2023 Local Government Community Satisfaction Survey

Ararat Rural City Council

Coordinated by the Department of Government Services on behalf of Victorian councils

JWS RESEARCH

Contents

Background and objectives

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

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

Now in its twenty-fourth 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 24 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 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Ararat Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Ararat 63

Small Rural 55   **State-wide** 56

Council performance compared to group average

Top 3 performing areas	
Art centres & libraries	= on par
COVID-19 response	▲ higher
Emergency & disaster mngt	▲ higher

Lowest 3 performing areas	
Unsealed roads	▲ higher
Sealed local roads	▲ higher
Slashing & weed control	▲ higher
Customer service	▲ higher

Summary of core measures

Index scores

Overall Performance · Value for money · Community Consultation · Making Community Decisions · Sealed Local Roads · Waste management · Customer Service · Overall Council Direction
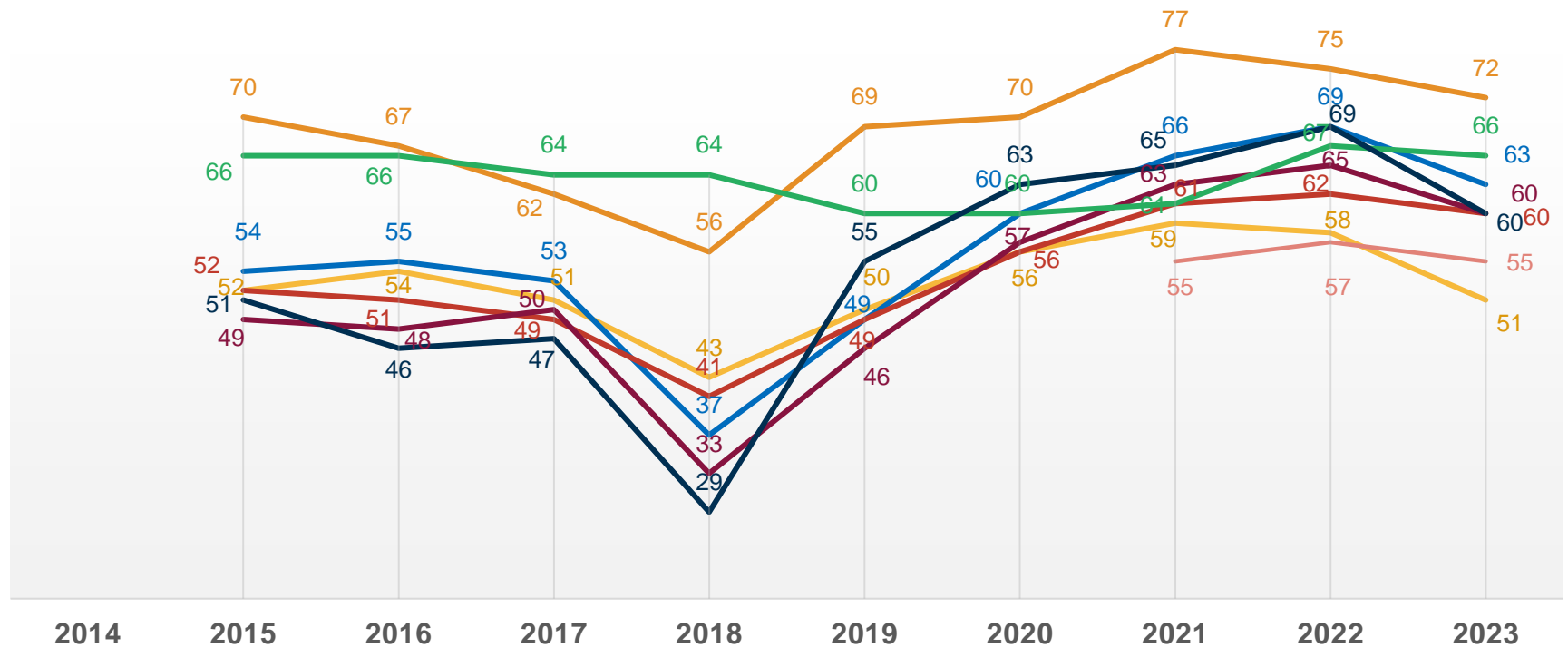
Summary of core measures

Core measures summary results (%)
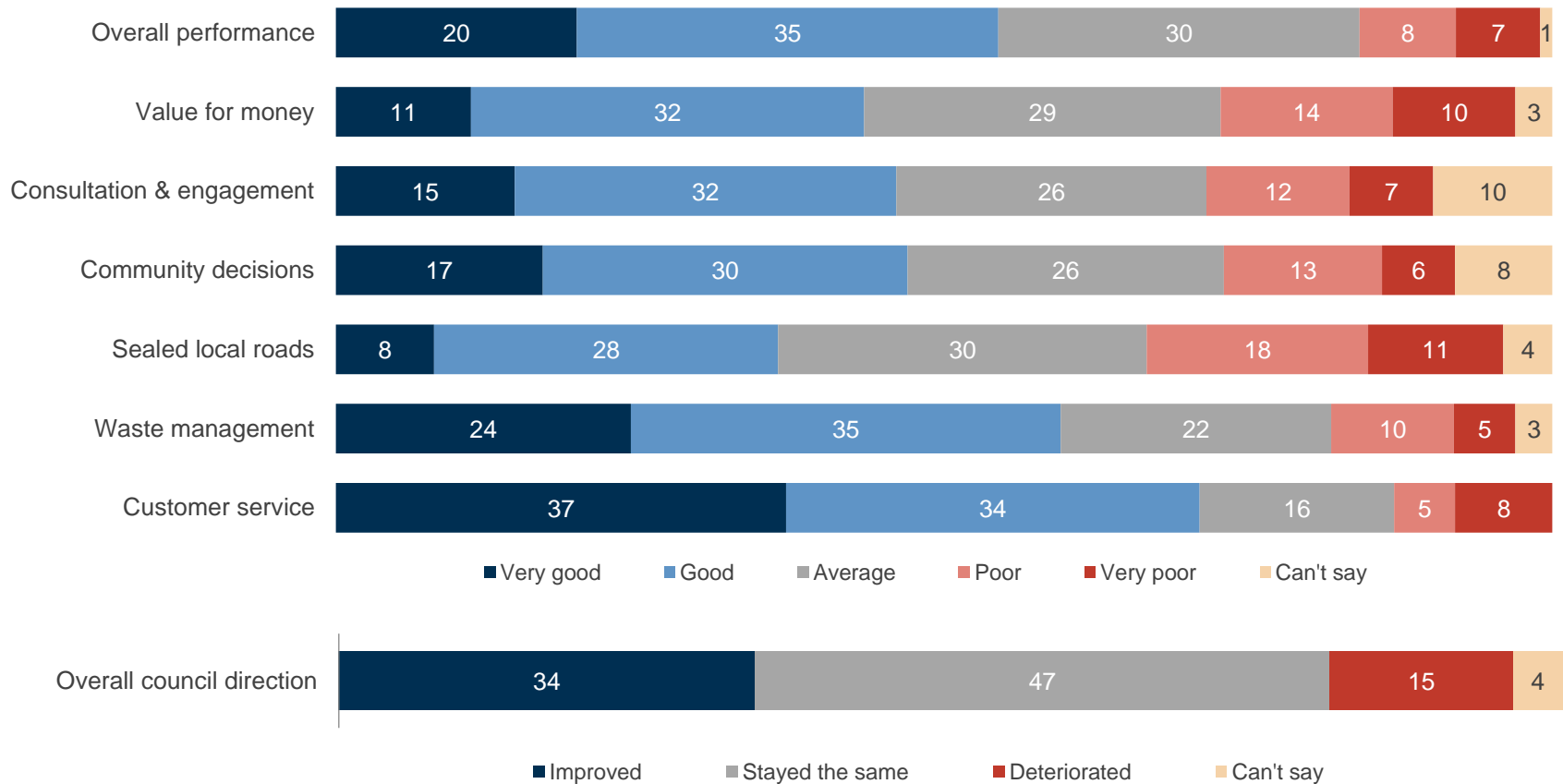
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	20	35	30	8	7	1
Value for money	11	32	29	14	10	3
Consultation & engagement	15	32	26	12	7	10
Community decisions	17	30	26	13	6	8
Sealed local roads	8	28	30	18	11	4
Waste management	24	35	22	10	5	3
Customer service	37	34	16	5	8	

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	34	47	15	4

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

Summary of Ararat Rural City Council performance

Services		Ararat 2023	Ararat 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	63	69	55	56	Aged 65+ years	Aged 35-49 years
	Value for money	55	57	49	49	Aged 65+ years	Aged 35-49 years
	Overall council direction	60	69	47	46	Aged 65+ years	Aged 35-49 years
	Customer service	72	75	65	67	Aged 50-64 years	Aged 18-49 years
	Art centres & libraries	75	75	73	73	Aged 18-34 years	Aged 35-49 years
	COVID-19 response	75	77	69	67	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	72	74	66	65	Aged 65+ years	Aged 35-49 years
	Recreational facilities	71	75	67	68	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	70	76	71	67	Aged 65+ years	Aged 35-49 years
	Waste management	66	67	66	66	Aged 65+ years	Aged 35-49 years

Significantly higher / lower than Ararat Rural City Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Ararat Rural City Council performance

Services		Ararat 2023	Ararat 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Elderly support services	**66**	71	66	63	Aged 65+ years	Aged 35-49 years
	Bus/community dev./tourism	**65**	69	61	59	Aged 65+ years	Aged 35-49 years
	Community & cultural	**65**	65	70	66	Aged 65+ years	Aged 35-49 years
	Environmental sustainability	**63**	62	59	60	Aged 65+ years	Aged 35-49 years
	Lobbying	**61**	64	52	51	Aged 65+ years	Aged 35-49 years
	Informing the community	**60**	64	58	57	Aged 65+ years	Aged 35-49 years
	Community decisions	**60**	65	52	51	Aged 65+ years	Aged 35-49 years
	Consultation & engagement	**60**	62	53	52	Aged 65+ years	Aged 35-49 years
	Local streets & footpaths	**55**	63	52	52	Aged 65+ years, Men	Aged 35-49 years
	Planning & building permits	**54**	58	45	47	Aged 65+ years	Aged 35-49 years

Significantly higher / lower than Ararat Rural City Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Ararat Rural City Council performance

Services		Ararat 2023	Ararat 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Slashing & weed control	**52**	53	47	46	Aged 18-34 years	Aged 35-49 years
	Sealed local roads	**51**	58	44	48	Aged 65+ years	Aged 35-49 years
	Unsealed roads	**42**	47	38	37	Aged 65+ years	Aged 35-49 years

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Focus areas for the next 12 months

Overview	Ararat Rural City Council's overall performance rating (index score of 63, down six points) declined significantly in 2023. That said, Council's overall performance continues to be rated significantly higher than both the State-wide and Small Rural group averages. Despite the significant decline this year, the 2023 overall performance index score remains higher than any recorded between 2015 and 2020.
Key influences on perceptions of overall performance	Ararat Rural City Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance and are currently performing less well. Decisions made in the interest of the community, informing the community and the condition of local sealed roads all have a moderate to strong influence on Council's overall performance rating and report significantly lower performance scores in 2023 compared to 2022.
Comparison to state and area grouping	Importantly, Council performs in line with, or significantly higher than, the State-wide and Small Rural council group averages on almost all service areas evaluated. This is a positive result for Council. Community and cultural activities is the only area evaluated where Council performs significantly below the Small Rural group average.
Attend to sealed local roads	Perceptions are lowest for the performance of sealed local roads and the maintenance of unsealed roads, both falling significantly in the last 12 months. Both also performed better in 2020 to 2022. The condition of sealed local roads is identified as a key service area that impacts perceptions of overall performance. Council may benefit from learning why residents were more satisfied with sealed local roads performance in years past and/or communicate with residents about what is being done to address perceived issues.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 63 for Ararat Rural City Council represents a significant six-point decline on the 2022 result.

- Despite the decline, the overall performance score remains higher than those recorded between 2015 and 2020, with Council having managed to maintain much of the significant gains made in recent years.

Ararat Rural City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average ratings for councils in the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively).

- Perceptions of Council's overall performance are significantly lower (compared to Council average) among those aged 35 to 49 years (50). This group also had the largest fall between 2022 and 2023 (12-points) of any geographic or demographic group.

- Residents aged 65 years and over (70) report a significantly higher than average index score.

More than two in five residents (43%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is almost twice as many as those rating Council as 'very poor' or 'poor' on this metric (24%). A further 29% rate Council 'average' in value for money.
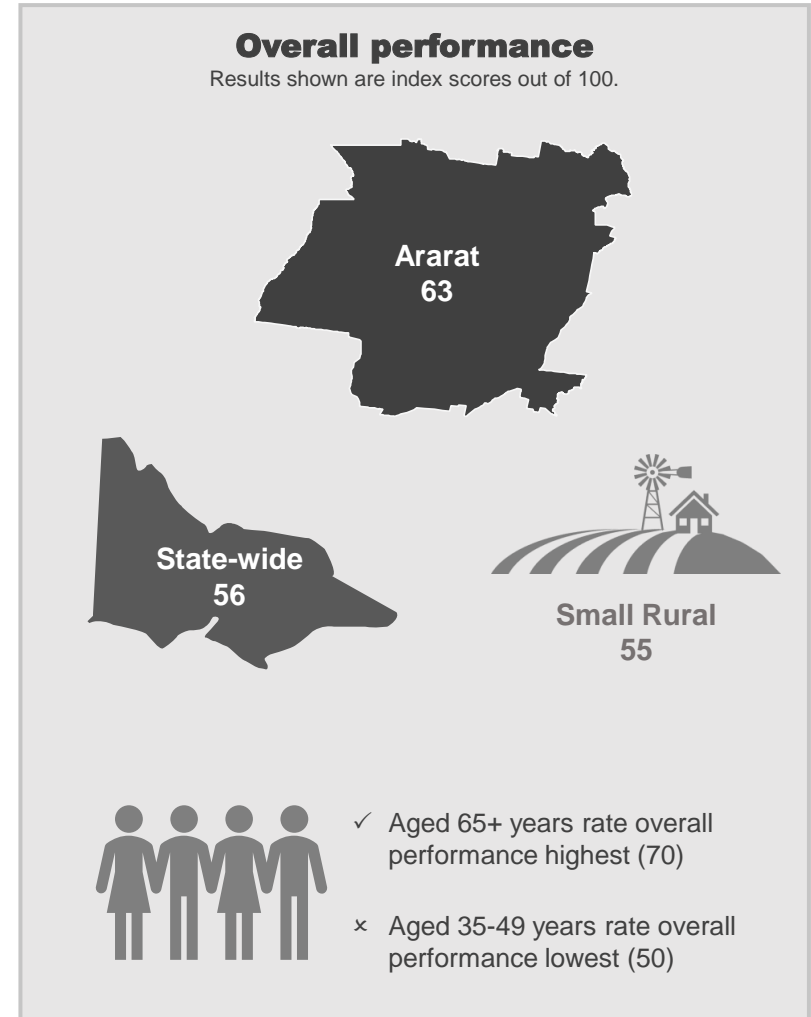
Overall performance
Results shown are index scores out of 100.

**Ararat
63**

**State-wide
56**

**Small Rural
55**

✓ Aged 65+ years rate overall performance highest (70)

✗ Aged 35-49 years rate overall performance lowest (50)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	74*	70	72	32	29	19	48	53	n/a	n/a
65+	70▲	75	73	63	52	41	54	57	59	n/a
18-34	65	70	63	60	52	42	53	56	50	n/a
Men	63	69	65	58	48	33	50	55	53	n/a
Ararat	63	69	66	60	49	37	53	55	54	n/a
Women	63	69	67	62	50	43	56	55	55	n/a
Ararat	63	70	66	61	51	41	54	55	n/a	n/a
50-64	61	66	63	61	50	39	54	54	54	n/a
State-wide	56▼	59	61	58	60	59	59	59	60	61
Small Rural	55▼	58	60	56	58	56	58	57	59	n/a
Elmhurst	53*	67	82	54	66	38	50	71	n/a	n/a
35-49	50▼	62	62	53	40	27	50	53	51	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Ararat Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall performance
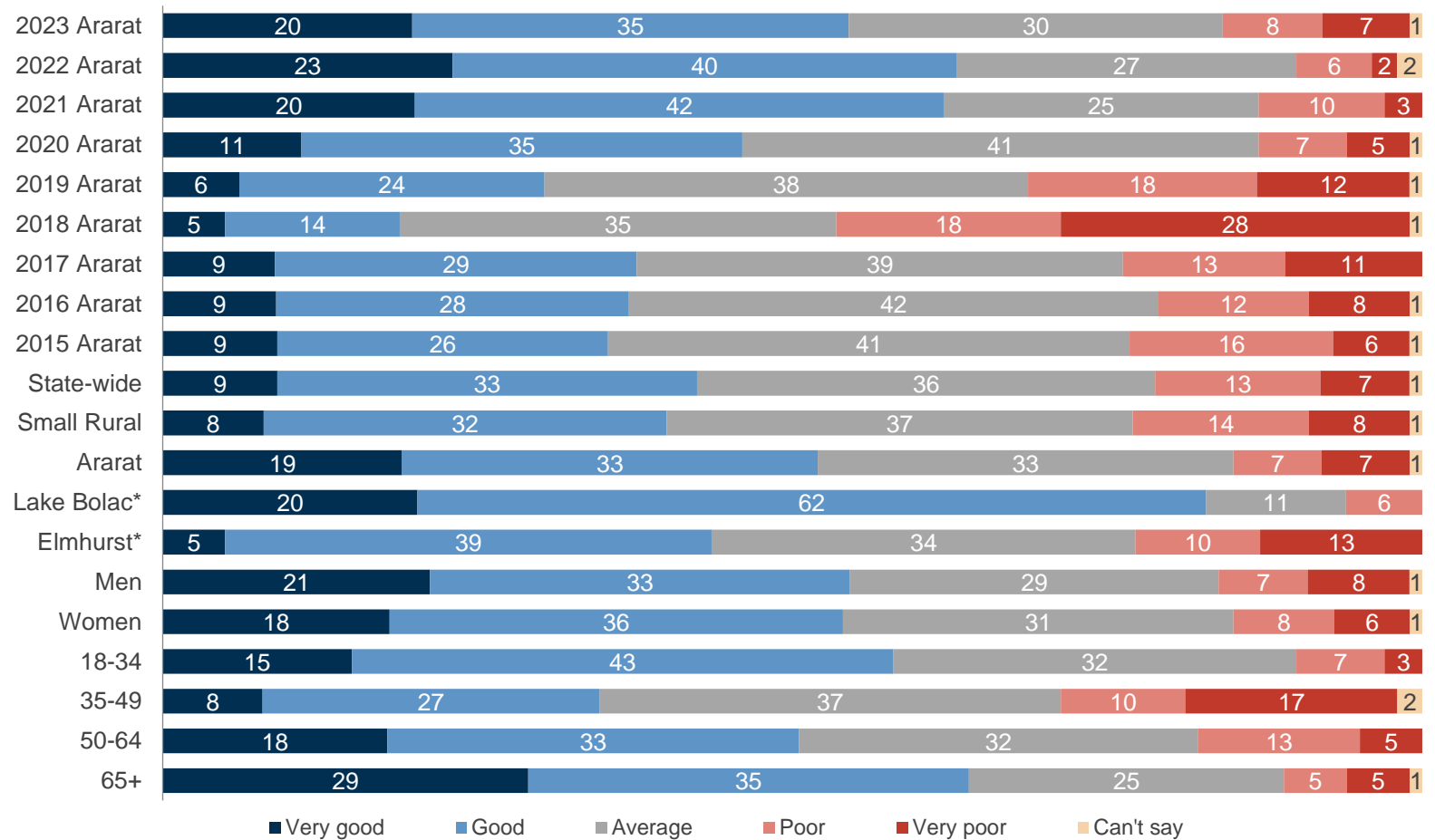
2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	20	35	30	8	7	1
2022 Ararat	23	40	27	6	2	2
2021 Ararat	20	42	25	10	3	
2020 Ararat	11	35	41	7	5	1
2019 Ararat	6	24	38	18	12	1
2018 Ararat	5	14	35	18	28	1
2017 Ararat	9	29	39	13	11	
2016 Ararat	9	28	42	12	8	1
2015 Ararat	9	26	41	16	6	1
State-wide	9	33	36	13	7	1
Small Rural	8	32	37	14	8	1
Ararat	19	33	33	7	7	1
Lake Bolac*	20	62	11	6		
Elmhurst*	5	39	34	10	13	
Men	21	33	29	7	8	1
Women	18	36	31	8	6	1
18-34	15	43	32	7	3	
35-49	8	27	37	10	17	2
50-64	18	33	32	13	5	
65+	29	35	25	5	5	1

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Ararat Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

Value for money in services and infrastructure

2023 value for money (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+ — 64▲	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 55	55	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 55	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 55	57	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 55	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac — 55*	48	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 54	61	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 54	54	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 49▼	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 49▼	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst — 45*	47	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 39▼	41	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a

*Q3b. How would you rate Ararat Rural City Council at providing good value for money in infrastructure
and services provided to your community?*
Base: All respondents. Councils asked State-wide: 65 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

2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	11	32	29	14	10	3
2022 Ararat	16	26	30	15	8	5
2021 Ararat	9	34	31	16	8	2
State-wide	7	26	34	18	12	4
Small Rural	6	25	34	19	12	3
Ararat	12	31	31	13	11	2
Lake Bolac*		43	33	24		
Elmhurst*	5	29	14	29	13	10
Men	12	33	26	14	12	3
Women	10	31	33	15	9	2
18-34	4	41	30	13	9	3
35-49	8	16	27	20	27	2
50-64	11	24	37	22	5	1
65+	17	38	27	10	5	3

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

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: 65 Councils asked group: 19
*Caution: small sample size < n=30

Top performing service areas

Art centres and libraries, and COVID-19 response, (index score of 75 for both) are the two areas where Council performed best in 2023. The next highest rated performance areas are:

- Emergency and disaster management (index score of 72)

- Recreational facilities (index score of 71).

Council performs in line with both the Small Rural group and the State-wide averages for art centres and libraries.

For COVID-19 response, emergency and disaster management, and recreational facilities, Council's performance is rated significantly higher than both the Small Rural and the State-wide group averages.

There is some difference of opinion about performance of these service areas:

- Those aged 35 to 49 years report a significantly lower score (than the Council average) for recreational facilities, COVID-19 response and emergency and disaster management.

- Residents aged 65 years and over have a significantly higher score on recreational facilities, compared to the Council average.

Art centres and libraries, and COVID-19 response, (index score of 75 for both) are the areas where Council performed best in 2023.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 42) and sealed local roads (index score of 51).

Council experienced significant declines in performance ratings for around half of the service areas evaluated in 2023.

Council rates lowest in the areas of the maintenance of unsealed roads (index score of 42) and sealed local roads (index score of 51). Both report significant declines in perceptions of performance since 2022.

• That said, Council's performance is rated significantly higher than the State-wide and the Small Rural group averages for unsealed roads and sealed local roads.

These two issues are most likely to be identified by residents as areas in which Council most needs to improve its performance, with sealed road maintenance identified by 15% of residents, and unsealed road maintenance by 11%.

In addition, these areas also receive the highest importance index scores. The large differential between perceived importance and performance in these service areas underlines the importance of investigating and addressing these areas.

• Attending to the condition of sealed local roads also has a moderate influence on shoring up perceptions of Council's overall performance.

Individual service area performance

2023 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	75	75	74	78	76	70	70	69	70	n/a
COVID-19 response	75	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	72	74	75	74	73	70	72	72	n/a	n/a
Recreational facilities	71	75	74	71	68	64	65	65	64	n/a
Appearance of public areas	70	76	75	73	69	65	66	72	71	n/a
Waste management	66	67	61	60	60	64	64	66	66	n/a
Elderly support services	66	71	72	68	65	64	67	68	67	n/a
Bus/community dev./tourism	65	69	65	61	61	57	60	61	63	n/a
Community & cultural	65	65	64	63	63	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	61	64	63	56	50	44	53	54	56	n/a
Informing the community	60	64	63	58	49	44	50	56	54	n/a
Community decisions	60	65	63	57	46	33	50	48	49	n/a
Consultation & engagement	60	62	61	56	49	41	49	51	52	n/a
Local streets & footpaths	55	63	62	62	55	53	55	59	58	n/a
Planning & building permits	54	58	59	51	52	46	50	51	55	n/a
Slashing & weed control	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	51	58	59	56	50	43	51	54	52	n/a
Unsealed roads	42	47	50	44	39	33	38	40	39	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	25	43	18	2	1	11
COVID-19 response	30	37	21	2	2	8
Emergency & disaster mngt	25	35	18	4	3	15
Recreational facilities	25	41	20	8	1	5
Appearance of public areas	26	38	22	6	4	3
Waste management	24	35	22	10	5	3
Elderly support services	19	29	19	9	3	20
Bus/community dev./tourism	18	37	27	9	3	7
Community & cultural	15	36	28	9	3	10
Environmental sustainability	12	36	28	8	4	12
Lobbying	14	29	24	9	6	18
Informing the community	18	34	24	15	7	2
Community decisions	17	30	26	13	6	8
Consultation & engagement	15	32	26	12	7	10
Local streets & footpaths	11	32	26	18	8	6
Planning & building permits	9	20	26	13	7	25
Slashing & weed control	9	26	35	16	10	4
Sealed local roads	8	28	30	18	11	4
Unsealed roads	5	17	32	24	16	5

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

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Individual service area importance

2023 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Unsealed roads	86	85	81	81	84	86	83	80	84	n/a
Sealed local roads	84	82	80	81	82	n/a	n/a	n/a	n/a	n/a
Elderly support services	83	82	82	79	79	80	79	79	80	n/a
Community decisions	83	80	78	83	82	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	81	80	79	82	81	80	83	80	n/a	n/a
Waste management	80	81	80	80	79	79	76	76	78	n/a
Slashing & weed control	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	80	79	77	76	77	77	77	76	79	n/a
Consultation & engagement	79	76	75	74	78	74	74	75	78	n/a
Informing the community	79	79	77	76	77	76	76	75	77	n/a
Appearance of public areas	76	76	74	74	72	74	74	75	74	n/a
Lobbying	75	74	71	71	69	70	70	70	74	n/a
Recreational facilities	75	77	74	73	71	75	73	74	76	n/a
Bus/community dev./tourism	73	73	72	72	68	72	71	71	74	n/a
Planning & building permits	73	71	69	68	65	68	66	68	67	n/a
Environmental sustainability	69	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	64	64	62	60	60	n/a	n/a	n/a	n/a	n/a
COVID-19 response	63	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	62	63	61	59	59	60	60	61	64	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2023 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Unsealed roads	53	36	8	1		1
Sealed local roads	48	38	11	1		2
Waste management	38	45	14	1		1
Elderly support services	47	36	13	2		3
Community decisions	47	35	15	1	1	2
Local streets & footpaths	39	41	14	1	1	4
Slashing & weed control	40	40	16	2		1
Consultation & engagement	37	42	17	1		2
Informing the community	36	41	19	1		2
Emergency & disaster mngt	42	36	17	1		3
Appearance of public areas	30	47	19	2	1	1
Recreational facilities	27	48	20	3	1	1
Lobbying	30	43	20	3	1	3
Bus/community dev./tourism	29	39	26	4	1	2
Planning & building permits	30	33	22	7	1	7
Environmental sustainability	22	39	27	7	2	3
Community & cultural	14	38	36	9	1	2
COVID-19 response	22	29	27	11	6	5
Art centres & libraries	13	35	35	12	2	2

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	86	42	-43
Sealed local roads	84	51	-33
Slashing & weed control	80	52	-28
Local streets & footpaths	80	55	-24
Community decisions	83	60	-22
Consultation & engagement	79	60	-19
Planning & building permits	73	54	-19
Informing the community	79	60	-18
Elderly support services	83	66	-17
Lobbying	75	61	-14
Waste management	80	66	-14

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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Informing the community

• Business, community development and tourism

• The condition of sealed local roads

• Council's COVID-19 response.

Looking at these key service areas only, Council's COVID-19 response has a high performance index (75) and it also performs well in the area of business, community development and tourism (performance index of 65).

These service areas have a moderate influence on the overall performance rating and 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 and informing the community (performance index of 51 and 60 respectively).

Ensuring that sealed roads are well maintained, and local residents are kept well informed about key local issues, 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

2023 regression analysis (all service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions
- Informing the community
- Business, community dev. and tourism
- Condition of sealed local roads
- Community consultation
- COVID-19 response
- Roadside slashing and weed control
- Lobbying
- Waste management
- Recreational facilities
- Maintenance of unsealed roads
- Condition of local streets
- Environmental sustainability
- The appearance of public areas
- Art centres and libraries
- Planning and building permits
- Community and cultural activities
- Elderly support services
- Emergency management

Performance Index

Very Poor   Very Good

The multiple regression analysis model above (all service areas) has an R² value of 0.707 and adjusted R² value of 0.692, which means that 69% 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 = 48.20. 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

2023 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions

  Should remain a focus as changes will have a *stronger* influence on overall perceptions.

- Informing the community

  Key positive influence on overall rating and should remain a focus – but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.

- Condition of sealed local roads

- Business, community dev. and tourism

- COVID-19 response

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

Performance Index

Very Poor   Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.693 and adjusted R² value of 0.689, which means that 69% 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 = 178.19.

Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -

Customer Service	13
Community Engagement/Involvement/Consultation/Communication/Approachable	7
Recreational/Sporting Facilities	6
CEO	6
Parks And Gardens	5
Road/Street Maintenance/Streetscape	5
Councillors - Good Representation of Community/Local Know Them	5
Mayor	5
Waste Management	4
Community Support Services	3
Council Management	3
Generally Good - Overall/No Complaints	3
They are Improving/Improved/Trying to Improve (Performance/ Services)	3

2023 areas for improvement (%)
- Top mentions only -

Sealed Road Maintenance	15
Unsealed Road Maintenance	11
Rates - Too Expensive	10
Community Consultation	7
Rural/Regional Communities	7
Waste Management	6
Communication	6
Median Strips/Nature Strips	6
Nothing	8

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: 33 Councils asked group: 7
Q17. What does Ararat Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53 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

A little over two thirds of Council residents (69%) had contact with Council in the last 12 months. The rate of contact has increased a significant nine percentage points from last year.

Increases in the rate of contact occurred in all age groups except those aged 18 to 34 years (down five percentage points). The largest increase is among those aged 35 to 49 years (up 18 percentage points to 74%).

Among those residents who have had contact with Council, 71% provide a positive customer service rating of 'very good' or 'good', including 37% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 72 is slightly (but not significantly) lower than 2022 (down three points).

Council has now maintained a customer service index score of 70 or higher for four consecutive years (since 2020).

• Customer service index scores are equally positive among all residents, regardless of age, gender or where they live in the municipality.

Customer service is rated significantly higher than both the State-wide and the Small Rural group averages (index scores of 67 and 65 respectively).

Seven in ten residents (71%) provide a positive customer service rating of 'very good' or 'good'. This compares to just 13% who provide a rating of 'poor' or 'very poor'.

Contact with council

2023 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: 41 Councils asked group: 16

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

Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	94*	74	69	100	72	69	71	62	n/a	n/a
Elmhurst	90*	80	64	69	51	31	18	22	n/a	n/a
50-64	78	68	68	66	61	67	59	67	58	n/a
35-49	74	56	67	67	64	74	67	70	75	n/a
Women	70	63	62	60	56	58	57	58	55	n/a
Ararat	69	60	61	61	57	61	59	60	59	n/a
65+	69	57	56	56	54	53	56	50	46	n/a
Men	68	58	61	62	57	63	60	61	63	n/a
Small Rural	66	63	63	66	63	64	65	60	64	n/a
Ararat	64	57	61	61	57	59	58	59	n/a	n/a
State-wide	62▼	60	61	63	61	61	61	60	60	61
18-34	57▼	63	57	59	49	49	54	57	59	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Ararat Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	73	69	73	67	69	63	67	69	74	n/a
Elmhurst	73*	73	88	55	77	12	100	75	n/a	n/a
65+	73	76	85	73	74	56	64	67	71	n/a
Women	72	77	80	68	70	61	64	73	75	n/a
Ararat	72	75	77	70	69	56	62	67	70	n/a
Lake Bolac	72*	75	78	32	56	38	61	64	n/a	n/a
Men	72	73	74	71	69	51	61	62	65	n/a
Ararat	71	75	76	71	70	59	63	68	n/a	n/a
35-49	70	77	77	61	63	44	53	69	67	n/a
18-34	70	76	69	78	71	63	68	62	66	n/a
State-wide	67▼	68	70	70	71	70	69	69	70	72
Small Rural	65▼	67	69	70	70	69	69	69	70	n/a

Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	37	34	16	5	8	
2022 Ararat	40	35	11	6	6	2
2021 Ararat	41	35	12	4	4	3
2020 Ararat	31	35	17	9	6	1
2019 Ararat	27	39	18	10	4	1
2018 Ararat	18	29	25	12	15	1
2017 Ararat	22	35	24	10	9	
2016 Ararat	29	32	20	9	7	4
2015 Ararat	31	34	22	9	4	
State-wide	29	34	19	9	8	1
Small Rural	27	34	18	10	9	1
Ararat	34	36	17	6	7	
Lake Bolac*	7	86			7	
Elmhurst*	47	16	28		9	
Men	37	36	13	7	8	
Women	37	31	20	3	8	1
18-34	33	38	15	6	9	
35-49	37	29	21	4	9	
50-64	37	37	13	3	8	2
65+	39	33	15	6	7	

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

Q5c. Thinking of the most recent contact, how would you rate Ararat Rural City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

Communication

Communication

The preferred form of communication from Council about news and information and upcoming events remains a newsletter sent via mail (26%).

- A newsletter via mail is the preferred form of communication among residents under 50 years or 50 years and older (26% for both groups).

- Following on from that is a preference for a newsletter via email (21%) or advertising in a local newspaper (20%).

The greatest overall change since 2022 has been the decline for preference for a Council newsletter as an insert in a local newspaper (down six percentage points to 8%).

