2022 Local Government Community Satisfaction Survey

Ararat Rural City Council

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

JWS RESEARCH

Contents

Background and objectives

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

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

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

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

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 23 years

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

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

Key findings and recommendations

Ararat Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Ararat 69

State-wide 59

Small Rural 58

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Community decisions Lobbying Bus/community dev./tourism	None
Compared to group average	Community decisions Planning & building permits Lobbying	Community & cultural

Summary of core measures
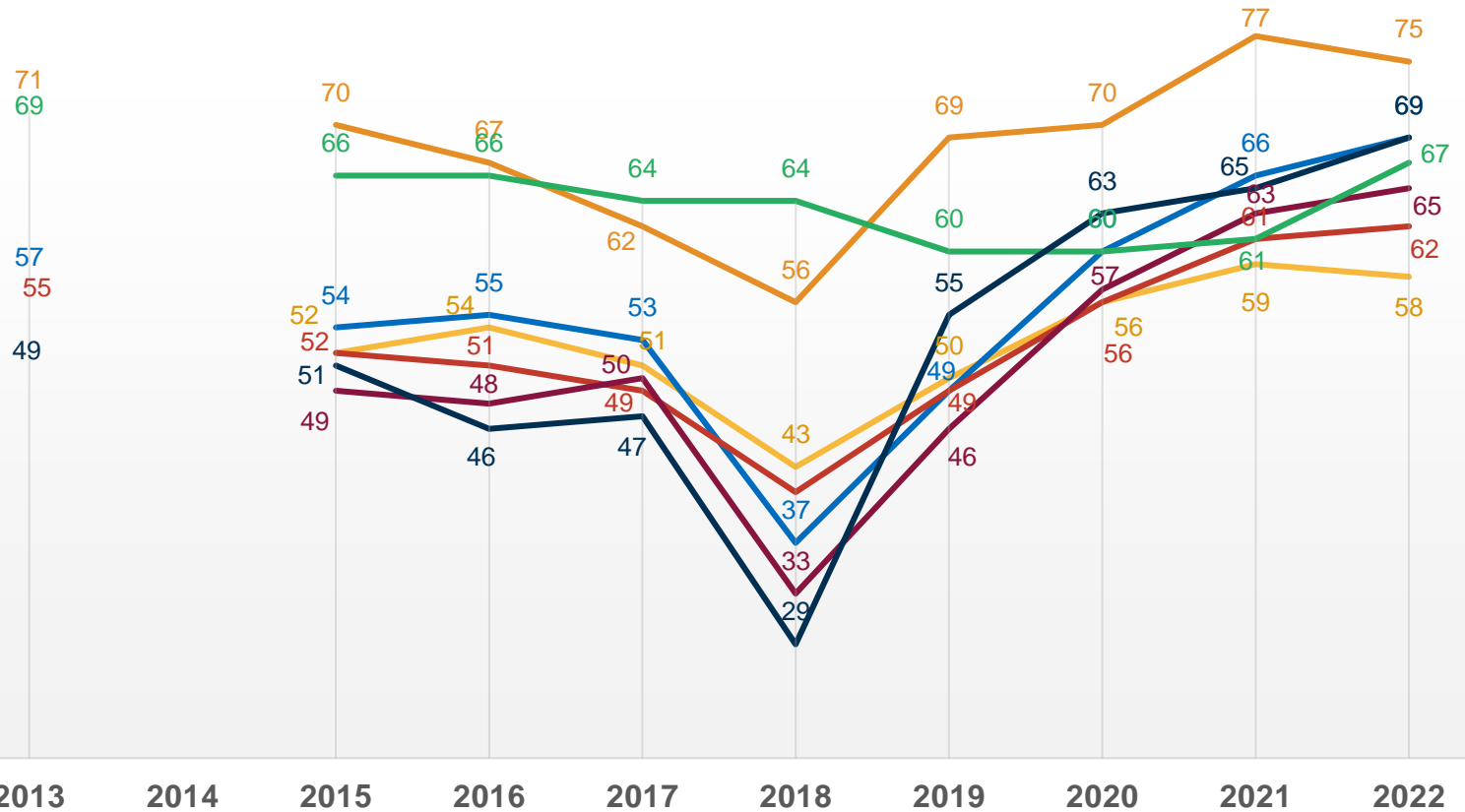
Summary of core measures

Core measures summary results (%)
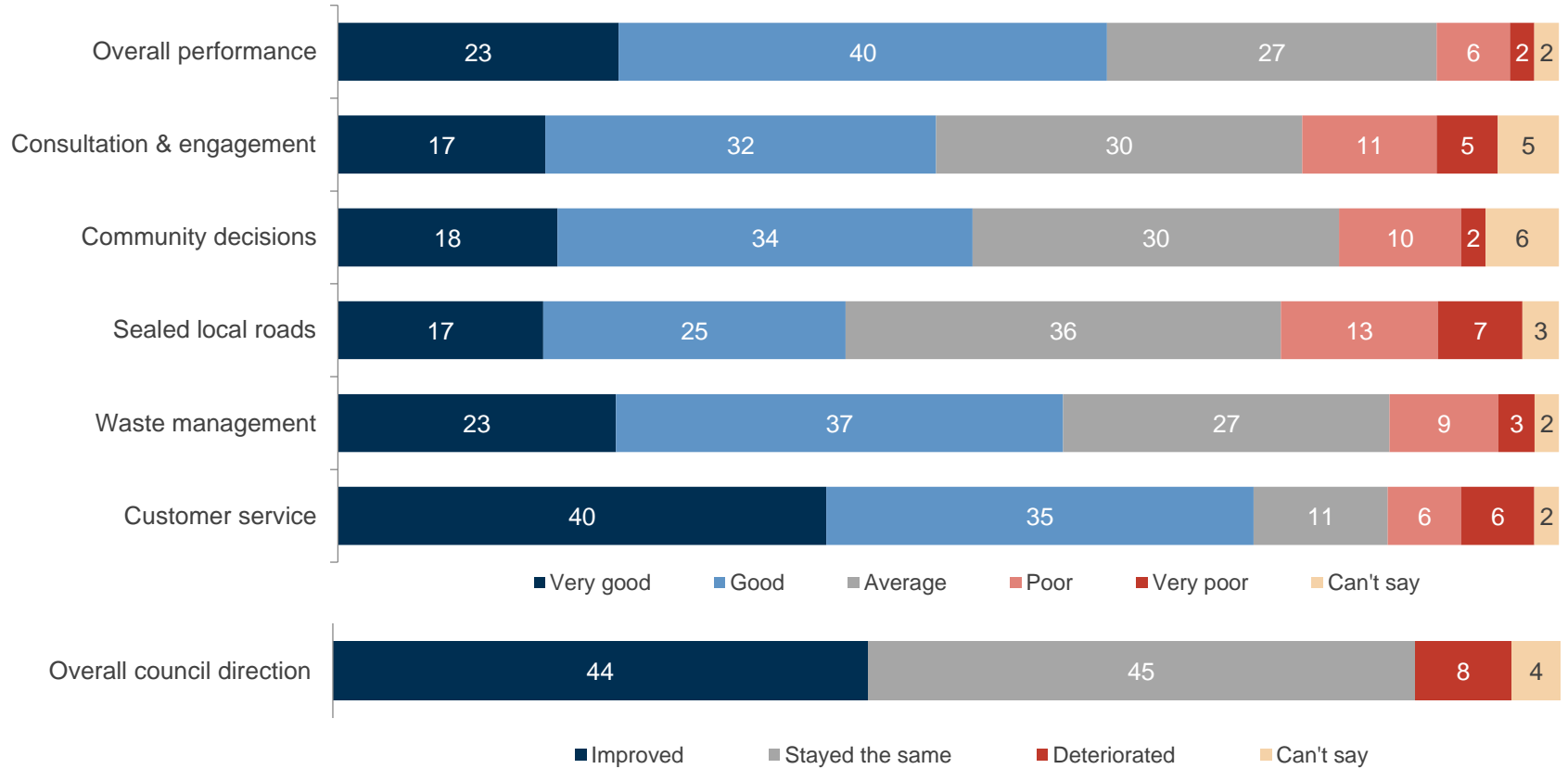
Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	23	40	27	6	2	2
Consultation & engagement	17	32	30	11	5	5
Community decisions	18	34	30	10	2	6
Sealed local roads	17	25	36	13	7	3
Waste management	23	37	27	9	3	2
Customer service	40	35	11	6	6	2

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

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	44	45	8	4

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

Summary of Ararat Rural City Council performance

Services	Ararat 2022	Ararat 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
Overall performance	**69**	66	58	59	Aged 18-34 years	Aged 35-49 years
Value for money	**57**	55	51	53	Aged 65+ years	Aged 35-49 years
Overall council direction	**69**	65	51	50	Aged 65+ years	Aged 35-64 years
Customer service	**75**	77	67	68	Aged 35-49 years, Women	Aged 50-64 years
COVID-19 response	**77**	78	69	69	Aged 65+ years	Aged 35-49 years
Appearance of public areas	**76**	75	73	71	Aged 18-34 years	Aged 35-49 years
Art centres & libraries	**75**	74	71	73	Aged 18-34 years, Women, Aged 65+ years	Aged 35-49 years
Recreational facilities	**75**	74	69	69	Aged 18-34 years	Aged 35-49 years
Emergency & disaster mngt	**74**	75	68	66	Aged 65+ years	Aged 35-49 years
Elderly support services	**71**	72	70	67	Aged 18-34 years	Aged 35-49 years

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

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Summary of Ararat Rural City Council performance

Services	Ararat 2022	Ararat 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest Score
Bus/community dev./tourism	**69**	65	63	60	Aged 65+ years	Aged 50-64 years
Waste management	**67**	61	68	68	Aged 18-34 years	Aged 35-49 years
Community decisions	**65**	63	54	54	Aged 18-34 years	Aged 35-49 years
Community & cultural	**65**	64	68	65	Aged 65+ years	Aged 35-49 years
Informing the community	**64**	63	59	59	Aged 18-34 years	Aged 35-49 years
Lobbying	**64**	63	54	53	Aged 18-34 years	Aged 35-49 years
Local streets & footpaths	**63**	62	55	57	Aged 18-34 years	Aged 35-49 years
Consultation & engagement	**62**	61	54	54	Aged 18-34 years	Aged 35-49 years
Environmental sustainability	**62**	-	59	61	Aged 18-34 years, 65+ years	Aged 35-64 years
Planning & building permits	**58**	59	48	50	Aged 18-34 years	Aged 35-49 years

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

Summary of Ararat Rural City Council performance

Services		Ararat 2022	Ararat 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Sealed local roads	**58**	59	50	53	Aged 65+ years	Aged 35-49 years
	Slashing & weed control	**53**	-	50	49	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	**47**	50	42	41	Aged 18-34 years	Aged 35-49 years

Focus areas for the next 12 months

Overview	Perceptions of Council's performance largely stayed the same across service areas in the past year, maintaining the often significant improvements achieved in 2021. No individual service area performance scores reported significant declines. This a positive result for Council.
Key influences on perceptions of overall performance	Decisions made in the interest of the community continues to be the service area that has the strongest influence on overall performance. Council should continue to build on its trend of improving index scores. Other service areas to focus on that most influence perceptions of overall performance, but where Council's performance is lower, include informing the community, community consultation and engagement, lobbying and the condition of local streets and sealed local roads.
Comparison to state and area grouping	Importantly, Council performs significantly better than the State-wide and Small Rural council averages in almost all service areas. There was significant improvement in waste management performance compared to 2021, from being the only service area significantly lower than comparative averages to being in line with State-wide and Small Rural council averages in 2022.
Maintain gains achieved to date	Of note, perceptions of Council's overall performance remained high in 2022, and is significantly higher in comparison with State-wide and Small Rural group averages. Decisions made in the interest of the community is a key influencer of overall perceptions and Council's positive performance in this area is reflected in achieving their highest index score since 2015 – Council should endeavor to maintain or further improve on this positive result.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 69 for Ararat Rural City Council represents a three-point (not significant) improvement on the 2021 result, continuing a trend of improvement reported since 2018.

• Overall performance is at its highest since 2013.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group and the State-wide average for councils (index scores of 58 and 59 respectively).

• The ratings among residents aged 18 to 34 years and in the Ararat region are significantly higher compared to 2021 (up seven and four points respectively)

• The rating among residents aged 65 years and over (index score of 75) remain the highest among all age groups for 2022 and is significantly higher than the Council average.

More than two in five residents (42%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is almost twice as many as those who rate Council as 'very poor' or 'poor' (23%). A further 30% rate Council as 'average' in terms of providing value for money.
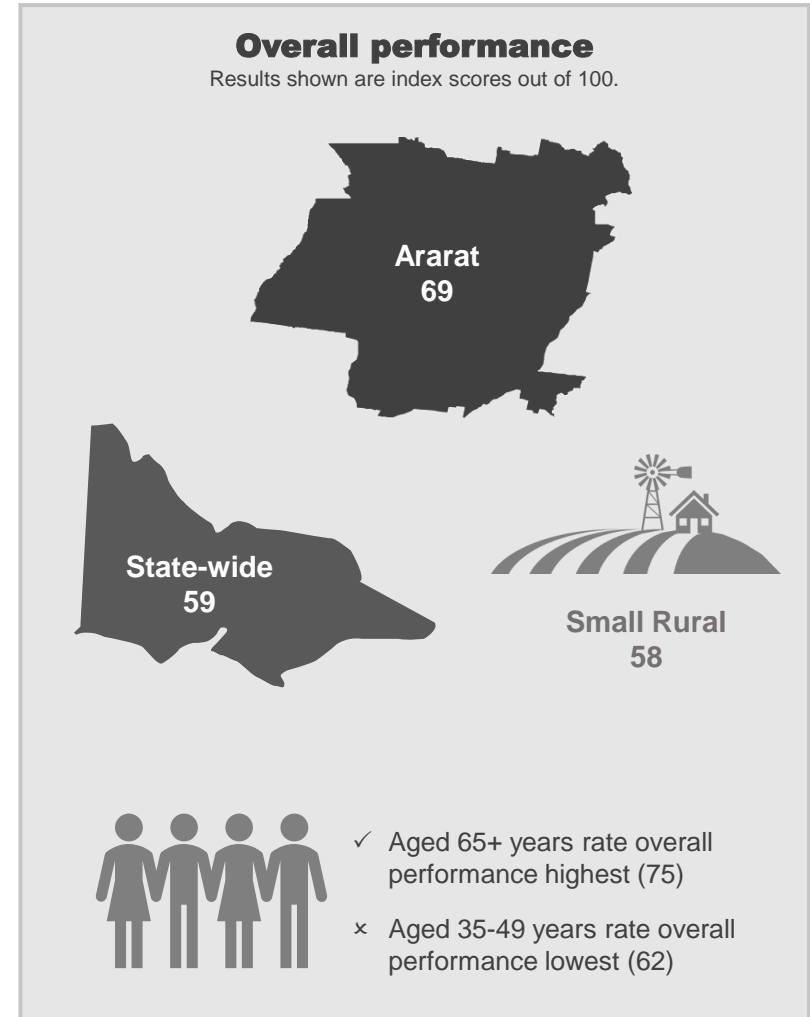
Overall performance
Results shown are index scores out of 100.
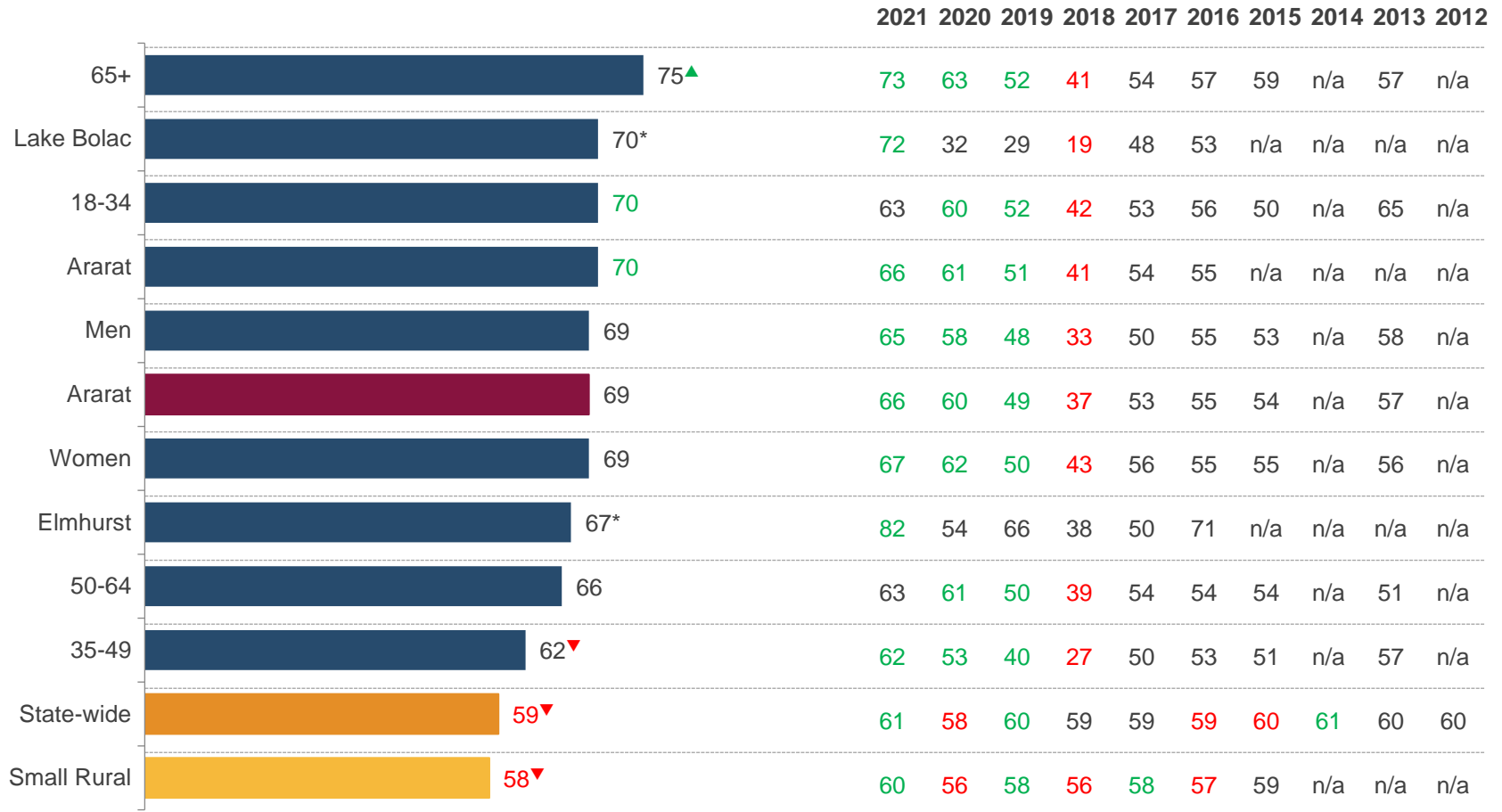
Ararat
69

State-wide
59

Small Rural
58

✓ Aged 65+ years rate overall performance highest (75)

✕ Aged 35-49 years rate overall performance lowest (62)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	75 ▲	73	63	52	41	54	57	59	n/a	57	n/a
Lake Bolac	70*	72	32	29	19	48	53	n/a	n/a	n/a	n/a
18-34	70	63	60	52	42	53	56	50	n/a	65	n/a
Ararat	70	66	61	51	41	54	55	n/a	n/a	n/a	n/a
Men	69	65	58	48	33	50	55	53	n/a	58	n/a
Ararat	69	66	60	49	37	53	55	54	n/a	57	n/a
Women	69	67	62	50	43	56	55	55	n/a	56	n/a
Elmhurst	67*	82	54	66	38	50	71	n/a	n/a	n/a	n/a
50-64	66	63	61	50	39	54	54	54	n/a	51	n/a
35-49	62 ▼	62	53	40	27	50	53	51	n/a	57	n/a
State-wide	59 ▼	61	58	60	59	59	59	60	61	60	60
Small Rural	58 ▼	60	56	58	56	58	57	59	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Ararat Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall performance
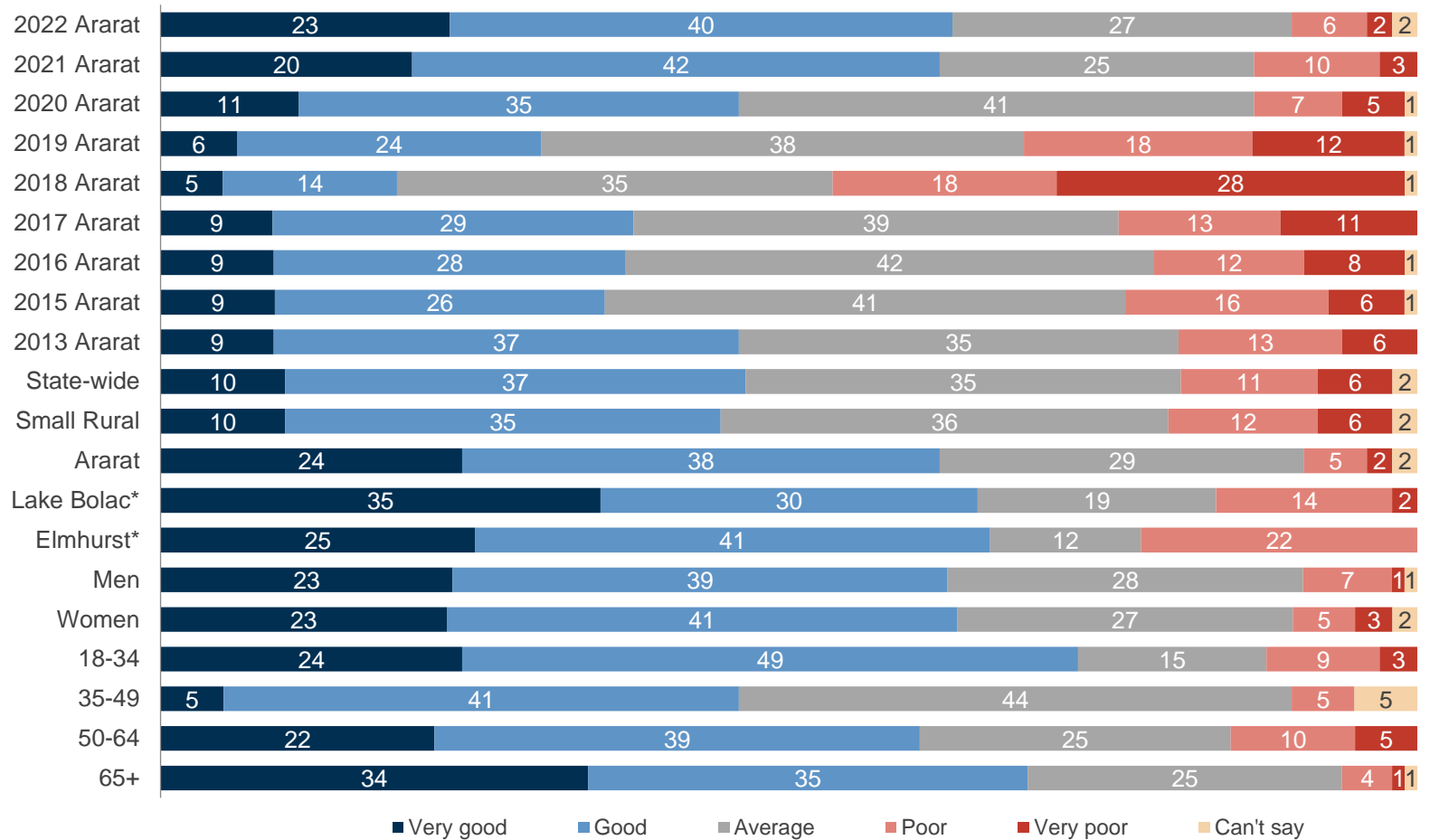
2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	23	40	27	6	2	2
2021 Ararat	20	42	25	10	3	
2020 Ararat	11	35	41	7	5	1
2019 Ararat	6	24	38	18	12	1
2018 Ararat	5	14	35	18	28	1
2017 Ararat	9	29	39	13	11	
2016 Ararat	9	28	42	12	8	1
2015 Ararat	9	26	41	16	6	1
2013 Ararat	9	37	35	13	6	
State-wide	10	37	35	11	6	2
Small Rural	10	35	36	12	6	2
Ararat	24	38	29	5	2	2
Lake Bolac*	35	30	19	14		2
Elmhurst*	25	41	12	22		
Men	23	39	28	7	1	1
Women	23	41	27	5	3	2
18-34	24	49	15	9	3	
35-49	5	41	44	5		5
50-64	22	39	25	10	5	
65+	34	35	25	4	1	1

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Ararat Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Value for money in services and infrastructure

2022 value for money (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	66▲	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	57	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51▼	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	48*	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	47*	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	41▼	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Ararat Rural City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Value for money in services and infrastructure

2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	16	26	30	15	8	5
2021 Ararat	9	34	31	16	8	2
State-wide	7	29	34	16	9	4
Small Rural	7	27	35	18	10	4
Ararat	17	29	29	15	5	5
Lake Bolac*	19	7	44	8	23	
Elmhurst*	8	29	29	12	22	
Men	17	21	28	20	9	5
Women	15	31	33	9	7	4
18-34	27	22	28	15	9	
35-49	2	13	44	16	16	8
50-64	12	27	32	21	6	2
65+	21	35	22	11	4	6

Q3b. How would you rate Ararat Rural City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

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Top performing service areas

COVID-19 response (index score of 77) is the area where Council performed best in 2022.

- Those aged 65 years and over continue to be the most impressed with Council's COVID-19 response (index score of 82).

- Council also performs significantly higher than the Small Rural group and State-wide averages (both with an index score of 69).

Appearance of public areas is Council's next highest rated service area (index score of 76), followed by art centres and libraries and recreational facilities (index score of 75 for each).

- In each of these three service areas, performance perceptions increased significantly in the last year among those aged 18 to 34 years.

- Council's performance in these three areas is also significantly higher than the Small Rural group average.

Parks and gardens, and recreational and sporting facilities, are each identified by 10% of residents as the best things about Council.

Notably, waste management has improved significantly in 2022 (67, up six index points) and is now rated similarly to the State-wide and Small Rural council averages.

COVID-19 response (index score of 77) is the area where Council performed best in 2022, in line with 2021.
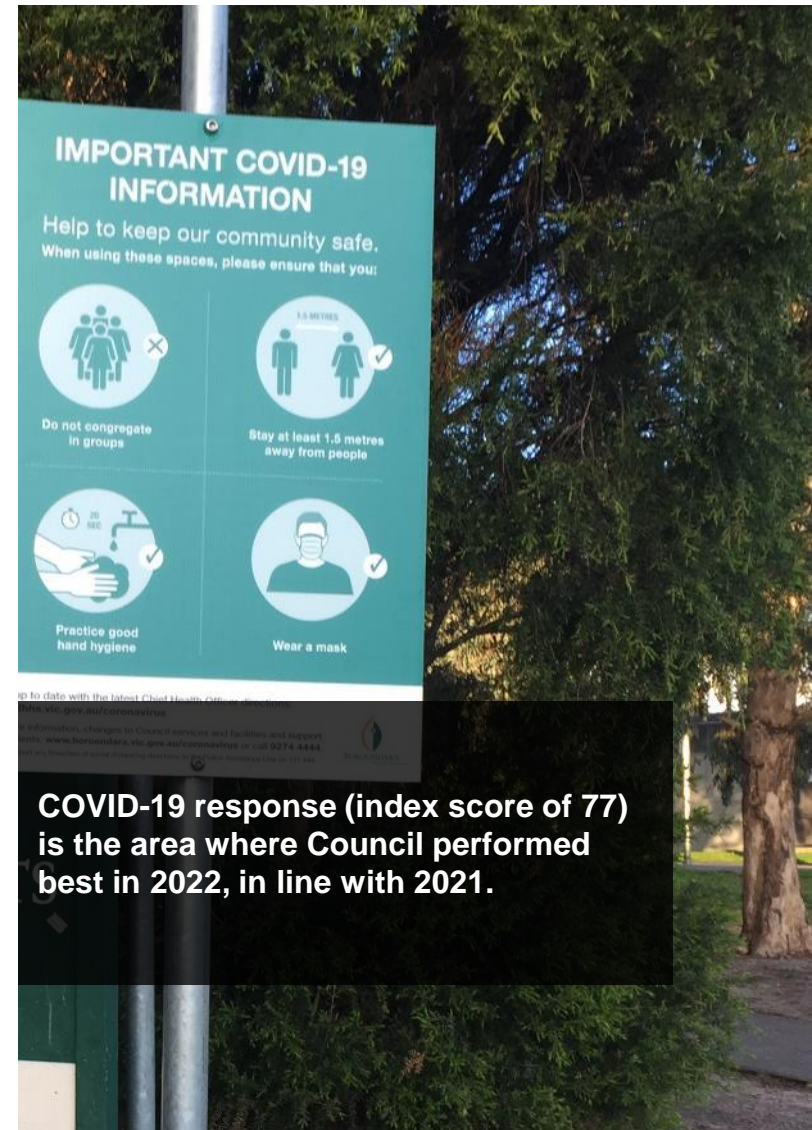
Low performing service areas
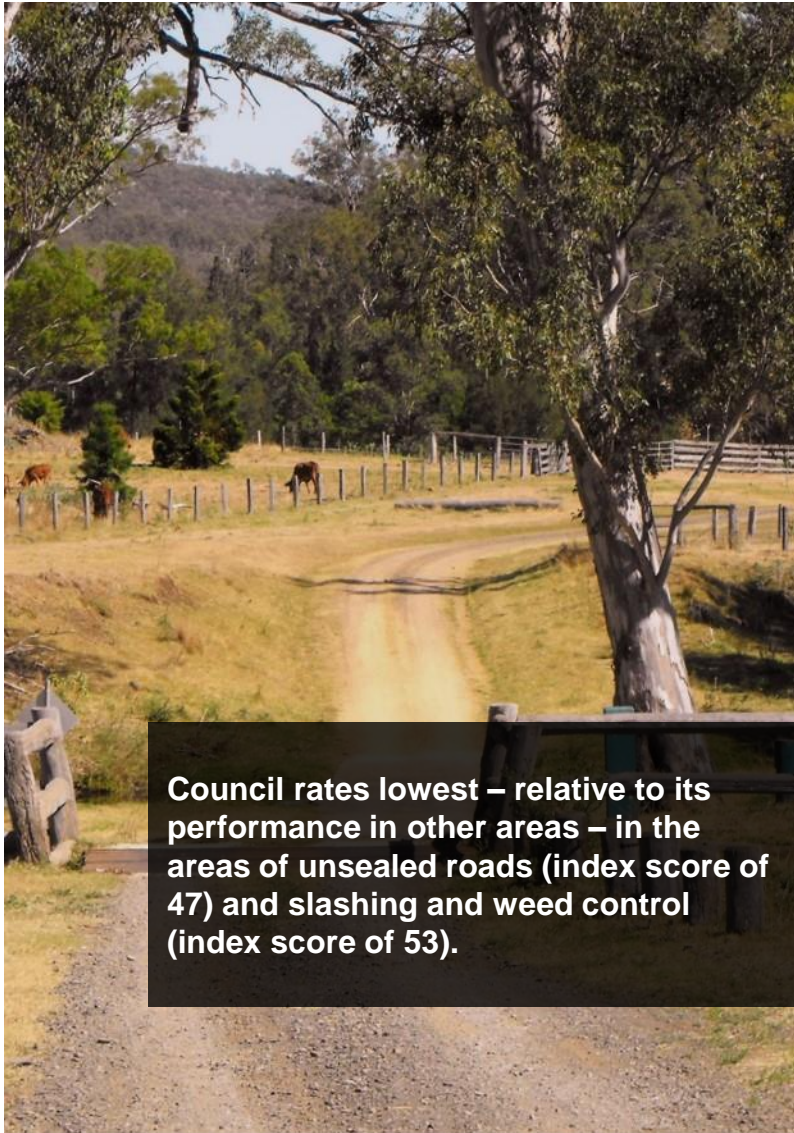
Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 47) and slashing and weed control (index score of 53).

Council did not experience any statistically significant declines in performance ratings in 2022.

Council performance rates lowest in the areas of unsealed roads (index score of 47) and slashing and weed control (index score of 53), the latter being measured for the first time.

- In both of these service areas, those aged 35 to 49 years gave performance ratings significantly lower than the Council average.

- Council rates significantly higher than State-wide and Small Rural group averages for unsealed roads (index scores of 41 and 42 respectively).

- Council rates significantly higher than the State-wide average and in line with Small Rural group average for its performance in the area of slashing and weed control (49 and 50 respectively).

Sealed local roads is Council's next lowest performing area (index score of 58).

These three areas also show the largest disparity between perceived importance and performance (24 index points or more).

Sealed road maintenance is most likely to be identified (by 19% of residents) as an area where Council most needs to improve performance.

Individual service area performance

2022 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
COVID-19 response	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	76	75	73	69	65	66	72	71	n/a	71	n/a
Art centres & libraries	75	74	78	76	70	70	69	70	n/a	n/a	n/a
Recreational facilities	75	74	71	68	64	65	65	64	n/a	n/a	n/a
Emergency & disaster mngt	74	75	74	73	70	72	72	n/a	n/a	74	n/a
Elderly support services	71	72	68	65	64	67	68	67	n/a	70	n/a
Bus/community dev./tourism	69	65	61	61	57	60	61	63	n/a	67	n/a
Waste management	67	61	60	60	64	64	66	66	n/a	69	n/a
Community decisions	65	63	57	46	33	50	48	49	n/a	n/a	n/a
Community & cultural	65	64	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	64	63	58	49	44	50	56	54	n/a	n/a	n/a
Lobbying	64	63	56	50	44	53	54	56	n/a	55	n/a
Local streets & footpaths	63	62	62	55	53	55	59	58	n/a	58	n/a
Consultation & engagement	62	61	56	49	41	49	51	52	n/a	55	n/a
Environmental sustainability	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	n/a
Planning & building permits	58	59	51	52	46	50	51	55	n/a	57	n/a
Sealed local roads	58	59	56	50	43	51	54	52	n/a	n/a	n/a
Slashing & weed control	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	47	50	44	39	33	38	40	39	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

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Individual service area performance

2022 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
COVID-19 response	34	35	18	4	1	7
Appearance of public areas	30	46	19	2	1	1
Art centres & libraries	25	46	17	2	1	10
Recreational facilities	30	42	21	3	1	4
Emergency & disaster mngt	22	45	17	2	1	13
Elderly support services	22	38	15	6	2	17
Bus/community dev./tourism	20	41	21	8	1	9
Waste management	23	37	27	9	3	2
Community decisions	18	34	30	10	2	6
Community & cultural	17	33	32	6	3	10
Informing the community	20	34	27	10	5	4
Lobbying	14	33	27	8	3	15
Local streets & footpaths	17	34	33	8	4	4
Consultation & engagement	17	32	30	11	5	5
Environmental sustainability	10	34	32	6	4	13
Planning & building permits	13	22	26	12	5	22
Sealed local roads	17	25	36	13	7	3
Slashing & weed control	11	26	33	13	13	3
Unsealed roads	10	19	31	21	15	4
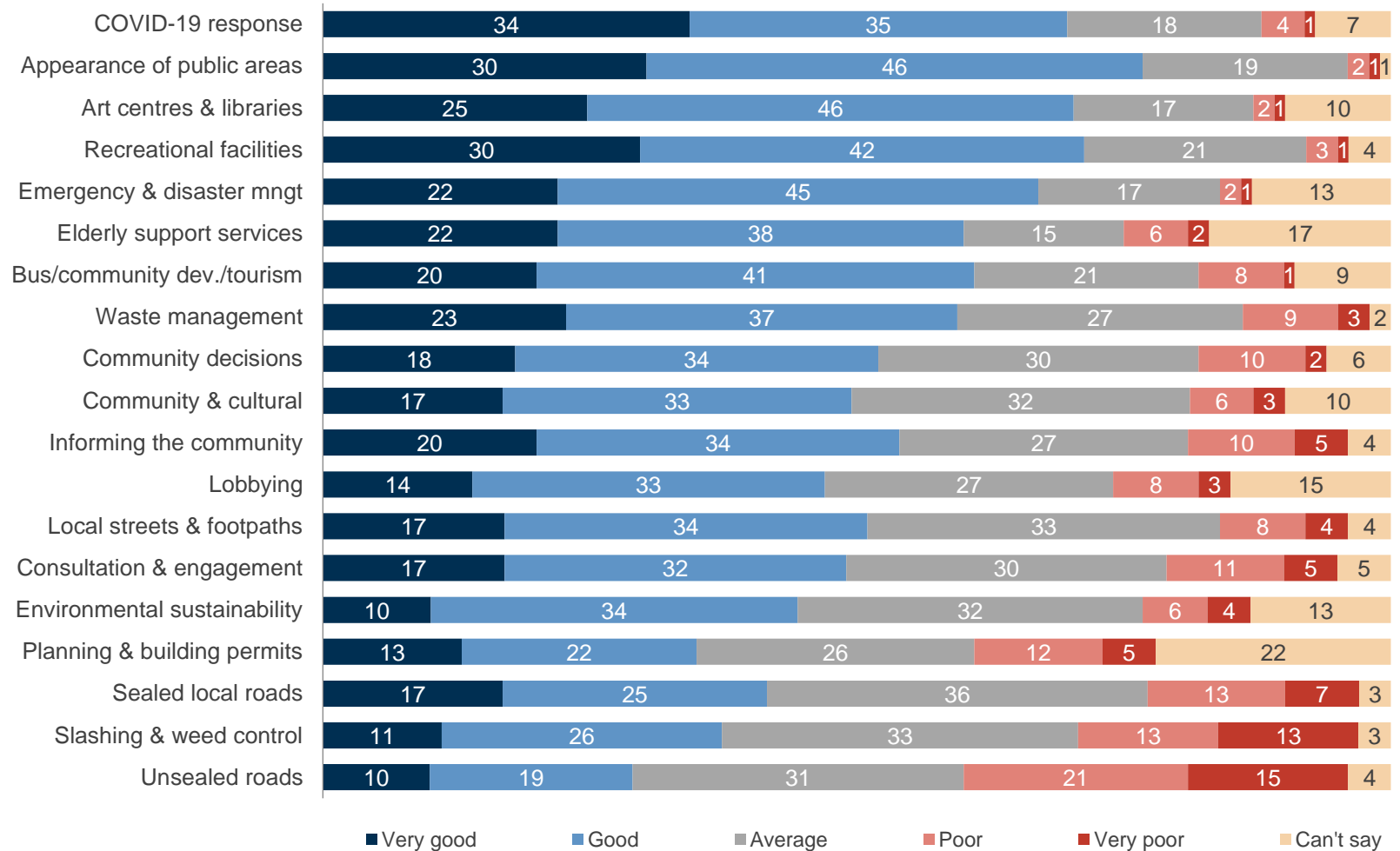
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Individual service area importance

2022 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	85	81	81	84	86	83	80	84	n/a	n/a	n/a
Sealed local roads	82	80	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	82	79	79	80	79	79	80	n/a	80	n/a
Waste management	81	80	80	79	79	76	76	78	n/a	76	n/a
Slashing & weed control	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	80	79	82	81	80	83	80	n/a	n/a	82	n/a
Community decisions	80	78	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	79	77	76	77	76	76	75	77	n/a	n/a	n/a
Local streets & footpaths	79	77	76	77	77	77	76	79	n/a	76	n/a
Recreational facilities	77	74	73	71	75	73	74	76	n/a	n/a	n/a
Consultation & engagement	76	75	74	78	74	74	75	78	n/a	75	n/a
Appearance of public areas	76	74	74	72	74	74	75	74	n/a	75	n/a
Lobbying	74	71	71	69	70	70	70	74	n/a	70	n/a
Bus/community dev./tourism	73	72	72	68	72	71	71	74	n/a	71	n/a
Environmental sustainability	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a
Planning & building permits	71	69	68	65	68	66	68	67	n/a	68	n/a
COVID-19 response	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	64	62	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	63	61	59	59	60	60	61	64	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2022 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Unsealed roads	53	35	11			1
Sealed local roads	44	42	11			2
Elderly support services	46	38	14	2		1
Waste management	41	42	14			2
Informing the community	38	42	15	3		1
Slashing & weed control	42	38	17	2		1
Emergency & disaster mngt	43	36	16	3	1	1
Community decisions	40	39	19	1	1	2
Local streets & footpaths	36	42	16	2	1	3
Recreational facilities	29	49	19	1		1
Appearance of public areas	29	49	21			1
Consultation & engagement	31	47	19	2	1	1
Lobbying	29	42	21	5	1	2
Bus/community dev./tourism	24	46	25	4	1	1
Planning & building permits	24	43	21	6	2	4
Environmental sustainability	29	37	27	4	2	1
COVID-19 response	27	32	25	8	4	4
Art centres & libraries	14	40	31	11	2	1
Community & cultural	12	40	35	10	1	1

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

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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	85	47	-38
Slashing & weed control	80	53	-28
Sealed local roads	82	58	-24
Local streets & footpaths	79	63	-16
Informing the community	79	64	-15
Community decisions	80	65	-14
Consultation & engagement	76	62	-14
Waste management	81	67	-13
Planning & building permits	71	58	-13
Elderly support services	82	71	-10
Environmental sustainability	72	62	-10
Lobbying	74	64	-10

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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Emergency management

• Informing the community

• Community consultation and engagement

• Condition of local streets

• Condition of sealed local roads

• Lobbying on behalf of the community

• Council's COVID-19 response.

