	81	82	81	76	75	76	77	76	76
Women	81	82	80	84	80	78	79	80	76	78	78
South Ward	81	79	82	82	81	77	75	74	75	75	77
Large Rural	81	81	81	80	81	78	79	78	n/a	n/a	n/a
65+	81	82	84	82	84	79	75	78	76	77	77
East Ward	80	78	78	80	81	76	73	76	80	76	74
18-34	77	73	74	83	71	74	76	73	75	73	72

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

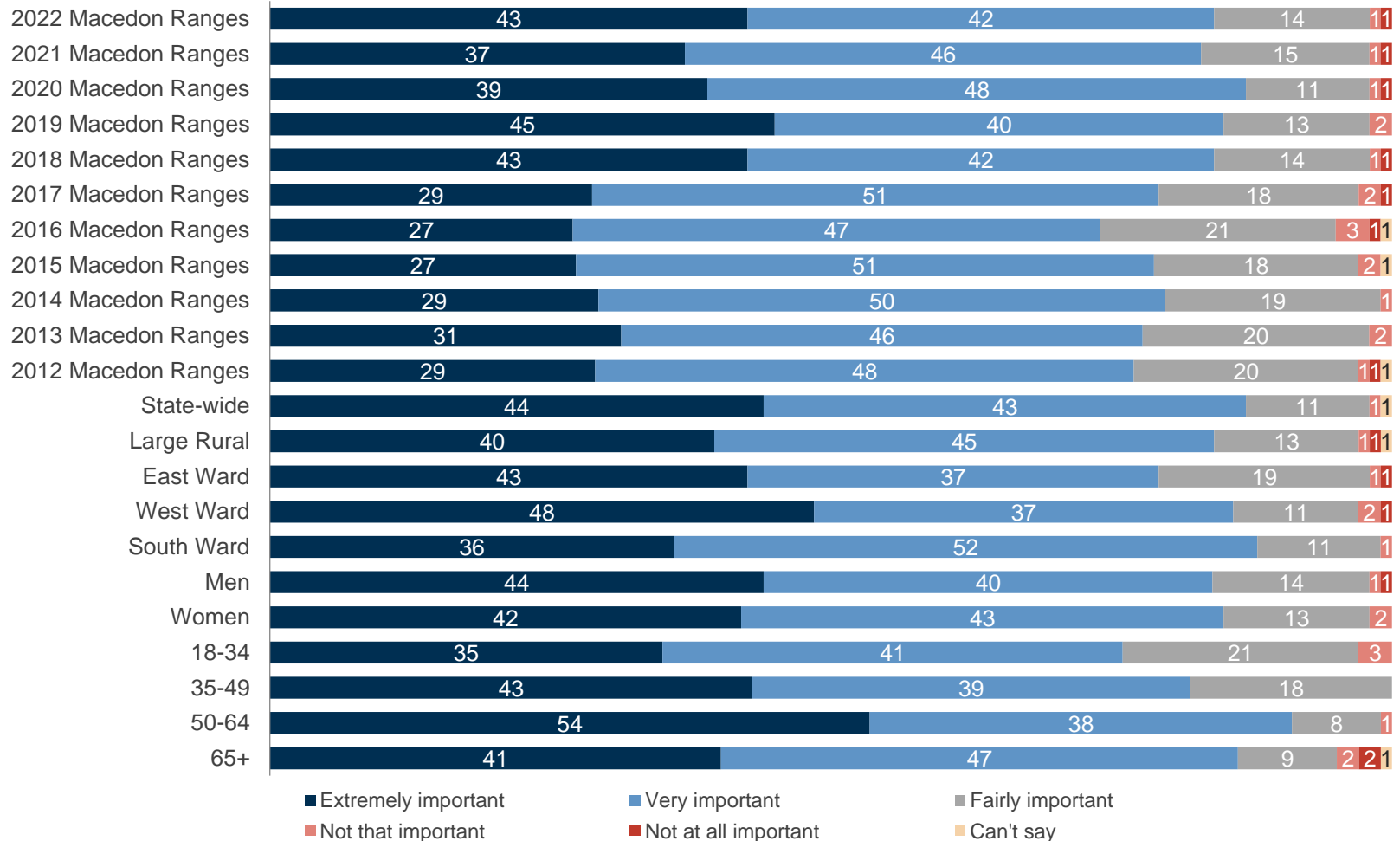
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76▲	71	74	69	69	73	74	74	76	76	76
18-34	74	63	72	72	63	75	74	71	81	72	75
West Ward	71	69	66	66	69	72	72	71	77	75	73
East Ward	71	66	67	70	67	72	71	70	74	70	75
Women	71	66	70	68	68	73	74	71	76	71	76
Macedon Ranges	71	67	68	68	68	72	71	72	76	72	74
Men	70	69	65	68	67	71	68	72	77	72	71
South Ward	69	65	70	68	66	73	70	74	78	71	73
State-wide	68▼	69	65	68	70	71	70	72	73	71	72
35-49	67	64	62	65	69	72	68	71	76	69	70
Large Rural	65▼	66	62	64	67	68	66	68	n/a	n/a	n/a
50-64	65	69	63	68	68	69	67	70	73	72	75

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

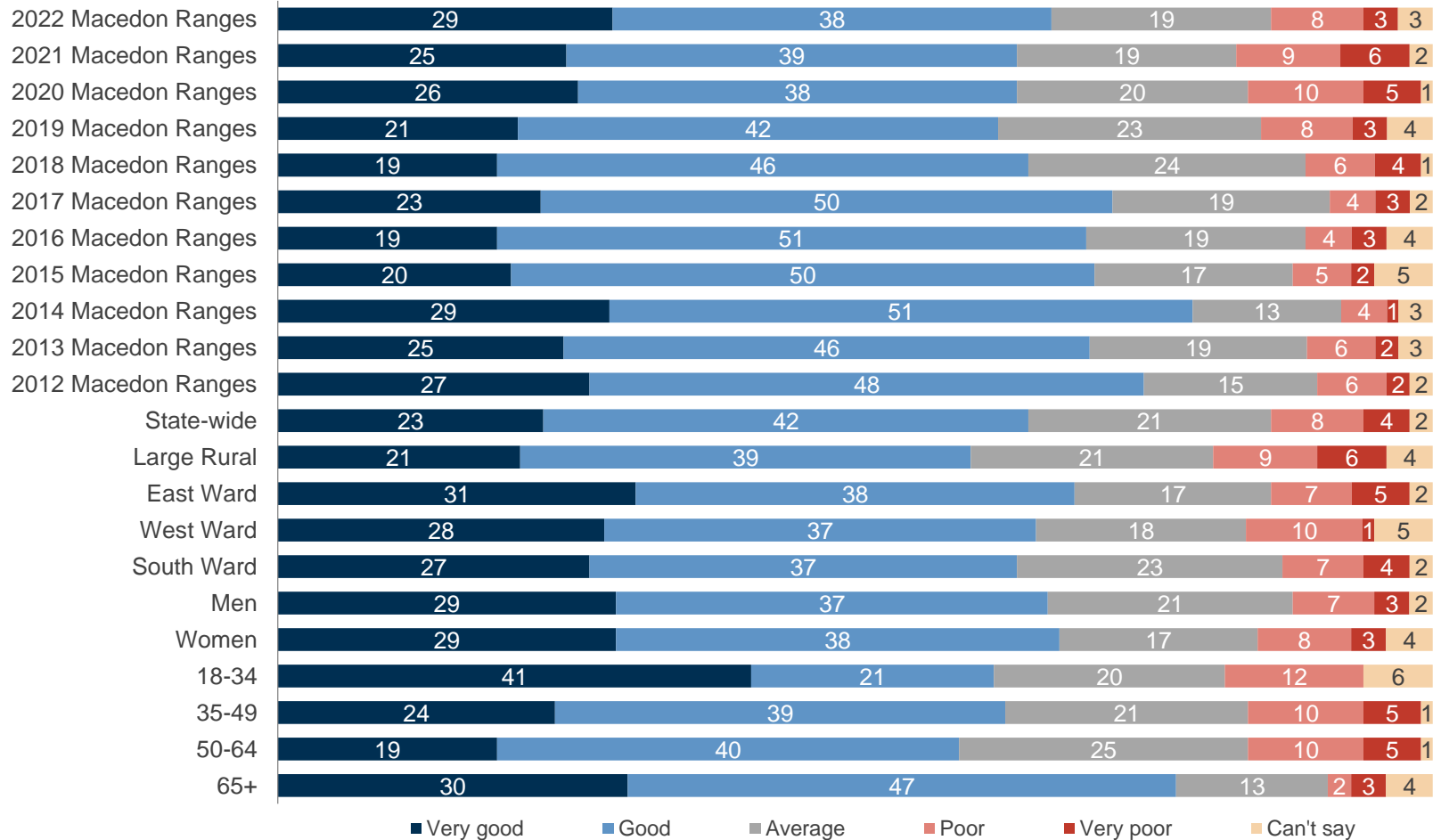
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	70▲	67	65	67	69	67	65	70	70	76	68
Large Rural	70▲	71	68	64	65	67	69	70	n/a	n/a	n/a
State-wide	69▲	70	67	65	66	67	67	67	67	67	66
50-64	68	68	64	67	64	66	67	65	66	68	67
Women	67	68	68	67	67	67	70	72	70	71	68
West Ward	66	66	68	67	65	69	67	64	69	71	72
East Ward	66	67	65	64	66	67	62	69	68	71	66
Macedon Ranges	65	65	66	65	66	66	64	67	68	69	67
Men	64	61	65	62	64	65	59	63	66	66	67
South Ward	64	62	65	62	65	62	64	68	68	65	63
65+	62	65	68	60	64	66	62	65	65	63	69
18-34	61	60	69	64	64	65	64	68	71	64	65

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

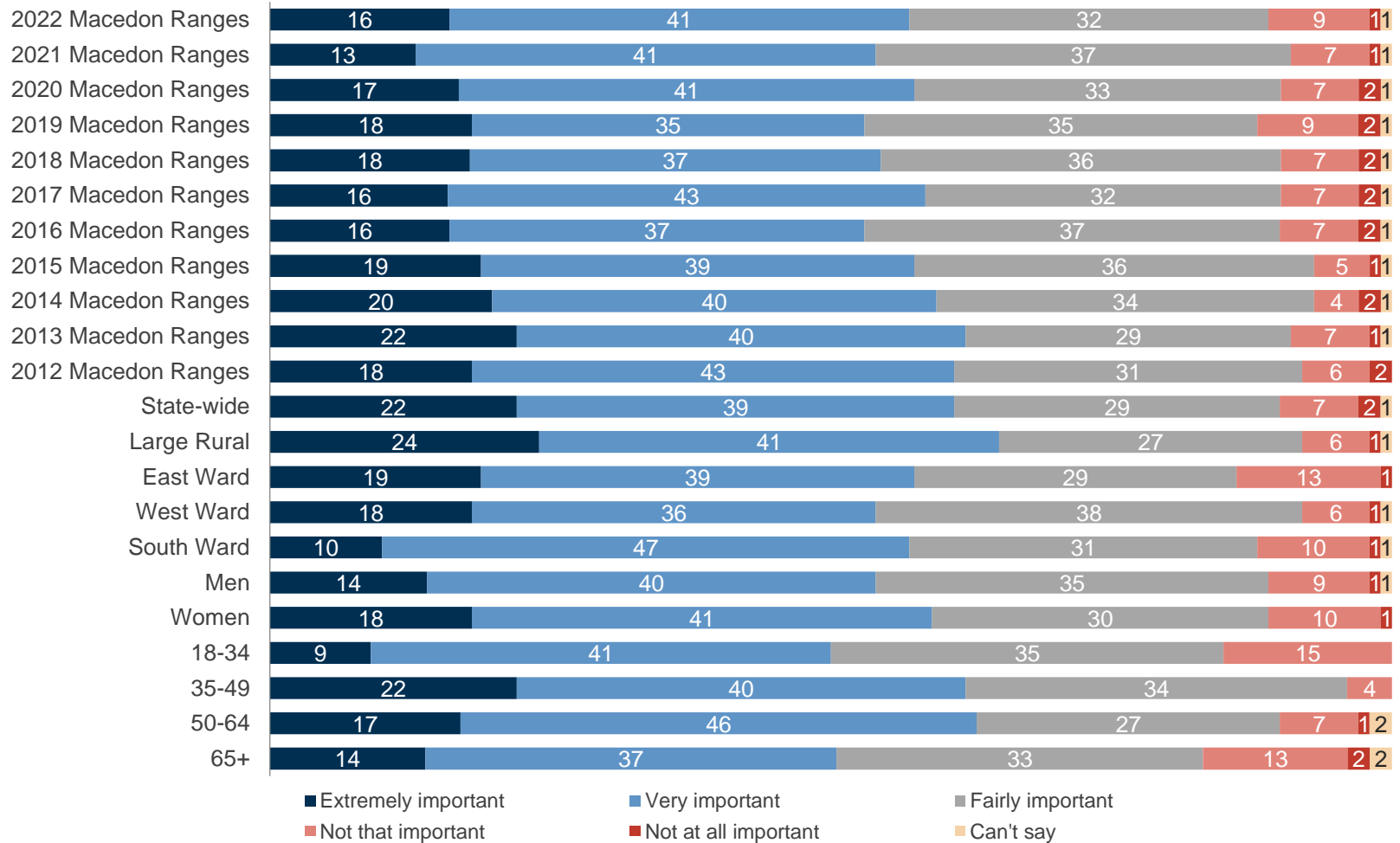
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
18-34	60	61	62	64	59	60	60	66	68	62	66
Women	58	58	62	62	62	64	63	65	65	61	67
Large Rural	58▲	59	61	62	61	60	59	59	n/a	n/a	n/a
South Ward	57	56	58	62	65	63	58	63	64	60	60
35-49	55	56	58	61	58	62	57	62	63	60	61
65+	55	57	63	58	64	59	61	62	61	59	64
Macedon Ranges	55	57	60	60	60	61	59	63	63	61	63
West Ward	55	59	62	61	61	59	58	65	65	62	65
East Ward	53	55	60	57	57	60	60	61	61	60	64
Men	52	56	58	59	59	56	55	60	61	60	58
50-64	48▼	55	58	59	61	61	57	61	61	61	61

