



# **2020 Local Government Community Satisfaction Survey**

## **Mount Alexander Shire Council**

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





# Contents

<b><u>Background and objectives</u></b>	<b><u>3</u></b>	<b><u>Appearance of public areas</u></b>	<b><u>91</u></b>
<b><u>Key findings and recommendations</u></b>	<b><u>4</u></b>	<b><u>Community and cultural activities</u></b>	<b><u>95</u></b>
<b><u>Detailed findings</u></b>	<b><u>12</u></b>	<b><u>Waste management</u></b>	<b><u>99</u></b>
<u>Overall performance</u>	<u>13</u>	<u>General town planning policy</u>	<u>103</u>
<u>Customer service</u>	<u>28</u>	<u>Planning and building permits</u>	<u>107</u>
<u>Communication</u>	<u>37</u>	<u>Environmental sustainability</u>	<u>111</u>
<u>Council direction</u>	<u>42</u>	<u>Emergency and disaster management</u>	<u>115</u>
<u>Individual service areas</u>	<u>46</u>	<u>Planning for population growth</u>	<u>119</u>
<u>Community consultation and engagement</u>	<u>47</u>	<u>Maintenance of unsealed roads</u>	<u>123</u>
<u>Lobbying on behalf of the community</u>	<u>51</u>	<u>Business and community development</u>	<u>127</u>
<u>Decisions made in the interest of the community</u>	<u>55</u>	<u>Tourism development</u>	<u>131</u>
<u>Condition of sealed local roads</u>	<u>59</u>	<b><u>Detailed demographics</u></b>	<b><u>135</u></b>
<u>Informing the community</u>	<u>63</u>	<b><u>Appendix A: Index scores, margins of error and significant differences</u></b>	<b><u>140</u></b>
<u>Condition of local streets and footpaths</u>	<u>67</u>	<b><u>Appendix B: Further project information</u></b>	<b><u>145</u></b>
<u>Parking facilities</u>	<u>71</u>		
<u>Enforcement of local laws</u>	<u>75</u>		
<u>Family support services</u>	<u>79</u>		
<u>Elderly support services</u>	<u>83</u>		
<u>Recreational facilities</u>	<u>87</u>		



## Background and objectives

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

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

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

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

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

### Serving Victoria for 21 years

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

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

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



## **Key findings and recommendations**



# Mount Alexander Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Mount Alexander 53



State-wide 58



Large Rural 55

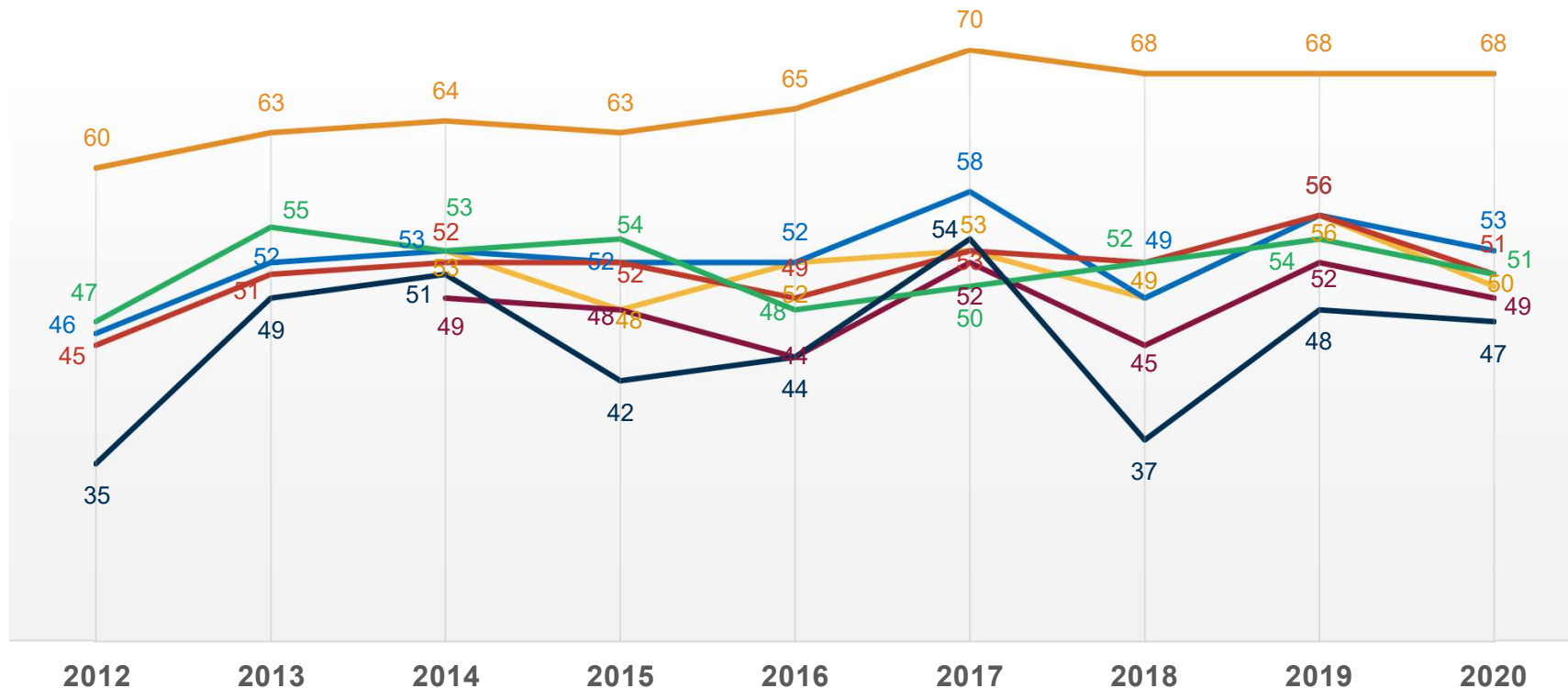
## Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<div> Waste management</div> <div> Local streets &amp; footpaths</div> <div> Recreational facilities</div>
Compared to group average	<div> Sealed local roads</div>	<div> Waste management</div> <div> Emergency &amp; disaster mngt</div> <div> Informing the community</div>



## Summary of core measures

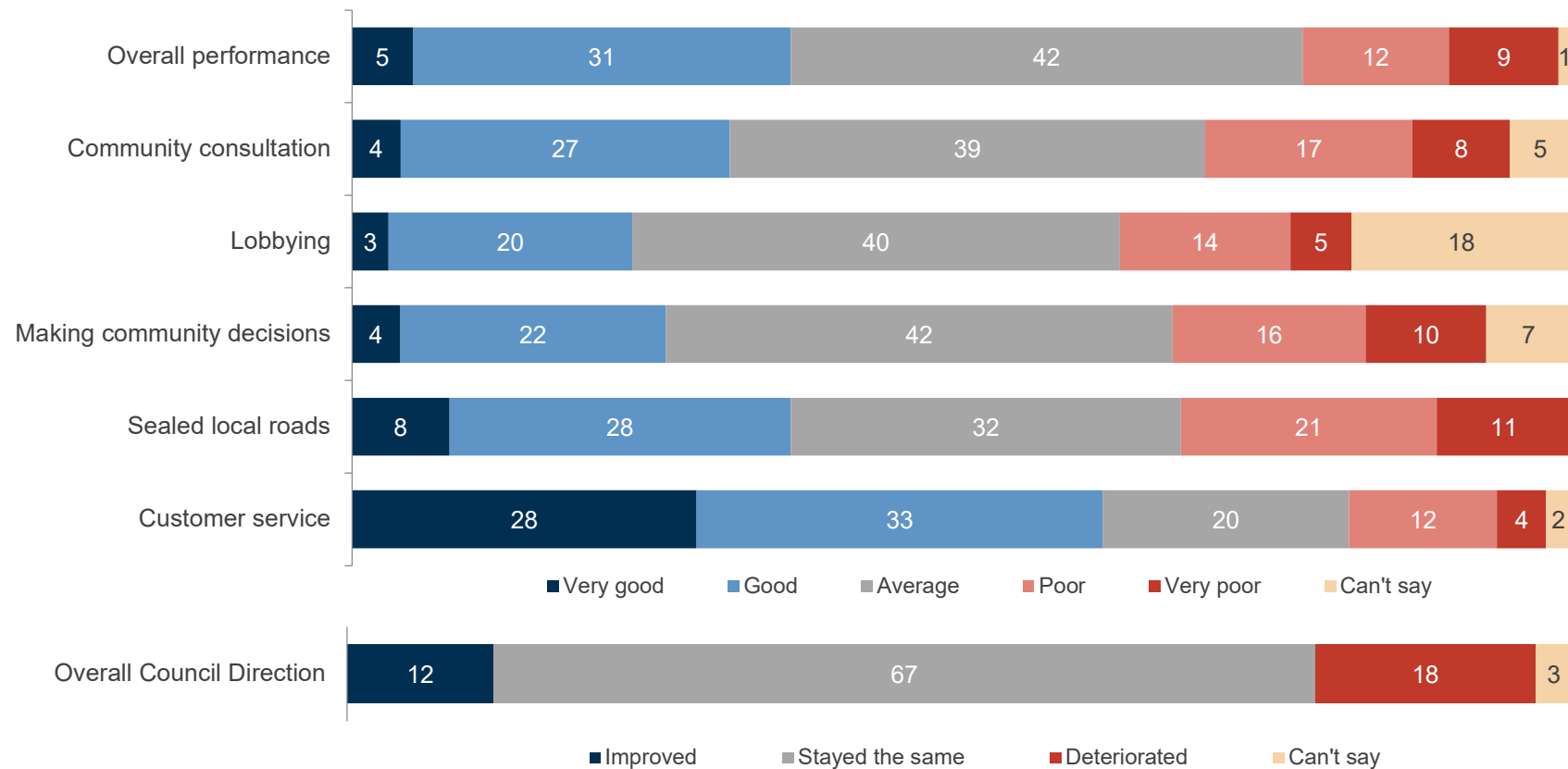
### Index scores















## Summary of core measures

Core measures summary results (%)















## Summary of Mount Alexander Shire Council performance

Services	Mount Alexander 2020	Mount Alexander 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	53	56	55	58	Aged 65+ years	Aged 18-64 years, Men
 Overall council direction	47	48	50	51	Aged 18-34 years	Aged 50-64 years
 Customer service	68	68	68	70	Aged 65+ years	Aged 50-64 years
 Appearance of public areas	72	70	71	72	Aged 35-64 years	Aged 18-34 years
 Community & cultural	68	72	67	68	Women	Aged 18-34 years
 Tourism development	64	65	62	62	Aged 18-34 years	Other residents
 Enforcement of local laws	63	65	64	63	Aged 18-34 years, Women	Men, Aged 50-64 years
 Elderly support services	62	66	67	68	Aged 65+ years	Aged 35-49 years
 Recreational facilities	62	65	67	70	Aged 65+ years	Aged 18-34 years
 Emergency & disaster mngt	62	68	69	68	Castlemaine residents	Aged 18-34 years, Aged 50-64 years, Other residents

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








## Summary of Mount Alexander Shire Council performance

Services		Mount Alexander 2020	Mount Alexander 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Family support services	60	65	64	66	Aged 65+ years	Aged 35-49 years
	Environmental sustainability	59	61	60	60	Castlemaine residents, Aged 65+ years	Aged 50-64 years, Other residents
	Business & community dev.	54	54	60	59	Aged 18-34 years	Aged 35-49 years
	Informing the community	52	57	59	59	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	51	56	54	55	Aged 35-49 years	Aged 18-34 years
	Lobbying	51	54	53	53	Castlemaine residents	Other residents, Aged 35-49 years
	Parking facilities	51	-	57	55	Aged 35-49 years	Aged 18-34 years
	Sealed local roads	50	56	47	54	Castlemaine residents	Aged 18-34 years
	Waste management	49	55	62	65	Aged 65+ years	Aged 35-49 years
	Town planning policy	49	-	54	54	Castlemaine residents, Aged 65+ years	Aged 35-49 years

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



## Summary of Mount Alexander Shire Council performance

Services		Mount Alexander 2020	Mount Alexander 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Community decisions	49	52	52	53	Aged 65+ years	Aged 18-34 years
	Local streets & footpaths	48	49	54	58	Aged 18-34 years	Aged 65+ years
	Population growth	47	50	47	51	Castlemaine residents	Aged 35-49 years
	Building & planning permits	45	-	49	51	Castlemaine residents	Aged 50-64 years
	Unsealed roads	41	43	42	44	Castlemaine residents	Aged 18-34 years

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



## Focus areas for the next 12 months

### Overview

Perceptions of Council performance on most service areas evaluated have declined over the past year, and significantly so. Ratings continue to fluctuate, often at a statistically significant level, demonstrating a missed opportunity to consolidate gains as they occur. Decreases in ratings across most services areas is likely to have contributed to a (not significant) three-point decline in perceptions of Council's overall performance (index score of 53).

### Key influences on perceptions of overall performance

Mount Alexander Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance, such as decisions made in the interest of the community and planning and building permits, where performance is relatively poor. Sustaining performance in the area of community and cultural activities should also be an aim. This is one of Council's top performing areas influencing the overall performance rating, yet perceptions have significantly declined.

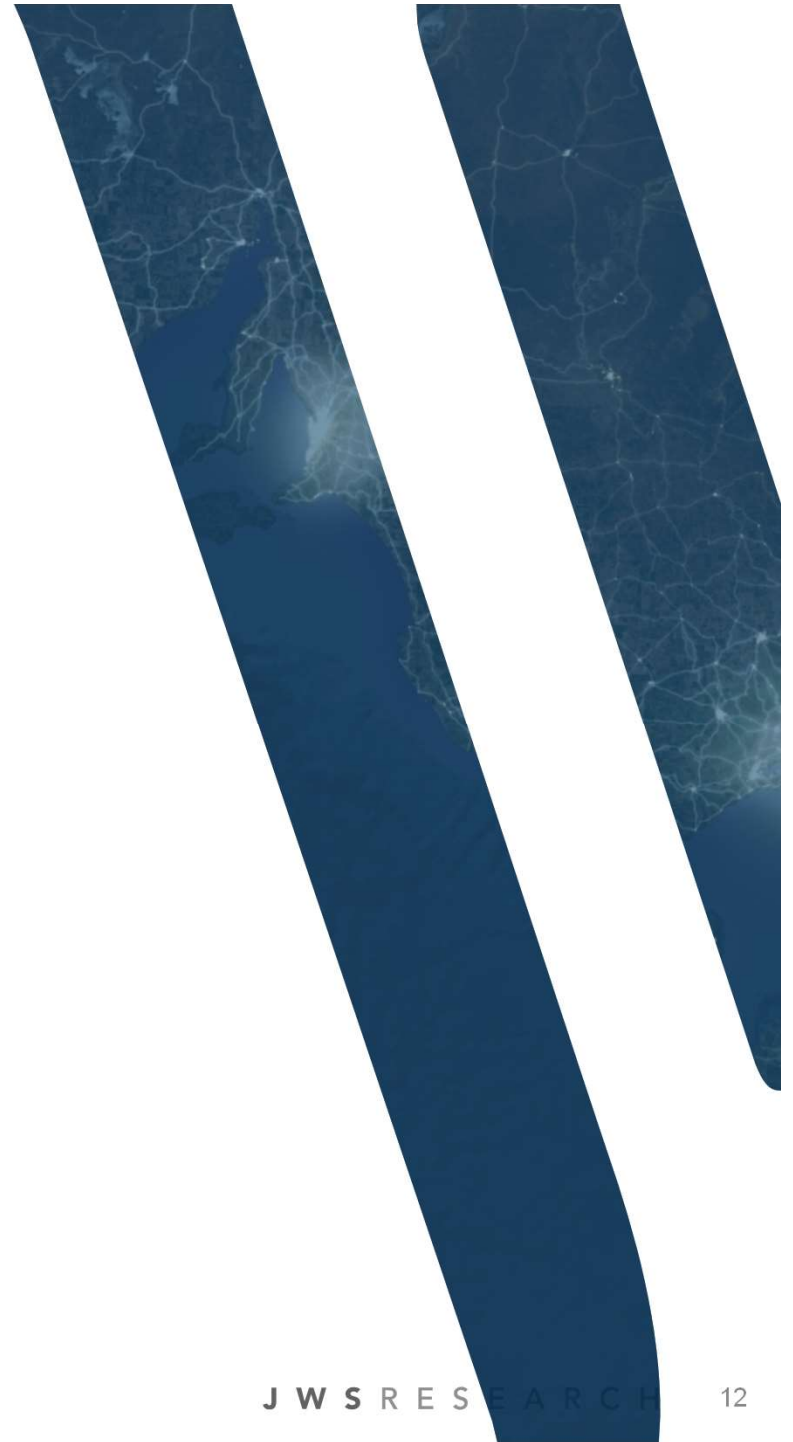
### Comparison to state and area grouping

Council rates significantly lower than the Large Rural and State-wide group averages on the vast majority of individual service areas. Positively, Council's top four rated service areas are in line with both group averages.

### Consolidate gains over time

Council should look to level out fluctuations in its performance on all service areas over the next 12 months and build steady trends of improvement. In recent years, Council has been unable to maintain the gains it makes in performance ratings. Council should look to build upon its performance on the appearance of public areas, as the only service in which perceptions improved over the last 12 months to now be at their highest point to date.

# DETAILED FINDINGS



# **Overall performance**





## Overall performance

The overall performance index score of 53 for Mount Alexander Shire Council represents a three-point decline on the significantly improved 2019 result.

- Overall performance perceptions regularly fluctuate and sometimes significantly. This year is no exception.

Mount Alexander Shire Council's overall performance is rated in line with the Large Rural group average and statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide (index scores of 55 and 58 respectively).

- Perceptions among almost all demographic and geographic cohorts have declined over the past year, apart from those aged 65+ years and residents of Castlemaine.
- Changes in ratings among younger residents aged 18 to 34 years and those who reside in Other areas are the most severe, both significantly declining in the last 12 months.

Just over a third of residents (36%) rate Mount Alexander Shire Council's overall performance as 'very good' or 'good', while one-in-five (21%) rate it as 'very poor' or 'poor'. A further 42% sit mid-scale, rating Council's overall performance as 'average'.





## Overall performance

### 2020 overall performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58▲	60	59	59	59	60	61	60	60
65+	56	54	49	55	51	49	52	50	40
Large Rural	55	56	56	54	54	56	n/a	n/a	n/a
Women	55	58	50	58	52	50	57	51	44
Castlemaine	55	55	54	57	54	52	55	55	n/a
Mount Alexander	53	56	49	58	52	52	53	52	46
Other	52	57	45	59	51	51	52	50	n/a
Men	51	55	48	58	51	53	50	53	48
35-49	51	52	51	58	54	53	50	52	49
18-34	51	66	51	65	56	57	60	58	56
50-64	51	57	46	57	48	49	53	50	43

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

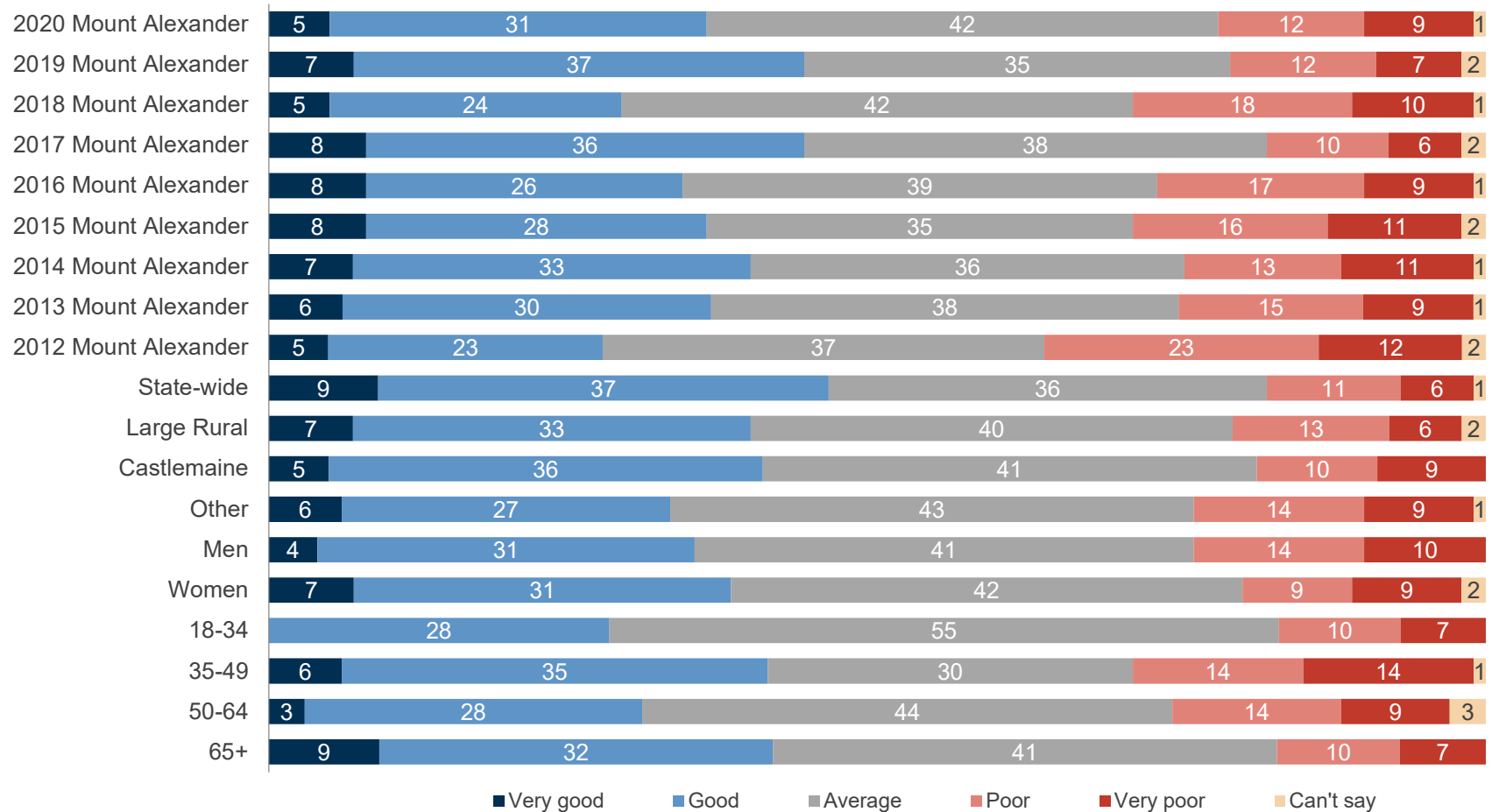
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Overall performance

### 2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mount Alexander Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



## Top performing service areas

The appearance of public areas (index score of 72) is the area where Council performed best in 2020, up by two points on the 2019 result.

- Ratings are now at their highest point to date, following consecutive years of improvements.
- Council performs in line with the Large Rural and State-wide group averages in this service area.

Community and cultural activities is Council's next highest rated service area (index score of 68). Here too, Council rates in line with both group averages.

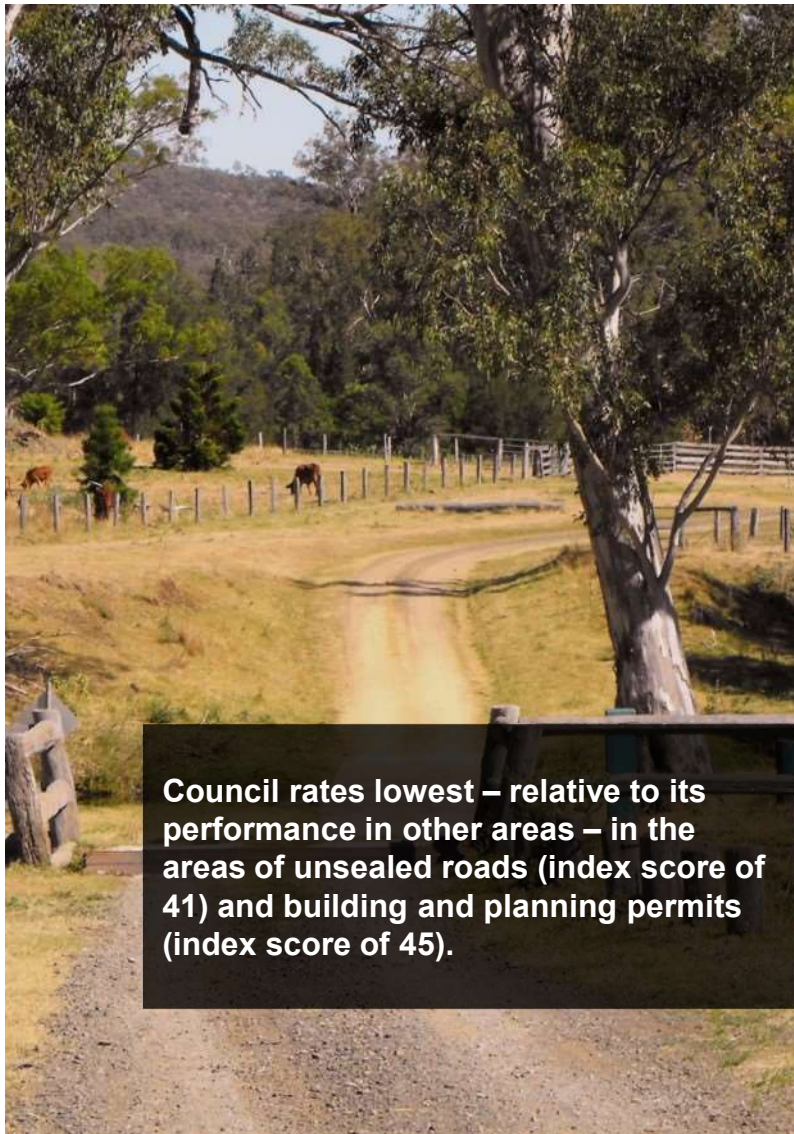
- Despite this, Council's performance in this area has significantly declined by four points over the past year.
- Ratings among younger residents aged 18 to 34 years, men and those who reside in Other areas are significantly lower than last year.
- Men also rate performance in this area significantly lower when compared with the Council average.
- Community and cultural activities has a moderate influence on the overall performance rating, therefore maintaining its relatively strong performance compared to other areas is important. However, given the decline this year, improving perceptions in this area also presents an opportunity to drive up positive opinion of Council overall.



**Appearance of public areas (index score of 72) is the area where Council performed best in 2020.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 41) and building and planning permits (index score of 45).**

Council rates lowest – relative to its performance in other areas – on unsealed roads (index score of 41) and building and planning permits (index score of 45).

In the case of unsealed roads, performance has declined by two points in the past year.

- This service area exhibits the greatest gap between perceived importance and performance, with a net differential of 37 points.
- People who reside in Other areas have one of the lowest performance ratings in this area, while perceptions among Castlemaine residents are significantly higher than the Council average.
- Council rates in line with the Large Rural group average and significantly lower than the State-wide average.

Evaluated for the first time this year, Council's performance on planning and building permits is poorly rated. Inclusion of this service area has also revealed that it has a moderate influence on overall performance perceptions.

- Council rates significantly lower than both Large Rural and State-wide group averages here.
- None of the demographic and geographic cohort ratings differ significantly from the Council average.



## Individual service area performance

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

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

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

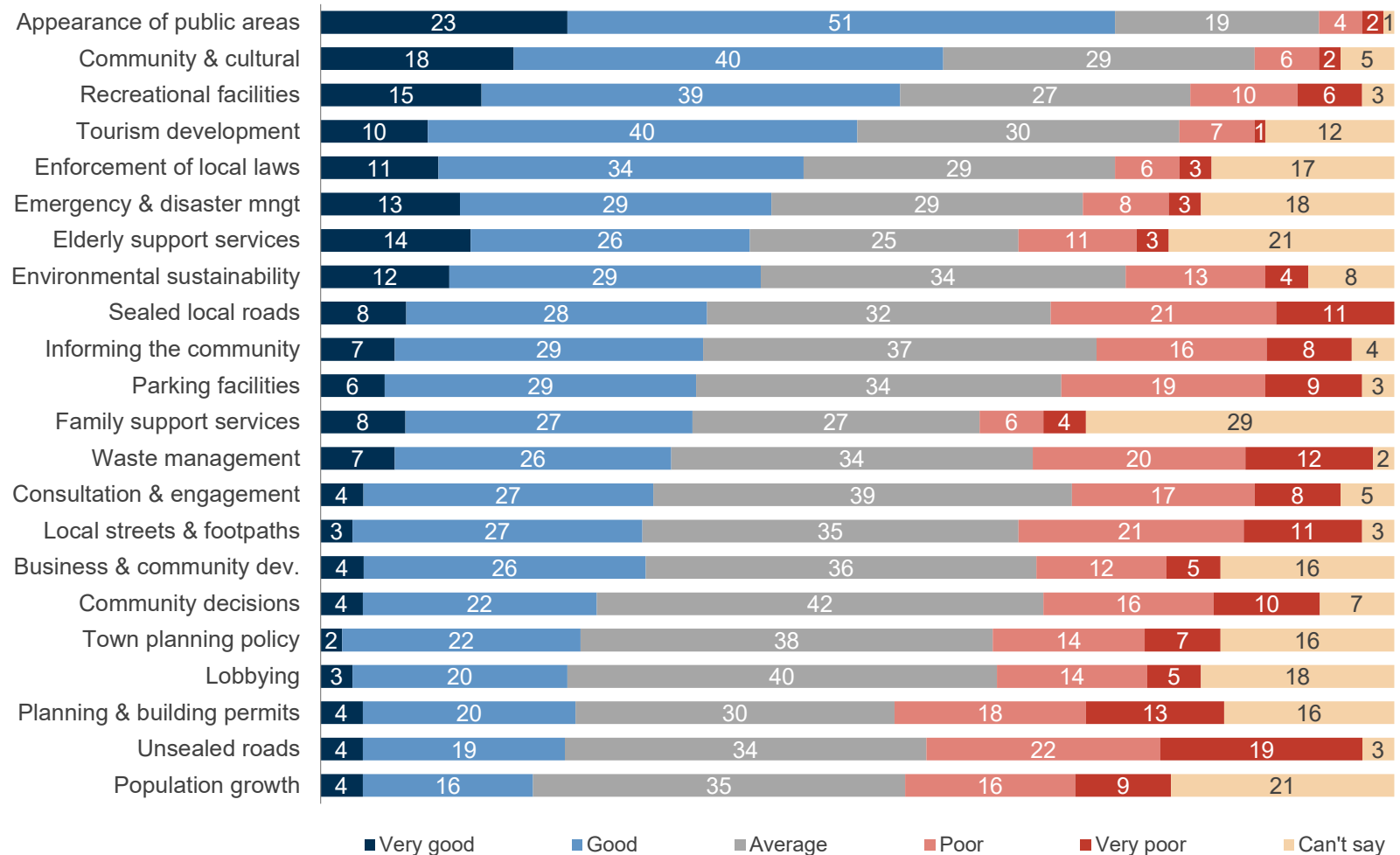
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Individual service area performance

2020 individual service area performance (%)





## Individual service area importance

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

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

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

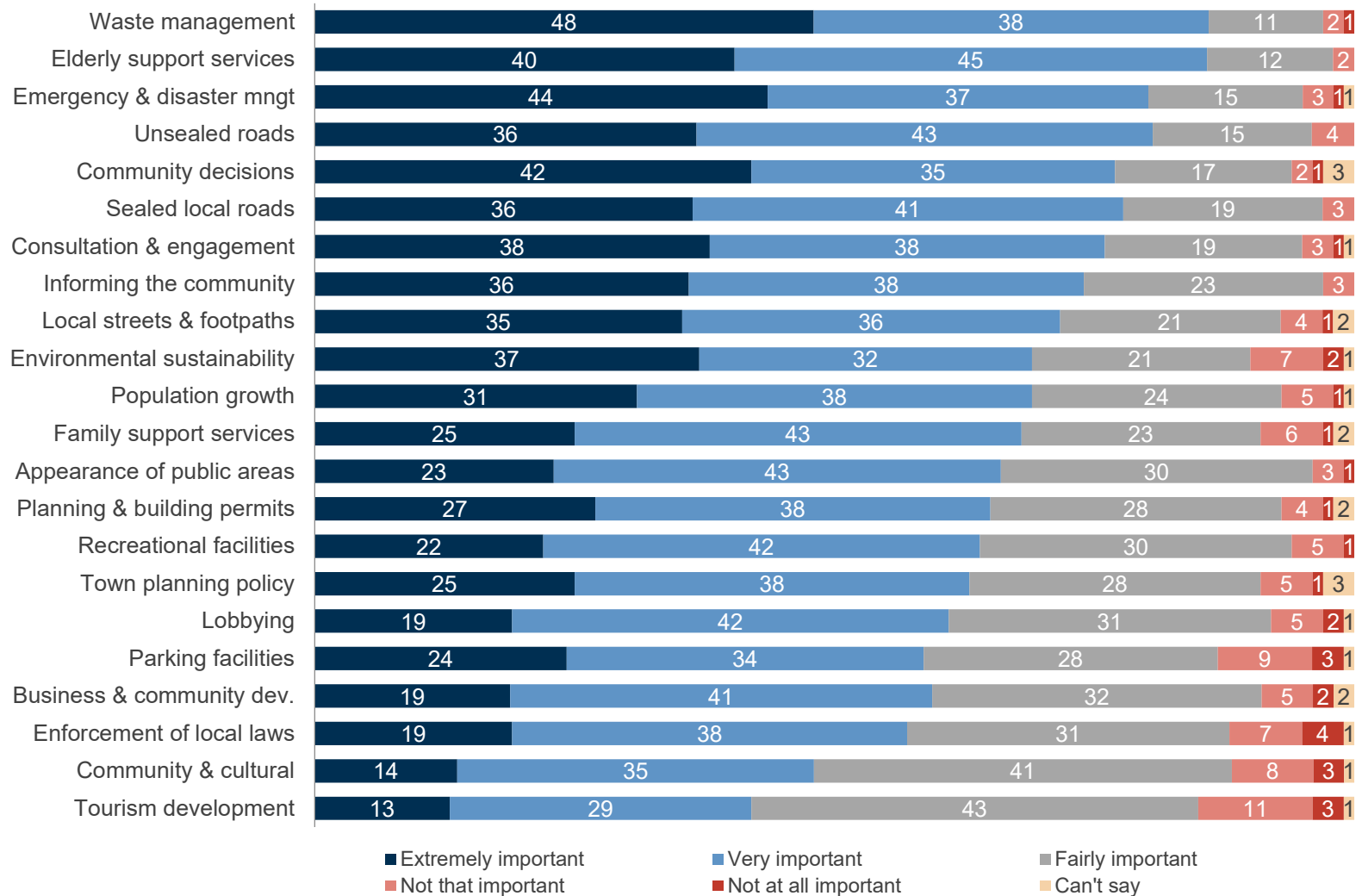
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

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



## Individual service area importance

2020 individual service area importance (%)

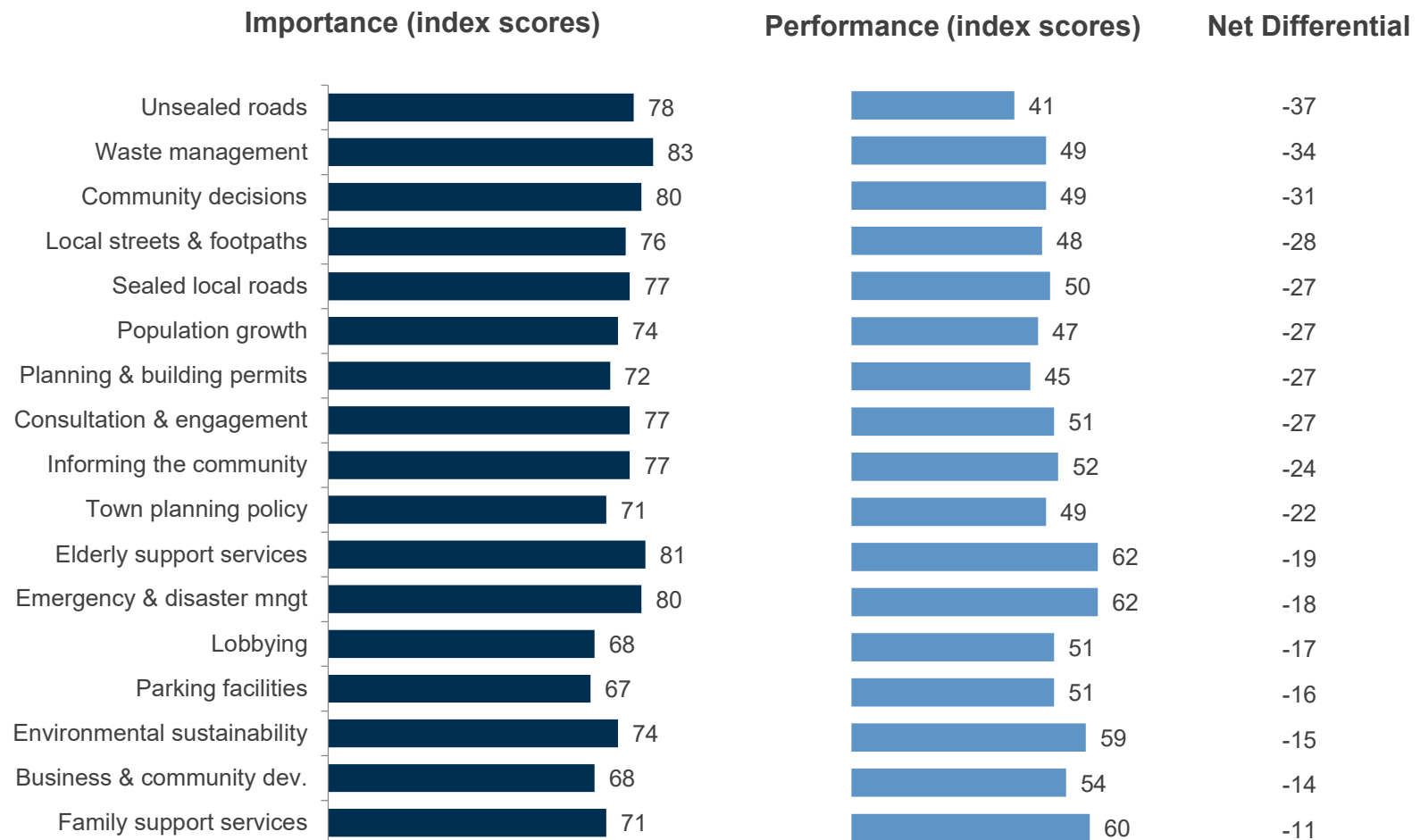


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7



## Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

**Moving forward, Council should focus on good communication and transparency with residents about decisions made in the community's interest. Council is currently rated 'poor' in this area (performance index of 49) and improved performance provides the greatest opportunity to drive up overall opinion of Council.**

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

- Environmental sustainability
- The condition of local streets and footpaths
- Elderly support services
- The condition of sealed local roads, excluding VicRoads
- Planning and building permits
- Community and cultural activities
- Lobbying on behalf of the community

- Parking facilities
- Tourism development.

