2021 Local Government Community Satisfaction Survey

Hindmarsh Shire Council

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

- councils' overall performance, with benchmarking against State-wide and council group results

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Hindmarsh Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Hindmarsh 61
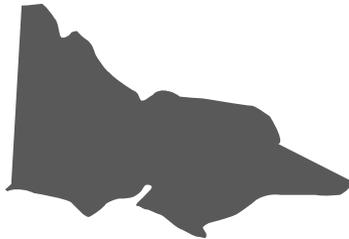
State-wide 61

Small Rural 60

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly **higher by the widest margin**	The three areas where Council performance is significantly **lower**
Compared to State-wide average	Appearance of public areas	Building & planning permits
	Waste management	Sealed local roads
	Elderly support services	Unsealed roads
Compared to group average	Waste management	Building & planning permits
	Appearance of public areas	
	Lobbying	

Summary of core measures

Index scores
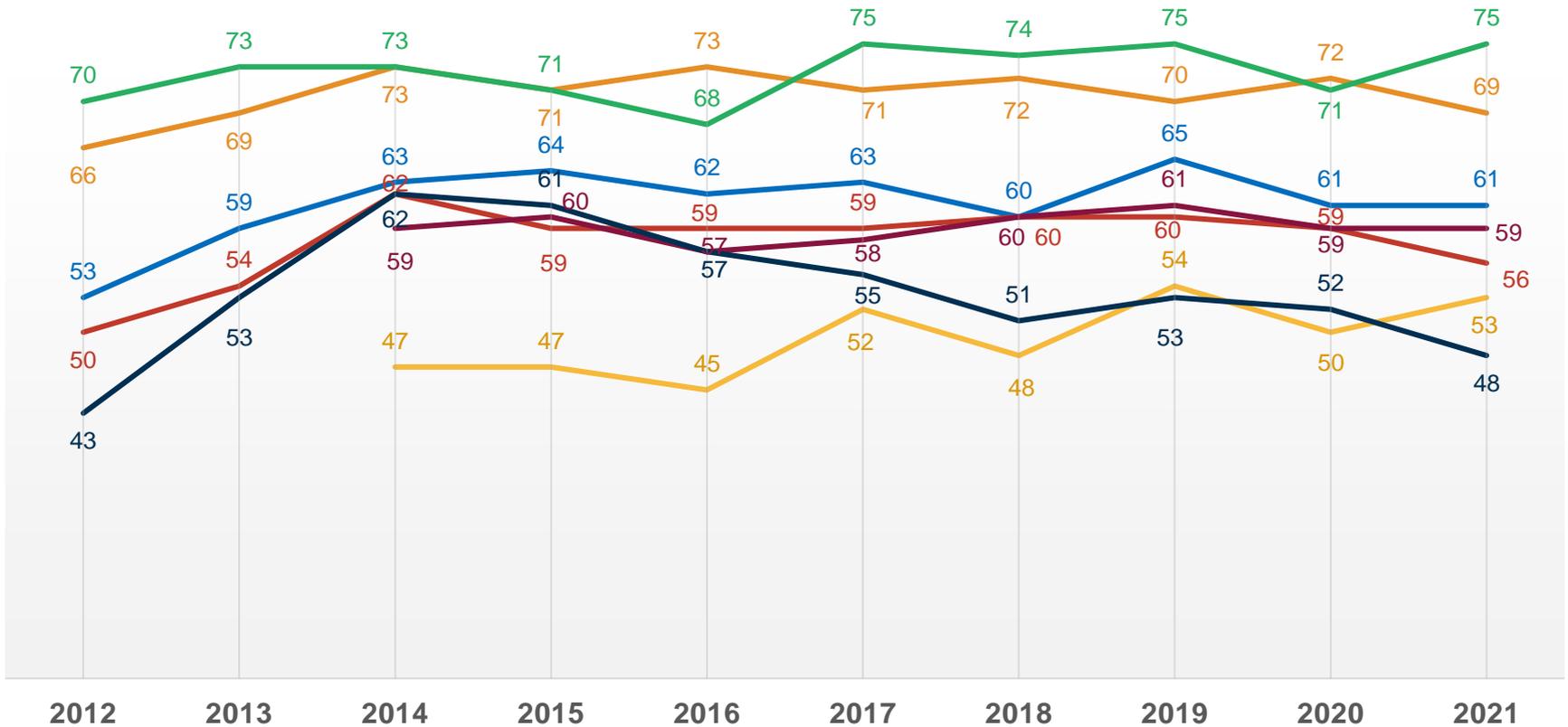
Summary of core measures

Core measures summary results (%)
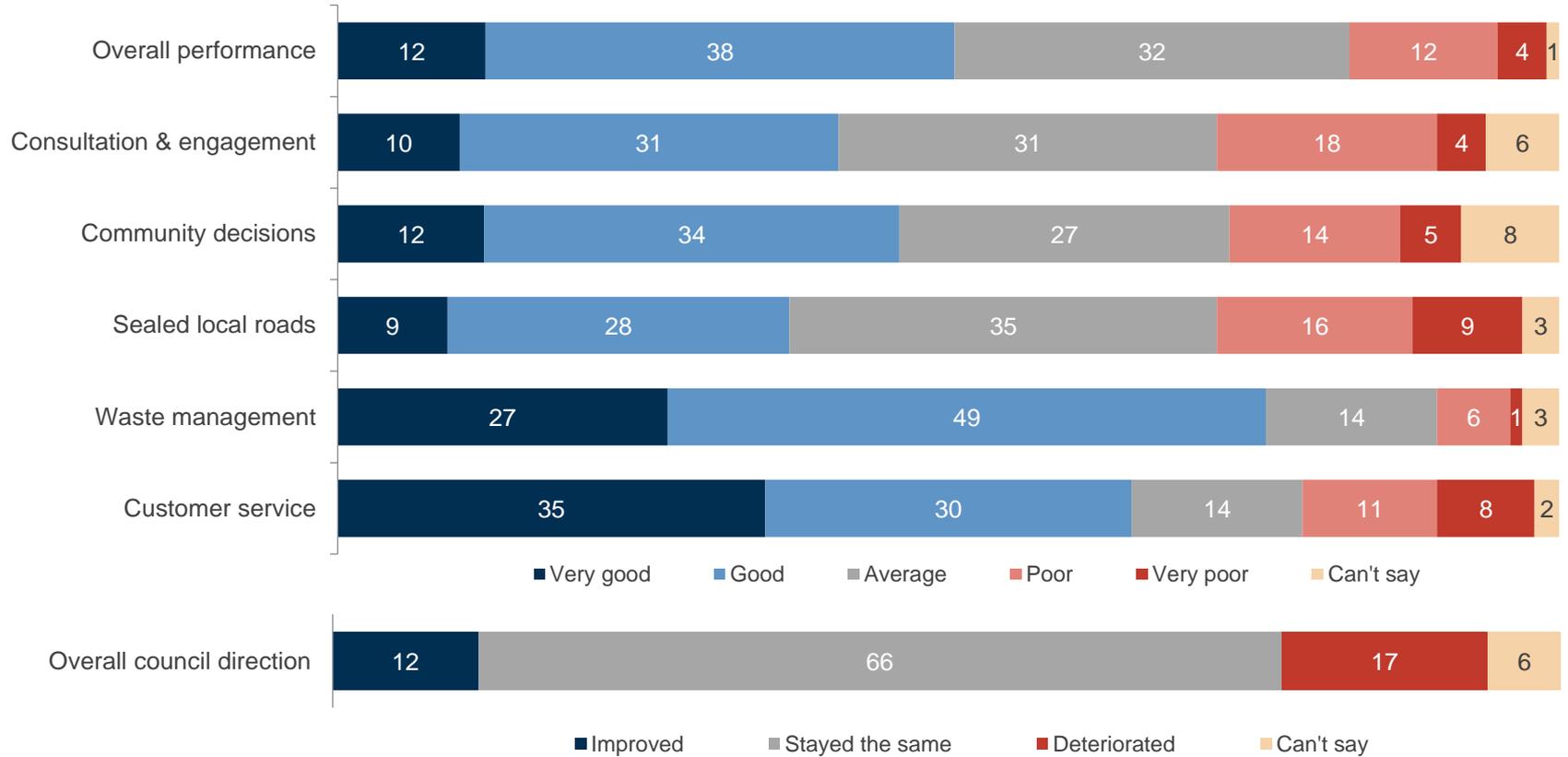
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	12	38	32	12	4	1
Consultation & engagement	10	31	31	18	4	6
Community decisions	12	34	27	14	5	8
Sealed local roads	9	28	35	16	9	3
Waste management	27	49	14	6	1	3
Customer service	35	30	14	11	8	2

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	12	66	17	6

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

Summary of Hindmarsh Shire Council performance

Services	Hindmarsh 2021	Hindmarsh 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
Overall performance	61	61	60	61	Aged 18-34 years	Aged 35-49 years
Value for money	55	-	52	54	Aged 65+ years, Aged 18-34 years	Aged 35-49 years
Overall council direction	48	52	53	53	Aged 18-34 years	Aged 35-49 years
Customer service	69	72	69	70	Aged 65+ years	Aged 35-49 years
Appearance of public areas	79	79	75	73	West Ward residents	East Ward residents
Waste management	75	71	68	69	Aged 18-34 years	Aged 35-49 years
Elderly support services	74	74	72	69	Aged 65+ years	Aged 35-49 years
Recreational facilities	70	71	69	71	Aged 65+ years	Aged 35-49 years
Enforcement of local laws	65	66	63	64	Aged 18-34 years	North Ward residents
Bus/community dev./tourism	62	61	62	61	Aged 18-34 years	Aged 35-49 years