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

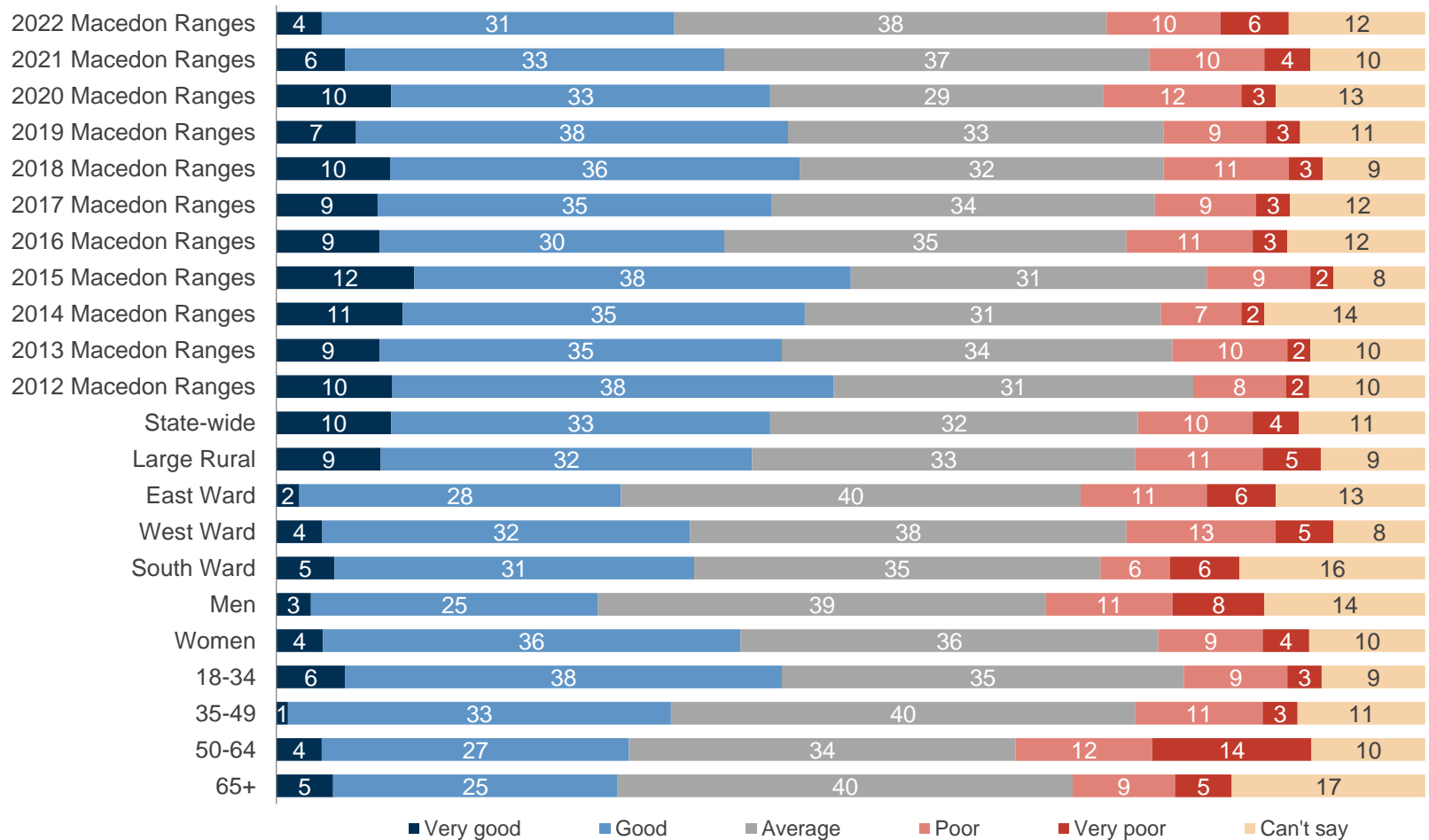
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance



2022 business/development/tourism performance (%)





Council's general town planning policy importance



2022 town planning importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	78	79	76	76	75	73	76	78	77	77
50-64	80	79	78	79	79	77	76	80	78	79	80
South Ward	79	77	73	78	77	74	75	75	74	76	77
East Ward	79	74	76	75	75	75	68	76	78	73	73
Women	78	74	77	79	78	76	75	79	79	78	79
Macedon Ranges	78	75	74	76	75	74	72	75	76	75	76
65+	78	79	78	78	77	74	73	77	72	77	73
Men	78	76	71	73	73	72	69	70	72	73	73
West Ward	76	74	74	75	73	74	76	74	75	77	78
18-34	74	64	60	71	68	70	68	66	75	67	73
State-wide	74▼	74	72	73	73	72	73	72	72	73	72
Large Rural	74▼	73	71	73	74	73	73	73	n/a	n/a	n/a

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4

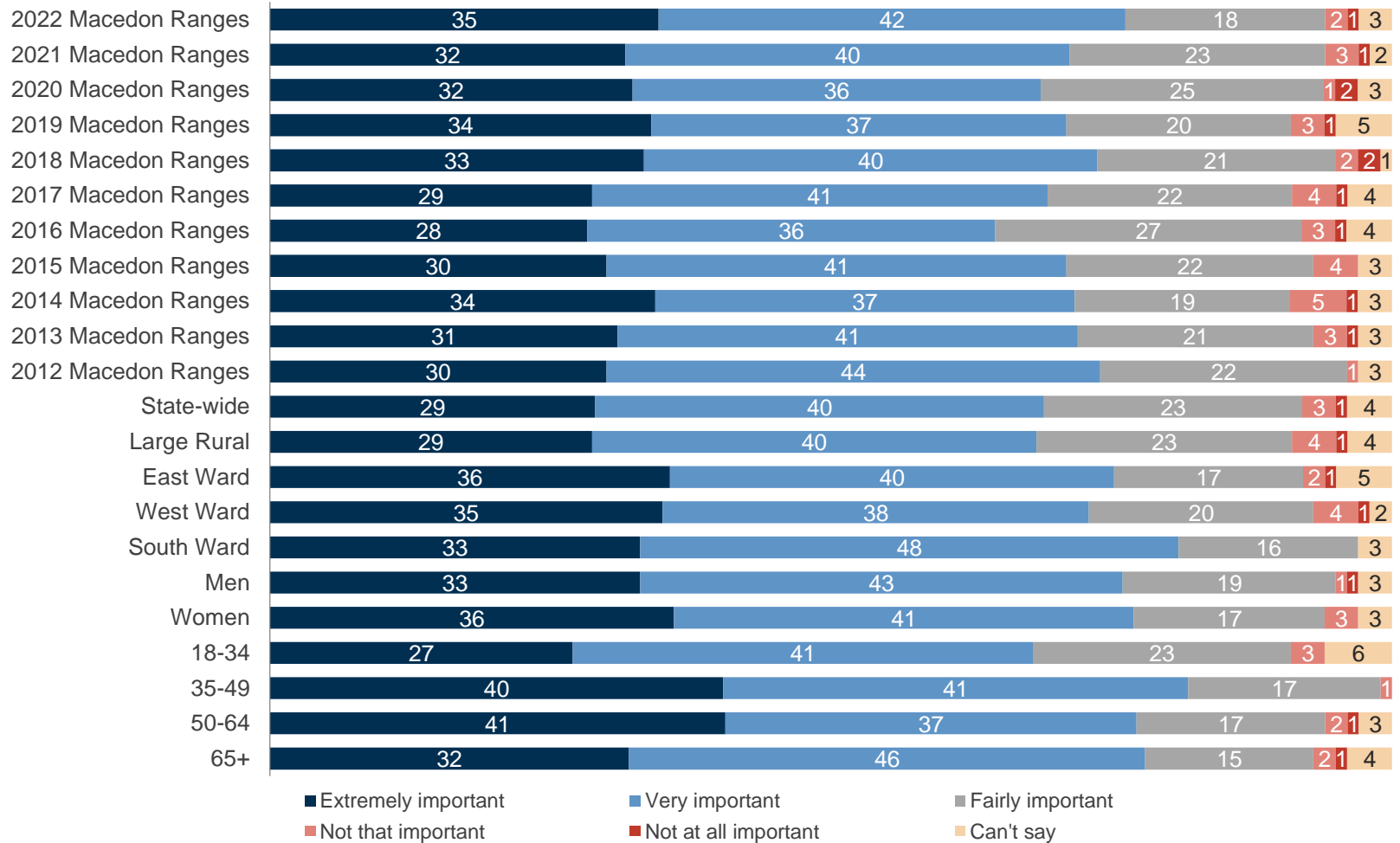
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 town planning importance (%)





Council's general town planning policy performance



2022 town planning performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54▲	55	54	55	54	53	52	54	55	55	54
Large Rural	53▲	55	54	55	54	54	51	53	n/a	n/a	n/a
18-34	52▲	50	56	56	51	48	54	57	53	60	53
Women	46	47	48	47	48	47	50	51	51	54	50
West Ward	46	50	52	48	49	47	46	50	50	56	51
35-49	45	46	43	46	45	49	47	51	51	52	49
South Ward	45	41	48	47	48	49	45	50	51	50	44
Macedon Ranges	44	46	48	48	47	47	48	50	49	53	49
65+	43	43	52	47	47	49	47	46	49	51	48
East Ward	43	44	44	47	44	45	53	49	48	54	50
Men	42	45	48	49	46	48	46	48	48	53	47
50-64	37▼	46	42	42	46	43	44	44	45	50	45

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6

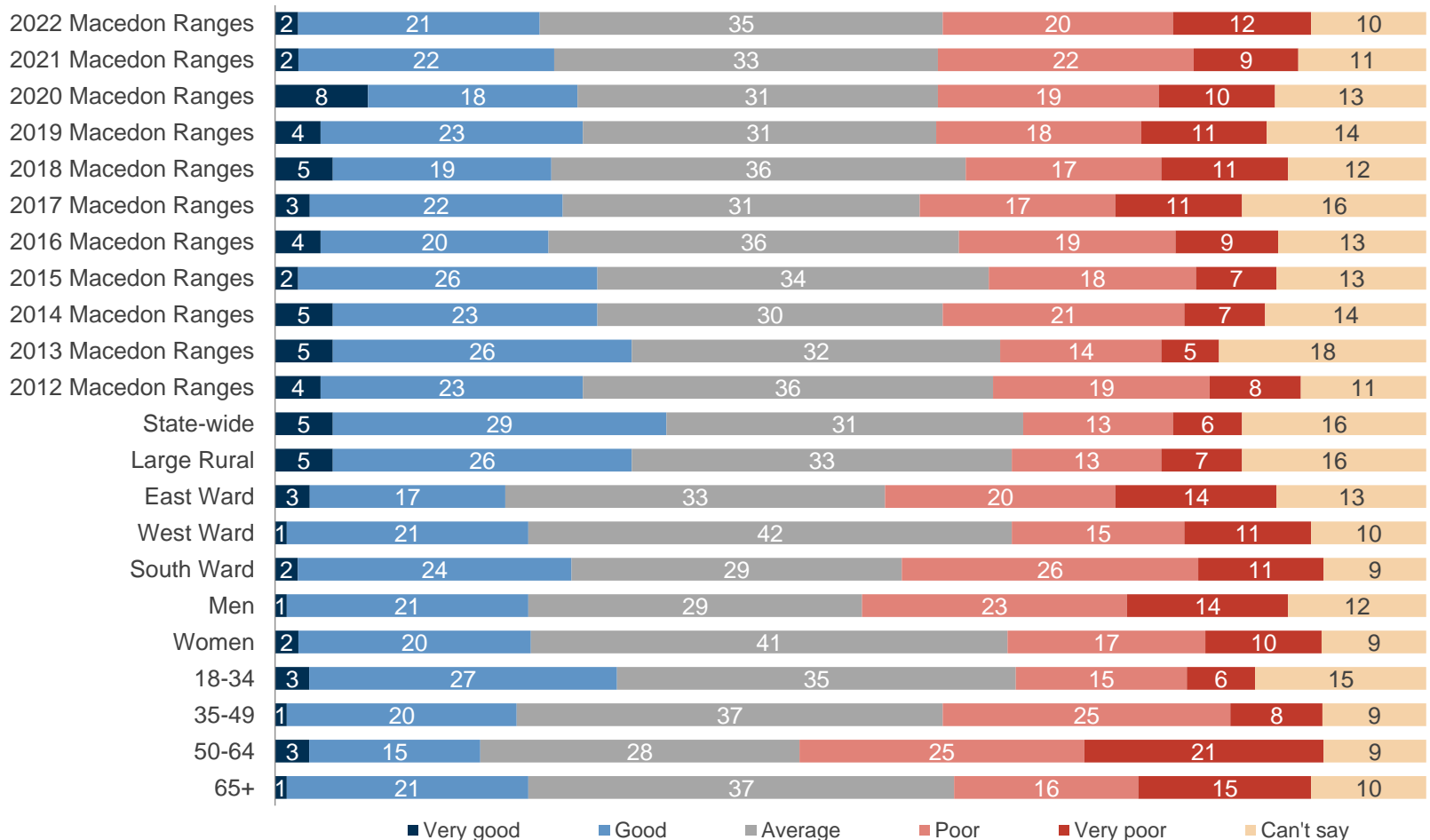
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)





Planning and building permits importance



2022 planning and building permits importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	80	78	75	75	72	75	71	76	77	75
Men	76	75	74	71	72	70	69	69	72	72	71
65+	75	78	79	75	77	75	74	77	75	76	73
South Ward	75	75	74	73	76	71	73	75	73	75	74
East Ward	75	76	71	73	69	74	69	69	72	73	70
Macedon Ranges	75	74	74	74	73	72	72	73	74	74	73
35-49	74	76	73	75	77	72	71	73	75	76	75
West Ward	74	73	76	75	76	72	74	74	76	76	76
Women	74	73	73	76	75	75	75	76	75	77	76
State-wide	73	73	71	71	71	72	71	71	71	71	71
18-34	73	63	64	69	62	70	68	70	67	66	70
Large Rural	73	73	71	71	70	72	70	71	n/a	n/a	n/a

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

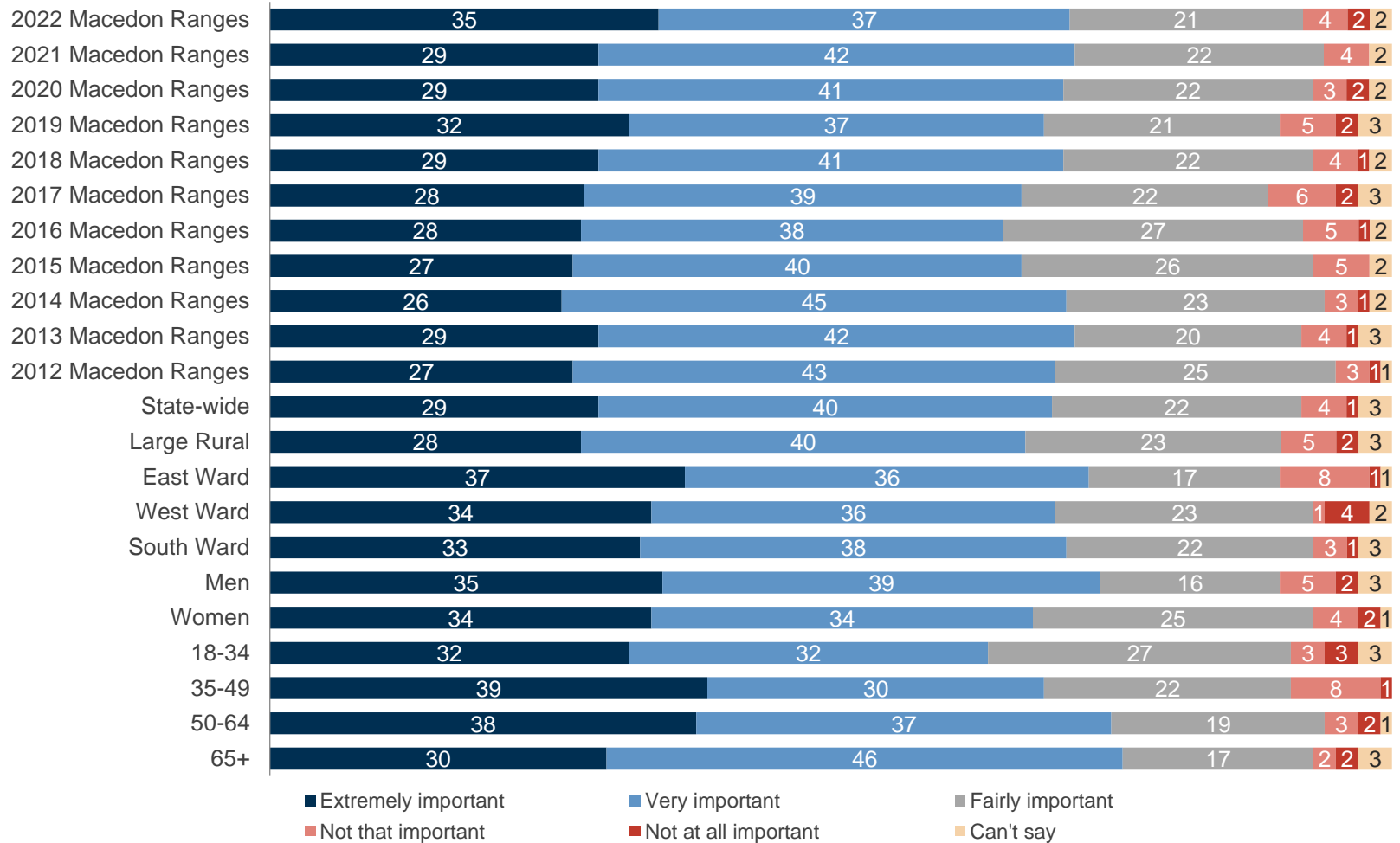
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 planning and building permits importance (%)





