



# **2024 Local Government Community Satisfaction Survey**

## **Macedon Ranges Shire Council**

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



# Contents

<b><u>Background and objectives</u></b>	<b><u>4</u></b>	<u>Recreational facilities</u>	<u>96</u>
<b><u>Key findings and recommendations</u></b>	<b><u>7</u></b>	<u>Appearance of public areas</u>	<u>99</u>
<b><u>Detailed findings</u></b>	<b><u>15</u></b>	<u>Art centres and libraries</u>	<u>103</u>
<u>Overall performance</u>	<u>16</u>	<u>Community and cultural activities</u>	<u>107</u>
<u>Customer service</u>	<u>34</u>	<u>Waste management</u>	<u>111</u>
<u>Communication</u>	<u>43</u>	<u>Business and community development and tourism</u>	<u>115</u>
<u>Council direction</u>	<u>48</u>	<u>General town planning and policy</u>	<u>119</u>
<u>Individual service areas</u>	<u>52</u>	<u>Planning and building permits</u>	<u>123</u>
<u>Community consultation and engagement</u>	<u>53</u>	<u>Environmental sustainability</u>	<u>127</u>
<u>Lobbying on behalf of the community</u>	<u>57</u>	<u>Emergency and disaster management</u>	<u>131</u>
<u>Decisions made in the interest of the community</u>	<u>61</u>	<u>Planning for population growth</u>	<u>135</u>
<u>Condition of sealed local roads</u>	<u>65</u>	<u>Roadside slashing and weed control</u>	<u>139</u>
<u>Informing the community</u>	<u>67</u>	<u>Maintenance of unsealed roads</u>	<u>143</u>
<u>Condition of local streets and footpaths</u>	<u>71</u>	<u>Business and community development</u>	<u>147</u>
<u>Parking facilities</u>	<u>75</u>	<u>Tourism development</u>	<u>151</u>
<u>Enforcement of local laws</u>	<u>79</u>	<u>Response to COVID-19</u>	<u>155</u>
<u>Family support services</u>	<u>83</u>		
<u>Elderly support services</u>	<u>87</u>		
<u>Disadvantaged support services</u>	<u>91</u>		



# Contents

---

<u>Detailed demographics</u>	<u>159</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>161</u>
<u>Appendix B: Further project information</u>	<u>165</u>



## 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-fifth 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 25 years

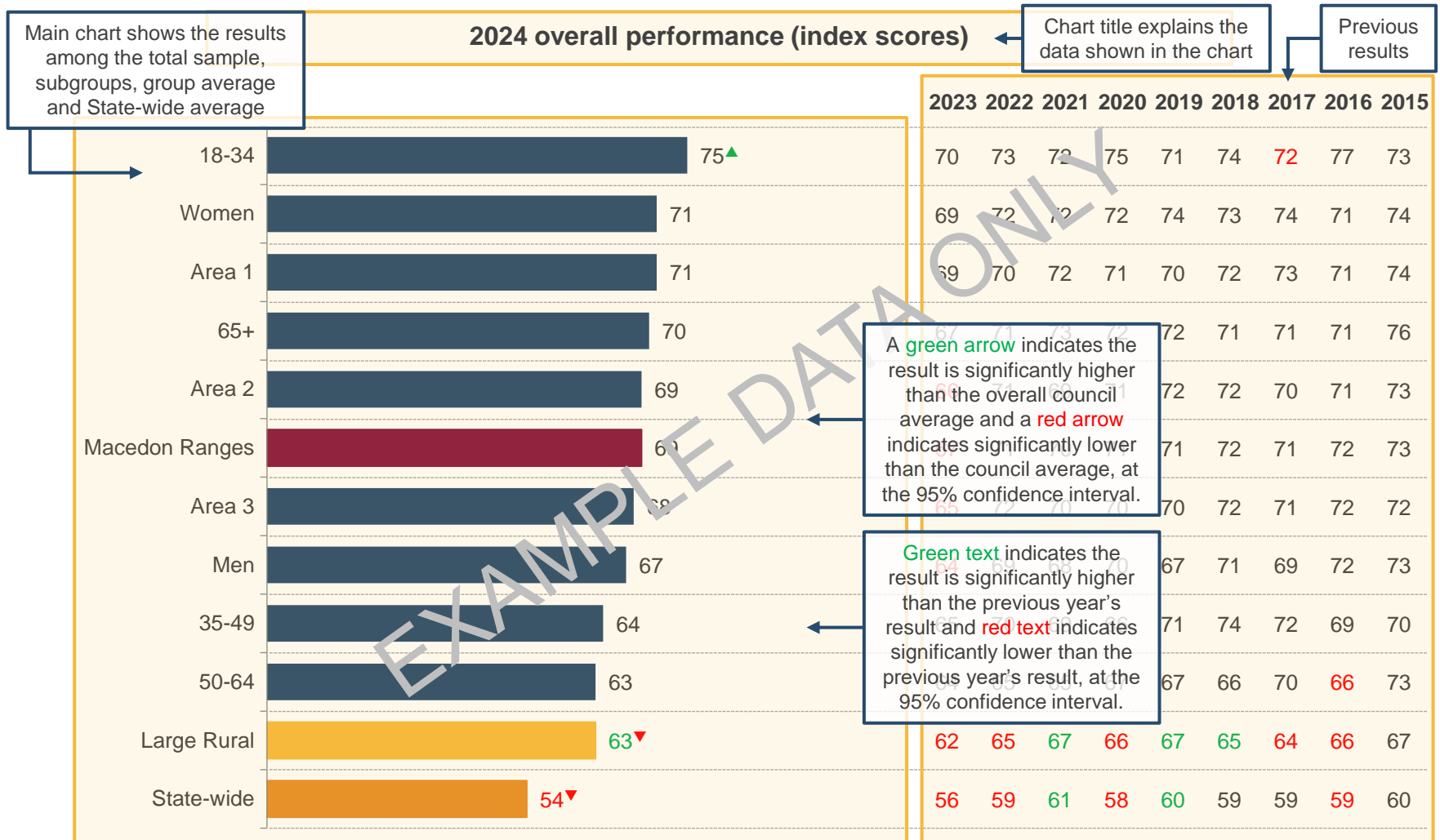
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



# How to read index score charts in this report



Question asked and base size(s)

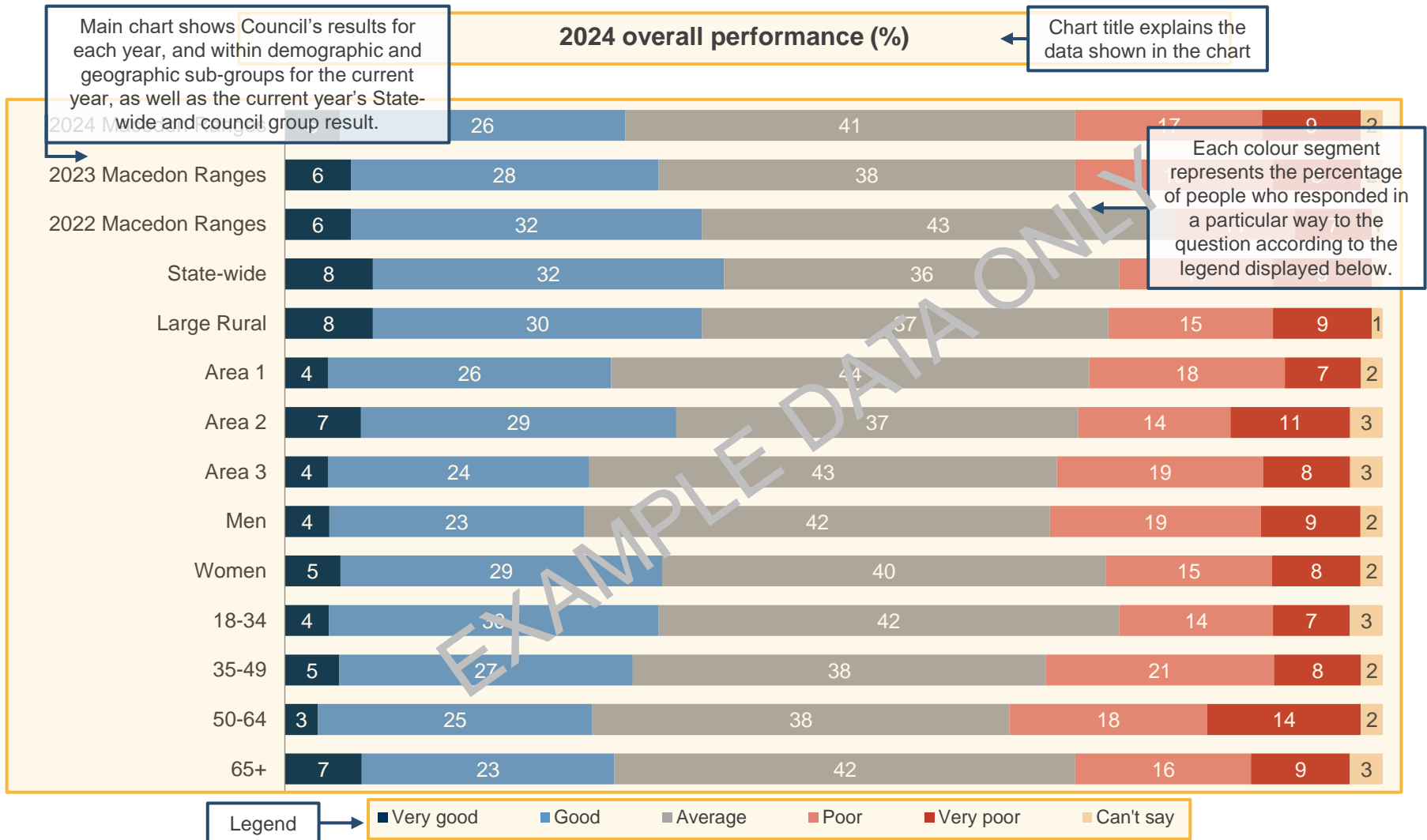
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



## How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

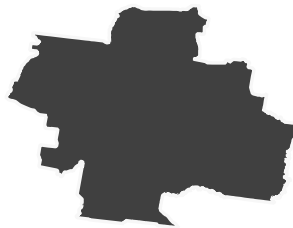
## **Key findings and recommendations**



# Macedon Ranges Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Macedon  
Ranges 50



Large Rural 50



State-wide 54

## Council performance compared to group average

### Top 3 performing areas



Waste management

▲ higher



Art centres & libraries

▼ lower



Appearance of public  
areas

= on par

### Lowest performing areas



Unsealed roads

▼ lower



Sealed local roads

▼ lower



Customer service

= on par





# Summary of core measures

## Index scores

  
Overall  
Performance

  
Value for  
money

  
Community  
Consultation

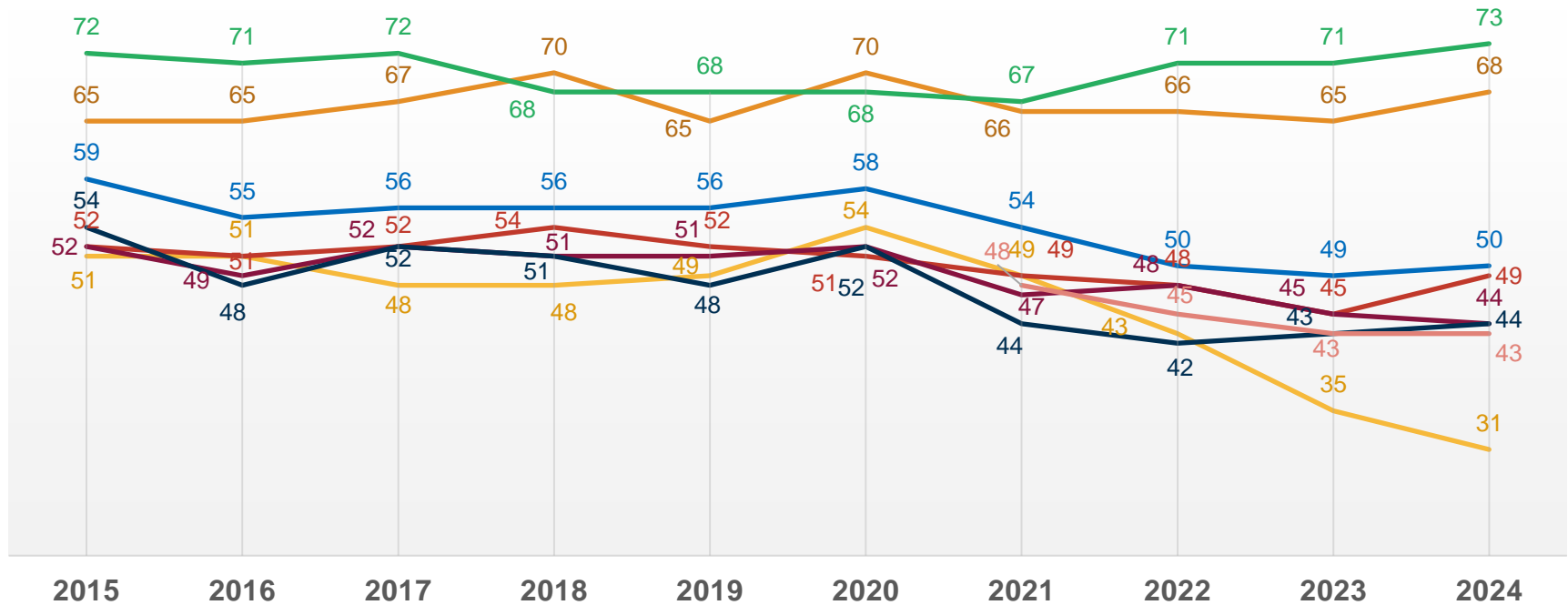
  
Making  
Community  
Decisions

  
Sealed  
Local  
Roads

  
Waste  
management

  
Customer  
Service

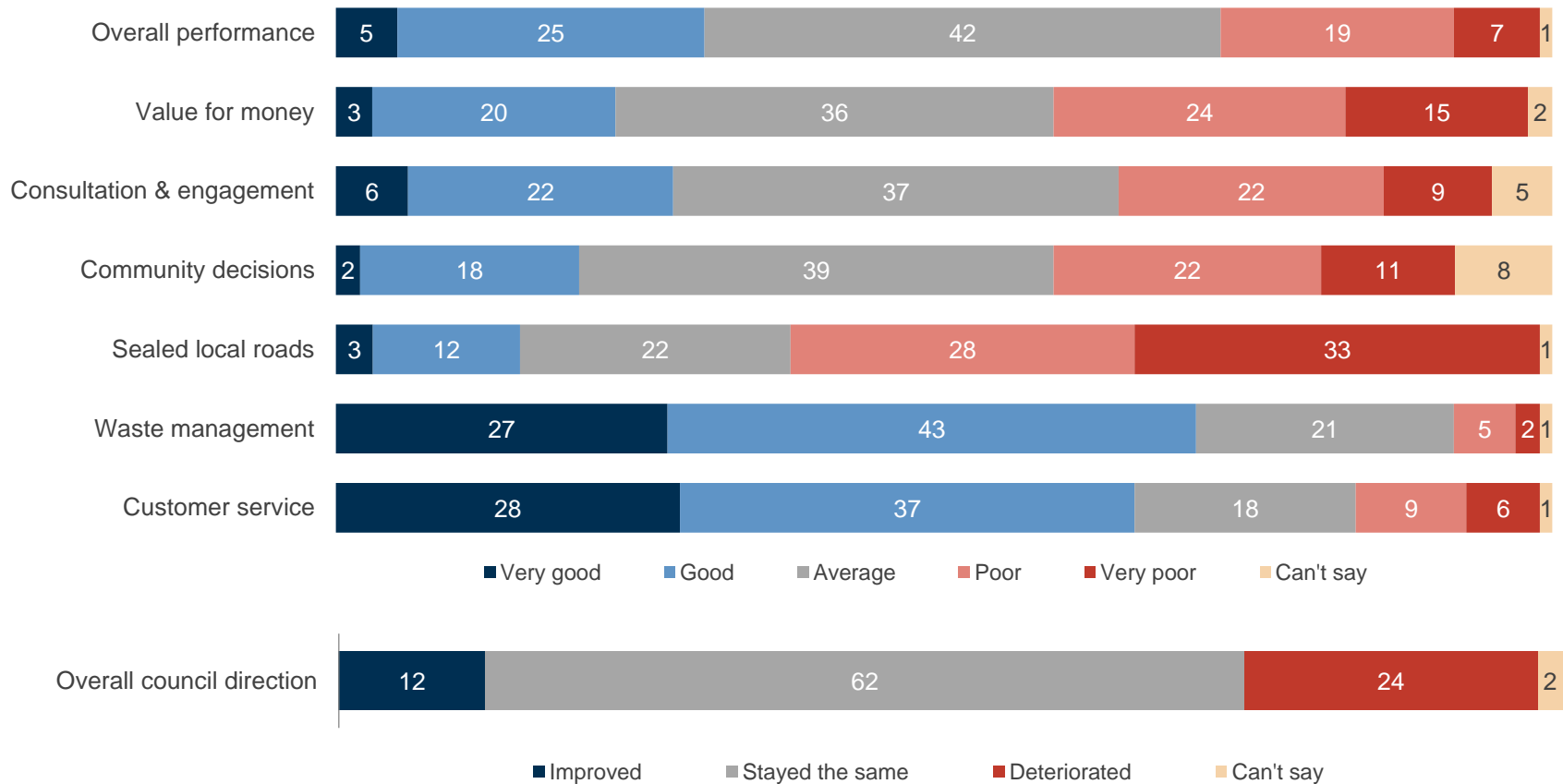
  
Overall  
Council  
Direction















## Summary of core measures

### Core measures summary results (%)















# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2024	Macedon Ranges 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	50	49	50	54	West Ward residents	East Ward residents
	Value for money	43	43	43	48	18-34 years	35-49 years, East Ward
	Overall council direction	44	43	42	45	18-34 years	50-64 years, East Ward
	Customer service	68	65	65	67	35-49 years, Men, West Ward residents, 65+ years	18-34 years
	Waste management	73	71	65	67	18-34 years	East Ward residents
	Art centres & libraries	67	65	71	73	35-49 years	18-34 years
	Appearance of public areas	65	63	66	68	65+ years	50-64 years, Women
	Emergency & disaster mngt	64	60	65	65	18-34 years	50-64 years
	Recreational facilities	64	63	64	68	18-34 years	35-49 years
	Community & cultural	62	60	64	66	18-34 years, West Ward residents	East Ward residents, 50-64 years






# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2024	Macedon Ranges 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Environmental sustainability	61	59	58	60	18-34 years	50-64 years
	COVID-19 response	60	59	66	65	18-34 years	35-49 years
	Family support services	59	59	62	63	18-34 years	50-64 years, East Ward residents
	Enforcement of local laws	59	59	60	61	35-49 years	50-64 years
	Bus/community dev./tourism	58	56	55	57	35-49 years	East Ward residents
	Tourism development	57	60	61	59	18-34 years	East Ward residents
	Disadvantaged support serv.	55	53	59	58	Men	Women
	Elderly support services	54	54	62	63	Men	Women
	Parking facilities	53	53	50	54	18-34 years	South Ward residents
	Business & community dev.	53	52	59	57	18-34 years	East Ward residents



# Summary of Macedon Ranges Shire Council performance

Services		Macedon Ranges 2024	Macedon Ranges 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Informing the community	52	49	53	56	18-34 years	50-64 years
	Consultation & engagement	49	45	48	51	18-34 years	35-64 years
	Lobbying	46	46	47	50	18-34 years	50-64 years
	Slashing & weed control	44	42	43	45	South Ward residents, 18-34 years,	East Ward residents
	Community decisions	44	45	46	50	18-34 years, West Ward residents	35-49 years, South Ward residents
	Local streets & footpaths	41	42	46	52	65+ years	50-64 years
	Town planning policy	40	41	48	50	West Ward residents	South Ward residents, 50-64 years
	Planning & building permits	38	36	41	45	18-34 years	50-64 years
	Population growth	38	39	46	47	West Ward residents	35-49 years
	Sealed local roads	31	35	38	45	65+ years	35-49 years
	Unsealed roads	30	31	34	36	65+ years	35-49 years

Significantly **higher** / **lower** than Macedon Ranges Shire Council 2024 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 index score of 50 has held steady for the last two years, but remains significantly lower than higher levels achieved and maintained between 2015 and 2021. Performance ratings remained relatively stable across individual service areas this year, increasing significantly in two areas. However, ratings in 11 of the 27 service areas evaluated remain at 10-year lows, including Council's lowest rated service areas of sealed and unsealed roads, and managing population growth.

### 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 comprises one of Council's lowest-rated service areas and has a strong influence on overall perceptions. Council should also focus on good communication and transparency with the public as perceptions of Council decision-making and communication efforts also have a strong influence on perceptions of overall performance and ratings remain lower in these areas.

### Comparison to state and area grouping

Council performs significantly below Large Rural group averages on close to half of the measures evaluated in 2024; it performs significantly below State-wide averages on a majority of measures, including overall performance. On a positive note, Council performs significantly higher than both for its top-rated service area waste management and significantly higher than the Large Rural group in the areas of environmental sustainability, business and community development and tourism, and for its parking facilities.

### Addressing concerns about population growth

Planning for population growth is an area that may warrant some extra attention in the coming 12 months. Performance ratings in this service area are at a 10 year low and it is considered an important area of responsibility for Council. The related area of planning and building permits also suffers from low perceptions. In both of these areas, Council performs significantly below the group average. Attending to concerns about planning and building permits will also help to positively influence perceptions of overall performance.

# DETAILED FINDINGS

# Overall performance





## Overall performance

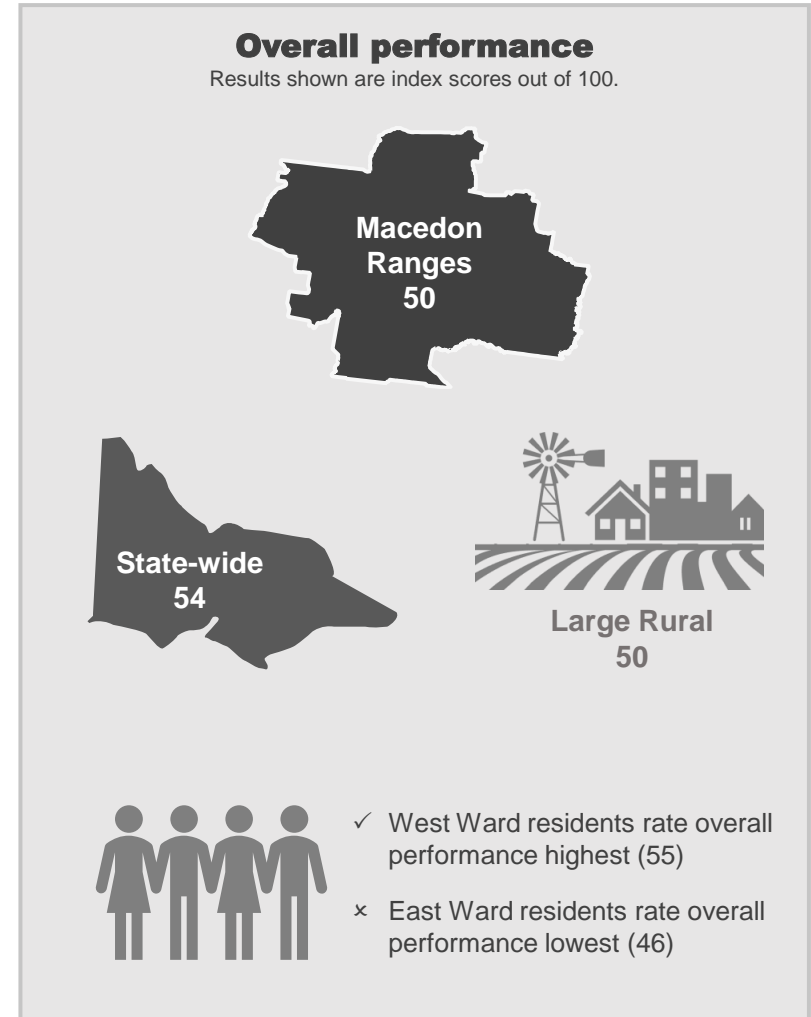
The overall performance index score of 50 for Macedon Ranges Shire Council is comparable to the 2023 result. Overall performance ratings have been stable for three consecutive years. That said, Council's overall performance rating has yet to recover from significant declines experienced in 2021 and 2022 and is nine index points lower than its 2015 peak rating of 59 index points.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils but is in line with the Large Rural group (index scores of 54 and 50 respectively).

- West Ward residents (index score of 55) rate overall performance higher than East Ward residents (46). Ratings among South Ward residents (51) lie closer to the average.
- Perceptions of overall performance rebounded among residents aged 18 to 34 years (index score of 51, up seven points), recovering some of the significant decline that occurred last year.

Just under a quarter of residents (23%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'.

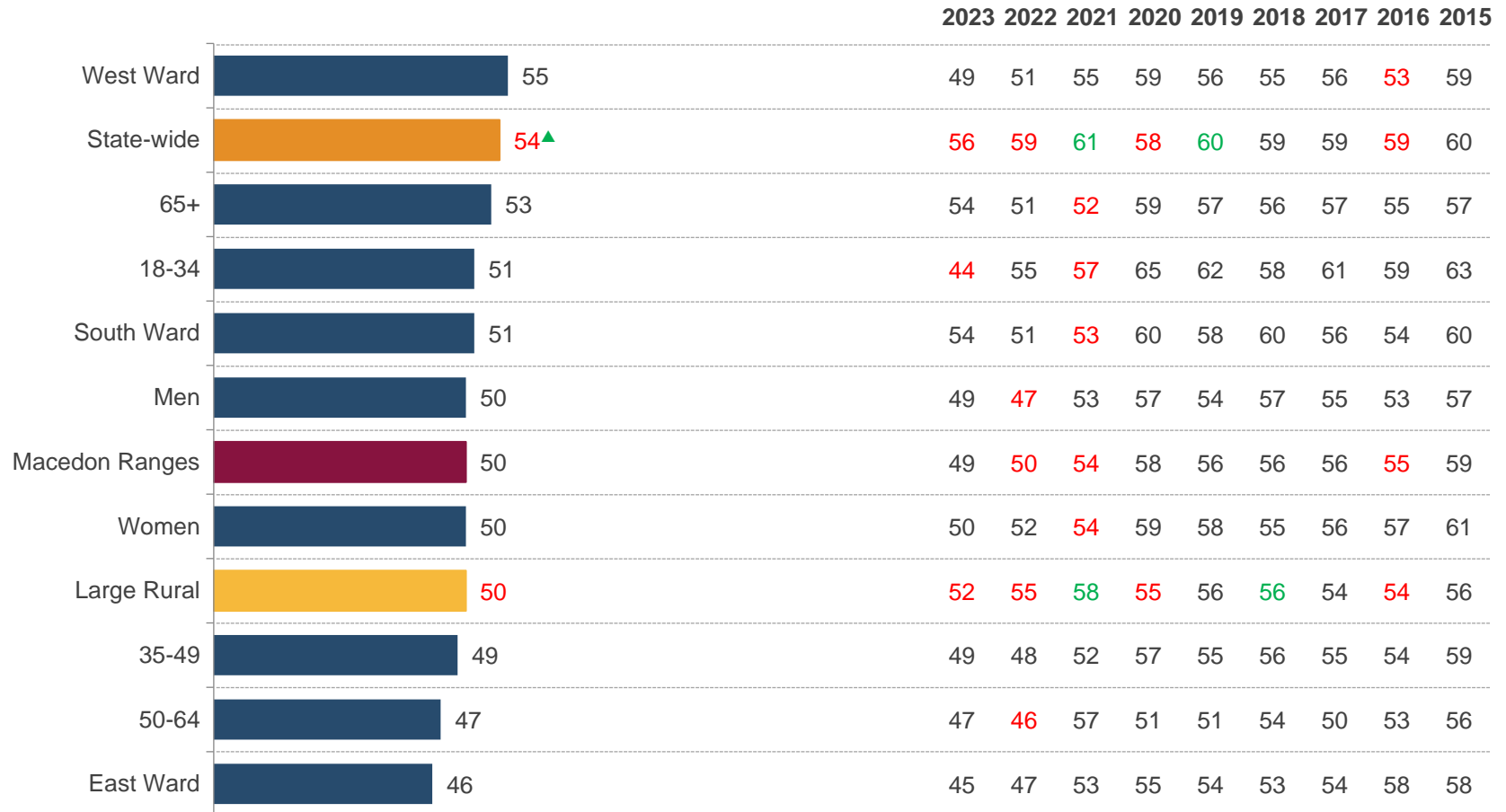
- Residents in the East Ward and those aged 35 to 49 years (index score of 37 each) rate Council significantly lower than average (43) on value for money.





# Overall performance

## 2024 overall performance (index scores)



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

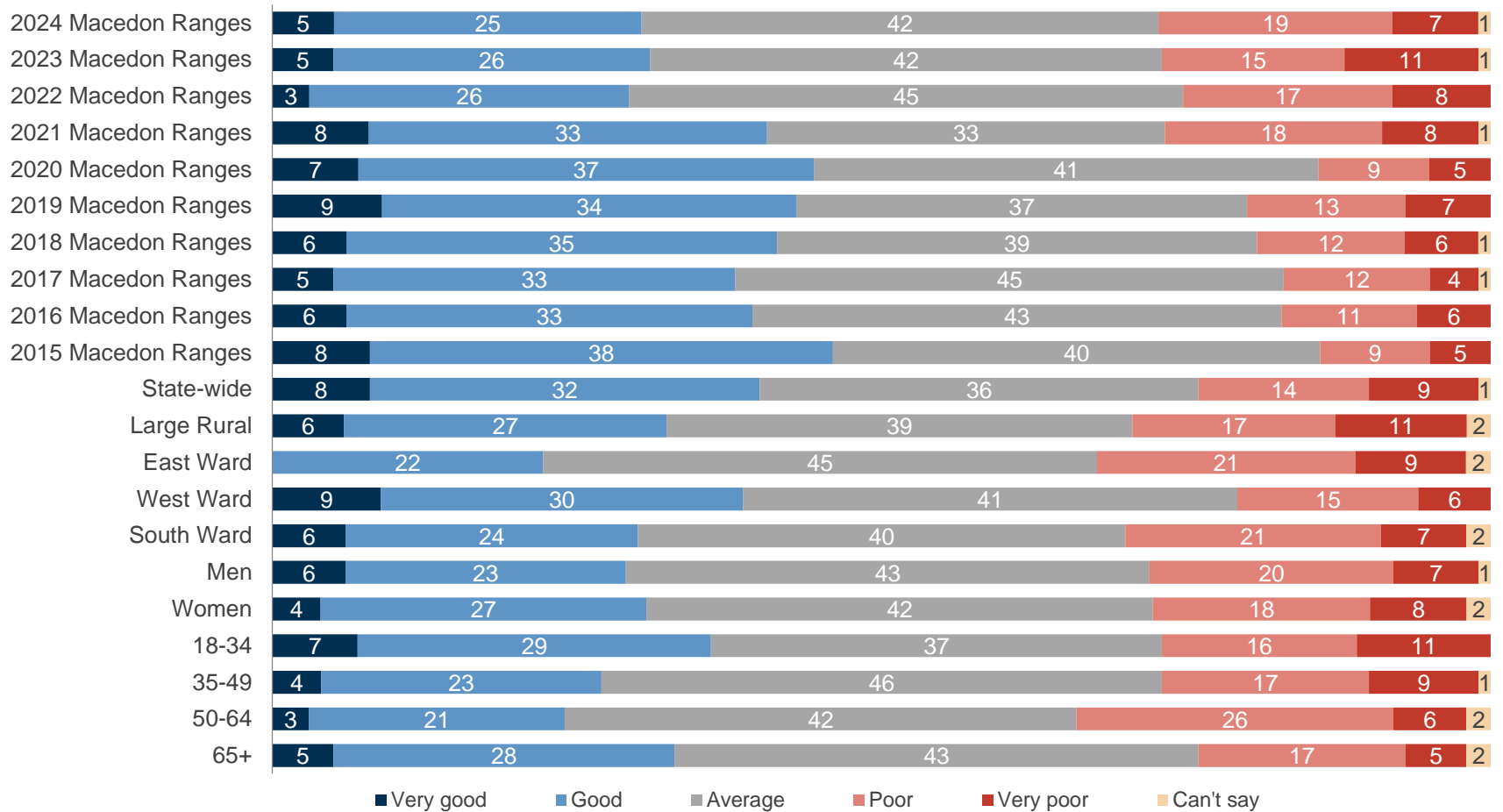
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



# Overall performance

## 2024 overall performance (%)



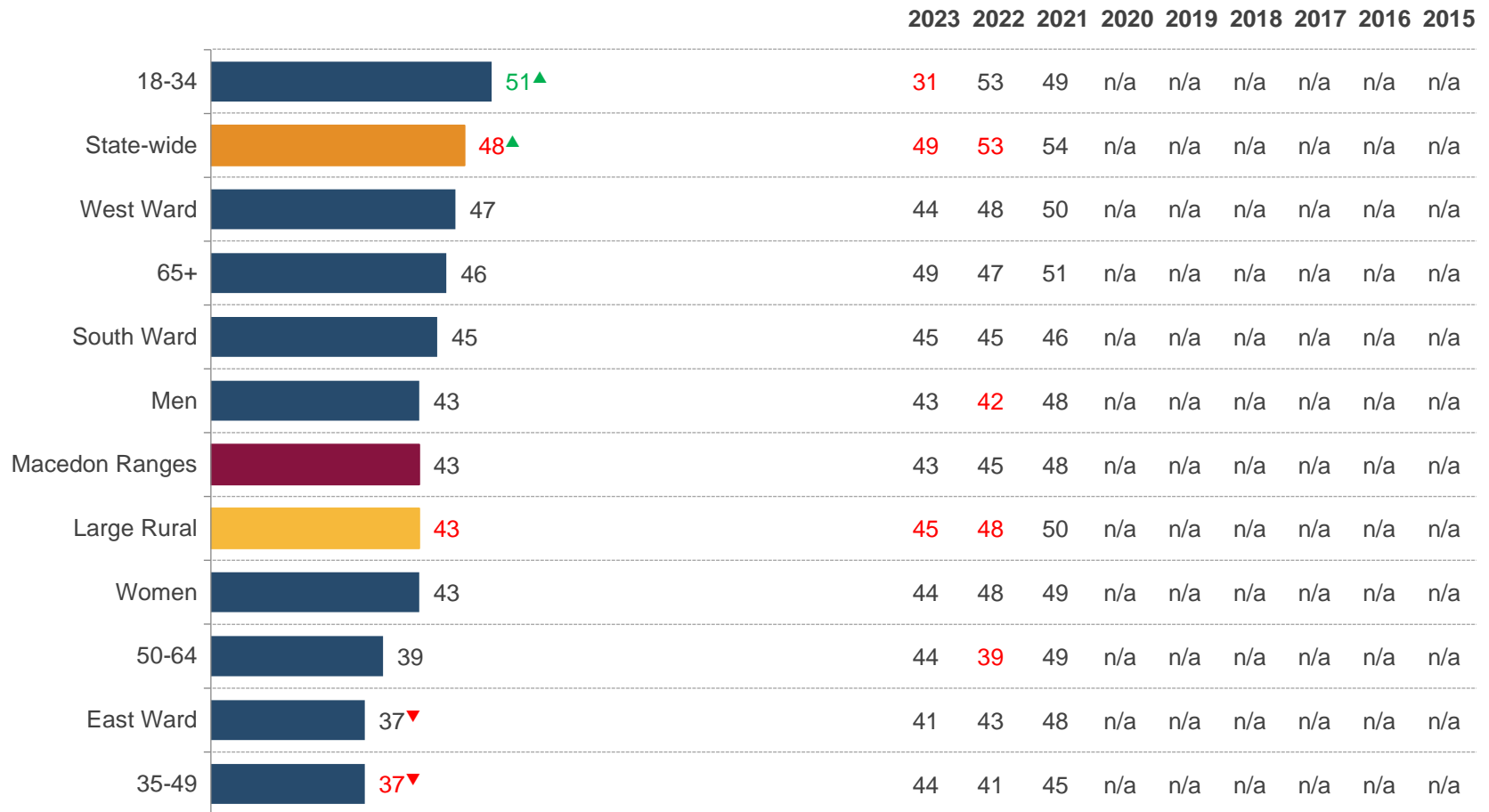
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Macedon Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



# Value for money in services and infrastructure

## 2024 value for money (index scores)



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

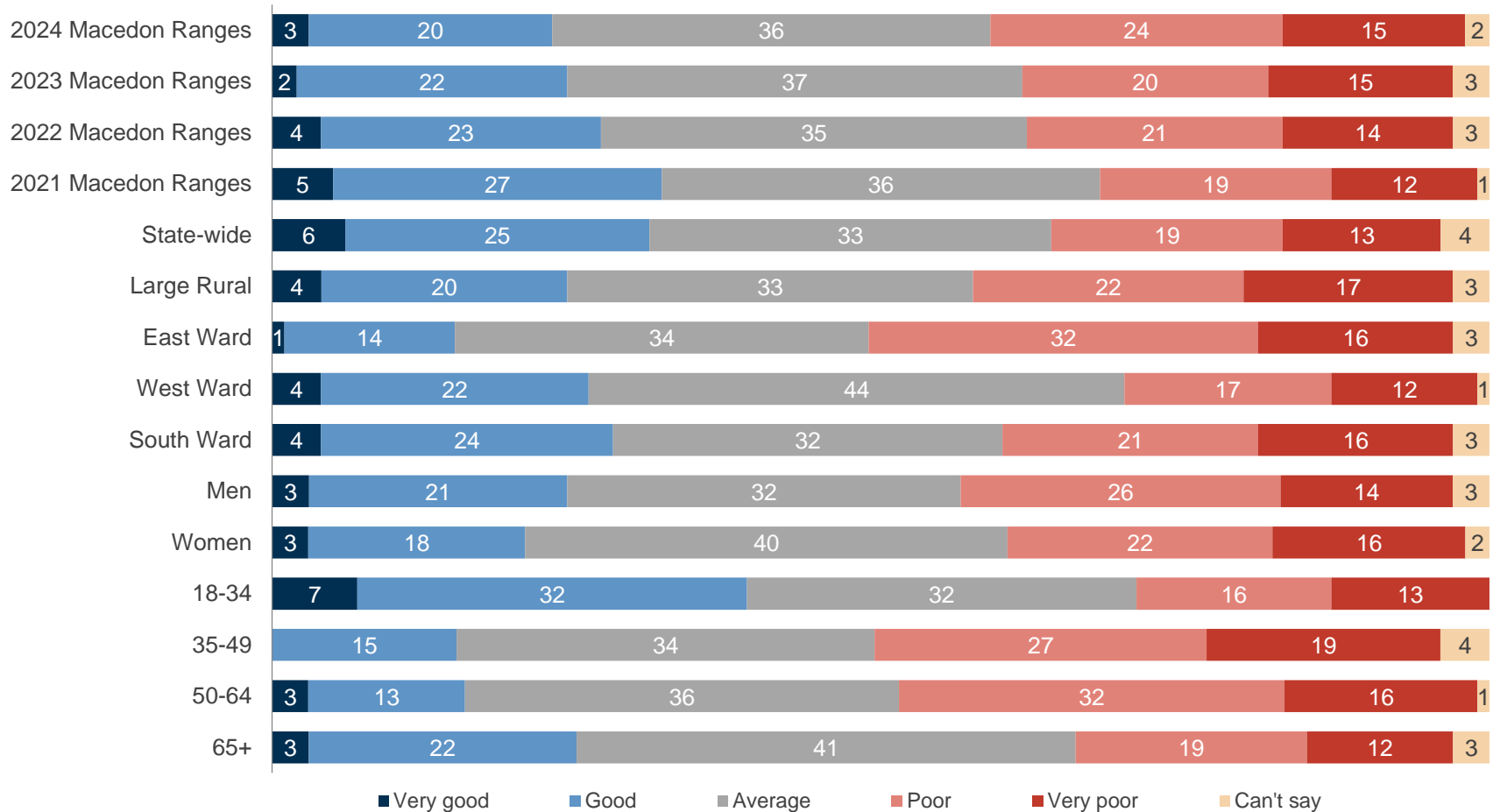
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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



## Value for money in services and infrastructure

### 2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18



## Top performing service areas

Waste management (index score of 73) remains the area where Council performs best. Council's rating improved by two index points from 2023. While the change is not statistically significant, Council's rating in this area has reached a 10-year high.

- Council continues to rate significantly higher than the Large Rural group and State-wide averages for waste management.
- Residents aged 18 to 34 years (index score of 79) rate waste management significantly higher this year than in 2023, increasing by 15 index points in their rating. This cohort also rates waste management significantly higher than the Council average.
- By contrast, residents of the East Ward (index score of 68) rate Council lowest and significantly below the average in this service area. This is the geographic area where attention for waste management improvement should be focussed.

Art centres and libraries is Council's next highest rated service area (index score of 67), followed by the appearance of public areas (index score of 65).

- Men improved significantly in their impressions of both Council's art centres and libraries (index score of 69, up eight index points) and the appearance of public areas (67, up five index points from 2023).



**Waste management (index score of 73) is the area where Council performed best in 2024.**





## Low performing service areas



Council rates lowest in the areas of unsealed and sealed local roads (index scores of 30 and 31 respectively). Though declines in these areas are not significant this year, ratings are at a 10-year low after significant year on year declines in impressions over the previous three years.

Planning for population growth and planning and building permits are also lower-rated service areas (index scores of 38 each).

Council rates significantly lower than the Large Rural group and State-wide averages for councils in all of the aforementioned areas.

- With regard to sealed local roads, residents of the East and South Wards (index scores of 27 and 30 respectively) rate Council lower than in the West Ward (36). Impressions declined significantly in the South Ward (down eight points) from last year.
- West Ward residents (44) have significantly higher than average perceptions of Council's efforts when it comes to planning for population growth.
- Moreover, 26% of residents identify sealed road maintenance as the Council area most in need of improvement. This service area also has a strong positive influence on impressions of Council's overall performance.



# Individual service area performance

## 2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	73	71	71	67	68	68	68	72	71	72
Art centres & libraries	67	65	66	69	71	70	67	68	67	69
Appearance of public areas	65	63	66	68	73	70	68	72	71	69
Emergency & disaster mngt	64	60	63	68	68	72	71	73	70	73
Recreational facilities	64	63	62	67	68	68	67	69	69	70
Community & cultural	62	60	61	61	66	63	65	65	63	68
Environmental sustainability	61	59	60	61	66	n/a	n/a	n/a	n/a	n/a
COVID-19 response	60	59	64	68	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	59	59	63	63	62	64	63	65	64	64
Enforcement of local laws	59	59	63	61	62	64	63	61	61	62
Bus/community dev./tourism	58	56	55	57	60	60	60	61	59	63
Tourism development	57	60	59	58	63	61	n/a	n/a	n/a	n/a
Disadvantaged support serv.	55	53	58	63	58	58	58	58	60	59
Elderly support services	54	54	59	63	63	64	63	66	64	64
Parking facilities	53	53	56	56	59	58	57	58	60	61
Business & community dev.	53	52	54	56	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	52	49	53	53	56	56	55	56	56	57
Consultation & engagement	49	45	48	49	51	52	54	52	51	52
Lobbying	46	46	45	48	52	53	50	52	49	53
Slashing & weed control	44	42	42	45	49	47	45	44	51	46
Community decisions	44	45	48	47	52	51	51	52	49	52
Local streets & footpaths	41	42	47	52	56	52	52	52	54	53
Town planning policy	40	41	44	46	48	48	47	47	48	50
Planning & building permits	38	36	39	43	44	45	44	43	43	48
Population growth	38	39	41	43	45	46	47	47	49	51
Sealed local roads	31	35	43	49	54	49	48	48	51	51
Unsealed roads	30	31	37	45	49	42	43	42	46	47

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

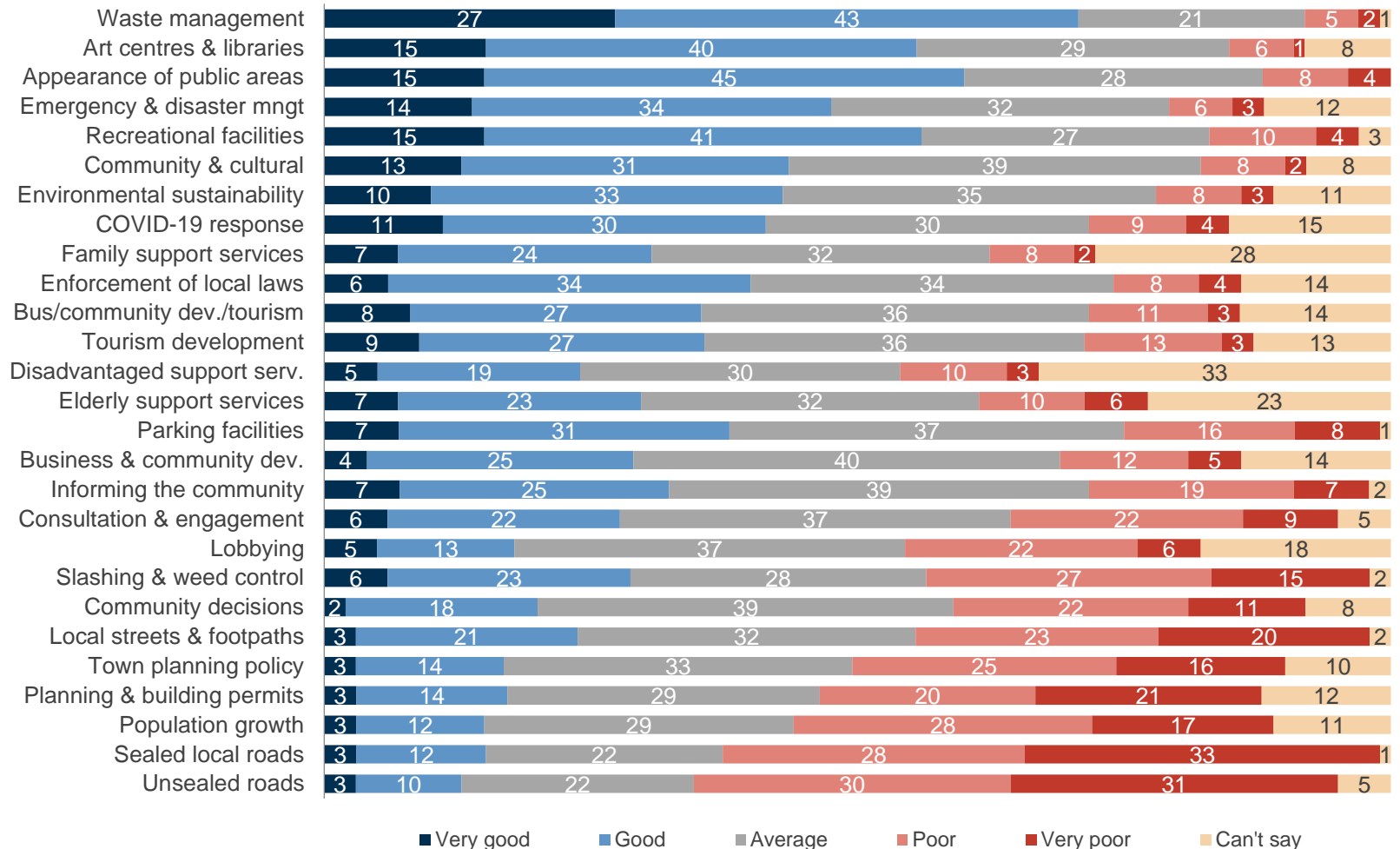
Note: Please see Appendix A for explanation of significant differences.