Significantly higher / lower than Hindmarsh Shire Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Summary of Hindmarsh Shire Council performance

Services	Hindmarsh 2021	Hindmarsh 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
Local streets & footpaths	**60**	61	58	59	North Ward residents	Aged 35-49 years
Informing the community	**59**	59	61	60	Aged 18-34 years	Aged 35-49 years
Community decisions	**59**	59	56	56	Aged 18-34 years	Aged 35-49 years
Lobbying	**59**	61	55	55	Aged 18-34 years	Aged 35-49 years
Consultation & engagement	**56**	59	56	56	Aged 18-34 years	Aged 35-49 years
Sealed local roads	**53**	50	53	57	East Ward residents	Aged 18-34 years
Slashing & weed control	**50**	50	49	51	Aged 18-34 years	East Ward residents
Building & planning permits	**45**	52	49	51	East Ward residents, Women	Men, West Ward residents
Unsealed roads	**42**	42	44	45	Aged 18-34 years	Aged 35-49 years

Significantly higher / lower than Hindmarsh Shire Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Focus areas for the next 12 months

Overview

Perceptions of Council performance are largely in line with 2020 results – both on overall performance and the individual service areas evaluated. There are only a few exceptions: perceptions of waste management increased significantly from 2020, whereas perceptions of Council's overall direction and planning and building permits declined significantly.

Key influences on perceptions of overall performance

Council's ability to make decisions in the community's best interests and advocate on behalf of residents are the two measures that have the strongest positive influence on overall impressions. Council currently performs average relative to other measures on both. Good communication and transparency with residents, particularly around issues pertaining to planning and building permits and unsealed road maintenance, will have the strongest positive affect on overall opinions moving forward.

Comparison to state and area grouping

Council performs in line with or significantly higher than Small Rural group and State-wide averages on almost all measures. The exceptions are building and planning permits, where Council performs significantly lower than group and State-wide averages and sealed and unsealed local roads, where Council performs significantly lower than the State-wide average.

Consolidate gains over time

Significant declines in perceptions seen last year have not continued into 2021. There is an opportunity to now consolidate and build upon perceptions in the year ahead. Council should focus on unsealed and sealed roads, and planning and building permits. Unsealed roads and planning and building permits comprise the lowest rated service areas, and perceptions declined significantly on building and planning permits in the past year. All three measures have a moderate influence on overall impressions.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 61 for Hindmarsh Shire Council is unchanged from 2020.

- Council has not been able to recover the significant decline in ratings seen last year, following the peak performance achieved in 2019 (index score of 65).

Hindmarsh Shire Council's overall performance is rated similar to the Small Rural group and State-wide averages for councils (index scores of 60 and 61 respectively).

- Residents aged 18 to 34 years (index score of 69) and 65+ years (index score of 66) rate overall performance significantly higher (at the 95% confidence level) than the Council average.

- Conversely, residents aged 35 to 49 and 50 to 64 years rate Council significantly lower than average (index scores of 51 and 55 respectively).

Two in five residents (41%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. This is almost twice as many as those who rate Council as 'very poor' or 'poor' (23%). A further 33% rate Council as 'average' in terms of providing value for money.
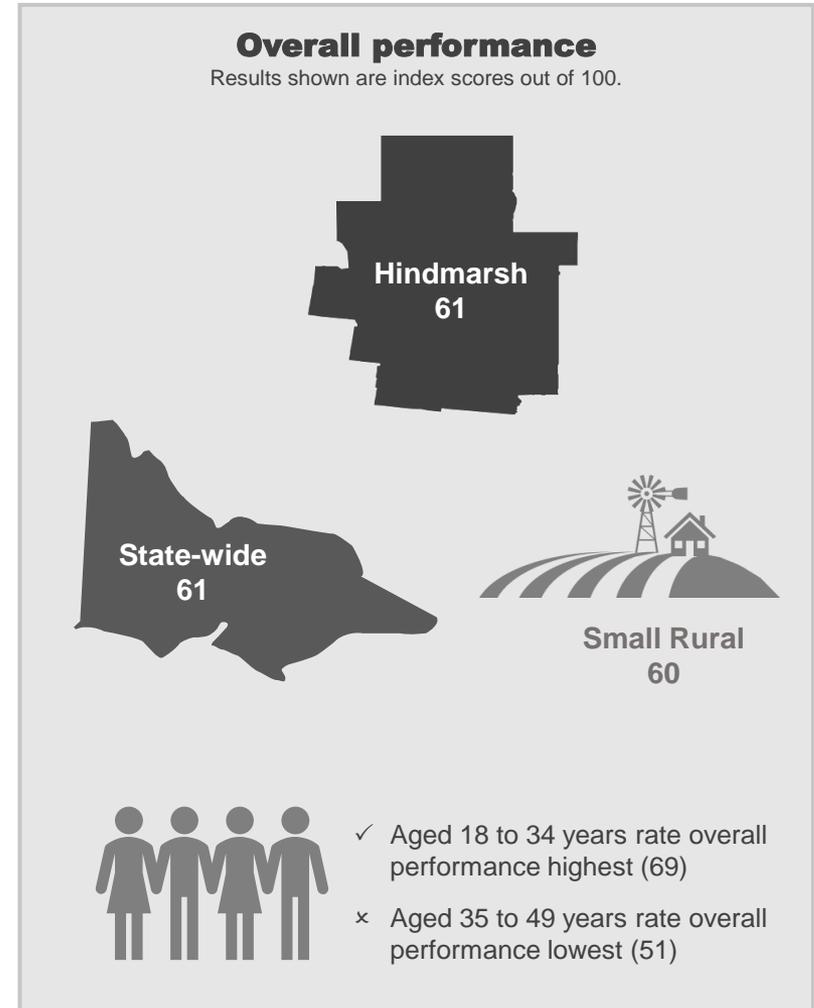
Overall performance
Results shown are index scores out of 100.