Planning and building permits performance



2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50▲	51	51	52	52	51	50	54	53	55	54
Large Rural	46▲	48	49	49	49	48	50	54	n/a	n/a	n/a
18-34	46▲	52	52	54	46	45	54	58	53	50	53
South Ward	42	42	41	47	47	44	39	52	49	45	45
Women	41	43	44	47	44	41	46	50	47	47	47
35-49	40	42	44	43	43	41	39	49	51	46	46
65+	39	39	43	43	44	48	42	41	44	47	41
Macedon Ranges	39	43	44	45	44	43	43	48	47	46	46
West Ward	39	45	45	38	40	40	40	41	43	45	43
Men	37	44	44	43	43	44	41	47	46	44	45
East Ward	36	41	46	49	45	44	50	53	47	47	51
50-64	29▼	40	37	39	44	38	39	45	39	42	45

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

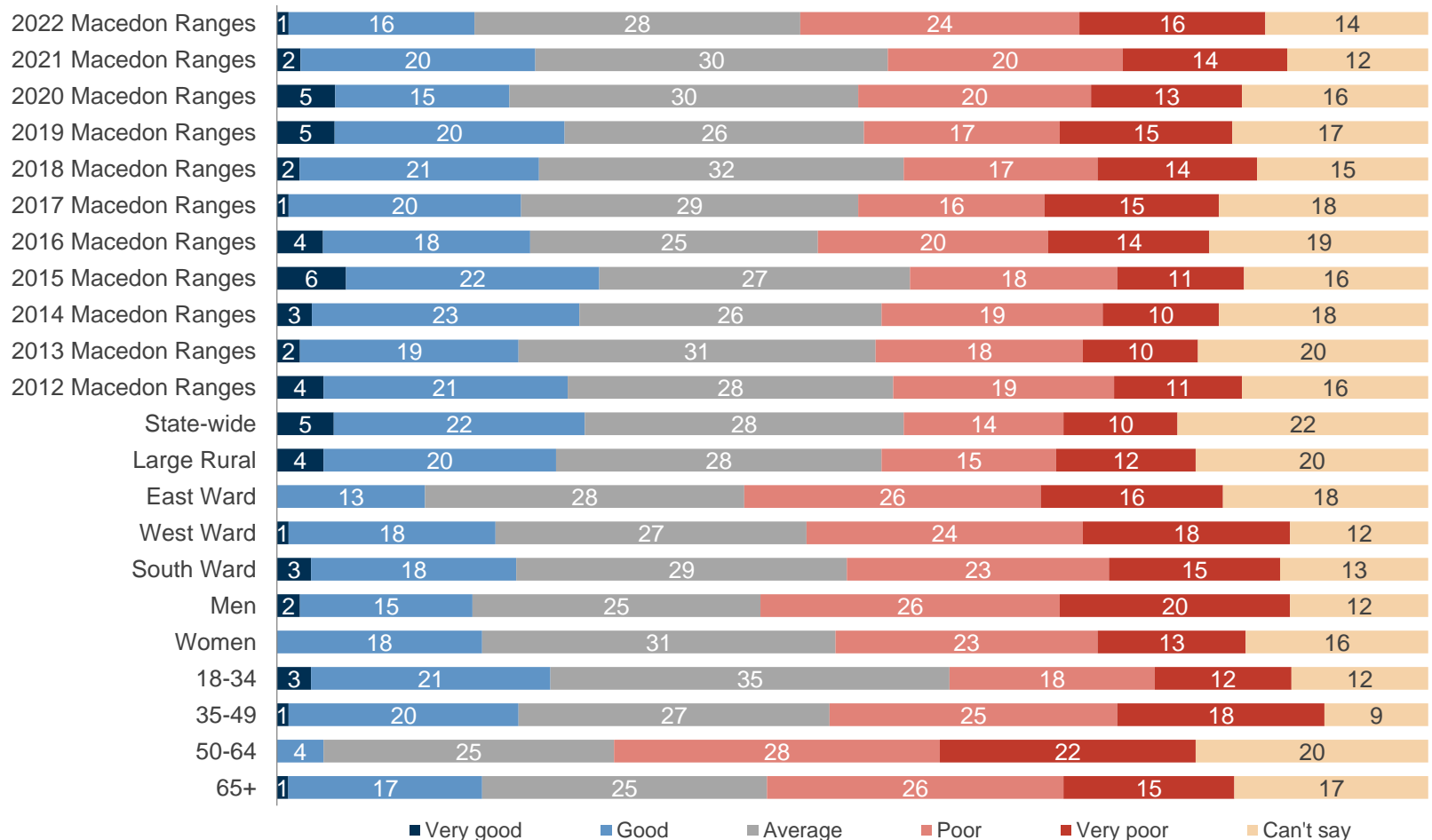
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)

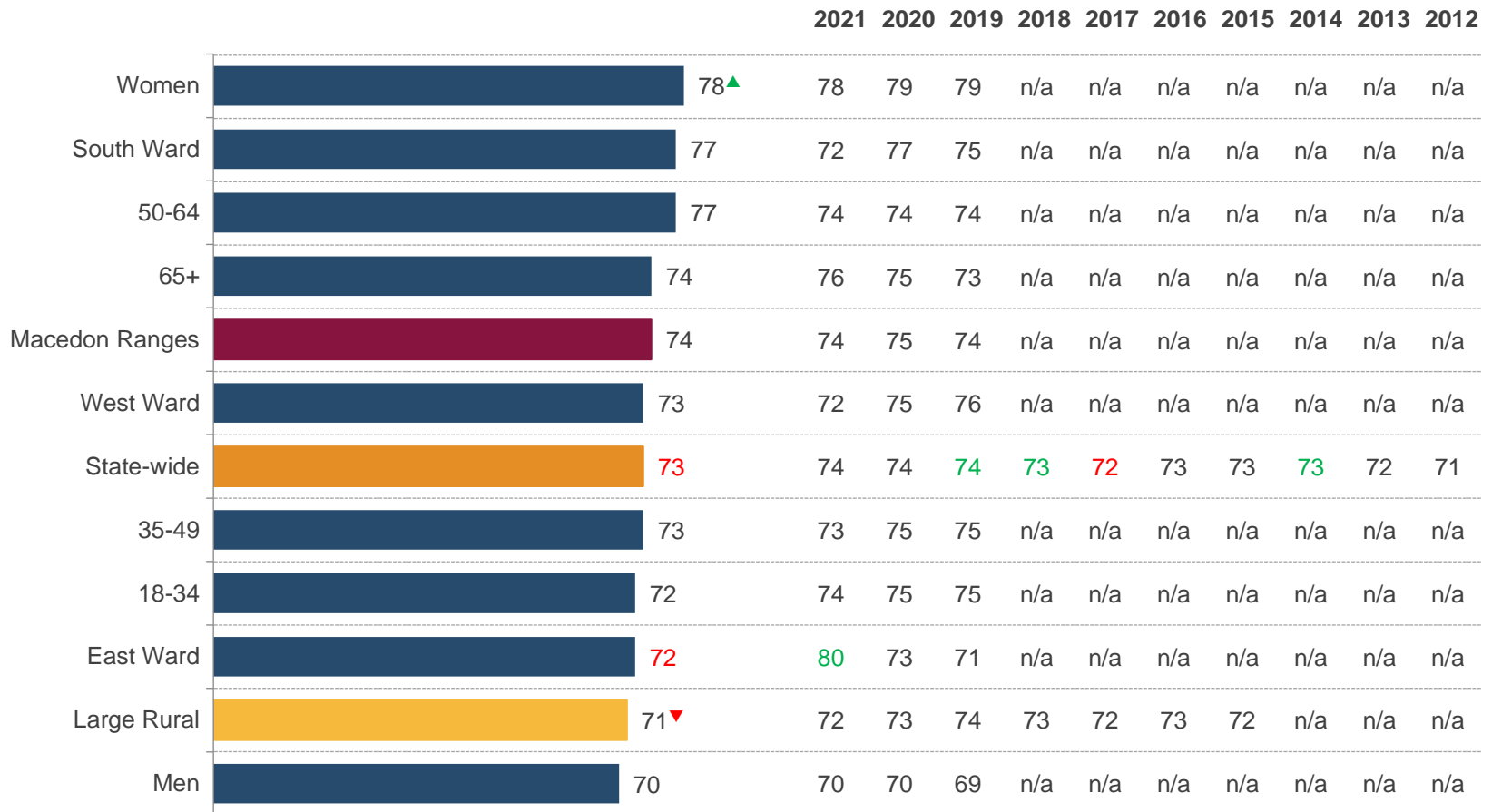




Environmental sustainability importance



2022 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

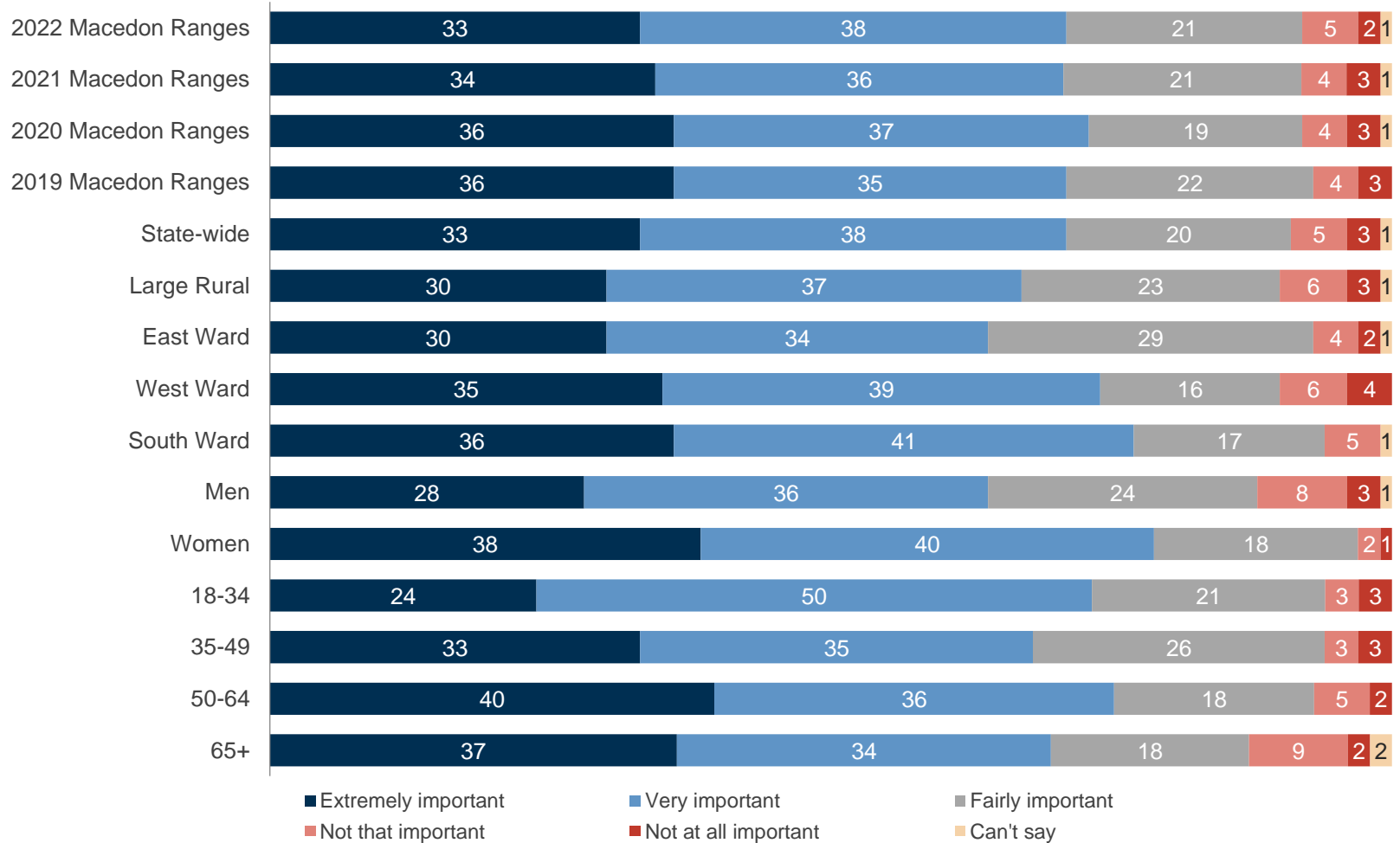
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	63	62	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	66	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	60	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	61	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	62	60	62	63	64	63	64	64	64	64
Macedon Ranges	60	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	60	62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	60	58	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	59	61	60	61	61	62	62	64	n/a	n/a	n/a
Men	59	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	58	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	56	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

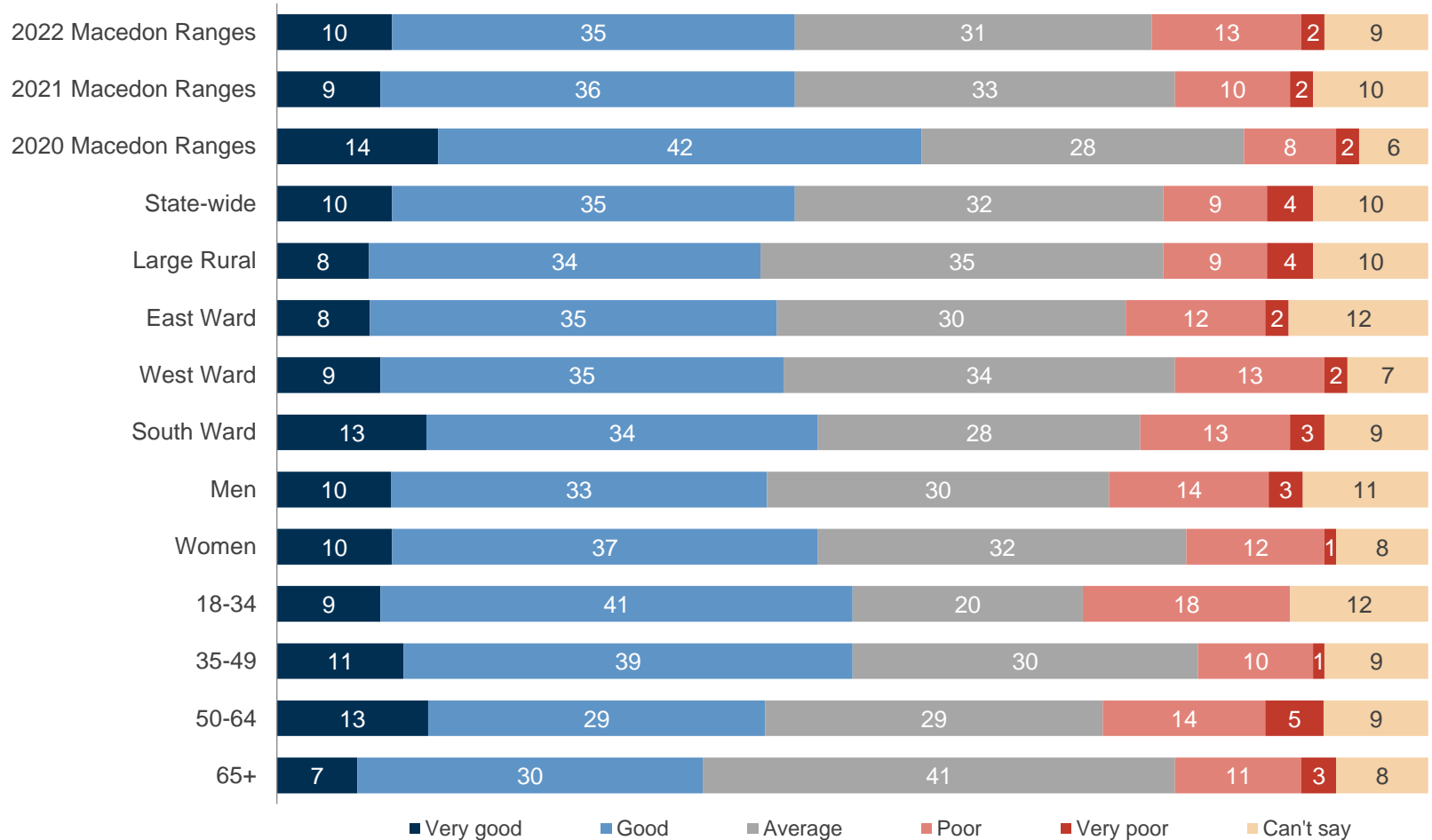
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)





Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	86	82	86	87	86	85	86	87	88	90	88
18-34	85	78	83	82	80	83	80	88	84	84	84
East Ward	84	83	82	85	87	79	81	85	86	88	82
65+	83	77	84	83	83	81	82	80	84	82	80
West Ward	83	79	82	83	80	80	85	81	82	83	83
Macedon Ranges	83	79	82	83	83	81	81	83	83	84	82
50-64	83	81	79	85	82	81	82	82	86	83	82
South Ward	81	74	83	82	83	84	78	82	81	81	82
Large Rural	81	81	81	82	82	81	81	81	n/a	n/a	n/a
35-49	81	78	83	83	87	81	81	82	80	86	83
State-wide	81	81	80	81	81	80	80	80	80	80	80
Men	79▼	75	79	80	81	78	76	78	79	78	77

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

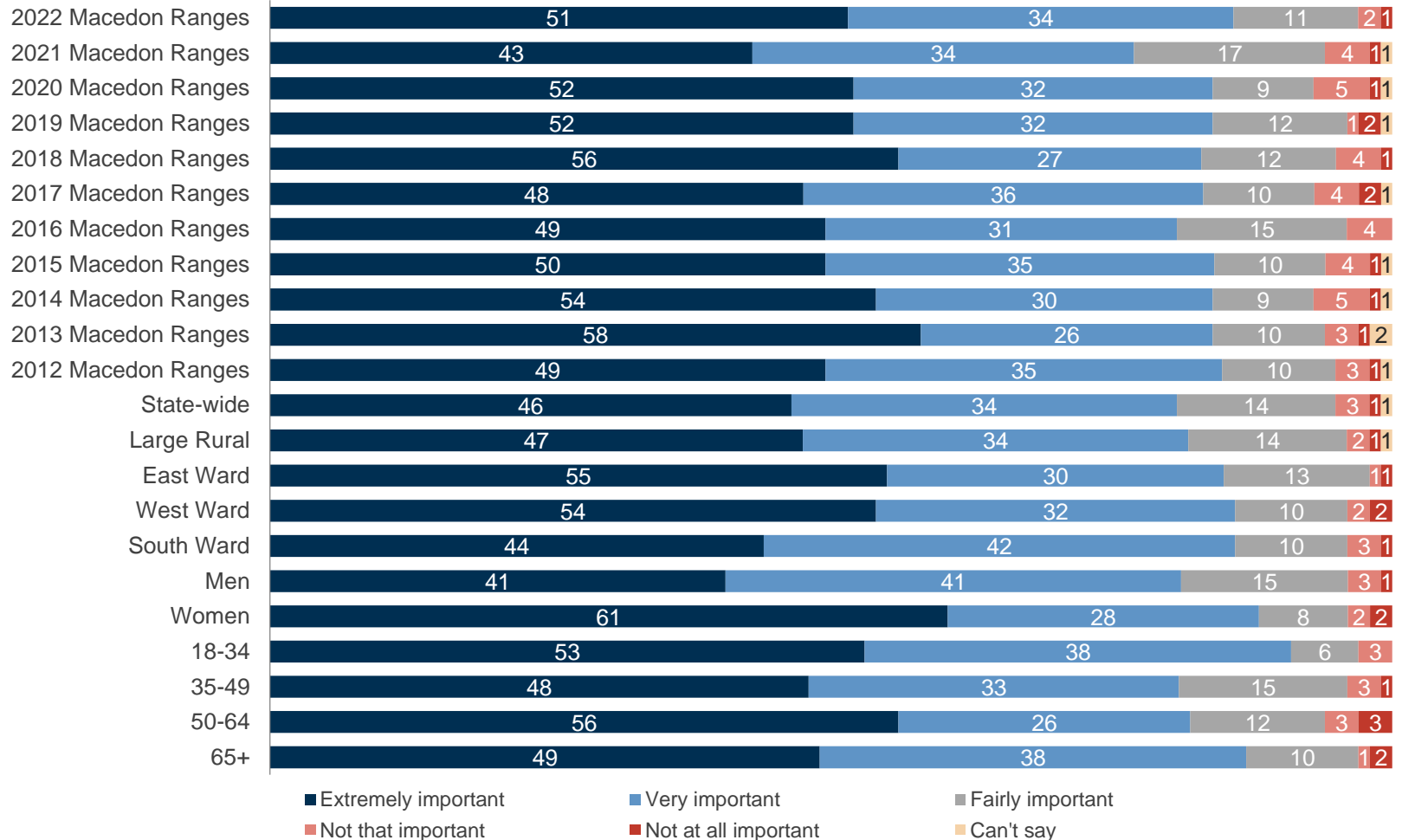
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)





Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73▲	68	69	75	70	82	75	79	78	74	74
State-wide	66▲	71	68	72	71	70	69	70	71	70	70
Large Rural	66▲	71	69	72	71	70	70	71	n/a	n/a	n/a
East Ward	64	68	65	69	67	70	73	70	68	66	70
South Ward	64	67	70	76	75	75	66	76	75	70	70
Women	64	69	70	76	72	75	73	73	74	66	71
65+	63	70	72	71	70	72	70	70	71	66	65
Macedon Ranges	63	68	68	72	71	73	70	73	72	68	70
Men	62	67	66	69	70	69	67	71	69	70	68
West Ward	61	69	69	72	72	72	71	72	72	68	69
35-49	58	65	66	74	72	72	69	69	71	67	69
50-64	57	70	66	68	73	65	68	73	68	66	70

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

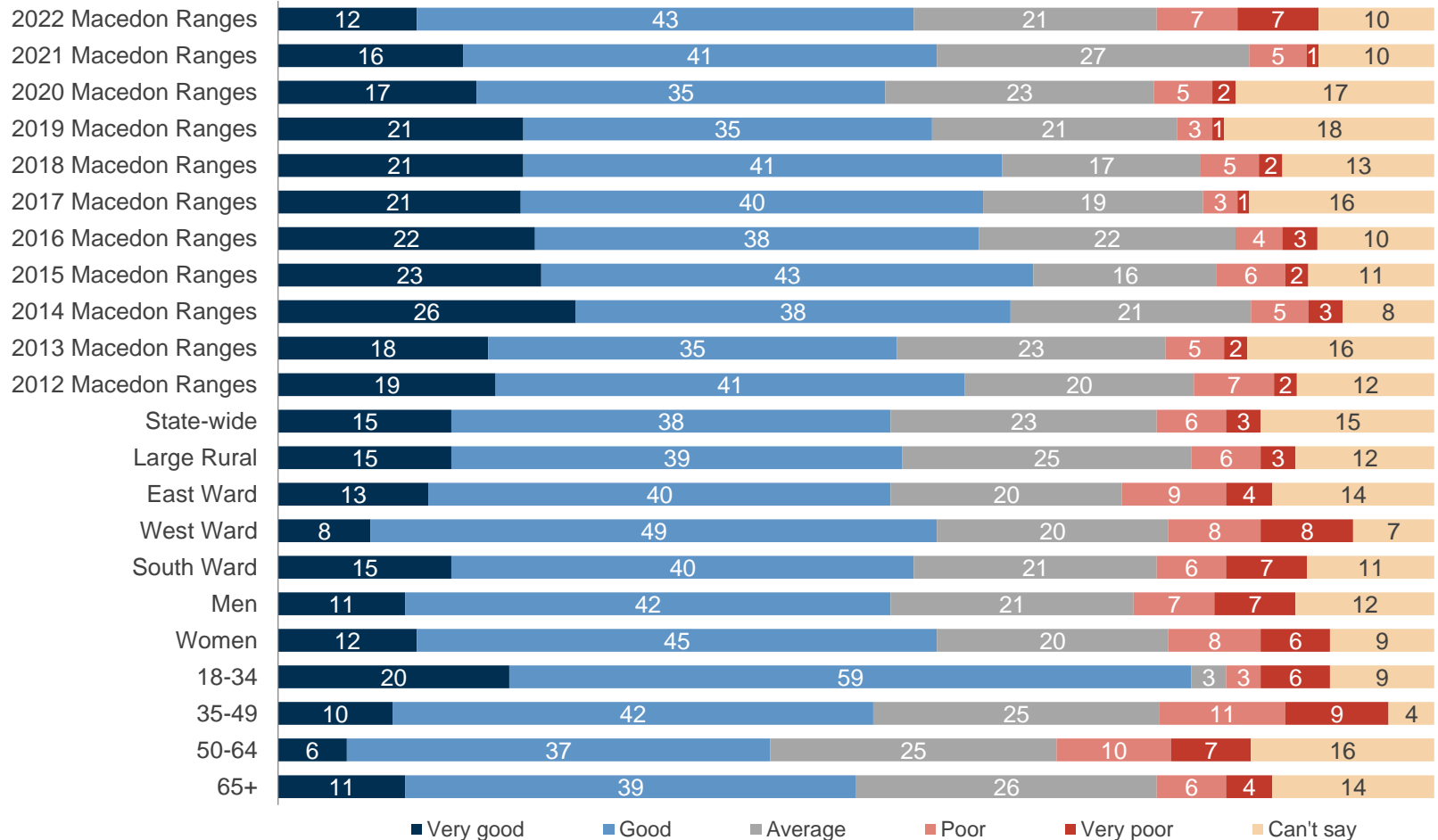
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)





Planning for population growth in the area importance



2022 population growth importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	86▲	83	80	83	84	83	75	81	83	80	81
East Ward	84	76	81	75	78	82	74	77	79	76	78
50-64	83	76	81	83	81	83	78	78	80	79	81
Women	82	79	80	81	82	83	78	79	82	79	80
18-34	82	69	71	73	71	79	76	69	77	73	80
Macedon Ranges	81	77	79	79	80	81	76	77	79	78	79
South Ward	81	79	81	82	84	82	76	79	81	79	79
Men	79	75	78	77	78	80	74	74	76	76	79
West Ward	78	76	77	80	78	80	79	74	76	78	81
State-wide	77▼	76	76	77	77	76	76	75	75	75	75
Large Rural	75▼	74	75	77	78	78	74	74	n/a	n/a	n/a
65+	73▼	77	84	77	81	80	76	77	75	77	74

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

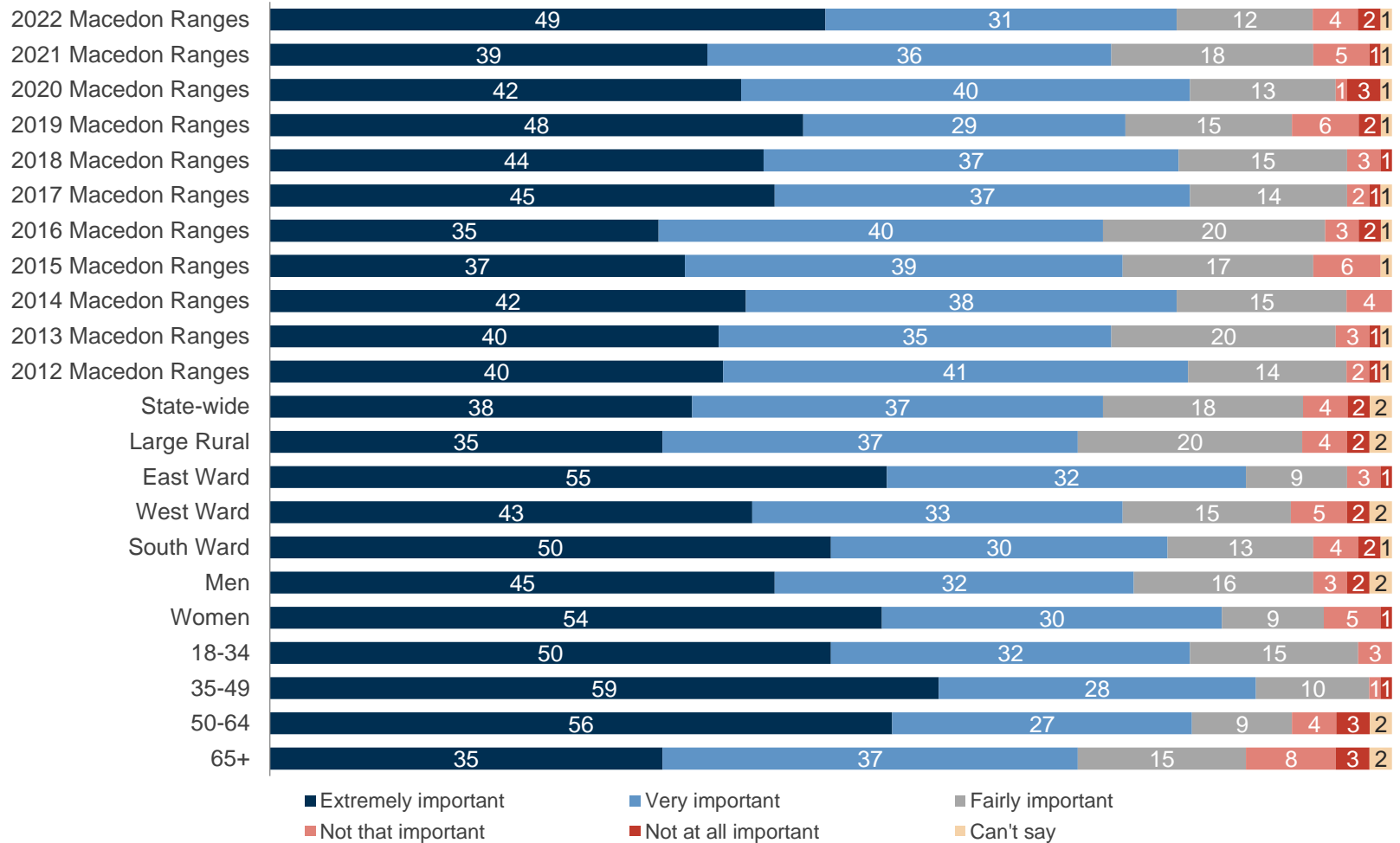
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2022 population growth importance (%)





Planning for population growth in the area performance



2022 population growth performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52▲	53	51	52	52	52	51	54	54	54	52
Large Rural	49▲	51	47	49	48	48	47	50	n/a	n/a	n/a
18-34	49▲	43	51	53	49	52	56	57	55	59	54
West Ward	46	51	50	48	54	51	46	49	50	54	51
Women	43	42	43	44	45	46	50	53	49	50	48
65+	43	45	48	48	45	49	50	48	49	52	47
Macedon Ranges	41	43	45	46	47	47	49	51	50	52	50
Men	39	45	46	47	50	48	48	49	50	53	51
35-49	39	38	41	40	46	44	48	50	51	47	47
South Ward	39	37	41	43	45	45	48	51	51	50	47
East Ward	39	39	43	46	44	45	52	51	47	51	52
50-64	34▼	50	40	43	50	45	43	47	43	50	51