- The decline in preference for a Council newsletter as a local paper insert is more pronounced among those aged under 50 years (10% in 2022 and 2% in 2023).

- There is a smaller drop in preference for an insert in local papers among those aged over 50 years, from 17% in 2022 to 13% in 2023.

Among residents aged under 50 years there is a consistent decline in the preference for council information via social media (down from 38% in 2020, to 24% in 2023). In 2023, a preference for a Council newsletter via mail (26%) became the most preferred, overtaking social media for the first time.
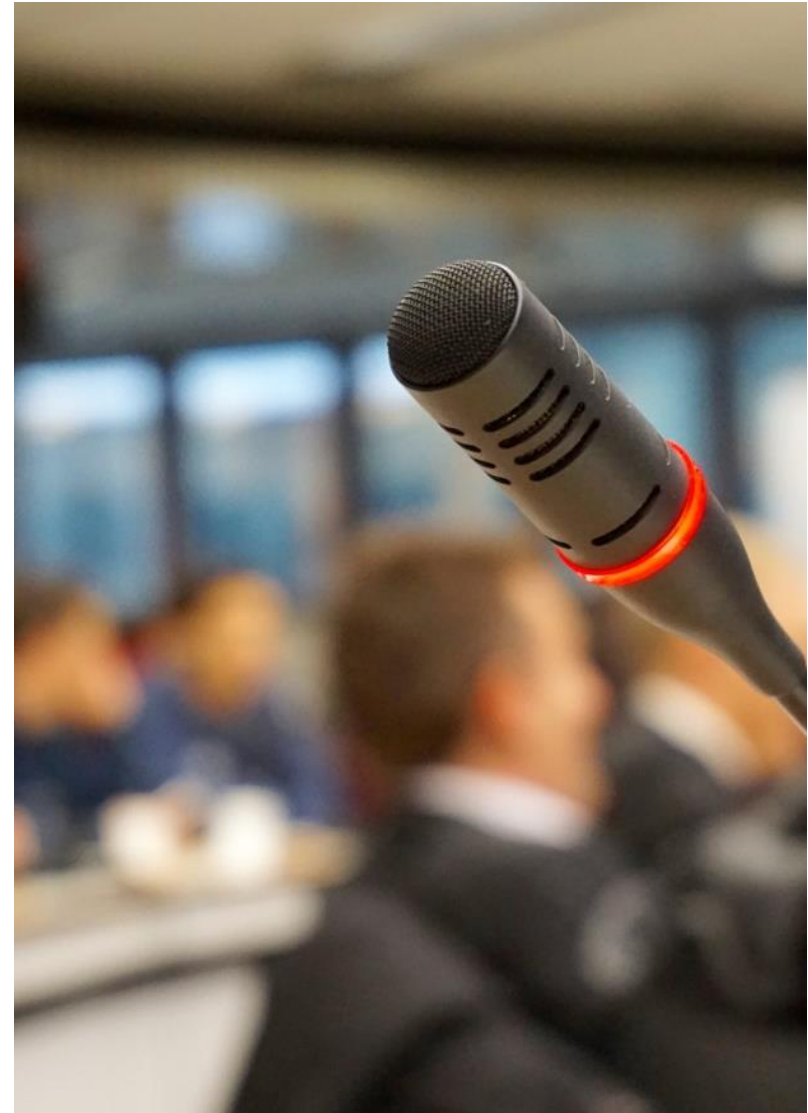
Best form of communication

2023 best form of communication (%)
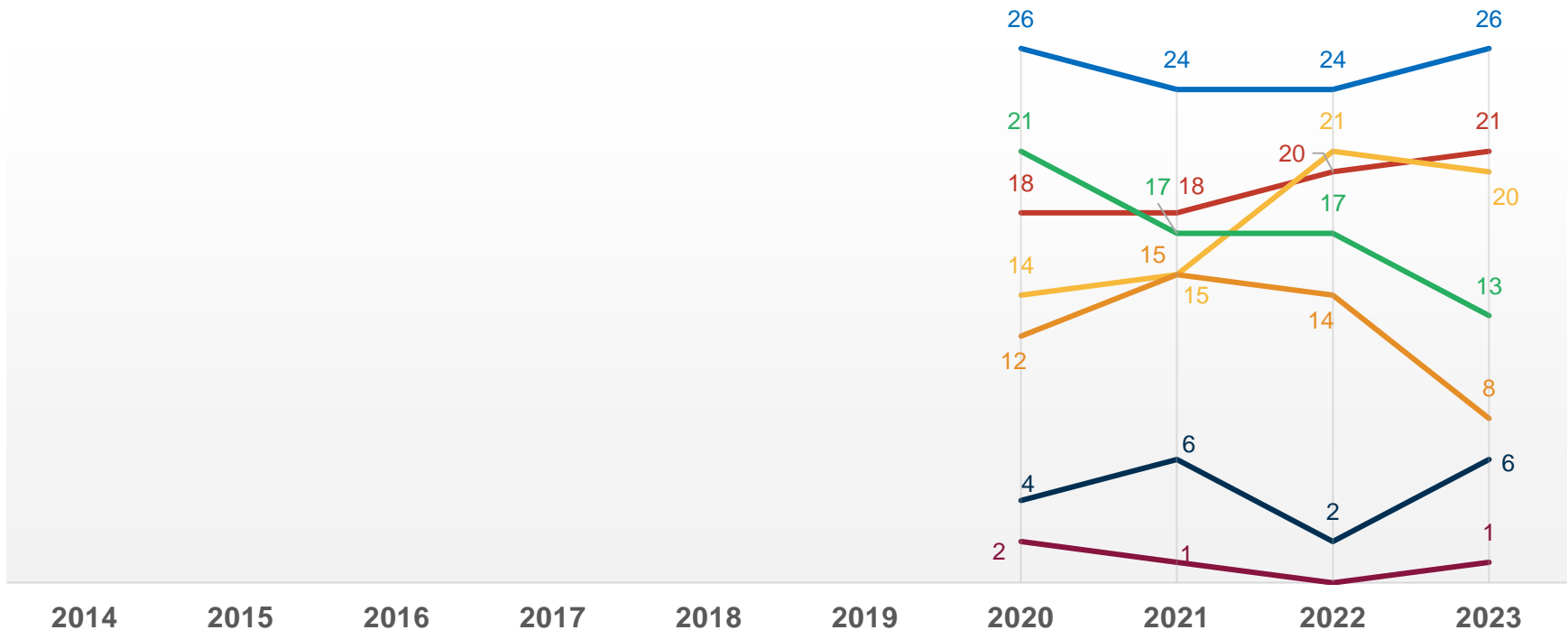
Advertising in a Local Newspaper · Council Newsletter via Mail · Council Newsletter via Email · Council Newsletter as Local Paper Insert · Council Website · Text Message · Social Media

2014 2015 2016 2017 2018 2019 2020 2021 2022 2023

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: 40 Councils asked group: 11

Best form of communication: under 50s

2023 under 50s best form of communication (%)
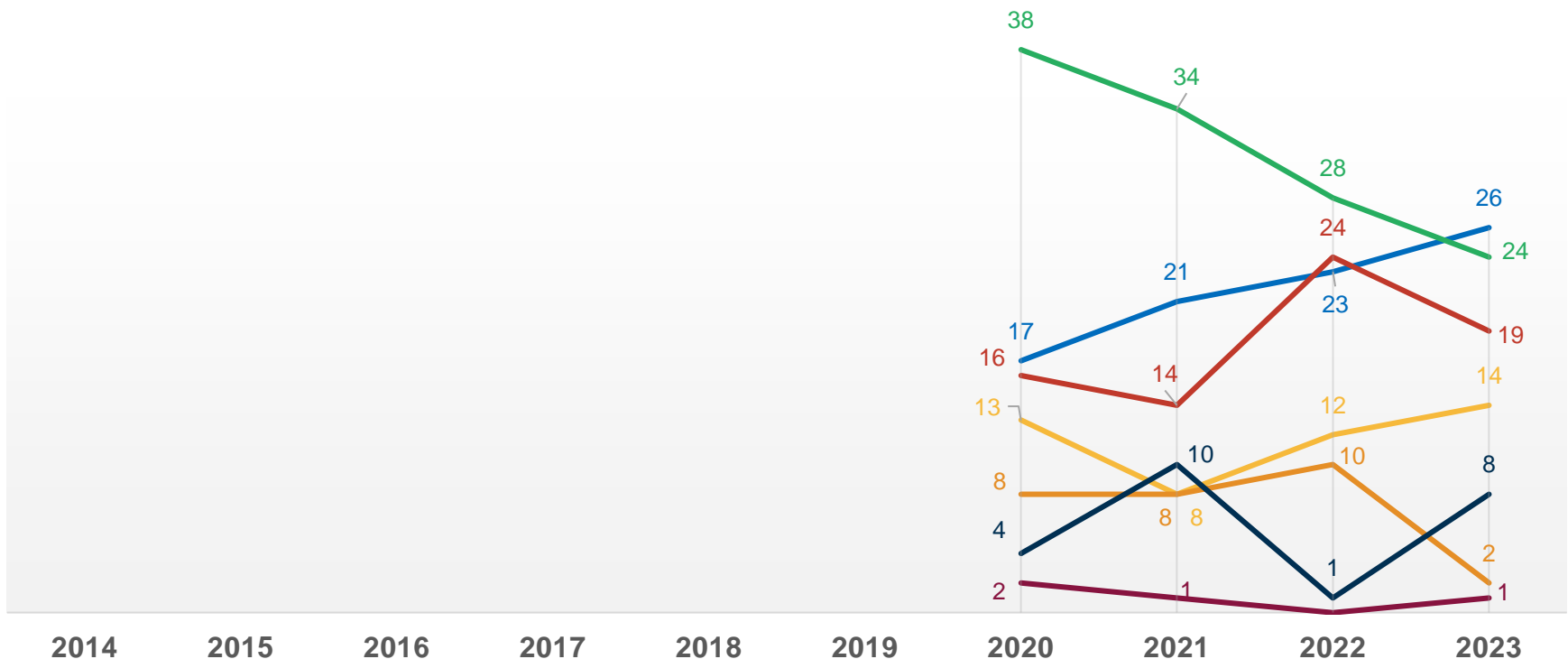
Advertising in
a Local
Newspaper

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: 40 Councils asked group: 11

Best form of communication: over 50s

2023 over 50s best form of communication (%)
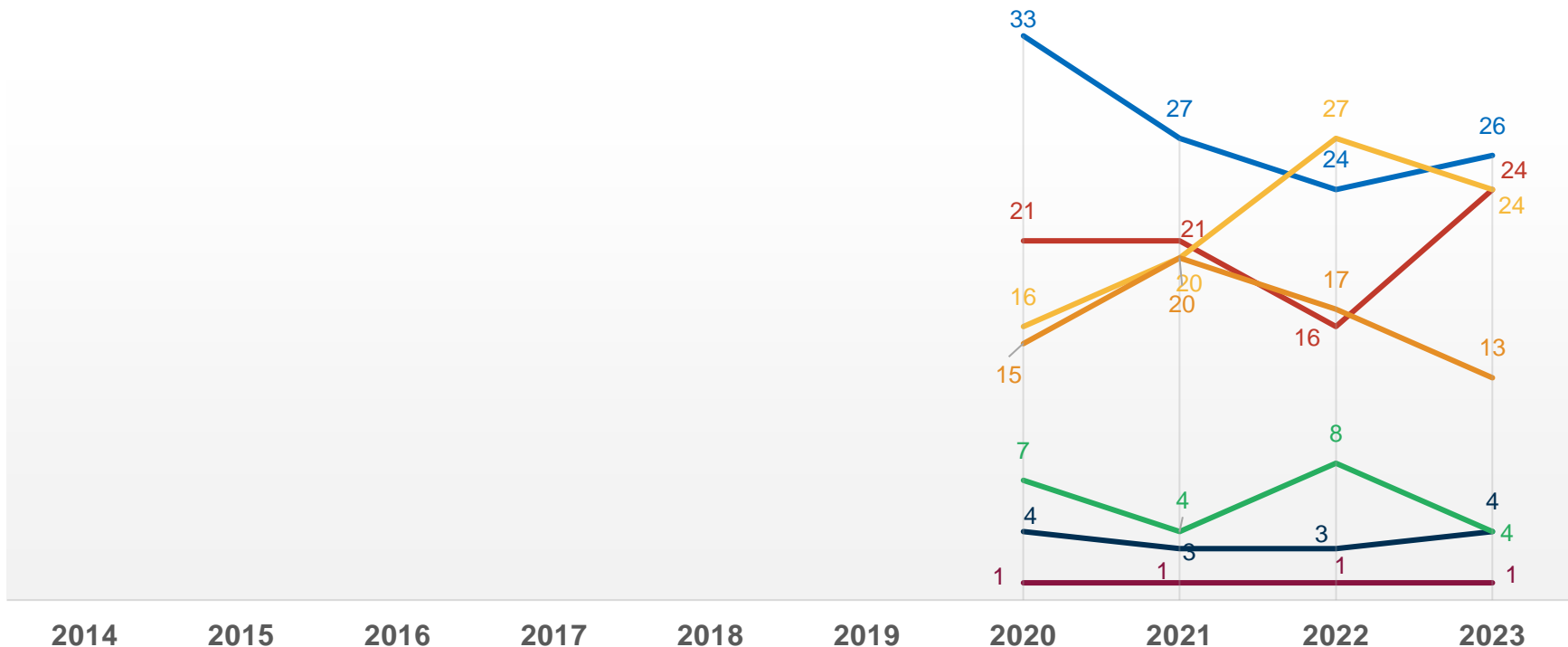
Advertising in a Local Newspaper **Council Newsletter via Mail** **Council Newsletter via Email** **Council Newsletter as Local Paper Insert** **Council Website** **Text Message** **Social Media**

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: 40 Councils asked group: 11

Council direction

Council direction

Perceptions of the direction of Council's overall performance declined significantly this year (index score of 60, down nine index points).

- 34% believe the direction has improved in the last 12 months (down 10 percentage points on 2022).

- 15% believe it has deteriorated, up seven percentage points from 2022.

- 47% think believe the direction of overall performance is unchanged, up two points from 2022.

Residents aged 35 to 49 years are least satisfied with overall Council direction (index score of 50), a significant 14-point decline from 2022 and significantly lower than the Council average.

- Among those aged 18 to 34 years and women, index scores fell by a similar (significant) amount, from 70 in 2022 to 58 in 2023 (for both groups).

Nearly all residents think there is room for improvement in services. Half (52%) say there is room for 'a lot' of improvement, and a further 43% say there is room for 'a little'. The group of residents most likely to say that 'a lot' of improvement is needed are those aged 35 to 49 years (69%).
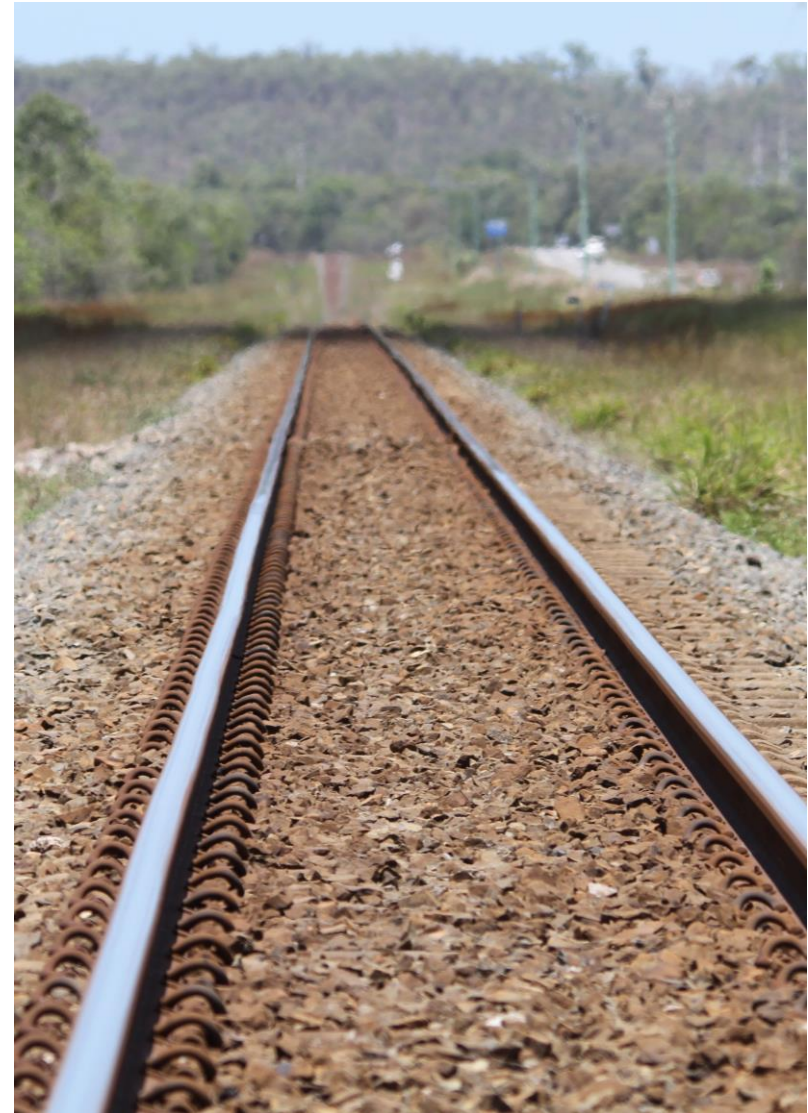
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	70*	69	81	82	47	26	57	48	n/a	n/a
65+	66	73	75	66	60	32	45	46	49	n/a
Men	61	68	65	63	55	24	44	44	48	n/a
Ararat	60	69	65	63	55	29	47	46	51	n/a
Ararat	59	68	63	63	57	30	45	46	n/a	n/a
18-34	58	70	58	61	65	36	50	52	57	n/a
Women	58	70	65	64	55	34	49	48	53	n/a
50-64	58	64	61	65	55	29	45	44	48	n/a
Elmhurst	55*	71	91	60	41	32	50	50	n/a	n/a
35-49	50▼	64	60	60	38	19	47	45	49	n/a
Small Rural	47▼	51	53	50	53	50	52	50	53	n/a
State-wide	46▼	50	53	51	53	52	53	51	53	53

Q6. Over the last 12 months, what is your view of the direction of Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall council direction last 12 months

2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Ararat	34	47	15	4
2022 Ararat	44	45	8	4
2021 Ararat	38	46	10	6
2020 Ararat	36	50	10	4
2019 Ararat	29	47	20	4
2018 Ararat	9	39	50	3
2017 Ararat	14	60	20	5
2016 Ararat	13	63	20	4
2015 Ararat	18	63	17	2
State-wide	13	61	21	5
Small Rural	15	60	21	4
Ararat	34	45	17	4
Lake Bolac*	45	48	6	
Elmhurst*	19	67	10	5
Men	35	48	14	3
Women	32	46	17	5
18-34	31	54	15	
35-49	22	51	22	5
50-64	34	44	19	3
65+	41	42	11	6

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

Q6. Over the last 12 months, what is your view of the direction of Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

JWS RESEARCH

Room for improvement in services

2023 room for improvement in services (%)

	A lot	A little	Not much	Not at all	Can't say
2023 Ararat	52	43	3	1	2
2022 Ararat	50	41	6	1	3
2021 Ararat	51	42	4		3
2020 Ararat	58	37	3		2
State-wide	54	38	4	1	3
Small Rural	52	43	3	1	2
Ararat	54	41	3	1	2
Lake Bolac*	51	49			
Elmhurst*	61	24	15		
Men	49	45	4		2
Women	54	40	3	1	2
18-34	52	46			2
35-49	69	29			2
50-64	62	34	4		
65+	39	51	6	1	3
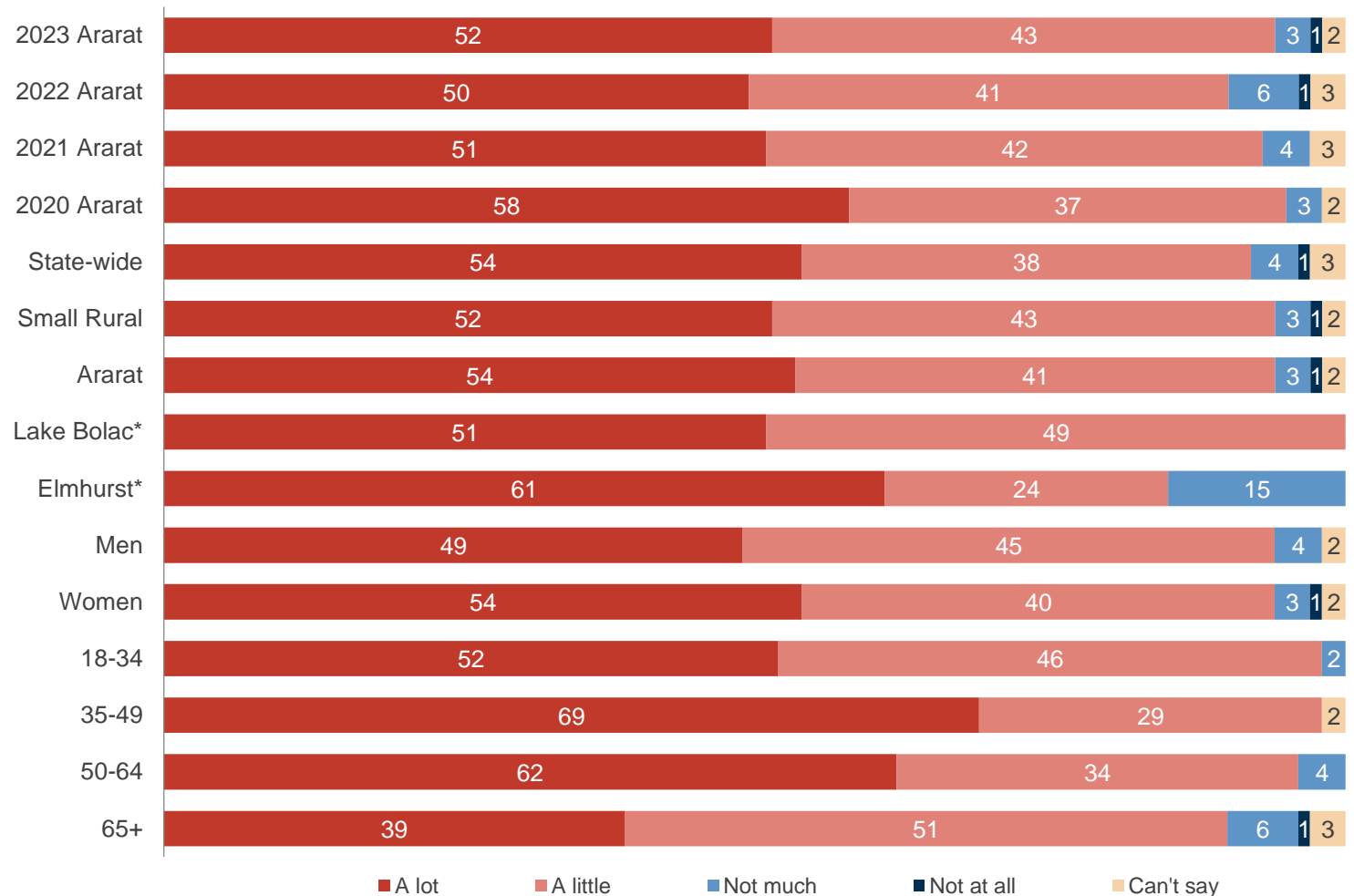
Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Ararat Rural City Council's overall performance?
Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1
*Caution: small sample size < n=30

Right / wrong direction

2023 right / wrong direction (%)

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2023 Ararat	29	41	10	10	10
2022 Ararat	32	46	7	8	6
2021 Ararat	34	44	4	10	9
2020 Ararat	24	42	9	11	14
State-wide	15	43	15	16	11
Small Rural	17	41	15	16	11
Ararat	28	41	11	11	10
Lake Bolac*	14	80		6	
Elmhurst*	24	38	5		33
Men	30	39	8	12	11
Women	27	44	11	8	9
18-34	27	40	12	5	16
35-49	14	43	12	20	10
50-64	23	40	14	18	5
65+	40	41	6	5	9

Legend:
- ■ Definitely right direction
- ■ Probably right direction
- ■ Probably wrong direction
- ■ Definitely wrong direction
- ■ Can't say

Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 3
*Caution: small sample size < n=30

Individual service areas

Community consultation and engagement importance

2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Elmhurst	87*▲	87	80	77	93	62	81	85	n/a	n/a
35-49	83	80	74	74	80	79	78	77	76	n/a
Women	82	78	79	77	79	77	78	77	80	n/a
50-64	81	81	78	80	82	77	78	79	78	n/a
Ararat	80	78	75	74	78	74	76	75	n/a	n/a
Ararat	79	76	75	74	78	74	74	75	78	n/a
18-34	79	70	73	67	74	66	67	70	87	n/a
Small Rural	77	78	77	76	76	74	75	77	76	n/a
Men	77	75	71	71	78	71	71	72	75	n/a
65+	77	75	74	75	77	72	73	73	71	n/a
Lake Bolac	76*	71	70	84	66	78	66	73	n/a	n/a
State-wide	76▼	76	75	74	74	74	74	75	74	74

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

2023 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	37	42	17	1		2
2022 Ararat	31	47	19	2	1	1
2021 Ararat	27	48	21	2	1	1
2020 Ararat	30	40	27	3	1	1
2019 Ararat	38	38	20	2	1	1
2018 Ararat	32	37	24	5		1 1
2017 Ararat	29	41	23	4	1	2
2016 Ararat	31	41	21	4	1	2
2015 Ararat	37	40	17	3	1	2
State-wide	33	41	20	3	1	1
Small Rural	35	41	19	2	1	2
Ararat	38	41	17	1		2
Lake Bolac*	21	62	17			
Elmhurst*	51	39	5			5
Men	32	45	19	2		3
Women	44	38	16			1
18-34	37	41	20			2
35-49	48	37	15			
50-64	47	33	17	3		1
65+	28	49	17	2		3

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

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	75*▲	67	77	16	47	22	51	49	n/a	n/a
65+	66▲	66	67	56	55	46	49	55	55	n/a
Men	63	63	62	57	49	39	46	48	52	n/a
Elmhurst	61*	48	81	55	48	53	51	65	n/a	n/a
Ararat	60	62	61	56	49	41	49	51	52	n/a
18-34	59	67	52	58	49	42	52	50	49	n/a
50-64	59	57	56	56	48	42	49	49	53	n/a
Ararat	58	61	60	58	51	45	49	51	n/a	n/a
Women	57	61	60	56	50	43	52	55	52	n/a
Small Rural	53▼	54	56	54	56	54	55	55	56	n/a
State-wide	52▼	54	56	55	56	55	55	54	56	57
35-49	50▼	54	65	56	44	32	45	49	50	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement performance

2023 consultation and engagement performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	15	32	26	12	7	10
2022 Ararat	17	32	30	11	5	5
2021 Ararat	15	29	32	13	3	8
2020 Ararat	9	29	35	17	4	7
2019 Ararat	7	22	35	22	8	6
2018 Ararat	4	18	31	26	18	3
2017 Ararat	6	22	38	21	9	3
2016 Ararat	9	21	35	18	8	9
2015 Ararat	8	26	34	18	8	6
State-wide	7	27	32	17	9	8
Small Rural	9	28	30	17	9	7
Ararat	13	31	26	14	7	9
Lake Bolac*	34	38	21	6		
Elmhurst*	19	35	15	9	13	10
Men	17	35	22	11	6	9
Women	13	27	30	13	7	10
18-34	10	41	18	17	7	7
35-49	10	22	29	13	14	13
50-64	15	32	21	20	5	6
65+	20	31	30	5	3	11

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

Lobbying on behalf of the community importance

2023 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	83*	60	65	34	60	69	63	77	n/a	n/a
Women	78	74	75	74	72	73	74	71	76	n/a
50-64	78	78	74	77	73	71	71	72	74	n/a
35-49	78	78	69	72	72	72	73	74	71	n/a
Ararat	75	74	71	71	69	70	70	70	74	n/a
Ararat	75	75	71	72	70	71	72	70	n/a	n/a
18-34	75	71	68	70	70	71	69	67	80	n/a
Small Rural	73	74	71	73	70	70	70	71	72	n/a
65+	73	71	71	69	65	68	69	67	71	n/a
Men	72	74	66	69	67	68	67	69	72	n/a
Elmhurst	71*	76	68	77	76	56	70	71	n/a	n/a
State-wide	68▼	71	69	68	67	68	69	69	69	70

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: 3
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community importance

2023 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	30	43	20	3	1	3
2022 Ararat	29	42	21	5	1	2
2021 Ararat	22	43	27	4	2	2
2020 Ararat	25	42	22	6	2	3
2019 Ararat	23	39	28	5	2	2
2018 Ararat	28	36	27	7	2	1
2017 Ararat	25	40	25	5	3	2
2016 Ararat	24	36	31	3	2	4
2015 Ararat	32	34	26	4	1	3
State-wide	24	36	26	7	3	3
Small Rural	28	40	22	5	2	3
Ararat	30	44	19	3	2	3
Lake Bolac*	40	53	6			
Elmhurst*	23	38	15	10		14
Men	27	42	22	5	2	2
Women	33	44	17	1	1	4
18-34	32	39	25	2	2	2
35-49	39	42	13	4	2	
50-64	34	44	20			1
65+	23	45	20	4	1	6

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

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	67▲	66	70	57	51	52	54	56	60	n/a
Men	63	65	65	56	50	42	52	52	57	n/a
18-34	62	68	54	56	53	46	54	55	52	n/a
Ararat	61	64	63	56	52	48	54	55	n/a	n/a
50-64	61	60	62	54	53	45	53	55	56	n/a
Ararat	61	64	63	56	50	44	53	54	56	n/a
Lake Bolac	60*	70	64	n/a	42	24	46	51	n/a	n/a
Women	58	63	61	56	51	47	53	56	54	n/a
Elmhurst	56*	56	75	58	48	40	51	69	n/a	n/a
Small Rural	52▼	54	55	52	55	53	55	54	56	n/a
State-wide	51▼	53	55	53	54	54	54	53	55	56
35-49	45▼	58	61	54	44	34	49	50	54	n/a

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
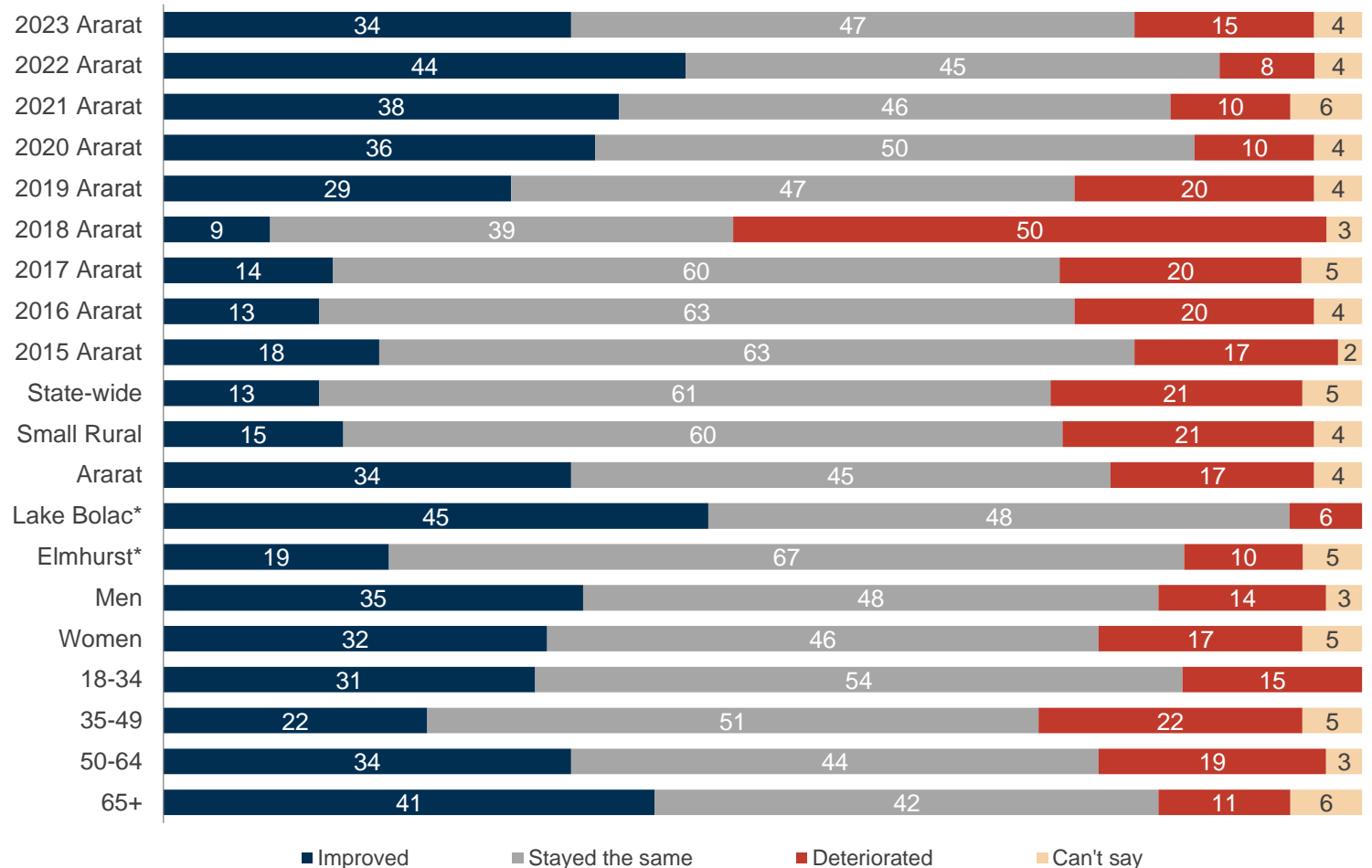*Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2023 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	14	29	24	9	6	18
2022 Ararat	14	33	27	8	3	15
2021 Ararat	14	32	26	9	3	16
2020 Ararat	8	24	31	11	5	21
2019 Ararat	5	24	34	18	7	12
2018 Ararat	3	20	34	19	13	11
2017 Ararat	5	24	37	15	5	15
2016 Ararat	5	27	36	12	6	15
2015 Ararat	8	26	31	17	3	15
State-wide	5	21	31	15	7	21
Small Rural	6	23	31	14	7	19
Ararat	14	28	26	10	5	17
Lake Bolac*	20	29	33	6	11	
Elmhurst*	19	10	24	14	8	25
Men	17	27	23	8	6	19
Women	10	30	27	10	7	17
18-34	11	40	24	8	5	12
35-49	6	19	17	15	16	27
50-64	17	22	30	9	5	18
65+	18	29	27	7	2	17

