2023 Local Government Community Satisfaction Survey

Macedon Ranges Shire Council

Coordinated by the Department of Government Services on behalf of Victorian councils

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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 24 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 24 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 49

Large Rural 52

State-wide 56

Council performance compared to group average

Top 3 performing areas	
Waste management	▲ higher
Art centres & libraries	▼ lower
Recreational facilities	= on par

Lowest 3 performing areas	
Unsealed roads	▼ lower
Sealed local roads	▼ lower
Planning & building permits	▼ lower
Customer service	= on par

Summary of core measures

Index scores

Overall Performance · **Value for money** · **Community Consultation** · **Making Community Decisions** · **Sealed Local Roads** · **Waste management** · **Customer Service** · **Overall Council Direction**

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Waste management	76	72	71	72	68	68	70	67	71	71
Customer Service	69	65	65	67	70	65	70	66	66	65
Overall Performance	59	59	55	56	56	56	58	54	50	49
Making Community Decisions	48	54	49	52	56	52	52	49	48	45
Community Consultation	47	52	51	52	54	51	52	47	48	45
Sealed Local Roads		51	48	48	48	49	54	48	43	35
Overall Council Direction	48	52	48	51	51	48	51	44	42	43
Value for money								48	45	43
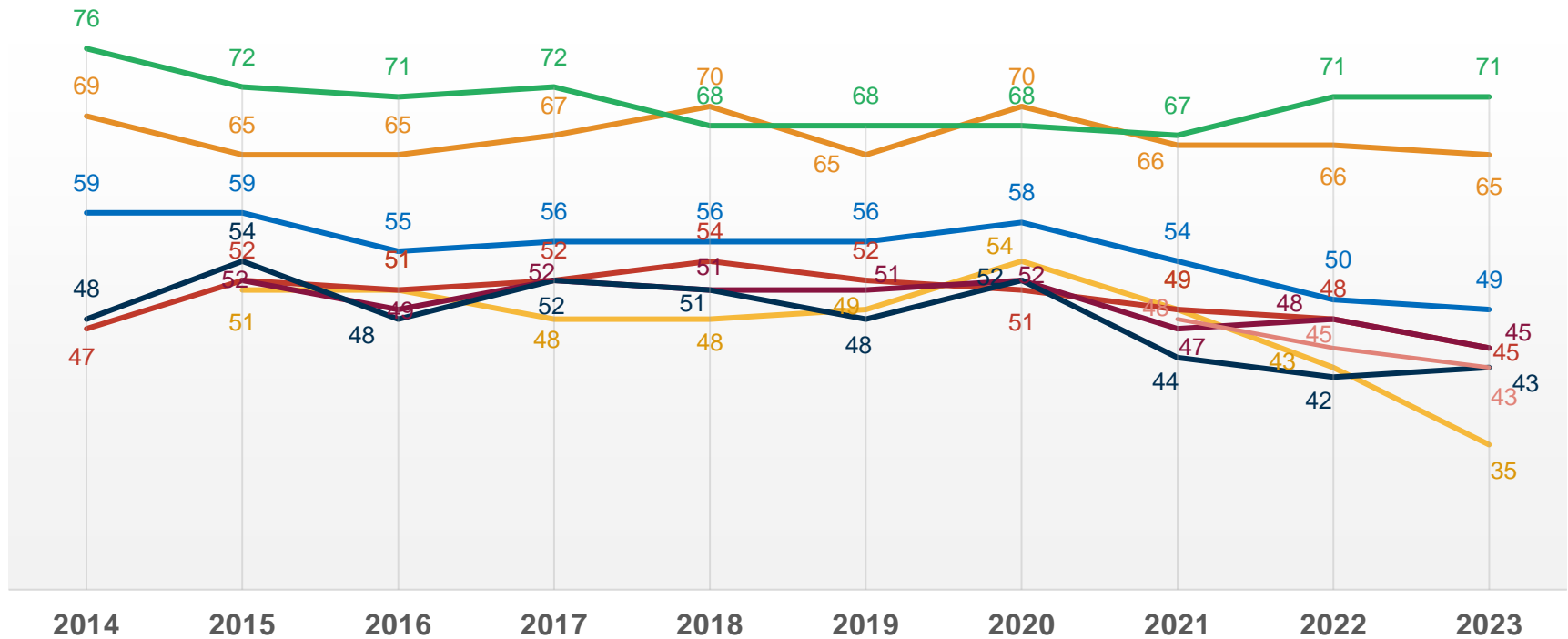
Summary of core measures

Core measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	5	26	42	15	11	1
Value for money	2	22	37	20	15	3
Consultation & engagement	4	19	38	22	12	4
Community decisions	3	18	40	19	11	9
Sealed local roads	4	15	27	21	31	2
Waste management	26	44	19	6	3	2
Customer service	23	40	18	12	7	

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	9	64	23	4

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Summary of Macedon Ranges Shire Council performance

Services	Macedon Ranges 2023	Macedon Ranges 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
Overall performance	49	50	52	56	South Ward residents, Aged 65+ years	Aged 18-34 years
Value for money	43	45	45	49	Aged 65+ years	Aged 18-34 years
Overall council direction	43	42	44	46	Aged 65+ years	Aged 35-49 years
Customer service	65	66	65	67	Aged 65+ years	Men, Aged 50-64 years, Aged 18-34 years, Aged 35-49 years, West Ward residents
Waste management	71	71	65	66	Women, Aged 65+ years, West Ward residents	Aged 18-34 years
Art centres & libraries	65	66	69	73	Women	Aged 18-34 years
Recreational facilities	63	62	65	68	Aged 65+ years	Aged 18-34 years
Appearance of public areas	63	66	65	67	Aged 65+ years, South Ward residents	Aged 18-34 years

Significantly higher / lower than Macedon Ranges Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Macedon Ranges Shire Council performance

Services	Macedon Ranges 2023	Macedon Ranges 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
Community & cultural	60	61	64	66	West Ward residents	East Ward residents
Tourism development	60	59	62	61	Aged 35-49 years	Aged 65+ years, East Ward residents
Emergency & disaster mngt	60	63	64	65	South Ward residents	Aged 18-34 years
COVID-19 response	59	64	67	67	Women, Aged 50-64 years, Aged 35-49 years	Aged 18-34 years, Men
Environmental sustainability	59	60	58	60	Aged 35-49 years	Aged 18-34 years
Family support services	59	63	61	63	South Ward residents, East Ward residents	East Ward residents
Enforcement of local laws	59	63	61	61	Aged 50-64 years	Aged 65+ years
Bus/community dev./tourism	56	55	56	59	Aged 35-49 years, Aged 50-64 years	Aged 18-34 years
Elderly support services	54	59	63	63	Aged 35-49 years	Aged 18-34 years

Significantly higher / lower than Macedon Ranges Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Macedon Ranges Shire Council performance

Services	Macedon Ranges 2023	Macedon Ranges 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
Parking facilities	**53**	56	51	55	Aged 35-49 years	Aged 18-34 years, South Ward residents
Disadvantaged support serv.	**53**	58	58	59	Aged 50-64 years	Aged 18-34 years
Business & community dev.	**52**	54	57	57	South Ward residents	East Ward residents
Informing the community	**49**	53	54	57	South Ward residents	Aged 18-34 years
Lobbying	**46**	45	49	51	Aged 35-49 years	Aged 18-34 years
Community decisions	**45**	48	48	51	Aged 50-64 years, Aged 65+ years	Aged 18-34 years
Consultation & engagement	**45**	48	49	52	South Ward residents	Aged 18-34 years
Local streets & footpaths	**42**	47	47	52	South Ward residents	Aged 50-64 years
Slashing & weed control	**42**	42	43	46	Aged 65+ years	Aged 50-64 years
Town planning policy	**41**	44	49	50	Aged 65+ years	East Ward residents

Significantly higher / lower than Macedon Ranges Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Macedon Ranges Shire Council performance

Services	Macedon Ranges 2023	Macedon Ranges 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
Population growth	**39**	41	45	48	West Ward residents	South Ward residents
Planning & building permits	**36**	39	42	47	Aged 35-49 years	Aged 18-34 years
Sealed local roads	**35**	43	40	48	Aged 65+ years	Aged 18-34 years
Unsealed roads	**31**	37	35	37	Aged 65+ years	Aged 18-34 years

Significantly higher / lower than Macedon Ranges Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Macedon Ranges Shire Council's overall performance rating experienced a minor one-point decline in 2023, marking another series low. While performance ratings remained steady across most of the 27 individual service areas evaluated, in nine service areas, ratings significantly declined to 10-year lows. This will require a concerted effort from Council to correct.

Key influences on perceptions of overall performance

Council should focus on improving service areas that influence perceptions of overall performance and are poorly rated. The condition of sealed local roads and maintenance of unsealed roads comprise Council's two lowest-rated areas and both have a moderate to strong influence on the overall performance rating. Above all, however, Council should focus on good communication and transparency about decisions made in the community's interest – as this service area has the strongest influence on overall perceptions.

Comparison to state and area grouping

Council performs significantly below the State-wide and Large Rural group averages on most measures evaluated in 2023. Council performs on par with the State-wide and Large Rural group averages in tourism development, environmental sustainability, enforcement of local laws and parking facilities. Importantly, Council performs significantly higher than the State-wide and Large Rural group averages in the area of waste management

Engage with younger residents and shore up strengths

Over the last year, perceptions of Council's performance on most measures have significantly deteriorated among residents aged 18 to 34 years. This is uncharacteristic of younger residents, who previously held the most positive perceptions of Council on many metrics. Rate of contact among this group increased significantly in the last year, providing Council with an opportunity to engage with them and restore positive perceptions. Council should also endeavour to maintain its strong performance in waste management.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 49 for Macedon Ranges Shire Council is comparable to the 2022 result, but following two consecutive years of significant decline, a one-point loss in the current evaluation takes Council's rating to a record low.

Council's overall performance remains rated statistically significantly lower (at the 95% confidence interval) than both the Large Rural group and State-wide averages (index scores of 52 and 56 respectively).

- Overall performance is rated significantly higher among South Ward residents and those aged 65 years and over (both with an index scores of 54).

- Contrary to previous evaluations, ratings are now lowest among residents aged 18 to 34 years (44 – down a significant 11 points on 2022).

Just under a quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 37% rate Council as 'average', while a similar proportion (35%) rate Council as 'very poor' or 'poor' in terms of providing value for money.

- Ratings of Council's value for money are significantly higher among residents aged 65 years and over, and significantly lower among 18 to 34 year-olds, where ratings saw a significant 22-point decline.
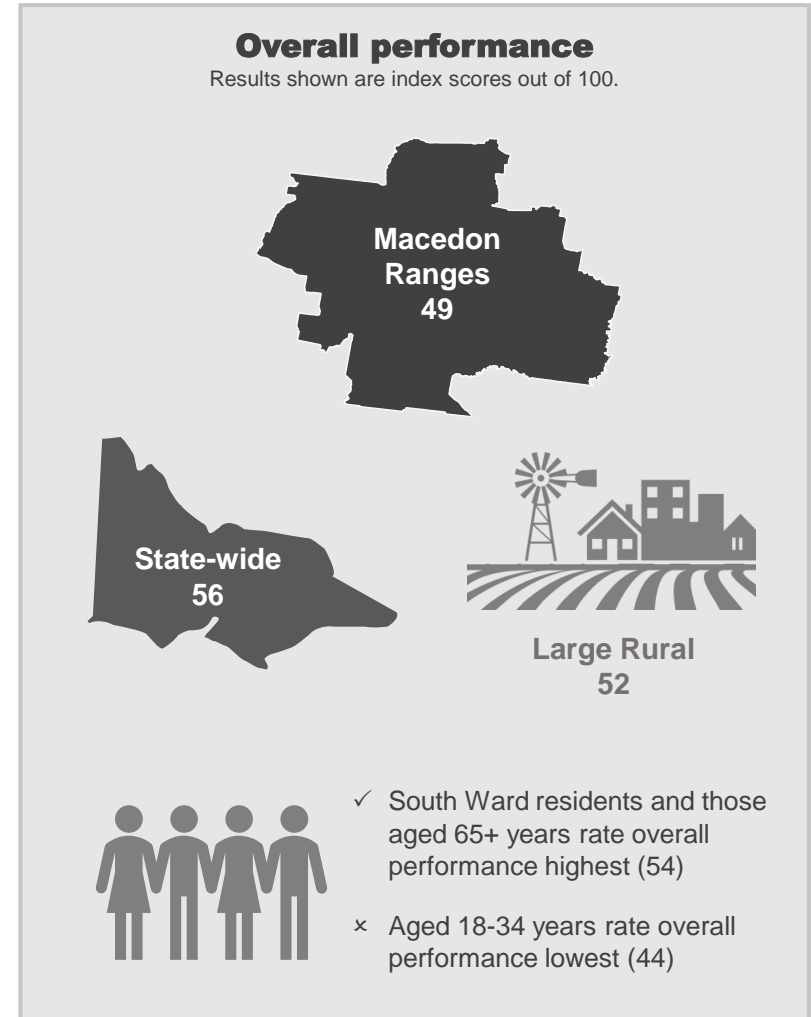
Overall performance
Results shown are index scores out of 100.
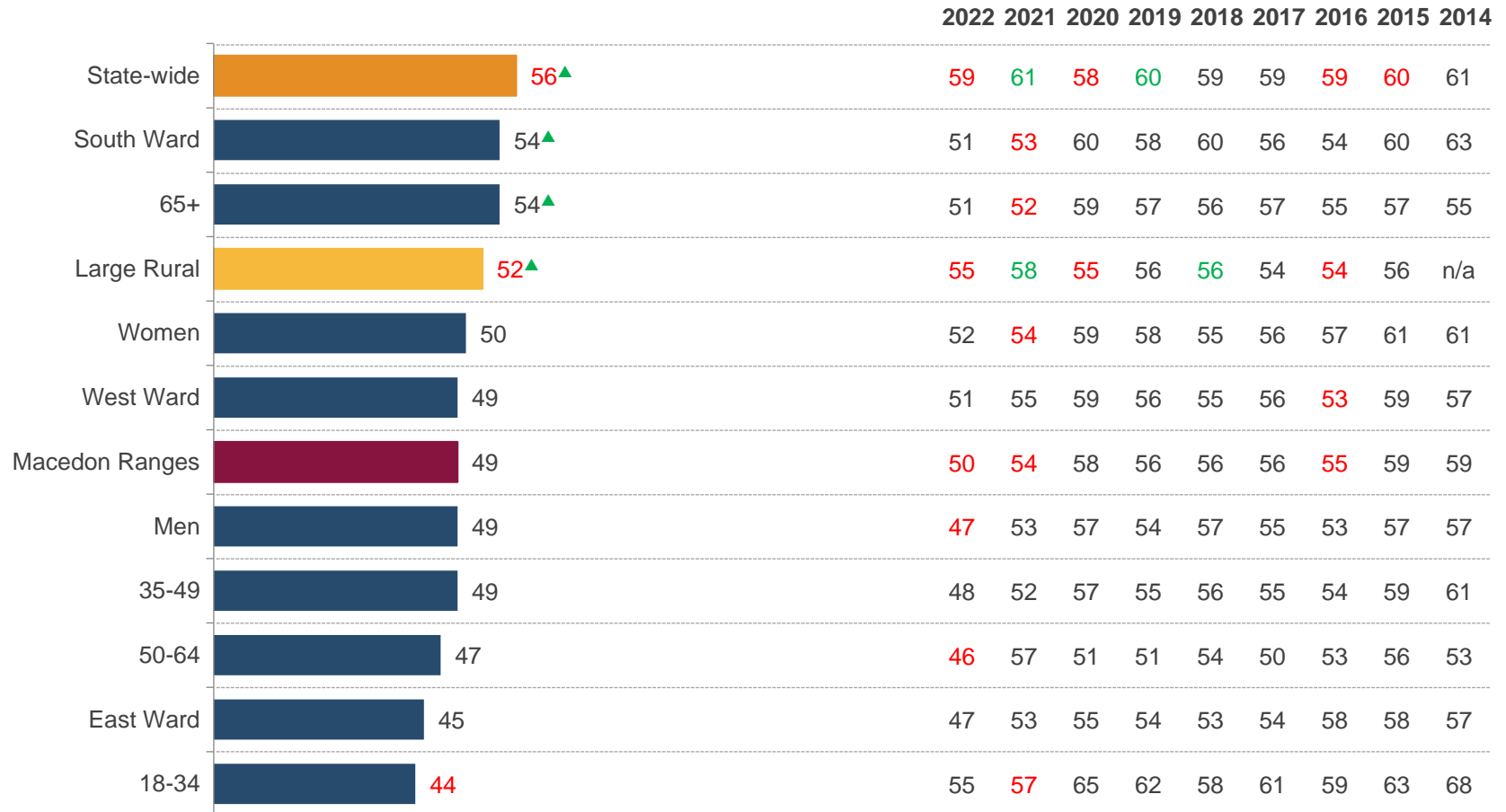
Macedon Ranges 49

State-wide 56

Large Rural 52

✓ South Ward residents and those aged 65+ years rate overall performance highest (54)

✗ Aged 18-34 years rate overall performance lowest (44)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	56 ▲	59	61	58	60	59	59	59	60	61
South Ward	54 ▲	51	53	60	58	60	56	54	60	63
65+	54 ▲	51	52	59	57	56	57	55	57	55
Large Rural	52 ▲	55	58	55	56	56	54	54	56	n/a
Women	50	52	54	59	58	55	56	57	61	61
West Ward	49	51	55	59	56	55	56	53	59	57
Macedon Ranges	49	50	54	58	56	56	56	55	59	59
Men	49	47	53	57	54	57	55	53	57	57
35-49	49	48	52	57	55	56	55	54	59	61
50-64	47	46	57	51	51	54	50	53	56	53
East Ward	45	47	53	55	54	53	54	58	58	57
18-34	44	55	57	65	62	58	61	59	63	68

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: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall performance
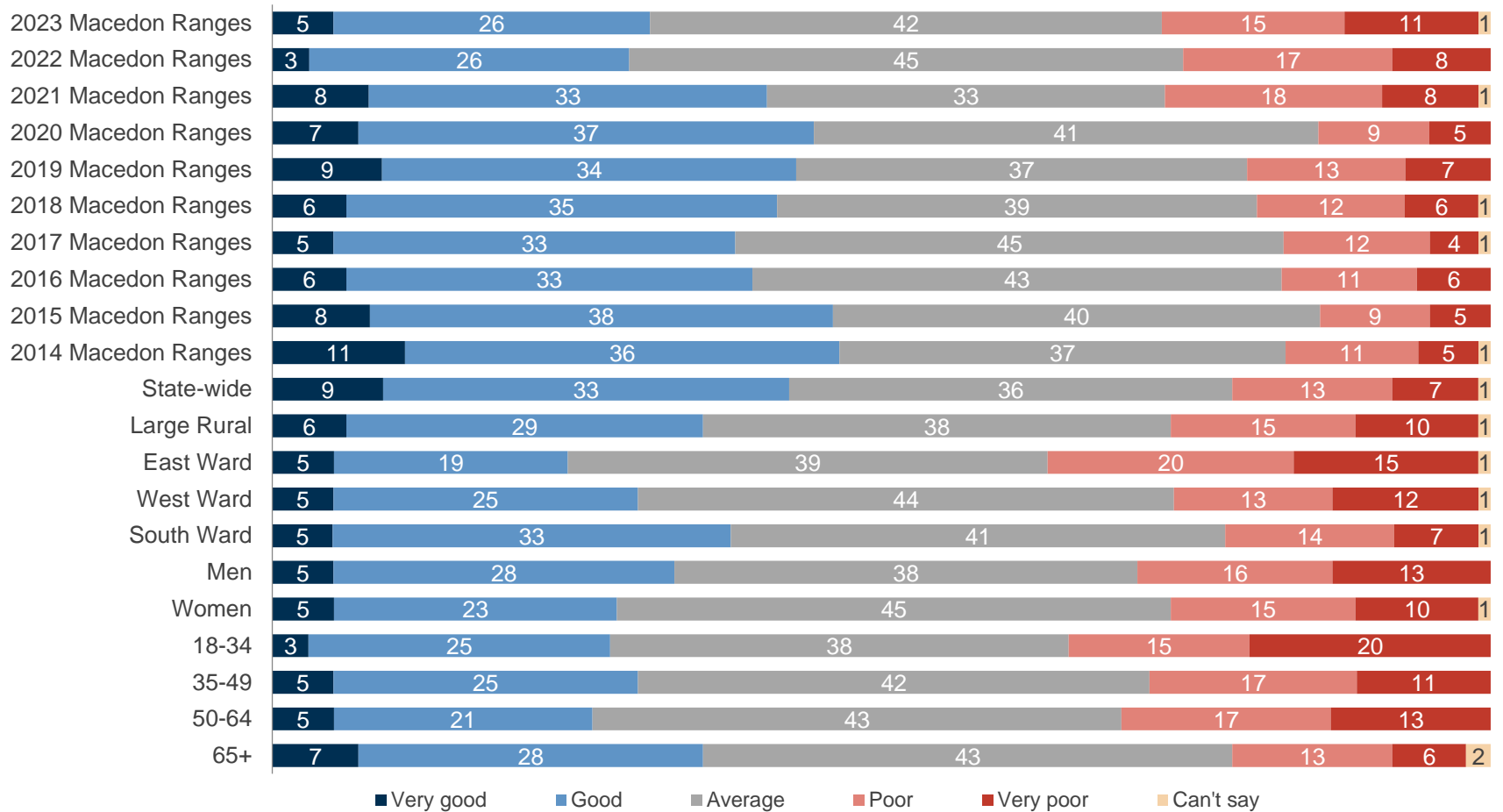
2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	5	26	42	15	11	1
2022 Macedon Ranges	3	26	45	17	8	
2021 Macedon Ranges	8	33	33	18	8	1
2020 Macedon Ranges	7	37	41	9	5	
2019 Macedon Ranges	9	34	37	13	7	
2018 Macedon Ranges	6	35	39	12	6	1
2017 Macedon Ranges	5	33	45	12	4	1
2016 Macedon Ranges	6	33	43	11	6	
2015 Macedon Ranges	8	38	40	9	5	
2014 Macedon Ranges	11	36	37	11	5	1
State-wide	9	33	36	13	7	1
Large Rural	6	29	38	15	10	1
East Ward	5	19	39	20	15	1
West Ward	5	25	44	13	12	1
South Ward	5	33	41	14	7	1
Men	5	28	38	16	13	
Women	5	23	45	15	10	1
18-34	3	25	38	15	20	
35-49	5	25	42	17	11	
50-64	5	21	43	17	13	
65+	7	28	43	13	6	2

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 66 Councils asked group: 18

Value for money in services and infrastructure

2023 value for money (index scores)
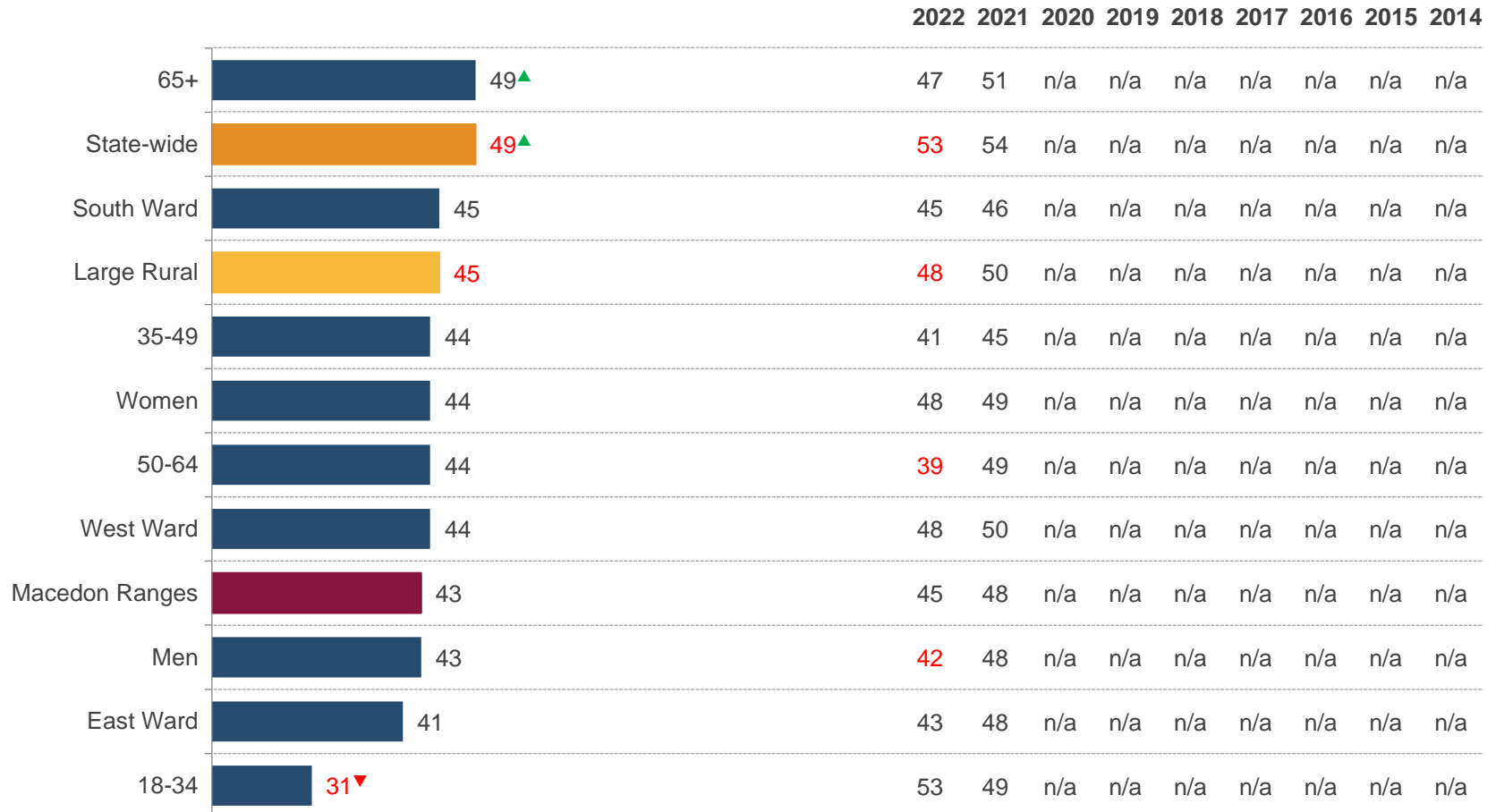
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	49 ▲	47	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49 ▲	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	45	45	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	45	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	44	41	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	44	48	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	39	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	44	48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	43	45	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	42	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	41	43	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	31 ▼	53	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Macedon Ranges Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure
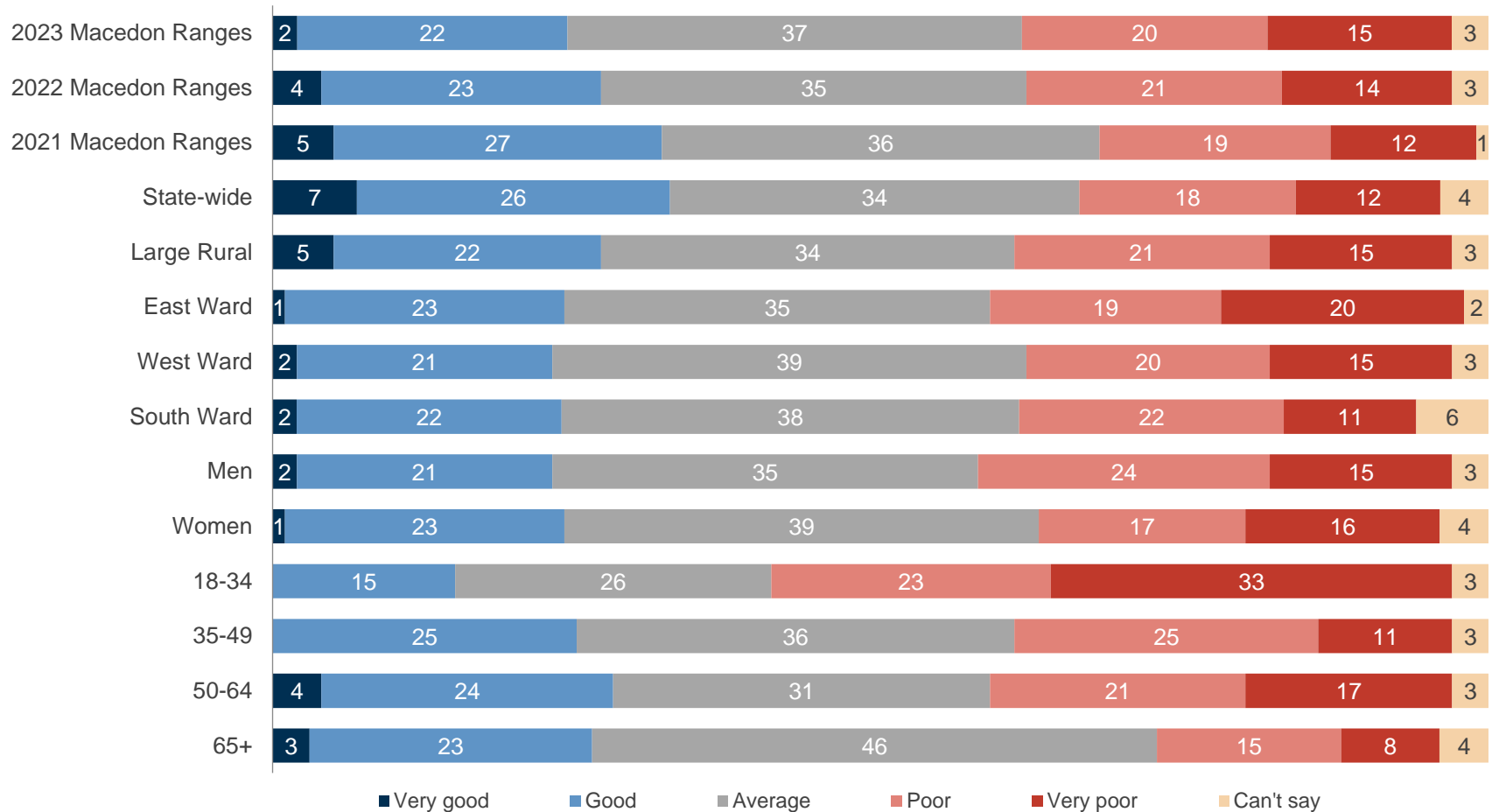
2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	2	22	37	20	15	3
2022 Macedon Ranges	4	23	35	21	14	3
2021 Macedon Ranges	5	27	36	19	12	1
State-wide	7	26	34	18	12	4
Large Rural	5	22	34	21	15	3
East Ward	1	23	35	19	20	2
West Ward	2	21	39	20	15	3
South Ward	2	22	38	22	11	6
Men	2	21	35	24	15	3
Women	1	23	39	17	16	4
18-34		15	26	23	33	3
35-49		25	36	25	11	3
50-64	4	24	31	21	17	3
65+	3	23	46	15	8	4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q3b. How would you rate Macedon Ranges Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

Top performing service areas

Waste management (index score of 71) remains the area where Council performs best. Council continues to rate significantly higher than the Large Rural group and State-wide averages in this service area.

Art centres and libraries is Council's next highest rated service area (index score of 65), followed by recreational facilities and the appearance of public areas (both with an index score of 63).

- Women rate Council's art centres and libraries performance significantly higher compared to average. Conversely, men rate performance significantly lower, along with 18 to 34 year-olds. Ratings among 18 to 34 year-olds also significantly declined over the past 12 months.

- Perceptions of the appearance of public areas also declined significantly among residents aged 18 to 34 years, along with men and South Ward residents.

- Older residents aged 65 years and over rate Council's performance on recreational facilities significantly higher compared to average.

- Council achieved its peak performance rating on the appearance of public areas, and art centres and libraries in 2020, but after three consecutive years of decline, perceptions of both these service areas have reached a series low in the current evaluation.

Waste management (index score of 71) is the area where Council performed best in 2023.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads and sealed local roads (index scores of 31 and 35 respectively).

Council rates lowest in the areas of unsealed and sealed local roads (31 and 35 respectively). In both areas, ratings have declined significantly for three consecutive years. Planning and building permits is Council's next lowest-rated area (36 – down three points on 2022). Council rates significantly lower than both the State-wide and Large Rural group averages in each of these areas.

- Sealed local roads are rated significantly lower by those in the East Ward compared to the average. Ratings declined significantly in all demographic and geographic groups except among East Ward residents and those aged 50+ years.

- Perceptions of the maintenance of unsealed roads declined significantly among West Ward residents and men. Ratings are significantly higher among those in South Ward and residents aged 65 years and over.

- Ratings of planning and building permits declined significantly among women.

- In all aforementioned service areas, performance ratings are significantly lower among 18 to 34 year-olds compared to the Council average, and also significantly lower than they were last year.

Further, nearly a third (32%) cite road maintenance as the Council area most in need of improvement, while 17% nominate town planning, permits, or red tape.

Individual service area performance

2023 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	71	71	67	68	68	68	72	71	72	76
Art centres & libraries	65	66	69	71	70	67	68	67	69	70
Recreational facilities	63	62	67	68	68	67	69	69	70	71
Appearance of public areas	63	66	68	73	70	68	72	71	69	71
Community & cultural	60	61	61	66	63	65	65	63	68	66
Tourism development	60	59	58	63	61	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	60	63	68	68	72	71	73	70	73	72
COVID-19 response	59	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	59	60	61	66	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	59	63	63	62	64	63	65	64	64	64
Enforcement of local laws	59	63	61	62	64	63	61	61	62	64
Bus/community dev./tourism	56	55	57	60	60	60	61	59	63	63
Elderly support services	54	59	63	63	64	63	66	64	64	67
Parking facilities	53	56	56	59	58	57	58	60	61	62
Disadvantaged support serv.	53	58	63	58	58	58	58	60	59	61
Business & community dev.	52	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	49	53	53	56	56	55	56	56	57	55
Lobbying	46	45	48	52	53	50	52	49	53	50
Community decisions	45	48	47	52	51	51	52	49	52	n/a
Consultation & engagement	45	48	49	51	52	54	52	51	52	47
Local streets & footpaths	42	47	52	56	52	52	52	54	53	52
Slashing & weed control	42	42	45	49	47	45	44	51	46	42
Town planning policy	41	44	46	48	48	47	47	48	50	49
Population growth	39	41	43	45	46	47	47	49	51	50
Planning & building permits	36	39	43	44	45	44	43	43	48	47
Sealed local roads	35	43	49	54	49	48	48	51	51	n/a
Unsealed roads	31	37	45	49	42	43	42	46	47	45

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	26	44	19	6	3	2
Art centres & libraries	13	40	32	6	3	8
Recreational facilities	16	40	26	12	4	3
Appearance of public areas	11	42	36	7	3	1
Community & cultural	10	33	34	9	3	10
Tourism development	7	35	31	11	1	14
Emergency & disaster mngt	10	34	30	8	6	13
COVID-19 response	8	33	34	6	5	13
Environmental sustainability	8	32	39	8	4	9
Family support services	6	28	24	8	4	30
Enforcement of local laws	8	29	36	7	4	16
Bus/community dev./tourism	4	34	36	10	5	11
Elderly support services	5	24	28	11	5	27
Parking facilities	5	31	38	15	7	4
Disadvantaged support serv.	3	21	27	9	6	34
Business & community dev.	1	27	41	10	6	16
Informing the community	7	24	38	19	10	3
Lobbying	3	16	33	19	7	22
Community decisions	3	18	40	19	11	9
Consultation & engagement	4	19	38	22	12	4
Local streets & footpaths	5	21	28	24	19	3
Slashing & weed control	5	19	32	22	20	2
Town planning policy	2	15	34	19	17	12
Population growth	3	13	33	28	16	9
Planning & building permits	2	10	32	21	20	15
Sealed local roads	4	15	27	21	31	2
Unsealed roads	2	11	25	22	32	7

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Individual service area importance

2023 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Unsealed roads	84	83	79	76	81	78	79	76	77	77
Local streets & footpaths	83	82	77	76	78	78	76	74	77	77
Population growth	80	81	77	79	79	80	81	76	77	79
Slashing & weed control	80	80	77	76	78	77	79	77	78	83
Waste management	80	81	79	81	82	81	76	75	76	77
Community decisions	80	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	80	83	79	82	83	83	81	81	83	83
Elderly support services	78	81	79	77	78	79	77	75	77	78
Town planning policy	78	78	75	74	76	75	74	72	75	76
Consultation & engagement	78	78	78	76	75	77	73	76	73	77
Informing the community	77	77	78	75	76	76	74	74	75	76
Planning & building permits	75	75	74	74	74	73	72	72	73	74
Recreational facilities	74	73	72	72	71	73	73	71	72	73
Appearance of public areas	73	77	74	73	73	74	73	72	71	73
Disadvantaged support serv.	72	75	74	72	71	72	70	72	71	72
Family support services	72	75	74	74	72	72	72	69	72	72
Environmental sustainability	70	74	74	75	74	n/a	n/a	n/a	n/a	n/a
Lobbying	69	70	69	69	64	68	68	67	67	71
Enforcement of local laws	66	64	66	67	68	67	67	67	70	69
Parking facilities	66	68	67	64	64	66	63	62	63	64
Business & community dev.	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	63	63	65	63	64	63	64	62	65	65
Bus/community dev./tourism	62	65	65	66	65	66	66	64	67	68
Community & cultural	60	61	59	59	59	59	58	59	59	61
Tourism development	57	61	63	60	59	n/a	n/a	n/a	n/a	n/a
COVID-19 response	53	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2023 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Local streets & footpaths	51	33	12	2	1	1
Unsealed roads	53	32	12	3		1
Waste management	38	45	14	3		
Population growth	43	37	15	1	1	3
Slashing & weed control	42	38	17	3		1
Emergency & disaster mngt	43	36	14	4	1	2
Community decisions	42	37	15	2	1	2
Elderly support services	35	43	19	2		1
Consultation & engagement	39	37	18	4	1	1
Informing the community	37	38	21	3		1
Town planning policy	38	37	18	3	1	2
Planning & building permits	33	39	22	2	2	1
Recreational facilities	28	42	24	4	1	1
Appearance of public areas	24	46	26	4		
Family support services	25	42	26	4	1	2
Disadvantaged support serv.	27	39	25	5	2	2
Lobbying	26	37	24	8	3	2
Environmental sustainability	31	32	26	7	3	1
Parking facilities	20	34	34	9	2	2
Enforcement of local laws	19	34	36	7	2	2
Business & community dev.	17	35	35	10	1	2
Art centres & libraries	13	37	37	10	1	1
Community & cultural	11	34	42	11	2	1
Bus/community dev./tourism	14	30	44	10		1
Tourism development	11	26	44	14	3	2
COVID-19 response	15	19	37	16	10	4

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	84	31	-53
Population growth	80	39	-42
Local streets & footpaths	83	42	-41
Planning & building permits	75	36	-39
Slashing & weed control	80	42	-38
Town planning policy	78	41	-37
Community decisions	80	45	-34
Consultation & engagement	78	45	-33
Informing the community	77	49	-27
Elderly support services	78	54	-24
Lobbying	69	46	-23
Emergency & disaster mngt	80	60	-20
Disadvantaged support serv.	72	53	-19
Family support services	72	59	-13
Parking facilities	66	53	-12
Business & community dev.	64	52	-12
Environmental sustainability	70	59	-11
Recreational facilities	74	63	-10
Appearance of public areas	73	63	-10

Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council performance. Currently, this is among Council's poorest performing areas (index score of 45).

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

• Informing the community

• The maintenance of unsealed roads

• Community consultation and engagement

• Family support services

• The condition of sealed local roads.

Looking at these key service areas only, Council is performing relatively well on delivering its family support services (index of 59). Maintaining this more positive result should remain a focus – but there is greater work to be done elsewhere.

In addition to Council decision making, other influential service areas most in need of attention are the related areas of consultation and informing the community (performance index of 45 and 49 respectively) – and the maintenance of both unsealed and sealed roads, Council's poorest performing areas overall (index of 31 and 35 respectively).

It will be important to attend to the condition of Council roads and ensure residents feel informed and heard on key local issues to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2023 regression analysis (all service areas)
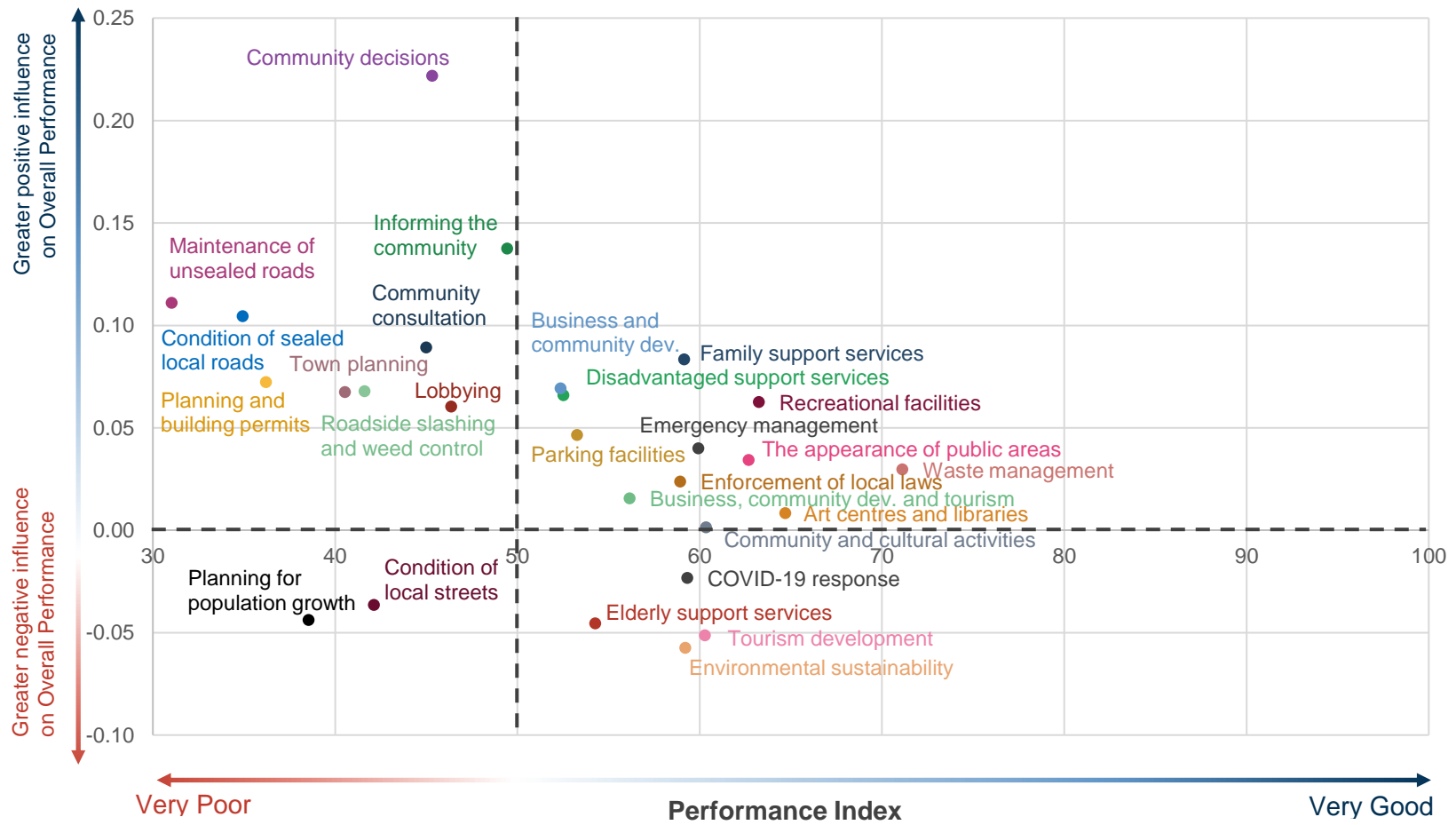
The multiple regression analysis model above (all service areas) has an R² value of 0.642 and adjusted R² value of 0.616, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 24.73. 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

2023 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions

Attend to this area as currently performing 'poorly' here and changes will have a *stronger* influence on overall perceptions.