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

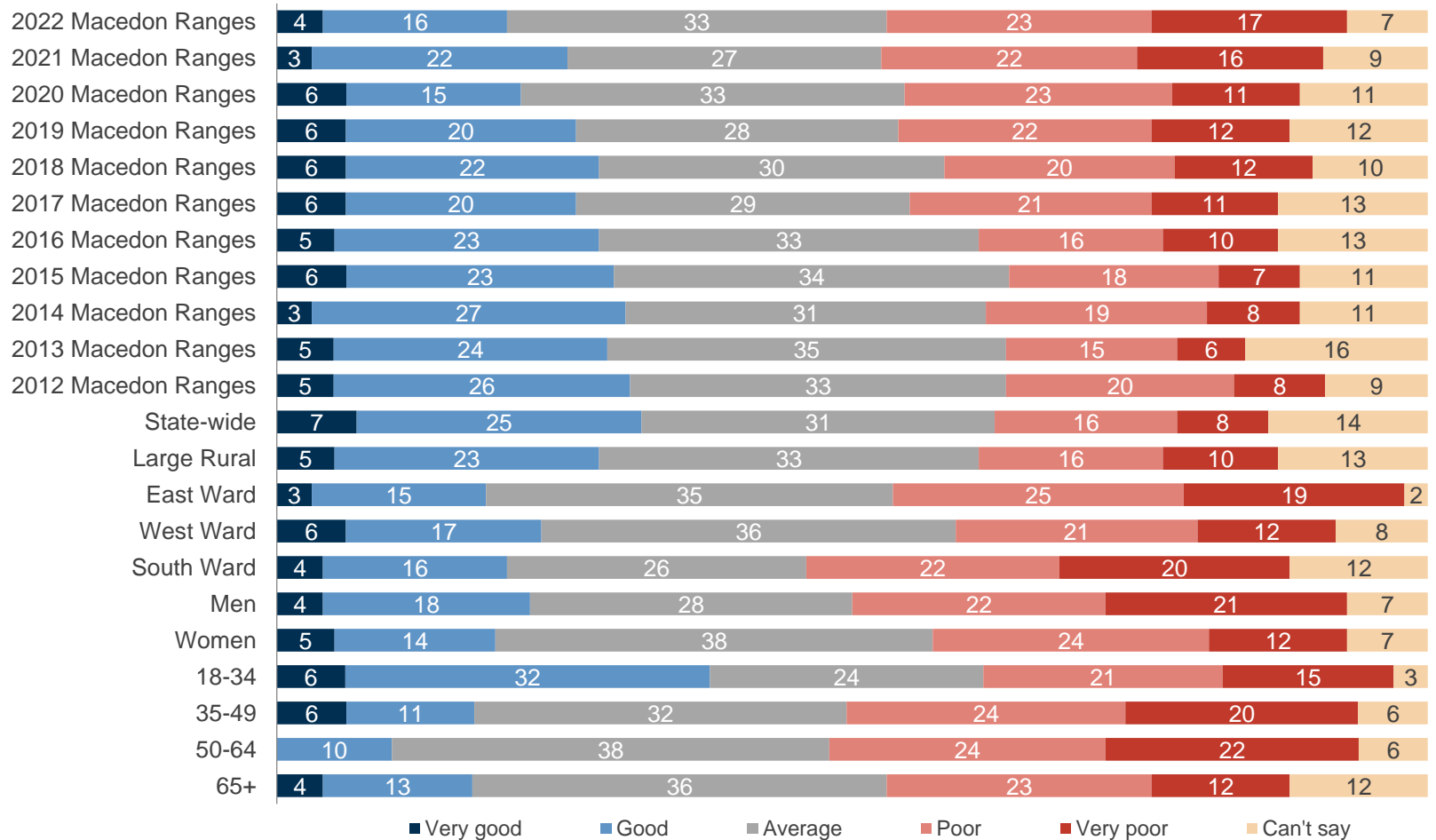
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)

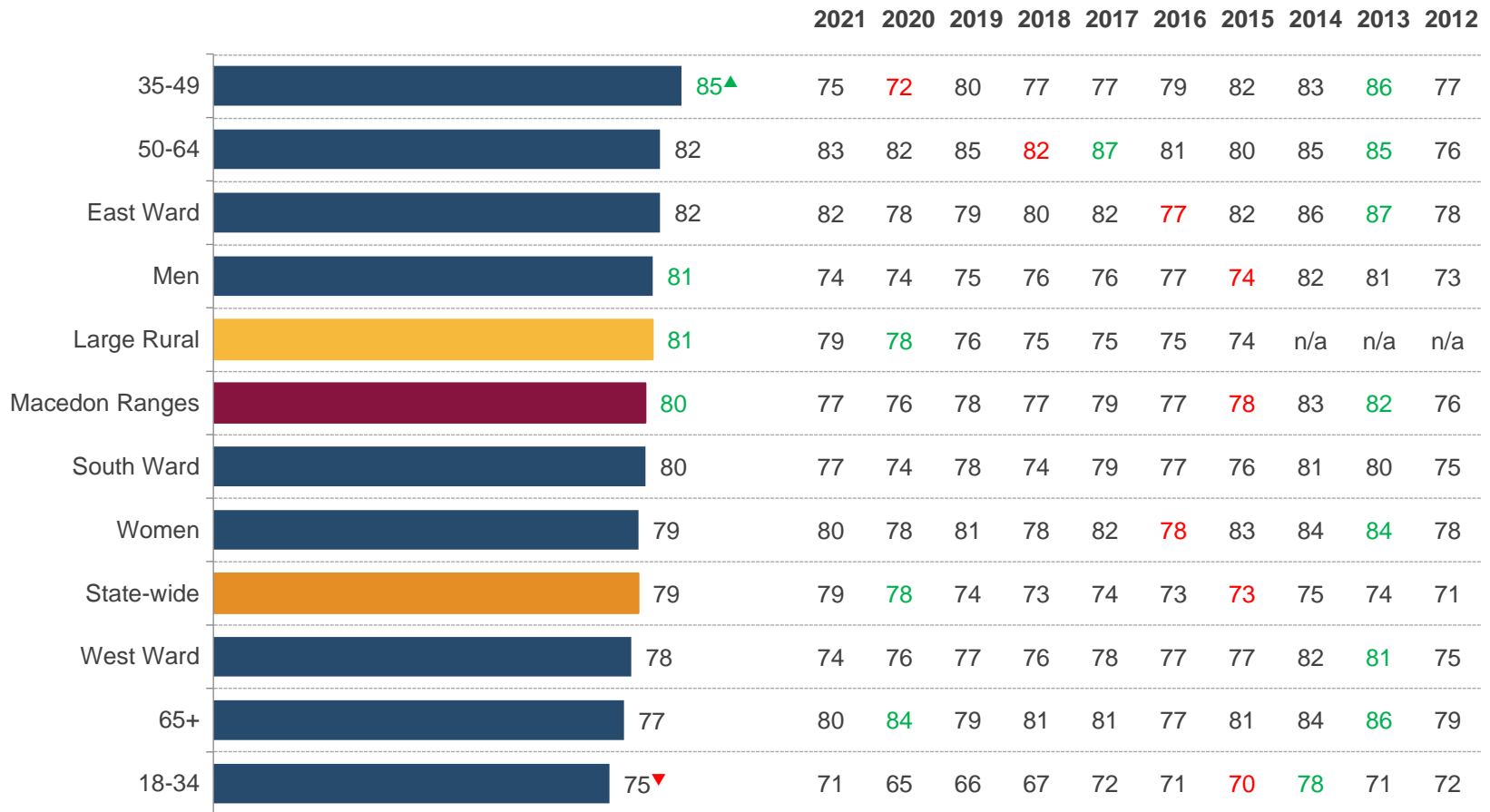




Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (index scores)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5

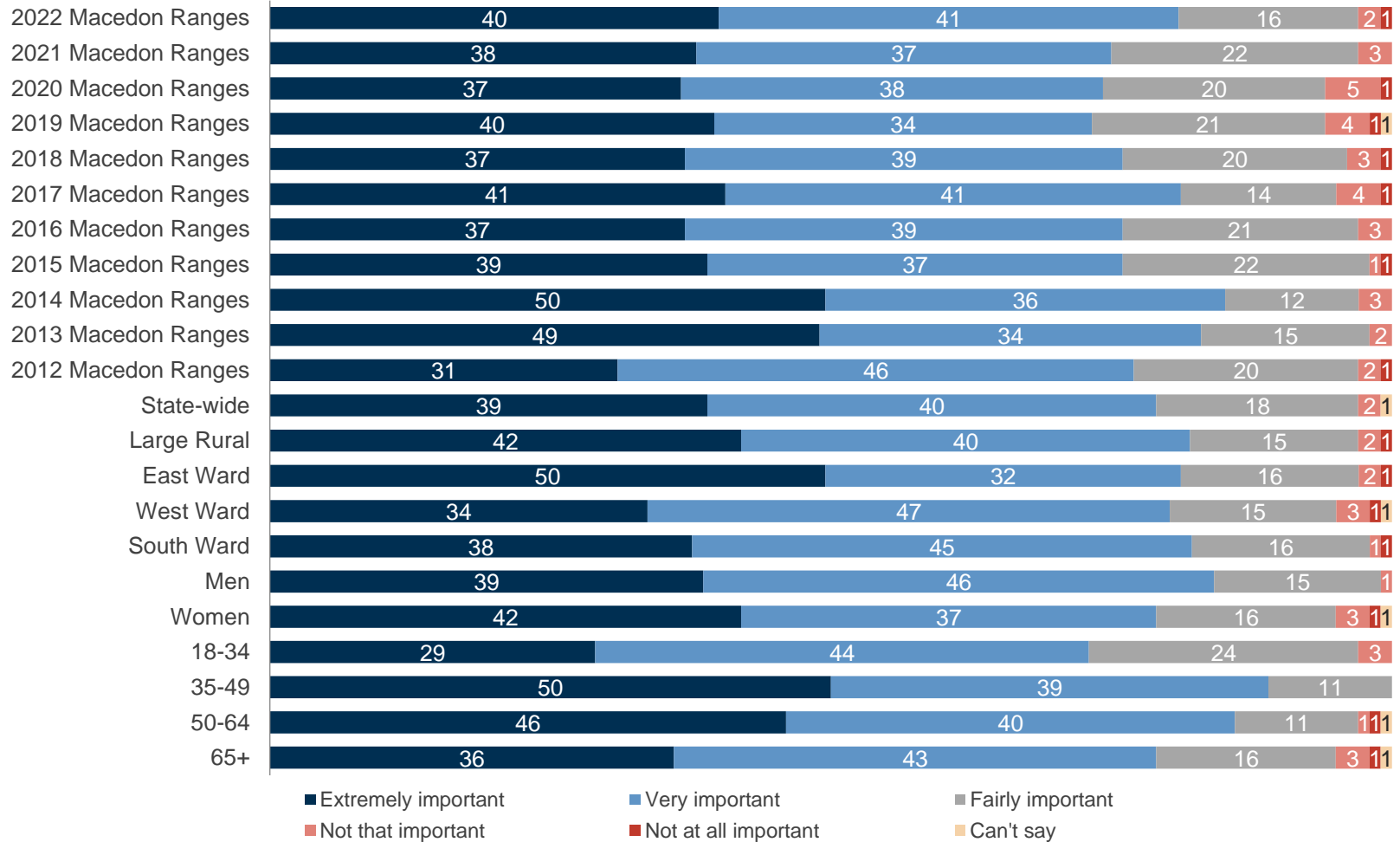
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	50▲	43	54	56	53	48	58	56	47	49	62
State-wide	49▲	51	49	56	55	53	56	55	55	56	61
South Ward	47	43	50	49	49	45	49	50	45	49	49
Large Rural	44	51	48	52	51	50	54	53	n/a	n/a	n/a
West Ward	43	50	52	52	48	49	51	46	38	43	56
Women	42	44	48	46	47	44	54	46	44	44	51
Macedon Ranges	42	45	49	47	45	44	51	46	42	44	52
Men	41	46	49	48	44	44	48	47	40	44	53
65+	41	45	49	45	41	44	50	41	37	36	46
35-49	40	48	49	47	44	46	50	47	44	47	50
50-64	36	43	42	44	44	38	49	42	39	40	51
East Ward	35▼	41	44	41	40	38	54	44	42	40	50

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

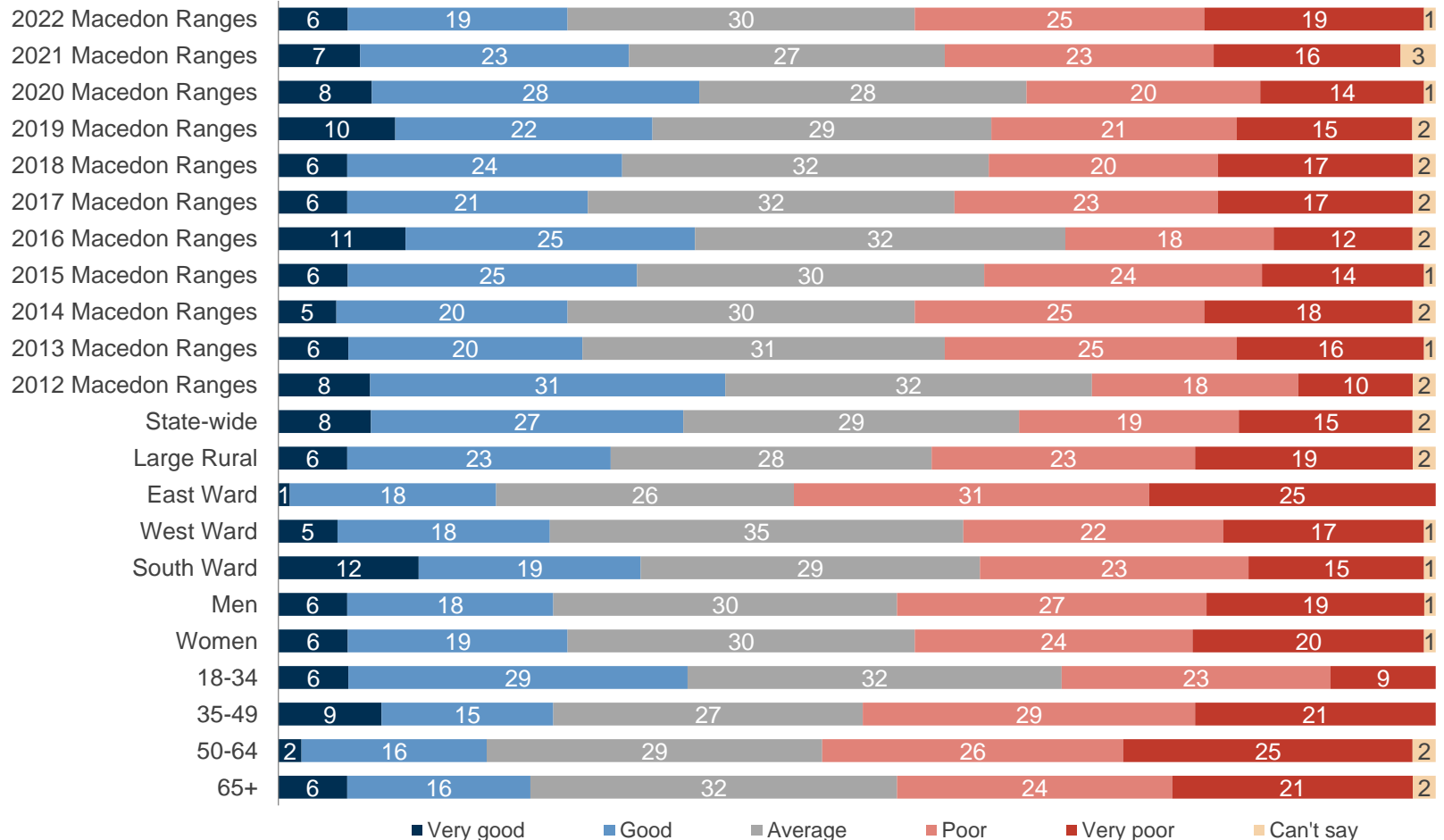
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	87▲	82	77	83	82	81	78	77	79	86	82
18-34	86	80	70	79	75	74	76	73	76	77	79
Women	86	80	76	82	78	79	78	81	78	84	83
35-49	84	75	76	80	75	77	75	77	76	86	84
50-64	83	82	78	85	81	81	77	79	79	81	79
State-wide	83	81	80	80	80	79	79	78	78	81	80
Macedon Ranges	83	79	76	81	78	79	76	77	77	81	81
West Ward	82	78	78	81	78	81	76	76	80	80	80
Large Rural	82	80	79	79	78	77	78	76	n/a	n/a	n/a
Men	80	77	76	80	77	79	74	72	76	78	78
65+	79	79	79	80	80	83	77	78	78	76	80
South Ward	79	77	74	79	72	75	74	78	73	76	81