The condition of local streets and planning and building permits are also key areas in need of attention, being poorly rated (performance index of 48 and 45, respectively) and with moderate influences on overall performance perceptions. Further, Council is rated only 'average' on lobbying and the condition of sealed local roads (performance index of 51 and 50, respectively).

**Focus on addressing resident concerns about sealed local roads, streets and paths and Council's approach to building and planning permits in combination with demonstrating efforts to advocate and defend community interests will help to improve overall ratings of Council performance.**

Among these more influential service areas, community and cultural activities has the highest performance index (68) and a moderate positive influence on the overall performance rating, therefore maintaining this positive result is also important.

Residents of Other areas also demand particular attention to tourism development and the maintenance of unsealed roads.



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

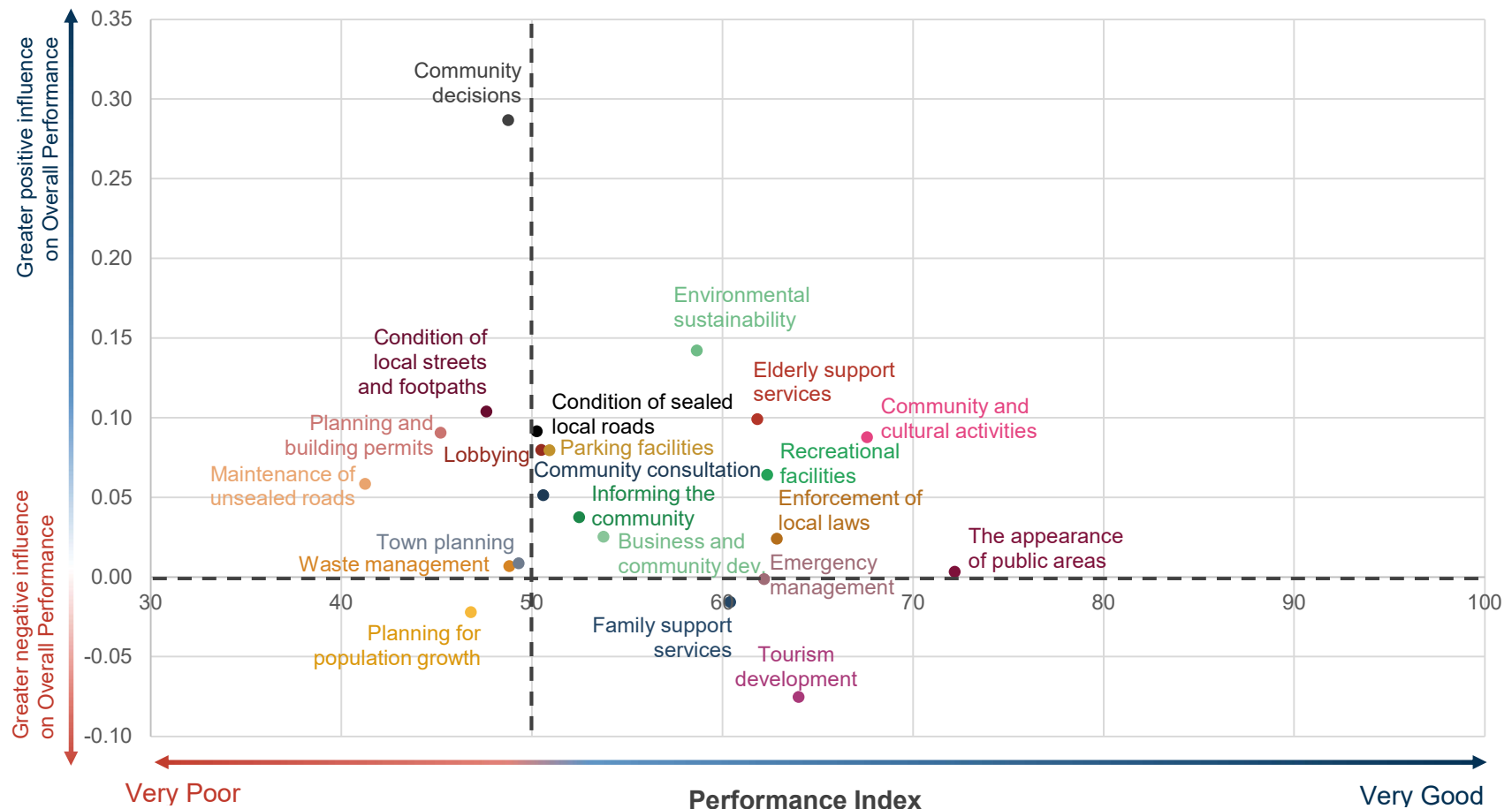
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

## 2020 regression analysis (all service areas)

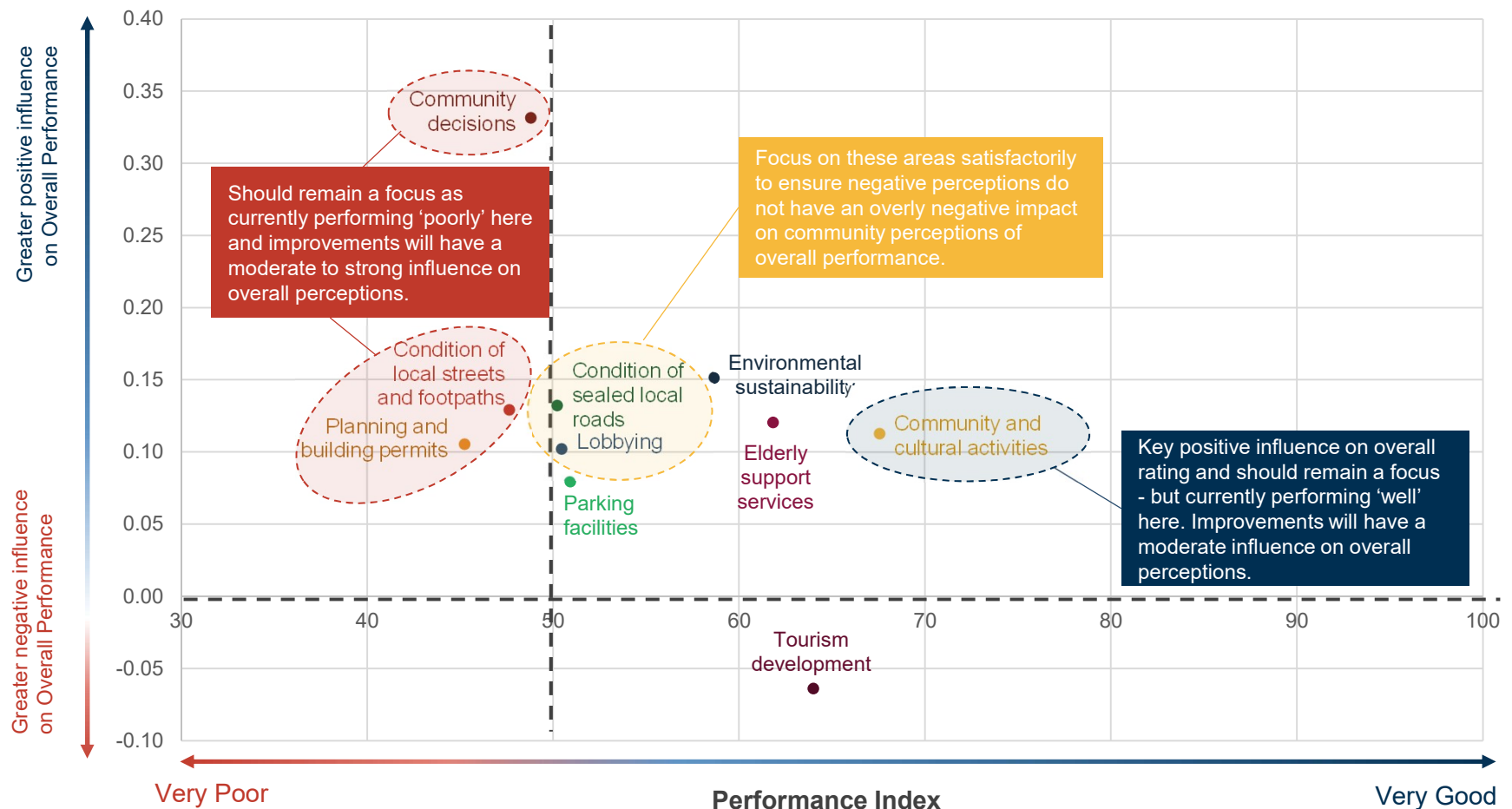


The multiple regression analysis model above (all service areas) has an R-squared value of 0.661 and adjusted R-square value of 0.641, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 33.5$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.651 and adjusted R-square value of 0.642, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 72.6$ .

# **Customer service**





## Contact with council and customer service

### Contact with council

Seven in ten (70%) Council residents have had contact with Council in the last 12 months. Rate of contact is two percentage points higher than last year and significantly higher than the rates of contacts for councils State-wide and on the Large Rural group.

In person (45%) and by telephone (34%) are the main methods of contacting Council. Email inquiries continue to increase, up a further four percentage points to 26% in the last 12 months.



### Customer service

Council's customer service index of 68 is unchanged from 2019. Council has maintained this result for three years in a row.

Customer service is rated in line with the Large Rural and State-wide group averages (index scores of 68 and 70 respectively).

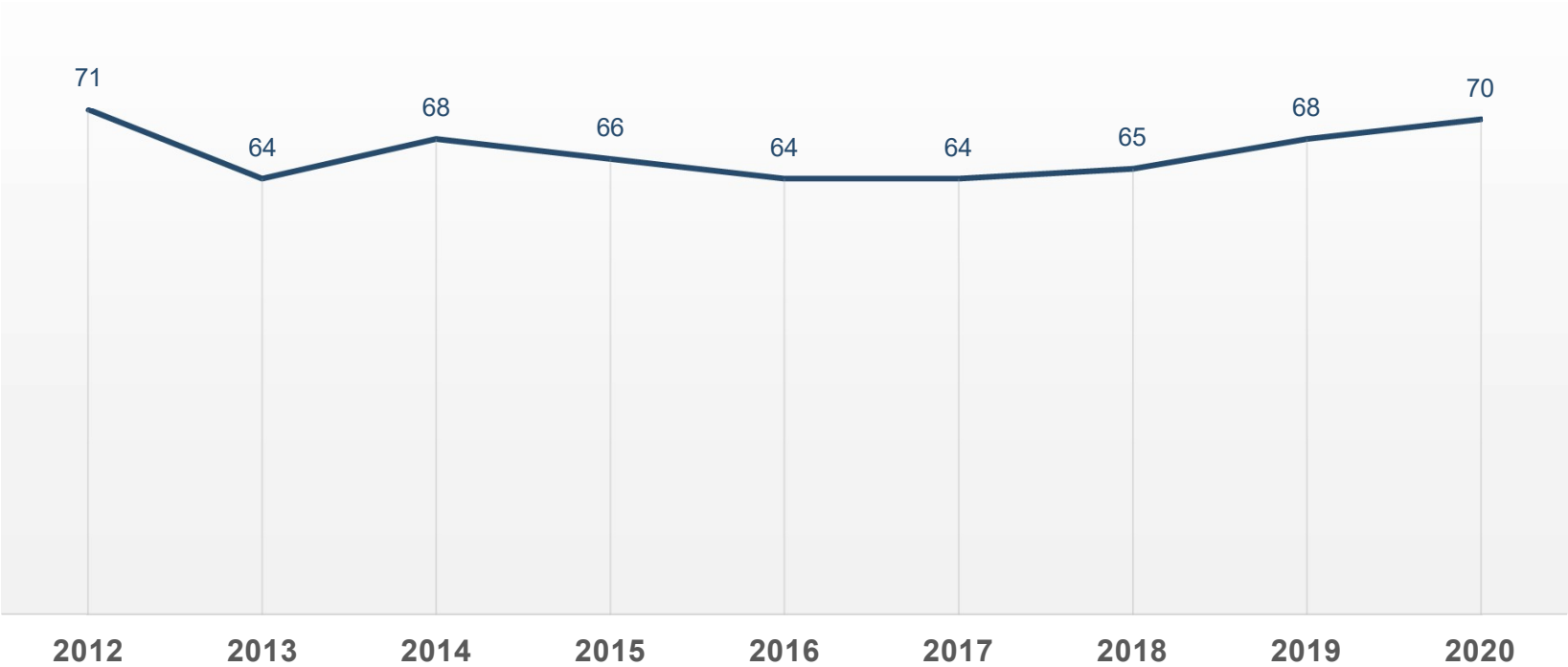
Of those residents who have contacted Council within the past year, six in ten (61%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service among 50 to 64 year olds are significantly lower than the Council average.
- Ratings among those aged 18 to 34 years are significantly lower when compared with their result this time last year.



# Contact with council

2020 contact with council (%)  
Have had contact

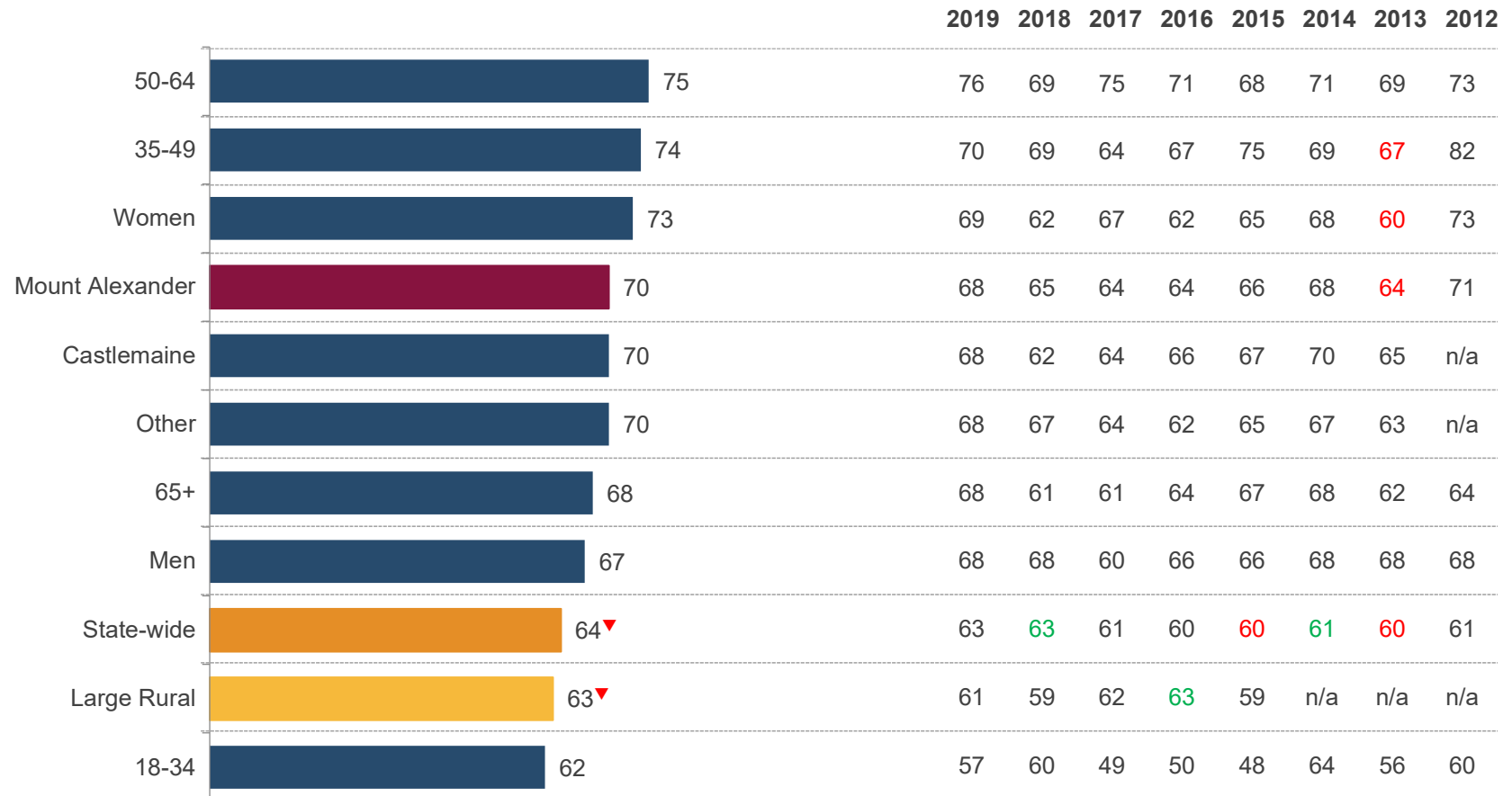


Q5a. Have you or any member of your household had any recent contact with Mount Alexander Shire Council in any of the following ways?  
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7



## Contact with council

### 2020 contact with council (%)



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

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

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



## Customer service rating

2020 customer service rating (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73	71	70	70	62	62	66	70	57
35-49	70	60	70	66	64	65	58	59	63
State-wide	70	71	70	69	69	70	72	71	71
Castlemaine	68	71	74	70	65	63	66	65	n/a
Men	68	70	67	66	66	60	59	65	62
Large Rural	68	69	67	66	67	67	n/a	n/a	n/a
Mount Alexander	68	68	68	70	65	63	64	63	60
Women	67	66	68	74	65	65	69	60	58
Other	67	66	63	70	65	63	63	60	n/a
18-34	66	77	70	74	63	60	71	61	57
50-64	58▼	67	63	73	72	62	64	61	61

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

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

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

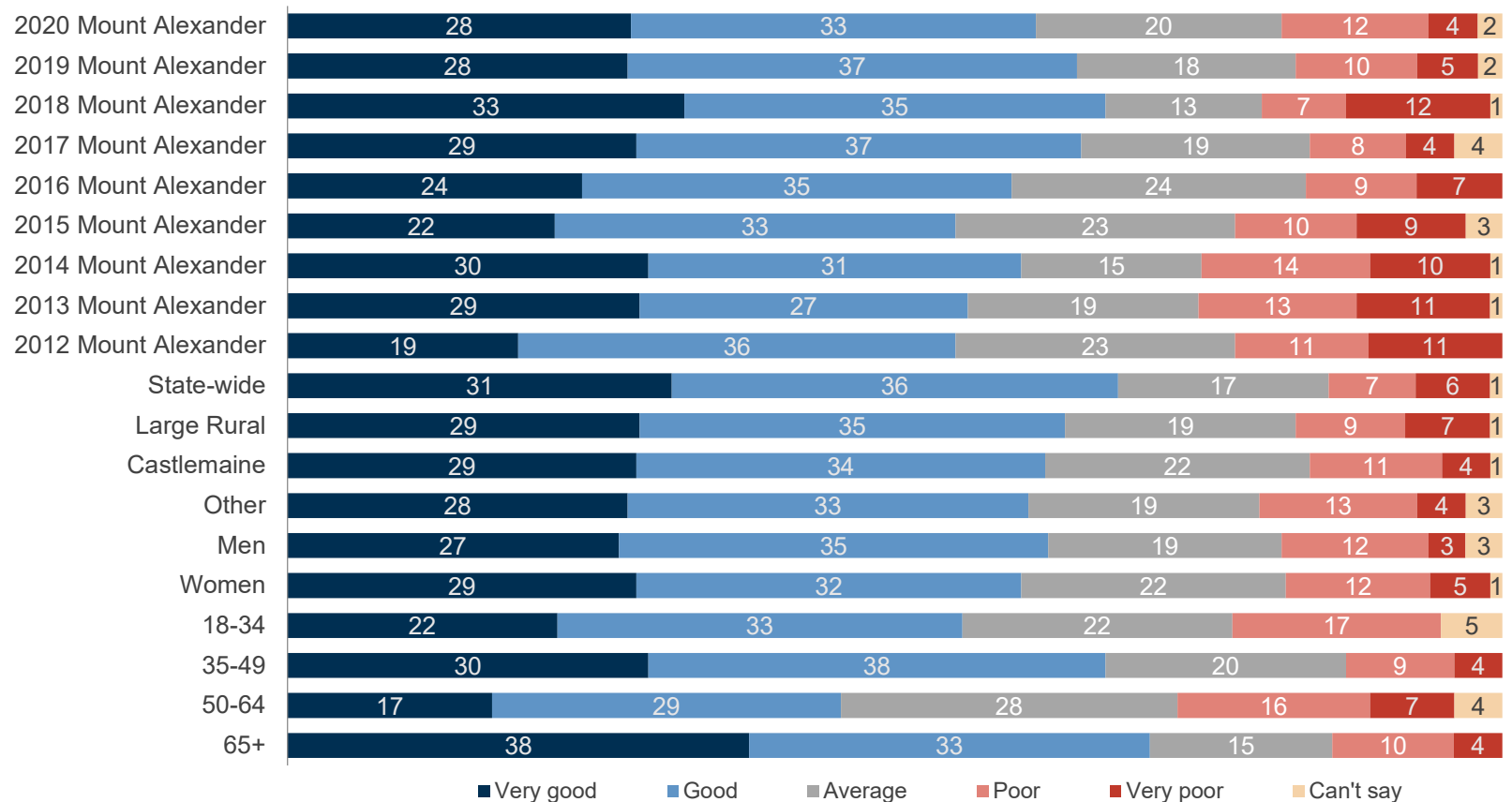
Councils asked state-wide: 62 Councils asked group: 17

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



## Customer service rating

### 2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Mount Alexander Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked state-wide: 62 Councils asked group: 17



## Method of contact with council

2020 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



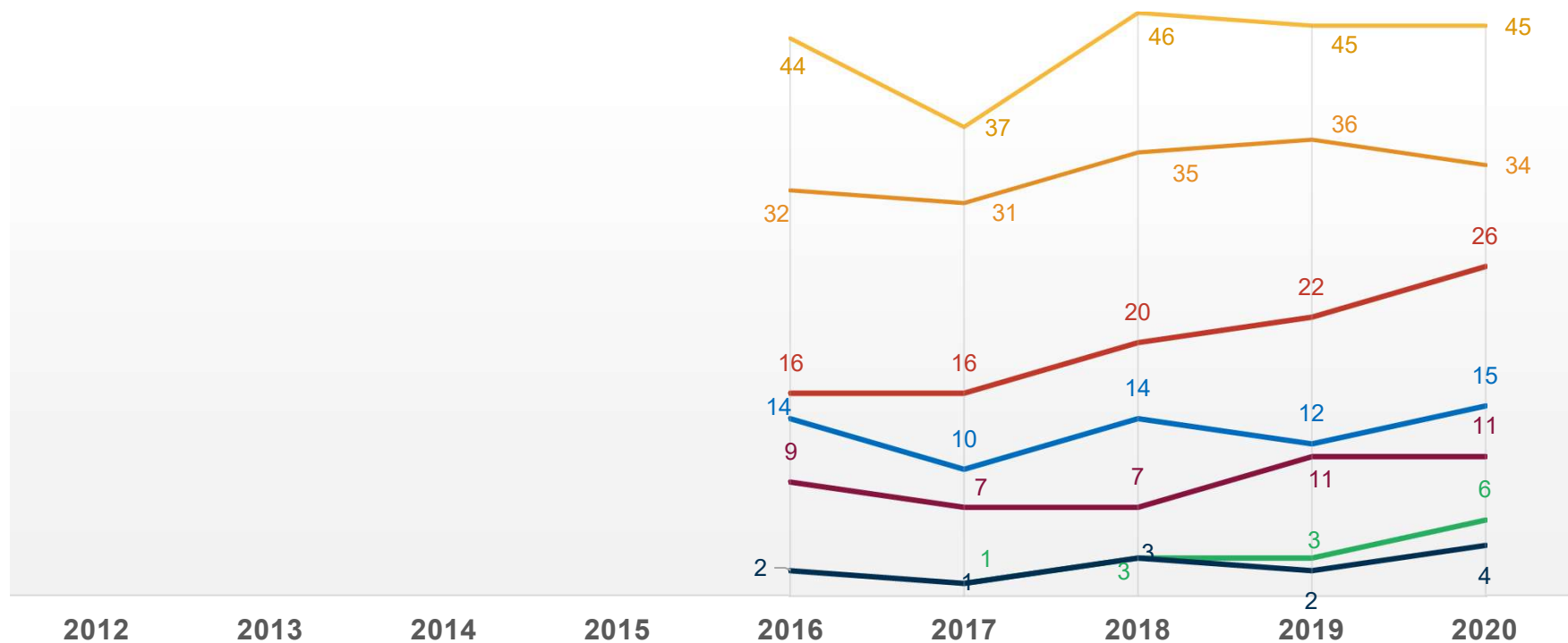
By Email



Via Website



By Social Media



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

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

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



## Customer service rating by method of last contact

2020 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Mount Alexander 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: 7

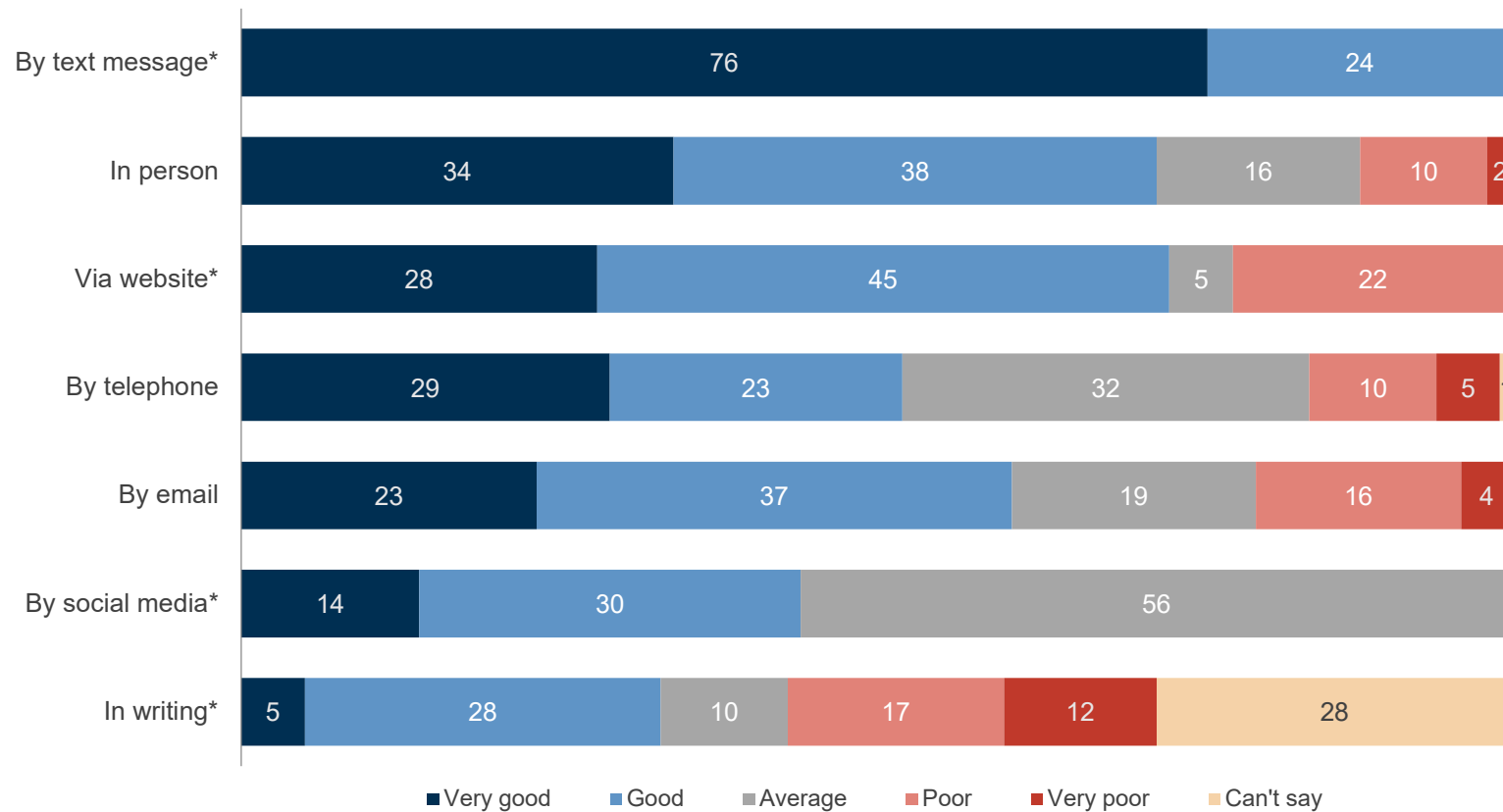
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



## Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Mount Alexander 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: 7

\*Caution: small sample size < n=30



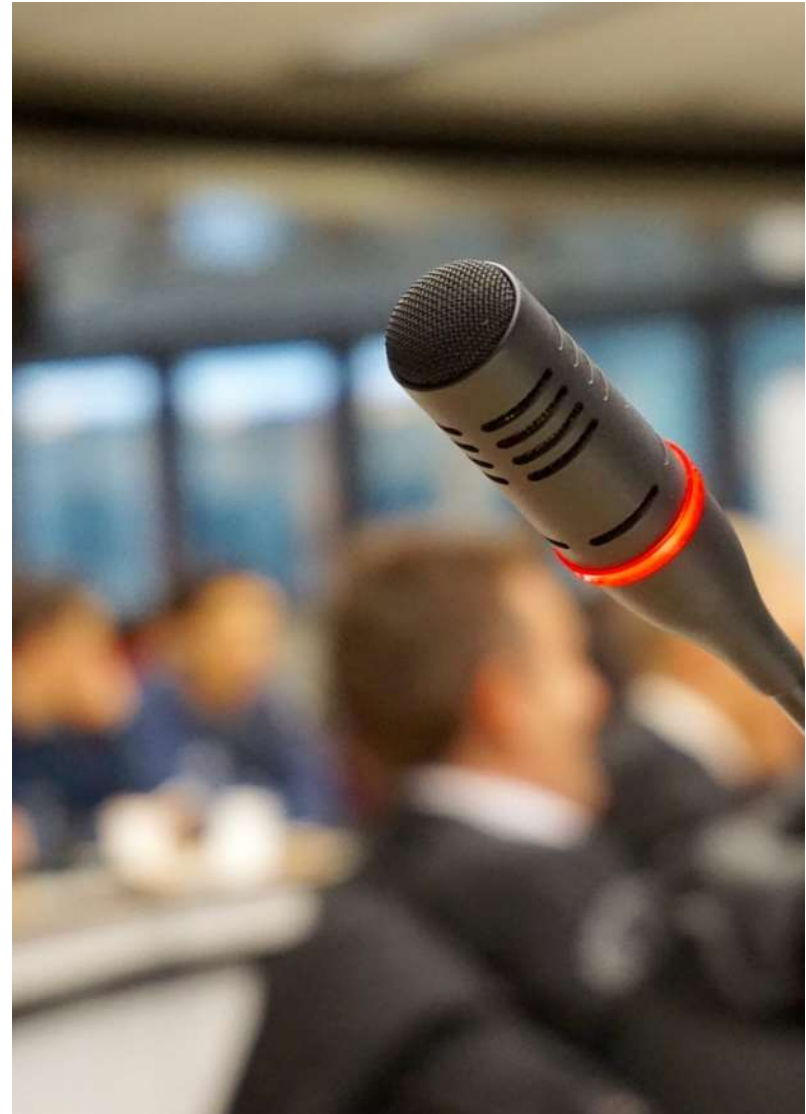
# Communication



## Communication

The preferred form of communication from Council is a newsletter sent via mail (26%), stabilising now after years of decline. Newsletters sent via email are preferred by 25% (up two points), as are newsletters as newspaper inserts (20%, up two points).

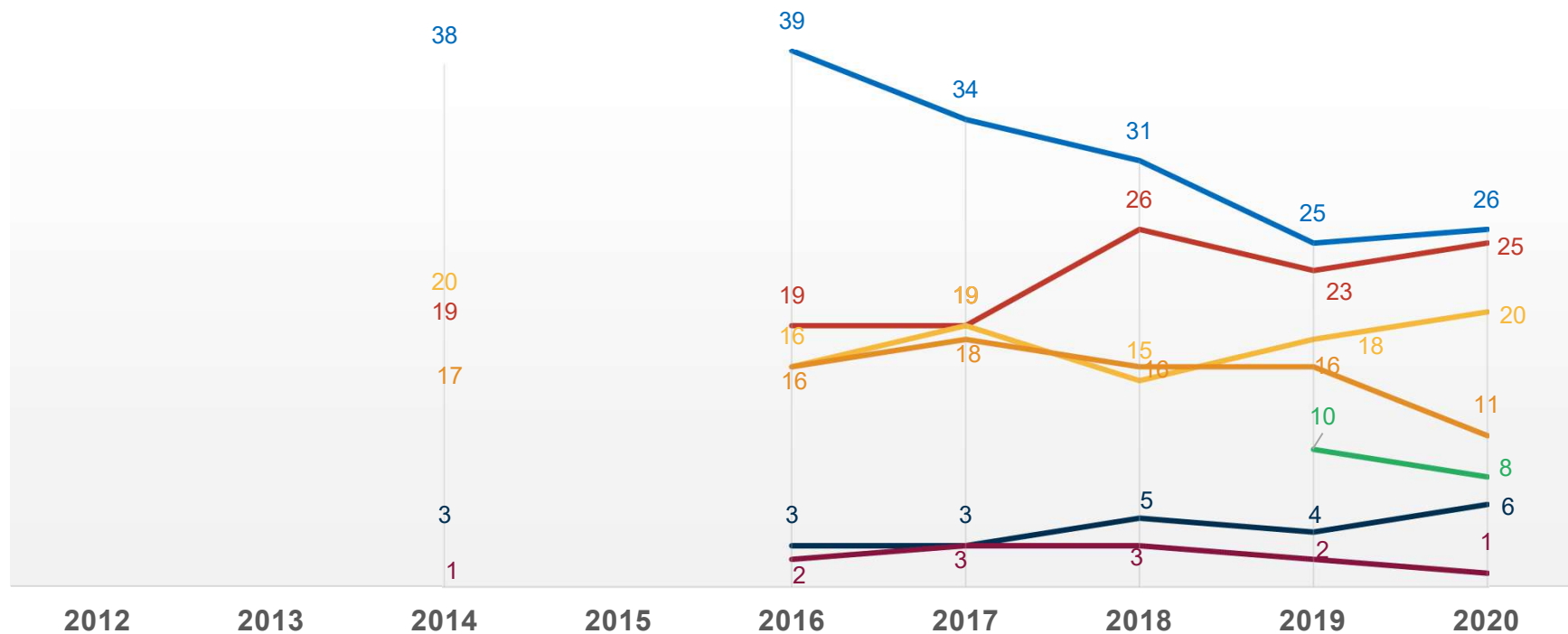
- The preferred form of communication among under 50s is also newsletter sent via mail (26%), up six percentage points this year which reverses a steady, multi-year trend of declining favourability.
- Preferred form of communication among over 50s is, for the first time, newsletter sent via email (27%). Preference for this format has now overtaken newsletter via mail, though mail does follow as a close second at 25% (down four points).





