LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
ARARAT RURAL CITY COUNCIL

2018 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

JWS RESEARCH

CONTENTS

ARARAT RURAL CITY COUNCIL – AT A GLANCE

OVERALL COUNCIL PERFORMANCE
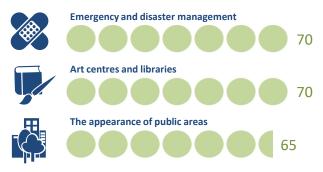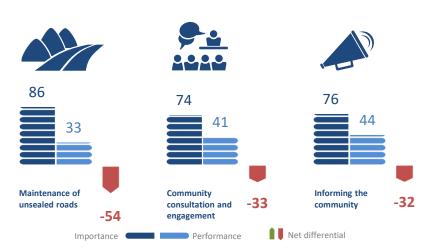
37 — Council
56↑ — Small Rural
59↑ — State-wide

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS

Emergency and disaster management — 70

Art centres and libraries — 70

The appearance of public areas — 65

TOP 3 AREAS FOR IMPROVEMENT

Maintenance of unsealed roads — 86 / 33 / -54

Community consultation and engagement — 74 / 41 / -33

Informing the community — 76 / 44 / -32

Importance ▬ Performance ▬ Net differential ▮

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Ararat Rural City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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.

The main objectives of the survey are to assess the performance of Ararat Rural City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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 40% 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 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 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.

SURVEY METHODOLOGY AND SAMPLING
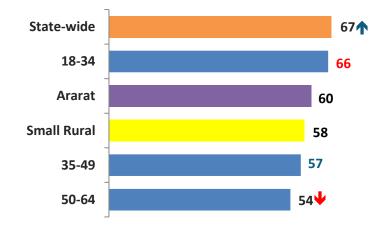
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 <u>higher</u> than the overall result for the council.

- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

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 ↓

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

FURTHER INFORMATION

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

➢ Background and objectives

➢ Margins of error

➢ Analysis and reporting

➢ Glossary of terms

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS

Ararat Rural City Council's **overall performance index score** *declined significantly* **– by sixteen points –** between 2017 and 2018. Overall performance is now at its lowest point in five years, declining twenty index points in total since 2013.

➢ Ararat Rural City Council's overall performance is rated statistically **significantly lower** (at the 95% confidence interval) **than the average rating for councils State-wide and in the Small Rural group** (index scores of 59 and 56 respectively).

➢ All demographic and geographic sub-groups *declined significantly* in their impressions of Council's overall performance in the past year, with the exception of the Elmhurst area.

➢ **Residents aged 35 to 49 years** (index score of 27) and **Lake Bolac residents** (index score of 19) **are** *significantly less* **favourable** in their view of Council's overall performance than residents overall. Lake Bolac residents declined by thirty-four index points (from an index score of 53) and residents aged 35 to 49 years by twenty-six index points (from an index score of 53) since 2016.

Residents are much more likely to rate Ararat Rural City Council's overall performance as 'very poor' (28%) or 'poor' (18%) than 'very good' (5%) or 'good' (14%). Negative ('very poor' or 'poor') ratings nearly doubled in the past year (from 24% in 2017). A further 35% sit mid-scale providing an 'average' rating.

➢ Three-quarters of **Lake Bolac** residents rate Council's overall performance as 'very poor' (47%) or 'poor' (30%).

➢ Two-thirds of **residents aged 35 to 49 years** rate overall performance as 'very poor' (41%) or 'poor' (24%).

Review of the core performance measures (as shown on page 19) shows that Ararat Rural City Council's **performance declined significantly** compared to Council's own results in 2017. Declines on core measures ranged from six to eighteen index points; core measures are all now at their lowest point since 2013.

➤ As a result of ratings declines, Council's performance on all core measures is *significantly lower* than average ratings for the Small Rural group and councils State-wide.

➤ Council experienced double digit declines on the core measures of overall performance, **council direction** (index score of 29, eighteen points lower than 2017), and **community decisions** (index score of 33, seventeen points lower than 2017).

➤ Recent issues surrounding council **rates** and the **community consultation process** may be in part to blame for plunging ratings – 14% of residents mention community consultation and 11% rates as the areas most in need of improvement.

There are **notable demographic and geographic differences** in attitudes towards core measures. **Lake Bolac residents** and residents **aged 35 to 49 years** have *significantly less favourable* impressions of council performance across core measures.

Customer service (index score of 56) remains Council's highest performing core measure though performance in this area has declined steadily each year since 2013 (from an index score of 71). The largest declines, however, have occurred in just the last two years.

CUSTOMER CONTACT AND SERVICE

Three in five (61%) Ararat Rural City Council residents have had recent contact with Council. Residents aged 35 to 49 years (74%) are *significantly more likely* to have contacted Council, followed by residents of **Lake Bolac** (69%). Both cohorts are also more critical than other resident groups of Council performance in response to most service areas, including on customer service.

Perceptions of customer service have reached their lowest level in five years, declining six index points in the past year to an index score of 56.

➢ Ararat Rural City Council's customer service index of 56 is *significantly lower* than the State-wide and Small Rural group averages (index score of 70 and 69 respectively).

➢ **Men** (index score of 51, ten points lower than 2017) and **Lake Bolac** residents (*small sample size*) (index score of 38, twenty-eight points lower) *declined significantly* in their impressions of customer service since 2017.

➢ **Residents aged 35 to 49 years** (index score of 44) and **Lake Bolac residents** (index score of 38) rate customer service *significantly lower* than residents overall.

Notwithstanding differences in perceptions of customer service at the sub-group level, Council should aim to improve customer service across all groups in order to grow performance in this area over time.

One in five (18%) rates Council's customer service as 'very good', with a further 29% rating customer service as 'good', down from 57% combined 'very good' and 'good' in 2017. (In addition, combined 'very poor' and 'poor' ratings grew from 19% to 27% between 2017 and 2018.)

AREAS WHERE COUNCIL IS PERFORMING WELL

Emergency and disaster management and **art centres and libraries** are the areas where Ararat Rural City Council has **performed most strongly** (index score of 70 for both). Council performance in both areas has remained relatively stable over the past several years while other service areas have experienced declines.

Council's performance rating of 70 index points in the area of emergency and disaster management is a positive result for Council.

➢ Performance ratings are in line with State-wide and Small Rural group averages for councils (index scores of 71 and 72 respectively).

➢ Three in five residents (58%) rate Council's performance in the area of emergency and disaster management as 'very good' or 'good'.

➢ It is rated the second most important service area of areas evaluated (importance index score of 80).

In the area of **art centres and libraries,** however, Council's performance is significantly lower than State-wide and Small Rural group averages for councils (index score of 74 and 73 respectively).

➢ Two-thirds of residents (64%) rate Council's performance in the area of art centres and libraries as 'very good' or 'good'.

➢ It is also rated least important of Council service areas relative to other service areas evaluated (importance index score of 60). Council should shore up and build on this positive area while also focusing attention on other, more important service areas.

Council performance *declined significantly* in seven areas between 2017 and 2018. Declines occurred across sub-groups on each measure:

➤ **Community decisions (index score of 33, seventeen points lower than 2017)**

➤ Lobbying (44, nine points lower)

➤ Sealed roads (43, eight points lower)

➤ Consultation and engagement (41, eight points lower)

➤ Informing the community (44, six points lower)

➤ **Unsealed roads (33, five points lower)**

➤ Planning and building permits (46, four points lower)

As a result of declines, Council performs *significantly lower* than State-wide and Small Rural group averages in all of the aforementioned areas.

Of this list, however, the areas that stand out as being most in need of Council attention are **community decisions and unsealed roads** (index score of 33 in both). Council performs lowest in these areas relative to other areas evaluated.

➤ Half (50%) of residents rate Council performance in the area of **community decisions** as 'very poor' or 'poor', up from 27% in 2017.

➤ More than half (56%) of residents rate Council performance in the area of **unsealed roads** as 'very poor' or 'poor', up from 48% in 2017.

Council is perceived as performing poorly in its most important service area. With an importance index score of 86, **unsealed roads** is considered the most important service area evaluated.

Residents aged 35 to 49 years and **residents of Lake Bolac** are more critical of Council performance in response to most measures. In the case of community decisions and unsealed roads specifically, both groups are *significantly less* favourable in their impressions of Council performance than residents overall.

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Ararat Rural City Council should pay particular attention to service areas where ratings are low or lower than what has been achieved historically *and* where stated importance exceeds rated performance by more than 20 points. Key priorities include:

➤ **Unsealed roads** (margin of 54 points)

➤ **Consultation and engagement** (margin of 33 points)

➤ **Informing the community** (margin of 32 points)

➤ **Lobbying** (margin of 26 points)

➤ **Condition of local streets and footpaths** (margin of 24 points)

➤ **Planning and building permits** (margin of 22 points).

While perceptions of the **condition of local streets and footpaths** did not decline significantly in the past year, ratings have declined steadily in this area since 2016 (from a peak rating of 59 in 2016 to 53 in 2018) and perceived importance greatly exceeds performance in this area.

Council should also prioritise improvements to **sealed local roads**; performance in this area *declined significantly* in the past year and Council rates *significantly lower* than the Small Rural group average on this measure.

Along the way, consideration should be given to **Lake Bolac** residents and **residents aged 35 to 49 years**, who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the area of emergency and disaster management** and **art centres and libraries.**

The **regression analysis on pages 30-34** shows that the individual service areas which have the strongest influence on the overall performance rating are:

➤ Decisions made in the interest of the community
➤ Community consultation and engagement
➤ Maintenance of sealed and unsealed roads – a weaker influence on overall performance ratings, but should not be ignored.

FURTHER AREAS OF EXPLORATION

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

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS
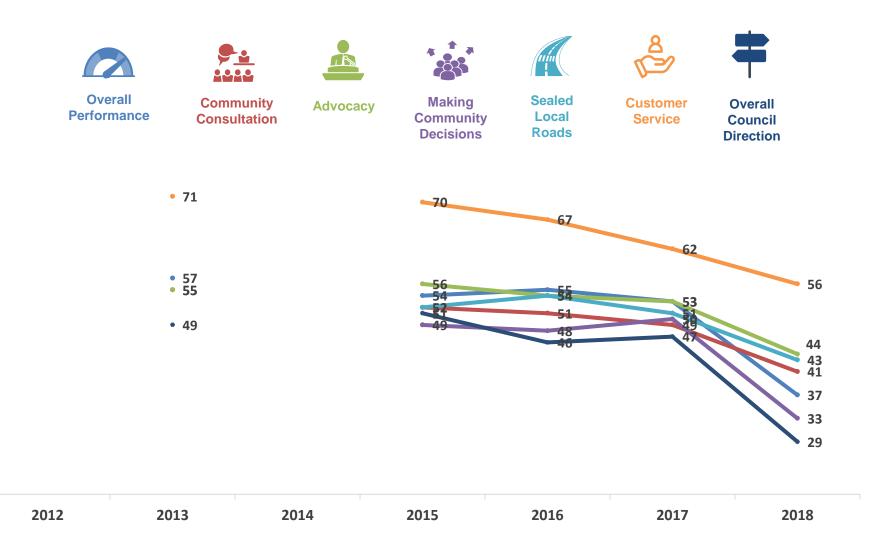
Higher results in 2018
(Significantly higher result than 2017)

- *No significant change*

Lower results in 2018
(Significantly lower result than 2017)

- Overall performance
- Council direction
- Community consultation
- Advocacy
- Customer service
- Community decisions
- Sealed roads
- Planning and building permits
- Unsealed roads

Most favourably disposed towards Council

- *None applicable*

Least favourably disposed towards Council

- Lake Bolac
- Aged 35 to 49 years

SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES
INDEX SCORE RESULTS

Overall Performance | Community Consultation | Advocacy | Making Community Decisions | Sealed Local Roads | Customer Service | Overall Council Direction

