2019 Local Government Community Satisfaction Survey

Mount Alexander Shire Council

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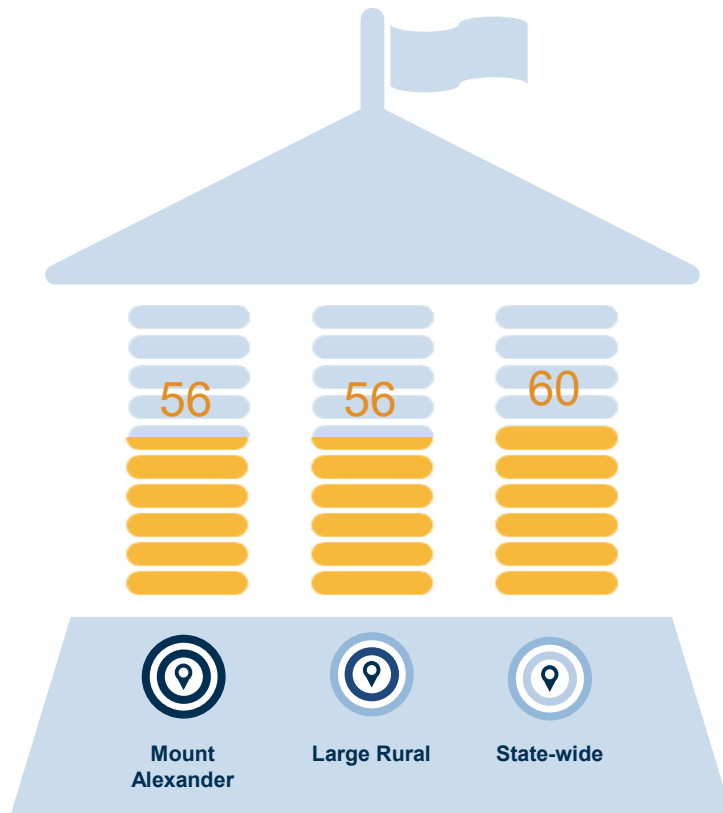
JWS RESEARCH

Contents

Mount Alexander Shire Council – at a glance

Overall Council performance

56 — Mount Alexander

56 — Large Rural

60 — State-wide

Results shown are index scores out of 100.

Top 3 performing areas

Community & cultural — 72

Appearance of public areas — 70

Emergency & disaster mngt — 68

Top 3 areas for improvement

Unsealed roads — 75 / 43 — **-32**

Community decisions — 78 / 52 — **-26**

Local streets & footpaths — 75 / 49 — **-26**
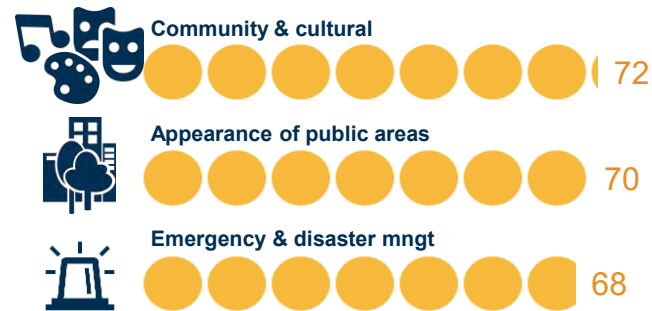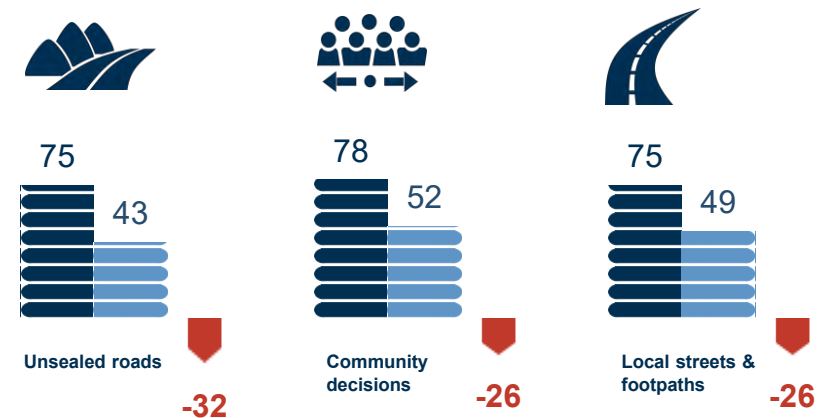
Importance ▬ ▬ Performance ▮▮ Net differential

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

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Background and objectives

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 twentieth year, this survey provides insight into the community's views on:

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

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities and

- overall council direction.

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

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.
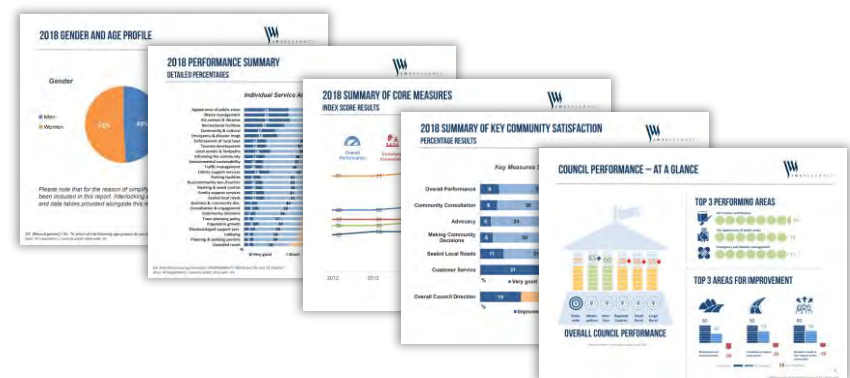
Key findings and recommendations

Overall performance

The overall performance index score of 56 for Mount Alexander Shire Council represents a significant seven-point improvement on the 2018 result.

Mount Alexander Shire Council's index score is significantly lower than State-wide group (index score of 60) but now back in line with the Large Rural group (index score of 56).

- Those aged 18 to 34 years gave a significantly higher index score of 66 (at the 95% confidence interval) compared to the Council average.

Index scores for those aged 18 to 34 (66), women (58), area 'Other' (57), 50 to 64 year olds (57) and men (55) are all significantly higher than last year.

More than twice as many residents rate Mount Alexander Shire Council's overall performance as 'very good' or 'good' (44%), than those who rate it as 'very poor' or 'poor' (19%). Over a third (35%) sit mid-scale, rating Council's overall performance as 'average', the remaining 2% 'can't say'.

Overall Council performance

56	**56**	**60**
Mount Alexander	**Large Rural**	**State-wide**
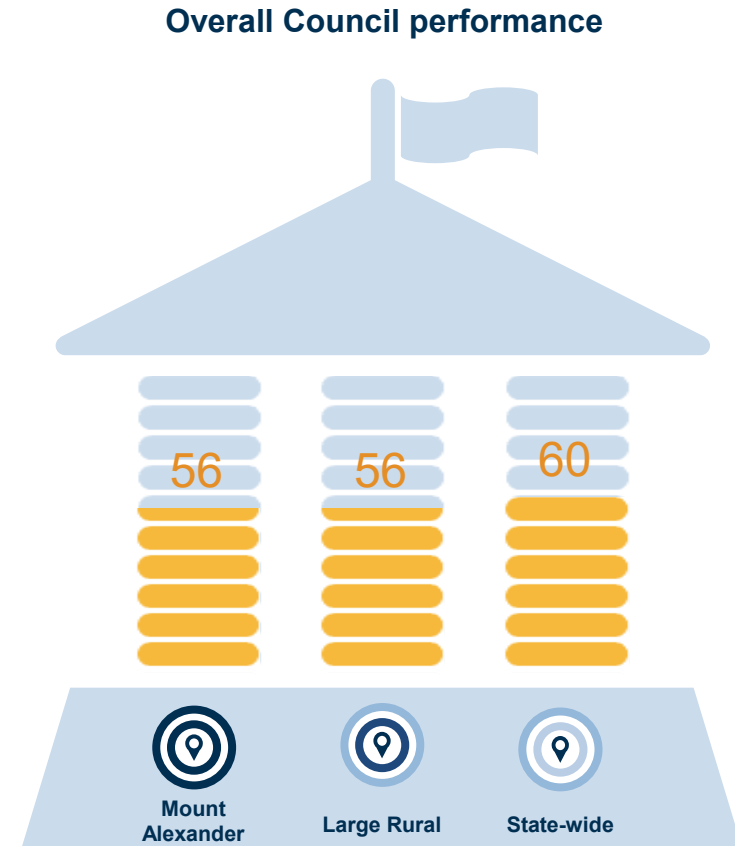
Results shown are index scores out of 100.

Customer contact and service

Contact with council

More than two-thirds (68%) of Mount Alexander Shire Council residents have had recent contact with Council. This is three percentage points higher than 2018, although not a significant increase.

- Residents aged 50 to 64 years had the most contact with council (76%) in 2019.

- Conversely, residents aged 18 to 34 years had the least contact with Council (57%).

- State-wide and Large Rural areas had significantly lower levels of contact than Mount Alexander Shire Council (63% and 61% respectively).

The main methods of contact are 'in person' (45%) and 'by telephone' (36%). For outbound communications to inform residents about news, information and upcoming events, council newsletters sent via mail (25%) and email (23%) are considered best, especially for residents aged 50 years and over.

Among residents aged under 50 years, it is a three-way tie (at 20%) between council newsletters sent via mail or email or via social media notifications – social media being the main preference of 18 to 34 year olds (27%).

Notably, the preference for 'newsletters sent via mail' has steadily decreased amongst residents of all ages in recent years.

Customer service

Mount Alexander Shire Council's customer service index remains steady at 68. State-wide and Large Rural group council averages both score slightly, but not significantly higher than Council (index scores of 71 and 69 respectively).

- However, both State-wide and Large Rural group council averages have increased significantly from 2018, so Council has not improved in line with this general improvement.

Over a quarter of residents (28%) rate Council's customer service as 'very good', with over a third (37%) rating it as 'good', representing a five percentage point decrease in 'very good' ratings compared with 2018.

- Perceptions of customer service among residents aged 18 to 34 years (index score of 77) are significantly higher compared to the Council average (68).

Customer service ratings based on the method used in the most recent contact are highest for 'by social media' and 'in person' (index scores of 75 and 74 respectively), although the social media rating is based on a low sample size and should be treated with caution.

Council direction

Mount Alexander Shire Council's overall direction index score is 48, which represents a significant increase of 11 points from the 2018 result.

- Despite this, both the State-wide and Large Rural group results are significantly higher than for Council (with index scores of 53 and 51 respectively).

- There are no other significant differences across the demographic and geographic cohorts compared to the Council average.

- The index score for overall direction has decreased significantly from last year for the Large Rural group. Conversely, index scores have increased significantly for State-wide (to 53), area 'Other' (50), women (49), men (48), those aged 50 to 64 (to 48), those aged older than 65 years, 35 to 49 years and for Castlemaine (index scores of 47 for the last three cohorts).

This year, more residents said that Council's direction has 'improved' compared to last year (15%, up from 10% in 2018). In addition, fewer residents said Council's direction had deteriorated compared to 2018 (17%, down from 34%).

Top performing areas and areas for improvement

Top performing areas

The top three performing service areas for Mount Alexander Shire Council are:

- Community and cultural activities performance (index score of 72)

- Appearance of public areas (index score of 70)

- Emergency and disaster management (index score of 68).

Council performs significantly better on community and cultural activities performance than both the State-wide and Large Rural area average scores (69 and 67 respectively). However, councils State-wide and Large Rural group councils perform significantly better on emergency and disaster management performance (both with index scores of 72).

Mount Alexander Shire Council's performance has increased significantly from 2018 on the following service areas:

- Sealed local roads (up 7 points to 56)

- Consultation and engagement (up 4 points to 56)

- Community decisions (up 7 points to 52).

Areas for improvement

The only decreases in performance were three-points for both environmental sustainability and waste management (to index scores of 61 and 55 respectively). However, these decreases are not statistically significant.

The lowest performing service areas for Mount Alexander Shire Council are:

- Unsealed roads (index score of 43)

- Local streets and footpaths (index score of 49)

- Population growth (index score of 50).

Influences on perceptions of overall performance

The individual service areas that have the strongest influence on Council's overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community

- The condition of sealed local roads.

Other service areas with a moderate influence on overall performance include:

- Community consultation and engagement

- Business and community development

- Condition of local streets and footpaths

- The appearance of public areas.

Looking at key service areas only, the appearance of public areas has the strongest positive performance index and a moderately positive influence on the overall performance rating. Currently, Mount Alexander Shire Council is performing well in this area (performance index of 70) and, while it should remain a focus, there are greater overall performance gains to be had elsewhere.

Emergency and disaster management, recreational facilities and the enforcement of local laws also have relatively high performance ratings, but negligible influence on Council's overall performance rating.

Mount Alexander Shire's decisions made in the community's interest, the condition of sealed local roads and community consultation and engagement, as well as business and community development have lower (though still positive) performance ratings overall. Continuing efforts in these areas with index scores with scope for improvement (indices of 52 to 56) and moderate to strong positive influence on overall performance perceptions (particularly community decisions) has the capacity to lift Council's overall performance rating.

The condition of local streets and footpaths has one of the lowest performance ratings (index score of 49) and a moderate influence on overall performance perceptions. If attended to, improvements in this area could help lift Council's overall performance ratings.

Ongoing communication and transparency with residents about decisions the Council has made in the community's interest has the best potential help drive up overall opinion of the Council's performance, complemented by continuing efforts on improving the condition of sealed local roads, streets and footpaths and on community consultation and engagement.

Focus areas for coming 12 months

Perceptions of overall performance of Council experienced a significant increase in the past year, which is a very positive result for council. Council has either improved upon, or held steady on all core measures in 2019.

In terms of priorities for the year ahead, Mount Alexander Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community (particularly)

- The condition of sealed local roads.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Large Rural group council averages.

- Areas that stand out as being most in need of Council attention are local streets and footpaths (index score of 49), business and community development (index score of 54), waste management (index score of 55) and informing the community (index score of 57).

Service areas where stated importance exceeds rated performance by more than 10 points are also recommended for attention. Key priorities include:

- Unsealed roads (margin of 32 points)

- Community decisions (margin of 26 points)

- Local streets and footpaths (margin of 26 points)

More generally, consideration should also be given to residents aged 35 to 49 years, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to maintain and build upon its improved performance in the areas of decisions made in the interest of the community, maintenance of sealed local roads and community consultation and engagement over the next 12 months.

Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

03 8685 8555

Summary of findings

Summary of core measures

Index scores

Overall Performance · Community Consultation · Advocacy · Making Community Decisions · Sealed Local Roads · Customer Service · Overall Council Direction
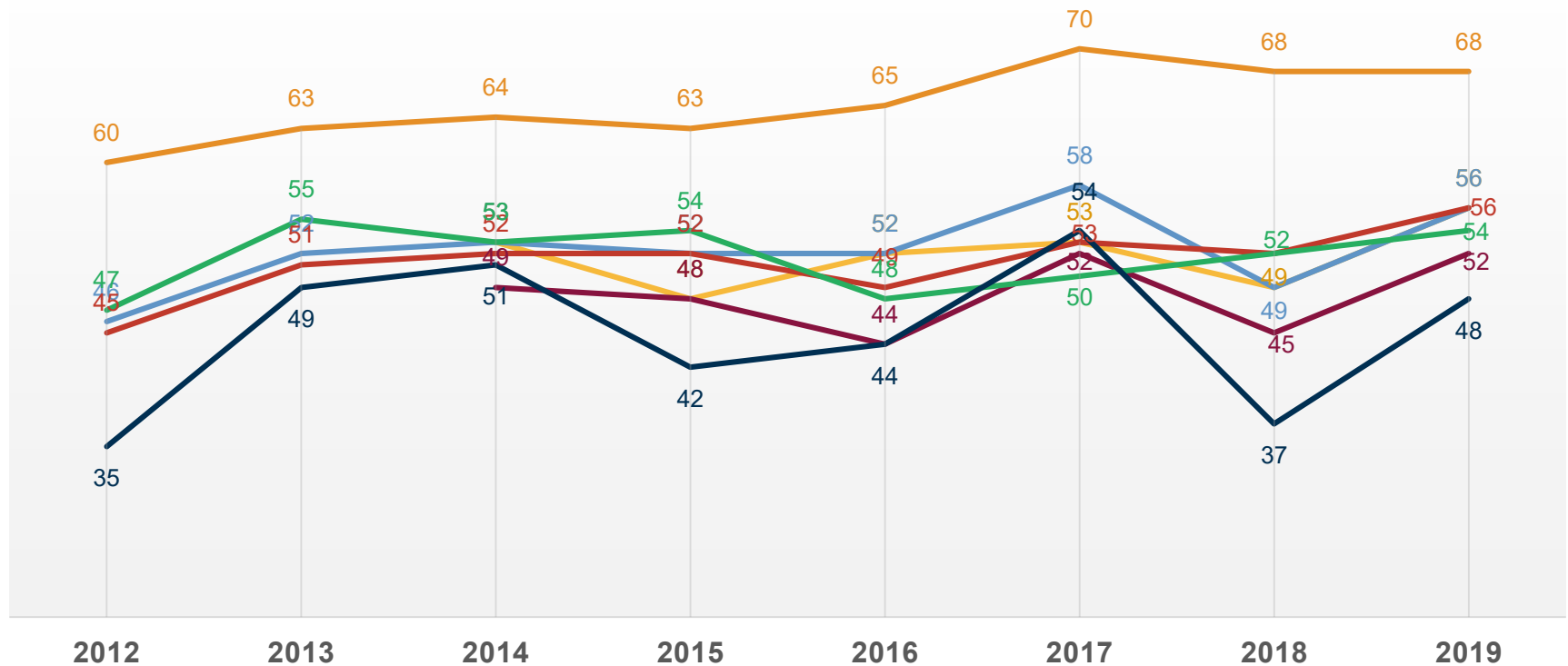
Summary of core measures

Performance Measures	Mount Alexander 2019	Mount Alexander 2018	Large Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	**56**	49	56	60	Aged 18-34 years	Aged 35-49 years
Community Consultation (Community consultation and engagement)	**56**	52	54	56	Aged 18-34 years	Aged 65+ years
Advocacy (Lobbying on behalf of the community)	**54**	52	52	54	Aged 18-34 years	Aged 35-49 years
Making Community Decisions (Decisions made in the interest of the community)	**52**	45	52	55	Aged 18-34 years	Aged 35-49 years
Sealed Local Roads (Condition of sealed local roads)	**56**	49	47	56	Aged 50-64 years	Aged 18-34 years
Customer Service	**68**	68	69	71	Aged 18-34 years	Aged 35-49 years
Overall Council Direction	**48**	37	51	53	Aged 18-34 years	Aged 35-49 years, Castlemaine residents

Summary of key community satisfaction

Key measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	7	37	35	12	7	2
Community Consultation	7	31	33	15	5	9
Advocacy	4	25	31	15	3	22
Making Community Decisions	4	27	36	15	6	11
Sealed Local Roads	9	38	30	11	11	1
Customer Service	28	37	18	10	5	2

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	15	61	17	7
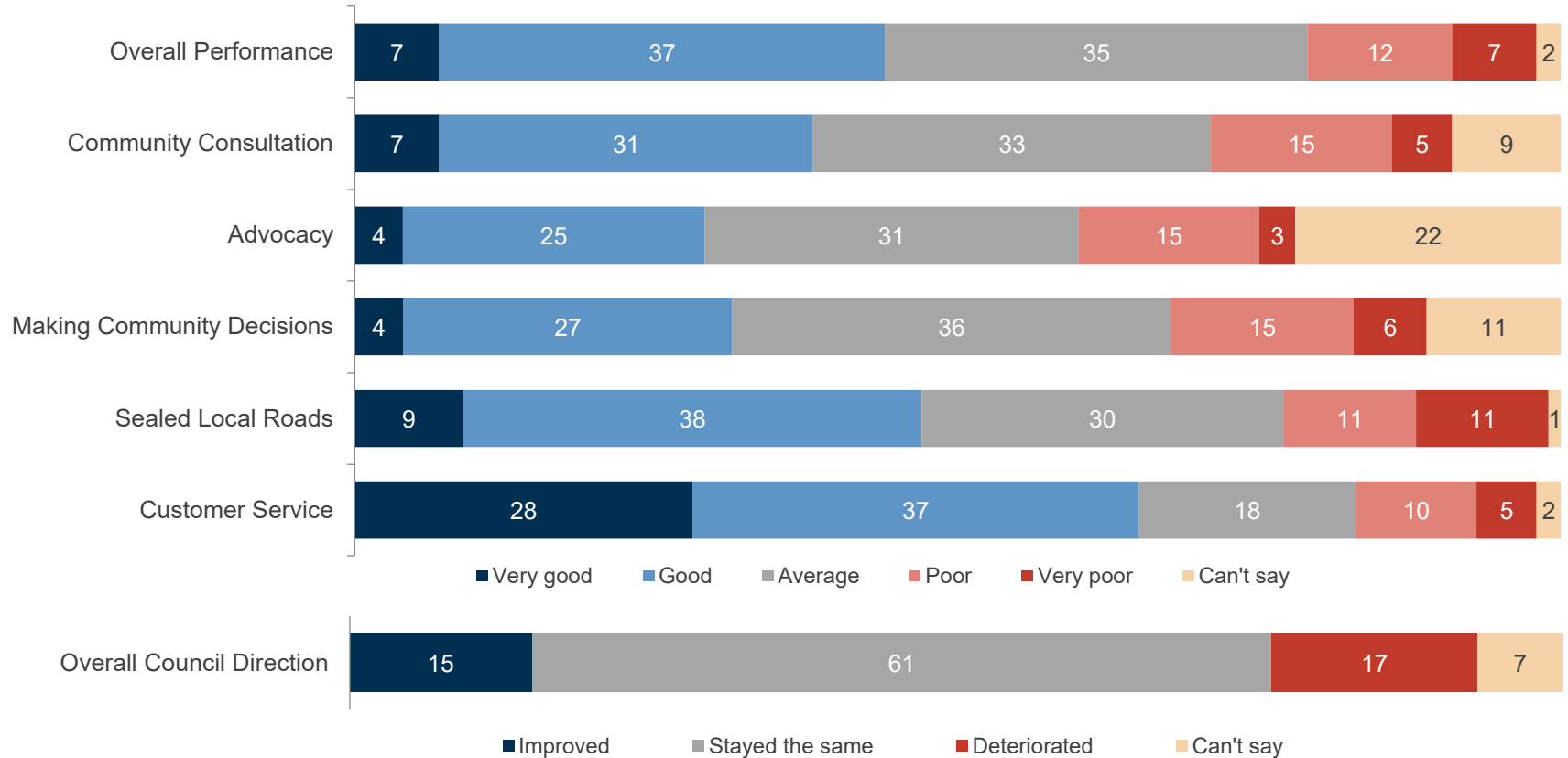
Individual service areas importance vs performance

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	75	43	-32
Community decisions	78	52	-26
Local streets & footpaths	75	49	-26
Waste management	79	55	-25
Population growth	71	50	-21
Sealed local roads	75	56	-20
Informing the community	74	57	-17
Consultation & engagement	72	56	-17
Elderly support services	79	66	-14
Environmental sustainability	74	61	-13
Business & community dev.	67	54	-13
Lobbying	65	54	-11
Emergency & disaster mngt	78	68	-10

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

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 charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

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

2019 regression analysis (all service areas)
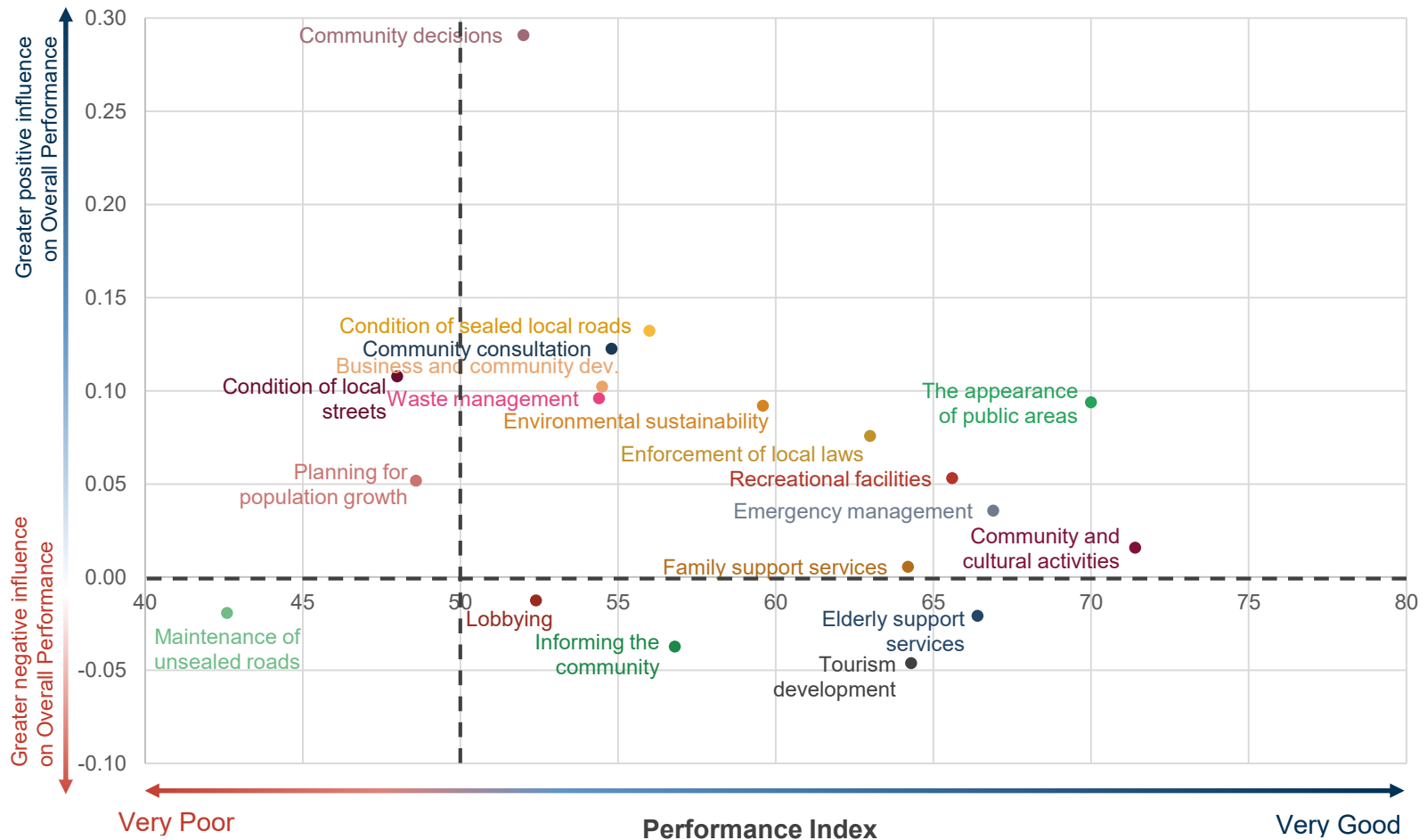
The multiple regression analysis model above (all service areas) has an R-squared value of 0.603 and adjusted R-square value of 0.583, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 30.14$. 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

2019 regression analysis (key service areas)

- **Should remain a focus as currently performing 'poorly' here. Improvements will have a moderate influence on overall perceptions.**
- **Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.**
- **Key positive influence on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.**

Data points:
- Community decisions
- Condition of sealed local roads
- Community consultation
- Business and community dev.
- Condition of local streets
- Environmental sustainability
- Waste management
- Enforcement of local laws
- The appearance of public areas
- Planning for population growth
- Recreational facilities
- Emergency management
- Tourism development

Axis labels:
- Greater positive influence on Overall Performance
- Greater negative influence on Overall Performance
- Performance Index
- Very Poor
- Very Good

The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.601 and adjusted R-square value of 0.588, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 44.43.

Individual service area importance

2019 individual service area importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	79	81	81	79	82	n/a	80	n/a
Waste management	79	82	78	79	79	80	79	n/a
Community decisions	78	81	81	79	82	82	n/a	n/a
Emergency & disaster mngt	78	80	80	80	n/a	n/a	n/a	n/a
Sealed local roads	75	77	78	75	n/a	n/a	n/a	n/a
Unsealed roads	75	78	77	76	n/a	78	78	n/a
Local streets & footpaths	75	75	76	76	78	78	77	n/a
Informing the community	74	74	75	75	78	78	80	n/a
Environmental sustainability	74	71	73	72	73	n/a	n/a	n/a
Family support services	72	72	73	70	n/a	n/a	n/a	n/a
Consultation & engagement	72	75	76	75	79	80	79	n/a
Appearance of public areas	71	73	72	71	73	74	73	n/a
Population growth	71	74	73	73	n/a	n/a	n/a	n/a
Recreational facilities	70	73	71	70	71	73	n/a	n/a
Business & community dev.	67	70	70	72	n/a	n/a	n/a	n/a
Enforcement of local laws	65	67	67	67	71	n/a	n/a	n/a
Lobbying	65	65	68	68	70	70	70	n/a
Community & cultural	61	62	63	61	61	n/a	n/a	n/a
Tourism development	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: 31 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2019 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	38	44	15	2	1	
Waste management	38	44	15	2	1	
Emergency & disaster mngt	39	38	19	3	1	1
Community decisions	36	41	19	1	1	2
Sealed local roads	29	48	20	3	1	
Informing the community	27	47	21	3	1	
Local streets & footpaths	29	44	22	3	1	1
Unsealed roads	34	40	21	4	1	
Environmental sustainability	34	36	21	5	2	
Family support services	24	47	21	4	2	3
Consultation & engagement	26	43	24	5	1	1
Appearance of public areas	18	50	29	2		
Recreational facilities	21	45	28	5		
Population growth	28	37	24	7	2	2
Enforcement of local laws	15	43	32	8	2	1
Business & community dev.	16	39	39	4	1	1
Lobbying	19	36	30	9	3	2
Community & cultural	11	35	40	12	2	1
Tourism development	12	32	39	12	3	2

■ 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: 31 Councils asked group: 7

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Individual service area performance

2019 individual service area performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Community & cultural	72	70	73	68	72	n/a	n/a	n/a
Appearance of public areas	70	68	70	66	69	n/a	n/a	n/a
Emergency & disaster mngt	68	65	66	62	n/a	n/a	n/a	n/a
Elderly support services	66	63	66	60	62	n/a	n/a	n/a
Recreational facilities	65	62	63	56	59	60	n/a	n/a
Tourism development	65	63	67	61	n/a	n/a	n/a	n/a
Family support services	65	62	64	59	n/a	n/a	n/a	n/a
Enforcement of local laws	65	63	64	59	61	n/a	n/a	n/a
Environmental sustainability	61	64	63	62	63	n/a	n/a	n/a
Informing the community	57	55	58	52	55	n/a	n/a	n/a
Sealed local roads	56	49	53	52	48	53	n/a	n/a
Consultation & engagement	56	52	53	49	52	52	51	45
Waste management	55	58	60	52	58	n/a	n/a	n/a
Business & community dev.	54	53	56	49	n/a	n/a	n/a	n/a
Lobbying	54	52	50	48	54	53	55	47
Community decisions	52	45	52	44	48	49	n/a	n/a
Population growth	50	47	52	46	n/a	n/a	n/a	n/a
Local streets & footpaths	49	46	46	46	46	n/a	n/a	n/a
Unsealed roads	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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

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Individual service area performance

2019 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	21	48	22	5	3	1
Community & cultural	25	39	22	6	1	6
Recreational facilities	18	41	25	10	4	3
Emergency & disaster mngt	17	35	20	5	3	19
Enforcement of local laws	11	38	27	6	3	16
Tourism development	13	36	29	7	2	13
Sealed local roads	9	38	30	11	11	1
Elderly support services	14	31	20	7	3	25
Environmental sustainability	12	34	33	10	4	8
Informing the community	9	34	32	16	5	4
Waste management	10	32	30	17	8	2
Family support services	10	30	21	5	2	31
Consultation & engagement	7	31	33	15	5	9
Local streets & footpaths	7	26	32	20	12	3
Community decisions	4	27	36	15	6	11
Business & community dev.	6	25	35	13	5	16
Lobbying	4	25	31	15	3	22
Population growth	5	21	31	17	7	19
Unsealed roads	6	20	30	19	19	6

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

- Community & cultural

Significantly Lower than State-wide Average

- Informing the community
- Local streets & footpaths
- Recreational facilities
- Waste management
- Emergency & disaster mngt
- Making community decisions
- Business & community dev.

Individual service area performance vs group average

Significantly Higher than Group Average

- Community & cultural
- Sealed local roads
- Tourism development

Significantly Lower than Group Average

- Informing the community
- Local streets & footpaths
- Recreational facilities
- Waste management
- Emergency & disaster mngt
- Business & community dev.

DETAILED FINDINGS

Overall
performance

Overall performance

2019 overall performance (index scores)

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

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

Overall performance

Overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	39	35	10	5	1
Large Rural	7	34	39	12	7	1
Castlemaine	3	42	33	13	7	2
Other	9	34	37	12	7	2
Men	6	39	32	14	9	1
Women	7	36	39	10	5	2
18-34	7	60	27	3	3	
35-49	6	34	31	14	12	3
50-64	7	35	40	13	4	1
65+	7	29	40	14	7	2

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 63 Councils asked group: 18

Customer service

Contact with council

2019 contact with council (%)
Have had contact
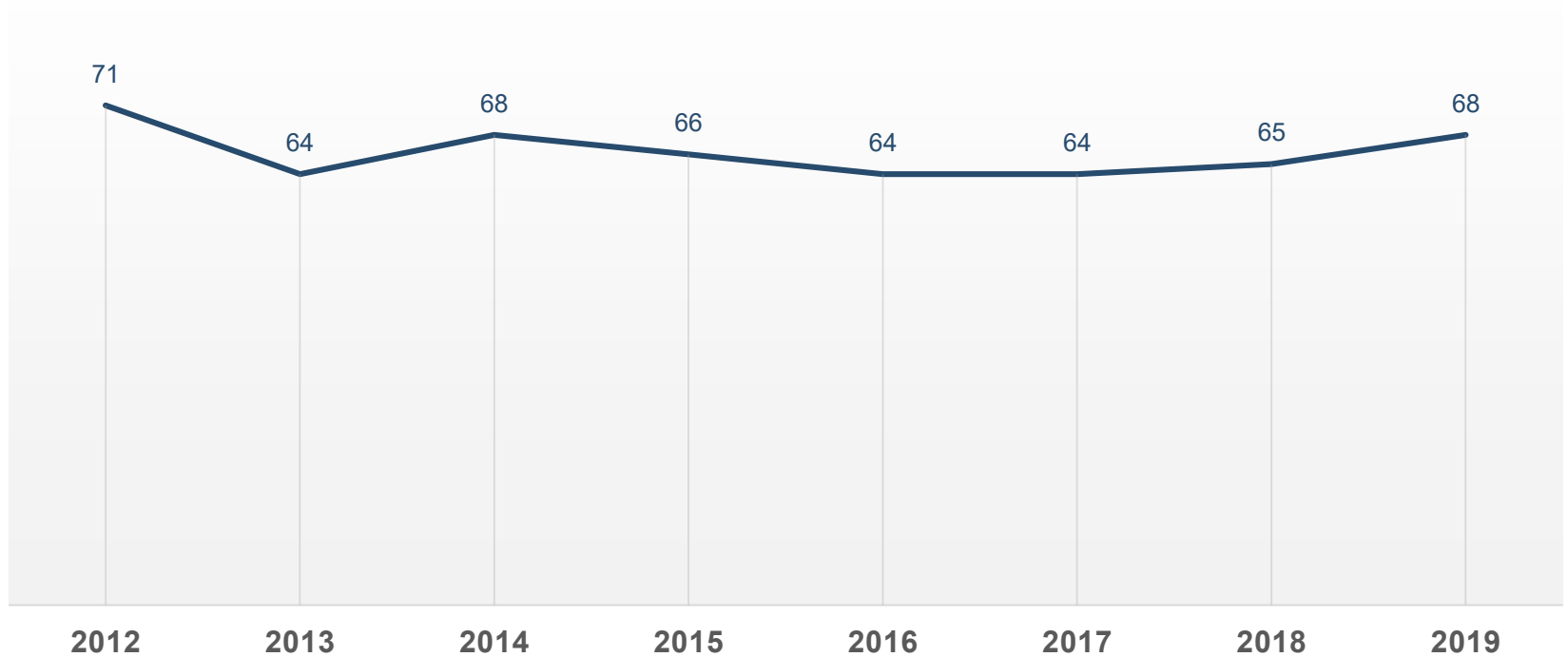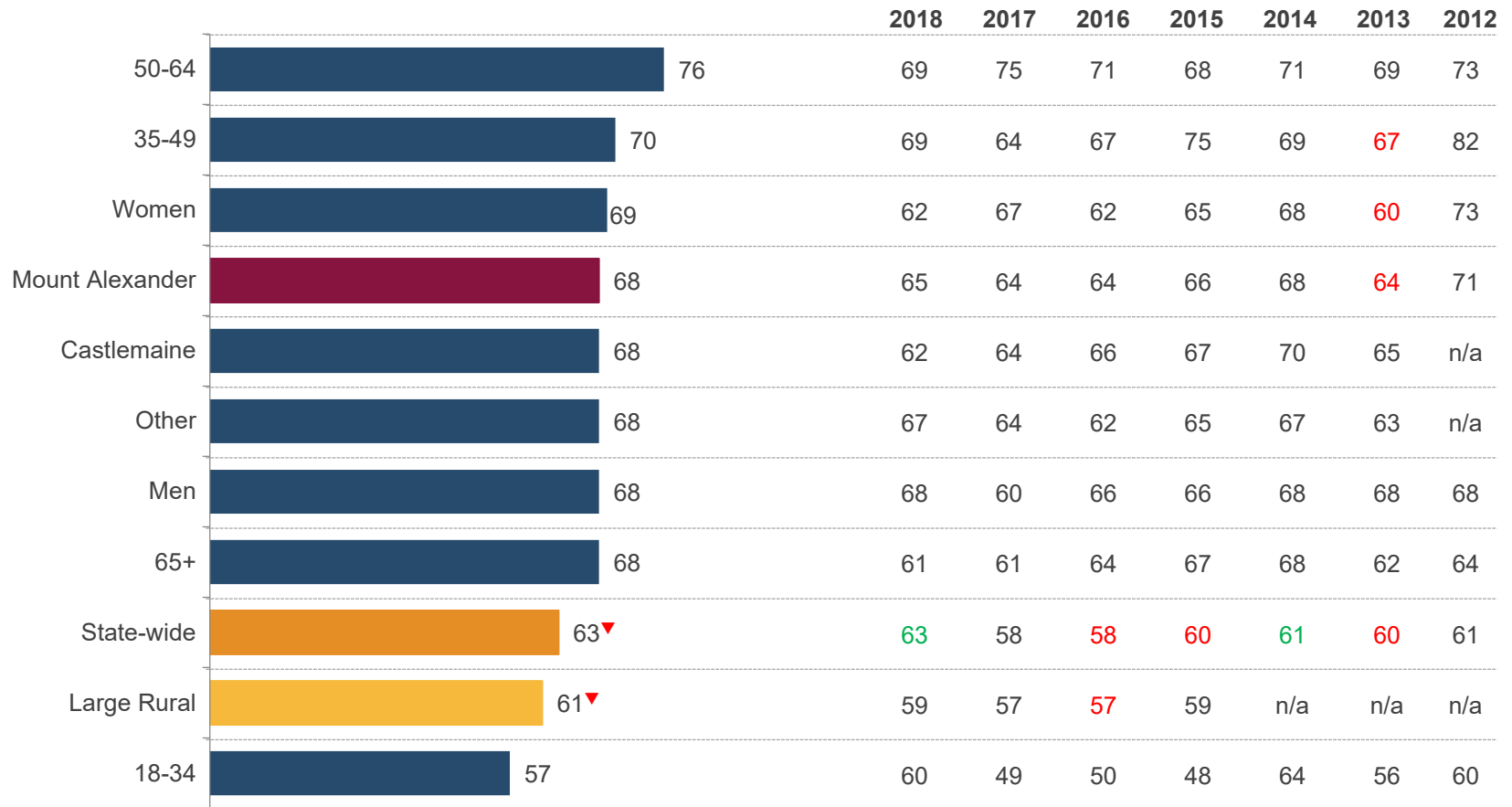
Q5a. Have you or any member of your household had any recent contact with Mount Alexander Shire Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7

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Contact with council

2019 contact with council (%)