# Best form of communication

2020 best form of communication (%)

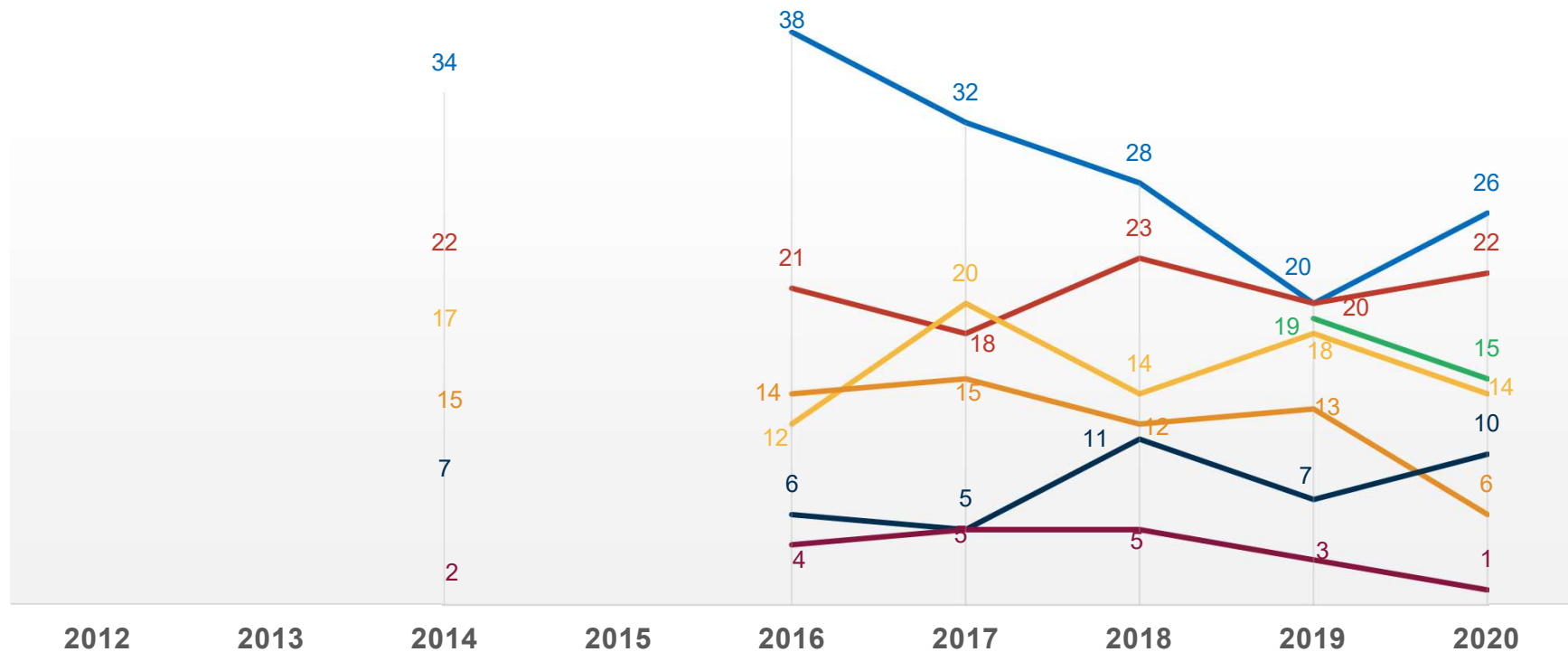


Q13. If Mount Alexander Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9  
 Note: 'Social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



## Best form of communication: under 50s

2020 under 50s best form of communication (%)



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

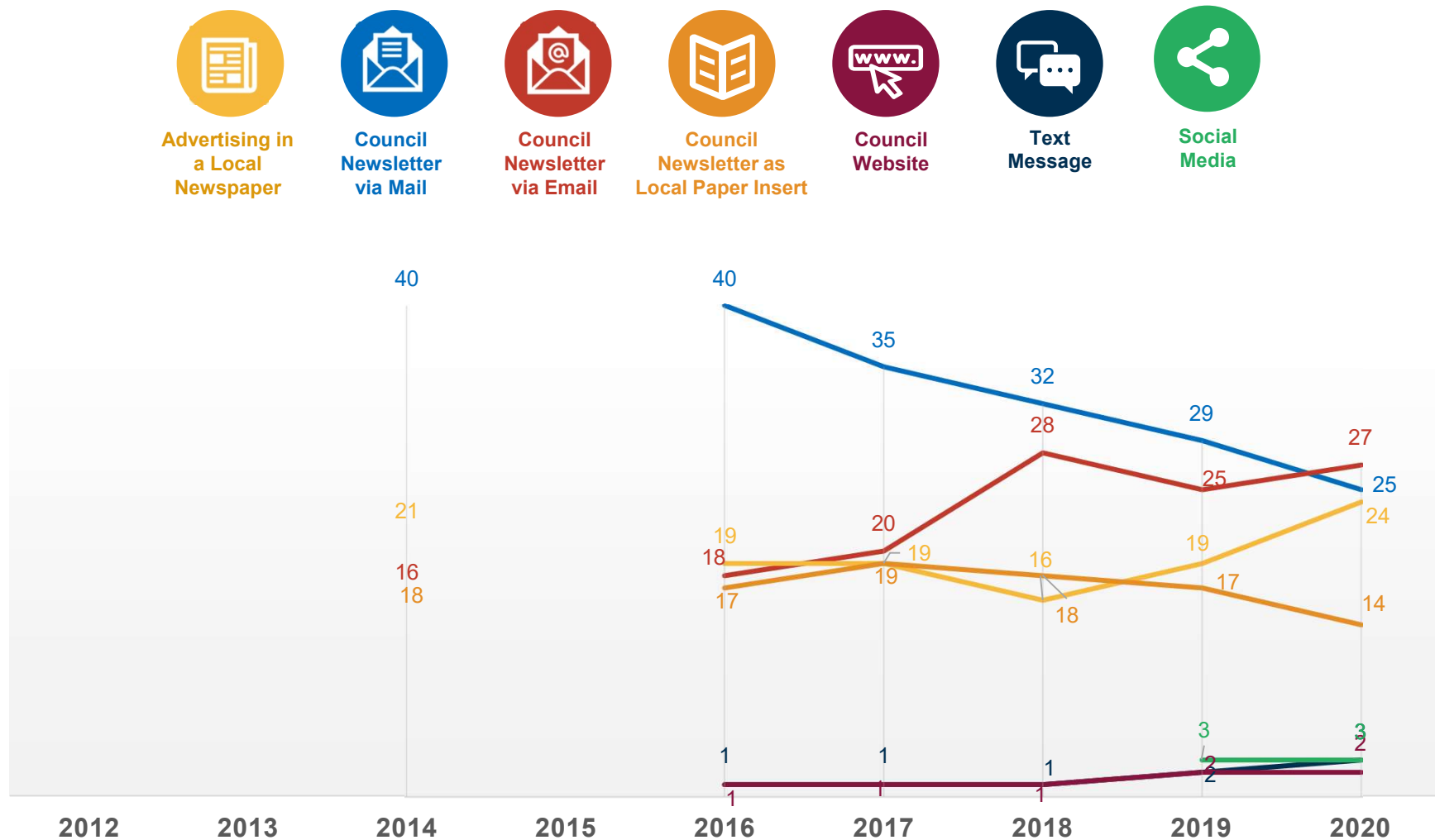
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2020 over 50s best form of communication (%)



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

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

Note: 'Social Media' was included in 2019.



## **Council direction**



## Council direction

Perceptions of Council's overall direction have declined by one point to an index score of 47, though the vast majority of gains made between 2018 and 2019 have been maintained, so this represents a relatively good result.

Results in this area are relatively stable, compared to the significant fluctuations experienced in previous years.

Over the last 12 months, 67% of residents believe the direction of Council's overall performance has stayed the same, up six percentage points on 2019.

- 12% believe the direction has improved (down three points on 2019) in the last 12 months.
- 18% believe it has deteriorated, up one point on 2019.
- The most satisfied with council direction are residents aged 18 to 34 years.
- The least satisfied with council direction are those aged 50 to 64 years.
- Council's overall direction index is rated significantly lower than Large Rural and State-wide group averages.





## Overall council direction last 12 months

### 2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	52	53	50	62	44	46	49	47	42
State-wide	51▲	53	52	53	51	53	53	53	52
Large Rural	50▲	51	52	52	48	51	n/a	n/a	n/a
Women	48	49	38	51	42	41	56	46	31
Castlemaine	47	47	40	54	46	42	53	49	n/a
65+	47	47	37	51	42	44	54	55	31
Mount Alexander	47	48	37	54	44	42	51	49	35
Other	46	50	36	54	42	42	50	48	n/a
35-49	46	47	35	53	45	42	48	42	37
Men	46	48	37	57	45	43	46	51	39
50-64	44	48	32	53	44	36	52	49	33

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

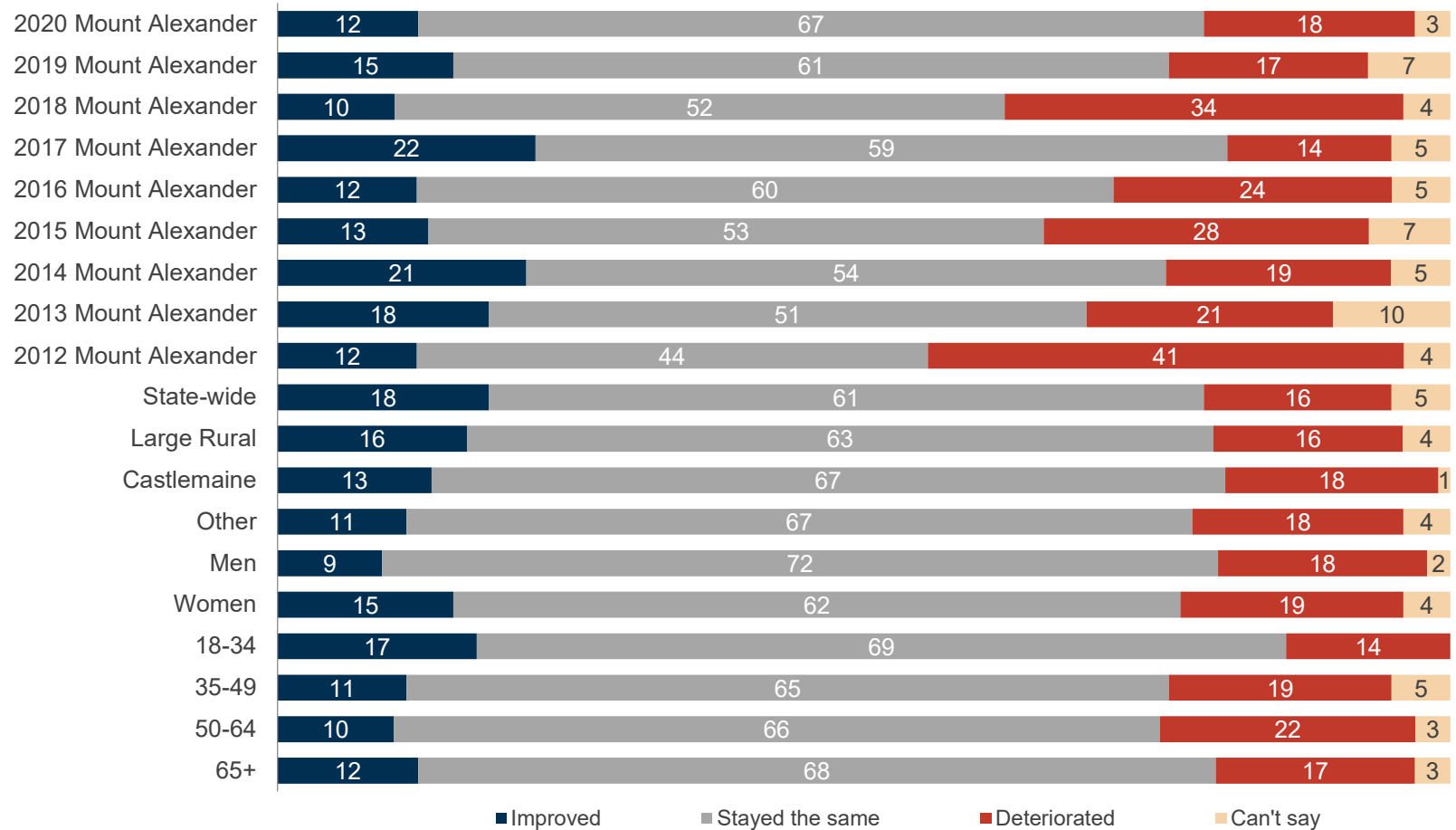
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Overall council direction last 12 months

### 2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Mount Alexander Shire Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



## **Individual service areas**



## Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	82▲	73	74	78	76	83	83	82	n/a
35-49	80	74	77	78	76	78	79	81	n/a
Women	80	76	76	77	77	82	81	82	n/a
Castlemaine	79	75	74	77	77	79	81	79	n/a
Mount Alexander	77	72	75	76	75	79	80	79	n/a
Other	76	70	75	75	74	79	79	79	n/a
65+	76	73	74	76	74	79	76	76	n/a
Large Rural	76	75	76	75	76	75	n/a	n/a	n/a
Men	75	68	73	75	74	76	78	76	n/a
State-wide	74▼	74	74	74	75	74	74	73	73
18-34	71	66	75	69	73	75	80	75	n/a

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

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

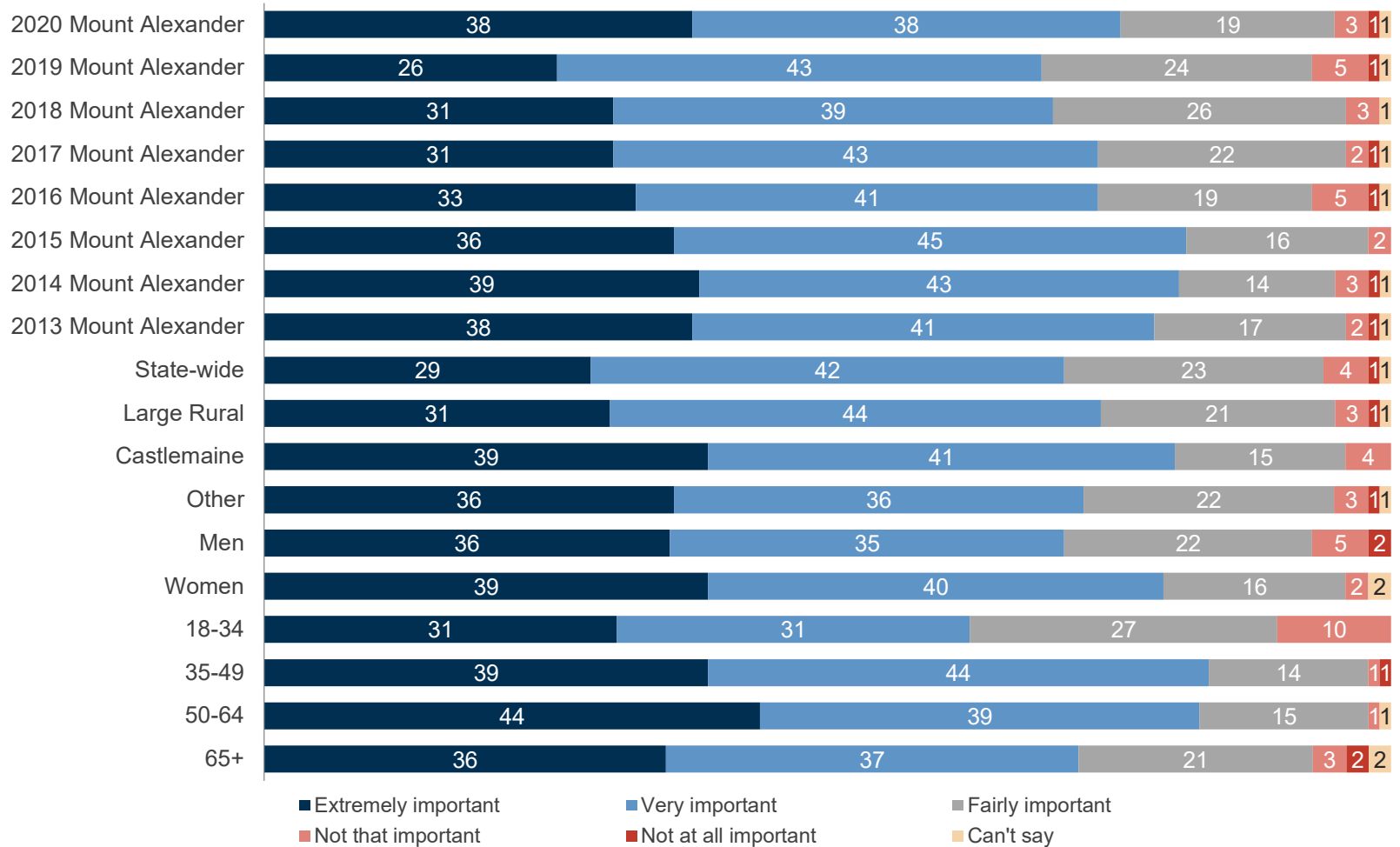
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2020 consultation and engagement importance (%)



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



# Community consultation and engagement performance



## 2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55▲	56	55	55	54	56	57	57	57
Large Rural	54▲	54	54	52	52	54	n/a	n/a	n/a
35-49	53	52	54	52	49	57	50	53	52
Castlemaine	53	56	54	52	50	52	54	51	n/a
65+	52	51	52	49	49	52	52	50	37
Women	52	53	49	54	47	54	56	53	45
Mount Alexander	51	56	52	53	49	52	52	51	45
Men	50	58	54	52	51	51	48	49	45
Other	49	55	50	54	48	53	51	51	n/a
50-64	48	61	49	53	46	47	51	46	41
18-34	47	62	52	62	54	55	59	57	53

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

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

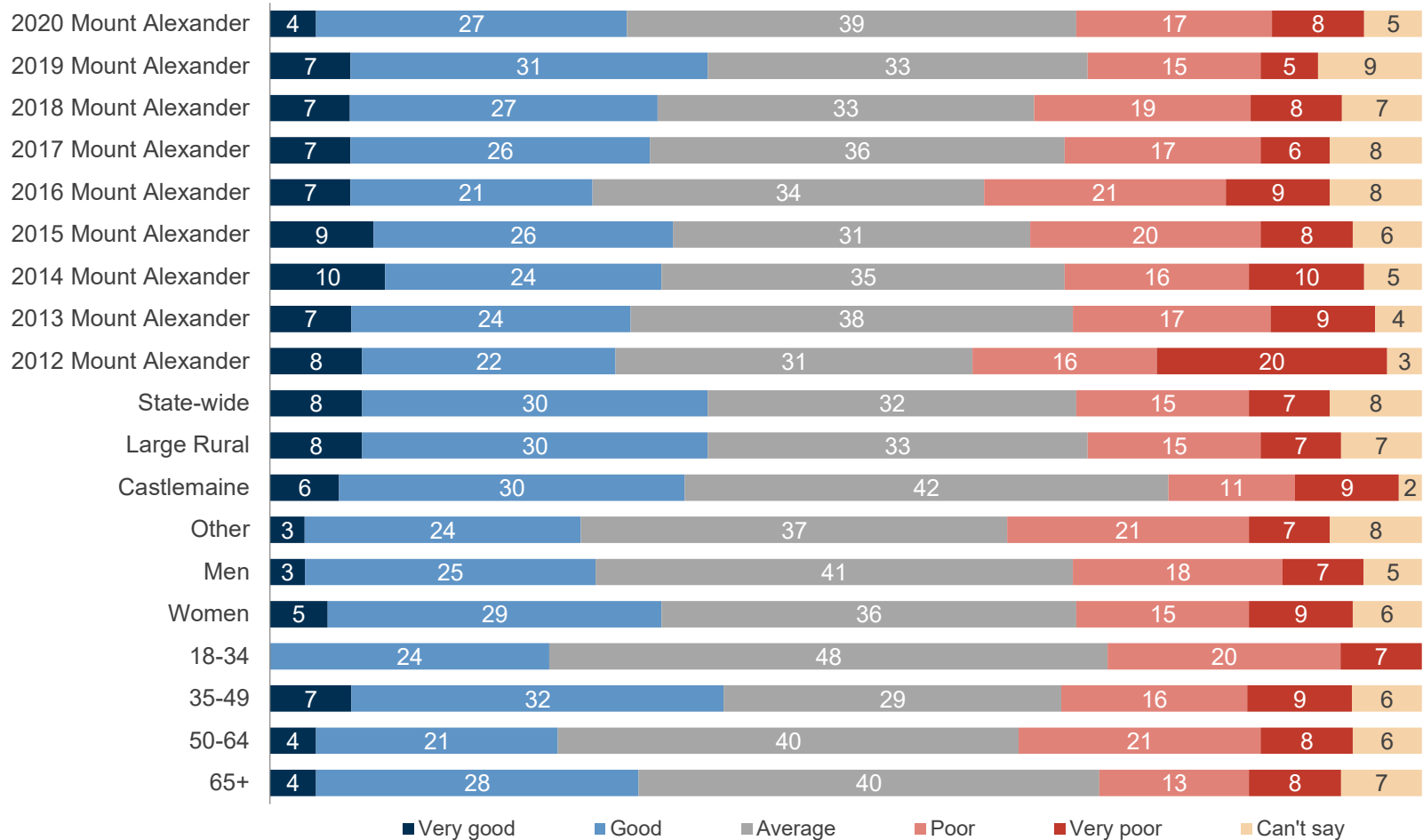
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2020 consultation and engagement performance (%)



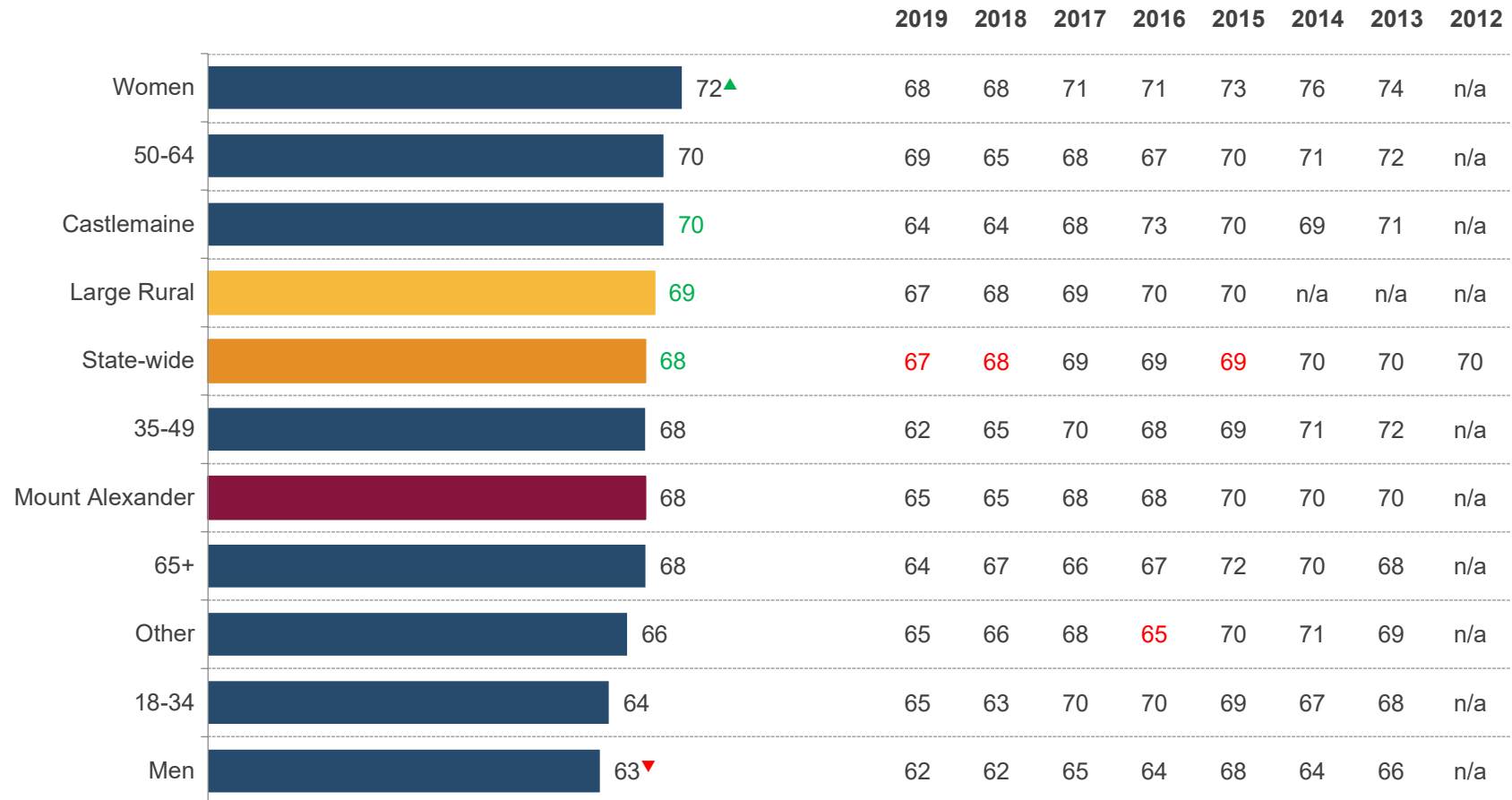
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



## Lobbying on behalf of the community importance



2020 lobbying importance (index scores)



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

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

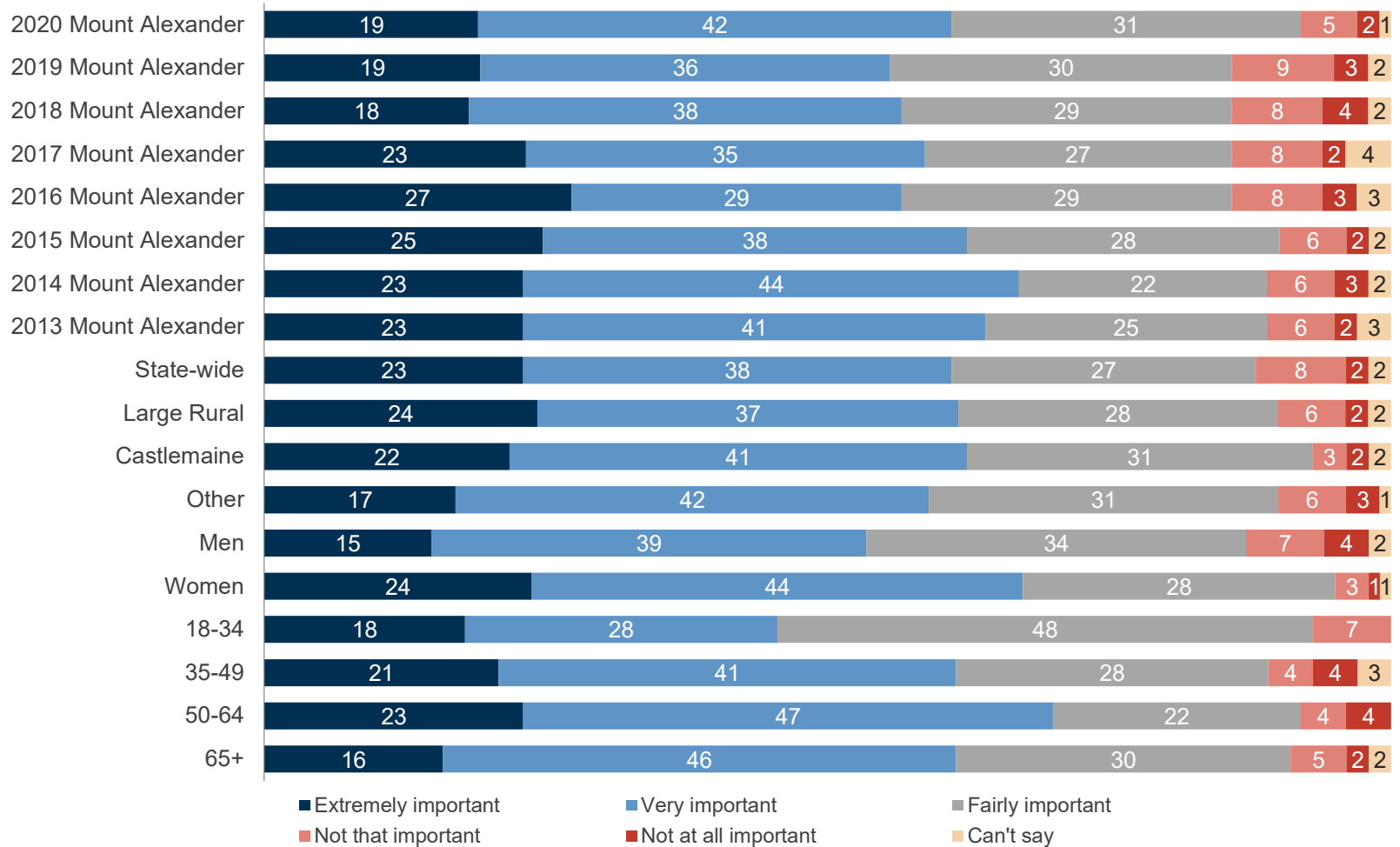
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2020 lobbying importance (%)



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



## Lobbying on behalf of the community performance



### 2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	55	52	57	48	49	54	55	59	n/a
State-wide	53	54	54	54	53	55	56	55	55
65+	53	52	51	47	48	54	52	54	40
Large Rural	53	52	52	51	50	53	n/a	n/a	n/a
18-34	51	64	54	55	50	57	56	58	59
Men	51	54	55	52	51	54	50	54	49
Mount Alexander	51	54	52	50	48	54	53	55	47
Women	50	54	48	49	45	53	55	57	46
50-64	49	53	49	51	46	52	52	53	42
35-49	47	48	54	50	47	53	51	57	52
Other	47▼	55	47	52	47	53	51	52	n/a

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

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

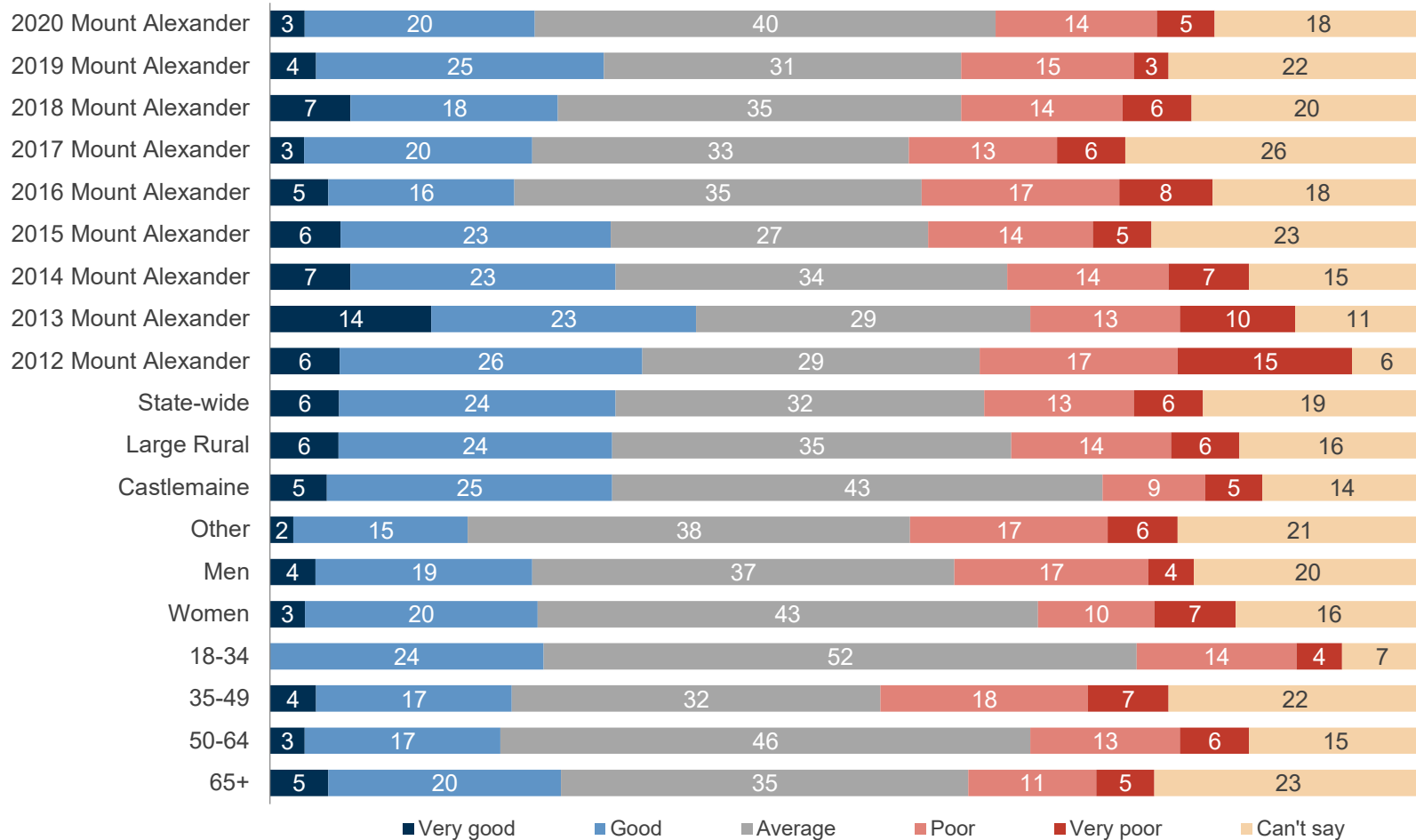
Note: Please see Appendix A for explanation of significant differences.



## Lobbying on behalf of the community performance



2020 lobbying performance (%)



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

# Decisions made in the interest of the community importance



## 2020 community decisions made importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	84▲	80	83	83	82	82	85	n/a	n/a
35-49	83	80	83	83	80	83	83	n/a	n/a
Castlemaine	83	80	84	80	80	84	82	n/a	n/a
50-64	82	78	78	83	76	83	85	n/a	n/a
Mount Alexander	80	78	81	81	79	82	82	n/a	n/a
State-wide	80	80	80	79	80	80	79	n/a	n/a
Large Rural	79	80	80	80	80	80	n/a	n/a	n/a
65+	78	78	79	79	80	81	77	n/a	n/a
Other	77	77	79	82	78	81	82	n/a	n/a
Men	76▼	77	79	79	76	83	80	n/a	n/a
18-34	74▼	77	88	79	79	84	87	n/a	n/a

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

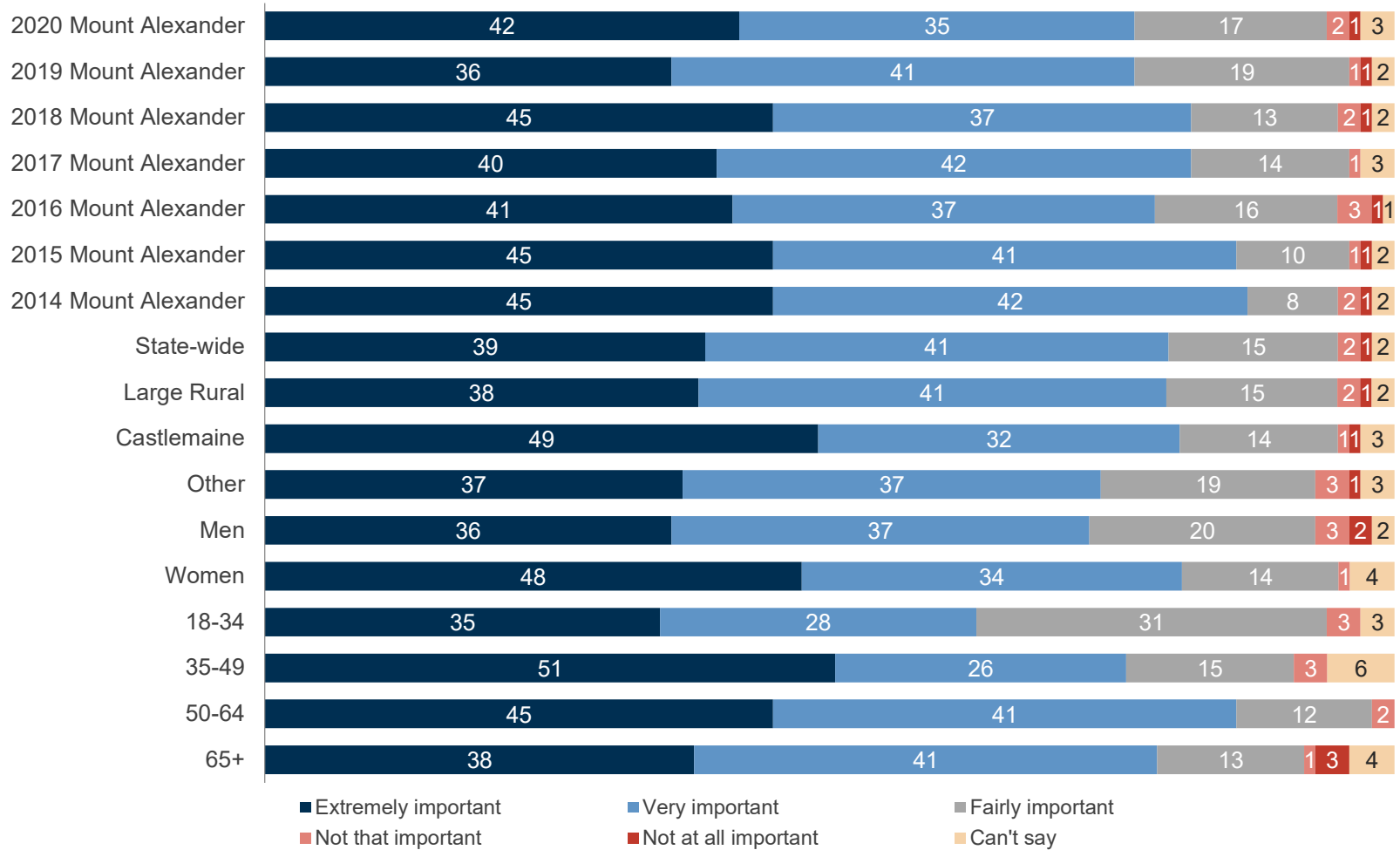
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

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

# Decisions made in the interest of the community importance



2020 community decisions made importance (%)



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: 18 Councils asked group: 4

# Decisions made in the interest of the community performance



## 2020 community decisions made performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	55	54	54	54	55	57	n/a	n/a
65+	52	52	49	50	42	47	51	n/a	n/a
Large Rural	52▲	52	52	51	50	52	n/a	n/a	n/a
Castlemaine	51	52	49	52	46	50	51	n/a	n/a
Women	50	52	46	52	42	48	53	n/a	n/a
35-49	49	46	47	49	47	52	49	n/a	n/a
Mount Alexander	49	52	45	52	44	48	49	n/a	n/a
Men	48	52	45	52	47	49	45	n/a	n/a
50-64	48	55	45	53	44	44	47	n/a	n/a
Other	47	52	42	52	43	47	48	n/a	n/a
18-34	44	56	40	58	46	52	51	n/a	n/a

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

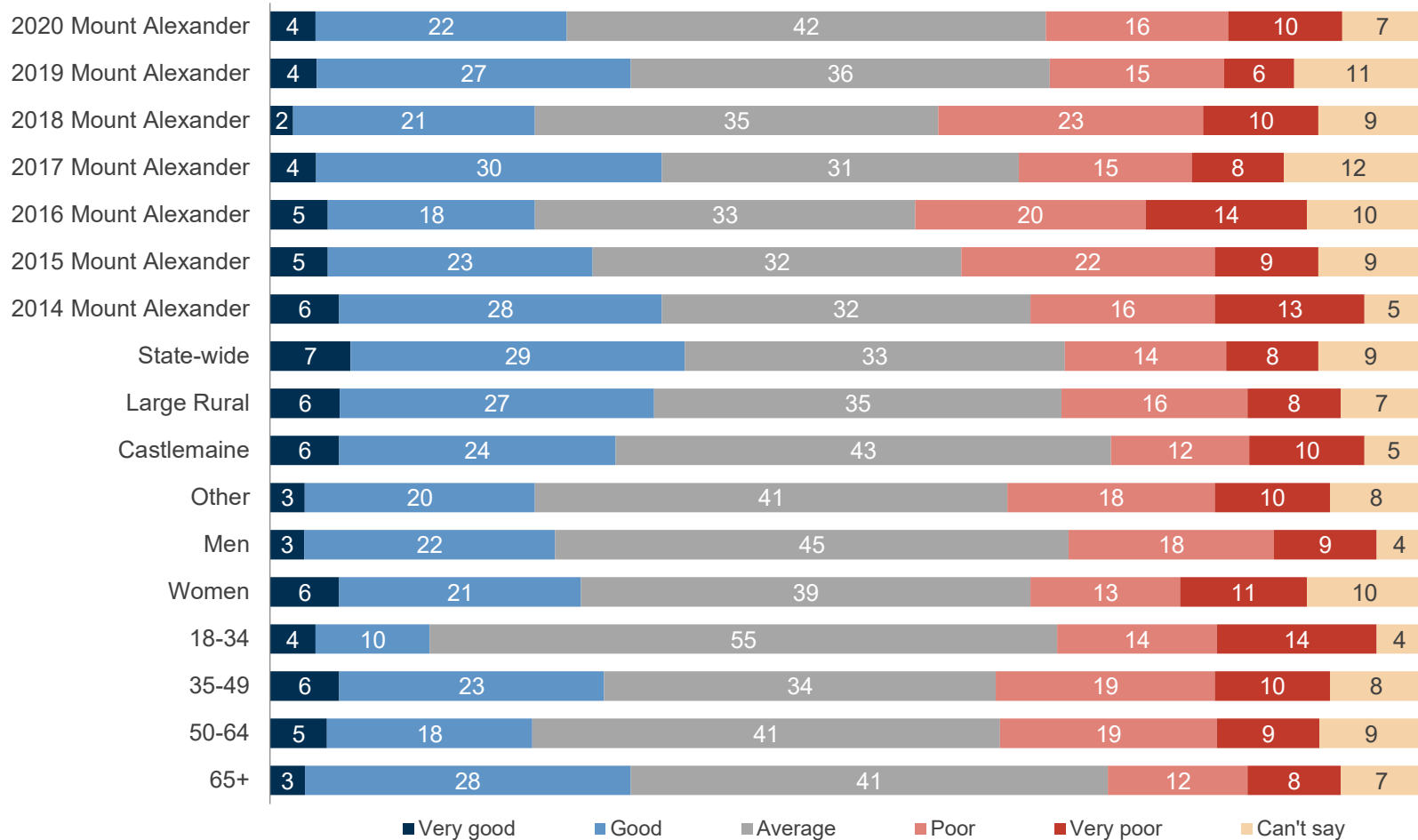
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