Looking at these key service areas only, Council's COVID-19 response and emergency management have a high performance index (77 and 74 respectively) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are the condition of sealed local roads, community consultation and engagement, the condition of local streets, lobbying on behalf of the community, and informing the community (performance index of 58, 62, 63, 64 and 64 respectively).

Ensuring that local streets and sealed roads are well maintained, focusing on community information and engagement on key issues, and demonstrating Council efforts to advance and defend local interests can also help shore up positive overall opinion of Council.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

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

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

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

Influence on overall performance: all service areas

2022 regression analysis (all service areas)
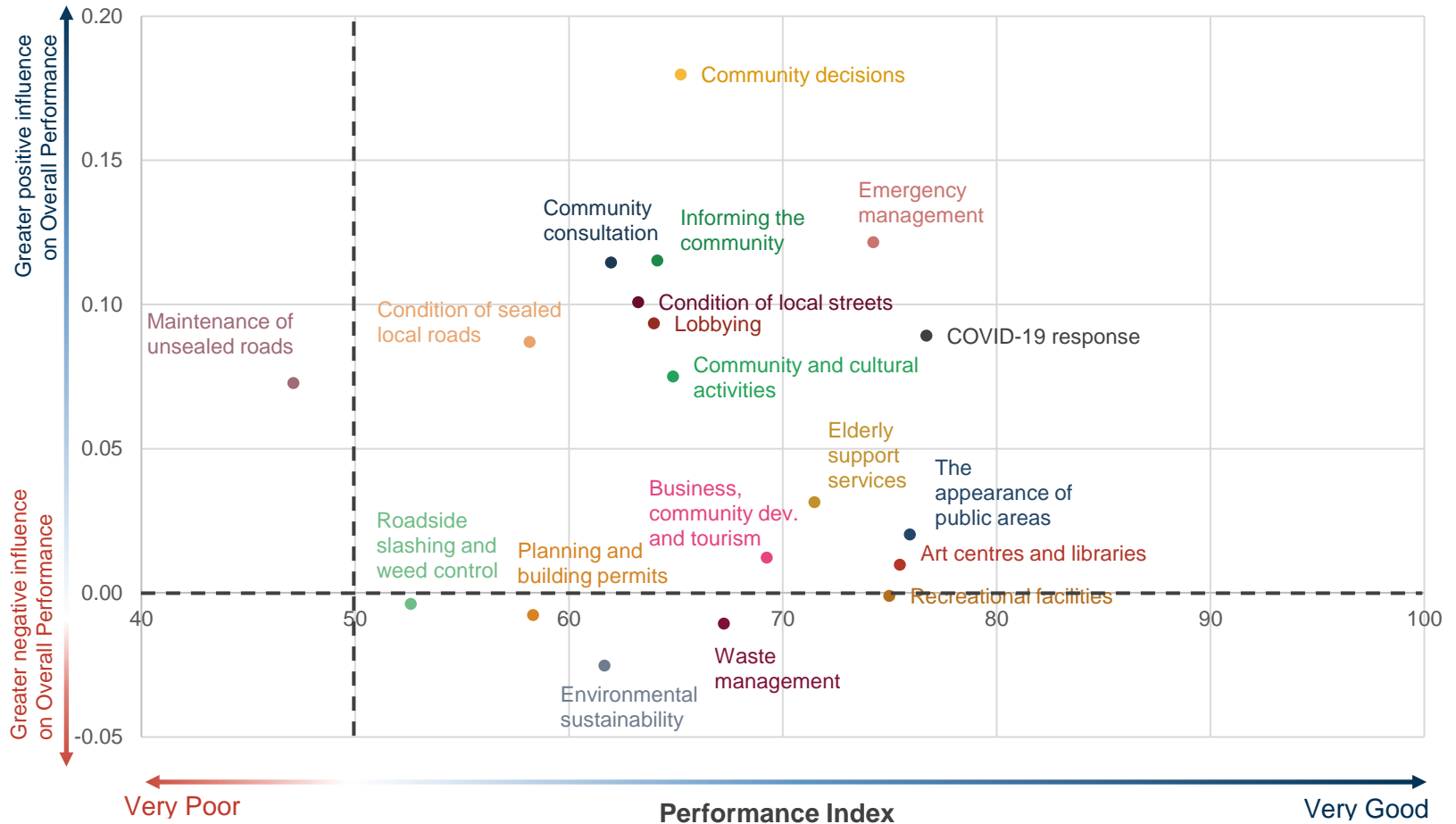
The multiple regression analysis model above (all service areas) has an R² value of 0.616 and adjusted R² value of 0.597, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 32.14. 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

2022 regression analysis (key service areas)

Should remain a focus as currently performing fairly well here and changes will have a stronger influence on overall perceptions.

Focus on these areas satisfactorily to ensure any negative perceptions do not have an overly negative impact on perceptions of overall performance.

Positive influences on overall rating and should remain a focus - but currently performing strongly here. Improvements will have a moderate influence on overall perceptions.

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.609 and adjusted R² value of 0.601, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 76.10.

Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -

Parks and Gardens	10
Recreational/Sporting Facilities	10
CEO	9
Community Engagement/Involvement/Communication	9
Customer Service	8
Generally Good - Overall/No Complaints	7
Community Support Services	5
Road/Street Maintenance	5
Public Areas	4
Mayor	4
Councillors	4
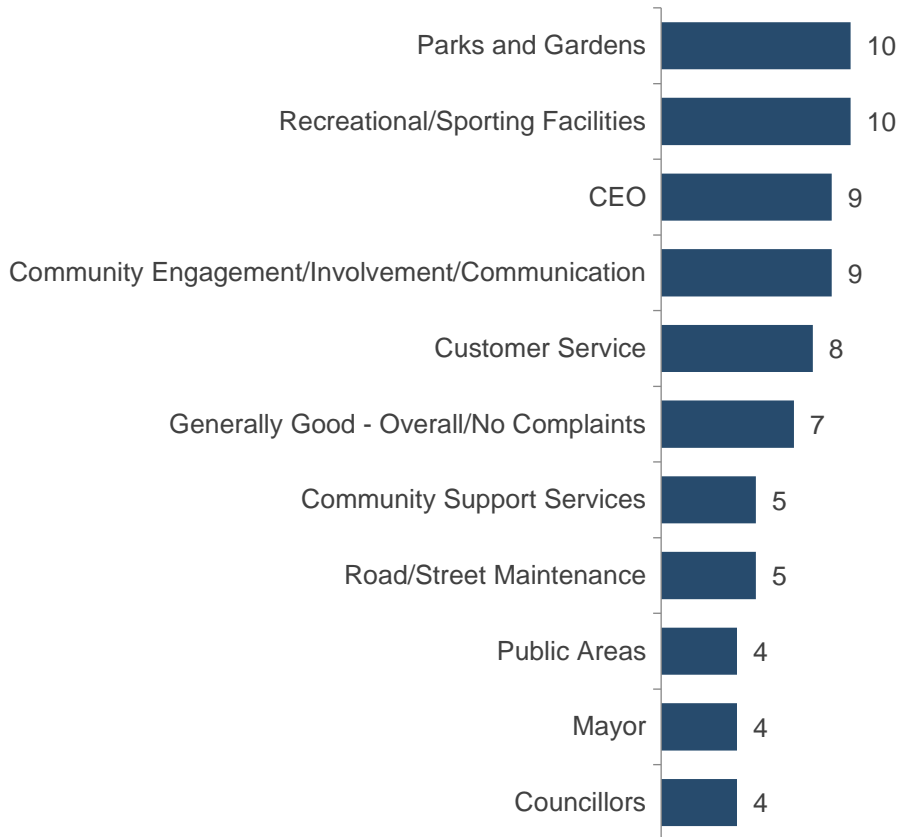
2022 areas for improvement (%)
- Top mentions only -

Sealed Road Maintenance	19
Waste Management	12
Rates - Too Expensive	12
Environmental Issues	11
Community Consultation	11
Rural/Regional Communities	11
Informing the Community	9
Unsealed Road Maintenance	8
Council Management	8
Nothing	6

Q16. Please tell me what is the ONE BEST thing about Ararat Rural City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 9
Q17. What does Ararat Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Three in five Council residents (60%) have had contact with Council in the last 12 months. The rate of contact has been relatively consistent over time.

- The cohorts aged 65 years and over and 35 to 49 years had less contact with Council and those aged 50 to 64 years reported the highest incidence of contact (68%) of all age groups.

Among those residents who have had contact with Council, 75% provide a positive customer service rating of 'very good' or 'good', including 40% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 75 is largely unchanged over the last 12 months (from 77 in 2021 – the highest score recorded since 2013). Council has maintained a score of 70 or higher for three years in a row.

Customer service scores for both the State-wide and Small Rural group averages are significantly lower (index scores of 68 and 67 respectively).

- Three quarters of residents (75%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are equally positive among residents in the Elmhurst, Ararat and Lake Bolac regions.

- Those aged 65 years and over report a customer service rating index score that is significantly lower in 2022 compared with 2021 (down nine points), now in line with other age groups.

Contact with council

2022 contact with council (%)
Have had contact

Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15

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

Contact with council

2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	80*	64	69	51	31	18	22	n/a	n/a	n/a	n/a
Lake Bolac	74*	69	100	72	69	71	62	n/a	n/a	n/a	n/a
50-64	68	68	66	61	67	59	67	58	n/a	75	n/a
Small Rural	63	63	66	63	64	65	60	64	n/a	n/a	n/a
Women	63	62	60	56	58	57	58	55	n/a	68	n/a
18-34	63	57	59	49	49	54	57	59	n/a	67	n/a
Ararat	60	61	61	57	61	59	60	59	n/a	67	n/a
State-wide	60	61	63	61	61	61	60	60	61	60	61
Men	58	61	62	57	63	60	61	63	n/a	66	n/a
Ararat	57	61	61	57	59	58	59	n/a	n/a	n/a	n/a
65+	57	56	56	54	53	56	50	46	n/a	50	n/a
35-49	56	67	67	64	74	67	70	75	n/a	76	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77	77	61	63	44	53	69	67	n/a	72	n/a
Women	77	80	68	70	61	64	73	75	n/a	75	n/a
65+	76	85	73	74	56	64	67	71	n/a	74	n/a
18-34	76	69	78	71	63	68	62	66	n/a	67	n/a
Ararat	75	76	71	70	59	63	68	n/a	n/a	n/a	n/a
Lake Bolac	75*	78	32	56	38	61	64	n/a	n/a	n/a	n/a
Ararat	75	77	70	69	56	62	67	70	n/a	71	n/a
Elmhurst	73*	88	55	77	12	100	75	n/a	n/a	n/a	n/a
Men	73	74	71	69	51	61	62	65	n/a	66	n/a
50-64	69	73	67	69	63	67	69	74	n/a	70	n/a
State-wide	68▼	70	70	71	70	69	69	70	72	71	71
Small Rural	67▼	69	70	70	69	69	69	70	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	40	35	11	6	6	2
2021 Ararat	41	35	12	4	4	3
2020 Ararat	31	35	17	9	6	1
2019 Ararat	27	39	18	10	4	1
2018 Ararat	18	29	25	12	15	1
2017 Ararat	22	35	24	10	9	
2016 Ararat	29	32	20	9	7	4
2015 Ararat	31	34	22	9	4	
2013 Ararat	30	39	14	10	4	2
State-wide	30	35	18	9	7	1
Small Rural	29	34	18	10	8	1
Ararat	42	31	12	5	6	3
Lake Bolac*	33	51		13	3	
Elmhurst*	47	26		27		
Men	38	34	11	5	8	3
Women	41	36	11	7	3	1
18-34	43	34	5	5	9	5
35-49	41	41	3	6	6	3
50-64	30	38	15	7	8	2
65+	42	31	18		7	2

Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a Council newsletter sent via mail (24%), unchanged since 2021.

This is closely followed by advertising in a local newspaper (21% up six points since 2021) or a Council newsletter via email (20%). Preference for social media communication among all residents is 17%.

- While the preferred form of communication among residents under 50 years of age is social media (28%), it has fallen 10 points since 2020. There has been an increase of 10 percentage points in the preference for a Council newsletter via email to 24%, just overtaking the option for Council communicating with a newsletter via mail (23%).

- The preferred form of communication among those aged 50 years or older is advertising in local newspapers which is trending upwards (27% up 11 points since 2020). This is followed by a Council newsletter sent via mail (24%). In contrast to the increasing preference for a Council newsletter via email among younger residents, the preference for this form of communication has declined by five points for those aged over 50 years (16%).

Best form of communication

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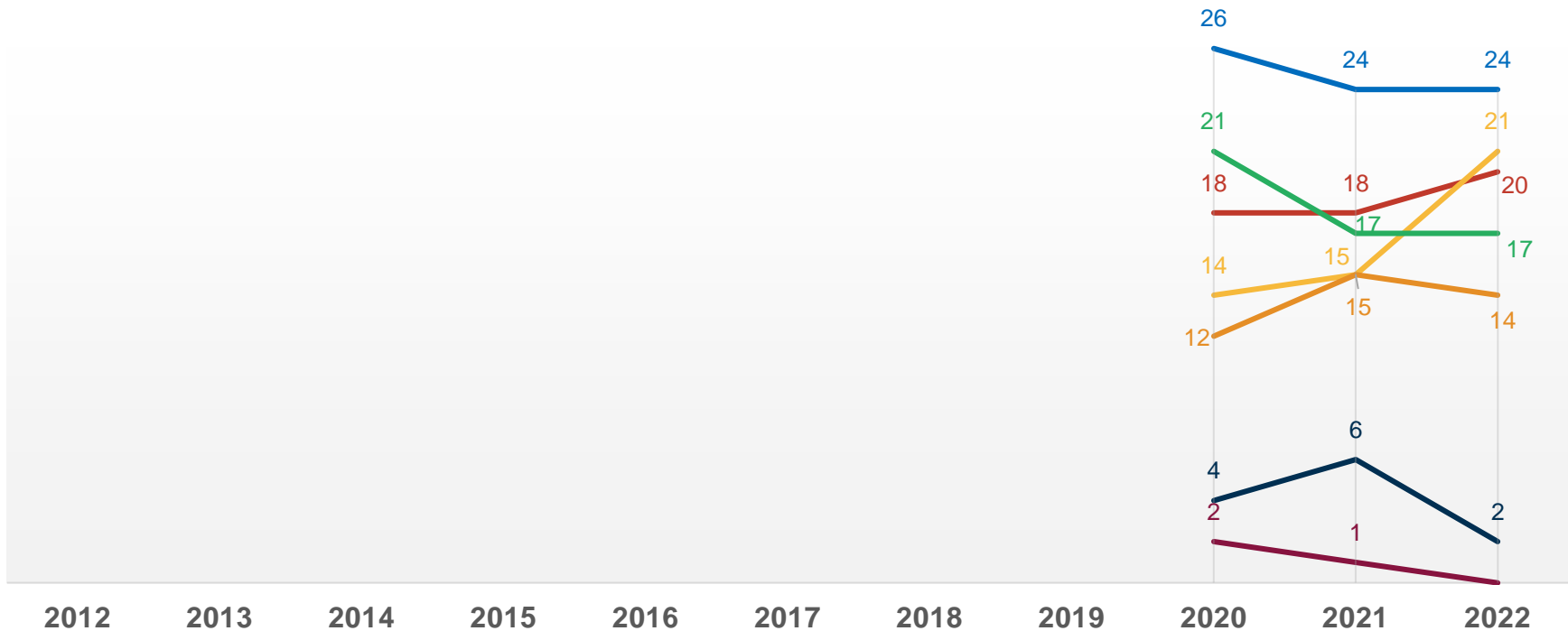
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |

Q13. If Ararat Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

Best form of communication: under 50s

2022 under 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |

Social Media: 38 → 34 → 28
Council Newsletter via Email: 16 → 14 → 24
Council Newsletter via Mail: 17 → 21 → 23
Council Newsletter as Local Paper Insert: 13 → 8 → 12
Advertising in a Local Newspaper: 8 → 8 → 10
Text Message: 4 → 10 → 1
Council Website: 2 → 1 → 1

Q13. If Ararat Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

Best form of communication: over 50s

2022 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022

Q13. If Ararat Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10

Council direction

Council direction

Over the last 12 months, 45% of residents believe the direction of Council's overall performance has stayed the same, down one point on 2021.

- 44% believe the direction has improved (up six points on 2021) in the last 12 months.

- 8% believe it has deteriorated, down two points on 2021.

- The <u>most</u> satisfied with council direction are Elmhurst residents, women and residents aged 65 years and over.

- The <u>least</u> satisfied with council direction are residents aged 35 to 64 years.

- Those aged 18 to 34 years report a significantly improved view of Council's direction since 2021, up 12 index points.

A little over nine in ten residents believe there is room for improvement in Council's overall performance – 50% of residents believe there is a 'a lot' of room for improvement and a further 41% think there is 'a little' room for improvement.

That said, 78% of residents believe Council is generally heading in the 'right' direction (unchanged from 2021) and just 15% who think Council is heading in the 'wrong' direction.
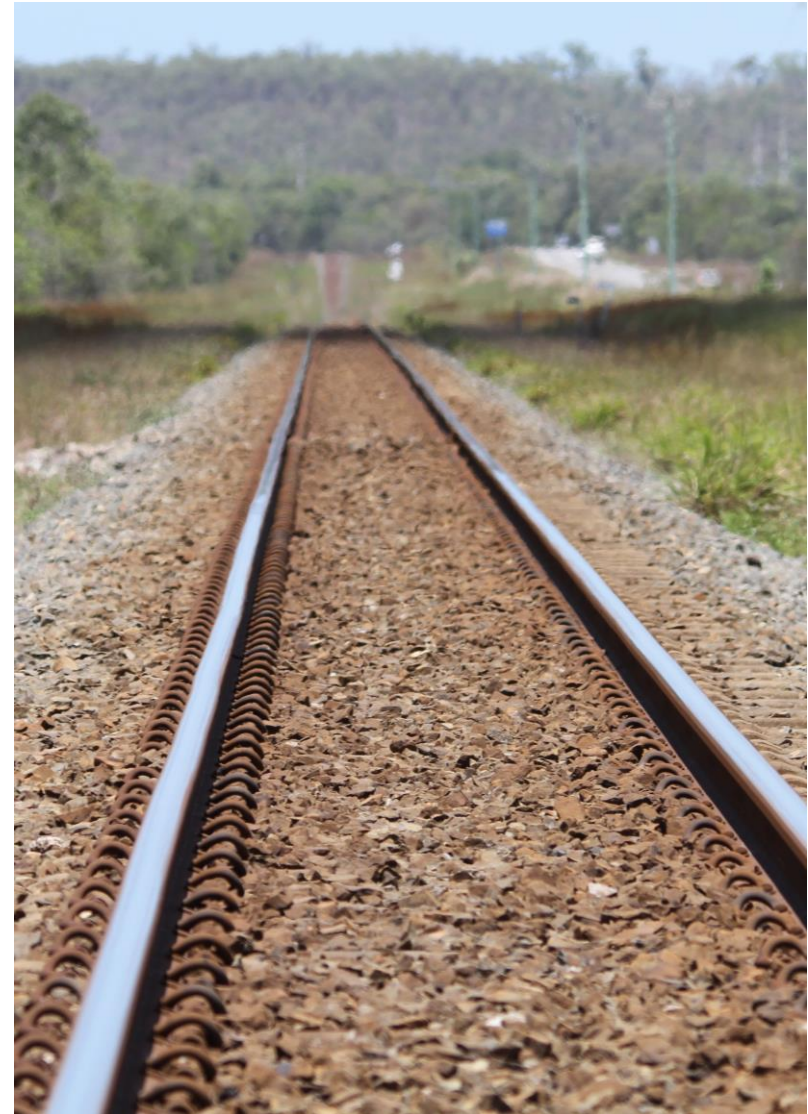
Overall council direction last 12 months

2022 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	73	75	66	60	32	45	46	49	n/a	55	n/a
Elmhurst	71*	91	60	41	32	50	50	n/a	n/a	n/a	n/a
Women	70	65	64	55	34	49	48	53	n/a	51	n/a
18-34	70	58	61	65	36	50	52	57	n/a	54	n/a
Lake Bolac	69*	81	82	47	26	57	48	n/a	n/a	n/a	n/a
Ararat	69	65	63	55	29	47	46	51	n/a	49	n/a
Ararat	68	63	63	57	30	45	46	n/a	n/a	n/a	n/a
Men	68	65	63	55	24	44	44	48	n/a	48	n/a
35-49	64	60	60	38	19	47	45	49	n/a	44	n/a
50-64	64	61	65	55	29	45	44	48	n/a	45	n/a
Small Rural	51▼	53	50	53	50	52	50	53	n/a	n/a	n/a
State-wide	50▼	53	51	53	52	53	51	53	53	53	52

Q6. Over the last 12 months, what is your view of the direction of Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall council direction last 12 months
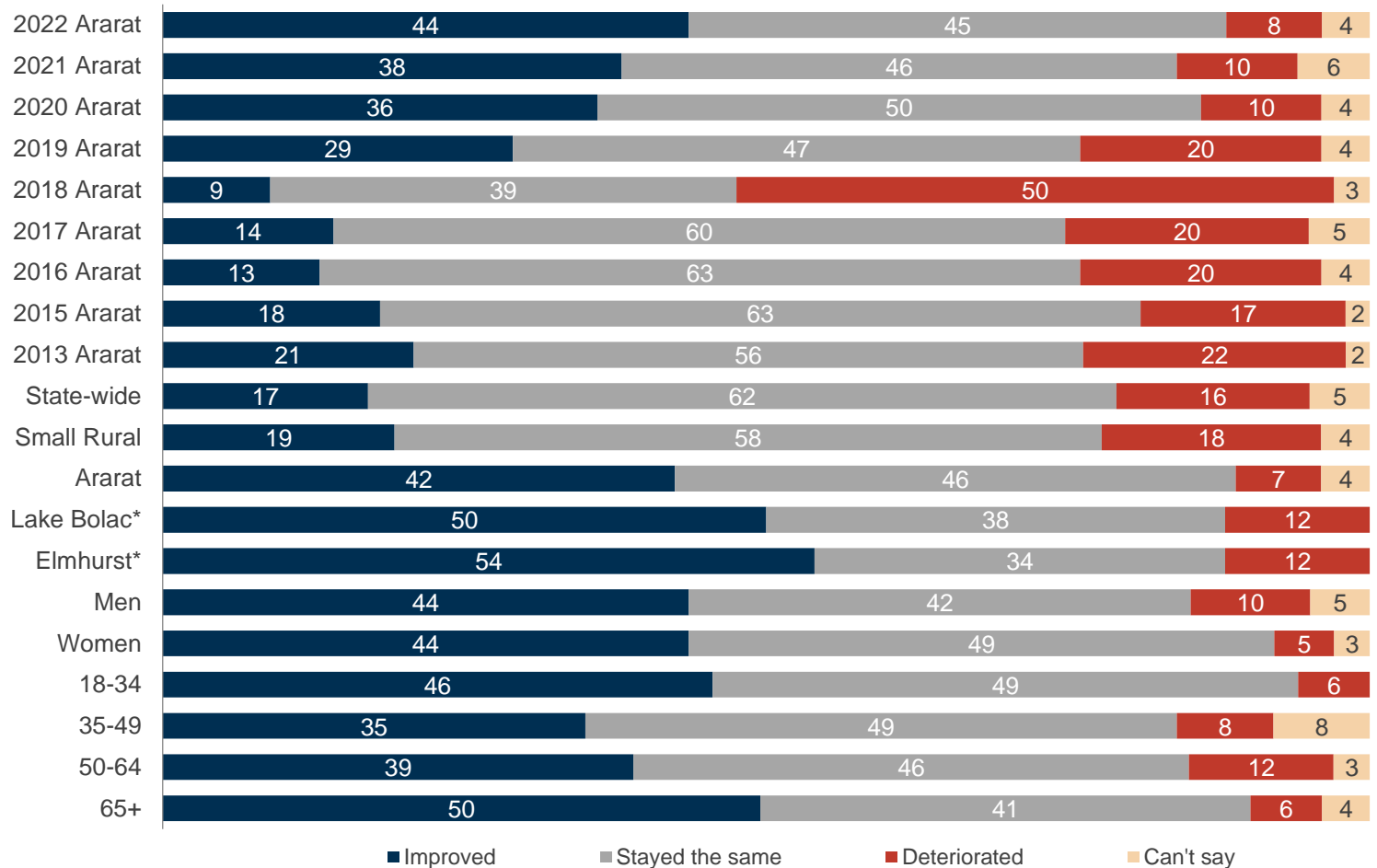
2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Ararat	44	45	8	4
2021 Ararat	38	46	10	6
2020 Ararat	36	50	10	4
2019 Ararat	29	47	20	4
2018 Ararat	9	39	50	3
2017 Ararat	14	60	20	5
2016 Ararat	13	63	20	4
2015 Ararat	18	63	17	2
2013 Ararat	21	56	22	2
State-wide	17	62	16	5
Small Rural	19	58	18	4
Ararat	42	46	7	4
Lake Bolac*	50	38	12	
Elmhurst*	54	34	12	
Men	44	42	10	5
Women	44	49	5	3
18-34	46	49	6	
35-49	35	49	8	8
50-64	39	46	12	3
65+	50	41	6	4

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

Q6. Over the last 12 months, what is your view of the direction of Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Room for improvement in services

2022 room for improvement in services (%)

	A lot	A little	Not much	Not at all	Can't say
2022 Ararat	50	41	6	1	3
2021 Ararat	51	42	4		3
2020 Ararat	58	37	3		2
State-wide	47	44	6	1	2
Small Rural	50	41	6	1	3
Ararat	50	40	7		3
Lake Bolac*	52	42	3	2	
Elmhurst*	71	20			8
Men	54	37	6		3
Women	45	46	5	1	3
18-34	45	46	9		
35-49	65	35			
50-64	55	39	4		2
65+	41	43	8	2	6

Legend: ■ A lot ■ A little ■ Not much ■ Not at all ■ Can't say
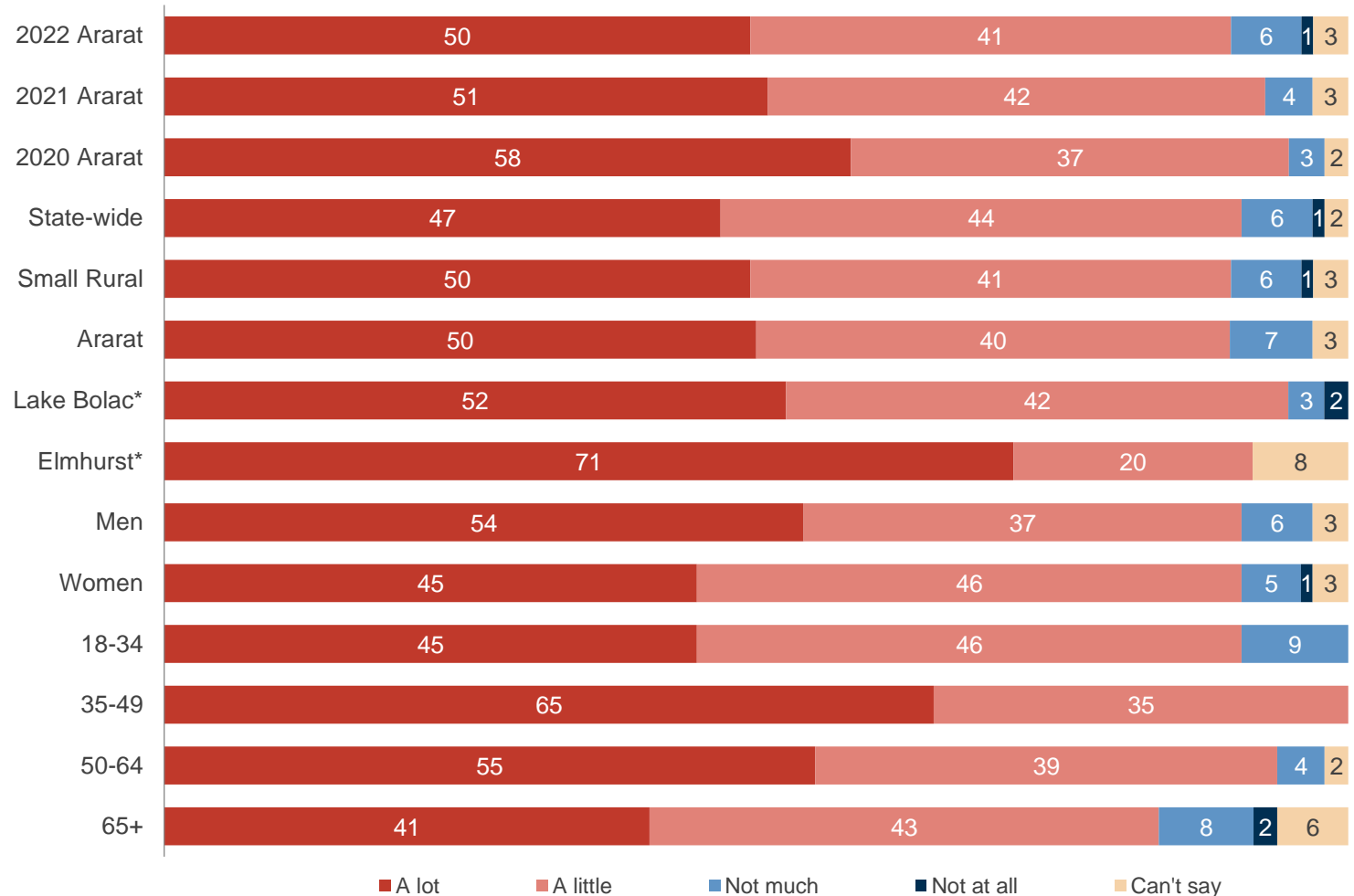
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 3 Councils asked group: 1
*Caution: small sample size < n=30

Right / wrong direction

2022 right / wrong direction (%)

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2022 Ararat	32	46	7	8	6
2021 Ararat	34	44	4	10	9
2020 Ararat	24	42	9	11	14
2013 Ararat	13	41	16	18	12
State-wide	19	49	11	12	9
Small Rural	19	47	12	13	9
Ararat	31	45	8	8	7
Lake Bolac*	28	56	2	12	2
Elmhurst*	29	59	12		
Men	34	41	9	11	5
Women	30	53	5	4	8
18-34	37	51	3	6	3
35-49	15	50	11	15	10
50-64	32	45	9	9	4
65+	40	42	6	5	7

■ Definitely right direction   ■ Probably right direction   ■ Probably wrong direction
■ Definitely wrong direction   ■ Can't say

Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3
Caution: small sample size < n=30

Individual service areas

Community consultation and engagement importance

2022 consultation and engagement importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	87*▲	80	77	93	62	81	85	n/a	n/a	n/a	n/a
50-64	81	78	80	82	77	78	79	78	n/a	77	n/a
35-49	80	74	74	80	79	78	77	76	n/a	70	n/a
Women	78	79	77	79	77	78	77	80	n/a	77	n/a
Ararat	78	75	74	78	74	76	75	n/a	n/a	n/a	n/a
Small Rural	78	77	76	76	74	75	77	76	n/a	n/a	n/a
Ararat	76	75	74	78	74	74	75	78	n/a	75	n/a
State-wide	76	75	74	74	74	74	75	74	74	73	73
65+	75	74	75	77	72	73	73	71	n/a	75	n/a
Men	75	71	71	78	71	71	72	75	n/a	73	n/a
Lake Bolac	71*	70	84	66	78	66	73	n/a	n/a	n/a	n/a
18-34	70▼	73	67	74	66	67	70	87	n/a	77	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement importance

2022 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	31	47	19	2	1	1
2021 Ararat	27	48	21	2	1	1
2020 Ararat	30	40	27	3	1	1
2019 Ararat	38	38	20	2	1	1
2018 Ararat	32	37	24	5	1	1
2017 Ararat	29	41	23	4	1	2
2016 Ararat	31	41	21	4	1	2
2015 Ararat	37	40	17	3	1	2
2013 Ararat	29	47	19	4	1	1
State-wide	32	43	20	3	1	1
Small Rural	35	43	18	3		1
Ararat	33	47	17	2		1
Lake Bolac*	18	54	16	9		2
Elmhurst*	49	51				
Men	29	44	22	3		1
Women	32	50	15	1	1	1
18-34	18	49	27	6		
35-49	40	43	18			
50-64	45	38	13	2	2	1
65+	25	52	18	2	1	2

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

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
*Caution: small sample size < n=30

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	67*	77	16	47	22	51	49	n/a	n/a	n/a	n/a
18-34	67	52	58	49	42	52	50	49	n/a	56	n/a
65+	66	67	56	55	46	49	55	55	n/a	59	n/a
Men	63	62	57	49	39	46	48	52	n/a	55	n/a
Ararat	62	61	56	49	41	49	51	52	n/a	55	n/a
Ararat	61	60	58	51	45	49	51	n/a	n/a	n/a	n/a
Women	61	60	56	50	43	52	55	52	n/a	55	n/a
50-64	57	56	56	48	42	49	49	53	n/a	51	n/a
35-49	54▼	65	56	44	32	45	49	50	n/a	55	n/a
State-wide	54▼	56	55	56	55	55	54	56	57	57	57
Small Rural	54▼	56	54	56	54	55	55	56	n/a	n/a	n/a
Elmhurst	48*	81	55	48	53	51	65	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	17	32	30	11	5	5
2021 Ararat	15	29	32	13	3	8
2020 Ararat	9	29	35	17	4	7
2019 Ararat	7	22	35	22	8	6
2018 Ararat	4	18	31	26	18	3
2017 Ararat	6	22	38	21	9	3
2016 Ararat	9	21	35	18	8	9
2015 Ararat	8	26	34	18	8	6
2013 Ararat	8	32	33	14	7	6
State-wide	8	29	32	16	8	8
Small Rural	9	29	31	16	8	7
Ararat	17	32	31	12	5	4
Lake Bolac*	13	48	32	7		
Elmhurst*	8	20	41		22	8
Men	18	36	30	8	6	3
Women	16	27	31	15	3	8
18-34	21	37	30	6	3	3
35-49	10	26	36	15	8	5
50-64	15	30	26	17	8	4
65+	19	34	29	8	2	7