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

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: 7
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2019 customer service rating (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77 ▲	70	74	63	60	71	61	57
Castlemaine	71	74	70	65	63	66	65	n/a
State-wide	71	70	69	69	70	72	71	71
65+	71	70	70	62	62	66	70	57
Men	70	67	66	66	60	59	65	62
Large Rural	69	67	66	67	67	n/a	n/a	n/a
Mount Alexander	68	68	70	65	63	64	63	60
50-64	67	63	73	72	62	64	61	61
Women	66	68	74	65	65	69	60	58
Other	66	63	70	65	63	63	60	n/a
35-49	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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

Customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	33	36	17	7	6	1
Large Rural	29	36	18	8	7	1
Castlemaine	31	37	16	10	3	2
Other	25	37	19	10	7	2
Men	28	40	16	11	3	2
Women	27	34	21	9	8	2
18-34	35	35	18	6		6
35-49	16	44	17	11	12	
50-64	27	38	16	13	6	
65+	32	31	21	9	3	3

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: 63 Councils asked group: 18

Method of contact with council

2019 method of contact (%)

In Person | In Writing | By Telephone | By Text Message | By Email | Via Website | By Social Media
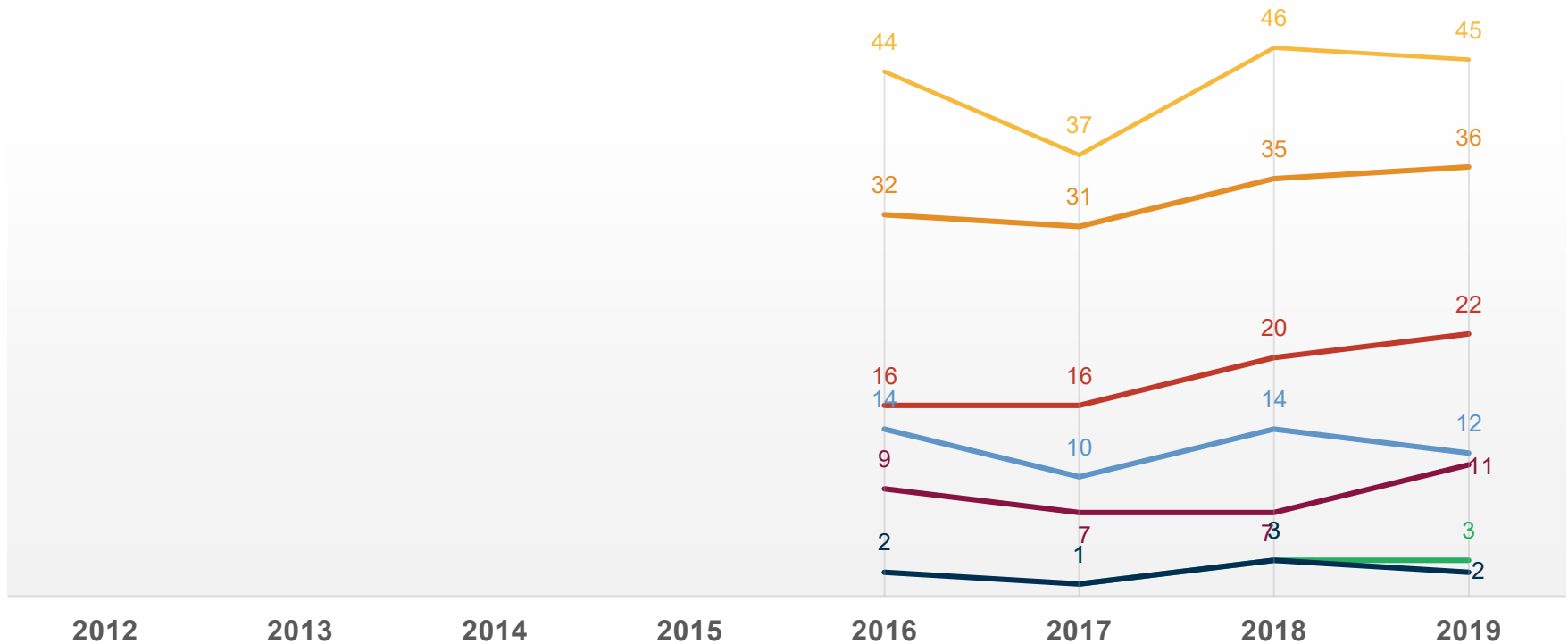
	2016	2017	2018	2019
In Person	44	37	46	45
By Telephone	32	31	35	36
By Email	16	16	20	22
In Writing	14	10	14	12
Via Website	9	7	7	11
By Social Media		1	3	3
By Text Message	2	7	7	2

2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019

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: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)
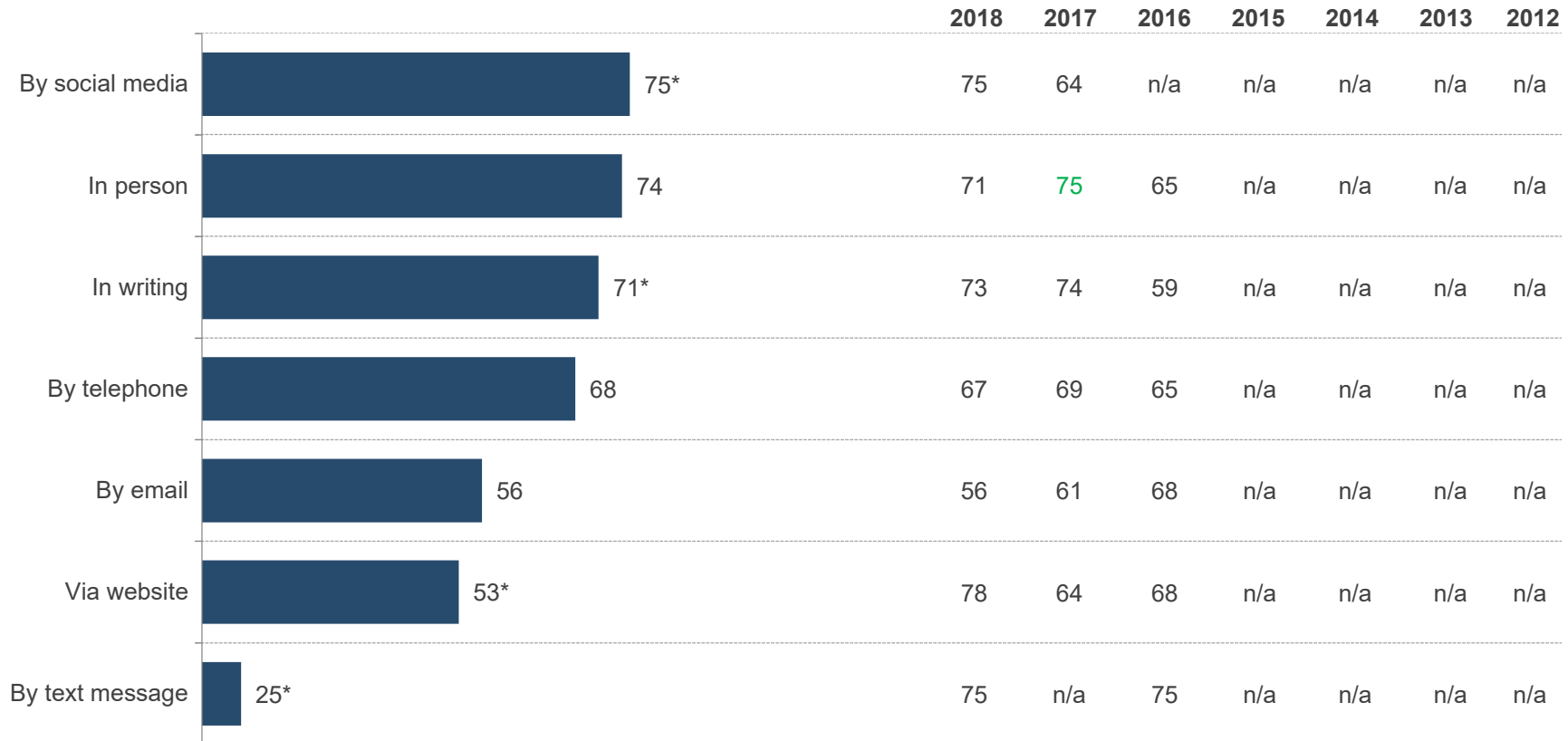
	2019	2018	2017	2016	2015	2014	2013	2012
By social media	75*	75	64	n/a	n/a	n/a	n/a	n/a
In person	74	71	75	65	n/a	n/a	n/a	n/a
In writing	71*	73	74	59	n/a	n/a	n/a	n/a
By telephone	68	67	69	65	n/a	n/a	n/a	n/a
By email	56	56	61	68	n/a	n/a	n/a	n/a
Via website	53*	78	64	68	n/a	n/a	n/a	n/a
By text message	25*	75	n/a	75	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: 63 Councils asked group: 18Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2019 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By social media*		100				
In person	33	42	17	6	3	
In writing*	28	15	31	5		21
By telephone	29	37	16	13	5	
By email	15	32	23	13	14	3
Via website*	24	12	27	24	12	
By text message*				100		

Legend: ■ 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: 7
*Caution: small sample size < n=30

Communication

Communication summary

Overall preferred forms of communication	• Newsletter sent via mail (25%)
Preferred forms of communication among over 50s	• Newsletter sent via mail (29%)
Preferred forms of communication among under 50s	• Newsletter sent via email (20%) • Newsletter sent via mail (20%)
Greatest change since 2018	• Newsletter sent via mail (-6) • Note: Social Media has been added for 2019.

Best form of communication

2019 best form of communication (%)
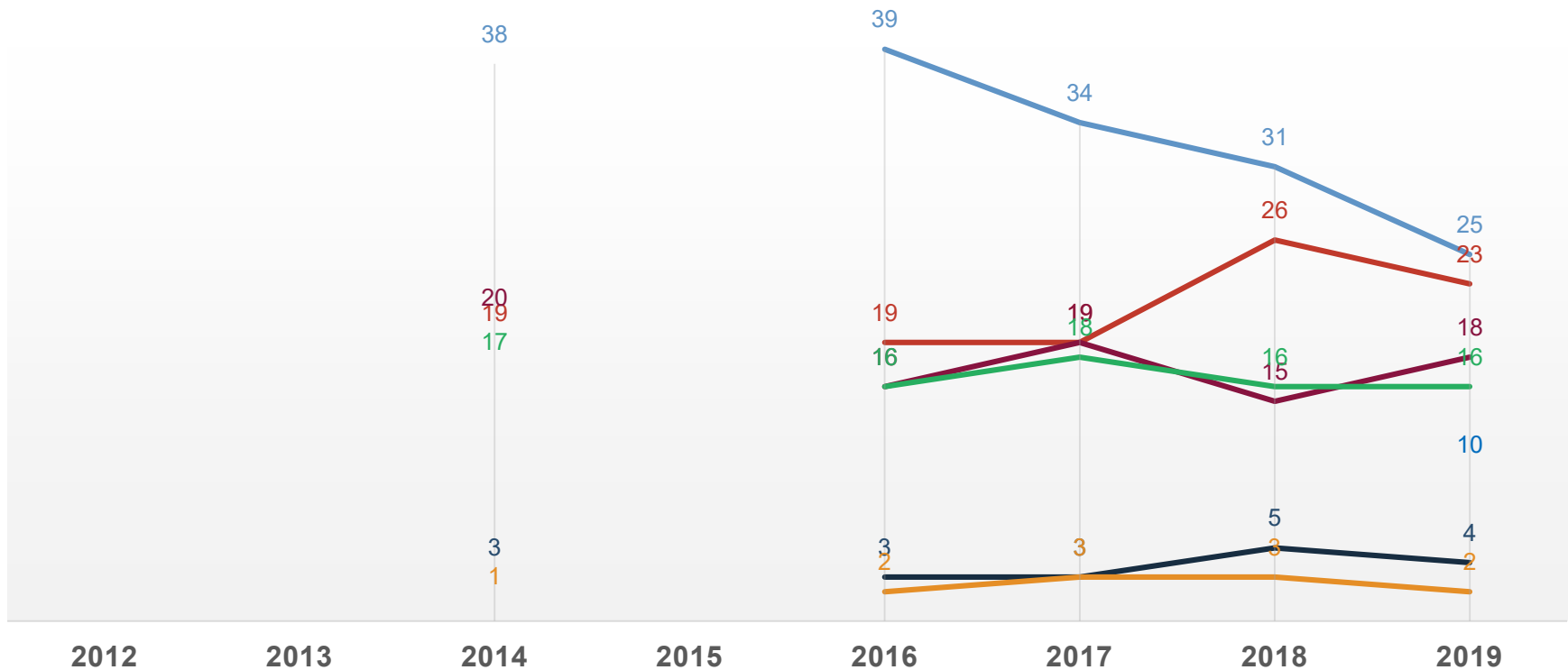
Advertising in a Local Newspaper   **Council Newsletter via Mail**   **Council Newsletter via Email**   **Council Newsletter as Local Paper Insert**   **Council Website**   **Text Message**   **Social Media**

	2012	2013	2014	2015	2016	2017	2018	2019
Council Newsletter via Mail			38		39	34	31	25
Council Newsletter via Email			19		19	19	26	23
Advertising in a Local Newspaper			20			18	15	18
Council Newsletter as Local Paper Insert			17		16	18	16	16
Social Media								10
Text Message			3		3	3	5	4
Council Website			1		2	3	3	2

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: 31 Councils asked group: 10

Best form of communication: under 50s

2019 under 50s best form of communication (%)
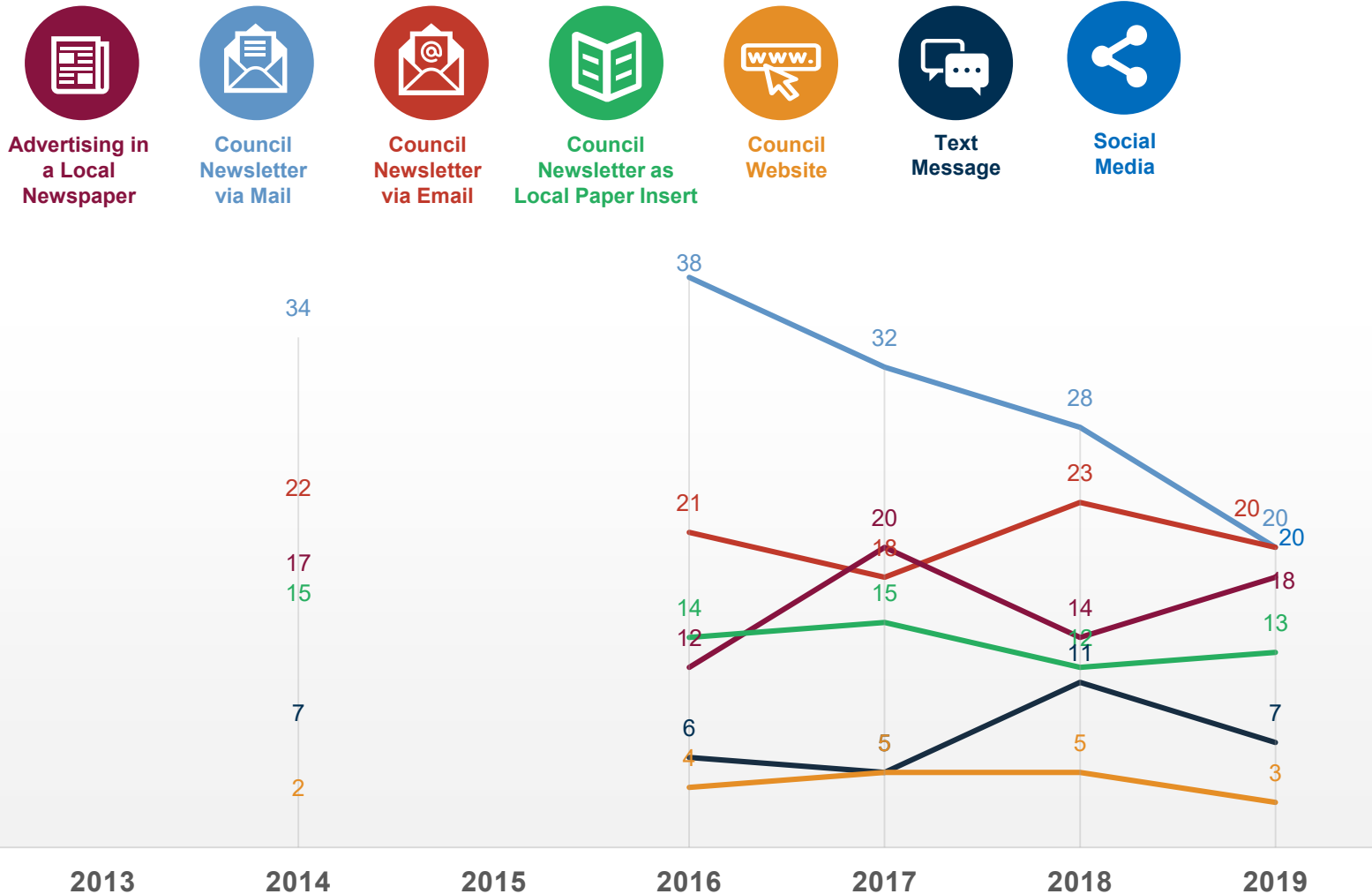
Advertising in a Local Newspaper　**Council Newsletter via Mail**　**Council Newsletter via Email**　**Council Newsletter as Local Paper Insert**　**Council Website**　**Text Message**　**Social Media**

	2012	2013	2014	2015	2016	2017	2018	2019
Social Media					38	32	28	20
Council Newsletter via Email					21	18	23	20
Advertising in a Local Newspaper					12	20	14	18
Council Newsletter as Local Paper Insert					14	15	11	13
Text Message					6	5	12	7
Council Website					4	5	5	3

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: 31 Councils asked group: 10

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2019 best form of communication: over 50s

2019 over 50s best form of communication (%)
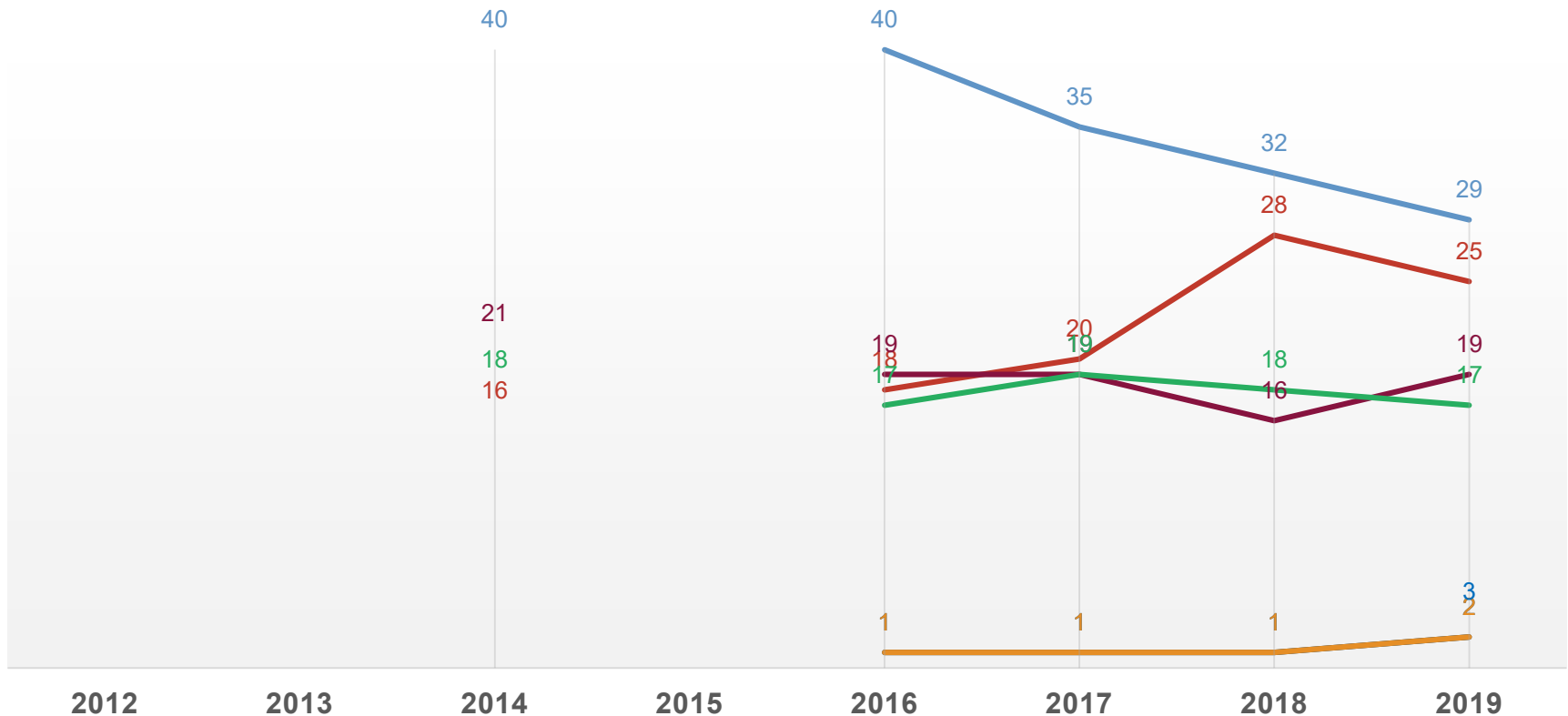
Advertising in a Local Newspaper **Council Newsletter via Mail** **Council Newsletter via Email** **Council Newsletter as Local Paper Insert** **Council Website** **Text Message** **Social Media**

Q13. If 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: 31 Councils asked group: 10

Council direction

Council direction summary

Council direction	• 61% stayed about the same, up 9 points on 2018 • 15% improved, up 5 points on 2018 • 17% deteriorated, down 17 points on 2018
Most satisfied with Council direction	• Aged 18-34 years
Least satisfied with Council direction	• Aged 35-49 years • Castlemaine residents • Aged 65+ years

Overall council direction last 12 months

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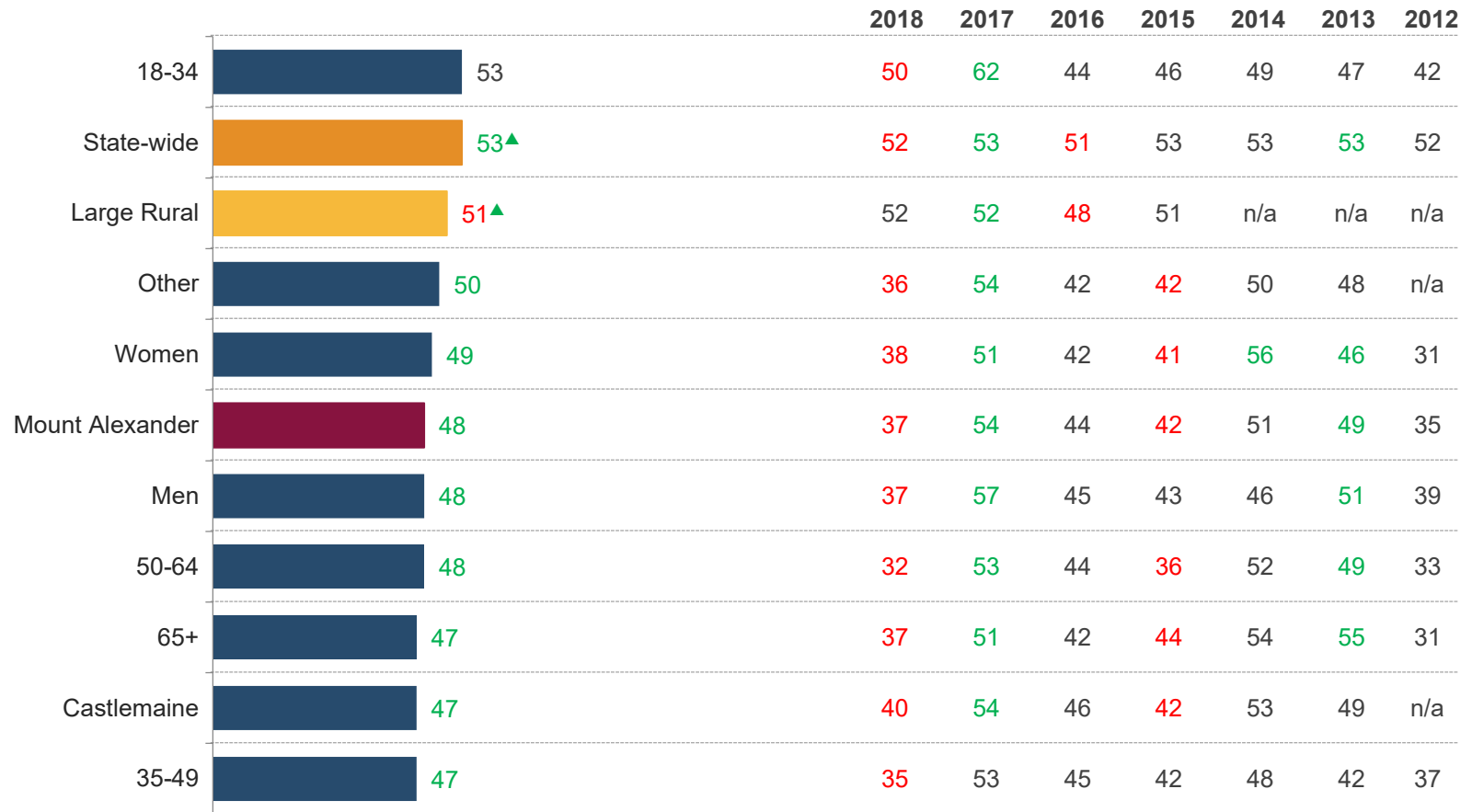
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	50	62	44	46	49	47	42
State-wide	53 ▲	52	53	51	53	53	53	52
Large Rural	51 ▲	52	52	48	51	n/a	n/a	n/a
Other	50	36	54	42	42	50	48	n/a
Women	49	38	51	42	41	56	46	31
Mount Alexander	48	37	54	44	42	51	49	35
Men	48	37	57	45	43	46	51	39
50-64	48	32	53	44	36	52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

Q6. Over the last 12 months, what is your view of the direction of Mount Alexander Shire Council's overall performance?
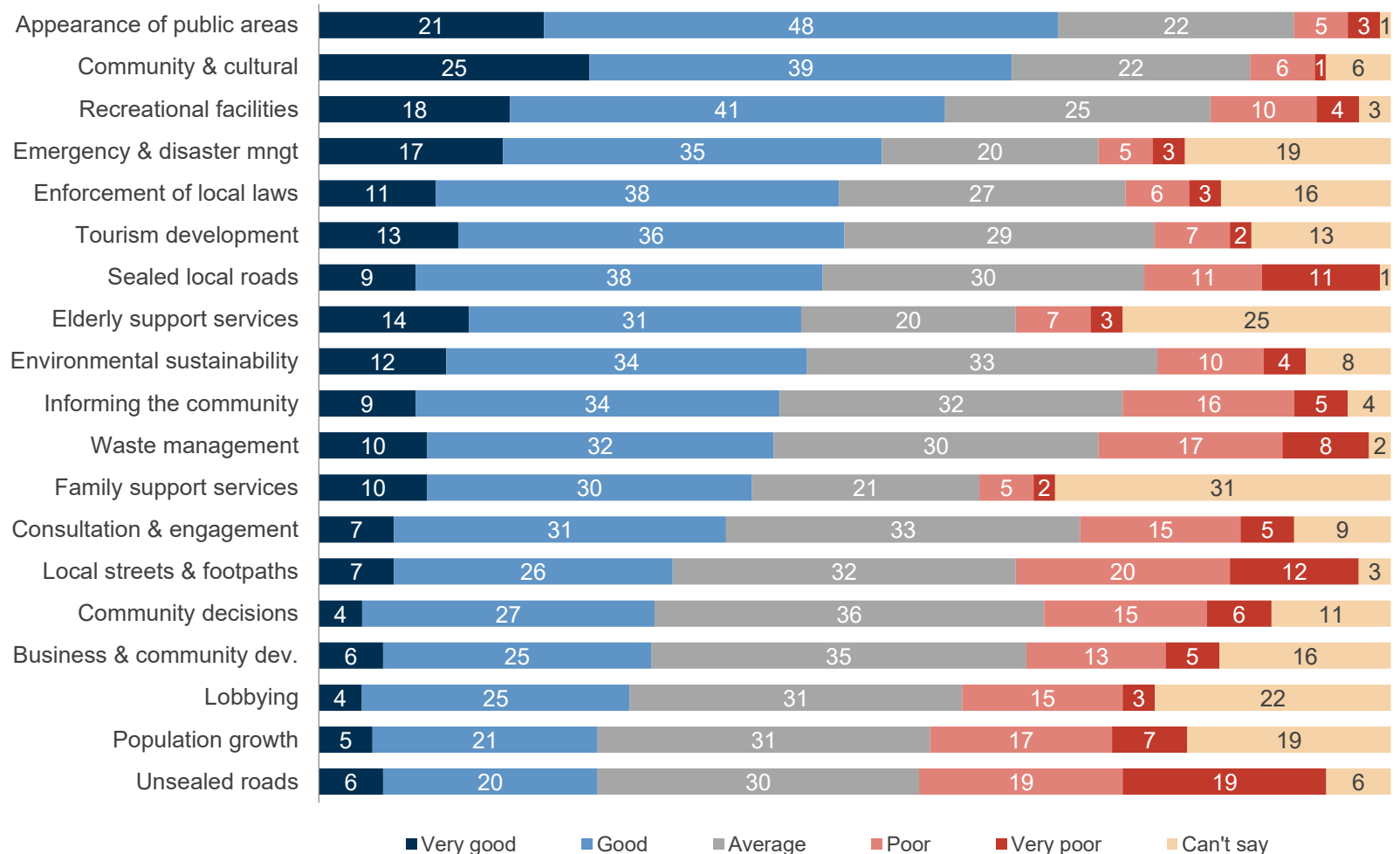Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2019 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
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	19	62	14	5
Large Rural	17	62	16	5
Castlemaine	14	62	20	4
Other	15	61	16	8
Men	16	59	19	5
Women	13	63	16	8
18-34	17	70	10	3
35-49	15	54	22	9
50-64	16	59	19	7
65+	12	63	17	7

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

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: 63 Councils asked group: 18

Individual service areas

Community consultation and engagement importance

2019 Consultation and engagement importance (index scores)

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

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
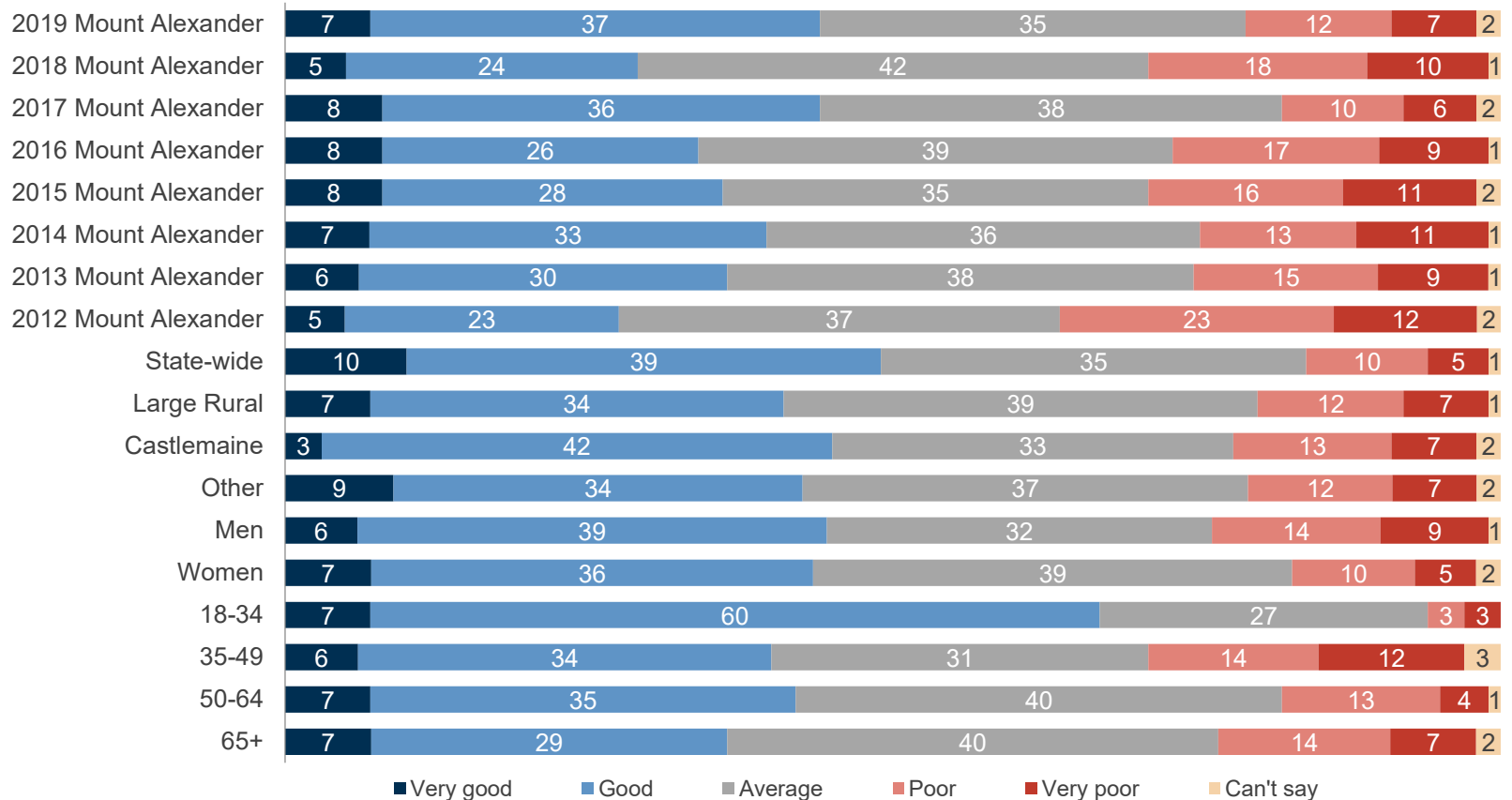*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2019 Consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	29	41	24	4	1	1
Large Rural	31	41	23	4		1
Castlemaine	33	39	22	2	3	1
Other	22	45	25	7	1	1
Men	21	41	28	8	2	1
Women	31	45	21	2	1	1
18-34	17	40	37	3	3	
35-49	32	38	25	5		
50-64	26	47	22	3	2	1
65+	28	44	19	7	1	2

Legend:
- 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: 21 Councils asked group: 5

Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
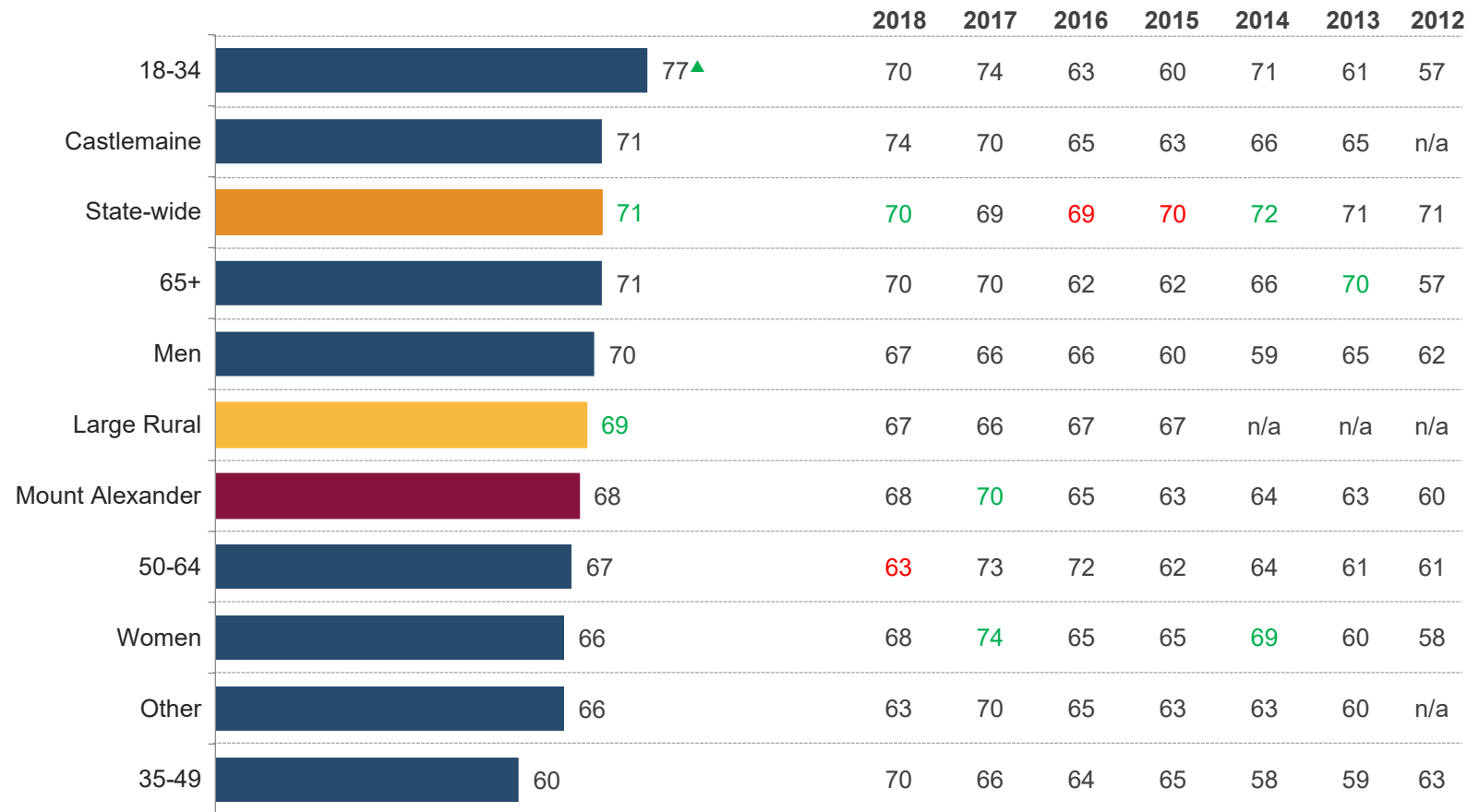Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2019 Consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	9	30	31	15	6	9
Large Rural	8	30	31	16	7	8
Castlemaine	8	30	40	14	3	5
Other	7	31	29	16	6	11
Men	9	35	32	14	4	6
Women	6	26	34	16	6	12
18-34	10	30	43	7		10
35-49	5	33	27	21	7	8
50-64	12	33	33	9	4	9
65+	5	28	32	20	7	9

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18

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Lobbying on behalf of the community importance