# Individual service area performance

## 2024 individual service area performance (%)





# Individual service area importance

## 2024 individual service area importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Unsealed roads	83	84	83	79	76	81	78	79	76	77
Local streets & footpaths	82	83	82	77	76	78	78	76	74	77
Waste management	81	80	81	79	81	82	81	76	75	76
Community decisions	80	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	80	80	80	77	76	78	77	79	77	78
Emergency & disaster mngt	80	80	83	79	82	83	83	81	81	83
Population growth	79	80	81	77	79	79	80	81	76	77
Consultation & engagement	78	78	78	78	76	75	77	73	76	73
Elderly support services	78	78	81	79	77	78	79	77	75	77
Informing the community	76	77	77	78	75	76	76	74	74	75
Town planning policy	76	78	78	75	74	76	75	74	72	75
Appearance of public areas	74	73	77	74	73	73	74	73	72	71
Recreational facilities	73	74	73	72	72	71	73	73	71	72
Planning & building permits	73	75	75	74	74	74	73	72	72	73
Family support services	72	72	75	74	74	72	72	72	69	72
Disadvantaged support serv.	70	72	75	74	72	71	72	70	72	71
Environmental sustainability	69	70	74	74	75	74	n/a	n/a	n/a	n/a
Lobbying	67	69	70	69	69	64	68	68	67	67
Parking facilities	65	66	68	67	64	64	66	63	62	63
Business & community dev.	64	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	63	62	65	65	66	65	66	66	64	67
Art centres & libraries	63	63	63	65	63	64	63	64	62	65
Enforcement of local laws	62	66	64	66	67	68	67	67	67	70
Community & cultural	58	60	61	59	59	59	59	58	59	59
Tourism development	58	57	61	63	60	59	n/a	n/a	n/a	n/a
COVID-19 response	45	53	59	64	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?

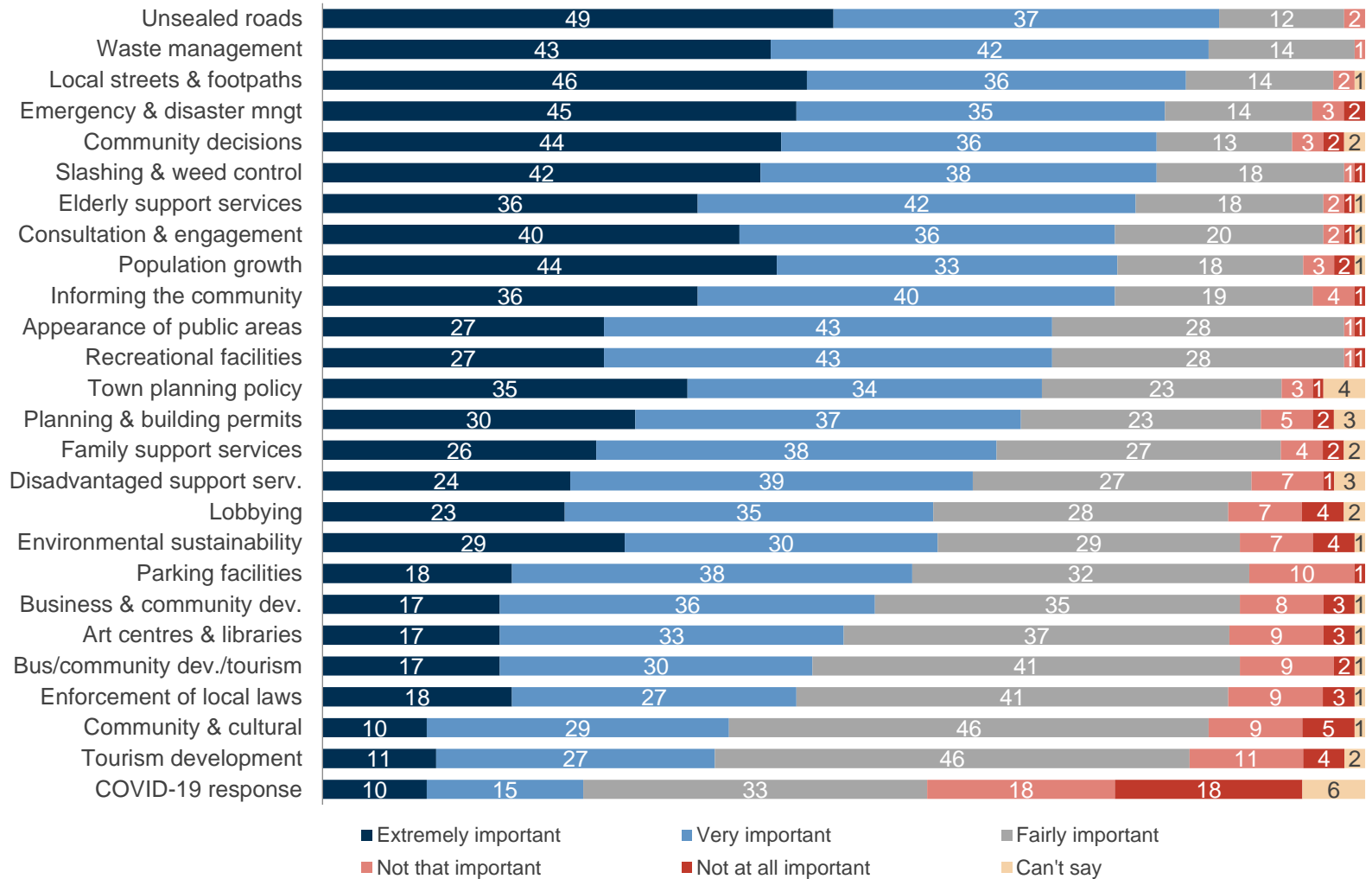
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9

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



# Individual service area importance

## 2024 individual service area importance (%)



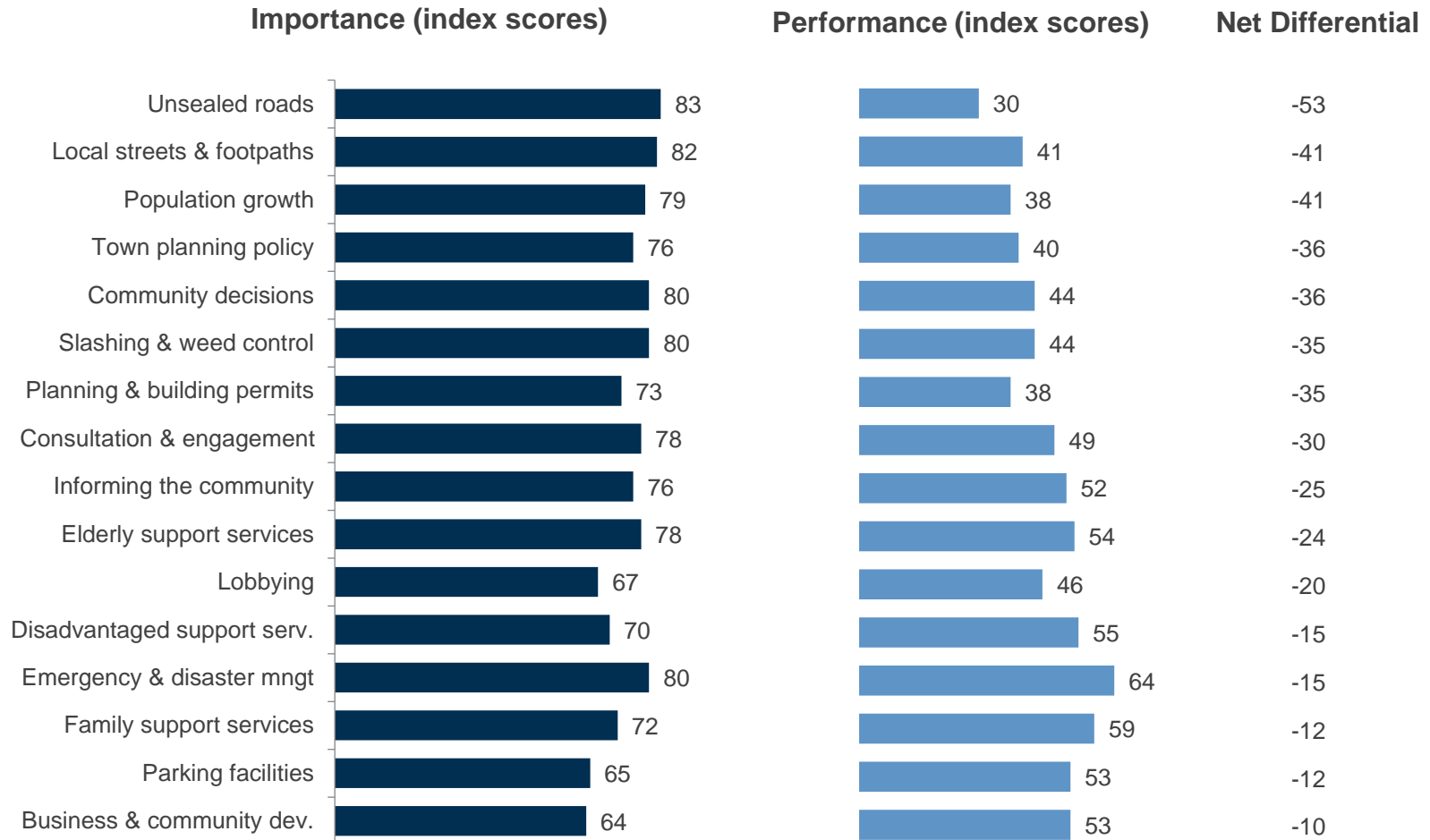
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9



# Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, 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 areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Informing the community
- The condition of sealed local roads.

**Keeping residents well informed about key local issues and Council activities, and addressing their concerns about local road maintenance, provide the greatest opportunities to drive up overall opinion of Council performance. Currently, sealed local roads is one of Council's poorest performing areas, with a low index score of 31.**

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

- Decisions made in the interest of the community
- The appearance of public areas
- Family support services
- Planning and building permits.

Looking at these key service areas only, Council performs well on the appearance of public areas (index score of 65), which is a moderate influence on the overall performance rating.

Maintaining this positive result should remain a focus but there is greater work to be done elsewhere.

In addition to its sealed roads, most in need of attention are the strong influence of Council decision making and more moderate influence of planning and building permits, which are rated as poor (index scores of 44 and 38 respectively).

**It will be important to improve communication and transparency around Council decision making and to attend to resident concerns about Council's handling of planning and building permits to help increase ratings of overall 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 Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

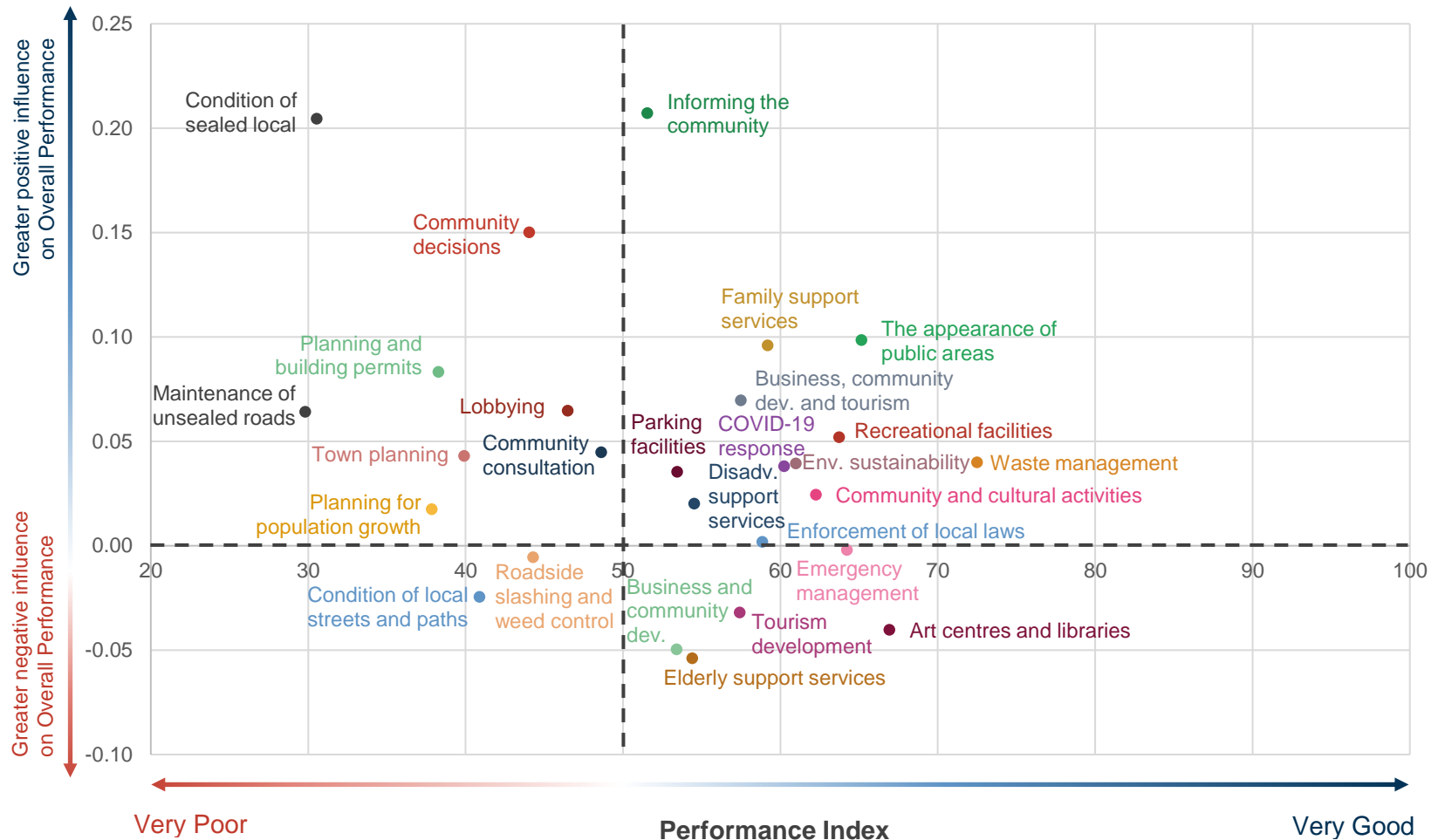
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

## 2024 regression analysis (all service areas)

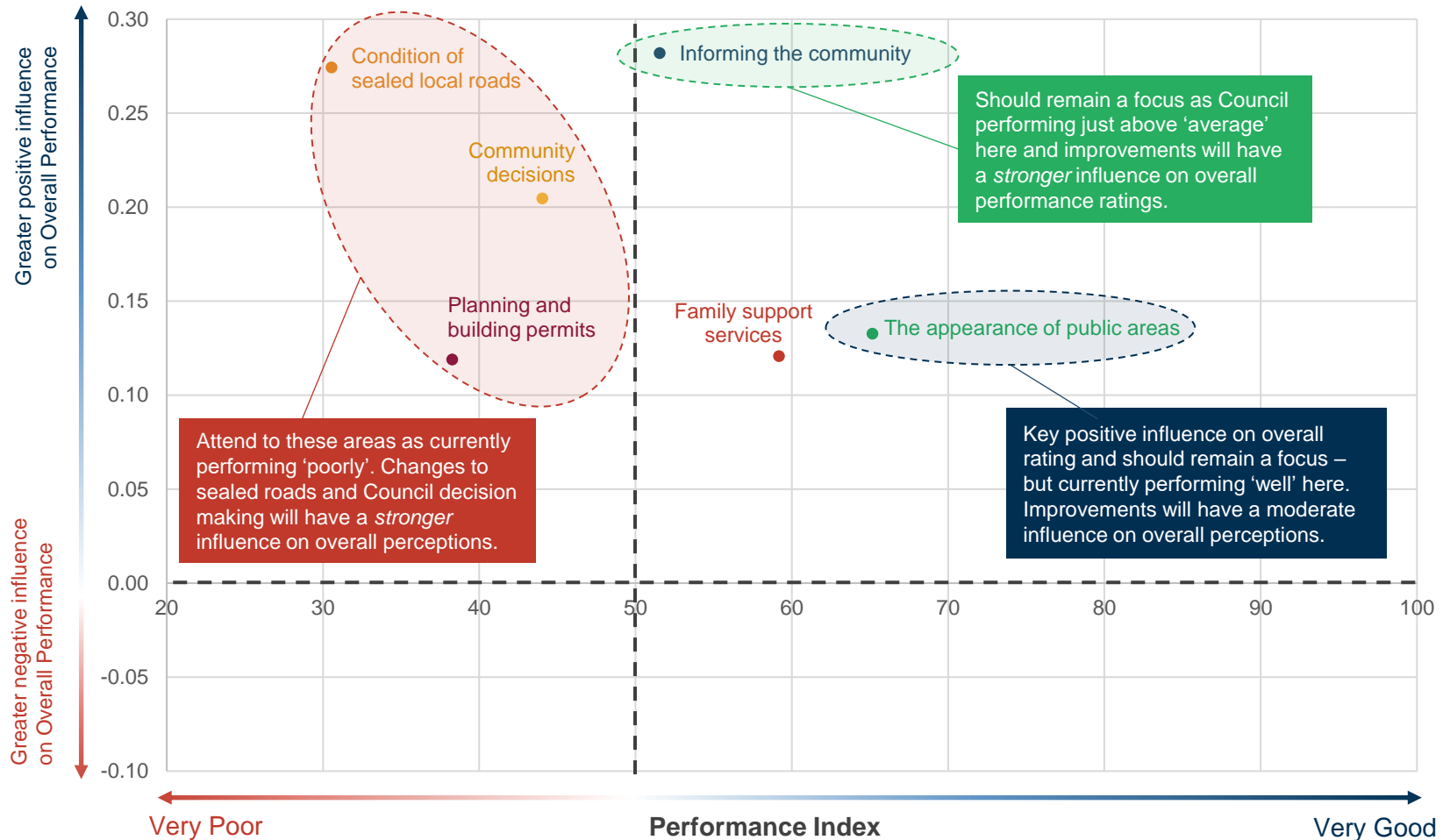


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.610 and adjusted  $R^2$  value of 0.582, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 21.55$ . 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

## 2024 regression analysis (key service areas)



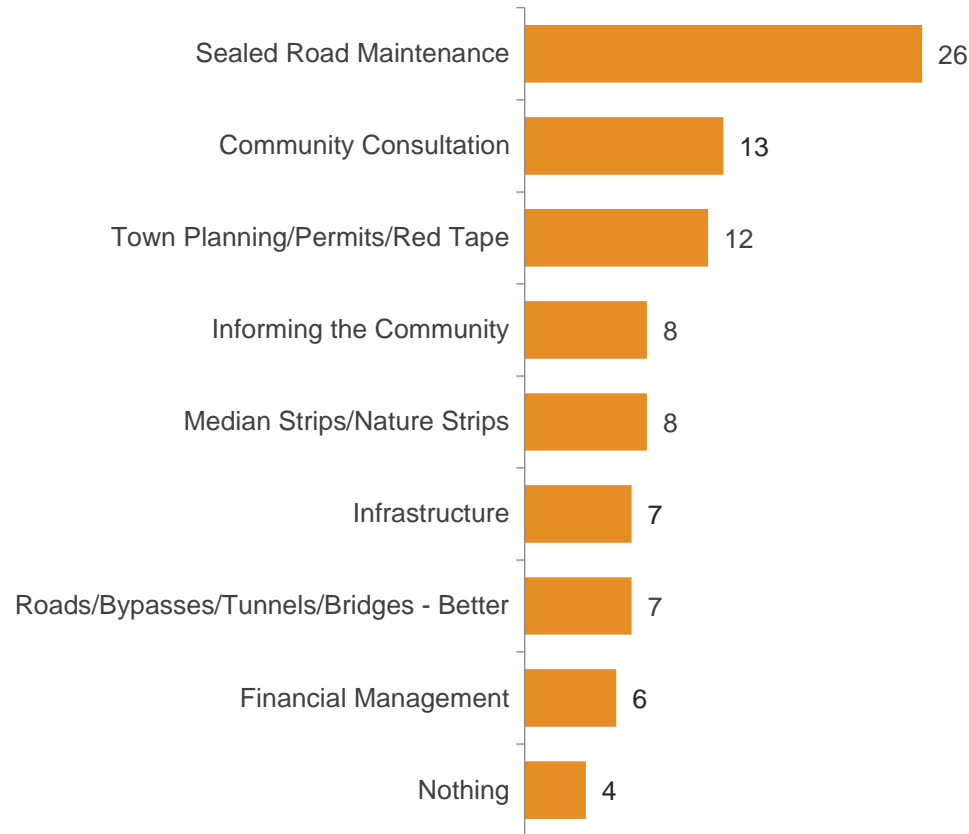
The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.585 and adjusted  $R^2$  value of 0.578, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 92.25$ .





## Areas for improvement

**2024 areas for improvement (%)**  
**- Top mentions only -**



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

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

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



# **Customer service**



## Contact with council and customer service

### Contact with council

Seven in ten Council residents (68%) had contact with Council in the previous 12 months. Rate of contact has been relatively stable over time.

One-third of contacts were made via telephone (35%). In-person (28%) and email (27%) correspondence were the next most frequently used method of contact. Telephone interactions have steadily declined from a peak of 44% in 2022.



**Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.**

### Customer service

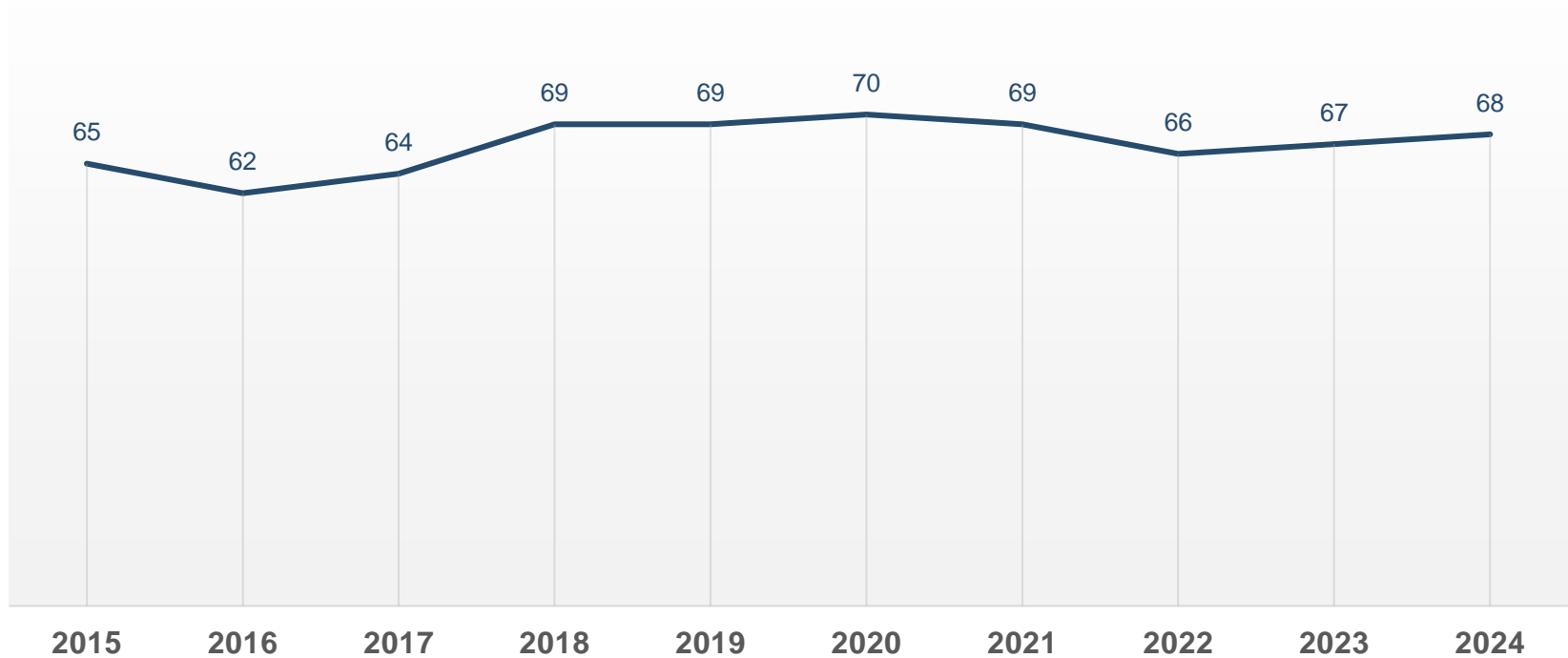
Council's customer service index of 68 is slightly improved from 2023 (up three index points), bringing Council's rating closer to previously achieved higher levels (index score of 70 in 2020). Council's customer service continues to rate in line with the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

- Perceptions of customer service increased significantly among residents aged 35 to 49 years, men and residents of the West Ward (index score of 72, up nine points among all three cohorts). These groups also rate customer service highest.
- Notably, customer service ratings are highest among those who communicated with Council in-person (index score of 77, up a significant 14 index points from 2023).
- Council should continue to pay particular attention to its customer service interactions with 18 to 34 year olds (index score of 61) in the year ahead. Given their lower rating of customer service relative to other cohort groups, and their higher rate of contact, there is opportunity to engage with them and improve their perceptions.



## Contact with council

2024 contact with council (%)  
Have had contact



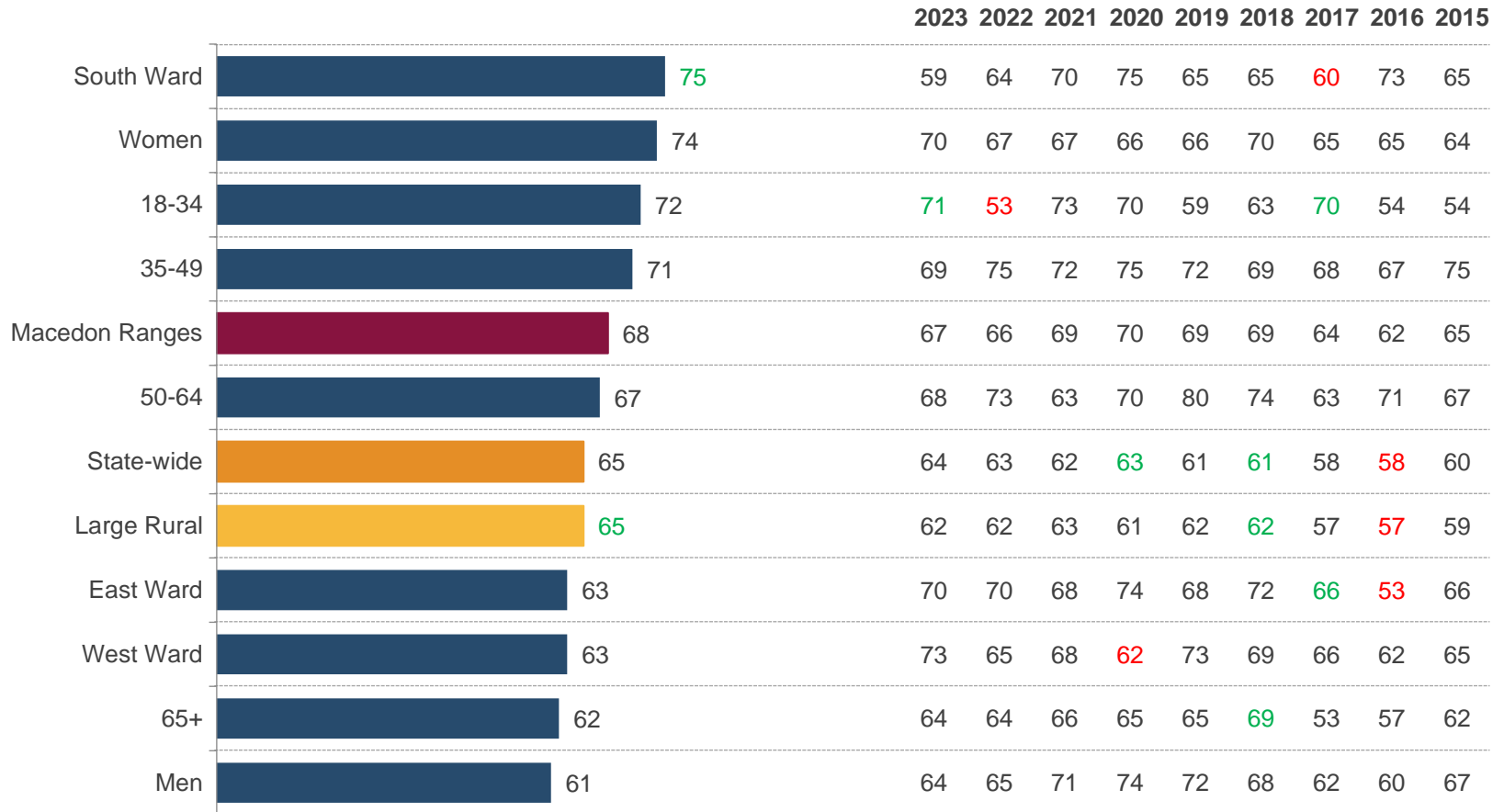
Q5a. Have you or any member of your household had any recent contact with Macedon Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



## Contact with council

### 2024 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



# Customer service rating

## 2024 customer service rating (index scores)

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

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

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

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

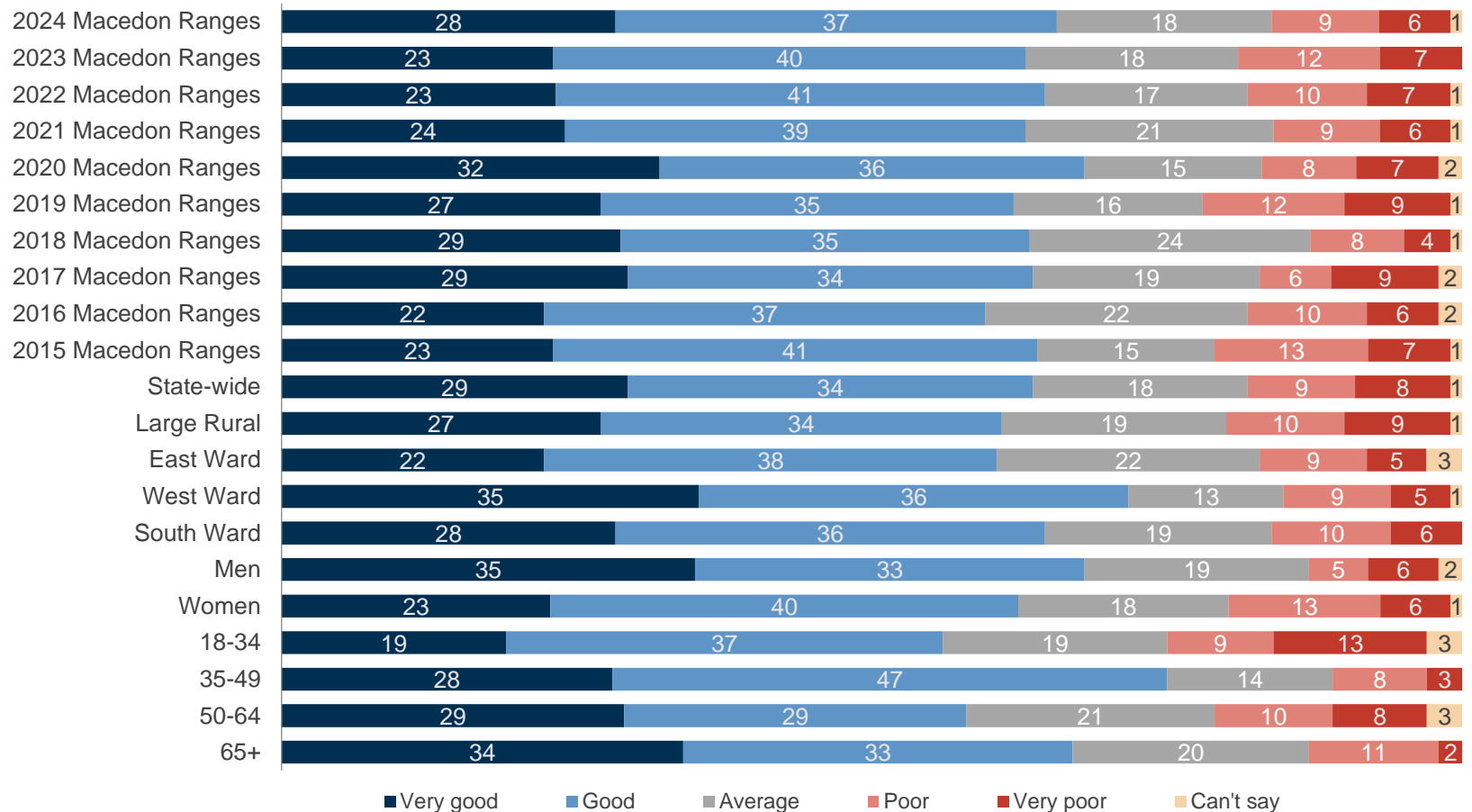
Councils asked State-wide: 62 Councils asked group: 18

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



## Customer service rating

### 2024 customer service rating (%)



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

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

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

Councils asked State-wide: 62 Councils asked group: 18



# Method of contact with council

2024 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



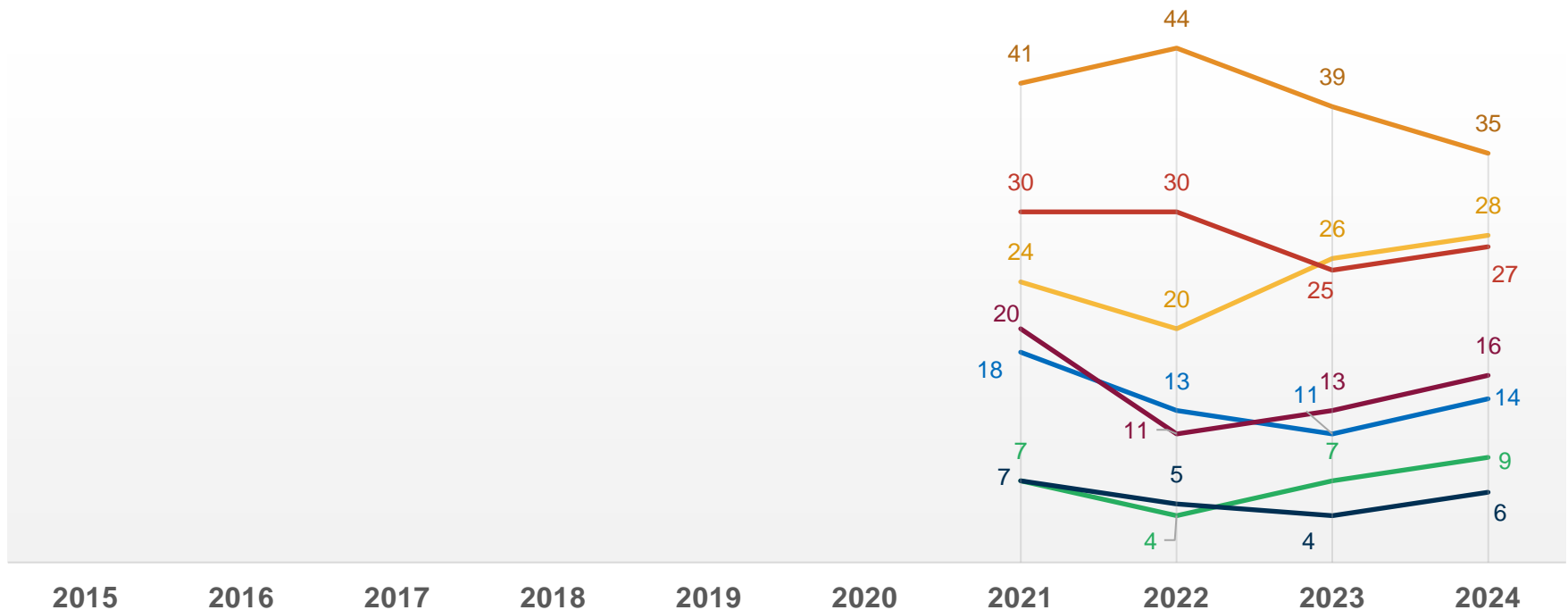
By Email



Via Website



By Social Media



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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

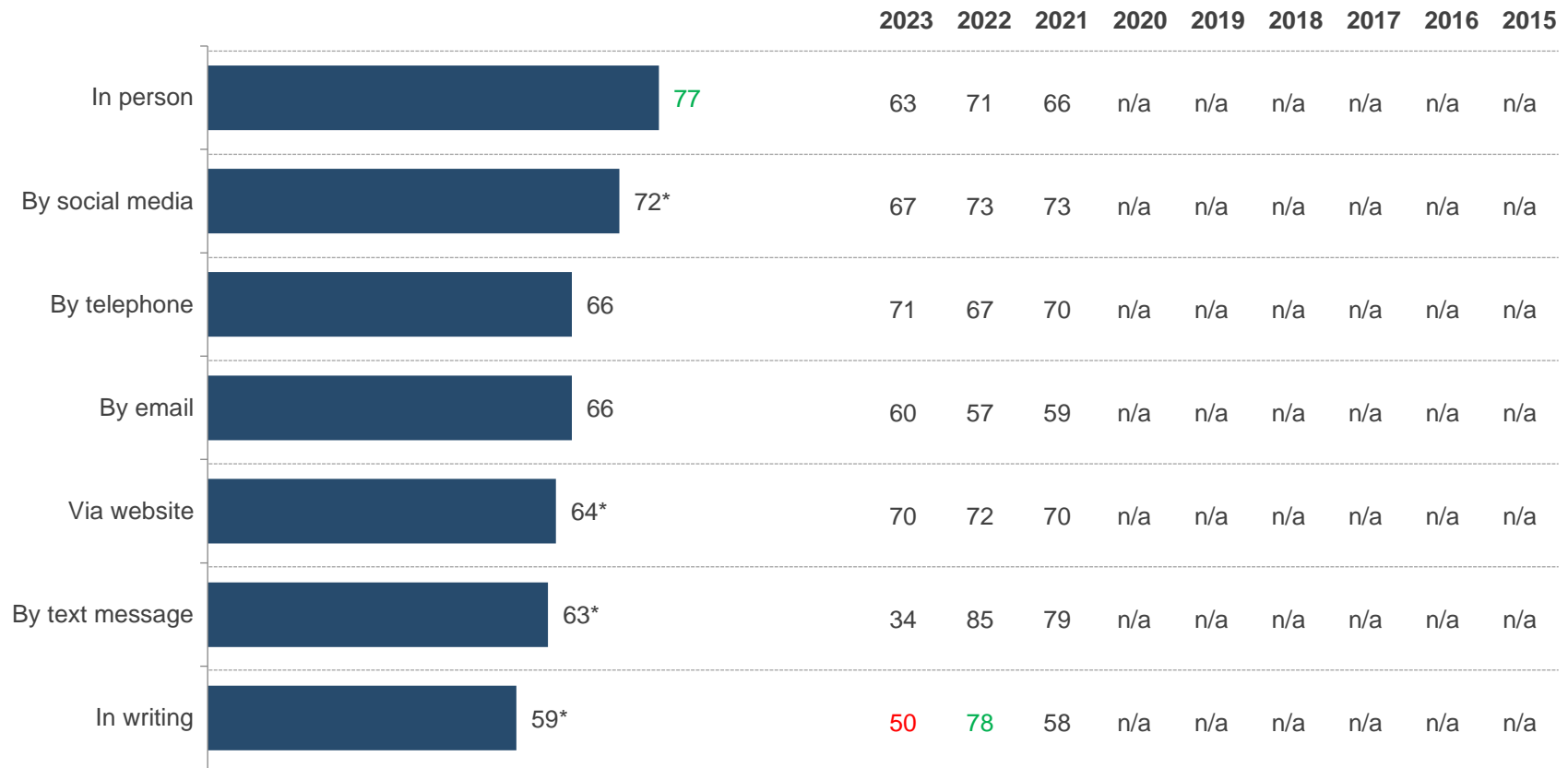
Note: Respondents could name multiple contacts methods so responses may add to more than 100%





# Customer service rating by method of last contact

## 2024 customer service rating (index score by method of last contact)



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

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

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

Councils asked State-wide: 26 Councils asked group: 9

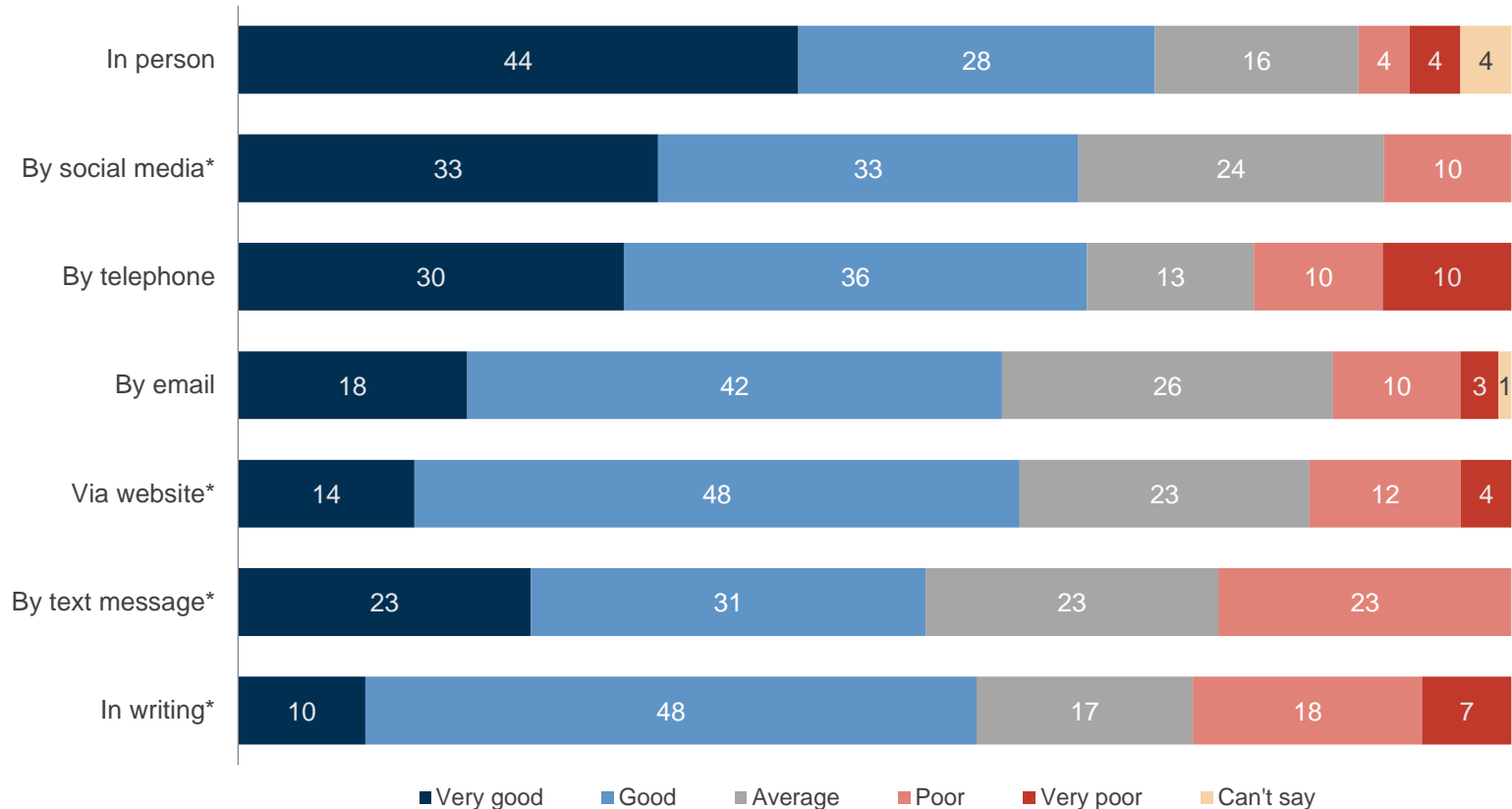
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

## 2024 customer service rating (% by method of last contact)



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

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

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

Councils asked State-wide: 26 Councils asked group: 9

\*Caution: small sample size < n=30



# Communication

## Communication

When it comes to updating residents about Council news and information and events, a Council newsletter sent via email (34%) now outstrips a newsletter sent via mail (26%) in terms of preference. Over time, rank order between the two top preferences has alternated. These two forms of communication far outweigh the next best way to communicate with residents, namely social media (13%) and advertising in a local newspaper (12%).