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

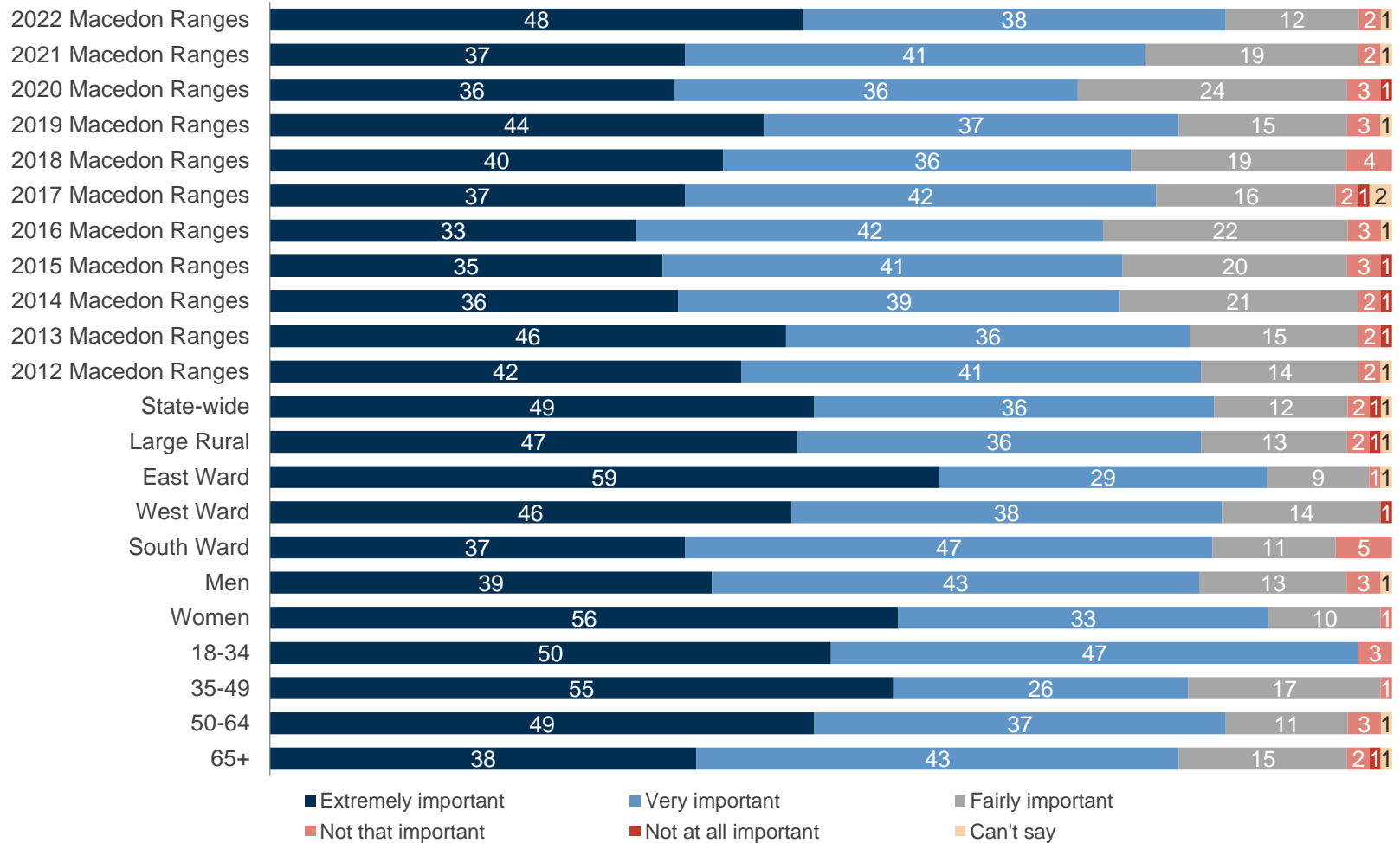
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	41▲	45	44	44	43	44	43	45	45	44	46
South Ward	41	46	49	45	49	45	48	50	49	45	47
65+	40	42	46	43	42	48	48	44	42	37	45
Men	40	46	51	41	42	41	48	47	46	43	44
Large Rural	39	44	42	41	41	42	43	44	n/a	n/a	n/a
West Ward	39	44	51	43	42	41	40	48	41	42	47
50-64	37	43	46	39	44	40	45	43	38	39	43
Macedon Ranges	37	45	49	42	43	42	46	47	45	40	44
35-49	35	49	48	43	43	41	44	49	51	36	42
Women	34	44	46	43	43	43	44	47	44	37	45
18-34	33	44	54	43	42	41	47	53	46	49	49
East Ward	31▼	44	45	37	38	40	49	44	43	35	38

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

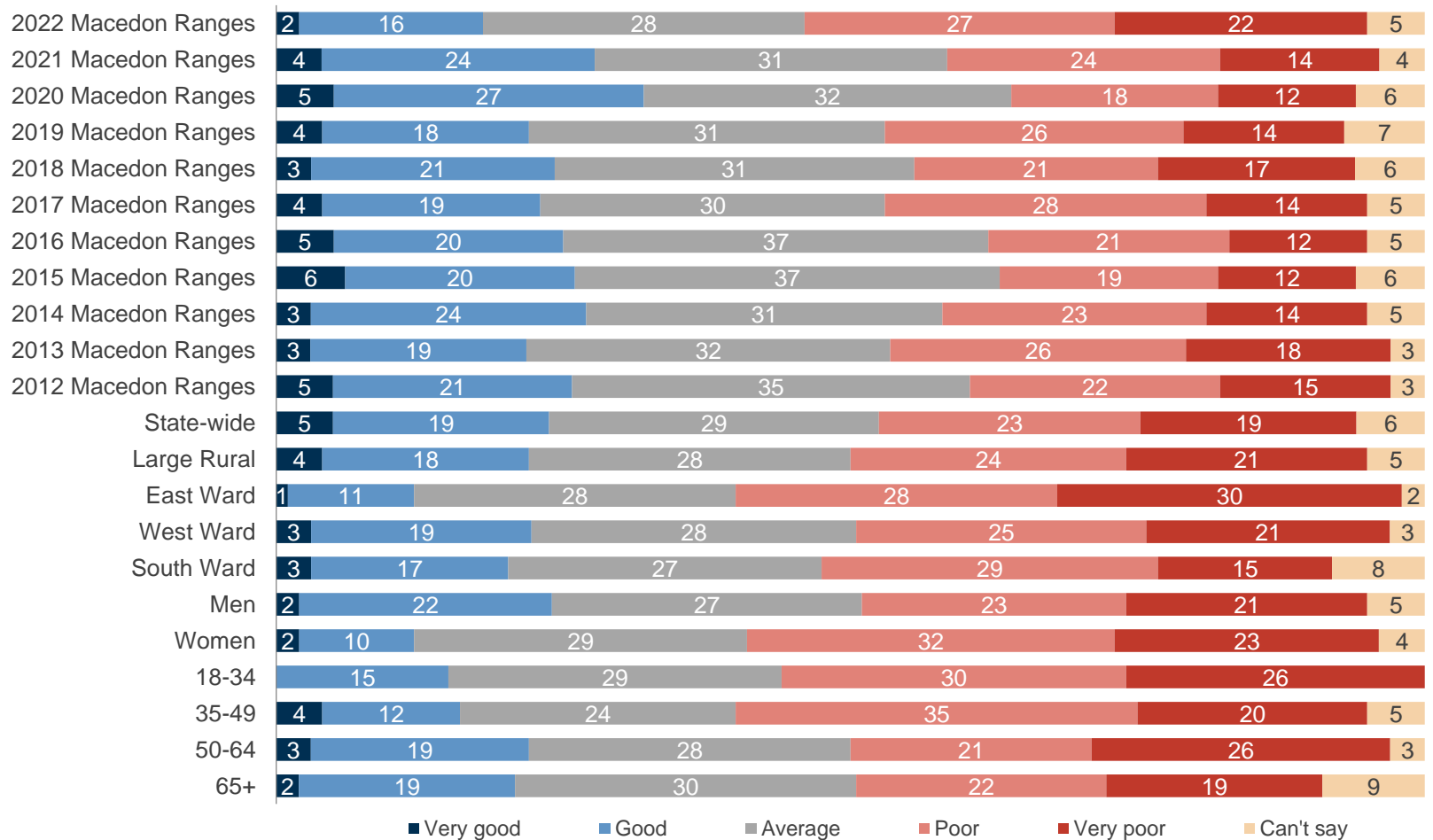
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)





Business and community development importance



2022 business/community development importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70▲	70	69	69	69	70	70	69	69	n/a	n/a
Women	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	68	68	68	70	69	70	71	72	n/a	n/a	n/a
West Ward	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

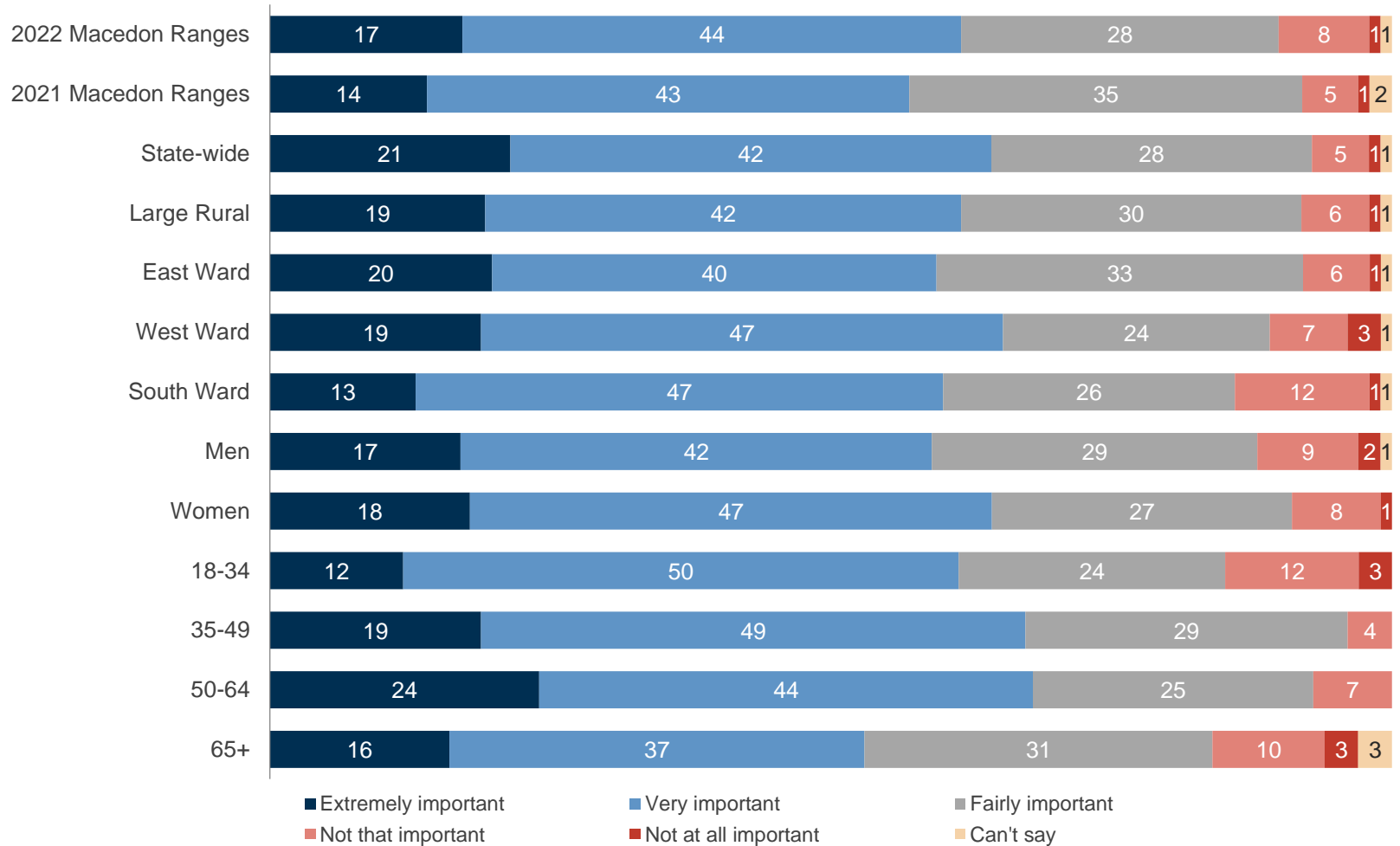
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2022 business/community development importance (%)





Business and community development performance



2022 business/community development performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65▲	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58▲	60	60	59	58	59	58	60	n/a	n/a	n/a
State-wide	58▲	60	59	61	60	60	60	60	62	n/a	n/a
Women	57	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	52	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47▼	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

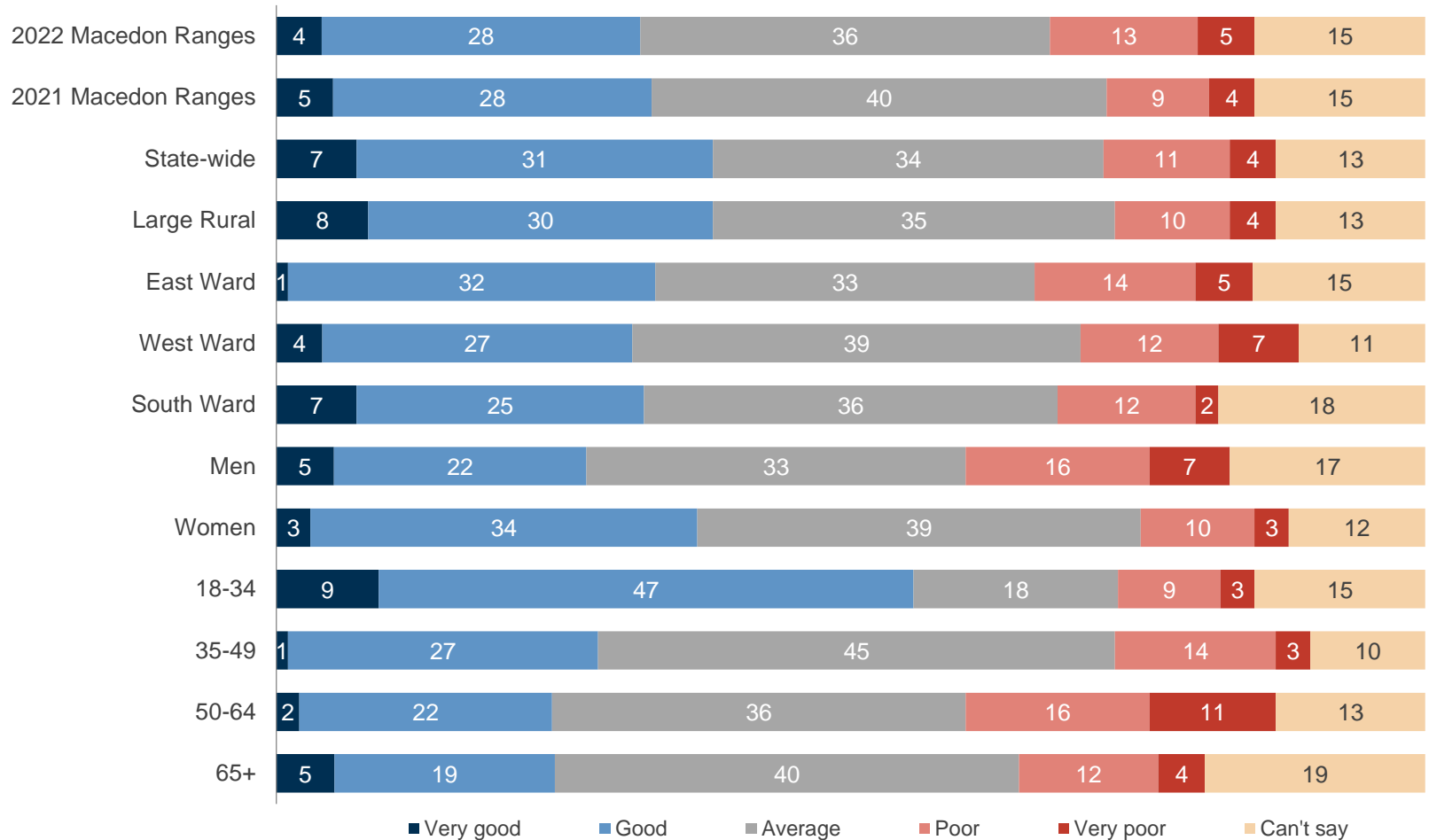
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)