- Informing the community
- Maintenance of unsealed roads
- Condition of sealed local roads
- Community consultation

Should remain a focus as currently performing 'poorly' here. Improvements will have a moderate to strong influence on overall perceptions.

- Family support services

Positive influence on overall rating and should remain a focus – but currently performing fairly 'well' here. Improvements will have a more moderate influence on overall perceptions.

Performance Index

Very Poor

Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.606 and adjusted R² value of 0.600, which means that 60% 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 = 100.79.

Areas for improvement

2023 areas for improvement (%)
- Top mentions only -

Area	%
Road Maintenance	32
Town Planning/Permits/Red Tape	17
Community Consultation	13
Infrastructure	11
Communication	7
Median Strips/Nature Strips	6
Council Management	5
Environmental Issues	5
Address Issues/Keep Promises	5
Footpaths/Walking Tracks	5
Recreational /Sporting Facilities	5
Nothing	3
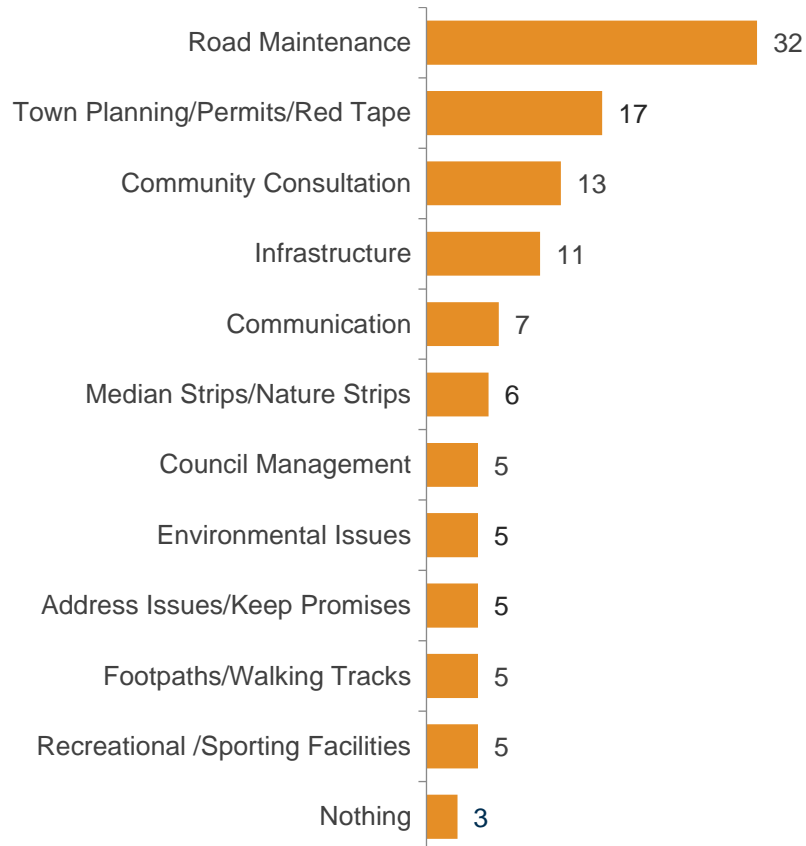
Q17. What does Macedon Ranges Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Two thirds of households (67%) had contact with Council in the last 12 months – similar to past results. Rate of contact is highest among West Ward residents (73%) and lowest among South Ward residents (59%). Rate of contact significantly increased among 18 to 34 year-olds (up to 71%), in contrast to 2022, when their rate of contact declined significantly. Telephone (39%) remains the main method of contact with Council, followed by in person (26%) and via email (25%).

Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 23% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 65 is not significantly different from 2022, but marks a return to its equal-lowest rating last seen in 2019. Despite this, Council's customer service continues to rate in line with the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

- Ratings of customer service are equally positive among each of the geographic and demographic groups, with none significantly different to the Council average.

- Notably, customer service ratings are highest among those who communicated with Council by telephone (index score of 71). As this is the most prevalent method of contact, Council ought to uphold and build upon this favourable result.

Council should pay particular attention to its customer service interactions with 18 to 34 year-olds in the year ahead. Given their increased rate of contact with Council and declined perceptions of its overall performance, there is opportunity to engage with them and improve their perceptions.

Contact with council

2023 contact with council (%)
Have had contact

Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
West Ward	73	65	68	62	73	69	66	62	65	68
18-34	71	53	73	70	59	63	70	54	54	49
East Ward	70	70	68	74	68	72	66	53	66	59
Women	70	67	67	66	66	70	65	65	64	62
35-49	69	75	72	75	72	69	68	67	75	78
50-64	68	73	63	70	80	74	63	71	67	68
Macedon Ranges	67	66	69	70	69	69	64	62	65	64
State-wide	64	63	62	63	61	61	58	58	60	61
Men	64	65	71	74	72	68	62	60	67	66
65+	64	64	66	65	65	69	53	57	62	54
Large Rural	62	62	63	61	62	62	57	57	59	n/a
South Ward	59	64	70	75	65	65	60	73	65	65

Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?
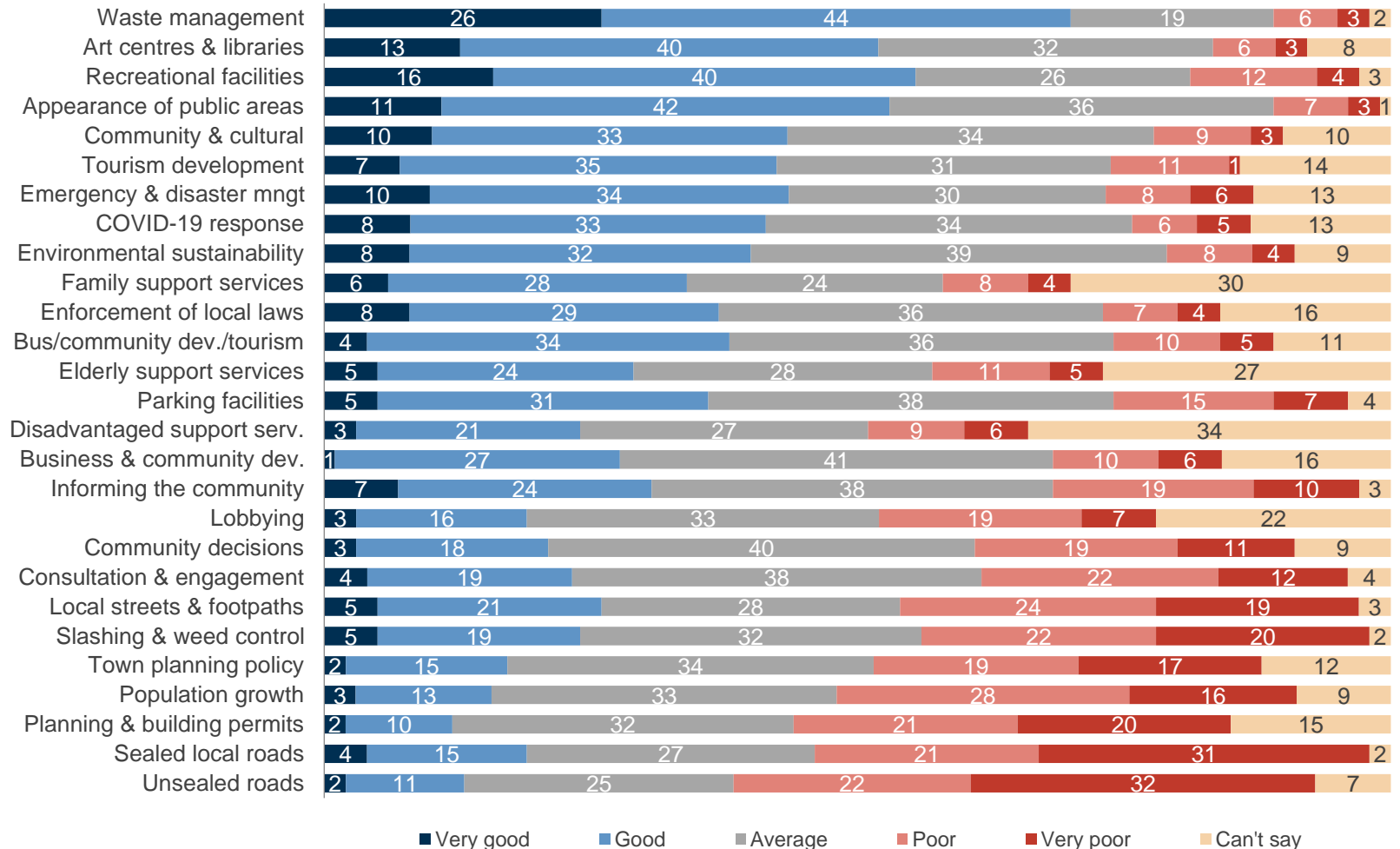*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Customer service rating
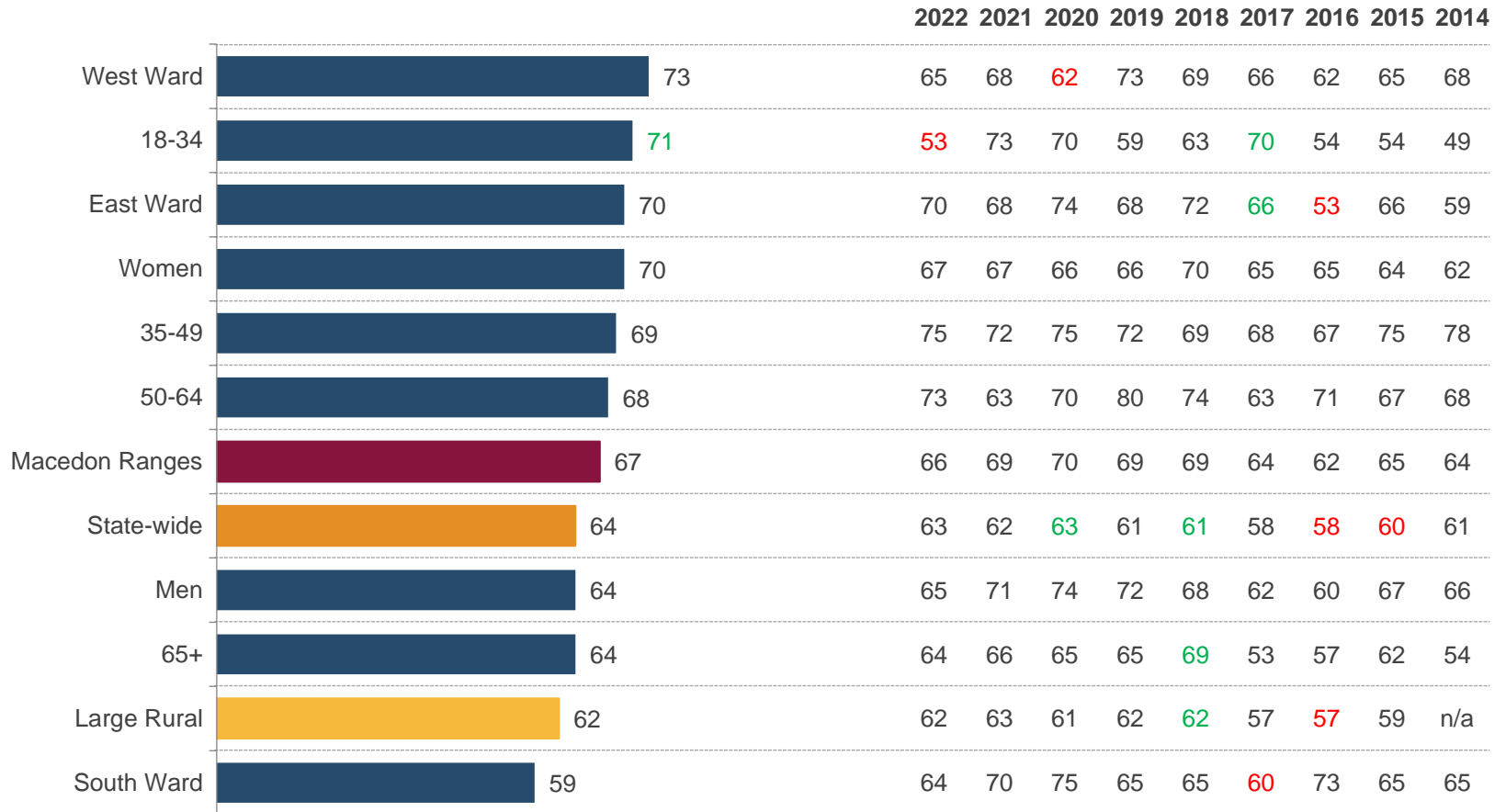
2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	69	69	69	74	67	69	72	65	69	67
South Ward	68	67	68	67	67	75	75	62	65	73
Women	67	71	69	72	70	71	71	72	66	69
State-wide	67	68	70	70	71	70	69	69	70	72
East Ward	65	64	67	70	60	67	64	67	64	62
Macedon Ranges	65	66	66	70	65	70	67	65	65	69
Large Rural	65	67	68	68	69	67	66	67	67	n/a
West Ward	63	66	64	71	66	68	63	66	68	71
35-49	63	68	65	69	65	74	65	72	62	74
18-34	63	65	68	72	61	64	69	58	61	68
50-64	63	59	59	61	65	69	65	61	71	64
Men	63	60	64	67	60	68	63	57	64	69

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: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	23	40	18	12	7	
2022 Macedon Ranges	23	41	17	10	7	1
2021 Macedon Ranges	24	39	21	9	6	1
2020 Macedon Ranges	32	36	15	8	7	2
2019 Macedon Ranges	27	35	16	12	9	1
2018 Macedon Ranges	29	35	24	8	4	1
2017 Macedon Ranges	29	34	19	6	9	2
2016 Macedon Ranges	22	37	22	10	6	2
2015 Macedon Ranges	23	41	15	13	7	1
2014 Macedon Ranges	28	40	15	9	6	2
State-wide	29	34	19	9	8	1
Large Rural	25	35	20	10	9	1
East Ward	17	52	15	8	8	
West Ward	25	33	20	15	8	
South Ward	29	34	18	13	5	1
Men	20	41	18	12	9	1
Women	26	39	18	13	5	
18-34	30	28	19	9	14	
35-49	11	52	18	14	5	
50-64	24	39	12	16	10	
65+	28	37	20	11	3	1

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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: 66 Councils asked group: 18

Method of contact with council

2023 method of contact (%)

| In Person | In Writing | By Telephone | By Text Message | By Email | Via Website | By Social Media |

| 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
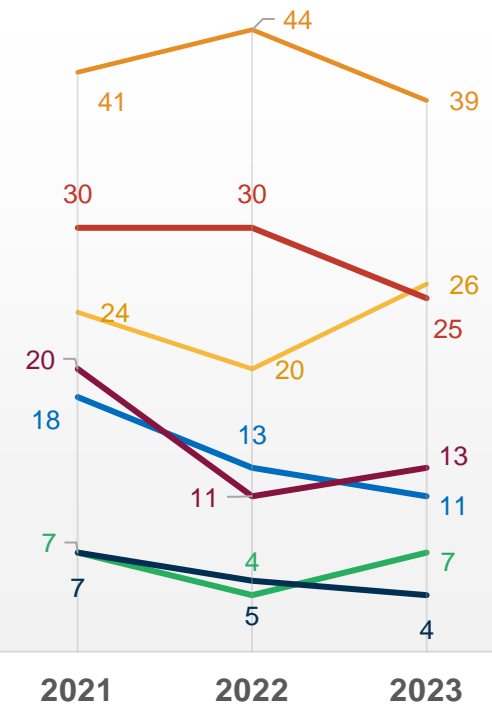
By Telephone: 41, 44, 39
By Email: 30, 30, 26
In Writing (orange lower line): 24, 20, 25
By Text Message / Website: 20, 11, 13
In Writing (blue): 18, 13, 11
By Social Media (green): 7, 4, 7
By Text Message (navy): 7, 5, 4

Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
By telephone	71	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Via website	70*	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By social media	67*	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In person	63	71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By email	60	57	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In writing	50*	78	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By text message	34*	85	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
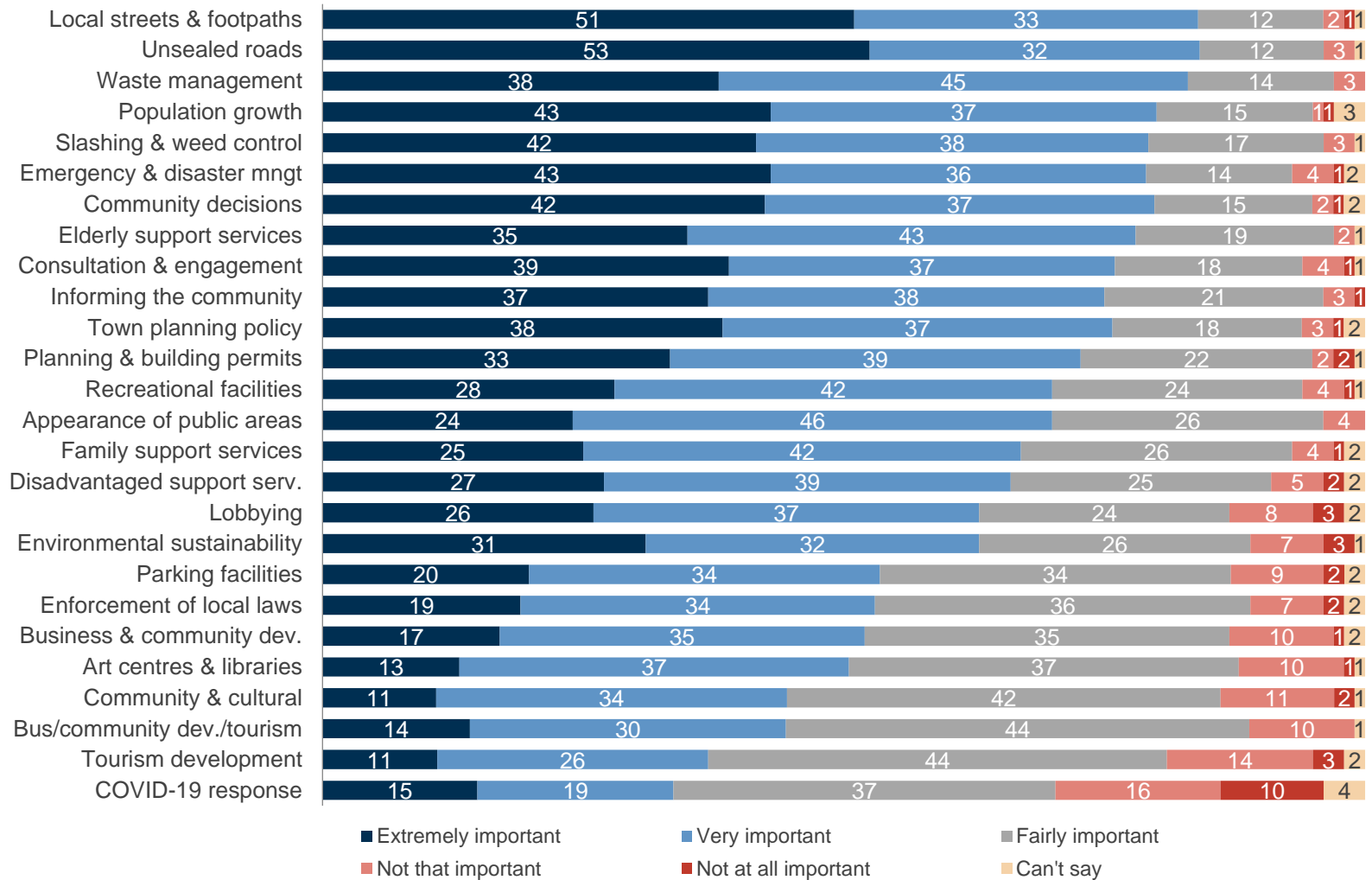*Base: All respondents who have had contact with Council in the last 12 months.*
Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)

	Very good	Good	Average	Poor	Very poor	Can't say
By telephone	34	36	14	12	4	
Via website*	15	58	17	9		
By social media*	32	32	7	29		
In person	19	43	18	10	9	
By email	10	45	27	7	10	1
In writing*	12	30	16	33	9	
By text message*		14	46		39	
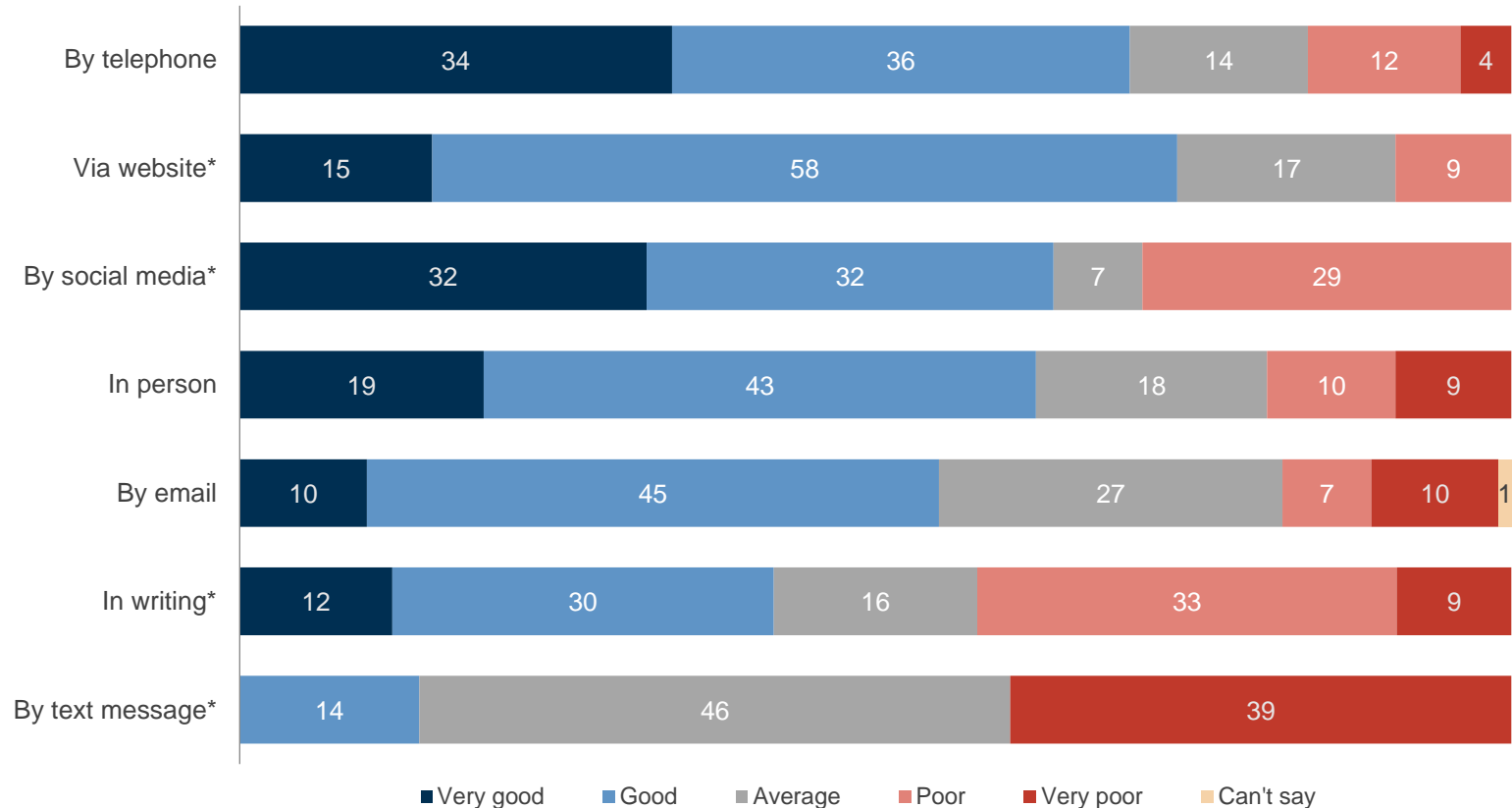
Q5c. Thinking of the most recent contact, how would you rate Macedon Ranges Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25 Councils asked group: 8
*Caution: small sample size < n=30

Communication

Communication

The preferred forms of communication from Macedon Ranges Shire Council about news and information and upcoming events continue to be newsletters sent via mail (30%) or email (29%). Overtime, rank order between the two top preferences has fluctuated.

- Among residents aged under 50 years, newsletters via email (32%) or mail (26%) continue to be preferred ahead of social media (16%). Preference for both aforementioned forms of newsletter delivery has increased in the last 12 months (up five percentage points for both mail and email delivered newsletters).

- Among those aged over 50 years, newsletters via mail (33%, up five percentage points from 2022) are now slightly preferred over email (27%, down two percentage points), similar to the results for residents overall. The next most preferred forms of communication among this group are through local newspapers either via advertising (16%) or newsletter as an insert (11%). Appetite for both forms of local newspaper communication have been stable for the past few years.

Best form of communication

2023 best form of communication (%)

Advertising in a Local Newspaper | Council Newsletter via Mail | Council Newsletter via Email | Council Newsletter as Local Paper Insert | Council Website | Text Message | Social Media

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: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019.

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Best form of communication: under 50s

2023 under 50s best form of communication (%)
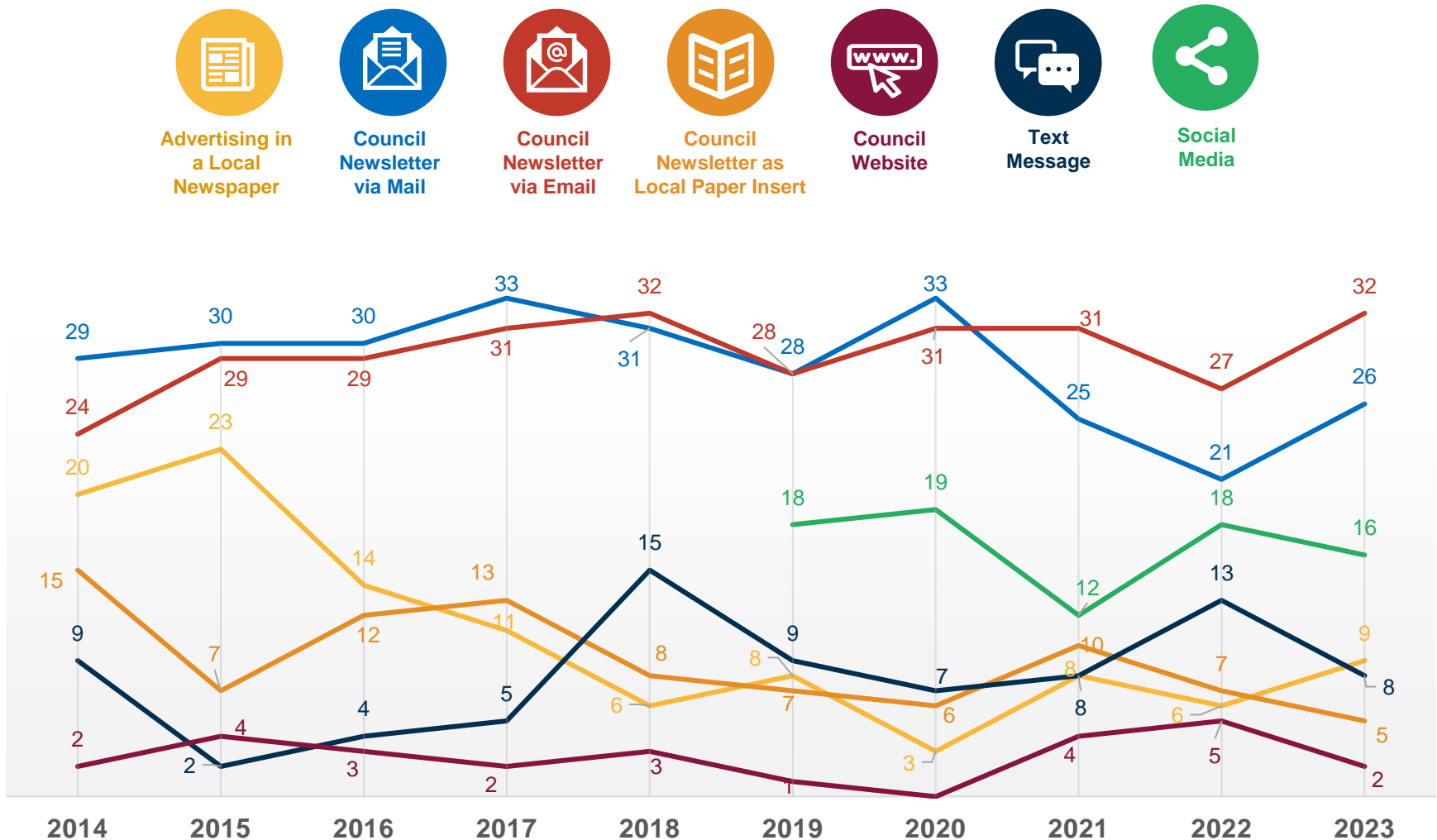
Advertising in a Local Newspaper · Council Newsletter via Mail · Council Newsletter via Email · Council Newsletter as Local Paper Insert · Council Website · Text Message · Social Media

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: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2023 over 50s best form of communication (%)
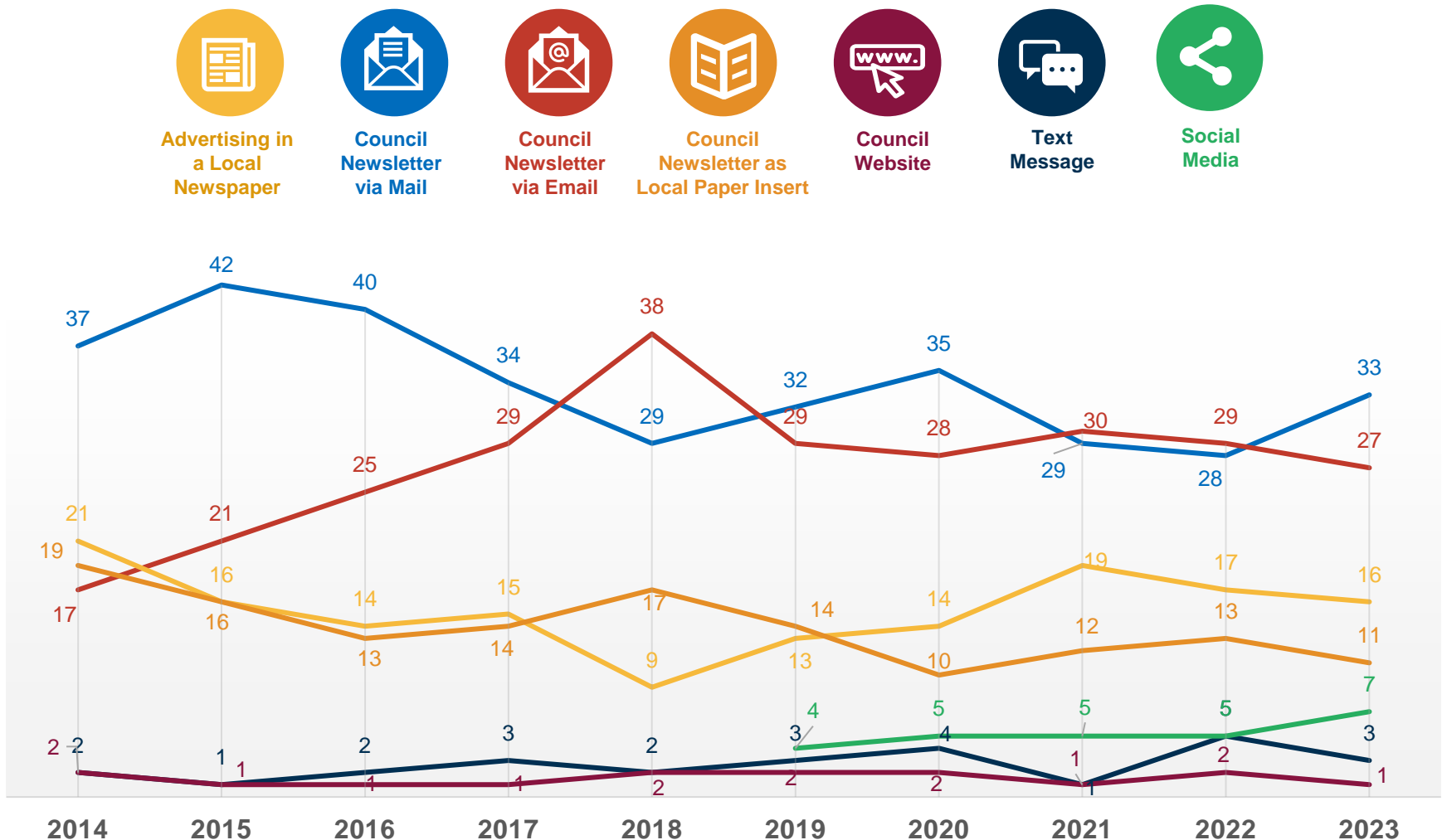
Advertising in a Local Newspaper · Council Newsletter via Mail · Council Newsletter via Email · Council Newsletter as Local Paper Insert · Council Website · Text Message · Social Media

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: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Perceptions of the direction of Macedon Ranges Shire Council's overall performance have improved slightly by one index point (index score of 49), marking a halt to the multi-year trend of decline.

Over the last 12 months, an increased majority (64%, up three percentage points) of residents believe the direction of Council's overall performance has stayed the same.

- 9% believe the direction has improved (down one percentage point) and 23% think it has deteriorated (down three percentage points).

- The most satisfied with council direction are residents aged 65 years and over (index score of 48).

- The least satisfied with council direction are residents aged 35 to 49 years (index score of 38). These residents are five times more likely to think Council's overall performance has deteriorated (28%) than improved (5%).
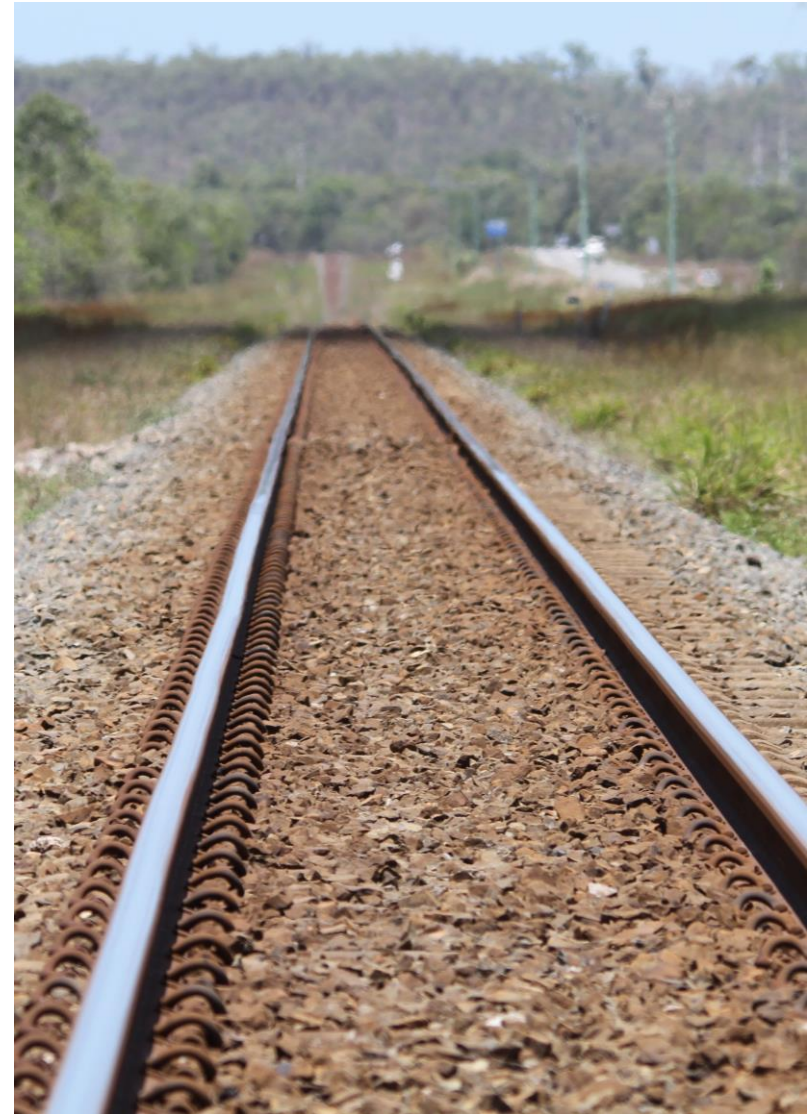
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	48	44	43	52	49	50	52	44	51	43
State-wide	46 ▲	50	53	51	53	52	53	51	53	53
West Ward	45	42	45	52	51	52	54	47	53	47
Large Rural	44	47	51	50	51	52	52	48	51	n/a
Women	43	42	44	52	50	51	51	49	53	49
Macedon Ranges	43	42	44	52	48	51	52	48	54	48
50-64	42	35	46	46	50	48	49	47	53	44
Men	42	41	45	52	46	51	52	47	55	47
South Ward	42	40	45	54	47	50	50	47	53	51
East Ward	41	44	43	51	47	50	50	48	55	45
18-34	40	49	52	62	49	53	54	57	60	56
35-49	38	39	38	50	46	51	52	44	52	48

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: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Macedon Ranges	9	64	23	4
2022 Macedon Ranges	10	61	26	3
2021 Macedon Ranges	10	67	21	3
2020 Macedon Ranges	19	62	14	5
2019 Macedon Ranges	14	65	17	4
2018 Macedon Ranges	18	60	17	5
2017 Macedon Ranges	16	64	13	7
2016 Macedon Ranges	14	64	18	5
2015 Macedon Ranges	18	67	11	4
2014 Macedon Ranges	13	65	18	4
State-wide	13	61	21	5
Large Rural	12	60	24	5
East Ward	9	61	27	3
West Ward	9	69	18	4
South Ward	8	61	24	6
Men	9	63	24	4
Women	9	65	22	5
18-34	11	54	31	3
35-49	5	62	28	5
50-64	4	73	19	4
65+	12	67	16	5

Legend: ■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

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: 66 Councils asked group: 18

Individual service areas

Community consultation and engagement importance

2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	82	84	81	77	81	80	79	79	78
Women	81	78	78	78	78	78	76	80	77	79
35-49	81	78	79	75	77	79	75	75	75	82
West Ward	79	77	75	75	76	74	72	80	73	77
South Ward	78	77	79	76	76	76	73	73	74	76
Macedon Ranges	78	78	78	76	75	77	73	76	73	77
18-34	77	73	69	69	69	70	62	75	64	73
Large Rural	77	77	77	76	75	76	75	76	75	n/a
East Ward	76	79	82	77	75	80	74	76	72	78
State-wide	76	76	75	74	74	74	74	75	74	74
65+	74	78	80	79	78	78	73	77	73	74
Men	74 ▼	77	78	74	73	76	69	72	69	75

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2023 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	39	37	18	4	1	1
2022 Macedon Ranges	35	43	17	4	1	1
2021 Macedon Ranges	37	40	20	2		1
2020 Macedon Ranges	32	42	22	2		1
2019 Macedon Ranges	32	42	21	3		1
2018 Macedon Ranges	36	39	20	4		1
2017 Macedon Ranges	29	40	26	4		1
2016 Macedon Ranges	35	39	22	4		1
2015 Macedon Ranges	32	36	25	6	1	1
2014 Macedon Ranges	35	41	19	3		1
State-wide	33	41	20	3	1	1
Large Rural	35	41	19	3	1	1
East Ward	35	41	16	6	1	1
West Ward	41	38	17	2	2	1
South Ward	41	32	22	2	1	2
Men	32	34	26	4	1	2
Women	45	40	11	3		1
18-34	34	39	23	2		2
35-49	48	33	13	6		
50-64	47	36	12	3		3
65+	31	40	21	3	3	1

- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52 ▲	54	56	55	56	55	55	54	56	57
South Ward	49	51	45	50	54	59	53	51	56	49
Large Rural	49 ▲	51	54	54	54	54	52	52	54	n/a
65+	48	48	49	55	54	53	54	49	49	42
Women	47	51	51	52	53	54	53	54	54	50
50-64	45	41	46	46	48	52	48	47	50	45
Macedon Ranges	45	48	49	51	52	54	52	51	52	47
35-49	45	43	46	50	50	55	51	50	49	48
West Ward	44	45	50	56	53	56	53	48	48	46
Men	43	44	47	51	52	56	51	48	49	45
East Ward	42	47	50	48	49	50	49	53	52	46
18-34	40	59	53	55	56	59	55	57	61	54

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2023 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	4	19	38	22	12	4
2022 Macedon Ranges	2	25	38	19	10	5
2021 Macedon Ranges	5	25	32	23	9	6
2020 Macedon Ranges	7	24	36	20	6	8
2019 Macedon Ranges	8	27	31	20	8	6
2018 Macedon Ranges	6	30	36	15	6	7
2017 Macedon Ranges	3	32	32	19	6	9
2016 Macedon Ranges	6	25	37	19	7	6
2015 Macedon Ranges	4	28	36	18	6	7
2014 Macedon Ranges	5	21	36	22	10	7
State-wide	7	27	32	17	9	8
Large Rural	6	24	32	19	11	8
East Ward	3	17	36	27	15	1
West Ward	6	16	36	21	14	7
South Ward	4	24	40	19	8	5
Men	2	18	39	24	13	4
Women	7	20	36	21	11	5
18-34	2	21	31	26	20	
35-49	3	19	44	24	11	
50-64	7	13	41	23	11	5
65+	6	20	35	19	10	10

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
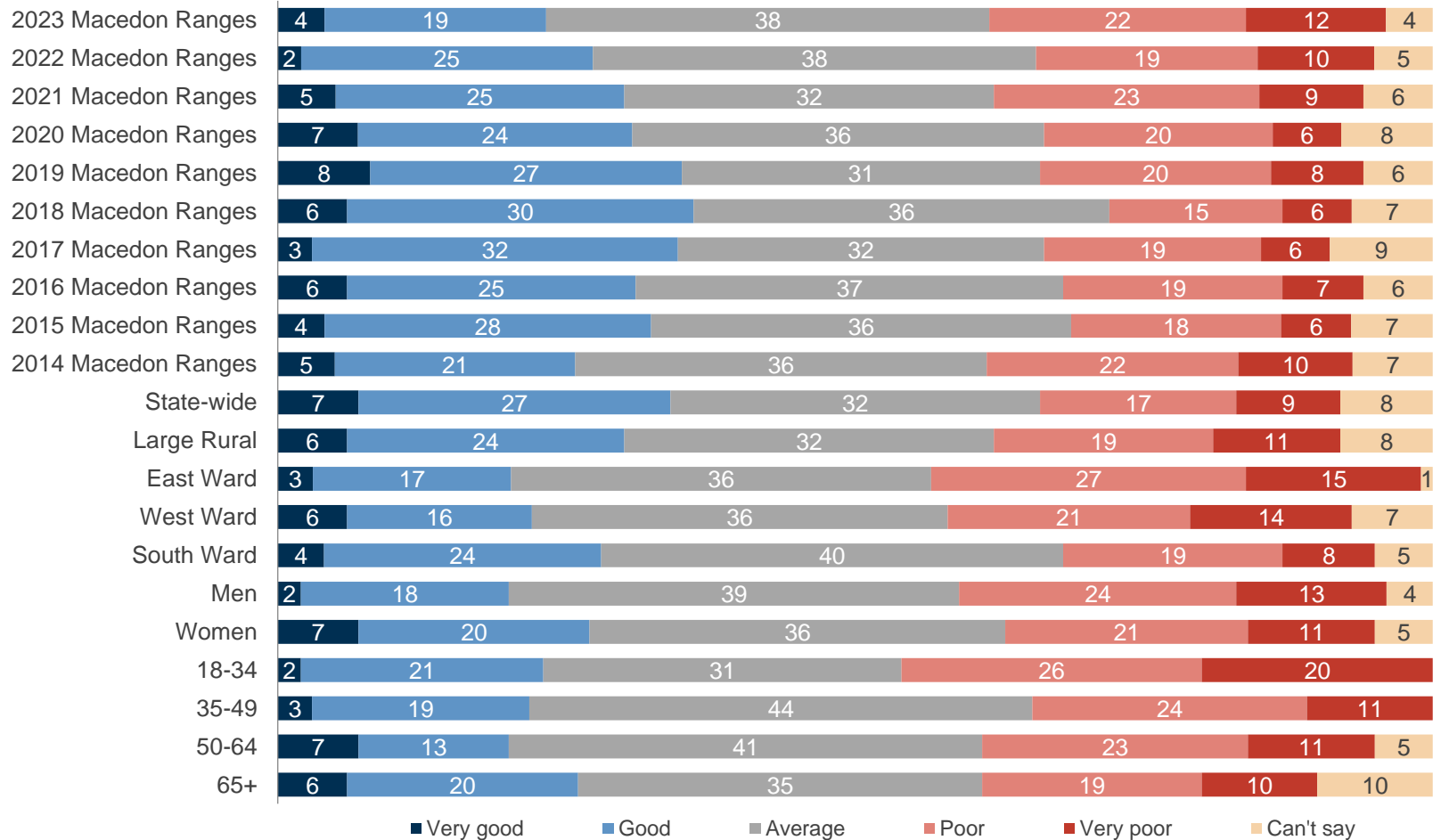
Lobbying on behalf of the community importance

