



2021 Local Government Community Satisfaction Survey

Ararat Rural City Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 22 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 22 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.

A large, dark blue, stylized letter 'W' that serves as a background graphic. It is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

Key findings and recommendations



Ararat Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Ararat 66



State-wide 61



Small Rural 60

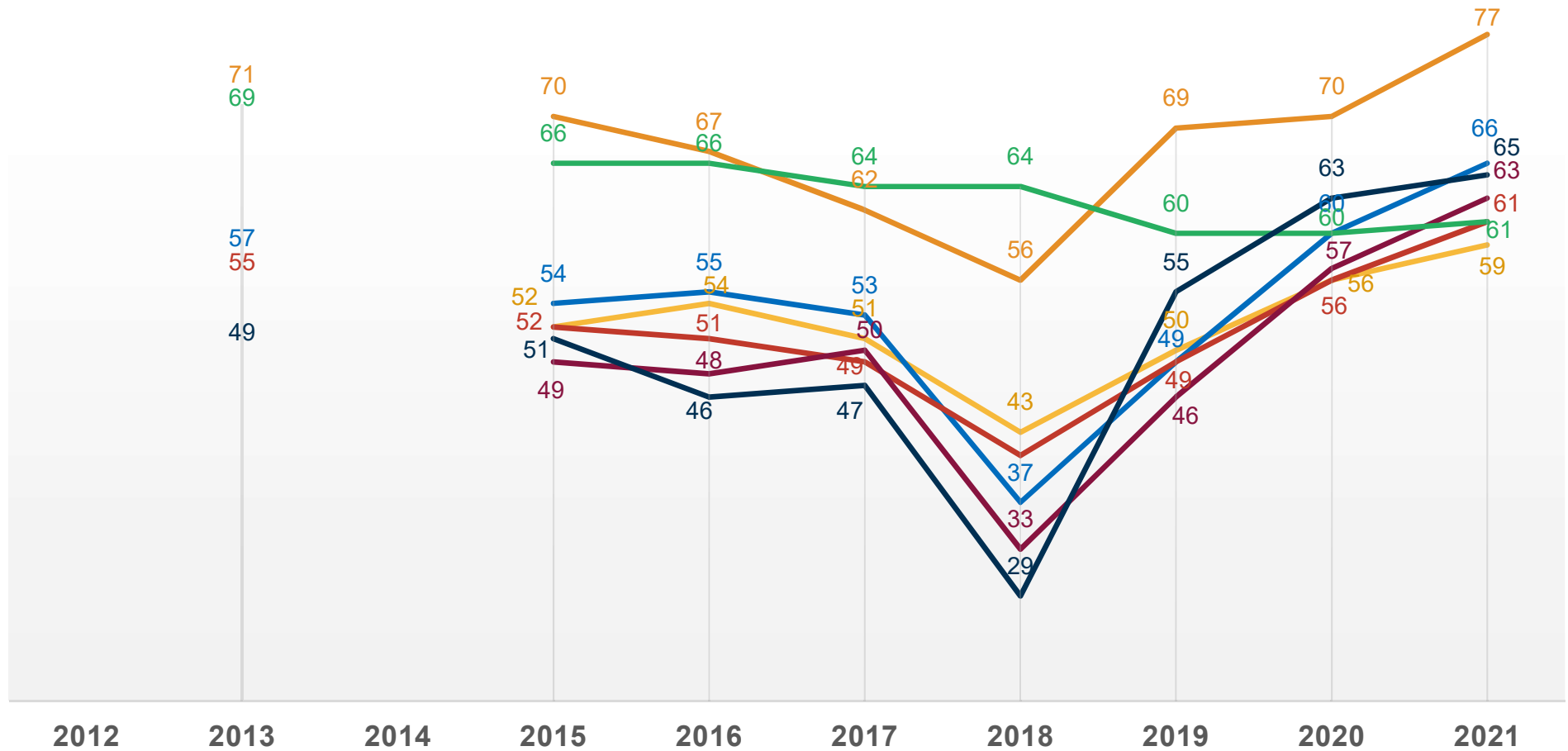
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Lobbying Building & planning permits Community decisions	Waste management
Compared to group average	Building & planning permits Lobbying Community decisions	Waste management Community & cultural



Summary of core measures

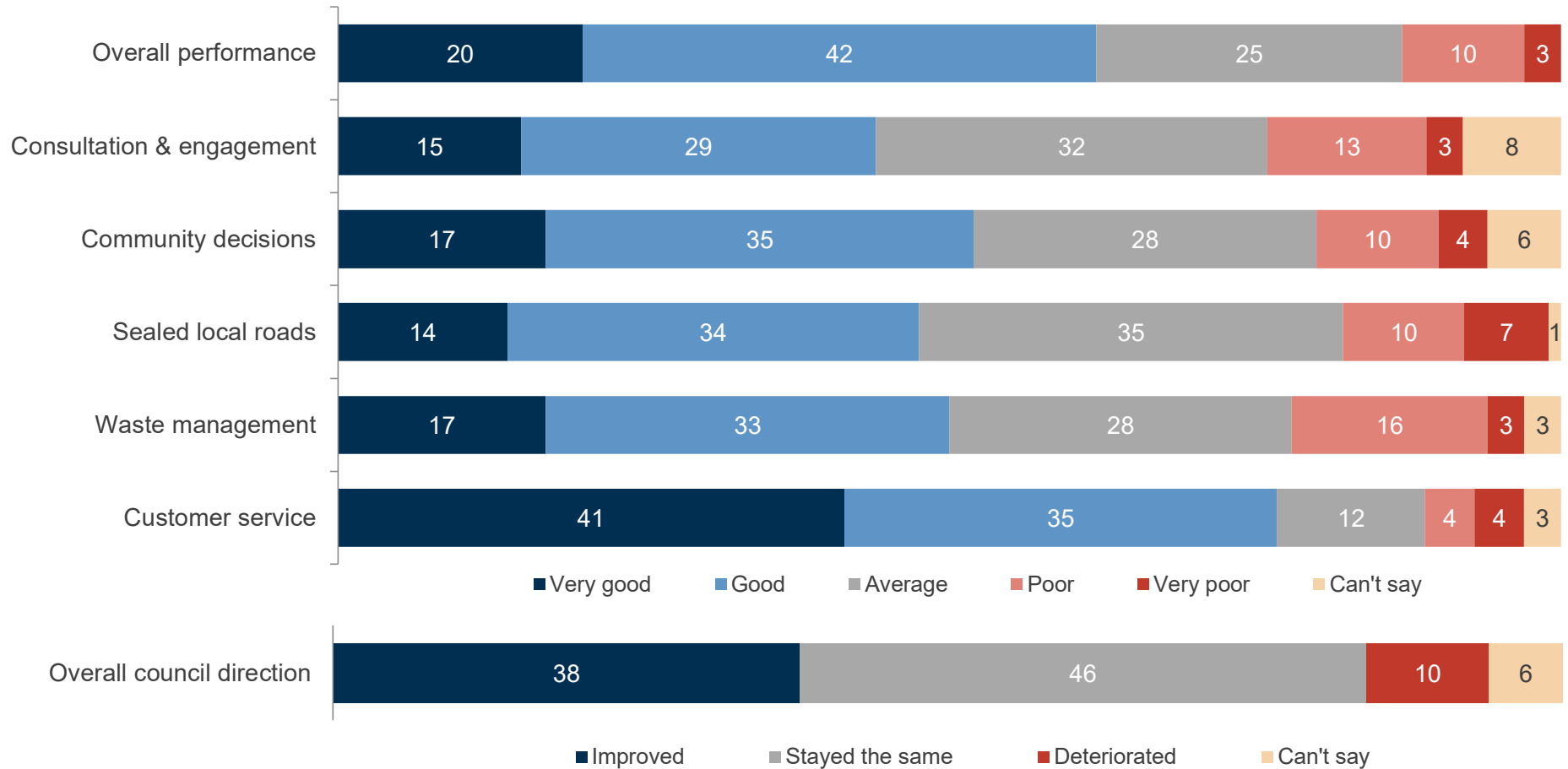
Index scores















Summary of core measures

Core measures summary results (%)





Summary of Ararat Rural City Council performance

Services		Ararat 2021	Ararat 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	66	60	60	61	Aged 65+ years	Aged 35-49 years
	Value for money	55	-	52	54	Aged 65+ years	Aged 18-34 years
	Overall council direction	65	63	53	53	Aged 65+ years	Aged 18-34 years
	Customer service	77	70	69	70	Aged 65+ years	Aged 18-34 years
	COVID-19 response	78	-	75	73	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	75	73	75	73	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	75	74	72	71	Aged 65+ years	Aged 18-49 years
	Art centres & libraries	74	78	72	73	Aged 65+ years	Aged 18-34 years
	Recreational facilities	74	71	69	71	Aged 65+ years	Aged 18-34 years
	Elderly support services	72	68	72	69	Aged 65+ years	Aged 18-34 years



Summary of Ararat Rural City Council performance

Services		Ararat 2021	Ararat 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Bus/community dev./tourism	65	61	62	61	Aged 65+ years	Aged 18-34 years
	Community & cultural	64	63	67	65	Aged 65+ years	Aged 18-34 years
	Community decisions	63	57	56	56	Aged 65+ years	Aged 18-34 years
	Informing the community	63	58	61	60	Aged 65+ years	Aged 50-64 years
	Lobbying	63	56	55	55	Aged 65+ years	Aged 18-34 years
	Local streets & footpaths	62	62	58	59	Men	Women
	Waste management	61	60	68	69	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	61	56	56	56	Aged 65+ years	Aged 18-34 years
	Sealed local roads	59	56	53	57	Aged 65+ years	Aged 18-34 years
	Building & planning permits	59	51	49	51	Aged 65+ years	Aged 50-64 years
	Unsealed roads	50	44	44	45	Aged 65+ years	Aged 18-34 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have improved over the past year, and many significantly so. The same can be said for Council's overall performance rating, where perceptions have significantly improved for the third year in a row. Council continues to recover strongly from a rating slump in 2018, with its efforts resulting in many service areas surpassing pre 2018 levels and recording their highest results to date, including on overall performance.

Key influences on perceptions of overall performance

Ararat Rural City Council should focus on the individual service areas that most influence perception of overall performance but where Council currently performs relatively less well: the condition of sealed local roads, and the related areas of community consultation, informing the community, and lobbying. Community decisions is the area with the greatest influence on overall performance perceptions, so Council should look to further improve and consolidate the gains already made here.

Comparison to state and area grouping

Importantly, Council performs significantly higher than both the State-wide and Small Rural council averages on most service areas evaluated. However, an area that stands out as being in need of Council attention is waste management. Despite increasing one point over the past year, Council's waste management performance has not shown any significant signs of improvement like other areas in recent years and is the only service that is rated significantly lower than both the Small Rural and State-wide group averages.

Maintain gains achieved to date

Since the ratings decline of 2018, Council has now not only recovered but exceeded previous highs in most service areas, so over the next 12 months Council should look to maintain and hold steady on this improved performance. Of note, perceptions of Council's overall performance improved significantly this year, as did perceptions of community decisions, which is a key influencer of overall perceptions.

DETAILED FINDINGS

Overall performance



Overall performance

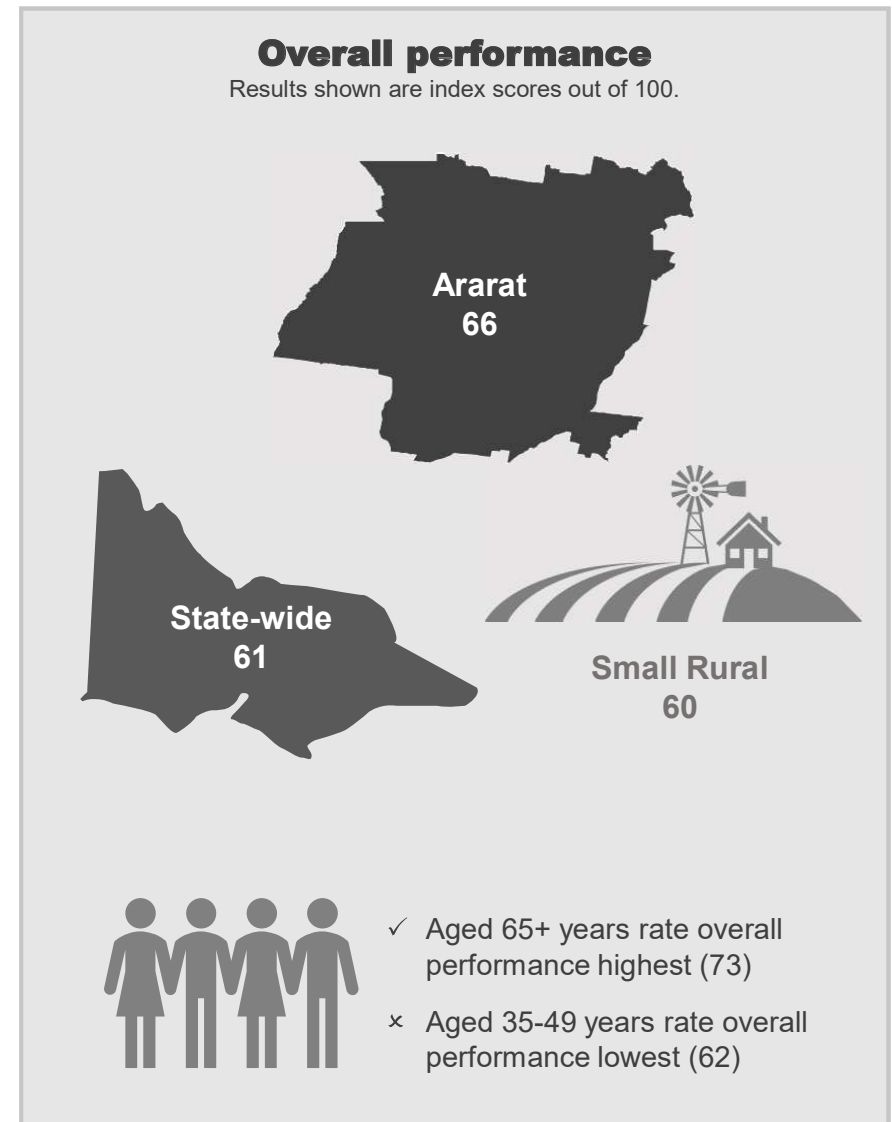
The overall performance index score of 66 for Ararat Rural City Council represents a significant six-point improvement on the 2020 result, continuing a multi-year trend of strong recovery and improvement since the ratings decline of 2018.

- The overall performance rating has peaked again this year after setting a new peak high in 2020.

Ararat Rural City Council's overall performance continues to be rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group, and is now also rated significantly higher than the State-wide average for councils (index scores of 60 and 61 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year, many significantly so.
- Perceptions among those aged 65 years are significantly higher compared to the Council average.

Two fifths of residents (43%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is almost twice as many as those who rate Council as 'very poor' or 'poor' (24%). A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2021 overall performance (index scores)

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Ararat Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

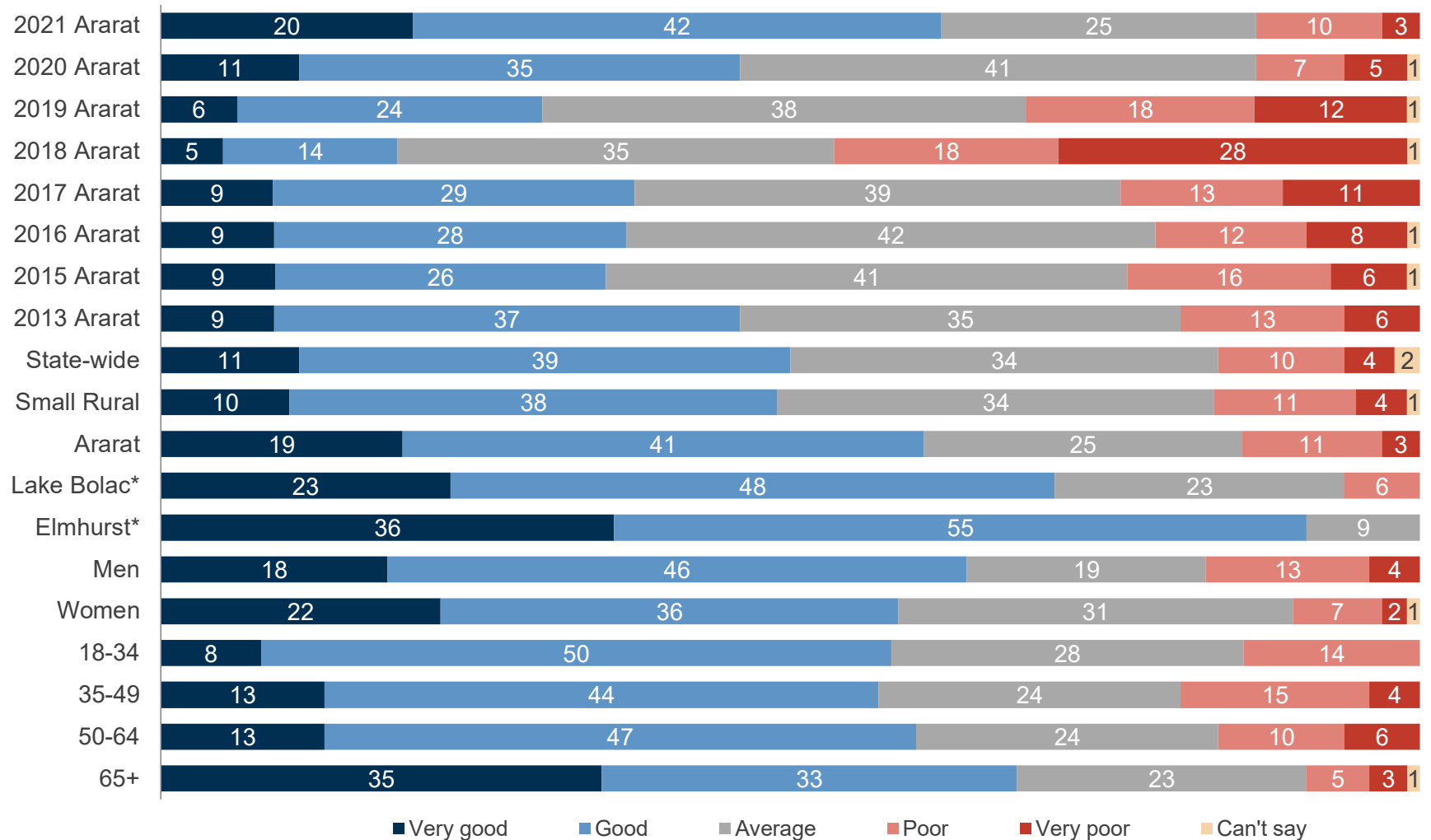
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2021 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?

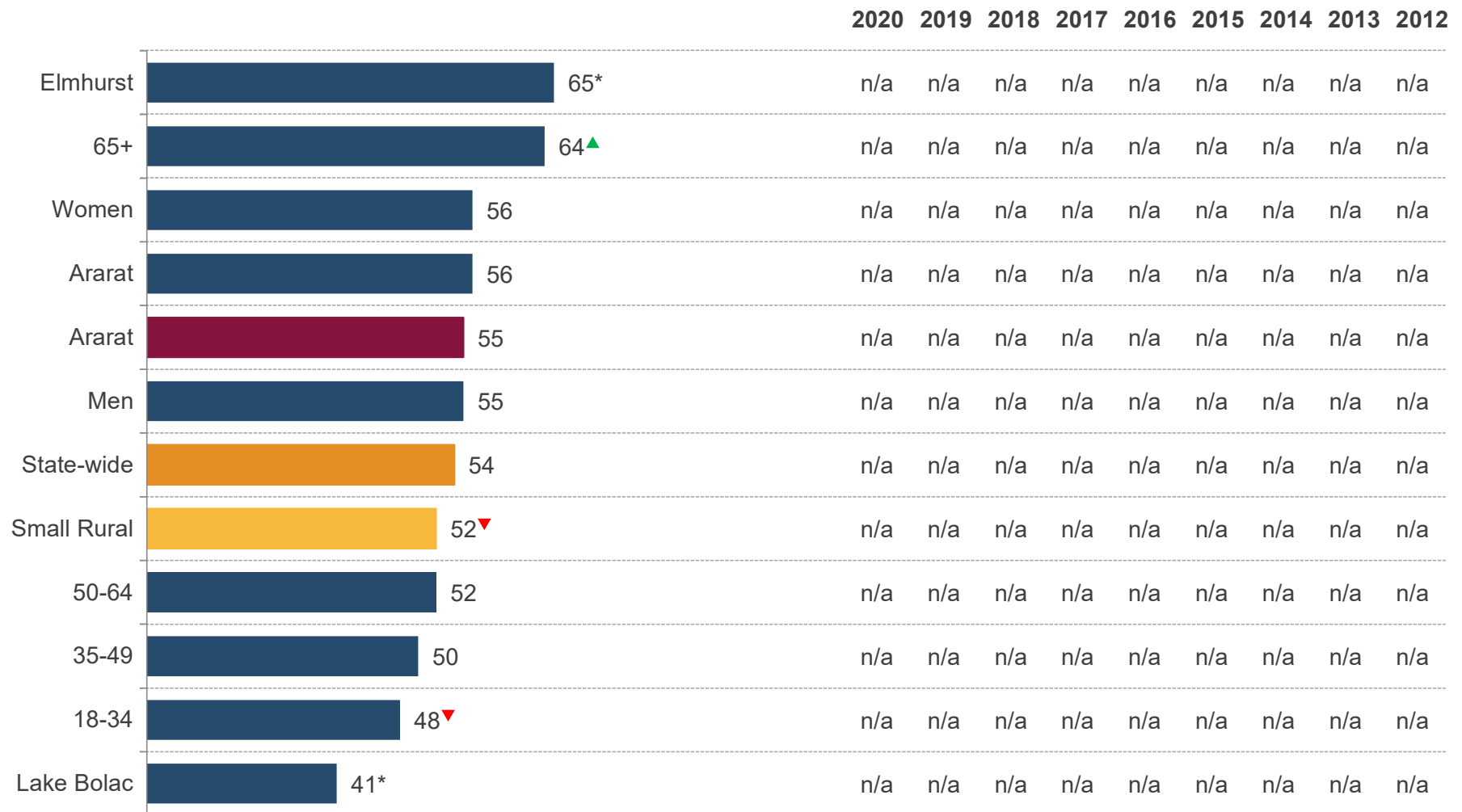
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

*Caution: small sample size < n=30



Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Ararat Rural City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

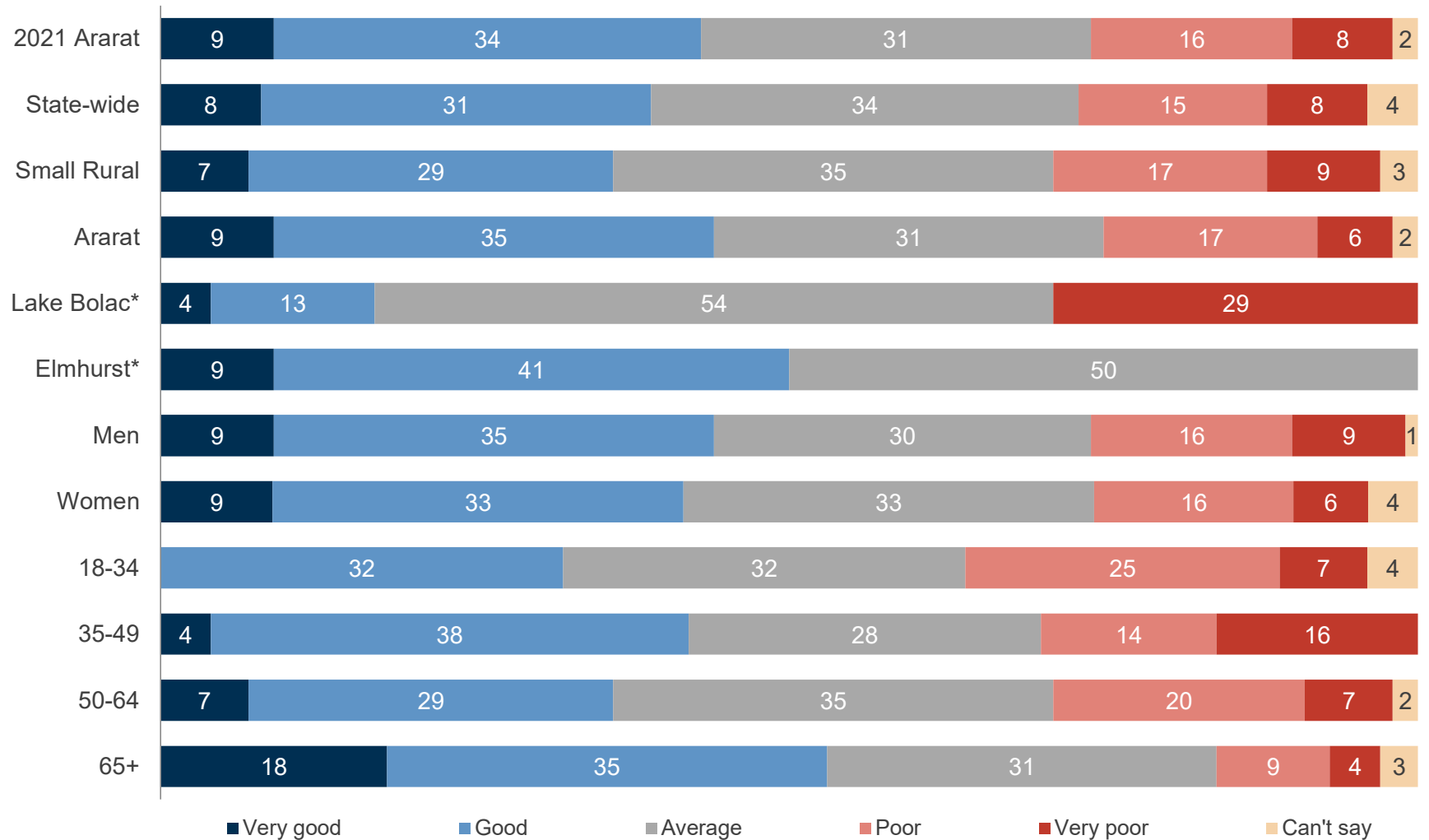
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Ararat Rural City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

*Caution: small sample size < n=30



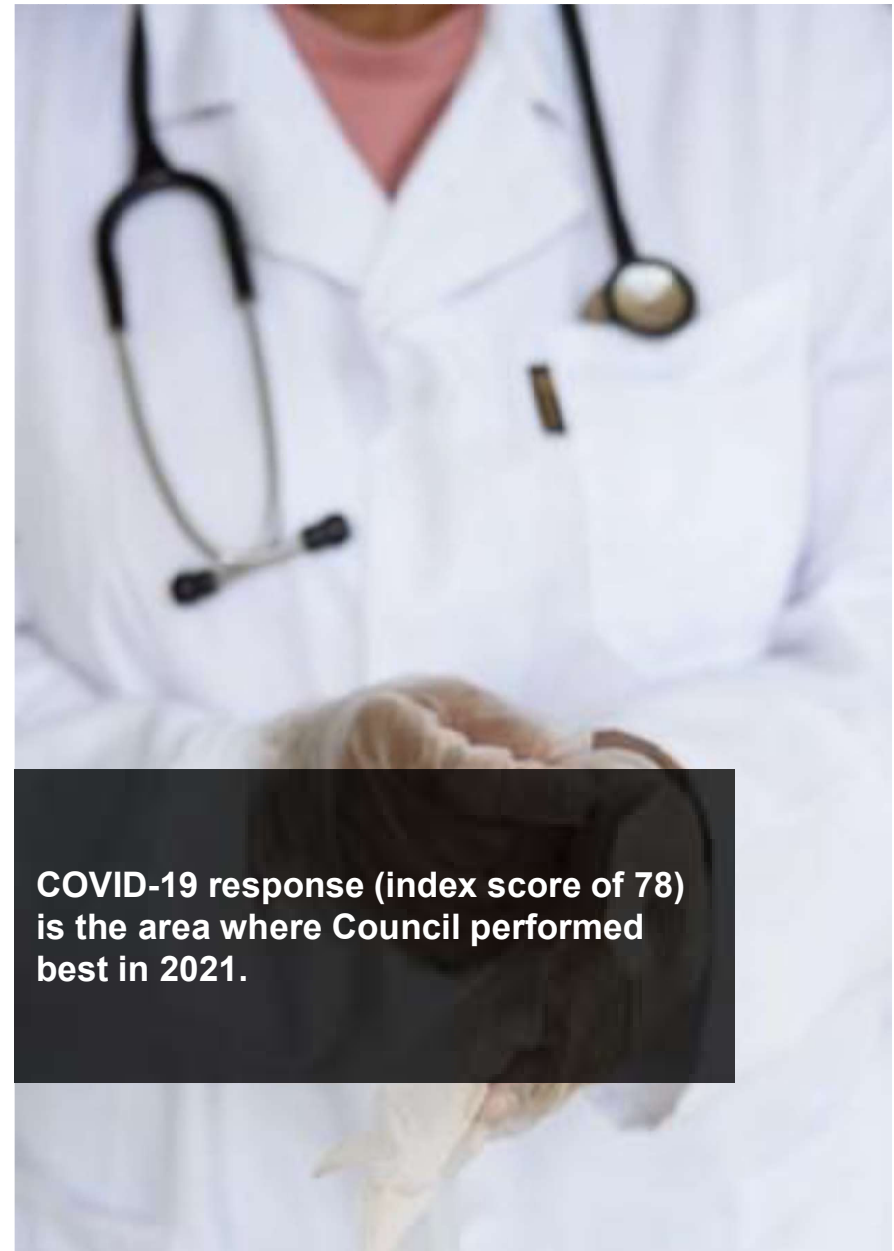
Top performing service areas

Council's COVID-19 response (index score of 78) was its best performing area in 2021.

- Residents aged 65 years and over, who are some of the most vulnerable to COVID-19, were most impressed with Council's response (index score of 81).
- Council performance here is rated significantly higher than the Small Rural and State-wide group average.

The appearance of public areas and emergency and disaster management are Council's next highest rated service areas (both with an index score of 75).