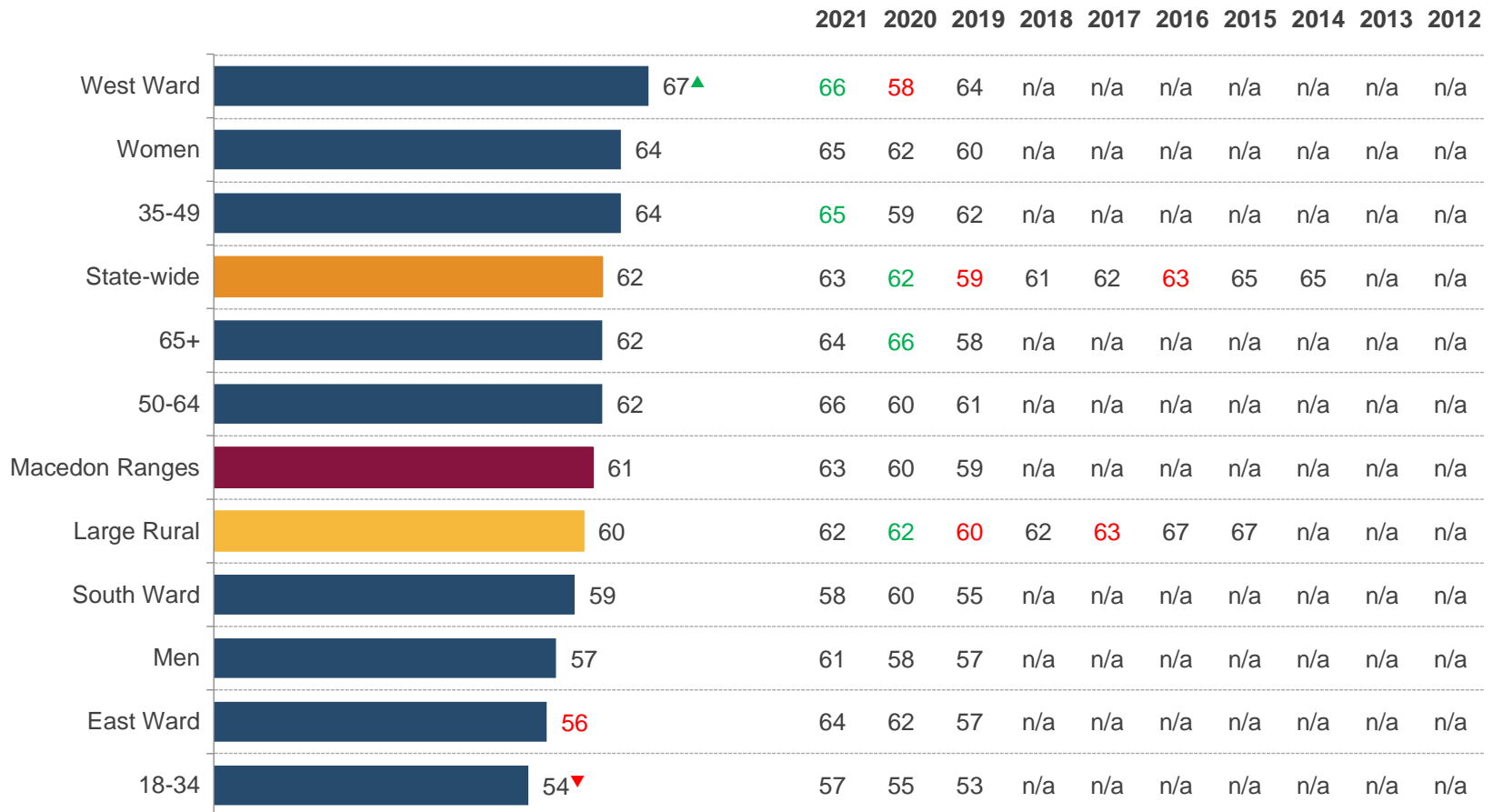




Tourism development importance



2022 tourism development importance (index scores)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2

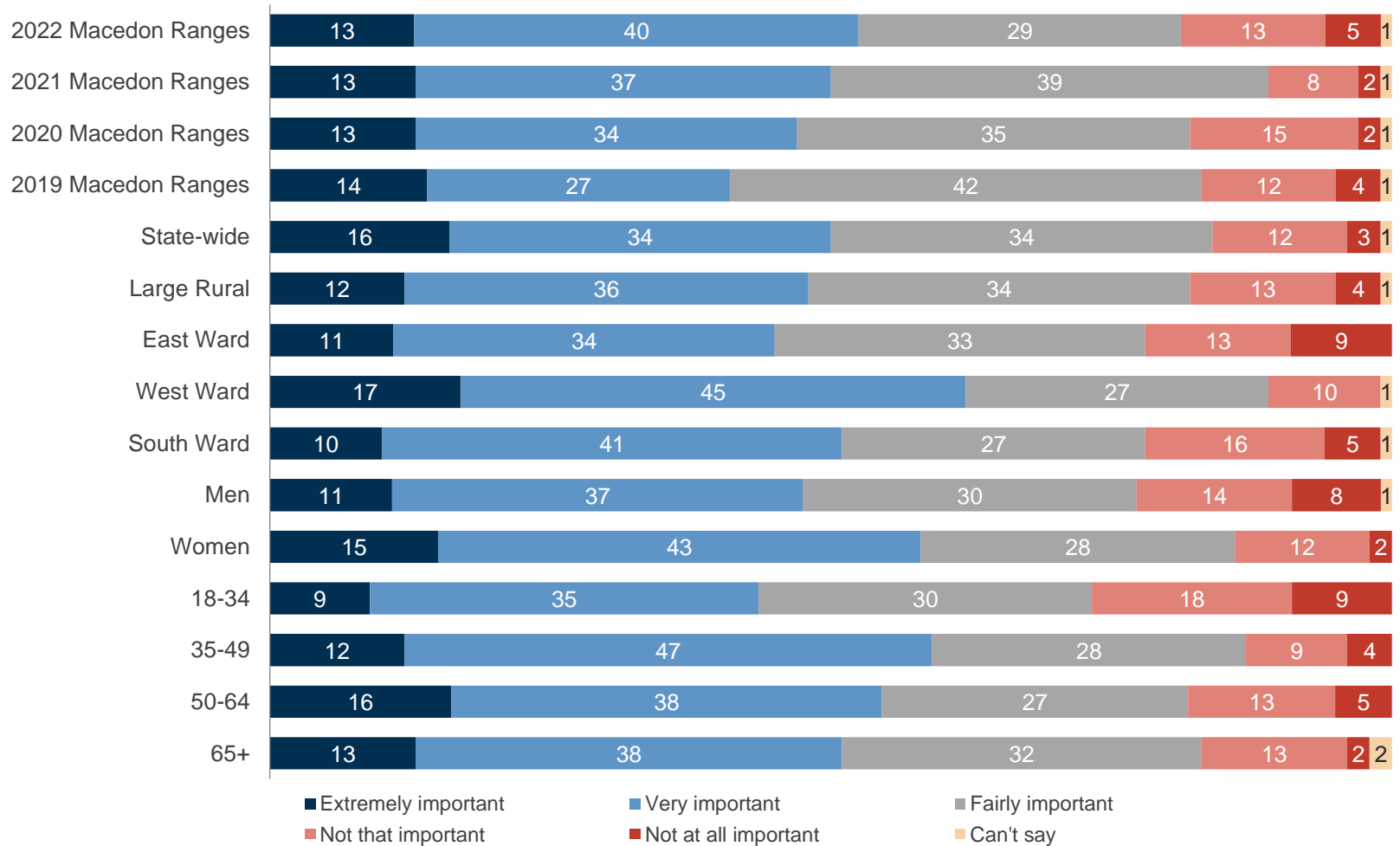
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2022 tourism development importance (%)





Tourism development performance



2022 tourism development performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66▲	56	69	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	62	57	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	59	65	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	61	64	62	61	61	65	64	66	n/a	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64	n/a	n/a
35-49	60	58	58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	59	58	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	58	60	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	58	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	57	55	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	56	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51▼	56	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

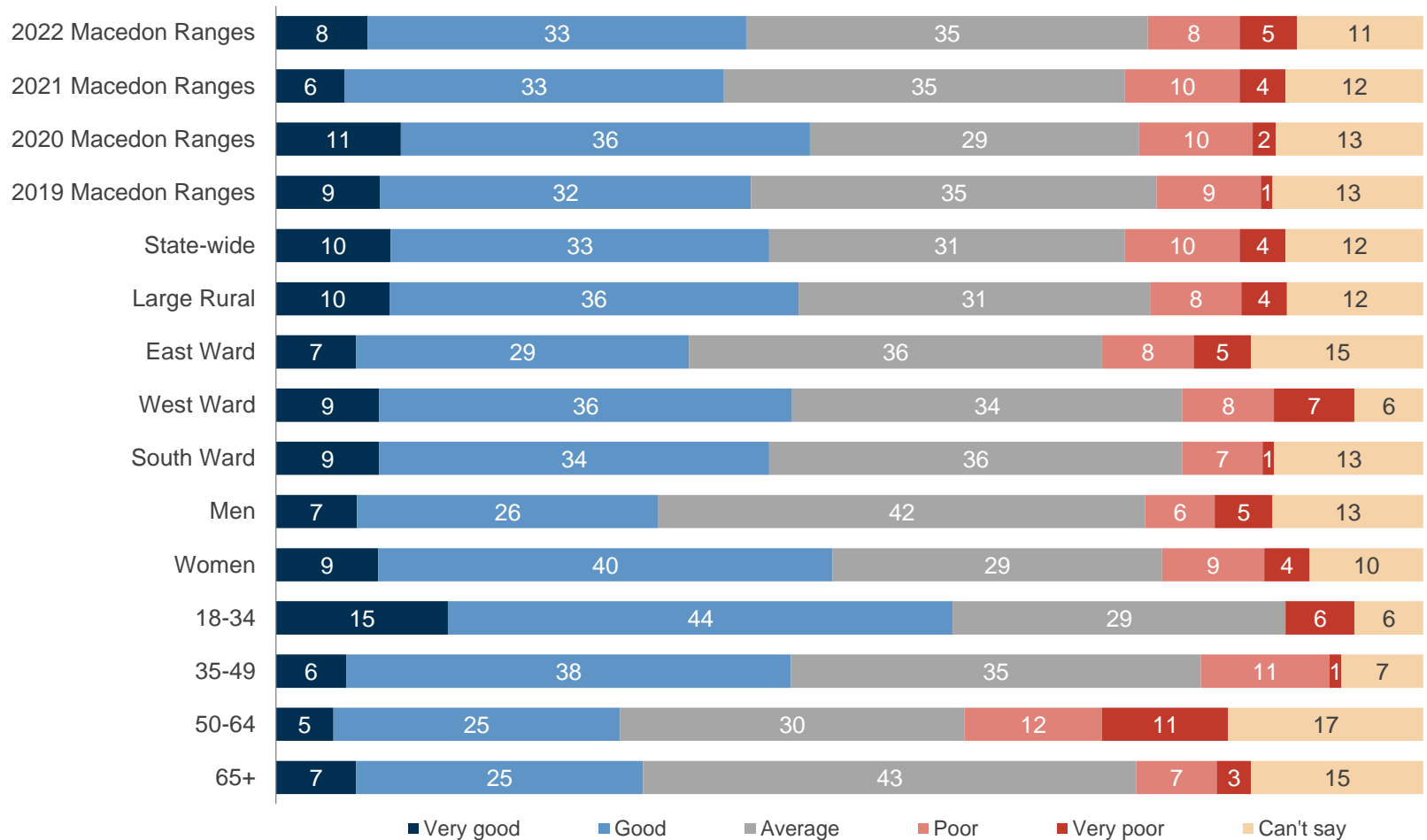
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2022 tourism development performance (%)