2019 Lobbying importance (index scores)

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

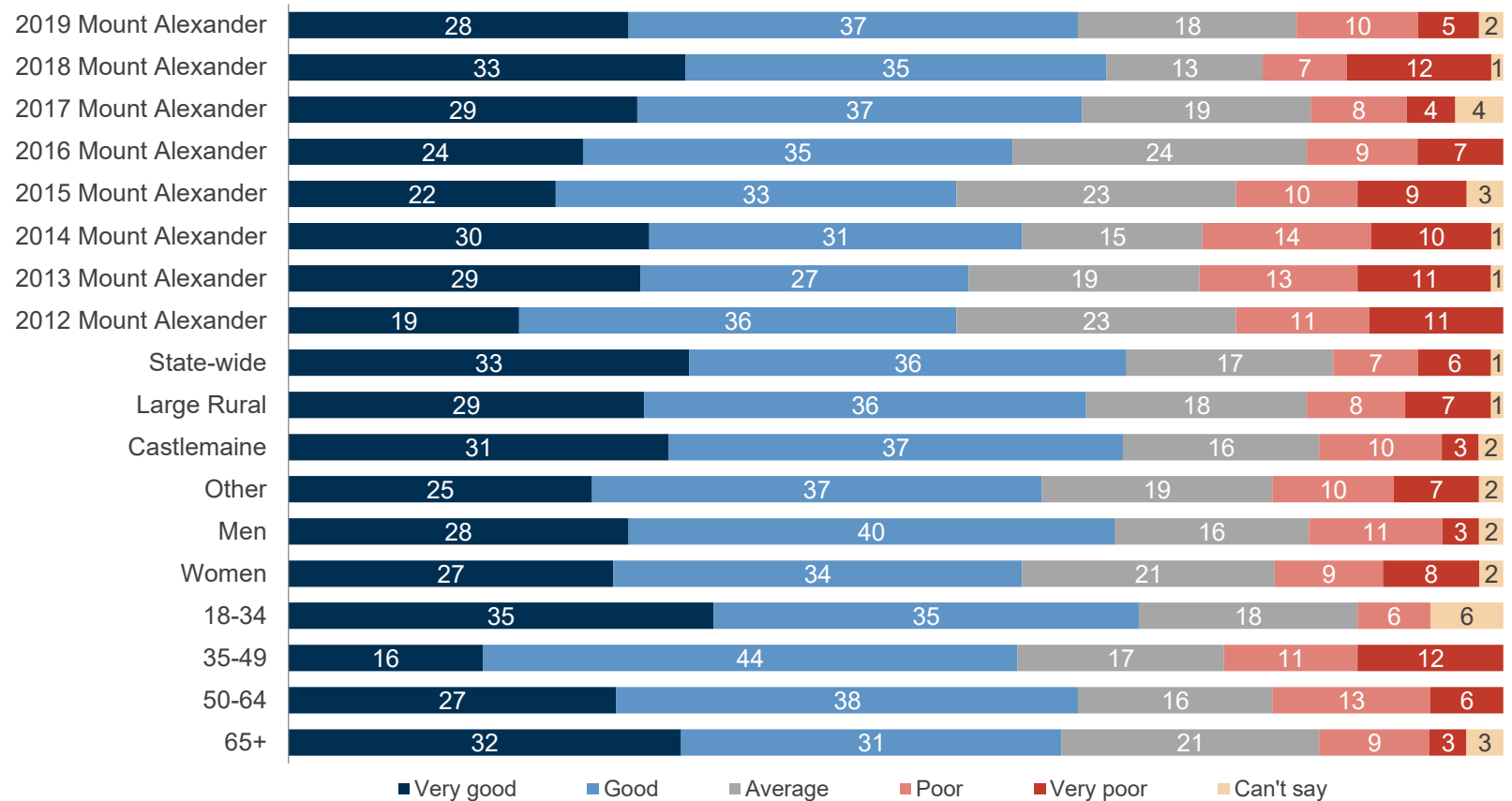Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2019 Lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	21	38	28	8	2	2
Large Rural	22	36	29	8	3	2
Castlemaine	19	32	34	10	2	2
Other	19	39	28	8	4	2
Men	18	32	34	11	4	1
Women	20	40	26	7	3	3
18-34	27	17	47	10		
35-49	19	33	28	16	4	
50-64	17	48	26	5	2	3
65+	17	40	26	7	6	3

Legend:
- 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: 21 Councils asked group: 5

Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64 ▲	54	55	50	57	56	58	59
Other	55	47	52	47	53	51	52	n/a
State-wide	54	54	54	53	55	56	55	55
Men	54	55	52	51	54	50	54	49
Mount Alexander	54	52	50	48	54	53	55	47
Women	54	48	49	45	53	55	57	46
50-64	53	49	51	46	52	52	53	42
65+	52	51	47	48	54	52	54	40
Large Rural	52	52	51	50	53	n/a	n/a	n/a
Castlemaine	52	57	48	49	54	55	59	n/a
35-49	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?
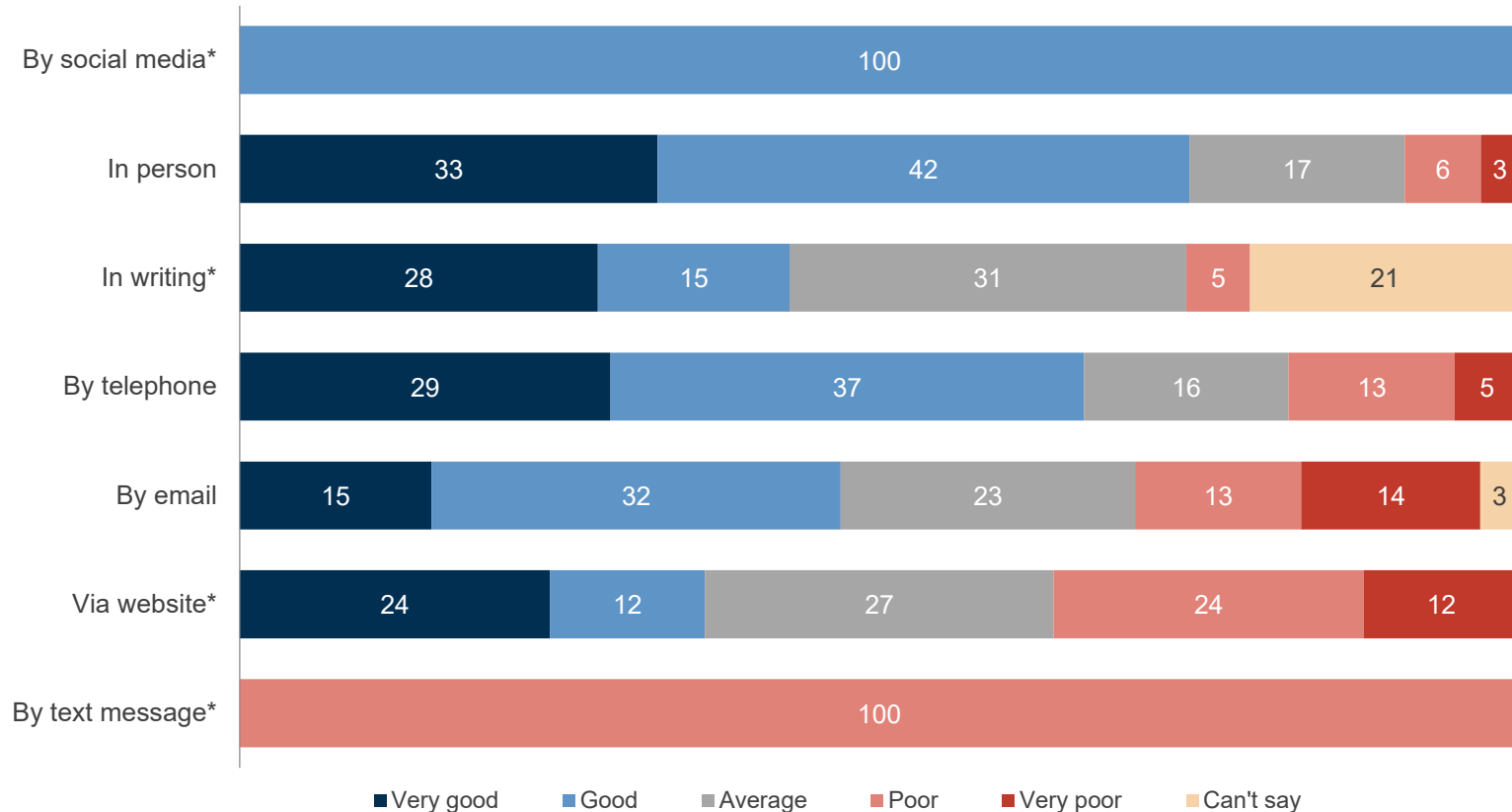Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2019 Lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	25	31	13	5	20
Large Rural	5	24	32	14	7	18
Castlemaine	4	18	40	13	4	21
Other	4	29	25	16	3	22
Men	5	25	31	16	3	19
Women	3	25	30	14	3	24
18-34	10	40	30	10		10
35-49		19	30	13	6	31
50-64	3	24	34	13	4	22
65+	5	22	29	20	3	22

■ 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: 63 Councils asked group: 18

Decisions made in the interest of the community importance

2019 Community decisions made importance (index scores)

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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2019 Community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	39	42	15	2	1	2
Large Rural	41	41	15	1	1	1
Castlemaine	41	38	18	1		2
Other	33	43	19	2	1	3
Men	33	46	18	1		1
Women	39	36	19	1		4
18-34	33	37	27			3
35-49	42	37	18			3
50-64	33	47	18	1		2
65+	35	43	15	1	2	3

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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4

Decisions made in the interest of the community performance

2019 Community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	40	58	46	52	51	n/a	n/a
50-64	55	45	53	44	44	47	n/a	n/a
State-wide	55▲	54	54	54	55	57	n/a	n/a
Castlemaine	52	49	52	46	50	51	n/a	n/a
Women	52	46	52	42	48	53	n/a	n/a
Mount Alexander	52	45	52	44	48	49	n/a	n/a
Men	52	45	52	47	49	45	n/a	n/a
Other	52	42	52	43	47	48	n/a	n/a
65+	52	49	50	42	47	51	n/a	n/a
Large Rural	52	52	51	50	52	n/a	n/a	n/a
35-49	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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2019 Community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	7	10
Large Rural	5	28	34	16	9	8
Castlemaine	3	27	44	13	6	6
Other	5	26	31	16	6	14
Men	4	28	40	15	6	8
Women	5	25	33	16	6	15
18-34	3	30	43	13		10
35-49	1	24	31	20	12	12
50-64	7	25	45	11	4	8
65+	5	27	31	16	7	14

■ 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: 63 Councils asked group: 18

The condition of sealed local roads in your area importance

2019 Sealed local roads importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	80 ▲	80	77	80	78	n/a	n/a	n/a
State-wide	79 ▲	80	78	78	76	77	n/a	n/a
Other	77	78	78	76	n/a	n/a	n/a	n/a
65+	76	77	79	79	n/a	n/a	n/a	n/a
35-49	76	77	72	67	n/a	n/a	n/a	n/a
Women	76	79	77	74	n/a	n/a	n/a	n/a
Mount Alexander	75	77	78	75	n/a	n/a	n/a	n/a
Men	75	76	78	75	n/a	n/a	n/a	n/a
50-64	74	79	81	76	n/a	n/a	n/a	n/a
18-34	74	76	77	76	n/a	n/a	n/a	n/a
Castlemaine	73	77	77	74	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?
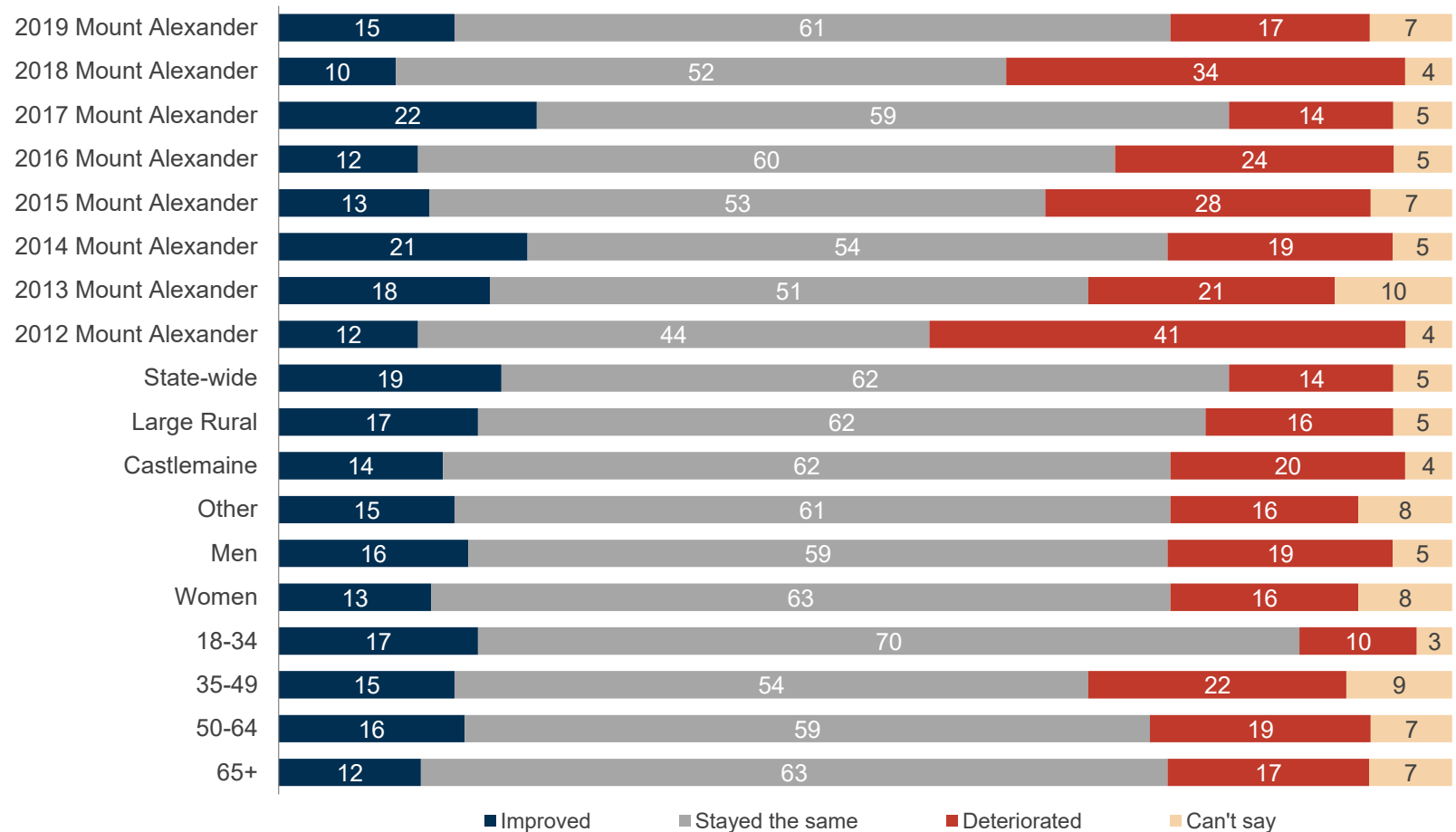*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2019 Sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	37	45	16	2		
Large Rural	40	43	15	2		
Castlemaine	26	44	24	4	1	1
Other	30	51	17	2		
Men	27	49	22	2		
Women	30	48	17	3	1	1
18-34	33	37	23	7		
35-49	25	56	18			1
50-64	29	47	19	3	3	
65+	28	50	19	2		1

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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

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The condition of sealed local roads in your area performance

2019 Sealed local roads performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
50-64	57	47	55	50	46	50	n/a	n/a
Men	56	51	54	51	50	49	n/a	n/a
35-49	56	54	58	55	47	56	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
65+	56	52	48	49	47	50	n/a	n/a
Mount Alexander	56	49	53	52	48	53	n/a	n/a
Castlemaine	56	53	52	57	53	56	n/a	n/a
Other	56	46	53	48	44	50	n/a	n/a
Women	55	47	52	53	45	56	n/a	n/a
18-34	53	42	51	56	53	56	n/a	n/a
Large Rural	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: 63 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

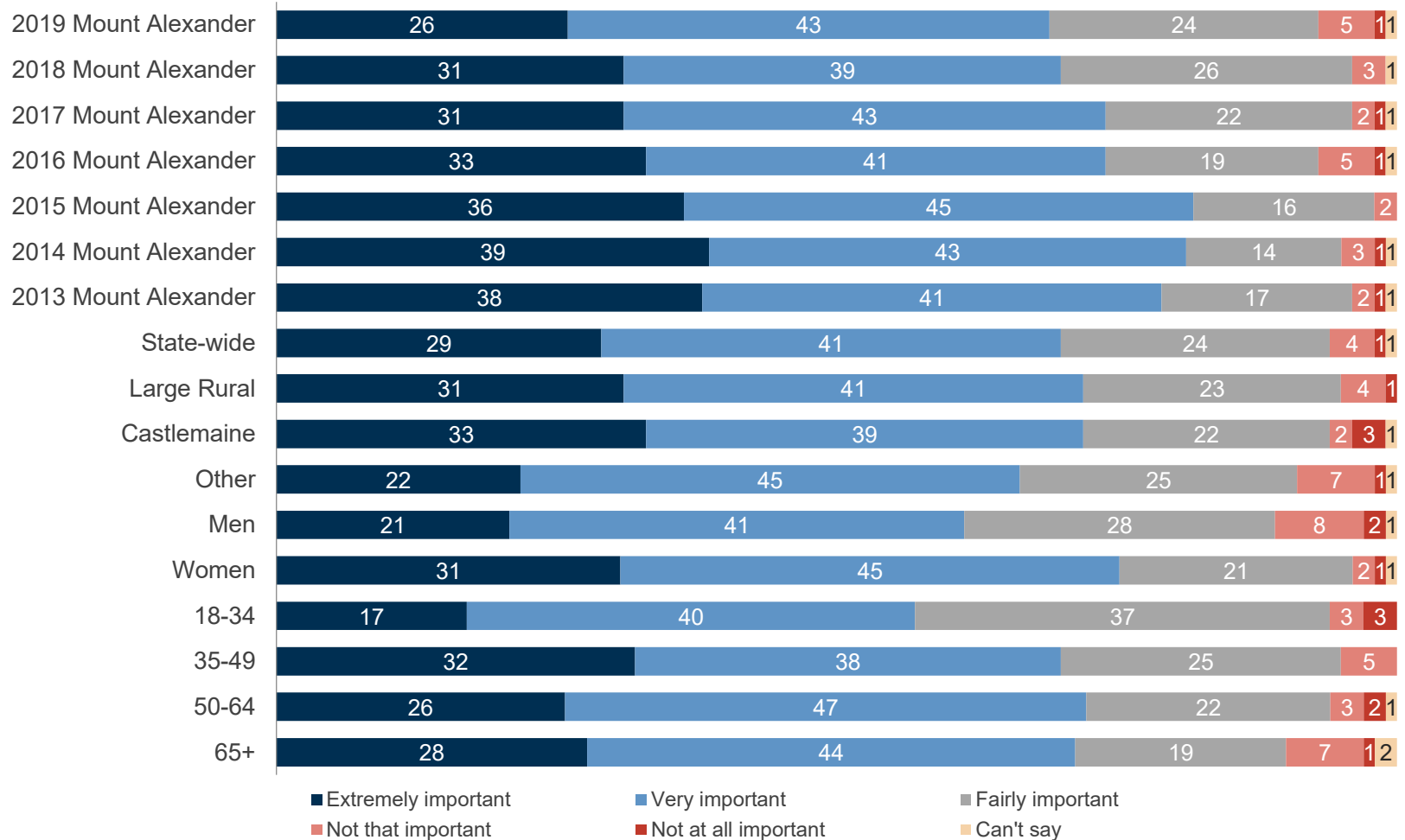## 2019 Sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	13	33	28	16	10	1
Large Rural	8	26	29	20	16	1
Castlemaine	10	35	33	10	11	1
Other	8	39	29	12	11	1
Men	9	40	29	13	10	
Women	10	35	31	10	12	1
18-34	10	33	33	7	17	
35-49	8	44	24	15	10	
50-64	13	38	25	9	14	2
65+	7	36	36	13	7	1

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: 63 Councils asked group: 18

Informing the community importance

2019 Informing community importance (index scores)

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

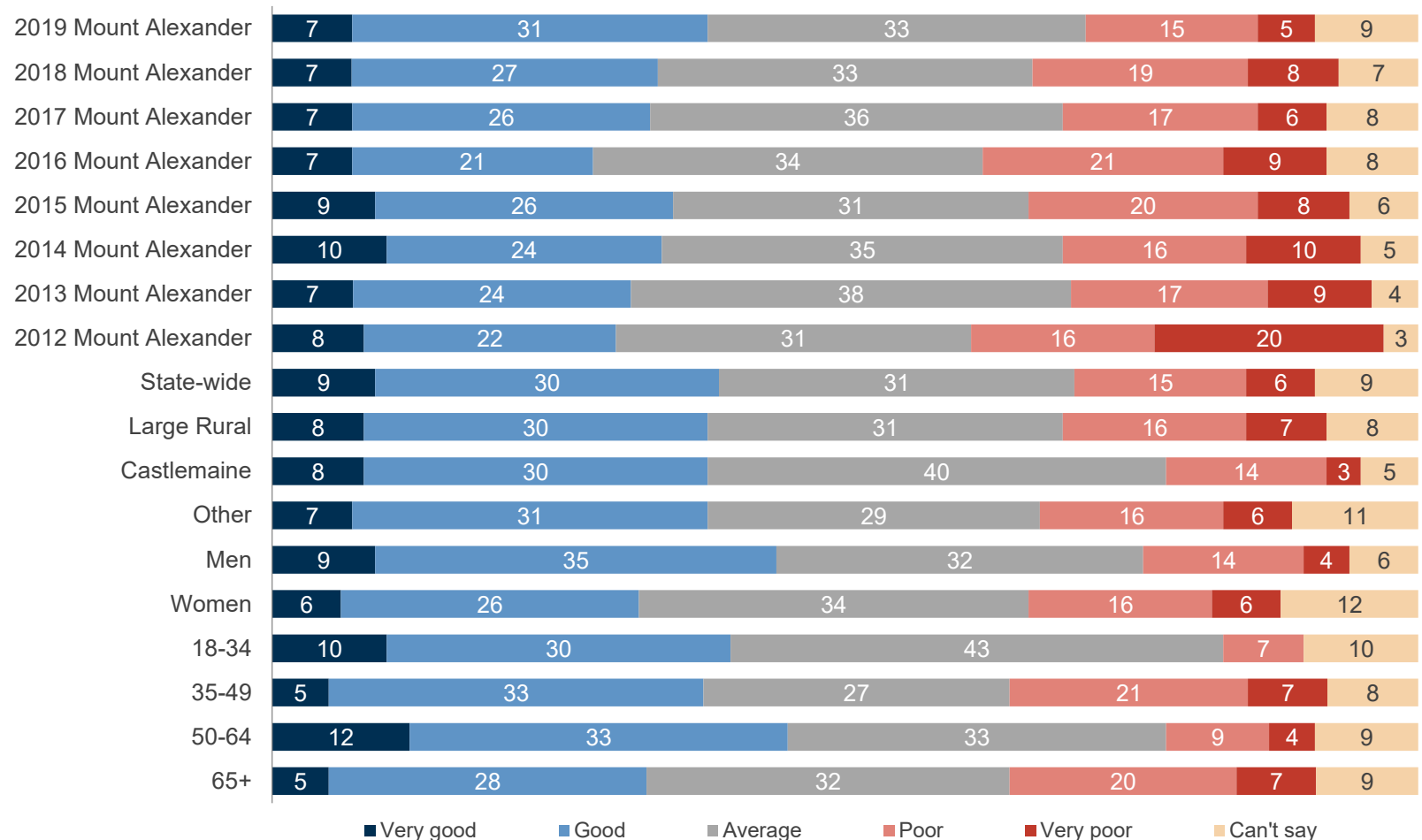Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
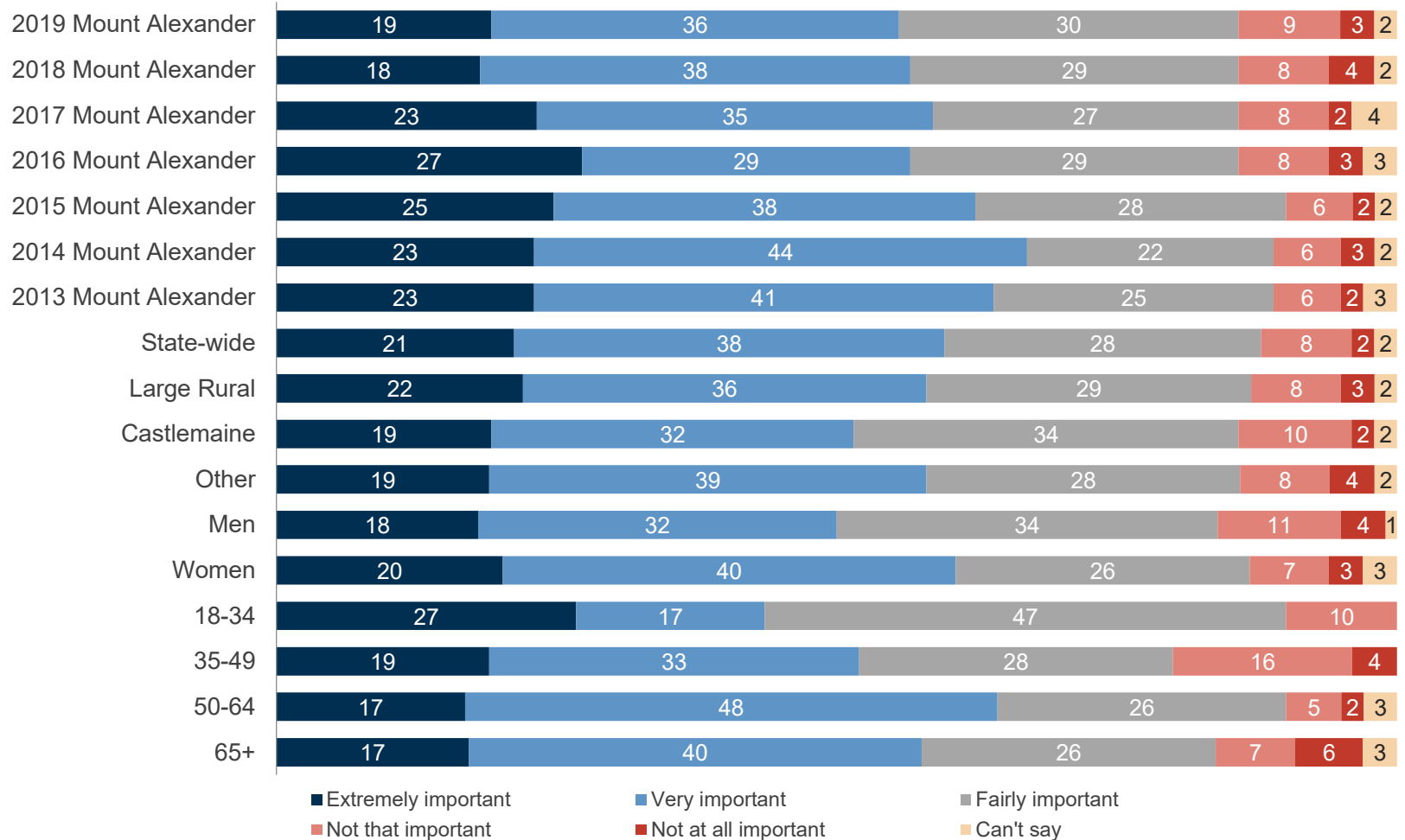
Informing the community importance

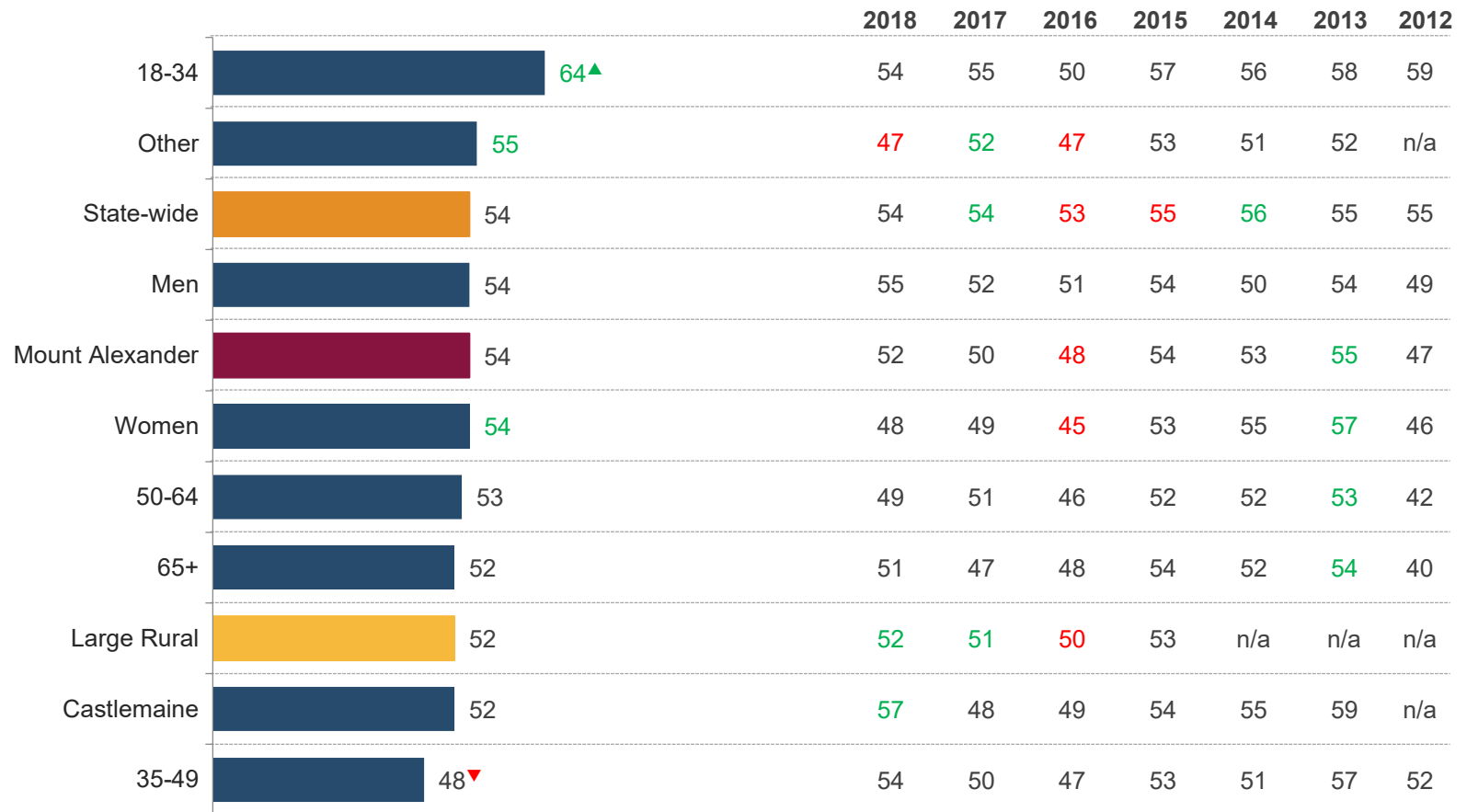**2019 Informing community importance (%)**

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	32	41	22	4		1
Large Rural	31	44	21	3		1
Castlemaine	28	48	22	3		1
Other	26	47	21	4		1
Men	18	48	29	4		1
Women	35	47	14	3		
18-34	27	47	23	3		
35-49	26	51	17	5		1
50-64	29	43	24	3		1
65+	26	48	22	2	1	1

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

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

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Informing the community performance

2019 Informing community performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	61 ▲	59	60	56	59	n/a	n/a	n/a
50-64	60	52	60	50	55	n/a	n/a	n/a
State-wide	60 ▲	59	59	59	61	62	61	60
18-34	58	55	65	56	61	n/a	n/a	n/a
Men	57	57	58	55	56	n/a	n/a	n/a
Other	57	54	56	51	54	n/a	n/a	n/a
Mount Alexander	57	55	58	52	55	n/a	n/a	n/a
Castlemaine	57	56	60	54	58	n/a	n/a	n/a
Women	56	52	58	49	55	n/a	n/a	n/a
65+	56	55	55	50	53	n/a	n/a	n/a
35-49	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: 31 Councils asked group: 6
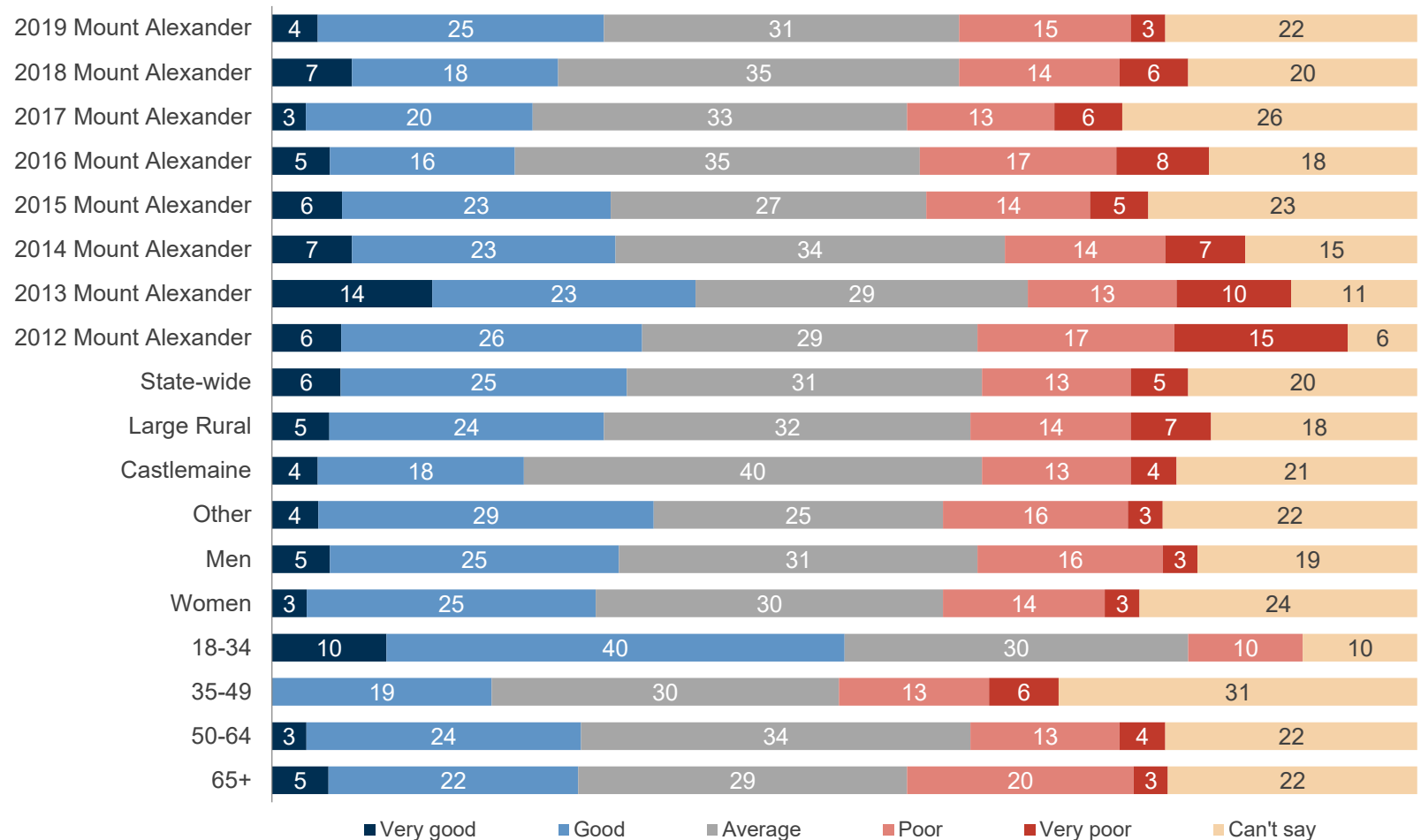*Note: Please see Appendix A for explanation of significant differences.*

Informing the community performance

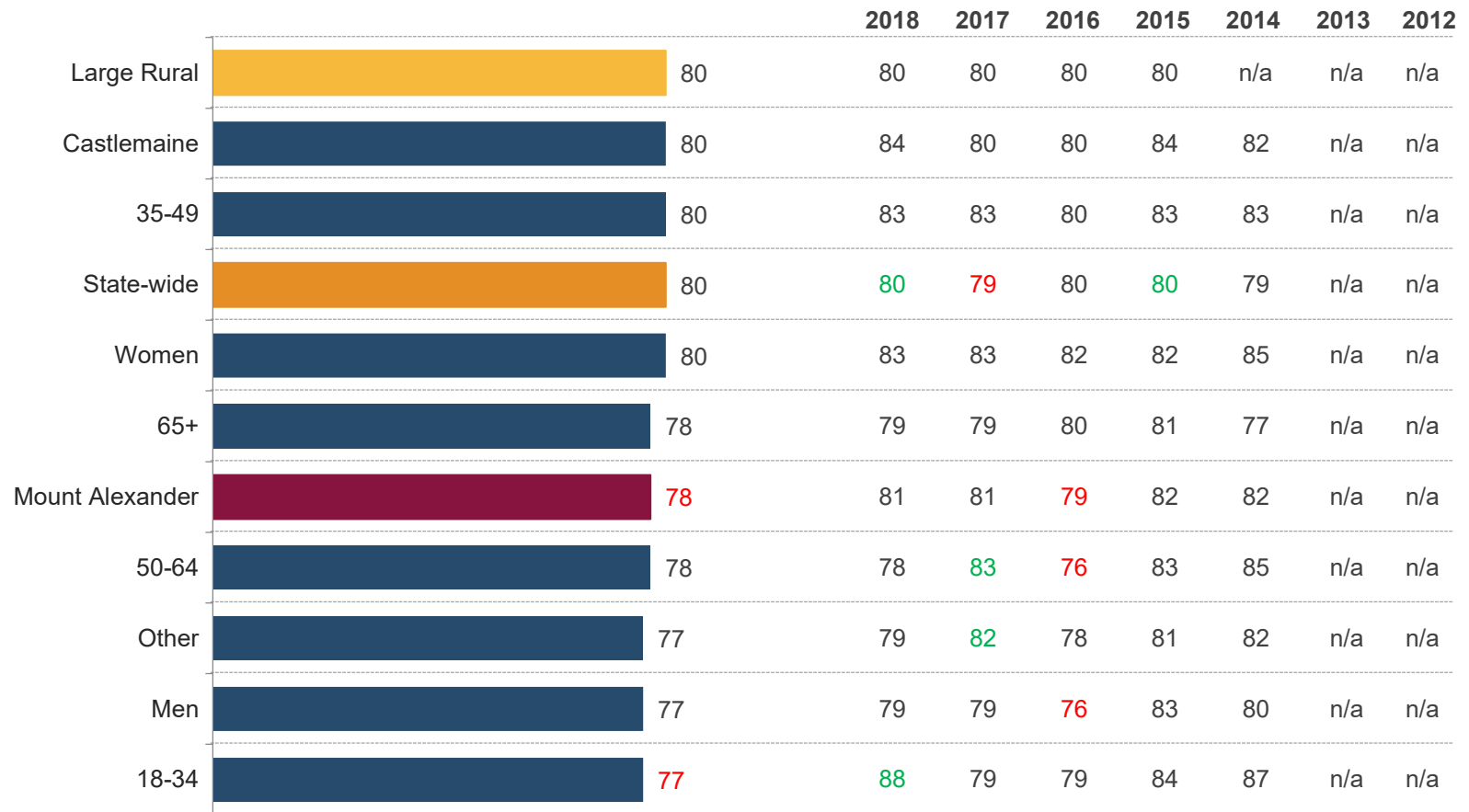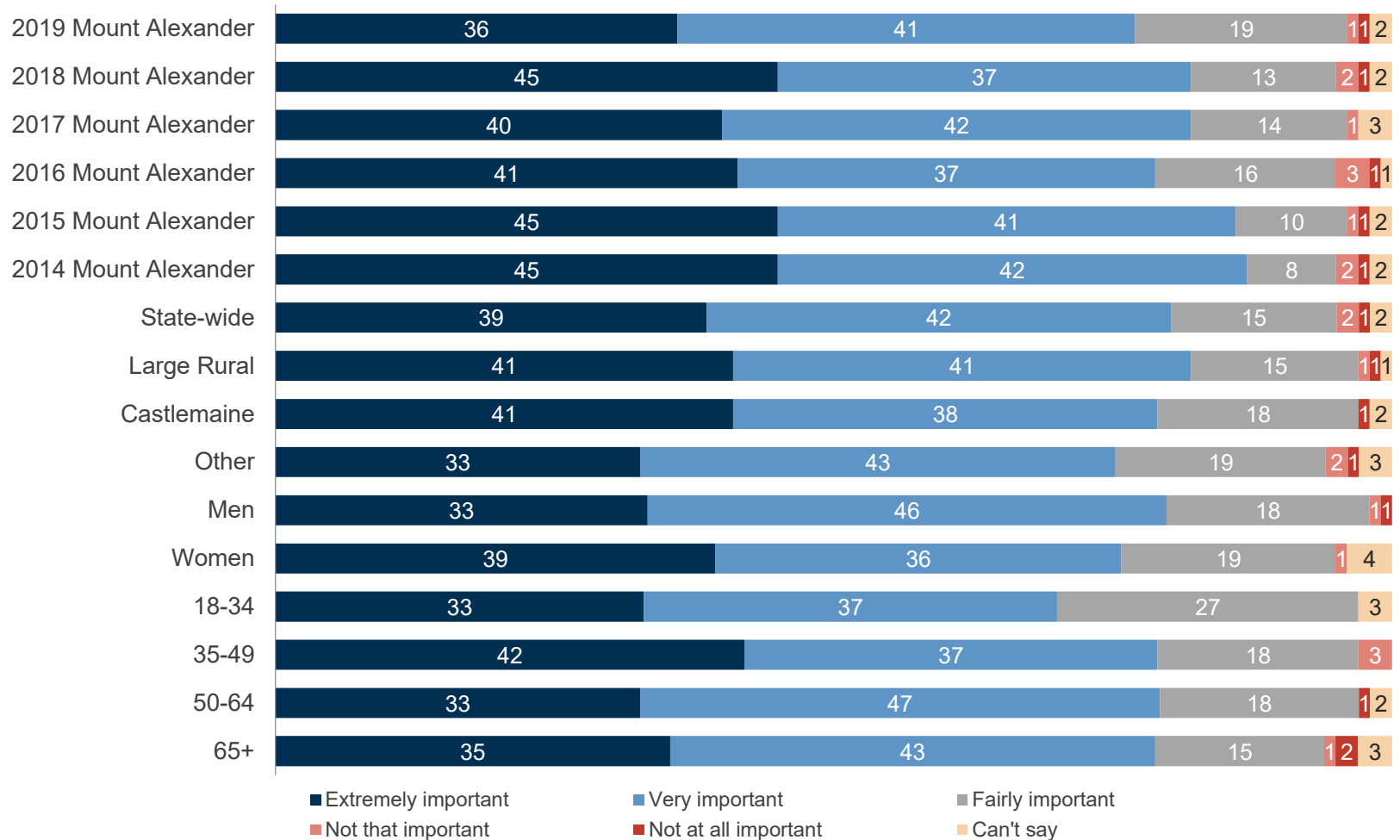## 2019 Informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	13	35	31	14	5	3
Large Rural	13	38	30	13	4	3
Castlemaine	9	34	33	16	5	3
Other	9	35	31	16	5	4
Men	11	34	30	17	5	3
Women	7	35	34	15	5	4
18-34	10	33	33	17	3	3
35-49	10	31	27	20	8	5
50-64	9	37	38	8	4	4
65+	8	35	31	18	5	2

