2022 Local Government Community Satisfaction Survey

Mount Alexander Shire Council

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

Contents

Background and objectives

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

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

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

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

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Mount Alexander Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Mount Alexander 55

State-wide 59

Large Rural 55

Council performance compared to State-wide and group averages

Compared to State-wide average	The three areas where Council performance is significantly **higher** by the widest margin	The three areas where Council performance is significantly **lower** by the widest margin
	Community & cultural	Local streets & footpaths
		Waste management
		Planning & building permits

Compared to group average	The three areas where Council performance is significantly **higher** by the widest margin	The three areas where Council performance is significantly **lower** by the widest margin
	Sealed local roads	Waste management
	Community & cultural	Business & community dev.
	Unsealed roads	Town planning policy

Summary of core measures

Index scores

Overall performance **Consultation & engagement** **Community decisions** **Sealed local roads** **Waste management** **Customer service** **Overall council direction**
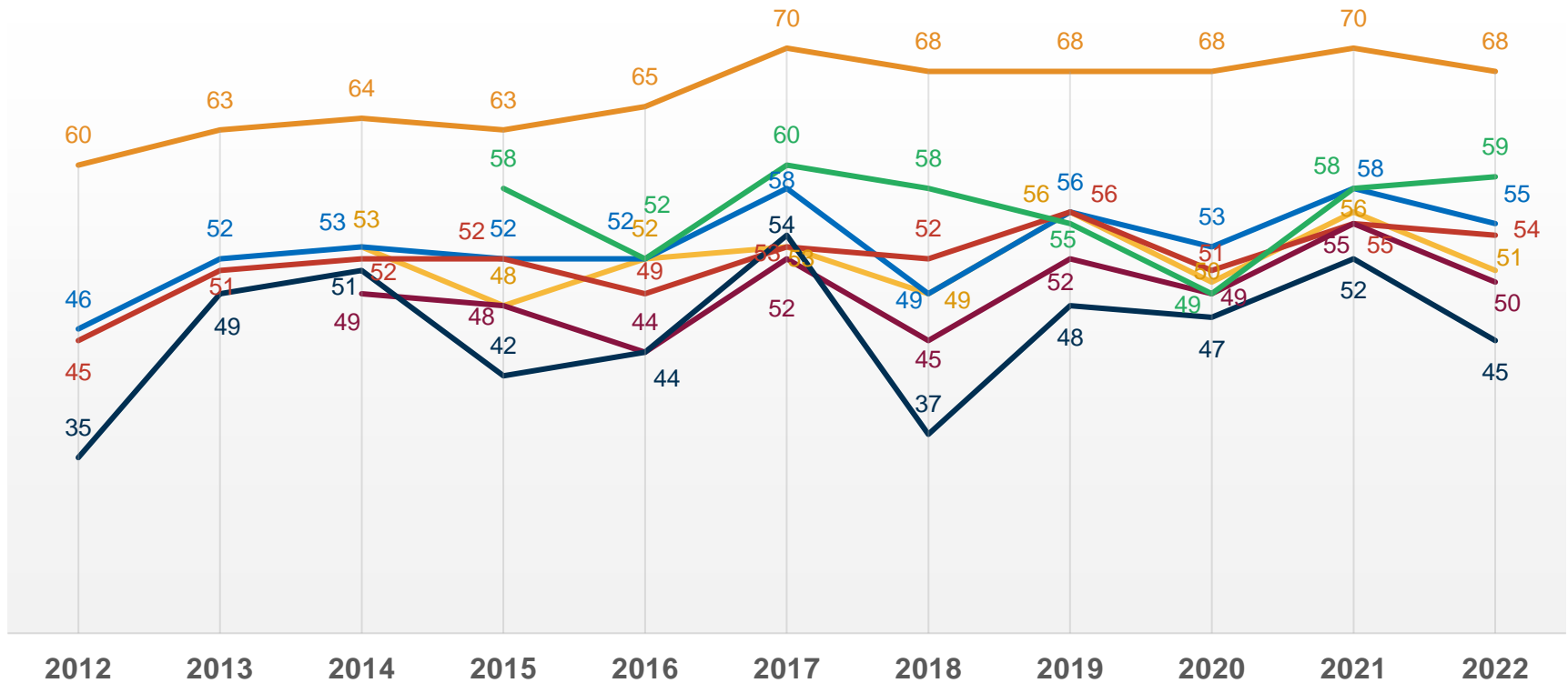
Summary of core measures

Core measures summary results (%)
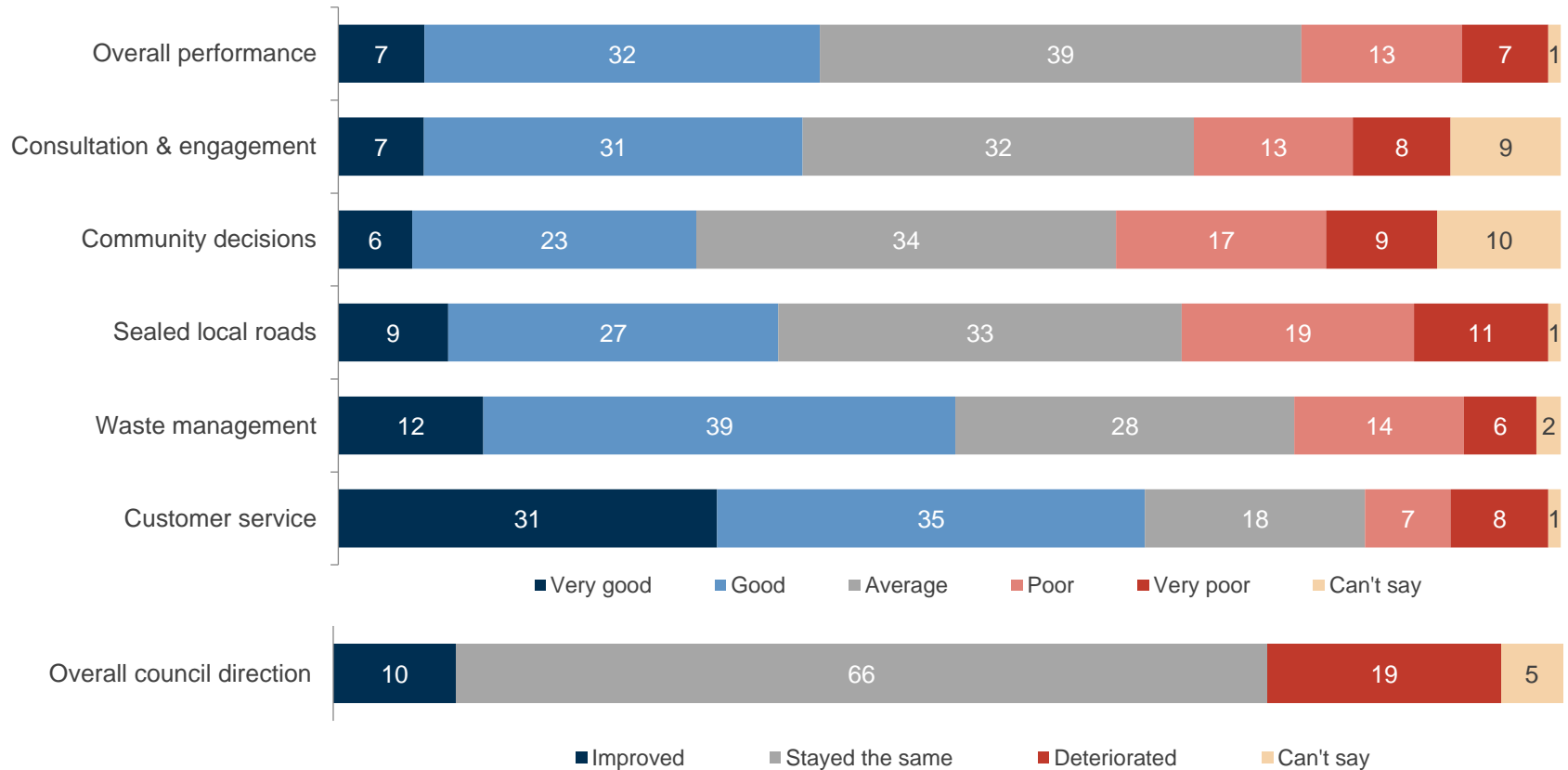
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	7	32	39	13	7	1
Consultation & engagement	7	31	32	13	8	9
Community decisions	6	23	34	17	9	10
Sealed local roads	9	27	33	19	11	1
Waste management	12	39	28	14	6	2
Customer service	31	35	18	7	8	1

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	10	66	19	5

Summary of Mount Alexander Shire Council performance

Services	Mount Alexander 2022	Mount Alexander 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
Overall performance	55	58	55	59	Women	Aged 50-64 years
Value for money	47	49	48	53	Women	Aged 50+ years
Overall council direction	45	52	47	50	Aged 18-34 years	Aged 50-64 years
Customer service	68	70	67	68	Aged 18-34 years	Aged 35-49 years
COVID-19 response	69	74	71	69	Aged 65+ years	Aged 35-49 years
Appearance of public areas	69	73	67	71	Aged 50-64 years	Aged 18-34 years, Men
Community & cultural	68	68	63	65	Aged 18-34 years	Other residents, Aged 35-49 years, Aged 65+ years
Family support services	65	65	64	65	Aged 18-34 years	Aged 50-64 years
Elderly support services	65	65	65	67	Aged 65+ years	Aged 18-34 years
Recreational facilities	64	64	66	69	Women, Aged 18-34 years	Aged 35-49 years

Significantly higher / lower than Mount Alexander Shire Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Mount Alexander Shire Council performance

Services	Mount Alexander 2022	Mount Alexander 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
Emergency & disaster mngt	64	68	66	66	Women, Aged 65+ years	Aged 50-64 years
Tourism development	61	62	61	60	Women	Men
Enforcement of local laws	60	66	64	63	Aged 35-49 years	Aged 50-64 years, Men
Waste management	59	58	65	68	Aged 65+ years	Aged 50-64 years
Environmental sustainability	59	65	59	61	Aged 35-49 years	Aged 50+ years
Informing the community	56	61	56	59	Aged 18-34 years	Aged 35-49 years
Consultation & engagement	54	55	51	54	Aged 18-34 years	Aged 50+ years
Business & community dev.	53	56	58	58	Aged 18-34 years	Aged 35-49 years
Parking facilities	52	53	53	57	Aged 18-34 years	Castlemaine residents, Aged 65+ years
Lobbying	52	55	51	53	Aged 18-34 years	Aged 35-64 years

Significantly higher / lower than Mount Alexander Shire Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Mount Alexander Shire Council performance

Services		Mount Alexander 2022	Mount Alexander 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Sealed local roads	51	56	45	53	Aged 65+ years	Aged 35-49 years
	Community decisions	50	55	51	54	Aged 18-34 years	Aged 35-49 years
	Town planning policy	48	53	53	54	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	47	51	51	57	Aged 50-64 years	Aged 18-49 years
	Population growth	45	51	49	52	Aged 18-34 years	Aged 35-49 years
	Planning & Building permits	44	46	46	50	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	43	46	39	41	Aged 18-34 years, Aged 50-64 years, Castlemaine residents	Aged 35-49 years

Significantly higher / lower than Mount Alexander Shire Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Council performance have declined for most individual service areas over the past year, with Council unable to maintain significant gains made in 2021 – particularly in some of its poorer performing areas. However, while Council's overall performance rating is down three index points, this is not a statistically significant decline and the 2022 rating is Council's third highest of the series.

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 perception of overall performance. Particular attention should be paid to community decisions and town planning, which have a strong influence on Council's overall performance rating but are among Council's poorer performing areas.

Comparison to state and area grouping

Importantly, Council performs as well as or significantly higher than the Large Rural council average on most service areas. However, Council's performance is typically in line with or rated significantly lower than the State-wide average. Areas most in need of attention include town planning policy, local streets and footpaths, and population growth, which rate poorly (index scores below 50) and significantly lower than the Large Rural council and Statewide averages.

Aim for consistency

In recent years, even prior to the pandemic, Council ratings have fluctuated significantly year to year. In the next 12 months, Council should aim for greater consistency in performance, to begin to build more steady long-term trends of improvement. Council should also continue efforts to firm up more recent improvements maintained since 2021, such as on family support services, waste management and consultation and engagement.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 55 for Mount Alexander Shire Council represents a slight three-point decline on the 2021 result but remains higher than in 2020.

- Contributing to the overall decline are statistically significant five-point decreases (at the 95% confidence interval) among men and residents aged 65 years and over.

- Council has maintained some of the performance gains made between 2020 and 2021, and the 2022 result is one of Council's better overall performance ratings across the series (since 2012).

- Council's overall performance is rated in line with the Large Rural Council average (index score of 55) but is significantly lower than the average rating for councils State-wide (index score of 59).

The proportion of residents who rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good' (28%) is slightly outweighed by those who say it is 'very poor' or 'poor' (32%). A further 37% rate Council as 'average' in terms of providing value for money.
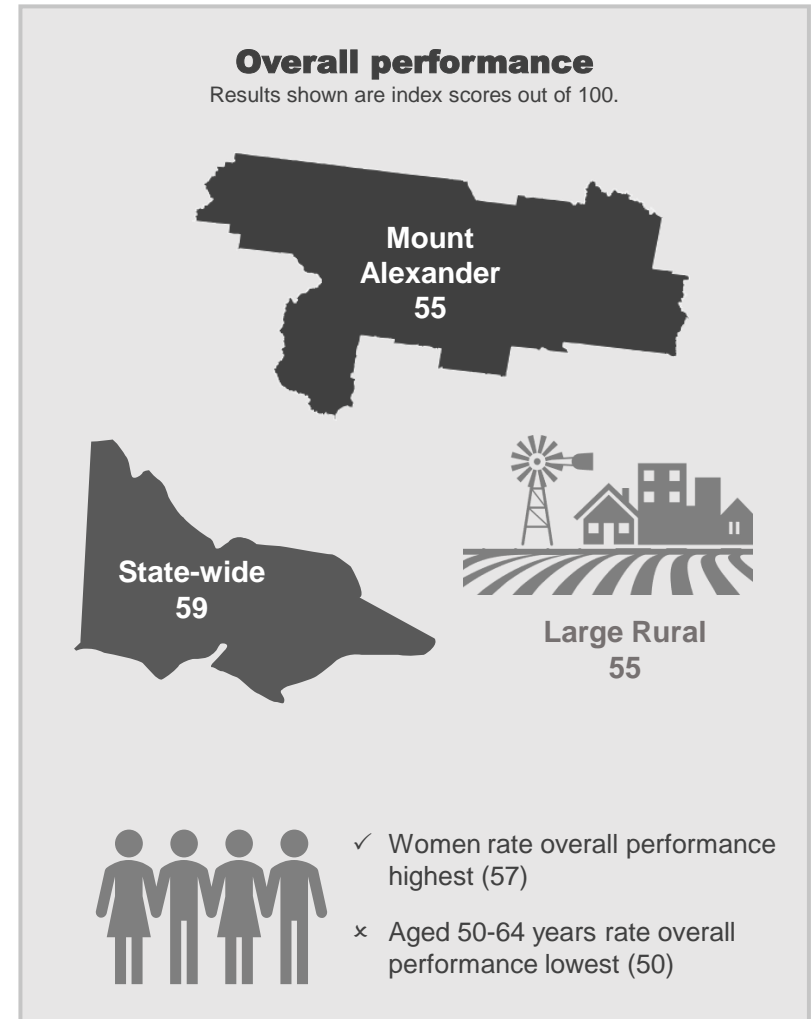
Overall performance
Results shown are index scores out of 100.
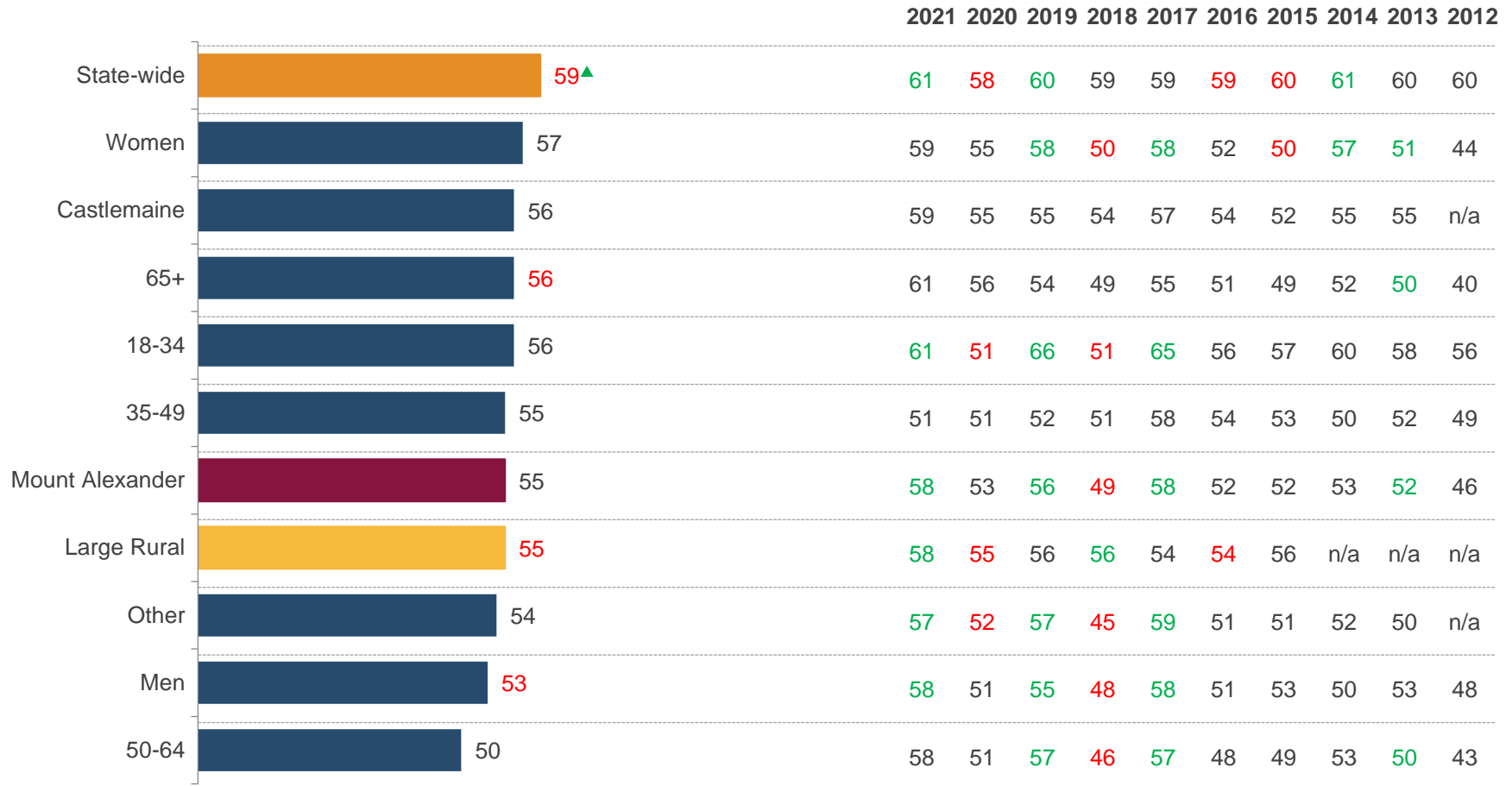
Mount Alexander
55

State-wide
59

Large Rural
55

✓ Women rate overall performance highest (57)

× Aged 50-64 years rate overall performance lowest (50)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59 ▲	61	58	60	59	59	59	60	61	60	60
Women	57	59	55	58	50	58	52	50	57	51	44
Castlemaine	56	59	55	55	54	57	54	52	55	55	n/a
65+	56	61	56	54	49	55	51	49	52	50	40
18-34	56	61	51	66	51	65	56	57	60	58	56
35-49	55	51	51	52	51	58	54	53	50	52	49
Mount Alexander	55	58	53	56	49	58	52	52	53	52	46
Large Rural	55	58	55	56	56	54	54	56	n/a	n/a	n/a
Other	54	57	52	57	45	59	51	51	52	50	n/a
Men	53	58	51	55	48	58	51	53	50	53	48
50-64	50	58	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	7	32	39	13	7	1
2021 Mount Alexander	8	36	41	8	6	1
2020 Mount Alexander	5	31	42	12	9	1
2019 Mount Alexander	7	37	35	12	7	2
2018 Mount Alexander	5	24	42	18	10	1
2017 Mount Alexander	8	36	38	10	6	2
2016 Mount Alexander	8	26	39	17	9	1
2015 Mount Alexander	8	28	35	16	11	2
2014 Mount Alexander	7	33	36	13	11	1
2013 Mount Alexander	6	30	38	15	9	1
2012 Mount Alexander	5	23	37	23	12	2
State-wide	10	37	35	11	6	2
Large Rural	7	33	38	13	8	2
Castlemaine	8	34	38	12	7	1
Other	6	30	41	15	7	1
Men	7	29	38	15	9	2
Women	7	34	41	12	5	1
18-34	4	34	48	11	4	
35-49	9	35	33	15	8	
50-64	8	22	42	15	11	2
65+	7	34	38	13	6	2

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: 67 Councils asked group: 19

Value for money in services and infrastructure

2022 value for money (index scores)
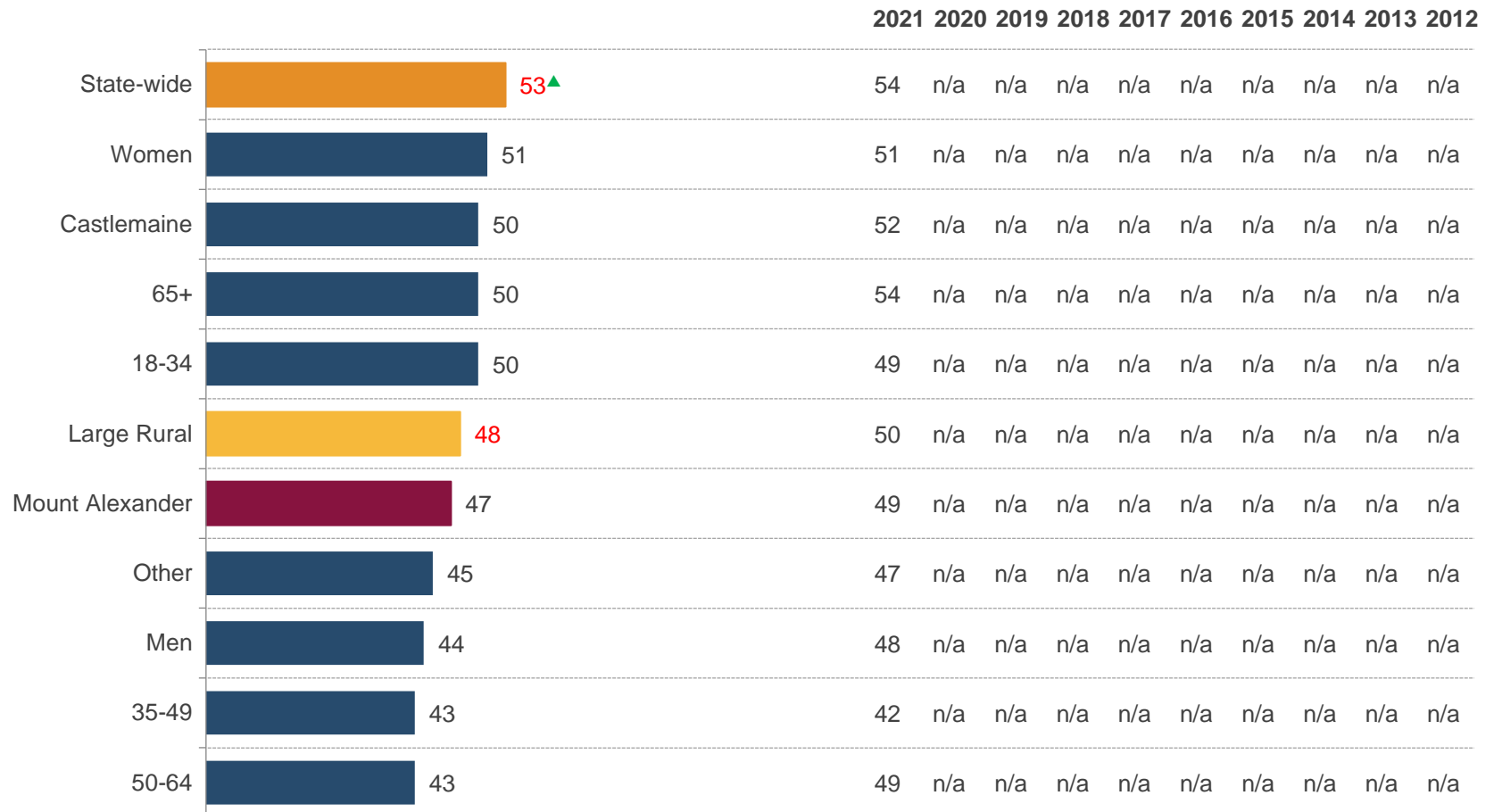
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide 53 ▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women 51	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine 50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ 50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 50	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural 48	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander 47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other 45	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men 44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 43	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 43	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Mount Alexander Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure
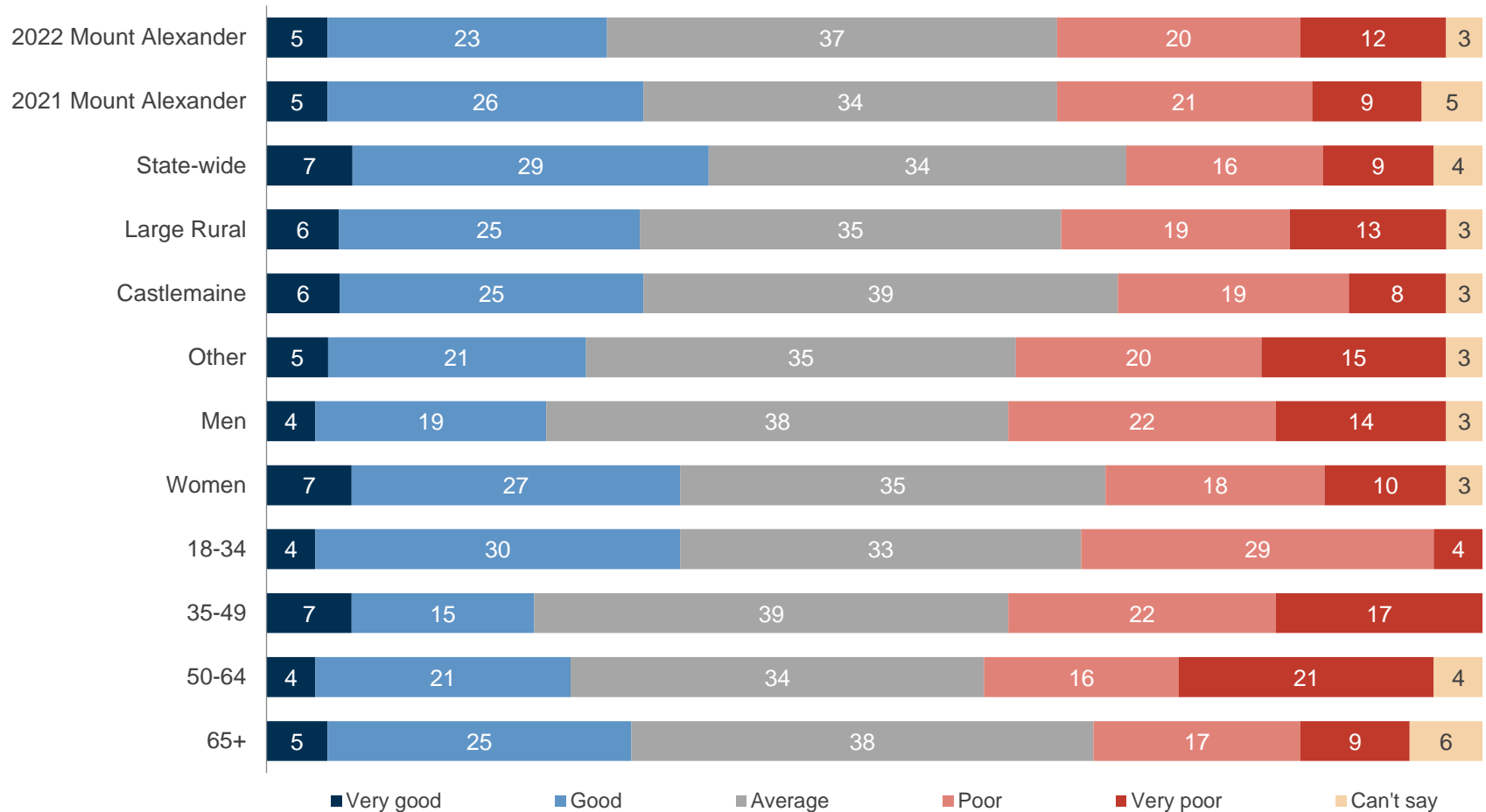
2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	5	23	37	20	12	3
2021 Mount Alexander	5	26	34	21	9	5
State-wide	7	29	34	16	9	4
Large Rural	6	25	35	19	13	3
Castlemaine	6	25	39	19	8	3
Other	5	21	35	20	15	3
Men	4	19	38	22	14	3
Women	7	27	35	18	10	3
18-34	4	30	33	29		4
35-49	7	15	39	22	17	
50-64	4	21	34	16	21	4
65+	5	25	38	17	9	6

Q3b. How would you rate Mount Alexander Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Top performing service areas

Council's best performing service areas remain:

- Its COVID-19 response (index score of 69, down five points on 2021).

- The appearance of public areas (index score of 69, down four points).

- Community and cultural activities (index score of 68, unchanged from 2021).

Council's performance on community and cultural activities is rated significantly higher than both the Large Rural group and State-wide averages.

While residents rate Council's COVID-19 response as less important than in 2021 (importance index score of 65, down 6 points), it remains a moderate to strong influence on the overall performance rating, alongside public areas and cultural activities. Maintaining high service levels in these areas should be a focus for the next year, particularly given the significant declines on Council's COVID-19 response and maintenance of public areas this year, and the lower ratings achieved on cultural activities in recent years compared to pre-2020.

Positively, Council performance is holding firm on other leading services areas, family and elderly support services (index score of 65 for each) and recreational facilities (index score of 64).

Council's COVID-19 response and the appearance of public areas (index score of 69 for each) are the areas where Council performed best in 2022.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 43) and planning and building permits (index score of 44).
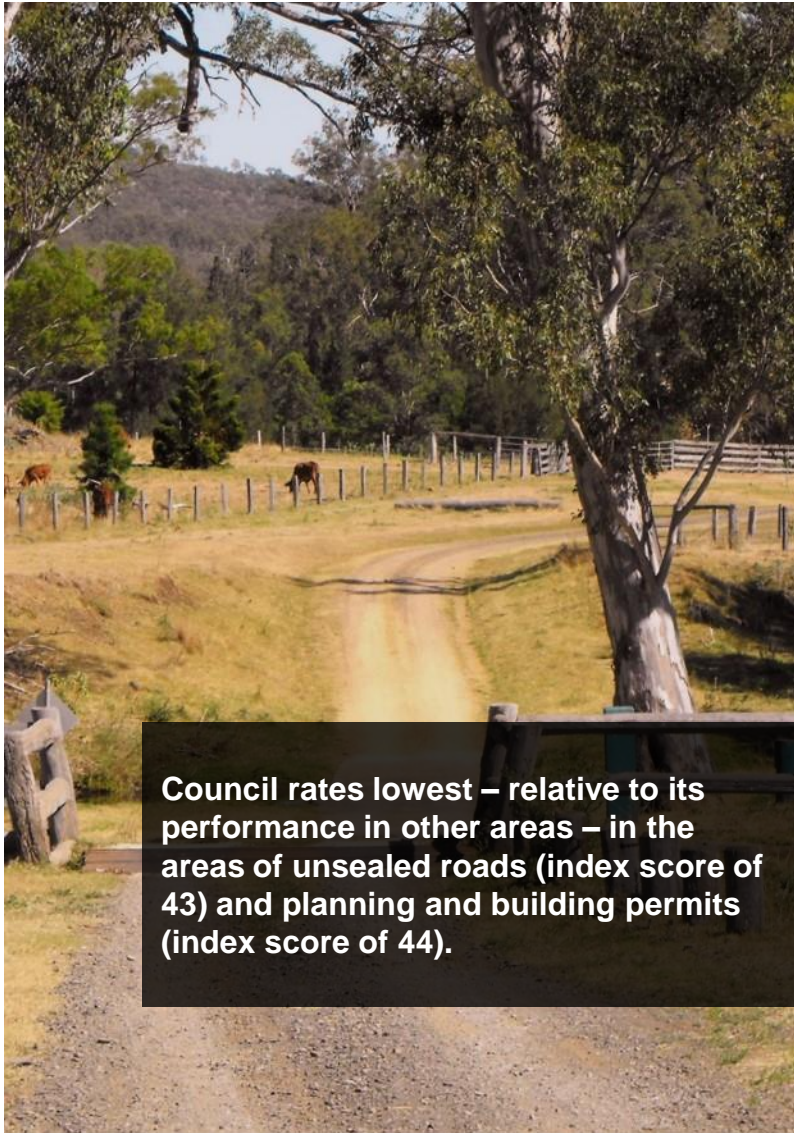
Council rates lowest on its maintenance of unsealed roads (index score of 43). Local streets and footpaths and sealed local roads (index scores of 47 and 51 respectively) are also among Council's lower rated service areas, with ratings significantly down on last year.

Planning and building permits, population growth and general town planning policy (index scores of 44, 45 and 48 respectively) are other poorer performing service areas.

Perceptions of town planning have a strong influence on Council's overall performance rating, so it will be particularly important to address residents' concerns around planning issues in the year ahead.

Overall, roads and planning are where there is the greatest disparity between importance to the community and rated performance of Council, with performance in these service areas at least 24 index points below its importance rating.

Further, around one in ten residents volunteer sealed road maintenance (11%), town planning / permits / red tape (11%) and unsealed road maintenance (9%) as the area Council most needs to improve.

Individual service area performance

2022 individual service area performance (index scores)

Service area	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
COVID-19 response	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	69	73	72	70	68	70	66	69	n/a	n/a	n/a
Community & cultural	68	68	68	72	70	73	68	72	n/a	n/a	n/a
Family support services	65	65	60	65	62	64	59	n/a	n/a	n/a	n/a
Elderly support services	65	65	62	66	63	66	60	62	n/a	n/a	n/a
Recreational facilities	64	64	62	65	62	63	56	59	60	n/a	n/a
Emergency & disaster mngt	64	68	62	68	65	66	62	n/a	n/a	n/a	n/a
Tourism development	61	62	64	65	63	67	61	n/a	n/a	n/a	n/a
Enforcement of local laws	60	66	63	65	63	64	59	61	n/a	n/a	n/a
Waste management	59	58	49	55	58	60	52	58	n/a	n/a	n/a
Environmental sustainability	59	65	59	61	64	63	62	63	n/a	n/a	n/a
Informing the community	56	61	52	57	55	58	52	55	n/a	n/a	n/a
Consultation & engagement	54	55	51	56	52	53	49	52	52	51	45
Business & community dev.	53	56	54	54	53	56	49	n/a	n/a	n/a	n/a
Parking facilities	52	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	52	55	51	54	52	50	48	54	53	55	47
Sealed local roads	51	56	50	56	49	53	52	48	53	n/a	n/a
Community decisions	50	55	49	52	45	52	44	48	49	n/a	n/a
Town planning policy	48	53	49	n/a	n/a	n/a	n/a	n/a	48	n/a	n/a
Local streets & footpaths	47	51	48	49	46	46	46	46	n/a	n/a	n/a
Population growth	45	51	47	50	47	52	46	n/a	n/a	n/a	n/a
Planning & building permits	44	46	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	43	46	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2022 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
COVID-19 response	20	39	25	4	3	9
Appearance of public areas	22	44	24	5	3	1
Community & cultural	15	43	26	6		10
Family support services	11	29	22	5	2	30
Elderly support services	14	31	24	9	1	21
Recreational facilities	16	41	26	10	4	3
Emergency & disaster mngt	13	32	29	6	3	17
Tourism development	8	33	33	7	3	16
Enforcement of local laws	7	34	33	7	4	16
Waste management	12	39	28	14	6	2
Environmental sustainability	10	31	40	9	4	6
Informing the community	8	32	36	12	7	5
Consultation & engagement	7	31	32	13	8	9
Business & community dev.	5	29	33	13	7	14
Parking facilities	6	32	34	16	10	3
Lobbying	3	24	34	13	5	21
Sealed local roads	9	27	33	19	11	1
Community decisions	6	23	34	17	9	10
Town planning policy	3	22	38	15	9	14
Local streets & footpaths	7	24	32	20	15	2
Population growth	3	19	33	18	11	16
Planning & building permits	2	18	31	16	14	20
Unsealed roads	4	21	32	24	16	3

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Individual service area importance

2022 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	83	82	81	79	81	81	79	82	n/a	80	n/a
Waste management	80	81	83	79	82	78	79	79	80	79	n/a
Emergency & disaster mngt	79	80	80	78	80	80	80	n/a	n/a	n/a	n/a
Community decisions	79	83	80	78	81	81	79	82	82	n/a	n/a
Sealed local roads	79	77	77	75	77	78	75	n/a	n/a	n/a	n/a
Local streets & footpaths	78	77	76	75	75	76	76	78	78	77	n/a
Unsealed roads	78	77	78	75	78	77	76	n/a	78	78	n/a
Population growth	76	75	74	71	74	73	73	n/a	n/a	n/a	n/a
Consultation & engagement	76	77	77	72	75	76	75	79	80	79	n/a
Planning & building permits	75	76	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	75	71	70	70	73	71	70	71	73	n/a	n/a
Informing the community	75	76	77	74	74	75	75	78	78	80	n/a
Family support services	74	76	71	72	72	73	70	n/a	n/a	n/a	n/a
Appearance of public areas	73	73	71	71	73	72	71	73	74	73	n/a
Town planning policy	72	74	71	n/a	n/a	n/a	n/a	n/a	76	77	n/a
Environmental sustainability	72	74	74	74	71	73	72	73	n/a	n/a	n/a
Business & community dev.	68	71	68	67	70	70	72	n/a	n/a	n/a	n/a
Parking facilities	67	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	67	68	68	65	65	68	68	70	70	70	n/a
COVID-19 response	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	65	66	66	65	67	67	67	71	n/a	n/a	n/a
Community & cultural	62	64	62	61	62	63	61	61	n/a	n/a	n/a
Tourism development	59	62	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: 34 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2022 individual service area importance (%)

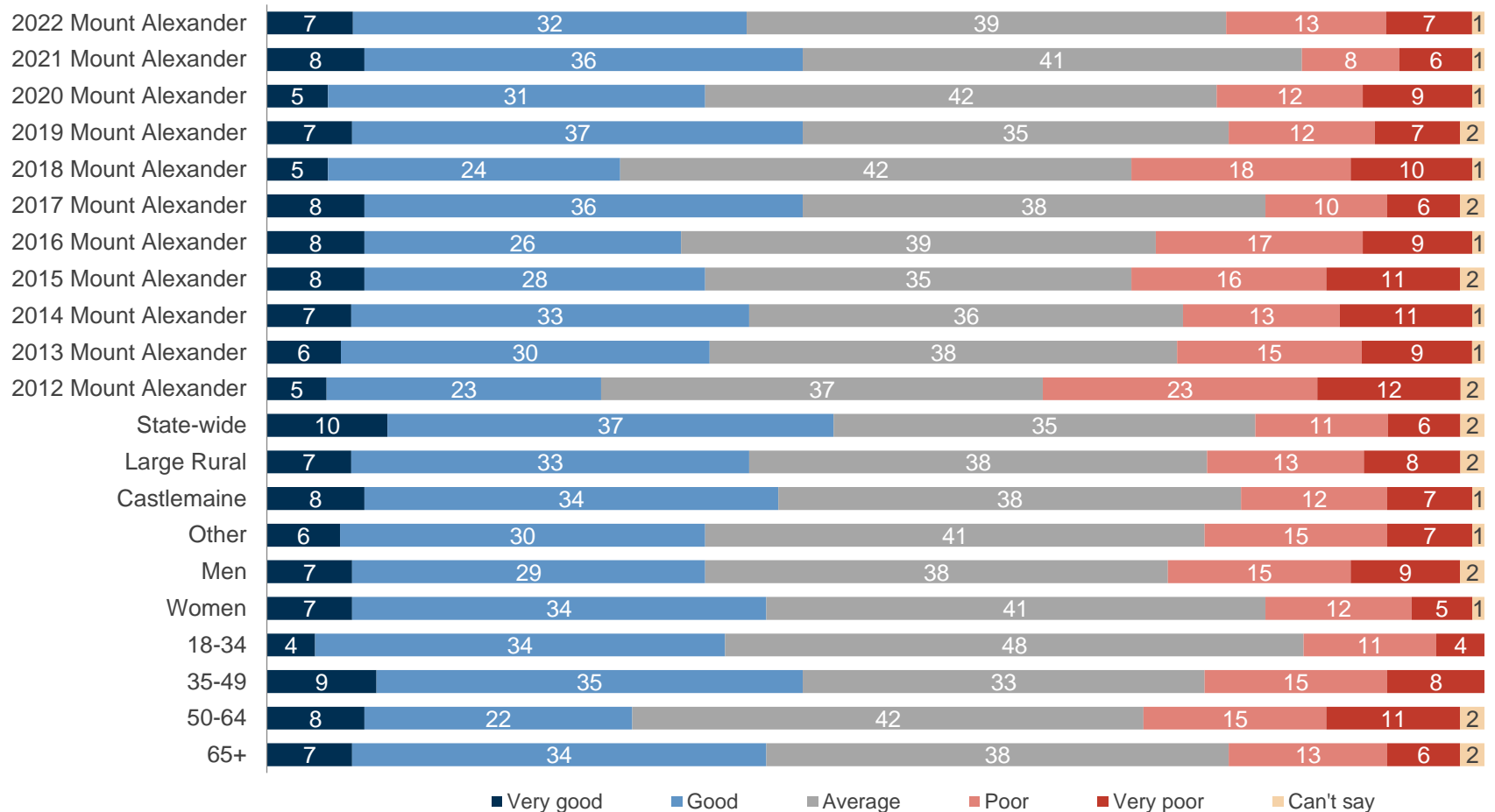| Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Elderly support services	45	41	11	2	2	
Waste management	40	44	14	2	1	
Sealed local roads	38	43	15	3	1	
Local streets & footpaths	38	40	15	4	1	2
Emergency & disaster mngt	39	40	17	2	1	1
Unsealed roads	37	41	15	4	1	1
Community decisions	41	35	17	3	1	3
Consultation & engagement	33	43	18	3	2	2
Recreational facilities	27	47	22	3		1
Planning & building permits	30	43	19	4	1	2
Population growth	34	40	18	3	2	3
Informing the community	31	42	21	4	1	1
Appearance of public areas	26	45	26			3
Family support services	28	42	21	5	1	4
Town planning policy	26	41	22	4	2	5
Environmental sustainability	32	35	23	5	4	1
Lobbying	22	38	24	10	3	3
Business & community dev.	18	40	34	5	1	2
Parking facilities	23	34	30	10	1	2
Enforcement of local laws	18	36	34	8	3	1
COVID-19 response	24	29	27	10	4	5
Community & cultural	11	41	34	9	3	2
Tourism development	12	32	39	12	4	1

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	78	43	-35
Planning & building permits	75	44	-32
Local streets & footpaths	78	47	-31
Population growth	76	45	-31
Community decisions	79	50	-29
Sealed local roads	79	51	-28
Town planning policy	72	48	-24
Consultation & engagement	76	54	-22
Waste management	80	59	-21
Informing the community	75	56	-19
Elderly support services	83	65	-18
Parking facilities	67	52	-15
Emergency & disaster mngt	79	64	-15
Lobbying	67	52	-15
Business & community dev.	68	53	-14
Environmental sustainability	72	59	-13
Recreational facilities	75	64	-11

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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Town planning

• The appearance of public areas

• Council's COVID-19 response

• Community and cultural activities.