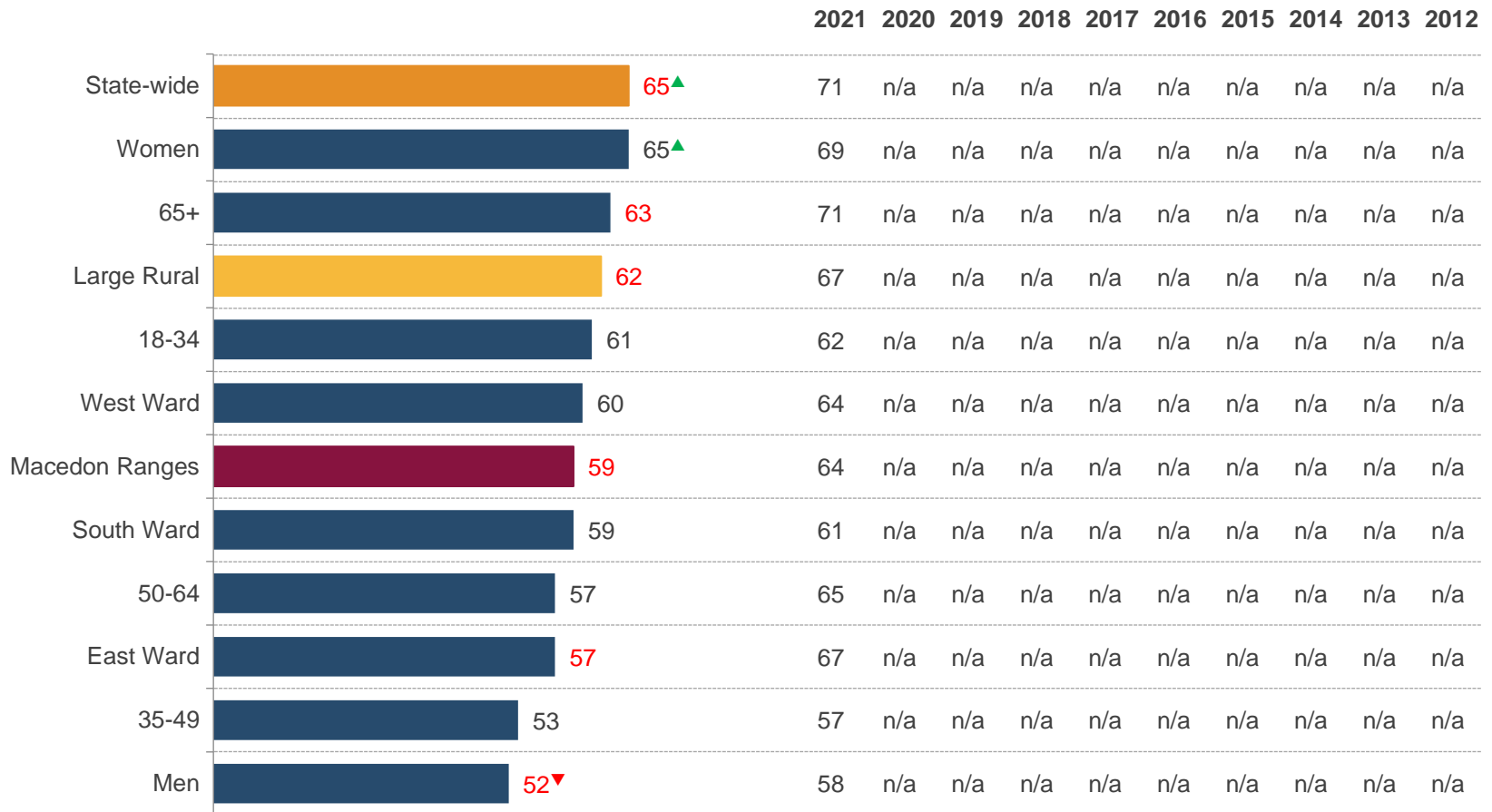




COVID-19 response importance



2022 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

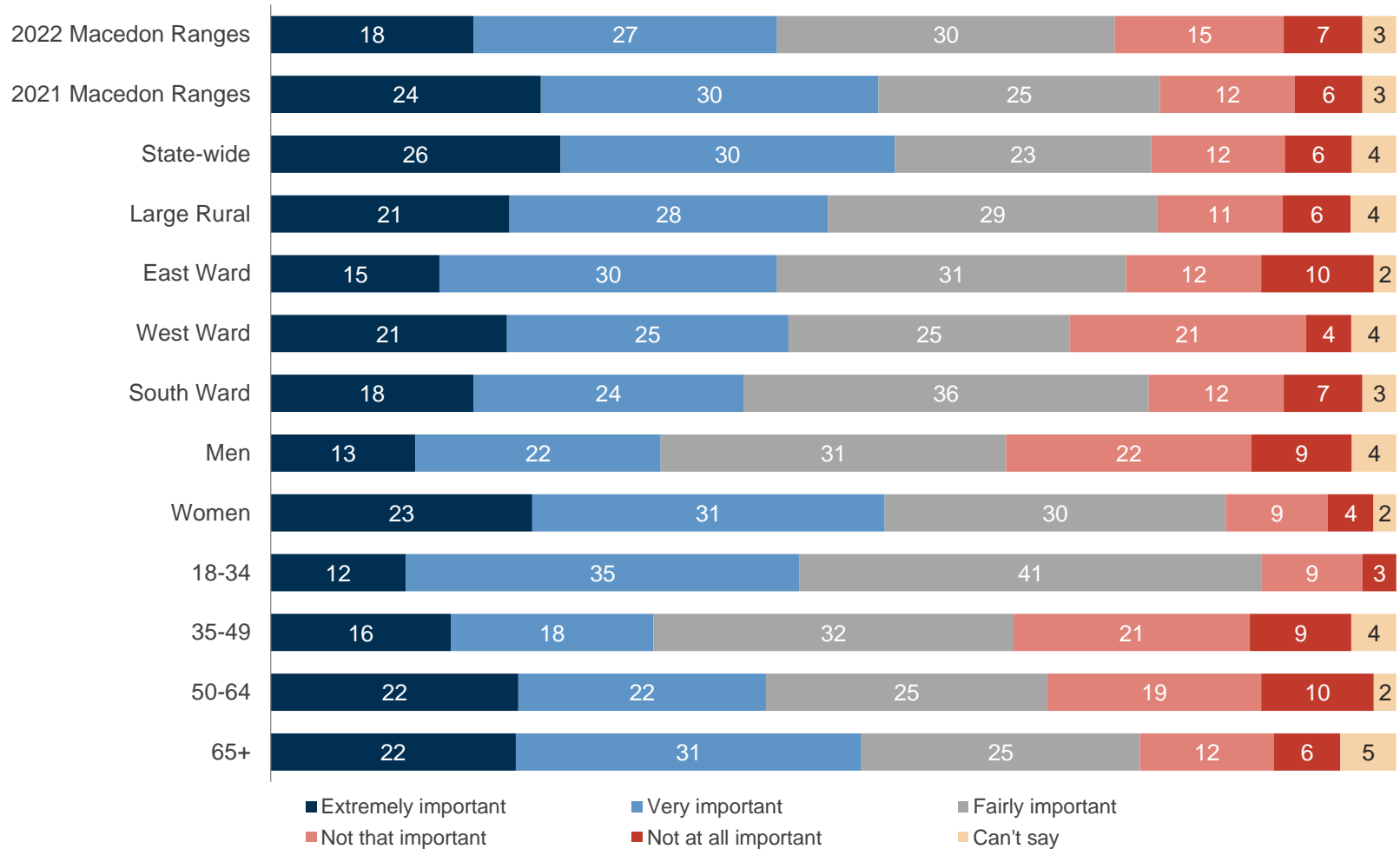
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2022 COVID-19 response importance (%)

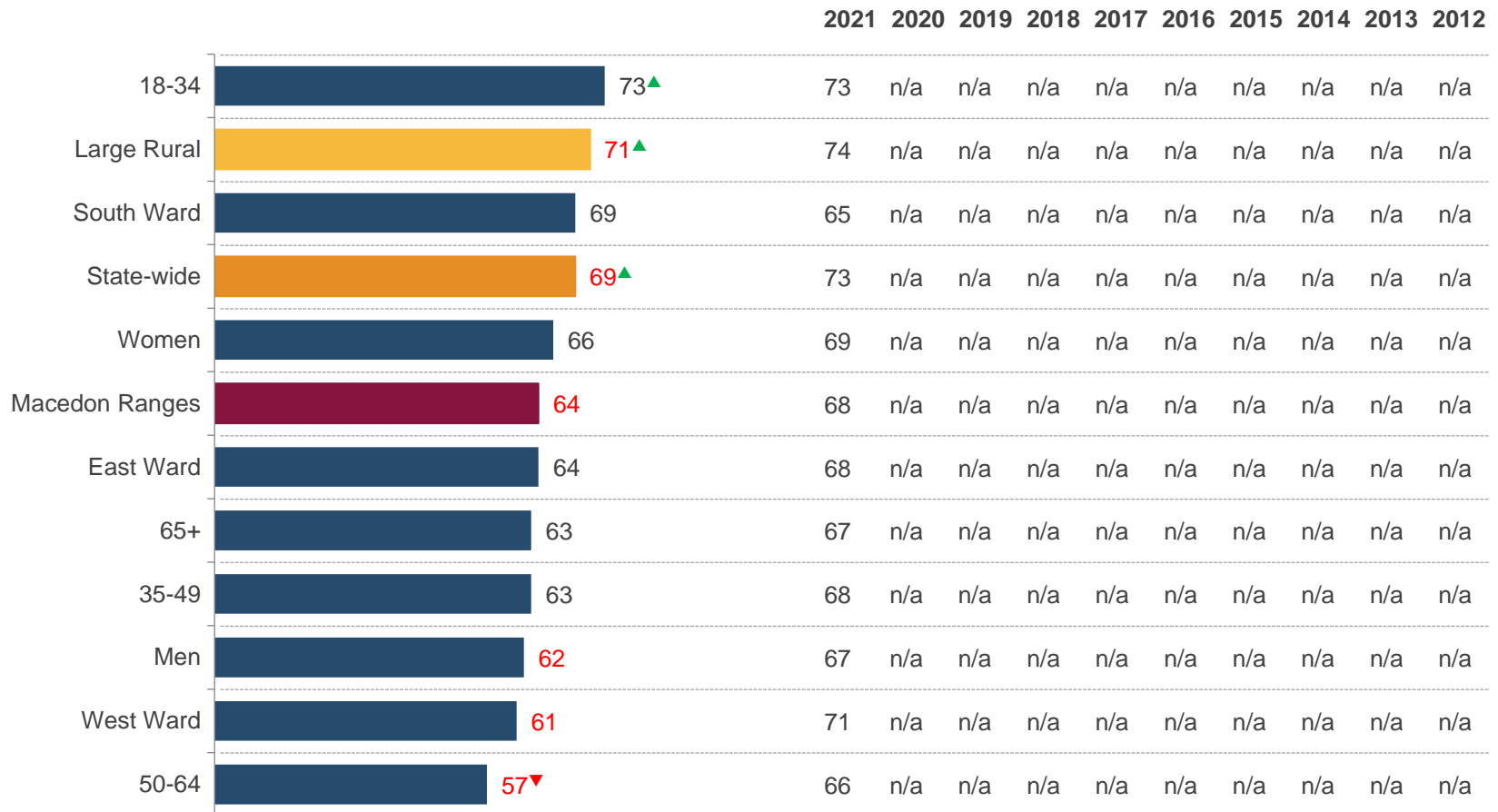




COVID-19 response performance



2022 COVID-19 response performance (index scores)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

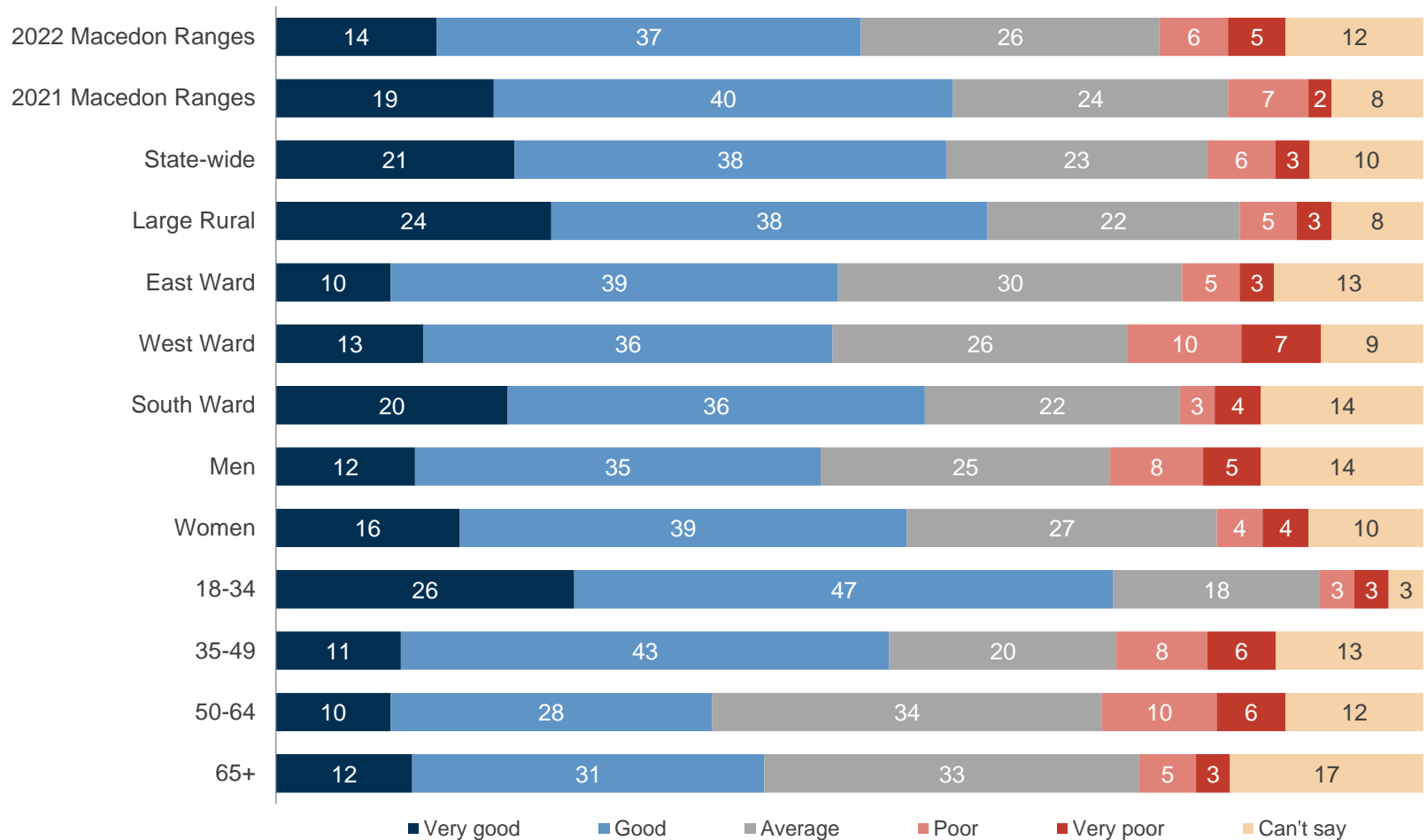
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing.

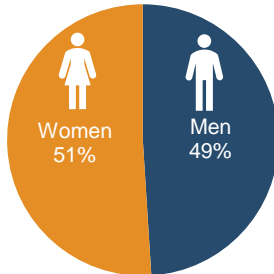
Detailed demographics



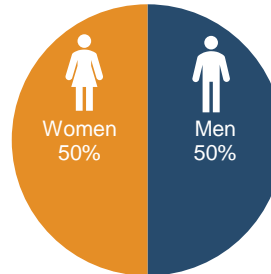
Gender and age profile

2022 gender

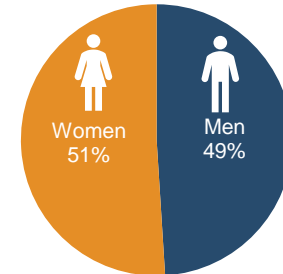
Macedon Ranges



Large Rural

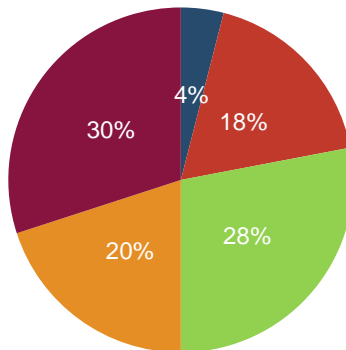


State-wide

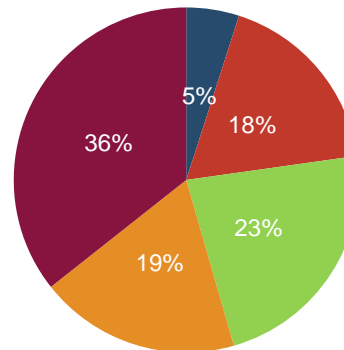


2022 age

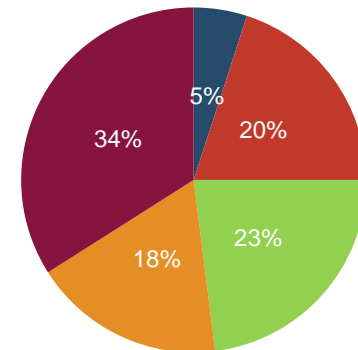
Macedon Ranges



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Macedon Ranges Shire Council was n=400. 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=400 interviews is +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 38,100 people aged 18 years or over for Macedon Ranges Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Macedon Ranges Shire Council	400	400	+/-4.9
Men	201	198	+/-6.9
Women	199	202	+/-6.9
East Ward	124	132	+/-8.8
West Ward	150	144	+/-8.0
South Ward	126	125	+/-8.8
18-34 years	34	87	+/-17.1
35-49 years	80	113	+/-11.0
50-64 years	112	78	+/-9.3
65+ years	174	121	+/-7.4



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

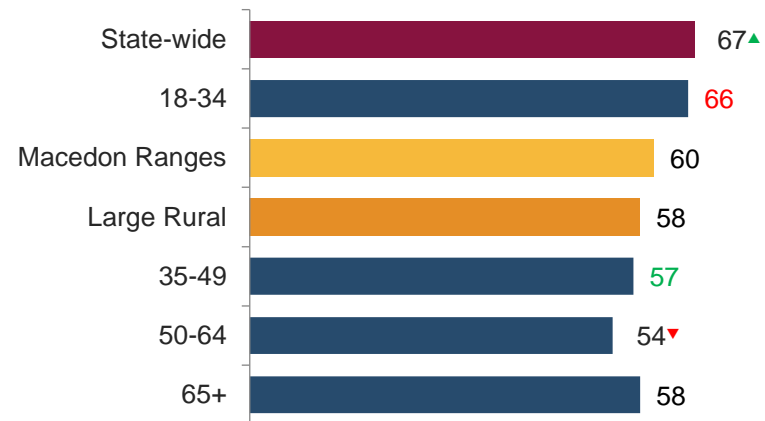
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: 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:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 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 the Macedon Ranges Shire 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 Macedon Ranges Shire Council.

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

A total of n=400 completed interviews were achieved in Macedon Ranges Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

Macedon Ranges Shire Council is classified as a Large Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Macedon Ranges Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 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 Macedon Ranges Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

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 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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.



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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