# Decisions made in the interest of the community performance



2020 community decisions made performance (%)



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

# The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	76	77	72	67	n/a	n/a	n/a	n/a
Large Rural	81▲	80	80	77	80	78	n/a	n/a	n/a
Women	80	76	79	77	74	n/a	n/a	n/a	n/a
State-wide	79	79	80	78	78	76	77	n/a	n/a
Castlemaine	78	73	77	77	74	n/a	n/a	n/a	n/a
Mount Alexander	77	75	77	78	75	n/a	n/a	n/a	n/a
65+	77	76	77	79	79	n/a	n/a	n/a	n/a
50-64	77	74	79	81	76	n/a	n/a	n/a	n/a
Other	77	77	78	78	76	n/a	n/a	n/a	n/a
Men	75	75	76	78	75	n/a	n/a	n/a	n/a
18-34	73	74	76	77	76	n/a	n/a	n/a	n/a

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

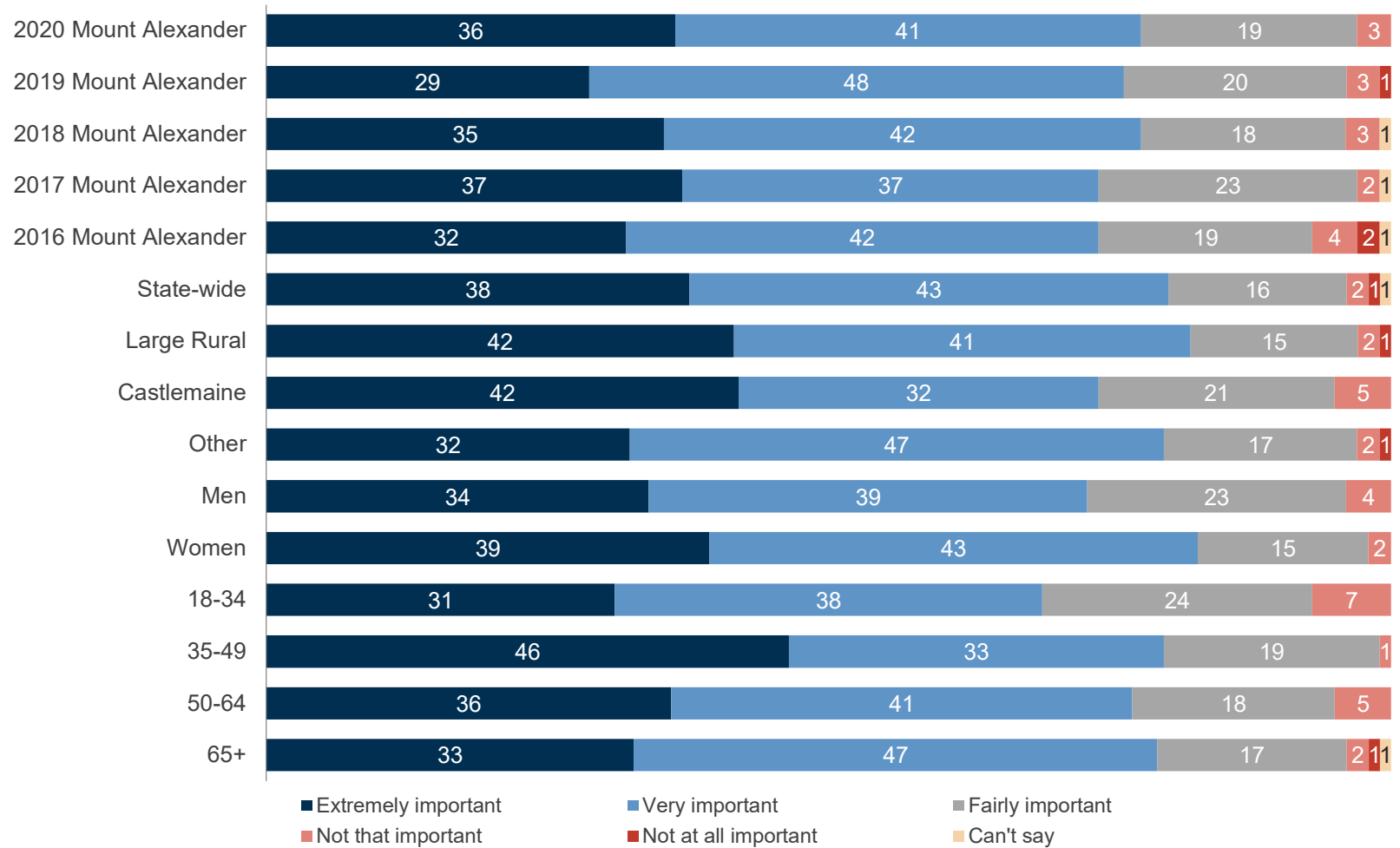
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

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

# The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

# The condition of sealed local roads in your area performance



## 2020 sealed local roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	56▲	56	53	52	57	53	56	n/a	n/a
65+	55	56	52	48	49	47	50	n/a	n/a
State-wide	54▲	56	53	53	54	55	55	n/a	n/a
Women	52	55	47	52	53	45	56	n/a	n/a
35-49	51	56	54	58	55	47	56	n/a	n/a
50-64	50	57	47	55	50	46	50	n/a	n/a
Mount Alexander	50	56	49	53	52	48	53	n/a	n/a
Men	49	56	51	54	51	50	49	n/a	n/a
Large Rural	47▼	47	45	43	44	45	n/a	n/a	n/a
Other	46	56	46	53	48	44	50	n/a	n/a
18-34	40▼	53	42	51	56	53	56	n/a	n/a

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

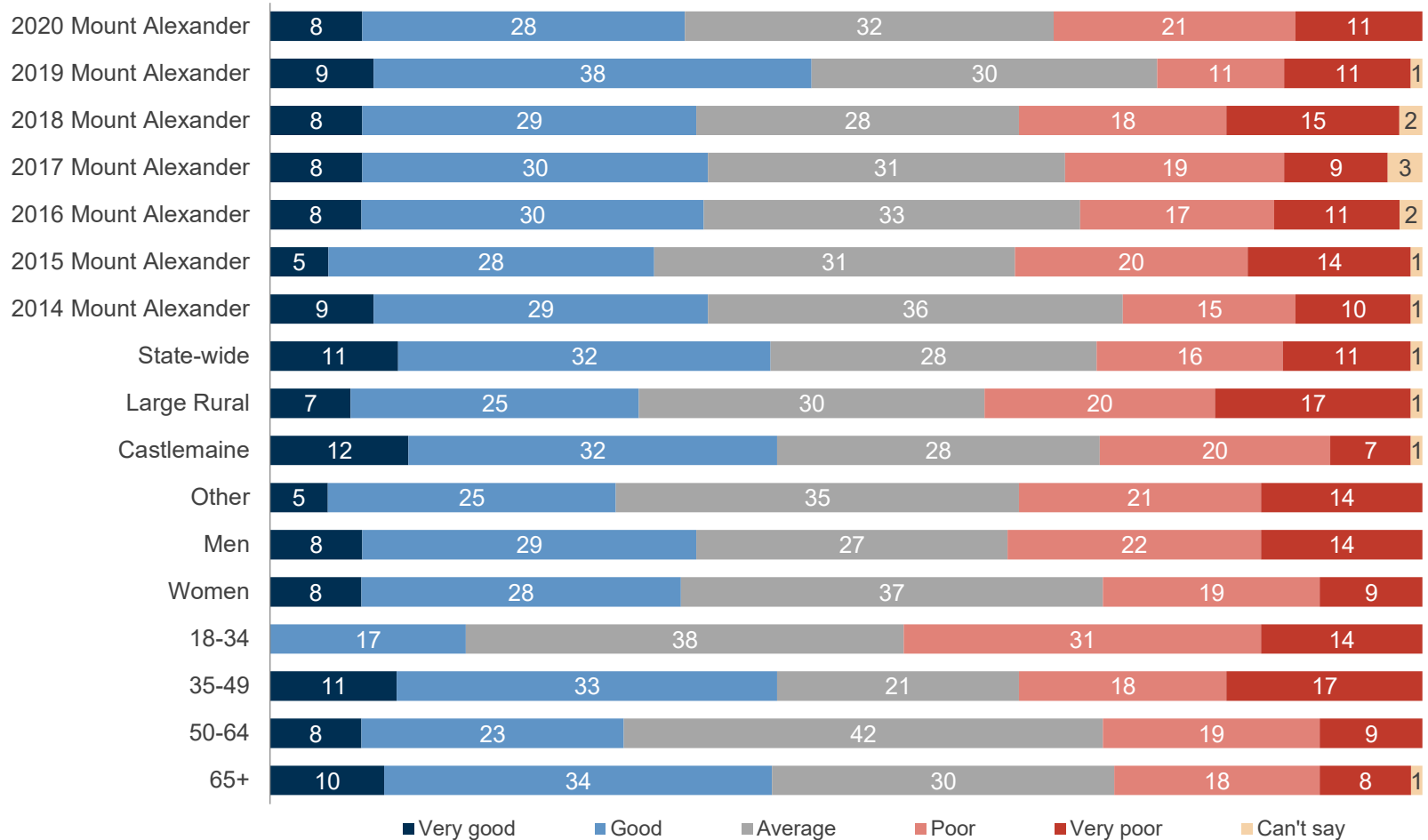
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

# The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17



## Informing the community importance



### 2020 informing community importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	80	79	76	77	79	81	83	85	n/a
Castlemaine	79	75	75	76	76	75	78	80	n/a
50-64	78	74	75	76	75	79	81	81	n/a
35-49	78	74	74	74	72	76	79	82	n/a
Large Rural	77	75	75	74	77	76	n/a	n/a	n/a
65+	77	74	73	75	76	79	75	78	n/a
Mount Alexander	77	74	74	75	75	78	78	80	n/a
State-wide	75	75	75	74	76	75	75	75	75
Other	75	74	72	74	74	80	79	79	n/a
Men	73	70	71	72	70	74	74	75	n/a
18-34	73	74	73	73	75	77	78	79	n/a

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

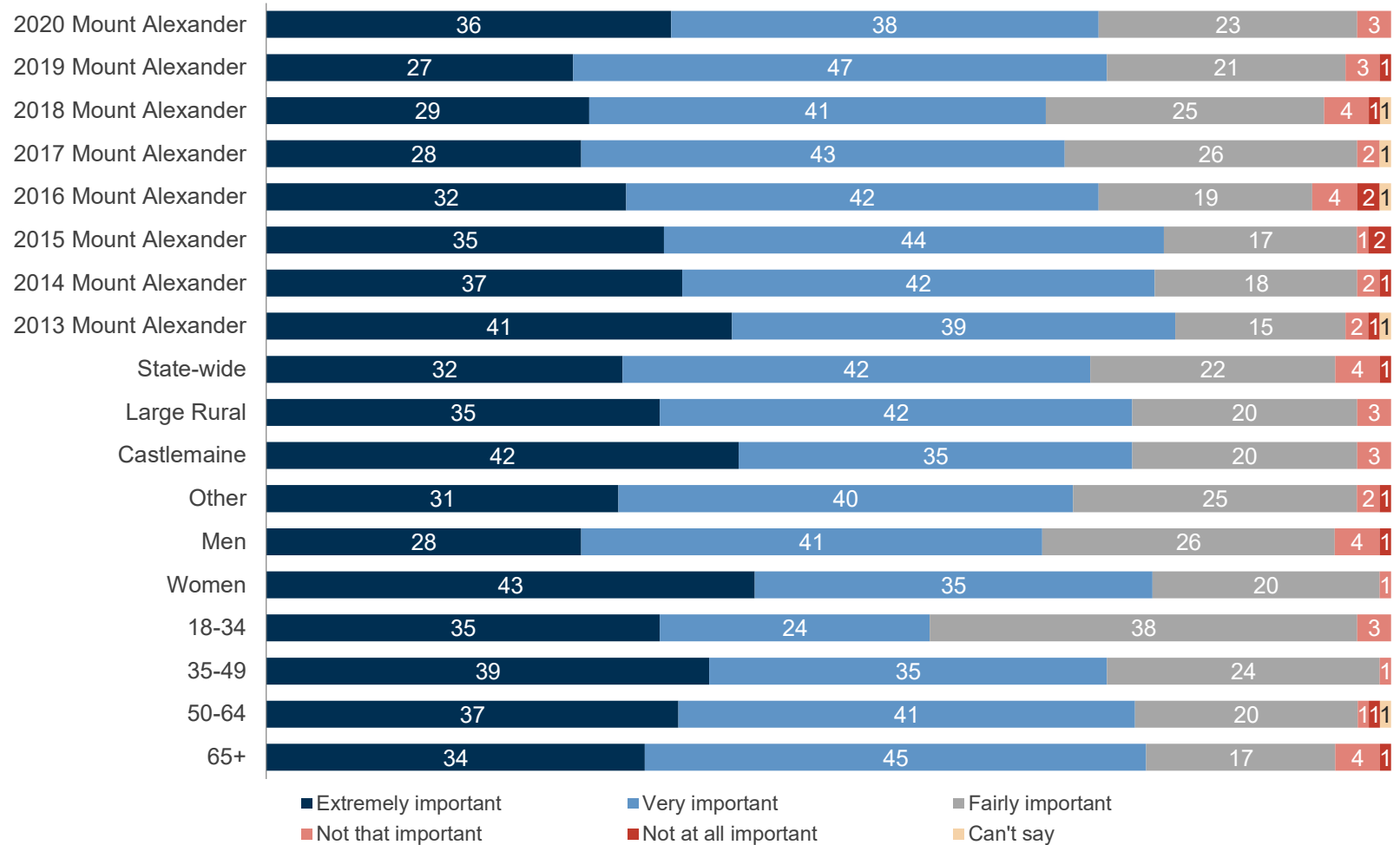
Note: Please see Appendix A for explanation of significant differences.



## Informing the community importance



### 2020 informing community importance (%)



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



## Informing the community performance



### 2020 informing community performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	59▲	61	59	60	56	59	n/a	n/a	n/a
State-wide	59▲	60	59	59	59	61	62	61	60
65+	55	56	55	55	50	53	n/a	n/a	n/a
Women	53	56	52	58	49	55	n/a	n/a	n/a
Castlemaine	53	57	56	60	54	58	n/a	n/a	n/a
Mount Alexander	52	57	55	58	52	55	n/a	n/a	n/a
35-49	52	54	57	53	55	55	n/a	n/a	n/a
Other	52	57	54	56	51	54	n/a	n/a	n/a
Men	52	57	57	58	55	56	n/a	n/a	n/a
50-64	52	60	52	60	50	55	n/a	n/a	n/a
18-34	50	58	55	65	56	61	n/a	n/a	n/a

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

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

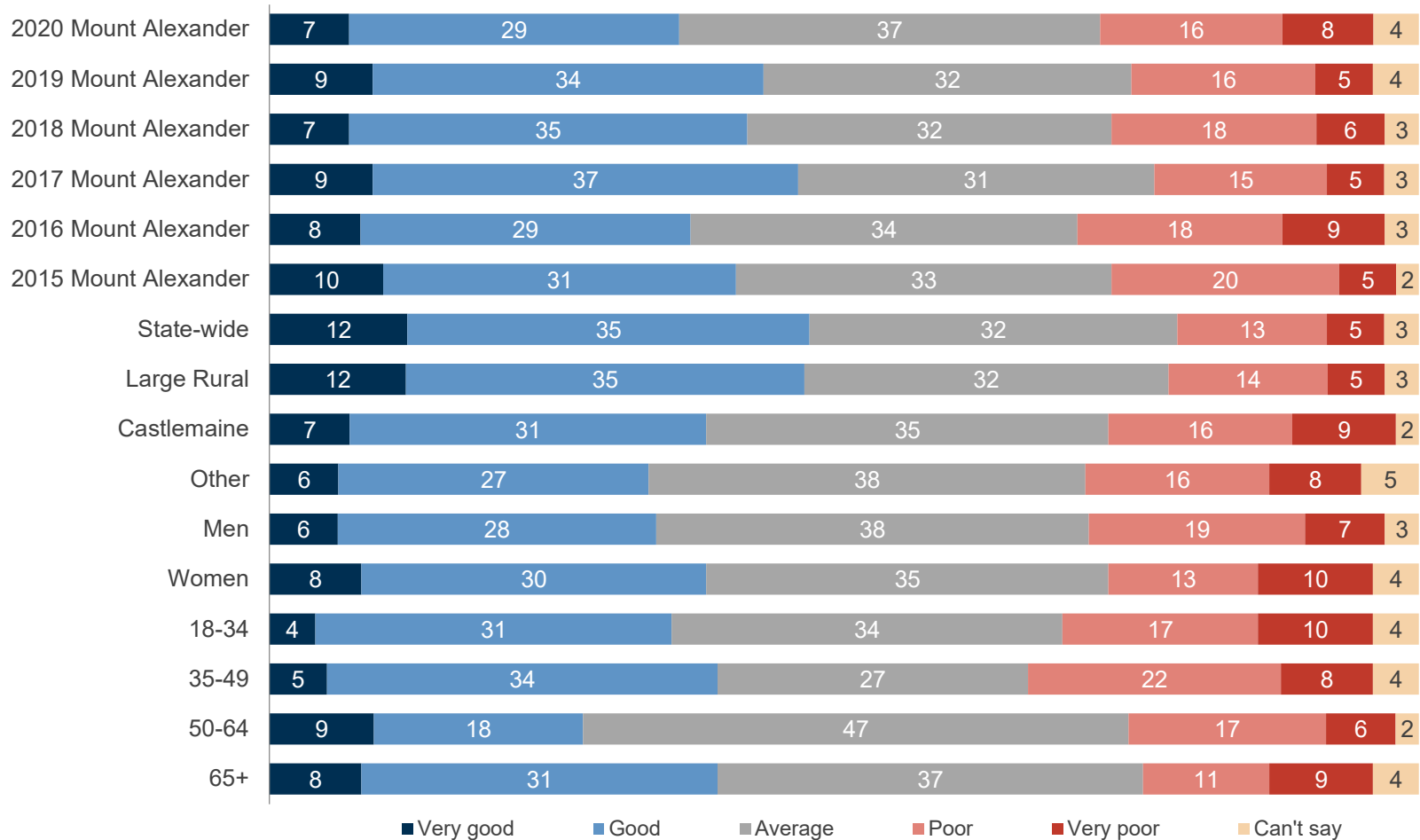
Note: Please see Appendix A for explanation of significant differences.



## Informing the community performance



### 2020 informing community performance (%)



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

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



## 2020 streets and footpaths importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	79	77	76	80	78	78	79	75	n/a
Women	78	76	79	78	77	80	81	78	n/a
State-wide	78	77	78	77	77	77	77	78	77
Large Rural	78	77	77	75	77	77	n/a	n/a	n/a
50-64	77	77	76	76	75	79	78	78	n/a
35-49	77	76	73	71	75	75	75	74	n/a
Other	76	74	75	73	75	78	78	76	n/a
Mount Alexander	76	75	75	76	76	78	78	77	n/a
Castlemaine	75	75	76	80	78	77	78	78	n/a
Men	73	74	72	73	75	75	75	75	n/a
18-34	66 ▼	66	76	72	76	79	82	80	n/a

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

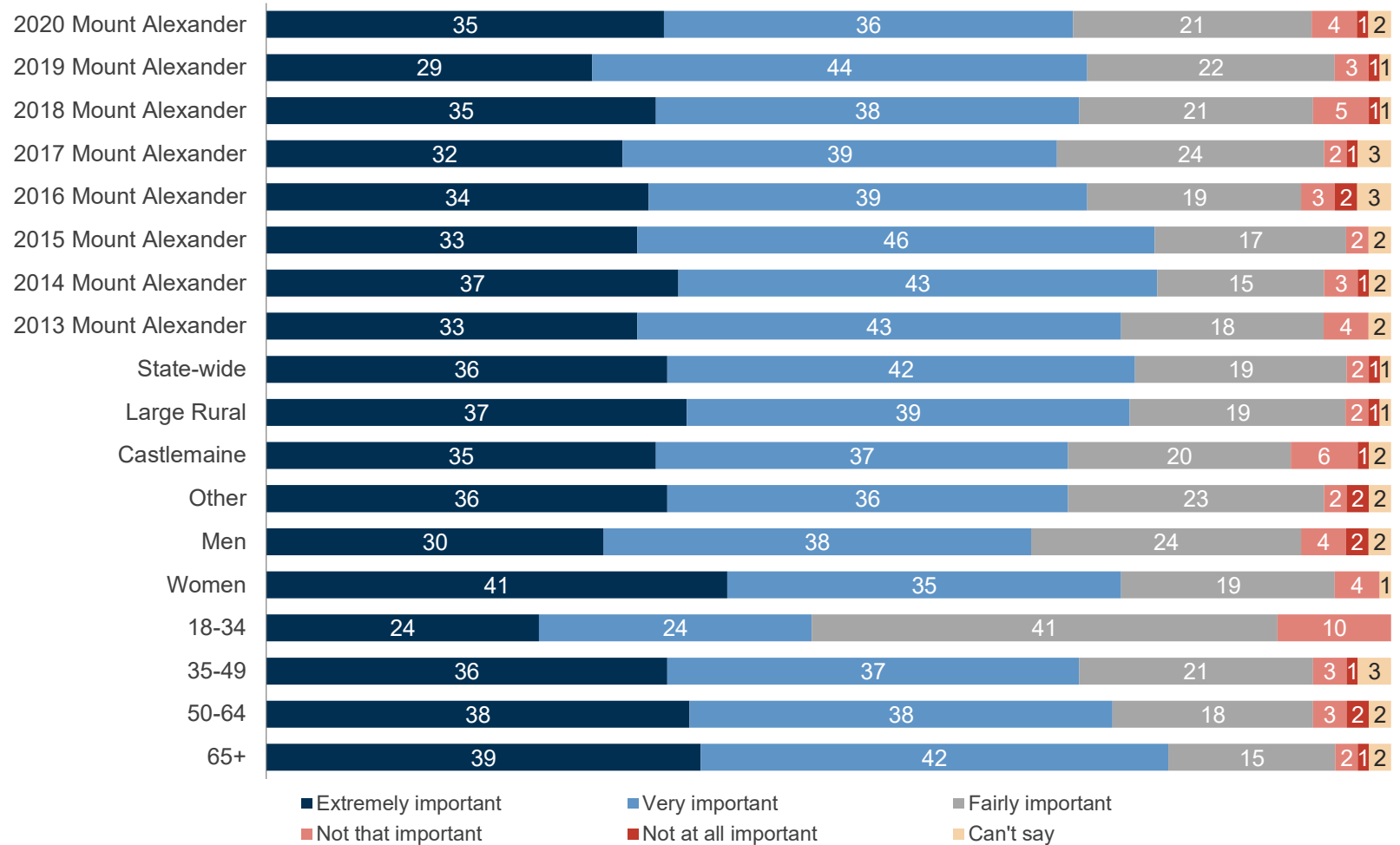
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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

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



## 2020 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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



## 2020 streets and footpaths performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58▲	59	58	57	57	58	58	58	57
Large Rural	54▲	55	54	53	53	54	n/a	n/a	n/a
18-34	50	57	49	54	56	58	n/a	n/a	n/a
35-49	50	47	53	51	46	50	n/a	n/a	n/a
50-64	49	53	44	46	44	42	n/a	n/a	n/a
Castlemaine	49	49	50	43	48	48	n/a	n/a	n/a
Women	49	46	43	43	43	43	n/a	n/a	n/a
Mount Alexander	48	49	46	46	46	46	n/a	n/a	n/a
Other	47	49	43	49	44	44	n/a	n/a	n/a
Men	47	52	50	50	48	49	n/a	n/a	n/a
65+	44	44	42	39	40	40	n/a	n/a	n/a

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

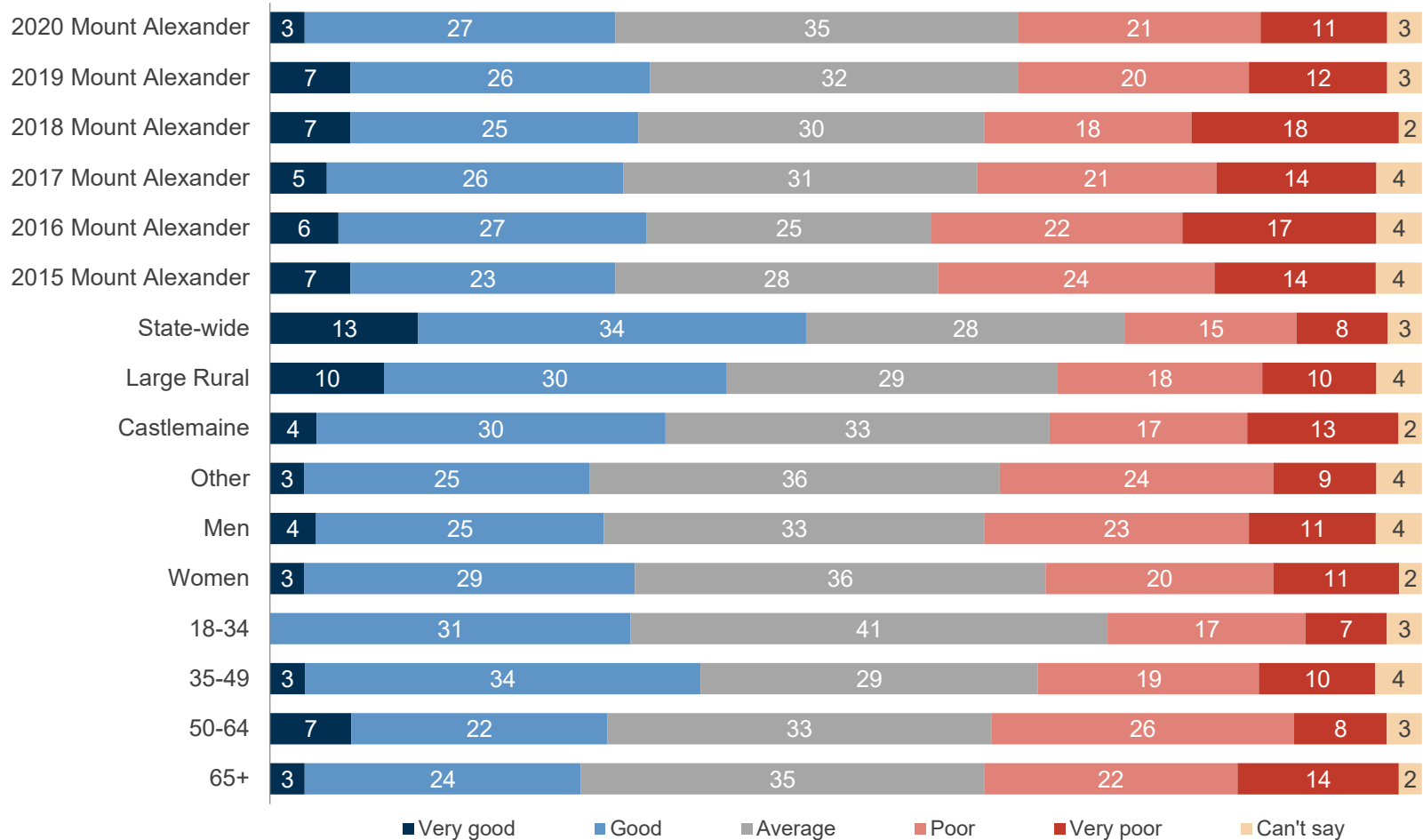
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

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

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



## 2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10



## Parking facilities importance



### 2020 parking importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71▲	71	71	70	70	70	70	71	71
Women	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	66	66	66	66	68	67	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

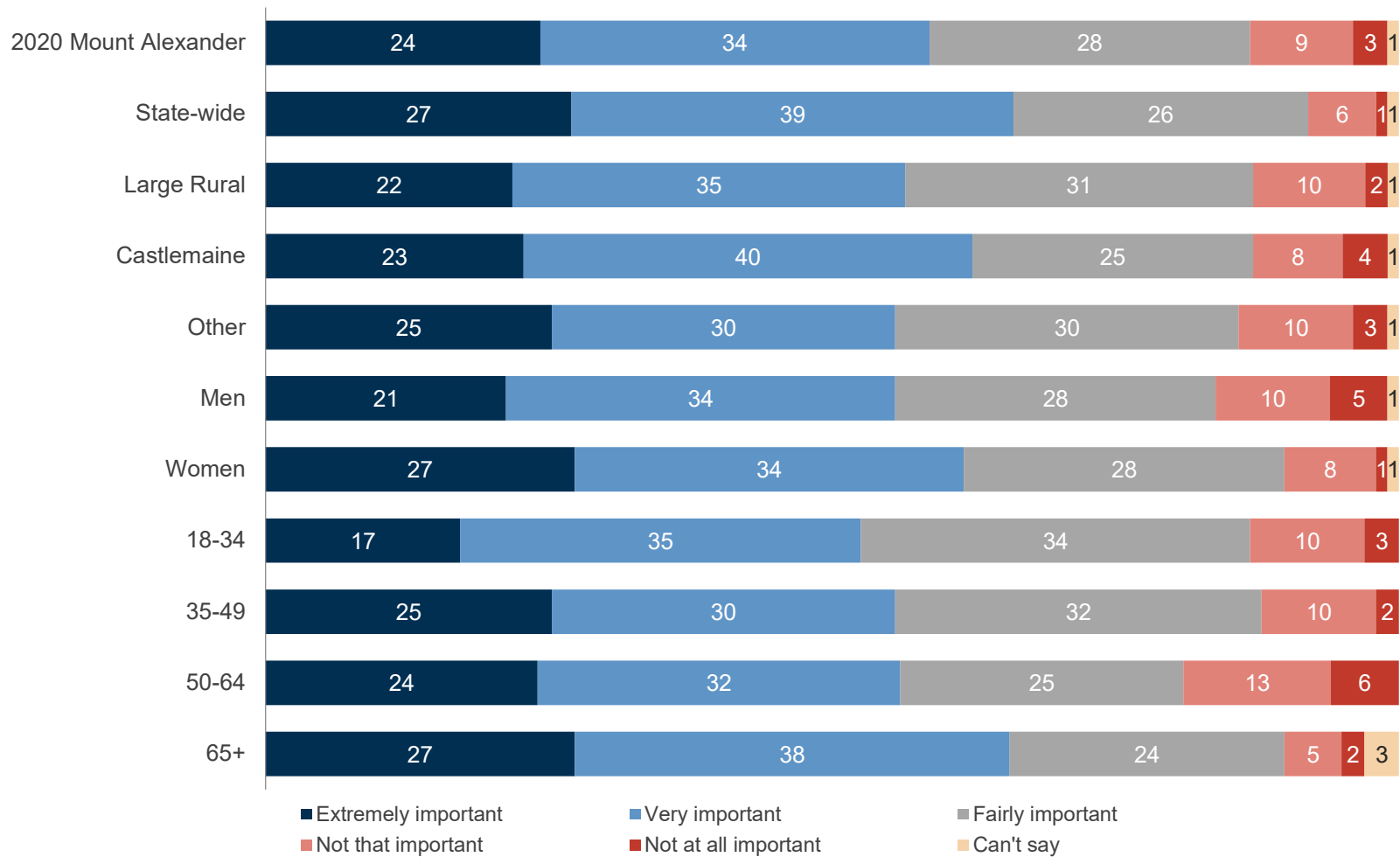
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities importance



2020 parking importance (%)



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



## Parking facilities performance



### 2020 parking performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	57▲	58	59	60	58	59	n/a	n/a	n/a
State-wide	55▲	56	56	55	56	57	57	57	56
35-49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

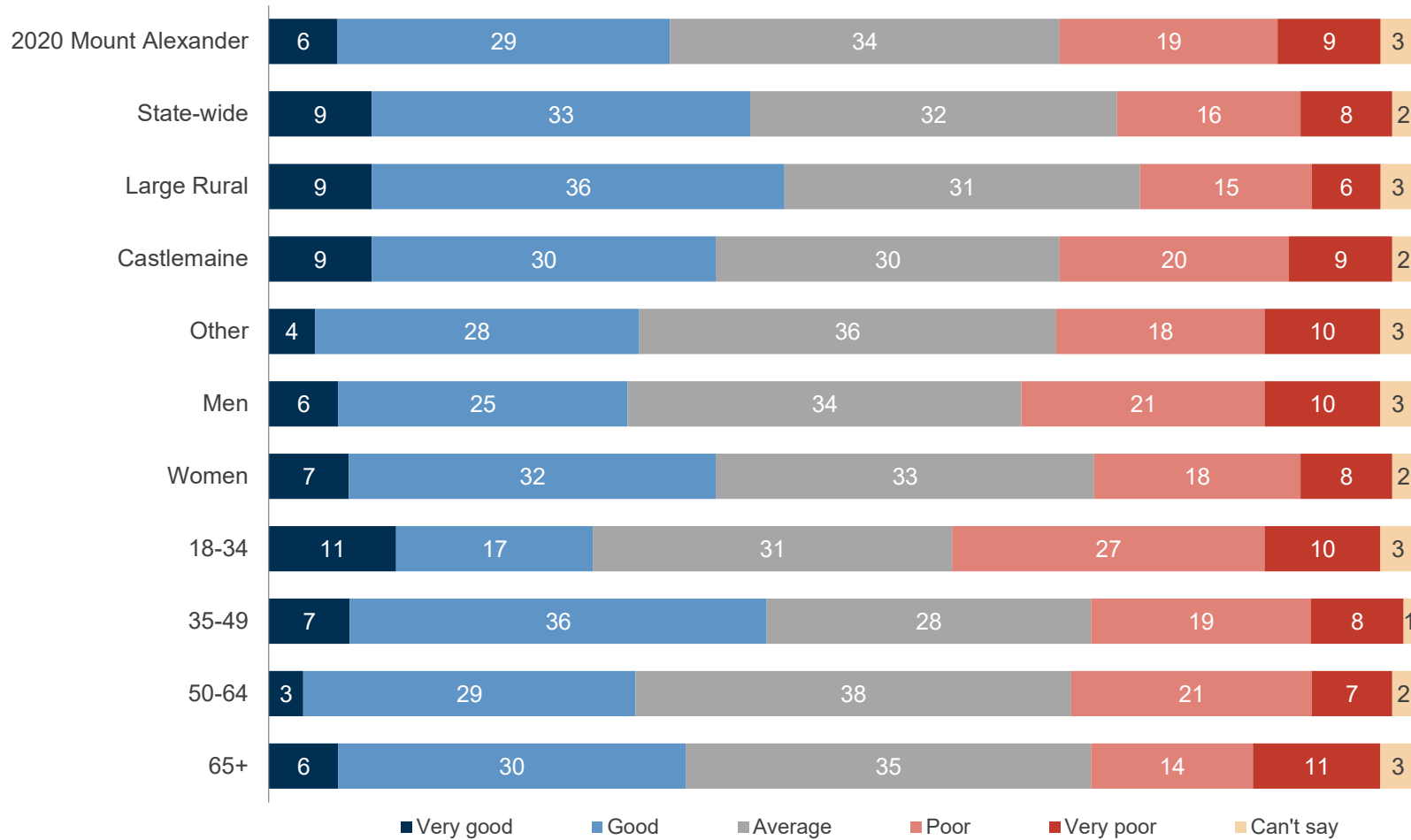
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2020 parking performance (%)



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



## Enforcement of local laws importance



### 2020 law enforcement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	70	68	67	70	67	72	n/a	n/a	n/a
State-wide	70▲	71	71	71	70	71	70	71	70
Castlemaine	70	64	66	68	68	70	n/a	n/a	n/a
Women	69	68	69	69	71	74	n/a	n/a	n/a
Large Rural	68	68	68	68	69	70	n/a	n/a	n/a
Mount Alexander	66	65	67	67	67	71	n/a	n/a	n/a
18-34	64	71	72	67	75	73	n/a	n/a	n/a
50-64	64	65	69	68	67	68	n/a	n/a	n/a
Other	63	66	68	66	67	71	n/a	n/a	n/a
Men	62	63	65	64	64	67	n/a	n/a	n/a
35-49	60▼	58	61	60	62	69	n/a	n/a	n/a