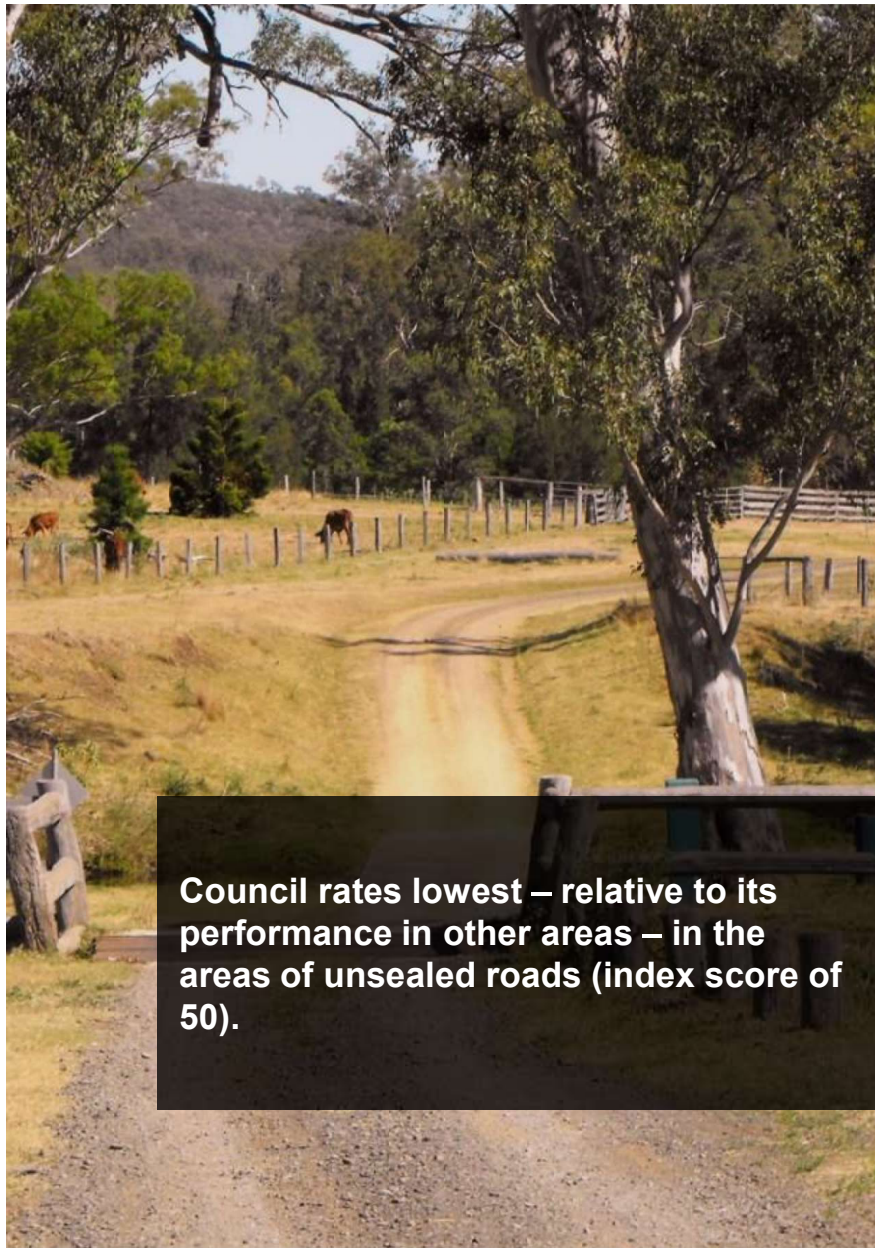
- Ratings in both service areas are at their highest point to date, with trend increases since 2018.
- Notably, parks and gardens is one of the most commonly cited responses (8%) when asked to nominate the best thing about the area.
- Emergency and disaster management is rated significantly higher than the State-wide and Regional Centres group averages.
- Much like views on Council's COVID-19 response, residents aged 65 years and over are the most complimentary of Council's emergency and disaster management (index score of 79, significantly higher than the Council average).



COVID-19 response (index score of 78) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 50). Despite this, performance in this area has improved significantly for the third year in a row since the 2018 low point.

- Council also performs significantly above the State-wide and Small Rural group average in this area.

Though these are positive signs, perceived importance of this service area still exceeds perceived performance by 32 points – the most of any service area evaluated.

Sealed local roads is also one of Council's lower performing service areas, along with planning and building permits (index score of 59 each).

- However, in a similar vein to Councils' performance on unsealed roads, ratings in both areas are at their highest points to date.
- That said, each exhibits a disparity of 10 or more points between perceived importance and performance, whilst perceptions on sealed roads also has a moderate influence on overall performance.
- More than one in ten residents (14%) volunteer sealed road maintenance as the area Council needs to focus on most to improve its performance.



Individual service area performance

2021 individual service area performance (index scores)

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

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

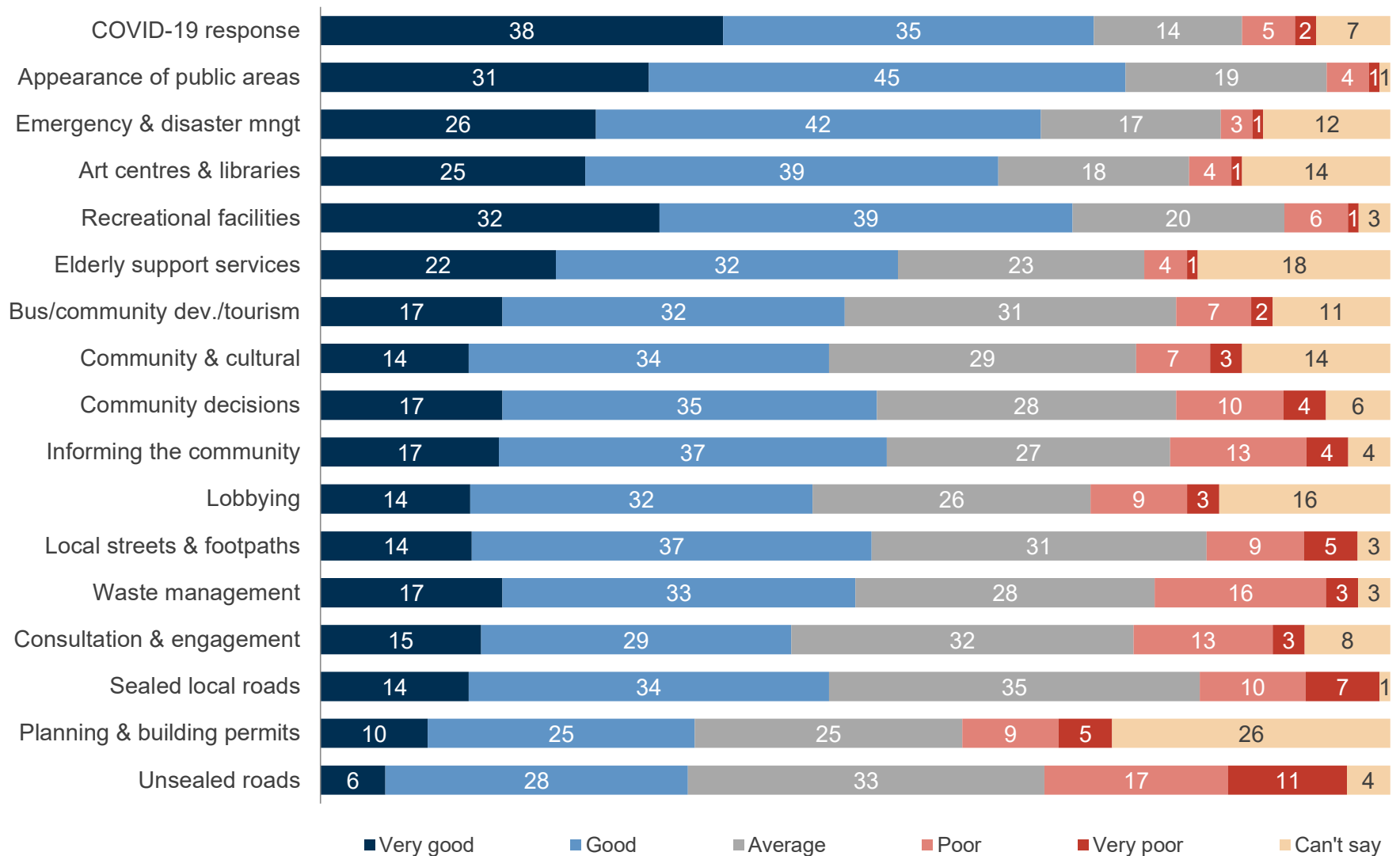
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)





Individual service area importance

2021 individual service area importance (index scores)

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

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

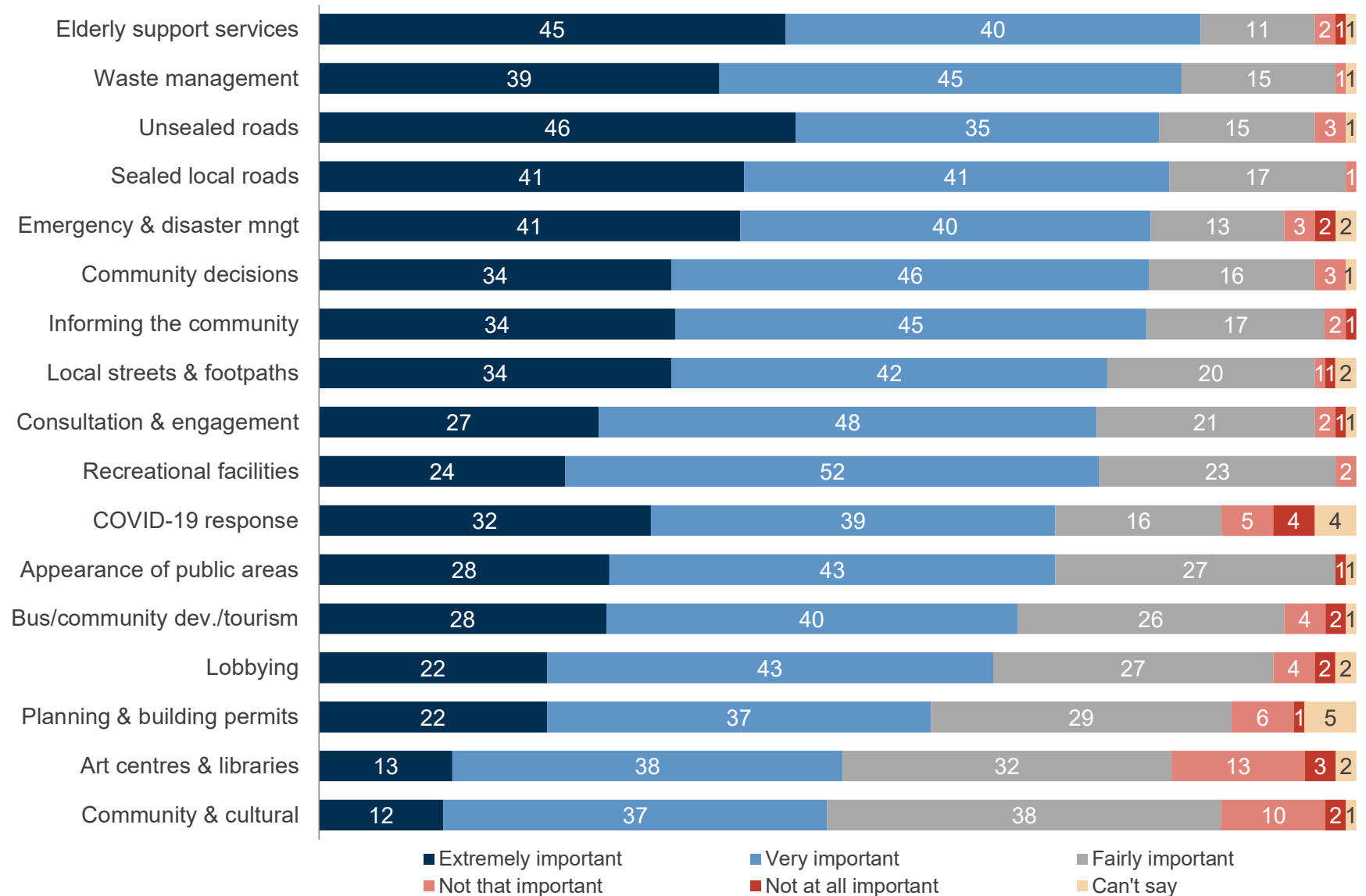
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



Individual service area importance

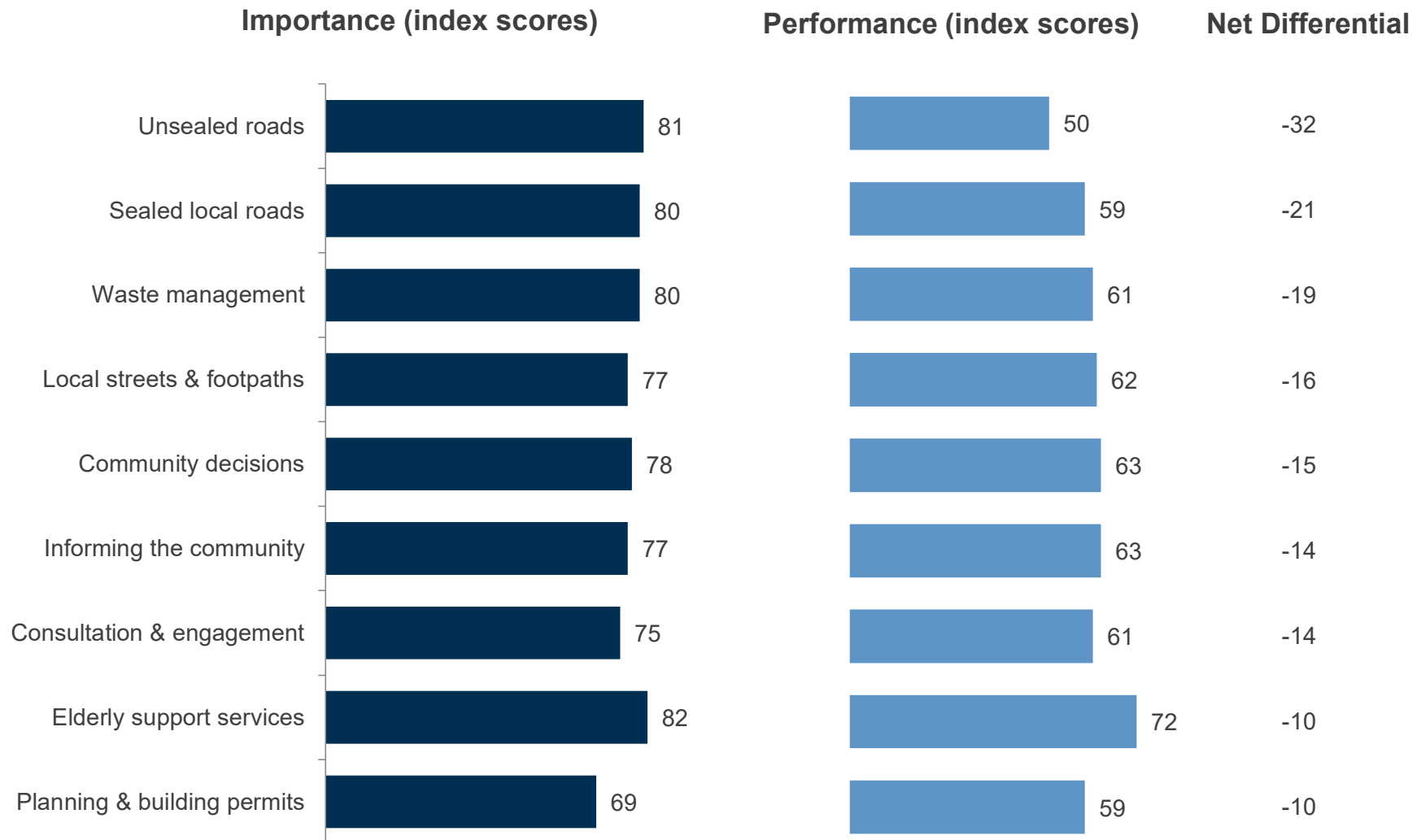
2021 individual service area importance (%)





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, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Condition of sealed local roads
- Informing the community
- Community consultation and engagement
- Council's COVID-19 response
- Lobbying on behalf of the community
- Recreational facilities.

Looking at these key service areas only, Council's COVID-19 response and recreational facilities have high performance ratings (78 and 74, respectively) and a moderate influence on the overall performance rating. Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are the condition of sealed local roads, community consultation and engagement, lobbying on behalf of the community and informing the community (performance index of 59, 61, 63, and 63, respectively).

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



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

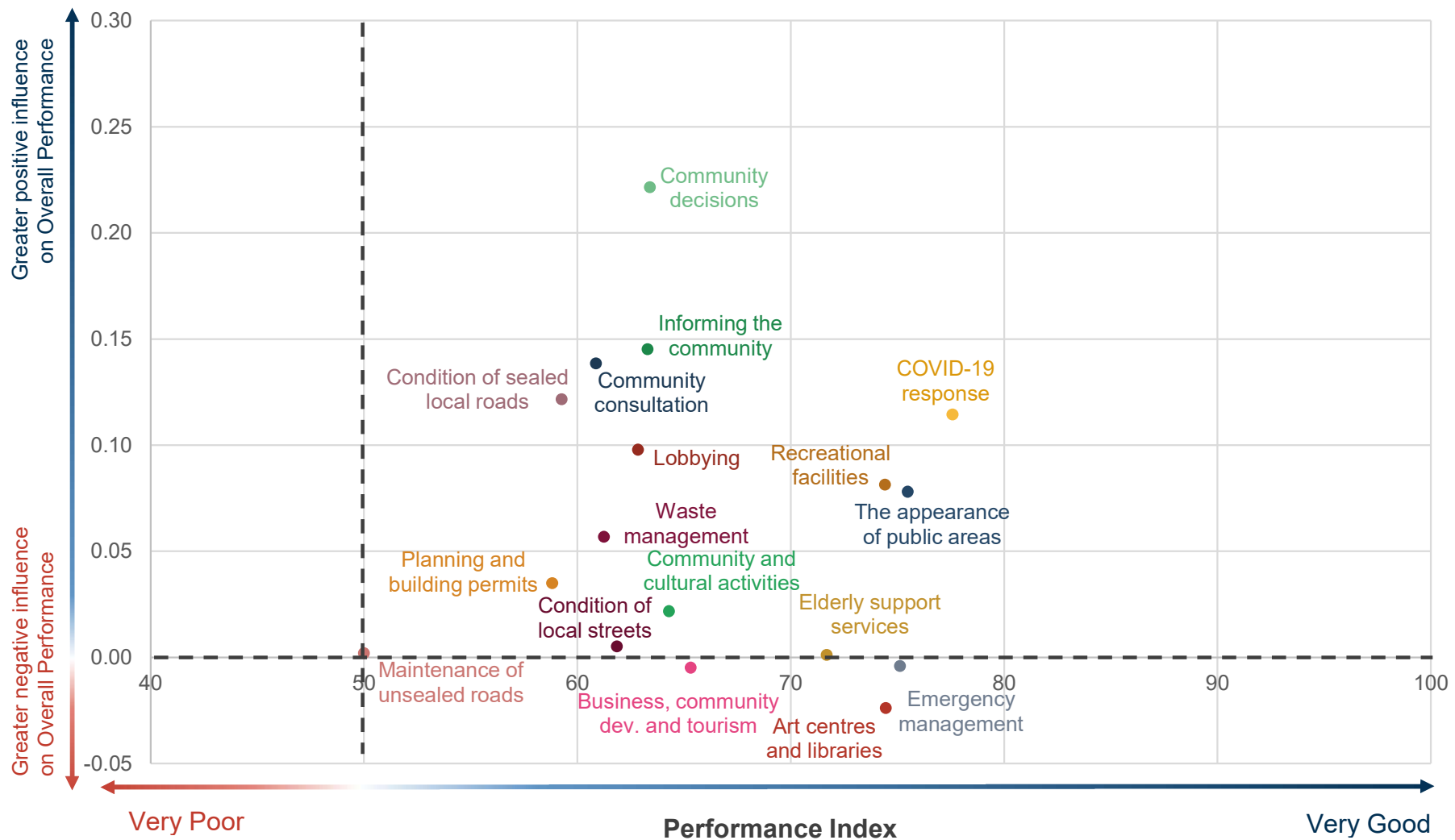
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2021 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.615 and adjusted R^2 value of 0.597, 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 $p = 0.0001$, $F = 35.92$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.605 and adjusted R^2 value of 0.598, 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 $p = 0.0001$, $F = 85.88$.

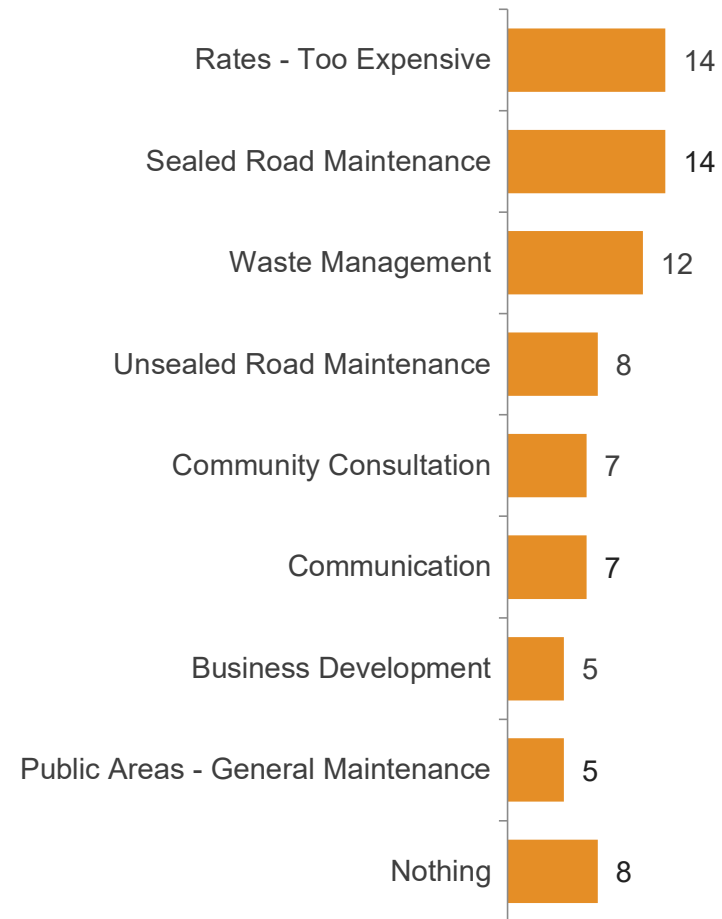


Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 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: 28 Councils asked group: 9

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 13

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

Customer service



Contact with council and customer service

Contact with council

Three in five Council residents (61%) have had contact with Council in the last 12 months. Rate of contact in unchanged from 2020.

- The oldest and youngest Council cohorts (18 to 34 years and 65 years and over) tend to have less contact with Council than their 35 to 64 year old counterparts.



Among those residents who have had contact with Council, 76% provide a positive customer service rating of 'very good' or 'good', including 41% of residents who rate Councils' customer service as 'very good'.

Customer service

Council's customer service index of 77 represents a significant seven point improvement from 2020.

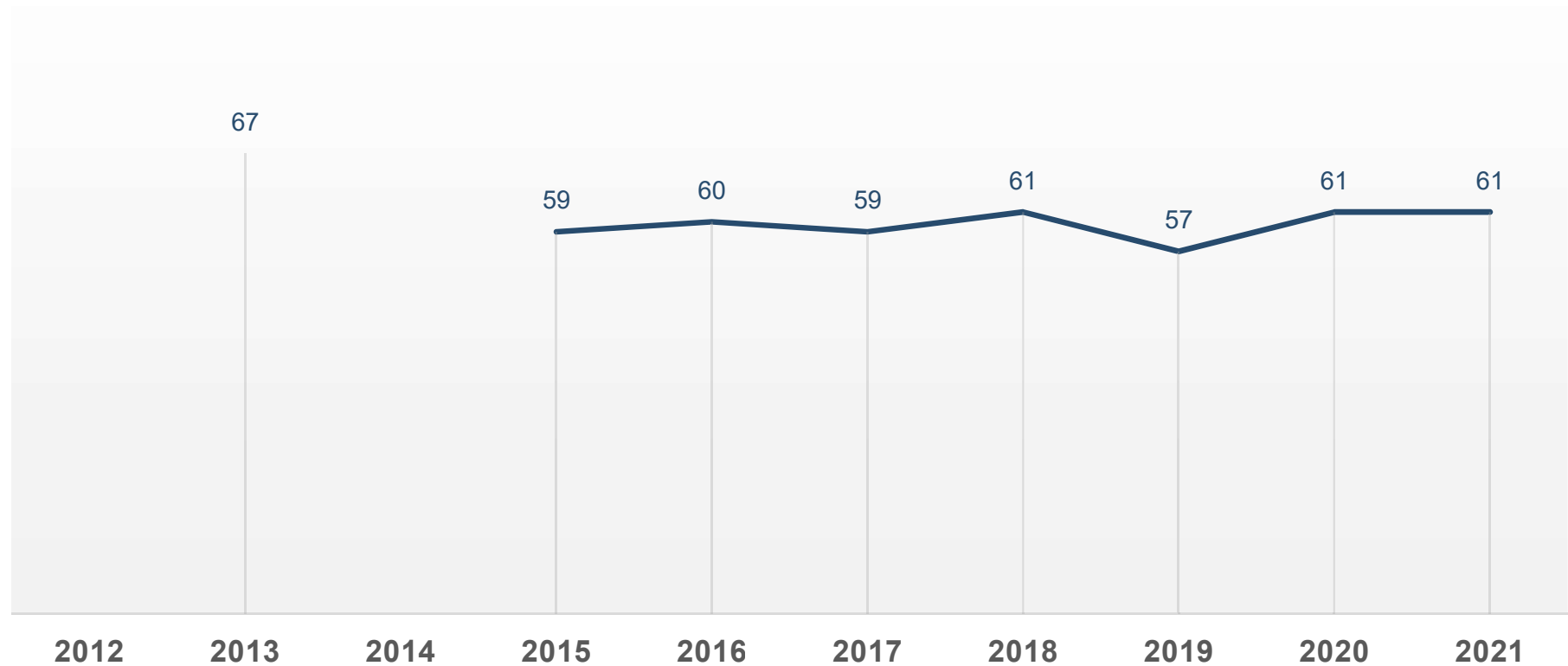
Ratings of customer service are now at their highest point to date having recovered strongly over time since the ratings dip of 2018.

- Council's customer service performance is rated significantly higher than the State-wide and Small Rural group averages (70 and 69 respectively).
- Despite having the least amount of contact with Council over the past year, older residents aged 65 years and over are the most complimentary of customer service (index score of 85, significantly higher than the Council average).
- Conversely, younger residents aged 18 to 34 years, who also had one of the lowest rates of contact, are the least satisfied with customer service (index score of 69, significantly lower than the Council average).



Contact with council

2021 contact with council (%)
Have had contact

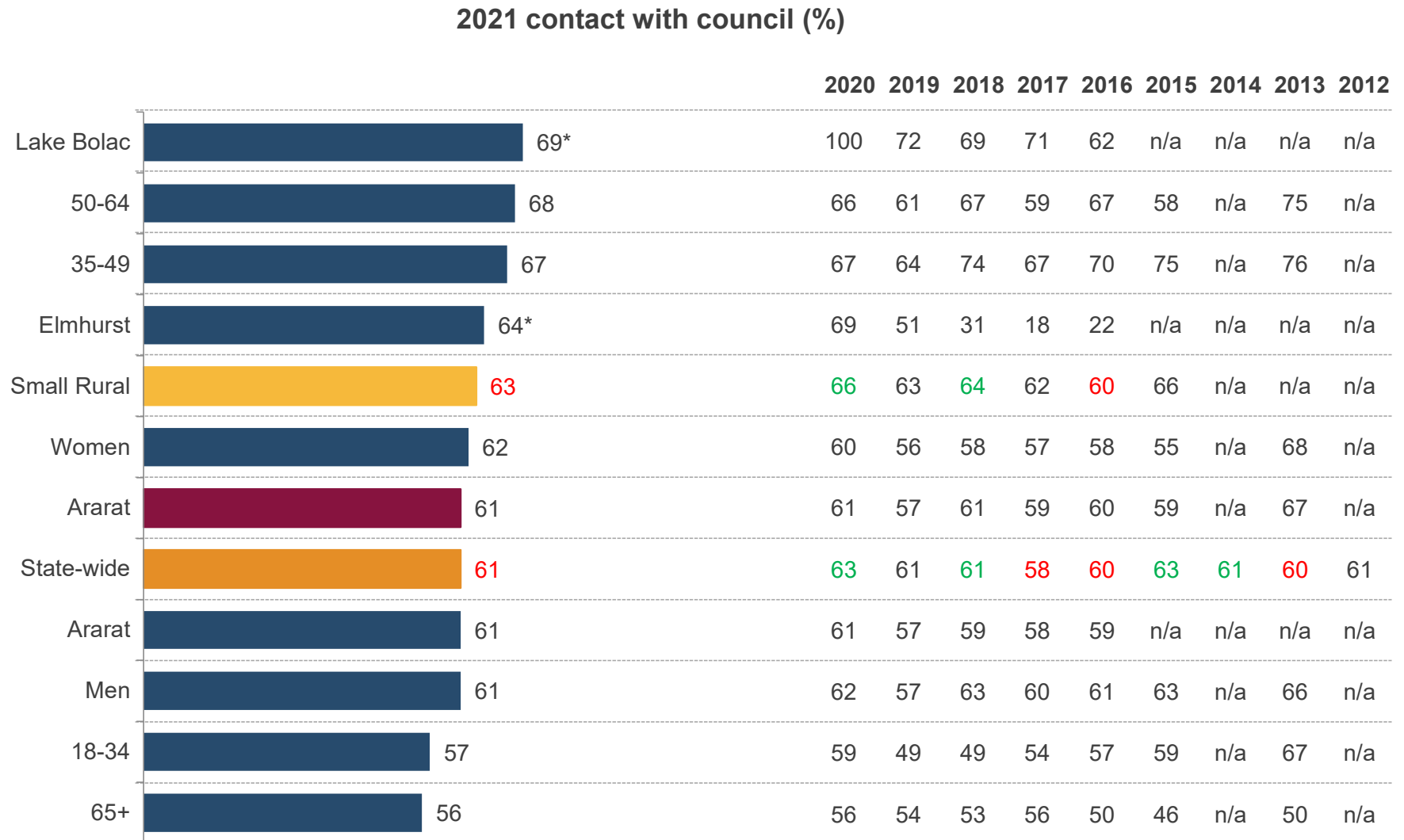


Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15



Contact with council



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: 39 Councils asked group: 15

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

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	88*	55	77	12	100	75	n/a	n/a	n/a	n/a
65+	85▲	73	74	56	64	67	71	n/a	74	n/a
Women	80	68	70	61	64	73	75	n/a	75	n/a
Lake Bolac	78*	32	56	38	61	64	n/a	n/a	n/a	n/a
Ararat	77	70	69	56	62	67	70	n/a	71	n/a
35-49	77	61	63	44	53	69	67	n/a	72	n/a
Ararat	76	71	70	59	63	68	n/a	n/a	n/a	n/a
Men	74	71	69	51	61	62	65	n/a	66	n/a
50-64	73	67	69	63	67	69	74	n/a	70	n/a
State-wide	70▼	70	71	70	69	69	70	72	71	71
Small Rural	69▼	70	70	69	69	69	70	n/a	n/a	n/a
18-34	69▼	78	71	63	68	62	66	n/a	67	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: 66 Councils asked group: 19

