



2022 Local Government Community Satisfaction Survey

Ararat Rural City Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Community and cultural activities</u>	<u>89</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Waste management</u>	<u>93</u>
<u>Detailed findings</u>	<u>12</u>	<u>Business and community development and tourism</u>	<u>97</u>
<u>Overall performance</u>	<u>13</u>	<u>Planning and building permits</u>	<u>101</u>
<u>Customer service</u>	<u>31</u>	<u>Environmental sustainability</u>	<u>105</u>
<u>Communication</u>	<u>37</u>	<u>Emergency and disaster management</u>	<u>109</u>
<u>Council direction</u>	<u>42</u>	<u>Roadside slashing and weed control</u>	<u>113</u>
<u>Individual service areas</u>	<u>48</u>	<u>Maintenance of unsealed roads</u>	<u>117</u>
<u>Community consultation and engagement</u>	<u>49</u>	<u>Response to COVID-19</u>	<u>121</u>
<u>Lobbying on behalf of the community</u>	<u>53</u>	<u>Detailed demographics</u>	<u>125</u>
<u>Decisions made in the interest of the community</u>	<u>57</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>127</u>
<u>Condition of sealed local roads</u>	<u>61</u>	<u>Appendix B: Further project information</u>	<u>132</u>
<u>Informing the community</u>	<u>65</u>		
<u>Condition of local streets and footpaths</u>	<u>69</u>		
<u>Elderly support services</u>	<u>73</u>		
<u>Recreational facilities</u>	<u>77</u>		
<u>Appearance of public areas</u>	<u>81</u>		
<u>Art centres and libraries</u>	<u>85</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data network, overlaid on its structure.

Key findings and recommendations



Ararat Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Ararat 69



State-wide 59



Small Rural 58

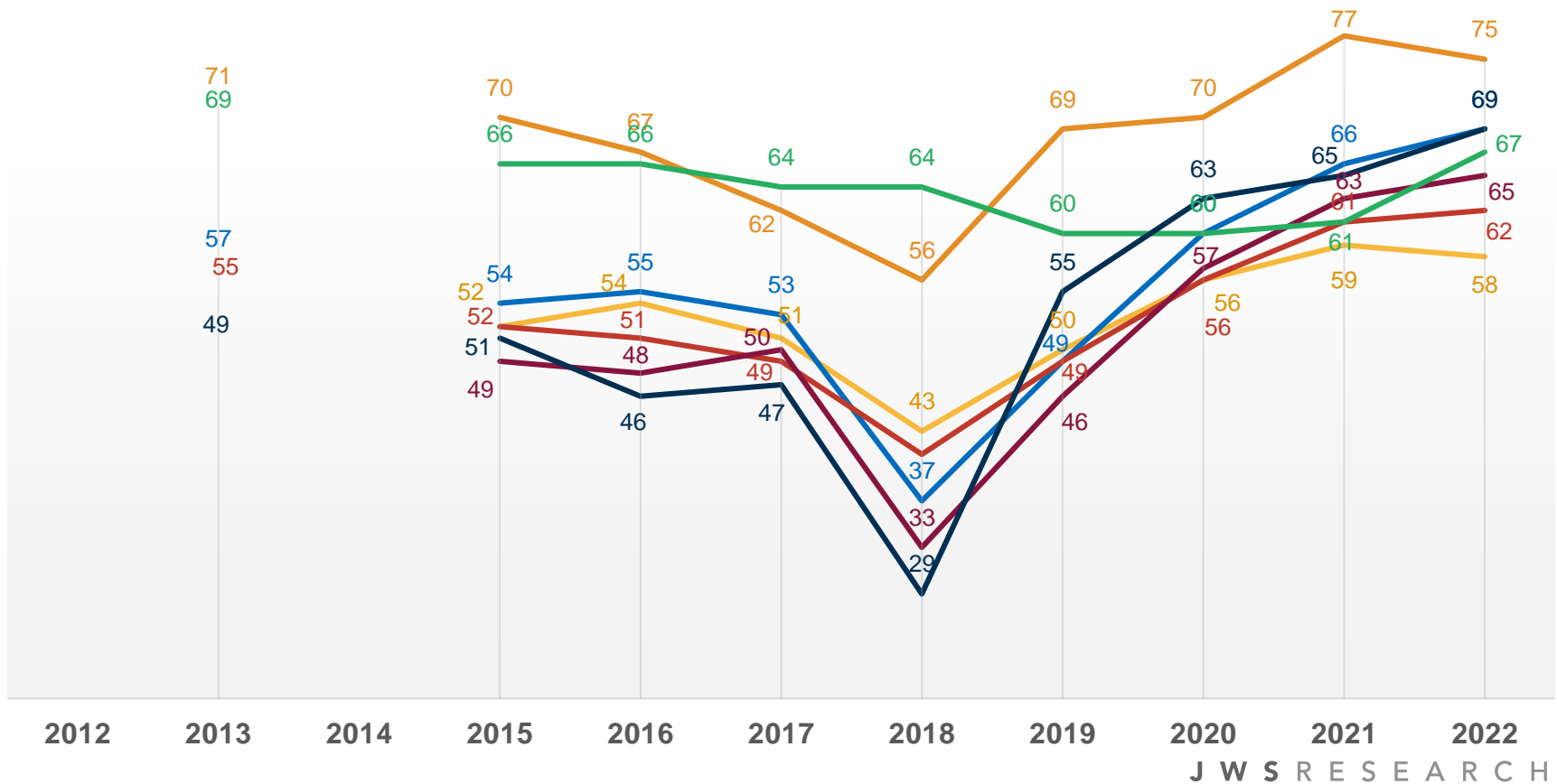
Council performance compared to State-wide and group averages

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



Summary of core measures

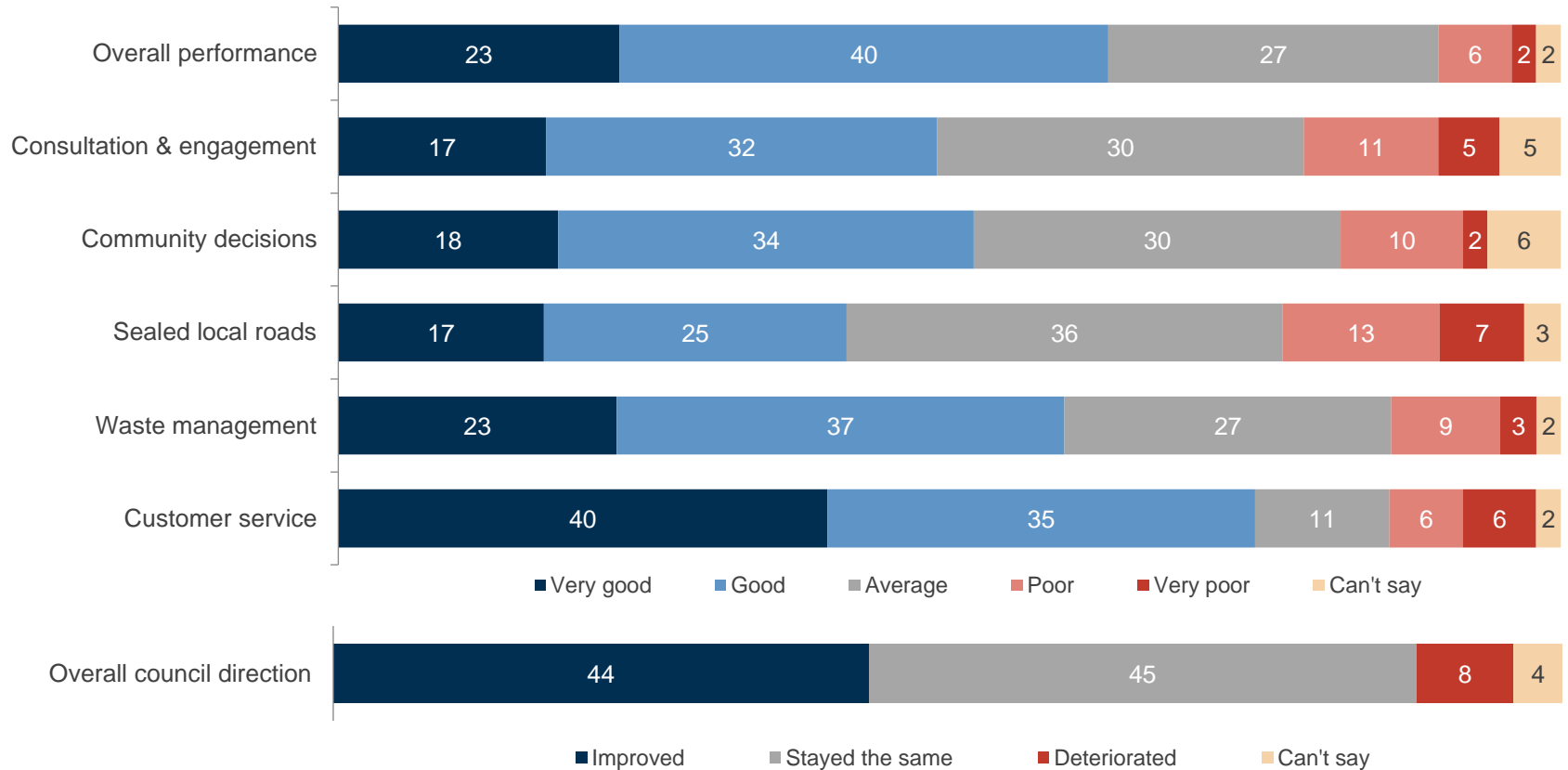
Index scores





Summary of core measures

Core measures summary results (%)















Summary of Ararat Rural City Council performance

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






Summary of Ararat Rural City Council performance

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



Summary of Ararat Rural City Council performance

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



Focus areas for the next 12 months

Overview

Perceptions of Council's performance largely stayed the same across service areas in the past year, maintaining the often significant improvements achieved in 2021. No individual service area performance scores reported significant declines. This a positive result for Council.

Key influences on perceptions of overall performance

Decisions made in the interest of the community continues to be the service area that has the strongest influence on overall performance. Council should continue to build on its trend of improving index scores. Other service areas to focus on that most influence perceptions of overall performance, but where Council's performance is lower, include informing the community, community consultation and engagement, lobbying and the condition of local streets and sealed local roads.

Comparison to state and area grouping

Importantly, Council performs significantly better than the State-wide and Small Rural council averages in almost all service areas. There was significant improvement in waste management performance compared to 2021, from being the only service area significantly lower than comparative averages to being in line with State-wide and Small Rural council averages in 2022.

Maintain gains achieved to date

Of note, perceptions of Council's overall performance remained high in 2022, and is significantly higher in comparison with State-wide and Small Rural group averages. Decisions made in the interest of the community is a key influencer of overall perceptions and Council's positive performance in this area is reflected in achieving their highest index score since 2015 – Council should endeavor to maintain or further improve on this positive result.

DETAILED FINDINGS

Overall performance



Overall performance

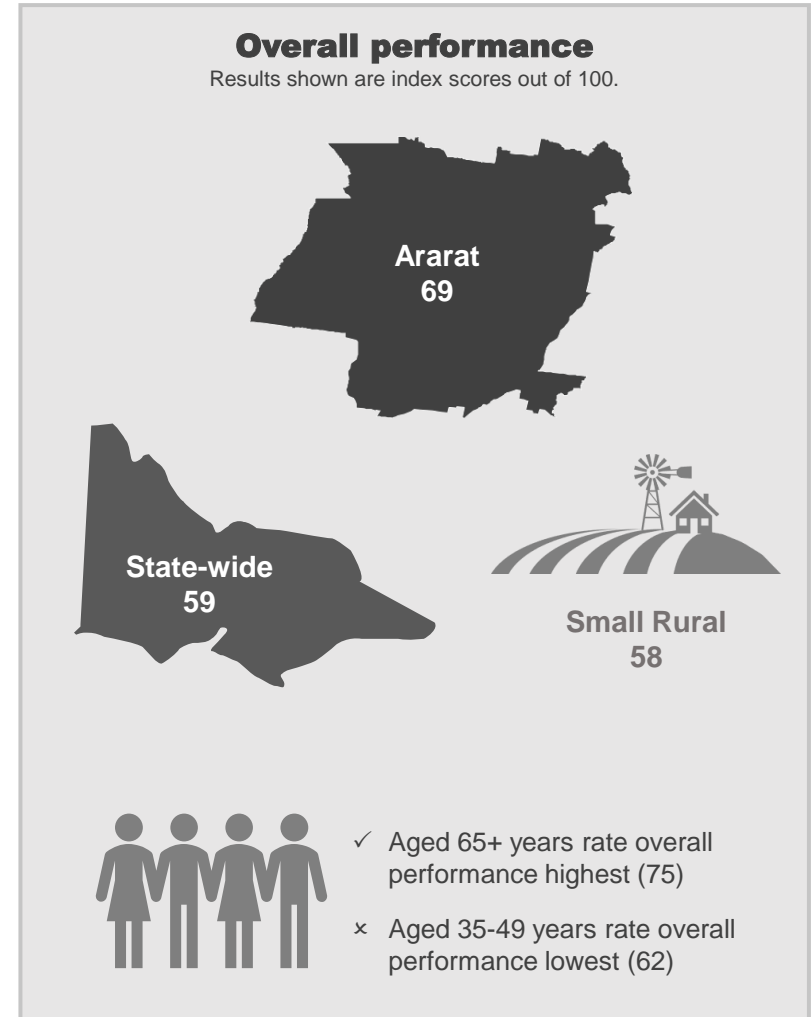
The overall performance index score of 69 for Ararat Rural City Council represents a three-point (not significant) improvement on the 2021 result, continuing a trend of improvement reported since 2018.

- Overall performance is at its highest since 2013.

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

- The ratings among residents aged 18 to 34 years and in the Ararat region are significantly higher compared to 2021 (up seven and four points respectively)
- The rating among residents aged 65 years and over (index score of 75) remain the highest among all age groups for 2022 and is significantly higher than the Council average.

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





Overall performance

2022 overall performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

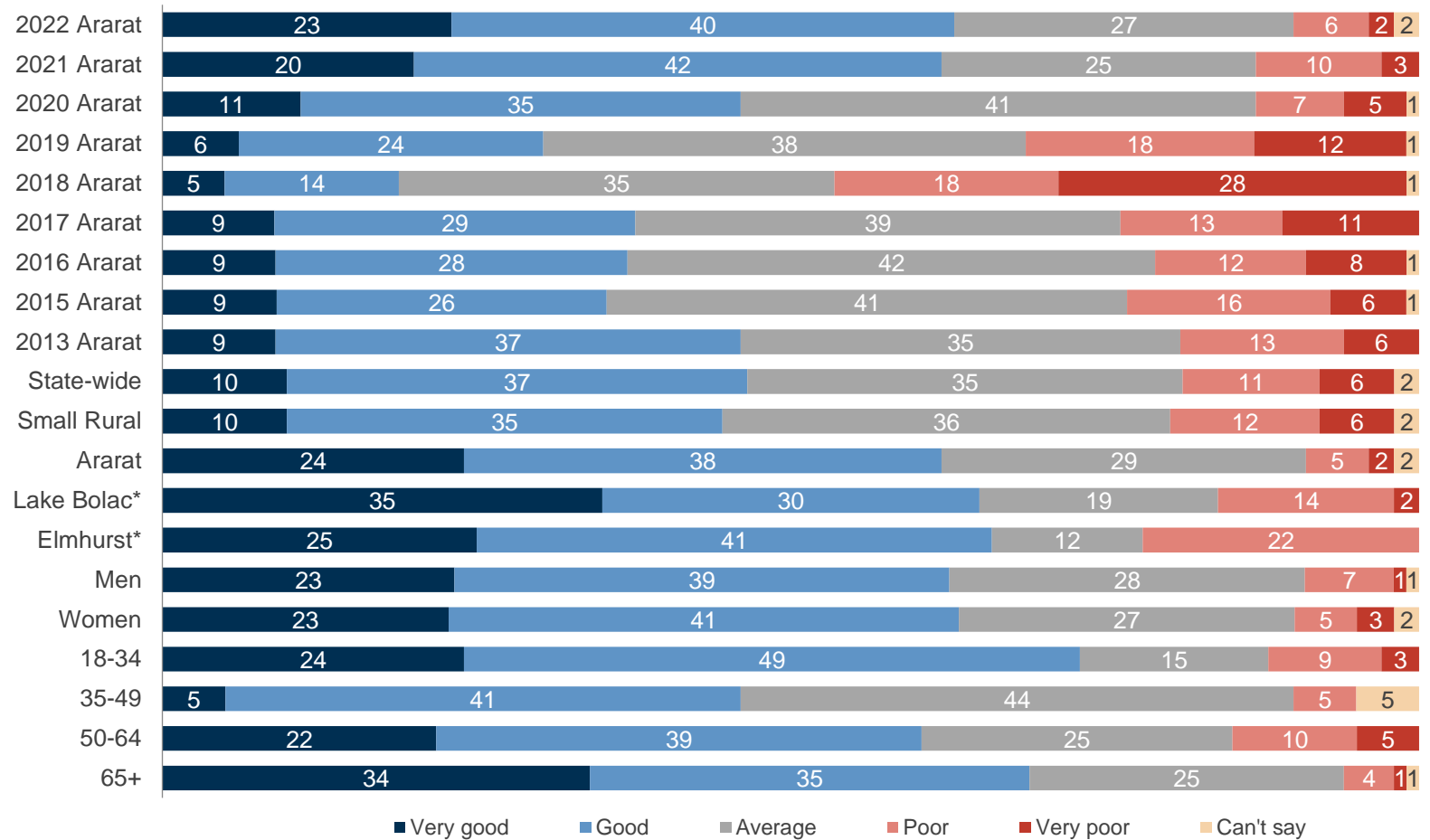
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2022 overall performance (%)



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

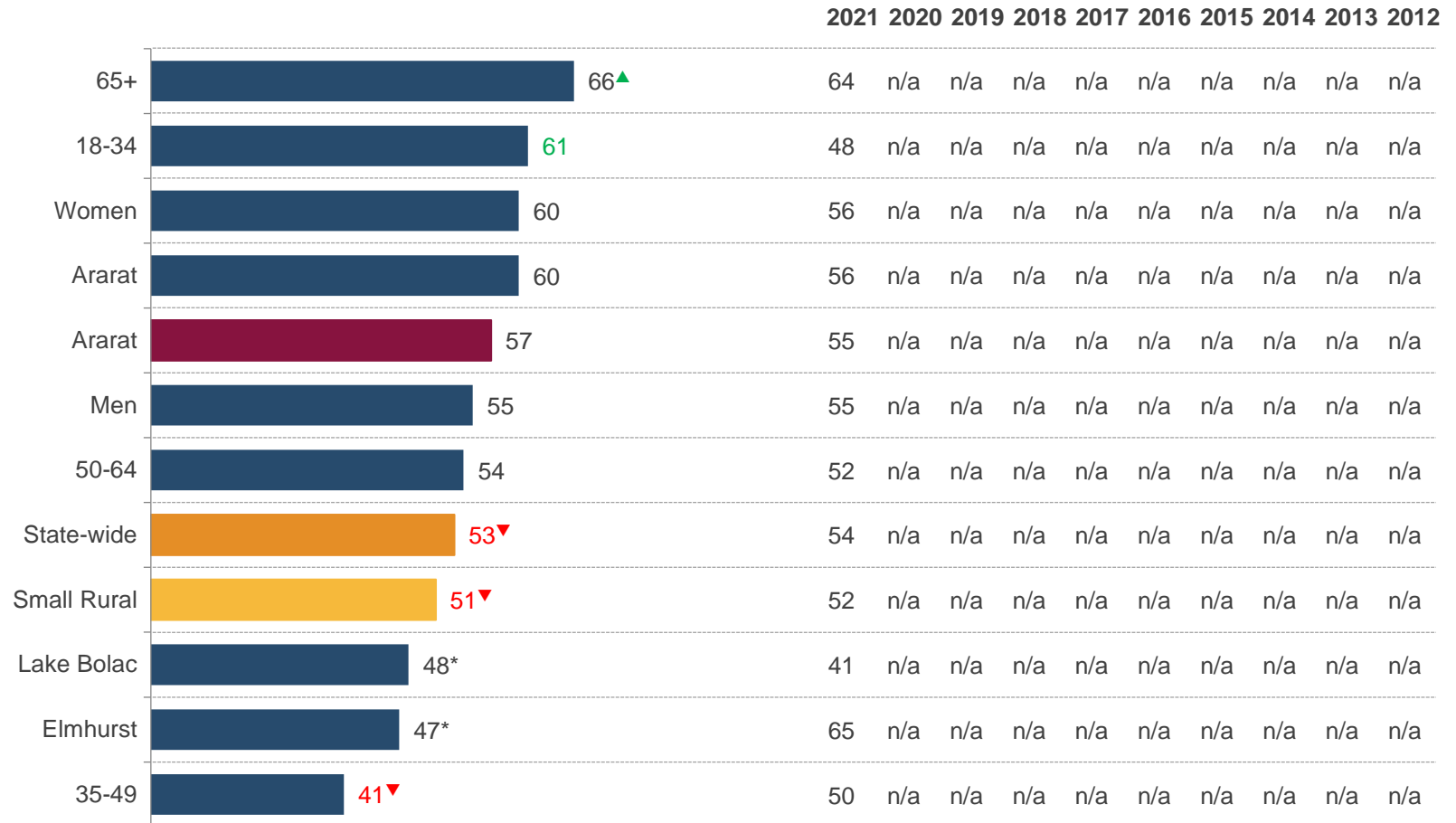
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (index scores)



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

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

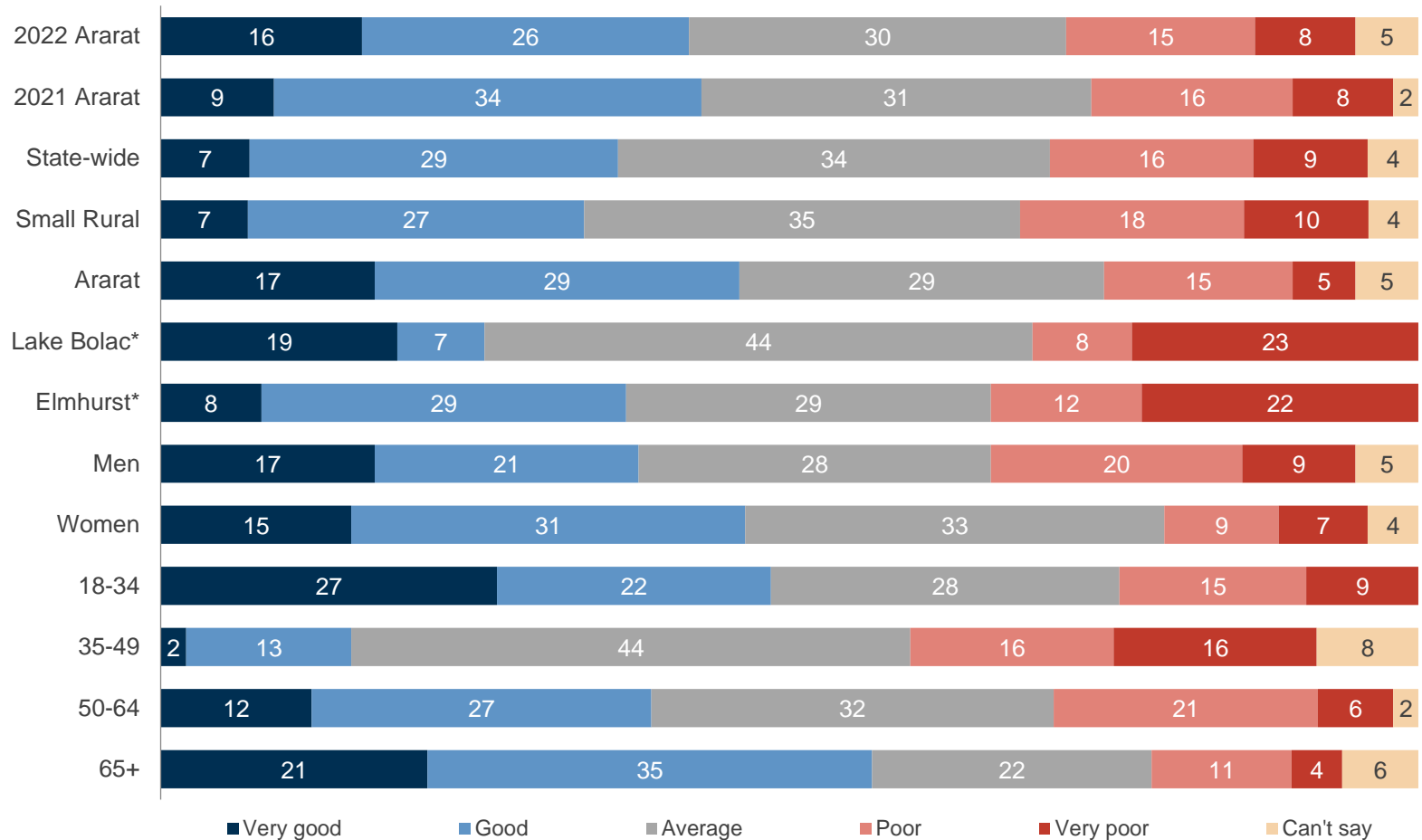
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (%)



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

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

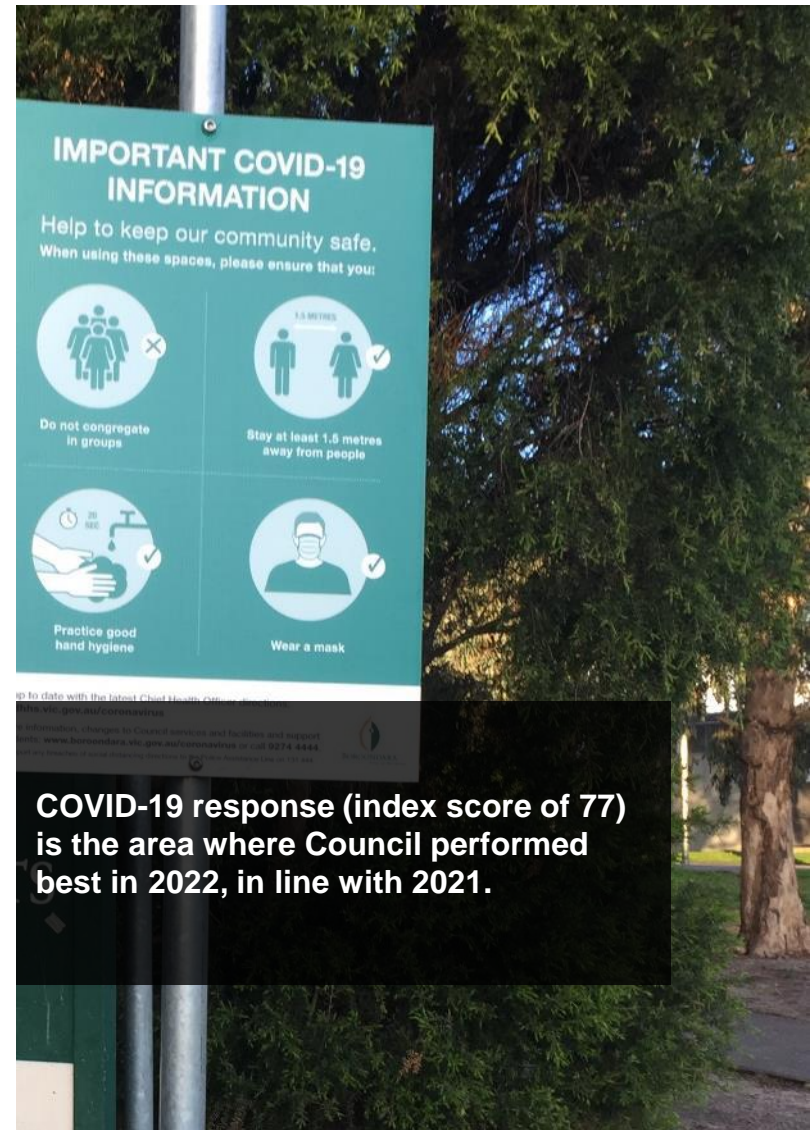
- Those aged 65 years and over continue to be the most impressed with Council's COVID-19 response (index score of 82).
- Council also performs significantly higher than the Small Rural group and State-wide averages (both with an index score of 69).

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

- In each of these three service areas, performance perceptions increased significantly in the last year among those aged 18 to 34 years.
- Council's performance in these three areas is also significantly higher than the Small Rural group average.

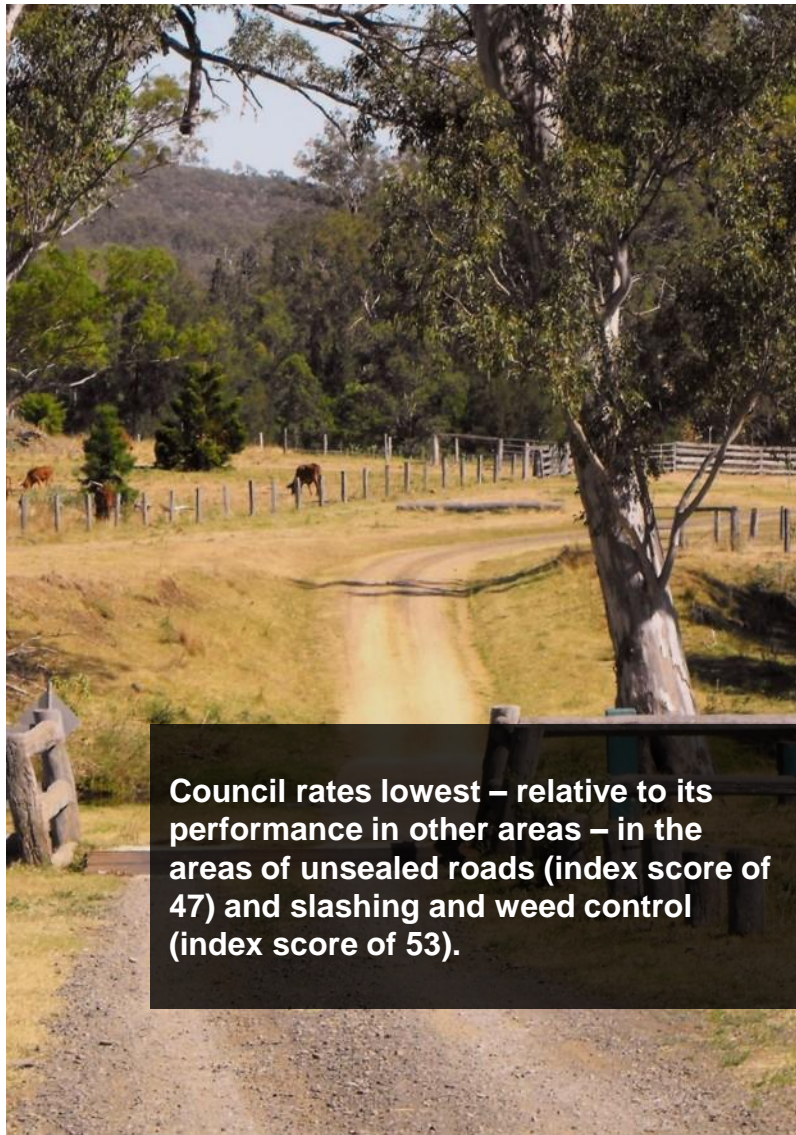
Parks and gardens, and recreational and sporting facilities, are each identified by 10% of residents as the best things about Council.

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





Low performing service areas



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

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

- In both of these service areas, those aged 35 to 49 years gave performance ratings significantly lower than the Council average.
- Council rates significantly higher than State-wide and Small Rural group averages for unsealed roads (index scores of 41 and 42 respectively).
- Council rates significantly higher than the State-wide average and in line with Small Rural group average for its performance in the area of slashing and weed control (49 and 50 respectively).

