

# **2020 Local Government Community Satisfaction Survey**

## **Macedon Ranges Shire Council**

Coordinated by the Department of  
Environment, Land, Water and Planning  
on behalf of Victorian councils





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## Background and objectives

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

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

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

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

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

### Serving Victoria for 21 years

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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



## **Key findings and recommendations**



# Macedon Ranges Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



**Macedon Ranges**  
58



**State-wide** 58



**Large Rural** 55

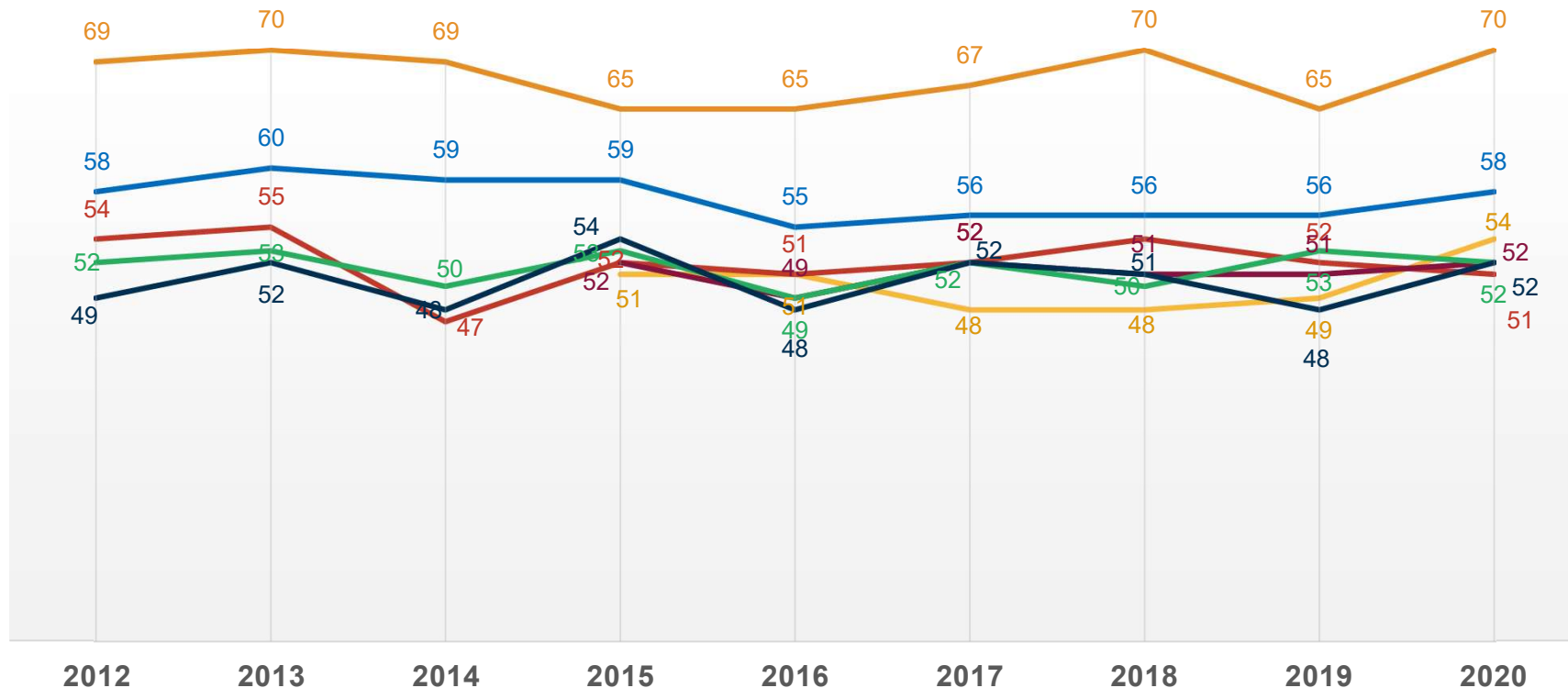
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<div>  Environmental sustainability                 </div> <div>  Unsealed roads                 </div> <div>  Parking facilities                 </div>	<div>  Building &amp; planning permits                 </div> <div>  Population growth                 </div> <div>  Town planning policy                 </div>
Compared to group average	<div>  Sealed local roads                 </div> <div>  Unsealed roads                 </div> <div>  Waste management                 </div>	<div>  Town planning policy                 </div> <div>  Building &amp; planning permits                 </div> <div>  Elderly support services                 </div>



## Summary of core measures

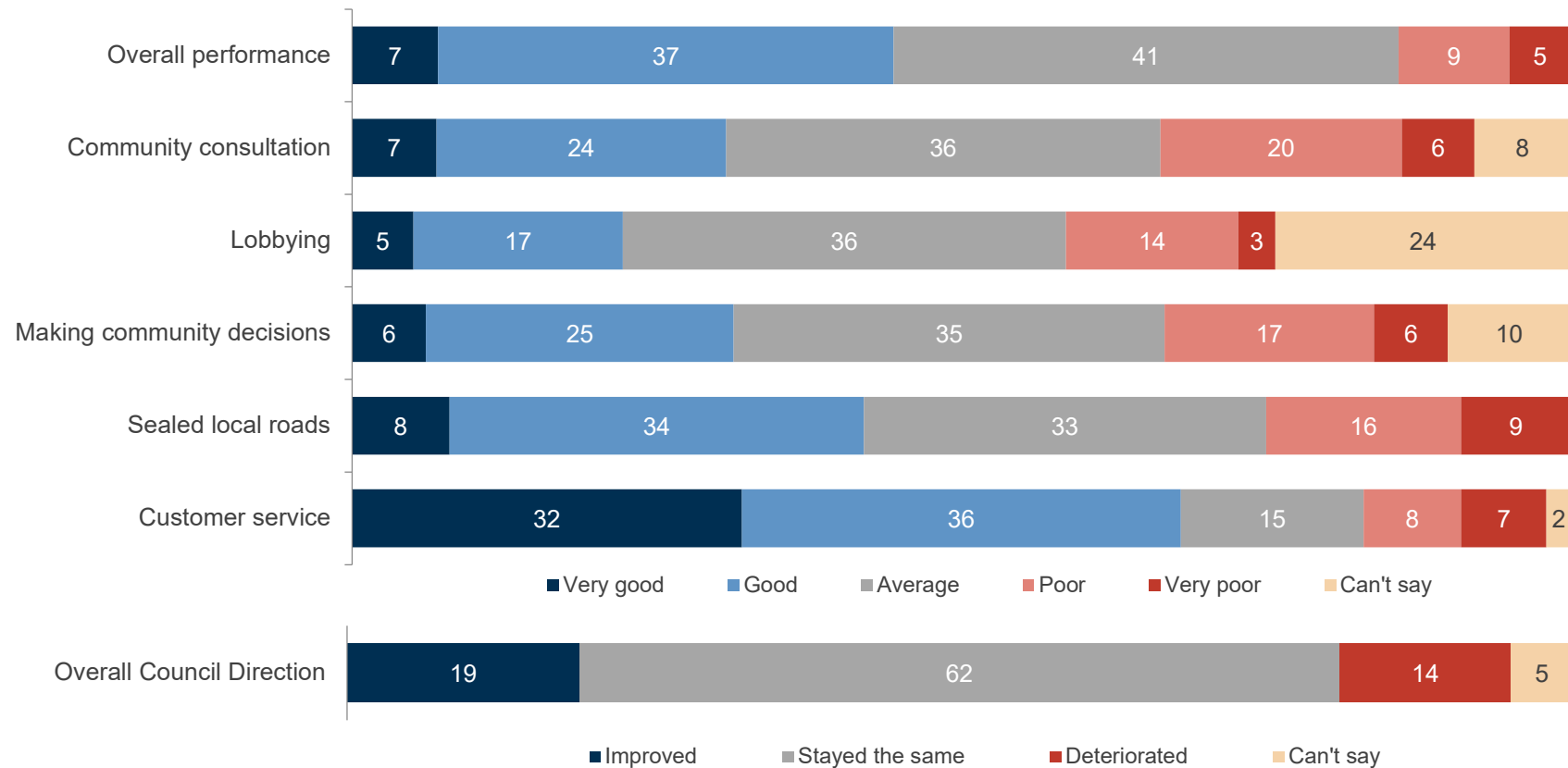
### Index scores















## Summary of core measures

Core measures summary results (%)















## Summary of Macedon Ranges Shire Council performance

Services	Macedon Ranges 2020	Macedon Ranges 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	58	56	55	58	Aged 18-34 years	Aged 50-64 years
 Overall council direction	52	48	50	51	Aged 18-34 years	Aged 50-64 years
 Customer service	70	65	68	70	Aged 65+ years	Aged 50-64 years
 Appearance of public areas	73	70	71	72	Aged 18-34 years	Aged 50-64 years, East Ward residents
 Art centres & libraries	71	70	72	74	Aged 65+ years	East Ward residents
 Recreational facilities	68	68	67	70	Aged 65+ years	Aged 50-64 years, East Ward
 Waste management	68	68	62	65	Aged 65+ years	Aged 35-49 years
 Emergency & disaster mngt	68	72	69	68	Aged 65+ years	East Ward residents, Men, 35-64 years
 Community & cultural	66	63	67	68	West Ward residents	East Ward residents
 Environmental sustainability	66	-	60	60	Aged 18-34 years	Aged 50-64 years

Significantly **higher** / **lower** than Macedon Ranges Shire Council 2020 result at the 95% confidence interval.  
Please see Appendix A for explanation of significant differences and index scores.











## Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2020	Macedon Ranges 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Elderly support services	63	64	67	68	South Ward residents	East Ward residents
	Tourism development	63	61	62	62	Aged 18-34 years	Aged 35-49 years
	Enforcement of local laws	62	64	64	63	Aged 18-34 years	Aged 35-64 years, South Ward residents, Men
	Family support services	62	64	64	66	Aged 65+ years, Aged 35-49 years	Aged 50-64 years
	Bus/community dev./tourism	60	60	61	59	Aged 65+ years	Aged 35-49 years, Aged 50-64 years, South Ward residents
	Parking facilities	59	58	57	55	Aged 18-34 years	Aged 65+ years
	Disadvantaged support serv.	58	58	61	60	South Ward residents	Aged 50-64 years
	Informing the community	56	56	59	59	West Ward residents	East Ward residents
	Local streets & footpaths	56	52	54	58	Aged 18-34 years	Aged 65+ years
	Sealed local roads	54	49	47	54	West Ward residents	East Ward residents

Significantly **higher** / **lower** than Macedon Ranges Shire Council 2020 result at the 95% confidence interval.  
Please see Appendix A for explanation of significant differences and index scores.



## Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2020	Macedon Ranges 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Lobbying	52	53	53	53	Aged 18-34 years	Aged 35-49 years
	Community decisions	52	51	52	53	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	51	52	54	55	West Ward residents	Aged 50-64 years
	Slashing & weed control	49	47	48	49	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	49	42	42	44	Aged 18-34 years	East Ward residents
	Town planning policy	48	48	54	54	Aged 18-34 years	Aged 50-64 years
	Population growth	45	46	47	51	Aged 18-34 years	Aged 50-64 years
	Building & planning permits	44	45	49	51	Aged 18-34 years	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

Macedon Ranges Shire Council's overall performance index has improved two points in 2020, after remaining unchanged for the last three years. Positive perceptions of Council performance have been maintained on most individual service areas and have improved for Council's maintenance of local streets, sealed and unsealed roads, and public areas. However, perceptions of its emergency management have declined over the past year.

### Key influences on perceptions of overall performance

Council should focus on improving performance in individual service areas that most influence ratings of overall performance. A focus on good communication, transparency and community interests in Council decision making, particularly in its lower performing area of town planning, provide significant opportunities to drive up overall opinion of Council. Maintenance of roadside areas should also be targeted for further improvement.

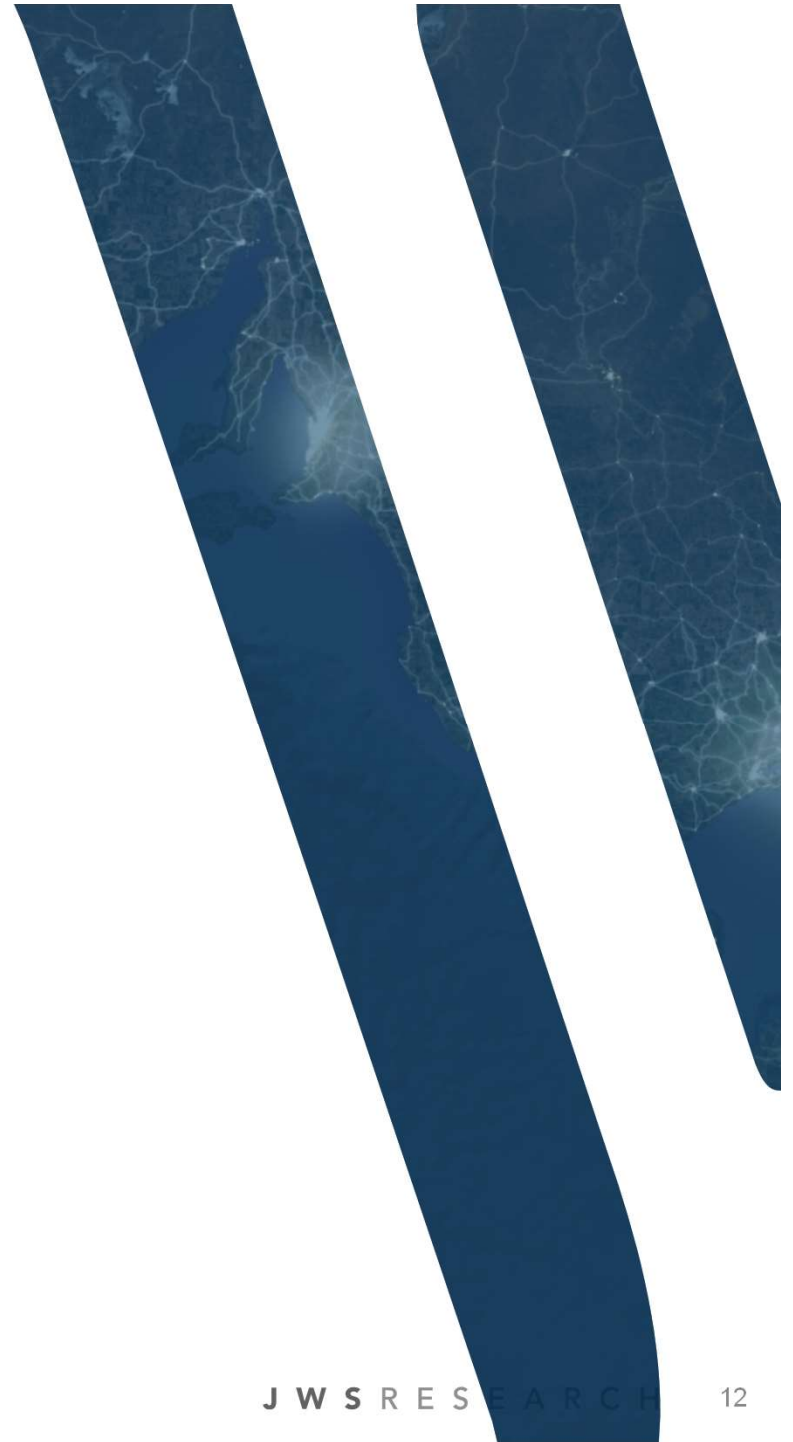
### Comparison to state and area grouping

On individual service areas, Council performance is largely rated in line with the Large Rural group average (on 15 areas) or significantly better (four areas). However, Council is rated lower than the group average in six areas, including two of its lower performing areas of town planning and building and planning permits. Council also rates largely in line with or better than State-wide averages but is lower on eight service areas.

### Maintain gains and shore up positive perceptions

Over the next year, Council should build upon recent gains in lower performing areas such as sealed roads and roadside slashing and weed control. It should also look to reinforce strong performance on environmental sustainability, waste management and emergency management, which have a significant positive influence on overall performance ratings. Council should also give some attention to the East Ward, where residents rate Council performance less favourably than other areas across a number of services.

# DETAILED FINDINGS



# **Overall performance**





## Overall performance

The overall performance index score of 58 for Macedon Ranges Shire Council represents a slight two-point improvement on the 2019 result, which had remained unchanged over 2017 to 2019.

Council performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Large Rural group and equal to the State-wide average (index score of 55 and 58 respectively).

- Performance is rated significantly higher than the Council-wide average among residents aged 18 to 34 years (index score of 65) and lower among residents aged 50 to 64 years (index score of 51).

Three times as many residents (44%) rate Council's overall performance as 'very good' or 'good' than rate it as 'very poor' or 'poor' (14%). A further 41% sit mid-scale, rating Council's overall performance as 'average'.





## Overall performance

### 2020 overall performance (index scores)

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

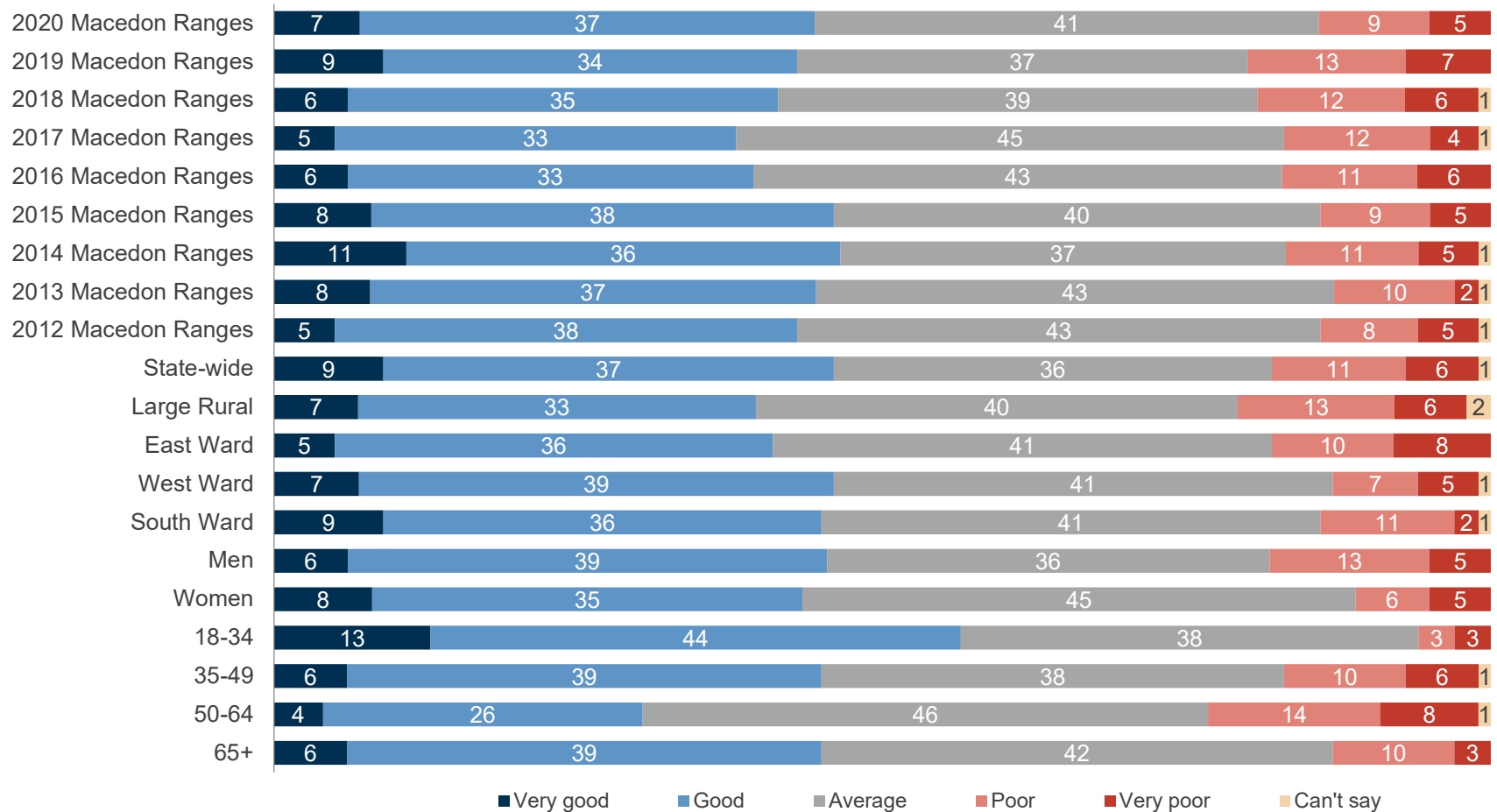
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Overall performance

### 2020 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: 62 Councils asked group: 17



## Top performing service areas

The appearance of public areas is where Council performed best in 2020 – index score of 73, up three points since 2019 to its highest score to date.

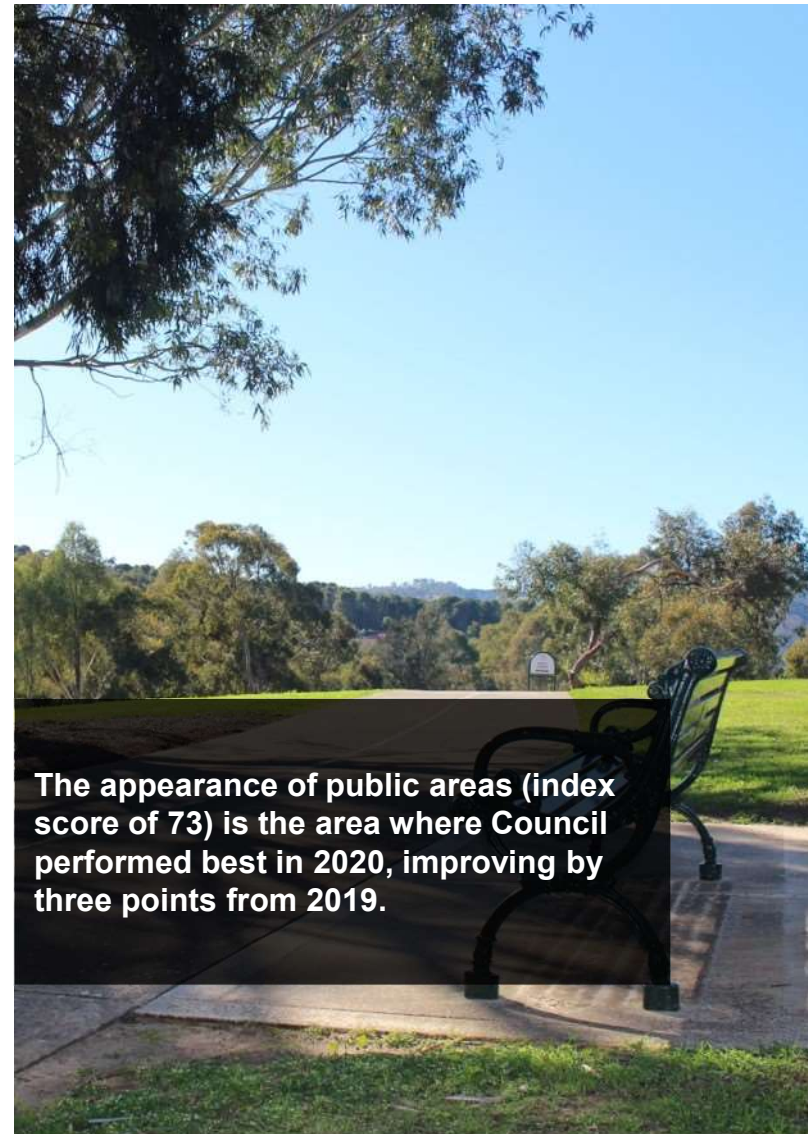
- Contributing to this increase are significant improvements over the last year among West Ward residents, men and, in particular, residents aged 18 to 34 years (index score of 79, Council's highest for this service area).

Art centres and libraries is Council's next highest rated service area (index score of 71).

- While Council is rated in line with the Large Rural group average, it performs significantly below the State-wide average for this service area (index scores of 72 and 74 respectively).
- Some attention is needed in the East Ward, which provides Council's lowest rating for this service area (index score of 65, significantly below Council average).

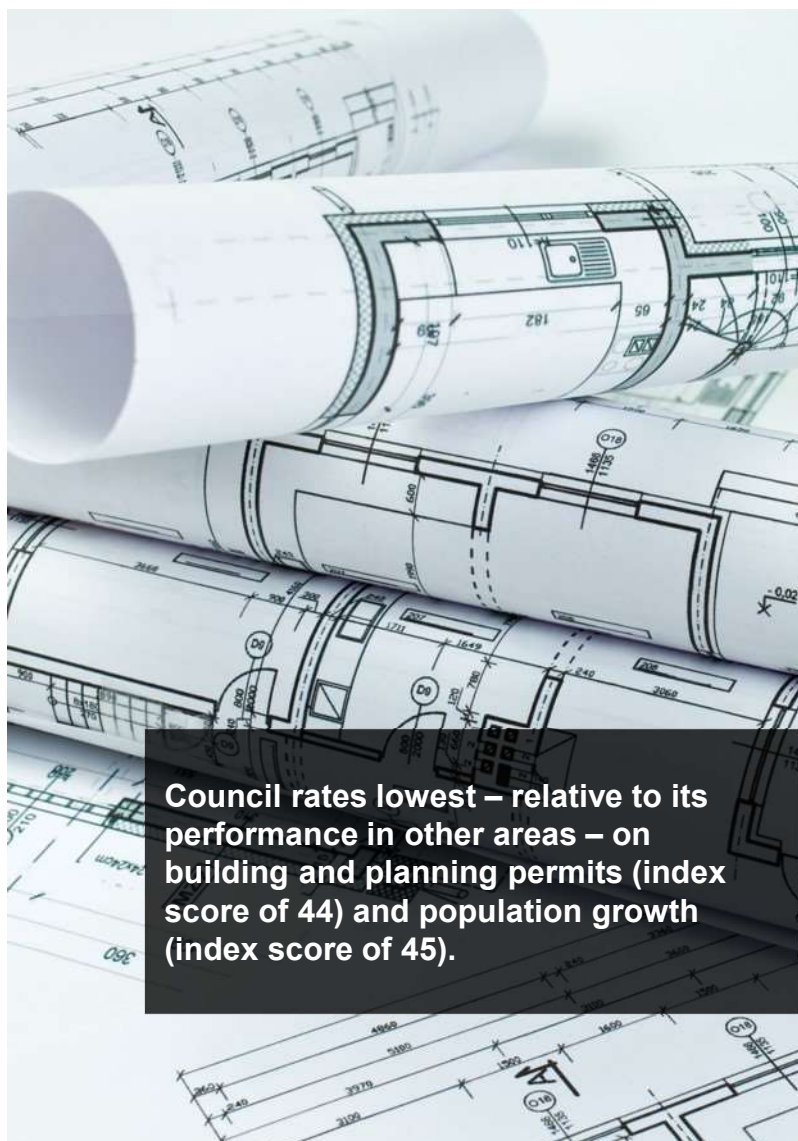
Other higher performing areas for Council include recreational facilities, waste management and emergency and disaster management (index score of 68 for each).

- However, Council should attend to resident concerns about its emergency management, which declined four points over the last year, particularly in the South Ward (index score of 70, down six points).



**The appearance of public areas (index score of 73) is the area where Council performed best in 2020, improving by three points from 2019.**

## Low performing service areas



**Council rates lowest – relative to its performance in other areas – on building and planning permits (index score of 44) and population growth (index score of 45).**

Council rates lowest on building and planning permits and population growth (index scores of 44 and 45 respectively).

These two areas are also where there is the greatest disparity between importance to residents (index scores of 74 and 79 respectively) and Council performance (differentials of -30 and -35 each).

- Council rates significantly lower than the Large Rural group on population growth and significantly lower than both the group and State-wide averages on building and planning permits.
- Residents aged 50 to 64 years are most critical of Council performance in both areas.
- However, perceptions on building and planning permits have improved over the past year among West Ward residents.

Other lower performing areas for Council include the related area of town planning policy (index score of 48), as well as unsealed roads (index score of 49, up seven points) and roadside slashing and weed control (index score of 49).

Further to these results, town planning, permits and red tape (15%) is most often cited by residents as the area on which Council most needs to improve.



## Individual service area performance

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

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

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

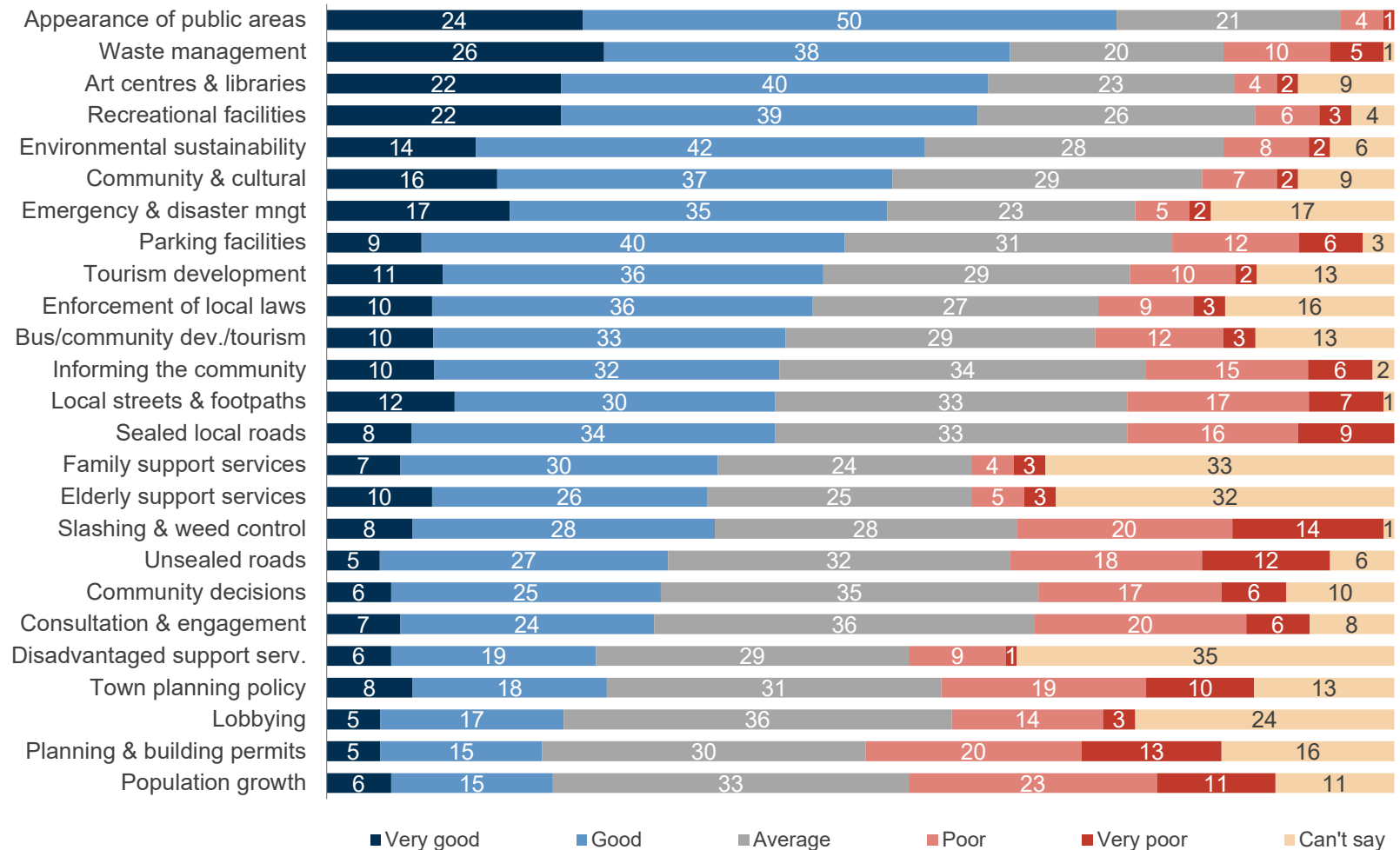
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Individual service area performance

### 2020 individual service area performance (%)





## Individual service area importance

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

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

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

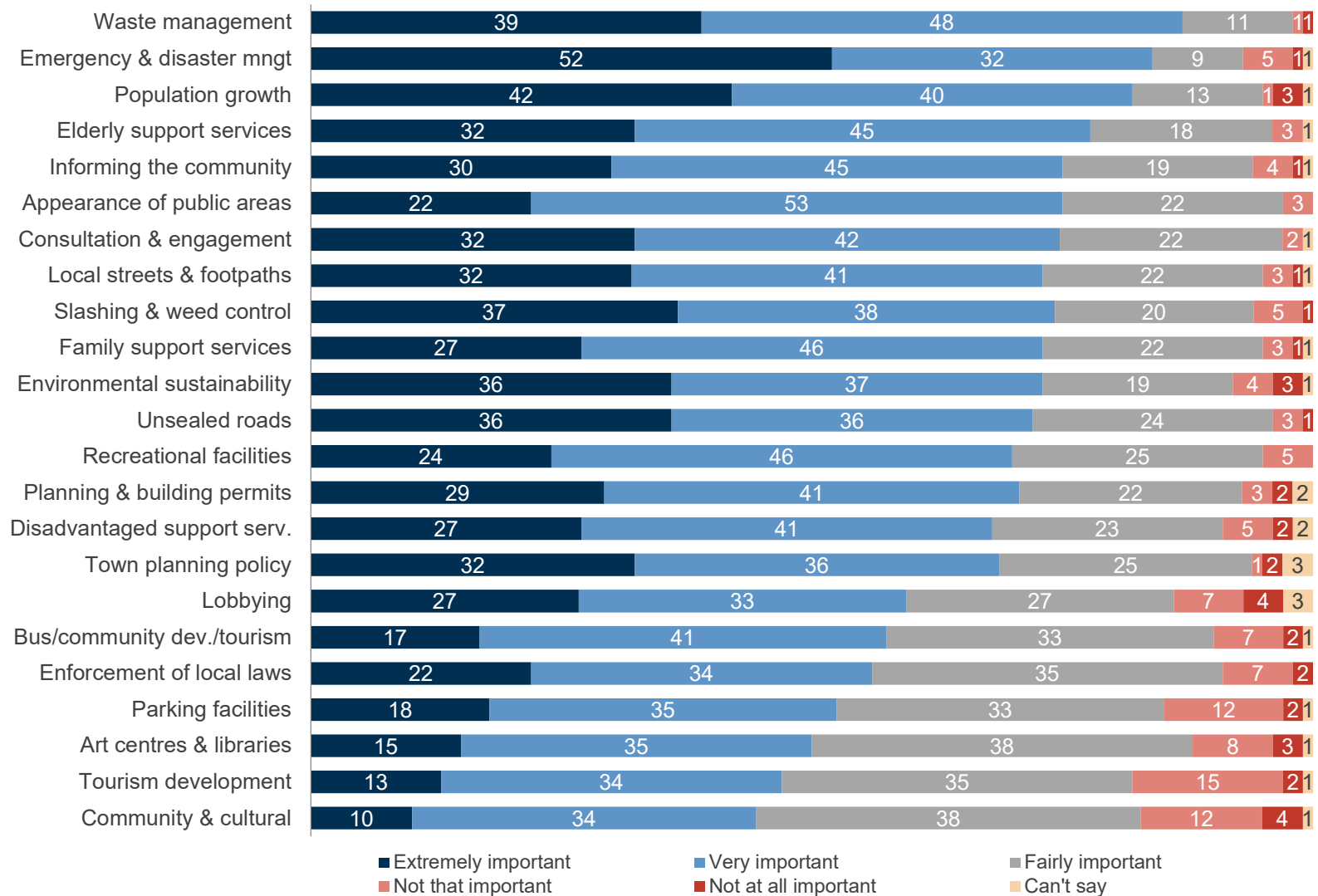
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

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



## Individual service area importance

2020 individual service area importance (%)

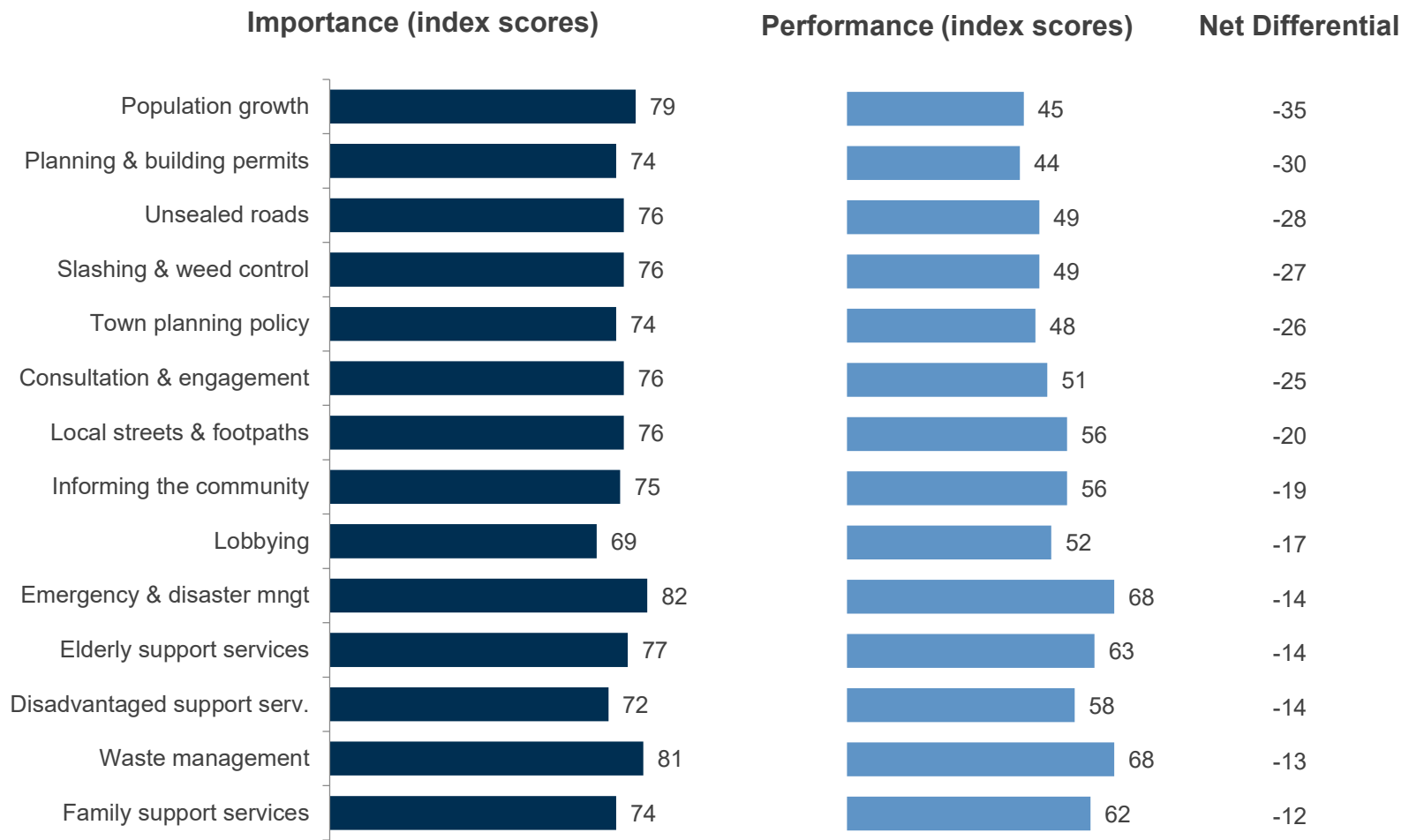


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7



## Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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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 the Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Town planning
- Informing the community
- Roadside slashing and weed control
- Environmental sustainability
- Waste management
- Business, community development and tourism
- Emergency and disaster management.