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

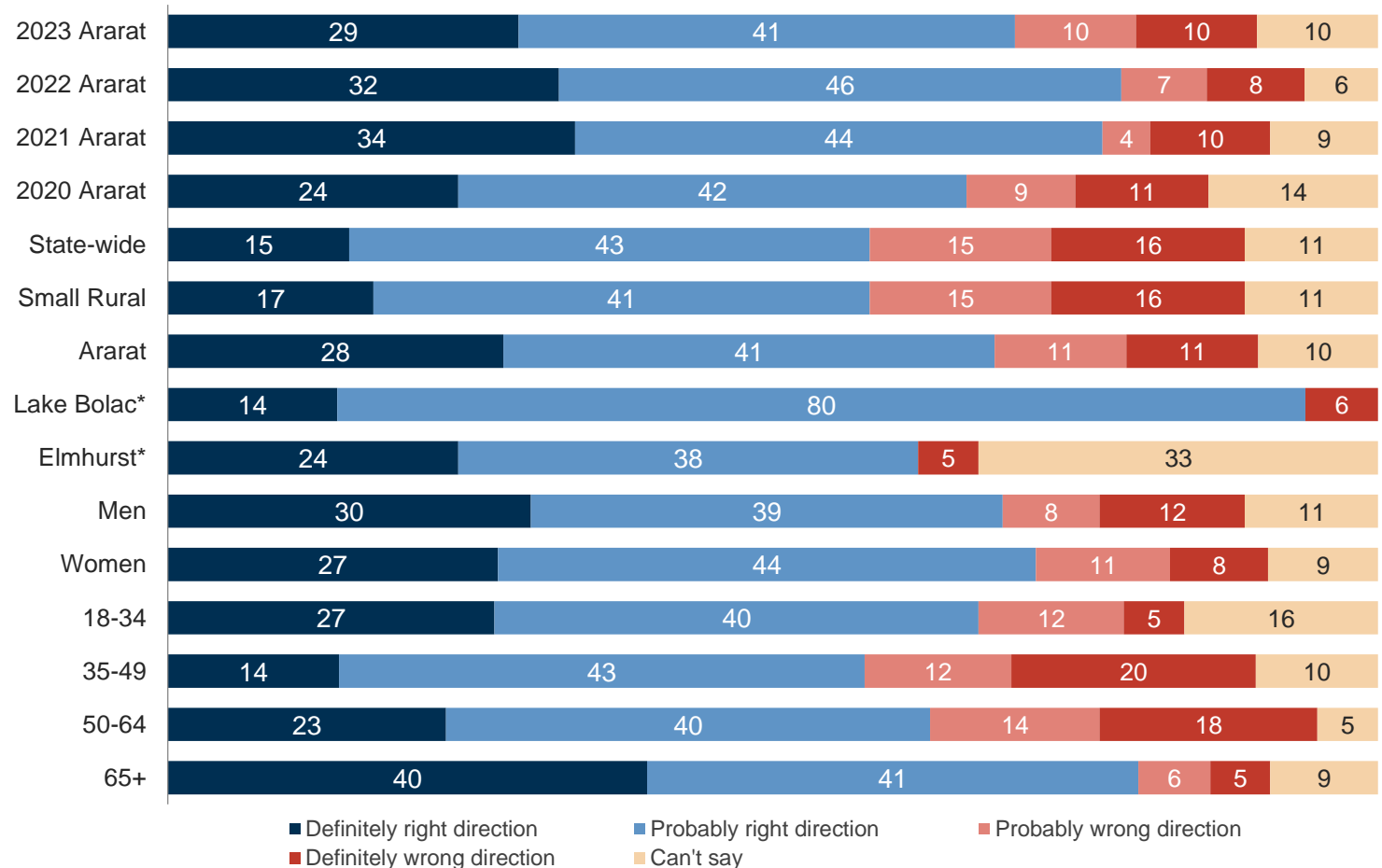Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14
*Caution: small sample size < n=30

Decisions made in the interest of the community importance

2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Elmhurst	92*▲	75	84	85	88	n/a	n/a	n/a	n/a	n/a
Lake Bolac	89*	66	73	84	77	n/a	n/a	n/a	n/a	n/a
35-49	88▲	85	80	84	80	n/a	n/a	n/a	n/a	n/a
18-34	84	76	73	84	85	n/a	n/a	n/a	n/a	n/a
Women	84	80	81	84	84	n/a	n/a	n/a	n/a	n/a
Ararat	83	80	78	83	82	n/a	n/a	n/a	n/a	n/a
50-64	82	86	82	84	86	n/a	n/a	n/a	n/a	n/a
Small Rural	82	82	80	82	81	77	78	n/a	82	n/a
Ararat	82	80	78	82	83	n/a	n/a	n/a	n/a	n/a
Men	81	79	76	81	81	n/a	n/a	n/a	n/a	n/a
State-wide	80▼	81	81	80	80	80	79	80	80	79
65+	78▼	75	78	80	80	n/a	n/a	n/a	n/a	n/a

Decisions made in the interest of the community importance

2023 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	47	35	15	1	1	2
2022 Ararat	40	39	19	1	1	2
2021 Ararat	34	46	16	3		1
2020 Ararat	43	44	11		1	1
2019 Ararat	45	41	11	2		1
State-wide	40	40	14	2	1	3
Small Rural	45	38	14	1	1	3
Ararat	45	37	15	1	1	2
Lake Bolac*	55	45				
Elmhurst*	61	19	5			15
Men	42	37	17	1		3
Women	52	32	13	1		2
18-34	56	22	15		2	5
35-49	63	28	9			
50-64	49	31	18	1		1
65+	33	47	16	1		2

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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3
*Caution: small sample size < n=30

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	71*	68	79	32	21	17	48	39	n/a	n/a
65+	68▲	69	71	59	50	38	52	50	52	n/a
Men	61	66	64	56	45	28	48	44	48	n/a
50-64	60	59	60	58	47	39	48	51	48	n/a
Ararat	60	65	63	57	46	33	50	48	49	n/a
Ararat	60	67	62	57	48	36	50	49	n/a	n/a
Women	60	65	63	58	48	39	51	53	49	n/a
18-34	58	72	56	57	47	33	50	46	46	n/a
Small Rural	52▼	54	56	53	55	52	55	53	56	n/a
State-wide	51▼	54	56	53	55	54	54	54	55	57
35-49	48▼	57	62	52	41	22	48	45	47	n/a
Elmhurst	44*	42	75	52	59	36	50	51	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
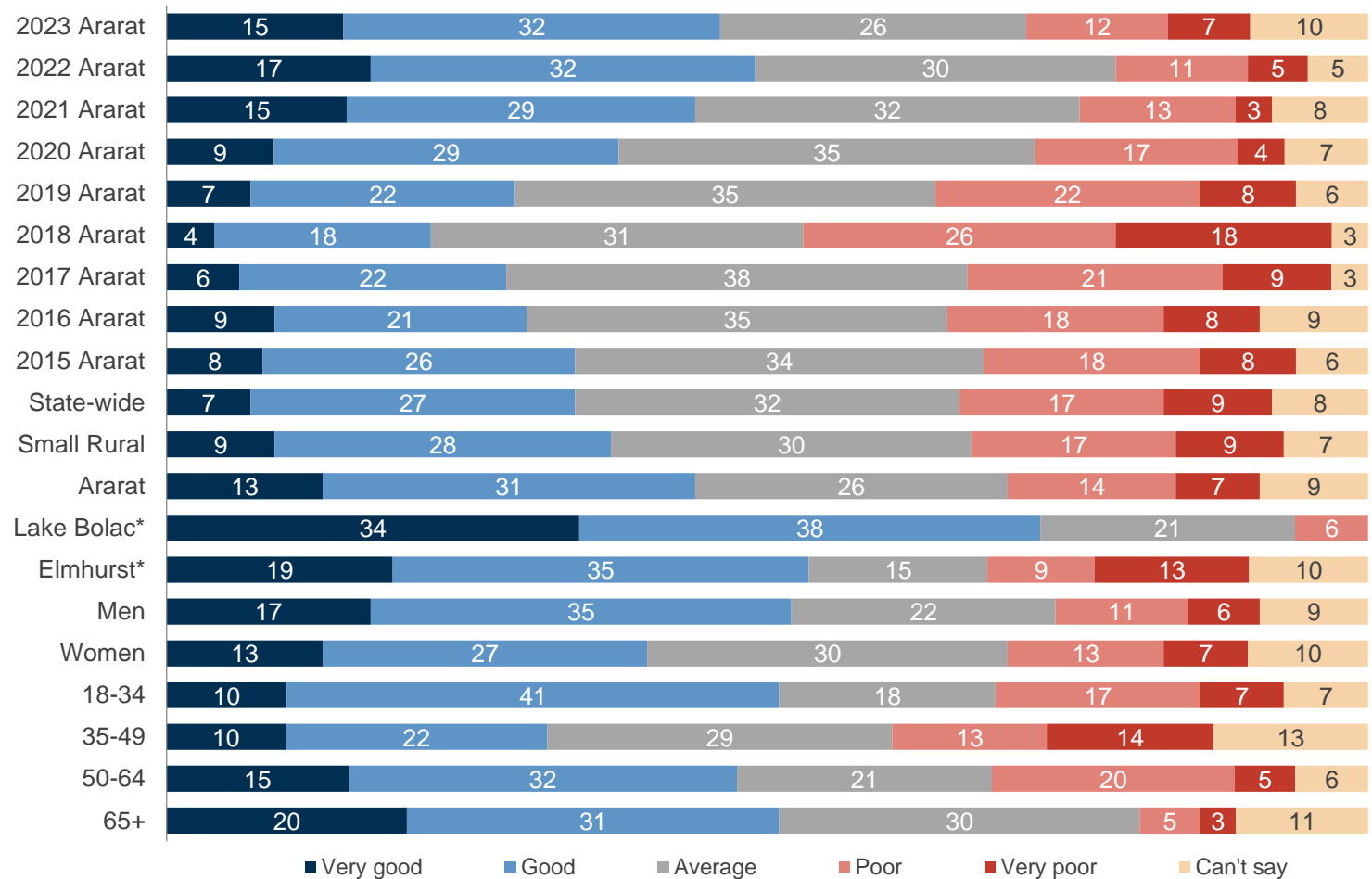*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Decisions made in the interest of the community performance

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	17	30	26	13	6	8
2022 Ararat	18	34	30	10	2	6
2021 Ararat	17	35	28	10	4	6
2020 Ararat	8	32	33	13	5	9
2019 Ararat	6	18	40	17	13	5
2018 Ararat	2	12	30	23	27	5
2017 Ararat	6	24	38	16	11	7
2016 Ararat	8	18	37	18	11	9
2015 Ararat	7	20	36	21	9	7
State-wide	6	27	33	16	9	9
Small Rural	7	27	33	16	9	7
Ararat	17	29	28	15	5	7
Lake Bolac*	20	44	36			
Elmhurst*	5	30	5	24	18	20
Men	18	28	26	13	6	9
Women	15	31	25	14	6	8
18-34	7	39	29	13	5	7
35-49	9	20	26	23	11	10
50-64	24	20	23	18	6	9
65+	23	33	25	7	4	8

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Caution: small sample size < n=30

The condition of sealed local roads in your area importance

2023 sealed local roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	88*	78	80	75	94	n/a	n/a	n/a	n/a	n/a
35-49	88	86	84	82	85	n/a	n/a	n/a	n/a	n/a
Elmhurst	87*	74	80	84	81	n/a	n/a	n/a	n/a	n/a
18-34	85	80	77	81	76	n/a	n/a	n/a	n/a	n/a
Women	85	83	80	83	84	n/a	n/a	n/a	n/a	n/a
Small Rural	84	82	81	83	82	84	81	n/a	78	n/a
Ararat	84	82	80	81	82	n/a	n/a	n/a	n/a	n/a
Ararat	83	83	80	80	81	n/a	n/a	n/a	n/a	n/a
Men	83	82	81	80	81	n/a	n/a	n/a	n/a	n/a
50-64	82	84	78	87	86	n/a	n/a	n/a	n/a	n/a
State-wide	82▼	81	79	79	79	80	78	78	76	77
65+	81	81	82	79	82	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
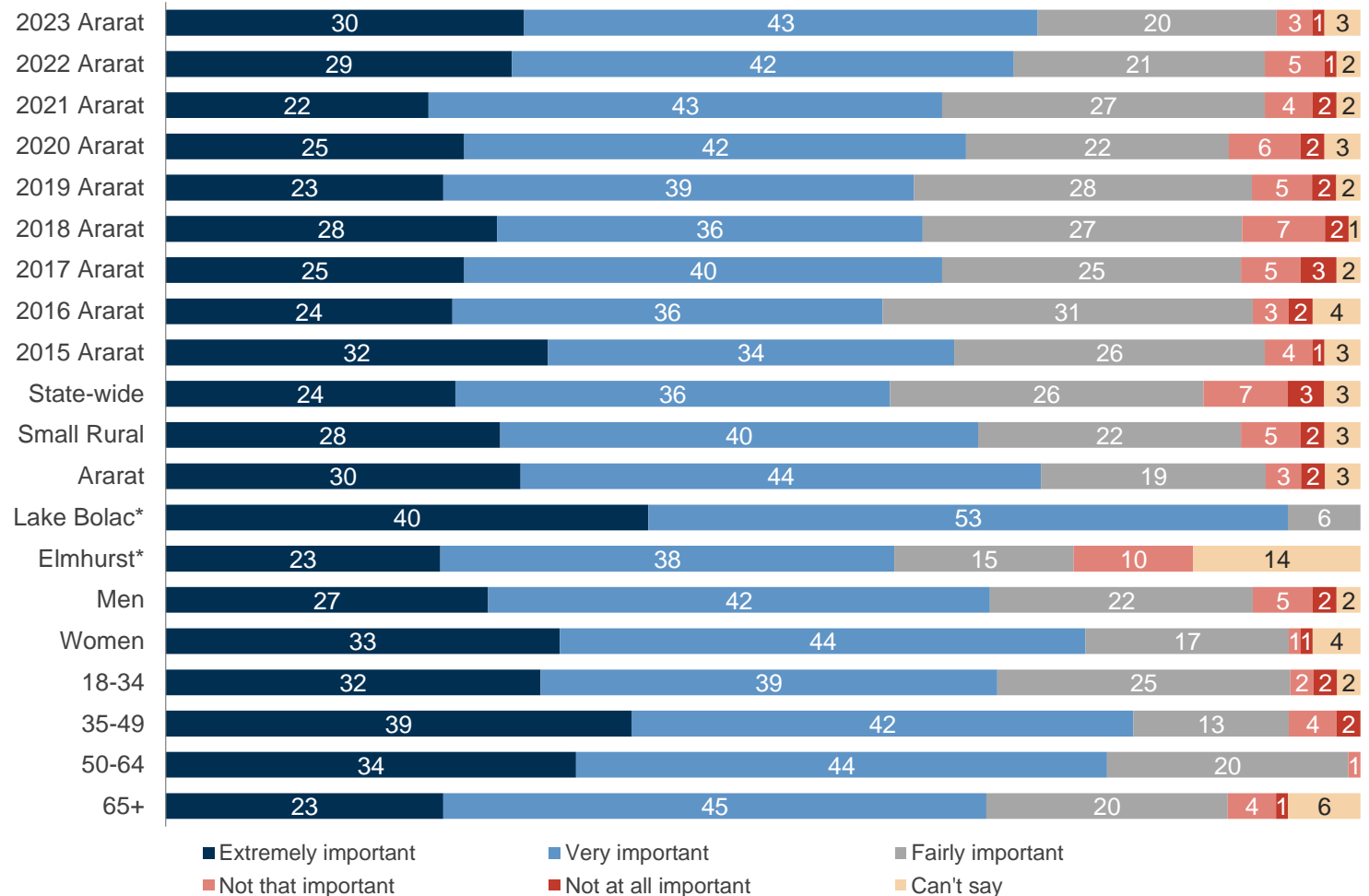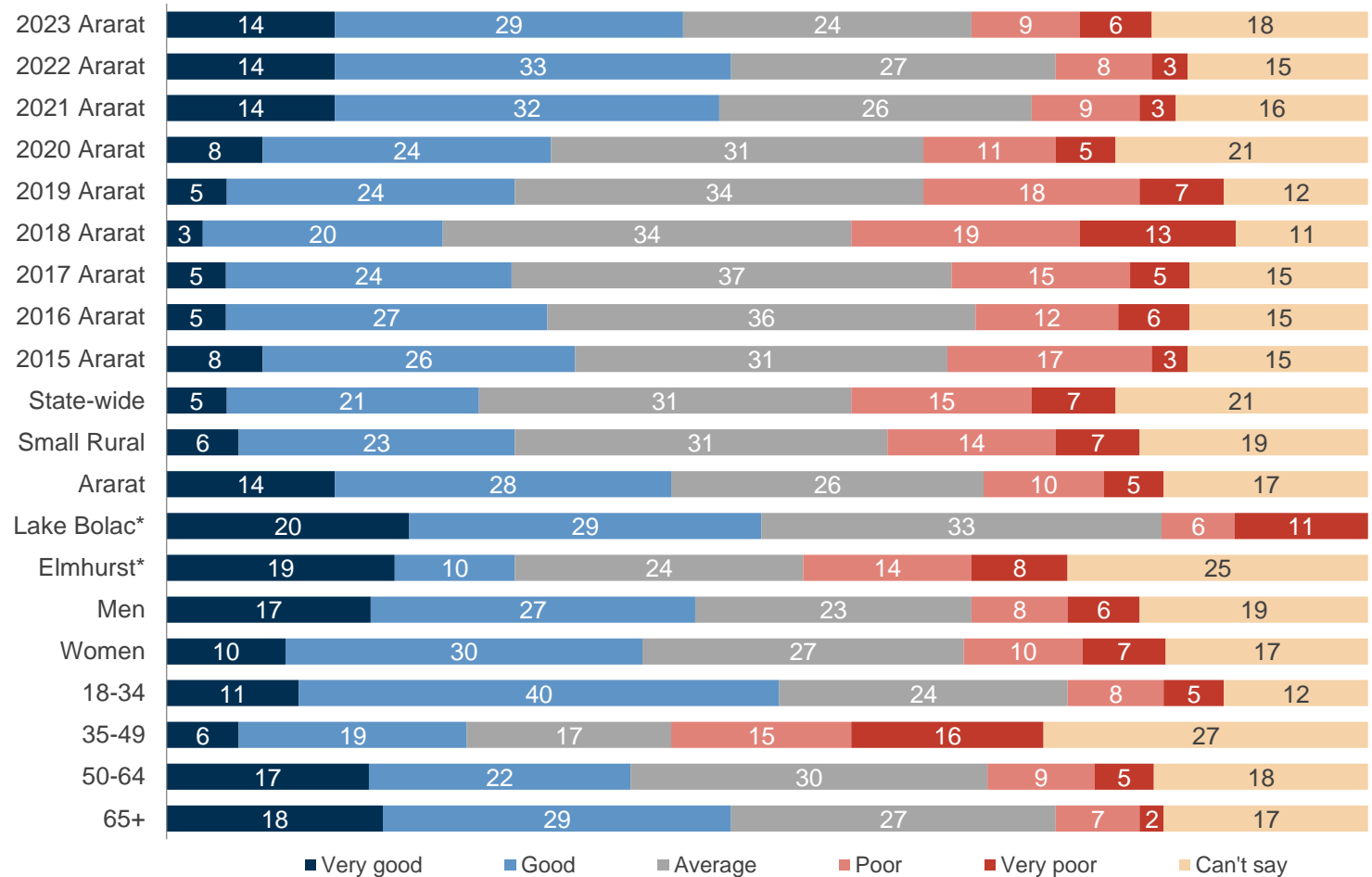*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of sealed local roads in your area importance

2023 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	48	38	11	1		2
2022 Ararat	44	42	11			2
2021 Ararat	41	41	17			1
2020 Ararat	44	40	13	1	1	1
2019 Ararat	48	35	14	3		
State-wide	43	42	13	1		1
Small Rural	49	38	10	1	1	1
Ararat	46	40	11	1	1	2
Lake Bolac*	66	20	14			
Elmhurst*	53	34	8			5
Men	44	41	12	1		2
Women	52	35	11			1
18-34	54	31	13			2
35-49	61	28	10			
50-64	44	43	11		1	
65+	39	46	10	1		3

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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	54	63	63	61	55	49	55	57	60	n/a
Ararat	53	62	60	59	53	48	56	58	n/a	n/a
Men	53	57	59	55	50	40	51	53	54	n/a
50-64	52	60	60	54	51	44	47	52	54	n/a
Ararat	51	58	59	56	50	43	51	54	52	n/a
18-34	49	59	52	53	48	44	53	51	45	n/a
Women	48	59	60	57	51	46	51	54	49	n/a
State-wide	48 ▼	53	57	54	56	53	53	54	55	55
35-49	45	47	60	52	45	34	47	52	47	n/a
Small Rural	44 ▼	50	53	51	53	49	50	52	52	n/a
Elmhurst	41*	39	67	54	53	50	55	51	n/a	n/a
Lake Bolac	39*	54	59	32	29	20	27	40	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
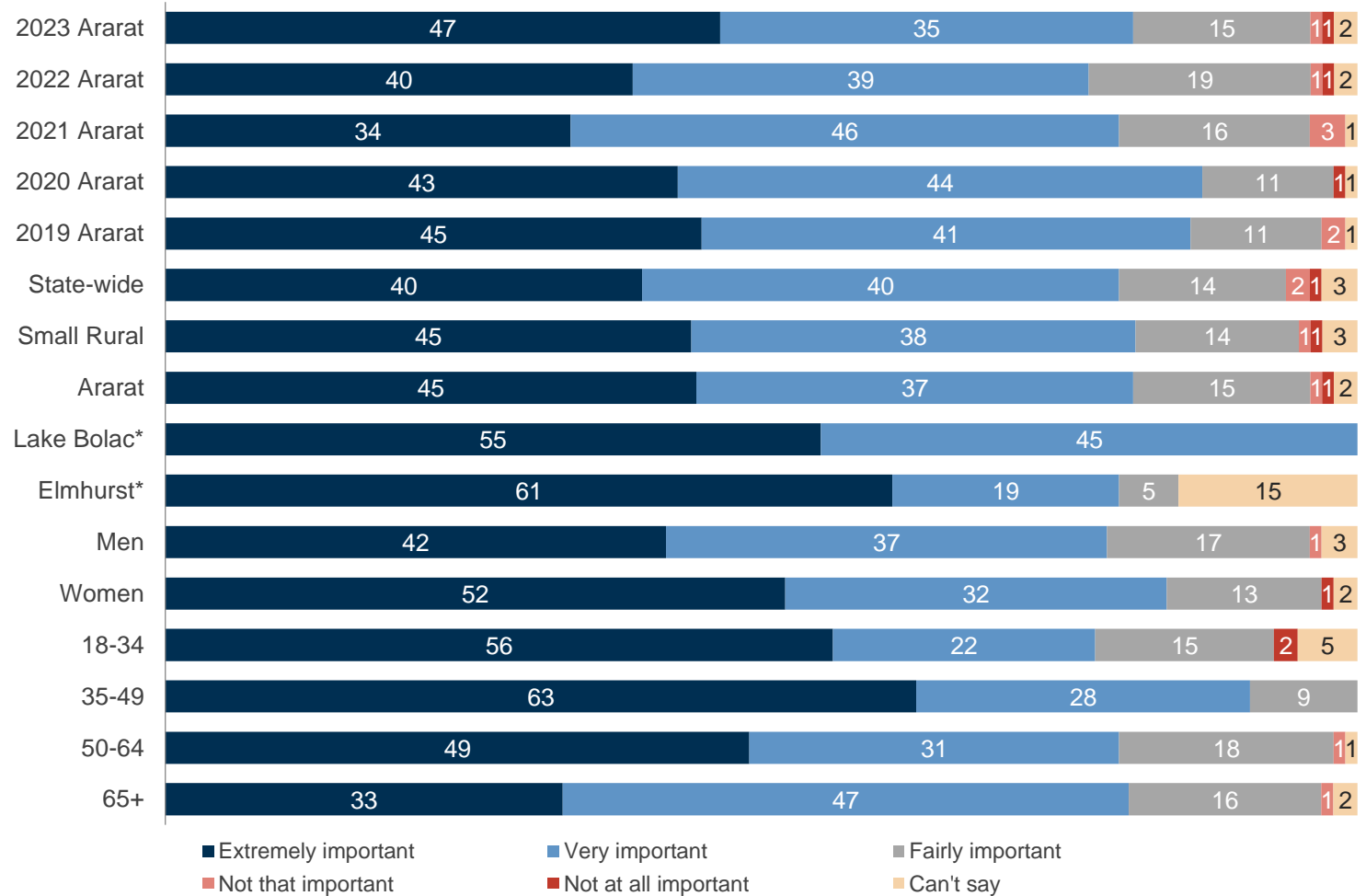Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	8	28	30	18	11	4
2022 Ararat	17	25	36	13	7	3
2021 Ararat	14	34	35	10	7	1
2020 Ararat	12	30	34	15	8	2
2019 Ararat	9	27	31	20	12	1
2018 Ararat	7	22	29	17	24	1
2017 Ararat	12	23	31	19	13	1
2016 Ararat	10	32	28	17	11	1
2015 Ararat	10	30	30	16	13	1
State-wide	8	27	28	19	17	1
Small Rural	6	23	29	21	19	2
Ararat	8	32	30	18	10	3
Lake Bolac*		14	40	24	15	7
Elmhurst*		33	21	9	29	8
Men	9	32	28	15	13	3
Women	6	24	32	22	10	5
18-34	4	26	37	27	5	2
35-49	8	24	21	23	19	5
50-64	14	22	28	19	11	6
65+	8	34	32	11	11	3

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
*Caution: small sample size < n=30

Informing the community importance

2023 informing community importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Elmhurst	88*	85	82	70	83	60	81	79	n/a	n/a
35-49	83	85	77	74	79	80	75	79	77	n/a
Women	82	82	80	80	79	82	80	79	82	n/a
18-34	80	74	75	73	72	73	74	70	82	n/a
Ararat	79	80	79	77	79	78	78	76	n/a	n/a
Ararat	79	79	77	76	77	76	76	75	77	n/a
50-64	78	83	83	82	81	76	79	79	74	n/a
Small Rural	77	79	77	77	76	75	76	78	76	n/a
65+	76	77	76	76	77	74	74	73	74	n/a
State-wide	76▼	77	77	75	75	75	74	76	75	75
Men	76	77	75	73	76	71	72	72	72	n/a
Lake Bolac	66*▼	72	68	84	62	70	62	69	n/a	n/a

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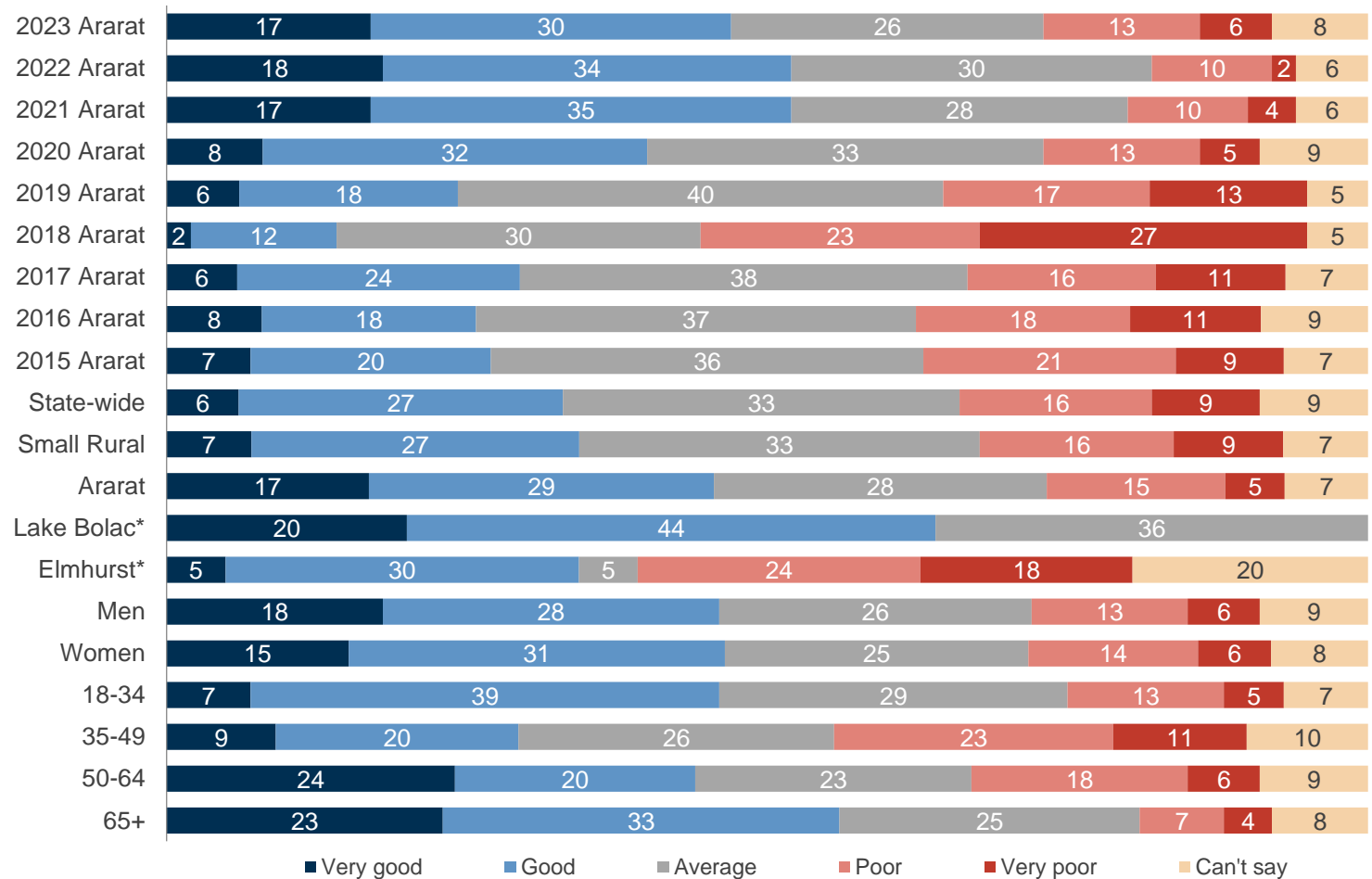*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Informing the community importance

JW

2023 informing community importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	36	41	19	1		2
2022 Ararat	38	42	15	3		1
2021 Ararat	34	45	17	2		1
2020 Ararat	35	41	19	4		1
2019 Ararat	38	39	19	4	1	1
2018 Ararat	36	39	18	5	1	1
2017 Ararat	33	43	19	3		2
2016 Ararat	33	39	20	4	2	2
2015 Ararat	36	37	24	2		1
State-wide	34	41	21	3	1	1
Small Rural	34	41	20	2	1	2
Ararat	37	41	18	1		2
Lake Bolac*	6	52	42			
Elmhurst*	68	15	18			
Men	27	47	22	1		2
Women	46	35	17	1		1
18-34	40	36	22			2
35-49	48	33	17			2
50-64	38	37	22	1		2
65+	27	51	18	2		1

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

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4
*Caution: small sample size < n=30