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

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

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



Individual service area performance

2022 individual service area performance (index scores)

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

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

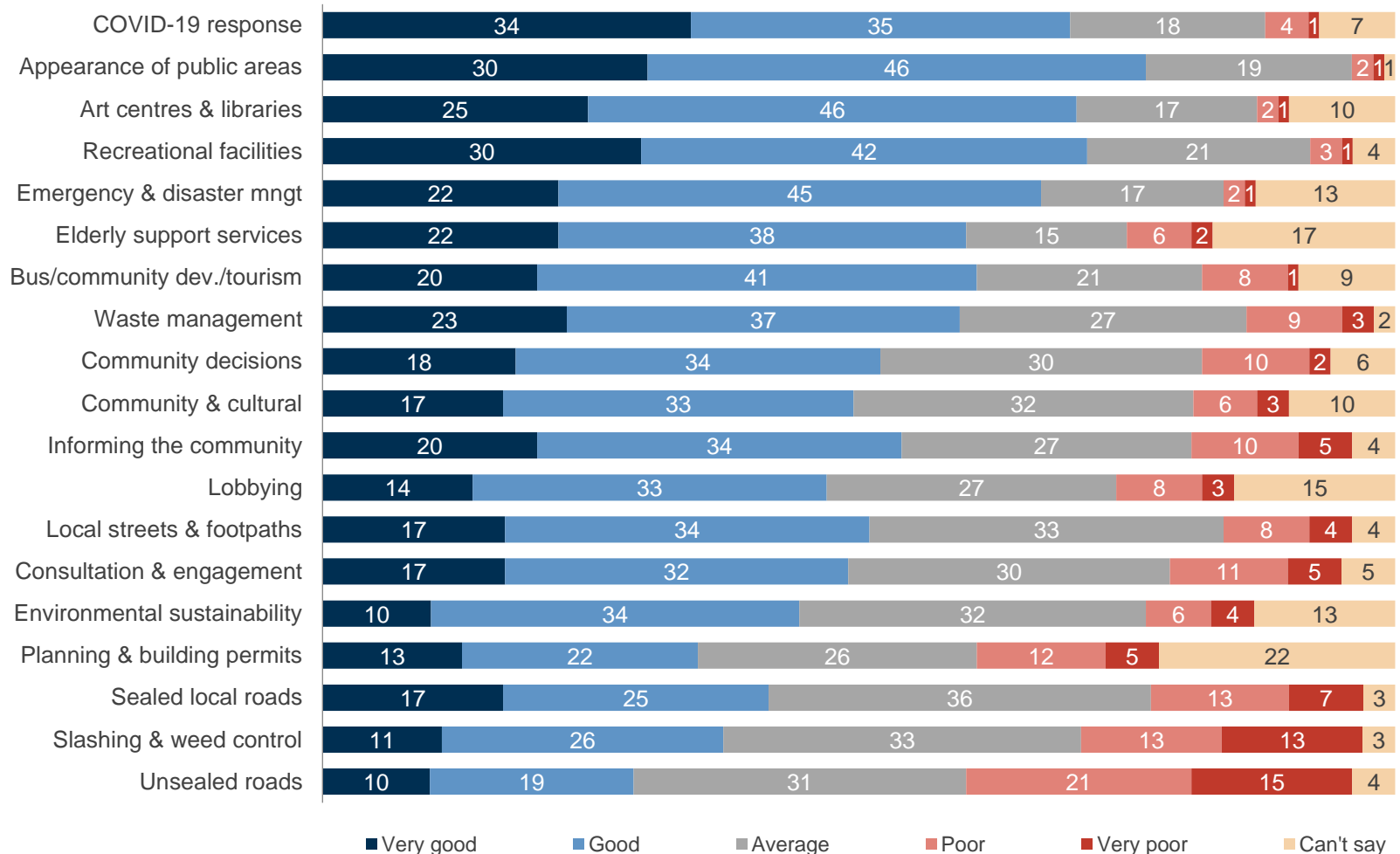
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

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

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

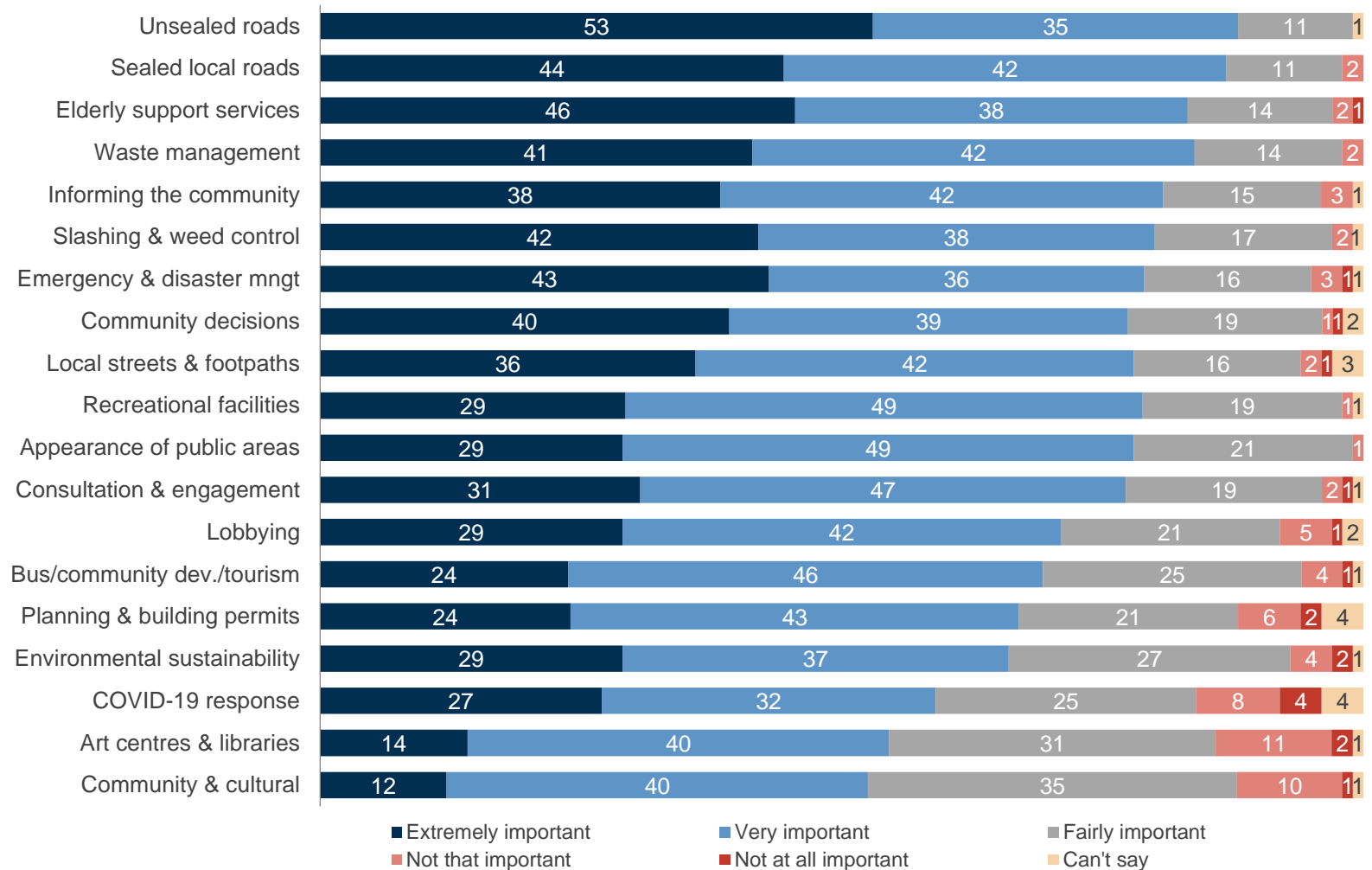
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

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



Individual service area importance

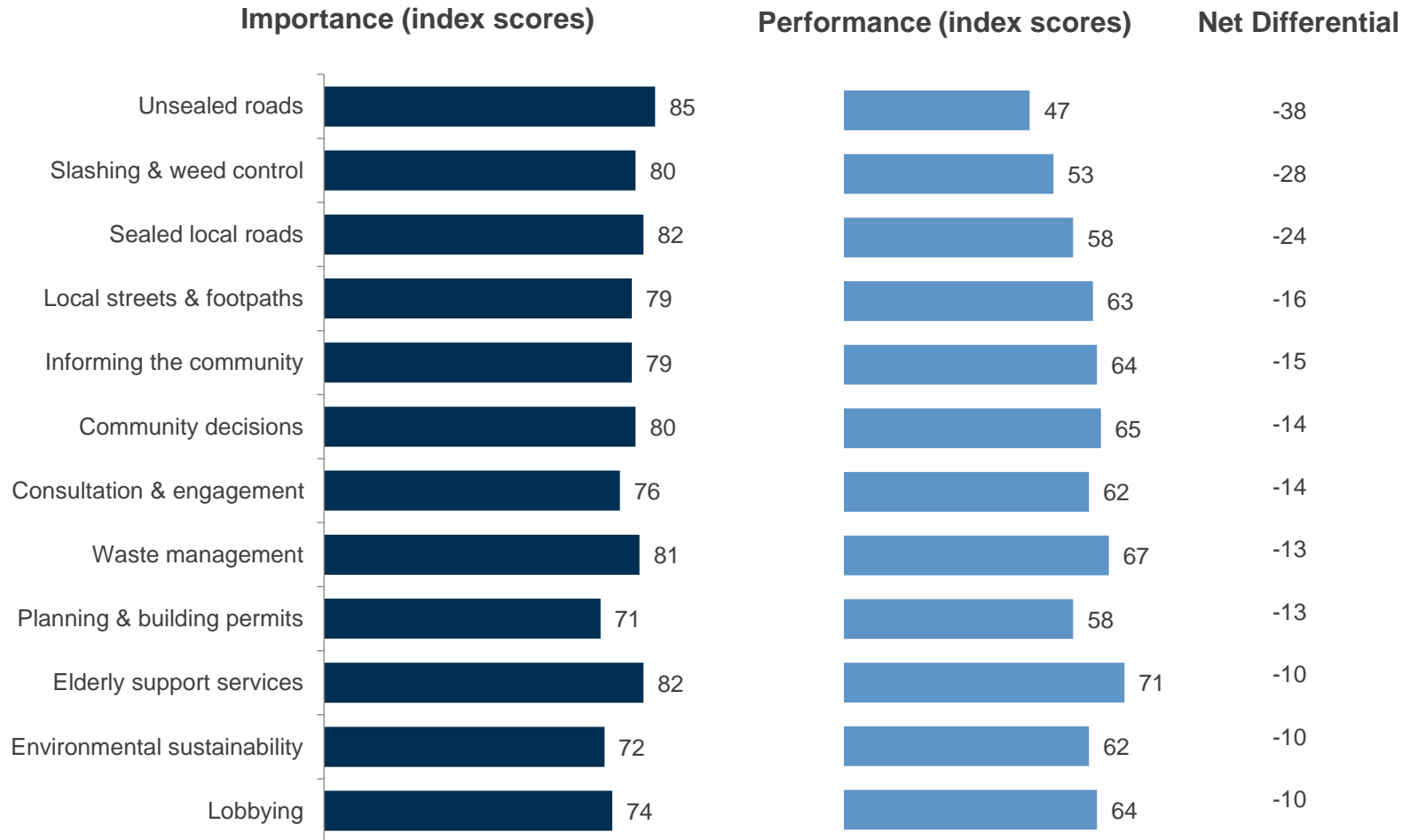
2022 individual service area importance (%)





Individual service areas importance vs performance

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





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

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

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

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

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

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



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

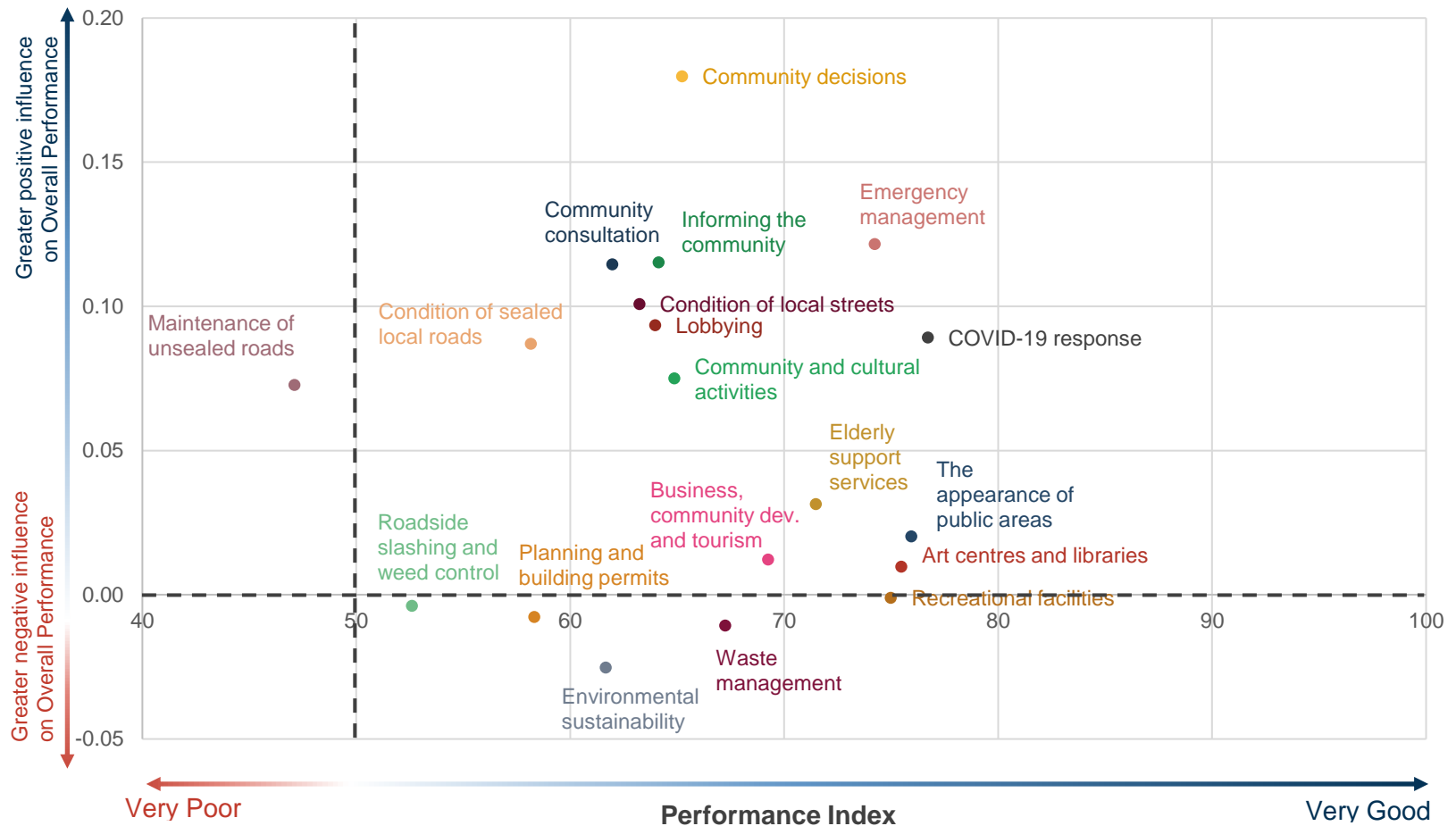
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

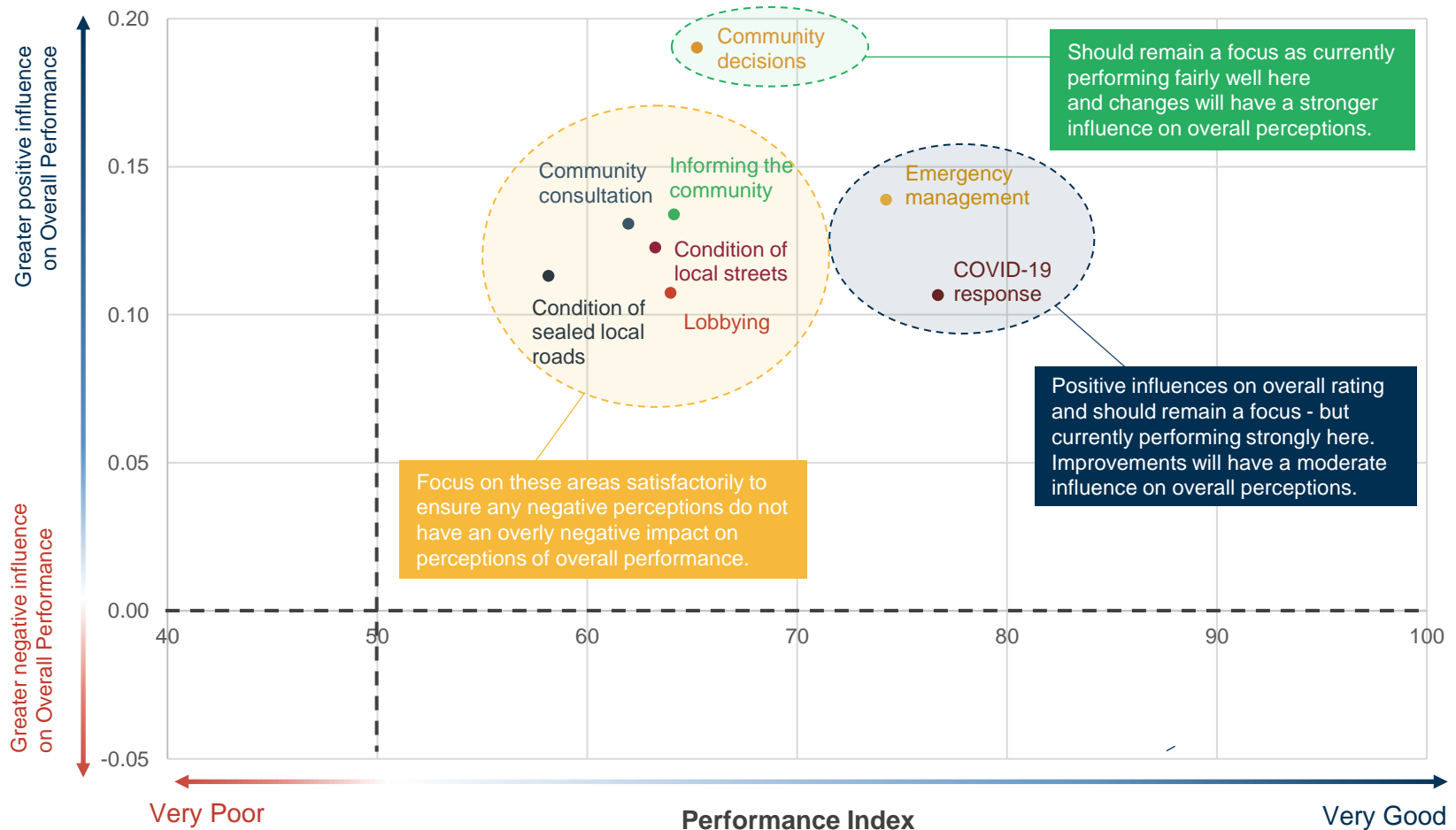


The multiple regression analysis model above (all service areas) has an R^2 value of 0.616 and adjusted R^2 value of 0.597, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 32.14$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

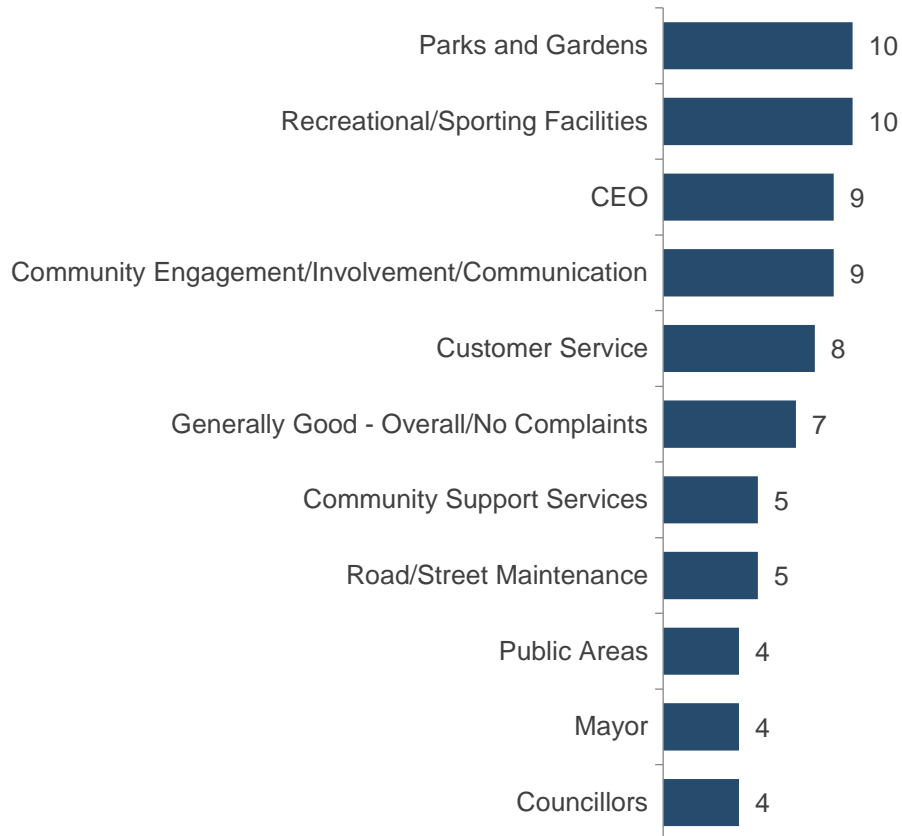


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.609 and adjusted R^2 value of 0.601, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 76.10$.



Best things about Council and areas for improvement

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



2022 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: 30 Councils asked group: 9

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

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12

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



Customer service



Contact with council and customer service

Contact with council

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

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



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

Customer service

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

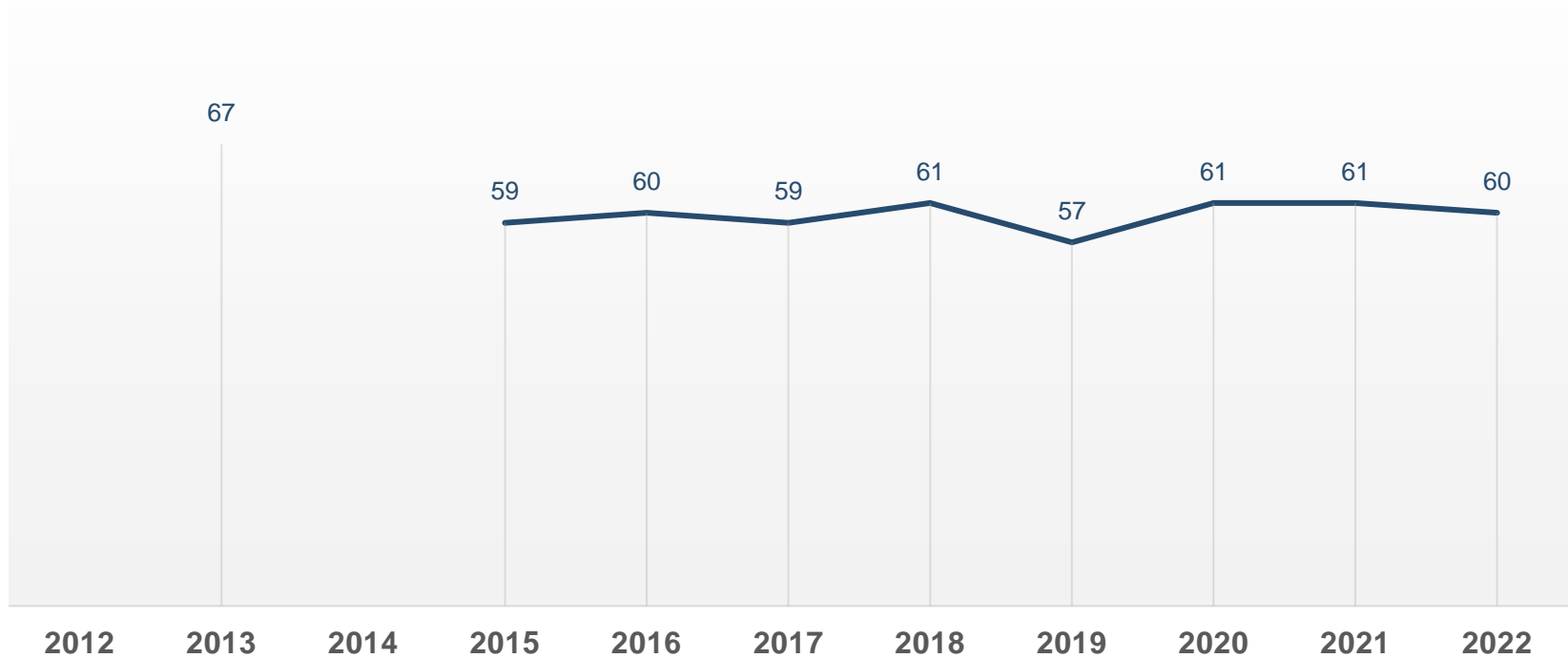
Customer service scores for both the State-wide and Small Rural group averages are significantly lower (index scores of 68 and 67 respectively).

- Three quarters of residents (75%) provide a positive customer service rating of 'very good' or 'good'.
- Perceptions of customer service are equally positive among residents in the Elmhurst, Ararat and Lake Bolac regions.
- Those aged 65 years and over report a customer service rating index score that is significantly lower in 2022 compared with 2021 (down nine points), now in line with other age groups.



Contact with council

2022 contact with council (%)
Have had contact



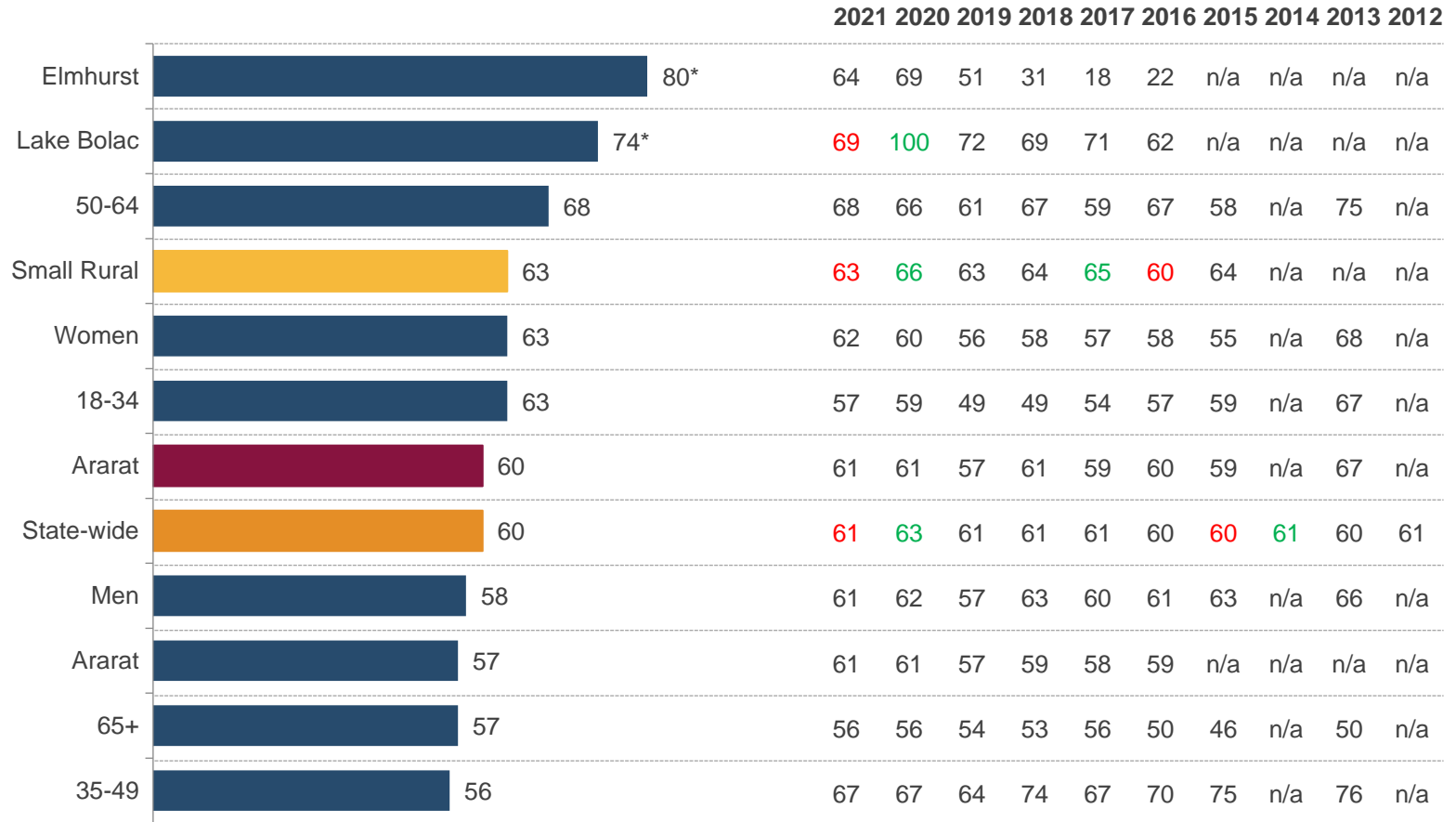
Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15



Contact with council

2022 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: 42 Councils asked group: 15

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

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (index scores)

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

Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67 Councils asked group: 19

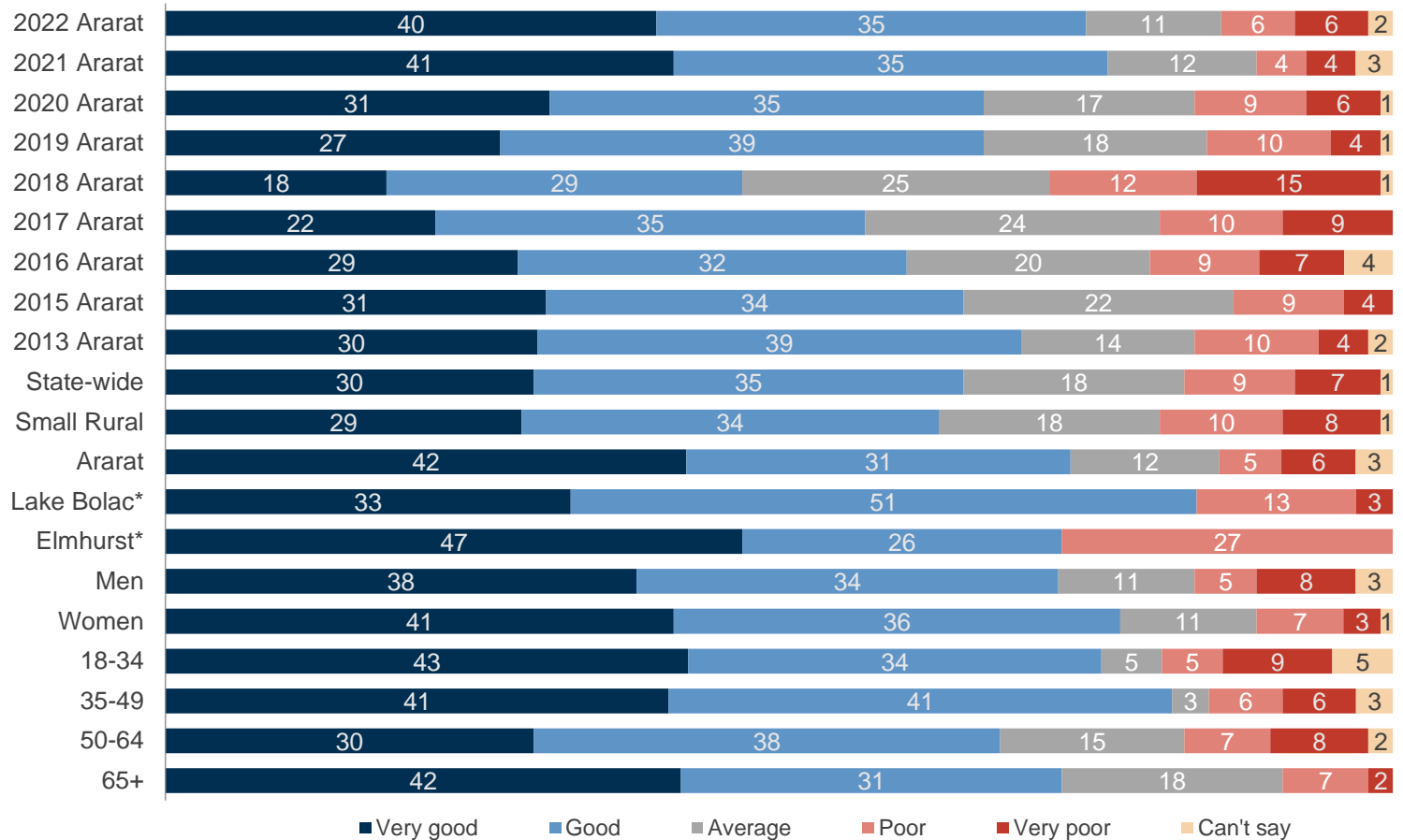
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Communication



Communication

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

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

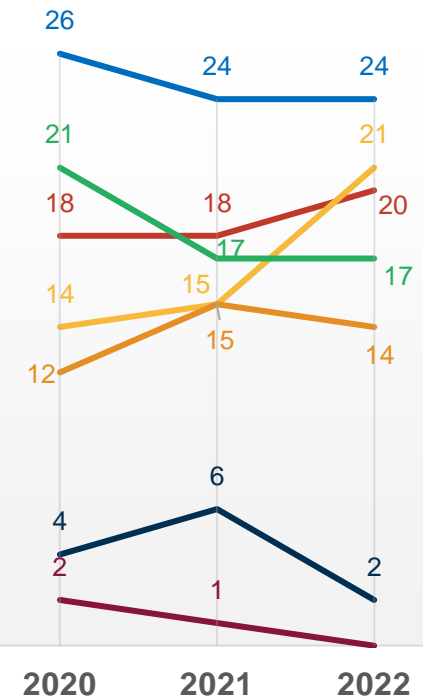
- While the preferred form of communication among residents under 50 years of age is social media (28%), it has fallen 10 points since 2020. There has been an increase of 10 percentage points in the preference for a Council newsletter via email to 24%, just overtaking the option for Council communicating with a newsletter via mail (23%).
- The preferred form of communication among those aged 50 years or older is advertising in local newspapers which is trending upwards (27% up 11 points since 2020). This is followed by a Council newsletter sent via mail (24%). In contrast to the increasing preference for a Council newsletter via email among younger residents, the preference for this form of communication has declined by five points for those aged over 50 years (16%).





