



2020 Local Government Community Satisfaction Survey

Ararat Rural City Council

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





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Background and objectives

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

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

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

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

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

Serving Victoria for 21 years

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

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

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



Key findings and recommendations



Ararat Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Ararat 60



State-wide 58



Small Rural 56

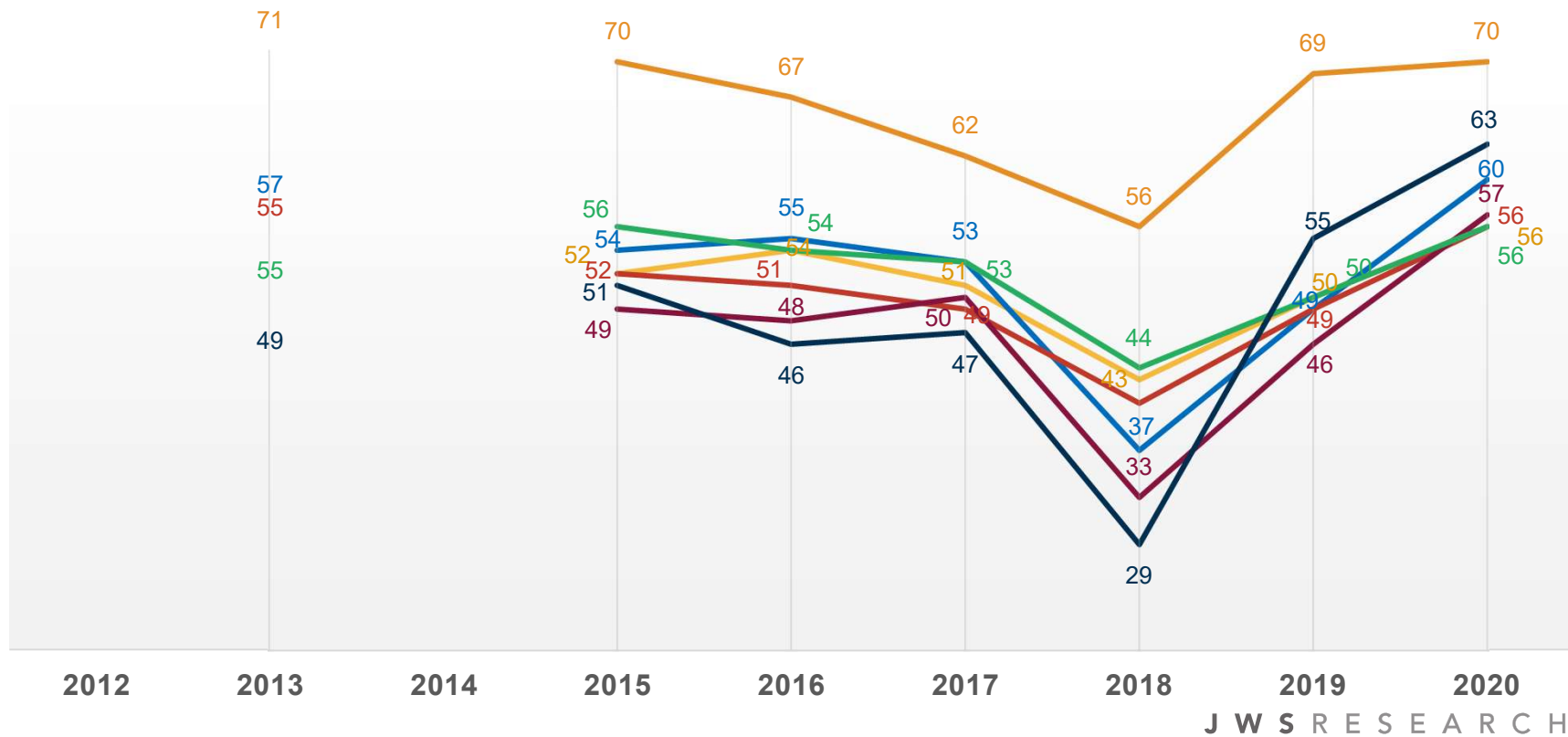
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<div>Emergency & disaster mngt</div> <div>Local streets & footpaths</div> <div>Art centres & libraries</div>	<div>Community & cultural</div> <div>Waste management</div>
Compared to group average	<div>Building & planning permits</div> <div>Sealed local roads</div> <div>Local streets & footpaths</div>	<div>Community & cultural</div> <div>Waste management</div> <div>Elderly support services</div>



Summary of core measures

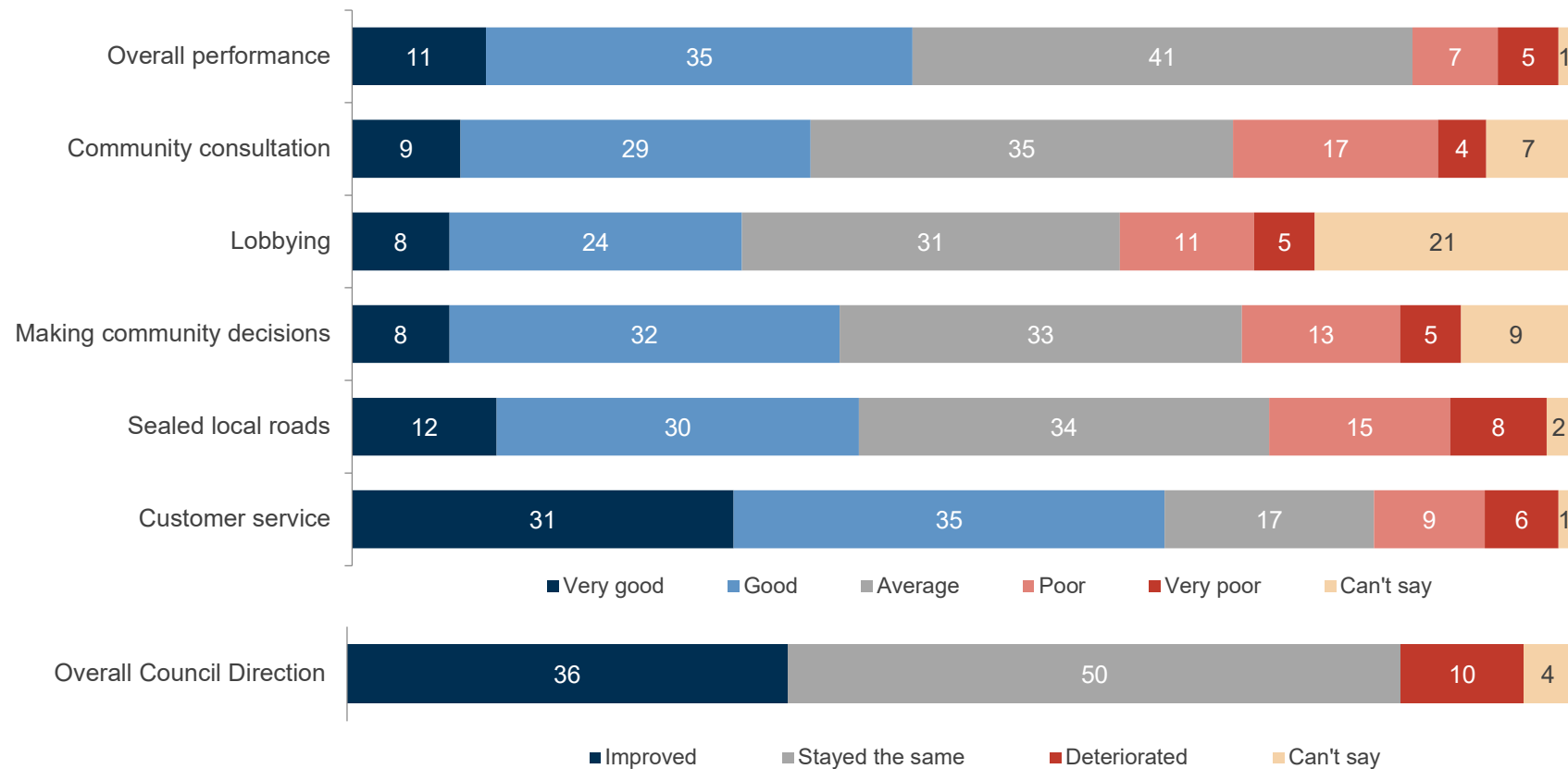
Index scores















Summary of core measures

Core measures summary results (%)














Summary of Ararat Rural City Council performance

Services	Ararat 2020	Ararat 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	60	49	56	58	Aged 65+ years	Aged 35-49 years
 Overall council direction	63	55	50	51	Aged 65+ years	Aged 35-49 years
 Customer service	70	69	70	70	Aged 18-34 years	Aged 35-49 years
 Art centres & libraries	78	76	74	74	Aged 35-49 years	Aged 18-34 years
 Emergency & disaster mngt	74	73	70	68	Aged 65+ years	Aged 35-49 years
 Appearance of public areas	73	69	72	72	Men	Aged 18-34 years
 Recreational facilities	71	68	68	70	Aged 65+ years	Aged 18-34 years
 Elderly support services	68	65	71	68	Aged 65+ years	Aged 18-34 years
 Community & cultural	63	63	68	68	Aged 65+ years	Aged 18-34 years
 Local streets & footpaths	62	55	57	58	Aged 18-34 years	Aged 35-49 years

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



Summary of Ararat Rural City Council performance

Services		Ararat 2020	Ararat 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
	Bus/community dev./tourism	61	61	58	59	Aged 65+ years	Aged 35-49 years
	Waste management	60	60	64	65	Aged 65+ years	Aged 35-49 years
	Informing the community	58	49	58	59	Aged 18-34 years	Aged 35-49 years
	Community decisions	57	46	53	53	Aged 65+ years	Aged 35-49 years
	Consultation & engagement	56	49	54	55	Aged 18-34 years, Ararat residents	Aged 50-64 years
	Lobbying	56	50	52	53	Aged 65+ years	Aged 50-64 years
	Sealed local roads	56	50	51	54	Aged 65+ years	Aged 35-49 years
	Building & planning permits	51	52	46	51	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	44	39	43	44	Aged 65+ years	Aged 35-49 years

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



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have improved in the last year, with many statistically significant improvements. Perceptions of Council's overall performance follow suit, with 2020 seeing ratings at their highest level recorded. After efforts to recoup a slump in 2018, it is clear that Council has maintained its efforts in connecting with the community, and that these efforts were well-received.

Key influences on perceptions of overall performance

Ararat Rural City Council should focus attention on the individual service areas that most influence perceptions of overall performance and where Council is perceived to perform less well: community consultation and engagement, decisions made in the interest of the community and informing the community. Community consultation and engagement is the area with the greatest influence on overall performance perceptions. Council should look to consolidate the gains already made here over the coming 12 months.

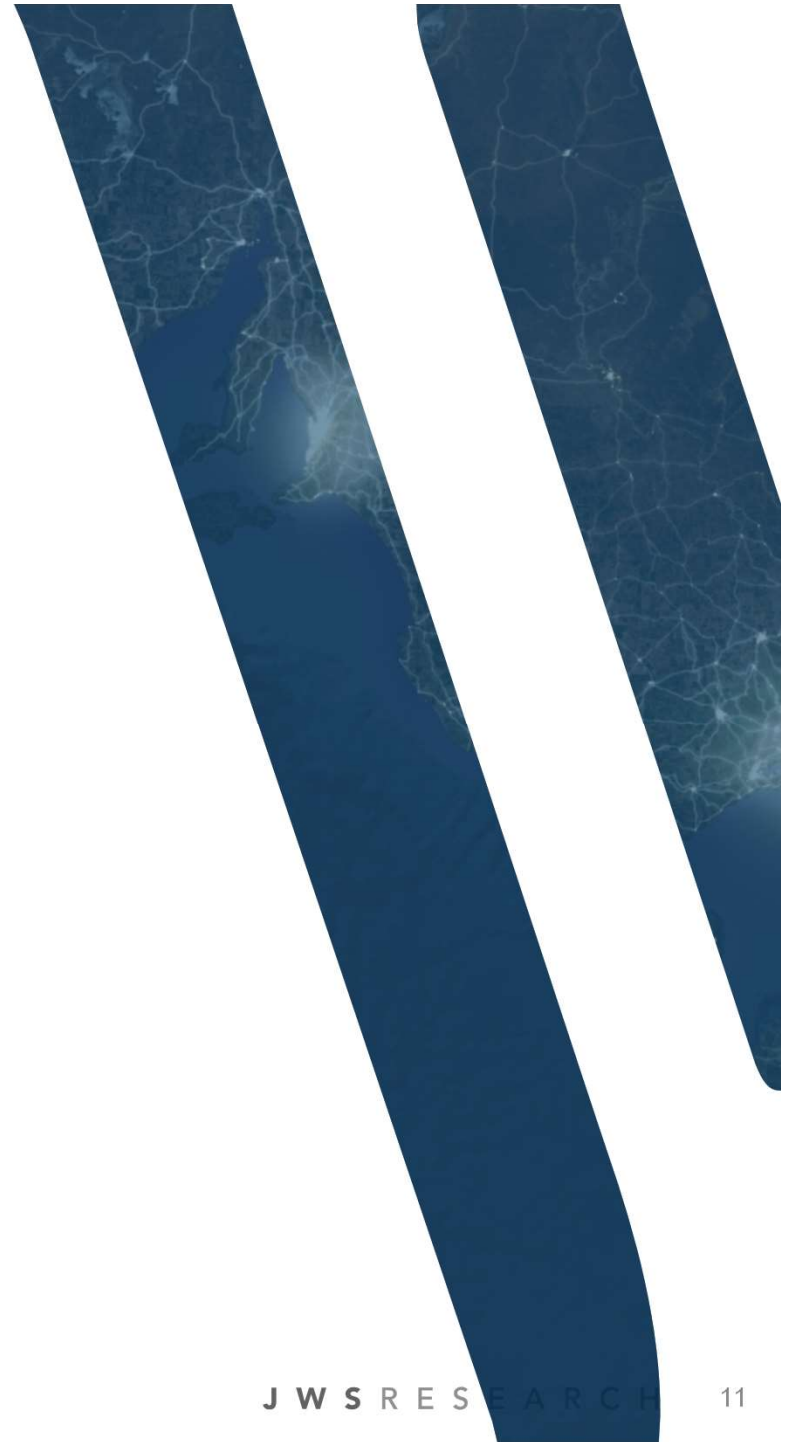
Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the State-wide and Small Rural council averages on nearly all service areas. Waste management and community and cultural activities are the service areas where Council performs significantly lower than both the State-wide and the Small Rural group averages.

Maintain gains achieved to date

Council should endeavor to maintain the gains made on most service areas over the coming year. In particular, any further improvements that can be made in the maintenance of unsealed roads will positively impact perceptions of overall performance. Additionally, a cohort that is most consistently critical of Council's performance, it is recommended that extra attention be paid to all interactions with residents aged 35 to 49 years.

DETAILED FINDINGS



Overall performance





Overall performance

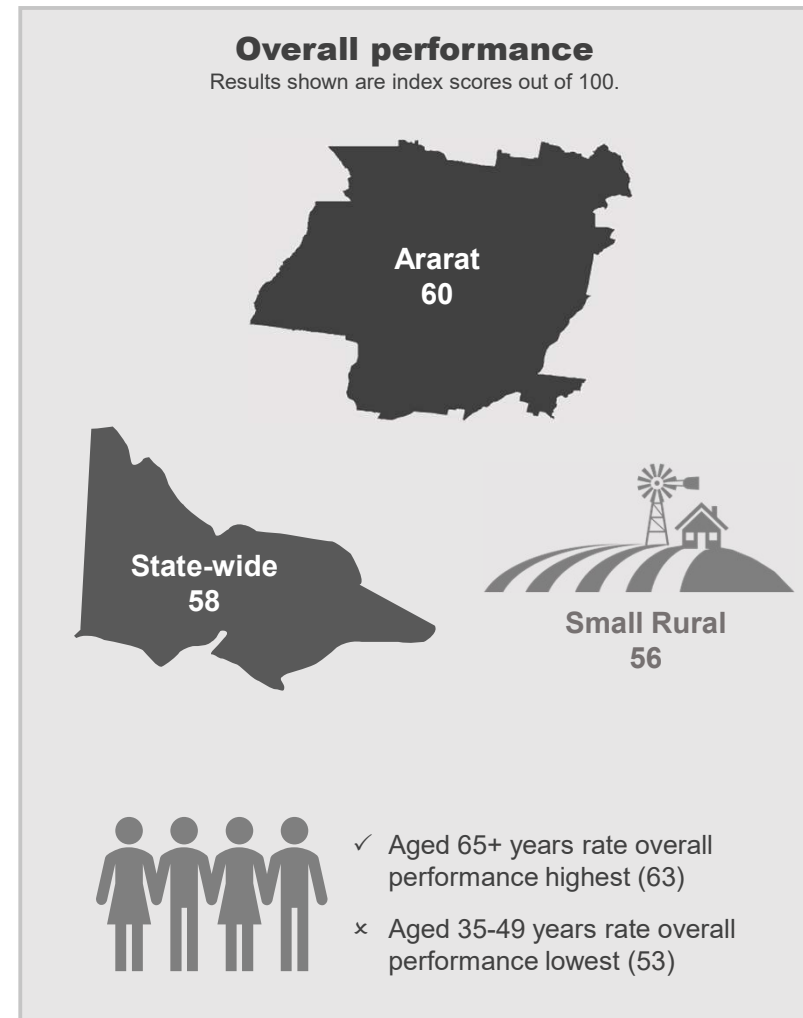
The overall performance index score of 60 for Ararat Rural City Council represents a significant 11-point improvement on the 2019 result.

- Overall performance is at its highest level recorded. This represents a recovery from a significant decline in perceptions just two years ago in 2018.

Ararat Rural City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group and is rated in line with the State-wide average for councils (index scores of 56 and 58 respectively).

- Perceptions of overall performance improved significantly in the past year across almost all demographic and geographic cohorts.
- Overall performance is rated highest among residents aged 65 years and over (index score of 63, a significant 11-point improvement from 2019).
- Residents aged 35 to 49 years (index score of 53) rate Council's overall performance significantly lower than average.

Almost four times as many residents rate Ararat Rural City Council's overall performance as 'very good' or 'good' (46%) as those who rate it as 'very poor' or 'poor' (12%). A further 41% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	63	52	41	54	57	59	n/a	57	n/a
Women	62	50	43	56	55	55	n/a	56	n/a
Ararat	61	51	41	54	55	n/a	n/a	n/a	n/a
50-64	61	50	39	54	54	54	n/a	51	n/a
18-34	60	52	42	53	56	50	n/a	65	n/a
Ararat	60	49	37	53	55	54	n/a	57	n/a
Men	58	48	33	50	55	53	n/a	58	n/a
State-wide	58	60	59	59	59	60	61	60	60
Small Rural	56▼	58	56	58	57	59	n/a	n/a	n/a
Elmhurst	54*	66	38	50	71	n/a	n/a	n/a	n/a
35-49	53▼	40	27	50	53	51	n/a	57	n/a
Lake Bolac	32*	29	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: 62 Councils asked group: 18

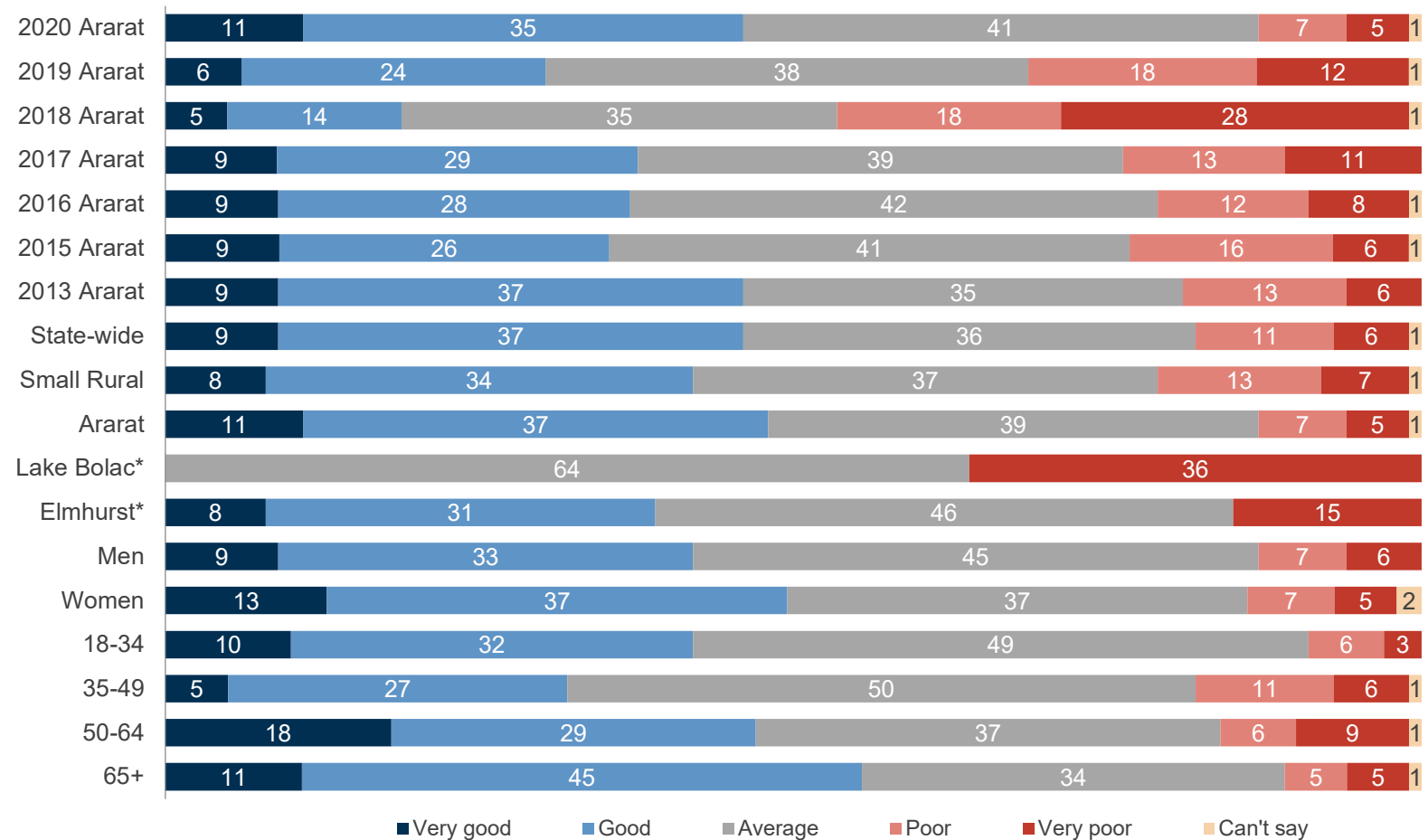
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2020 overall performance (%)



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: 62 Councils asked group: 18

*Caution: small sample size < n=30



Top performing service areas

Art centres & libraries (index score of 78, up two points on 2019) is the area where Council performed best in 2020. This is the highest index score recorded for this service area.

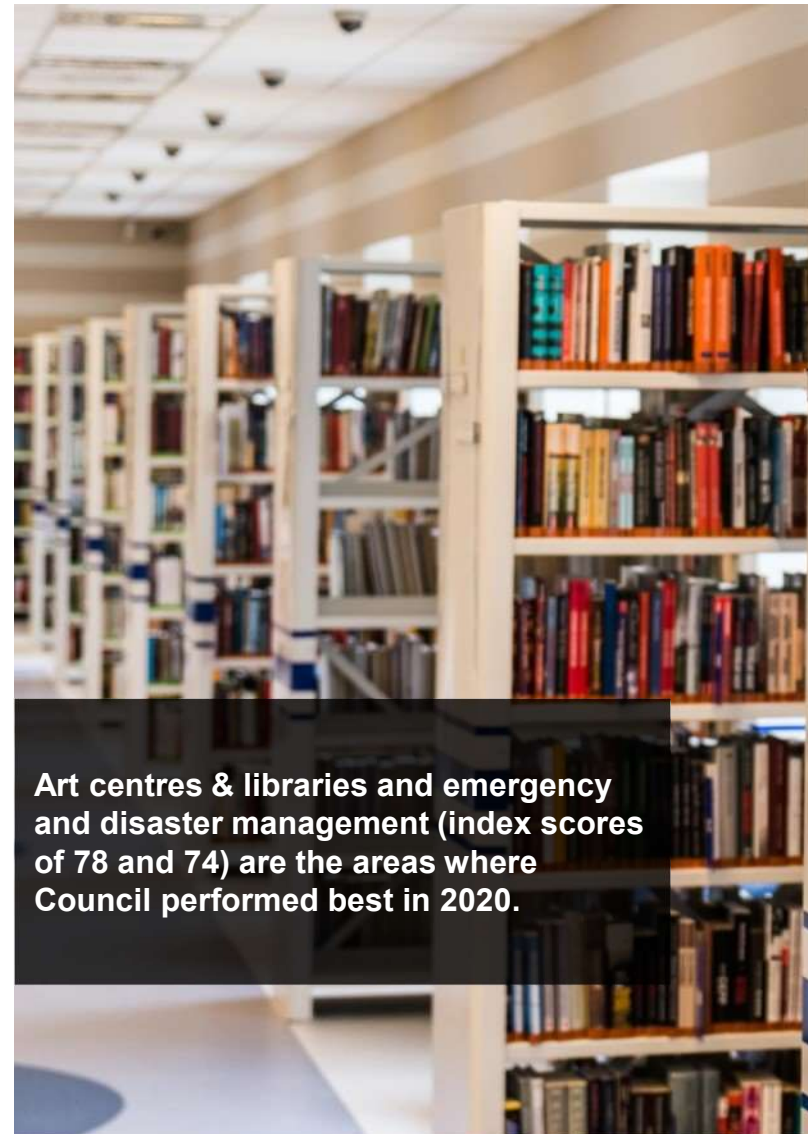
- Residents of Lake Bolac (index score of 41, noting this is based on a very small sample size) rate Council significantly lower than average.
- Council performs significantly higher than the Small Rural group and State-wide averages in this service area (each with an index score of 74).

Emergency and disaster management is Council's next highest rated service area (index score of 74)

- There are no significant differences in ratings of this service area among demographic and geographic cohorts compared to the Council average.
- As with art centres & libraries, Council is rated significantly higher than the Small Rural group and State-wide averages (70 and 68 respectively).

Notably, Council's performance has improved significantly in a number of service areas over the past 12 months.