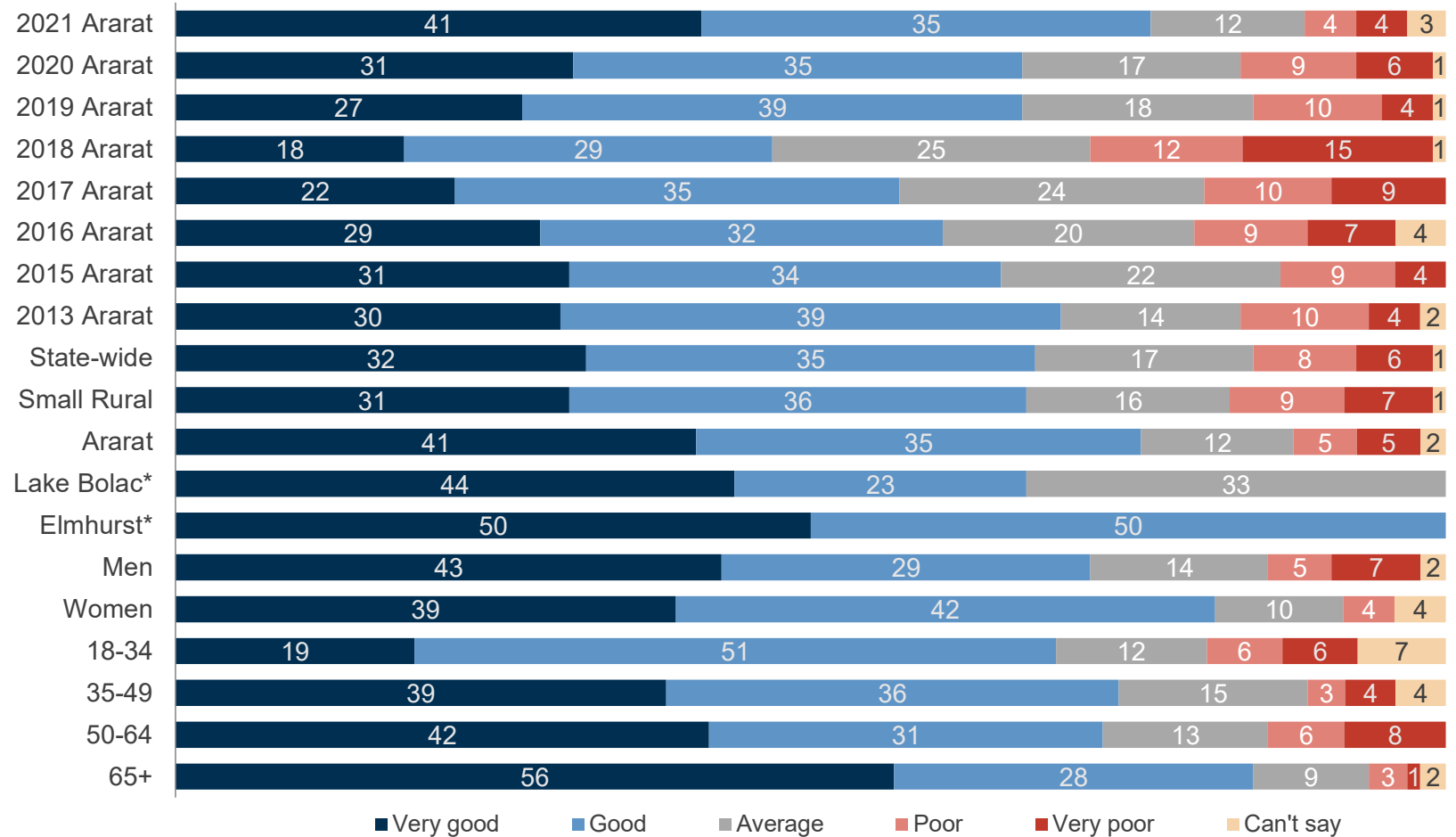
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 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: 66 Councils asked group: 19

*Caution: small sample size < n=30



Communication

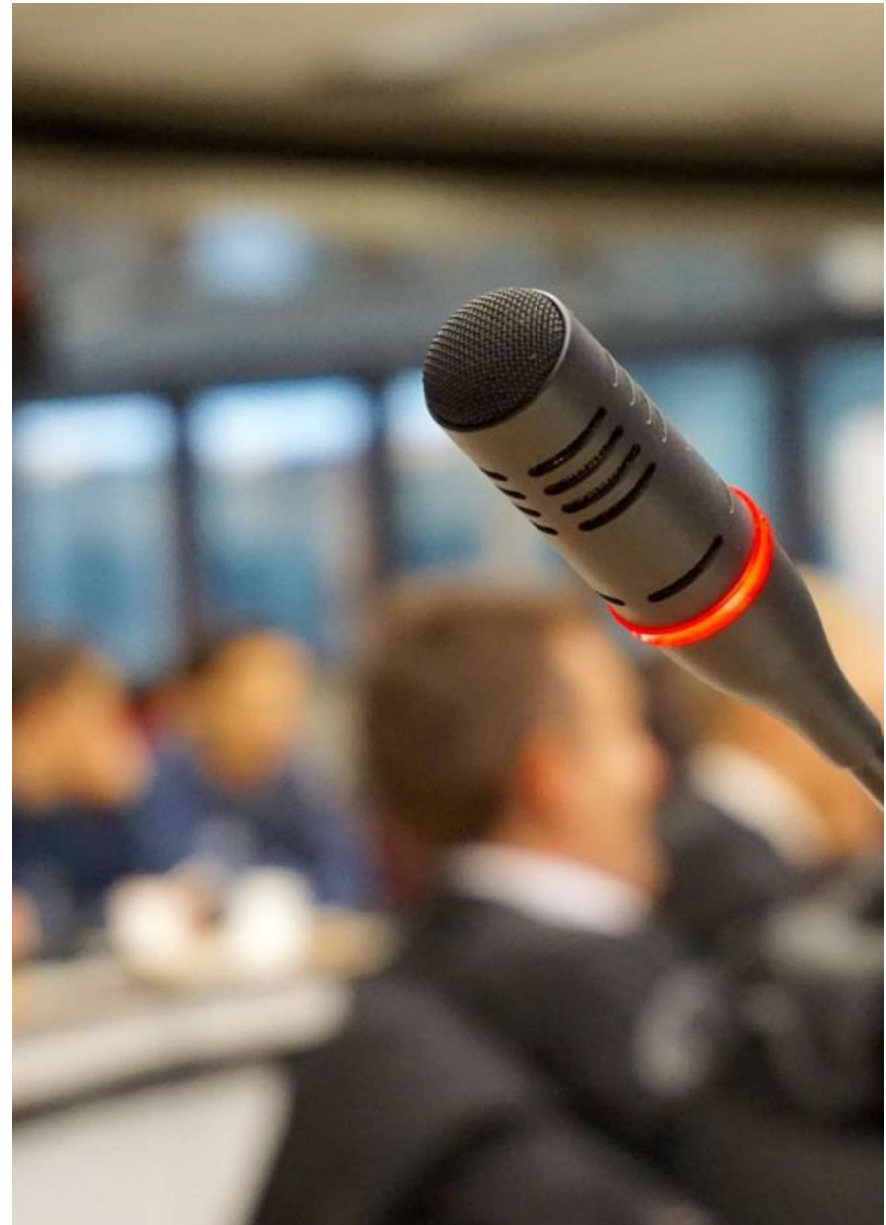


Communication

The preferred form of communication from Council remains newsletter sent via mail (24%, down two points).

A Council newsletter via email (18%, unchanged) is now the second most preferred form of communication, having overtaken a desire for social media communication, which has dropped four percentage points to 17%.

- Despite being the best communication means for residents aged under 50 years (34%), preference for social media communication has dropped four percentage points among this cohort too. A leaning toward Council newsletter via email is on the rise (up four percentage points to 21%), though still clearly second to social media.
- Preference for a Council newsletter via email has dropped six points to 27% among residents aged 50 years and over, but it is still the leading preference for communications. Second is a newsletter via mail (21%, unchanged), whilst preference for advertising or a newsletter in a local newspaper is on the rise (at 20% each, up four and five percentage points each respectively).





Best form of communication

2021 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: 35 Councils asked group: 10



Best form of communication: under 50s

2021 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: 35 Councils asked group: 10



Best form of communication: over 50s

2021 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: 35 Councils asked group: 10



Council direction



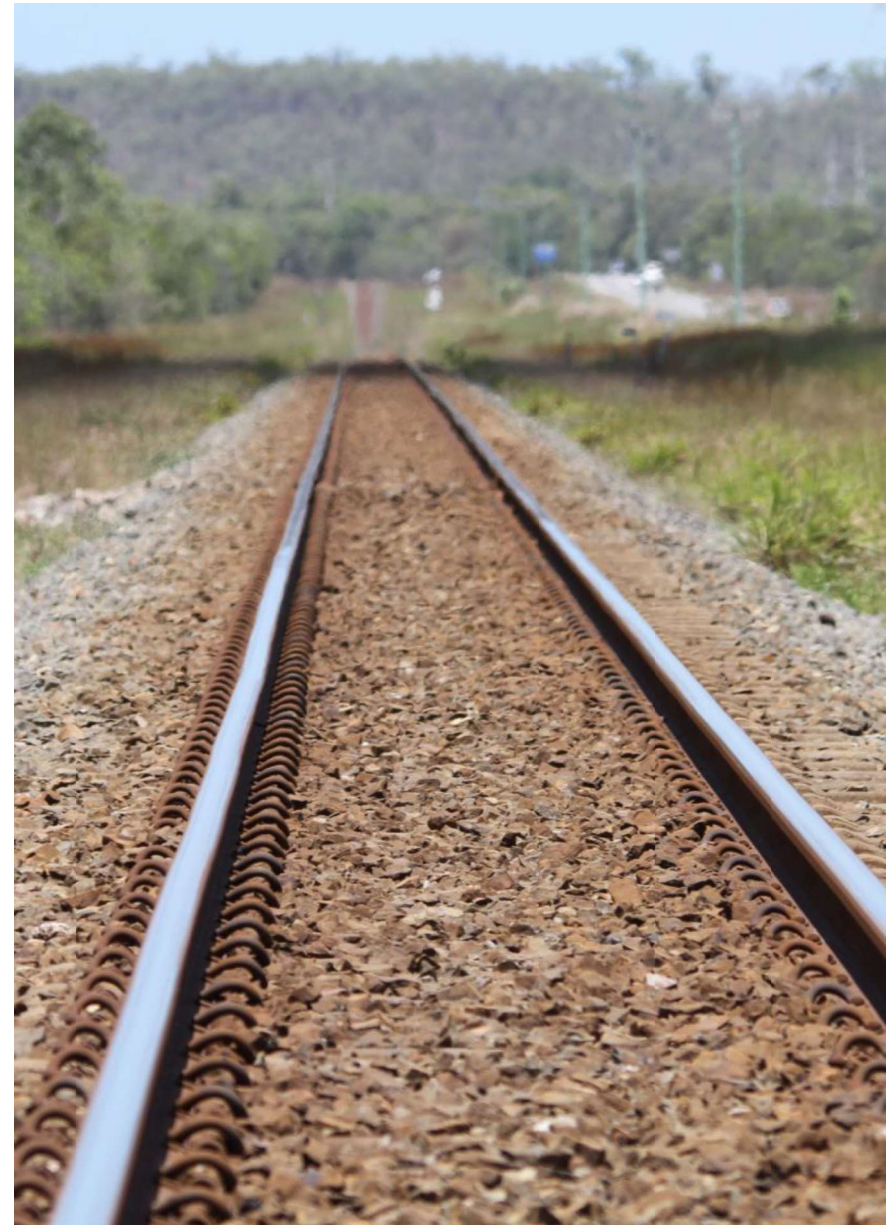
Council direction

Over the last 12 months, 46% believe Council has headed in the same direction in overall performance, down four points on 2020.

- Positively, 38% believe the direction has improved (up two points on 2020) in the last 12 months and only 10% believe it has deteriorated, equal points on 2020.
- The most satisfied with council direction are older residents aged 65 years and over. Their satisfaction with Council direction has improved significantly over the past year and is also significantly higher compared to the Council average.
- The least satisfied with council direction are younger residents aged 18 to 34 years.

Most residents believe there is room for improvement in Council's overall performance – 51% of residents believe there is 'a lot' of room for improvement, a further 42% think there is 'a little' room for improvement.

That said, 78% of residents believe Council is generally heading in the 'right' direction compared to only 14% who think Council is heading in the 'wrong' direction.





Overall council direction last 12 months

2021 overall council direction (index scores)

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

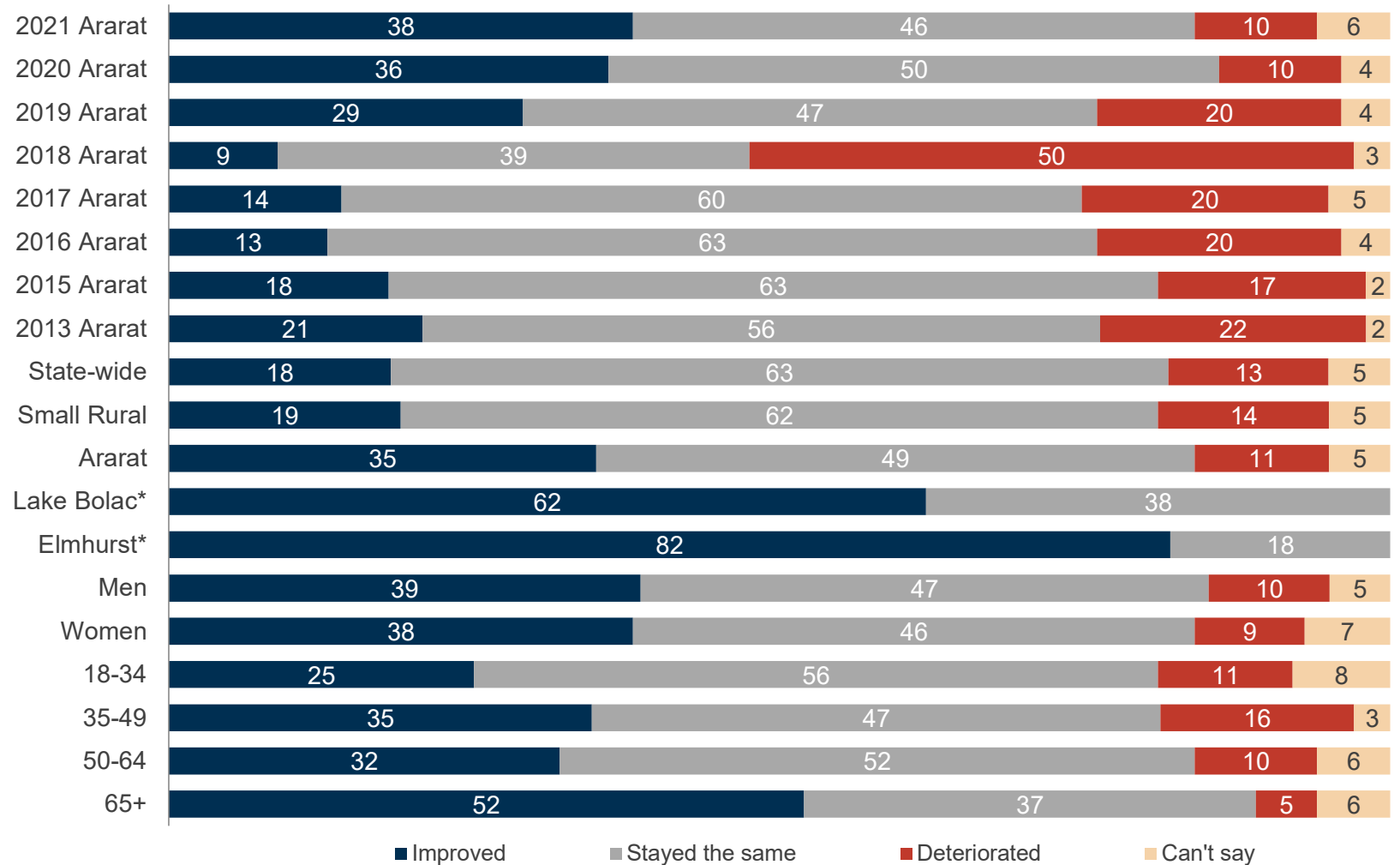
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2021 overall council direction (%)



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

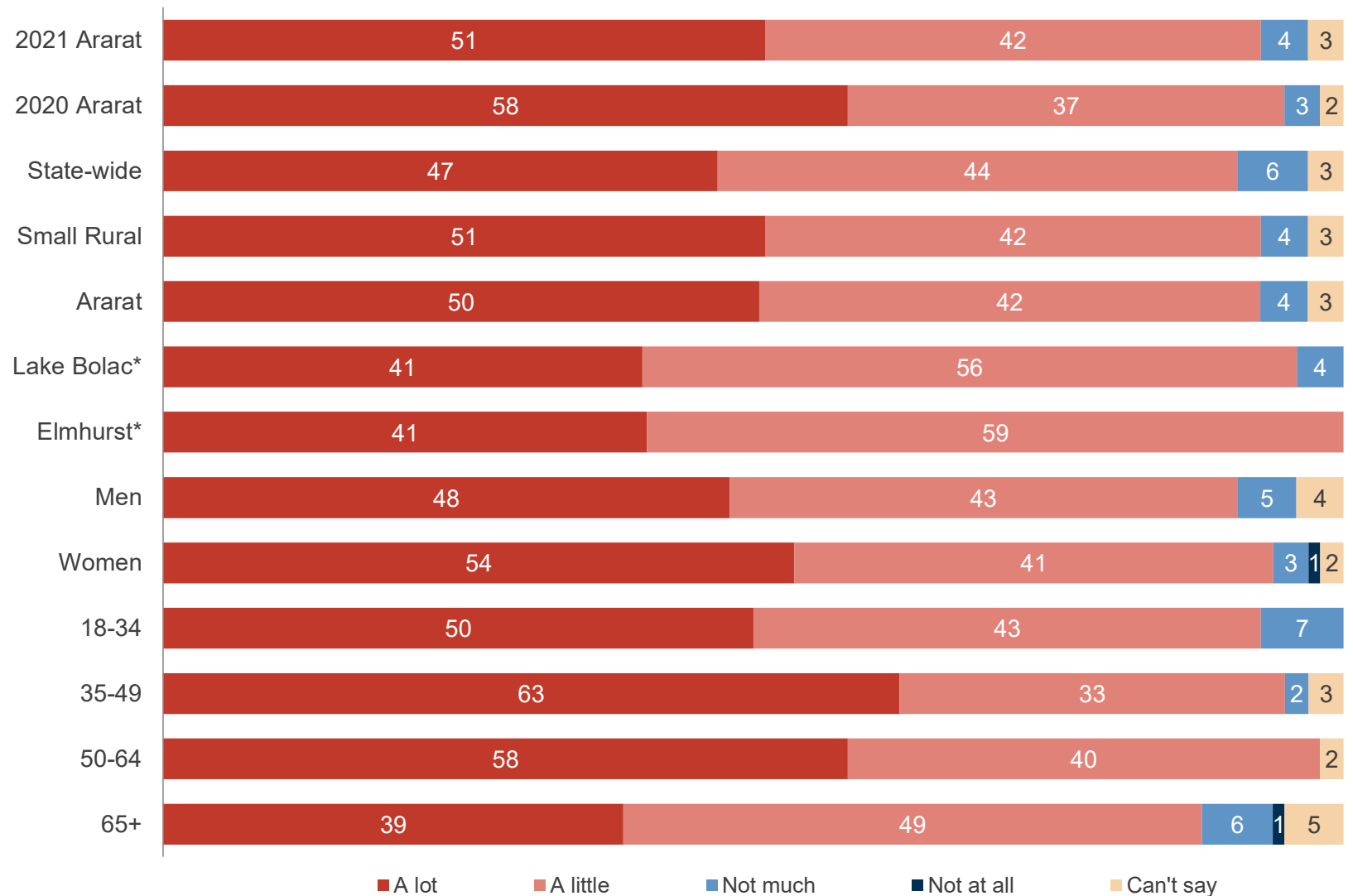
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

*Caution: small sample size < n=30



Room for improvement in services

2021 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?

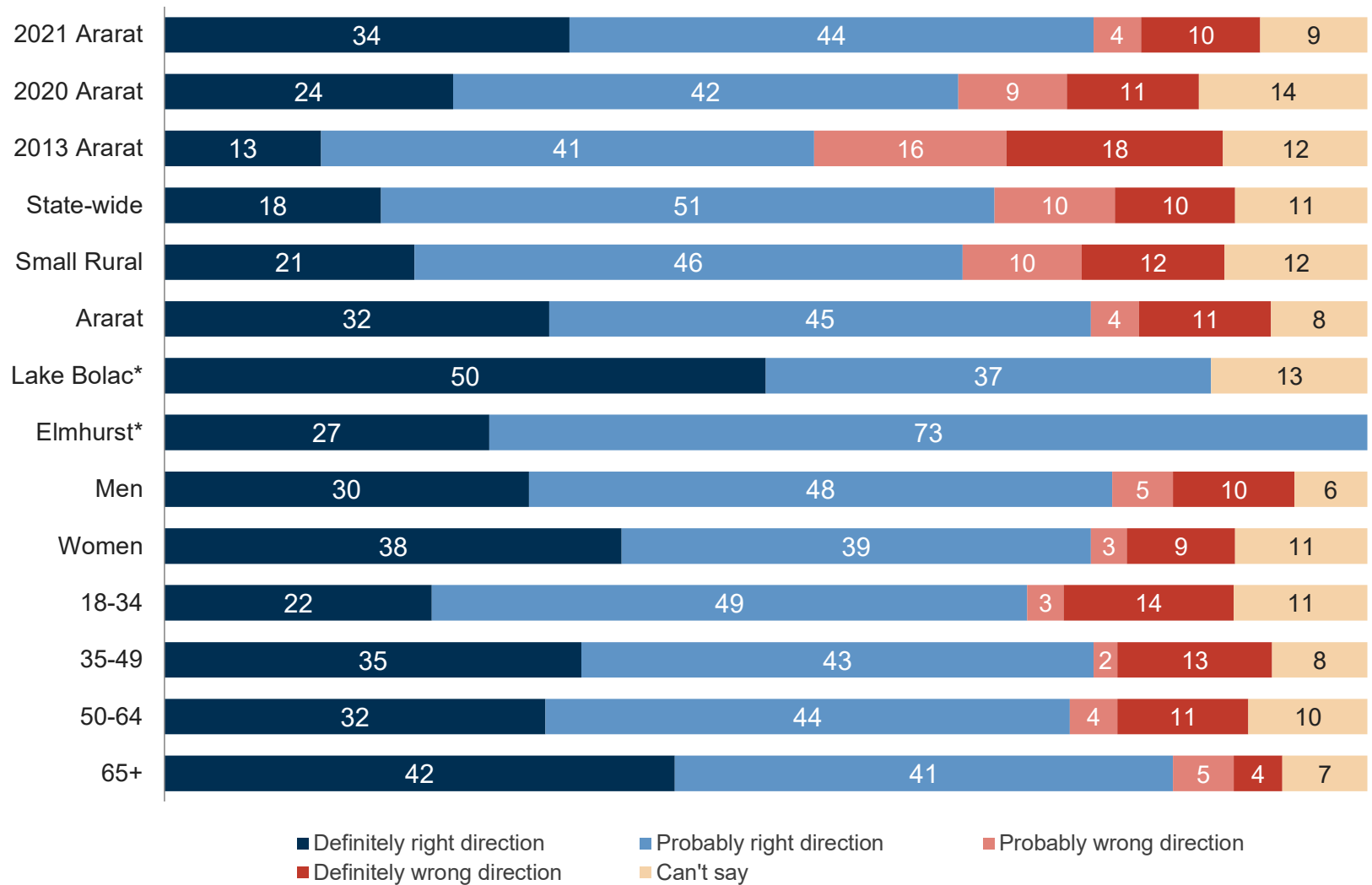
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 1

*Caution: small sample size < n=30



Right / wrong direction

2021 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: 3

*Caution: small sample size < n=30

A large, dark blue, stylized letter 'W' that serves as a background element. It is filled with a glowing, intricate network pattern of white and light blue lines, resembling a fiber-optic or neural network structure.

Individual service areas



Community consultation and engagement importance



2021 consultation and engagement importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	80*	77	93	62	81	85	n/a	n/a	n/a	n/a
Women	79▲	77	79	77	78	77	80	n/a	77	n/a
50-64	78	80	82	77	78	79	78	n/a	77	n/a
Small Rural	77	76	76	74	75	77	76	n/a	n/a	n/a
State-wide	75	74	74	74	74	75	74	74	73	73
Ararat	75	74	78	74	74	75	78	n/a	75	n/a
Ararat	75	74	78	74	76	75	n/a	n/a	n/a	n/a
65+	74	75	77	72	73	73	71	n/a	75	n/a
35-49	74	74	80	79	78	77	76	n/a	70	n/a
18-34	73	67	74	66	67	70	87	n/a	77	n/a
Men	71▼	71	78	71	71	72	75	n/a	73	n/a
Lake Bolac	70*	84	66	78	66	73	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: 29 Councils asked group: 6

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

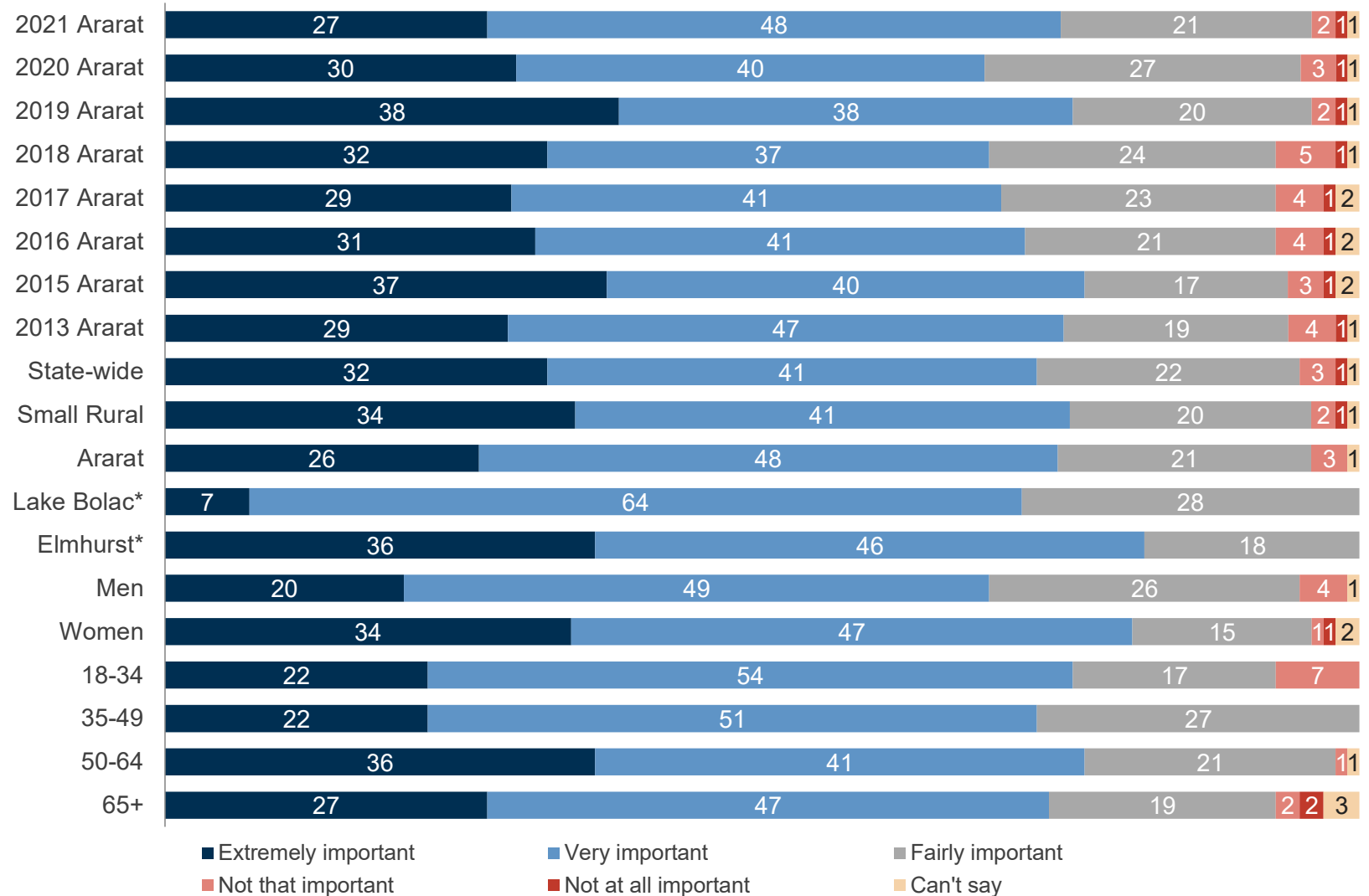
*Caution: small sample size < n=30



Community consultation and engagement importance



2021 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: 29 Councils asked group: 6

*Caution: small sample size < n=30



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

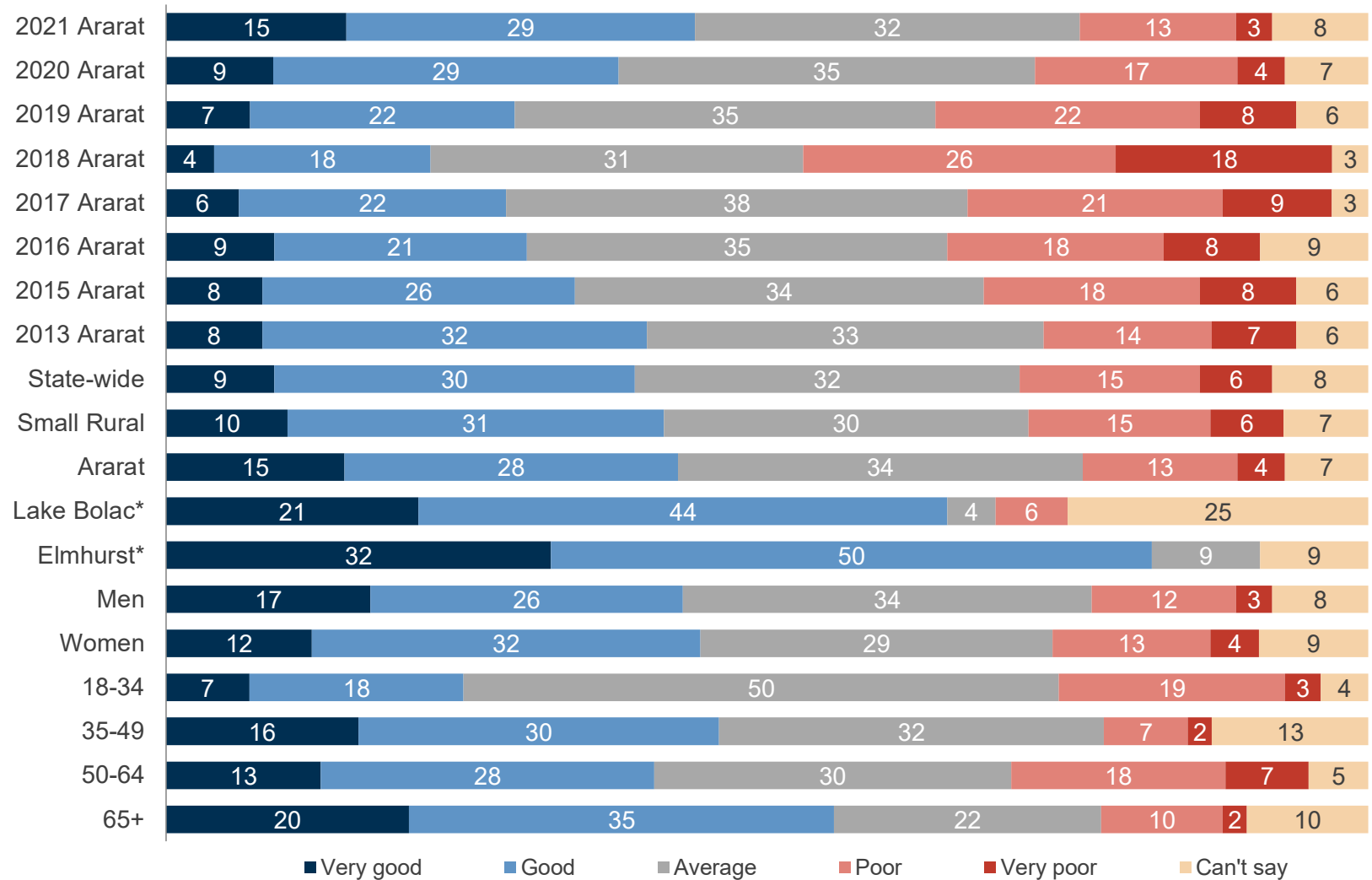
*Caution: small sample size < n=30



Community consultation and engagement performance



2021 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: 66 Councils asked group: 19