Best form of communication

2022 best form of communication (%)



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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10



Best form of communication: under 50s

2022 under 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



Council
Website



Text
Message



Social
Media



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

Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10



Best form of communication: over 50s

2022 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10



Council direction



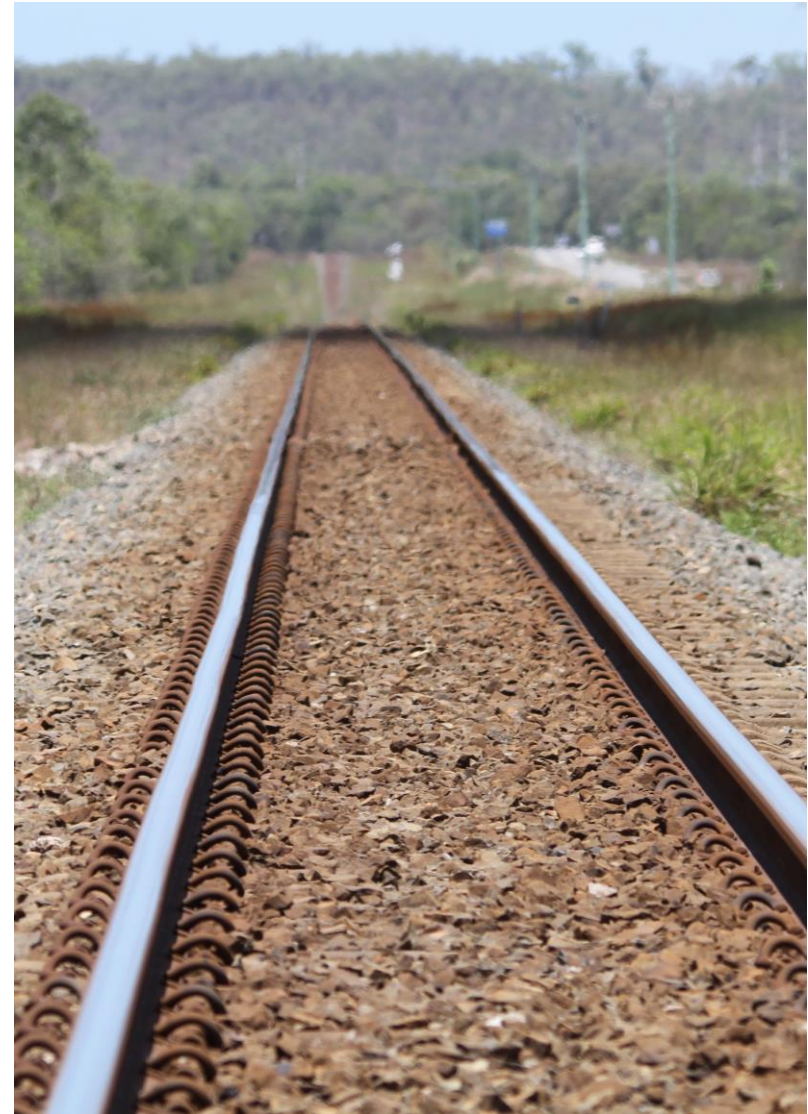
Council direction

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

- 44% believe the direction has improved (up six points on 2021) in the last 12 months.
- 8% believe it has deteriorated, down two points on 2021.
- The most satisfied with council direction are Elmhurst residents, women and residents aged 65 years and over.
- The least satisfied with council direction are residents aged 35 to 64 years.
- Those aged 18 to 34 years report a significantly improved view of Council's direction since 2021, up 12 index points.

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

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





Overall council direction last 12 months

2022 overall council direction (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

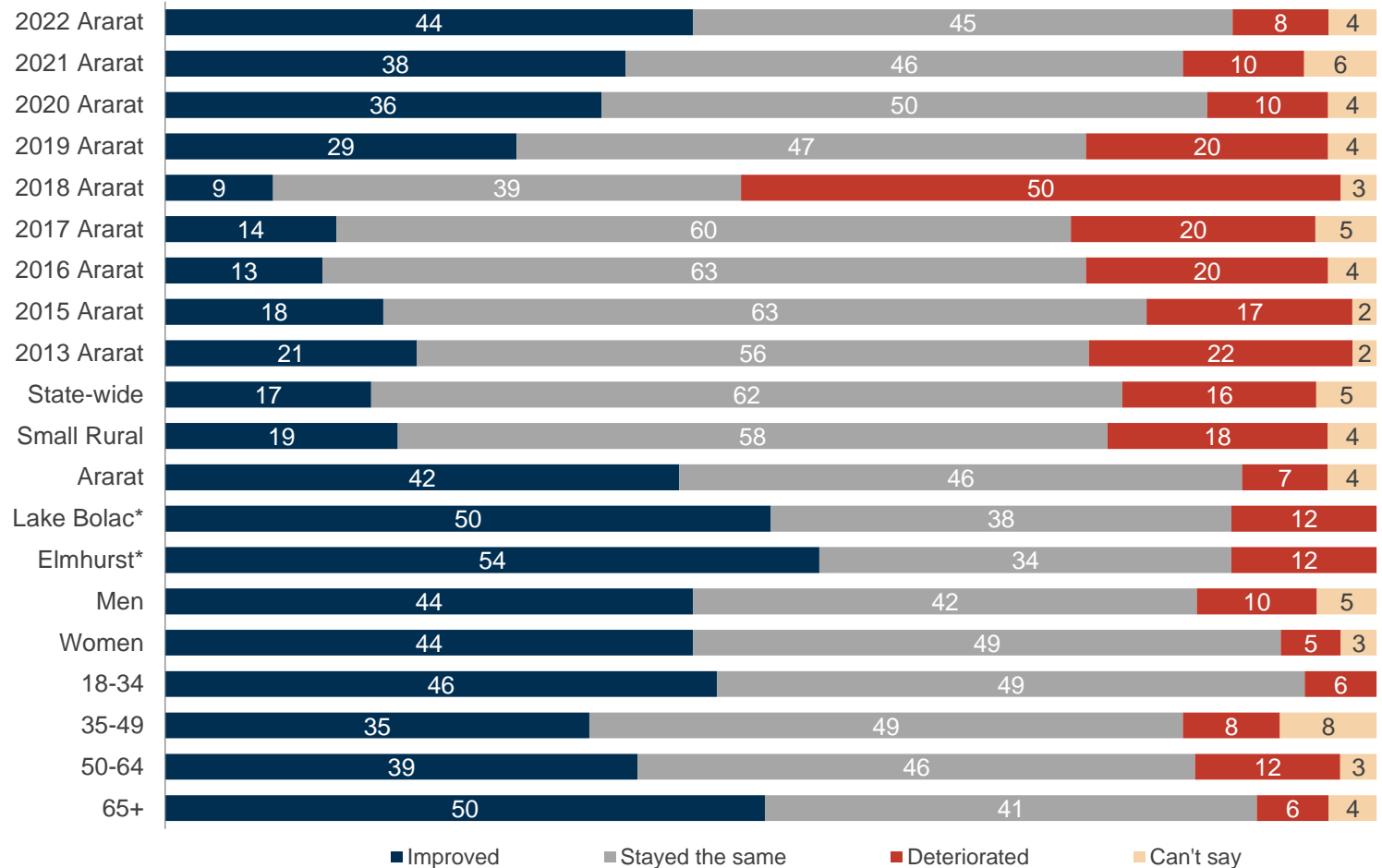
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2022 overall council direction (%)



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

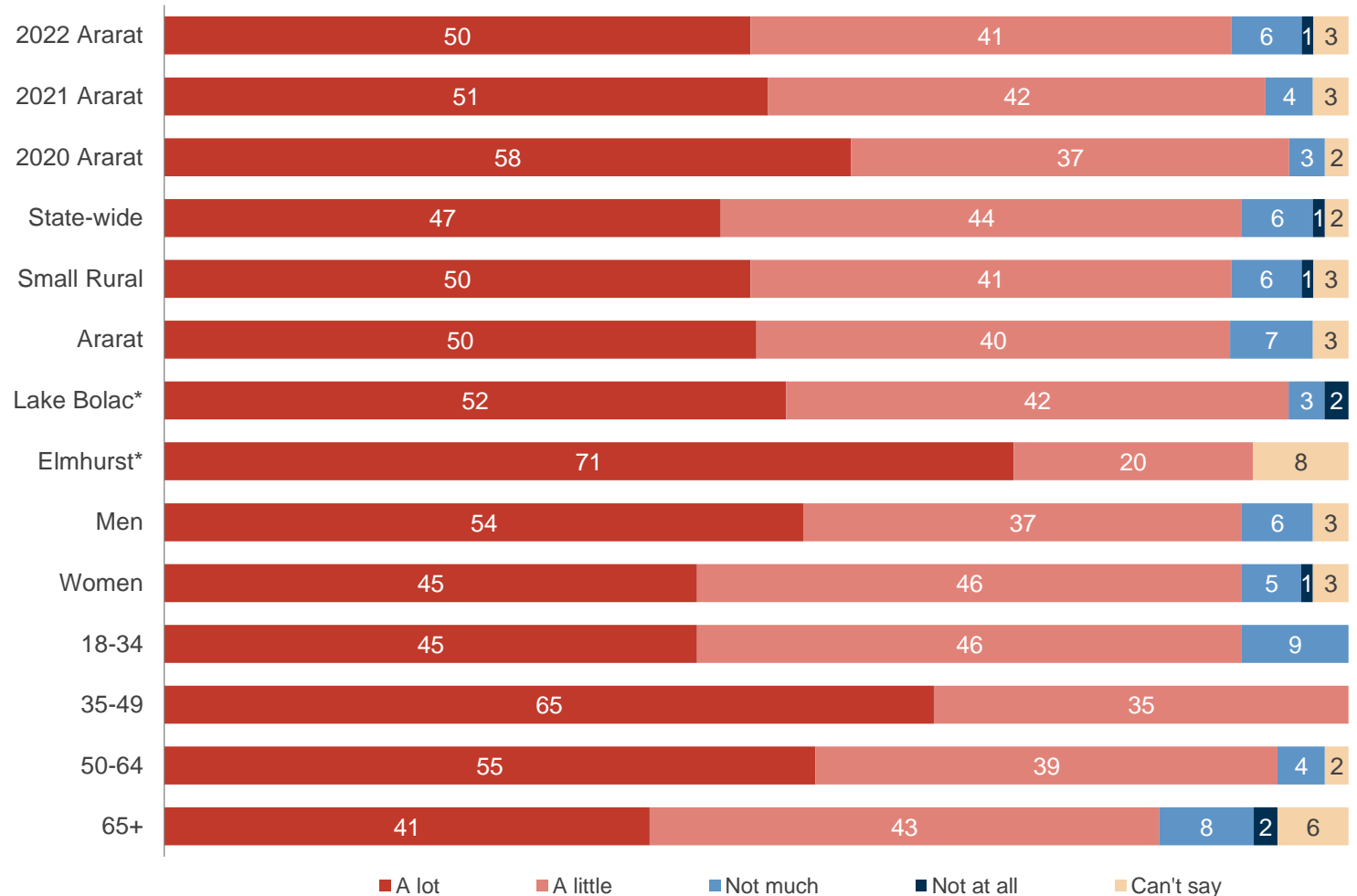
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Room for improvement in services

2022 room for improvement in services (%)



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

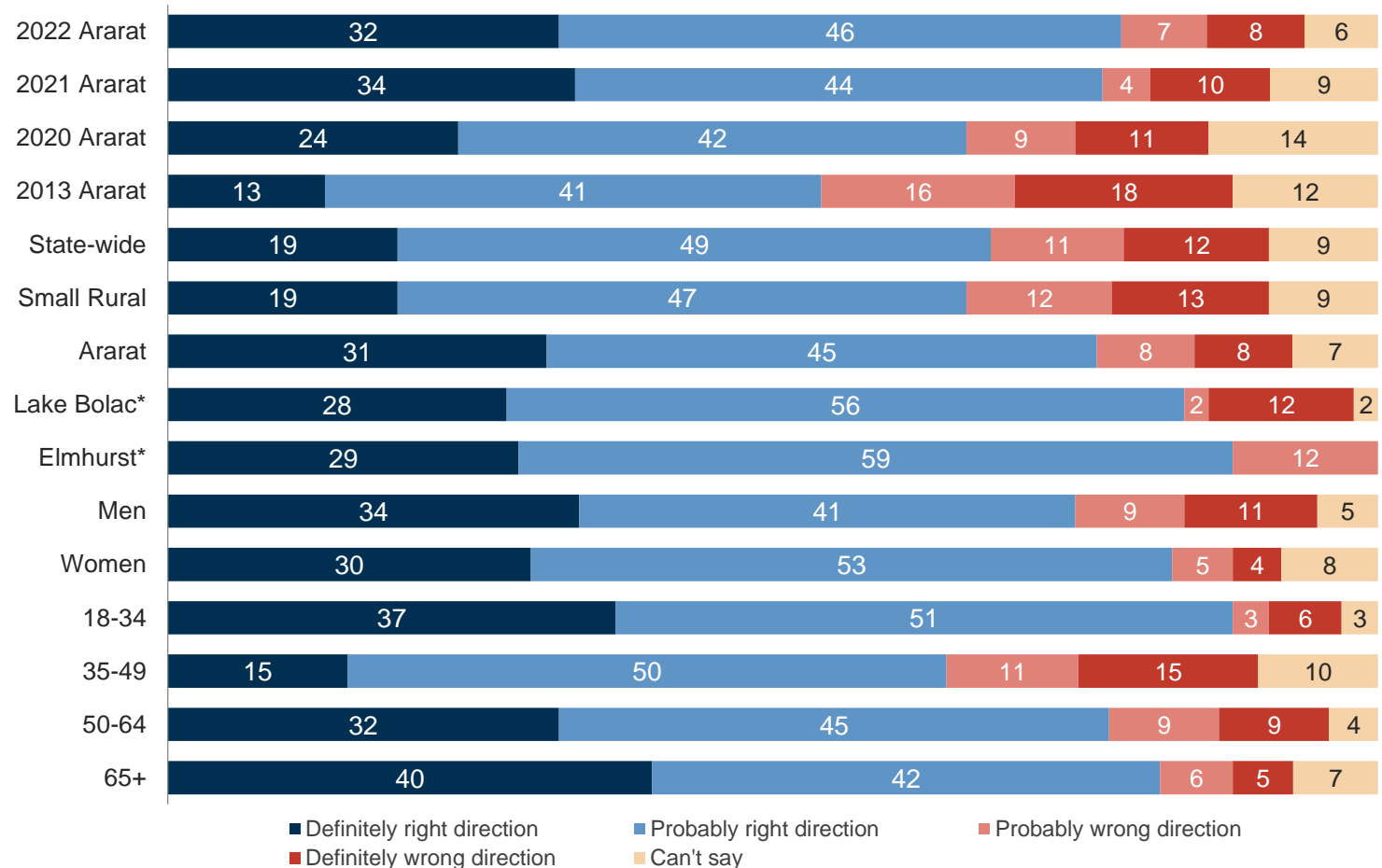
Base: All respondents. Councils asked State-wide: 3 Councils asked group: 1

*Caution: small sample size < n=30



Right / wrong direction

2022 right / wrong direction (%)



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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

*Caution: small sample size < n=30

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

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

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

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

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

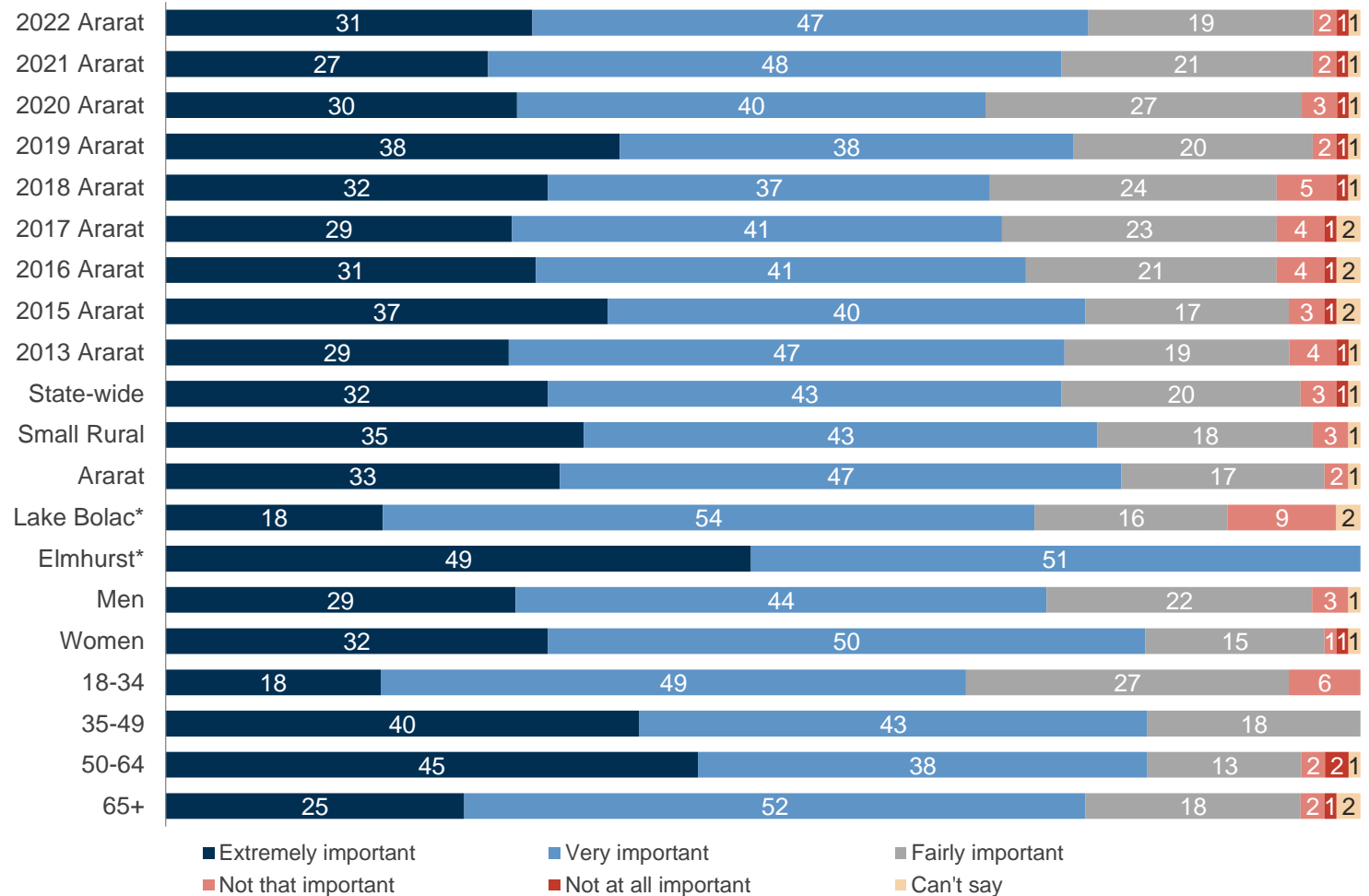
*Caution: small sample size < n=30



Community consultation and engagement importance



2022 consultation and engagement importance (%)



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

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

*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

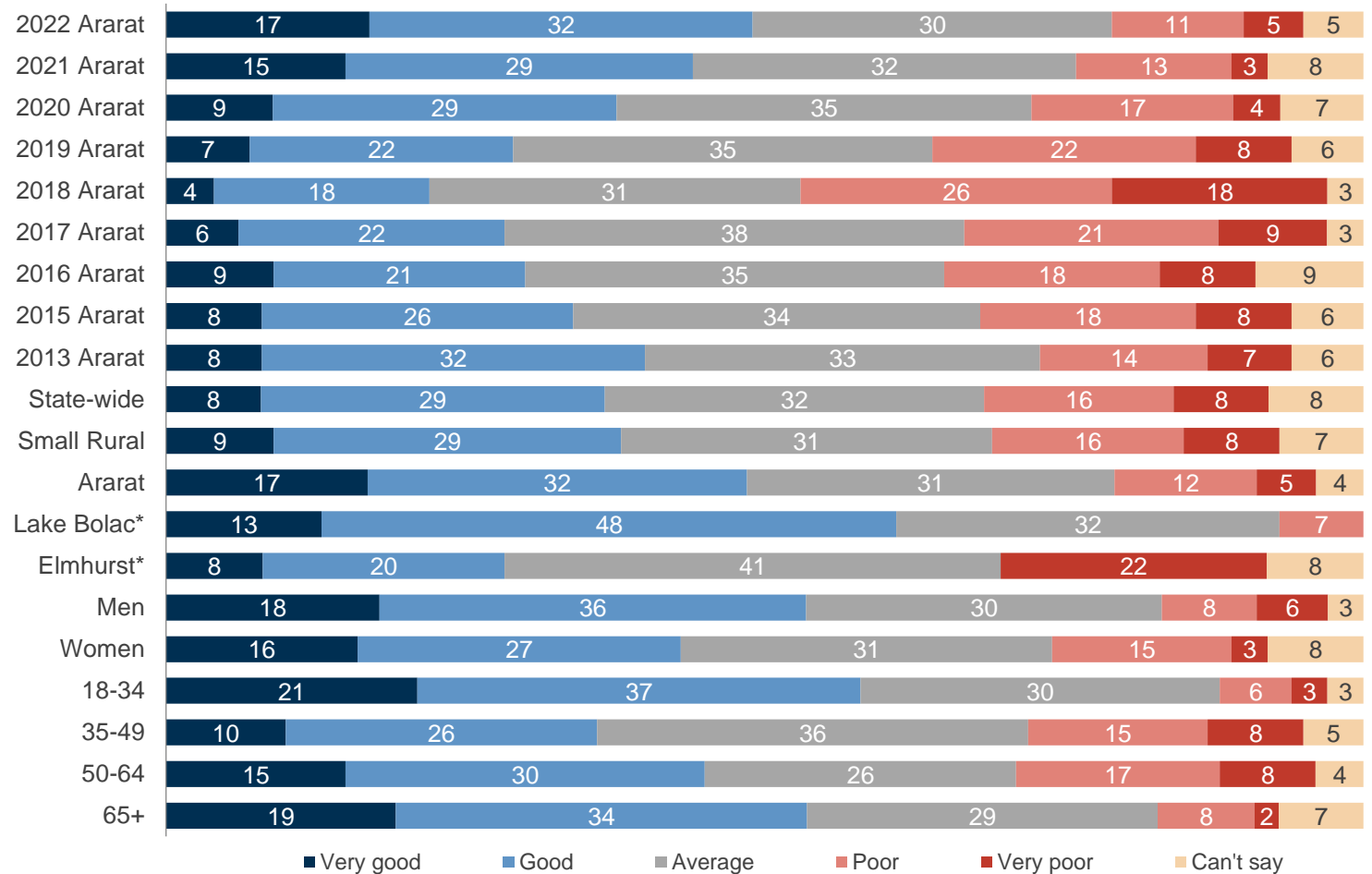
*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (%)



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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

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

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

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

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

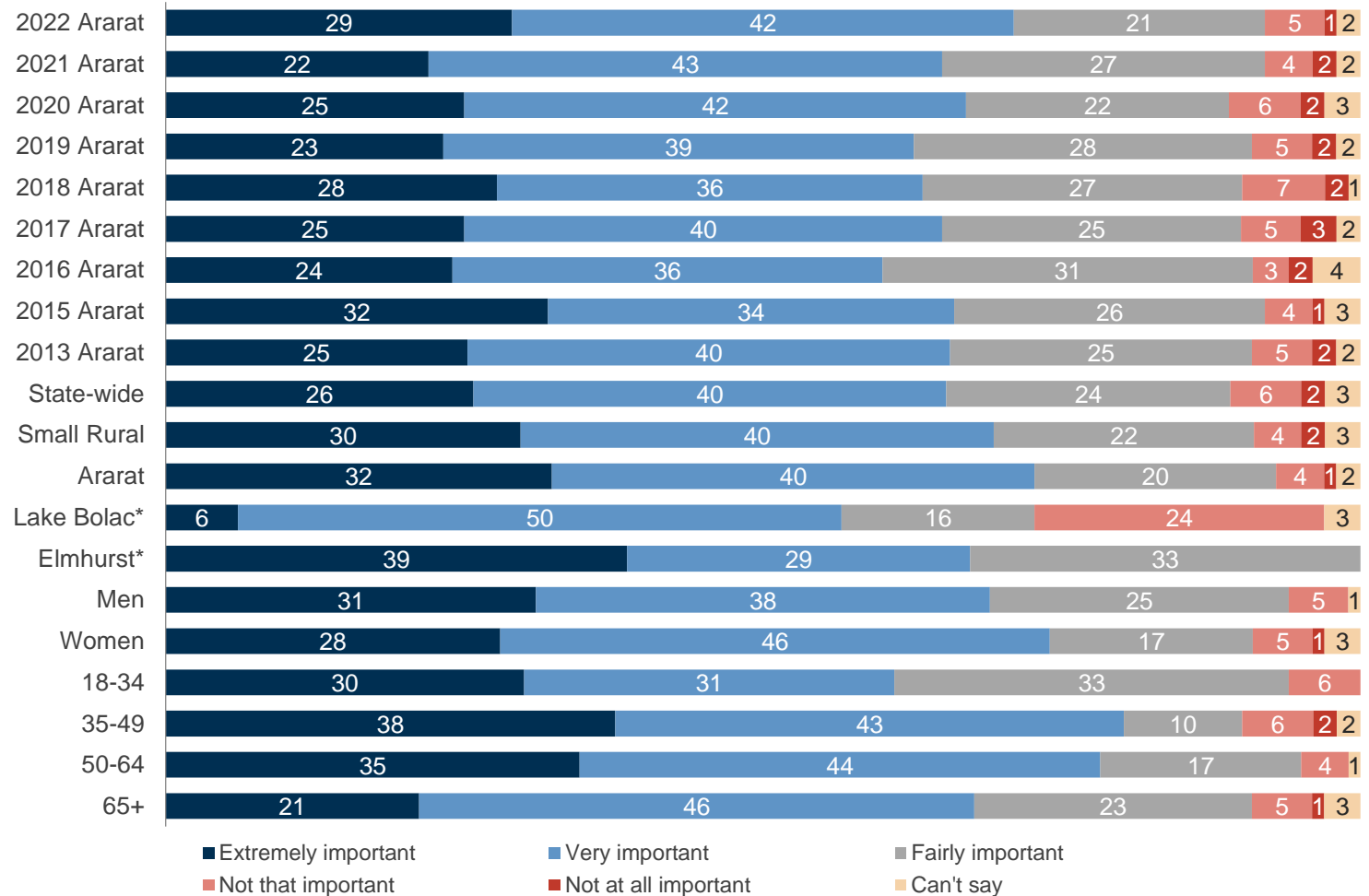
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (%)



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



2022 lobbying performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

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

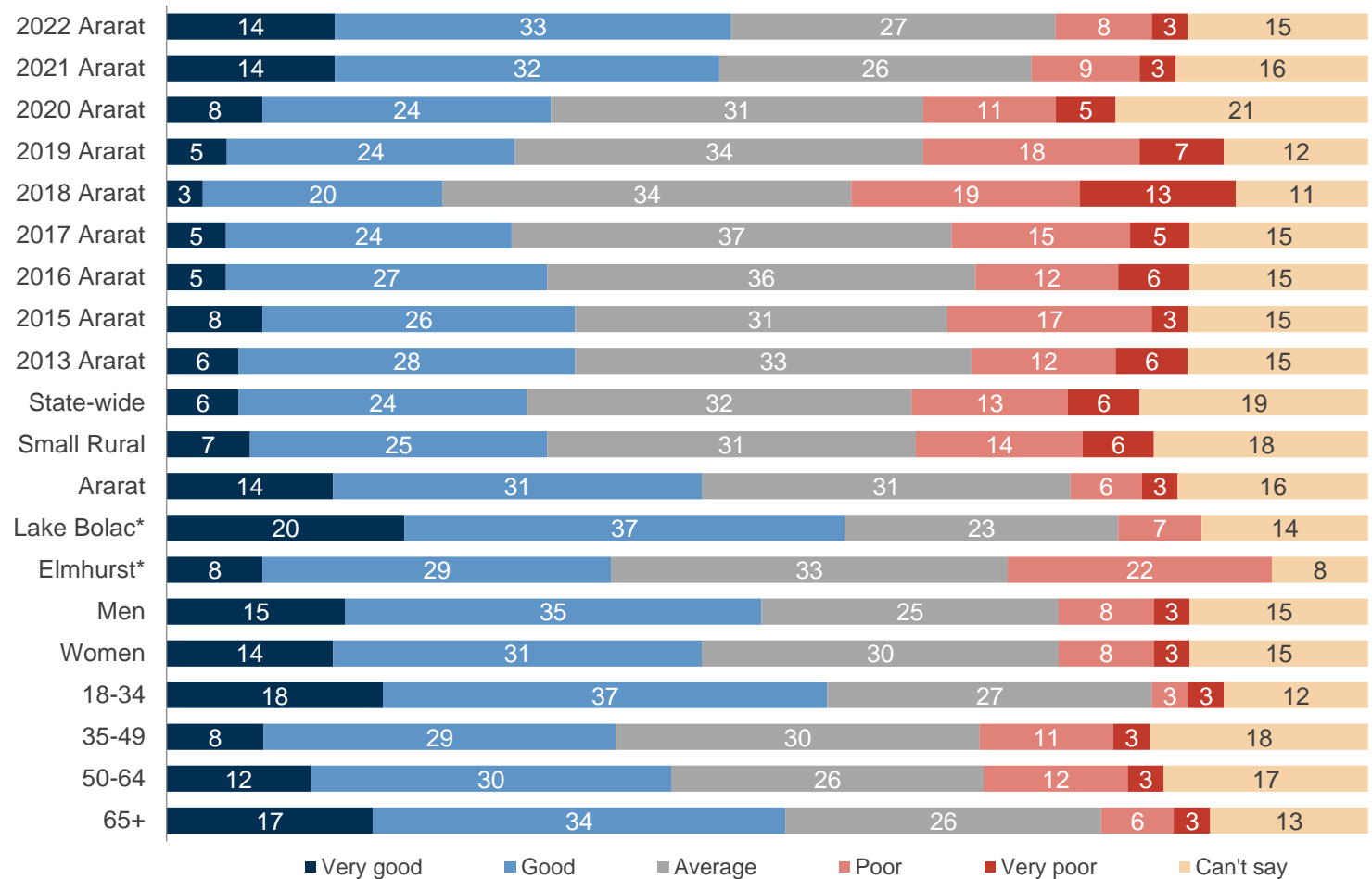
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2022 lobbying performance (%)



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

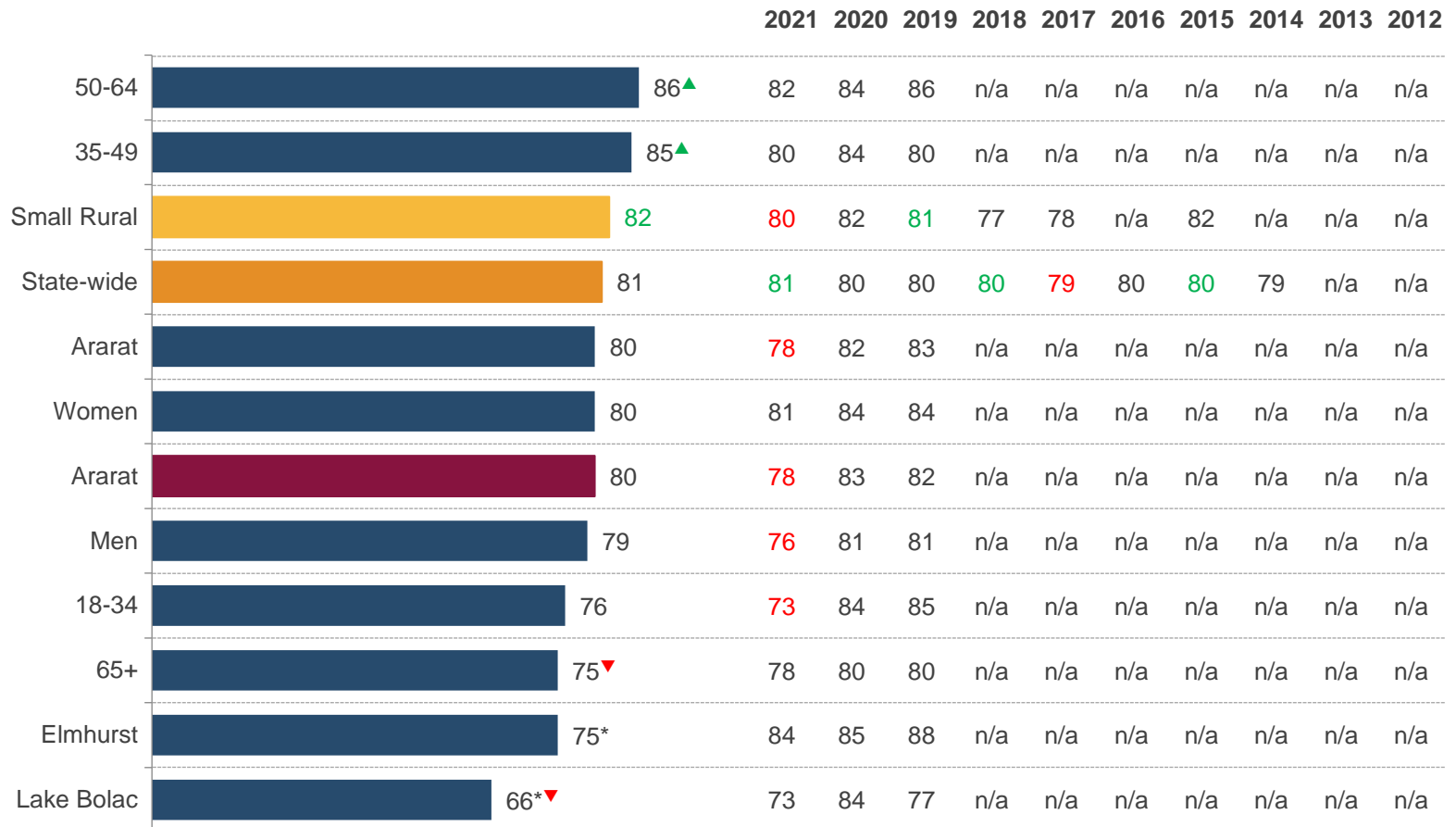
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