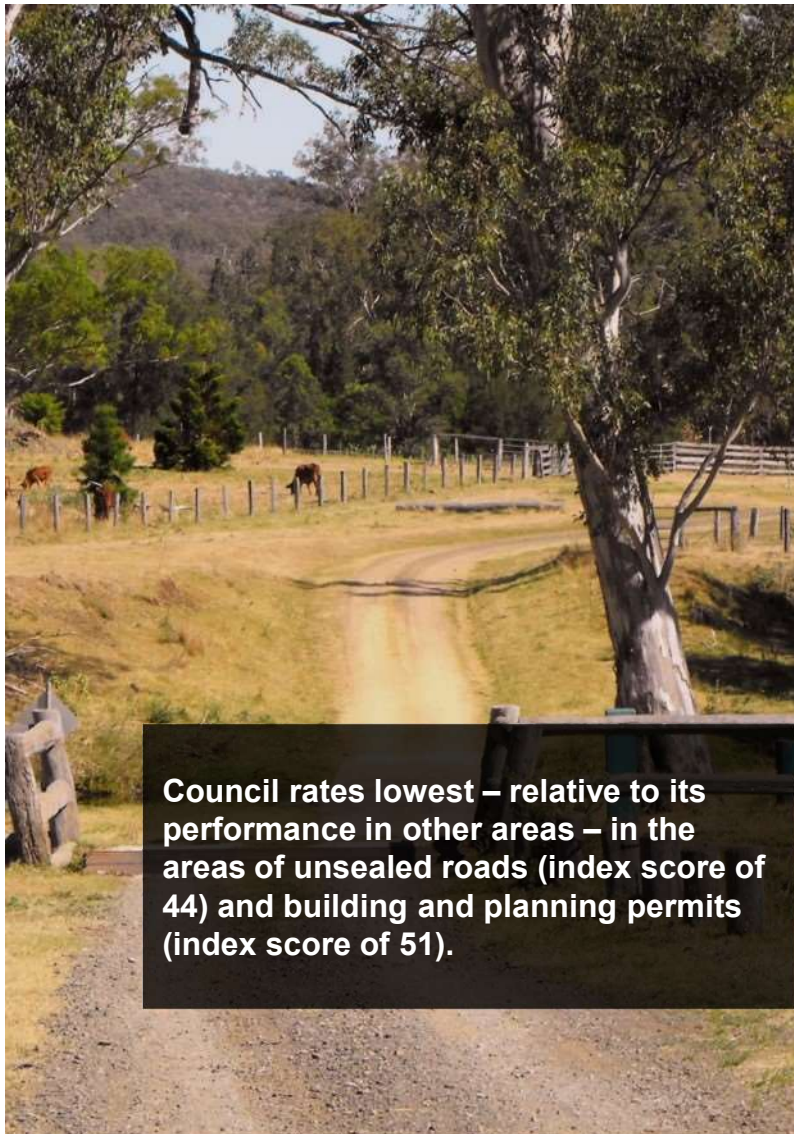
- The greatest improvements occurred among community decisions and informing the community, which experienced ratings' increases of 11 and nine index points respectively.



Art centres & libraries and emergency and disaster management (index scores of 78 and 74) are the areas where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 44) and building and planning permits (index score of 51).

Council did not experience any significant declines in perceptions of performance in the last year on any of the service areas evaluated.

Council rates lowest in the areas of maintenance of unsealed roads and building & planning permits (index scores of 44 and 51 respectively).

- That said, ratings on both measures are either in line with or significantly higher than State-wide and Small Rural group averages for 2020.

Despite the significant five-point improvement on 2019, unsealed roads exhibits the greatest disparity between perceived importance and performance (a differential of -37).

For building & planning permits, the difference between perceived importance and Council's performance also exceeds ten points (-16).

Residents aged 35 to 49 years are most critical of Council's performance in these service areas.

- On the service area of unsealed roads, this age group has an index score of 37, seven points lower than the Council average.
- On building & planning permits, 35 to 49 year olds have an index score of 42, nine points lower than the Council average.



Individual service area performance

2020 individual service area performance (index scores)

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

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

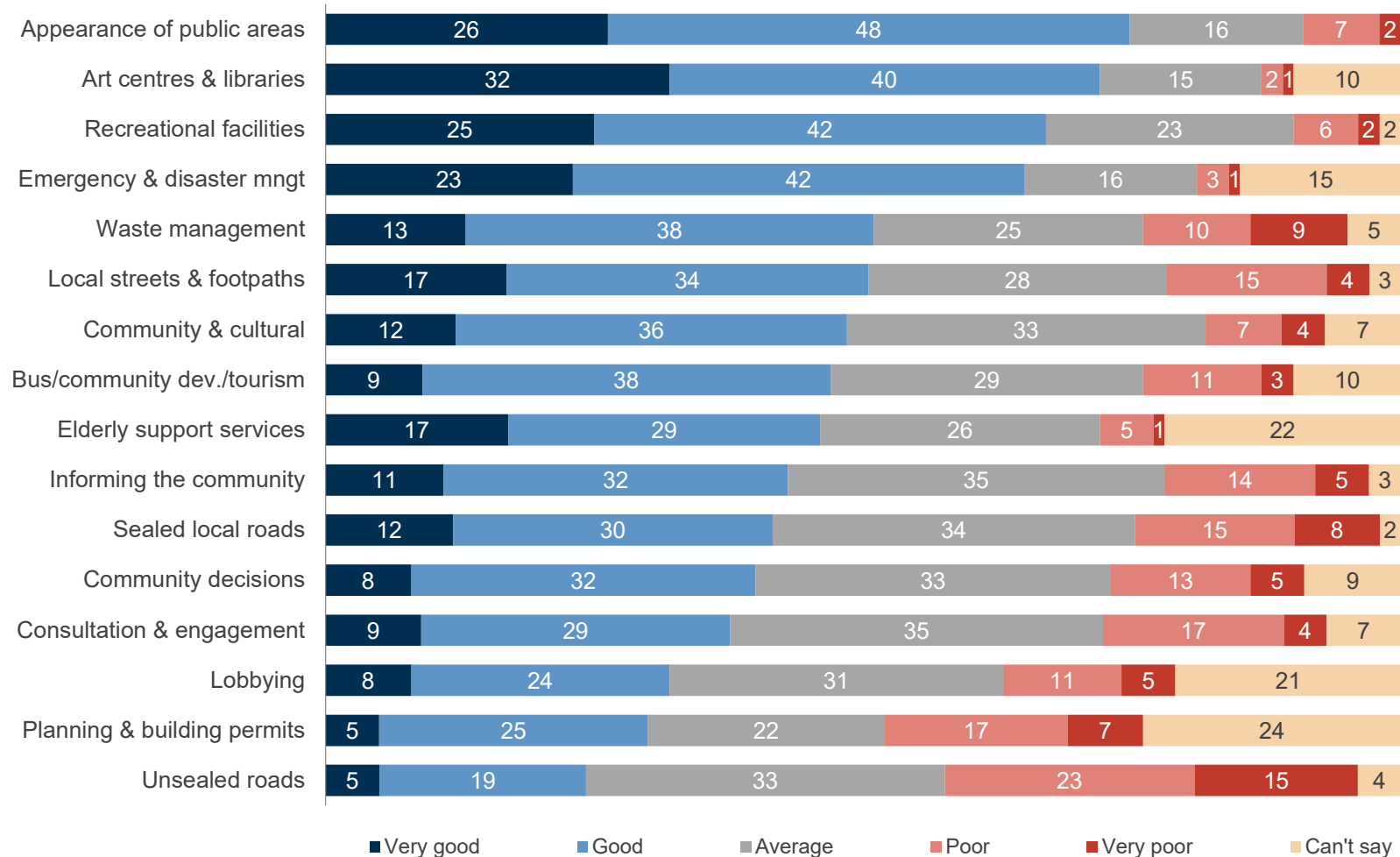
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

2020 individual service area importance (index scores)

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

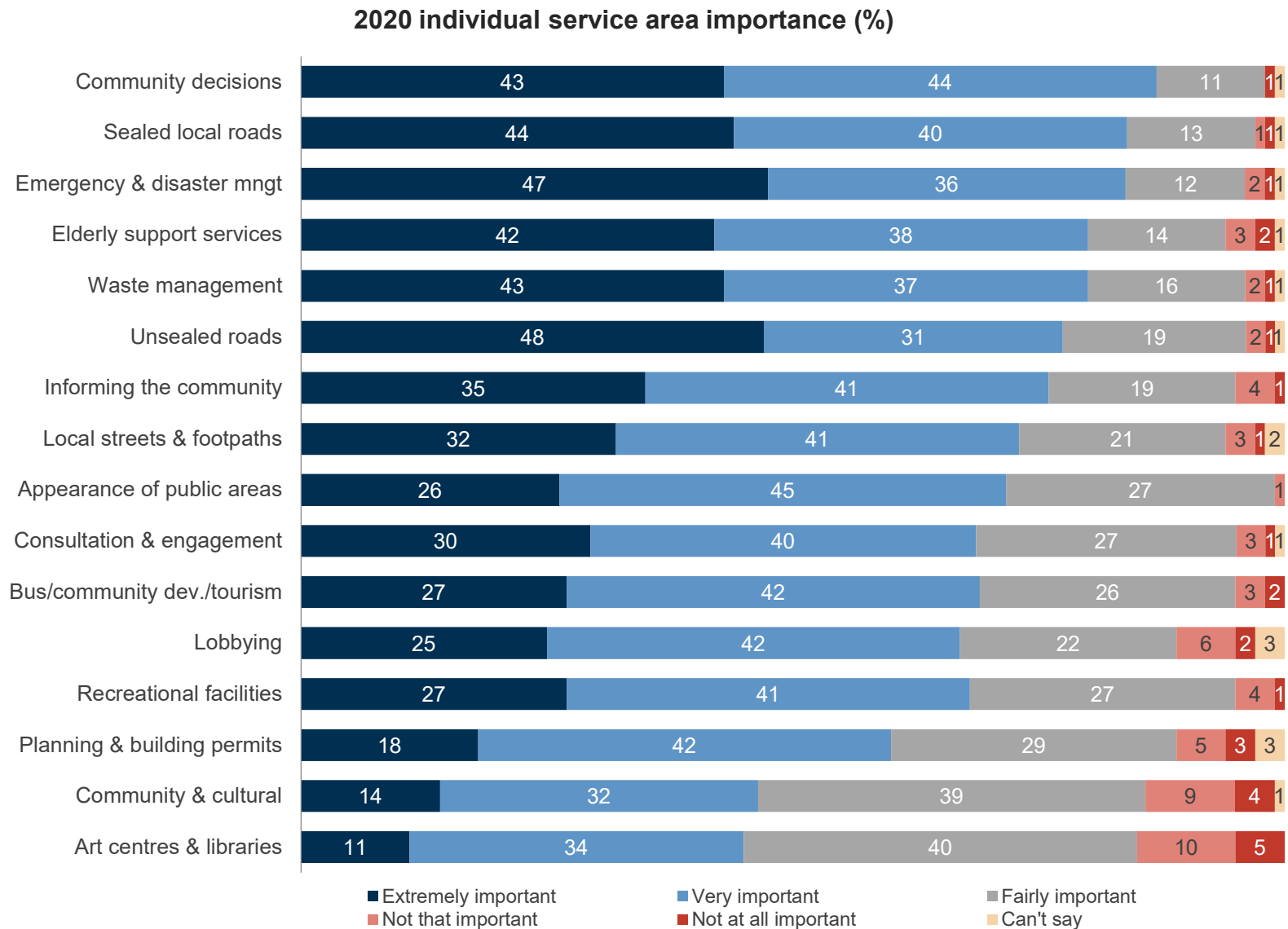
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6

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



Individual service area importance

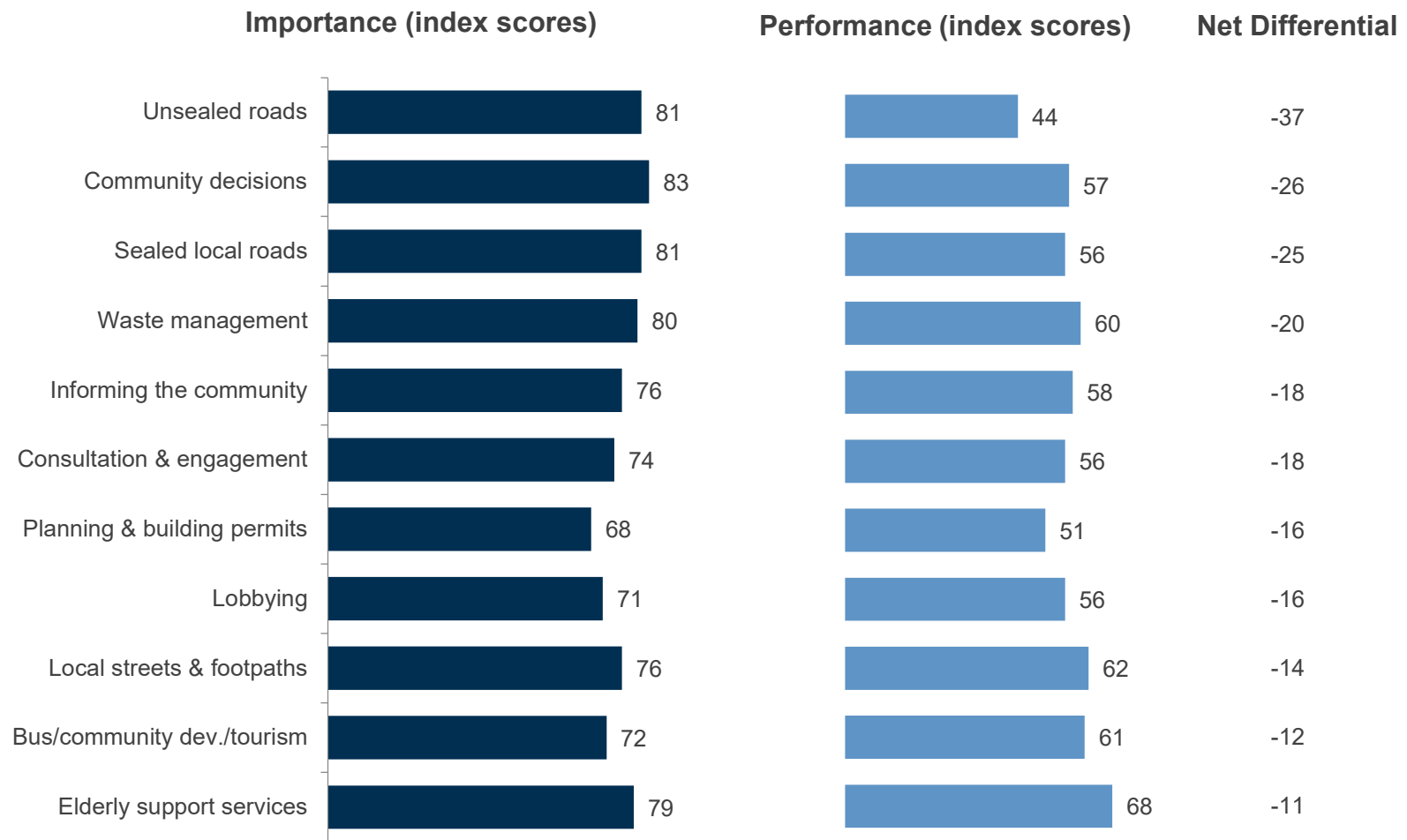


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Community consultation and engagement.

Engaging with local residents about Council plans, decisions and activities provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Business, community development and tourism
- Decisions made in the interest of the community
- The condition of local streets and footpaths
- Maintenance of unsealed roads
- Informing the community
- Emergency and disaster management.

Looking at these key service areas, emergency management has a high performance index (74) and a moderate positive influence on the overall performance rating, so maintaining this positive result should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well, are informing the community and community decisions (performance index of 58 and 57 respectively).

A focus on good communication and transparency around decisions Council has made in the community's interest can also help shore up positive opinion of Council overall.

However, most in need of attention is Council's maintenance of unsealed roads, which is its only poorly rated service area (performance index of 44) and a moderate influence on overall performance.

It will be important to improve perceptions of Council's unsealed road maintenance to help increase overall performance with Council.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

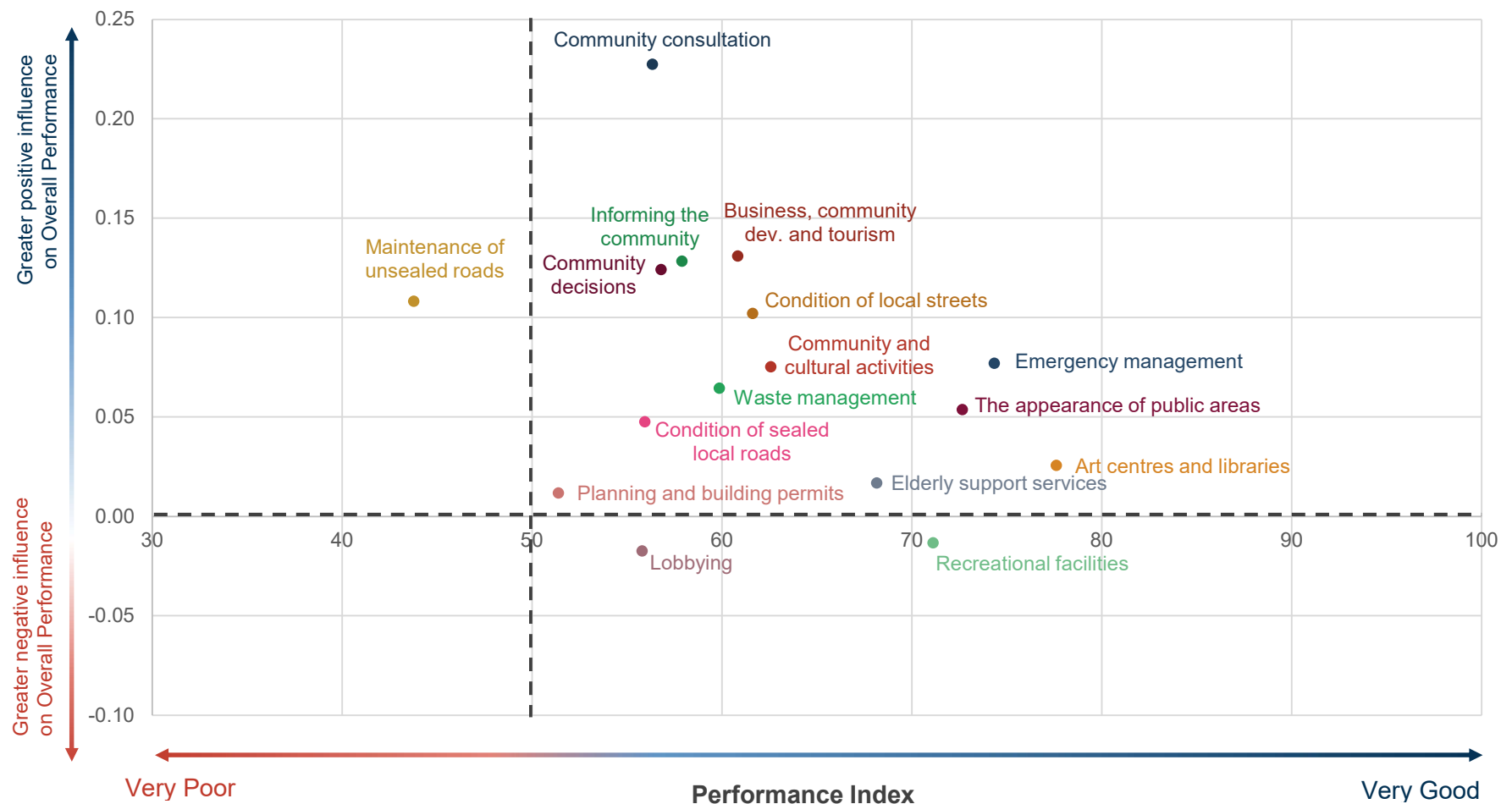
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2020 regression analysis (all service areas)

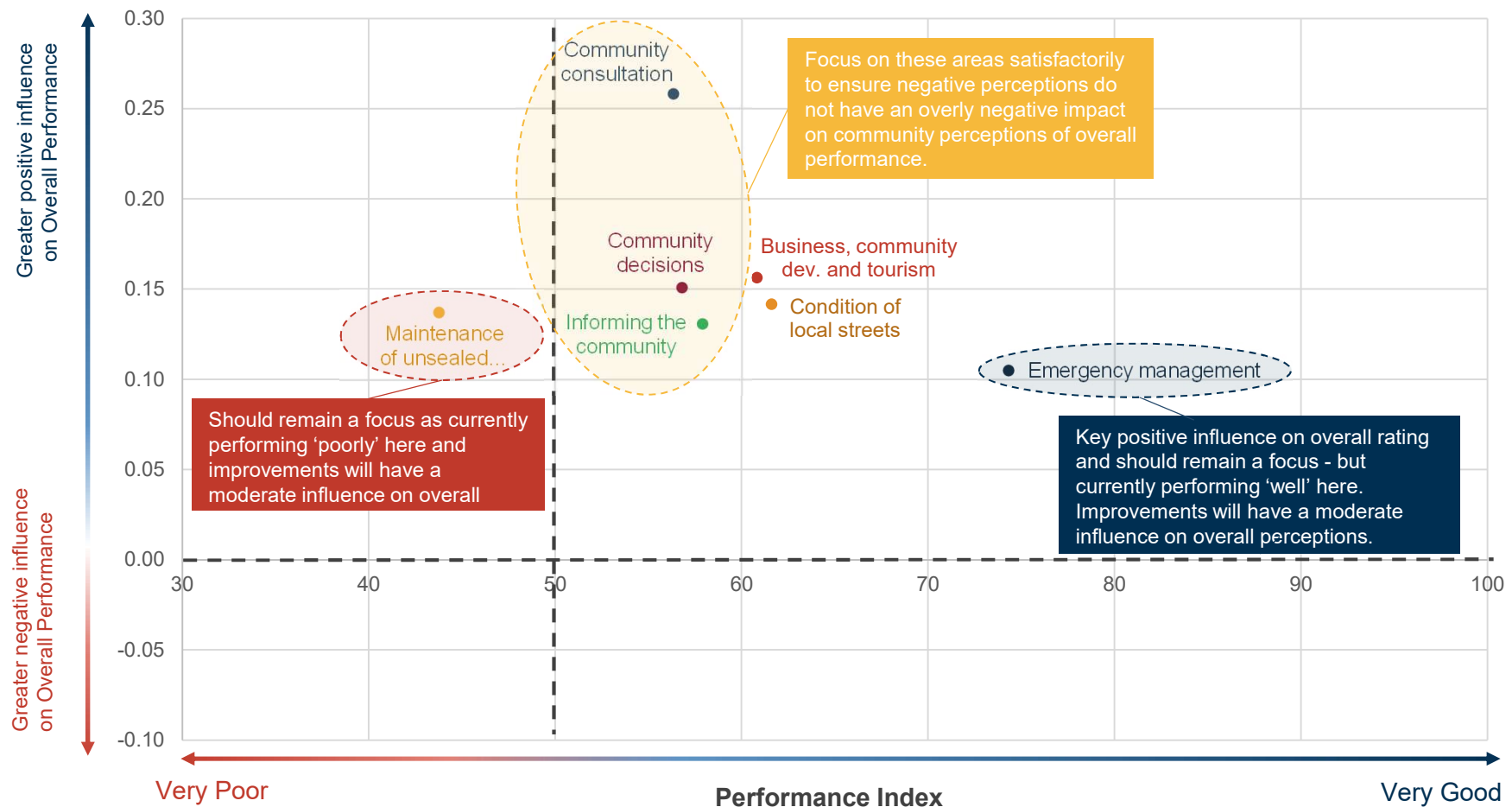


The multiple regression analysis model above (all service areas) has an R-squared value of 0.609 and adjusted R-square value of 0.593, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 37.4$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.595 and adjusted R-square value of 0.587, 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 $p = 0.0001$, $F = 82.34$.

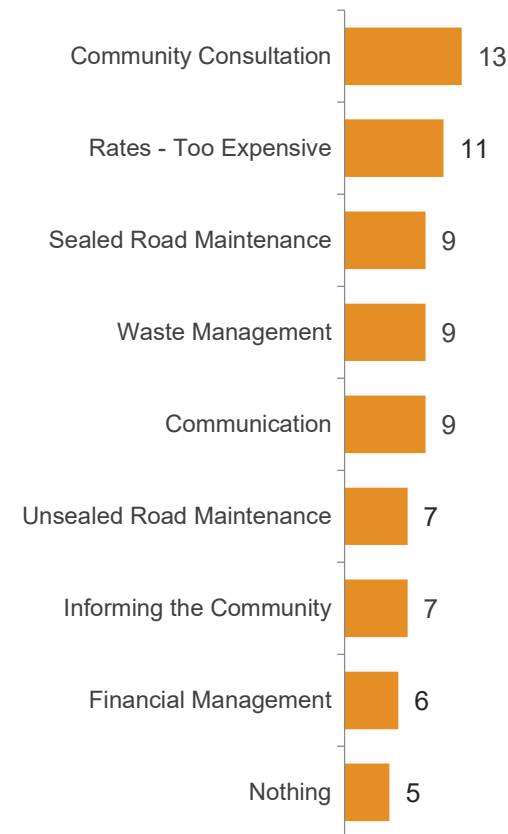


Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



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: 25 Councils asked group: 5.

Q17. What does Ararat Rural City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

More than three in five Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than 2019 but has been relatively consistent over time.

- Residents aged 65 years and over (56%) had the least contact with Council, although this is not significantly lower than average.



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

Customer service

Council's customer service index of 70 is in line with that of 2019 (69). Council has maintained peak performance in this area for two years in a row, achieving the highest rating since 2015.

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

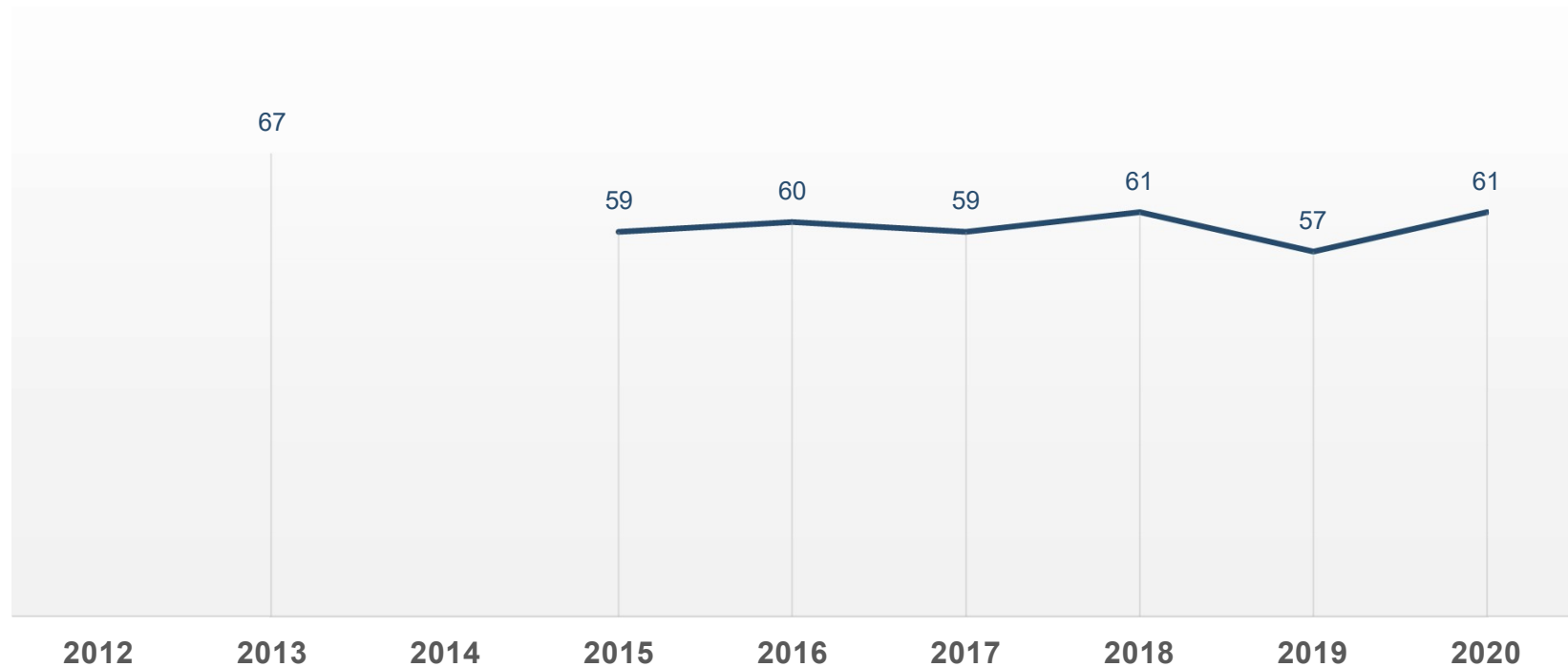
Perceptions of customer service are significantly more positive among residents aged 18 to 34 years (index score of 78) compared to the Council average.

- Conversely, residents aged 35 to 49 years (index score of 61) are significantly less positive in their evaluation of Council's customer service as are residents of Lake Bolac (index score of 32, noting this is based on a very small sample size).