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Lobbying on behalf of the community importance

2022 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	74	77	73	71	71	72	74	n/a	73	n/a
35-49	78	69	72	72	72	73	74	71	n/a	68	n/a
Elmhurst	76*	68	77	76	56	70	71	n/a	n/a	n/a	n/a
Ararat	75	71	72	70	71	72	70	n/a	n/a	n/a	n/a
Women	74	75	74	72	73	74	71	76	n/a	74	n/a
Ararat	74	71	71	69	70	70	70	74	n/a	70	n/a
Men	74	66	69	67	68	67	69	72	n/a	68	n/a
Small Rural	74	71	73	70	70	70	71	72	n/a	n/a	n/a
18-34	71	68	70	70	71	69	67	80	n/a	76	n/a
65+	71	71	69	65	68	69	67	71	n/a	66	n/a
State-wide	71 ▼	69	68	67	68	69	69	69	70	70	70
Lake Bolac	60* ▼	65	34	60	69	63	77	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community importance

2022 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	29	42	21	5	1	2
2021 Ararat	22	43	27	4	2	2
2020 Ararat	25	42	22	6	2	3
2019 Ararat	23	39	28	5	2	2
2018 Ararat	28	36	27	7	2	1
2017 Ararat	25	40	25	5	3	2
2016 Ararat	24	36	31	3	2	4
2015 Ararat	32	34	26	4	1	3
2013 Ararat	25	40	25	5	2	2
State-wide	26	40	24	6	2	3
Small Rural	30	40	22	4	2	3
Ararat	32	40	20	4	1	2
Lake Bolac*	6	50	16	24		3
Elmhurst*	39	29	33			
Men	31	38	25	5		1
Women	28	46	17	5	1	3
18-34	30	31	33	6		
35-49	38	43	10	6	2	2
50-64	35	44	17	4		1
65+	21	46	23	5	1	3

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

Lobbying on behalf of the community performance

2022 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	70*	64	n/a	42	24	46	51	n/a	n/a	n/a	n/a
18-34	68	54	56	53	46	54	55	52	n/a	58	n/a
65+	66	70	57	51	52	54	56	60	n/a	57	n/a
Men	65	65	56	50	42	52	52	57	n/a	57	n/a
Ararat	64	63	56	52	48	54	55	n/a	n/a	n/a	n/a
Ararat	64	63	56	50	44	53	54	56	n/a	55	n/a
Women	63	61	56	51	47	53	56	54	n/a	52	n/a
50-64	60	62	54	53	45	53	55	56	n/a	52	n/a
35-49	58 ▼	61	54	44	34	49	50	54	n/a	52	n/a
Elmhurst	56*	75	58	48	40	51	69	n/a	n/a	n/a	n/a
Small Rural	54 ▼	55	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53 ▼	55	53	54	54	54	53	55	56	55	55

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2022 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	14	33	27	8	3	15
2021 Ararat	14	32	26	9	3	16
2020 Ararat	8	24	31	11	5	21
2019 Ararat	5	24	34	18	7	12
2018 Ararat	3	20	34	19	13	11
2017 Ararat	5	24	37	15	5	15
2016 Ararat	5	27	36	12	6	15
2015 Ararat	8	26	31	17	3	15
2013 Ararat	6	28	33	12	6	15
State-wide	6	24	32	13	6	19
Small Rural	7	25	31	14	6	18
Ararat	14	31	31	6	3	16
Lake Bolac*	20	37	23	7		14
Elmhurst*	8	29	33	22		8
Men	15	35	25	8	3	15
Women	14	31	30	8	3	15
18-34	18	37	27	3	3	12
35-49	8	29	30	11	3	18
50-64	12	30	26	12	3	17
65+	17	34	26	6	3	13

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

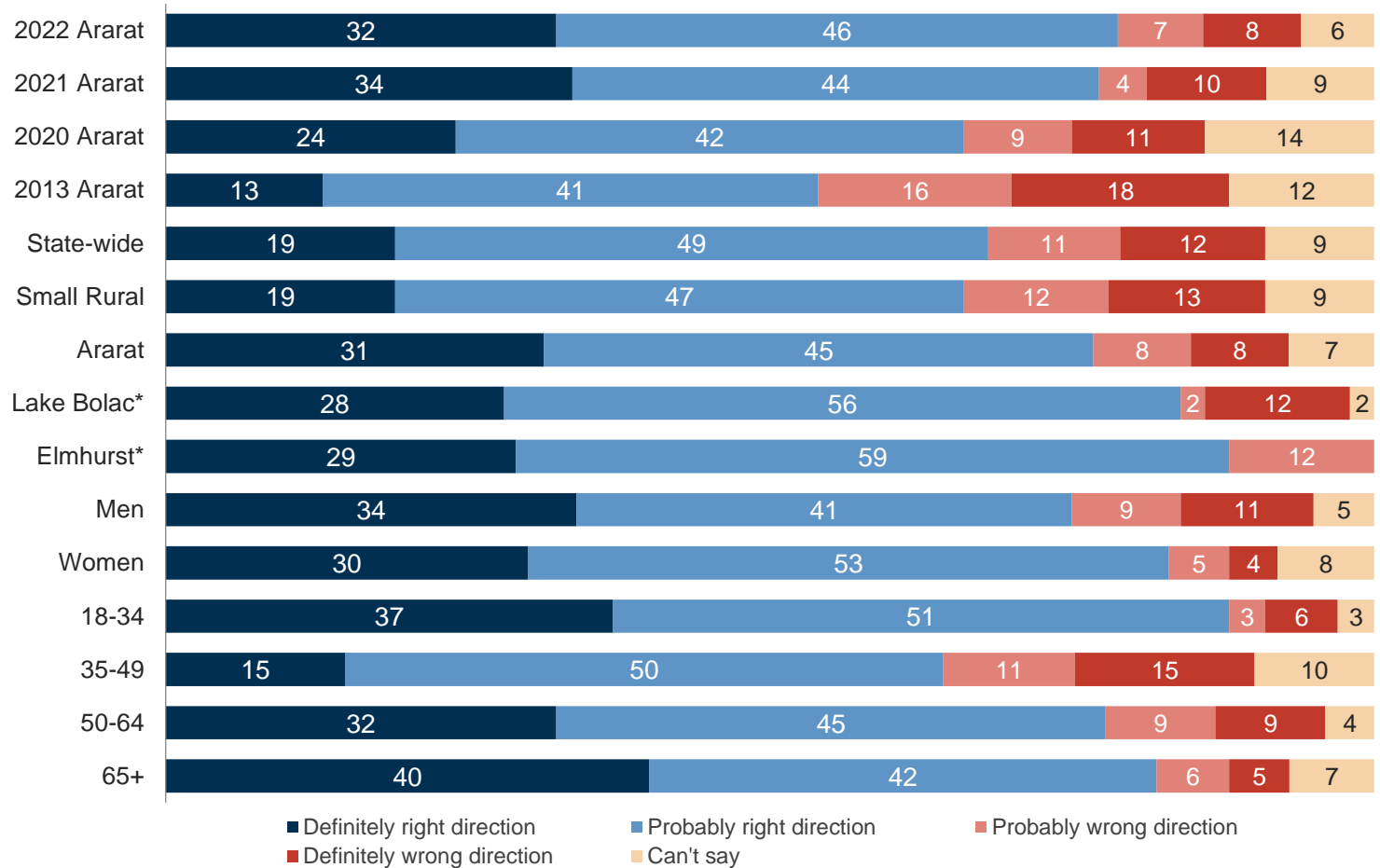Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13
*Caution: small sample size < n=30

Decisions made in the interest of the community importance

2022 community decisions made importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64 — 86▲	82	84	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 85▲	80	84	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 82	80	82	81	77	78	n/a	82	n/a	n/a	n/a
State-wide — 81	81	80	80	80	79	80	80	79	n/a	n/a
Ararat — 80	78	82	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 80	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 80	78	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 79	76	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 76	73	84	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 75▼	78	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst — 75*	84	85	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac — 66*▼	73	84	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
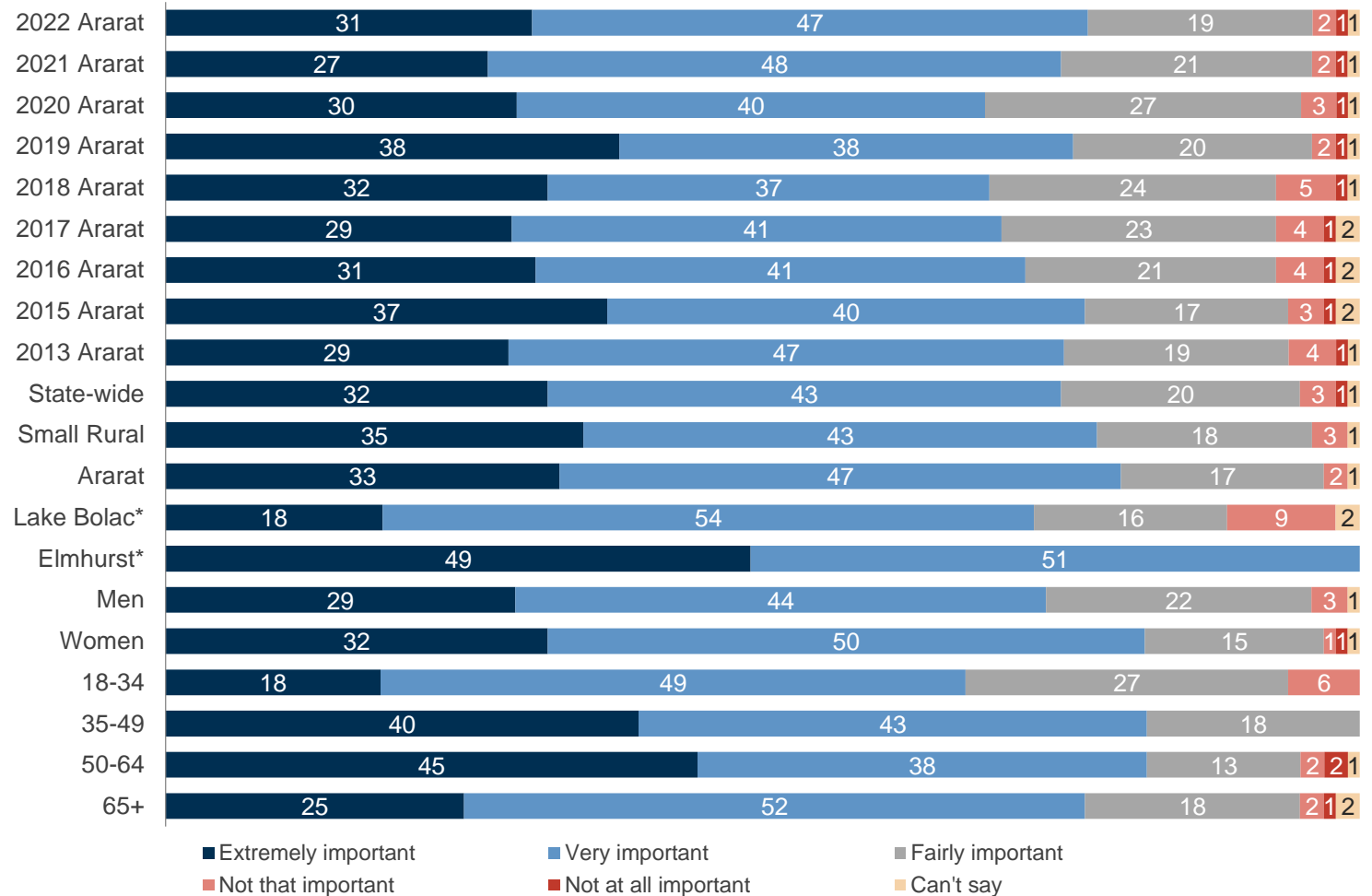*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Decisions made in the interest of the community importance

2022 community decisions made importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	40	39	19	1	1	2
2021 Ararat	34	46	16	3		1
2020 Ararat	43	44	11	1	1	
2019 Ararat	45	41	11	2		1
State-wide	42	40	13	2	1	2
Small Rural	43	40	13	1		2
Ararat	41	40	17	1	1	1
Lake Bolac*	14	36	49			
Elmhurst*	20	59	20			
Men	42	35	21	1	1	1
Women	37	44	16			2
18-34	36	34	30			
35-49	54	30	16			
50-64	54	34	9	1		2
65+	27	49	19	1	1	3

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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
*Caution: small sample size < n=30

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Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72▲	56	57	47	33	50	46	46	n/a	n/a	n/a
65+	69	71	59	50	38	52	50	52	n/a	n/a	n/a
Lake Bolac	68*	79	32	21	17	48	39	n/a	n/a	n/a	n/a
Ararat	67	62	57	48	36	50	49	n/a	n/a	n/a	n/a
Men	66	64	56	45	28	48	44	48	n/a	n/a	n/a
Ararat	65	63	57	46	33	50	48	49	n/a	n/a	n/a
Women	65	63	58	48	39	51	53	49	n/a	n/a	n/a
50-64	59	60	58	47	39	48	51	48	n/a	n/a	n/a
35-49	57▼	62	52	41	22	48	45	47	n/a	n/a	n/a
State-wide	54▼	56	53	55	54	54	54	55	57	n/a	n/a
Small Rural	54▼	56	53	55	52	55	53	56	n/a	n/a	n/a
Elmhurst	42*▼	75	52	59	36	50	51	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
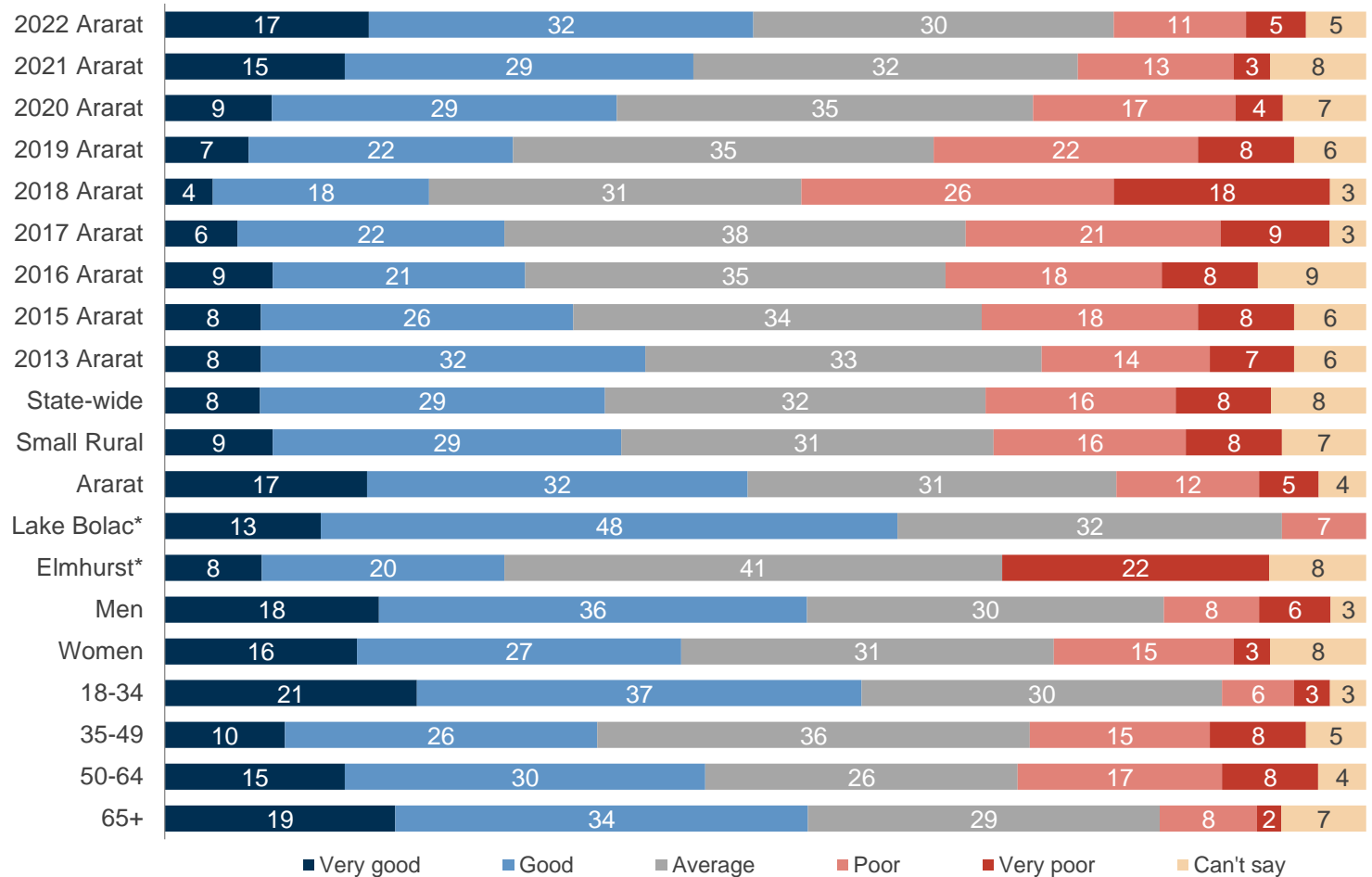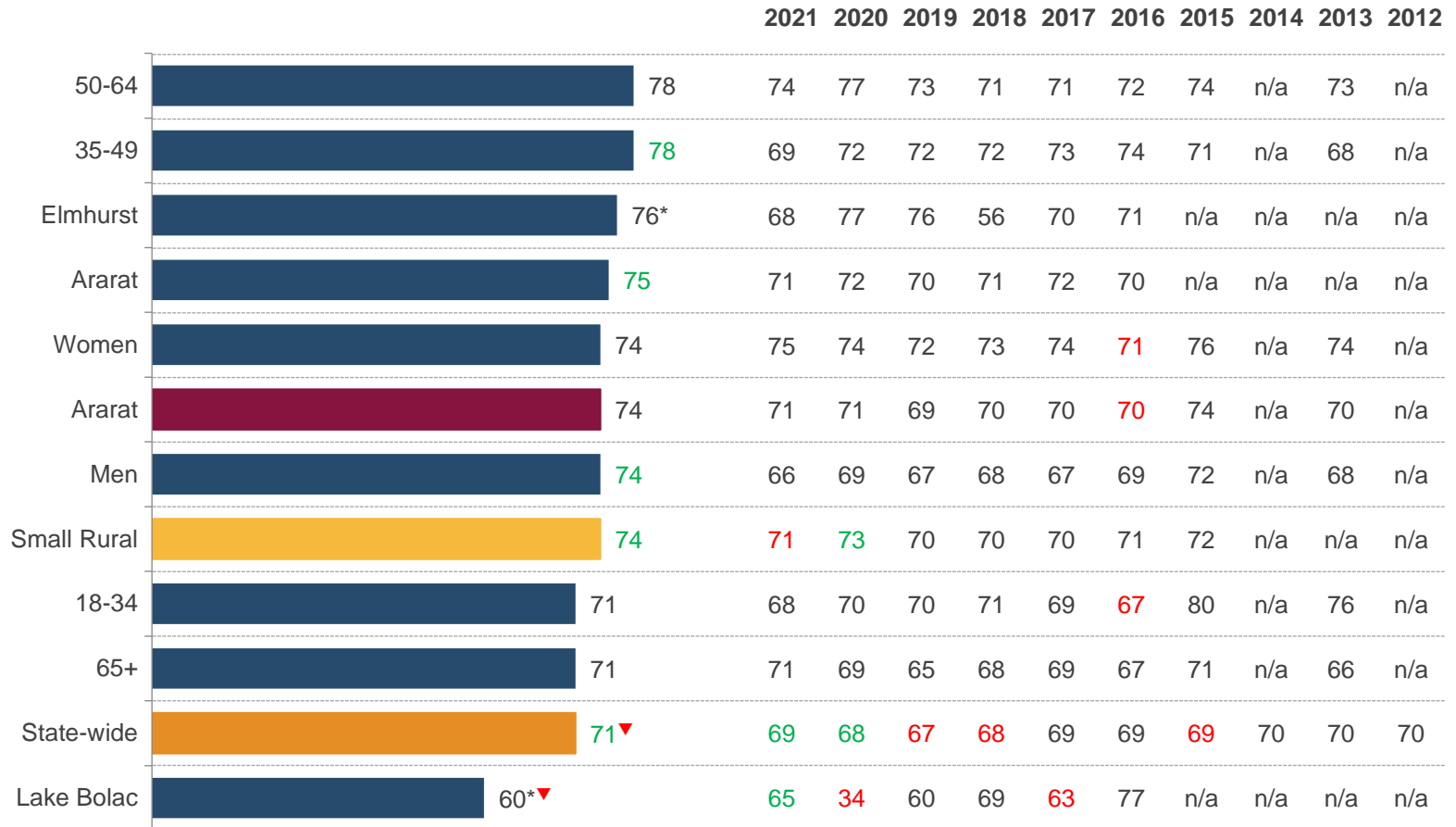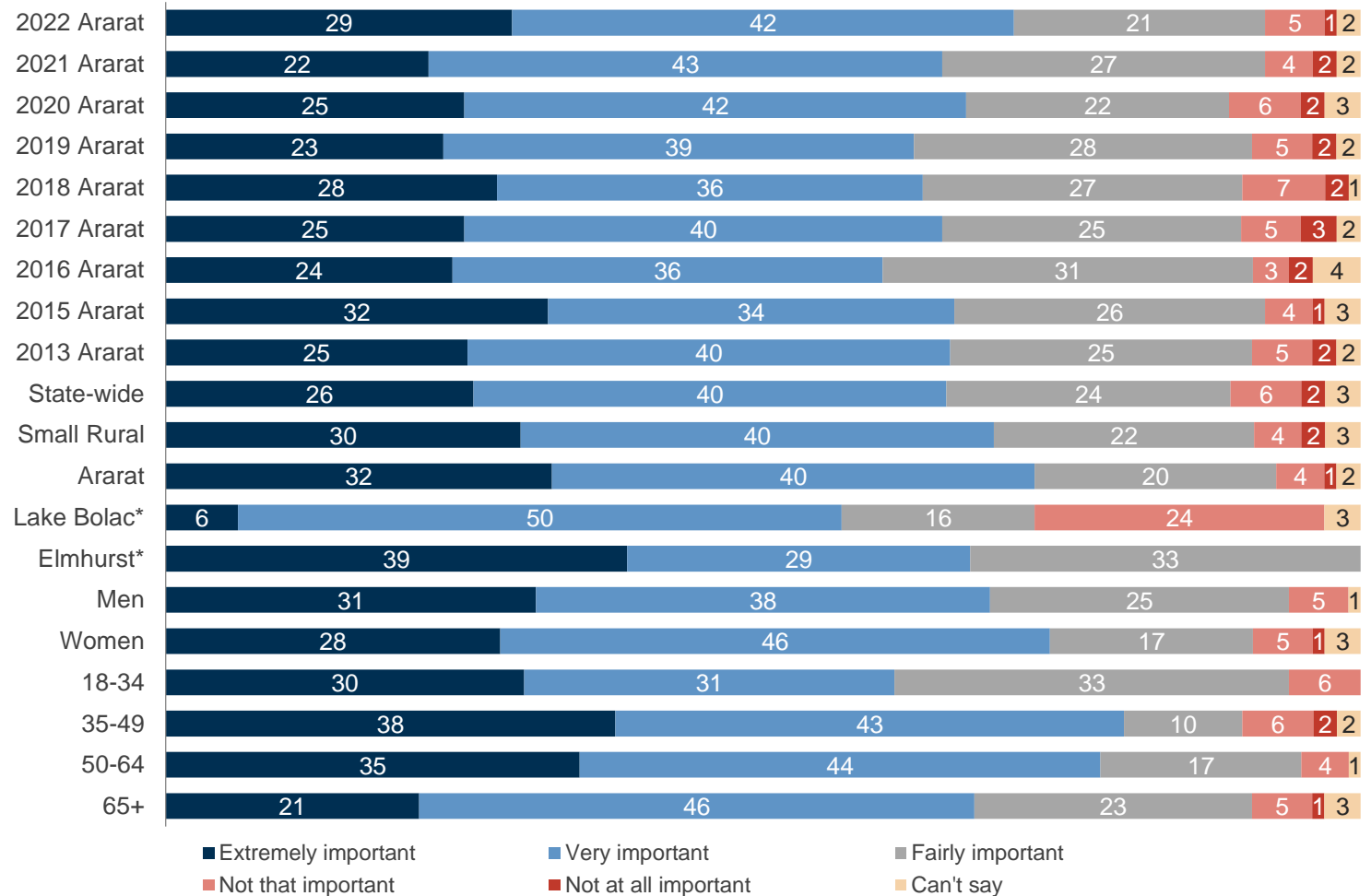*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	18	34	30	10	2	6
2021 Ararat	17	35	28	10	4	6
2020 Ararat	8	32	33	13	5	9
2019 Ararat	6	18	40	17	13	5
2018 Ararat	2	12	30	23	27	5
2017 Ararat	6	24	38	16	11	7
2016 Ararat	8	18	37	18	11	9
2015 Ararat	7	20	36	21	9	7
State-wide	7	30	33	14	8	9
Small Rural	8	30	32	15	8	8
Ararat	21	33	30	9	2	5
Lake Bolac*	20	45	17	14		5
Elmhurst*		25	33	12	22	8
Men	20	35	26	12	2	4
Women	16	33	34	6	3	8
18-34	27	36	28	6		3
35-49	2	39	38	13	2	7
50-64	15	31	29	14	6	5
65+	25	32	27	7	2	8

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

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The condition of sealed local roads in your area importance

2022 sealed local roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	86	84	82	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	84	78	87	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	80	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	83	80	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	82	80	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	82	81	83	82	84	81	n/a	78	n/a	n/a	n/a
Men	82	81	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	79	79	79	80	78	78	76	77	n/a	n/a
65+	81	82	79	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	80	77	81	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	78*	80	75	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	74*	80	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
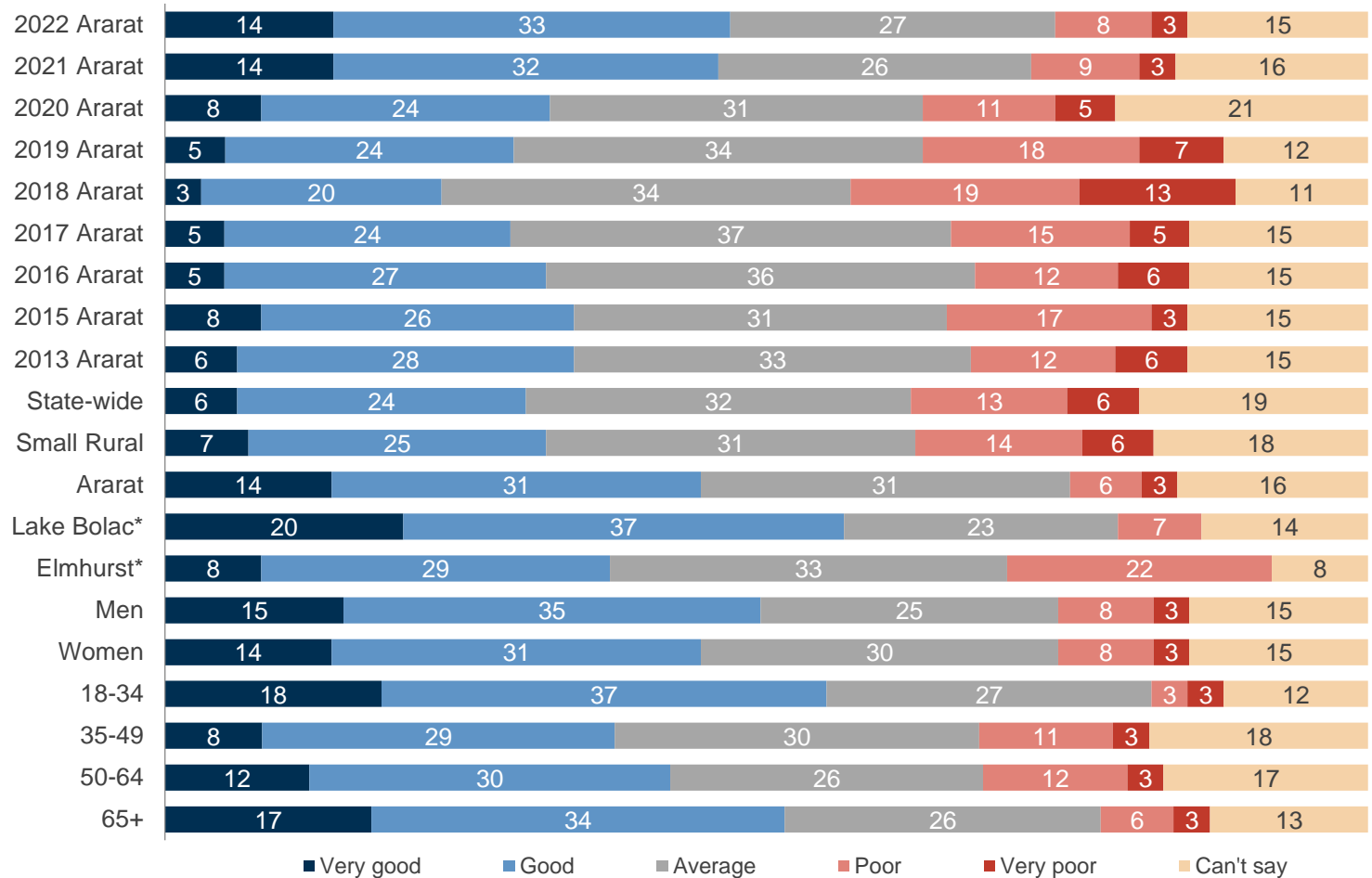*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of sealed local roads in your area importance

2022 sealed local roads importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	44	42	11	2		
2021 Ararat	41	41	17	1		
2020 Ararat	44	40	13	1	1	1
2019 Ararat	48	35	14	3		
State-wide	42	42	13	1		
Small Rural	43	43	12	1		
Ararat	43	46	10	1		
Lake Bolac*	34	44	22			
Elmhurst*	17	61	22			
Men	45	40	12	3		
Women	43	46	10			1
18-34	42	37	18	3		
35-49	59	28	10	3		
50-64	48	41	8	1	1	1
65+	35	55	9	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?
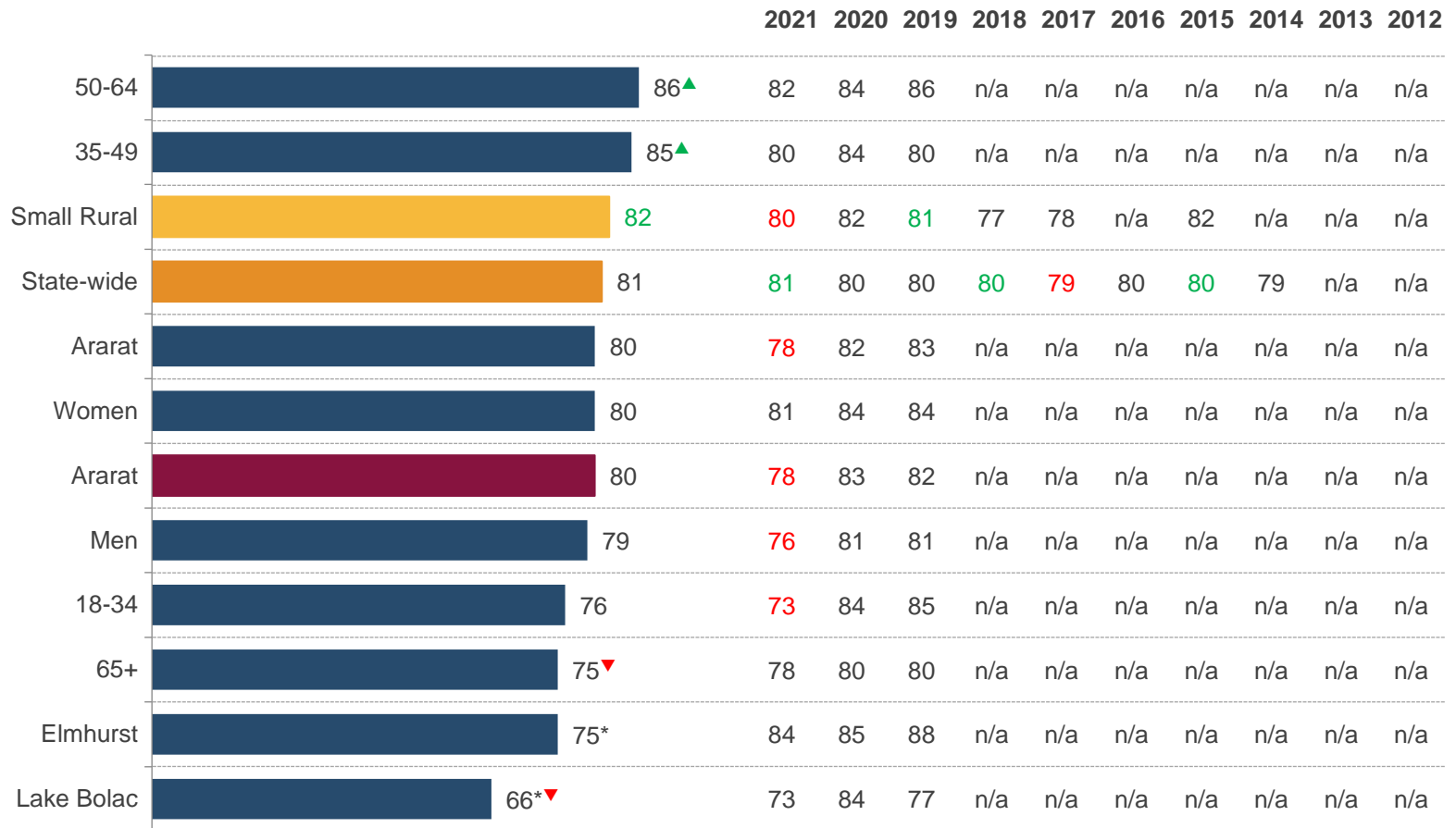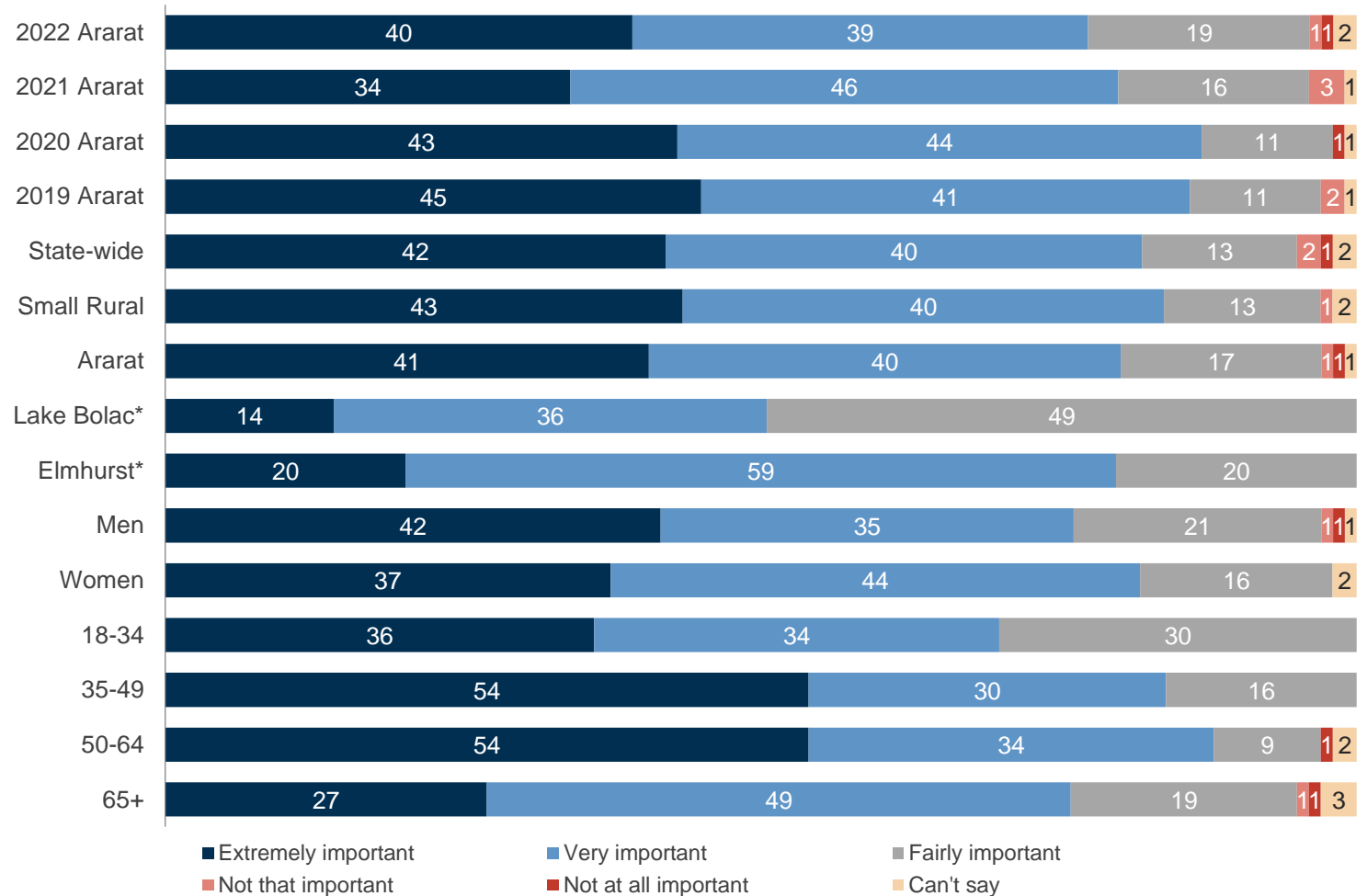*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4*
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	63	63	61	55	49	55	57	60	n/a	n/a	n/a
Ararat	62	60	59	53	48	56	58	n/a	n/a	n/a	n/a
50-64	60	60	54	51	44	47	52	54	n/a	n/a	n/a
18-34	59	52	53	48	44	53	51	45	n/a	n/a	n/a
Women	59	60	57	51	46	51	54	49	n/a	n/a	n/a
Ararat	58	59	56	50	43	51	54	52	n/a	n/a	n/a
Men	57	59	55	50	40	51	53	54	n/a	n/a	n/a
Lake Bolac	54*	59	32	29	20	27	40	n/a	n/a	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a
Small Rural	50▼	53	51	53	49	50	52	52	n/a	n/a	n/a
35-49	47▼	60	52	45	34	47	52	47	n/a	n/a	n/a
Elmhurst	39*▼	67	54	53	50	55	51	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	17	25	36	13	7	3
2021 Ararat	14	34	35	10	7	1
2020 Ararat	12	30	34	15	8	2
2019 Ararat	9	27	31	20	12	1
2018 Ararat	7	22	29	17	24	1
2017 Ararat	12	23	31	19	13	1
2016 Ararat	10	32	28	17	11	1
2015 Ararat	10	30	30	16	13	1
State-wide	10	31	29	17	12	1
Small Rural	8	28	32	18	13	2
Ararat	19	28	36	10	4	3
Lake Bolac*	19	24	28	14	15	
Elmhurst*		8	41	51		
Men	17	23	36	12	8	3
Women	16	27	36	14	5	3
18-34	22	24	37	6	12	
35-49	5	12	49	18	6	10
50-64	12	36	33	15	4	
65+	23	28	29	13	6	2