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

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

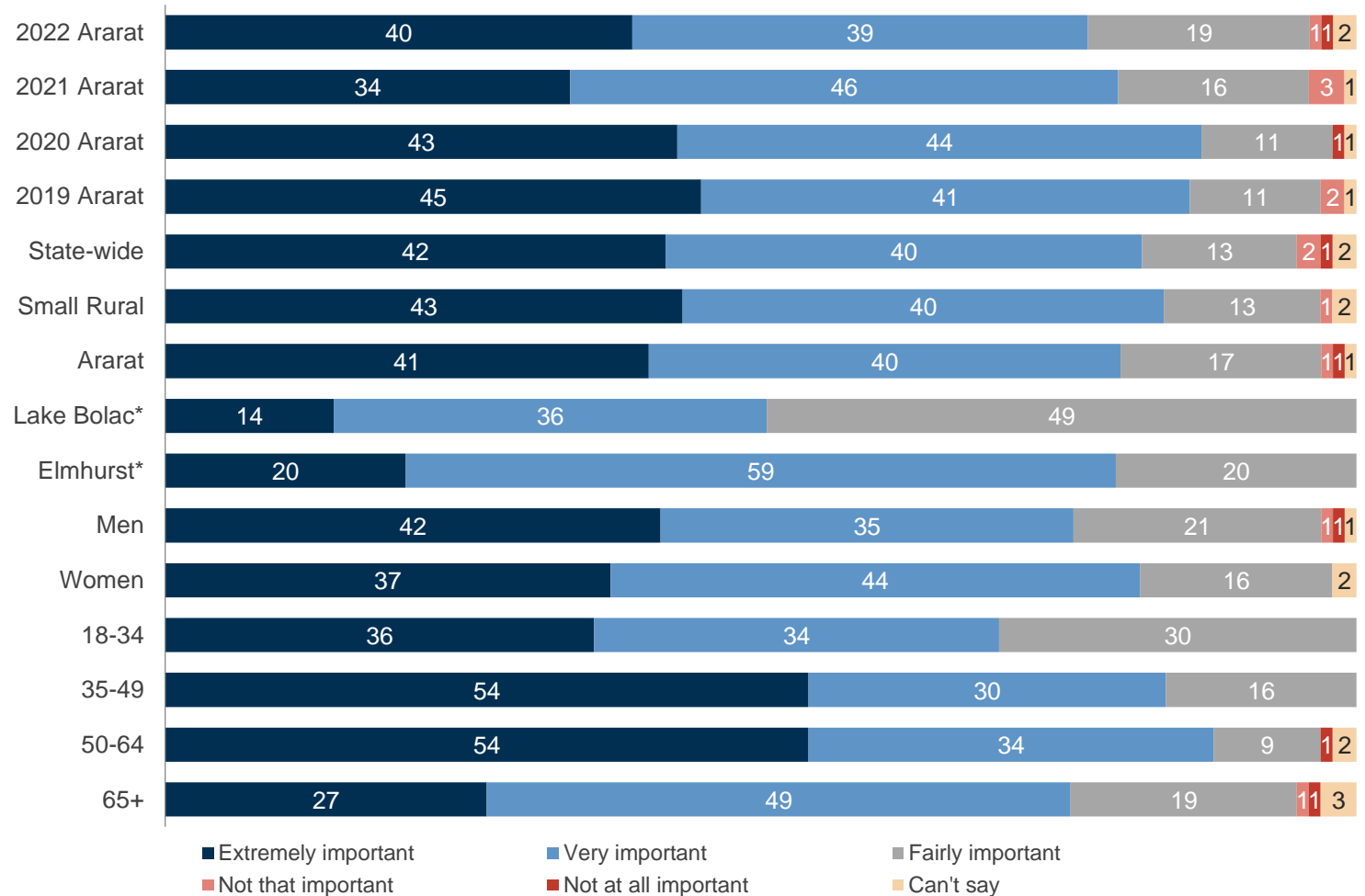
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



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



2022 community decisions made performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

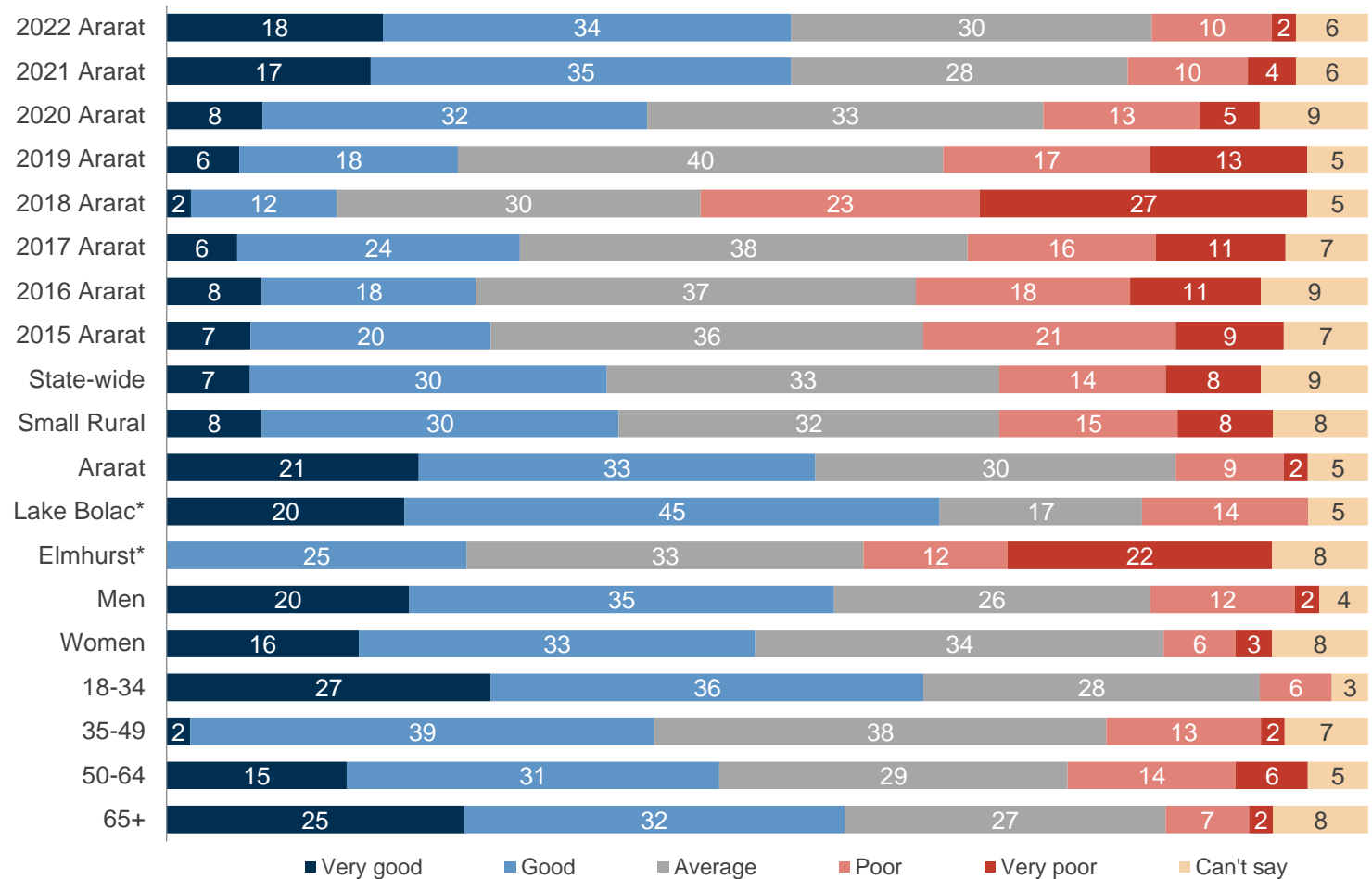
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

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

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

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

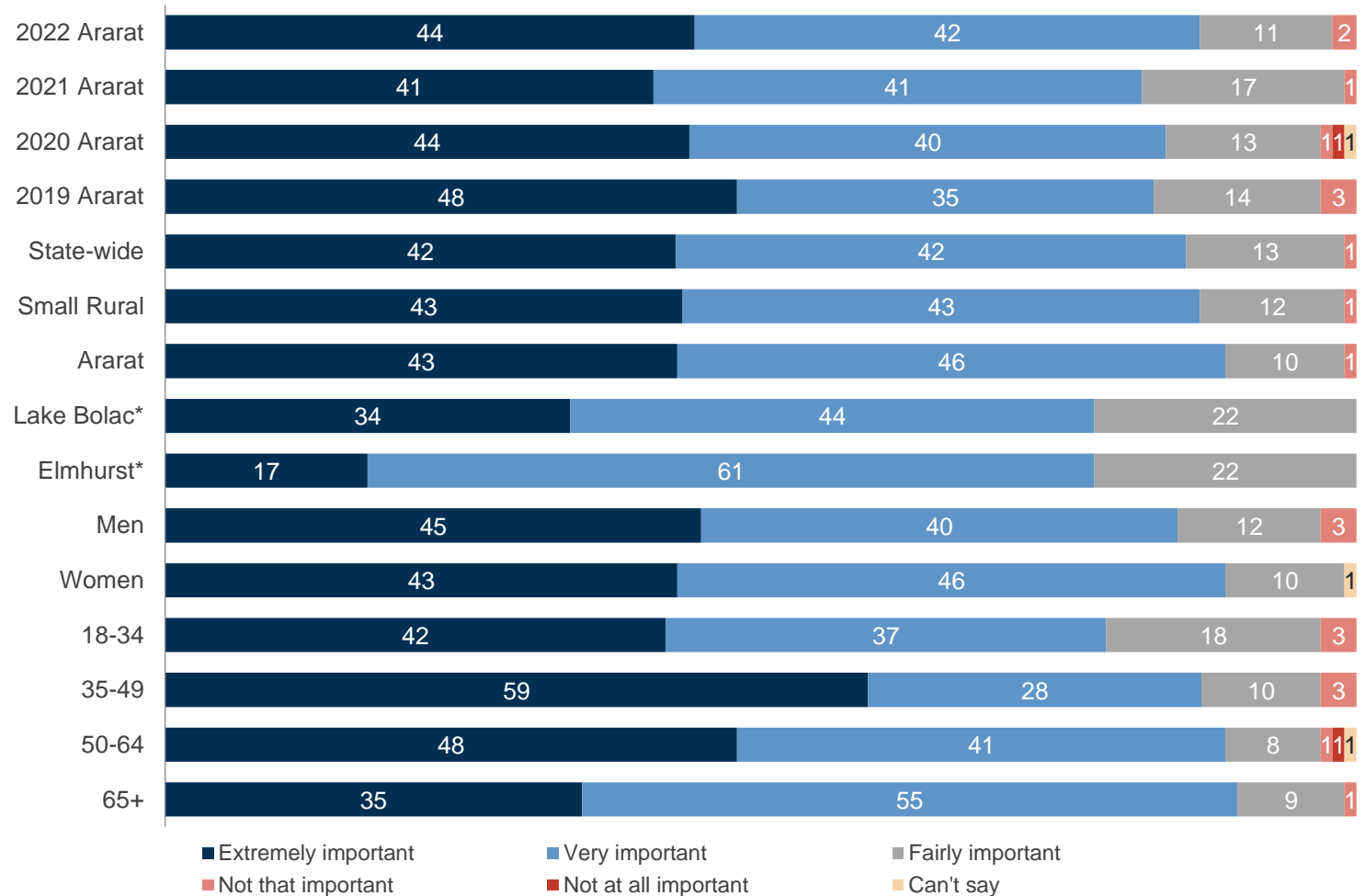
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



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

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

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

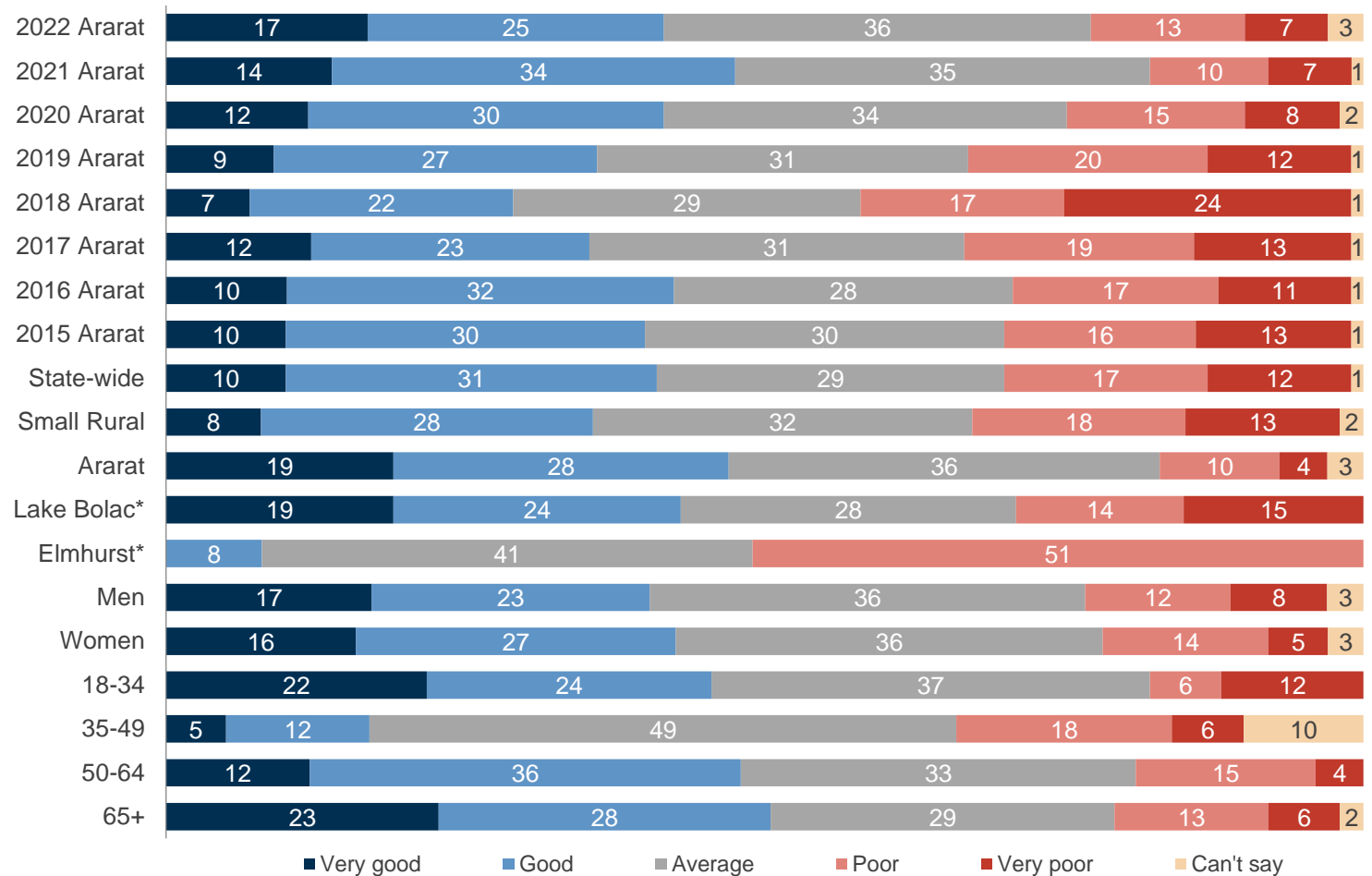
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

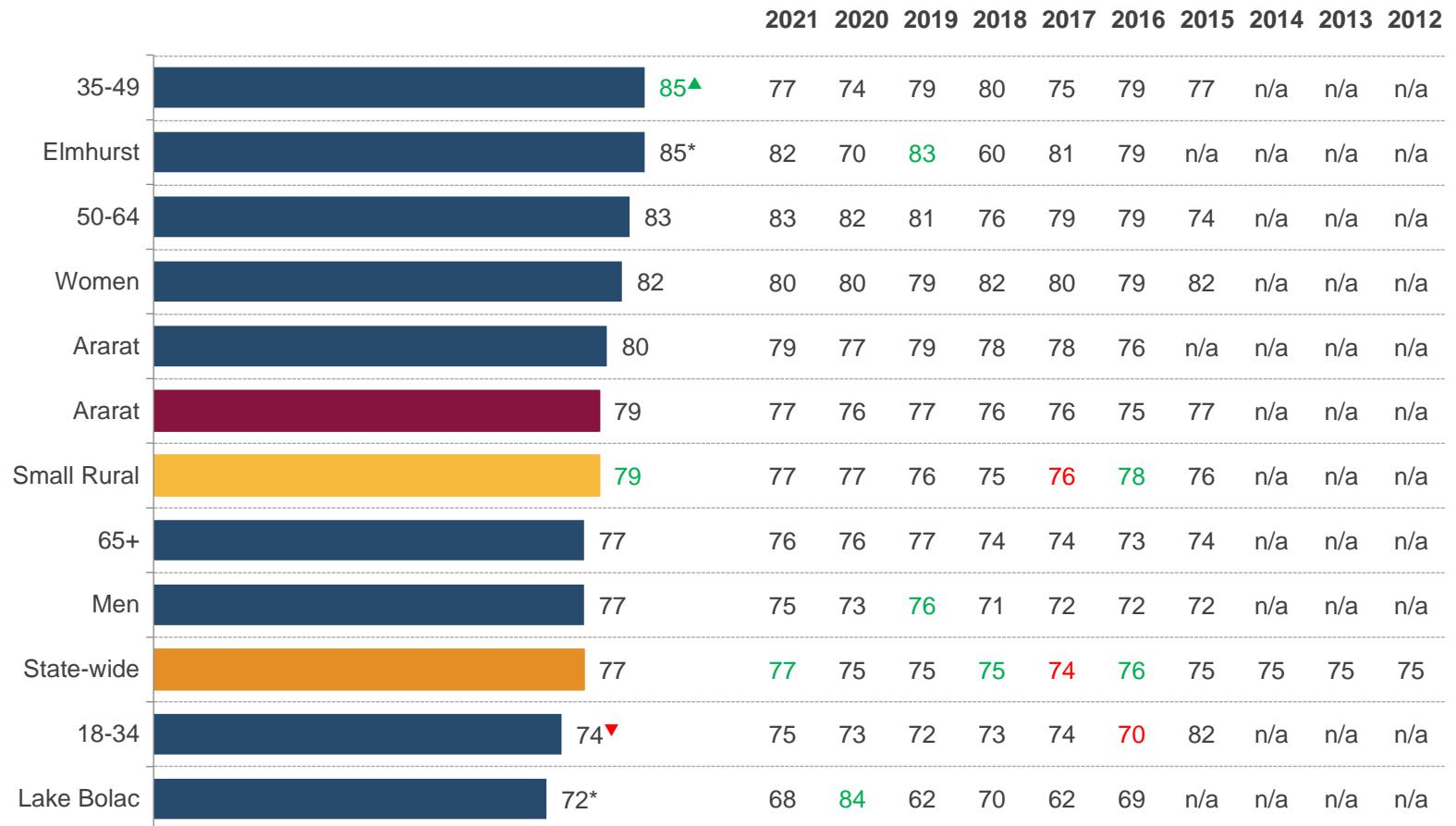
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (index scores)



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

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

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

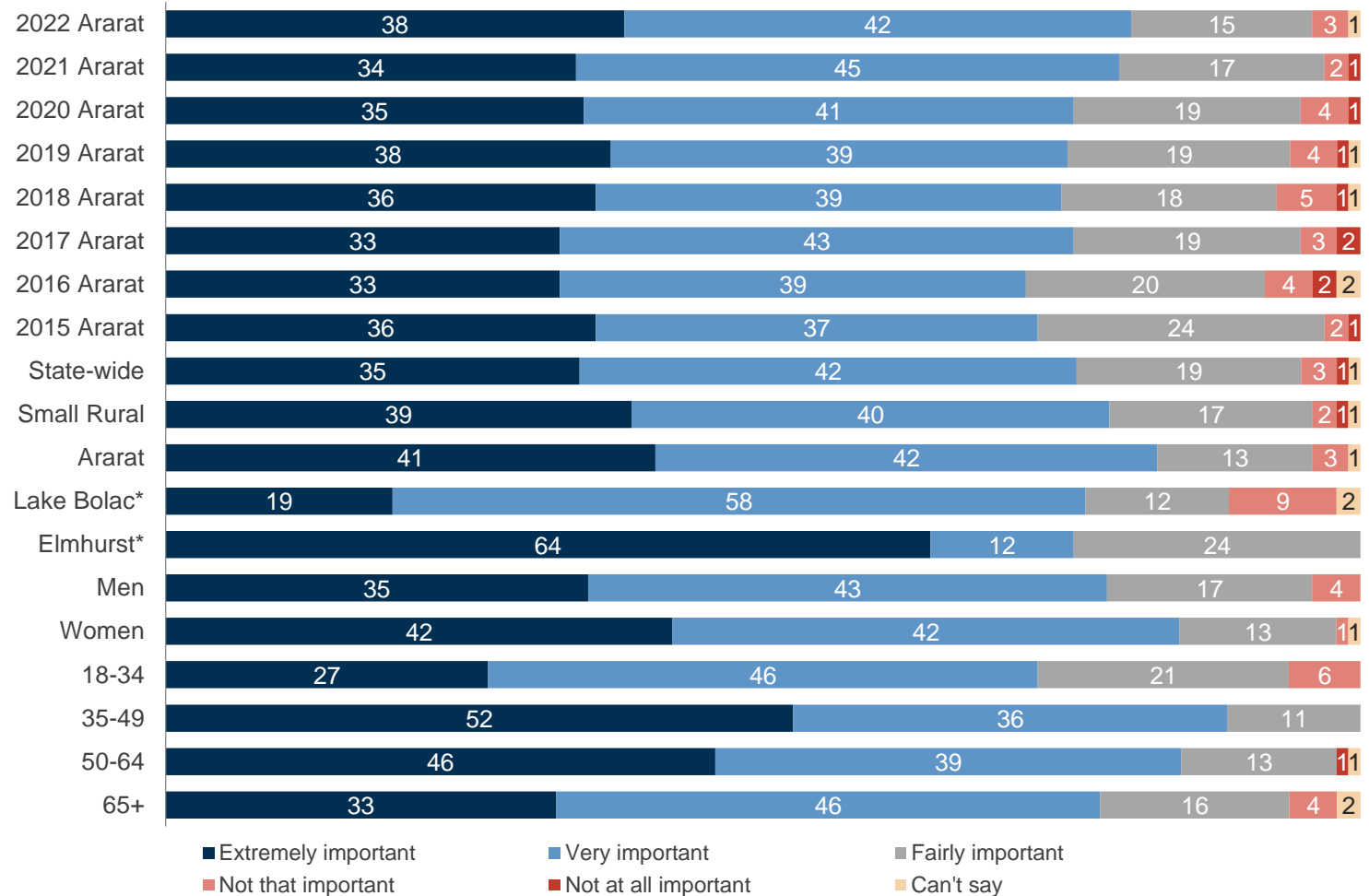
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (%)



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

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

*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

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

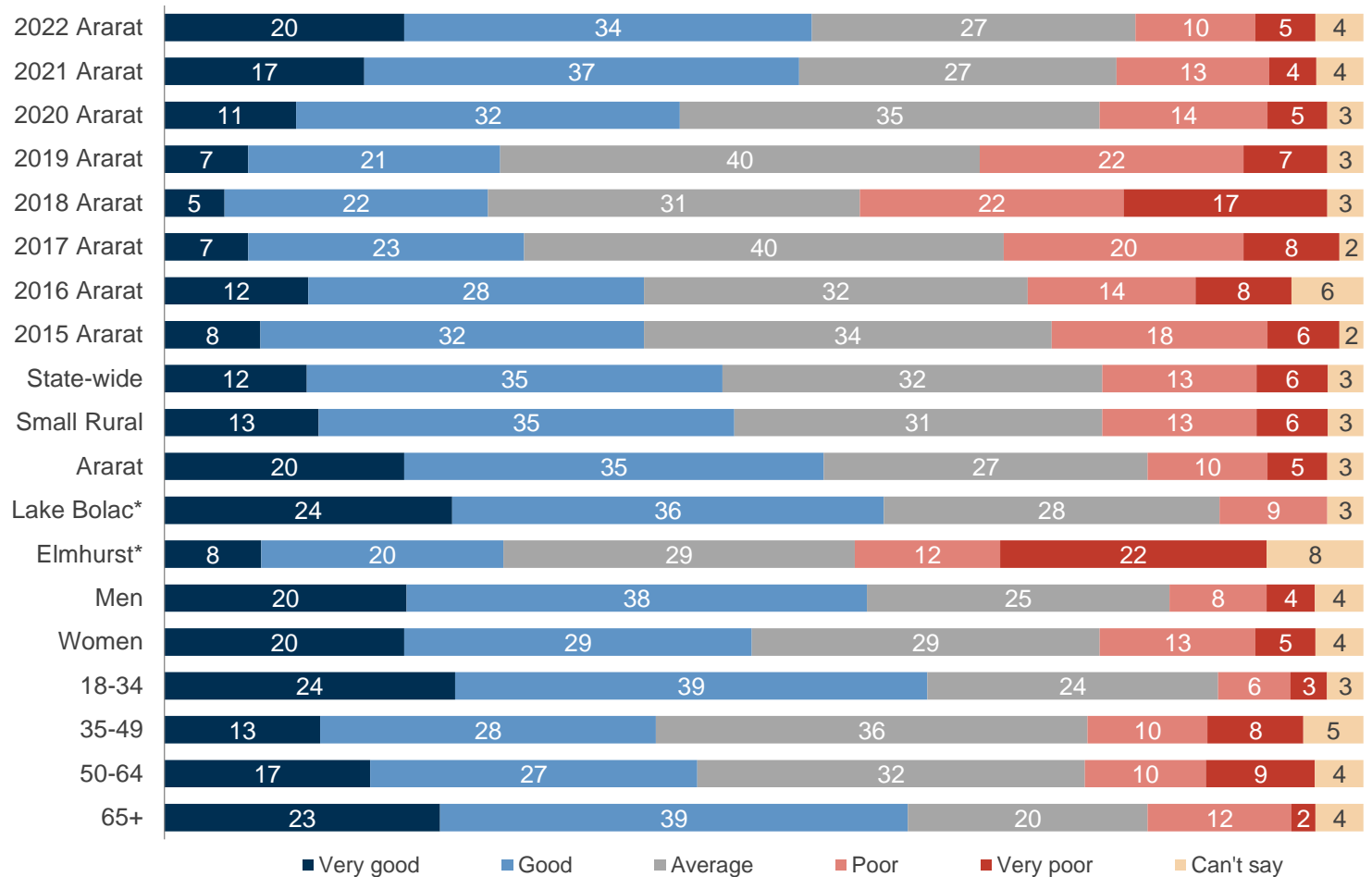
*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (%)



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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

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

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

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

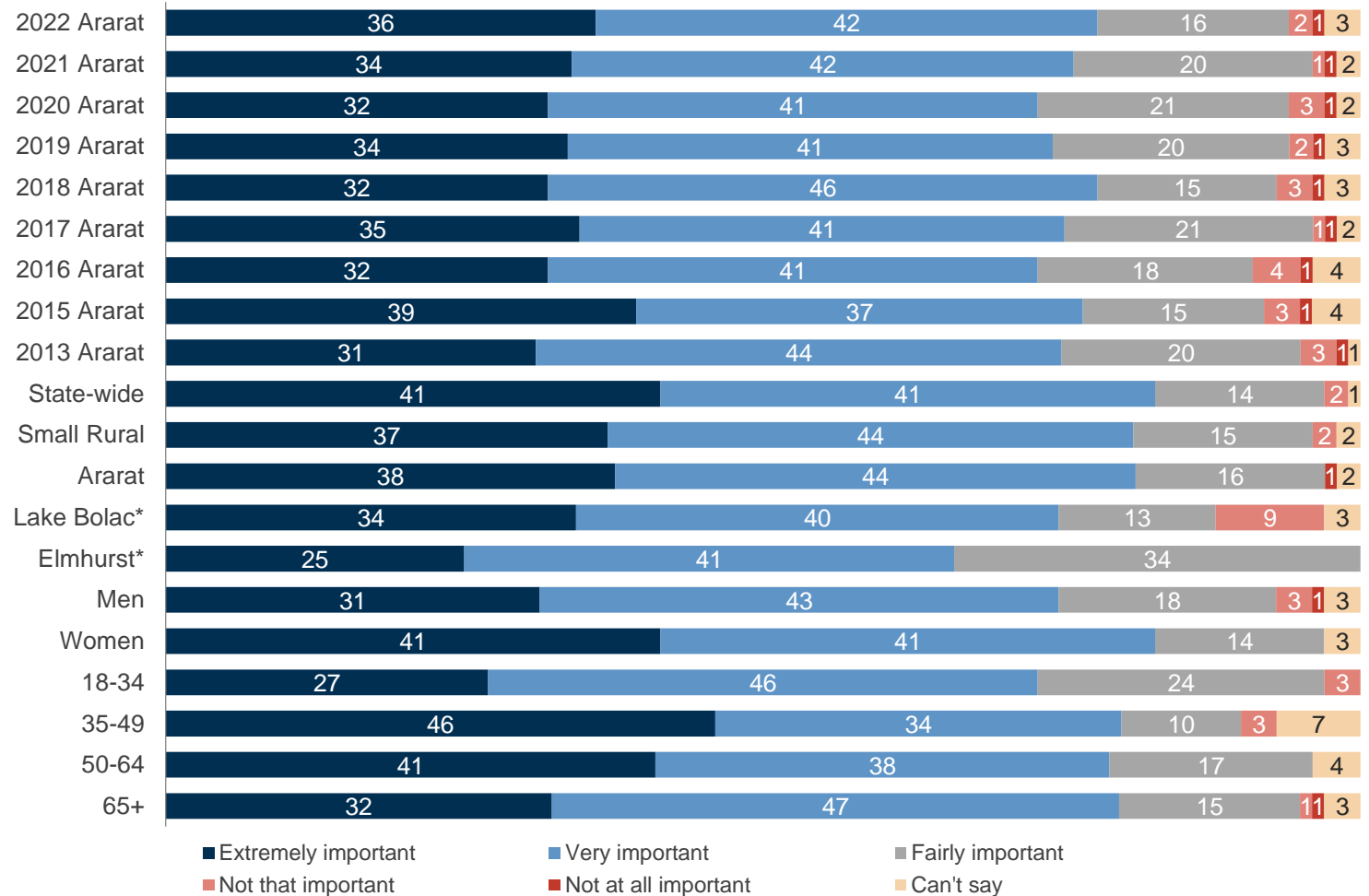
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 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



2022 streets and footpaths performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

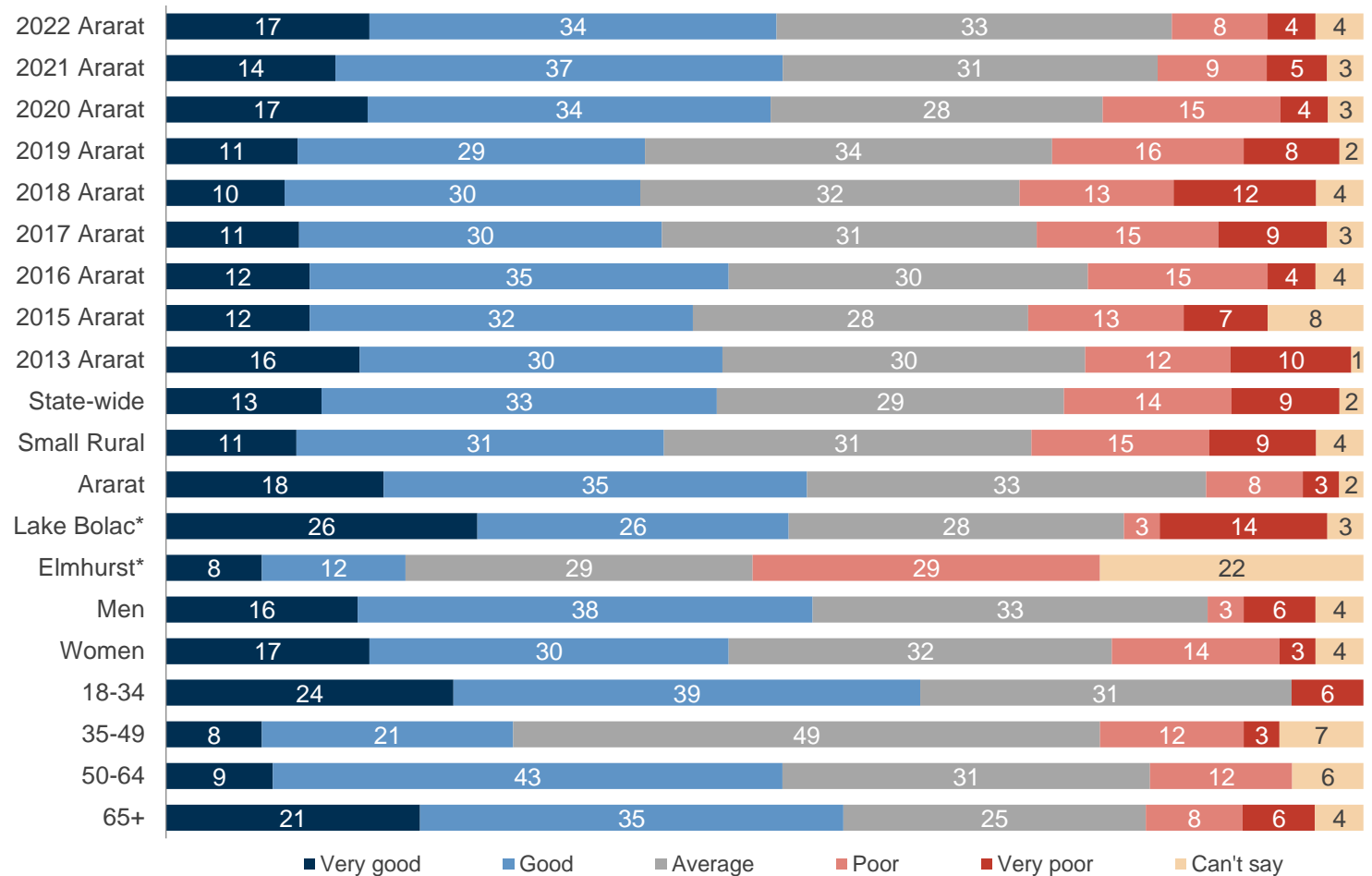
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