Contact with council

2020 contact with council (%) Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 12



Contact with council

2020 contact with council (%)

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

Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 12

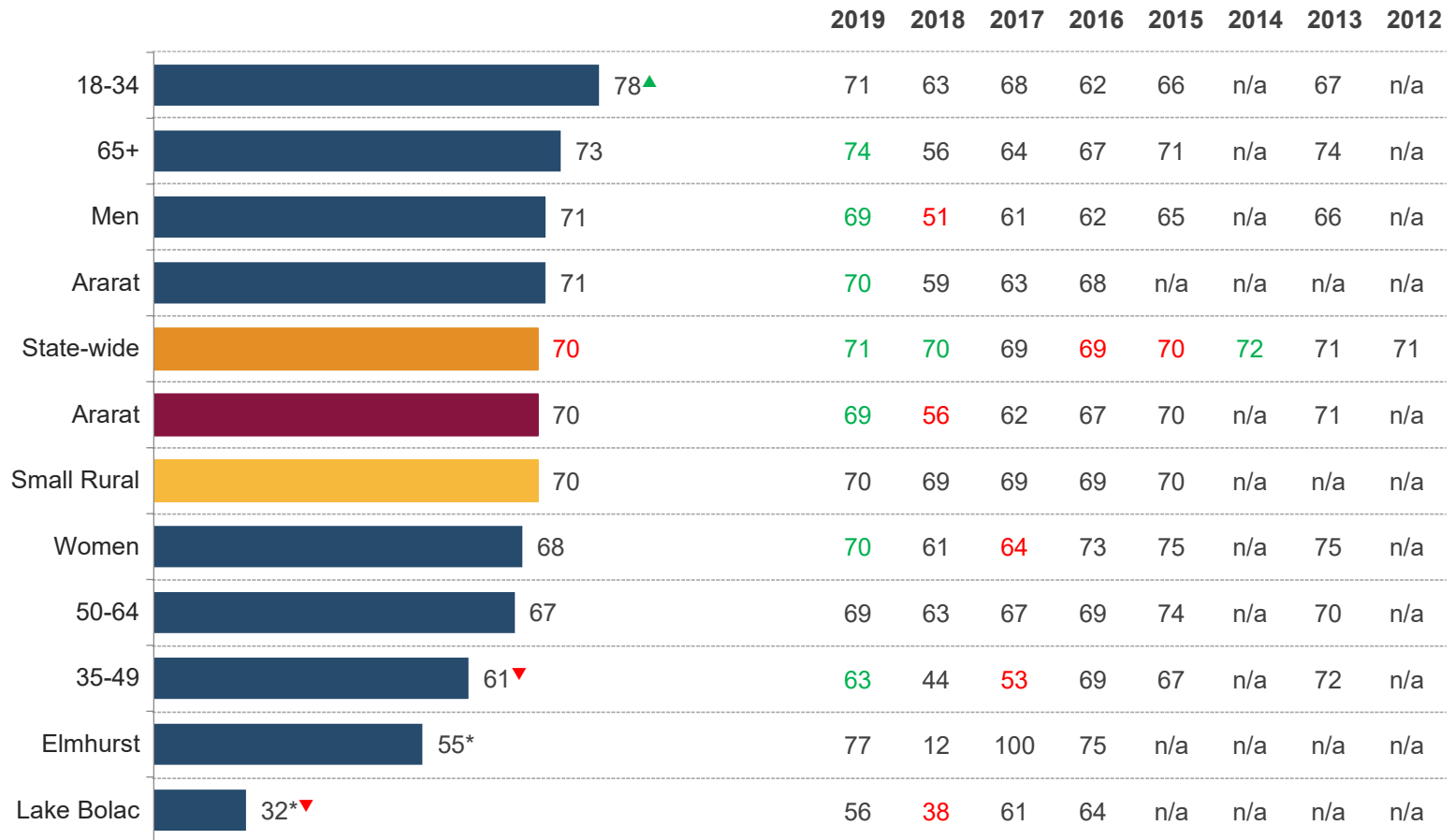
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2020 customer service rating (index scores)



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: 62 Councils asked group: 18

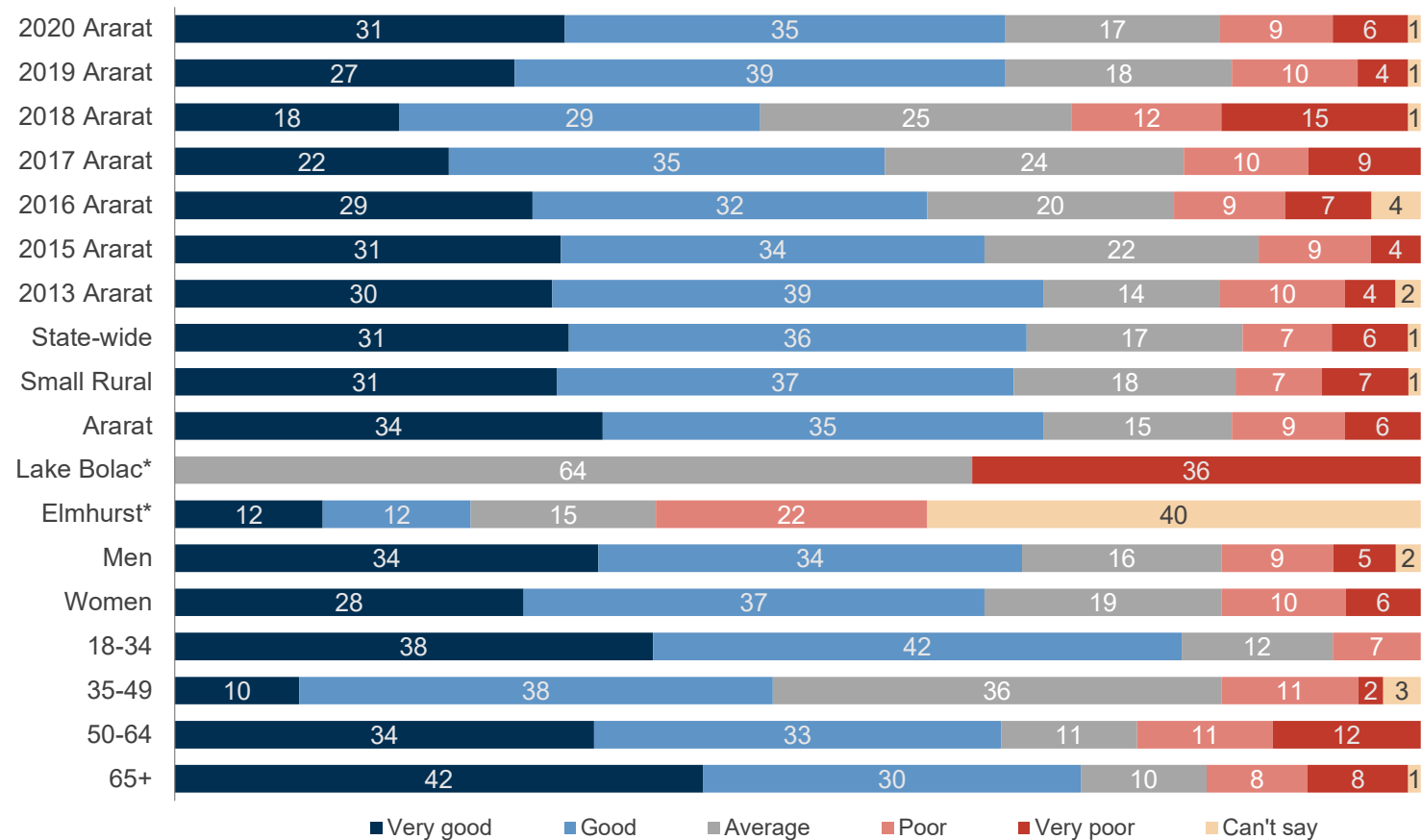
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2020 customer service rating (%)



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: 62 Councils asked group: 18

*Caution: small sample size < n=30



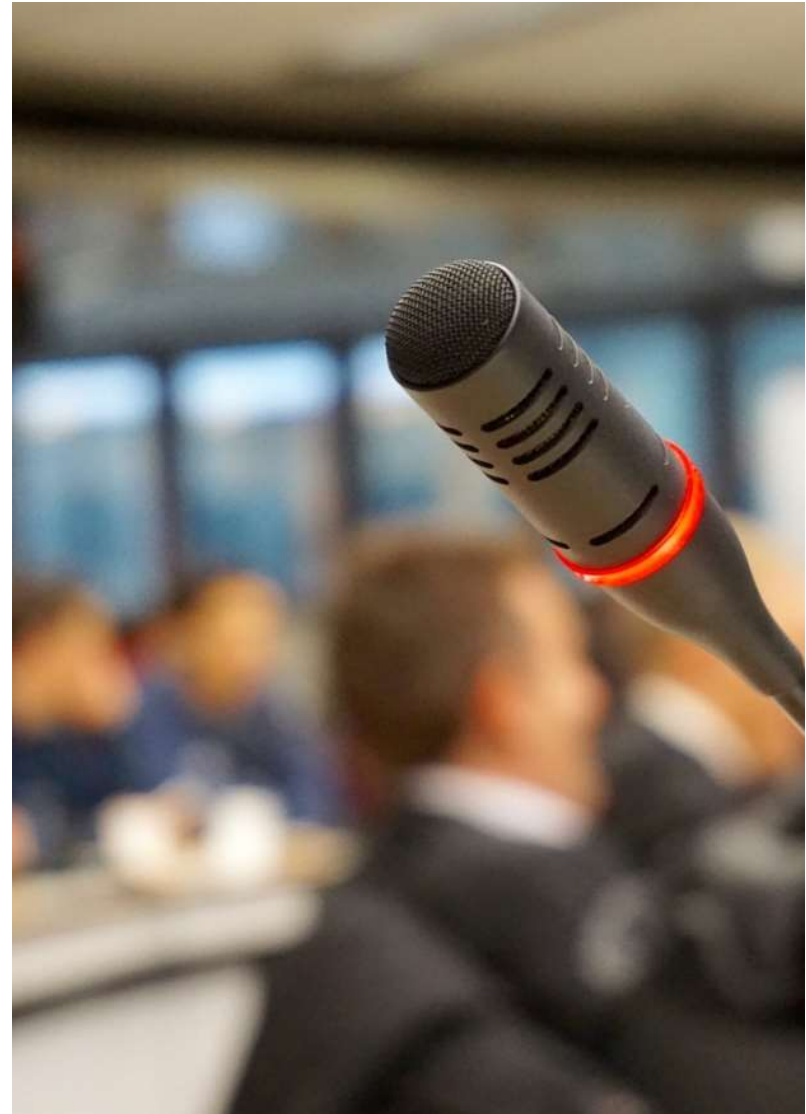
Communication



Communication

The preferred form of communication from Council is a newsletter sent via mail (26%). This is followed by communications via social media (21%) and via a newsletter sent by email (18%).

- Preferred form of communication among under 50s is by far via social media (38%). This is followed by a newsletter via mail (17%).
- Preferred form of communication among over 50s is newsletter sent via mail (33%), followed by a newsletter via email (21%).





Best form of communication

2020 best form of communication (%)



Q13. If Ararat Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10



Best form of communication: under 50s

2020 under 50s best form of communication (%)



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

Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 10



Best form of communication: over 50s

2020 over 50s best form of communication (%)



Q13. If Ararat Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 10



Council direction



Council direction

Over the last 12 months, 50% of residents believe the direction of Council's overall performance has stayed the same, up three points on 2019.

- 36% believe the direction of Council has improved in the last 12 months (up seven points on 2019).
- 10% believe it has deteriorated, down 10 points on 2019.
- The most satisfied with council direction are Lake Bolac residents and those aged 65 years and over.
- The least satisfied with council direction are those aged 35 to 49 years and Elmhurst residents.





Overall council direction last 12 months

2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	82*	47	26	57	48	n/a	n/a	n/a	n/a
65+	66	60	32	45	46	49	n/a	55	n/a
50-64	65	55	29	45	44	48	n/a	45	n/a
Women	64	55	34	49	48	53	n/a	51	n/a
Ararat	63	55	29	47	46	51	n/a	49	n/a
Ararat	63	57	30	45	46	n/a	n/a	n/a	n/a
Men	63	55	24	44	44	48	n/a	48	n/a
18-34	61	65	36	50	52	57	n/a	54	n/a
Elmhurst	60*	41	32	50	50	n/a	n/a	n/a	n/a
35-49	60	38	19	47	45	49	n/a	44	n/a
State-wide	51▼	53	52	53	51	53	53	53	52
Small Rural	50▼	53	50	52	50	53	n/a	n/a	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: 62 Councils asked group: 18

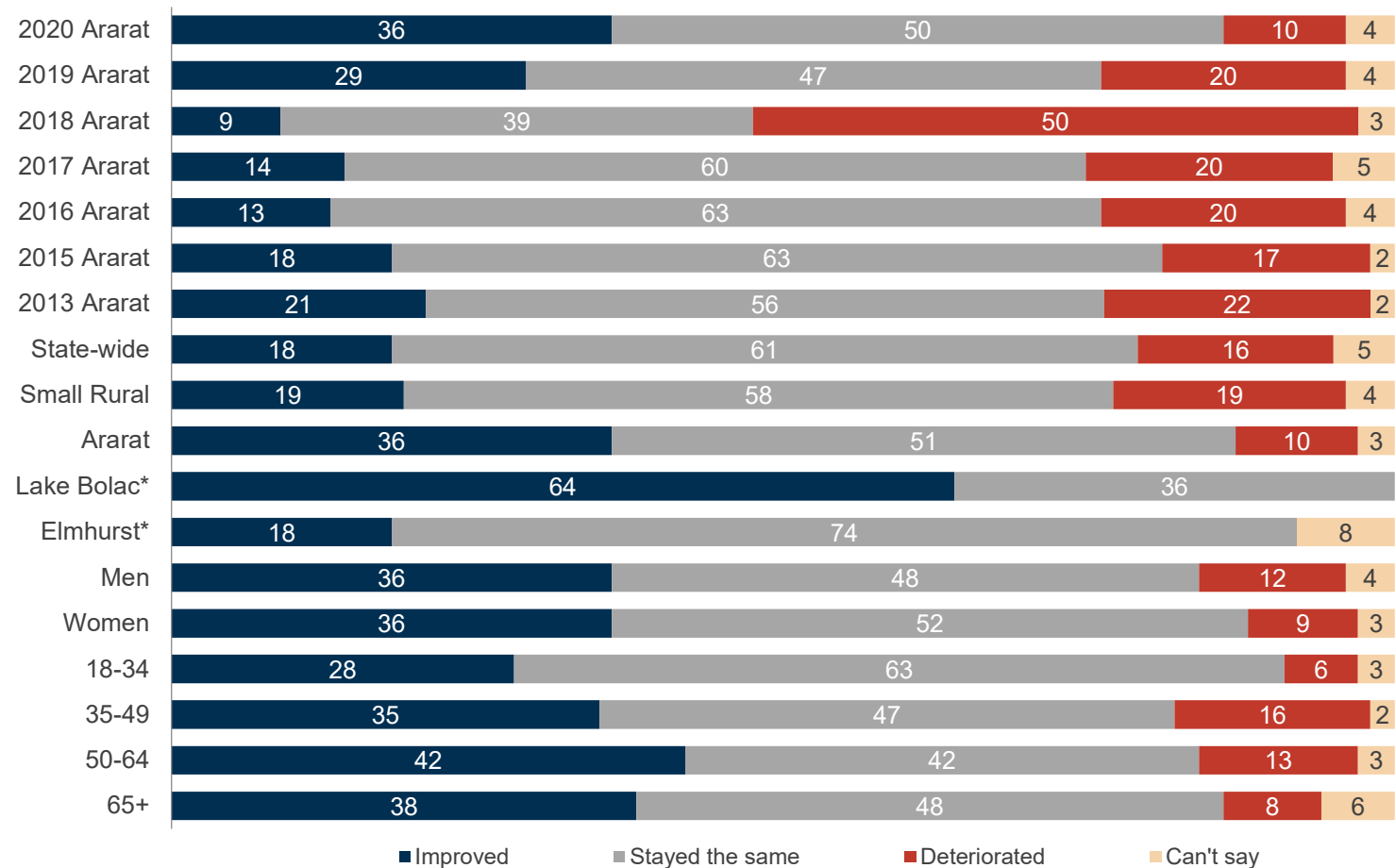
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Ararat Rural City Council's overall performance?

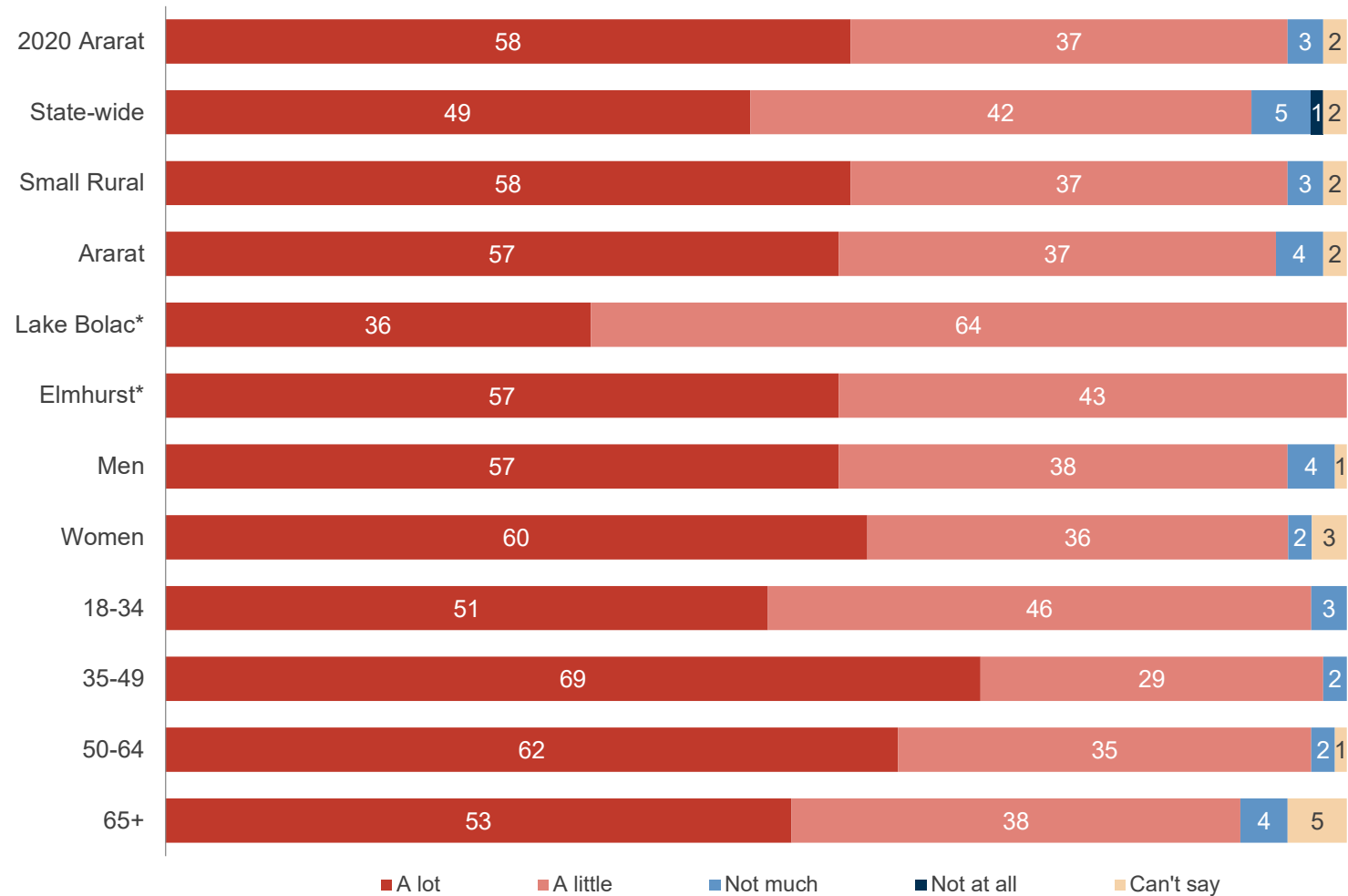
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

*Caution: small sample size < n=30



Room for improvement in services

2020 room for improvement in services (%)



Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Ararat Rural City Council's overall performance?

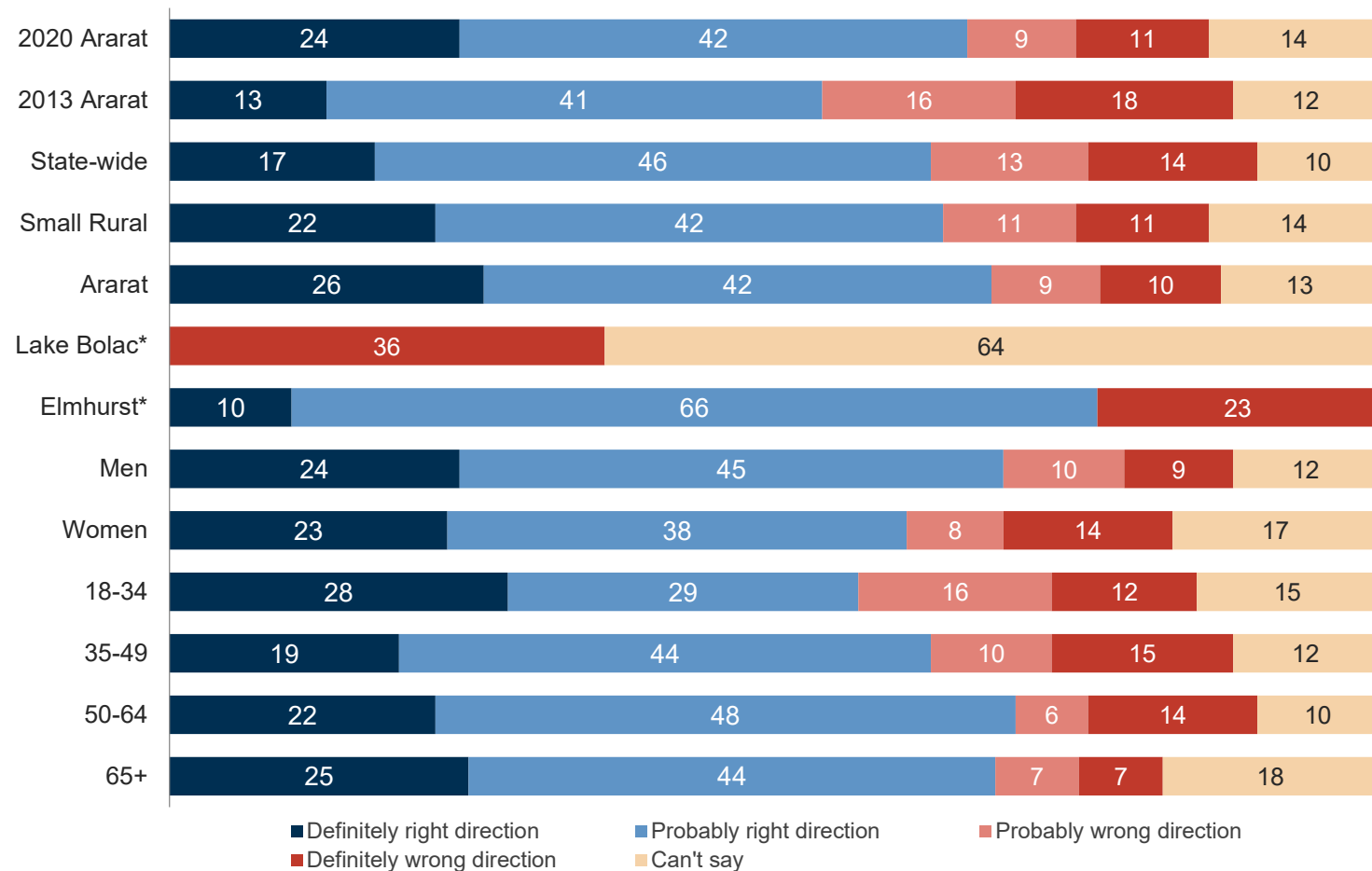
Base: All respondents. Councils asked state-wide: 4 Councils asked group: 1

*Caution: small sample size < n=30



Right / wrong direction

2020 right / wrong direction (%)



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2

*Caution: small sample size < n=30



Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

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

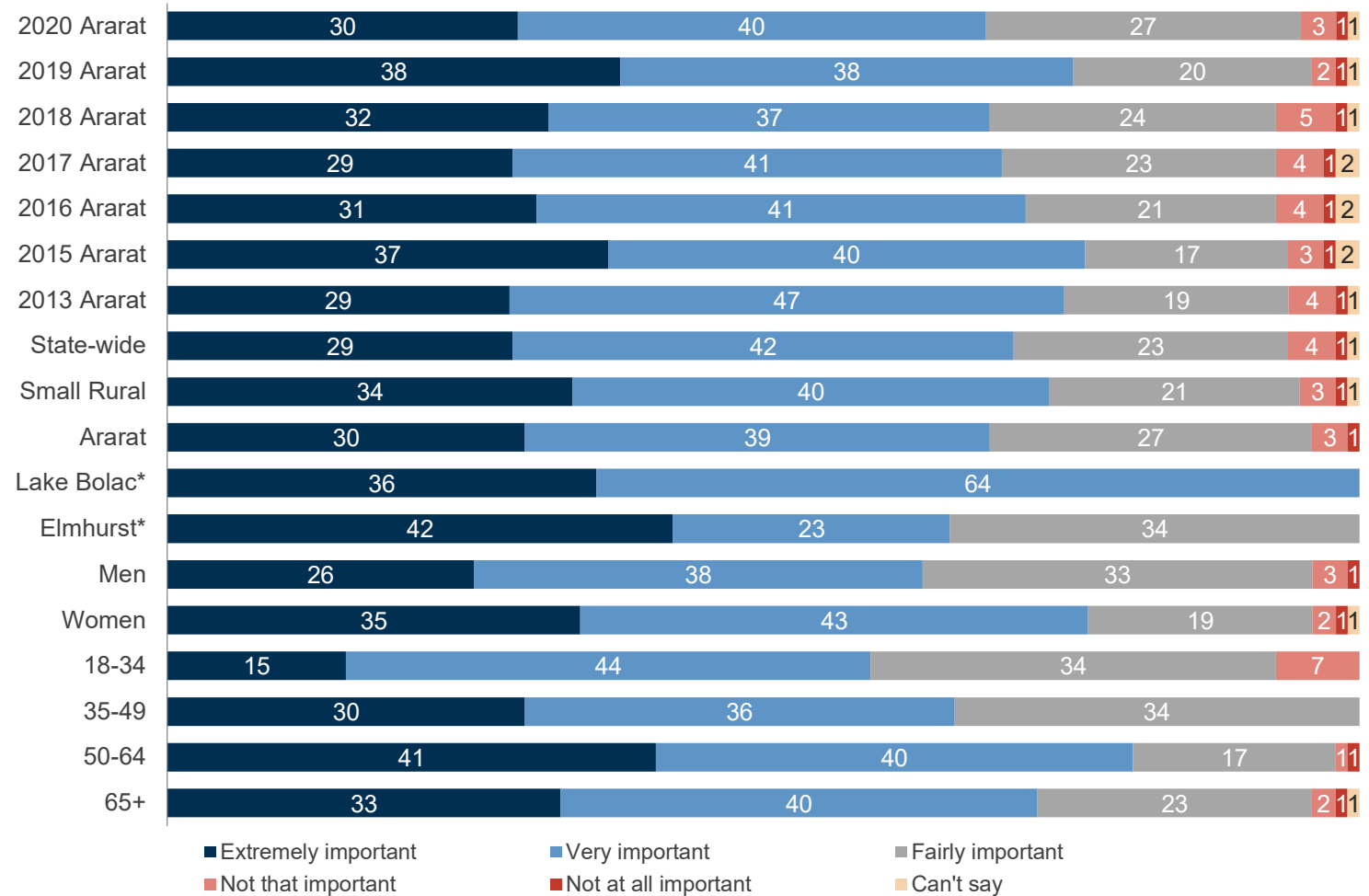
*Caution: small sample size < n=30



Community consultation and engagement importance



2020 consultation and engagement importance (%)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