- Among residents aged under 50 years, a Council newsletter sent via email (37%) lead other forms of communication by a wide gap. Newsletters sent by mail (21%) and social media (20%) are preferred by similar numbers of residents aged under 50 years. Preference for a newsletter sent via email has increased by 10 percentage points in the last two years.
- Among those aged 50 years and over, newsletters sent via email (32%) and mail (30%) are preferred by almost equal numbers. Demand for the next most preferred method of communication – advertising in a local newspaper – trails further behind at 15%.





# Best form of communication

2024 best form of communication (%)



Advertising in  
a Local  
Newspaper



Council  
Newsletter  
via Mail



Council  
Newsletter  
via Email



Council  
Newsletter as  
Local Paper Insert



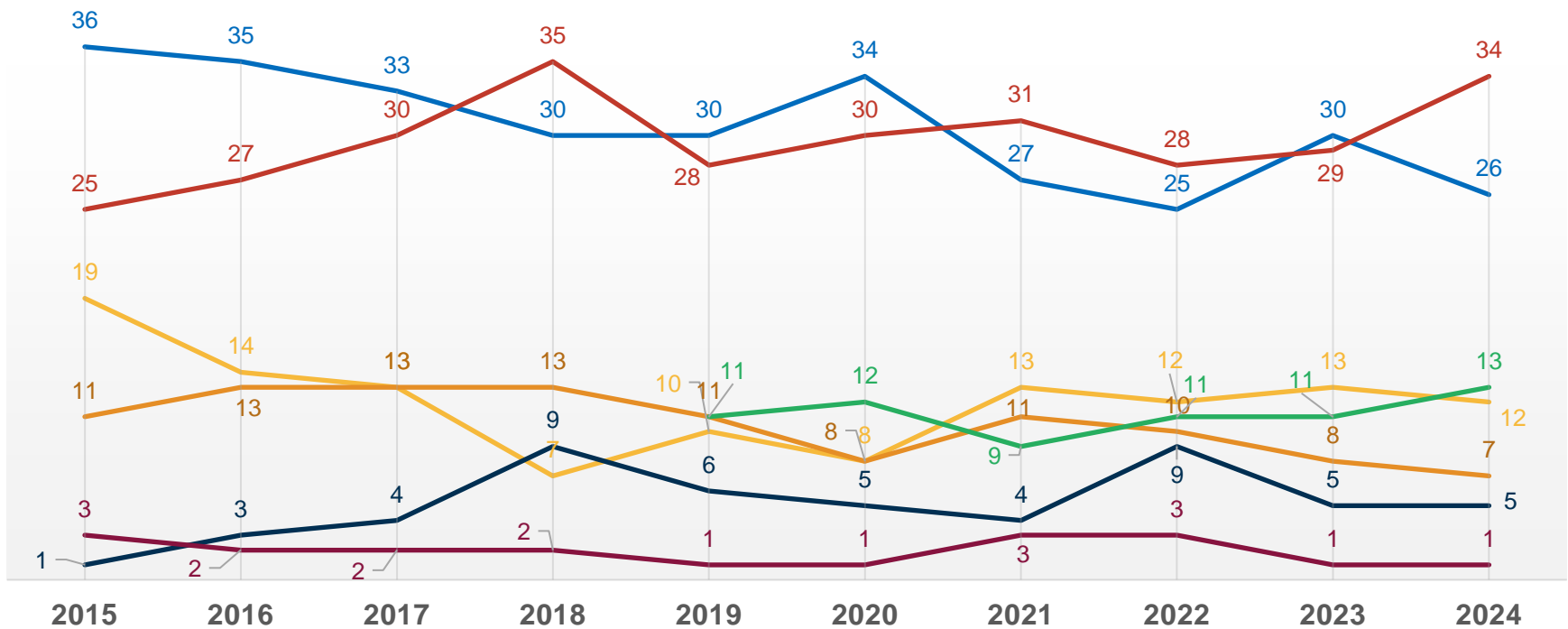
Council  
Website



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?

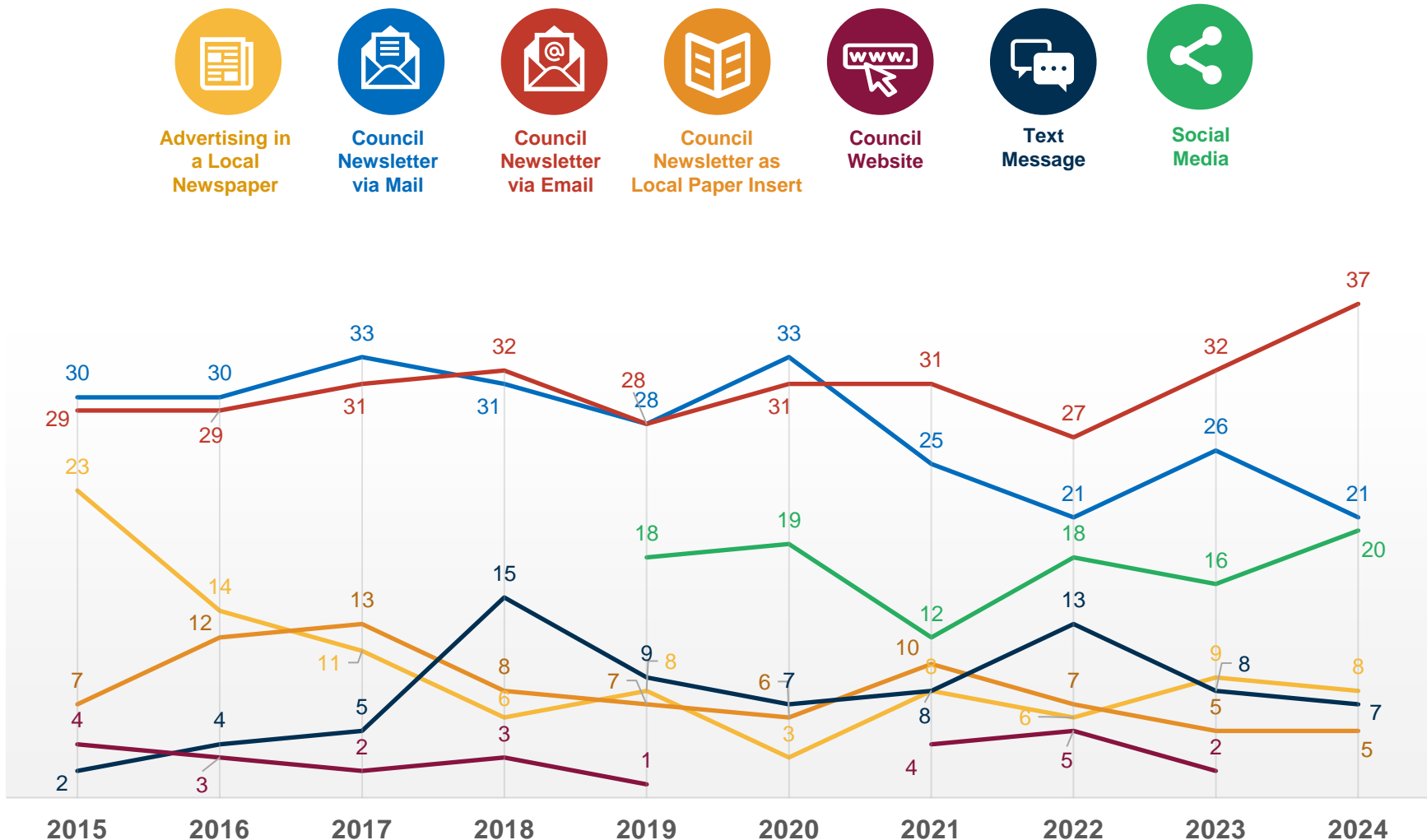
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2024 under 50s best form of communication (%)



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

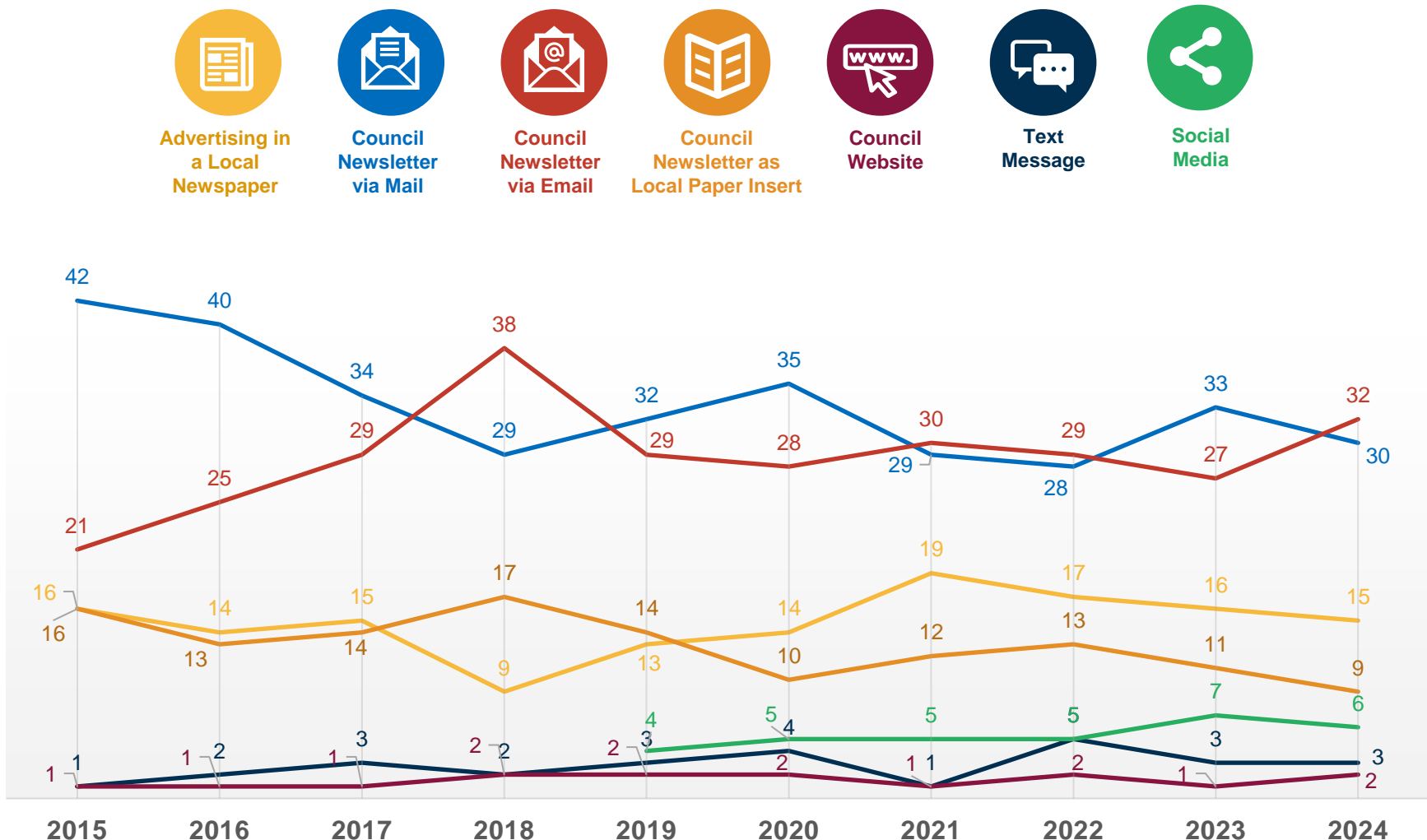
Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: 50+ years

2024 50+ years best form of communication (%)



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

Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



# **Council direction**





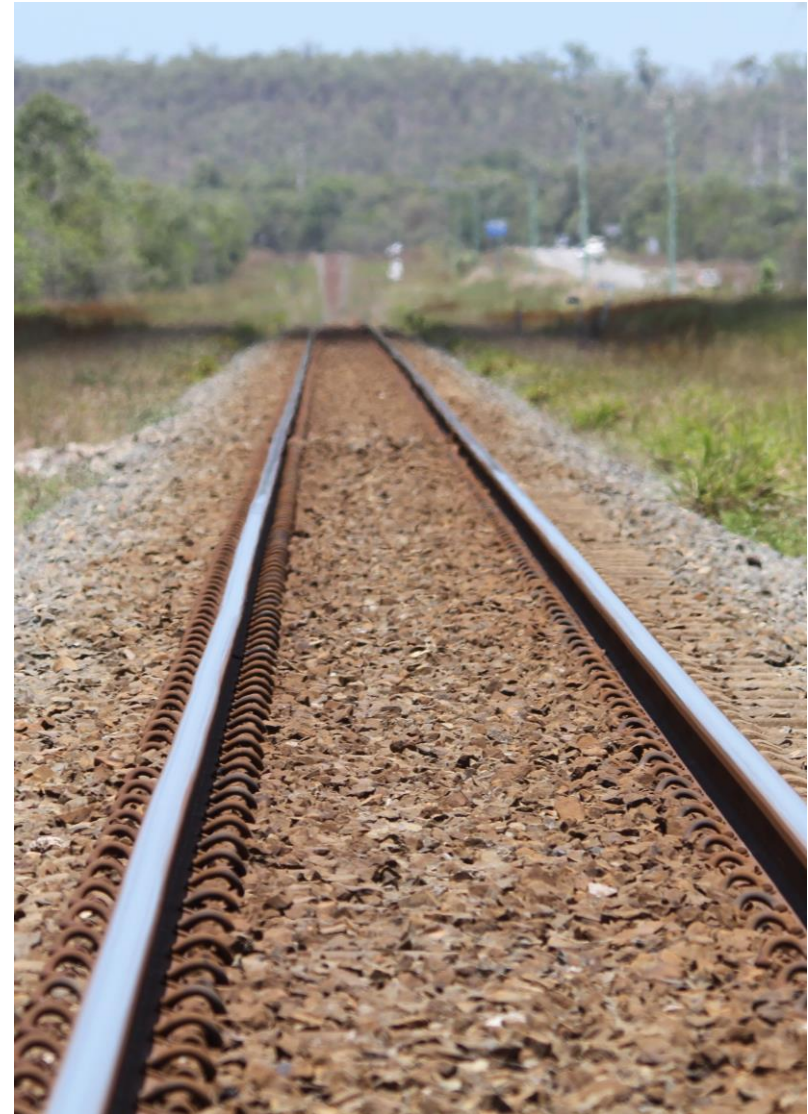
## Council direction

Perceptions of the direction of Macedon Ranges Shire Council's overall performance (index score of 44) are in line with the 2023 result. While perceptions of Council's overall direction remain significantly lower than in 2020 (index score of 52), ratings have stabilised after a period of decline. Perceptions of council direction have historically fluctuated.

- Council is rated in line with the Large Rural group and the State-wide average on this measures (index scores of 42 and 45). Rating of both group averages have declined significantly year on year over the past three years.

A majority (62%) of residents believe the direction of Council's overall performance stayed the same over the previous 12 months.

- 12% believe the direction improved; 24% think it deteriorated.
- The most satisfied with Council direction are residents aged 18 to 34 years (index score of 48). Just last year, this same group was among those who rated Council lowest for the direction of its overall performance.
- The least satisfied with Council direction are residents aged 50 to 64 years (index score of 40).





# Overall council direction last 12 months

## 2024 overall council direction (index scores)

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

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

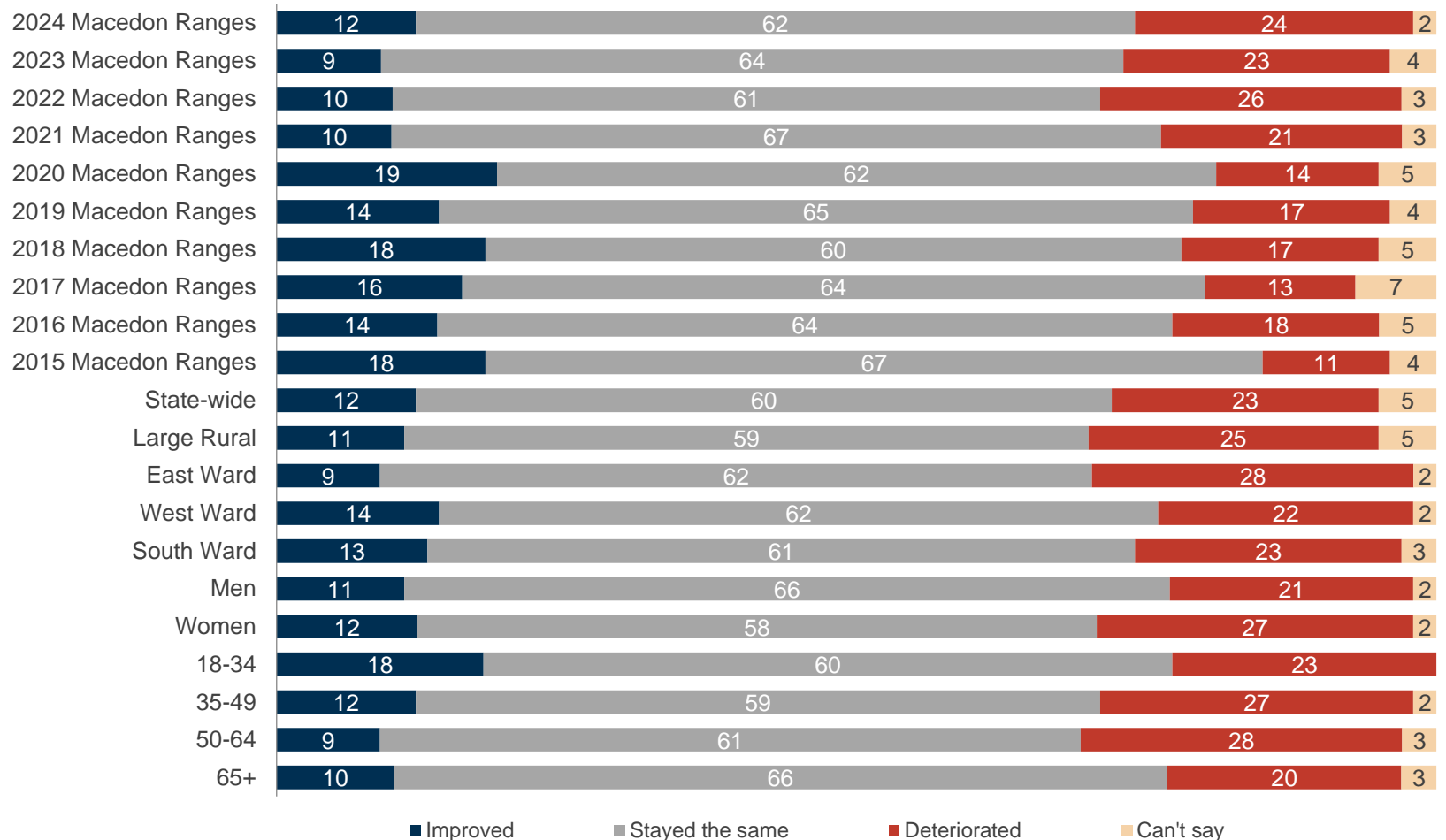
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



## Overall council direction last 12 months

### 2024 overall council direction (%)



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

# **Individual service areas**



# Community consultation and engagement importance



## 2024 consultation and engagement importance (index scores)

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

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

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

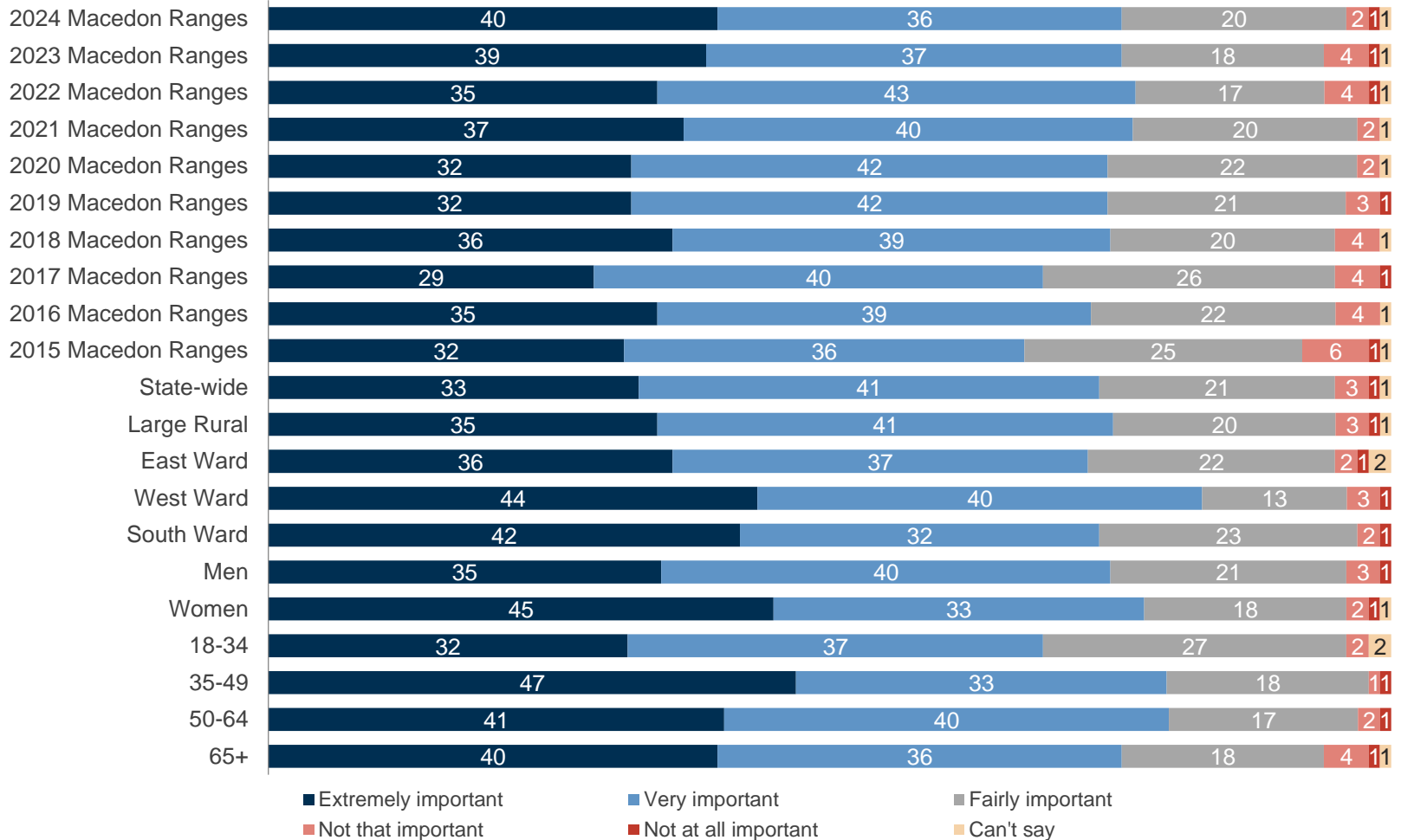
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2024 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2024 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

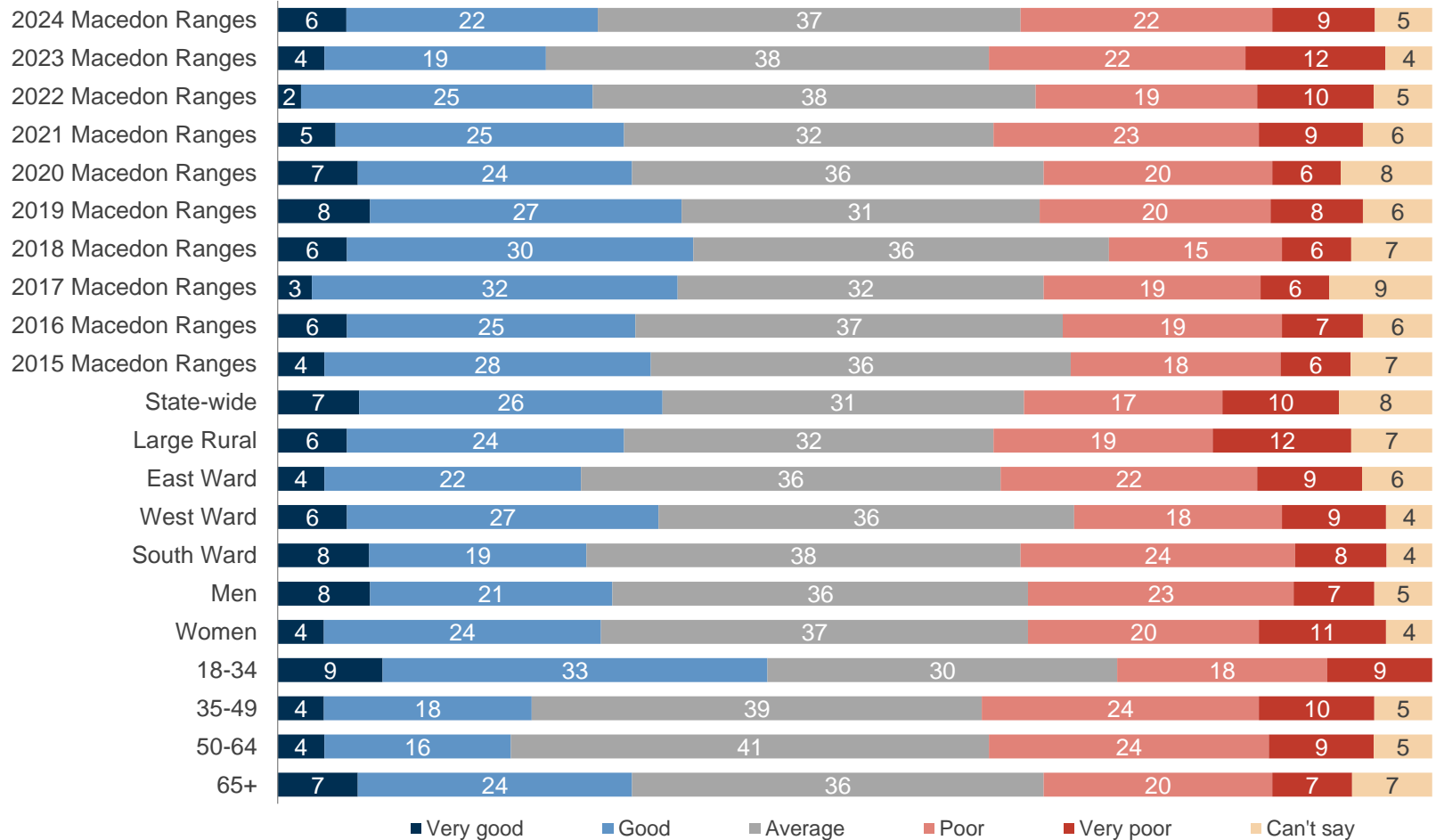
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2024 consultation and engagement performance (%)



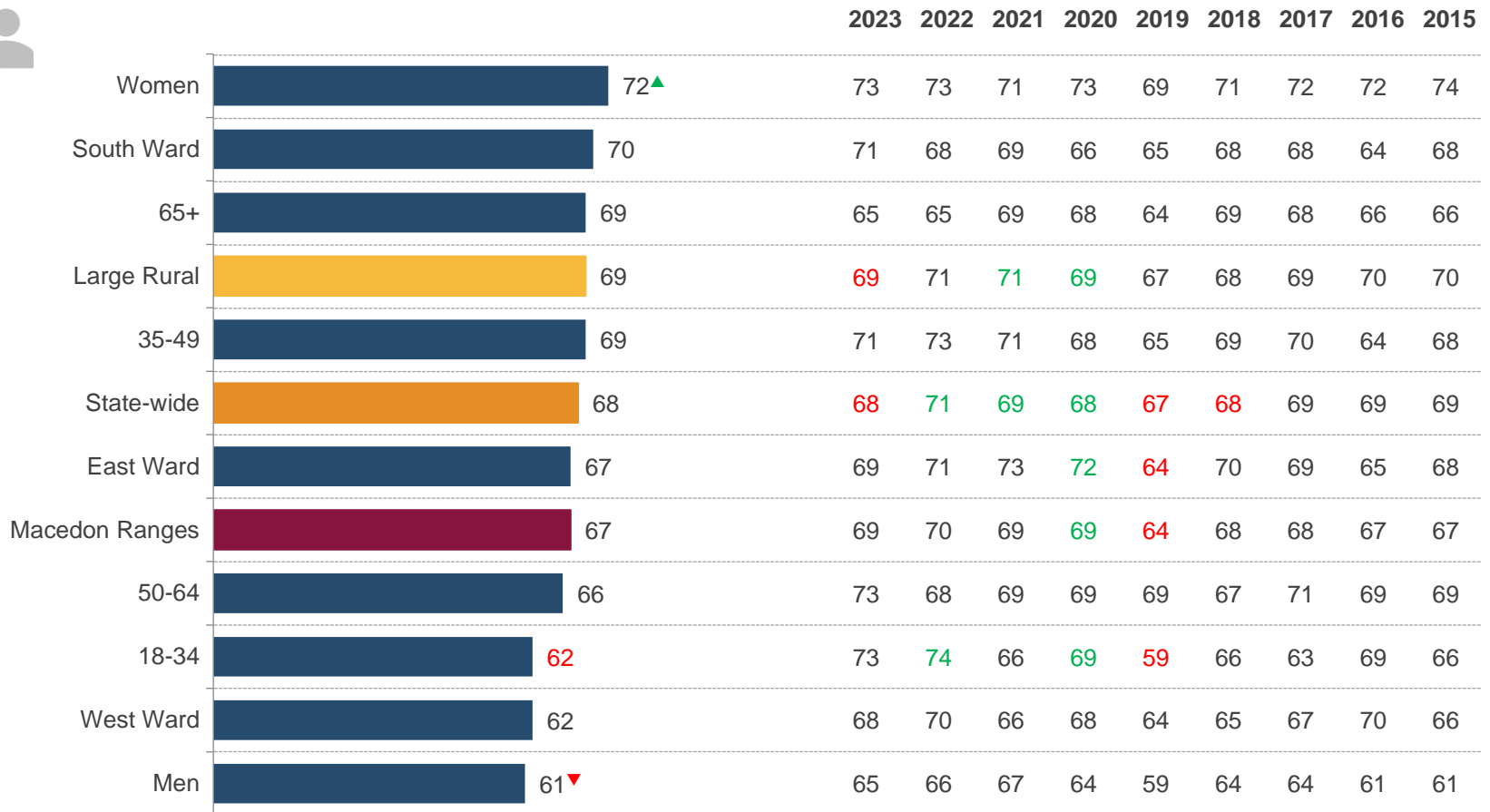




# Lobbying on behalf of the community importance



## 2024 lobbying importance (index scores)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

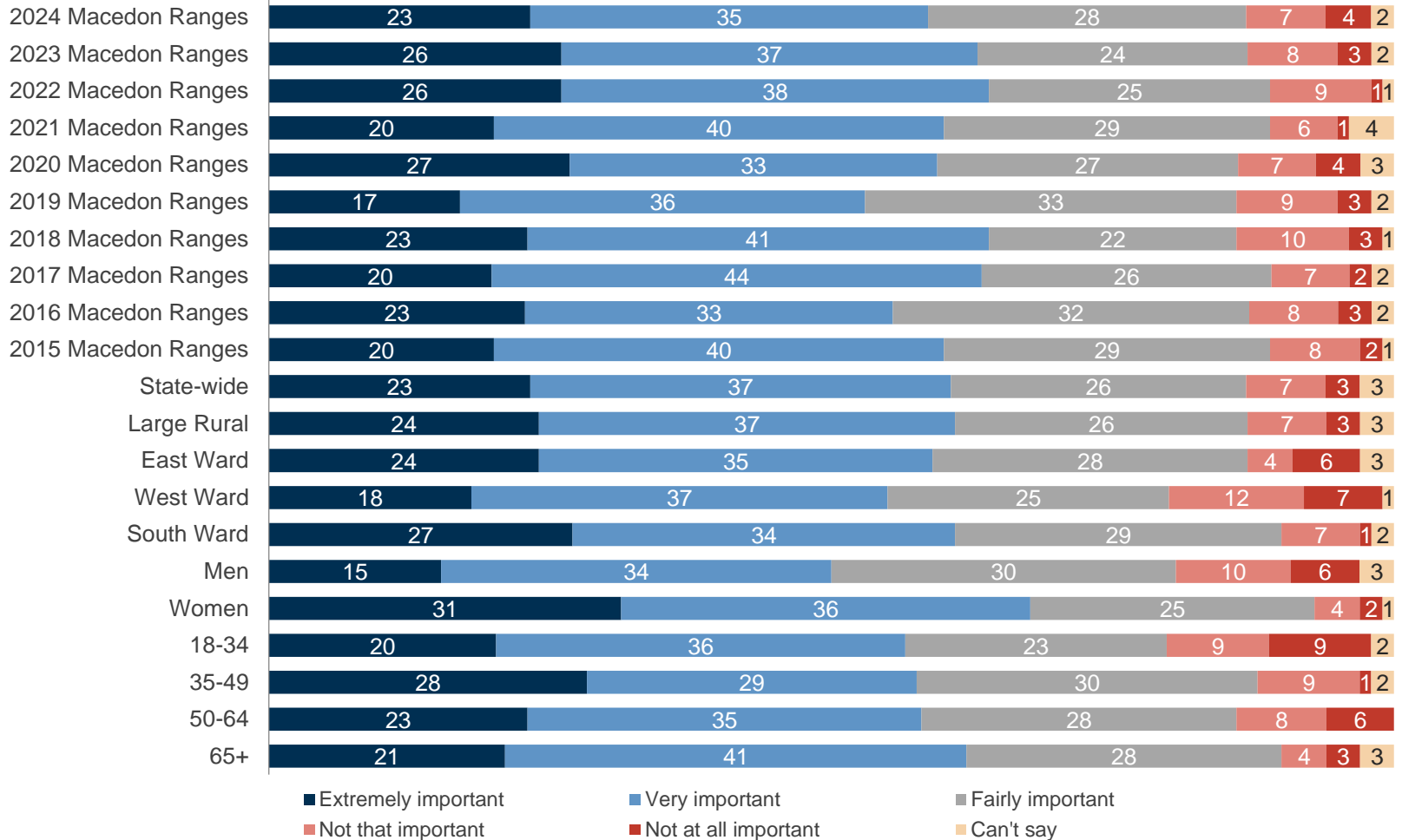
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2024 lobbying importance (%)





# Lobbying on behalf of the community performance



## 2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	55▲	40	53	51	59	60	50	54	57	63
State-wide	50▲	51	53	55	53	54	54	54	53	55
West Ward	49	47	46	50	52	52	52	52	44	49
Men	48	46	42	47	50	53	51	52	46	50
South Ward	48	48	44	44	53	55	54	52	46	57
65+	48	47	46	49	53	50	53	53	46	50
Large Rural	47	49	51	54	53	52	52	51	50	53
Macedon Ranges	46	46	45	48	52	53	50	52	49	53
Women	45	47	49	49	54	53	49	52	52	56
East Ward	43	44	46	50	51	51	45	53	56	54
35-49	43	51	44	45	47	51	50	53	48	50
50-64	42	46	39	48	50	49	47	49	45	51

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

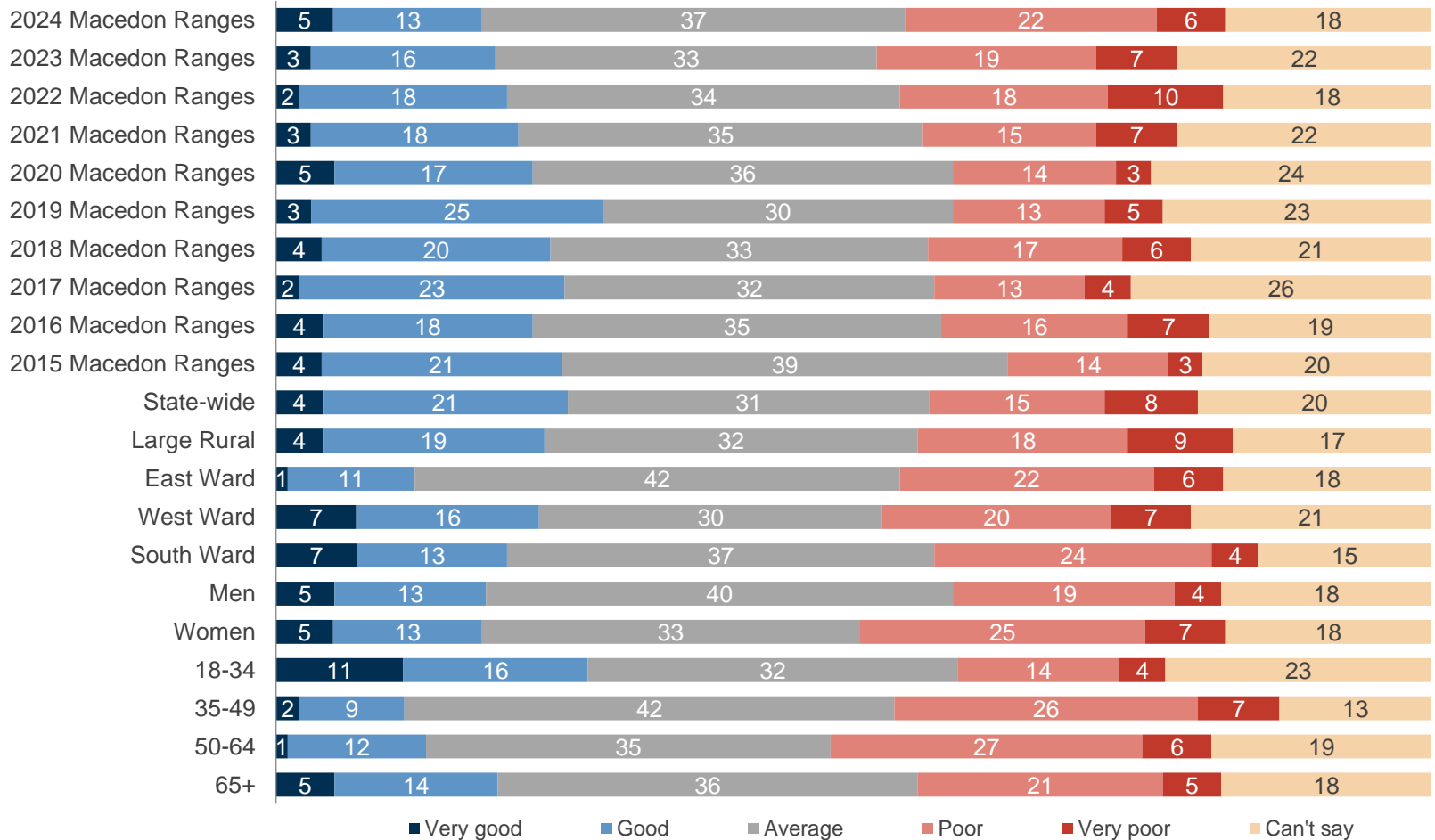
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2024 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2024 community decisions made importance (index scores)

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

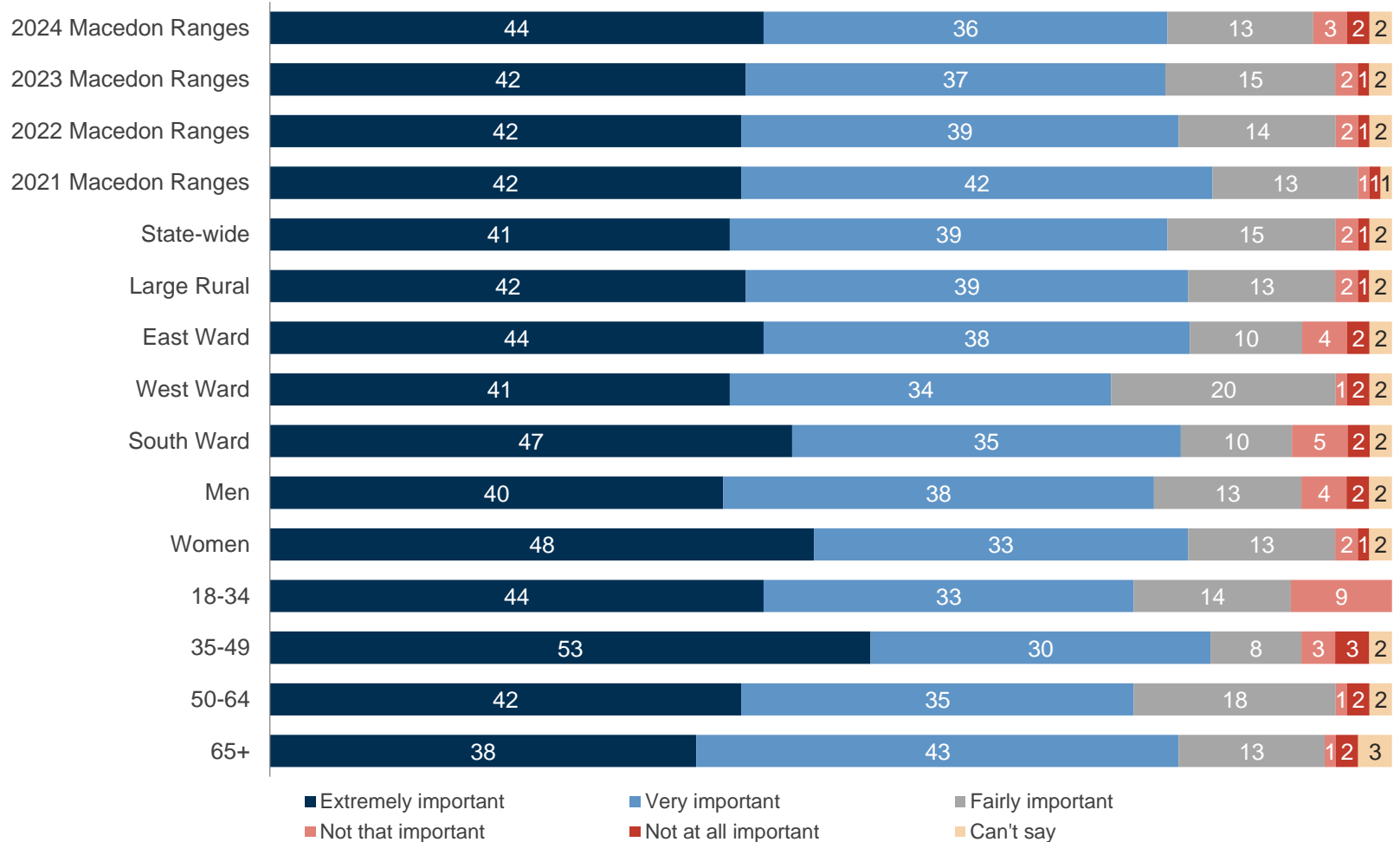
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

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

# Decisions made in the interest of the community importance



## 2024 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	54	56	53	55	54	54	54	55
18-34	48	39	57	52	63	54	54	55	54	60
West Ward	48	46	47	51	53	51	52	58	44	51
Large Rural	46	48	51	54	52	52	52	51	50	52
Men	46	45	44	47	51	51	51	54	46	50
65+	46	48	47	46	53	51	50	53	46	47
Macedon Ranges	44	45	48	47	52	51	51	52	49	52
East Ward	44	43	49	48	51	48	48	49	54	52
Women	42	46	51	47	54	50	51	51	52	54
50-64	42	48	42	53	45	46	50	46	45	49
South Ward	41	47	47	42	53	52	53	51	48	53
35-49	41	45	45	43	50	51	51	54	51	52