Looking at these key service areas only, Council performs well on its COVID-19 response, the appearance of public areas and community and cultural activities (index of 69, 69 and 68 respectively), which have a moderate to strong influence on the overall performance rating.

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council's town planning is a strong influence on overall perceptions but is currently among its poorer performing service areas (index score of 48).

It will be important to attend to resident concerns about Council's town planning approach and decisions to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

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

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

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

Influence on overall performance: all service areas

2022 regression analysis (all service areas)

Greater positive influence on Overall Performance ↑

Greater negative influence on Overall Performance ↓

Community decisions

Town planning

Maintenance of unsealed roads

Planning and building permits

Informing the community

Planning for population growth

Condition of local streets

Condition of sealed local roads

Environmental sustainability

The appearance of public areas

COVID-19 response

Community and cultural activities

Family support services

Recreational facilities

Community consultation

Waste management

Parking facilities

Enforcement of local laws

Emergency management

Elderly support services

Tourism development

Lobbying

Business and community dev.

Performance Index

Very Poor ← → Very Good

The multiple regression analysis model above (all service areas) has an R² value of 0.647 and adjusted R² value of 0.625, 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 = 29.93. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2022 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions

Focus on this area to ensure negative perceptions do not have an overly negative impact on perceptions of overall performance. Changes will have a stronger influence on overall performance ratings.

- Town planning

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

- The appearance of public areas
- COVID-19 response
- Community and cultural activities

Key positive influences on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.

Very Poor

Performance Index

Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.606 and adjusted R² value of 0.601, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 121.20.

Areas for improvement

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

Area	%
Sealed Road Maintenance	11
Town Planning/Permits/Red Tape	11
Community Consultation	10
Unsealed Road Maintenance	9
Waste Management	9
Footpaths/Walking Tracks	7
Environmental Issues	7
Business Development	6
Council Management	6
Nothing	7

Q17. What does Mount Alexander Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13
A verbatim listing of responses to this question can be found in the accompanying dashboard.

J W S R E S E A R C H   30

Customer service

Contact with council and customer service

Contact with council

Six in ten Council residents (63%) have had contact with Council in the last 12 months. Rate of contact is slightly down on 2021 (65%), marking the second annual decline after peaking at 70% in 2020.

Telephone (33%), in person (29%) and email (23%) remain the main methods of contacting Council. Satisfaction with customer service delivered in person continues to be higher than for email and telephone interactions.

Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 represents a slight decrease from 2021 (down two points).

- Council's rating in this area has now returned to the same level seen from 2018 to 2020 and is higher than ratings between 2012 and 2016.

- Customer service is rated in line with both the Large Rural group and State-wide averages (index scores of 67 and 68 respectively).

Two thirds (66%) of those who contacted Council provide a positive customer service rating of 'very good' or 'good'.

- Younger residents aged 18 to 34 years remain the most complimentary of Council's customer service (index score of 74).

- Residents aged 35 to 49 years had significantly less contact with Council this year compared to 2021 but are the most critical of its customer service performance (index score of 63).

Contact with council

2022 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: 25 Councils asked group: 8

J W S R E S E A R C H   33

Contact with council

2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	67	75	76	69	75	71	68	71	69	73
Castlemaine	65	73	70	68	62	64	66	67	70	65	n/a
Men	65	63	67	68	68	60	66	66	68	68	68
Mount Alexander	63	65	70	68	65	64	64	66	68	64	71
State-wide	63	62	64	63	63	61	58	60	61	60	61
Other	63	59	70	68	67	64	62	65	67	63	n/a
18-34	63	52	62	57	60	49	50	48	64	56	60
Large Rural	62	63	63	61	59	62	57	59	n/a	n/a	n/a
65+	62	62	68	68	61	61	64	67	68	62	64
Women	61	67	73	69	62	67	62	65	68	60	73
35-49	61	82	74	70	69	64	67	75	69	67	82

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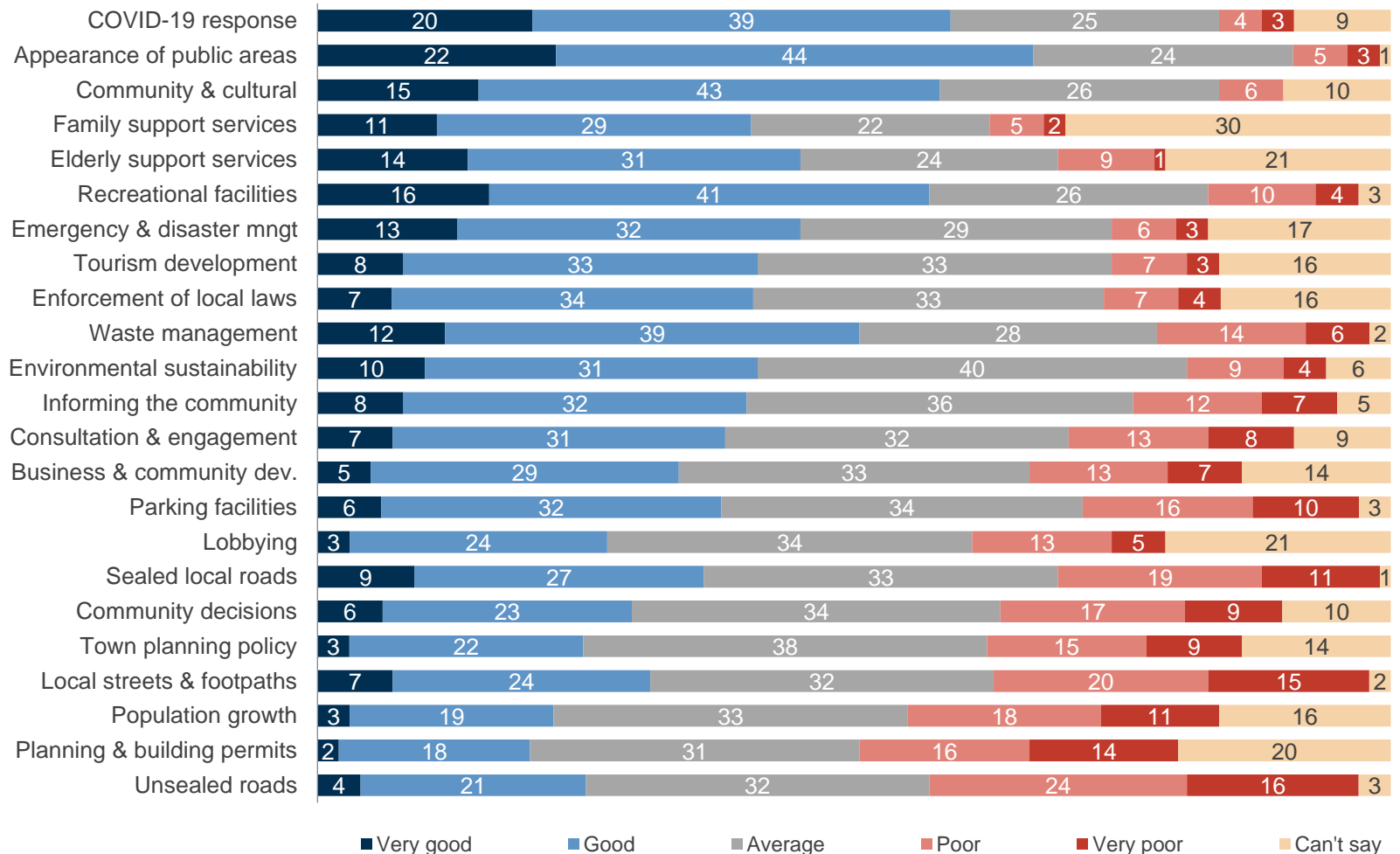*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	73	66	77	70	74	63	60	71	61	57
Women	72	71	67	66	68	74	65	65	69	60	58
Castlemaine	71	71	68	71	74	70	65	63	66	65	n/a
65+	71	70	73	71	70	70	62	62	66	70	57
State-wide	68	70	70	71	70	69	69	70	72	71	71
Mount Alexander	68	70	68	68	68	70	65	63	64	63	60
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
Other	67	69	67	66	63	70	65	63	63	60	n/a
Men	65	70	68	70	67	66	66	60	59	65	62
50-64	65	70	58	67	63	73	72	62	64	61	61
35-49	63	70	70	60	70	66	64	65	58	59	63

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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	31	35	18	7	8	1
2021 Mount Alexander	32	35	17	9	5	1
2020 Mount Alexander	28	33	20	12	4	2
2019 Mount Alexander	28	37	18	10	5	2
2018 Mount Alexander	33	35	13	7	12	1
2017 Mount Alexander	29	37	19	8	4	4
2016 Mount Alexander	24	35	24	9	7	
2015 Mount Alexander	22	33	23	10	9	3
2014 Mount Alexander	30	31	15	14	10	1
2013 Mount Alexander	29	27	19	13	11	1
2012 Mount Alexander	19	36	23	11	11	
State-wide	30	35	18	9	7	1
Large Rural	27	36	19	9	8	1
Castlemaine	30	41	17	6	6	1
Other	32	31	18	8	10	1
Men	26	40	15	7	13	
Women	37	29	21	8	4	2
18-34	24	53	18	6		
35-49	25	36	18	7	14	
50-64	32	33	11	5	17	1
65+	36	28	20	9	5	1

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: 67 Councils asked group: 19

Method of contact with council

2022 method of contact (%)

In Person **In Writing** **By Telephone** **By Text Message** **By Email** **Via Website** **By Social Media**
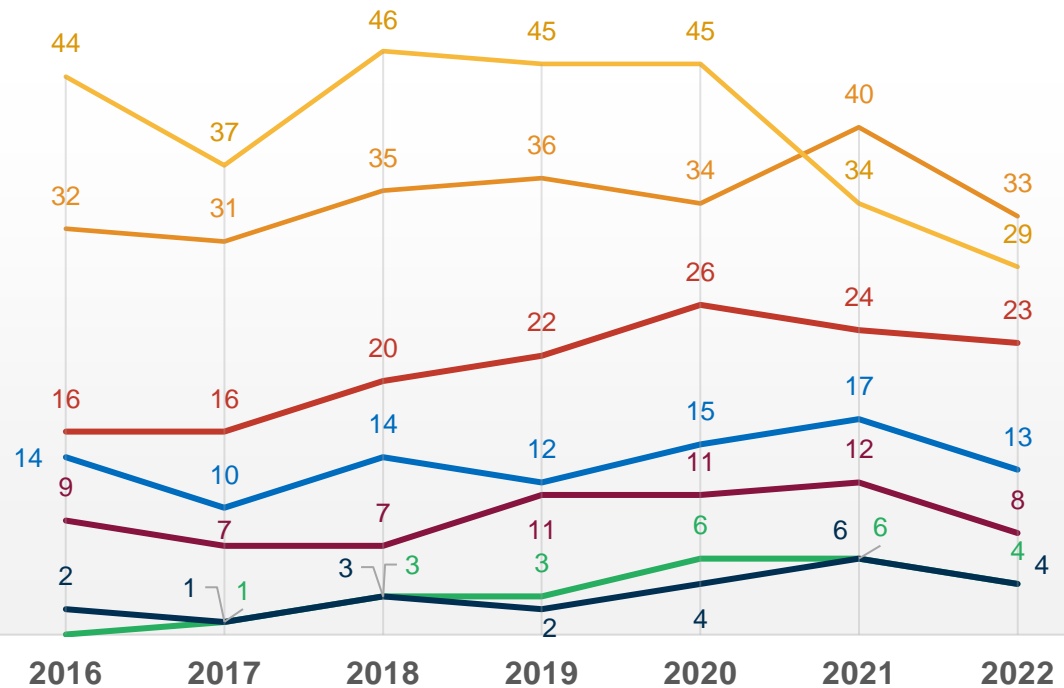
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
In Person (yellow)					44	37	46	45	45	40	33
By Telephone (orange)					32	31	35	36	34	34	29
By Email (red)					16	16	20	22	26	24	23
In Writing (blue)					14	10	14	12	15	17	13
Via Website (maroon)					9	7	7	11	11	12	8
By Social Media (green)						1	3	3	6	6	4
By Text Message (navy)					2	1	3	2	4	6	4

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: 25 Councils asked group: 8
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)
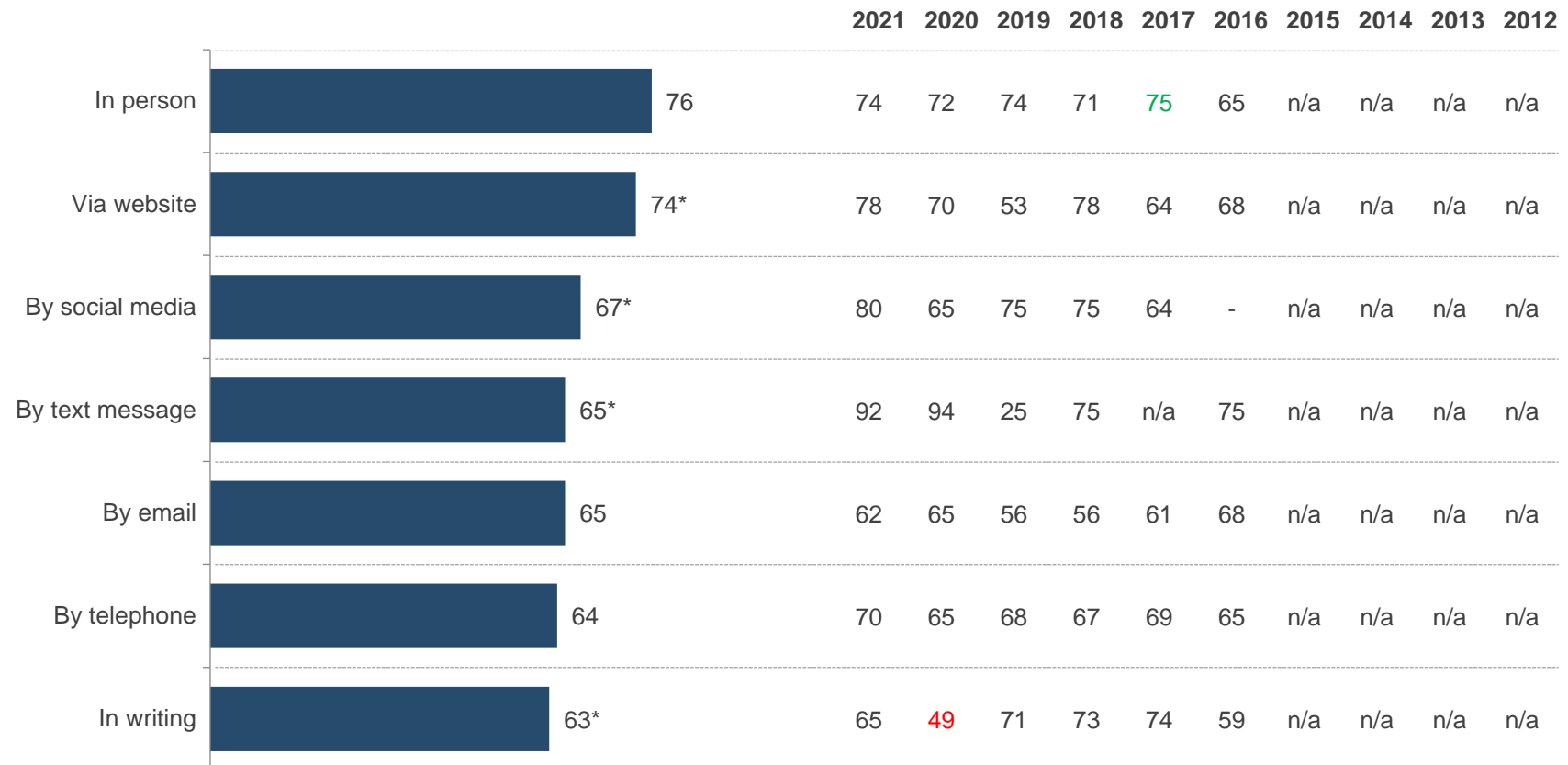
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
In person	76	74	72	74	71	75	65	n/a	n/a	n/a	n/a
Via website	74*	78	70	53	78	64	68	n/a	n/a	n/a	n/a
By social media	67*	80	65	75	75	64	-	n/a	n/a	n/a	n/a
By text message	65*	92	94	25	75	n/a	75	n/a	n/a	n/a	n/a
By email	65	62	65	56	56	61	68	n/a	n/a	n/a	n/a
By telephone	64	70	65	68	67	69	65	n/a	n/a	n/a	n/a
In writing	63*	65	49	71	73	74	59	n/a	n/a	n/a	n/a

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: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

JWS RESEARCH

Customer service rating by method of last contact

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

Method	Very good	Good	Average	Poor	Very poor	Can't say
In person	41	36	15	4	4	
Via website*	35	35	24		5	
By social media*		67	33			
By text message*		80		20		
By email	28	29	21	10	9	2
By telephone	30	33	13	10	13	1
In writing*	20	36	31	5	9	

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
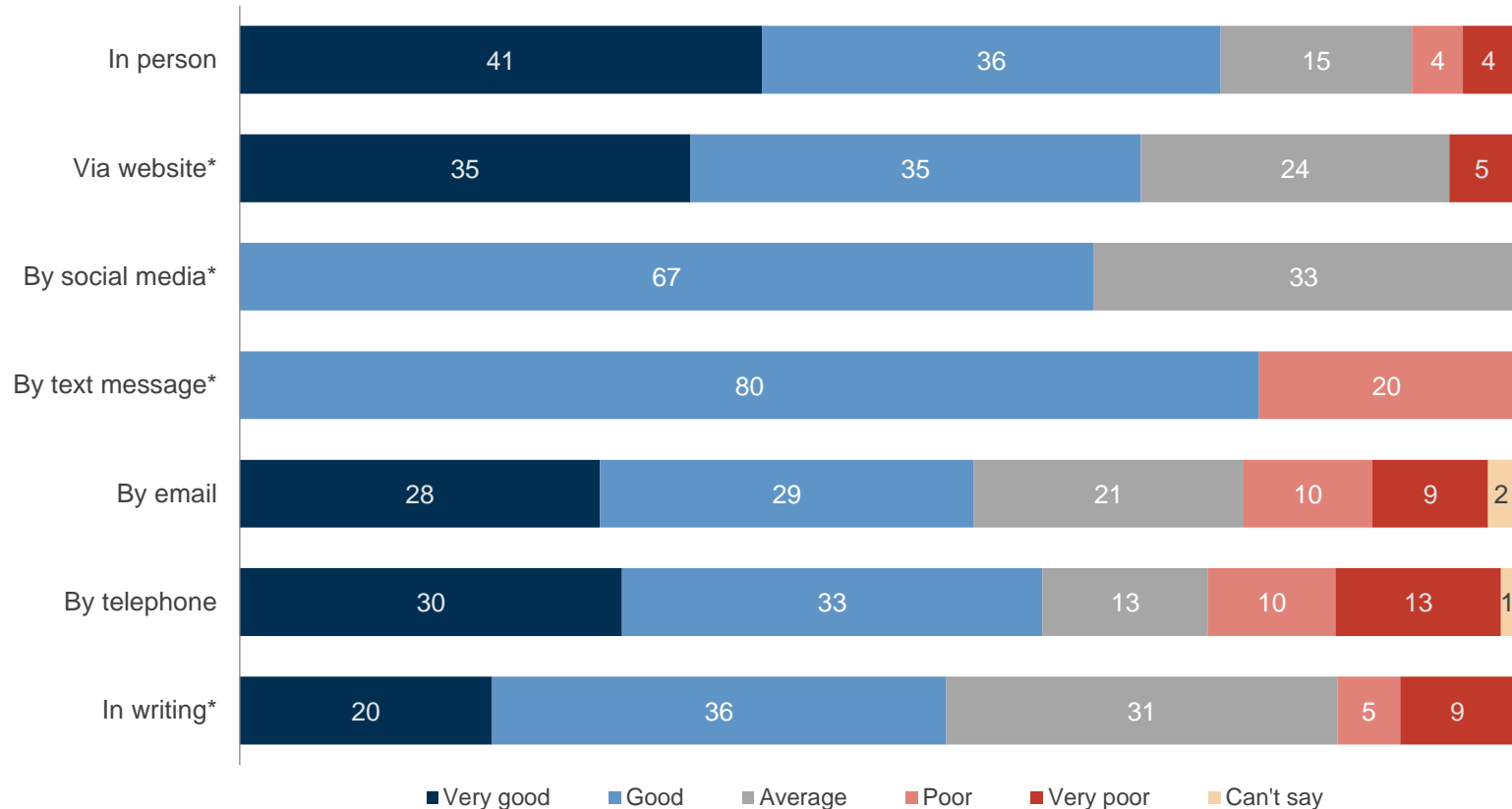
Q5c. Thinking of the most recent contact, how would you rate Mount Alexander Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25 Councils asked group: 8
*Caution: small sample size < n=30

Communication

Communication

The preferred form of communication from Council about news, information and upcoming events remains newsletters sent via mail (28%), closely followed by newsletters via email (24%). These preferences are unchanged from 2021.

- Mailed newsletters, closely followed by emailed newsletters, are the most preferred communications among both older (over 50 years) and younger (under 50 years) residents.

- For residents under 50 years, social media remains the next most preferred form of communication and there is increased interest this year in advertising in local newspapers.

- Residents over 50 years continue to prefer community newspapers as their next leading channel, for Council advertising or Council newsletter inserts.

Best form of communication

2022 best form of communication (%)
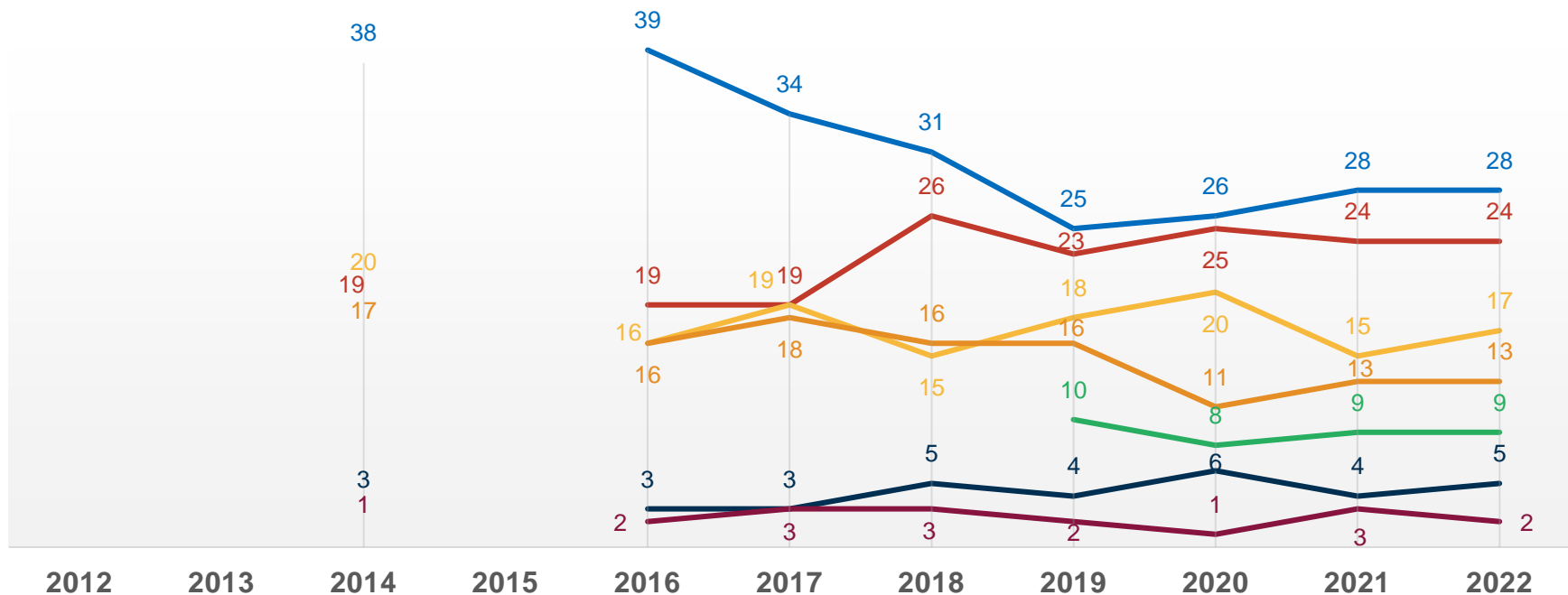
Advertising in a Local Newspaper | Council Newsletter via Mail | Council Newsletter via Email | Council Newsletter as Local Paper Insert | Council Website | Text Message | Social Media

Q13. If 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: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2022 under 50s best form of communication (%)
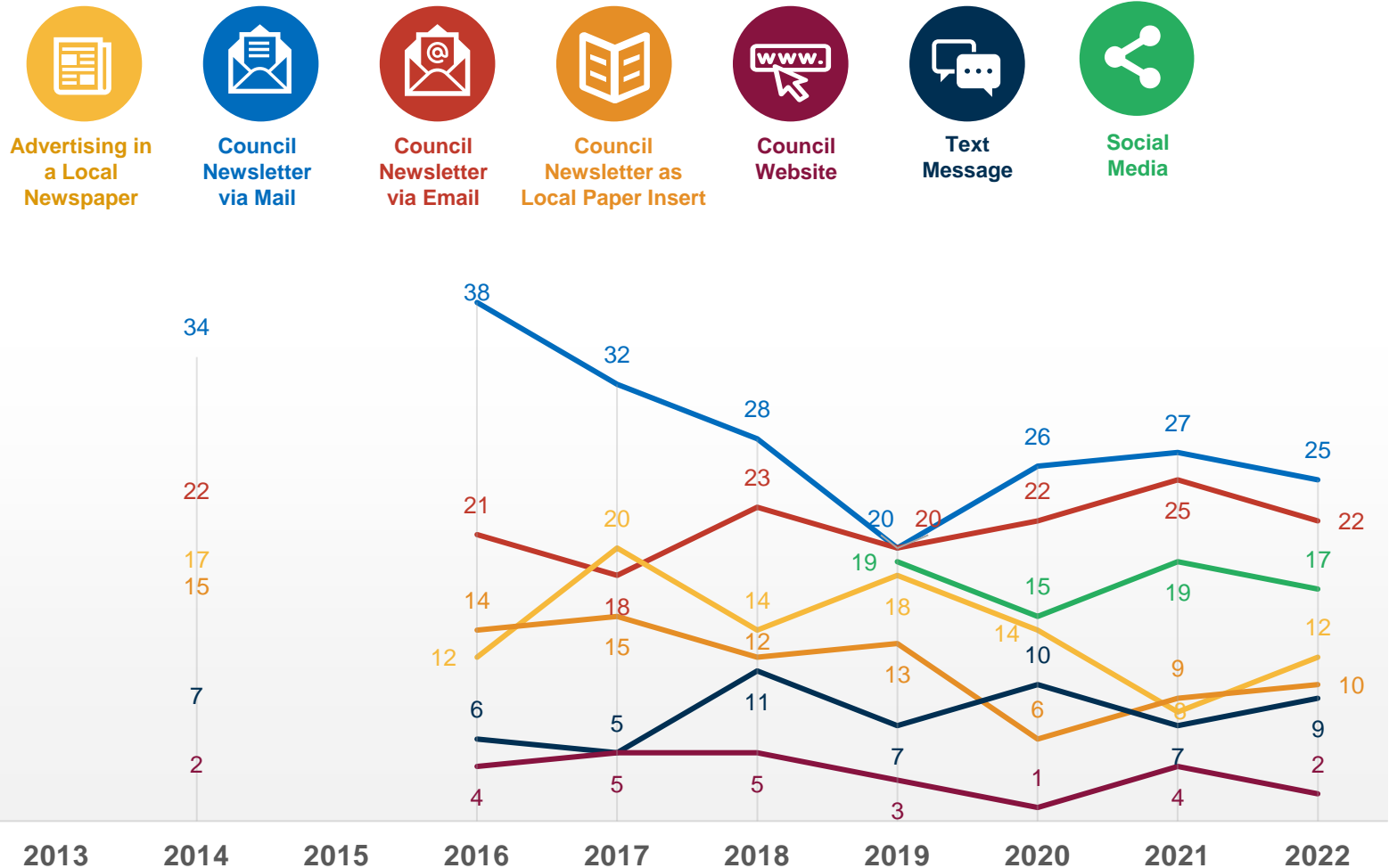
Advertising in a Local Newspaper
Council Newsletter via Mail
Council Newsletter via Email
Council Newsletter as Local Paper Insert
Council Website
Text Message
Social Media

Q13. If 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: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2022 over 50s best form of communication (%)
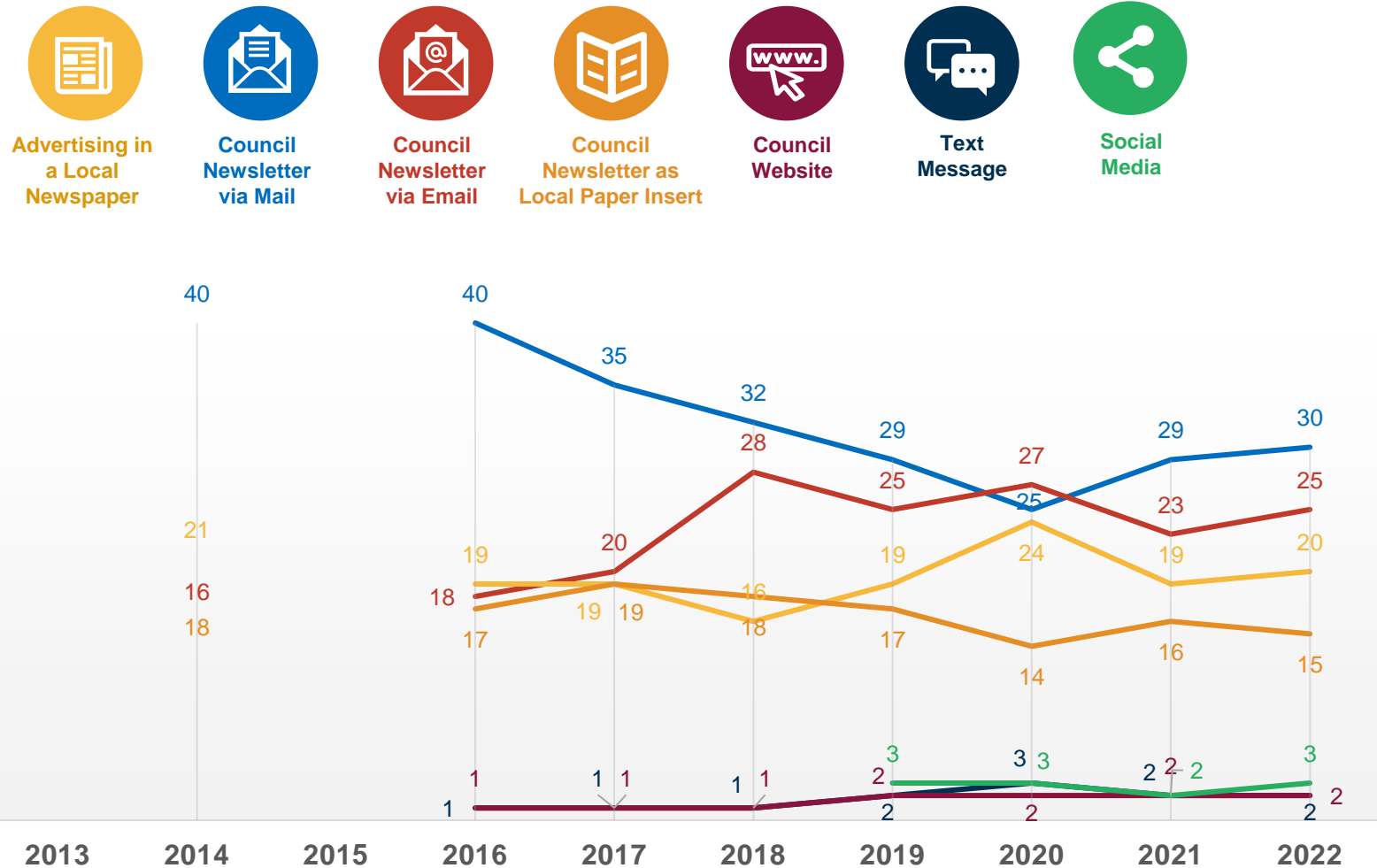
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022

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

Council direction

Council direction

Council's overall direction index score has declined significantly in the last 12 months (down 7 points, to 45).

- Views among all demographic cohorts were lower this year compared to 2021. Decreases among most groups were statistically significant.

- Perceptions of Council's overall direction are in line with the Large Rural group average and significantly lower than the State-wide average (index score of 47 and 50 respectively).

Two thirds (66%) of residents believe the direction of Council's overall performance has stayed the same over the last 12 months, unchanged from 2021.

- One in ten (10%) believe the direction has improved in the last 12 months (down six points on 2021).

- Almost twice that number believe it has deteriorated (19%, up eight points on 2021).

- The most satisfied with council direction continue to be younger residents aged 18 to 34 years. They rate Council's overall direction significantly higher than average.