*Caution: small sample size < n=30



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	49	42	52	50	49	n/a	56	n/a
Ararat	58	51	45	49	51	n/a	n/a	n/a	n/a
Men	57	49	39	46	48	52	n/a	55	n/a
Ararat	56	49	41	49	51	52	n/a	55	n/a
65+	56	55	46	49	55	55	n/a	59	n/a
Women	56	50	43	52	55	52	n/a	55	n/a
35-49	56	44	32	45	49	50	n/a	55	n/a
50-64	56	48	42	49	49	53	n/a	51	n/a
Elmhurst	55*	48	53	51	65	n/a	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	57	57
Small Rural	54	56	54	55	55	56	n/a	n/a	n/a
Lake Bolac	16*▼	47	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: 62 Councils asked group: 18

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

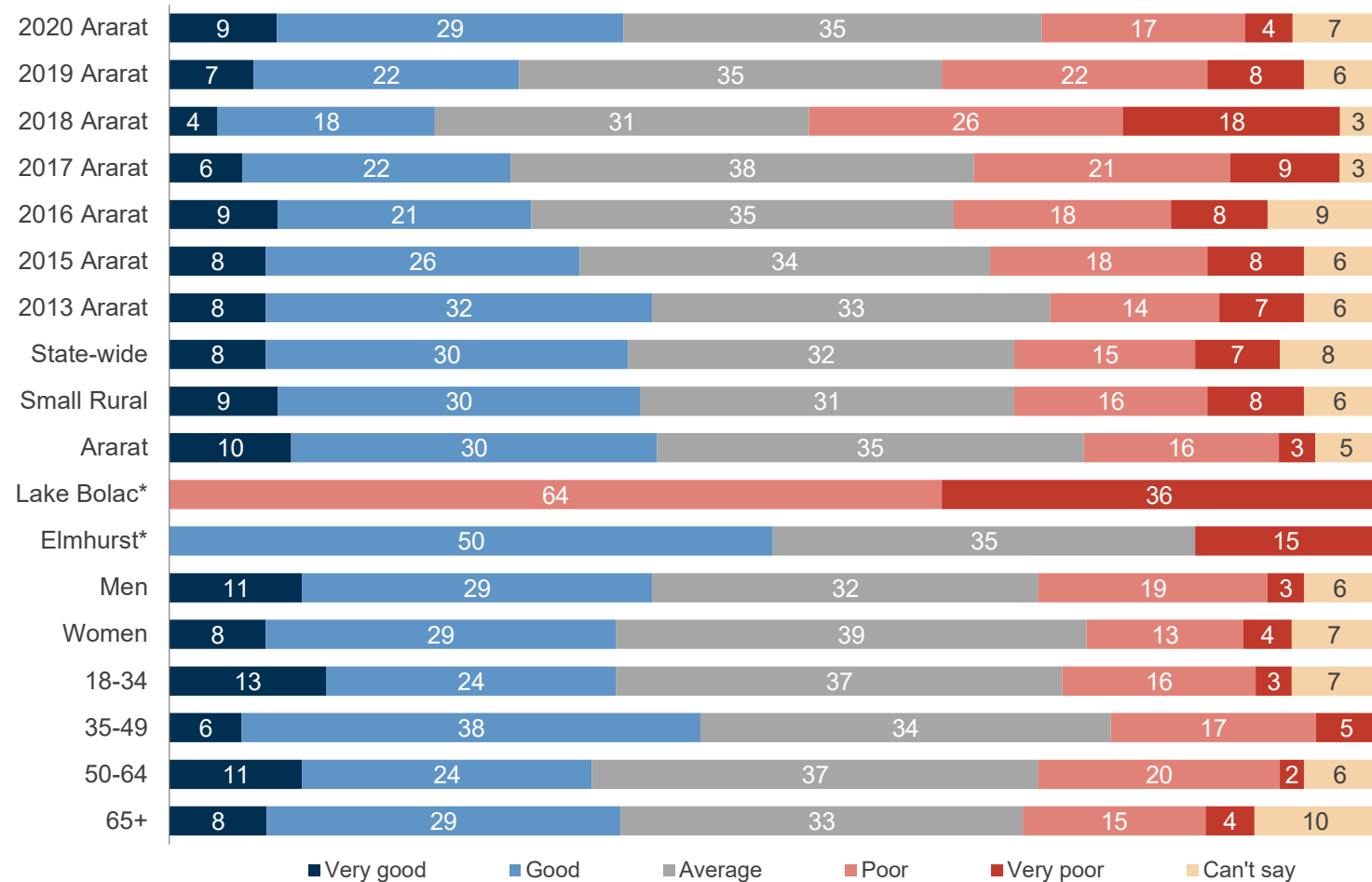
*Caution: small sample size < n=30



Community consultation and engagement performance



2020 consultation and engagement performance (%)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2020 lobbying importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

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

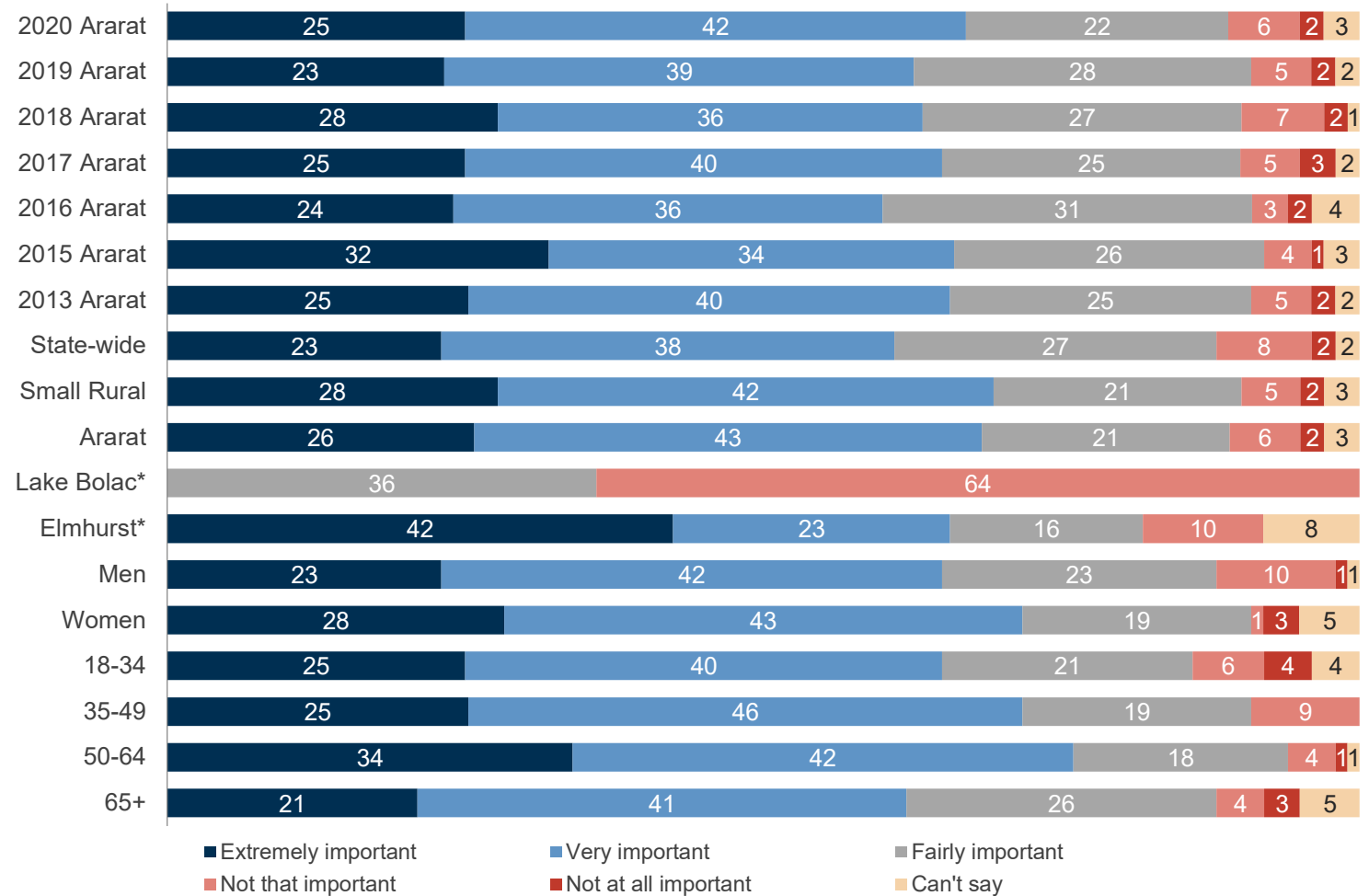
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2020 lobbying importance (%)



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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	58*	48	40	51	69	n/a	n/a	n/a	n/a
65+	57	51	52	54	56	60	n/a	57	n/a
18-34	56	53	46	54	55	52	n/a	58	n/a
Ararat	56	52	48	54	55	n/a	n/a	n/a	n/a
Men	56	50	42	52	52	57	n/a	57	n/a
Ararat	56	50	44	53	54	56	n/a	55	n/a
Women	56	51	47	53	56	54	n/a	52	n/a
35-49	54	44	34	49	50	54	n/a	52	n/a
50-64	54	53	45	53	55	56	n/a	52	n/a
State-wide	53▼	54	54	54	53	55	56	55	55
Small Rural	52▼	55	53	55	54	56	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: 62 Councils asked group: 18

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

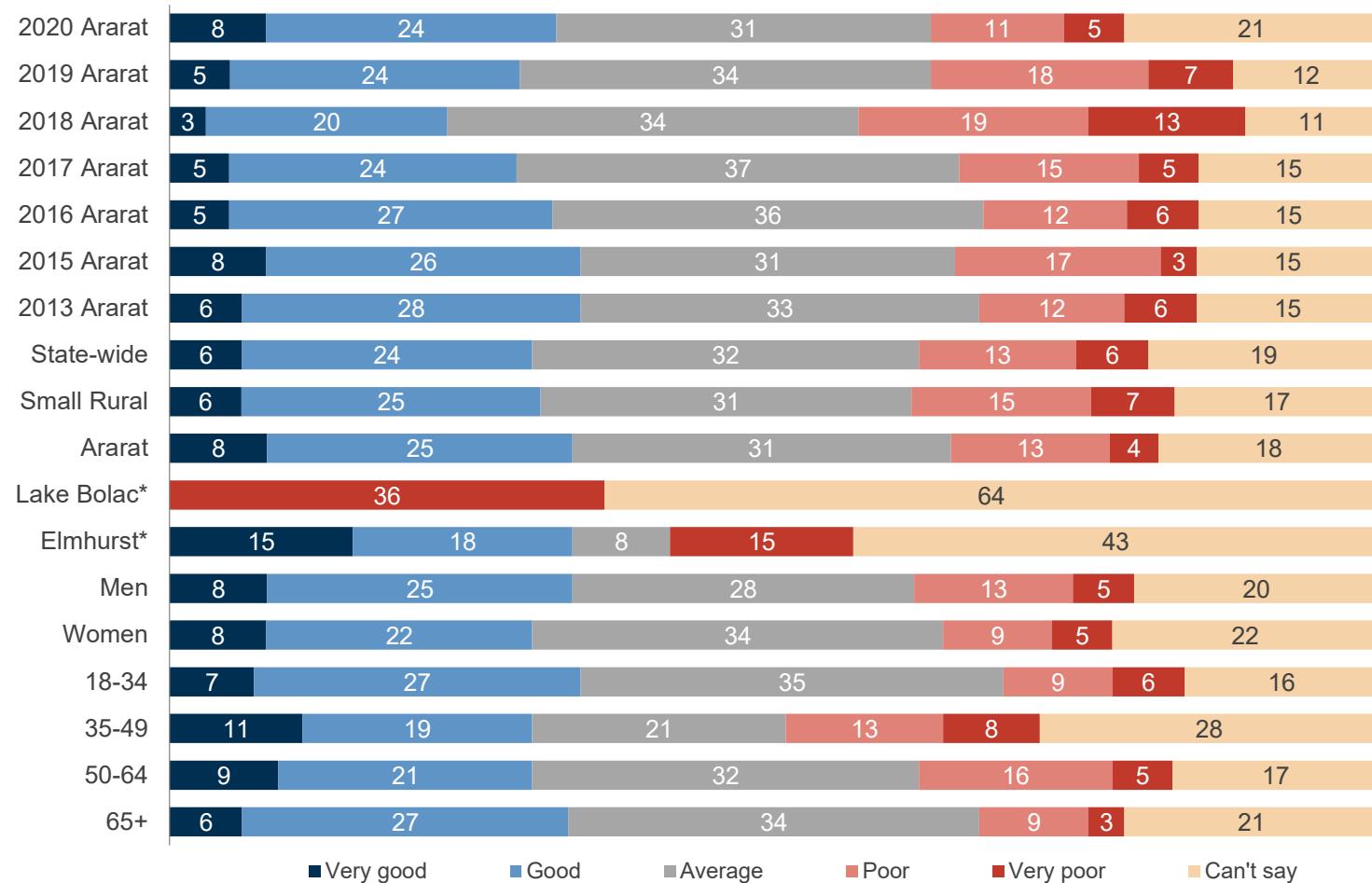
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2020 lobbying performance (%)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

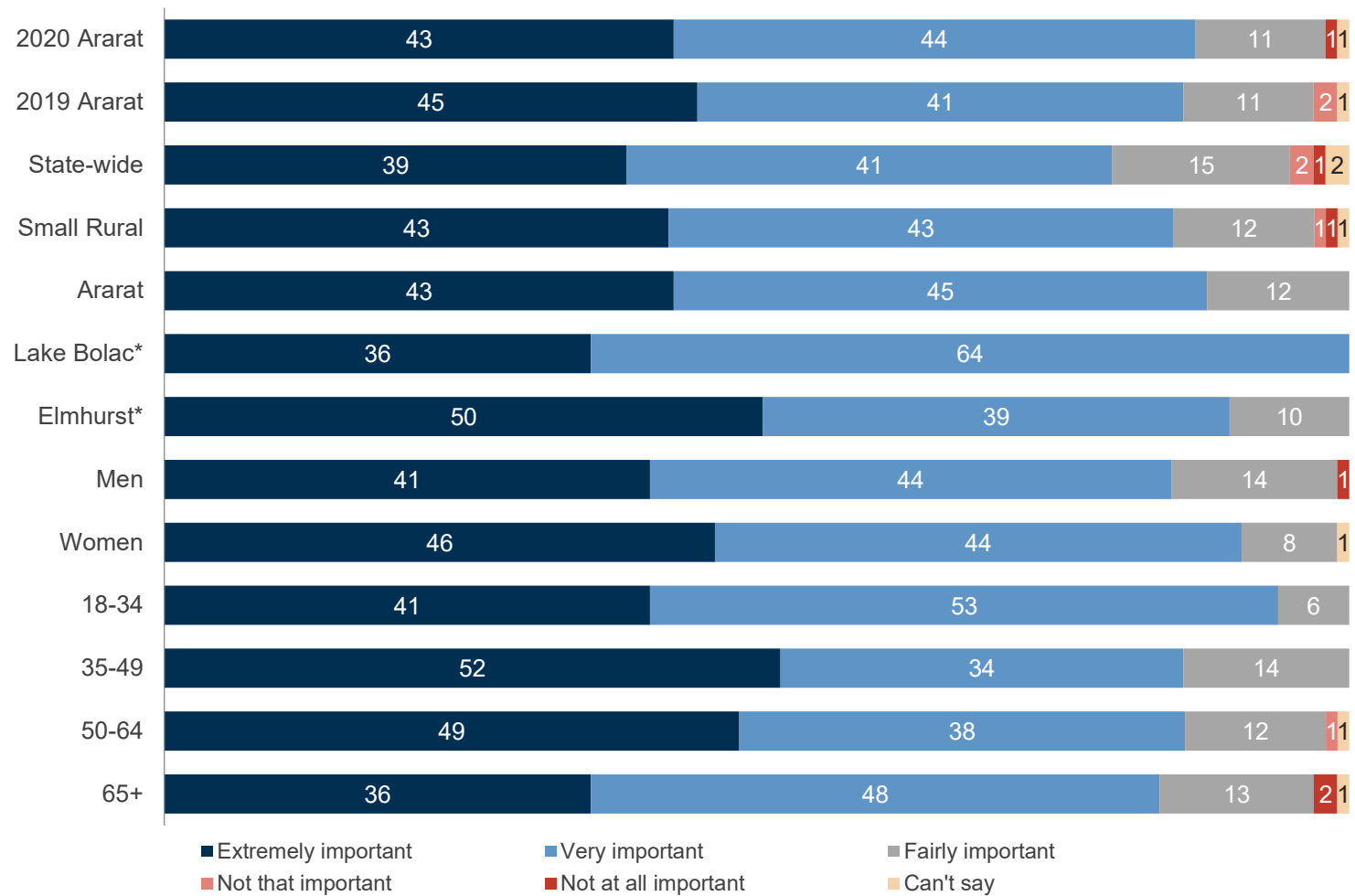
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2020 community decisions made importance (%)



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

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	59	50	38	52	50	52	n/a	n/a	n/a
Women	58	48	39	51	53	49	n/a	n/a	n/a
50-64	58	47	39	48	51	48	n/a	n/a	n/a
Ararat	57	48	36	50	49	n/a	n/a	n/a	n/a
Ararat	57	46	33	50	48	49	n/a	n/a	n/a
18-34	57	47	33	50	46	46	n/a	n/a	n/a
Men	56	45	28	48	44	48	n/a	n/a	n/a
State-wide	53▼	55	54	54	54	55	57	n/a	n/a
Small Rural	53▼	55	52	55	53	56	n/a	n/a	n/a
Elmhurst	52*	59	36	50	51	n/a	n/a	n/a	n/a
35-49	52	41	22	48	45	47	n/a	n/a	n/a
Lake Bolac	32*	21	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: 62 Councils asked group: 18

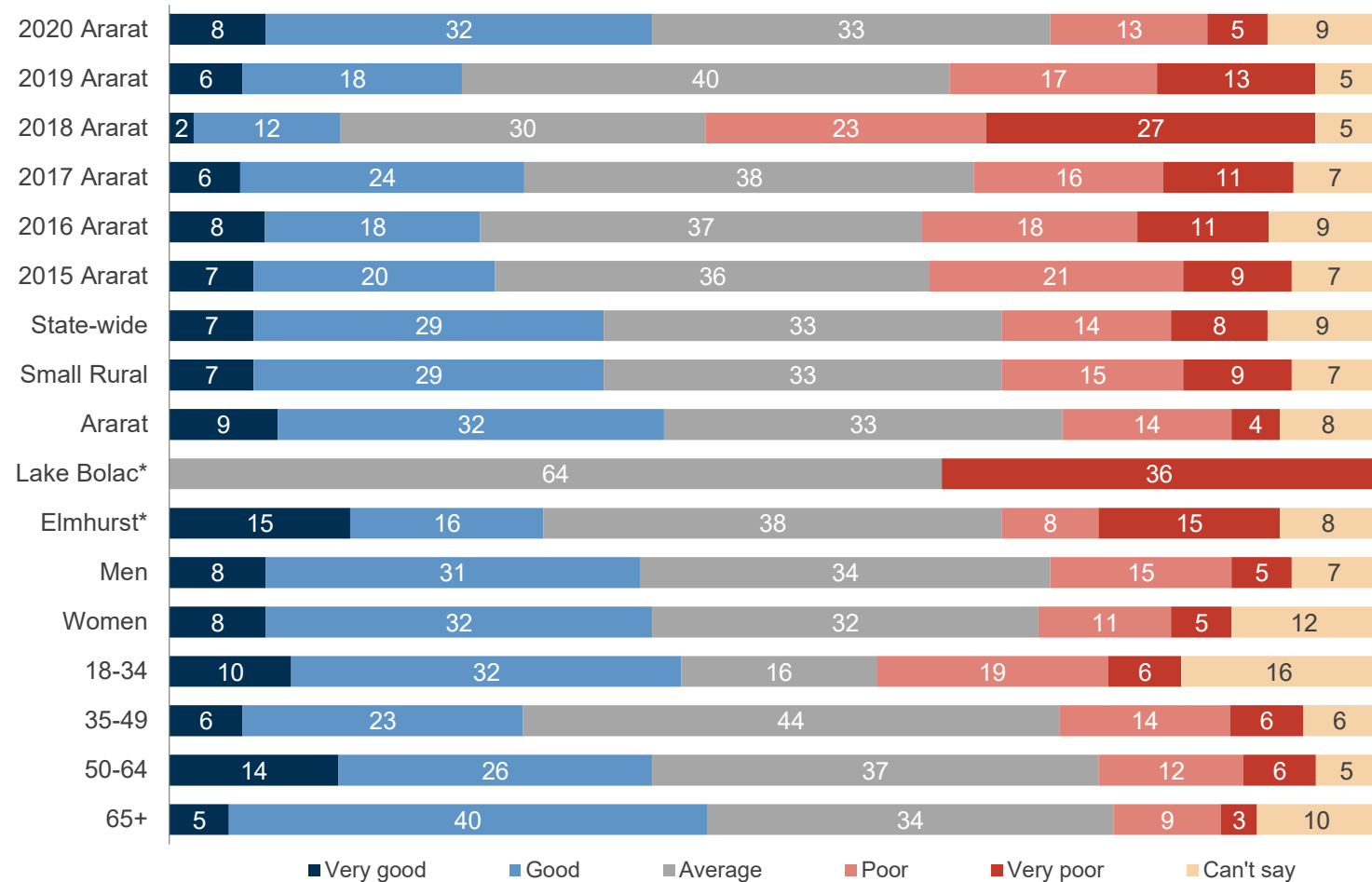
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

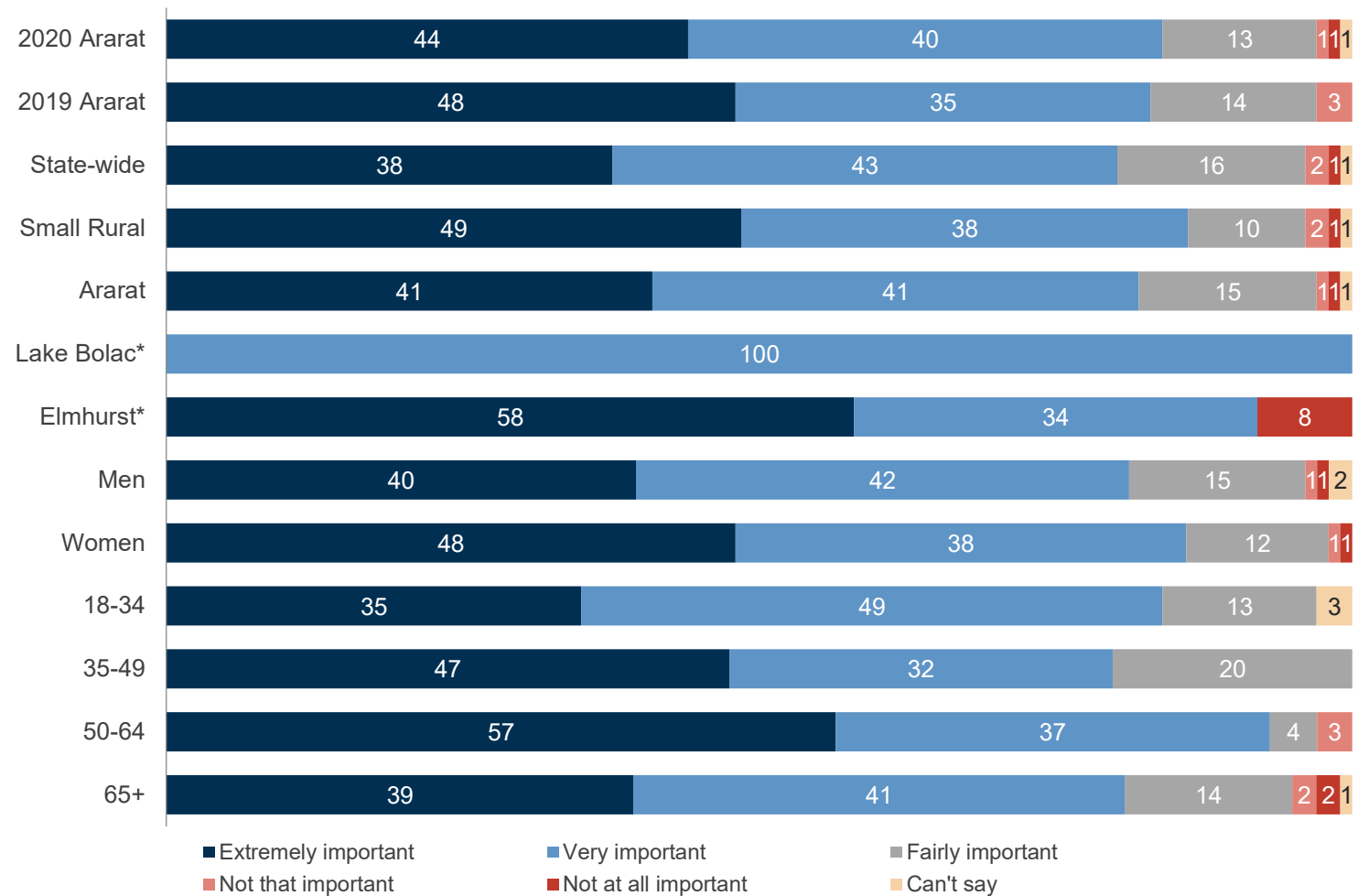
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

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

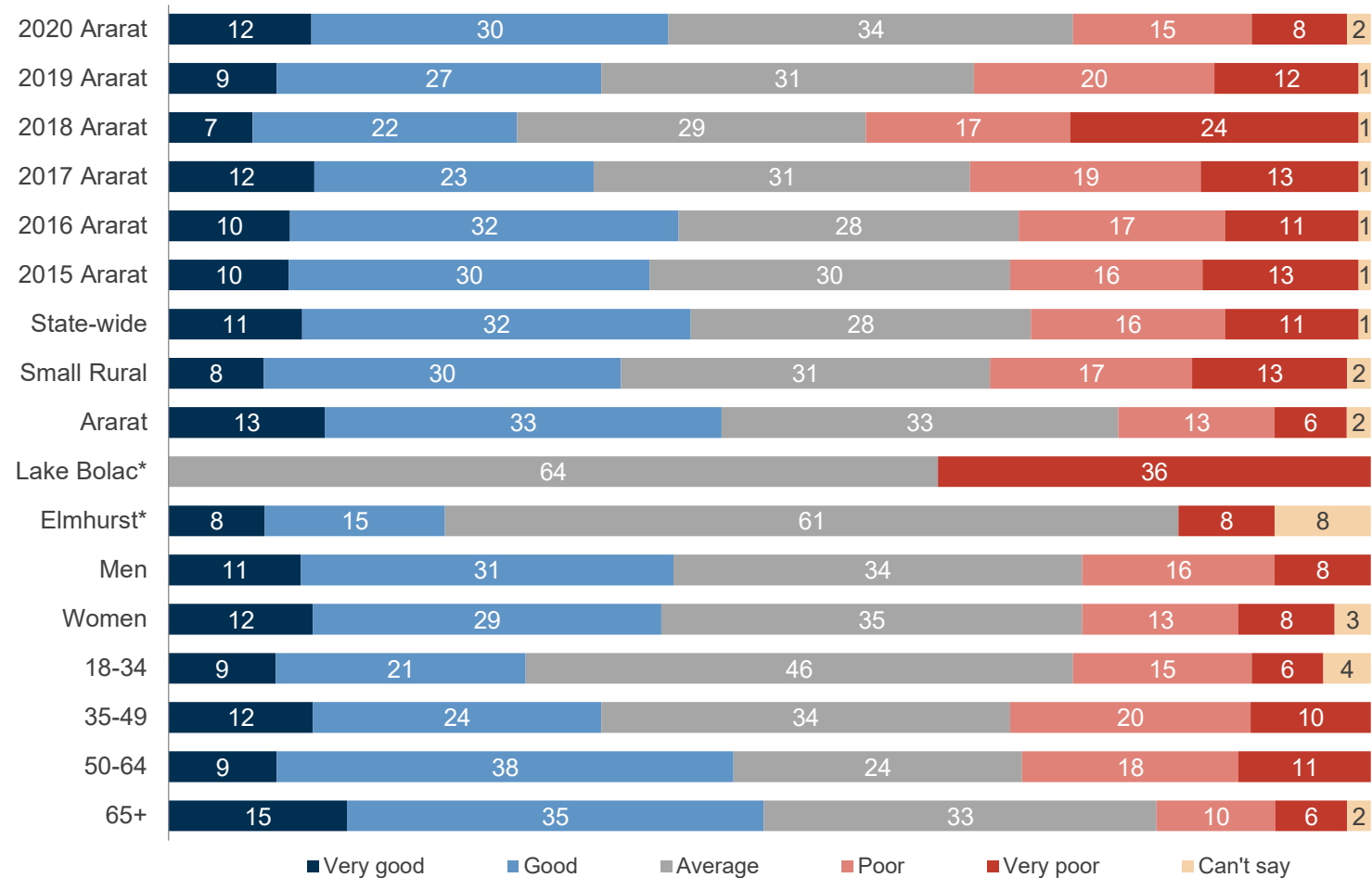
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