71
70 → 67 → 62 → 56

57
55
49

56
54
52
51
49
48
46

56
55
54
51
48
46

53
51
50
49
47

44
43
41
37
33
29

2012   2013   2014   2015   2016   2017   2018
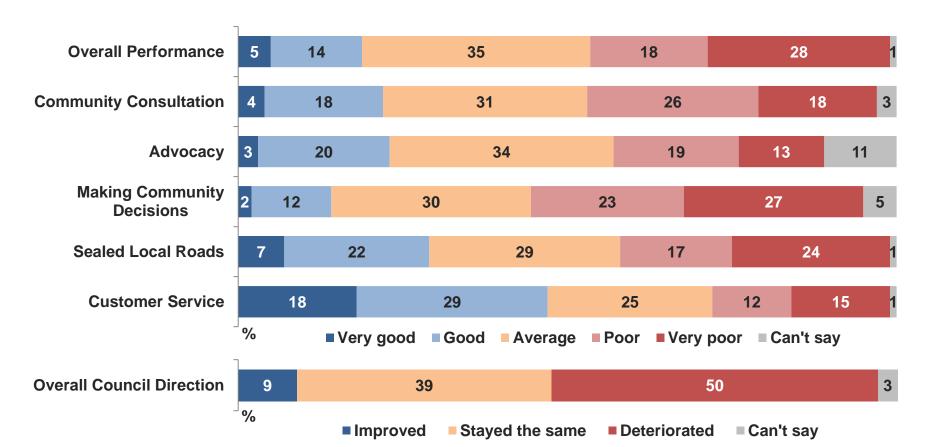
2018 SUMMARY OF CORE MEASURES
DETAILED ANALYSIS

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Performance Measures	Ararat 2018	Ararat 2017	Small Rural 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	**37**	53	56	59	Women	Lake Bolac
COMMUNITY CONSULTATION (Community consultation and engagement)	**41**	49	54	55	Aged 65+ years	Lake Bolac
ADVOCACY (Lobbying on behalf of the community)	**44**	53	53	54	Aged 65+ years	Lake Bolac
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	**33**	50	52	54	Women, Aged 50-64 years	Lake Bolac
SEALED LOCAL ROADS (Condition of sealed local roads)	**43**	51	49	53	Aged 65+ years	Lake Bolac
CUSTOMER SERVICE	**56**	62	69	70	Aged 18-34 and 50-64 years	Aged 35-49 years
OVERALL COUNCIL DIRECTION	**29**	47	50	52	Aged 18-34 years	Aged 35-49 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION
PERCENTAGE RESULTS

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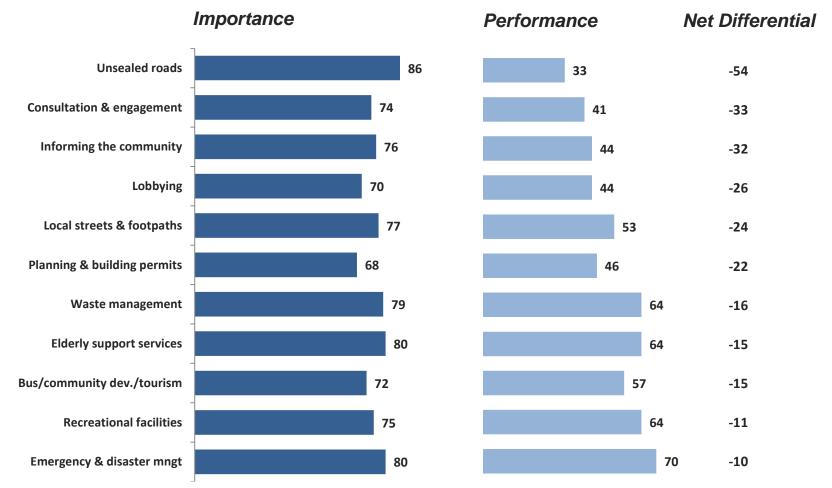
Key Measures Summary Results

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	5	14	35	18	28	1
Community Consultation	4	18	31	26	18	3
Advocacy	3	20	34	19	13	11
Making Community Decisions	2	12	30	23	27	5
Sealed Local Roads	7	22	29	17	24	1
Customer Service	18	29	25	12	15	1

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	9	39	50	3

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

20

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY
IMPORTANCE VS PERFORMANCE

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

Service Area	Importance	Performance	Net Differential
Unsealed roads	86	33	-54
Consultation & engagement	74	41	-33
Informing the community	76	44	-32
Lobbying	70	44	-26
Local streets & footpaths	77	53	-24
Planning & building permits	68	46	-22
Waste management	79	64	-16
Elderly support services	80	64	-15
Bus/community dev./tourism	72	57	-15
Recreational facilities	75	64	-11
Emergency & disaster mngt	80	70	-10

2018 IMPORTANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Importance

Priority Area	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	86	83	80	84	n/a	n/a	n/a
Emergency & disaster mngt	80	83	80	n/a	n/a	82	n/a
Elderly support services	80	79	79	80	n/a	80	n/a
Waste management	79	76	76	78	n/a	76	n/a
Local streets & footpaths	77	77	76	79	n/a	76	n/a
Informing the community	76	76	75	77	n/a	n/a	n/a
Recreational facilities	75	73	74	76	n/a	n/a	n/a
Consultation & engagement	74	74	75	78	n/a	75	n/a
Appearance of public areas	74	74	75	74	n/a	75	n/a
Bus/community dev./tourism	72	71	71	74	n/a	71	n/a
Lobbying	70	70	70	74	n/a	70	n/a
Planning & building permits	68	66	68	67	n/a	68	n/a
Parking facilities	63	63	65	67	n/a	n/a	n/a
Art centres & libraries	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: 28 Councils asked group: 5
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Importance

Service Area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Unsealed roads	56	34	8	1		
Waste management	39	43	14	3	1	1
Elderly support services	40	41	14	2	1	1
Emergency & disaster mngt	44	36	17	2	1	1
Local streets & footpaths	32	46	15	3		3
Recreational facilities	29	47	20	4		
Informing the community	36	39	18	5	1	1
Appearance of public areas	28	44	23	5		
Consultation & engagement	32	37	24	5	1	
Bus/community dev./tourism	28	39	23	8		
Lobbying	28	36	27	7	2	1
Planning & building permits	22	38	27	8	2	3
Parking facilities	16	36	33	12	2	1
Art centres & libraries	13	32	36	13	4	3

%

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

2018 PERFORMANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Performance

Priority Area	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	70	72	72	n/a	n/a	74	n/a
Art centres & libraries	70	70	69	70	n/a	n/a	n/a
Appearance of public areas	65	66	72	71	n/a	71	n/a
Recreational facilities	64	65	65	64	n/a	n/a	n/a
Elderly support services	64	67	68	67	n/a	70	n/a
Waste management	64	64	66	66	n/a	69	n/a
Parking facilities	63	64	63	65	n/a	n/a	n/a
Bus/community dev./tourism	57	60	61	63	n/a	67	n/a
Local streets & footpaths	53	55	59	58	n/a	58	n/a
Planning & building permits	46	50	51	55	n/a	57	n/a
Lobbying	44	53	54	56	n/a	55	n/a
Informing the community	44	50	56	54	n/a	n/a	n/a
Sealed local roads	43	51	54	52	n/a	n/a	n/a
Consultation & engagement	41	49	51	52	n/a	55	n/a
Community decisions	33	50	48	49	n/a	n/a	n/a
Unsealed roads	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	21	43	21	4	4	8
Emergency & disaster mngt	20	38	23	5	2	12
Recreational facilities	19	39	25	9	6	2
Waste management	17	41	25	10	5	2
Appearance of public areas	20	36	30	9	4	1
Parking facilities	15	36	35	6	5	3
Elderly support services	14	36	26	6	4	14
Local streets & footpaths	10	30	32	13	12	4
Bus/community dev./tourism	10	31	35	13	6	6
Sealed local roads	7	22	29	17	24	1
Informing the community	5	22	31	22	17	3
Lobbying	3	20	34	19	13	11
Planning & building permits	4	19	27	15	12	23
Consultation & engagement	4	18	31	26	18	3
Unsealed roads	4	10	26	27	29	3
Community decisions	2	12	30	23	27	5

%

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly <u>Higher</u> than State-wide Average

- Parking facilities

Significantly <u>Lower</u> than State-wide Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Bus/community dev./tourism
- Planning permits
- Unsealed roads
- Making community decisions
- Sealed local roads

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS GROUP AVERAGE

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Significantly Higher than Group Average

- Parking facilities

Significantly Lower than Group Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Planning permits
- Unsealed roads
- Making community decisions
- Sealed local roads

2018 IMPORTANCE SUMMARY
BY COUNCIL GROUP

Top Three Most Important Service Areas
(Highest to lowest, i.e. 1. = most important)

Ararat Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Unsealed roads 2. Emergency & disaster mngt 3. Elderly support services	1. Waste management 2. Emergency & disaster mngt 3. Community decisions	1. Traffic management 2. Emergency & disaster mngt 3. Waste management	1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions	1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt	1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least Important Service Areas
(Lowest to highest, i.e. 1. = least important)

Ararat Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Art centres & libraries 2. Parking facilities 3. Planning permits	1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control	1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism	1. Community & cultural 2. Art centres & libraries 3. Lobbying	1. Community & cultural 2. Art centres & libraries 3. Traffic management	1. Community & cultural 2. Art centres & libraries 3. Tourism development

2018 PERFORMANCE SUMMARY
BY COUNCIL GROUP

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Top Three Performing Service Areas
(Highest to lowest, i.e. 1. = highest performance)

Ararat Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Emergency & disaster mngt 2. Art centres & libraries 3. Appearance of public areas	1. Art centres & libraries 2. Waste management 3. Recreational facilities	1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities	1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas
(Lowest to highest, i.e. 1. = lowest performance)

Ararat Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Unsealed roads 2. Community decisions 3. Consultation & engagement	1. Population growth 2. Planning permits 3. Town planning policy	1. Unsealed roads 2. Population growth 3. Traffic management	1. Parking facilities 2. Community decisions 3. Unsealed roads	1. Unsealed roads 2. Sealed roads 3. Planning permits	1. Unsealed roads 2. Sealed roads 3. Population growth

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.
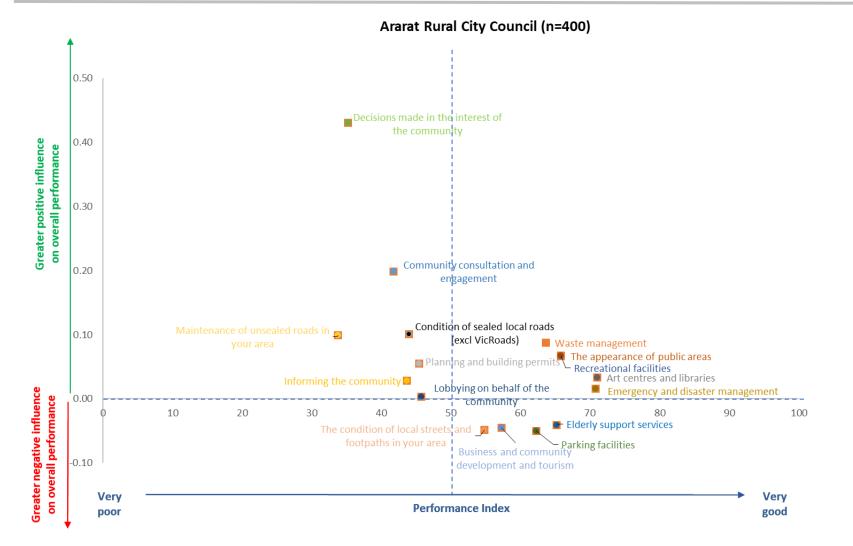
Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by Ararat Rural City Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ±0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
ALL SERVICE AREAS

Ararat Rural City Council (n=400)

Greater positive influence on overall performance (green vertical axis, top)

Greater negative influence on overall performance (red vertical axis, bottom)

Vertical axis labels: 0.50, 0.40, 0.30, 0.20, 0.10, 0.00, -0.10

Horizontal axis (Performance Index): 0, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100

Very poor ←→ **Very good**

Performance Index

Data point labels:
- Decisions made in the interest of the community
- Community consultation and engagement
- Maintenance of unsealed roads in your area
- Condition of sealed local roads (excl VicRoads)
- Waste management
- Planning and building permits
- The appearance of public areas
- Recreational facilities
- Informing the community
- Art centres and libraries
- Lobbying on behalf of the community
- Emergency and disaster management
- The condition of local streets and footpaths in your area
- Elderly support services
- Business and community development and tourism
- Parking facilities

The multiple regression analysis model of all question items above has an R-squared value of 0.60 and adjusted R-square value of 0.589, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 36.5). However, this model should be interpreted with caution because the data were not normally distributed and not all items had reasonably linear correlations. We recommend you use the regression model of six factors which were determined after conducting exploratory factor analysis on the following two slides.
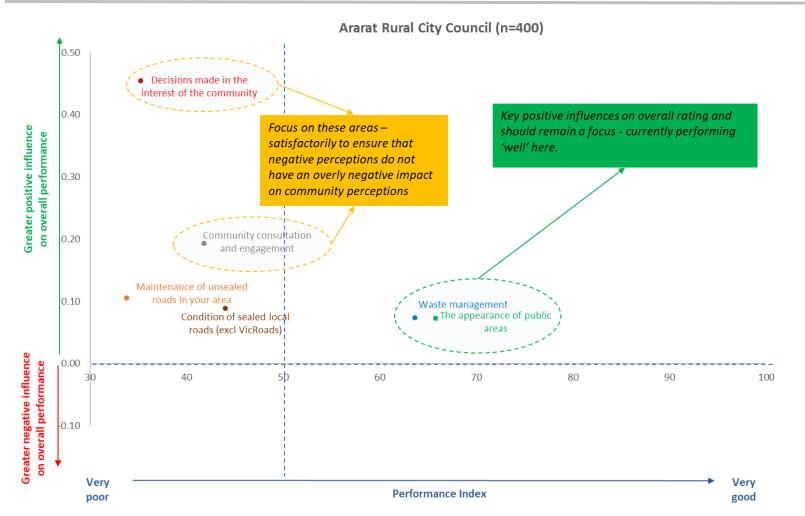
PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
KEY SERVICE AREAS

Ararat Rural City Council (n=400)

The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.594 and adjusted R-square value of 0.587, which means that 59% 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 = 94.92).