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

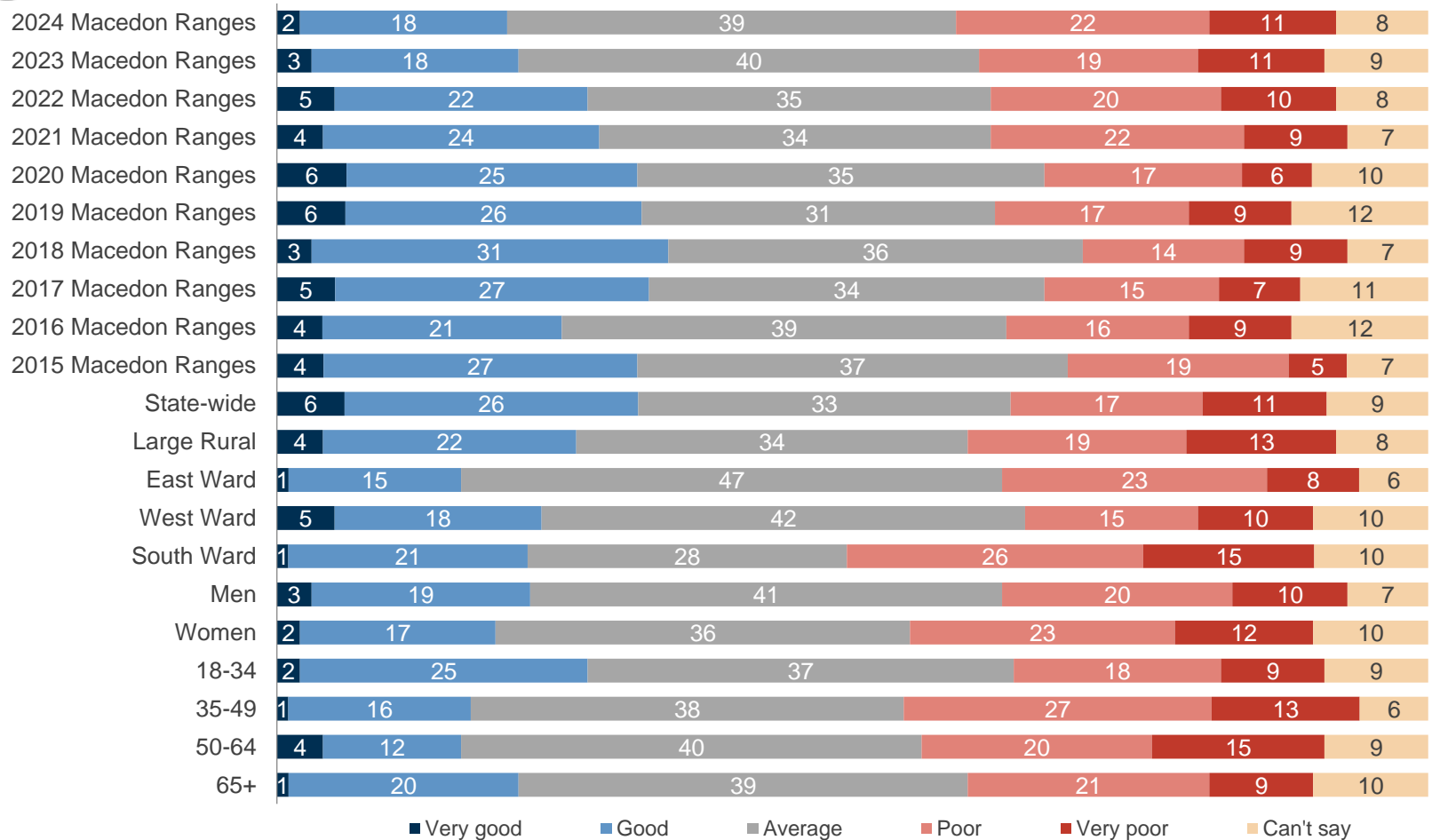
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

# Decisions made in the interest of the community performance



## 2024 community decisions made performance (%)





# The condition of sealed local roads in your area performance



## 2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	48	53	57	54	56	53	53	54	55
65+	39▲	42	46	50	55	51	49	53	56	54
Large Rural	38▲	40	45	50	47	47	45	43	44	45
West Ward	36	37	48	49	58	51	47	49	48	55
Men	31	33	45	48	54	49	48	47	51	52
18-34	31	28	40	49	54	49	48	51	52	52
Macedon Ranges	31	35	43	49	54	49	48	48	51	51
Women	30	36	42	50	53	49	49	49	52	51
50-64	30	29	39	49	50	48	50	43	50	49
South Ward	30	38	46	49	54	56	54	52	55	54
East Ward	27	29	35	51	49	39	44	43	51	45
35-49	22▼	34	45	49	55	48	47	46	47	49

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

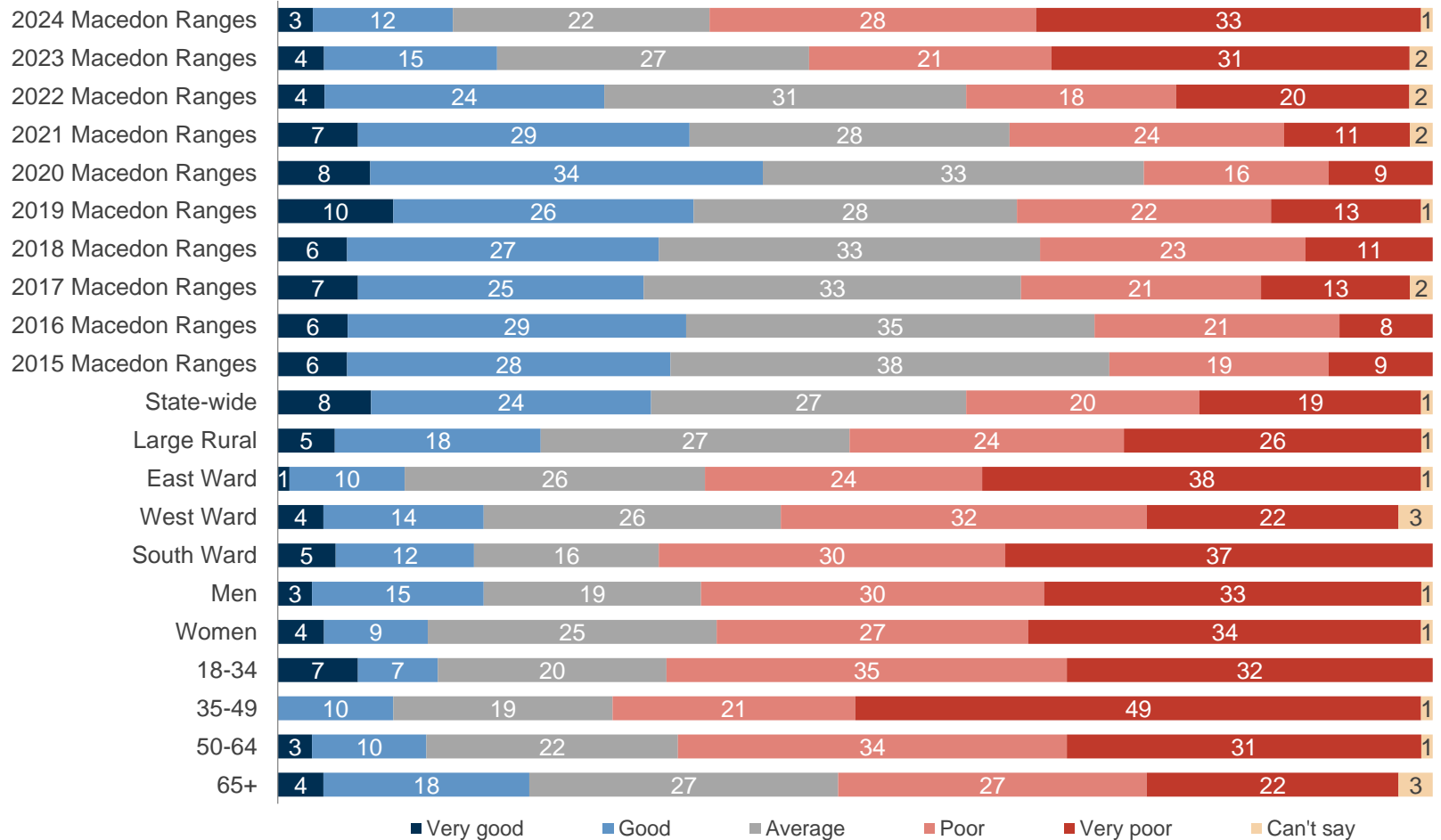
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

# The condition of sealed local roads in your area performance



## 2024 sealed local roads performance (%)

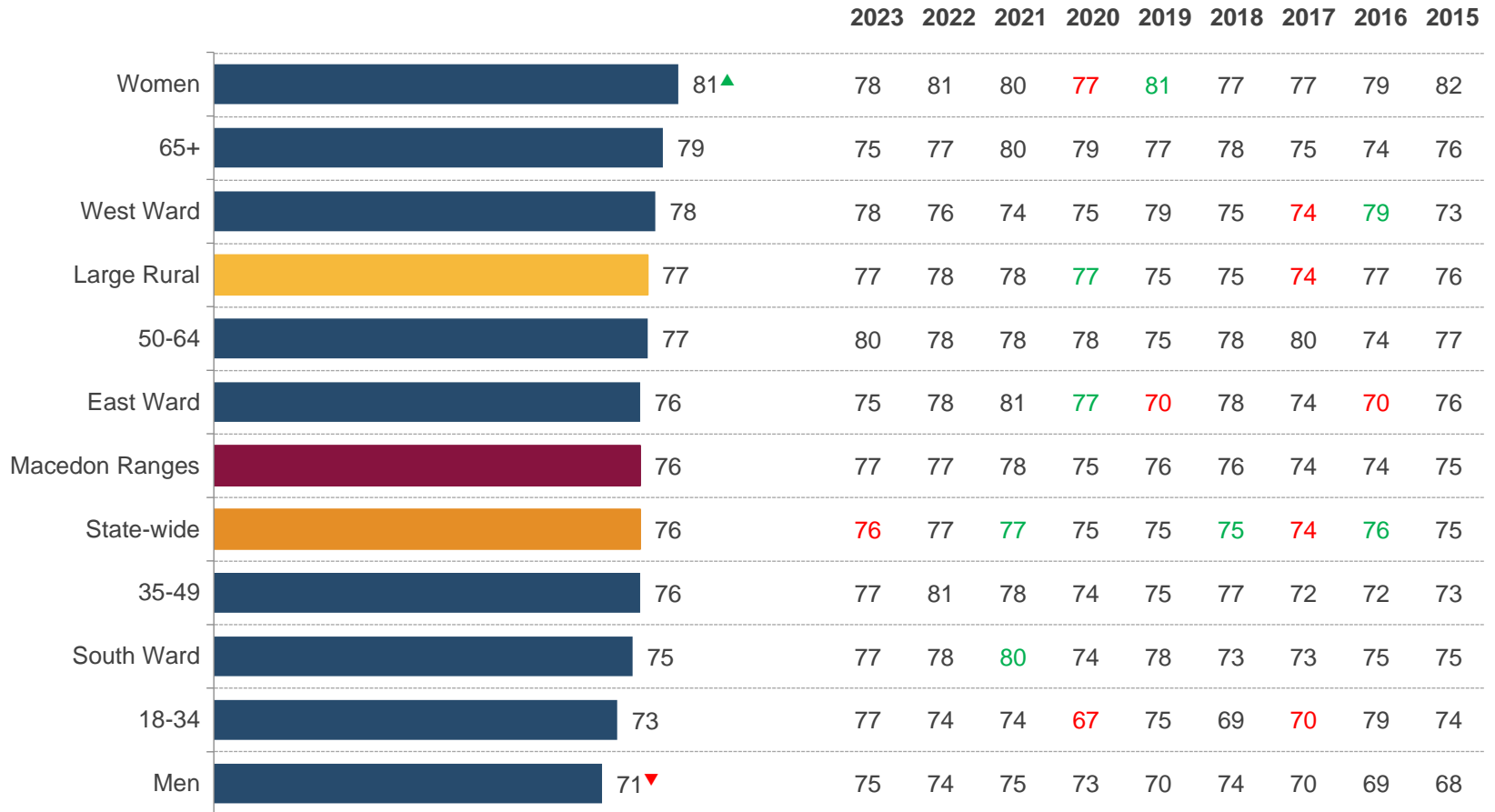




# Informing the community importance



## 2024 informing community importance (index scores)



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

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

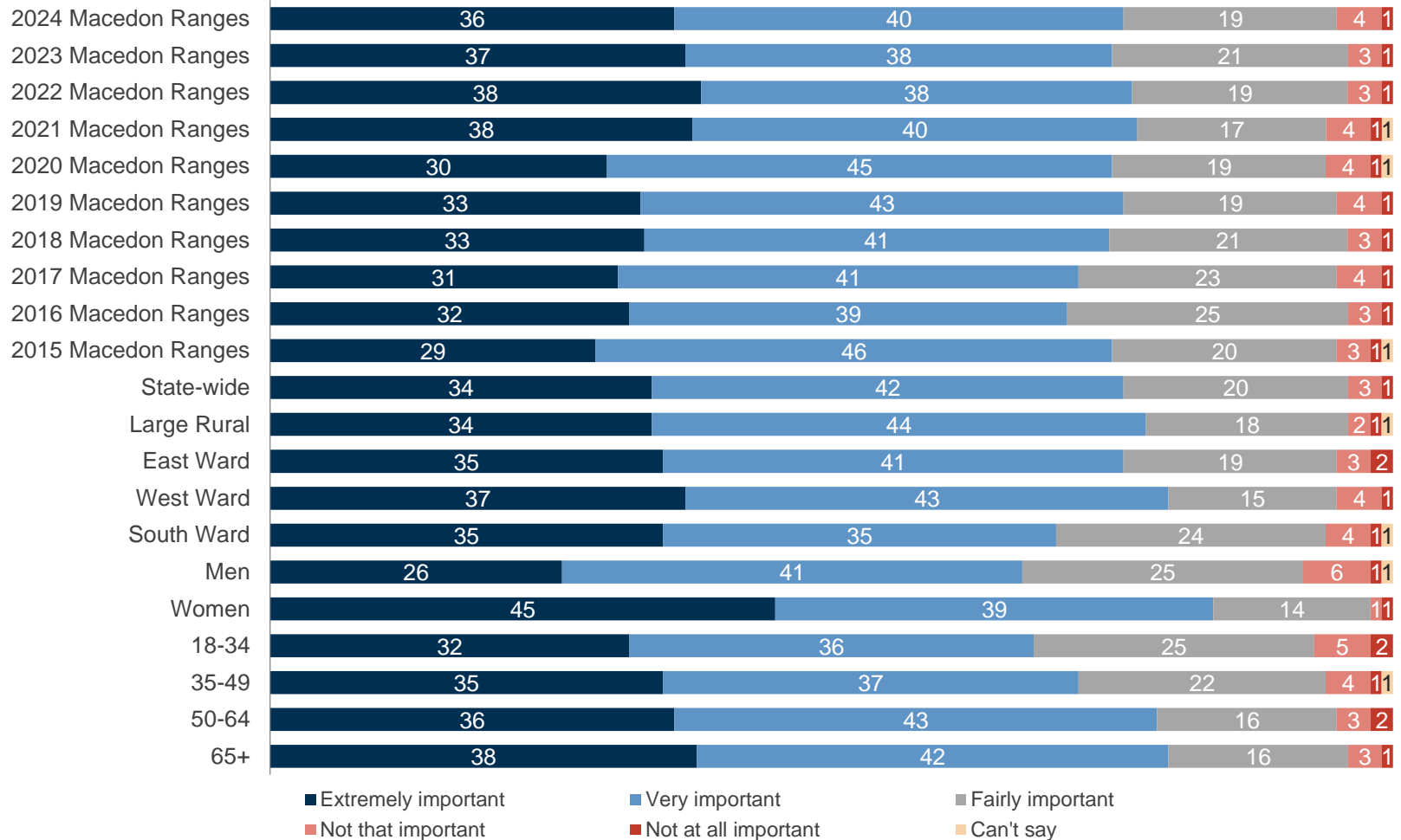
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2024 informing community importance (%)





# Informing the community performance



## 2024 informing community performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 7

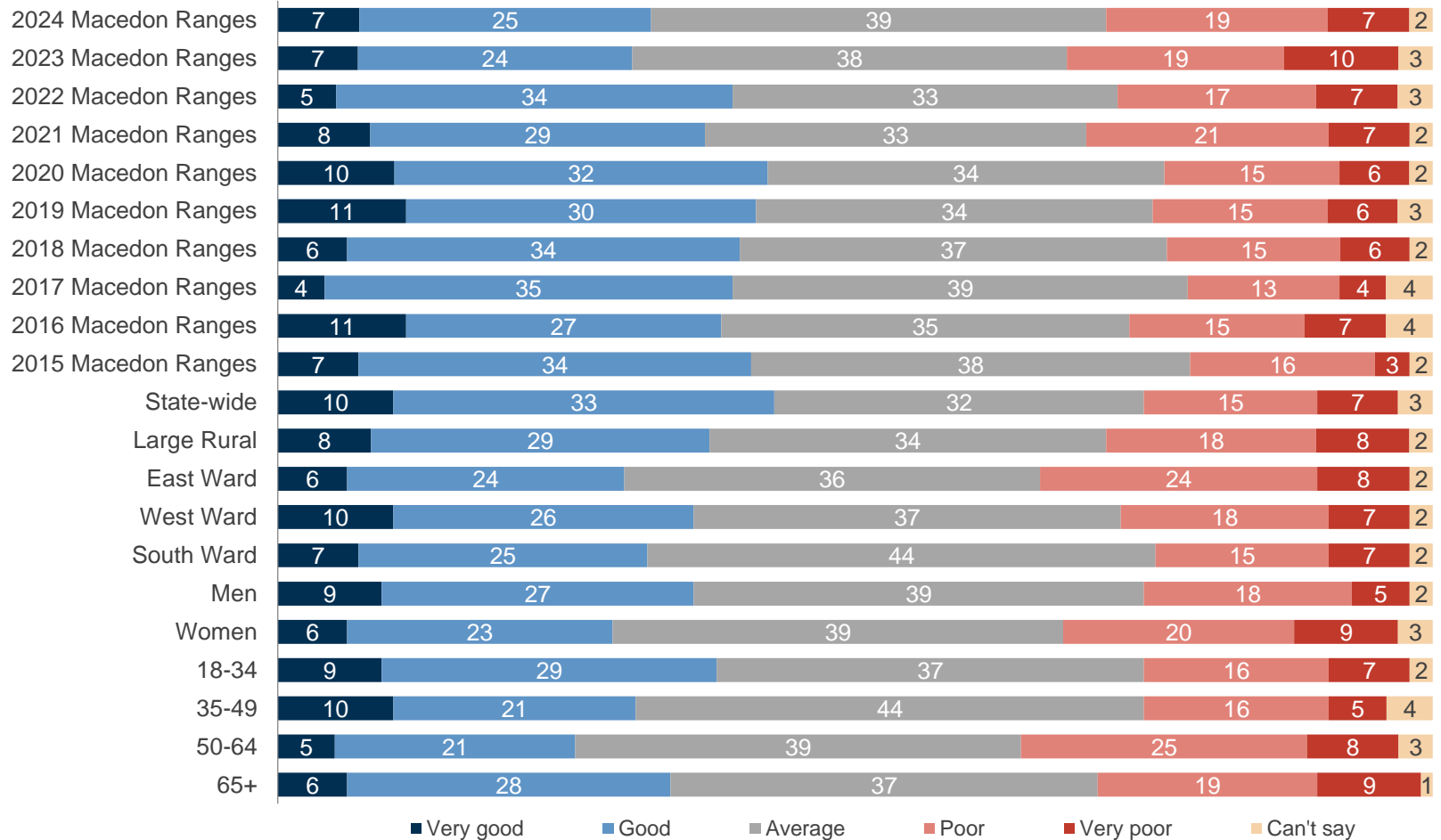
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2024 informing community performance (%)



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



## 2024 streets and footpaths importance (index scores)

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

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

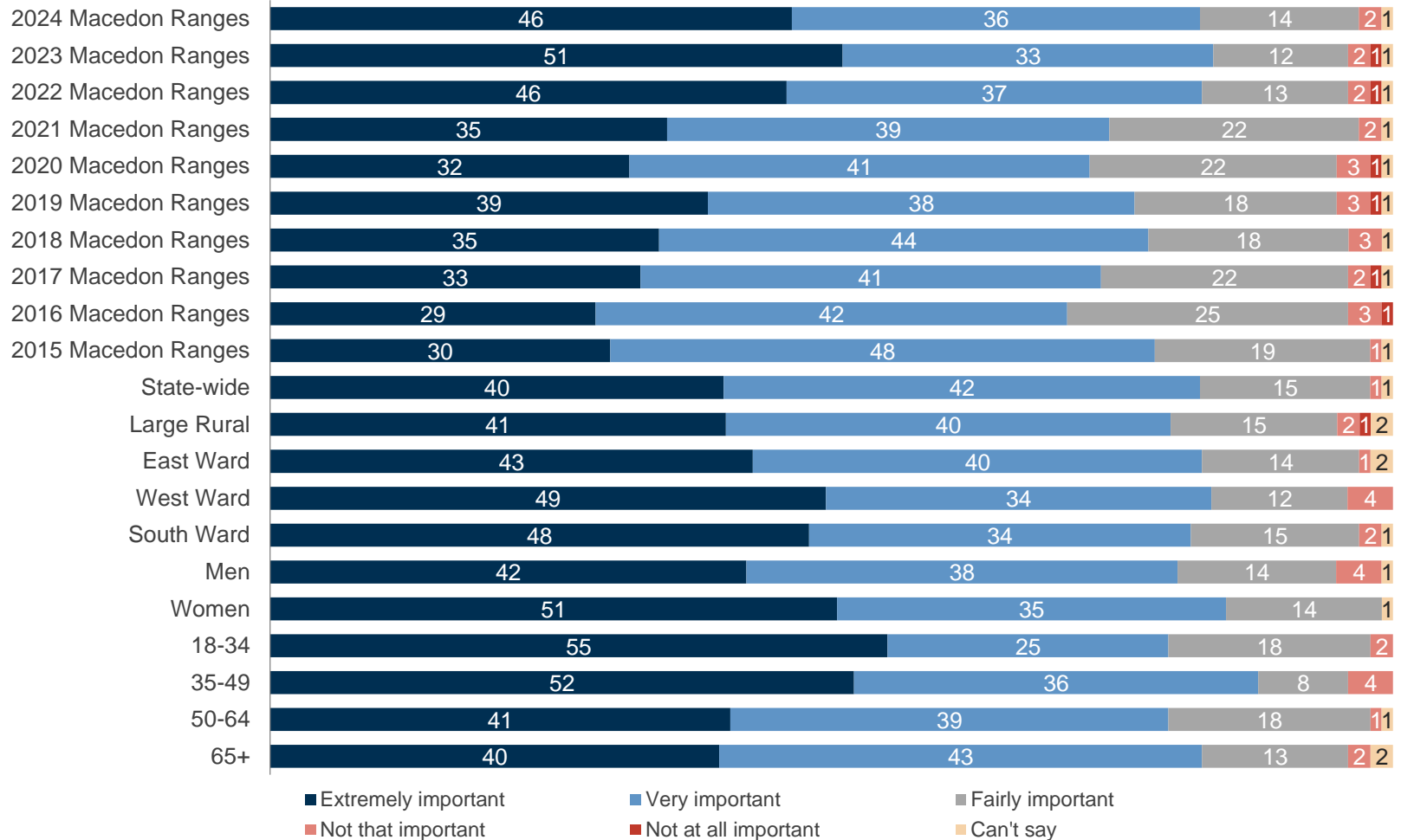
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

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



## 2024 streets and footpaths importance (%)





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



## 2024 streets and footpaths performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	52▲	52	57	59	58	59	58	57	57	58
Large Rural	46▲	47	51	55	54	55	54	53	53	54
65+	44	45	44	48	52	48	49	53	55	51
18-34	43	41	52	55	62	54	54	55	56	56
West Ward	42	41	51	52	53	51	50	49	49	52
Men	42	41	48	55	54	52	55	50	56	55
South Ward	41	46	48	50	57	54	58	57	55	57
Macedon Ranges	41	42	47	52	56	52	52	52	54	53
Women	40	43	45	50	57	52	49	54	52	51
East Ward	39	40	41	55	58	49	49	49	57	51
35-49	39	41	48	54	57	54	52	52	52	54
50-64	38	39	43	54	53	52	53	48	52	51

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

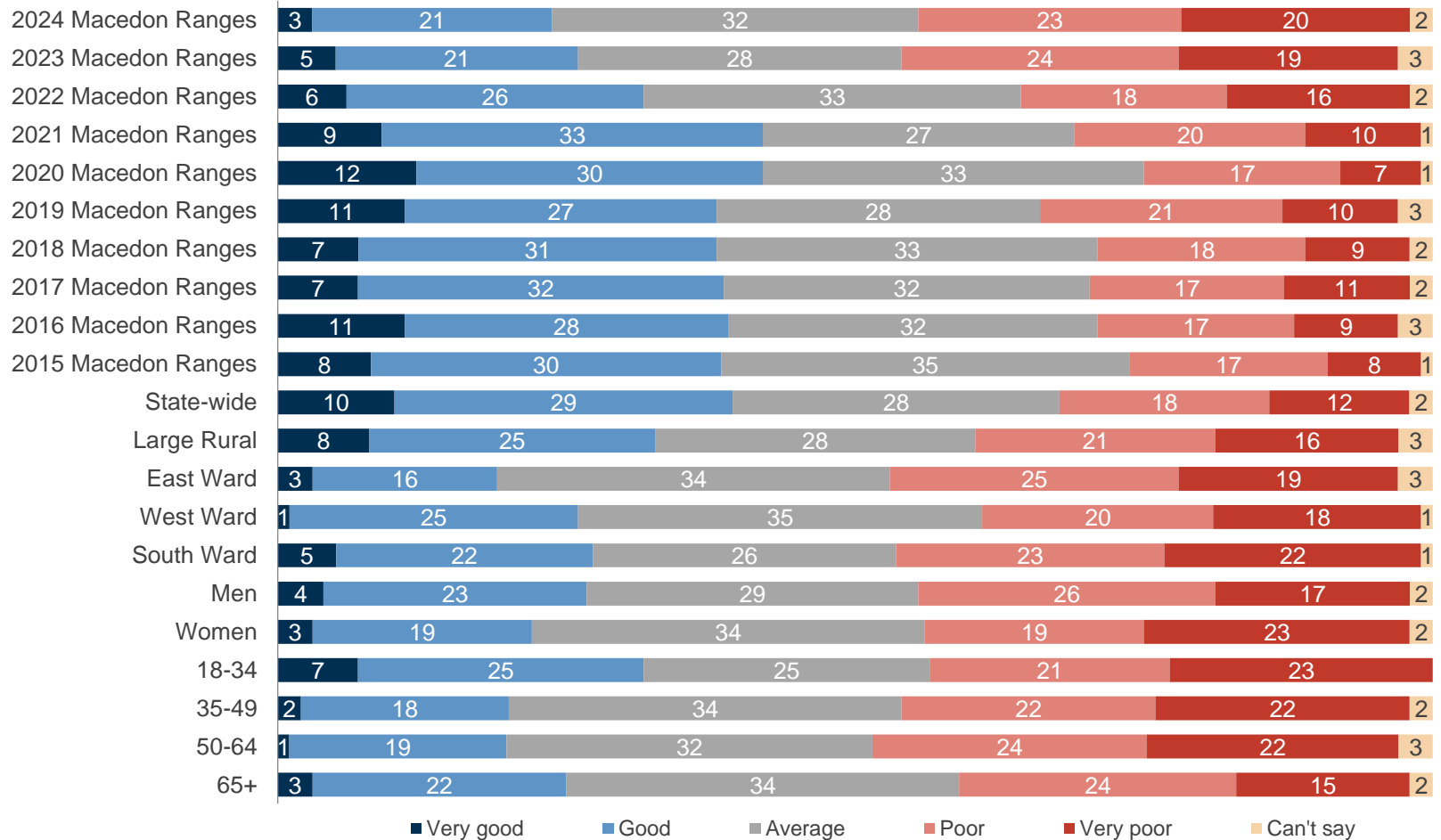
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

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



## 2024 streets and footpaths performance (%)





## Parking facilities importance



### 2024 parking importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	71▲	70	72	72	71	71	71	70	70	70
65+	70▲	67	67	71	73	66	66	67	67	68
South Ward	68	71	70	73	67	66	66	66	65	67
Women	67	67	67	68	66	66	68	66	68	68
35-49	66	63	68	67	62	63	65	58	59	61
Large Rural	66	66	68	67	66	66	66	66	68	67
West Ward	66	65	67	64	62	64	66	65	64	65
Macedon Ranges	65	66	68	67	64	64	66	63	62	63
Men	64	64	68	65	62	62	64	60	56	59
50-64	64	72	63	67	63	66	67	63	62	64
East Ward	63	60	67	65	63	61	66	57	58	59
18-34	59	62	72	60	56	59	67	64	61	61

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

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

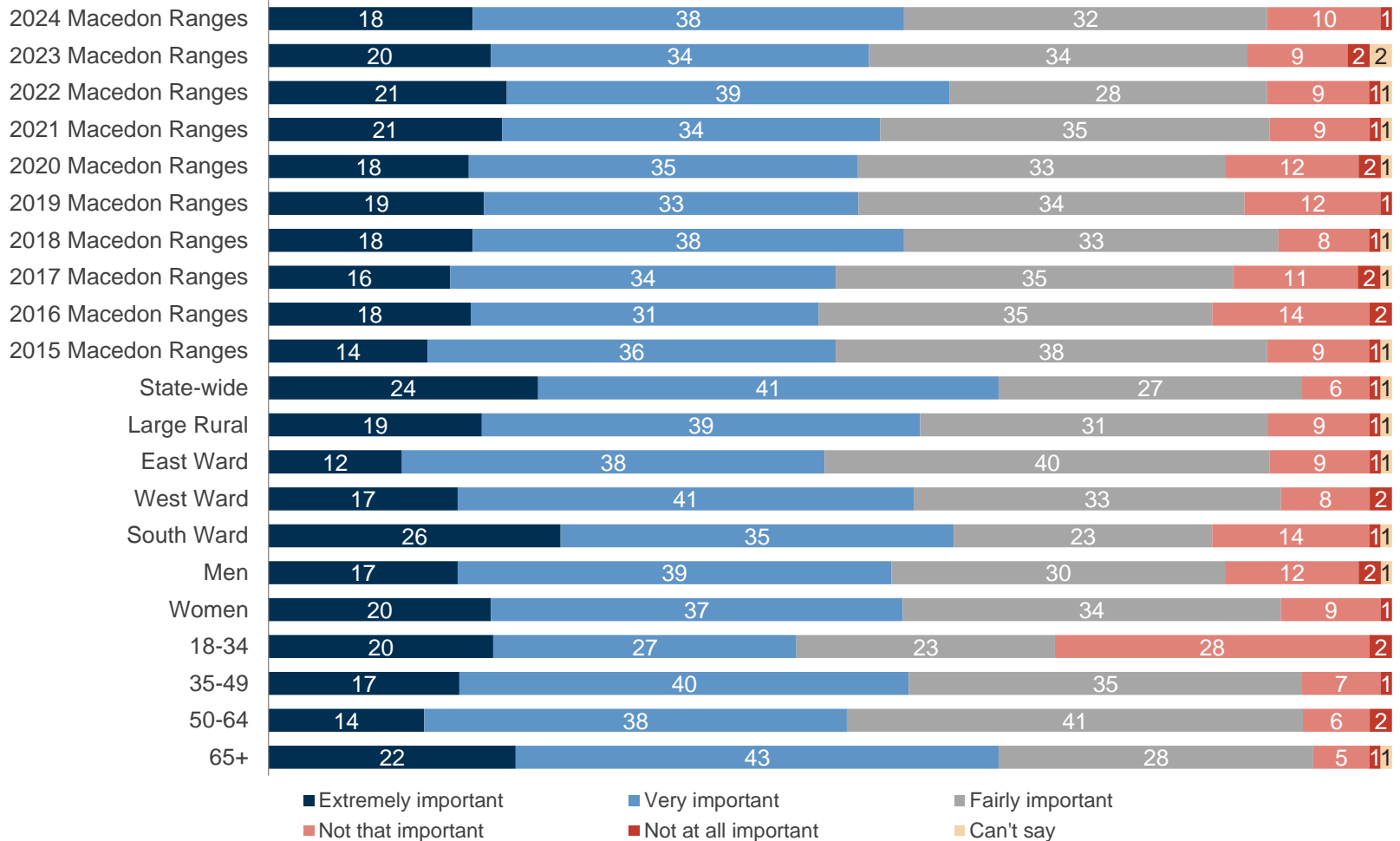
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities importance



2024 parking importance (%)





## Parking facilities performance



### 2024 parking performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	60▲	49	62	61	64	65	58	58	63	69
West Ward	58	58	56	60	63	59	59	56	57	58
East Ward	55	53	60	57	57	60	57	61	65	62
Men	55	52	53	57	60	60	57	60	60	61
State-wide	54	55	57	58	55	56	56	55	56	57
Macedon Ranges	53	53	56	56	59	58	57	58	60	61
35-49	53	60	54	57	60	55	55	63	61	63
Women	52	54	59	55	58	56	58	57	59	62
50-64	52	50	55	57	58	60	60	55	56	57
65+	51	52	54	51	55	54	57	56	58	57
Large Rural	50▼	51	53	56	57	58	59	60	58	59
South Ward	48	49	52	49	56	55	56	58	56	64

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

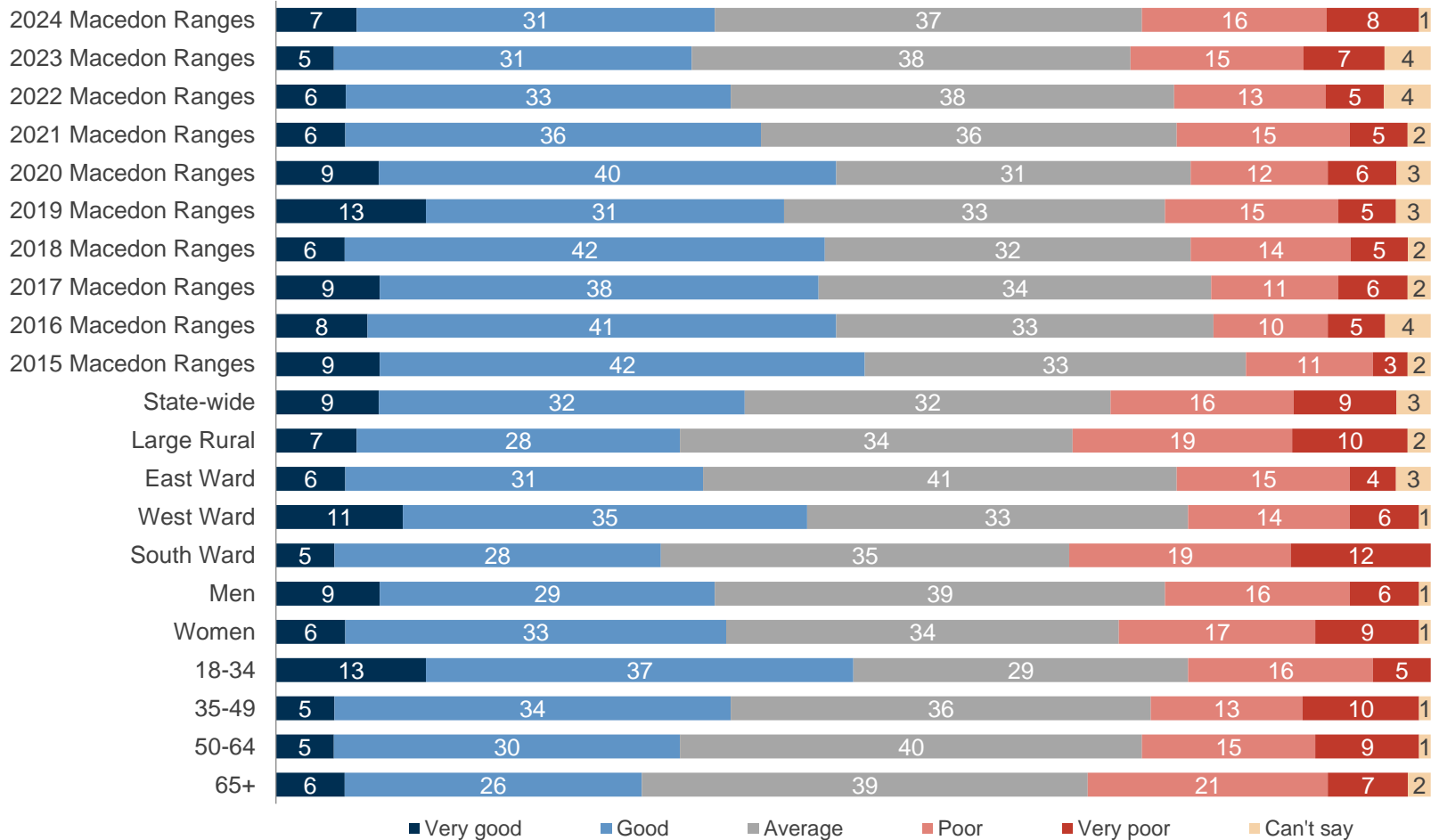
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2024 parking performance (%)

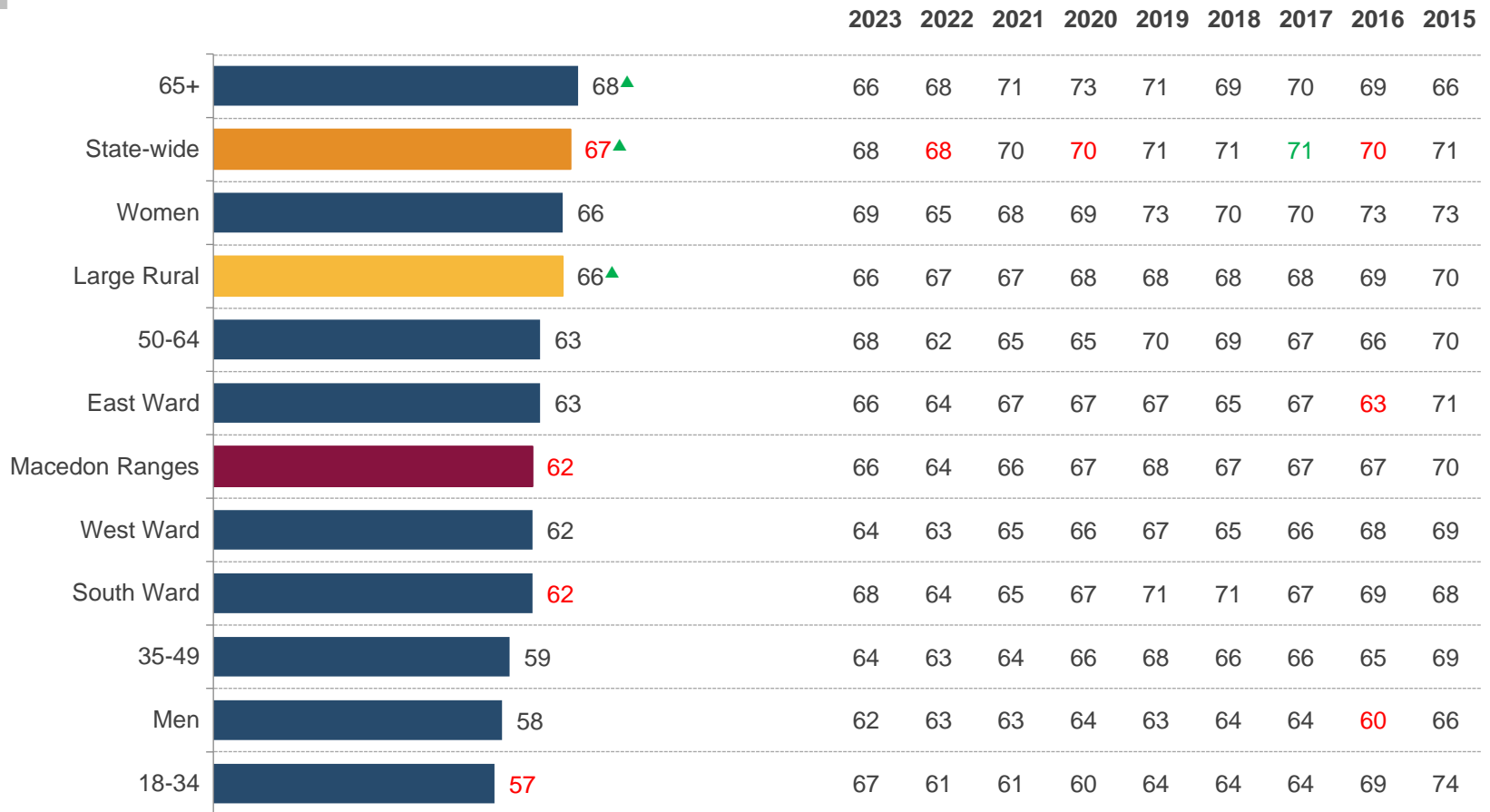




# Enforcement of local laws importance



## 2024 law enforcement importance (index scores)



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

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

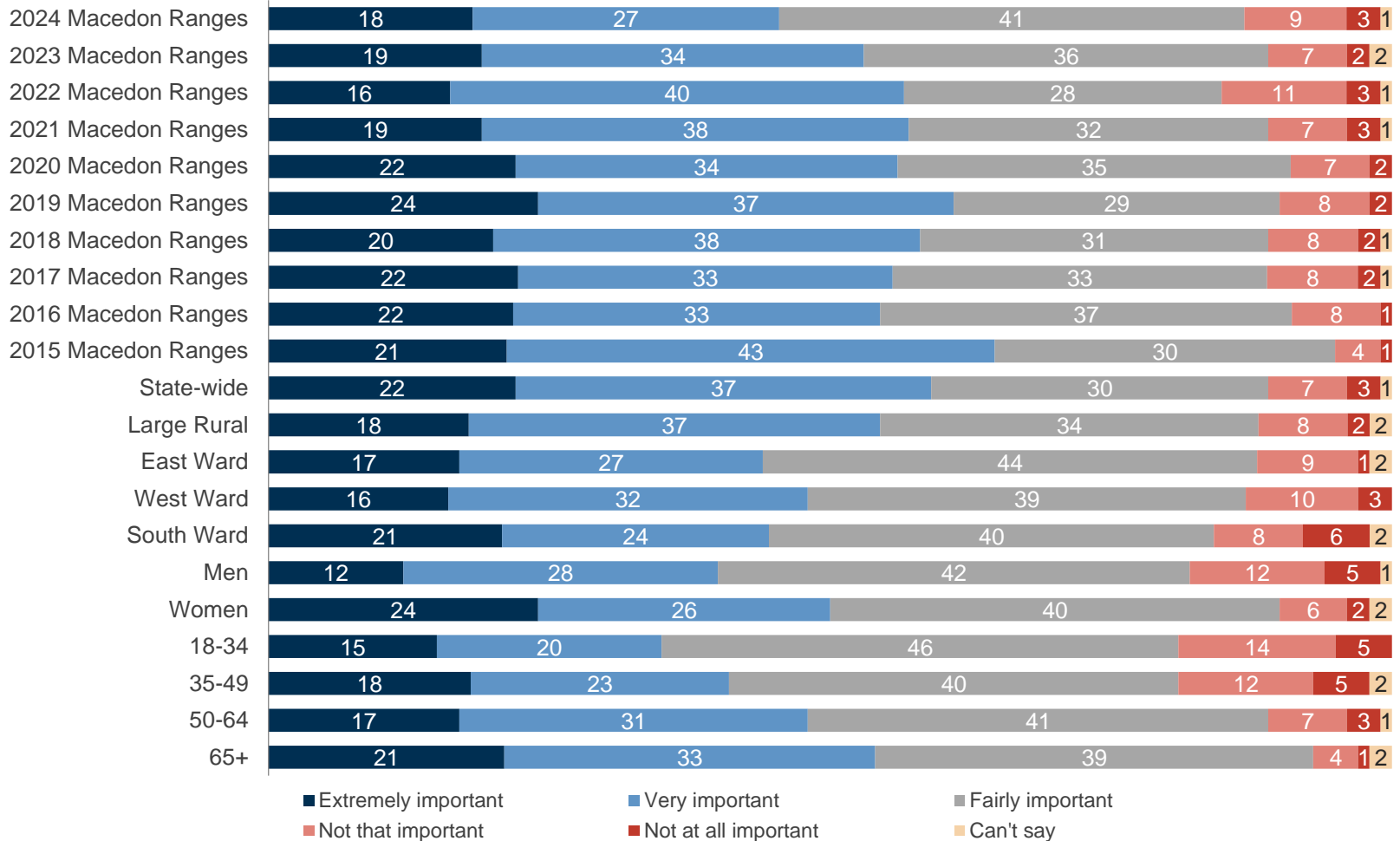
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws importance