*Caution: small sample size < n=30



Informing the community importance



2020 informing community importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	84*	62	70	62	69	n/a	n/a	n/a	n/a
50-64	82▲	81	76	79	79	74	n/a	n/a	n/a
Women	80▲	79	82	80	79	82	n/a	n/a	n/a
Small Rural	77	76	75	76	78	76	n/a	n/a	n/a
Ararat	77	79	78	78	76	n/a	n/a	n/a	n/a
Ararat	76	77	76	76	75	77	n/a	n/a	n/a
65+	76	77	74	74	73	74	n/a	n/a	n/a
State-wide	75	75	75	74	76	75	75	75	75
35-49	74	79	80	75	79	77	n/a	n/a	n/a
Men	73	76	71	72	72	72	n/a	n/a	n/a
18-34	73	72	73	74	70	82	n/a	n/a	n/a
Elmhurst	70*	83	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: 21 Councils asked group: 2

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

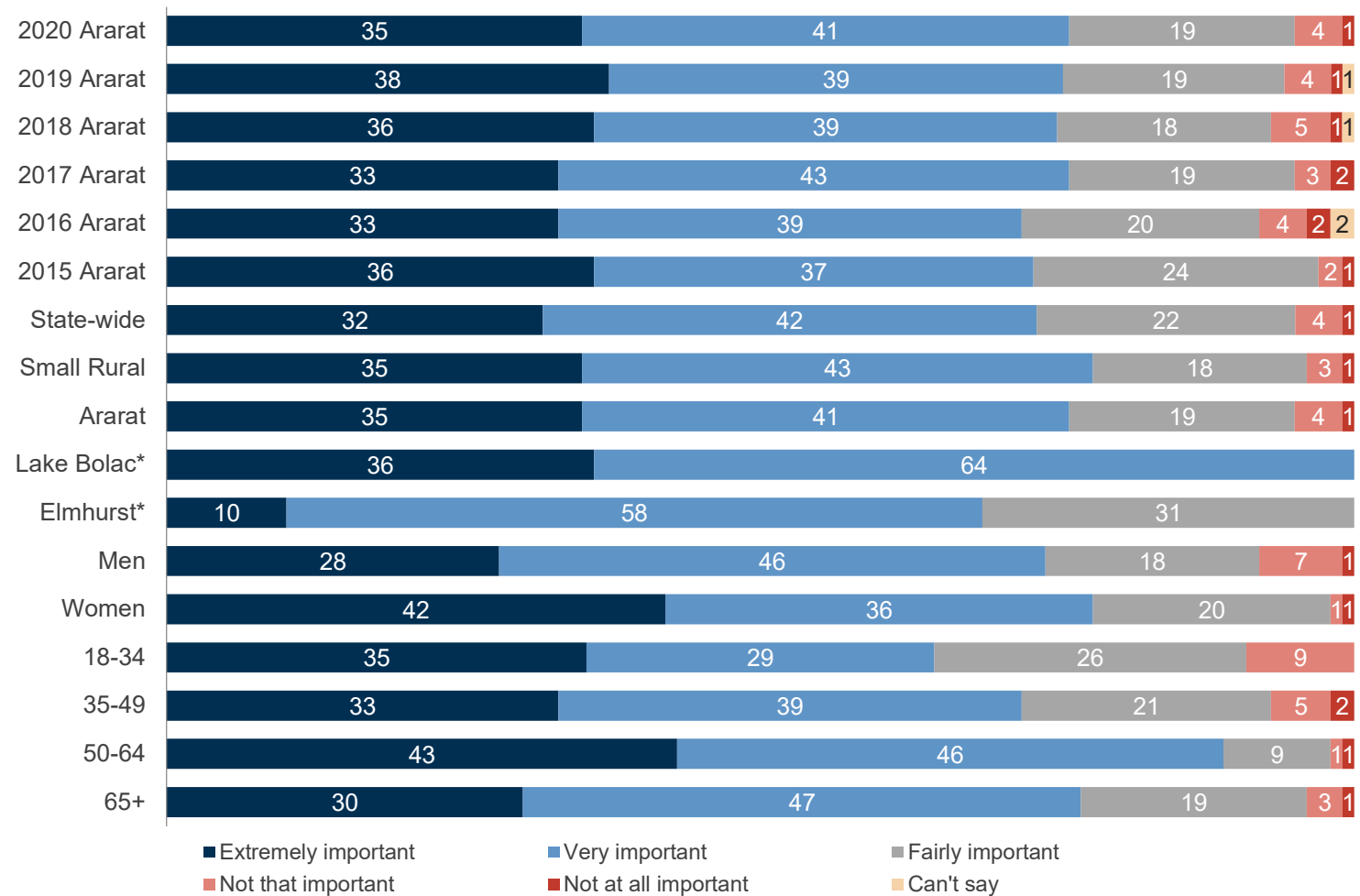
*Caution: small sample size < n=30



Informing the community importance



2020 informing community importance (%)



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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

*Caution: small sample size < n=30



Informing the community performance



2020 informing community performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

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

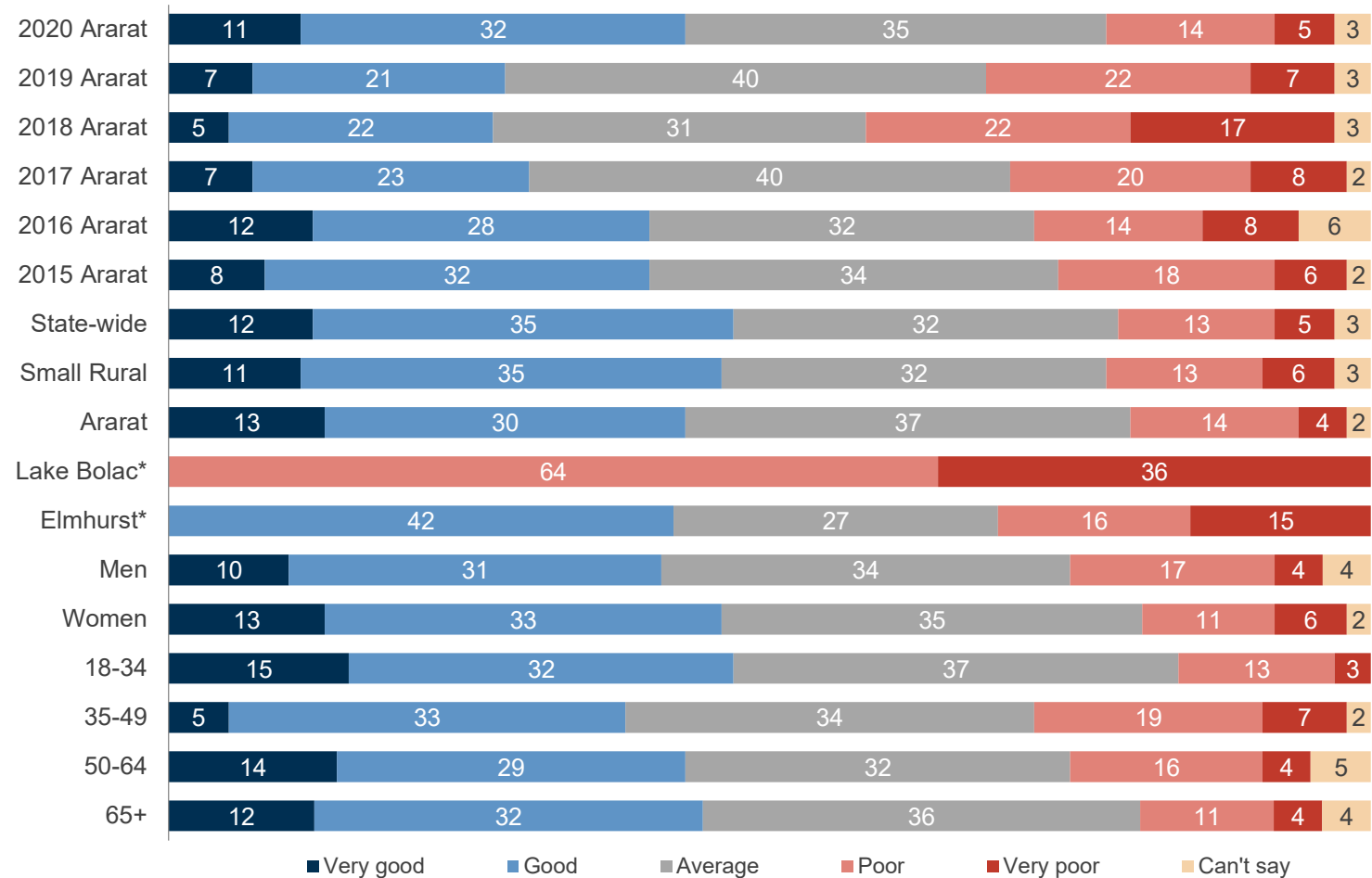
*Caution: small sample size < n=30



Informing the community performance



2020 informing community performance (%)



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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

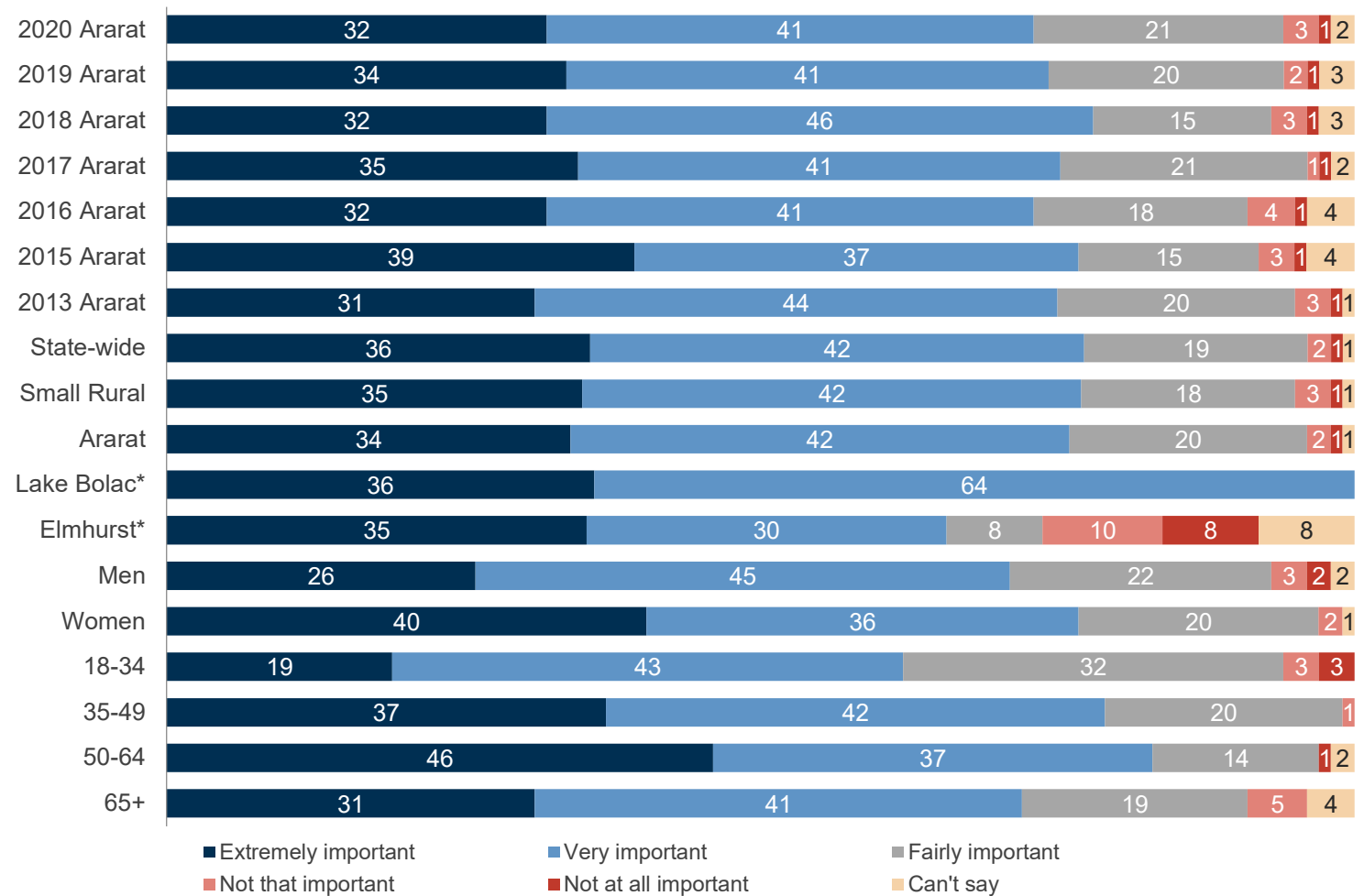
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	57	49	53	55	56	n/a	61	n/a
50-64	62	54	57	55	60	60	n/a	52	n/a
Men	62	55	51	55	60	60	n/a	59	n/a
Ararat	62	55	56	57	59	n/a	n/a	n/a	n/a
Ararat	62	55	53	55	59	58	n/a	58	n/a
65+	61	56	57	58	61	60	n/a	59	n/a
Women	61	54	56	55	59	56	n/a	56	n/a
35-49	60	50	50	53	61	55	n/a	61	n/a
State-wide	58▼	59	58	57	57	58	58	58	57
Small Rural	57▼	57	57	57	58	59	n/a	n/a	n/a
Elmhurst	50*	56	34	36	46	n/a	n/a	n/a	n/a
Lake Bolac	48*	47	42	45	61	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: 35 Councils asked group: 9

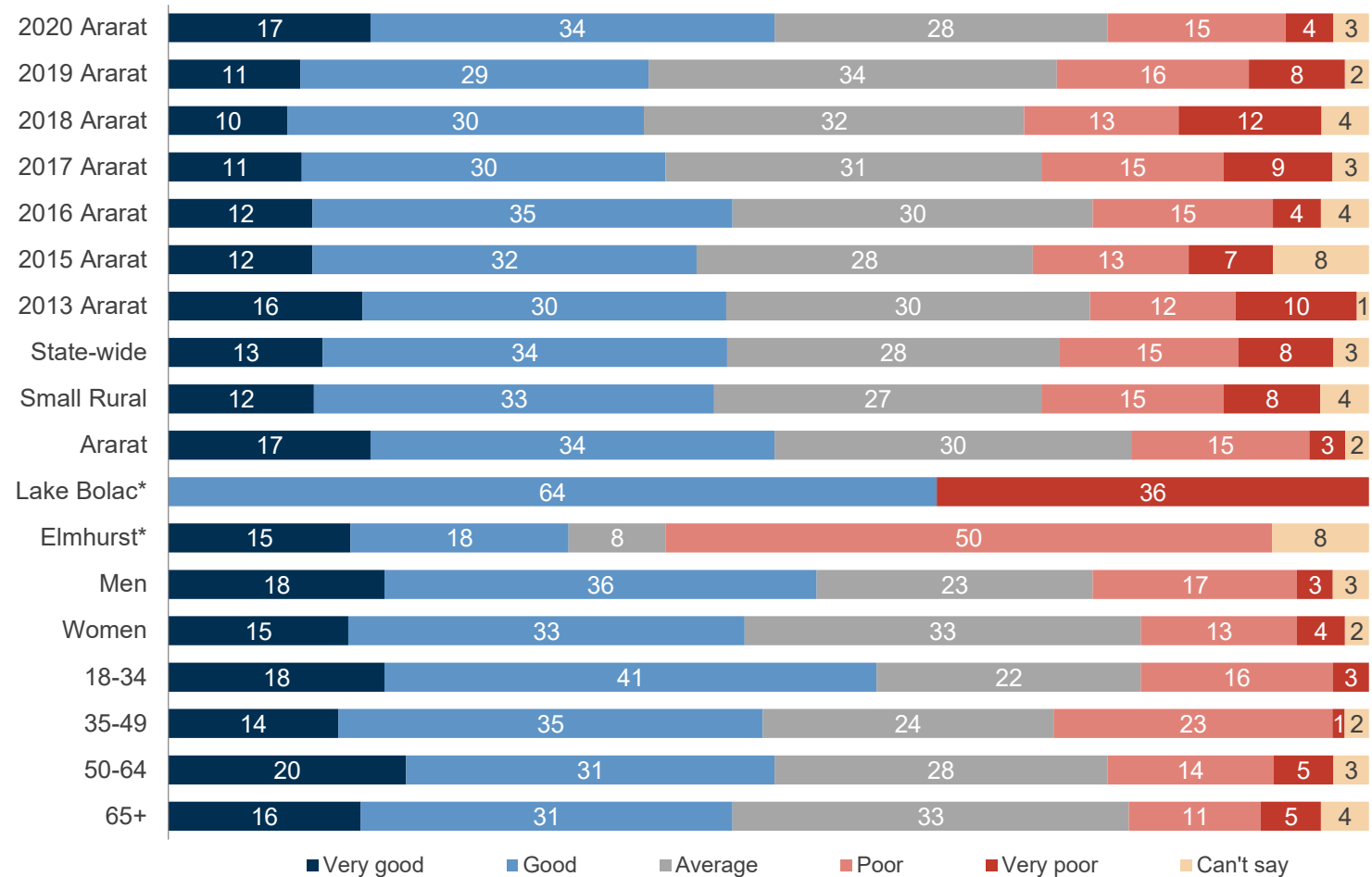
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

*Caution: small sample size < n=30



Elderly support services importance



2020 elderly support importance (index scores)

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

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

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

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

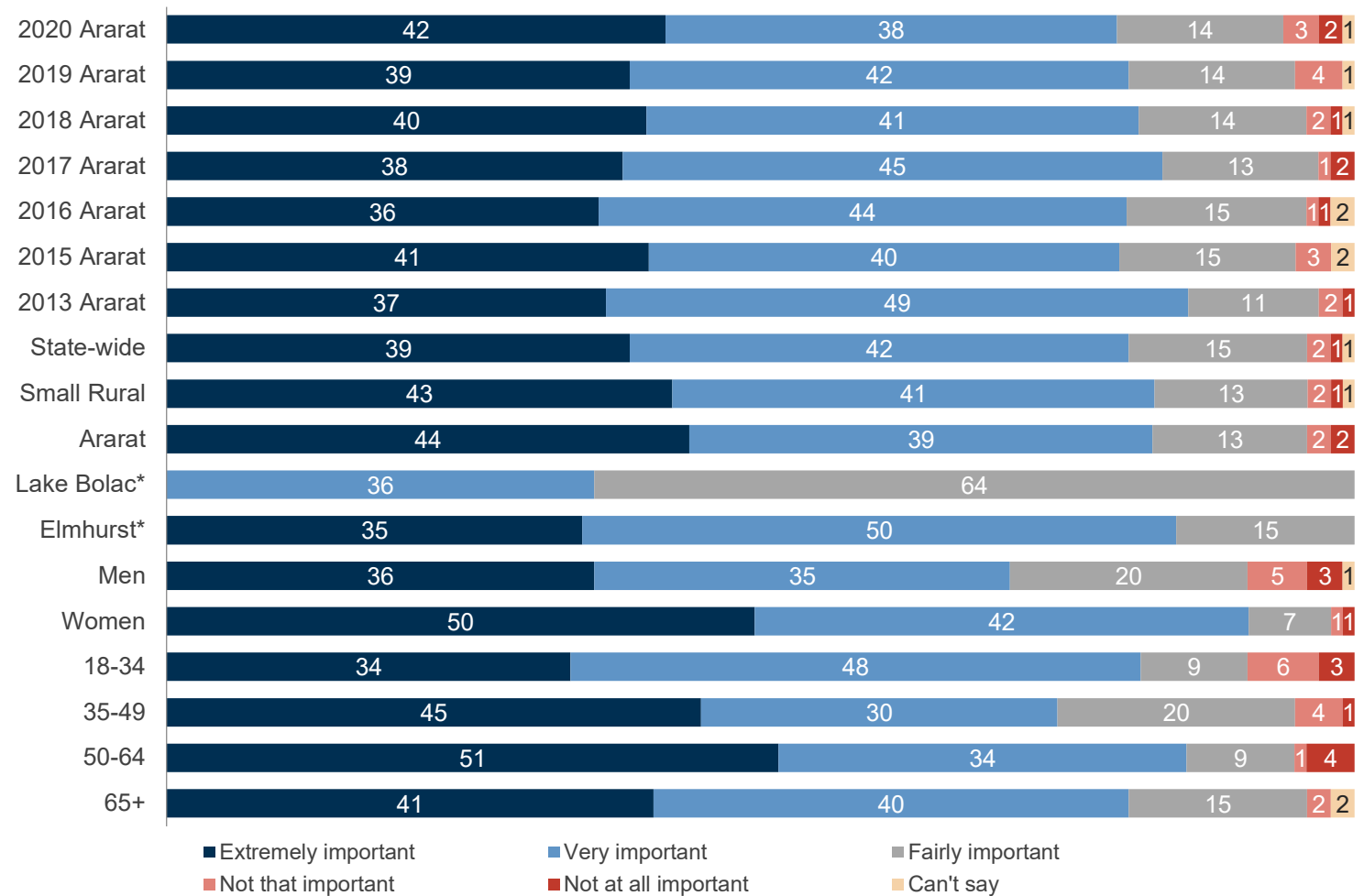
*Caution: small sample size < n=30



Elderly support services importance



2020 elderly support importance (%)



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

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

*Caution: small sample size < n=30



Elderly support services performance



2020 elderly support performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

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

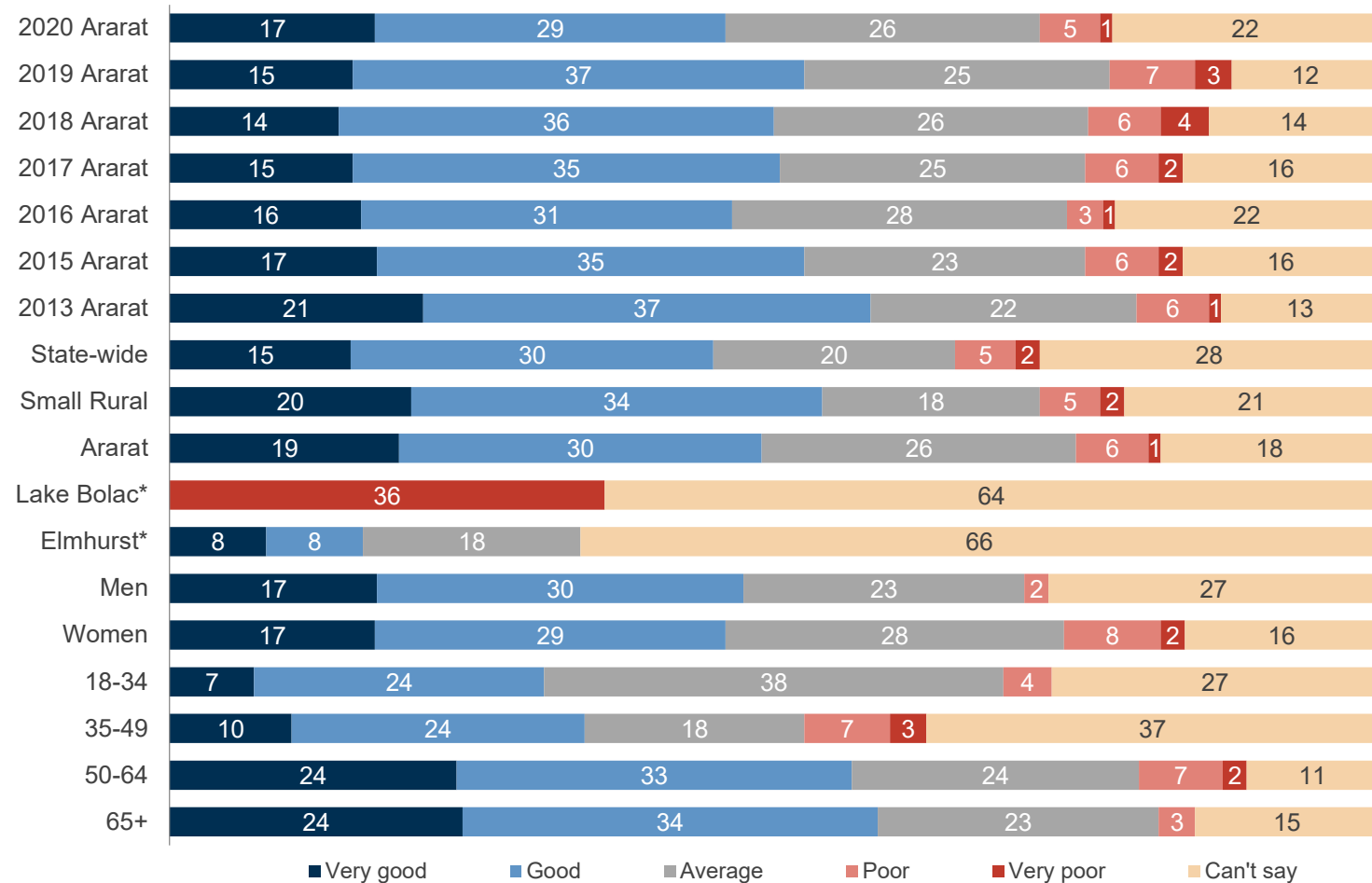
*Caution: small sample size < n=30



Elderly support services performance



2020 elderly support performance (%)



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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

*Caution: small sample size < n=30



Recreational facilities importance



2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	78▲	73	76	75	75	73	n/a	n/a	n/a
35-49	74	72	76	77	77	78	n/a	n/a	n/a
Women	74	72	77	75	75	80	n/a	n/a	n/a
Ararat	73	71	77	73	76	n/a	n/a	n/a	n/a
Small Rural	73	72	72	71	72	73	n/a	n/a	n/a
Ararat	73	71	75	73	74	76	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72
65+	72	69	70	72	72	73	n/a	n/a	n/a
Men	72	70	74	72	74	73	n/a	n/a	n/a
Lake Bolac	68*	68	68	73	77	n/a	n/a	n/a	n/a
18-34	67▼	71	81	69	75	82	n/a	n/a	n/a
Elmhurst	64*	61	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: 28 Councils asked group: 5