Hindmarsh
61

State-wide
61

Small Rural
60

✓ Aged 18 to 34 years rate overall performance highest (69)

✗ Aged 35 to 49 years rate overall performance lowest (51)

Overall performance

2021 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69 ▲	69	68	63	62	61	64	65	65	62
65+	66 ▲	65	69	65	66	65	67	68	60	51
Women	65	64	66	62	69	64	67	65	60	56
East Ward	64	62	70	61	65	63	61	64	55	n/a
Hindmarsh	61	61	65	60	63	62	64	63	59	53
State-wide	61	58	60	59	59	59	60	61	60	60
North Ward	60	59	64	55	58	57	62	56	57	n/a
Small Rural	60	56	58	56	58	57	59	n/a	n/a	n/a
West Ward	59	62	62	64	66	66	68	70	64	n/a
Men	57	58	64	58	58	59	61	61	57	51
50-64	55 ▼	51	61	60	61	58	59	57	57	50
35-49	51 ▼	57	60	50	61	61	64	61	54	54

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire 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.

Overall performance
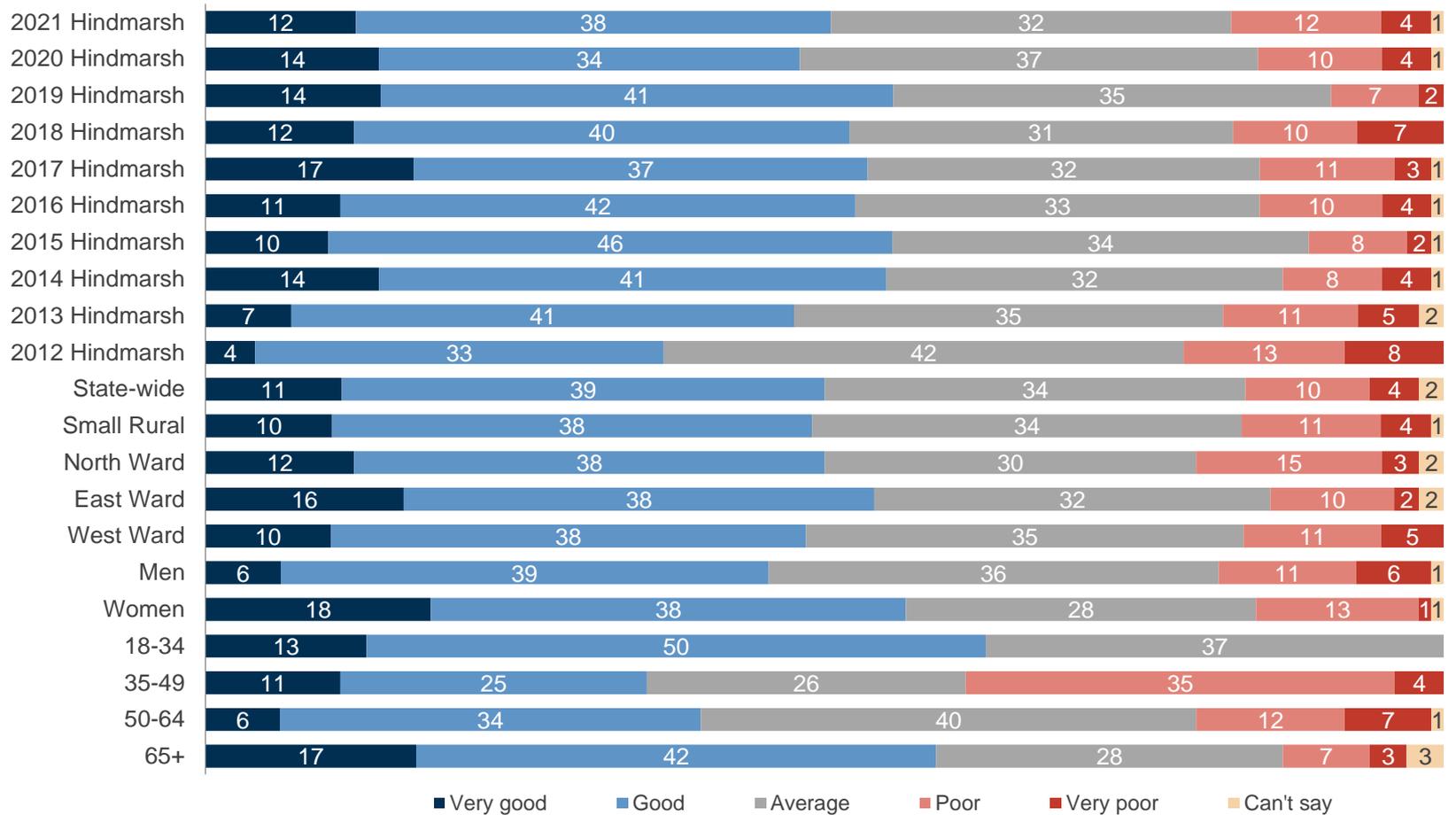
2021 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	12	38	32	12	4	1
2020 Hindmarsh	14	34	37	10	4	1
2019 Hindmarsh	14	41	35	7	2	
2018 Hindmarsh	12	40	31	10	7	
2017 Hindmarsh	17	37	32	11	3	1
2016 Hindmarsh	11	42	33	10	4	1
2015 Hindmarsh	10	46	34	8	2	1
2014 Hindmarsh	14	41	32	8	4	1
2013 Hindmarsh	7	41	35	11	5	2
2012 Hindmarsh	4	33	42	13	8	
State-wide	11	39	34	10	4	2
Small Rural	10	38	34	11	4	1
North Ward	12	38	30	15	3	2
East Ward	16	38	32	10	2	2
West Ward	10	38	35	11	5	
Men	6	39	36	11	6	1
Women	18	38	28	13	1	1
18-34	13	50	37			
35-49	11	25	26	35	4	
50-64	6	34	40	12	7	1
65+	17	42	28	7	3	3