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
ENLARGED RIGHT QUADRANT

Ararat Rural City Council (n=400)

Focus on these areas – satisfactorily to ensure that negative perceptions do not have an overly negative impact on community perceptions

Key positive influences on overall rating and should remain a focus - currently performing 'well' here.

- Decisions made in the interest of the community
- Community consultation and engagement
- Maintenance of unsealed roads in your area
- Condition of sealed local roads (excl VicRoads)
- Waste management
- The appearance of public areas

Greater positive influence on overall performance

Greater negative influence on overall performance

Very poor — Performance Index — Very good

The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.594 and adjusted R-square value of 0.587, which means that 59% 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 = 94.92).

33

The individual service areas that have the strongest influence on the overall performance rating are:

➢ Decisions made in the interest of the community
➢ Community consultation and engagement
➢ Maintenance of sealed and unsealed roads have a weaker influence on overall performance ratings, but should not be ignored.

Other key areas with a positive influence on overall performance include:

➢ The appearance of public areas
➢ Waste management

Looking at the key service areas only, these two items have the highest positive performance index and a strong positive relationship to the overall performance rating. Currently, Council is performing well in this area (performance indices of 65 and 64 respectively) and, while they should remain a focus, there is greater work to be done elsewhere.

Art centres and libraries as well as emergency and disaster management have higher performance indices (70 each), but they do not have a strong influence on overall performance perceptions.

Ararat Rural City Councils' maintenance of unsealed roads and its ability to make decisions made in the interest of the community have low performance index ratings 33. These areas have a strong influence on overall performance perceptions. Continuing efforts in these areas has the capacity to lift Ararat Rural City Council's overall performance rating.

In summary, investing in unsealed roads, good communication and transparency with residents about decisions the Council has made in the Ararat community's interest could help improve opinion in these areas and drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES
2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

JWS RESEARCH

2018 Best Aspects

Aspect	%
Recreational/sporting facilities	10
Parks and gardens	6
Road/street maintenance	6
Customer service	6
Community facilities	5
Cultural activities	4
Community support services	3
Public areas	3
Generally good - overall/no complaints	3
Tourism	3
Community engagement/consultation/communication	3

2018 Areas for Improvement

Area	%
Community consultation	14
Sealed road maintenance	14
Rates - too expensive	11
Financial management	9
Rural/regional communities	9
Communication	8
Council management	7
Harmony within council	7
Review/get rid of staff	7
Decision making processes	7
Review staff - need better	7
Nothing	3

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: 20 Councils asked group: 4
Q17. What does Ararat Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

POSITIVES AND AREAS FOR IMPROVEMENT
SUMMARY

Best Things

- Recreational/Sporting Facilities: 10% (down 6 points from 2017)

- Parks and Gardens: 6% (up 2 points from 2017)

- Road/Street Maintenance: 6% (up 1 point from 2017)

- Customer Service - Positive: 6% (down 1 point from 2017)

Areas for Improvement

- Community Consultation: 14% (up 1 point from 2017)

- Sealed Road Maintenance: 14% (down 2 points from 2017)

- Rates - Too Expensive: 11% (up 2 points from 2017)

DETAILED FINDINGS

KEY CORE MEASURE OVERALL PERFORMANCE

OVERALL PERFORMANCE
INDEX SCORES

2018 Overall Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	59 ↑	59	59	60	61	60	60
Small Rural	56 ↑	58	57	59	n/a	n/a	n/a
Women	43 ↑	56	55	55	n/a	56	n/a
18-34	42	53	56	50	n/a	65	n/a
65+	41	54	57	59	n/a	57	n/a
Ararat	41	54	55	n/a	n/a	n/a	n/a
50-64	39	54	54	54	n/a	51	n/a
Elmhurst	38*	50	71	n/a	n/a	n/a	n/a
Ararat	37	53	55	54	n/a	57	n/a
Men	33	50	55	53	n/a	58	n/a
35-49	27 ↓	50	53	51	n/a	57	n/a
Lake Bolac	19 ↓	48	53	n/a	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 Overall Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	9	37	36	11	5	2
Small Rural	8	34	37	13	7	2
Ararat	6	16	37	16	24	
Lake Bolac		4	17	30	47	2
Elmhurst*		12	57		31	
Men	2	13	31	20	33	
Women	7	16	39	15	22	1
18-34	11	17	29	14	29	
35-49		13	21	24	41	
50-64	4	12	42	16	23	1
65+	3	14	44	17	21	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: 64 Councils asked group: 18
Caution: small sample size < n=30

40

KEY CORE MEASURE
CUSTOMER SERVICE

CONTACT LAST 12 MONTHS
SUMMARY
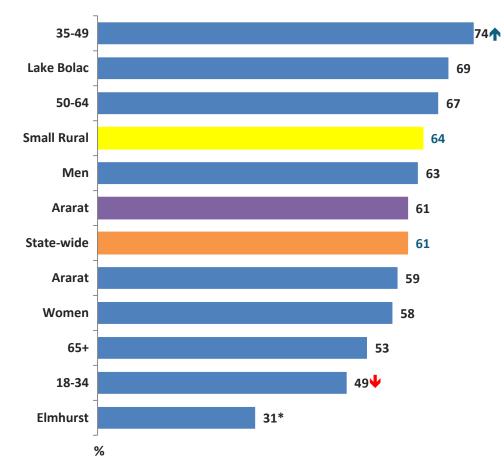
Overall contact with Ararat Rural City Council
- 61%, up 2 points on 2017

Most contact with Ararat Rural City Council
- Aged 35-49 years

Least contact with Ararat Rural City Council
- Aged 18-34 years

Customer service rating
- Index score of 56, down 6 points on 2017

Most satisfied with customer service
- Aged 18-34 years
- Aged 50-64 years

Least satisfied with customer service
- Aged 35-49 years

JWS RESEARCH

2018 Contact with Council

35-49	74 ↑
Lake Bolac	69
50-64	67
Small Rural	64
Men	63
Ararat	61
State-wide	61
Ararat	59
Women	58
65+	53
18-34	49 ↓
Elmhurst	31*

%

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: 43 Councils asked group: 13
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

43

2018 CONTACT WITH COUNCIL

2018 Contact with Council
Have had contact

Data points: 67 (2013), 59 (2015), 60 (2016), 59 (2017), 61 (2018)

2012   2013   2014   2015   2016   2017   2018   %

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: 43 Councils asked group: 13

2018 CONTACT CUSTOMER SERVICE
INDEX SCORES

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
State-wide	70↑	69	69	70	72	71	71
Small Rural	69↑	69	69	70	n/a	n/a	n/a
18-34	63	68	62	66	n/a	67	n/a
50-64	63	67	69	74	n/a	70	n/a
Women	61	64	73	75	n/a	75	n/a
Ararat	59	63	68	n/a	n/a	n/a	n/a
65+	56	64	67	71	n/a	74	n/a
Ararat	56	62	67	70	n/a	71	n/a
Men	51	61	62	65	n/a	66	n/a
35-49	44↓	53	69	67	n/a	72	n/a
Lake Bolac	38*↓	61	64	n/a	n/a	n/a	n/a
Elmhurst	12*		100	75	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES

JWS RESEARCH

2018 Customer Service Rating

	Very good	Good	Average	Poor	Very poor	Can't say
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	31	36	18	8	6	1
Small Rural	31	35	19	8	7	1
Ararat	21	29	25	13	11	1
Lake Bolac*	7	23	27	3	41	
Elmhurst*			48		52	
Men	12	32	24	12	19	1
Women	26	26	26	12	10	1
18-34	18	35	35	6	6	
35-49	11	28	18	15	29	
50-64	28	24	26	9	11	2
65+	16	32	24	17	11	

%

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: 64 Councils asked group: 18
*Caution: small sample size < n=30

46

KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS

JWS RESEARCH

COUNCIL DIRECTION
SUMMARY

Council direction

- 39% stayed about the same, down 21 points on 2017
- 9% improved, down 5 points on 2017
- 50% deteriorated, up 30 points on 2017

Most satisfied with council direction

- Aged 18-34 years
- Women

Least satisfied with council direction

- Aged 35-49 years

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
INDEX SCORES

JWS RESEARCH

2018 Overall Direction

	2018	2017	2016	2015	2014	2013	2012
State-wide	52 ↑	53	51	53	53	53	52
Small Rural	50 ↑	52	50	53	n/a	n/a	n/a
18-34	36	50	52	57	n/a	54	n/a
Women	34	49	48	53	n/a	51	n/a
Elmhurst	32*	50	50	n/a	n/a	n/a	n/a
65+	32	45	46	49	n/a	55	n/a
Ararat	30	45	46	n/a	n/a	n/a	n/a
50-64	29	45	44	48	n/a	45	n/a
Ararat	29	47	46	51	n/a	49	n/a
Lake Bolac	26	57	48	n/a	n/a	n/a	n/a
Men	24	44	44	48	n/a	48	n/a
35-49	19 ↓	47	45	49	n/a	44	n/a

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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
DETAILED PERCENTAGES

2018 Overall Direction

	Improved	Stayed the same	Deteriorated	Can't say
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	19	60	15	5
Small Rural	18	58	19	5
Ararat	10	40	48	2
Lake Bolac	9	31	55	4
Elmhurst*		57	31	12
Men	8	31	58	2
Women	9	48	40	3
18-34	11	49	40	
35-49	5	27	66	1
50-64	8	40	48	4
65+	10	41	45	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: 64 Councils asked group: 18
*Caution: small sample size < n=30

INDIVIDUAL SERVICE AREAS

2018 Consultation and Engagement Importance

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

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Consultation and Engagement Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	30	40	24	4	1	1
Small Rural	31	40	24	4	1	1
Ararat	32	36	25	4	1	1
Lake Bolac	36	41	20			2
Elmhurst*	27	12	45	16		
Men	29	37	25	7	2	
Women	36	36	24	2	1	2
18-34	17	34	40	6		3
35-49	48	29	17	6		
50-64	36	39	19	3	2	1
65+	28	42	23	4	3	1

%

■ 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: 20 Councils asked group: 3
*Caution: small sample size < n=30

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Consultation and Engagement Performance

	2018		2017	2016	2015	2014	2013	2012
State-wide	55	↑	55	54	56	57	57	57
Small Rural	54	↑	55	55	56	n/a	n/a	n/a
Elmhurst	53*		51	65	n/a	n/a	n/a	n/a
65+	46		49	55	55	n/a	59	n/a
Ararat	45	↑	49	51	n/a	n/a	n/a	n/a
Women	43		52	55	52	n/a	55	n/a
50-64	42		49	49	53	n/a	51	n/a
18-34	42		52	50	49	n/a	56	n/a
Ararat	41		49	51	52	n/a	55	n/a
Men	39		46	48	52	n/a	55	n/a
35-49	32	↓	45	49	50	n/a	55	n/a
Lake Bolac	22	↓	51	49	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