Looking at just these key service areas, emergency management, waste management and environmental sustainability have a relatively high performance index (68, 68 and 66 respectively) and a moderate positive influence on the overall performance rating, therefore maintaining these positive results should remain a focus.

Another service area that has a positive influence on overall perceptions, but performs less well, is informing the community (performance index of 56).

However, also in need of attention is Council's town planning and roadside slashing and weed control, which are poorly rated (performance index of 48 and 49 respectively) and a moderate influence on overall performance.

**To help improve overall opinion of Council performance, it will also be important to keep residents informed, particularly on town planning issues, and attend to their concerns about Council's maintenance of roadside areas.**



## Regression analysis explained

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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.

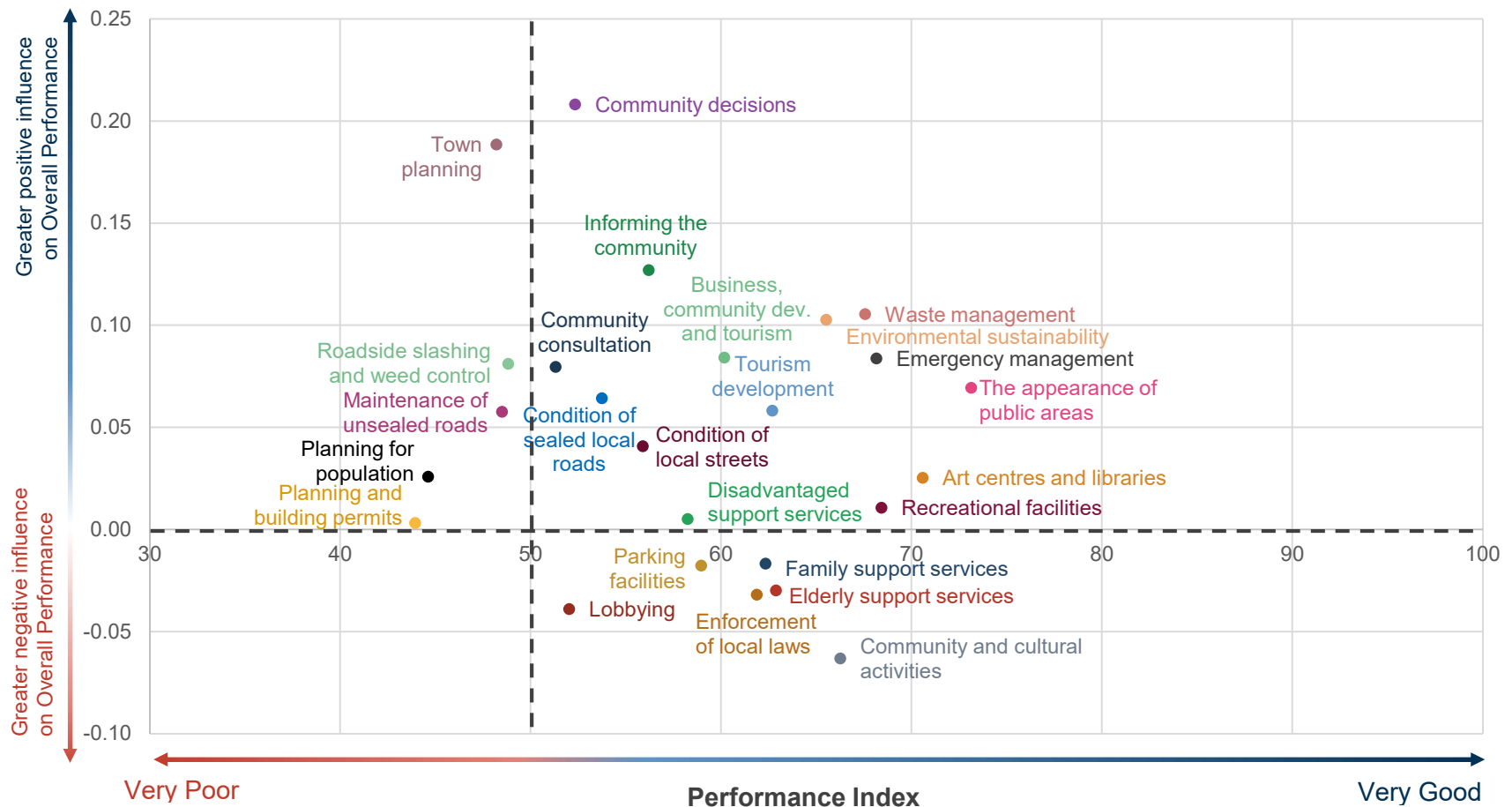
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

## 2020 regression analysis (all service areas)

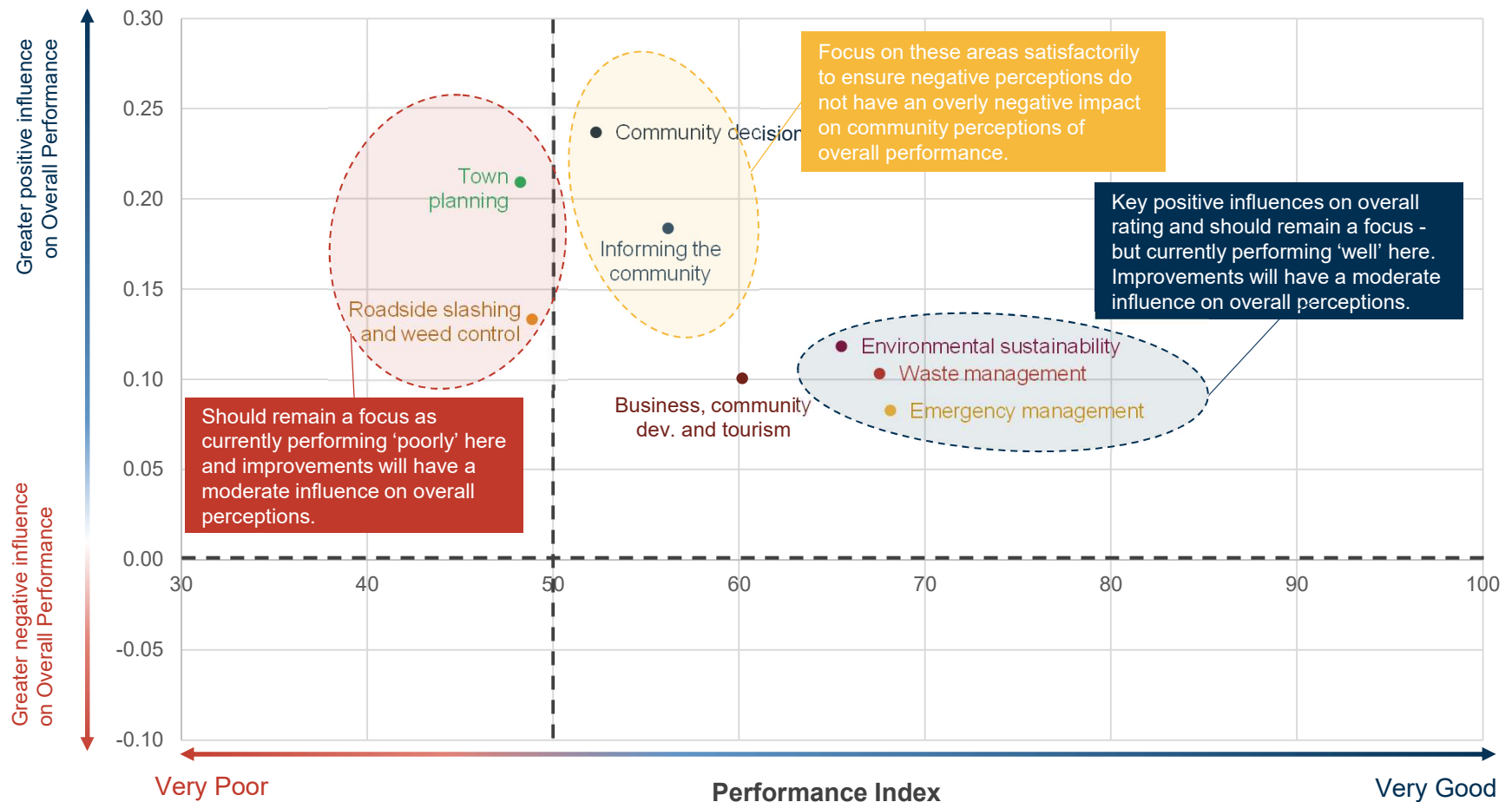


The multiple regression analysis model above (all service areas) has an R-squared value of 0.634 and adjusted R-square value of 0.609, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 25.9$ . 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.608 and adjusted R-square value of 0.600, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 75.8$ .

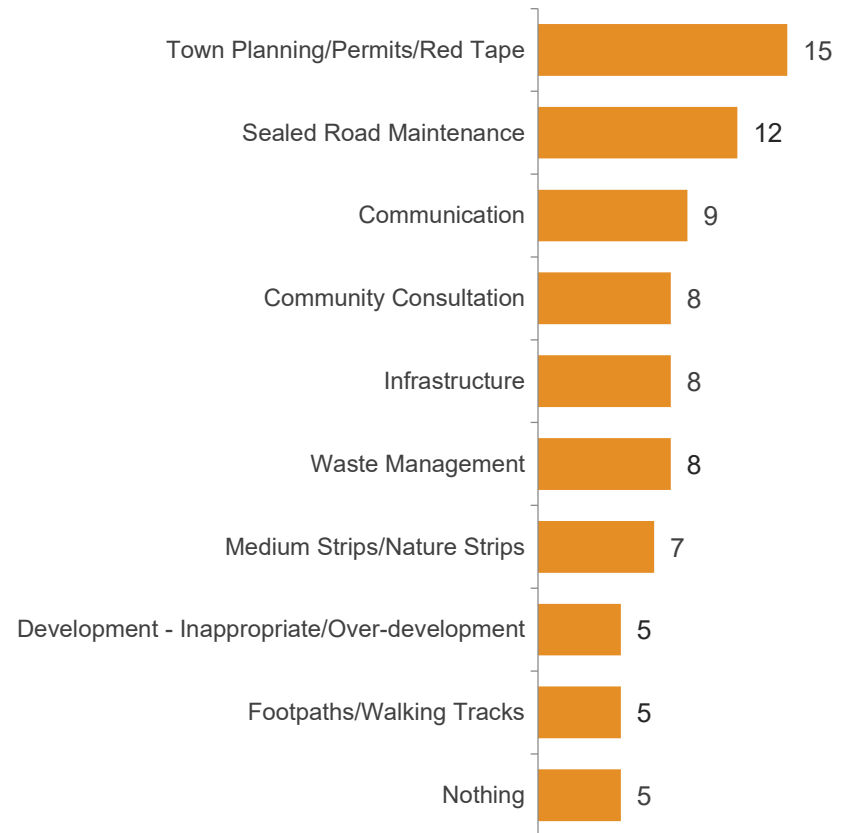


## Best things about Council and areas for improvement

**2020 best things about Council (%)**  
- Top mentions only -



**2020 areas for improvement (%)**  
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Macedon Ranges Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

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

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

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

Seven in ten residents (70%) have had contact with Council in the last 12 months, in line with the previous two years.

- Rate of contact is highest among residents in the South Ward and residents aged 35 to 49 years (both 75%).
- Fewer West Ward residents have had contact with Council over the past year (62%, down 11 points).



**Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 32% who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 70 is a five-point improvement from 2019, returning to its 2018 rating.

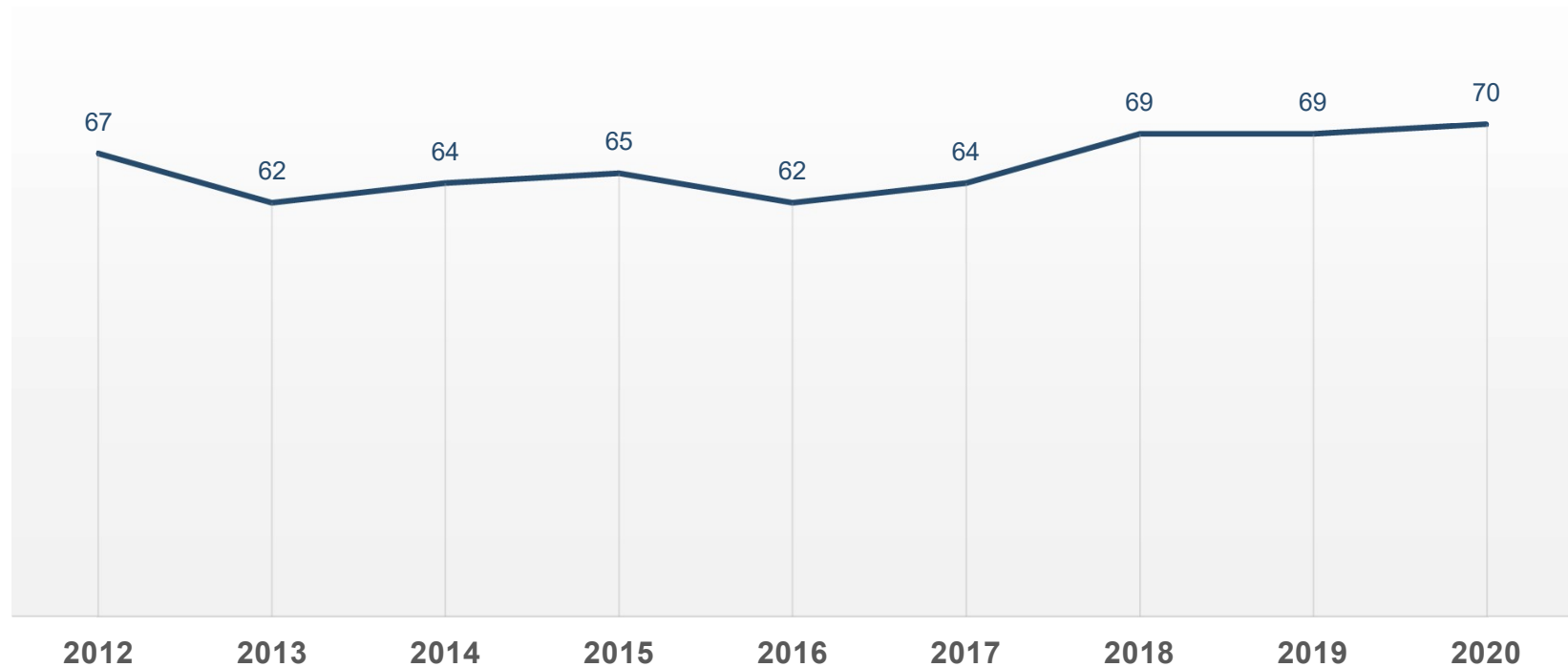
- Council performance is rated in line with the Large Rural group and State-wide averages (index score of 68 and 70 respectively).

Customer service ratings are highest among residents aged 65+ years (index score of 74) and significantly improved among residents aged 18 to 34 years (index score of 72, up 11 points). Ratings are less positive among residents aged 50 to 64 years (index score of 61, significantly lower than the Council-wide average).



## Contact with council

### 2020 contact with council (%) Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Macedon Ranges Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10



## Contact with council

### 2020 contact with council (%)

		2019	2018	2017	2016	2015	2014	2013	2012
South Ward	75	65	65	60	73	65	65	57	68
35-49	75	72	69	68	67	75	78	64	81
East Ward	74	68	72	66	53	66	59	62	65
Men	74	72	68	62	60	67	66	58	63
Macedon Ranges	70	69	69	64	62	65	64	62	67
18-34	70	59	63	70	54	54	49	55	54
50-64	70	80	74	63	71	67	68	67	63
Women	66	66	70	65	65	64	62	65	72
65+	65	65	69	53	57	62	54	55	66
State-wide	63▼	61	61	58	58	60	61	60	61
West Ward	62	73	69	66	62	65	68	66	68
Large Rural	61▼	62	62	57	57	59	n/a	n/a	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Macedon Ranges Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10

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



## Customer service rating

### 2020 customer service rating (index scores)

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

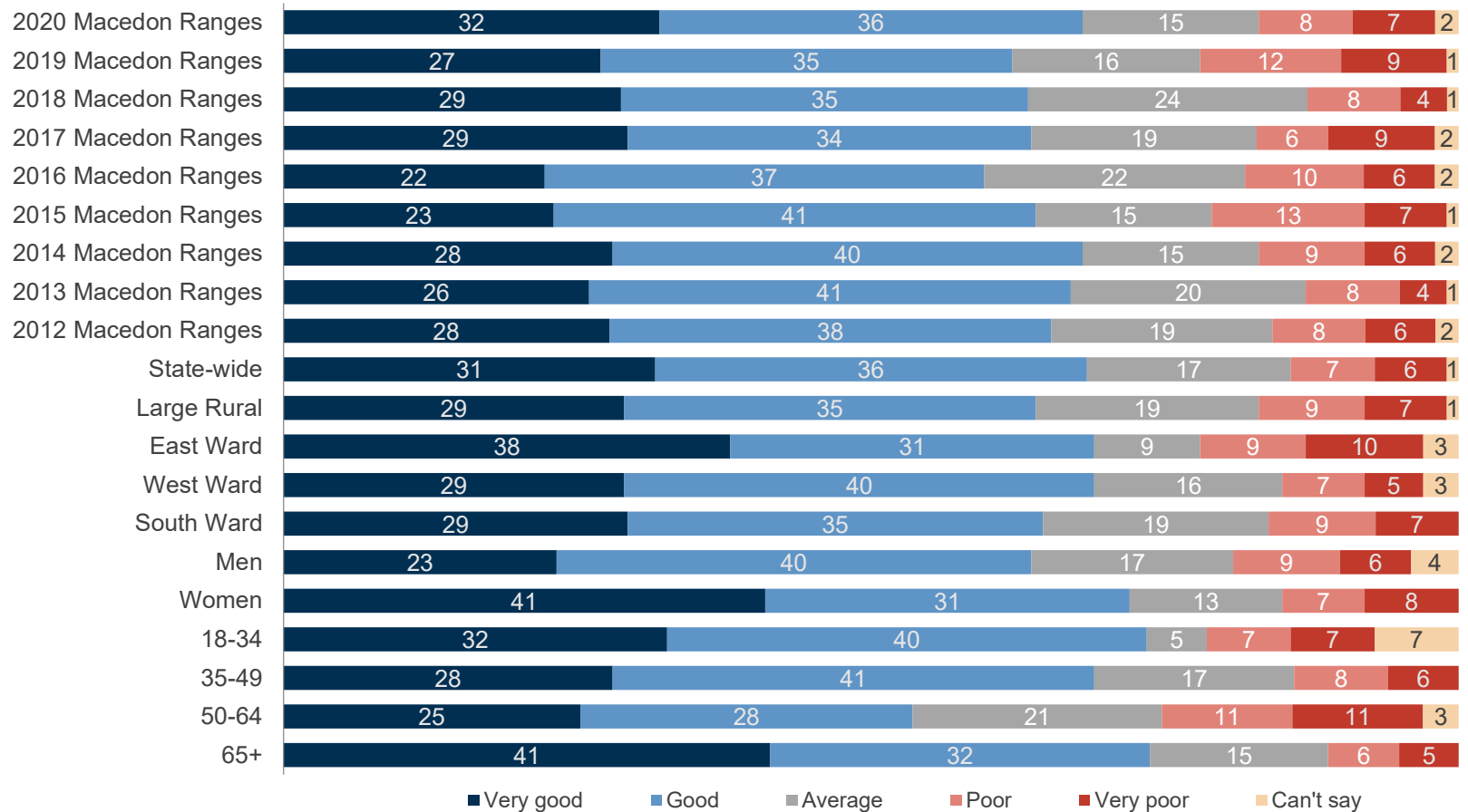
Councils asked state-wide: 62 Councils asked group: 17

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



## Customer service rating

### 2020 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: 62 Councils asked group: 17



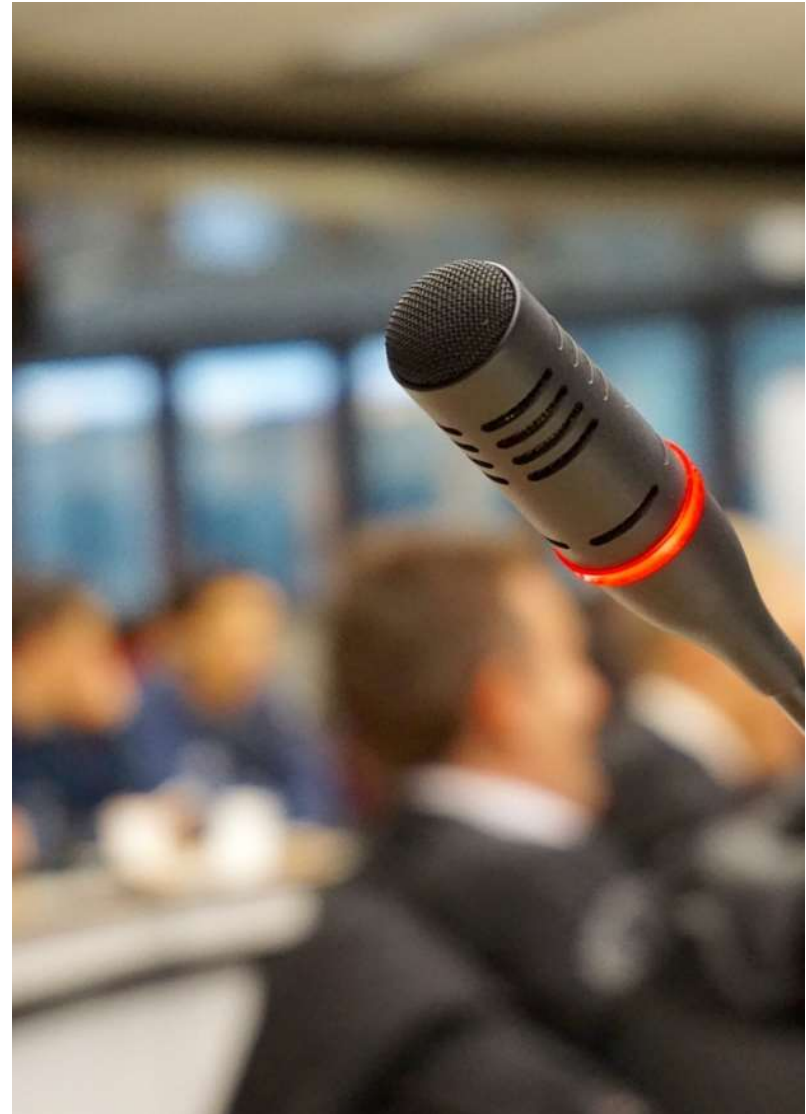
# Communication



## Communication

Newsletter delivered via mail (34%) is once again the preferred form of communication from Council. This is closely followed by newsletter sent via email (30%).

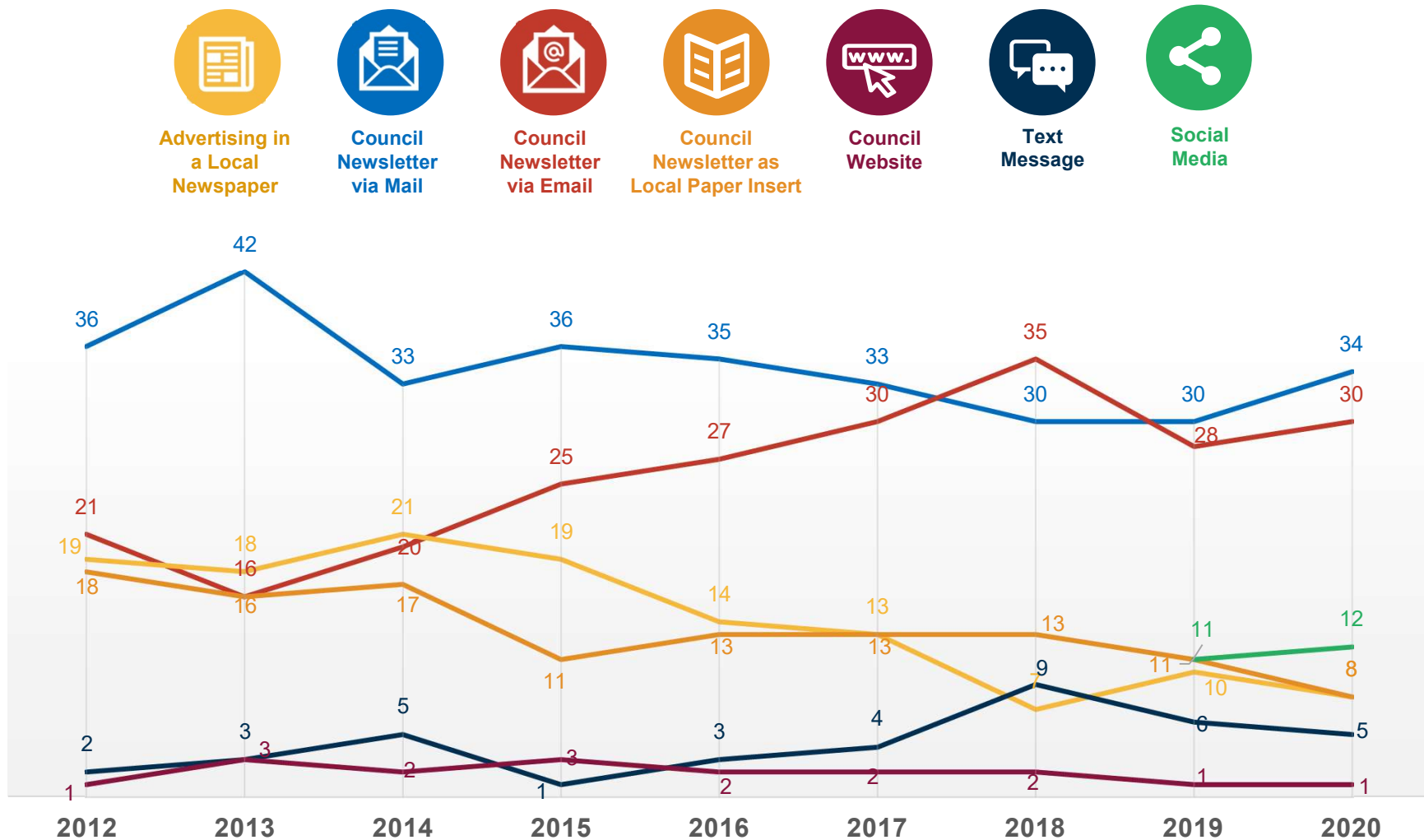
- Preferred form of communication among under 50s is newsletter sent via mail (33%).
- Preferred form of communication among over 50s is newsletter sent via mail (35%).





## Best form of communication

2020 best form of communication (%)

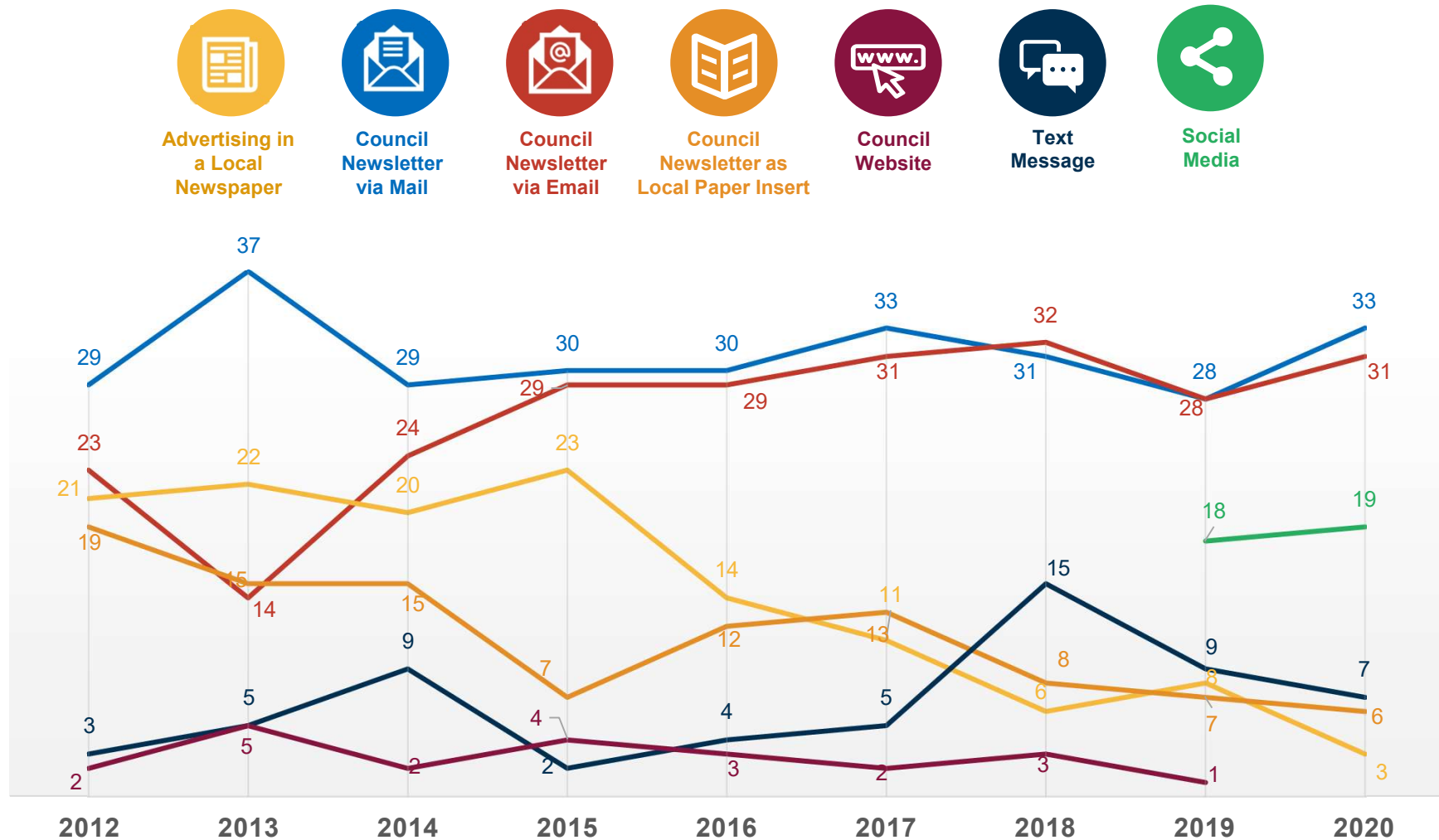


Q13. If Macedon Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9  
 Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2020 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?.