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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
**Caution: small sample size < n=30*

Informing the community importance

2022 informing community importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	85▲	77	74	79	80	75	79	77	n/a	n/a	n/a
Elmhurst	85*	82	70	83	60	81	79	n/a	n/a	n/a	n/a
50-64	83	83	82	81	76	79	79	74	n/a	n/a	n/a
Women	82	80	80	79	82	80	79	82	n/a	n/a	n/a
Ararat	80	79	77	79	78	78	76	n/a	n/a	n/a	n/a
Ararat	79	77	76	77	76	76	75	77	n/a	n/a	n/a
Small Rural	79	77	77	76	75	76	78	76	n/a	n/a	n/a
65+	77	76	76	77	74	74	73	74	n/a	n/a	n/a
Men	77	75	73	76	71	72	72	72	n/a	n/a	n/a
State-wide	77	77	75	75	75	74	76	75	75	75	75
18-34	74▼	75	73	72	73	74	70	82	n/a	n/a	n/a
Lake Bolac	72*	68	84	62	70	62	69	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
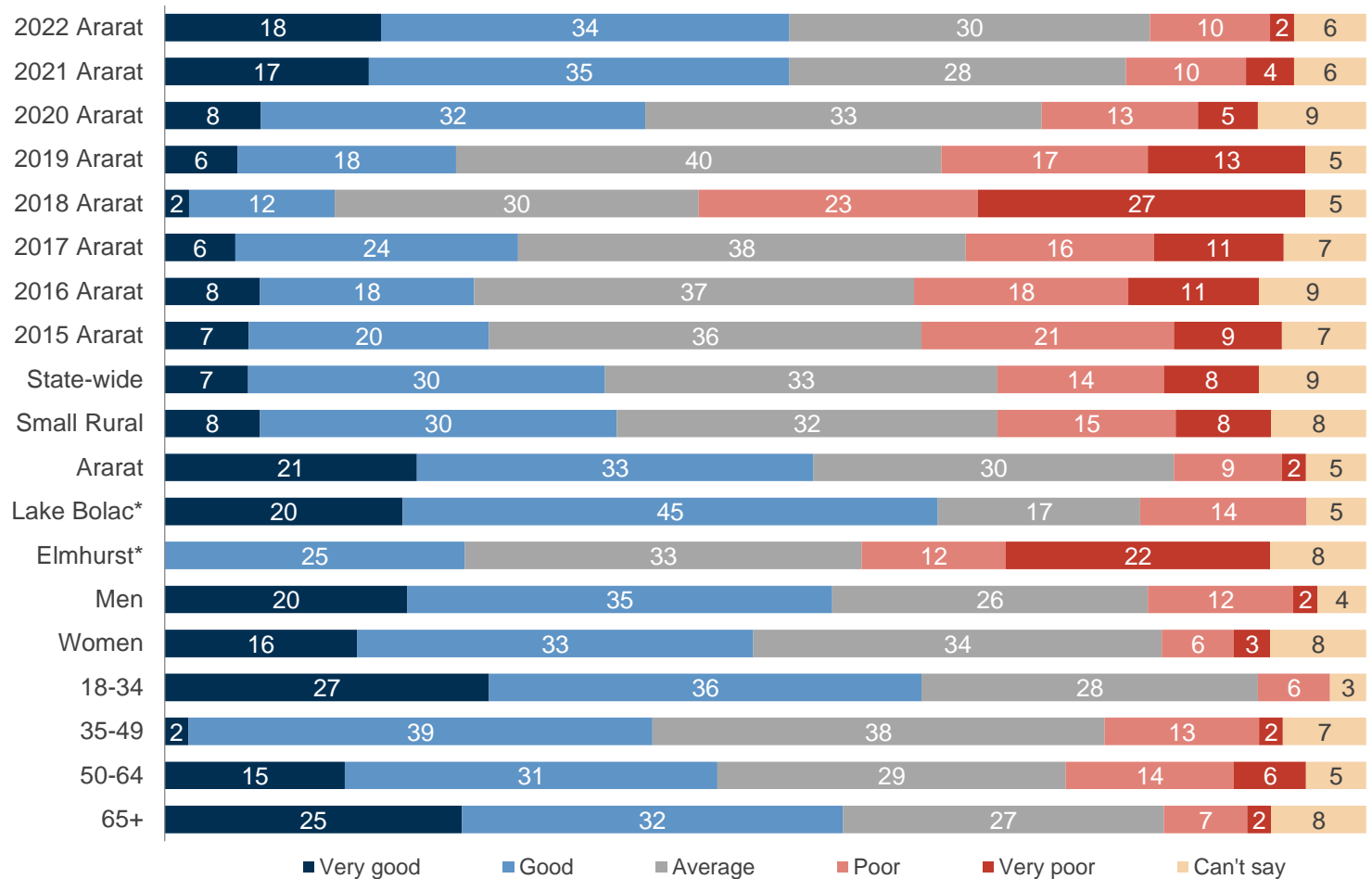*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Informing the community importance

2022 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	38	42	15	3		1
2021 Ararat	34	45	17	2		1
2020 Ararat	35	41	19	4		1
2019 Ararat	38	39	19	4	1	1
2018 Ararat	36	39	18	5	1	1
2017 Ararat	33	43	19	3		2
2016 Ararat	33	39	20	4	2	2
2015 Ararat	36	37	24	2		1
State-wide	35	42	19	3	1	1
Small Rural	39	40	17	2	1	1
Ararat	41	42	13	3		1
Lake Bolac*	19	58	12	9		2
Elmhurst*	64	12	24			
Men	35	43	17	4		
Women	42	42	13	1		1
18-34	27	46	21	6		
35-49	52	36	11			
50-64	46	39	13	1		1
65+	33	46	16	4		2

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
*Caution: small sample size < n=30
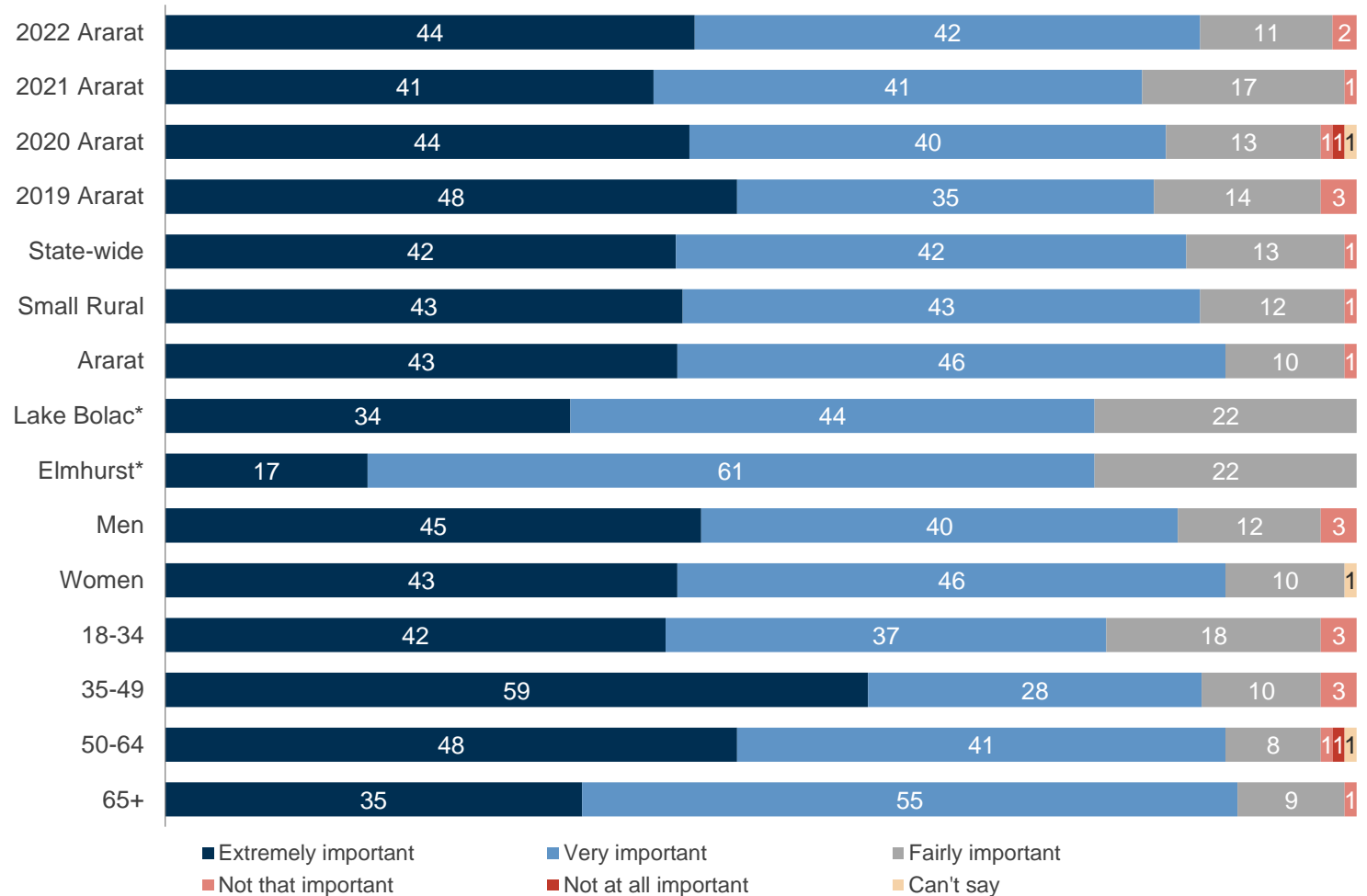
Informing the community performance

2022 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69	62	61	52	48	49	60	47	n/a	n/a	n/a
Lake Bolac	69*	75	16	38	40	56	63	n/a	n/a	n/a	n/a
65+	68	69	60	49	48	51	56	59	n/a	n/a	n/a
Men	66	63	57	49	42	50	52	53	n/a	n/a	n/a
Ararat	64	63	58	50	45	49	54	n/a	n/a	n/a	n/a
Ararat	64	63	58	49	44	50	56	54	n/a	n/a	n/a
Women	62	63	59	50	46	51	59	56	n/a	n/a	n/a
Small Rural	59▼	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	59▼	60	59	60	59	59	59	61	62	61	60
50-64	58	56	59	52	42	50	56	56	n/a	n/a	n/a
35-49	57▼	62	52	45	37	50	50	54	n/a	n/a	n/a
Elmhurst	45*	81	49	57	53	56	71	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Informing the community performance

2022 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	20	34	27	10	5	4
2021 Ararat	17	37	27	13	4	4
2020 Ararat	11	32	35	14	5	3
2019 Ararat	7	21	40	22	7	3
2018 Ararat	5	22	31	22	17	3
2017 Ararat	7	23	40	20	8	2
2016 Ararat	12	28	32	14	8	6
2015 Ararat	8	32	34	18	6	2
State-wide	12	35	32	13	6	3
Small Rural	13	35	31	13	6	3
Ararat	20	35	27	10	5	3
Lake Bolac*	24	36	28	9		3
Elmhurst*	8	20	29	12	22	8
Men	20	38	25	8	4	4
Women	20	29	29	13	5	4
18-34	24	39	24	6	3	3
35-49	13	28	36	10	8	5
50-64	17	27	32	10	9	4
65+	23	39	20	12	2	4

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83	77	78	79	78	77	78	80	n/a	68	n/a
Women	82	81	79	78	80	80	79	81	n/a	79	n/a
50-64	81	77	82	78	79	80	77	76	n/a	77	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
Ararat	80	78	77	77	79	78	79	n/a	n/a	n/a	n/a
Small Rural	80	77	77	77	76	76	75	76	n/a	n/a	n/a
Ararat	79	77	76	77	77	77	76	79	n/a	76	n/a
65+	78	78	75	76	77	76	77	78	n/a	78	n/a
Men	76	75	73	75	75	75	73	76	n/a	72	n/a
Lake Bolac	75*	65	84	77	68	77	62	n/a	n/a	n/a	n/a
18-34	74▼	79	68	74	74	76	70	81	n/a	80	n/a
Elmhurst	73*	73	70	79	53	84	85	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
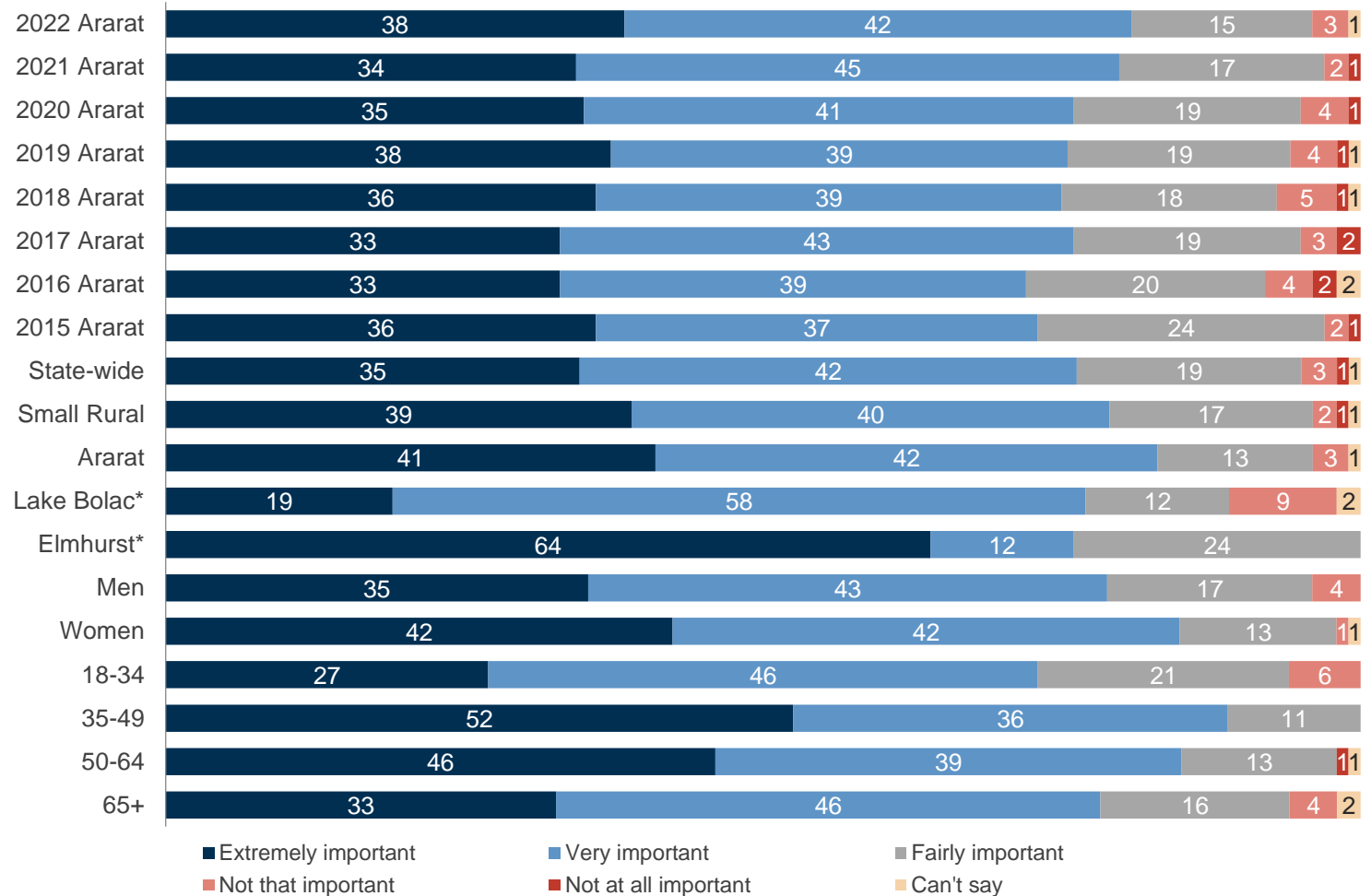Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

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The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	36	42	16	2	1	3
2021 Ararat	34	42	20	1	1	2
2020 Ararat	32	41	21	3	1	2
2019 Ararat	34	41	20	2	1	3
2018 Ararat	32	46	15	3	1	3
2017 Ararat	35	41	21	1	1	2
2016 Ararat	32	41	18	4	1	4
2015 Ararat	39	37	15	3	1	4
2013 Ararat	31	44	20	3	1	1
State-wide	41	41	14	2		1
Small Rural	37	44	15	2		2
Ararat	38	44	16	1		2
Lake Bolac*	34	40	13	9		3
Elmhurst*	25	41	34			
Men	31	43	18	3	1	3
Women	41	41	14			3
18-34	27	46	24			3
35-49	46	34	10	3		7
50-64	41	38	17			4
65+	32	47	15	1	1	3

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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69 ▲	60	64	57	49	53	55	56	n/a	61	n/a
Ararat	65	62	62	55	56	57	59	n/a	n/a	n/a	n/a
Men	65	66	62	55	51	55	60	60	n/a	59	n/a
65+	65	64	61	56	57	58	61	60	n/a	59	n/a
Ararat	63	62	62	55	53	55	59	58	n/a	58	n/a
50-64	63	62	62	54	57	55	60	60	n/a	52	n/a
Lake Bolac	62*	51	48	47	42	45	61	n/a	n/a	n/a	n/a
Women	62	57	61	54	56	55	59	56	n/a	56	n/a
State-wide	57 ▼	59	58	59	58	57	57	58	58	58	57
Small Rural	55 ▼	58	57	57	57	57	58	59	n/a	n/a	n/a
35-49	55 ▼	60	60	50	50	53	61	55	n/a	61	n/a
Elmhurst	50*	63	50	56	34	36	46	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7
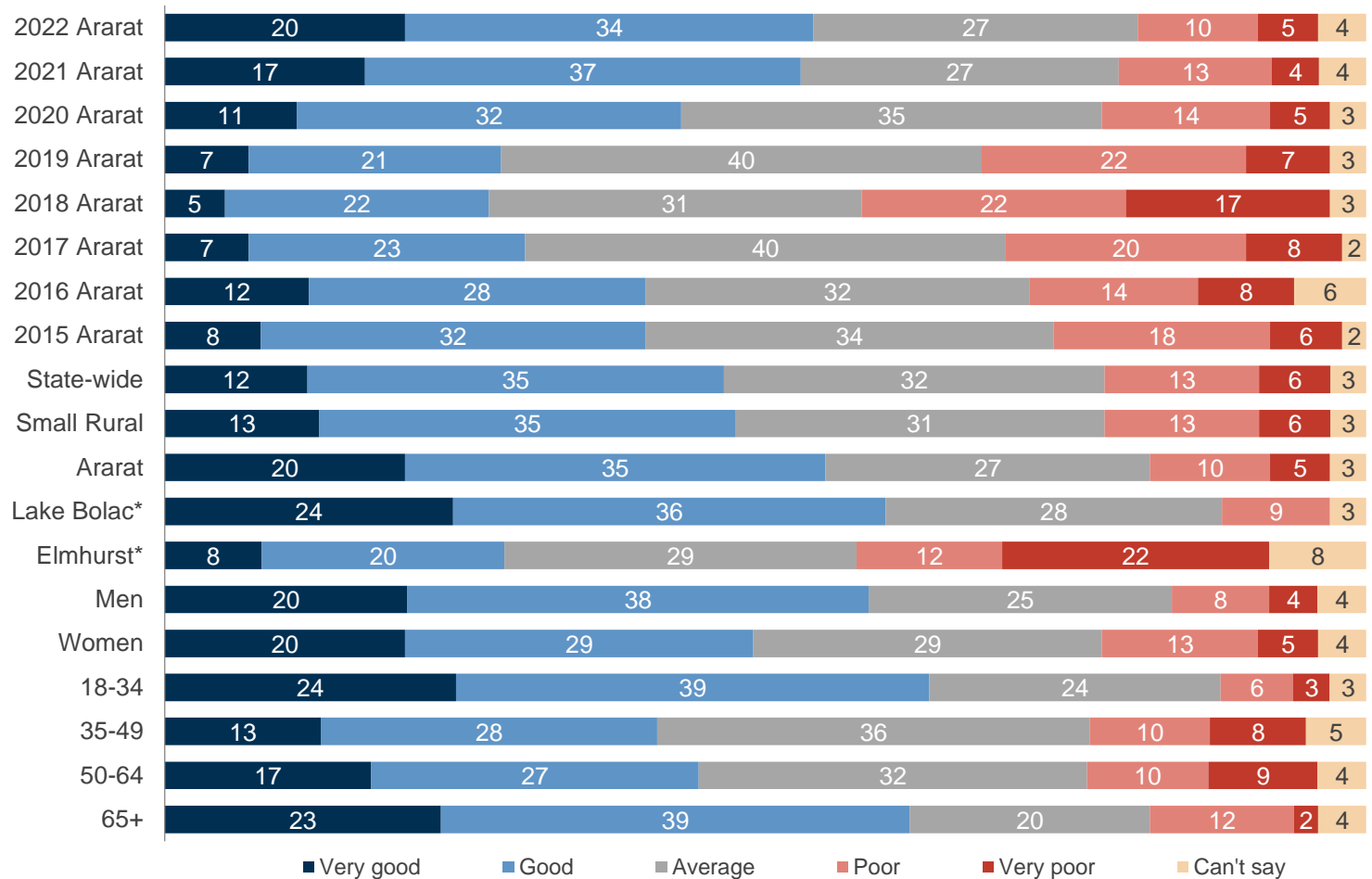*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	17	34	33	8	4	4
2021 Ararat	14	37	31	9	5	3
2020 Ararat	17	34	28	15	4	3
2019 Ararat	11	29	34	16	8	2
2018 Ararat	10	30	32	13	12	4
2017 Ararat	11	30	31	15	9	3
2016 Ararat	12	35	30	15	4	4
2015 Ararat	12	32	28	13	7	8
2013 Ararat	16	30	30	12	10	1
State-wide	13	33	29	14	9	2
Small Rural	11	31	31	15	9	4
Ararat	18	35	33	8	3	2
Lake Bolac*	26	26	28	3	14	3
Elmhurst*	8	12	29	29		22
Men	16	38	33	3	6	4
Women	17	30	32	14	3	4
18-34	24	39	31		6	
35-49	8	21	49	12	3	7
50-64	9	43	31	12		6
65+	21	35	25	8	6	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: 33 Councils asked group: 7
*Caution: small sample size < n=30

Elderly support services importance

2022 elderly support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	86*	90	80	78	52	85	85	n/a	n/a	n/a	n/a
Women	84	87	85	83	84	85	82	86	n/a	82	n/a
50-64	83	84	82	87	82	85	82	81	n/a	83	n/a
Ararat	83	82	80	80	81	80	80	n/a	n/a	n/a	n/a
18-34	82	82	76	76	78	74	77	80	n/a	79	n/a
Small Rural	82	83	81	80	80	79	79	80	n/a	n/a	n/a
Ararat	82	82	79	79	80	79	79	80	n/a	80	n/a
State-wide	82	82	80	80	79	78	78	79	79	79	80
35-49	82	80	78	74	80	79	80	81	n/a	79	n/a
65+	81	82	81	80	79	78	78	78	n/a	79	n/a
Men	79	78	75	76	76	74	76	74	n/a	78	n/a
Lake Bolac	70*▼	83	59	66	74	77	78	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6
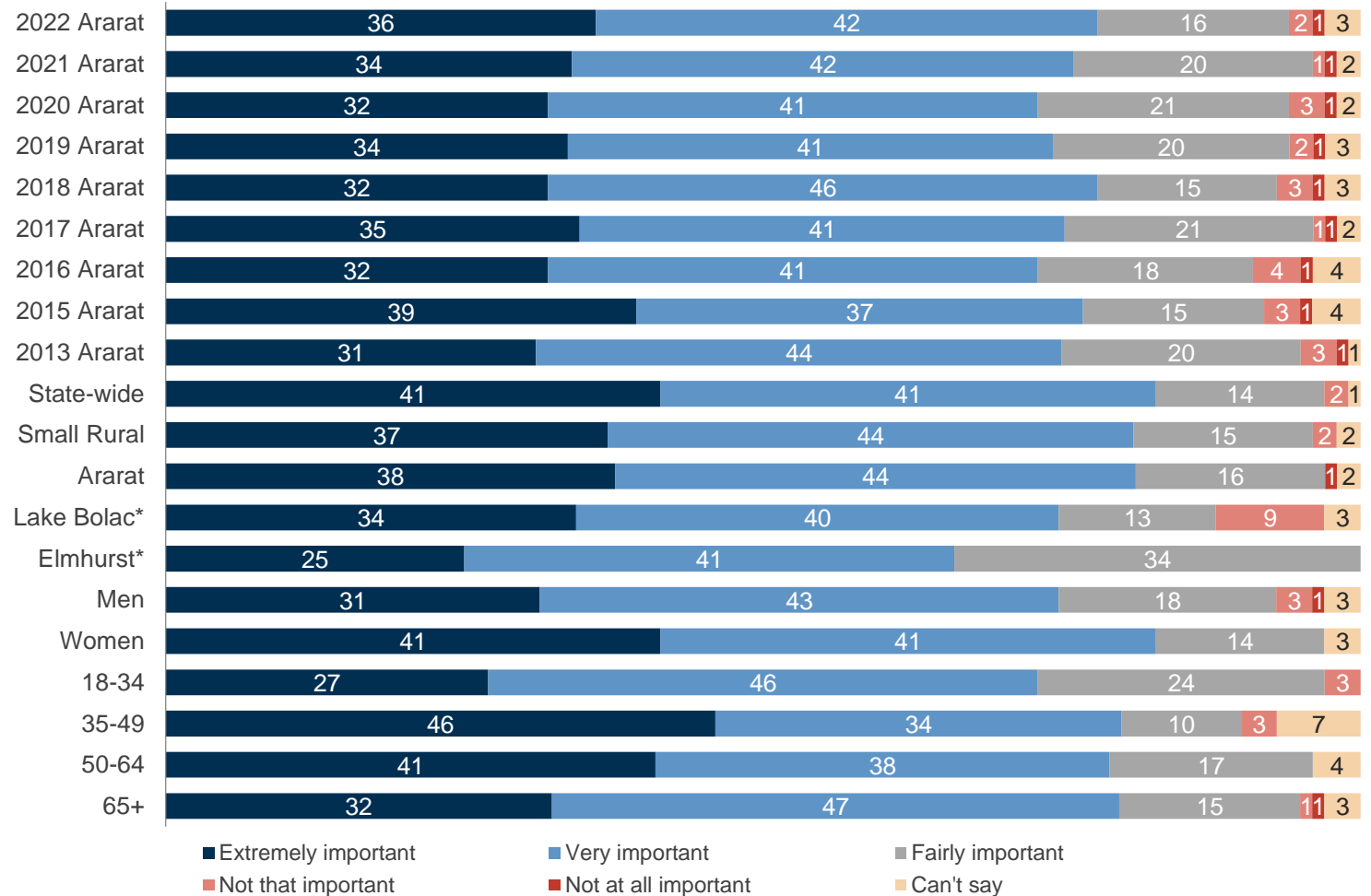*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Elderly support services importance

2022 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	46	38	14	2	1	
2021 Ararat	45	40	11	2	1	1
2020 Ararat	42	38	14	3	2	1
2019 Ararat	39	42	14	4		1
2018 Ararat	40	41	14	2	1	1
2017 Ararat	38	45	13	1	2	
2016 Ararat	36	44	15	1	1	2
2015 Ararat	41	40	15	3	2	
2013 Ararat	37	49	11	2	1	
State-wide	43	42	12	2	1	1
Small Rural	44	41	12	1	1	1
Ararat	47	39	11	2	1	
Lake Bolac*	10	59	32			
Elmhurst*	46	54				
Men	39	41	17	2	1	
Women	53	34	11	2	1	
18-34	46	36	18			
35-49	49	29	20			2
50-64	49	36	8	3	1	2
65+	41	44	11	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: 20 Councils asked group: 6
*Caution: small sample size < n=30

Elderly support services performance

2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac — 80*	74	n/a	65	51	62	65	n/a	n/a	n/a	n/a
18-34 — 77▲	66	62	64	62	64	65	64	n/a	68	n/a
65+ — 74	78	73	67	69	72	70	73	n/a	76	n/a
Ararat — 73	72	69	66	65	68	68	n/a	n/a	n/a	n/a
Men — 72	72	71	65	62	66	67	67	n/a	72	n/a
Ararat — 71	72	68	65	64	67	68	67	n/a	70	n/a
Women — 71	72	65	66	67	68	70	67	n/a	67	n/a
Small Rural — 70	72	71	71	69	71	70	72	n/a	n/a	n/a
Elmhurst — 70*	81	67	63	62	57	76	n/a	n/a	n/a	n/a
State-wide — 67▼	69	68	68	68	68	68	69	70	69	69
50-64 — 66	70	70	67	65	66	68	67	n/a	66	n/a
35-49 — 65▼	68	63	61	61	62	68	64	n/a	70	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: 11
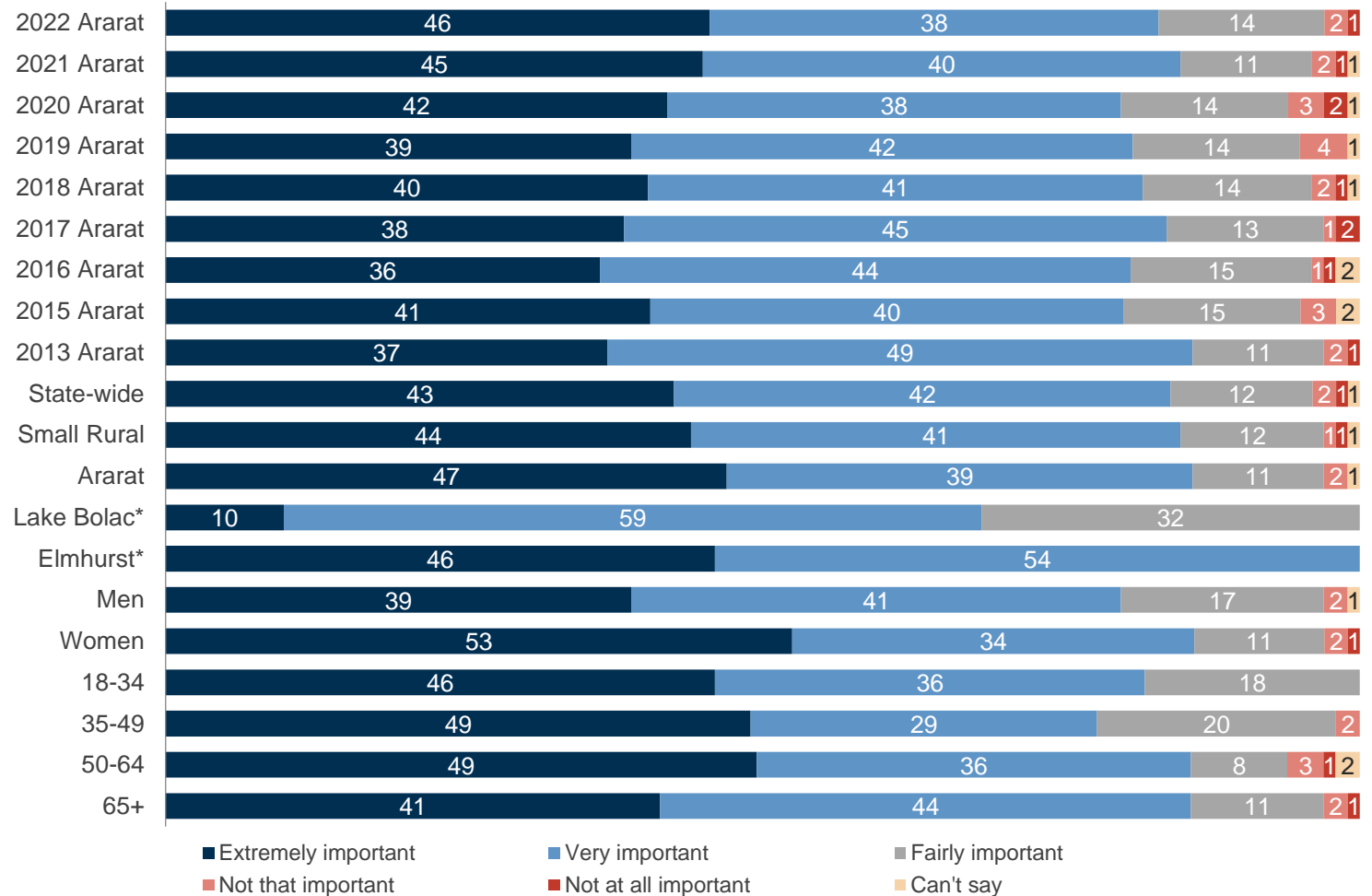*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Elderly support services performance

2022 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	22	38	15	6	2	17
2021 Ararat	22	32	23	4	1	18
2020 Ararat	17	29	26	5	1	22
2019 Ararat	15	37	25	7	3	12
2018 Ararat	14	36	26	6	4	14
2017 Ararat	15	35	25	6	2	16
2016 Ararat	16	31	28	3	1	22
2015 Ararat	17	35	23	6	2	16
2013 Ararat	21	37	22	6	1	13
State-wide	15	32	21	6	3	24
Small Rural	19	35	18	5	2	21
Ararat	25	37	14	6	2	15
Lake Bolac*	25	34		4		37
Elmhurst*	20	20	37			22
Men	20	36	15	6	2	22
Women	24	39	15	6	3	12
18-34	24	52	3	3	3	15
35-49	11	26	24	5	2	31
50-64	15	39	17	9	4	17
65+	30	36	15	6	2	11

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11
*Caution: small sample size < n=30