*Caution: small sample size < n=30



Elderly support services importance



2022 elderly support importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

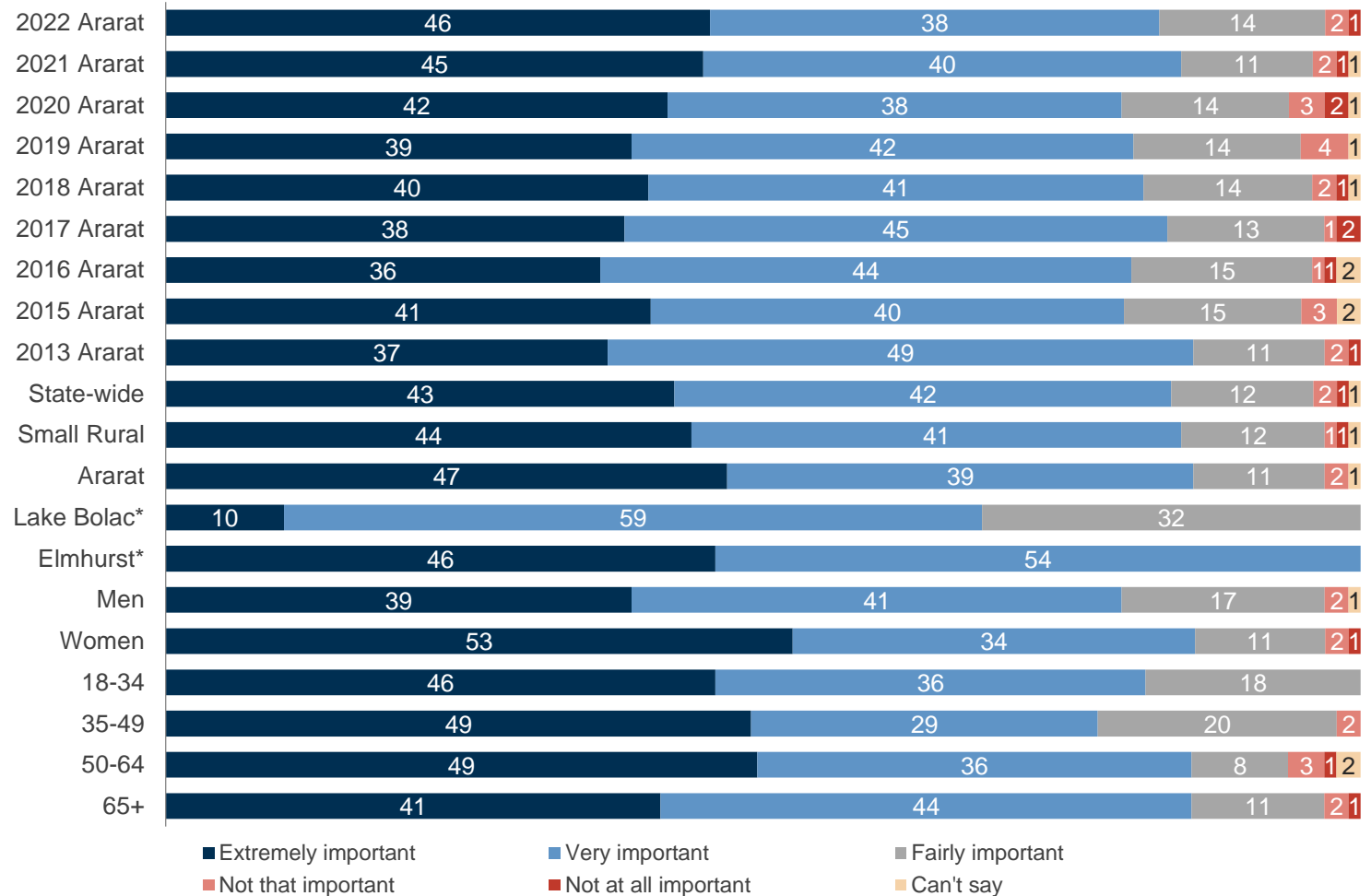
*Caution: small sample size < n=30



Elderly support services importance



2022 elderly support importance (%)



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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

*Caution: small sample size < n=30



Elderly support services performance



2022 elderly support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Lake Bolac	80*	74	n/a	65	51	62	65	n/a	n/a	n/a	n/a
18-34	77▲	66	62	64	62	64	65	64	n/a	68	n/a
65+	74	78	73	67	69	72	70	73	n/a	76	n/a
Ararat	73	72	69	66	65	68	68	n/a	n/a	n/a	n/a
Men	72	72	71	65	62	66	67	67	n/a	72	n/a
Ararat	71	72	68	65	64	67	68	67	n/a	70	n/a
Women	71	72	65	66	67	68	70	67	n/a	67	n/a
Small Rural	70	72	71	71	69	71	70	72	n/a	n/a	n/a
Elmhurst	70*	81	67	63	62	57	76	n/a	n/a	n/a	n/a
State-wide	67▼	69	68	68	68	68	68	69	70	69	69
50-64	66	70	70	67	65	66	68	67	n/a	66	n/a
35-49	65▼	68	63	61	61	62	68	64	n/a	70	n/a

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

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

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

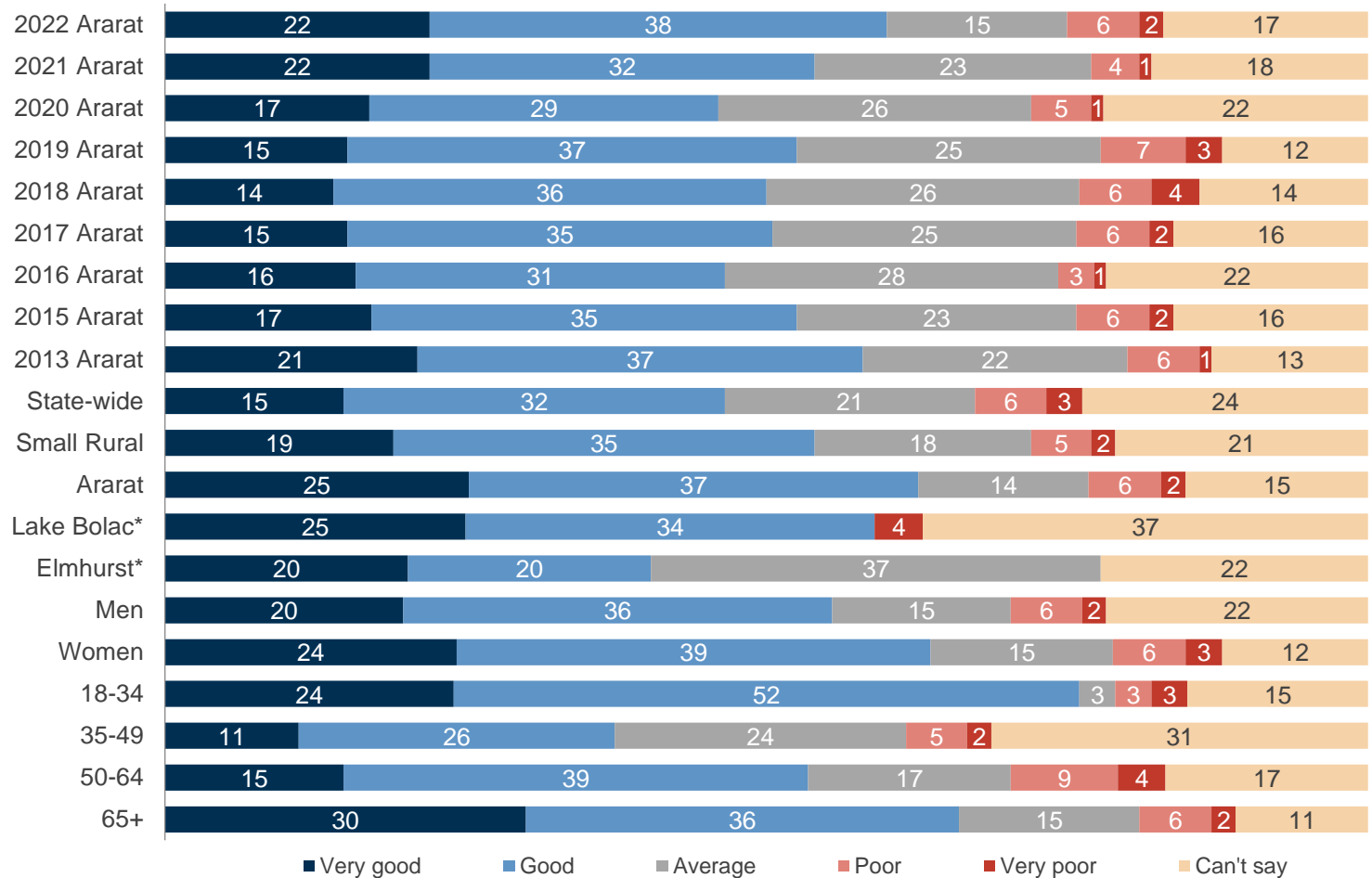
*Caution: small sample size < n=30



Elderly support services performance



2022 elderly support performance (%)



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

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

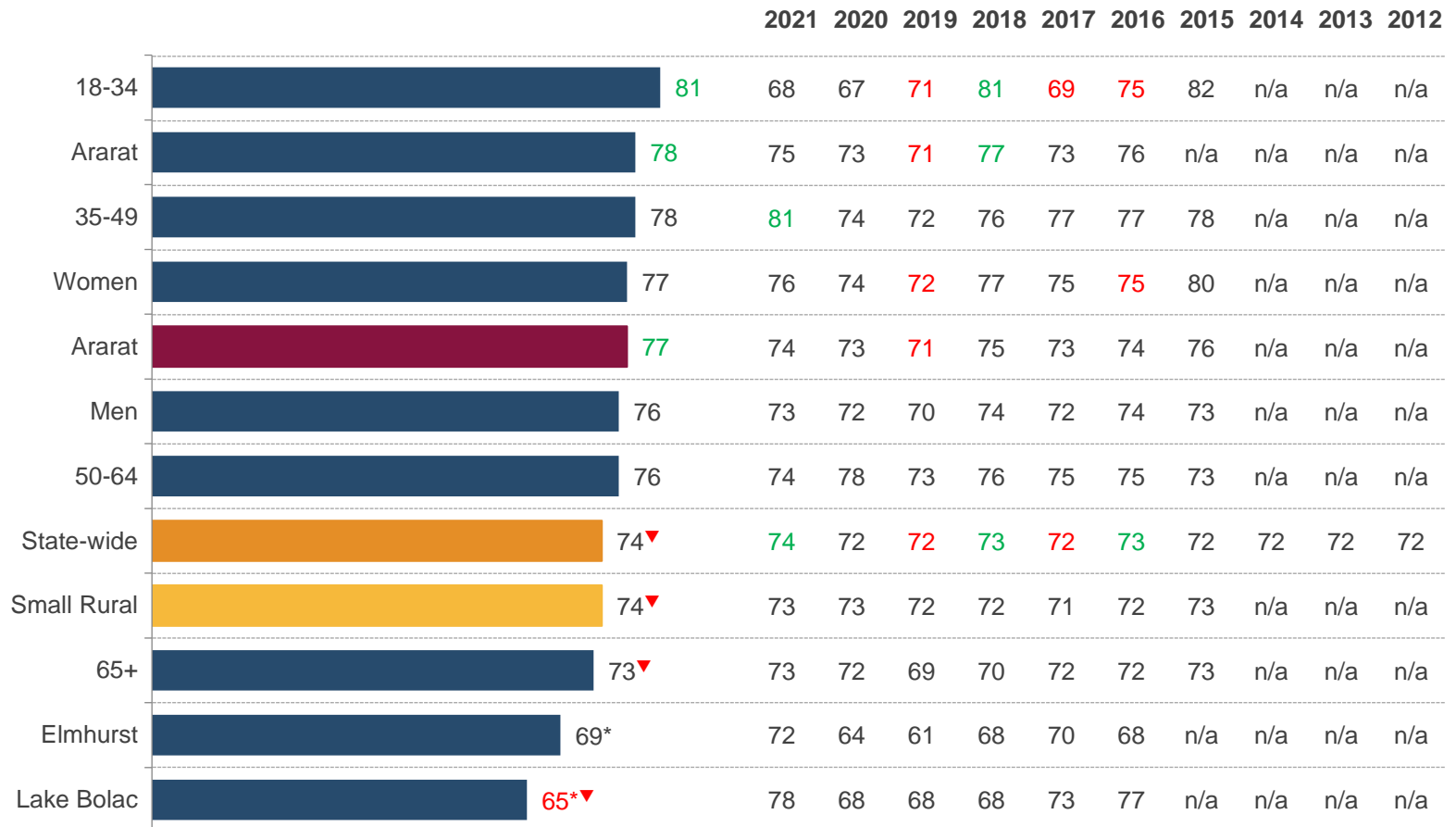
*Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (index scores)



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

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

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

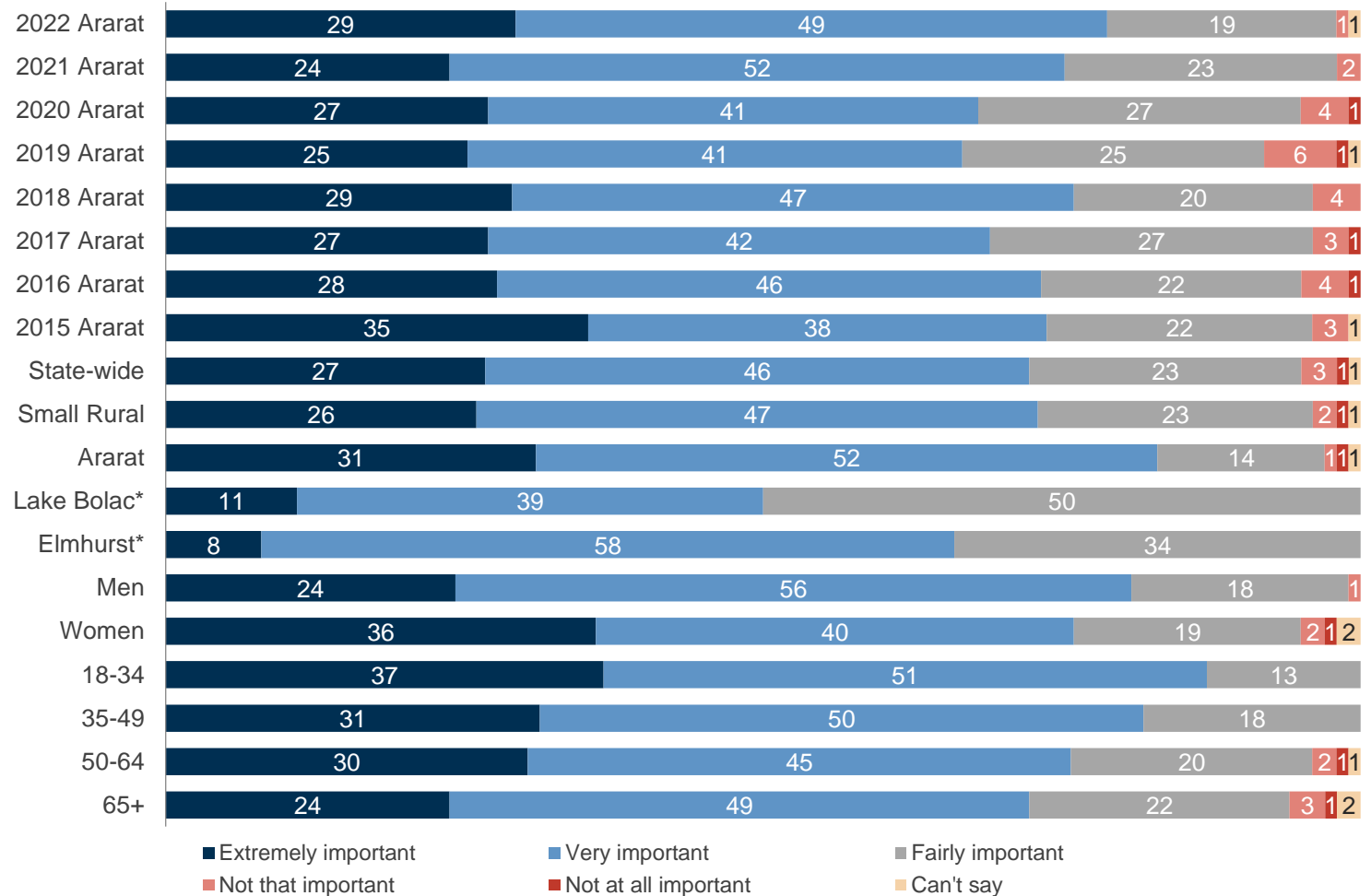
*Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (%)



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

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

*Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13

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

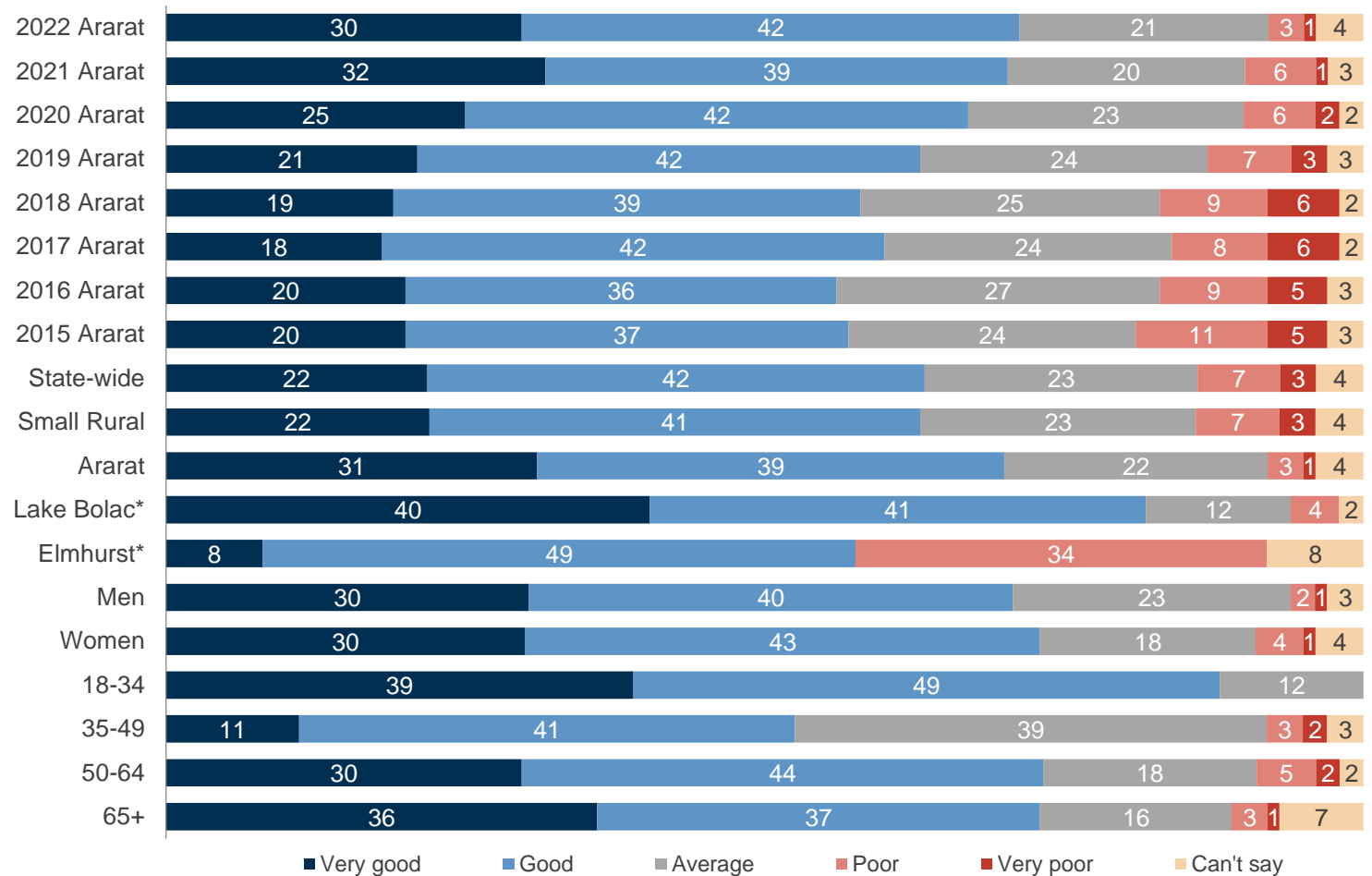
*Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (%)



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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13

*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

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

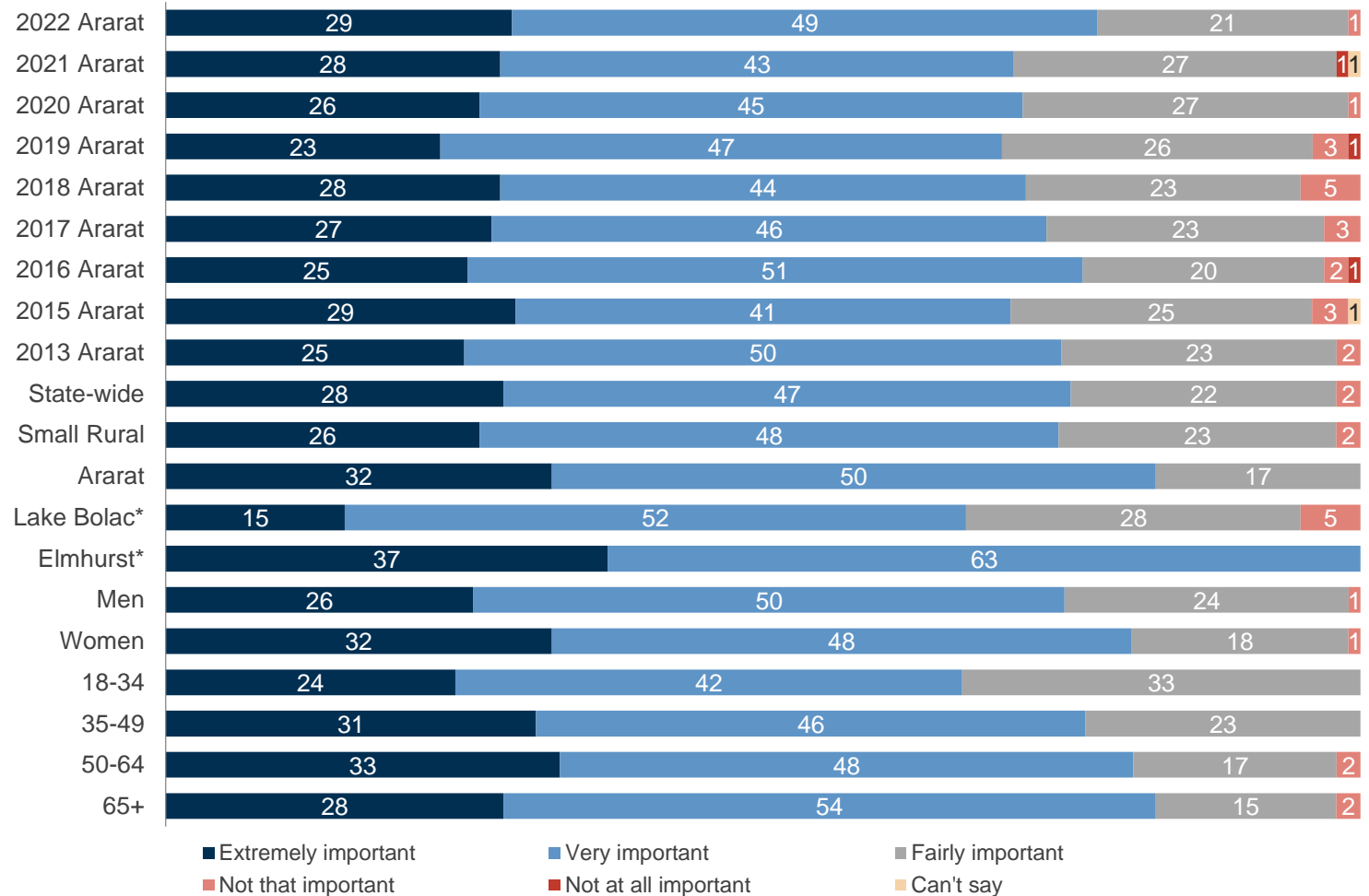
*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (%)



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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14

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

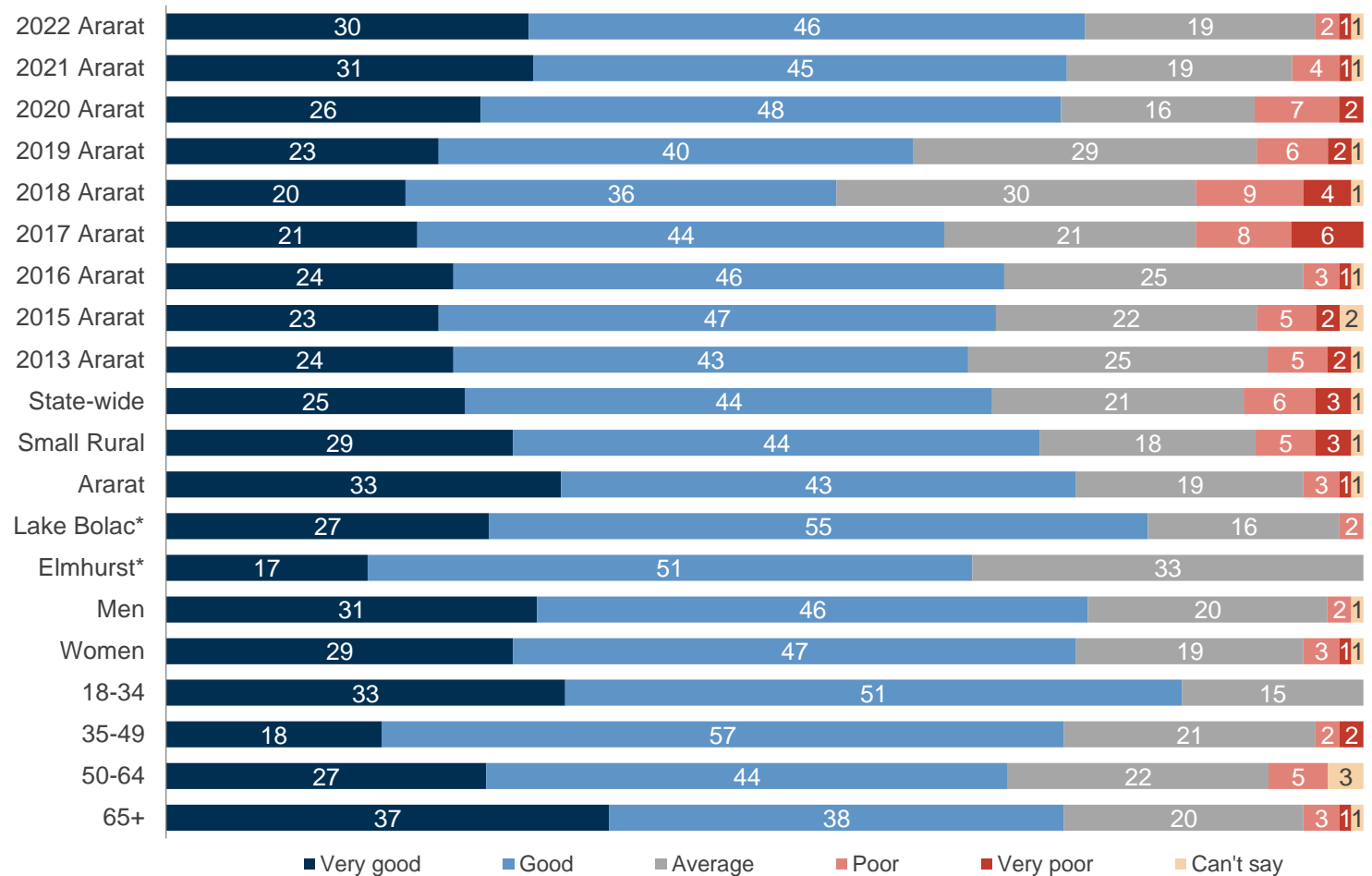
*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (%)



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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14

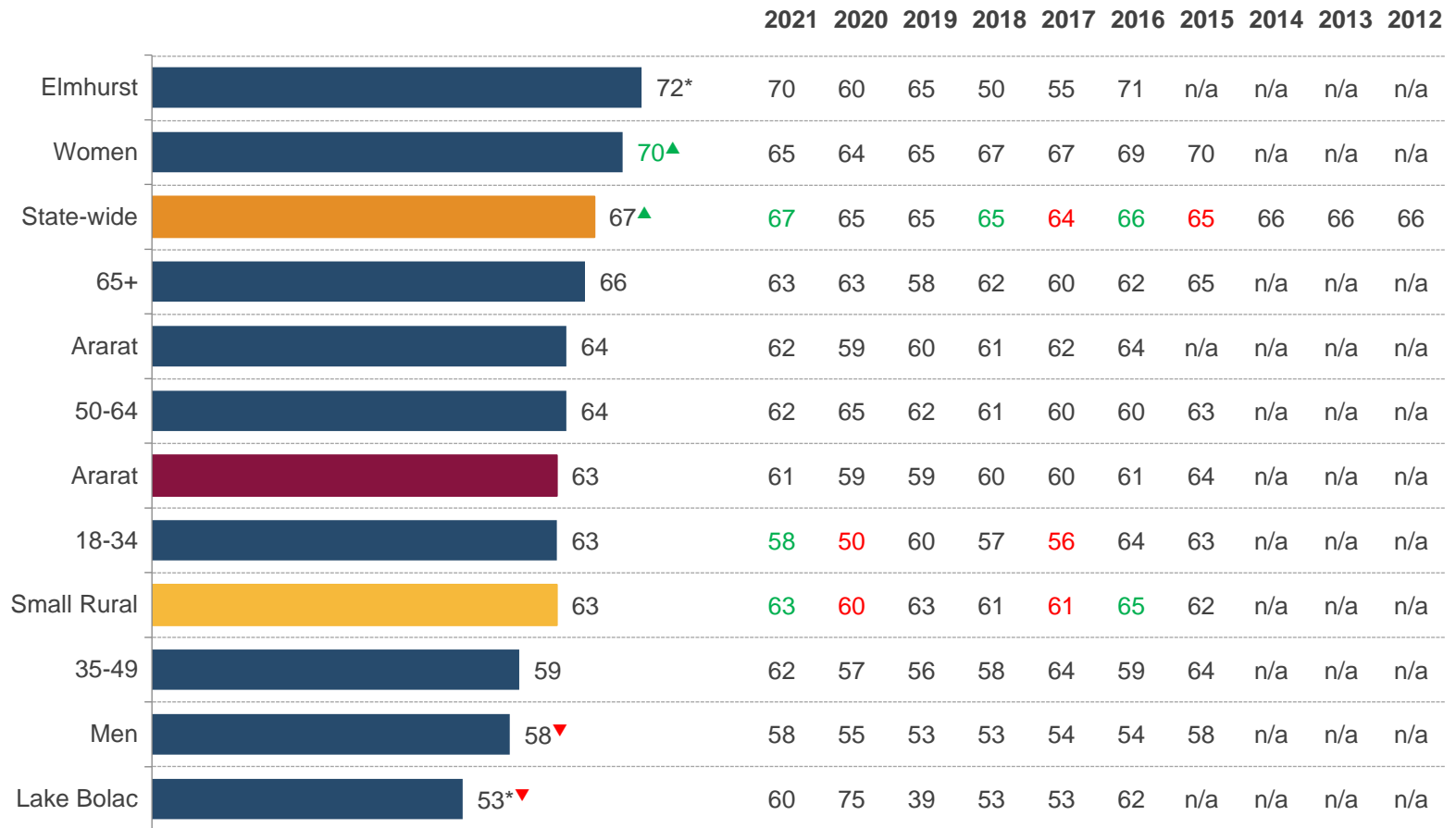
*Caution: small sample size < n=30



Art centres and libraries importance



2022 art centres and libraries importance (index scores)