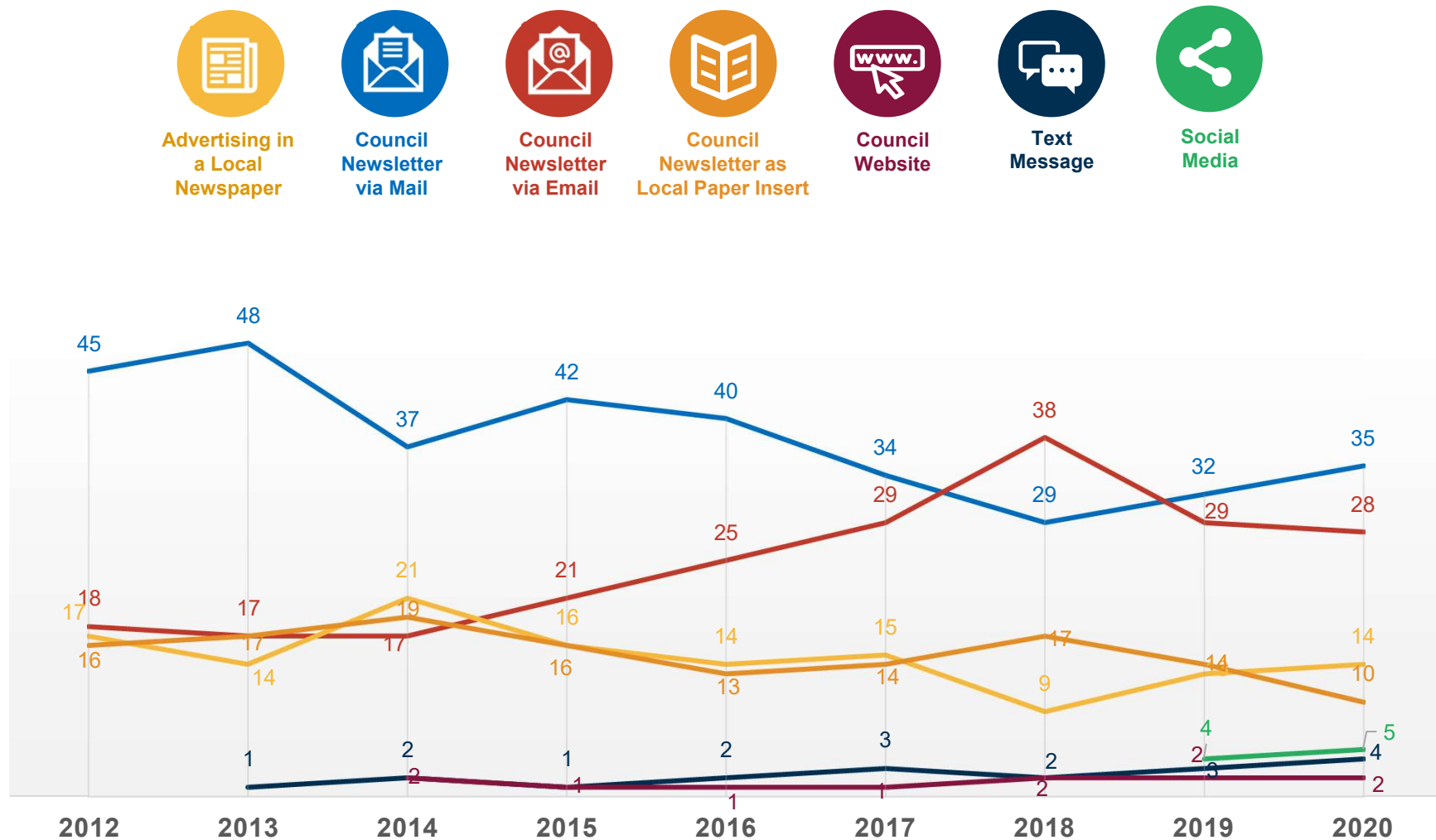
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2020 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: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## **Council direction**



## Council direction

Perceptions of the direction of Council's overall performance have recovered, after a slight decline in 2019 (index score of 52).

Six in ten residents (62%) believe the direction of Council's overall performance has stayed the same over the last 12 months, down three points from 2019.

- 19% believe it has improved (up five points from 2019).
- 14% believe it has deteriorated (down three points from 2019).
- Most satisfied with the direction of Council performance are residents aged 18 to 34 years (index score of 62, significantly higher than the Council-wide average).
- Least satisfied with the direction of Council performance are residents aged 50 to 64 years.





## Overall council direction last 12 months

### 2020 overall direction (index scores)

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

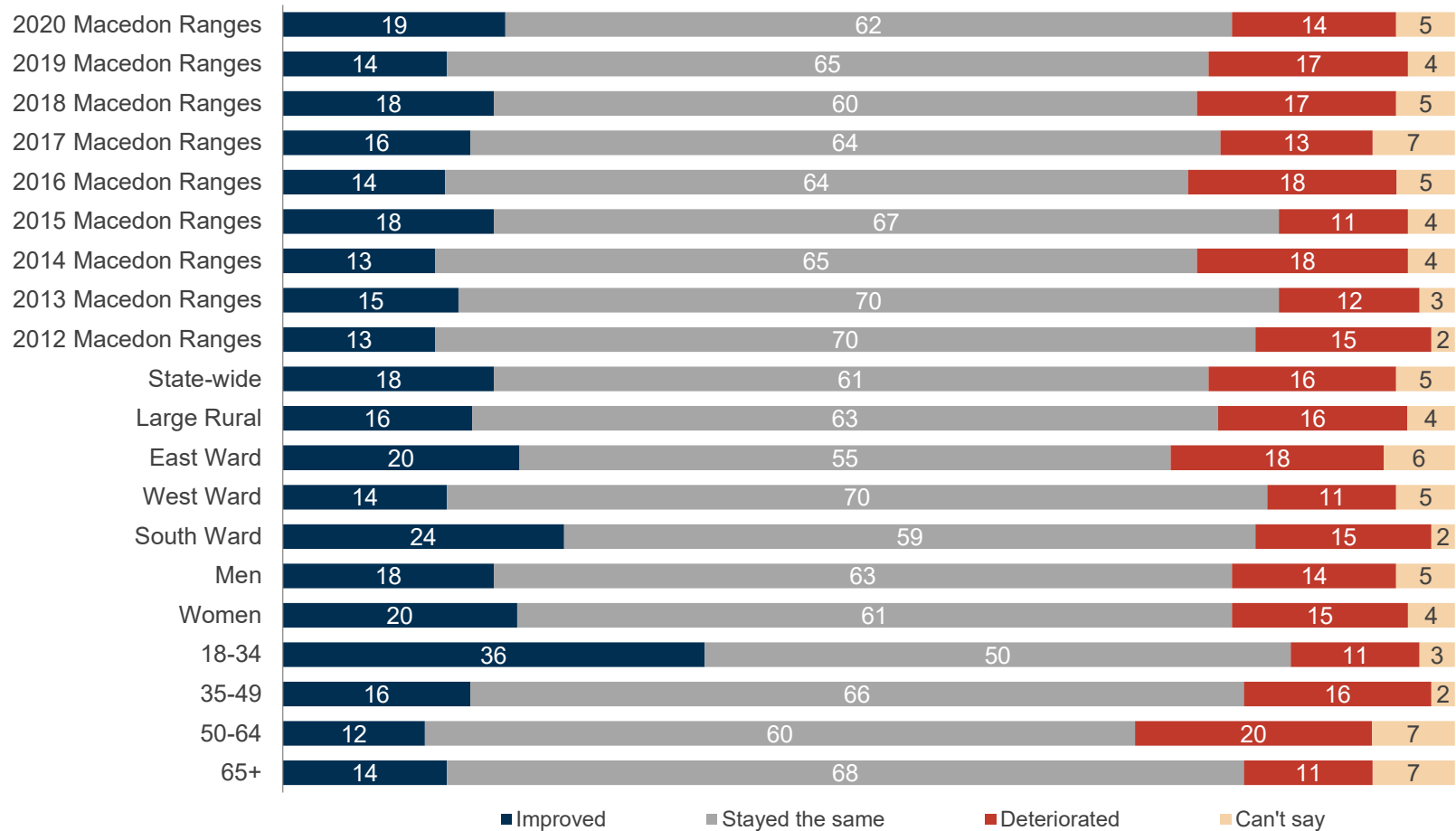
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Overall council direction last 12 months

### 2020 overall council direction (%)



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: 62 Councils asked group: 17



## **Individual service areas**



## Community consultation and engagement importance



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

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	81▲	77	81	80	79	79	78	76	76
65+	79	78	78	73	77	73	74	72	73
Women	78	78	78	76	80	77	79	77	77
East Ward	77	75	80	74	76	72	78	73	74
Macedon Ranges	76	75	77	73	76	73	77	74	74
South Ward	76	76	76	73	73	74	76	75	72
Large Rural	76	75	76	75	76	75	n/a	n/a	n/a
West Ward	75	76	74	72	80	73	77	74	75
35-49	75	77	79	75	75	75	82	77	77
Men	74	73	76	69	72	69	75	71	71
State-wide	74	74	74	74	75	74	74	73	73
18-34	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: 23 Councils asked group: 6

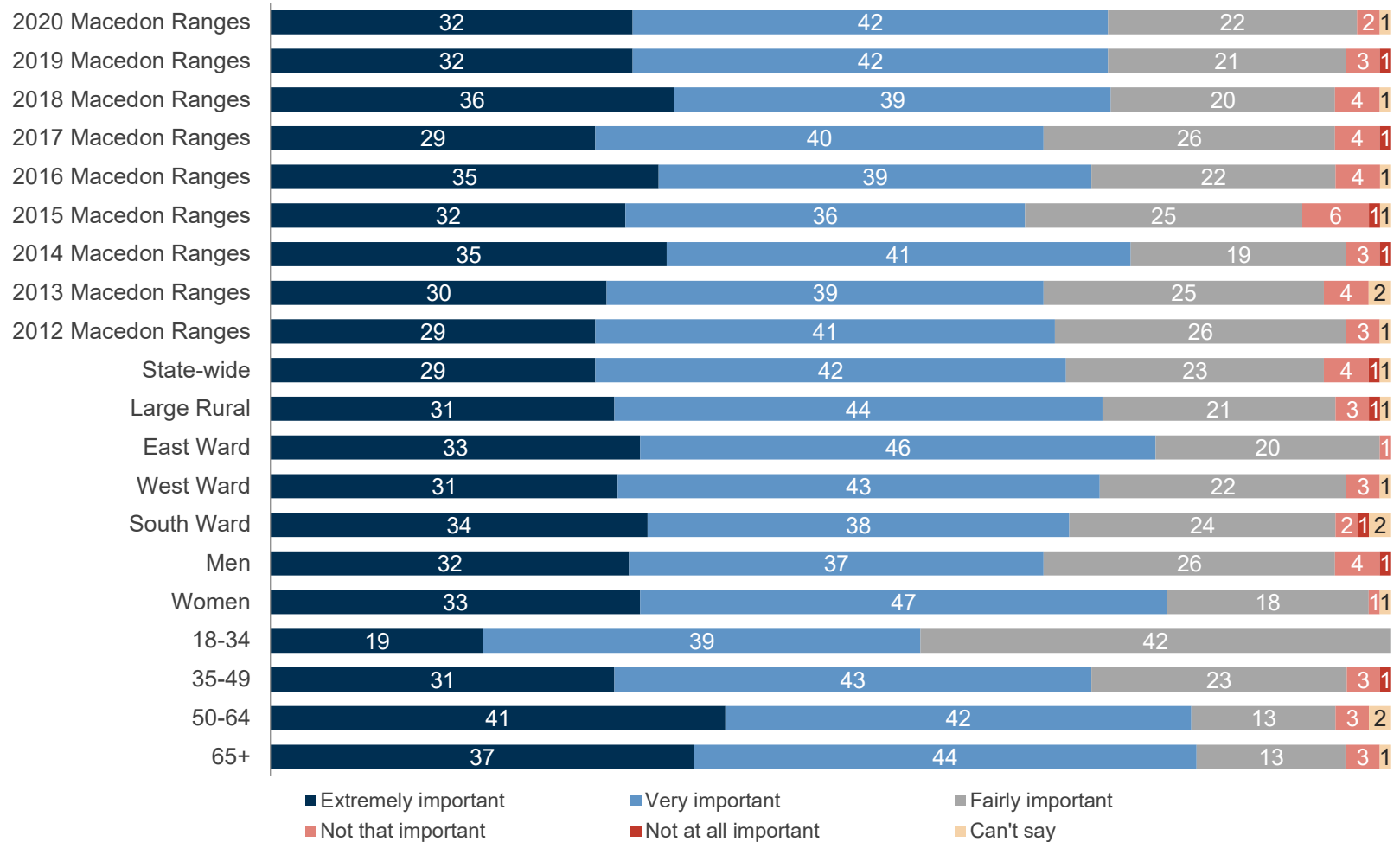
Note: Please see Appendix A for explanation of significant differences.



## Community consultation and engagement importance



### 2020 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6



# Community consultation and engagement performance



## 2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
West Ward	56▲	53	56	53	48	48	46	54	54
65+	55	54	53	54	49	49	42	50	51
State-wide	55▲	56	55	55	54	56	57	57	57
18-34	55	56	59	55	57	61	54	57	58
Large Rural	54▲	54	54	52	52	54	n/a	n/a	n/a
Women	52	53	54	53	54	54	50	54	57
Macedon Ranges	51	52	54	52	51	52	47	55	54
Men	51	52	56	51	48	49	45	56	51
35-49	50	50	55	51	50	49	48	58	51
South Ward	50	54	59	53	51	56	49	54	52
East Ward	48	49	50	49	53	52	46	56	56
50-64	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: 62 Councils asked group: 17

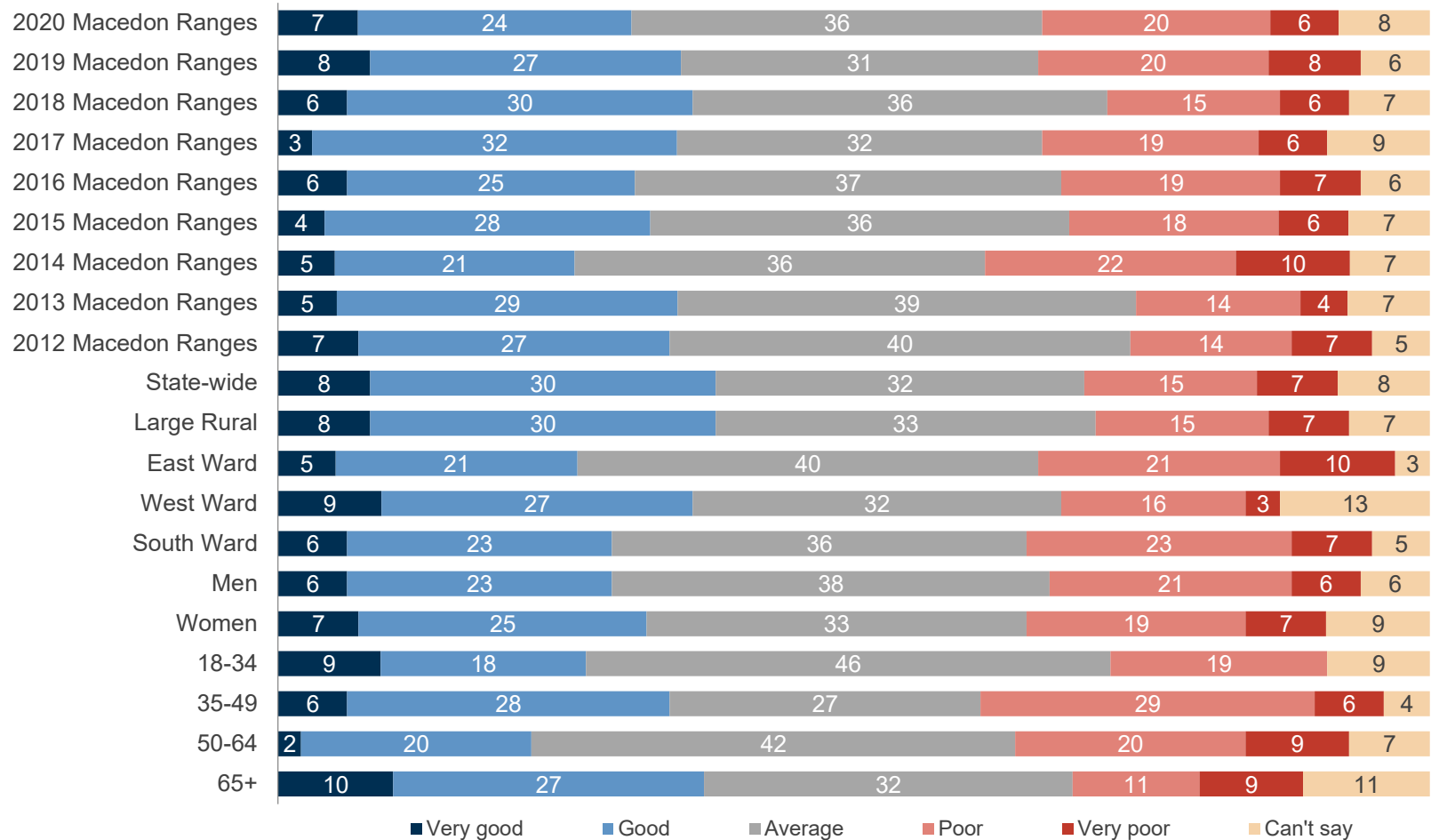
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



## Lobbying on behalf of the community importance



2020 lobbying importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 5

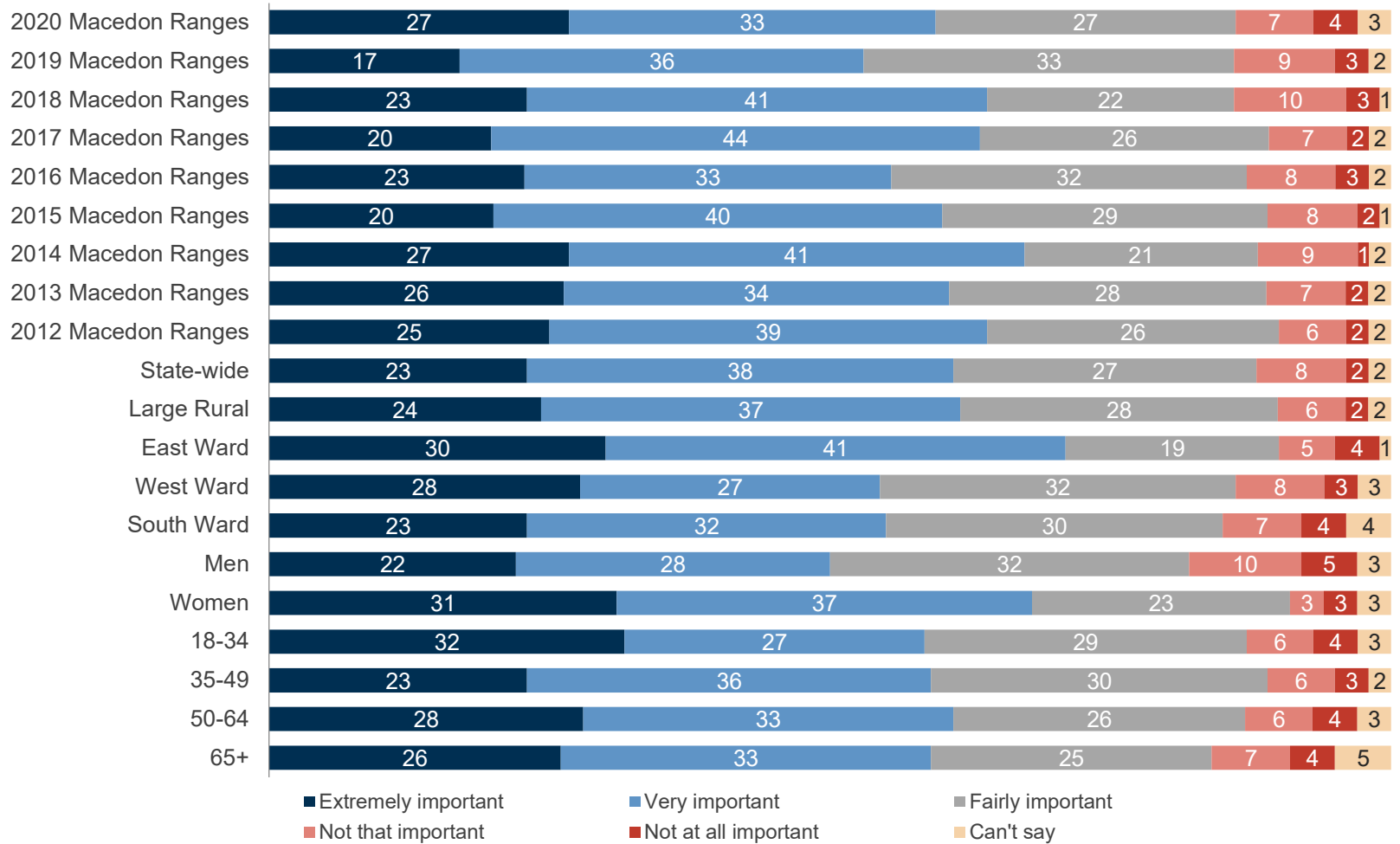
Note: Please see Appendix A for explanation of significant differences.



## Lobbying on behalf of the community importance



2020 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 5



## Lobbying on behalf of the community performance



### 2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	59▲	60	50	54	57	63	57	57	52
Women	54	53	49	52	52	56	53	52	53
State-wide	53	54	54	54	53	55	56	55	55
65+	53	50	53	53	46	50	50	56	53
South Ward	53	55	54	52	46	57	48	53	50
Large Rural	53	52	52	51	50	53	n/a	n/a	n/a
West Ward	52	52	52	52	44	49	51	53	52
Macedon Ranges	52	53	50	52	49	53	50	53	52
East Ward	51	51	45	53	56	54	51	52	54
50-64	50	49	47	49	45	51	48	50	51
Men	50	53	51	52	46	50	47	54	51
35-49	47▼	51	50	53	48	50	46	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: 62 Councils asked group: 17

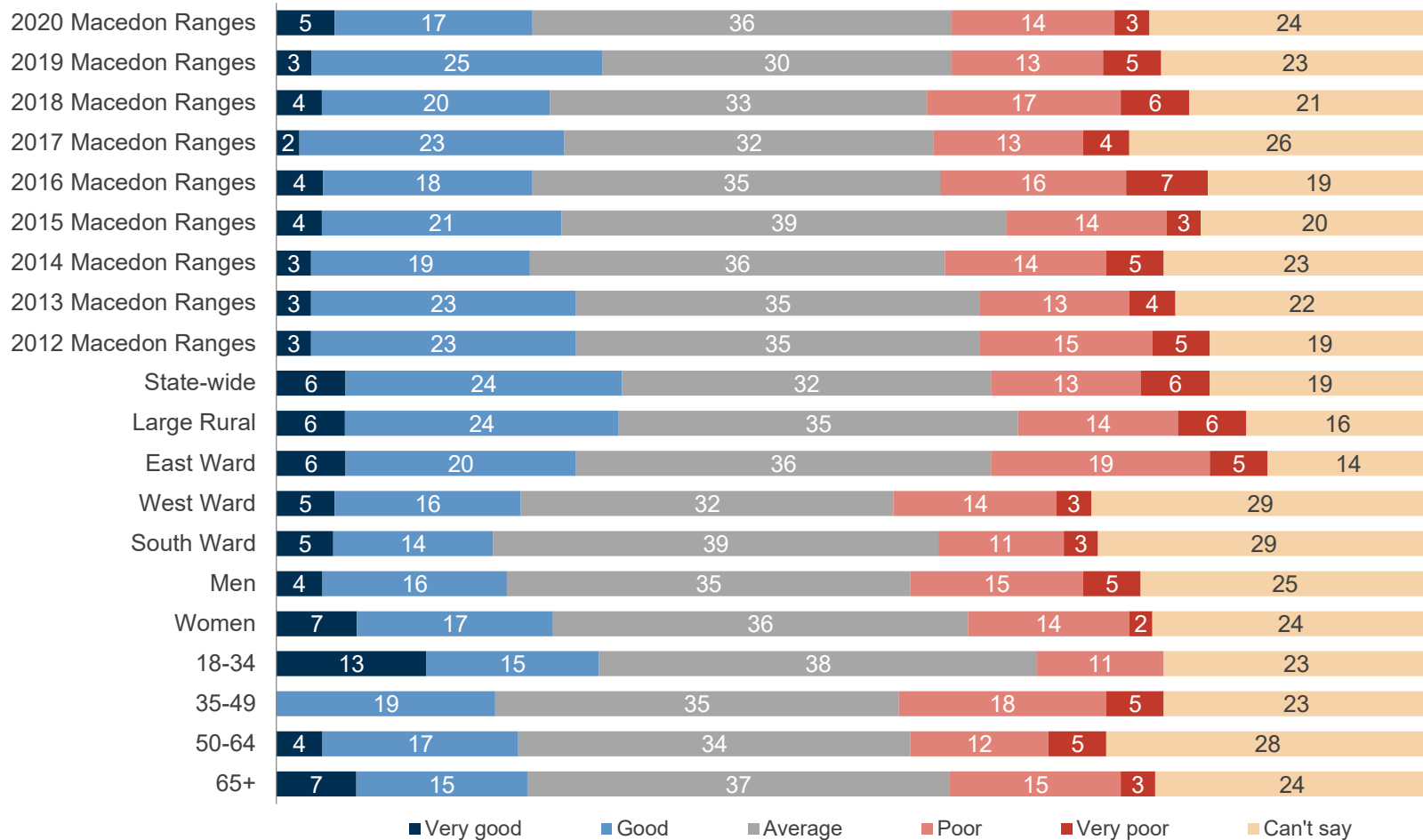
Note: Please see Appendix A for explanation of significant differences.



## Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

## Decisions made in the interest of the community performance



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

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	63▲	54	54	55	54	60	n/a	n/a	n/a
Women	54	50	51	51	52	54	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
South Ward	53	52	53	51	48	53	n/a	n/a	n/a
65+	53	51	50	53	46	47	n/a	n/a	n/a
West Ward	53	51	52	58	44	51	n/a	n/a	n/a
Macedon Ranges	52	51	51	52	49	52	n/a	n/a	n/a
Large Rural	52	52	52	51	50	52	n/a	n/a	n/a
East Ward	51	48	48	49	54	52	n/a	n/a	n/a
Men	51	51	51	54	46	50	n/a	n/a	n/a
35-49	50	51	51	54	51	52	n/a	n/a	n/a
50-64	45▼	46	50	46	45	49	n/a	n/a	n/a

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

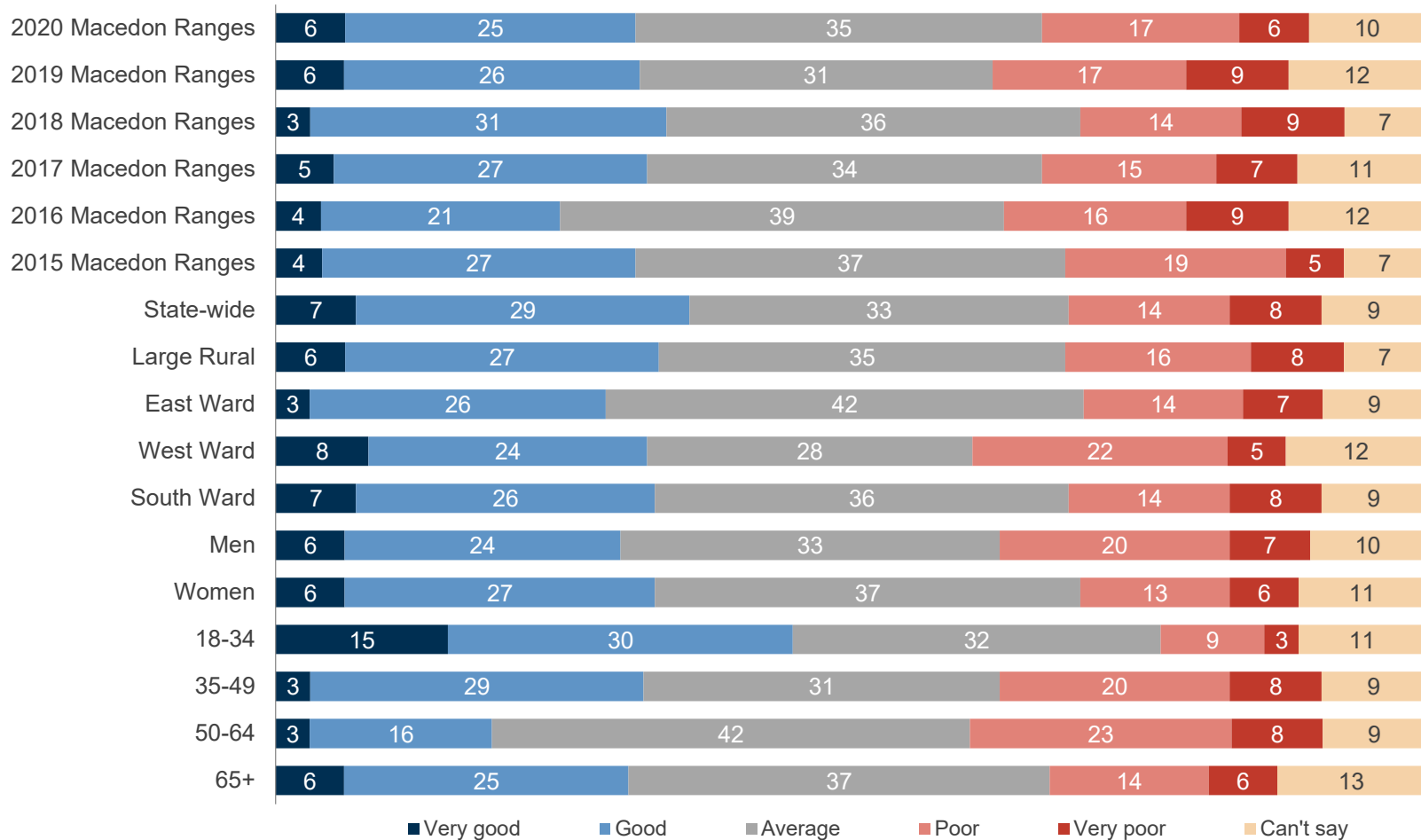
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

# Decisions made in the interest of the community performance



2020 community decisions made performance (%)



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: 62 Councils asked group: 17

# The condition of sealed local roads in your area performance



## 2020 sealed local roads performance (index scores)

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

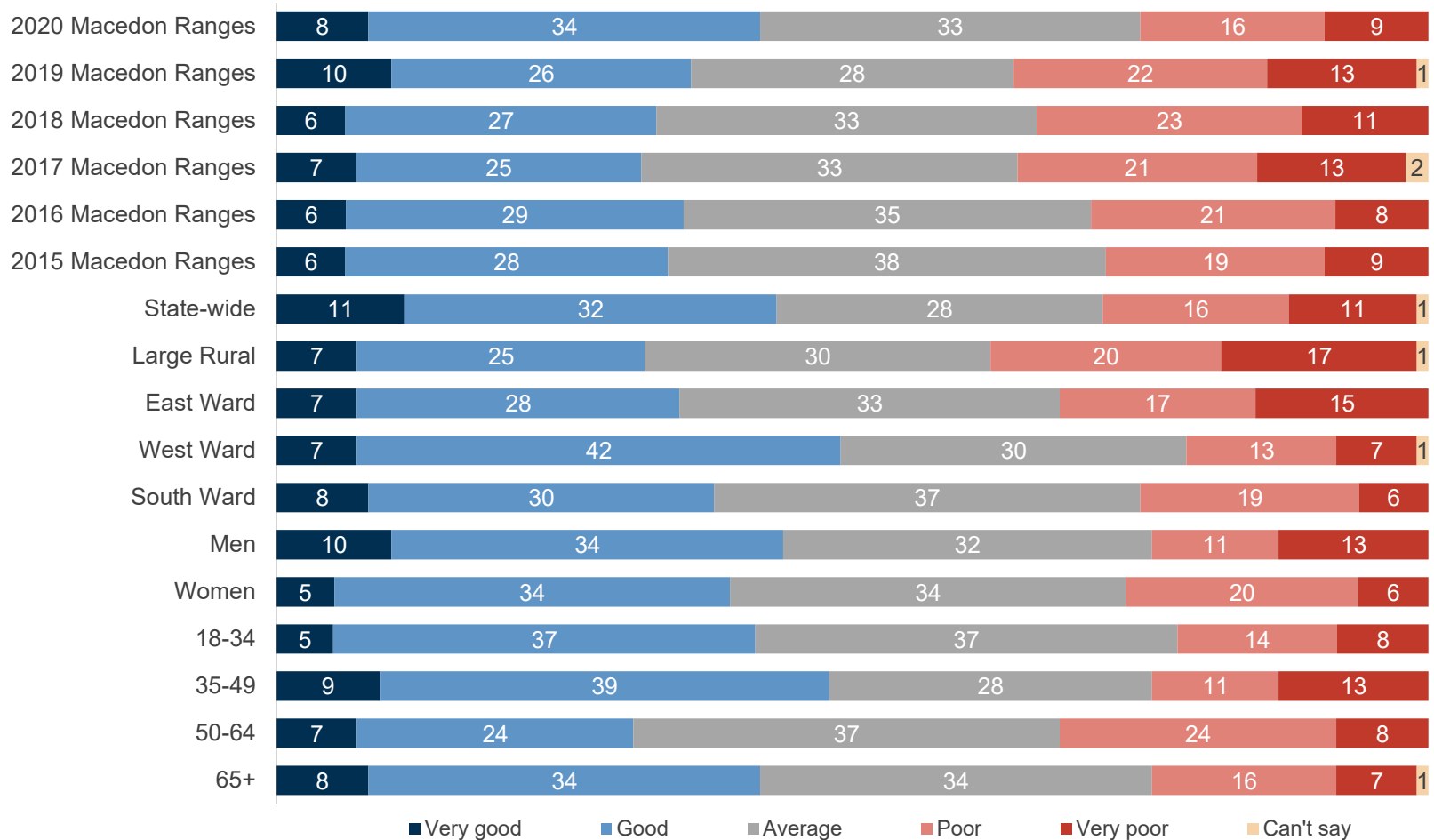
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

# The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



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: 62 Councils asked group: 17



## Informing the community importance



### 2020 informing community importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	79	77	78	75	74	76	76	72	71
50-64	78	75	78	80	74	77	76	77	77
Women	77	81	77	77	79	82	77	81	78
Large Rural	77	75	75	74	77	76	n/a	n/a	n/a
East Ward	77	70	78	74	70	76	75	77	75
State-wide	75	75	75	74	76	75	75	75	75
Macedon Ranges	75	76	76	74	74	75	76	76	76
West Ward	75	79	75	74	79	73	77	76	77
35-49	74	75	77	72	72	73	77	79	77
South Ward	74	78	73	73	75	75	75	74	75
Men	73	70	74	70	69	68	74	71	73
18-34	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: 21 Councils asked group: 4

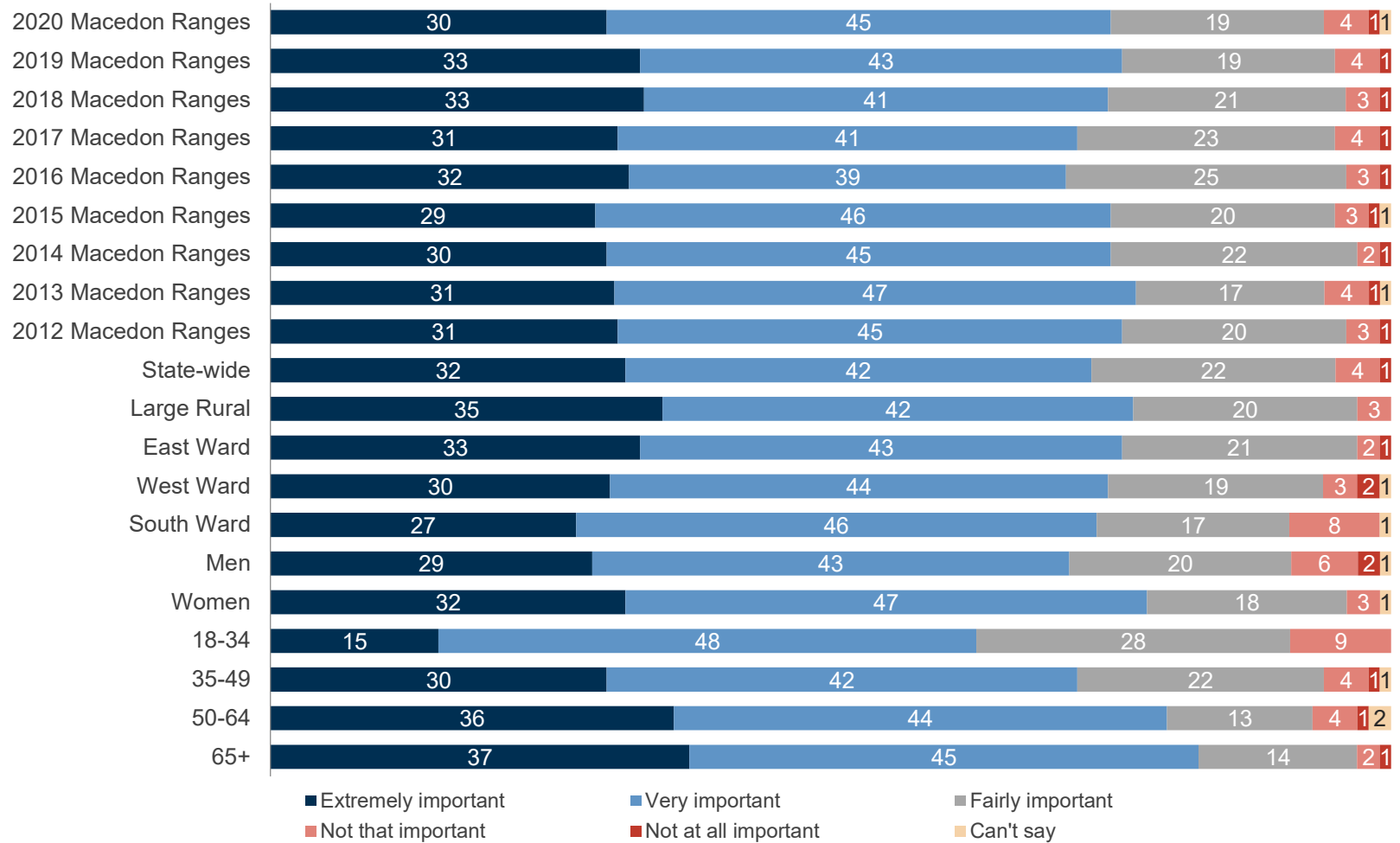
Note: Please see Appendix A for explanation of significant differences.