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire 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

Value for money in services and infrastructure

2021 value for money (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+ — 61 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward — 56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hindmarsh — 55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward — 55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward — 53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 52 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 41 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Hindmarsh Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

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Value for money in services and infrastructure

2021 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	8	33	33	15	8	4
State-wide	8	31	34	15	8	4
Small Rural	7	29	35	17	9	3
North Ward	10	31	29	15	12	4
East Ward	6	33	38	15	4	4
West Ward	7	35	31	15	8	4
Men	5	35	29	18	10	3
Women	11	31	36	11	7	4
18-34	9	45	27	11	5	4
35-49	4	20	29	22	20	5
50-64	6	26	40	18	8	2
65+	11	38	32	11	3	4

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
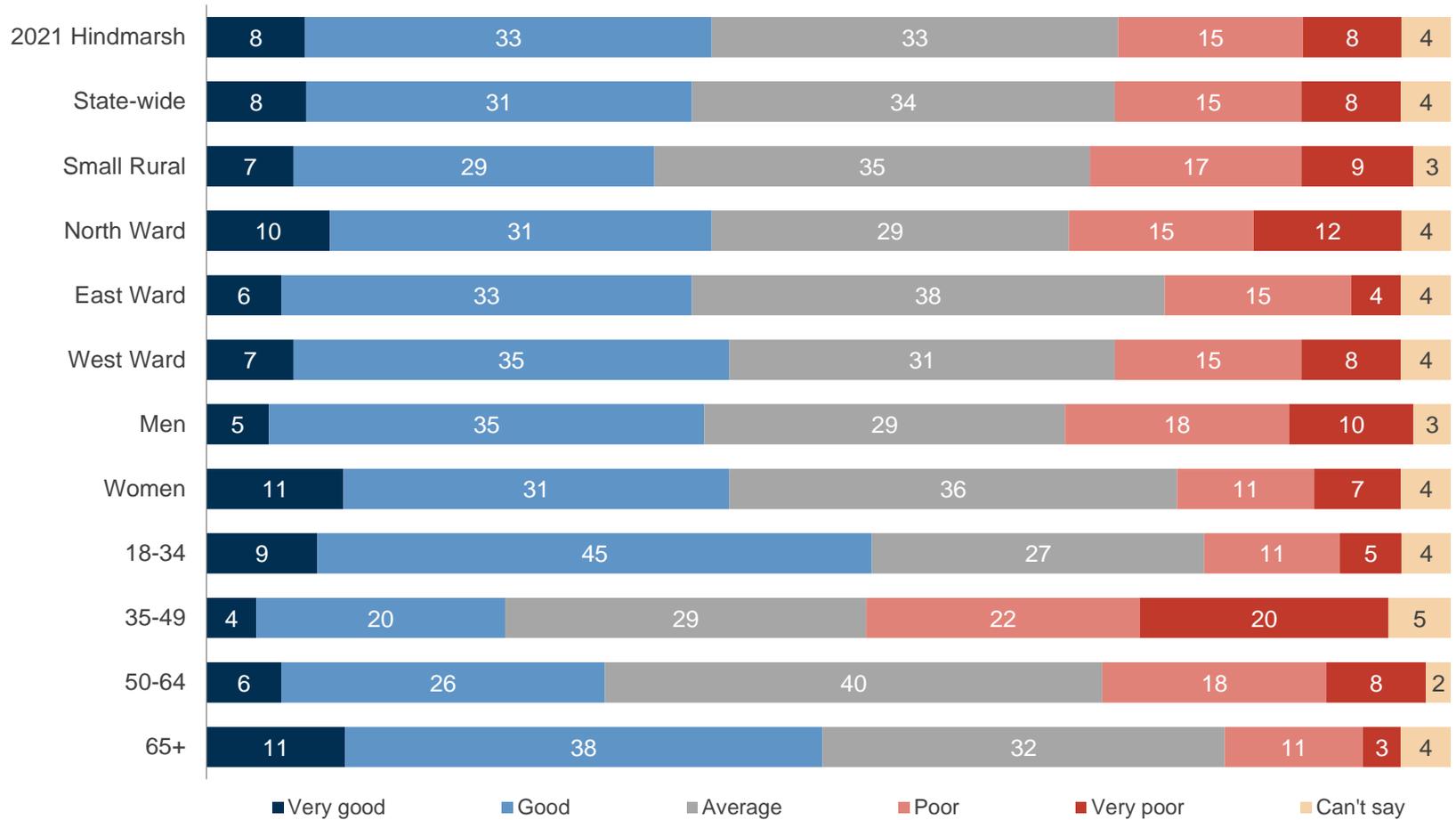
Q3b. How would you rate Hindmarsh Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Top performing service areas