2024 law enforcement importance (%)







## Enforcement of local laws performance



### 2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	63	62	65	60	60	63	62	60	63	61
18-34	62	60	72	68	68	70	66	64	65	71
State-wide	61	61	63	64	63	64	64	64	63	66
West Ward	60	60	61	62	63	64	60	60	60	58
Large Rural	60	61	64	64	64	64	64	63	63	65
Women	60	62	63	62	63	64	64	63	60	63
Macedon Ranges	59	59	63	61	62	64	63	61	61	62
East Ward	59	57	64	62	62	63	61	59	64	63
South Ward	58	61	65	60	60	65	68	64	60	66
Men	58	56	63	61	60	63	61	58	62	62
65+	56	54	57	59	61	61	59	61	58	58
50-64	55	63	57	58	60	61	64	58	59	60

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

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

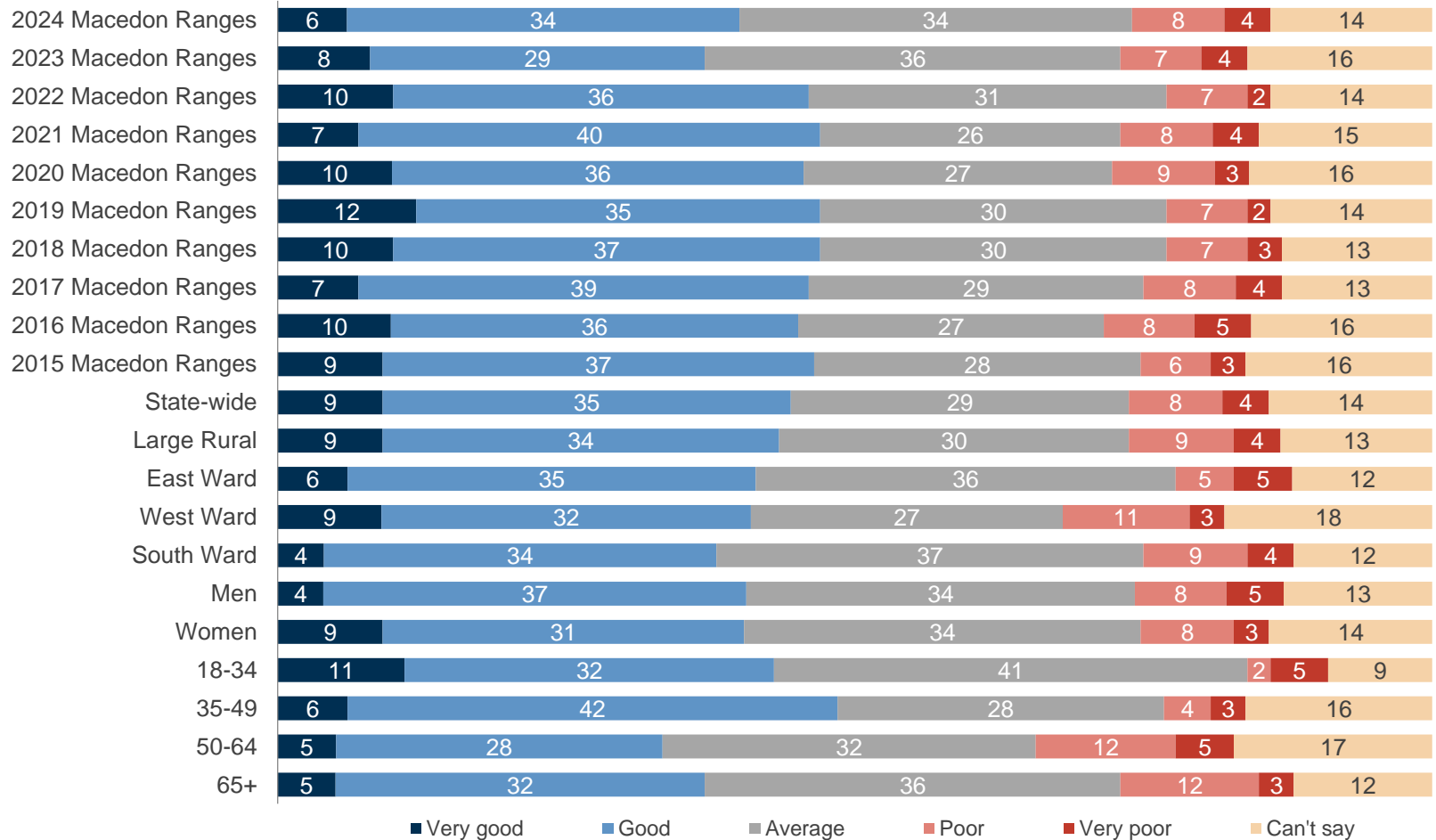
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2024 law enforcement performance (%)





# Family support services importance



## 2024 family support importance (index scores)

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

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

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

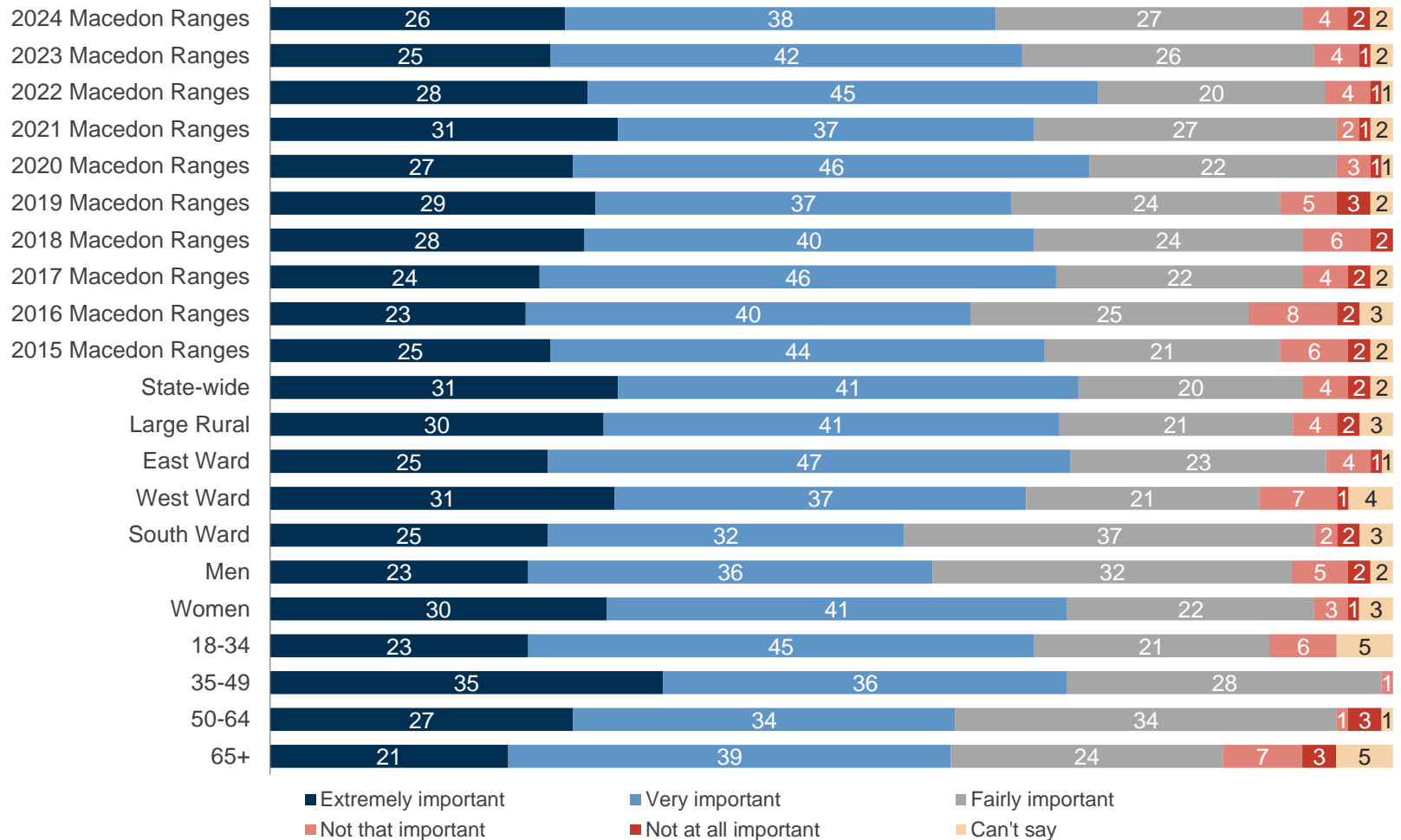
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2024 family support importance (%)





# Family support services performance



## 2024 family support performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

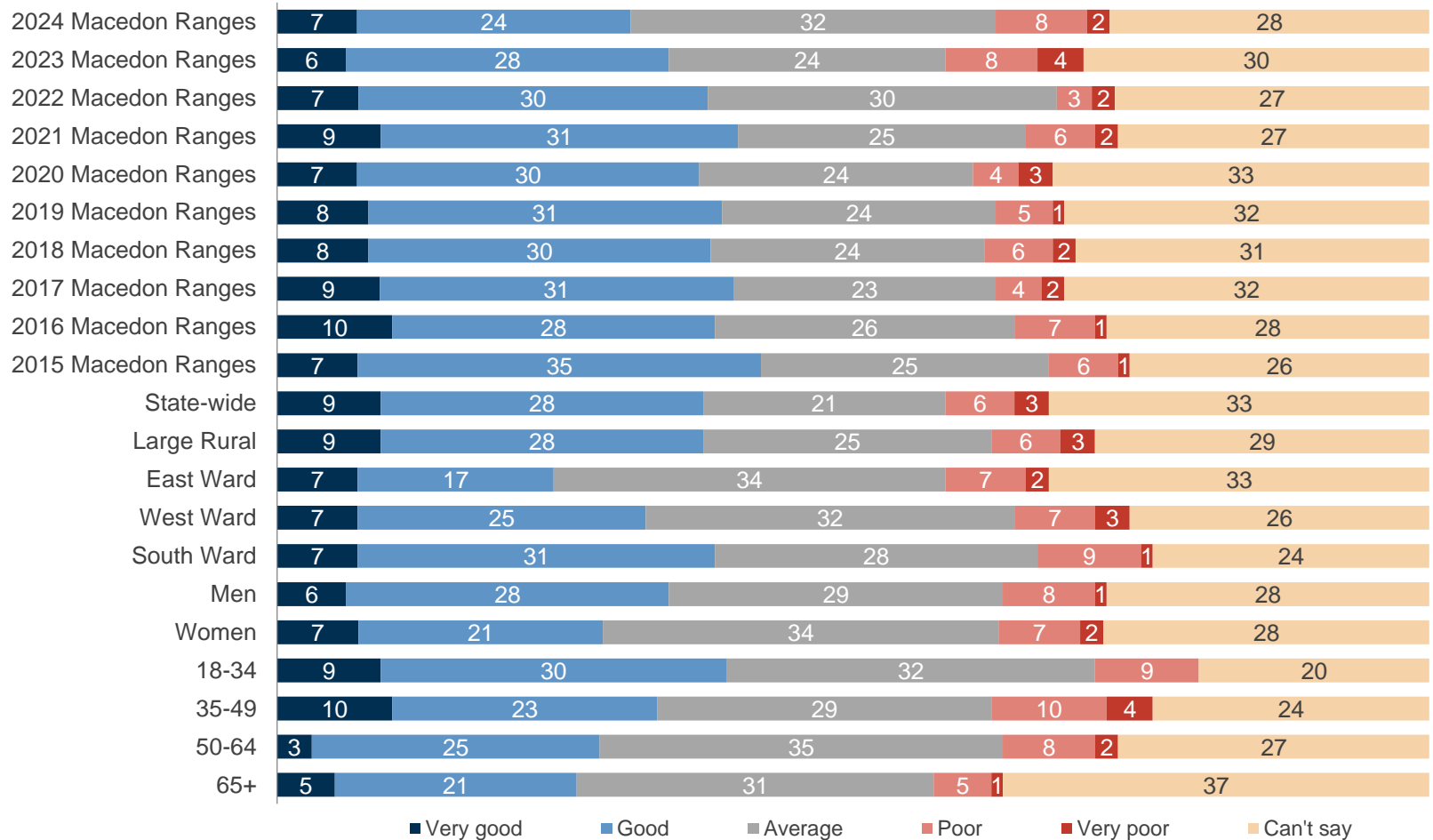
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



## 2024 family support performance (%)





# Elderly support services importance



## 2024 elderly support importance (index scores)

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

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

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

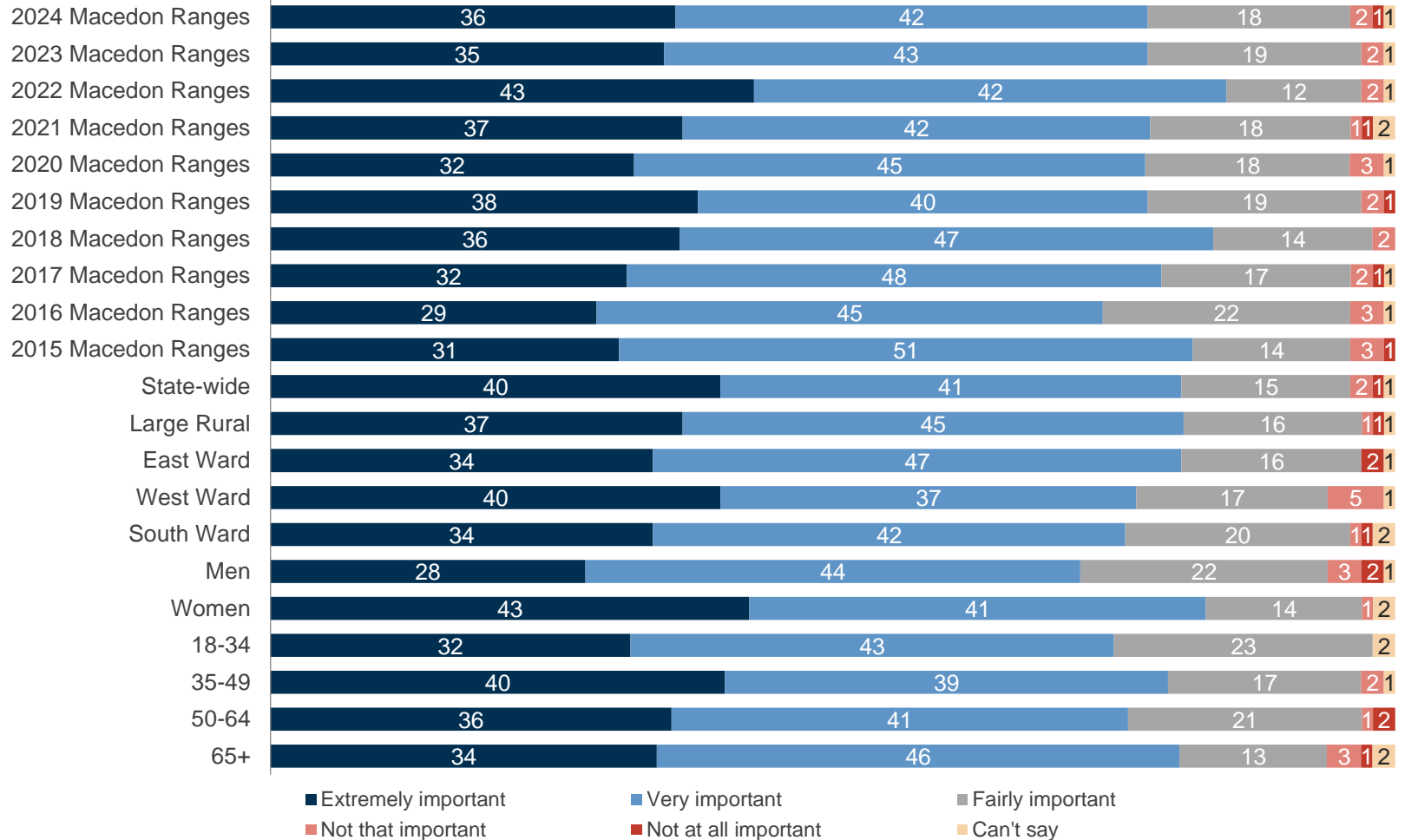
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



## 2024 elderly support importance (%)







# Elderly support services performance



## 2024 elderly support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	63▲	63	67	69	68	68	68	68	68	69
Large Rural	62▲	63	65	68	67	67	67	67	66	69
Men	59▲	53	61	62	63	64	63	64	63	62
65+	56	54	56	59	67	64	65	71	65	67
South Ward	56	57	64	62	70	65	69	70	63	68
35-49	55	58	61	64	63	64	64	61	65	62
Macedon Ranges	54	54	59	63	63	64	63	66	64	64
East Ward	54	51	57	58	54	59	56	62	67	62
18-34	54	49	66	66	58	67	57	67	67	63
West Ward	53	56	57	66	64	68	65	65	61	64
50-64	52	56	55	63	65	59	65	63	59	65
Women	50	56	57	64	63	64	63	67	65	67

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

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

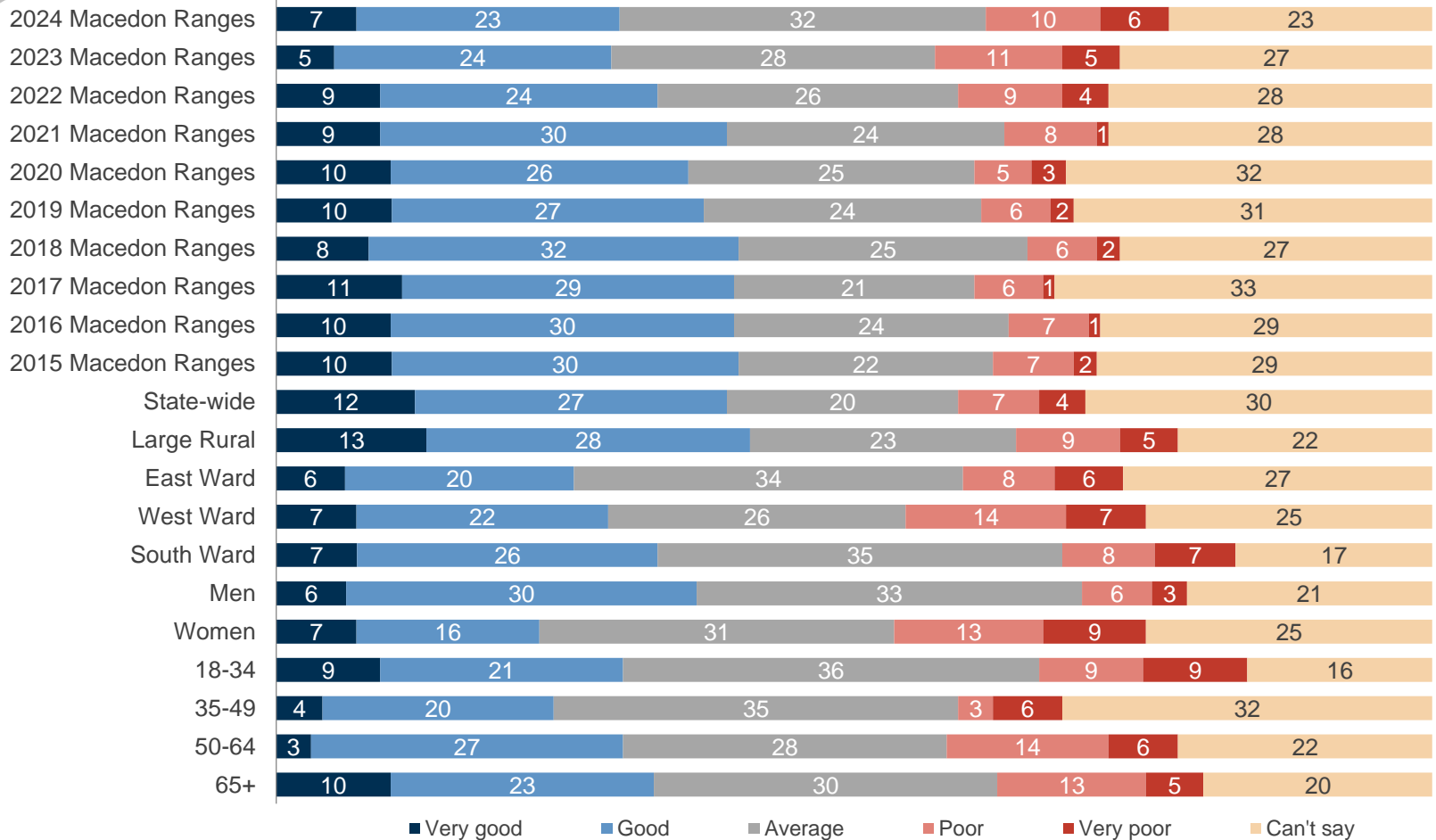
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2024 elderly support performance (%)





# Disadvantaged support services importance



## 2024 disadvantaged support importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 1

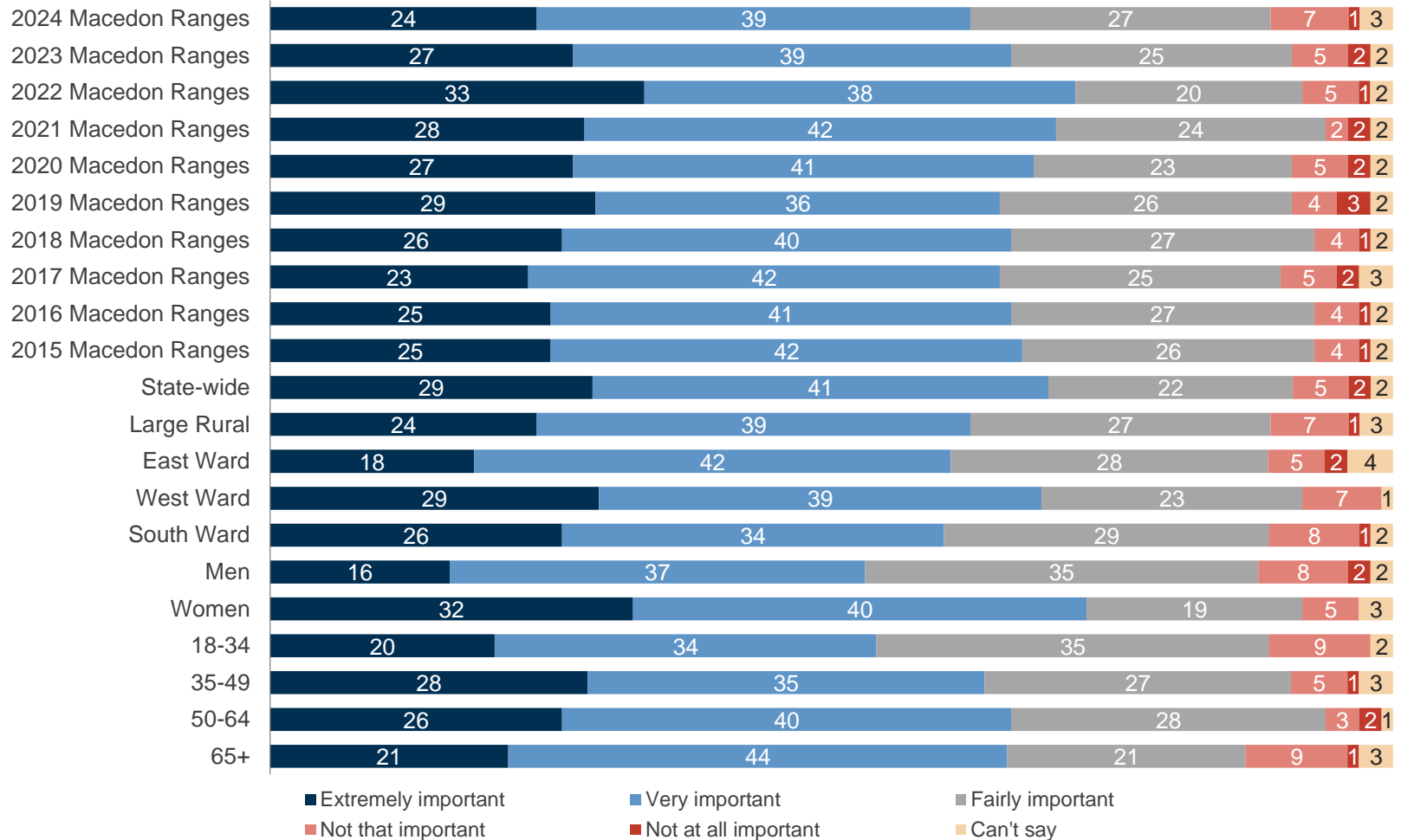
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services importance



### 2024 disadvantaged support importance (%)





# Disadvantaged support services performance



## 2024 disadvantaged support performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 2

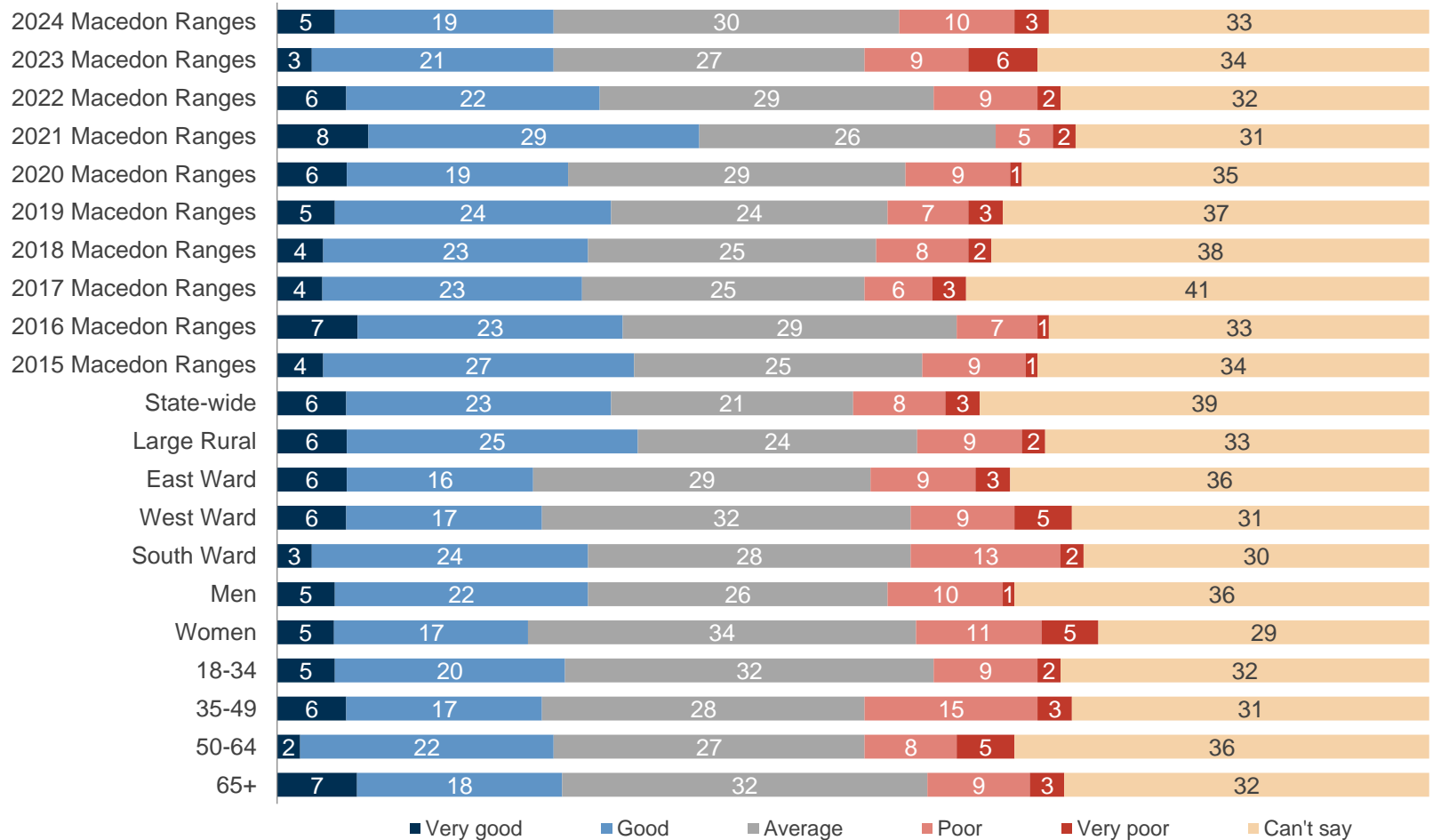
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services performance



### 2024 disadvantaged support performance (%)





# Recreational facilities importance



## 2024 recreational facilities importance (index scores)

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

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

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

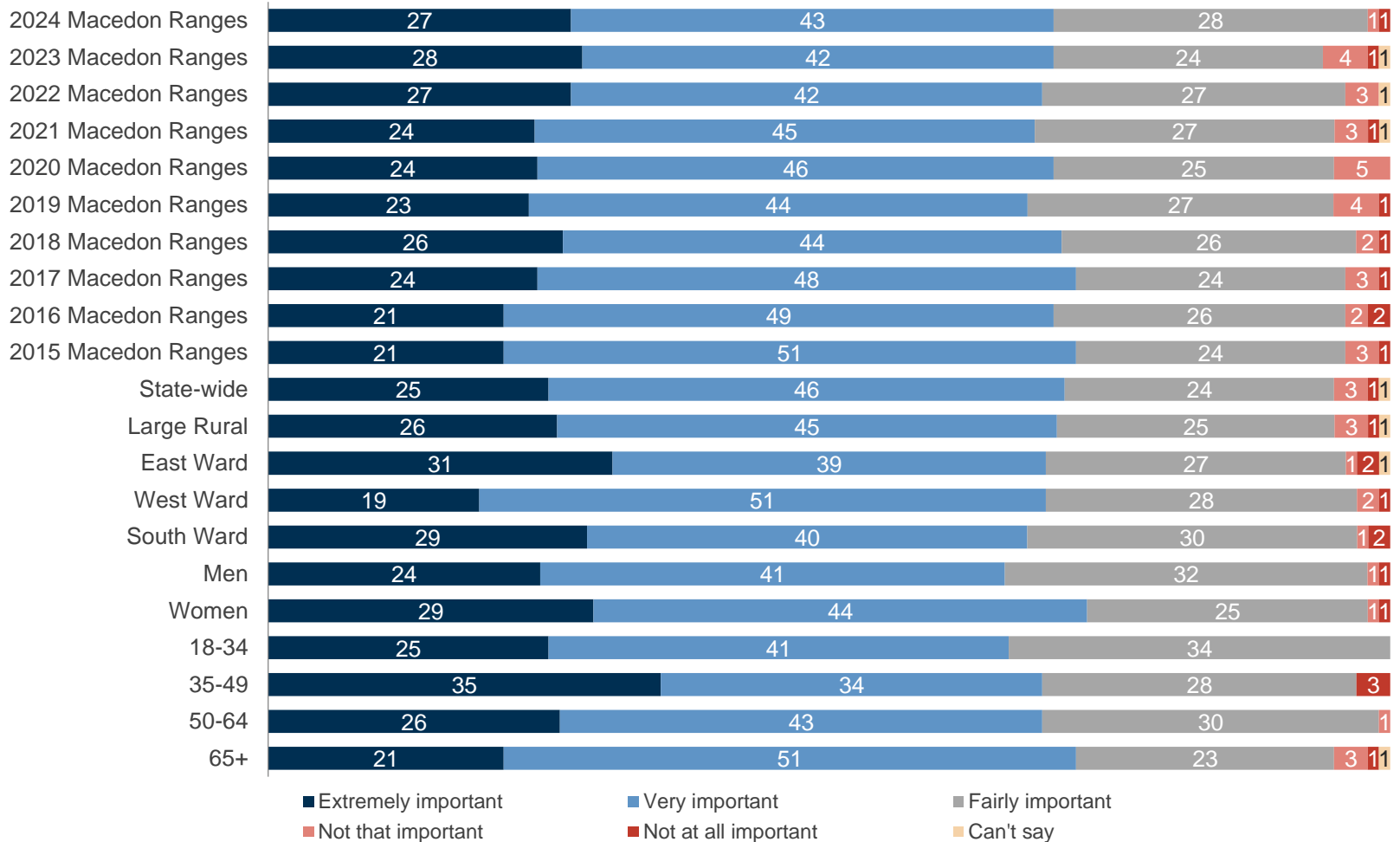
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



### 2024 recreational facilities importance (%)







# Recreational facilities performance



## 2024 recreational facilities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

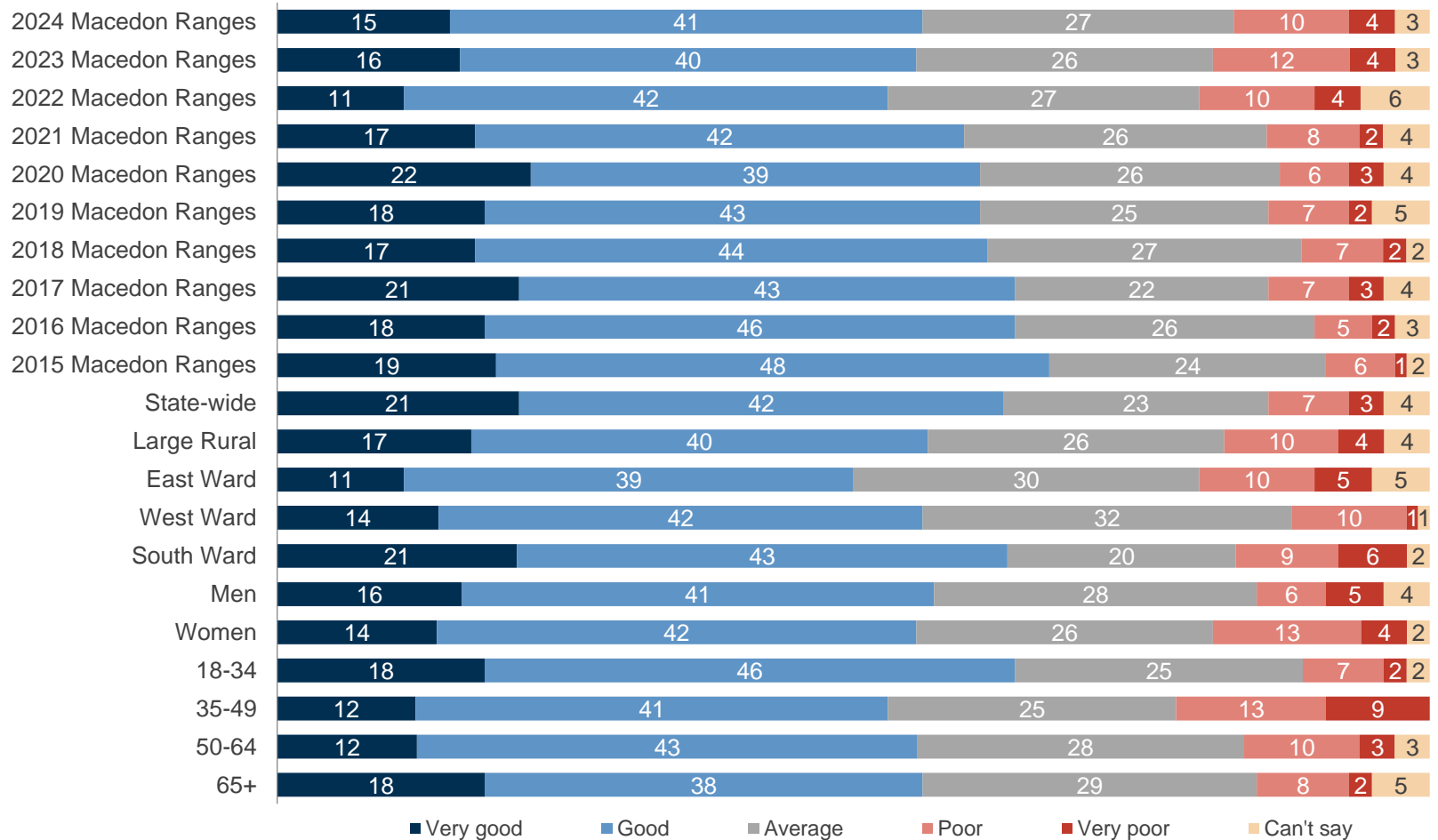
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2024 recreational facilities performance (%)





# The appearance of public areas importance



## 2024 public areas importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

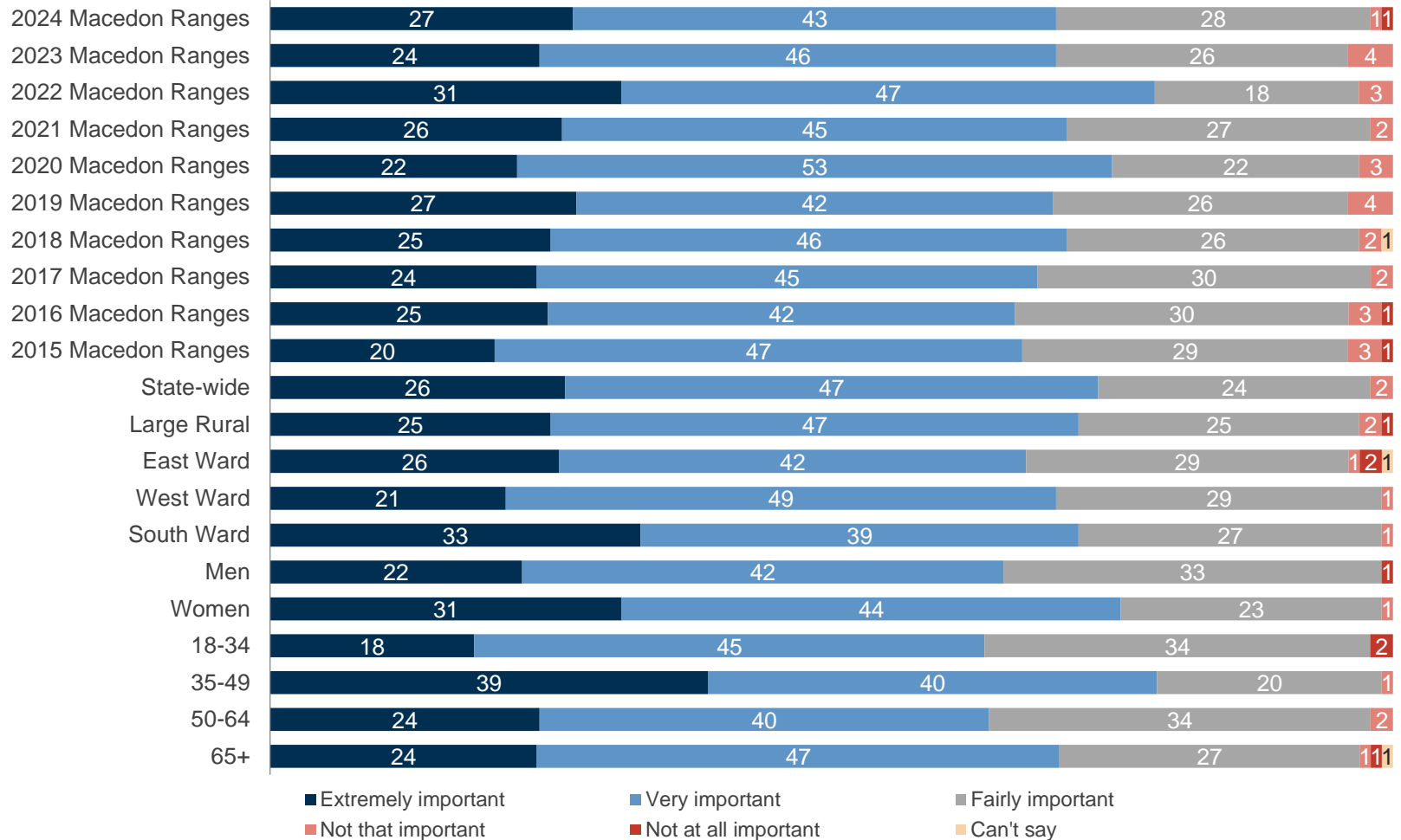
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2024 public areas importance (%)





# The appearance of public areas performance



## 2024 public areas performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

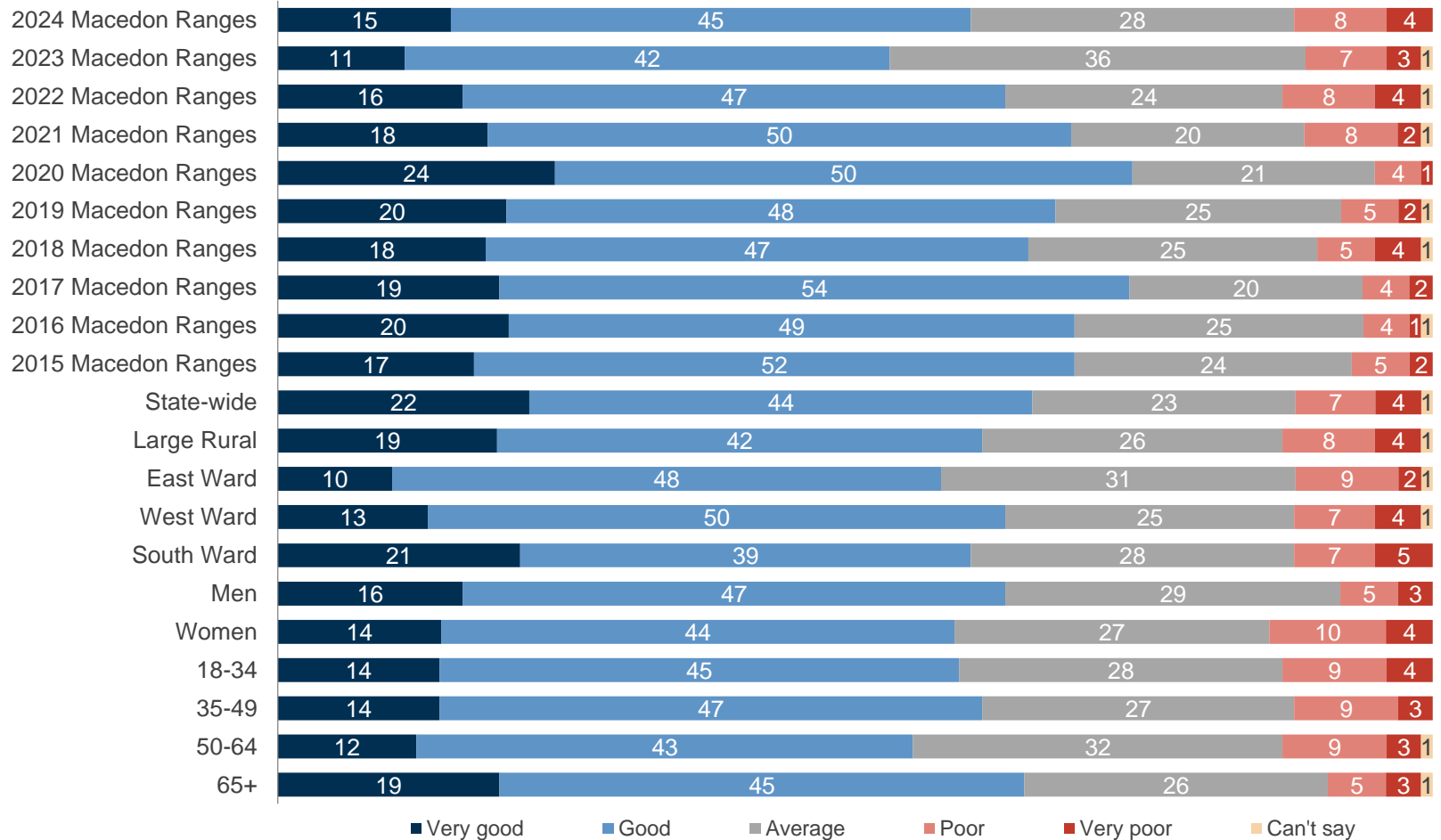
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



## 2024 public areas performance (%)





# Art centres and libraries importance



## 2024 art centres and libraries importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	67	66	64	69	63	65	66	66	62	66
Women	66	67	68	71	65	68	66	69	68	72
East Ward	64	60	63	64	63	60	60	64	59	61
State-wide	64	65	67	67	65	65	65	64	66	65
West Ward	64	65	66	66	63	68	64	66	65	67
Large Rural	64	64	64	66	64	64	62	63	63	63
65+	63	63	64	66	71	68	66	66	64	64
Macedon Ranges	63	63	63	65	63	64	63	64	62	65
18-34	62	64	60	58	57	61	56	62	57	61
South Ward	60	65	62	64	63	64	67	62	62	66
Men	59	59	59	59	61	60	61	59	55	56
50-64	58	60	64	64	60	62	65	61	64	66