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

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

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

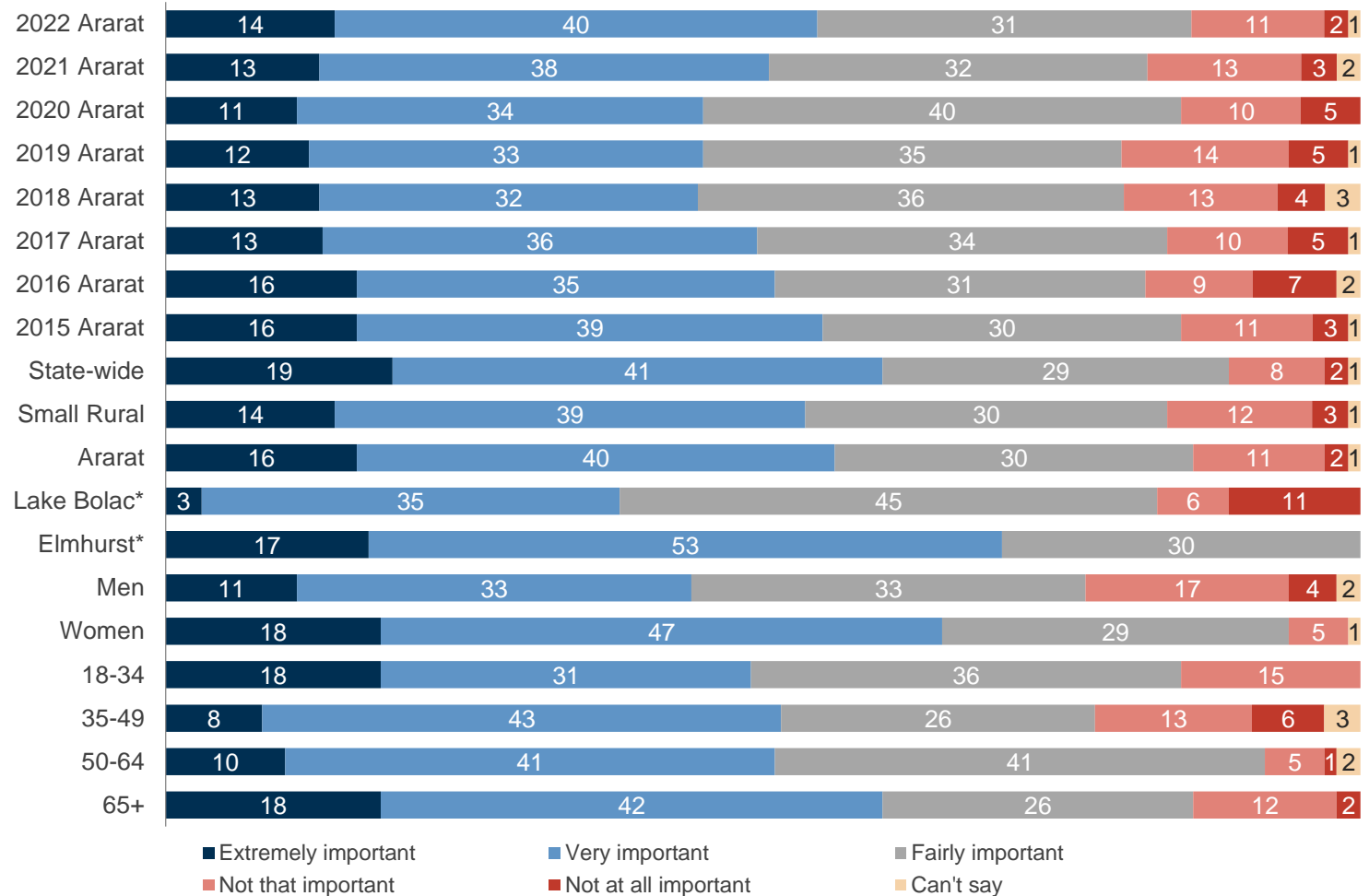
*Caution: small sample size < n=30



Art centres and libraries importance



2022 art centres and libraries importance (%)



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

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

*Caution: small sample size < n=30



Art centres and libraries performance



2022 art centres and libraries performance (index scores)

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

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

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

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

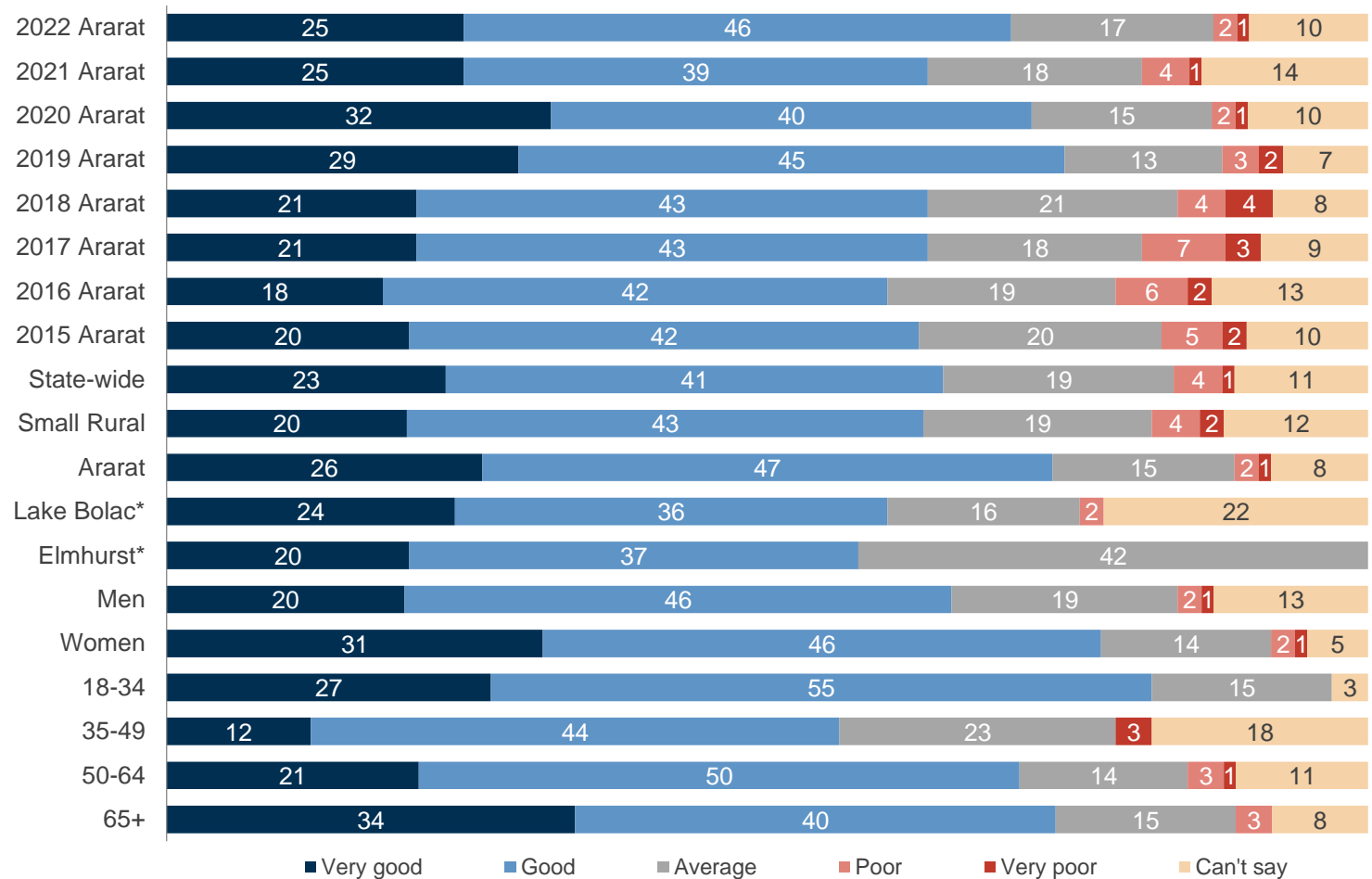
*Caution: small sample size < n=30



Art centres and libraries performance



2022 art centres and libraries performance (%)



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

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

*Caution: small sample size < n=30



Community and cultural activities importance



2022 community and cultural activities importance (index scores)

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

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

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

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

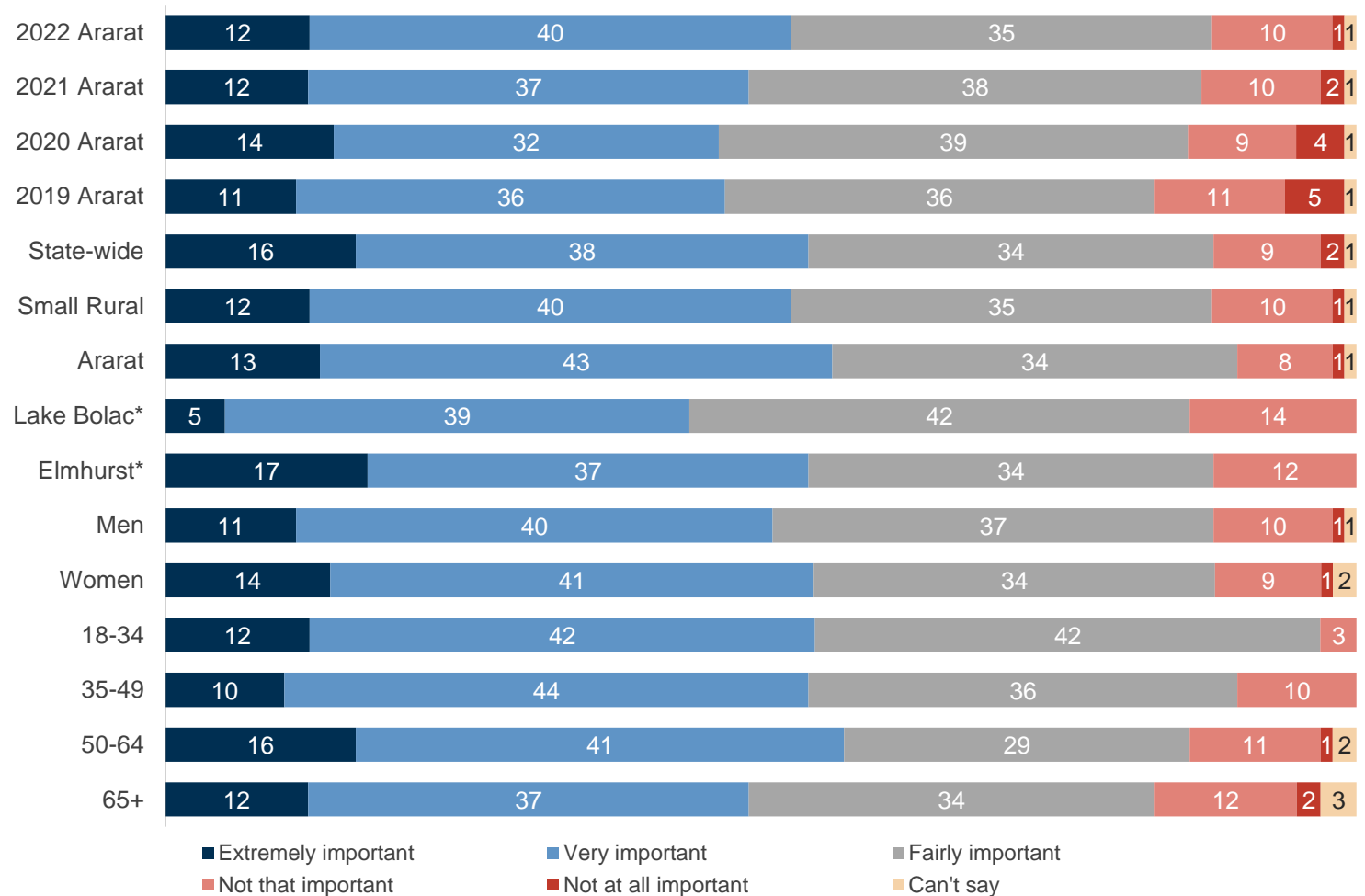
*Caution: small sample size < n=30



Community and cultural activities importance



2022 community and cultural activities importance (%)



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

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

*Caution: small sample size < n=30



Community and cultural activities performance



2022 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3

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

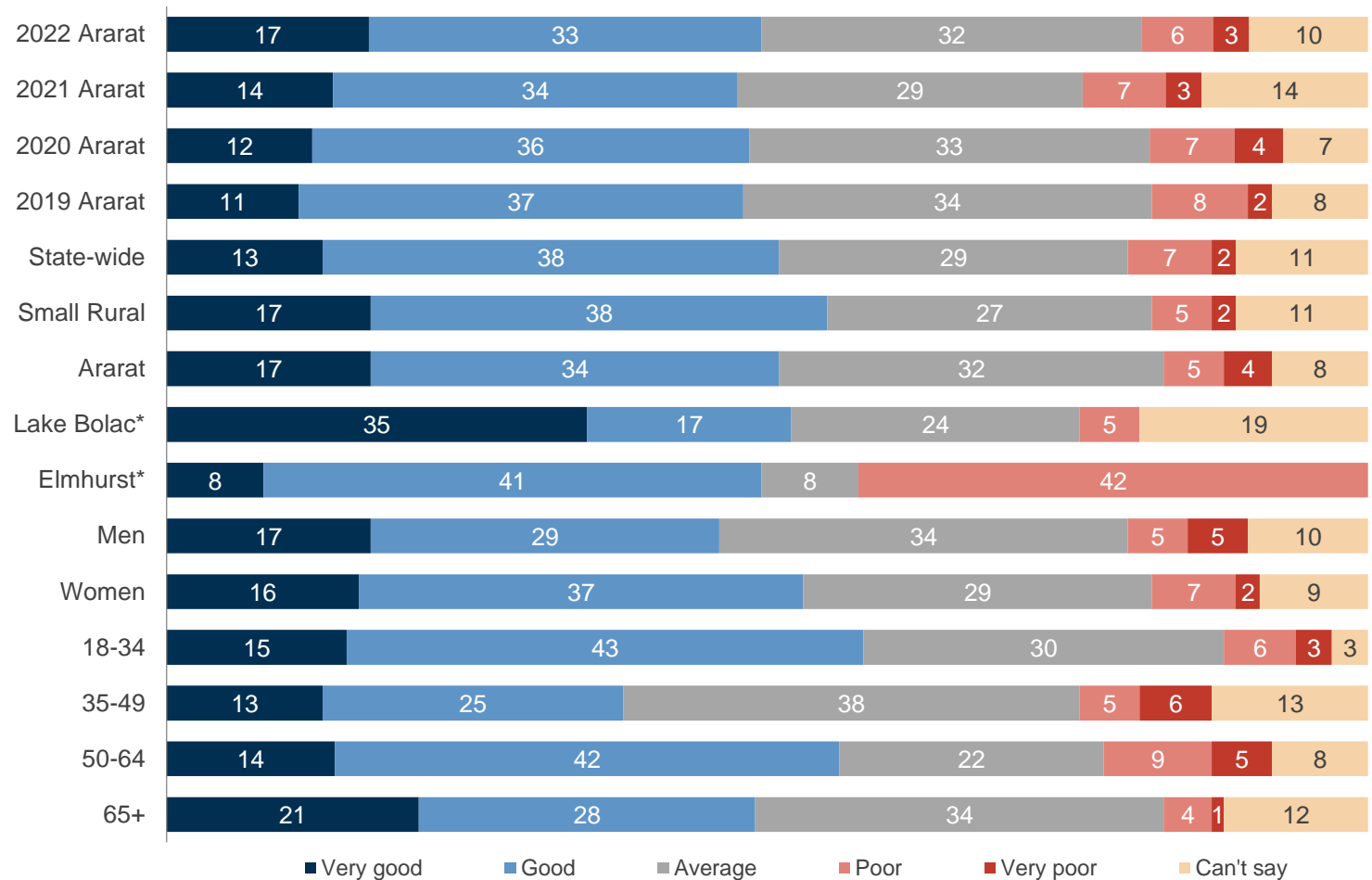
*Caution: small sample size < n=30



Community and cultural activities performance



2022 community and cultural activities performance (%)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3

*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (index scores)

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

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

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

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

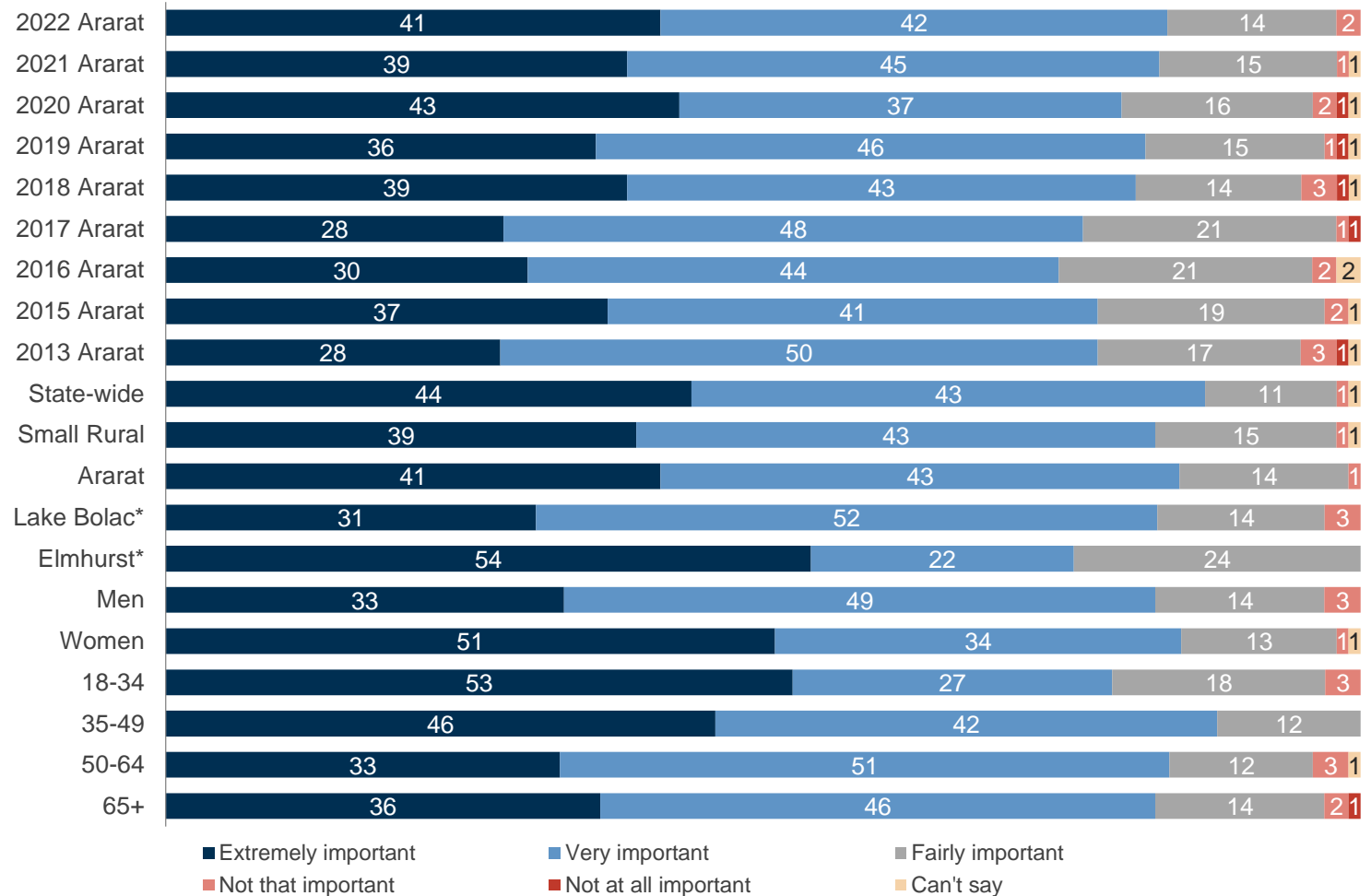
*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (%)



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

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

*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

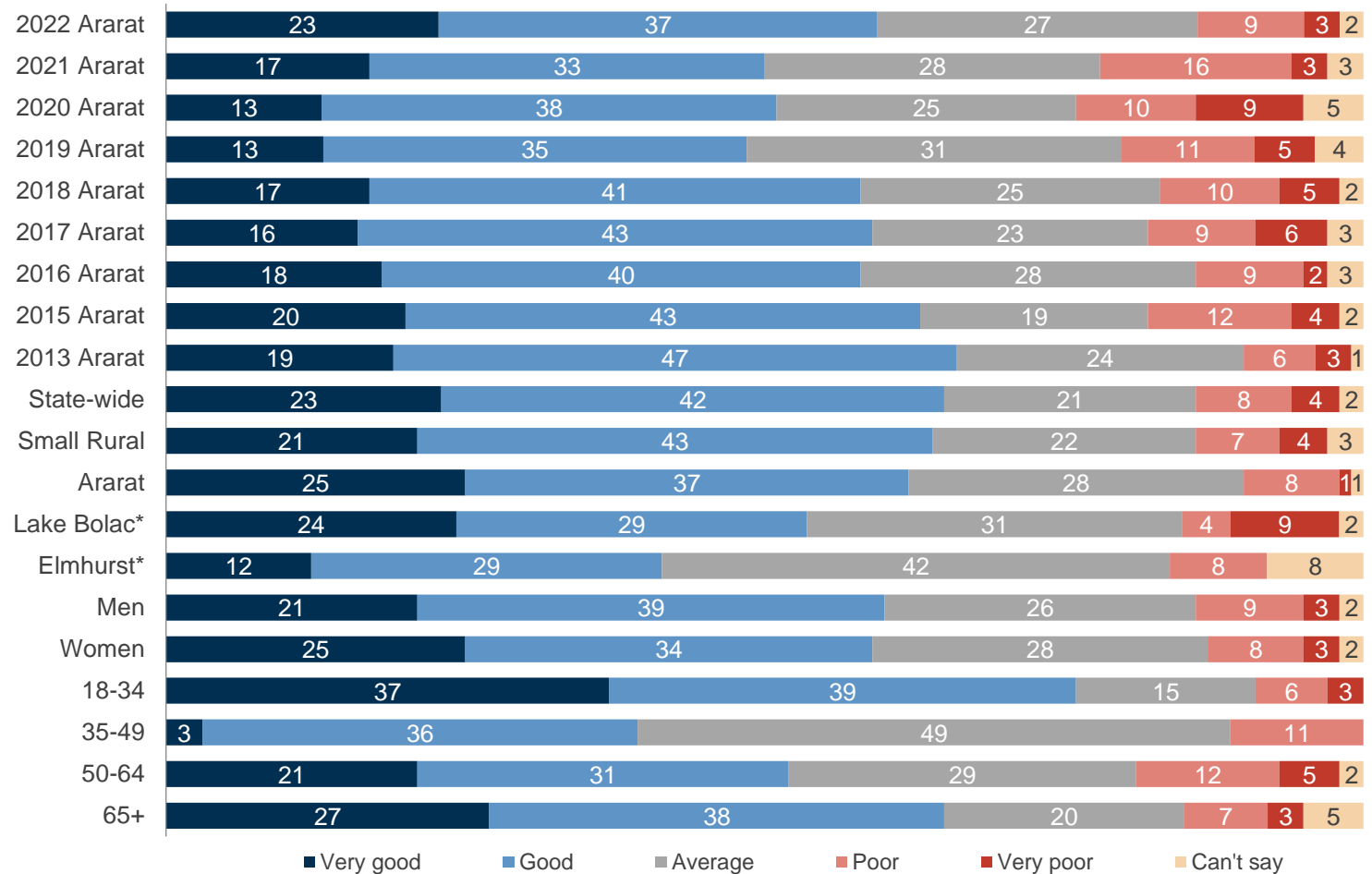
*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (%)



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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

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

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

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

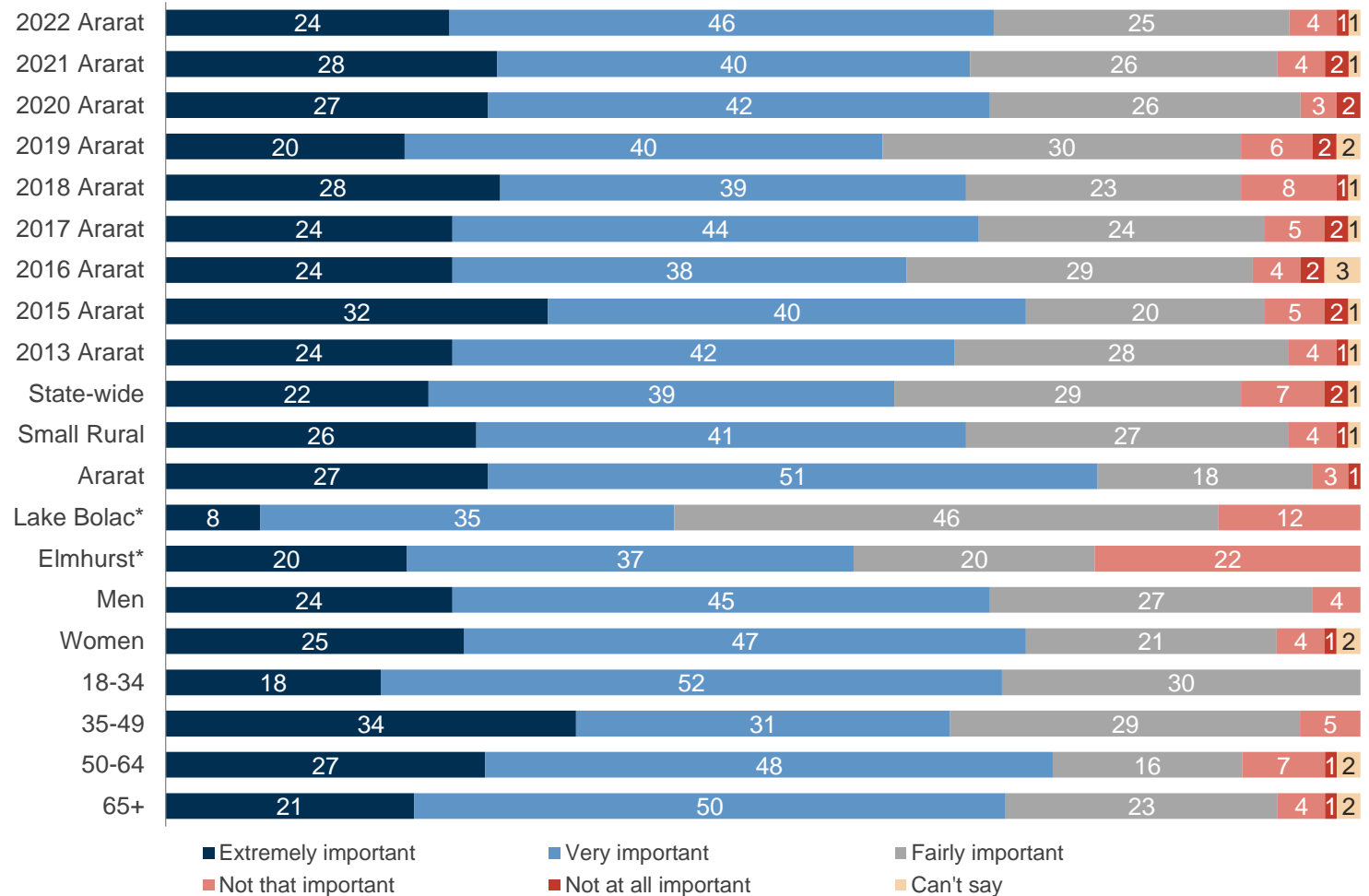
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (%)



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

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

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

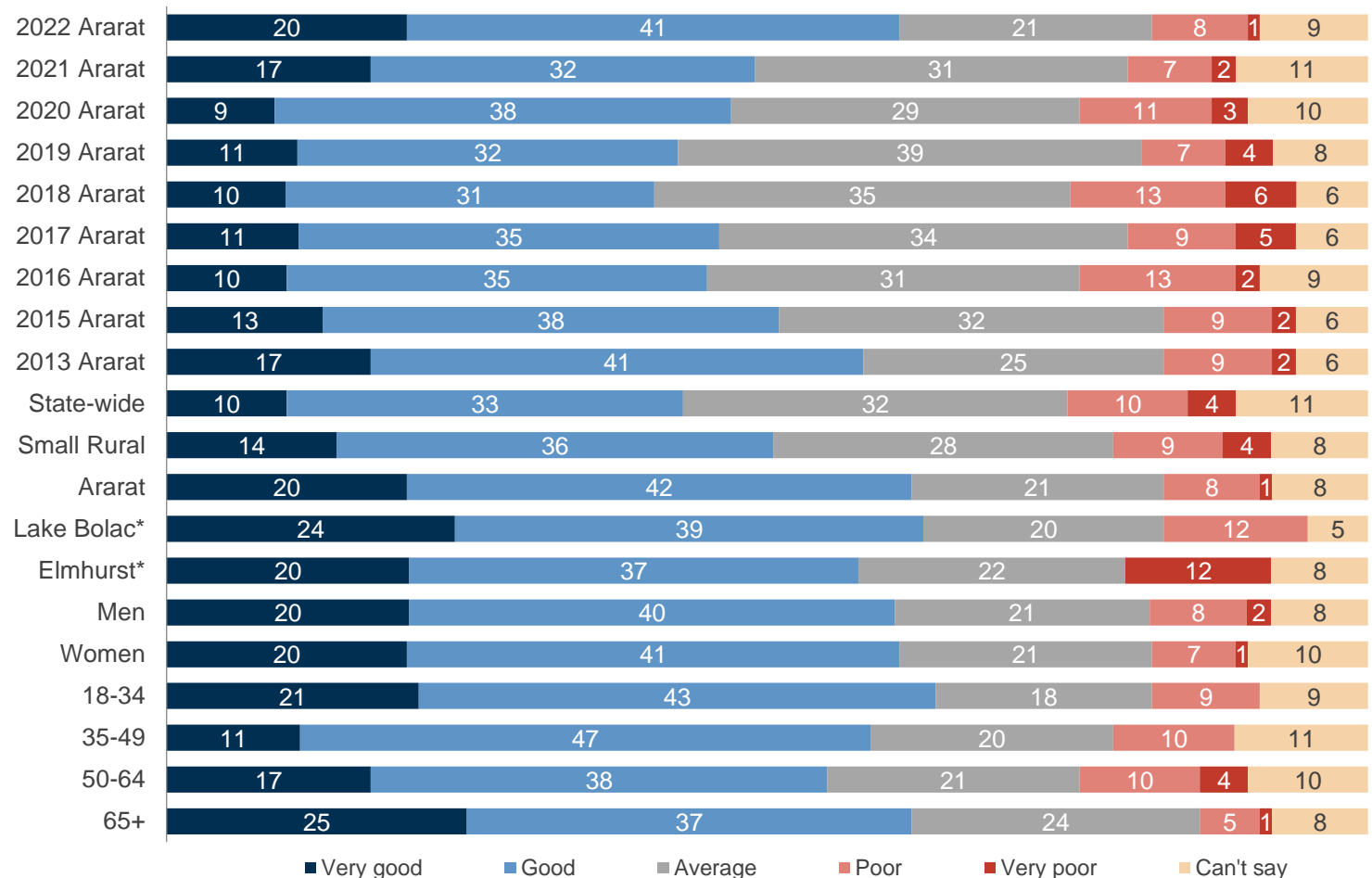
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (%)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

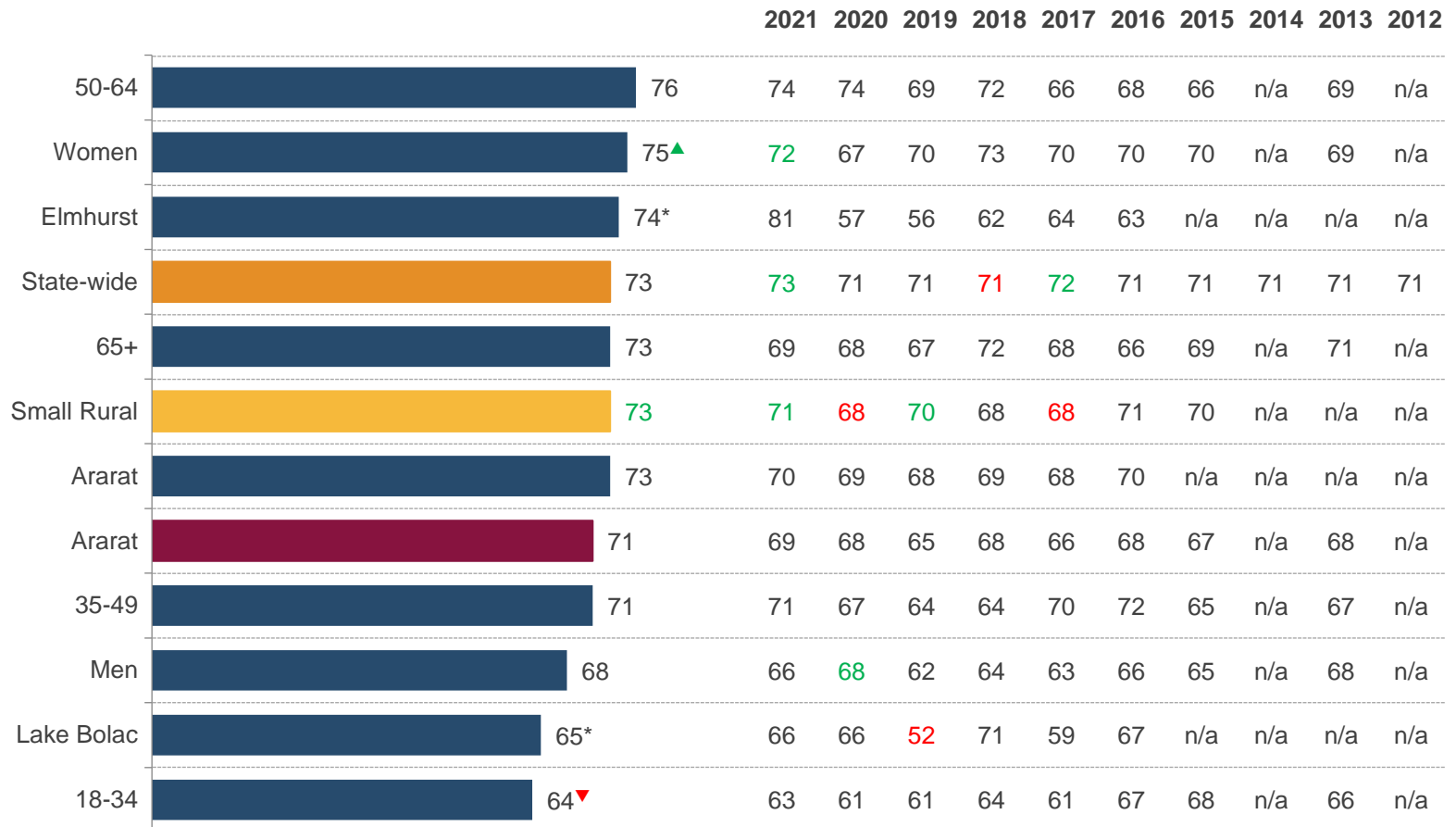
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (index scores)