- The least satisfied with council direction are residents aged 50-64 years.
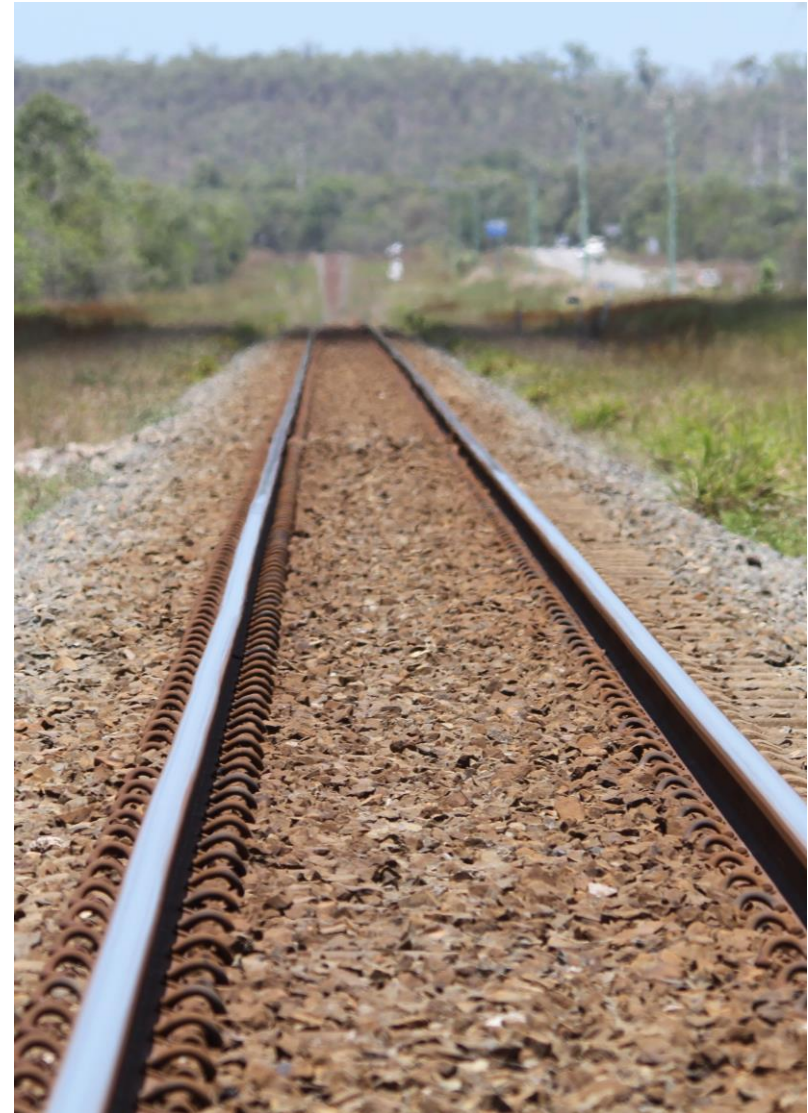
Overall council direction last 12 months

2022 overall council direction (index scores)
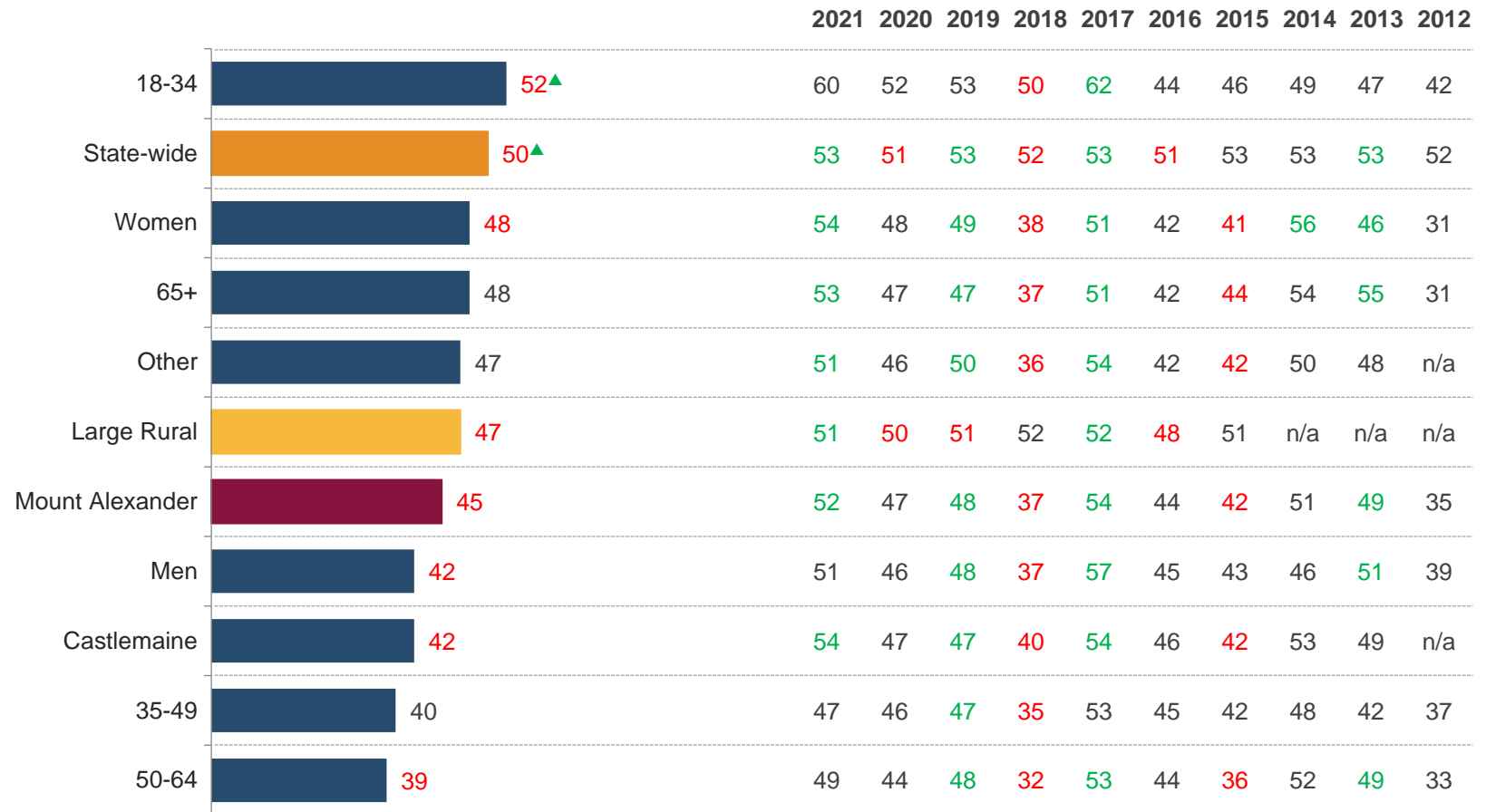
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	52 ▲	60	52	53	50	62	44	46	49	47	42
State-wide	50 ▲	53	51	53	52	53	51	53	53	53	52
Women	48	54	48	49	38	51	42	41	56	46	31
65+	48	53	47	47	37	51	42	44	54	55	31
Other	47	51	46	50	36	54	42	42	50	48	n/a
Large Rural	47	51	50	51	52	52	48	51	n/a	n/a	n/a
Mount Alexander	45	52	47	48	37	54	44	42	51	49	35
Men	42	51	46	48	37	57	45	43	46	51	39
Castlemaine	42	54	47	47	40	54	46	42	53	49	n/a
35-49	40	47	46	47	35	53	45	42	48	42	37
50-64	39	49	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Mount Alexander	10	66	19	5
2021 Mount Alexander	16	66	11	7
2020 Mount Alexander	12	67	18	3
2019 Mount Alexander	15	61	17	7
2018 Mount Alexander	10	52	34	4
2017 Mount Alexander	22	59	14	5
2016 Mount Alexander	12	60	24	5
2015 Mount Alexander	13	53	28	7
2014 Mount Alexander	21	54	19	5
2013 Mount Alexander	18	51	21	10
2012 Mount Alexander	12	44	41	4
State-wide	17	62	16	5
Large Rural	13	64	19	4
Castlemaine	7	65	22	7
Other	12	68	17	3
Men	9	64	23	4
Women	11	69	15	6
18-34	11	82		7
35-49	6	63	26	4
50-64	8	59	28	5
65+	12	65	16	7

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: 67 Councils asked group: 19

Individual service areas

Community consultation and engagement importance

2022 consultation and engagement importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	80	82	82	73	74	78	76	83	83	82	n/a
Women	79	80	80	76	76	77	77	82	81	82	n/a
Large Rural	77	77	76	75	76	75	76	75	n/a	n/a	n/a
65+	76	77	76	73	74	76	74	79	76	76	n/a
Castlemaine	76	79	79	75	74	77	77	79	81	79	n/a
Mount Alexander	76	77	77	72	75	76	75	79	80	79	n/a
Other	76	75	76	70	75	75	74	79	79	79	n/a
State-wide	76	75	74	74	74	74	75	74	74	73	73
35-49	75	76	80	74	77	78	76	78	79	81	n/a
18-34	73	70	71	66	75	69	73	75	80	75	n/a
Men	73	74	75	68	73	75	74	76	78	76	n/a

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

Community consultation and engagement importance

2022 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	33	43	18	3	2	2
2021 Mount Alexander	35	39	19	4		2
2020 Mount Alexander	38	38	19	3	1	1
2019 Mount Alexander	26	43	24	5	1	1
2018 Mount Alexander	31	39	26	3		1
2017 Mount Alexander	31	43	22	2	1	1
2016 Mount Alexander	33	41	19	5	1	1
2015 Mount Alexander	36	45	16			2
2014 Mount Alexander	39	43	14	3	1	1
2013 Mount Alexander	38	41	17	2	1	1
State-wide	32	43	20	3	1	1
Large Rural	34	43	18	3	1	1
Castlemaine	35	36	22	4	1	2
Other	31	47	16	2	2	2
Men	28	44	19	5	3	2
Women	38	41	18	1	1	3
18-34	15	59	22			4
35-49	37	31	24	4	2	2
50-64	40	40	17			2
65+	34	43	14	3	3	3

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

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

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65 ▲	66	47	62	52	62	54	55	59	57	53
35-49	55	50	53	52	54	52	49	57	50	53	52
Men	55	56	50	58	54	52	51	51	48	49	45
Castlemaine	54	54	53	56	54	52	50	52	54	51	n/a
Mount Alexander	54	55	51	56	52	53	49	52	52	51	45
Other	54	55	49	55	50	54	48	53	51	51	n/a
State-wide	54	56	55	56	55	55	54	56	57	57	57
Women	53	54	52	53	49	54	47	54	56	53	45
Large Rural	51 ▼	54	54	54	54	52	52	54	n/a	n/a	n/a
50-64	50	52	48	61	49	53	46	47	51	46	41
65+	50	54	52	51	52	49	49	52	52	50	37

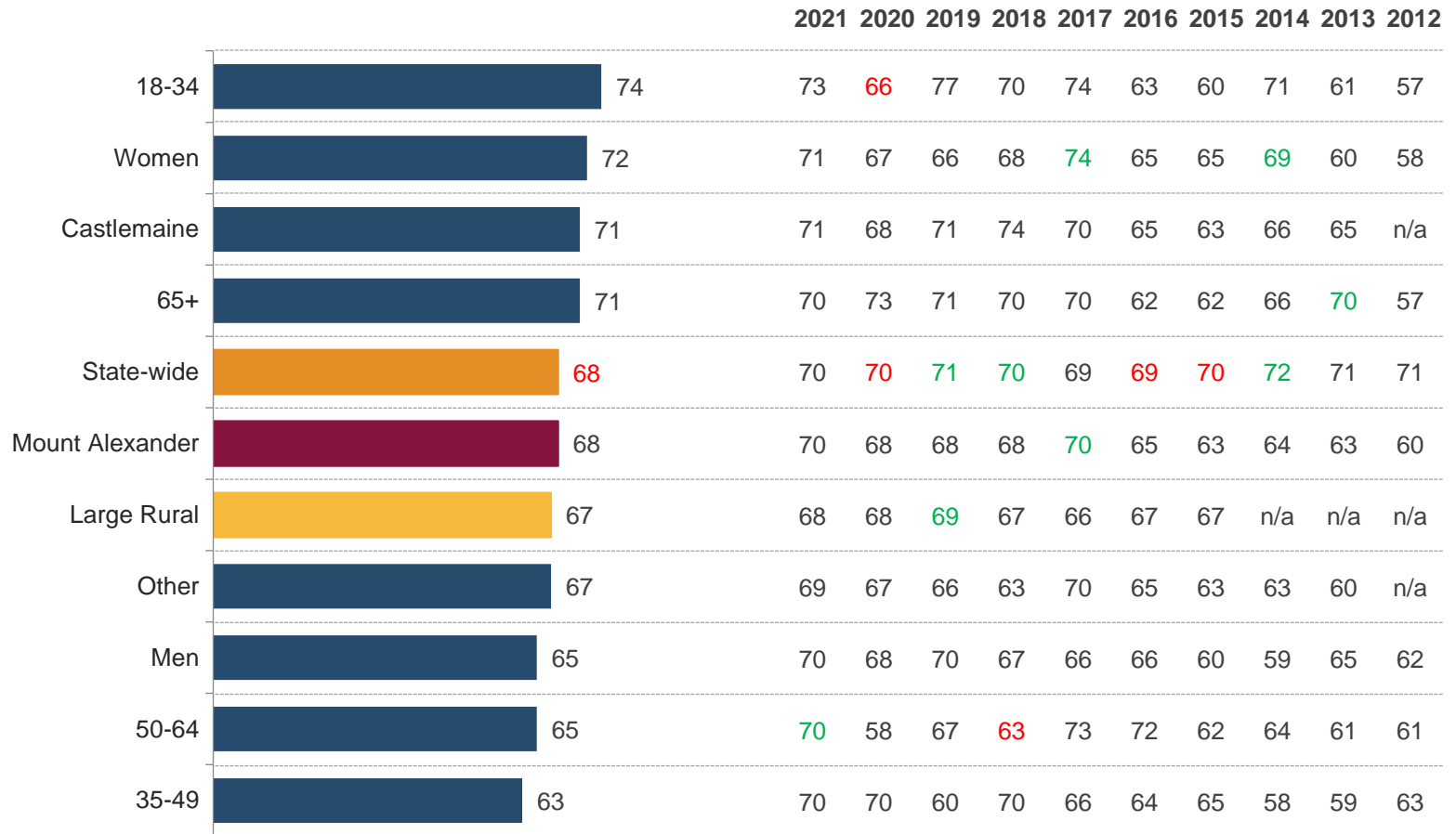*Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?*
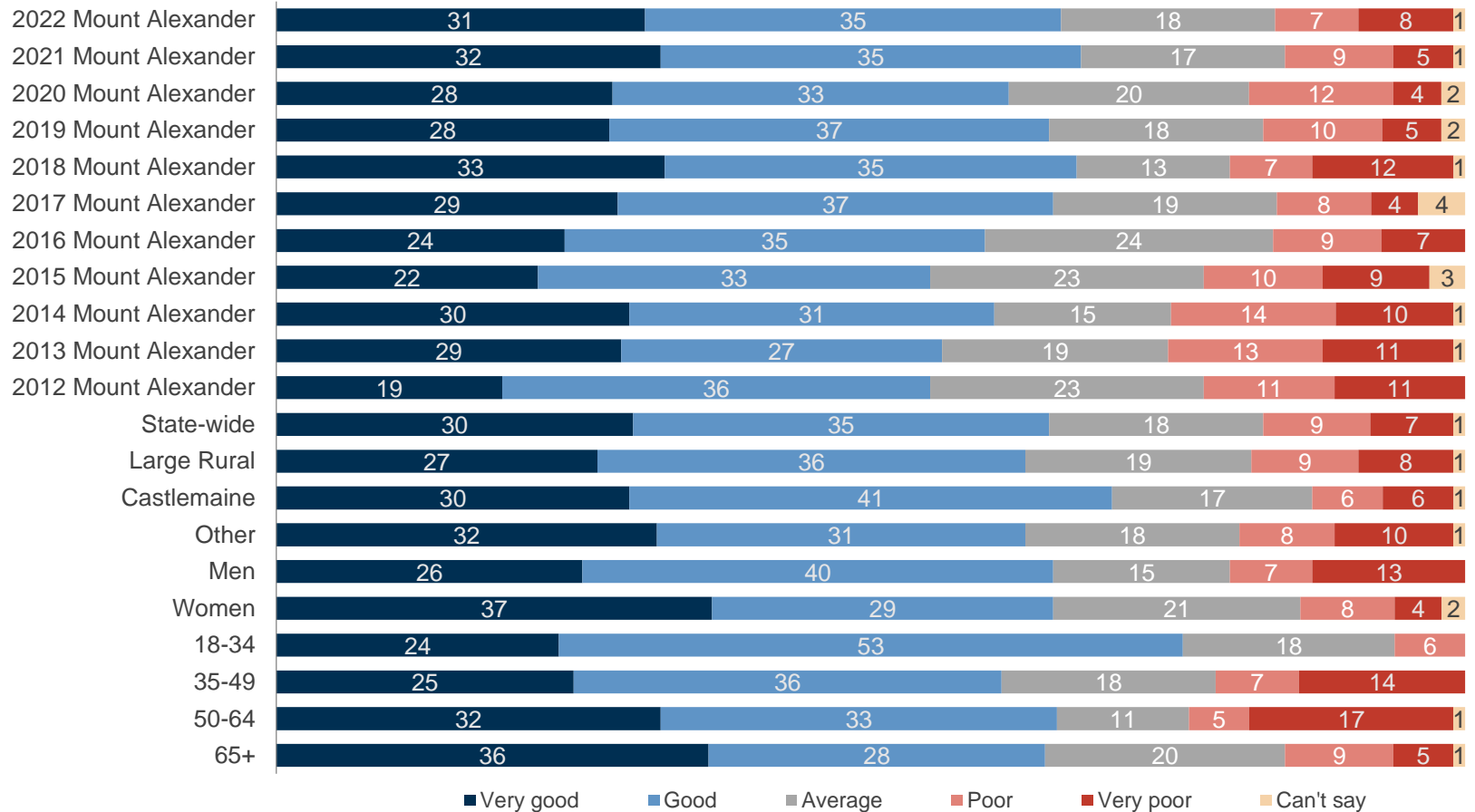*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	7	31	32	13	8	9
2021 Mount Alexander	7	30	34	16	5	8
2020 Mount Alexander	4	27	39	17	8	5
2019 Mount Alexander	7	31	33	15	5	9
2018 Mount Alexander	7	27	33	19	8	7
2017 Mount Alexander	7	26	36	17	6	8
2016 Mount Alexander	7	21	34	21	9	8
2015 Mount Alexander	9	26	31	20	8	6
2014 Mount Alexander	10	24	35	16	10	5
2013 Mount Alexander	7	24	38	17	9	4
2012 Mount Alexander	8	22	31	16	20	3
State-wide	8	29	32	16	8	8
Large Rural	6	27	33	17	10	8
Castlemaine	8	31	27	16	8	9
Other	6	30	36	11	8	9
Men	6	35	29	14	8	8
Women	7	26	36	13	7	10
18-34	7	48	37		4	4
35-49	9	30	31	9	11	11
50-64	8	26	30	20	10	7
65+	5	26	33	17	9	11

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Lobbying on behalf of the community importance

2022 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	75	70	69	65	68	67	70	71	72	n/a
State-wide	71 ▲	69	68	67	68	69	69	69	70	70	70
Large Rural	71 ▲	71	69	67	68	69	70	70	n/a	n/a	n/a
Women	68	70	72	68	68	71	71	73	76	74	n/a
65+	68	69	68	64	67	66	67	72	70	68	n/a
35-49	67	64	68	62	65	70	68	69	71	72	n/a
Other	67	67	66	65	66	68	65	70	71	69	n/a
Mount Alexander	67	68	68	65	65	68	68	70	70	70	n/a
Castlemaine	66	70	70	64	64	68	73	70	69	71	n/a
Men	65	66	63	62	62	65	64	68	64	66	n/a
18-34	59 ▼	65	64	65	63	70	70	69	67	68	n/a

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

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Lobbying on behalf of the community importance

2022 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	22	38	24	10	3	3
2021 Mount Alexander	23	39	26	7	3	2
2020 Mount Alexander	19	42	31	5	2	1
2019 Mount Alexander	19	36	30	9	3	2
2018 Mount Alexander	18	38	29	8	4	2
2017 Mount Alexander	23	35	27	8	2	4
2016 Mount Alexander	27	29	29	8	3	3
2015 Mount Alexander	25	38	28	6	2	2
2014 Mount Alexander	23	44	22	6	3	2
2013 Mount Alexander	23	41	25	6	2	3
State-wide	26	40	24	6	2	3
Large Rural	26	39	24	6	2	2
Castlemaine	21	39	24	10	4	3
Other	23	37	24	10	3	3
Men	22	35	25	12	4	3
Women	22	40	23	8	3	4
18-34	15	33	30	19	4	
35-49	26	33	24	13	2	2
50-64	30	41	18	7	4	1
65+	20	41	24	6	4	6

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

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

Lobbying on behalf of the community performance

2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34 — 61 ▲	65	51	64	54	55	50	57	56	58	59
State-wide — 53	55	53	54	54	54	53	55	56	55	55
Women — 53	56	50	54	48	49	45	53	55	57	46
Other — 52	55	47	55	47	52	47	53	51	52	n/a
Mount Alexander — 52	55	51	54	52	50	48	54	53	55	47
Large Rural — 51	54	53	52	52	51	50	53	n/a	n/a	n/a
Castlemaine — 51	55	55	52	57	48	49	54	55	59	n/a
Men — 51	54	51	54	55	52	51	54	50	54	49
65+ — 50	55	53	52	51	47	48	54	52	54	40
50-64 — 49	53	49	53	49	51	46	52	52	53	42
35-49 — 49	49	47	48	54	50	47	53	51	57	52

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2022 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	3	24	34	13	5	21
2021 Mount Alexander	7	22	32	11	5	22
2020 Mount Alexander	3	20	40	14	5	18
2019 Mount Alexander	4	25	31	15	3	22
2018 Mount Alexander	7	18	35	14	6	20
2017 Mount Alexander	3	20	33	13	6	26
2016 Mount Alexander	5	16	35	17	8	18
2015 Mount Alexander	6	23	27	14	5	23
2014 Mount Alexander	7	23	34	14	7	15
2013 Mount Alexander	14	23	29	13	10	11
2012 Mount Alexander	6	26	29	17	15	6
State-wide	6	24	32	13	6	19
Large Rural	5	23	33	15	7	17
Castlemaine	1	24	35	11	6	23
Other	4	24	33	15	5	19
Men	2	24	33	15	6	20
Women	4	24	34	12	5	22
18-34	7	37	30	7	4	15
35-49		26	42	13	9	11
50-64	3	20	35	15	8	20
65+	2	19	31	15	4	29

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

Decisions made in the interest of the community importance

2022 community decisions made importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	81	84	82	78	78	83	76	83	85	n/a	n/a
Women	81	84	84	80	83	83	82	82	85	n/a	n/a
State-wide	81	81	80	80	80	79	80	80	79	n/a	n/a
Large Rural	81	82	79	80	80	80	80	80	n/a	n/a	n/a
Castlemaine	80	83	83	80	84	80	80	84	82	n/a	n/a
35-49	79	83	83	80	83	83	80	83	83	n/a	n/a
Mount Alexander	79	83	80	78	81	81	79	82	82	n/a	n/a
65+	79	82	78	78	79	79	80	81	77	n/a	n/a
Other	78	82	77	77	79	82	78	81	82	n/a	n/a
18-34	77	82	74	77	88	79	79	84	87	n/a	n/a
Men	77	81	76	77	79	79	76	83	80	n/a	n/a

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

Decisions made in the interest of the community importance

2022 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	41	35	17	3	1	3
2021 Mount Alexander	44	41	12	1		2
2020 Mount Alexander	42	35	17	2	1	3
2019 Mount Alexander	36	41	19	1	1	2
2018 Mount Alexander	45	37	13	2	1	2
2017 Mount Alexander	40	42	14		1	3
2016 Mount Alexander	41	37	16	3	1	1
2015 Mount Alexander	45	41	10	1	1	2
2014 Mount Alexander	45	42	8	2	1	2
State-wide	42	40	13	2	1	2
Large Rural	42	39	14	2	1	2
Castlemaine	43	37	10	5	1	5
Other	39	34	22	2	1	2
Men	36	34	21	4		4
Women	45	36	14	2	1	2
18-34	37	30	30			4
35-49	46	28	17	6		2
50-64	48	33	15	2	1	1
65+	37	42	13	2	2	5

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

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

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58 ▲	61	44	56	40	58	46	52	51	n/a	n/a
State-wide	54 ▲	56	53	55	54	54	54	55	57	n/a	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a	n/a	n/a
Women	51	54	50	52	46	52	42	48	53	n/a	n/a
Castlemaine	51	56	51	52	49	52	46	50	51	n/a	n/a
65+	50	56	52	52	49	50	42	47	51	n/a	n/a
Mount Alexander	50	55	49	52	45	52	44	48	49	n/a	n/a
Other	50	54	47	52	42	52	43	47	48	n/a	n/a
50-64	50	51	48	55	45	53	44	44	47	n/a	n/a
Men	49	55	48	52	45	52	47	49	45	n/a	n/a
35-49	44	52	49	46	47	49	47	52	49	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: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	6	23	34	17	9	10
2021 Mount Alexander	9	24	38	13	5	11
2020 Mount Alexander	4	22	42	16	10	7
2019 Mount Alexander	4	27	36	15	6	11
2018 Mount Alexander	2	21	35	23	10	9
2017 Mount Alexander	4	30	31	15	8	12
2016 Mount Alexander	5	18	33	20	14	10
2015 Mount Alexander	5	23	32	22	9	9
2014 Mount Alexander	6	28	32	16	13	5
State-wide	7	30	33	14	8	9
Large Rural	6	27	34	16	9	8
Castlemaine	5	27	32	17	10	10
Other	7	21	36	17	9	10
Men	6	21	36	16	11	10
Women	6	25	32	18	8	10
18-34	7	33	37	11	4	7
35-49	6	20	28	15	19	11
50-64	8	20	36	19	9	8
65+	5	22	35	19	7	11

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

The condition of sealed local roads in your area importance

2022 sealed local roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	83▲	80	81	80	80	77	80	78	n/a	n/a	n/a
Women	82	78	80	76	79	77	74	n/a	n/a	n/a	n/a
35-49	82	75	81	76	77	72	67	n/a	n/a	n/a	n/a
State-wide	81▲	79	79	79	80	78	78	76	77	n/a	n/a
18-34	81	79	73	74	76	77	76	n/a	n/a	n/a	n/a
Other	80	78	77	77	78	78	76	n/a	n/a	n/a	n/a
Mount Alexander	79	77	77	75	77	78	75	n/a	n/a	n/a	n/a
Castlemaine	78	75	78	73	77	77	74	n/a	n/a	n/a	n/a
65+	78	76	77	76	77	79	79	n/a	n/a	n/a	n/a
50-64	77	78	77	74	79	81	76	n/a	n/a	n/a	n/a
Men	76	75	75	75	76	78	75	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?
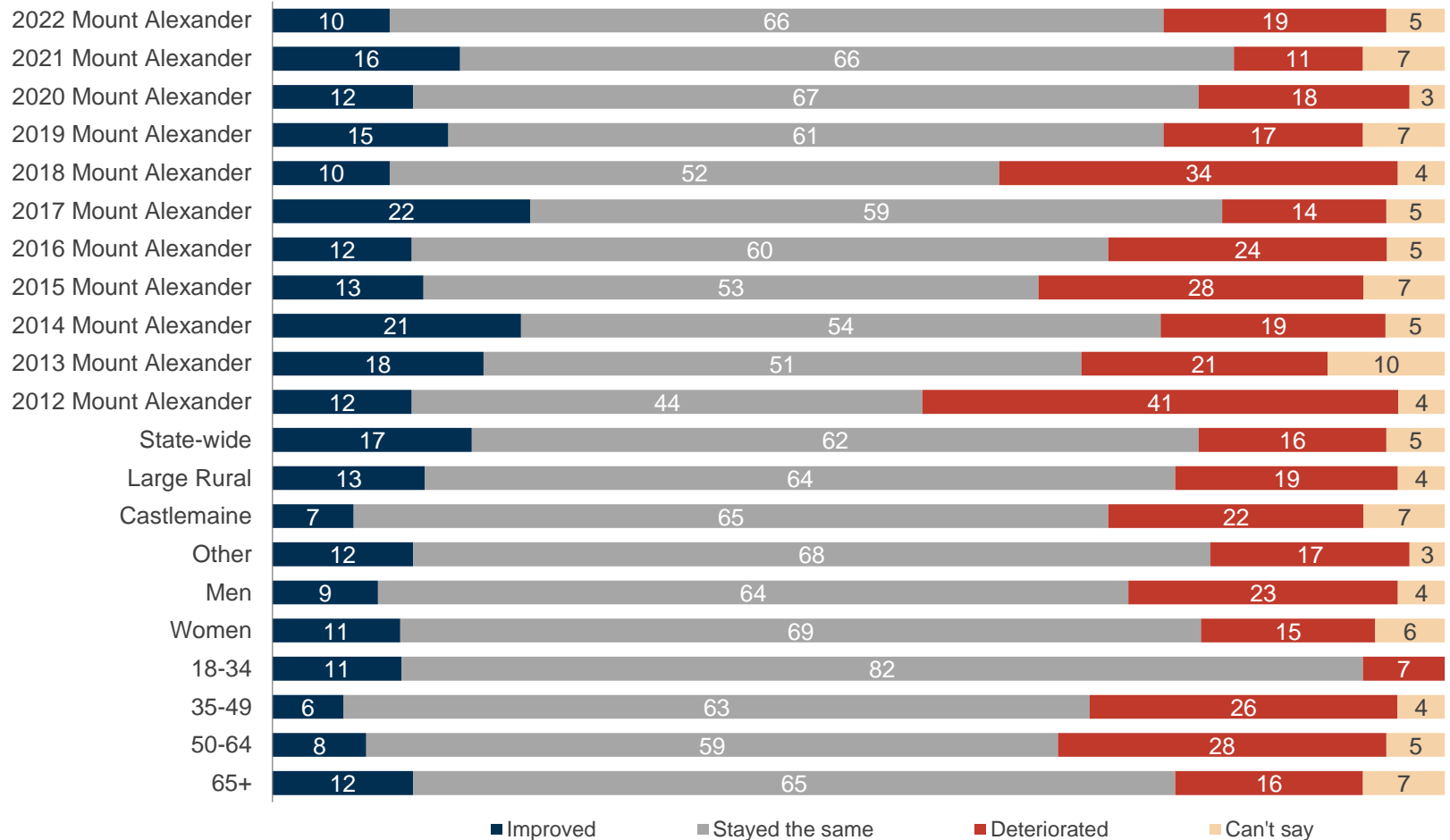*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2022 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	38	43	15	3		1
2021 Mount Alexander	32	45	21	2		1
2020 Mount Alexander	36	41	19	3		
2019 Mount Alexander	29	48	20	3	1	
2018 Mount Alexander	35	42	18	3		1
2017 Mount Alexander	37	37	23	2		1
2016 Mount Alexander	32	42	19	4	2	1
State-wide	42	42	13			1
Large Rural	47	39	12	1		1
Castlemaine	36	44	14	5		1
Other	39	42	16	2		1
Men	30	46	19	4		1
Women	45	40	11	3	1	1
18-34	41	44	11	4		
35-49	49	33	17	2		
50-64	42	30	24	4		1
65+	30	52	12	3		2

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: 23 Councils asked group: 7
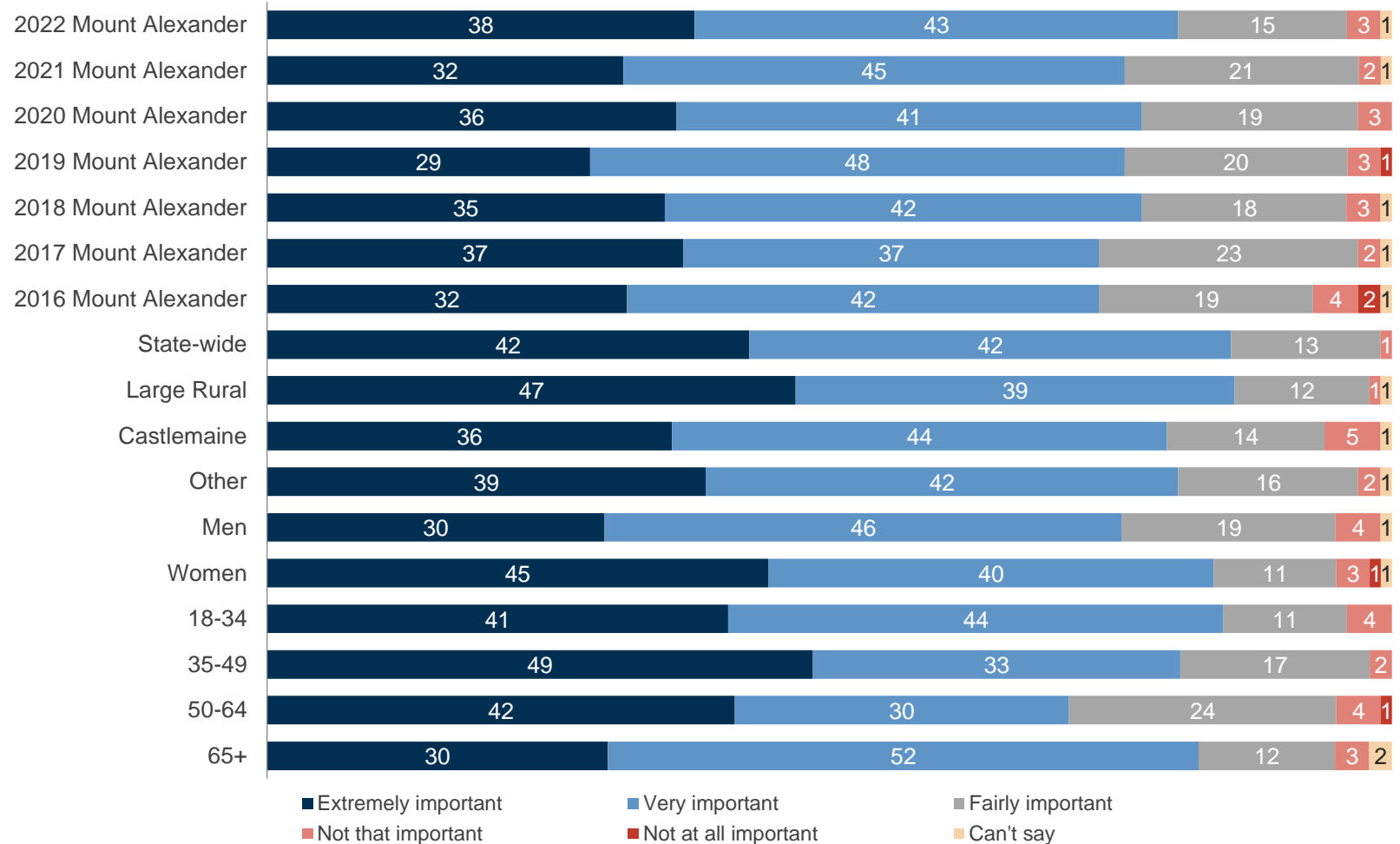
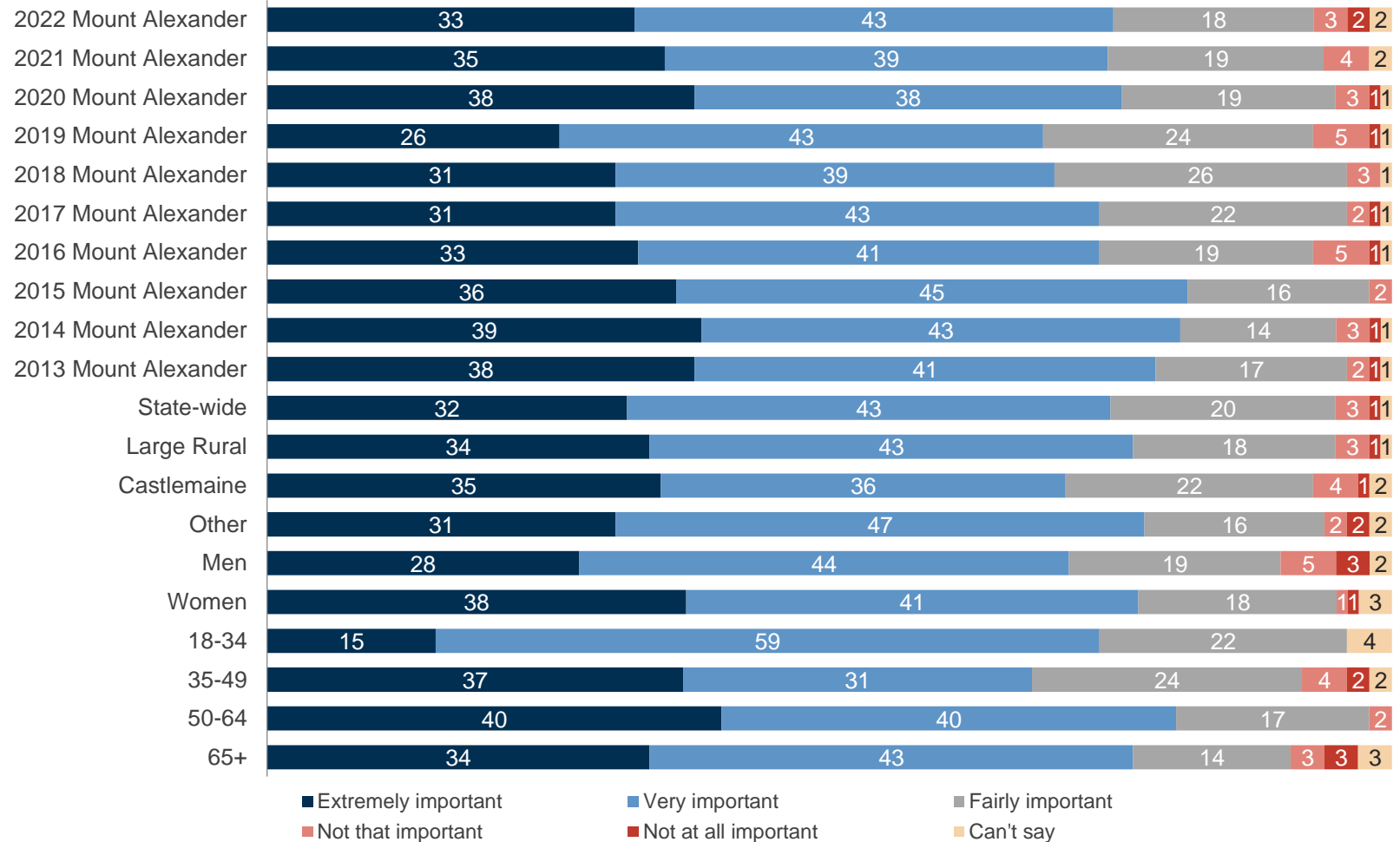# The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	54	56	55	56	52	48	49	47	50	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55	n/a	n/a
Castlemaine	52	59	56	56	53	52	57	53	56	n/a	n/a
Women	52	56	52	55	47	52	53	45	56	n/a	n/a
Mount Alexander	51	56	50	56	49	53	52	48	53	n/a	n/a
Other	50	54	46	56	46	53	48	44	50	n/a	n/a
18-34	50	57	40	53	42	51	56	53	56	n/a	n/a
Men	50	57	49	56	51	54	51	50	49	n/a	n/a
50-64	50	57	50	57	47	55	50	46	50	n/a	n/a
35-49	47	56	51	56	54	58	55	47	56	n/a	n/a
Large Rural	45 ▼	50	47	47	45	43	44	45	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	9	27	33	19	11	1
2021 Mount Alexander	8	37	30	16	6	3
2020 Mount Alexander	8	28	32	21	11	
2019 Mount Alexander	9	38	30	11	11	1
2018 Mount Alexander	8	29	28	18	15	2
2017 Mount Alexander	8	30	31	19	9	3
2016 Mount Alexander	8	30	33	17	11	2
2015 Mount Alexander	5	28	31	20	14	1
2014 Mount Alexander	9	29	36	15	10	1
State-wide	10	31	29	17	12	1
Large Rural	6	24	29	22	17	1
Castlemaine	11	28	32	19	10	
Other	8	26	34	18	12	2
Men	7	28	30	22	11	1
Women	11	25	35	16	11	1
18-34	11	11	48	26		4
35-49	11	24	24	24	17	
50-64	6	30	39	9	17	
65+	9	33	29	17	9	3

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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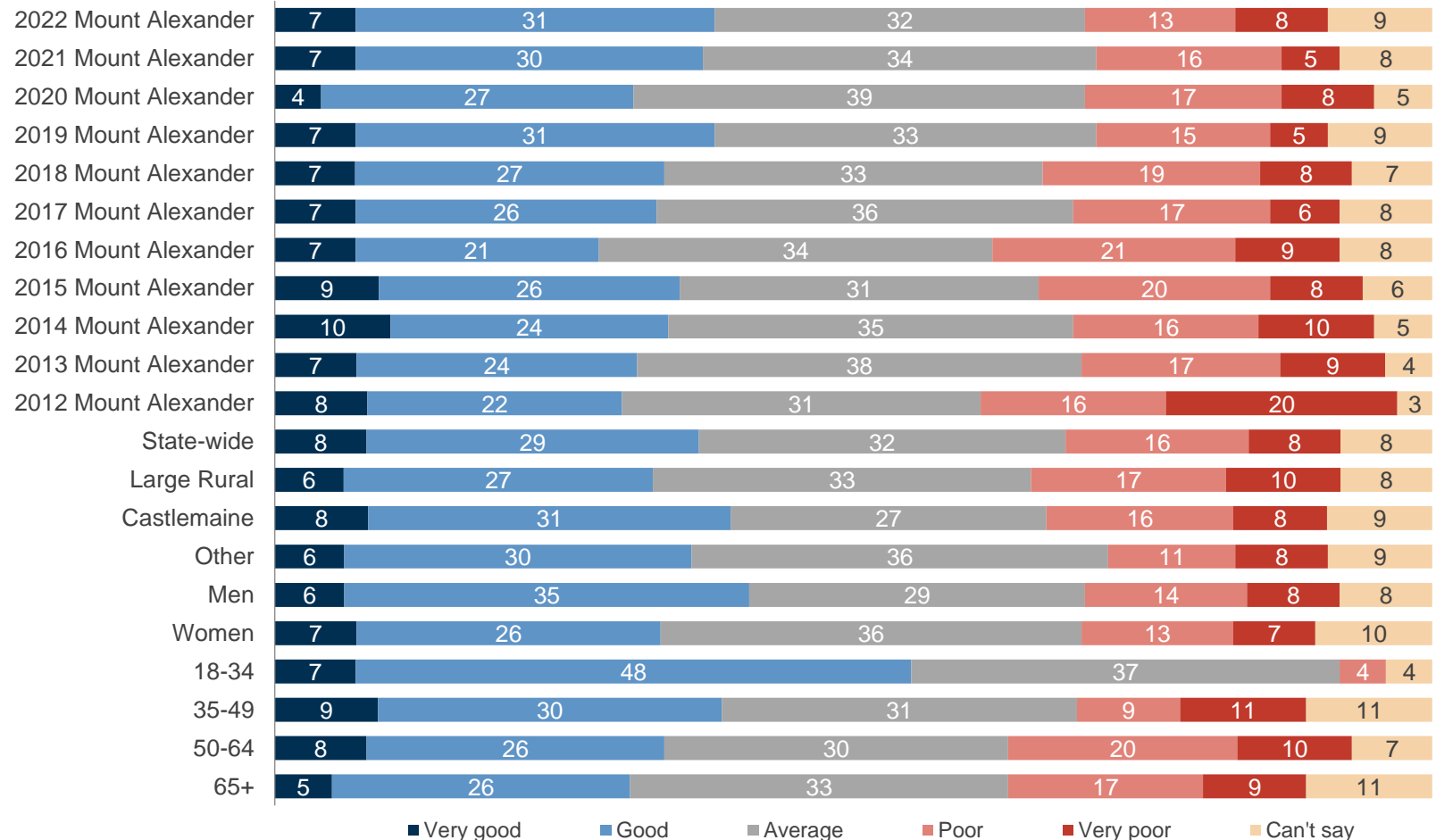# Informing the community importance

2022 informing community importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	79 ▲	79	80	79	76	77	79	81	83	85	n/a
35-49	79	74	78	74	74	74	72	76	79	82	n/a
50-64	78	80	78	74	75	76	75	79	81	81	n/a
Large Rural	78 ▲	78	77	75	75	74	77	76	n/a	n/a	n/a
State-wide	77	77	75	75	75	74	76	75	75	75	75
Castlemaine	76	77	79	75	75	76	76	75	78	80	n/a
65+	75	76	77	74	73	75	76	79	75	78	n/a
Mount Alexander	75	76	77	74	74	75	75	78	78	80	n/a
Other	74	75	75	74	72	74	74	80	79	79	n/a
Men	70 ▼	73	73	70	71	72	70	74	74	75	n/a
18-34	65 ▼	74	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: 25 Councils asked group: 6
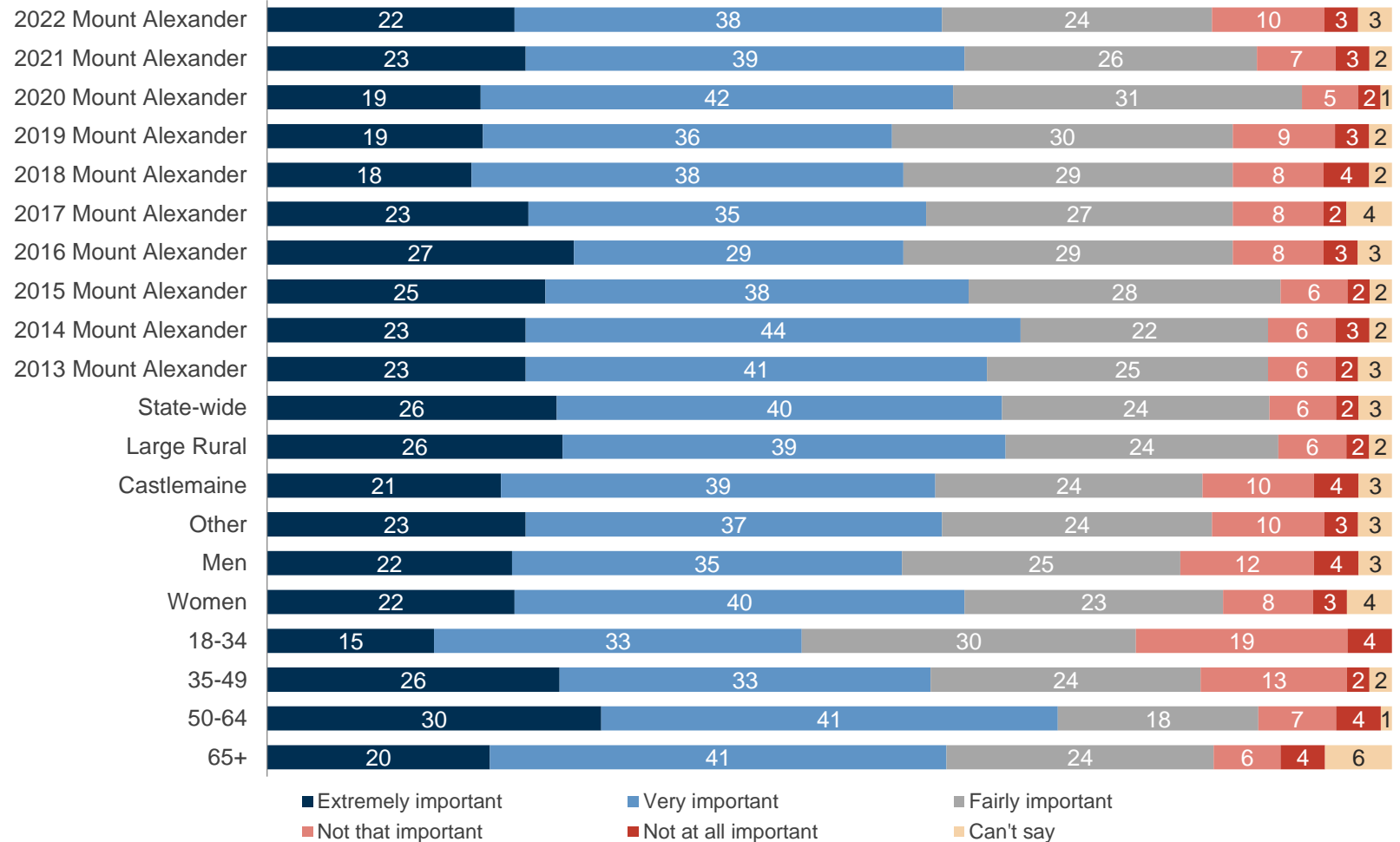*Note: Please see Appendix A for explanation of significant differences.*