Recreational facilities importance

2022 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81	68	67	71	81	69	75	82	n/a	n/a	n/a
Ararat	78	75	73	71	77	73	76	n/a	n/a	n/a	n/a
35-49	78	81	74	72	76	77	77	78	n/a	n/a	n/a
Women	77	76	74	72	77	75	75	80	n/a	n/a	n/a
Ararat	77	74	73	71	75	73	74	76	n/a	n/a	n/a
Men	76	73	72	70	74	72	74	73	n/a	n/a	n/a
50-64	76	74	78	73	76	75	75	73	n/a	n/a	n/a
State-wide	74▼	74	72	72	73	72	73	72	72	72	72
Small Rural	74▼	73	73	72	72	71	72	73	n/a	n/a	n/a
65+	73▼	73	72	69	70	72	72	73	n/a	n/a	n/a
Elmhurst	69*	72	64	61	68	70	68	n/a	n/a	n/a	n/a
Lake Bolac	65*▼	78	68	68	68	73	77	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
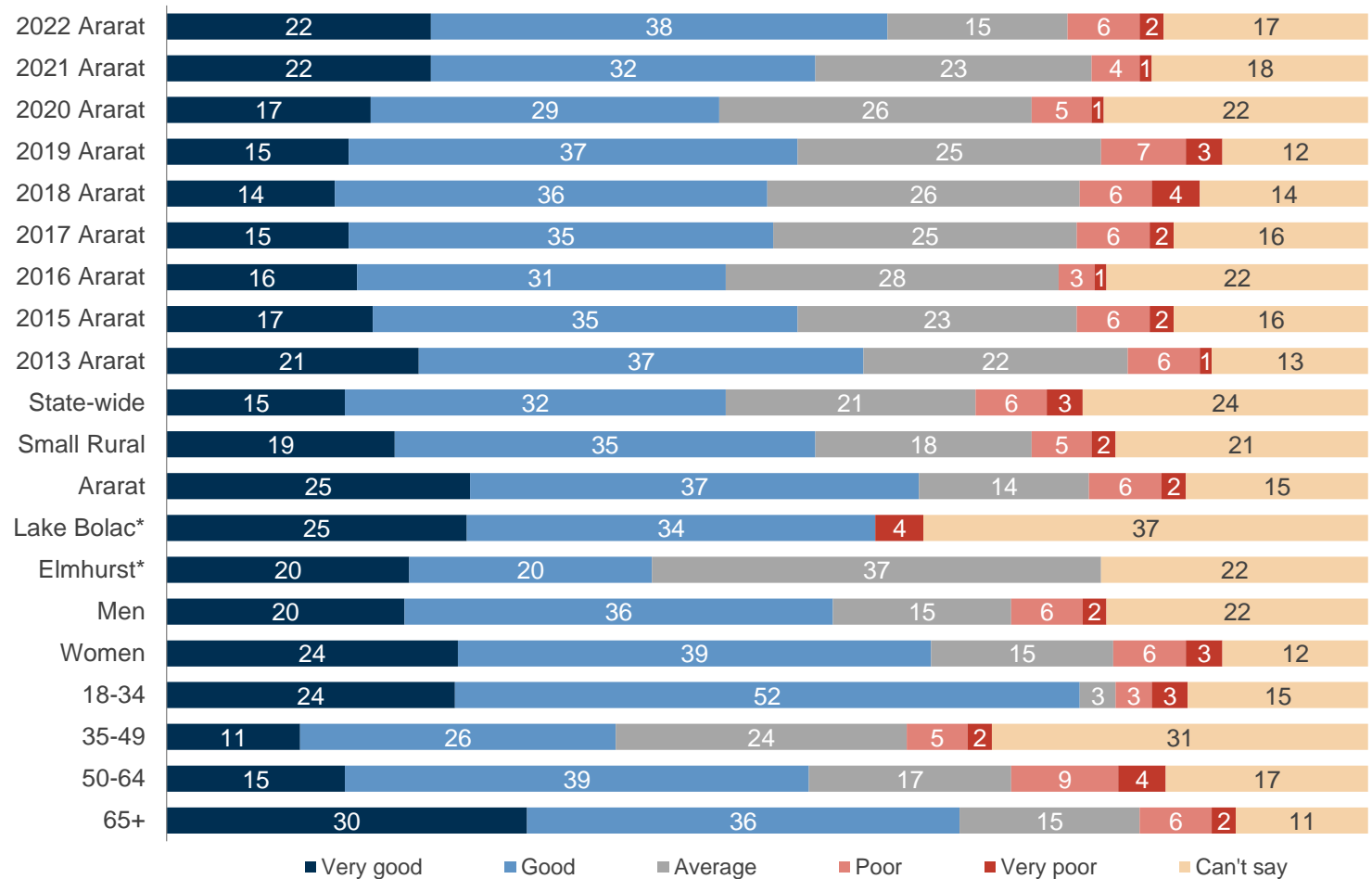*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Recreational facilities importance

2022 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	29	49	19	1	1	
2021 Ararat	24	52	23			2
2020 Ararat	27	41	27	4	1	
2019 Ararat	25	41	25	6	1	1
2018 Ararat	29	47	20	4		
2017 Ararat	27	42	27	3	1	
2016 Ararat	28	46	22	4	1	
2015 Ararat	35	38	22	3		1
State-wide	27	46	23	3	1	1
Small Rural	26	47	23	2	1	1
Ararat	31	52	14	1	1	1
Lake Bolac*	11	39	50			
Elmhurst*	8	58	34			
Men	24	56	18	1		
Women	36	40	19	2	1	2
18-34	37	51	13			
35-49	31	50	18			
50-64	30	45	20	2	1	1
65+	24	49	22	3	1	2

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
*Caution: small sample size < n=30

Recreational facilities performance

2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	82 ▲	66	64	65	64	63	59	54	n/a	n/a	n/a
Lake Bolac	80*	70	41	58	61	62	64	n/a	n/a	n/a	n/a
65+	78	81	78	72	73	71	68	75	n/a	n/a	n/a
Women	75	75	70	67	66	64	65	64	n/a	n/a	n/a
Ararat	75	74	71	68	64	65	65	64	n/a	n/a	n/a
Men	75	74	72	69	63	65	64	64	n/a	n/a	n/a
Ararat	75	74	72	69	65	65	64	n/a	n/a	n/a	n/a
50-64	74	74	71	72	64	65	65	66	n/a	n/a	n/a
State-wide	69 ▼	71	70	70	69	70	69	70	71	70	70
Small Rural	69 ▼	69	68	68	69	69	68	70	n/a	n/a	n/a
35-49	65 ▼	73	67	63	55	56	63	59	n/a	n/a	n/a
Elmhurst	59*	69	46	66	53	61	85	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
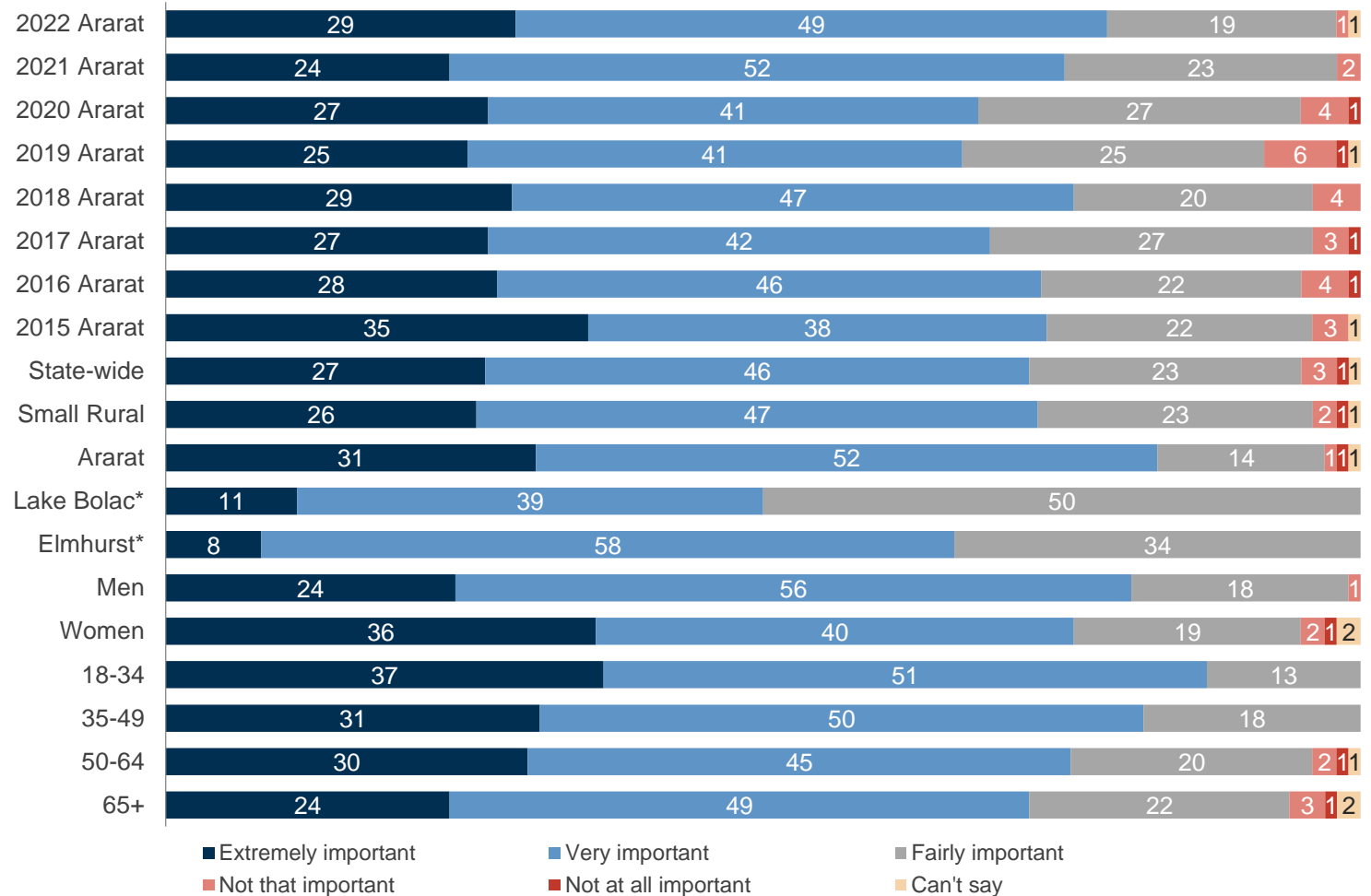*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Recreational facilities performance

2022 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	30	42	21	3	1	4
2021 Ararat	32	39	20	6	1	3
2020 Ararat	25	42	23	6	2	2
2019 Ararat	21	42	24	7	3	3
2018 Ararat	19	39	25	9	6	2
2017 Ararat	18	42	24	8	6	2
2016 Ararat	20	36	27	9	5	3
2015 Ararat	20	37	24	11	5	3
State-wide	22	42	23	7	3	4
Small Rural	22	41	23	7	3	4
Ararat	31	39	22	3	1	4
Lake Bolac*	40	41	12	4		2
Elmhurst*	8	49		34		8
Men	30	40	23	2	1	3
Women	30	43	18	4	1	4
18-34	39	49	12			
35-49	11	41	39	3	2	3
50-64	30	44	18	5	2	2
65+	36	37	16	3	1	7

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
*Caution: small sample size < n=30

The appearance of public areas importance

2022 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	84*	75	63	59	49	81	74	n/a	n/a	n/a	n/a
Ararat	79▲	75	75	74	75	77	77	n/a	n/a	n/a	n/a
50-64	78	73	77	74	73	76	76	73	n/a	75	n/a
Women	78	79	75	76	78	76	77	77	n/a	76	n/a
35-49	77	78	73	73	73	77	79	71	n/a	74	n/a
65+	77	75	74	71	74	74	74	73	n/a	75	n/a
Ararat	76	74	74	72	74	74	75	74	n/a	75	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
Men	75	70	73	69	70	72	73	71	n/a	74	n/a
Small Rural	74▼	74	74	74	74	74	74	73	n/a	n/a	n/a
18-34	73	70	72	71	74	68	69	80	n/a	75	n/a
Lake Bolac	69*	82	59	59	72	67	75	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
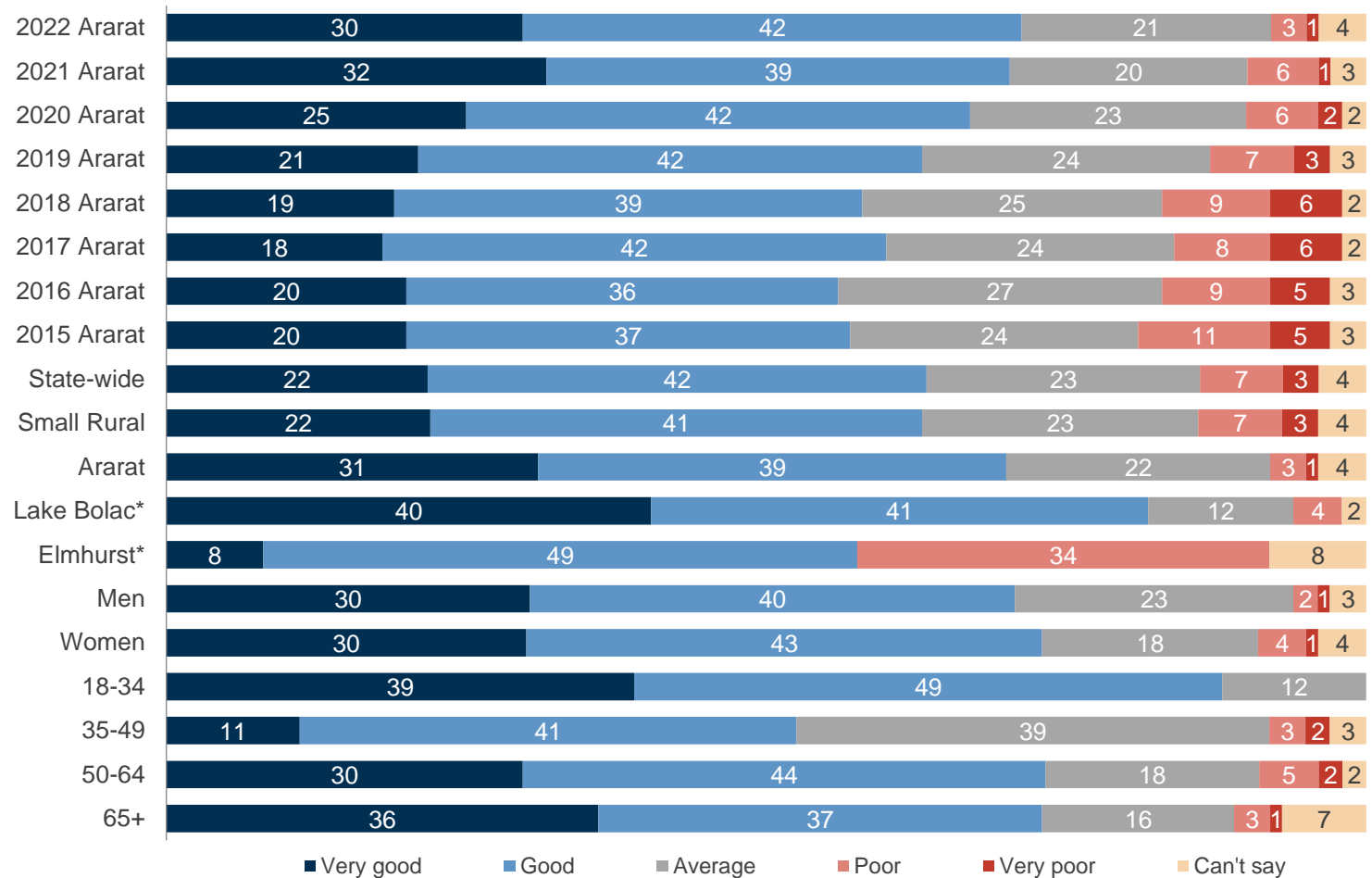**Caution: small sample size < n=30*

The appearance of public areas importance

2022 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	29	49	21	1		
2021 Ararat	28	43	27	1	1	
2020 Ararat	26	45	27	1		
2019 Ararat	23	47	26	3	1	
2018 Ararat	28	44	23	5		
2017 Ararat	27	46	23	3		
2016 Ararat	25	51	20	2	1	
2015 Ararat	29	41	25	3		1
2013 Ararat	25	50	23	2		
State-wide	28	47	22	2		
Small Rural	26	48	23	2		
Ararat	32	50	17			
Lake Bolac*	15	52	28	5		
Elmhurst*	37	63				
Men	26	50	24	1		
Women	32	48	18	1		
18-34	24	42	33			
35-49	31	46	23			
50-64	33	48	17	2		
65+	28	54	15	2		

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
*Caution: small sample size < n=30

The appearance of public areas performance

2022 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	79	74	70	71	66	60	73	61	n/a	70	n/a
65+	77	79	73	71	69	70	74	77	n/a	71	n/a
Men	77	76	74	69	63	64	71	71	n/a	69	n/a
Lake Bolac	77*	82	48	68	61	71	69	n/a	n/a	n/a	n/a
Ararat	76	75	73	69	66	65	73	n/a	n/a	n/a	n/a
Ararat	76	75	73	69	65	66	72	71	n/a	71	n/a
Women	75	75	71	70	68	69	74	72	n/a	73	n/a
50-64	74	75	73	69	64	64	70	72	n/a	67	n/a
Small Rural	73▼	75	72	73	72	74	73	74	n/a	n/a	n/a
35-49	72	73	73	66	60	69	71	72	n/a	75	n/a
Elmhurst	71*	74	75	79	59	65	81	n/a	n/a	n/a	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
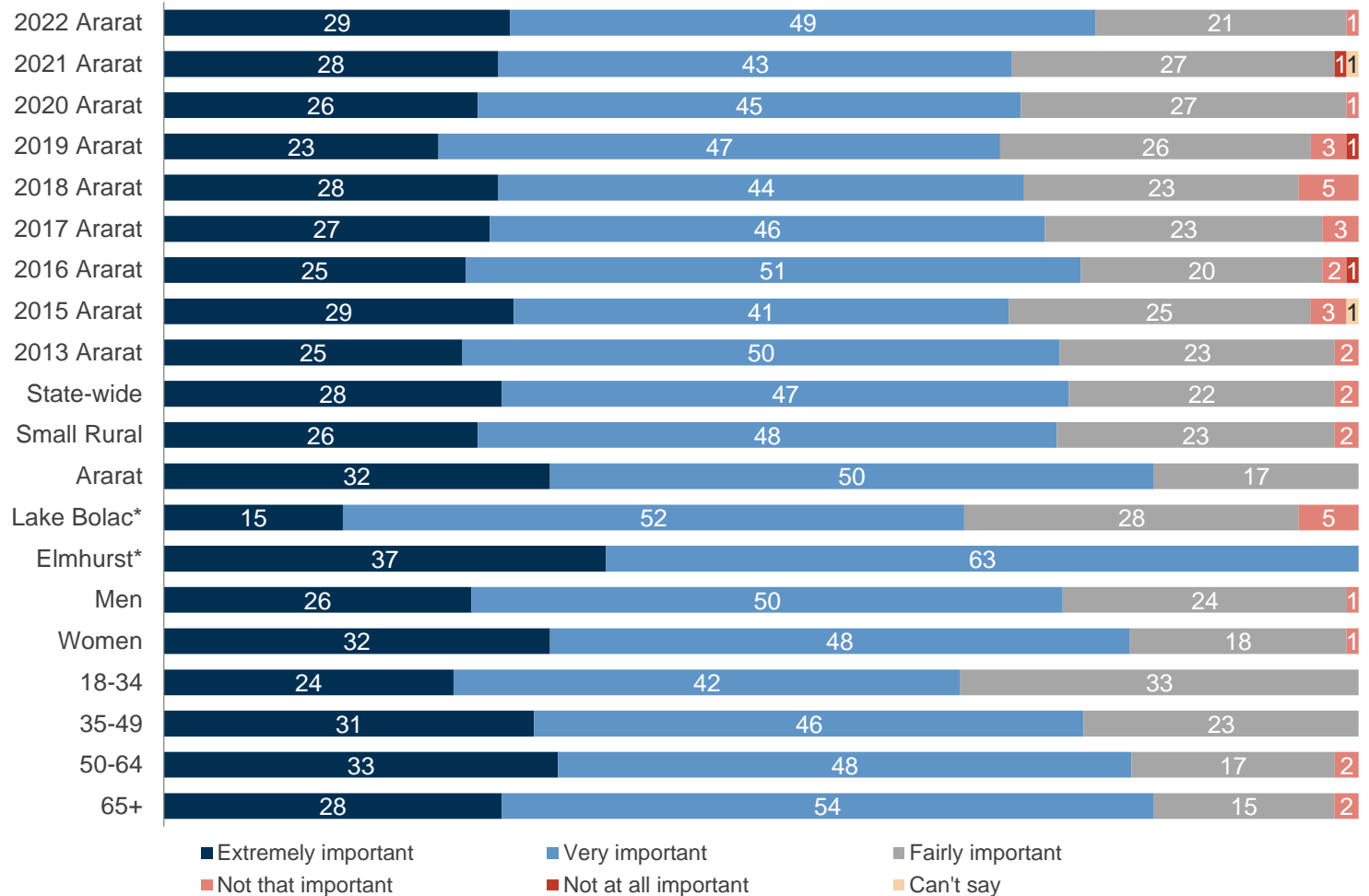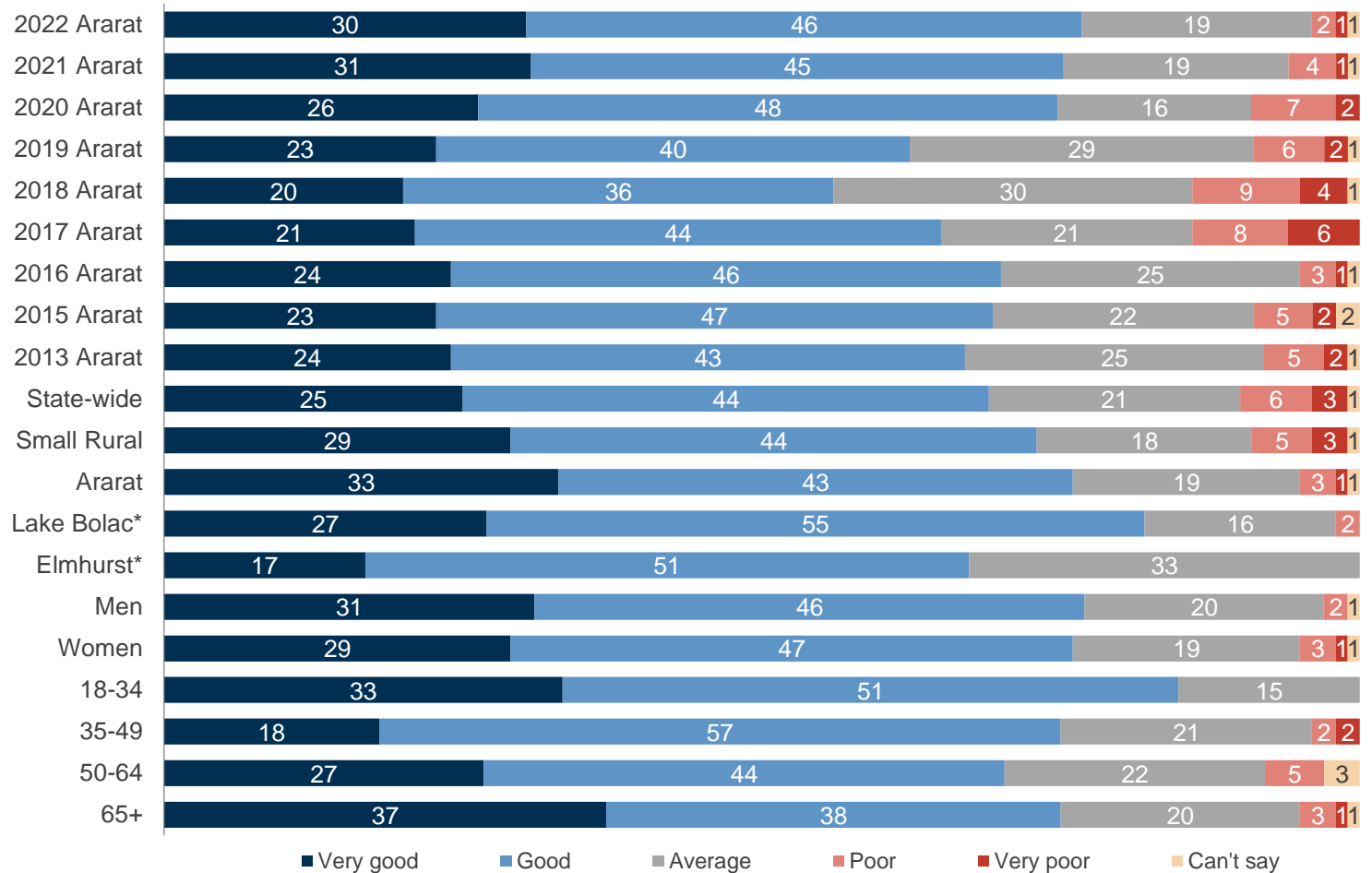*Note: Please see Appendix A for explanation of significant differences.*
Caution: small sample size < n=30

The appearance of public areas performance

2022 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	30	46	19	2	1	1
2021 Ararat	31	45	19	4	1	1
2020 Ararat	26	48	16	7	2	
2019 Ararat	23	40	29	6	2	1
2018 Ararat	20	36	30	9	4	1
2017 Ararat	21	44	21	8	6	
2016 Ararat	24	46	25	3	1	1
2015 Ararat	23	47	22	5	2	2
2013 Ararat	24	43	25	5	2	1
State-wide	25	44	21	6	3	1
Small Rural	29	44	18	5	3	1
Ararat	33	43	19	3	1	1
Lake Bolac*	27	55	16			2
Elmhurst*	17	51	33			
Men	31	46	20	2		1
Women	29	47	19	3	1	1
18-34	33	51	15			
35-49	18	57	21	2	2	
50-64	27	44	22	5		3
65+	37	38	20	3	1	1

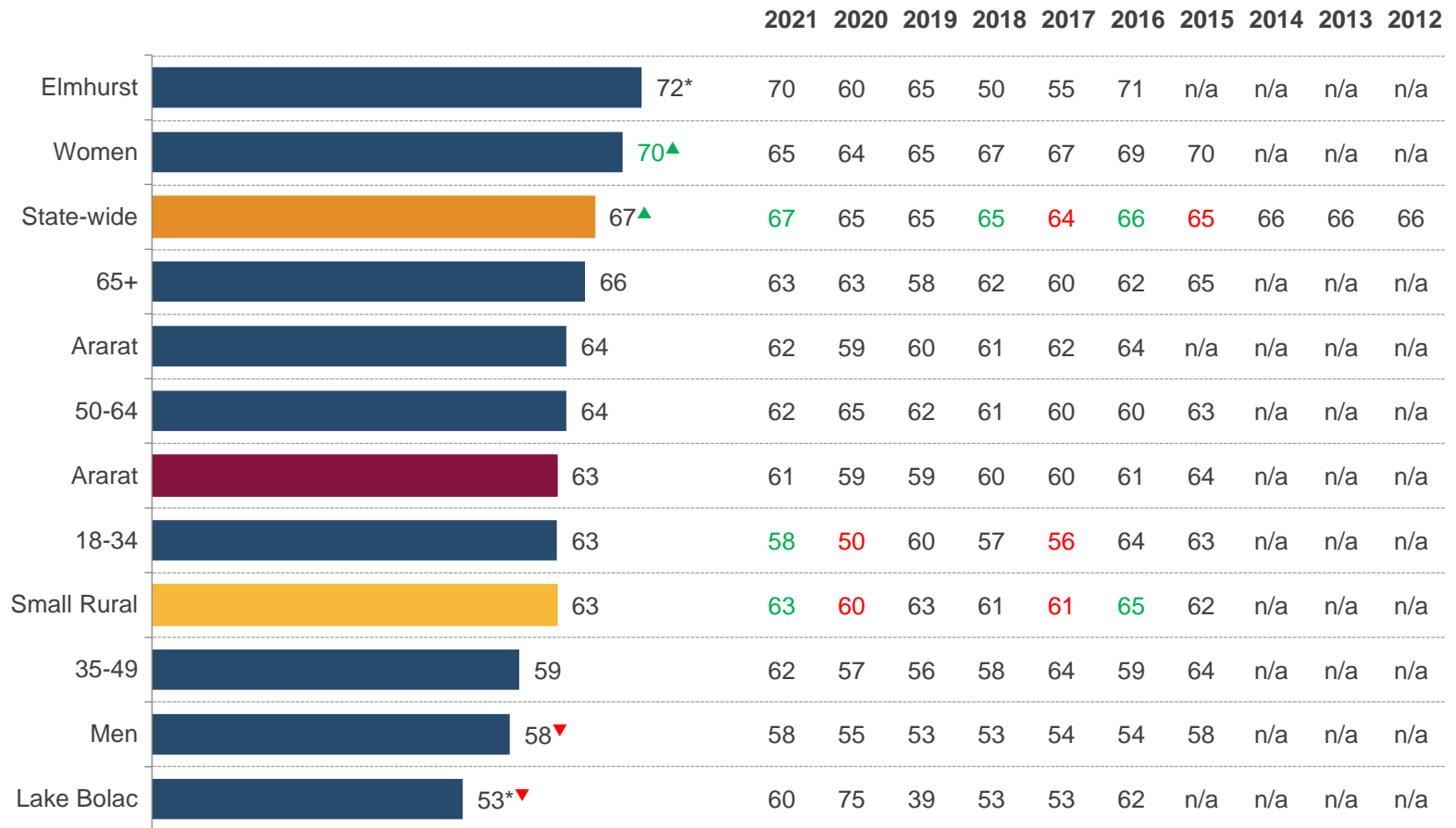■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
*Caution: small sample size < n=30

Art centres and libraries importance

2022 art centres and libraries importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	72*	70	60	65	50	55	71	n/a	n/a	n/a	n/a
Women	70▲	65	64	65	67	67	69	70	n/a	n/a	n/a
State-wide	67▲	67	65	65	65	64	66	65	66	66	66
65+	66	63	63	58	62	60	62	65	n/a	n/a	n/a
Ararat	64	62	59	60	61	62	64	n/a	n/a	n/a	n/a
50-64	64	62	65	62	61	60	60	63	n/a	n/a	n/a
Ararat	63	61	59	59	60	60	61	64	n/a	n/a	n/a
18-34	63	58	50	60	57	56	64	63	n/a	n/a	n/a
Small Rural	63	63	60	63	61	61	65	62	n/a	n/a	n/a
35-49	59	62	57	56	58	64	59	64	n/a	n/a	n/a
Men	58▼	58	55	53	53	54	54	58	n/a	n/a	n/a
Lake Bolac	53*▼	60	75	39	53	53	62	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
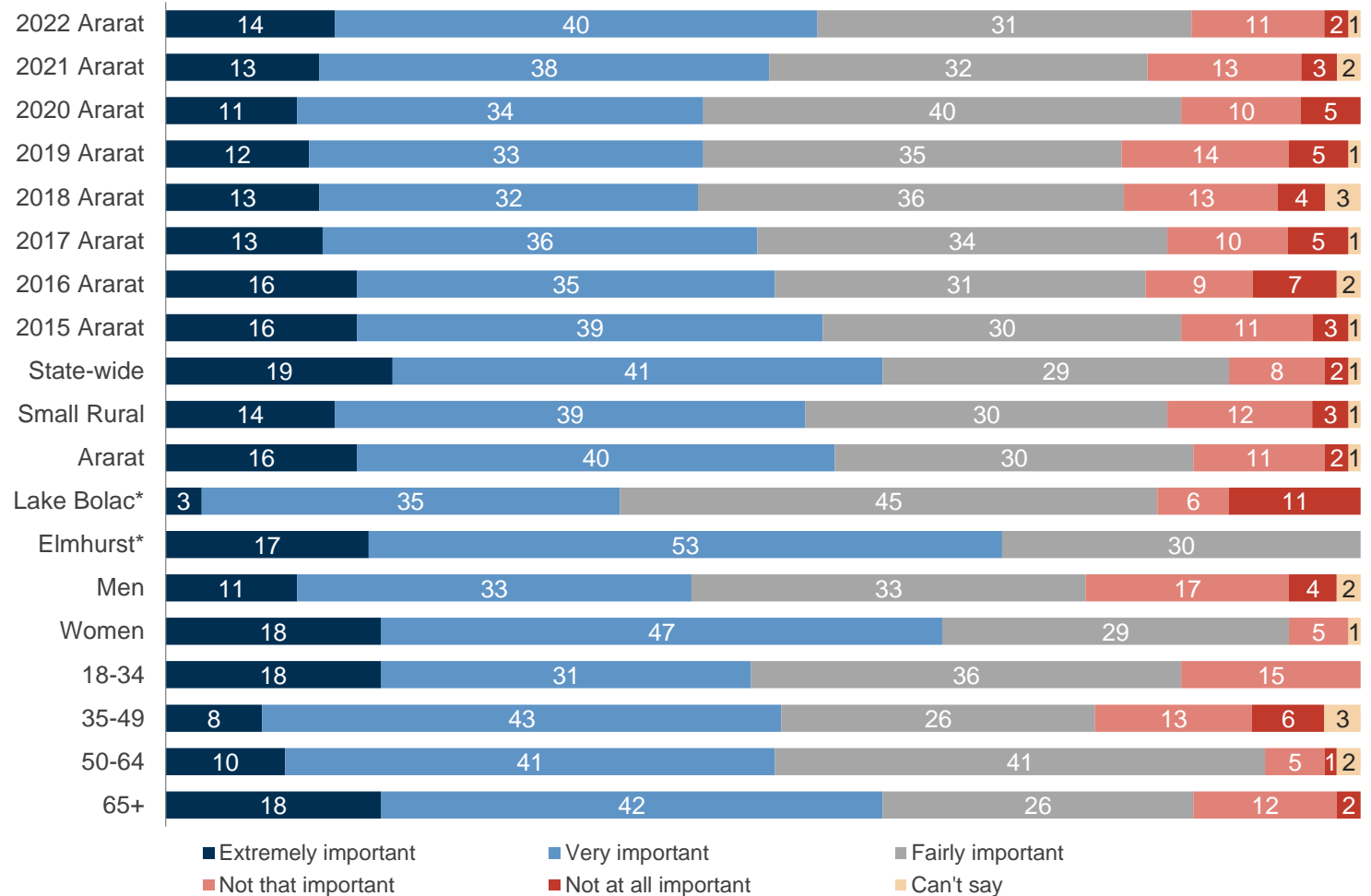*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Art centres and libraries importance

2022 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	14	40	31	11	2	1
2021 Ararat	13	38	32	13	3	2
2020 Ararat	11	34	40	10	5	
2019 Ararat	12	33	35	14	5	1
2018 Ararat	13	32	36	13	4	3
2017 Ararat	13	36	34	10	5	1
2016 Ararat	16	35	31	9	7	2
2015 Ararat	16	39	30	11	3	1
State-wide	19	41	29	8	2	1
Small Rural	14	39	30	12	3	1
Ararat	16	40	30	11	2	1
Lake Bolac*	3	35	45	6	11	
Elmhurst*	17	53	30			
Men	11	33	33	17	4	2
Women	18	47	29	5		1
18-34	18	31	36	15		
35-49	8	43	26	13	6	3
50-64	10	41	41	5	1	2
65+	18	42	26	12		2

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
Caution: small sample size < n=30

Art centres and libraries performance

2022 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	78	67	71	77	69	66	60	64	n/a	n/a	n/a
Women	78	77	79	77	74	71	72	74	n/a	n/a	n/a
65+	78	78	78	77	73	76	74	73	n/a	n/a	n/a
Lake Bolac	76*	83	41	70	63	68	71	n/a	n/a	n/a	n/a
Ararat	76	73	78	76	70	70	70	n/a	n/a	n/a	n/a
Ararat	75	74	78	76	70	70	69	70	n/a	n/a	n/a
50-64	75	76	80	77	71	67	70	70	n/a	n/a	n/a
Men	73	73	76	74	66	69	67	66	n/a	n/a	n/a
State-wide	73	73	74	74	74	73	72	73	75	73	73
Small Rural	71▼	72	74	74	73	72	71	69	n/a	n/a	n/a
Elmhurst	70*	86	57	88	70	88	78	n/a	n/a	n/a	n/a
35-49	69▼	75	81	72	65	69	70	70	n/a	n/a	n/a

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
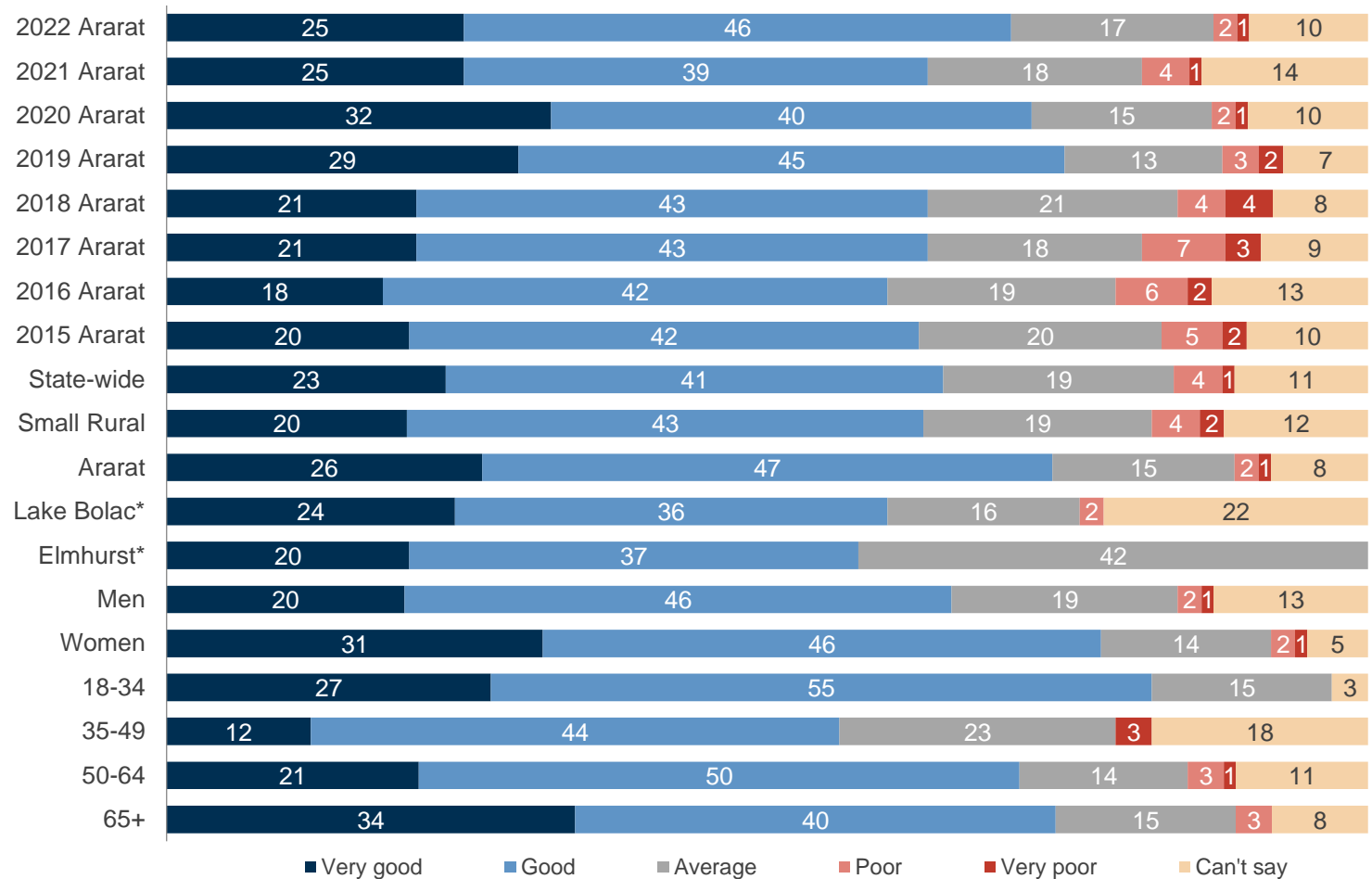*Caution: small sample size < n=30*