*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2021 lobbying importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

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

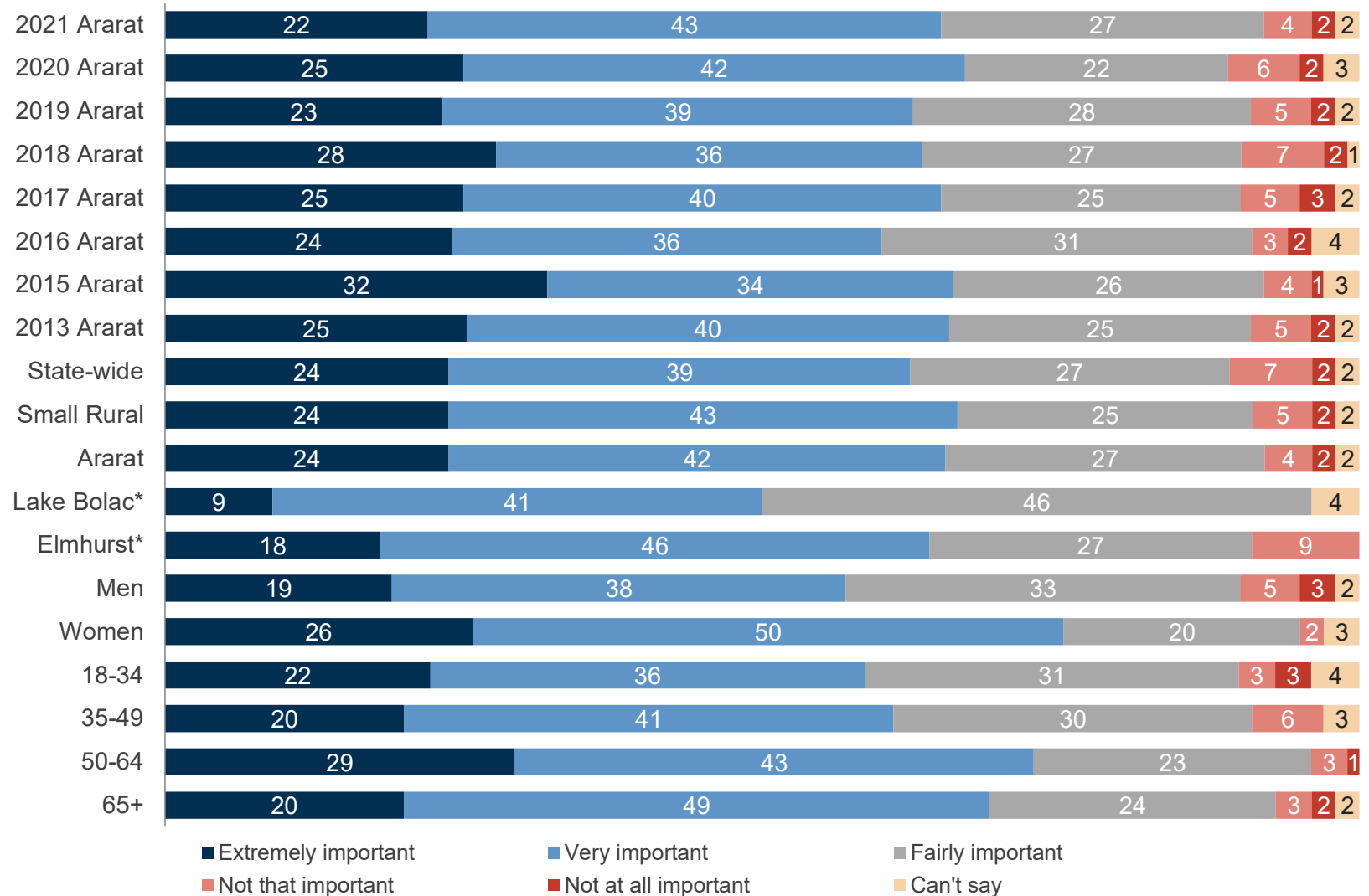
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2021 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: 25 Councils asked group: 4

*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	75*▲	58	48	40	51	69	n/a	n/a	n/a	n/a
65+	70▲	57	51	52	54	56	60	n/a	57	n/a
Men	65	56	50	42	52	52	57	n/a	57	n/a
Lake Bolac	64*	n/a	42	24	46	51	n/a	n/a	n/a	n/a
Ararat	63	56	50	44	53	54	56	n/a	55	n/a
Ararat	63	56	52	48	54	55	n/a	n/a	n/a	n/a
50-64	62	54	53	45	53	55	56	n/a	52	n/a
35-49	61	54	44	34	49	50	54	n/a	52	n/a
Women	61	56	51	47	53	56	54	n/a	52	n/a
Small Rural	55▼	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	55▼	53	54	54	54	53	55	56	55	55
18-34	54▼	56	53	46	54	55	52	n/a	58	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: 51 Councils asked group: 13

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

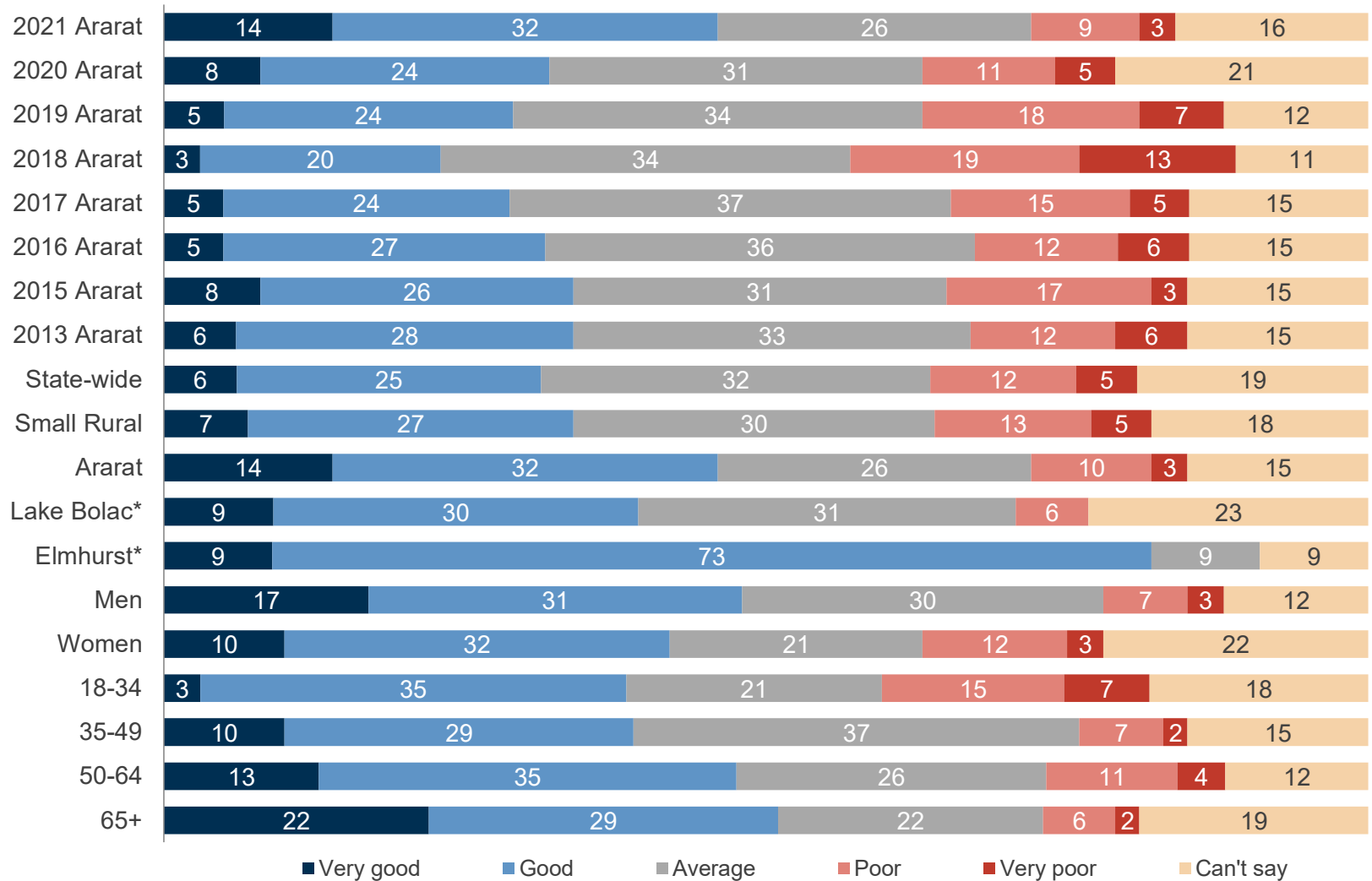
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2021 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: 51 Councils asked group: 13

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2021 community decisions made importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

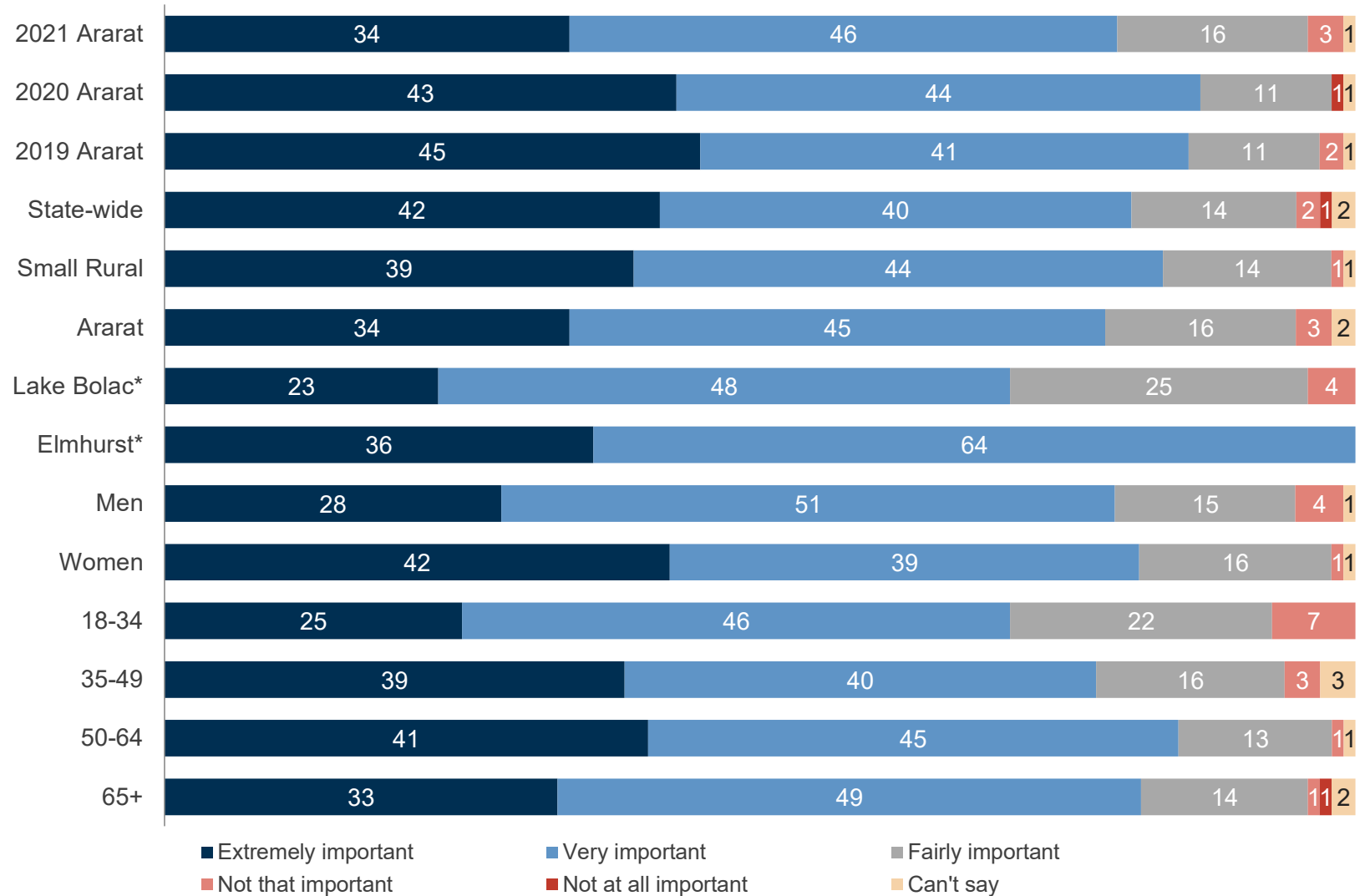
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2021 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: 24 Councils asked group: 4

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	79*▲	32	21	17	48	39	n/a	n/a	n/a	n/a
Elmhurst	75*▲	52	59	36	50	51	n/a	n/a	n/a	n/a
65+	71▲	59	50	38	52	50	52	n/a	n/a	n/a
Men	64	56	45	28	48	44	48	n/a	n/a	n/a
Ararat	63	57	46	33	50	48	49	n/a	n/a	n/a
Women	63	58	48	39	51	53	49	n/a	n/a	n/a
Ararat	62	57	48	36	50	49	n/a	n/a	n/a	n/a
35-49	62	52	41	22	48	45	47	n/a	n/a	n/a
50-64	60	58	47	39	48	51	48	n/a	n/a	n/a
Small Rural	56▼	53	55	52	55	53	56	n/a	n/a	n/a
18-34	56▼	57	47	33	50	46	46	n/a	n/a	n/a
State-wide	56▼	53	55	54	54	54	55	57	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: 66 Councils asked group: 19

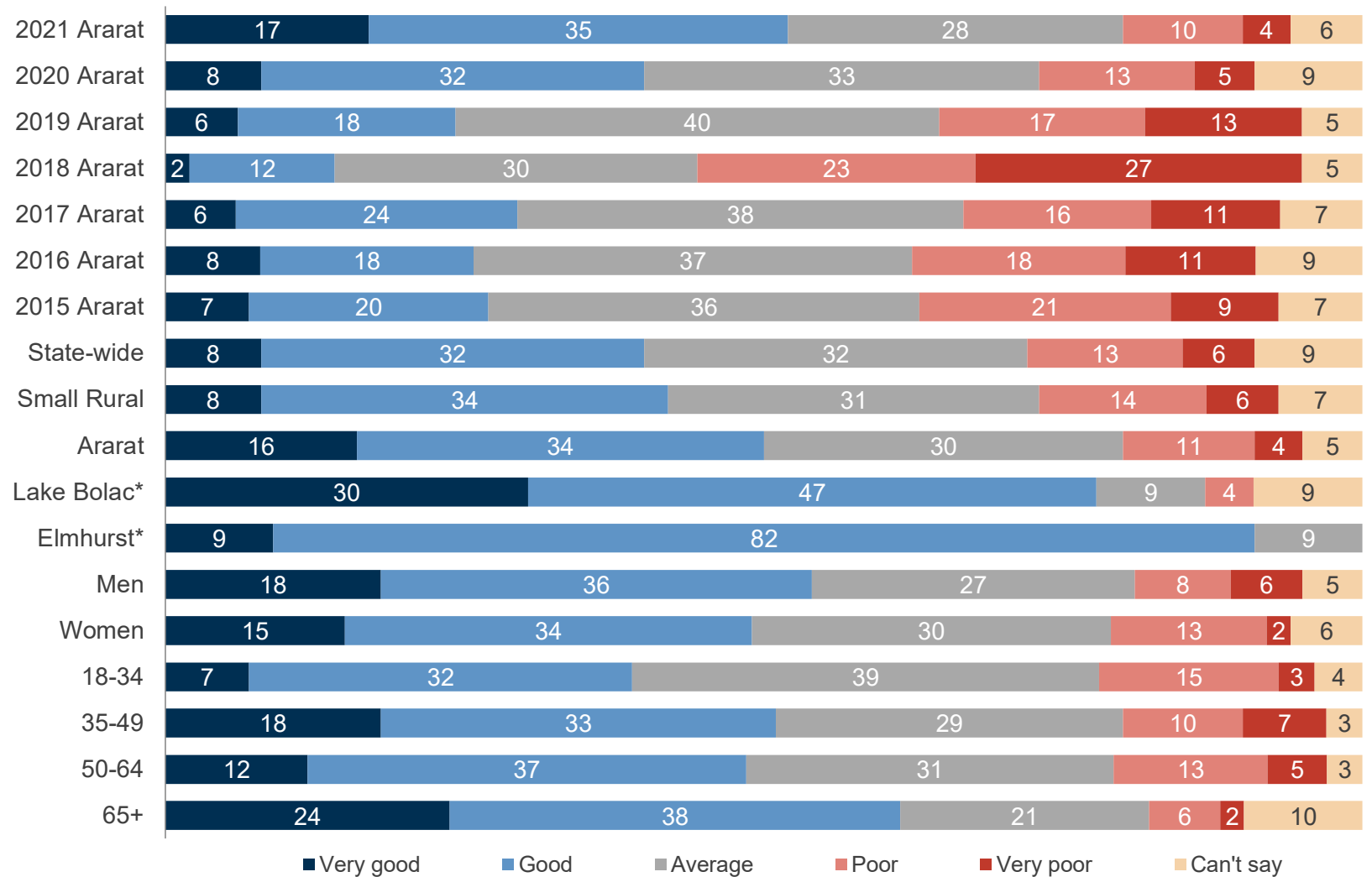
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2021 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: 66 Councils asked group: 19

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	84	82	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	79	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	81	83	82	84	81	n/a	78	n/a	n/a	n/a
Men	81	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	80*	75	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	80	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	80	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	80*	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	79	80	78	78	76	77	n/a	n/a
50-64	78	87	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	81	76	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: 24 Councils asked group: 4

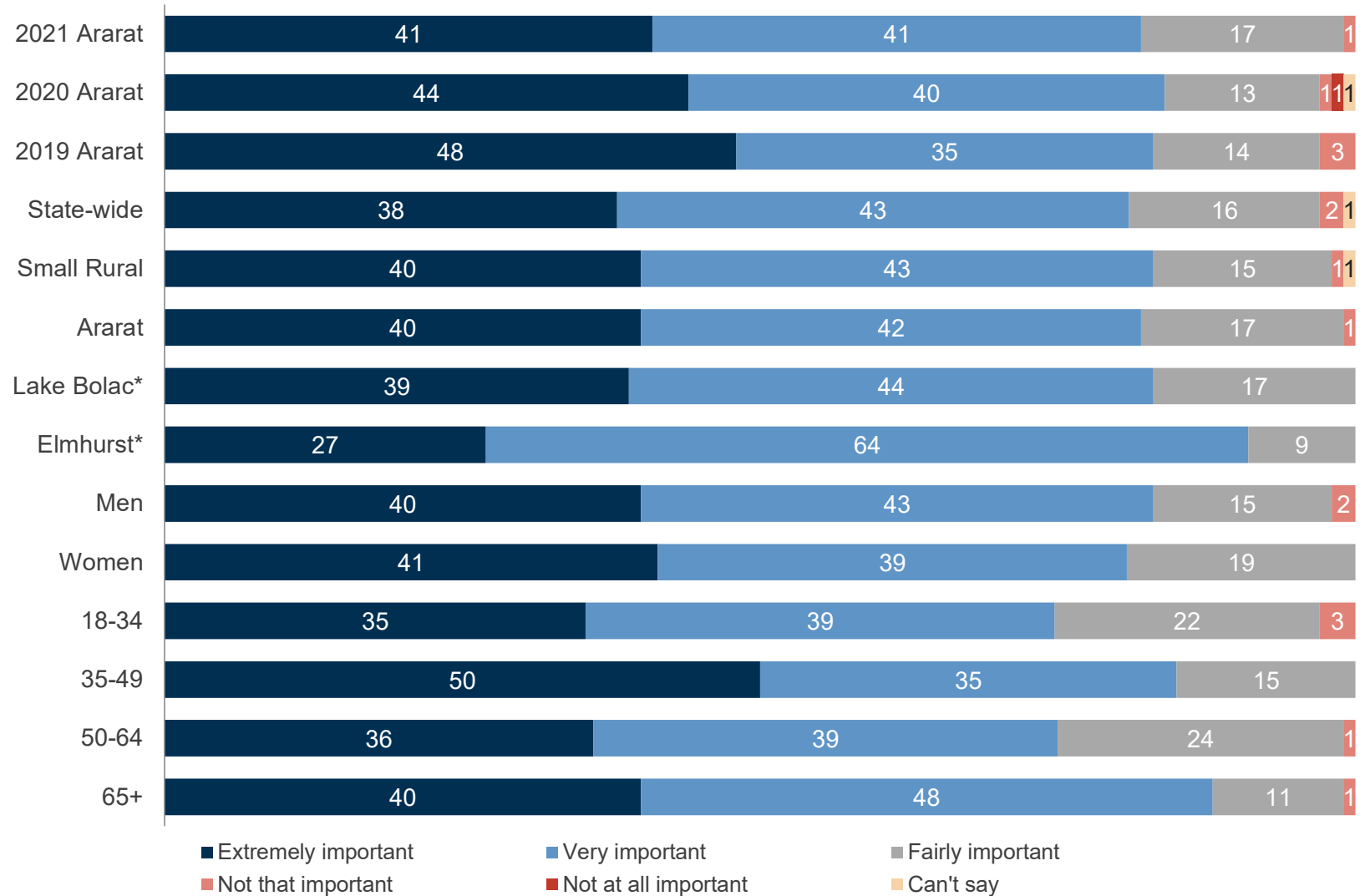
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2021 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: 24 Councils asked group: 4

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

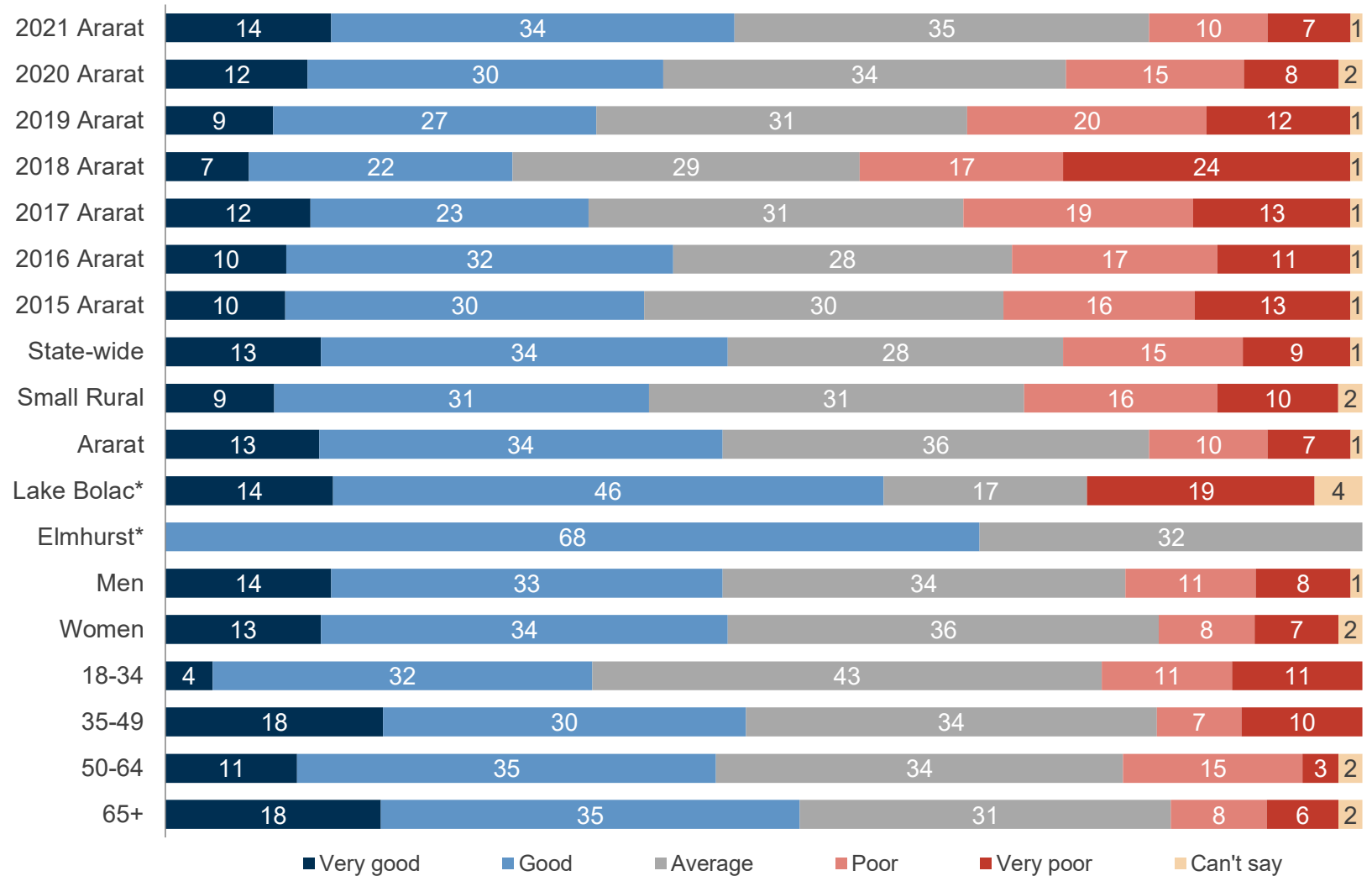
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2021 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: 66 Councils asked group: 19

*Caution: small sample size < n=30



Informing the community importance



2021 informing community importance (index scores)

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

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

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

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

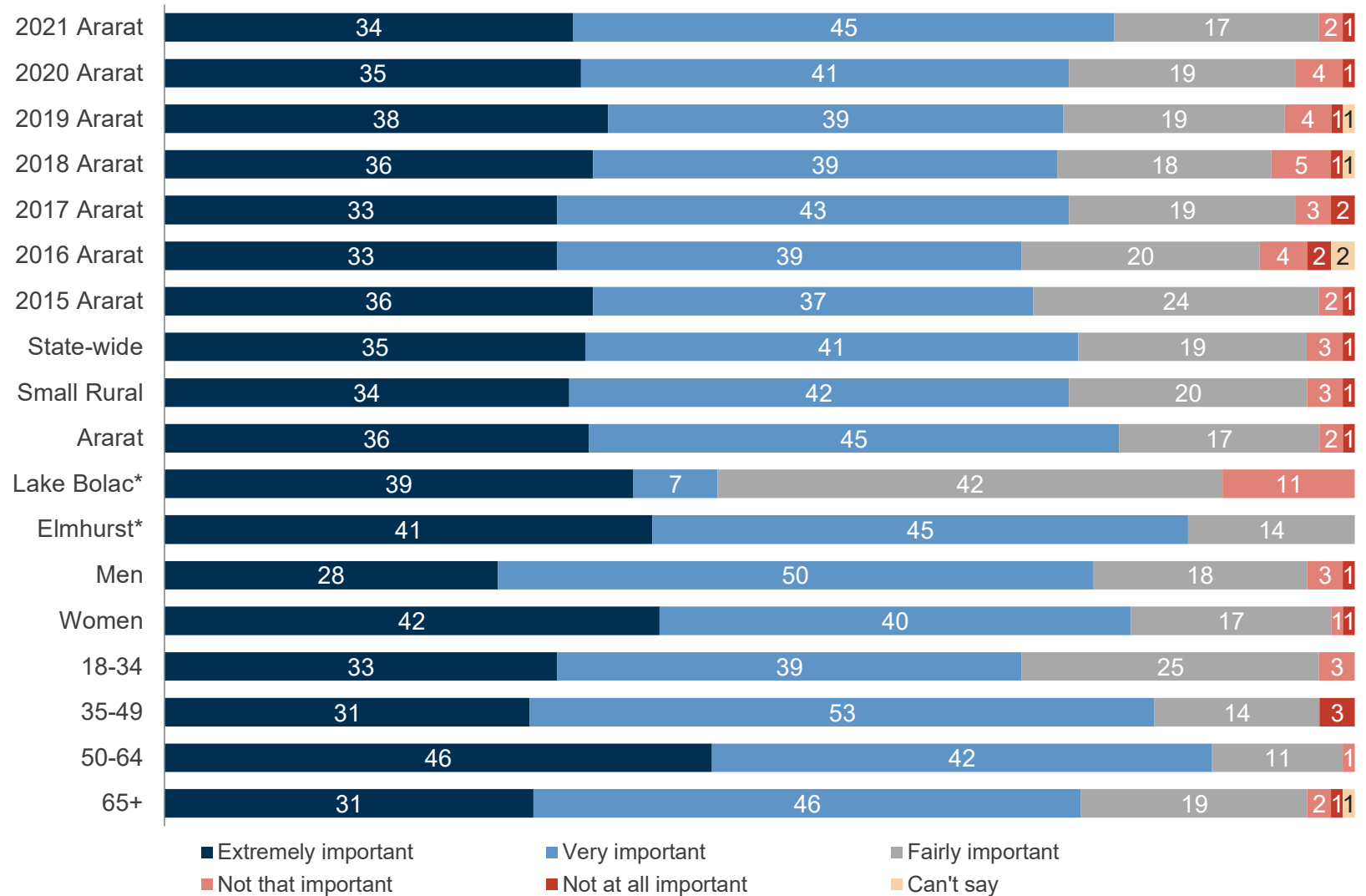
*Caution: small sample size < n=30



Informing the community importance



2021 informing community importance (%)



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

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

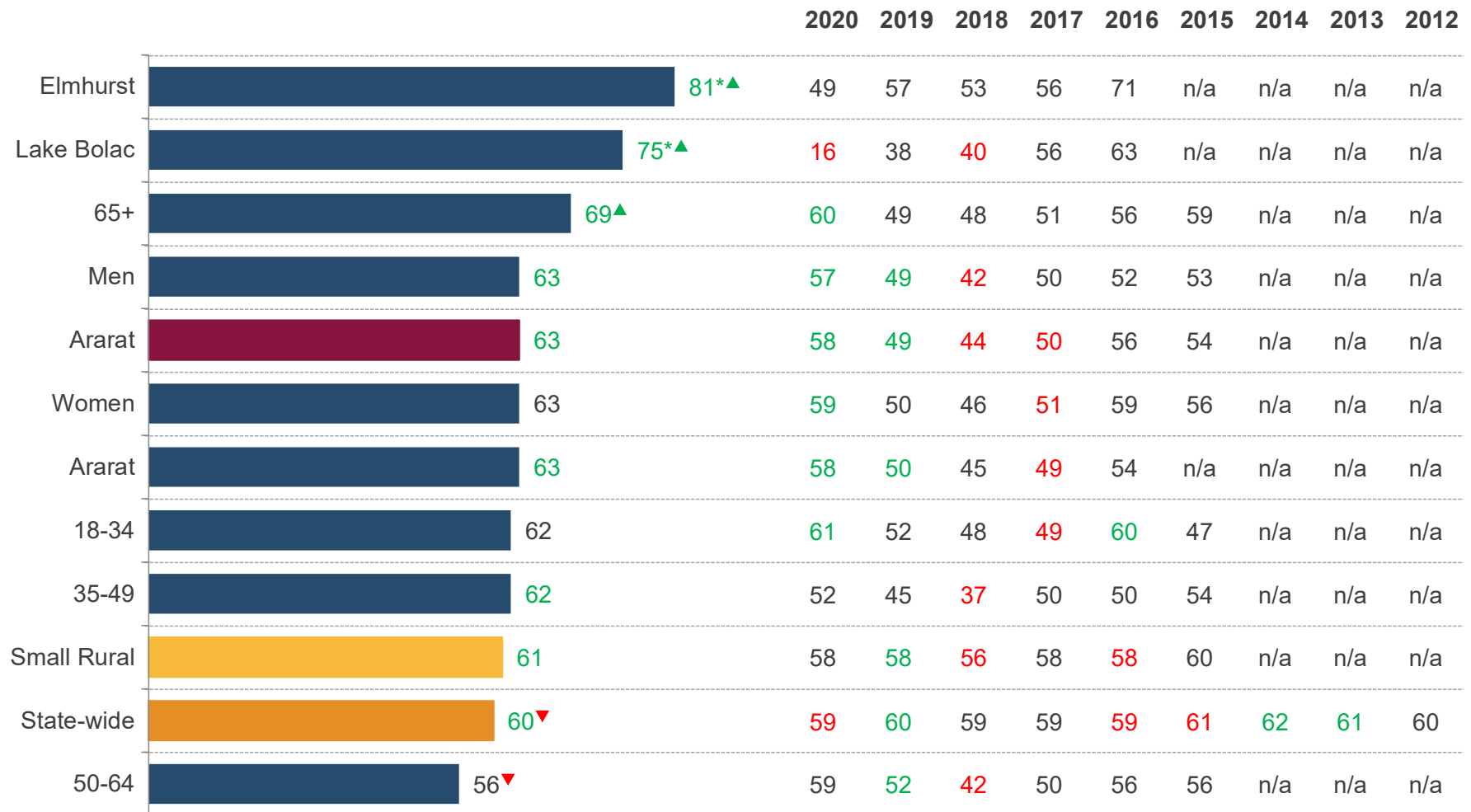
*Caution: small sample size < n=30



Informing the community performance



2021 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' 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.