Informing the community importance

2022 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	31	42	21	4	1	1
2021 Mount Alexander	32	44	19	2	2	1
2020 Mount Alexander	36	38	23	3		
2019 Mount Alexander	27	47	21	3	1	
2018 Mount Alexander	29	41	25	4	1	1
2017 Mount Alexander	28	43	26	2	1	
2016 Mount Alexander	32	42	19	4	2	1
2015 Mount Alexander	35	44	17	1	2	
2014 Mount Alexander	37	42	18	2	1	
2013 Mount Alexander	41	39	15	2	1	1
State-wide	35	42	19	3	1	1
Large Rural	37	41	18	2	1	1
Castlemaine	31	43	22	1	1	3
Other	31	42	20	5		2
Men	20	47	24	4	3	2
Women	42	37	18	3		
18-34	15	44	30	7	4	
35-49	42	32	19	4		2
50-64	37	40	23			
65+	29	47	17	3	2	2

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

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

Informing the community performance

2022 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64 ▲	68	50	58	55	65	56	61	n/a	n/a	n/a
State-wide	59 ▲	60	59	60	59	59	59	61	62	61	60
Men	58	62	52	57	57	58	55	56	n/a	n/a	n/a
Castlemaine	56	62	53	57	56	60	54	58	n/a	n/a	n/a
Large Rural	56	59	59	61	59	60	56	59	n/a	n/a	n/a
Mount Alexander	56	61	52	57	55	58	52	55	n/a	n/a	n/a
Other	56	60	52	57	54	56	51	54	n/a	n/a	n/a
65+	55	60	55	56	55	55	50	53	n/a	n/a	n/a
50-64	54	55	52	60	52	60	50	55	n/a	n/a	n/a
Women	54	59	53	56	52	58	49	55	n/a	n/a	n/a
35-49	53	60	52	54	57	53	55	55	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
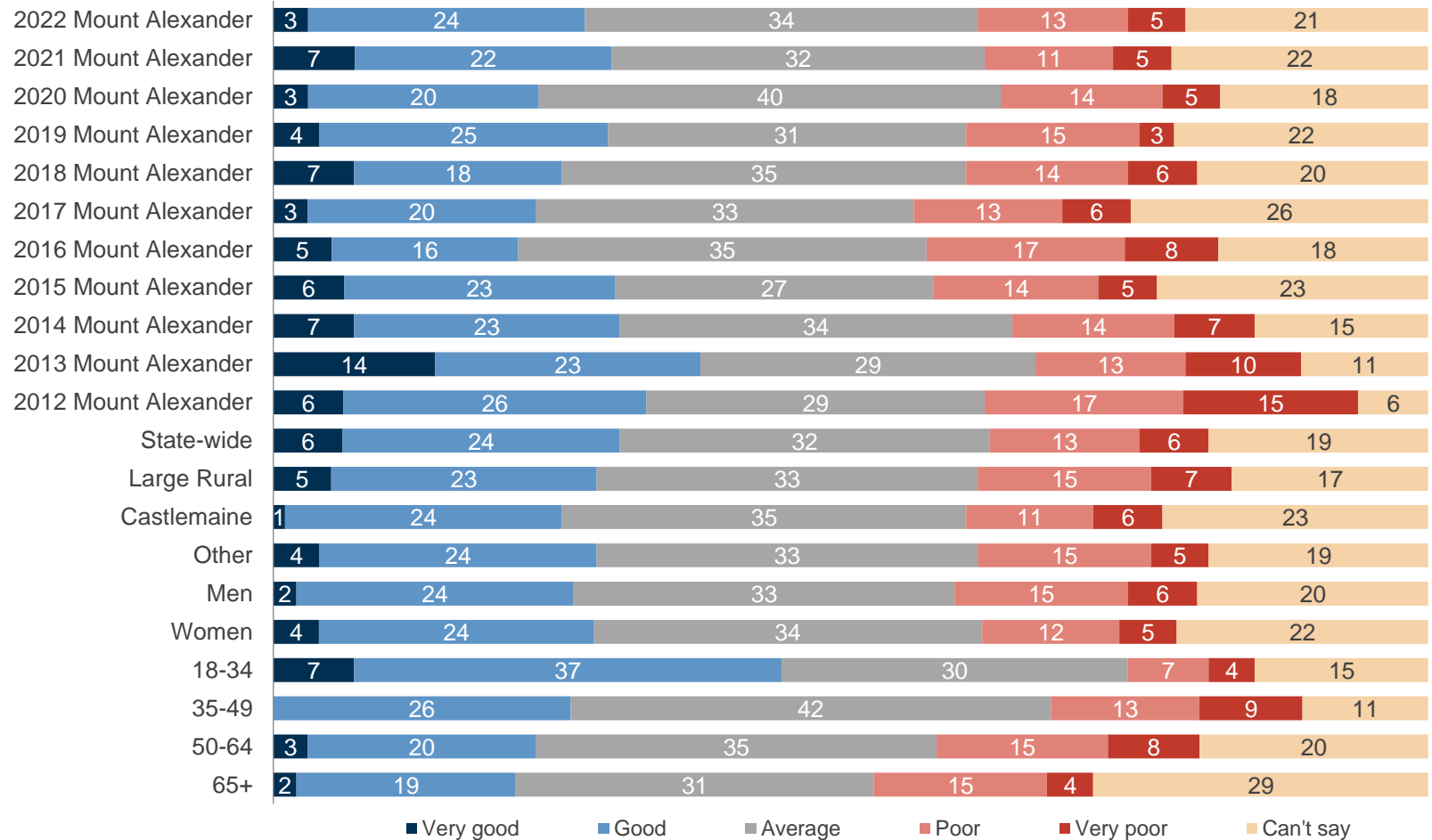*Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2022 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	8	32	36	12	7	5
2021 Mount Alexander	13	35	30	14	3	4
2020 Mount Alexander	7	29	37	16	8	4
2019 Mount Alexander	9	34	32	16	5	4
2018 Mount Alexander	7	35	32	18	6	3
2017 Mount Alexander	9	37	31	15	5	3
2016 Mount Alexander	8	29	34	18	9	3
2015 Mount Alexander	10	31	33	20	5	2
State-wide	12	35	32	13	6	3
Large Rural	9	33	33	14	7	3
Castlemaine	8	33	34	10	8	7
Other	8	32	37	13	7	3
Men	8	36	36	8	7	5
Women	8	29	36	15	8	5
18-34	7	48	37		4	4
35-49	6	32	33	13	11	4
50-64	6	32	36	15	7	4
65+	10	26	36	14	7	6

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7

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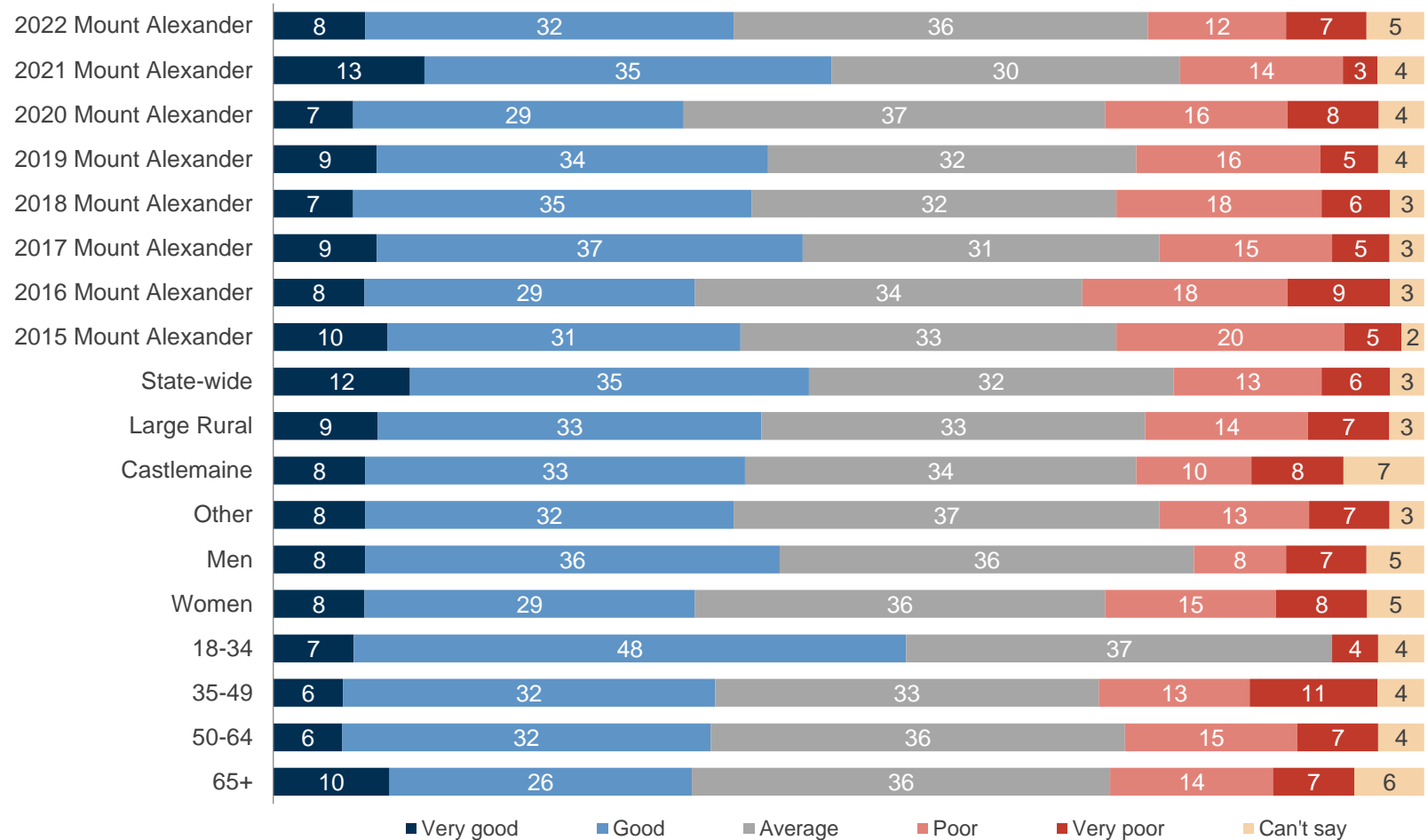
The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	81▲	79	78	77	78	77	77	77	77	78	77
Large Rural	80	79	78	77	77	75	77	77	n/a	n/a	n/a
Women	80	79	78	76	79	78	77	80	81	78	n/a
35-49	79	77	77	76	73	71	75	75	75	74	n/a
Other	79	77	76	74	75	73	75	78	78	76	n/a
65+	79	76	79	77	76	80	78	78	79	75	n/a
Mount Alexander	78	77	76	75	75	76	76	78	78	77	n/a
18-34	78	76	66	66	76	72	76	79	82	80	n/a
Castlemaine	77	76	75	75	76	80	78	77	78	78	n/a
50-64	76	78	77	77	76	76	75	79	78	78	n/a
Men	76	74	73	74	72	73	75	75	75	75	n/a

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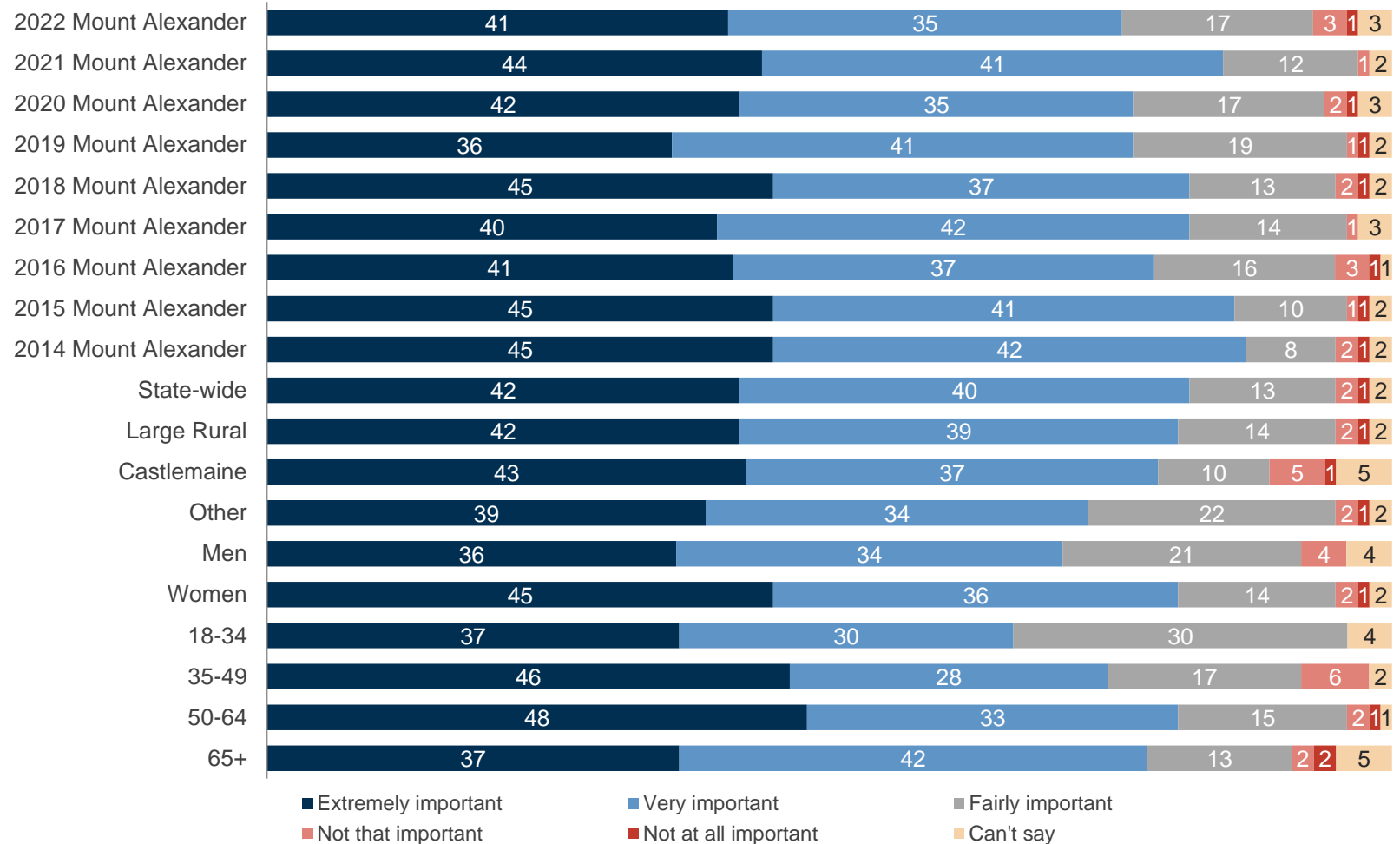*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7*
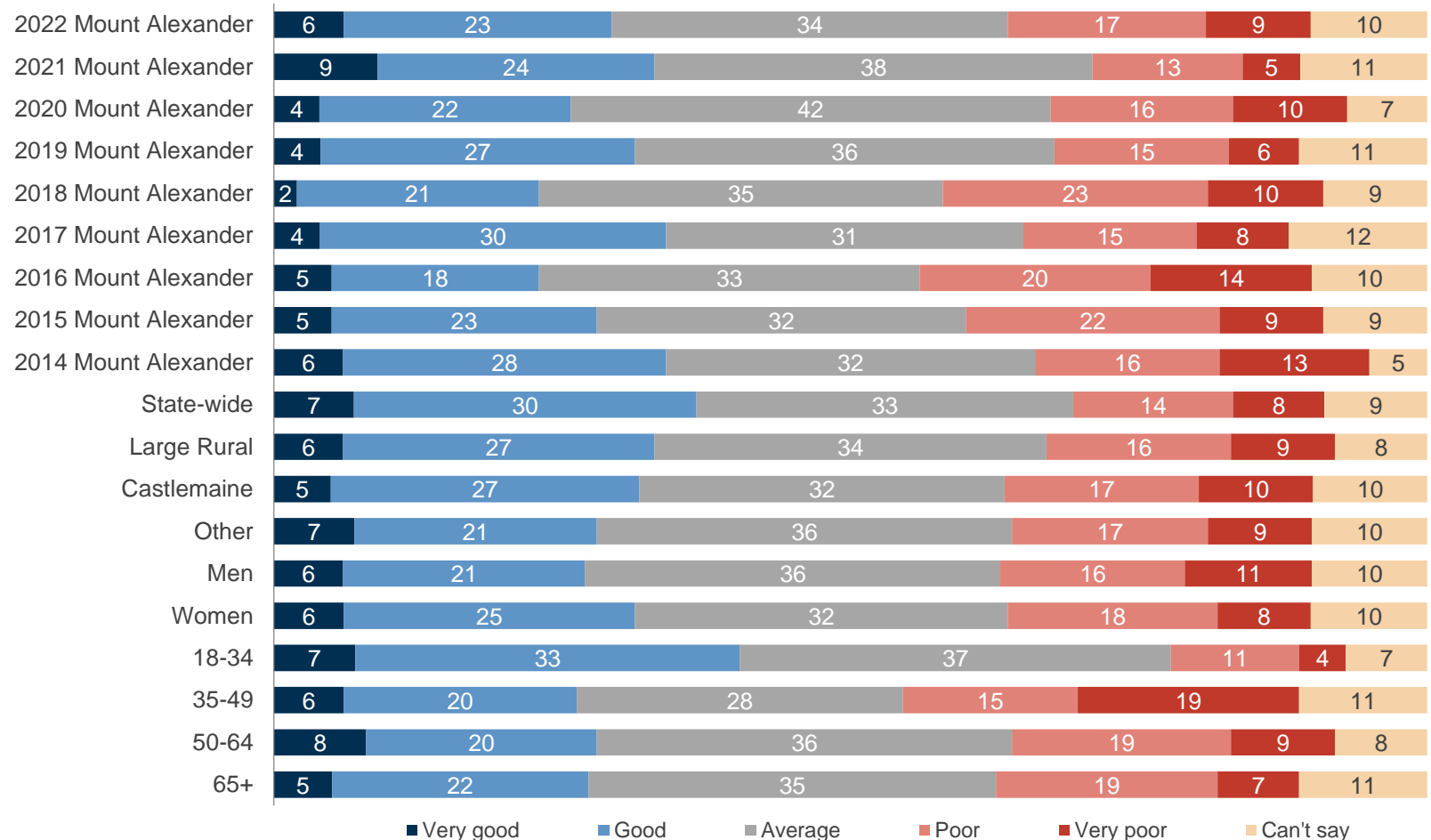*Note: Please see Appendix A for explanation of significant differences.*

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	38	40	15	4	1	2
2021 Mount Alexander	38	36	20	3	1	1
2020 Mount Alexander	35	36	21	4	1	2
2019 Mount Alexander	29	44	22	3	1	1
2018 Mount Alexander	35	38	21	5	1	1
2017 Mount Alexander	32	39	24	2	1	3
2016 Mount Alexander	34	39	19	3	2	3
2015 Mount Alexander	33	46	17	2		2
2014 Mount Alexander	37	43	15	3	1	2
2013 Mount Alexander	33	43	18	4		2
State-wide	41	41	14	2		1
Large Rural	42	39	15	2	1	2
Castlemaine	39	39	14	5	2	1
Other	38	41	15	3	1	2
Men	29	47	17	4		2
Women	48	33	12	4	2	1
18-34	41	37	15	8		
35-49	42	41	11	4		2
50-64	45	24	22	6		2
65+	33	48	13	1	1	4

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

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

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57 ▲	59	58	59	58	57	57	58	58	58	57
Large Rural	51 ▲	55	54	55	54	53	53	54	n/a	n/a	n/a
50-64	49	52	49	53	44	46	44	42	n/a	n/a	n/a
Women	48	49	49	46	43	43	43	43	n/a	n/a	n/a
65+	48	49	44	44	42	39	40	40	n/a	n/a	n/a
Other	47	49	47	49	43	49	44	44	n/a	n/a	n/a
Mount Alexander	47	51	48	49	46	46	46	46	n/a	n/a	n/a
Castlemaine	47	53	49	49	50	43	48	48	n/a	n/a	n/a
Men	46	53	47	52	50	50	48	49	n/a	n/a	n/a
18-34	45	57	50	57	49	54	56	58	n/a	n/a	n/a
35-49	45	49	50	47	53	51	46	50	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: 33 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

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

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

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

Parking facilities importance

2022 parking importance (index scores)

	2022		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide		72 ▲	72	71	71	71	70	70	70	70	71	71
65+		71	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women		70	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34		69	64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural		68	67	66	66	66	66	68	67	n/a	n/a	n/a
Other		67	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64		67	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander		67	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine		67	68	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men		64	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49		59 ▼	62	66	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?
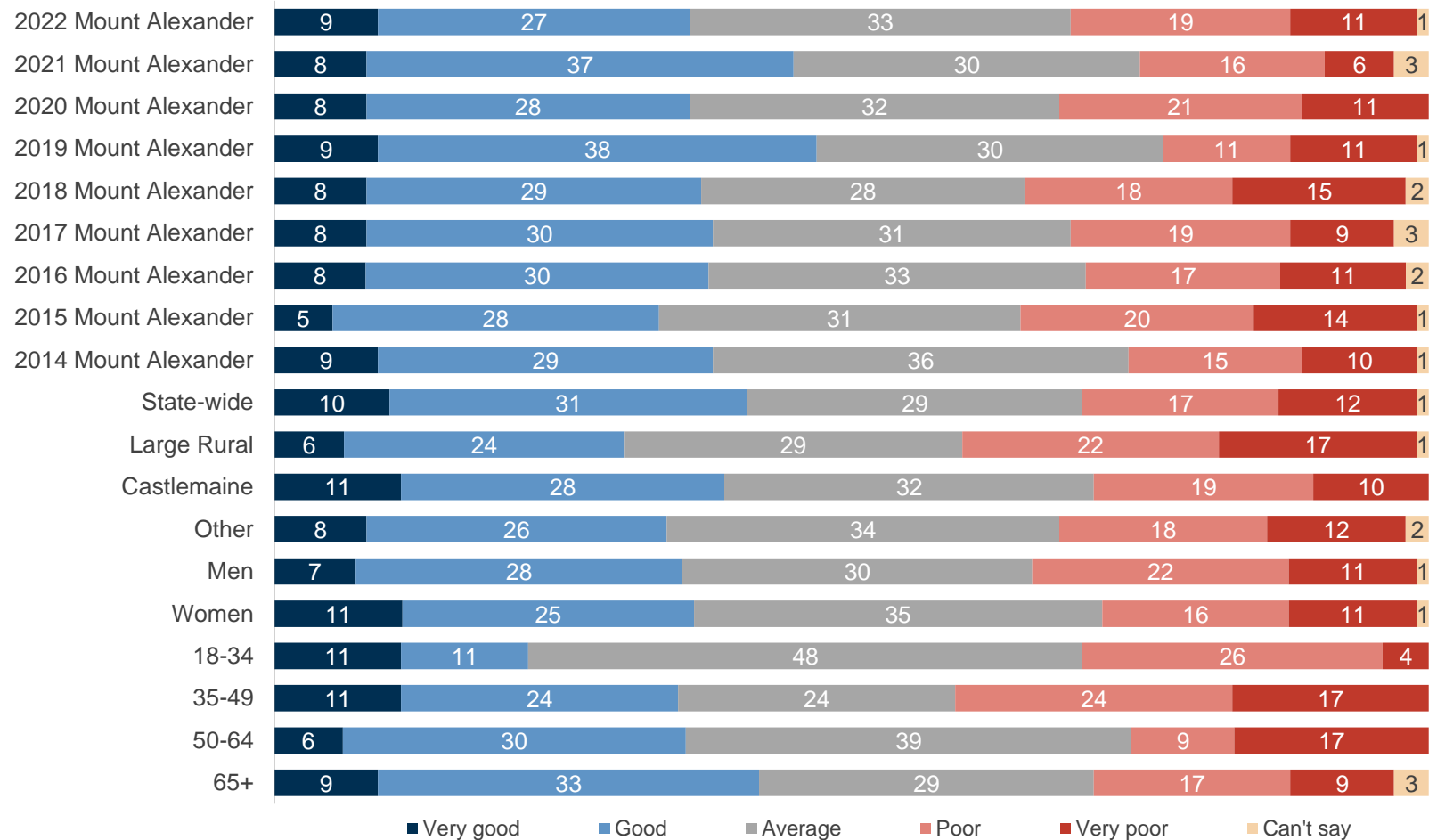*Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2022 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	23	34	30	10	1	2
2021 Mount Alexander	22	36	29	8	3	2
2020 Mount Alexander	24	34	28	9	3	1
State-wide	27	39	26	6	1	1
Large Rural	23	37	28	9	2	1
Castlemaine	23	33	30	10	2	2
Other	24	34	30	11	1	1
Men	18	33	35	10	1	3
Women	29	35	24	10	1	1
18-34	26	37	22	15		
35-49	13	26	47	11	2	
50-64	33	21	30	13	2	
65+	23	41	23	7	1	4

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

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3

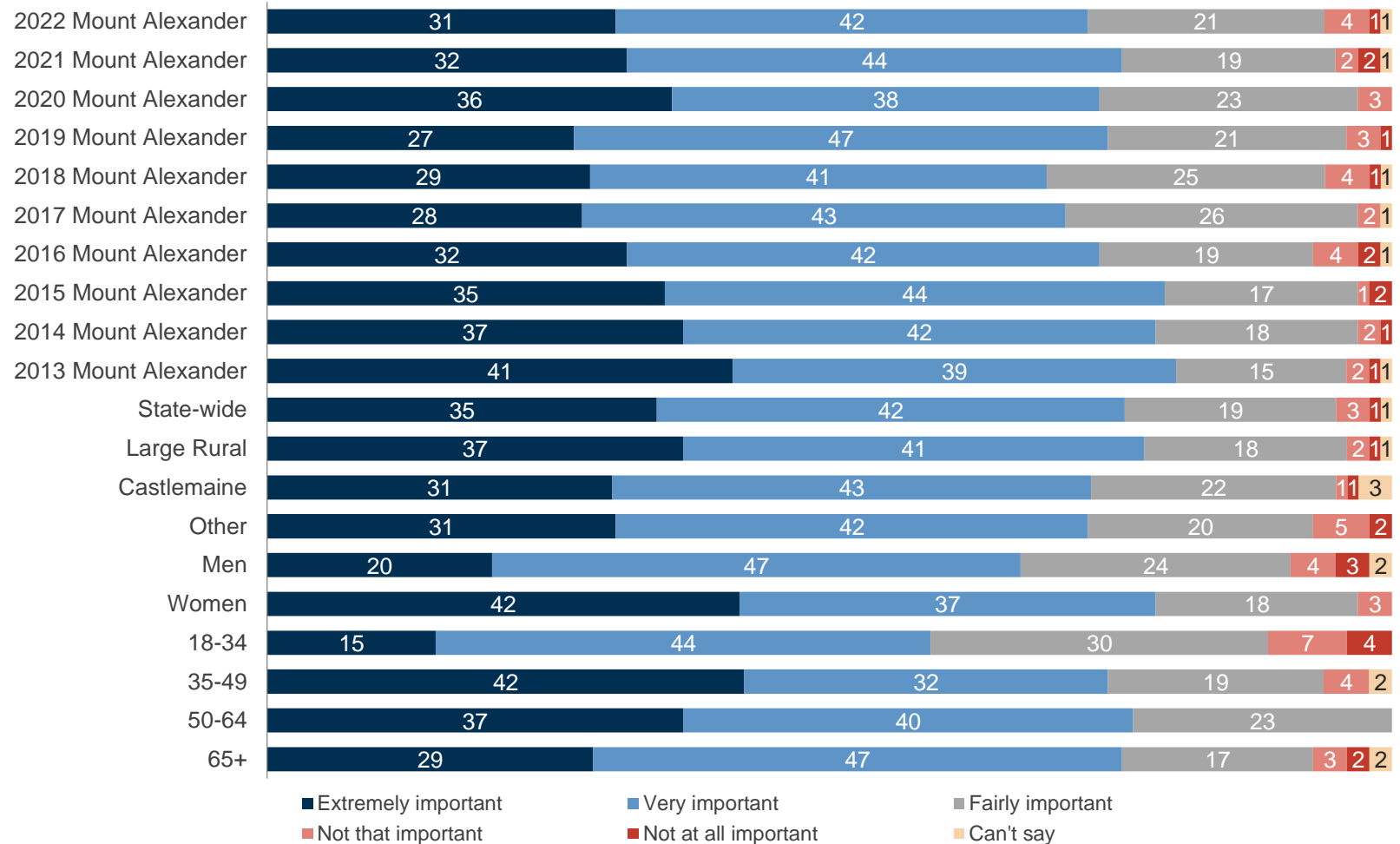# Parking facilities performance

2022 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57 ▲	58	55	56	56	55	56	57	57	57	56
18-34	57	58	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	54	55	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	56	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	53	56	57	58	59	60	58	59	n/a	n/a	n/a
Women	52	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	52	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	53	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	52	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	49	51	52	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: 20 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2022 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	6	32	34	16	10	3
2021 Mount Alexander	5	33	33	17	8	3
2020 Mount Alexander	6	29	34	19	9	3
State-wide	9	35	33	13	7	3
Large Rural	6	31	38	15	8	3
Castlemaine	5	26	38	15	12	4
Other	6	36	31	17	8	2
Men	5	33	33	17	9	4
Women	7	30	34	16	10	2
18-34	8	45	22	18	8	
35-49	4	30	39	18	9	
50-64	8	24	45	12	7	4
65+	4	30	31	17	12	5

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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3

Enforcement of local laws importance

2022 law enforcement importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71 ▲	69	70	68	67	70	67	72	n/a	n/a	n/a
Women	70 ▲	68	69	68	69	69	71	74	n/a	n/a	n/a
State-wide	68 ▲	70	70	71	71	71	70	71	70	71	70
Large Rural	67	67	68	68	68	68	69	70	n/a	n/a	n/a
Other	66	64	63	66	68	66	67	71	n/a	n/a	n/a
Mount Alexander	65	66	66	65	67	67	67	71	n/a	n/a	n/a
Castlemaine	64	67	70	64	66	68	68	70	n/a	n/a	n/a
18-34	64	60	64	71	72	67	75	73	n/a	n/a	n/a
50-64	63	67	64	65	69	68	67	68	n/a	n/a	n/a
Men	60 ▼	63	62	63	65	64	64	67	n/a	n/a	n/a
35-49	57 ▼	61	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?
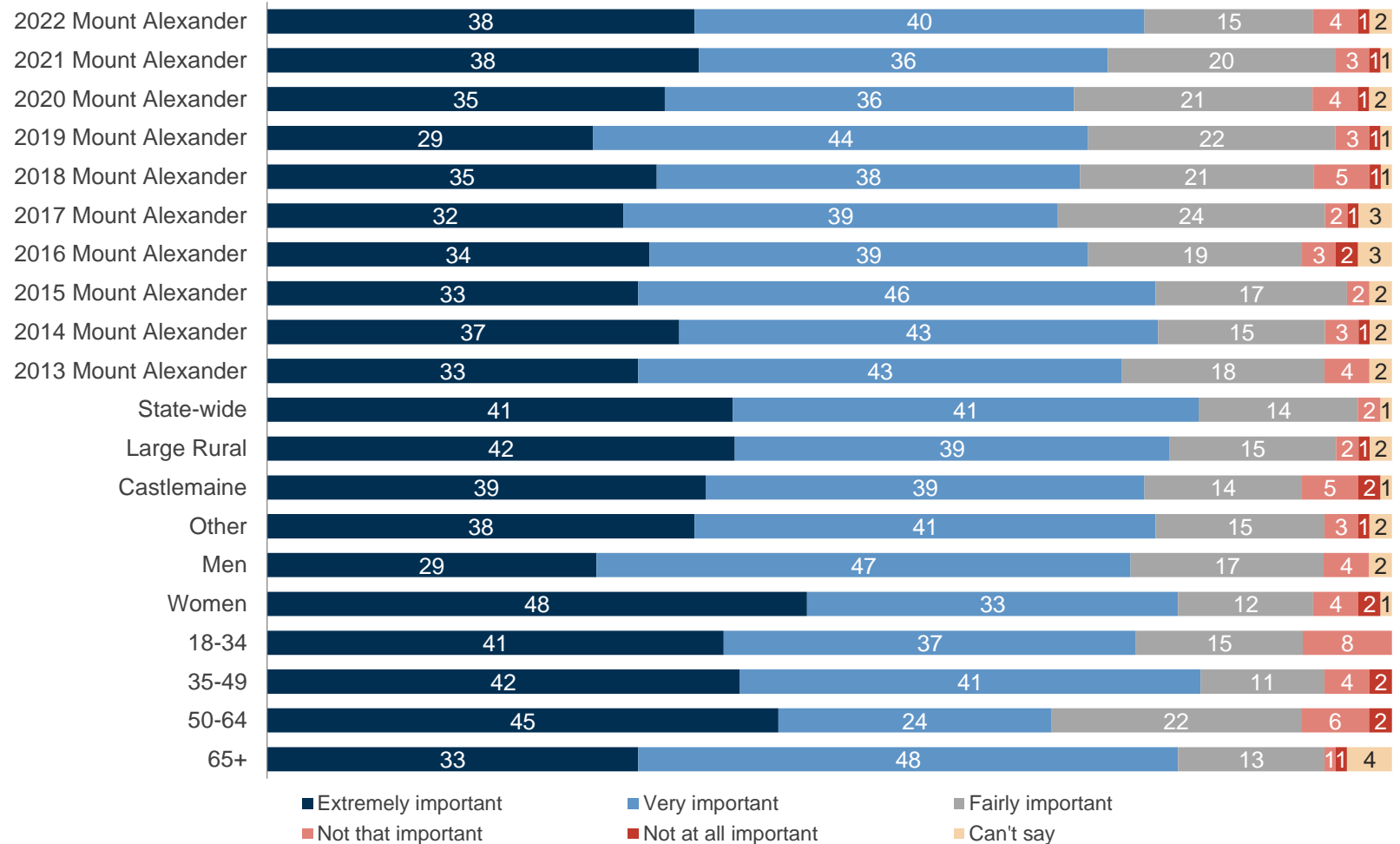*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2022 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	18	36	34	8	3	1
2021 Mount Alexander	17	39	32	7	3	2
2020 Mount Alexander	19	38	31	7	4	1
2019 Mount Alexander	15	43	32	8	2	1
2018 Mount Alexander	21	36	33	6	3	
2017 Mount Alexander	20	37	31	6	3	3
2016 Mount Alexander	21	40	27	9	2	1
2015 Mount Alexander	22	44	28	5	1	
State-wide	22	38	28	7	2	1
Large Rural	21	38	30	8	3	1
Castlemaine	18	36	33	9	3	2
Other	19	37	34	7	3	1
Men	15	30	39	14		2
Women	21	43	28	2	3	2
18-34	18	22	55	4		
35-49	9	38	30	15	6	2
50-64	17	31	41	11		1
65+	24	44	24	5	2	2

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

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

Enforcement of local laws performance

2022 law enforcement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	64 ▲	64	64	64	64	63	63	65	n/a	n/a	n/a
State-wide	63 ▲	64	63	64	64	64	63	66	66	65	65
35-49	62	64	62	63	65	61	61	61	n/a	n/a	n/a
Castlemaine	61	65	65	63	62	62	57	60	n/a	n/a	n/a
Women	61	68	66	67	66	65	60	64	n/a	n/a	n/a
Mount Alexander	60	66	63	65	63	64	59	61	n/a	n/a	n/a
65+	60	64	63	61	63	62	55	58	n/a	n/a	n/a
18-34	60	75	66	74	66	72	66	67	n/a	n/a	n/a
Other	60	66	61	65	64	65	61	62	n/a	n/a	n/a
Men	59	64	60	62	60	63	59	59	n/a	n/a	n/a
50-64	59	62	60	64	58	62	58	62	n/a	n/a	n/a

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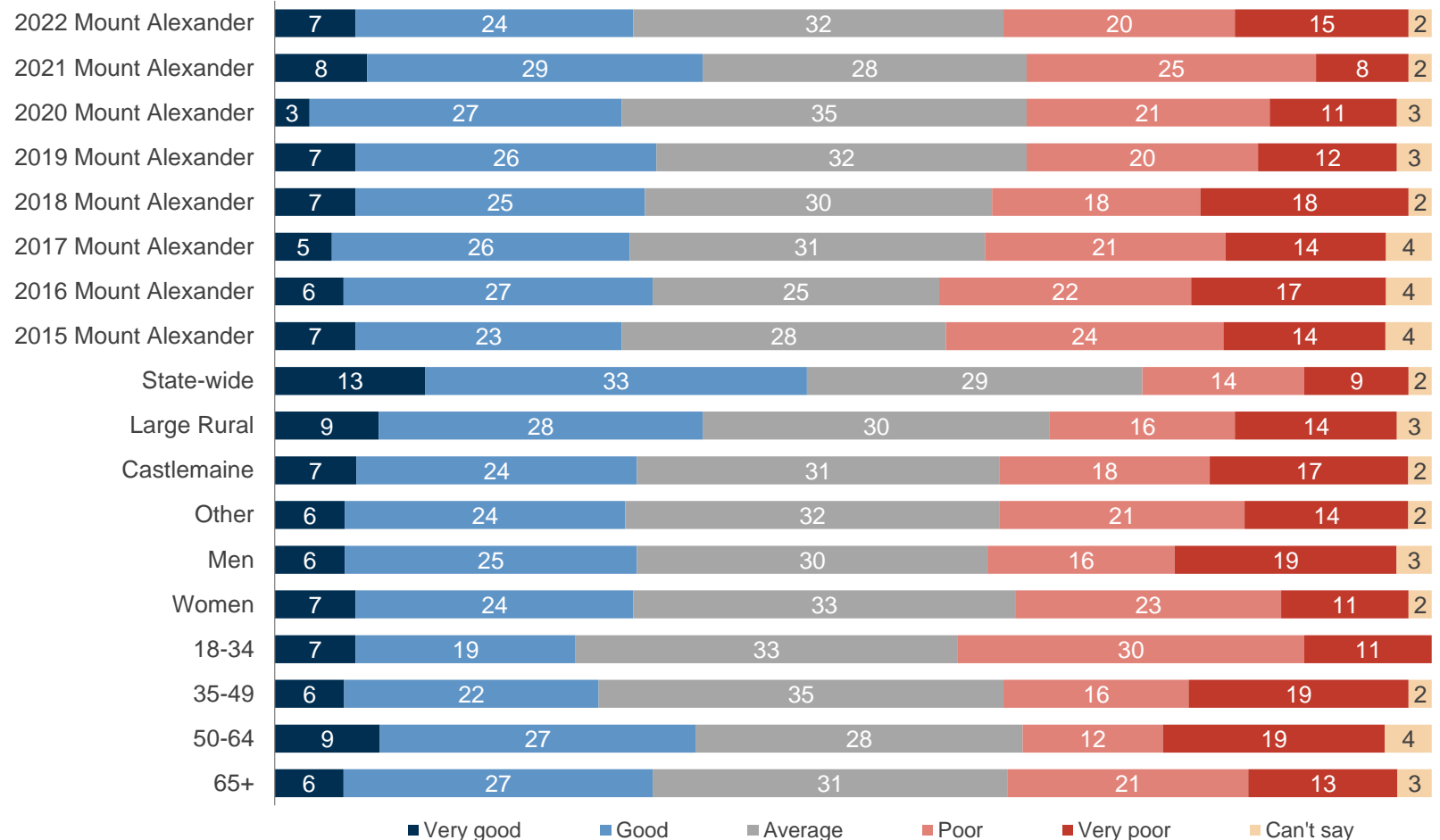*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance

2022 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	7	34	33	7	4	16
2021 Mount Alexander	12	38	25	7	1	17
2020 Mount Alexander	11	34	29	6	3	17
2019 Mount Alexander	11	38	27	6	3	16
2018 Mount Alexander	11	34	28	8	2	16
2017 Mount Alexander	11	37	27	8	2	15
2016 Mount Alexander	9	30	31	8	5	17
2015 Mount Alexander	10	32	28	9	3	17
State-wide	12	38	28	7	3	13
Large Rural	11	37	28	7	3	13
Castlemaine	8	36	29	7	3	17
Other	7	32	35	7	4	15
Men	9	33	31	7	5	15
Women	6	35	34	7	2	16
18-34	4	37	48	7		4
35-49	9	41	22	9	4	15
50-64	7	33	33	7	6	15
65+	9	28	32	6	4	21

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

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
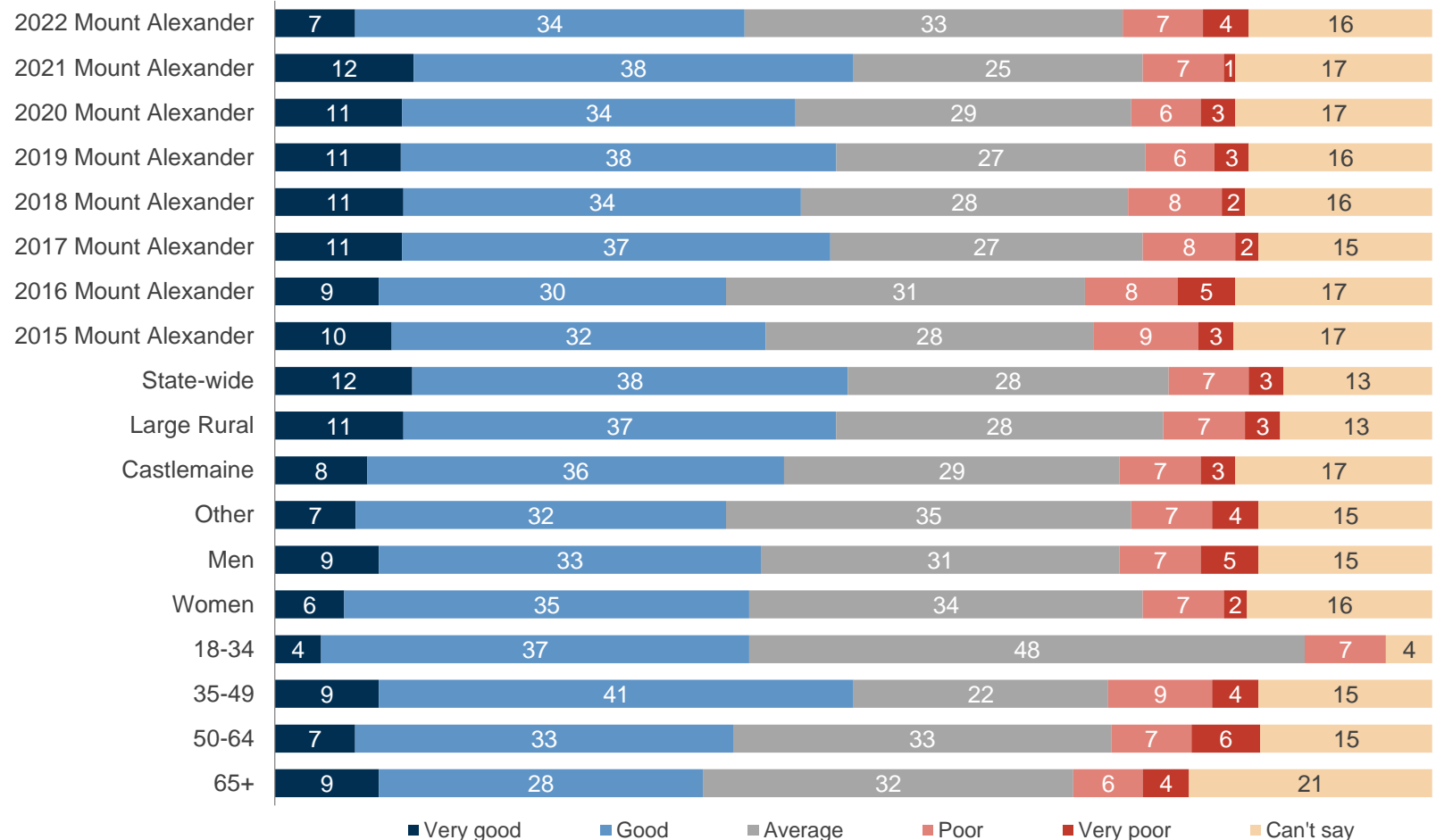
Family support services importance

2022 family support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	77	82	75	76	78	76	75	n/a	n/a	n/a	n/a
State-wide	76	76	75	74	74	73	73	73	72	73	73
Other	75	77	70	73	72	74	68	n/a	n/a	n/a	n/a
Large Rural	75	75	74	73	72	72	72	72	n/a	n/a	n/a
18-34	75	72	63	78	76	78	71	n/a	n/a	n/a	n/a
65+	74	74	73	72	70	73	71	n/a	n/a	n/a	n/a
Mount Alexander	74	76	71	72	72	73	70	n/a	n/a	n/a	n/a
35-49	73	80	74	72	75	73	70	n/a	n/a	n/a	n/a
50-64	72	78	73	69	70	71	68	n/a	n/a	n/a	n/a
Castlemaine	71	74	73	71	72	73	74	n/a	n/a	n/a	n/a
Men	70 ▼	69	67	69	67	71	65	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: 18 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2022 family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	28	42	21	5	1	4
2021 Mount Alexander	31	44	20	2	2	2
2020 Mount Alexander	25	43	23	6	1	2
2019 Mount Alexander	24	47	21	4	2	3
2018 Mount Alexander	27	39	26	4	1	2
2017 Mount Alexander	25	46	21	3	1	4
2016 Mount Alexander	26	36	26	7	2	4
State-wide	33	41	19	3	1	2
Large Rural	31	43	20	3	1	2
Castlemaine	24	41	25	5	1	3
Other	30	43	17	4	1	4
Men	19	46	25	5	2	3
Women	36	39	16	5		5
18-34	30	41	22	4		4
35-49	27	45	17	7	2	2
50-64	31	32	31	5		1
65+	26	46	18	4	1	5

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

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
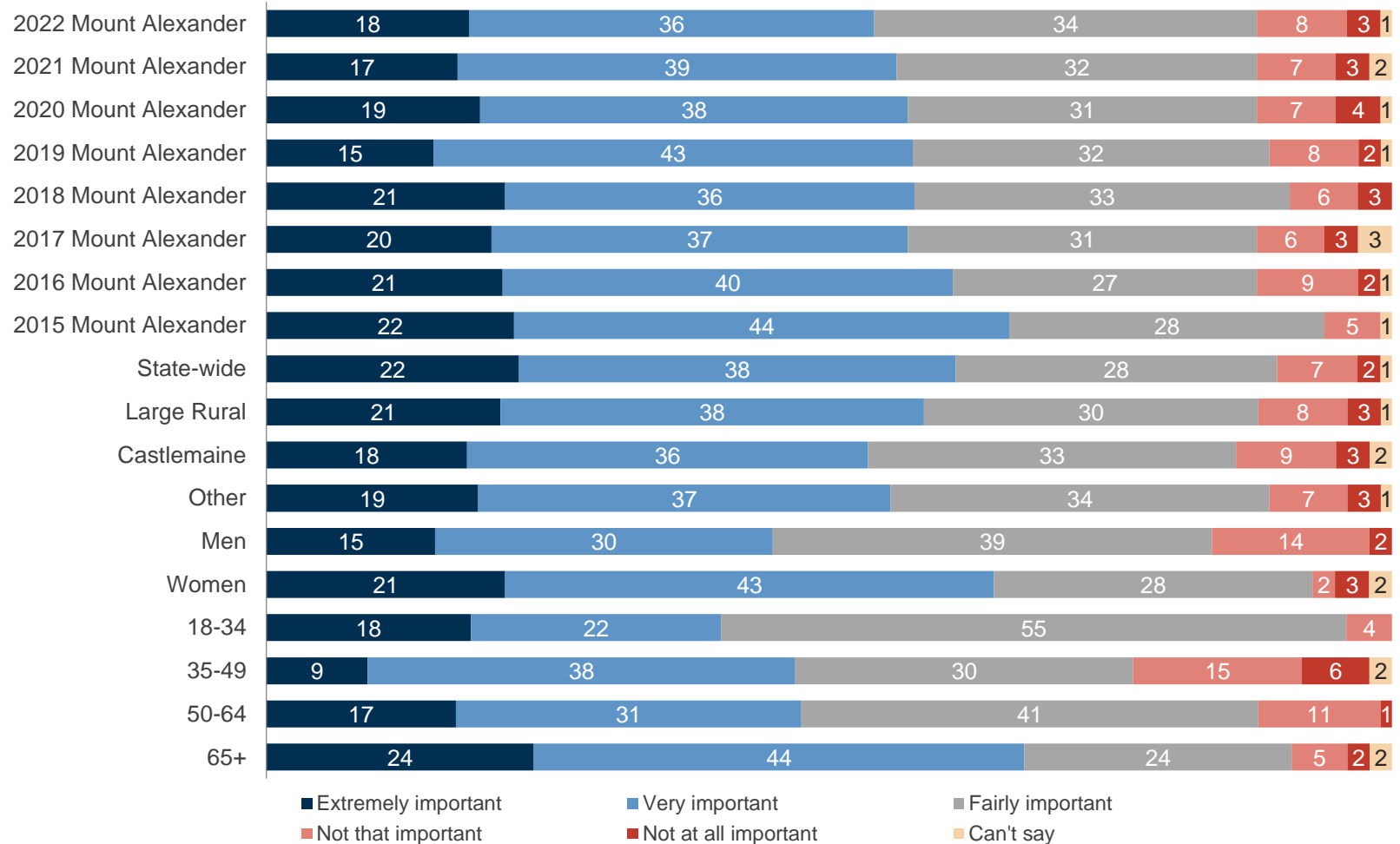*Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5*
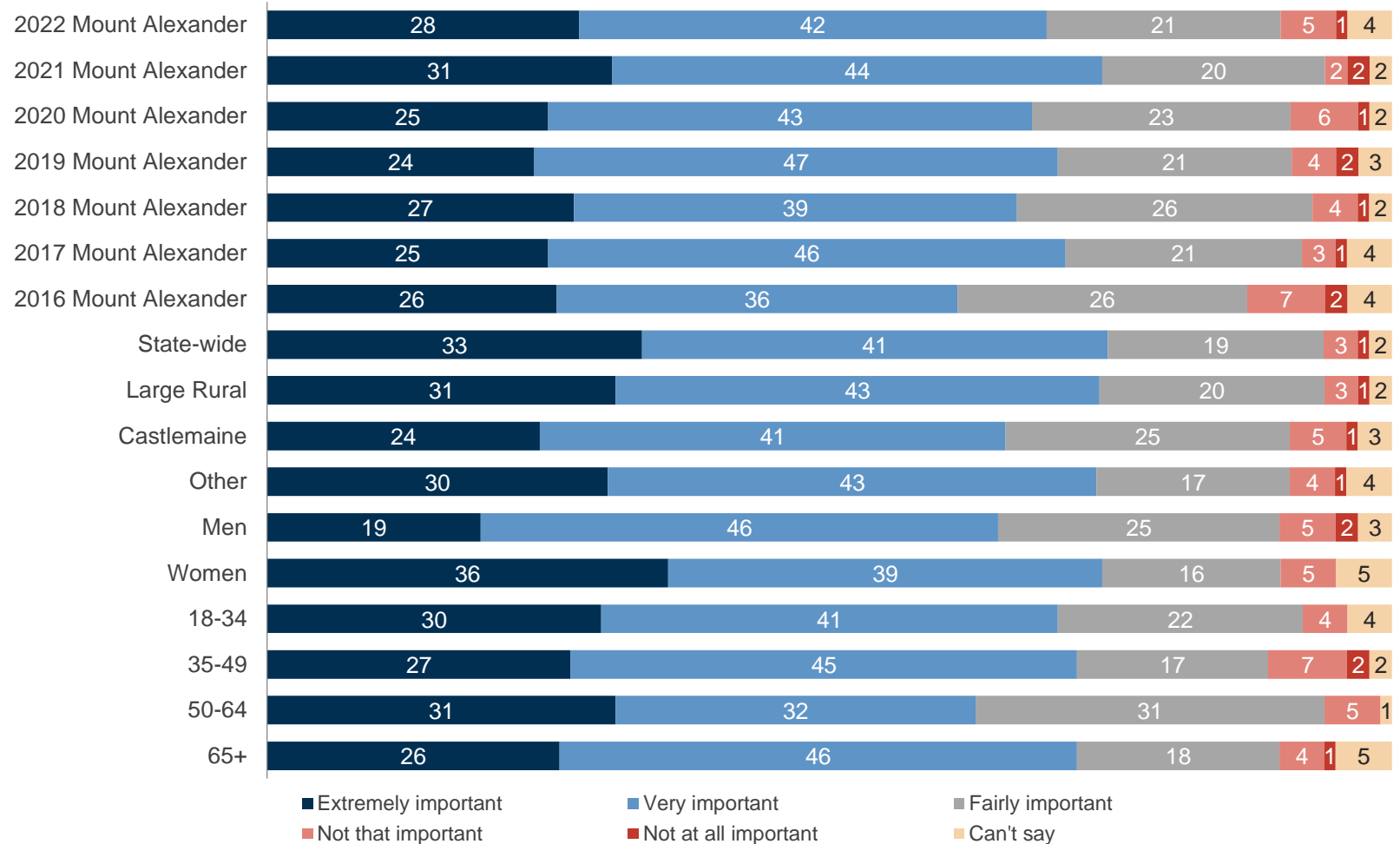
Family support services performance

2022 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70	65	60	69	59	66	61	n/a	n/a	n/a	n/a
65+	68	67	66	65	64	67	58	n/a	n/a	n/a	n/a
Castlemaine	67	67	61	63	62	62	60	n/a	n/a	n/a	n/a
State-wide	65	66	66	67	66	67	66	67	68	67	67
Men	65	67	60	64	64	66	60	n/a	n/a	n/a	n/a
Mount Alexander	65	65	60	65	62	64	59	n/a	n/a	n/a	n/a
Women	65	64	61	65	59	63	58	n/a	n/a	n/a	n/a
Large Rural	64	66	64	65	65	65	64	67	n/a	n/a	n/a
Other	64	64	60	66	62	66	58	n/a	n/a	n/a	n/a
35-49	61	62	55	59	64	58	57	n/a	n/a	n/a	n/a
50-64	60	67	58	64	60	65	58	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: 29 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2022 family support performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	11	29	22	5	2	30
2021 Mount Alexander	9	33	25	4	1	27
2020 Mount Alexander	8	27	27	6	4	29
2019 Mount Alexander	10	30	21	5	2	31
2018 Mount Alexander	7	29	27	6	2	31
2017 Mount Alexander	8	34	22	6	2	28
2016 Mount Alexander	8	20	29	7	3	34
State-wide	11	31	22	5	2	29
Large Rural	11	32	24	5	3	26
Castlemaine	10	30	21	5	1	34
Other	12	28	24	5	4	28
Men	11	27	25	5	1	31
Women	11	32	20	5	3	29
18-34	11	37	18	4		30
35-49	13	35	22	9	7	15
50-64	7	28	31	6	3	26
65+	12	24	21	3	1	40

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

Q2. How has Council performed on 'Family support services' over the last 12 months?
*Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7*
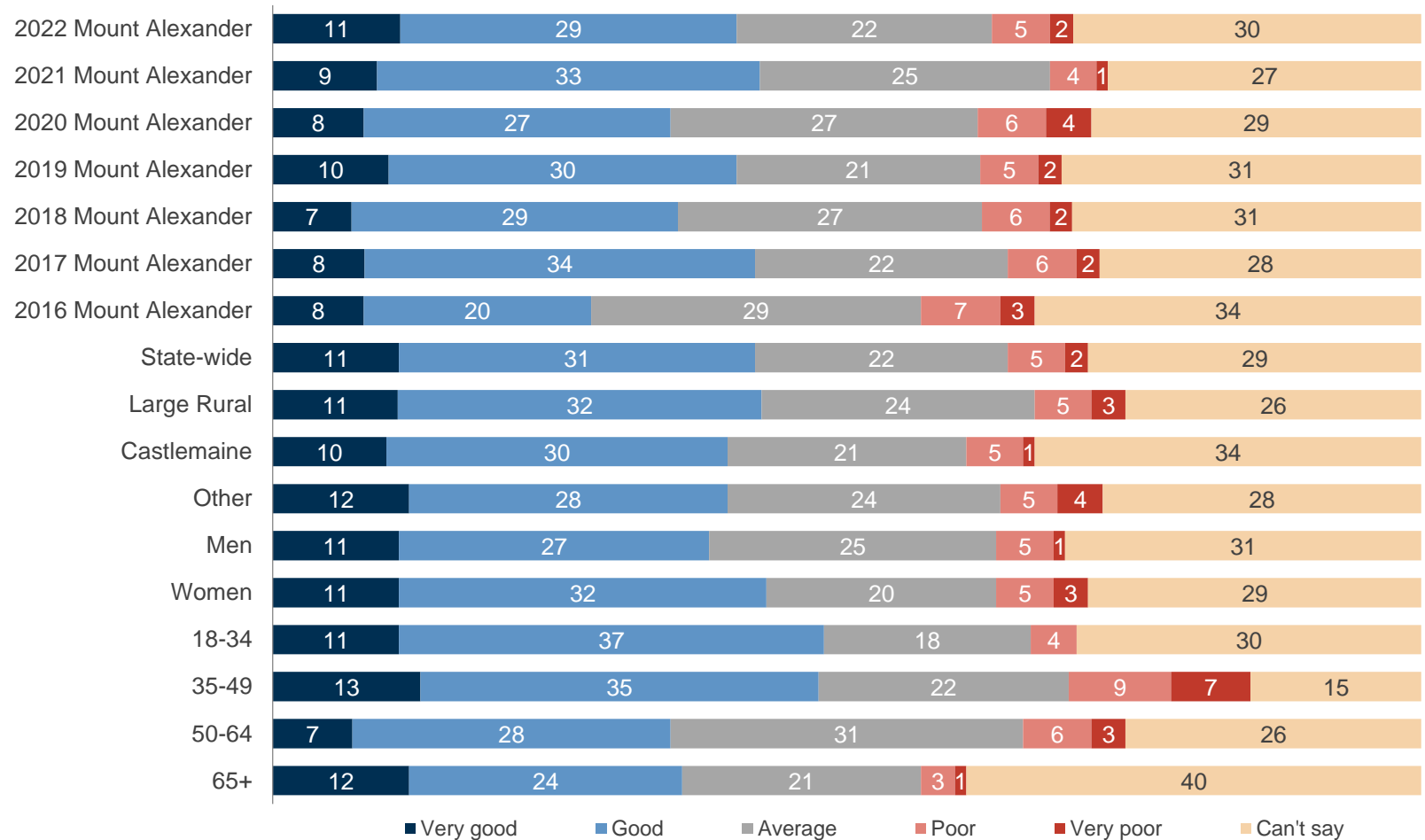
Elderly support services importance

2022 elderly support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	88 ▲	86	83	83	84	84	83	86	n/a	82	n/a
35-49	86	81	82	78	83	79	80	77	n/a	82	n/a
18-34	85	81	79	82	82	81	76	90	n/a	77	n/a
Other	84	82	80	80	81	80	77	83	n/a	81	n/a
Mount Alexander	83	82	81	79	81	81	79	82	n/a	80	n/a
State-wide	82	82	80	80	79	78	78	79	79	79	80
Large Rural	81	80	80	79	78	78	78	78	n/a	n/a	n/a
65+	81	82	81	80	79	80	80	81	n/a	78	n/a
Castlemaine	81	82	82	79	80	81	82	82	n/a	79	n/a
50-64	80	86	81	79	79	82	78	84	n/a	81	n/a
Men	78 ▼	79	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: 20 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2022 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	45	41	11	2		2
2021 Mount Alexander	44	41	12	1		2
2020 Mount Alexander	40	45	12			2
2019 Mount Alexander	38	44	15	2		1
2018 Mount Alexander	39	44	14	1		1
2017 Mount Alexander	42	40	15	1	1	1
2016 Mount Alexander	37	44	15	2	1	1
2015 Mount Alexander	40	48	9	1		1
2013 Mount Alexander	37	46	12	3		2
State-wide	43	42	12	2	1	1
Large Rural	43	42	12	2	1	1
Castlemaine	40	44	12	2		2
Other	48	39	9	2		2
Men	31	49	14	3		3
Women	58	33	7			2
18-34	48	41	4	4		4
35-49	53	36	9			2
50-64	40	41	19			
65+	40	44	11	2		3

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

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

Elderly support services performance

2022 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	68	68	68	69	68	68	58	68	n/a	n/a	n/a
State-wide	67	69	68	68	68	68	68	69	70	69	69
Other	66	66	60	68	62	67	57	61	n/a	n/a	n/a
Men	65	68	58	69	64	67	62	62	n/a	n/a	n/a
Large Rural	65	68	67	67	67	67	66	69	n/a	n/a	n/a
Mount Alexander	65	65	62	66	63	66	60	62	n/a	n/a	n/a
Women	64	62	66	63	61	64	58	62	n/a	n/a	n/a
50-64	64	66	62	66	59	65	64	59	n/a	n/a	n/a
Castlemaine	63	64	64	64	64	64	64	64	n/a	n/a	n/a
35-49	63	61	54	62	63	61	52	58	n/a	n/a	n/a
18-34	58 ▼	63	58	65	60	67	66	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: 32 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2022 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	14	31	24	9	1	21
2021 Mount Alexander	14	34	23	6	3	19
2020 Mount Alexander	14	26	25	11	3	21
2019 Mount Alexander	14	31	20	7	3	25
2018 Mount Alexander	12	30	23	8	3	24
2017 Mount Alexander	15	32	22	8	3	20
2016 Mount Alexander	13	22	26	8	6	25
2015 Mount Alexander	14	26	23	8	5	24
State-wide	15	32	21	6	3	24
Large Rural	15	30	22	8	3	22
Castlemaine	12	32	24	12	1	19
Other	16	30	24	7	2	22
Men	13	28	26	6	1	25
Women	16	33	22	12	2	16
18-34	4	22	33	8		33
35-49	11	39	18	9	4	19
50-64	15	26	28	11	1	20
65+	20	32	22	9	1	16

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7
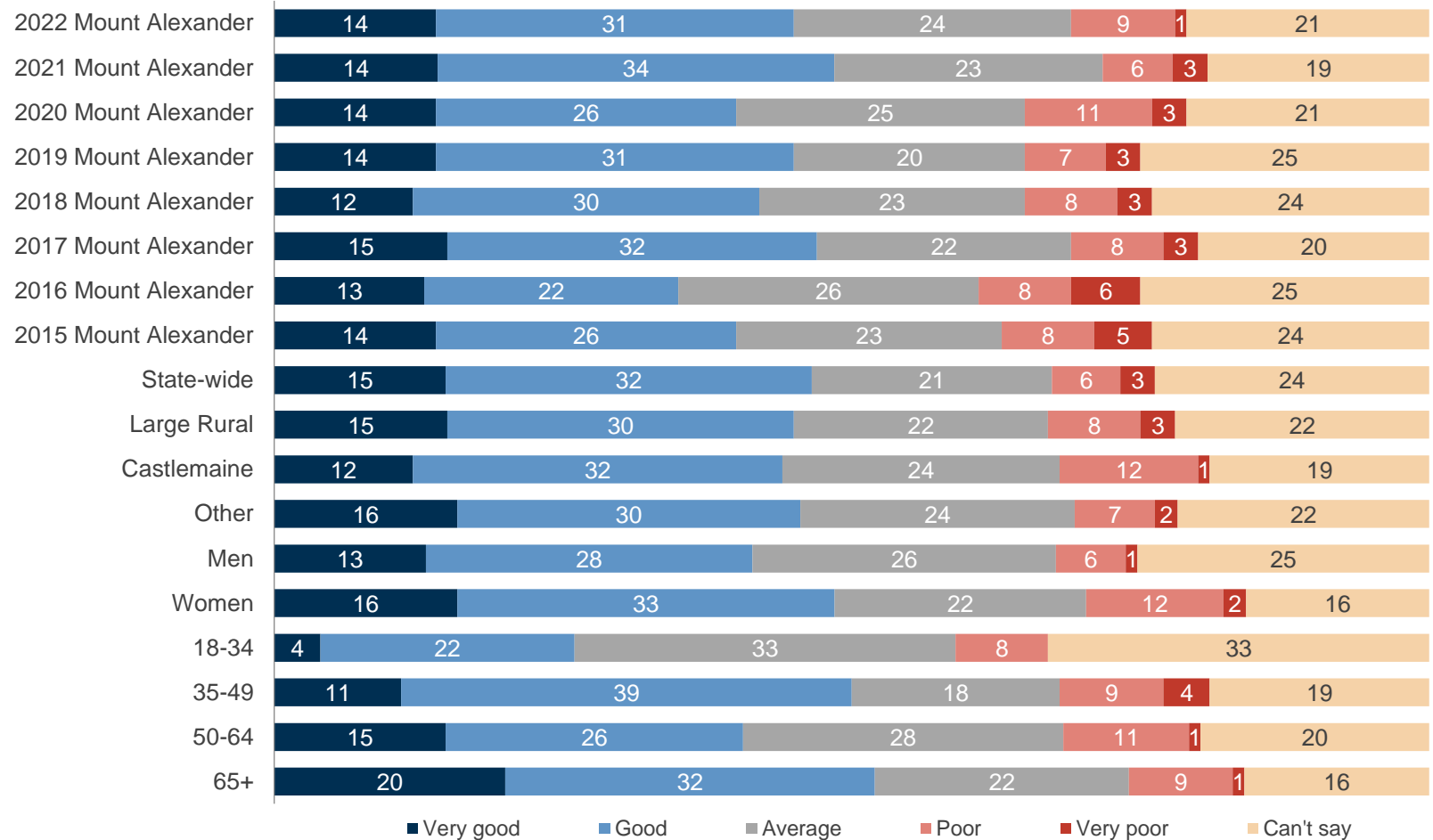
Recreational facilities importance

2022 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80 ▲	75	73	76	76	69	72	71	74	n/a	n/a
Women	77	74	72	72	77	73	73	75	76	n/a	n/a
18-34	77	67	67	67	77	75	74	74	76	n/a	n/a
Other	76	71	68	69	70	70	69	70	73	n/a	n/a
Mount Alexander	75	71	70	70	73	71	70	71	73	n/a	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
50-64	74	72	70	70	70	74	67	73	74	n/a	n/a
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
Castlemaine	73	71	73	71	77	73	72	73	73	n/a	n/a
Men	73	68	68	68	70	69	67	67	70	n/a	n/a
65+	72	71	70	69	71	68	69	68	70	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9
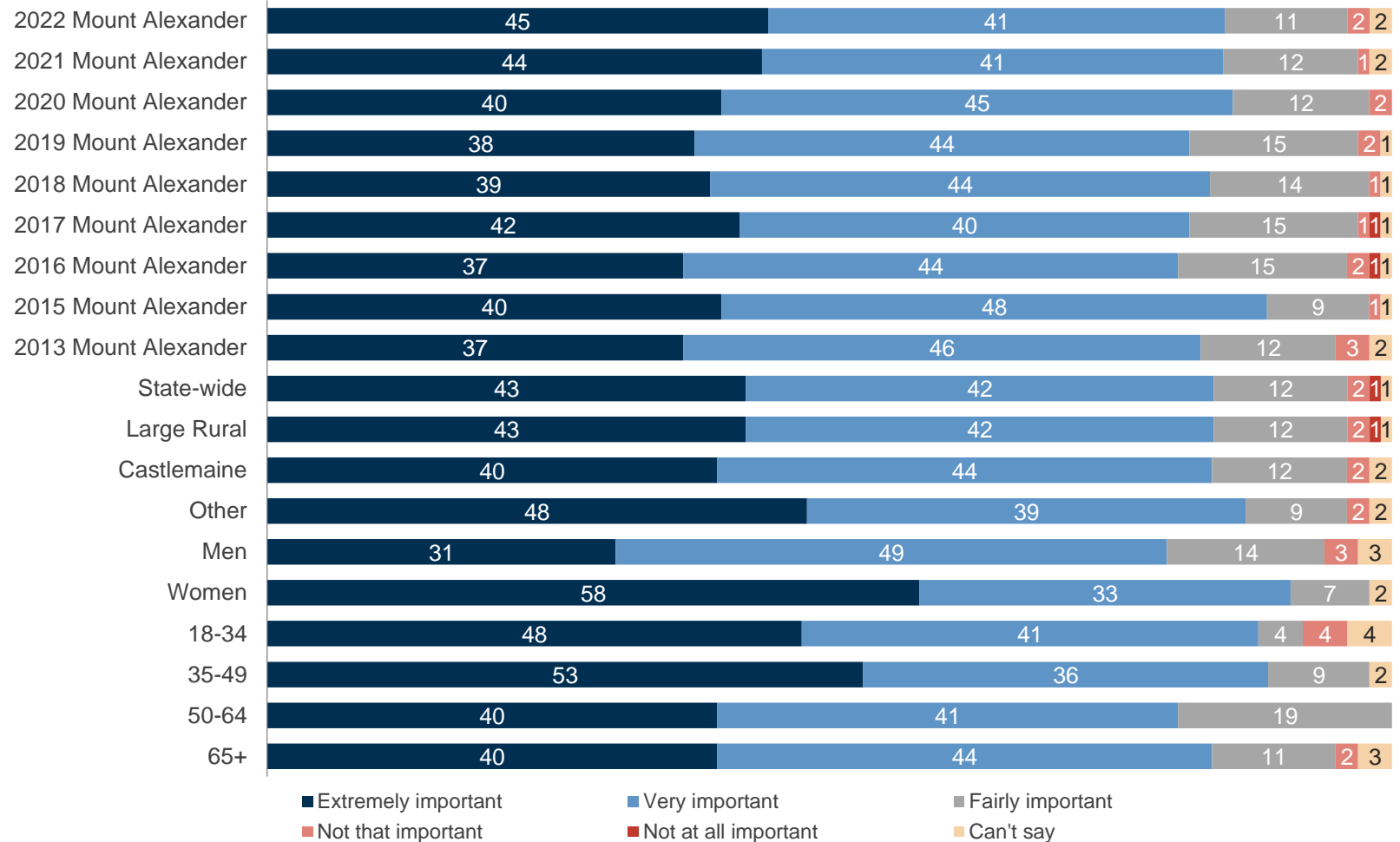*Note: Please see Appendix A for explanation of significant differences.*

Recreational facilities importance

2022 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	27	47	22	3		1
2021 Mount Alexander	21	48	27	4		
2020 Mount Alexander	22	42	30	5		1
2019 Mount Alexander	21	45	28	5		
2018 Mount Alexander	24	48	22	4	1	1
2017 Mount Alexander	23	43	28	4		1
2016 Mount Alexander	24	42	27	5	2	1
2015 Mount Alexander	20	49	27	4		1
2014 Mount Alexander	26	44	24	4		1
State-wide	27	46	23	3	1	1
Large Rural	27	45	23	3	1	1
Castlemaine	24	45	27	2	1	2
Other	29	49	18	3		1
Men	20	53	24	2		
Women	34	42	20	3		2
18-34	22	59	15			4
35-49	38	43	19			
50-64	29	43	25	3		
65+	23	46	24	5	1	2

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9
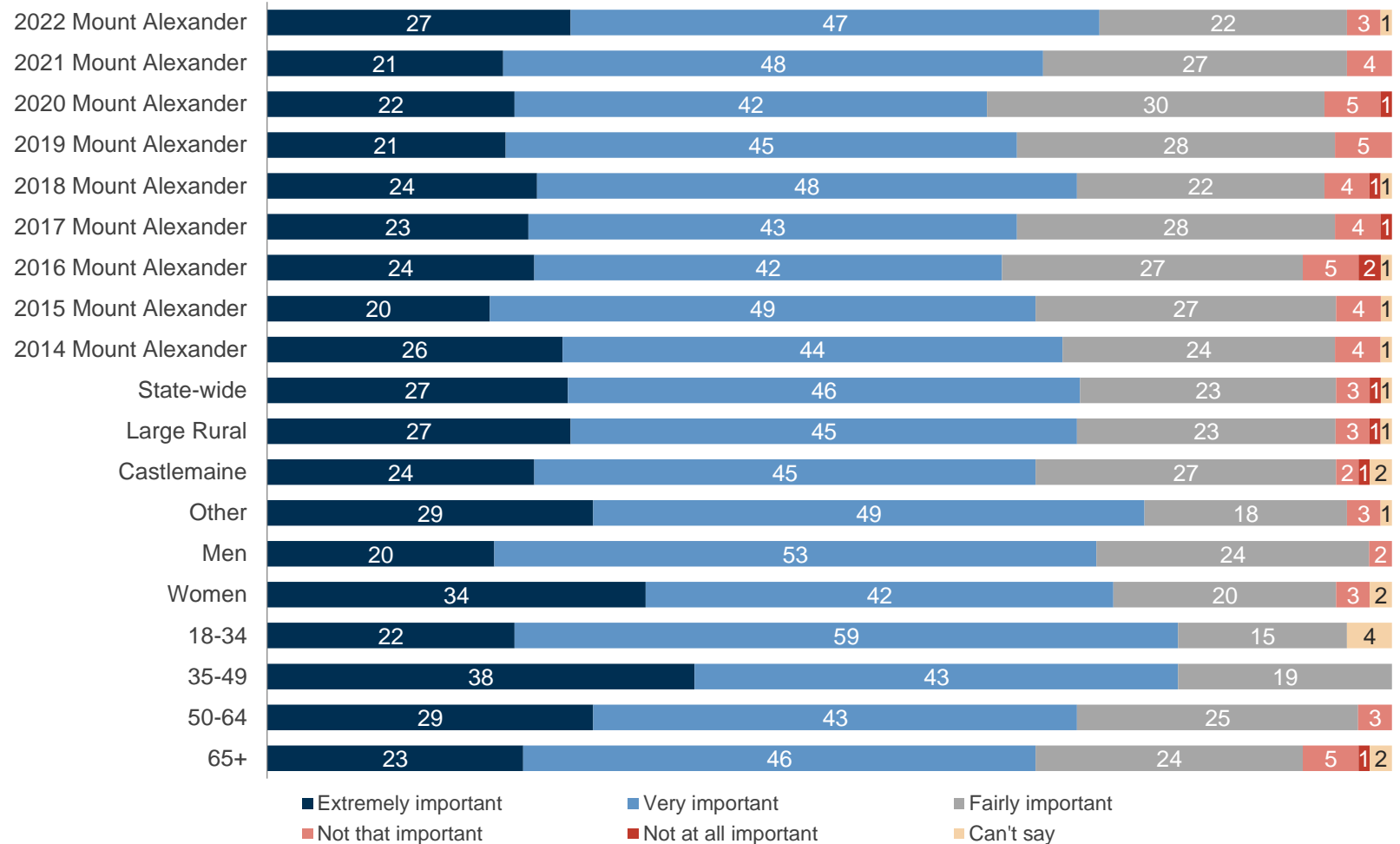
Recreational facilities performance

2022 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69 ▲	71	70	70	69	70	69	70	71	70	70
Women	67	65	63	65	61	62	54	57	63	n/a	n/a
18-34	67	63	57	63	57	58	53	66	59	n/a	n/a
65+	66	69	69	68	67	64	62	63	62	n/a	n/a
Large Rural	66	68	67	68	66	66	65	66	n/a	n/a	n/a
50-64	65	64	61	64	61	64	54	56	60	n/a	n/a
Other	64	61	61	66	61	63	56	58	60	n/a	n/a
Mount Alexander	64	64	62	65	62	63	56	59	60	n/a	n/a
Castlemaine	64	68	65	65	63	64	56	59	59	n/a	n/a
Men	62	63	62	66	62	65	59	61	56	n/a	n/a
35-49	58	56	58	64	60	65	53	51	56	n/a	n/a

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

Recreational facilities performance

2022 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	16	41	26	10	4	3
2021 Mount Alexander	16	39	29	8	4	4
2020 Mount Alexander	15	39	27	10	6	3
2019 Mount Alexander	18	41	25	10	4	3
2018 Mount Alexander	14	37	29	10	5	5
2017 Mount Alexander	14	41	26	8	5	5
2016 Mount Alexander	9	33	36	13	7	3
2015 Mount Alexander	12	32	32	13	5	5
2014 Mount Alexander	14	32	33	9	7	6
State-wide	22	42	23	7	3	4
Large Rural	18	40	26	8	3	4
Castlemaine	16	40	23	14	2	4
Other	15	42	27	7	5	3
Men	12	42	23	14	5	4
Women	19	40	29	6	3	3
18-34	26	37	18	15	4	
35-49	11	38	31	11	9	
50-64	15	41	26	11	2	5
65+	14	44	26	8	2	6

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

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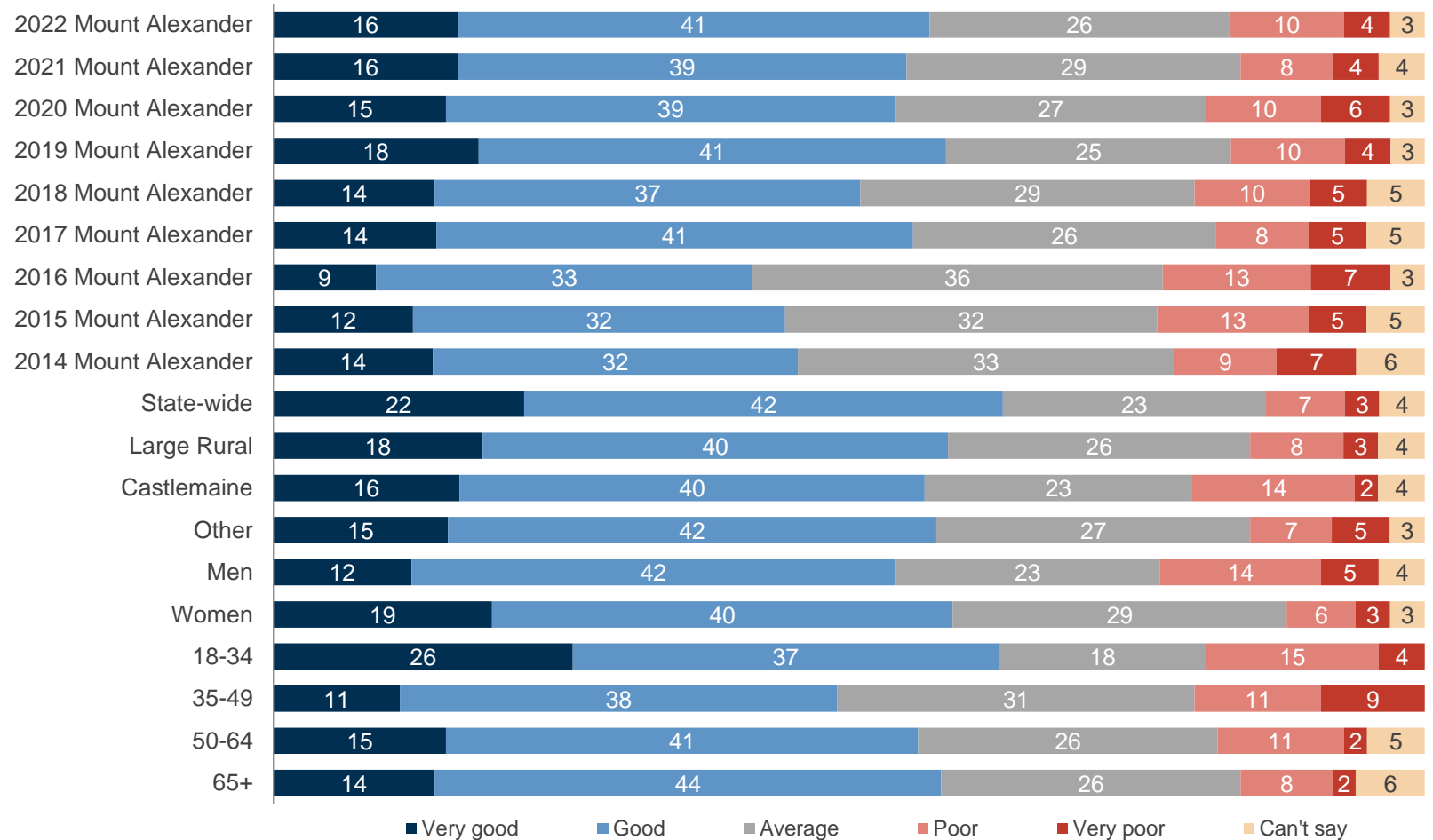Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

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The appearance of public areas importance

2022 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	75	73	73	75	73	73	75	76	75	n/a
65+	75	72	74	74	74	71	73	73	74	74	n/a
State-wide	75▲	75	74	73	74	74	74	73	73	74	73
Other	75	73	71	71	73	71	71	73	75	71	n/a
Large Rural	75	75	73	73	73	73	74	73	n/a	n/a	n/a
18-34	74	76	65	69	76	73	78	70	81	71	n/a
Mount Alexander	73	73	71	71	73	72	71	73	74	73	n/a
50-64	72	76	71	71	71	75	68	77	74	73	n/a
Castlemaine	71	74	71	71	74	74	71	74	74	74	n/a
Men	71	71	69	69	72	71	69	72	72	71	n/a
35-49	70	71	70	68	73	71	67	72	70	72	n/a