54

2018 Consultation and Engagement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	30	32	15	7	9
Small Rural	8	30	30	16	8	7
Ararat	5	19	35	27	12	2
Lake Bolac		13	13	20	52	2
Elmhurst*		57		15	12	16
Men	3	18	31	23	22	4
Women	6	18	31	29	14	2
18-34	6	23	26	26	20	
35-49	1	11	32	26	28	2
50-64	5	18	33	23	16	5
65+	6	20	33	29	9	3

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

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
*Caution: small sample size < n=30

2018 LOBBYING ON BEHALF OF THE COMMUNITY
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Lobbying Importance

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

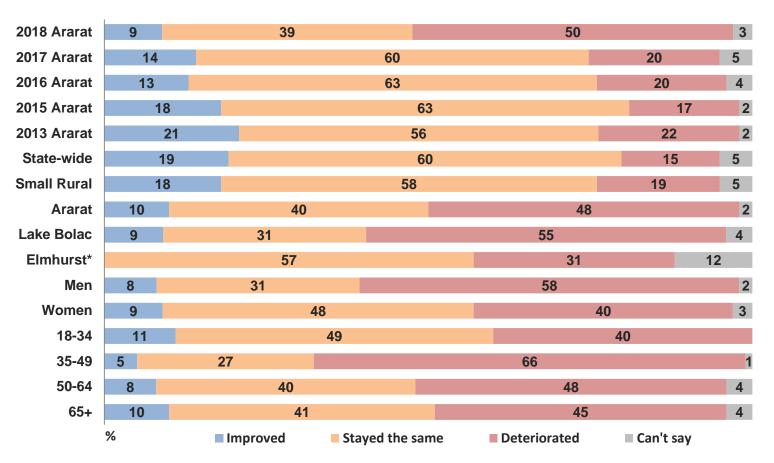*Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 LOBBYING ON BEHALF OF THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

2018 Lobbying Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	23	37	27	8	2	2
Small Rural	25	39	27	6	1	1
Ararat	27	36	28	6	1	1
Lake Bolac	30	37	15	19		
Elmhurst*	12		88			
Men	25	34	29	9	2	2
Women	31	37	25	5	1	1
18-34	29	31	34	6		
35-49	34	30	25	10		2
50-64	28	37	25	5	3	1
65+	21	42	24	7	3	3

%

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

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
*Caution: small sample size < n=30

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Lobbying Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	54↑	54	53	55	56	55	55
Small Rural	53↑	55	54	56	n/a	n/a	n/a
65+	52↑	54	56	60	n/a	57	n/a
Ararat	48↑	54	55	n/a	n/a	n/a	n/a
Women	47	53	56	54	n/a	52	n/a
18-34	46	54	55	52	n/a	58	n/a
50-64	45	53	55	56	n/a	52	n/a
Ararat	44	53	54	56	n/a	55	n/a
Men	42	52	52	57	n/a	57	n/a
Elmhurst	40*	51	69	n/a	n/a	n/a	n/a
35-49	34↓	49	50	54	n/a	52	n/a
Lake Bolac	24↓	46	51	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

58

2018 Lobbying Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	5	24	32	13	5	20
Small Rural	6	25	30	14	6	19
Ararat	3	21	38	18	9	10
Lake Bolac		12	4	33	33	18
Elmhurst*		12	45	15	16	12
Men	2	21	29	21	16	11
Women	3	18	41	17	9	11
18-34	3	20	40	23	9	6
35-49	2	11	28	24	25	9
50-64	3	18	40	19	11	9
65+	3	28	30	13	7	18

% ■ 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: 64 Councils asked group: 18
*Caution: small sample size < n=30

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Community Decisions Made Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	54 ↑	54	54	55	57	n/a	n/a
Small Rural	52 ↑	55	53	56	n/a	n/a	n/a
Women	39 ↑	51	53	49	n/a	n/a	n/a
50-64	39 ↑	48	51	48	n/a	n/a	n/a
65+	38	52	50	52	n/a	n/a	n/a
Elmhurst	36*	50	51	n/a	n/a	n/a	n/a
Ararat	36	50	49	n/a	n/a	n/a	n/a
Ararat	33	50	48	49	n/a	n/a	n/a
18-34	33	50	46	46	n/a	n/a	n/a
Men	28 ↓	48	44	48	n/a	n/a	n/a
35-49	22 ↓	48	45	47	n/a	n/a	n/a
Lake Bolac	17 ↓	48	39	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: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Community Decisions Made Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	6	30	34	14	7	9
Small Rural	6	29	34	15	9	7
Ararat	2	13	33	23	23	6
Lake Bolac		9	7	26	56	2
Elmhurst*		12	45		31	12
Men	1	7	30	21	36	5
Women	2	17	31	27	18	5
18-34		14	37	11	34	3
35-49	1	5	21	26	43	5
50-64	3	14	33	27	18	5
65+	2	14	30	28	18	7

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

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
*Caution: small sample size < n=30

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Sealed Local Roads Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ↑	53	54	55	55	n/a	n/a
Elmhurst	50*	55	51	n/a	n/a	n/a	n/a
Small Rural	49 ↑	50	52	52	n/a	n/a	n/a
65+	49	55	57	60	n/a	n/a	n/a
Ararat	48 ↑	56	58	n/a	n/a	n/a	n/a
Women	46	51	54	49	n/a	n/a	n/a
50-64	44	47	52	54	n/a	n/a	n/a
18-34	44	53	51	45	n/a	n/a	n/a
Ararat	43	51	54	52	n/a	n/a	n/a
Men	40	51	53	54	n/a	n/a	n/a
35-49	34 ↓	47	52	47	n/a	n/a	n/a
Lake Bolac	20 ↓	27	40	n/a	n/a	n/a	n/a
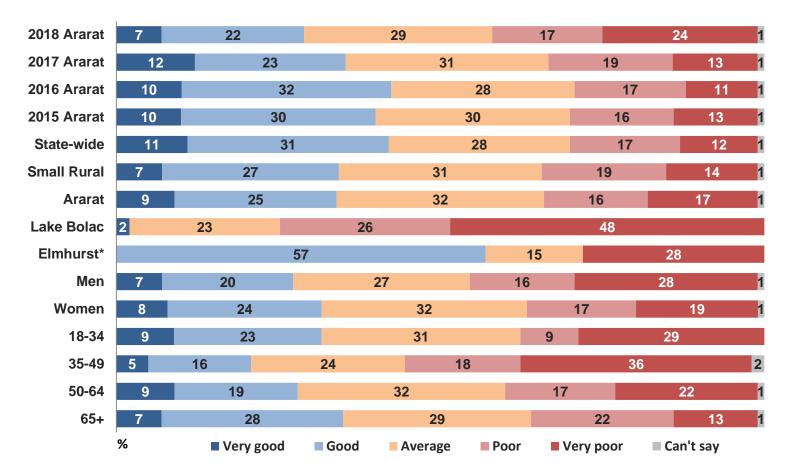
Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	11	31	28	17	12	1
Small Rural	7	27	31	19	14	1
Ararat	9	25	32	16	17	1
Lake Bolac		2	23	26	48	
Elmhurst*		57	15		28	
Men	7	20	27	16	28	1
Women	8	24	32	17	19	1
18-34	9	23	31	9	29	
35-49	5	16	24	18	36	2
50-64	9	19	32	17	22	1
65+	7	28	29	22	13	1

% ■ 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: 64 Councils asked group: 18
*Caution: small sample size < n=30

2018 INFORMING THE COMMUNITY
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Informing Community Importance
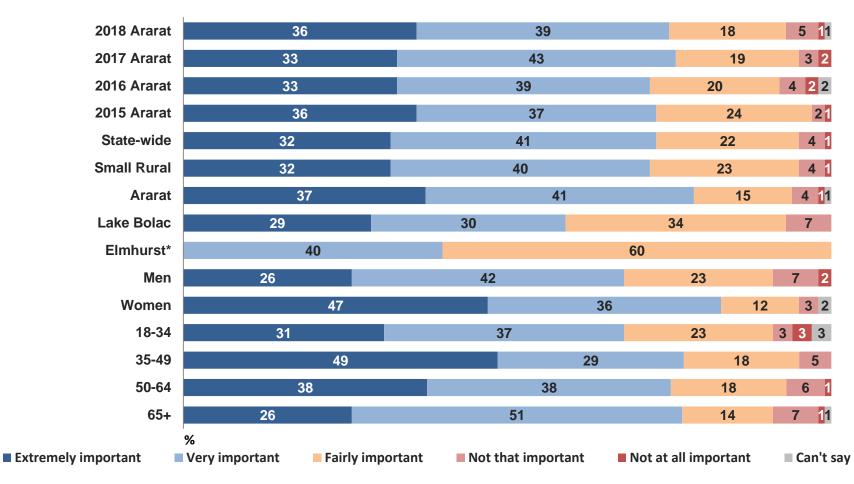
	2018	2017	2016	2015	2014	2013	2012
Women	82 ↑	80	79	82	n/a	n/a	n/a
35-49	80	75	79	77	n/a	n/a	n/a
Ararat	78	78	76	n/a	n/a	n/a	n/a
50-64	76	79	79	74	n/a	n/a	n/a
Ararat	76	76	75	77	n/a	n/a	n/a
Small Rural	75	76	78	76	n/a	n/a	n/a
State-wide	75	74	76	75	75	75	75
65+	74	74	73	74	n/a	n/a	n/a
18-34	73	74	70	82	n/a	n/a	n/a
Men	71 ↓	72	72	72	n/a	n/a	n/a
Lake Bolac	70	62	69	n/a	n/a	n/a	n/a
Elmhurst	60* ↓	81	79	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: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 INFORMING THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

2018 Informing Community Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	32	41	22	4		1
Small Rural	32	40	23	4		1
Ararat	37	41	15	4	1	1
Lake Bolac	29	30	34	7		
Elmhurst*		40	60			
Men	26	42	23	7		2
Women	47	36	12	3		2
18-34	31	37	23	3	3	3
35-49	49	29	18	5		
50-64	38	38	18	6		1
65+	26	51	14	7	1	1

%

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

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
*Caution: small sample size < n=30

2018 Informing Community Performance
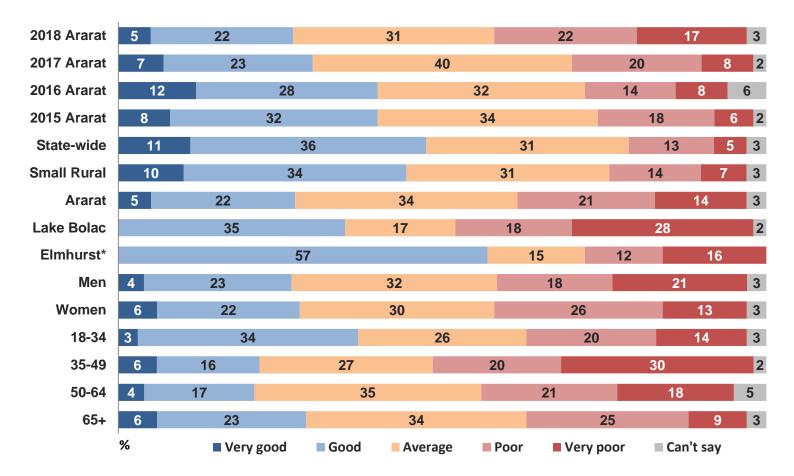
	2018	2017	2016	2015	2014	2013	2012
State-wide	59↑	59	59	61	62	61	60
Small Rural	56↑	58	58	60	n/a	n/a	n/a
Elmhurst	53*	56	71	n/a	n/a	n/a	n/a
18-34	48	49	60	47	n/a	n/a	n/a
65+	48	51	56	59	n/a	n/a	n/a
Women	46	51	59	56	n/a	n/a	n/a
Ararat	45	49	54	n/a	n/a	n/a	n/a
Ararat	44	50	56	54	n/a	n/a	n/a
Men	42	50	52	53	n/a	n/a	n/a
50-64	42	50	56	56	n/a	n/a	n/a
Lake Bolac	40	56	63	n/a	n/a	n/a	n/a
35-49	37↓	50	50	54	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: 28 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 INFORMING THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