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6

The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (index scores)

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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
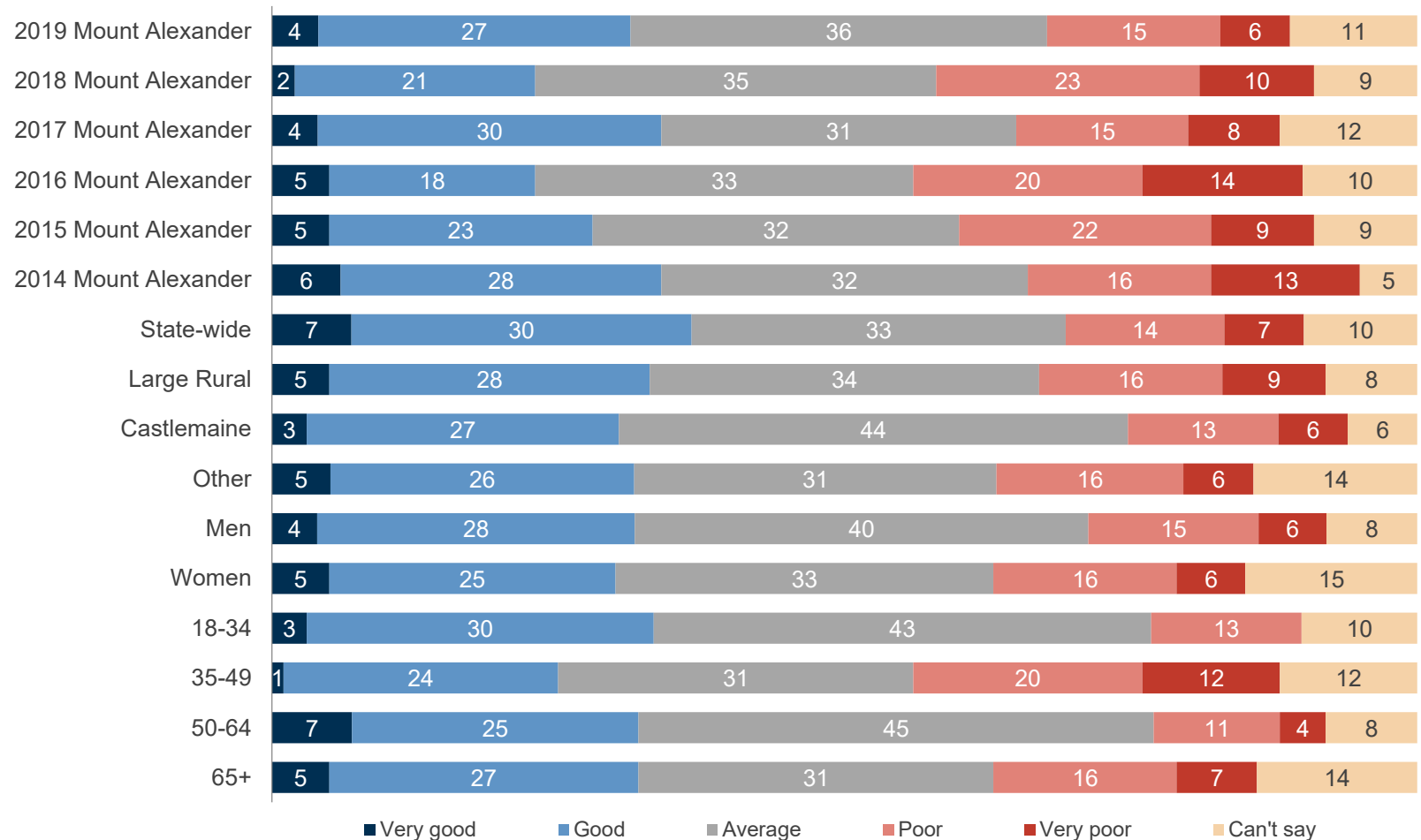
The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	34	44	18	2	1	1
Large Rural	34	43	19	2	1	1
Castlemaine	30	46	21	2		1
Other	28	43	23	4		2
Men	27	42	27	2		1
Women	31	46	17	4	1	1
18-34	20	30	43	7		
35-49	31	43	22	3		1
50-64	32	50	12	3	2	2
65+	30	48	19	2	1	1

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: 21 Councils asked group: 4

The condition of local streets and footpaths in your area performance

2019 Streets and footpaths performance (index scores)

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

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
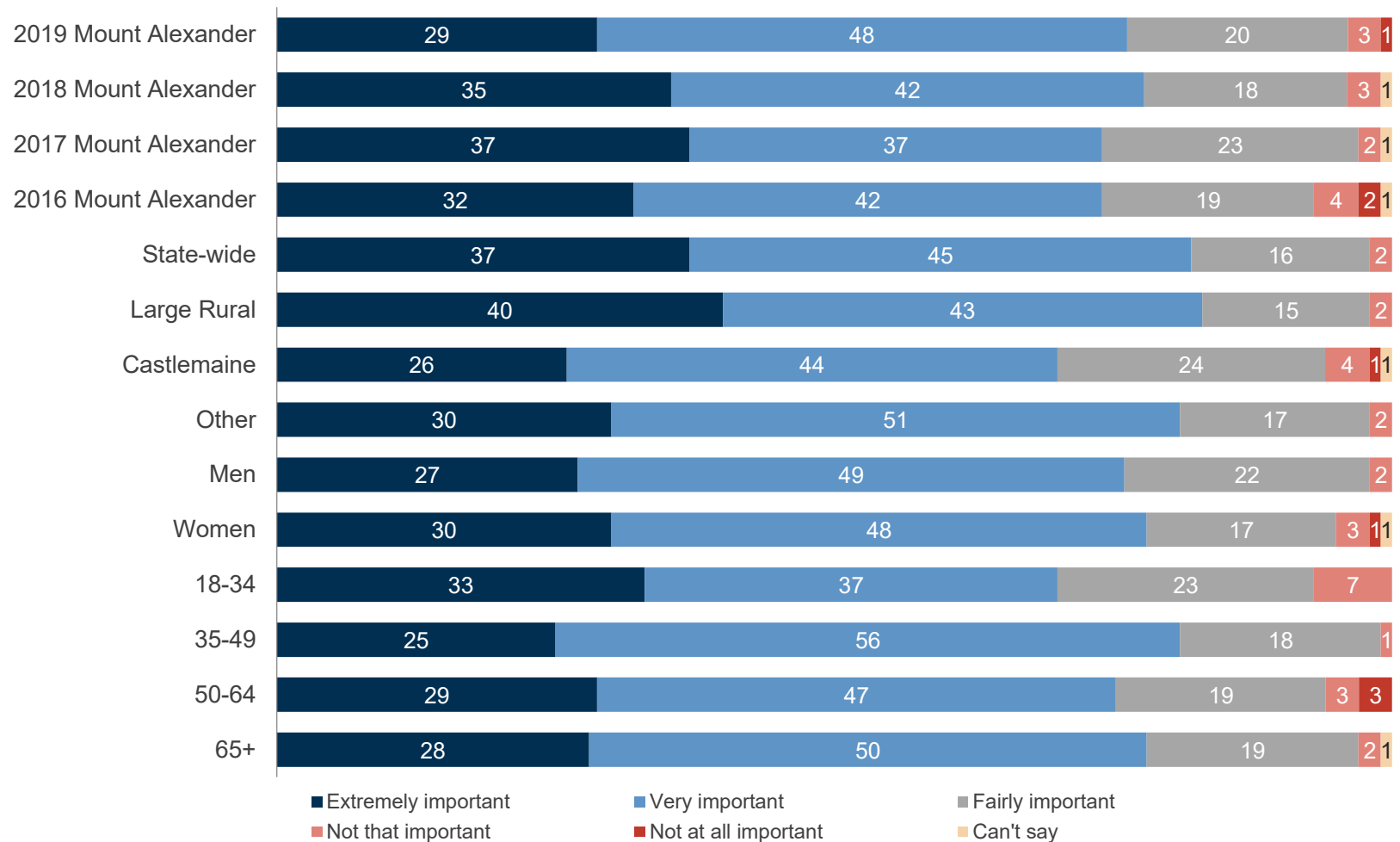Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

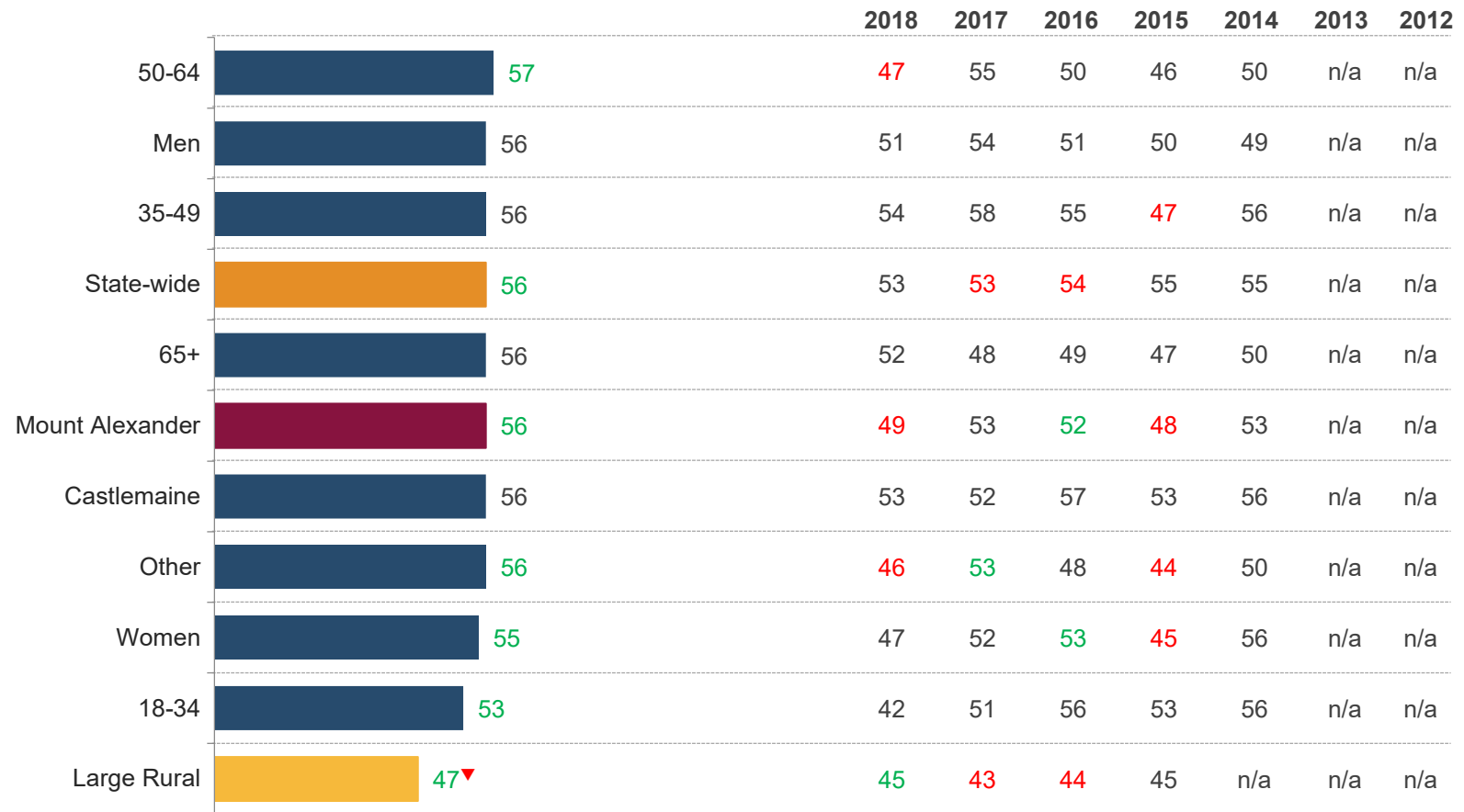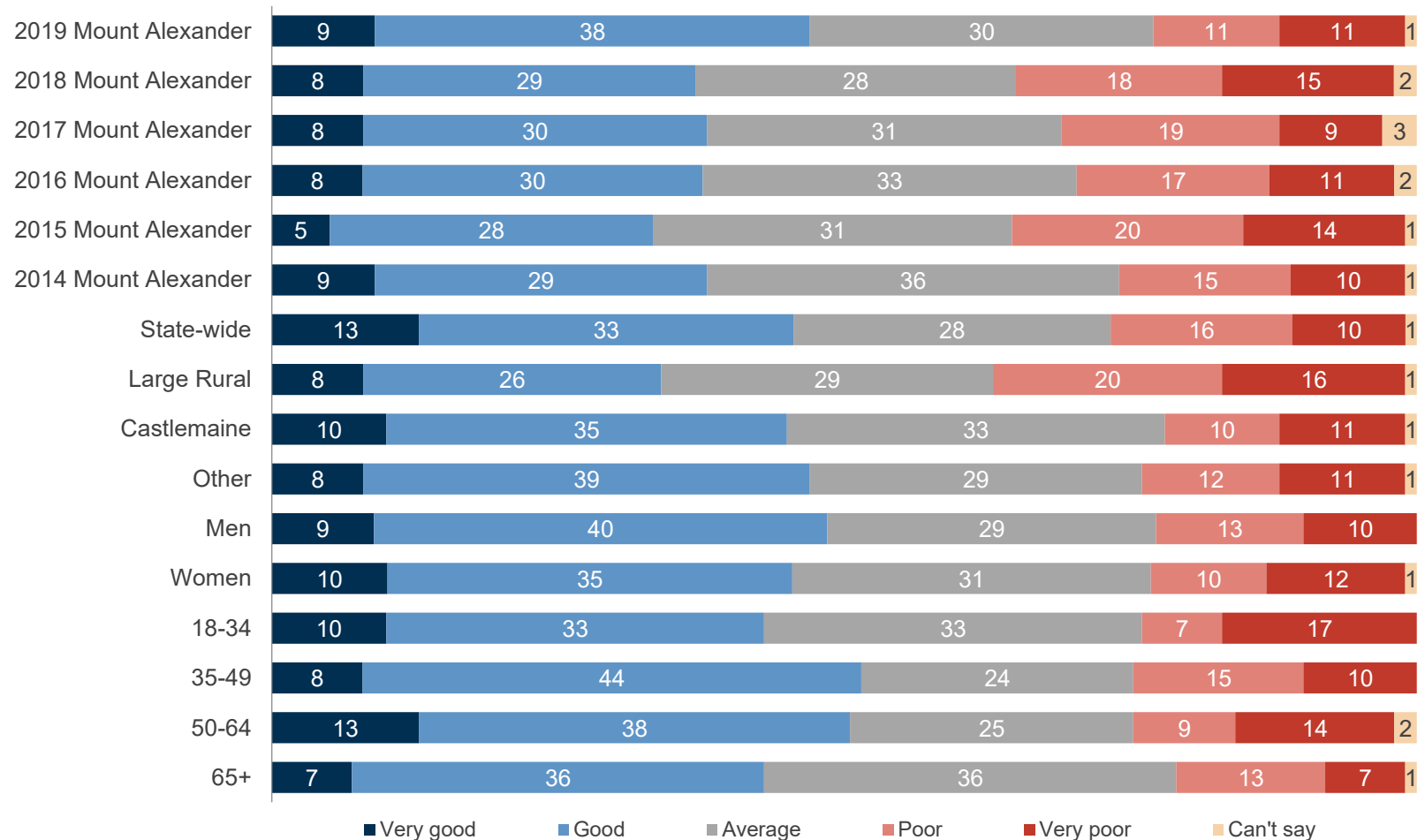# The condition of local streets and footpaths in your area performance

2019 Streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	14	35	28	14	7	2
Large Rural	11	31	28	17	9	4
Castlemaine	7	26	33	20	13	
Other	7	26	31	20	11	4
Men	8	33	27	19	11	2
Women	7	19	37	22	13	3
18-34	10	33	33	20		3
35-49	6	27	28	23	15	1
50-64	5	37	28	16	10	4
65+	7	15	37	21	16	4

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: 32 Councils asked group: 8

Enforcement of local laws importance

2019 Law enforcement importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	71 ▲	72	67	75	73	n/a	n/a	n/a
State-wide	71 ▲	71	71	70	71	70	71	70
Large Rural	68 ▲	68	68	69	70	n/a	n/a	n/a
65+	68	67	70	67	72	n/a	n/a	n/a
Women	68	69	69	71	74	n/a	n/a	n/a
Other	66	68	66	67	71	n/a	n/a	n/a
Mount Alexander	65	67	67	67	71	n/a	n/a	n/a
50-64	65	69	68	67	68	n/a	n/a	n/a
Castlemaine	64	66	68	68	70	n/a	n/a	n/a
Men	63	65	64	64	67	n/a	n/a	n/a
35-49	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: 23 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
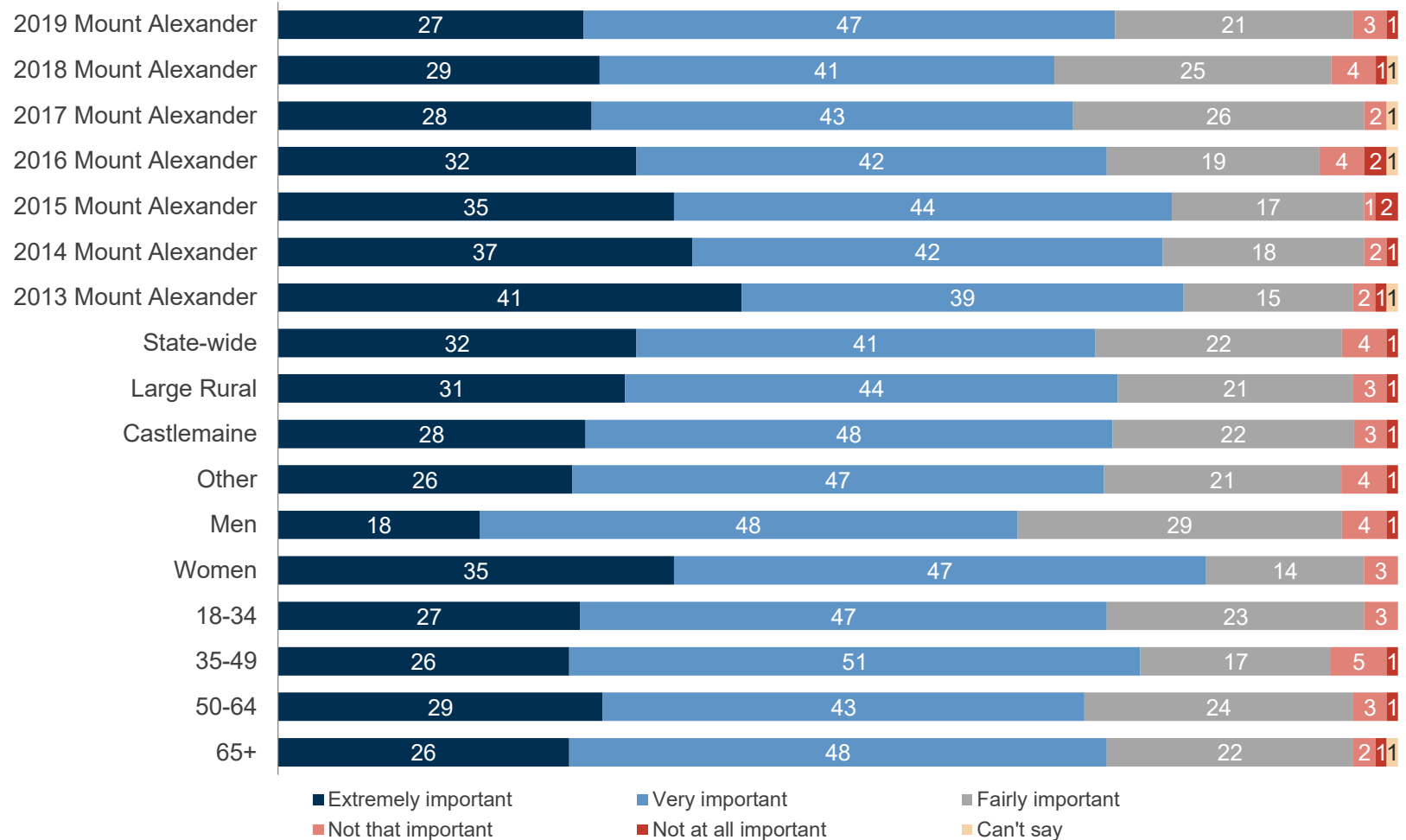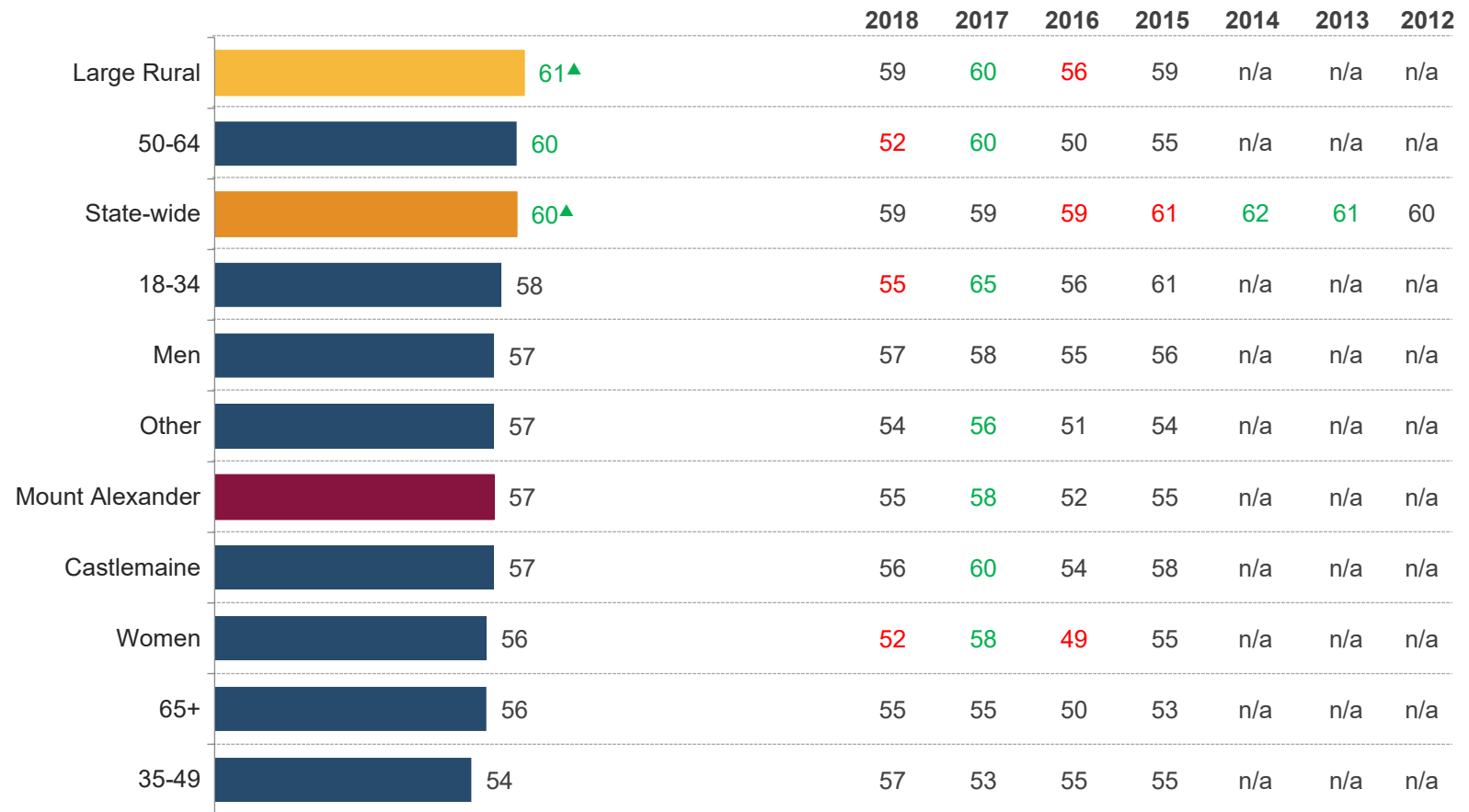
Enforcement of local laws importance

2019 Law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	27	38	26	6	2	1
Large Rural	23	36	30	7	2	1
Castlemaine	15	39	36	9	2	1
Other	15	46	29	7	2	1
Men	15	36	37	9	2	1
Women	15	51	26	6	2	
18-34	27	37	30	7		
35-49	5	41	38	10	5	
50-64	16	41	32	10	2	
65+	14	50	29	6	1	2

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

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4

Enforcement of local laws performance

2019 Law enforcement performance (index scores)

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

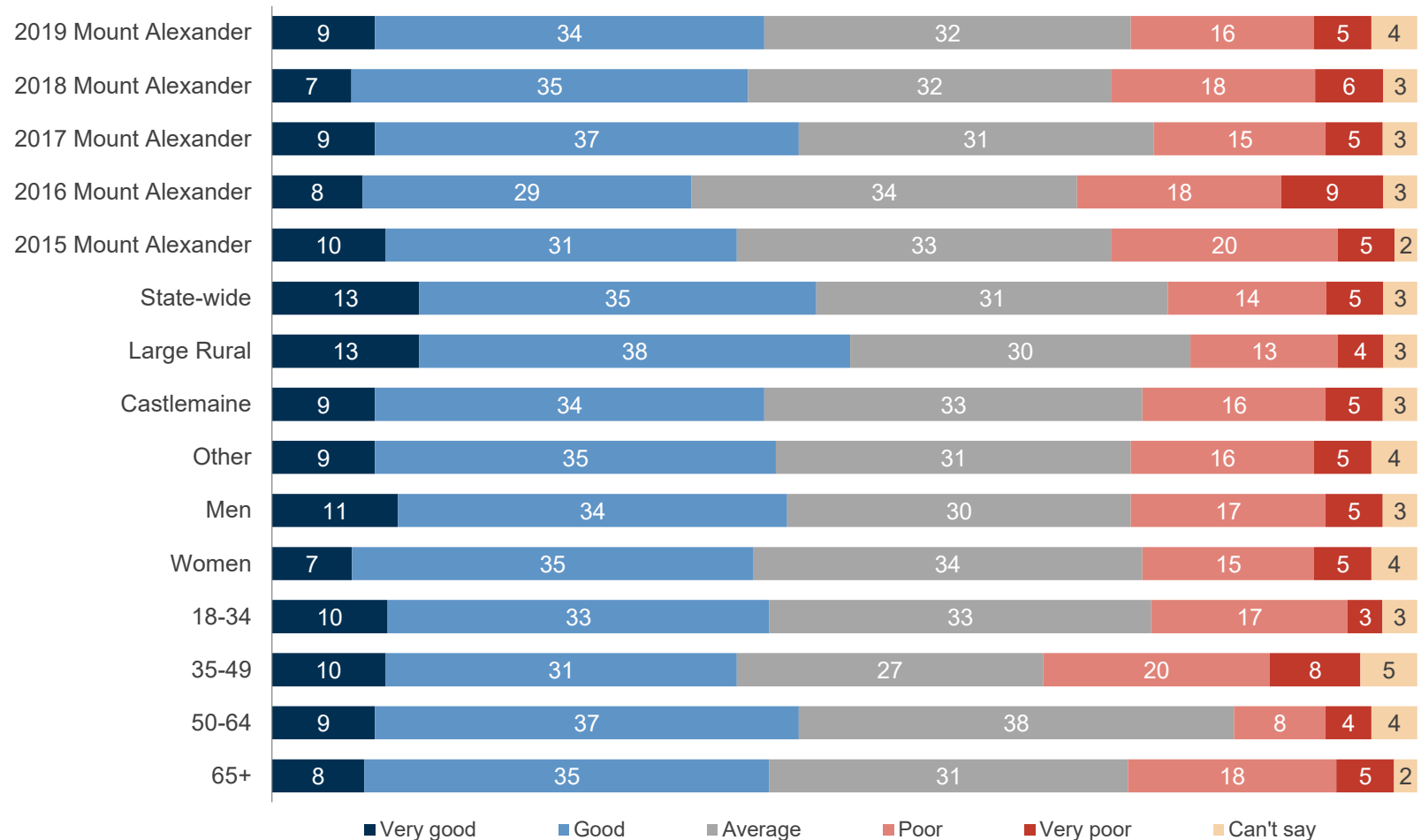*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance
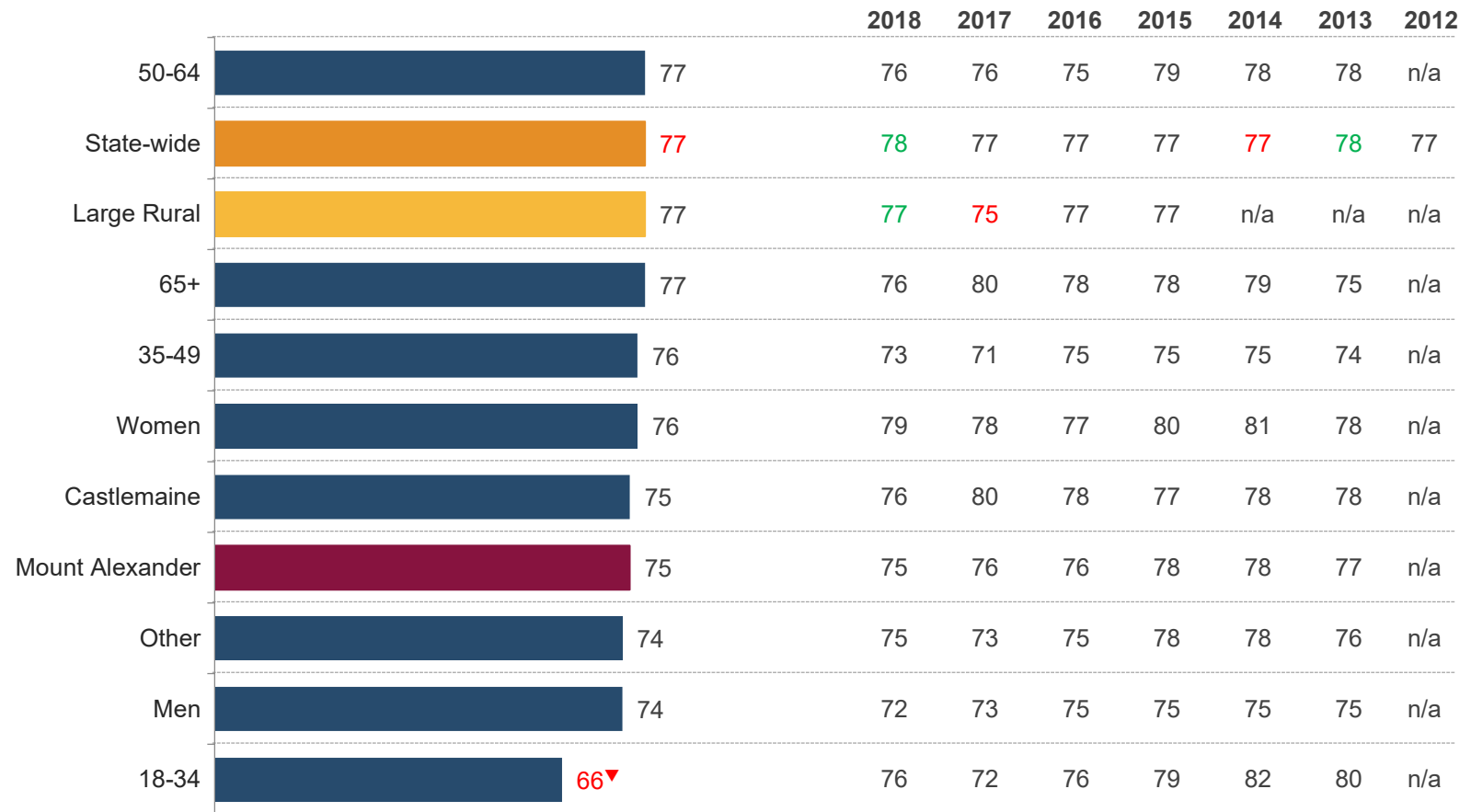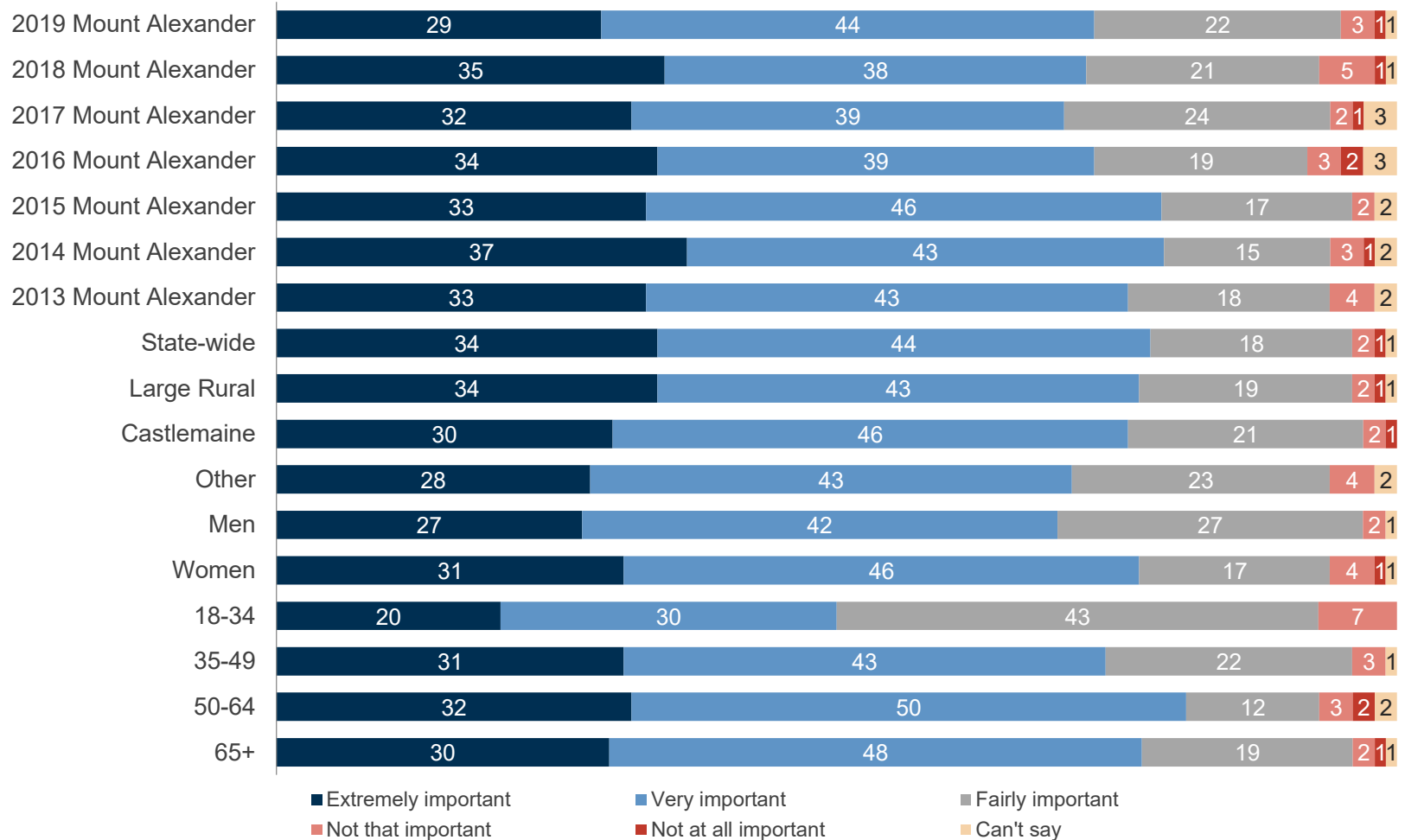
JWS

2019 Law enforcement performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	26	8	3	12
Large Rural	11	39	26	7	3	13
Castlemaine	9	38	31	7	1	15
Other	13	37	24	4	4	18
Men	10	38	27	8	4	14
Women	12	37	27	3	2	19
18-34	20	57	17		3	3
35-49	6	37	27	5	2	22
50-64	12	35	25	7	3	17
65+	9	30	32	6	4	19

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

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

Family support services importance

2019 Family support importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	78 ▲	76	78	71	n/a	n/a	n/a	n/a
Women	76 ▲	78	76	75	n/a	n/a	n/a	n/a
State-wide	74	74	73	73	73	72	73	73
Other	73	72	74	68	n/a	n/a	n/a	n/a
Large Rural	73	72	72	72	72	n/a	n/a	n/a
Mount Alexander	72	72	73	70	n/a	n/a	n/a	n/a
35-49	72	75	73	70	n/a	n/a	n/a	n/a
65+	72	70	73	71	n/a	n/a	n/a	n/a
Castlemaine	71	72	73	74	n/a	n/a	n/a	n/a
Men	69	67	71	65	n/a	n/a	n/a	n/a
50-64	69	70	71	68	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: 21 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2019 Family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	29	42	21	4	1	2
Large Rural	28	41	23	4	2	2
Castlemaine	22	47	21	5	2	2
Other	25	46	21	4	1	3
Men	19	46	26	4	3	2
Women	29	47	16	5		3
18-34	40	43	10	3	3	
35-49	21	47	28		3	1
50-64	21	42	25	7	3	3
65+	19	51	20	4	1	5

Legend:
- ■ 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: 21 Councils asked group: 6