## Informing the community importance



### 2020 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4



## Informing the community performance



### 2020 informing community performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

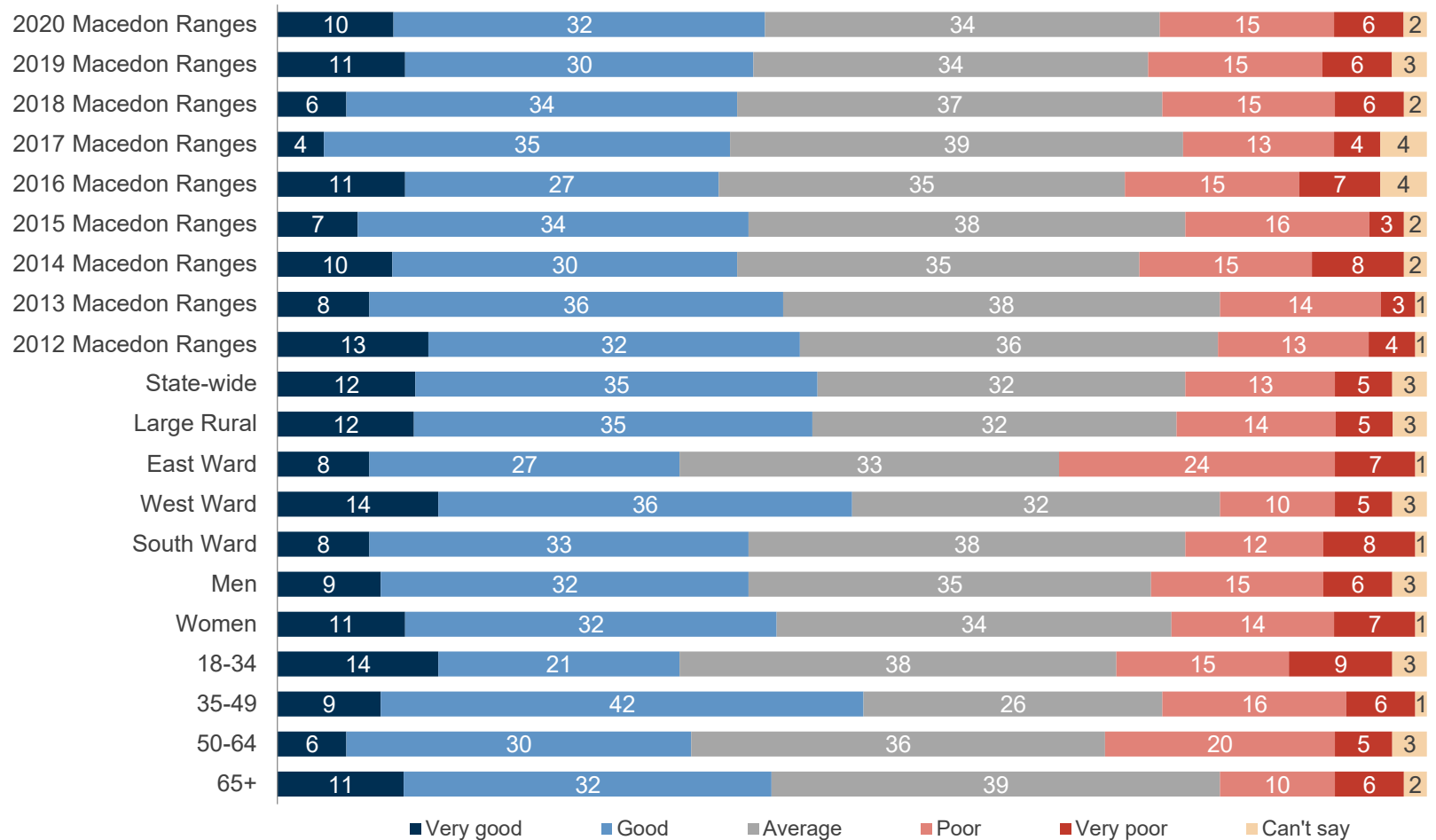
Note: Please see Appendix A for explanation of significant differences.



## Informing the community performance



### 2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

# The condition of local streets and footpaths in your area importance



## 2020 streets and footpaths importance (index scores)

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

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

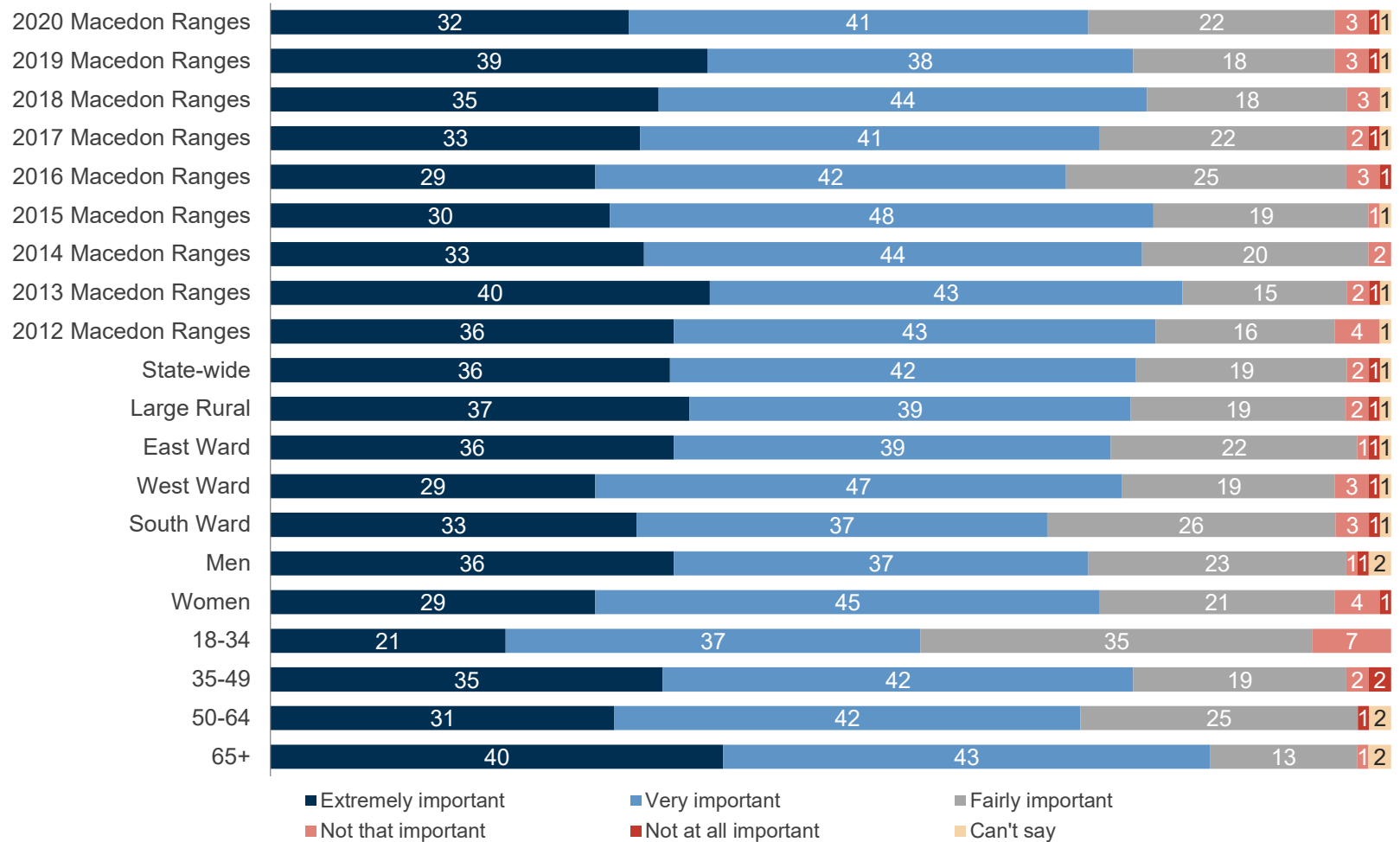
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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

# The condition of local streets and footpaths in your area importance



## 2020 streets and footpaths importance (%)



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: 23 Councils asked group: 6

# The condition of local streets and footpaths in your area performance



## 2020 streets and footpaths performance (index scores)

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

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

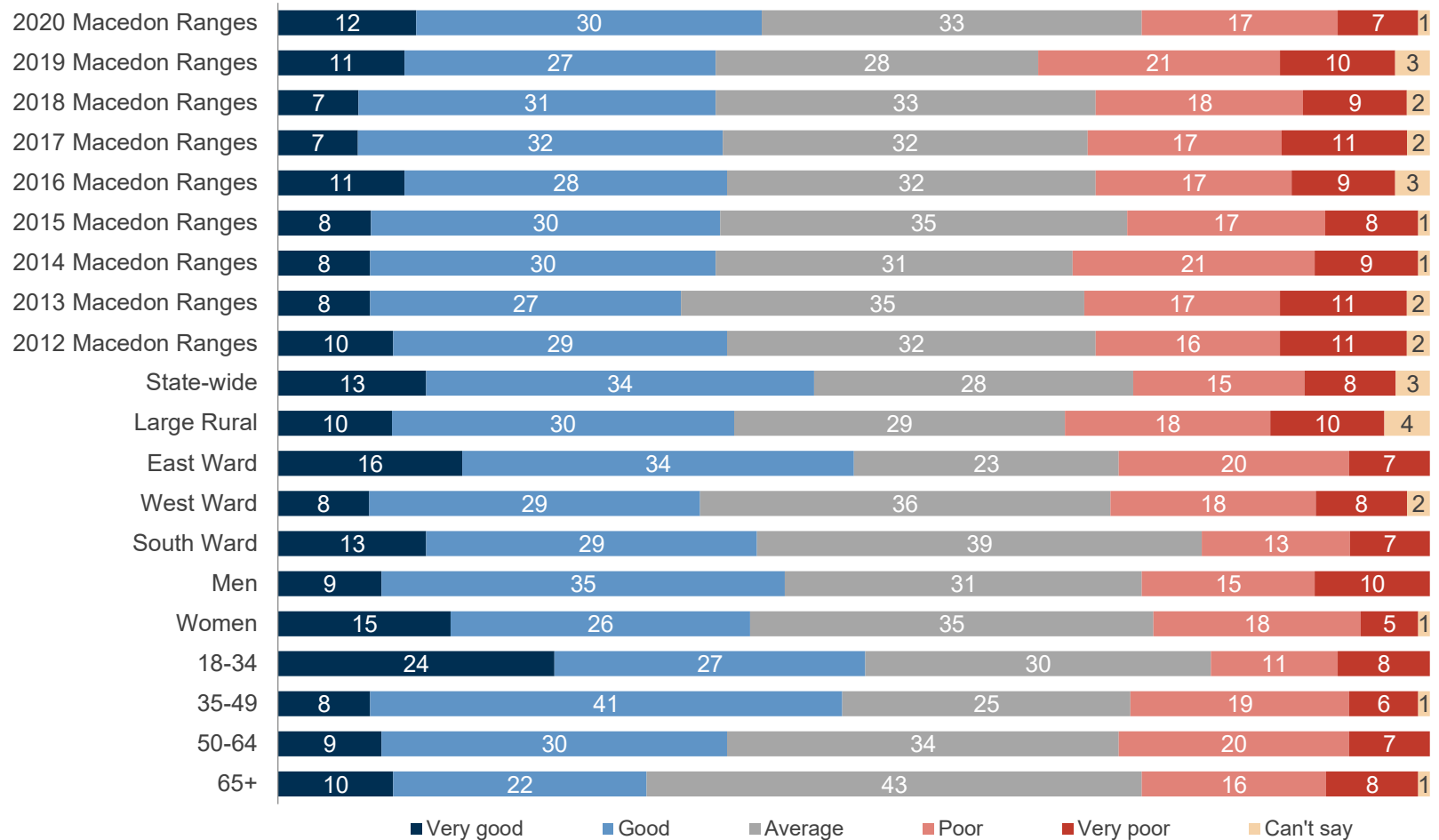
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

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

# The condition of local streets and footpaths in your area performance



## 2020 streets and footpaths performance (%)



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: 35 Councils asked group: 10



## Parking facilities importance



### 2020 parking importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

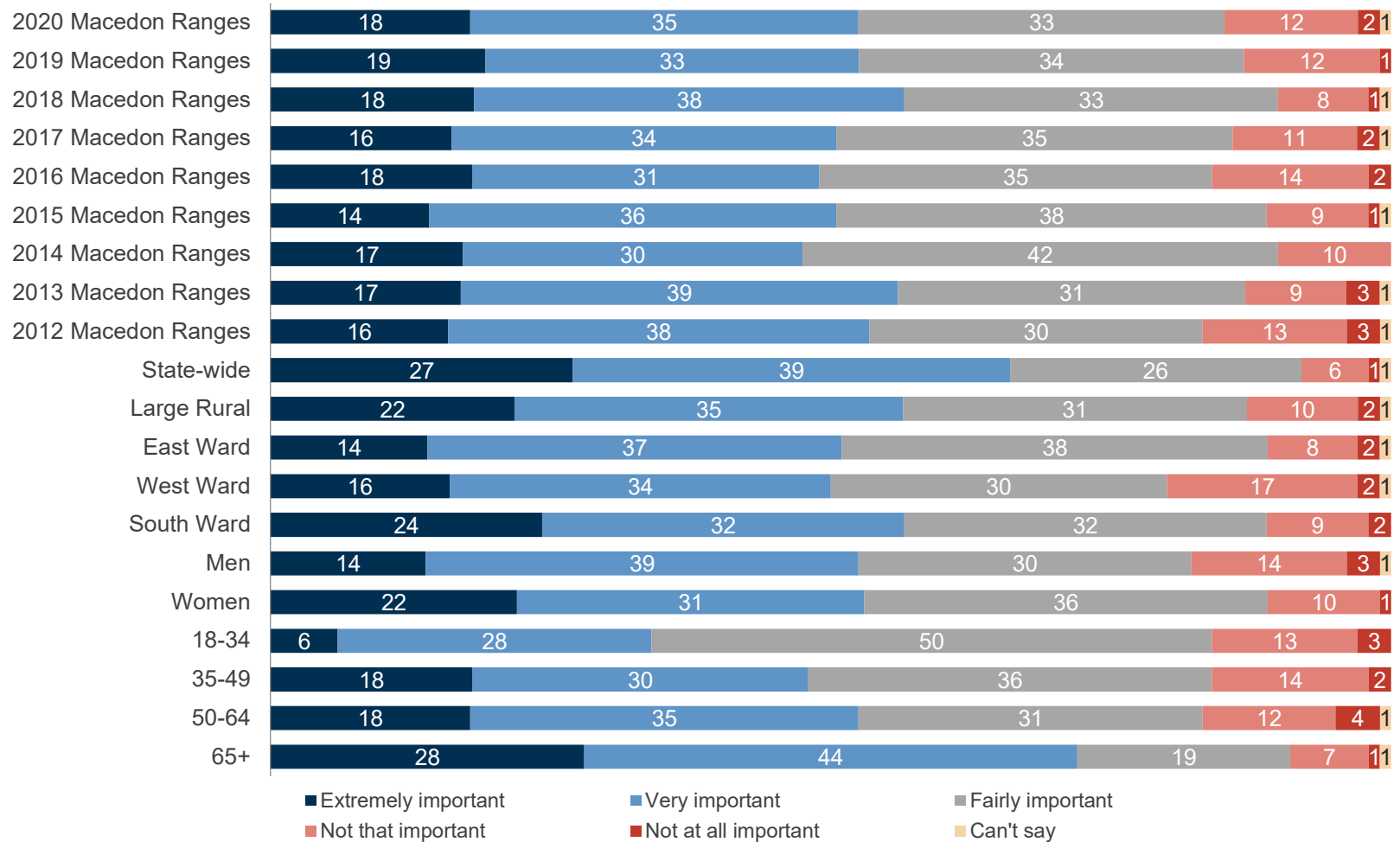
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



## 2020 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4



## Parking facilities performance



### 2020 parking performance (index scores)

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

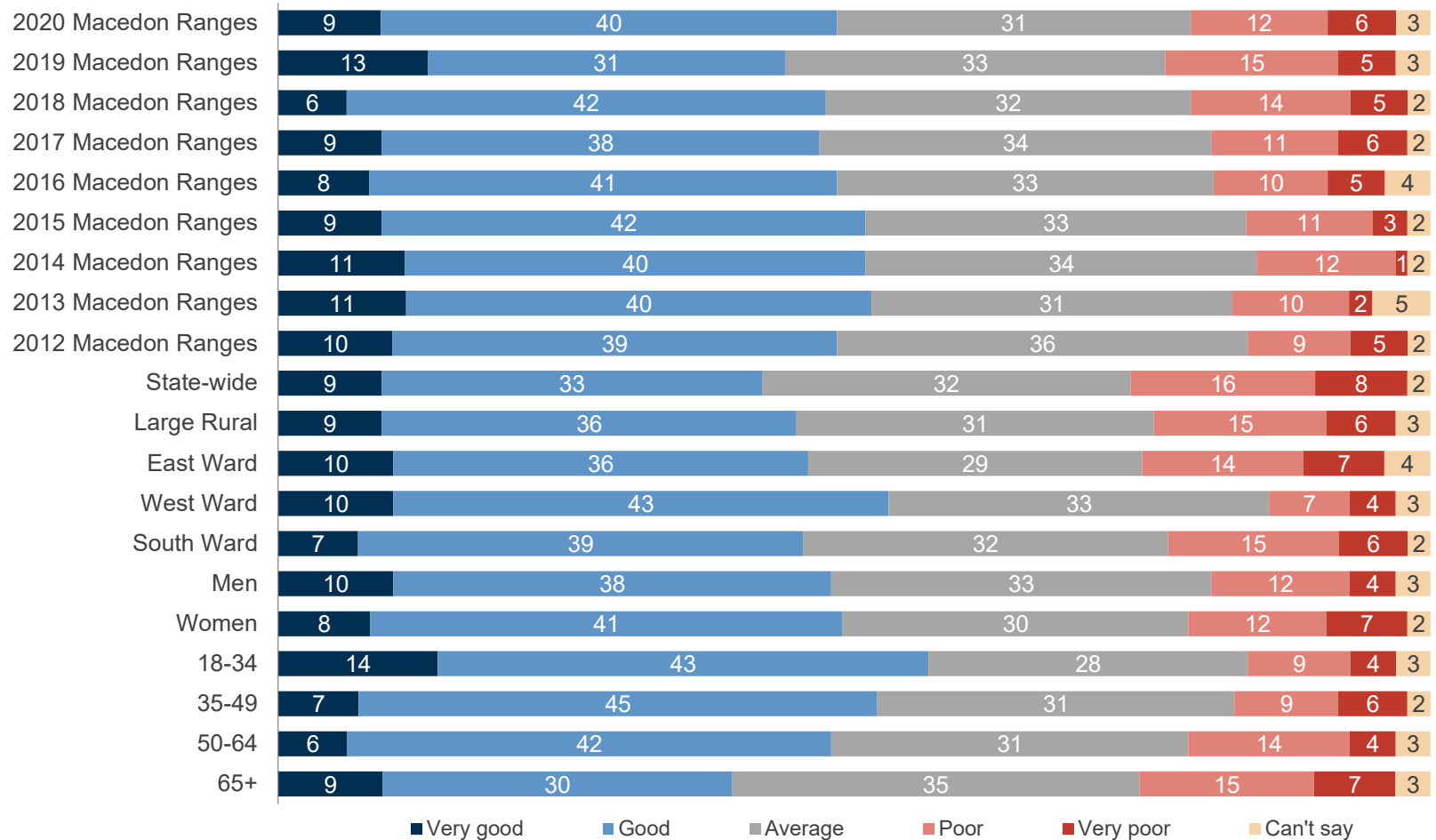
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2020 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5



## Enforcement of local laws importance



### 2020 law enforcement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73▲	71	69	70	69	66	70	69	69
State-wide	70▲	71	71	71	70	71	70	71	70
Women	69	73	70	70	73	73	73	74	71
Large Rural	68	68	68	68	69	70	n/a	n/a	n/a
East Ward	67	67	65	67	63	71	71	73	67
Macedon Ranges	67	68	67	67	67	70	69	70	68
South Ward	67	71	71	67	69	68	71	67	66
35-49	66	68	66	66	65	69	67	73	66
West Ward	66	67	65	66	68	69	65	70	70
50-64	65	70	69	67	66	70	70	72	67
Men	64	63	64	64	60	66	65	66	65
18-34	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: 22 Councils asked group: 4

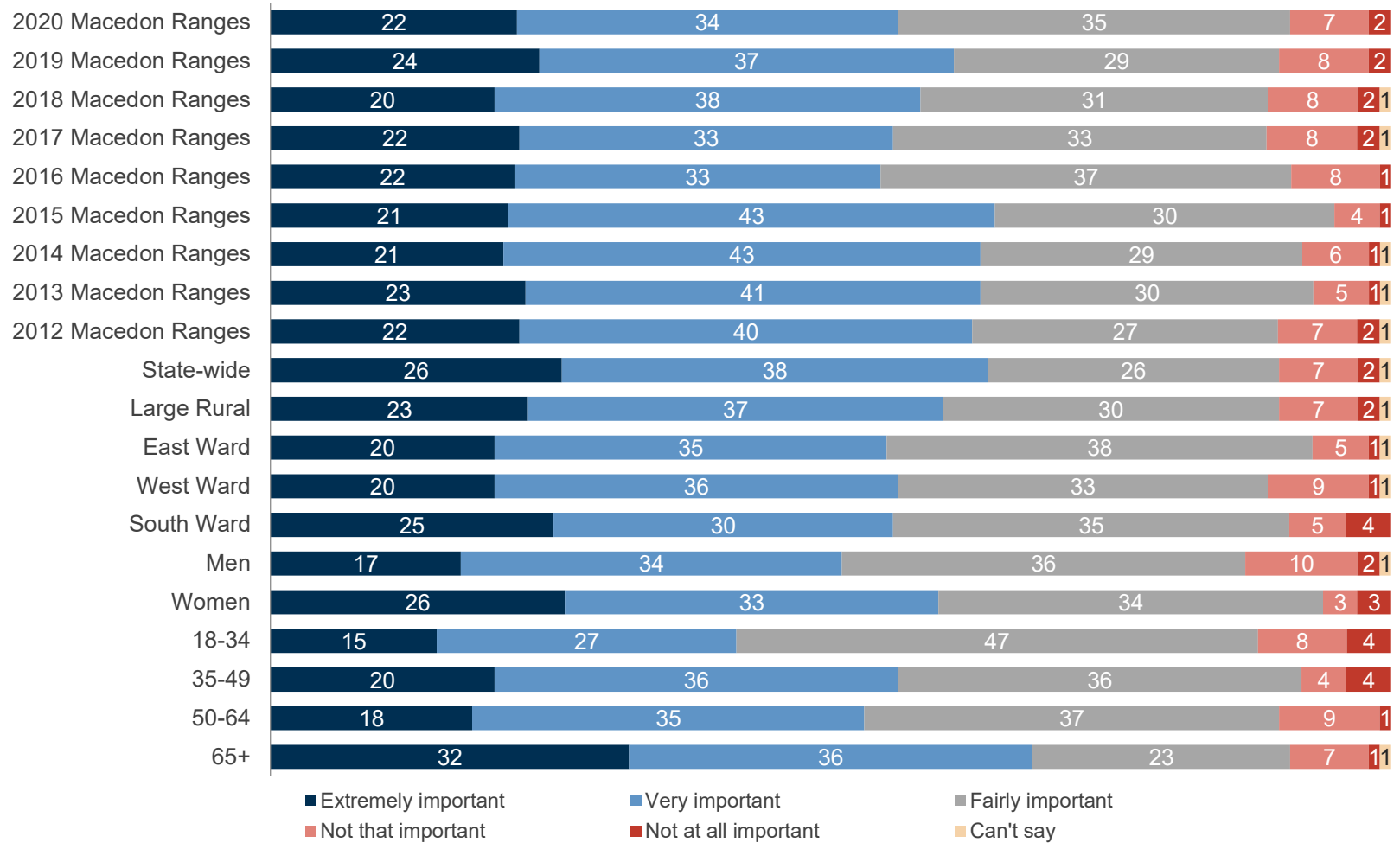
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



## Enforcement of local laws performance



### 2020 law enforcement performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

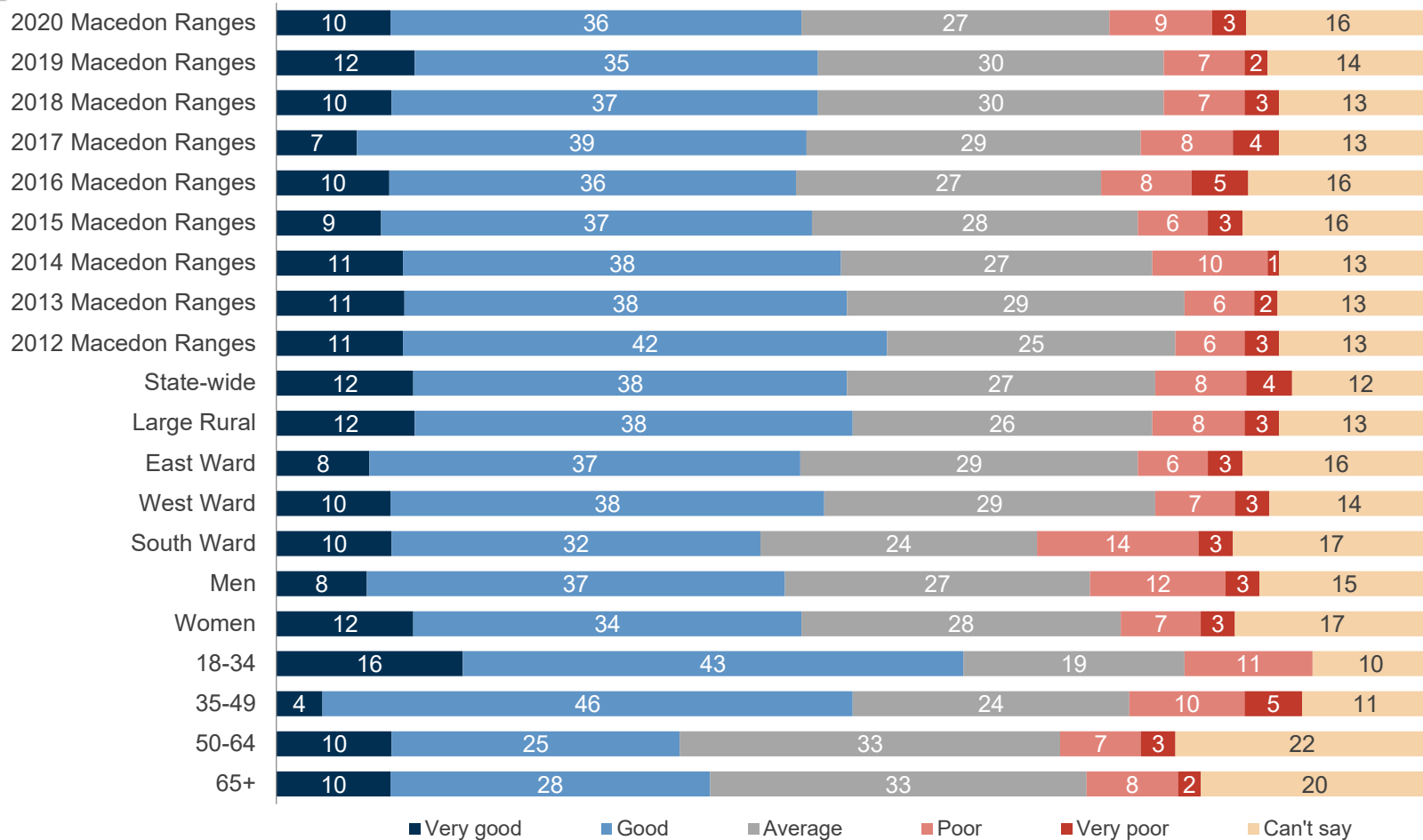
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws performance



### 2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



## Family support services importance



### 2020 family support importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

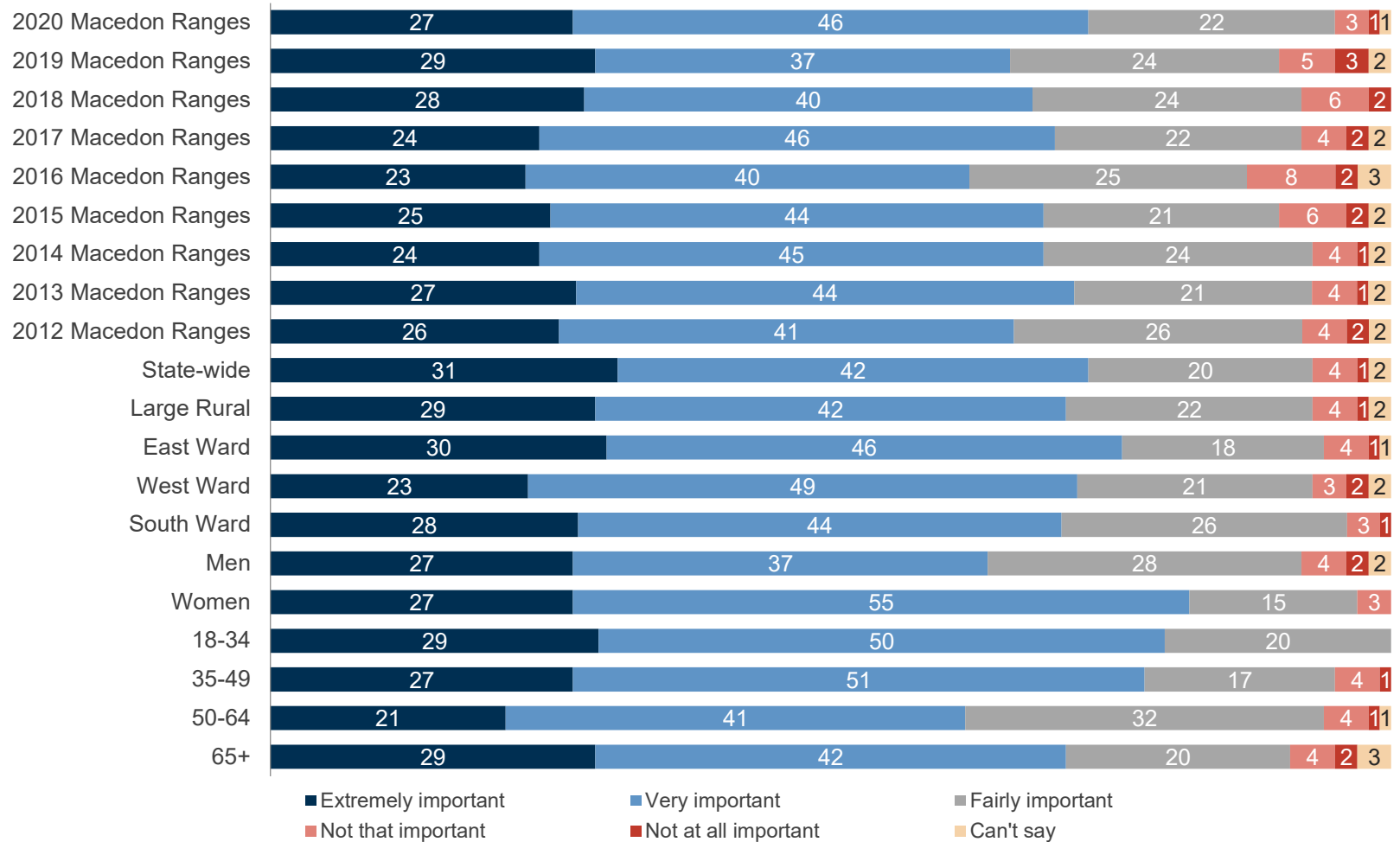
Note: Please see Appendix A for explanation of significant differences.