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

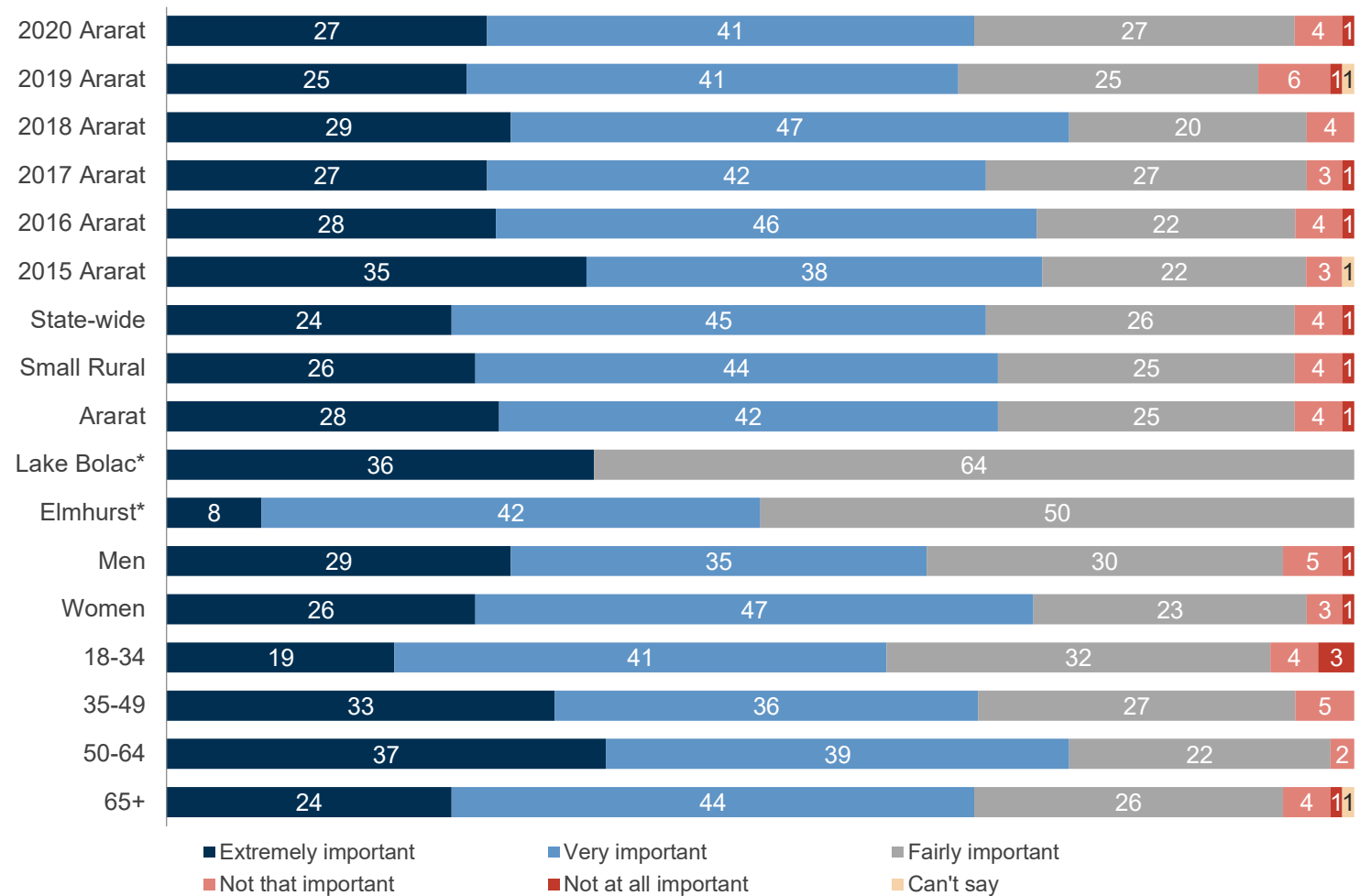
*Caution: small sample size < n=30



Recreational facilities importance



2020 recreational facilities importance (%)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

*Caution: small sample size < n=30



Recreational facilities performance



2020 recreational facilities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	78▲	72	73	71	68	75	n/a	n/a	n/a
Men	72	69	63	65	64	64	n/a	n/a	n/a
Ararat	72	69	65	65	64	n/a	n/a	n/a	n/a
50-64	71	72	64	65	65	66	n/a	n/a	n/a
Ararat	71	68	64	65	65	64	n/a	n/a	n/a
State-wide	70	70	69	70	69	70	71	70	70
Women	70	67	66	64	65	64	n/a	n/a	n/a
Small Rural	68▼	68	69	69	68	70	n/a	n/a	n/a
35-49	67	63	55	56	63	59	n/a	n/a	n/a
18-34	64▼	65	64	63	59	54	n/a	n/a	n/a
Elmhurst	46*▼	66	53	61	85	n/a	n/a	n/a	n/a
Lake Bolac	41*▼	58	61	62	64	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: 39 Councils asked group: 11

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

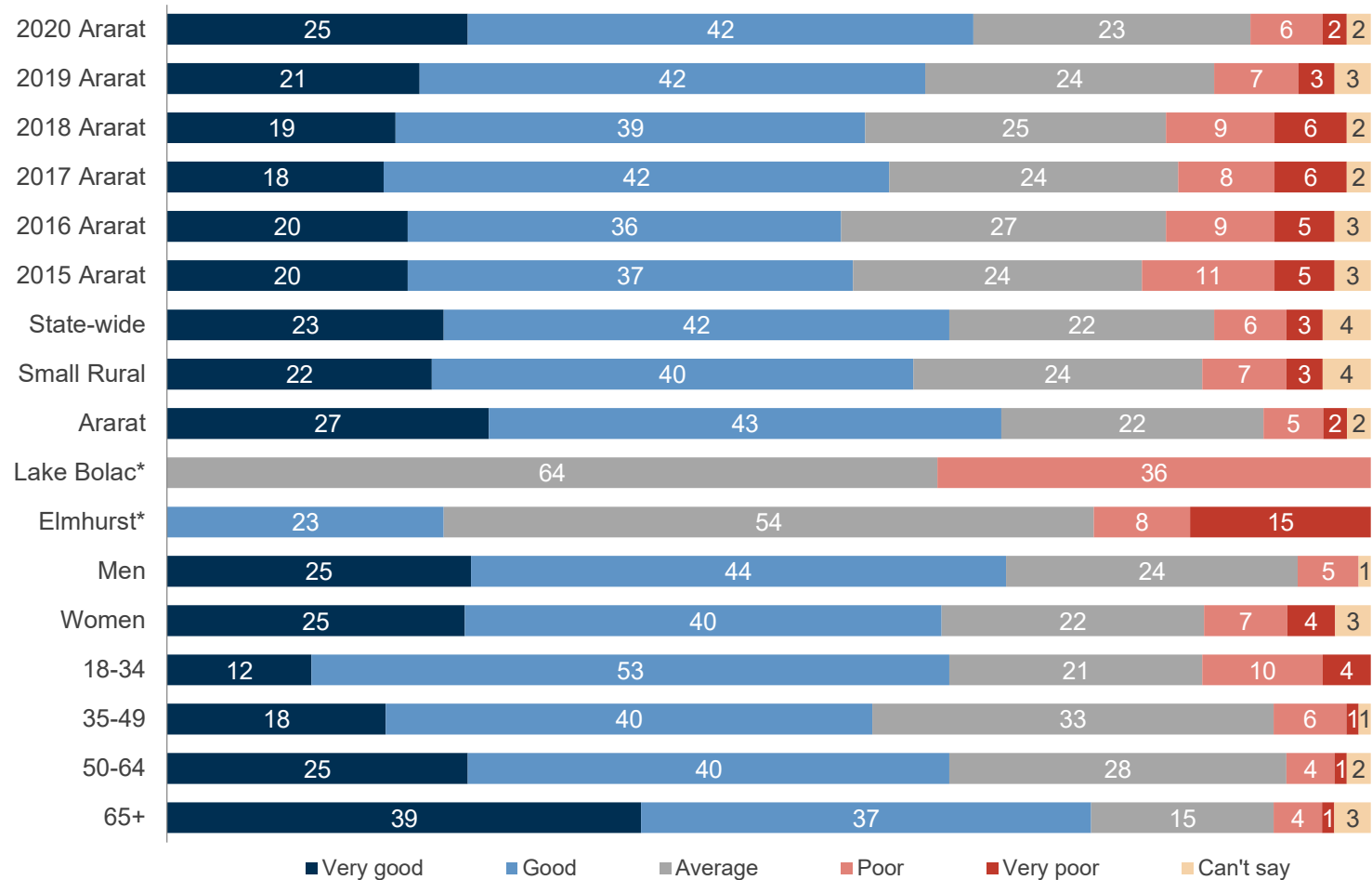
*Caution: small sample size < n=30



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
 *Caution: small sample size < n=30



The appearance of public areas importance



2020 public areas importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

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

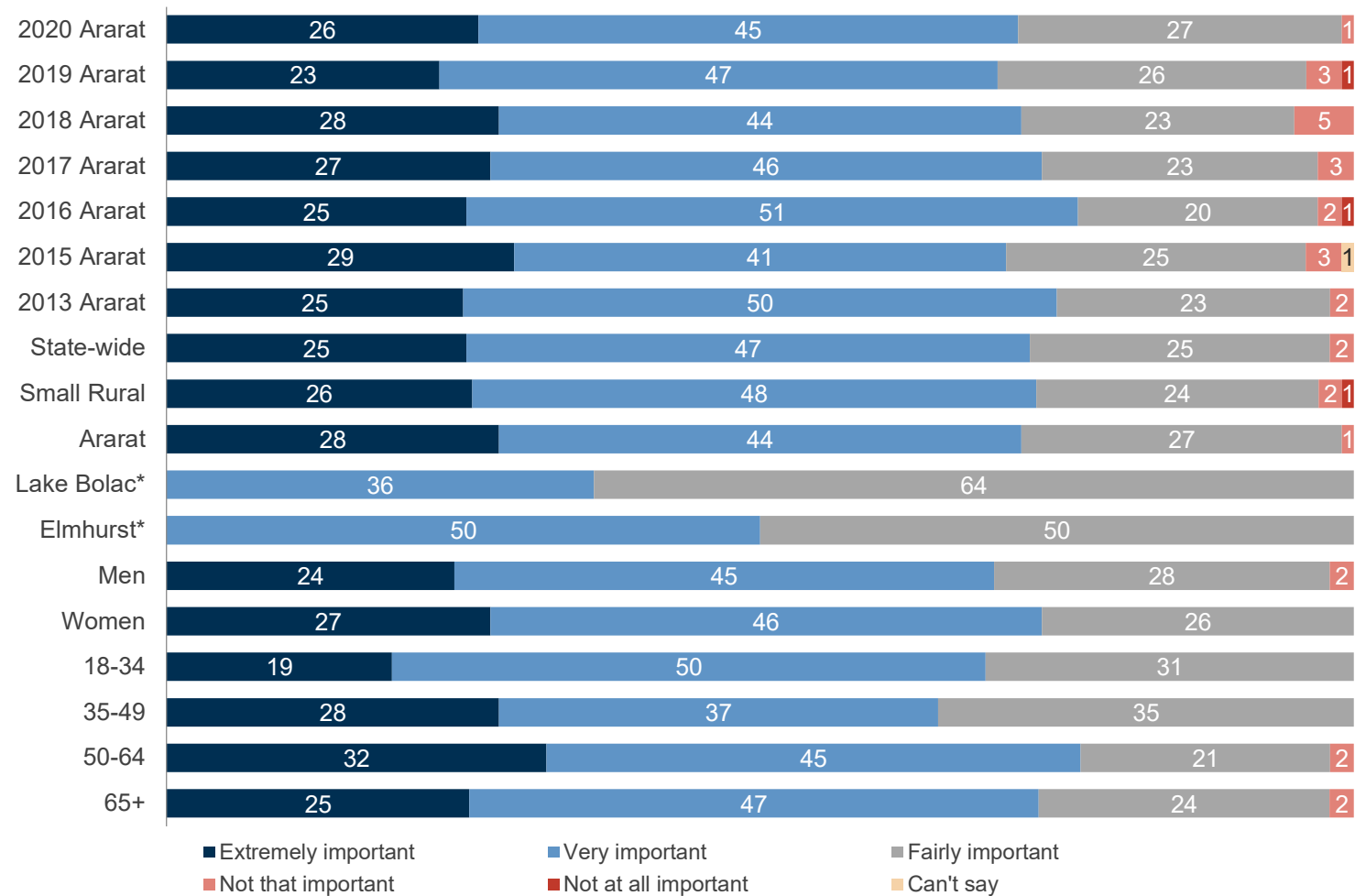
*Caution: small sample size < n=30



The appearance of public areas importance



2020 public areas importance (%)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

*Caution: small sample size < n=30



The appearance of public areas performance



2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	75*	79	59	65	81	n/a	n/a	n/a	n/a
Men	74	69	63	64	71	71	n/a	69	n/a
65+	73	71	69	70	74	77	n/a	71	n/a
35-49	73	66	60	69	71	72	n/a	75	n/a
50-64	73	69	64	64	70	72	n/a	67	n/a
Ararat	73	69	65	66	72	71	n/a	71	n/a
Ararat	73	69	66	65	73	n/a	n/a	n/a	n/a
Small Rural	72	73	72	74	73	74	n/a	n/a	n/a
State-wide	72	72	71	71	71	72	72	71	71
Women	71	70	68	69	74	72	n/a	73	n/a
18-34	70	71	66	60	73	61	n/a	70	n/a
Lake Bolac	48*	68	61	71	69	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: 38 Councils asked group: 12

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

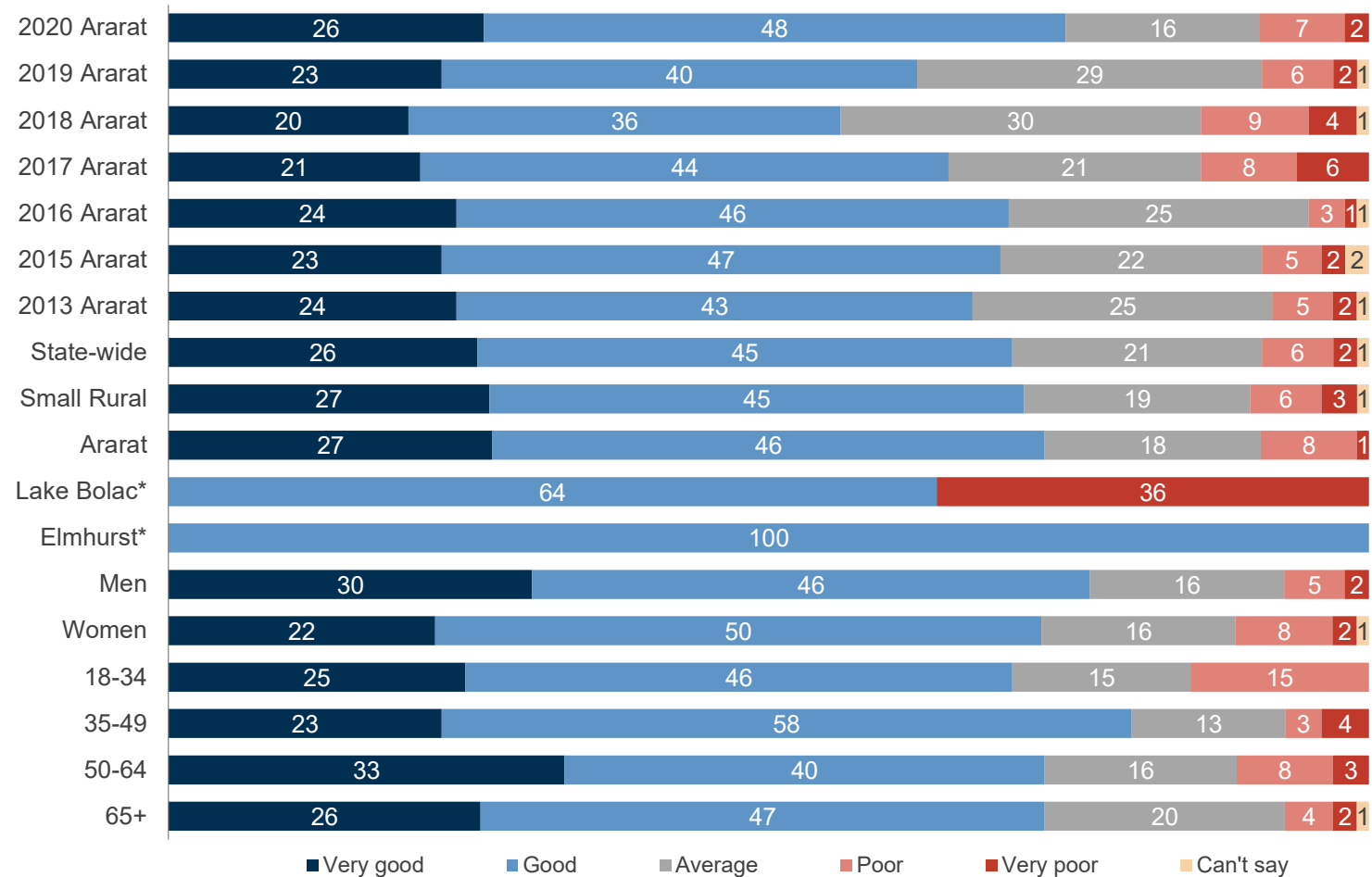
*Caution: small sample size < n=30



The appearance of public areas performance



2020 public areas performance (%)



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

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12

*Caution: small sample size < n=30



Art centres and libraries importance



2020 art centres and libraries importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	75*	39	53	53	62	n/a	n/a	n/a	n/a
State-wide	65▲	65	65	64	66	65	66	66	66
50-64	65▲	62	61	60	60	63	n/a	n/a	n/a
Women	64▲	65	67	67	69	70	n/a	n/a	n/a
65+	63	58	62	60	62	65	n/a	n/a	n/a
Elmhurst	60*	65	50	55	71	n/a	n/a	n/a	n/a
Small Rural	60	63	61	61	65	62	n/a	n/a	n/a
Ararat	59	60	61	62	64	n/a	n/a	n/a	n/a
Ararat	59	59	60	60	61	64	n/a	n/a	n/a
35-49	57	56	58	64	59	64	n/a	n/a	n/a
Men	55▼	53	53	54	54	58	n/a	n/a	n/a
18-34	50▼	60	57	56	64	63	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: 19 Councils asked group: 2

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

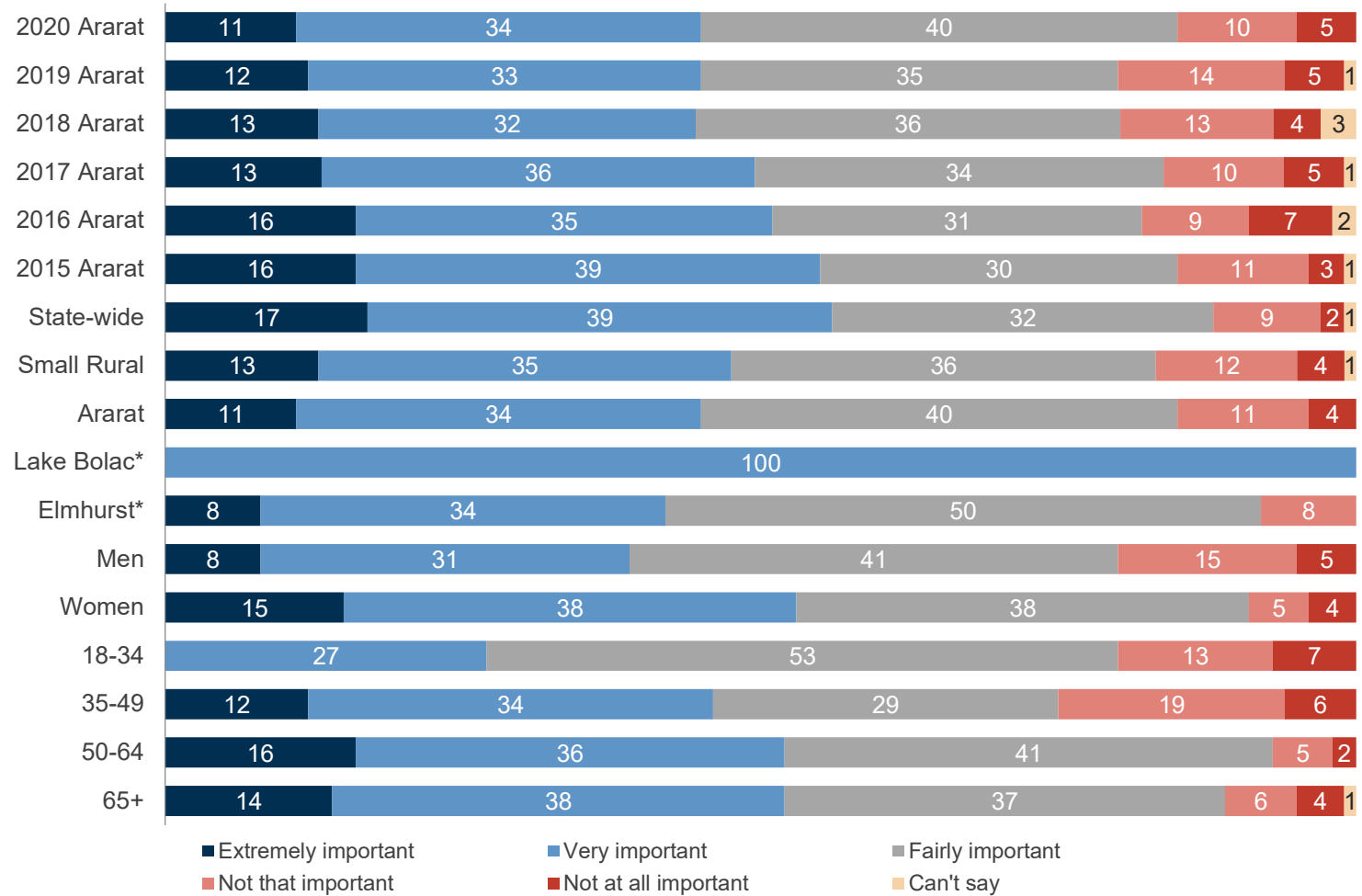
*Caution: small sample size < n=30



Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

*Caution: small sample size < n=30



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	72	65	69	70	70	n/a	n/a	n/a
50-64	80	77	71	67	70	70	n/a	n/a	n/a
Women	79	77	74	71	72	74	n/a	n/a	n/a
65+	78	77	73	76	74	73	n/a	n/a	n/a
Ararat	78	76	70	70	70	n/a	n/a	n/a	n/a
Ararat	78	76	70	70	69	70	n/a	n/a	n/a
Men	76	74	66	69	67	66	n/a	n/a	n/a
Small Rural	74▼	74	73	72	71	69	n/a	n/a	n/a
State-wide	74▼	74	74	73	72	73	75	73	73
18-34	71▼	77	69	66	60	64	n/a	n/a	n/a
Elmhurst	57*	88	70	88	78	n/a	n/a	n/a	n/a
Lake Bolac	41*▼	70	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: 26 Councils asked group: 5

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

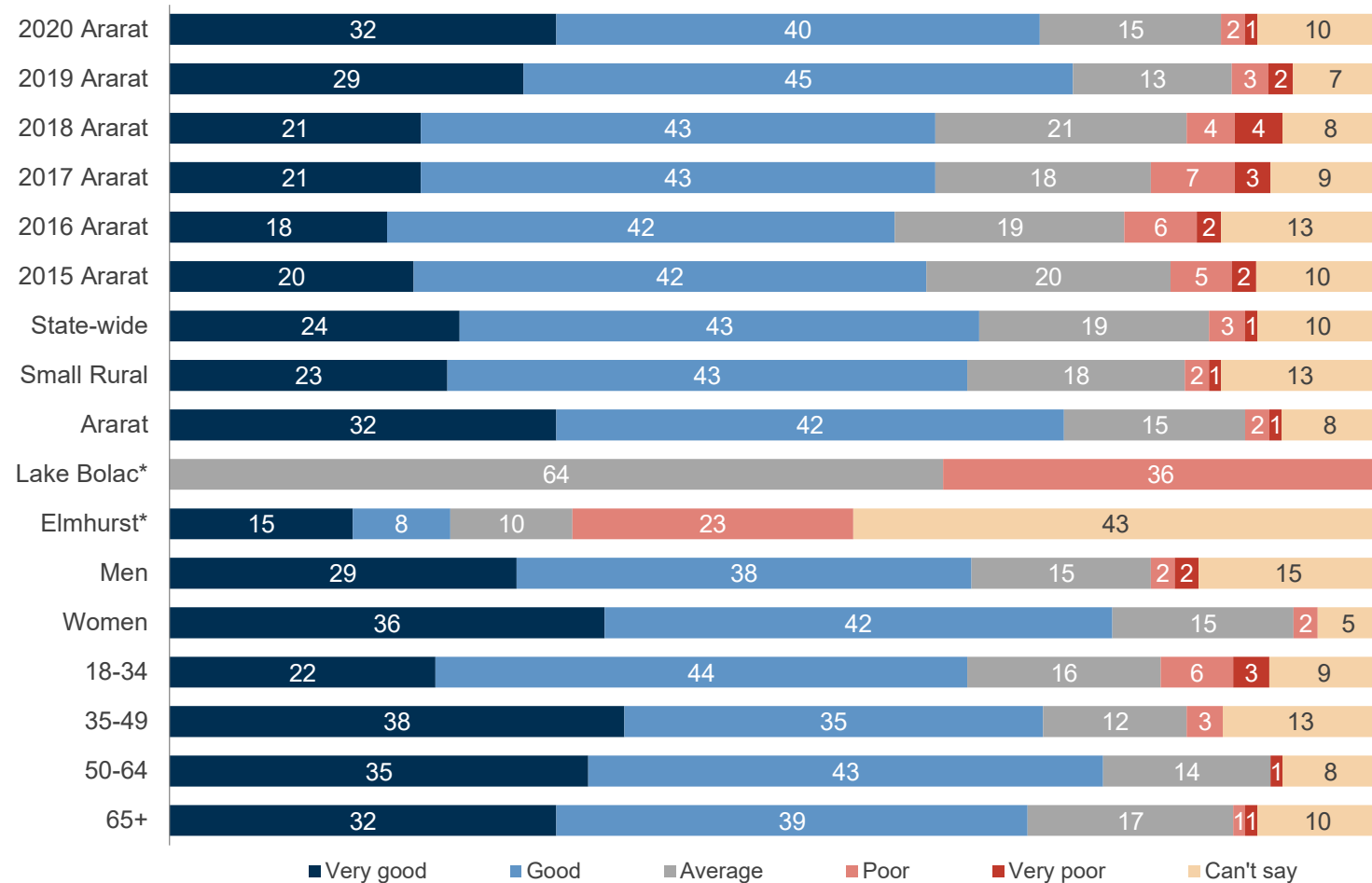
*Caution: small sample size < n=30



Art centres and libraries performance



2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

*Caution: small sample size < n=30



Community and cultural activities importance



2020 community and cultural activities importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 1