Informing the community performance

2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac — 75*▲	69	75	16	38	40	56	63	n/a	n/a
65+ — 67▲	68	69	60	49	48	51	56	59	n/a
Men — 61	66	63	57	49	42	50	52	53	n/a
50-64 — 61	58	56	59	52	42	50	56	56	n/a
Ararat — 60	64	63	58	49	44	50	56	54	n/a
Women — 59	62	63	59	50	46	51	59	56	n/a
Ararat — 59	64	63	58	50	45	49	54	n/a	n/a
18-34 — 59	69	62	61	52	48	49	60	47	n/a
Small Rural — 58	59	61	58	58	56	58	58	60	n/a
State-wide — 57▼	59	60	59	60	59	59	59	61	62
Elmhurst — 50*	45	81	49	57	53	56	71	n/a	n/a
35-49 — 49▼	57	62	52	45	37	50	50	54	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10
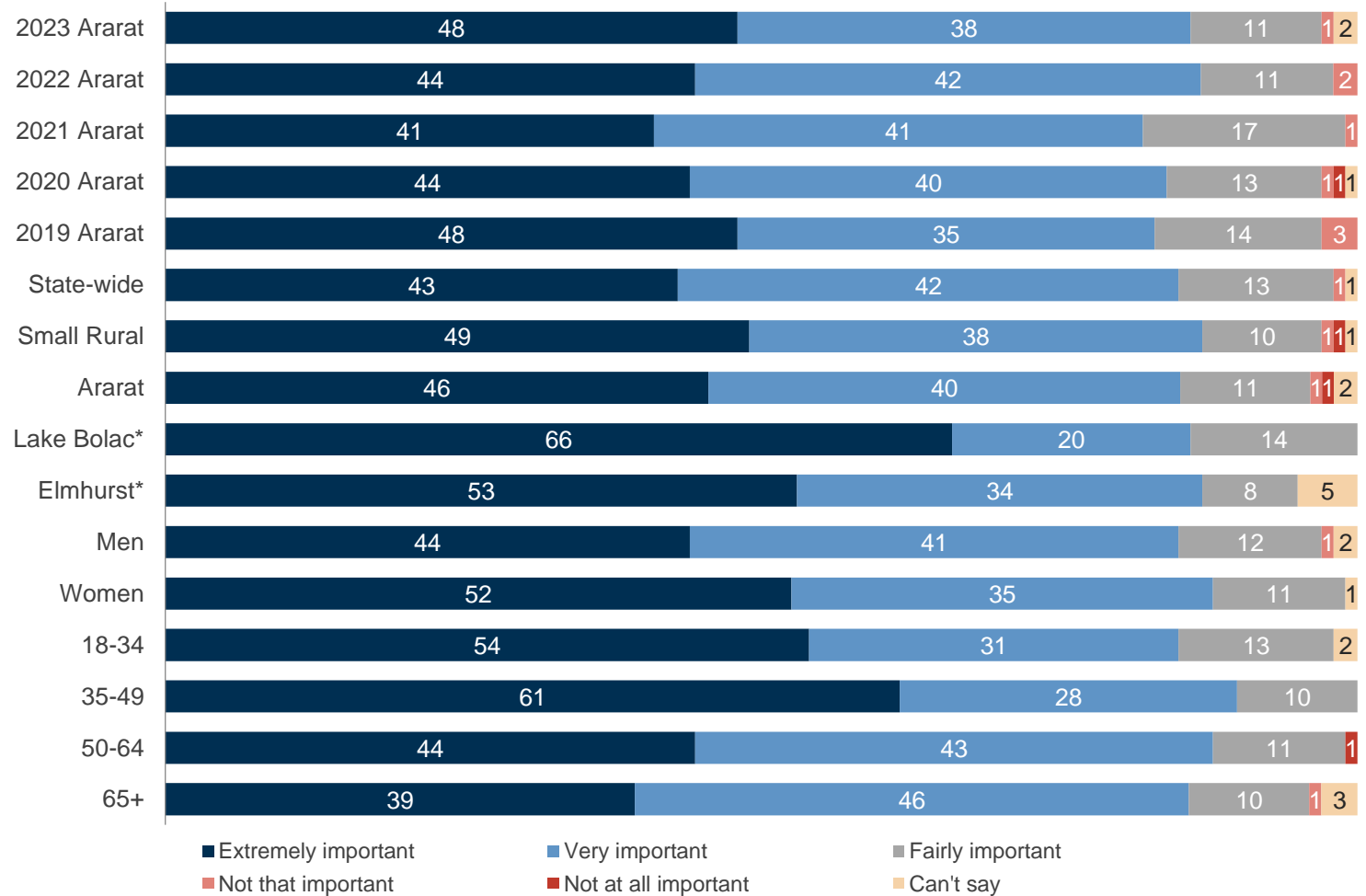*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Informing the community performance

2023 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	18	34	24	15	7	2
2022 Ararat	20	34	27	10	5	4
2021 Ararat	17	37	27	13	4	4
2020 Ararat	11	32	35	14	5	3
2019 Ararat	7	21	40	22	7	3
2018 Ararat	5	22	31	22	17	3
2017 Ararat	7	23	40	20	8	2
2016 Ararat	12	28	32	14	8	6
2015 Ararat	8	32	34	18	6	2
State-wide	11	33	31	15	6	3
Small Rural	12	35	30	14	6	3
Ararat	17	34	24	16	8	2
Lake Bolac*	34	38	21	6		
Elmhurst*	9	25	25	19	13	10
Men	20	33	22	15	7	3
Women	15	35	26	15	7	2
18-34	12	42	20	17	7	2
35-49	9	28	24	27	11	2
50-64	18	32	30	16	4	
65+	26	34	24	7	6	3

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	84 ▲	82	81	79	78	80	80	79	81	n/a
Lake Bolac	83*	75	65	84	77	68	77	62	n/a	n/a
18-34	82	74	79	68	74	74	76	70	81	n/a
Ararat	81	80	78	77	77	79	78	79	n/a	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
Ararat	80	79	77	76	77	77	77	76	79	n/a
Small Rural	80	80	77	77	77	76	76	75	76	n/a
35-49	80	83	77	78	79	78	77	78	80	n/a
65+	79	78	78	75	76	77	76	77	78	n/a
50-64	78	81	77	82	78	79	80	77	76	n/a
Men	77	76	75	73	75	75	75	73	76	n/a
Elmhurst	75*	73	73	70	79	53	84	85	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
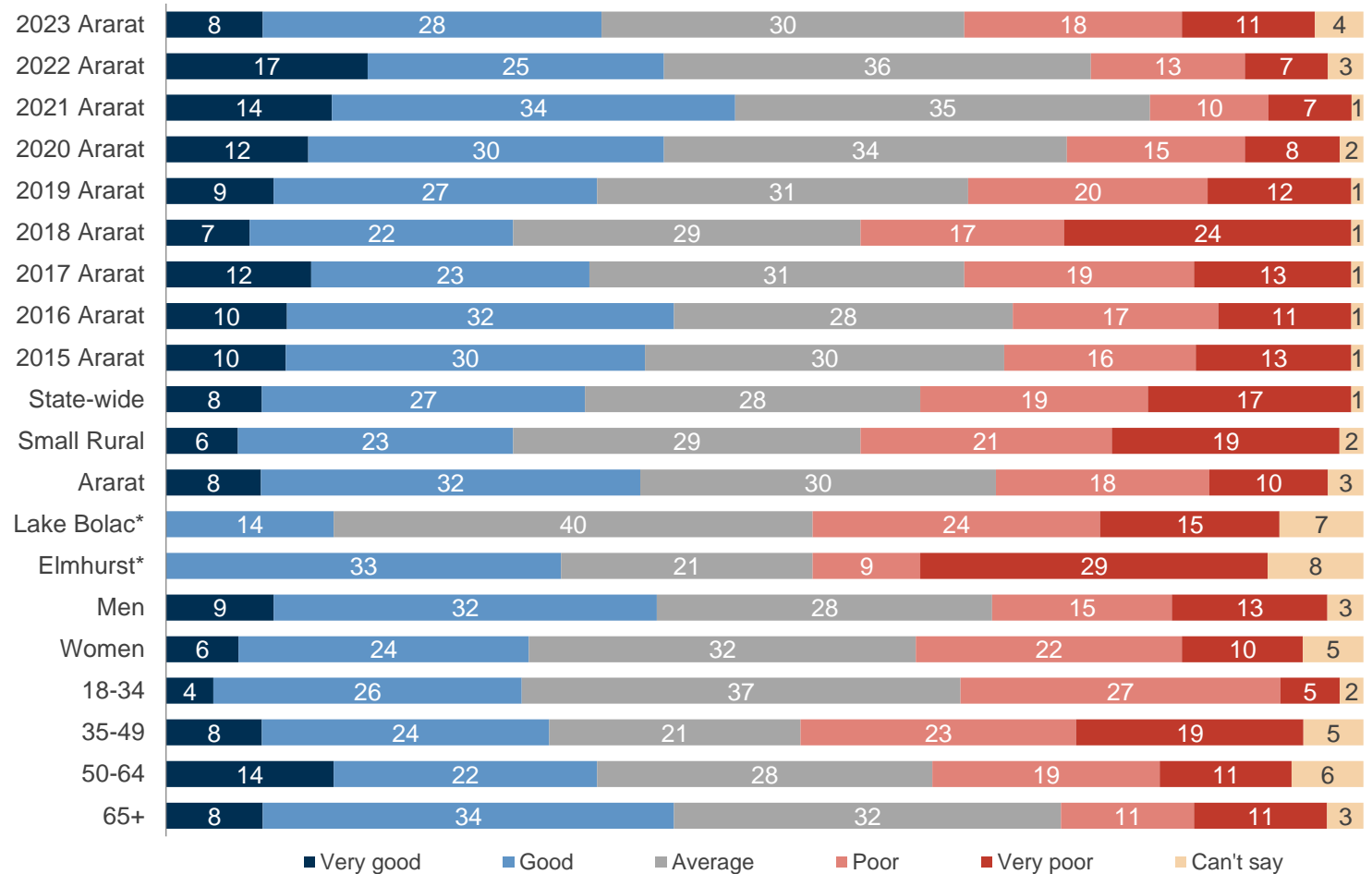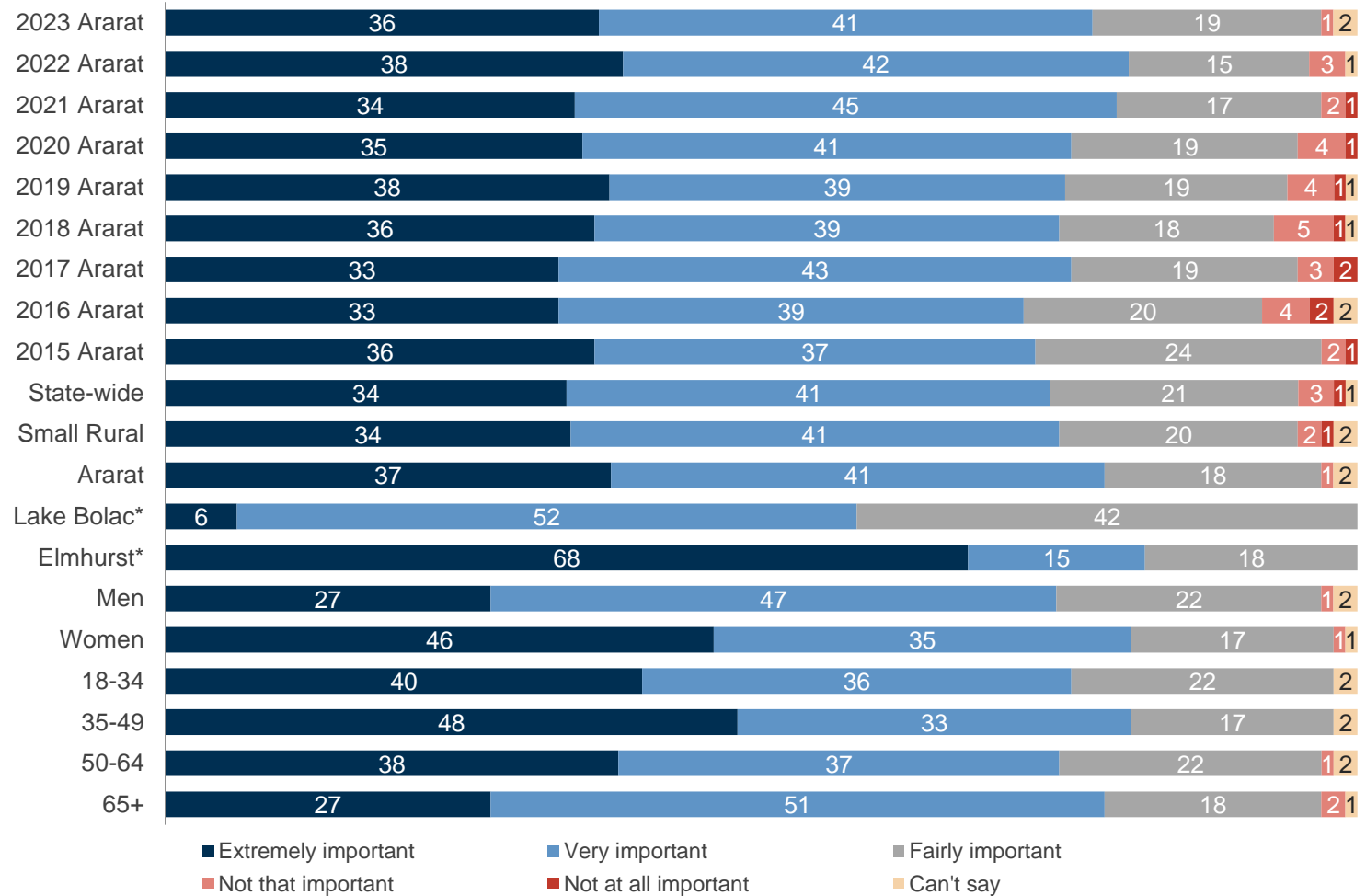*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	39	41	14	1	1	4
2022 Ararat	36	42	16	2	1	3
2021 Ararat	34	42	20	1	1	2
2020 Ararat	32	41	21	3	1	2
2019 Ararat	34	41	20	2	1	3
2018 Ararat	32	46	15	3	1	3
2017 Ararat	35	41	21	1	1	2
2016 Ararat	32	41	18	4	1	4
2015 Ararat	39	37	15	3	1	4
State-wide	41	41	14	2	1	1
Small Rural	39	42	14	2	1	3
Ararat	37	46	13		1	3
Lake Bolac*	45	34	14			6
Elmhurst*	53	15	10	10	8	5
Men	30	47	17	2	2	3
Women	49	34	10	1	1	5
18-34	46	31	17	2		4
35-49	42	37	9	2	4	5
50-64	39	39	17	1	3	1
65+	33	49	13	1		4

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

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

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	59	65	64	61	56	57	58	61	60	n/a
Men	59	65	66	62	55	51	55	60	60	n/a
50-64	57	63	62	62	54	57	55	60	60	n/a
18-34	57	69	60	64	57	49	53	55	56	n/a
Ararat	57	65	62	62	55	56	57	59	n/a	n/a
Ararat	55	63	62	62	55	53	55	59	58	n/a
Lake Bolac	52*	62	51	48	47	42	45	61	n/a	n/a
State-wide	52▼	57	59	58	59	58	57	57	58	58
Small Rural	52▼	55	58	57	57	57	57	58	59	n/a
Women	51	62	57	61	54	56	55	59	56	n/a
35-49	44▼	55	60	60	50	50	53	61	55	n/a
Elmhurst	41*	50	63	50	56	34	36	46	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: 8
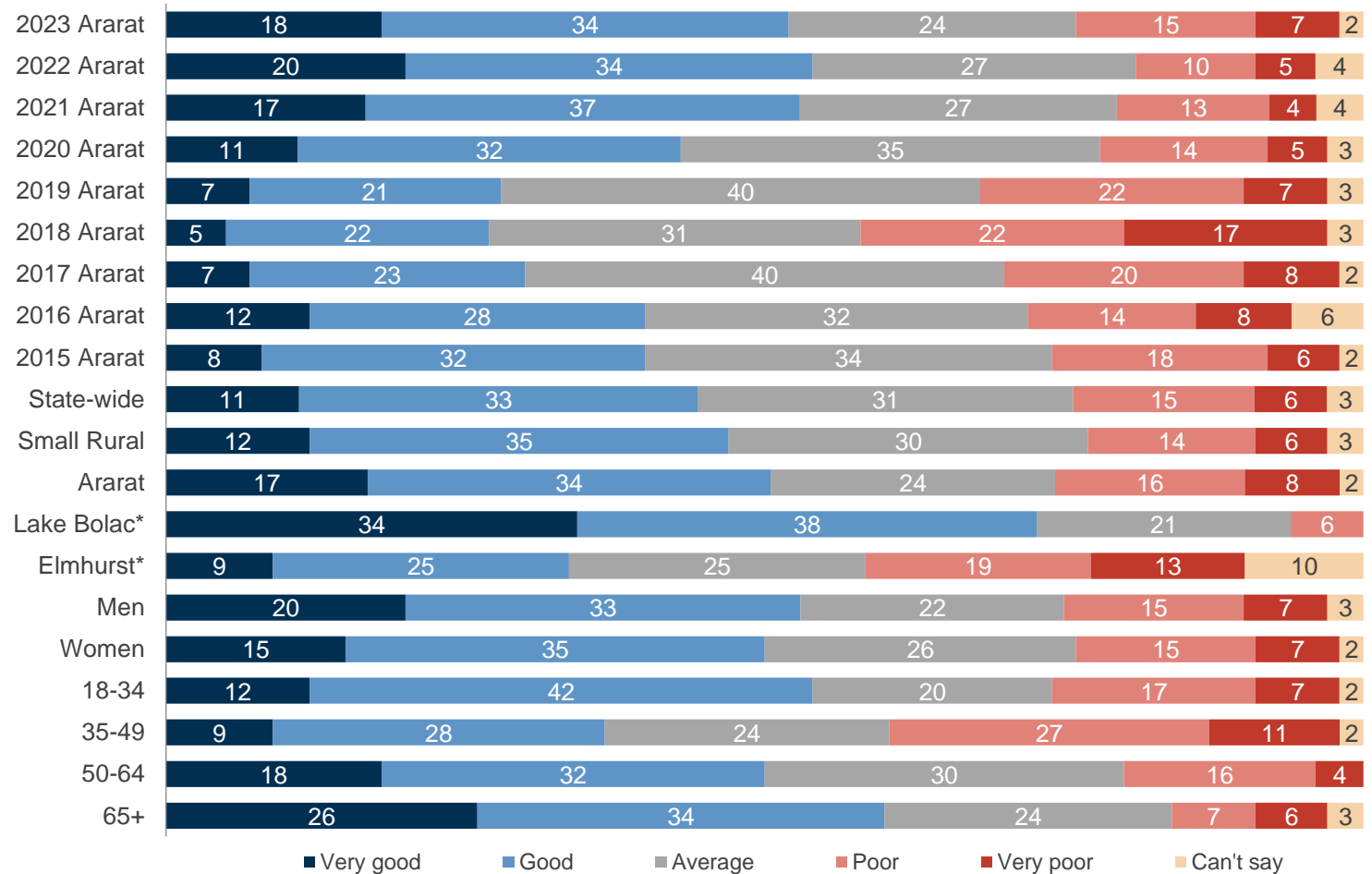*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	11	32	26	18	8	6
2022 Ararat	17	34	33	8	4	4
2021 Ararat	14	37	31	9	5	3
2020 Ararat	17	34	28	15	4	3
2019 Ararat	11	29	34	16	8	2
2018 Ararat	10	30	32	13	12	4
2017 Ararat	11	30	31	15	9	3
2016 Ararat	12	35	30	15	4	4
2015 Ararat	12	32	28	13	7	8
State-wide	10	30	28	18	12	2
Small Rural	8	31	27	18	11	4
Ararat	13	32	27	17	6	5
Lake Bolac*		36	27	6	11	19
Elmhurst*	5	30	5	36	19	5
Men	15	32	24	16	6	7
Women	6	31	29	20	9	4
18-34	9	36	24	23	2	7
35-49	4	25	26	21	18	6
50-64	14	30	27	18	6	5
65+	14	34	27	13	7	5

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

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
*Caution: small sample size < n=30

Elderly support services importance

2023 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	86	84	87	85	83	84	85	82	86	n/a
18-34	85	82	82	76	76	78	74	77	80	n/a
35-49	85	82	80	78	74	80	79	80	81	n/a
Elmhurst	85*	86	90	80	78	52	85	85	n/a	n/a
Ararat	83	83	82	80	80	81	80	80	n/a	n/a
Ararat	83	82	82	79	79	80	79	79	80	n/a
Small Rural	82	82	83	81	80	80	79	79	80	n/a
65+	81	81	82	81	80	79	78	78	78	n/a
50-64	81	83	84	82	87	82	85	82	81	n/a
Men	80	79	78	75	76	76	74	76	74	n/a
State-wide	80▼	82	82	80	80	79	78	78	79	79
Lake Bolac	77*	70	83	59	66	74	77	78	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: 16 Councils asked group: 5
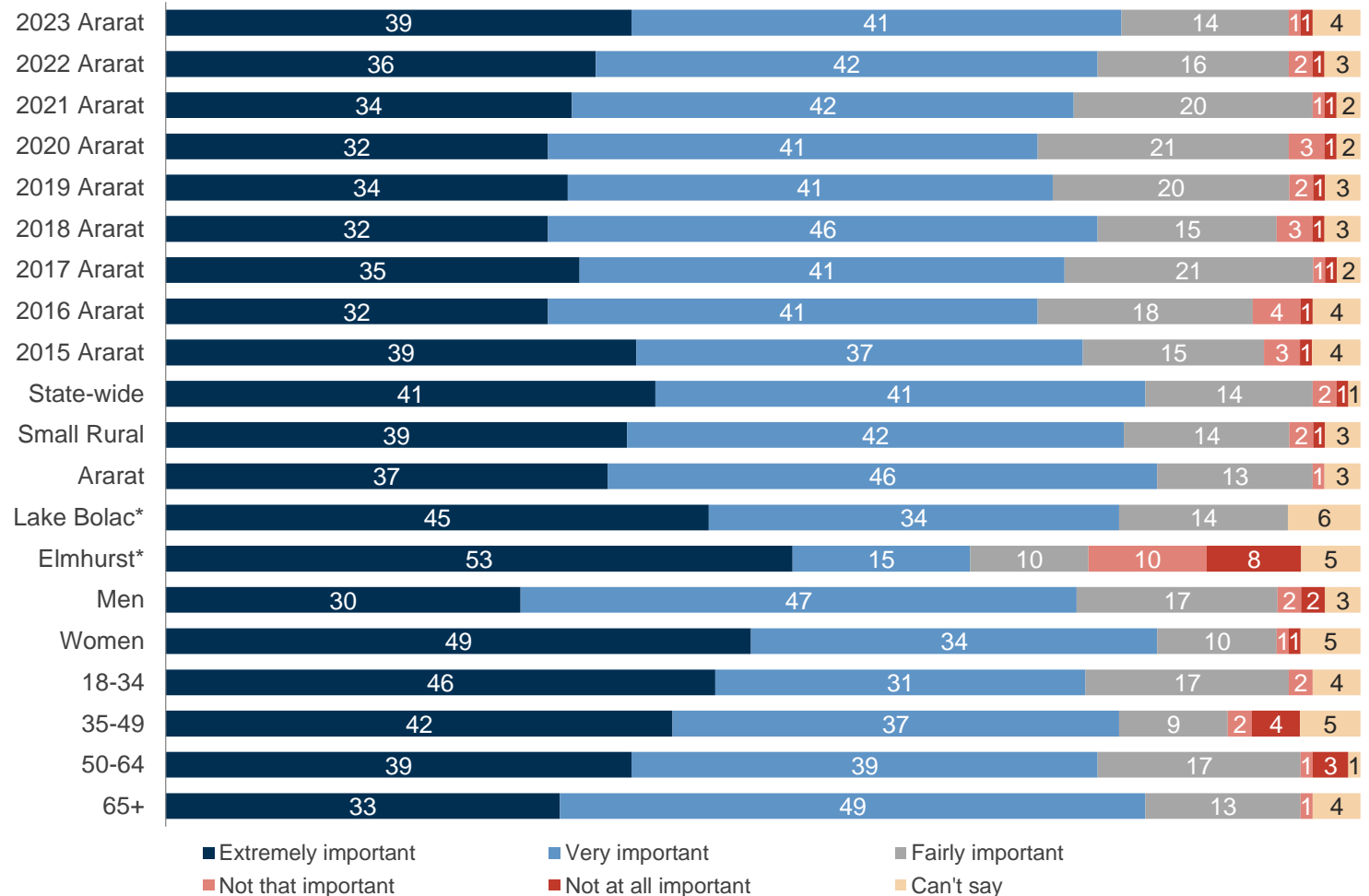*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Elderly support services importance

2023 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	47	36	13	2		3
2022 Ararat	46	38	14	2		1
2021 Ararat	45	40	11	2	1	1
2020 Ararat	42	38	14	3	2	1
2019 Ararat	39	42	14	4		1
2018 Ararat	40	41	14	2	1	1
2017 Ararat	38	45	13	1	2	
2016 Ararat	36	44	15	1	1	2
2015 Ararat	41	40	15	3		2
State-wide	41	40	15	2	1	2
Small Rural	45	37	14	1		2
Ararat	48	34	13	2		3
Lake Bolac*	29	43	21			6
Elmhurst*	48	30	13			10
Men	37	44	13	3		4
Women	57	26	14	1		2
18-34	55	30	11	2		2
35-49	58	22	18			2
50-64	44	33	15	4		4
65+	37	47	11	2		3

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

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5
*Caution: small sample size < n=30

Elderly support services performance

2023 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71▲	74	78	73	67	69	72	70	73	n/a
Men	70	72	72	71	65	62	66	67	67	n/a
18-34	69	77	66	62	64	62	64	65	64	n/a
Ararat	67	73	72	69	66	65	68	68	n/a	n/a
Ararat	66	71	72	68	65	64	67	68	67	n/a
Small Rural	66	70	72	71	71	69	71	70	72	n/a
50-64	65	66	70	70	67	65	66	68	67	n/a
Lake Bolac	63*	80	74	n/a	65	51	62	65	n/a	n/a
State-wide	63▼	67	69	68	68	68	68	68	69	70
Women	62	71	72	65	66	67	68	70	67	n/a
Elmhurst	58*	70	81	67	63	62	57	76	n/a	n/a
35-49	54▼	65	68	63	61	61	62	68	64	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Elderly support services performance

2023 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	19	29	19	9	3	20
2022 Ararat	22	38	15	6	2	17
2021 Ararat	22	32	23	4	1	18
2020 Ararat	17	29	26	5	1	22
2019 Ararat	15	37	25	7	3	12
2018 Ararat	14	36	26	6	4	14
2017 Ararat	15	35	25	6	2	16
2016 Ararat	16	31	28	3	1	22
2015 Ararat	17	35	23	6	2	16
State-wide	13	27	21	8	4	28
Small Rural	17	30	20	8	3	22
Ararat	21	28	21	10	3	17
Lake Bolac*	7	36		17		40
Elmhurst*	5	40	15	14	5	22
Men	20	33	17	6	2	22
Women	19	24	22	12	5	18
18-34	21	31	18	8	2	20
35-49	9	23	21	16	7	24
50-64	22	22	22	8	5	23
65+	23	34	18	7	2	17

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
*Caution: small sample size < n=30

Recreational facilities importance

2023 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	77	78	81	74	72	76	77	77	78	n/a
50-64	77	76	74	78	73	76	75	75	73	n/a
18-34	76	81	68	67	71	81	69	75	82	n/a
Women	76	77	76	74	72	77	75	75	80	n/a
Ararat	76	78	75	73	71	77	73	76	n/a	n/a
Ararat	75	77	74	73	71	75	73	74	76	n/a
Men	73	76	73	72	70	74	72	74	73	n/a
State-wide	73	74	74	72	72	73	72	73	72	72
Small Rural	73	74	73	73	72	72	71	72	73	n/a
65+	71▼	73	73	72	69	70	72	72	73	n/a
Lake Bolac	68*	65	78	68	68	68	73	77	n/a	n/a
Elmhurst	63*▼	69	72	64	61	68	70	68	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' 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.
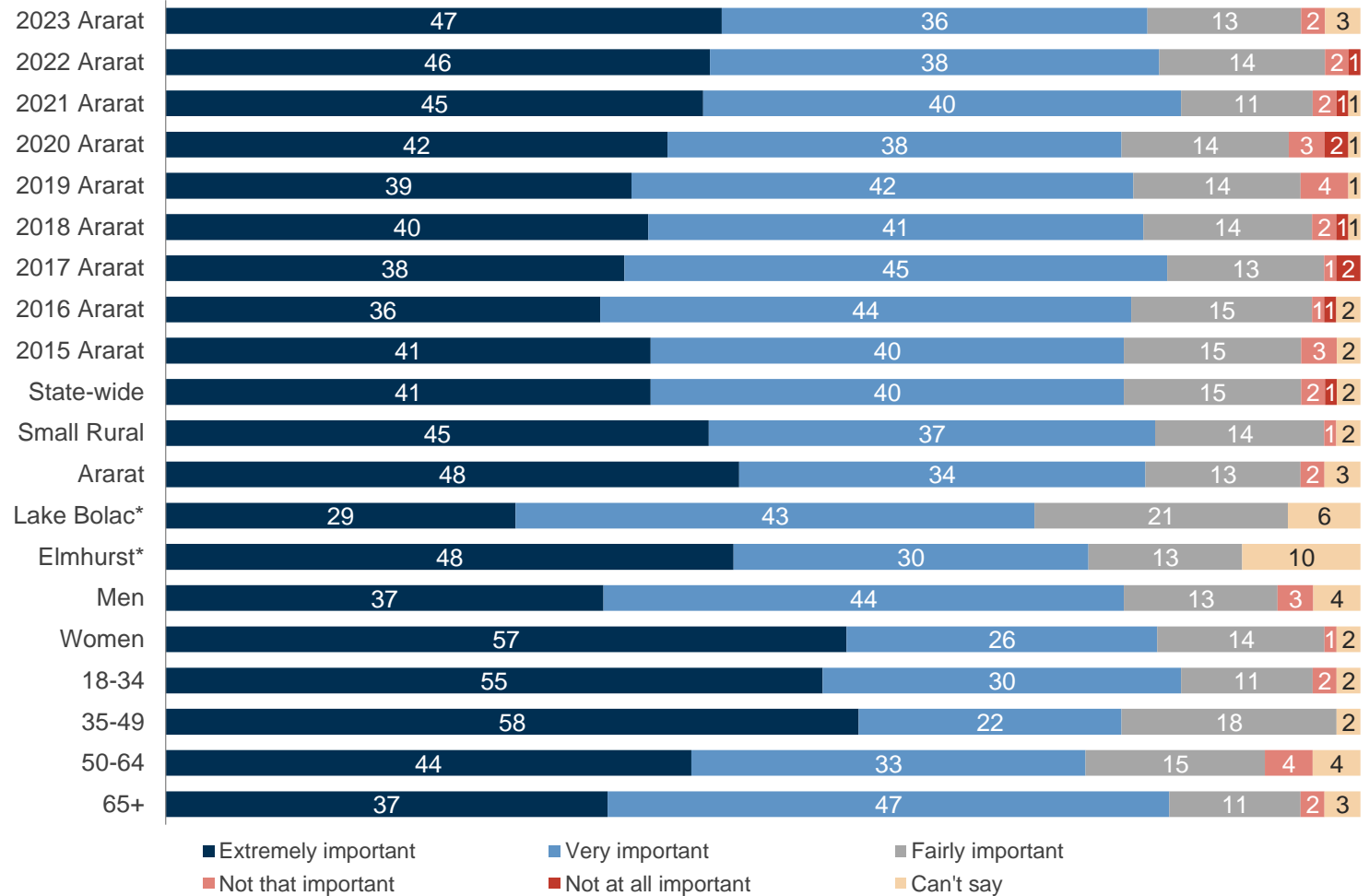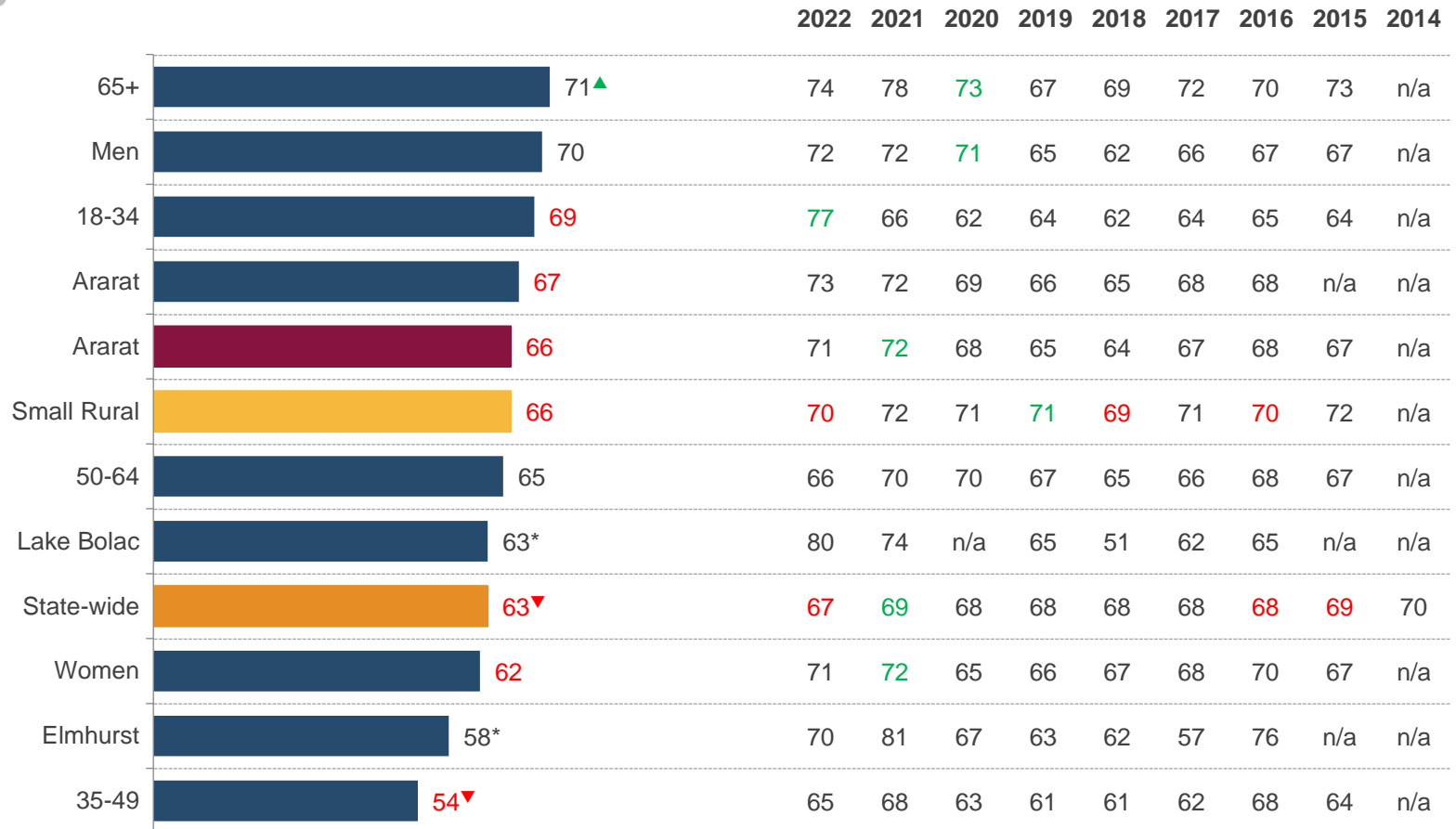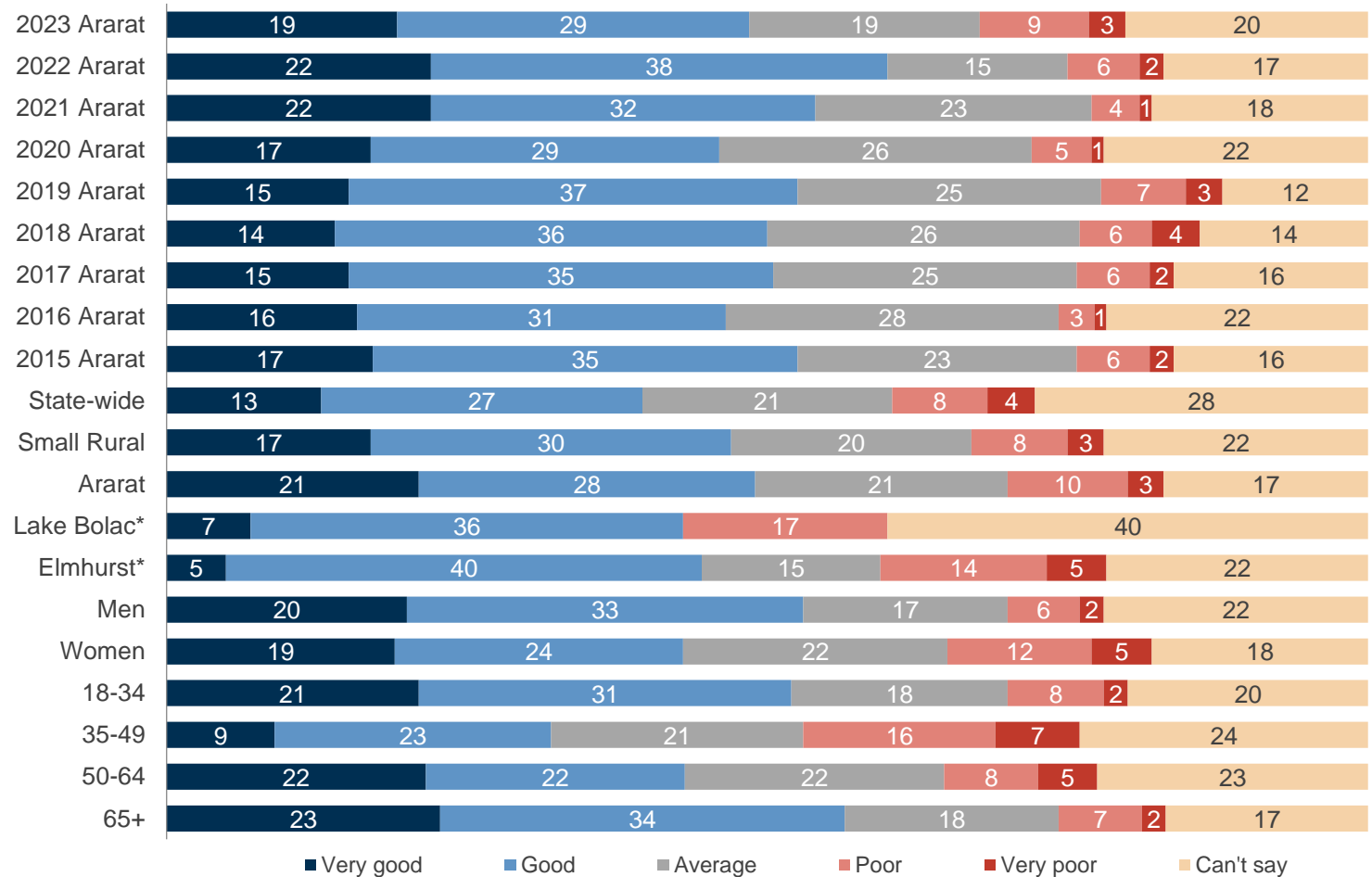**Caution: small sample size < n=30*