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

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

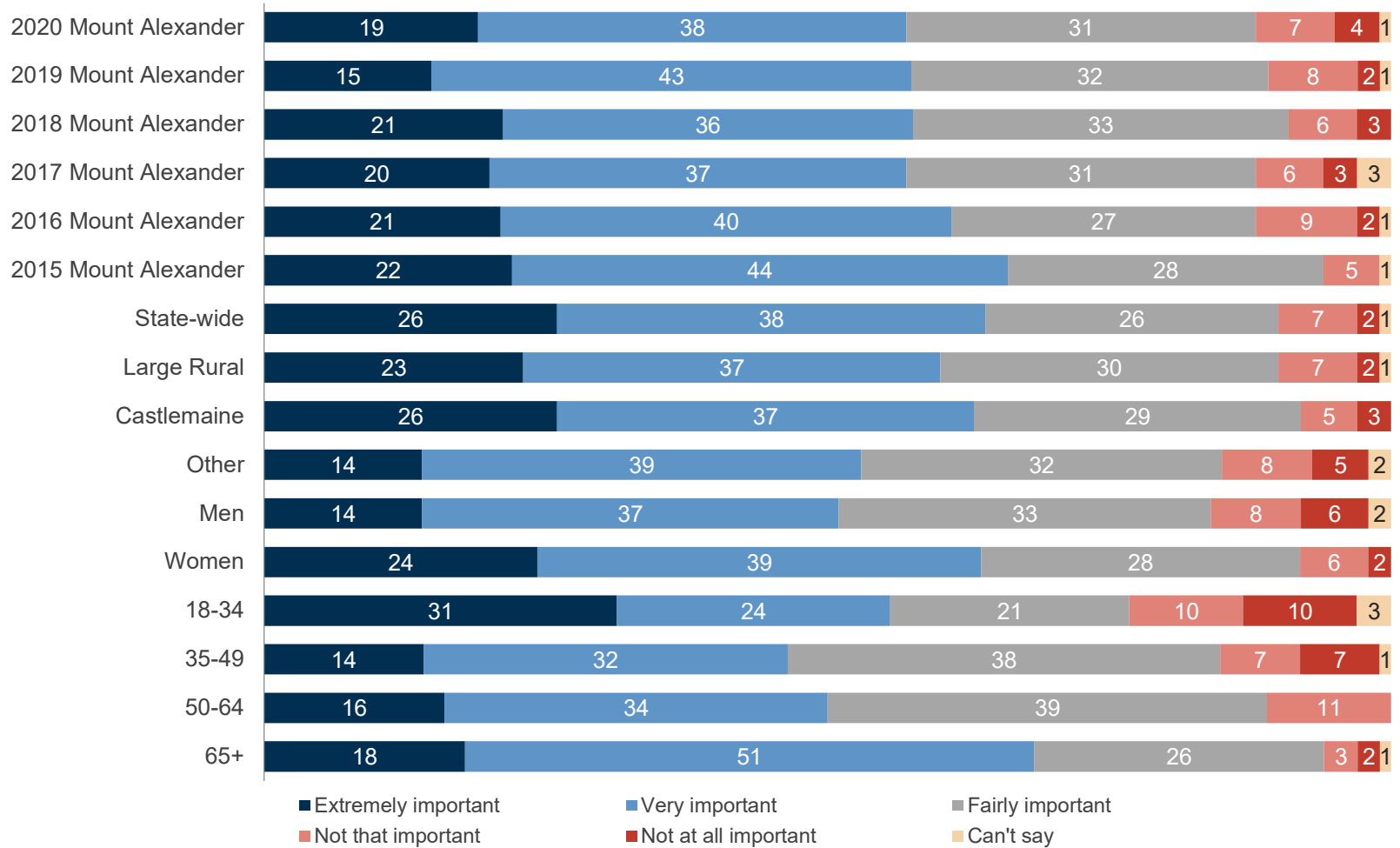
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws importance



2020 law enforcement importance (%)



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



## Enforcement of local laws performance



### 2020 law enforcement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	74	66	72	66	67	n/a	n/a	n/a
Women	66	67	66	65	60	64	n/a	n/a	n/a
Castlemaine	65	63	62	62	57	60	n/a	n/a	n/a
Large Rural	64	64	64	63	63	65	n/a	n/a	n/a
65+	63	61	63	62	55	58	n/a	n/a	n/a
State-wide	63	64	64	64	63	66	66	65	65
Mount Alexander	63	65	63	64	59	61	n/a	n/a	n/a
35-49	62	63	65	61	61	61	n/a	n/a	n/a
Other	61	65	64	65	61	62	n/a	n/a	n/a
50-64	60	64	58	62	58	62	n/a	n/a	n/a
Men	60	62	60	63	59	59	n/a	n/a	n/a

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

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

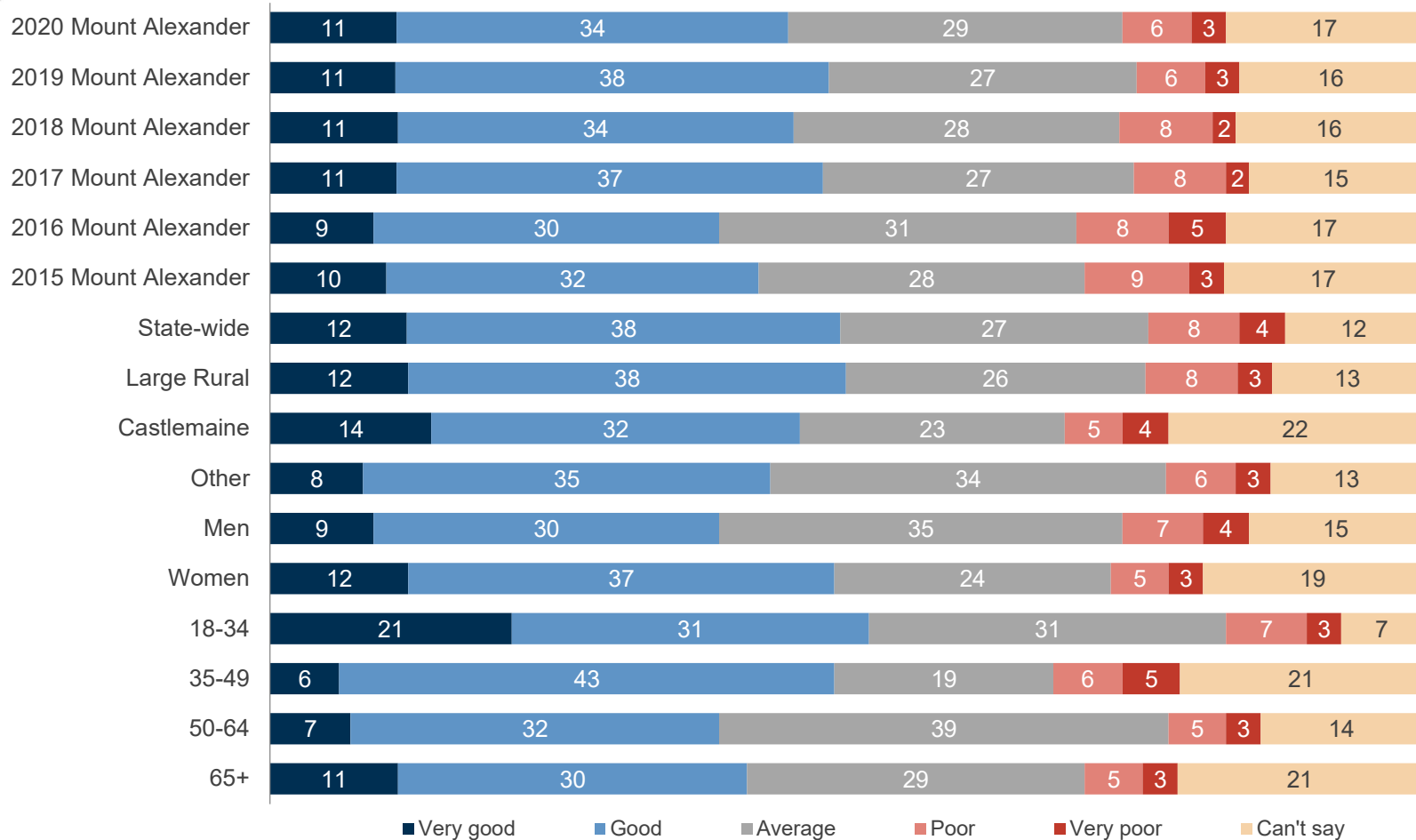
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws performance



2020 law enforcement performance (%)



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



## Family support services importance



### 2020 family support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	75▲	76	78	76	75	n/a	n/a	n/a	n/a
State-wide	75▲	74	74	73	73	73	72	73	73
35-49	74	72	75	73	70	n/a	n/a	n/a	n/a
Large Rural	74▲	73	72	72	72	72	n/a	n/a	n/a
Castlemaine	73	71	72	73	74	n/a	n/a	n/a	n/a
50-64	73	69	70	71	68	n/a	n/a	n/a	n/a
65+	73	72	70	73	71	n/a	n/a	n/a	n/a
Mount Alexander	71	72	72	73	70	n/a	n/a	n/a	n/a
Other	70	73	72	74	68	n/a	n/a	n/a	n/a
Men	67	69	67	71	65	n/a	n/a	n/a	n/a
18-34	63▼	78	76	78	71	n/a	n/a	n/a	n/a

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

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

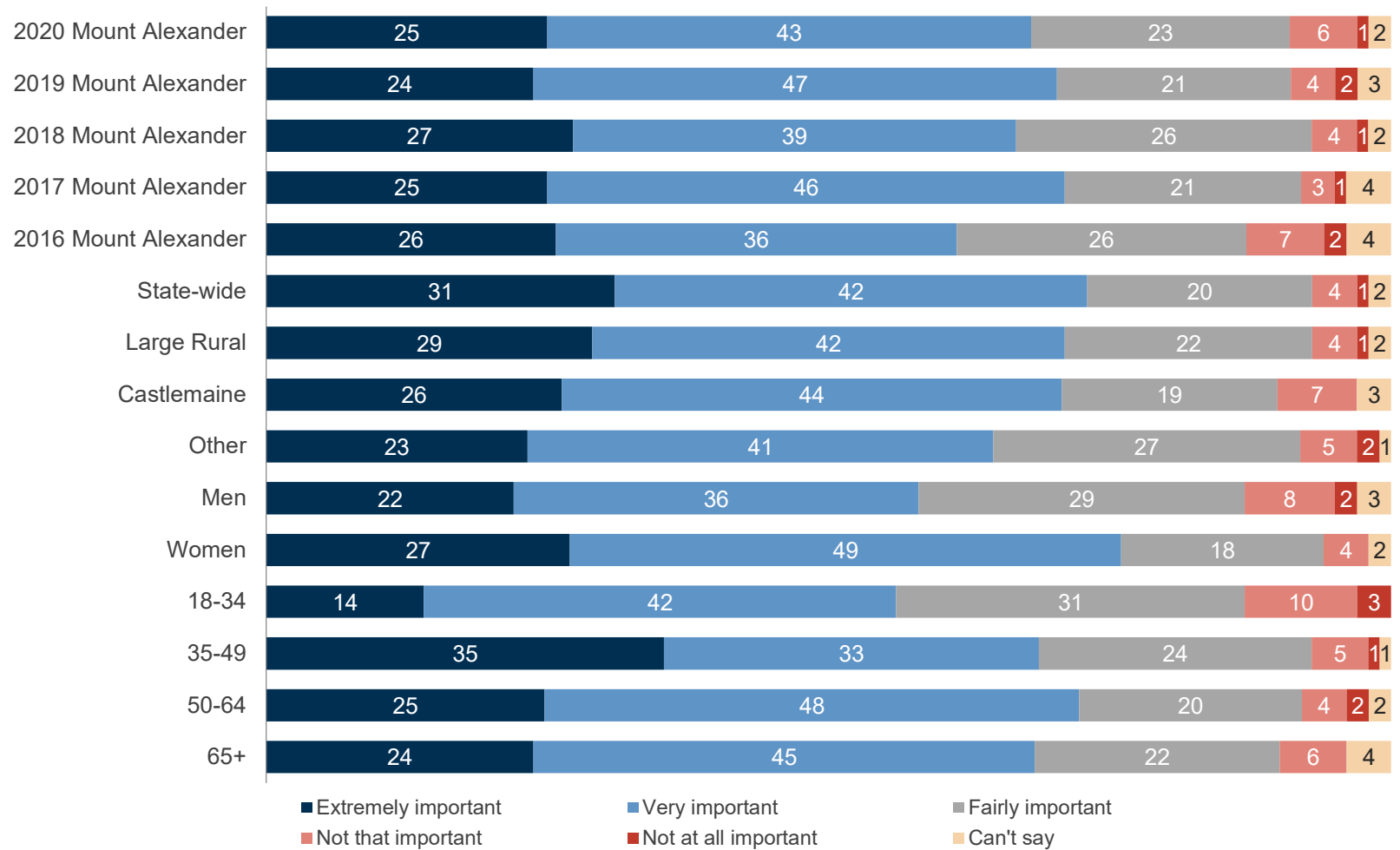
Note: Please see Appendix A for explanation of significant differences.



## Family support services importance



2020 family support importance (%)



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



## Family support services performance



### 2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	66▲	65	64	67	58	n/a	n/a	n/a	n/a
State-wide	66▲	67	66	67	66	67	68	67	67
Large Rural	64▲	65	65	65	64	67	n/a	n/a	n/a
Castlemaine	61	63	62	62	60	n/a	n/a	n/a	n/a
Women	61	65	59	63	58	n/a	n/a	n/a	n/a
18-34	60	69	59	66	61	n/a	n/a	n/a	n/a
Mount Alexander	60	65	62	64	59	n/a	n/a	n/a	n/a
Other	60	66	62	66	58	n/a	n/a	n/a	n/a
Men	60	64	64	66	60	n/a	n/a	n/a	n/a
50-64	58	64	60	65	58	n/a	n/a	n/a	n/a
35-49	55	59	64	58	57	n/a	n/a	n/a	n/a

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

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

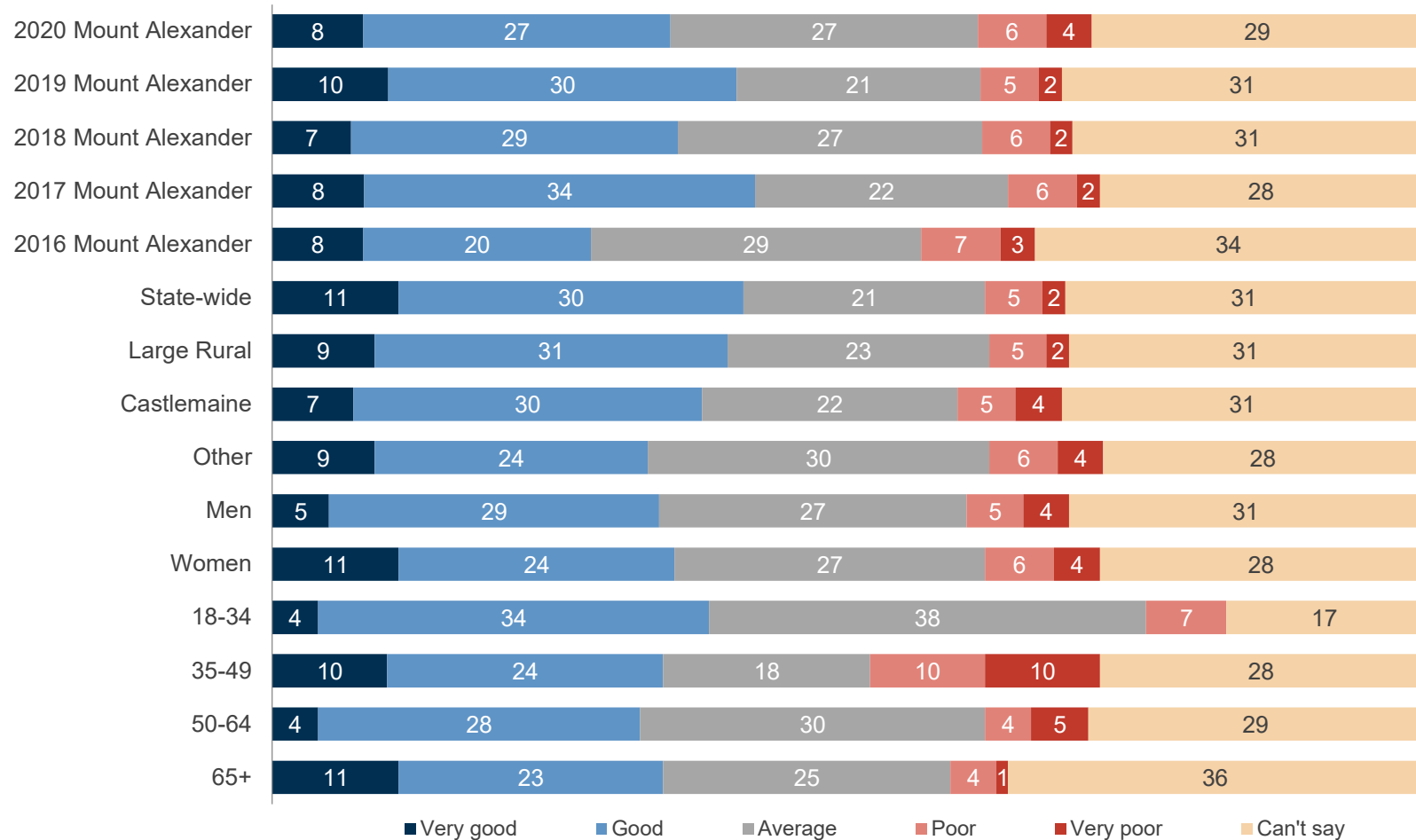
Note: Please see Appendix A for explanation of significant differences.



## Family support services performance



2020 family support performance (%)



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



## Elderly support services importance



2020 elderly support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	83	83	84	84	83	86	n/a	82	n/a
35-49	82	78	83	79	80	77	n/a	82	n/a
Castlemaine	82	79	80	81	82	82	n/a	79	n/a
50-64	81	79	79	82	78	84	n/a	81	n/a
Mount Alexander	81	79	81	81	79	82	n/a	80	n/a
65+	81	80	79	80	80	81	n/a	78	n/a
Other	80	80	81	80	77	83	n/a	81	n/a
Large Rural	80	79	78	78	78	78	n/a	n/a	n/a
State-wide	80	80	79	78	78	79	79	79	80
18-34	79	82	82	81	76	90	n/a	77	n/a
Men	79	76	77	77	75	78	n/a	77	n/a

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

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

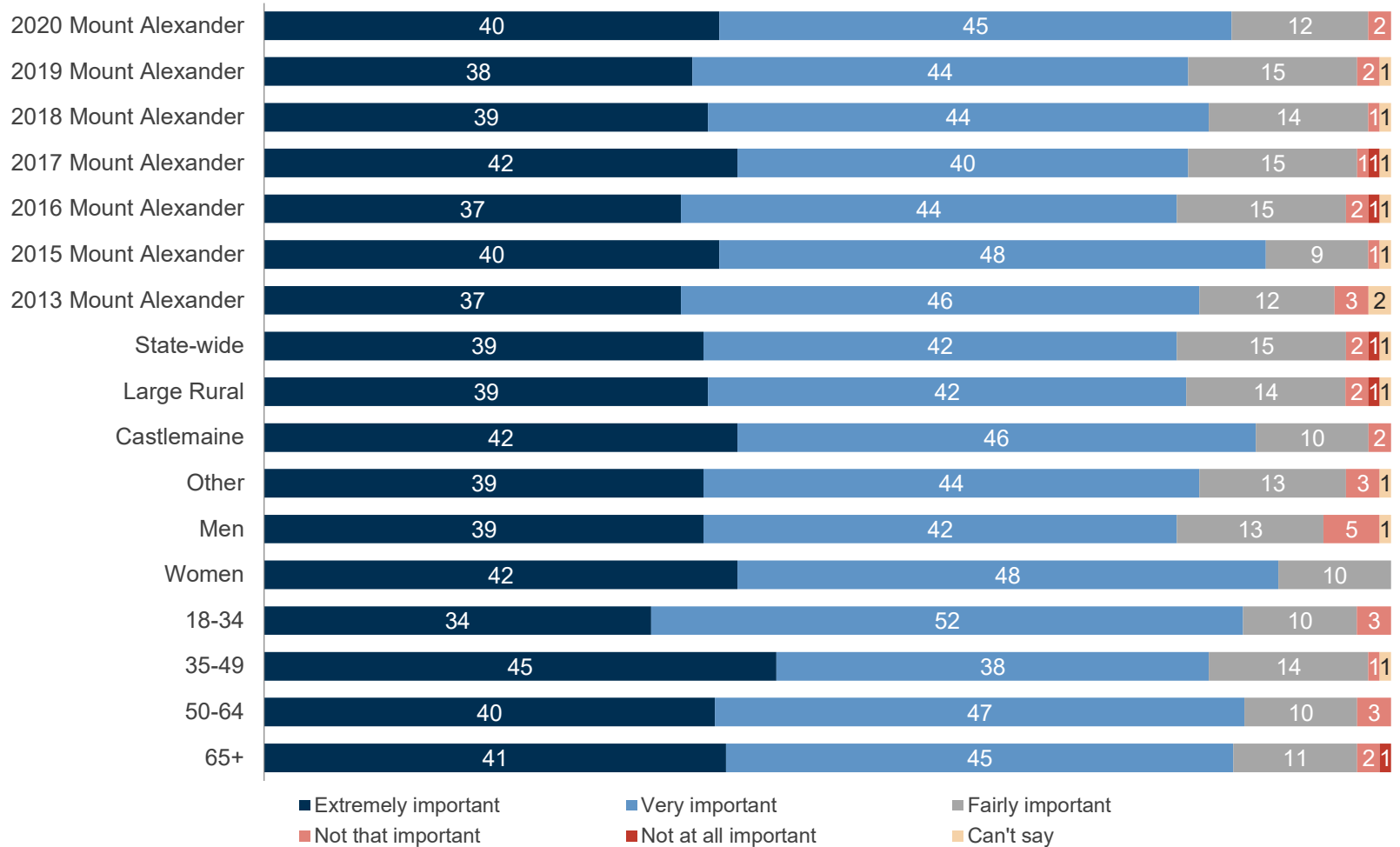
Note: Please see Appendix A for explanation of significant differences.



## Elderly support services importance



2020 elderly support importance (%)



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



## Elderly support services performance



2020 elderly support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	68▲	69	68	68	58	68	n/a	n/a	n/a
State-wide	68▲	68	68	68	68	69	70	69	69
Large Rural	67▲	67	67	67	66	69	n/a	n/a	n/a
Women	66	63	61	64	58	62	n/a	n/a	n/a
Castlemaine	64	64	64	64	64	64	n/a	n/a	n/a
Mount Alexander	62	66	63	66	60	62	n/a	n/a	n/a
50-64	62	66	59	65	64	59	n/a	n/a	n/a
Other	60	68	62	67	57	61	n/a	n/a	n/a
Men	58	69	64	67	62	62	n/a	n/a	n/a
18-34	58	65	60	67	66	58	n/a	n/a	n/a
35-49	54▼	62	63	61	52	58	n/a	n/a	n/a

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

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

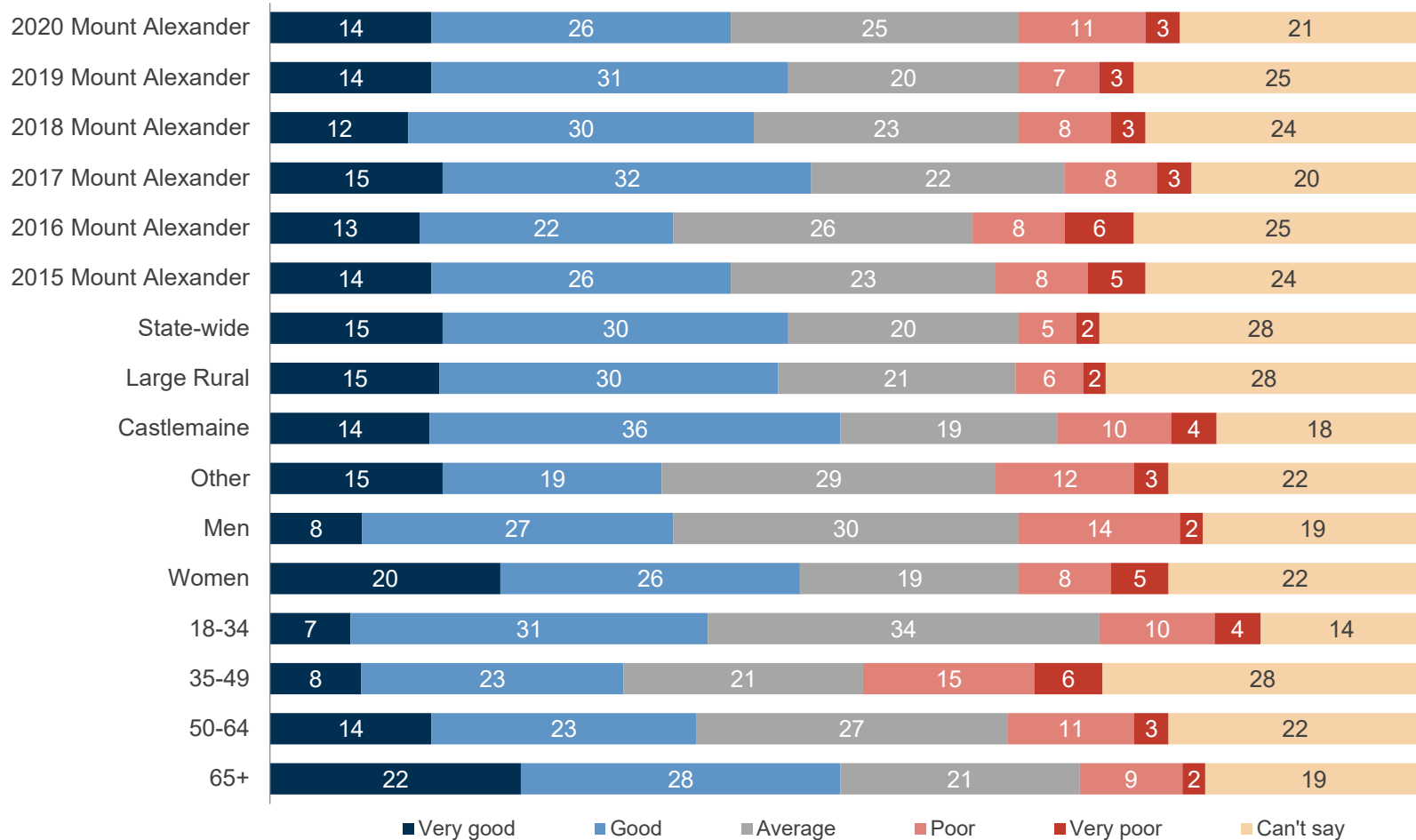
Note: Please see Appendix A for explanation of significant differences.



## Elderly support services performance



2020 elderly support performance (%)



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



## Recreational facilities importance



### 2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	73	76	76	69	72	71	74	n/a	n/a
Castlemaine	73	71	77	73	72	73	73	n/a	n/a
Large Rural	72	72	74	72	72	72	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72
Women	72	72	77	73	73	75	76	n/a	n/a
Mount Alexander	70	70	73	71	70	71	73	n/a	n/a
65+	70	69	71	68	69	68	70	n/a	n/a
50-64	70	70	70	74	67	73	74	n/a	n/a
Men	68	68	70	69	67	67	70	n/a	n/a
Other	68	69	70	70	69	70	73	n/a	n/a
18-34	67	67	77	75	74	74	76	n/a	n/a

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

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

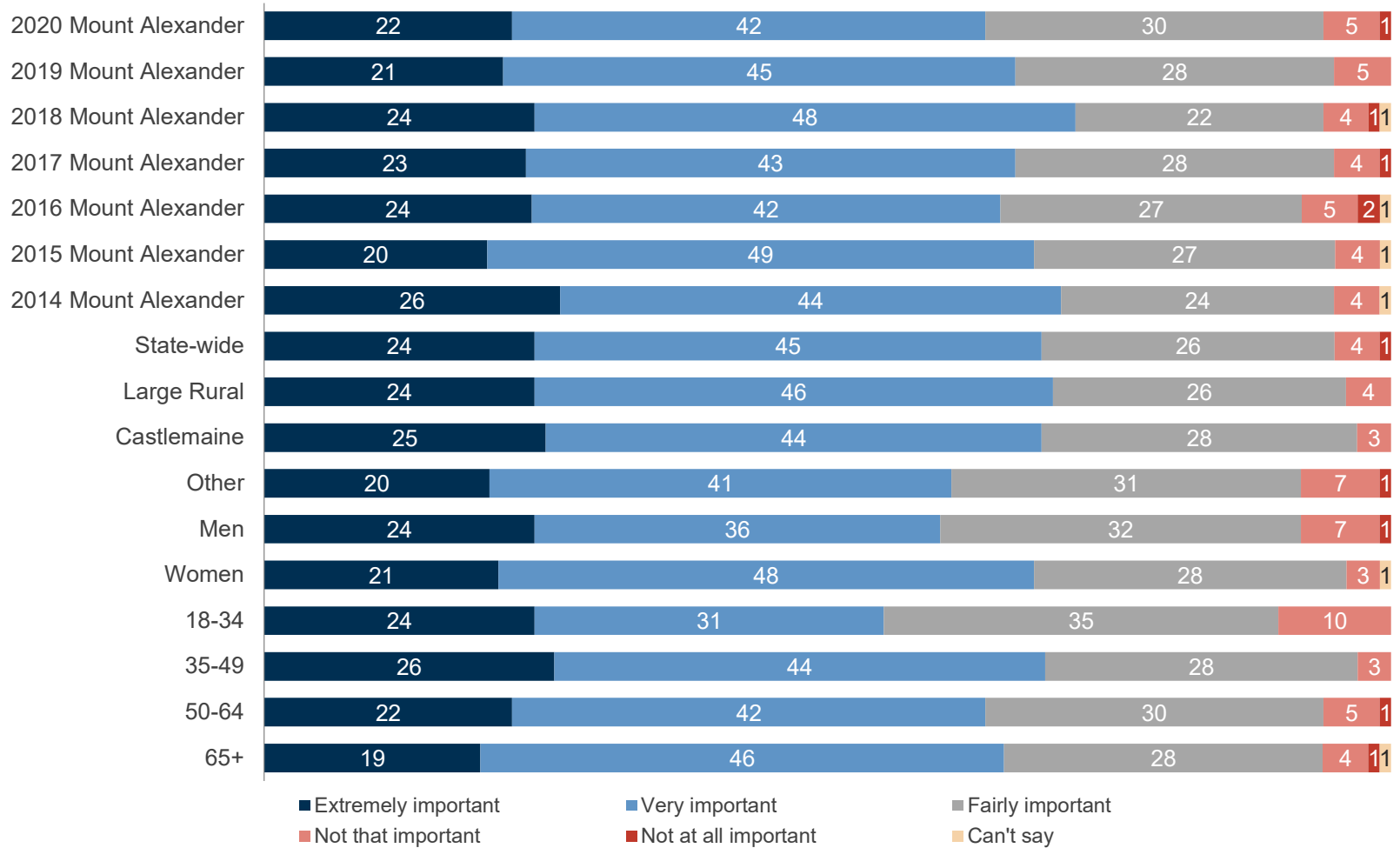
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



2020 recreational facilities importance (%)



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



## Recreational facilities performance



2020 recreational facilities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	70▲	70	69	70	69	70	71	70	70
65+	69▲	68	67	64	62	63	62	n/a	n/a
Large Rural	67▲	68	66	66	65	66	n/a	n/a	n/a
Castlemaine	65	65	63	64	56	59	59	n/a	n/a
Women	63	65	61	62	54	57	63	n/a	n/a
Mount Alexander	62	65	62	63	56	59	60	n/a	n/a
Men	62	66	62	65	59	61	56	n/a	n/a
50-64	61	64	61	64	54	56	60	n/a	n/a
Other	61	66	61	63	56	58	60	n/a	n/a
35-49	58	64	60	65	53	51	56	n/a	n/a
18-34	57	63	57	58	53	66	59	n/a	n/a

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

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

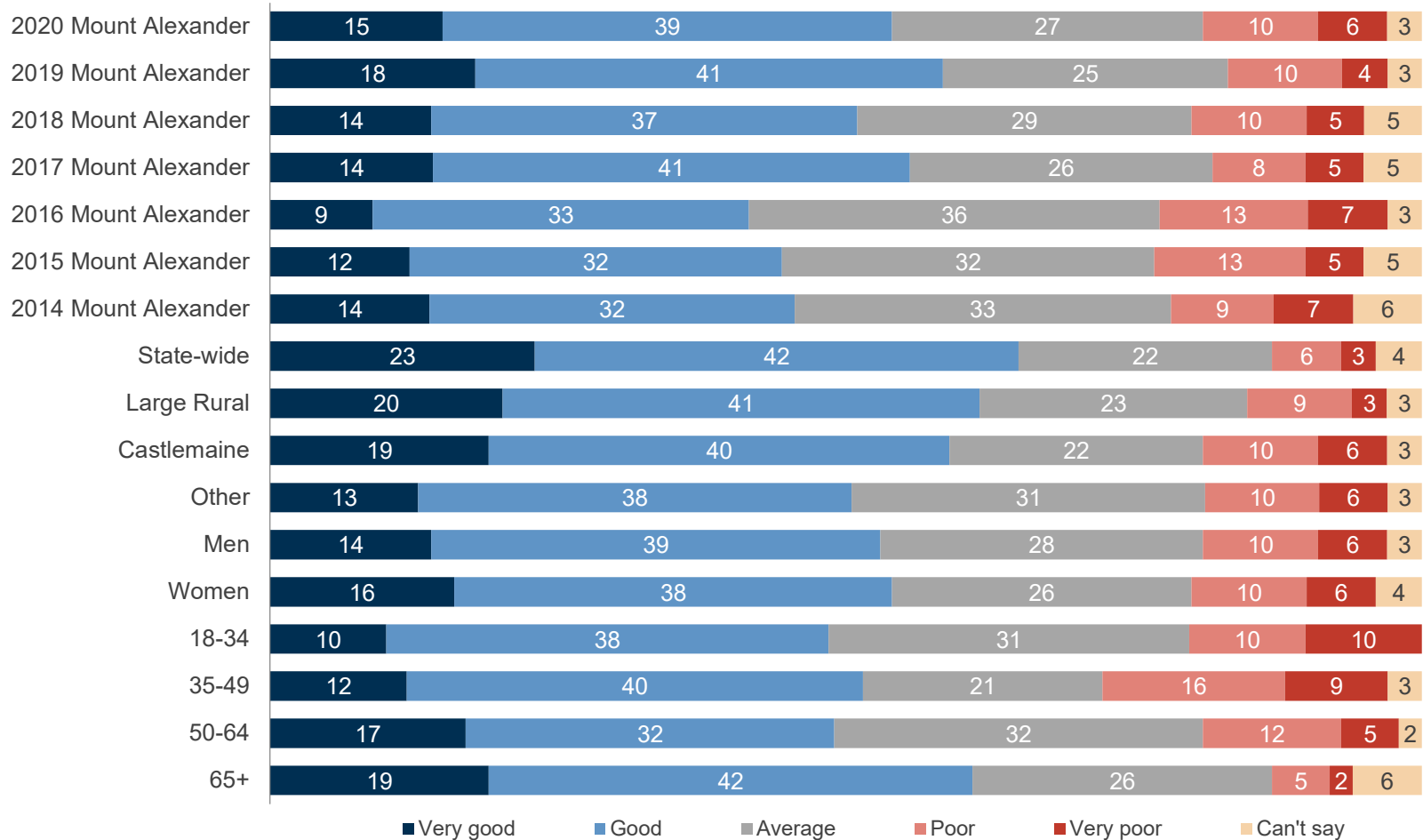
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2020 recreational facilities performance (%)



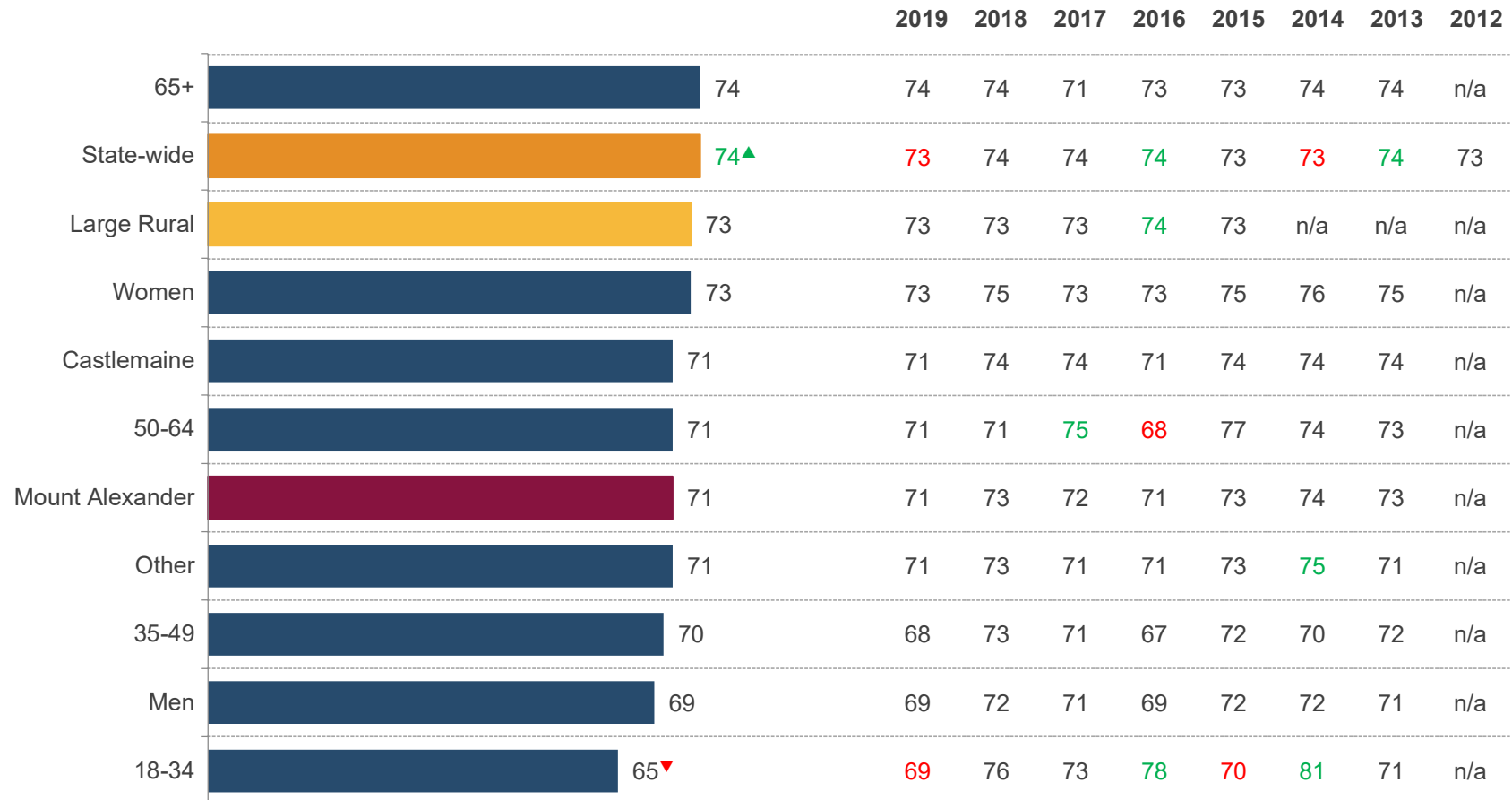
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9



## The appearance of public areas importance



2020 public areas importance (index scores)



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

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

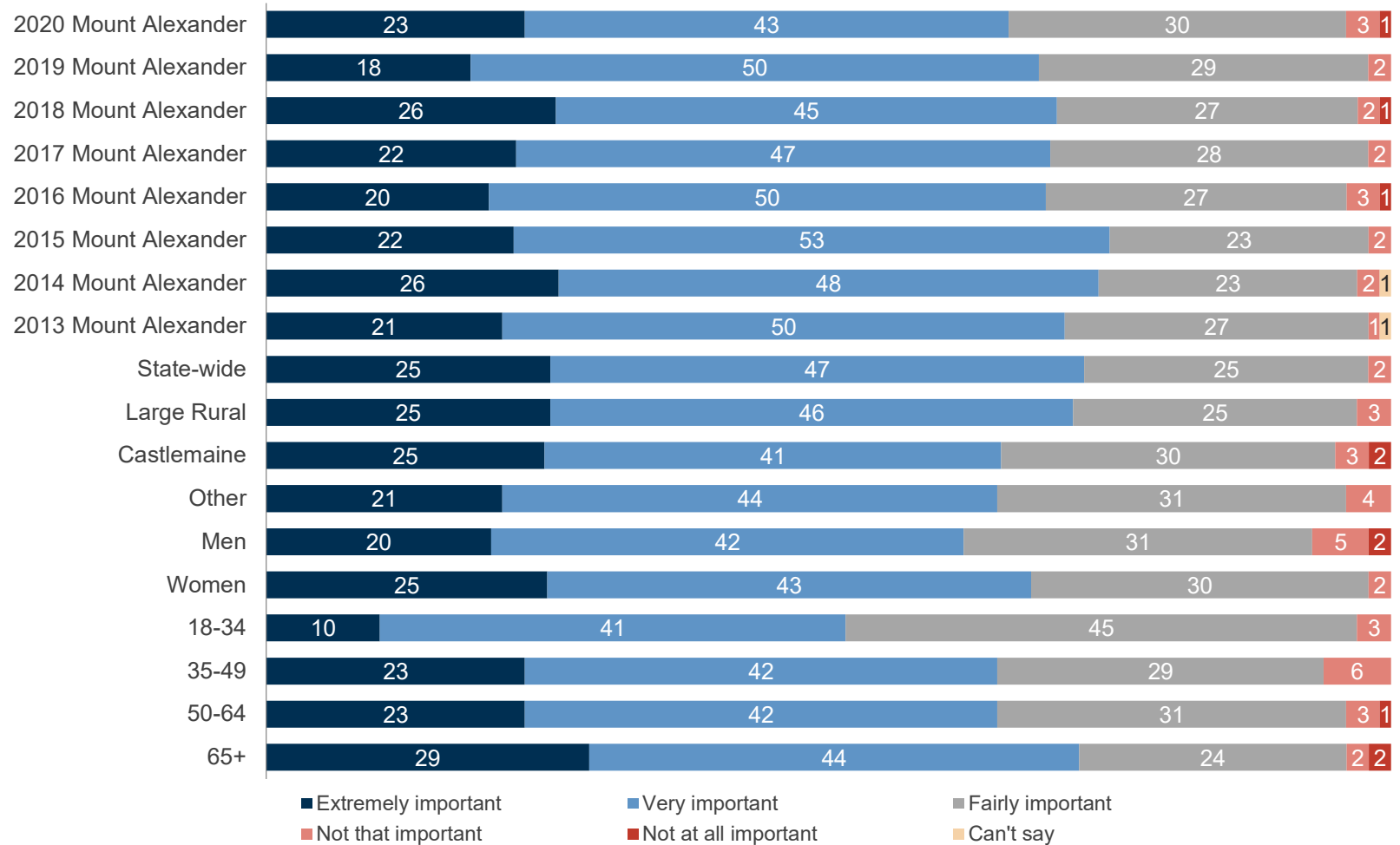
Note: Please see Appendix A for explanation of significant differences.