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

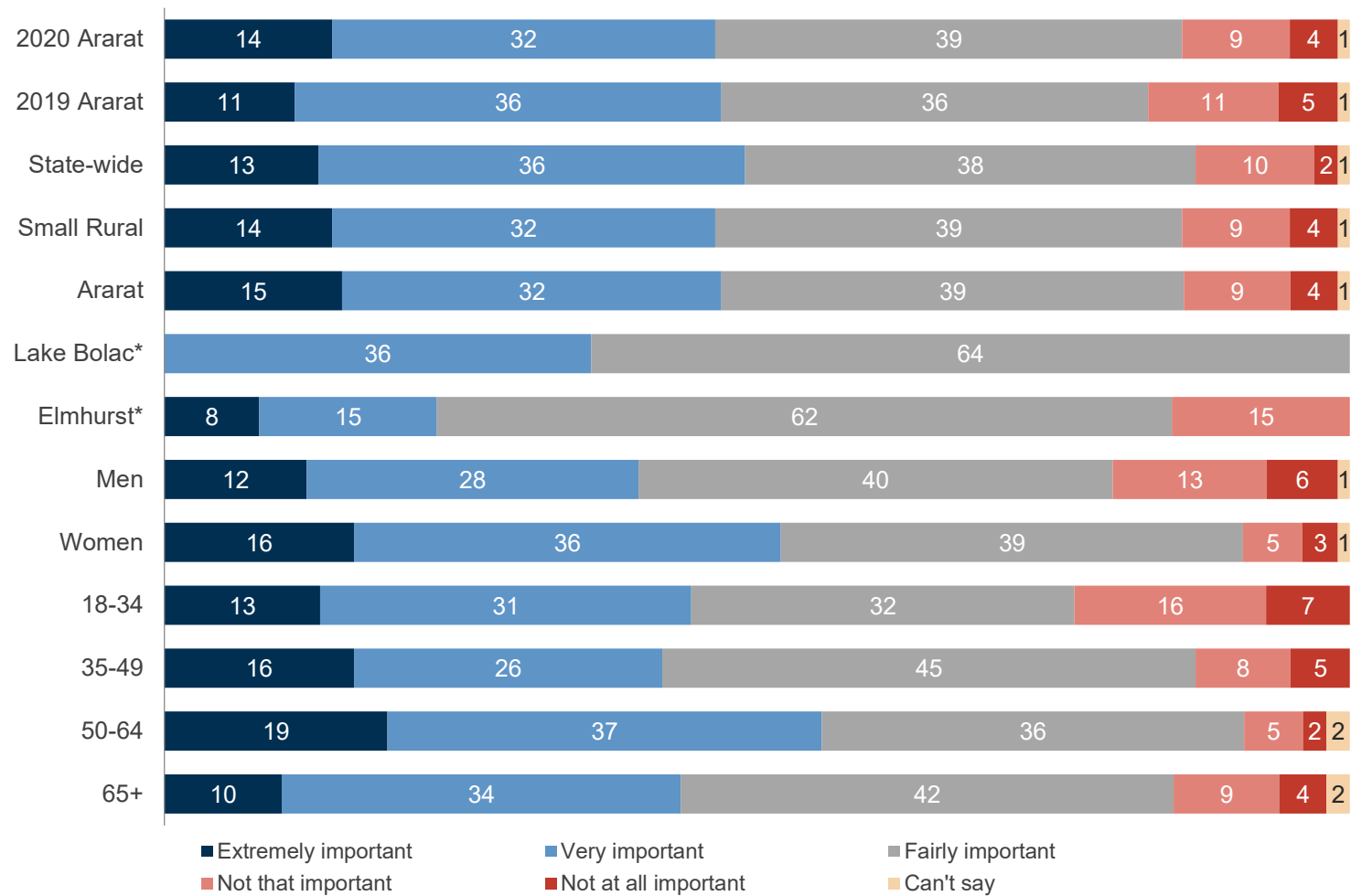
*Caution: small sample size < n=30



Community and cultural activities importance



2020 community and cultural activities importance (%)



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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 1

*Caution: small sample size < n=30



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

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

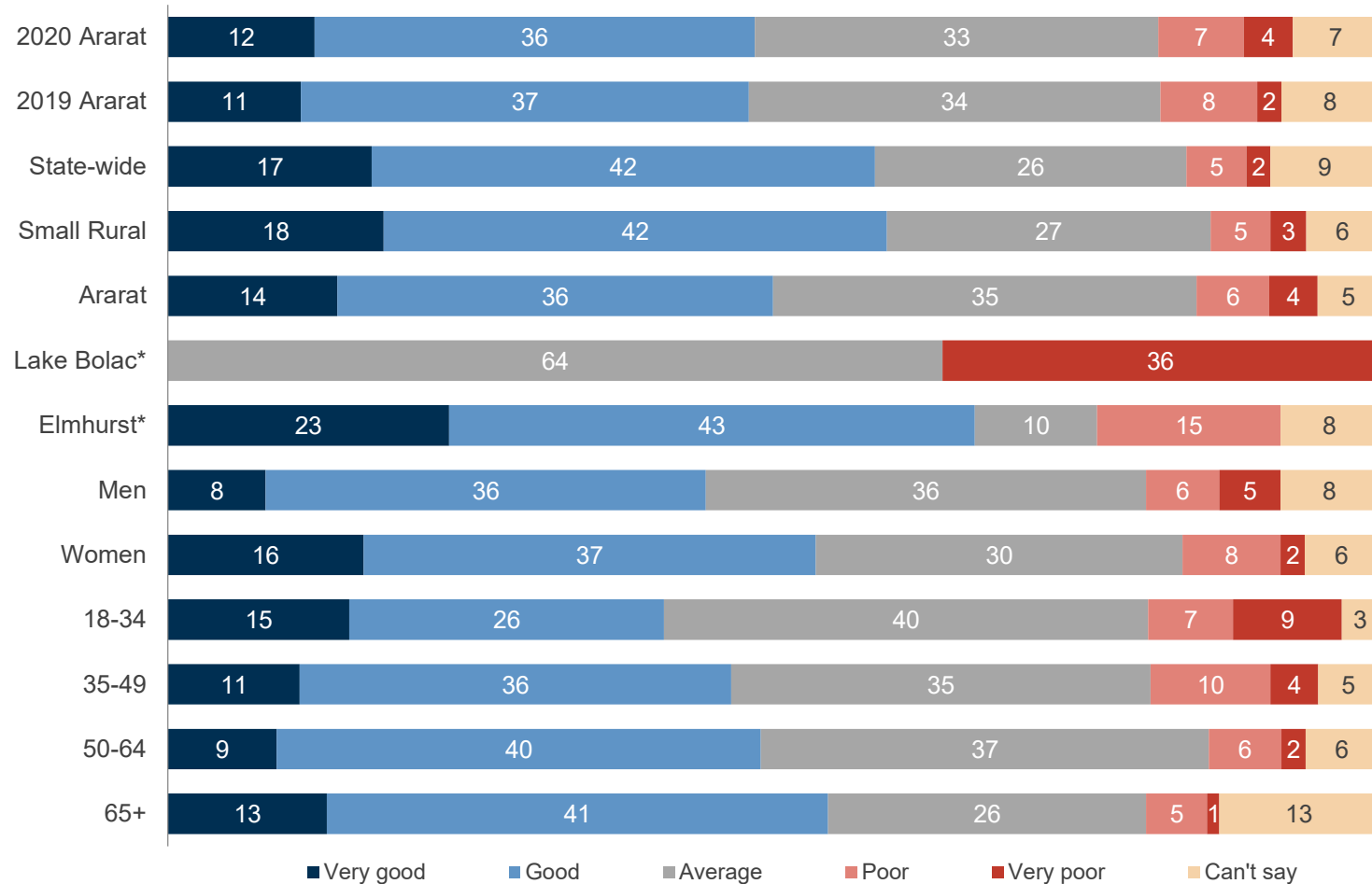
*Caution: small sample size < n=30



Community and cultural activities performance



2020 community and cultural activities performance (%)



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

*Caution: small sample size < n=30



Waste management importance



2020 waste management importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

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

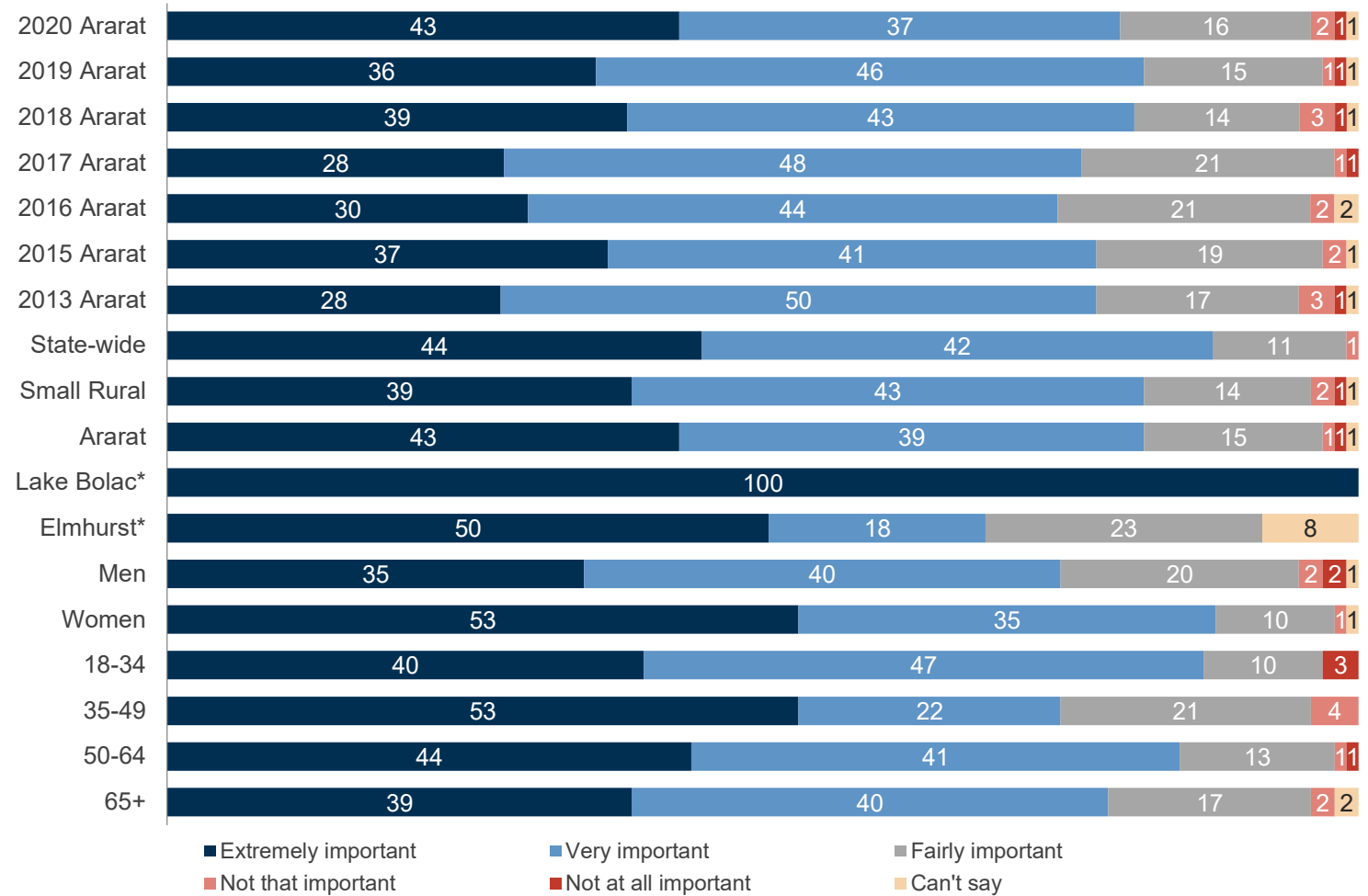
*Caution: small sample size < n=30



Waste management importance



2020 waste management importance (%)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

*Caution: small sample size < n=30



Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65▲	68	70	71	70	72	73	71	72
65+	65▲	63	69	69	72	69	n/a	73	n/a
Small Rural	64▲	66	69	70	69	71	n/a	n/a	n/a
Ararat	61	63	66	65	67	n/a	n/a	n/a	n/a
Men	60	61	66	63	65	68	n/a	70	n/a
Ararat	60	60	64	64	66	66	n/a	69	n/a
Women	60	59	61	64	68	64	n/a	67	n/a
50-64	59	58	61	61	66	63	n/a	64	n/a
18-34	57	65	65	62	62	69	n/a	69	n/a
35-49	56	55	59	60	63	65	n/a	69	n/a
Elmhurst	35*▼	62	64	39	76	n/a	n/a	n/a	n/a
Lake Bolac	16*▼	49	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: 41 Councils asked group: 13

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

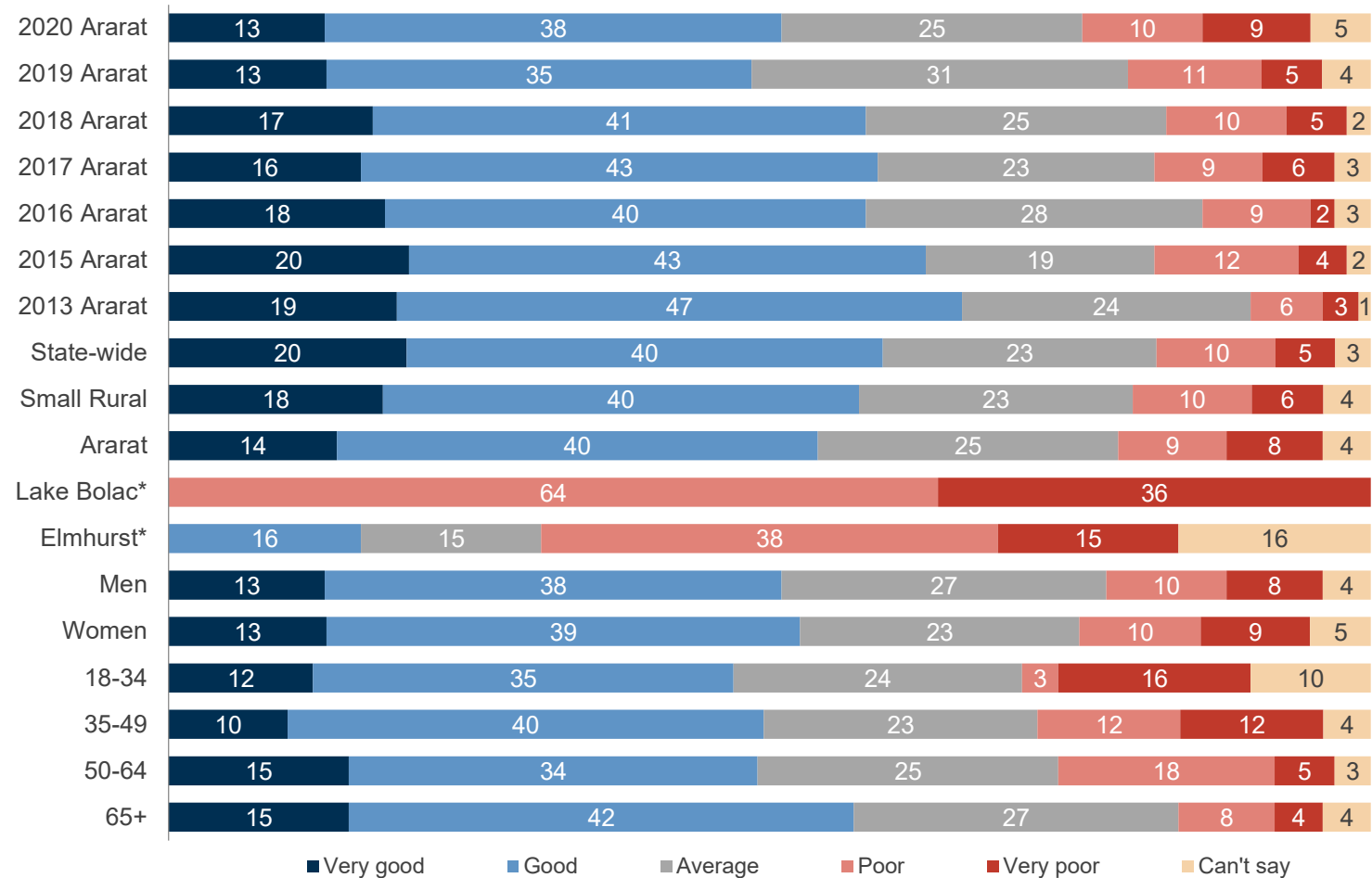
*Caution: small sample size < n=30



Waste management performance



2020 waste management performance (%)



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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13

*Caution: small sample size < n=30

Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

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

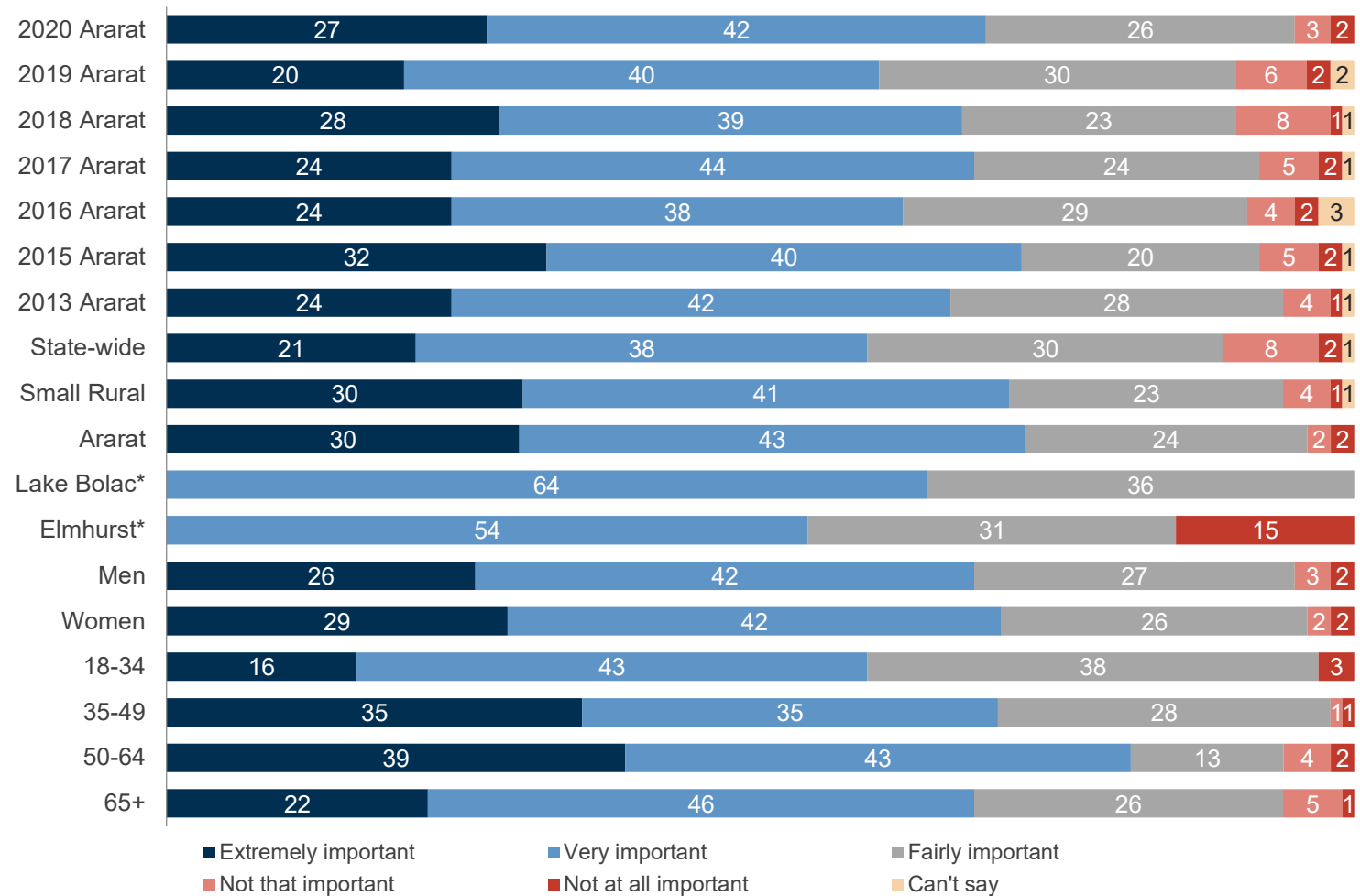
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism importance



2020 business/development/tourism importance (%)



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

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	64	63	59	64	61	62	n/a	67	n/a
Men	62	60	53	58	58	63	n/a	65	n/a
18-34	62	63	61	58	59	63	n/a	70	n/a
50-64	62	60	56	59	64	63	n/a	64	n/a
Ararat	61	62	58	61	62	n/a	n/a	n/a	n/a
Ararat	61	61	57	60	61	63	n/a	67	n/a
State-wide	59	61	60	61	60	61	62	62	62
Women	59	62	61	62	64	64	n/a	69	n/a
Small Rural	58▼	59	59	64	61	63	n/a	n/a	n/a
35-49	55▼	56	51	57	59	65	n/a	67	n/a
Elmhurst	43*	60	61	65	92	n/a	n/a	n/a	n/a
Lake Bolac	32*	44	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: 22 Councils asked group: 7

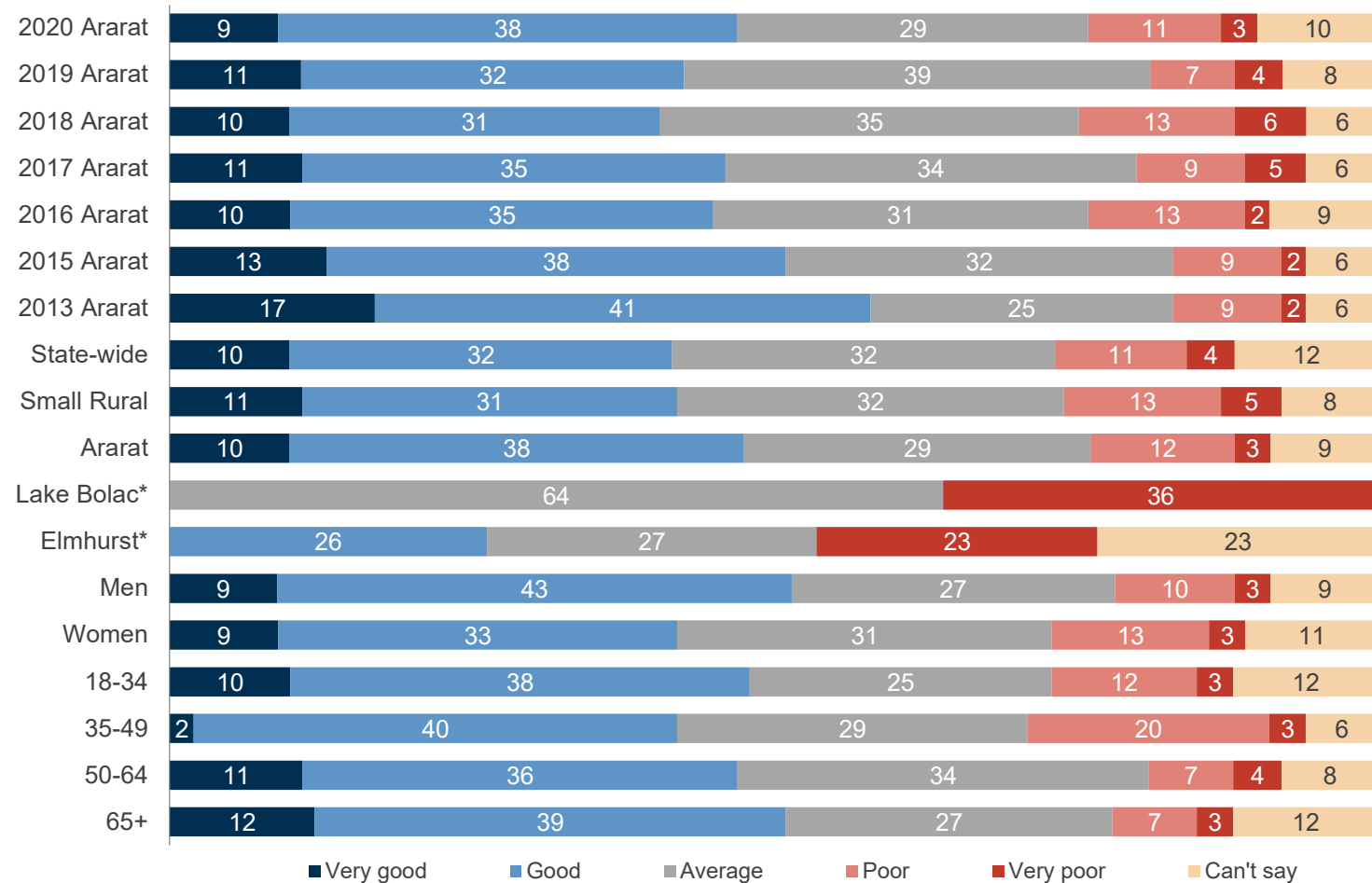
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism performance



2020 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7

*Caution: small sample size < n=30



Planning and building permits importance



2020 planning and building permits importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	74▲	69	72	66	68	66	n/a	69	n/a
State-wide	71▲	71	71	72	71	71	71	71	71
Ararat	69	68	69	68	70	n/a	n/a	n/a	n/a
65+	68	67	72	68	66	69	n/a	71	n/a
Men	68	62	64	63	66	65	n/a	68	n/a
Small Rural	68	70	68	68	71	70	n/a	n/a	n/a
Ararat	68	65	68	66	68	67	n/a	68	n/a
35-49	67	64	64	70	72	65	n/a	67	n/a
Women	67	70	73	70	70	70	n/a	69	n/a
Lake Bolac	66*	52	71	59	67	n/a	n/a	n/a	n/a
18-34	61▼	61	64	61	67	68	n/a	66	n/a
Elmhurst	57*	56	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: 19 Councils asked group: 3

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

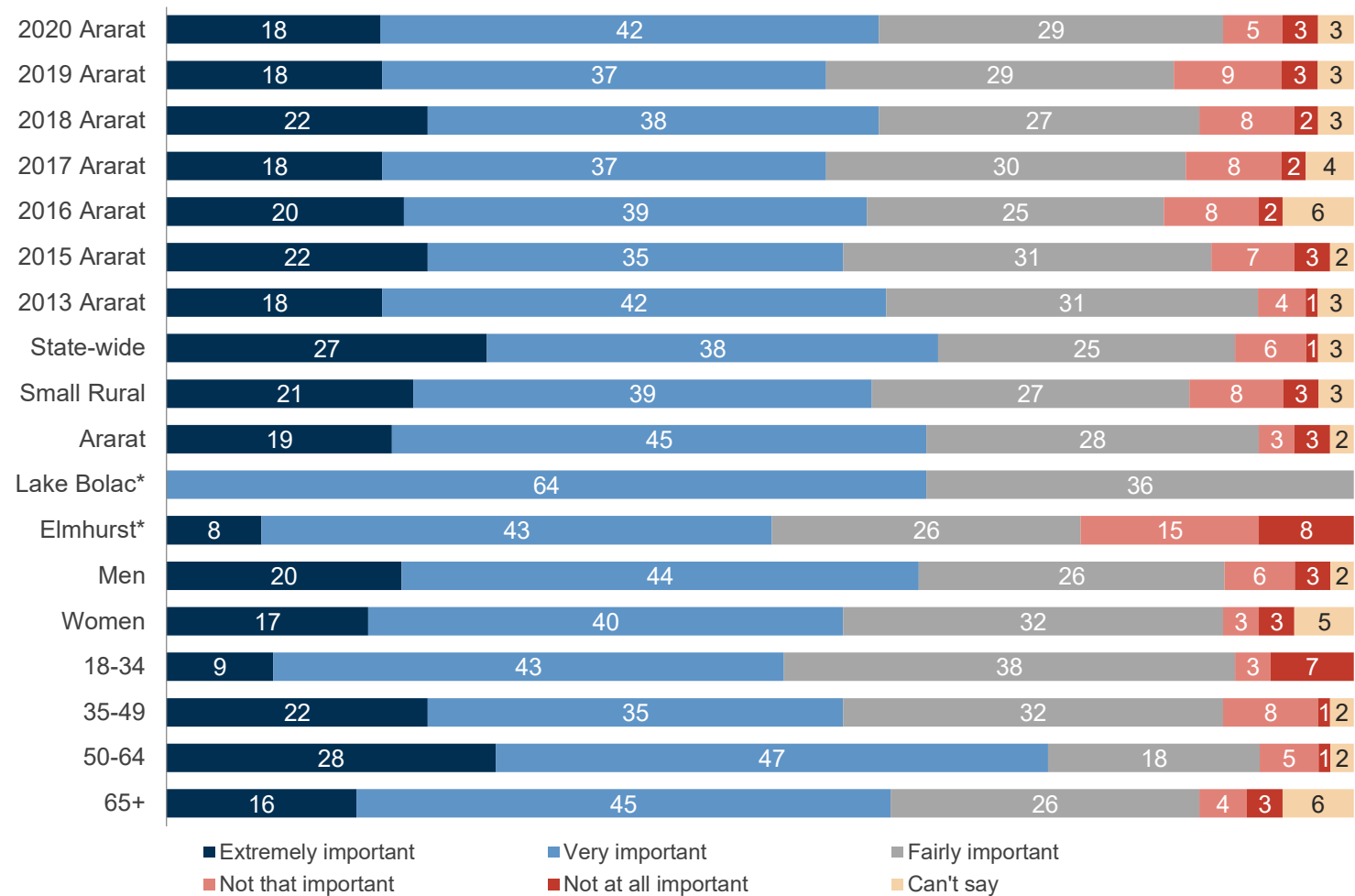
*Caution: small sample size < n=30



Planning and building permits importance



2020 planning and building permits importance (%)