2018 Informing Community Performance

Group	Very good	Good	Average	Poor	Very poor	Can't say
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	11	36	31	13	5	3
Small Rural	10	34	31	14	7	3
Ararat	5	22	34	21	14	3
Lake Bolac		35	17	18	28	2
Elmhurst*		57	15	12	16	
Men	4	23	32	18	21	3
Women	6	22	30	26	13	3
18-34	3	34	26	20	14	3
35-49	6	16	27	20	30	2
50-64	4	17	35	21	18	5
65+	6	23	34	25	9	3

% ■ 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: 28 Councils asked group: 8
*Caution: small sample size < n=30
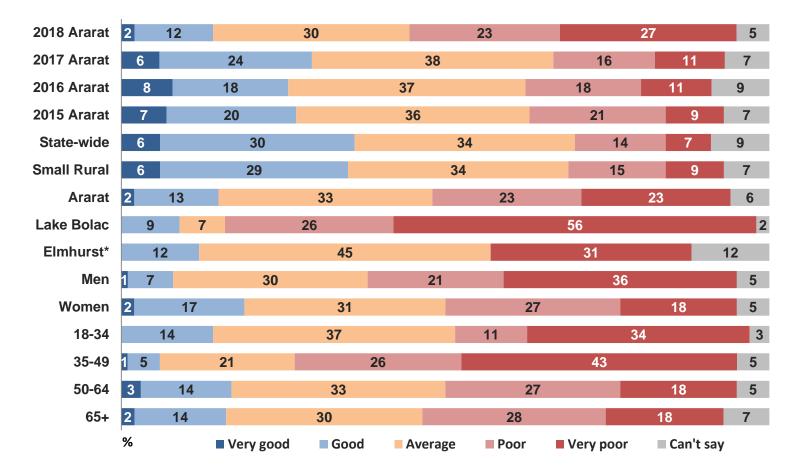
2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Streets and Footpaths Importance

	2018	2017	2016	2015	2014	2013	2012
Women	80	80	79	81	n/a	79	n/a
Ararat	79	78	79	n/a	n/a	n/a	n/a
50-64	79	80	77	76	n/a	77	n/a
35-49	78	77	78	80	n/a	68	n/a
State-wide	78	77	77	77	77	78	77
Ararat	77	77	76	79	n/a	76	n/a
65+	77	76	77	78	n/a	78	n/a
Small Rural	76	76	75	76	n/a	n/a	n/a
Men	75	75	73	76	n/a	72	n/a
18-34	74	76	70	81	n/a	80	n/a
Lake Bolac	68	77	62	n/a	n/a	n/a	n/a
Elmhurst	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: 21 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 Streets and Footpaths Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	35	43	18	3		1
Small Rural	31	44	19	4	1	2
Ararat	34	48	14	2		2
Lake Bolac	35	34	8	9	12	2
Elmhurst*		27	45	16		12
Men	30	47	15	4	2	2
Women	35	45	15	2		3
18-34	23	57	11	3	3	3
35-49	38	41	14	3	2	3
50-64	39	37	18	2	1	2
65+	29	50	15	3		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: 21 Councils asked group: 4
*Caution: small sample size < n=30

69

2018 Streets and Footpaths Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	58 ↑	57	57	58	58	58	57
50-64	57	55	60	60	n/a	52	n/a
65+	57	58	61	60	n/a	59	n/a
Small Rural	57 ↑	57	58	59	n/a	n/a	n/a
Women	56	55	59	56	n/a	56	n/a
Ararat	56	57	59	n/a	n/a	n/a	n/a
Ararat	53	55	59	58	n/a	58	n/a
Men	51	55	60	60	n/a	59	n/a
35-49	50	53	61	55	n/a	61	n/a
18-34	49	53	55	56	n/a	61	n/a
Lake Bolac	42	45	61	n/a	n/a	n/a	n/a
Elmhurst	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: 30 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Streets and Footpaths Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	14	34	28	14	7	2
Small Rural	12	33	29	14	8	4
Ararat	11	32	33	14	8	3
Lake Bolac	2	34	20	9	31	5
Elmhurst*			60		28	12
Men	10	27	29	15	14	5
Women	9	33	35	12	8	2
18-34	6	31	31	11	17	3
35-49	11	26	28	17	17	1
50-64	13	28	33	13	8	5
65+	9	34	33	12	7	5

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

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7
*Caution: small sample size < n=30

2018 PARKING FACILITIES
IMPORTANCE INDEX SCORES

JWS R E S E A R C H

2018 Parking Importance
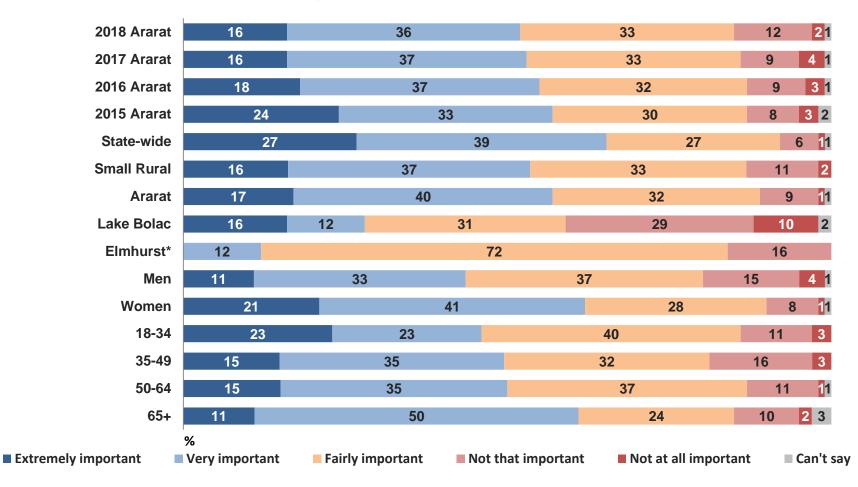
	2018	2017	2016	2015	2014	2013	2012
State-wide	71 ↑	70	70	70	70	71	71
Women	68 ↑	67	70	71	n/a	n/a	n/a
Ararat	66	66	67	n/a	n/a	n/a	n/a
65+	65	67	63	70	n/a	n/a	n/a
Small Rural	64	64	65	67	n/a	n/a	n/a
Ararat	63	63	65	67	n/a	n/a	n/a
50-64	63	63	67	66	n/a	n/a	n/a
18-34	63	56	67	71	n/a	n/a	n/a
35-49	61	63	65	61	n/a	n/a	n/a
Men	58 ↓	59	60	63	n/a	n/a	n/a
Elmhurst	49* ↓	69	60	n/a	n/a	n/a	n/a
Lake Bolac	49 ↓	49	55	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2
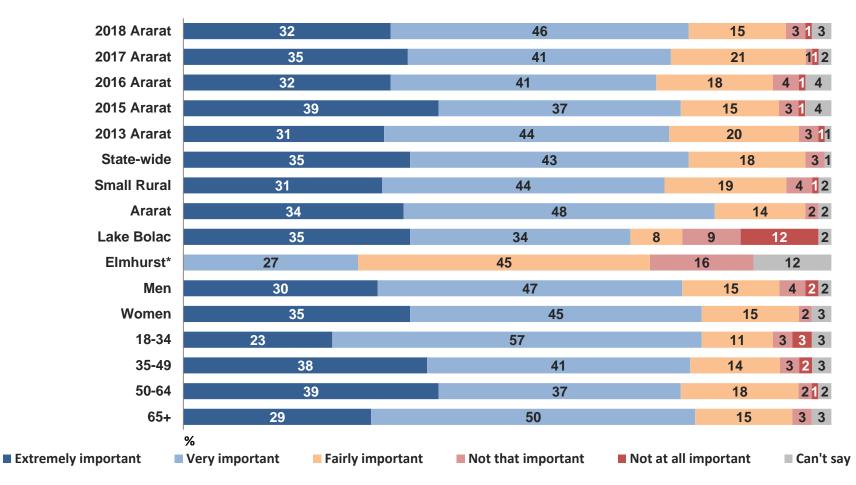*Note: Please see page 6 for explanation about significant differences.*
*Caution: small sample size < n=30

2018 PARKING FACILITIES
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Parking Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Ararat	16	36	33	12	2	1
2017 Ararat	16	37	33	9	4	1
2016 Ararat	18	37	32	9	3	1
2015 Ararat	24	33	30	8	3	2
State-wide	27	39	27	6	1	1
Small Rural	16	37	33	11		2
Ararat	17	40	32	9	1	1
Lake Bolac	16	12	31	29	10	2
Elmhurst*		12	72	16		
Men	11	33	37	15	4	1
Women	21	41	28	8	1	1
18-34	23	23	40	11	3	
35-49	15	35	32	16	3	
50-64	15	35	37	11	1	1
65+	11	50	24	10	2	3

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

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2
*Caution: small sample size < n=30

2018 PARKING FACILITIES
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Parking Performance
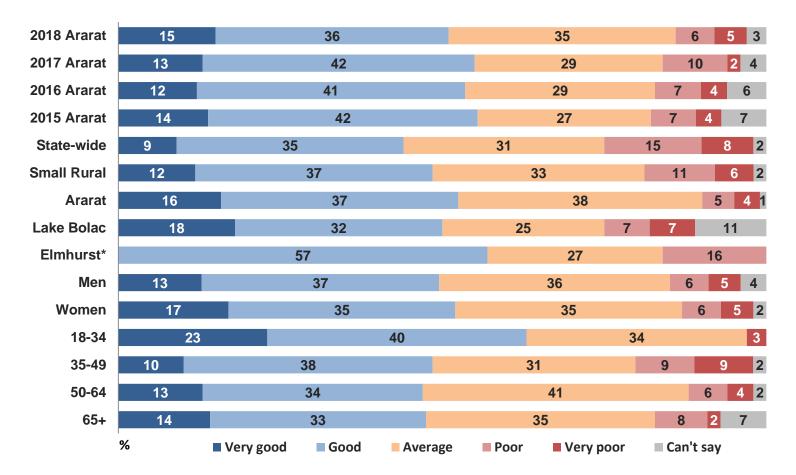
	2018	2017	2016	2015	2014	2013	2012
18-34	70↑	58	59	61	n/a	n/a	n/a
Ararat	64	63	63	n/a	n/a	n/a	n/a
Women	64	65	64	64	n/a	n/a	n/a
Lake Bolac	63	67	69	n/a	n/a	n/a	n/a
65+	63	65	66	66	n/a	n/a	n/a
Ararat	63	64	63	65	n/a	n/a	n/a
Men	62	63	62	66	n/a	n/a	n/a
50-64	62	65	64	64	n/a	n/a	n/a
Elmhurst	60*	61	75	n/a	n/a	n/a	n/a
Small Rural	60↓	63	61	62	n/a	n/a	n/a
35-49	58	66	61	67	n/a	n/a	n/a
State-wide	56↓	55	56	57	57	57	56

Q2. How has Council performed on 'parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 Parking Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
2018 Ararat	15	36	35	6	5	3
2017 Ararat	13	42	29	10	2	4
2016 Ararat	12	41	29	7	4	6
2015 Ararat	14	42	27	7	4	7
State-wide	9	35	31	15	8	2
Small Rural	12	37	33	11	6	2
Ararat	16	37	38	5	4	1
Lake Bolac	18	32	25	7	7	11
Elmhurst*		57	27	16		
Men	13	37	36	6	5	4
Women	17	35	35	6	5	2
18-34	23	40	34			3
35-49	10	38	31	9	9	2
50-64	13	34	41	6	4	2
65+	14	33	35	8	2	7

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

Q2. How has Council performed on 'parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3
*Caution: small sample size < n=30

2018 ELDERLY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

2018 Elderly Support Importance

	2018	2017	2016	2015	2014	2013	2012
Women	84 ↑	85	82	86	n/a	82	n/a
50-64	82	85	82	81	n/a	83	n/a
Ararat	81	80	80	n/a	n/a	n/a	n/a
Ararat	80	79	79	80	n/a	80	n/a
35-49	80	79	80	81	n/a	79	n/a
Small Rural	80	79	79	80	n/a	n/a	n/a
State-wide	79	78	78	79	79	79	80
65+	79	78	78	78	n/a	79	n/a
18-34	78	74	77	80	n/a	79	n/a
Men	76 ↓	74	76	74	n/a	78	n/a
Lake Bolac	74	77	78	n/a	n/a	n/a	n/a
Elmhurst	52* ↓	85	85	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: 21 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 ELDERLY SUPPORT SERVICES
IMPORTANCE DETAILED PERCENTAGES