Recreational facilities importance

2023 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	27	48	20	3	1	1
2022 Ararat	29	49	19		1	1
2021 Ararat	24	52	23			2
2020 Ararat	27	41	27	4		1
2019 Ararat	25	41	25	6	1	1
2018 Ararat	29	47	20	4		
2017 Ararat	27	42	27	3	1	
2016 Ararat	28	46	22	4	1	
2015 Ararat	35	38	22	3		1
State-wide	26	45	25	3	1	1
Small Rural	25	44	25	4	1	1
Ararat	28	49	20	1	1	1
Lake Bolac*	15	48	31	6		
Elmhurst*	15	29	36	10		10
Men	26	46	22	4	1	1
Women	28	50	18	2	1	2
18-34	26	54	18	2		
35-49	42	31	21	6		
50-64	30	47	20	1	1	
65+	18	54	21	2	2	3

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

Recreational facilities performance

2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac — 86*▲	80	70	41	58	61	62	64	n/a	n/a
65+ — 78▲	78	81	78	72	73	71	68	75	n/a
Men — 72	75	74	72	69	63	65	64	64	n/a
18-34 — 72	82	66	64	65	64	63	59	54	n/a
Ararat — 71	75	74	71	68	64	65	65	64	n/a
Ararat — 71	75	74	72	69	65	65	64	n/a	n/a
Women — 70	75	75	70	67	66	64	65	64	n/a
State-wide — 68▼	69	71	70	70	69	70	69	70	71
Small Rural — 67▼	69	69	68	68	69	69	68	70	n/a
50-64 — 65	74	74	71	72	64	65	65	66	n/a
35-49 — 63▼	65	73	67	63	55	56	63	59	n/a
Elmhurst — 62*	59	69	46	66	53	61	85	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
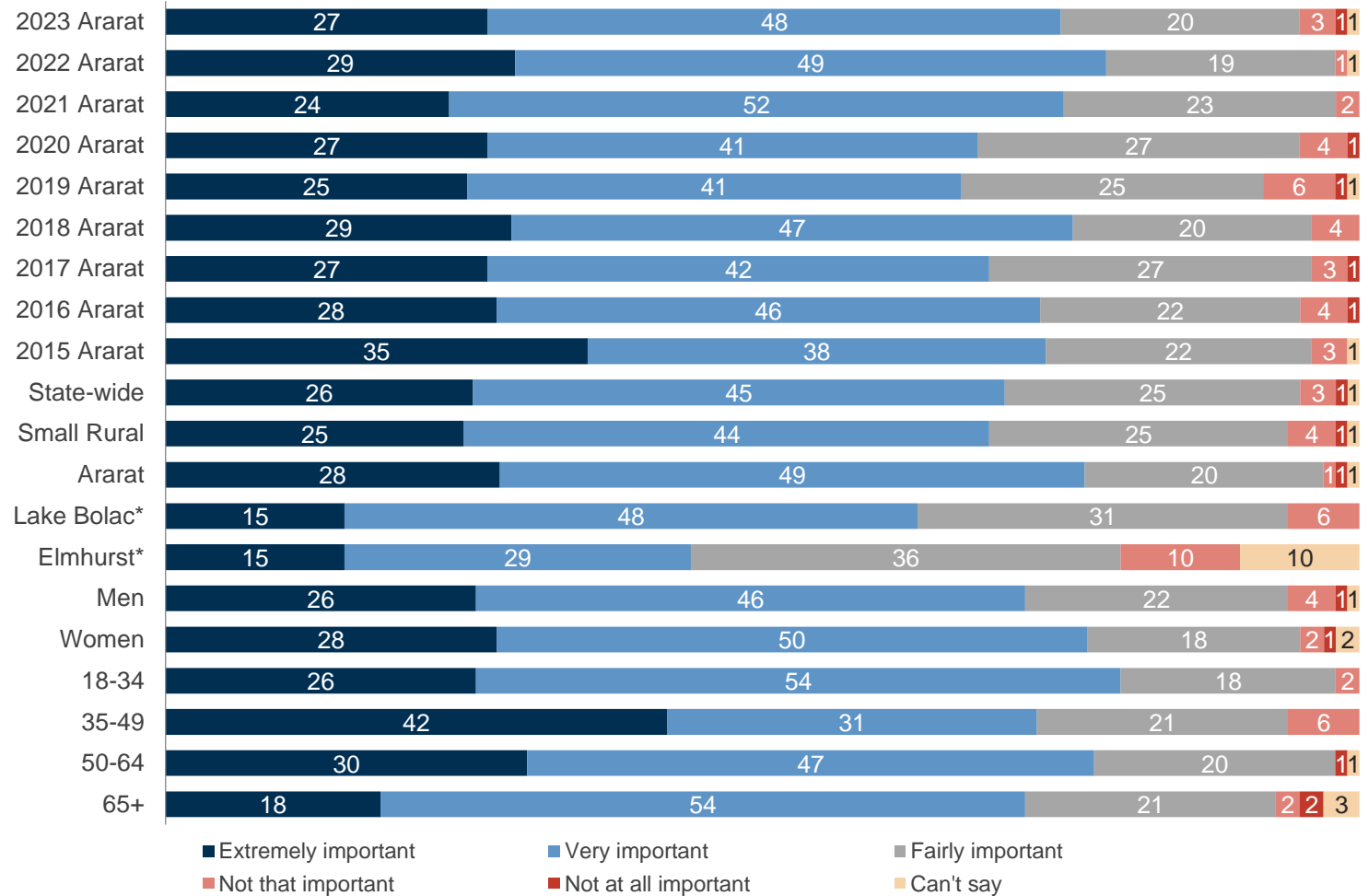*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Recreational facilities performance

2023 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	25	41	20	8	1	5
2022 Ararat	30	42	21	3	1	4
2021 Ararat	32	39	20	6	1	3
2020 Ararat	25	42	23	6	2	2
2019 Ararat	21	42	24	7	3	3
2018 Ararat	19	39	25	9	6	2
2017 Ararat	18	42	24	8	6	2
2016 Ararat	20	36	27	9	5	3
2015 Ararat	20	37	24	11	5	3
State-wide	21	42	23	8	3	4
Small Rural	19	41	23	9	3	5
Ararat	25	41	21	8	1	4
Lake Bolac*	51	22	14			13
Elmhurst*	5	48	33	10		5
Men	27	40	19	9		5
Women	23	42	22	6	2	4
18-34	20	49	19	5	2	5
35-49	20	35	20	23		2
50-64	15	41	29	4	5	6
65+	34	39	18		2	5

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

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

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The appearance of public areas importance

2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	79	73	70	72	71	74	68	69	80	n/a
35-49	79	77	78	73	73	73	77	79	71	n/a
Ararat	77	79	75	75	74	75	77	77	n/a	n/a
50-64	77	78	73	77	74	73	76	76	73	n/a
Women	77	78	79	75	76	78	76	77	77	n/a
Ararat	76	76	74	74	72	74	74	75	74	n/a
Men	76	75	70	73	69	70	72	73	71	n/a
Elmhurst	75*	84	75	63	59	49	81	74	n/a	n/a
State-wide	74▼	75	75	74	73	74	74	74	73	73
Small Rural	74	74	74	74	74	74	74	74	73	n/a
65+	73	77	75	74	71	74	74	74	73	n/a
Lake Bolac	66*▼	69	82	59	59	72	67	75	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: 31 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
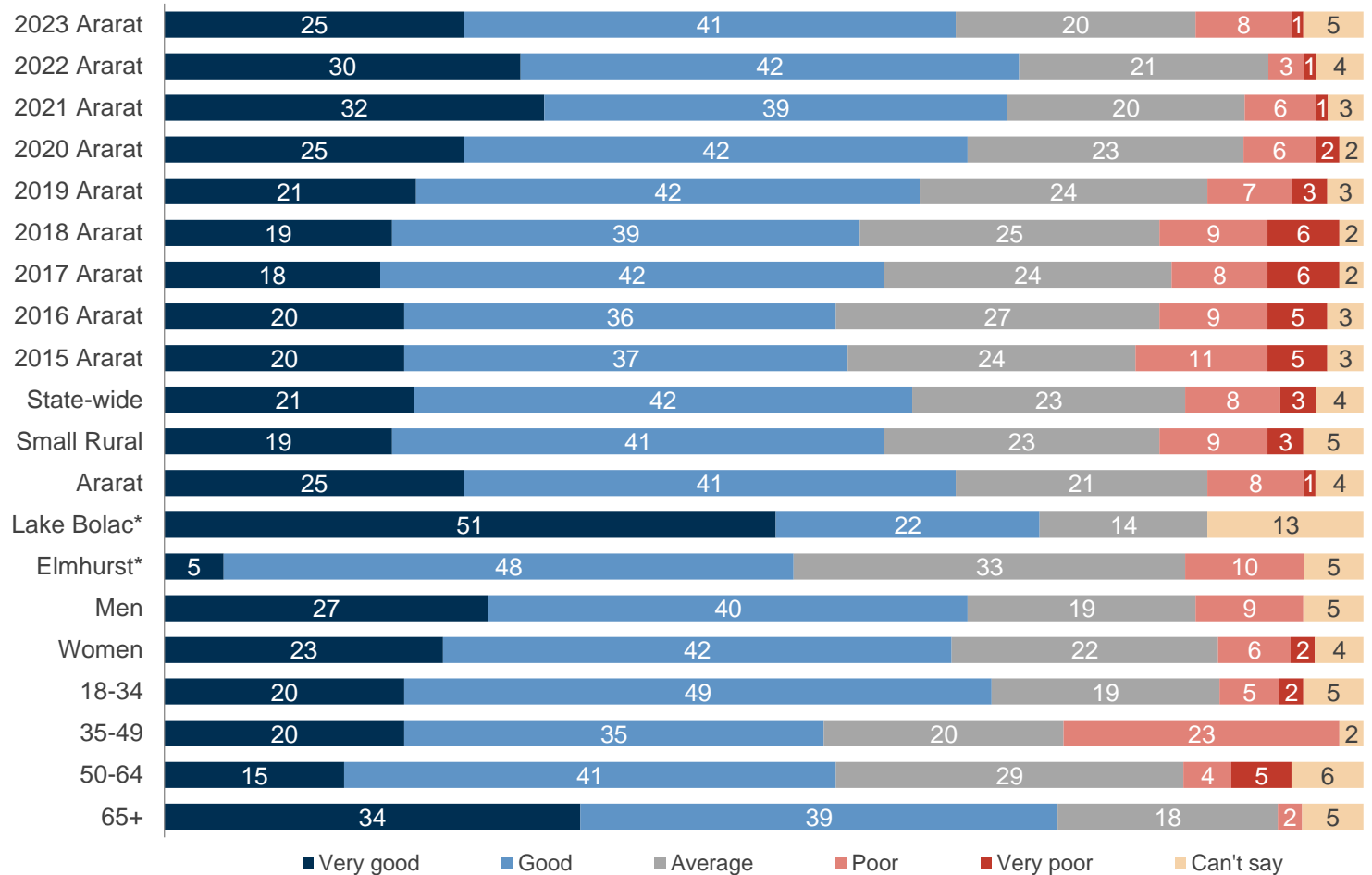**Caution: small sample size < n=30*

The appearance of public areas importance

2023 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	30	47	19	2	1	1
2022 Ararat	29	49	21			1
2021 Ararat	28	43	27		1	1
2020 Ararat	26	45	27			1
2019 Ararat	23	47	26	3	1	
2018 Ararat	28	44	23	5		
2017 Ararat	27	46	23	3		
2016 Ararat	25	51	20	2	1	
2015 Ararat	29	41	25	3	1	
State-wide	27	46	23	2		1
Small Rural	27	46	23	2	1	1
Ararat	32	48	17	1	1	1
Lake Bolac*		70	23	6		
Elmhurst*	29	38	28			5
Men	29	46	20	2	1	2
Women	31	48	18	2	1	1
18-34	34	47	15	2		2
35-49	37	40	23			
50-64	36	41	19	4		
65+	21	53	19	2	2	2

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7
*Caution: small sample size < n=30

The appearance of public areas performance

2023 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	85*▲	77	82	48	68	61	71	69	n/a	n/a
65+	75▲	77	79	73	71	69	70	74	77	n/a
Men	72	77	76	74	69	63	64	71	71	n/a
Small Rural	71	73	75	72	73	72	74	73	74	n/a
Ararat	70	76	75	73	69	65	66	72	71	n/a
Ararat	69	76	75	73	69	66	65	73	n/a	n/a
18-34	67	79	74	70	71	66	60	73	61	n/a
State-wide	67▼	71	73	72	72	71	71	71	72	72
50-64	67	74	75	73	69	64	64	70	72	n/a
Women	67	75	75	71	70	68	69	74	72	n/a
35-49	64	72	73	73	66	60	69	71	72	n/a
Elmhurst	54*▼	71	74	75	79	59	65	81	n/a	n/a

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14
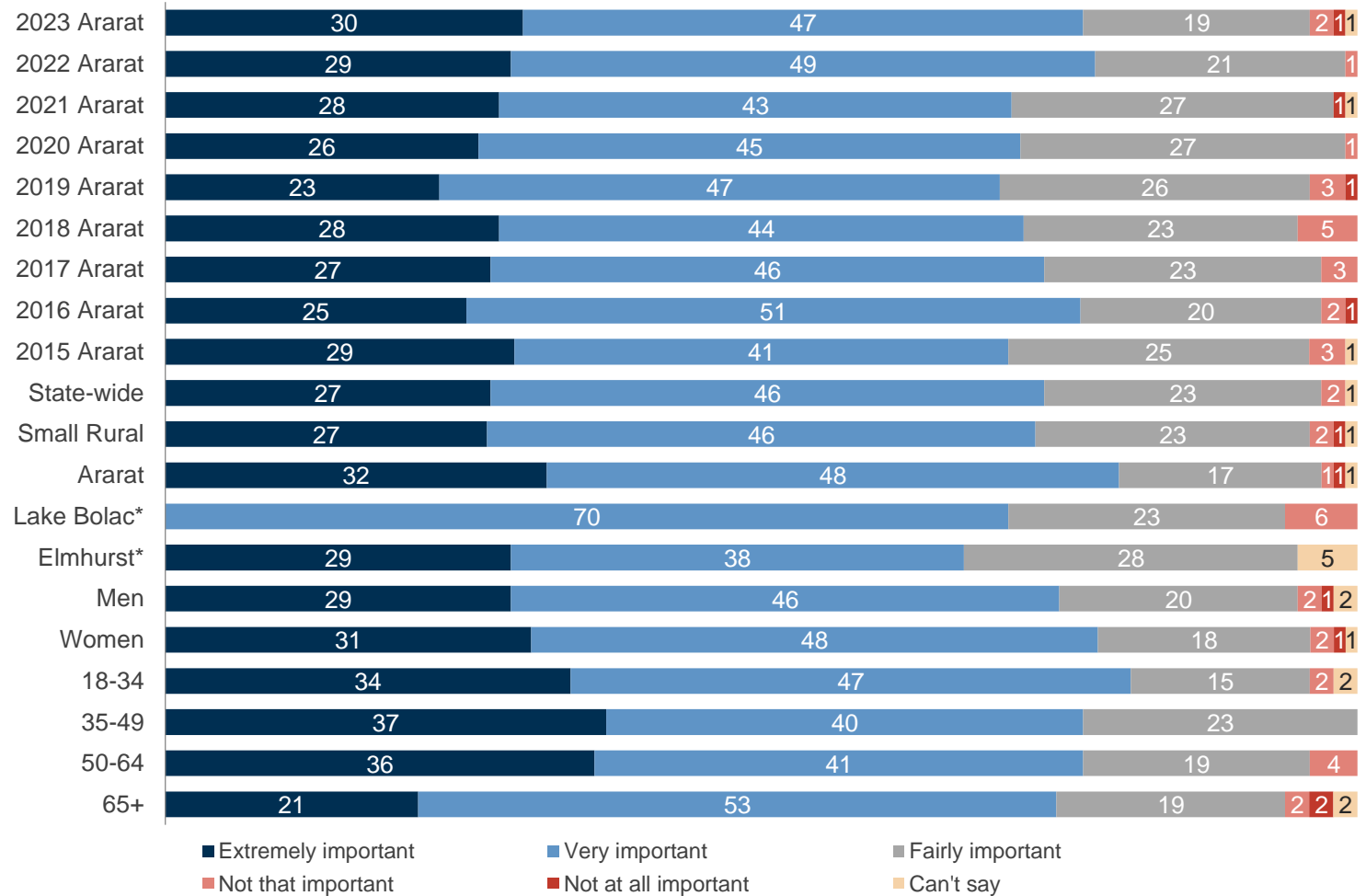Note: Please see Appendix A for explanation of significant differences.
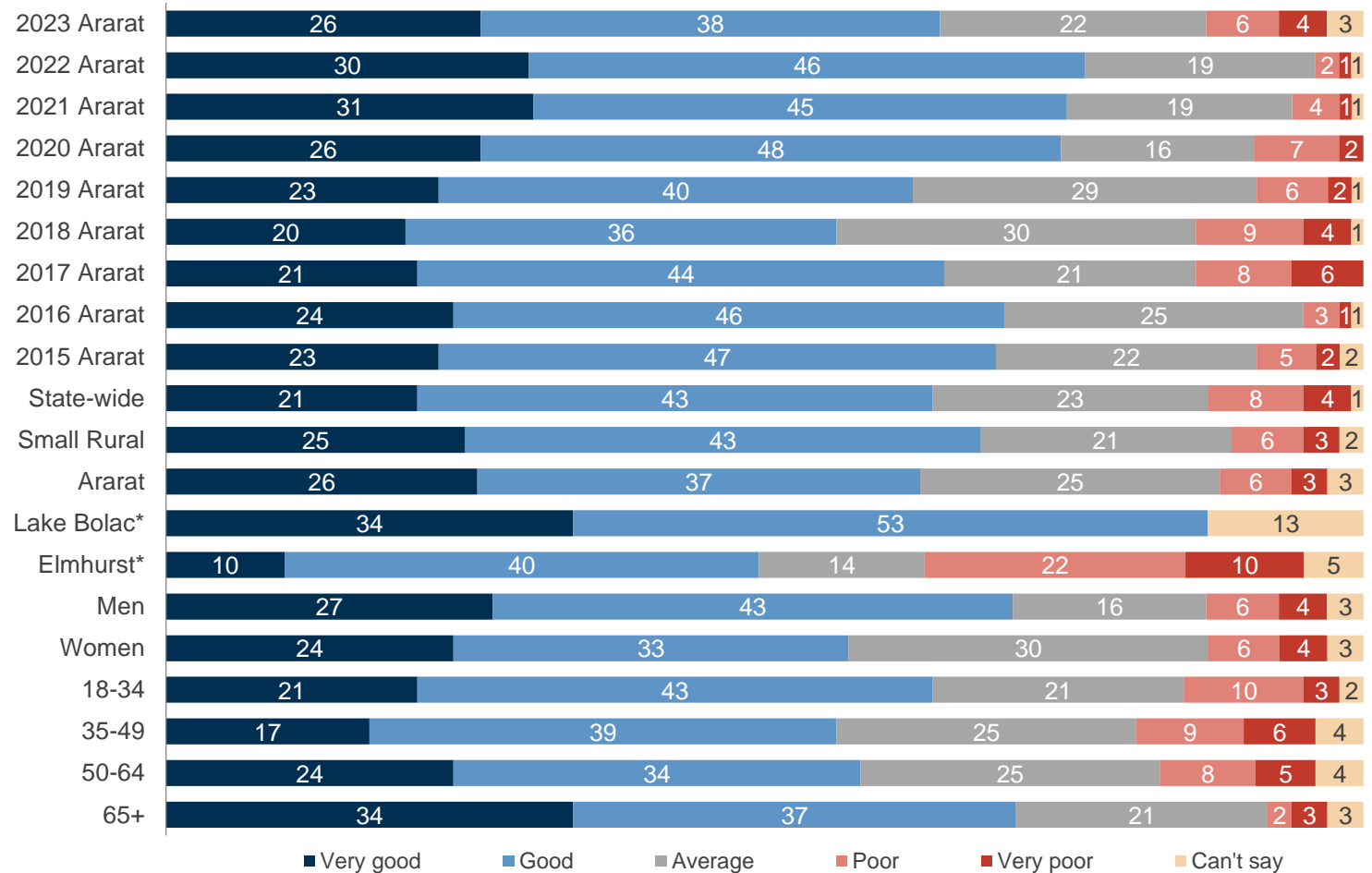*Caution: small sample size < n=30

The appearance of public areas performance

2023 public areas performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	26	38	22	6	4	3
2022 Ararat	30	46	19	2	1	1
2021 Ararat	31	45	19	4	1	1
2020 Ararat	26	48	16	7		2
2019 Ararat	23	40	29	6	2	1
2018 Ararat	20	36	30	9	4	1
2017 Ararat	21	44	21	8	6	
2016 Ararat	24	46	25	3	1	1
2015 Ararat	23	47	22	5	2	2
State-wide	21	43	23	8	4	1
Small Rural	25	43	21	6	3	2
Ararat	26	37	25	6	3	3
Lake Bolac*	34	53				13
Elmhurst*	10	40	14	22	10	5
Men	27	43	16	6	4	3
Women	24	33	30	6	4	3
18-34	21	43	21	10	3	2
35-49	17	39	25	9	6	4
50-64	24	34	25	8	5	4
65+	34	37	21	2	3	3

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14
*Caution: small sample size < n=30

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Art centres and libraries importance

2023 art centres and libraries importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women — 67 ▲	70	65	64	65	67	67	69	70	n/a
State-wide — 65 ▲	67	67	65	65	65	64	66	65	66
Ararat — 64	64	62	59	60	61	62	64	n/a	n/a
65+ — 63	66	63	63	58	62	60	62	65	n/a
Ararat — 62	63	61	59	59	60	60	61	64	n/a
18-34 — 61	63	58	50	60	57	56	64	63	n/a
35-49 — 61	59	62	57	56	58	64	59	64	n/a
50-64 — 61	64	62	65	62	61	60	60	63	n/a
Small Rural — 60	63	63	60	63	61	61	65	62	n/a
Men — 57 ▼	58	58	55	53	53	54	54	58	n/a
Elmhurst — 47* ▼	72	70	60	65	50	55	71	n/a	n/a
Lake Bolac — 47* ▼	53	60	75	39	53	53	62	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3
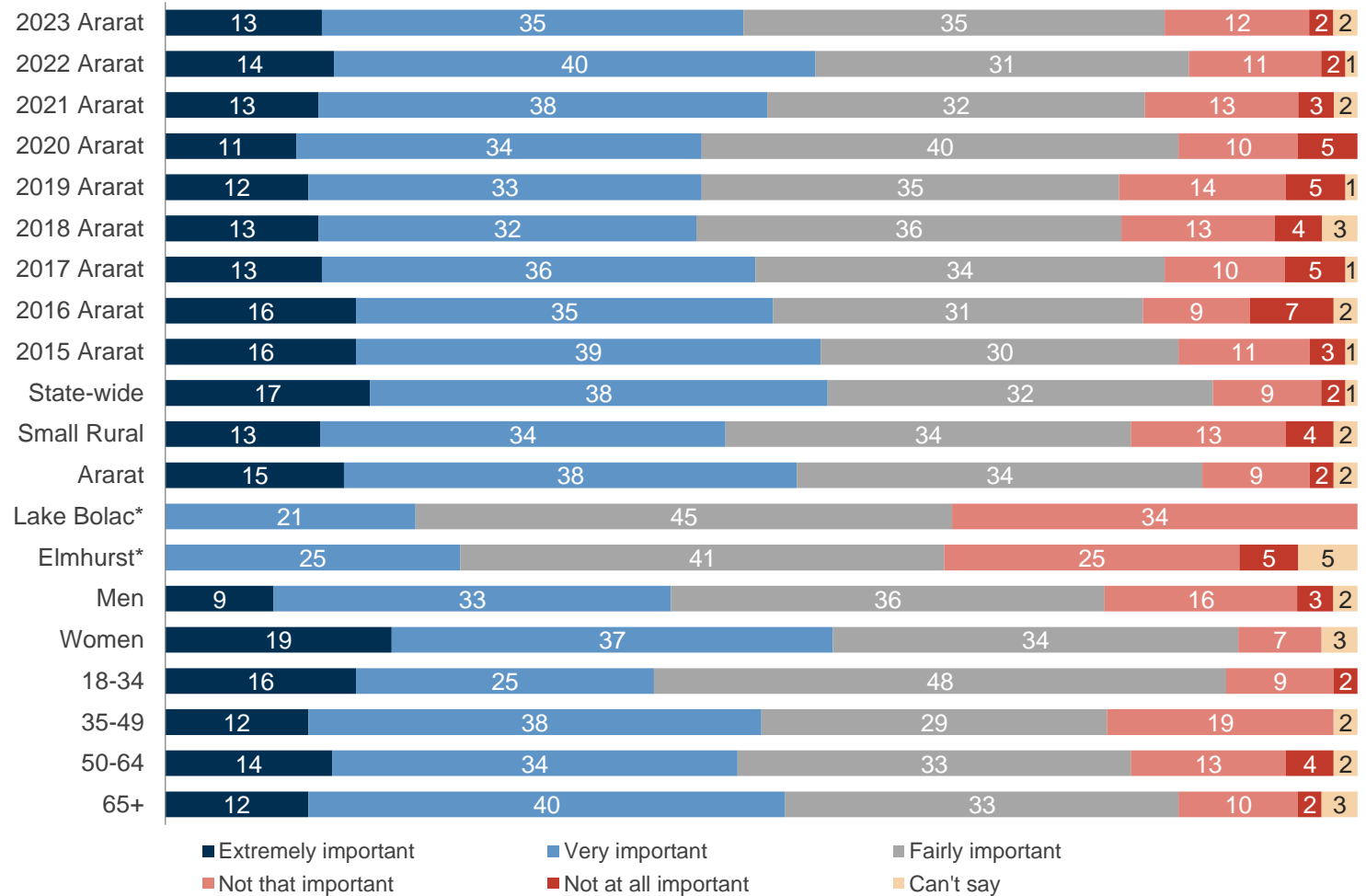*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Art centres and libraries importance

2023 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	13	35	35	12	2	2
2022 Ararat	14	40	31	11	2	1
2021 Ararat	13	38	32	13	3	2
2020 Ararat	11	34	40	10	5	
2019 Ararat	12	33	35	14	5	1
2018 Ararat	13	32	36	13	4	3
2017 Ararat	13	36	34	10	5	1
2016 Ararat	16	35	31	9	7	2
2015 Ararat	16	39	30	11	3	1
State-wide	17	38	32	9	2	1
Small Rural	13	34	34	13	4	2
Ararat	15	38	34	9	2	2
Lake Bolac*		21	45	34		
Elmhurst*		25	41	25	5	5
Men	9	33	36	16	3	2
Women	19	37	34	7		3
18-34	16	25	48	9		2
35-49	12	38	29	19		2
50-64	14	34	33	13	4	2
65+	12	40	33	10	2	3

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3
*Caution: small sample size < n=30

Art centres and libraries performance

2023 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	77	78	67	71	77	69	66	60	64	n/a
Women	76	78	77	79	77	74	71	72	74	n/a
65+	76	78	78	78	77	73	76	74	73	n/a
Lake Bolac	75*	76	83	41	70	63	68	71	n/a	n/a
Ararat	75	75	74	78	76	70	70	69	70	n/a
50-64	75	75	76	80	77	71	67	70	70	n/a
Ararat	75	76	73	78	76	70	70	70	n/a	n/a
Men	73	73	73	76	74	66	69	67	66	n/a
State-wide	73	73	73	74	74	74	73	72	73	75
Small Rural	73	71	72	74	74	73	72	71	69	n/a
Elmhurst	72*	70	86	57	88	70	88	78	n/a	n/a
35-49	71	69	75	81	72	65	69	70	70	n/a

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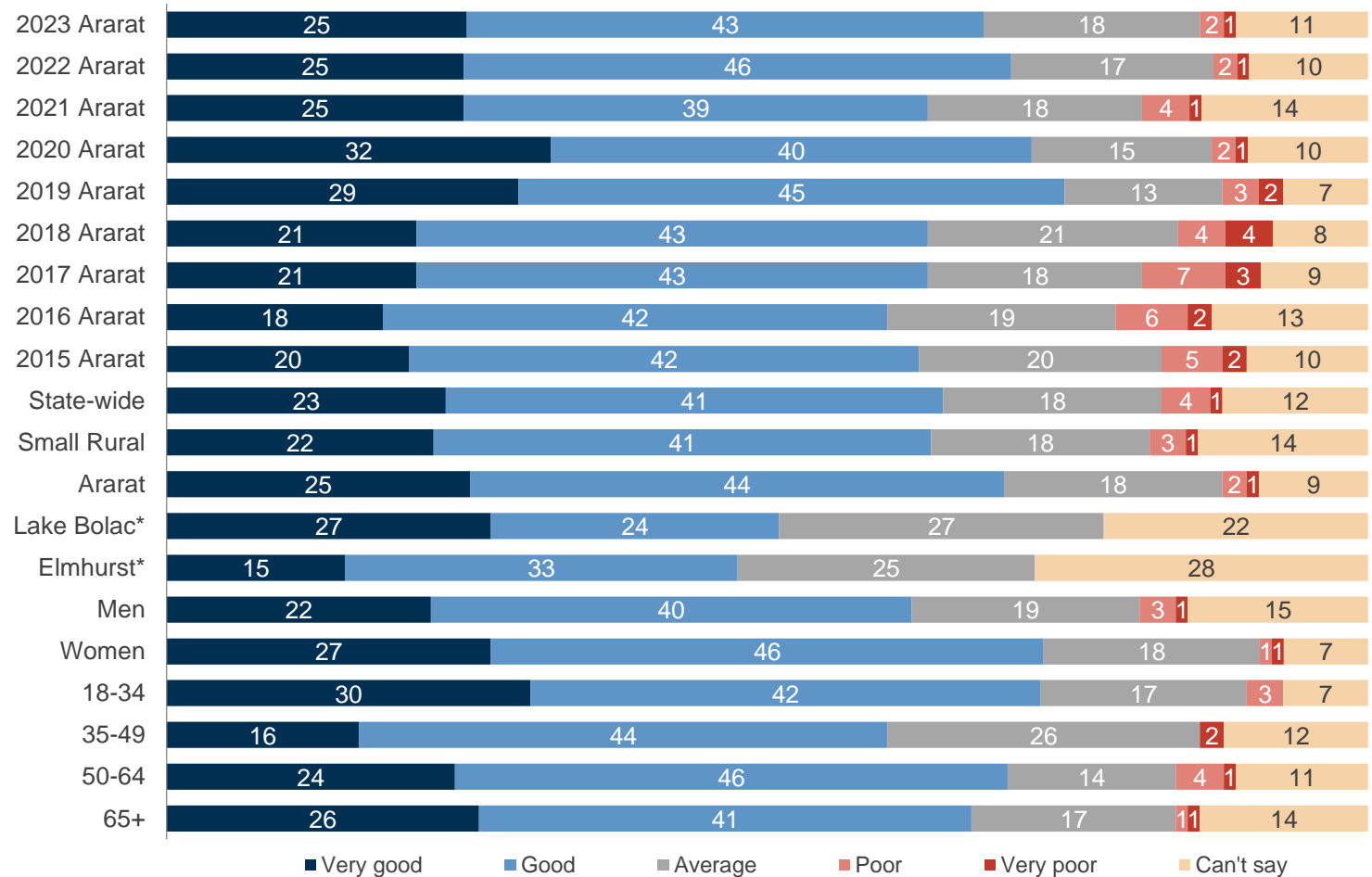Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Art centres and libraries performance