2023 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	73	73	71	73	69	71	72	72	74	72
18-34	73	74	66	69	59	66	63	69	66	75
50-64	73	68	69	69	69	67	71	69	69	72
South Ward	71	68	69	66	65	68	68	64	68	71
35-49	71	73	71	68	65	69	70	64	68	71
Macedon Ranges	69	70	69	69	64	68	68	67	67	71
Large Rural	69	71	71	69	67	68	69	70	70	n/a
East Ward	69	71	73	72	64	70	69	65	68	71
State-wide	68	71	69	68	67	68	69	69	69	70
West Ward	68	70	66	68	64	65	67	70	66	70
Men	65	66	67	64	59	64	64	61	61	70
65+	65	65	69	68	64	69	68	66	66	66

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2023 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	26	37	24	8	3	2
2022 Macedon Ranges	26	38	25	9	1	1
2021 Macedon Ranges	20	40	29	6	1	4
2020 Macedon Ranges	27	33	27	7	4	3
2019 Macedon Ranges	17	36	33	9	3	2
2018 Macedon Ranges	23	41	22	10	3	1
2017 Macedon Ranges	20	44	26	7	2	2
2016 Macedon Ranges	23	33	32	8	3	2
2015 Macedon Ranges	20	40	29	8	2	1
2014 Macedon Ranges	27	41	21	9	1	2
State-wide	24	36	26	7	3	3
Large Rural	26	36	26	7	3	2
East Ward	25	43	17	10	4	1
West Ward	23	36	29	7	2	3
South Ward	31	32	26	8	2	2
Men	22	36	25	11	4	2
Women	31	38	23	5	1	2
18-34	31	39	20	7	2	2
35-49	27	41	23	8		2
50-64	33	36	21	8		1
65+	21	34	27	9	4	5

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	51 ▲	44	45	47	51	50	53	48	50	46
State-wide	51 ▲	53	55	53	54	54	54	53	55	56
Large Rural	49 ▲	51	54	53	52	52	51	50	53	n/a
South Ward	48	44	44	53	55	54	52	46	57	48
65+	47	46	49	53	50	53	53	46	50	50
Women	47	49	49	54	53	49	52	52	56	53
West Ward	47	46	50	52	52	52	52	44	49	51
Macedon Ranges	46	45	48	52	53	50	52	49	53	50
Men	46	42	47	50	53	51	52	46	50	47
50-64	46	39	48	50	49	47	49	45	51	48
East Ward	44	46	50	51	51	45	53	56	54	51
18-34	40	53	51	59	60	50	54	57	63	57

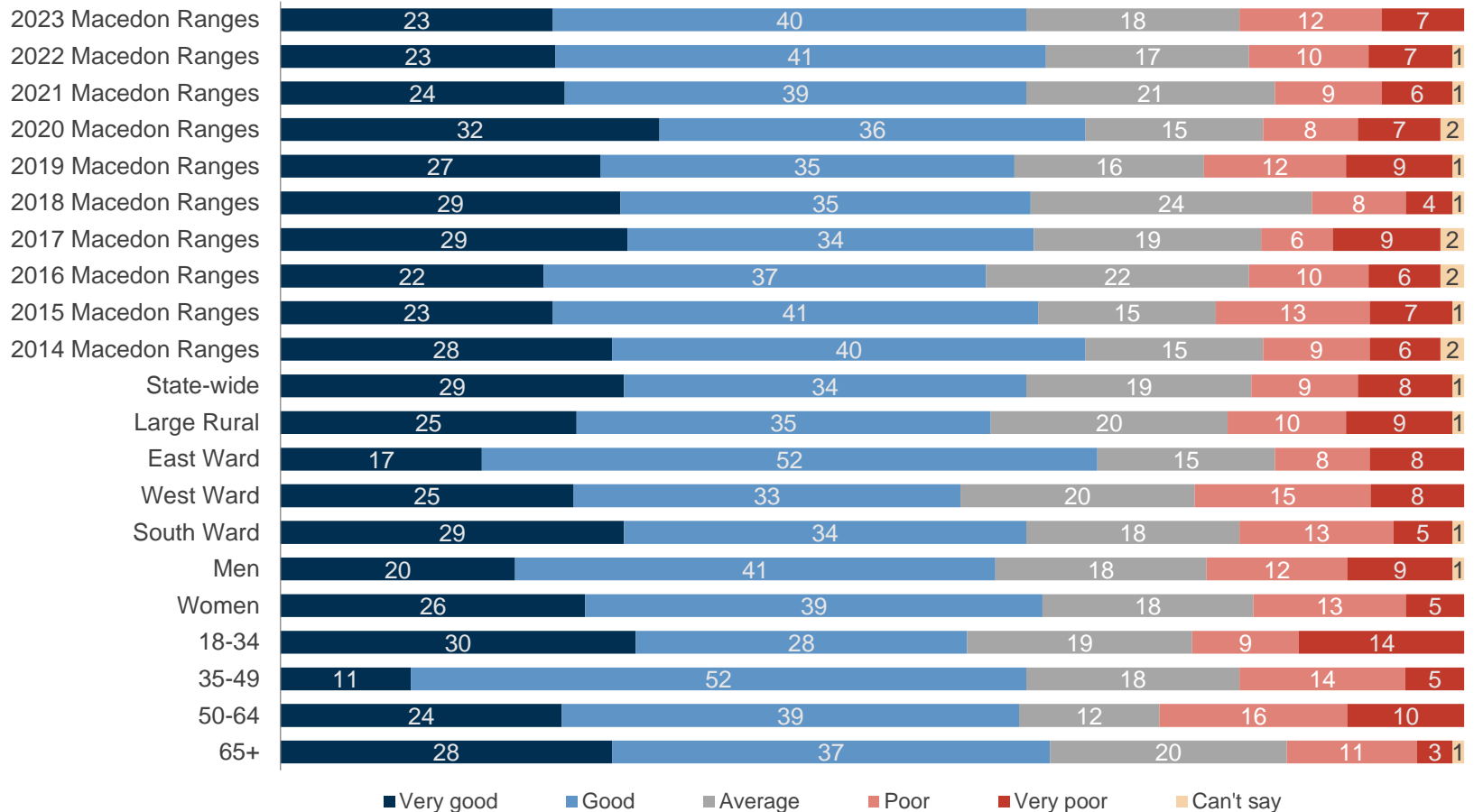*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2023 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	3	16	33	19	7	22
2022 Macedon Ranges	2	18	34	18	10	18
2021 Macedon Ranges	3	18	35	15	7	22
2020 Macedon Ranges	5	17	36	14	3	24
2019 Macedon Ranges	3	25	30	13	5	23
2018 Macedon Ranges	4	20	33	17	6	21
2017 Macedon Ranges	2	23	32	13	4	26
2016 Macedon Ranges	4	18	35	16	7	19
2015 Macedon Ranges	4	21	39	14	3	20
2014 Macedon Ranges	3	19	36	14	5	23
State-wide	5	21	31	15	7	21
Large Rural	4	20	33	17	8	19
East Ward	4	16	26	25	9	19
West Ward	2	17	30	16	8	26
South Ward	3	14	41	18	4	20
Men	3	15	31	15	10	27
Women	3	17	34	24	5	17
18-34	3	15	26	26	15	15
35-49	3	23	34	17	5	17
50-64	5	13	33	23	8	17
65+	2	12	34	16	4	30

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

Decisions made in the interest of the community importance

2023 community decisions made importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	83	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	81	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	79	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	81	80	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	82	79	80	80	80	80	80	n/a
West Ward	80	81	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
Macedon Ranges	80	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	78	80	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75▼	78	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2023 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	42	37	15	2	1	2
2022 Macedon Ranges	42	39	14	2	1	2
2021 Macedon Ranges	42	42	13	1	1	1
State-wide	40	40	14	2	1	3
Large Rural	41	41	14	2	1	2
East Ward	42	38	13	4	2	1
West Ward	43	34	16	3	1	4
South Ward	41	39	16	1	1	2
Men	36	40	17	3	2	2
Women	47	35	14	2		2
18-34	48	39	10	2		2
35-49	50	33	14	2		2
50-64	47	37	11	3	1	1
65+	31	39	21	3	1	5

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	51 ▲	54	56	53	55	54	54	54	55	57
Large Rural	48 ▲	51	54	52	52	52	51	50	52	n/a
50-64	48	42	53	45	46	50	46	45	49	n/a
65+	48	47	46	53	51	50	53	46	47	n/a
South Ward	47	47	42	53	52	53	51	48	53	n/a
West Ward	46	47	51	53	51	52	58	44	51	n/a
Women	46	51	47	54	50	51	51	52	54	n/a
Macedon Ranges	45	48	47	52	51	51	52	49	52	n/a
35-49	45	45	43	50	51	51	54	51	52	n/a
Men	45	44	47	51	51	51	54	46	50	n/a
East Ward	43	49	48	51	48	48	49	54	52	n/a
18-34	39	57	52	63	54	54	55	54	60	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: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	3	18	40	19	11	9
2022 Macedon Ranges	5	22	35	20	10	8
2021 Macedon Ranges	4	24	34	22	9	7
2020 Macedon Ranges	6	25	35	17	6	10
2019 Macedon Ranges	6	26	31	17	9	12
2018 Macedon Ranges	3	31	36	14	9	7
2017 Macedon Ranges	5	27	34	15	7	11
2016 Macedon Ranges	4	21	39	16	9	12
2015 Macedon Ranges	4	27	37	19	5	7
State-wide	6	27	33	16	9	9
Large Rural	5	24	35	18	10	8
East Ward	6	12	41	15	16	10
West Ward	2	24	35	22	11	6
South Ward	1	17	44	19	7	13
Men	2	16	43	17	12	10
Women	4	20	37	20	11	9
18-34	2	18	34	13	25	8
35-49	2	17	42	22	8	9
50-64	3	20	40	24	4	9
65+	5	18	41	17	9	10

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 66 Councils asked group: 18

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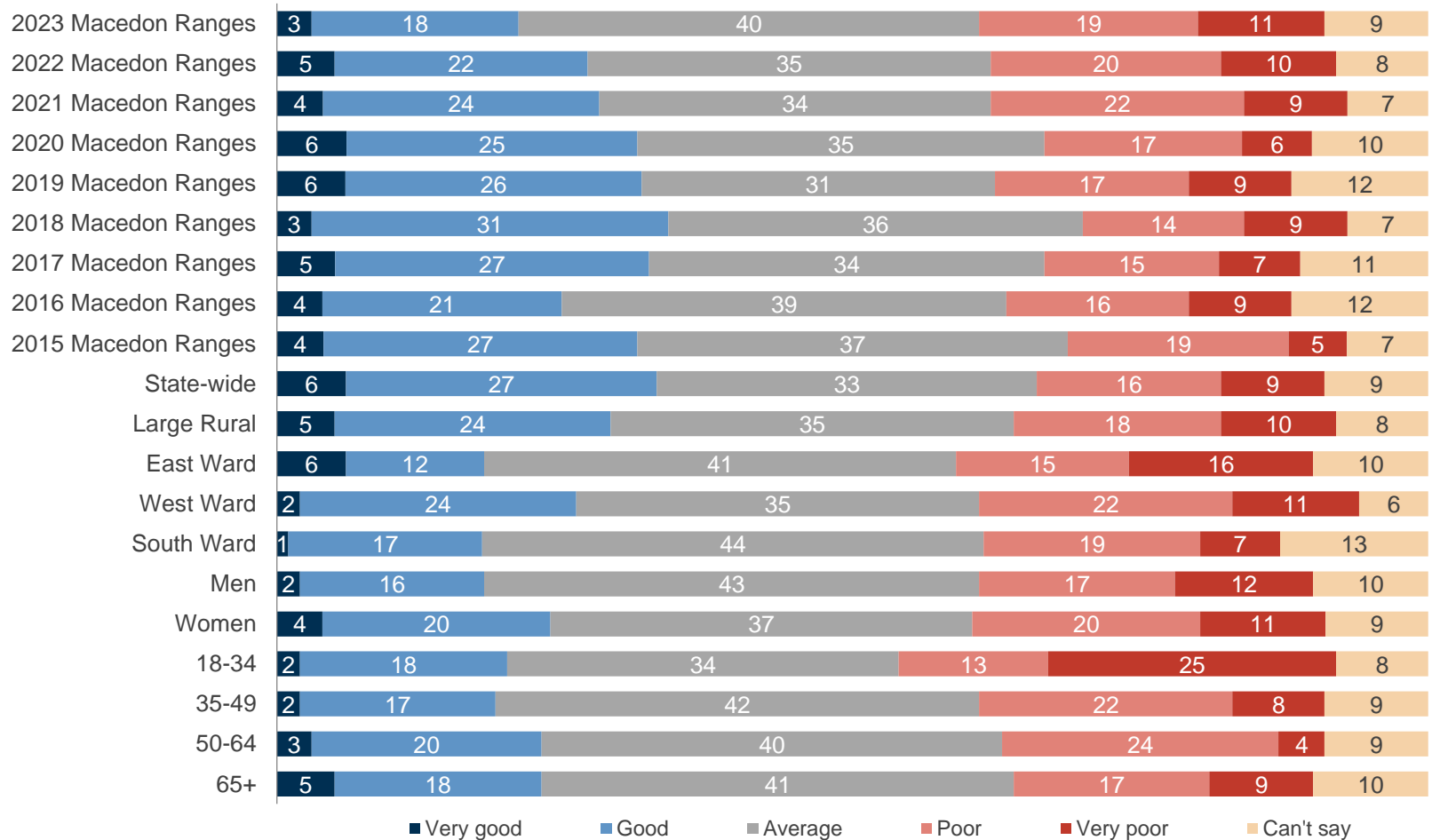
The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48 ▲	53	57	54	56	53	53	54	55	55
65+	42 ▲	46	50	55	51	49	53	56	54	n/a
Large Rural	40 ▲	45	50	47	47	45	43	44	45	n/a
South Ward	38	46	49	54	56	54	52	55	54	n/a
West Ward	37	48	49	58	51	47	49	48	55	n/a
Women	36	42	50	53	49	49	49	52	51	n/a
Macedon Ranges	35	43	49	54	49	48	48	51	51	n/a
35-49	34	45	49	55	48	47	46	47	49	n/a
Men	33	45	48	54	49	48	47	51	52	n/a
East Ward	29 ▼	35	51	49	39	44	43	51	45	n/a
50-64	29	39	49	50	48	50	43	50	49	n/a
18-34	28 ▼	40	49	54	49	48	51	52	52	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: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	4	15	27	21	31	2
2022 Macedon Ranges	4	24	31	18	20	2
2021 Macedon Ranges	7	29	28	24	11	2
2020 Macedon Ranges	8	34	33	16	9	
2019 Macedon Ranges	10	26	28	22	13	1
2018 Macedon Ranges	6	27	33	23	11	
2017 Macedon Ranges	7	25	33	21	13	2
2016 Macedon Ranges	6	29	35	21	8	
2015 Macedon Ranges	6	28	38	19	9	
State-wide	8	27	28	19	17	1
Large Rural	5	20	27	23	23	1
East Ward	6	9	20	26	39	1
West Ward	3	18	29	19	27	3
South Ward	5	17	30	19	26	2
Men	5	12	28	22	32	1
Women	4	18	25	21	29	3
18-34	3	11	20	25	41	
35-49	3	19	23	20	34	
50-64	4	12	21	20	41	1
65+	6	16	35	21	18	5

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: 66 Councils asked group: 18
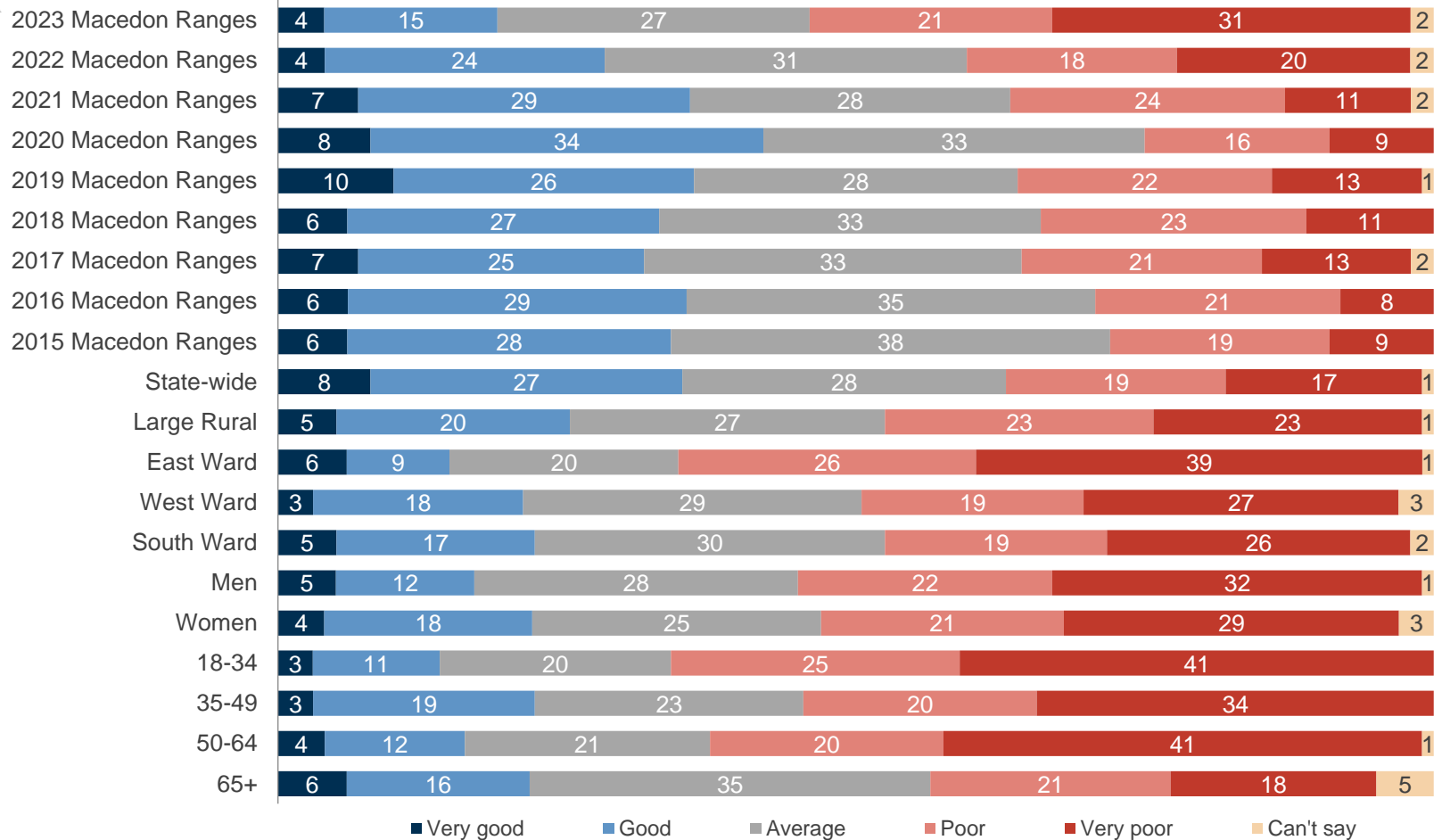
Informing the community importance

2023 informing community importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	80	78	78	78	75	78	80	74	77	76
Women	78	81	80	77	81	77	77	79	82	77
West Ward	78	76	74	75	79	75	74	79	73	77
18-34	77	74	74	67	75	69	70	79	74	73
South Ward	77	78	80	74	78	73	73	75	75	75
35-49	77	81	78	74	75	77	72	72	73	77
Large Rural	77	78	78	77	75	75	74	77	76	n/a
Macedon Ranges	77	77	78	75	76	76	74	74	75	76
State-wide	76	77	77	75	75	75	74	76	75	75
Men	75	74	75	73	70	74	70	69	68	74
65+	75	77	80	79	77	78	75	74	76	76
East Ward	75	78	81	77	70	78	74	70	76	75

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2023 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	37	38	21	3	1	
2022 Macedon Ranges	38	38	19	3	1	
2021 Macedon Ranges	38	40	17	4	1	1
2020 Macedon Ranges	30	45	19	4	1	1
2019 Macedon Ranges	33	43	19	4	1	
2018 Macedon Ranges	33	41	21	3	1	
2017 Macedon Ranges	31	41	23	4	1	
2016 Macedon Ranges	32	39	25	3	1	
2015 Macedon Ranges	29	46	20	3	1	1
2014 Macedon Ranges	30	45	22	2	1	
State-wide	34	41	21	3	1	1
Large Rural	37	38	21	3		1
East Ward	35	35	25	4	1	
West Ward	39	39	18	3	1	1
South Ward	36	41	20	3	1	
Men	34	37	25	2	1	
Women	39	40	17	4		
18-34	36	38	26			
35-49	45	28	19	6	2	
50-64	43	39	15	4		
65+	28	46	22	3	1	

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

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Informing the community performance

2023 informing community performance (index scores)

	2023		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	57 ▲		59	60	59	60	59	59	59	61	62
South Ward	54		54	46	55	57	56	57	56	61	57
Large Rural	54 ▲		56	59	59	61	59	60	56	59	n/a
Women	52		56	52	57	57	55	56	58	58	56
65+	52		52	55	58	60	57	58	55	51	51
50-64	50		47	53	53	51	52	52	50	55	48
Macedon Ranges	49		53	53	56	56	55	56	56	57	55
35-49	49		56	49	58	52	57	56	55	58	56
West Ward	49		51	56	62	58	57	57	50	53	55
Men	47		51	53	56	55	56	55	53	55	53
East Ward	46		54	55	51	53	54	52	59	56	52
18-34	45		58	53	54	63	56	57	62	62	64

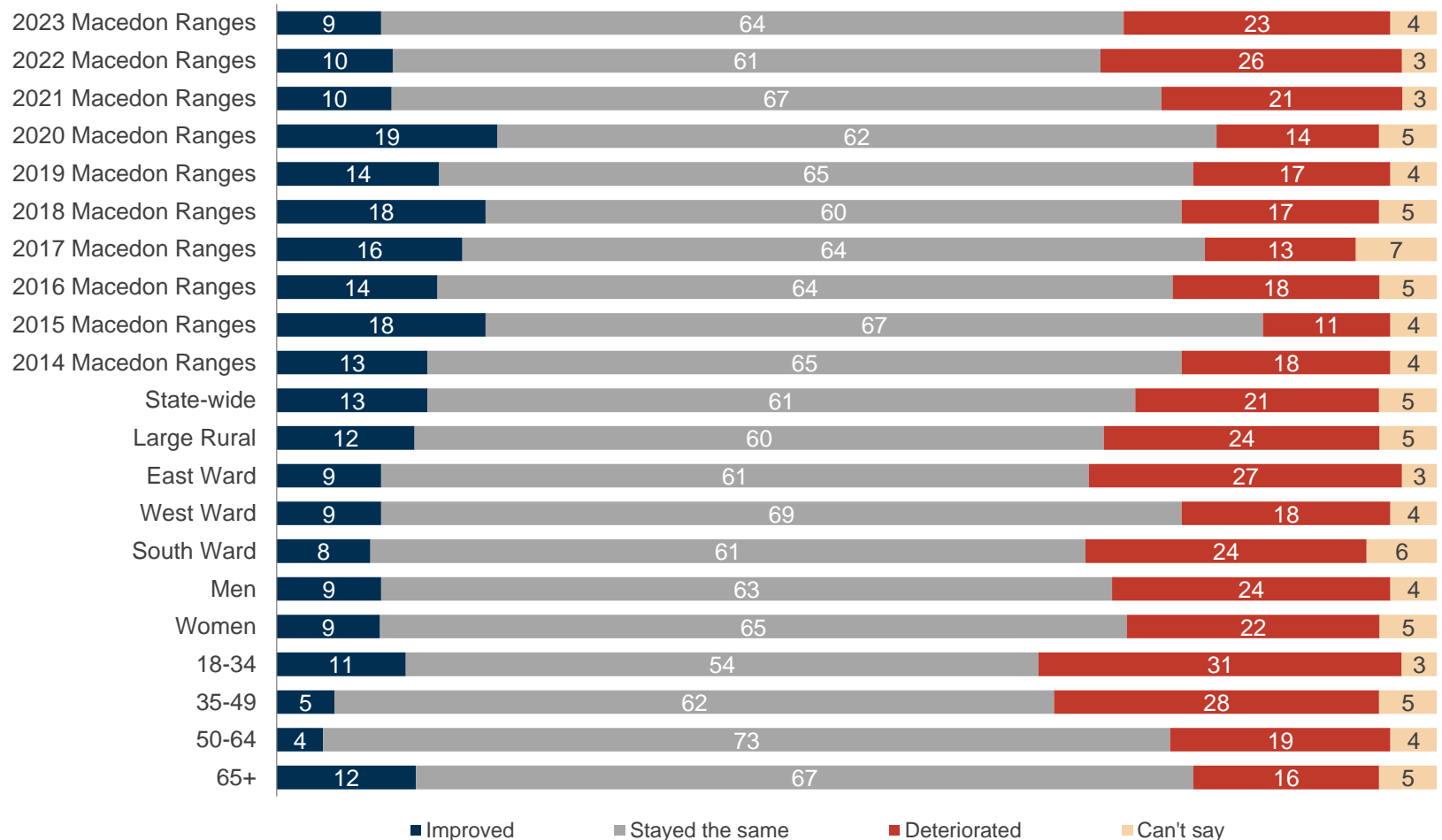*Q2. How has Council performed on 'Informing the community' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

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Informing the community performance

2023 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	7	24	38	19	10	3
2022 Macedon Ranges	5	34	33	17	7	3
2021 Macedon Ranges	8	29	33	21	7	2
2020 Macedon Ranges	10	32	34	15	6	2
2019 Macedon Ranges	11	30	34	15	6	3
2018 Macedon Ranges	6	34	37	15	6	2
2017 Macedon Ranges	4	35	39	13	4	4
2016 Macedon Ranges	11	27	35	15	7	4
2015 Macedon Ranges	7	34	38	16	3	2
2014 Macedon Ranges	10	30	35	15	8	2
State-wide	11	33	31	15	6	3
Large Rural	9	30	33	18	7	3
East Ward	6	20	38	19	15	2
West Ward	8	19	37	23	9	4
South Ward	6	31	39	14	7	2
Men	5	21	41	16	14	3
Women	8	26	36	21	7	3
18-34	5	23	34	18	16	3
35-49	5	28	38	19	11	
50-64	8	23	33	23	8	5
65+	9	21	42	17	7	4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 7

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	86	81	78	75	77	76	75	75	77	74
50-64	85	85	79	76	80	81	79	77	77	81
18-34	84	82	69	68	71	72	70	74	76	73
35-49	84	83	76	77	79	78	75	72	78	78
Women	83	86	79	74	79	77	77	77	81	79
Macedon Ranges	83	82	77	76	78	78	76	74	77	77
Men	83	78	75	77	77	79	75	70	73	74
East Ward	82	84	78	77	80	79	76	72	76	79
West Ward	81	81	76	75	77	77	77	75	77	79
65+	81	79	83	81	81	80	80	72	75	76
State-wide	81	81	79	78	77	78	77	77	77	77
Large Rural	80 ▼	80	79	78	77	77	75	77	77	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7
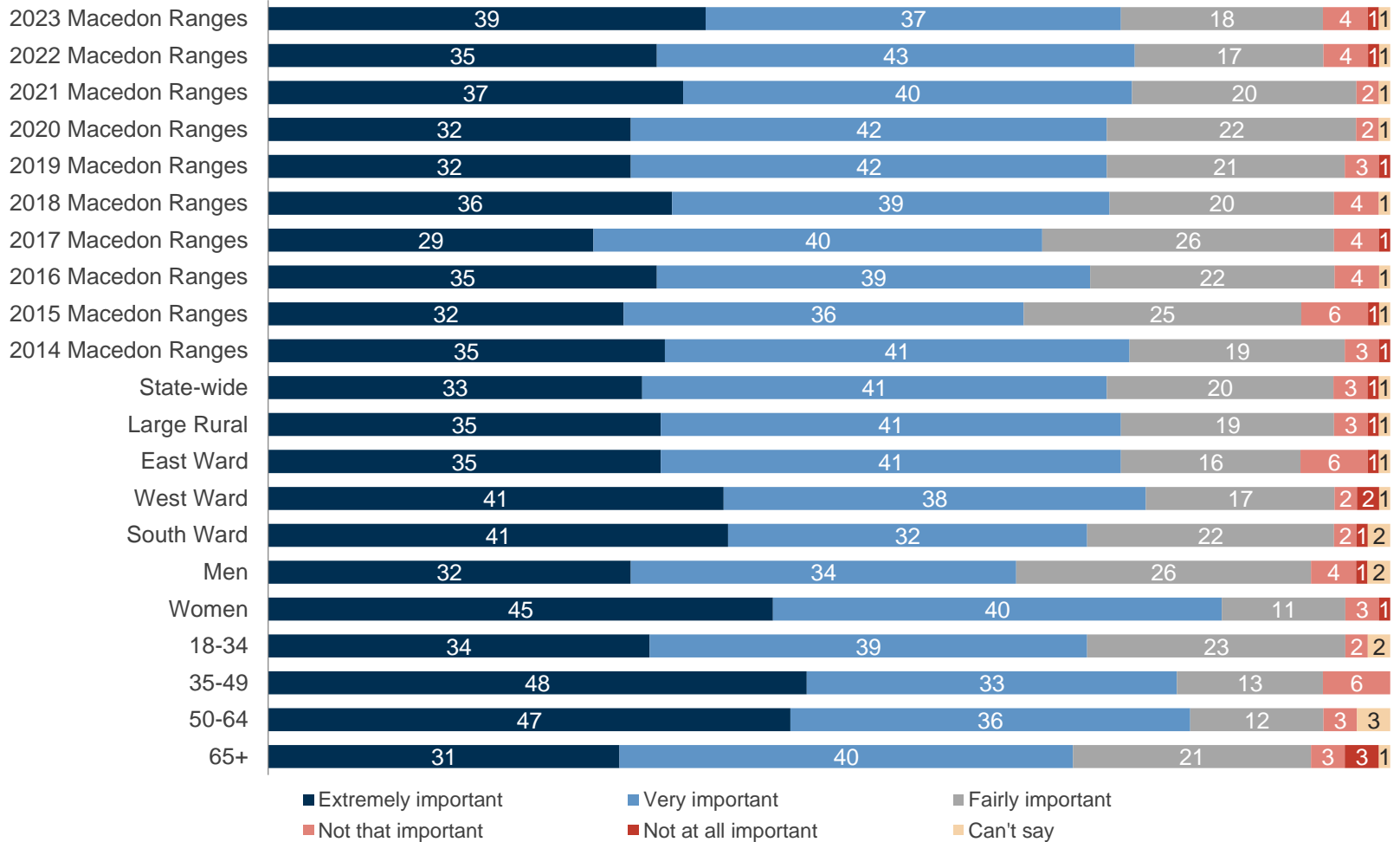Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	51	33	12	2	1	1
2022 Macedon Ranges	46	37	13	2	1	1
2021 Macedon Ranges	35	39	22	2		1
2020 Macedon Ranges	32	41	22	3	1	1
2019 Macedon Ranges	39	38	18	3	1	1
2018 Macedon Ranges	35	44	18	3		1
2017 Macedon Ranges	33	41	22	2	1	1
2016 Macedon Ranges	29	42	25	3		1
2015 Macedon Ranges	30	48	19	1		1
2014 Macedon Ranges	33	44	20	2		
State-wide	41	41	14	2	1	1
Large Rural	43	37	15	2	1	2
East Ward	50	32	12	3	2	1
West Ward	46	36	14	2	1	1
South Ward	57	32	9	1		1
Men	49	37	11	1		1
Women	54	29	12	3	1	1
18-34	54	26	18			2
35-49	52	36	8	5		
50-64	55	32	12			1
65+	48	35	12	2	2	1

■ Extremely important　■ Very important　■ Fairly important
■ Not that important　■ Not at all important　■ Can't say

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52 ▲	57	59	58	59	58	57	57	58	58
Large Rural	47 ▲	51	55	54	55	54	53	53	54	n/a
South Ward	46	48	50	57	54	58	57	55	57	58
65+	45	44	48	52	48	49	53	55	51	49
Women	43	45	50	57	52	49	54	52	51	51
Macedon Ranges	42	47	52	56	52	52	52	54	53	52
Men	41	48	55	54	52	55	50	56	55	53
35-49	41	48	54	57	54	52	52	52	54	57
18-34	41	52	55	62	54	54	55	56	56	57
West Ward	41	51	52	53	51	50	49	49	52	48
East Ward	40	41	55	58	49	49	49	57	51	48
50-64	39	43	54	53	52	53	48	52	51	45

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	5	21	28	24	19	3
2022 Macedon Ranges	6	26	33	18	16	2
2021 Macedon Ranges	9	33	27	20	10	1
2020 Macedon Ranges	12	30	33	17	7	1
2019 Macedon Ranges	11	27	28	21	10	3
2018 Macedon Ranges	7	31	33	18	9	2
2017 Macedon Ranges	7	32	32	17	11	2
2016 Macedon Ranges	11	28	32	17	9	3
2015 Macedon Ranges	8	30	35	17	8	1
2014 Macedon Ranges	8	30	31	21	9	1
State-wide	10	30	28	18	12	2
Large Rural	8	25	29	20	16	3
East Ward	7	20	25	21	25	2
West Ward	2	20	30	25	18	5
South Ward	5	24	30	25	13	2
Men	4	22	27	28	19	1
Women	6	21	30	20	19	5
18-34	3	21	31	18	23	3
35-49	5	22	25	25	20	3
50-64	7	21	17	25	27	3
65+	5	21	34	25	13	3

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

Parking facilities importance

2023 parking importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	63	67	63	66	67	63	62	64	65
South Ward	70	73	67	66	66	66	65	67	63
State-wide	72	72	71	71	71	70	70	70	70
65+	67	71	73	66	66	67	67	68	66
Women	67	68	66	66	68	66	68	68	67
Large Rural	68	67	66	66	66	66	68	67	n/a
Macedon Ranges	68	67	64	64	66	63	62	63	64
West Ward	67	64	62	64	66	65	64	65	67
Men	68	65	62	62	64	60	56	59	60
35-49	68	67	62	63	65	58	59	61	63
18-34	72	60	56	59	67	64	61	61	61
East Ward	67	65	63	61	66	57	58	59	61

2023 index scores (bars): 50-64 = 72; South Ward = 71 ▲; State-wide = 70 ▲; 65+ = 67; Women = 67; Large Rural = 66; Macedon Ranges = 66; West Ward = 65; Men = 64; 35-49 = 63; 18-34 = 62; East Ward = 60 ▼

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

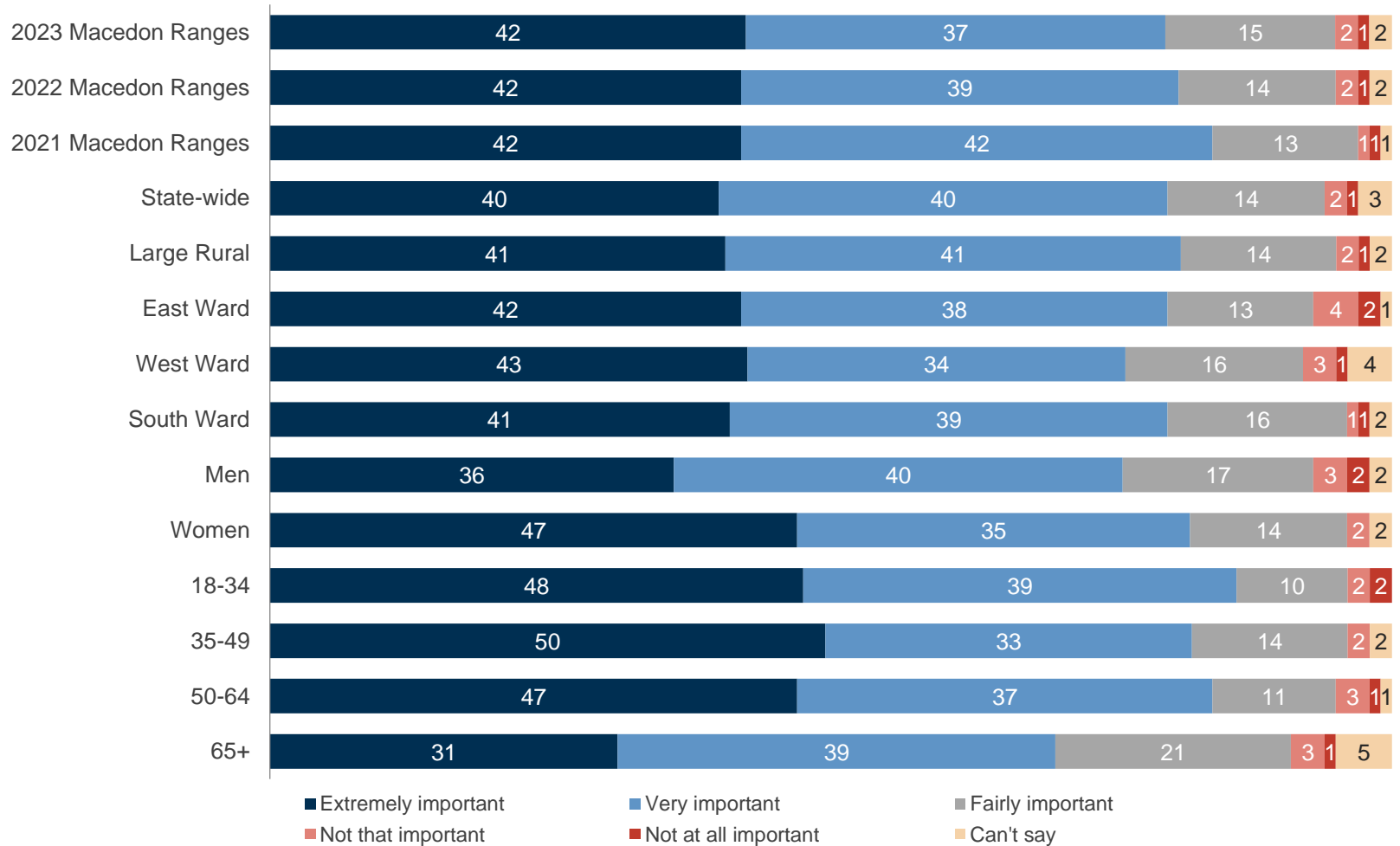**2023 parking importance (%)**

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	20	34	34	9	2	2
2022 Macedon Ranges	21	39	28	9	1	1
2021 Macedon Ranges	21	34	35	9	1	1
2020 Macedon Ranges	18	35	33	12	2	1
2019 Macedon Ranges	19	33	34	12		1
2018 Macedon Ranges	18	38	33	8	1	1
2017 Macedon Ranges	16	34	35	11	2	1
2016 Macedon Ranges	18	31	35	14	2	
2015 Macedon Ranges	14	36	38	9	1	1
2014 Macedon Ranges	17	30	42	10		
State-wide	25	40	26	6	2	1
Large Rural	20	36	30	9	2	2
East Ward	12	35	36	12	4	1
West Ward	20	30	38	9	1	2
South Ward	27	37	28	6	1	2
Men	19	31	35	9	3	2
Women	20	37	33	8	1	2
18-34	18	30	34	11	3	3
35-49	20	22	45	13		
50-64	27	39	28	5		1
65+	18	43	28	6	3	3

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3

Parking facilities performance

2023 parking performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	60 ▲	54	57	60	55	55	63	61	63	67
West Ward	58 ▲	56	60	63	59	59	56	57	58	58
State-wide	55	57	58	55	56	56	55	56	57	57
Women	54	59	55	58	56	58	57	59	62	61
Macedon Ranges	53	56	56	59	58	57	58	60	61	62
East Ward	53	60	57	57	60	57	61	65	62	63
Men	52	53	57	60	60	57	60	60	61	63
65+	52	54	51	55	54	57	56	58	57	58
Large Rural	51	53	56	57	58	59	60	58	59	n/a
50-64	50	55	57	58	60	60	55	56	57	59
South Ward	49	52	49	56	55	56	58	56	64	64
18-34	49	62	61	64	65	58	58	63	69	63

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2023 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	5	31	38	15	7	4
2022 Macedon Ranges	6	33	38	13	5	4
2021 Macedon Ranges	6	36	36	15	5	2
2020 Macedon Ranges	9	40	31	12	6	3
2019 Macedon Ranges	13	31	33	15	5	3
2018 Macedon Ranges	6	42	32	14	5	2
2017 Macedon Ranges	9	38	34	11	6	2
2016 Macedon Ranges	8	41	33	10	5	4
2015 Macedon Ranges	9	42	33	11	3	2
2014 Macedon Ranges	11	40	34	12	1	2
State-wide	8	33	32	15	8	3
Large Rural	6	29	34	18	9	4
East Ward	3	32	40	18	4	3
West Ward	9	34	37	9	7	3
South Ward	4	27	36	17	11	6
Men	6	28	39	14	9	4
Women	5	34	36	16	6	4
18-34	3	30	34	15	13	5
35-49	6	47	33	9		5
50-64	5	25	35	21	8	5
65+	6	23	44	16	5	6