2018 Elderly Support Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	38	43	16	2	1	1
Small Rural	39	41	16	2		1
Ararat	44	38	13	2	1	2
Lake Bolac	21	56	21			2
Elmhurst*	12	15	57		16	
Men	34	40	20	3	1	2
Women	47	42	8	1		1
18-34	31	49	14	3		3
35-49	40	42	15	2		1
50-64	49	35	12	3		1
65+	40	38	17	2	1	2

%

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

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
*Caution: small sample size < n=30

2018 ELDERLY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Elderly Support Performance

	2018	2017	2016	2015	2014	2013	2012
Small Rural	69 ↑	71	70	72	n/a	n/a	n/a
65+	69	72	70	73	n/a	76	n/a
State-wide	68 ↑	68	68	69	70	69	69
Women	67	68	70	67	n/a	67	n/a
Ararat	65	68	68	n/a	n/a	n/a	n/a
50-64	65	66	68	67	n/a	66	n/a
Ararat	64	67	68	67	n/a	70	n/a
Men	62	66	67	67	n/a	72	n/a
Elmhurst	62*	57	76	n/a	n/a	n/a	n/a
18-34	62	64	65	64	n/a	68	n/a
35-49	61	62	68	64	n/a	70	n/a
Lake Bolac	51 ↓	62	65	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 ELDERLY SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

2018 Elderly Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	14	32	19	5	2	29
Small Rural	18	35	18	5	3	22
Ararat	13	39	28	5	3	12
Lake Bolac	14	14	21	9	14	28
Elmhurst*		69			15	16
Men	11	37	26	6	5	14
Women	17	36	26	7	2	13
18-34	9	43	29	6	6	9
35-49	9	34	28	7	5	18
50-64	11	38	28	6	2	14
65+	23	32	21	7	3	14

% ■ 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: 9
*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES
IMPORTANCE INDEX SCORES

JWS RESEARCH
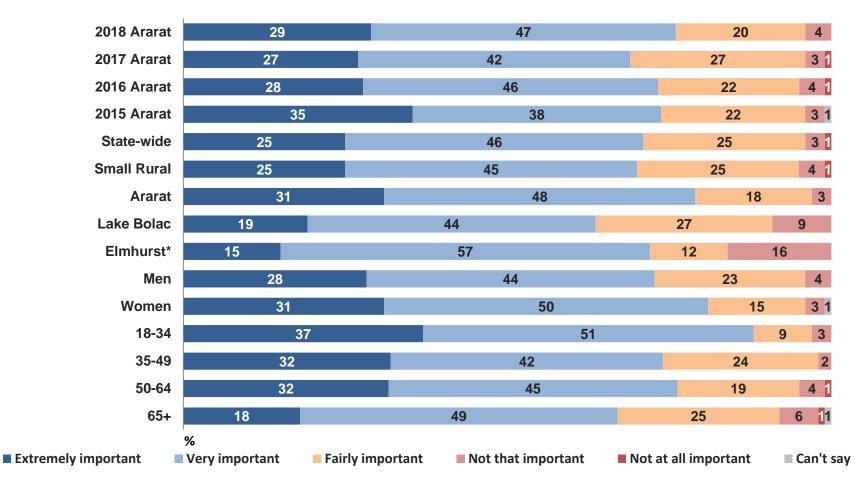
2018 Recreational Facilities Importance

	2018	2017	2016	2015	2014	2013	2012
18-34	81 ↑	69	75	82	n/a	n/a	n/a
Women	77	75	75	80	n/a	n/a	n/a
Ararat	77	73	76	n/a	n/a	n/a	n/a
35-49	76	77	77	78	n/a	n/a	n/a
50-64	76	75	75	73	n/a	n/a	n/a
Ararat	75	73	74	76	n/a	n/a	n/a
Men	74	72	74	73	n/a	n/a	n/a
State-wide	73	72	73	72	72	72	72
Small Rural	72 ↓	71	72	73	n/a	n/a	n/a
65+	70 ↓	72	72	73	n/a	n/a	n/a
Lake Bolac	68	73	77	n/a	n/a	n/a	n/a
Elmhurst	68*	70	68	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: 26 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES
IMPORTANCE DETAILED PERCENTAGES

2018 Recreational Facilities Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	25	46	25	3	1	
Small Rural	25	45	25	4	1	
Ararat	31	48	18	3		
Lake Bolac	19	44	27	9		
Elmhurst*	15	57	12	16		
Men	28	44	23	4		
Women	31	50	15	3	1	
18-34	37	51	9	3		
35-49	32	42	24	2		
50-64	32	45	19	4	1	
65+	18	49	25	6	1	1

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

%

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES
PERFORMANCE INDEX SCORES

2018 Recreational Facilities Performance
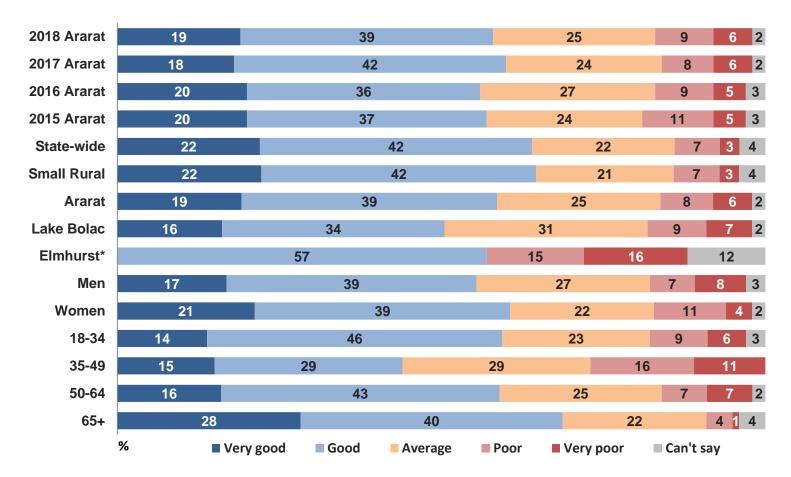
	2018	2017	2016	2015	2014	2013	2012
65+	73↑	71	68	75	n/a	n/a	n/a
State-wide	69↑	70	69	70	71	70	70
Small Rural	69↑	69	68	70	n/a	n/a	n/a
Women	66	64	65	64	n/a	n/a	n/a
Ararat	65	65	64	n/a	n/a	n/a	n/a
Ararat	64	65	65	64	n/a	n/a	n/a
18-34	64	63	59	54	n/a	n/a	n/a
50-64	64	65	65	66	n/a	n/a	n/a
Men	63	65	64	64	n/a	n/a	n/a
Lake Bolac	61	62	64	n/a	n/a	n/a	n/a
35-49	55↓	56	63	59	n/a	n/a	n/a
Elmhurst	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: 36 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Recreational Facilities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	22	7	3	4
Small Rural	22	42	21	7	3	4
Ararat	19	39	25	8	6	2
Lake Bolac	16	34	31	9	7	2
Elmhurst*		57		15	16	12
Men	17	39	27	7	8	3
Women	21	39	22	11	4	2
18-34	14	46	23	9	6	3
35-49	15	29	29	16	11	
50-64	16	43	25	7	7	2
65+	28	40	22	4	1	4

%

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 8
*Caution: small sample size < n=30

J00643 Community Satisfaction Survey 2018 - Ararat Rural City Council

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Public Areas Importance

	2018	2017	2016	2015	2014	2013	2012
Women	78 ↑	76	77	77	n/a	76	n/a
Ararat	75	77	77	n/a	n/a	n/a	n/a
18-34	74	68	69	80	n/a	75	n/a
Small Rural	74	74	74	73	n/a	n/a	n/a
State-wide	74	74	74	73	73	74	73
65+	74	74	74	73	n/a	75	n/a
Ararat	74	74	75	74	n/a	75	n/a
50-64	73	76	76	73	n/a	75	n/a
35-49	73	77	79	71	n/a	74	n/a
Lake Bolac	72	67	75	n/a	n/a	n/a	n/a
Men	70 ↓	72	73	71	n/a	74	n/a
Elmhurst	49* ↓	81	74	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: 26 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	26	46	24	2		
Small Rural	26	46	24	3		
Ararat	30	45	21	4		
Lake Bolac	29	39	23	9		
Elmhurst*		12	72	16		
Men	24	40	28	7		
Women	32	49	17	11		
18-34	31	43	17	9		
35-49	31	36	28	5		
50-64	25	47	24	4		
65+	25	48	23	2	1	1

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

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
*Caution: small sample size < n=30

85

2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Public Areas Performance

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

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	24	45	21	6	2	1
Small Rural	27	43	21	6	3	1
Ararat	22	37	28	9	4	
Lake Bolac	16	24	46	5	5	5
Elmhurst*		69	15		16	
Men	17	37	30	10	5	1
Women	24	35	30	8	2	1
18-34	17	40	34	9		
35-49	21	26	32	14	7	
50-64	18	38	28	10	4	1
65+	24	39	26	4	5	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: 35 Councils asked group: 9
*Caution: small sample size < n=30

2018 Art Centres & Libraries Importance

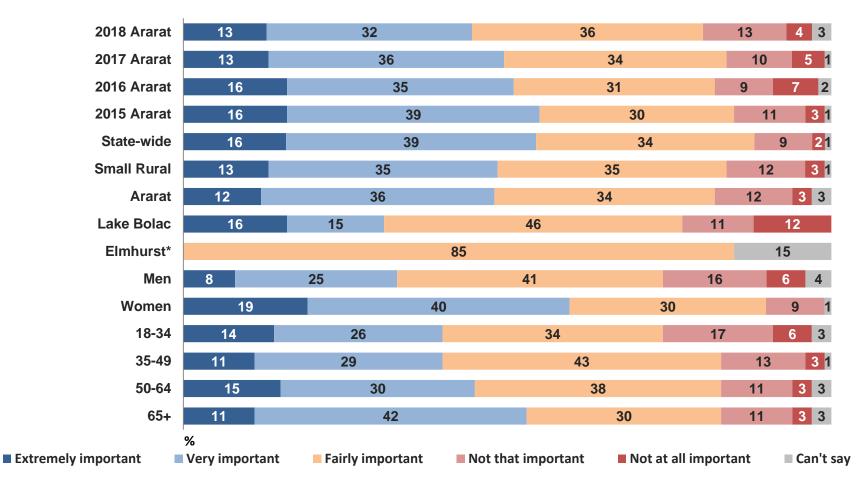|	2018	2017	2016	2015	2014	2013	2012
Women	67 ▲	67	69	70	n/a	n/a	n/a
State-wide	65 ▲	64	66	65	66	66	66
65+	62	60	62	65	n/a	n/a	n/a
Ararat	61	62	64	n/a	n/a	n/a	n/a
Small Rural	61	61	65	62	n/a	n/a	n/a
50-64	61	60	60	63	n/a	n/a	n/a
Ararat	60	60	61	64	n/a	n/a	n/a
35-49	58	64	59	64	n/a	n/a	n/a
18-34	57	56	64	63	n/a	n/a	n/a
Men	53 ▼	54	54	58	n/a	n/a	n/a
Lake Bolac	53	53	62	n/a	n/a	n/a	n/a
Elmhurst	50*	55	71	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: 17 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 ART CENTRES AND LIBRARIES
IMPORTANCE DETAILED PERCENTAGES

2018 Art Centres & Libraries Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	16	39	34	9	2	1
Small Rural	13	35	35	12	3	1
Ararat	12	36	34	12	3	3
Lake Bolac	16	15	46	11	12	
Elmhurst*			85			15
Men	8	25	41	16	6	4
Women	19	40	30	9	1	
18-34	14	26	34	17	6	3
35-49	11	29	43	13	3	1
50-64	15	30	38	11	3	3
65+	11	42	30	11	3	3

%

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

Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2
*Caution: small sample size < n=30

2018 Art Centres & Libraries Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	74 ↑	73	72	73	75	73	73
Women	74	71	72	74	n/a	n/a	n/a
Small Rural	73 ↑	72	71	69	n/a	n/a	n/a
65+	73	76	74	73	n/a	n/a	n/a
50-64	71	67	70	70	n/a	n/a	n/a
Ararat	70	70	70	n/a	n/a	n/a	n/a
Elmhurst	70*	88	78	n/a	n/a	n/a	n/a
Ararat	70	70	69	70	n/a	n/a	n/a
18-34	69	66	60	64	n/a	n/a	n/a
Men	66	69	67	66	n/a	n/a	n/a
35-49	65	69	70	70	n/a	n/a	n/a
Lake Bolac	63	68	71	n/a	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: 23 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