## Family support services importance



2020 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5



## Family support services performance



### 2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	66▲	67	66	67	66	67	68	67	67
65+	65	65	66	69	67	65	65	68	66
35-49	65	64	64	63	63	62	68	63	65
Large Rural	64	65	65	65	64	67	n/a	n/a	n/a
South Ward	64	64	64	63	57	68	65	64	62
Women	63	64	62	67	64	66	65	61	64
18-34	63	67	59	67	66	65	61	65	62
West Ward	63	66	64	68	62	63	64	66	65
Macedon Ranges	62	64	63	65	64	64	64	64	63
Men	62	64	64	63	63	62	64	67	63
East Ward	60	63	60	65	70	61	64	62	63
50-64	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: 30 Councils asked group: 8

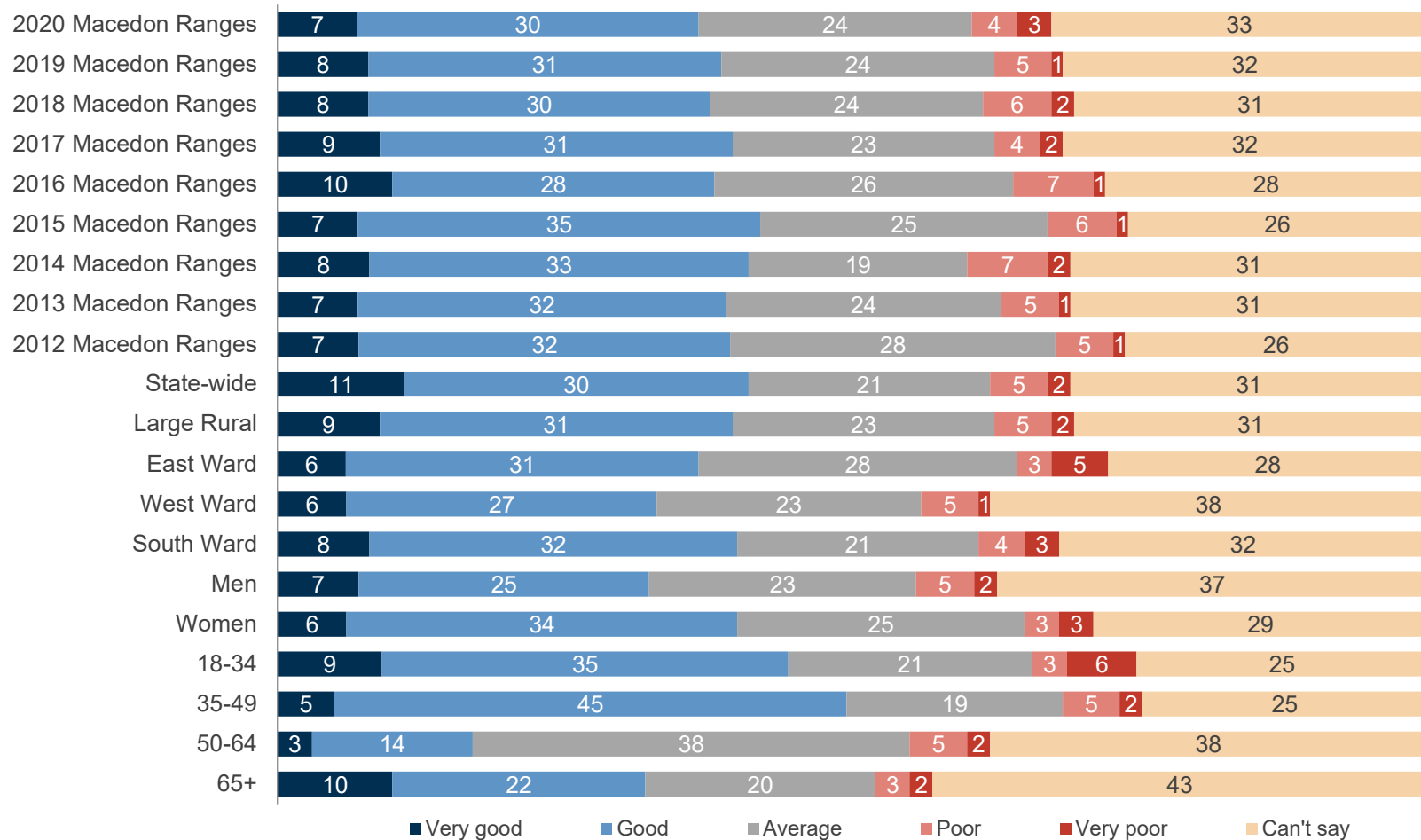
Note: Please see Appendix A for explanation of significant differences.



## Family support services performance



### 2020 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



## Elderly support services importance



2020 elderly support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	80	77	80	80	77	76	77	78	81
Large Rural	80▲	79	78	78	78	78	n/a	n/a	n/a
Women	80	83	81	81	80	82	81	84	84
State-wide	80▲	80	79	78	78	79	79	79	80
East Ward	79	78	81	76	76	77	80	82	83
50-64	77	81	81	79	75	77	79	82	77
Macedon Ranges	77	78	79	77	75	77	78	81	79
West Ward	76	77	77	76	78	77	76	82	79
South Ward	75	78	79	80	72	78	78	79	77
18-34	75	75	77	73	79	76	80	82	80
35-49	75	78	79	77	71	79	77	81	79
Men	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: 19 Councils asked group: 4

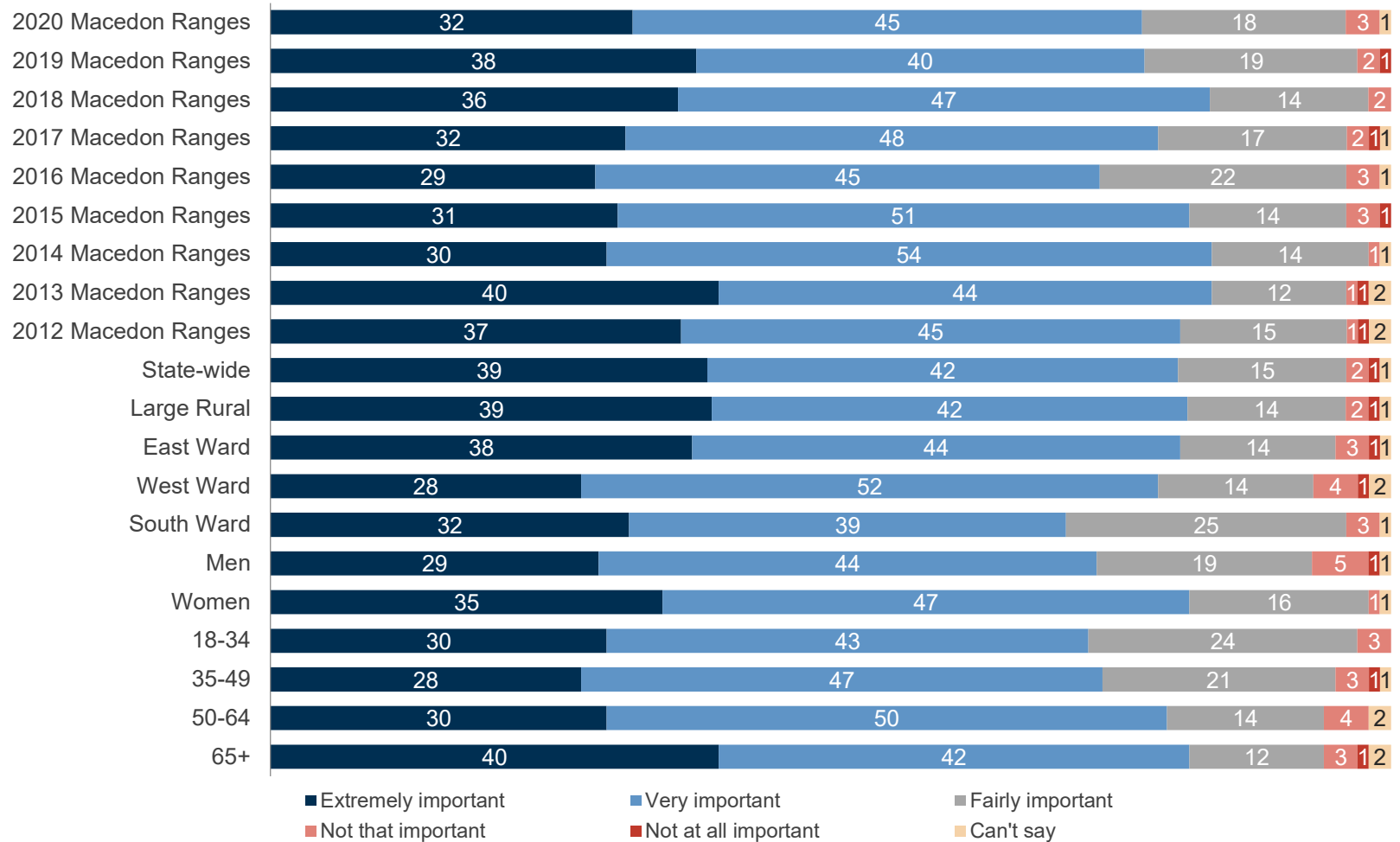
Note: Please see Appendix A for explanation of significant differences.



## Elderly support services importance



### 2020 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



## Elderly support services performance



### 2020 elderly support performance (index scores)

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

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

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

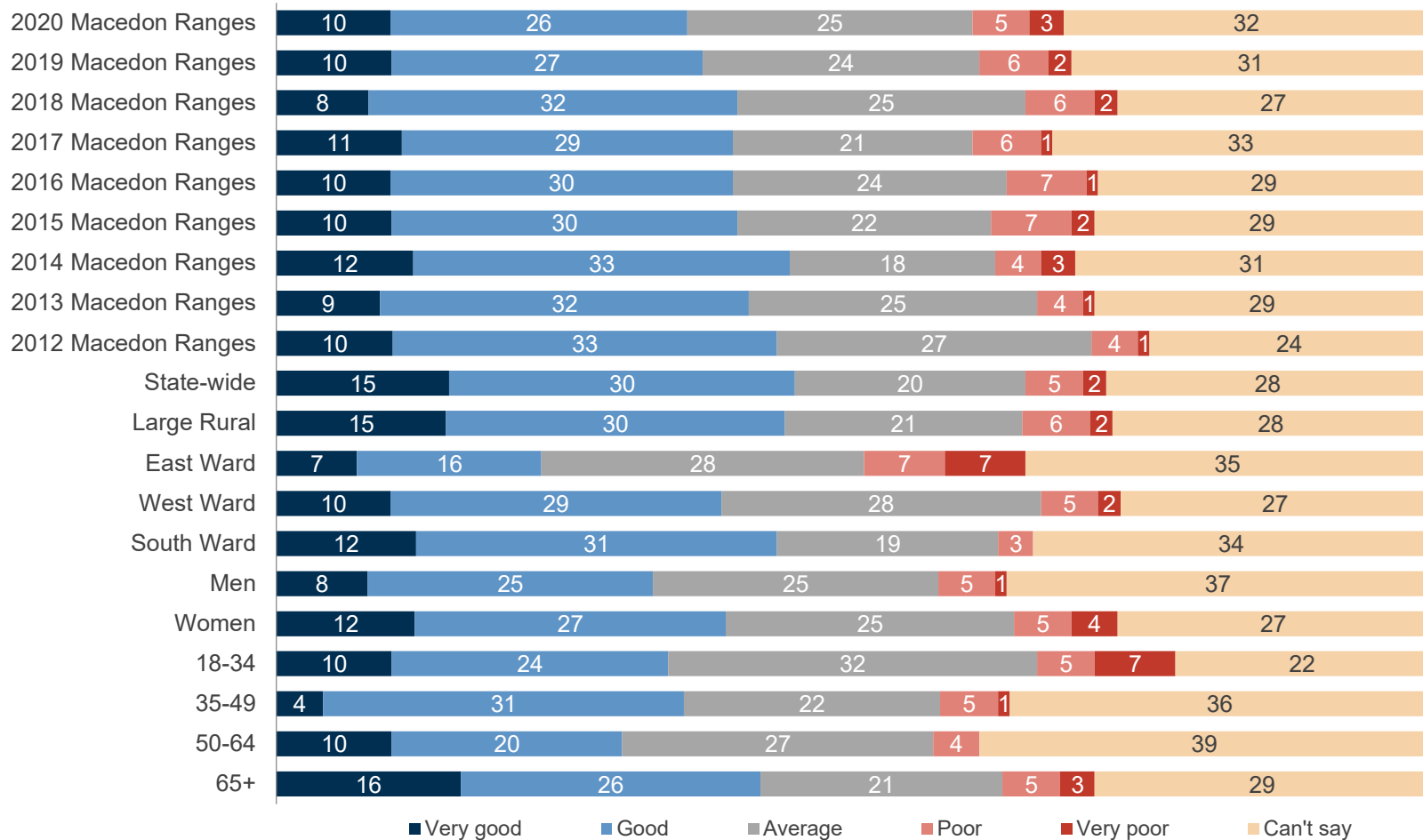
Note: Please see Appendix A for explanation of significant differences.



## Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



## Disadvantaged support services importance



2020 disadvantaged support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	76▲	78	75	77	77	78	75	77	76
State-wide	74	74	72	71	73	73	72	73	73
65+	74	69	71	70	72	69	72	69	69
West Ward	73	71	68	70	74	69	72	77	75
Large Rural	72	71	70	70	72	72	n/a	n/a	n/a
50-64	72	70	72	71	71	71	72	74	72
South Ward	72	72	71	71	67	73	74	69	68
Macedon Ranges	72	71	72	70	72	71	72	73	71
18-34	72	74	68	73	76	70	73	74	73
East Ward	71	70	74	69	74	72	70	73	70
35-49	70	72	74	68	69	74	72	73	71
Men	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: 2

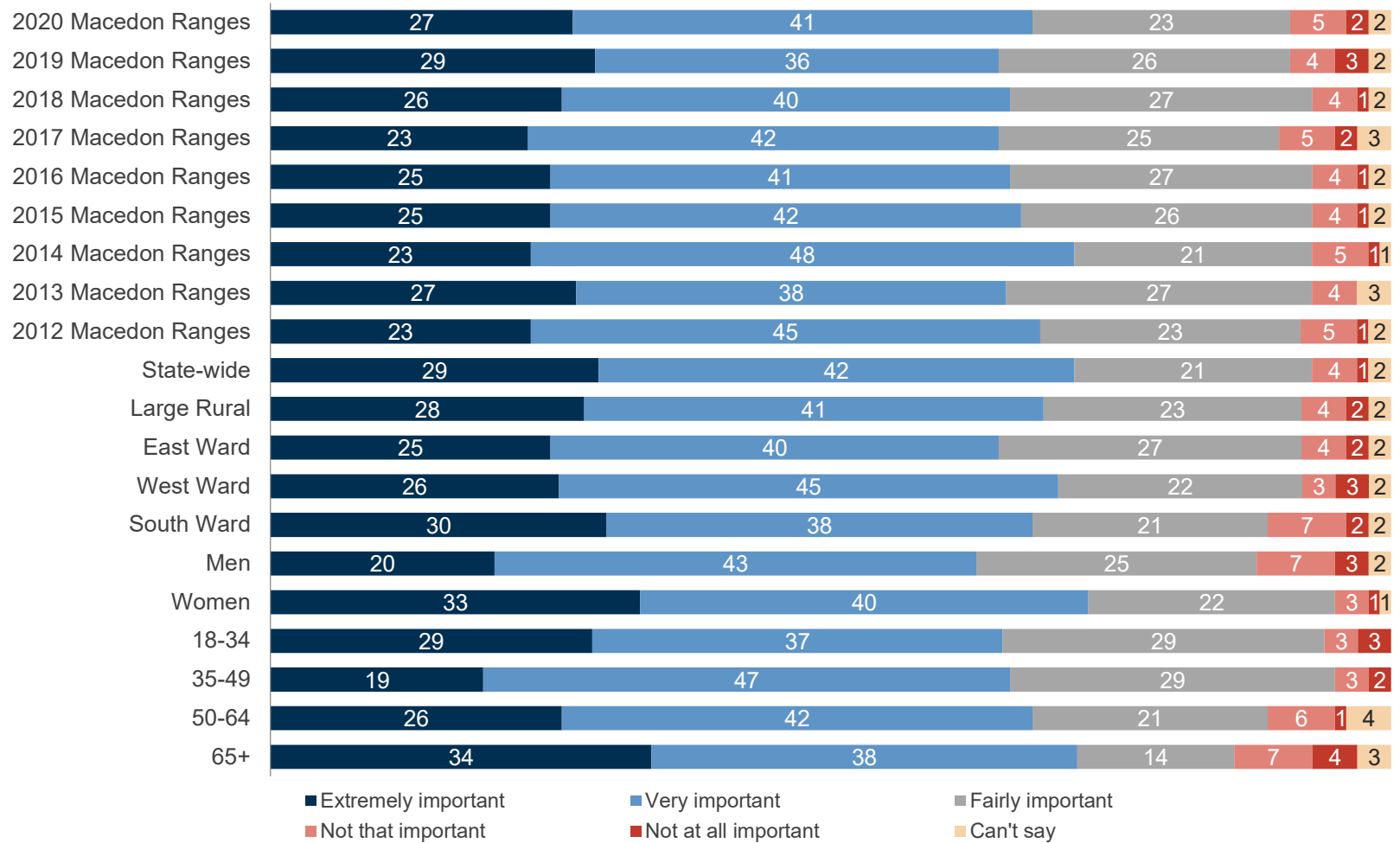
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services importance



### 2020 disadvantaged support importance (%)



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: 2



## Disadvantaged support services performance



### 2020 disadvantaged support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
South Ward	61	58	60	60	59	62	62	58	61
Large Rural	61▲	61	61	61	61	62	n/a	n/a	n/a
35-49	60	57	59	56	59	54	62	63	60
State-wide	60	62	61	61	61	62	64	62	63
Men	60	62	60	57	63	59	62	66	60
18-34	59	61	58	64	64	62	61	61	61
65+	59	61	61	61	61	61	62	60	61
West Ward	59	62	58	58	60	57	61	67	62
Macedon Ranges	58	58	58	58	60	59	61	61	60
Women	57	54	56	59	58	59	59	57	60
East Ward	55	55	56	57	62	58	59	58	56
50-64	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: 15 Councils asked group: 4

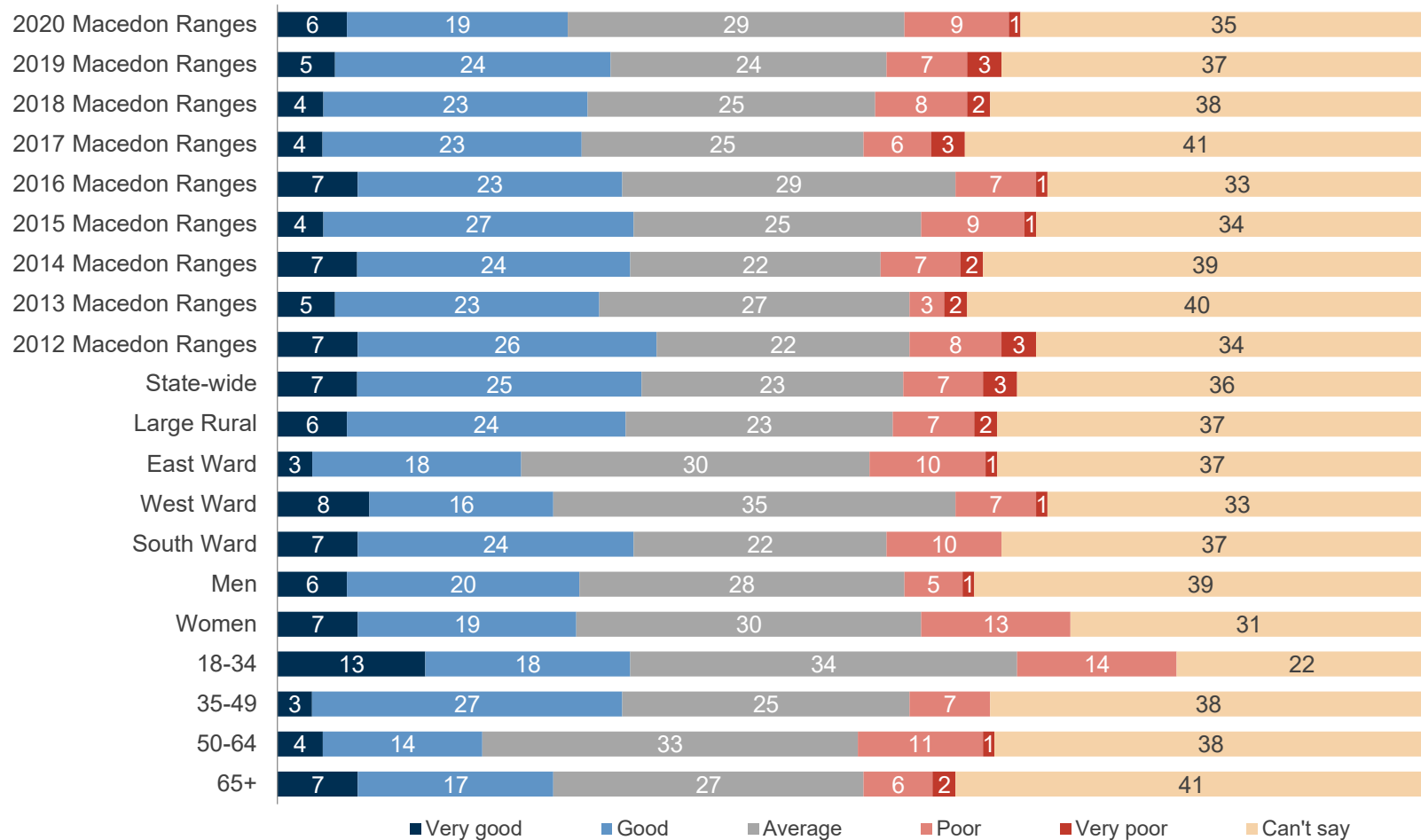
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services performance



### 2020 disadvantaged support performance (%)





## Recreational facilities importance



2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	75	76	77	72	74	76	78	78
50-64	74	71	73	73	74	70	71	72	69
South Ward	74	73	72	74	72	75	74	69	74
65+	73	68	74	68	66	68	71	66	68
Men	73	68	72	71	69	67	72	71	69
Large Rural	72	72	74	72	72	72	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72
East Ward	72	72	74	72	72	72	75	74	71
Macedon Ranges	72	71	73	73	71	72	73	73	72
Women	72	75	75	75	74	76	75	75	75
West Ward	71	70	73	73	69	69	71	77	72
18-34	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: 28 Councils asked group: 6

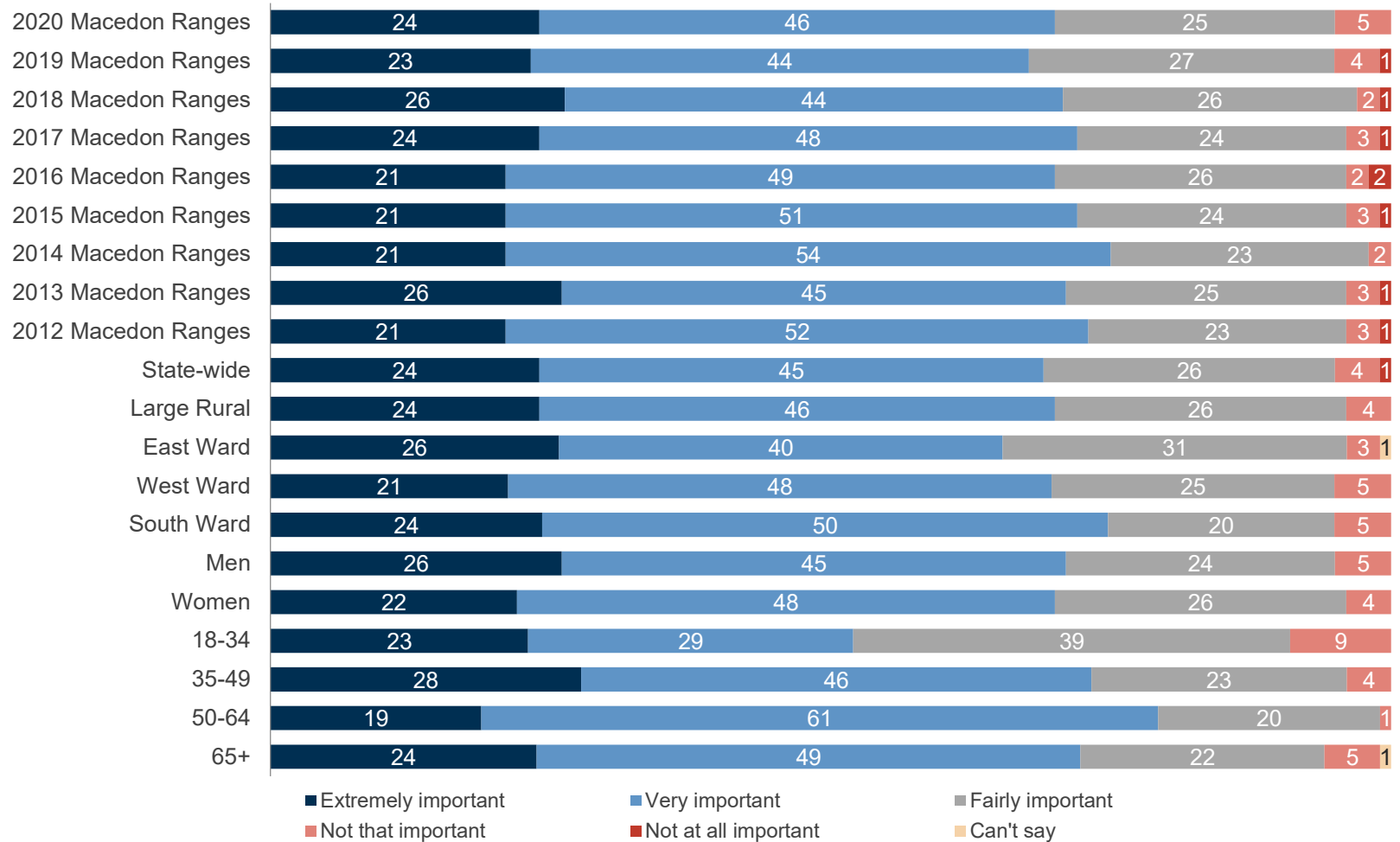
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



## Recreational facilities performance



2020 recreational facilities performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9

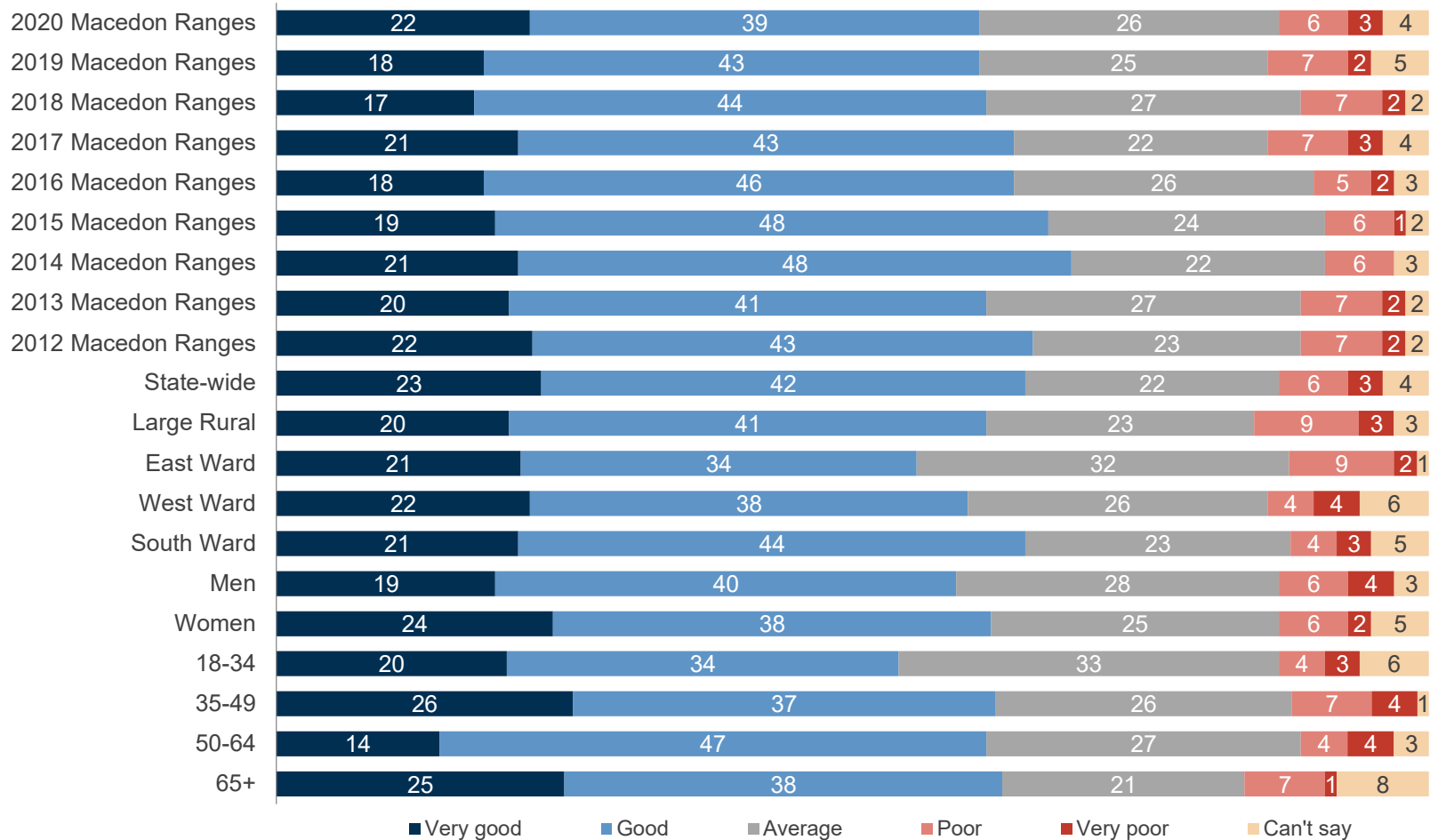
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9



## The appearance of public areas importance



2020 public areas importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 6

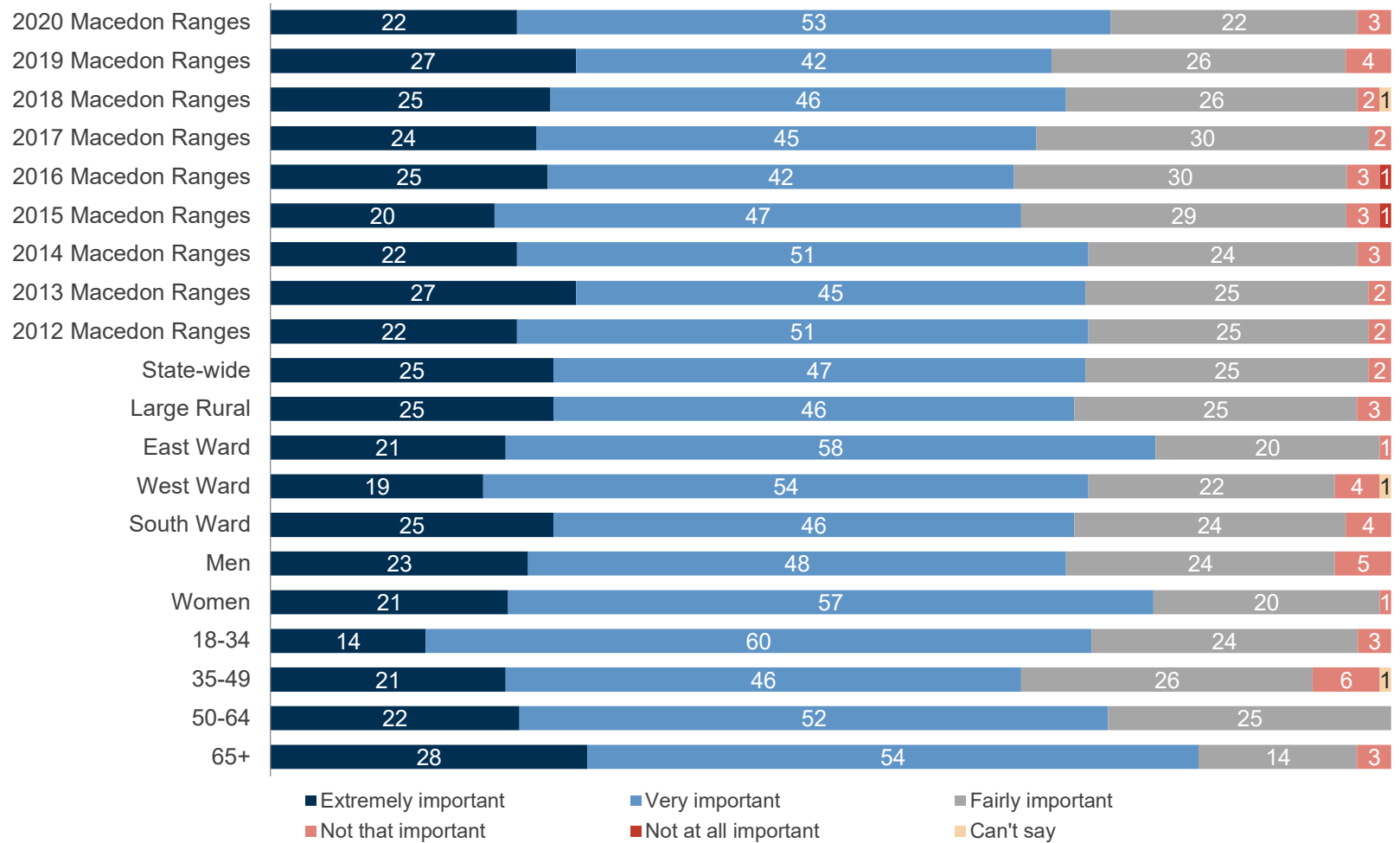
Note: Please see Appendix A for explanation of significant differences.



## The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 6



## The appearance of public areas performance



2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	79▲	69	69	77	75	70	74	72	78
South Ward	75	72	72	72	69	70	74	70	75
Men	73	67	68	70	69	70	70	71	70
West Ward	73	67	70	73	68	68	69	69	70
Macedon Ranges	73	70	68	72	71	69	71	69	72
Women	73	72	68	73	73	68	71	68	74
35-49	72	74	66	74	72	69	76	70	71
65+	72	68	67	70	69	69	66	69	69
State-wide	72	72	71	71	71	72	72	71	71
Large Rural	71	70	69	69	69	69	n/a	n/a	n/a
East Ward	70	70	63	69	75	69	68	68	73
50-64	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: 38 Councils asked group: 8

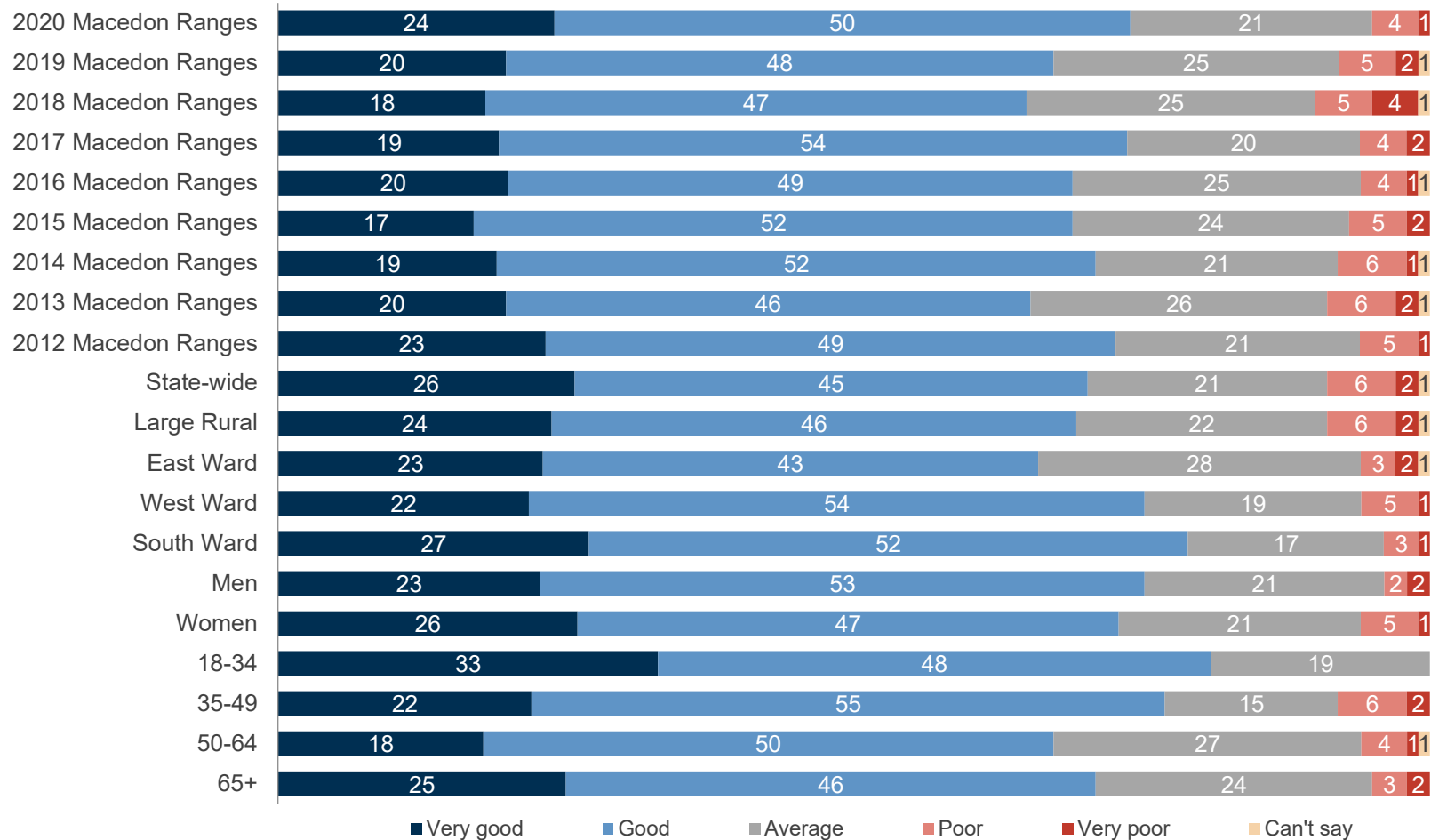
Note: Please see Appendix A for explanation of significant differences.