Family support services performance

2019 Family support performance (index scores)

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

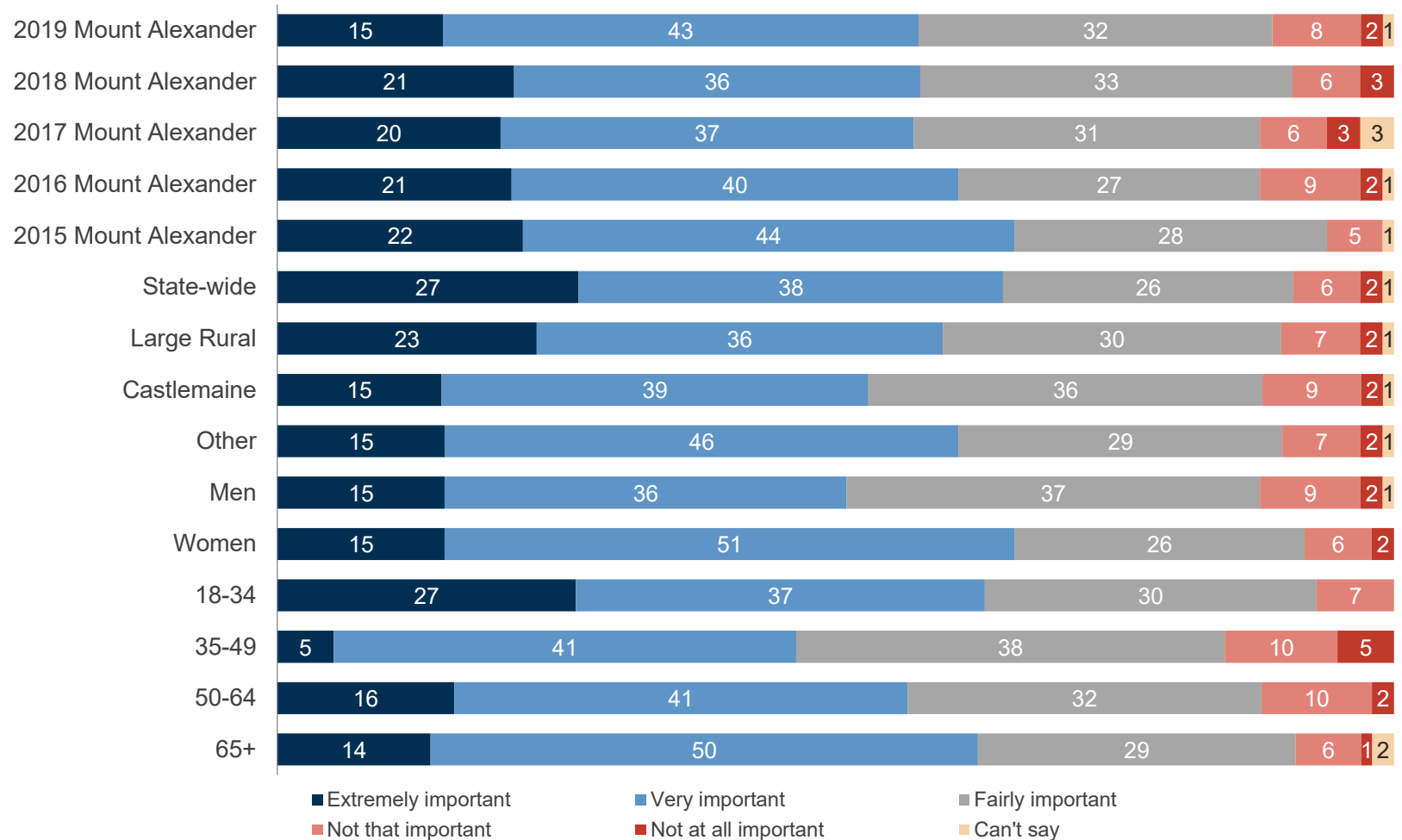Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2019 Family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	32	20	4	1	31
Large Rural	10	32	22	4	2	31
Castlemaine	7	31	24	5	2	31
Other	12	30	20	5	3	31
Men	8	31	22	5	1	33
Women	13	30	21	5	4	29
18-34	13	43	20	7		17
35-49	6	30	18	8	5	34
50-64	10	30	25	2	3	30
65+	11	24	22	4	2	36

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

Elderly support services importance

2019 Elderly support importance (index scores)

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

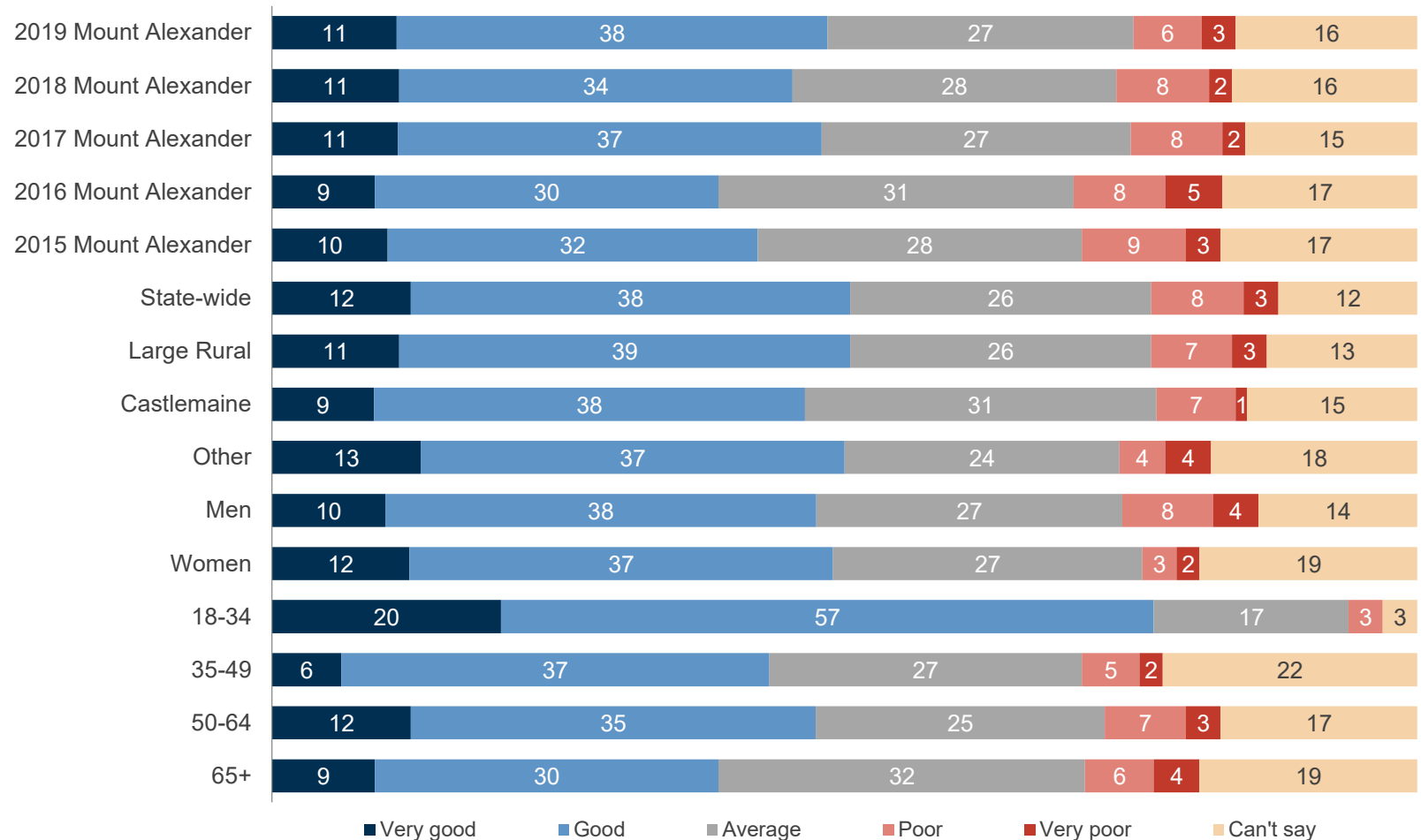Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

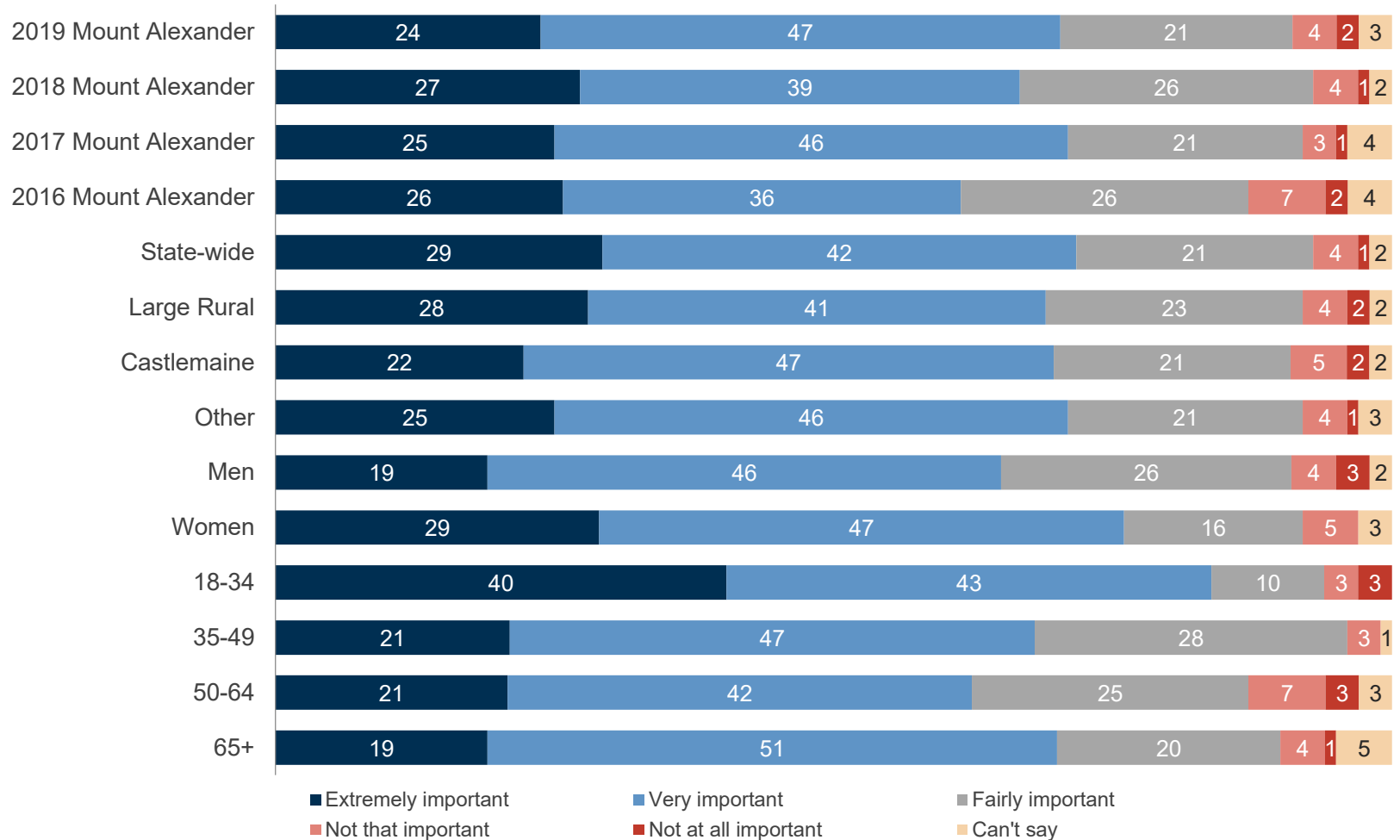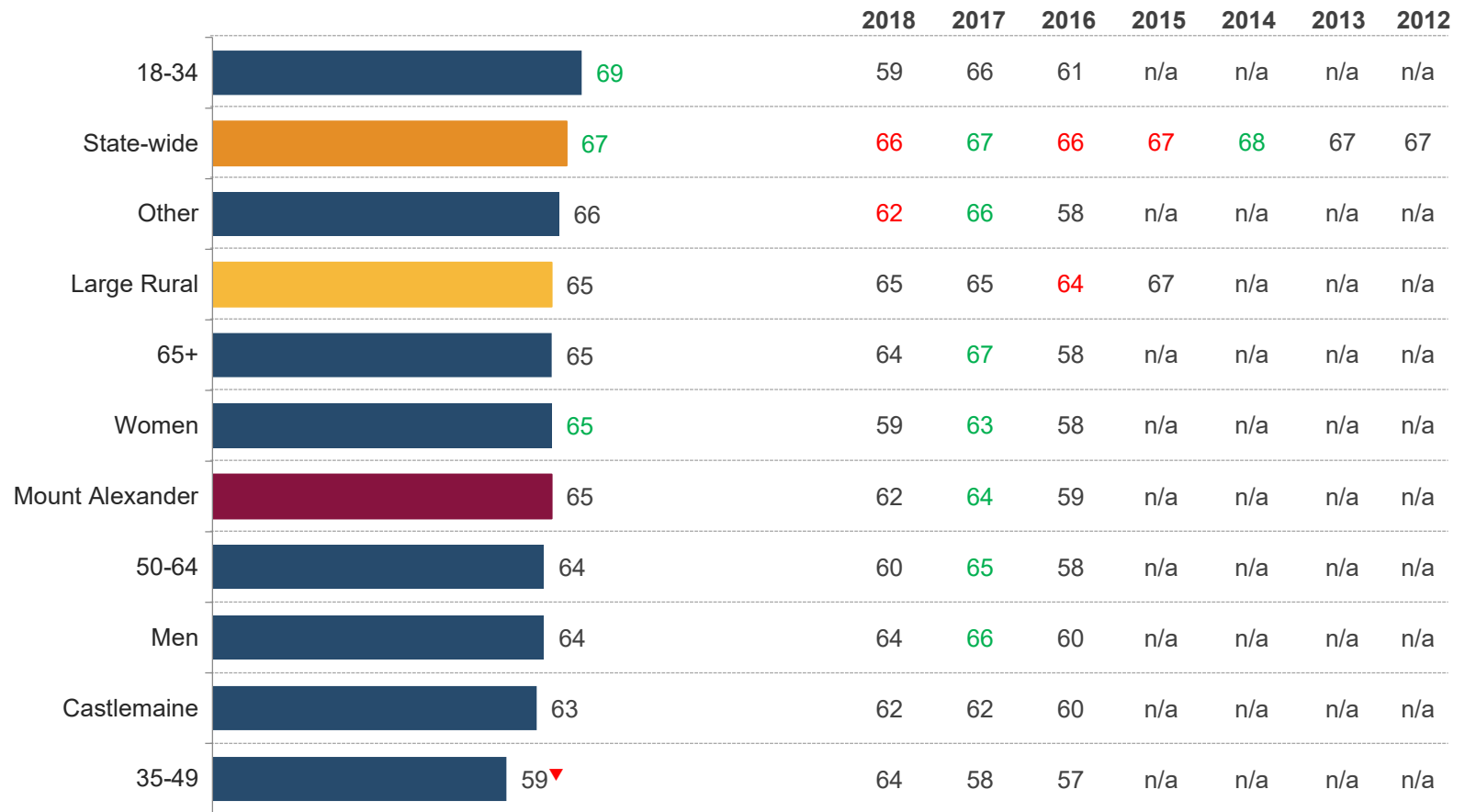## 2019 Elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	38	44	15	2		1
Large Rural	38	42	16	2		1
Castlemaine	35	49	14	1		1
Other	39	41	16	2		1
Men	30	47	20	2		1
Women	45	41	10	1		1
18-34	43	40	17			
35-49	32	49	16	2		1
50-64	38	46	12	3	1	1
65+	38	43	16	2		1

Legend:
- ■ 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: 21 Councils asked group: 5

Elderly support services performance

2019 Elderly support performance (index scores)

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9
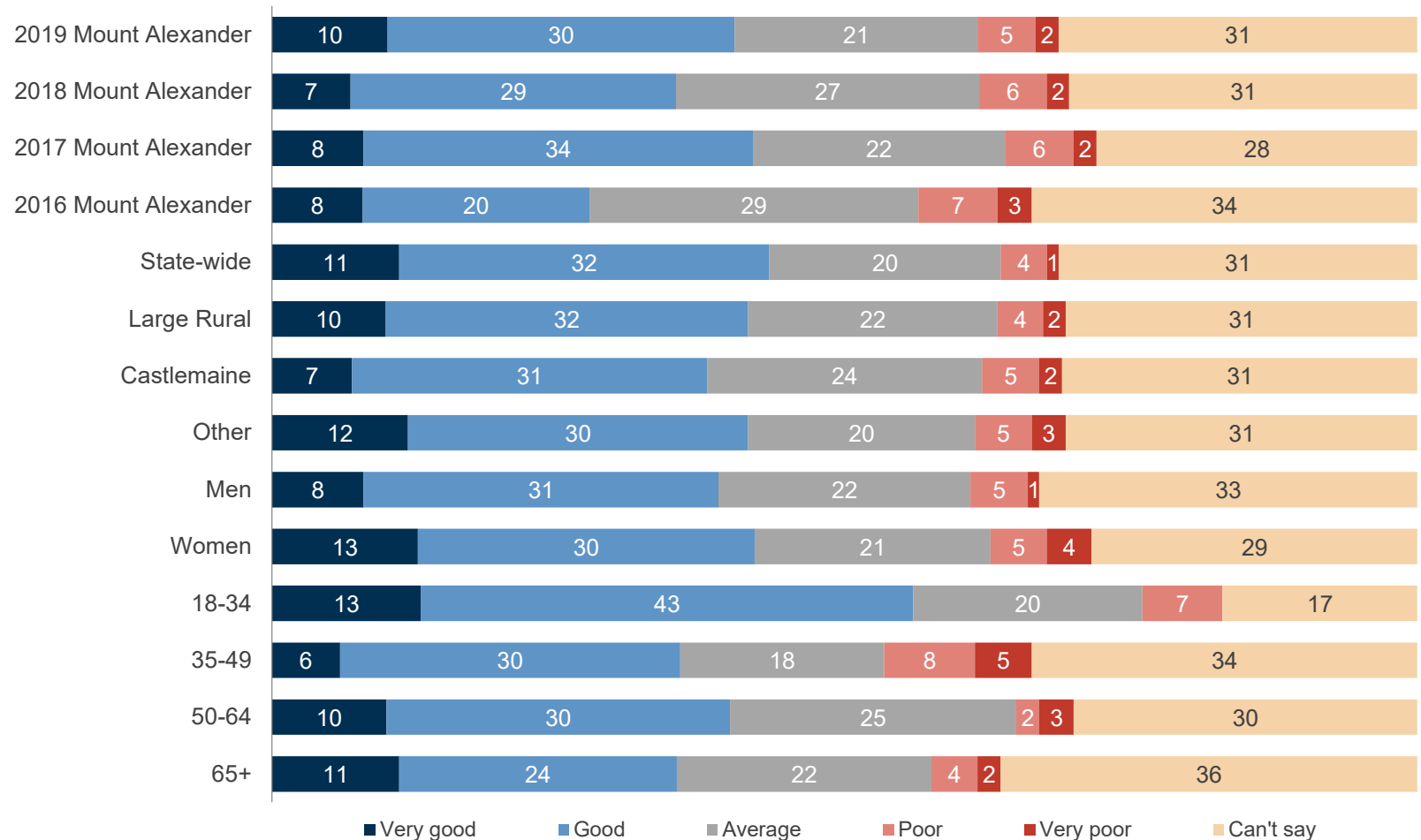*Note: Please see Appendix A for explanation of significant differences.*
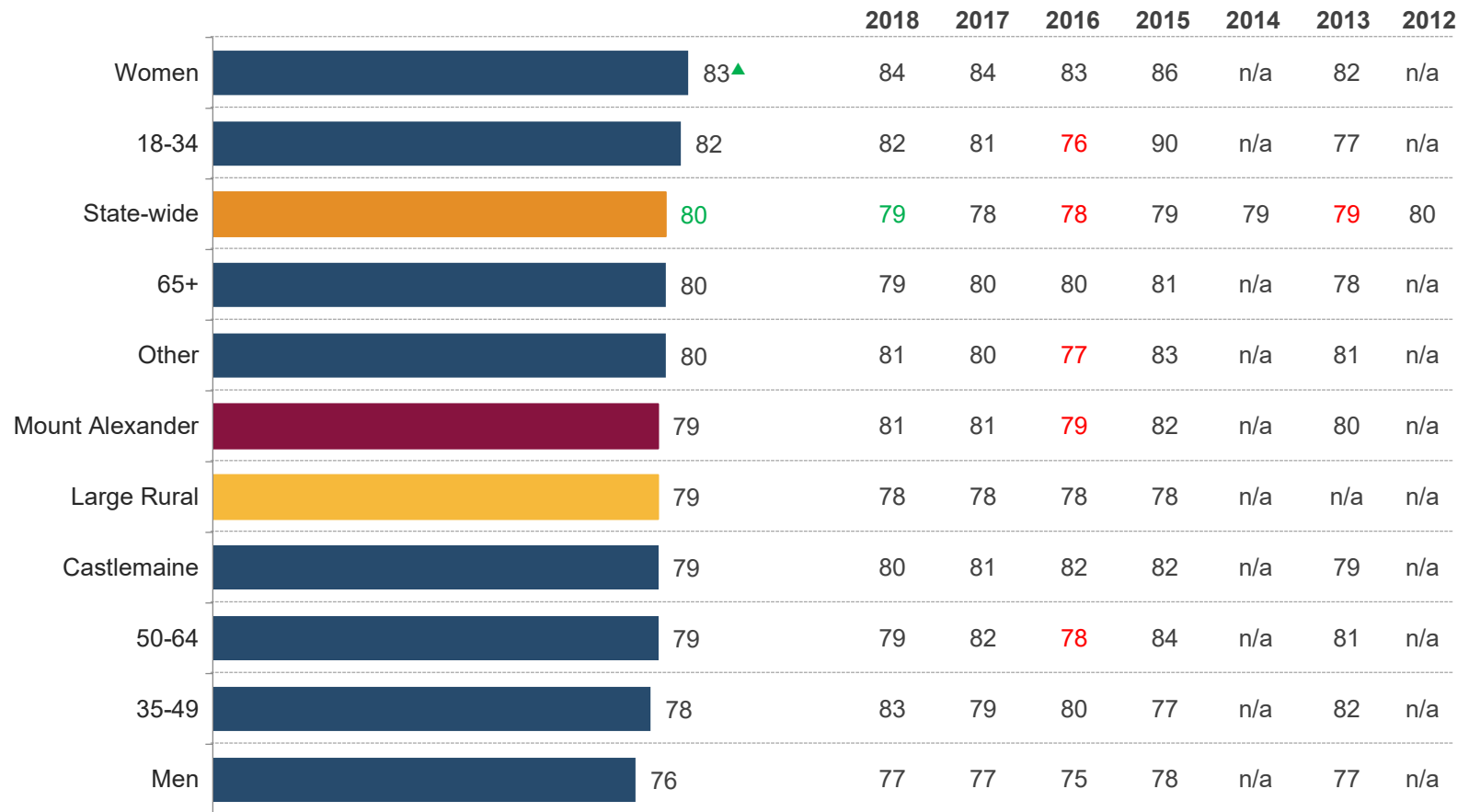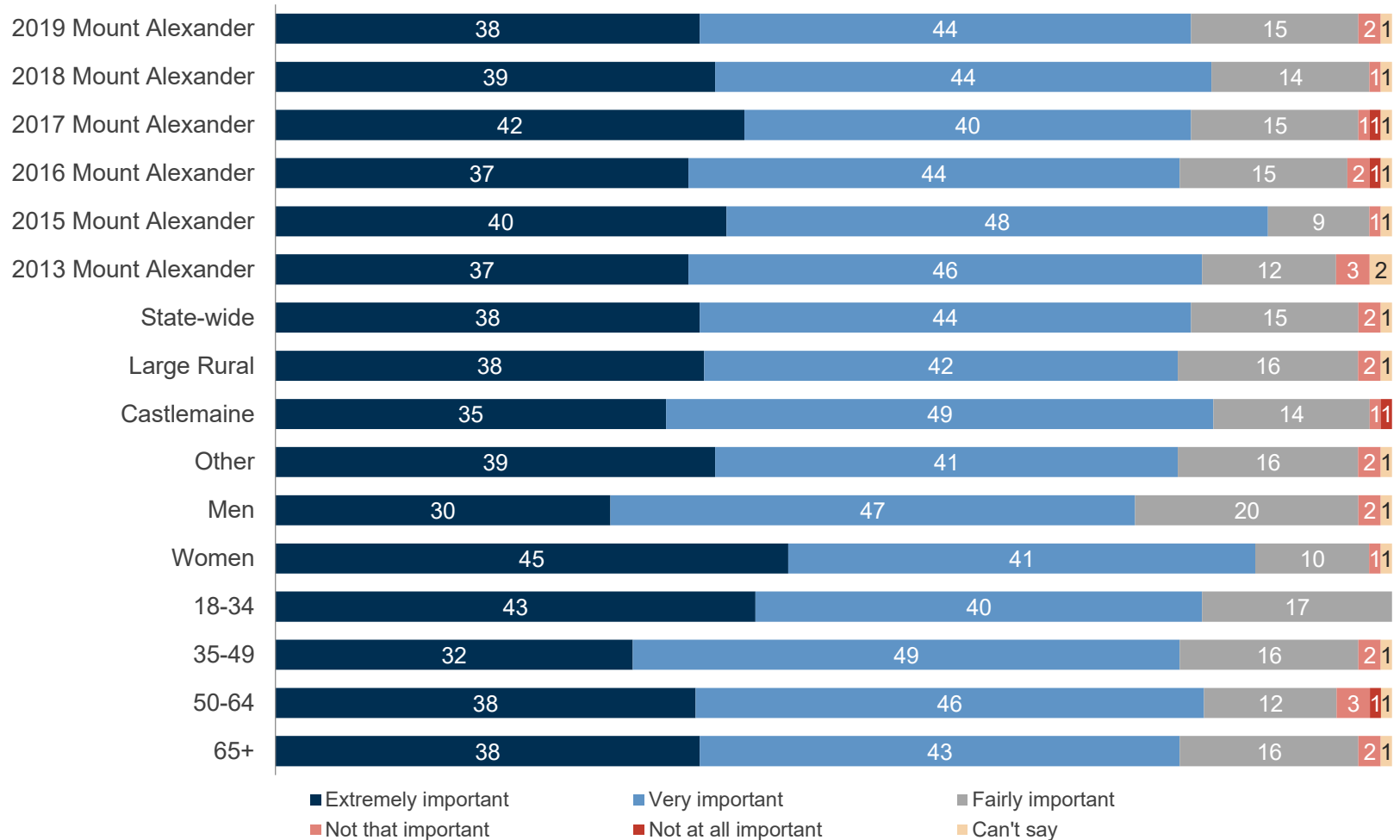
Elderly support services performance

2019 Elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	14	33	19	5	2	28
Large Rural	13	32	20	5	2	27
Castlemaine	10	36	26	6	3	18
Other	17	28	17	7	2	29
Men	16	33	22	4	1	24
Women	12	30	18	9	4	27
18-34	10	37	30	7		17
35-49	5	31	14	4	5	41
50-64	19	28	21	9	3	21
65+	19	31	19	7	2	22

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: 9

Recreational facilities importance

2019 Recreational facilities importance (index scores)

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
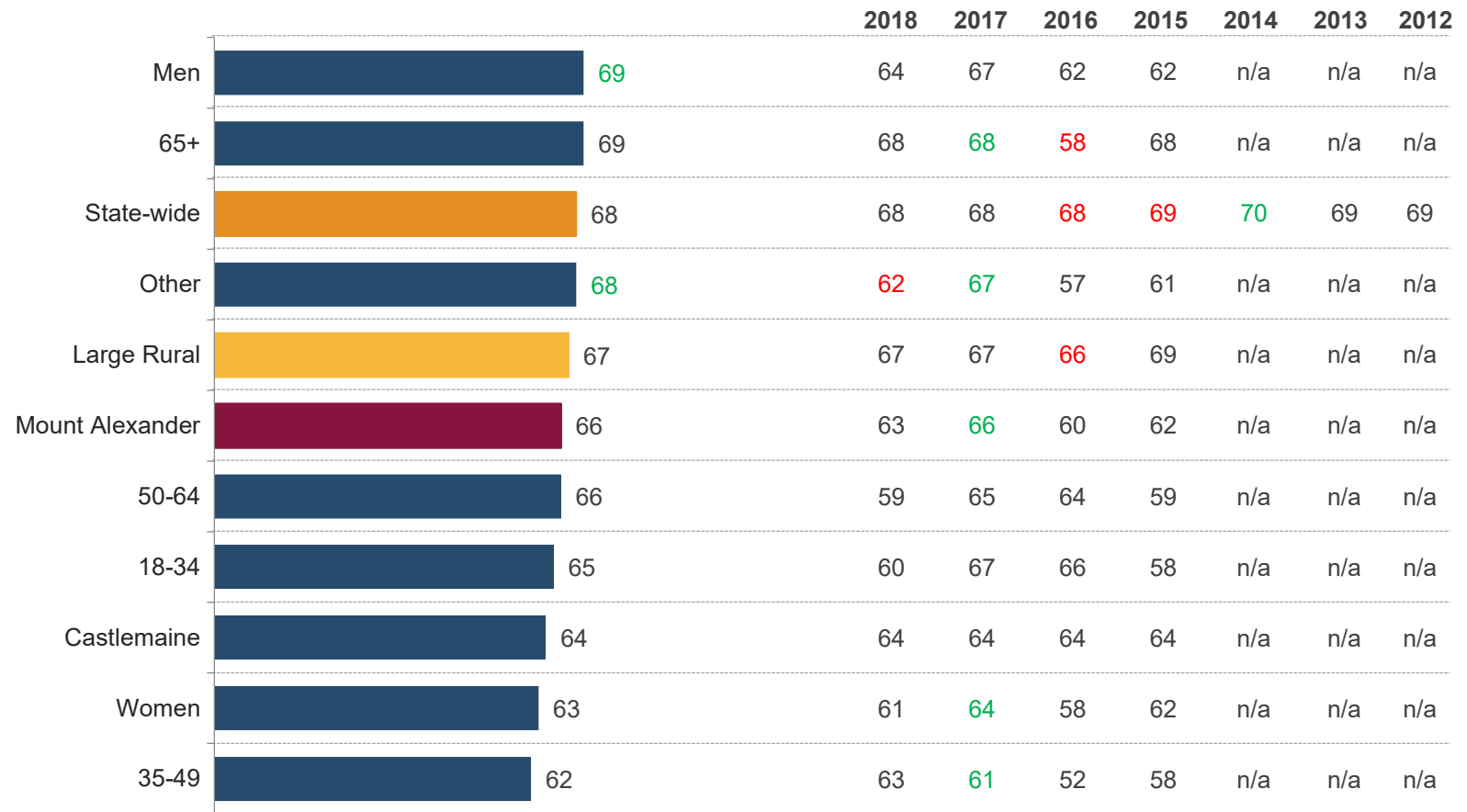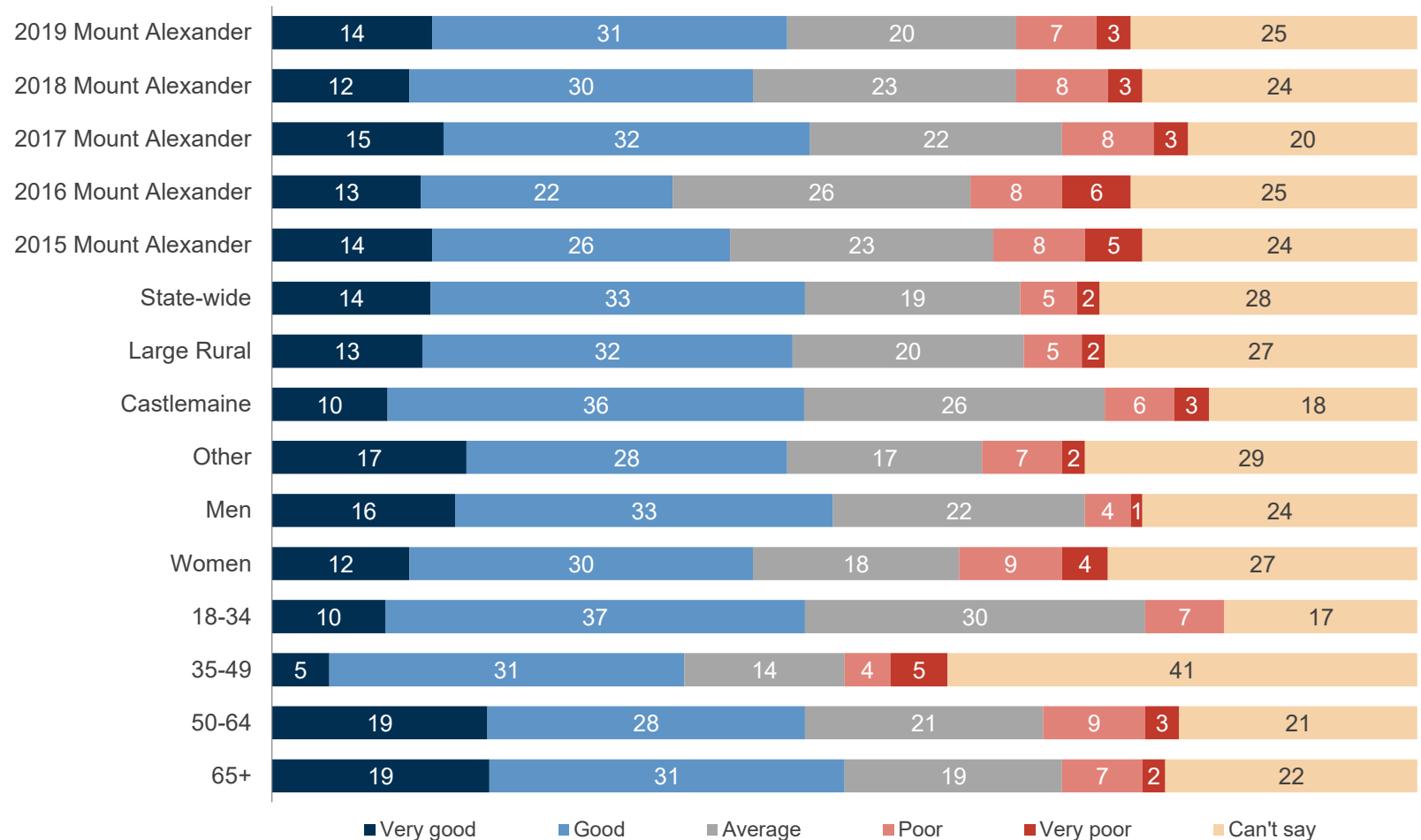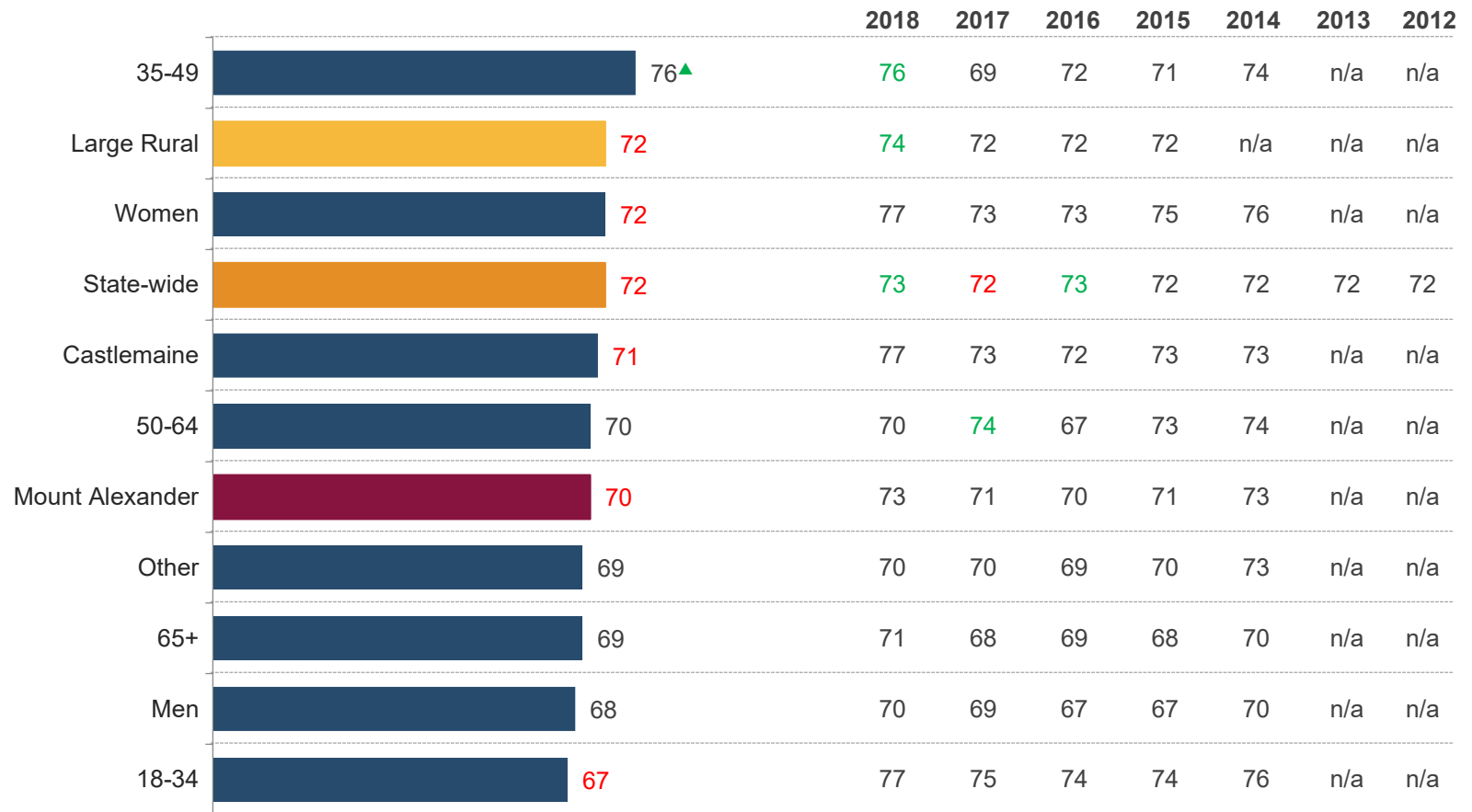
Recreational facilities importance

2019 Recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	23	46	26	4		1
Large Rural	23	46	25	4		1
Castlemaine	24	41	31	3	1	1
Other	19	47	27	7		
Men	18	44	31	6		
Women	24	45	26	5		
18-34	20	30	47	3		
35-49	27	52	15	5		
50-64	18	52	24	5	1	
65+	19	43	30	6	1	1