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

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

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

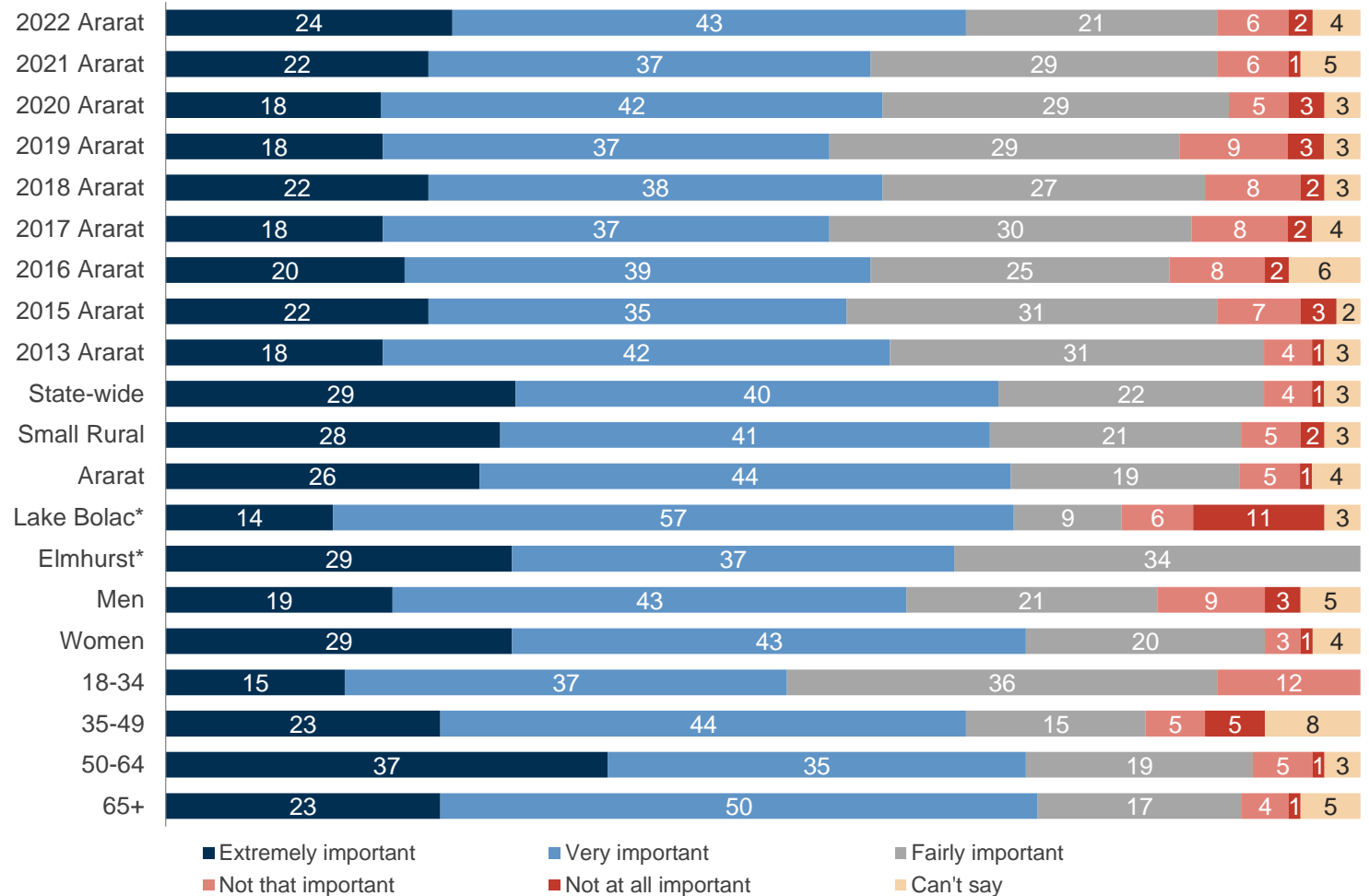
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (%)



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

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

*Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

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

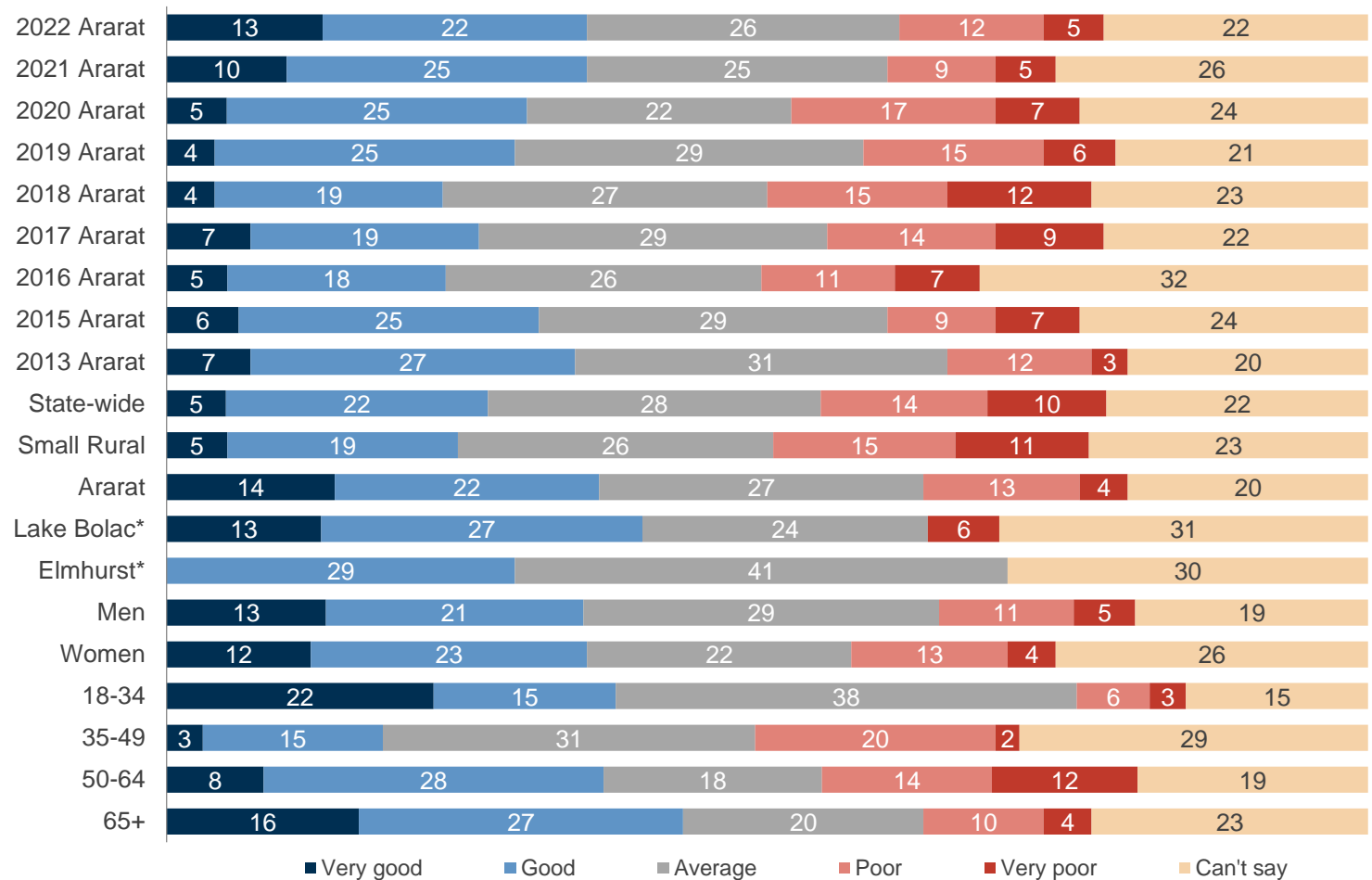
*Caution: small sample size < n=30



Planning and building permits performance



2022 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: 30 Councils asked group: 7

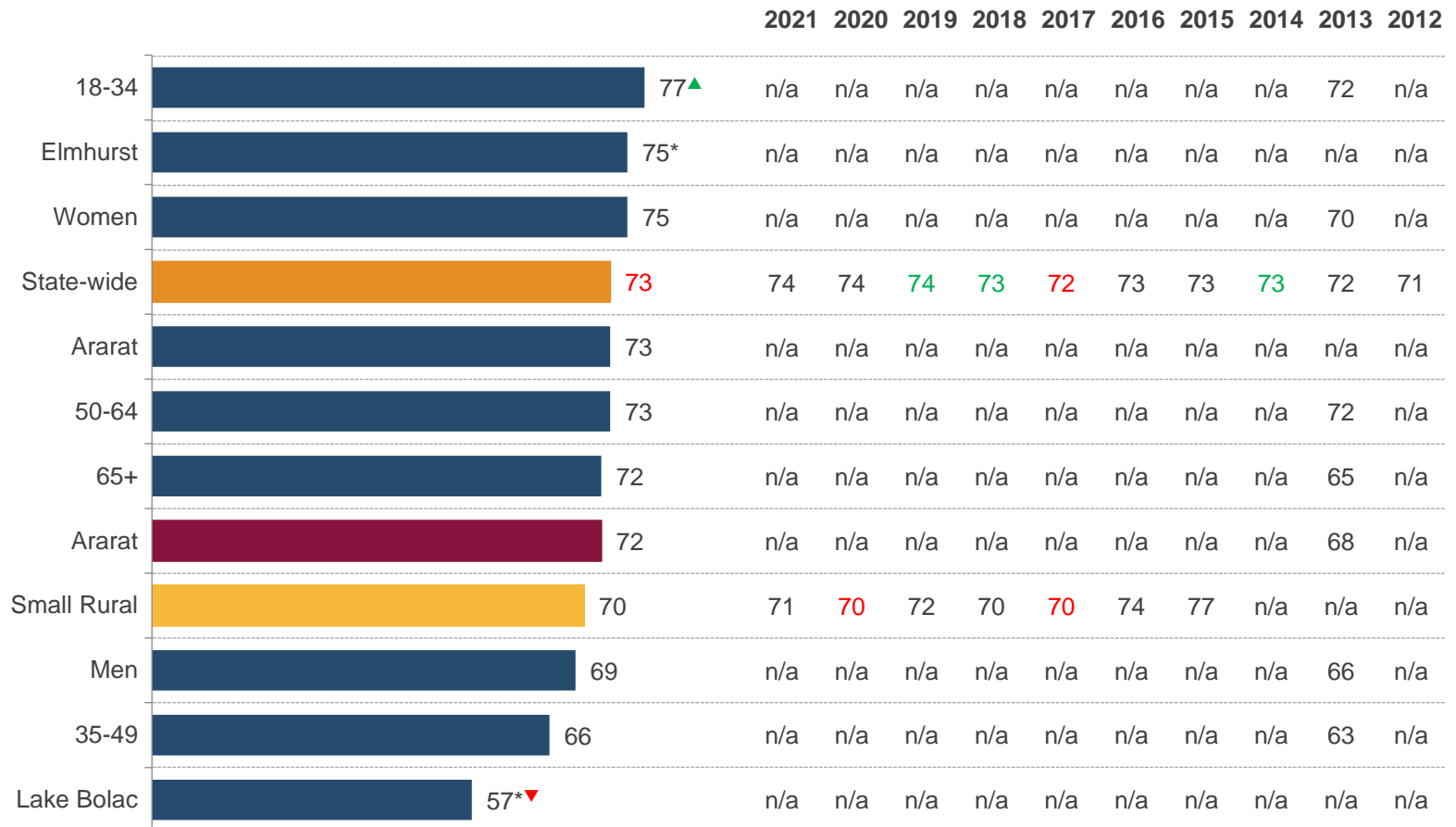
*Caution: small sample size < n=30



Environmental sustainability importance



2022 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4

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

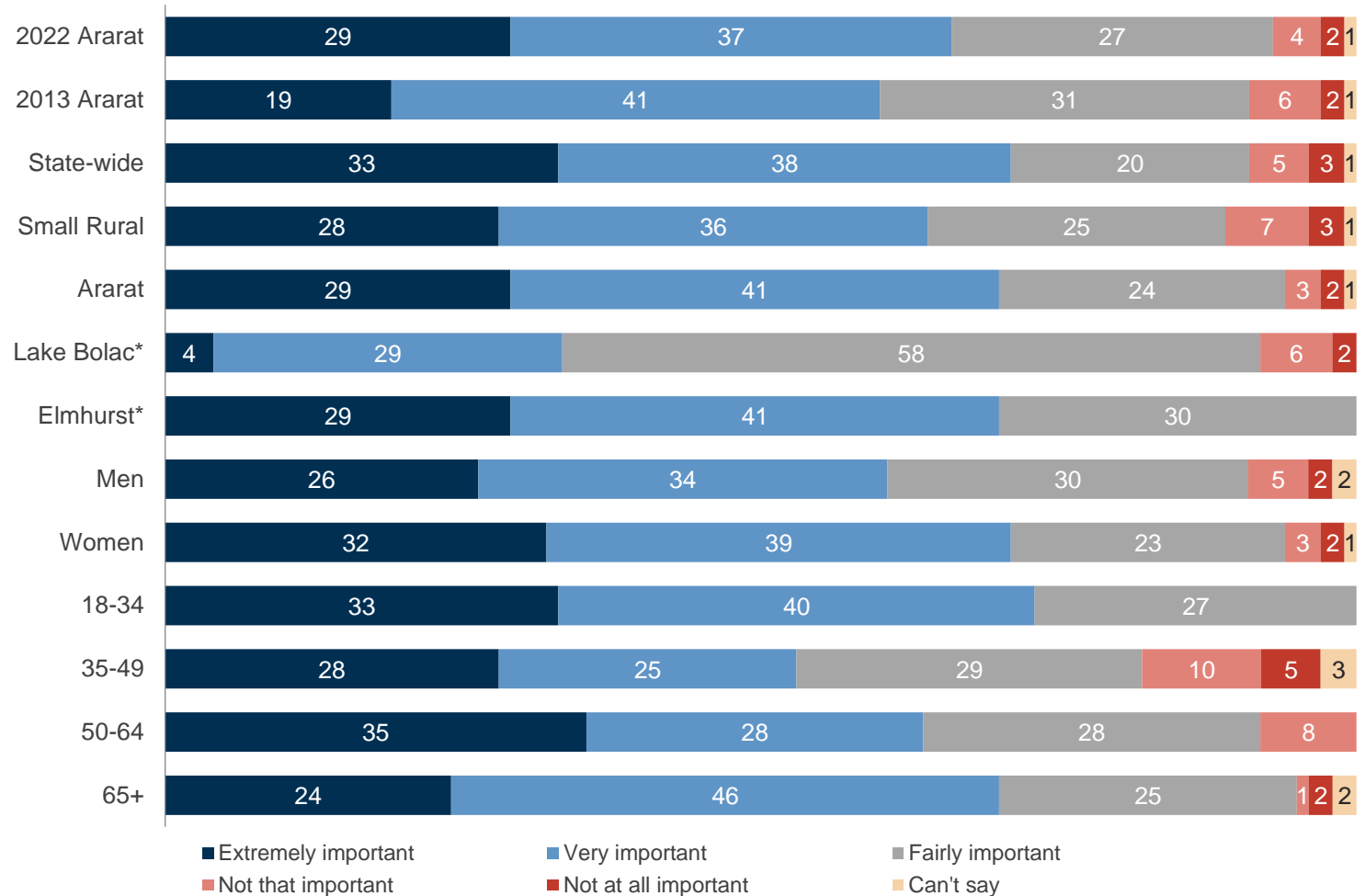
*Caution: small sample size < n=30



Environmental sustainability importance



2022 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4

*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8

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

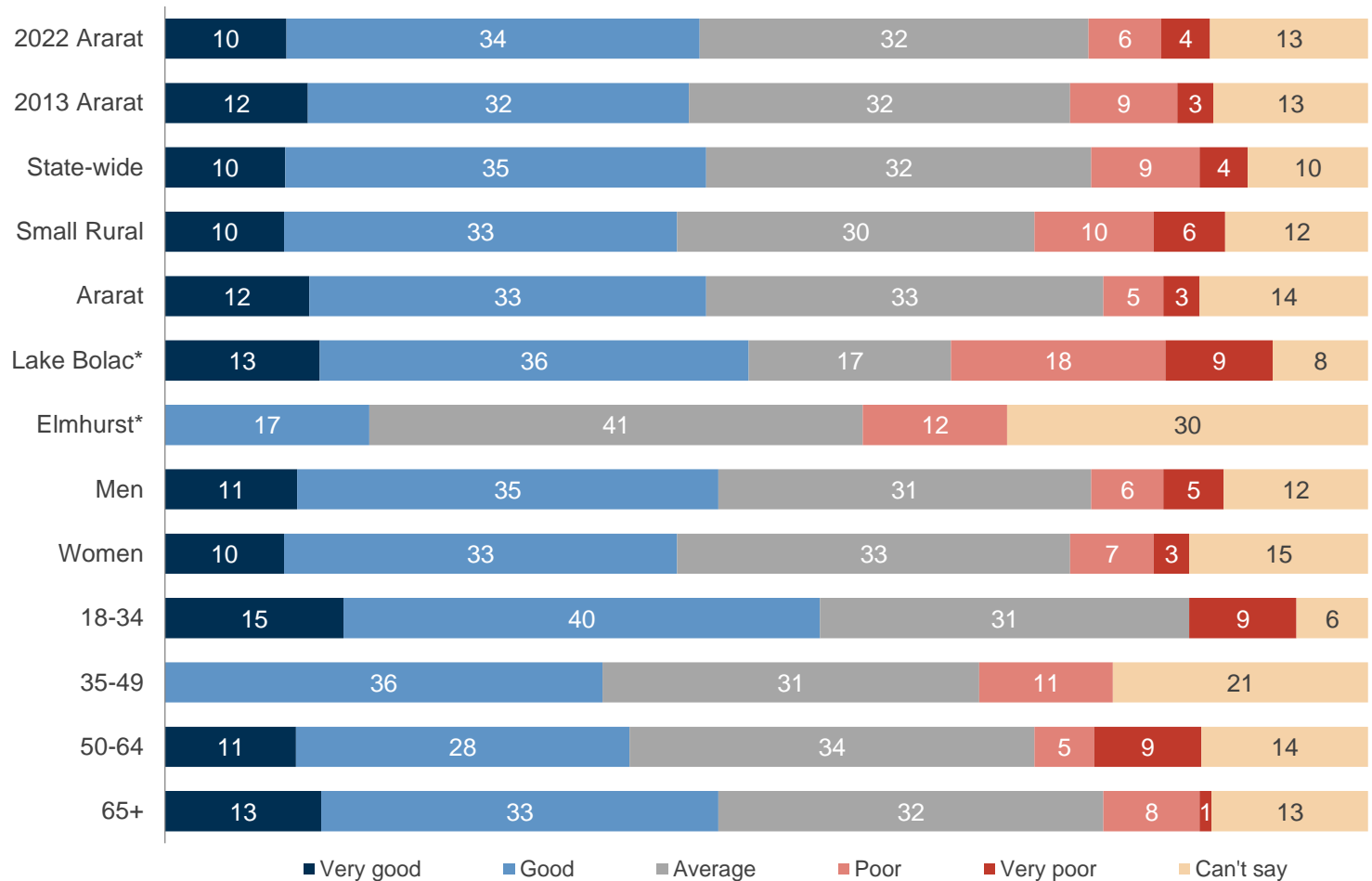
*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8

*Caution: small sample size < n=30



Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

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

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

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

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

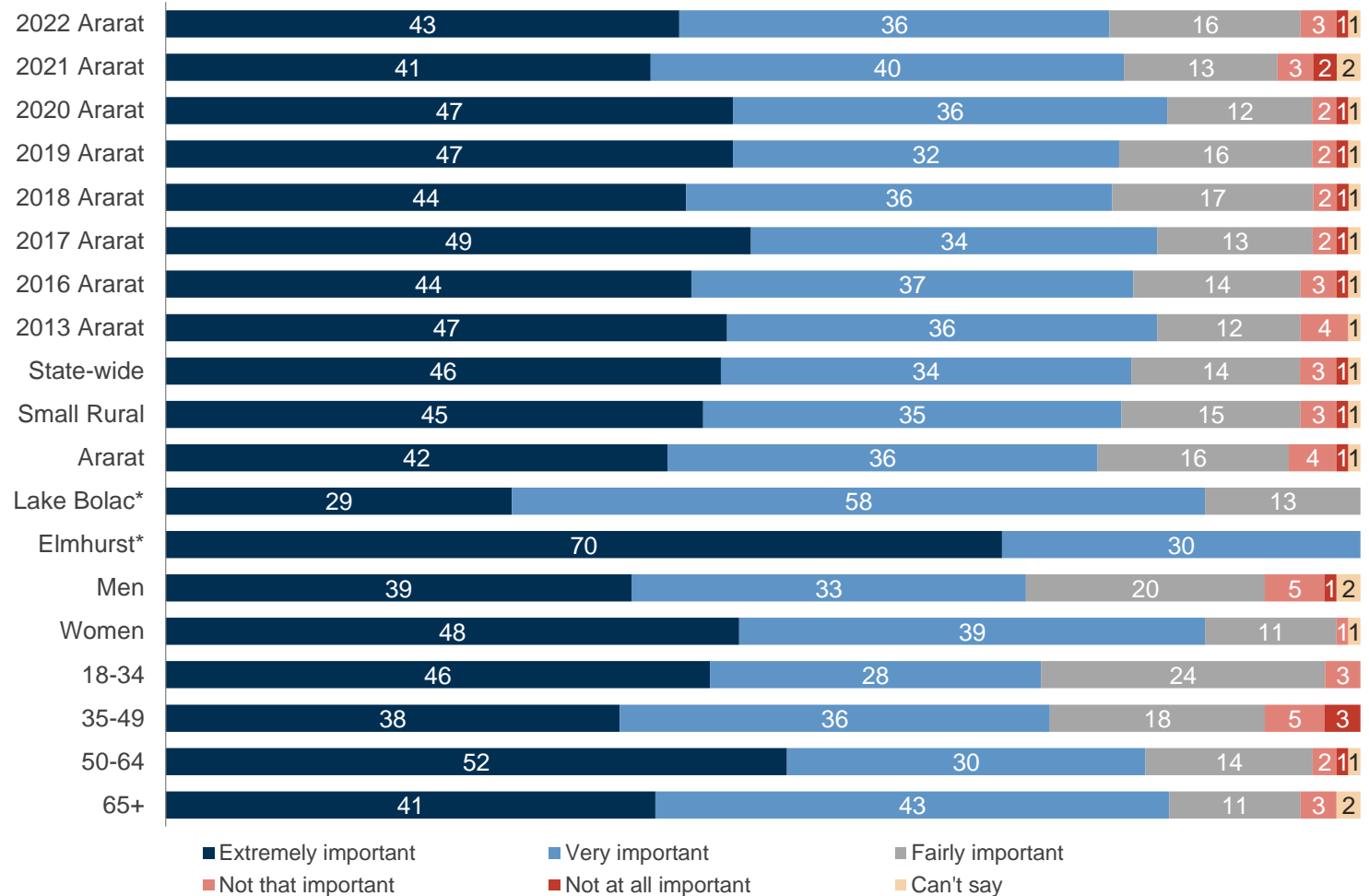
*Caution: small sample size < n=30



Emergency and disaster management importance



2022 emergency and disaster management importance (%)



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

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

*Caution: small sample size < n=30



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

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

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

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

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

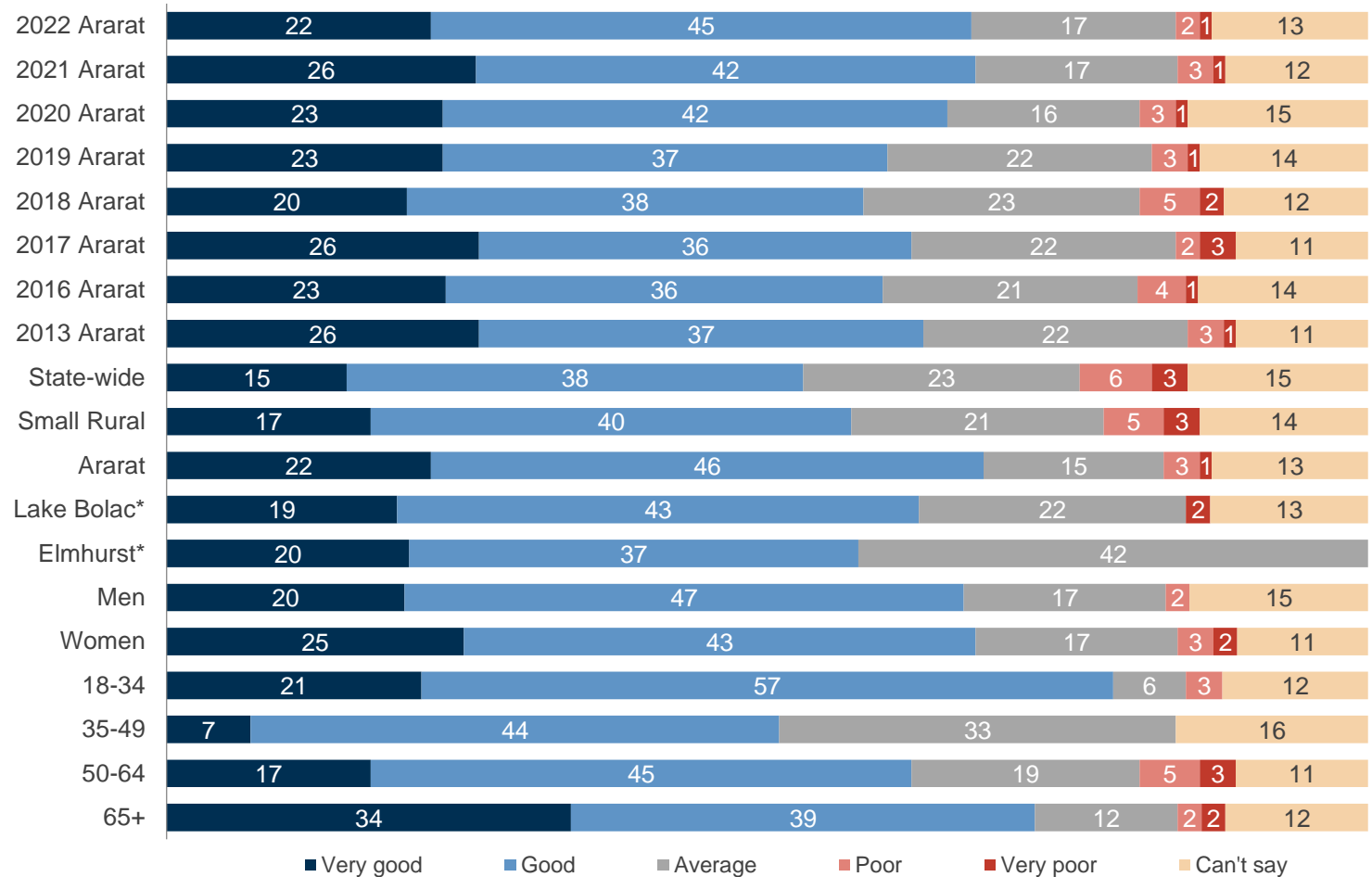
*Caution: small sample size < n=30



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



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

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

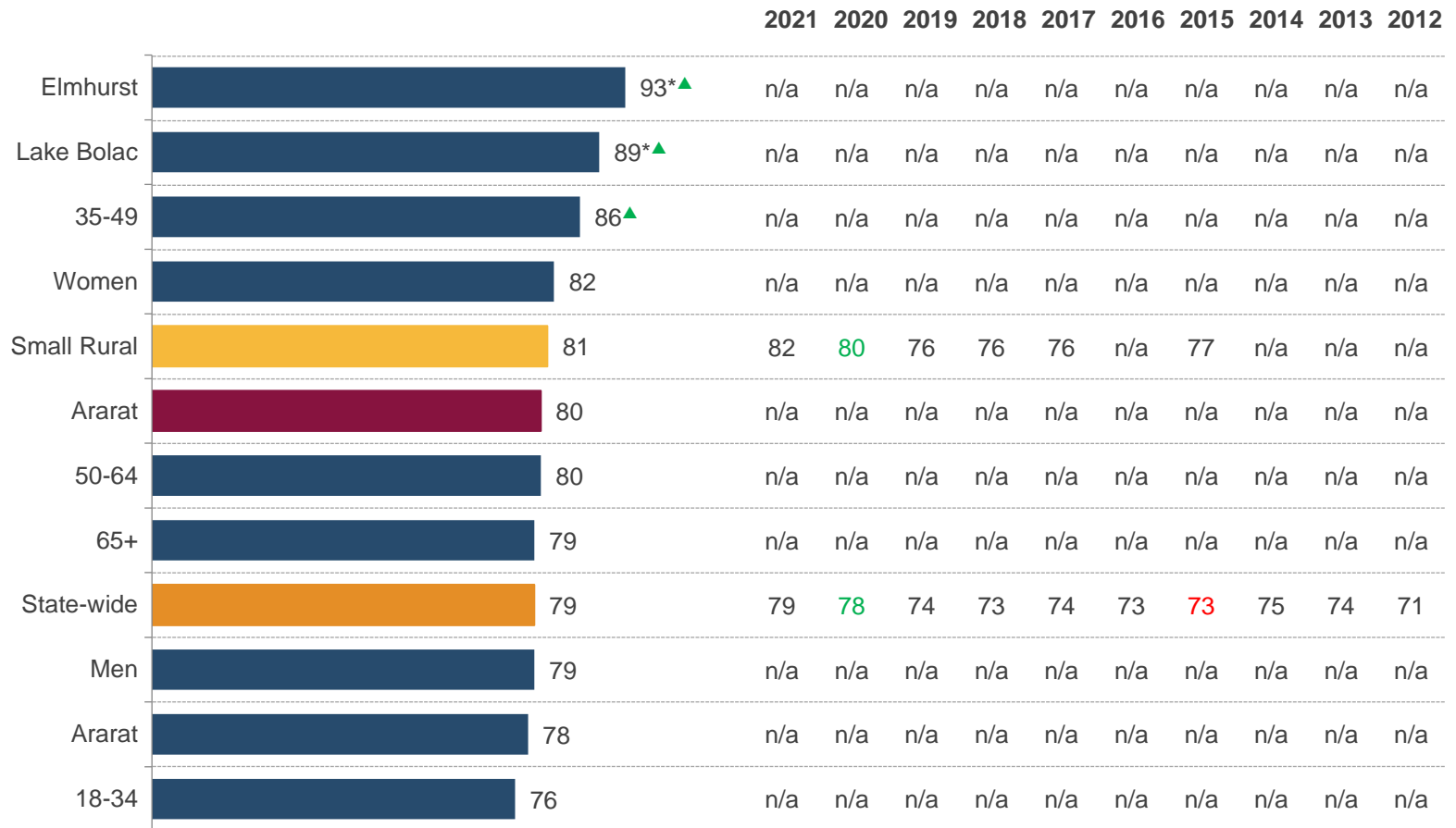
*Caution: small sample size < n=30



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (index scores)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 3