## The appearance of public areas importance



2020 public areas importance (%)



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



## The appearance of public areas performance



### 2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	74	70	68	70	64	67	n/a	n/a	n/a
35-49	74	71	68	69	70	70	n/a	n/a	n/a
Castlemaine	73	69	72	69	66	69	n/a	n/a	n/a
Women	73	73	68	71	65	69	n/a	n/a	n/a
Mount Alexander	72	70	68	70	66	69	n/a	n/a	n/a
65+	72	70	67	67	65	67	n/a	n/a	n/a
State-wide	72	72	71	71	71	72	72	71	71
Other	71	71	65	71	67	70	n/a	n/a	n/a
Large Rural	71	70	69	69	69	69	n/a	n/a	n/a
Men	71	68	68	70	68	70	n/a	n/a	n/a
18-34	69	70	68	78	68	76	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8

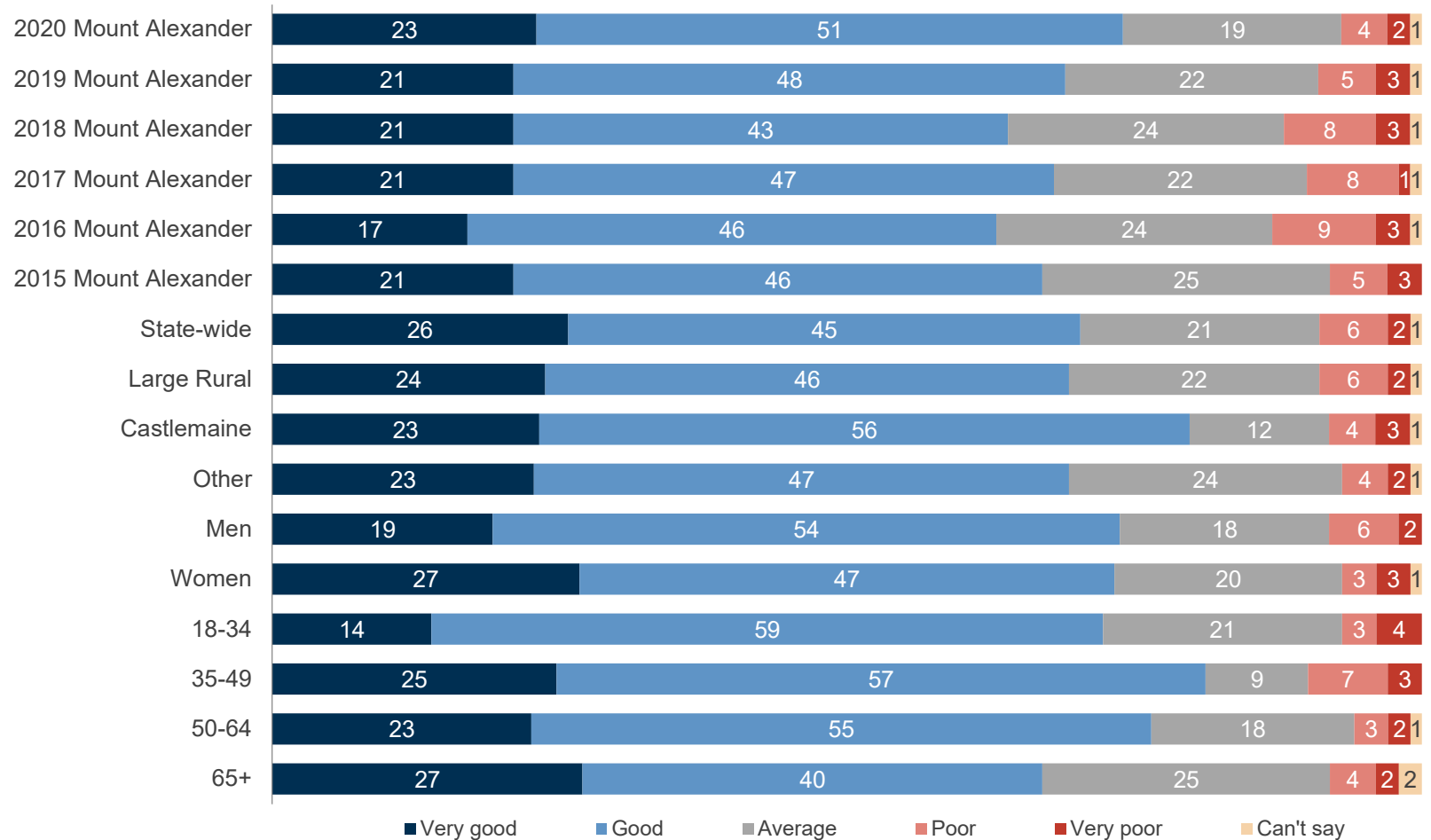
Note: Please see Appendix A for explanation of significant differences.



## The appearance of public areas performance



2020 public areas performance (%)



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



## Community and cultural activities importance



2020 community and cultural activities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	66	61	65	62	63	61	n/a	n/a	n/a
50-64	65	64	59	59	56	63	n/a	n/a	n/a
Women	65	65	66	65	63	64	n/a	n/a	n/a
65+	63	60	59	60	61	61	n/a	n/a	n/a
Mount Alexander	62	61	62	63	61	61	n/a	n/a	n/a
State-wide	62	61	61	61	62	62	62	62	62
Large Rural	61	61	60	61	61	61	n/a	n/a	n/a
35-49	60	60	64	66	63	61	n/a	n/a	n/a
Men	60	56	58	60	58	57	n/a	n/a	n/a
18-34	60	58	67	69	63	58	n/a	n/a	n/a
Other	60	60	59	63	59	61	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

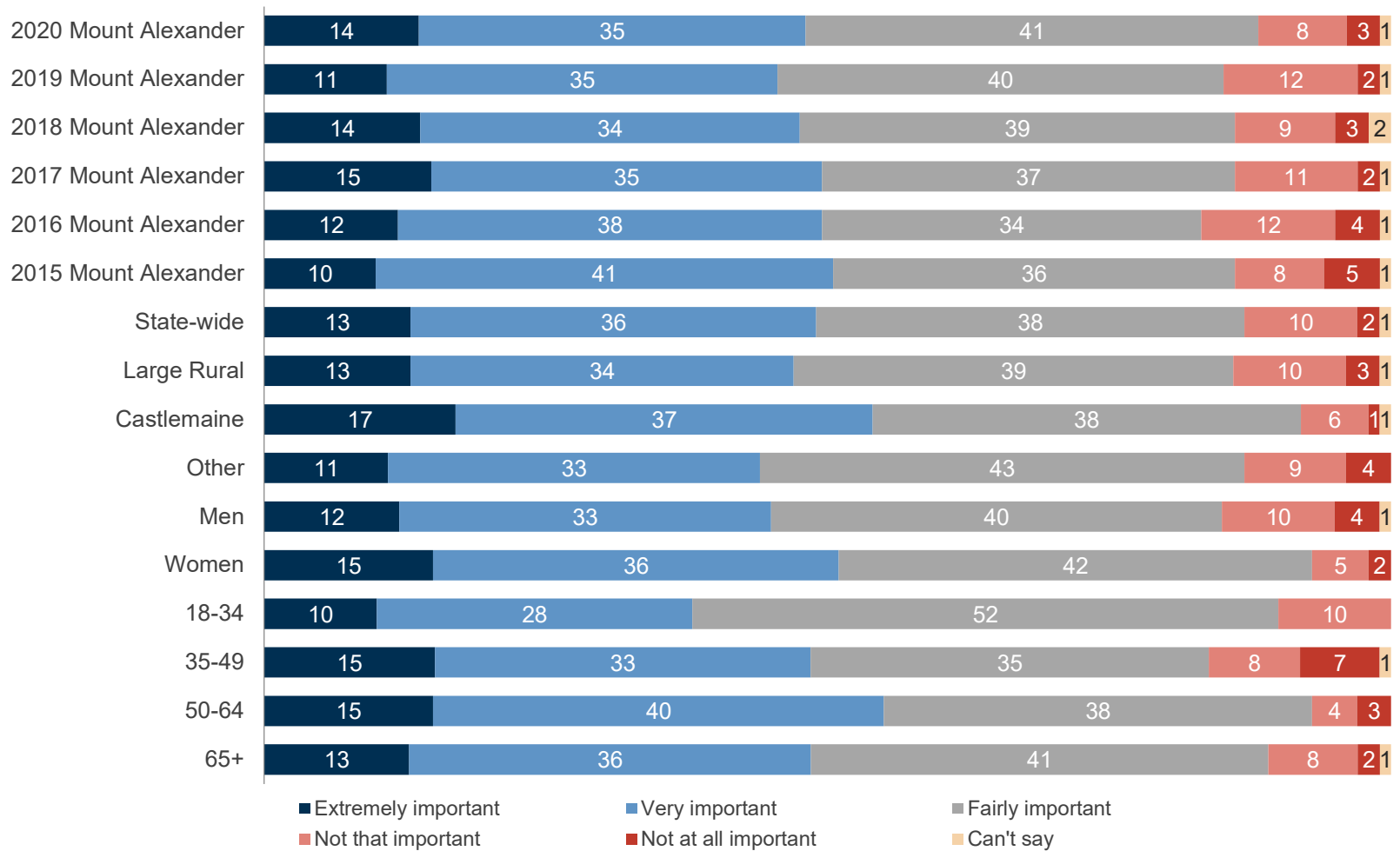
Note: Please see Appendix A for explanation of significant differences.



## Community and cultural activities importance



2020 community and cultural activities importance (%)



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



## Community and cultural activities performance



2020 community and cultural activities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	71	71	71	74	69	74	n/a	n/a	n/a
35-49	70	71	74	74	70	72	n/a	n/a	n/a
Castlemaine	69	71	74	73	68	72	n/a	n/a	n/a
65+	69	70	68	71	63	70	n/a	n/a	n/a
State-wide	68	69	69	69	69	69	70	69	68
50-64	68	73	67	75	70	72	n/a	n/a	n/a
Mount Alexander	68	72	70	73	68	72	n/a	n/a	n/a
Large Rural	67	67	67	69	67	69	n/a	n/a	n/a
Other	67	72	67	73	67	71	n/a	n/a	n/a
Men	64▼	72	70	72	66	70	n/a	n/a	n/a
18-34	63	73	74	72	69	75	n/a	n/a	n/a

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

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

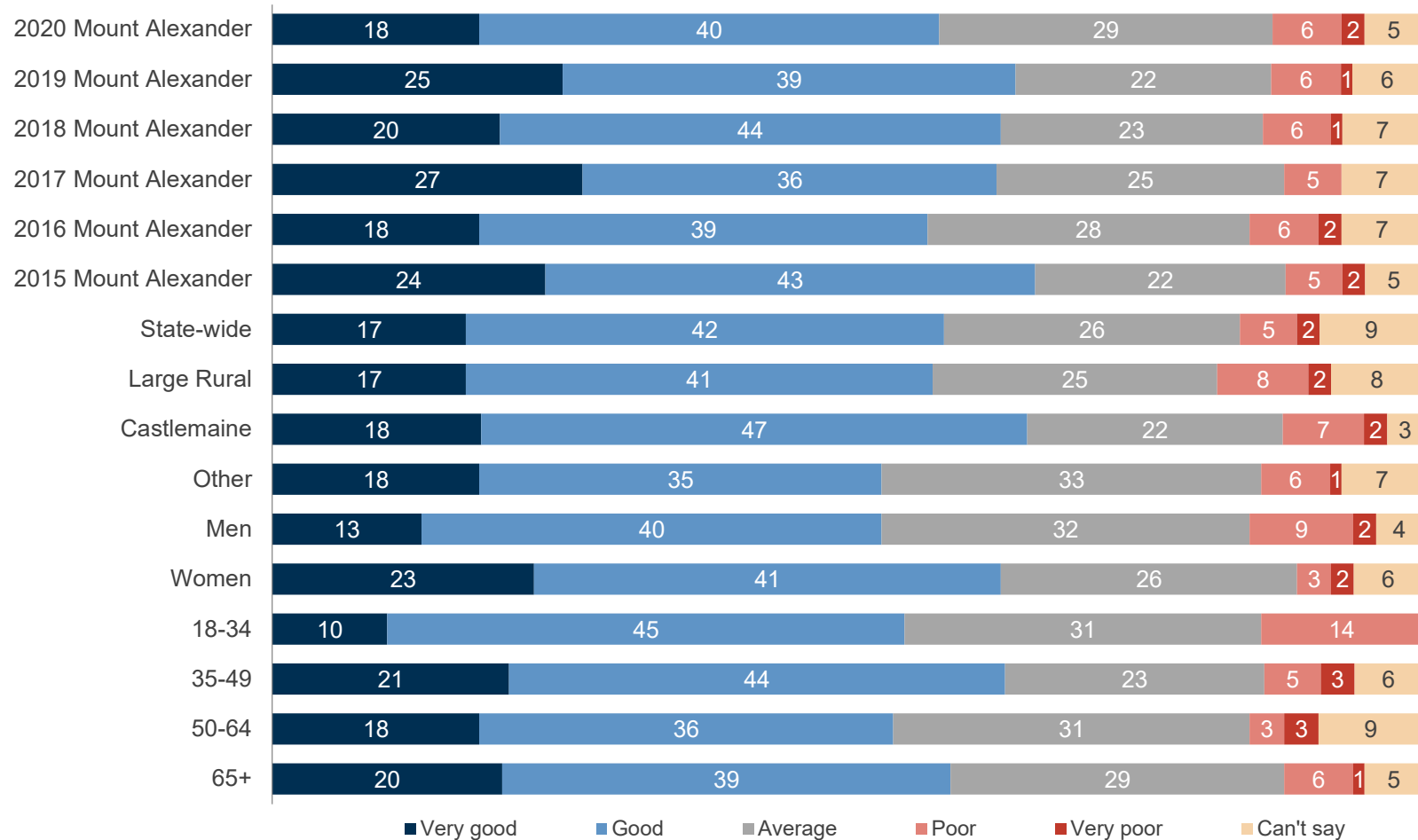
Note: Please see Appendix A for explanation of significant differences.



## Community and cultural activities performance



2020 community and cultural activities performance (%)



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



## Waste management importance



### 2020 waste management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	86	81	82	76	80	76	77	80	n/a
Women	86	79	83	79	80	80	82	81	n/a
Castlemaine	86	82	79	79	79	81	79	78	n/a
50-64	84	83	80	78	78	83	83	80	n/a
65+	84	81	84	80	79	81	80	78	n/a
Mount Alexander	83	79	82	78	79	79	80	79	n/a
State-wide	82	81	81	79	80	79	79	79	78
Large Rural	81	80	81	78	79	78	n/a	n/a	n/a
Other	81	77	83	77	79	78	81	79	n/a
Men	80	79	80	76	79	79	78	76	n/a
18-34	76▼	68	80	76	81	76	83	74	n/a

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

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

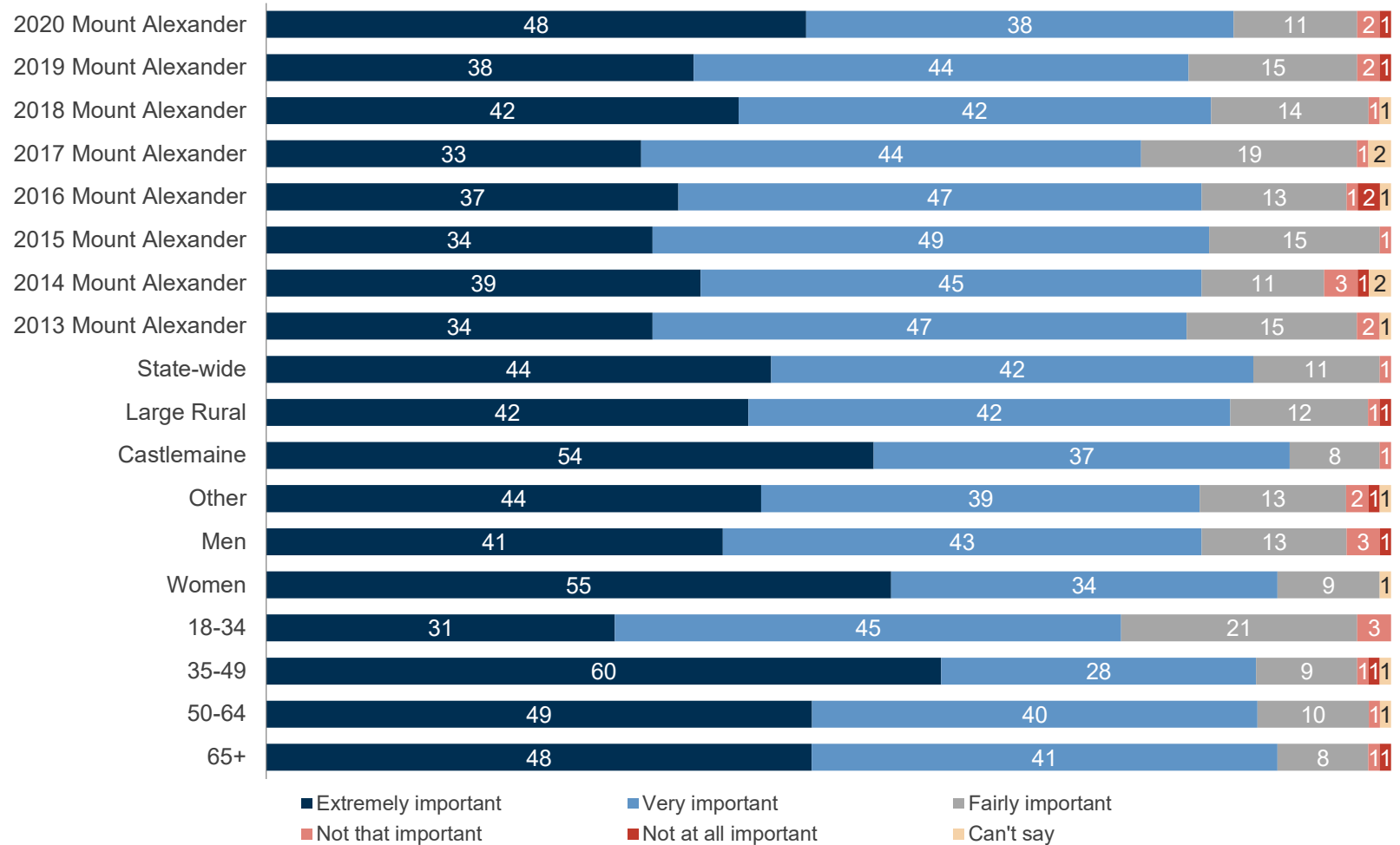
Note: Please see Appendix A for explanation of significant differences.



## Waste management importance



### 2020 waste management importance (%)



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



## Waste management performance



### 2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65▲	68	70	71	70	72	73	71	72
Large Rural	62▲	64	67	68	66	68	n/a	n/a	n/a
65+	56▲	58	62	61	55	59	n/a	n/a	n/a
Men	50	55	59	62	49	59	n/a	n/a	n/a
Castlemaine	49	54	62	61	57	60	n/a	n/a	n/a
Mount Alexander	49	55	58	60	52	58	n/a	n/a	n/a
Other	48	55	54	60	48	58	n/a	n/a	n/a
Women	48	54	57	59	54	58	n/a	n/a	n/a
18-34	45	61	49	68	56	71	n/a	n/a	n/a
50-64	45	53	56	59	50	53	n/a	n/a	n/a
35-49	43	46	62	56	45	54	n/a	n/a	n/a

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

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

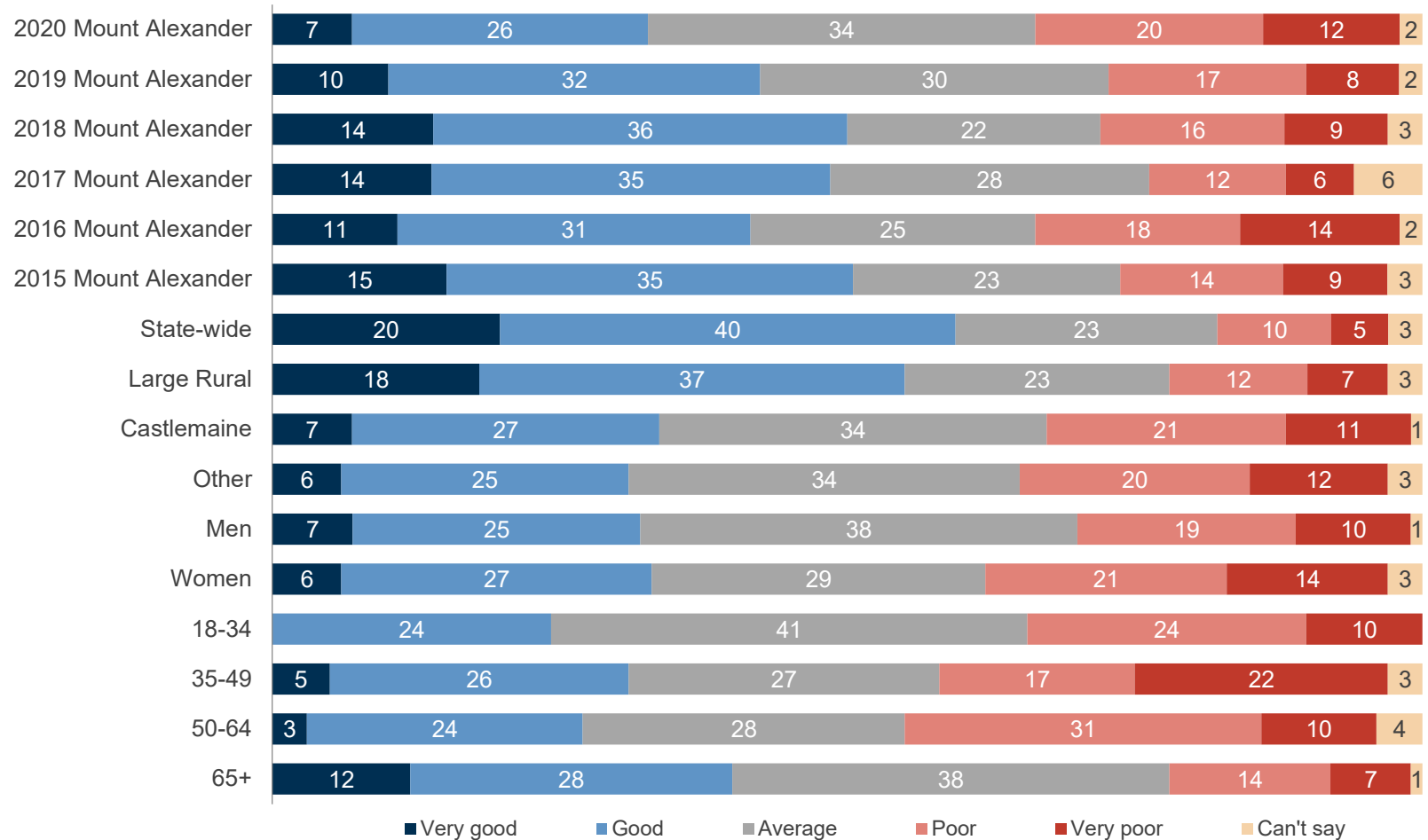
Note: Please see Appendix A for explanation of significant differences.



## Waste management performance



2020 waste management performance (%)



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



## Council's general town planning policy importance



### 2020 town planning importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	74	n/a	n/a	n/a	n/a	n/a	78	78	n/a
50-64	74	n/a	n/a	n/a	n/a	n/a	79	80	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	80	79	n/a
35-49	73	n/a	n/a	n/a	n/a	n/a	78	72	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	75	80	n/a
State-wide	72	73	73	72	73	72	72	73	72
Large Rural	71	73	74	73	73	73	n/a	n/a	n/a
Mount Alexander	71	n/a	n/a	n/a	n/a	n/a	76	77	n/a
Other	69	n/a	n/a	n/a	n/a	n/a	76	76	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	73	74	n/a
18-34	60▼	n/a	n/a	n/a	n/a	n/a	72	72	n/a

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

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

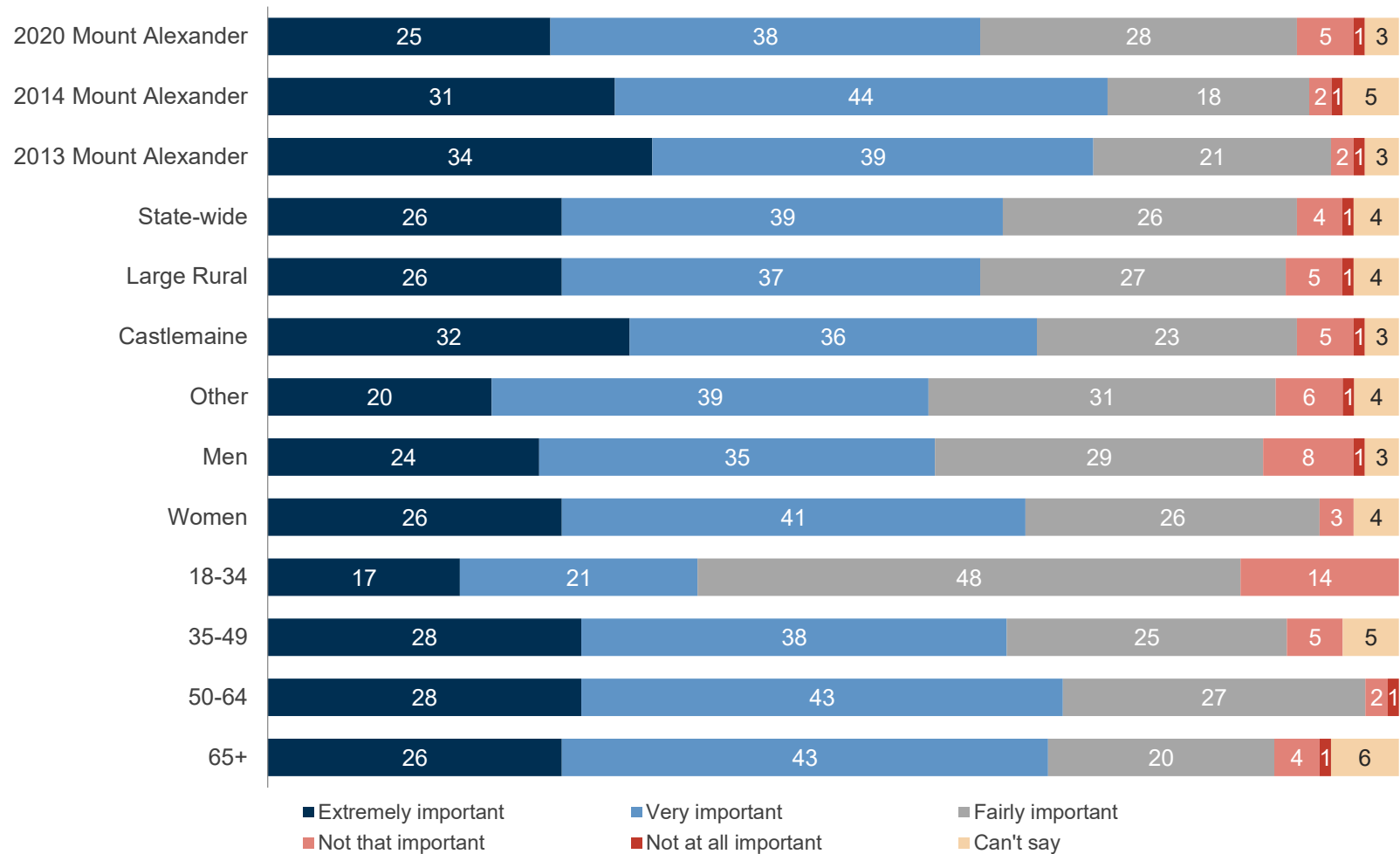
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy importance



### 2020 town planning importance (%)



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



## Council's general town planning policy performance



### 2020 town planning performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	54▲	55	54	54	51	53	n/a	n/a	n/a
State-wide	54▲	55	54	53	52	54	55	55	54
Castlemaine	53	n/a	n/a	n/a	n/a	n/a	51	n/a	n/a
65+	53	n/a	n/a	n/a	n/a	n/a	48	n/a	n/a
18-34	50	n/a	n/a	n/a	n/a	n/a	56	n/a	n/a
Women	50	n/a	n/a	n/a	n/a	n/a	53	n/a	n/a
Mount Alexander	49	n/a	n/a	n/a	n/a	n/a	48	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	43	n/a	n/a
Other	47	n/a	n/a	n/a	n/a	n/a	46	n/a	n/a
50-64	47	n/a	n/a	n/a	n/a	n/a	46	n/a	n/a
35-49	46	n/a	n/a	n/a	n/a	n/a	45	n/a	n/a

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

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

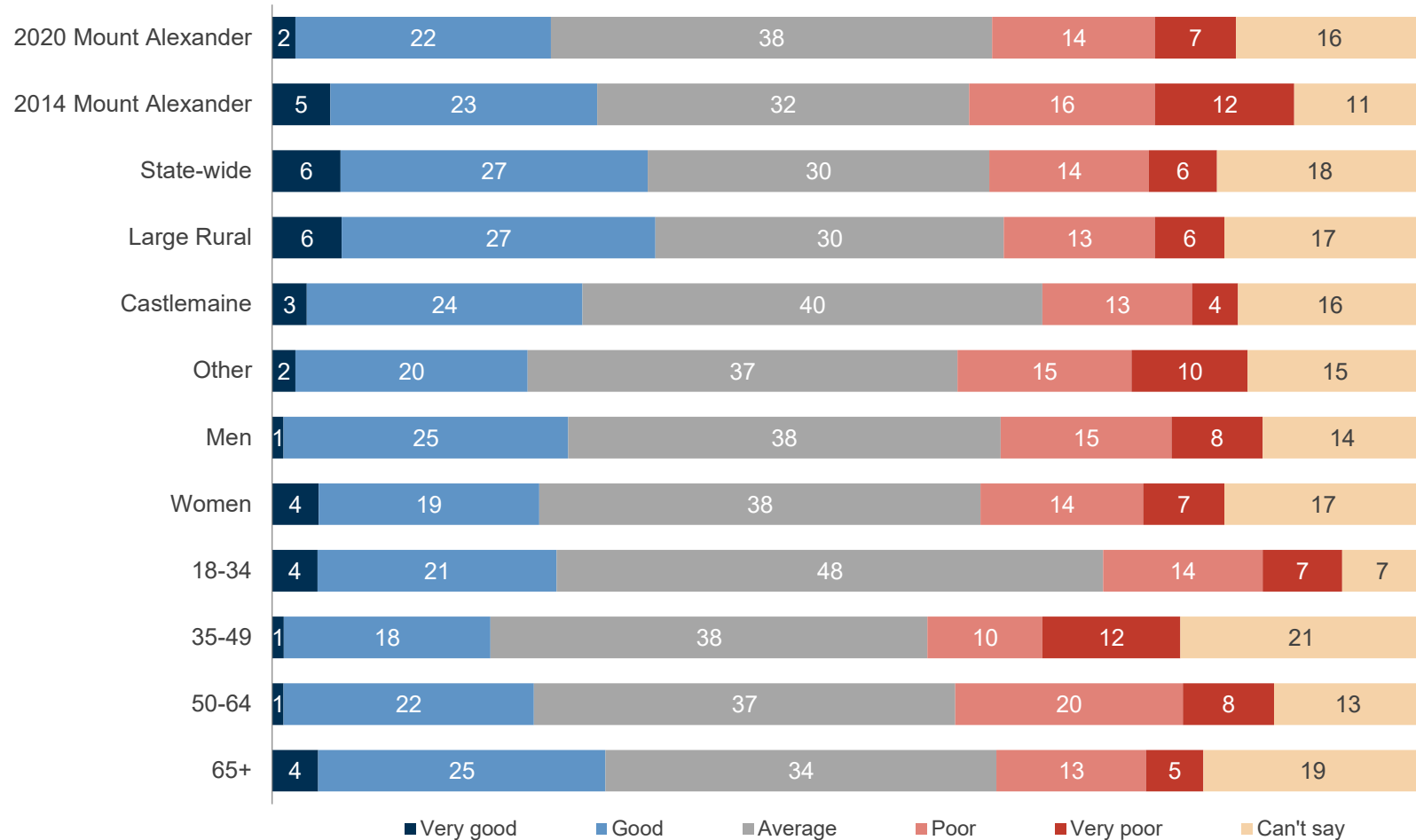
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy performance



2020 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6



## Planning and building permits importance



### 2020 planning and building permits importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	71	71	72	71	71	71	71	71
Large Rural	71	71	70	72	70	71	n/a	n/a	n/a
Other	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