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

The appearance of public areas importance

2022 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	26	45	26	3		
2021 Mount Alexander	23	48	26	1		
2020 Mount Alexander	23	43	30	3	1	
2019 Mount Alexander	18	50	29	2		
2018 Mount Alexander	26	45	27	2	1	
2017 Mount Alexander	22	47	28	2		
2016 Mount Alexander	20	50	27	3	1	
2015 Mount Alexander	22	53	23	2		
2014 Mount Alexander	26	48	23	2		1
2013 Mount Alexander	21	50	27	1	1	
State-wide	28	47	22	2		
Large Rural	28	46	24	2		
Castlemaine	24	41	29	5		
Other	27	48	24	1		
Men	18	51	27	4		
Women	33	40	25	2		
18-34	26	48	22	4		
35-49	22	41	32	4		
50-64	26	41	27	5		
65+	27	48	23	1	1	

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
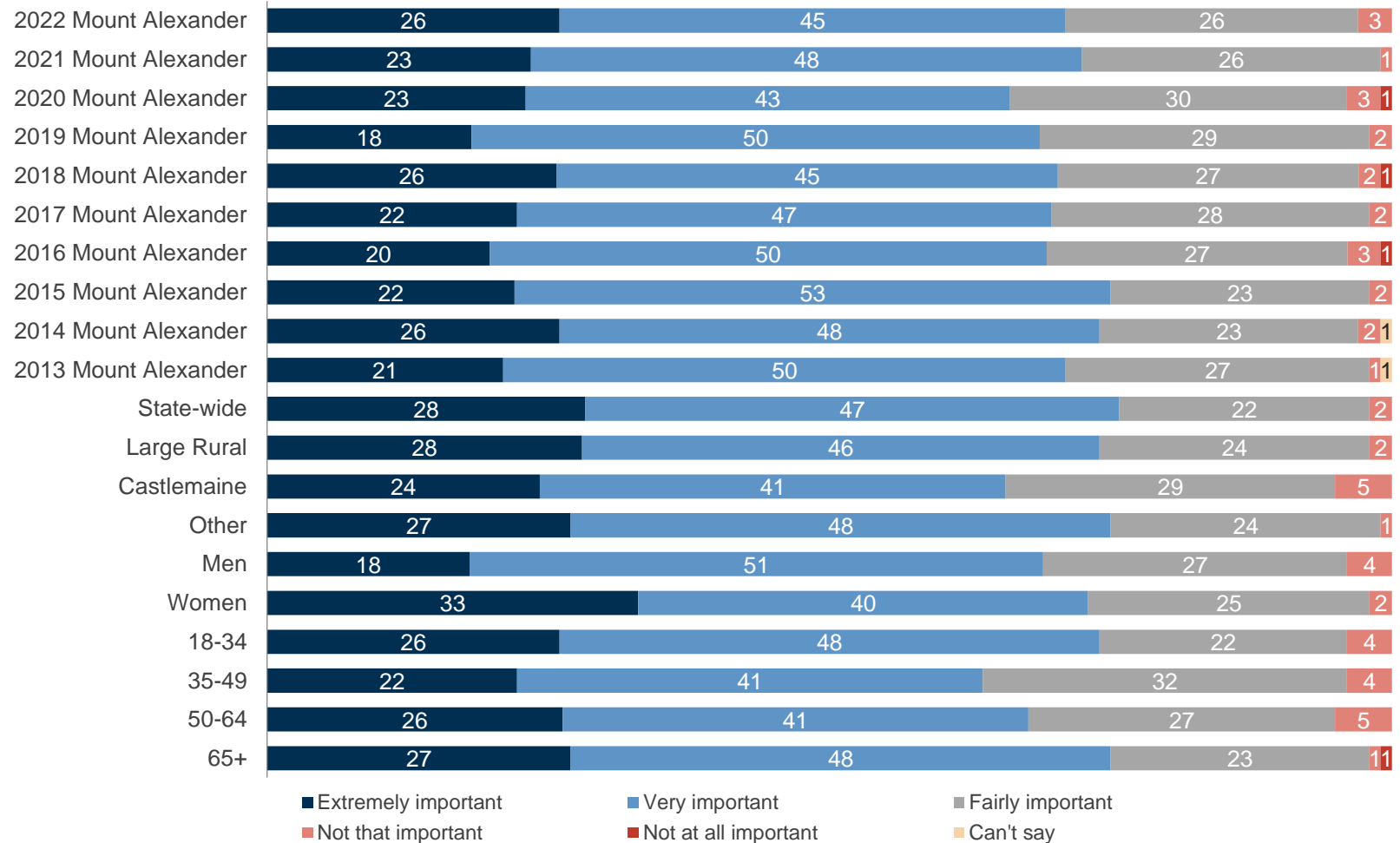
The appearance of public areas performance

2022 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	69	74	70	68	70	64	67	n/a	n/a	n/a
Castlemaine	71	76	73	69	72	69	66	69	n/a	n/a	n/a
Women	71	72	73	73	68	71	65	69	n/a	n/a	n/a
State-wide	71	73	72	72	71	71	71	72	72	71	71
35-49	70	73	74	71	68	69	70	70	n/a	n/a	n/a
Mount Alexander	69	73	72	70	68	70	66	69	n/a	n/a	n/a
65+	69	73	72	70	67	67	65	67	n/a	n/a	n/a
Other	68	70	71	71	65	71	67	70	n/a	n/a	n/a
Men	68	73	71	68	68	70	68	70	n/a	n/a	n/a
18-34	68	76	69	70	68	78	68	76	n/a	n/a	n/a
Large Rural	67	70	71	70	69	69	69	69	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: 43 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2022 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	22	44	24	5	3	1
2021 Mount Alexander	25	48	18	6	2	1
2020 Mount Alexander	23	51	19	4	2	1
2019 Mount Alexander	21	48	22	5	3	1
2018 Mount Alexander	21	43	24	8	3	1
2017 Mount Alexander	21	47	22	8	1	1
2016 Mount Alexander	17	46	24	9	3	1
2015 Mount Alexander	21	46	25	5	3	
State-wide	25	44	21	6	3	1
Large Rural	21	42	24	8	4	1
Castlemaine	25	45	21	7	2	1
Other	21	43	27	4	4	1
Men	19	46	24	5	4	1
Women	26	41	24	6	2	1
18-34	26	30	37	4	4	
35-49	22	49	18	6	4	
50-64	28	43	17	6	4	1
65+	19	47	25	5	3	1

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11
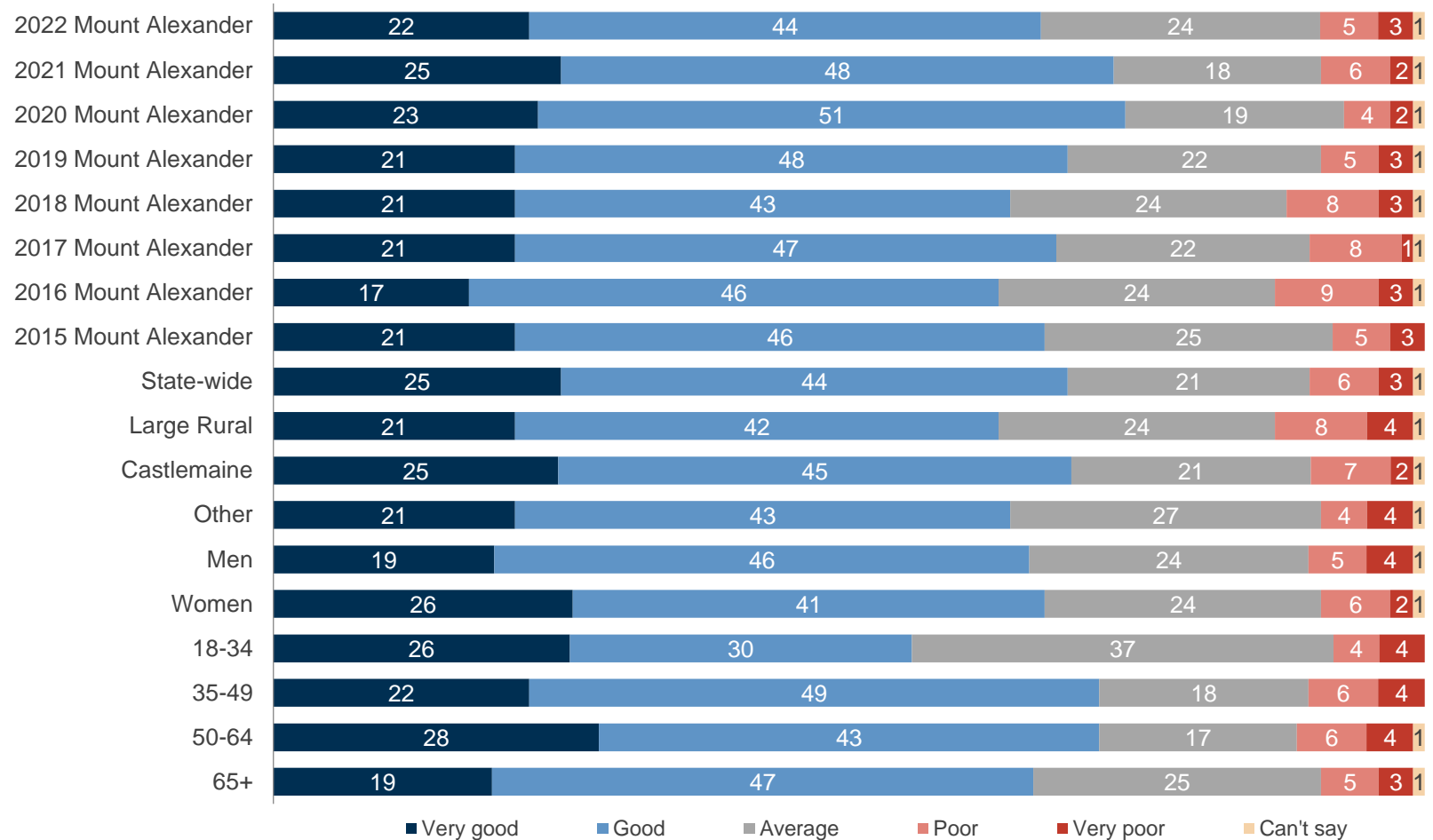
Community and cultural activities importance

2022 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	65	67	65	64	59	59	56	63	n/a	n/a	n/a
35-49	65	60	60	60	64	66	63	61	n/a	n/a	n/a
Women	65	68	65	65	66	65	63	64	n/a	n/a	n/a
State-wide	64	64	62	61	61	61	62	62	62	62	62
Large Rural	64	63	61	61	60	61	61	61	n/a	n/a	n/a
Other	63	63	60	60	59	63	59	61	n/a	n/a	n/a
Mount Alexander	62	64	62	61	62	63	61	61	n/a	n/a	n/a
Castlemaine	61	64	66	61	65	62	63	61	n/a	n/a	n/a
65+	61	65	63	60	59	60	61	61	n/a	n/a	n/a
Men	59	60	60	56	58	60	58	57	n/a	n/a	n/a
18-34	58	62	60	58	67	69	63	58	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: 22 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2022 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	11	41	34	9	3	2
2021 Mount Alexander	16	36	33	10	2	2
2020 Mount Alexander	14	35	41	8	3	1
2019 Mount Alexander	11	35	40	12	2	1
2018 Mount Alexander	14	34	39	9	3	2
2017 Mount Alexander	15	35	37	11	2	1
2016 Mount Alexander	12	38	34	12	4	1
2015 Mount Alexander	10	41	36	8	5	1
State-wide	16	38	34	9	2	1
Large Rural	15	37	34	10	2	1
Castlemaine	8	45	32	8	4	3
Other	13	38	36	10	1	2
Men	8	39	37	10	4	2
Women	14	43	32	8	1	3
18-34		41	48	4	4	4
35-49	15	48	22	13		2
50-64	16	35	45		3	1
65+	11	39	31	12	3	4

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

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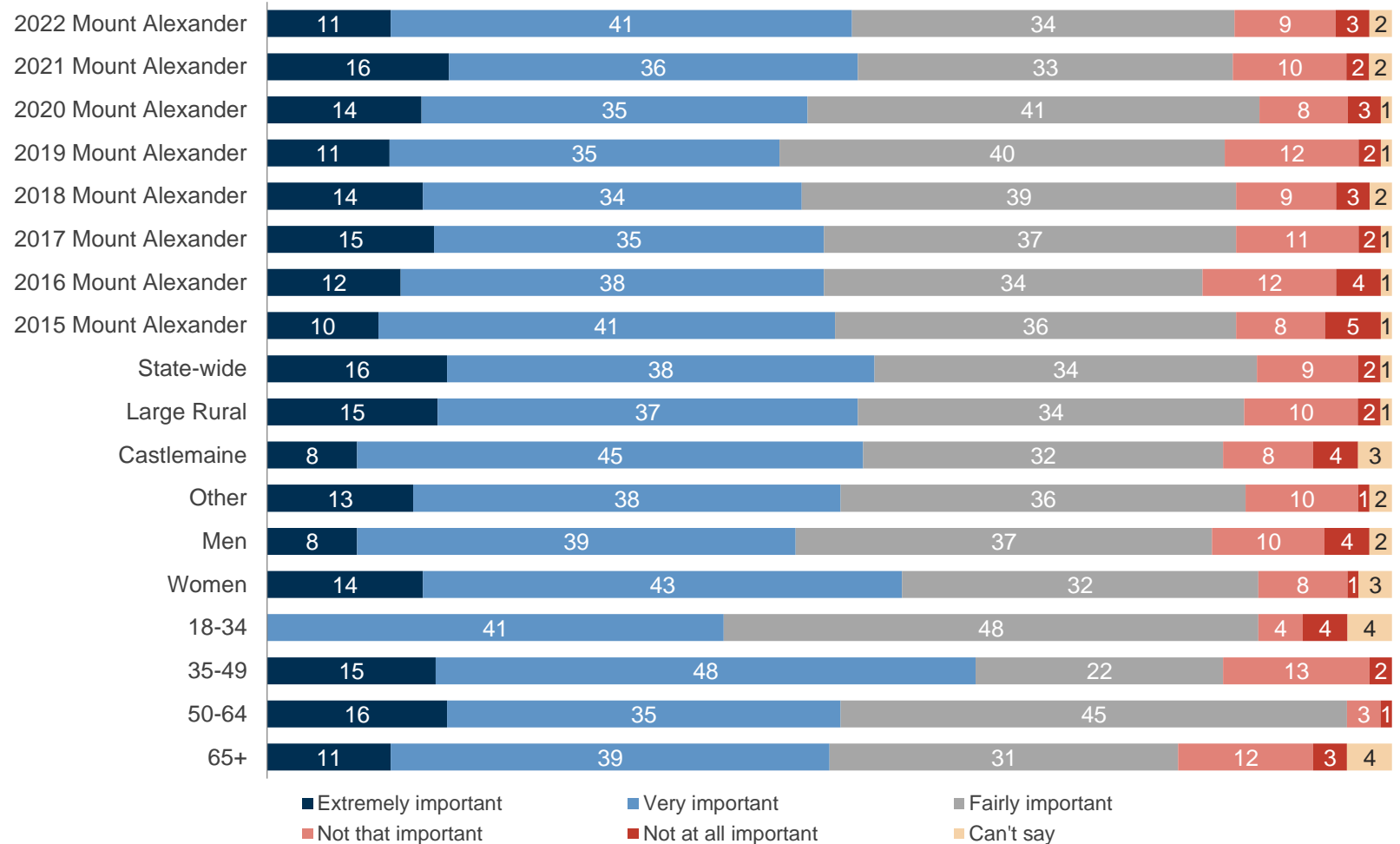*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5*

Community and cultural activities performance

2022 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72	70	63	73	74	72	69	75	n/a	n/a	n/a
Castlemaine	71	72	69	71	74	73	68	72	n/a	n/a	n/a
50-64	69	67	68	73	67	75	70	72	n/a	n/a	n/a
Women	68	71	71	71	71	74	69	74	n/a	n/a	n/a
Mount Alexander	68	68	68	72	70	73	68	72	n/a	n/a	n/a
Men	68	66	64	72	70	72	66	70	n/a	n/a	n/a
65+	67	71	69	70	68	71	63	70	n/a	n/a	n/a
35-49	67	64	70	71	74	74	70	72	n/a	n/a	n/a
Other	67	66	67	72	67	73	67	71	n/a	n/a	n/a
State-wide	65 ▼	65	68	69	69	69	69	69	70	69	68
Large Rural	63 ▼	65	67	67	67	69	67	69	n/a	n/a	n/a

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

Community and cultural activities performance

2022 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	15	43	26	6		10
2021 Mount Alexander	16	44	27	4	2	7
2020 Mount Alexander	18	40	29	6	2	5
2019 Mount Alexander	25	39	22	6	1	6
2018 Mount Alexander	20	44	23	6	1	7
2017 Mount Alexander	27	36	25	5		7
2016 Mount Alexander	18	39	28	6	2	7
2015 Mount Alexander	24	43	22	5	2	5
State-wide	13	38	29	7	2	11
Large Rural	12	37	30	8	3	10
Castlemaine	17	45	23	4		10
Other	13	42	28	7		9
Men	13	43	27	5		12
Women	17	43	25	8		7
18-34	11	59	22			7
35-49	15	44	26	9		6
50-64	18	41	25	6	1	8
65+	15	37	28	7		13

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
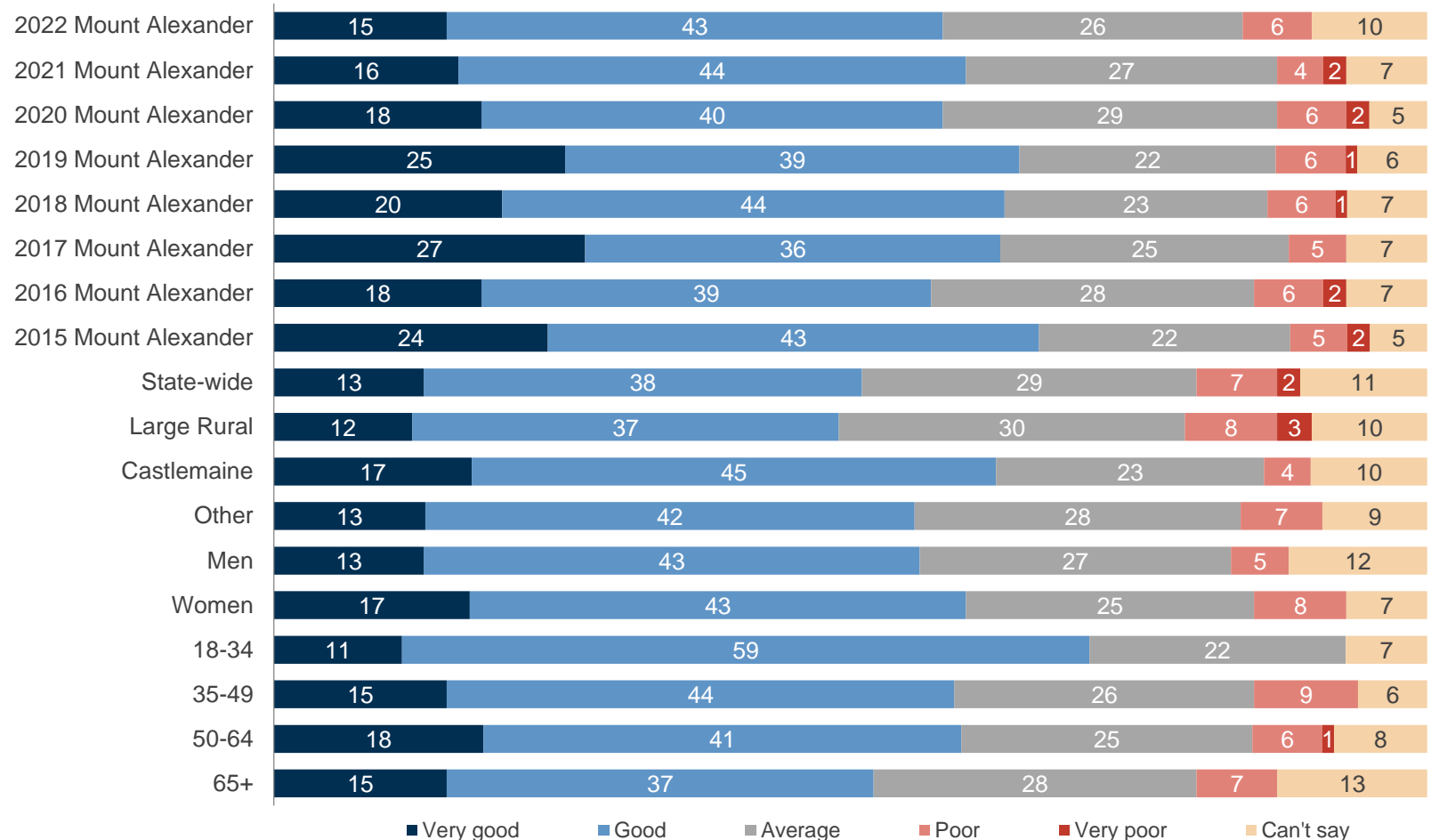
Waste management importance

2022 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	84 ▲	83	86	79	83	79	80	80	82	81	n/a
State-wide	82	82	82	81	81	79	80	79	79	79	78
18-34	82	77	76	68	80	76	81	76	83	74	n/a
Large Rural	81	81	81	80	81	78	79	78	n/a	n/a	n/a
Castlemaine	81	80	86	82	79	79	79	81	79	78	n/a
50-64	81	82	84	83	80	78	78	83	83	80	n/a
65+	80	82	84	81	84	80	79	81	80	78	n/a
Mount Alexander	80	81	83	79	82	78	79	79	80	79	n/a
Other	80	82	81	77	83	77	79	78	81	79	n/a
35-49	79	82	86	81	82	76	80	76	77	80	n/a
Men	76 ▼	80	80	79	80	76	79	79	78	76	n/a

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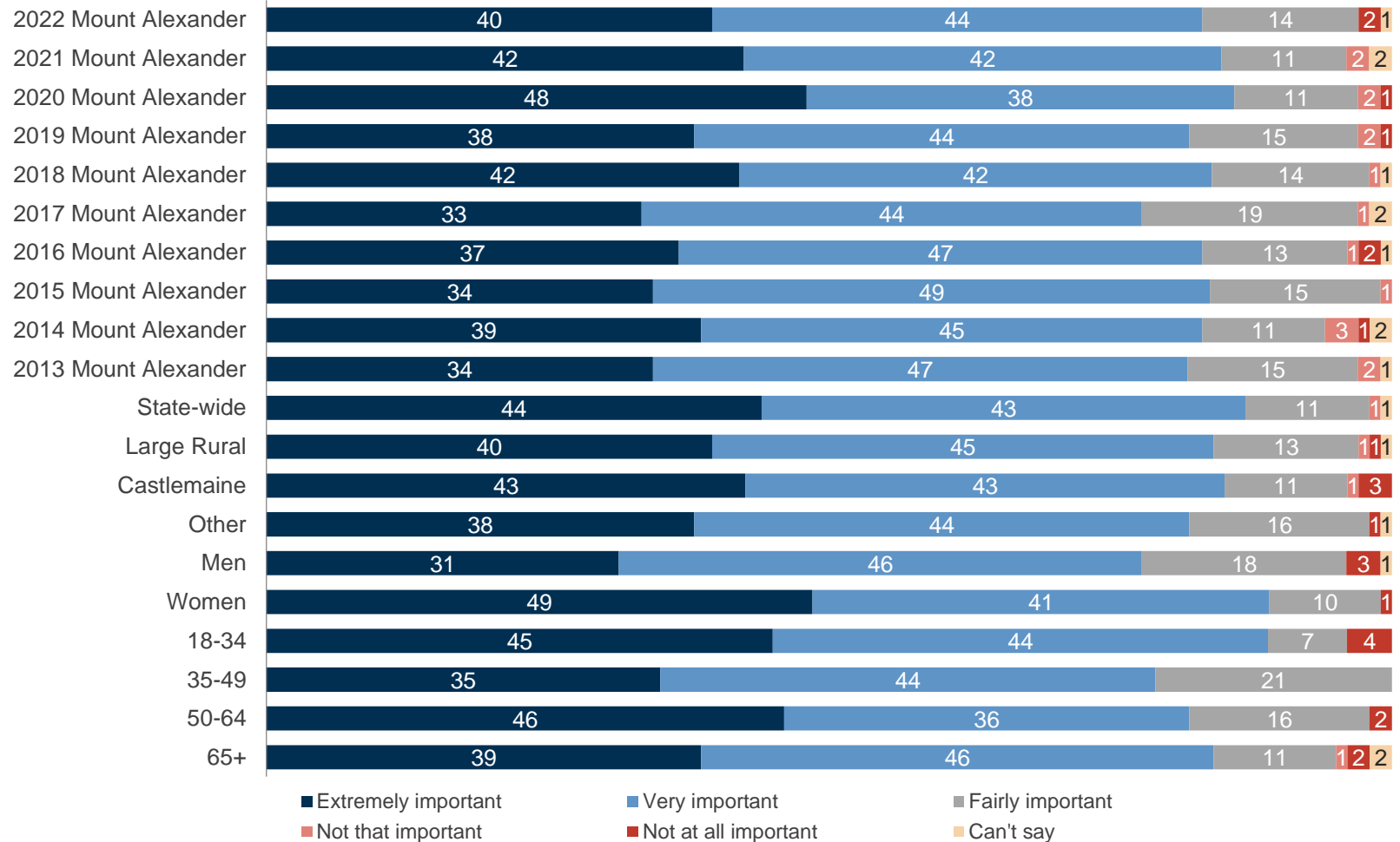*Note: Please see Appendix A for explanation of significant differences.*

Waste management importance

2022 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	40	44	14		2	1
2021 Mount Alexander	42	42	11		2	2
2020 Mount Alexander	48	38	11		2	1
2019 Mount Alexander	38	44	15		2	1
2018 Mount Alexander	42	42	14		1	1
2017 Mount Alexander	33	44	19		1	2
2016 Mount Alexander	37	47	13	1	2	1
2015 Mount Alexander	34	49	15			1
2014 Mount Alexander	39	45	11	3	1	2
2013 Mount Alexander	34	47	15		2	1
State-wide	44	43	11		1	1
Large Rural	40	45	13	1	1	1
Castlemaine	43	43	11		1	3
Other	38	44	16		1	1
Men	31	46	18		3	1
Women	49	41	10			1
18-34	45	44	7		4	
35-49	35	44	21			
50-64	46	36	16		2	
65+	39	46	11	1	2	2

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

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

Waste management performance

2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide — 68 ▲	69	65	68	70	71	70	72	73	71	72
Large Rural — 65 ▲	66	62	64	67	68	66	68	n/a	n/a	n/a
65+ — 63	62	56	58	62	61	55	59	n/a	n/a	n/a
Castlemaine — 61	59	49	54	62	61	57	60	n/a	n/a	n/a
Men — 60	60	50	55	59	62	49	59	n/a	n/a	n/a
18-34 — 60	61	45	61	49	68	56	71	n/a	n/a	n/a
Mount Alexander — 59	58	49	55	58	60	52	58	n/a	n/a	n/a
Other — 58	58	48	55	54	60	48	58	n/a	n/a	n/a
Women — 58	56	48	54	57	59	54	58	n/a	n/a	n/a
35-49 — 56	50	43	46	62	56	45	54	n/a	n/a	n/a
50-64 — 53	58	45	53	56	59	50	53	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: 67 Councils asked group: 19
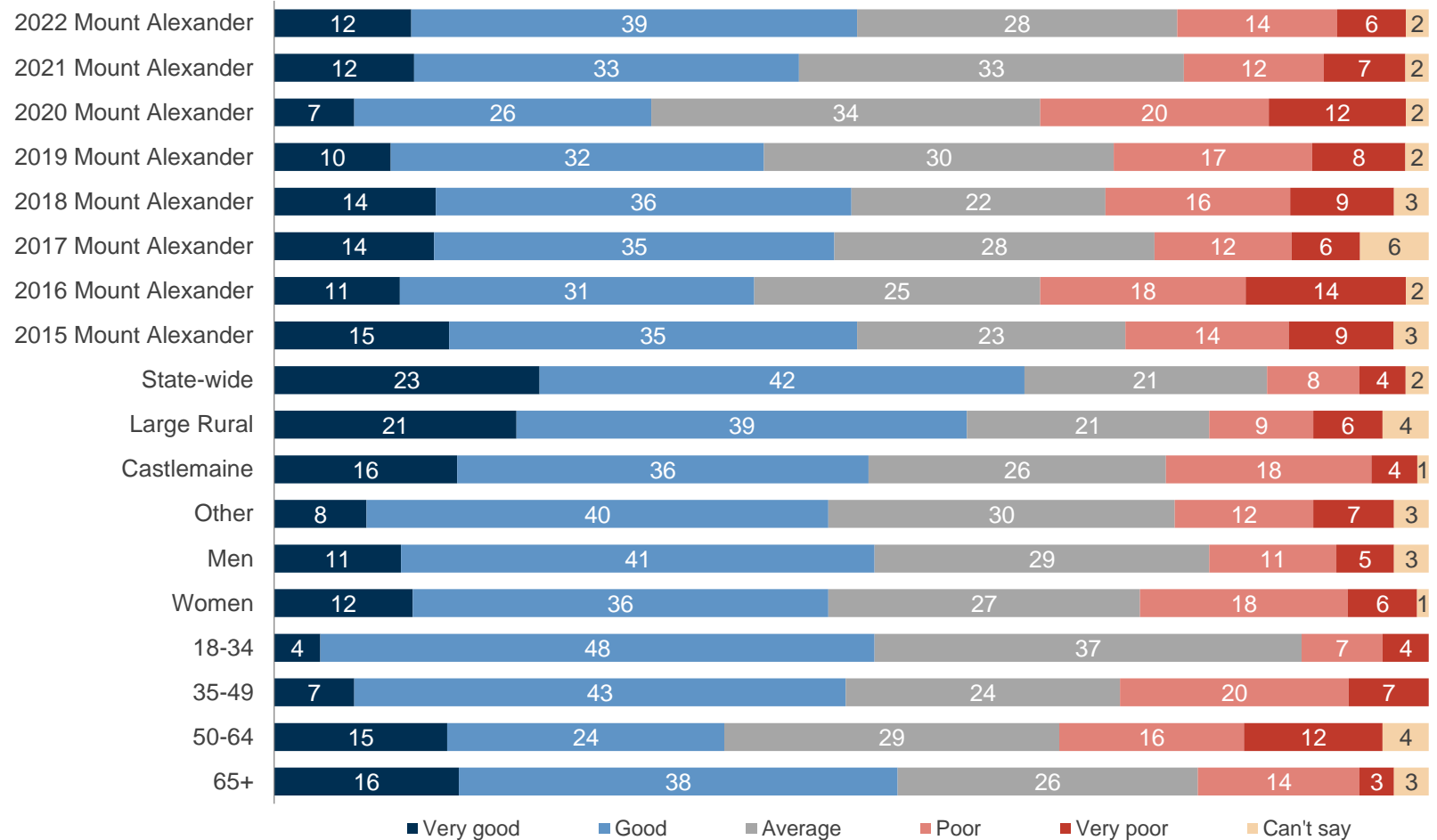*Note: Please see Appendix A for explanation of significant differences.*

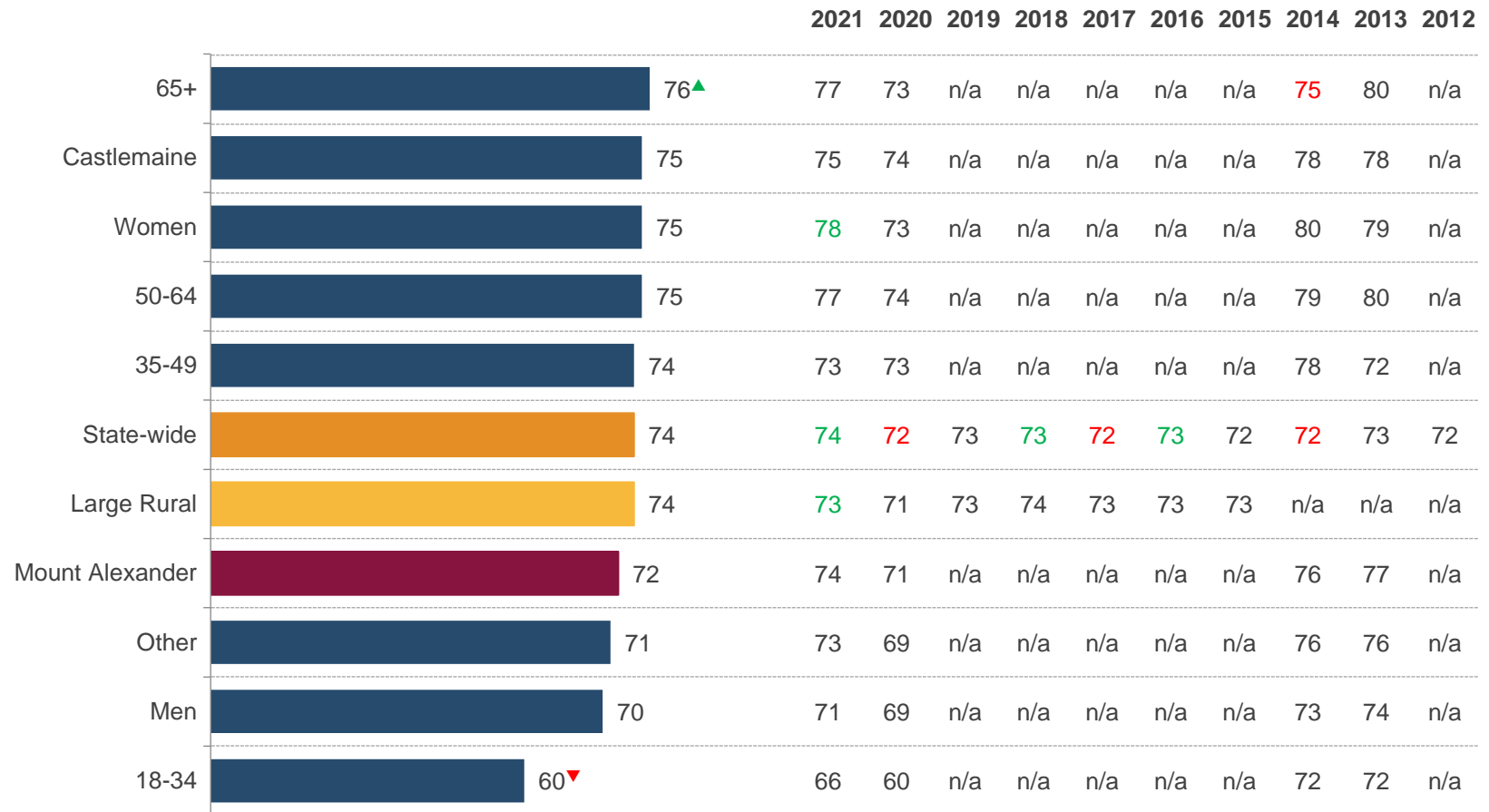# Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	12	39	28	14	6	2
2021 Mount Alexander	12	33	33	12	7	2
2020 Mount Alexander	7	26	34	20	12	2
2019 Mount Alexander	10	32	30	17	8	2
2018 Mount Alexander	14	36	22	16	9	3
2017 Mount Alexander	14	35	28	12	6	6
2016 Mount Alexander	11	31	25	18	14	2
2015 Mount Alexander	15	35	23	14	9	3
State-wide	23	42	21	8	4	2
Large Rural	21	39	21	9	6	4
Castlemaine	16	36	26	18	4	1
Other	8	40	30	12	7	3
Men	11	41	29	11	5	3
Women	12	36	27	18	6	1
18-34	4	48	37	7	4	
35-49	7	43	24	20	7	
50-64	15	24	29	16	12	4
65+	16	38	26	14	3	3

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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Council's general town planning policy importance

2022 town planning importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76 ▲	77	73	n/a	n/a	n/a	n/a	n/a	75	80	n/a
Castlemaine	75	75	74	n/a	n/a	n/a	n/a	n/a	78	78	n/a
Women	75	78	73	n/a	n/a	n/a	n/a	n/a	80	79	n/a
50-64	75	77	74	n/a	n/a	n/a	n/a	n/a	79	80	n/a
35-49	74	73	73	n/a	n/a	n/a	n/a	n/a	78	72	n/a
State-wide	74	74	72	73	73	72	73	72	72	73	72
Large Rural	74	73	71	73	74	73	73	73	n/a	n/a	n/a
Mount Alexander	72	74	71	n/a	n/a	n/a	n/a	n/a	76	77	n/a
Other	71	73	69	n/a	n/a	n/a	n/a	n/a	76	76	n/a
Men	70	71	69	n/a	n/a	n/a	n/a	n/a	73	74	n/a
18-34	60 ▼	66	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: 14 Councils asked group: 4
*Note: Please see Appendix A for explanation of significant differences.*

Council's general town planning policy importance

2022 town planning importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	26	41	22	4	2	5
2021 Mount Alexander	28	43	20	4	1	5
2020 Mount Alexander	25	38	28	5	1	3
2014 Mount Alexander	31	44	18	2	1	5
2013 Mount Alexander	34	39	21	2	1	3
State-wide	29	40	23	3	1	4
Large Rural	29	40	23	4	1	4
Castlemaine	29	44	19	1	3	5
Other	25	38	25	5	2	5
Men	25	35	26	6	2	6
Women	28	46	19	1	2	4
18-34	11	30	48	4	4	4
35-49	30	44	15	6	2	2
50-64	33	35	28		2	1 1
65+	28	45	13	3	2	9

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4

# Council's general town planning policy performance

2022 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56 ▲	59	50	n/a	n/a	n/a	n/a	n/a	56	n/a	n/a
State-wide	54 ▲	55	54	55	54	53	52	54	55	55	54
Large Rural	53 ▲	55	54	55	54	54	51	53	n/a	n/a	n/a
Women	49	50	50	n/a	n/a	n/a	n/a	n/a	53	n/a	n/a
Castlemaine	49	52	53	n/a	n/a	n/a	n/a	n/a	51	n/a	n/a
Mount Alexander	48	53	49	n/a	n/a	n/a	n/a	n/a	48	n/a	n/a
Other	48	54	47	n/a	n/a	n/a	n/a	n/a	46	n/a	n/a
Men	48	56	49	n/a	n/a	n/a	n/a	n/a	43	n/a	n/a
65+	48	52	53	n/a	n/a	n/a	n/a	n/a	48	n/a	n/a
35-49	46	51	46	n/a	n/a	n/a	n/a	n/a	45	n/a	n/a
50-64	45	54	47	n/a	n/a	n/a	n/a	n/a	46	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

2022 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	3	22	38	15	9	14
2021 Mount Alexander	4	26	34	14	5	18
2020 Mount Alexander	2	22	38	14	7	16
2014 Mount Alexander	5	23	32	16	12	11
State-wide	5	29	31	13	6	16
Large Rural	5	26	33	13	7	16
Castlemaine	1	25	37	15	8	15
Other	4	19	39	15	9	14
Men	2	25	34	15	10	13
Women	4	18	42	14	7	15
18-34	4	26	59	4	4	4
35-49	2	21	38	9	15	15
50-64	1	23	29	23	10	15
65+	3	19	34	19	7	18

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

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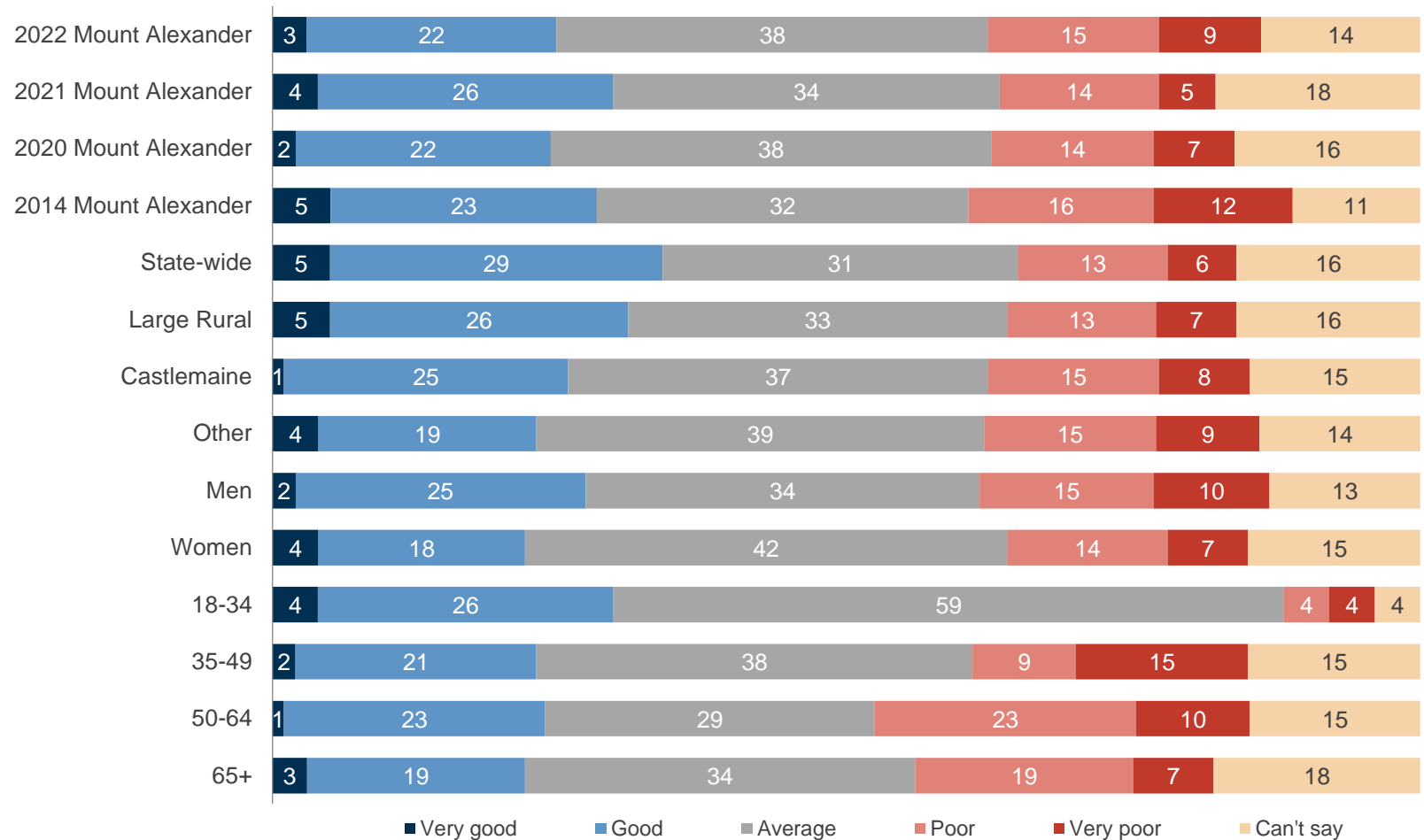
Planning and building permits importance