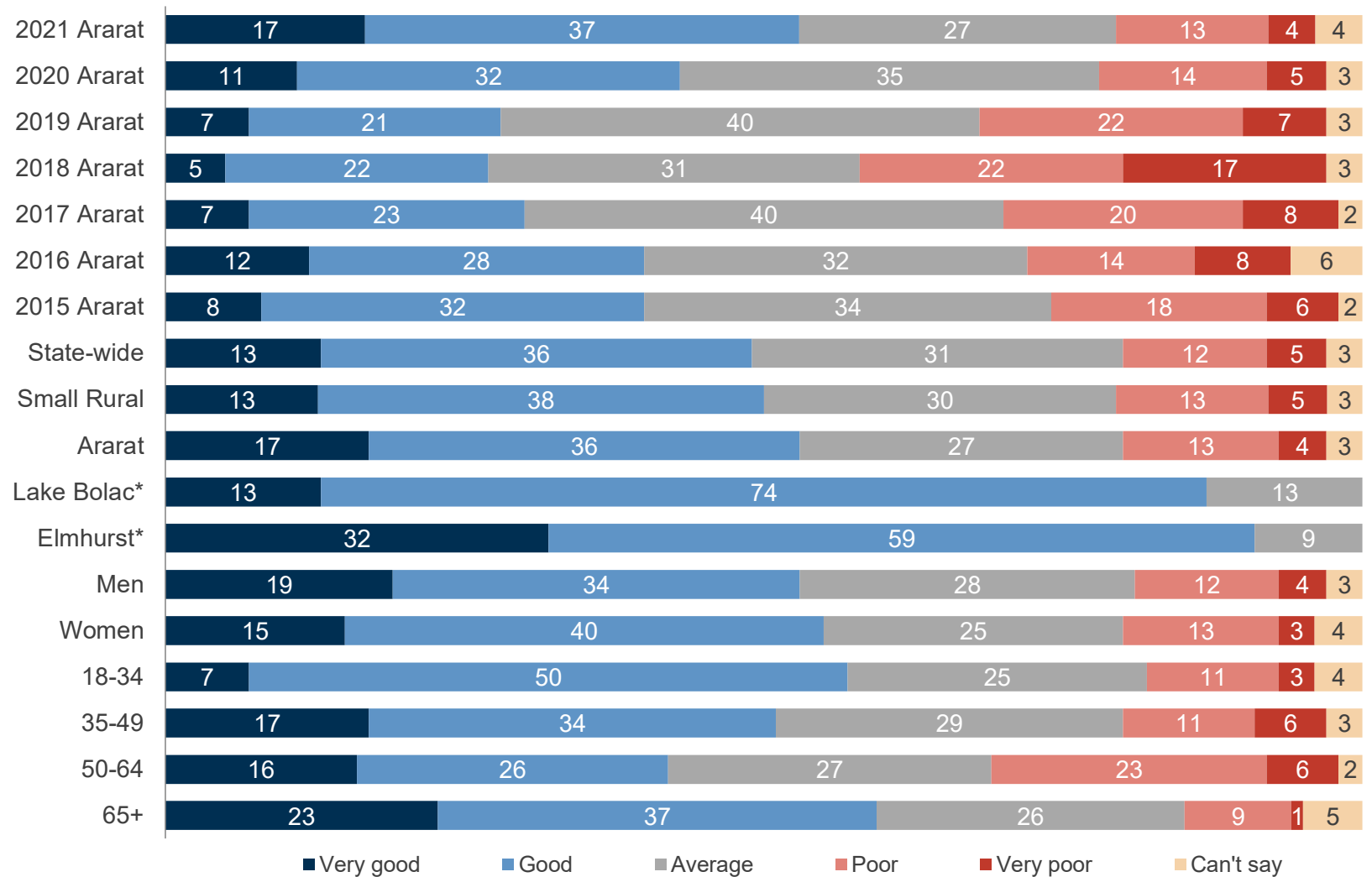
*Caution: small sample size < n=30



Informing the community performance



2021 informing community performance (%)



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

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

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

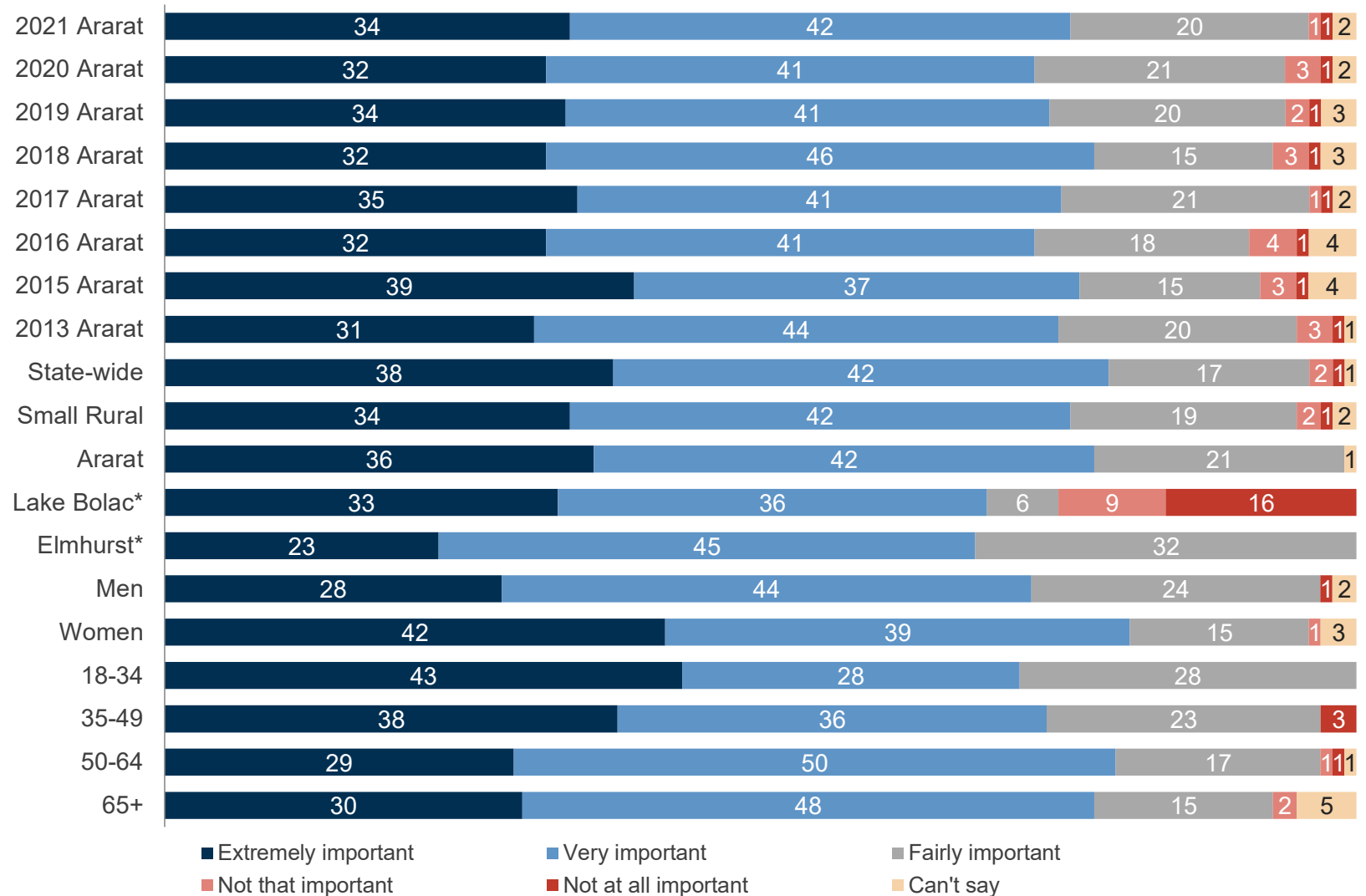
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2021 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: 25 Councils asked group: 5

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	66	62	55	51	55	60	60	n/a	59	n/a
65+	64	61	56	57	58	61	60	n/a	59	n/a
Elmhurst	63*	50	56	34	36	46	n/a	n/a	n/a	n/a
Ararat	62	62	55	56	57	59	n/a	n/a	n/a	n/a
Ararat	62	62	55	53	55	59	58	n/a	58	n/a
50-64	62	62	54	57	55	60	60	n/a	52	n/a
18-34	60	64	57	49	53	55	56	n/a	61	n/a
35-49	60	60	50	50	53	61	55	n/a	61	n/a
State-wide	59▼	58	59	58	57	57	58	58	58	57
Small Rural	58▼	57	57	57	57	58	59	n/a	n/a	n/a
Women	57▼	61	54	56	55	59	56	n/a	56	n/a
Lake Bolac	51*	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: 32 Councils asked group: 7

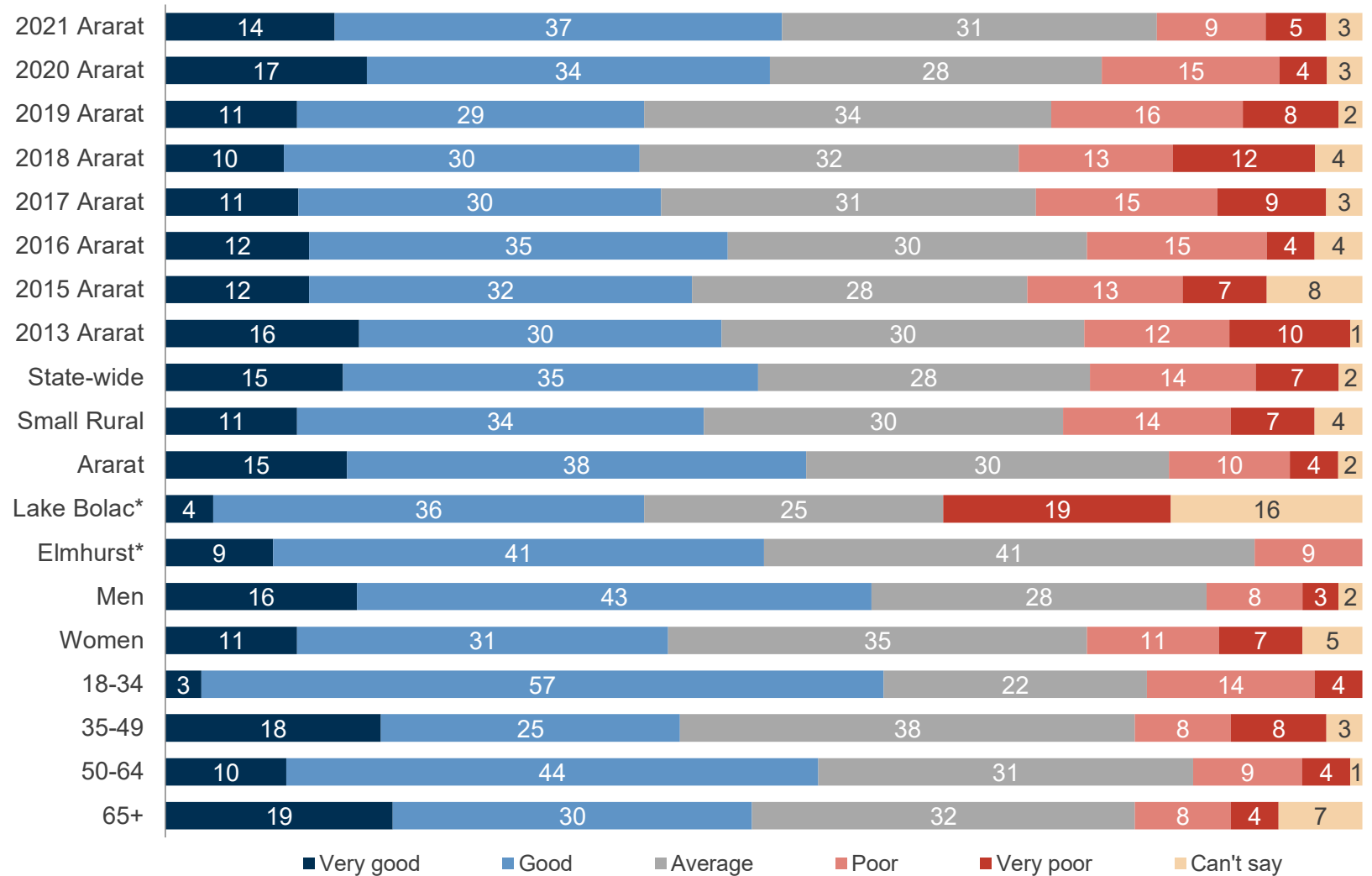
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2021 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: 32 Councils asked group: 7

*Caution: small sample size < n=30



Elderly support services importance



2021 elderly support importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	90*	80	78	52	85	85	n/a	n/a	n/a	n/a
Women	87▲	85	83	84	85	82	86	n/a	82	n/a
50-64	84	82	87	82	85	82	81	n/a	83	n/a
Lake Bolac	83*	59	66	74	77	78	n/a	n/a	n/a	n/a
Small Rural	83	81	80	80	79	79	80	n/a	n/a	n/a
18-34	82	76	76	78	74	77	80	n/a	79	n/a
Ararat	82	80	80	81	80	80	n/a	n/a	n/a	n/a
65+	82	81	80	79	78	78	78	n/a	79	n/a
Ararat	82	79	79	80	79	79	80	n/a	80	n/a
State-wide	82	80	80	79	78	78	79	79	79	80
35-49	80	78	74	80	79	80	81	n/a	79	n/a
Men	78▼	75	76	76	74	76	74	n/a	78	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: 6

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

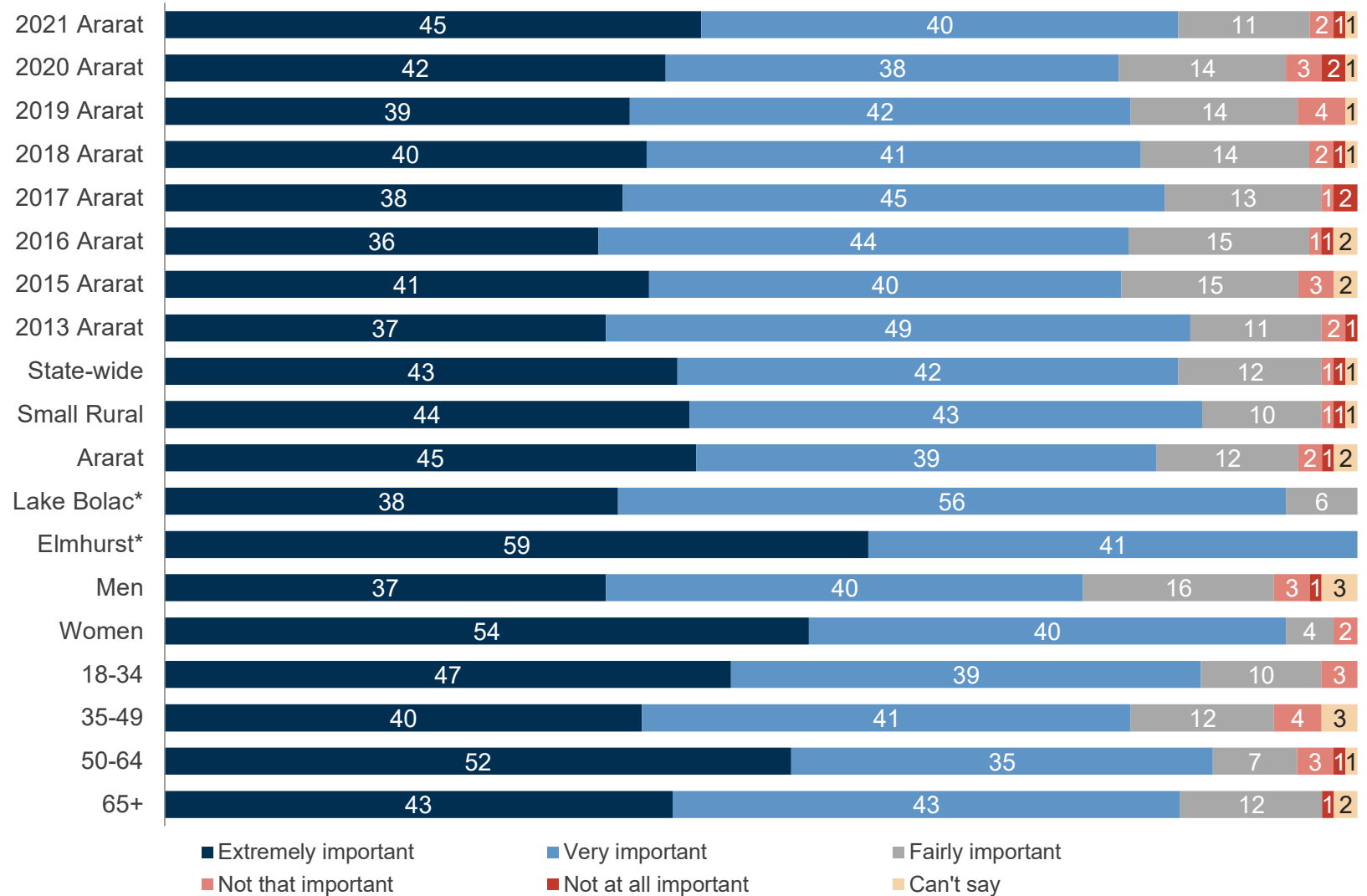
*Caution: small sample size < n=30



Elderly support services importance



2021 elderly support importance (%)



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: 6

*Caution: small sample size < n=30



Elderly support services performance



2021 elderly support performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	81*	67	63	62	57	76	n/a	n/a	n/a	n/a
65+	78▲	73	67	69	72	70	73	n/a	76	n/a
Lake Bolac	74*	n/a	65	51	62	65	n/a	n/a	n/a	n/a
Small Rural	72	71	71	69	71	70	72	n/a	n/a	n/a
Ararat	72	69	66	65	68	68	n/a	n/a	n/a	n/a
Women	72	65	66	67	68	70	67	n/a	67	n/a
Ararat	72	68	65	64	67	68	67	n/a	70	n/a
Men	72	71	65	62	66	67	67	n/a	72	n/a
50-64	70	70	67	65	66	68	67	n/a	66	n/a
State-wide	69▼	68	68	68	68	68	69	70	69	69
35-49	68	63	61	61	62	68	64	n/a	70	n/a
18-34	66▼	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: 32 Councils asked group: 11

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

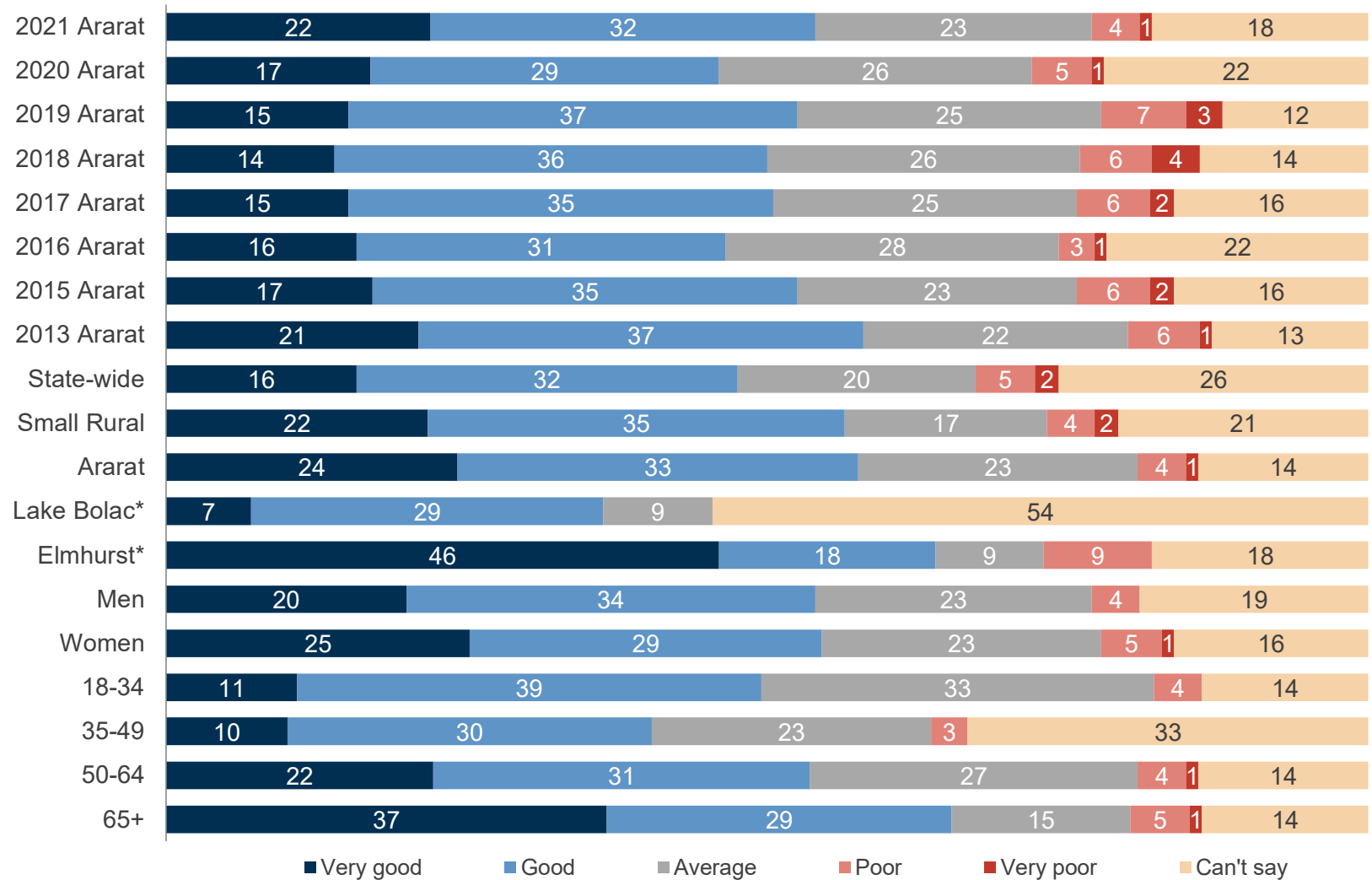
*Caution: small sample size < n=30



Elderly support services performance



2021 elderly support performance (%)



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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

*Caution: small sample size < n=30



Recreational facilities importance



2021 recreational facilities importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8

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

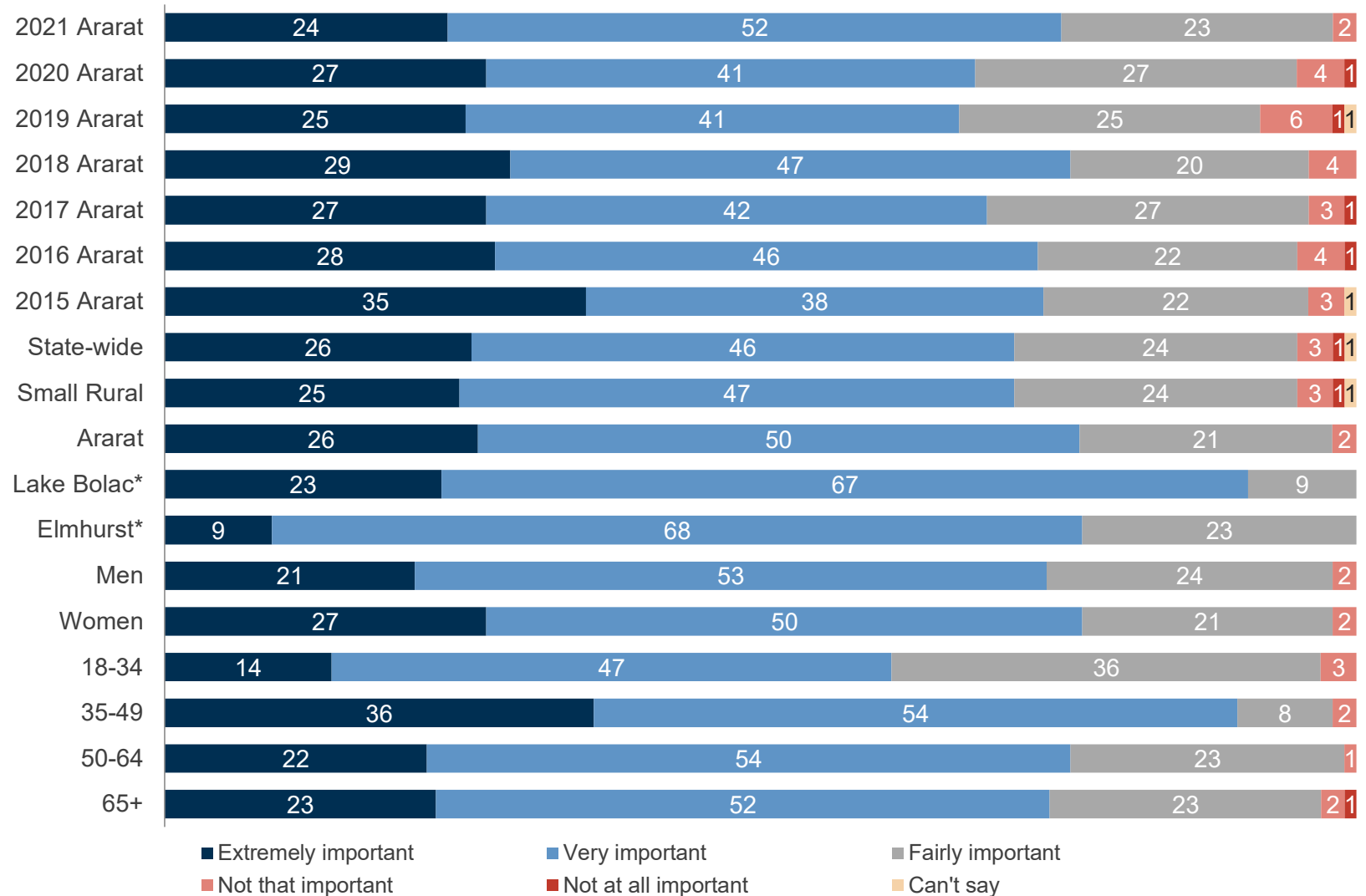
*Caution: small sample size < n=30



Recreational facilities importance



2021 recreational facilities importance (%)



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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8

*Caution: small sample size < n=30



Recreational facilities performance



2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	81▲	78	72	73	71	68	75	n/a	n/a	n/a
Women	75	70	67	66	64	65	64	n/a	n/a	n/a
Ararat	74	71	68	64	65	65	64	n/a	n/a	n/a
Ararat	74	72	69	65	65	64	n/a	n/a	n/a	n/a
50-64	74	71	72	64	65	65	66	n/a	n/a	n/a
Men	74	72	69	63	65	64	64	n/a	n/a	n/a
35-49	73	67	63	55	56	63	59	n/a	n/a	n/a
State-wide	71▼	70	70	69	70	69	70	71	70	70
Lake Bolac	70*	41	58	61	62	64	n/a	n/a	n/a	n/a
Small Rural	69▼	68	68	69	69	68	70	n/a	n/a	n/a
Elmhurst	69*	46	66	53	61	85	n/a	n/a	n/a	n/a
18-34	66▼	64	65	64	63	59	54	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: 42 Councils asked group: 13