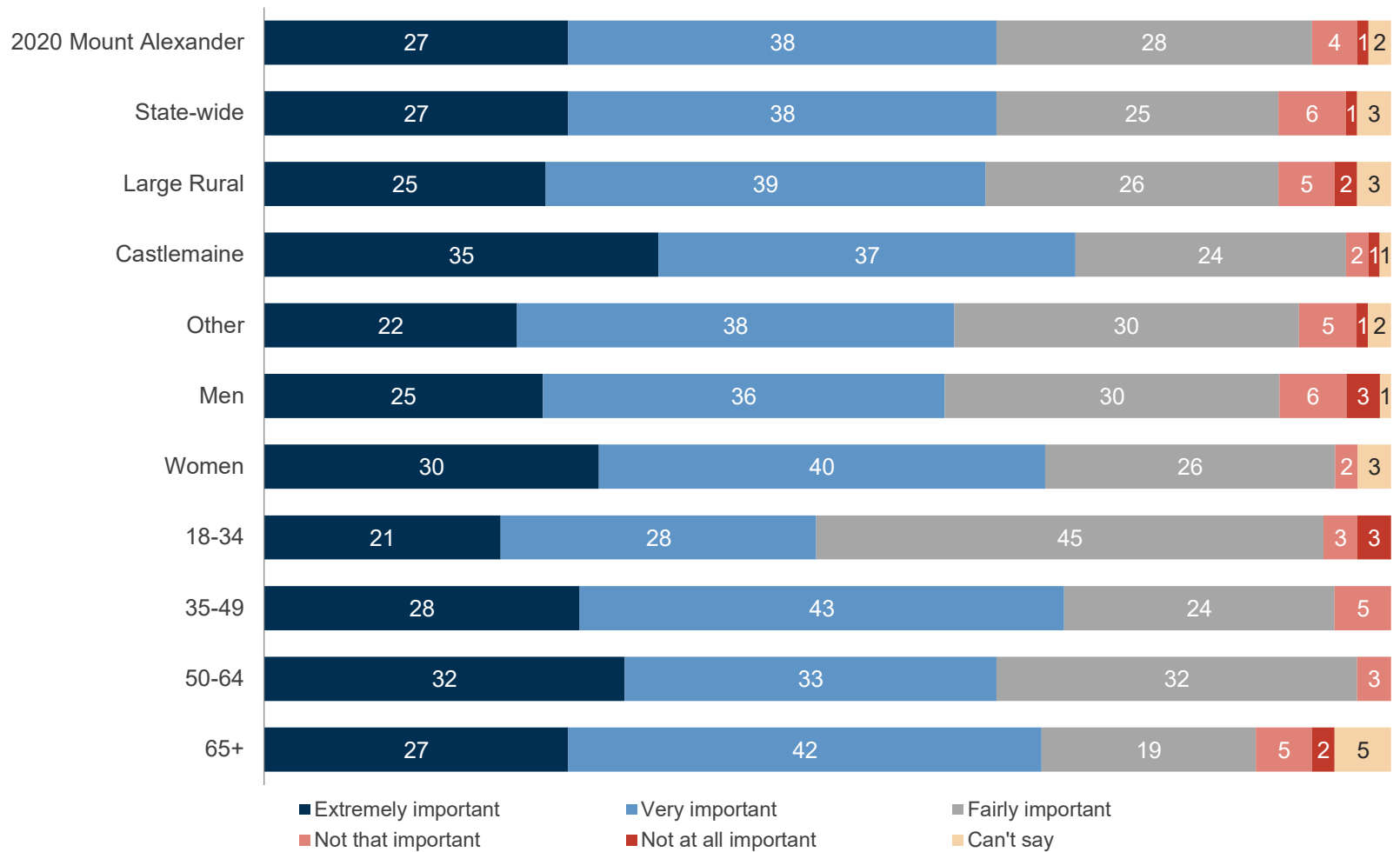
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits importance



2020 planning and building permits importance (%)



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



## Planning and building permits performance



2020 planning and building permits performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51▲	52	52	51	50	54	53	55	54
Large Rural	49▲	49	49	48	50	54	n/a	n/a	n/a
Castlemaine	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

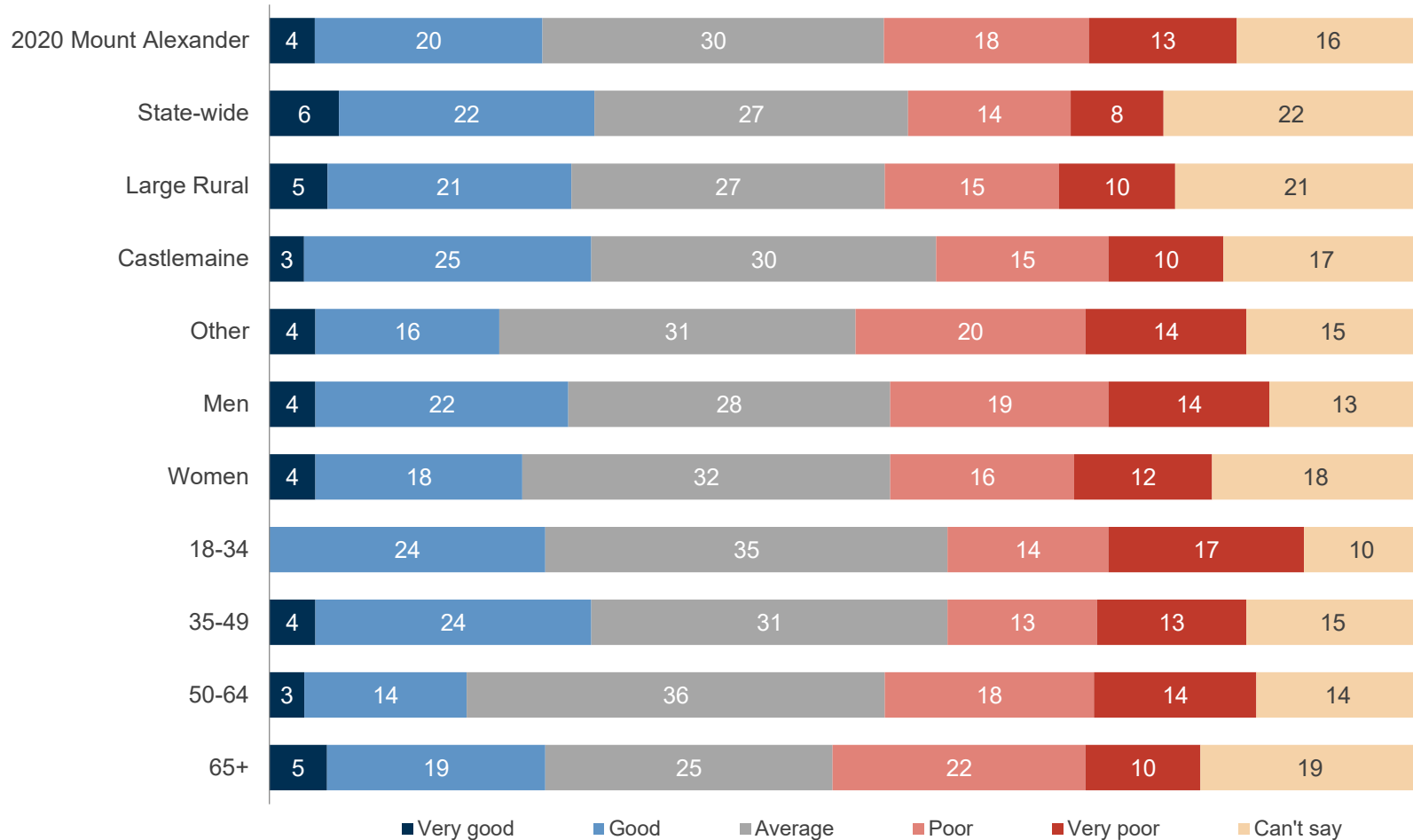
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits performance



2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7



## Environmental sustainability importance



### 2020 environmental sustainability importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	80▲	75	72	70	71	72	n/a	n/a	n/a
Women	80▲	77	75	76	78	76	n/a	n/a	n/a
Castlemaine	76	77	73	72	73	74	n/a	n/a	n/a
State-wide	74	74	73	72	73	73	73	72	71
Mount Alexander	74	74	71	73	72	73	n/a	n/a	n/a
35-49	74	74	68	74	76	72	n/a	n/a	n/a
Large Rural	73	74	73	72	73	72	n/a	n/a	n/a
65+	73	72	73	68	70	74	n/a	n/a	n/a
Other	73	71	69	73	72	72	n/a	n/a	n/a
Men	68▼	71	67	69	67	70	n/a	n/a	n/a
18-34	68	76	70	82	73	74	n/a	n/a	n/a

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

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

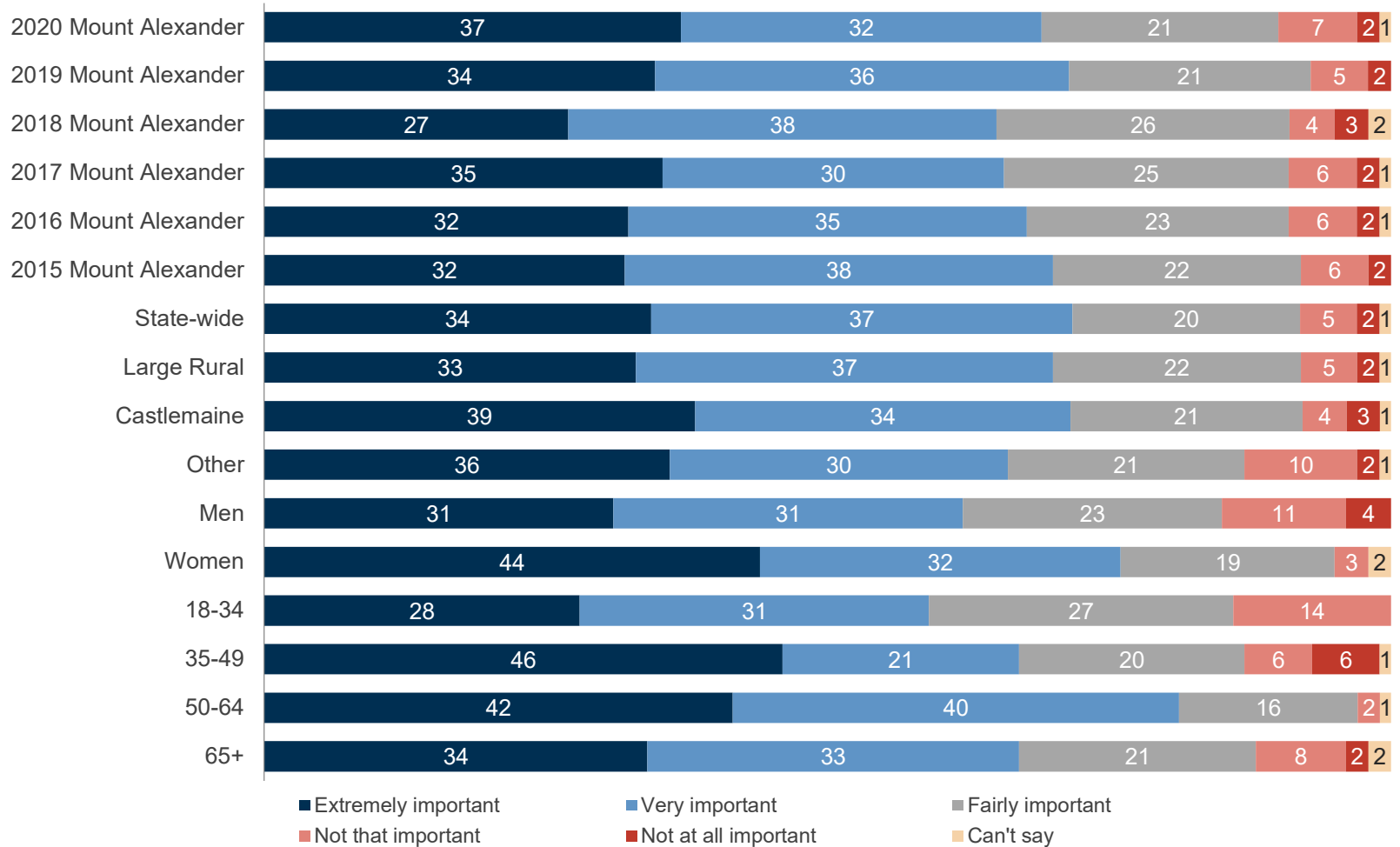
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability importance



2020 environmental sustainability importance (%)



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



## Environmental sustainability performance



### 2020 environmental sustainability performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	61	60	68	63	61	63	n/a	n/a	n/a
65+	61	60	62	63	59	64	n/a	n/a	n/a
Large Rural	60	61	61	62	62	64	n/a	n/a	n/a
State-wide	60	62	63	64	63	64	64	64	64
Women	59	60	63	64	61	64	n/a	n/a	n/a
35-49	59	58	67	58	63	64	n/a	n/a	n/a
Mount Alexander	59	61	64	63	62	63	n/a	n/a	n/a
Men	58	61	66	62	63	63	n/a	n/a	n/a
18-34	58	68	73	68	70	64	n/a	n/a	n/a
Other	57	61	62	63	63	63	n/a	n/a	n/a
50-64	56	58	61	63	61	61	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: 31 Councils asked group: 8

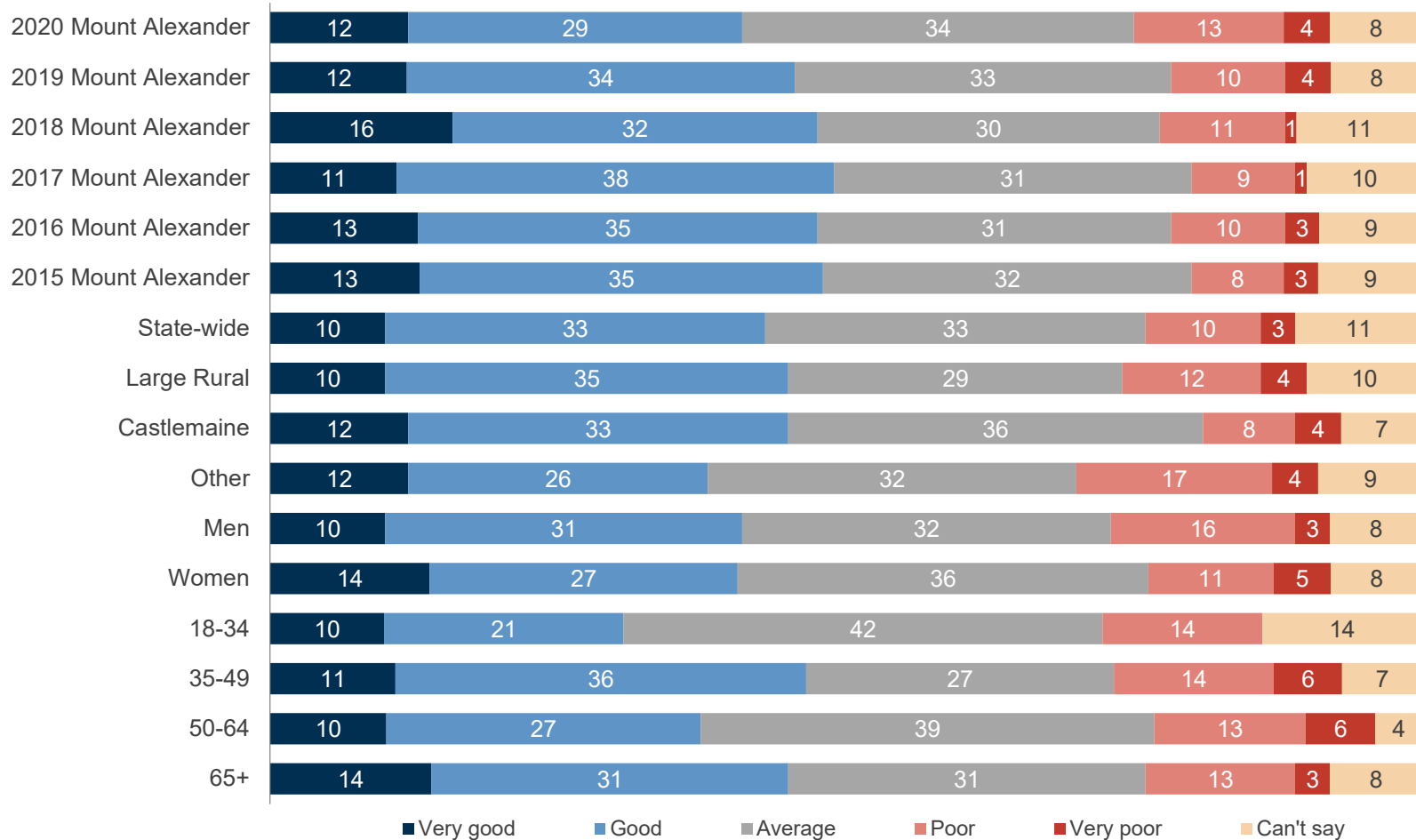
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



## Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	82	84	82	82	n/a	n/a	n/a	n/a
18-34	83	82	83	83	88	n/a	n/a	n/a	n/a
Castlemaine	81	77	79	79	80	n/a	n/a	n/a	n/a
Large Rural	81	82	82	81	81	81	n/a	n/a	n/a
50-64	81	79	79	80	75	n/a	n/a	n/a	n/a
Mount Alexander	80	78	80	80	80	n/a	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	80	80	80
65+	80	76	78	79	79	n/a	n/a	n/a	n/a
Other	80	79	81	80	79	n/a	n/a	n/a	n/a
35-49	78	78	83	77	79	n/a	n/a	n/a	n/a
Men	75▼	75	76	77	77	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5

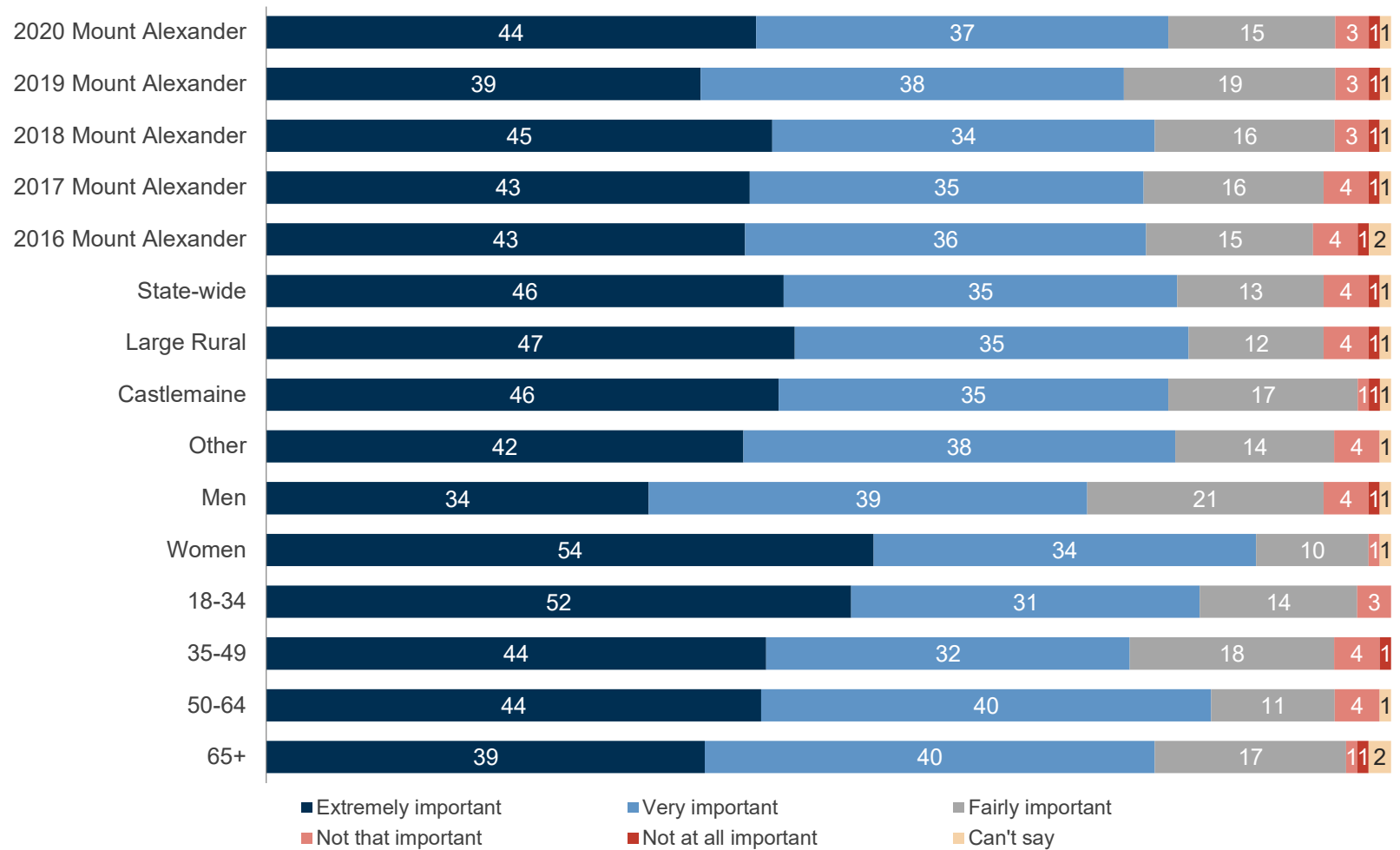
Note: Please see Appendix A for explanation of significant differences.



## Emergency and disaster management importance



2020 emergency and disaster management importance (%)



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



## Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	69▲	72	71	70	70	71	n/a	n/a	n/a
State-wide	68▲	72	71	70	69	70	71	70	70
Castlemaine	66	66	66	64	62	n/a	n/a	n/a	n/a
35-49	64	64	71	67	60	n/a	n/a	n/a	n/a
65+	64	66	68	69	63	n/a	n/a	n/a	n/a
Women	63	69	65	64	60	n/a	n/a	n/a	n/a
Mount Alexander	62	68	65	66	62	n/a	n/a	n/a	n/a
Men	62	67	66	68	64	n/a	n/a	n/a	n/a
Other	60	70	65	68	63	n/a	n/a	n/a	n/a
50-64	60	67	61	64	58	n/a	n/a	n/a	n/a
18-34	60	77	61	65	70	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

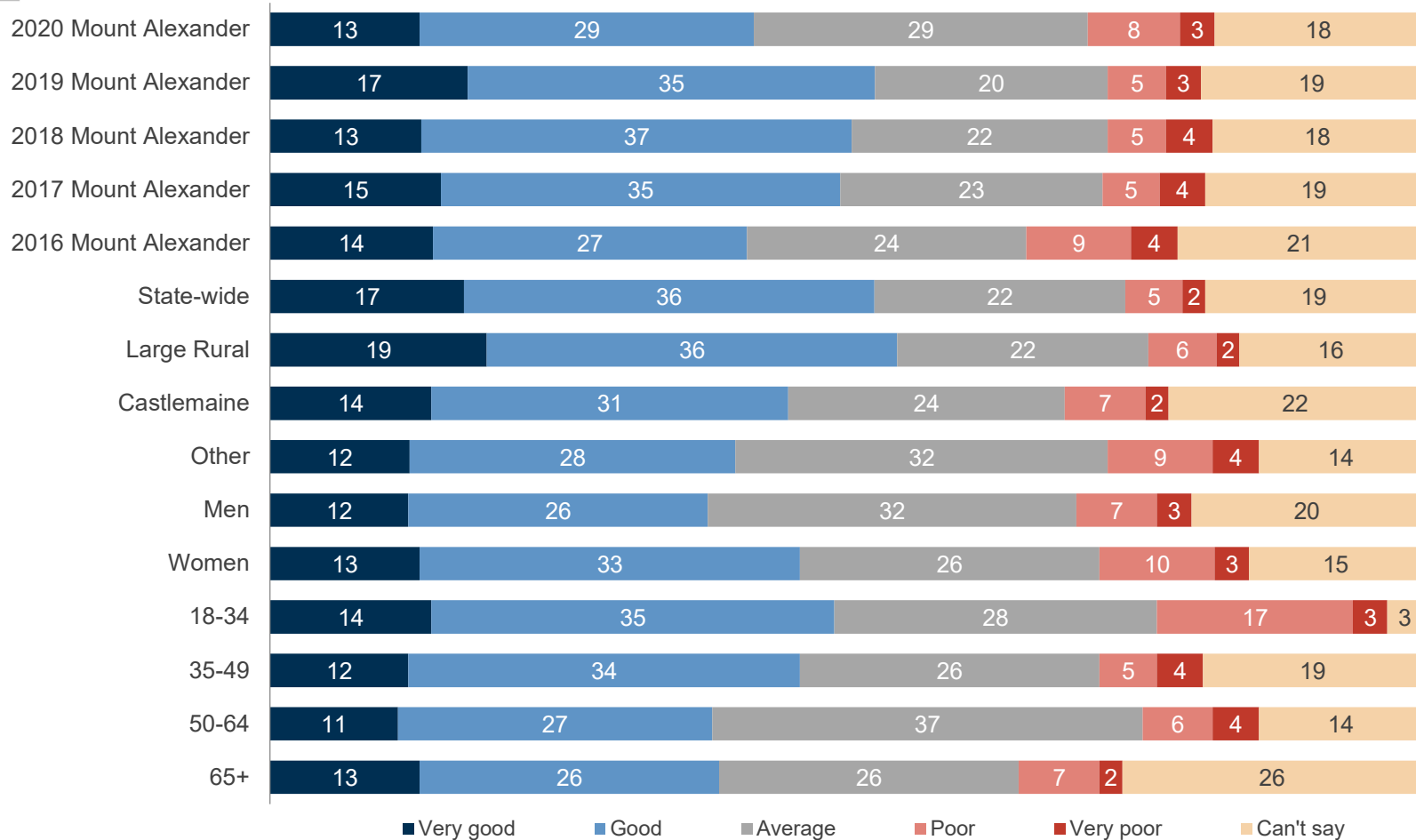
Note: Please see Appendix A for explanation of significant differences.



## Emergency and disaster management performance



2020 emergency and disaster management performance (%)



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



## Planning for population growth in the area importance



2020 population growth importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	76	77	77	76	76	75	75	75	75
50-64	76	72	75	74	72	n/a	n/a	n/a	n/a
35-49	76	79	75	69	75	n/a	n/a	n/a	n/a
Large Rural	75	77	78	78	74	74	n/a	n/a	n/a
Women	75	73	74	74	76	n/a	n/a	n/a	n/a
Castlemaine	74	73	75	73	76	n/a	n/a	n/a	n/a
Mount Alexander	74	71	74	73	73	n/a	n/a	n/a	n/a
Other	73	70	74	72	71	n/a	n/a	n/a	n/a
65+	73	69	72	74	72	n/a	n/a	n/a	n/a
Men	73	69	74	71	70	n/a	n/a	n/a	n/a
18-34	69	63	77	71	74	n/a	n/a	n/a	n/a

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

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

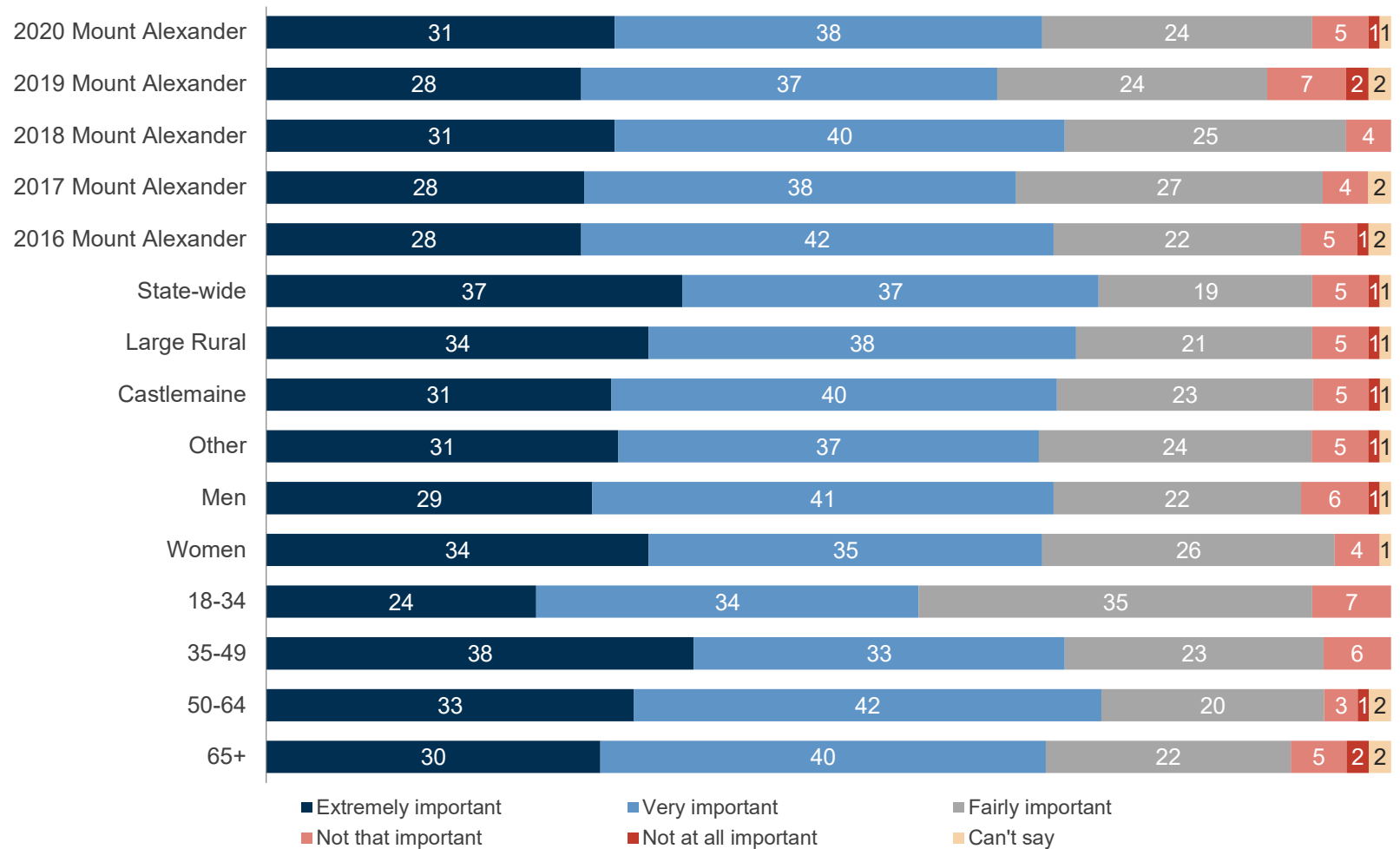
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area importance



2020 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4



## Planning for population growth in the area performance



### 2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	51	51	50	52	46	n/a	n/a	n/a	n/a
State-wide	51▲	52	52	52	51	54	54	54	52
65+	50	48	53	47	42	n/a	n/a	n/a	n/a
Women	48	50	48	51	42	n/a	n/a	n/a	n/a
50-64	47	50	46	52	45	n/a	n/a	n/a	n/a
Large Rural	47	49	48	48	47	50	n/a	n/a	n/a
Mount Alexander	47	50	47	52	46	n/a	n/a	n/a	n/a
18-34	46	61	46	58	52	n/a	n/a	n/a	n/a
Men	46	50	47	52	49	n/a	n/a	n/a	n/a
Other	44	49	46	51	46	n/a	n/a	n/a	n/a
35-49	42	43	45	52	47	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4

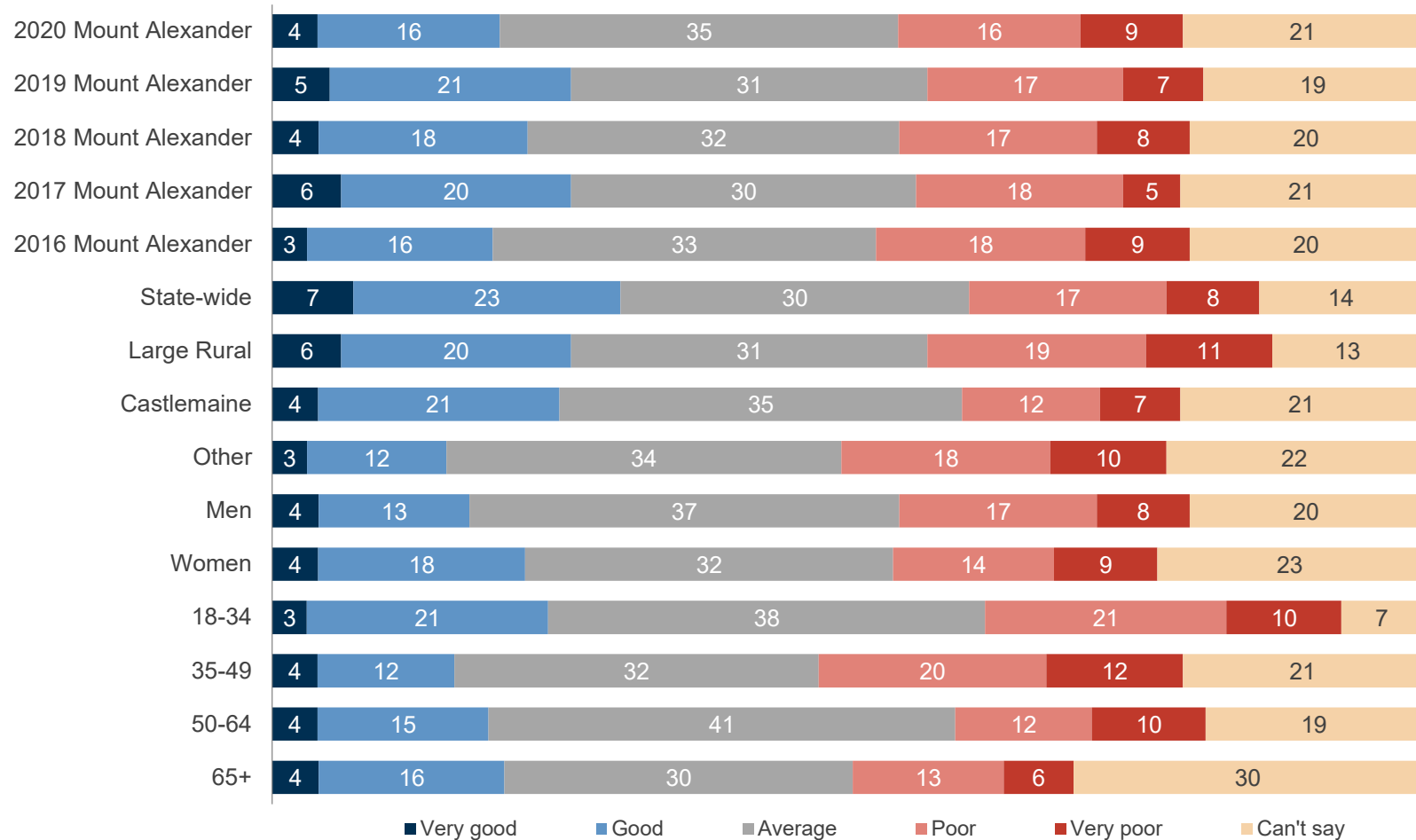
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area performance



2020 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4



# Maintenance of unsealed roads in your area importance



## 2020 unsealed roads importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	80	80	80	79	79	78	78	81	80
Women	79	76	79	76	77	n/a	78	77	n/a
Large Rural	79	79	78	77	78	76	n/a	n/a	n/a
50-64	79	78	82	80	76	n/a	78	79	n/a
65+	78	77	76	78	79	n/a	76	77	n/a
Other	78	76	80	77	79	n/a	81	78	n/a
Mount Alexander	78	75	78	77	76	n/a	78	78	n/a
Castlemaine	78	74	74	76	72	n/a	74	77	n/a
35-49	77	78	74	71	71	n/a	78	77	n/a
18-34	77	65	77	78	80	n/a	82	78	n/a
Men	77	75	76	78	76	n/a	79	78	n/a

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 5

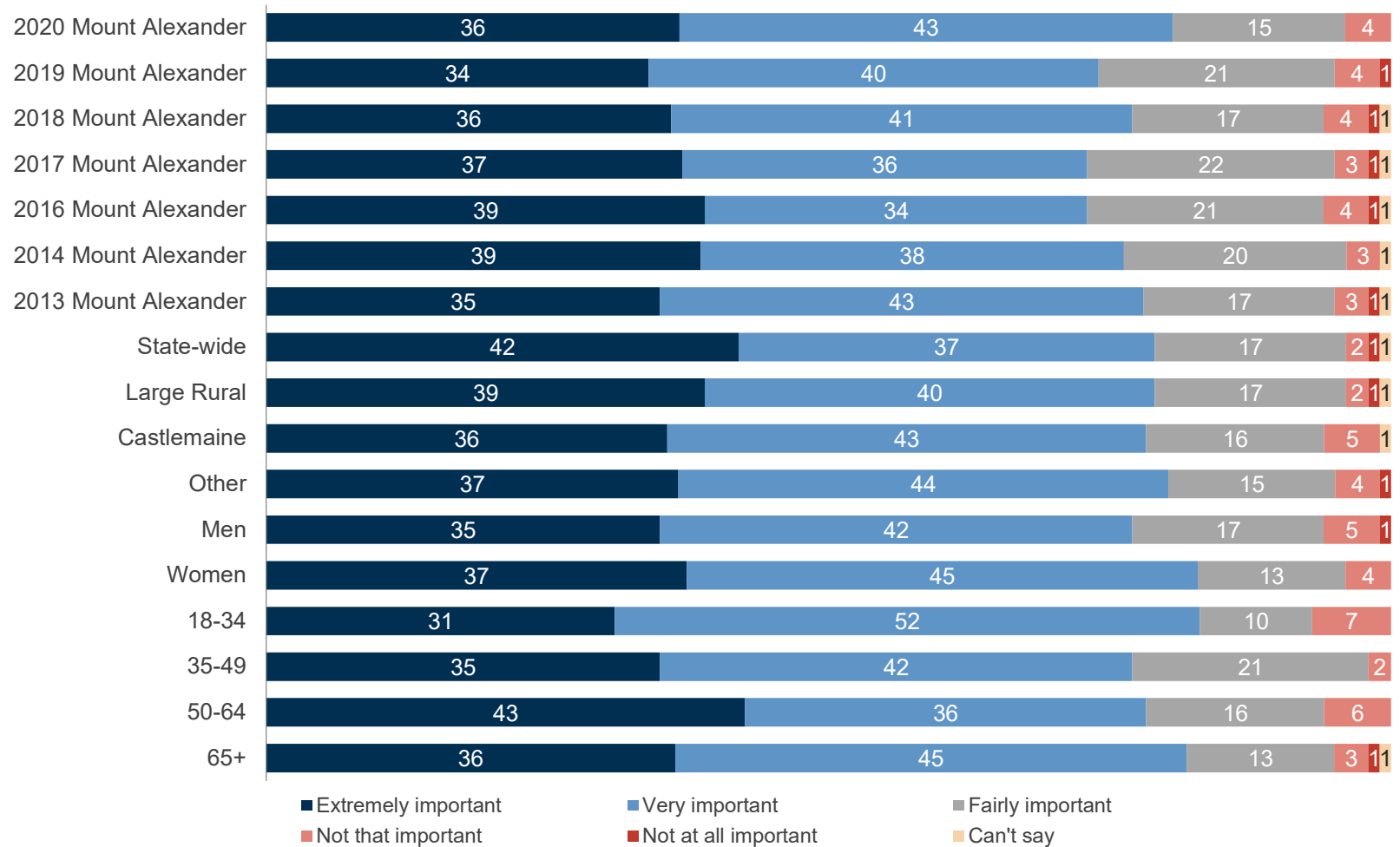
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2020 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 5



## Maintenance of unsealed roads in your area performance



### 2020 unsealed roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Castlemaine	46▲	43	46	44	49	n/a	46	n/a	n/a
35-49	45	47	45	52	45	n/a	51	n/a	n/a
State-wide	44▲	44	43	44	43	45	45	44	46
Women	43	42	39	44	42	n/a	47	n/a	n/a
Large Rural	42	41	41	42	43	44	n/a	n/a	n/a
65+	42	40	42	42	41	n/a	41	n/a	n/a
Mount Alexander	41	43	40	46	42	n/a	44	n/a	n/a
50-64	40	44	36	44	40	n/a	41	n/a	n/a
Men	40	44	41	48	43	n/a	41	n/a	n/a
Other	38	43	36	47	38	n/a	43	n/a	n/a
18-34	37	44	37	48	45	n/a	45	n/a	n/a

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

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

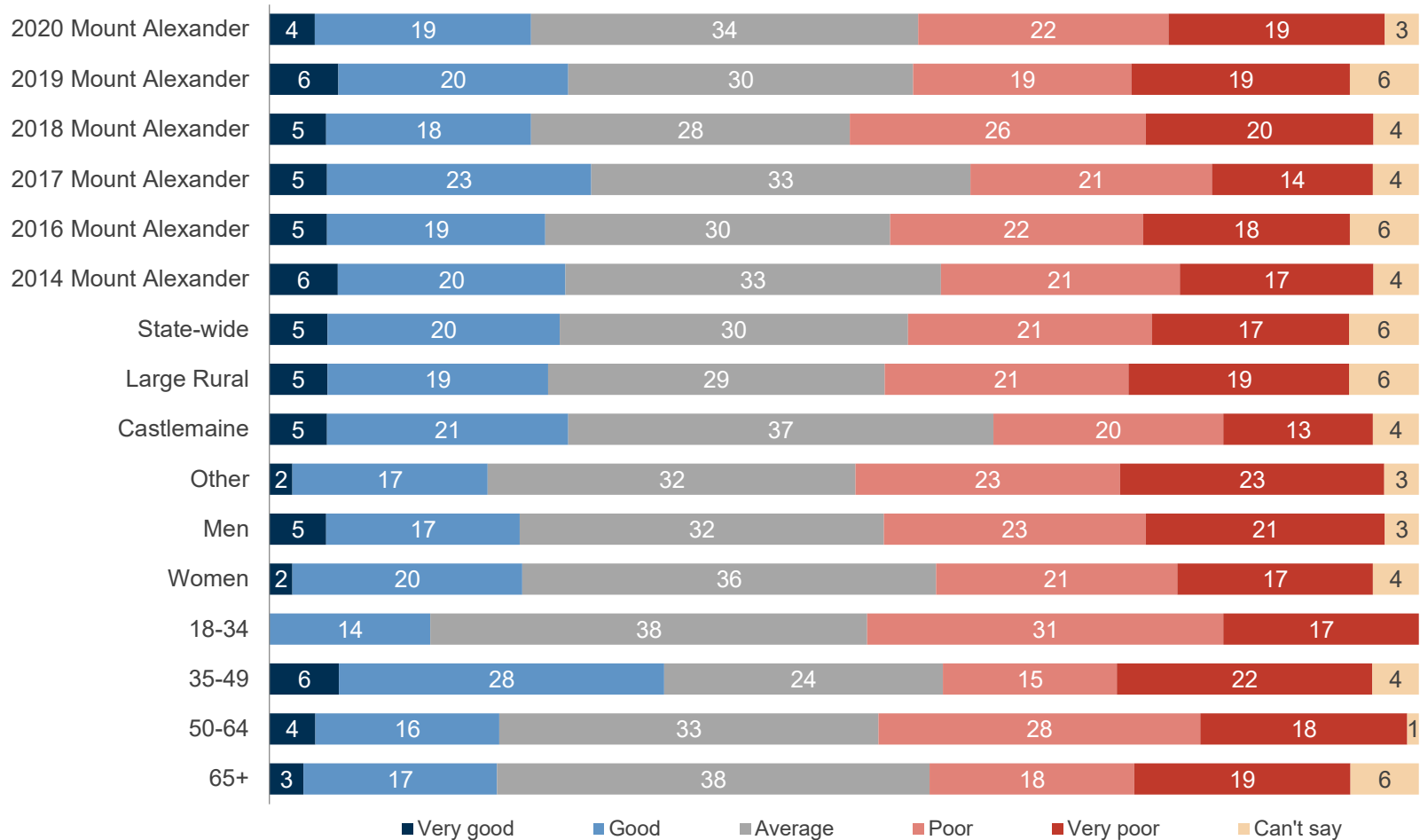
Note: Please see Appendix A for explanation of significant differences.