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3
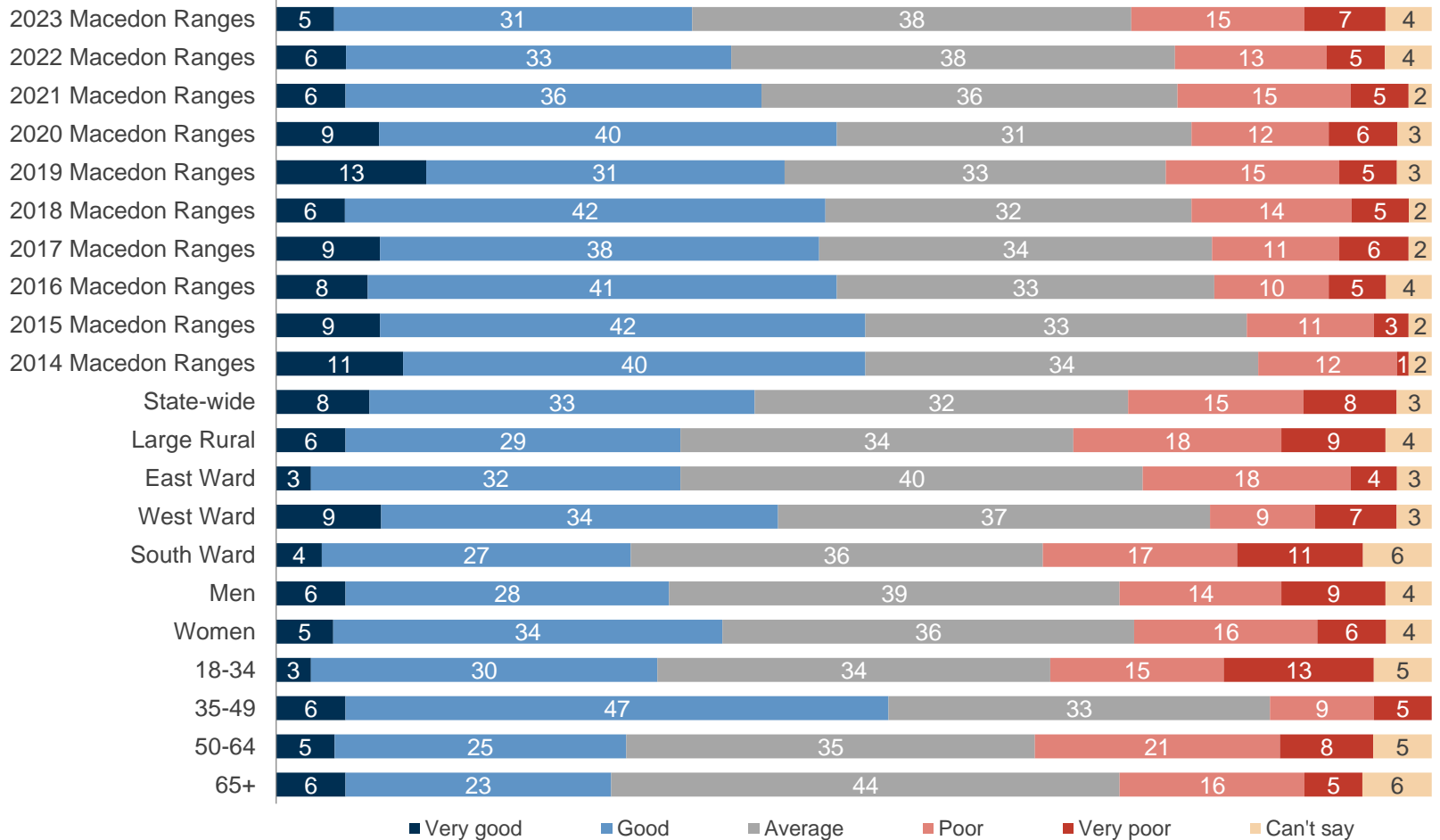
Enforcement of local laws importance

2023 law enforcement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	69	65	68	69	73	70	70	73	73	73
50-64	68	62	65	65	70	69	67	66	70	70
South Ward	68	64	65	67	71	71	67	69	68	71
State-wide	68	68	70	70	71	71	71	70	71	70
18-34	67	61	61	60	64	64	64	69	74	70
Large Rural	66	67	67	68	68	68	68	69	70	n/a
East Ward	66	64	67	67	67	65	67	63	71	71
65+	66	68	71	73	71	69	70	69	66	70
Macedon Ranges	66	64	66	67	68	67	67	67	70	69
West Ward	64	63	65	66	67	65	66	68	69	65
35-49	64	63	64	66	68	66	66	65	69	67
Men	62 ▼	63	63	64	63	64	64	60	66	65

*Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2023 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	19	34	36	7	2	2
2022 Macedon Ranges	16	40	28	11	3	1
2021 Macedon Ranges	19	38	32	7	3	1
2020 Macedon Ranges	22	34	35	7		2
2019 Macedon Ranges	24	37	29	8		2
2018 Macedon Ranges	20	38	31	8	2	1
2017 Macedon Ranges	22	33	33	8	2	1
2016 Macedon Ranges	22	33	37	8		1
2015 Macedon Ranges	21	43	30	4		1
2014 Macedon Ranges	21	43	29	6	1	1
State-wide	23	36	29	8	3	1
Large Rural	21	36	32	7	3	2
East Ward	21	35	32	10	2	1
West Ward	15	32	45	5	2	2
South Ward	21	36	32	8	1	2
Men	16	30	42	8	2	2
Women	23	38	30	7	1	1
18-34	18	41	33	7		2
35-49	12	37	44	5		2
50-64	24	32	33	9		1
65+	23	29	33	9	2	4

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
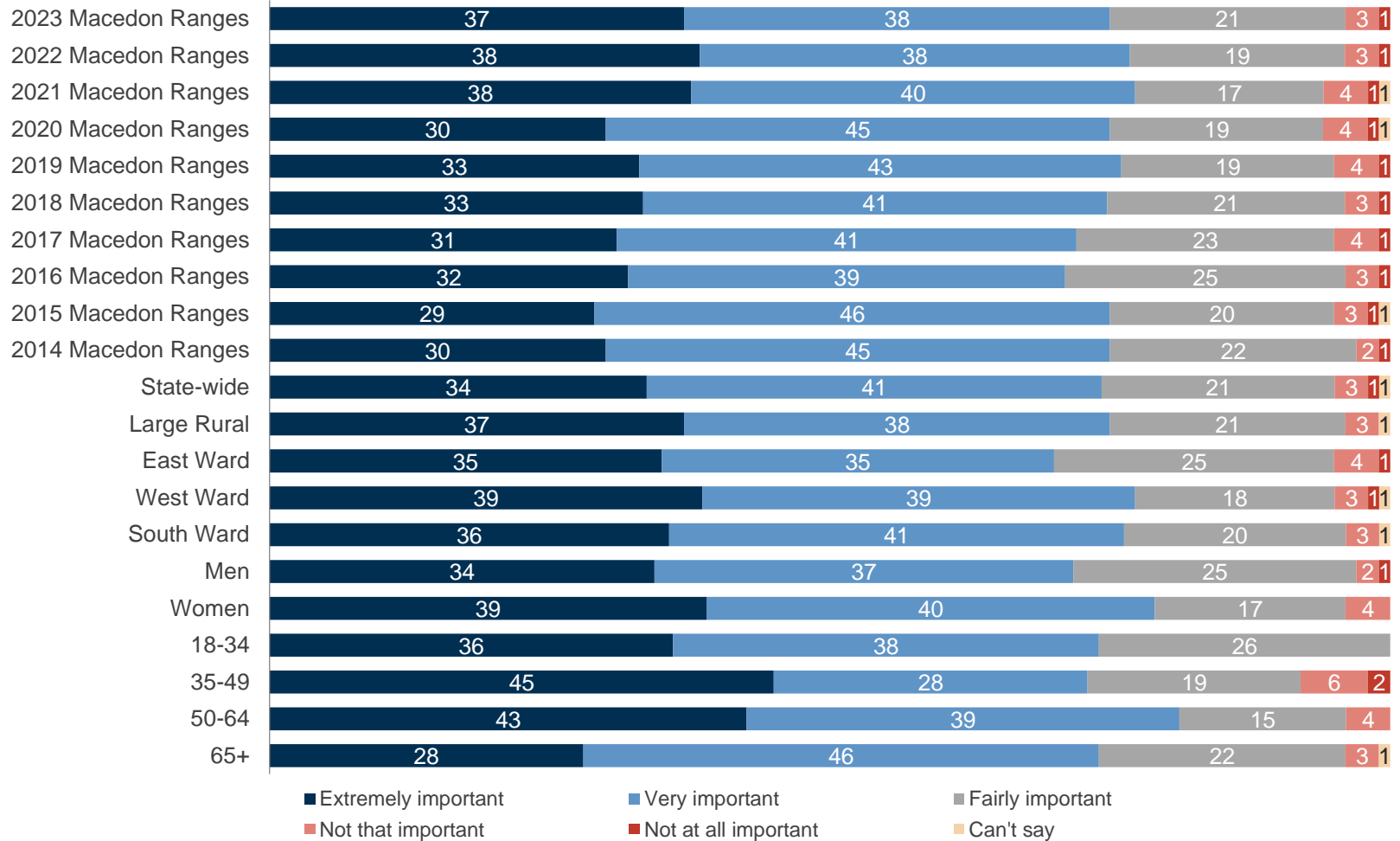*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5*

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Enforcement of local laws performance

2023 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	63	57	58	60	61	64	58	59	60	60
35-49	62	65	60	60	63	62	60	63	61	64
Women	62	63	62	63	64	64	63	60	63	64
State-wide	61	63	64	63	64	64	64	63	66	66
Large Rural	61	64	64	64	64	64	63	63	65	n/a
South Ward	61	65	60	60	65	68	64	60	66	65
18-34	60	72	68	68	70	66	64	65	71	73
West Ward	60	61	62	63	64	60	60	60	58	63
Macedon Ranges	59	63	61	62	64	63	61	61	62	64
East Ward	57	64	62	62	63	61	59	64	63	64
Men	56	63	61	60	63	61	58	62	62	64
65+	54 ▼	57	59	61	61	59	61	58	58	59

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

2023 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	8	29	36	7	4	16
2022 Macedon Ranges	10	36	31	7	2	14
2021 Macedon Ranges	7	40	26	8	4	15
2020 Macedon Ranges	10	36	27	9	3	16
2019 Macedon Ranges	12	35	30	7	2	14
2018 Macedon Ranges	10	37	30	7	3	13
2017 Macedon Ranges	7	39	29	8	4	13
2016 Macedon Ranges	10	36	27	8	5	16
2015 Macedon Ranges	9	37	28	6	3	16
2014 Macedon Ranges	11	38	27	10	1	13
State-wide	10	35	28	8	4	15
Large Rural	9	36	29	7	5	14
East Ward	9	27	37	9	6	11
West Ward	6	32	33	5	4	19
South Ward	10	26	37	6	3	18
Men	6	27	40	6	6	16
Women	11	30	33	8	3	16
18-34	10	33	30	5	7	16
35-49	9	37	36	5	3	9
50-64	13	25	37	5	1	17
65+	5	21	39	10	5	21

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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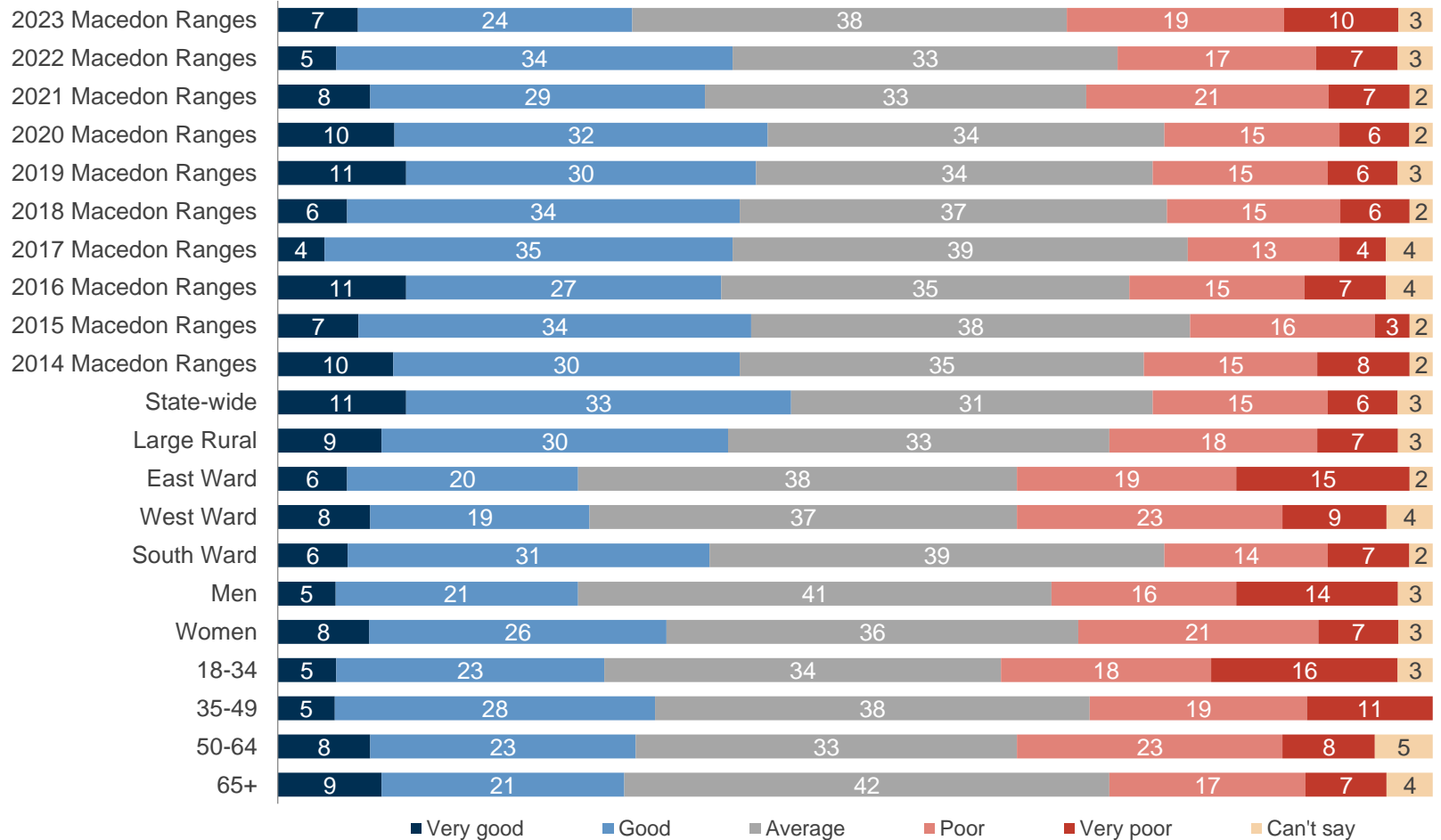*Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8*

Family support services importance

2023 family support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	77 ▲	80	77	77	78	75	78	75	77	75
18-34	76	74	76	77	76	70	78	72	78	77
State-wide	75 ▲	76	76	75	74	74	73	73	73	72
35-49	74	76	73	75	72	73	72	68	72	72
Large Rural	74	75	75	74	73	72	72	72	72	n/a
West Ward	73	73	74	73	71	69	71	71	71	71
Macedon Ranges	72	75	74	74	72	72	72	69	72	72
50-64	71	75	76	69	71	72	69	66	70	69
East Ward	71	77	78	76	73	73	72	69	72	72
South Ward	71	74	71	74	72	71	73	66	72	72
65+	68	74	73	74	69	70	70	69	67	70
Men	67 ▼	70	71	71	65	68	66	63	66	69

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
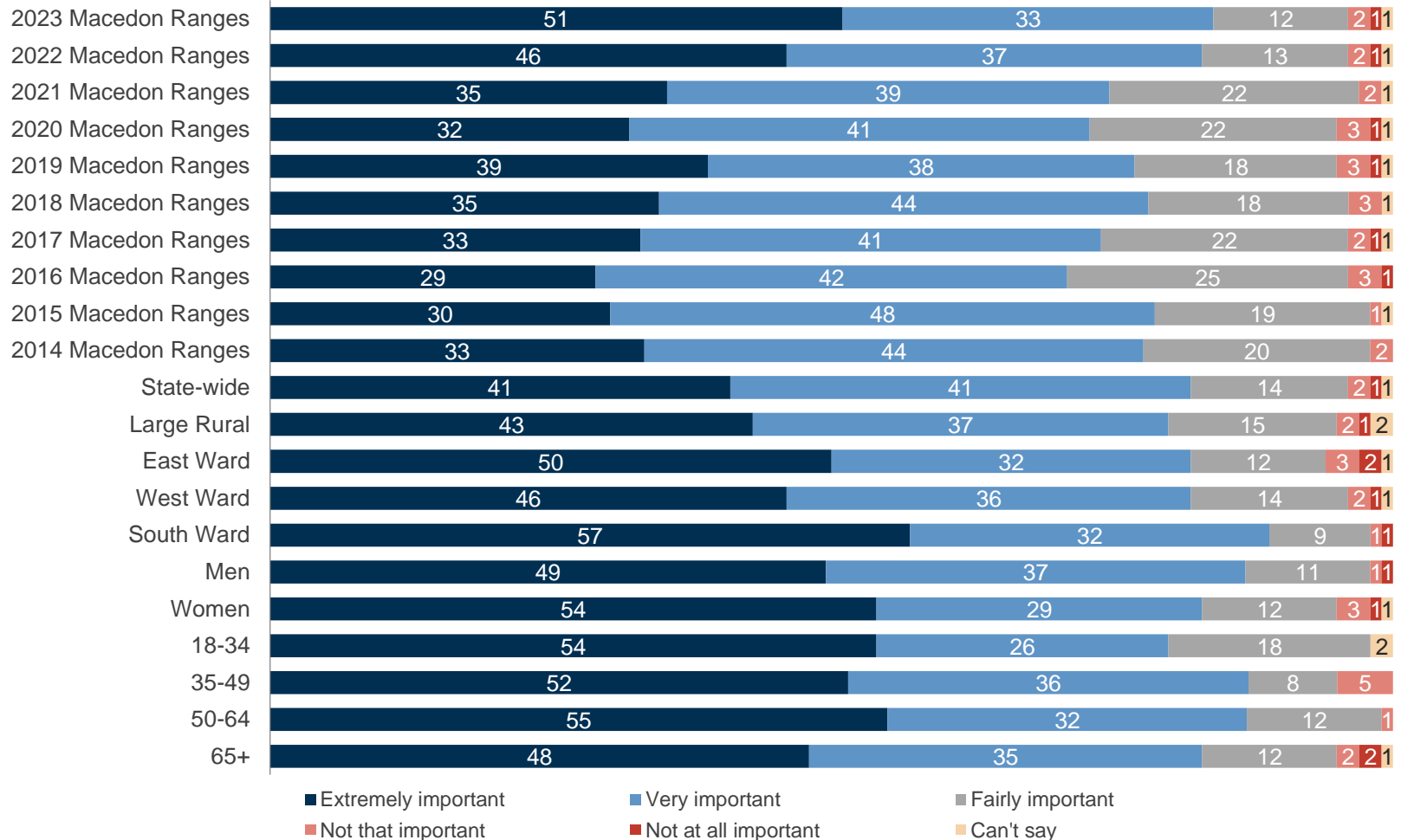*Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2023 family support importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	25	42	26	4	1	2
2022 Macedon Ranges	28	45	20	4	1	1
2021 Macedon Ranges	31	37	27	2	1	2
2020 Macedon Ranges	27	46	22	3	1	1
2019 Macedon Ranges	29	37	24	5	3	2
2018 Macedon Ranges	28	40	24	6		2
2017 Macedon Ranges	24	46	22	4	2	2
2016 Macedon Ranges	23	40	25	8	2	3
2015 Macedon Ranges	25	44	21	6	2	2
2014 Macedon Ranges	24	45	24	4	1	2
State-wide	33	39	20	5	1	2
Large Rural	30	39	22	5	1	3
East Ward	26	36	31	2	2	3
West Ward	22	48	25	2	1	2
South Ward	26	40	23	6	2	3
Men	18	37	36	4	2	3
Women	31	46	17	3		2
18-34	30	44	21	2		3
35-49	26	47	22	5		
50-64	24	39	33	3		1
65+	21	38	30	4	3	4

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

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Family support services performance

2023 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	64 ▲	64	61	64	64	64	63	57	68	65
50-64	64	55	64	54	58	63	60	57	63	64
State-wide	63 ▲	65	66	66	67	66	67	66	67	68
Women	61	62	65	63	64	62	67	64	66	65
Large Rural	61	64	66	64	65	65	65	64	67	n/a
West Ward	60	63	65	63	66	64	68	62	63	64
35-49	60	66	62	65	64	64	63	63	62	68
Macedon Ranges	59	63	63	62	64	63	65	64	64	64
65+	58	62	61	65	65	66	69	67	65	65
Men	57	63	61	62	64	64	63	63	62	64
18-34	57	65	66	63	67	59	67	66	65	61
East Ward	53 ▼	61	63	60	63	60	65	70	61	64

Q2. How has Council performed on 'Family support services' over the last 12 months?
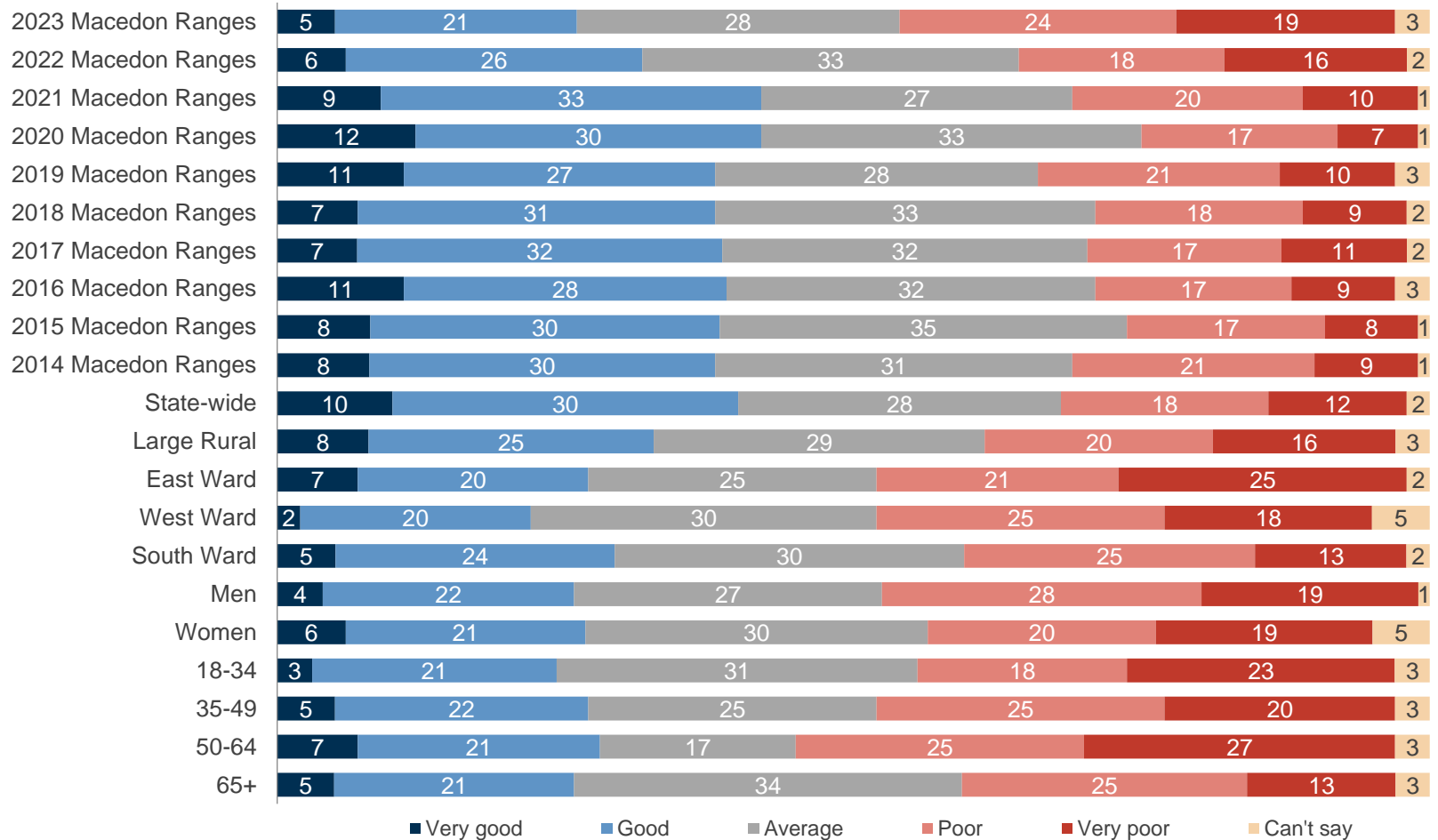*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2023 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	6	28	24	8	4	30
2022 Macedon Ranges	7	30	30	3	2	27
2021 Macedon Ranges	9	31	25	6	2	27
2020 Macedon Ranges	7	30	24	4	3	33
2019 Macedon Ranges	8	31	24	5	1	32
2018 Macedon Ranges	8	30	24	6	2	31
2017 Macedon Ranges	9	31	23	4	2	32
2016 Macedon Ranges	10	28	26	7	1	28
2015 Macedon Ranges	7	35	25	6	1	26
2014 Macedon Ranges	8	33	19	7	2	31
State-wide	9	27	22	6	3	34
Large Rural	8	28	25	7	3	29
East Ward	4	22	29	10	6	29
West Ward	10	22	25	6	4	33
South Ward	4	39	20	7	1	28
Men	5	25	25	7	5	33
Women	8	30	24	8	2	27
18-34	7	28	26	8	7	25
35-49	5	39	22	11	3	20
50-64	8	28	23	5	1	35
65+	7	20	26	6	3	39

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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: 7

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Elderly support services importance

2023 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	81	85	81	80	83	81	81	80	82	81
State-wide	80	82	82	80	80	79	78	78	79	79
18-34	80	79	78	75	75	77	73	79	76	80
South Ward	79	82	80	75	78	79	80	72	78	78
50-64	79	81	82	77	81	81	79	75	77	79
Large Rural	79	81	80	80	79	78	78	78	78	n/a
35-49	78	85	77	75	78	79	77	71	79	77
Macedon Ranges	78	81	79	77	78	79	77	75	77	78
East Ward	77	84	77	79	78	81	76	76	77	80
West Ward	77	79	79	76	77	77	76	78	77	76
65+	76	80	80	80	77	80	80	77	76	77
Men	74▼	78	77	74	73	78	73	70	72	76

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
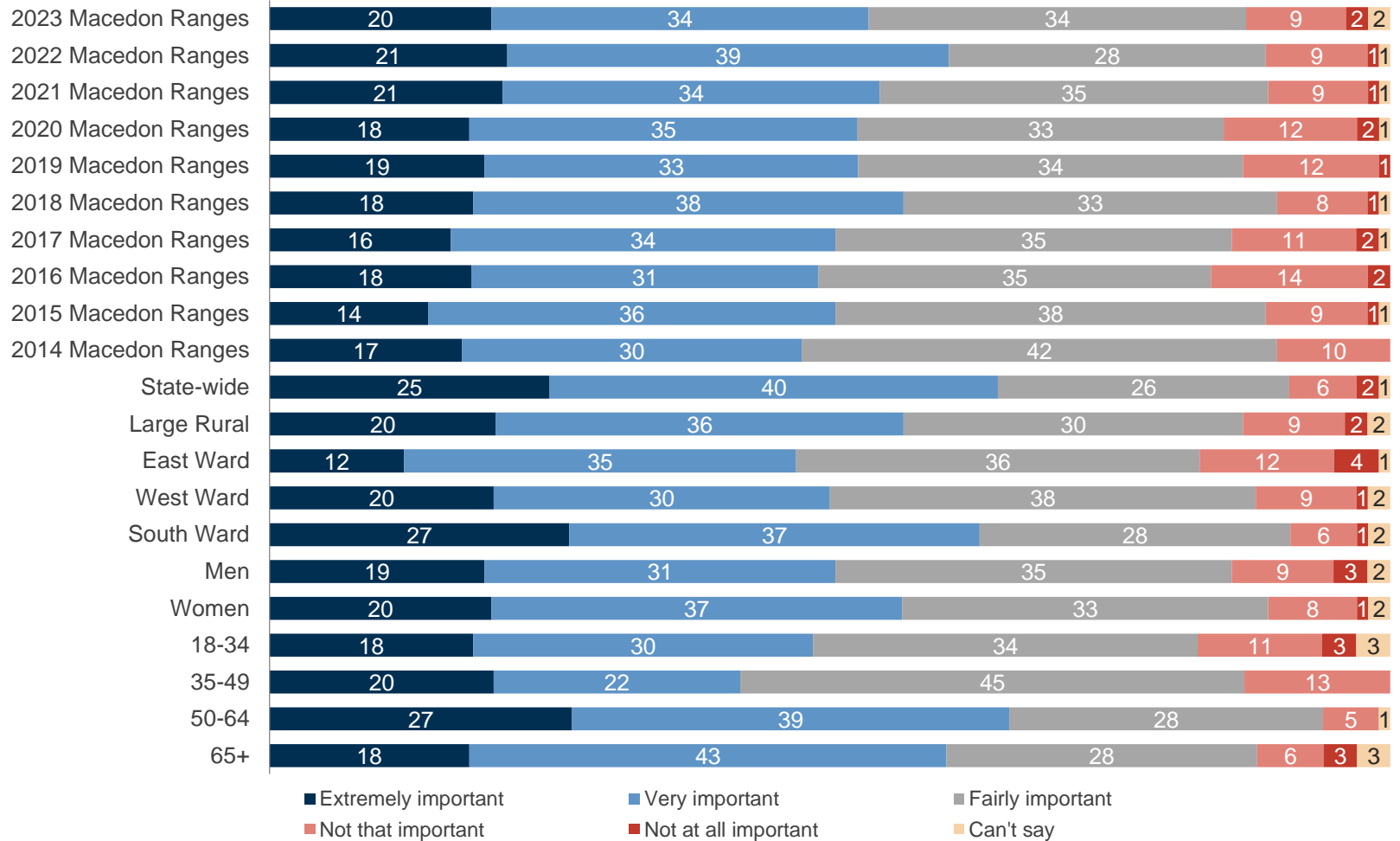*Note: Please see Appendix A for explanation of significant differences.*

Elderly support services importance

2023 elderly support importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	35	43	19	2		1
2022 Macedon Ranges	43	42	12	2		1
2021 Macedon Ranges	37	42	18	1	1	2
2020 Macedon Ranges	32	45	18	3		1
2019 Macedon Ranges	38	40	19	2		1
2018 Macedon Ranges	36	47	14	2		
2017 Macedon Ranges	32	48	17	2	1	1
2016 Macedon Ranges	29	45	22	3		1
2015 Macedon Ranges	31	51	14	3	1	
2014 Macedon Ranges	30	54	14	1	1	
State-wide	41	40	15	2	1	2
Large Rural	38	42	17	2		2
East Ward	35	42	20	2		1
West Ward	30	49	18	2		1
South Ward	39	38	21	1		1
Men	27	44	27	2		1
Women	42	43	13	2		1
18-34	39	39	21			
35-49	37	41	21			2
50-64	31	53	15			1
65+	32	44	19	4		2

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

Elderly support services performance

2023 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	63 ▲	67	69	68	68	68	68	68	69	70
Large Rural	63 ▲	65	68	67	67	67	67	66	69	n/a
35-49	58	61	64	63	64	64	61	65	62	64
South Ward	57	64	62	70	65	69	70	63	68	67
50-64	56	55	63	65	59	65	63	59	65	63
West Ward	56	57	66	64	68	65	65	61	64	69
Women	56	57	64	63	64	63	67	65	67	66
Macedon Ranges	54	59	63	63	64	63	66	64	64	67
65+	54	56	59	67	64	65	71	65	67	70
Men	53	61	62	63	64	63	64	63	62	69
East Ward	51	57	58	54	59	56	62	67	62	66
18-34	49	66	66	58	67	57	67	67	63	72

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2023 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	5	24	28	11	5	27
2022 Macedon Ranges	9	24	26	9	4	28
2021 Macedon Ranges	9	30	24	8	1	28
2020 Macedon Ranges	10	26	25	5	3	32
2019 Macedon Ranges	10	27	24	6	2	31
2018 Macedon Ranges	8	32	25	6	2	27
2017 Macedon Ranges	11	29	21	6	1	33
2016 Macedon Ranges	10	30	24	7	1	29
2015 Macedon Ranges	10	30	22	7	2	29
2014 Macedon Ranges	12	33	18	4	3	31
State-wide	13	27	21	8	4	28
Large Rural	13	29	23	8	4	23
East Ward	4	20	36	11	8	21
West Ward	9	23	25	11	6	26
South Ward	3	27	23	12	2	33
Men	5	23	26	14	6	26
Women	6	24	30	9	5	27
18-34	5	21	23	18	8	25
35-49	5	25	28	9	2	31
50-64	4	25	25	9	4	32
65+	6	23	31	10	6	22

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
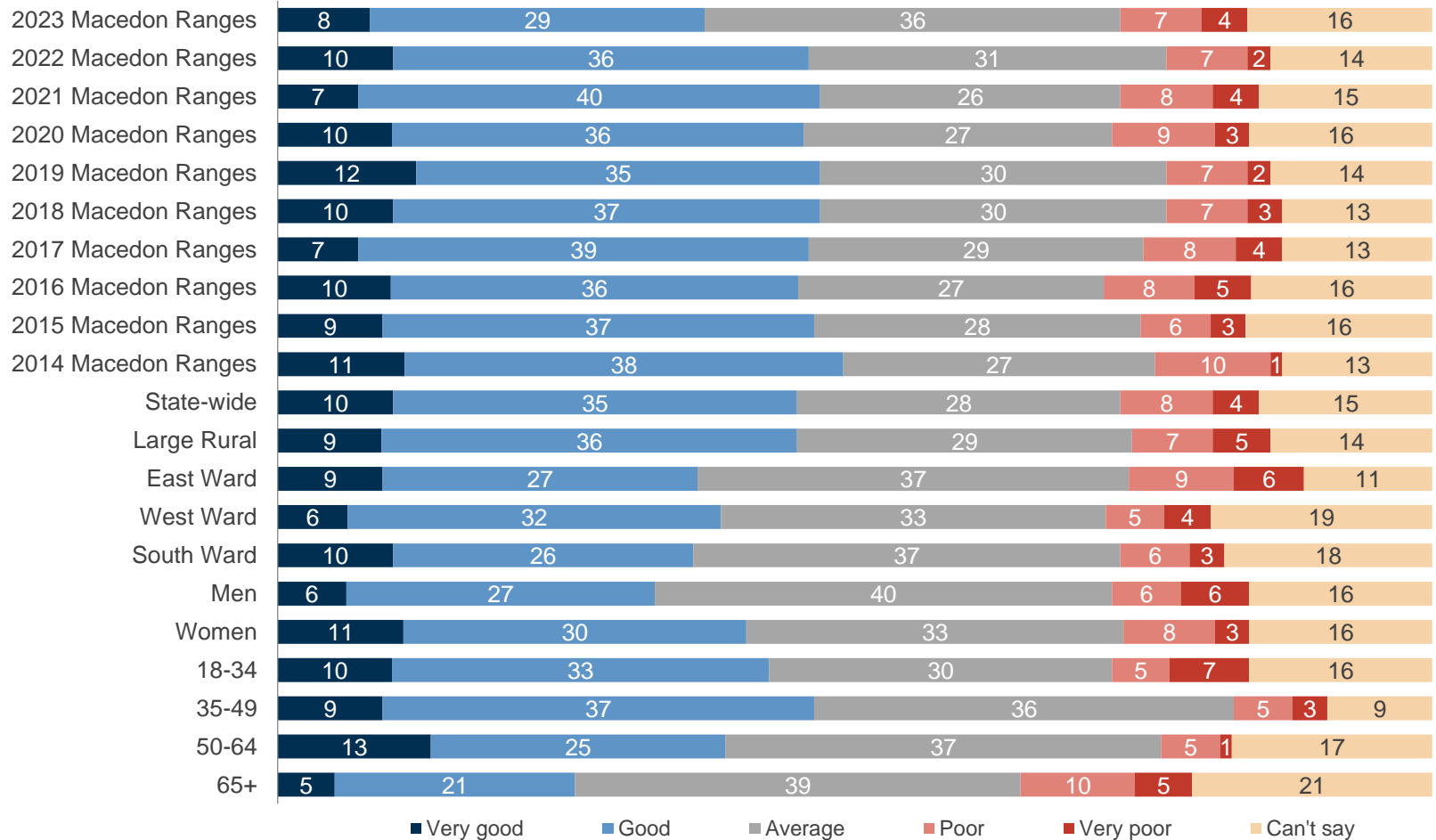
Disadvantaged support services importance

2023 disadvantaged support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	77 ▲	82	77	76	78	75	77	77	78	75
18-34	76	75	72	72	74	68	73	76	70	73
State-wide	74	77	77	74	74	72	71	73	73	72
35-49	73	77	75	70	72	74	68	69	74	72
West Ward	73	76	75	73	71	68	70	74	69	72
East Ward	73	75	76	71	70	74	69	74	72	70
50-64	72	74	76	72	70	72	71	71	71	72
Macedon Ranges	72	75	74	72	71	72	70	72	71	72
Large Rural	72	75	74	72	71	70	70	72	72	n/a
South Ward	70	73	70	72	72	71	71	67	73	74
65+	69	73	73	74	69	71	70	72	69	72
Men	66 ▼	67	71	68	64	68	64	66	65	69

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

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Disadvantaged support services importance

2023 disadvantaged support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	27	39	25	5	2	2
2022 Macedon Ranges	33	38	20	5	1	2
2021 Macedon Ranges	28	42	24	2	2	2
2020 Macedon Ranges	27	41	23	5	2	2
2019 Macedon Ranges	29	36	26	4	3	2
2018 Macedon Ranges	26	40	27	4	1	2
2017 Macedon Ranges	23	42	25	5	2	3
2016 Macedon Ranges	25	41	27	4	1	2
2015 Macedon Ranges	25	42	26	4	1	2
2014 Macedon Ranges	23	48	21	5	1	1
State-wide	30	40	22	4	1	2
Large Rural	27	39	25	5	2	2
East Ward	29	37	27	3	2	2
West Ward	27	42	23	3	3	2
South Ward	26	38	25	8	1	2
Men	20	35	33	7	2	3
Women	34	43	17	3	1	2
18-34	28	46	23			3
35-49	31	41	17	11		
50-64	27	37	34			1
65+	25	35	28	4	4	4

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1

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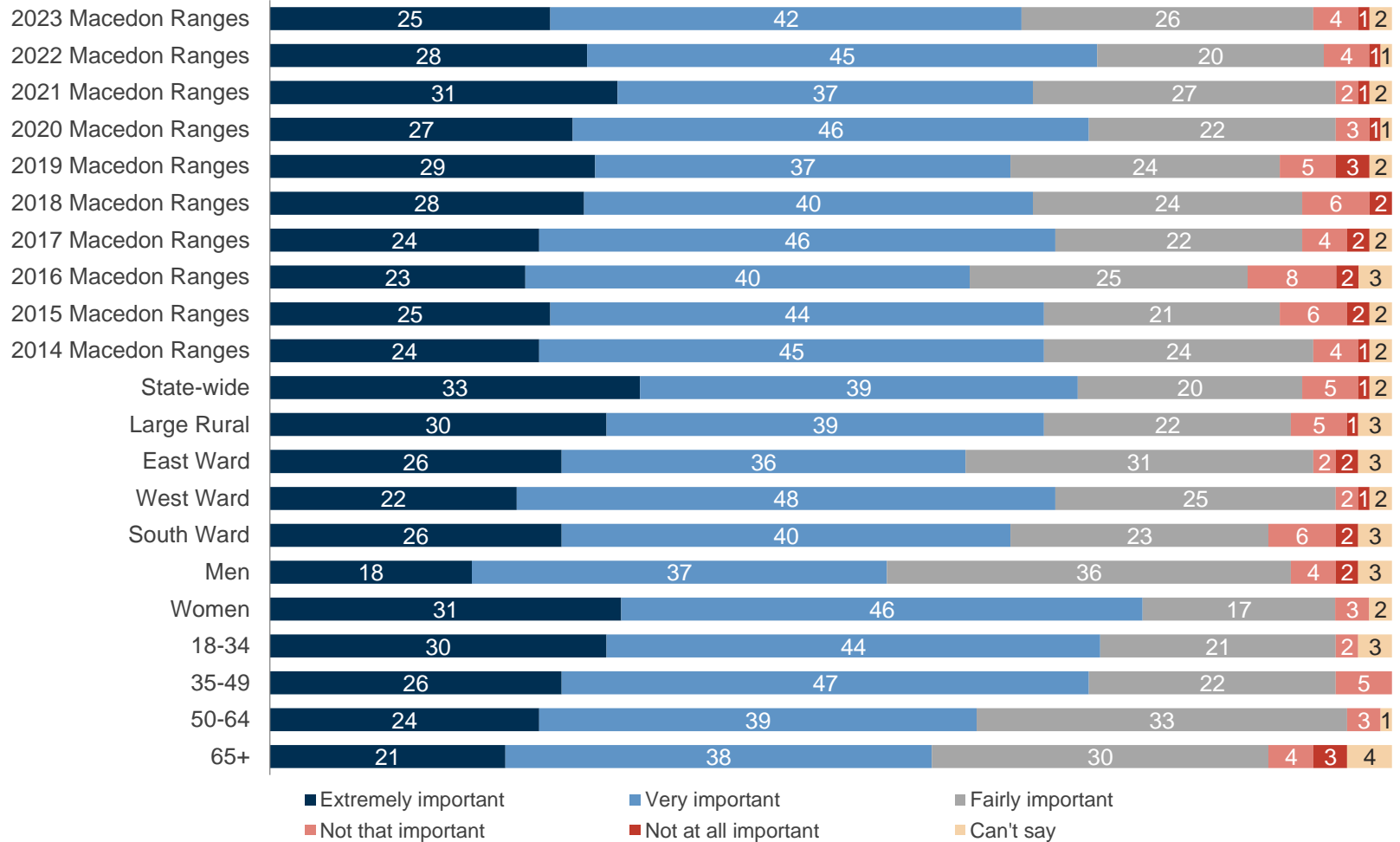
Disadvantaged support services performance

2023 disadvantaged support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	59 ▲	51	59	54	51	54	50	56	59	57
State-wide	59 ▲	62	63	60	62	61	61	61	62	64
South Ward	58 ▲	61	63	61	58	60	60	59	62	62
Large Rural	58 ▲	62	64	61	61	61	61	61	62	n/a
35-49	55	57	64	60	57	59	56	59	54	62
Men	54	63	62	60	62	60	57	63	59	62
65+	53	56	59	59	61	61	61	61	61	62
Macedon Ranges	53	58	63	58	58	58	58	60	59	61
Women	52	54	63	57	54	56	59	58	59	59
West Ward	50	60	65	59	62	58	58	60	57	61
East Ward	49	53	58	55	55	56	57	62	58	59
18-34	44 ▼	68	68	59	61	58	64	64	62	61

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
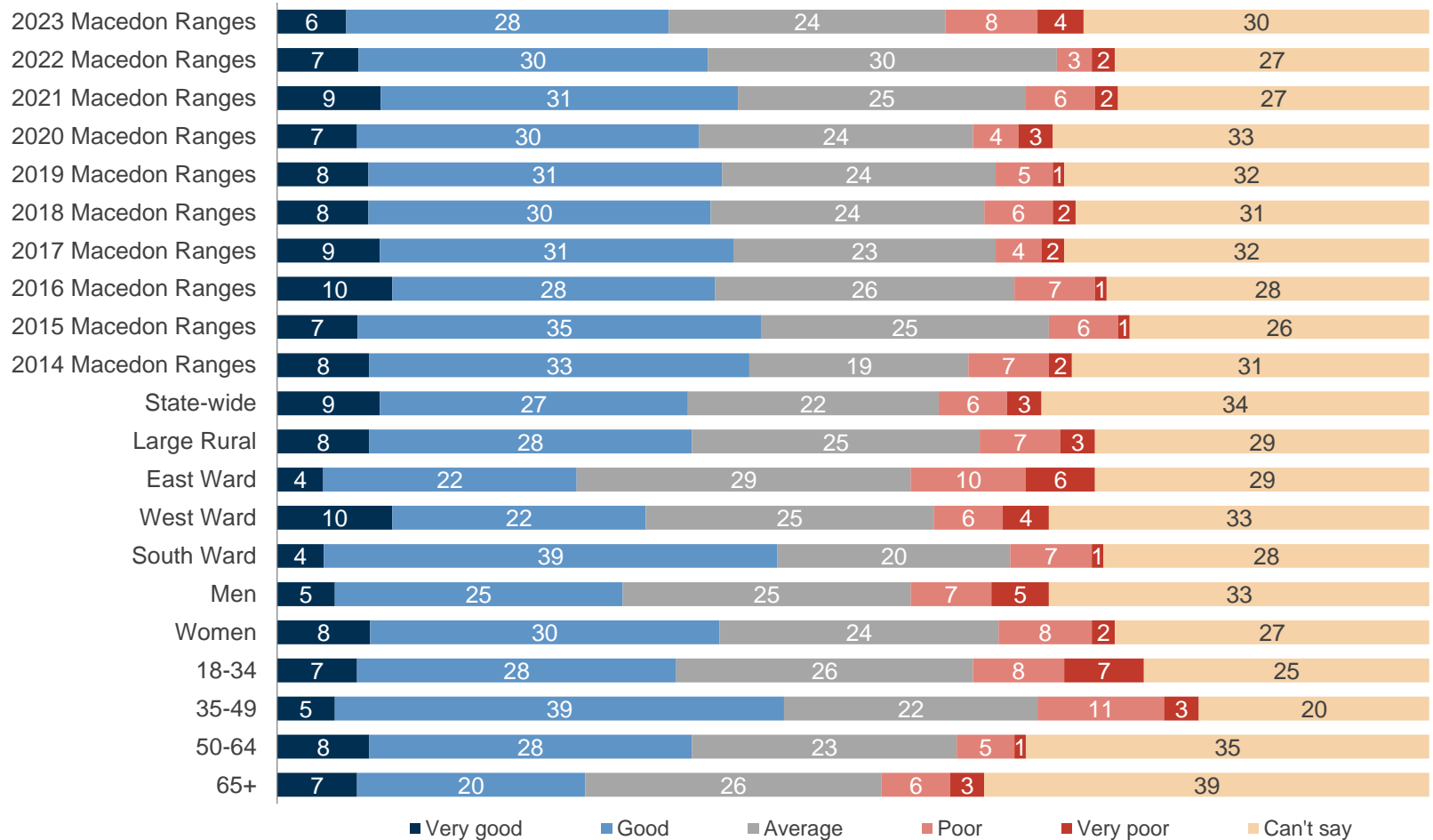*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2*
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services performance