Appearance of public areas (index score of 79, unchanged from 2020) is the area where Council performed best in 2021. Council has maintained peak performance in this area since 2017.

- Residents in the West Ward (index score of 85) are significantly more positive here. Should improvements be planned, these should first be focused in other areas.

- More than one in ten residents (13%) volunteer parks and gardens as the best thing about the area.

Waste management is Council's next highest rated service area (index score of 75, up a significant four points).

Notably, on these two top performing services areas, Council is rated significantly higher than the Small Rural group and State-wide averages.

Elderly support services (74) is Council's next highest service area. Positively, ratings are significantly higher than average among residents aged 65+ years (79).

Recreational facilities (index score of 70) is also rated highly relative to other areas.

- Residents in the East Ward rate recreational facilities significantly higher than average (index score of 75).

- Recreational facilities has a moderate influence on the overall performance rating and so council should look to maintain this positive result.

Appearance of public areas (index score of 79) is the area where Council performed best in 2021.

Low performing service areas
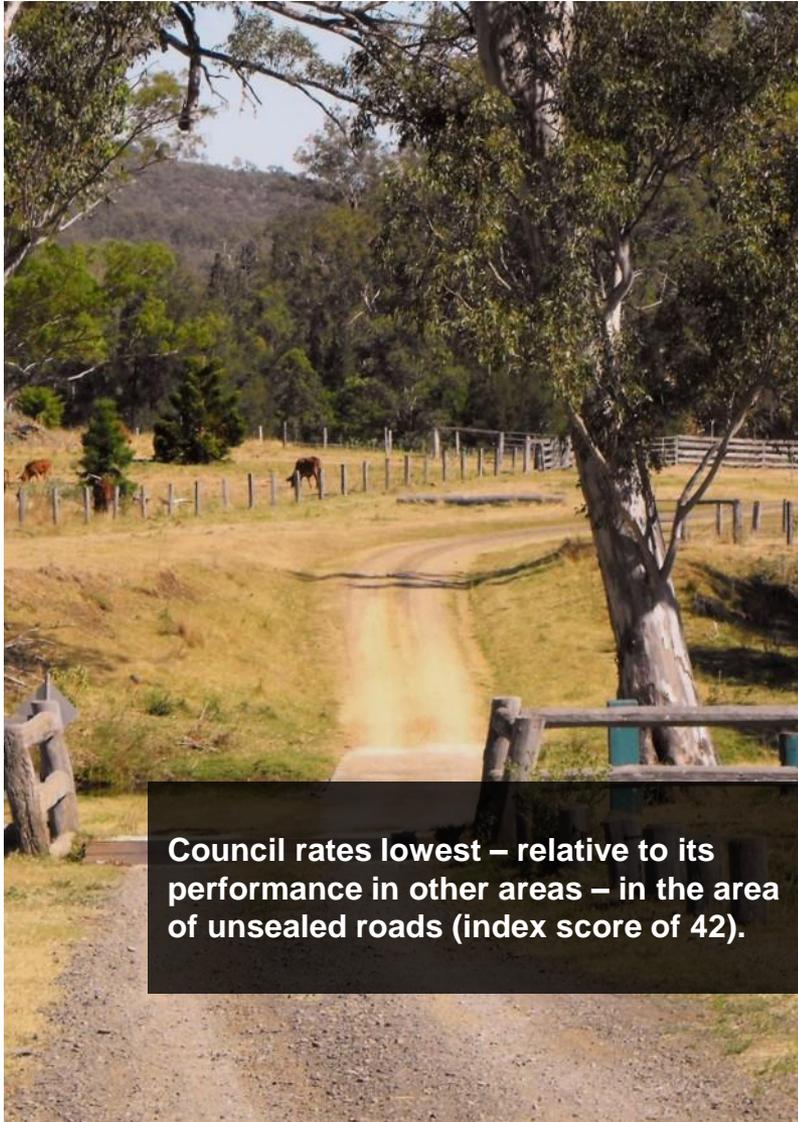
Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 42).