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 5

Recreational facilities performance

2019 Recreational facilities performance (index scores)

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

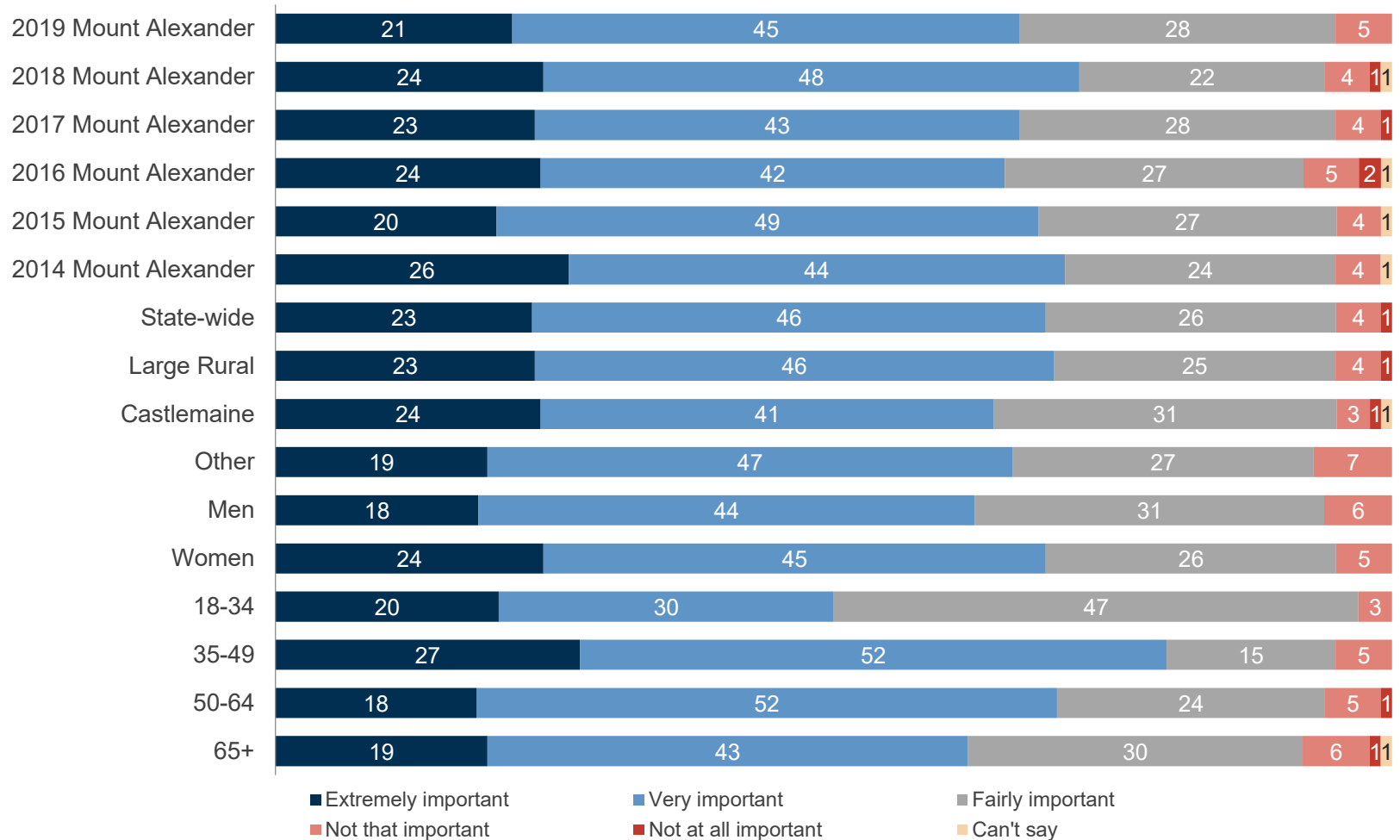Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.
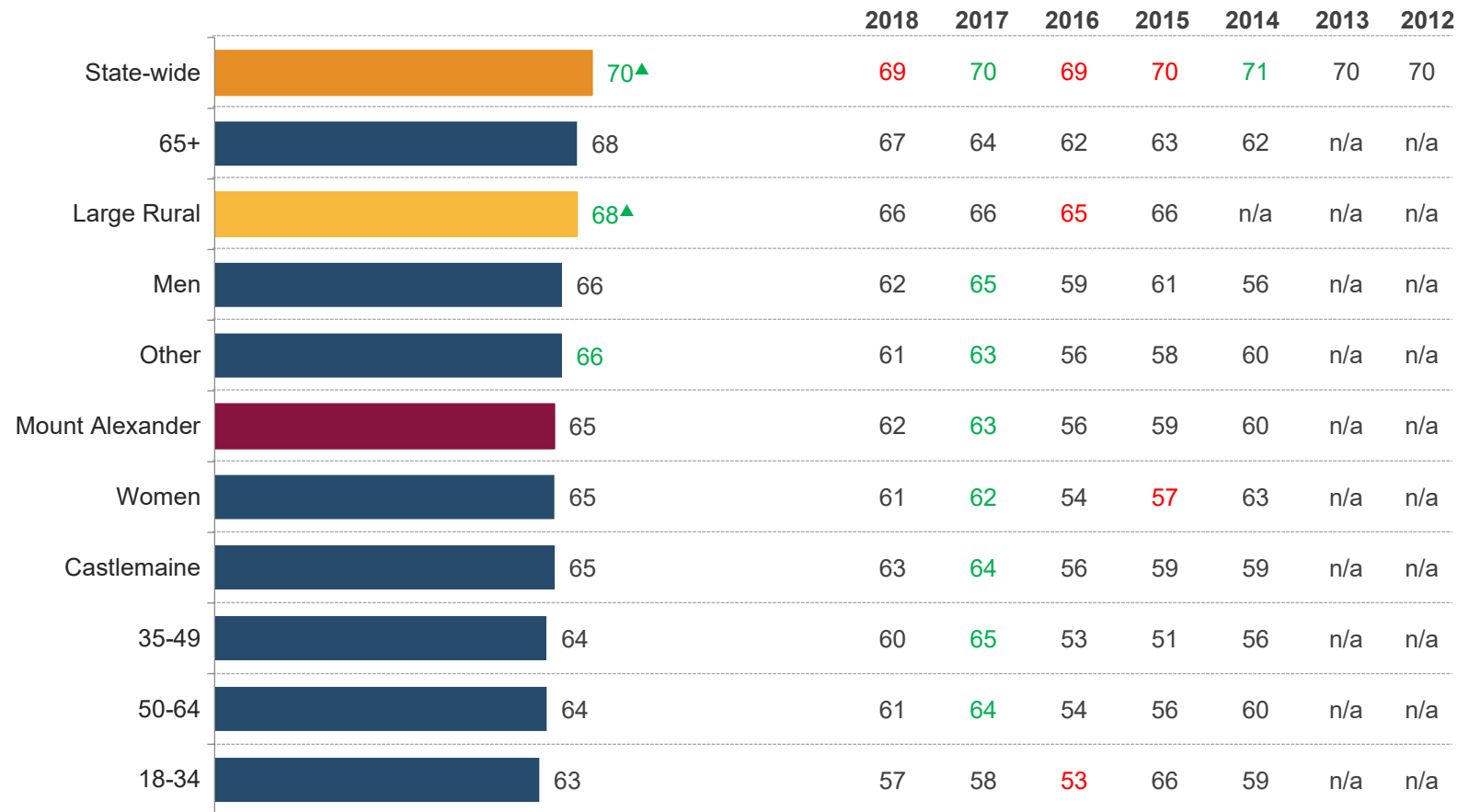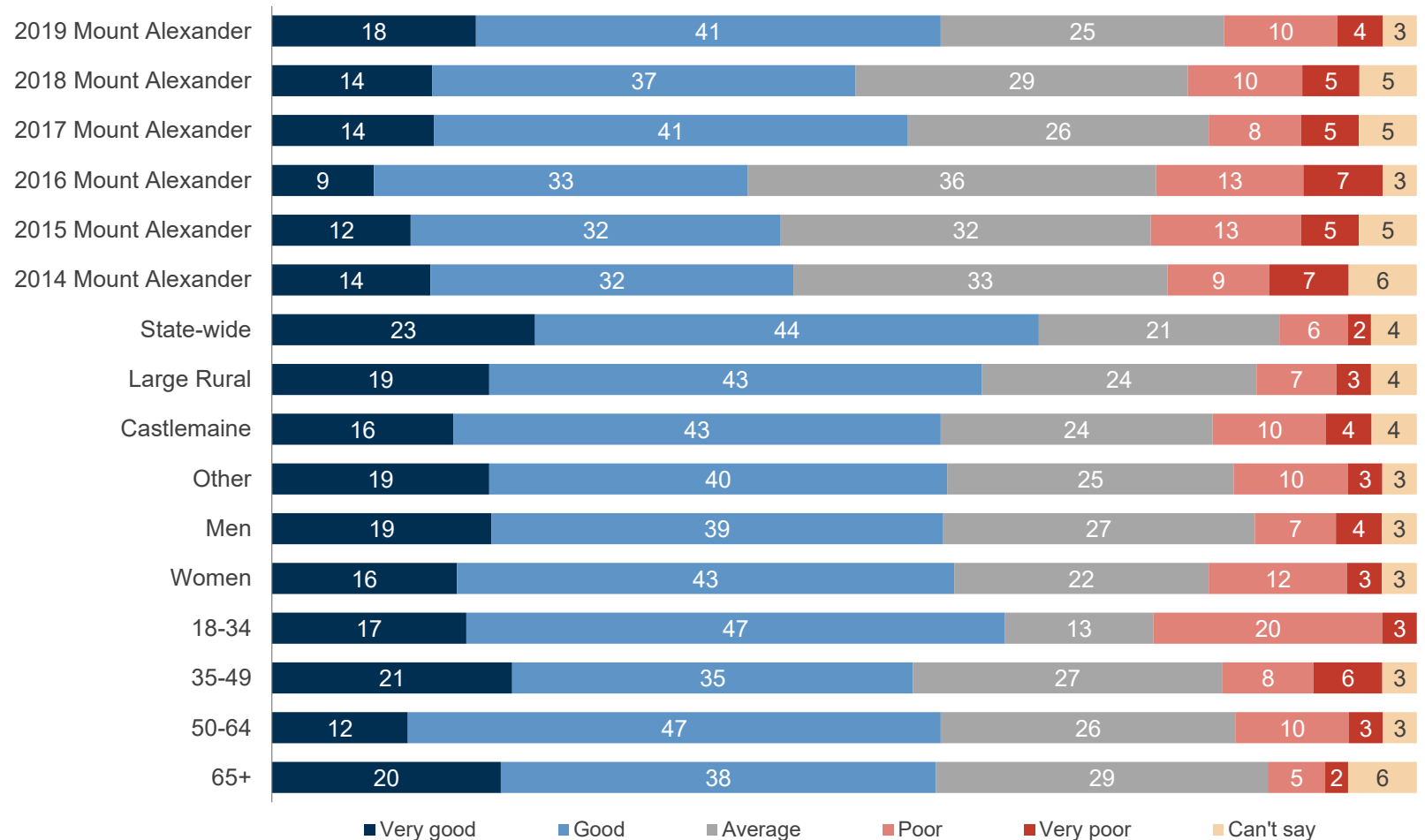
Recreational facilities performance

2019 Recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	23	44	21	6	2	4
Large Rural	19	43	24	7	3	4
Castlemaine	16	43	24	10	4	4
Other	19	40	25	10	3	3
Men	19	39	27	7	4	3
Women	16	43	22	12	3	3
18-34	17	47	13	20		3
35-49	21	35	27	8	6	3
50-64	12	47	26	10	3	3
65+	20	38	29	5	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: 39 Councils asked group: 9

The appearance of public areas importance

2019 Public areas importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	74	74	71	73	73	74	74	n/a
State-wide	73 ▲	74	74	74	73	73	74	73
Women	73	75	73	73	75	76	75	n/a
Large Rural	73 ▲	73	73	74	73	n/a	n/a	n/a
50-64	71	71	75	68	77	74	73	n/a
Castlemaine	71	74	74	71	74	74	74	n/a
Mount Alexander	71	73	72	71	73	74	73	n/a
Other	71	73	71	71	73	75	71	n/a
Men	69	72	71	69	72	72	71	n/a
18-34	69	76	73	78	70	81	71	n/a
35-49	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: 28 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance
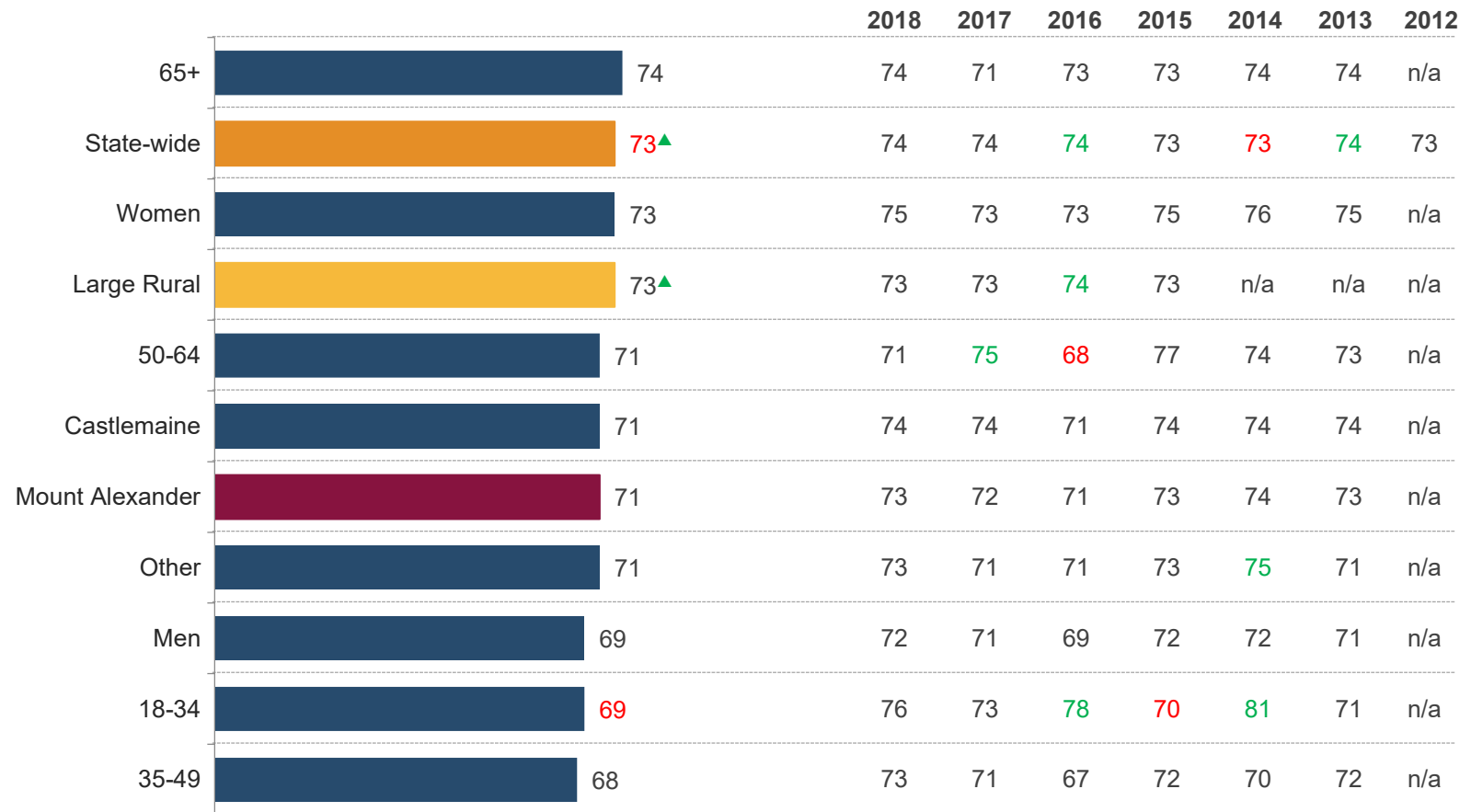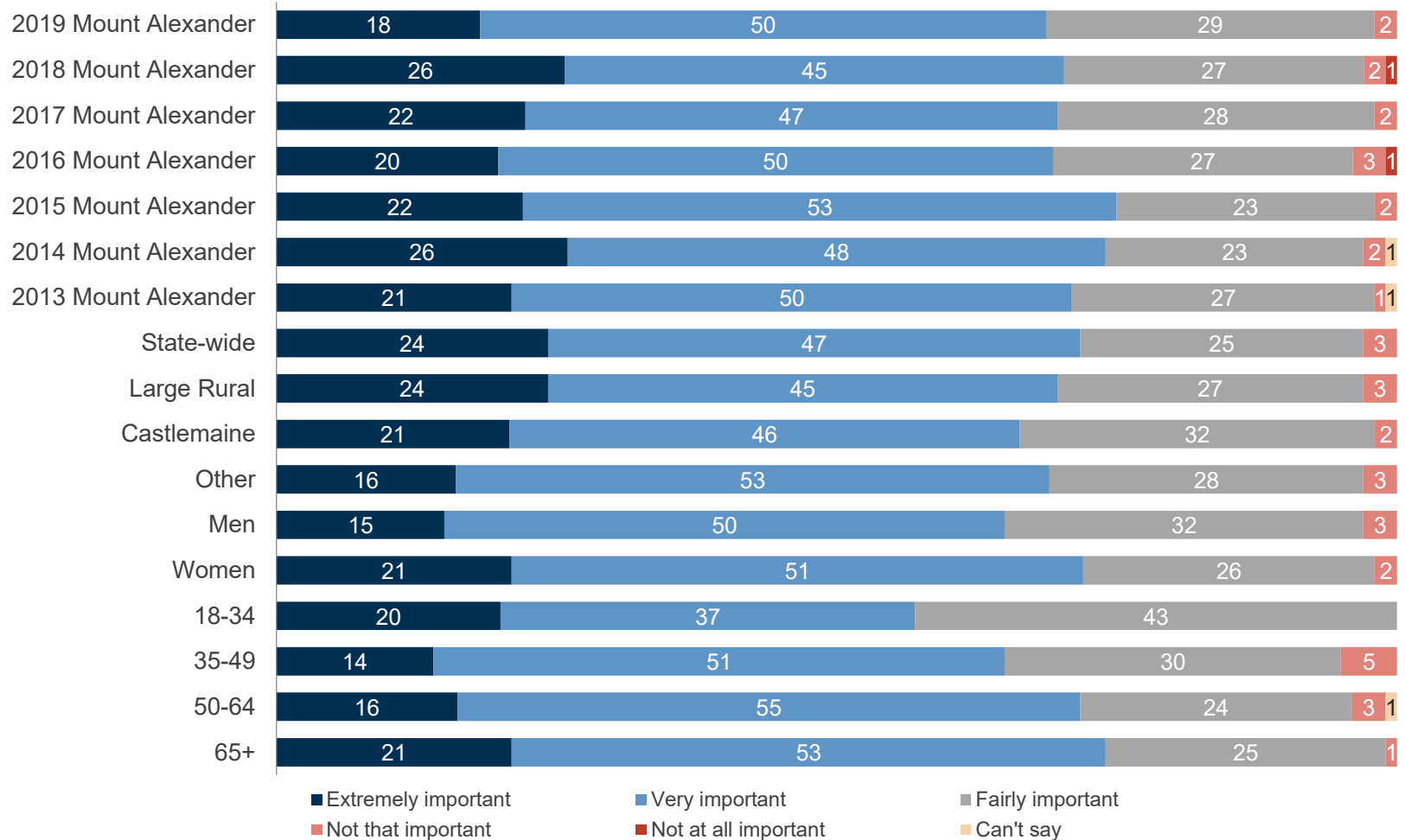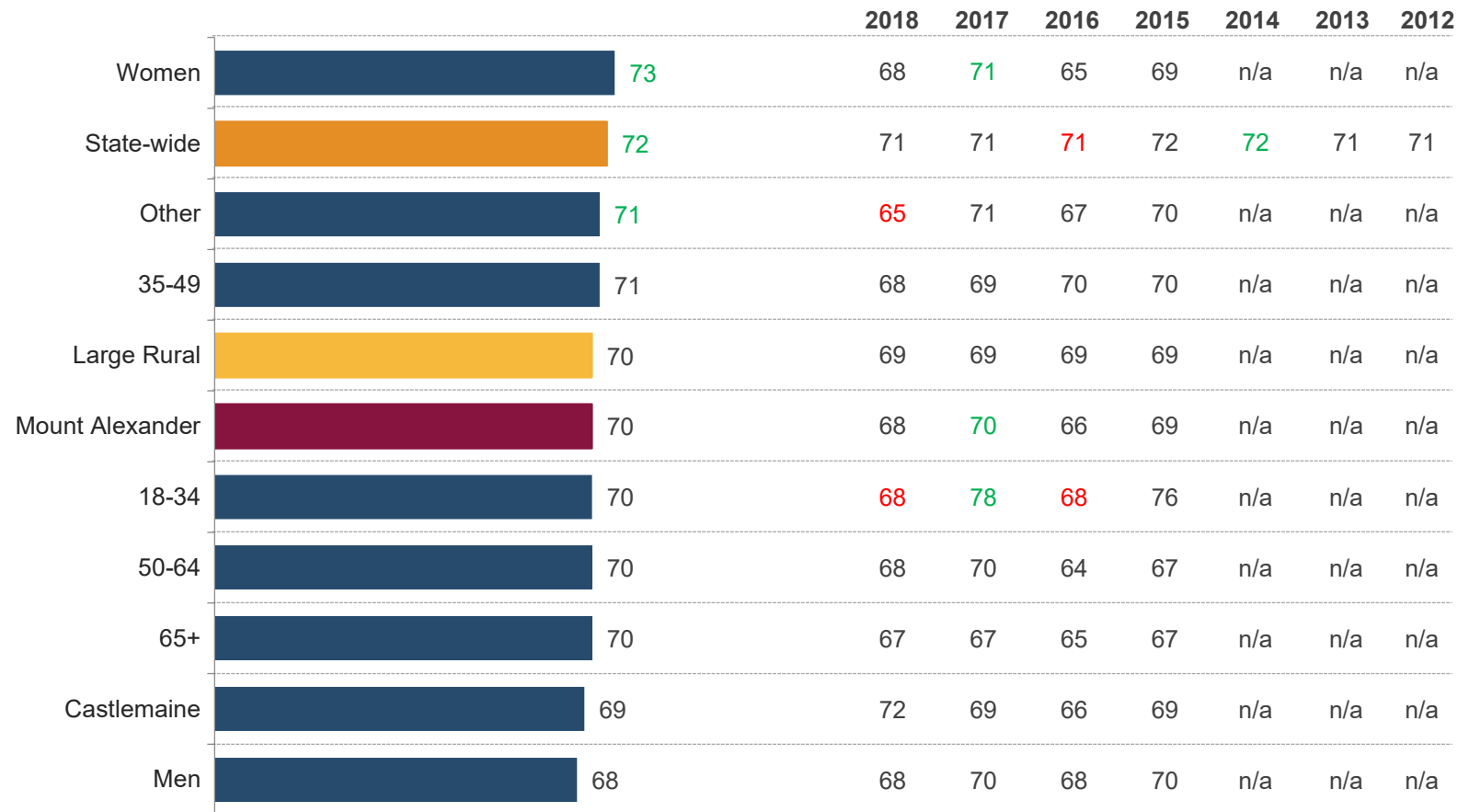
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2019 Public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	24	47	25	3		
Large Rural	24	45	27	3		
Castlemaine	21	46	32	2		
Other	16	53	28	3		
Men	15	50	32	3		
Women	21	51	26	2		
18-34	20	37	43			
35-49	14	51	30	5		
50-64	16	55	24	3		1
65+	21	53	25			1

Legend:
- 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: 28 Councils asked group: 5

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The appearance of public areas performance

2019 Public areas performance (index scores)

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

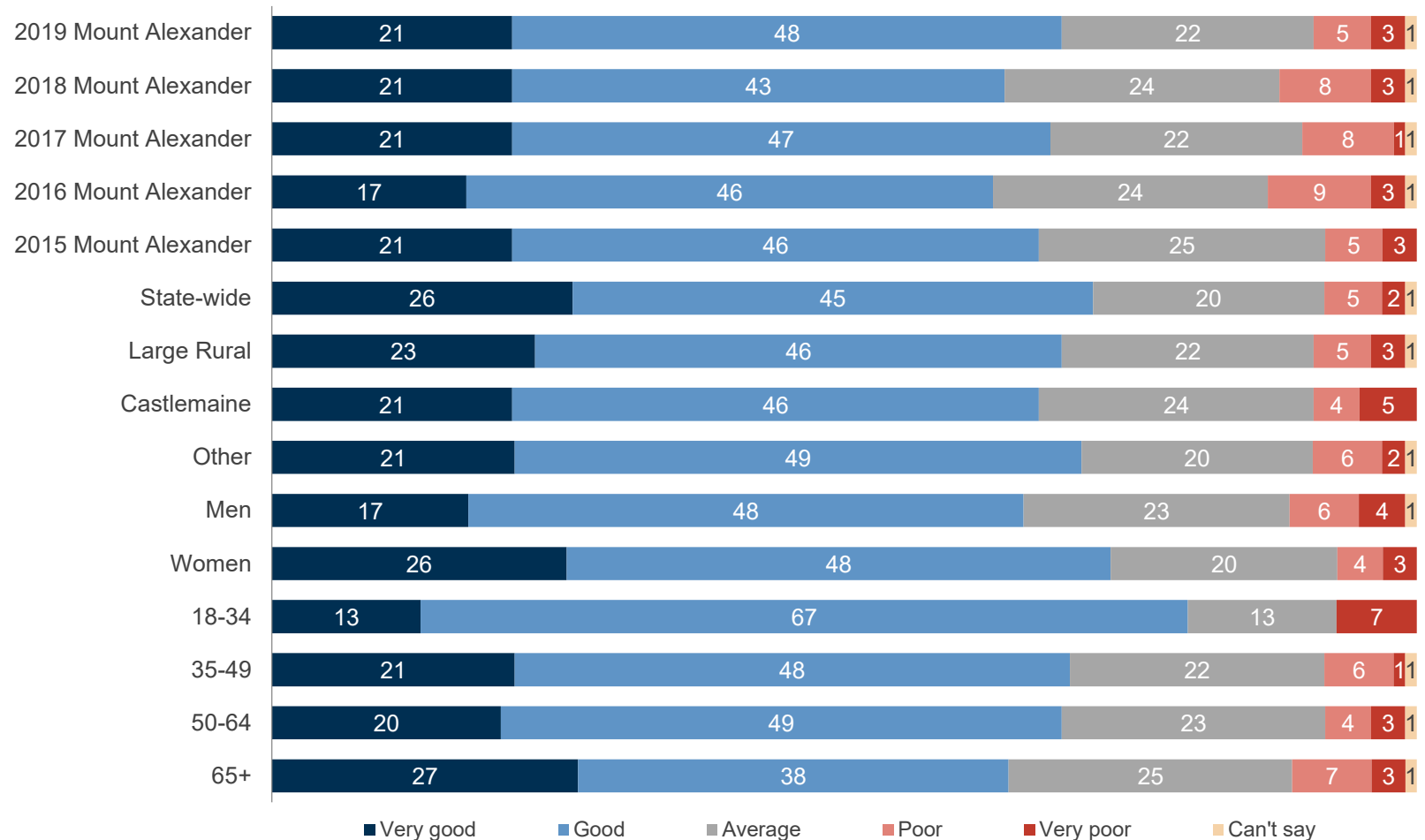Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

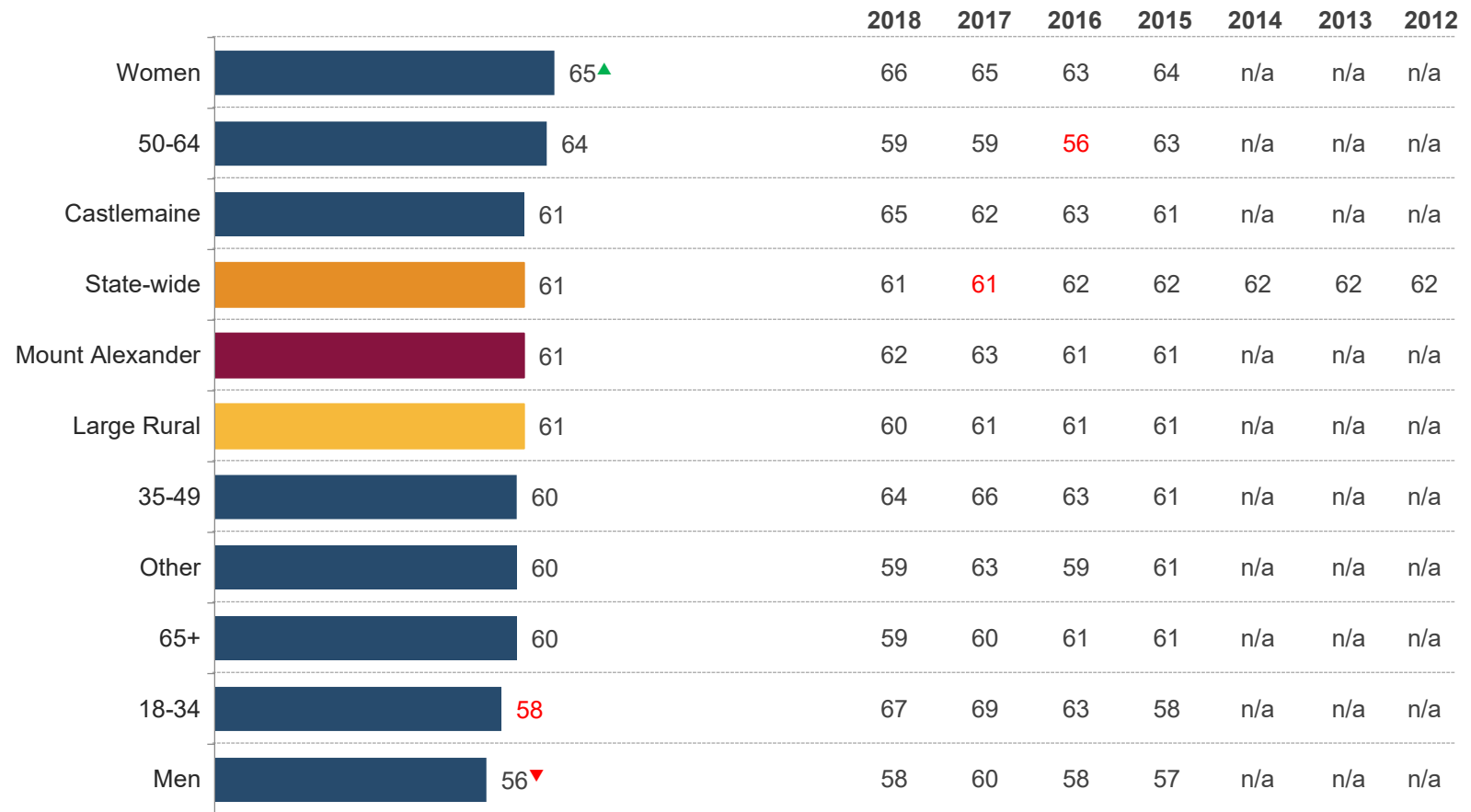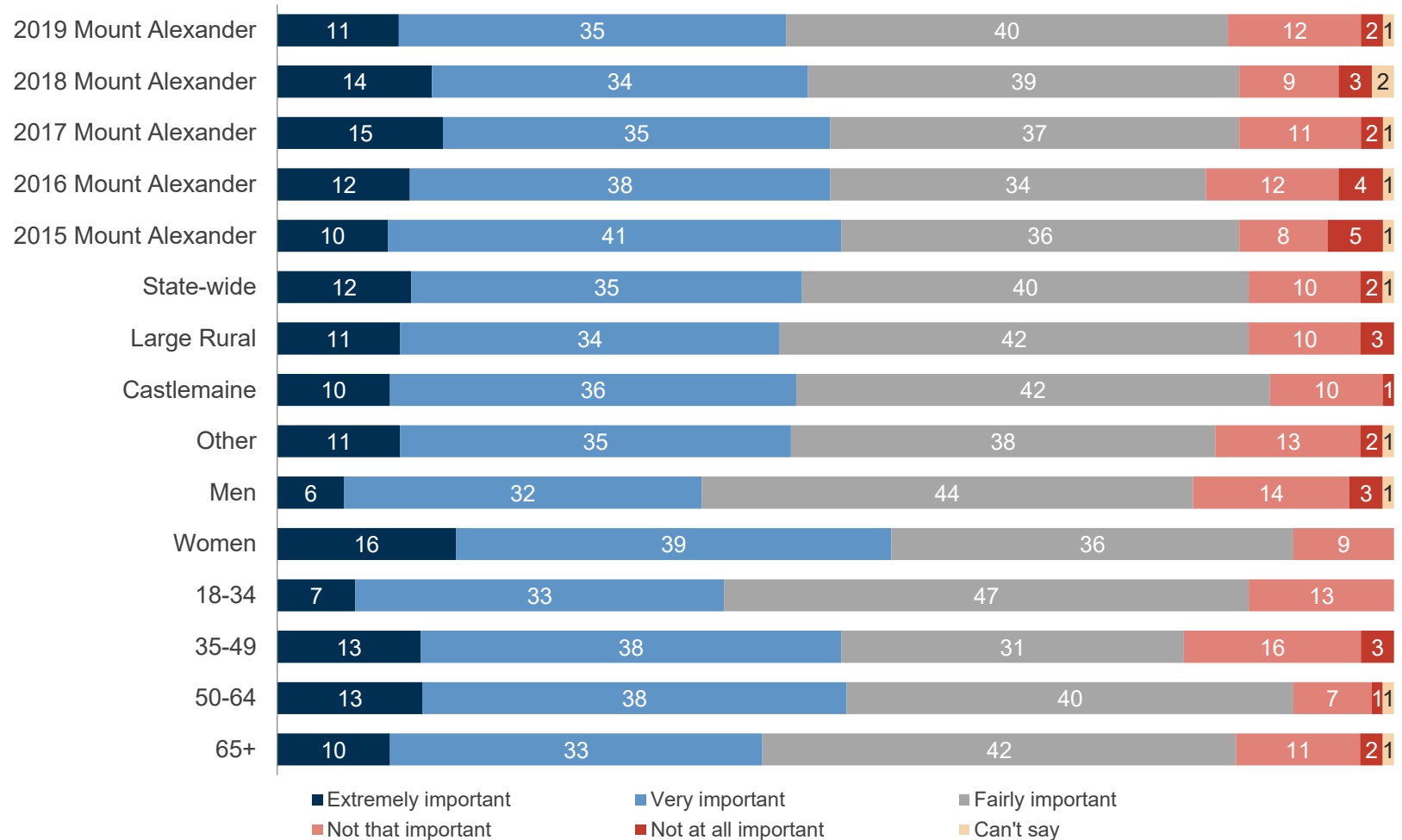# The appearance of public areas performance

2019 Public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	26	45	20	5	2	1
Large Rural	23	46	22	5	3	1
Castlemaine	21	46	24	4	5	
Other	21	49	20	6	2	1
Men	17	48	23	6	4	1
Women	26	48	20	4	3	
18-34	13	67	13		7	
35-49	21	48	22	6	1	1
50-64	20	49	23	4	3	1
65+	27	38	25	7	3	1

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

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

Community and cultural activities importance

2019 Community and cultural activities importance (index scores)

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

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
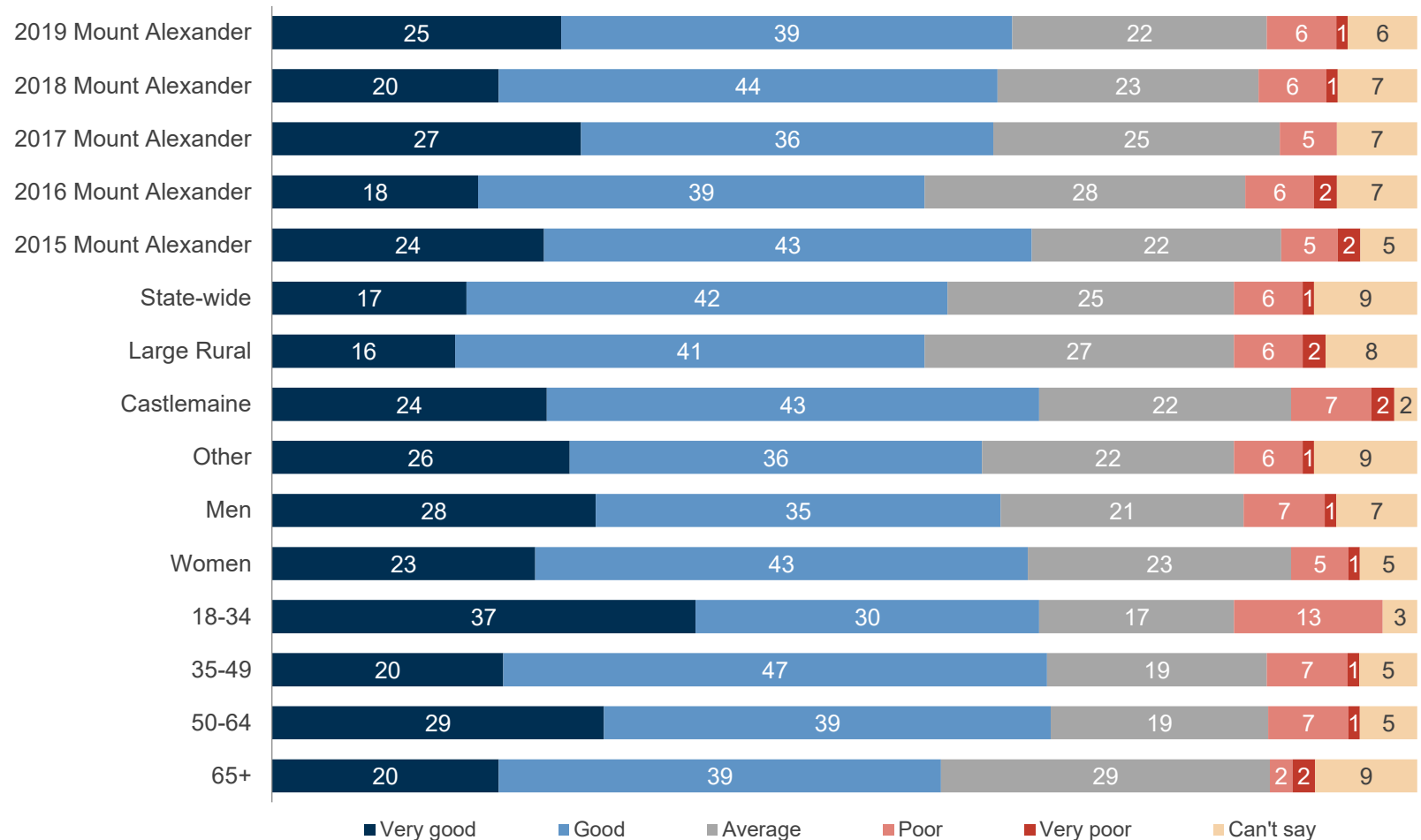*Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.
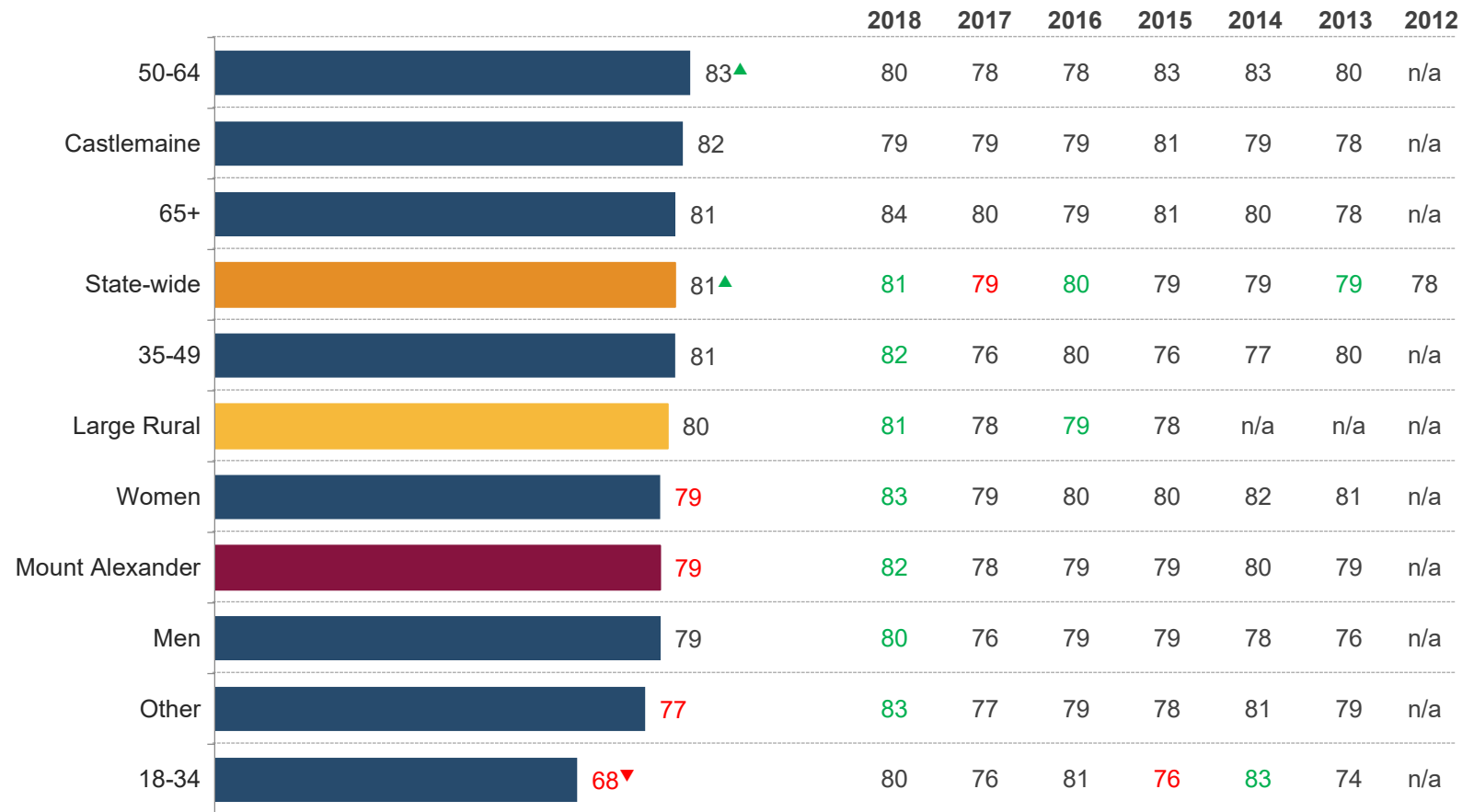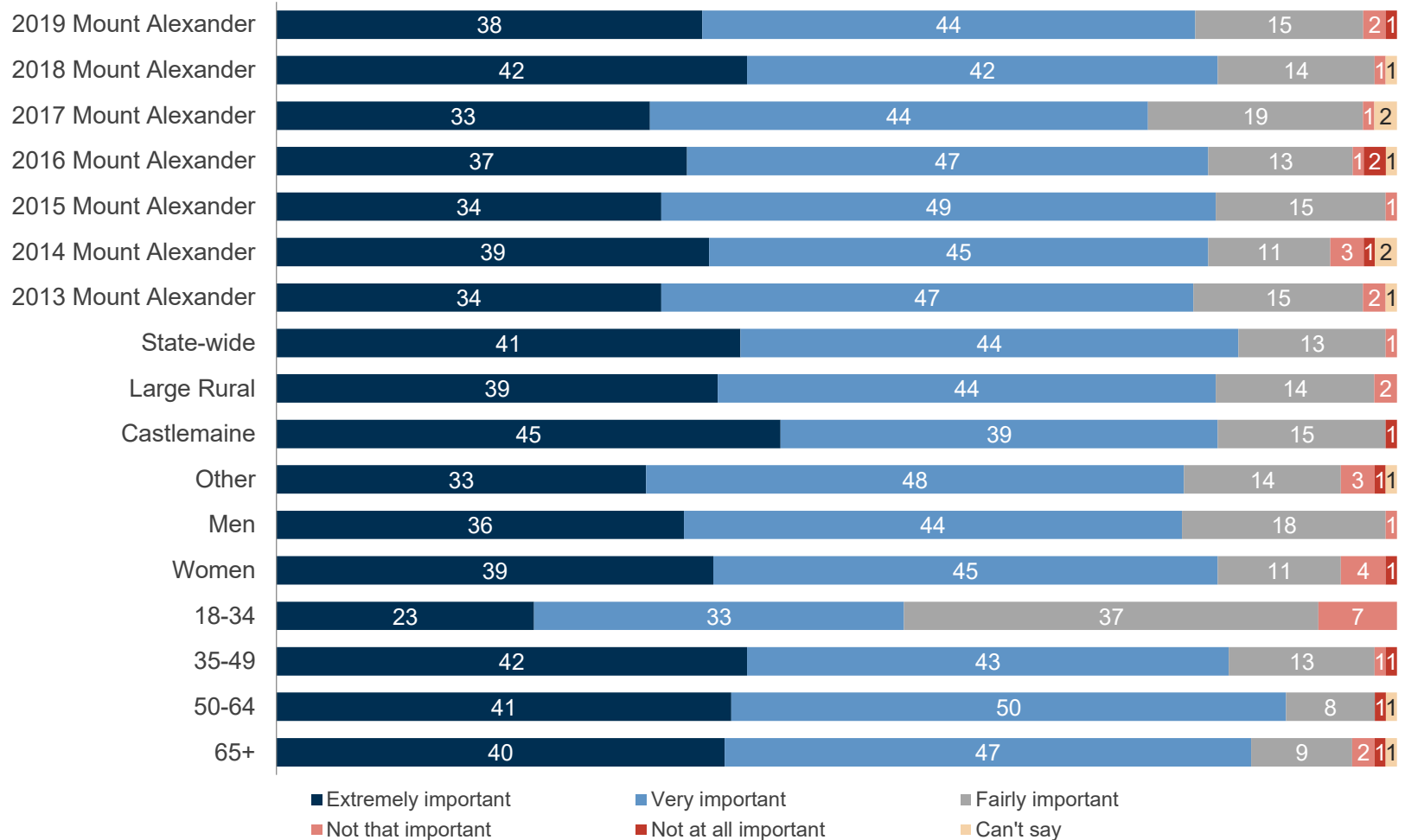
Community and cultural activities importance