2023 disadvantaged support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	3	21	27	9	6	34
2022 Macedon Ranges	6	22	29	9	2	32
2021 Macedon Ranges	8	29	26	5	2	31
2020 Macedon Ranges	6	19	29	9	1	35
2019 Macedon Ranges	5	24	24	7	3	37
2018 Macedon Ranges	4	23	25	8	2	38
2017 Macedon Ranges	4	23	25	6	3	41
2016 Macedon Ranges	7	23	29	7	1	33
2015 Macedon Ranges	4	27	25	9	1	34
2014 Macedon Ranges	7	24	22	7	2	39
State-wide	6	23	22	7	3	39
Large Rural	5	24	24	8	3	36
East Ward	3	15	31	9	8	34
West Ward	5	18	20	13	7	36
South Ward	1	30	30	5	2	33
Men	2	24	24	8	6	37
Women	4	18	30	10	6	32
18-34	2	20	23	16	11	28
35-49	3	31	23	9	6	27
50-64	5	19	27	8		41
65+	3	15	31	5	4	41

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

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Recreational facilities importance

2023 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward 80▲	75	72	74	73	72	74	72	75	74
18-34 78	68	67	67	72	69	73	74	75	76
35-49 77	80	77	75	75	76	77	72	74	76
Women 75	76	74	72	75	75	75	74	76	75
50-64 74	73	75	74	71	73	73	74	70	71
Macedon Ranges 74	73	72	72	71	73	73	71	72	73
State-wide 73	74	74	72	72	73	72	73	72	72
Large Rural 73	74	73	72	72	74	72	72	72	n/a
East Ward 72	71	75	72	72	74	72	72	72	75
Men 72	71	71	73	68	72	71	69	67	72
West Ward 69▼	74	70	71	70	73	73	69	69	71
65+ 69▼	71	70	73	68	74	68	66	68	71

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
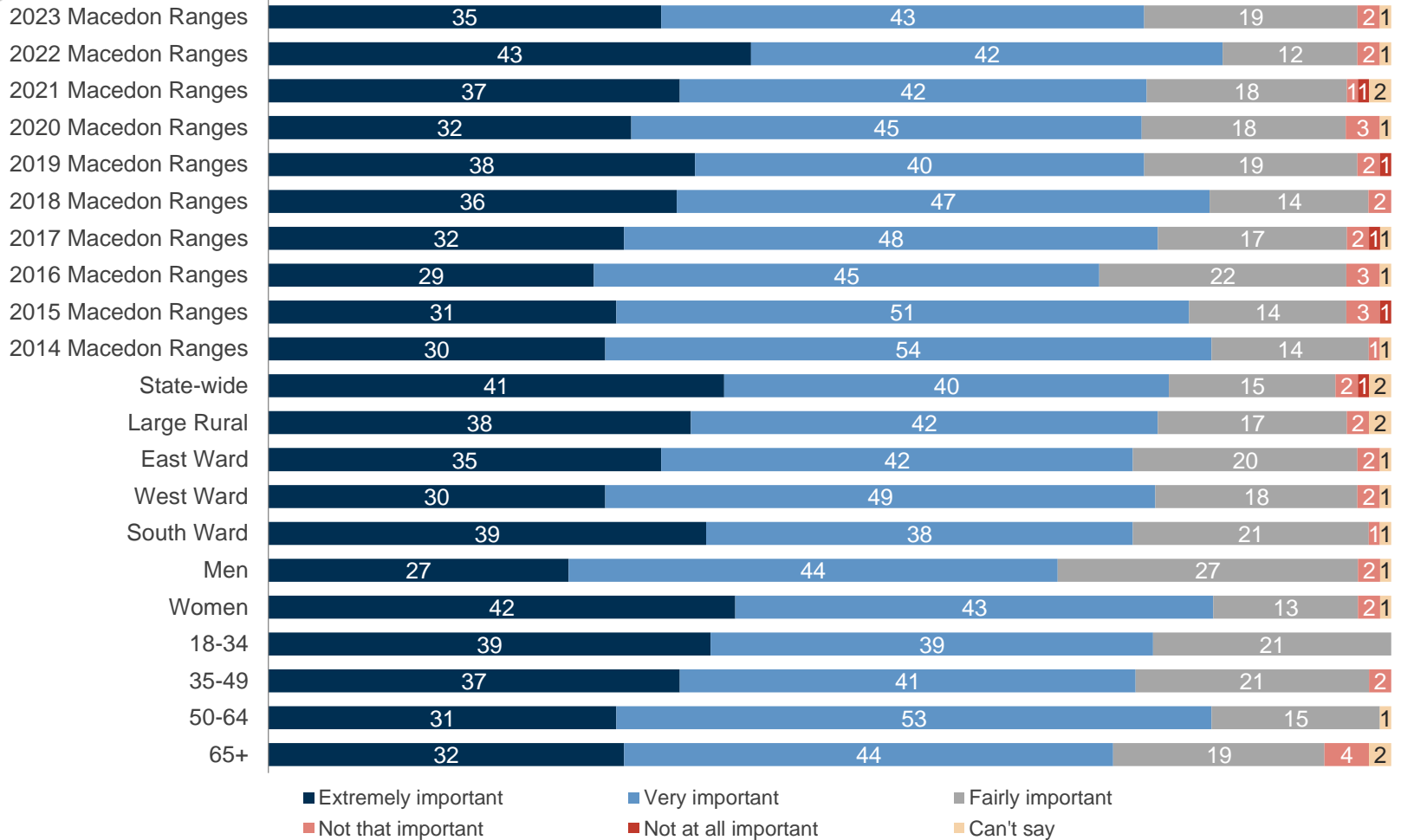*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2023 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	28	42	24	4	1	1
2022 Macedon Ranges	27	42	27	3		1
2021 Macedon Ranges	24	45	27	3	1	1
2020 Macedon Ranges	24	46	25	5		
2019 Macedon Ranges	23	44	27	4		1
2018 Macedon Ranges	26	44	26	2		1
2017 Macedon Ranges	24	48	24	3		1
2016 Macedon Ranges	21	49	26	2		2
2015 Macedon Ranges	21	51	24	3		1
2014 Macedon Ranges	21	54	23			2
State-wide	26	45	25	3	1	1
Large Rural	26	44	25	3	1	1
East Ward	27	39	27	4	1	2
West Ward	22	40	32	5		1
South Ward	36	48	13	1	1	1
Men	27	39	27	4	1	2
Women	30	45	21	3		
18-34	34	41	20		2	3
35-49	33	47	17			3
50-64	29	41	24	4		1
65+	22	40	31	5		1

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

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Recreational facilities performance

2023 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	68 ▲	69	71	70	70	69	70	69	70	71
65+	68 ▲	64	66	71	70	71	71	72	72	72
Large Rural	65	66	68	67	68	66	66	65	66	n/a
South Ward	65	64	67	70	70	69	71	69	73	72
West Ward	64	61	68	69	69	69	70	69	71	72
Women	64	64	66	70	67	65	69	69	73	71
Macedon Ranges	63	62	67	68	68	67	69	69	70	71
Men	63	61	68	67	69	69	68	69	67	72
50-64	62	62	70	66	67	68	66	65	67	70
35-49	61	58	65	69	68	66	66	68	69	69
East Ward	61	61	65	66	64	63	65	69	65	70
18-34	59	66	66	68	66	62	73	71	71	74

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10
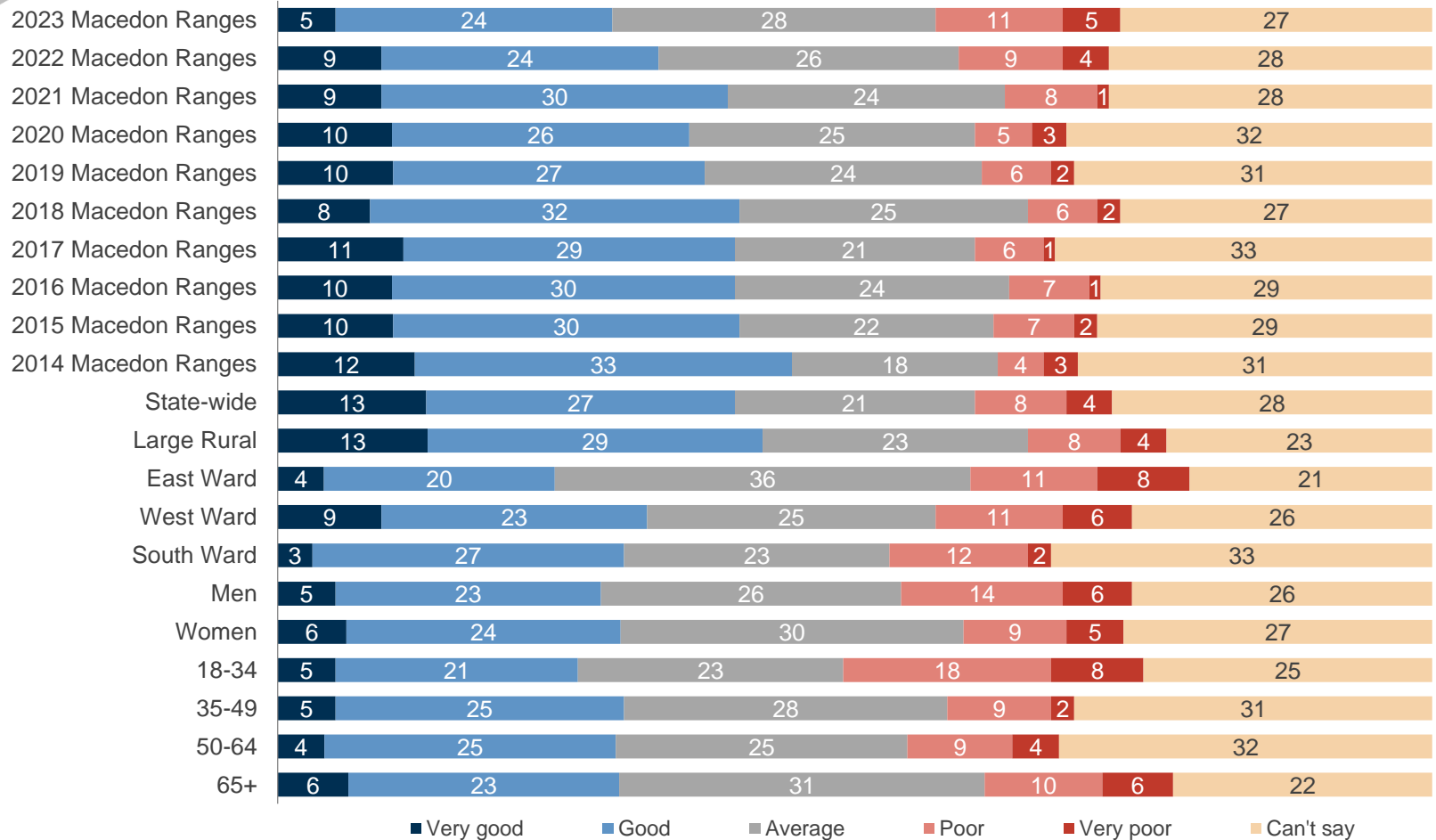*Note: Please see Appendix A for explanation of significant differences.*

Recreational facilities performance

2023 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	16	40	26	12	4	3
2022 Macedon Ranges	11	42	27	10	4	6
2021 Macedon Ranges	17	42	26	8	2	4
2020 Macedon Ranges	22	39	26	6	3	4
2019 Macedon Ranges	18	43	25	7	2	5
2018 Macedon Ranges	17	44	27	7	2	2
2017 Macedon Ranges	21	43	22	7	3	4
2016 Macedon Ranges	18	46	26	5	2	3
2015 Macedon Ranges	19	48	24	6	1	2
2014 Macedon Ranges	21	48	22	6		3
State-wide	21	42	23	8	3	4
Large Rural	17	41	26	9	4	4
East Ward	16	33	29	18	2	2
West Ward	16	44	25	6	7	3
South Ward	15	44	24	11	3	4
Men	14	40	28	11	4	3
Women	17	40	24	12	4	3
18-34	20	28	28	15	8	2
35-49	9	53	16	17	5	
50-64	15	33	36	11	3	3
65+	18	41	28	6	2	5

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

The appearance of public areas importance

2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	77 ▲	76	75	73	74	74	73	74	72	71
State-wide	74	75	75	74	73	74	74	74	73	73
50-64	74	79	77	74	75	75	75	71	73	72
Women	74	77	77	75	75	73	74	75	75	75
35-49	73	77	72	71	72	74	72	73	73	78
Large Rural	73	75	75	73	73	73	73	74	73	n/a
Macedon Ranges	73	77	74	73	73	74	73	72	71	73
18-34	73	78	71	71	71	70	71	70	66	69
Men	72	77	71	72	71	74	71	69	66	71
65+	72	74	76	77	74	75	72	72	70	72
West Ward	71	76	71	72	73	74	72	72	70	72
East Ward	70	79	77	75	72	73	73	69	71	76

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2023 public areas importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	24	46	26	4		
2022 Macedon Ranges	31	47	18	3		
2021 Macedon Ranges	26	45	27	2		
2020 Macedon Ranges	22	53	22	3		
2019 Macedon Ranges	27	42	26	4		
2018 Macedon Ranges	25	46	26	2		1
2017 Macedon Ranges	24	45	30	2		
2016 Macedon Ranges	25	42	30	3	1	
2015 Macedon Ranges	20	47	29	3	1	
2014 Macedon Ranges	22	51	24	3		
State-wide	27	46	23	2		1
Large Rural	25	46	25	2	1	1
East Ward	22	43	28	6	1	1
West Ward	22	46	29	4		
South Ward	28	51	21			1
Men	22	47	26	5		
Women	25	46	25	2		
18-34	23	49	23	5		
35-49	25	48	22	5		
50-64	29	40	28	3		
65+	22	46	29	2	1	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

The appearance of public areas performance
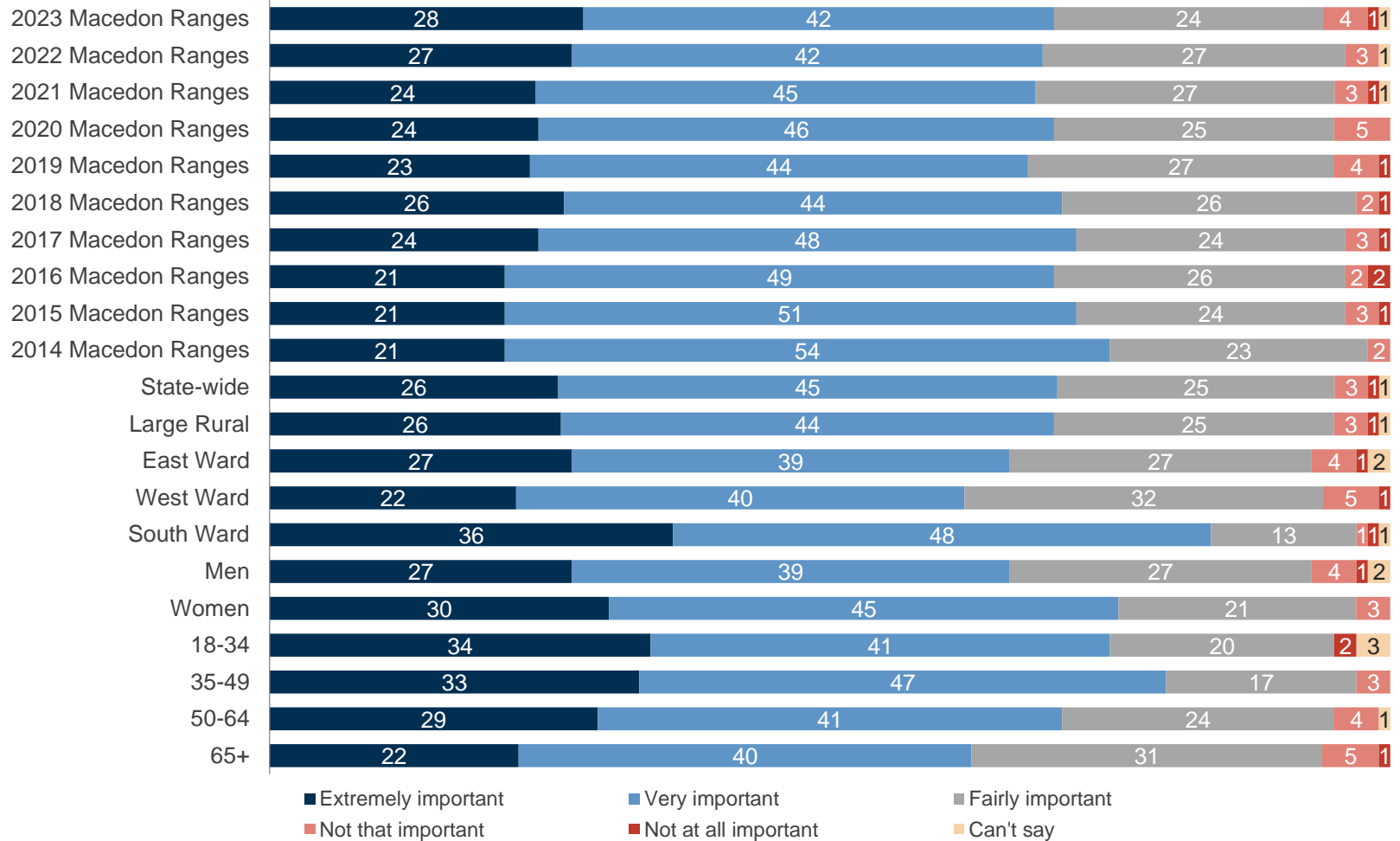
2023 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67 ▲	71	73	72	72	71	71	71	72	72
65+	65	65	68	72	68	67	70	69	69	66
South Ward	65	71	69	75	72	72	72	69	70	74
Large Rural	65	67	70	71	70	69	69	69	69	n/a
Women	63	66	66	73	72	68	73	73	68	71
35-49	63	64	68	72	74	66	74	72	69	76
West Ward	63	65	70	73	67	70	73	68	68	69
Macedon Ranges	63	66	68	73	70	68	72	71	69	71
50-64	62	61	68	70	67	70	66	69	69	65
Men	62	67	70	73	67	68	70	69	70	70
East Ward	60	63	65	70	70	63	69	75	69	68
18-34	58	76	69	79	69	69	77	75	70	74

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2023 public areas performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	11	42	36	7	3	1
2022 Macedon Ranges	16	47	24	8	4	1
2021 Macedon Ranges	18	50	20	8	2	1
2020 Macedon Ranges	24	50	21	4		1
2019 Macedon Ranges	20	48	25	5	2	1
2018 Macedon Ranges	18	47	25	5	4	1
2017 Macedon Ranges	19	54	20	4	2	
2016 Macedon Ranges	20	49	25	4	1	1
2015 Macedon Ranges	17	52	24	5	2	
2014 Macedon Ranges	19	52	21	6	1	1
State-wide	21	43	23	8	4	1
Large Rural	17	42	26	10	4	1
East Ward	10	38	37	12	3	
West Ward	12	39	39	7	2	1
South Ward	12	47	32	3	4	2
Men	10	42	38	7	4	
Women	13	41	35	8	2	1
18-34	10	34	41	7	8	
35-49	9	48	30	11	2	
50-64	13	33	43	4	4	3
65+	13	43	35	7	1	1

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12

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Art centres and libraries importance

2023 art centres and libraries importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	67 ▲	68	71	65	68	66	69	68	72	67
35-49	66	64	69	63	65	66	66	62	66	72
West Ward	65	66	66	63	68	64	66	65	67	67
State-wide	65	67	67	65	65	65	64	66	65	66
South Ward	65	62	64	63	64	67	62	62	66	65
Large Rural	64	64	66	64	64	62	63	63	63	n/a
18-34	64	60	58	57	61	56	62	57	61	56
Macedon Ranges	63	63	65	63	64	63	64	62	65	65
65+	63	64	66	71	68	66	66	64	64	66
50-64	60	64	64	60	62	65	61	64	66	62
East Ward	60	63	64	63	60	60	64	59	61	62
Men	59 ▼	59	59	61	60	61	59	55	56	62

Q1. Firstly, how important should 'Art centres and libraries' 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.

Art centres and libraries importance

2023 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	13	37	37	10	1	1
2022 Macedon Ranges	17	34	37	10	2	
2021 Macedon Ranges	16	38	34	8	2	1
2020 Macedon Ranges	15	35	38	8	3	1
2019 Macedon Ranges	16	38	33	10	2	1
2018 Macedon Ranges	12	40	38	8	1	1
2017 Macedon Ranges	14	42	30	10	3	
2016 Macedon Ranges	14	34	37	12	1	1
2015 Macedon Ranges	13	42	36	7	1	1
2014 Macedon Ranges	15	41	31	10	2	1
State-wide	17	38	32	9	2	1
Large Rural	16	35	35	10	2	1
East Ward	13	27	45	12	1	2
West Ward	14	43	32	9	1	1
South Ward	13	41	35	9	1	1
Men	12	29	42	15	1	1
Women	15	45	33	5	1	1
18-34	18	31	36	13		2
35-49	9	47	42			2
50-64	9	32	47	11		1
65+	16	36	31	14	2	1

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

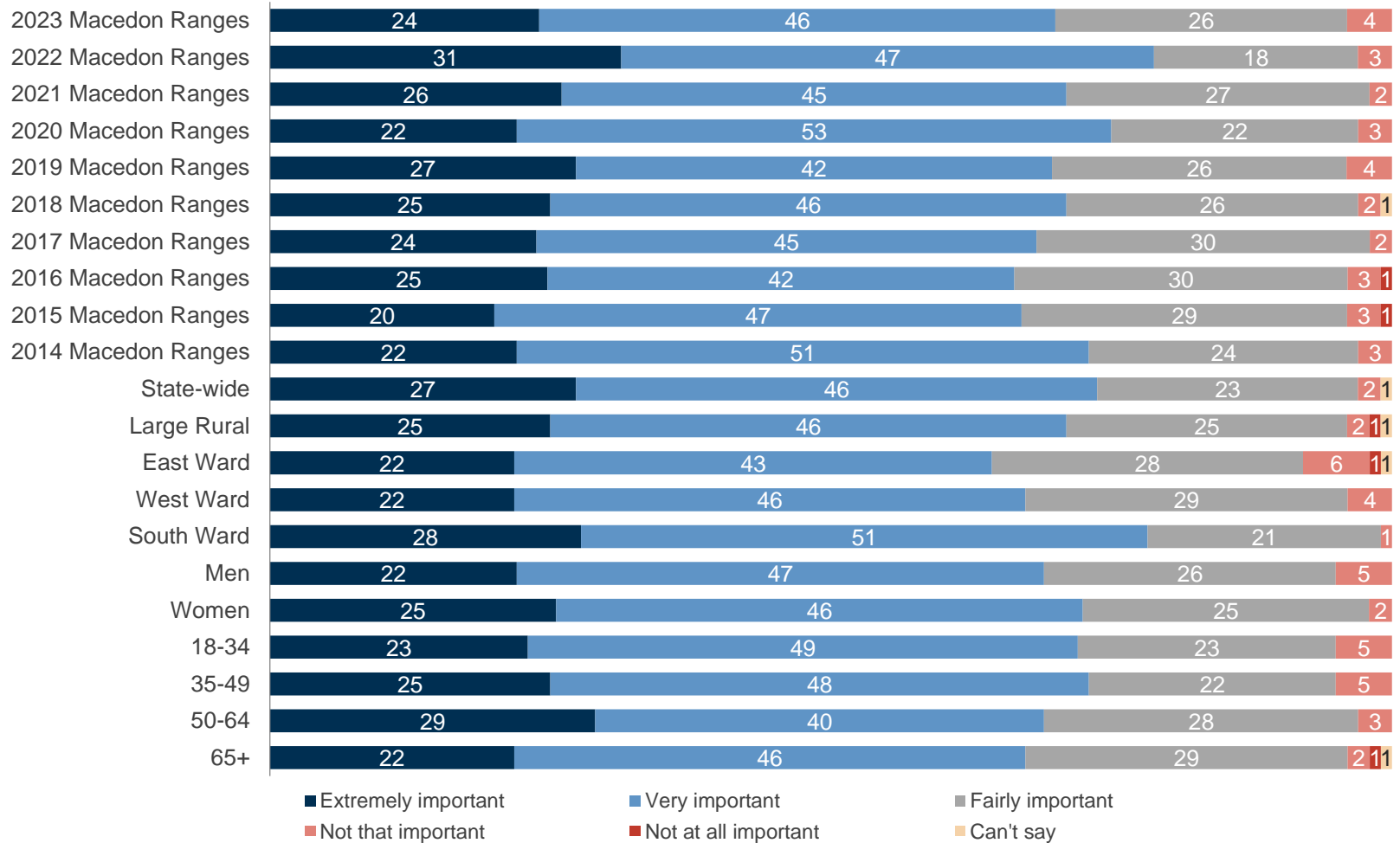# Art centres and libraries performance

2023 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	73 ▲	73	73	74	74	74	73	72	73	75
Large Rural	69 ▲	72	73	72	73	71	70	70	73	n/a
Women	69 ▲	68	71	72	72	68	72	69	70	71
West Ward	68	66	70	73	73	68	73	69	71	72
35-49	67	64	68	73	74	69	71	67	67	75
65+	67	68	71	74	70	68	69	69	70	71
50-64	65	62	69	66	65	68	64	64	69	66
Macedon Ranges	65	66	69	71	70	67	68	67	69	70
South Ward	64	66	69	73	70	67	65	62	69	67
East Ward	62	66	68	65	67	66	67	70	66	70
Men	61 ▼	63	67	69	68	66	64	64	67	69
18-34	58 ▼	68	68	67	69	63	70	68	68	66

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
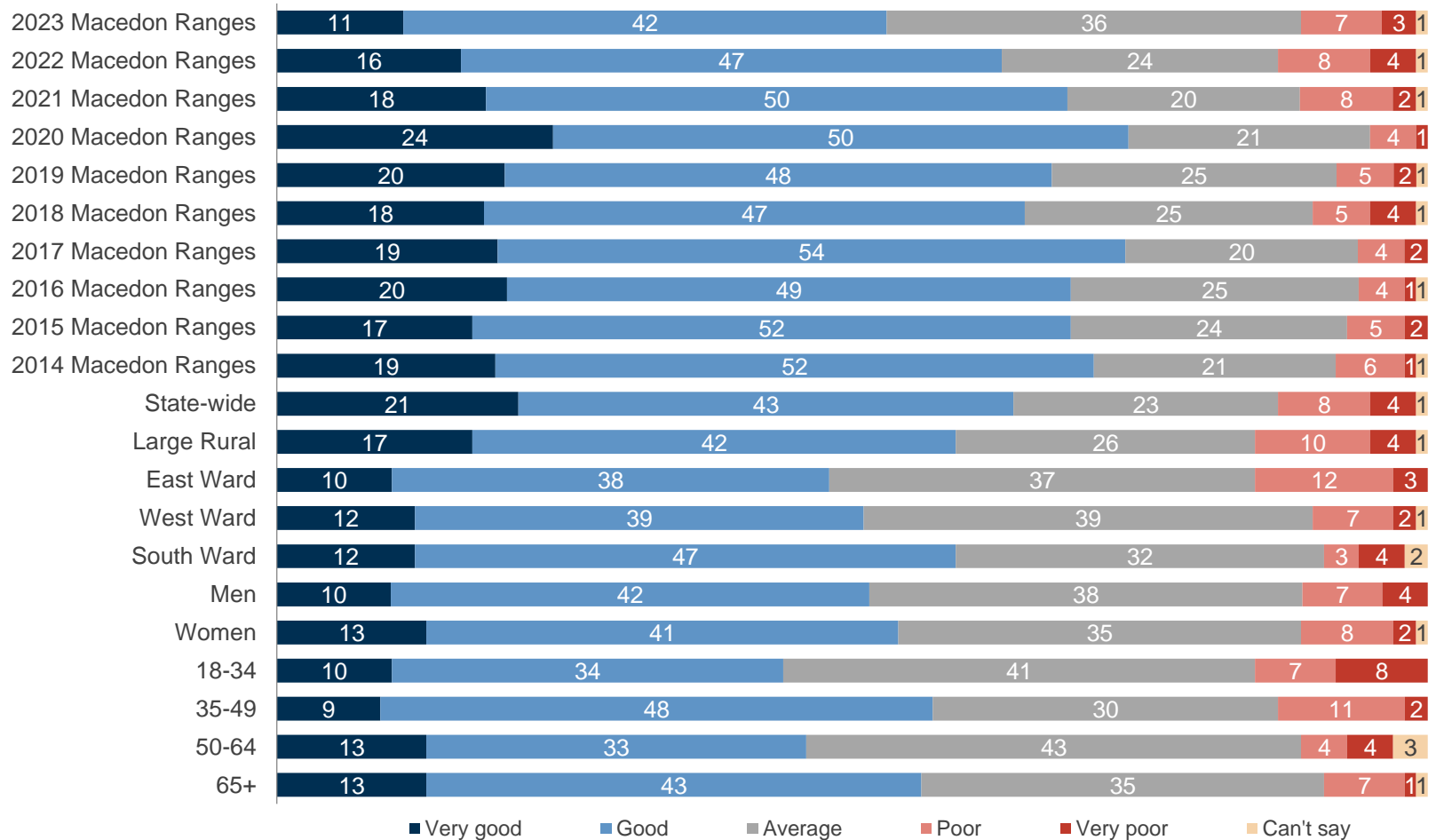*Note: Please see Appendix A for explanation of significant differences.*

Art centres and libraries performance

2023 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	13	40	32	6	3	8
2022 Macedon Ranges	14	39	28	8	1	10
2021 Macedon Ranges	15	45	27	2	1	10
2020 Macedon Ranges	22	40	23	4	2	9
2019 Macedon Ranges	20	40	25	5	1	9
2018 Macedon Ranges	13	45	26	6	2	8
2017 Macedon Ranges	15	46	22	6	2	10
2016 Macedon Ranges	16	40	26	6	2	10
2015 Macedon Ranges	13	48	25	6		8
2014 Macedon Ranges	16	45	27	3	1	8
State-wide	23	41	18	4	1	12
Large Rural	18	41	21	6	2	11
East Ward	11	38	33	9	3	6
West Ward	14	45	25	5	2	9
South Ward	13	35	37	3	3	9
Men	9	35	38	7	4	7
Women	16	44	26	4	2	9
18-34	11	31	33	7	10	8
35-49	15	42	35		6	2
50-64	7	41	35	3		15
65+	13	42	28	5	1	10

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
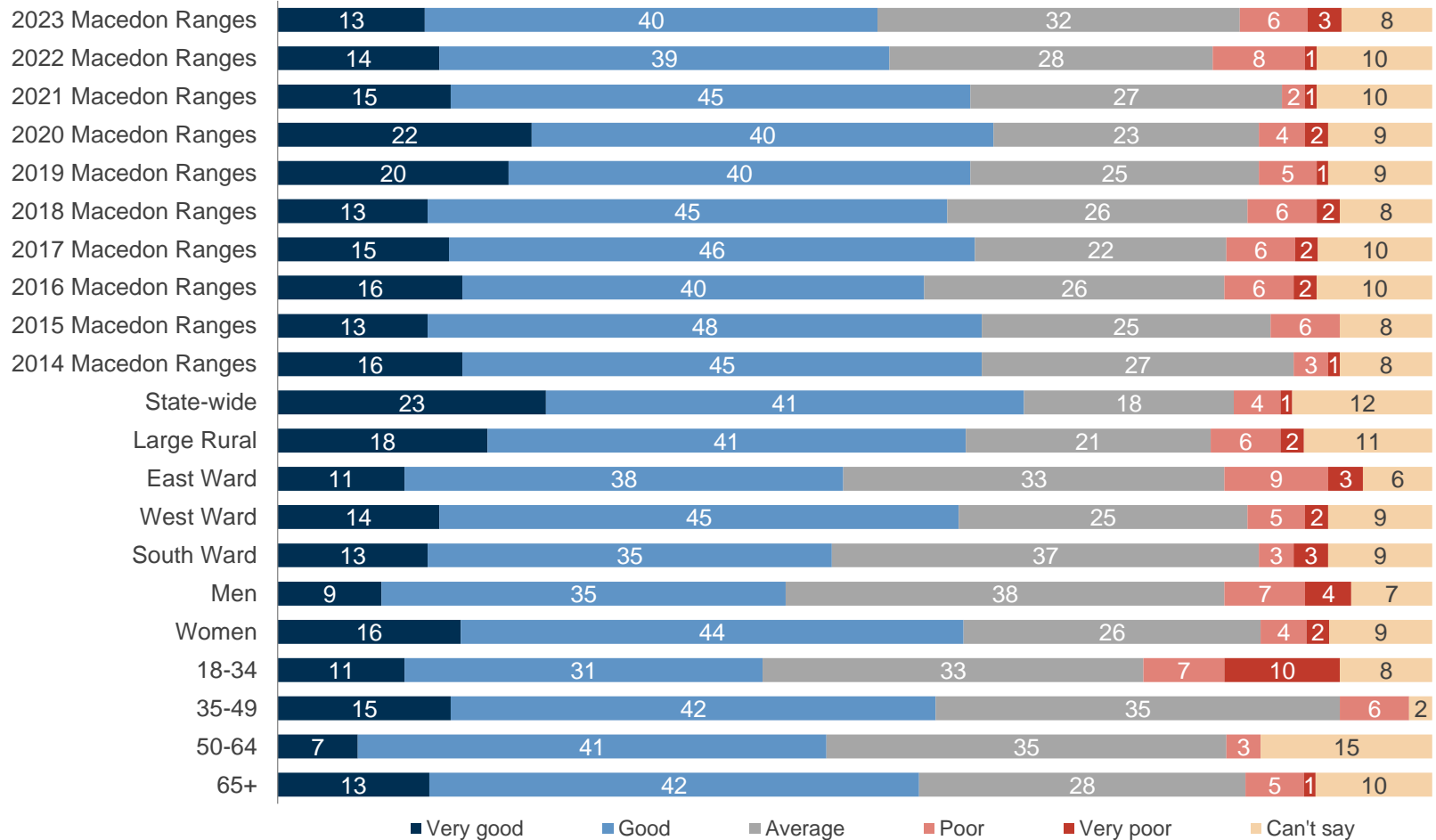
Community and cultural activities importance

2023 community and cultural activities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	66 ▲	66	57	56	57	61	59	57	60	65
Women	65 ▲	66	62	63	64	61	62	65	64	64
West Ward	62	63	58	59	63	58	60	60	60	64
South Ward	62	62	59	57	58	61	56	57	61	62
State-wide	62	64	64	62	61	61	61	62	62	62
Macedon Ranges	60	61	59	59	59	59	58	59	59	61
Large Rural	60	64	63	61	61	60	61	61	61	n/a
18-34	59	59	56	57	63	59	55	64	59	63
65+	59	61	60	64	57	61	58	57	57	58
East Ward	58	59	59	60	56	58	58	59	57	59
50-64	57	59	61	57	60	56	59	58	60	59
Men	56 ▼	56	55	54	53	57	54	52	54	58

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
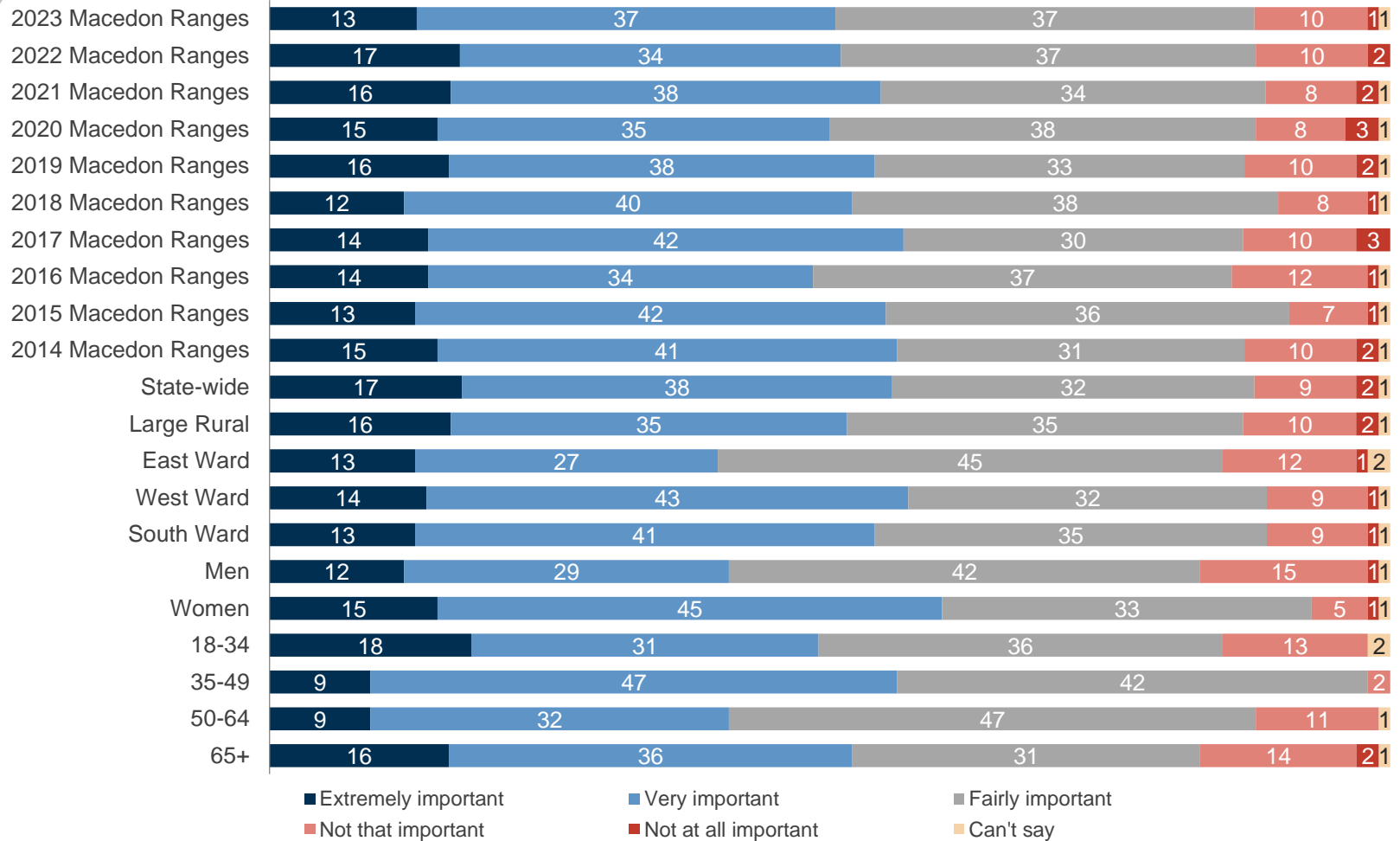*Note: Please see Appendix A for explanation of significant differences.*

Community and cultural activities importance

2023 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	11	34	42	11	2	1
2022 Macedon Ranges	12	36	36	13	2	
2021 Macedon Ranges	9	32	44	12	2	1
2020 Macedon Ranges	10	34	38	12	4	1
2019 Macedon Ranges	11	33	41	12	3	
2018 Macedon Ranges	7	35	45	10	2	
2017 Macedon Ranges	9	34	40	12	4	1
2016 Macedon Ranges	8	35	43	12	2	1
2015 Macedon Ranges	7	36	43	12	2	
2014 Macedon Ranges	12	35	41	11	1	
State-wide	13	35	37	10	3	1
Large Rural	13	33	38	11	4	1
East Ward	6	34	42	16	1	2
West Ward	13	33	44	8	2	2
South Ward	14	34	40	8	3	1
Men	6	29	47	14	2	3
Women	16	39	37	7	2	
18-34	13	23	49	10	2	3
35-49	15	44	30	11		
50-64	7	28	52	9	3	1
65+	8	35	42	11	3	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

Community and cultural activities performance

2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
West Ward 67▲	61	65	73	68	66	67	63	71	69
State-wide 66▲	65	65	68	69	69	69	69	69	70
Large Rural 64▲	63	65	67	67	67	69	67	69	n/a
65+ 63	61	62	69	64	64	65	62	71	67
Women 63	62	62	68	66	65	67	64	70	68
50-64 61	55	62	64	65	65	62	61	66	63
Macedon Ranges 60	61	61	66	63	65	65	63	68	66
South Ward 60	61	57	65	62	66	64	61	68	63
35-49 59	57	62	69	65	66	69	65	67	69
Men 58	59	61	65	61	65	63	61	66	63
18-34 57	70	59	61	60	63	64	63	69	62
East Ward 55	60	60	59	61	62	64	63	65	65