JWS RESEARCH

2018 Art Centres & Libraries Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	25	42	18	4	1	10
Small Rural	23	43	17	4	2	11
Ararat	22	44	22	3	3	6
Lake Bolac	18	36	15	7	10	14
Elmhurst*	12	57	31			
Men	16	41	21	5	6	11
Women	27	44	21	3	2	4
18-34	14	57	14	3	6	6
35-49	22	34	21	6	8	8
50-64	23	38	23	3	2	10
65+	23	43	23	3	1	7

% ▪ Very good ▪ Good ▪ Average ▪ Poor ▪ Very poor ▪ Can't say

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4
*Caution: small sample size < n=30

2018 WASTE MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Waste Management Importance

	2018	2017	2016	2015	2014	2013	2012
Women	85 ↑	78	77	82	n/a	77	n/a
State-wide	81	79	80	79	79	79	78
Ararat	81	76	77	n/a	n/a	n/a	n/a
50-64	81	77	79	78	n/a	79	n/a
35-49	79	76	74	78	n/a	69	n/a
Ararat	79	76	76	78	n/a	76	n/a
65+	79	75	75	78	n/a	77	n/a
Small Rural	78	76	79	77	n/a	n/a	n/a
18-34	78	74	77	79	n/a	77	n/a
Men	75 ↓	73	75	75	n/a	75	n/a
Lake Bolac	70	74	80	n/a	n/a	n/a	n/a
Elmhurst	60* ↓	81	69	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: 26 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 WASTE MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Waste Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	42	43	13	1		
Small Rural	35	46	16	2	1	1
Ararat	41	45	11	3	1	
Lake Bolac	32	39	18	2	9	
Elmhurst*	12	15	73			
Men	30	45	18	5	1	1
Women	49	40	9	1		
18-34	40	43	9	6	3	
35-49	39	42	17	2		
50-64	39	46	12	2	1	
65+	38	41	17	2	1	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: 26 Councils asked group: 5
*Caution: small sample size < n=30

2018 WASTE MANAGEMENT
PERFORMANCE INDEX SCORES

2018 Waste Management Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	70↑	71	70	72	73	71	72
65+	69	69	72	69	n/a	73	n/a
Small Rural	69↑	70	69	71	n/a	n/a	n/a
Ararat	66	65	67	n/a	n/a	n/a	n/a
Men	66	63	65	68	n/a	70	n/a
18-34	65	62	62	69	n/a	69	n/a
Elmhurst	64*	39	76	n/a	n/a	n/a	n/a
Ararat	64	64	66	66	n/a	69	n/a
Women	61	64	68	64	n/a	67	n/a
50-64	61	61	66	63	n/a	64	n/a
35-49	59	60	63	65	n/a	69	n/a
Lake Bolac	49↓	55	58	n/a	n/a	n/a	n/a

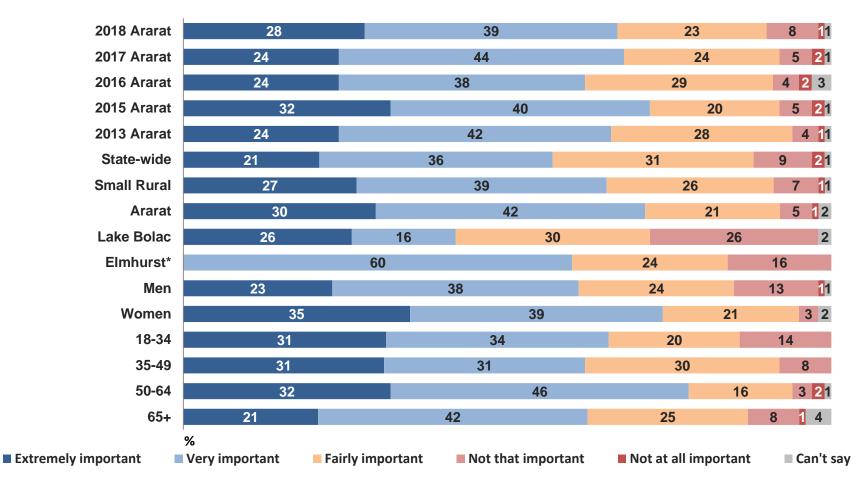*Q2. How has Council performed on 'waste management' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 WASTE MANAGEMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Waste Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	24	45	18	7	3	2
Small Rural	23	44	19	8	4	3
Ararat	18	44	24	8	4	2
Lake Bolac	16	16	32	22	15	
Elmhurst*		57	43			
Men	18	43	24	9	4	2
Women	15	38	26	11	6	3
18-34	14	49	26	6	6	
35-49	15	34	28	11	9	4
50-64	17	34	28	13	6	2
65+	20	46	20	9	2	3

%

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

Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9
*Caution: small sample size < n=30

2018 Business/Development/Tourism Importance

	2018	2017	2016	2015	2014	2013	2012
Women	77 ↑	75	74	76	n/a	72	n/a
50-64	76	72	75	72	n/a	72	n/a
Ararat	74	74	73	n/a	n/a	n/a	n/a
Ararat	72	71	71	74	n/a	71	n/a
35-49	71	74	69	73	n/a	68	n/a
Small Rural	71	72	71	70	n/a	n/a	n/a
18-34	71	70	74	81	n/a	75	n/a
65+	69	69	67	72	n/a	69	n/a
Men	67 ↓	68	68	72	n/a	70	n/a
State-wide	66 ↓	67	67	67	67	67	66
Elmhurst	61*	85	75	n/a	n/a	n/a	n/a
Lake Bolac	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?
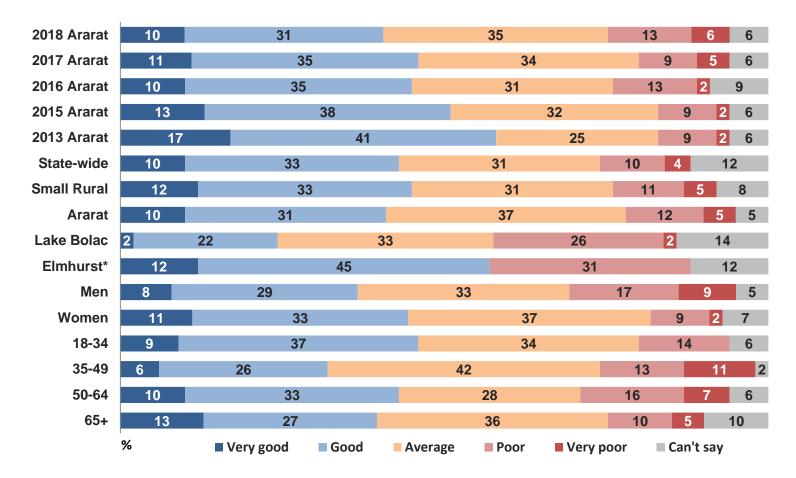Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2018 Business/Development/Tourism Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	21	36	31	9	2	1
Small Rural	27	39	26	7	1	1
Ararat	30	42	21	5	1	2
Lake Bolac	26	16	30	26		2
Elmhurst*		60	24	16		
Men	23	38	24	13	1	1
Women	35	39	21	3		2
18-34	31	34	20	14		
35-49	31	31	30	8		
50-64	32	46	16	3	2	1
65+	21	42	25	8	1	4

%

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

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5
*Caution: small sample size < n=30

JWS RESEARCH

2018 Business/Development/Tourism Performance

	2018	2017	2016	2015	2014	2013	2012
Women	61	62	64	64	n/a	69	n/a
Elmhurst	61*	65	92	n/a	n/a	n/a	n/a
18-34	61	58	59	63	n/a	70	n/a
State-wide	60 ⬆	61	60	61	62	62	62
Small Rural	59	64	61	63	n/a	n/a	n/a
65+	59	64	61	62	n/a	67	n/a
Ararat	58	61	62	n/a	n/a	n/a	n/a
Ararat	57	60	61	63	n/a	67	n/a
50-64	56	59	64	63	n/a	64	n/a
Men	53	58	58	63	n/a	65	n/a
35-49	51 ⬇	57	59	65	n/a	67	n/a
Lake Bolac	49 ⬇	60	56	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

98

2018 Business/Development/Tourism Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	31	10	4	12
Small Rural	12	33	31	11	5	8
Ararat	10	31	37	12	5	5
Lake Bolac	2	22	33	26	2	14
Elmhurst*	12	45	31			12
Men	8	29	33	17	9	5
Women	11	33	37	9	2	7
18-34	9	37	34	14		6
35-49	6	26	42	13	11	2
50-64	10	33	28	16	7	6
65+	13	27	36	10	5	10

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
*Caution: small sample size < n=30

2018 PLANNING AND BUILDING PERMITS
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Planning & Building Permits Importance

	2018	2017	2016	2015	2014	2013	2012
Women	73 ↑	70	70	70	n/a	69	n/a
65+	72	68	66	69	n/a	71	n/a
50-64	72	66	68	66	n/a	69	n/a
State-wide	71 ↑	72	71	71	71	71	71
Lake Bolac	71	59	67	n/a	n/a	n/a	n/a
Ararat	69	68	70	n/a	n/a	n/a	n/a
Ararat	68	66	68	67	n/a	68	n/a
Small Rural	68	68	71	70	n/a	n/a	n/a
18-34	64	61	67	68	n/a	66	n/a
Men	64	63	66	65	n/a	68	n/a
35-49	64	70	72	65	n/a	67	n/a
Elmhurst	62*	64	63	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

100

2018 PLANNING AND BUILDING PERMITS
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Planning & Building Permits Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	26	39	25	6	2	2
Small Rural	23	39	24	9	3	3
Ararat	23	40	26	6	2	3
Lake Bolac	24	37	23	4	2	9
Elmhurst*	27	12	45	16		
Men	19	33	33	10	3	2
Women	26	44	19	5	1	5
18-34	17	31	34	11		6
35-49	20	34	32	9	6	
50-64	27	40	24	5	2	1
65+	23	44	19	6	1	6

%

■ 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: 18 Councils asked group: 4
*Caution: small sample size < n=30

JWS RESEARCH

2018 Planning & Building Permits Performance

	2018	2017	2016	2015	2014	2013	2012
18-34	54 ↑	47	54	53	n/a	58	n/a
State-wide	52 ↑	51	50	54	53	55	54
Small Rural	51 ↑	51	50	53	n/a	n/a	n/a
Women	50	55	58	57	n/a	56	n/a
Elmhurst	48*	77	77	n/a	n/a	n/a	n/a
65+	47	51	49	60	n/a	59	n/a
Ararat	46	50	51	55	n/a	57	n/a
Ararat	46	51	52	n/a	n/a	n/a	n/a
Lake Bolac	43	44	38	n/a	n/a	n/a	n/a
50-64	43	54	54	54	n/a	55	n/a
Men	43	46	45	53	n/a	58	n/a
35-49	41	48	49	51	n/a	58	n/a
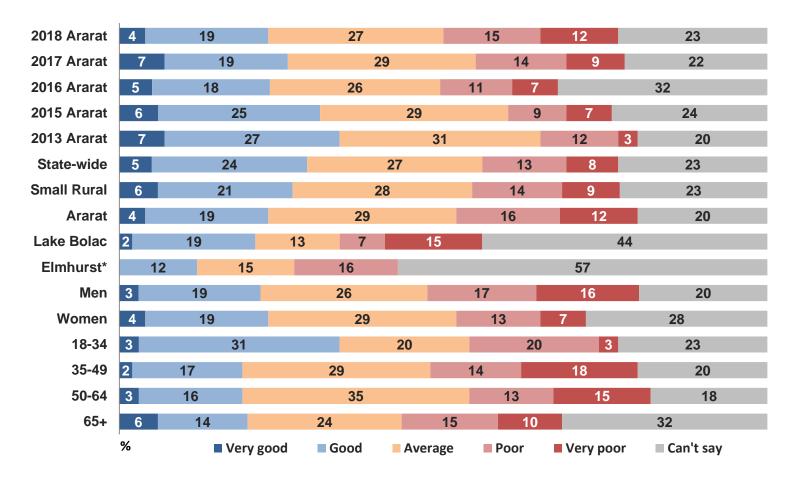
Q2. How has Council performed on 'planning and building permits' over the last 12 months?
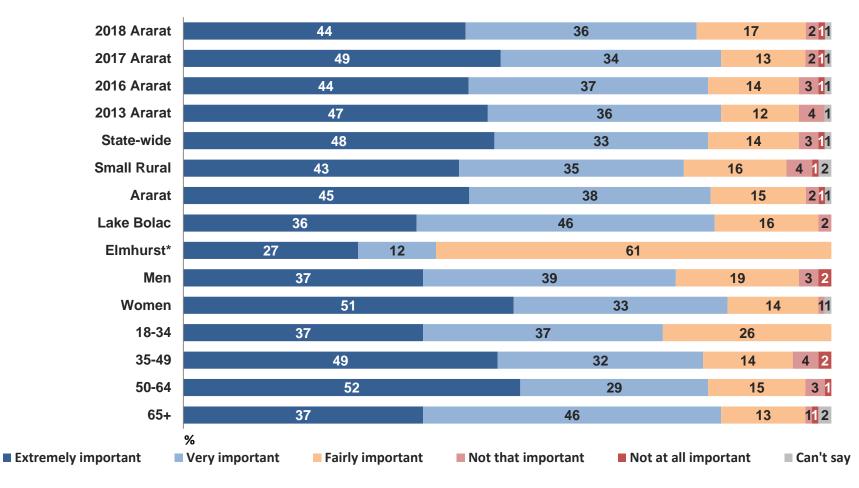Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