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

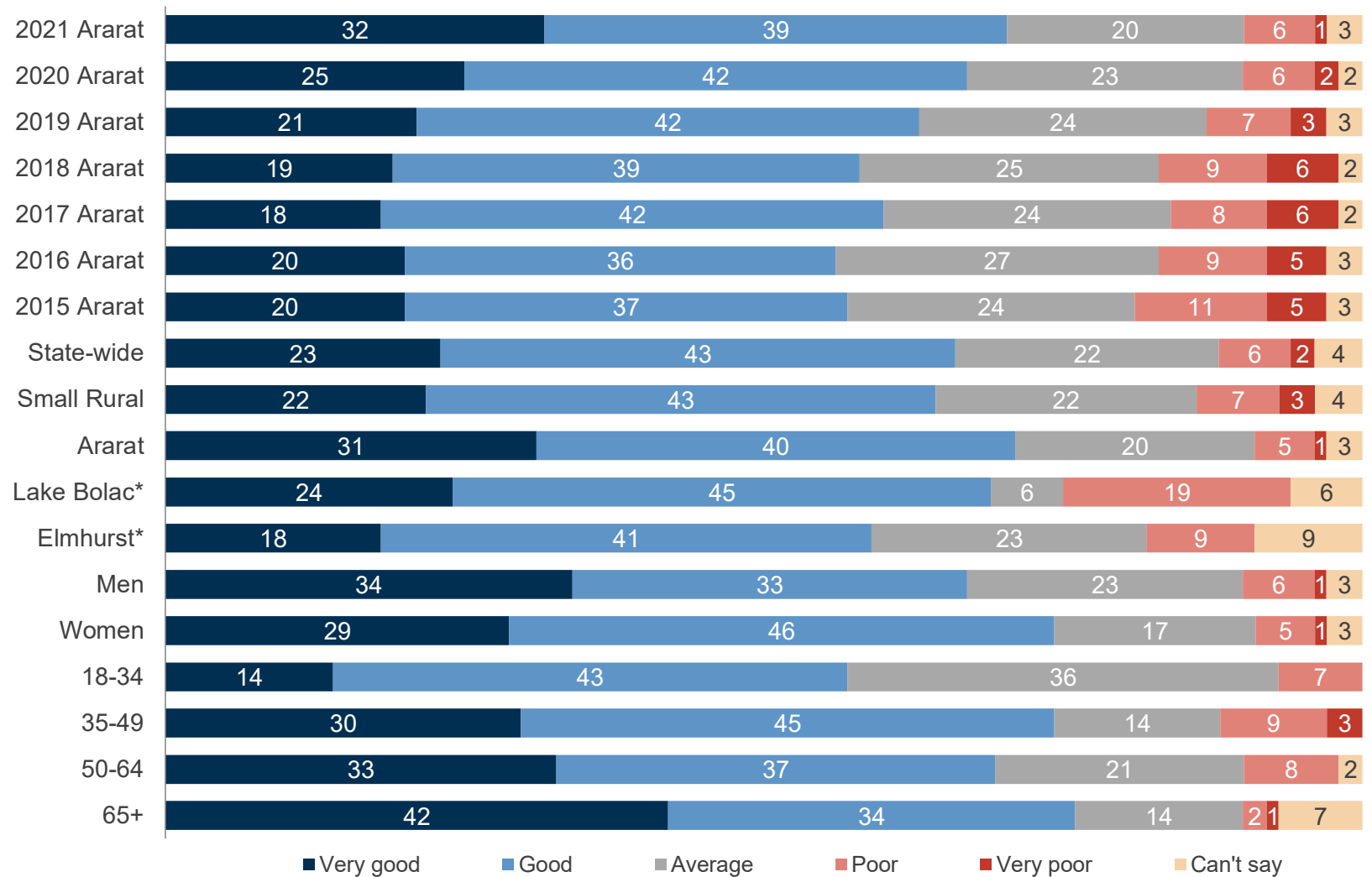
*Caution: small sample size < n=30



Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

*Caution: small sample size < n=30



The appearance of public areas importance



2021 public areas importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	82*▲	59	59	72	67	75	n/a	n/a	n/a	n/a
Women	79▲	75	76	78	76	77	77	n/a	76	n/a
35-49	78	73	73	73	77	79	71	n/a	74	n/a
65+	75	74	71	74	74	74	73	n/a	75	n/a
State-wide	75	74	73	74	74	74	73	73	74	73
Elmhurst	75*	63	59	49	81	74	n/a	n/a	n/a	n/a
Ararat	75	75	74	75	77	77	n/a	n/a	n/a	n/a
Ararat	74	74	72	74	74	75	74	n/a	75	n/a
Small Rural	74	74	74	74	74	74	73	n/a	n/a	n/a
50-64	73	77	74	73	76	76	73	n/a	75	n/a
Men	70▼	73	69	70	72	73	71	n/a	74	n/a
18-34	70	72	71	74	68	69	80	n/a	75	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: 31 Councils asked group: 8

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

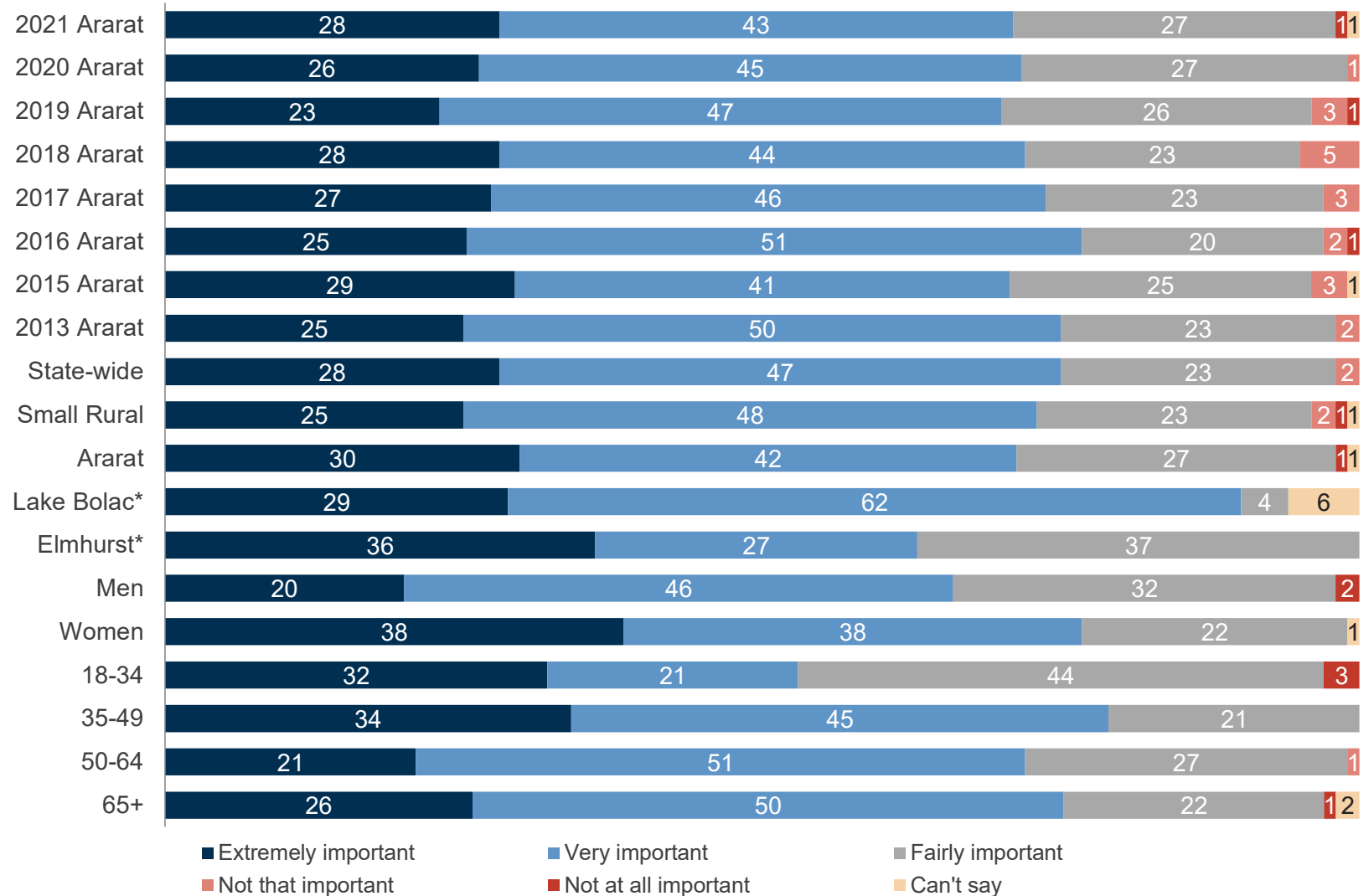
*Caution: small sample size < n=30



The appearance of public areas importance



2021 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: 31 Councils asked group: 8

*Caution: small sample size < n=30



The appearance of public areas performance



2021 public areas performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	82*	48	68	61	71	69	n/a	n/a	n/a	n/a
65+	79	73	71	69	70	74	77	n/a	71	n/a
Men	76	74	69	63	64	71	71	n/a	69	n/a
Ararat	75	73	69	65	66	72	71	n/a	71	n/a
Women	75	71	70	68	69	74	72	n/a	73	n/a
Ararat	75	73	69	66	65	73	n/a	n/a	n/a	n/a
Small Rural	75	72	73	72	74	73	74	n/a	n/a	n/a
50-64	75	73	69	64	64	70	72	n/a	67	n/a
18-34	74	70	71	66	60	73	61	n/a	70	n/a
Elmhurst	74*	75	79	59	65	81	n/a	n/a	n/a	n/a
State-wide	73	72	72	71	71	71	72	72	71	71
35-49	73	73	66	60	69	71	72	n/a	75	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: 40 Councils asked group: 13

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

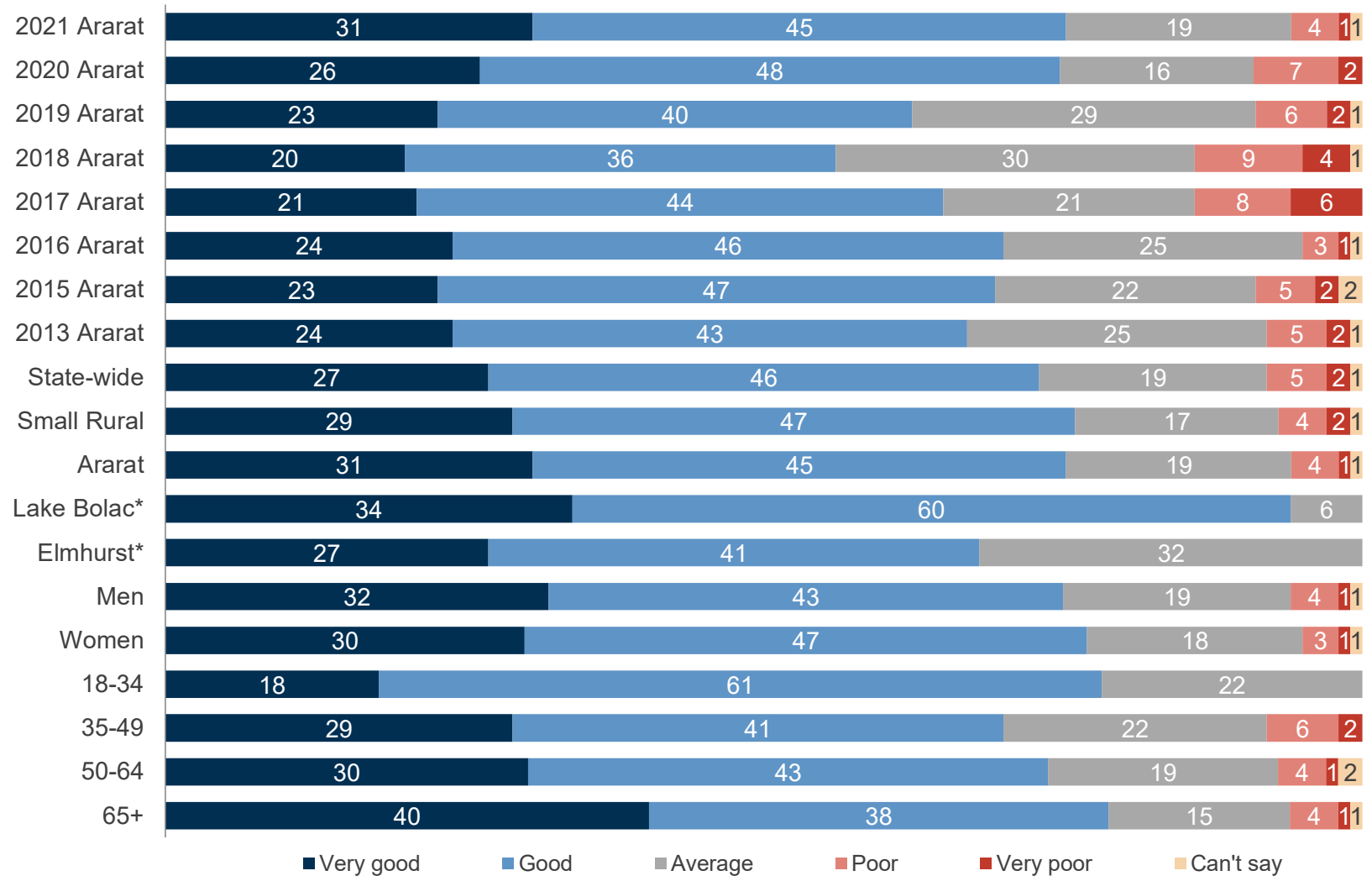
*Caution: small sample size < n=30



The appearance of public areas performance



2021 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: 40 Councils asked group: 13

*Caution: small sample size < n=30



Art centres and libraries importance



2021 art centres and libraries importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	70*	60	65	50	55	71	n/a	n/a	n/a	n/a
State-wide	67▲	65	65	65	64	66	65	66	66	66
Women	65	64	65	67	67	69	70	n/a	n/a	n/a
Small Rural	63	60	63	61	61	65	62	n/a	n/a	n/a
65+	63	63	58	62	60	62	65	n/a	n/a	n/a
50-64	62	65	62	61	60	60	63	n/a	n/a	n/a
35-49	62	57	56	58	64	59	64	n/a	n/a	n/a
Ararat	62	59	60	61	62	64	n/a	n/a	n/a	n/a
Ararat	61	59	59	60	60	61	64	n/a	n/a	n/a
Lake Bolac	60*	75	39	53	53	62	n/a	n/a	n/a	n/a
18-34	58	50	60	57	56	64	63	n/a	n/a	n/a
Men	58	55	53	53	54	54	58	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: 22 Councils asked group: 4

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

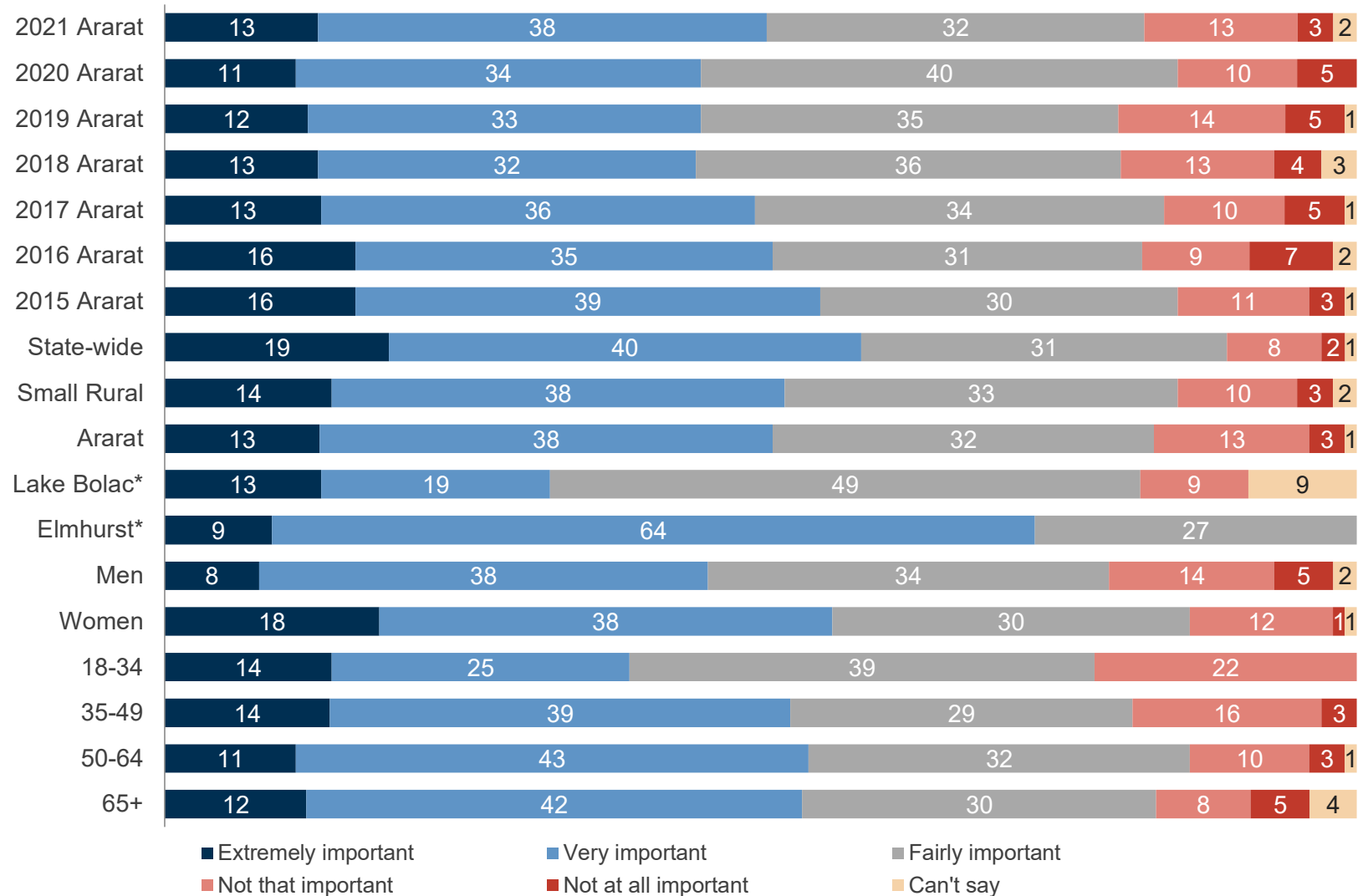
*Caution: small sample size < n=30



Art centres and libraries importance



2021 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: 22 Councils asked group: 4

*Caution: small sample size < n=30



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

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

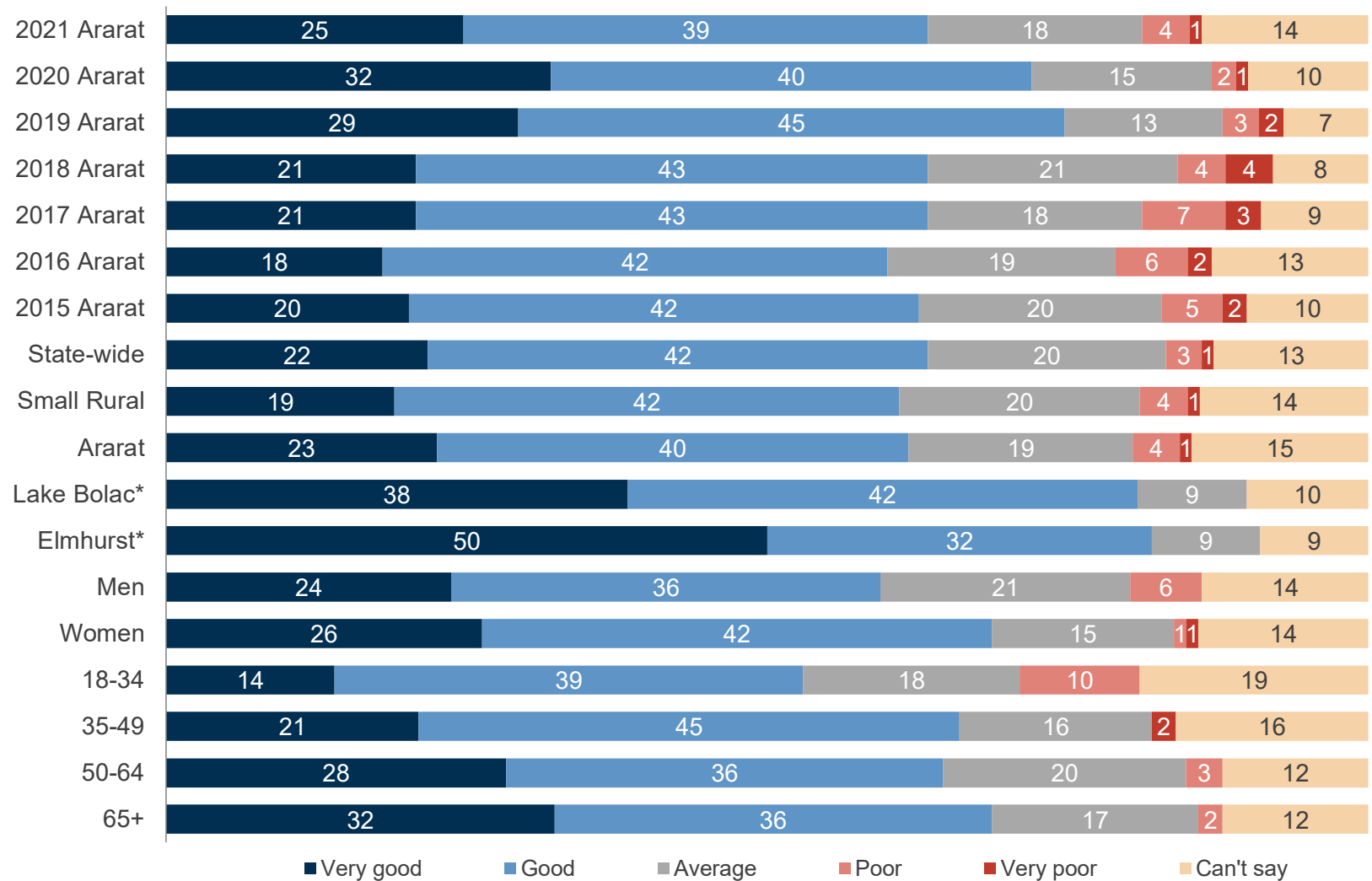
*Caution: small sample size < n=30



Art centres and libraries performance



2021 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: 28 Councils asked group: 6

*Caution: small sample size < n=30



Community and cultural activities importance



2021 community and cultural activities importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2

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

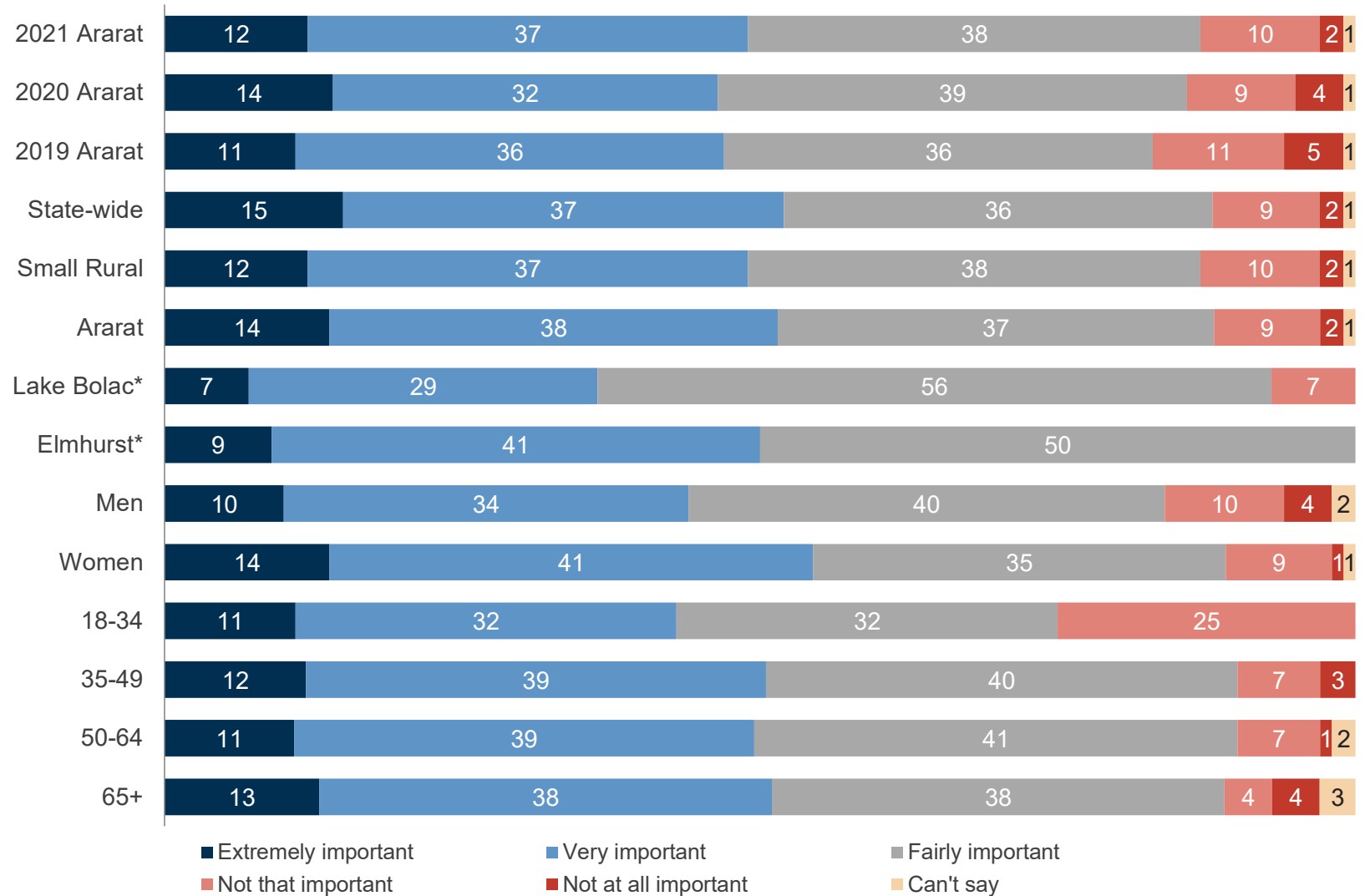
*Caution: small sample size < n=30



Community and cultural activities importance



2021 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: 22 Councils asked group: 2

*Caution: small sample size < n=30



Community and cultural activities performance



2021 community and cultural activities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	75*▲	32	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	71*	70	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	67▲	68	66	69	69	65	68	n/a	n/a	n/a
Men	65	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	68	69	69	69	69	69	70	69	68
Ararat	64	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	63	63	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55▼	58	60	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: 28 Councils asked group: 3

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

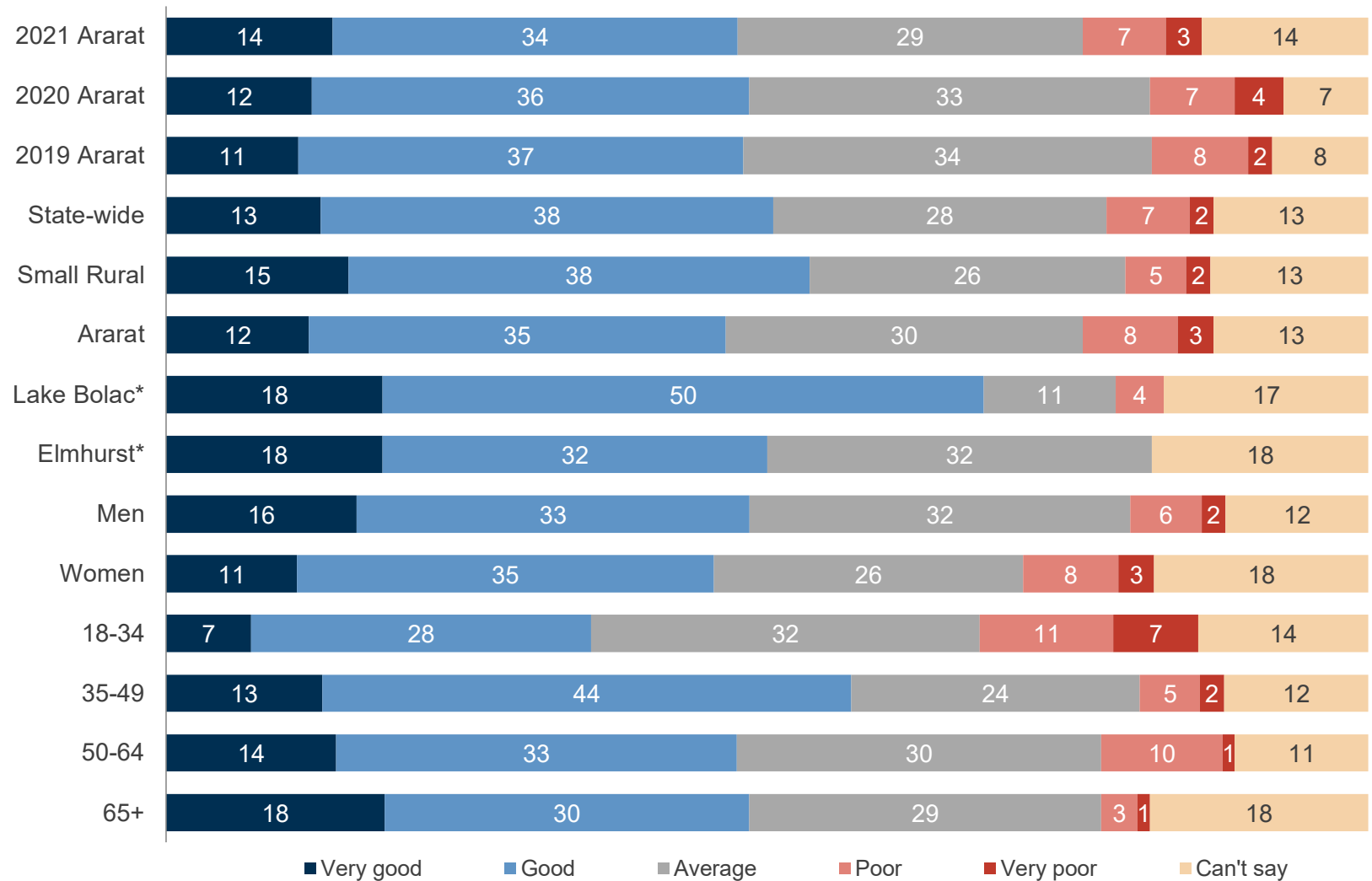
*Caution: small sample size < n=30



Community and cultural activities performance



2021 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: 28 Councils asked group: 3