JW

2023 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	25	43	18	2	1	11
2022 Ararat	25	46	17	2	1	10
2021 Ararat	25	39	18	4	1	14
2020 Ararat	32	40	15	2	1	10
2019 Ararat	29	45	13	3	2	7
2018 Ararat	21	43	21	4	4	8
2017 Ararat	21	43	18	7	3	9
2016 Ararat	18	42	19	6	2	13
2015 Ararat	20	42	20	5	2	10
State-wide	23	41	18	4	1	12
Small Rural	22	41	18	3	1	14
Ararat	25	44	18	2	1	9
Lake Bolac*	27	24	27			22
Elmhurst*	15	33	25			28
Men	22	40	19	3	1	15
Women	27	46	18	1	1	7
18-34	30	42	17	3		7
35-49	16	44	26		2	12
50-64	24	46	14	4	1	11
65+	26	41	17	1	1	14

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

Community and cultural activities importance

2023 community and cultural activities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	67	65	65	65	64	n/a	n/a	n/a	n/a	n/a
18-34	67	66	57	57	64	n/a	n/a	n/a	n/a	n/a
Ararat	65	65	63	61	61	n/a	n/a	n/a	n/a	n/a
35-49	65	64	63	60	55	n/a	n/a	n/a	n/a	n/a
Ararat	64	64	62	60	60	n/a	n/a	n/a	n/a	n/a
Small Rural	64	64	62	60	62	60	62	64	65	n/a
50-64	63	65	63	67	64	n/a	n/a	n/a	n/a	n/a
65+	63	62	63	60	57	n/a	n/a	n/a	n/a	n/a
Men	62	63	59	57	56	n/a	n/a	n/a	n/a	n/a
State-wide	62	64	64	62	61	61	61	62	62	62
Elmhurst	62*	65	65	54	57	n/a	n/a	n/a	n/a	n/a
Lake Bolac	52*	59	59	59	40	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
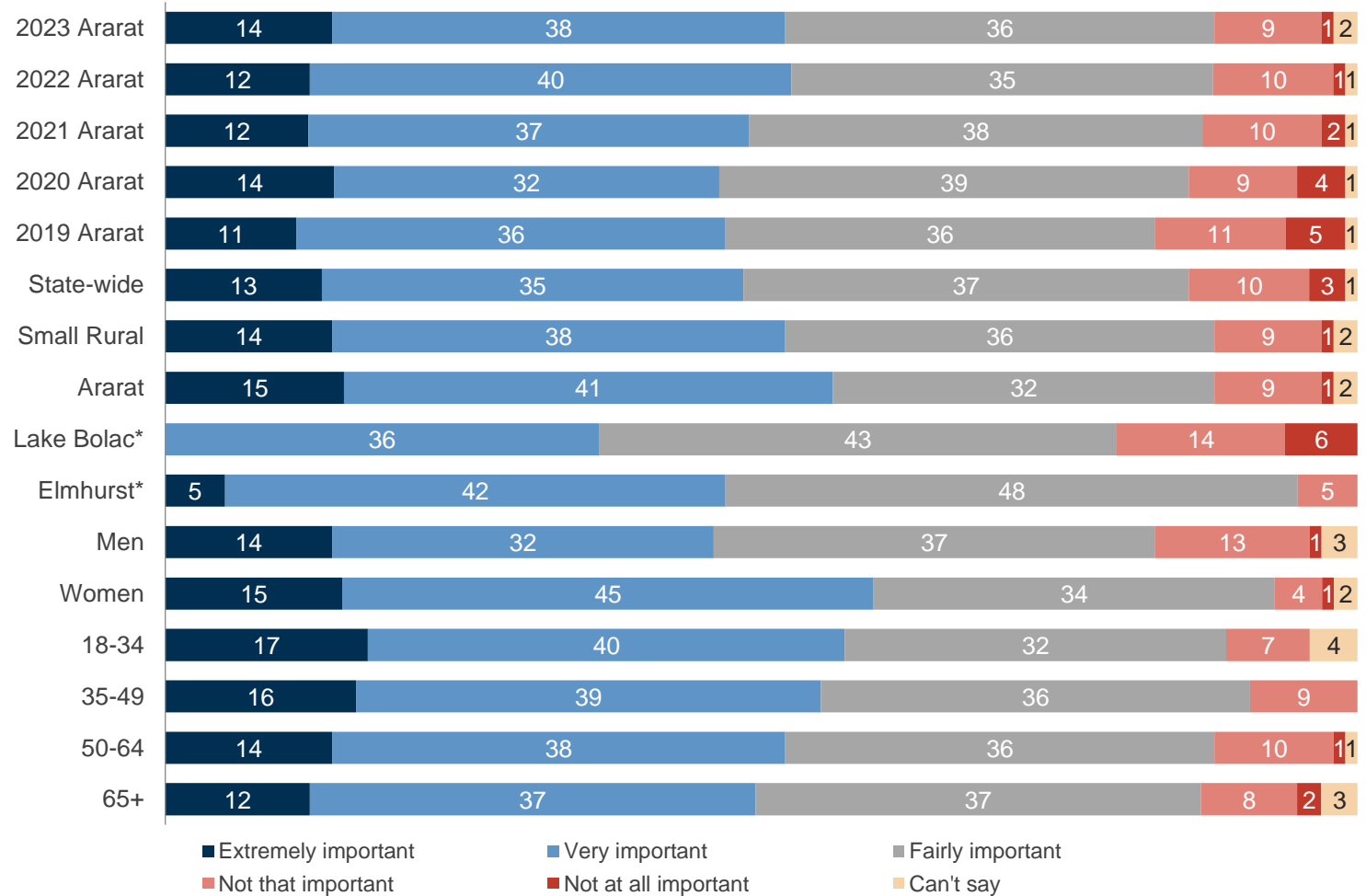*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Community and cultural activities importance

2023 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	14	38	36	9	1	2
2022 Ararat	12	40	35	10	1	1
2021 Ararat	12	37	38	10	2	1
2020 Ararat	14	32	39	9	4	1
2019 Ararat	11	36	36	11	5	1
State-wide	13	35	37	10	3	1
Small Rural	14	38	36	9	1	2
Ararat	15	41	32	9	1	2
Lake Bolac*		36	43	14	6	
Elmhurst*	5	42	48	5		
Men	14	32	37	13	1	3
Women	15	45	34	4	1	2
18-34	17	40	32	7		4
35-49	16	39	36	9		
50-64	14	38	36	10	1	1
65+	12	37	37	8	2	3

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

2023 community and cultural activities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	70 ▲	68	68	67	66	n/a	n/a	n/a	n/a	n/a
Small Rural	70 ▲	68	67	68	66	69	69	65	68	n/a
Lake Bolac	69*	75	75	32	58	n/a	n/a	n/a	n/a	n/a
State-wide	66	65	65	68	69	69	69	69	69	70
Women	65	66	63	66	64	n/a	n/a	n/a	n/a	n/a
Ararat	65	65	63	63	63	n/a	n/a	n/a	n/a	n/a
Ararat	65	65	64	63	63	n/a	n/a	n/a	n/a	n/a
Men	64	64	65	60	62	n/a	n/a	n/a	n/a	n/a
18-34	63	66	55	58	60	n/a	n/a	n/a	n/a	n/a
50-64	63	63	64	63	65	n/a	n/a	n/a	n/a	n/a
Elmhurst	61*	54	71	70	84	n/a	n/a	n/a	n/a	n/a
35-49	57 ▼	60	67	61	59	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: 31 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.
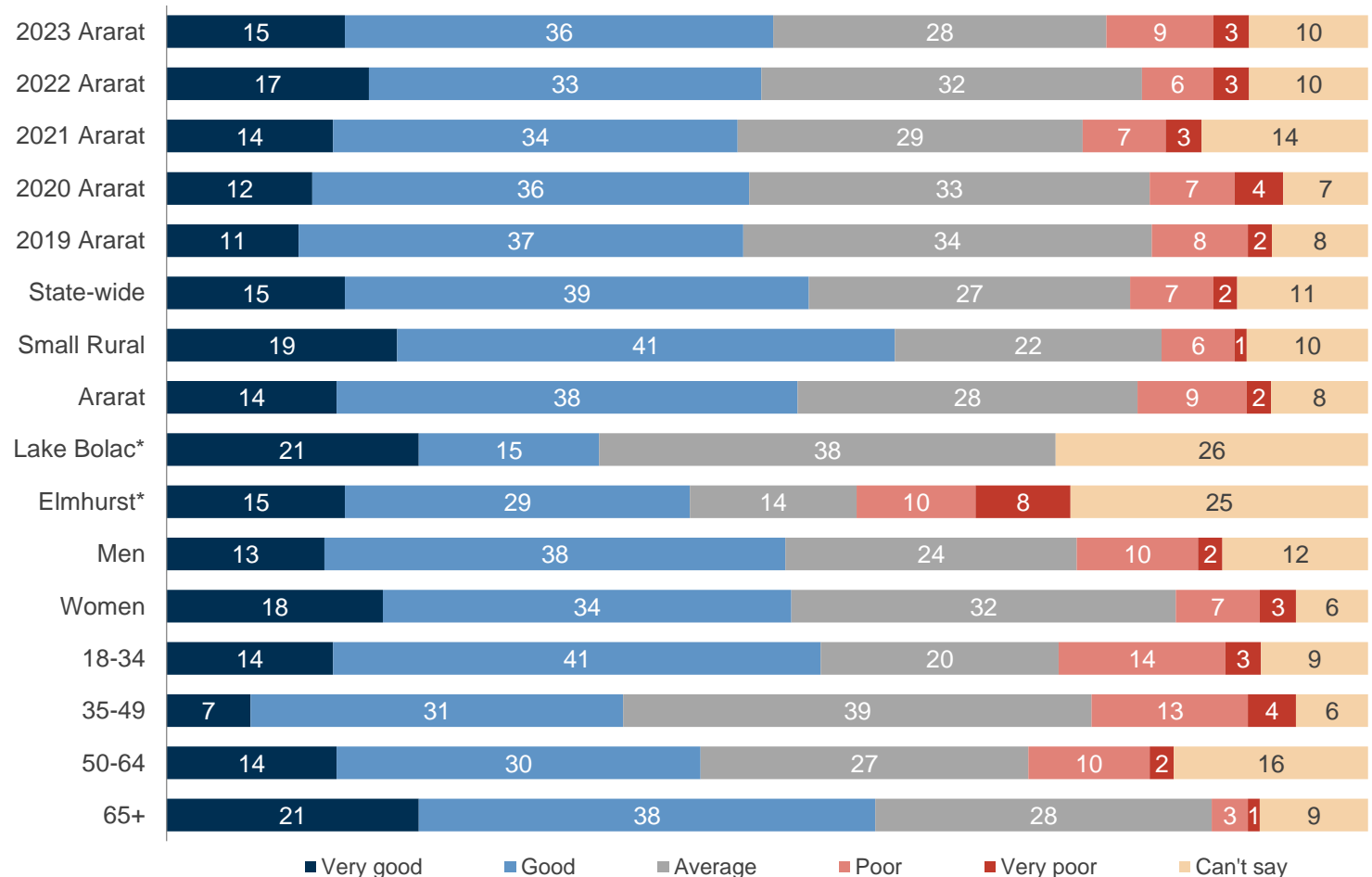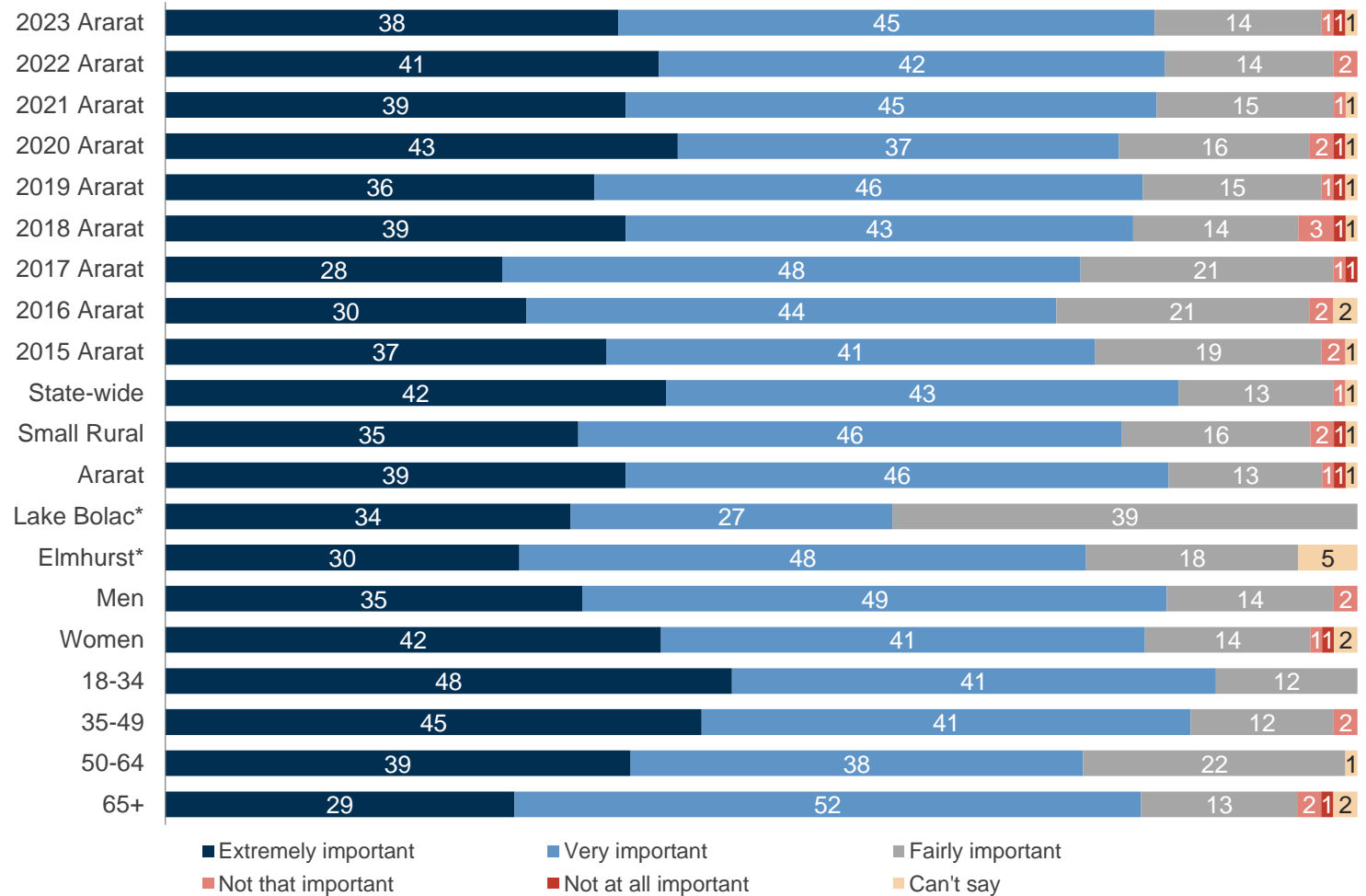**Caution: small sample size < n=30*

Community and cultural activities performance

2023 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	15	36	28	9	3	10
2022 Ararat	17	33	32	6	3	10
2021 Ararat	14	34	29	7	3	14
2020 Ararat	12	36	33	7	4	7
2019 Ararat	11	37	34	8	2	8
State-wide	15	39	27	7	2	11
Small Rural	19	41	22	6	1	10
Ararat	14	38	28	9	2	8
Lake Bolac*	21	15	38			26
Elmhurst*	15	29	14	10	8	25
Men	13	38	24	10	2	12
Women	18	34	32	7	3	6
18-34	14	41	20	14	3	9
35-49	7	31	39	13	4	6
50-64	14	30	27	10	2	16
65+	21	38	28	3	1	9

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 3
*Caution: small sample size < n=30

Waste management importance

2023 waste management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	84▲	82	80	80	76	78	74	77	79	n/a
35-49	82	84	82	81	81	79	76	74	78	n/a
State-wide	81	82	82	82	81	81	79	80	79	79
Women	81	84	84	85	80	85	78	77	82	n/a
Ararat	81	81	81	81	80	81	76	77	n/a	n/a
Ararat	80	81	80	80	79	79	76	76	78	n/a
50-64	79	79	81	81	80	81	77	79	78	n/a
Men	79	78	78	76	79	75	73	75	75	n/a
Small Rural	78	80	80	79	79	78	76	79	77	n/a
Elmhurst	78*	82	80	82	78	60	81	69	n/a	n/a
65+	77	79	80	79	79	79	75	75	78	n/a
Lake Bolac	74*	78	83	100	74	70	74	80	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6
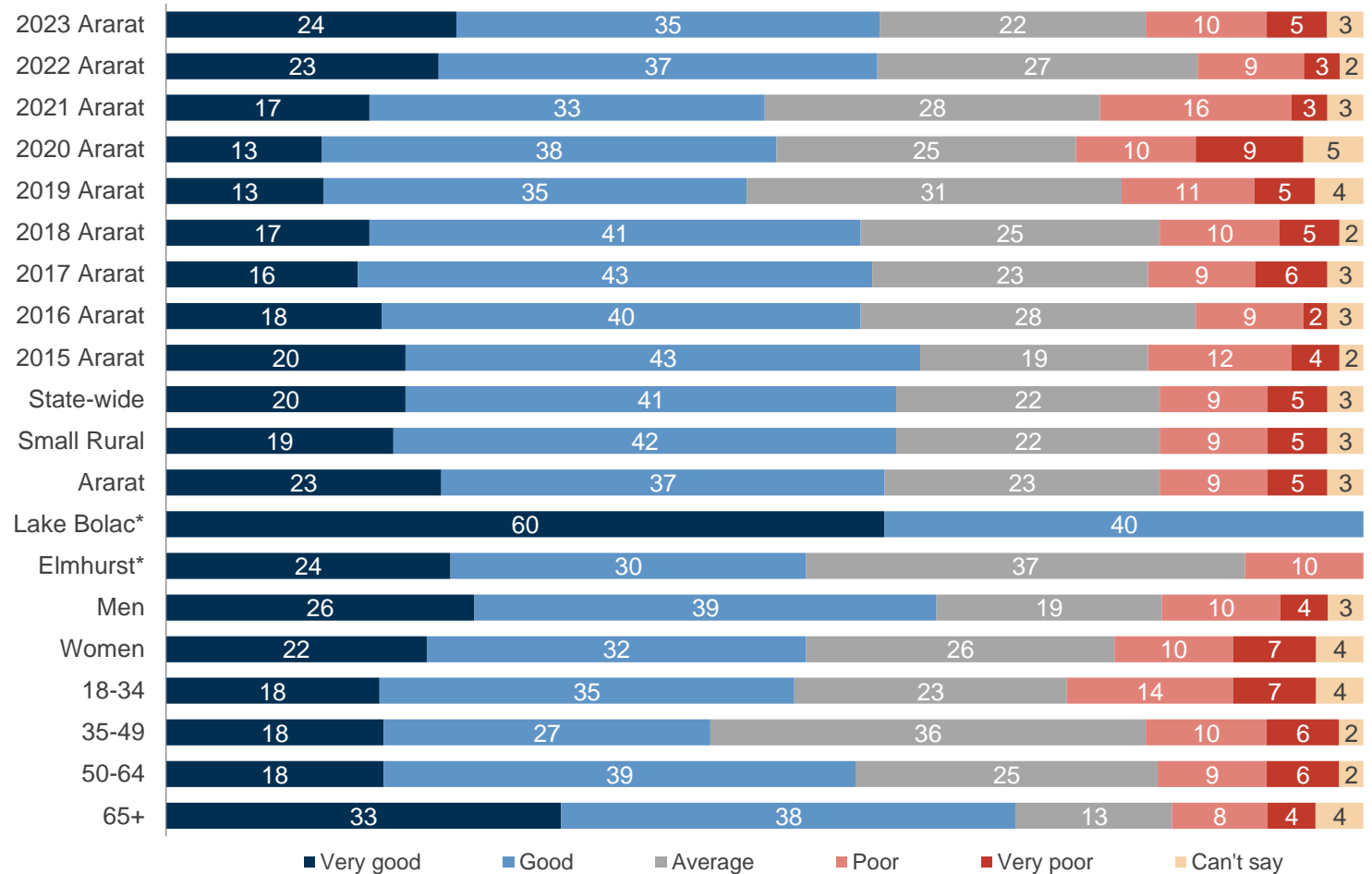*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Waste management importance

2023 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	38	45	14	1	1	1
2022 Ararat	41	42	14			2
2021 Ararat	39	45	15			1 1
2020 Ararat	43	37	16	2	1	1
2019 Ararat	36	46	15	1	1	1
2018 Ararat	39	43	14	3		1 1
2017 Ararat	28	48	21	1	1	
2016 Ararat	30	44	21	2		2
2015 Ararat	37	41	19	2		1
State-wide	42	43	13	1		1
Small Rural	35	46	16	2	1	1
Ararat	39	46	13	1	1	1
Lake Bolac*	34	27	39			
Elmhurst*	30	48	18			5
Men	35	49	14			2
Women	42	41	14	1	1	2
18-34	48	41	12			
35-49	45	41	12			2
50-64	39	38	22			1
65+	29	52	13	2	1	2

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
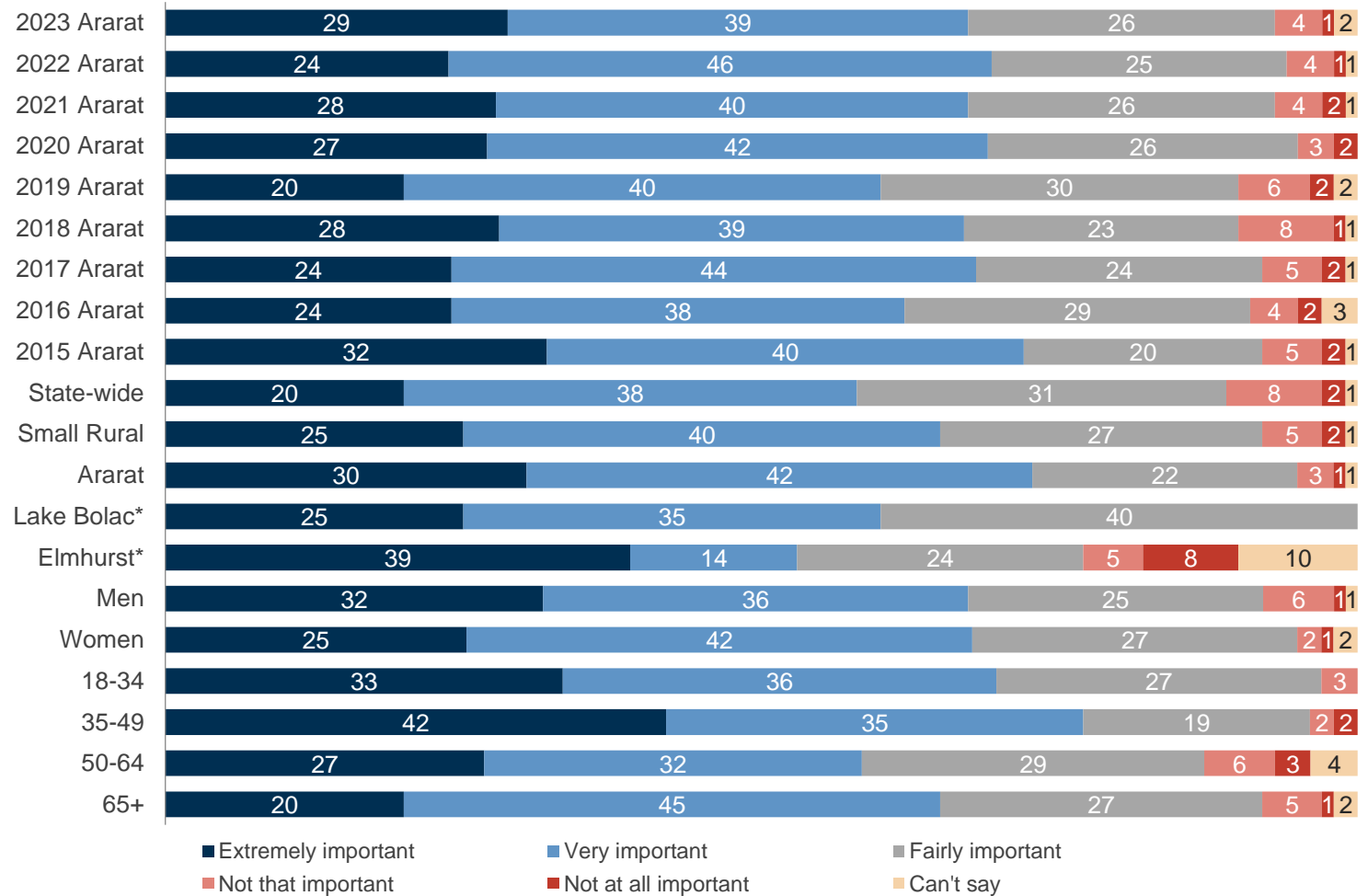*Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6*
*Caution: small sample size < n=30

Waste management performance

2023 waste management performance (index scores)

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

Bar chart values (2023):
- Lake Bolac: 90*▲
- 65+: 73▲
- Men: 69
- Elmhurst: 67*
- Ararat: 66
- State-wide: 66
- Ararat: 66
- Small Rural: 66
- 50-64: 64
- Women: 63
- 18-34: 61
- 35-49: 60

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
Caution: small sample size < n=30

Waste management performance

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	24	35	22	10	5	3
2022 Ararat	23	37	27	9	3	2
2021 Ararat	17	33	28	16	3	3
2020 Ararat	13	38	25	10	9	5
2019 Ararat	13	35	31	11	5	4
2018 Ararat	17	41	25	10	5	2
2017 Ararat	16	43	23	9	6	3
2016 Ararat	18	40	28	9	2	3
2015 Ararat	20	43	19	12	4	2
State-wide	20	41	22	9	5	3
Small Rural	19	42	22	9	5	3
Ararat	23	37	23	9	5	3
Lake Bolac*	60	40				
Elmhurst*	24	30	37	10		
Men	26	39	19	10	4	3
Women	22	32	26	10	7	4
18-34	18	35	23	14	7	4
35-49	18	27	36	10	6	2
50-64	18	39	25	9	6	2
65+	33	38	13	8	4	4

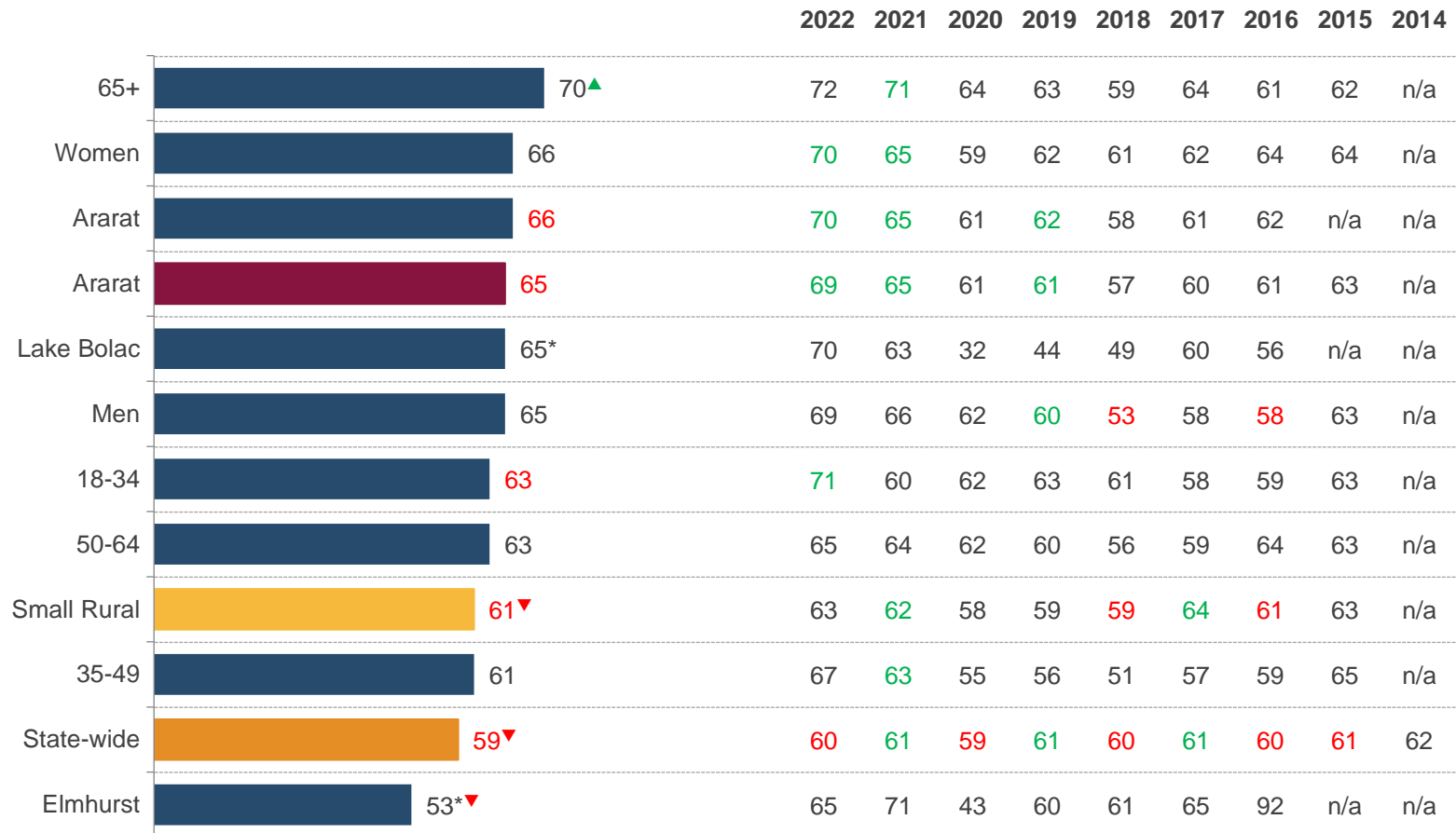*Q2. How has Council performed on 'Waste management' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Caution: small sample size < n=30

Business and community development and tourism importance

2023 business/development/tourism importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	78	74	72	75	69	71	74	69	73	n/a
18-34	75	72	73	67	65	71	70	74	81	n/a
Ararat	75	75	73	74	70	74	74	73	n/a	n/a
Men	73	72	70	72	66	67	68	68	72	n/a
Ararat	73	73	72	72	68	72	71	71	74	n/a
Women	73	73	75	74	70	77	75	74	76	n/a
Lake Bolac	71*	59	68	66	45	61	57	64	n/a	n/a
Small Rural	71	72	74	74	71	71	72	71	70	n/a
Elmhurst	70*	64	70	56	79	61	85	75	n/a	n/a
65+	70	72	71	71	65	69	69	67	72	n/a
50-64	69	74	74	78	73	76	72	75	72	n/a
State-wide	67▼	69	70	67	65	66	67	67	67	67