2022 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	78	77	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	75	76	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	75	75	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	74	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	78	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	71	71	71	72	71	71	71	71	71
Large Rural	73	73	71	71	70	72	70	71	n/a	n/a	n/a
18-34	72	71	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: 24 Councils asked group: 6*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

2022 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	30	43	19	4	1	2
2021 Mount Alexander	29	45	19	2	1	4
2020 Mount Alexander	27	38	28	4	1	2
State-wide	29	40	22	4	1	3
Large Rural	28	40	23	5	2	3
Castlemaine	28	48	19	3		2
Other	32	40	19	5	2	2
Men	27	44	21	5		2
Women	34	42	16	3	2	2
18-34	30	37	22	4	4	4
35-49	28	46	20	6		
50-64	30	36	30		2	1
65+	32	48	13	3	1	3

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

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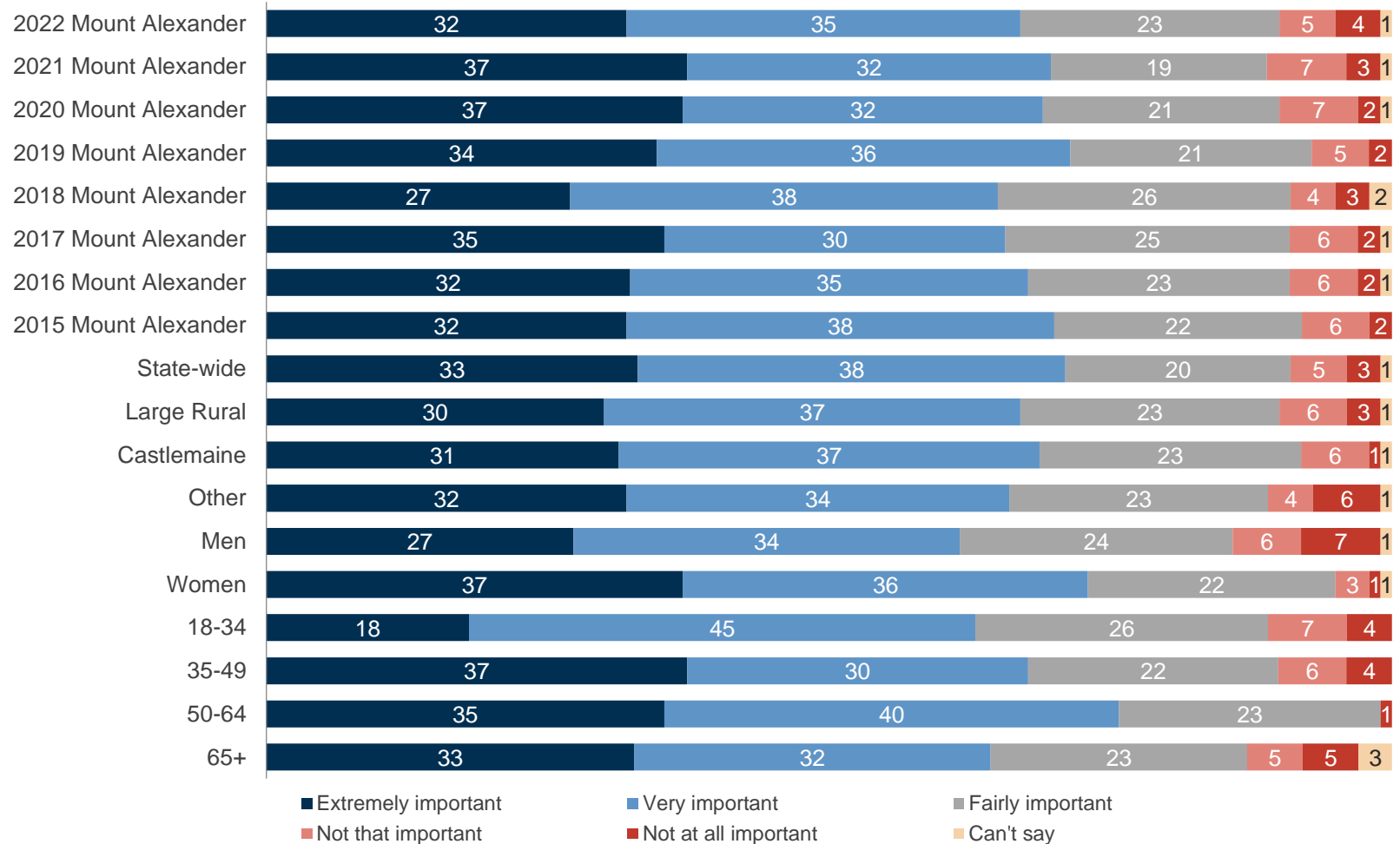*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6*
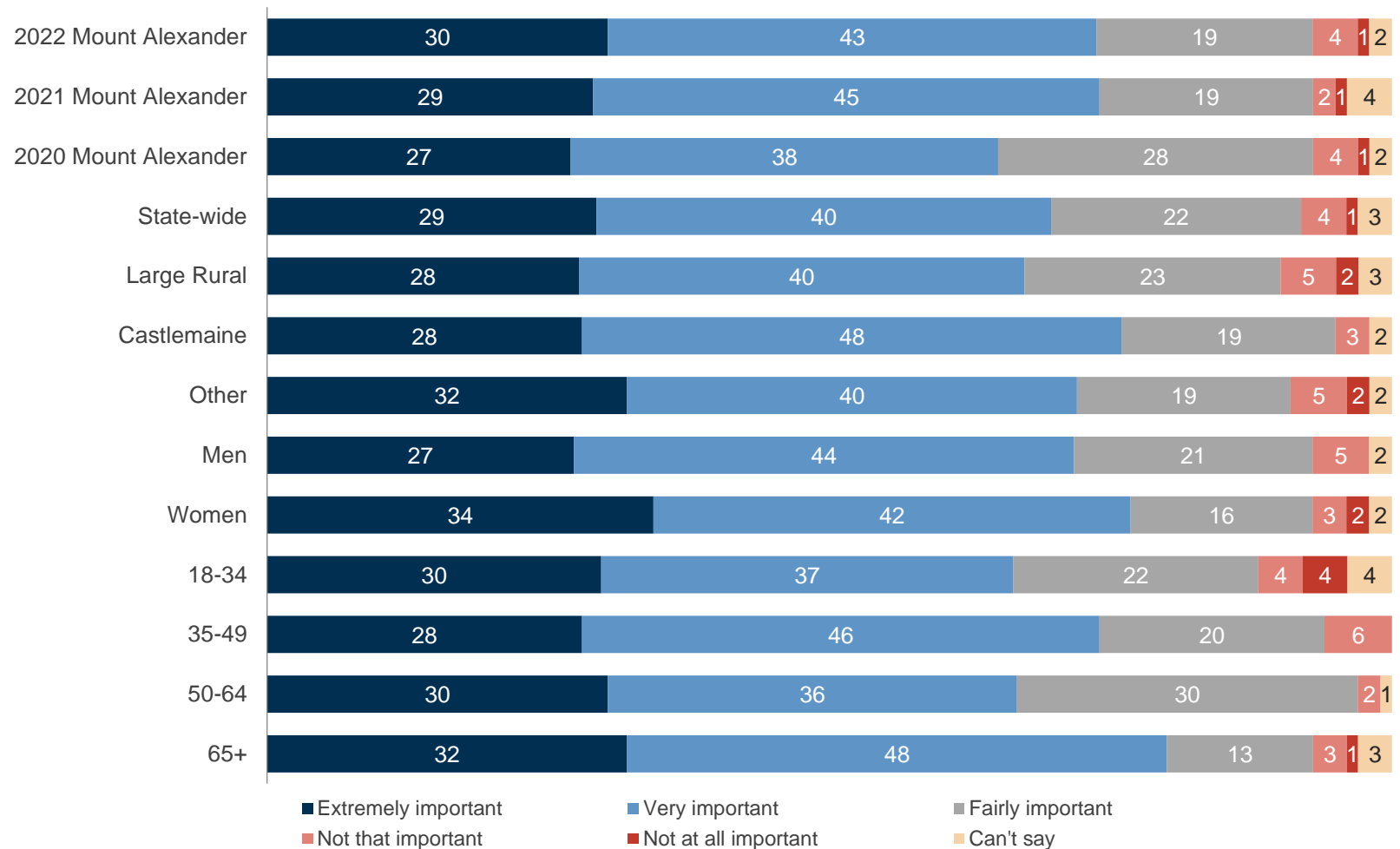
Planning and building permits performance

2022 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50 ▲	51	51	52	52	51	50	54	53	55	54
18-34	49	39	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	46	48	49	49	49	48	50	54	n/a	n/a	n/a
35-49	46	41	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	44	46	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	44	45	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	44	46	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	44	46	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	43	45	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	42	50	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	46	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: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2022 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	2	18	31	16	14	20
2021 Mount Alexander	4	19	29	19	12	18
2020 Mount Alexander	4	20	30	18	13	16
State-wide	5	22	28	14	10	22
Large Rural	4	20	28	15	12	20
Castlemaine	2	19	28	11	17	23
Other	2	17	33	19	12	17
Men	2	20	29	20	13	16
Women	3	16	33	11	14	23
18-34		19	33	15	4	30
35-49	2	24	40	8	17	9
50-64		20	30	13	22	15
65+	4	14	26	21	12	23

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
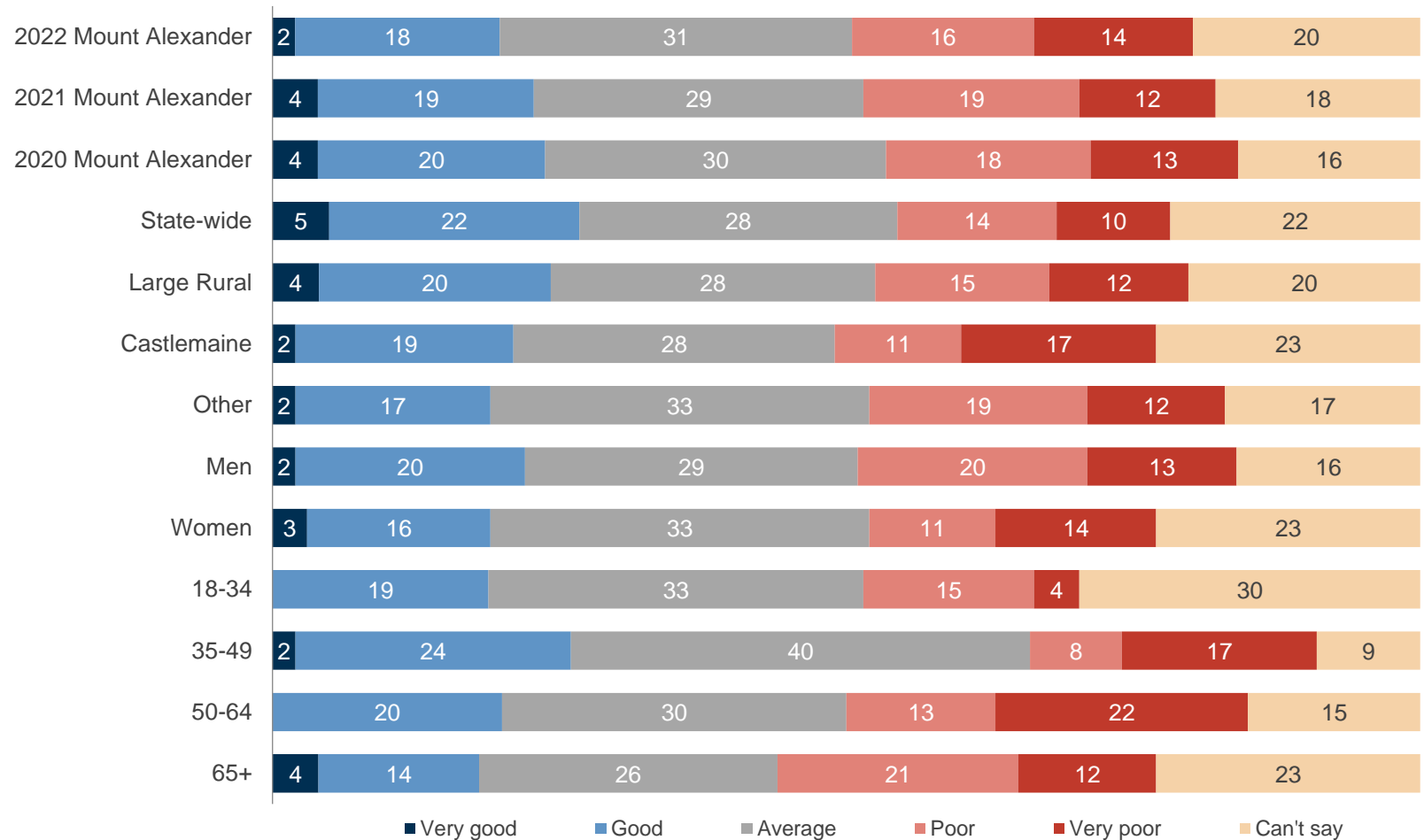
Environmental sustainability importance

2022 environmental sustainability importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	75	80	75	72	70	71	72	n/a	n/a	n/a
Women	76	78	80	77	75	76	78	76	n/a	n/a	n/a
State-wide	73	74	74	74	73	72	73	73	73	72	71
Castlemaine	73	75	76	77	73	72	73	74	n/a	n/a	n/a
35-49	73	73	74	74	68	74	76	72	n/a	n/a	n/a
Mount Alexander	72	74	74	74	71	73	72	73	n/a	n/a	n/a
65+	71	73	73	72	73	68	70	74	n/a	n/a	n/a
Large Rural	71	72	73	74	73	72	73	72	n/a	n/a	n/a
Other	71	73	73	71	69	73	72	72	n/a	n/a	n/a
Men	67 ▼	70	68	71	67	69	67	70	n/a	n/a	n/a
18-34	67	77	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: 27 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2022 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	32	35	23	5	4	1
2021 Mount Alexander	37	32	19	7	3	1
2020 Mount Alexander	37	32	21	7	2	1
2019 Mount Alexander	34	36	21	5	2	
2018 Mount Alexander	27	38	26	4	3	2
2017 Mount Alexander	35	30	25	6	2	1
2016 Mount Alexander	32	35	23	6	2	1
2015 Mount Alexander	32	38	22	6	2	
State-wide	33	38	20	5	3	1
Large Rural	30	37	23	6	3	1
Castlemaine	31	37	23	6	1	1
Other	32	34	23	4	6	1
Men	27	34	24	6	7	1
Women	37	36	22	3	1	1
18-34	18	45	26	7	4	
35-49	37	30	22	6	4	
50-64	35	40	23			1
65+	33	32	23	5	5	3

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
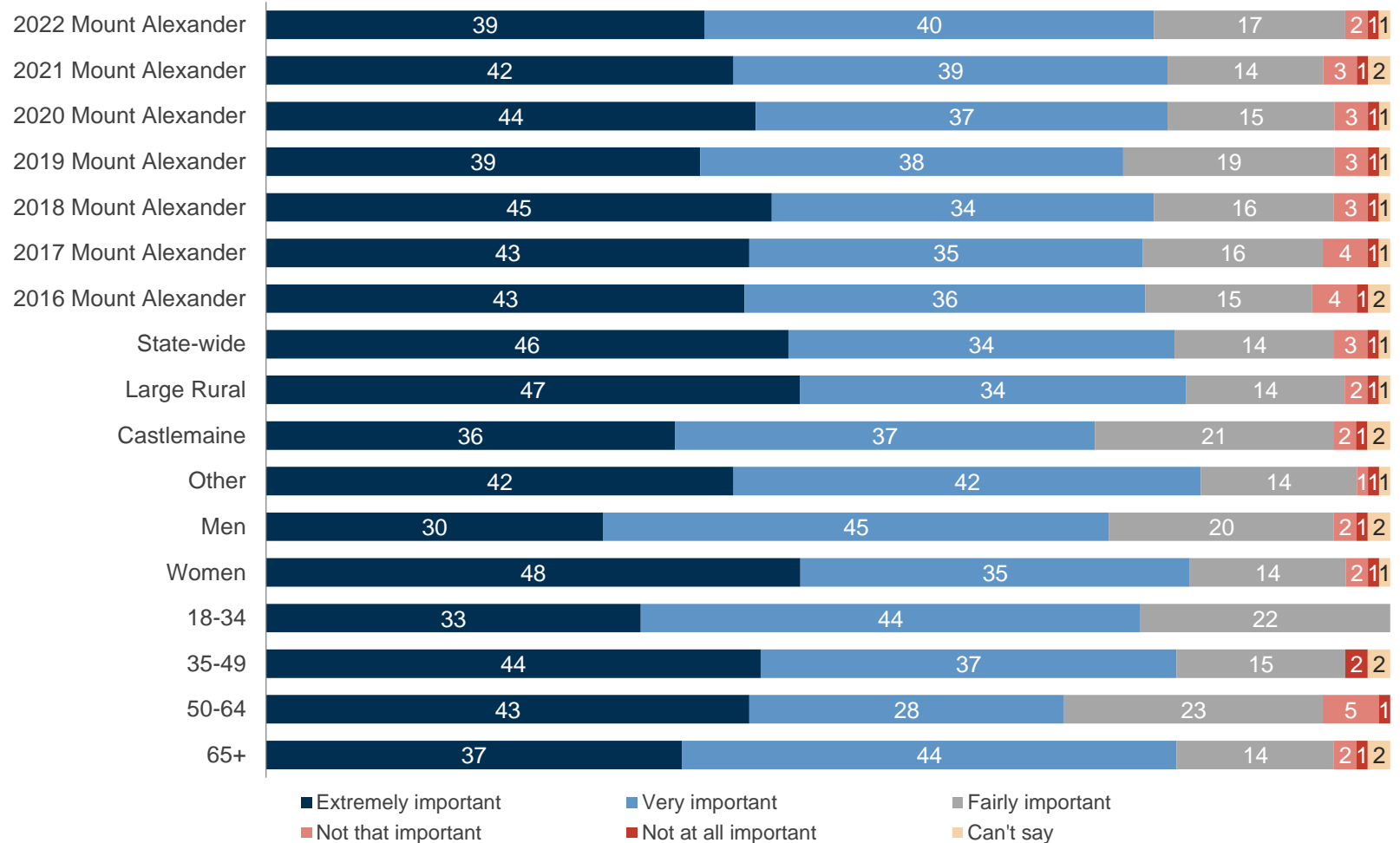*Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8*

Environmental sustainability performance

2022 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	61	62	60	62	63	64	63	64	64	64	64
35-49	61	65	59	58	67	58	63	64	n/a	n/a	n/a
Large Rural	59	61	60	61	61	62	62	64	n/a	n/a	n/a
Castlemaine	59	66	61	60	68	63	61	63	n/a	n/a	n/a
18-34	59	71	58	68	73	68	70	64	n/a	n/a	n/a
Men	59	63	58	61	66	62	63	63	n/a	n/a	n/a
Mount Alexander	59	65	59	61	64	63	62	63	n/a	n/a	n/a
Women	59	66	59	60	63	64	61	64	n/a	n/a	n/a
Other	59	64	57	61	62	63	63	63	n/a	n/a	n/a
65+	58	63	61	60	62	63	59	64	n/a	n/a	n/a
50-64	58	61	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?
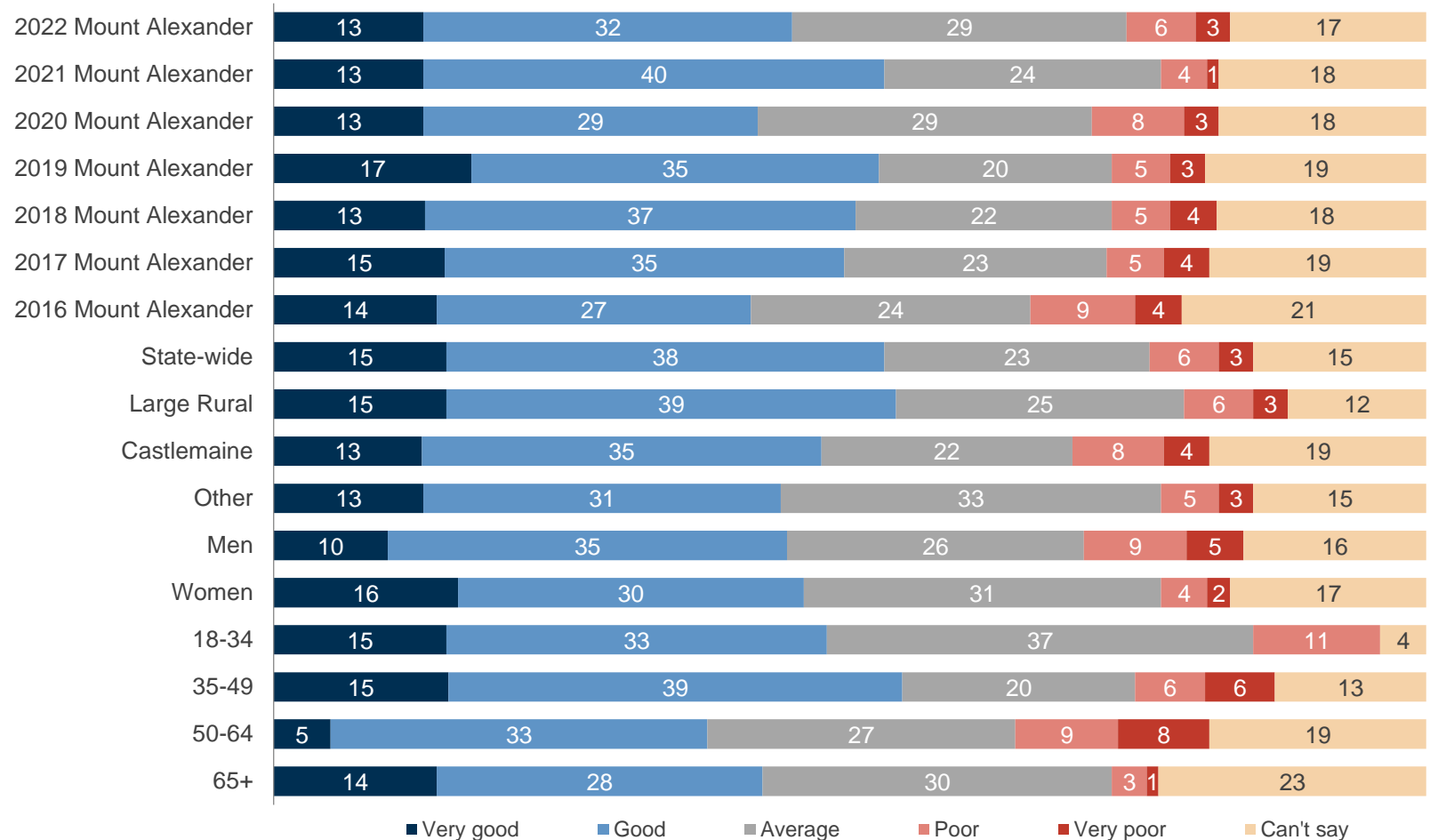*Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2022 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	10	31	40	9	4	6
2021 Mount Alexander	15	37	27	8	3	11
2020 Mount Alexander	12	29	34	13	4	8
2019 Mount Alexander	12	34	33	10	4	8
2018 Mount Alexander	16	32	30	11	1	11
2017 Mount Alexander	11	38	31	9	1	10
2016 Mount Alexander	13	35	31	10	3	9
2015 Mount Alexander	13	35	32	8	3	9
State-wide	10	35	32	9	4	10
Large Rural	8	34	35	9	4	10
Castlemaine	9	37	34	9	5	6
Other	11	27	43	9	3	7
Men	11	33	36	9	6	5
Women	9	30	43	10	2	7
18-34	7	34	52		4	4
35-49	13	36	35	7	6	2
50-64	14	26	35	12	5	8
65+	8	29	39	12	2	10

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10
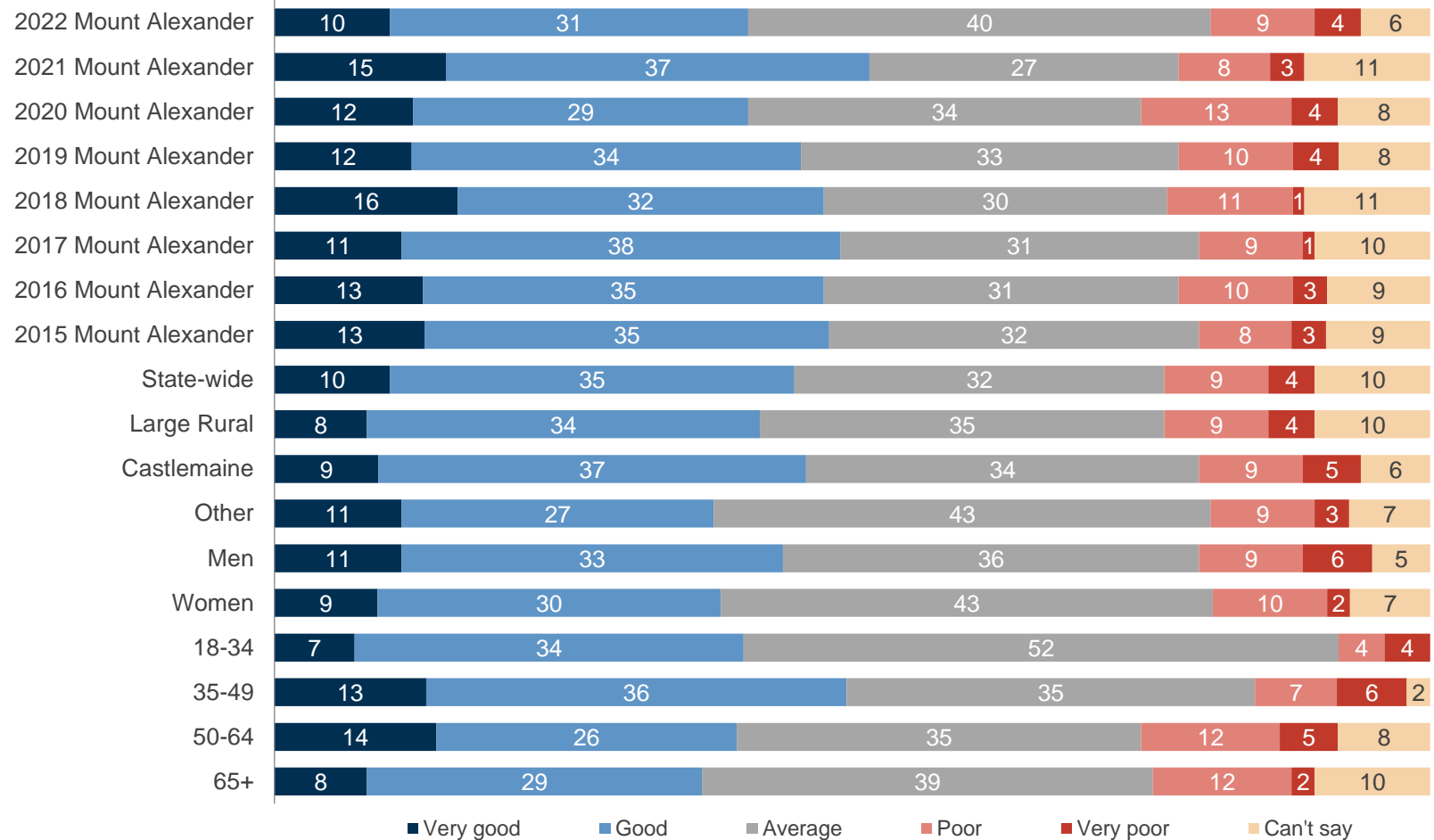
Emergency and disaster management importance

2022 emergency and disaster management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	82	83	85	82	84	82	82	n/a	n/a	n/a	n/a
Large Rural	81	81	81	82	82	81	81	81	n/a	n/a	n/a
35-49	81	77	78	78	83	77	79	n/a	n/a	n/a	n/a
State-wide	81	81	80	81	81	80	80	80	80	80	80
Other	81	80	80	79	81	80	79	n/a	n/a	n/a	n/a
65+	79	80	80	76	78	79	79	n/a	n/a	n/a	n/a
Mount Alexander	79	80	80	78	80	80	80	n/a	n/a	n/a	n/a
18-34	78	82	83	82	83	83	88	n/a	n/a	n/a	n/a
50-64	77	82	81	79	79	80	75	n/a	n/a	n/a	n/a
Castlemaine	76	79	81	77	79	79	80	n/a	n/a	n/a	n/a
Men	76	76	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: 19 Councils asked group: 7
*Note: Please see Appendix A for explanation of significant differences.*

Emergency and disaster management importance

2022 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	39	40	17	2	1	1
2021 Mount Alexander	42	39	14	3	1	2
2020 Mount Alexander	44	37	15	3	1	1
2019 Mount Alexander	39	38	19	3	1	1
2018 Mount Alexander	45	34	16	3	1	1
2017 Mount Alexander	43	35	16	4	1	1
2016 Mount Alexander	43	36	15	4	1	2
State-wide	46	34	14	3	1	1
Large Rural	47	34	14	2	1	1
Castlemaine	36	37	21	2	1	2
Other	42	42	14	1	1	1
Men	30	45	20	2	1	2
Women	48	35	14	2	1	1
18-34	33	44	22			
35-49	44	37	15	2		2
50-64	43	28	23	5		1
65+	37	44	14	2	1	2

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

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

Emergency and disaster management performance

2022 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	67	68	63	69	65	64	60	n/a	n/a	n/a	n/a
65+	67	68	64	66	68	69	63	n/a	n/a	n/a	n/a
State-wide	66	71	68	72	71	70	69	70	71	70	70
Large Rural	66	71	69	72	71	70	70	71	n/a	n/a	n/a
35-49	65	69	64	64	71	67	60	n/a	n/a	n/a	n/a
Castlemaine	64	69	66	66	66	64	62	n/a	n/a	n/a	n/a
Mount Alexander	64	68	62	68	65	66	62	n/a	n/a	n/a	n/a
18-34	63	73	60	77	61	65	70	n/a	n/a	n/a	n/a
Other	63	68	60	70	65	68	63	n/a	n/a	n/a	n/a
Men	61	69	62	67	66	68	64	n/a	n/a	n/a	n/a
50-64	56 ▼	65	60	67	61	64	58	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: 25 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2022 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	13	32	29	6	3	17
2021 Mount Alexander	13	40	24	4	1	18
2020 Mount Alexander	13	29	29	8	3	18
2019 Mount Alexander	17	35	20	5	3	19
2018 Mount Alexander	13	37	22	5	4	18
2017 Mount Alexander	15	35	23	5	4	19
2016 Mount Alexander	14	27	24	9	4	21
State-wide	15	38	23	6	3	15
Large Rural	15	39	25	6	3	12
Castlemaine	13	35	22	8	4	19
Other	13	31	33	5	3	15
Men	10	35	26	9	5	16
Women	16	30	31	4	2	17
18-34	15	33	37	11		4
35-49	15	39	20	6	6	13
50-64	5	33	27	9	8	19
65+	14	28	30	3	1	23

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

Planning for population growth in the area importance

2022 population growth importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83▲	76	76	79	75	69	75	n/a	n/a	n/a	n/a
Women	79	78	75	73	74	74	76	n/a	n/a	n/a	n/a
State-wide	77	76	76	77	77	76	76	75	75	75	75
Castlemaine	77	77	74	73	75	73	76	n/a	n/a	n/a	n/a
Mount Alexander	76	75	74	71	74	73	73	n/a	n/a	n/a	n/a
50-64	76	79	76	72	75	74	72	n/a	n/a	n/a	n/a
Other	76	74	73	70	74	72	71	n/a	n/a	n/a	n/a
Large Rural	75	74	75	77	78	78	74	74	n/a	n/a	n/a
18-34	74	68	69	63	77	71	74	n/a	n/a	n/a	n/a
65+	73	76	73	69	72	74	72	n/a	n/a	n/a	n/a
Men	73	73	73	69	74	71	70	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: 5
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area importance

2022 population growth importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	34	40	18	3	2	3
2021 Mount Alexander	31	45	18	4	2	1
2020 Mount Alexander	31	38	24	5	1	1
2019 Mount Alexander	28	37	24	7	2	2
2018 Mount Alexander	31	40	25	4		
2017 Mount Alexander	28	38	27	4		2
2016 Mount Alexander	28	42	22	5	1	2
State-wide	38	37	18	4	2	2
Large Rural	35	37	20	4	2	2
Castlemaine	34	39	19	2	1	4
Other	34	40	17	4	2	2
Men	30	39	20	5	3	3
Women	39	41	16	2	1	2
18-34	30	33	33			4
35-49	44	46	4	4		2
50-64	36	38	22		2	2
65+	31	40	17	5	3	4

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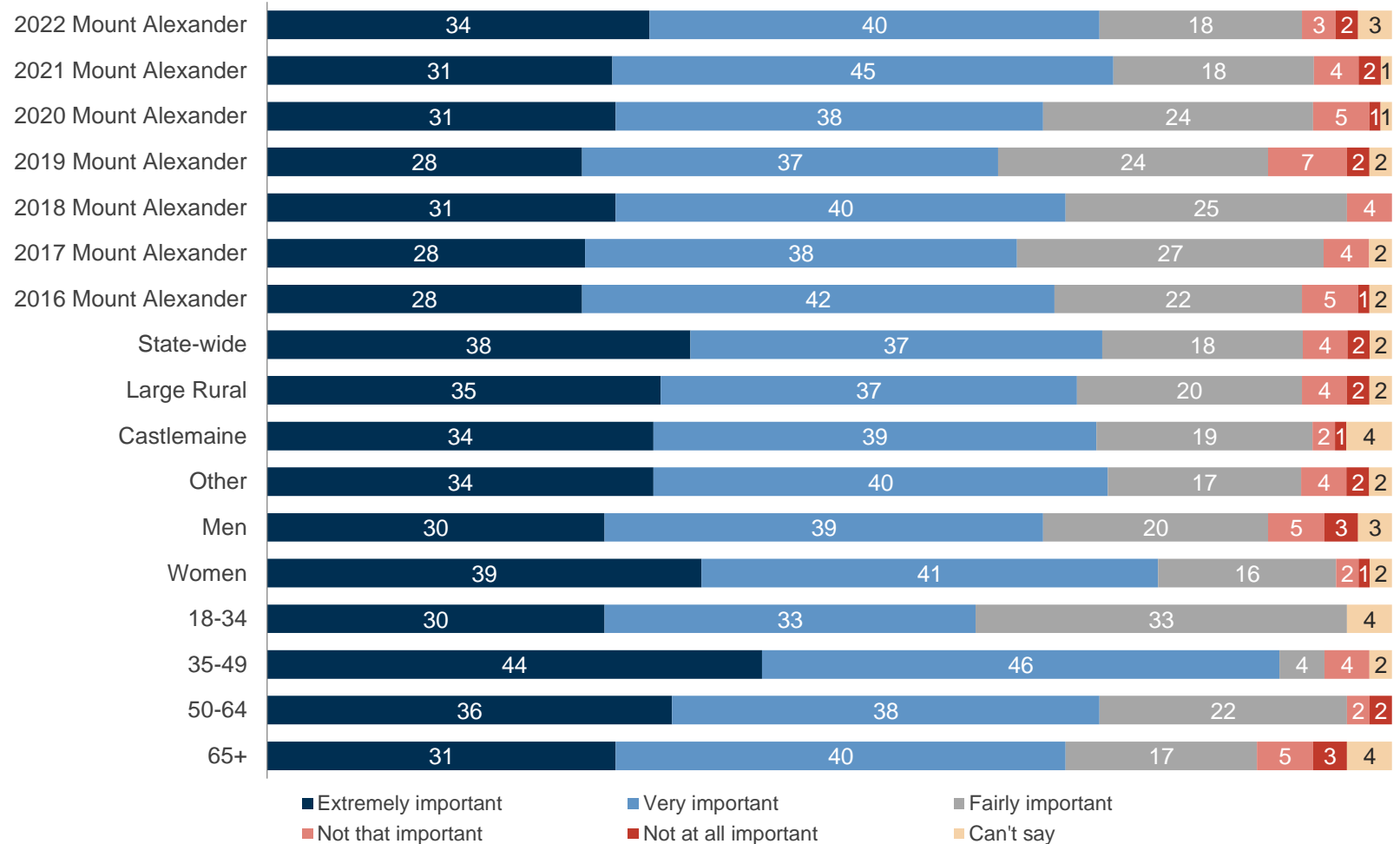
Planning for population growth in the area performance

2022 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52 ▲	53	51	52	52	52	51	54	54	54	52
18-34	50	54	46	61	46	58	52	n/a	n/a	n/a	n/a
Large Rural	49 ▲	51	47	49	48	48	47	50	n/a	n/a	n/a
Other	47	51	44	49	46	51	46	n/a	n/a	n/a	n/a
65+	46	52	50	48	53	47	42	n/a	n/a	n/a	n/a
Men	46	52	46	50	47	52	49	n/a	n/a	n/a	n/a
Mount Alexander	45	51	47	50	47	52	46	n/a	n/a	n/a	n/a
Women	44	49	48	50	48	51	42	n/a	n/a	n/a	n/a
50-64	43	49	47	50	46	52	45	n/a	n/a	n/a	n/a
Castlemaine	43	50	51	51	50	52	46	n/a	n/a	n/a	n/a
35-49	41	47	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: 18 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2022 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	3	19	33	18	11	16
2021 Mount Alexander	5	20	36	13	8	18
2020 Mount Alexander	4	16	35	16	9	21
2019 Mount Alexander	5	21	31	17	7	19
2018 Mount Alexander	4	18	32	17	8	20
2017 Mount Alexander	6	20	30	18	5	21
2016 Mount Alexander	3	16	33	18	9	20
State-wide	7	25	31	16	8	14
Large Rural	5	23	33	16	10	13
Castlemaine	1	16	35	21	10	17
Other	4	21	32	17	11	15
Men	3	20	34	20	9	14
Women	3	18	32	17	13	17
18-34	4	33	33	11	15	4
35-49	4	13	35	28	13	7
50-64		17	36	18	10	20
65+	3	17	31	17	8	24