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
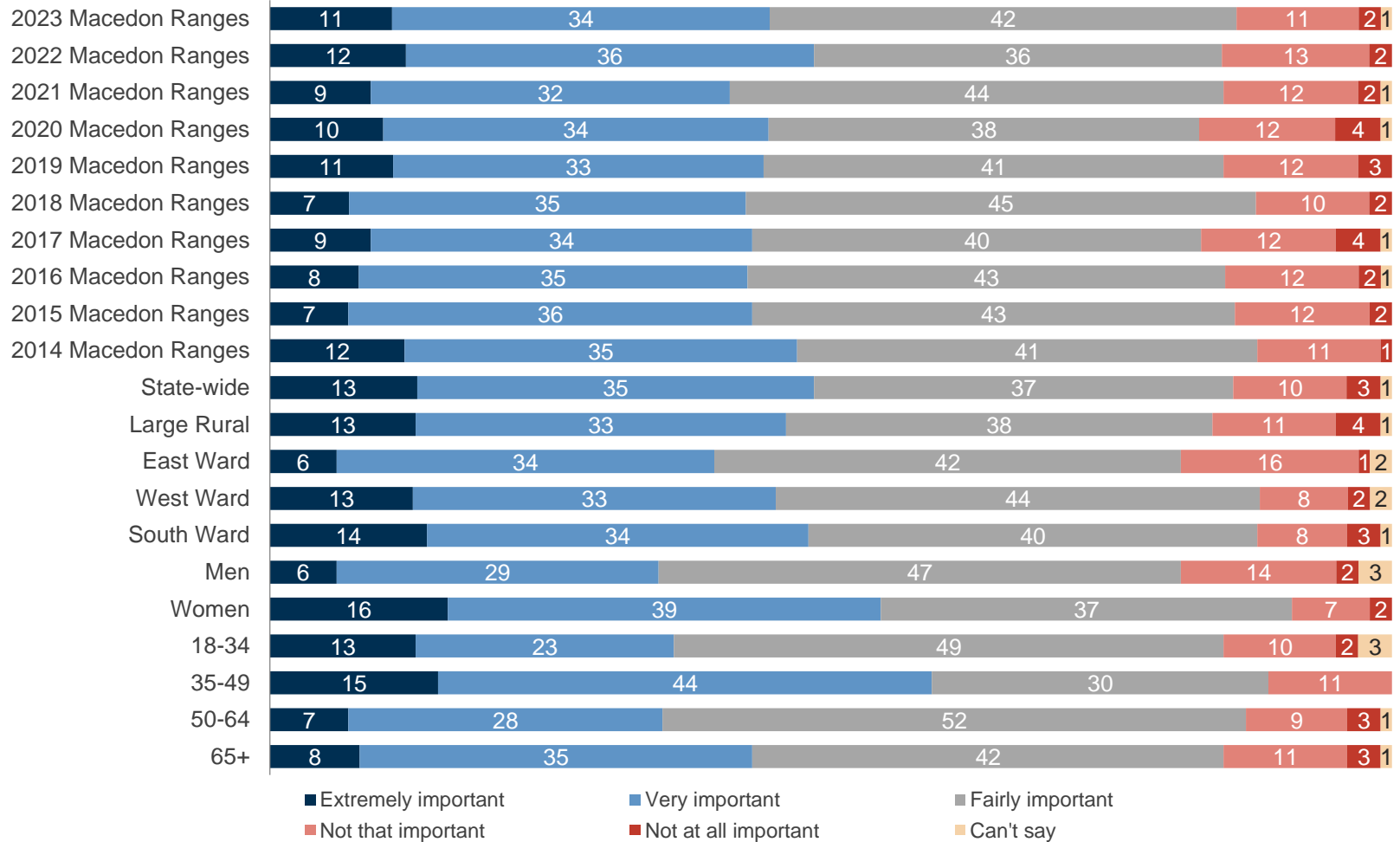*Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2023 community and cultural activities performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	10	33	34	9	3	10
2022 Macedon Ranges	8	37	34	9	3	10
2021 Macedon Ranges	7	37	36	7	2	10
2020 Macedon Ranges	16	37	29	7	2	9
2019 Macedon Ranges	12	38	31	8	2	9
2018 Macedon Ranges	11	43	31	7	2	7
2017 Macedon Ranges	10	44	30	6	1	9
2016 Macedon Ranges	9	37	37	7	2	8
2015 Macedon Ranges	13	48	29	4	1	5
2014 Macedon Ranges	11	43	29	7	1	10
State-wide	15	39	27	7	2	11
Large Rural	13	37	29	9	3	8
East Ward	8	29	33	15	7	8
West Ward	15	37	34	3	2	8
South Ward	8	32	36	10	2	13
Men	7	32	35	10	4	12
Women	14	33	34	8	3	8
18-34	10	30	33	15	5	8
35-49	6	41	33	8	6	6
50-64	13	28	36	9	3	11
65+	13	31	36	7	1	13

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7
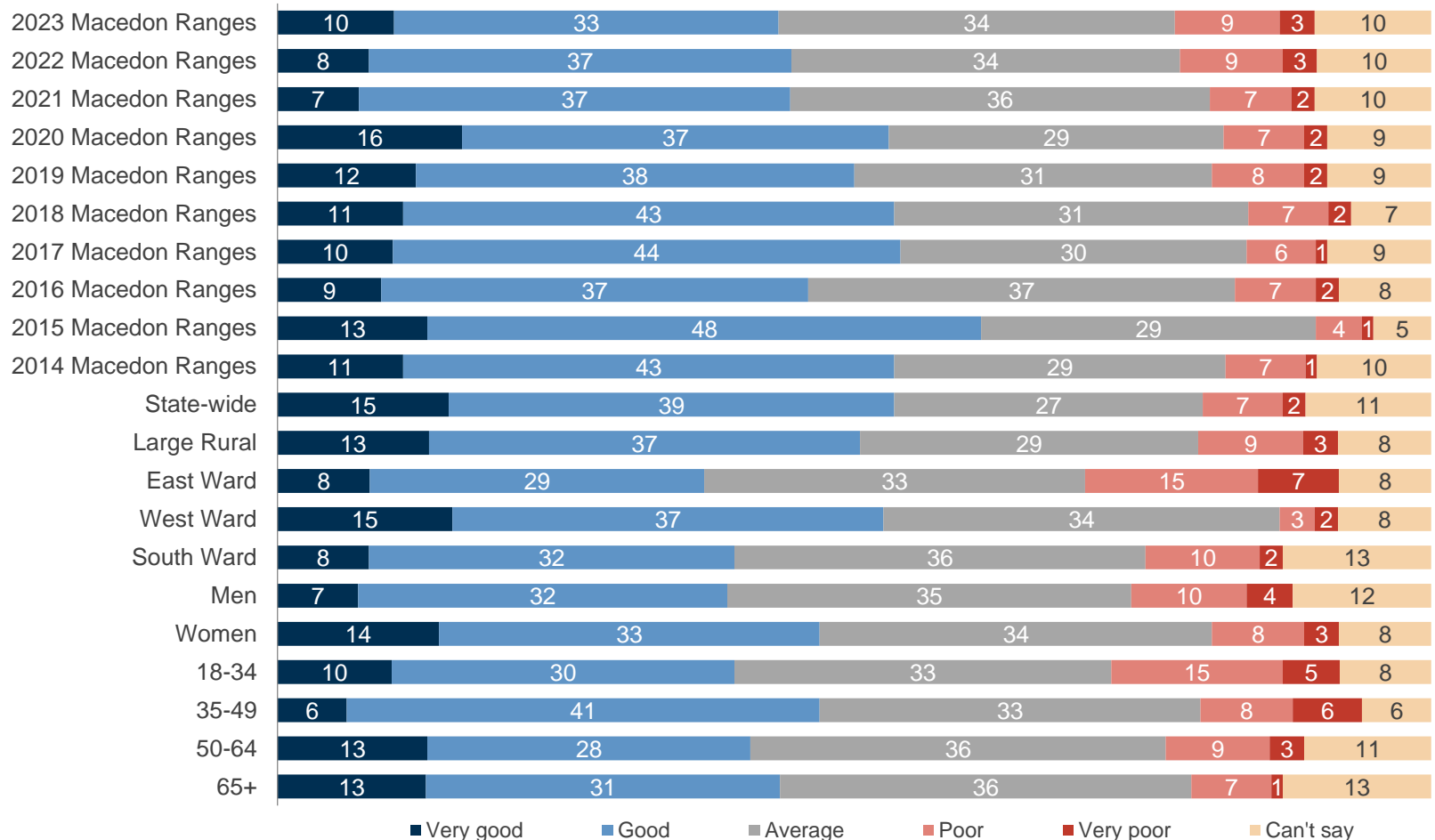
Waste management importance

2023 waste management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	83	81	79	82	82	81	77	75	74	75
50-64	82	86	81	82	82	84	77	76	75	75
18-34	82	77	73	74	83	71	74	76	73	75
State-wide	81	82	82	82	81	81	79	80	79	79
Women	81	81	82	80	84	80	78	79	80	76
Large Rural	80	81	81	81	80	81	78	79	78	n/a
35-49	80	81	81	83	82	84	75	72	77	80
Macedon Ranges	80	81	79	81	82	81	76	75	76	77
East Ward	79	80	78	78	80	81	76	73	76	80
Men	79	81	77	81	80	82	74	70	72	77
65+	78	81	82	84	82	84	79	75	78	76
West Ward	77	82	81	83	85	82	76	76	77	75

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2023 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	38	45	14	3		
2022 Macedon Ranges	43	42	14		1	
2021 Macedon Ranges	37	46	15		1	
2020 Macedon Ranges	39	48	11		1	
2019 Macedon Ranges	45	40	13	2		
2018 Macedon Ranges	43	42	14		1	
2017 Macedon Ranges	29	51	18	2		1
2016 Macedon Ranges	27	47	21	3	1	1
2015 Macedon Ranges	27	51	18	2		1
2014 Macedon Ranges	29	50	19			1
State-wide	42	43	13	1		1
Large Rural	39	44	14	2		1
East Ward	38	42	18	2		1
West Ward	32	48	16	4		
South Ward	46	44	7	3		
Men	37	45	15	2		
Women	40	45	12	3		
18-34	44	41	11	3		
35-49	37	47	14	2		
50-64	41	44	15			
65+	35	46	14	4		

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
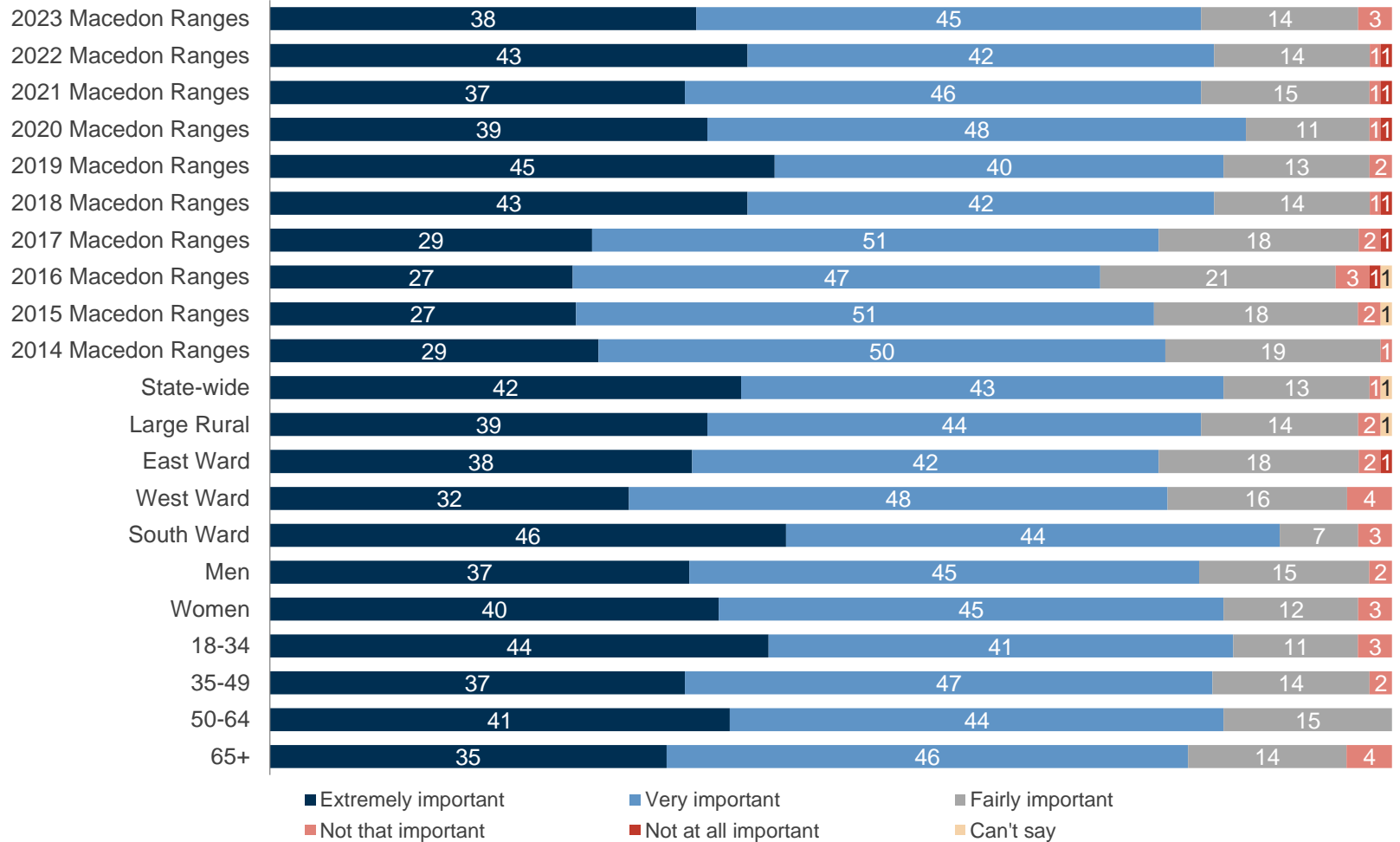
Waste management performance

2023 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	74	71	66	70	68	68	73	74	71	76
65+	74	76	71	74	69	69	73	74	74	76
West Ward	74	71	69	66	66	69	72	72	71	77
35-49	73	67	64	62	65	69	72	68	71	76
50-64	72	65	69	63	68	68	69	67	70	73
Macedon Ranges	71	71	67	68	68	68	72	71	72	76
South Ward	71	69	65	70	68	66	73	70	74	78
East Ward	69	71	66	67	70	67	72	71	70	74
Men	68	70	69	65	68	67	71	68	72	77
State-wide	66▼	68	69	65	68	70	71	70	72	73
Large Rural	65▼	65	66	62	64	67	68	66	68	n/a
18-34	64▼	74	63	72	72	63	75	74	71	81

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	26	44	19	6	3	2
2022 Macedon Ranges	29	38	19	8	3	3
2021 Macedon Ranges	25	39	19	9	6	2
2020 Macedon Ranges	26	38	20	10	5	1
2019 Macedon Ranges	21	42	23	8	3	4
2018 Macedon Ranges	19	46	24	6	4	1
2017 Macedon Ranges	23	50	19	4	3	2
2016 Macedon Ranges	19	51	19	4	3	4
2015 Macedon Ranges	20	50	17	5	2	5
2014 Macedon Ranges	29	51	13	4	1	3
State-wide	20	41	22	9	5	3
Large Rural	19	40	22	9	6	4
East Ward	25	44	19	7		5
West Ward	28	44	21	4	2	2
South Ward	24	45	18	6	3	3
Men	22	45	21	7	4	1
Women	30	43	18	5	2	3
18-34	21	39	21	8	10	
35-49	25	47	20	5	2	2
50-64	24	47	19	8		3
65+	30	43	17	4	3	3

Q2. How has Council performed on 'Waste management' over the last 12 months?
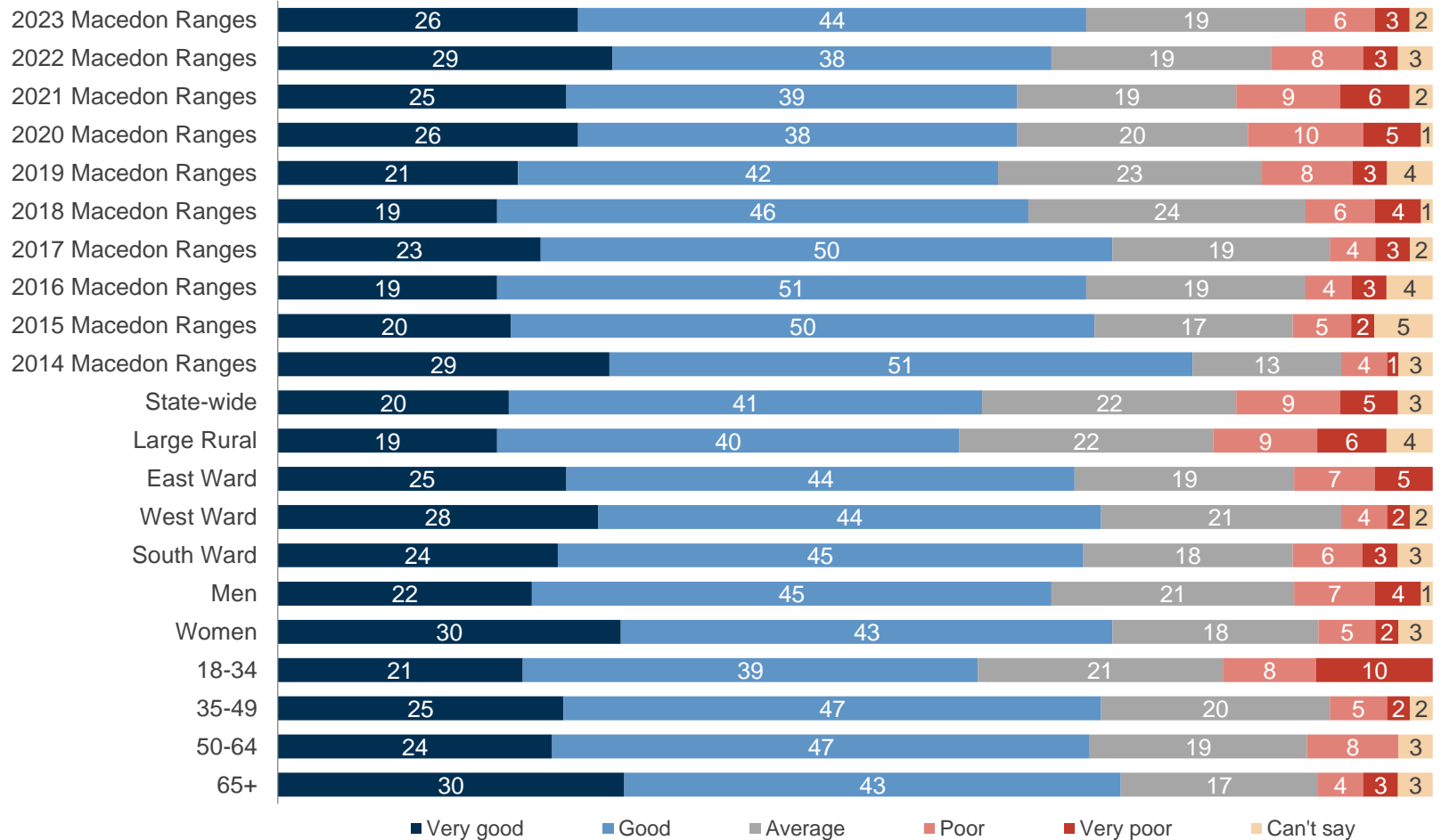*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18*

Business and community development and tourism importance

2023 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Large Rural	70	71	68	64	65	67	69	70	n/a
State-wide	69	70	67	65	66	67	67	67	67
50-64	68	68	64	67	64	66	67	65	66
Women	67	68	68	67	67	67	70	72	70
West Ward	66	66	68	67	65	69	67	64	69
18-34	61	60	69	64	64	65	64	68	71
65+	62	65	68	60	64	66	62	65	65
Macedon Ranges	65	65	66	65	66	66	64	67	68
South Ward	64	62	65	62	65	62	64	68	68
East Ward	66	67	65	64	66	67	62	69	68
35-49	70	67	65	67	69	67	65	70	70
Men	64	61	65	62	64	65	59	63	66

2023 bar values: Large Rural 68▲, State-wide 67▲, 50-64 66, Women 65, West Ward 64, 18-34 62, 65+ 62, Macedon Ranges 62, South Ward 61, East Ward 60, 35-49 59, Men 59

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
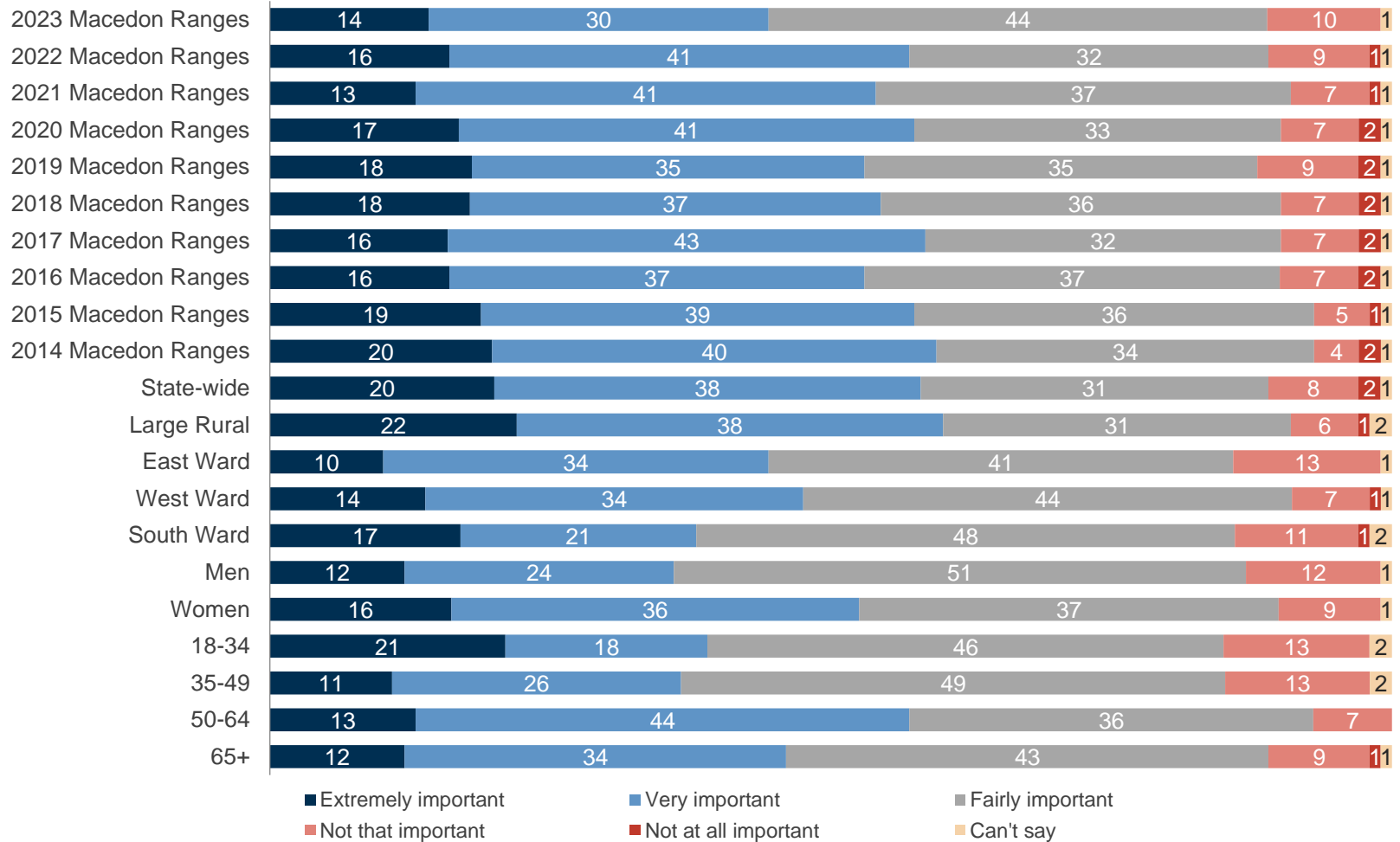*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2023 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	14	30	44	10		1
2022 Macedon Ranges	16	41	32	9	1	1
2021 Macedon Ranges	13	41	37	7	1	1
2020 Macedon Ranges	17	41	33	7	2	1
2019 Macedon Ranges	18	35	35	9	2	1
2018 Macedon Ranges	18	37	36	7	2	1
2017 Macedon Ranges	16	43	32	7	2	1
2016 Macedon Ranges	16	37	37	7	2	1
2015 Macedon Ranges	19	39	36	5	1	1
2014 Macedon Ranges	20	40	34	4	2	1
State-wide	20	38	31	8	2	1
Large Rural	22	38	31	6	1	2
East Ward	10	34	41	13		1
West Ward	14	34	44	7	1	1
South Ward	17	21	48	11	1	2
Men	12	24	51	12		1
Women	16	36	37	9		1
18-34	21	18	46	13		2
35-49	11	26	49	13		2
50-64	13	44	36	7		
65+	12	34	43	9	1	1

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Business and community development and tourism performance

2023 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	61 ▲	55	56	58	61	58	62	57	62	63
50-64	61	48	55	58	59	61	61	57	61	61
South Ward	59	57	56	58	62	65	63	58	63	64
State-wide	59 ▲	60	61	59	61	60	61	60	61	62
Women	58	58	58	62	62	62	64	63	65	65
West Ward	57	55	59	62	61	61	59	58	65	65
Macedon Ranges	56	55	57	60	60	60	61	59	63	63
65+	56	55	57	63	58	64	59	61	62	61
Large Rural	56	58	59	61	62	61	60	59	59	n/a
Men	54	52	56	58	59	59	56	55	60	61
East Ward	52	53	55	60	57	57	60	60	61	61
18-34	47 ▼	60	61	62	64	59	60	60	66	68

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
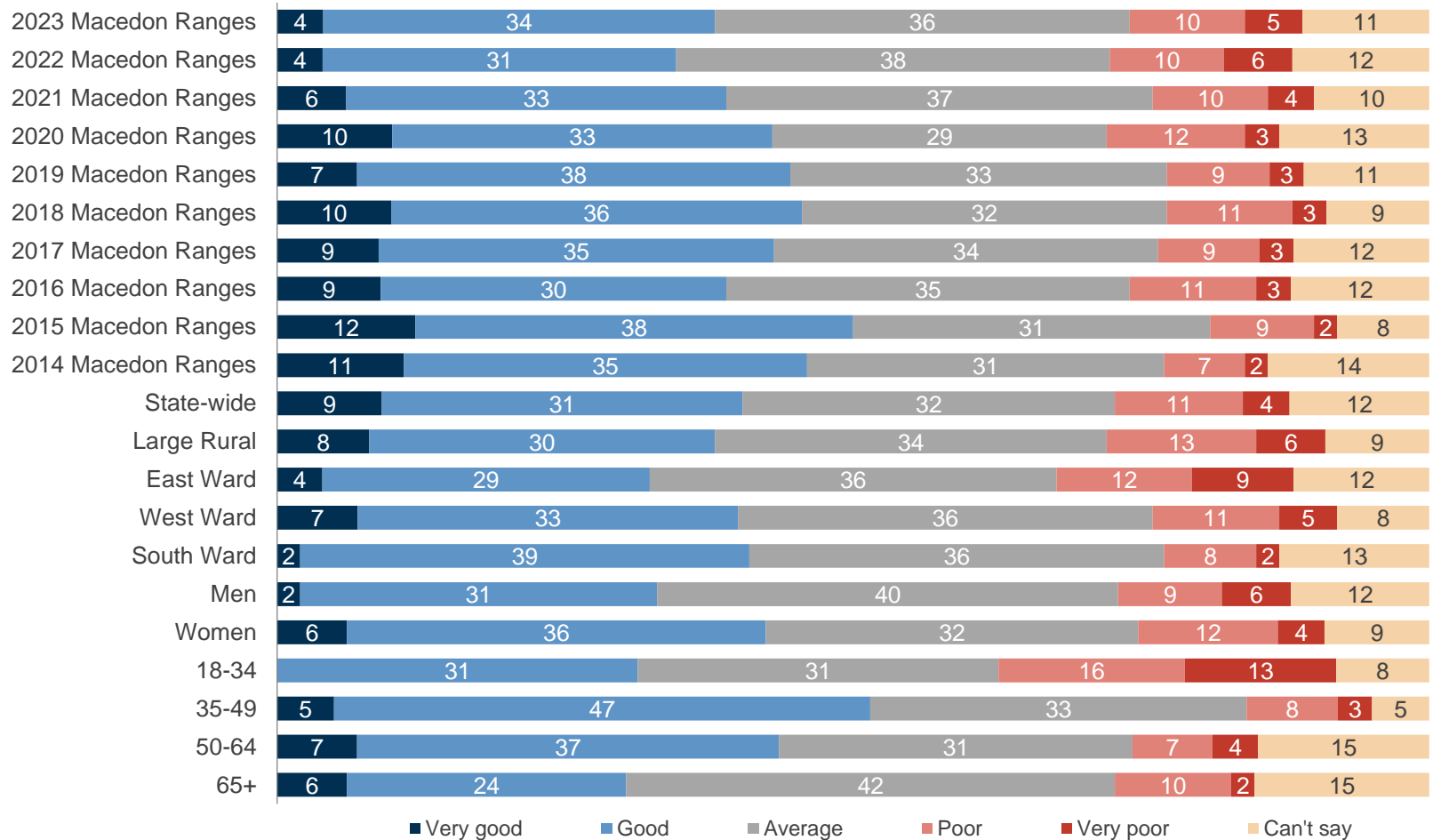*Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance
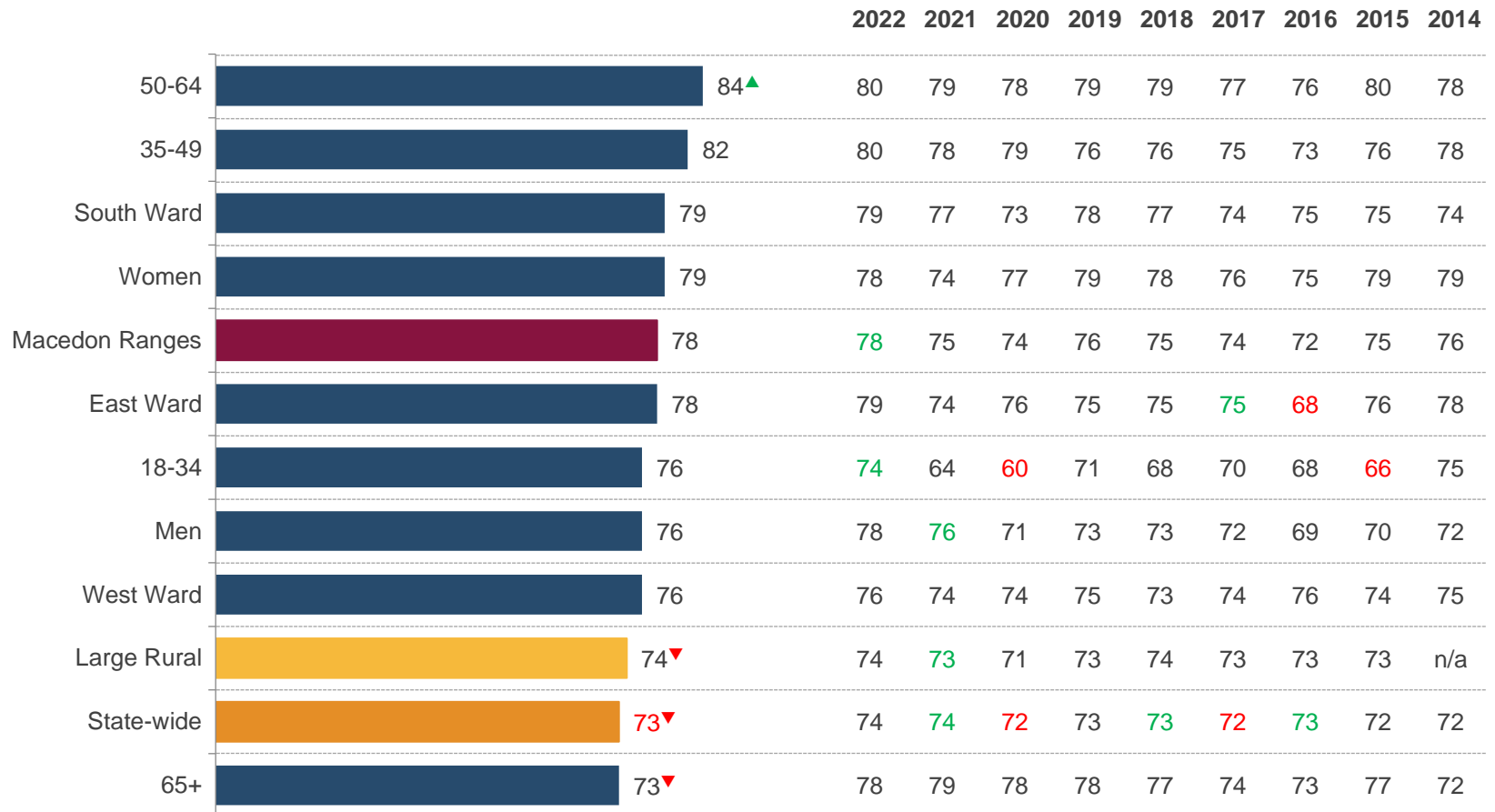
2023 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	4	34	36	10	5	11
2022 Macedon Ranges	4	31	38	10	6	12
2021 Macedon Ranges	6	33	37	10	4	10
2020 Macedon Ranges	10	33	29	12	3	13
2019 Macedon Ranges	7	38	33	9	3	11
2018 Macedon Ranges	10	36	32	11	3	9
2017 Macedon Ranges	9	35	34	9	3	12
2016 Macedon Ranges	9	30	35	11	3	12
2015 Macedon Ranges	12	38	31	9	2	8
2014 Macedon Ranges	11	35	31	7	2	14
State-wide	9	31	32	11	4	12
Large Rural	8	30	34	13	6	9
East Ward	4	29	36	12	9	12
West Ward	7	33	36	11	5	8
South Ward	2	39	36	8	2	13
Men	2	31	40	9	6	12
Women	6	36	32	12	4	9
18-34		31	31	16	13	8
35-49	5	47	33	8	3	5
50-64	7	37	31	7	4	15
65+	6	24	42	10	2	15

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

Council's general town planning policy importance

2023 town planning importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	84 ▲	80	79	78	79	79	77	76	80	78
35-49	82	80	78	79	76	76	75	73	76	78
South Ward	79	79	77	73	78	77	74	75	75	74
Women	79	78	74	77	79	78	76	75	79	79
Macedon Ranges	78	78	75	74	76	75	74	72	75	76
East Ward	78	79	74	76	75	75	75	68	76	78
18-34	76	74	64	60	71	68	70	68	66	75
Men	76	78	76	71	73	73	72	69	70	72
West Ward	76	76	74	74	75	73	74	76	74	75
Large Rural	74 ▼	74	73	71	73	74	73	73	73	n/a
State-wide	73 ▼	74	74	72	73	73	72	73	72	72
65+	73 ▼	78	79	78	78	77	74	73	77	72

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
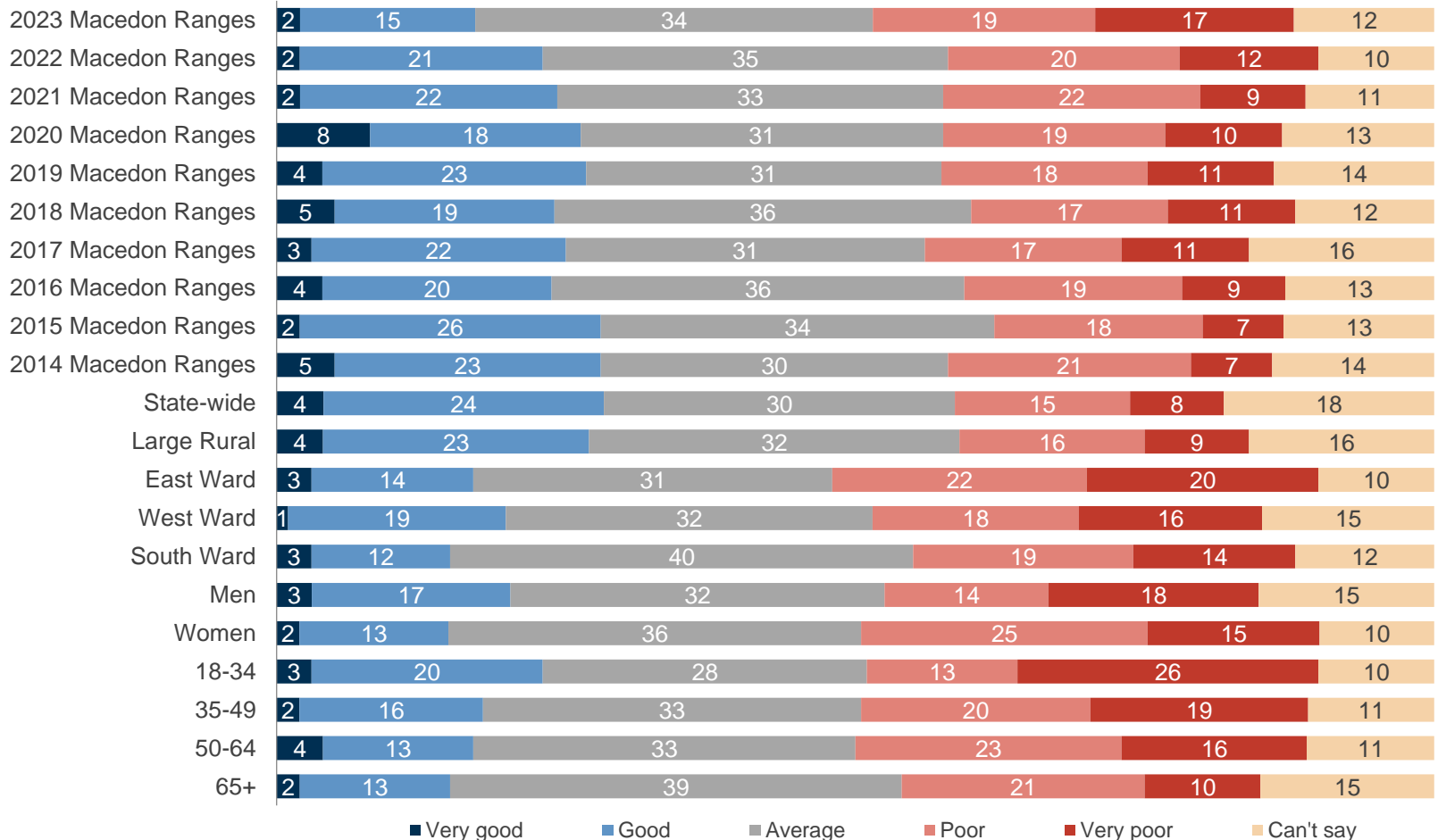*Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy importance

2023 town planning importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	38	37	18	3	1	2
2022 Macedon Ranges	35	42	18	2	1	3
2021 Macedon Ranges	32	40	23	3	1	2
2020 Macedon Ranges	32	36	25	1	2	3
2019 Macedon Ranges	34	37	20	3	1	5
2018 Macedon Ranges	33	40	21	2	2	1
2017 Macedon Ranges	29	41	22	4	1	4
2016 Macedon Ranges	28	36	27	3	1	4
2015 Macedon Ranges	30	41	22	4		3
2014 Macedon Ranges	34	37	19	5	1	3
State-wide	28	40	23	4	1	4
Large Rural	29	39	22	4	1	4
East Ward	39	38	15	3	2	2
West Ward	36	36	22	5		2
South Ward	40	37	18	2		3
Men	36	34	21	4	1	4
Women	40	40	16	3	1	1
18-34	41	28	16	10		5
35-49	42	42	16			
50-64	48	37	12			3
65+	30	39	24	4	2	3

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

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: 4

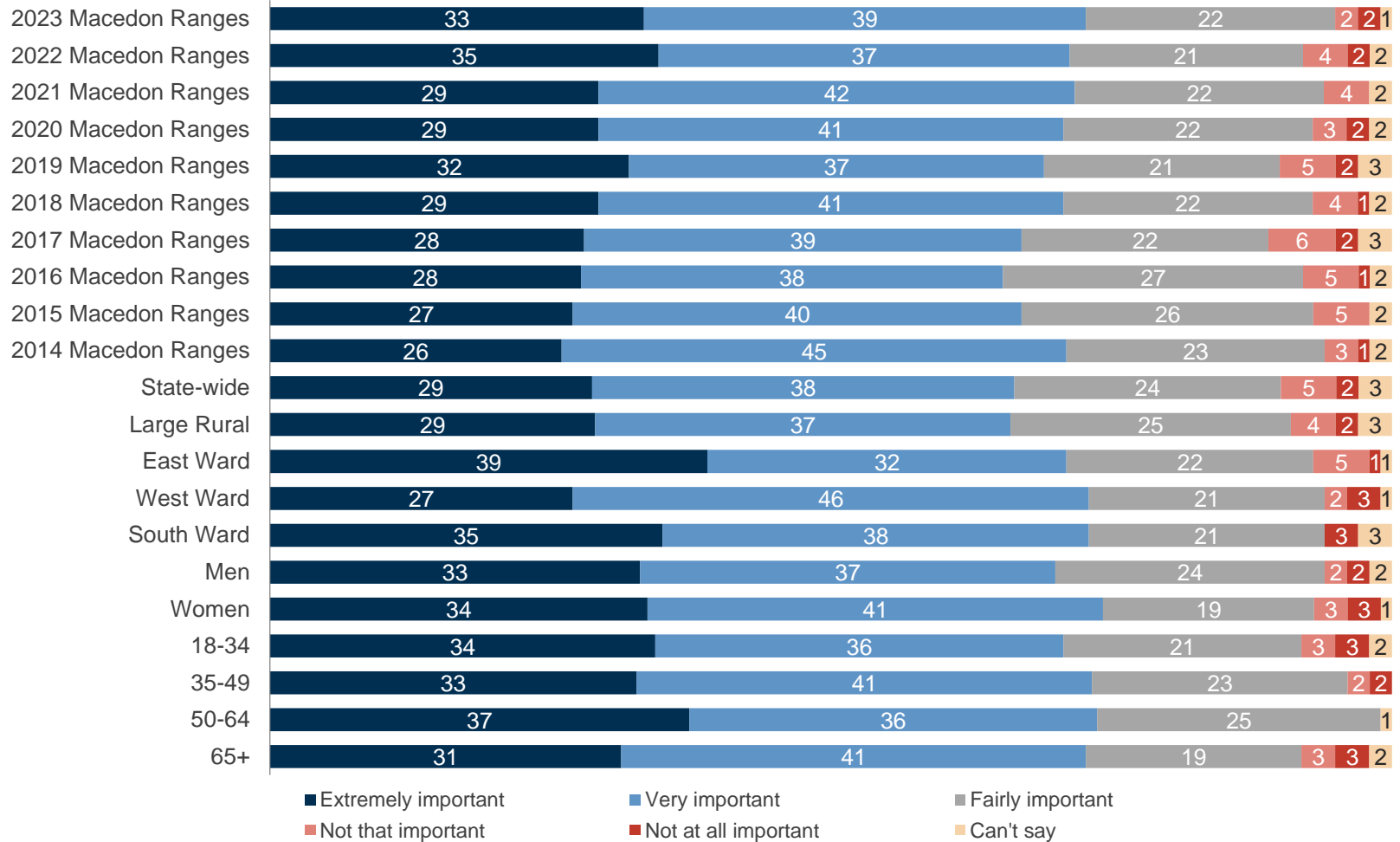# Council's general town planning policy performance

2023 town planning performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	50 ▲	54	55	54	55	54	53	52	54	55
Large Rural	49 ▲	53	55	54	55	54	54	51	53	n/a
65+	43	43	43	52	47	47	49	47	46	49
South Ward	42	45	41	48	47	48	49	45	50	51
West Ward	42	46	50	52	48	49	47	46	50	50
Men	42	42	45	48	49	46	48	46	48	48
50-64	41	37	46	42	42	46	43	44	44	45
Macedon Ranges	41	44	46	48	48	47	47	48	50	49
Women	39	46	47	48	47	48	47	50	51	51
18-34	39	52	50	56	56	51	48	54	57	53
35-49	39	45	46	43	46	45	49	47	51	51
East Ward	38	43	44	44	47	44	45	53	49	48

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2023 town planning performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	2	15	34	19	17	12
2022 Macedon Ranges	2	21	35	20	12	10
2021 Macedon Ranges	2	22	33	22	9	11
2020 Macedon Ranges	8	18	31	19	10	13
2019 Macedon Ranges	4	23	31	18	11	14
2018 Macedon Ranges	5	19	36	17	11	12
2017 Macedon Ranges	3	22	31	17	11	16
2016 Macedon Ranges	4	20	36	19	9	13
2015 Macedon Ranges	2	26	34	18	7	13
2014 Macedon Ranges	5	23	30	21	7	14
State-wide	4	24	30	15	8	18
Large Rural	4	23	32	16	9	16
East Ward	3	14	31	22	20	10
West Ward	1	19	32	18	16	15
South Ward	3	12	40	19	14	12
Men	3	17	32	14	18	15
Women	2	13	36	25	15	10
18-34	3	20	28	13	26	10
35-49	2	16	33	20	19	11
50-64	4	13	33	23	16	11
65+	2	13	39	21	10	15