*Caution: small sample size < n=30



Waste management importance



2021 waste management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	84▲	85	80	85	78	77	82	n/a	77	n/a
Lake Bolac	83*	100	74	70	74	80	n/a	n/a	n/a	n/a
State-wide	82▲	82	81	81	79	80	79	79	79	78
35-49	82	81	81	79	76	74	78	n/a	69	n/a
50-64	81	81	80	81	77	79	78	n/a	79	n/a
Ararat	81	81	80	81	76	77	n/a	n/a	n/a	n/a
Ararat	80	80	79	79	76	76	78	n/a	76	n/a
Small Rural	80	79	79	78	76	79	77	n/a	n/a	n/a
18-34	80	80	76	78	74	77	79	n/a	77	n/a
Elmhurst	80*	82	78	60	81	69	n/a	n/a	n/a	n/a
65+	80	79	79	79	75	75	78	n/a	77	n/a
Men	78	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: 32 Councils asked group: 7

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

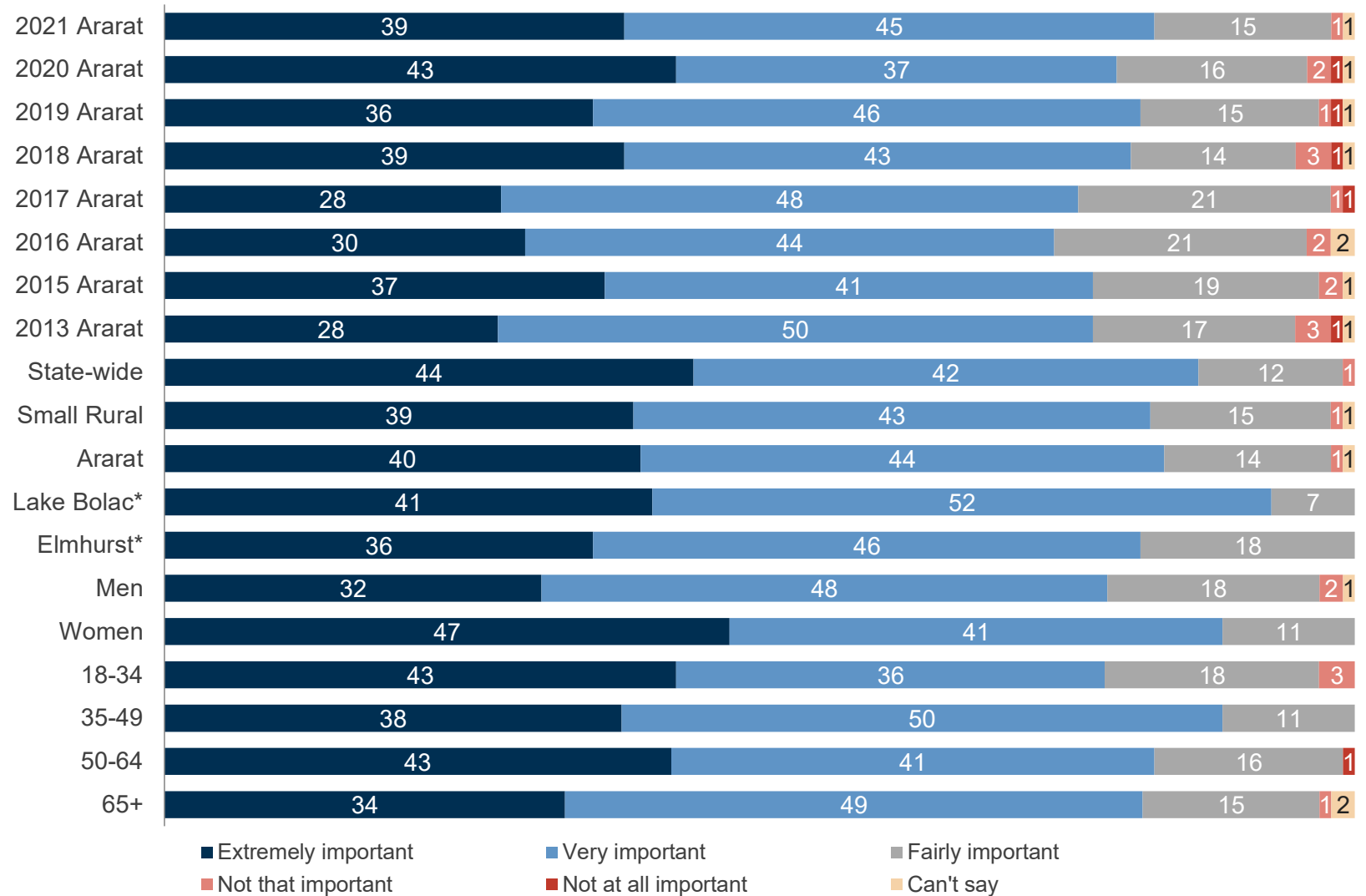
*Caution: small sample size < n=30



Waste management importance



2021 waste management importance (%)



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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

*Caution: small sample size < n=30



Waste management performance



2021 waste management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

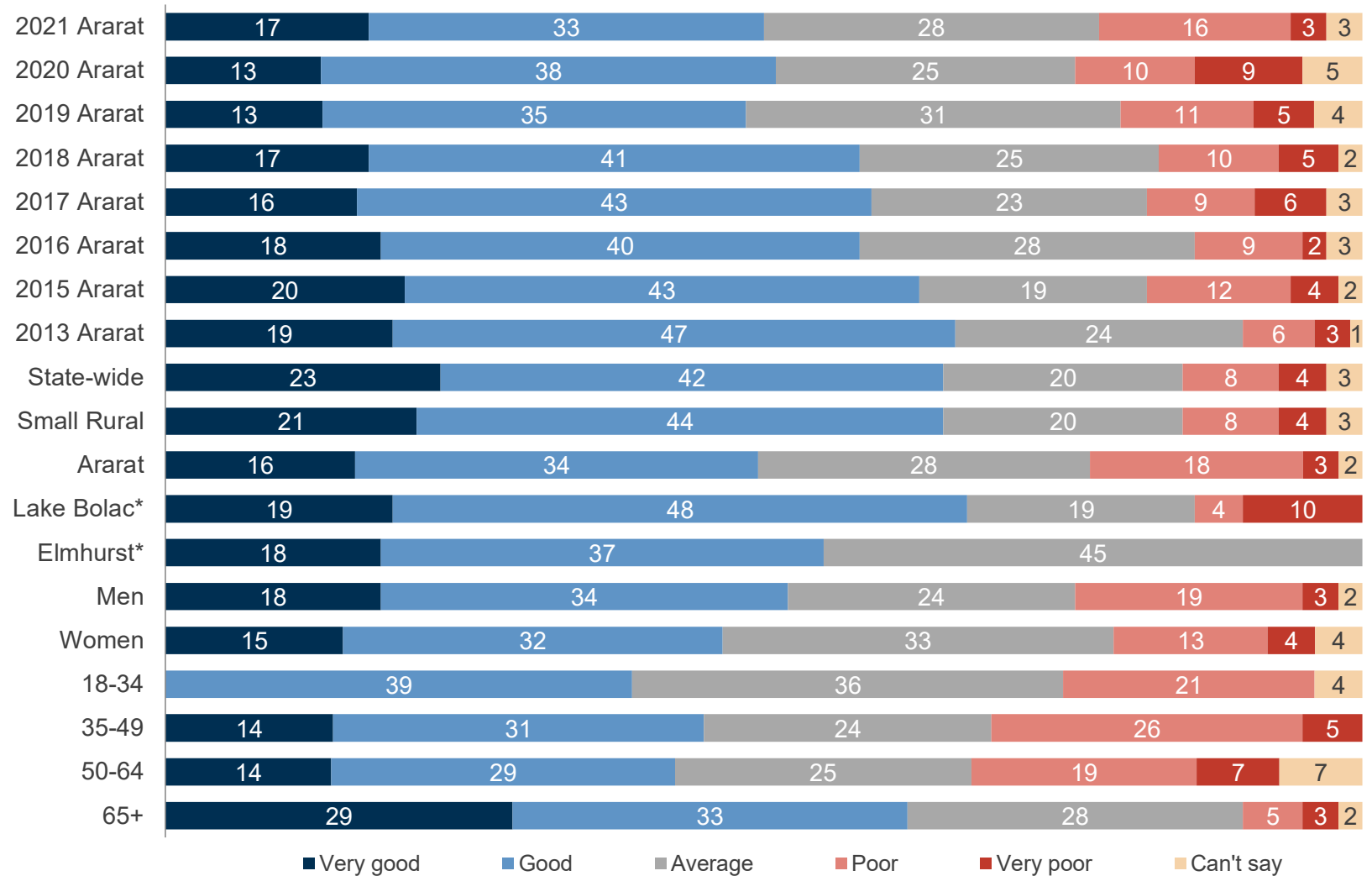
*Caution: small sample size < n=30



Waste management performance



2021 waste management performance (%)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

*Caution: small sample size < n=30

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

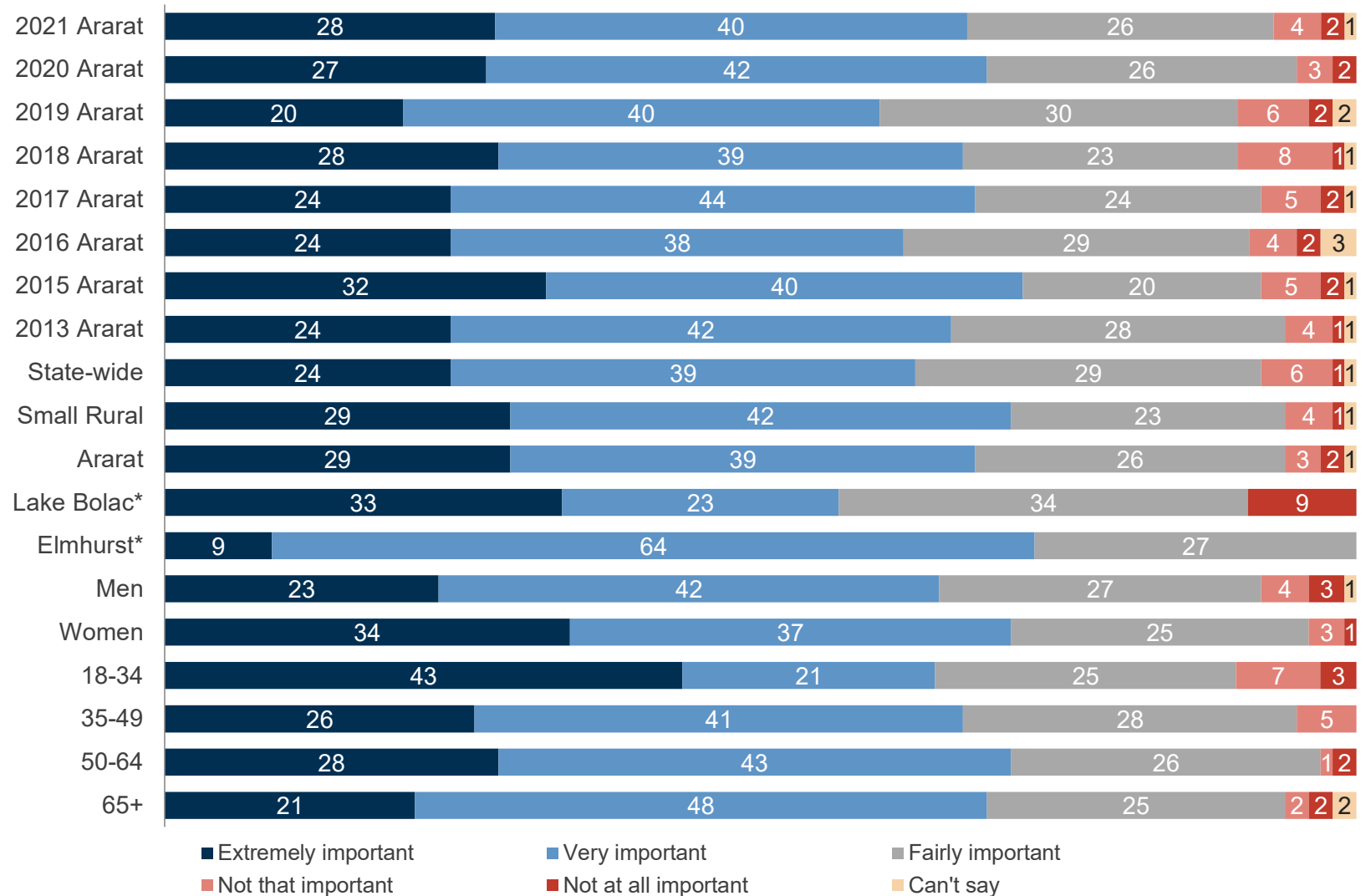
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism importance



2021 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: 22 Councils asked group: 6

*Caution: small sample size < n=30

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	71*	43	60	61	65	92	n/a	n/a	n/a	n/a
65+	71▲	64	63	59	64	61	62	n/a	67	n/a
Men	66	62	60	53	58	58	63	n/a	65	n/a
Ararat	65	61	61	57	60	61	63	n/a	67	n/a
Ararat	65	61	62	58	61	62	n/a	n/a	n/a	n/a
Women	65	59	62	61	62	64	64	n/a	69	n/a
50-64	64	62	60	56	59	64	63	n/a	64	n/a
Lake Bolac	63*	32	44	49	60	56	n/a	n/a	n/a	n/a
35-49	63	55	56	51	57	59	65	n/a	67	n/a
Small Rural	62▼	58	59	59	64	61	63	n/a	n/a	n/a
State-wide	61▼	59	61	60	61	60	61	62	62	62
18-34	60	62	63	61	58	59	63	n/a	70	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: 28 Councils asked group: 8

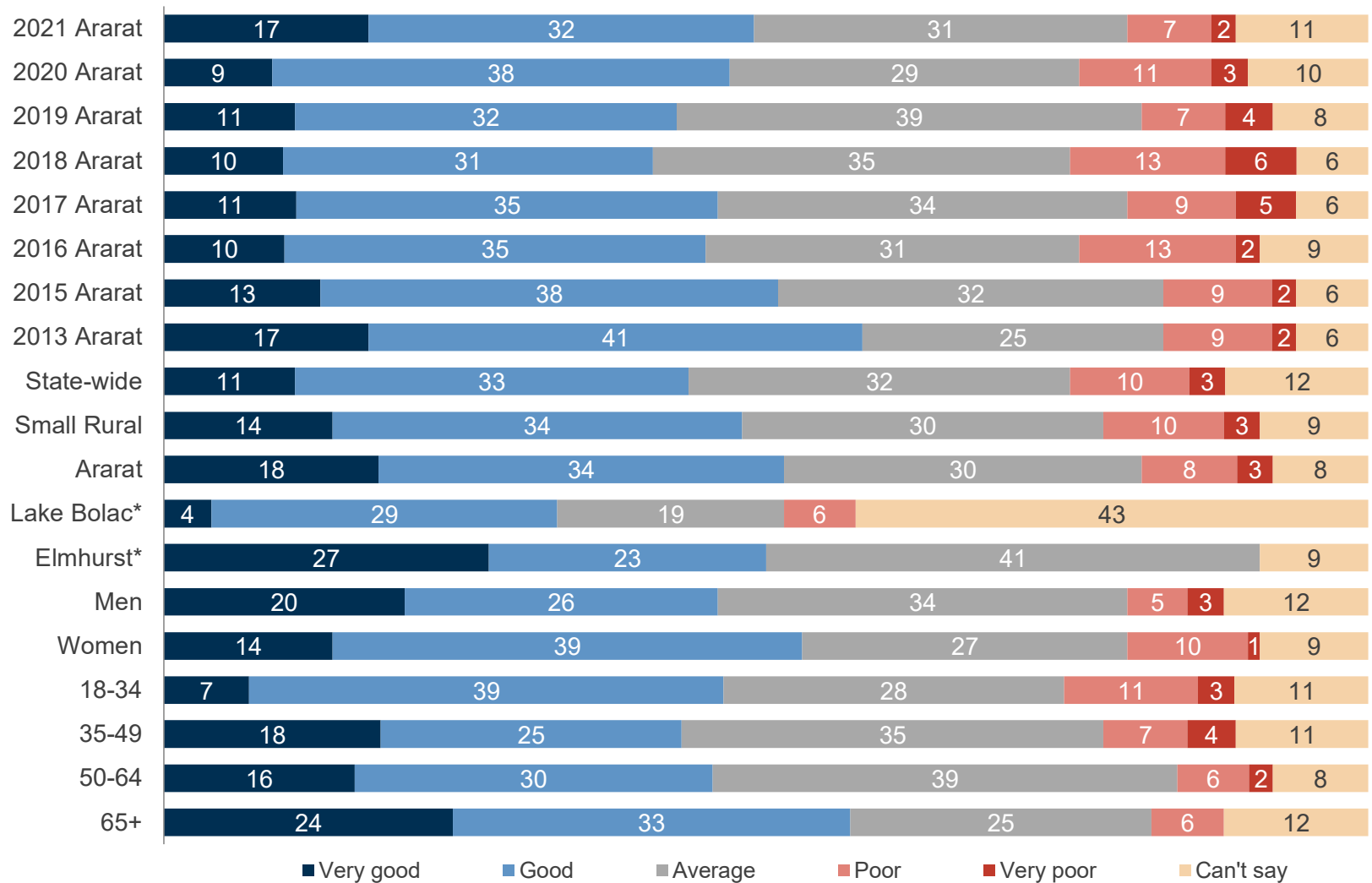
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism performance



2021 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: 28 Councils asked group: 8

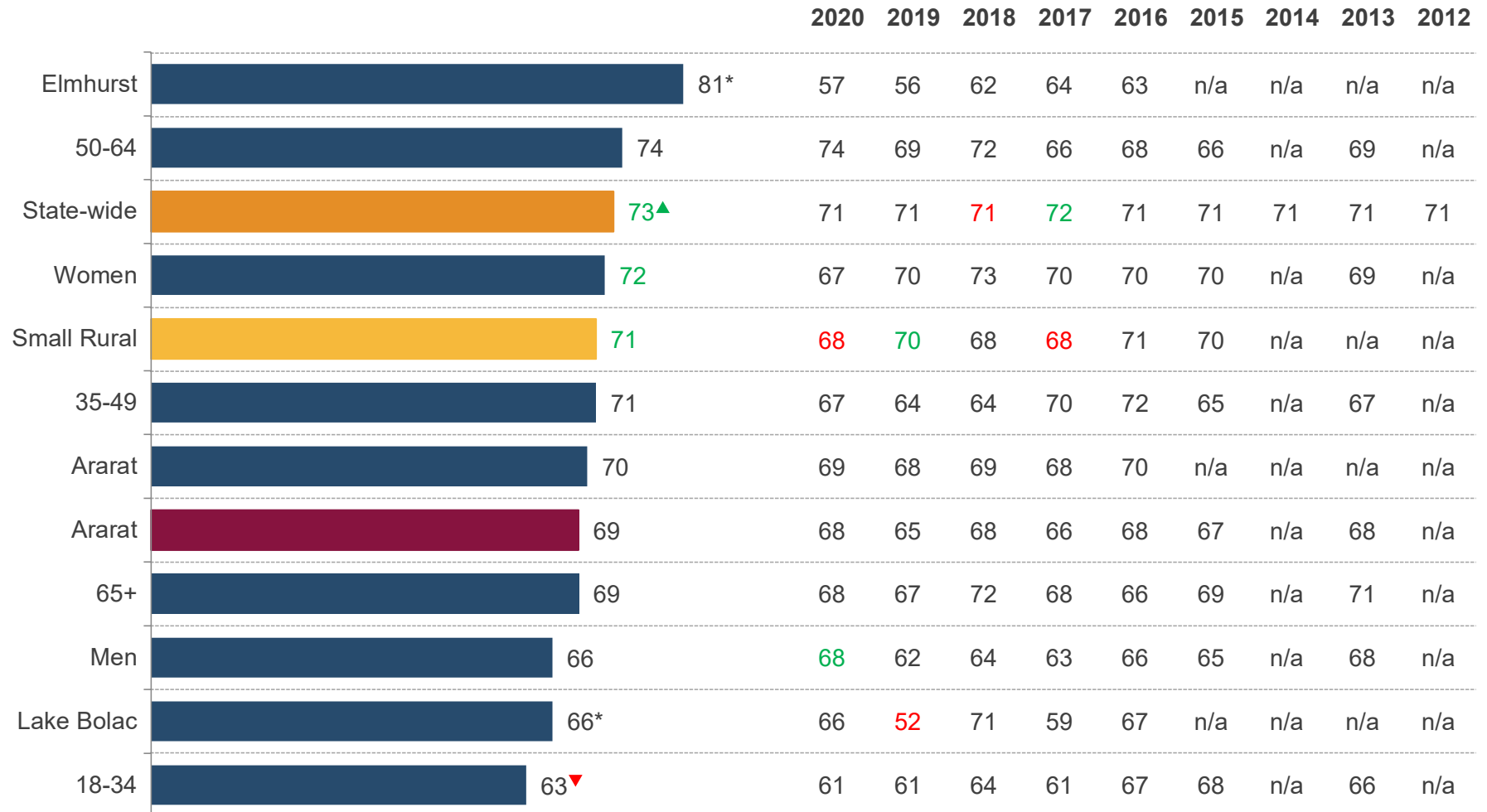
*Caution: small sample size < n=30



Planning and building permits importance



2021 planning and building permits importance (index scores)



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

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

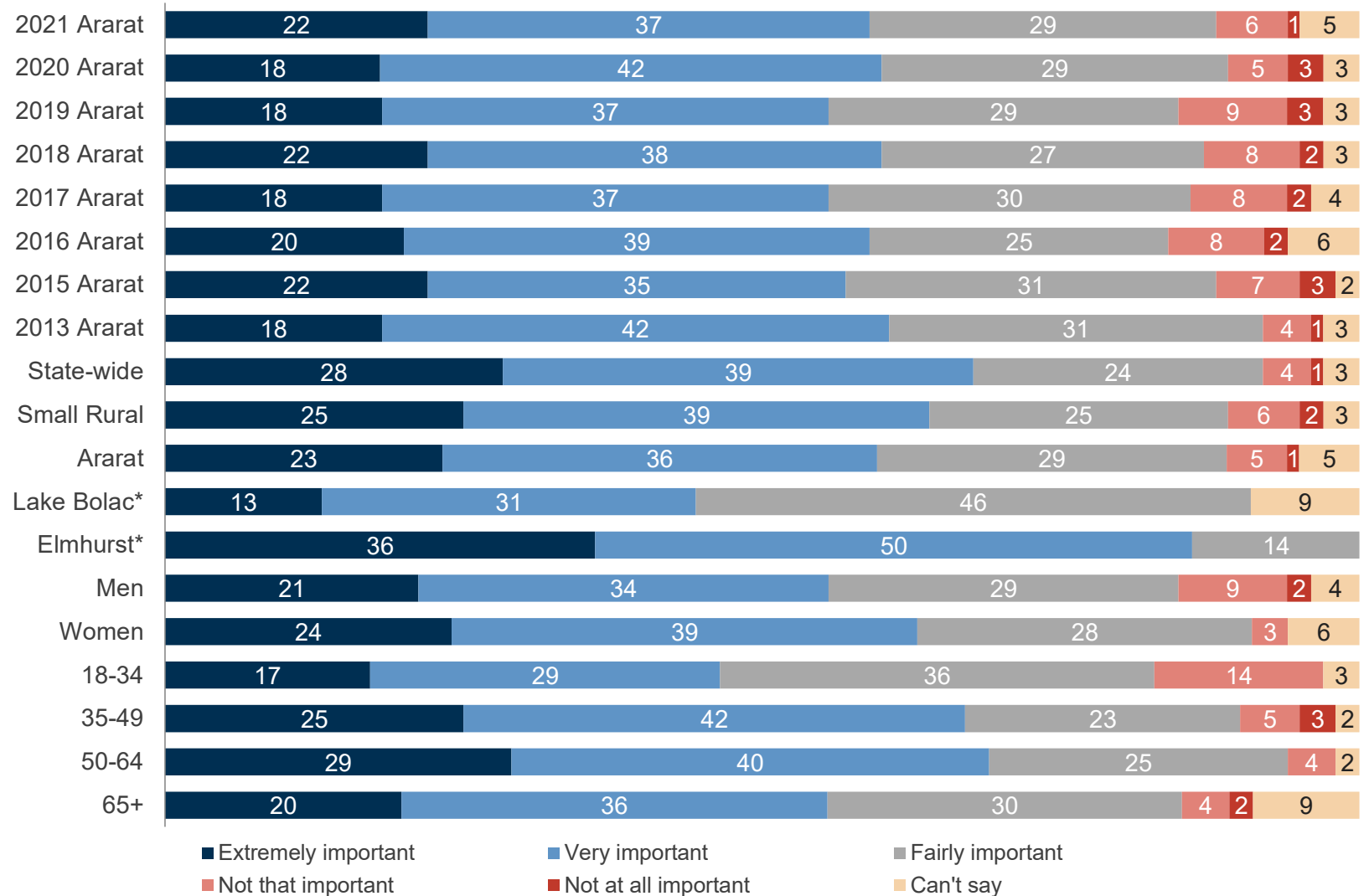
*Caution: small sample size < n=30



Planning and building permits importance



2021 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: 23 Councils asked group: 6

*Caution: small sample size < n=30



Planning and building permits performance



2021 planning and building permits performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

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

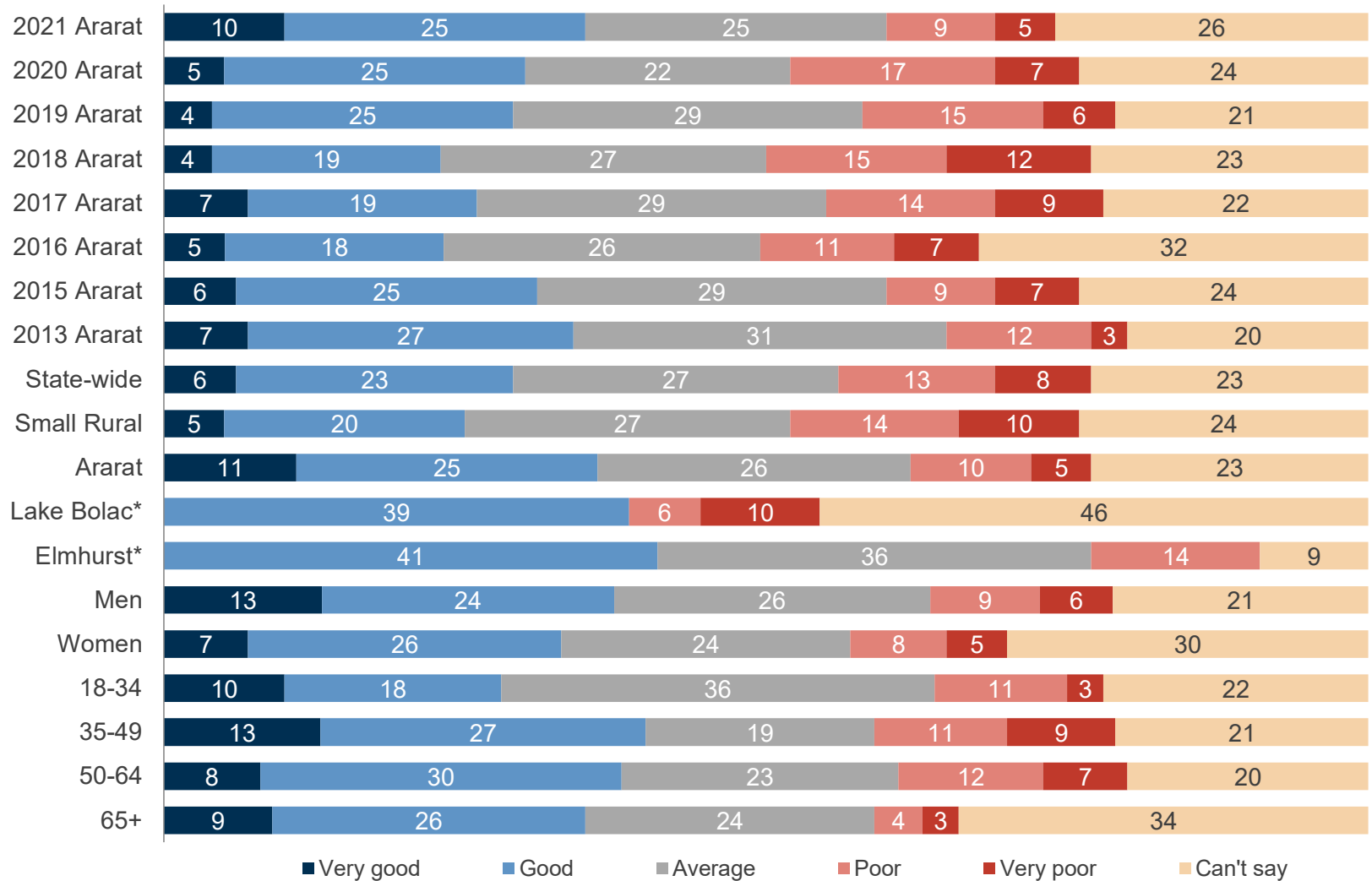
*Caution: small sample size < n=30



Planning and building permits performance



2021 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: 29 Councils asked group: 7

*Caution: small sample size < n=30



Emergency and disaster management importance



2021 emergency and disaster management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Elmhurst	92*▲	82	84	66	94	81	n/a	n/a	n/a	n/a
Women	85▲	86	85	84	87	84	n/a	n/a	83	n/a
Lake Bolac	83*	84	75	79	84	77	n/a	n/a	n/a	n/a
Small Rural	82▲	82	81	80	81	82	80	n/a	n/a	n/a
50-64	82	84	86	82	83	82	n/a	n/a	80	n/a
65+	81	82	79	80	81	79	n/a	n/a	82	n/a
State-wide	81	80	81	81	80	80	80	80	80	80
Ararat	79	82	81	80	83	80	n/a	n/a	82	n/a
Ararat	79	82	82	81	83	81	n/a	n/a	n/a	n/a
35-49	76	80	77	80	85	78	n/a	n/a	80	n/a
18-34	75	81	82	78	85	82	n/a	n/a	84	n/a
Men	74▼	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: 19 Councils asked group: 4