2019 Community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	12	35	40	10	2	1
Large Rural	11	34	42	10	3	
Castlemaine	10	36	42	10		1
Other	11	35	38	13	2	1
Men	6	32	44	14	3	1
Women	16	39	36	9		
18-34	7	33	47	13		
35-49	13	38	31	16	3	
50-64	13	38	40	7	1	1
65+	10	33	42	11	2	1

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

Community and cultural activities performance

2019 Community and cultural activities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
50-64	73	67	75	70	72	n/a	n/a	n/a
18-34	73	74	72	69	75	n/a	n/a	n/a
Other	72	67	73	67	71	n/a	n/a	n/a
Men	72	70	72	66	70	n/a	n/a	n/a
Mount Alexander	72	70	73	68	72	n/a	n/a	n/a
Women	71	71	74	69	74	n/a	n/a	n/a
35-49	71	74	74	70	72	n/a	n/a	n/a
Castlemaine	71	74	73	68	72	n/a	n/a	n/a
65+	70	68	71	63	70	n/a	n/a	n/a
State-wide	69 ▼	69	69	69	69	70	69	68
Large Rural	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: 24 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance
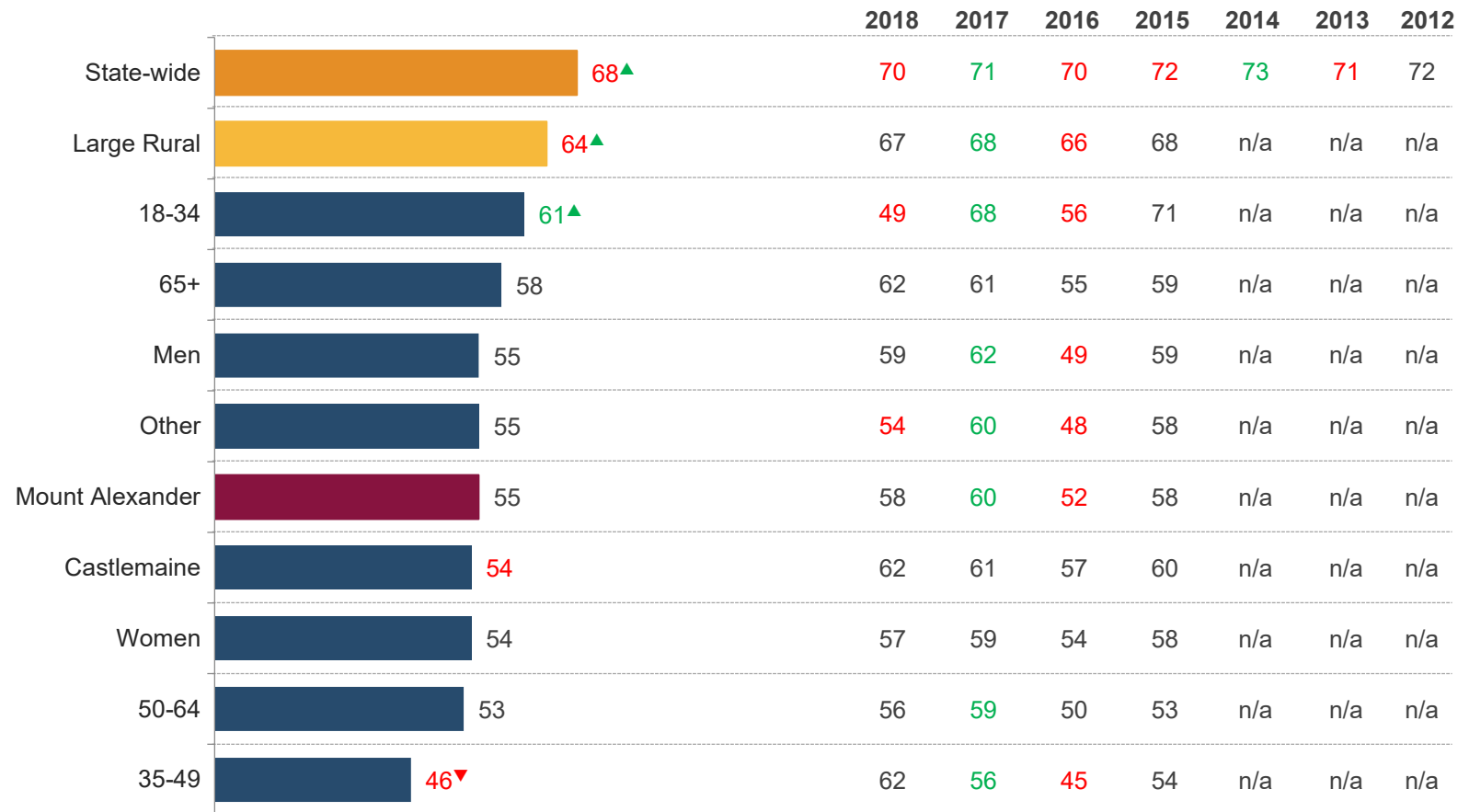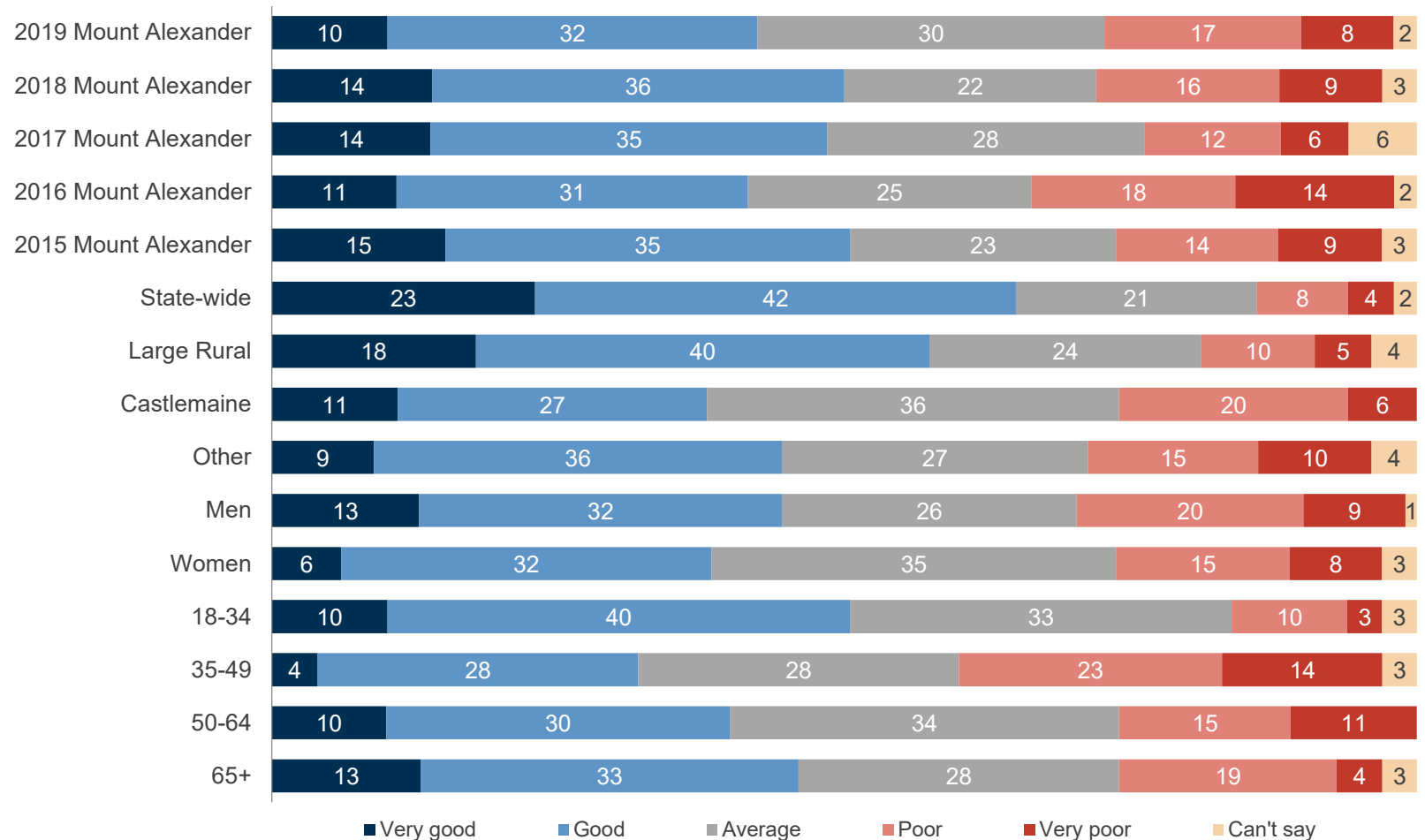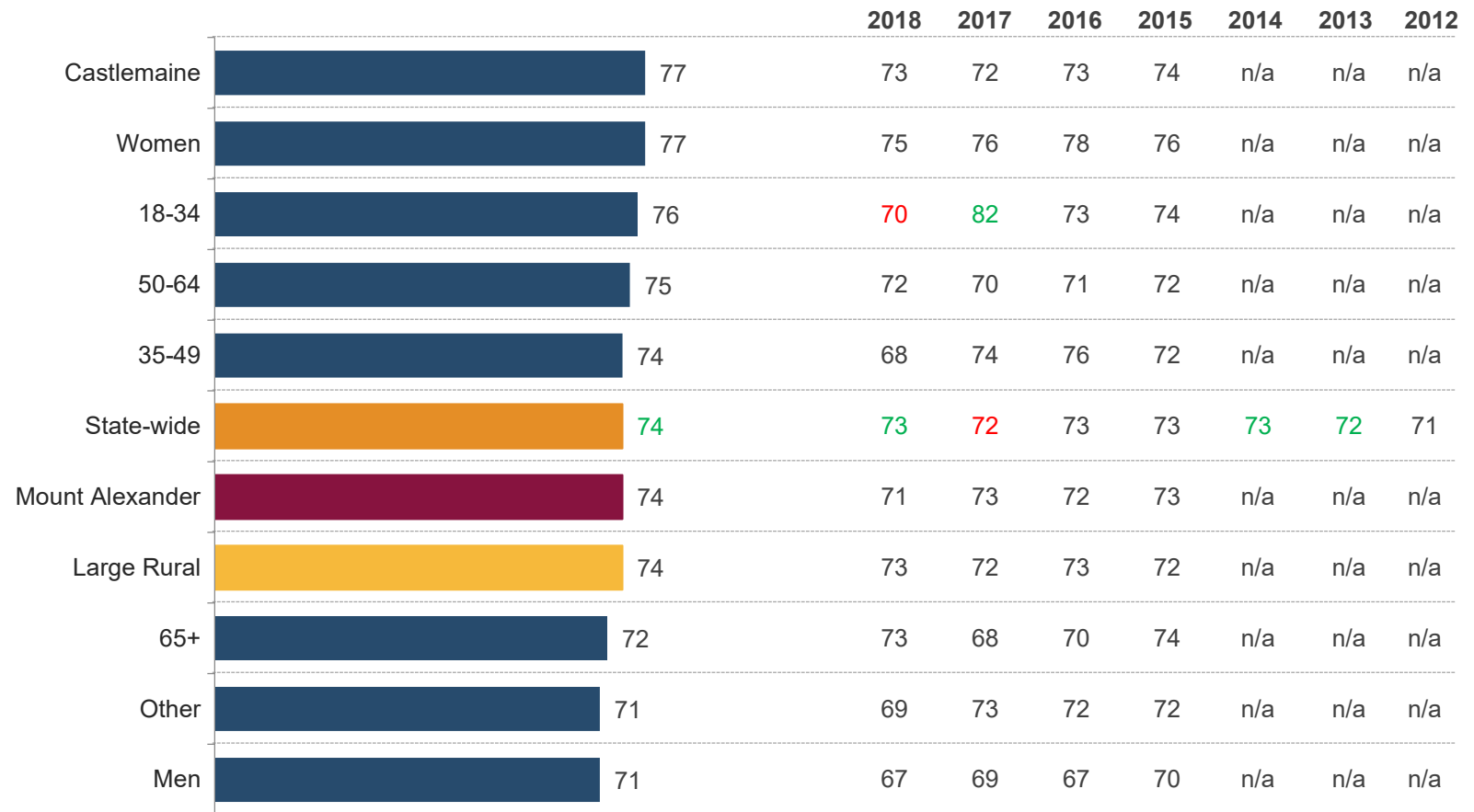
2019 Community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	17	42	25	6	1	9
Large Rural	16	41	27	6	2	8
Castlemaine	24	43	22	7	2	2
Other	26	36	22	6	1	9
Men	28	35	21	7	1	7
Women	23	43	23	5	1	5
18-34	37	30	17	13		3
35-49	20	47	19	7	1	5
50-64	29	39	19	7	1	5
65+	20	39	29	2	2	9

■ 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: 24 Councils asked group: 7

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Waste management importance

2019 Waste management importance (index scores)

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
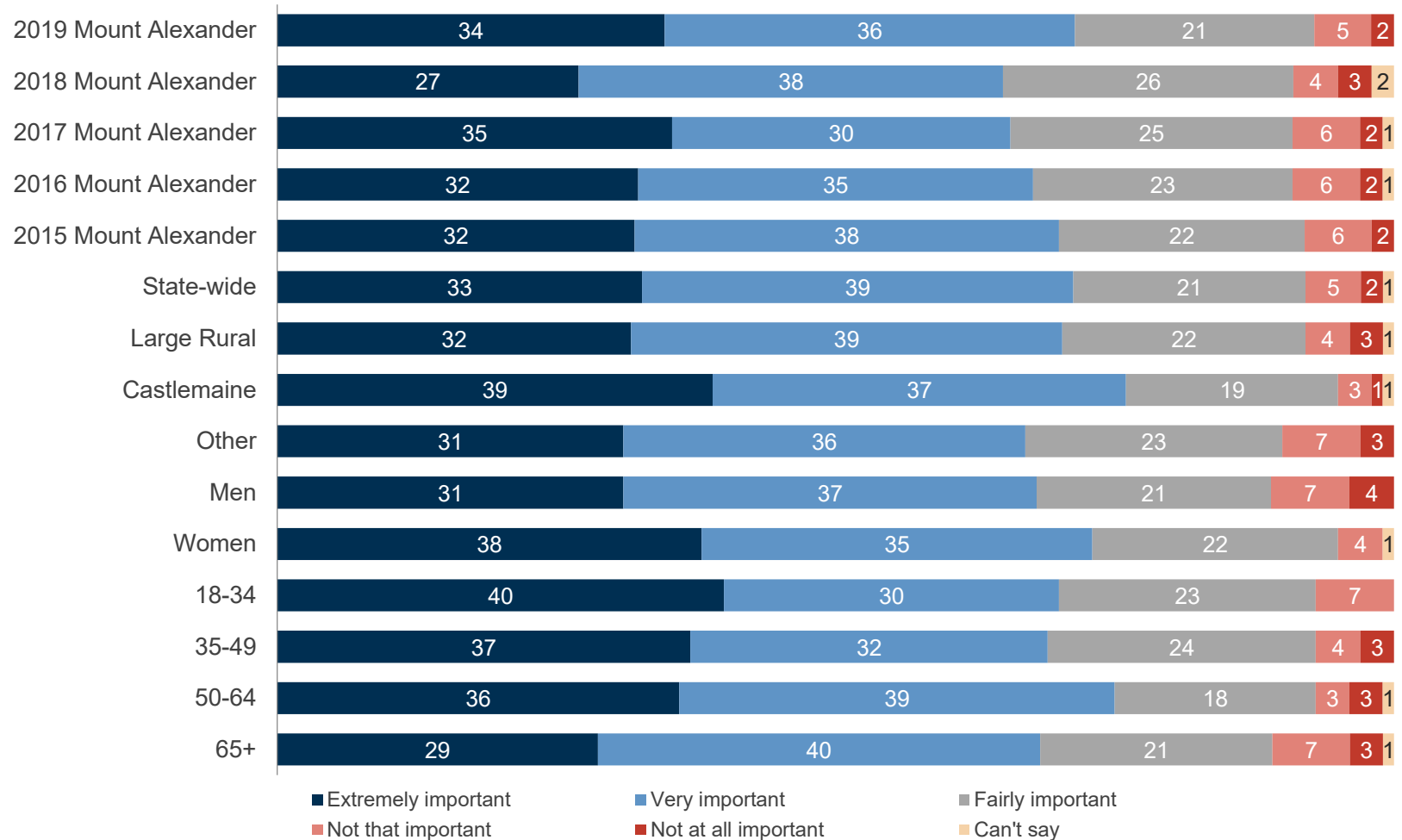Base: All respondents. Councils asked state-wide: 29 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
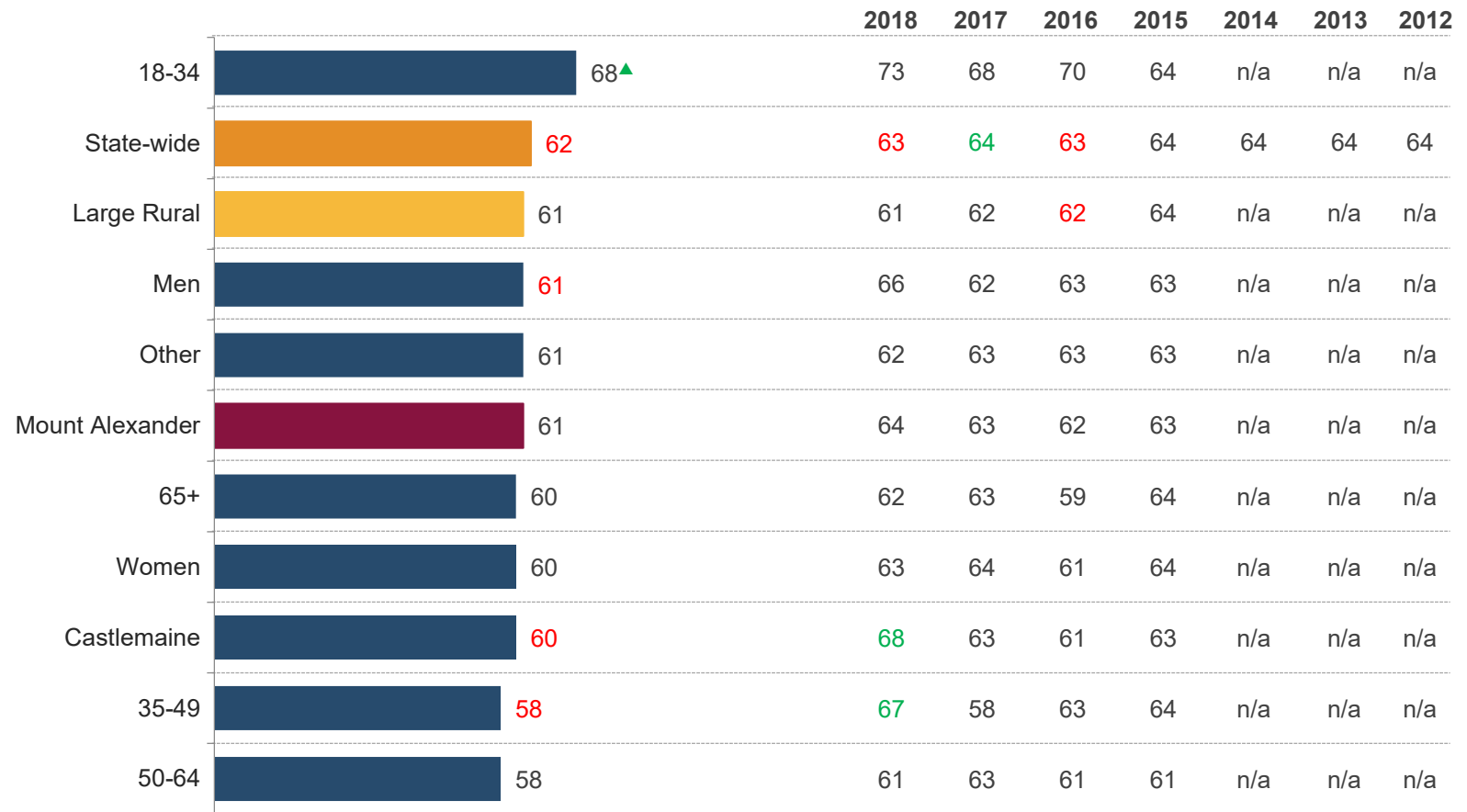
Waste management importance

2019 Waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	41	44	13			1
Large Rural	39	44	14	2		
Castlemaine	45	39	15			1
Other	33	48	14	3	1	1
Men	36	44	18			1
Women	39	45	11	4		1
18-34	23	33	37	7		
35-49	42	43	13	1		1
50-64	41	50	8	1		1
65+	40	47	9	2	1	1

Legend: ■ 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: 29 Councils asked group: 5

Waste management performance

2019 Waste management performance (index scores)

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

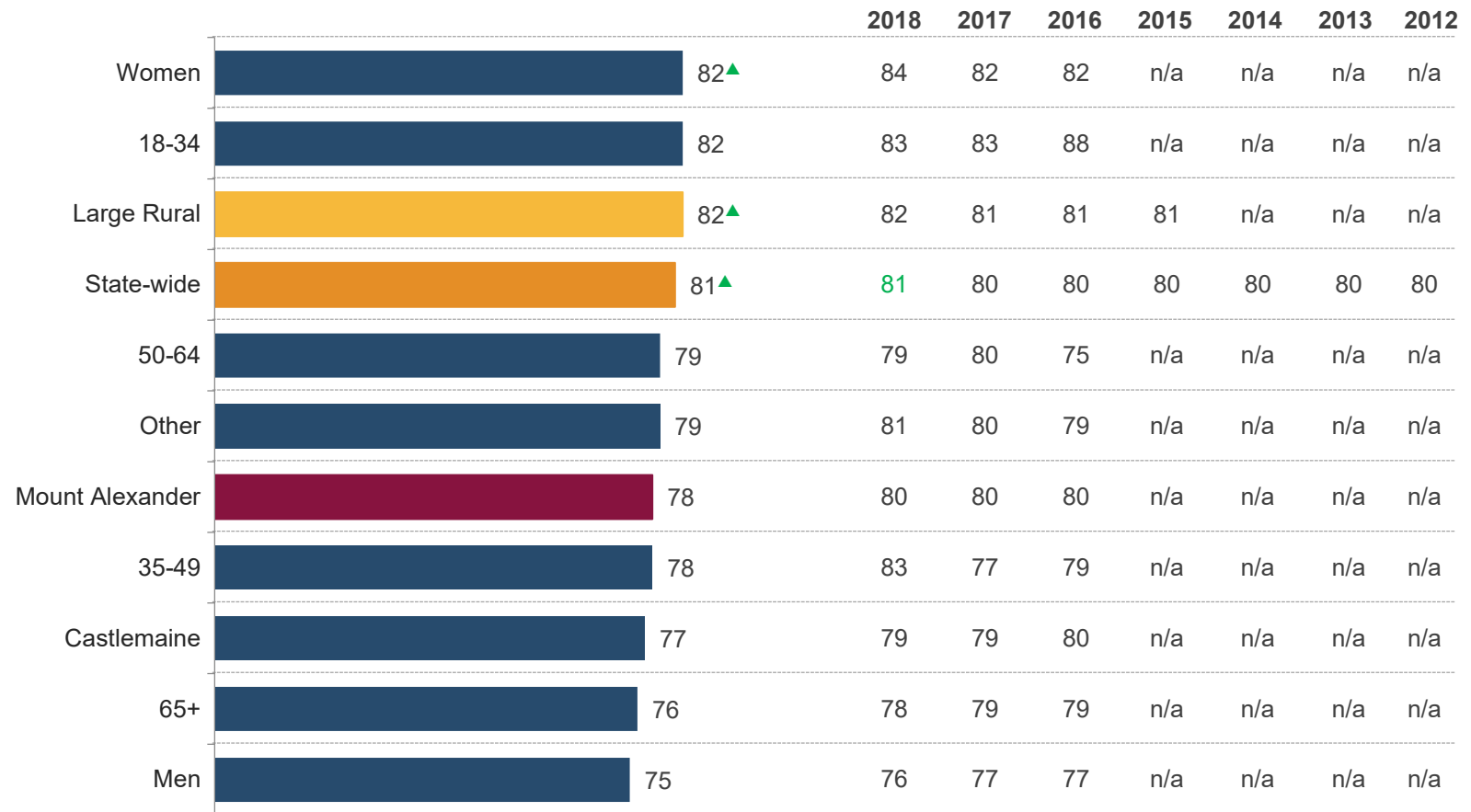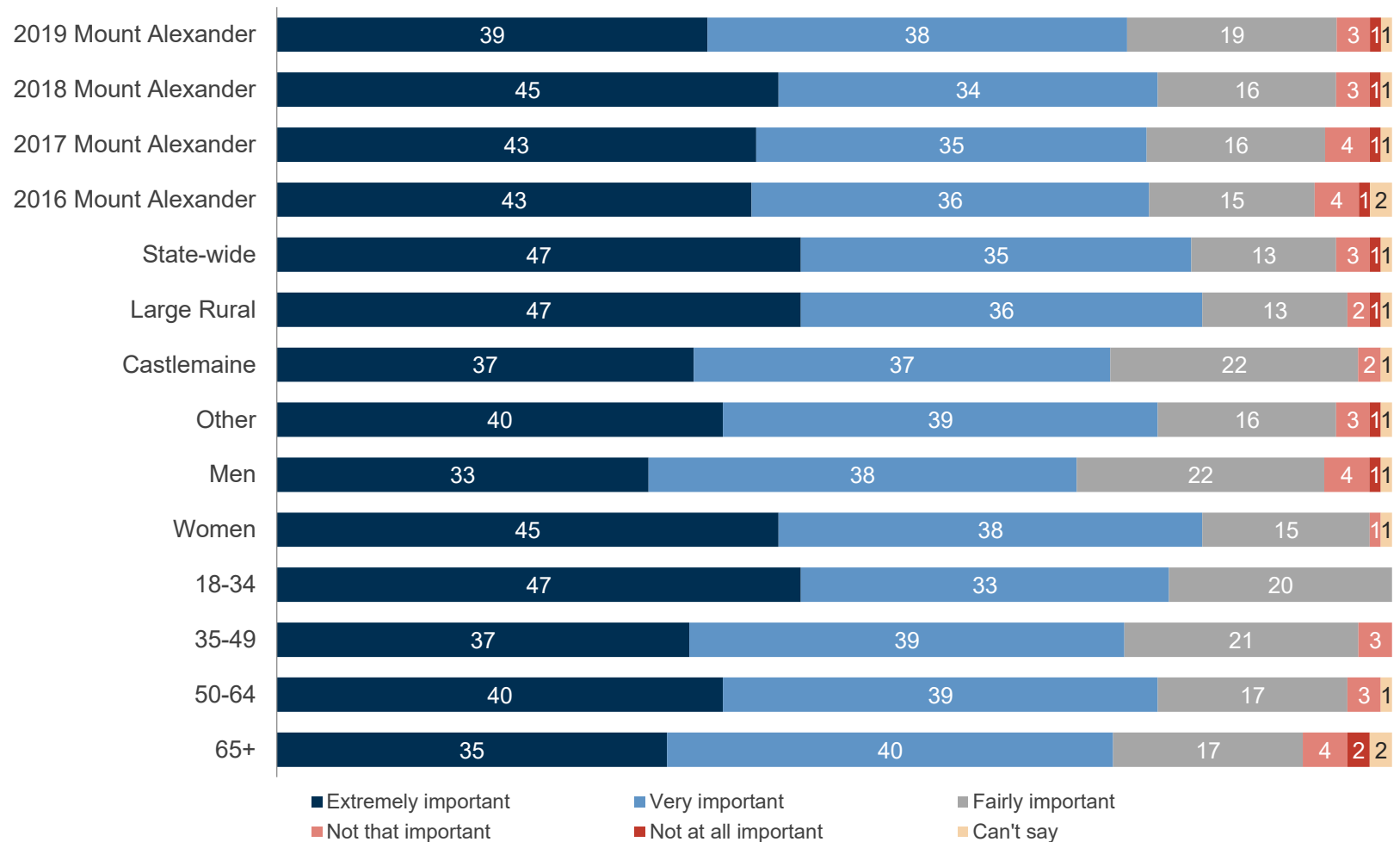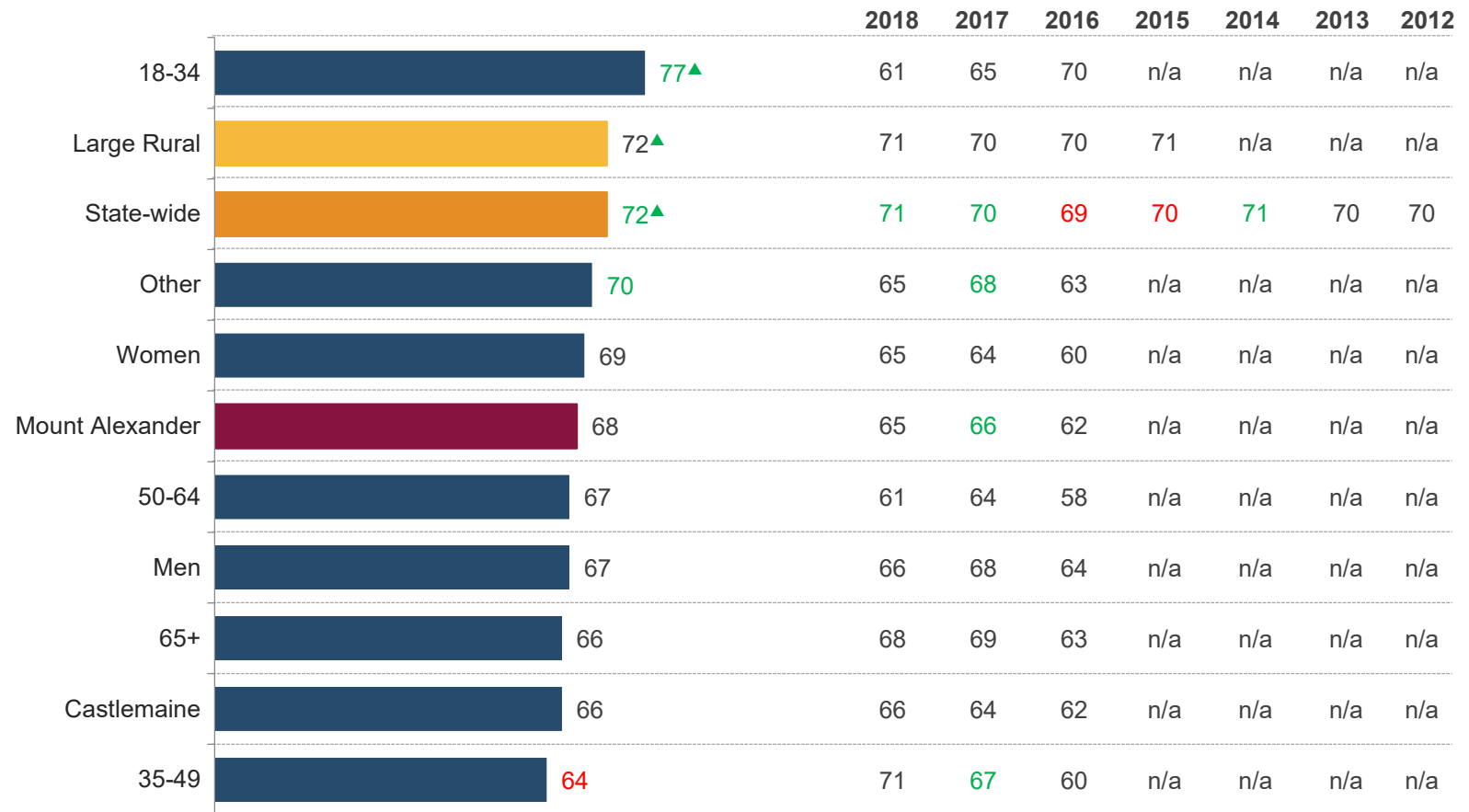## 2019 Waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	18	40	24	10	5	4
Castlemaine	11	27	36	20		6
Other	9	36	27	15	10	4
Men	13	32	26	20	9	1
Women	6	32	35	15	8	3
18-34	10	40	33	10	3	3
35-49	4	28	28	23	14	3
50-64	10	30	34	15	11	
65+	13	33	28	19	4	3

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

Environmental sustainability importance

2019 Environmental sustainability importance (index scores)

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
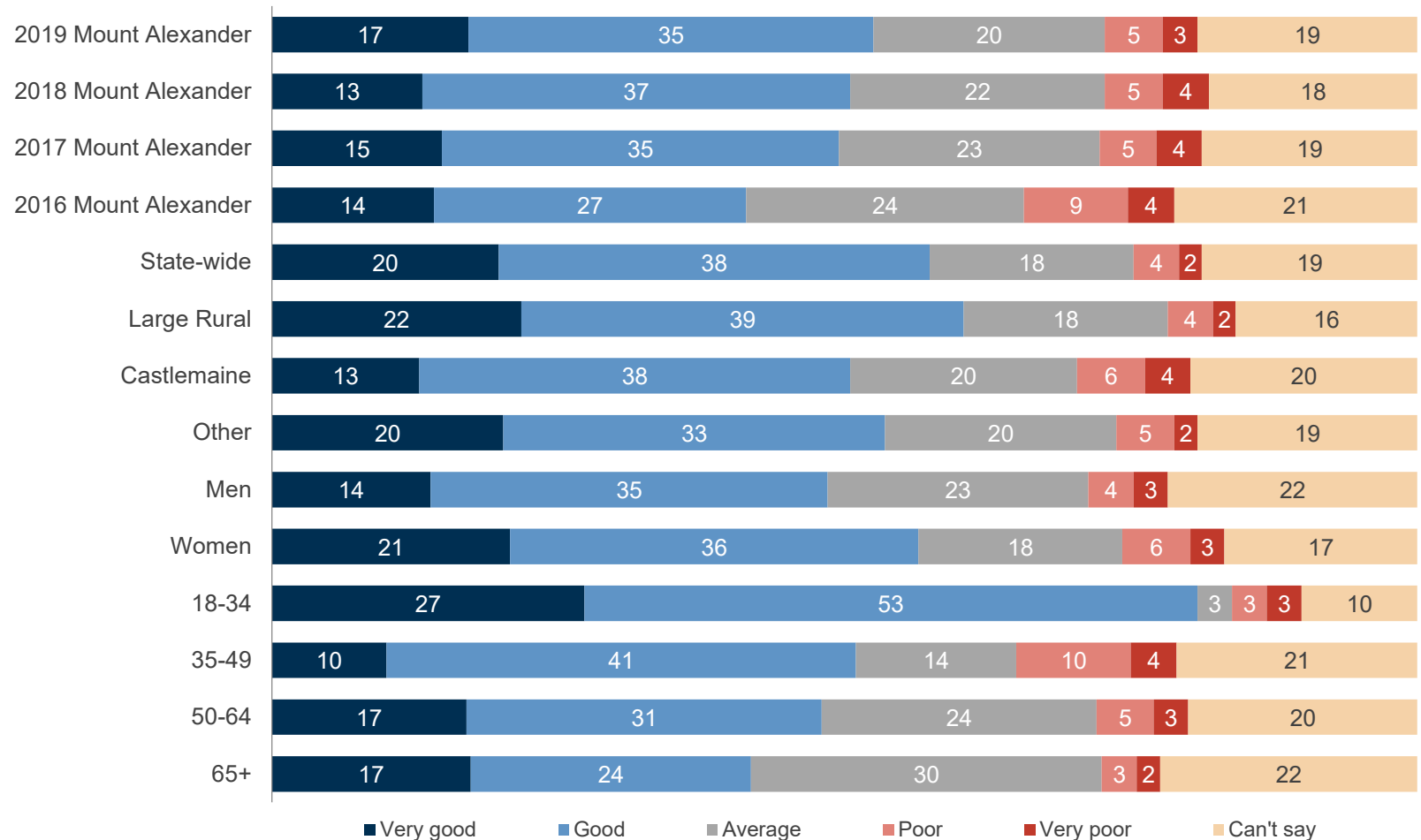Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

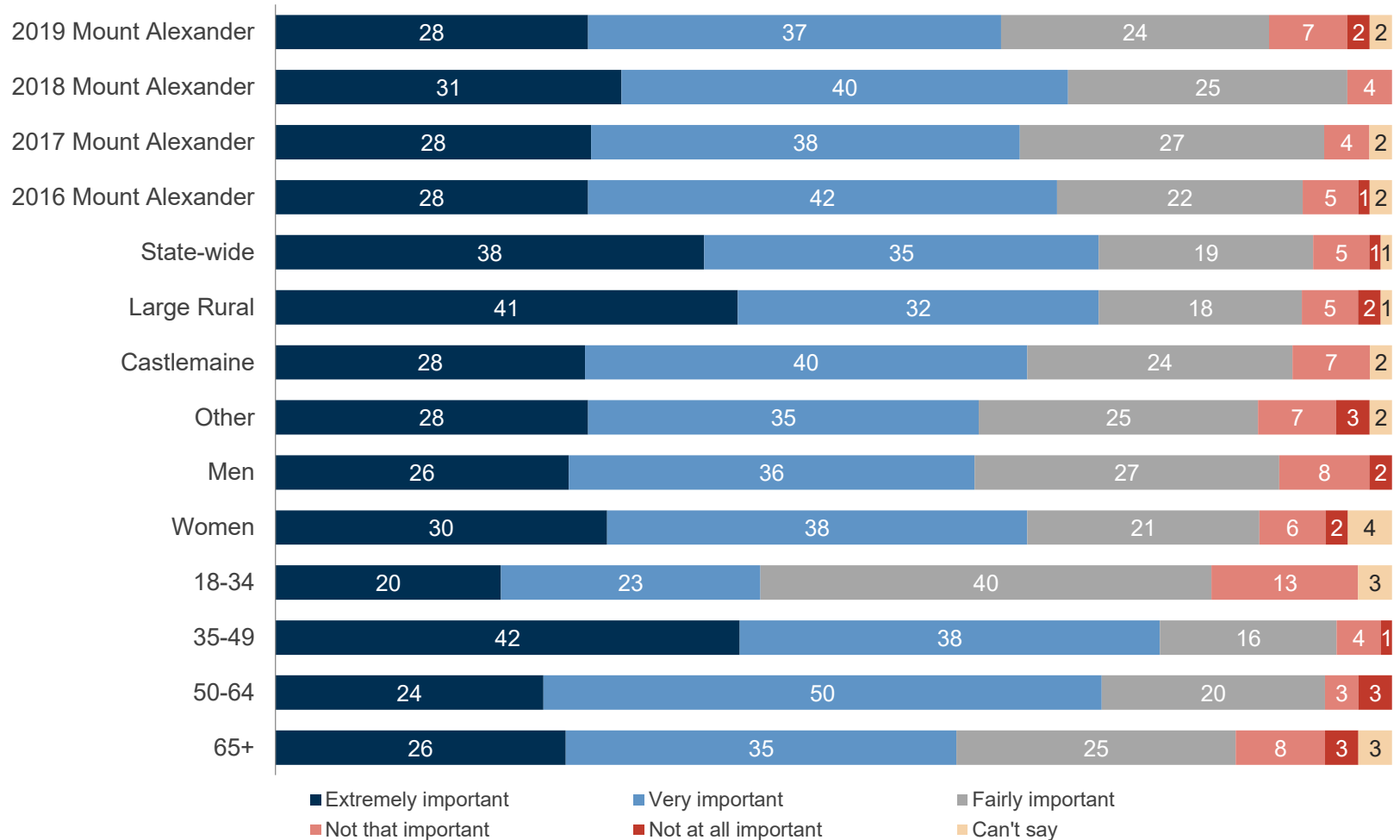**2019 Environmental sustainability importance (%)**