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
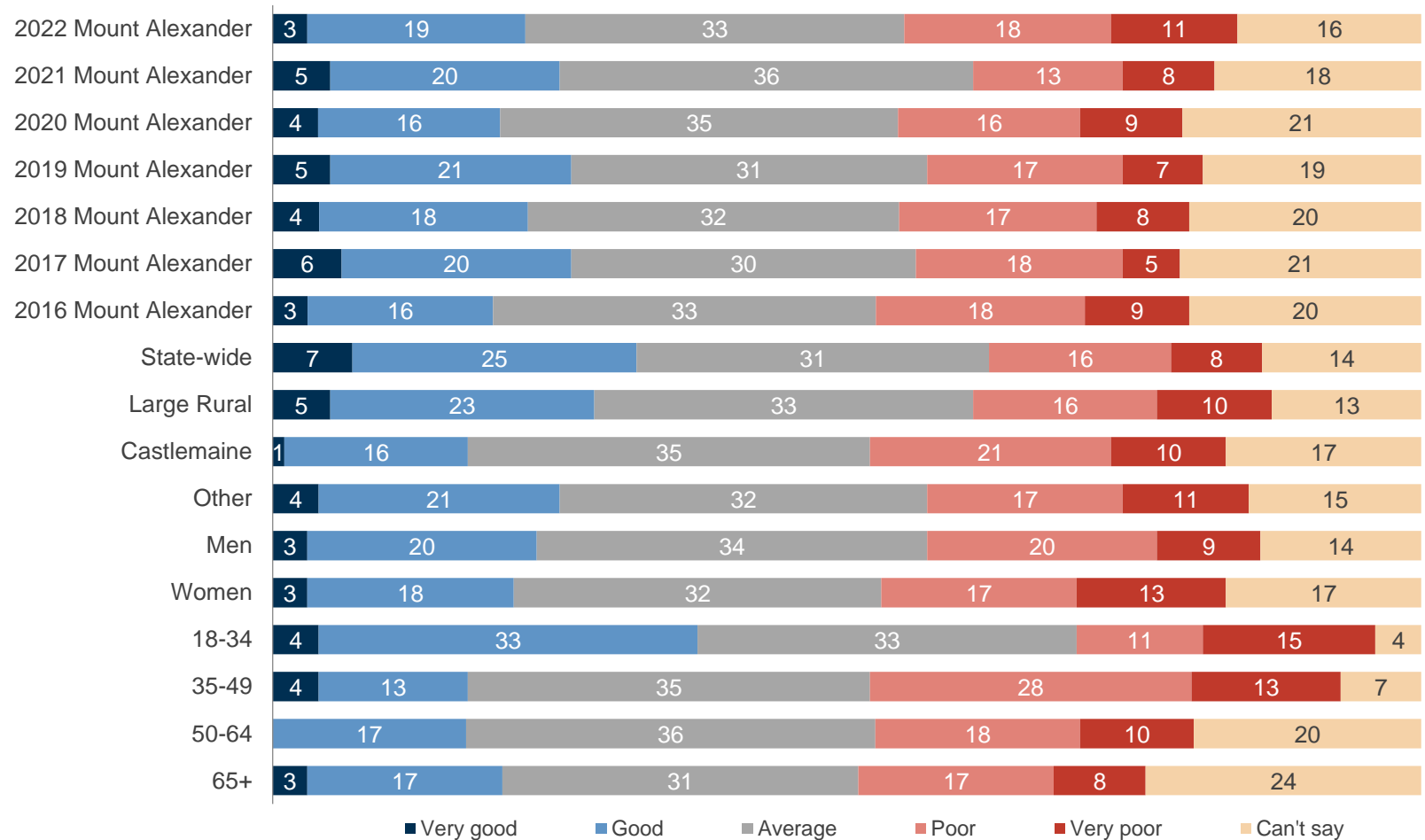
Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	83▲	81	80	80	80	79	79	78	78	81	80
Large Rural	82▲	80	79	79	78	77	78	76	n/a	n/a	n/a
35-49	81	79	77	78	74	71	71	n/a	78	77	n/a
Women	80	78	79	76	79	76	77	n/a	78	77	n/a
Other	80	79	78	76	80	77	79	n/a	81	78	n/a
18-34	79	76	77	65	77	78	80	n/a	82	78	n/a
Mount Alexander	78	77	78	75	78	77	76	n/a	78	78	n/a
65+	77	76	78	77	76	78	79	n/a	76	77	n/a
Men	76	75	77	75	76	78	76	n/a	79	78	n/a
Castlemaine	75	74	78	74	74	76	72	n/a	74	77	n/a
50-64	75	76	79	78	82	80	76	n/a	78	79	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: 15 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	37	41	15	4	1	1
2021 Mount Alexander	35	39	20	4		1
2020 Mount Alexander	36	43	15	4		
2019 Mount Alexander	34	40	21	4		1
2018 Mount Alexander	36	41	17	4	1	1
2017 Mount Alexander	37	36	22	3	1	1
2016 Mount Alexander	39	34	21	4	1	1
2014 Mount Alexander	39	38	20	3		1
2013 Mount Alexander	35	43	17	3	1	1
State-wide	49	36	12	2	1	1
Large Rural	47	36	13	2	1	1
Castlemaine	32	42	14	8	1	2
Other	40	41	16	2		1
Men	31	46	14	5	1	1
Women	42	37	16	3	1	1
18-34	33	48	19			
35-49	39	45	11	2		2
50-64	42	26	22	9		1
65+	35	43	13	5	2	2

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

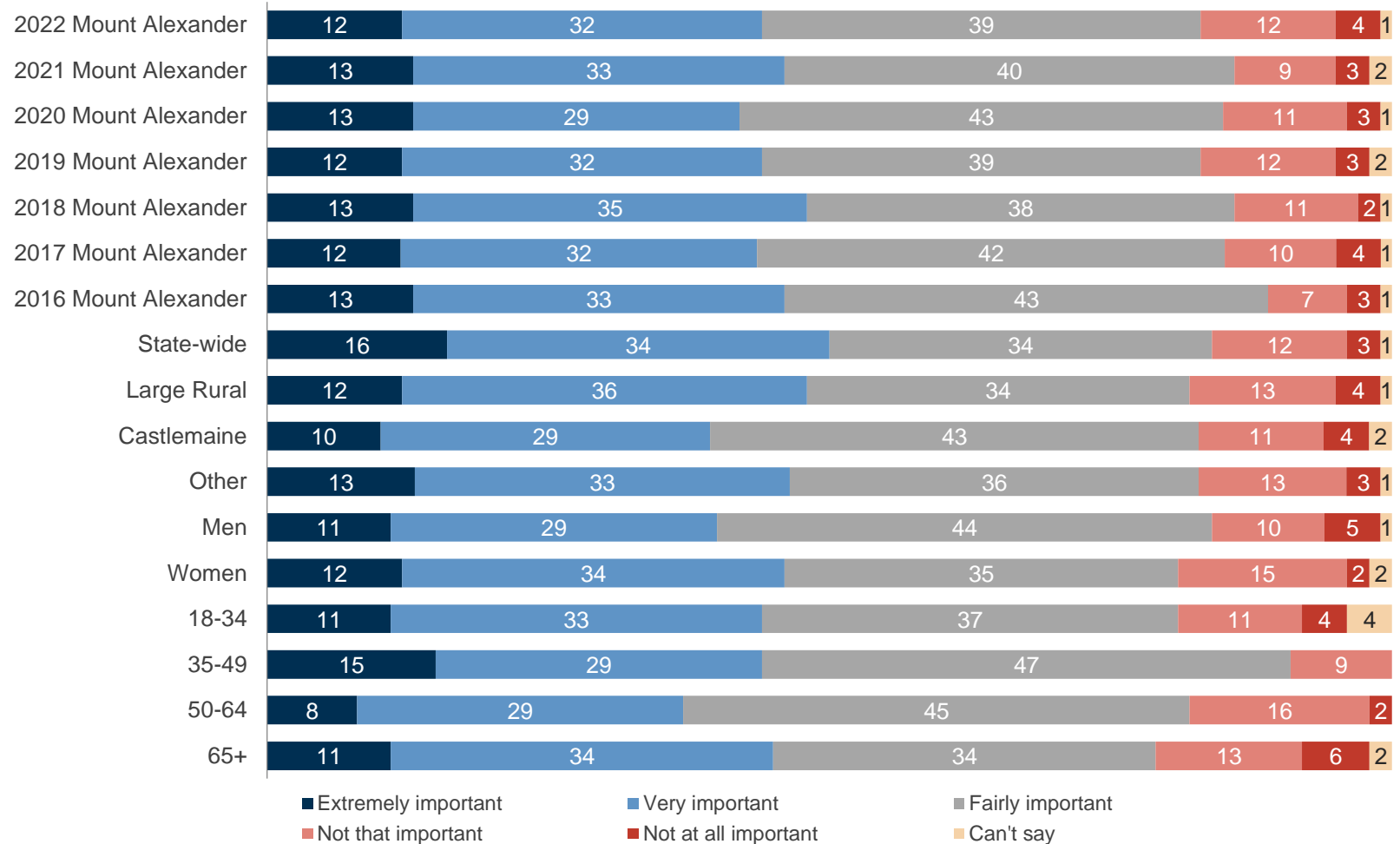# Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	44	47	37	44	37	48	45	n/a	45	n/a	n/a
50-64	44	46	40	44	36	44	40	n/a	41	n/a	n/a
Castlemaine	44	52	46	43	46	44	49	n/a	46	n/a	n/a
Women	43	45	43	42	39	44	42	n/a	47	n/a	n/a
65+	43	49	42	40	42	42	41	n/a	41	n/a	n/a
Mount Alexander	43	46	41	43	40	46	42	n/a	44	n/a	n/a
Men	43	47	40	44	41	48	43	n/a	41	n/a	n/a
Other	42	42	38	43	36	47	38	n/a	43	n/a	n/a
State-wide	41	45	44	44	43	44	43	45	45	44	46
35-49	40	41	45	47	45	52	45	n/a	51	n/a	n/a
Large Rural	39▼	44	42	41	41	42	43	44	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	4	21	32	24	16	3
2021 Mount Alexander	5	24	32	20	14	6
2020 Mount Alexander	4	19	34	22	19	3
2019 Mount Alexander	6	20	30	19	19	6
2018 Mount Alexander	5	18	28	26	20	4
2017 Mount Alexander	5	23	33	21	14	4
2016 Mount Alexander	5	19	30	22	18	6
2014 Mount Alexander	6	20	33	21	17	4
State-wide	5	19	29	23	19	6
Large Rural	4	18	28	24	21	5
Castlemaine	2	25	30	24	14	5
Other	5	18	33	24	18	2
Men	3	23	31	25	16	3
Women	5	19	33	23	17	3
18-34	7	4	52	33		4
35-49	2	26	26	22	24	
50-64	3	26	32	18	19	1
65+	3	23	27	24	16	7

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

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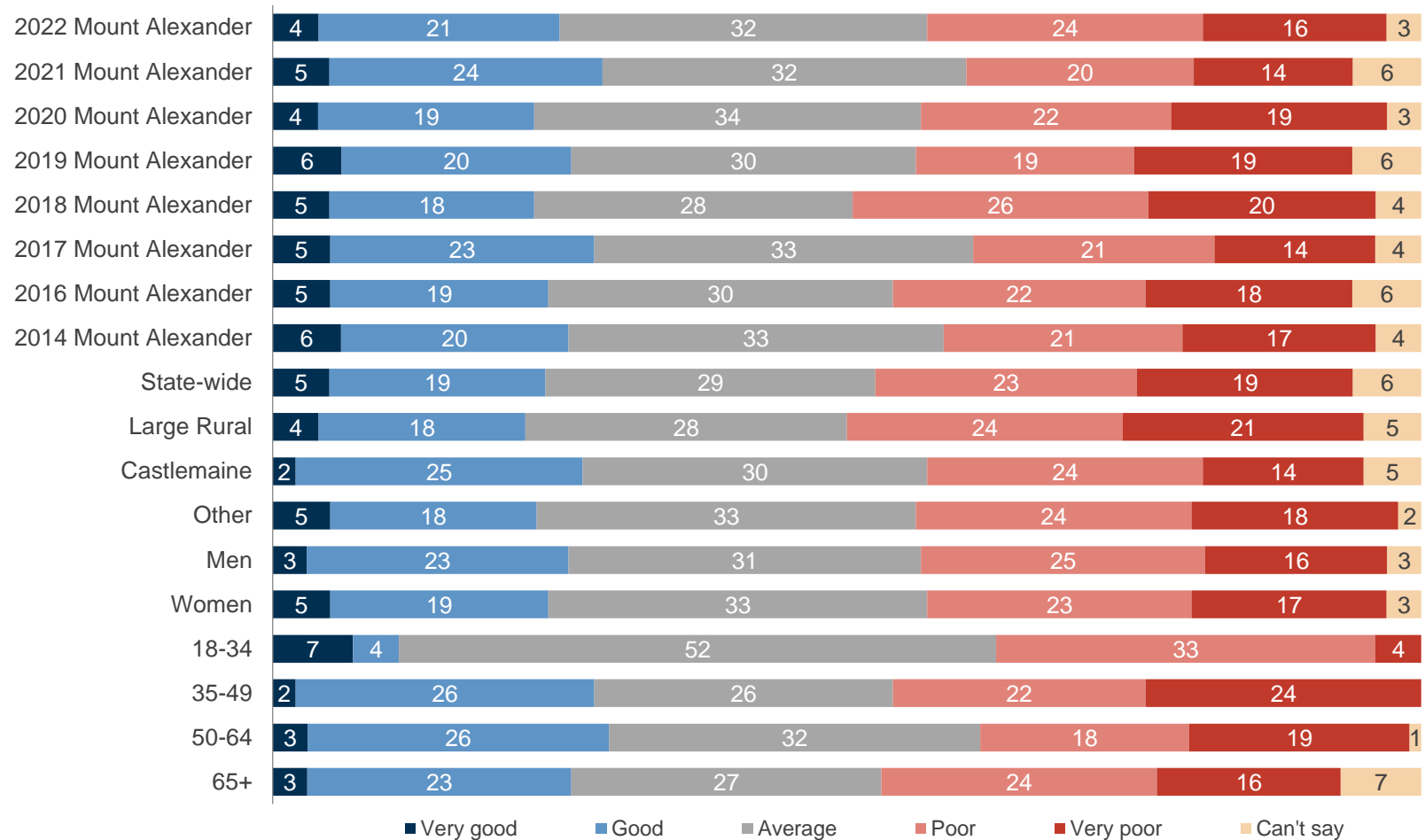
Business and community development importance

2022 business/community development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72	71	69	69	74	70	74	n/a	n/a	n/a	n/a
Women	71	73	70	68	70	71	72	n/a	n/a	n/a	n/a
18-34	70	74	58	68	77	77	80	n/a	n/a	n/a	n/a
State-wide	70	70	69	69	69	70	70	69	69	n/a	n/a
Other	69	70	65	66	68	71	70	n/a	n/a	n/a	n/a
Large Rural	68	68	68	70	69	70	71	72	n/a	n/a	n/a
Mount Alexander	68	71	68	67	70	70	72	n/a	n/a	n/a	n/a
Castlemaine	67	72	71	68	71	69	74	n/a	n/a	n/a	n/a
65+	66	68	68	65	67	67	68	n/a	n/a	n/a	n/a
Men	65	68	65	66	69	69	72	n/a	n/a	n/a	n/a
50-64	65	73	72	67	64	70	69	n/a	n/a	n/a	n/a

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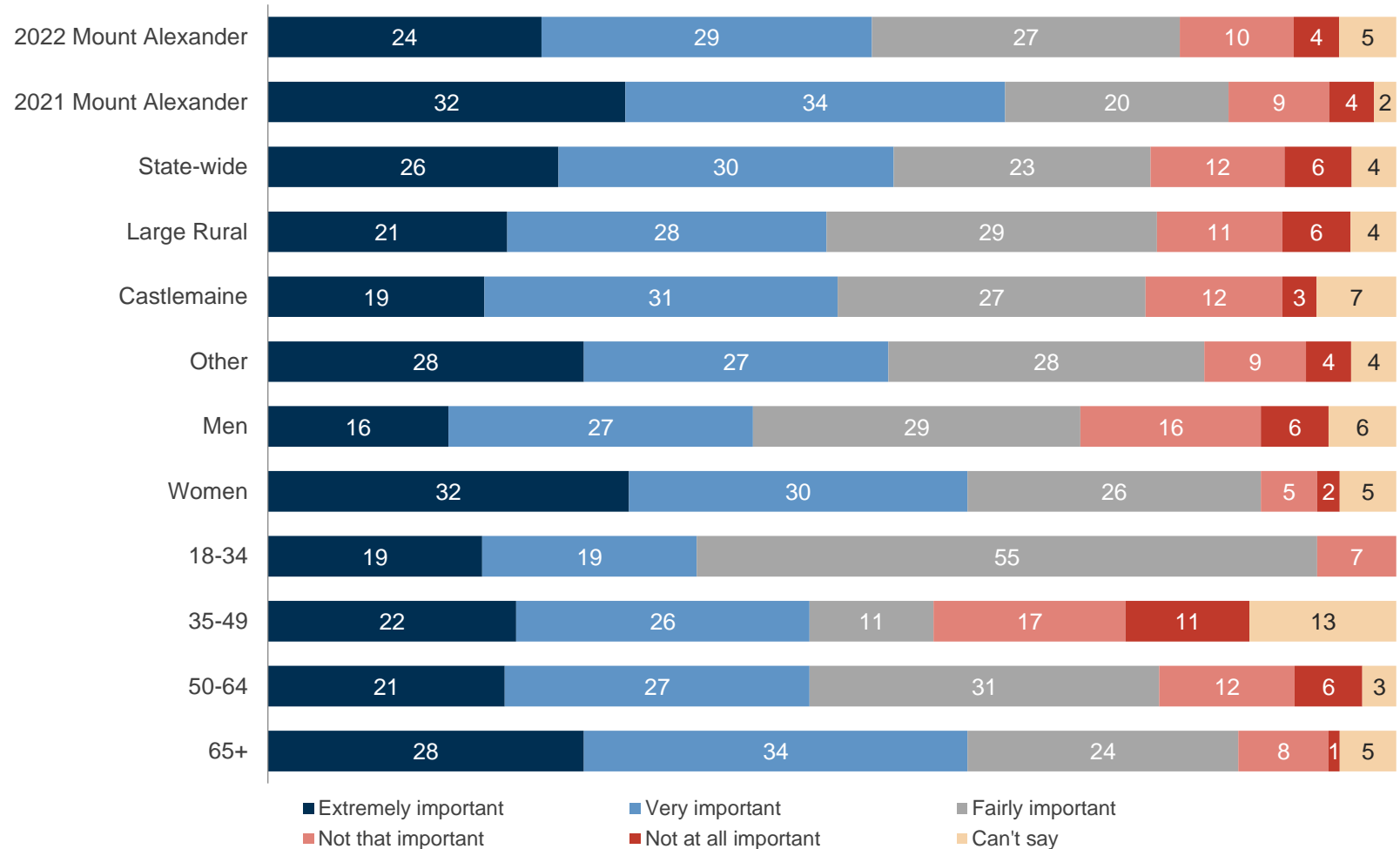Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

2022 business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	18	40	34	5	1	2
2021 Mount Alexander	25	38	30	5	1	1
2020 Mount Alexander	19	41	32	5	2	2
2019 Mount Alexander	16	39	39	4	1	1
2018 Mount Alexander	23	39	32	4	1	1
2017 Mount Alexander	20	43	31	3	1	1
2016 Mount Alexander	21	50	21	4	2	2
State-wide	21	42	28	5	1	1
Large Rural	19	42	30	6	1	1
Castlemaine	15	42	35	6	1	1
Other	20	40	33	5	1	2
Men	13	39	39	7		2
Women	23	42	28	4	1	2
18-34	22	37	41			
35-49	22	46	30			2
50-64	15	38	38	8		1
65+	15	40	31	8	1	5

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

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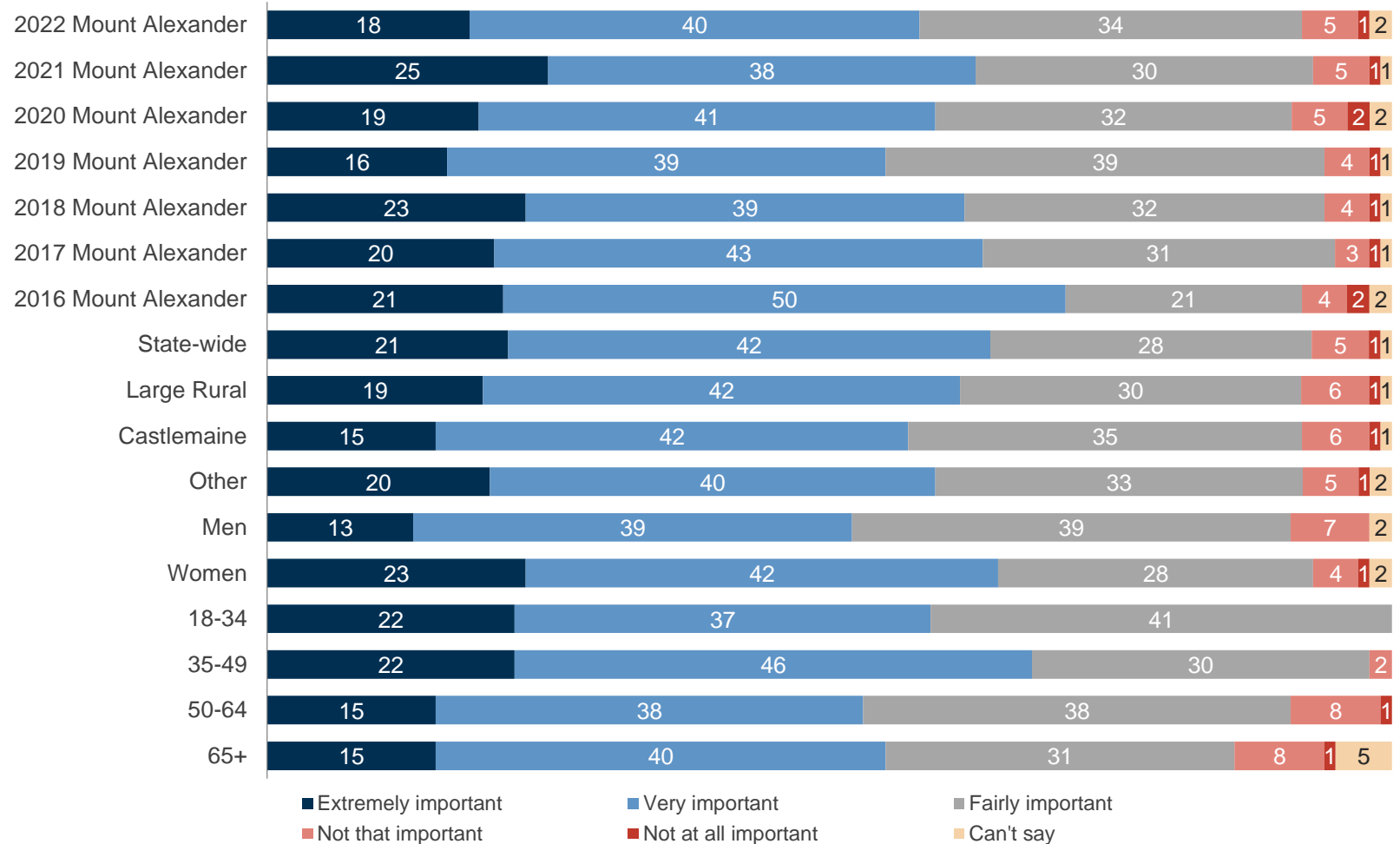
Business and community development performance

2022 business/community development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	56	59	57	57	68	52	n/a	n/a	n/a	n/a
Large Rural	58 ▲	60	60	59	58	59	58	60	n/a	n/a	n/a
State-wide	58 ▲	60	59	61	60	60	60	60	62	n/a	n/a
Women	55	57	56	56	53	54	48	n/a	n/a	n/a	n/a
50-64	54	60	54	57	51	51	46	n/a	n/a	n/a	n/a
Other	53	53	51	54	49	55	48	n/a	n/a	n/a	n/a
Mount Alexander	53	56	54	54	53	56	49	n/a	n/a	n/a	n/a
Castlemaine	53	59	57	54	58	56	50	n/a	n/a	n/a	n/a
65+	53	57	54	56	53	54	49	n/a	n/a	n/a	n/a
Men	52	54	52	53	53	57	50	n/a	n/a	n/a	n/a
35-49	50	50	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: 13 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

2022 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	5	29	33	13	7	14
2021 Mount Alexander	6	26	38	12	4	15
2020 Mount Alexander	4	26	36	12	5	16
2019 Mount Alexander	6	25	35	13	5	16
2018 Mount Alexander	6	26	31	16	6	15
2017 Mount Alexander	7	28	30	13	5	16
2016 Mount Alexander	4	23	35	17	8	13
State-wide	7	31	34	11	4	13
Large Rural	8	30	35	10	4	13
Castlemaine	4	29	35	13	6	13
Other	5	28	32	13	7	15
Men	5	29	32	13	9	12
Women	4	28	34	13	4	16
18-34	11	33	22	19	4	11
35-49	2	33	35	11	13	7
50-64	3	29	37	11	5	13
65+	4	24	35	12	5	20

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

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4
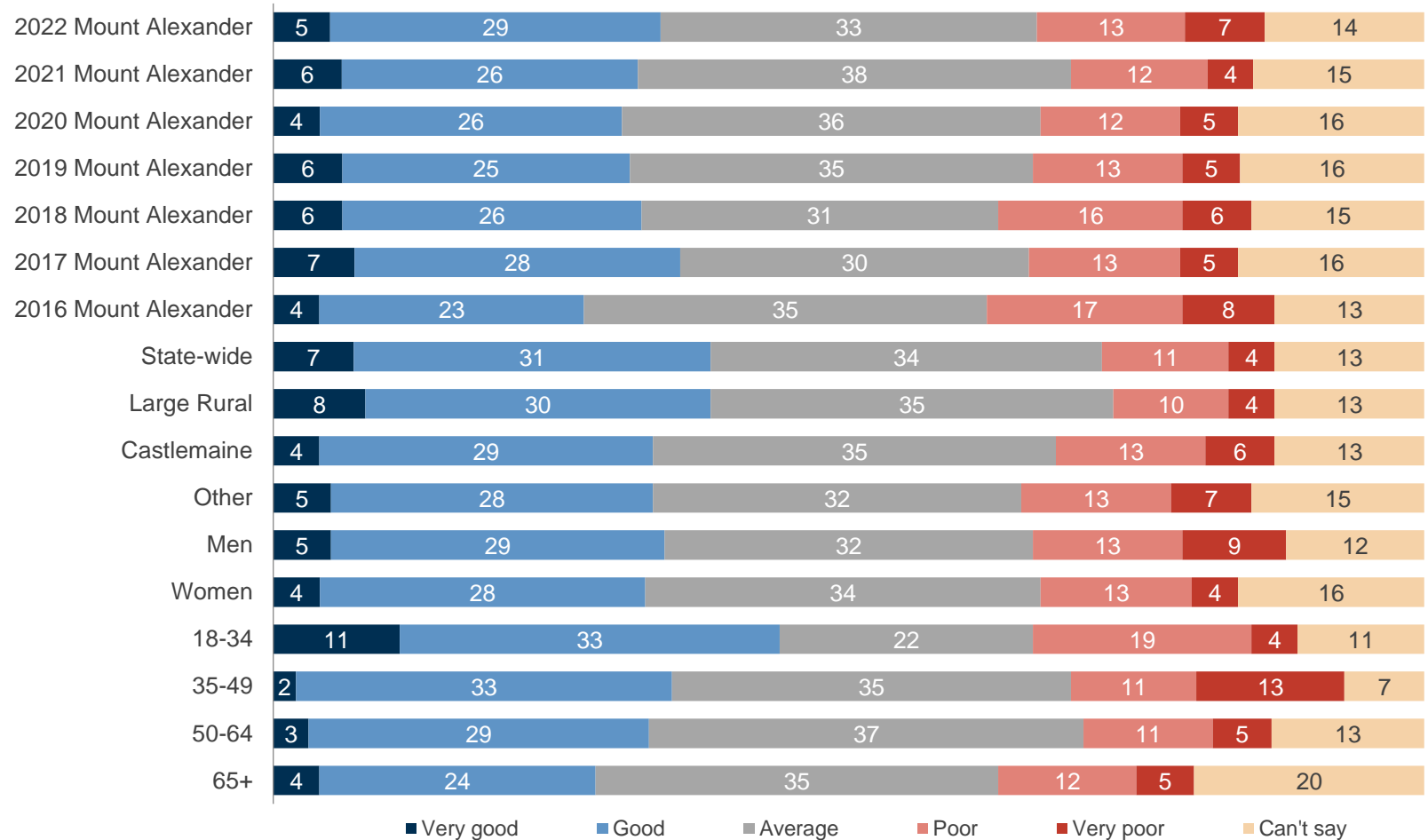
Tourism development importance

2022 tourism development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	62	62	61	61	62	61	61	n/a	n/a	n/a	n/a
State-wide	62 ▲	63	62	59	61	62	63	65	65	n/a	n/a
Other	60	61	59	61	59	60	61	n/a	n/a	n/a	n/a
Large Rural	60	62	62	60	62	63	67	67	n/a	n/a	n/a
Women	60	63	61	61	62	62	63	n/a	n/a	n/a	n/a
18-34	60	61	46	54	61	56	67	n/a	n/a	n/a	n/a
Mount Alexander	59	62	60	60	61	60	62	n/a	n/a	n/a	n/a
Men	58	60	58	58	60	58	60	n/a	n/a	n/a	n/a
65+	58	61	64	62	61	59	60	n/a	n/a	n/a	n/a
Castlemaine	57	62	60	58	64	59	63	n/a	n/a	n/a	n/a
50-64	57	63	62	58	61	62	61	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: 2
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

2022 tourism development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	12	32	39	12	4	1
2021 Mount Alexander	13	33	40	9	3	2
2020 Mount Alexander	13	29	43	11	3	1
2019 Mount Alexander	12	32	39	12	3	2
2018 Mount Alexander	13	35	38	11	2	1
2017 Mount Alexander	12	32	42	10	4	1
2016 Mount Alexander	13	33	43	7	3	1
State-wide	16	34	34	12	3	1
Large Rural	12	36	34	13	4	1
Castlemaine	10	29	43	11	4	2
Other	13	33	36	13	3	1
Men	11	29	44	10	5	1
Women	12	34	35	15	2	2
18-34	11	33	37	11	4	4
35-49	15	29	47	9		
50-64	8	29	45	16		2
65+	11	34	34	13	6	2

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

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2

Tourism development performance

2022 tourism development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	64	64	66	65	65	68	61	n/a	n/a	n/a	n/a
50-64	63	64	62	66	62	67	59	n/a	n/a	n/a	n/a
18-34	62	71	68	67	66	73	68	n/a	n/a	n/a	n/a
Large Rural	61	64	62	61	61	65	64	66	n/a	n/a	n/a
Other	61	62	61	66	60	67	63	n/a	n/a	n/a	n/a
Mount Alexander	61	62	64	65	63	67	61	n/a	n/a	n/a	n/a
Castlemaine	61	62	67	62	67	66	58	n/a	n/a	n/a	n/a
65+	60	61	62	63	62	62	57	n/a	n/a	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64	n/a	n/a
35-49	60	55	65	64	64	68	63	n/a	n/a	n/a	n/a
Men	58	60	62	64	61	66	61	n/a	n/a	n/a	n/a

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

Tourism development performance

2022 tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	8	33	33	7	3	16
2021 Mount Alexander	11	35	28	9	4	13
2020 Mount Alexander	10	40	30	7	1	12
2019 Mount Alexander	13	36	29	7	2	13
2018 Mount Alexander	12	37	27	11	2	12
2017 Mount Alexander	14	40	28	4	2	11
2016 Mount Alexander	11	29	35	8	3	14
State-wide	10	33	31	10	4	12
Large Rural	10	36	31	8	4	12
Castlemaine	9	33	34	7	3	13
Other	8	33	33	6	3	17
Men	5	34	34	9	4	13
Women	11	32	32	4	3	18
18-34	7	33	26	11		22
35-49	9	32	37		9	13
50-64	7	38	32	7	1	15
65+	9	31	34	8	3	15

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

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

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COVID-19 response importance

2022 COVID-19 response importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	73 ▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71 ▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58 ▼	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response importance

2022 COVID-19 response importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Mount Alexander	24	29	27	10	4	5
2021 Mount Alexander	32	34	20	9	4	2
State-wide	26	30	23	12	6	4
Large Rural	21	28	29	11	6	4
Castlemaine	19	31	27	12	3	7
Other	28	27	28	9	4	4
Men	16	27	29	16	6	6
Women	32	30	26	5	2	5
18-34	19	19	55	7		
35-49	22	26	11	17	11	13
50-64	21	27	31	12	6	3
65+	28	34	24	8	1	5

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

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

COVID-19 response performance

2022 COVID-19 response performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	73▲	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Castlemaine	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Alexander	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response performance

2022 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Mount Alexander	20	39	25	4	3	9
2021 Mount Alexander	26	42	21	3	1	8
State-wide	21	38	23	6	3	10
Large Rural	24	38	22	5	3	8
Castlemaine	24	40	23	2	2	9
Other	18	39	26	5	3	9
Men	18	36	28	5	3	10
Women	22	43	23	3	3	7
18-34	19	41	33		4	4
35-49	17	41	20	2	9	11
50-64	17	38	32	3	3	6
65+	24	38	22	5	1	11

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
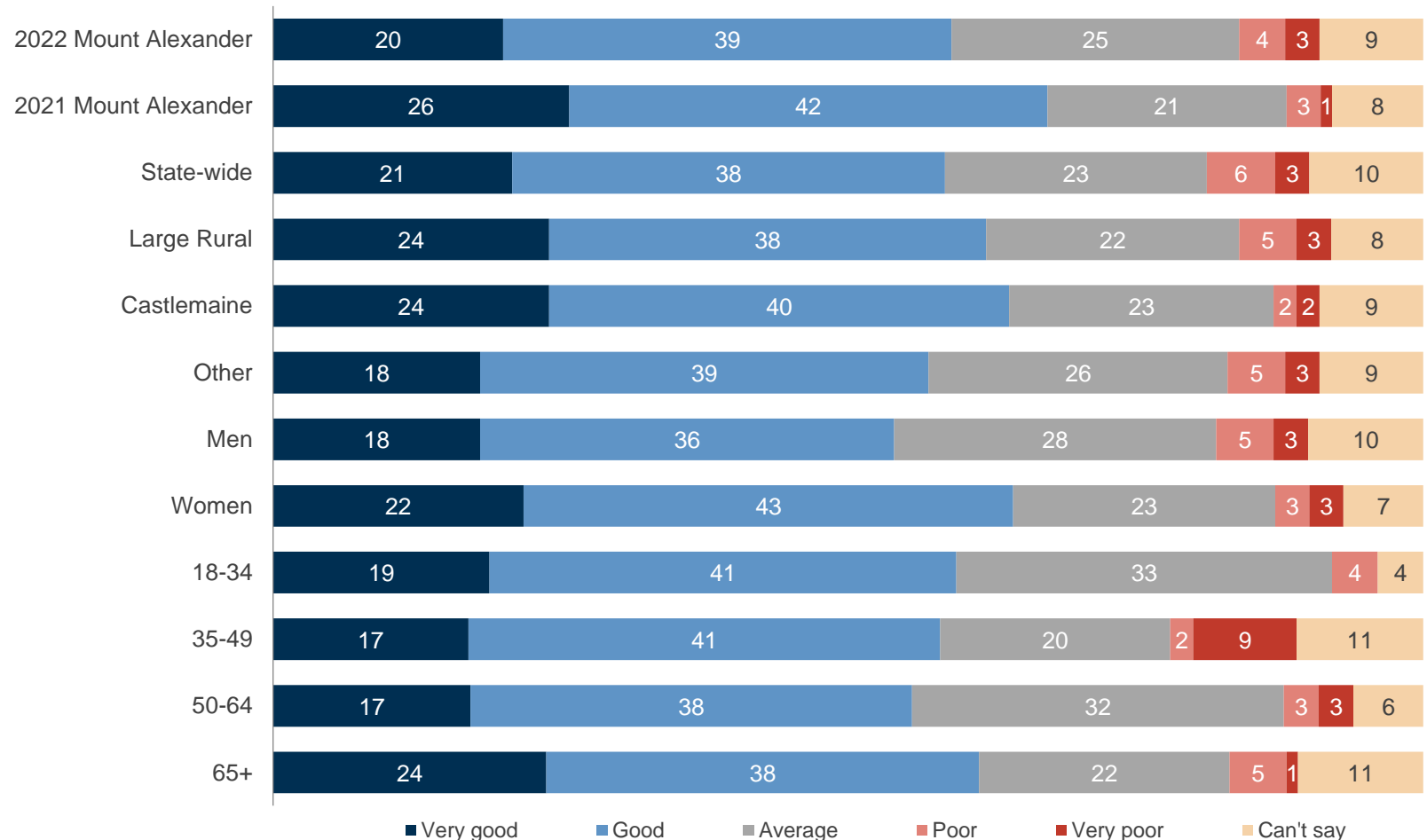
Detailed demographics

Gender and age profile

2022 gender

Mount Alexander

Women 50%
Men 50%

Large Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%
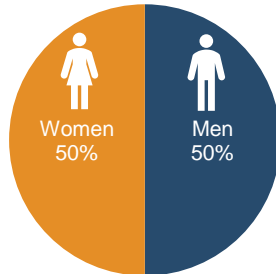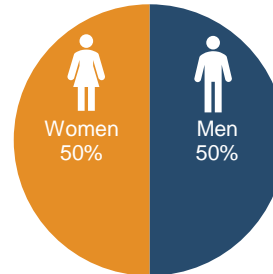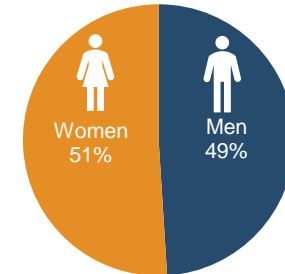
2022 age

Mount Alexander

7%
10%
22%
17%
43%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Large Rural

5%
18%
23%
19%
36%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

5%
20%
23%
18%
34%
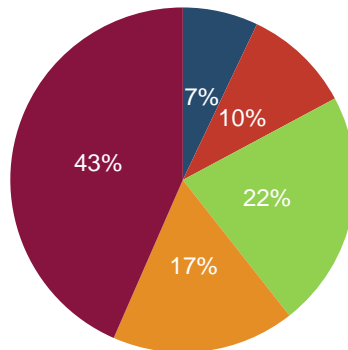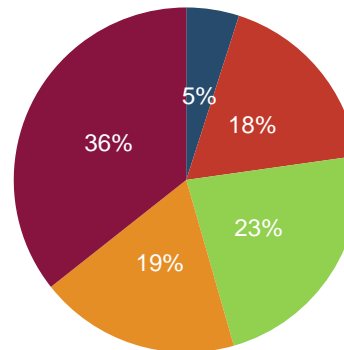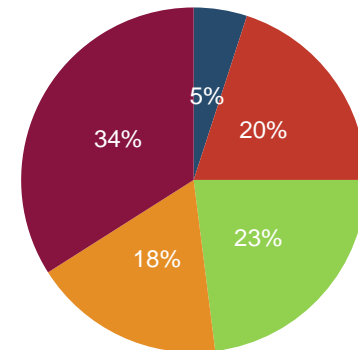
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Household structure

2022 household structure (%)

Category	Value
Single person living alone	16
Single living with friends or housemates	8
Single living with children 16 or under	4
Single with children but none 16 or under living at home	2
Married or living with partner, no children	28
Married or living with partner with children 16 or under at home	17
Married or living with partner with children but none 16 or under at home	19
Do not wish to answer	4

S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked State-wide: 12 Councils asked group: 2

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Years lived in area

2022 years lived in area (%)

Year	0-5 years	5-10 years	10+ years
2022 Mount Alexander	9	11	80
2021 Mount Alexander	7	14	79
2020 Mount Alexander	9	12	79
2019 Mount Alexander	12	12	76
2018 Mount Alexander	8	16	76
2017 Mount Alexander	10	16	73
2016 Mount Alexander	10	16	74
2015 Mount Alexander	10	14	75
2014 Mount Alexander	11	14	75
2013 Mount Alexander	14	13	73

■ 0-5 years ■ 5-10 years ■ 10+ years ■ Can't say

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: 13 Councils asked group: 6

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Years lived in area

2022 years lived in area (%)

	0-5 years	5-10 years	10-20 years	20-30 years	30+ years
2022 Mount Alexander	9	11	19	19	41
2021 Mount Alexander	7	14	24	18	37
2020 Mount Alexander	9	12	26	18	35
2019 Mount Alexander	12	12	26	20	30
2018 Mount Alexander	8	16	21	20	35
2017 Mount Alexander	10	16	21	16	36
2016 Mount Alexander	10	16	26	15	33
State-wide	14	15	22	19	30
Large Rural	8	13	23	20	37
Castlemaine	7	15	23	19	37
Other	10	9	17	19	45
Men	7	9	19	19	45
Women	10	13	19	19	38
18-34	26	26	15	26	7
35-49	13	13	24	16	34
50-64	5	6	29	24	36
65+	1	7	15	16	61

Legend: ■ 0-5 years ■ 5-10 years ■ 10-20 years ■ 20-30 years ■ 30+ years ■ Can't say

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Mount Alexander Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% 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 16,300 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	400	400	+/-4.8
Men	169	199	+/-7.5
Women	231	201	+/-6.4
Castlemaine	165	163	+/-7.6
Other	235	237	+/-6.4
18-34 years	27	69	+/-19.2
35-49 years	46	89	+/-14.6
50-64 years	94	69	+/-10.1
65+ years	233	172	+/-6.4

Appendix A:
Significant difference reporting notation

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

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

- ▲ The state-wide result is significantly higher than the overall result for the council.

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

Further, results shown in green and red indicate significantly higher or lower results than in 2021. Therefore in the example below:

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

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

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

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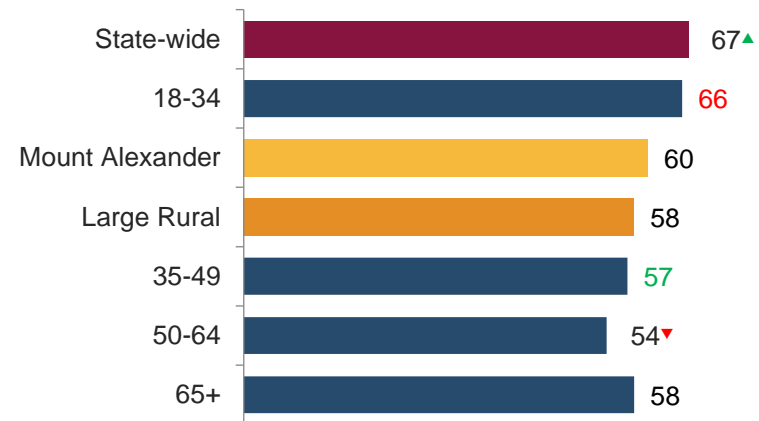
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B:
Survey methodology and sampling

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

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

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

- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=401 completed interviews, conducted in the period of 1st February – 30th March.

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

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

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

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

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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=400 completed interviews were achieved in Mount Alexander Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.

Appendix B:
Analysis and reporting

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

Council Groups

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, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

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

Appendix B:
2012 survey revision

The survey was revised in 2012. As a result:

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

- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2022 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

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

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

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

- Condition of sealed local roads (Sealed local roads)

- Waste management

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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