## The appearance of public areas performance



2020 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8



## Art centres and libraries importance



2020 art centres and libraries importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

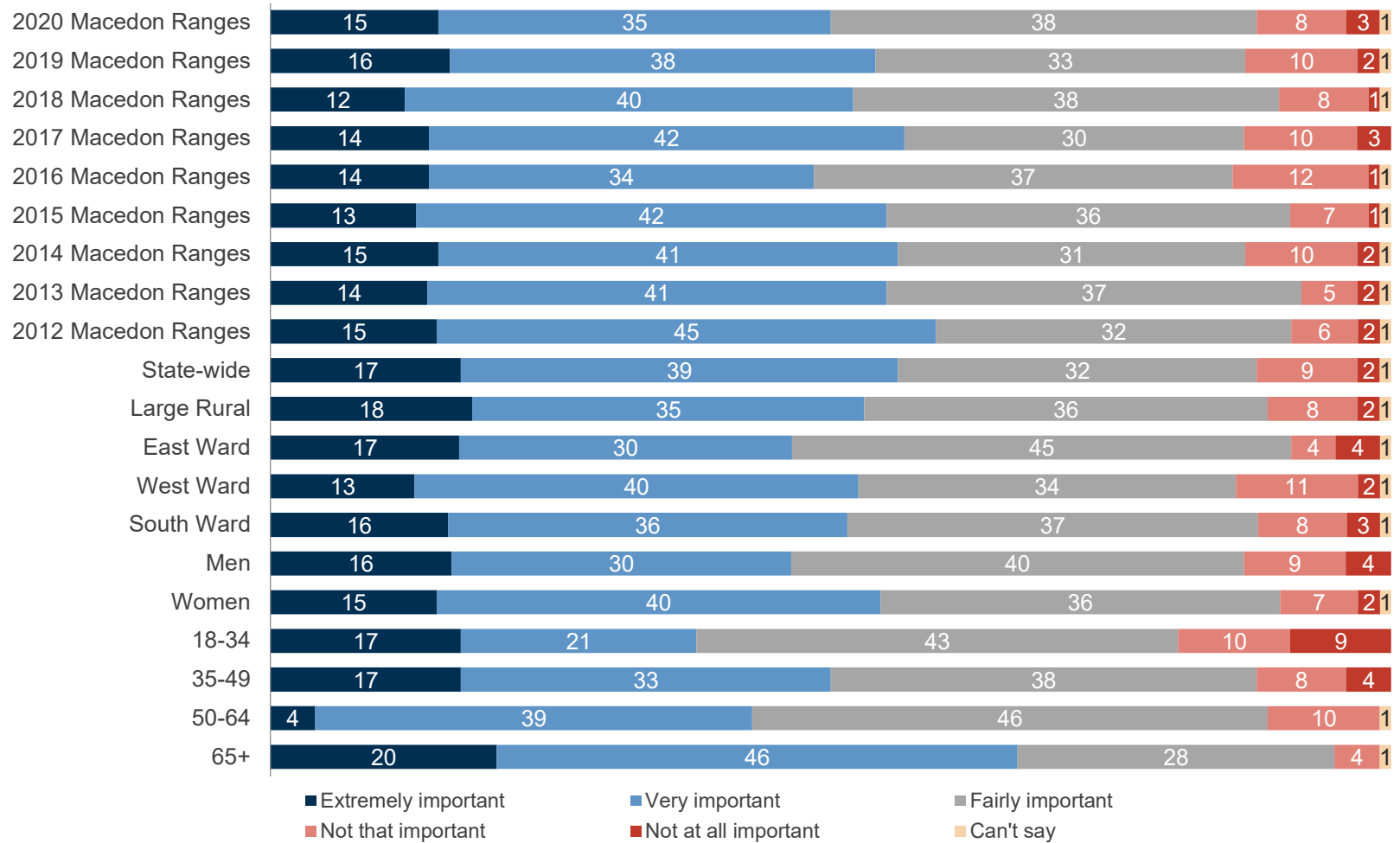
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2



## Art centres and libraries performance



2020 art centres and libraries performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

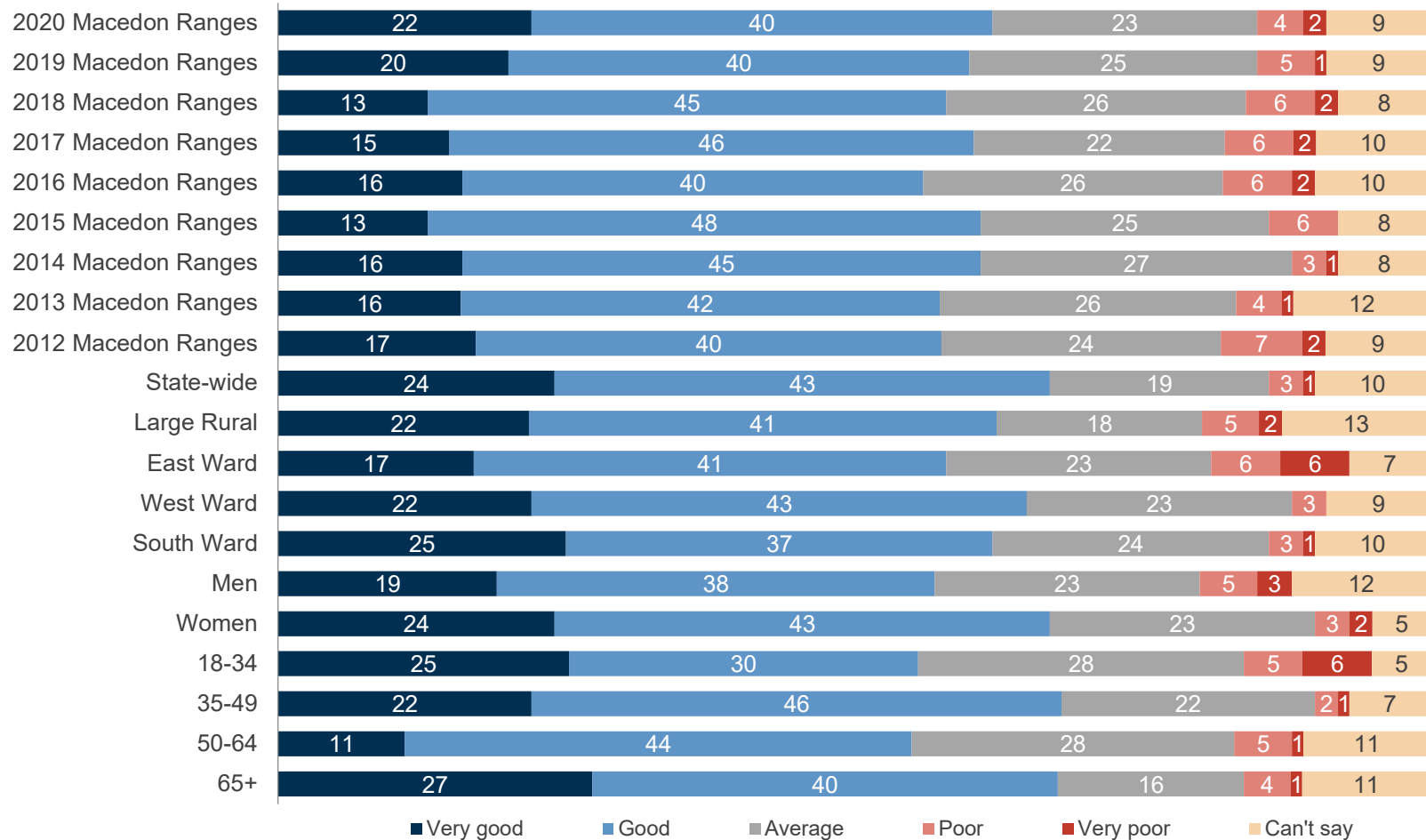
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries performance



2020 art centres and libraries performance (%)





## Community and cultural activities importance



2020 community and cultural activities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	64	57	61	58	57	57	58	60	62
Women	63▲	64	61	62	65	64	64	65	65
State-wide	62▲	61	61	61	62	62	62	62	62
Large Rural	61	61	60	61	61	61	n/a	n/a	n/a
East Ward	60	56	58	58	59	57	59	59	61
West Ward	59	63	58	60	60	60	64	67	63
Macedon Ranges	59	59	59	58	59	59	61	62	60
50-64	57	60	56	59	58	60	59	62	62
South Ward	57	58	61	56	57	61	62	60	57
18-34	57	63	59	55	64	59	63	62	60
35-49	56	57	61	59	57	60	65	62	59
Men	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: 21 Councils asked group: 4

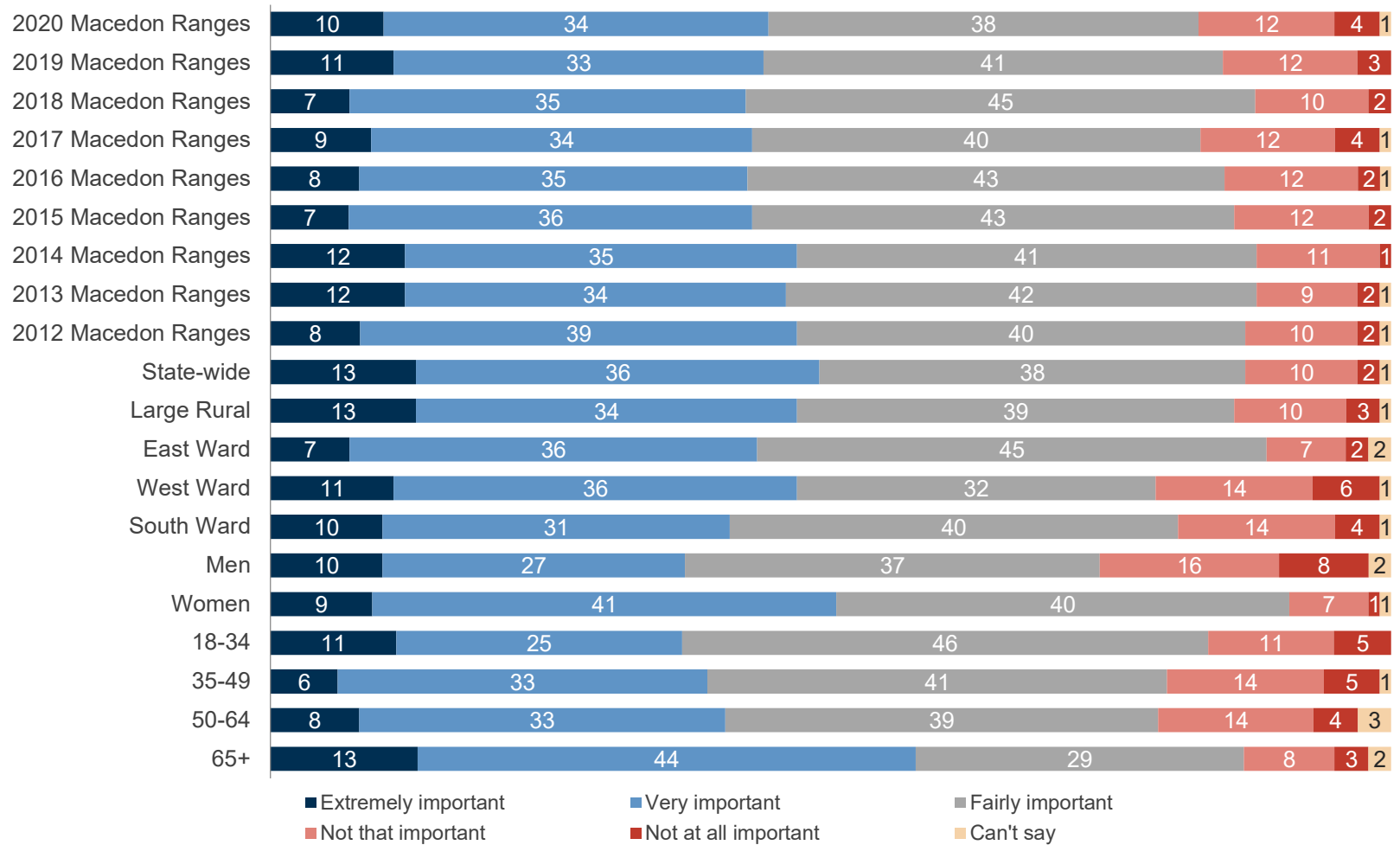
Note: Please see Appendix A for explanation of significant differences.



## Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4



## Community and cultural activities performance



2020 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7

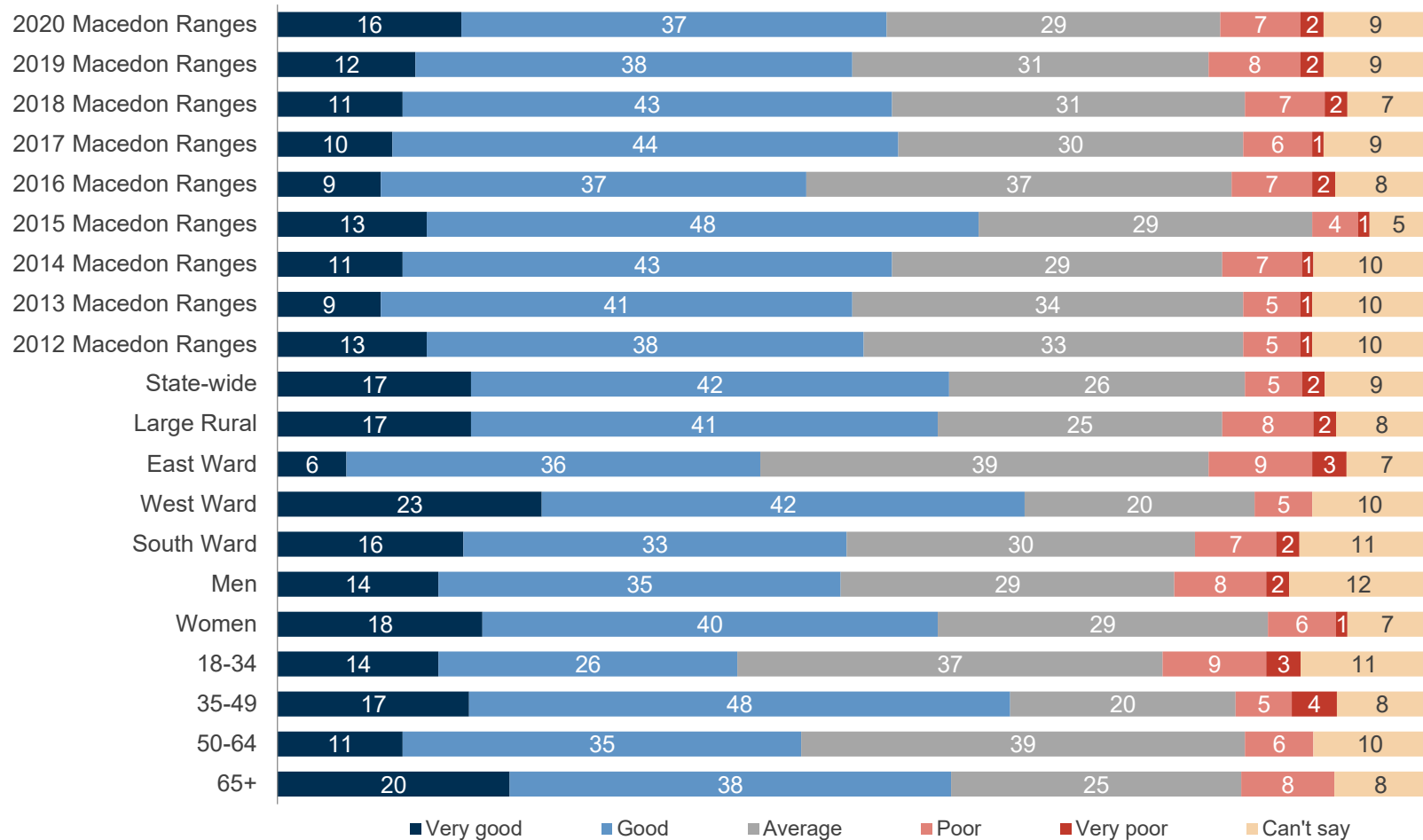
Note: Please see Appendix A for explanation of significant differences.



## Community and cultural activities performance



2020 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7



## Waste management importance



2020 waste management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	84	82	84	79	75	78	76	77	77
West Ward	83	85	82	76	76	77	75	78	77
35-49	83	82	84	75	72	77	80	77	78
State-wide	82	81	81	79	80	79	79	79	78
50-64	82	82	84	77	76	75	75	78	76
South Ward	82	82	81	77	75	74	75	75	77
Men	81	80	82	74	70	72	77	75	74
Large Rural	81	80	81	78	79	78	n/a	n/a	n/a
Macedon Ranges	81	82	81	76	75	76	77	76	76
Women	80	84	80	78	79	80	76	78	78
East Ward	78	80	81	76	73	76	80	76	74
18-34	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: 28 Councils asked group: 6

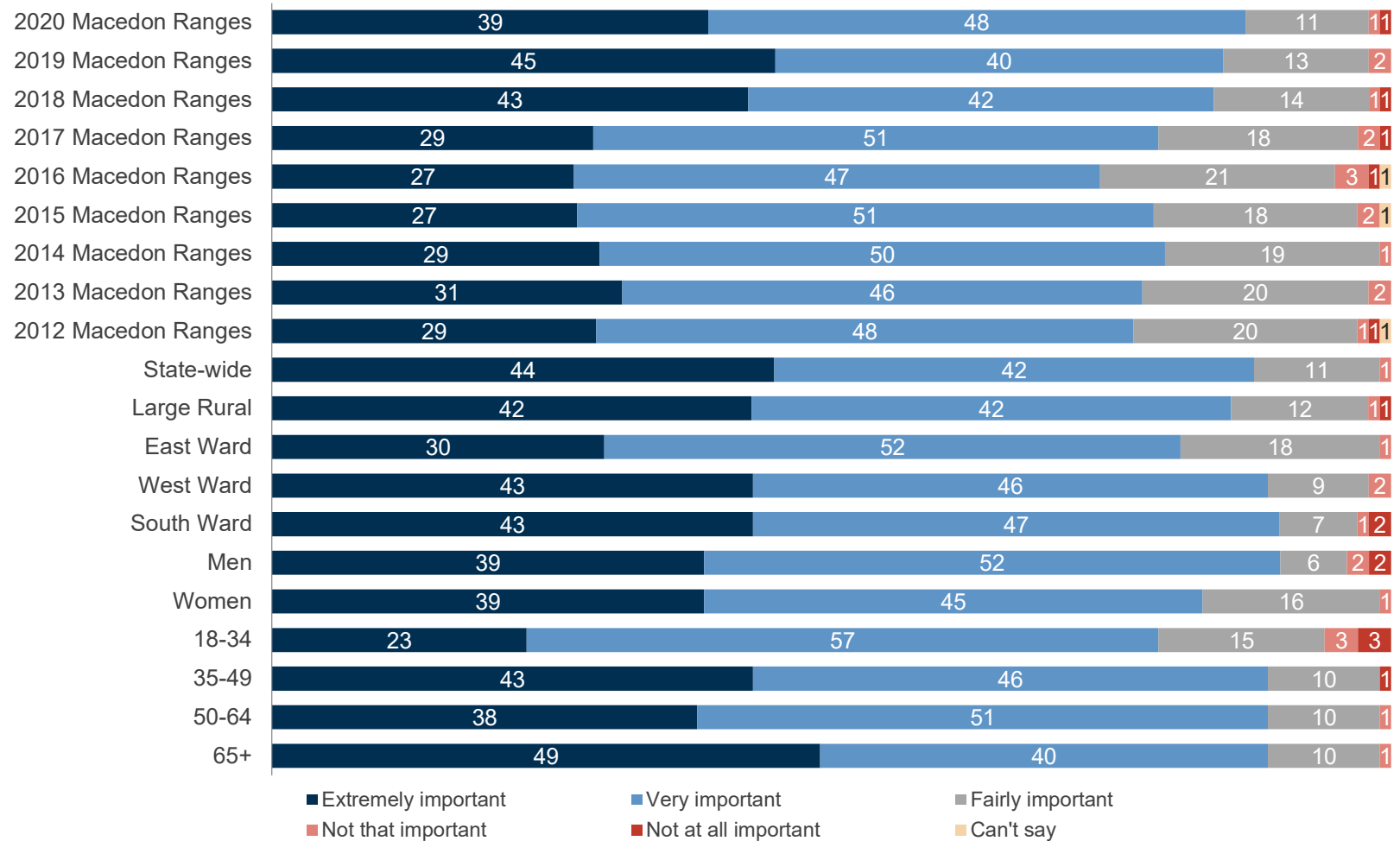
Note: Please see Appendix A for explanation of significant differences.



## Waste management importance



### 2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



## Waste management performance



### 2020 waste management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

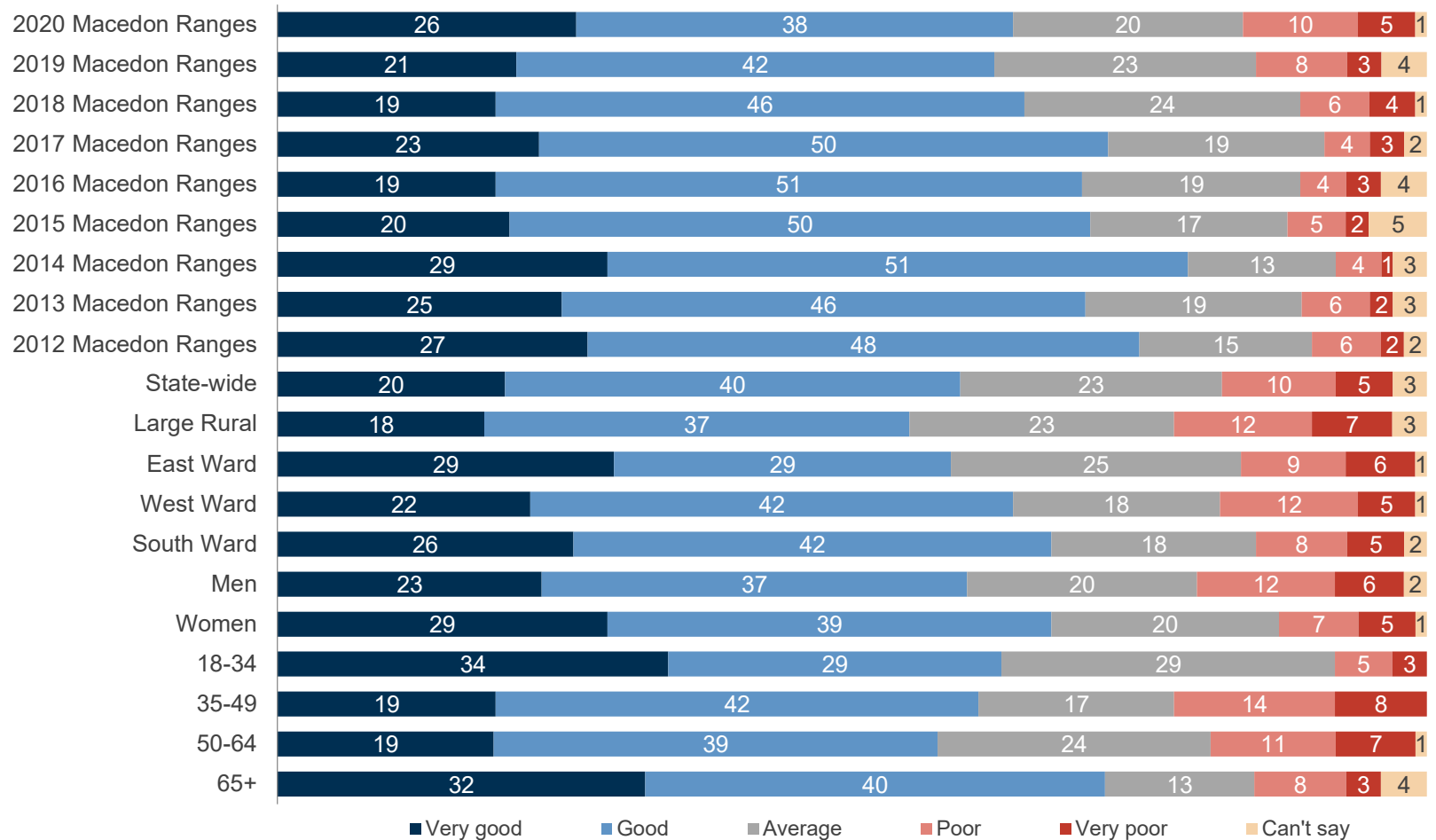
Note: Please see Appendix A for explanation of significant differences.



## Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

# Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

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

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

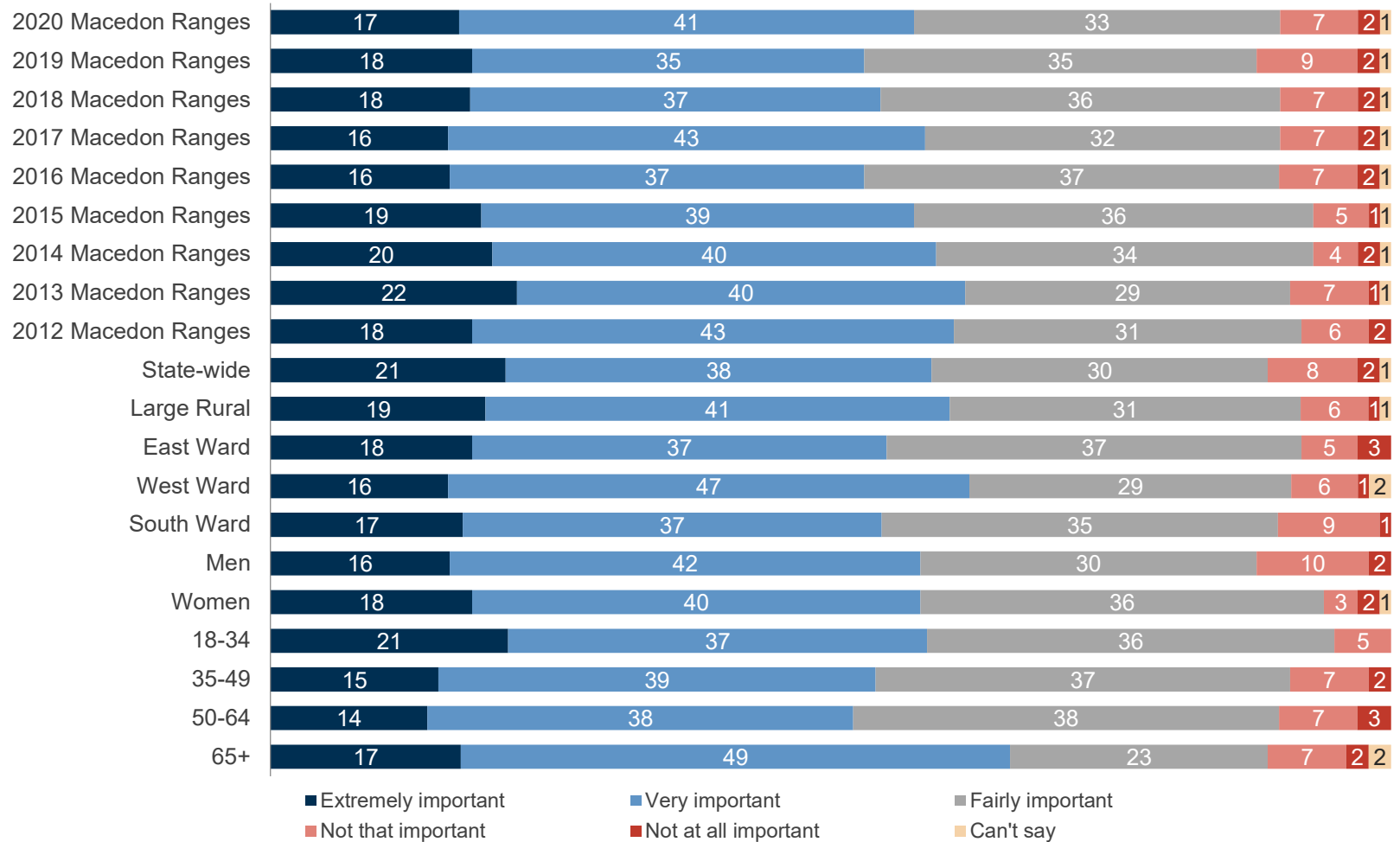
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3

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

# Business and community development and tourism importance



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



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3

# Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

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

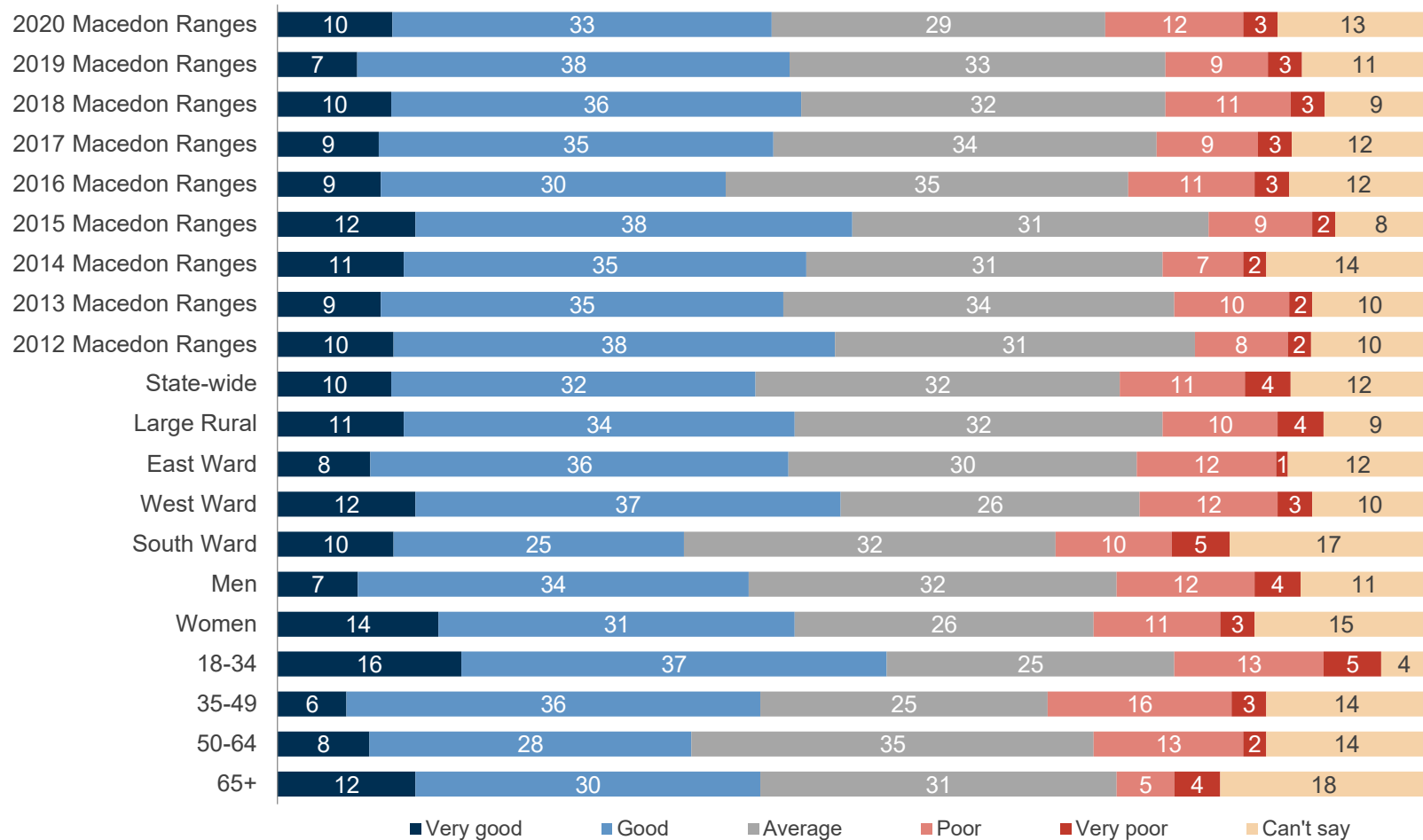
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4

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

# Business and community development and tourism performance



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



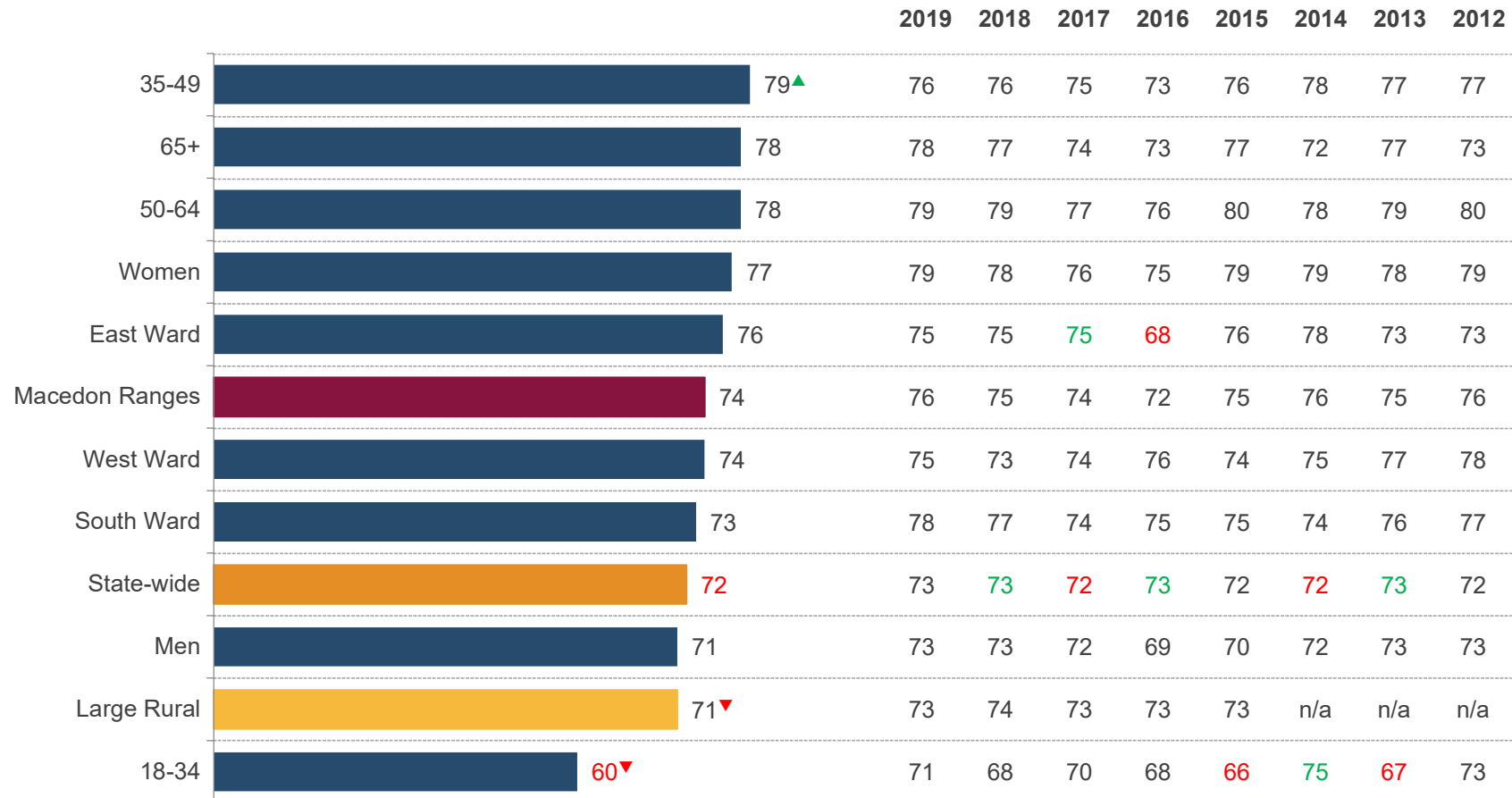
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