Council's performance ratings declined significantly in just one area – planning and building permits (index score of 45, down seven points to a new low).

- Residents aged 18 to 34 years (down 15 points), men, and North and West Ward residents (down 11 each), declined significantly in their impressions of planning and building permits.

- Council rates significantly lower than the Small Rural group and State-wide averages on this measure (index scores of 49 and 51 respectively).

Council rates lowest – relative to its performance in other areas – in the area of maintenance of unsealed roads (index score of 42). One in ten (11%) volunteer unsealed roads as a Council area in need of improvement.

Large gaps exist between perceived importance and Council performance in both the areas of unsealed roads (-41 points) and planning and building permits (-22 points). Sealed local roads is equally problematic with a 30-point gap between perceived importance and performance and 17% of residents volunteering sealed road maintenance as an area in need of improvement.

- Unsealed roads, and planning and building permits, also have a moderate influence on overall performance and so Council should ensure ratings do not decline further.

Individual service area performance

2021 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	79	79	80	79	78	74	77	76	71	71
Waste management	75	71	75	74	75	68	71	73	73	70
Elderly support services	74	74	75	73	75	72	74	76	72	71
Recreational facilities	70	71	73	73	73	67	71	71	69	67
Enforcement of local laws	65	66	65	64	65	63	66	68	64	64
Bus/community dev./tourism	62	61	63	61	61	58	59	61	57	54
Local streets & footpaths	60	61	65	60	62	59	61	58	53	51
Informing the community	59	59	61	60	64	62	63	66	59	53
Community decisions	59	59	61	60	58	57	60	59	n/a	n/a
Lobbying	59	61	61	62	60	59	59	60	55	50
Consultation & engagement	56	59	60	60	59	59	59	62	54	50
Sealed local roads	53	50	54	48	52	45	47	47	n/a	n/a
Slashing & weed control	50	50	56	54	53	n/a	n/a	n/a	n/a	n/a
Planning & building permits	45	52	50	54	54	47	53	53	n/a	n/a
Unsealed roads	42	42	46	42	46	n/a	n/a	n/a	n/a	n/a

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

Individual service area performance

2021 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	37	47	11	2	2	1
Waste management	27	49	14	6	1	3
Elderly support services	26	39	19	4	1	10
Recreational facilities	21	43	21	5	3	6
Enforcement of local laws	13	41	22	8	4	12
Bus/community dev./tourism	14	33	29	12	3	9
Local streets & footpaths	14	34	33	10	7	3
Informing the community	12	36	30	14	5	3
Community decisions	12	34	27	14	5	8
Lobbying	8	32	32	10	4	15
Consultation & engagement	10	31	31	18	4	6
Sealed local roads	9	28	35	16	9	3
Slashing & weed control	10	23	35	16	13	3
Planning & building permits	4	20	24	17	13	22
Unsealed roads	5	19	29	25	17	6