## Maintenance of unsealed roads in your area performance



### 2020 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10



## Business and community development importance



2020 business/community development importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	67	64	70	69	n/a	n/a	n/a	n/a
Castlemaine	71	68	71	69	74	n/a	n/a	n/a	n/a
Women	70	68	70	71	72	n/a	n/a	n/a	n/a
State-wide	69	69	69	70	70	69	69	n/a	n/a
35-49	69	69	74	70	74	n/a	n/a	n/a	n/a
Large Rural	68	70	69	70	71	72	n/a	n/a	n/a
65+	68	65	67	67	68	n/a	n/a	n/a	n/a
Mount Alexander	68	67	70	70	72	n/a	n/a	n/a	n/a
Men	65	66	69	69	72	n/a	n/a	n/a	n/a
Other	65	66	68	71	70	n/a	n/a	n/a	n/a
18-34	58▼	68	77	77	80	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: 2

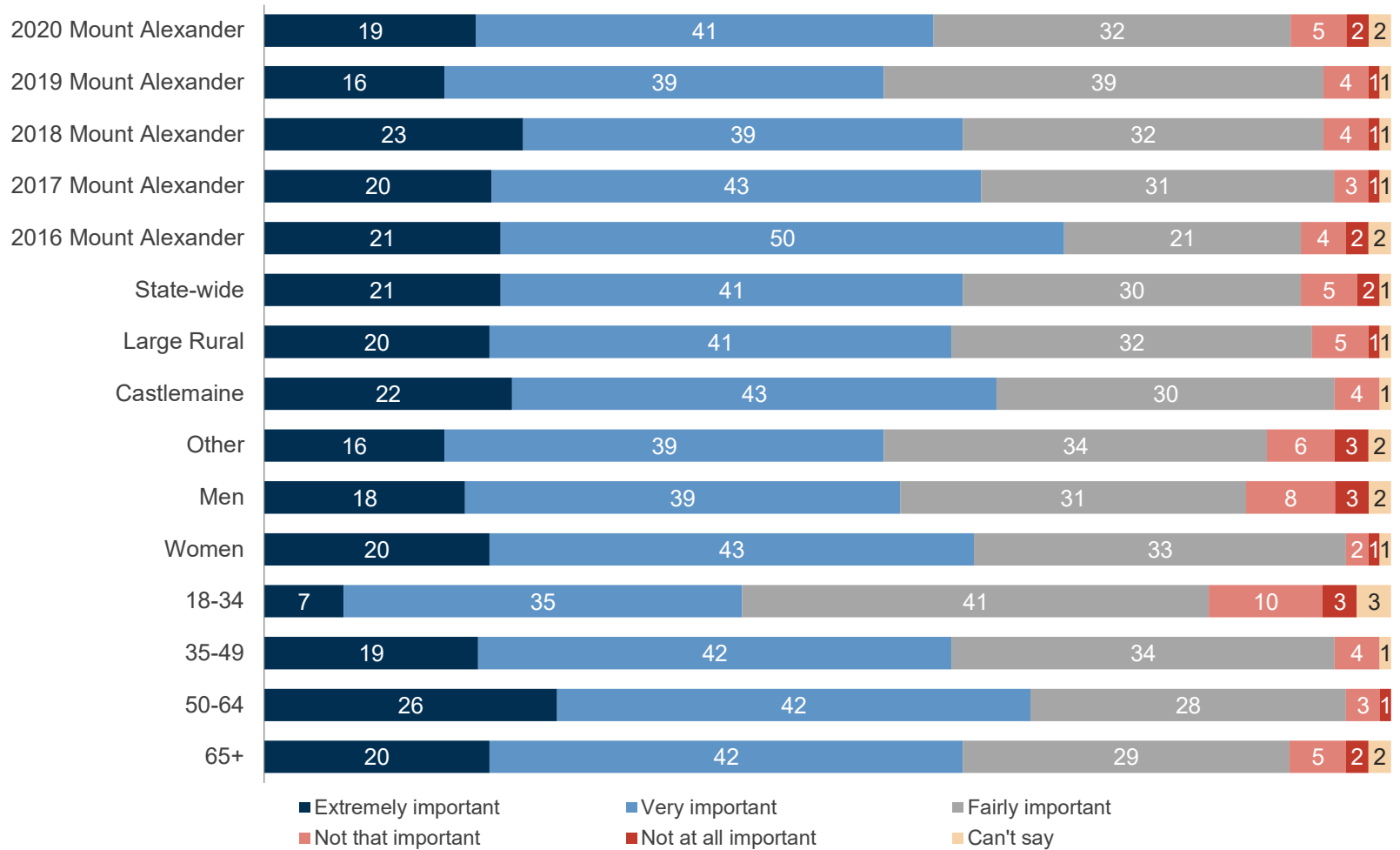
Note: Please see Appendix A for explanation of significant differences.



## Business and community development importance



2020 business/community development importance (%)



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: 2



## Business and community development performance



2020 business/community development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	60▲	59	58	59	58	60	n/a	n/a	n/a
State-wide	59▲	61	60	60	60	60	62	n/a	n/a
18-34	59	57	57	68	52	n/a	n/a	n/a	n/a
Castlemaine	57	54	58	56	50	n/a	n/a	n/a	n/a
Women	56	56	53	54	48	n/a	n/a	n/a	n/a
65+	54	56	53	54	49	n/a	n/a	n/a	n/a
Mount Alexander	54	54	53	56	49	n/a	n/a	n/a	n/a
50-64	54	57	51	51	46	n/a	n/a	n/a	n/a
Men	52	53	53	57	50	n/a	n/a	n/a	n/a
Other	51	54	49	55	48	n/a	n/a	n/a	n/a
35-49	50	47	54	54	49	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: 12 Councils asked group: 4

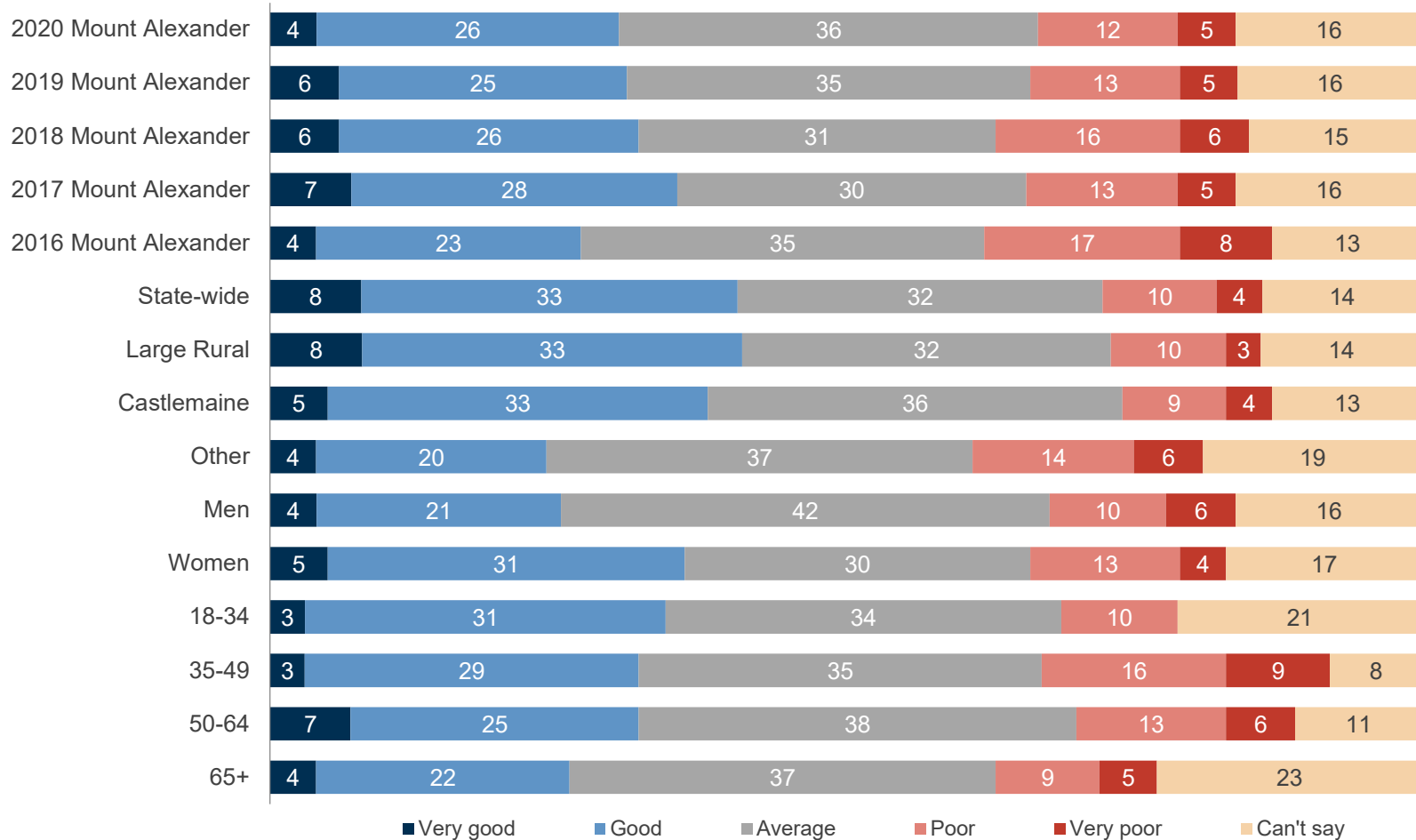
Note: Please see Appendix A for explanation of significant differences.



## Business and community development performance



2020 business/community development performance (%)



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



## Tourism development importance



### 2020 tourism development importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	64	62	61	59	60	n/a	n/a	n/a	n/a
State-wide	62	59	61	62	63	65	65	n/a	n/a
Large Rural	62	60	62	63	67	67	n/a	n/a	n/a
50-64	62	58	61	62	61	n/a	n/a	n/a	n/a
Women	61	61	62	62	63	n/a	n/a	n/a	n/a
35-49	61	61	62	61	61	n/a	n/a	n/a	n/a
Castlemaine	60	58	64	59	63	n/a	n/a	n/a	n/a
Mount Alexander	60	60	61	60	62	n/a	n/a	n/a	n/a
Other	59	61	59	60	61	n/a	n/a	n/a	n/a
Men	58	58	60	58	60	n/a	n/a	n/a	n/a
18-34	46▼	54	61	56	67	n/a	n/a	n/a	n/a

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

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

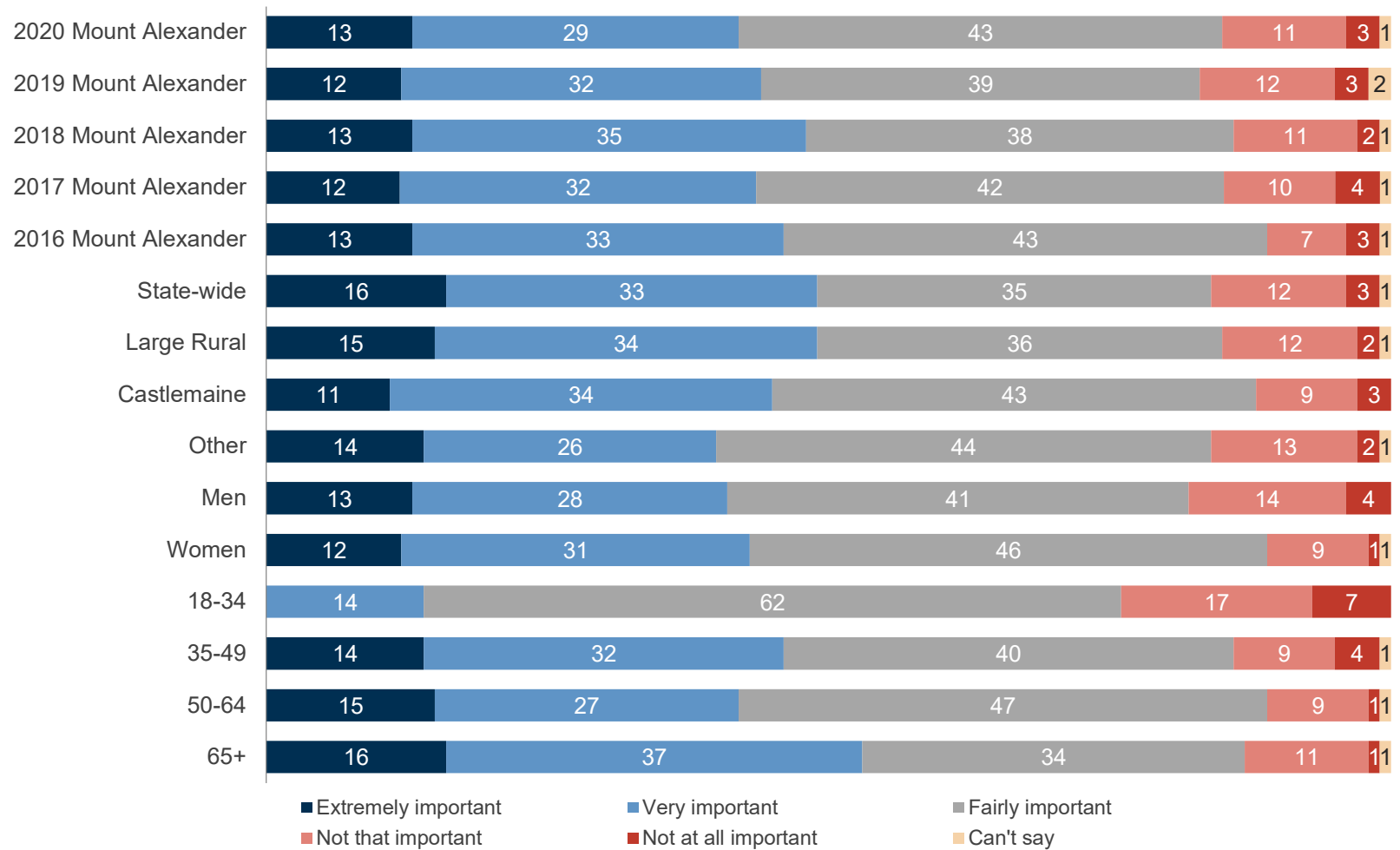
Note: Please see Appendix A for explanation of significant differences.



## Tourism development importance



2020 tourism development importance (%)



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



## Tourism development performance



### 2020 tourism development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	67	66	73	68	n/a	n/a	n/a	n/a
Castlemaine	67	62	67	66	58	n/a	n/a	n/a	n/a
Women	66	65	65	68	61	n/a	n/a	n/a	n/a
35-49	65	64	64	68	63	n/a	n/a	n/a	n/a
Mount Alexander	64	65	63	67	61	n/a	n/a	n/a	n/a
65+	62	63	62	62	57	n/a	n/a	n/a	n/a
Men	62	64	61	66	61	n/a	n/a	n/a	n/a
50-64	62	66	62	67	59	n/a	n/a	n/a	n/a
State-wide	62	63	63	63	63	63	64	n/a	n/a
Large Rural	62	61	61	65	64	66	n/a	n/a	n/a
Other	61	66	60	67	63	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 6

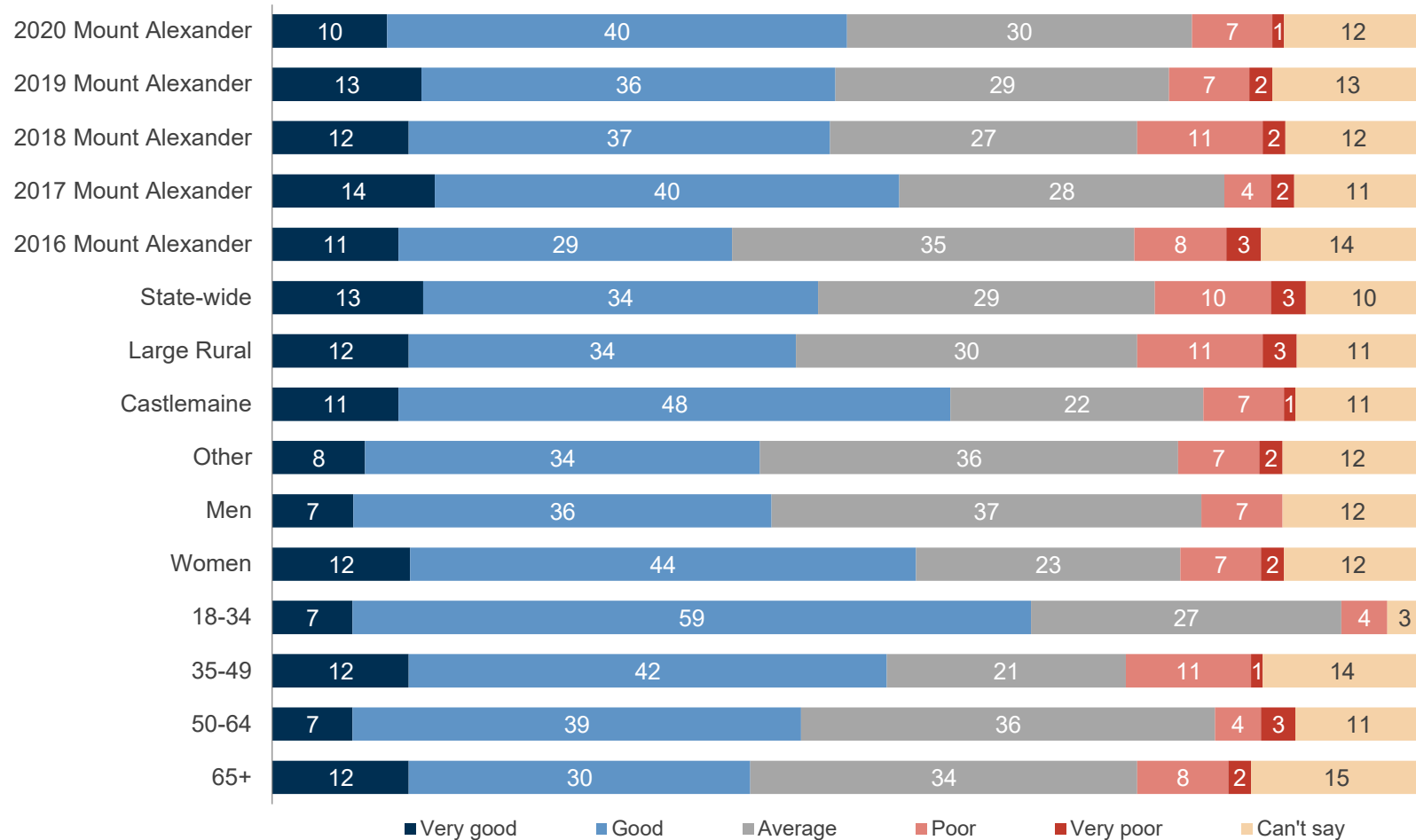
Note: Please see Appendix A for explanation of significant differences.



## Tourism development performance



2020 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?  
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 6



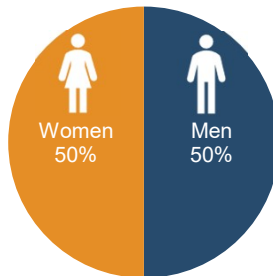
## **Detailed demographics**



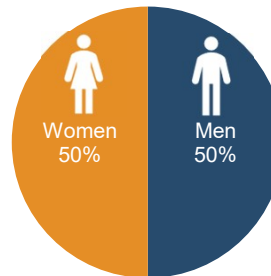
## Gender and age profile

### 2020 gender

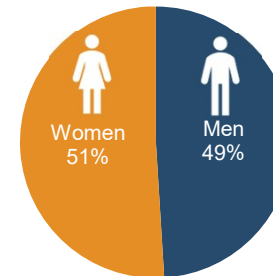
Mount Alexander



Large Rural

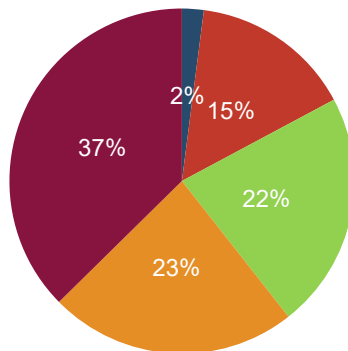


State-wide

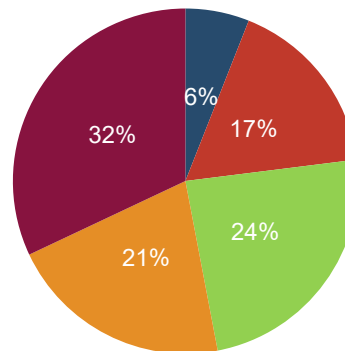


### 2020 age

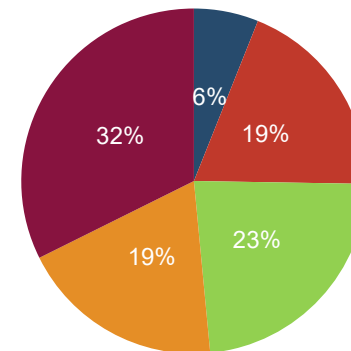
Mount Alexander



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

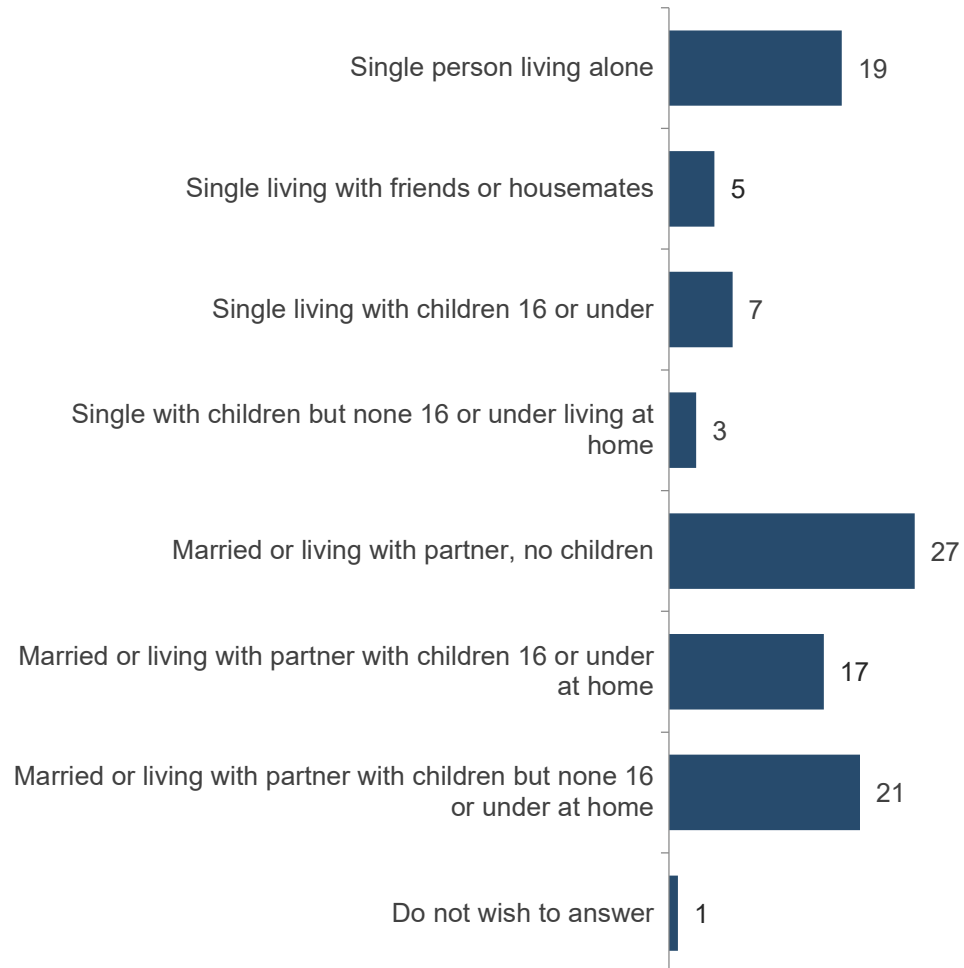
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



## Household structure

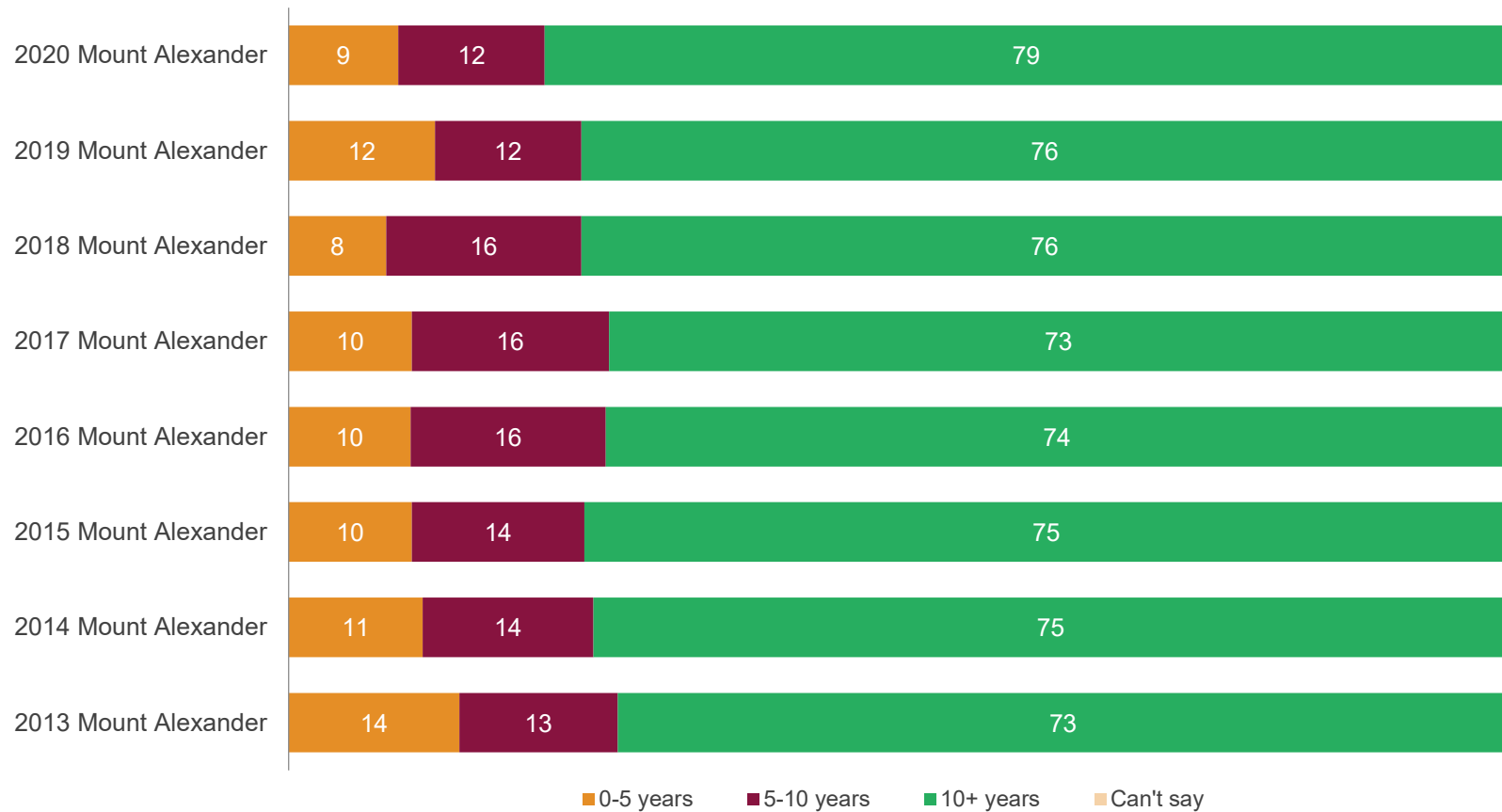
2020 household structure (%)





## Years lived in area

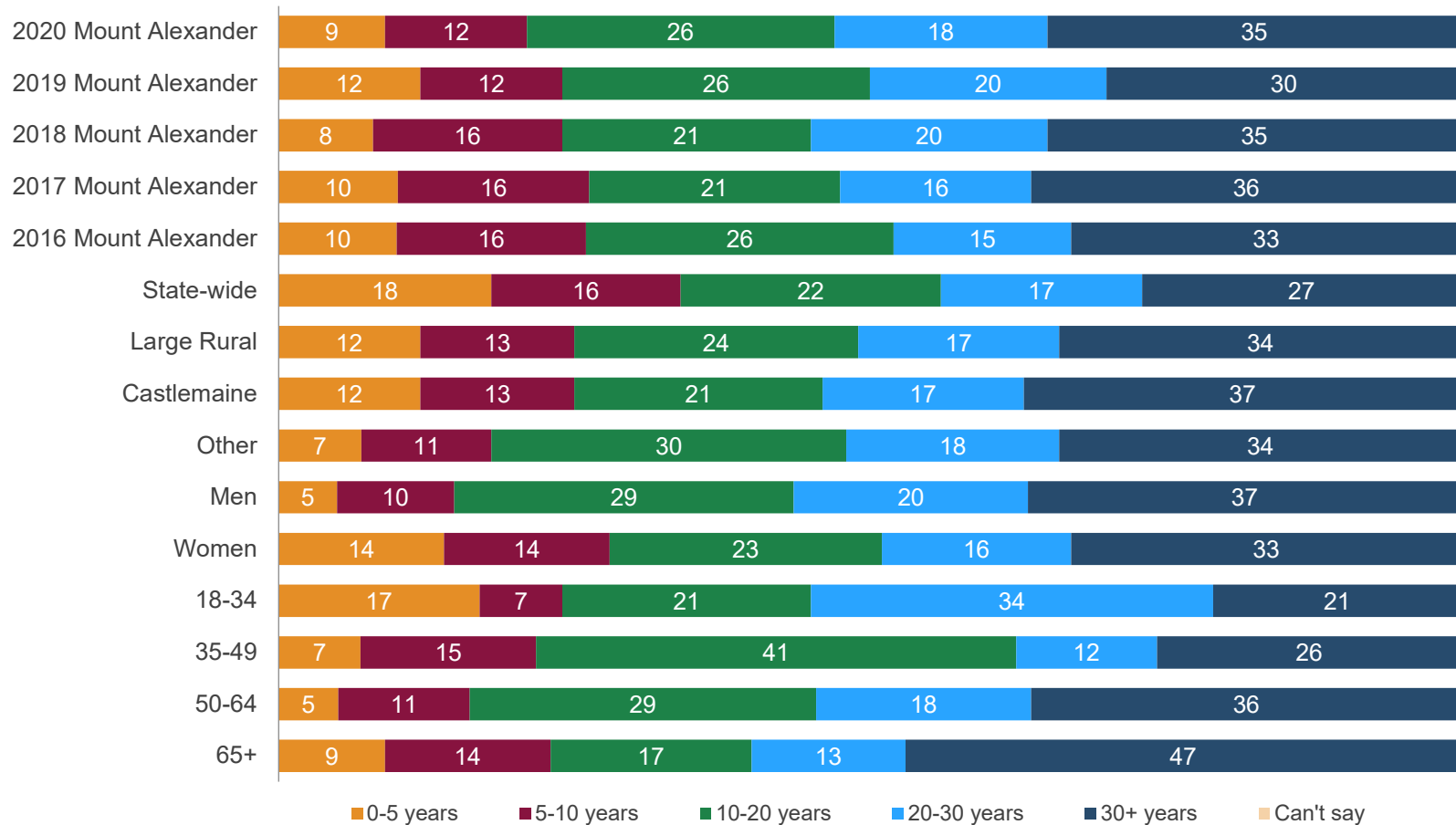
2020 years lived in area (%)





## Years lived in area


2020 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 4

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.



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



## Appendix A: Index Scores

### Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Mount Alexander Shire Council was n=401. 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=401 interviews is +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 16,000 people aged 18 years or over for Mount Alexander Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mount Alexander Shire Council	401	400	+/-4.8
Men	180	199	+/-7.3
Women	221	201	+/-6.6
Castlemaine	165	169	+/-7.6
Other	236	231	+/-6.3
18-34 years	29	71	+/-18.5
35-49 years	81	90	+/-10.9
50-64 years	112	91	+/-9.3
65+ years	179	148	+/-7.3



## Appendix A: Significant difference reporting notation

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

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

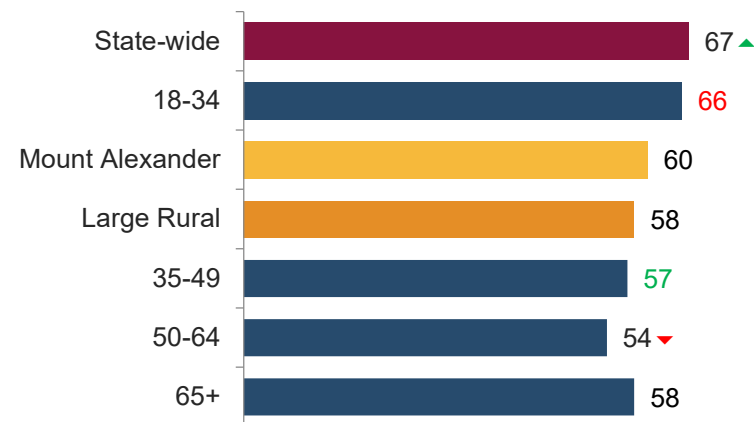
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

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



## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



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



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

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

## Appendix B: Survey methodology and sampling

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

- 2020, n=401 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Mount Alexander 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 Mount Alexander Shire Council.

Survey sample matched to the demographic profile of Mount Alexander 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 Mount Alexander Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Mount Alexander Shire Council. Survey fieldwork was conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March, 2020.



## Appendix B: Analysis and reporting

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

### Council Groups

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

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

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for Mount Alexander Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Mount Alexander Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