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

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

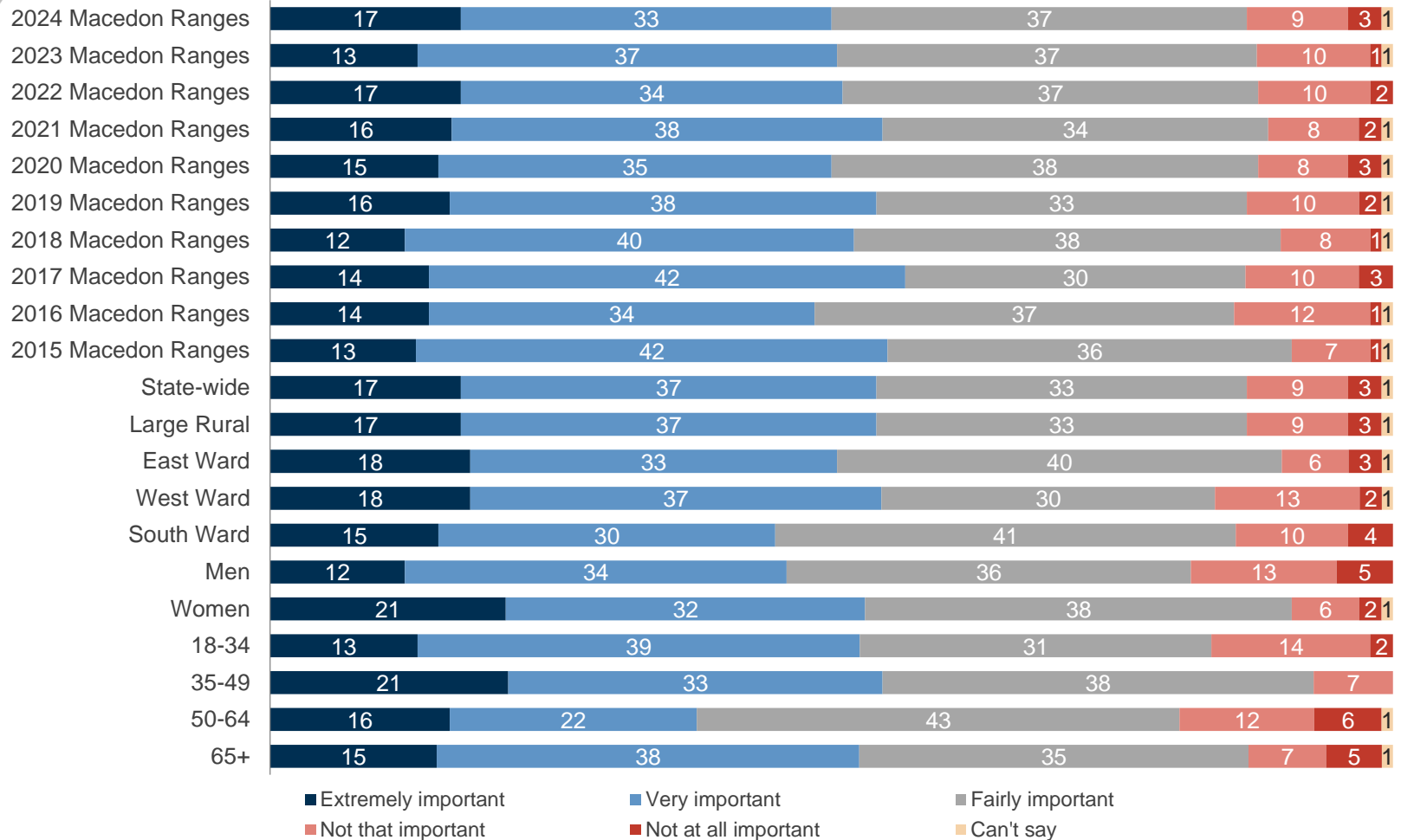
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2024 art centres and libraries importance (%)







# Art centres and libraries performance



## 2024 art centres and libraries performance (index scores)

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

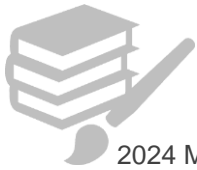
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

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

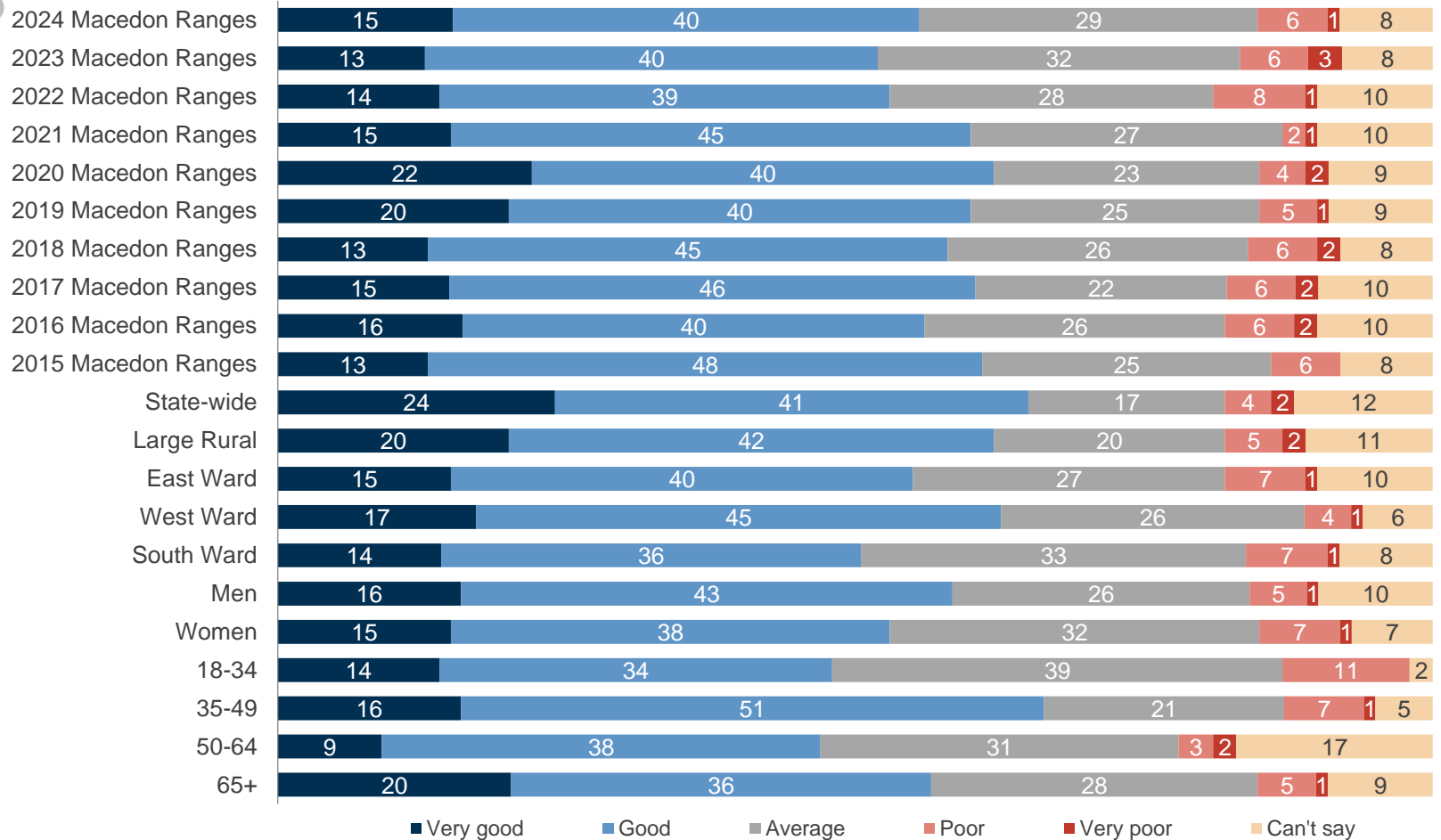
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2024 art centres and libraries performance (%)





# Community and cultural activities importance



## 2024 community and cultural activities importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 4

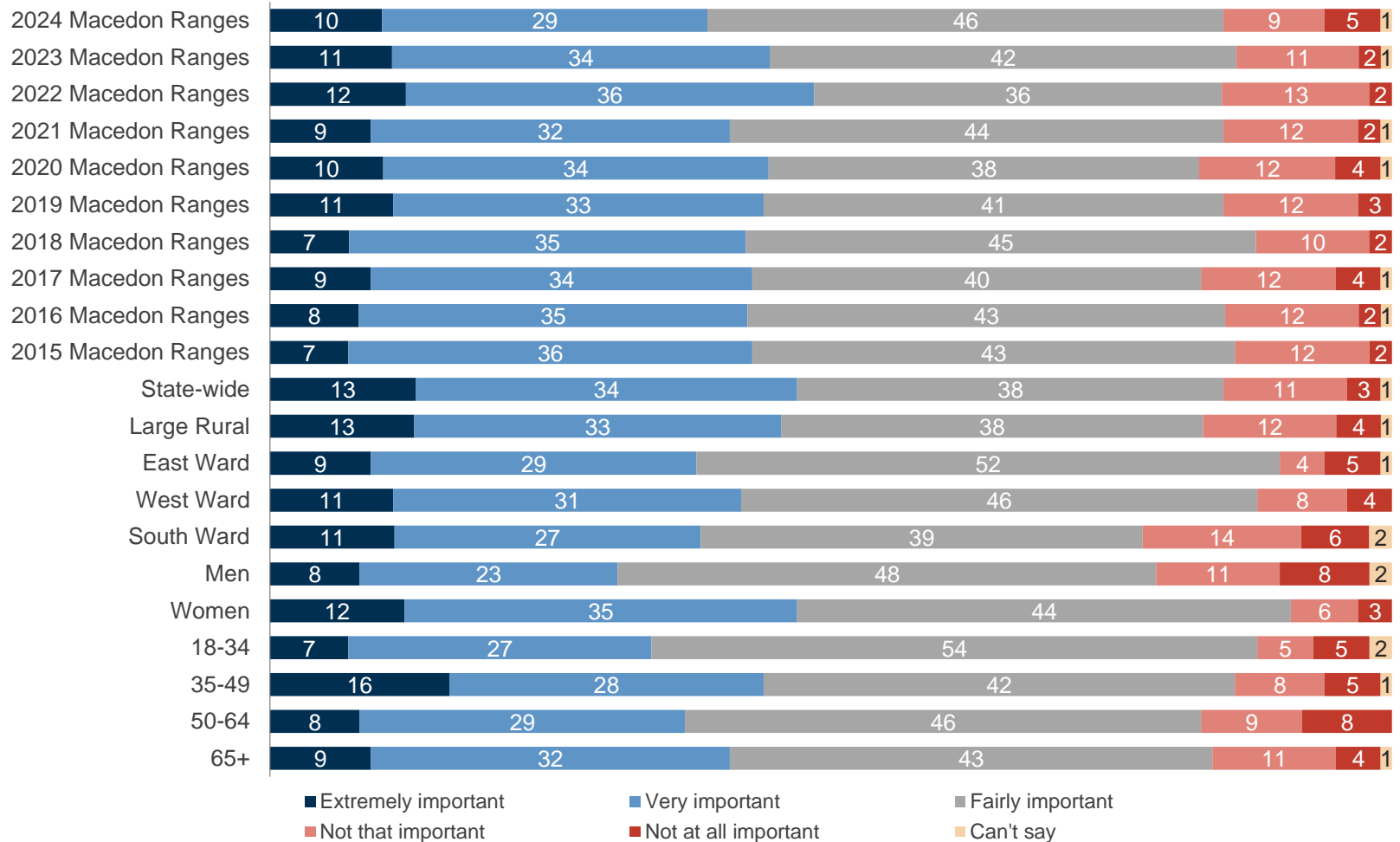
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



## 2024 community and cultural activities importance (%)





# Community and cultural activities performance



## 2024 community and cultural activities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	68▲	57	70	59	61	60	63	64	63	69
West Ward	68▲	67	61	65	73	68	66	67	63	71
State-wide	66▲	66	65	65	68	69	69	69	69	69
Large Rural	64	64	63	65	67	67	67	69	67	69
South Ward	63	60	61	57	65	62	66	64	61	68
Women	63	63	62	62	68	66	65	67	64	70
Macedon Ranges	62	60	61	61	66	63	65	65	63	68
65+	62	63	61	62	69	64	64	65	62	71
35-49	62	59	57	62	69	65	66	69	65	67
Men	61	58	59	61	65	61	65	63	61	66
50-64	57	61	55	62	64	65	65	62	61	66
East Ward	57▼	55	60	60	59	61	62	64	63	65

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

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

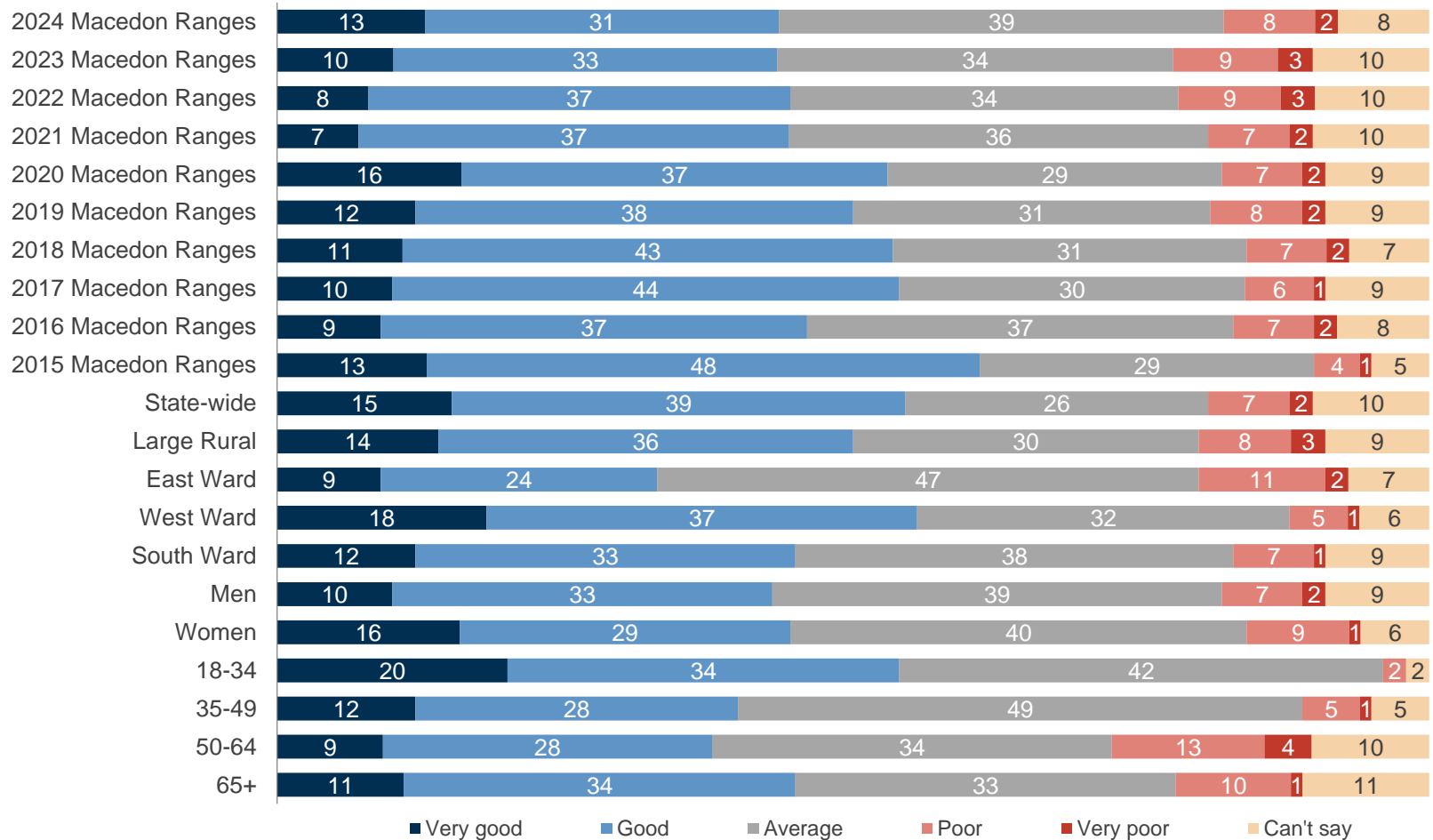
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



## 2024 community and cultural activities performance (%)





# Waste management importance



## 2024 waste management importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

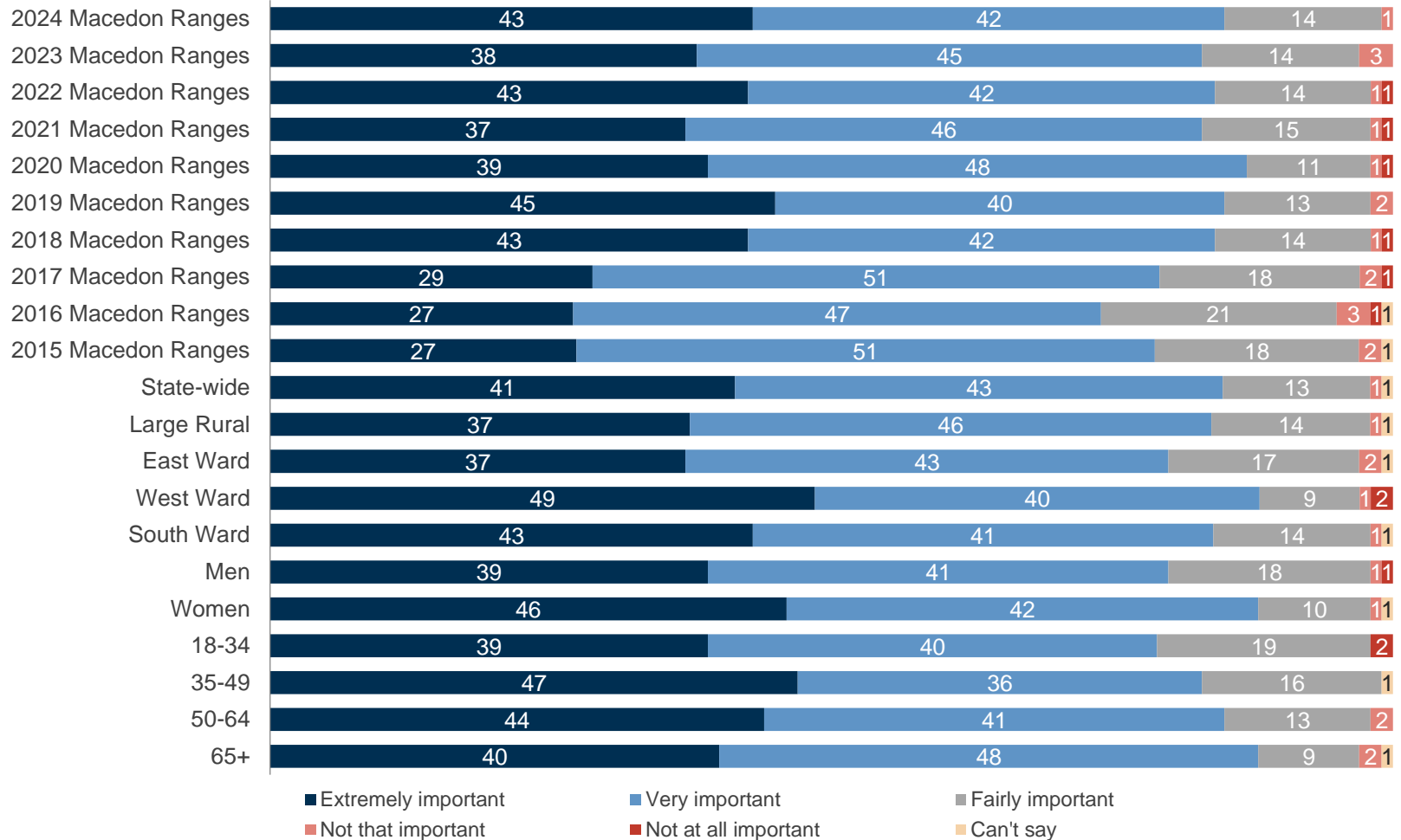
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2024 waste management importance (%)







# Waste management performance



## 2024 waste management performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

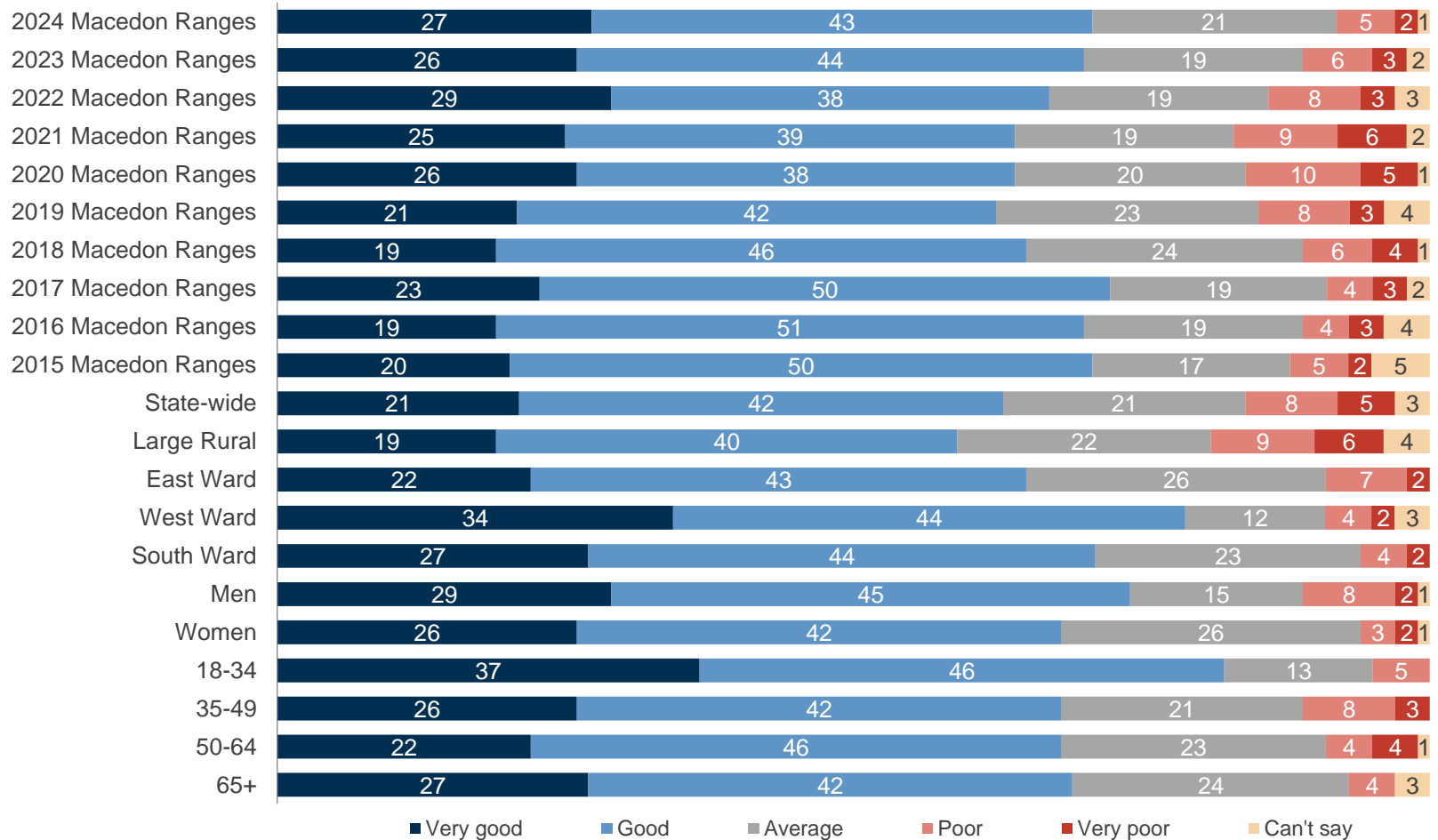
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2024 waste management performance (%)



# Business and community development and tourism importance



## 2024 business/development/tourism importance (index scores)

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

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

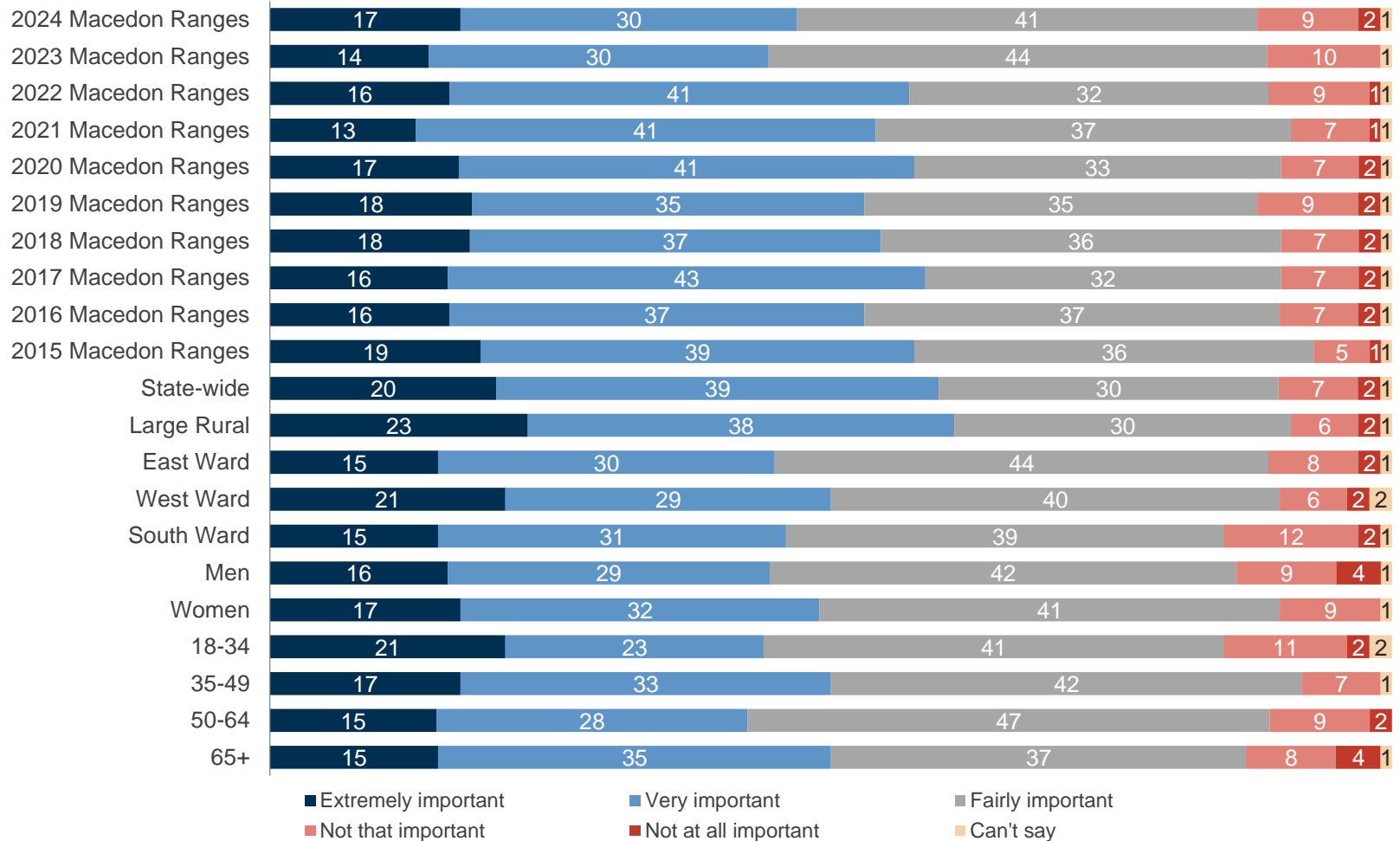
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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

# Business and community development and tourism importance



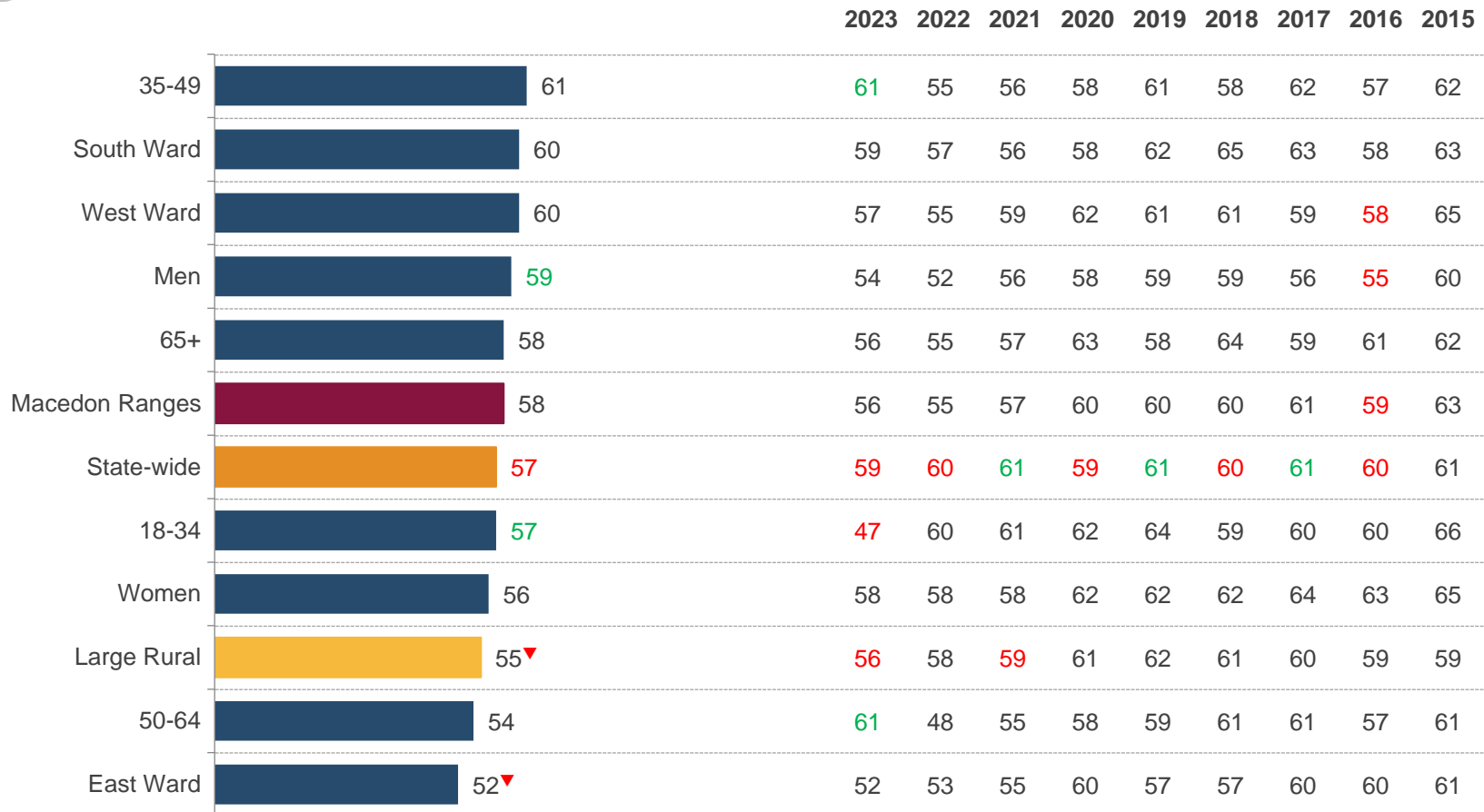
## 2024 business/development/tourism importance (%)



# Business and community development and tourism performance



## 2024 business/development/tourism performance (index scores)



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

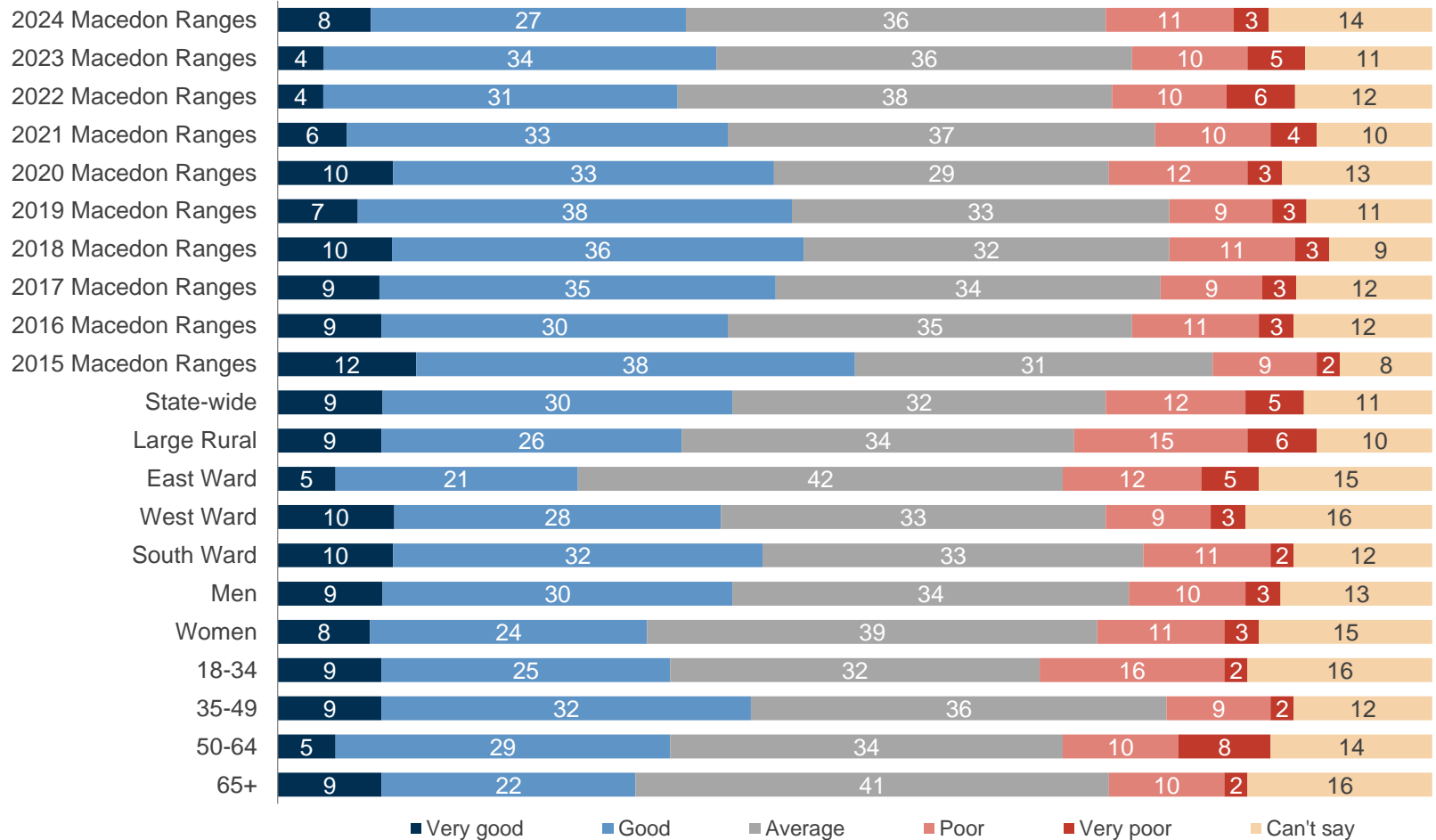
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

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

# Business and community development and tourism performance



2024 business/development/tourism performance (%)

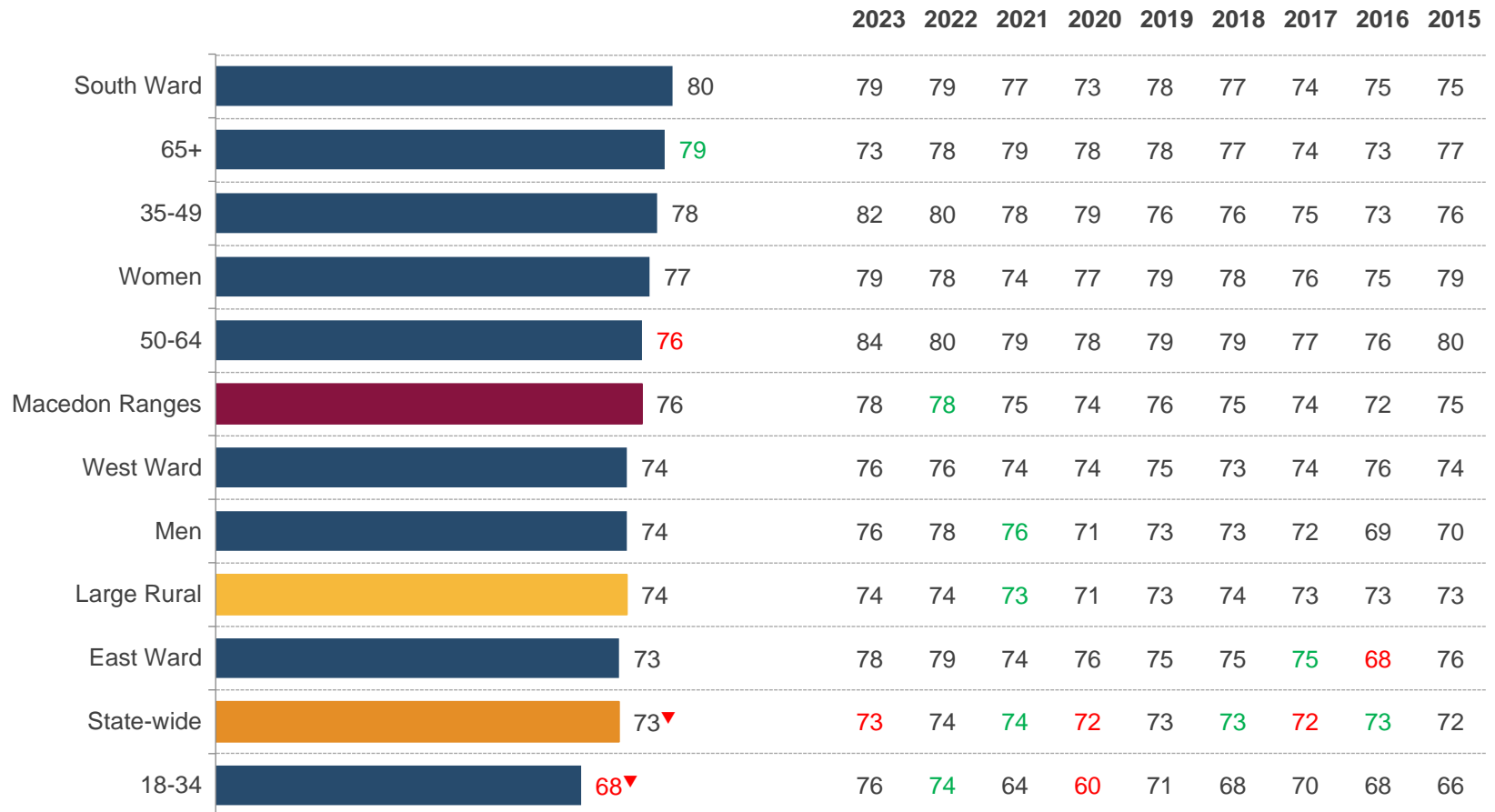




# Council's general town planning policy importance



## 2024 town planning importance (index scores)



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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

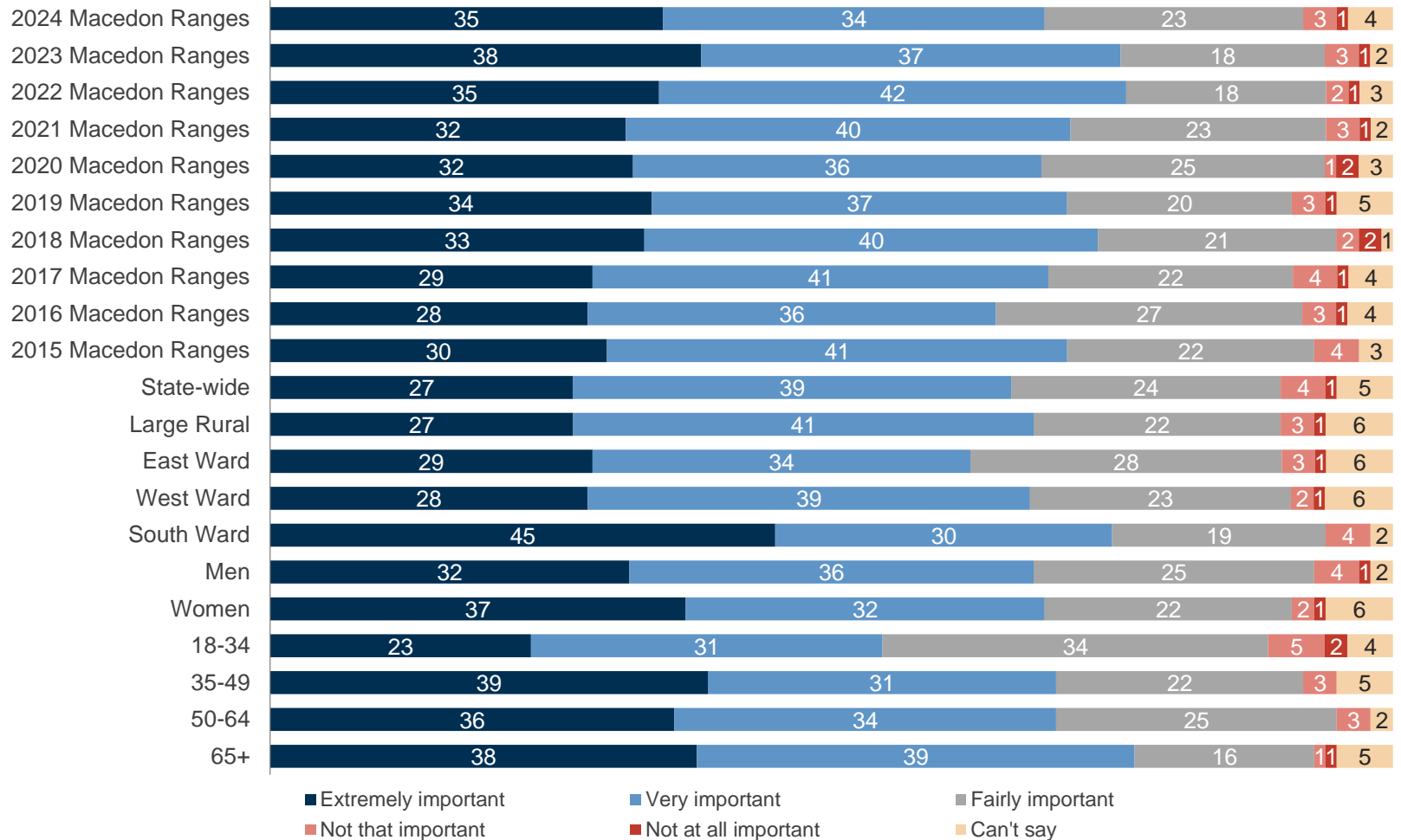
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2024 town planning importance (%)







# Council's general town planning policy performance



## 2024 town planning performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	50	54	55	54	55	54	53	52	54
Large Rural	48▲	49	53	55	54	55	54	54	51	53
West Ward	45	42	46	50	52	48	49	47	46	50
18-34	44	39	52	50	56	56	51	48	54	57
Men	41	42	42	45	48	49	46	48	46	48
65+	41	43	43	43	52	47	47	49	47	46
Macedon Ranges	40	41	44	46	48	48	47	47	48	50
Women	39	39	46	47	48	47	48	47	50	51
35-49	39	39	45	46	43	46	45	49	47	51
East Ward	39	38	43	44	44	47	44	45	53	49
50-64	37	41	37	46	42	42	46	43	44	44
South Ward	37	42	45	41	48	47	48	49	45	50