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

Planning and building permits importance

2023 planning and building permits importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	77	80	78	75	75	72	75	71	76
South Ward	76	75	75	74	73	76	71	73	75	73
East Ward	76	75	76	71	73	69	74	69	69	72
35-49	75	74	76	73	75	77	72	71	73	75
Women	75	74	73	73	76	75	75	75	76	75
Macedon Ranges	75	75	74	74	74	73	72	72	73	74
Men	75	76	75	74	71	72	70	69	69	72
18-34	74	73	63	64	69	62	70	68	70	67
65+	74	75	78	79	75	77	75	74	77	75
West Ward	73	74	73	76	75	76	72	74	74	76
State-wide	72 ▼	73	73	71	71	71	72	71	71	71
Large Rural	72 ▼	73	73	71	71	70	72	70	71	n/a

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
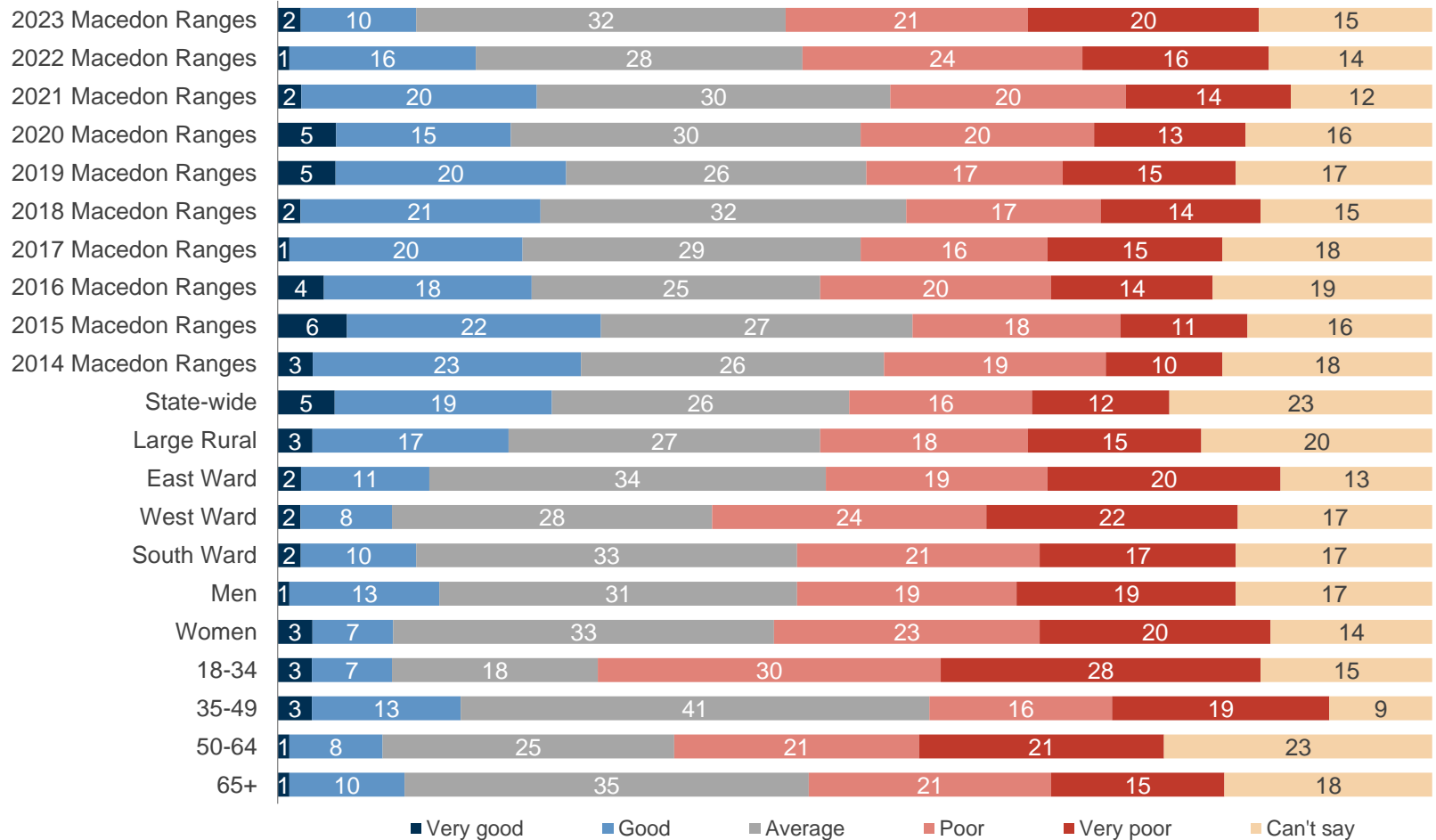*Note: Please see Appendix A for explanation of significant differences.*

Planning and building permits importance

2023 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	33	39	22	2	2	1
2022 Macedon Ranges	35	37	21	4	2	2
2021 Macedon Ranges	29	42	22	4		2
2020 Macedon Ranges	29	41	22	3	2	2
2019 Macedon Ranges	32	37	21	5	2	3
2018 Macedon Ranges	29	41	22	4	1	
2017 Macedon Ranges	28	39	22	6	2	3
2016 Macedon Ranges	28	38	27	5	1	2
2015 Macedon Ranges	27	40	26	5		2
2014 Macedon Ranges	26	45	23	3	1	2
State-wide	29	38	24	5	2	3
Large Rural	29	37	25	4	2	3
East Ward	39	32	22	5	1	1
West Ward	27	46	21	2	3	1
South Ward	35	38	21		3	3
Men	33	37	24	2	2	2
Women	34	41	19	3	3	1
18-34	34	36	21	3	3	2
35-49	33	41	23		2	2
50-64	37	36	25			1
65+	31	41	19	3	3	2

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6*

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Planning and building permits performance

2023 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	47 ▲	50	51	51	52	52	51	50	54	53
Large Rural	42 ▲	46	48	49	49	49	48	50	54	n/a
35-49	41	40	42	44	43	43	41	39	49	51
65+	38	39	39	43	43	44	48	42	41	44
South Ward	38	42	42	41	47	47	44	39	52	49
East Ward	38	36	41	46	49	45	44	50	53	47
Men	37	37	44	44	43	43	44	41	47	46
Macedon Ranges	36	39	43	44	45	44	43	43	48	47
Women	35	41	43	44	47	44	41	46	50	47
West Ward	33	39	45	45	38	40	40	40	41	43
50-64	33	29	40	37	39	44	38	39	45	39
18-34	29 ▼	46	52	52	54	46	45	54	58	53

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2023 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	2	10	32	21	20	15
2022 Macedon Ranges	1	16	28	24	16	14
2021 Macedon Ranges	2	20	30	20	14	12
2020 Macedon Ranges	5	15	30	20	13	16
2019 Macedon Ranges	5	20	26	17	15	17
2018 Macedon Ranges	2	21	32	17	14	15
2017 Macedon Ranges	1	20	29	16	15	18
2016 Macedon Ranges	4	18	25	20	14	19
2015 Macedon Ranges	6	22	27	18	11	16
2014 Macedon Ranges	3	23	26	19	10	18
State-wide	5	19	26	16	12	23
Large Rural	3	17	27	18	15	20
East Ward	2	11	34	19	20	13
West Ward	2	8	28	24	22	17
South Ward	2	10	33	21	17	17
Men	1	13	31	19	19	17
Women	3	7	33	23	20	14
18-34	3	7	18	30	28	15
35-49	3	13	41	16	19	9
50-64	1	8	25	21	21	23
65+	1	10	35	21	15	18

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

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Environmental sustainability importance

2023 environmental sustainability importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	75 ▲	78	78	79	79	n/a	n/a	n/a	n/a	n/a
West Ward	73	73	72	75	76	n/a	n/a	n/a	n/a	n/a
18-34	72	72	74	75	75	n/a	n/a	n/a	n/a	n/a
South Ward	71	77	72	77	75	n/a	n/a	n/a	n/a	n/a
50-64	71	77	74	74	74	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	70	74	74	75	74	n/a	n/a	n/a	n/a	n/a
65+	70	74	76	75	73	n/a	n/a	n/a	n/a	n/a
State-wide	70	73	74	74	74	73	72	73	73	73
35-49	70	73	73	75	75	n/a	n/a	n/a	n/a	n/a
Large Rural	68	71	72	73	74	73	72	73	72	n/a
East Ward	67	72	80	73	71	n/a	n/a	n/a	n/a	n/a
Men	65 ▼	70	70	70	69	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
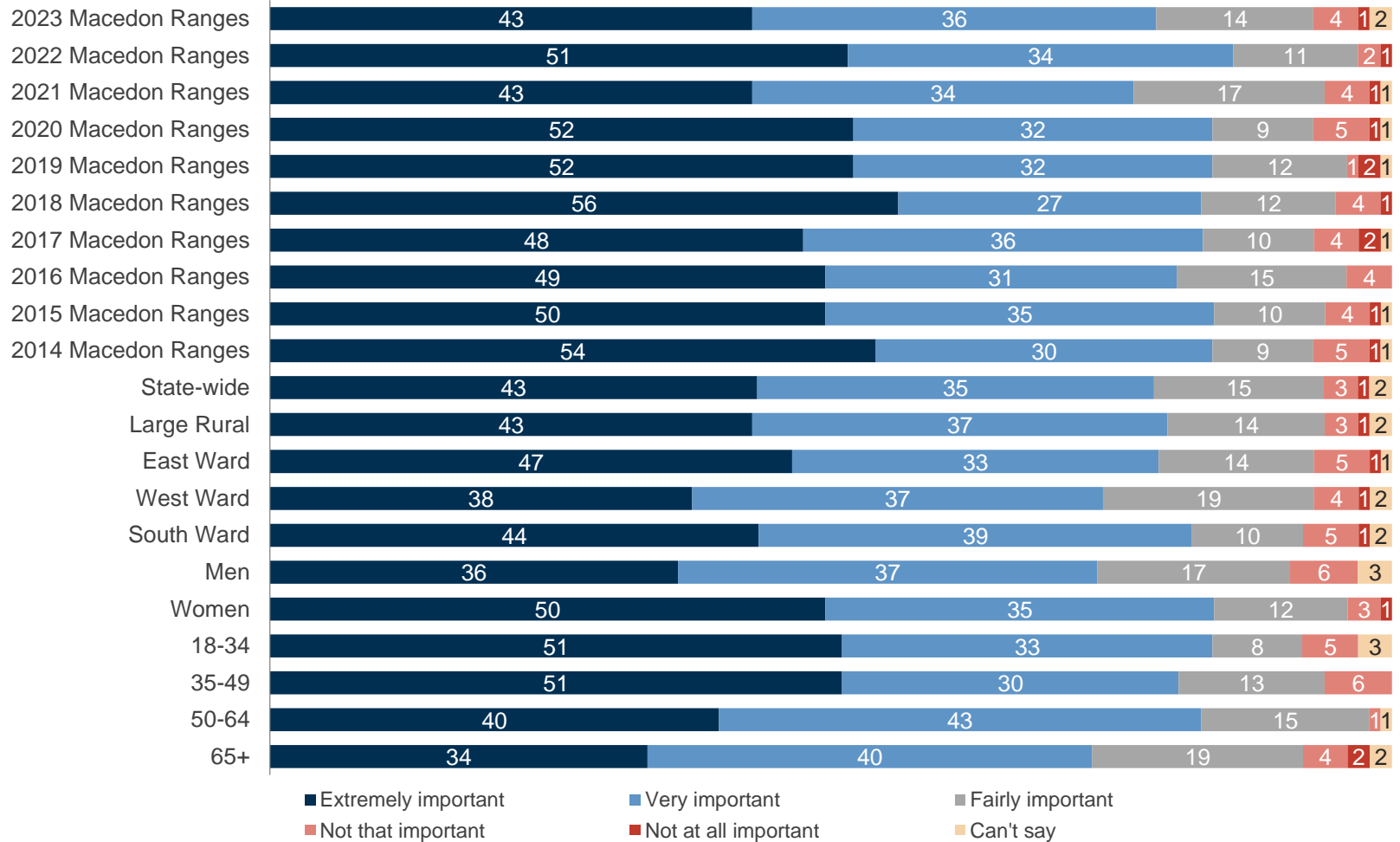*Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2023 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	31	32	26	7	3	1
2022 Macedon Ranges	33	38	21	5	2	1
2021 Macedon Ranges	34	36	21	4	3	1
2020 Macedon Ranges	36	37	19	4	3	1
2019 Macedon Ranges	36	35	22	4	3	
State-wide	29	35	24	7	4	1
Large Rural	27	33	27	8	4	1
East Ward	26	31	31	8	3	1
West Ward	32	35	22	5	3	2
South Ward	34	29	25	9	2	1
Men	26	27	31	10	5	2
Women	35	37	21	5		1
18-34	33	33	26	5	3	
35-49	33	26	30	9	2	
50-64	28	36	24	8	1	3
65+	30	34	24	7	4	2

- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
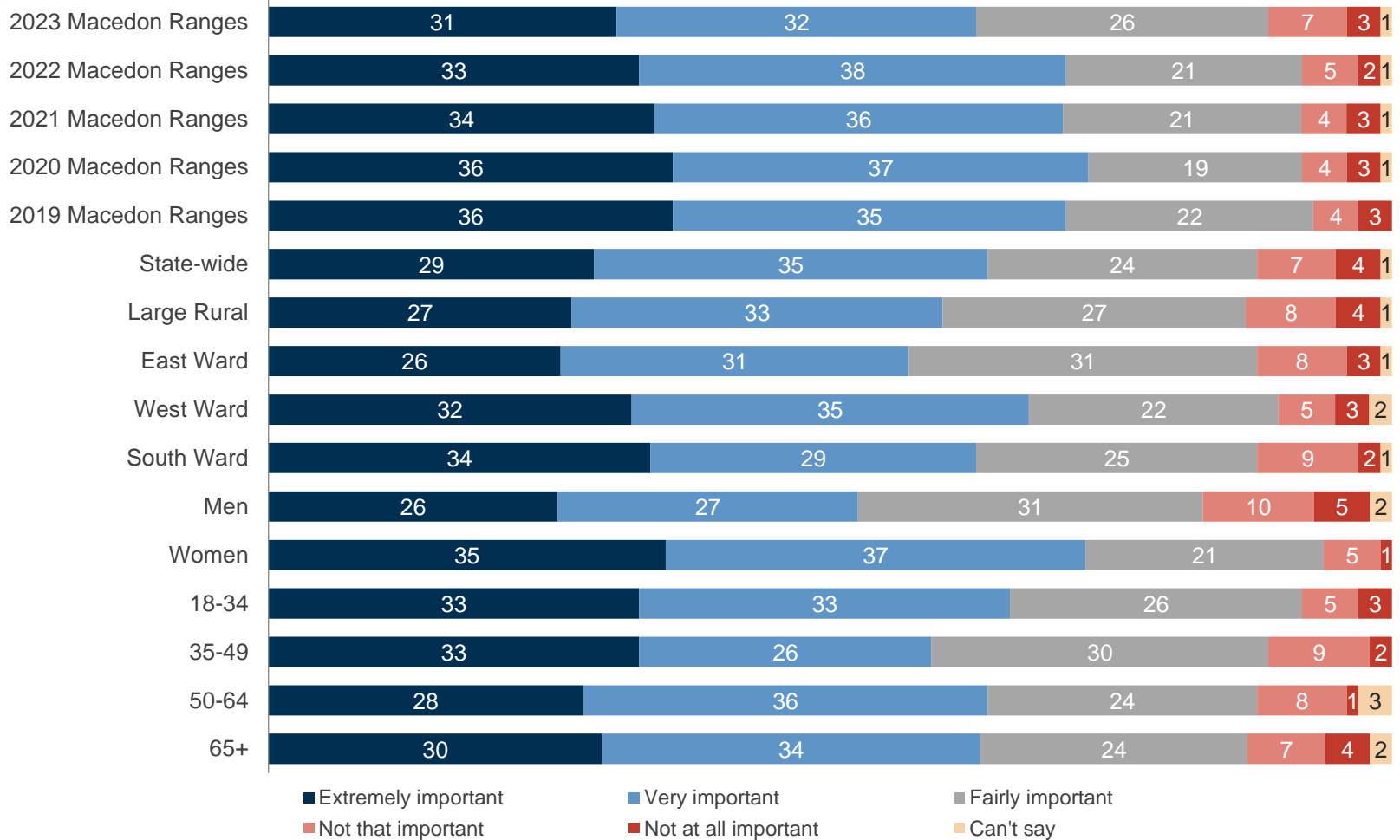
Environmental sustainability performance

2023 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	63	63	62	65	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	61	60	62	66	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	61	62	60	62	63	64	63	64	64
50-64	59	58	61	60	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	61	60	66	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	59	60	61	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	59	61	65	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	59	61	61	67	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58	59	61	60	61	61	62	62	64	n/a
East Ward	58	60	58	63	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	58	56	63	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	62	66	74	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
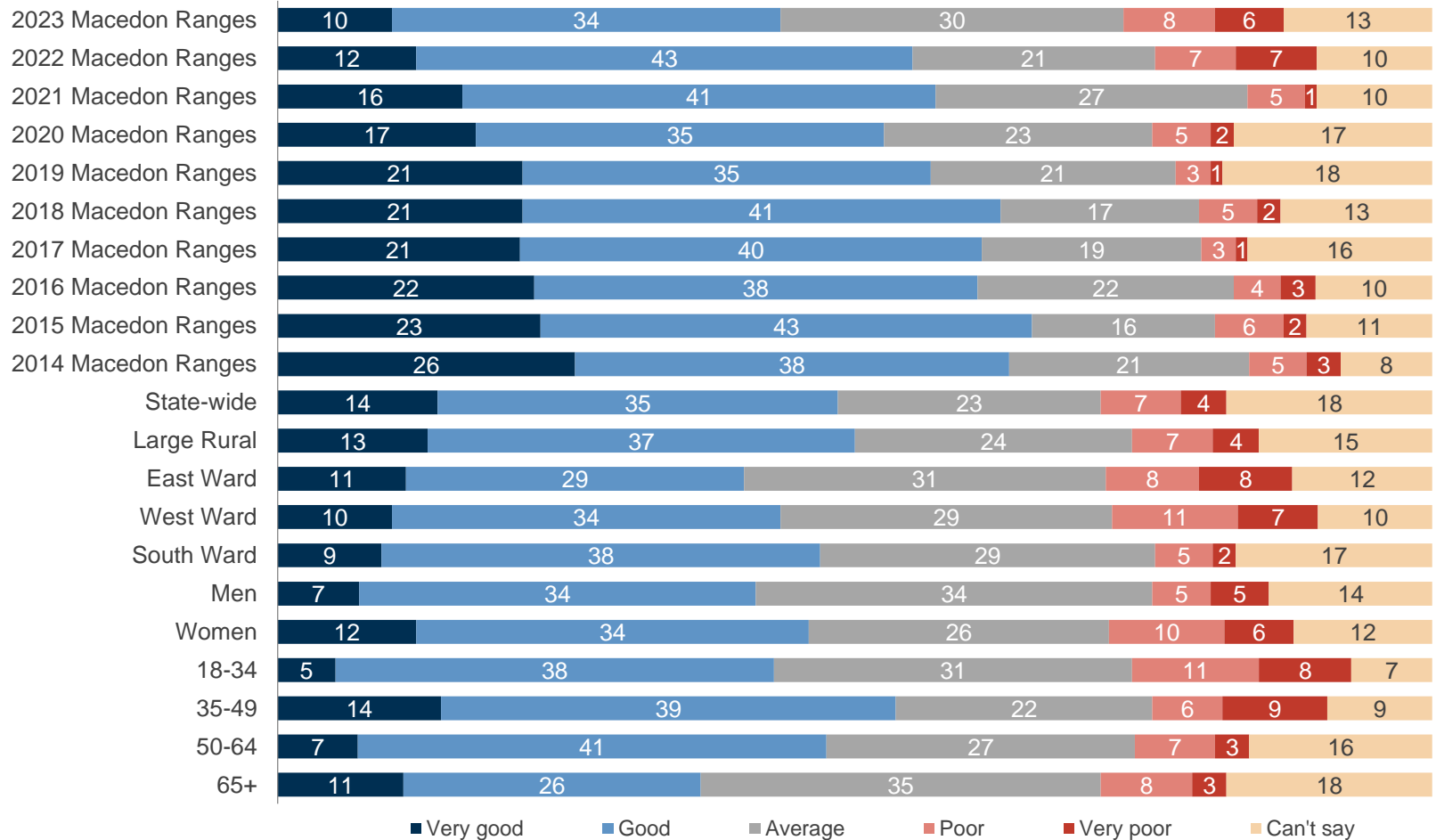*Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2023 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	8	32	39	8	4	9
2022 Macedon Ranges	10	35	31	13	2	9
2021 Macedon Ranges	9	36	33	10	2	10
2020 Macedon Ranges	14	42	28	8	2	6
State-wide	9	33	32	9	4	12
Large Rural	8	31	36	10	4	11
East Ward	8	31	41	5	6	9
West Ward	11	32	38	7	4	8
South Ward	6	33	37	11	2	10
Men	7	34	36	8	4	10
Women	9	30	42	7	4	8
18-34	5	38	33	11	7	7
35-49	14	31	45	5	2	3
50-64	9	31	35	11	3	12
65+	6	30	40	7	5	13

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
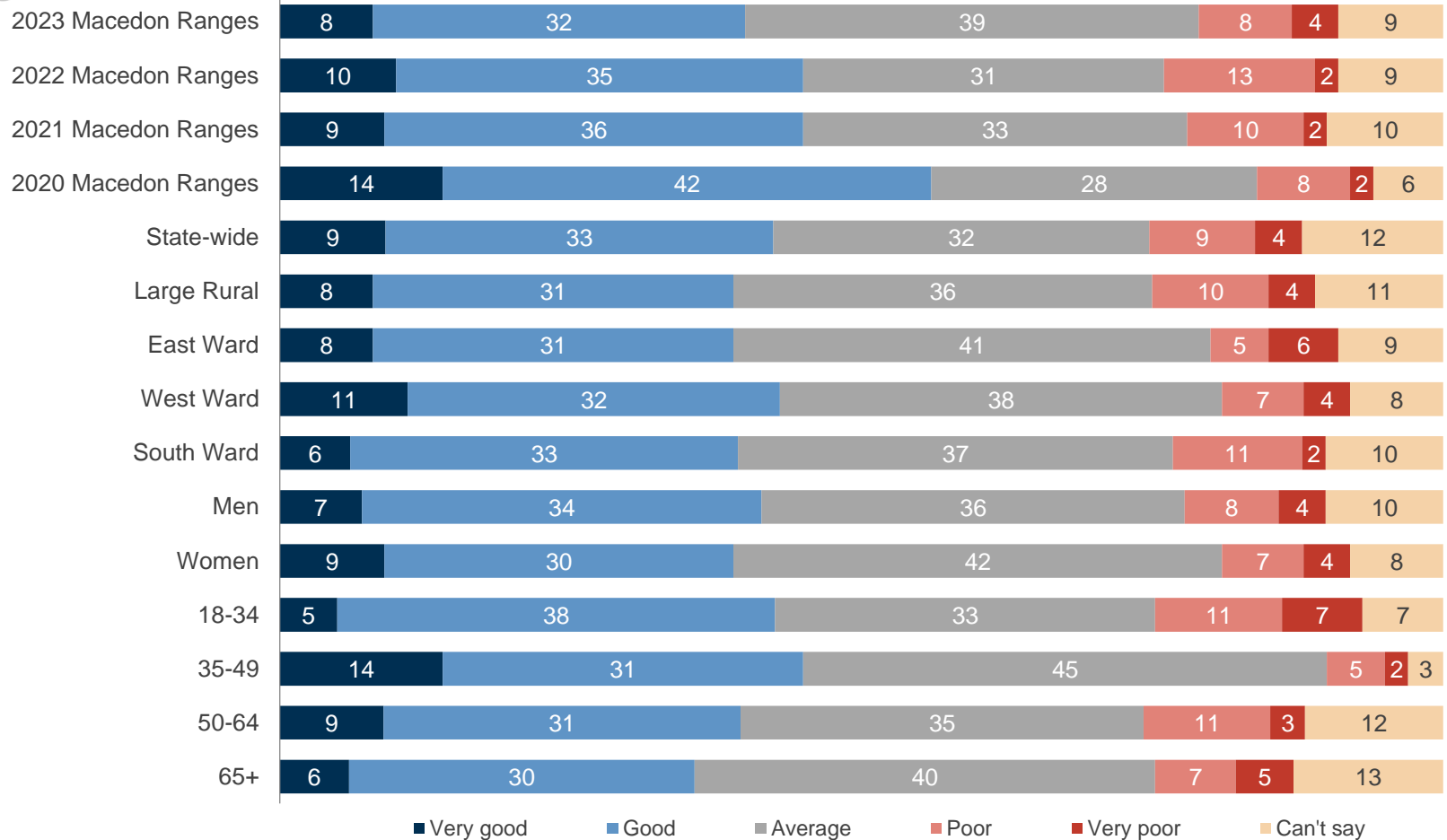
Emergency and disaster management importance

2023 emergency and disaster management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	83	85	78	83	82	80	83	80	88	84
Women	83	86	82	86	87	86	85	86	87	88
35-49	82	81	78	83	83	87	81	81	82	80
South Ward	81	81	74	83	82	83	84	78	82	81
50-64	81	83	81	79	85	82	81	82	82	86
East Ward	80	84	83	82	85	87	79	81	85	86
Large Rural	80	81	81	81	82	82	81	81	81	n/a
Macedon Ranges	80	83	79	82	83	83	81	81	83	83
State-wide	80	81	81	80	81	81	80	80	80	80
West Ward	78	83	79	82	83	80	80	85	81	82
Men	76▼	79	75	79	80	81	78	76	78	79
65+	76	83	77	84	83	83	81	82	80	84

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance

2023 emergency and disaster management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	43	36	14	4	1	2
2022 Macedon Ranges	51	34	11	2		1
2021 Macedon Ranges	43	34	17	4	1	1
2020 Macedon Ranges	52	32	9	5	1	1
2019 Macedon Ranges	52	32	12	1	2	1
2018 Macedon Ranges	56	27	12	4		1
2017 Macedon Ranges	48	36	10	4	2	1
2016 Macedon Ranges	49	31	15	4		
2015 Macedon Ranges	50	35	10	4	1	1
2014 Macedon Ranges	54	30	9	5	1	1
State-wide	43	35	15	3	1	2
Large Rural	43	37	14	3	1	2
East Ward	47	33	14	5	1	1
West Ward	38	37	19	4	1	2
South Ward	44	39	10	5	1	2
Men	36	37	17	6		3
Women	50	35	12	3		1
18-34	51	33	8	5		3
35-49	51	30	13	6		
50-64	40	43	15	1		1
65+	34	40	19	4	2	2

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

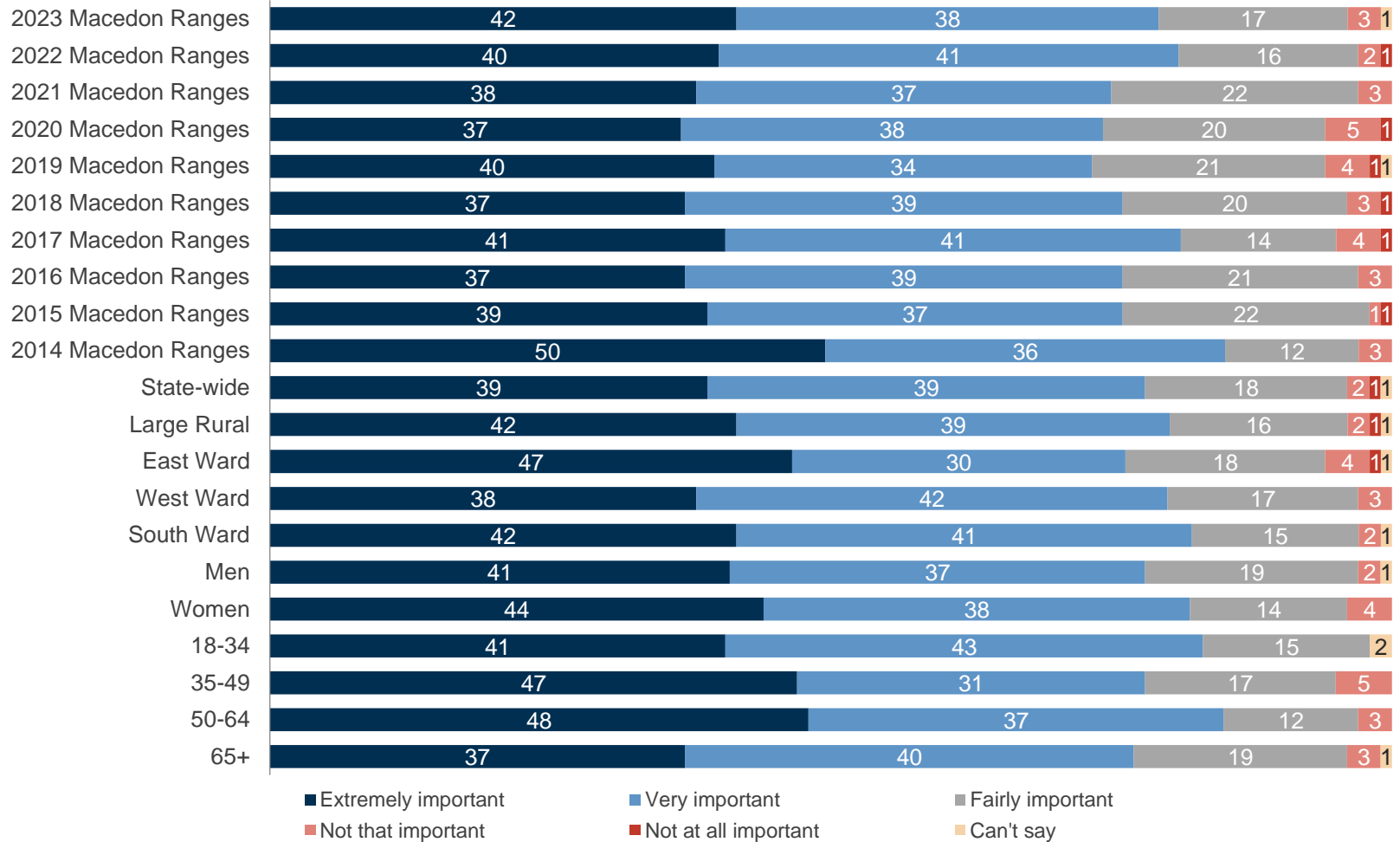# Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	65 ▲	66	71	68	72	71	70	69	70	71
Large Rural	64 ▲	66	71	69	72	71	70	70	71	n/a
South Ward	64	64	67	70	76	75	75	66	76	75
50-64	63	57	70	66	68	73	65	68	73	68
35-49	62	58	65	66	74	72	72	69	69	71
65+	60	63	70	72	71	70	72	70	70	71
Women	60	64	69	70	76	72	75	73	73	74
Macedon Ranges	60	63	68	68	72	71	73	70	73	72
Men	60	62	67	66	69	70	69	67	71	69
West Ward	58	61	69	69	72	72	72	71	72	72
East Ward	58	64	68	65	69	67	70	73	70	68
18-34	55	73	68	69	75	70	82	75	79	78

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2023 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	10	34	30	8	6	13
2022 Macedon Ranges	12	43	21	7	7	10
2021 Macedon Ranges	16	41	27	5	1	10
2020 Macedon Ranges	17	35	23	5	2	17
2019 Macedon Ranges	21	35	21	3	1	18
2018 Macedon Ranges	21	41	17	5	2	13
2017 Macedon Ranges	21	40	19	3	1	16
2016 Macedon Ranges	22	38	22	4	3	10
2015 Macedon Ranges	23	43	16	6	2	11
2014 Macedon Ranges	26	38	21	5	3	8
State-wide	14	35	23	7	4	18
Large Rural	13	37	24	7	4	15
East Ward	11	29	31	8	8	12
West Ward	10	34	29	11	7	10
South Ward	9	38	29	5	2	17
Men	7	34	34	5	5	14
Women	12	34	26	10	6	12
18-34	5	38	31	11	8	7
35-49	14	39	22	6	9	9
50-64	7	41	27	7	3	16
65+	11	26	35	8	3	18

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

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Planning for population growth in the area importance

2023 population growth importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	85 ▲	82	69	71	73	71	79	76	69	77
Women	84 ▲	82	79	80	81	82	83	78	79	82
South Ward	83	81	79	81	82	84	82	76	79	81
50-64	83	83	76	81	83	81	83	78	78	80
35-49	83	86	83	80	83	84	83	75	81	83
Macedon Ranges	80	81	77	79	79	80	81	76	77	79
West Ward	80	78	76	77	80	78	80	79	74	76
East Ward	78	84	76	81	75	78	82	74	77	79
Men	77	79	75	78	77	78	80	74	74	76
State-wide	76 ▼	77	76	76	77	77	76	76	75	75
Large Rural	76 ▼	75	74	75	77	78	78	74	74	n/a
65+	75 ▼	73	77	84	77	81	80	76	77	75

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area importance

2023 population growth importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	43	37	15	1	1	3
2022 Macedon Ranges	49	31	12	4	2	1
2021 Macedon Ranges	39	36	18	5	1	1
2020 Macedon Ranges	42	40	13	1	3	1
2019 Macedon Ranges	48	29	15	6	2	1
2018 Macedon Ranges	44	37	15	3	1	
2017 Macedon Ranges	45	37	14	2	1	1
2016 Macedon Ranges	35	40	20	3	2	1
2015 Macedon Ranges	37	39	17	6		1
2014 Macedon Ranges	42	38	15	4		
State-wide	37	38	18	4	2	1
Large Rural	36	37	18	5	2	2
East Ward	40	35	17	1	3	4
West Ward	41	37	19	1	1	2
South Ward	47	40	8	3		2
Men	35	41	16	2	2	3
Women	50	33	13	1	1	2
18-34	54	28	15			3
35-49	45	42	6	2	2	3
50-64	51	28	19			3
65+	32	42	19	2	2	2

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

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Planning for population growth in the area performance

2023 population growth performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48 ▲	52	53	51	52	52	52	51	54	54
Large Rural	45 ▲	49	51	47	49	48	48	47	50	n/a
West Ward	44	46	51	50	48	54	51	46	49	50
65+	42	43	45	48	48	45	49	50	48	49
Men	40	39	45	46	47	50	48	48	49	50
Macedon Ranges	39	41	43	45	46	47	47	49	51	50
35-49	38	39	38	41	40	46	44	48	50	51
Women	37	43	42	43	44	45	46	50	53	49
East Ward	36	39	39	43	46	44	45	52	51	47
50-64	36	34	50	40	43	50	45	43	47	43
18-34	36	49	43	51	53	49	52	56	57	55
South Ward	35	39	37	41	43	45	45	48	51	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: 20 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2023 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	3	13	33	28	16	9
2022 Macedon Ranges	4	16	33	23	17	7
2021 Macedon Ranges	3	22	27	22	16	9
2020 Macedon Ranges	6	15	33	23	11	11
2019 Macedon Ranges	6	20	28	22	12	12
2018 Macedon Ranges	6	22	30	20	12	10
2017 Macedon Ranges	6	20	29	21	11	13
2016 Macedon Ranges	5	23	33	16	10	13
2015 Macedon Ranges	6	23	34	18	7	11
2014 Macedon Ranges	3	27	31	19	8	11
State-wide	5	21	30	18	9	17
Large Rural	4	19	29	22	11	15
East Ward	4	8	33	34	18	3
West Ward	2	20	35	17	13	14
South Ward	2	9	30	33	17	9
Men	3	14	34	28	14	7
Women	2	12	31	27	18	10
18-34	2	10	38	21	23	7
35-49	3	16	28	33	17	3
50-64	3	12	32	24	23	7
65+	3	12	33	29	9	15

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: 20 Councils asked group: 5
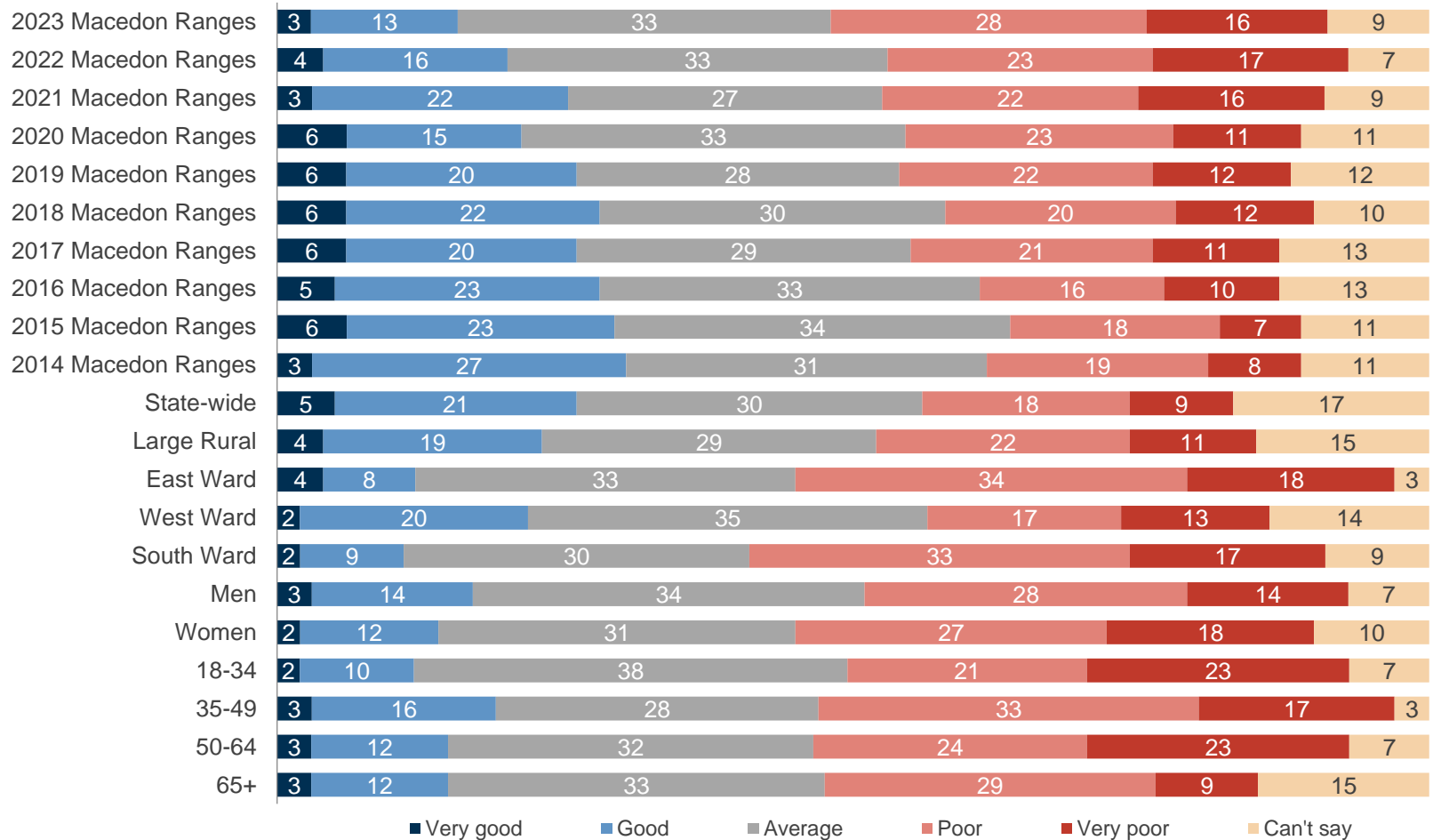
Roadside slashing and weed control importance

2023 roadside slashing and weed control importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	82	83	82	85	82	87	81	80	85
18-34	82	75	71	65	66	67	72	71	70	78
South Ward	81	80	77	74	78	74	79	77	76	81
Women	80	79	80	78	81	78	82	78	83	84
35-49	80	85	75	72	80	77	77	79	82	83
East Ward	80	82	82	78	79	80	82	77	82	86
Large Rural	80	81	79	78	76	75	75	75	74	n/a
Macedon Ranges	80	80	77	76	78	77	79	77	78	83
Men	79	81	74	74	75	76	76	77	74	82
West Ward	79	78	74	76	77	76	78	77	77	82
State-wide	79	79	79	78	74	73	74	73	73	75
65+	78	77	80	84	79	81	81	77	81	84

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5
*Note: Please see Appendix A for explanation of significant differences.*

Roadside slashing and weed control importance

2023 roadside slashing and weed control importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	42	38	17	3		1
2022 Macedon Ranges	40	41	16	2		1
2021 Macedon Ranges	38	37	22	3		
2020 Macedon Ranges	37	38	20	5		1
2019 Macedon Ranges	40	34	21	4	1	1
2018 Macedon Ranges	37	39	20	3		1
2017 Macedon Ranges	41	41	14	4		1
2016 Macedon Ranges	37	39	21	3		
2015 Macedon Ranges	39	37	22	1		1
2014 Macedon Ranges	50	36	12	3		
State-wide	39	39	18	2	1	1
Large Rural	42	39	16	2	1	1
East Ward	47	30	18	4	1	1
West Ward	38	42	17	3		
South Ward	42	41	15	2		1
Men	41	37	19	2		1
Women	44	38	14	4		
18-34	41	43	15			2
35-49	47	31	17	5		
50-64	48	37	12	3		
65+	37	40	19	3		1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	46	41	45	49	45	41	44	50	41	37
State-wide	46 ▲	49	51	49	56	55	53	56	55	55
South Ward	45	47	43	50	49	49	45	49	50	45
Women	43	42	44	48	46	47	44	54	46	44
Large Rural	43	44	51	48	52	51	50	54	53	n/a
Macedon Ranges	42	42	45	49	47	45	44	51	46	42
35-49	41	40	48	49	47	44	46	50	47	44
West Ward	40	43	50	52	52	48	49	51	46	38
Men	40	41	46	49	48	44	44	48	47	40
East Ward	40	35	41	44	41	40	38	54	44	42
18-34	39	50	43	54	56	53	48	58	56	47
50-64	36	36	43	42	44	44	38	49	42	39

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	5	19	32	22	20	2
2022 Macedon Ranges	6	19	30	25	19	1
2021 Macedon Ranges	7	23	27	23	16	3
2020 Macedon Ranges	8	28	28	20	14	1
2019 Macedon Ranges	10	22	29	21	15	2
2018 Macedon Ranges	6	24	32	20	17	2
2017 Macedon Ranges	6	21	32	23	17	2
2016 Macedon Ranges	11	25	32	18	12	2
2015 Macedon Ranges	6	25	30	24	14	1
2014 Macedon Ranges	5	20	30	25	18	2
State-wide	7	24	29	22	16	2
Large Rural	6	20	30	23	19	2
East Ward	4	19	28	24	22	2
West Ward	5	17	32	20	23	2
South Ward	5	21	35	23	14	2
Men	3	17	36	19	23	2
Women	7	21	28	26	17	2
18-34	2	25	28	18	28	
35-49	6	17	31	23	20	2
50-64	4	13	25	31	23	4
65+	6	20	37	21	13	3