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: 5
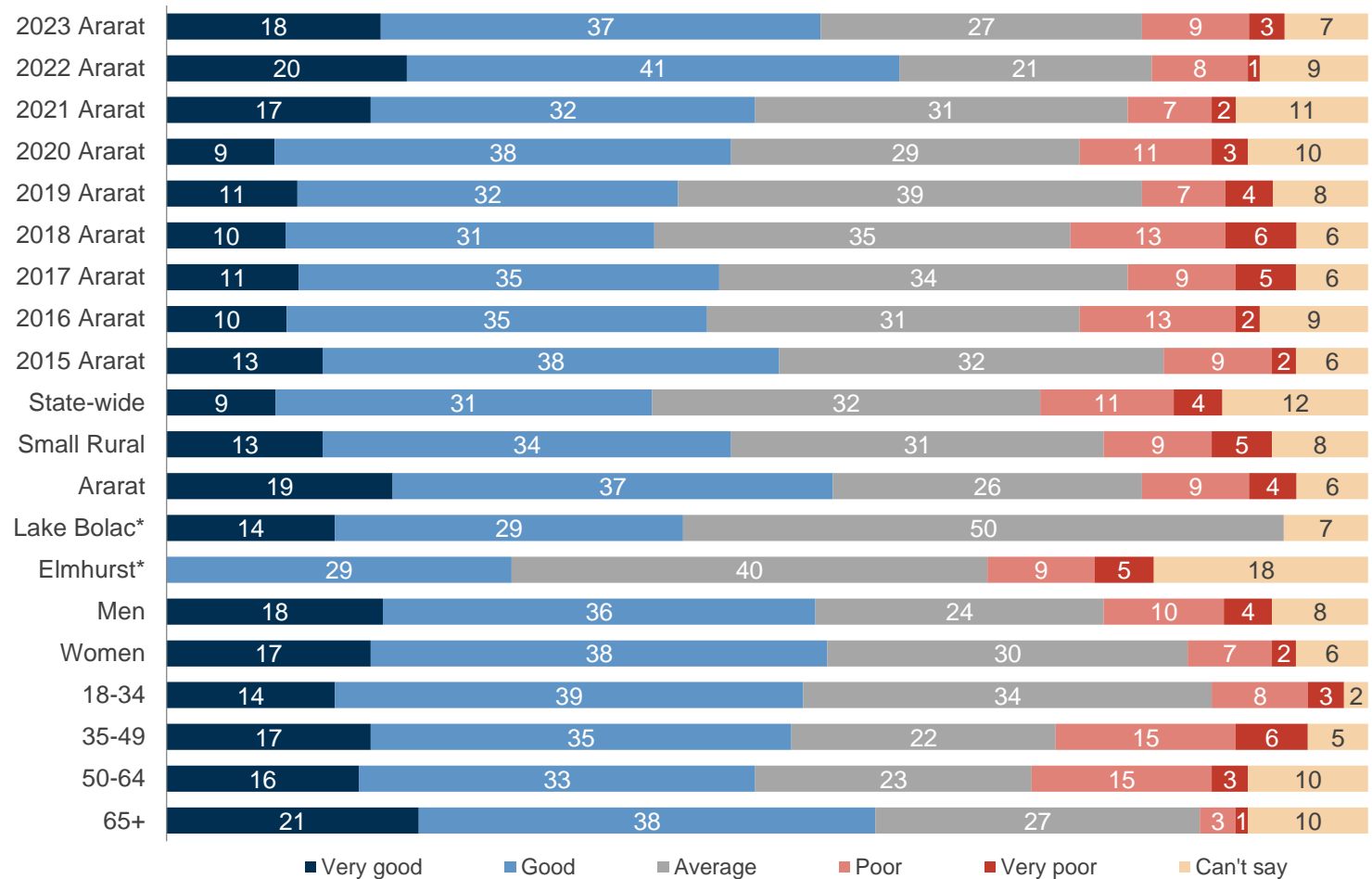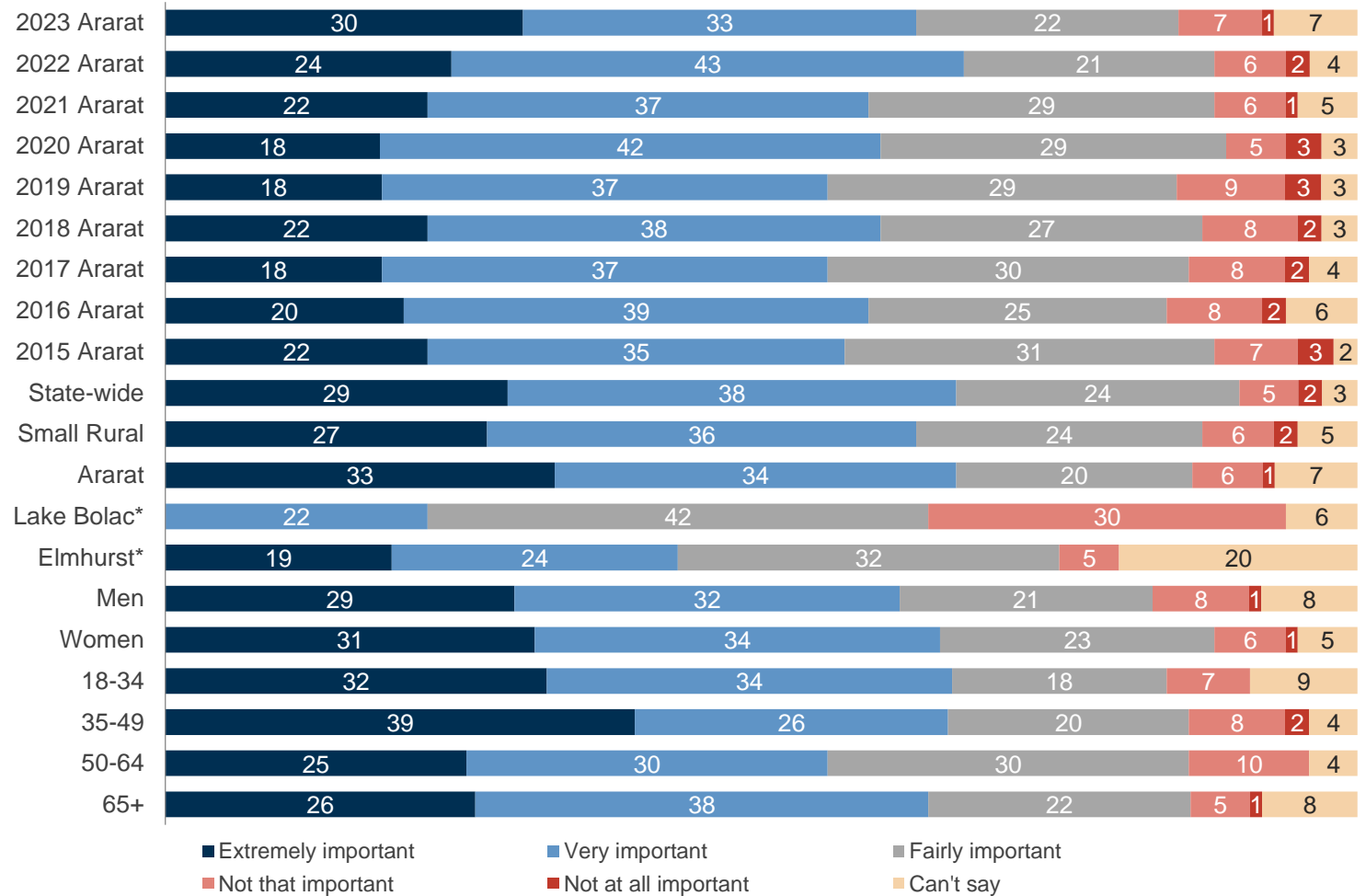*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Business and community development and tourism importance

2023 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	29	39	26	4	1	2
2022 Ararat	24	46	25	4	1	1
2021 Ararat	28	40	26	4	2	1
2020 Ararat	27	42	26	3		2
2019 Ararat	20	40	30	6	2	2
2018 Ararat	28	39	23	8	1	1
2017 Ararat	24	44	24	5	2	1
2016 Ararat	24	38	29	4	2	3
2015 Ararat	32	40	20	5	2	1
State-wide	20	38	31	8	2	1
Small Rural	25	40	27	5	2	1
Ararat	30	42	22	3	1	1
Lake Bolac*	25	35	40			
Elmhurst*	39	14	24	5	8	10
Men	32	36	25	6	1	1
Women	25	42	27	2	1	2
18-34	33	36	27	3		
35-49	42	35	19	2		2
50-64	27	32	29	6	3	4
65+	20	45	27	5	1	2

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5
*Caution: small sample size < n=30

Business and community development and tourism performance

2023 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	70 ▲	72	71	64	63	59	64	61	62	n/a
Women	66	70	65	59	62	61	62	64	64	n/a
Ararat	66	70	65	61	62	58	61	62	n/a	n/a
Ararat	65	69	65	61	61	57	60	61	63	n/a
Lake Bolac	65*	70	63	32	44	49	60	56	n/a	n/a
Men	65	69	66	62	60	53	58	58	63	n/a
18-34	63	71	60	62	63	61	58	59	63	n/a
50-64	63	65	64	62	60	56	59	64	63	n/a
Small Rural	61 ▼	63	62	58	59	59	64	61	63	n/a
35-49	61	67	63	55	56	51	57	59	65	n/a
State-wide	59 ▼	60	61	59	61	60	61	60	61	62
Elmhurst	53* ▼	65	71	43	60	61	65	92	n/a	n/a

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8
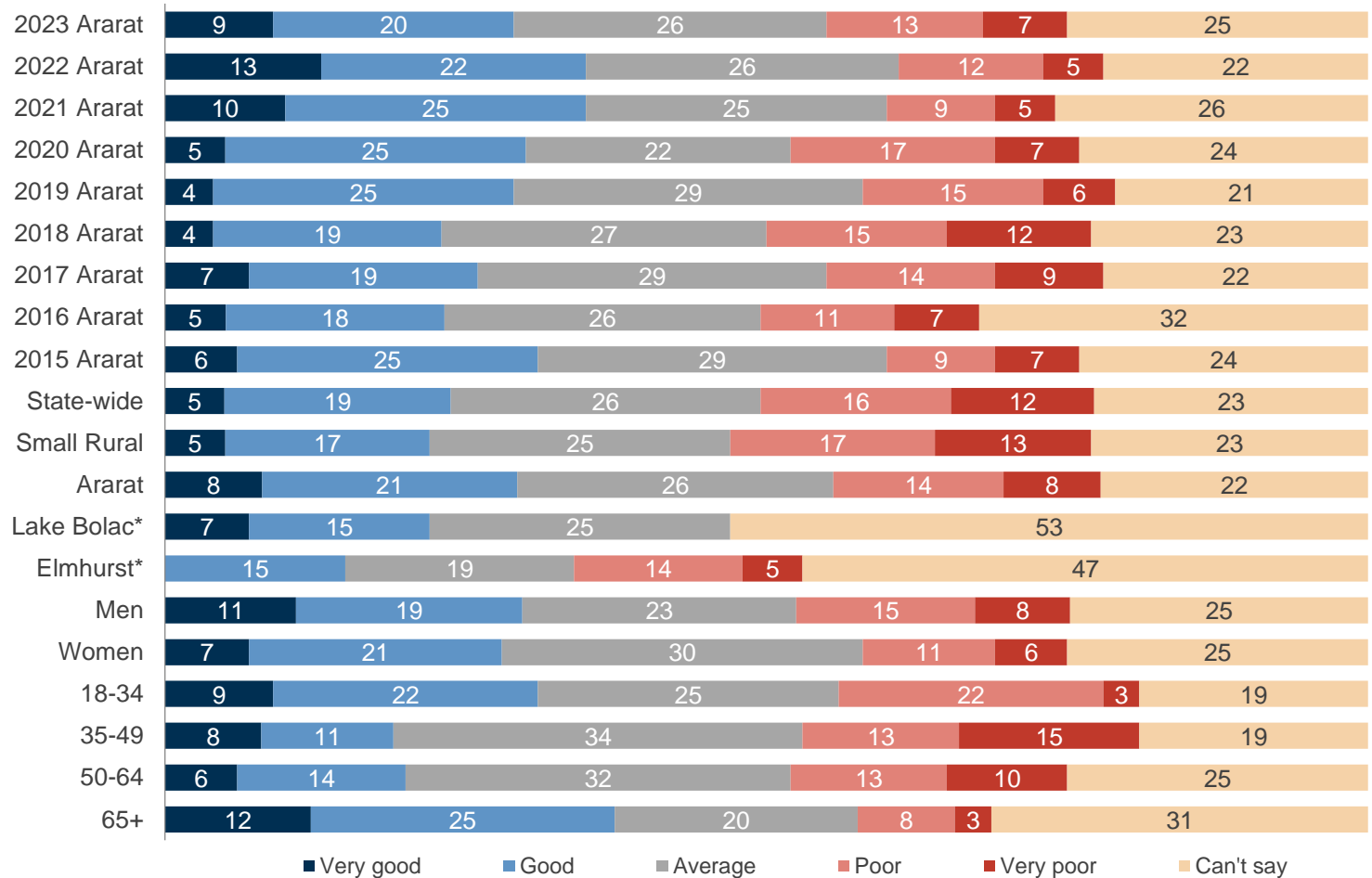*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Business and community development and tourism performance

2023 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	18	37	27	9	3	7
2022 Ararat	20	41	21	8	1	9
2021 Ararat	17	32	31	7	2	11
2020 Ararat	9	38	29	11	3	10
2019 Ararat	11	32	39	7	4	8
2018 Ararat	10	31	35	13	6	6
2017 Ararat	11	35	34	9	5	6
2016 Ararat	10	35	31	13	2	9
2015 Ararat	13	38	32	9	2	6
State-wide	9	31	32	11	4	12
Small Rural	13	34	31	9	5	8
Ararat	19	37	26	9	4	6
Lake Bolac*	14	29	50			7
Elmhurst*		29	40	9	5	18
Men	18	36	24	10	4	8
Women	17	38	30	7	2	6
18-34	14	39	34	8	3	2
35-49	17	35	22	15	6	5
50-64	16	33	23	15	3	10
65+	21	38	27	3	1	10

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

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8
*Caution: small sample size < n=30

Planning and building permits importance

2023 planning and building permits importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	75	64	63	61	61	64	61	67	68	n/a
Ararat	75	73	70	69	68	69	68	70	n/a	n/a
35-49	74	71	71	67	64	64	70	72	65	n/a
Women	73	75	72	67	70	73	70	70	70	n/a
Ararat	73	71	69	68	65	68	66	68	67	n/a
State-wide	72	73	73	71	71	71	72	71	71	71
65+	72	73	69	68	67	72	68	66	69	n/a
Men	72	68	66	68	62	64	63	66	65	n/a
Small Rural	71	73	71	68	70	68	68	71	70	n/a
50-64	68	76	74	74	69	72	66	68	66	n/a
Elmhurst	68*	74	81	57	56	62	64	63	n/a	n/a
Lake Bolac	48*▼	65	66	66	52	71	59	67	n/a	n/a

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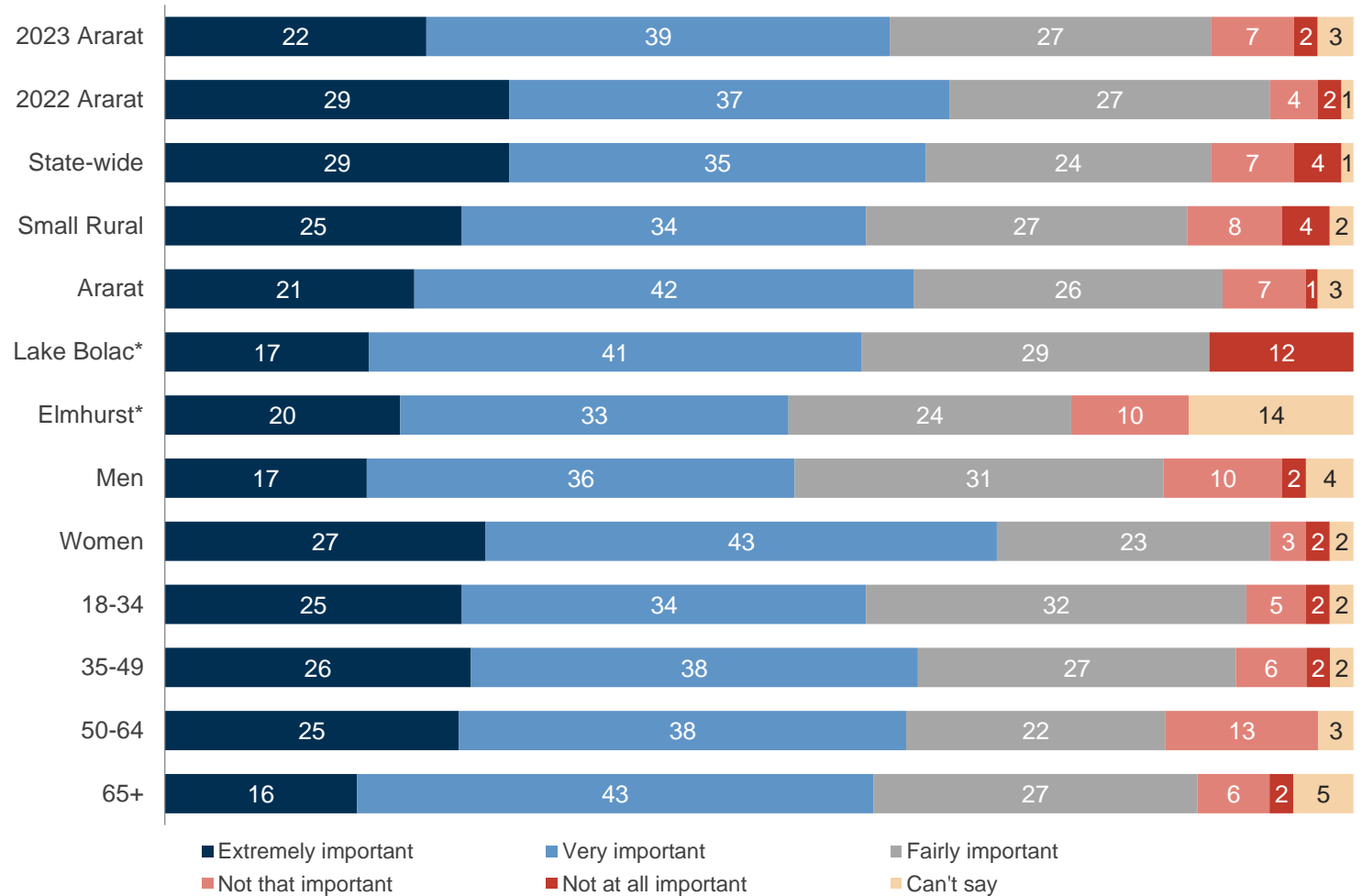*Caution: small sample size < n=30

Planning and building permits importance

2023 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	30	33	22	7	1	7
2022 Ararat	24	43	21	6	2	4
2021 Ararat	22	37	29	6	1	5
2020 Ararat	18	42	29	5	3	3
2019 Ararat	18	37	29	9	3	3
2018 Ararat	22	38	27	8	2	3
2017 Ararat	18	37	30	8	2	4
2016 Ararat	20	39	25	8	2	6
2015 Ararat	22	35	31	7	3	2
State-wide	29	38	24	5	2	3
Small Rural	27	36	24	6	2	5
Ararat	33	34	20	6	1	7
Lake Bolac*	22	42	30			6
Elmhurst*	19	24	32	5		20
Men	29	32	21	8	1	8
Women	31	34	23	6	1	5
18-34	32	34	18	7		9
35-49	39	26	20	8	2	4
50-64	25	30	30	10		4
65+	26	38	22	5	1	8

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

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

Planning and building permits performance

2023 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	65*	65	56	n/a	29	43	44	38	n/a	n/a
65+	62▲	63	63	54	54	47	51	49	60	n/a
Women	54	59	58	53	53	50	55	58	57	n/a
Ararat	54	58	59	51	52	46	50	51	55	n/a
Men	54	58	59	50	51	43	46	45	53	n/a
18-34	53	64	57	56	56	54	47	54	53	n/a
Ararat	53	59	59	52	53	46	51	52	n/a	n/a
50-64	48	52	56	52	48	43	54	54	54	n/a
State-wide	47▼	50	51	51	52	52	51	50	54	53
Elmhurst	46*	60	57	63	67	48	77	77	n/a	n/a
35-49	45▼	49	57	42	48	41	48	49	51	n/a
Small Rural	45▼	48	49	46	48	51	51	50	53	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
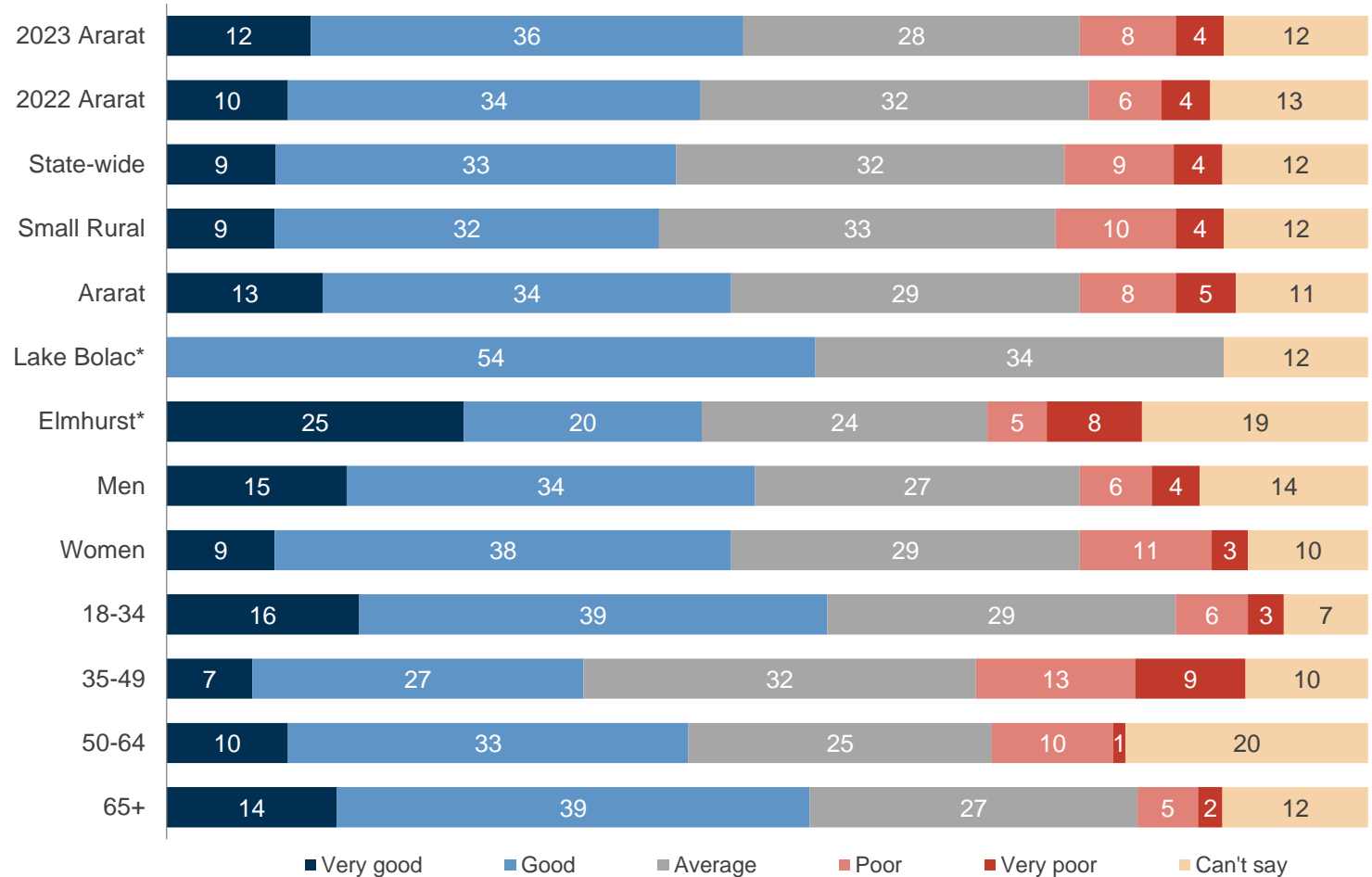*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Planning and building permits performance

2023 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	9	20	26	13	7	25
2022 Ararat	13	22	26	12	5	22
2021 Ararat	10	25	25	9	5	26
2020 Ararat	5	25	22	17	7	24
2019 Ararat	4	25	29	15	6	21
2018 Ararat	4	19	27	15	12	23
2017 Ararat	7	19	29	14	9	22
2016 Ararat	5	18	26	11	7	32
2015 Ararat	6	25	29	9	7	24
State-wide	5	19	26	16	12	23
Small Rural	5	17	25	17	13	23
Ararat	8	21	26	14	8	22
Lake Bolac*	7	15	25			53
Elmhurst*		15	19	14	5	47
Men	11	19	23	15	8	25
Women	7	21	30	11	6	25
18-34	9	22	25	22	3	19
35-49	8	11	34	13	15	19
50-64	6	14	32	13	10	25
65+	12	25	20	8	3	31

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
*Caution: small sample size < n=30

Environmental sustainability importance

2023 environmental sustainability importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women — 73 ▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 70	73	74	74	74	73	72	73	73	73
50-64 — 69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 69	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 69	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst — 68*	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 67	70	71	70	72	70	70	74	77	n/a
65+ — 67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 65 ▼	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac — 63*	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 4
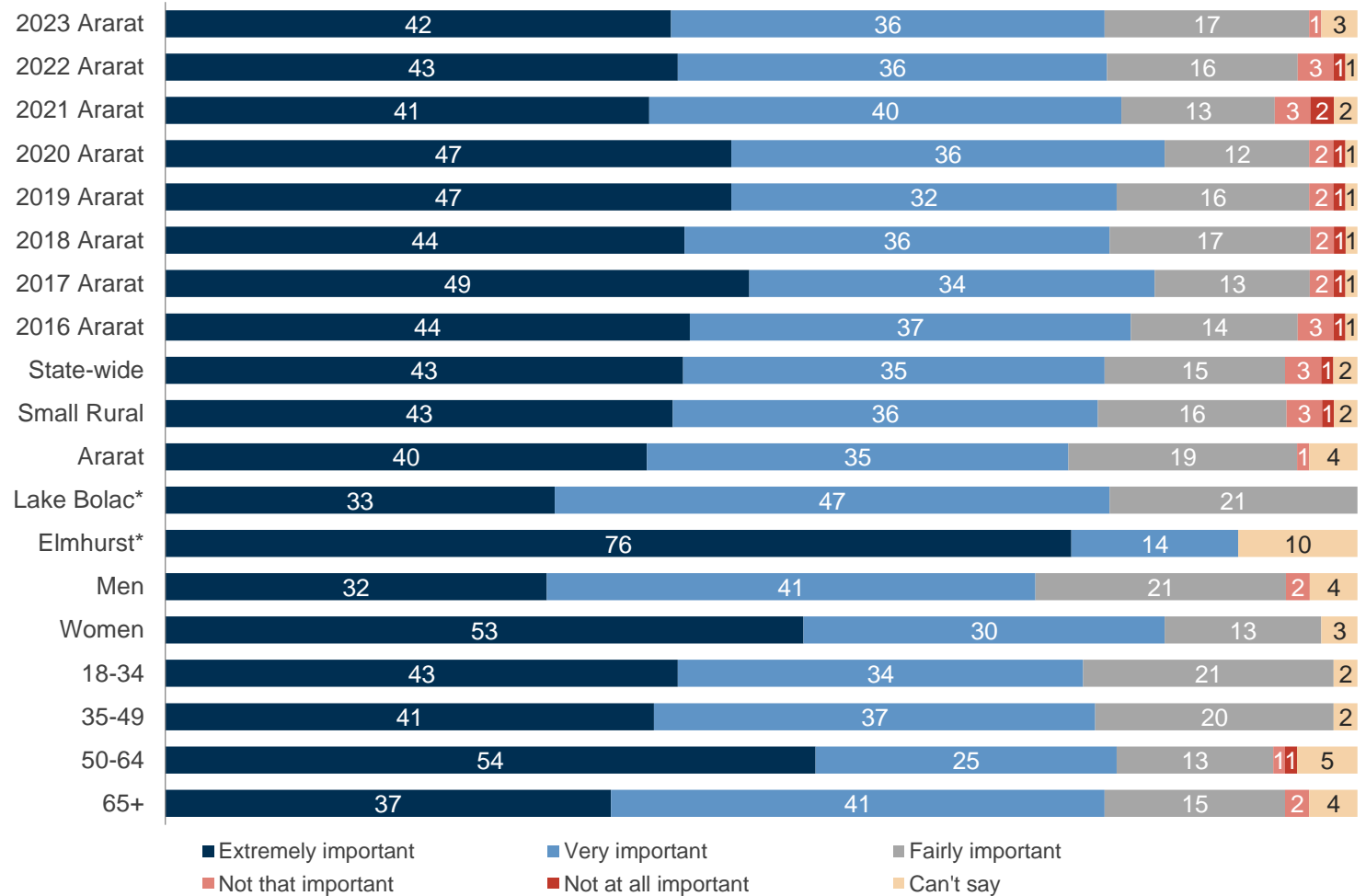*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Environmental sustainability importance

2023 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	22	39	27	7	2	3
2022 Ararat	29	37	27	4	2	1
State-wide	29	35	24	7	4	1
Small Rural	25	34	27	8	4	2
Ararat	21	42	26	7	1	3
Lake Bolac*	17	41	29		12	
Elmhurst*	20	33	24	10		14
Men	17	36	31	10	2	4
Women	27	43	23	3	2	2
18-34	25	34	32	5	2	2
35-49	26	38	27	6	2	2
50-64	25	38	22	13		3
65+	16	43	27	6	2	5

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 4
*Caution: small sample size < n=30

Environmental sustainability performance

2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+ — 66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac — 65*	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst — 65*	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 63	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat — 62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 60▼	61	62	60	62	63	64	63	64	64
Small Rural — 59▼	59	61	57	59	62	63	61	63	n/a
35-49 — 53▼	58	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: 39 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
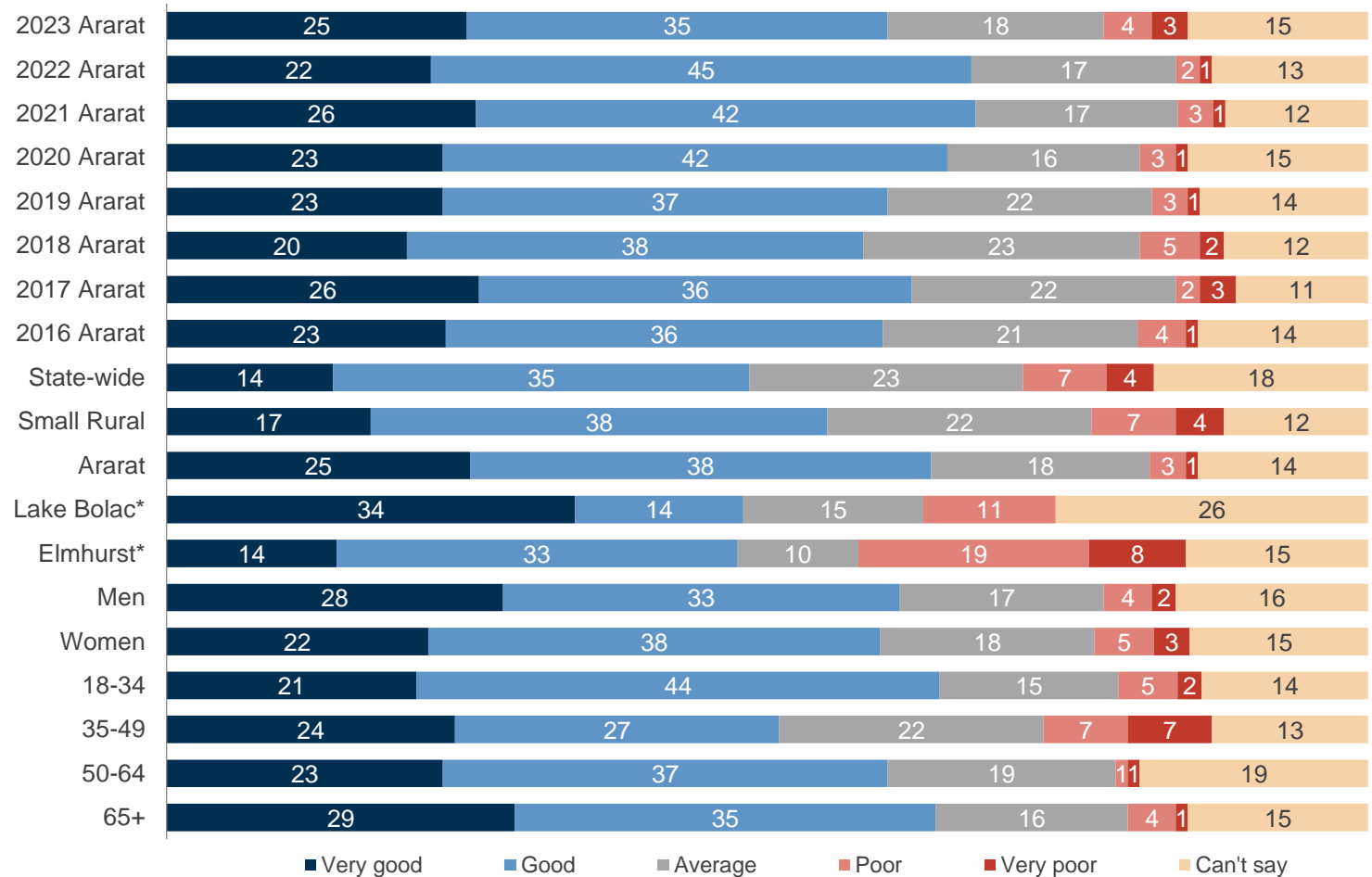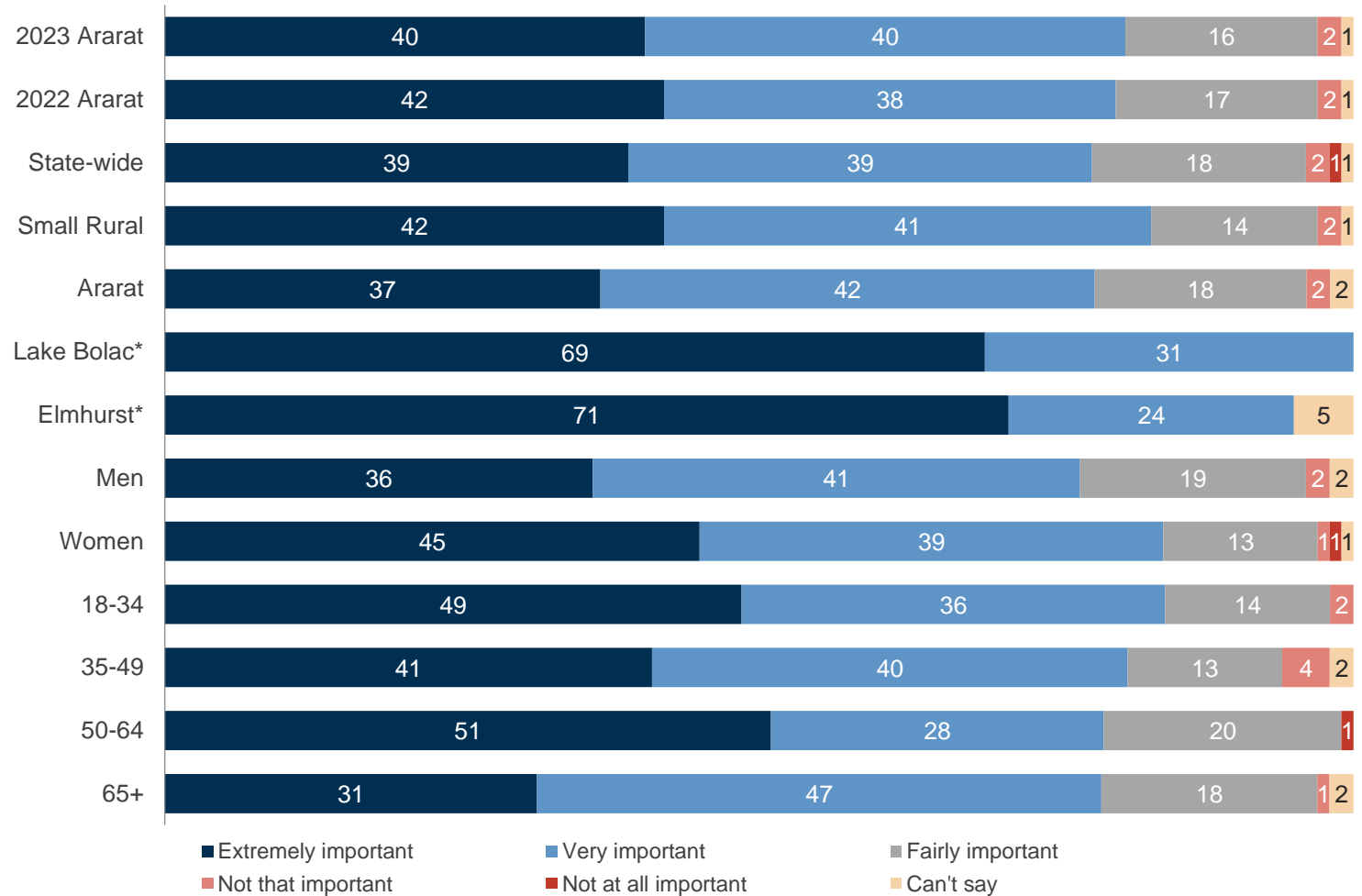**Caution: small sample size < n=30*