102

2018 Planning & Building Permits Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	24	27	13	8	23
Small Rural	6	21	28	14	9	23
Ararat	4	19	29	16	12	20
Lake Bolac	2	19	13	7	15	44
Elmhurst*		12	15	16		57
Men	3	19	26	17	16	20
Women	4	19	29	13	7	28
18-34	3	31	20	20	3	23
35-49	2	17	29	14	18	20
50-64	3	16	35	13	15	18
65+	6	14	24	15	10	32

%

Q2. How has Council performed on 'planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5
*Caution: small sample size < n=30

2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Disaster Management Importance

	2018	2017	2016	2015	2014	2013	2012
Women	84↑	87	84	n/a	n/a	83	n/a
50-64	82	83	82	n/a	n/a	80	n/a
State-wide	81	80	80	80	80	80	80
Ararat	81	83	81	n/a	n/a	n/a	n/a
35-49	80	85	78	n/a	n/a	80	n/a
Ararat	80	83	80	n/a	n/a	82	n/a
65+	80	81	79	n/a	n/a	82	n/a
Small Rural	80	81	82	80	n/a	n/a	n/a
Lake Bolac	79	84	77	n/a	n/a	n/a	n/a
18-34	78	85	82	n/a	n/a	84	n/a
Men	77	79	76	n/a	n/a	80	n/a
Elmhurst	66*	94	81	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 Disaster Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	48	33	14	3	1	1
Small Rural	43	35	16	4	1	2
Ararat	45	38	15	2		1
Lake Bolac	36	46	16			2
Elmhurst*	27	12	61			
Men	37	39	19	3	2	
Women	51	33	14	1		1
18-34	37	37	26			
35-49	49	32	14	4	2	
50-64	52	29	15	3	1	
65+	37	46	13	1	1	2

%

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

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3
*Caution: small sample size < n=30

2018 Disaster Management Performance

	Score	2017	2016	2015	2014	2013	2012
50-64	74	71	69	n/a	n/a	74	n/a
Small Rural	72	72	71	70	n/a	n/a	n/a
65+	72	76	76	n/a	n/a	76	n/a
Ararat	72	74	73	n/a	n/a	n/a	n/a
State-wide	71	70	69	70	71	70	70
Women	70	74	76	n/a	n/a	74	n/a
18-34	70	72	67	n/a	n/a	69	n/a
Ararat	70	72	72	n/a	n/a	74	n/a
Men	70	70	68	n/a	n/a	74	n/a
Lake Bolac	64	64	75	n/a	n/a	n/a	n/a
Elmhurst	63*	82	88	n/a	n/a	n/a	n/a
35-49	63 ↓	68	73	n/a	n/a	76	n/a

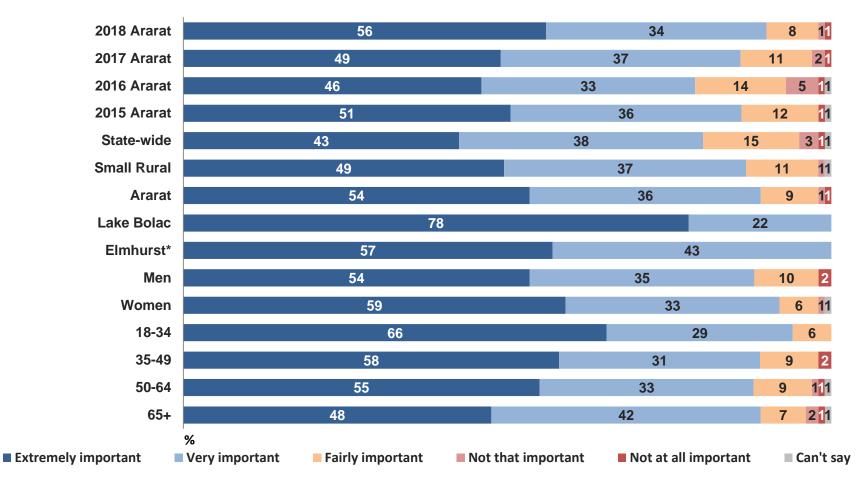Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 EMERGENCY AND DISASTER MANAGEMENT
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disaster Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	18	39	19	4	2	18
Small Rural	22	39	18	4	2	15
Ararat	20	41	23	3	1	12
Lake Bolac	32	15	28	16	5	5
Elmhurst*	12	45	27	16		
Men	19	39	24	5	2	11
Women	22	37	22	4	3	13
18-34	20	40	26	6		9
35-49	14	33	26	8	5	14
50-64	23	41	20	1	2	12
65+	23	38	21	4	1	12

%

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
*Caution: small sample size < n=30

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
IMPORTANCE INDEX SCORES

2018 Unsealed Roads Importance

	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	94 ↑	92	87	n/a	n/a	n/a	n/a
18-34	90 ↑	79	74	88	n/a	n/a	n/a
Elmhurst	89*	90	85	n/a	n/a	n/a	n/a
Women	88	85	81	86	n/a	n/a	n/a
Ararat	86	83	80	84	n/a	n/a	n/a
35-49	86	87	80	84	n/a	n/a	n/a
50-64	86	83	83	81	n/a	n/a	n/a
Ararat	85	80	77	n/a	n/a	n/a	n/a
Men	85	81	79	83	n/a	n/a	n/a
Small Rural	84	81	81	82	n/a	n/a	n/a
65+	84	82	81	84	n/a	n/a	n/a
State-wide	80 ↓	79	79	78	78	81	80

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
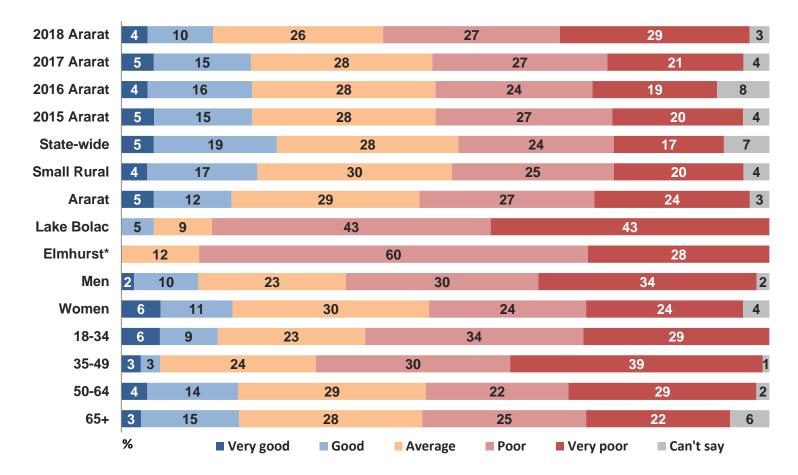Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Unsealed Roads Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	43	38	15	3	1	1
Small Rural	49	37	11	1	1	
Ararat	54	36	9	1	1	
Lake Bolac	78	22				
Elmhurst*	57	43				
Men	54	35	10		2	
Women	59	33	6	1	1	
18-34	66	29	6			
35-49	58	31	9		2	
50-64	55	33	9	1	1	1
65+	48	42	7	2	1	1

%

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

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4
*Caution: small sample size < n=30

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Unsealed Roads Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	43 ↑	44	43	45	45	44	46
Small Rural	40 ↑	43	44	45	n/a	n/a	n/a
65+	37	39	42	42	n/a	n/a	n/a
Women	37	40	42	37	n/a	n/a	n/a
Ararat	36	42	45	n/a	n/a	n/a	n/a
50-64	35	36	42	39	n/a	n/a	n/a
Ararat	33	38	40	39	n/a	n/a	n/a
18-34	32	43	39	38	n/a	n/a	n/a
Men	29	36	37	41	n/a	n/a	n/a
35-49	25 ↓	36	35	36	n/a	n/a	n/a
Elmhurst	21*	25	40	n/a	n/a	n/a	n/a
Lake Bolac	19 ↓	24	25	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: 21 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

110

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Unsealed Roads Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	28	24	17	7
Small Rural	4	17	30	25	20	4
Ararat	5	12	29	27	24	3
Lake Bolac		5	9	43	43	
Elmhurst*			12	60	28	
Men	2	10	23	30	34	2
Women	6	11	30	24	24	4
18-34	6	9	23	34	29	
35-49	3	3	24	30	39	1
50-64	4	14	29	22	29	2
65+	3	15	28	25	22	6

%   ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
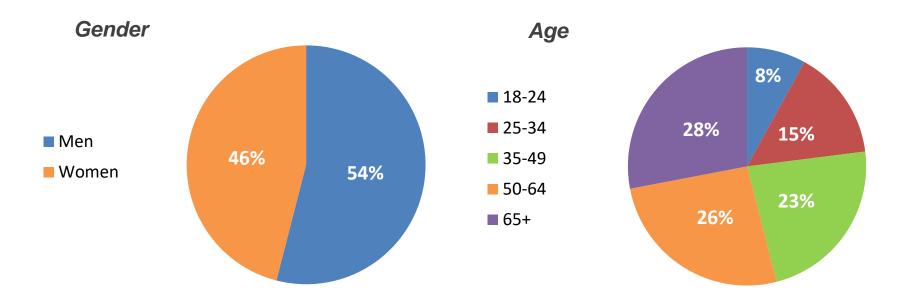
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
*Caution: small sample size < n=30

DETAILED DEMOGRAPHICS

2018 GENDER AND AGE PROFILE

Gender

- Men
- Women

46% 54%

Age

- 18-24
- 25-34
- 35-49
- 50-64
- 65+

8% 15% 23% 26% 28%

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.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

113

J00643 Community Satisfaction Survey 2018 - Ararat Rural City Council

APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE

JWS RESEARCH

APPENDIX B:
FURTHER PROJECT INFORMATION

JWS RESEARCH

APPENDIX B:
BACKGROUND AND OBJECTIVES

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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:
MARGINS OF ERROR

JWS RESEARCH

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Ararat Rural City Council was 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 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 9,000 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	185	216	+/-7.2
Women	215	184	+/-6.6
Ararat	311	315	+/-5.5
Lake Bolac	33	36	+/-17.3
Elmhurst	5	6	+/-49.0
18-34 years	35	89	+/-16.8
35-49 years	76	93	+/-11.3
50-64 years	137	104	+/-8.3
65+ years	152	114	+/-7.9

APPENDIX B:
ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Ararat Rural City Council for this 2018 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:
ANALYSIS AND REPORTING

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.

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**

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
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	**INDEX SCORE 56**

APPENDIX B:
INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

a)   how well council is seen to be performing in a particular service area; or

b)   the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing **very well** in this service area	This service area is seen to be **extremely important**
60 – 75	Council is performing **well** in this service area, but there is room for improvement	This service area is seen to be **very important**
50 – 60	Council is performing **satisfactorily** in this service area but needs to improve	This service area is seen to be **fairly important**
40 – 50	Council is performing **poorly** in this service area	This service area is seen to be **somewhat important**
0 – 40	Council is performing **very poorly** in this service area	This service area is seen to be **not that important**

APPENDIX B:
INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

> $1 = Index Score 1

> $2 = Index Score 2

> $3 = unweighted sample count 1

> $4 = unweighted sample count 1

> $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:
ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2018 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 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

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

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

CSS: 2018 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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