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

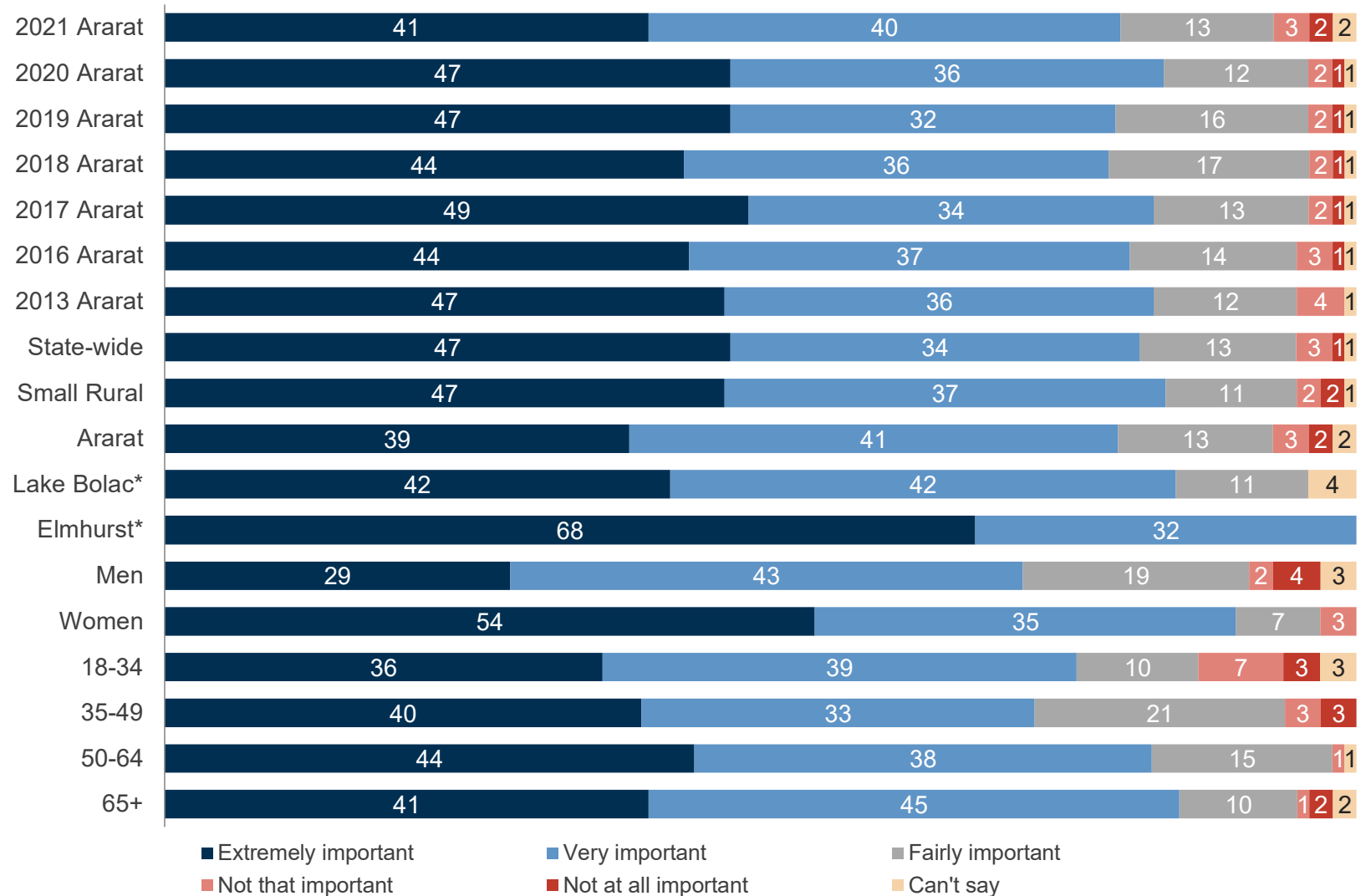
*Caution: small sample size < n=30



Emergency and disaster management importance



2021 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: 19 Councils asked group: 4

*Caution: small sample size < n=30



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

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

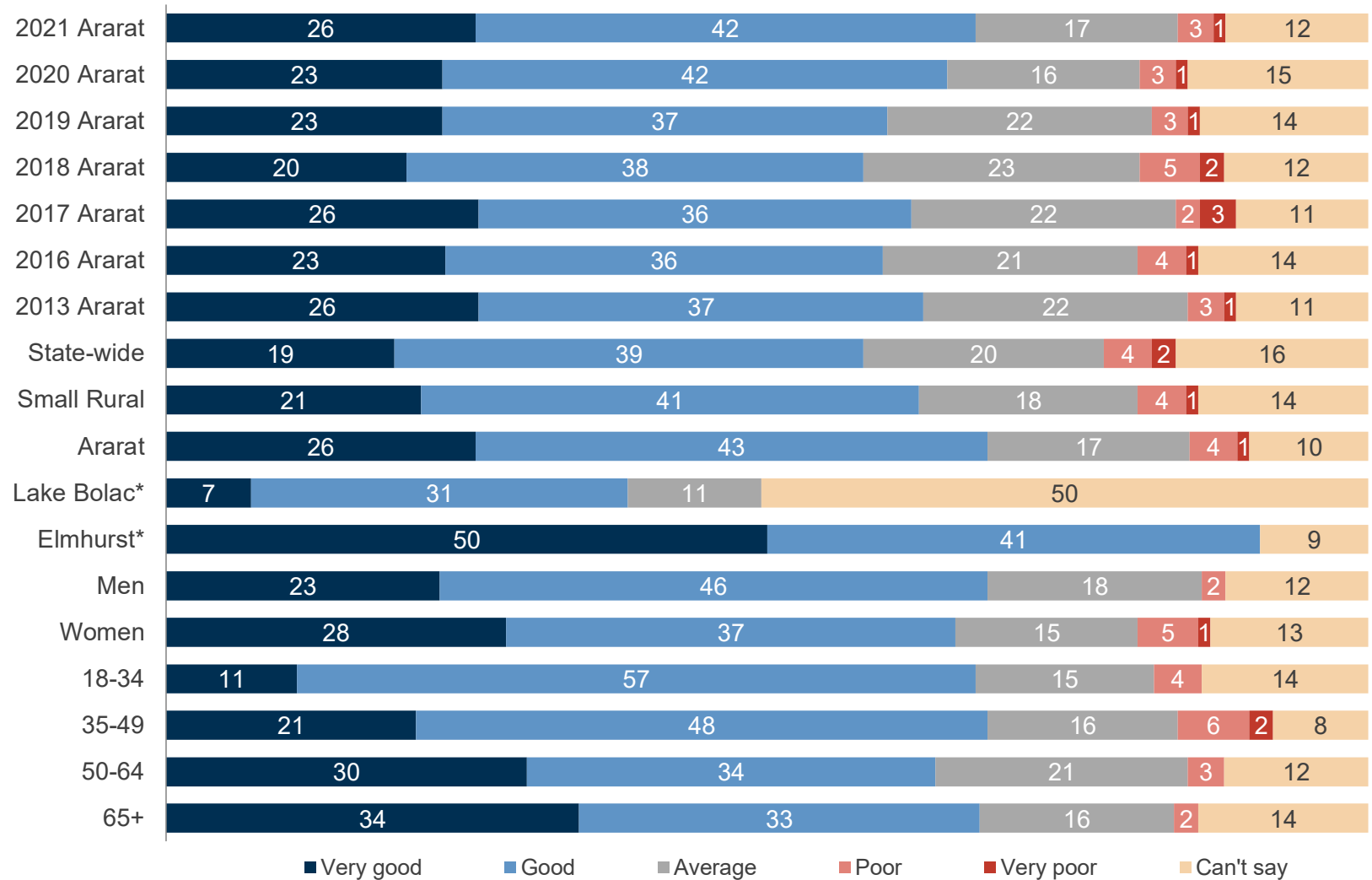
*Caution: small sample size < n=30



Emergency and disaster management performance



2021 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: 25 Councils asked group: 5

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

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

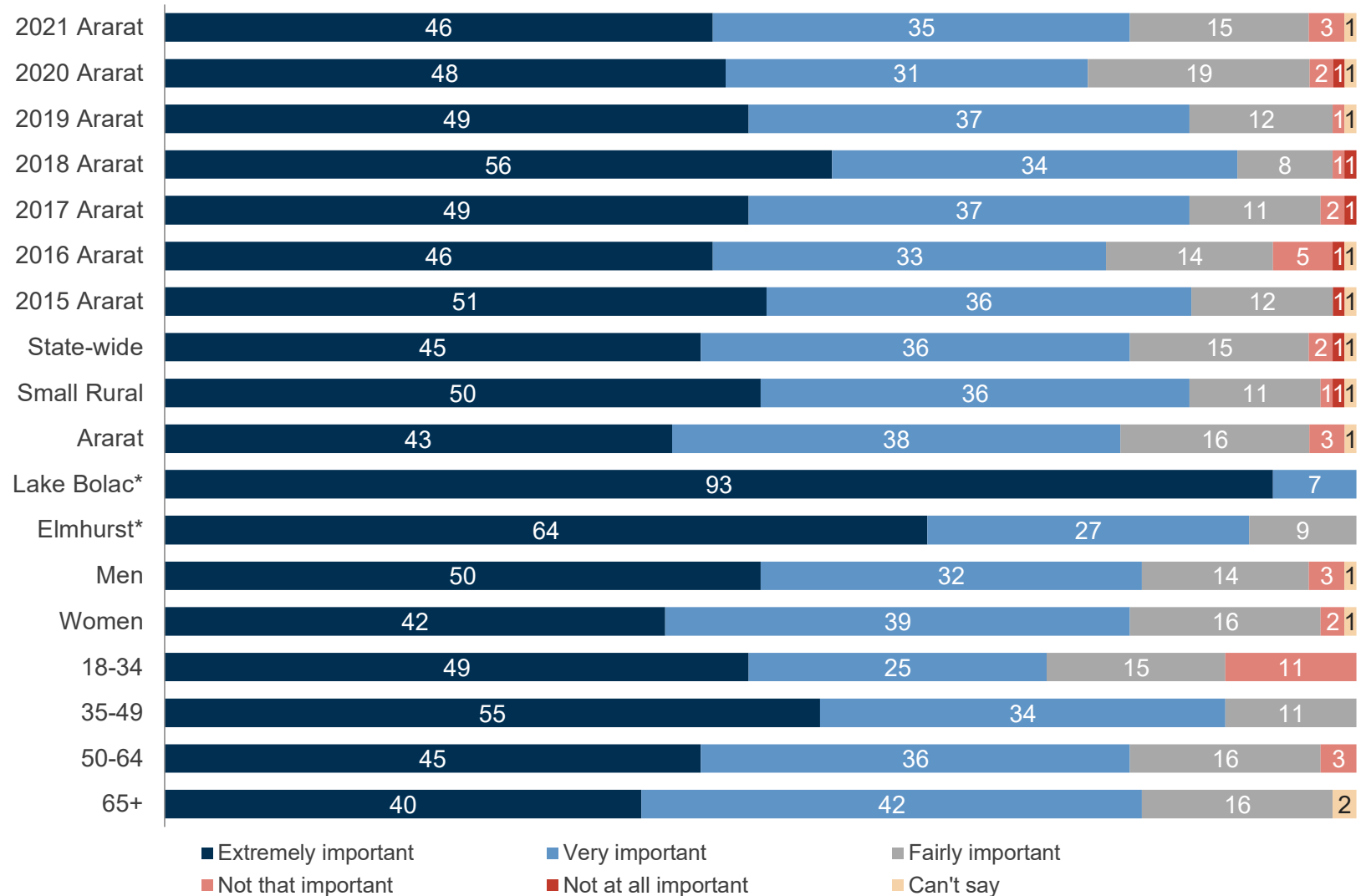
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2021 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: 16 Councils asked group: 7

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

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

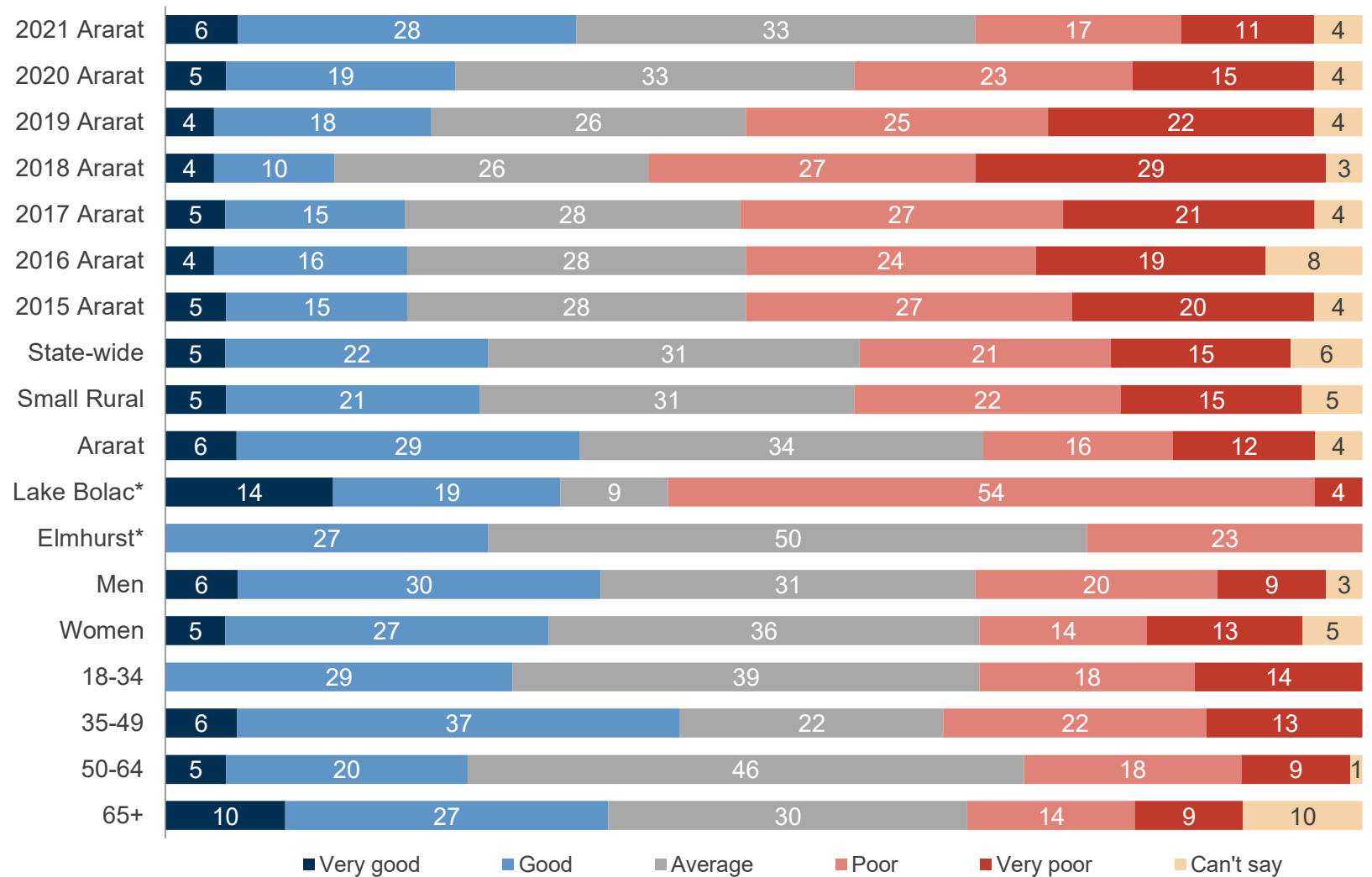
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2021 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: 10

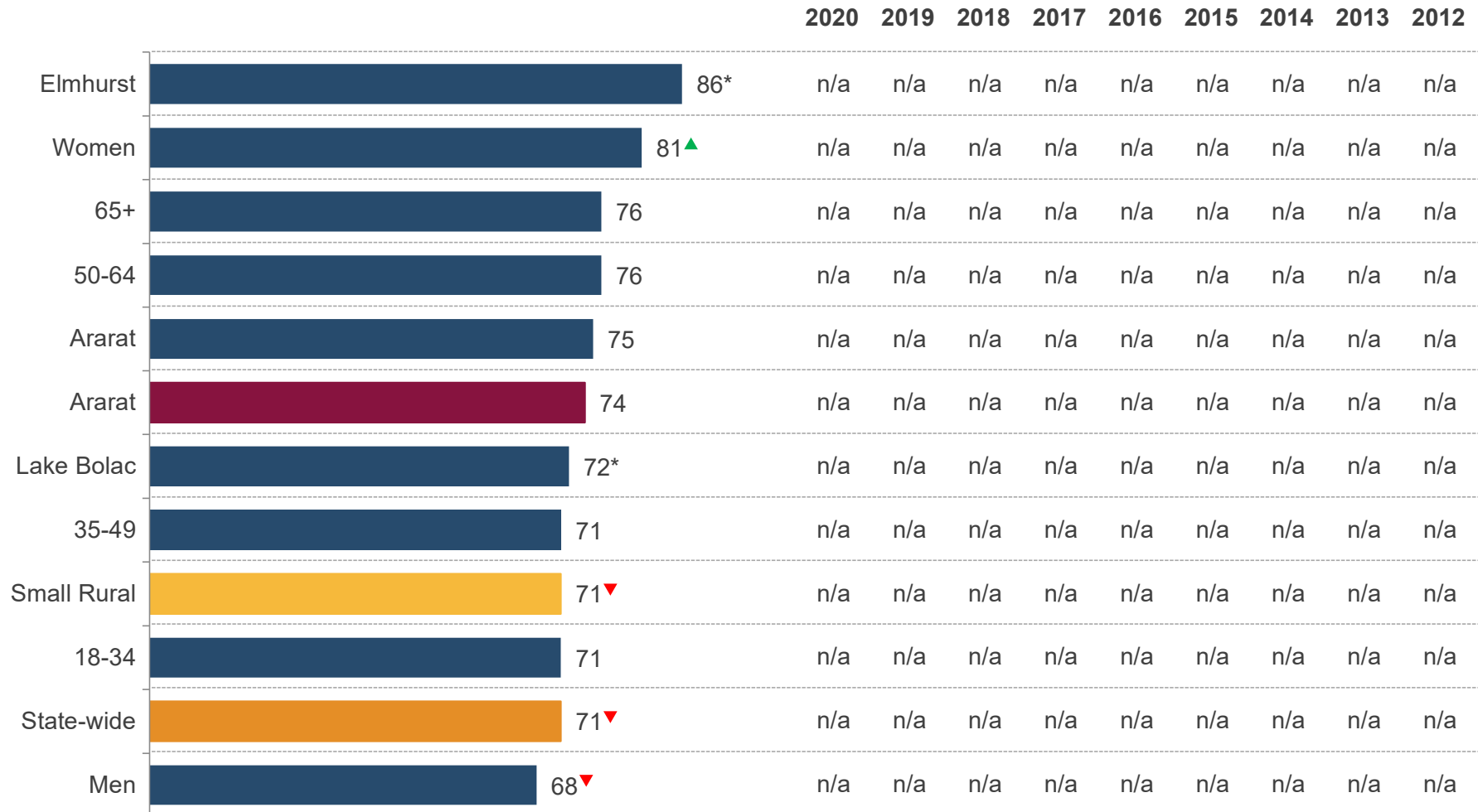
*Caution: small sample size < n=30



COVID-19 response importance



2021 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

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

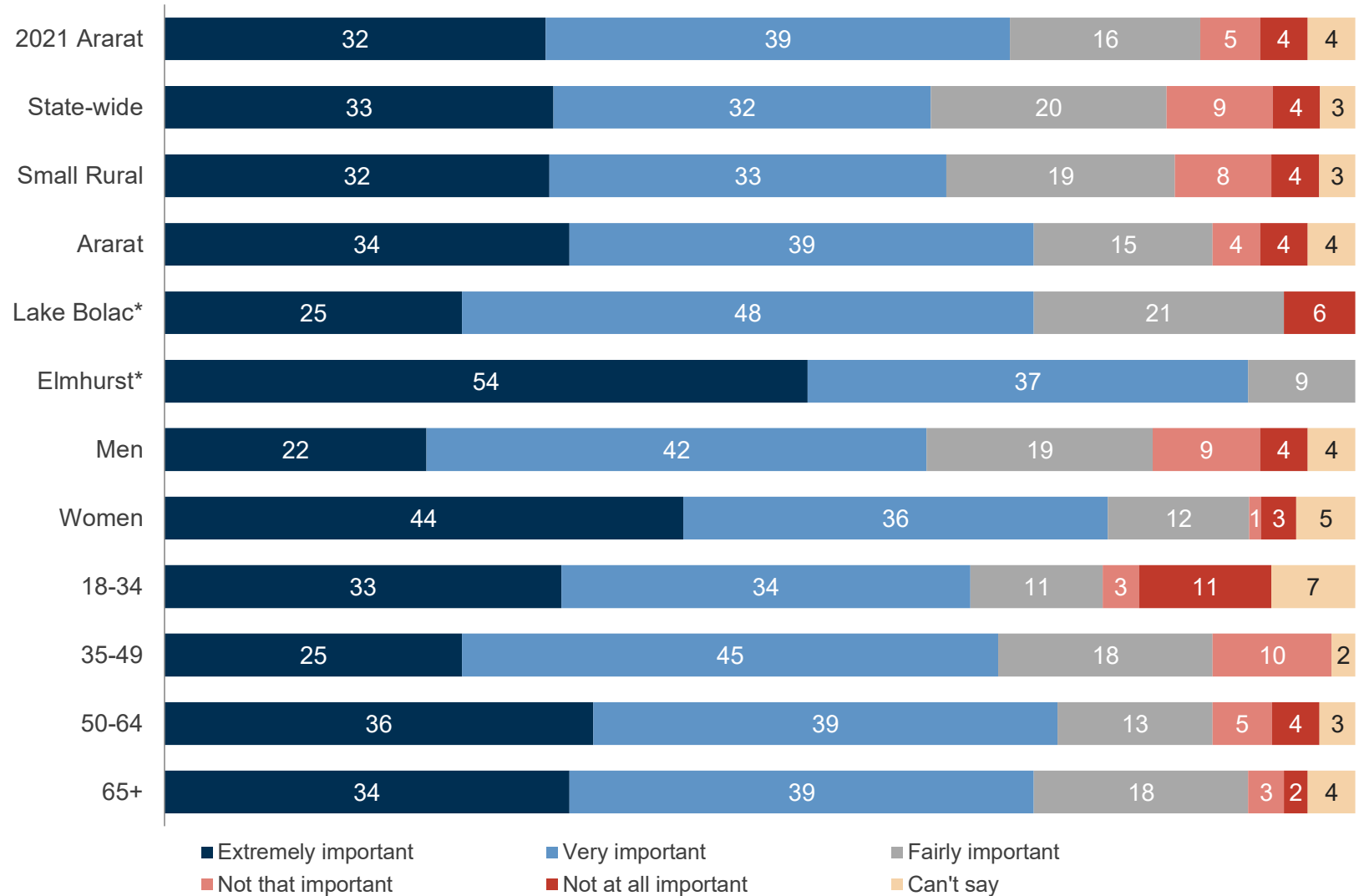
*Caution: small sample size < n=30



COVID-19 response importance



2021 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

*Caution: small sample size < n=30



COVID-19 response performance



2021 COVID-19 response performance (index scores)

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

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

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

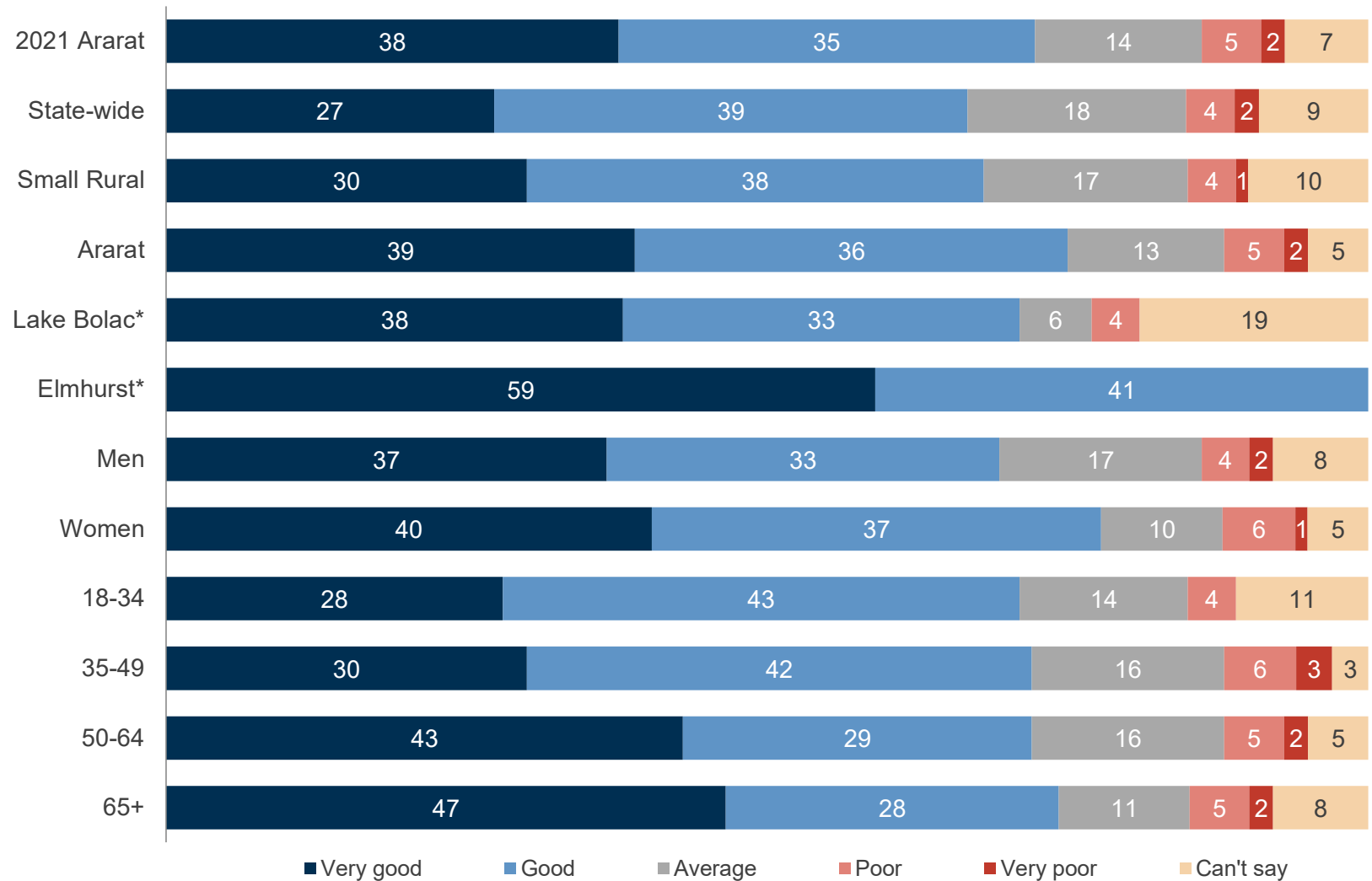
*Caution: small sample size < n=30



COVID-19 response performance




2021 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

*Caution: small sample size < n=30

The letters 'W' and 'V' are rendered in a large, dark blue, sans-serif font. The interior of these letters is filled with a blurred, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing. The background of the entire page is white.

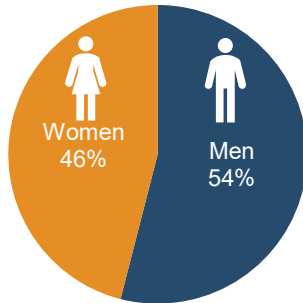
Detailed demographics



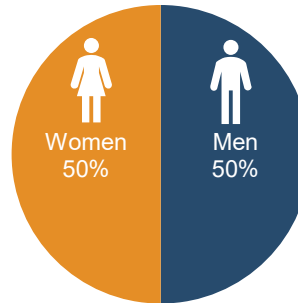
Gender and age profile

2021 gender

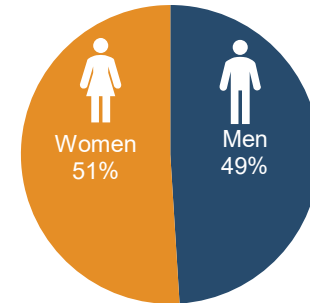
Ararat



Small Rural

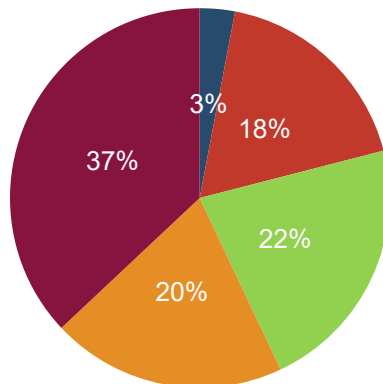


State-wide

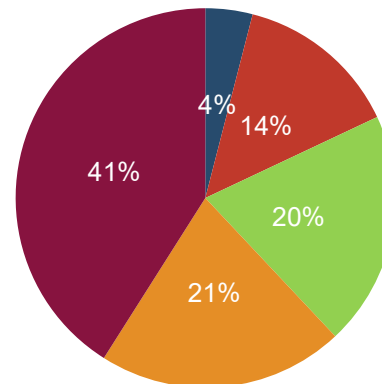


2021 age

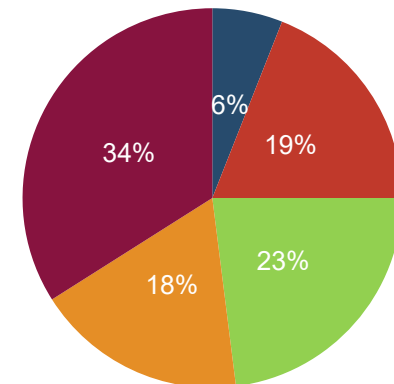
Ararat



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the strokes of the 'W', there are faint, light blue background patterns of various charts, including bar charts and line graphs, suggesting a data-driven or research-oriented theme.

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 2021 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 9,600 people aged 18 years or over for Ararat Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Ararat Rural City Council	401	400	+/-4.8
Men	174	216	+/-7.4
Women	227	184	+/-6.4
Ararat	319	327	+/-5.4
Lake Bolac	13	15	+/-28.3
Elmhurst	10	6	+/-32.6
18-34 years	28	85	+/-18.8
35-49 years	47	90	+/-14.4
50-64 years	111	78	+/-9.3
65+ years	215	147	+/-6.6



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:

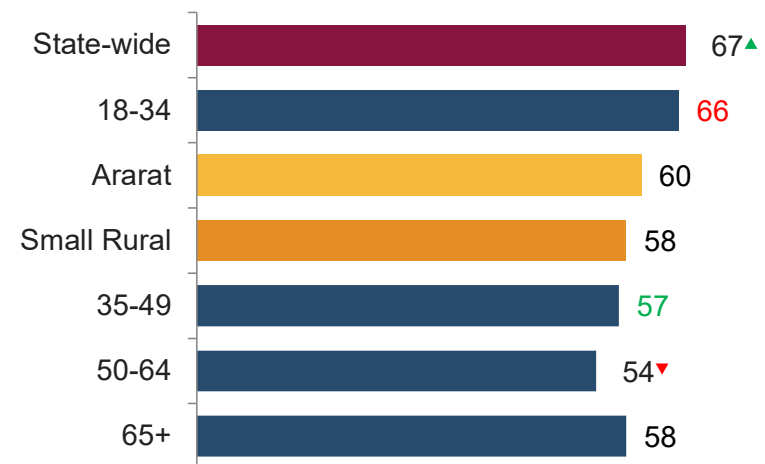
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 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.

A large, dark blue, stylized letter 'W' dominates the right side of the page. Within the strokes of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the first stroke, and a bar chart with several bars of varying heights in the subsequent strokes.

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 2021 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 2021 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.
- 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 8th February – 21st March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 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 2021 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 2012-2021 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 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 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 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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