## Council's general town planning policy importance



### 2020 town planning importance (index scores)



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

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

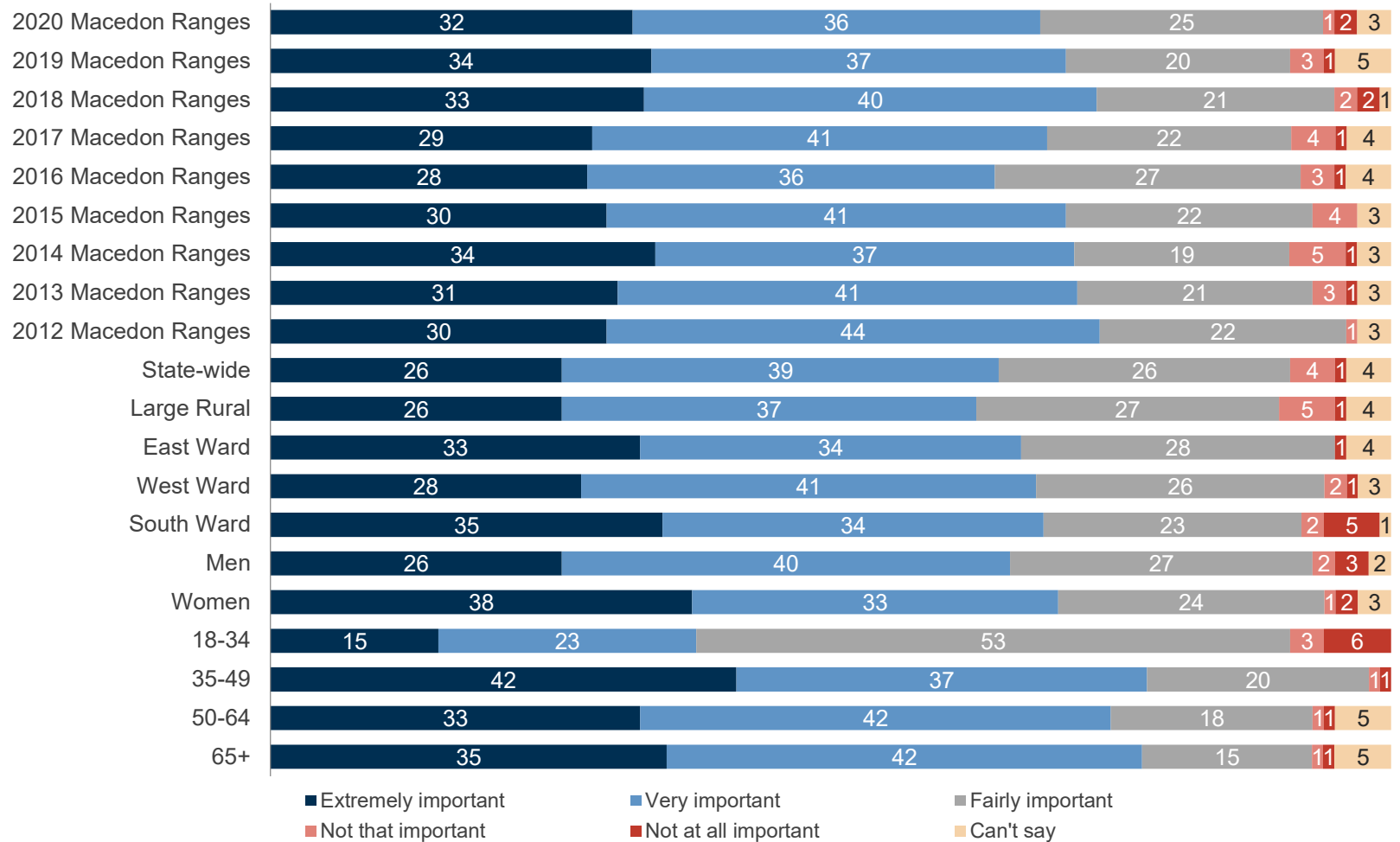
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy importance



### 2020 town planning importance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 3



## Council's general town planning policy performance



### 2020 town planning performance (index scores)

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

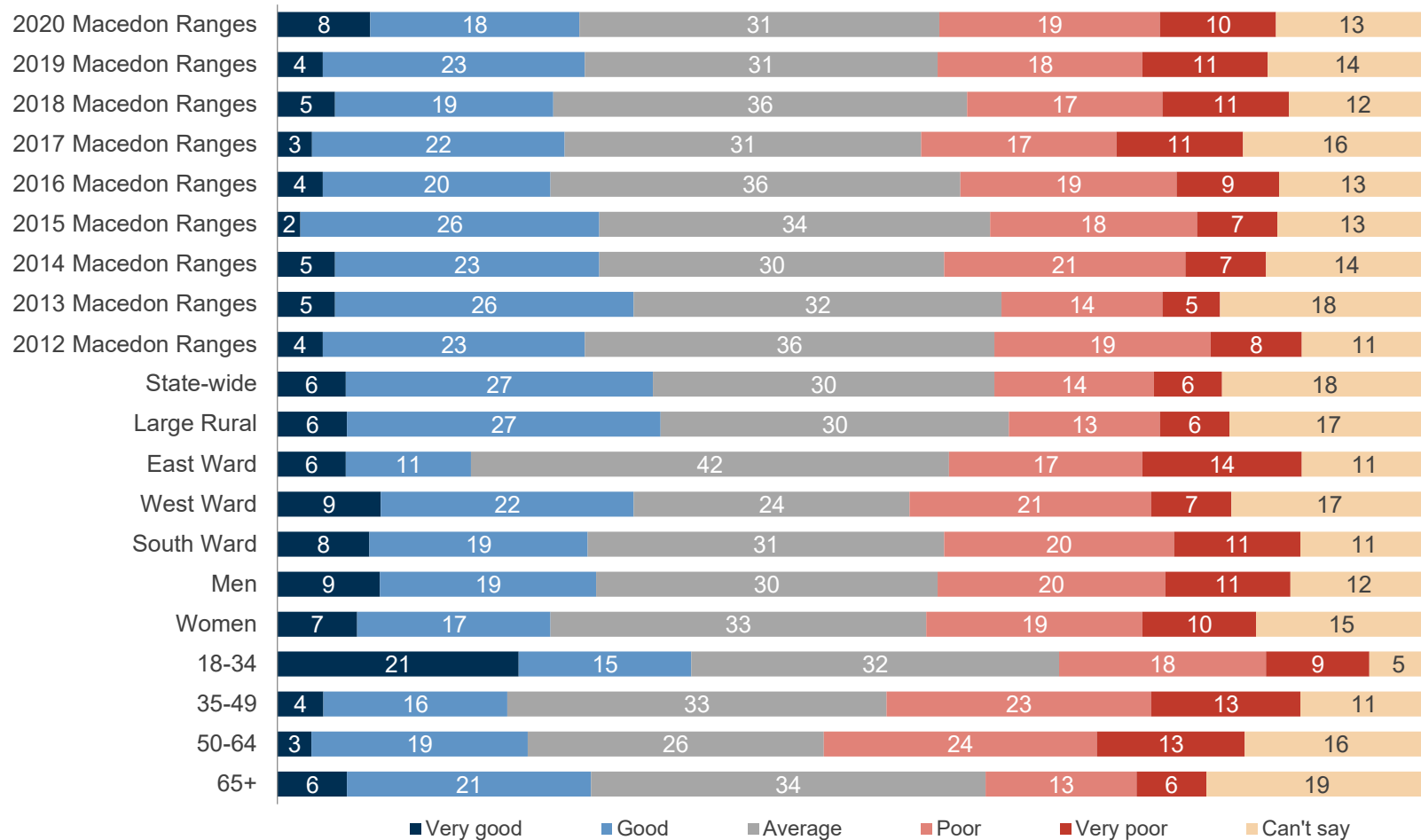
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy performance



### 2020 town planning performance (%)



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



## Planning and building permits importance



2020 planning and building permits importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

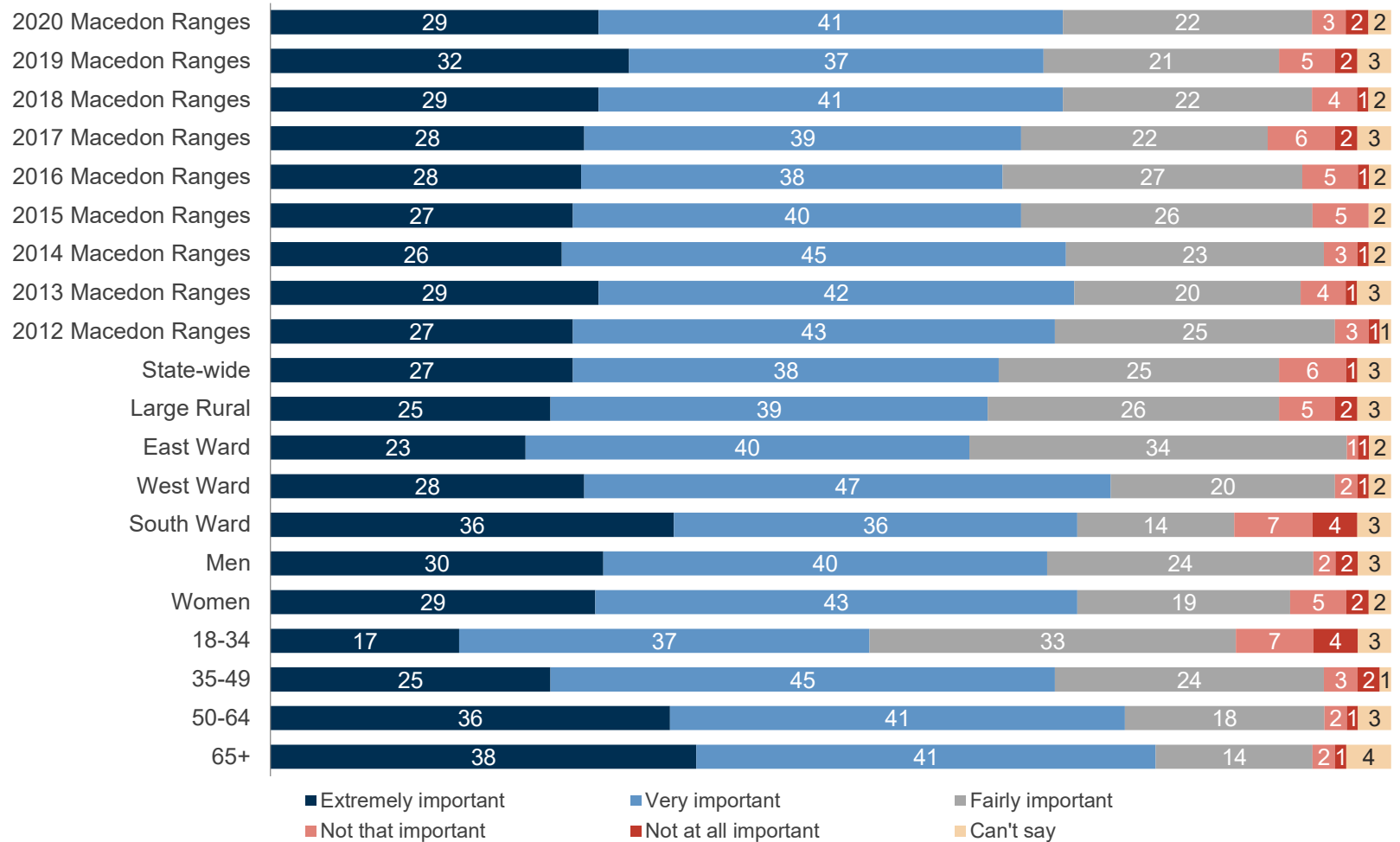
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits importance



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



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



## Planning and building permits performance



2020 planning and building permits performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	52▲	54	46	45	54	58	53	50	53
State-wide	51▲	52	52	51	50	54	53	55	54
Large Rural	49▲	49	49	48	50	54	n/a	n/a	n/a
East Ward	46	49	45	44	50	53	47	47	51
West Ward	45	38	40	40	40	41	43	45	43
Women	44	47	44	41	46	50	47	47	47
Macedon Ranges	44	45	44	43	43	48	47	46	46
35-49	44	43	43	41	39	49	51	46	46
Men	44	43	43	44	41	47	46	44	45
65+	43	43	44	48	42	41	44	47	41
South Ward	41	47	47	44	39	52	49	45	45
50-64	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: 28 Councils asked group: 7

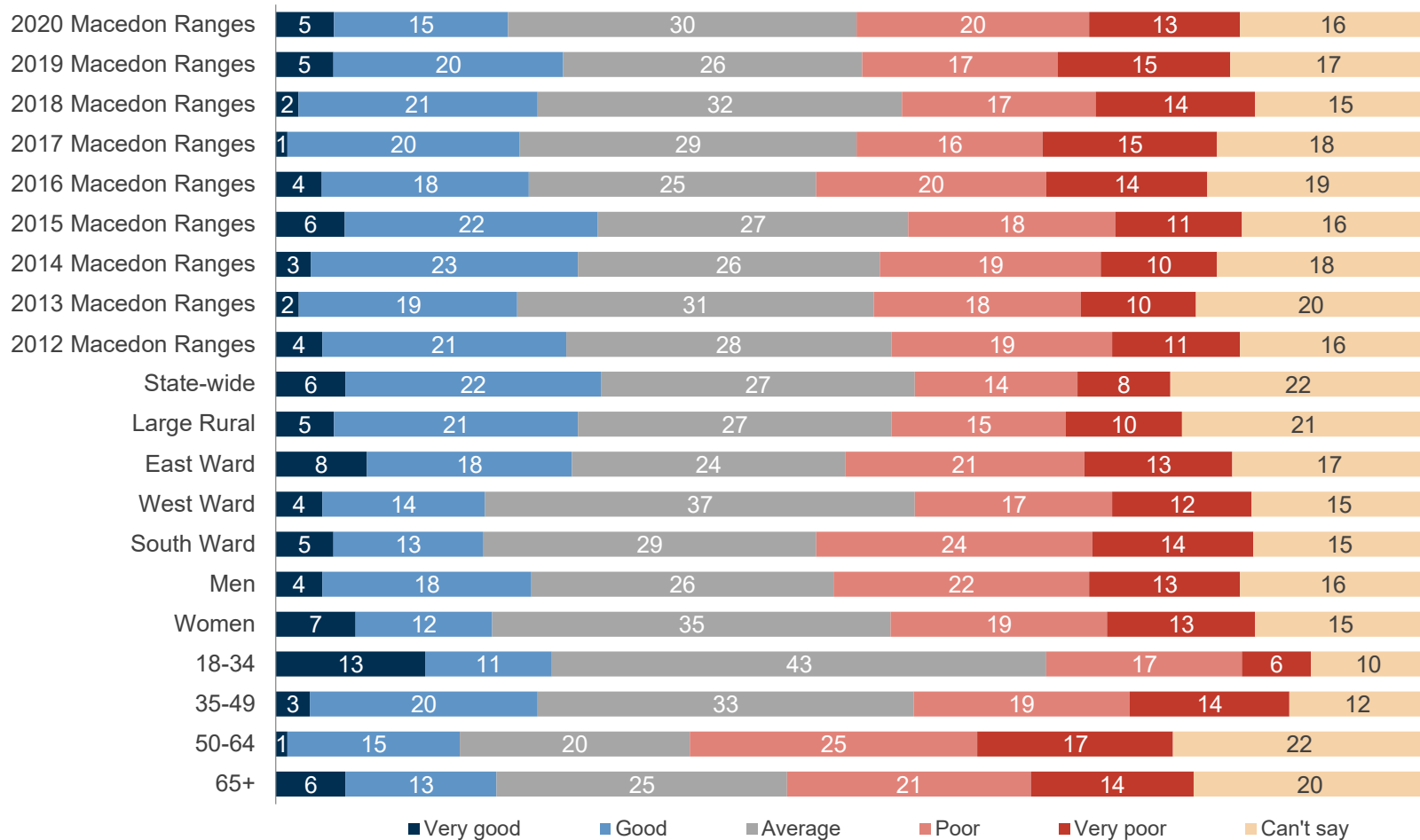
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits performance



2020 planning and building permits performance (%)





## Environmental sustainability importance



### 2020 environmental sustainability importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

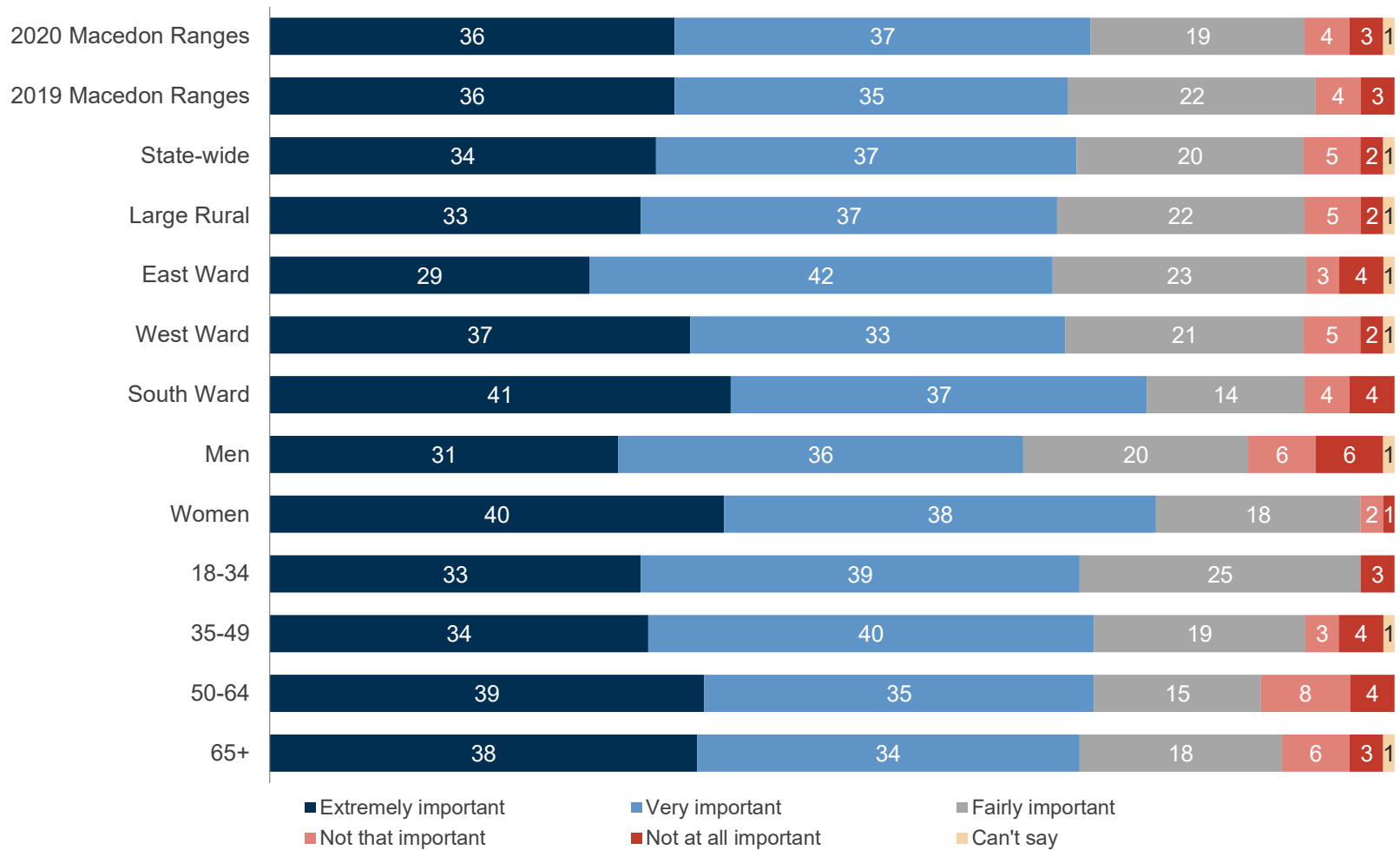
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5



## Environmental sustainability performance



### 2020 environmental sustainability performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

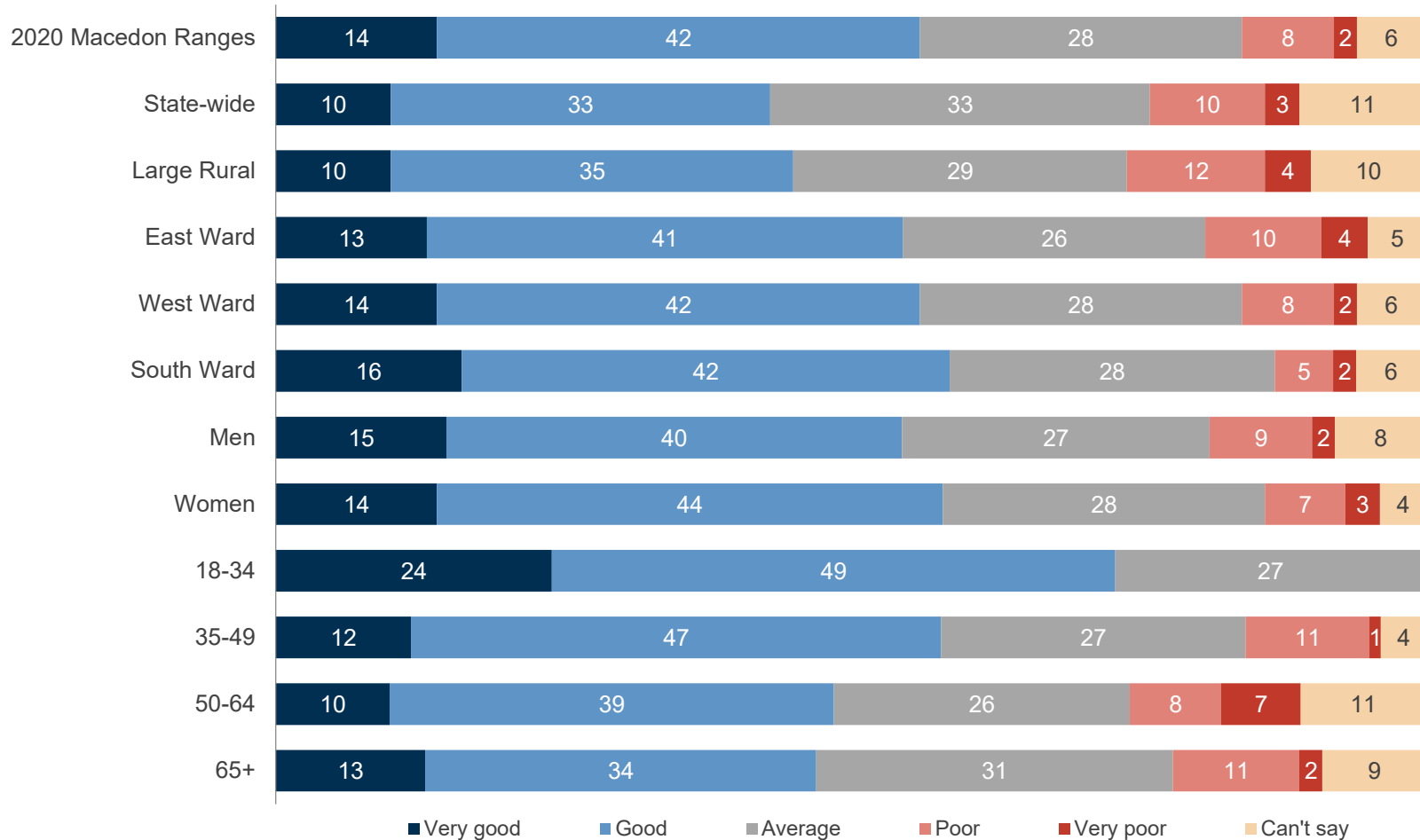
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability performance



2020 environmental sustainability performance (%)





## Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	86▲	87	86	85	86	87	88	90	88
65+	84	83	83	81	82	80	84	82	80
South Ward	83	82	83	84	78	82	81	81	82
35-49	83	83	87	81	81	82	80	86	83
18-34	83	82	80	83	80	88	84	84	84
East Ward	82	85	87	79	81	85	86	88	82
Macedon Ranges	82	83	83	81	81	83	83	84	82
West Ward	82	83	80	80	85	81	82	83	83
Large Rural	81	82	82	81	81	81	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	80	80	80
50-64	79	85	82	81	82	82	86	83	82
Men	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: 16 Councils asked group: 5

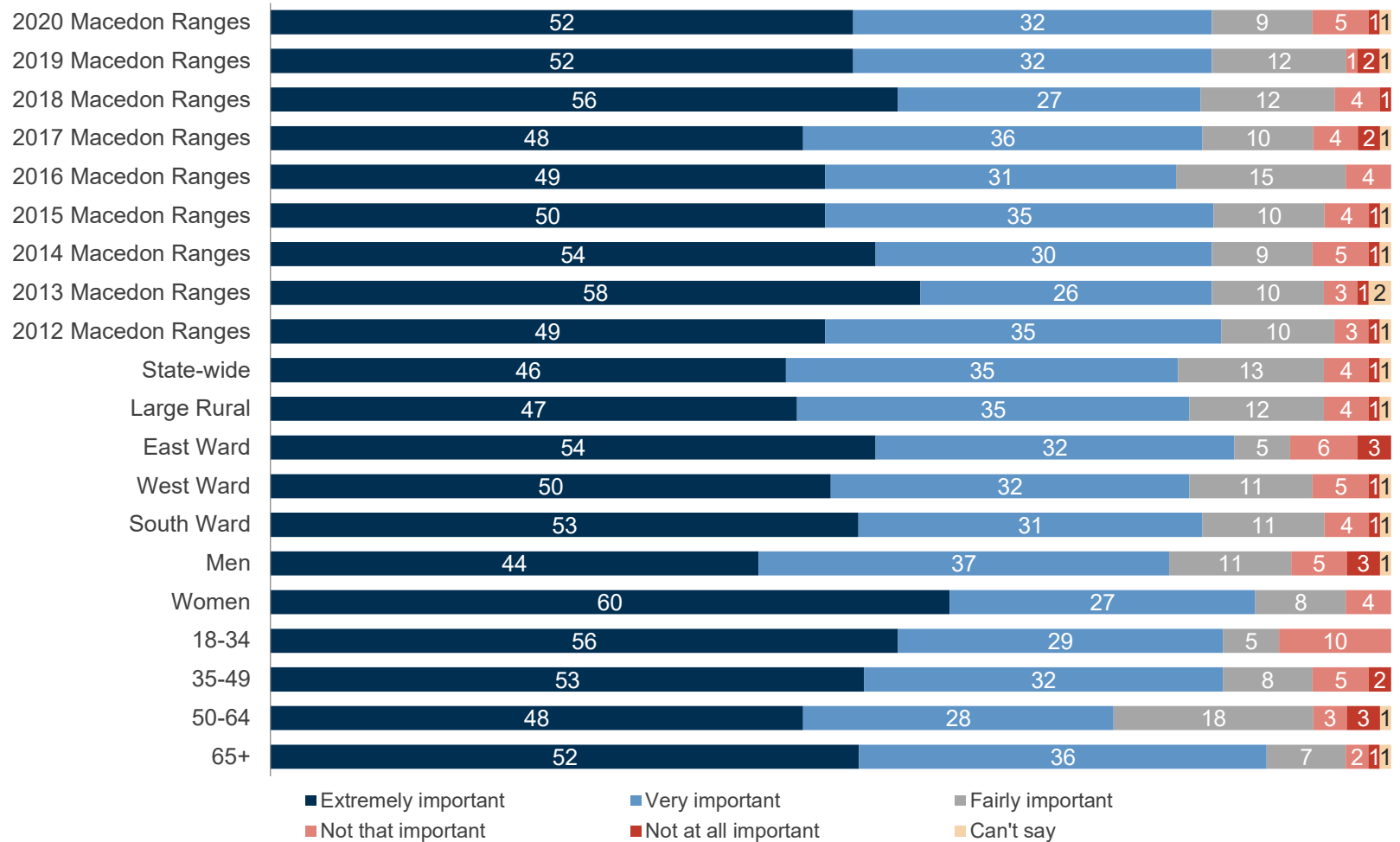
Note: Please see Appendix A for explanation of significant differences.



## Emergency and disaster management importance



2020 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5



## Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	72	71	70	72	70	70	71	66	65
Women	70	76	72	75	73	73	74	66	71
South Ward	70	76	75	75	66	76	75	70	70
West Ward	69	72	72	72	71	72	72	68	69
18-34	69	75	70	82	75	79	78	74	74
Large Rural	69	72	71	70	70	71	n/a	n/a	n/a
State-wide	68	72	71	70	69	70	71	70	70
Macedon Ranges	68	72	71	73	70	73	72	68	70
35-49	66	74	72	72	69	69	71	67	69
50-64	66	68	73	65	68	73	68	66	70
Men	66	69	70	69	67	71	69	70	68
East Ward	65	69	67	70	73	70	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: 23 Councils asked group: 8

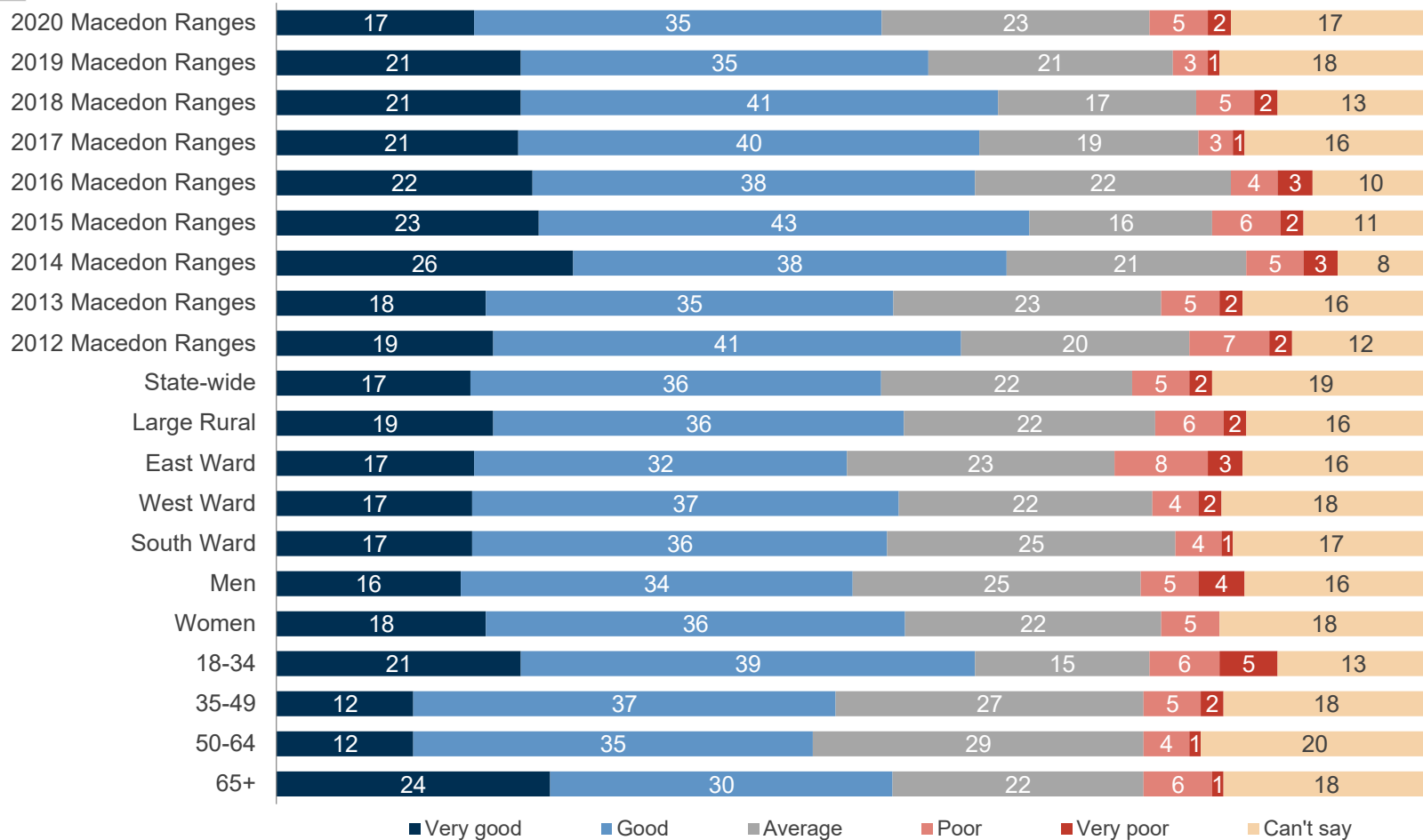
Note: Please see Appendix A for explanation of significant differences.