Art centres and libraries performance

2022 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	25	46	17	2	1	10
2021 Ararat	25	39	18	4	1	14
2020 Ararat	32	40	15	2	1	10
2019 Ararat	29	45	13	3	2	7
2018 Ararat	21	43	21	4	4	8
2017 Ararat	21	43	18	7	3	9
2016 Ararat	18	42	19	6	2	13
2015 Ararat	20	42	20	5	2	10
State-wide	23	41	19	4	1	11
Small Rural	20	43	19	4	2	12
Ararat	26	47	15	2	1	8
Lake Bolac*	24	36	16	2		22
Elmhurst*	20	37	42			
Men	20	46	19	2	1	13
Women	31	46	14	2	1	5
18-34	27	55	15			3
35-49	12	44	23	3		18
50-64	21	50	14	3	1	11
65+	34	40	15	3		8

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6
**Caution: small sample size < n=30*

Community and cultural activities importance

2022 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	57	57	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	63	67	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	65	63	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	65	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	65*	65	54	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64	64	62	61	61	61	62	62	62	62	62
Ararat	64	62	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	64	62	60	62	60	62	64	65	n/a	n/a	n/a
35-49	64	63	60	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	59	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	63	60	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	59*	59	59	40	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
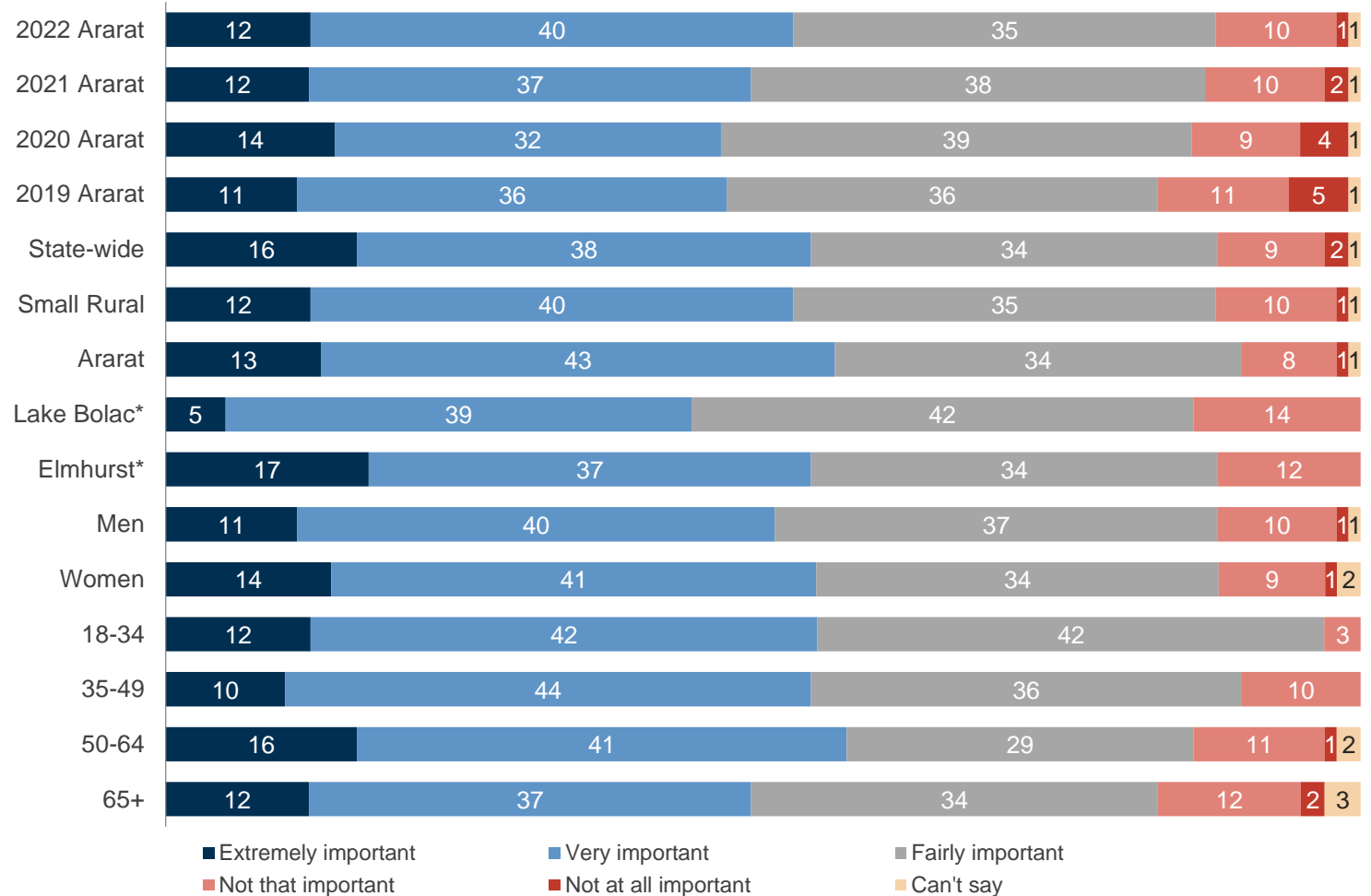*Note: Please see Appendix A for explanation of significant differences.*
Caution: small sample size < n=30

Community and cultural activities importance

2022 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	12	40	35	10	1	1
2021 Ararat	12	37	38	10	2	1
2020 Ararat	14	32	39	9	4	1
2019 Ararat	11	36	36	11	5	1
State-wide	16	38	34	9	2	1
Small Rural	12	40	35	10	1	1
Ararat	13	43	34	8	1	1
Lake Bolac*	5	39	42	14		
Elmhurst*	17	37	34	12		
Men	11	40	37	10	1	1
Women	14	41	34	9	1	2
18-34	12	42	42			3
35-49	10	44	36	10		
50-64	16	41	29	11	1	2
65+	12	37	34	12	2	3

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

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
*Caution: small sample size < n=30

Community and cultural activities performance

2022 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	75*▲	75	32	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	68	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68▲	67	68	66	69	69	65	68	n/a	n/a	n/a
Women	66	63	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	55	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	65	63	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	65	64	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	65	68	69	69	69	69	69	70	69	68
Men	64	65	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	64	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	67	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	54*	71	70	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.
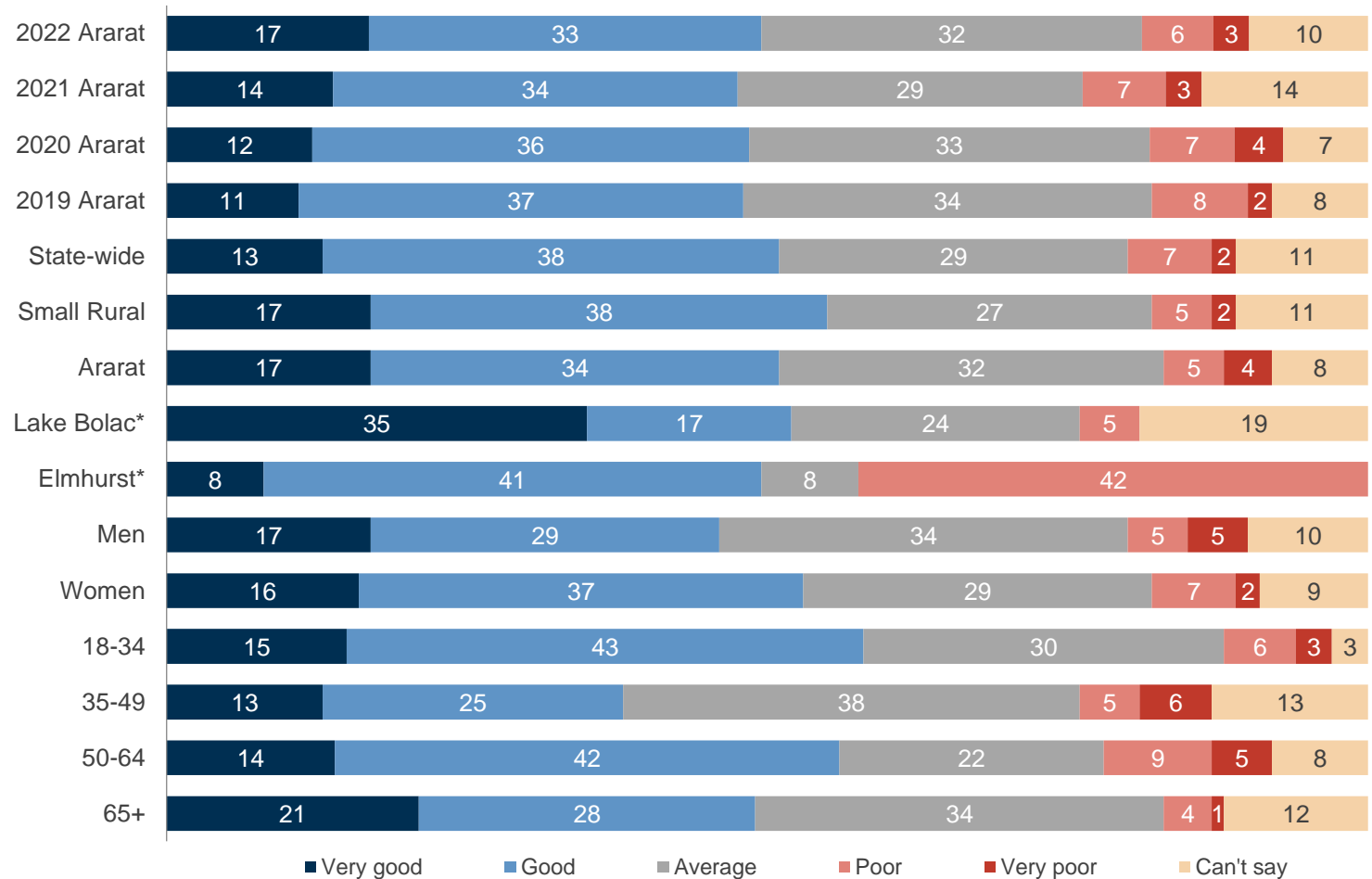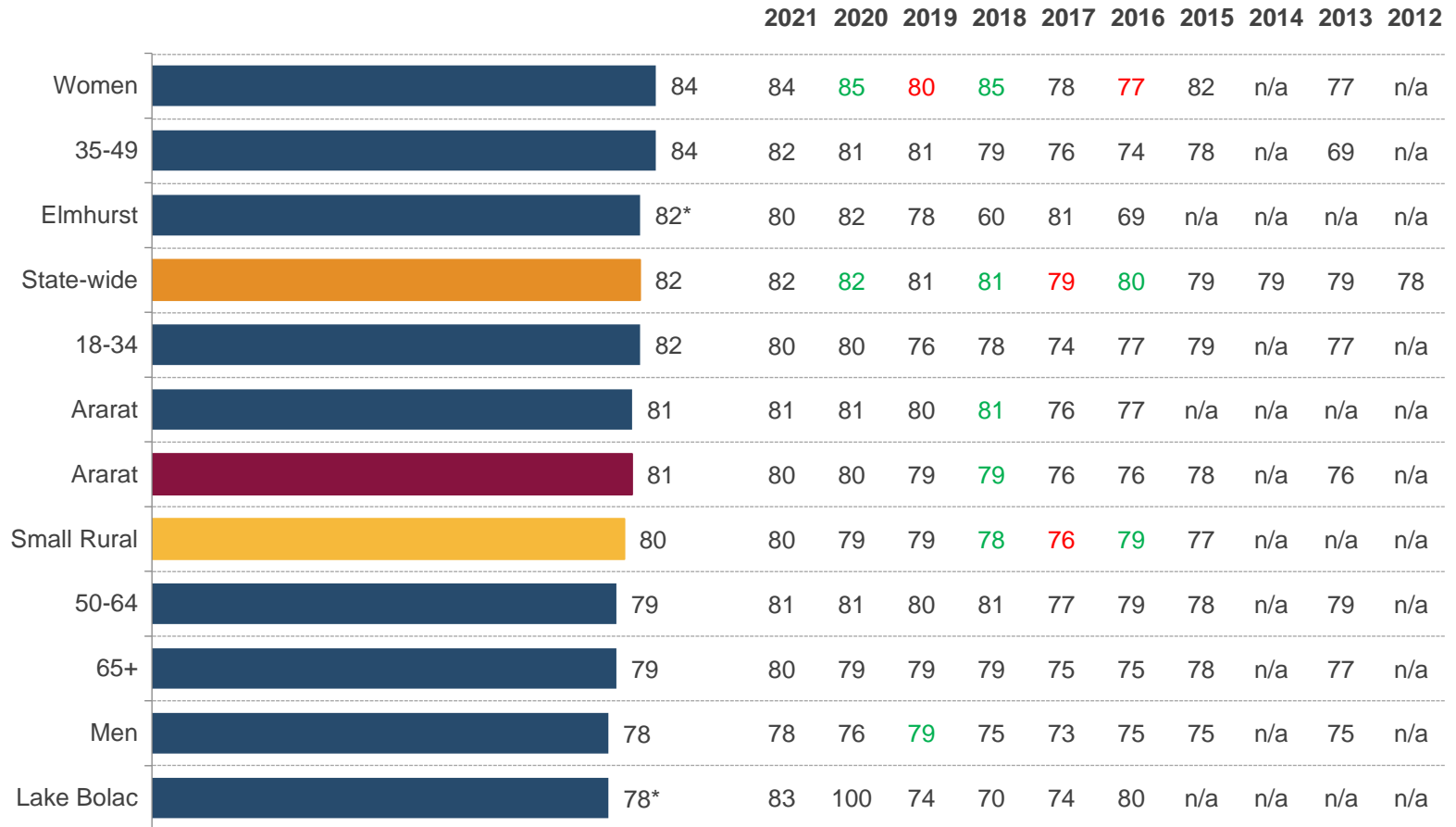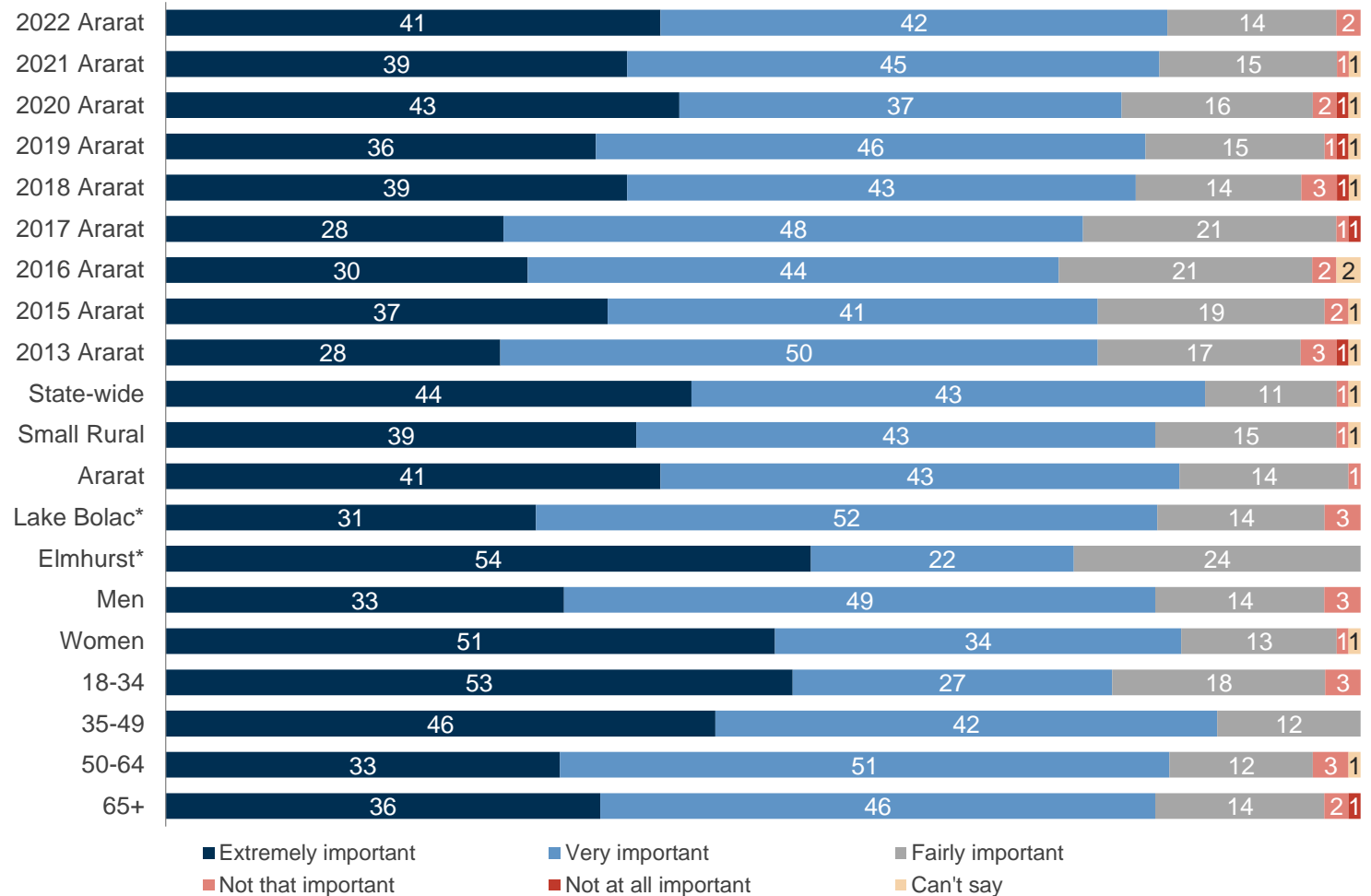**Caution: small sample size < n=30*

Community and cultural activities performance

2022 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	17	33	32	6	3	10
2021 Ararat	14	34	29	7	3	14
2020 Ararat	12	36	33	7	4	7
2019 Ararat	11	37	34	8	2	8
State-wide	13	38	29	7	2	11
Small Rural	17	38	27	5	2	11
Ararat	17	34	32	5	4	8
Lake Bolac*	35	17	24	5		19
Elmhurst*	8	41	8	42		
Men	17	29	34	5	5	10
Women	16	37	29	7	2	9
18-34	15	43	30	6	3	3
35-49	13	25	38	5	6	13
50-64	14	42	22	9	5	8
65+	21	28	34	4	1	12

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
Caution: small sample size < n=30

Waste management importance

2022 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	84	84	85	80	85	78	77	82	n/a	77	n/a
35-49	84	82	81	81	79	76	74	78	n/a	69	n/a
Elmhurst	82*	80	82	78	60	81	69	n/a	n/a	n/a	n/a
State-wide	82	82	82	81	81	79	80	79	79	79	78
18-34	82	80	80	76	78	74	77	79	n/a	77	n/a
Ararat	81	81	81	80	81	76	77	n/a	n/a	n/a	n/a
Ararat	81	80	80	79	79	76	76	78	n/a	76	n/a
Small Rural	80	80	79	79	78	76	79	77	n/a	n/a	n/a
50-64	79	81	81	80	81	77	79	78	n/a	79	n/a
65+	79	80	79	79	79	75	75	78	n/a	77	n/a
Men	78	78	76	79	75	73	75	75	n/a	75	n/a
Lake Bolac	78*	83	100	74	70	74	80	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7
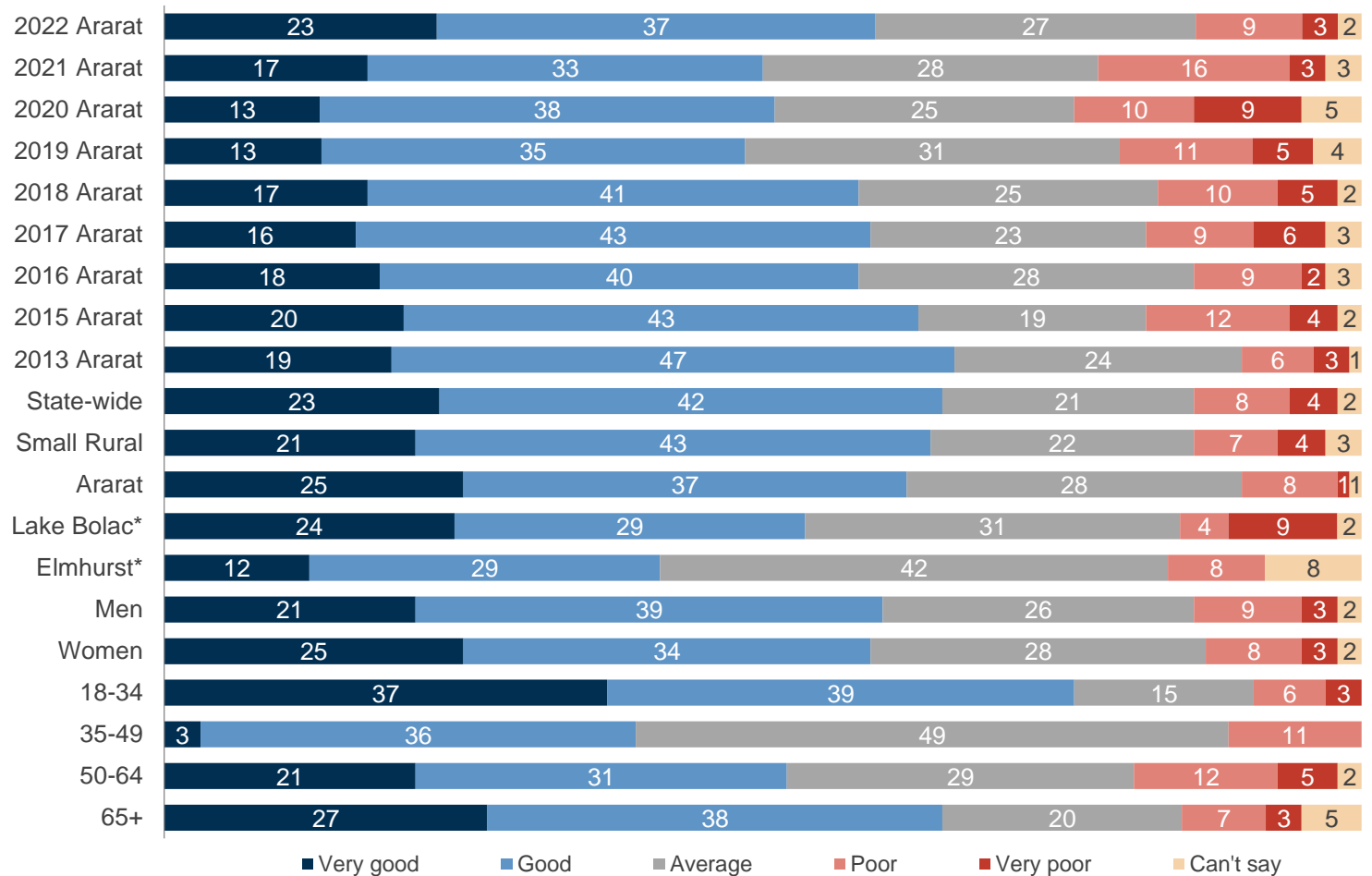*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Waste management importance

2022 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	41	42	14	2		
2021 Ararat	39	45	15	1	1	
2020 Ararat	43	37	16	2	1	1
2019 Ararat	36	46	15	1	1	1
2018 Ararat	39	43	14	3	1	1
2017 Ararat	28	48	21	1	1	
2016 Ararat	30	44	21	2		2
2015 Ararat	37	41	19	2		1
2013 Ararat	28	50	17	3	1	1
State-wide	44	43	11	1	1	
Small Rural	39	43	15	1	1	
Ararat	41	43	14	1		
Lake Bolac*	31	52	14	3		
Elmhurst*	54	22	24			
Men	33	49	14	3		
Women	51	34	13	1	1	
18-34	53	27	18	3		
35-49	46	42	12			
50-64	33	51	12	3	1	
65+	36	46	14	2	1	

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7
Caution: small sample size < n=30
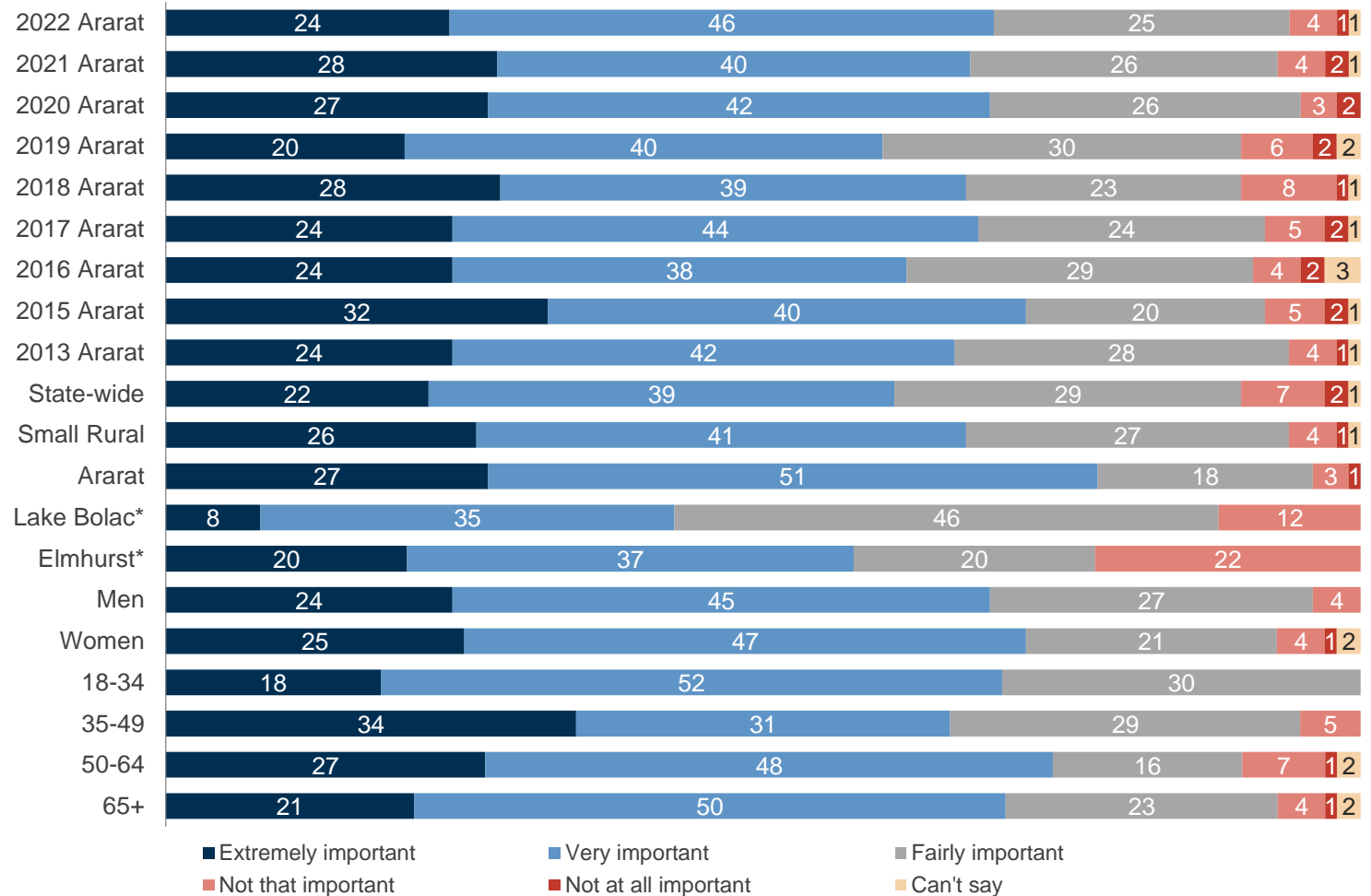
Waste management performance

2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75▲	55	57	65	65	62	62	69	n/a	69	n/a
65+	70	71	65	63	69	69	72	69	n/a	73	n/a
Ararat	69	61	61	63	66	65	67	n/a	n/a	n/a	n/a
Small Rural	68	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
Women	68	61	60	59	61	64	68	64	n/a	67	n/a
Ararat	67	61	60	60	64	64	66	66	n/a	69	n/a
Men	67	62	60	61	66	63	65	68	n/a	70	n/a
Lake Bolac	64*	65	16	49	49	55	58	n/a	n/a	n/a	n/a
50-64	63	57	59	58	61	61	66	63	n/a	64	n/a
Elmhurst	62*	68	35	62	64	39	76	n/a	n/a	n/a	n/a
35-49	58▼	56	56	55	59	60	63	65	n/a	69	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	23	37	27	9	3	2
2021 Ararat	17	33	28	16	3	3
2020 Ararat	13	38	25	10	9	5
2019 Ararat	13	35	31	11	5	4
2018 Ararat	17	41	25	10	5	2
2017 Ararat	16	43	23	9	6	3
2016 Ararat	18	40	28	9	2	3
2015 Ararat	20	43	19	12	4	2
2013 Ararat	19	47	24	6	3	1
State-wide	23	42	21	8	4	2
Small Rural	21	43	22	7	4	3
Ararat	25	37	28	8	1	1
Lake Bolac*	24	29	31	4	9	2
Elmhurst*	12	29	42	8		8
Men	21	39	26	9	3	2
Women	25	34	28	8	3	2
18-34	37	39	15	6	3	
35-49	3	36	49	11		
50-64	21	31	29	12	5	2
65+	27	38	20	7	3	5

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Business and community development and tourism importance

2022 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Ararat	75	73	74	70	74	74	73	n/a	n/a	n/a	n/a
35-49	74	72	75	69	71	74	69	73	n/a	68	n/a
50-64	74	74	78	73	76	72	75	72	n/a	72	n/a
Women	73	75	74	70	77	75	74	76	n/a	72	n/a
Ararat	73	72	72	68	72	71	71	74	n/a	71	n/a
18-34	72	73	67	65	71	70	74	81	n/a	75	n/a
Men	72	70	72	66	67	68	68	72	n/a	70	n/a
Small Rural	72	74	74	71	71	72	71	70	n/a	n/a	n/a
65+	72	71	71	65	69	69	67	72	n/a	69	n/a
State-wide	69▼		70	67	65	66	67	67	67	67	66
Elmhurst	64*	70	56	79	61	85	75	n/a	n/a	n/a	n/a
Lake Bolac	59*▼	68	66	45	61	57	64	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
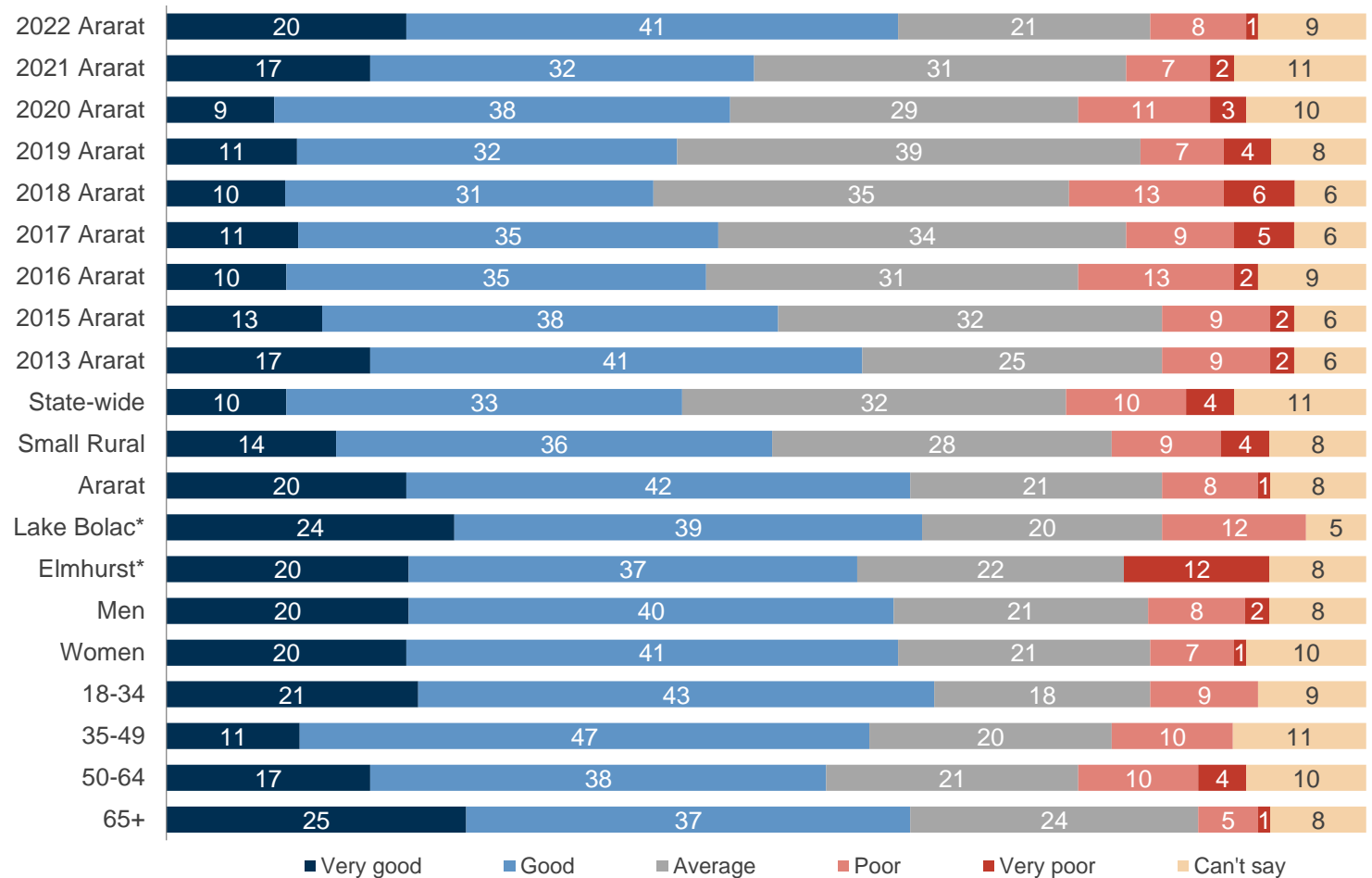*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Business and community development and tourism importance

2022 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	24	46	25	4	1	1
2021 Ararat	28	40	26	4	2	1
2020 Ararat	27	42	26	3	2	
2019 Ararat	20	40	30	6	2	2
2018 Ararat	28	39	23	8	1	1
2017 Ararat	24	44	24	5	2	1
2016 Ararat	24	38	29	4	2	3
2015 Ararat	32	40	20	5	2	1
2013 Ararat	24	42	28	4	1	1
State-wide	22	39	29	7	2	1
Small Rural	26	41	27	4	1	1
Ararat	27	51	18	3	1	
Lake Bolac*	8	35	46	12		
Elmhurst*	20	37	20	22		
Men	24	45	27	4		
Women	25	47	21	4	1	2
18-34	18	52	30			
35-49	34	31	29	5		
50-64	27	48	16	7	1	2
65+	21	50	23	4	1	2

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
*Caution: small sample size < n=30