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	39	21	5	2	1
Large Rural	32	39	22	4	3	1
Castlemaine	39	37	19	3	1	1
Other	31	36	23	7	3	
Men	31	37	21	7	4	
Women	38	35	22	4		1
18-34	40	30	23	7		
35-49	37	32	24	4	3	
50-64	36	39	18	3	3	1
65+	29	40	21	7	3	1

■ 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: 22 Councils asked group: 4

Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68 ▲	73	68	70	64	n/a	n/a	n/a
State-wide	62	63	64	63	64	64	64	64
Large Rural	61	61	62	62	64	n/a	n/a	n/a
Men	61	66	62	63	63	n/a	n/a	n/a
Other	61	62	63	63	63	n/a	n/a	n/a
Mount Alexander	61	64	63	62	63	n/a	n/a	n/a
65+	60	62	63	59	64	n/a	n/a	n/a
Women	60	63	64	61	64	n/a	n/a	n/a
Castlemaine	60	68	63	61	63	n/a	n/a	n/a
35-49	58	67	58	63	64	n/a	n/a	n/a
50-64	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: 27 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2019 Environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	11	35	31	9	3	12
Large Rural	10	36	31	9	3	11
Castlemaine	12	34	34	11	6	4
Other	11	34	33	9	3	10
Men	14	30	34	9	4	9
Women	9	38	32	10	4	7
18-34	20	47	23	3	7	
35-49	7	33	36	14	1	9
50-64	9	31	33	11	5	10
65+	12	29	37	9	4	9

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

Emergency and disaster management importance

2019 Emergency and disaster management importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	82▲	84	82	82	n/a	n/a	n/a	n/a
18-34	82	83	83	88	n/a	n/a	n/a	n/a
Large Rural	82▲	82	81	81	81	n/a	n/a	n/a
State-wide	81▲	81	80	80	80	80	80	80
50-64	79	79	80	75	n/a	n/a	n/a	n/a
Other	79	81	80	79	n/a	n/a	n/a	n/a
Mount Alexander	78	80	80	80	n/a	n/a	n/a	n/a
35-49	78	83	77	79	n/a	n/a	n/a	n/a
Castlemaine	77	79	79	80	n/a	n/a	n/a	n/a
65+	76	78	79	79	n/a	n/a	n/a	n/a
Men	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?
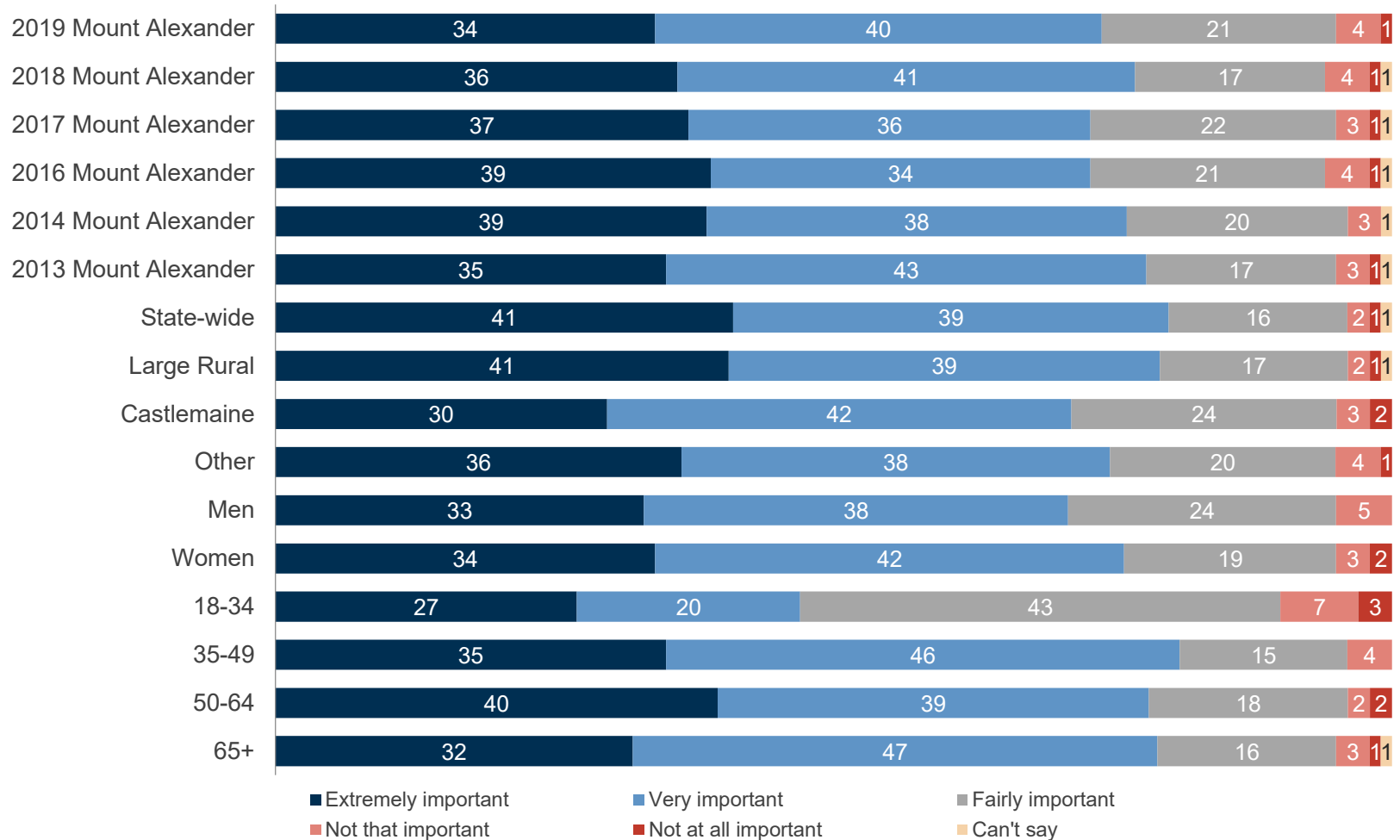Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
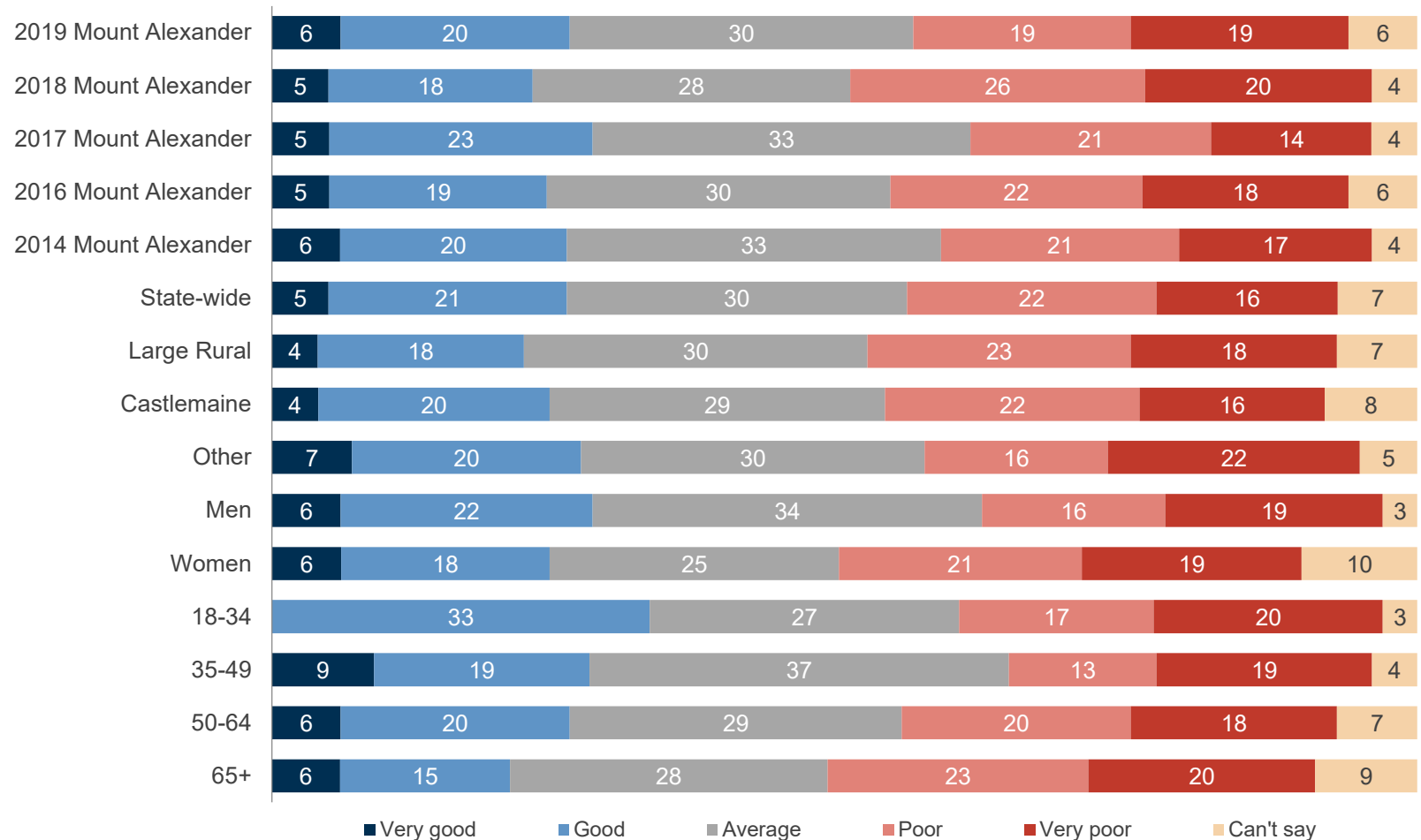
Emergency and disaster management importance

2019 Emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	47	35	13	3	1	1
Large Rural	47	36	13	2	1	1
Castlemaine	37	37	22	2		1
Other	40	39	16	3	1	1
Men	33	38	22	4	1	1
Women	45	38	15		1	1
18-34	47	33	20			
35-49	37	39	21	3		
50-64	40	39	17	3		1
65+	35	40	17	4	2	2

- ■ 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: 18 Councils asked group: 5

Emergency and disaster management performance

2019 Emergency and disaster management performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
18-34 — 77 ▲	61	65	70	n/a	n/a	n/a	n/a
Large Rural — 72 ▲	71	70	70	71	n/a	n/a	n/a
State-wide — 72 ▲	71	70	69	70	71	70	70
Other — 70	65	68	63	n/a	n/a	n/a	n/a
Women — 69	65	64	60	n/a	n/a	n/a	n/a
Mount Alexander — 68	65	66	62	n/a	n/a	n/a	n/a
50-64 — 67	61	64	58	n/a	n/a	n/a	n/a
Men — 67	66	68	64	n/a	n/a	n/a	n/a
65+ — 66	68	69	63	n/a	n/a	n/a	n/a
Castlemaine — 66	66	64	62	n/a	n/a	n/a	n/a
35-49 — 64	71	67	60	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: 24 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

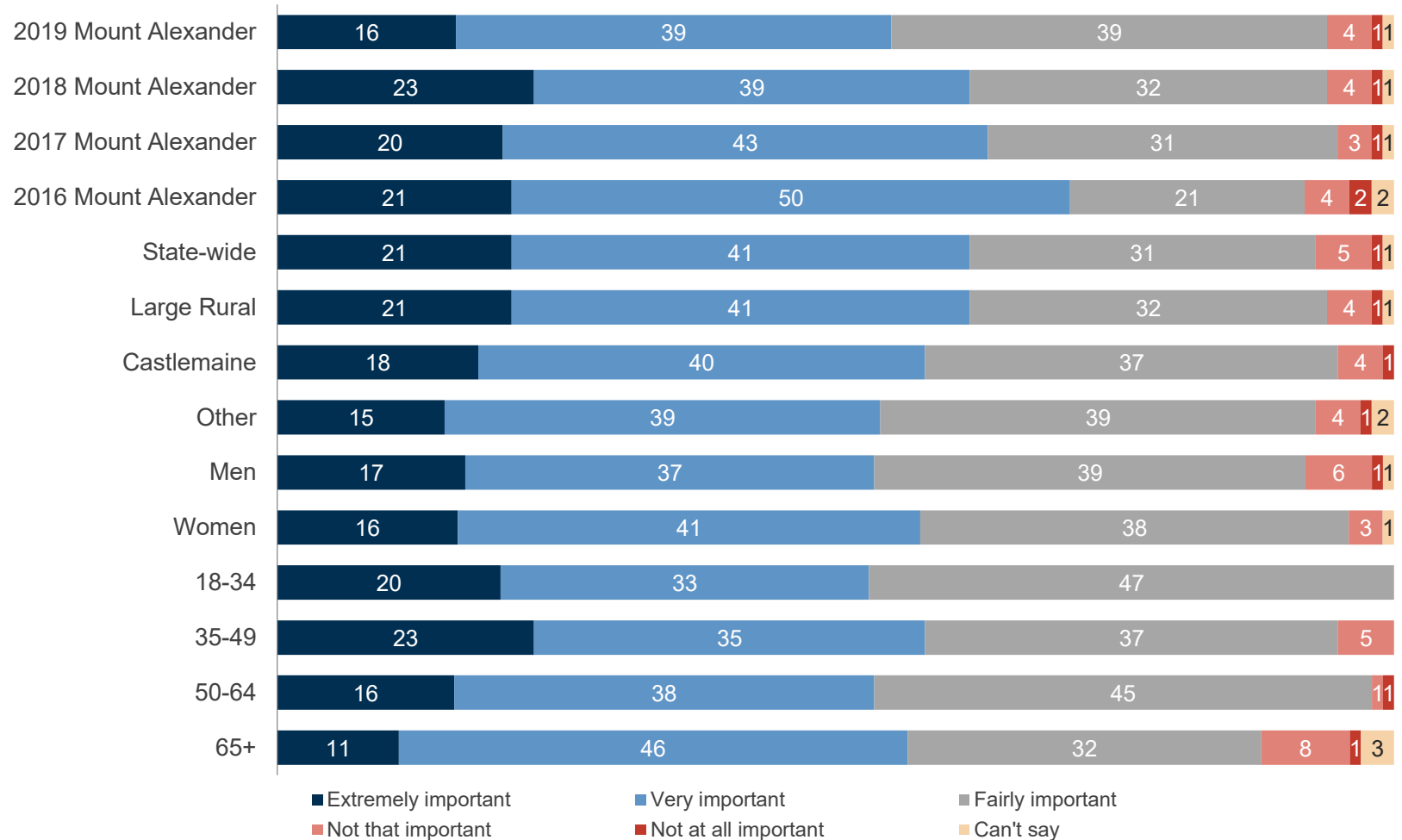## 2019 Emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	20	38	18	4	2	19
Large Rural	22	39	18	4	2	16
Castlemaine	13	38	20	6	4	20
Other	20	33	20	5	2	19
Men	14	35	23	4	3	22
Women	21	36	18	6	3	17
18-34	27	53	3	3	3	10
35-49	10	41	14	10	4	21
50-64	17	31	24	5	3	20
65+	17	24	30	3	2	22

■ 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: 24 Councils asked group: 9

Planning for population growth in the area importance

2019 Population growth importance (index scores)

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

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 3
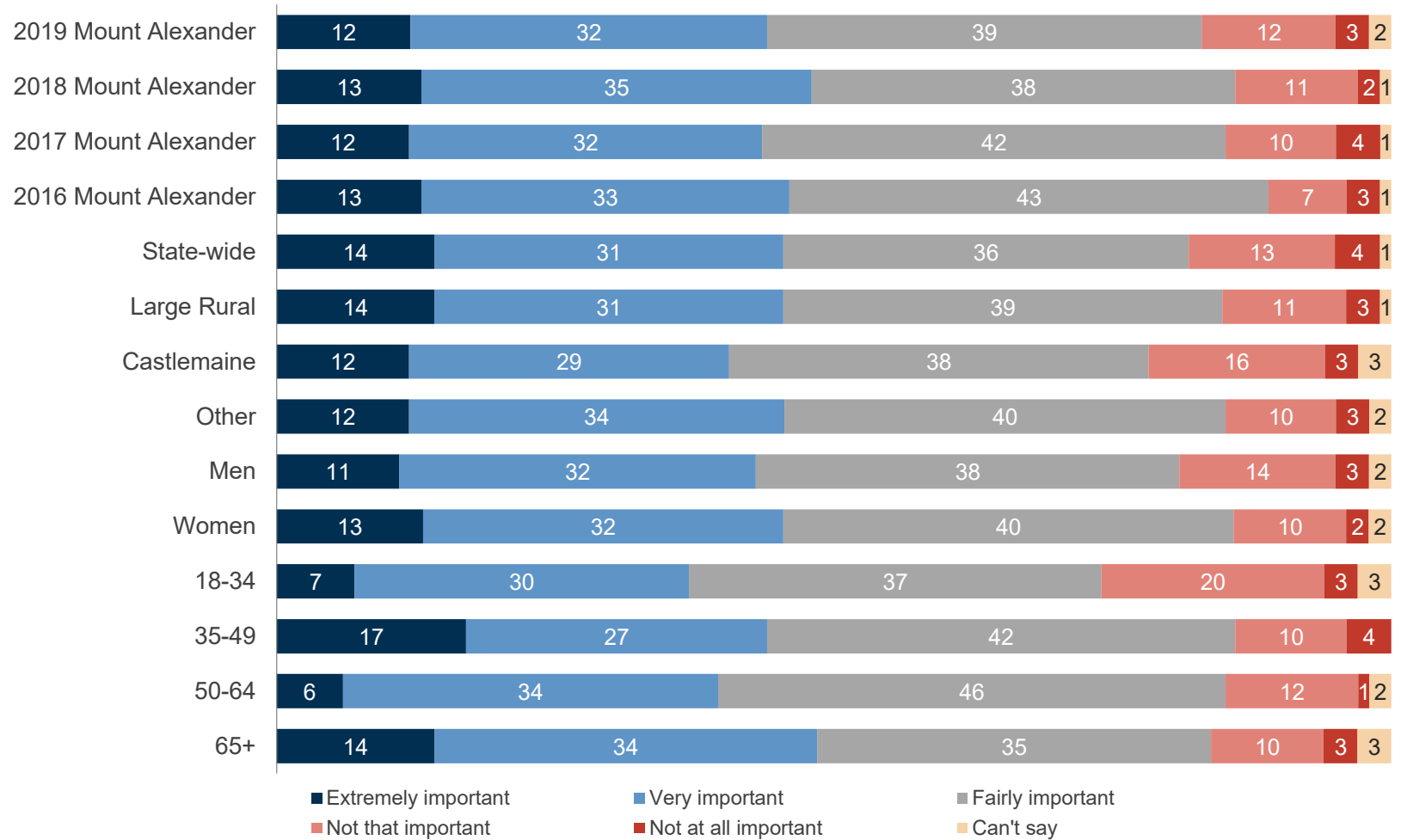*Note: Please see Appendix A for explanation of significant differences.*

Planning for population growth in the area importance

2019 Population growth importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	35	19	5	1	1
Large Rural	41	32	18	5	2	1
Castlemaine	28	40	24	7		2
Other	28	35	25	7	3	2
Men	26	36	27	8		2
Women	30	38	21	6	2	4
18-34	20	23	40	13		3
35-49	42	38	16	4		1
50-64	24	50	20	3	3	
65+	26	35	25	8	3	3

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

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 3

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Planning for population growth in the area performance

2019 Population growth performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	61 ▲	46	58	52	n/a	n/a	n/a	n/a
State-wide	52	52	52	51	54	54	54	52
Castlemaine	51	50	52	46	n/a	n/a	n/a	n/a
Men	50	47	52	49	n/a	n/a	n/a	n/a
Mount Alexander	50	47	52	46	n/a	n/a	n/a	n/a
50-64	50	46	52	45	n/a	n/a	n/a	n/a
Women	50	48	51	42	n/a	n/a	n/a	n/a
Other	49	46	51	46	n/a	n/a	n/a	n/a
Large Rural	49	48	48	47	50	n/a	n/a	n/a
65+	48	53	47	42	n/a	n/a	n/a	n/a
35-49	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: 17 Councils asked group: 5
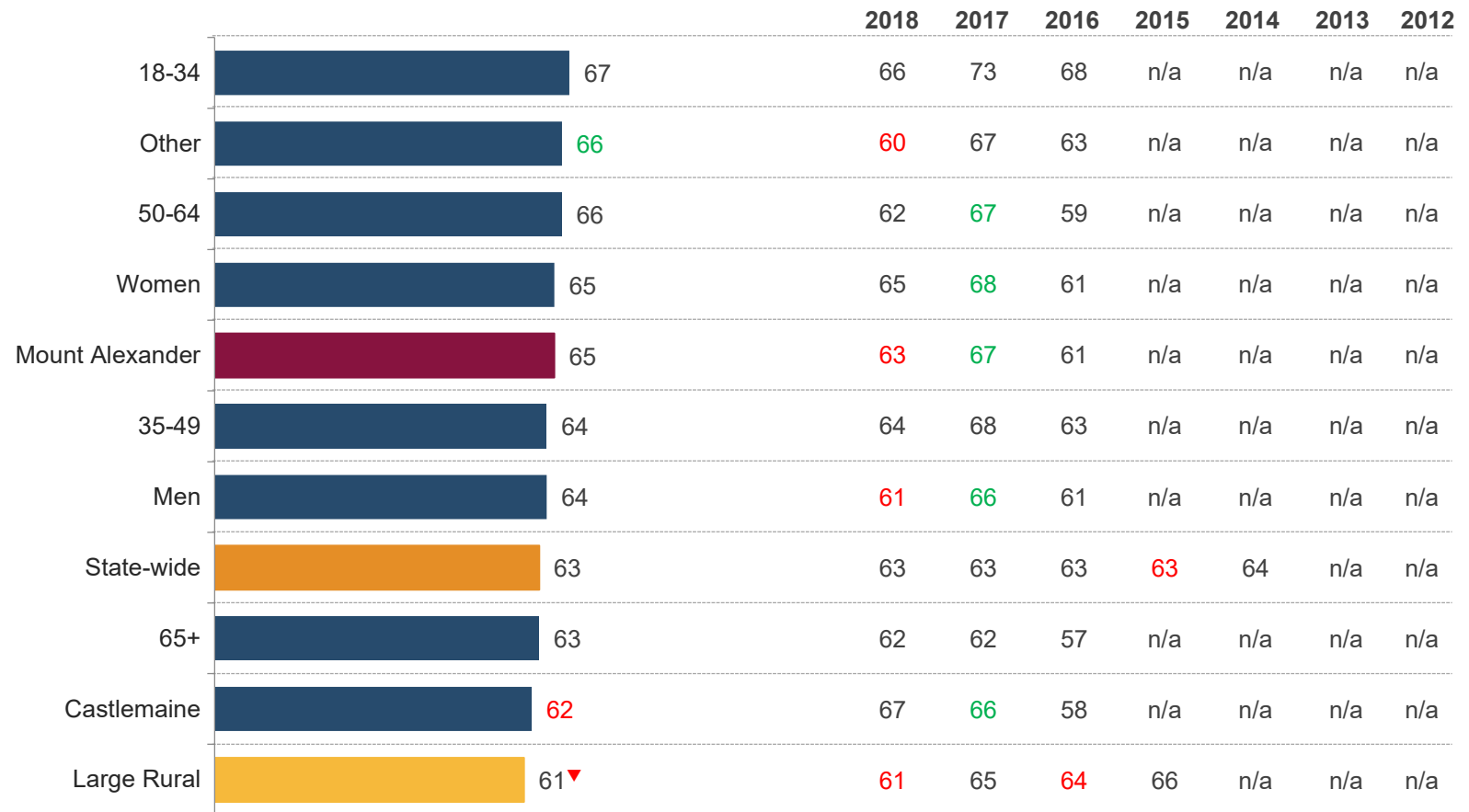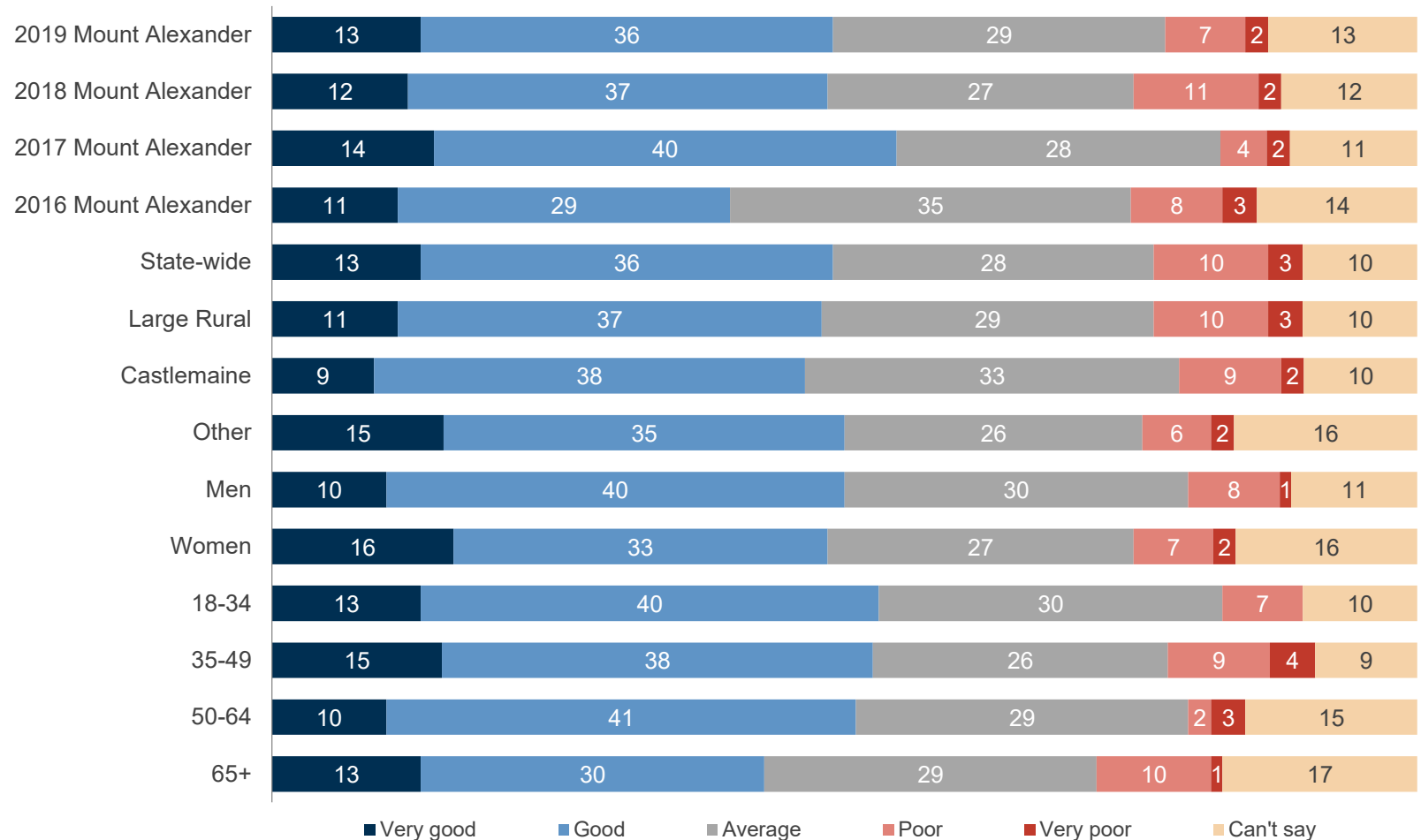*Note: Please see Appendix A for explanation of significant differences.*

Planning for population growth in the area performance

2019 Population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	29	16	8	15
Large Rural	5	24	28	19	10	14
Castlemaine	4	27	28	15	8	19
Other	5	18	33	18	6	20
Men	4	23	33	15	8	17
Women	5	20	29	18	6	21
18-34	7	43	27	10	3	10
35-49	5	11	28	26	9	21
50-64	4	19	37	15	7	18
65+	3	18	32	15	8	24

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

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

Maintenance of unsealed roads in your area importance

2019 Unsealed roads importance (index scores)

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2019 Unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	41	39	16	2	1	1
Large Rural	41	39	17	2	1	1
Castlemaine	30	42	24	3	2	
Other	36	38	20	4	1	
Men	33	38	24	5		
Women	34	42	19	3	2	
18-34	27	20	43	7	3	
35-49	35	46	15	4		
50-64	40	39	18	2	2	
65+	32	47	16	3	1	1

- ■ 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: 13 Councils asked group: 5

Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	47	45	52	45	n/a	51	n/a	n/a
Men	44	41	48	43	n/a	41	n/a	n/a
18-34	44	37	48	45	n/a	45	n/a	n/a
State-wide	44	43	44	43	45	45	44	46
50-64	44	36	44	40	n/a	41	n/a	n/a
Other	43	36	47	38	n/a	43	n/a	n/a
Mount Alexander	43	40	46	42	n/a	44	n/a	n/a
Castlemaine	43	46	44	49	n/a	46	n/a	n/a
Women	42	39	44	42	n/a	47	n/a	n/a
Large Rural	41	41	42	43	44	n/a	n/a	n/a
65+	40	42	42	41	n/a	41	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: 23 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	21	30	22	16	7
Large Rural	4	18	30	23	18	7
Castlemaine	4	20	29	22	16	8
Other	7	20	30	16	22	5
Men	6	22	34	16	19	3
Women	6	18	25	21	19	10
18-34		33	27	17	20	3
35-49	9	19	37	13	19	4
50-64	6	20	29	20	18	7
65+	6	15	28	23	20	9

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: 23 Councils asked group: 10

Business and community development importance

2019 Business/community development importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	70 ▲	69	70	71	72	n/a	n/a	n/a
State-wide	69	69	70	70	69	69	n/a	n/a
35-49	69	74	70	74	n/a	n/a	n/a	n/a
18-34	68	77	77	80	n/a	n/a	n/a	n/a
Castlemaine	68	71	69	74	n/a	n/a	n/a	n/a
Women	68	70	71	72	n/a	n/a	n/a	n/a
Mount Alexander	67	70	70	72	n/a	n/a	n/a	n/a
50-64	67	64	70	69	n/a	n/a	n/a	n/a
Other	66	68	71	70	n/a	n/a	n/a	n/a
Men	66	69	69	72	n/a	n/a	n/a	n/a
65+	65	67	67	68	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: 7 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

2019 Business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	41	31	5	1	1
Large Rural	21	41	32	4	1	1
Castlemaine	18	40	37	4	1	
Other	15	39	39	4	1	2
Men	17	37	39	6	1	1
Women	16	41	38	3		1
18-34	20	33	47			
35-49	23	35	37	5		
50-64	16	38	45		1	1
65+	11	46	32	8	1	3

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

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 3

Business and community development performance

2019 Business/community development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	61 ▲	60	60	60	60	62	n/a	n/a
Large Rural	59 ▲	58	59	58	60	n/a	n/a	n/a
18-34	57	57	68	52	n/a	n/a	n/a	n/a
50-64	57	51	51	46	n/a	n/a	n/a	n/a
65+	56	53	54	49	n/a	n/a	n/a	n/a
Women	56	53	54	48	n/a	n/a	n/a	n/a
Other	54	49	55	48	n/a	n/a	n/a	n/a
Mount Alexander	54	53	56	49	n/a	n/a	n/a	n/a
Castlemaine	54	58	56	50	n/a	n/a	n/a	n/a
Men	53	53	57	50	n/a	n/a	n/a	n/a
35-49	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: 11 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

2019 Business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	8	35	31	9	3	13
Large Rural	7	35	32	10	3	13
Castlemaine	1	32	37	11	5	13
Other	8	21	34	14	4	18
Men	4	25	35	12	6	17
Women	7	25	35	13	3	16
18-34	10	27	37	13	3	10
35-49		24	36	18	9	13
50-64	4	31	33	10	3	18
65+	8	21	36	11	3	21

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: 11 Councils asked group: 5

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Tourism development importance

2019 Tourism development importance (index scores)

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

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

2019 Tourism development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	14	31	36	13	4	1
Large Rural	14	31	39	11	3	1
Castlemaine	12	29	38	16	3	3
Other	12	34	40	10	3	2
Men	11	32	38	14	3	2
Women	13	32	40	10	2	2
18-34	7	30	37	20	3	3
35-49	17	27	42	10	4	
50-64	6	34	46	12	1	2
65+	14	34	35	10	3	3

- ■ 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: 4

Tourism development performance

2019 Tourism development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67	66	73	68	n/a	n/a	n/a	n/a
Other	66	60	67	63	n/a	n/a	n/a	n/a
50-64	66	62	67	59	n/a	n/a	n/a	n/a
Women	65	65	68	61	n/a	n/a	n/a	n/a
Mount Alexander	65	63	67	61	n/a	n/a	n/a	n/a
35-49	64	64	68	63	n/a	n/a	n/a	n/a
Men	64	61	66	61	n/a	n/a	n/a	n/a
State-wide	63	63	63	63	63	64	n/a	n/a
65+	63	62	62	57	n/a	n/a	n/a	n/a
Castlemaine	62	67	66	58	n/a	n/a	n/a	n/a
Large Rural	61 ▼	61	65	64	66	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: 15 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2019 Tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
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	13	36	28	10	3	10
Large Rural	11	37	29	10	3	10
Castlemaine	9	38	33	9	2	10
Other	15	35	26	6	2	16
Men	10	40	30	8	1	11
Women	16	33	27	7	2	16
18-34	13	40	30	7		10
35-49	15	38	26	9	4	9
50-64	10	41	29	2	3	15
65+	13	30	29	10	1	17

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

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

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Detailed demographics

Gender and age profile

2019 gender

Mount Alexander

Women 50%
Men 50%

Large Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%
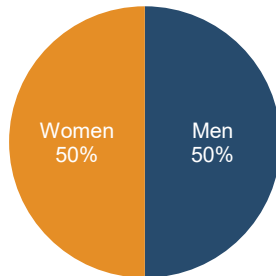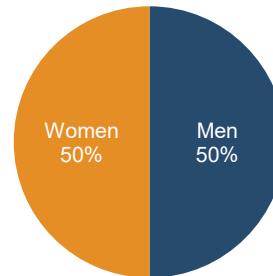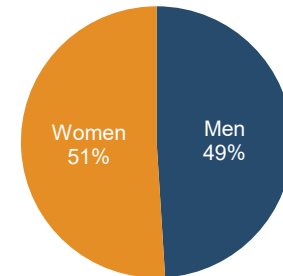
2019 age

Mount Alexander

10%
8%
23%
23%
36%

Large Rural

7%
16%
24%
23%
31%

State-wide

8%
18%
23%
21%
30%
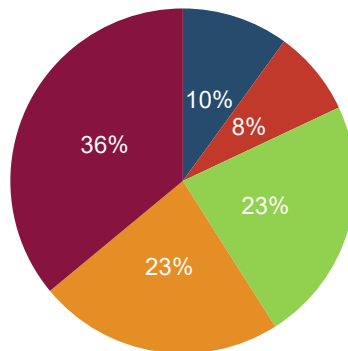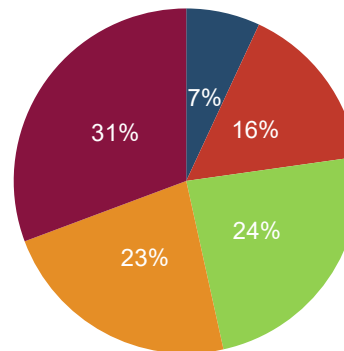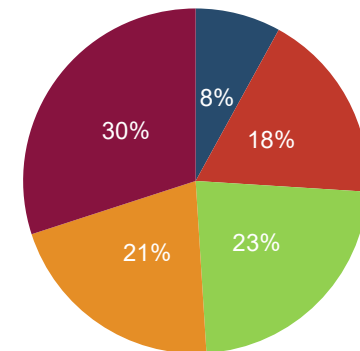
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.
Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Household structure

2019 household structure (%)

Category	Value
Single person living alone	19
Single living with friends or housemates	7
Single living with children 16 or under	5
Single with children but none 16 or under living at home	3
Married or living with partner, no children	25
Married or living with partner with children 16 or under at home	18
Married or living with partner with children but none 16 or under at home	19
Do not wish to answer	3

S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1

Years lived in area

Years lived in area (%)

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

Years lived in area

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Years lived in area (%)

	0-5 years	5-10 years	10-20 years	20-30 years	30+ years
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	17	15	22	17	29
Large Rural	10	13	23	18	35
Castlemaine	13	15	24	19	28
Other	12	10	27	20	31
Men	10	12	27	20	30
Women	14	12	24	20	30
18-34	30	13	17	37	3
35-49	12	16	37	13	22
50-64	7	10	23	26	33
65+	7	10	25	12	46

Legend: ■ 0-5 years ■ 5-10 years ■ 10-20 years ■ 20-30 years ■ 30+ 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: 5
Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years","20-30 years" and "30+ years". As such, this chart presents the last four years of data only.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Mount Alexander Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 15,700 people aged 18 years or over for Mount Alexander Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mount Alexander Shire Council	401	400	+/-4.8
Men	199	201	+/-6.9
Women	202	199	+/-6.9
Castlemaine	154	157	+/-7.9
Other	247	243	+/-6.2
18-34 years	30	73	+/-18.2
35-49 years	78	91	+/-11.1
50-64 years	116	93	+/-9.1
65+ years	177	143	+/-7.3

Appendix A:
Significant difference reporting notation

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

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

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

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

Further, results shown in green and red indicate significantly higher or lower results than in 2018. 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 2018.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2018.

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 ▼
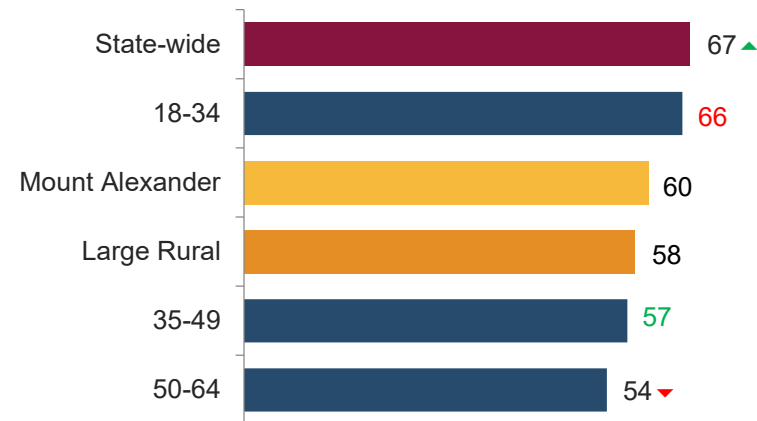
Appendix A:
Index score significant difference calculation

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:

- Survey methodology and sampling

- 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 2019 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 2019 results are compared with previous years, as detailed below:

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

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

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

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

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

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

- 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 40% mobile phone numbers to cater to the diversity of residents within Mount Alexander Shire Council, particularly younger people.

A total of n=401 completed interviews were achieved in Mount Alexander Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Mount Alexander Shire Council for this 2019 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:
Analysis and reporting

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 2012-2019 have been made throughout this report as appropriate.

Appendix B:
Analysis and reporting

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 2019 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Lobbying on behalf of community (Advocacy)

- Community consultation and engagement (Consultation)

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

- Condition of sealed local roads (Sealed local roads)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

Appendix B:
Glossary of terms

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

CSS: 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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