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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

*Caution: small sample size < n=30



Planning and building permits performance



2020 planning and building permits performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	63*	67	48	77	77	n/a	n/a	n/a	n/a
18-34	56	56	54	47	54	53	n/a	58	n/a
65+	54	54	47	51	49	60	n/a	59	n/a
Women	53	53	50	55	58	57	n/a	56	n/a
50-64	52	48	43	54	54	54	n/a	55	n/a
Ararat	52	53	46	51	52	n/a	n/a	n/a	n/a
Ararat	51	52	46	50	51	55	n/a	57	n/a
State-wide	51	52	52	51	50	54	53	55	54
Men	50	51	43	46	45	53	n/a	58	n/a
Small Rural	46▼	48	51	51	50	53	n/a	n/a	n/a
35-49	42▼	48	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: 28 Councils asked group: 7

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

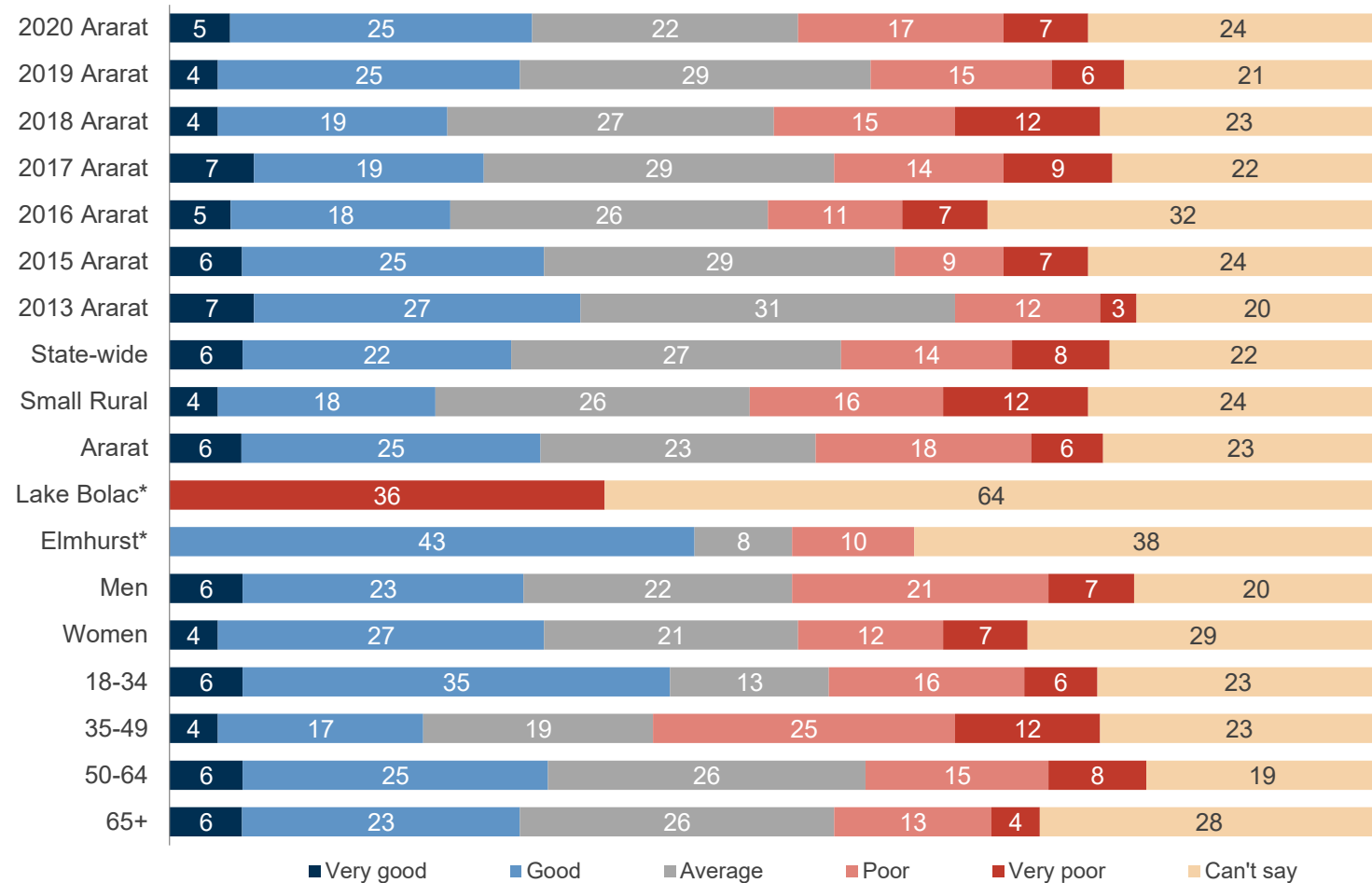
*Caution: small sample size < n=30



Planning and building permits performance



2020 planning and building permits performance (%)



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

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

*Caution: small sample size < n=30



Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1

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

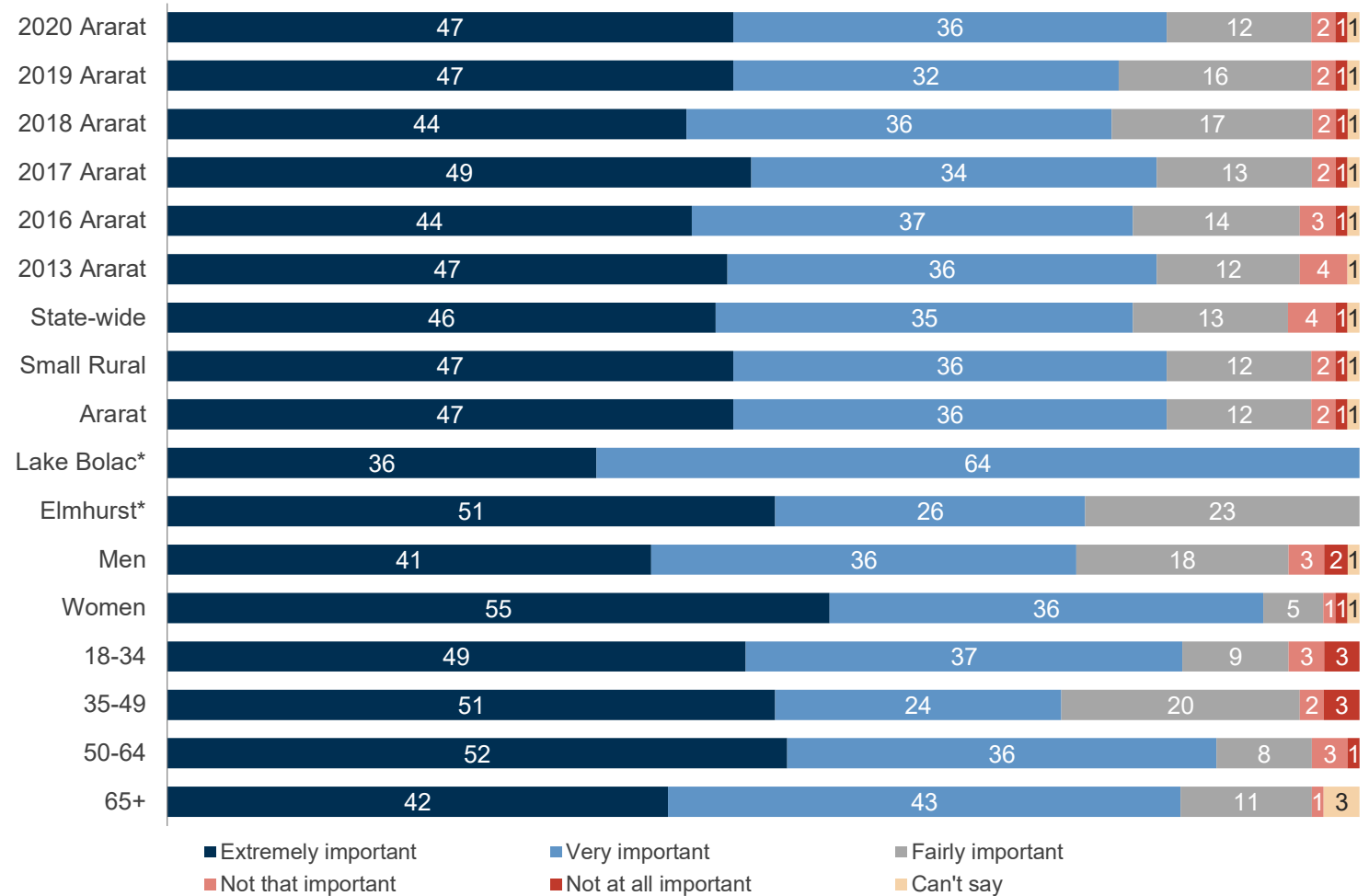
*Caution: small sample size < n=30



Emergency and disaster management importance



2020 emergency and disaster management importance (%)



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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1

*Caution: small sample size < n=30



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4

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

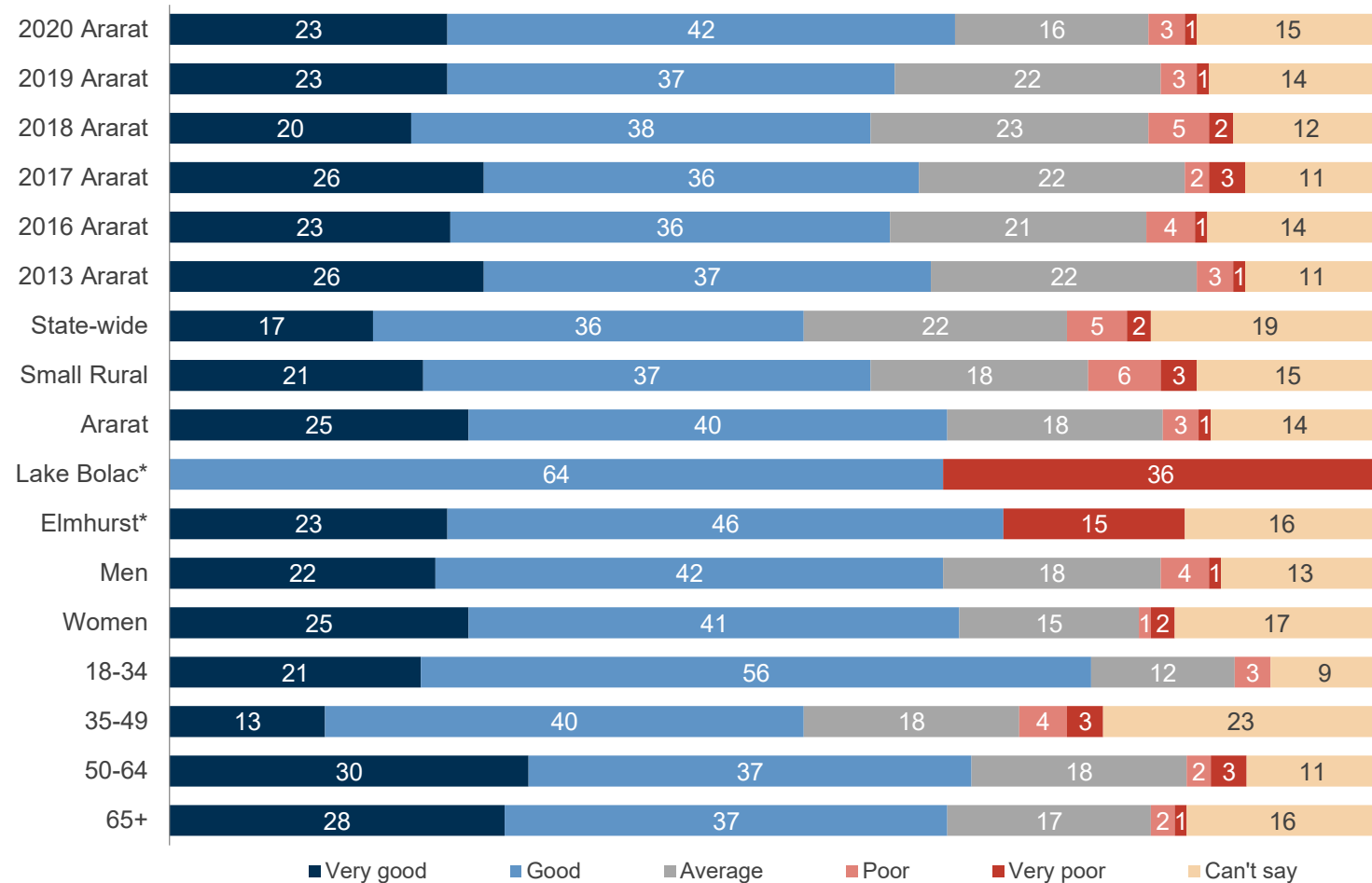
*Caution: small sample size < n=30



Emergency and disaster management performance



2020 emergency and disaster management performance (%)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3

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

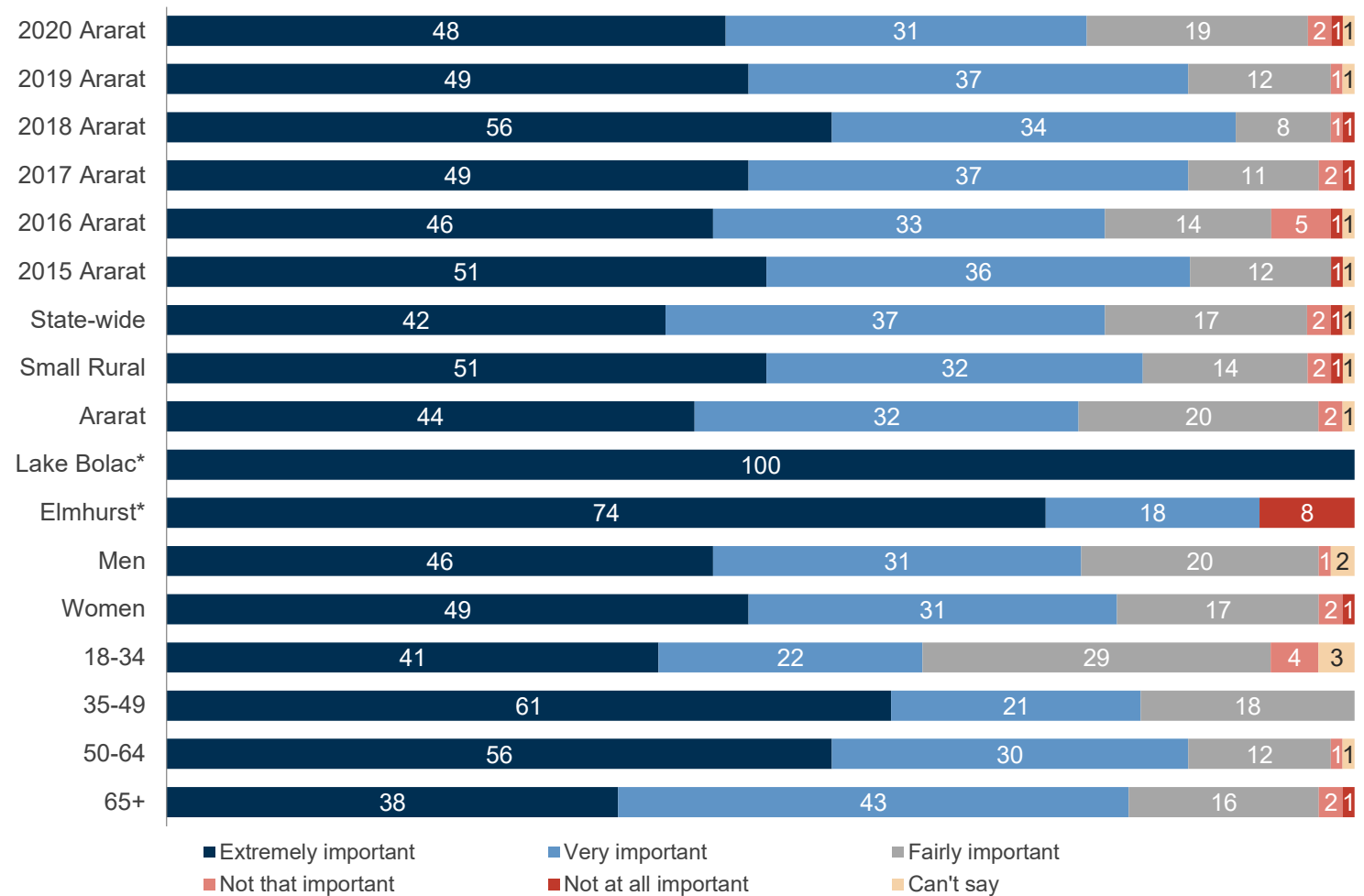
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (%)



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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	46	41	37	39	42	42	n/a	n/a	n/a
Men	46	41	29	36	37	41	n/a	n/a	n/a
18-34	46	40	32	43	39	38	n/a	n/a	n/a
50-64	45	39	35	36	42	39	n/a	n/a	n/a
Ararat	45	42	36	42	45	n/a	n/a	n/a	n/a
Ararat	44	39	33	38	40	39	n/a	n/a	n/a
State-wide	44	44	43	44	43	45	45	44	46
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
Women	41	36	37	40	42	37	n/a	n/a	n/a
35-49	37▼	34	25	36	35	36	n/a	n/a	n/a
Elmhurst	34*	39	21	25	40	n/a	n/a	n/a	n/a
Lake Bolac	16*▼	14	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: 24 Councils asked group: 9

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

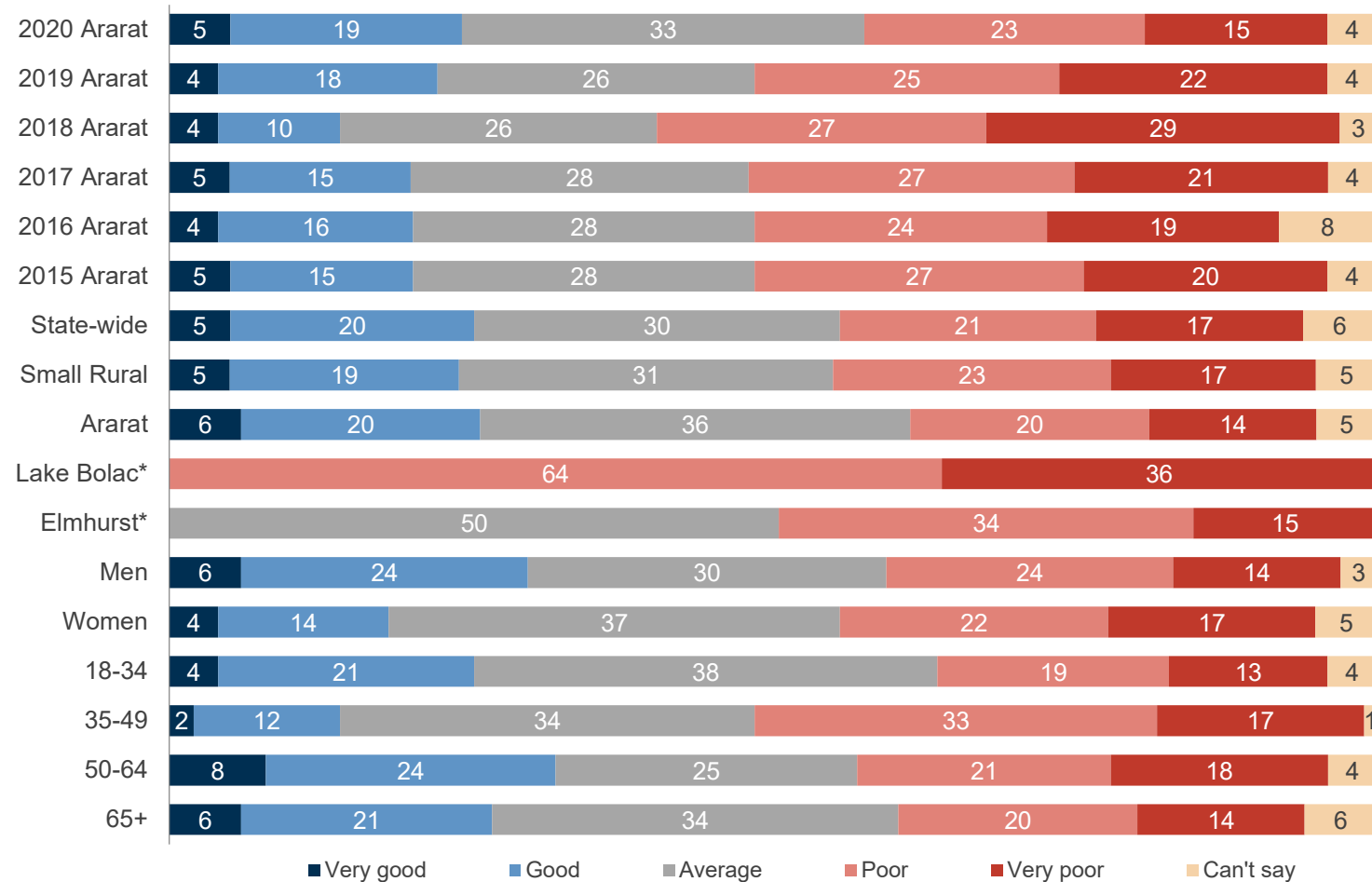
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (%)



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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

*Caution: small sample size < n=30

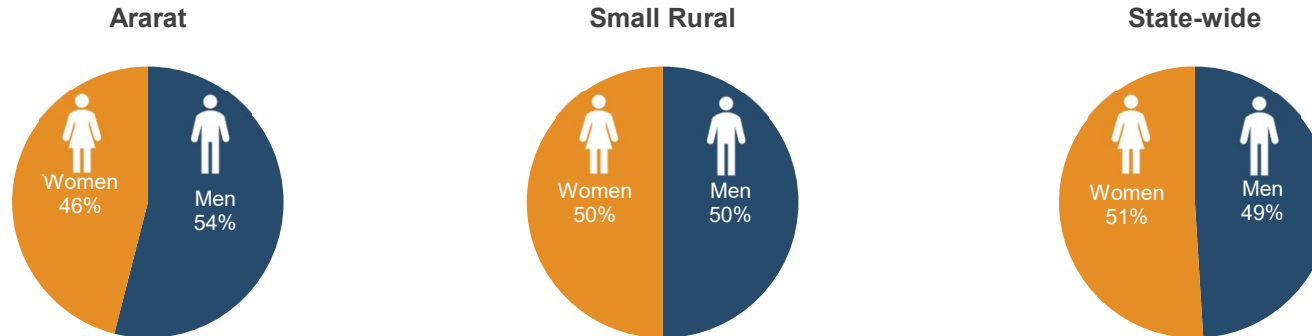


Detailed demographics

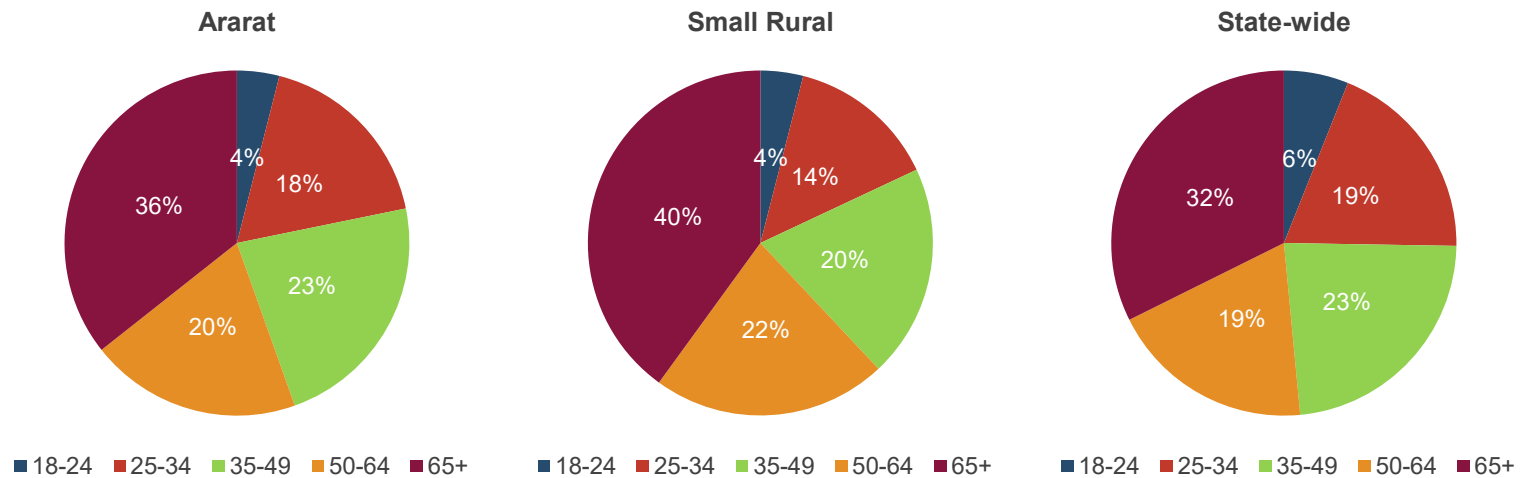


Gender and age profile

2020 gender




2020 age



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Ararat Rural City Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 9,500 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	401	400	+/-4.8
Men	186	216	+/-7.1
Women	215	184	+/-6.6
Ararat	335	335	+/-5.3
Lake Bolac	2	3	+/-98.0
Elmhurst	8	8	+/-37.0
18-34 years	29	87	+/-18.5
35-49 years	58	92	+/-12.9
50-64 years	113	79	+/-9.2
65+ years	201	142	+/-6.9



Appendix A: Significant difference reporting notation

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

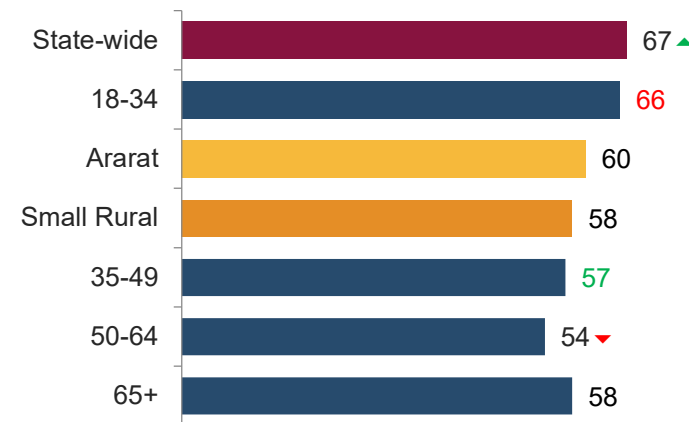
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. Therefore in the example below:

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

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



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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



Appendix B: Survey methodology and sampling

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

- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=408 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n= completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Ararat Rural City Council.

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

A total of n=401 completed interviews were achieved in Ararat Rural City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

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

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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