Business and community development and tourism performance

2022 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72	71	64	63	59	64	61	62	n/a	67	n/a
18-34	71	60	62	63	61	58	59	63	n/a	70	n/a
Women	70	65	59	62	61	62	64	64	n/a	69	n/a
Lake Bolac	70*	63	32	44	49	60	56	n/a	n/a	n/a	n/a
Ararat	70	65	61	62	58	61	62	n/a	n/a	n/a	n/a
Ararat	69	65	61	61	57	60	61	63	n/a	67	n/a
Men	69	66	62	60	53	58	58	63	n/a	65	n/a
35-49	67	63	55	56	51	57	59	65	n/a	67	n/a
50-64	65	64	62	60	56	59	64	63	n/a	64	n/a
Elmhurst	65*	71	43	60	61	65	92	n/a	n/a	n/a	n/a
Small Rural	63▼	62	58	59	59	64	61	63	n/a	n/a	n/a
State-wide	60▼	61	59	61	60	61	60	61	62	62	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
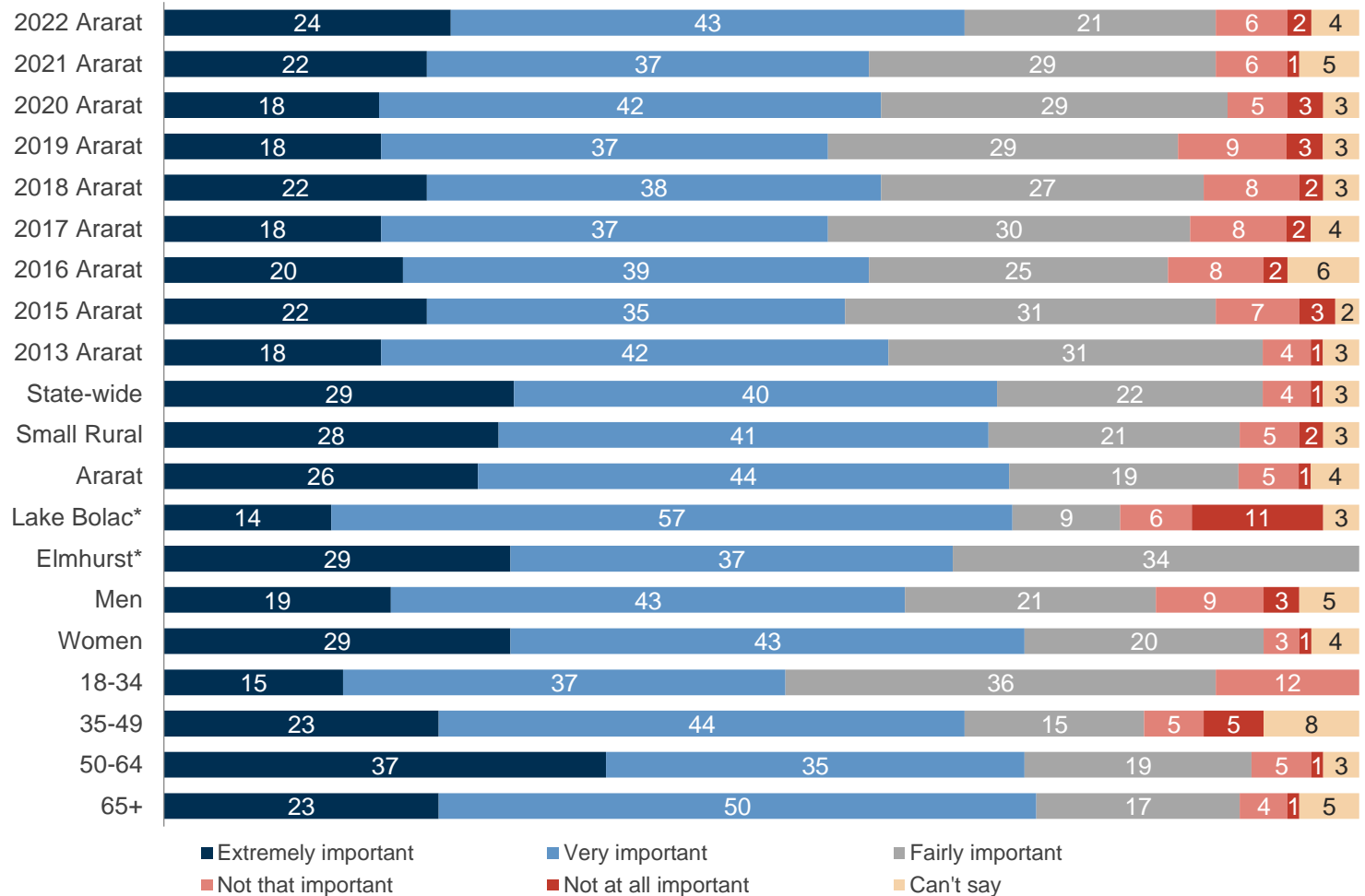*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Business and community development and tourism performance

2022 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	20	41	21	8	1	9
2021 Ararat	17	32	31	7	2	11
2020 Ararat	9	38	29	11	3	10
2019 Ararat	11	32	39	7	4	8
2018 Ararat	10	31	35	13	6	6
2017 Ararat	11	35	34	9	5	6
2016 Ararat	10	35	31	13	2	9
2015 Ararat	13	38	32	9	2	6
2013 Ararat	17	41	25	9	2	6
State-wide	10	33	32	10	4	11
Small Rural	14	36	28	9	4	8
Ararat	20	42	21	8	1	8
Lake Bolac*	24	39	20	12		5
Elmhurst*	20	37	22		12	8
Men	20	40	21	8	2	8
Women	20	41	21	7	1	10
18-34	21	43	18	9		9
35-49	11	47	20	10		11
50-64	17	38	21	10	4	10
65+	25	37	24	5	1	8

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
*Caution: small sample size < n=30

Planning and building permits importance

2022 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	76	74	74	69	72	66	68	66	n/a	69	n/a
Women	75▲	72	67	70	73	70	70	70	n/a	69	n/a
Elmhurst	74*	81	57	56	62	64	63	n/a	n/a	n/a	n/a
State-wide	73	73	71	71	71	72	71	71	71	71	71
65+	73	69	68	67	72	68	66	69	n/a	71	n/a
Small Rural	73	71	68	70	68	68	71	70	n/a	n/a	n/a
Ararat	73	70	69	68	69	68	70	n/a	n/a	n/a	n/a
Ararat	71	69	68	65	68	66	68	67	n/a	68	n/a
35-49	71	71	67	64	64	70	72	65	n/a	67	n/a
Men	68	66	68	62	64	63	66	65	n/a	68	n/a
Lake Bolac	65*	66	66	52	71	59	67	n/a	n/a	n/a	n/a
18-34	64▼	63	61	61	64	61	67	68	n/a	66	n/a

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
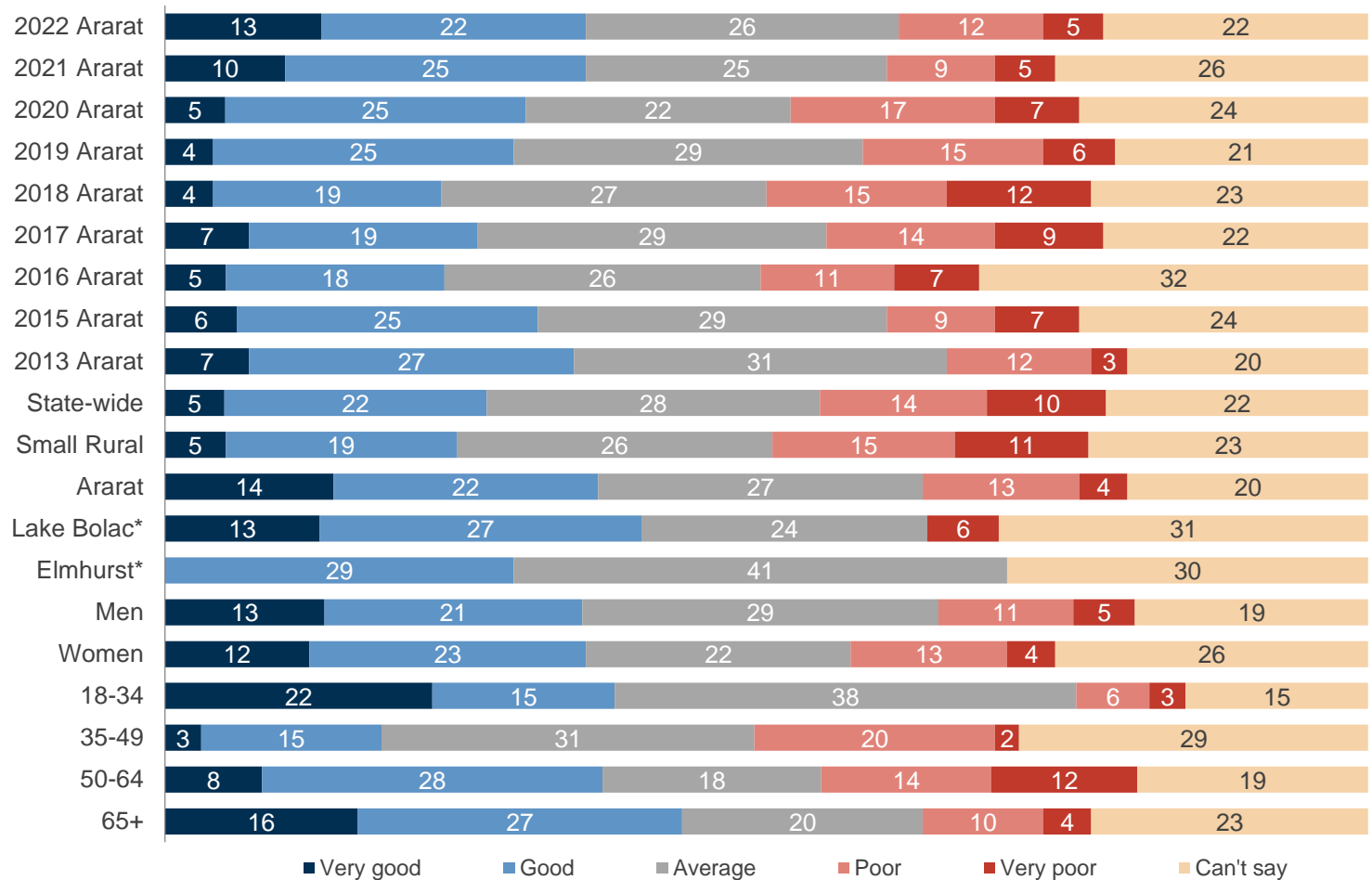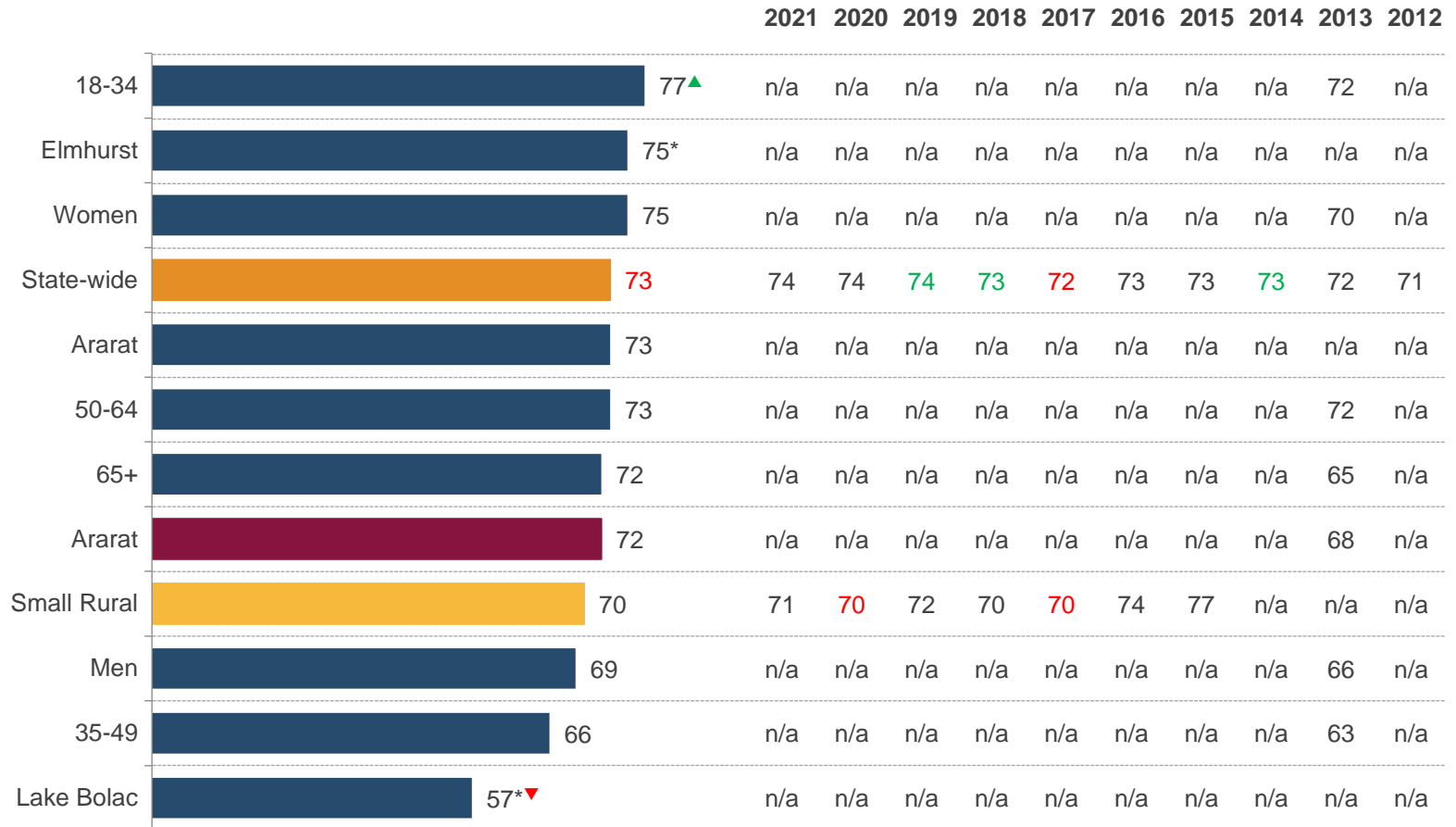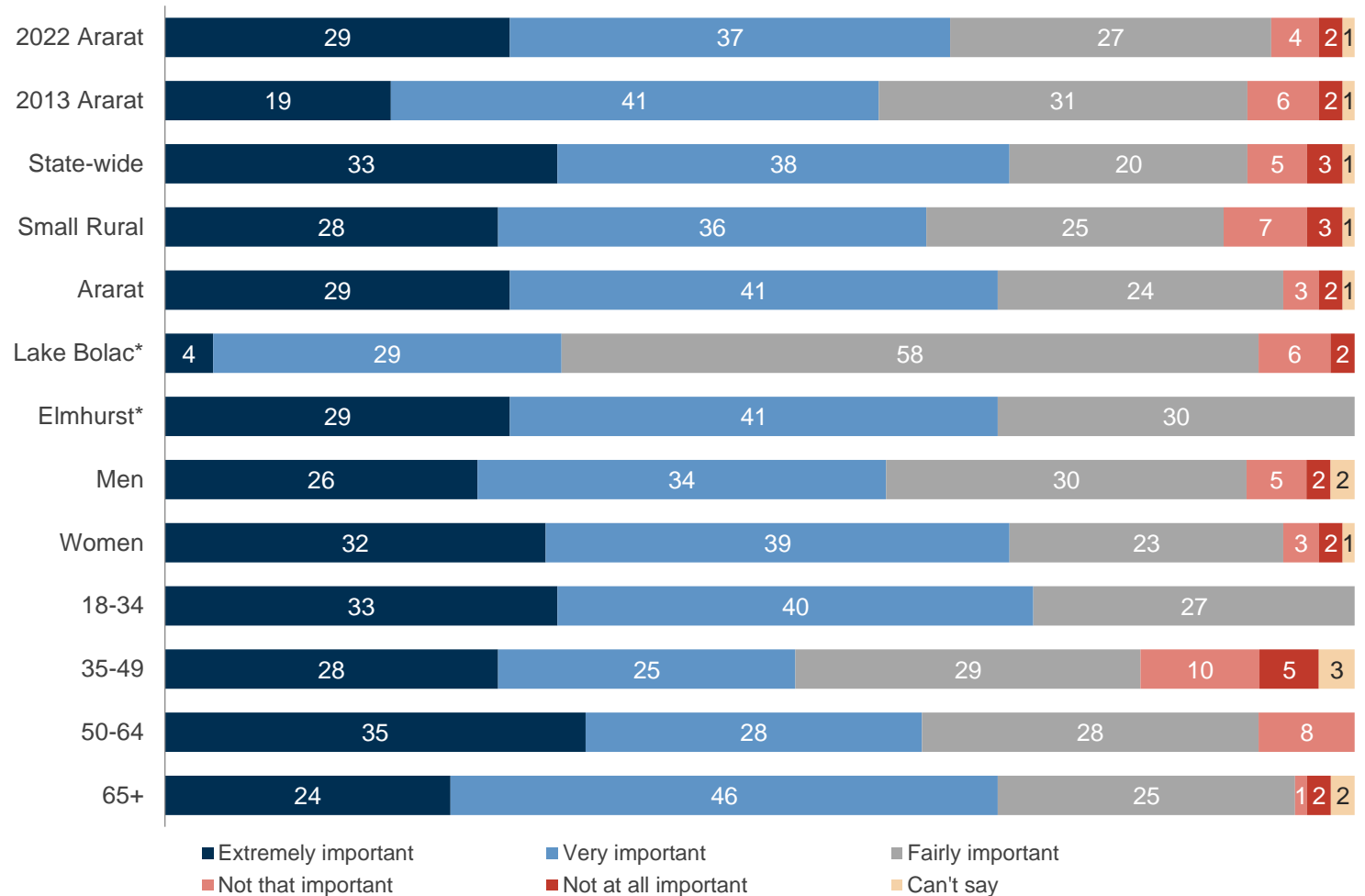*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Planning and building permits importance

2022 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	24	43	21	6	2	4
2021 Ararat	22	37	29	6	1	5
2020 Ararat	18	42	29	5	3	3
2019 Ararat	18	37	29	9	3	3
2018 Ararat	22	38	27	8	2	3
2017 Ararat	18	37	30	8	2	4
2016 Ararat	20	39	25	8	2	6
2015 Ararat	22	35	31	7	3	2
2013 Ararat	18	42	31	4	1	3
State-wide	29	40	22	4	1	3
Small Rural	28	41	21	5	2	3
Ararat	26	44	19	5	1	4
Lake Bolac*	14	57	9	6	11	3
Elmhurst*	29	37	34			
Men	19	43	21	9	3	5
Women	29	43	20	3	1	4
18-34	15	37	36	12		
35-49	23	44	15	5	5	8
50-64	37	35	19	5	1	3
65+	23	50	17	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 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
Caution: small sample size < n=30

Planning and building permits performance

2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	65*	56	n/a	29	43	44	38	n/a	n/a	n/a	n/a
18-34	64	57	56	56	54	47	54	53	n/a	58	n/a
65+	63	63	54	54	47	51	49	60	n/a	59	n/a
Elmhurst	60*	57	63	67	48	77	77	n/a	n/a	n/a	n/a
Ararat	59	59	52	53	46	51	52	n/a	n/a	n/a	n/a
Women	59	58	53	53	50	55	58	57	n/a	56	n/a
Ararat	58	59	51	52	46	50	51	55	n/a	57	n/a
Men	58	59	50	51	43	46	45	53	n/a	58	n/a
50-64	52	56	52	48	43	54	54	54	n/a	55	n/a
State-wide	50▼	51	51	52	52	51	50	54	53	55	54
35-49	49▼	57	42	48	41	48	49	51	n/a	58	n/a
Small Rural	48▼	49	46	48	51	51	50	53	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
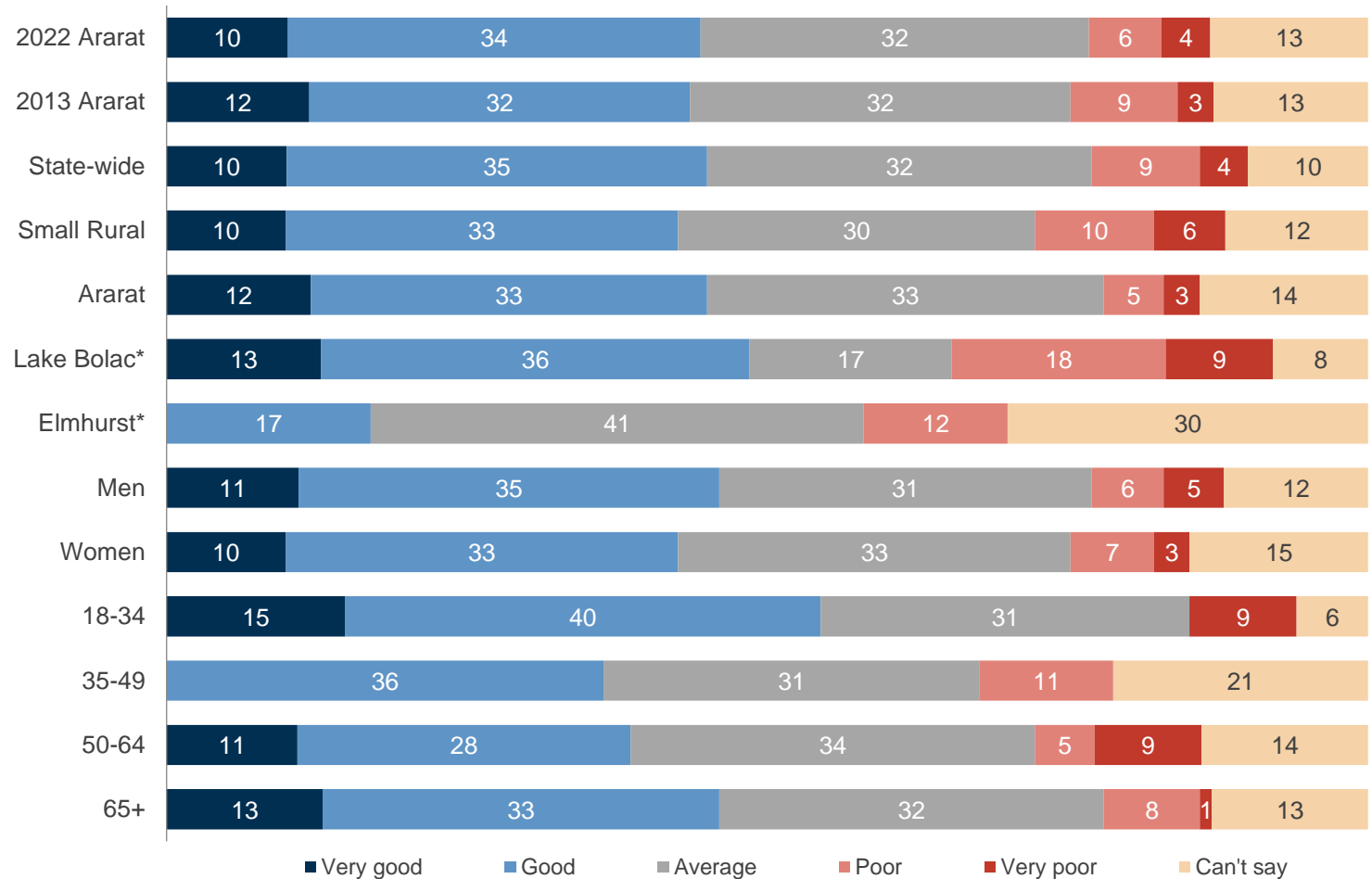*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Planning and building permits performance

JW

2022 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	13	22	26	12	5	22
2021 Ararat	10	25	25	9	5	26
2020 Ararat	5	25	22	17	7	24
2019 Ararat	4	25	29	15	6	21
2018 Ararat	4	19	27	15	12	23
2017 Ararat	7	19	29	14	9	22
2016 Ararat	5	18	26	11	7	32
2015 Ararat	6	25	29	9	7	24
2013 Ararat	7	27	31	12	3	20
State-wide	5	22	28	14	10	22
Small Rural	5	19	26	15	11	23
Ararat	14	22	27	13	4	20
Lake Bolac*	13	27	24	6		31
Elmhurst*		29	41			30
Men	13	21	29	11	5	19
Women	12	23	22	13	4	26
18-34	22	15	38	6	3	15
35-49	3	15	31	20	2	29
50-64	8	28	18	14	12	19
65+	16	27	20	10	4	23

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
*Caution: small sample size < n=30

Environmental sustainability importance

2022 environmental sustainability importance (index scores)

Category	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a
Elmhurst	75*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a
State-wide	73	74	74	74	73	72	73	73	73	72	71
Ararat	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a
65+	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a
Ararat	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a
Small Rural	70	71	70	72	70	70	74	77	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	n/a
35-49	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	n/a
Lake Bolac	57* ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4
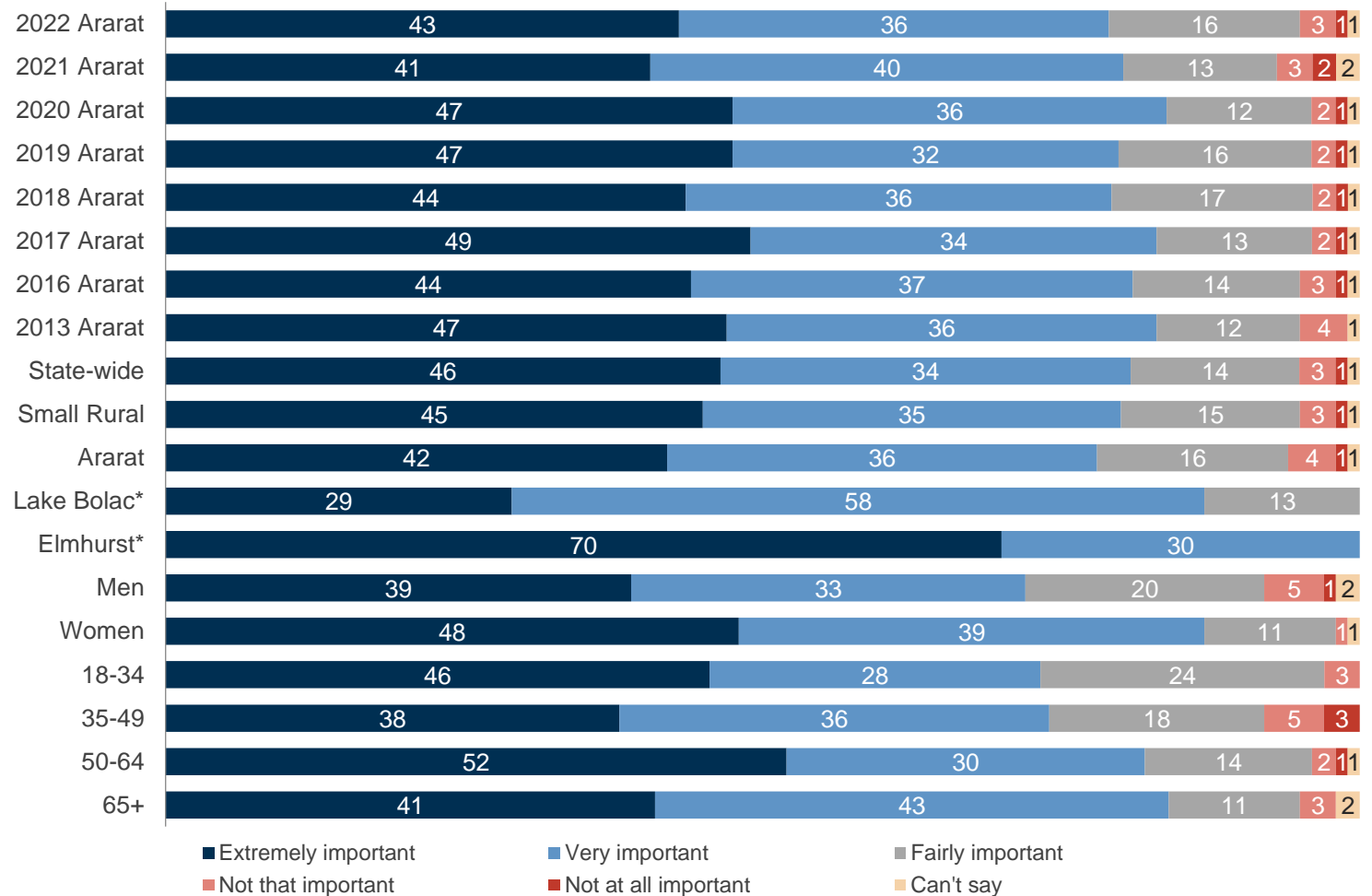Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Environmental sustainability importance

2022 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	29	37	27	4	2	1
2013 Ararat	19	41	31	6	2	1
State-wide	33	38	20	5	3	1
Small Rural	28	36	25	7	3	1
Ararat	29	41	24	3	2	1
Lake Bolac*	4	29	58	6	2	
Elmhurst*	29	41	30			
Men	26	34	30	5	2	2
Women	32	39	23	3	2	1
18-34	33	40	27			
35-49	28	25	29	10	5	3
50-64	35	28	28	8		
65+	24	46	25	1	2	2

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4
*Caution: small sample size < n=30

Environmental sustainability performance

2022 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	n/a
65+	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	n/a
Ararat	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	n/a
Ararat	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	n/a
Women	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	n/a
State-wide	61	62	60	62	63	64	63	64	64	64	64
Small Rural	59 ▼	61	57	59	62	63	61	63	n/a	n/a	n/a
50-64	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	n/a
35-49	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	n/a
Lake Bolac	57*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	52*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8
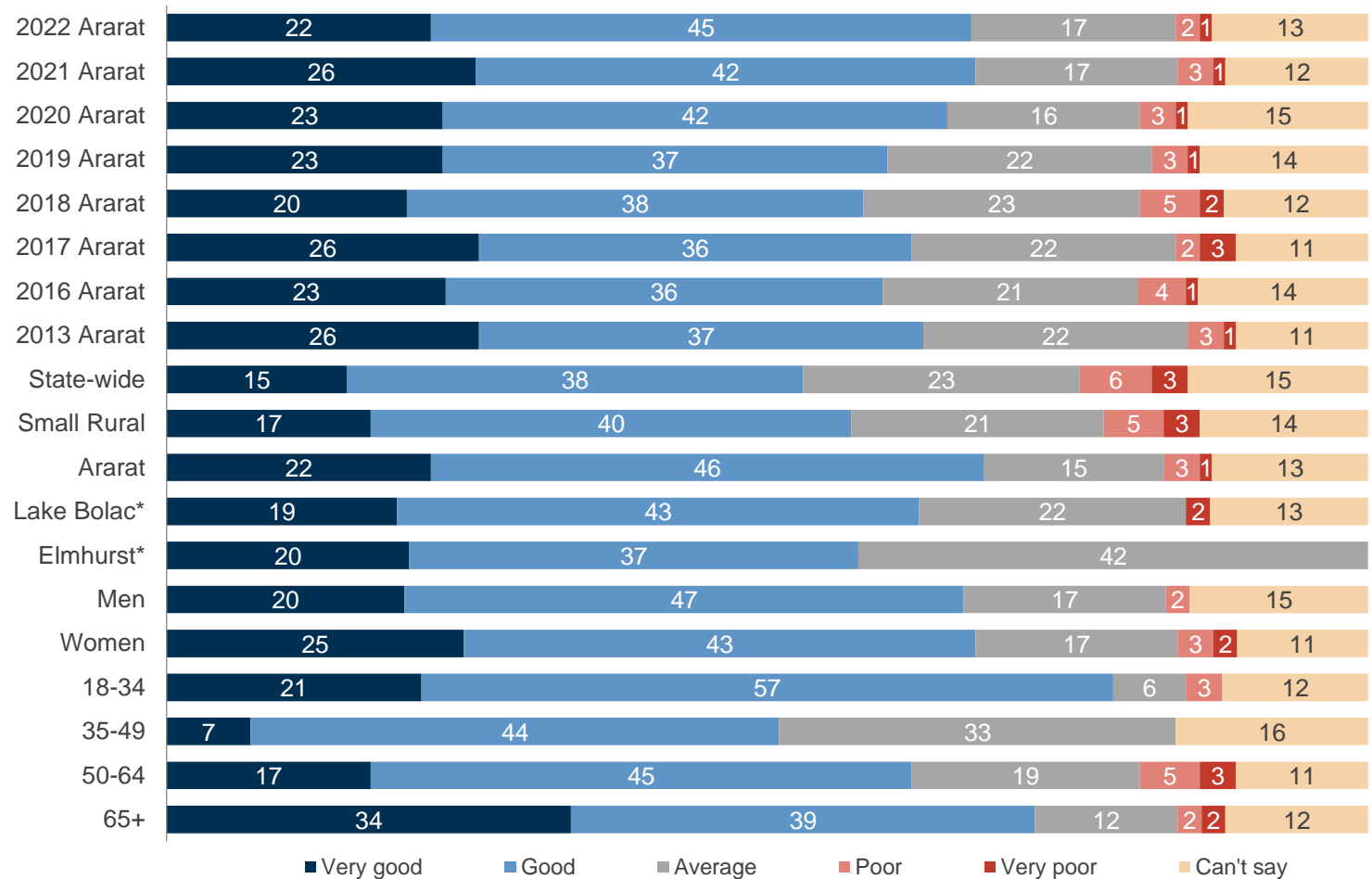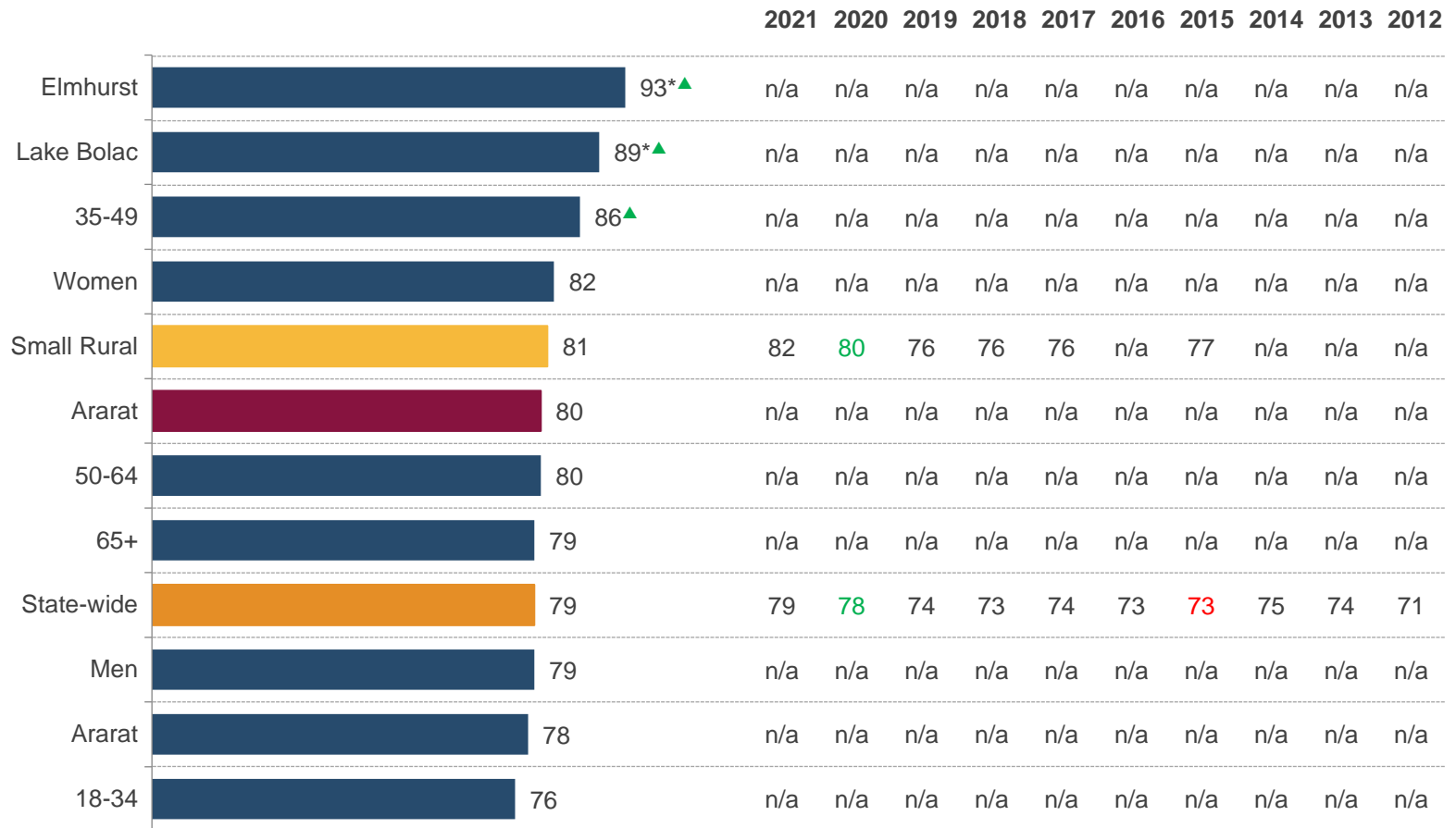*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Environmental sustainability performance

2022 environmental sustainability performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	10	34	32	6	4	13
2013 Ararat	12	32	32	9	3	13
State-wide	10	35	32	9	4	10
Small Rural	10	33	30	10	6	12
Ararat	12	33	33	5	3	14
Lake Bolac*	13	36	17	18	9	8
Elmhurst*		17	41	12		30
Men	11	35	31	6	5	12
Women	10	33	33	7	3	15
18-34	15	40	31		9	6
35-49		36	31	11		21
50-64	11	28	34	5	9	14
65+	13	33	32	8	1	13

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8
*Caution: small sample size < n=30