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

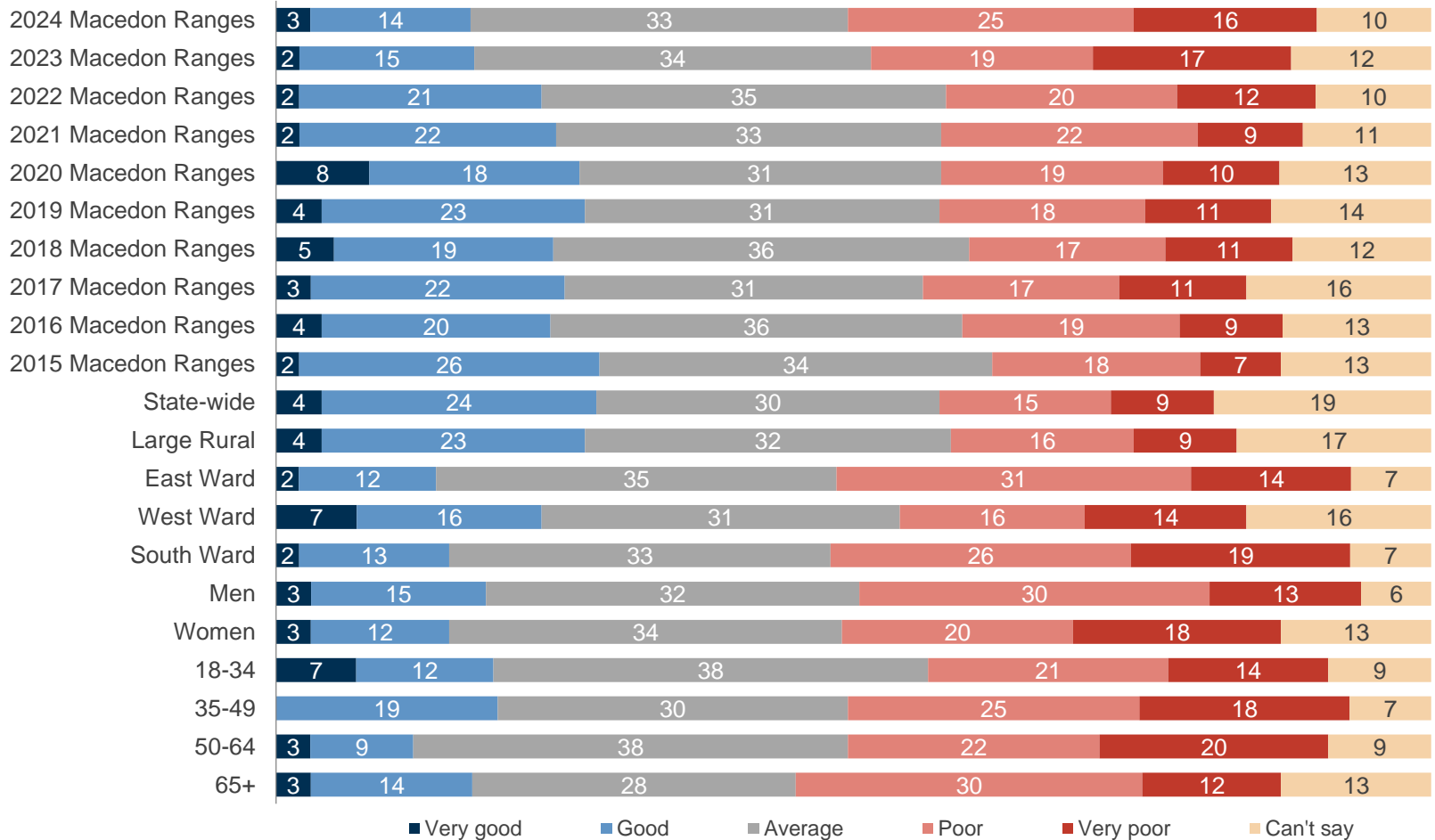
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



## 2024 town planning performance (%)

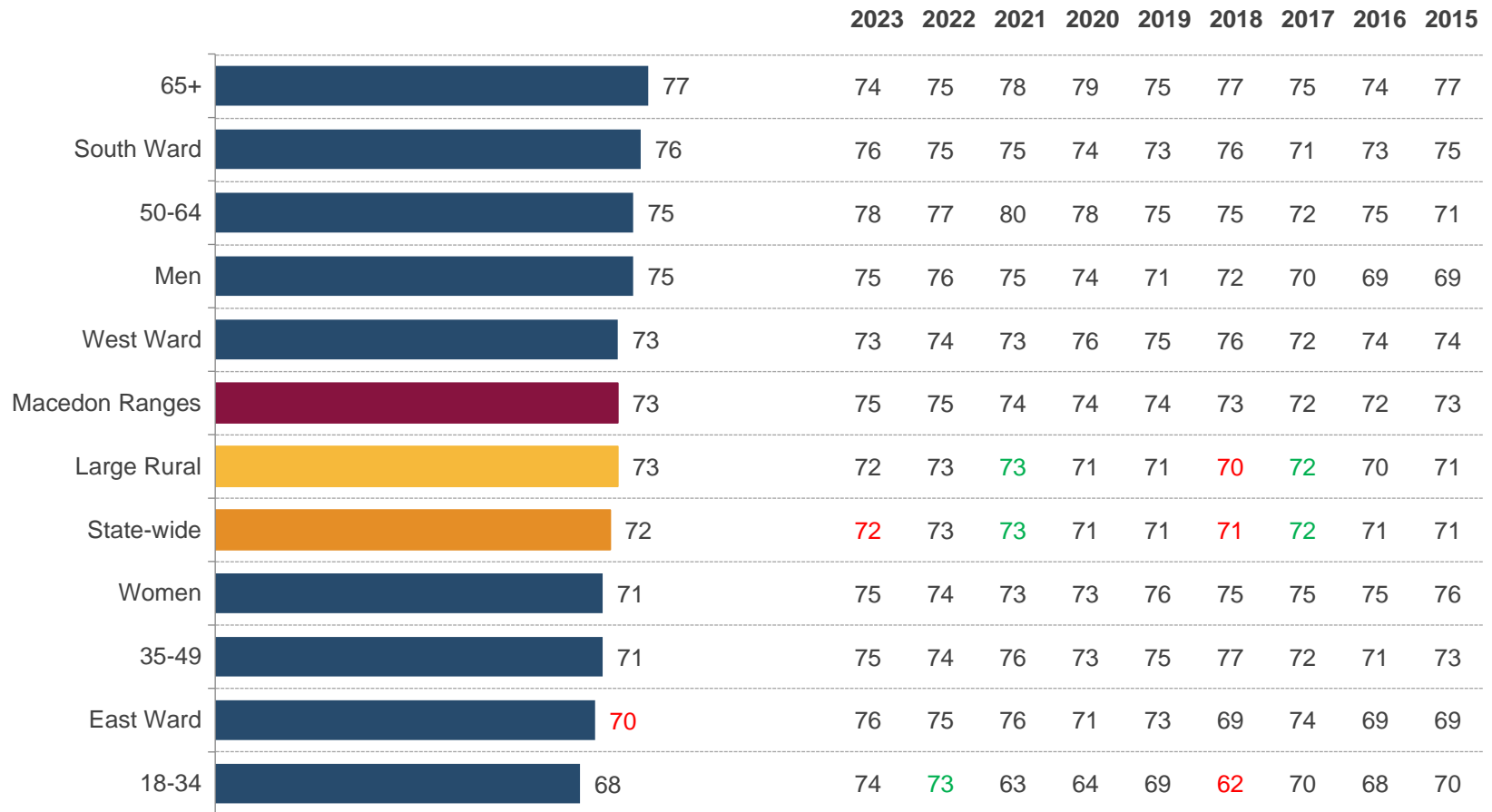




# Planning and building permits importance



## 2024 planning and building permits importance (index scores)



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

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

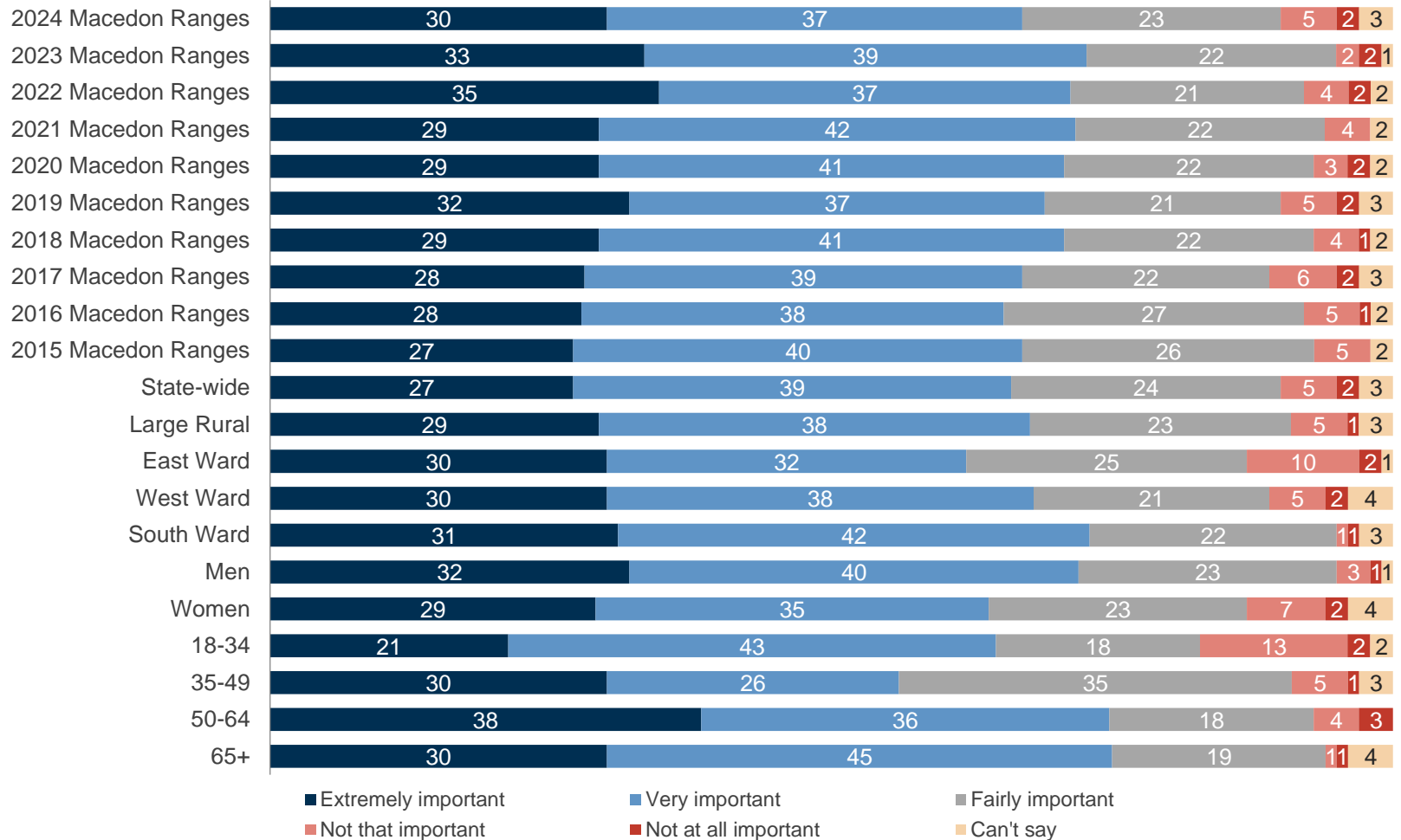
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2024 planning and building permits importance (%)





# Planning and building permits performance



## 2024 planning and building permits performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8

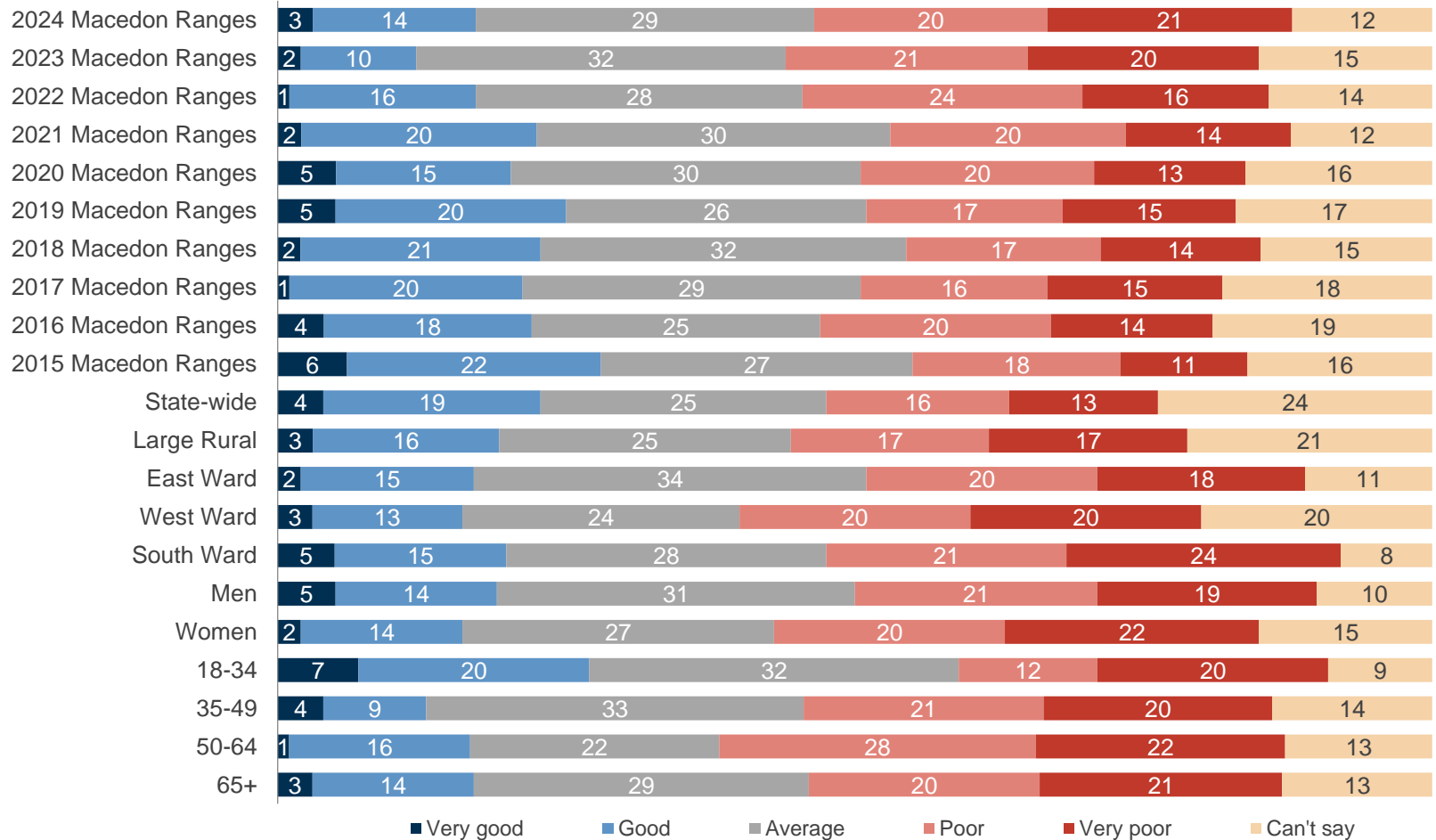
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



## 2024 planning and building permits performance (%)





# Environmental sustainability importance



## 2024 environmental sustainability importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	75▲	75	78	78	79	79	n/a	n/a	n/a	n/a
35-49	71	70	73	73	75	75	n/a	n/a	n/a	n/a
65+	69	70	74	76	75	73	n/a	n/a	n/a	n/a
East Ward	69	67	72	80	73	71	n/a	n/a	n/a	n/a
Macedon Ranges	69	70	74	74	75	74	n/a	n/a	n/a	n/a
South Ward	68	71	77	72	77	75	n/a	n/a	n/a	n/a
West Ward	68	73	73	72	75	76	n/a	n/a	n/a	n/a
State-wide	68	70	73	74	74	74	73	72	73	73
50-64	67	71	77	74	74	74	n/a	n/a	n/a	n/a
Large Rural	67	68	71	72	73	74	73	72	73	72
18-34	64	72	72	74	75	75	n/a	n/a	n/a	n/a
Men	62▼	65	70	70	70	69	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: 22 Councils asked group: 8

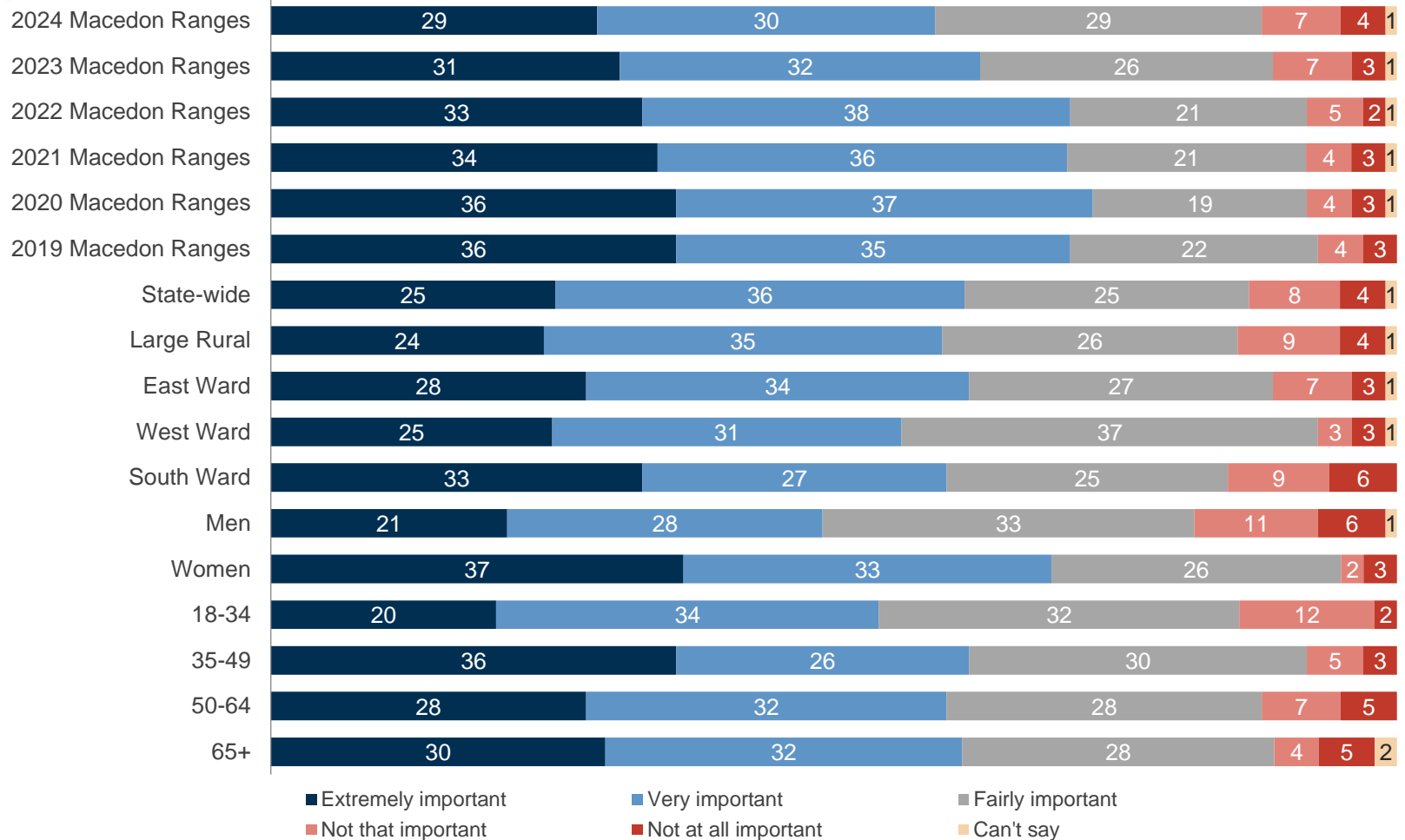
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2024 environmental sustainability importance (%)







# Environmental sustainability performance



## 2024 environmental sustainability performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	71▲	56	62	66	74	n/a	n/a	n/a	n/a	n/a
West Ward	64	61	60	62	66	n/a	n/a	n/a	n/a	n/a
Men	61	59	59	61	65	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	61	59	60	61	66	n/a	n/a	n/a	n/a	n/a
East Ward	61	58	60	58	63	n/a	n/a	n/a	n/a	n/a
Women	61	59	61	60	66	n/a	n/a	n/a	n/a	n/a
State-wide	60	60	61	62	60	62	63	64	63	64
65+	60	58	58	56	63	n/a	n/a	n/a	n/a	n/a
South Ward	58	59	61	61	67	n/a	n/a	n/a	n/a	n/a
35-49	58	63	63	62	65	n/a	n/a	n/a	n/a	n/a
Large Rural	58▼	58	59	61	60	61	61	62	62	64
50-64	56	59	58	61	60	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: 34 Councils asked group: 10

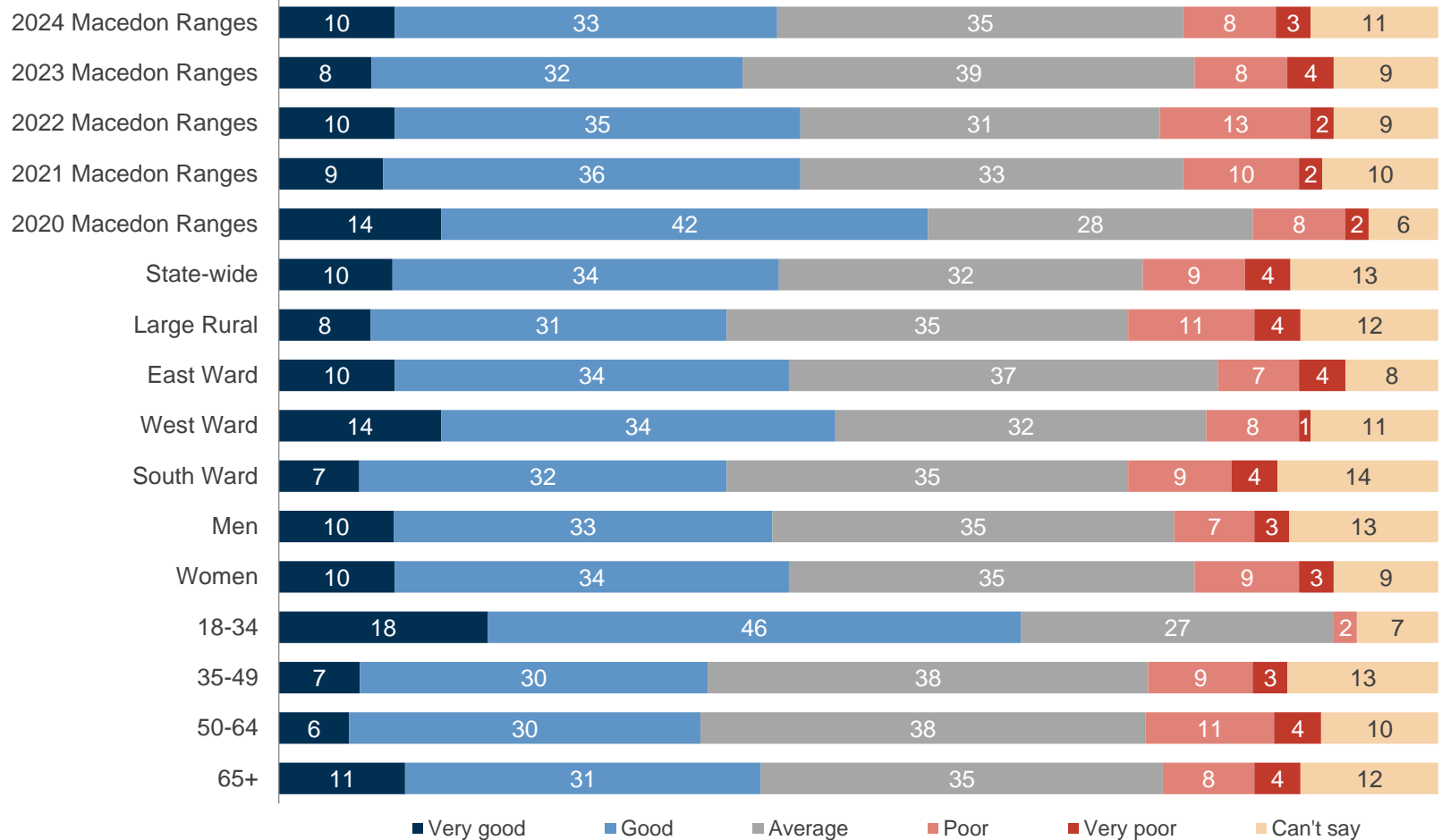
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2024 environmental sustainability performance (%)

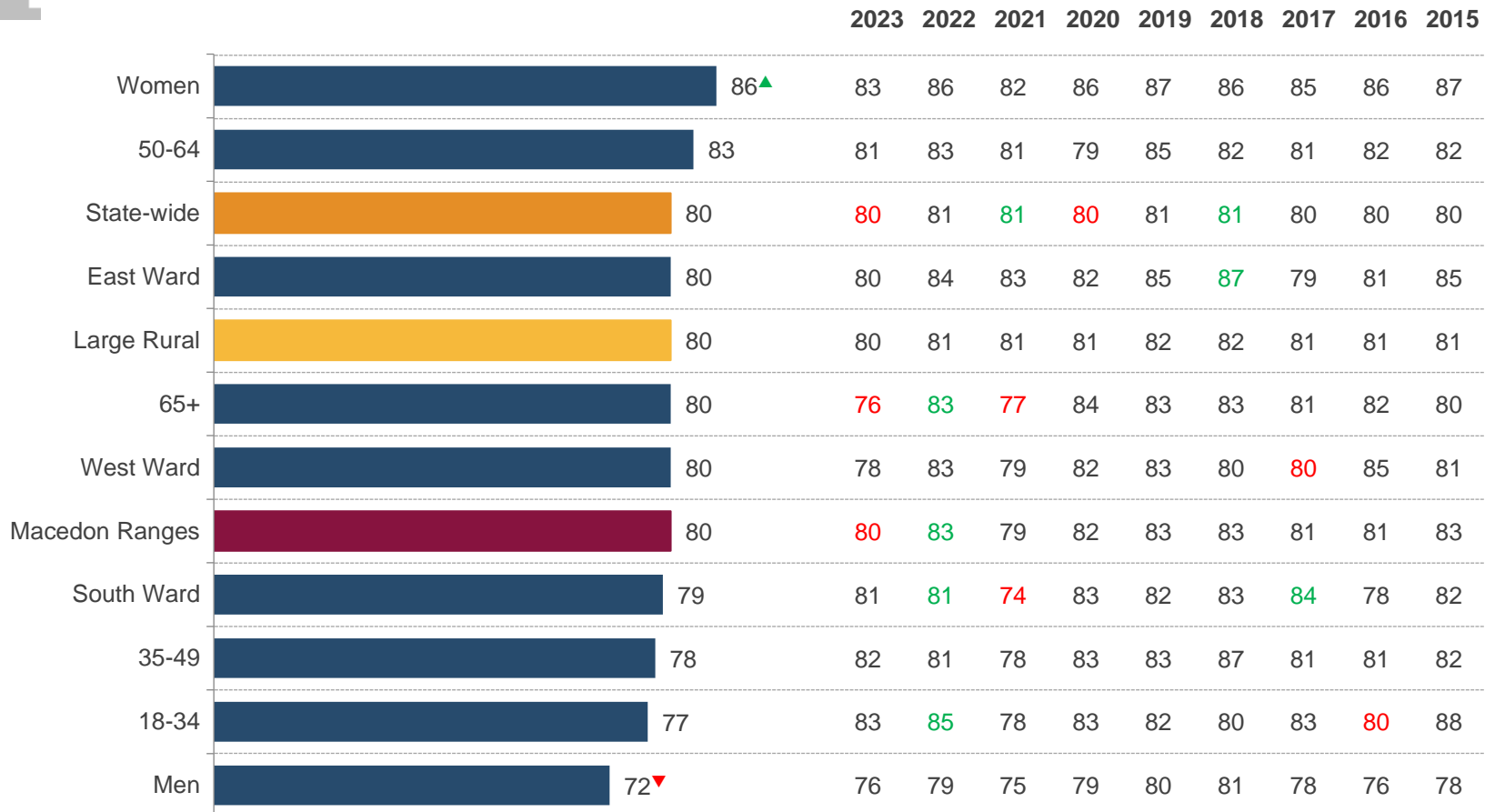




# Emergency and disaster management importance



## 2024 emergency and disaster management importance (index scores)



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

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

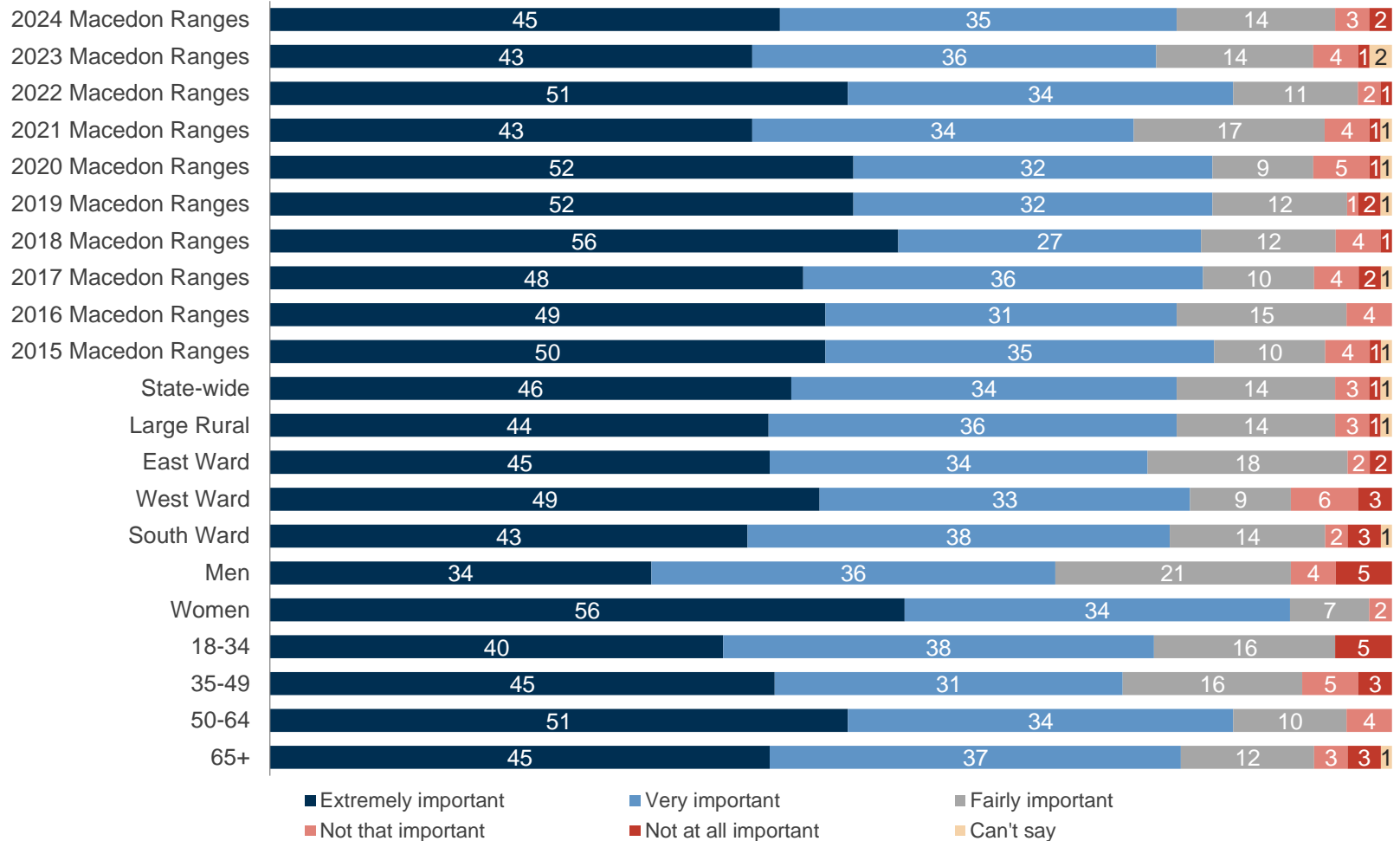
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management importance



## 2024 emergency and disaster management importance (%)





# Emergency and disaster management performance



## 2024 emergency and disaster management performance (index scores)

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

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

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

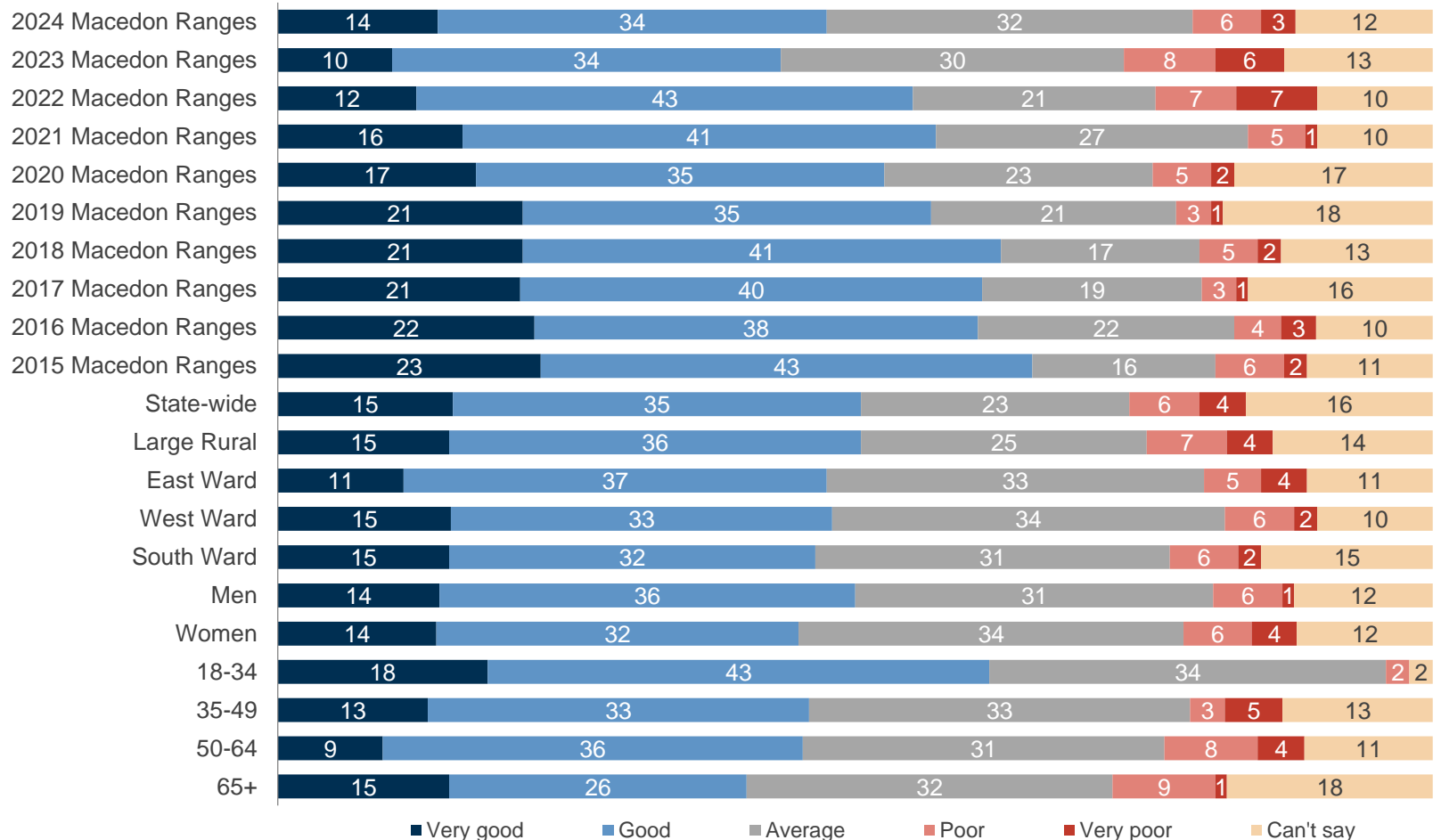
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management performance



## 2024 emergency and disaster management performance (%)





# Planning for population growth in the area importance



## 2024 population growth importance (index scores)

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

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

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

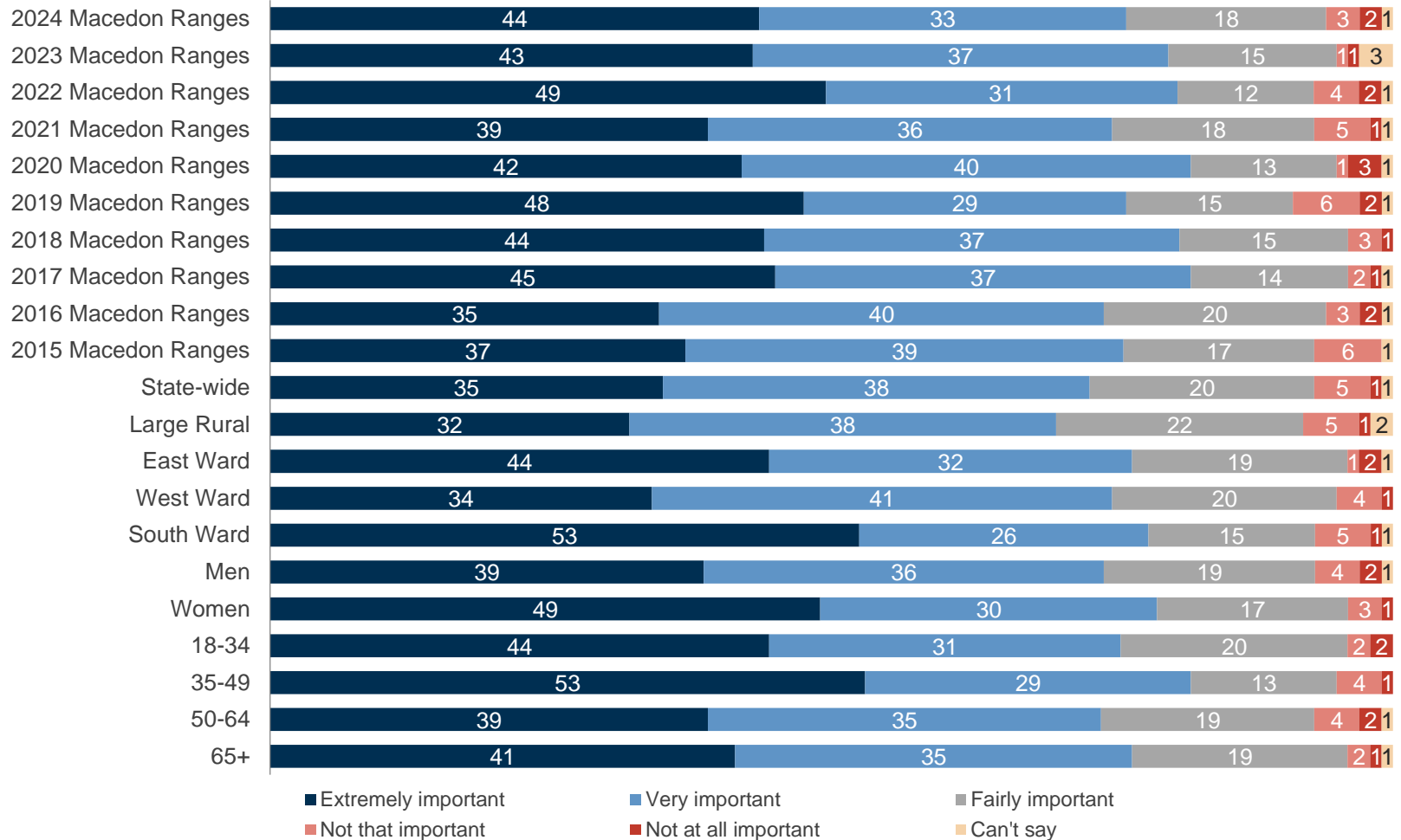
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



## 2024 population growth importance (%)







# Planning for population growth in the area performance



## 2024 population growth performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	47▲	48	52	53	51	52	52	52	51	54
Large Rural	46▲	45	49	51	47	49	48	48	47	50
West Ward	44▲	44	46	51	50	48	54	51	46	49
18-34	43	36	49	43	51	53	49	52	56	57
65+	41	42	43	45	48	48	45	49	50	48
Men	40	40	39	45	46	47	50	48	48	49
East Ward	38	36	39	39	43	46	44	45	52	51
Macedon Ranges	38	39	41	43	45	46	47	47	49	51
50-64	37	36	34	50	40	43	50	45	43	47
Women	35	37	43	42	43	44	45	46	50	53
South Ward	33	35	39	37	41	43	45	45	48	51
35-49	32▼	38	39	38	41	40	46	44	48	50

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: 17 Councils asked group: 5

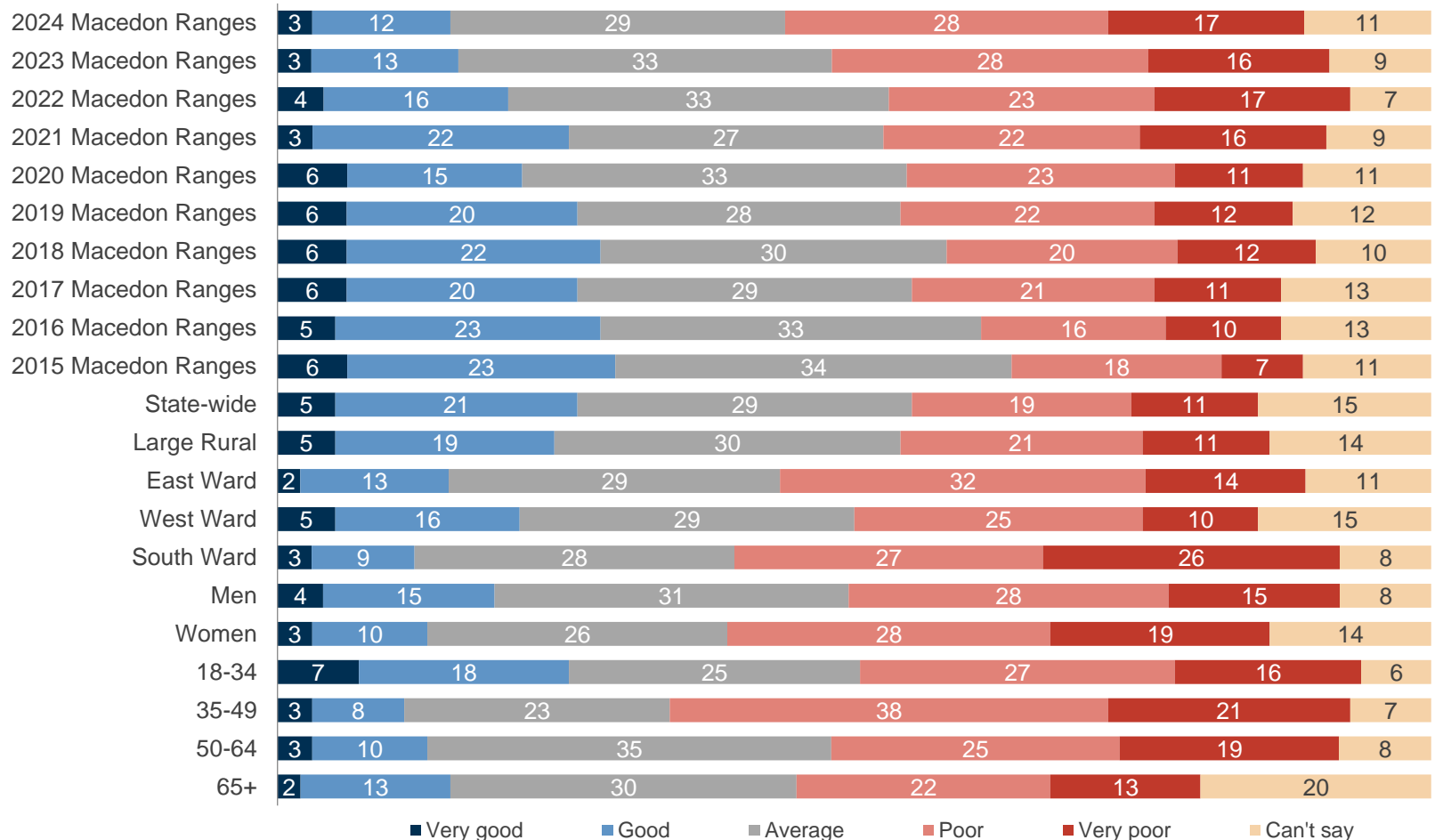
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



## 2024 population growth performance (%)





# Roadside slashing and weed control importance



2024 roadside slashing and weed control importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4