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

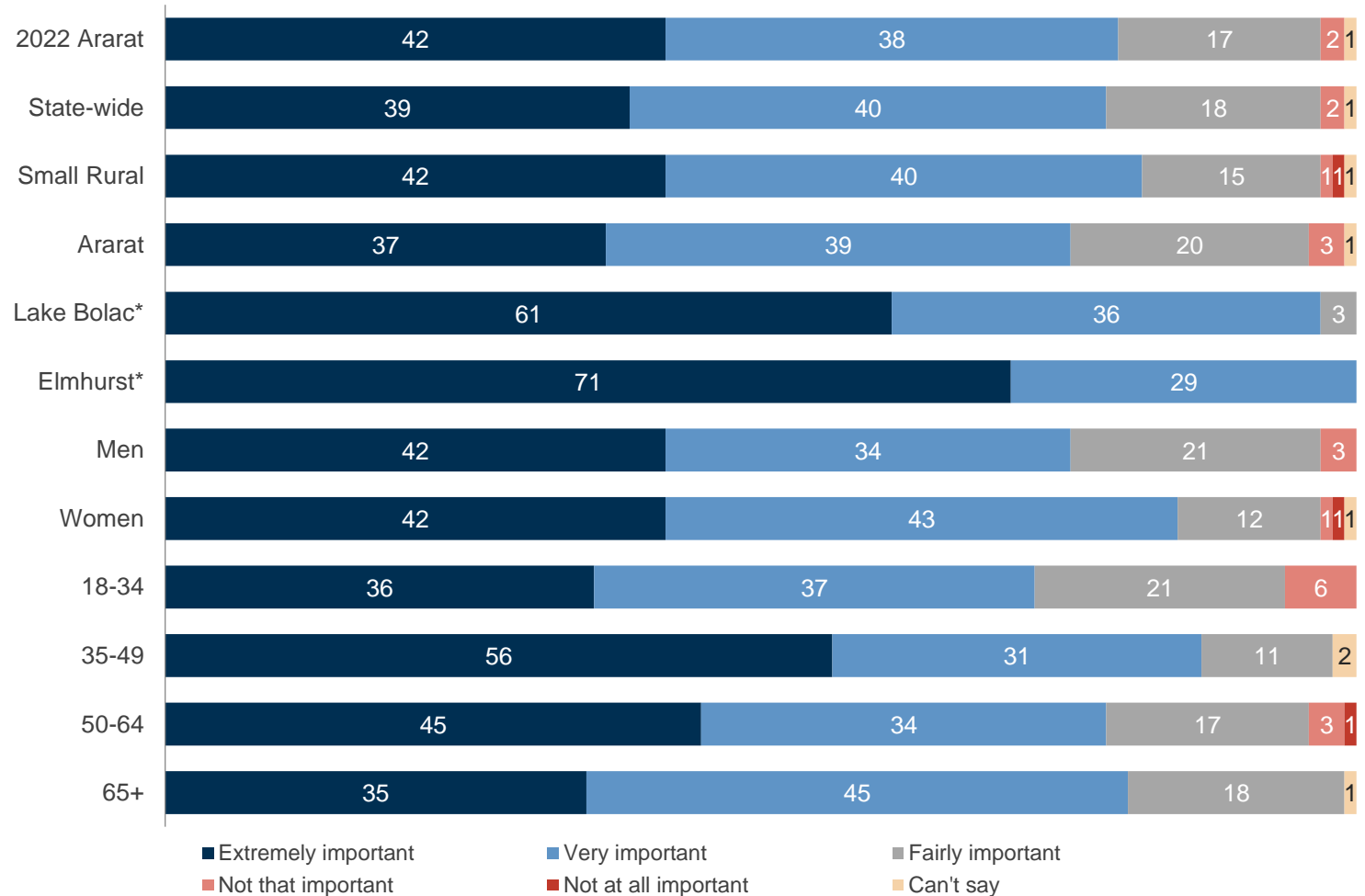
*Caution: small sample size < n=30



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (%)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 3

*Caution: small sample size < n=30



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)

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

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

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

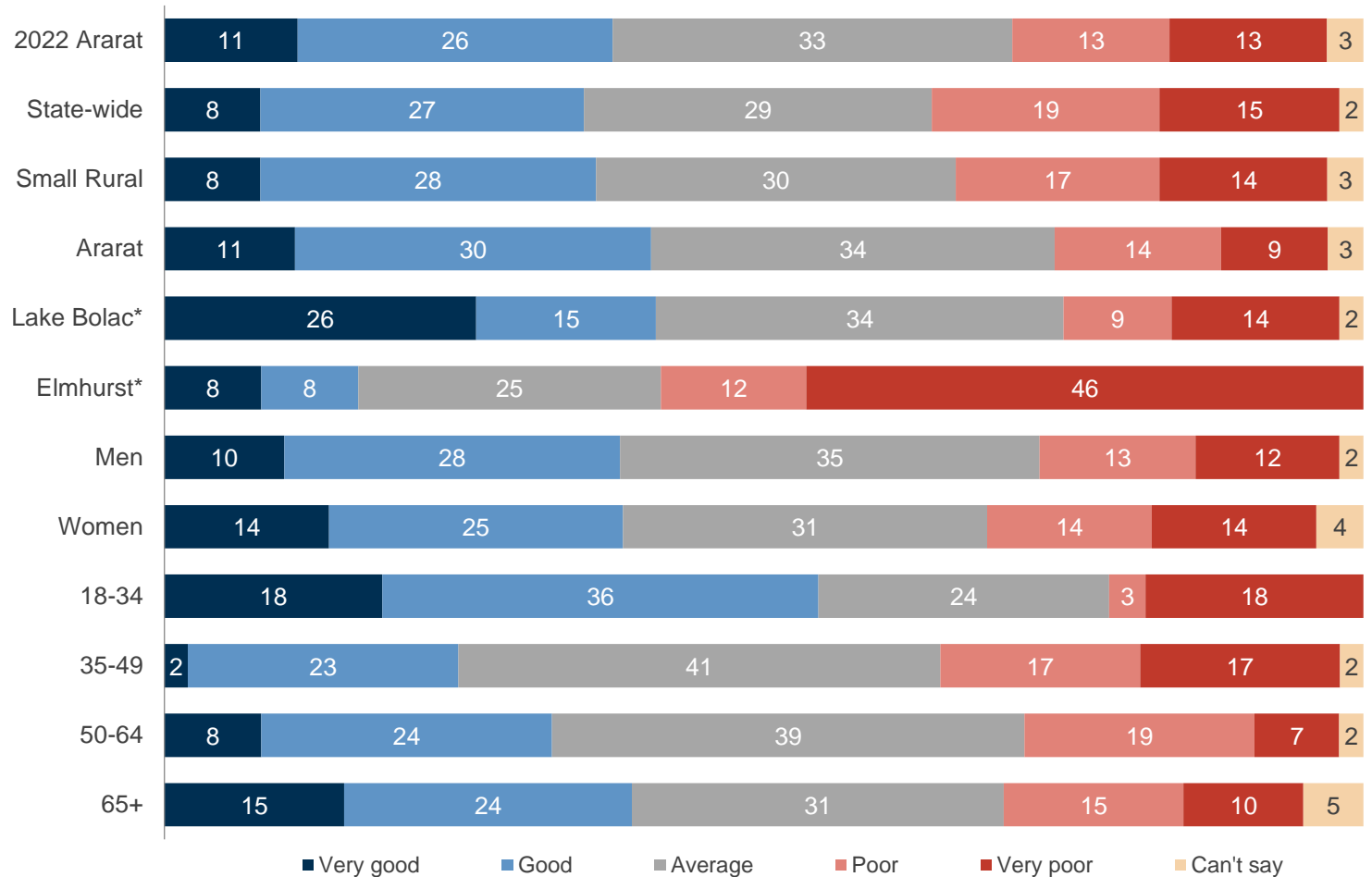
*Caution: small sample size < n=30



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

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

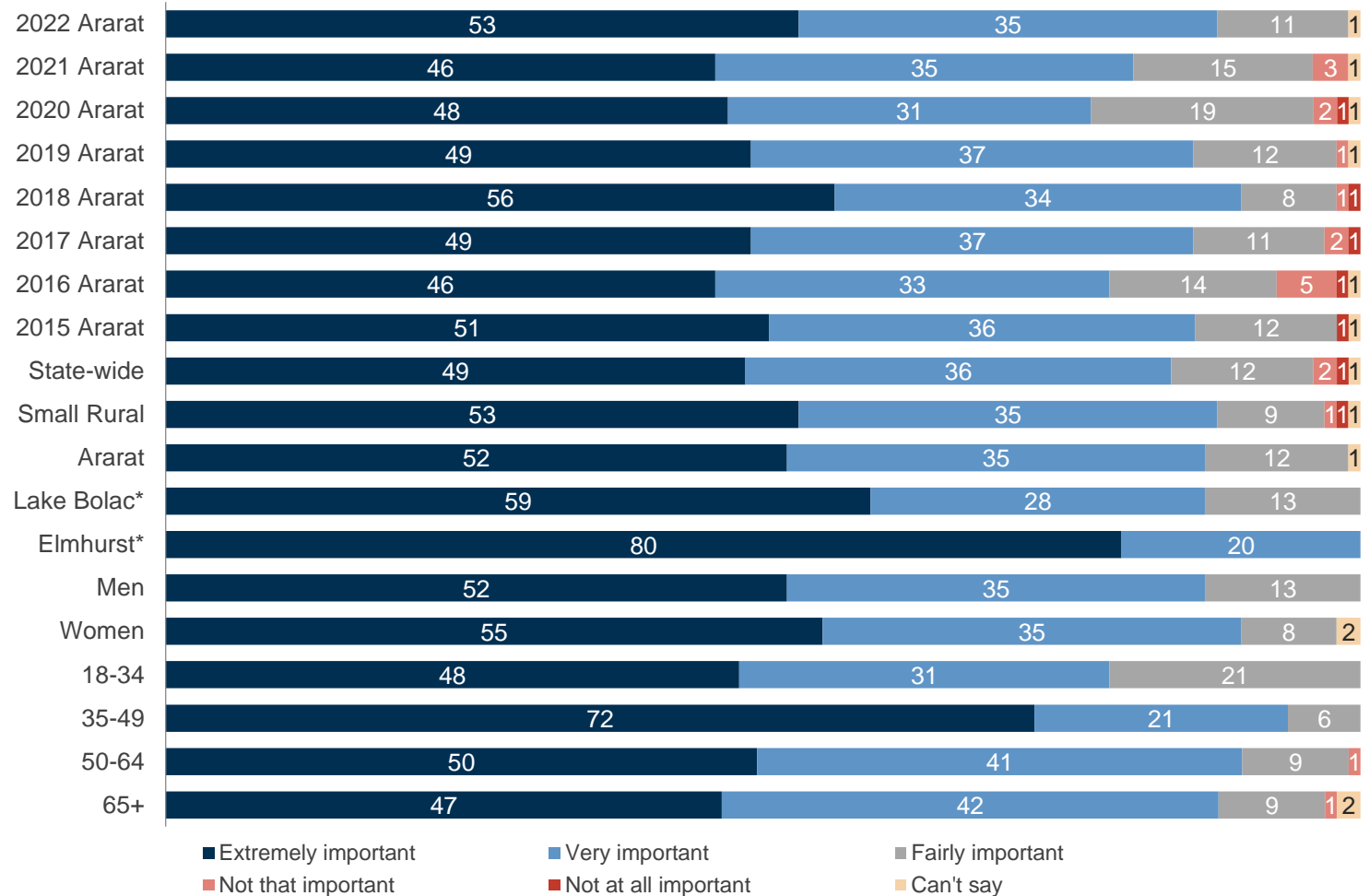
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

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

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

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

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

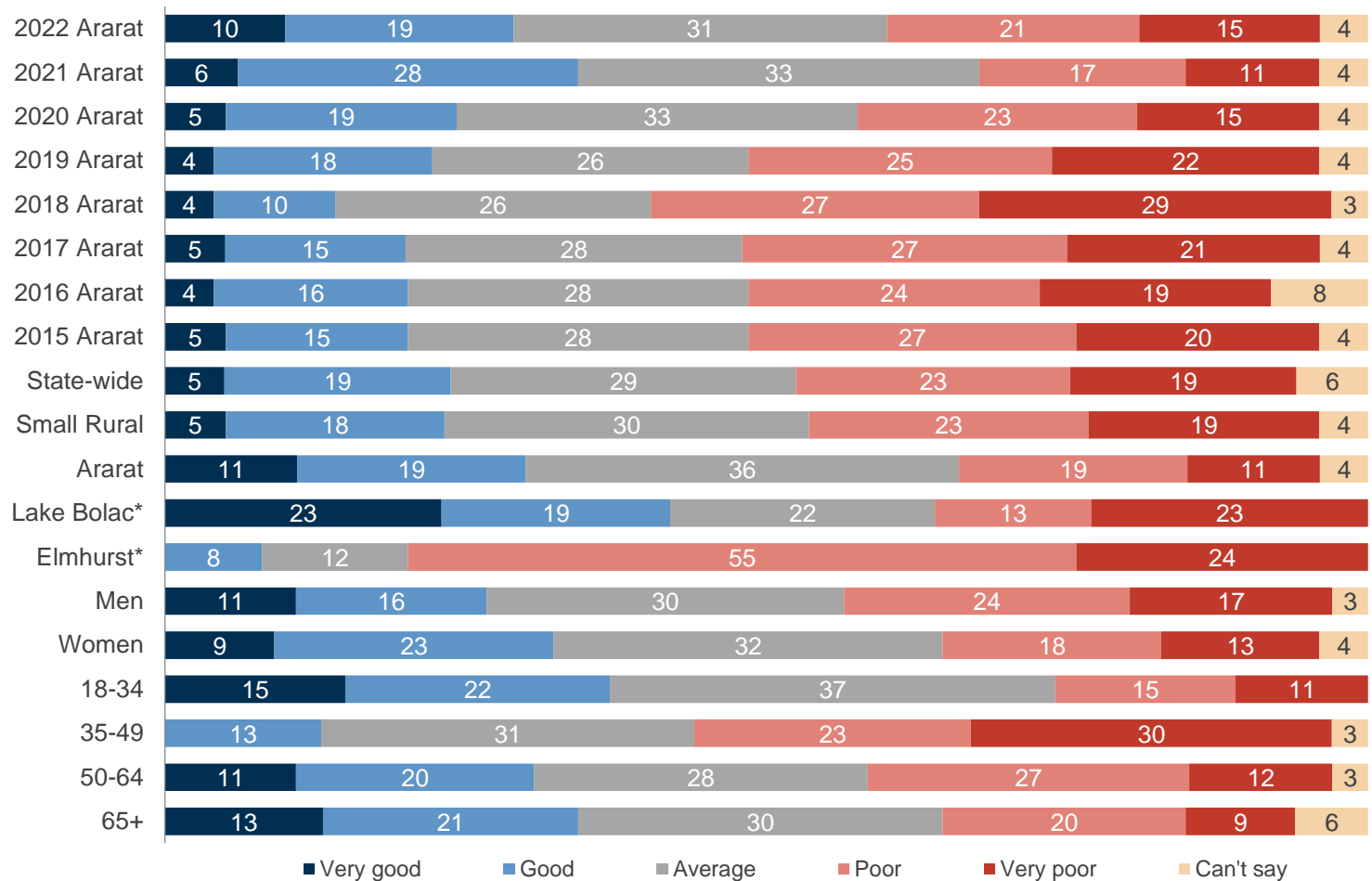
*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



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

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

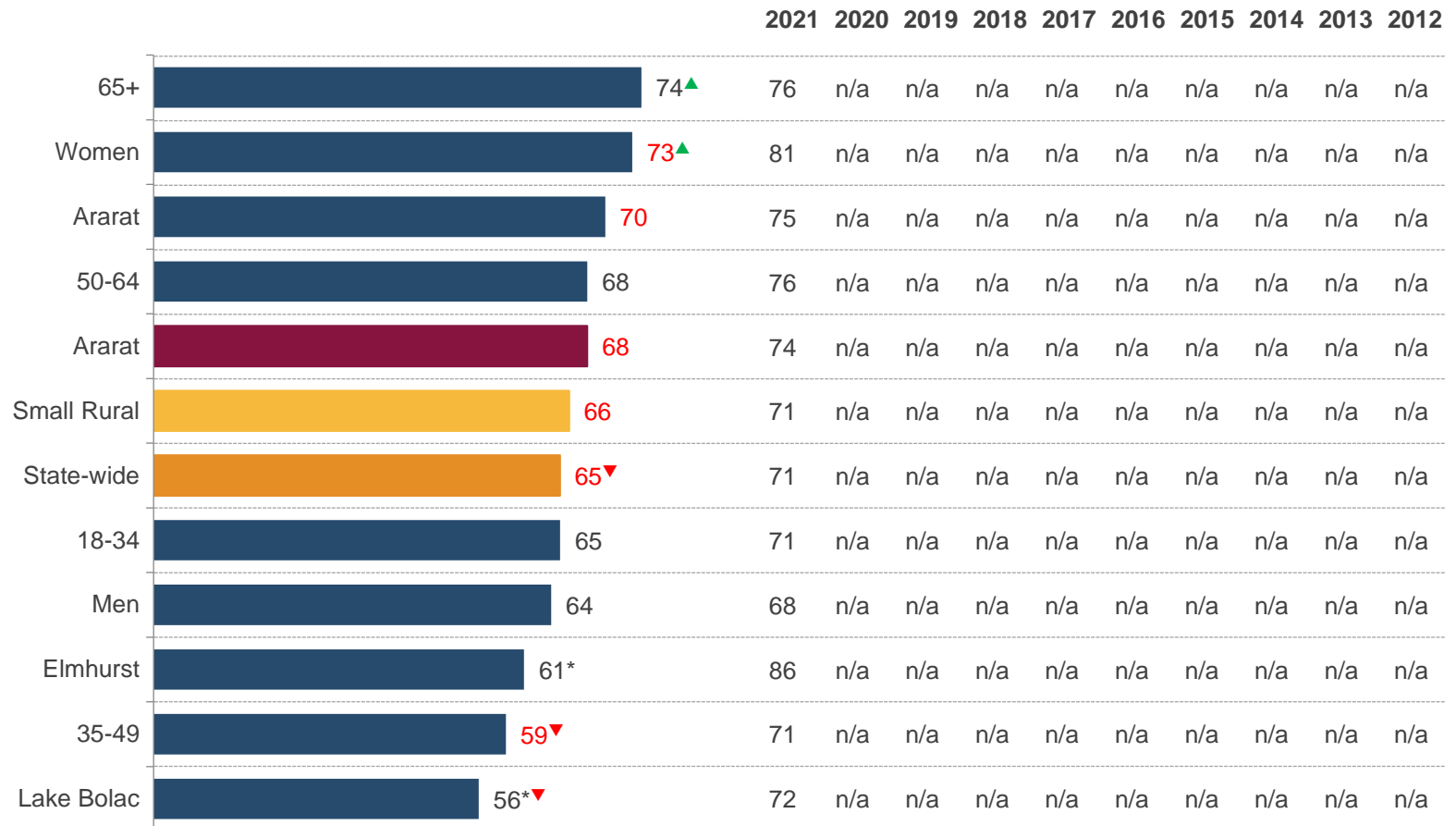
*Caution: small sample size < n=30



COVID-19 response importance



2022 COVID-19 response importance (index scores)



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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

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

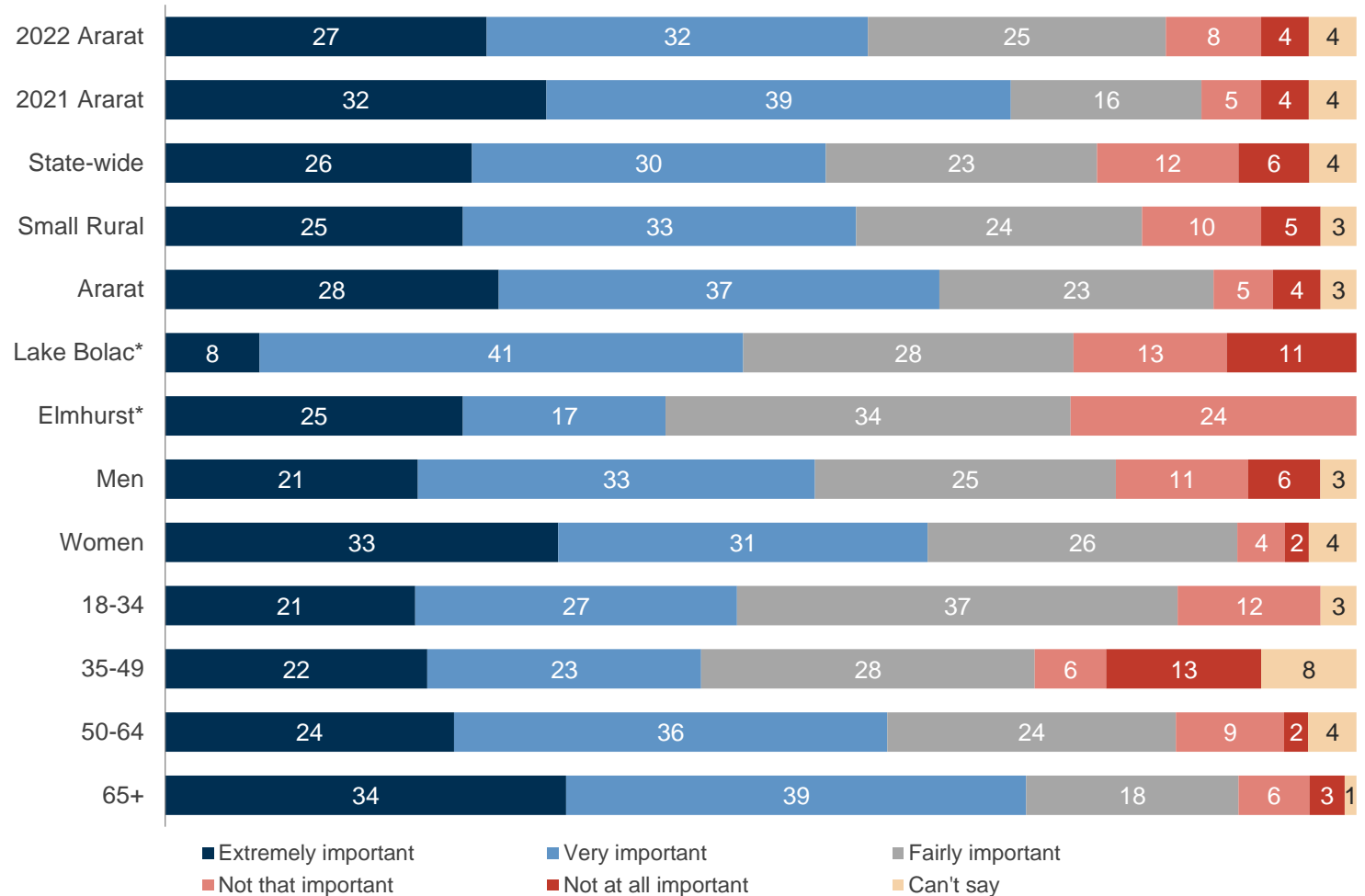
*Caution: small sample size < n=30



COVID-19 response importance



2022 COVID-19 response importance (%)



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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

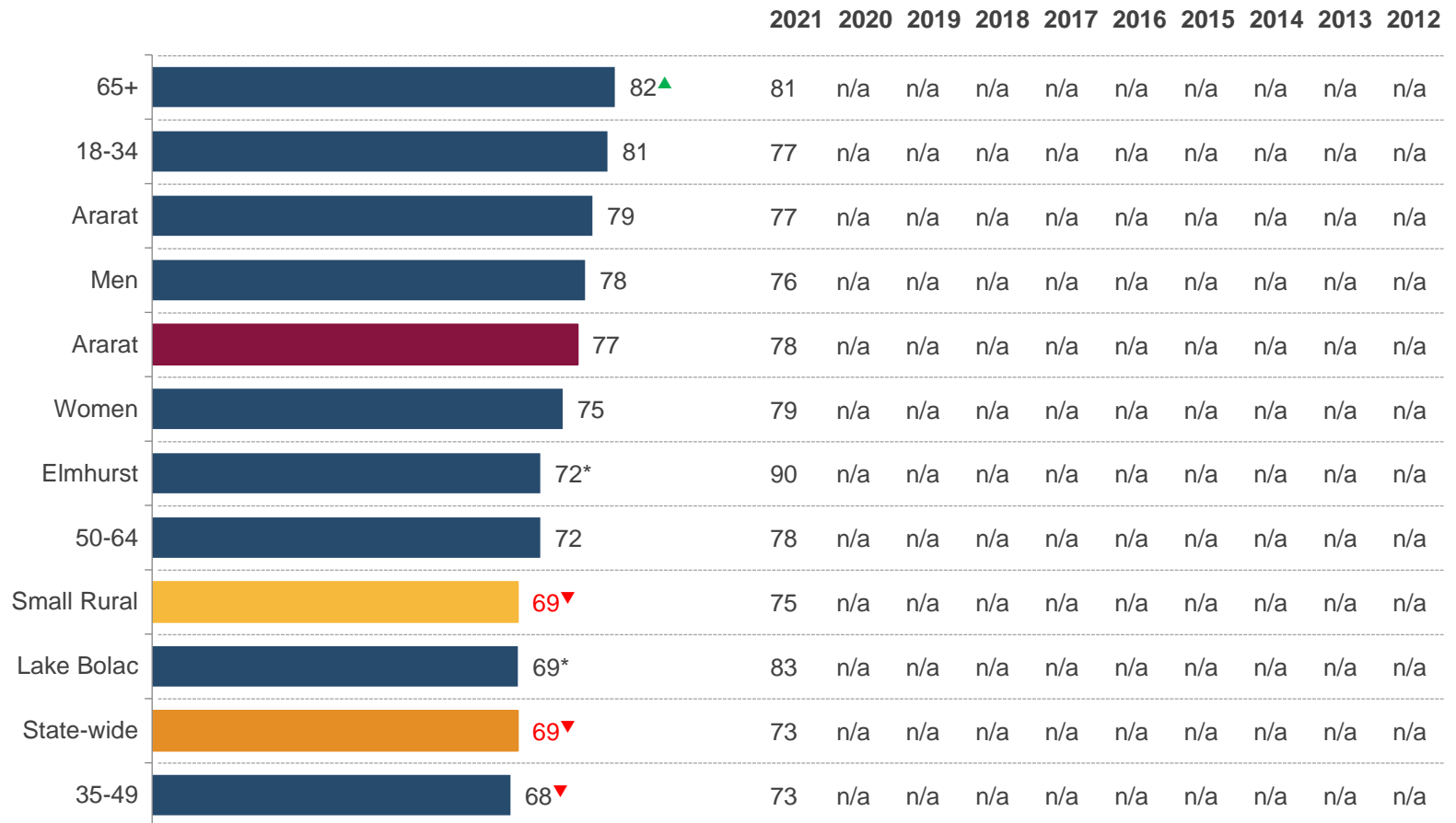
*Caution: small sample size < n=30



COVID-19 response performance



2022 COVID-19 response performance (index scores)



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

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

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

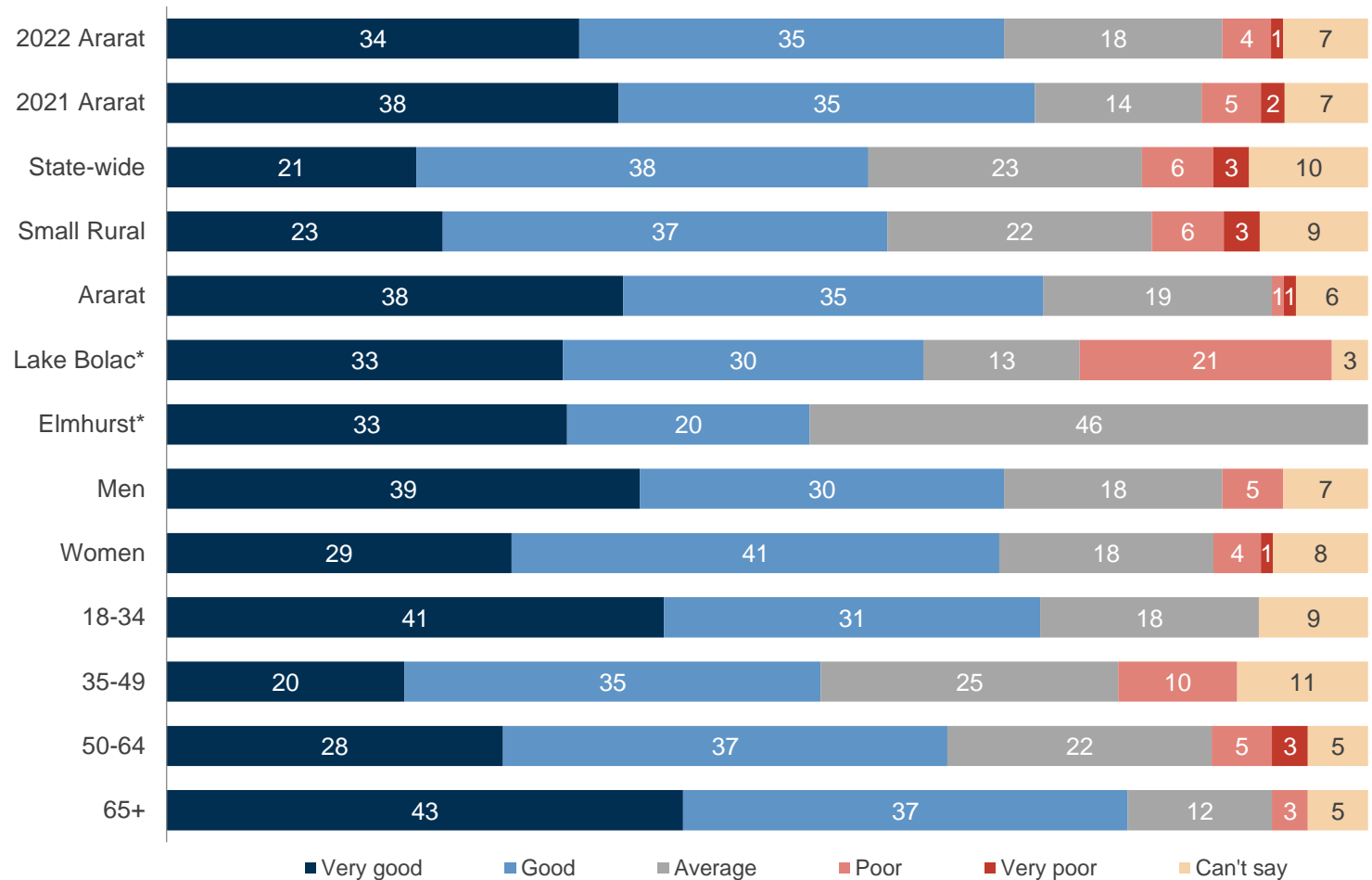
*Caution: small sample size < n=30



COVID-19 response performance



2022 COVID-19 response performance (%)



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

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

*Caution: small sample size < n=30

A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, possibly at a sporting event or festival, wearing various hats and clothing.

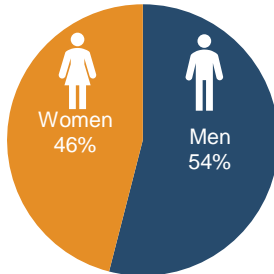
Detailed demographics



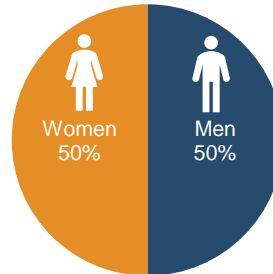
Gender and age profile

2022 gender

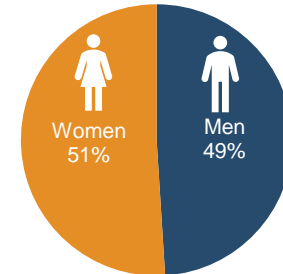
Ararat



Small Rural

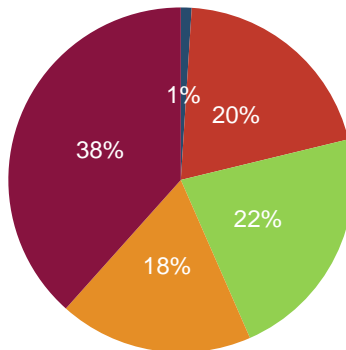


State-wide

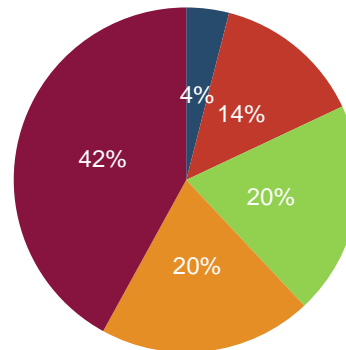


2022 age

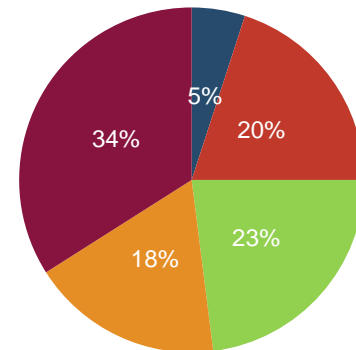
Ararat



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: 67 Councils asked group: 19

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

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

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

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

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



Appendix A: Significant difference reporting notation

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

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

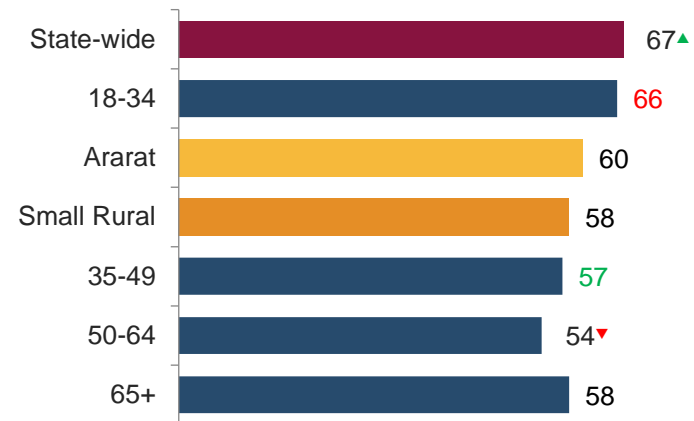
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

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





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' graphic 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 top left stroke, and a bar chart with three bars of increasing height in the bottom right stroke.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 8th February – 121st March.
- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=408 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

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

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

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

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

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



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

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



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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