Environmental sustainability performance

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2023 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	12	36	28	8	4	12
2022 Ararat	10	34	32	6	4	13
State-wide	9	33	32	9	4	12
Small Rural	9	32	33	10	4	12
Ararat	13	34	29	8	5	11
Lake Bolac*		54	34			12
Elmhurst*	25	20	24	5	8	19
Men	15	34	27	6	4	14
Women	9	38	29	11	3	10
18-34	16	39	29	6	3	7
35-49	7	27	32	13	9	10
50-64	10	33	25	10	1	20
65+	14	39	27	5	2	12

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8
*Caution: small sample size < n=30

Emergency and disaster management importance

2023 emergency and disaster management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Elmhurst	96*▲	92	92	82	84	66	94	81	n/a	n/a
Women	85▲	83	85	86	85	84	87	84	n/a	n/a
50-64	84	83	82	84	86	82	83	82	n/a	n/a
Ararat	81	80	79	82	81	80	83	80	n/a	n/a
18-34	81	79	75	81	82	78	85	82	n/a	n/a
35-49	80	75	76	80	77	80	85	78	n/a	n/a
Small Rural	80	81	82	82	81	80	81	82	80	n/a
65+	80	81	81	82	79	80	81	79	n/a	n/a
Ararat	80	79	79	82	82	81	83	81	n/a	n/a
State-wide	80	81	81	80	81	81	80	80	80	80
Lake Bolac	78*	79	83	84	75	79	84	77	n/a	n/a
Men	77▼	76	74	78	78	77	79	76	n/a	n/a

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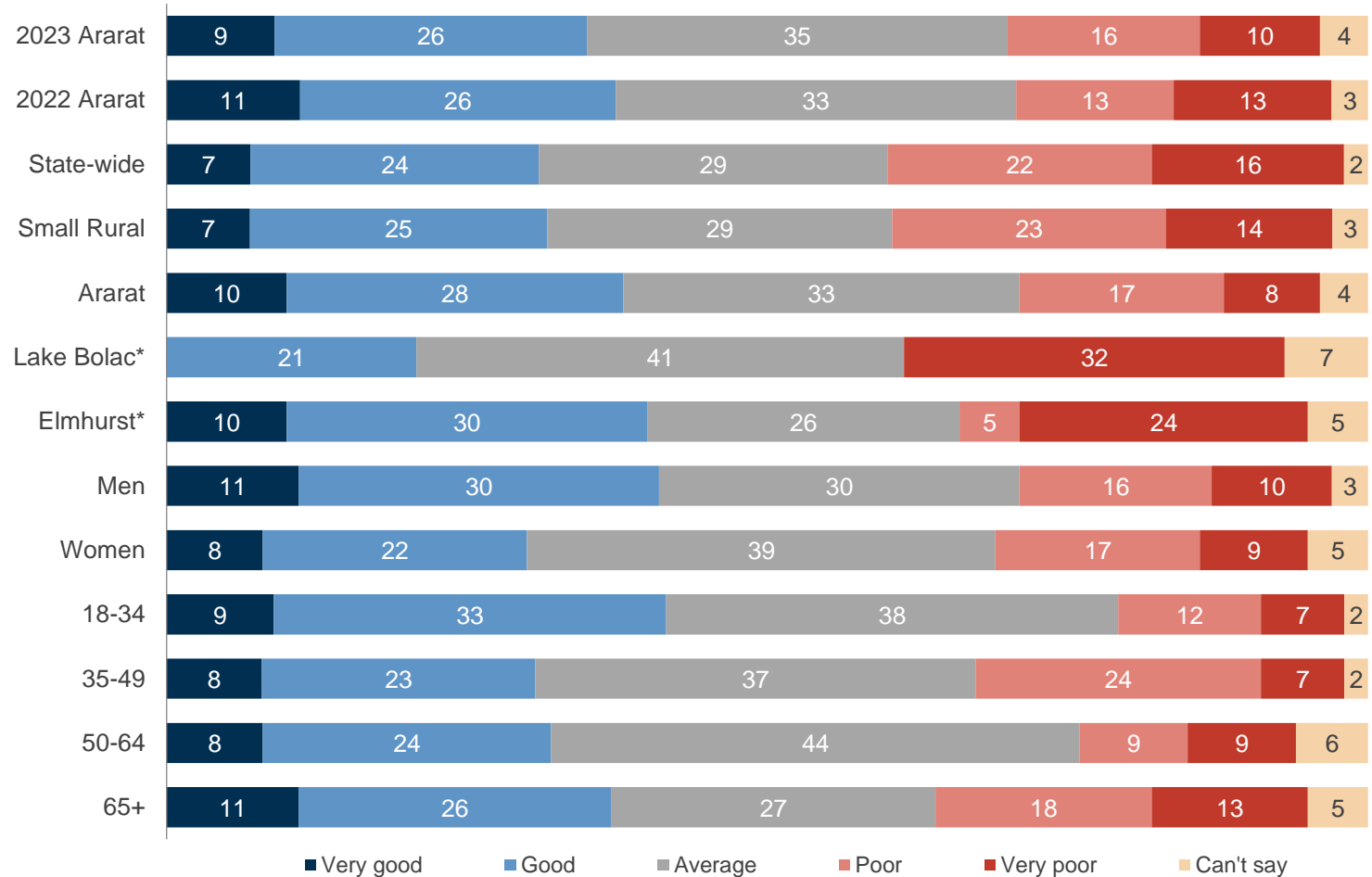*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Emergency and disaster management importance

2023 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	42	36	17	1		3
2022 Ararat	43	36	16	3	1	1
2021 Ararat	41	40	13	3	2	2
2020 Ararat	47	36	12	2	1	1
2019 Ararat	47	32	16	2	1	1
2018 Ararat	44	36	17	2	1	1
2017 Ararat	49	34	13	2	1	1
2016 Ararat	44	37	14	3	1	1
State-wide	43	35	15	3	1	2
Small Rural	43	36	16	3	1	2
Ararat	40	35	19	1		4
Lake Bolac*	33	47	21			
Elmhurst*	76	14				10
Men	32	41	21	2		4
Women	53	30	13			3
18-34	43	34	21			2
35-49	41	37	20			2
50-64	54	25	13	1	1	5
65+	37	41	15	2		4

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

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

Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	79	79	76	73	72	76	76	n/a	n/a
50-64	74	70	76	75	78	74	71	69	n/a	n/a
Lake Bolac	74*	72	73	48	66	64	64	75	n/a	n/a
Ararat	74	75	75	75	73	72	74	73	n/a	n/a
Men	74	74	75	73	72	70	70	68	n/a	n/a
Ararat	72	74	75	74	73	70	72	72	n/a	n/a
18-34	72	77	72	76	72	70	72	67	n/a	n/a
Women	71	74	75	75	74	70	74	76	n/a	n/a
Small Rural	66▼	68	72	70	72	72	72	71	70	n/a
35-49	65▼	67	72	69	69	63	68	73	n/a	n/a
State-wide	65▼	66	71	68	72	71	70	69	70	71
Elmhurst	58*	70	89	68	75	63	82	88	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
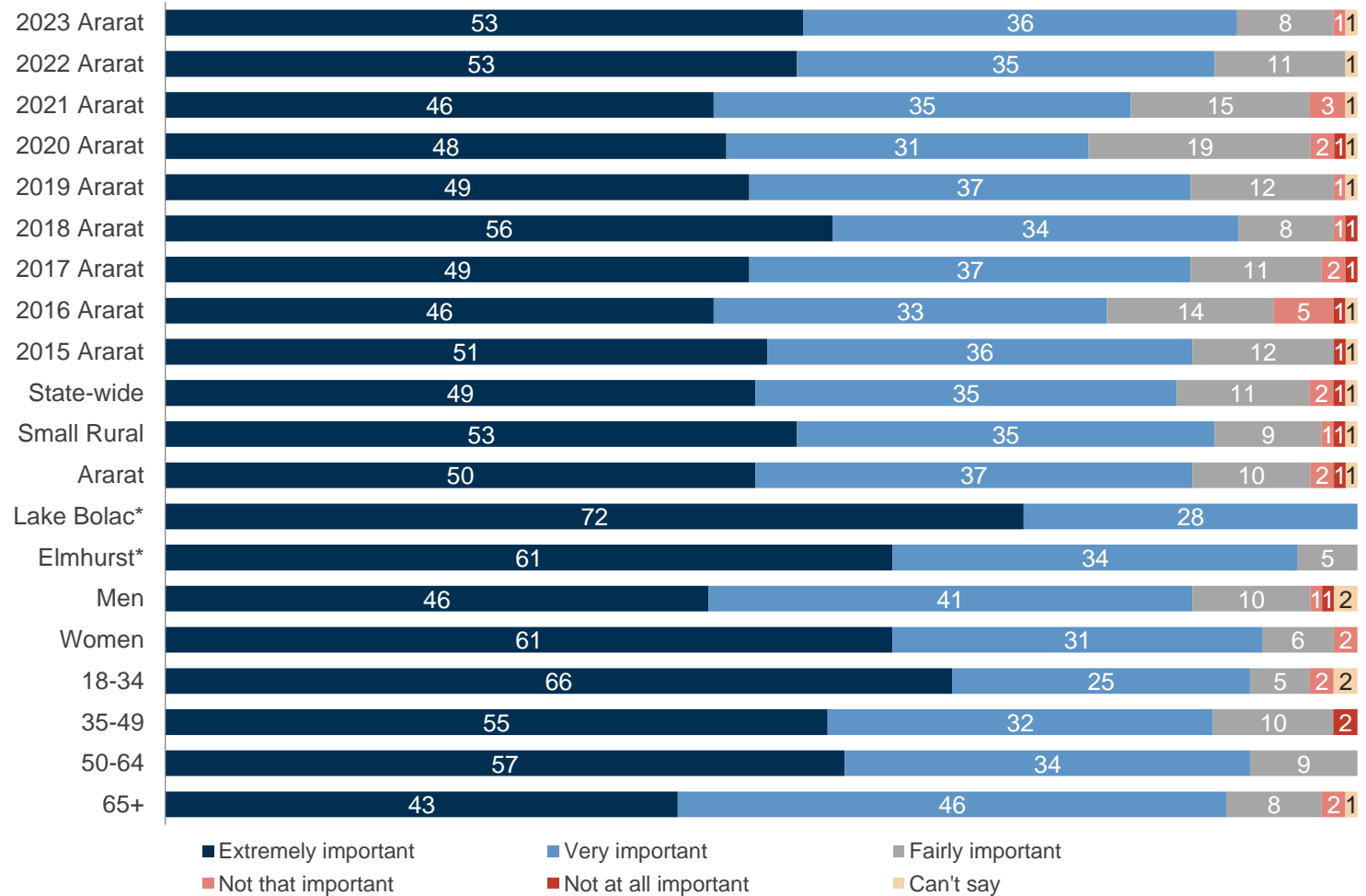**Caution: small sample size < n=30*

Emergency and disaster management performance

2023 emergency and disaster management performance (%)

Group	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	25	35	18	4	3	15
2022 Ararat	22	45	17	2	1	13
2021 Ararat	26	42	17	3	1	12
2020 Ararat	23	42	16	3	1	15
2019 Ararat	23	37	22	3	1	14
2018 Ararat	20	38	23	5	2	12
2017 Ararat	26	36	22	2	3	11
2016 Ararat	23	36	21	4	1	14
State-wide	14	35	23	7	4	18
Small Rural	17	38	22	7	4	12
Ararat	25	38	18	3	1	14
Lake Bolac*	34	14	15	11		26
Elmhurst*	14	33	10	19	8	15
Men	28	33	17	4	2	16
Women	22	38	18	5	3	15
18-34	21	44	15	5	2	14
35-49	24	27	22	7	7	13
50-64	23	37	19	11		19
65+	29	35	16	4	1	15

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
*Caution: small sample size < n=30

Roadside slashing and weed control importance

2023 roadside slashing and weed control importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Elmhurst	94*▲	93	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	92*▲	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	81	81	82	80	76	76	76	n/a	77	n/a
35-49	80	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	79	78	74	73	74	73	73	75
Ararat	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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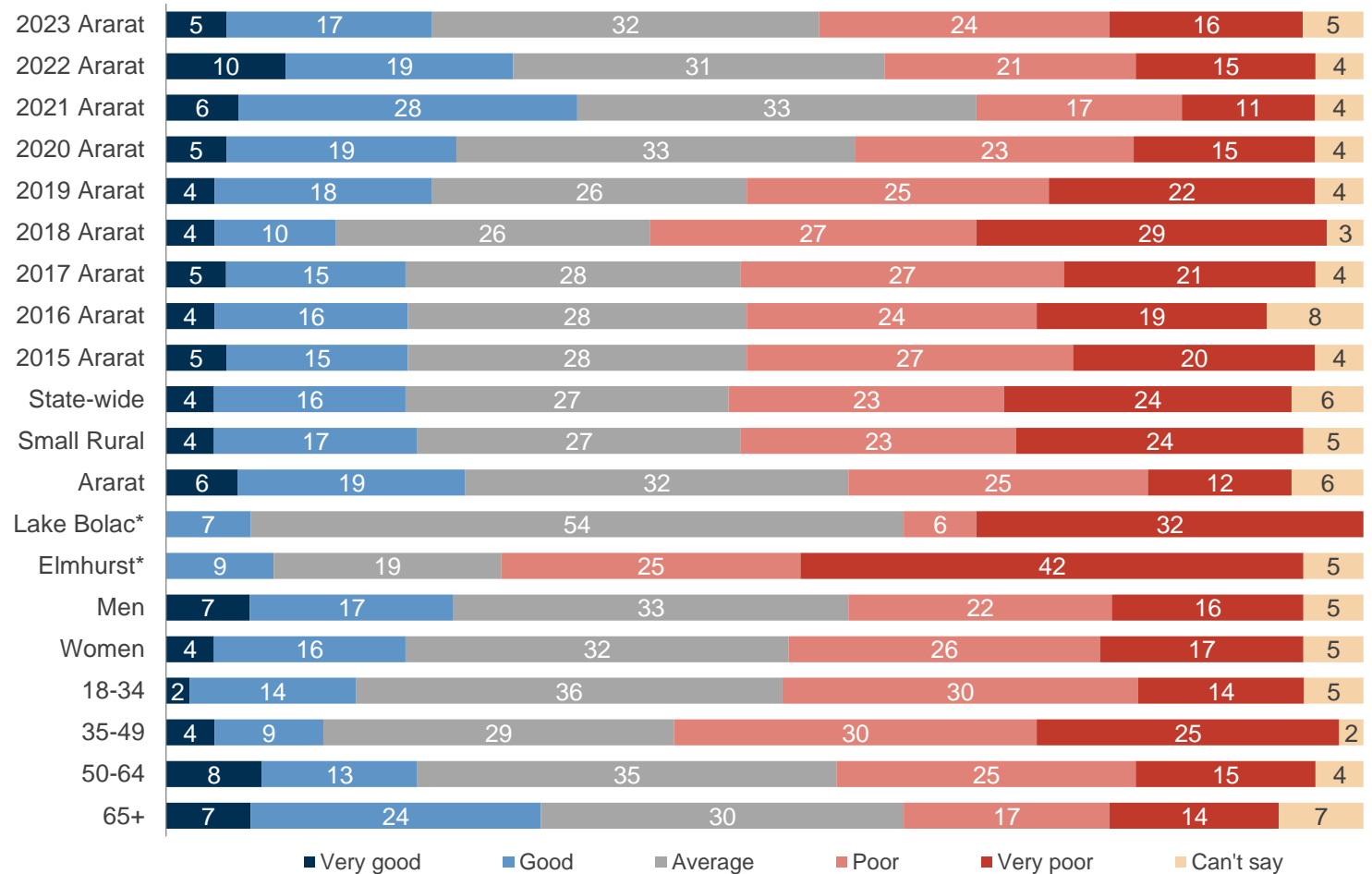*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Roadside slashing and weed control importance

2023 roadside slashing and weed control importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	40	40	16	2		1
2022 Ararat	42	38	17	2		1
State-wide	39	39	18	2	1	1
Small Rural	42	41	14	2		1
Ararat	37	42	18	2		2
Lake Bolac*	69	31				
Elmhurst*	71	24				5
Men	36	41	19	2		2
Women	45	39	13	1	1	1
18-34	49	36	14	2		
35-49	41	40	13	4		2
50-64	51	28	20		1	
65+	31	47	18		1	2

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

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

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	49*	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	47▼	50	49	48	55	54	51	51	52	n/a
State-wide	46▼	49	51	49	56	55	53	56	55	55
Lake Bolac	39*	58	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
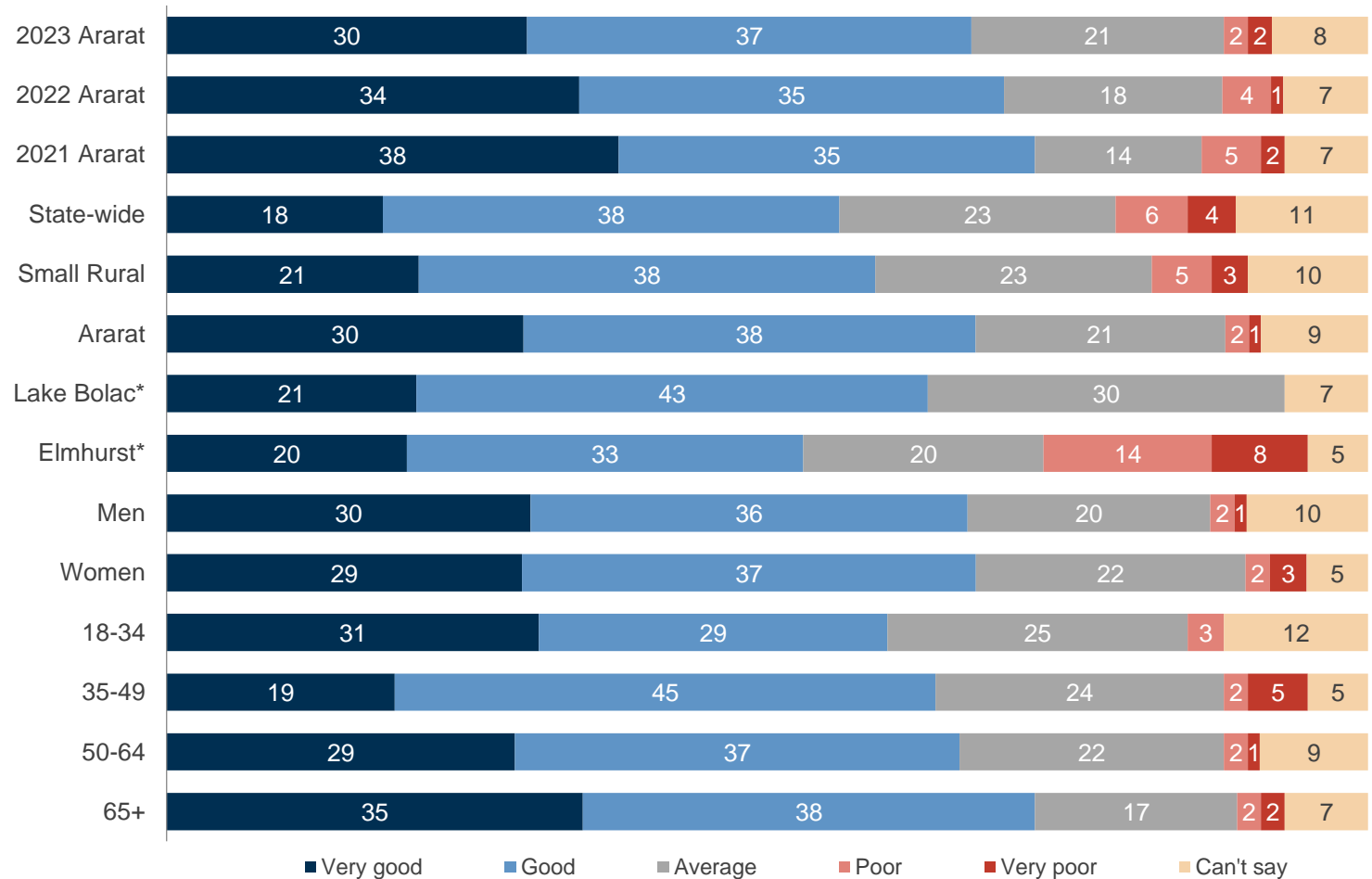*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Roadside slashing and weed control performance

2023 roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	9	26	35	16	10	4
2022 Ararat	11	26	33	13	13	3
State-wide	7	24	29	22	16	2
Small Rural	7	25	29	23	14	3
Ararat	10	28	33	17	8	4
Lake Bolac*		21	41		32	7
Elmhurst*	10	30	26	5	24	5
Men	11	30	30	16	10	3
Women	8	22	39	17	9	5
18-34	9	33	38	12	7	2
35-49	8	23	37	24	7	2
50-64	8	24	44	9	9	6
65+	11	26	27	18	13	5

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

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

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Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Bolac	93*	87	98	100	88	94	92	87	n/a	n/a
18-34	90▲	82	78	76	80	90	79	74	88	n/a
Elmhurst	89*	95	89	87	89	89	90	85	n/a	n/a
Women	88	87	80	81	85	88	85	81	86	n/a
50-64	87	85	81	86	87	86	83	83	81	n/a
Ararat	86	85	81	81	84	86	83	80	84	n/a
Small Rural	85	85	84	83	82	84	81	81	82	n/a
35-49	85	91	86	86	86	86	87	80	84	n/a
Ararat	84	85	80	80	82	85	80	77	n/a	n/a
Men	83	84	83	81	83	85	81	79	83	n/a
State-wide	83▼	83	81	80	80	80	79	79	78	78
65+	83	84	81	79	83	84	82	81	84	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: 14 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	53	36	8	1	1	
2022 Ararat	53	35	11			1
2021 Ararat	46	35	15	3		1
2020 Ararat	48	31	19	2	1	1
2019 Ararat	49	37	12	1		1
2018 Ararat	56	34	8	1	1	
2017 Ararat	49	37	11	2	1	
2016 Ararat	46	33	14	5	1	1
2015 Ararat	51	36	12	1	1	
State-wide	49	35	11	2	1	1
Small Rural	53	35	9	1	1	1
Ararat	50	37	10	2	1	1
Lake Bolac*	72	28				
Elmhurst*	61	34	5			
Men	46	41	10	1	1	2
Women	61	31	6	2		
18-34	66	25	5	2		2
35-49	55	32	10		2	
50-64	57	34	9			
65+	43	46	8	2		1

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (index scores)

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

2023 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	5	17	32	24	16	5
2022 Ararat	10	19	31	21	15	4
2021 Ararat	6	28	33	17	11	4
2020 Ararat	5	19	33	23	15	4
2019 Ararat	4	18	26	25	22	4
2018 Ararat	4	10	26	27	29	3
2017 Ararat	5	15	28	27	21	4
2016 Ararat	4	16	28	24	19	8
2015 Ararat	5	15	28	27	20	4
State-wide	4	16	27	23	24	6
Small Rural	4	17	27	23	24	5
Ararat	6	19	32	25	12	6
Lake Bolac*		7	54	6	32	
Elmhurst*		9	19	25	42	5
Men	7	17	33	22	16	5
Women	4	16	32	26	17	5
18-34	2	14	36	30	14	5
35-49	4	9	29	30	25	2
50-64	8	13	35	25	15	4
65+	7	24	30	17	14	7

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

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10
*Caution: small sample size < n=30

COVID-19 response importance

2023 COVID-19 response importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	72 ▲	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70 ▲	73	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	65	70	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	63	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	68	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	61*	61	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57 ▼	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57 ▼	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54 ▼	59	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	39* ▼	56	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

COVID-19 response importance

2023 COVID-19 response importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Ararat	22	29	27	11	6	5
2022 Ararat	27	32	25	8	4	4
2021 Ararat	32	39	16	5	4	4
State-wide	17	26	28	15	9	4
Small Rural	17	31	28	14	7	4
Ararat	24	30	28	8	6	4
Lake Bolac*		20	27	40	12	
Elmhurst*	24	19	29	8	10	10
Men	17	26	26	16	9	5
Women	28	32	28	6	3	4
18-34	17	28	30	9	12	4
35-49	15	20	32	21	8	4
50-64	26	24	24	17	6	2
65+	27	36	23	6	1	6

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

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4
*Caution: small sample size < n=30

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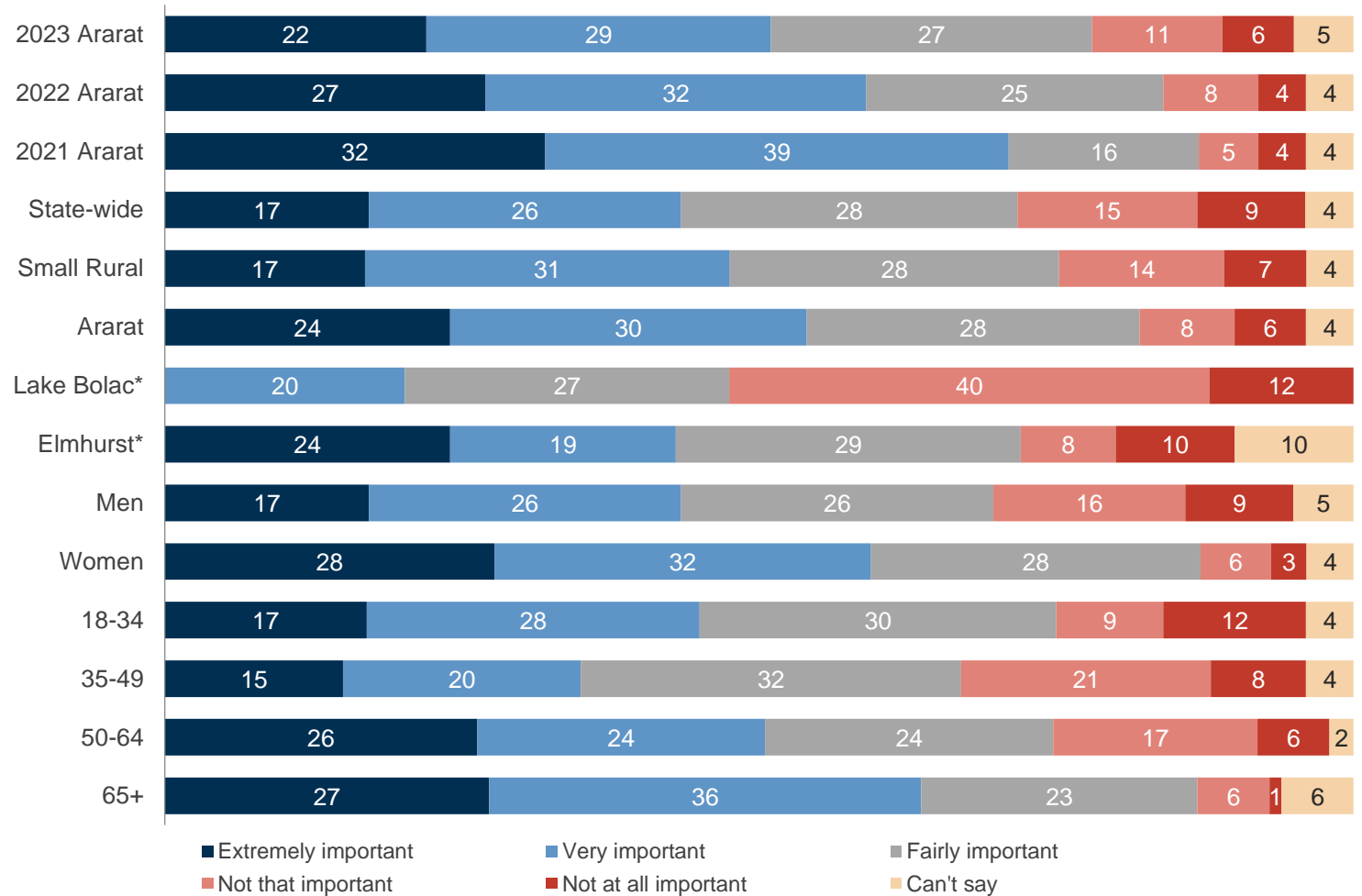
COVID-19 response performance

2023 COVID-19 response performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	77	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	75	79	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ararat	75	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Bolac	73*	69	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69▼	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69▼	68	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67▼	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elmhurst	61*	72	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

COVID-19 response performance

2023 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Ararat	30	37	21	2	2	8
2022 Ararat	34	35	18	4	1	7
2021 Ararat	38	35	14	5	2	7
State-wide	18	38	23	6	4	11
Small Rural	21	38	23	5	3	10
Ararat	30	38	21	2	1	9
Lake Bolac*	21	43	30			7
Elmhurst*	20	33	20	14	8	5
Men	30	36	20	2	1	10
Women	29	37	22	2	3	5
18-34	31	29	25	3		12
35-49	19	45	24	2	5	5
50-64	29	37	22	2	1	9
65+	35	38	17	2	2	7

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

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4
*Caution: small sample size < n=30

Detailed demographics

Gender and age profile

2023 gender

Ararat
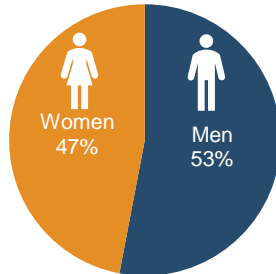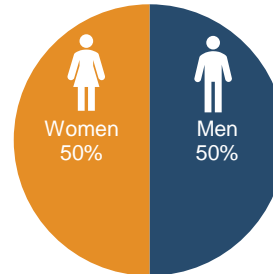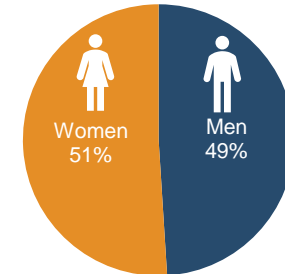
Women 47%
Men 53%

Small Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%

2023 age

Ararat

1%
22%
40%
21%
15%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Small Rural

2%
16%
45%
19%
18%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

3%
22%
36%
23%
17%
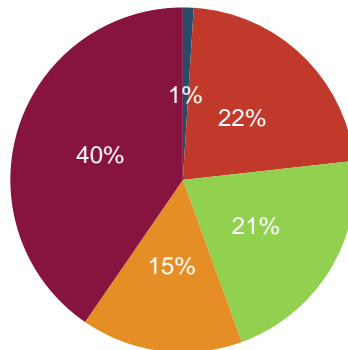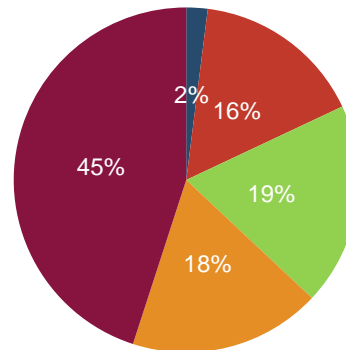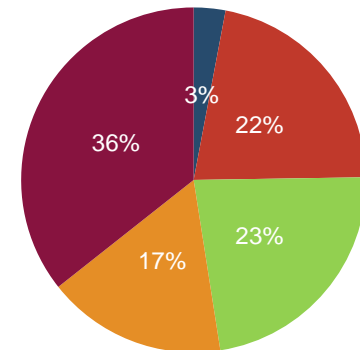
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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 2023 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 9,700 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	200	213	+/-6.9
Women	200	187	+/-6.9
Ararat	302	304	+/-5.6
Lake Bolac	10	12	+/-32.6
Elmhurst	17	16	+/-24.5
18-34 years	59	93	+/-12.8
35-49 years	55	84	+/-13.3
50-64 years	79	62	+/-11.1
65+ years	207	161	+/-6.8

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 2022. 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 2022.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**

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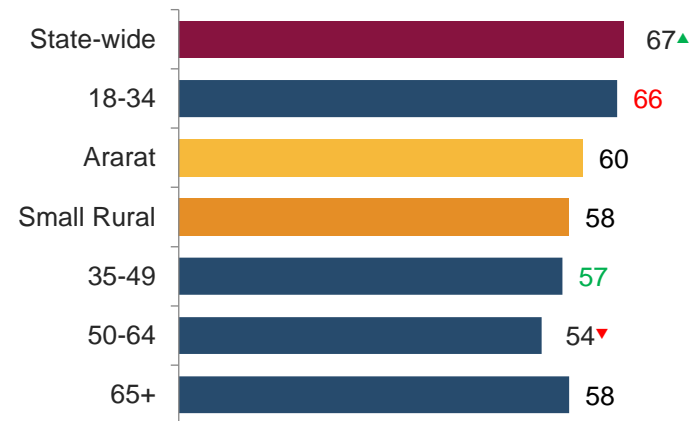
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

- 2021, n=401 completed interviews, conducted in the period of 28th January – 18th 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.

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 across four quarters from 16th June 2022 – 19th March 2023.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 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 and 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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