## Emergency and disaster management performance



2020 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8



## Planning for population growth in the area importance



2020 population growth importance (index scores)

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

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: 4

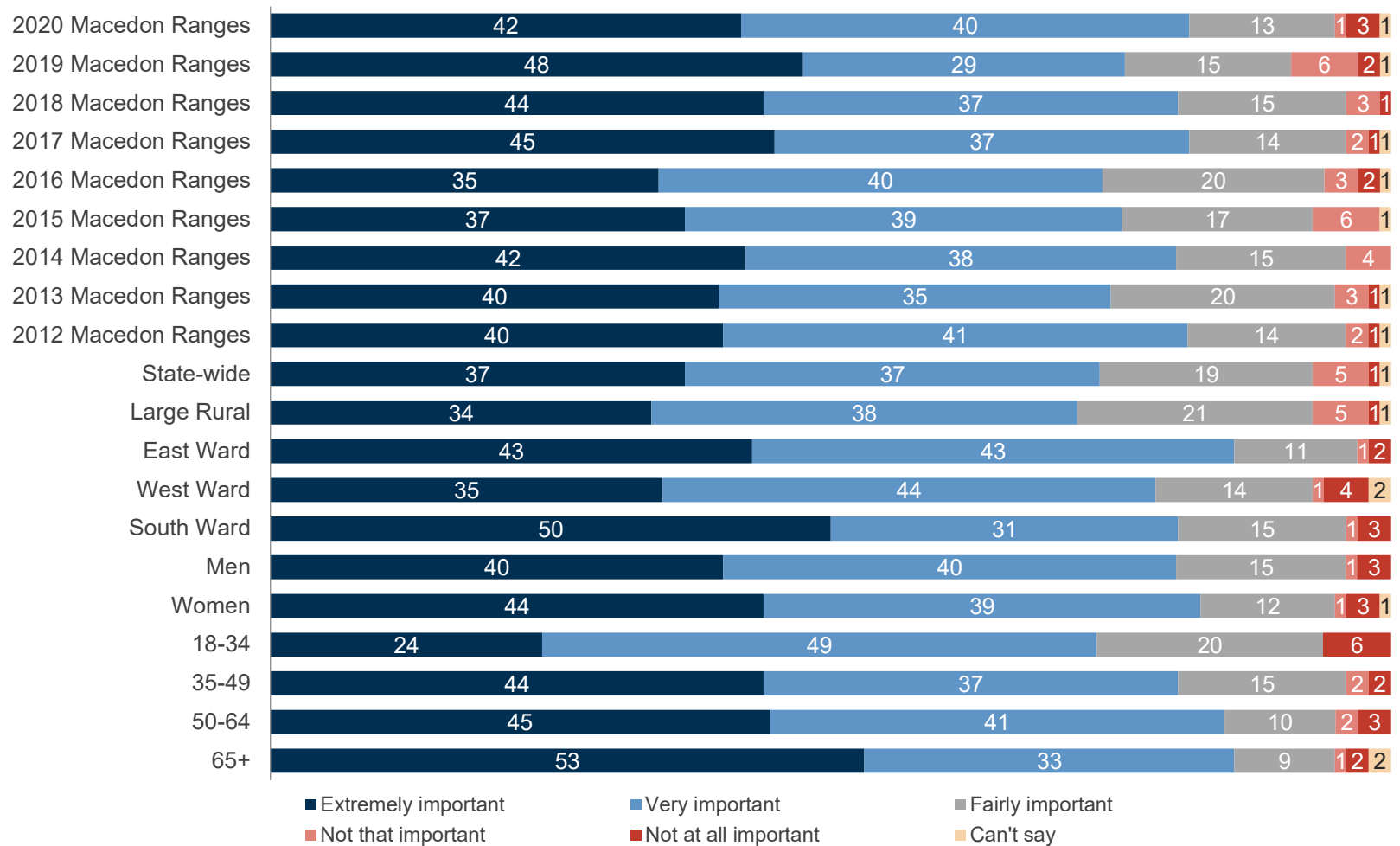
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area importance



2020 population growth importance (%)



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: 4



## Planning for population growth in the area performance



### 2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51▲	52	52	52	51	54	54	54	52
18-34	51▲	53	49	52	56	57	55	59	54
West Ward	50▲	48	54	51	46	49	50	54	51
65+	48	48	45	49	50	48	49	52	47
Large Rural	47	49	48	48	47	50	n/a	n/a	n/a
Men	46	47	50	48	48	49	50	53	51
Macedon Ranges	45	46	47	47	49	51	50	52	50
Women	43	44	45	46	50	53	49	50	48
East Ward	43	46	44	45	52	51	47	51	52
South Ward	41	43	45	45	48	51	51	50	47
35-49	41	40	46	44	48	50	51	47	47
50-64	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: 16 Councils asked group: 4

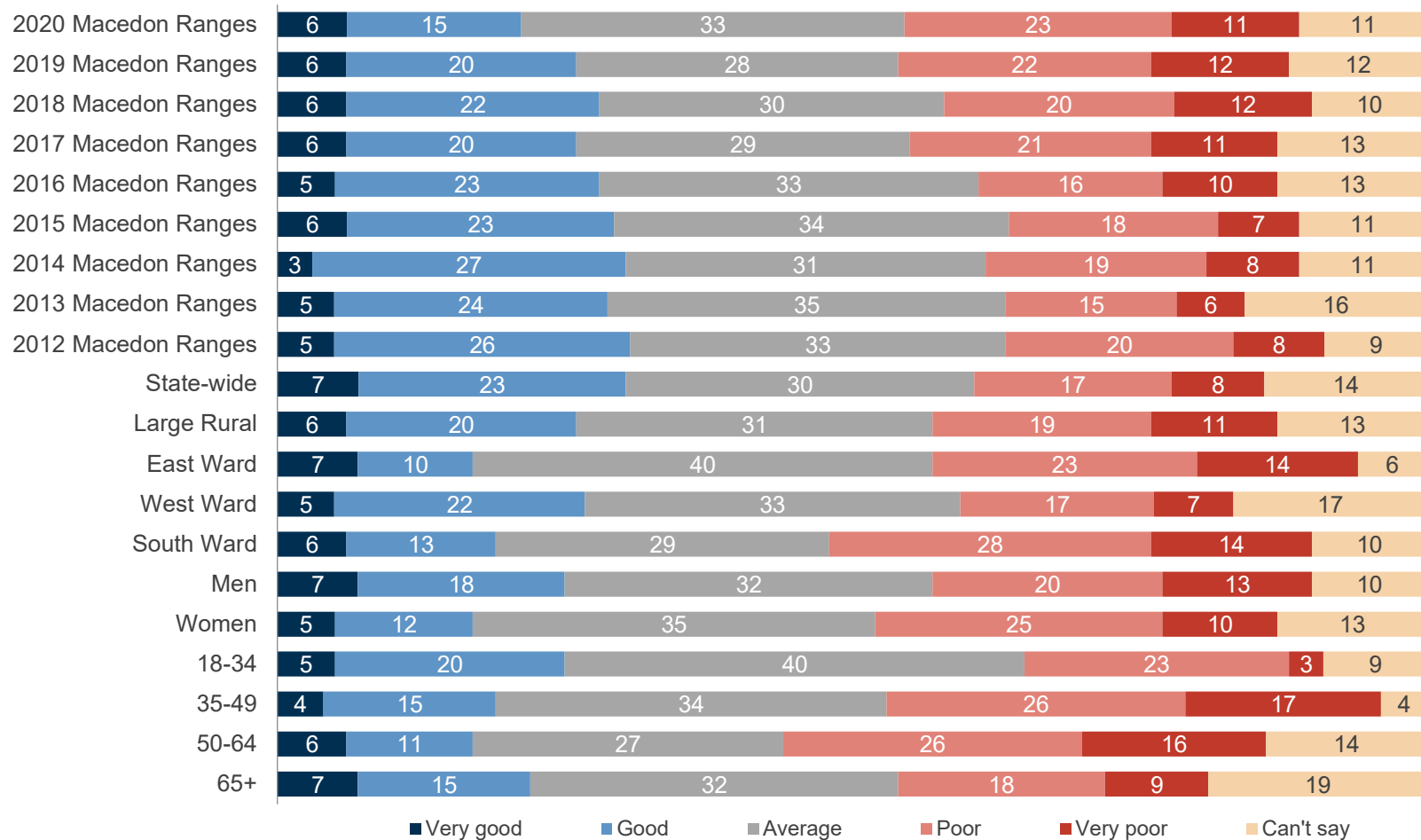
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area performance



2020 population growth performance (%)



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: 16 Councils asked group: 4



## Roadside slashing and weed control importance



2020 roadside slashing and weed control importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	84▲	79	81	81	77	81	84	86	79
50-64	82▲	85	82	87	81	80	85	85	76
Large Rural	78	76	75	75	75	74	n/a	n/a	n/a
East Ward	78	79	80	82	77	82	86	87	78
State-wide	78	74	73	74	73	73	75	74	71
Women	78	81	78	82	78	83	84	84	78
Macedon Ranges	76	78	77	79	77	78	83	82	76
West Ward	76	77	76	78	77	77	82	81	75
Men	74	75	76	76	77	74	82	81	73
South Ward	74	78	74	79	77	76	81	80	75
35-49	72	80	77	77	79	82	83	86	77
18-34	65▼	66	67	72	71	70	78	71	72

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

Base: All respondents. Councils asked state-wide: 6 Councils asked group: 4

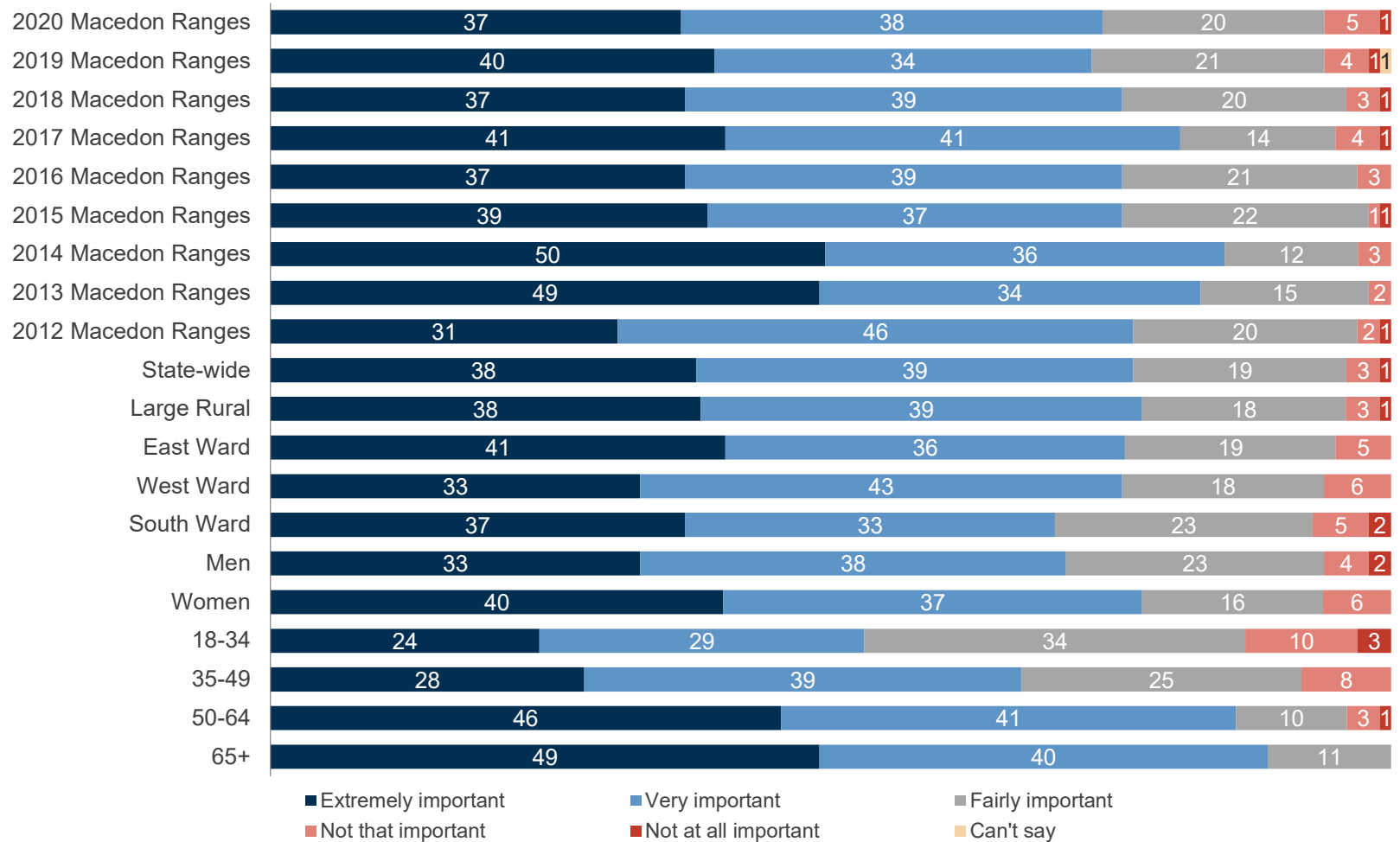
Note: Please see Appendix A for explanation of significant differences.



## Roadside slashing and weed control importance



2020 roadside slashing and weed control importance (%)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?  
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 4



## Roadside slashing and weed control performance



2020 roadside slashing and weed control performance (index scores)

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

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

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

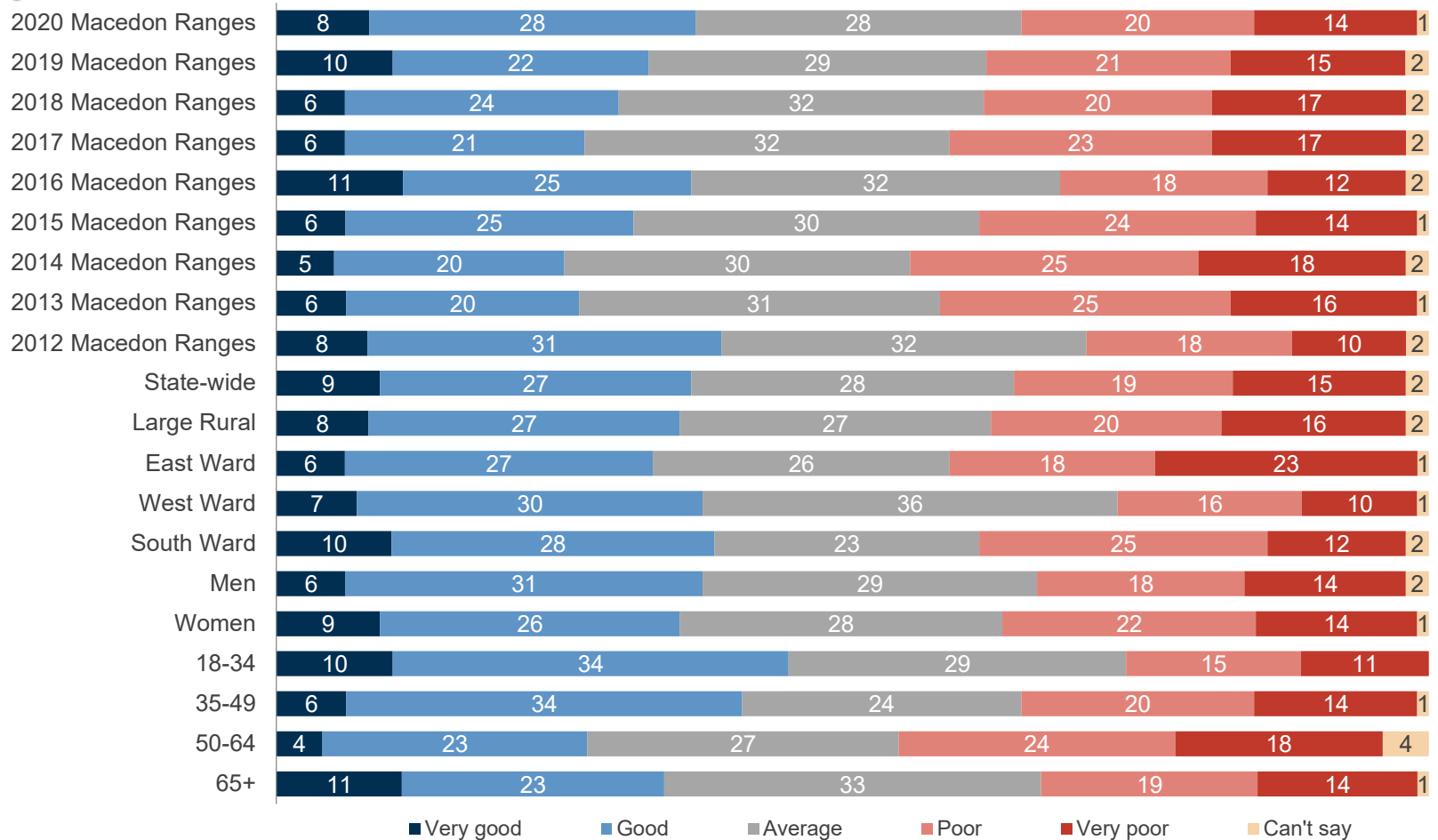
Note: Please see Appendix A for explanation of significant differences.



## Roadside slashing and weed control performance



2020 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 5



# Maintenance of unsealed roads in your area importance



## 2020 unsealed roads importance (index scores)

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

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: 12 Councils asked group: 5

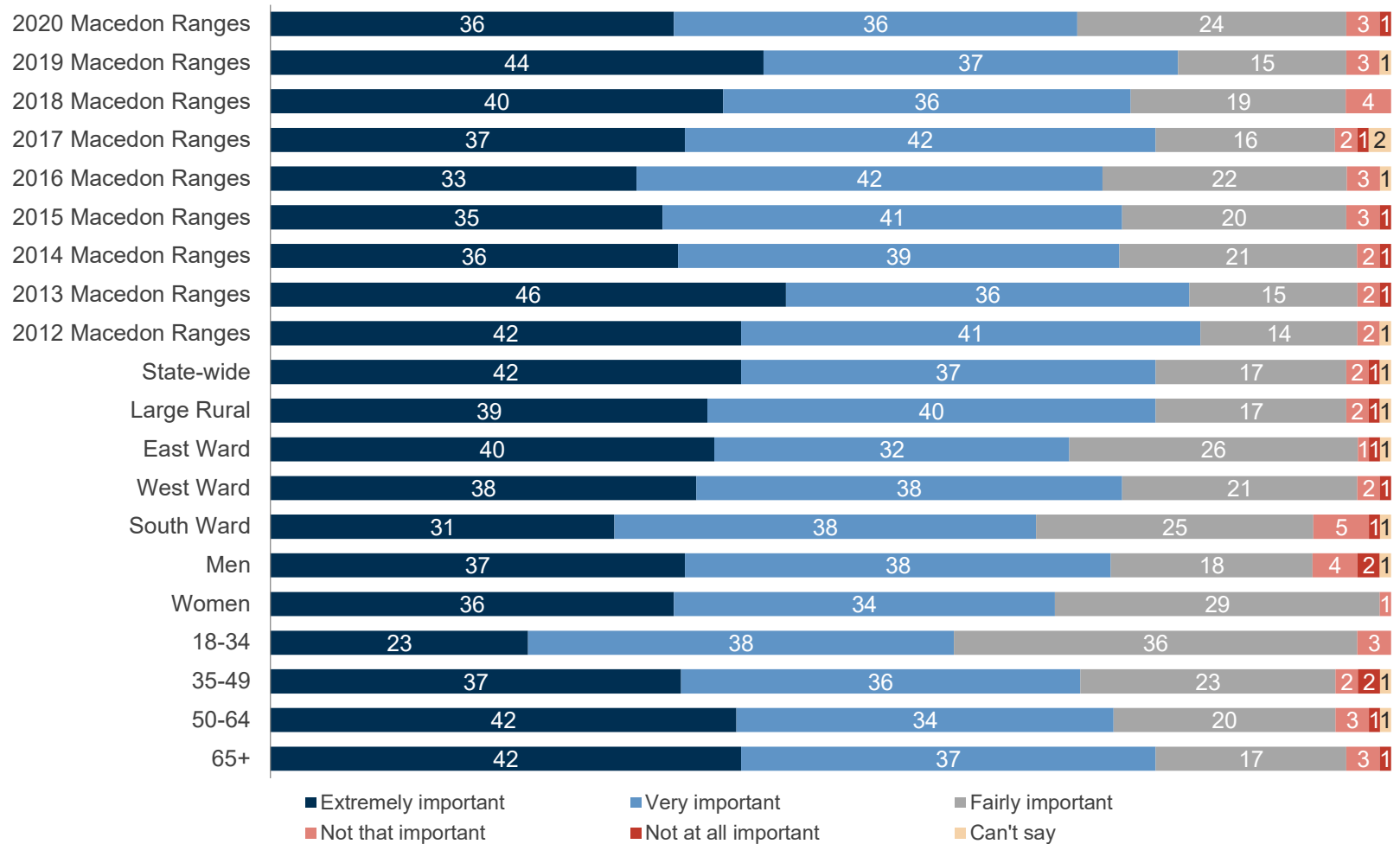
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2020 unsealed roads importance (%)



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: 12 Councils asked group: 5



## Maintenance of unsealed roads in your area performance



### 2020 unsealed roads performance (index scores)

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

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

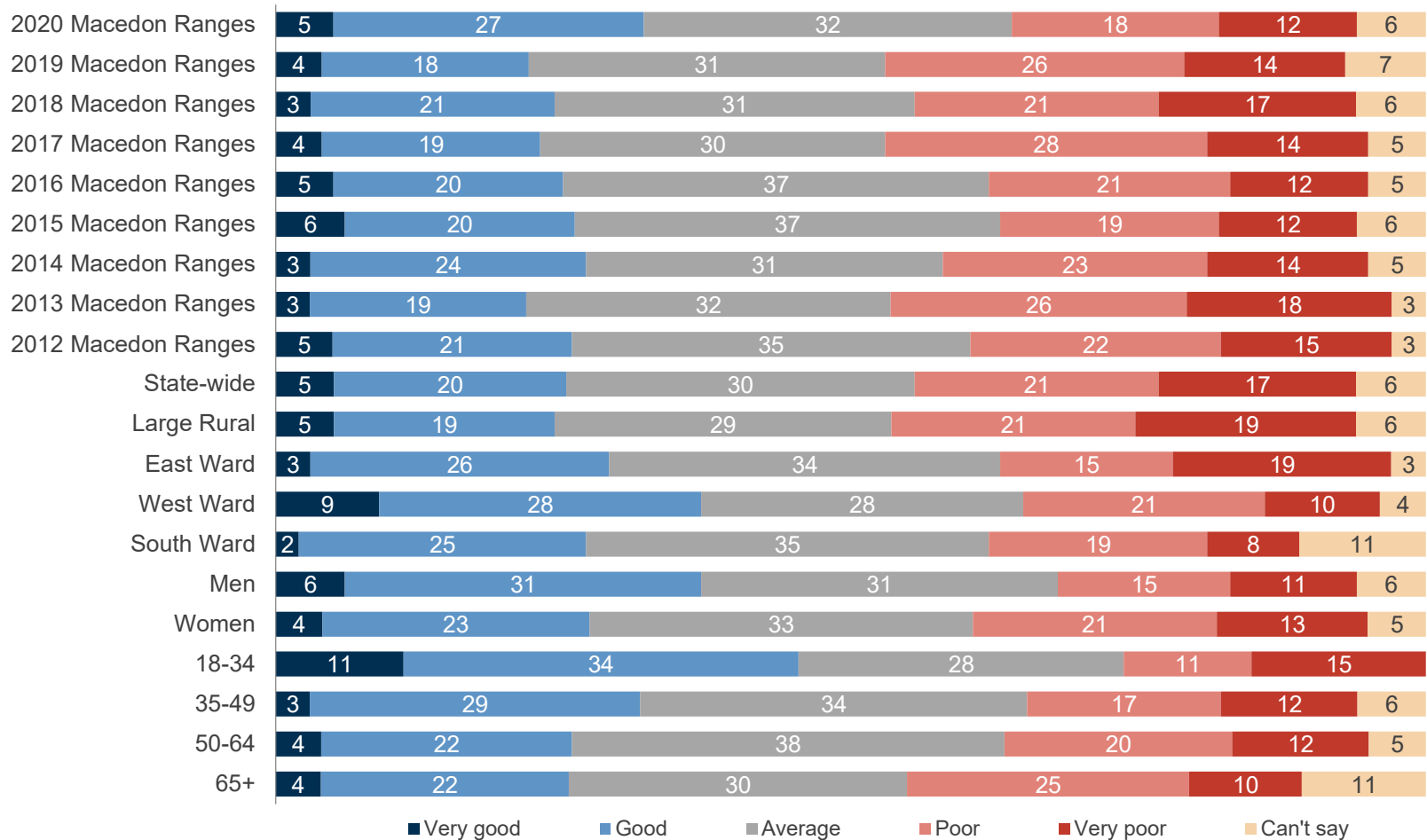
Note: Please see Appendix A for explanation of significant differences.



## Maintenance of unsealed roads in your area performance



### 2020 unsealed roads performance (%)



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



## Tourism development importance



### 2020 tourism development importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 9 Councils asked group: 4

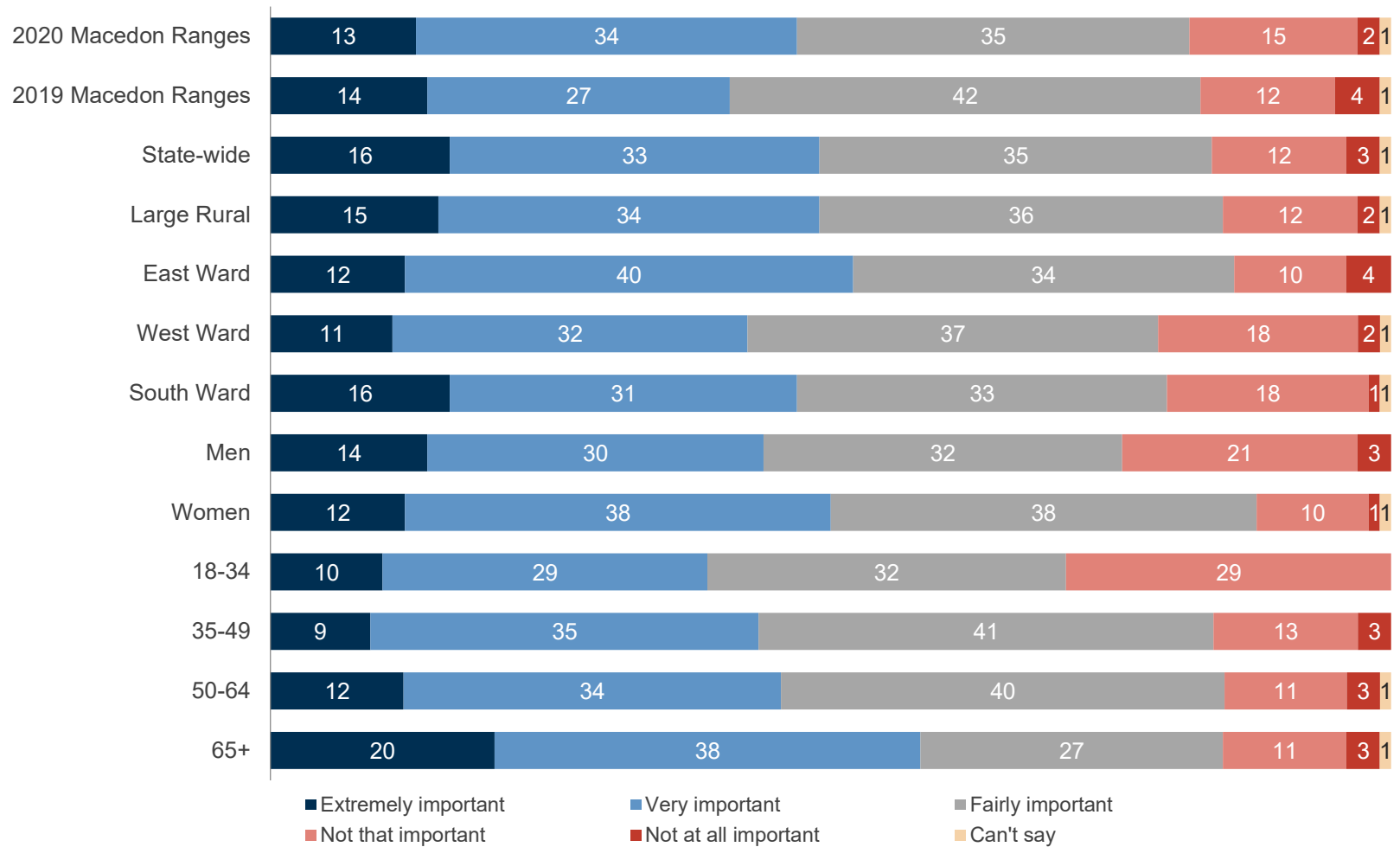
Note: Please see Appendix A for explanation of significant differences.



## Tourism development importance



2020 tourism development importance (%)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 9 Councils asked group: 4



## Tourism development performance



### 2020 tourism development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	69▲	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	63	63	63	63	63	64	n/a	n/a
65+	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	62	61	61	65	64	66	n/a	n/a	n/a
South Ward	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58▼	61	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: 14 Councils asked group: 6

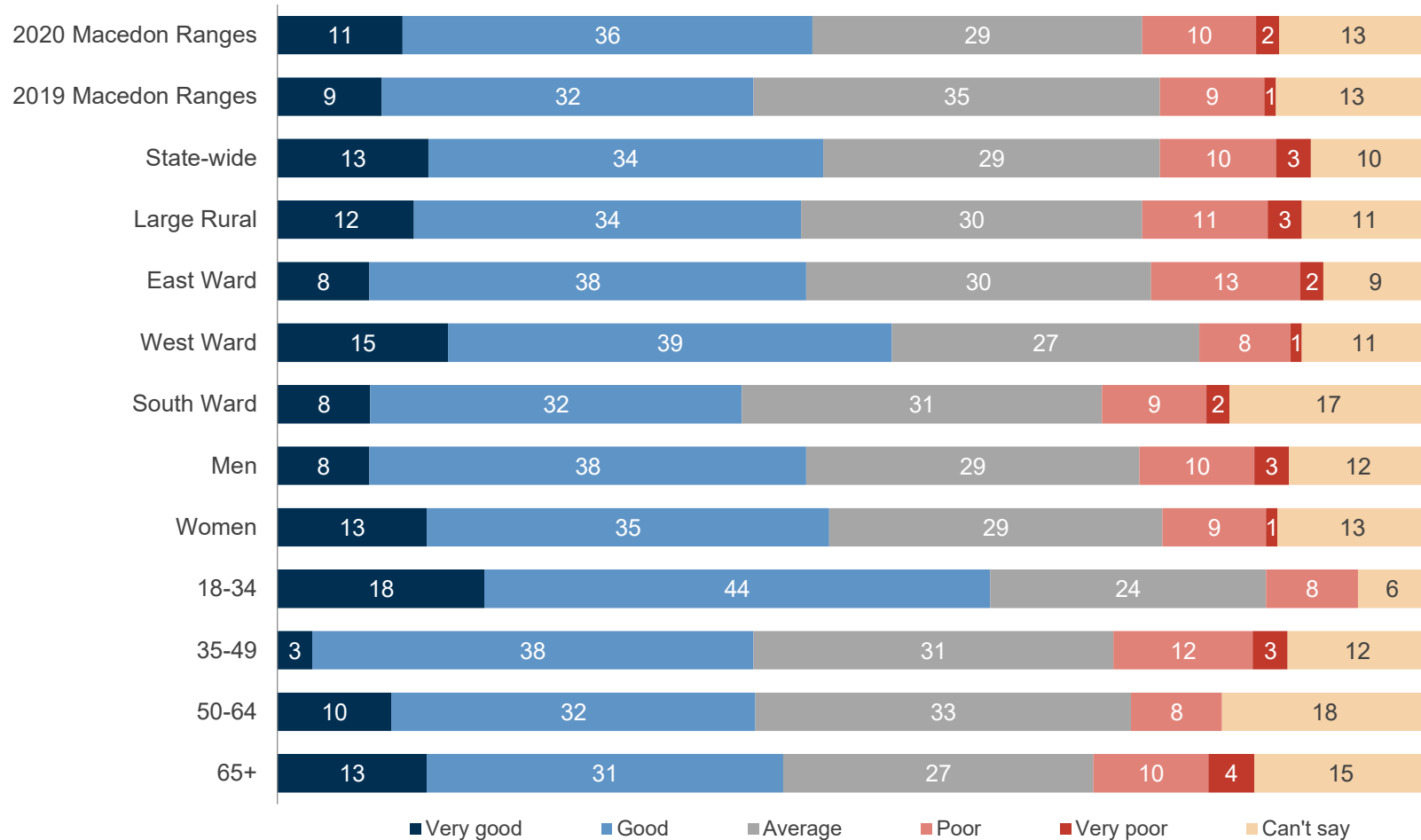
Note: Please see Appendix A for explanation of significant differences.



## Tourism development performance



2020 tourism development performance (%)





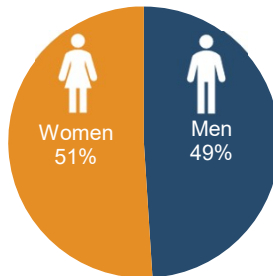
## **Detailed demographics**



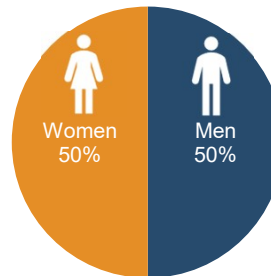
## Gender and age profile

### 2020 gender

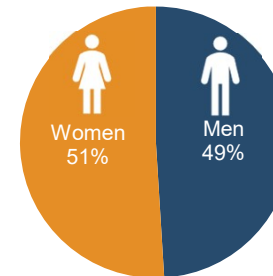
Macedon Ranges



Large Rural

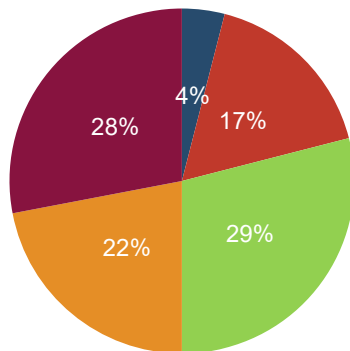


State-wide

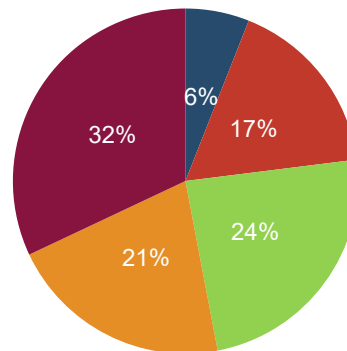


### 2020 age

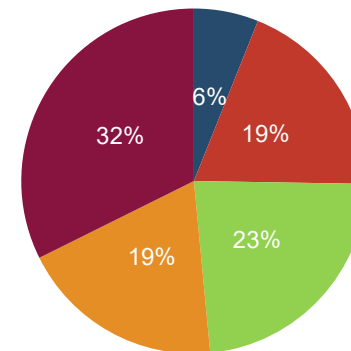
Macedon Ranges



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: 62 Councils asked group: 17

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 2020 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 37,000 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	198	197	+/-7.0
Women	202	203	+/-6.9
East Ward	111	118	+/-9.3
West Ward	153	148	+/-7.9
South Ward	136	134	+/-8.4
18-34 years	33	88	+/-17.3
35-49 years	112	115	+/-9.3
50-64 years	113	87	+/-9.2
65+ years	142	110	+/-8.2



## 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:

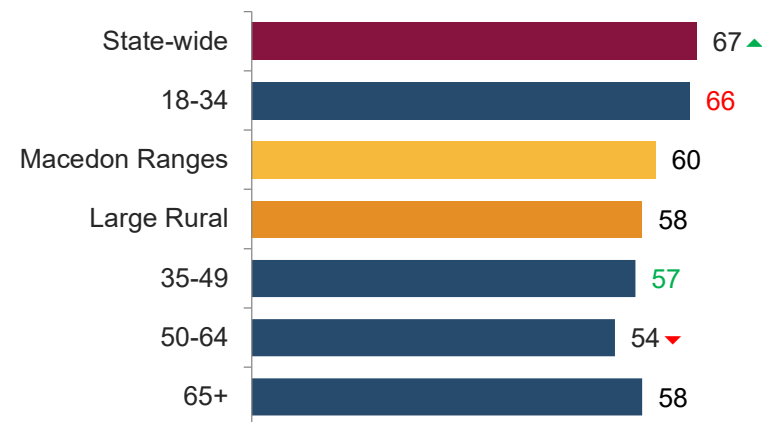
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**Overall Performance – Index Scores  
(example extract only)**



## Appendix A: Index score significant difference calculation

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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

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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



## Appendix B: Survey methodology and sampling

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

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 30<sup>th</sup> January – 22<sup>nd</sup> March, 2020.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 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, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Macedon Ranges Shire Council for this 2020 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

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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 2012-2020 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

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

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

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

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

**CSS:** 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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[mzucker@jwsresearch.com](mailto:mzucker@jwsresearch.com)

**Katrina Cox**  
Director of Client Services  
[kcox@jwsresearch.com](mailto:kcox@jwsresearch.com)