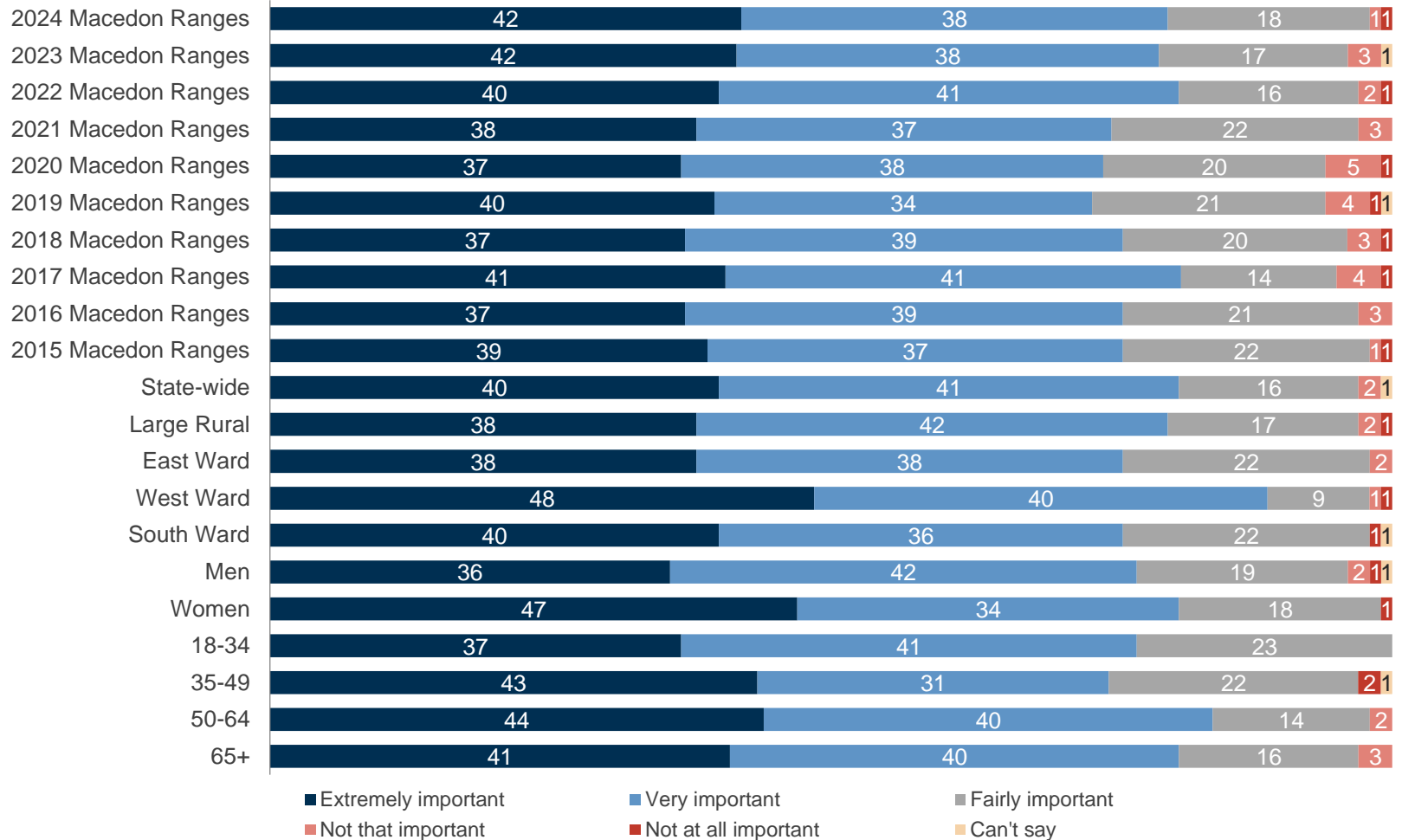
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control importance



## 2024 roadside slashing and weed control importance (%)





# Roadside slashing and weed control performance



## 2024 roadside slashing and weed control performance (index scores)

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

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

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

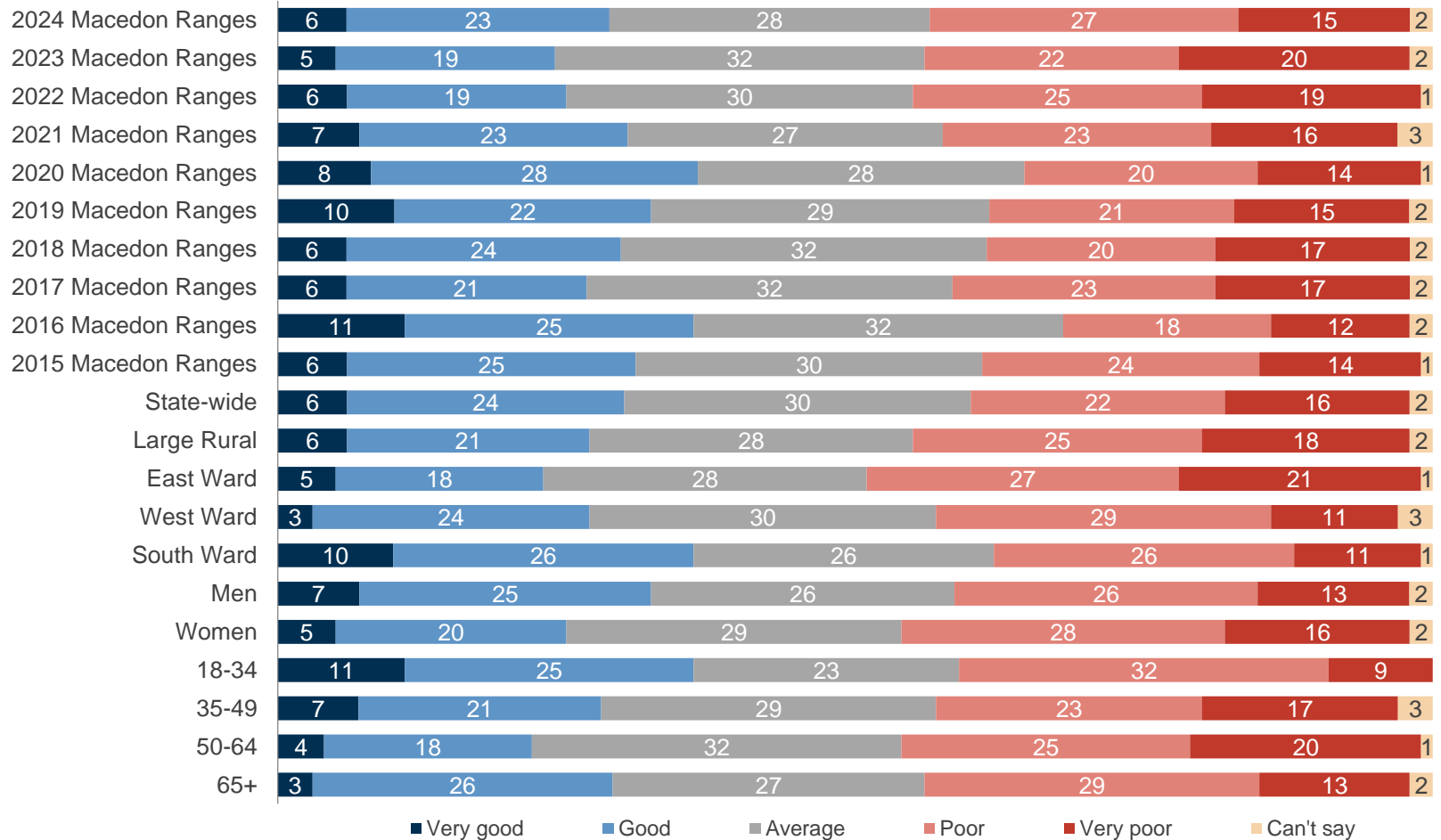
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control performance



## 2024 roadside slashing and weed control performance (%)





# Maintenance of unsealed roads in your area importance



## 2024 unsealed roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	87	86	84	75	76	80	75	77	75	77
State-wide	84	83	83	81	80	80	80	79	79	78
Large Rural	84	83	82	80	79	79	78	77	78	76
Women	84	84	86	80	76	82	78	79	78	81
West Ward	84	82	82	78	78	81	78	81	76	76
East Ward	83	86	87	82	77	83	82	81	78	77
Macedon Ranges	83	84	83	79	76	81	78	79	76	77
50-64	83	84	83	82	78	85	81	81	77	79
South Ward	82	83	79	77	74	79	72	75	74	78
Men	82	84	80	77	76	80	77	79	74	72
18-34	82	86	86	80	70	79	75	74	76	73
65+	80	80	79	79	79	80	80	83	77	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: 13 Councils asked group: 6

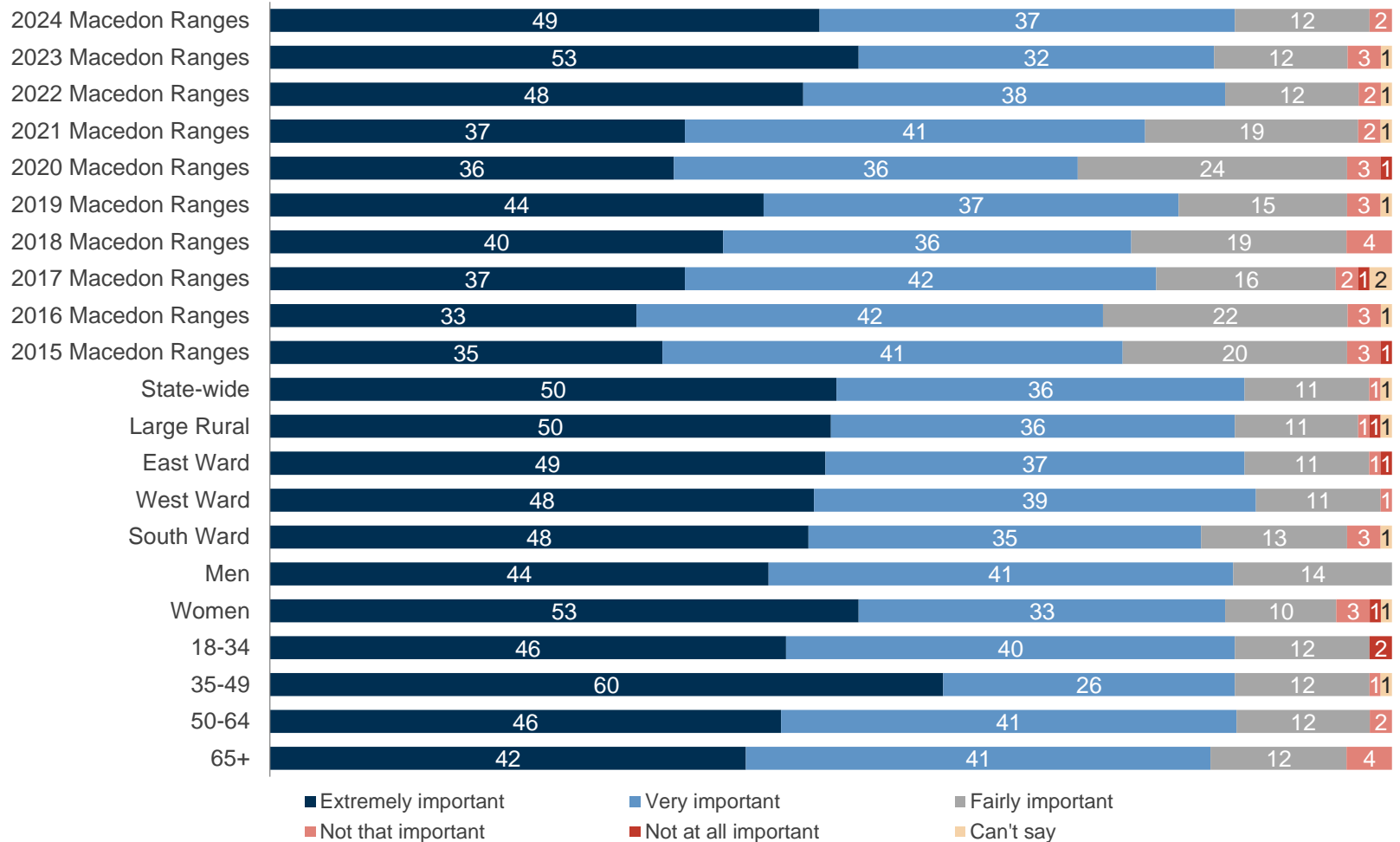
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2024 unsealed roads importance (%)







# Maintenance of unsealed roads in your area performance



## 2024 unsealed roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	36▲	37	41	45	44	44	43	44	43	45
Large Rural	34▲	35	39	44	42	41	41	42	43	44
65+	34	38	40	42	46	43	42	48	48	44
Men	33	31	40	46	51	41	42	41	48	47
West Ward	32	30	39	44	51	43	42	41	40	48
South Ward	31	37	41	46	49	45	49	45	48	50
50-64	30	30	37	43	46	39	44	40	45	43
Macedon Ranges	30	31	37	45	49	42	43	42	46	47
18-34	29	24	33	44	54	43	42	41	47	53
Women	27	31	34	44	46	43	43	43	44	47
East Ward	27	26	31	44	45	37	38	40	49	44
35-49	26	28	35	49	48	43	43	41	44	49

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: 27 Councils asked group: 11

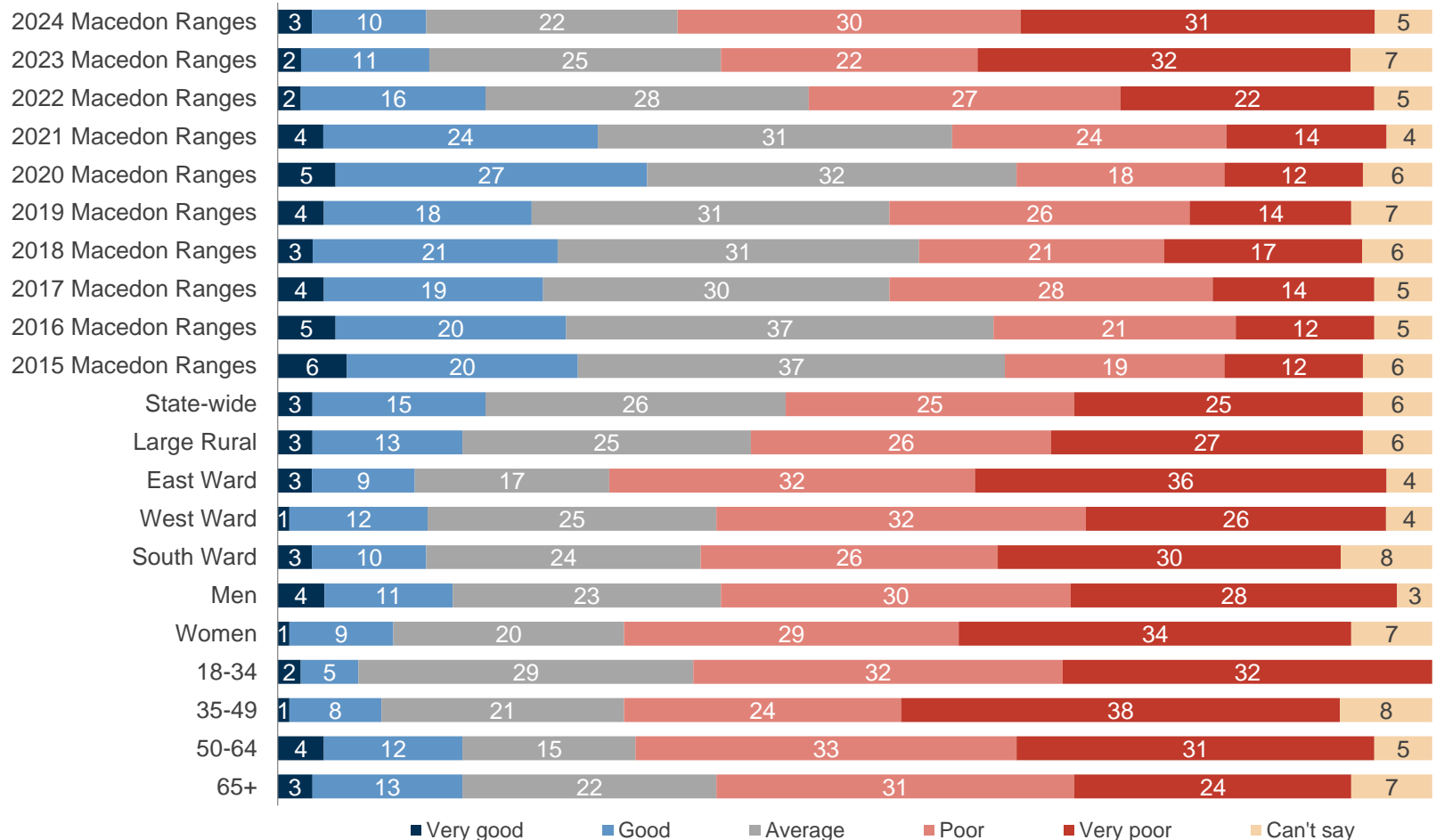
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



## 2024 unsealed roads performance (%)





# Business and community development importance



## 2024 business/community development importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Large Rural	69▲	67	68	68	68	70	69	70	71	72
State-wide	69▲	68	70	70	69	69	69	70	70	69
Women	67	67	68	69	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	66	71	68	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	66	62	68	69	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	67	71	66	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	64	64	67	66	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	64	63	67	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	63	65	65	65	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	62	66	68	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	62	64	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	62	66	63	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: 8 Councils asked group: 4

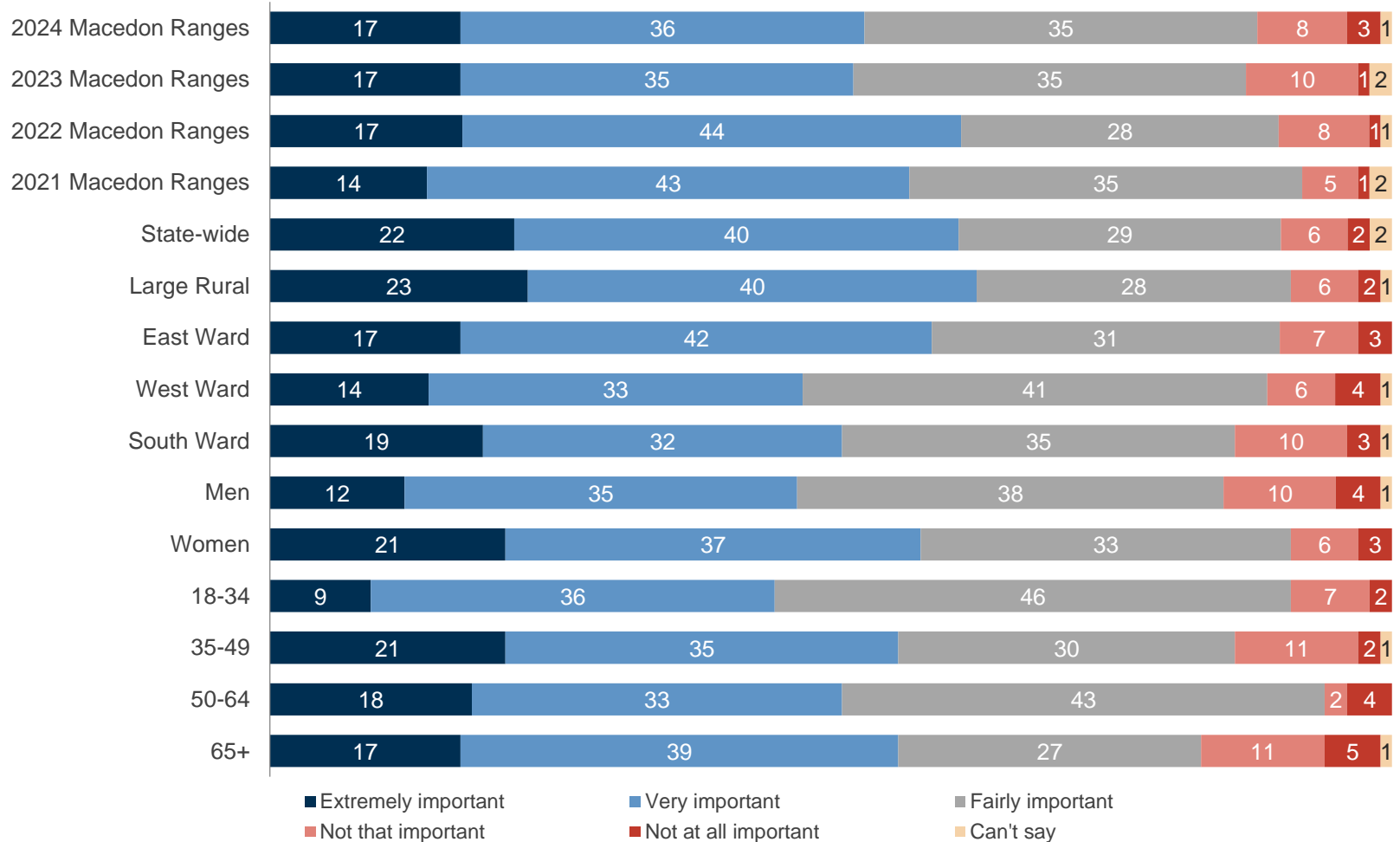
Note: Please see Appendix A for explanation of significant differences.



# Business and community development importance



2024 business/community development importance (%)





# Business and community development performance



## 2024 business/community development performance (index scores)

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

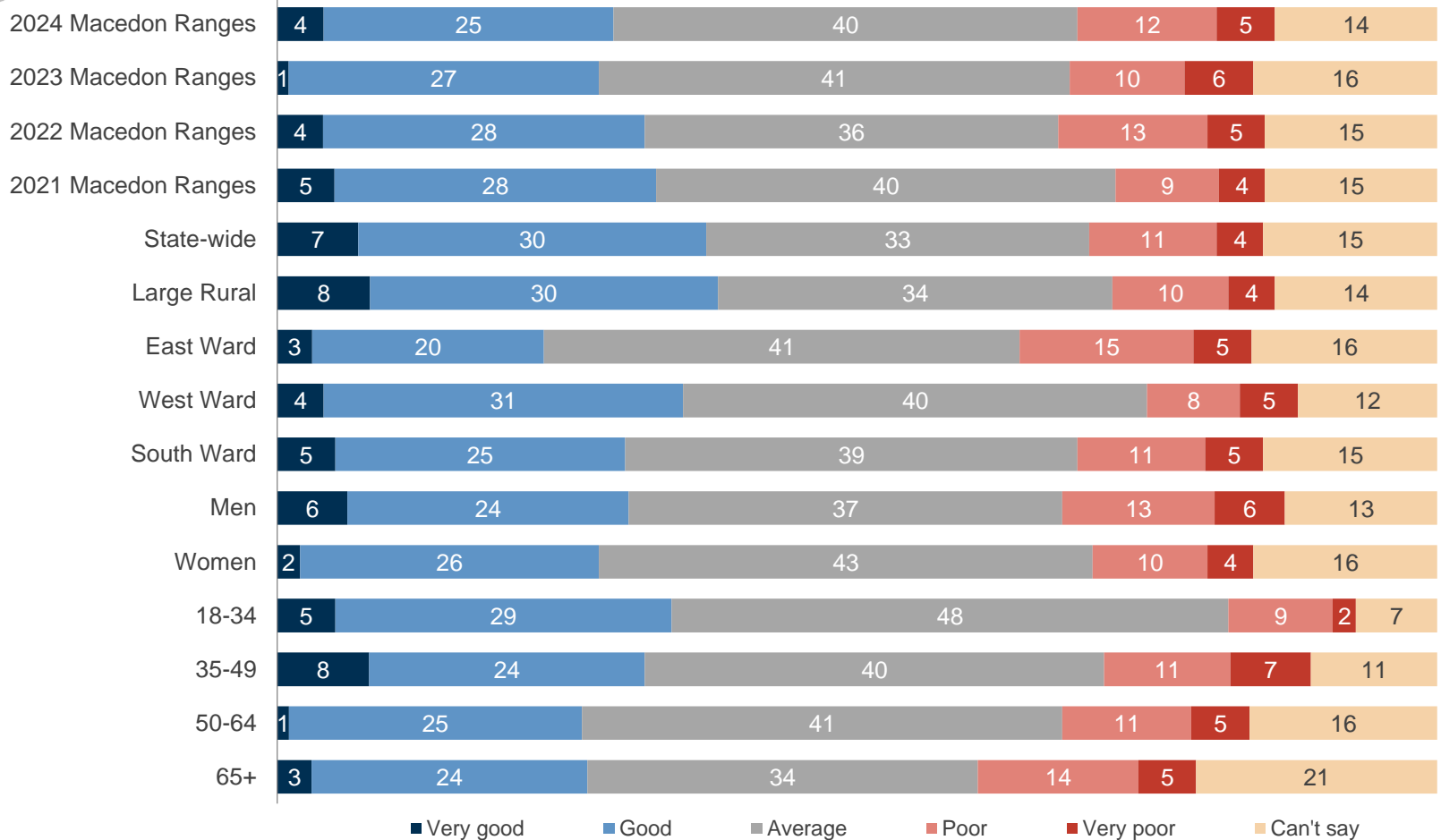
Note: Please see Appendix A for explanation of significant differences.



# Business and community development performance



## 2024 business/community development performance (%)





# Tourism development importance



## 2024 tourism development importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
West Ward	61	61	67	66	58	64	n/a	n/a	n/a	n/a
Women	60	59	64	65	62	60	n/a	n/a	n/a	n/a
50-64	59	64	62	66	60	61	n/a	n/a	n/a	n/a
State-wide	59	60	62	63	62	59	61	62	63	65
East Ward	58	55	56	64	62	57	n/a	n/a	n/a	n/a
18-34	58	53	54	57	55	53	n/a	n/a	n/a	n/a
65+	58	57	62	64	66	58	n/a	n/a	n/a	n/a
Macedon Ranges	58	57	61	63	60	59	n/a	n/a	n/a	n/a
Large Rural	57	58	60	62	62	60	62	63	67	67
Men	56	56	57	61	58	57	n/a	n/a	n/a	n/a
35-49	55	57	64	65	59	62	n/a	n/a	n/a	n/a
South Ward	54	55	59	58	60	55	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: 7 Councils asked group: 3

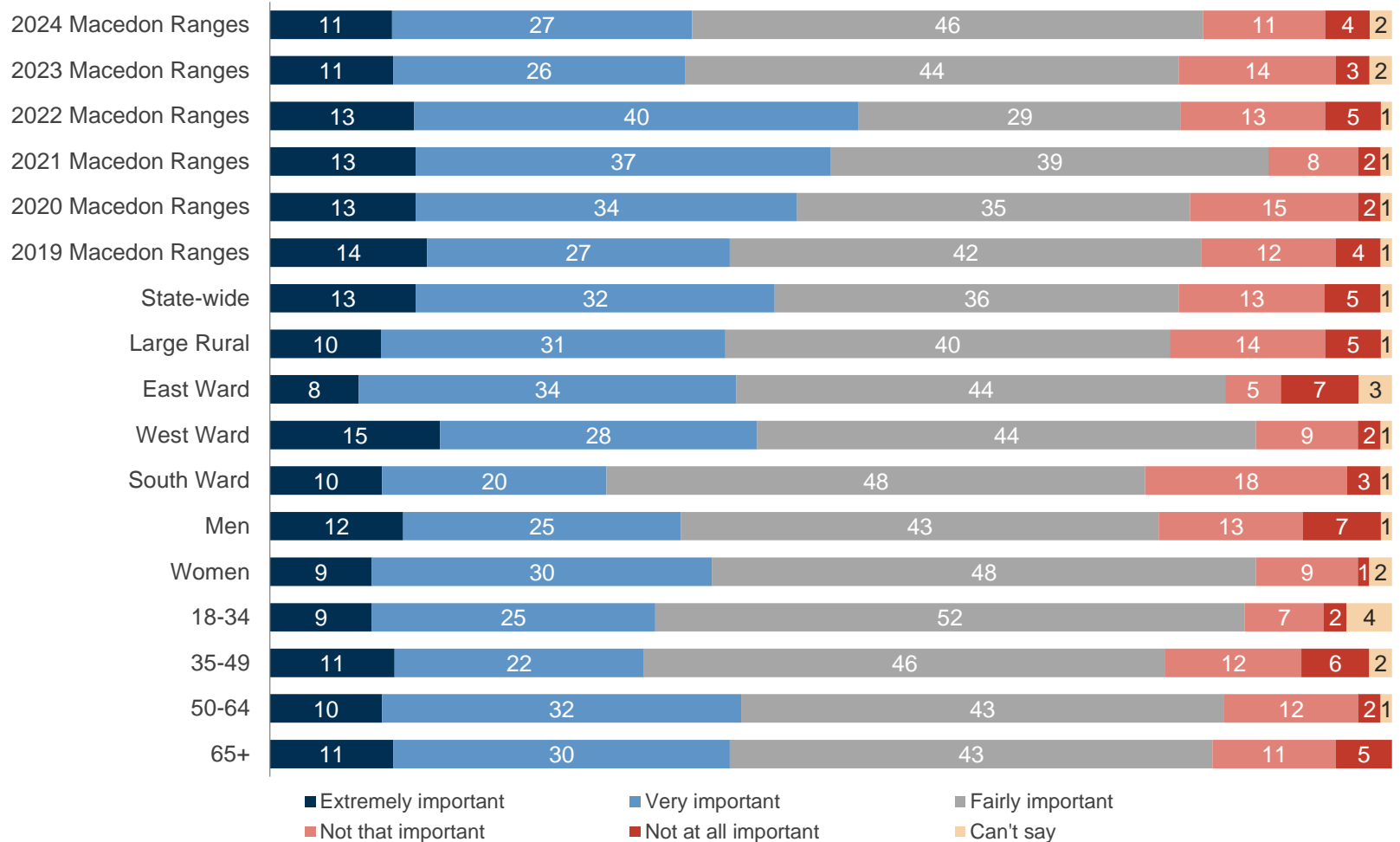
Note: Please see Appendix A for explanation of significant differences.



# Tourism development importance



## 2024 tourism development importance (%)







# Tourism development performance



## 2024 tourism development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	62	58	66	56	69	61	n/a	n/a	n/a	n/a
Large Rural	61▲	62	61	64	62	61	61	65	64	66
South Ward	61	64	62	57	61	60	n/a	n/a	n/a	n/a
West Ward	60	60	58	60	66	64	n/a	n/a	n/a	n/a
35-49	60	65	60	58	58	61	n/a	n/a	n/a	n/a
State-wide	59	61	60	62	62	63	63	63	63	63
Men	58	58	57	56	61	60	n/a	n/a	n/a	n/a
Macedon Ranges	57	60	59	58	63	61	n/a	n/a	n/a	n/a
Women	57	62	61	59	65	62	n/a	n/a	n/a	n/a
50-64	55	62	51	56	63	63	n/a	n/a	n/a	n/a
65+	54	57	58	58	62	60	n/a	n/a	n/a	n/a
East Ward	51▼	57	57	55	60	60	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: 12 Councils asked group: 3

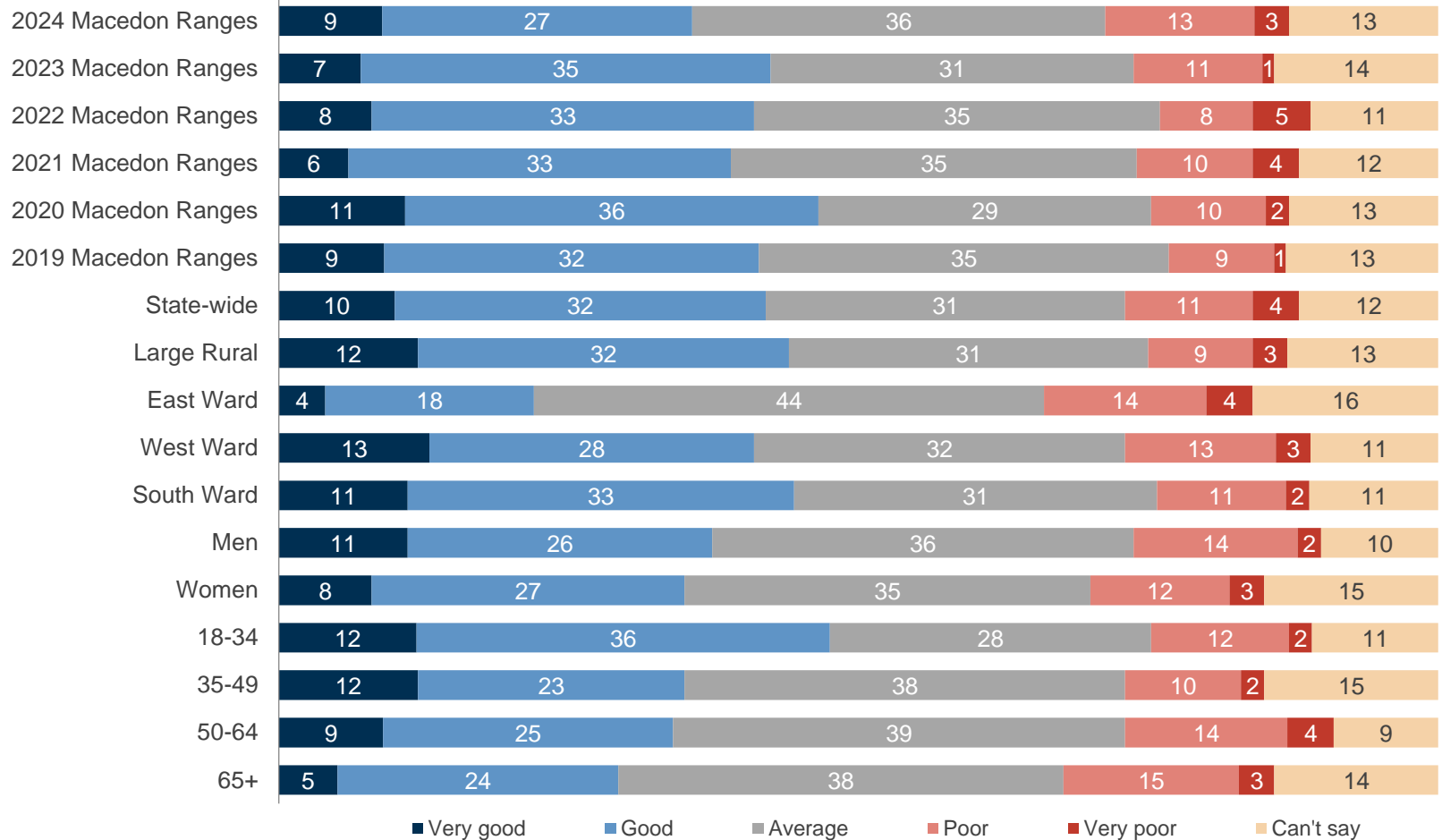
Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



## 2024 tourism development performance (%)





# COVID-19 response importance



## 2024 COVID-19 response importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	54▲	60	63	71	n/a	n/a	n/a	n/a	n/a	n/a
Women	51▲	59	65	69	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51▲	57	65	71	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50▲	55	62	67	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	47	55	60	64	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	45	53	59	64	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	54	57	65	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	45	55	57	67	n/a	n/a	n/a	n/a	n/a	n/a
18-34	44	48	61	62	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	44	50	59	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	39▼	48	52	58	n/a	n/a	n/a	n/a	n/a	n/a
35-49	36▼	47	53	57	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: 4 Councils asked group: 2

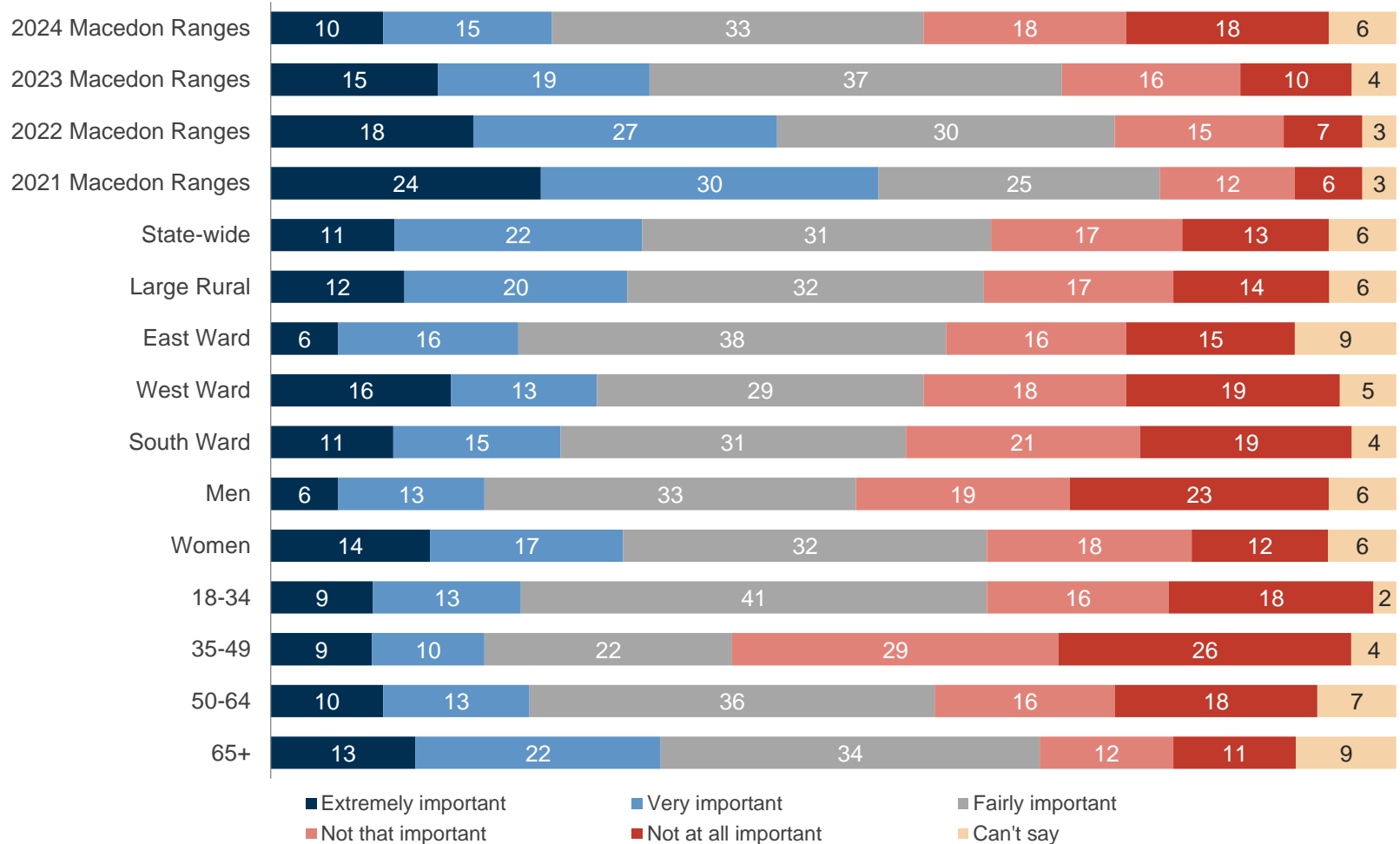
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



## 2024 COVID-19 response importance (%)





# COVID-19 response performance



## 2024 COVID-19 response performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Large Rural	66▲	67	71	74	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66▲	57	73	73	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	61	66	69	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	59	63	67	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	60	60	64	68	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	60	60	61	71	n/a	n/a	n/a	n/a	n/a	n/a
Macedon Ranges	60	59	64	68	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	60	59	69	65	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	61	57	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	57	62	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	61	63	68	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: 8 Councils asked group: 5

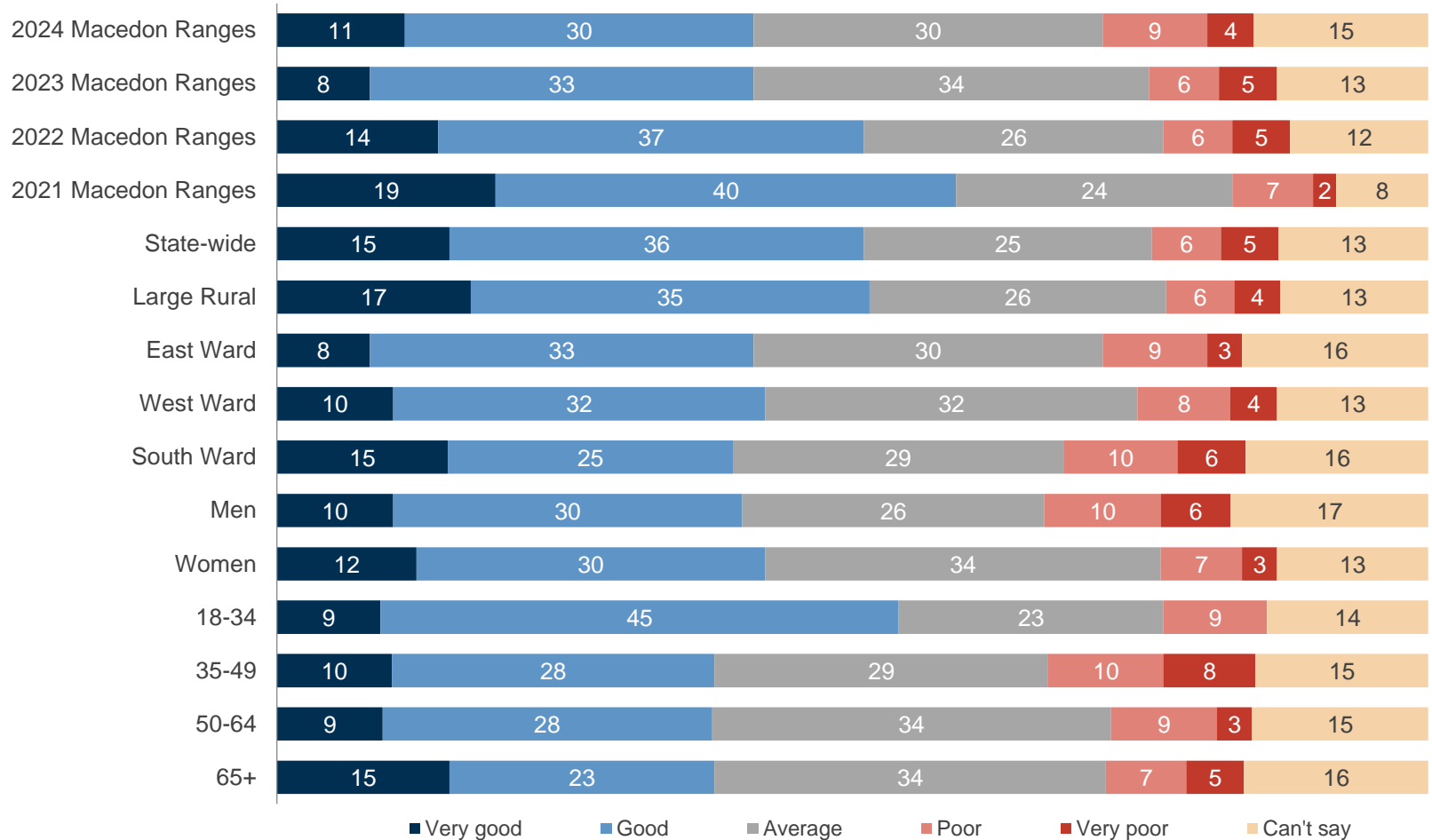
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



## 2024 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

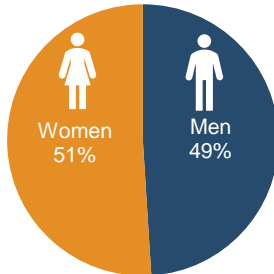
# **Detailed demographics**



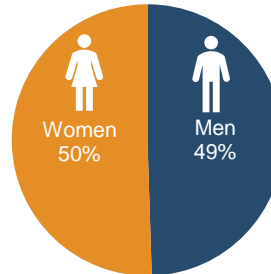
## Gender and age profile

### 2024 gender

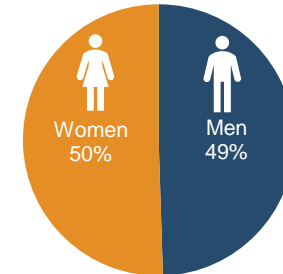
Macedon Ranges



Large Rural

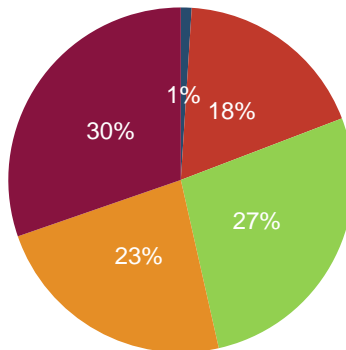


State-wide

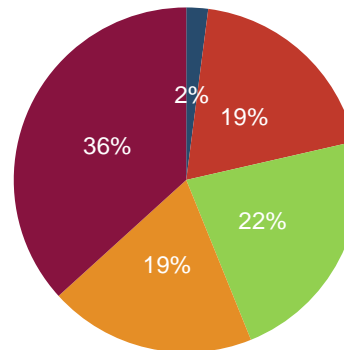


### 2024 age

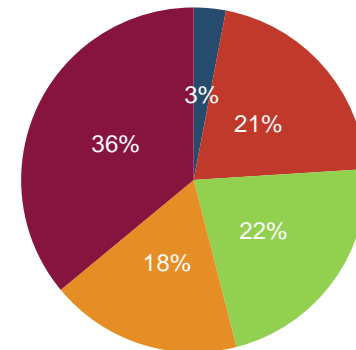
Macedon Ranges



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Large Rural gender results may not add to 100%.





# **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

*Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.*



## Appendix A: Margins of error

The sample size for the 2024 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 39,600 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	188	196	+/-7.1
Women	212	204	+/-6.7
East Ward	142	142	+/-8.2
West Ward	119	116	+/-9.0
South Ward	139	142	+/-8.3
18-34 years	44	79	+/-14.9
35-49 years	88	107	+/-10.5
50-64 years	116	93	+/-9.1
65+ years	152	121	+/-8.0



## Appendix A: Index score significant difference calculation

---

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



## **Appendix B: Further project information**



## Appendix B: Further information

---

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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 1<sup>st</sup> June 2023 – 18<sup>th</sup> March 2024.



## Appendix B: Analysis and reporting

---

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 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 2024 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 cannot be made within the reported charts.





## 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 2024 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 2024 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 2024 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:** 2024 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.

**THERE ARE  
OVER  
6 MILLION  
PEOPLE IN  
VICTORIA...**

**FIND OUT  
WHAT THEY'RE  
THINKING.**



**Contact us**  
03 8685 8555



**Follow us**  
[@JWSResearch](#)

**John Scales**  
Founder  
[jscales@jwsresearch.com](mailto:jscales@jwsresearch.com)

**Mark Zuker**  
Managing Director  
[mzucker@jwsresearch.com](mailto:mzucker@jwsresearch.com)

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



J W S R E S E A R C H