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5
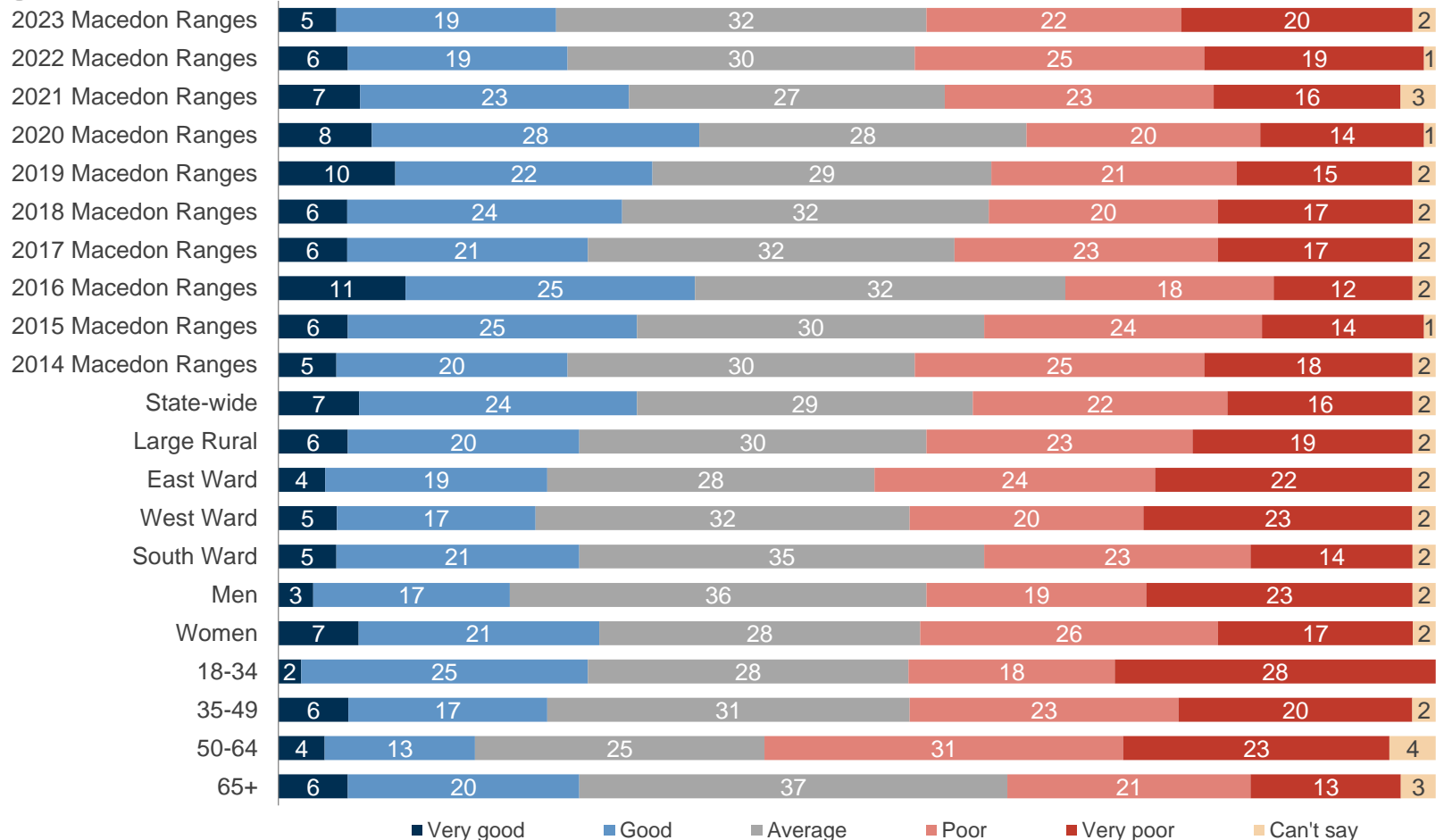
Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	86	84	75	76	80	75	77	75	77	76
18-34	86	86	80	70	79	75	74	76	73	76
East Ward	86	87	82	77	83	82	81	78	77	79
50-64	84	83	82	78	85	81	81	77	79	79
Women	84	86	80	76	82	78	79	78	81	78
Macedon Ranges	84	83	79	76	81	78	79	76	77	77
Men	84	80	77	76	80	77	79	74	72	76
South Ward	83	79	77	74	79	72	75	74	78	73
State-wide	83	83	81	80	80	80	79	79	78	78
Large Rural	83	82	80	79	79	78	77	78	76	n/a
West Ward	82	82	78	78	81	78	81	76	76	80
65+	80	79	79	79	80	80	83	77	78	78

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: 14 Councils asked group: 6
*Note: Please see Appendix A for explanation of significant differences.*

Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	53	32	12	3	1	
2022 Macedon Ranges	48	38	12	2	1	
2021 Macedon Ranges	37	41	19	2	1	
2020 Macedon Ranges	36	36	24	3	1	
2019 Macedon Ranges	44	37	15	3	1	
2018 Macedon Ranges	40	36	19	4		
2017 Macedon Ranges	37	42	16	2	1	2
2016 Macedon Ranges	33	42	22	3	1	
2015 Macedon Ranges	35	41	20	3	1	
2014 Macedon Ranges	36	39	21	2	1	
State-wide	49	35	11	2	1	1
Large Rural	49	35	12	2	1	
East Ward	60	28	10	2	1	
West Ward	50	33	13	4	1	
South Ward	49	34	13	2	1	
Men	53	30	15	2		
Women	52	34	9	4	1	
18-34	57	31	10	2		
35-49	61	26	9	3		
50-64	55	28	16	1		
65+	44	37	13	3	1	2

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: 14 Councils asked group: 6
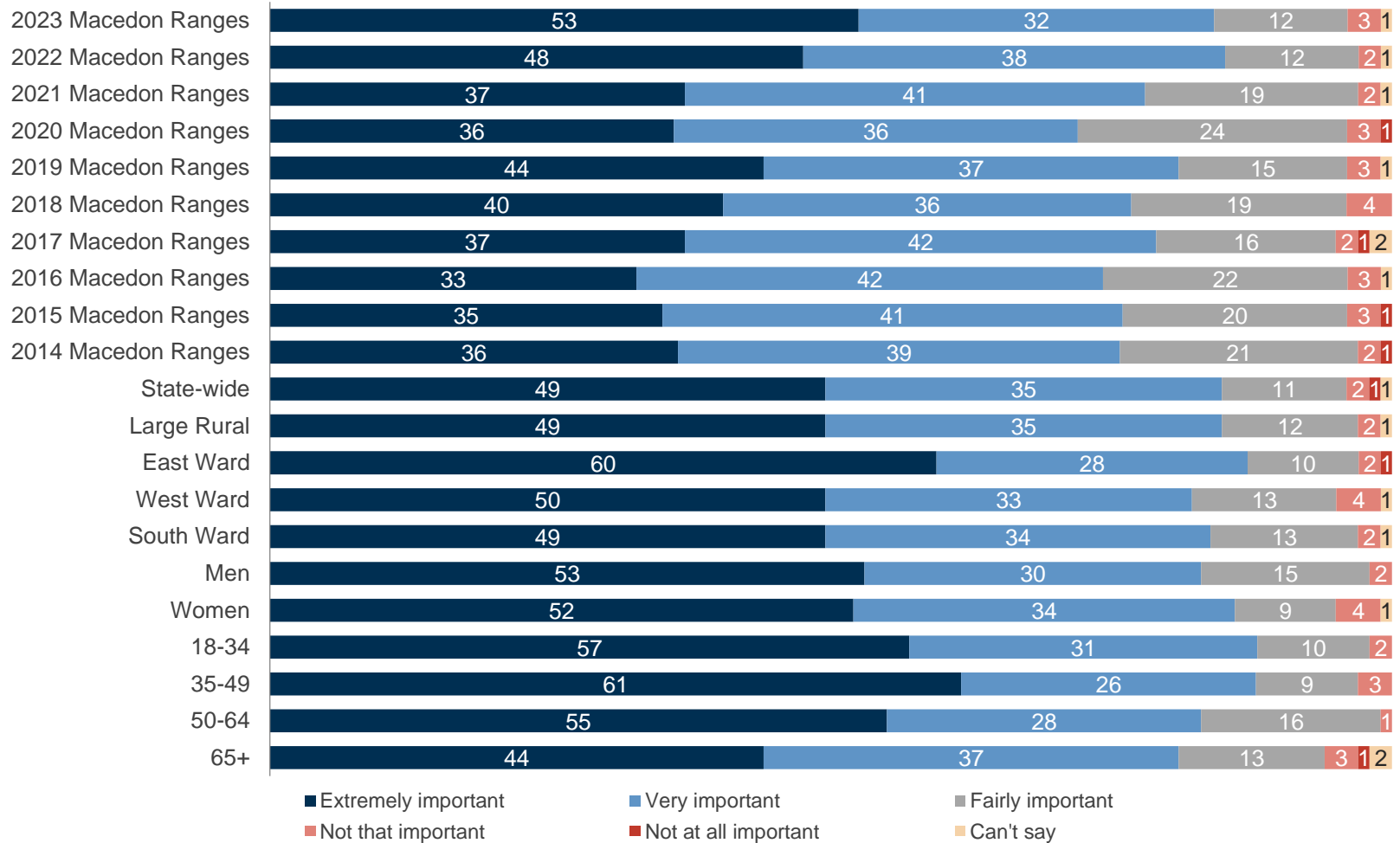
Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	38 ▲	40	42	46	43	42	48	48	44	42
State-wide	37 ▲	41	45	44	44	43	44	43	45	45
South Ward	37 ▲	41	46	49	45	49	45	48	50	49
Large Rural	35 ▲	39	44	42	41	41	42	43	44	n/a
Women	31	34	44	46	43	43	43	44	47	44
Macedon Ranges	31	37	45	49	42	43	42	46	47	45
Men	31	40	46	51	41	42	41	48	47	46
West Ward	30	39	44	51	43	42	41	40	48	41
50-64	30	37	43	46	39	44	40	45	43	38
35-49	28	35	49	48	43	43	41	44	49	51
East Ward	26	31	44	45	37	38	40	49	44	43
18-34	24 ▼	33	44	54	43	42	41	47	53	46

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: 25 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

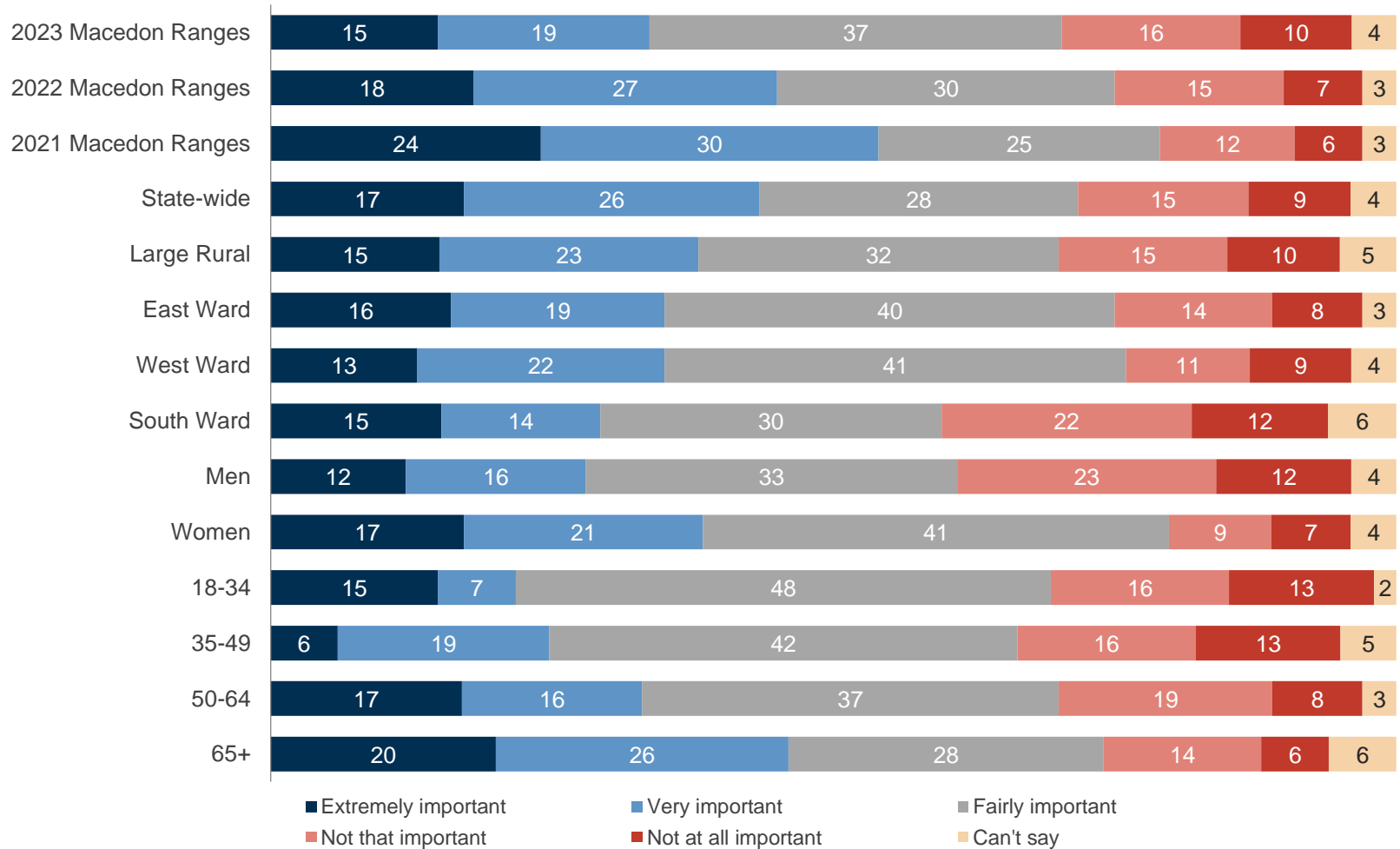# Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	2	11	25	22	32	7
2022 Macedon Ranges	2	16	28	27	22	5
2021 Macedon Ranges	4	24	31	24	14	4
2020 Macedon Ranges	5	27	32	18	12	6
2019 Macedon Ranges	4	18	31	26	14	7
2018 Macedon Ranges	3	21	31	21	17	6
2017 Macedon Ranges	4	19	30	28	14	5
2016 Macedon Ranges	5	20	37	21	12	5
2015 Macedon Ranges	6	20	37	19	12	6
2014 Macedon Ranges	3	24	31	23	14	5
State-wide	4	16	27	23	24	6
Large Rural	3	15	26	24	26	5
East Ward	2	9	23	19	43	3
West Ward	2	10	26	24	33	4
South Ward	2	15	27	24	20	13
Men	1	12	28	22	33	5
Women	3	11	23	23	31	9
18-34	2	7	20	26	43	3
35-49	2	11	22	19	39	8
50-64	4	13	15	25	36	7
65+	2	14	35	22	20	9

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 25 Councils asked group: 10
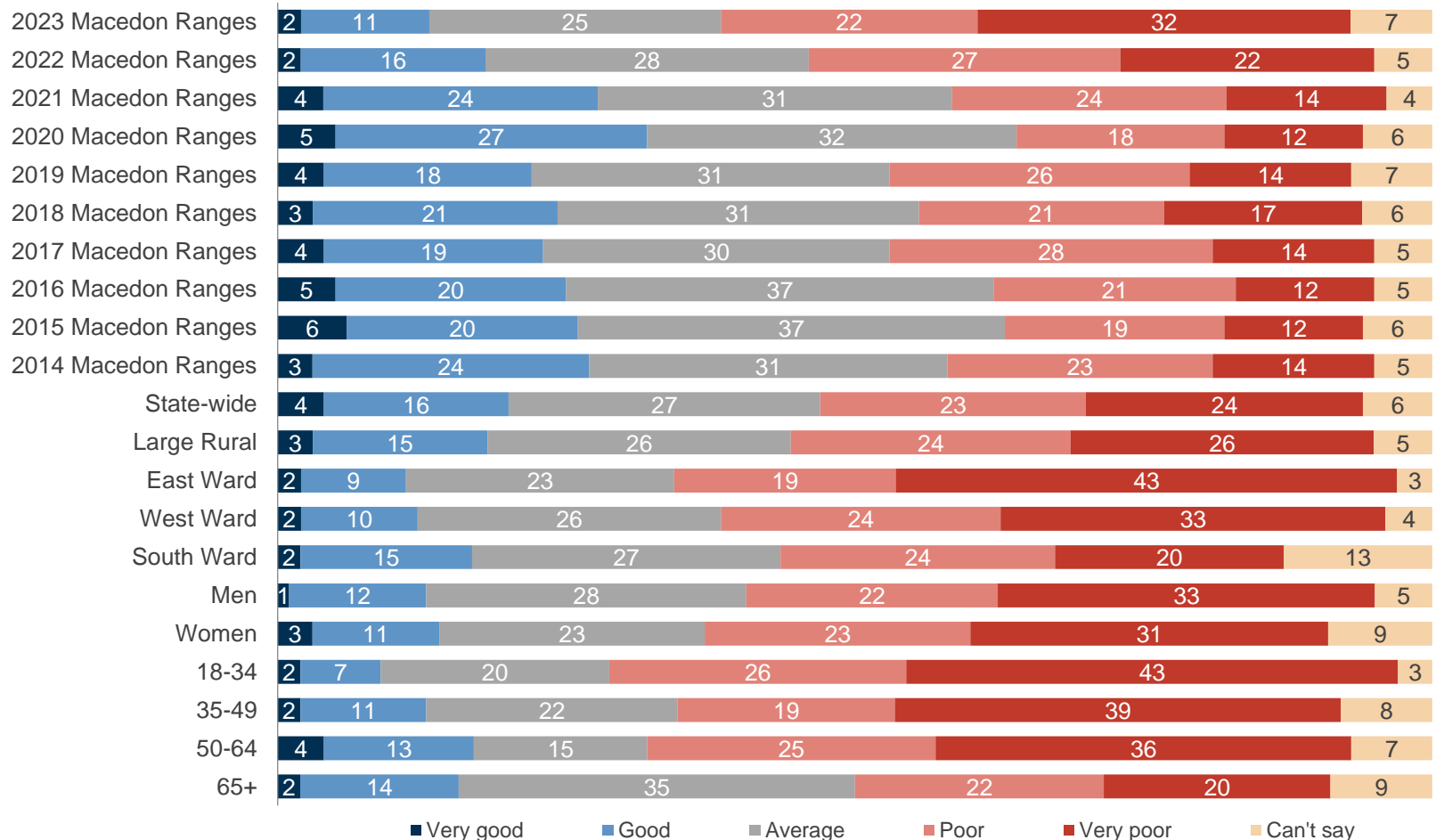
Business and community development importance

2023 business/community development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	68 ▲	70	70	69	69	69	70	70	69	69
Women	67	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	67 ▲	68	68	68	70	69	70	71	72	n/a
50-64	67	71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	71	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	66	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	65	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	62	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	66	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	64	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

2023 business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	17	35	35	10	1	2
2022 Macedon Ranges	17	44	28	8	1	1
2021 Macedon Ranges	14	43	35	5	1	2
State-wide	21	39	31	6	2	2
Large Rural	20	37	33	8	1	2
East Ward	16	30	39	11	2	2
West Ward	18	38	34	7	1	2
South Ward	18	35	32	11	1	2
Men	19	24	40	13	2	2
Women	15	44	30	7	1	2
18-34	18	26	34	15	2	5
35-49	22	36	30	11		2
50-64	19	35	39	7		1
65+	13	38	37	7	2	3

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3
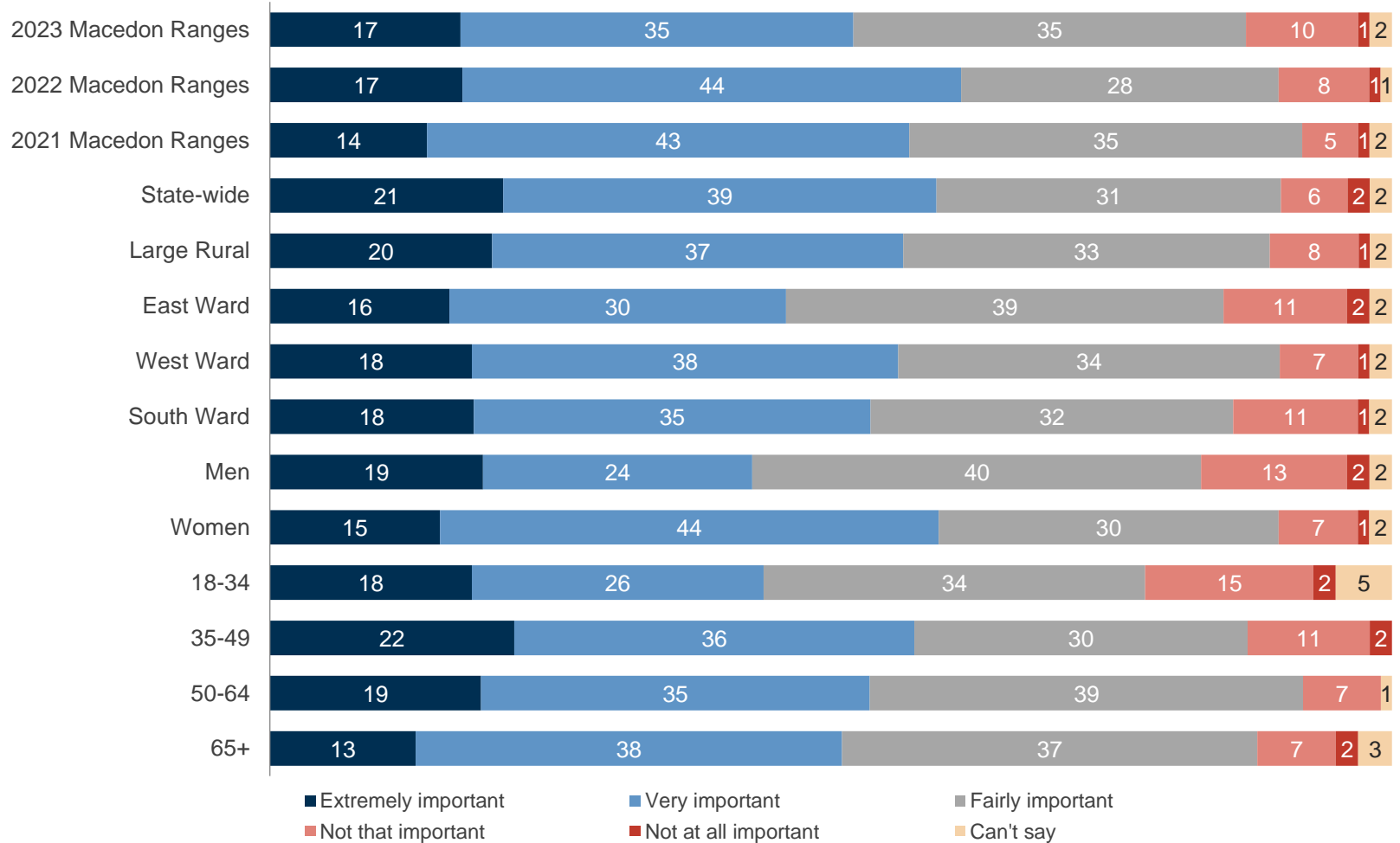
Business and community development performance

2023 business/community development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Large Rural — 57 ▲	58	60	60	59	58	59	58	60	n/a
State-wide — 57 ▲	58	60	59	61	60	60	60	60	62
South Ward — 56 ▲	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 55	47	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward — 53	52	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 53	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 53	57	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges — 52	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 52	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 52	65	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 51	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward — 48	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

2023 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	1	27	41	10	6	16
2022 Macedon Ranges	4	28	36	13	5	15
2021 Macedon Ranges	5	28	40	9	4	15
State-wide	6	31	34	10	4	16
Large Rural	5	33	34	10	4	14
East Ward	1	23	41	14	9	12
West Ward	2	30	39	10	6	14
South Ward	1	27	44	5	2	21
Men	1	23	44	10	4	17
Women	2	30	38	10	7	14
18-34		33	36	13	7	11
35-49		34	45	9	6	5
50-64	5	25	35	7	7	21
65+	1	18	44	10	4	24

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4
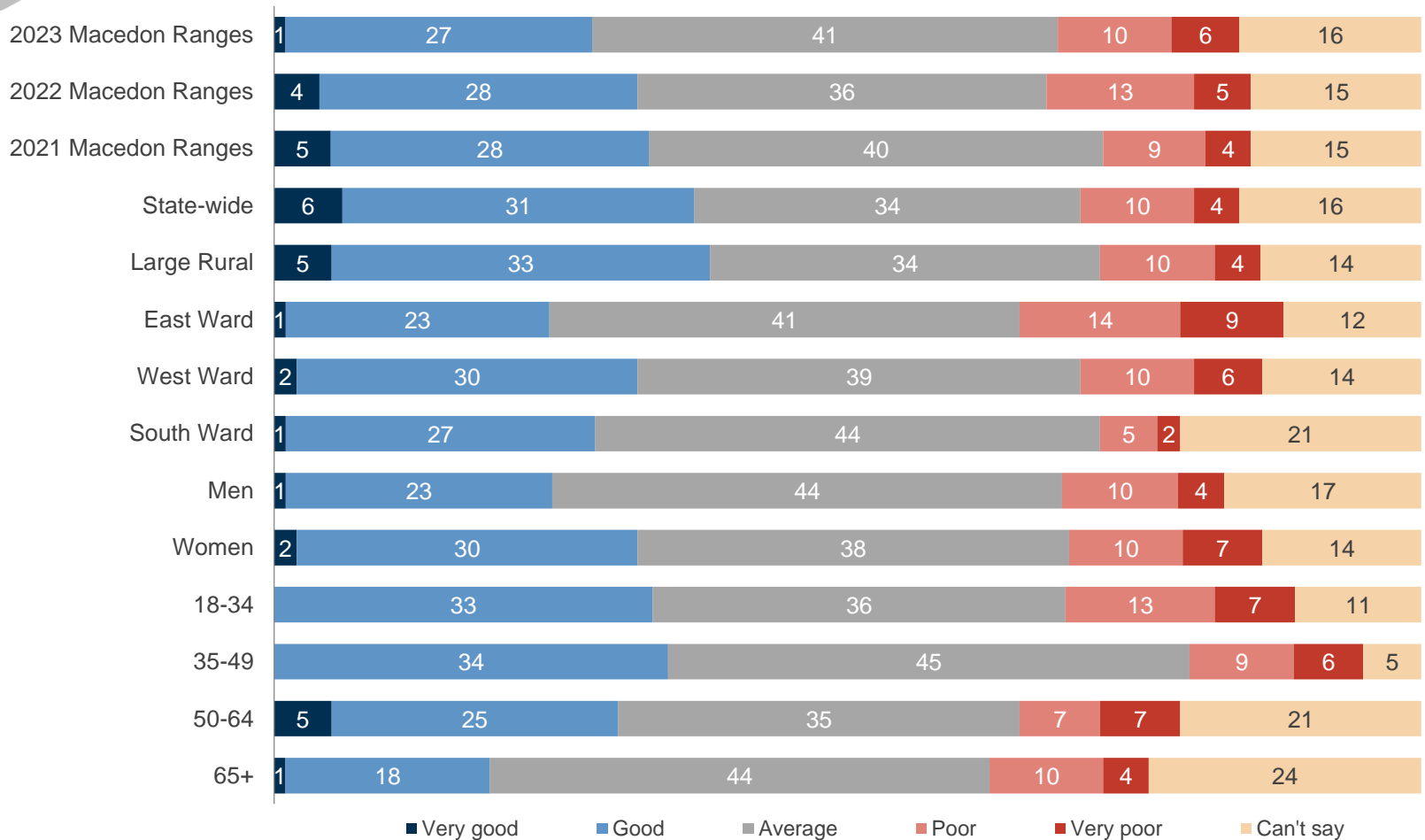
Tourism development importance

2023 tourism development importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	64 ▲	62	66	60	61	n/a	n/a	n/a	n/a	n/a
West Ward	61	67	66	58	64	n/a	n/a	n/a	n/a	n/a
State-wide	60 ▲	62	63	62	59	61	62	63	65	65
Women	59	64	65	62	60	n/a	n/a	n/a	n/a	n/a
Large Rural	58	60	62	62	60	62	63	67	67	n/a
35-49	57	64	65	59	62	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	57	61	63	60	59	n/a	n/a	n/a	n/a	n/a
65+	57	62	64	66	58	n/a	n/a	n/a	n/a	n/a
Men	56	57	61	58	57	n/a	n/a	n/a	n/a	n/a
South Ward	55	59	58	60	55	n/a	n/a	n/a	n/a	n/a
East Ward	55	56	64	62	57	n/a	n/a	n/a	n/a	n/a
18-34	53	54	57	55	53	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: 8 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

2023 tourism development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	11	26	44	14	3	2
2022 Macedon Ranges	13	40	29	13	5	1
2021 Macedon Ranges	13	37	39	8	2	1
2020 Macedon Ranges	13	34	35	15	2	1
2019 Macedon Ranges	14	27	42	12	4	1
State-wide	14	32	36	12	4	1
Large Rural	12	30	41	12	4	1
East Ward	9	26	43	17	4	2
West Ward	12	33	43	10	1	1
South Ward	13	19	46	16	4	2
Men	11	25	41	16	4	3
Women	12	27	46	13	2	1
18-34	13	20	36	25	5	2
35-49	11	20	58	9		2
50-64	11	43	36	7	1	3
65+	11	27	41	15	3	2

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2

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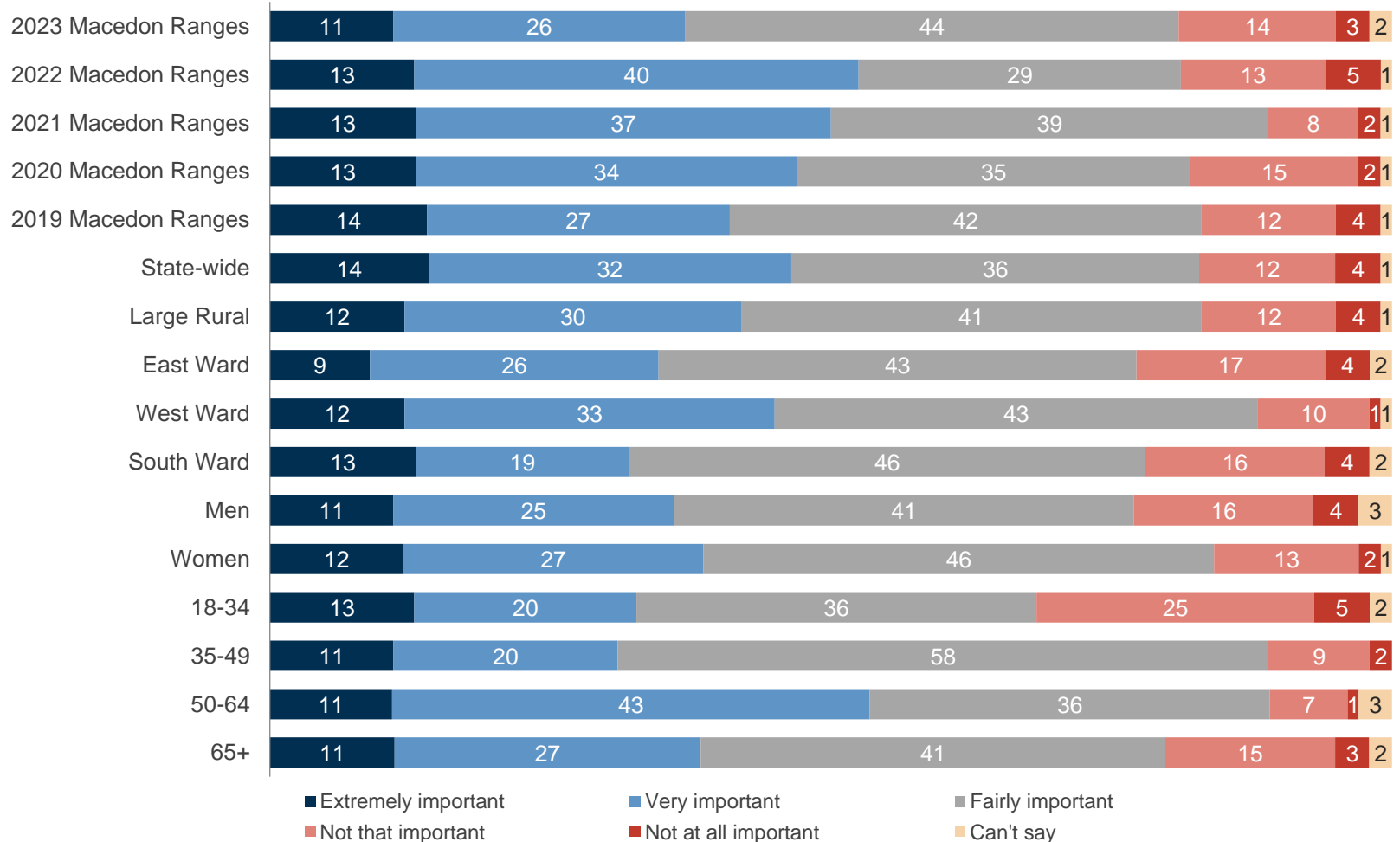
Tourism development performance

2023 tourism development performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	65 ▲	60	58	58	61	n/a	n/a	n/a	n/a	n/a
South Ward	64	62	57	61	60	n/a	n/a	n/a	n/a	n/a
50-64	62	51	56	63	63	n/a	n/a	n/a	n/a	n/a
Women	62	61	59	65	62	n/a	n/a	n/a	n/a	n/a
Large Rural	62	61	64	62	61	61	65	64	66	n/a
State-wide	61	60	62	62	63	63	63	63	63	64
Macedon Ranges	60	59	58	63	61	n/a	n/a	n/a	n/a	n/a
West Ward	60	58	60	66	64	n/a	n/a	n/a	n/a	n/a
Men	58	57	56	61	60	n/a	n/a	n/a	n/a	n/a
18-34	58	66	56	69	61	n/a	n/a	n/a	n/a	n/a
East Ward	57	57	55	60	60	n/a	n/a	n/a	n/a	n/a
65+	57	58	58	62	60	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2023 tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	7	35	31	11	1	14
2022 Macedon Ranges	8	33	35	8	5	11
2021 Macedon Ranges	6	33	35	10	4	12
2020 Macedon Ranges	11	36	29	10	2	13
2019 Macedon Ranges	9	32	35	9	1	13
State-wide	10	35	29	10	3	12
Large Rural	10	36	30	10	2	12
East Ward	8	27	38	12	2	14
West Ward	7	36	31	11	2	12
South Ward	7	41	26	9		17
Men	6	33	31	13	2	15
Women	8	37	32	9	1	14
18-34	5	36	28	16	2	13
35-49	11	42	28	9		9
50-64	7	39	25	9	1	19
65+	6	27	38	9	2	17

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

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COVID-19 response importance

2023 COVID-19 response importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+ — 60 ▲	63	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 59 ▲	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 57 ▲	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward — 55	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward — 55	57	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural — 55	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 54	57	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges — 53	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward — 50	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 48	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 48	52	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 47 ▼	53	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' 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.

COVID-19 response importance

2023 COVID-19 response importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Macedon Ranges	15	19	37	16	10	4
2022 Macedon Ranges	18	27	30	15	7	3
2021 Macedon Ranges	24	30	25	12	6	3
State-wide	17	26	28	15	9	4
Large Rural	15	23	32	15	10	5
East Ward	16	19	40	14	8	3
West Ward	13	22	41	11	9	4
South Ward	15	14	30	22	12	6
Men	12	16	33	23	12	4
Women	17	21	41	9	7	4
18-34	15	7	48	16	13	2
35-49	6	19	42	16	13	5
50-64	17	16	37	19	8	3
65+	20	26	28	14	6	6

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

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COVID-19 response performance

2023 COVID-19 response performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Large Rural — 67 ▲	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 67 ▲	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 61	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 61	57	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 61	63	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward — 60	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward — 60	61	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges — 59	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 59	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward — 59	69	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 57	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 57	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response performance

2023 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Macedon Ranges	8	33	34	6	5	13
2022 Macedon Ranges	14	37	26	6	5	12
2021 Macedon Ranges	19	40	24	7	2	8
State-wide	18	38	23	6	4	11
Large Rural	18	39	24	6	4	10
East Ward	7	32	39	2	5	14
West Ward	10	30	40	6	4	10
South Ward	8	37	23	10	7	15
Men	6	33	36	3	8	15
Women	11	33	33	9	3	11
18-34	8	34	30	7	10	11
35-49	3	44	36	8	2	8
50-64	7	35	33	4	4	17
65+	13	24	36	5	6	16

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7
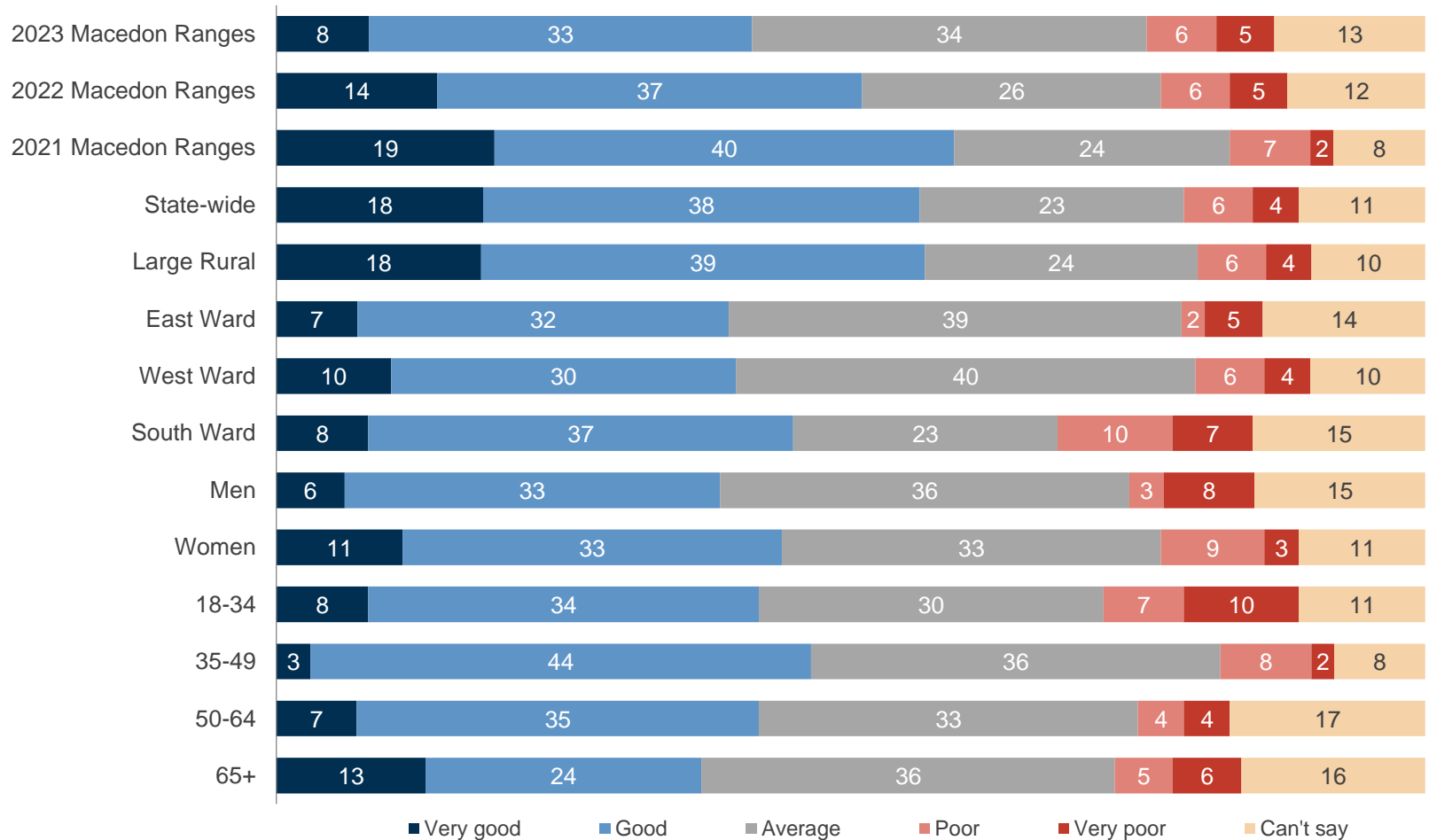
Detailed demographics

Gender and age profile

2023 gender

Macedon Ranges
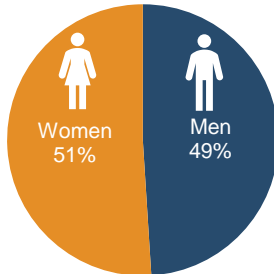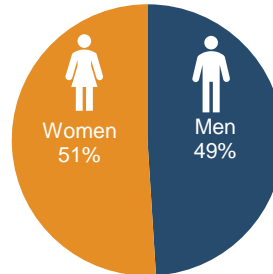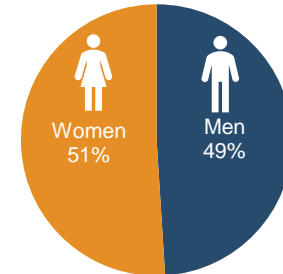
Women 51%
Men 49%

Large Rural

Women 51%
Men 49%

State-wide

Women 51%
Men 49%

2023 age

Macedon Ranges

2%
18%
27%
14%
38%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

Large Rural

2%
20%
23%
18%
37%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

State-wide

3%
22%
23%
17%
36%
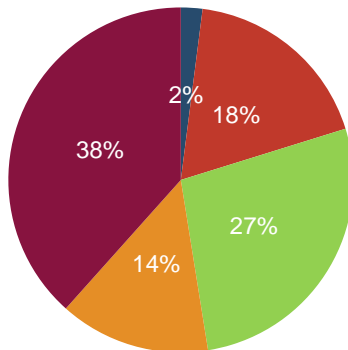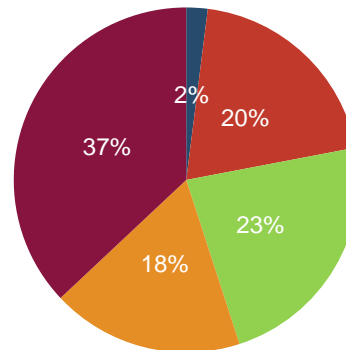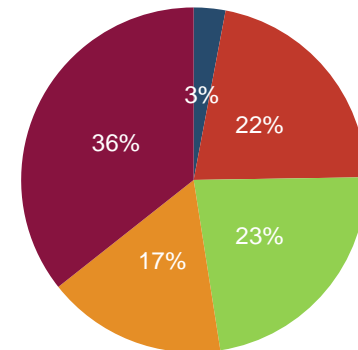
■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
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 2023 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 39,200 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	197	196	+/-7.0
Women	203	204	+/-6.9
East Ward	128	131	+/-8.7
West Ward	143	136	+/-8.2
South Ward	129	133	+/-8.6
18-34 years	61	82	+/-12.6
35-49 years	64	109	+/-12.3
50-64 years	75	57	+/-11.4
65+ years	200	152	+/-6.9

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 2022. 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 2022.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

2023 overall performance (index scores) (example extract only)

Group	Score
State-wide	67 ▲
18-34	66
Macedon Ranges	60
Large Rural	58
35-49	57
50-64	54 ▼
65+	58
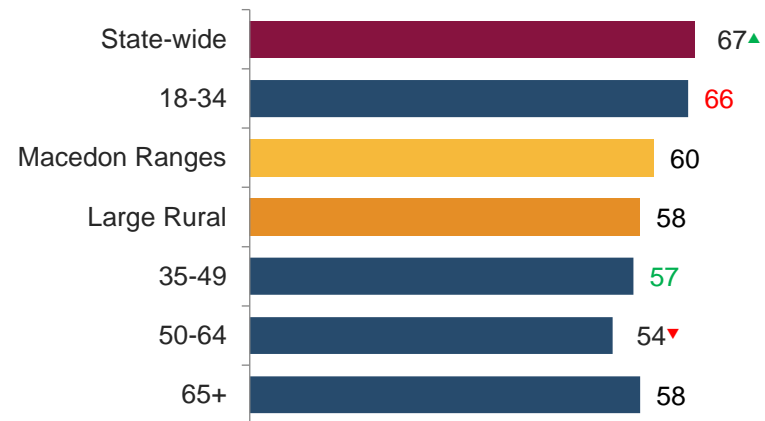
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

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 across four quarters from 16th June 2022 – 19th March 2023.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 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, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Macedon Ranges Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.

- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Macedon Ranges Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B:
Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

Appendix B:
Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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