Emergency and disaster management importance

2022 emergency and disaster management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	92*▲	92	82	84	66	94	81	n/a	n/a	n/a	n/a
Women	83	85	86	85	84	87	84	n/a	n/a	83	n/a
50-64	83	82	84	86	82	83	82	n/a	n/a	80	n/a
65+	81	81	82	79	80	81	79	n/a	n/a	82	n/a
State-wide	81	81	80	81	81	80	80	80	80	80	80
Small Rural	81	82	82	81	80	81	82	80	n/a	n/a	n/a
Ararat	80	79	82	81	80	83	80	n/a	n/a	82	n/a
Lake Bolac	79*	83	84	75	79	84	77	n/a	n/a	n/a	n/a
18-34	79	75	81	82	78	85	82	n/a	n/a	84	n/a
Ararat	79	79	82	82	81	83	81	n/a	n/a	n/a	n/a
Men	76▼	74	78	78	77	79	76	n/a	n/a	80	n/a
35-49	75	76	80	77	80	85	78	n/a	n/a	80	n/a

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
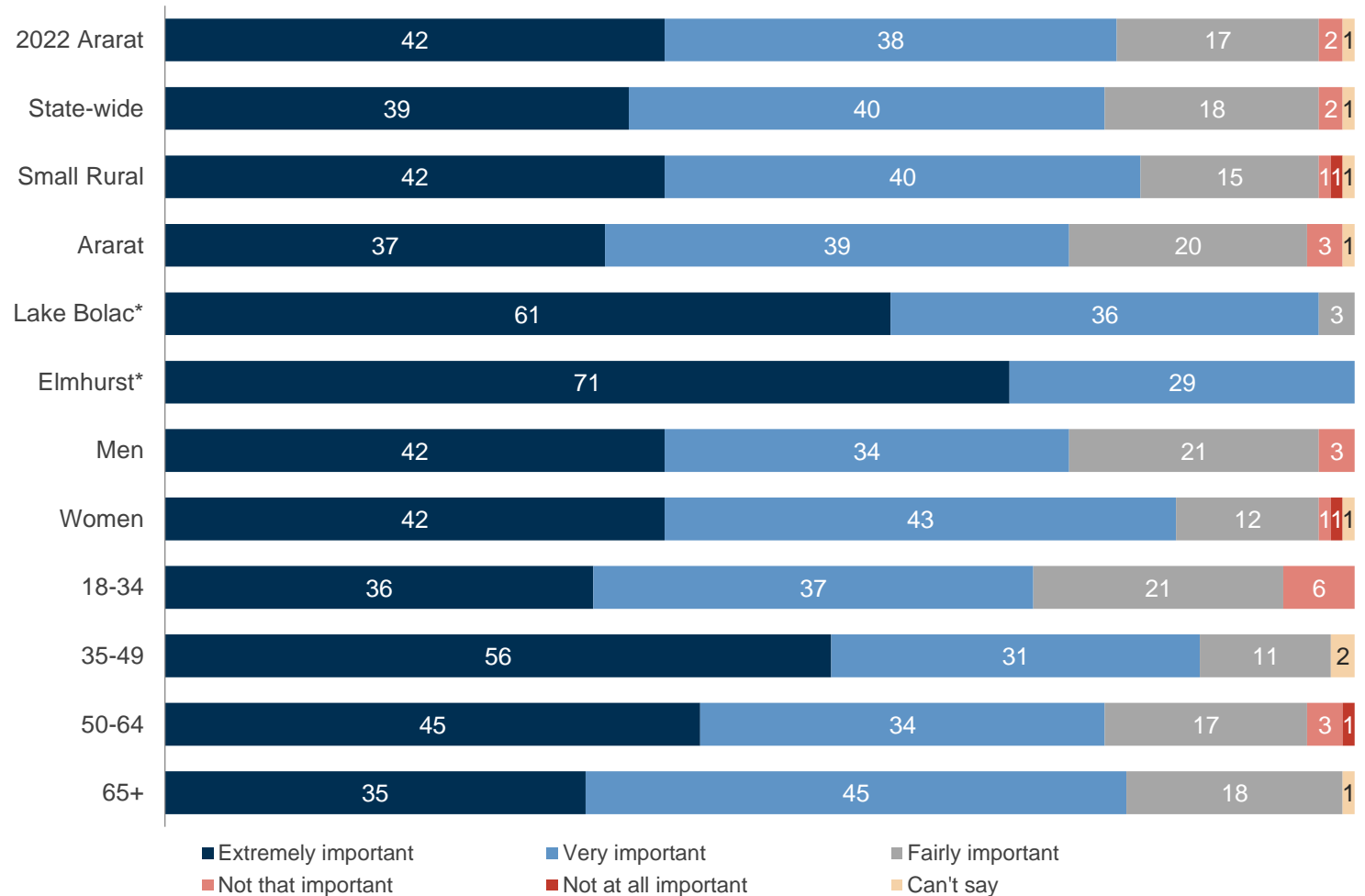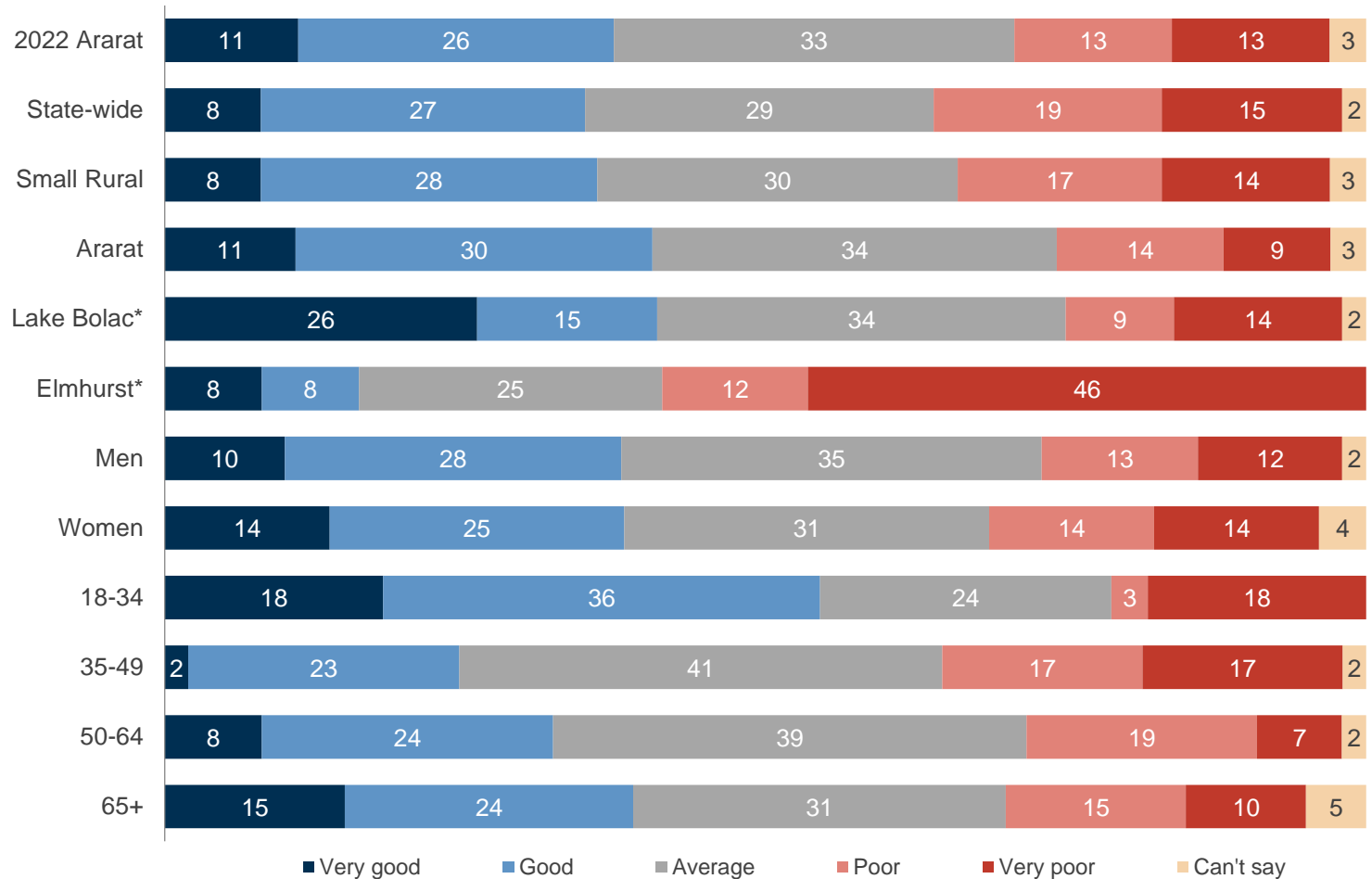**Caution: small sample size < n=30*

Emergency and disaster management importance

2022 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	43	36	16	3	1	1
2021 Ararat	41	40	13	3	2	2
2020 Ararat	47	36	12	2	1	1
2019 Ararat	47	32	16	2	1	1
2018 Ararat	44	36	17	2	1	1
2017 Ararat	49	34	13	2	1	1
2016 Ararat	44	37	14	3	1	1
2013 Ararat	47	36	12	4		1
State-wide	46	34	14	3	1	1
Small Rural	45	35	15	3	1	1
Ararat	42	36	16	4	1	1
Lake Bolac*	29	58	13			
Elmhurst*	70	30				
Men	39	33	20	5	1	2
Women	48	39	11		1	1
18-34	46	28	24			3
35-49	38	36	18	5	3	
50-64	52	30	14	2	1	1
65+	41	43	11	3		2

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4
*Caution: small sample size < n=30

Emergency and disaster management performance

2022 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79 ▲	79	76	73	72	76	76	n/a	n/a	76	n/a
18-34	77	72	76	72	70	72	67	n/a	n/a	69	n/a
Ararat	75	75	75	73	72	74	73	n/a	n/a	n/a	n/a
Men	74	75	73	72	70	70	68	n/a	n/a	74	n/a
Ararat	74	75	74	73	70	72	72	n/a	n/a	74	n/a
Women	74	75	75	74	70	74	76	n/a	n/a	74	n/a
Lake Bolac	72*	73	48	66	64	64	75	n/a	n/a	n/a	n/a
Elmhurst	70*	89	68	75	63	82	88	n/a	n/a	n/a	n/a
50-64	70	76	75	78	74	71	69	n/a	n/a	74	n/a
Small Rural	68 ▼	72	70	72	72	72	71	70	n/a	n/a	n/a
35-49	67 ▼	72	69	69	63	68	73	n/a	n/a	76	n/a
State-wide	66 ▼	71	68	72	71	70	69	70	71	70	70

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
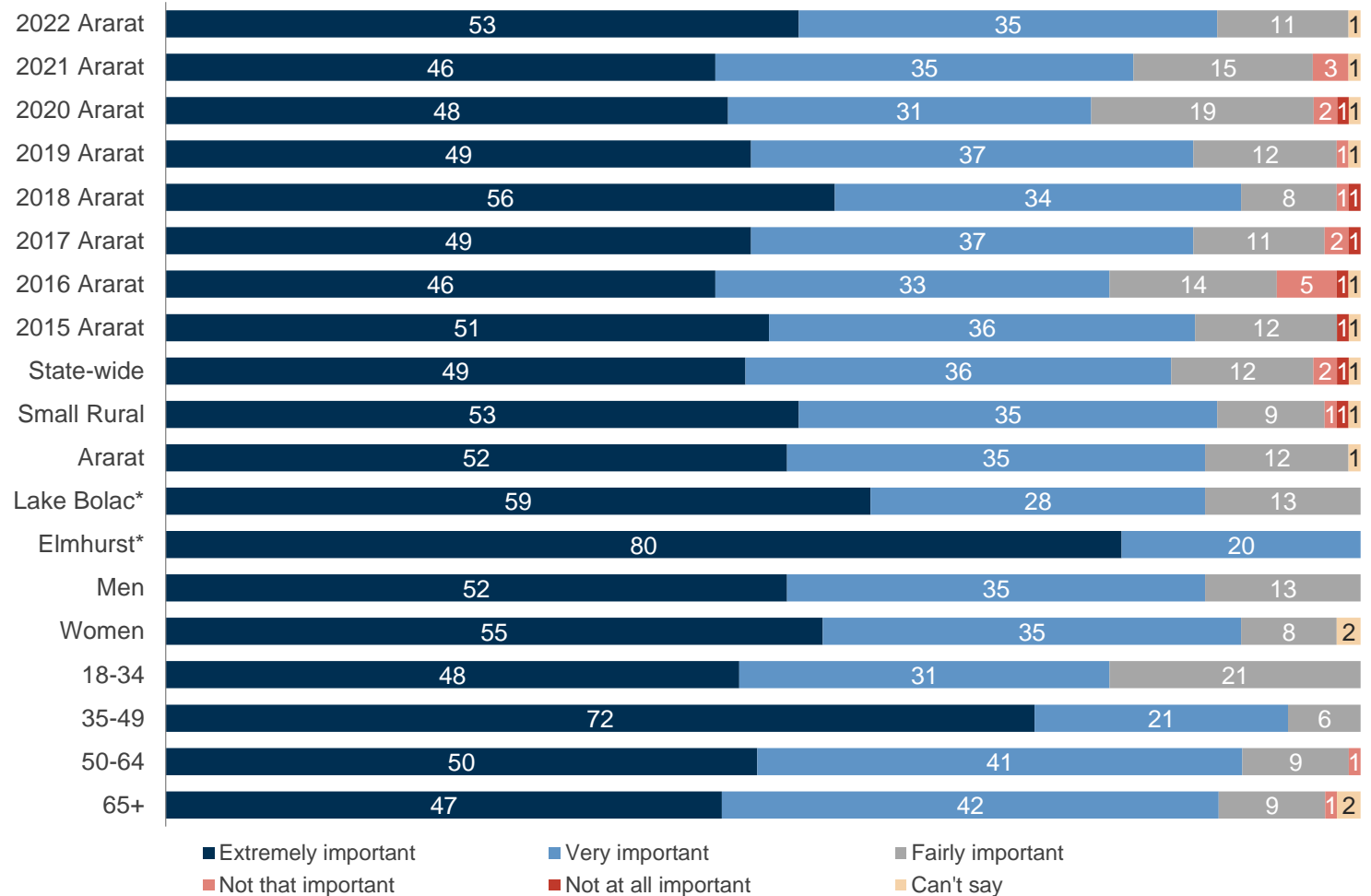*Caution: small sample size < n=30

Emergency and disaster management performance

2022 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	22	45	17	2	1	13
2021 Ararat	26	42	17	3	1	12
2020 Ararat	23	42	16	3	1	15
2019 Ararat	23	37	22	3	1	14
2018 Ararat	20	38	23	5	2	12
2017 Ararat	26	36	22	2	3	11
2016 Ararat	23	36	21	4	1	14
2013 Ararat	26	37	22	3	1	11
State-wide	15	38	23	6	3	15
Small Rural	17	40	21	5	3	14
Ararat	22	46	15	3	1	13
Lake Bolac*	19	43	22	2		13
Elmhurst*	20	37	42			
Men	20	47	17	2		15
Women	25	43	17	3	2	11
18-34	21	57	6	3		12
35-49	7	44	33			16
50-64	17	45	19	5	3	11
65+	34	39	12	2	2	12

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
Caution: small sample size < n=30

Roadside slashing and weed control importance

2022 roadside slashing and weed control importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	93*▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	89*▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	81	82	80	76	76	76	n/a	77	n/a	n/a	n/a
Ararat	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	78	74	73	74	73	73	75	74	71
Men	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 3
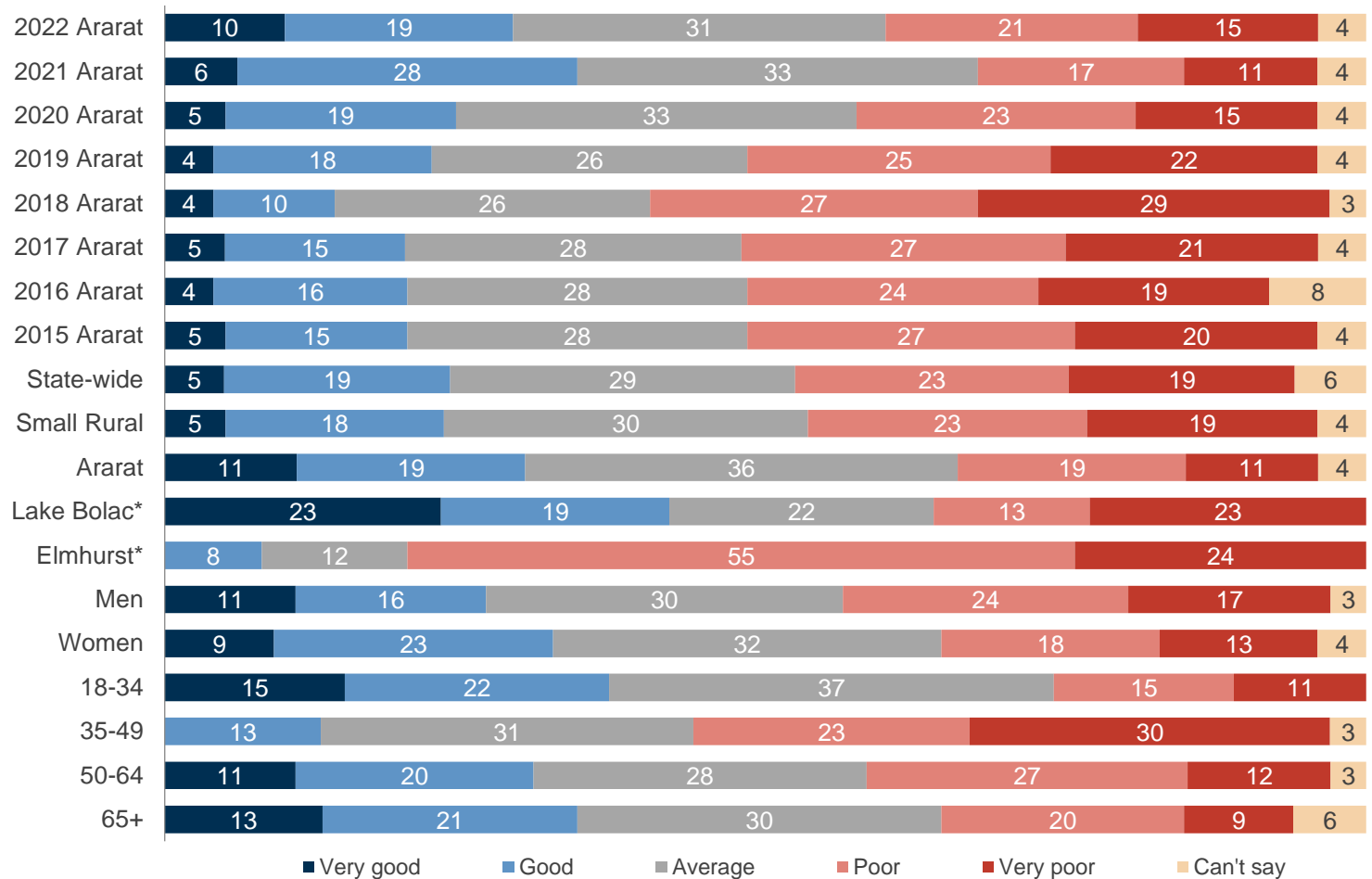*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Roadside slashing and weed control importance

2022 roadside slashing and weed control importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	42	38	17	2		1
State-wide	39	40	18	2		1
Small Rural	42	40	15	1	1	1
Ararat	37	39	20	3		1
Lake Bolac*	61	36	3			
Elmhurst*	71	29				
Men	42	34	21	3		
Women	42	43	12	1	1	1
18-34	36	37	21	6		
35-49	56	31	11			2
50-64	45	34	17	3	1	
65+	35	45	18			1

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

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 3
*Caution: small sample size < n=30

Roadside slashing and weed control performance

2022 roadside slashing and weed control performance (index scores)

	Score	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	58*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	50	49	48	55	54	51	51	52	n/a	n/a	n/a
State-wide	49▼	51	49	56	55	53	56	55	55	56	61
35-49	44▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	30*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
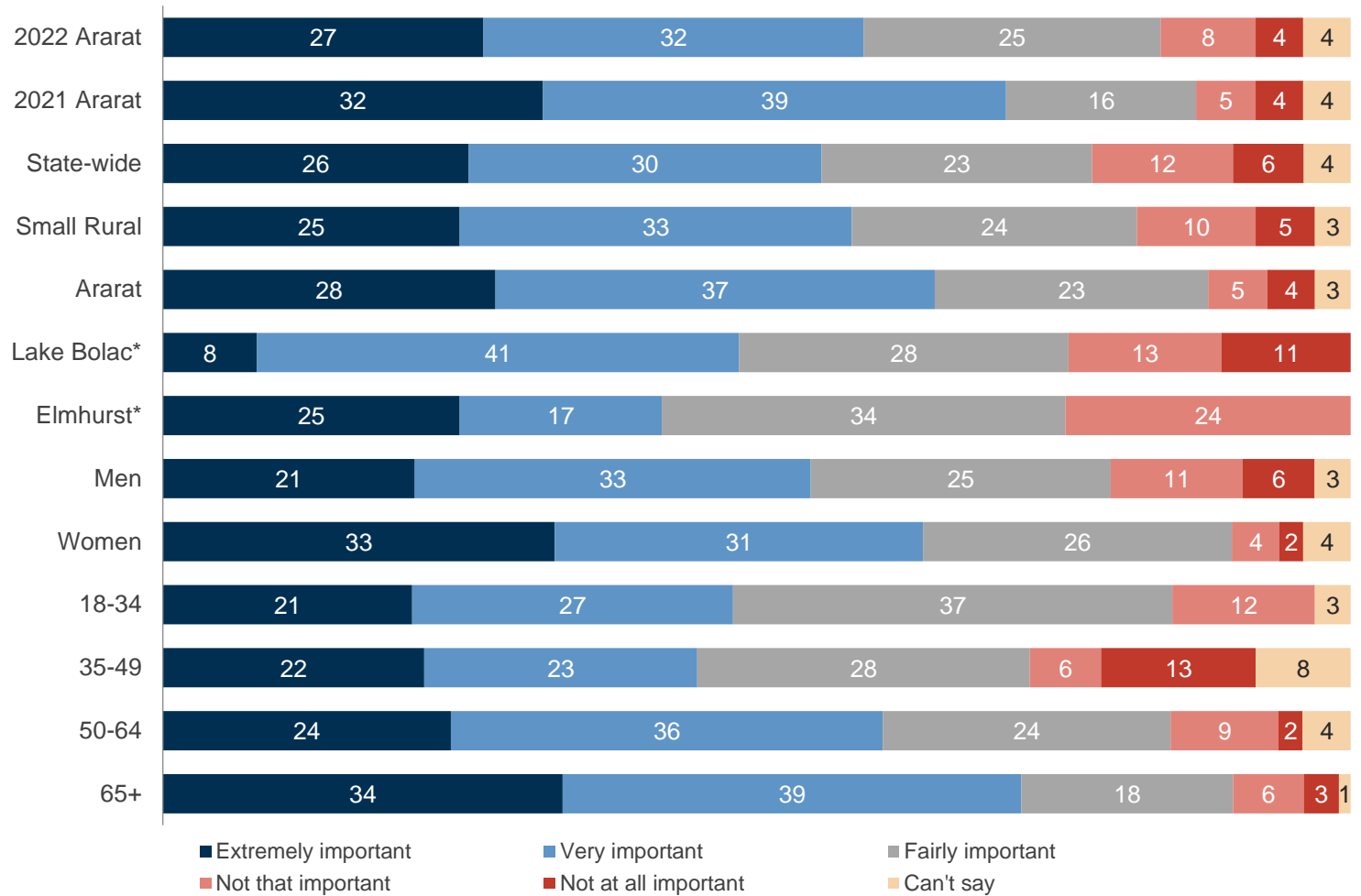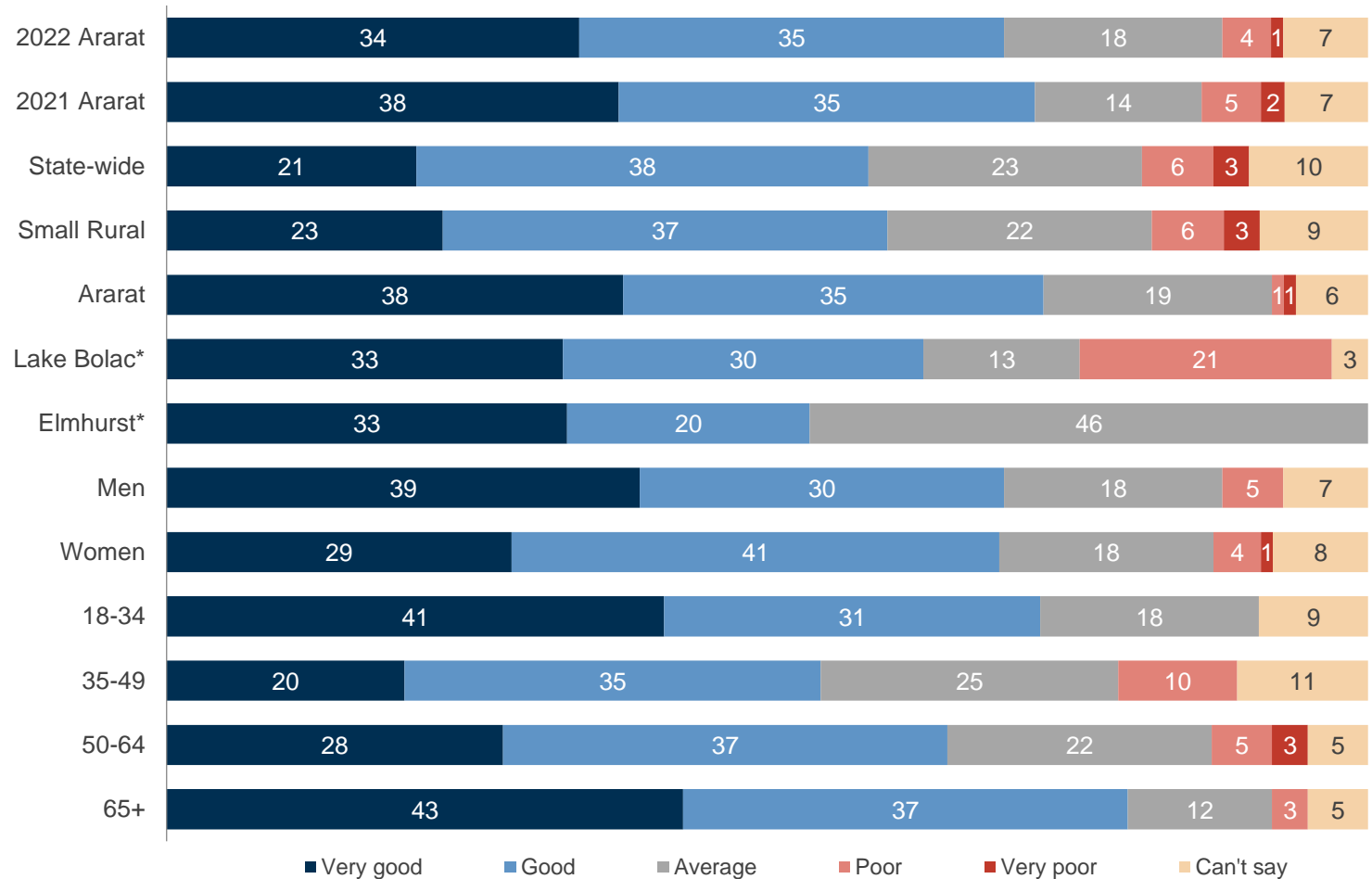**Caution: small sample size < n=30*

Roadside slashing and weed control performance

2022 roadside slashing and weed control performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	11	26	33	13	13	3
State-wide	8	27	29	19	15	2
Small Rural	8	28	30	17	14	3
Ararat	11	30	34	14	9	3
Lake Bolac*	26	15	34	9	14	2
Elmhurst*	8	8	25	12	46	
Men	10	28	35	13	12	2
Women	14	25	31	14	14	4
18-34	18	36	24	3	18	
35-49	2	23	41	17	17	2
50-64	8	24	39	19	7	2
65+	15	24	31	15	10	5

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

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
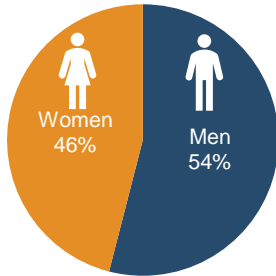**Caution: small sample size < n=30*

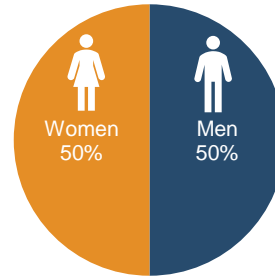JWS RESEARCH 116

Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	95*▲	89	87	89	89	90	85	n/a	n/a	n/a	n/a
35-49	91▲	86	86	86	86	87	80	84	n/a	n/a	n/a
Women	87	80	81	85	88	85	81	86	n/a	n/a	n/a
Lake Bolac	87*	98	100	88	94	92	87	n/a	n/a	n/a	n/a
Ararat	85	81	81	84	86	83	80	84	n/a	n/a	n/a
Small Rural	85	84	83	82	84	81	81	82	n/a	n/a	n/a
50-64	85	81	86	87	86	83	83	81	n/a	n/a	n/a
Ararat	85	80	80	82	85	80	77	n/a	n/a	n/a	n/a
Men	84	83	81	83	85	81	79	83	n/a	n/a	n/a
65+	84	81	79	83	84	82	81	84	n/a	n/a	n/a
State-wide	83▼	81	80	80	80	79	79	78	78	81	80
18-34	82	78	76	80	90	79	74	88	n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	53	35	11	1		
2021 Ararat	46	35	15	3	1	
2020 Ararat	48	31	19	2	1	1
2019 Ararat	49	37	12	1	1	
2018 Ararat	56	34	8	1	1	
2017 Ararat	49	37	11	2	1	
2016 Ararat	46	33	14	5	1	1
2015 Ararat	51	36	12	1	1	
State-wide	49	36	12	2	1	1
Small Rural	53	35	9	1	1	1
Ararat	52	35	12			1
Lake Bolac*	59	28	13			
Elmhurst*	80	20				
Men	52	35	13			
Women	55	35	8			2
18-34	48	31	21			
35-49	72	21	6			
50-64	50	41	9	1		
65+	47	42	9	1		2

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54	46	46	40	32	43	39	38	n/a	n/a	n/a
65+	52	54	46	41	37	39	42	42	n/a	n/a	n/a
Lake Bolac	52*	46	16	14	19	24	25	n/a	n/a	n/a	n/a
Ararat	50	50	45	42	36	42	45	n/a	n/a	n/a	n/a
Women	50	49	41	36	37	40	42	37	n/a	n/a	n/a
50-64	48	48	45	39	35	36	42	39	n/a	n/a	n/a
Ararat	47	50	44	39	33	38	40	39	n/a	n/a	n/a
Men	45	51	46	41	29	36	37	41	n/a	n/a	n/a
Small Rural	42▼	44	43	43	40	43	44	45	n/a	n/a	n/a
State-wide	41▼	45	44	44	43	44	43	45	45	44	46
35-49	32▼	50	37	34	25	36	35	36	n/a	n/a	n/a
Elmhurst	26*▼	51	34	39	21	25	40	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	10	19	31	21	15	4
2021 Ararat	6	28	33	17	11	4
2020 Ararat	5	19	33	23	15	4
2019 Ararat	4	18	26	25	22	4
2018 Ararat	4	10	26	27	29	3
2017 Ararat	5	15	28	27	21	4
2016 Ararat	4	16	28	24	19	8
2015 Ararat	5	15	28	27	20	4
State-wide	5	19	29	23	19	6
Small Rural	5	18	30	23	19	4
Ararat	11	19	36	19	11	4
Lake Bolac*	23	19	22	13	23	
Elmhurst*	8		12	55	24	
Men	11	16	30	24	17	3
Women	9	23	32	18	13	4
18-34	15	22	37	15	11	
35-49	13		31	23	30	3
50-64	11	20	28	27	12	3
65+	13	21	30	20	9	6

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
*Caution: small sample size < n=30

COVID-19 response importance

2022 COVID-19 response importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	74 ▲	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73 ▲	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	70	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65 ▼	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	61*	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59 ▼	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	56* ▼	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

COVID-19 response importance

2022 COVID-19 response importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Ararat	27	32	25	8	4	4
2021 Ararat	32	39	16	5	4	4
State-wide	26	30	23	12	6	4
Small Rural	25	33	24	10	5	3
Ararat	28	37	23	5	4	3
Lake Bolac*	8	41	28	13	11	
Elmhurst*	25	17	34	24		
Men	21	33	25	11	6	3
Women	33	31	26	4	2	4
18-34	21	27	37	12		3
35-49	22	23	28	6	13	8
50-64	24	36	24	9	2	4
65+	34	39	18	6	3	1

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

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4
*Caution: small sample size < n=30

COVID-19 response performance

2022 COVID-19 response performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	82▲	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	79	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	72*	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69▼	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	69*	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69▼	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68▼	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

COVID-19 response performance

2022 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Ararat	34	35	18	4	1	7
2021 Ararat	38	35	14	5	2	7
State-wide	21	38	23	6	3	10
Small Rural	23	37	22	6	3	9
Ararat	38	35	19	1	1	6
Lake Bolac*	33	30	13	21		3
Elmhurst*	33	20	46			
Men	39	30	18	5		7
Women	29	41	18	4	1	8
18-34	41	31	18			9
35-49	20	35	25	10		11
50-64	28	37	22	5	3	5
65+	43	37	12	3		5

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
*Caution: small sample size < n=30

Detailed demographics

Gender and age profile

2022 gender

Ararat
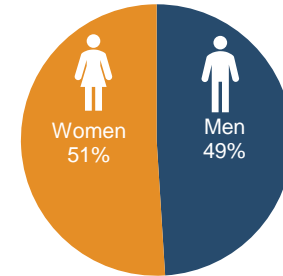
Women 46%
Men 54%

Small Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%

2022 age

Ararat

1%
20%
22%
18%
38%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Small Rural

4%
14%
20%
20%
42%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

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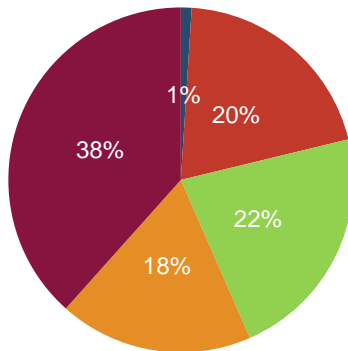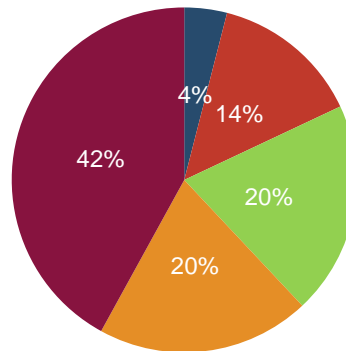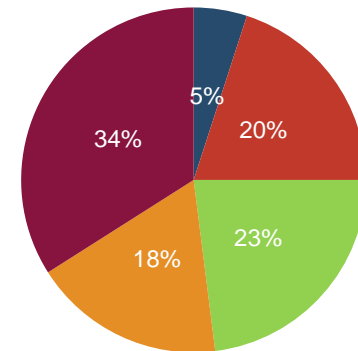
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

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

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 9,600 people aged 18 years or over for Ararat Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Ararat Rural City Council	400	400	+/-4.8
Men	176	216	+/-7.3
Women	224	184	+/-6.5
Ararat	303	295	+/-5.5
Lake Bolac	21	26	+/-21.9
Elmhurst	9	7	+/-34.6
18-34 years	33	85	+/-17.3
35-49 years	43	90	+/-15.1
50-64 years	102	73	+/-9.7
65+ years	222	151	+/-6.5

Appendix A:
Significant difference reporting notation

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

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

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

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

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

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

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

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

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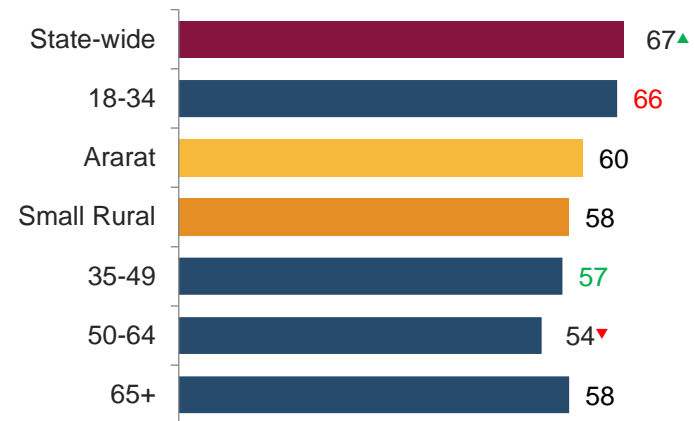
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

• Background and objectives

• Analysis and reporting

• Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B:
Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 8th February – 121st March.

- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=408 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.

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

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

Survey sample matched to the demographic profile of Ararat Rural City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Ararat Rural City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Ararat Rural City Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.

Appendix B:
Analysis and reporting

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

Council Groups

Ararat Rural City Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

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

Appendix B:
2012 survey revision

The survey was revised in 2012. As a result:

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

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

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

•   Overall performance last 12 months (Overall performance)

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

•   Contact in last 12 months (Contact)

•   Rating of contact (Customer service)

•   Overall council direction last 12 months (Council direction)

•   Community consultation and engagement (Consultation)

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

•   Condition of sealed local roads (Sealed local roads)

•   Waste management

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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