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
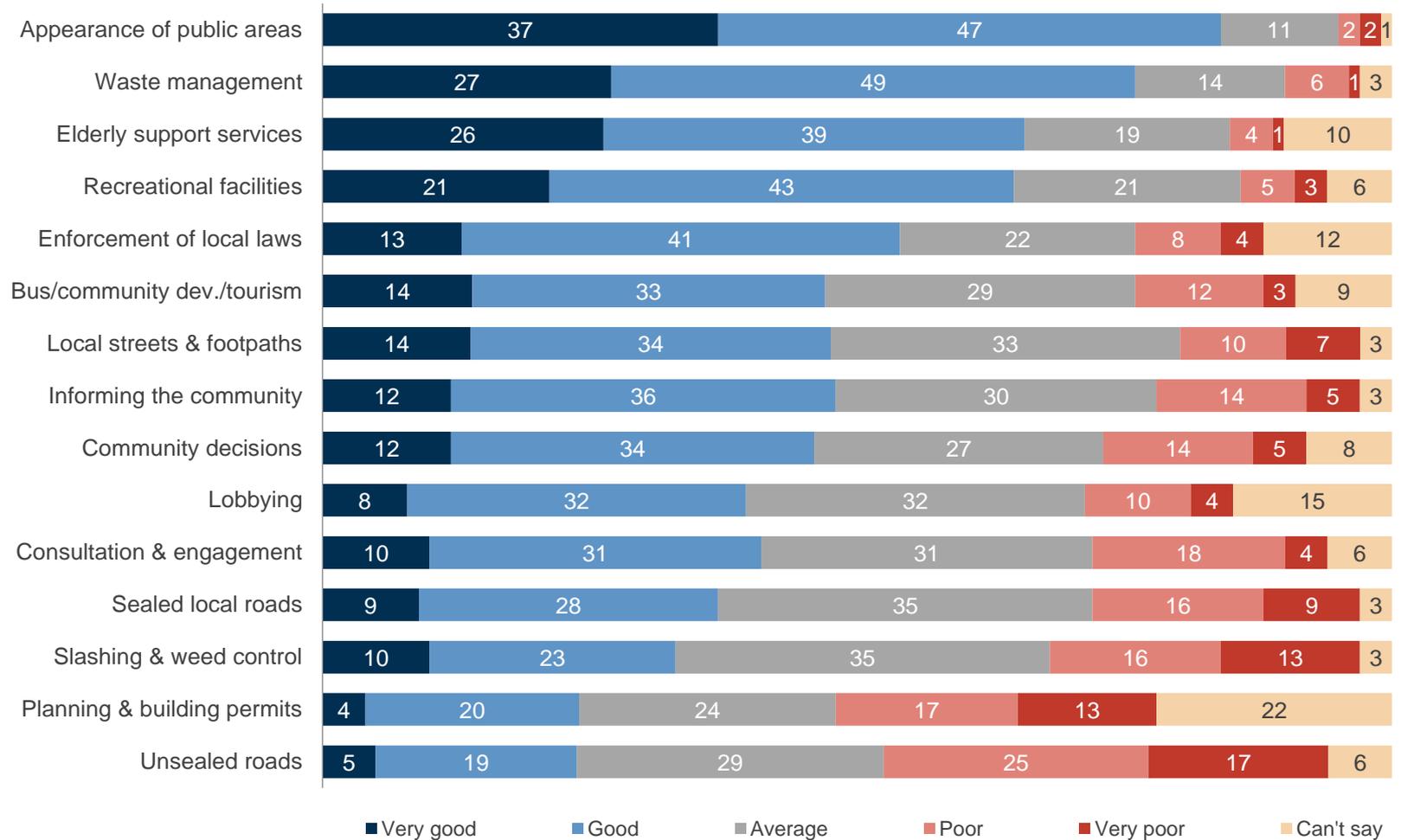
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Individual service area importance

2021 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	83	85	83	82	79	n/a	n/a	n/a	n/a	n/a
Sealed local roads	82	85	83	84	81	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	82	82	82	80	n/a	n/a	n/a	n/a	n/a
Community decisions	80	81	80	77	78	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	78	78	77	76	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	77	76	75	73	74	n/a	n/a	n/a	n/a	n/a
Waste management	77	78	75	76	75	n/a	n/a	n/a	n/a	n/a
Informing the community	76	78	76	72	74	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	75	75	73	69	74	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	74	74	73	73	n/a	n/a	n/a	n/a	n/a
Lobbying	74	75	72	71	72	n/a	n/a	n/a	n/a	n/a
Recreational facilities	74	72	71	70	72	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	70	69	67	68	70	n/a	n/a	n/a	n/a	n/a
COVID-19 response	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	67	65	63	61	64	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2021 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Unsealed roads	47	41	8	1	2	1
Elderly support services	42	44	11	1	1	1
Sealed local roads	46	40	10	2	1	1
Community decisions	38	45	14	1	1	2
Local streets & footpaths	35	44	17	2	1	2
Waste management	31	47	19	2	1	
Informing the community	32	43	21	4		1
Consultation & engagement	34	40	20	2	1	2
Appearance of public areas	26	48	22	3	1	1
Bus/community dev./tourism	32	43	20	4	1	1
Lobbying	28	43	22	3	1	2
Recreational facilities	26	45	26			2
Enforcement of local laws	21	41	30	6	1	1
COVID-19 response	29	33	21	10	4	3
Planning & building permits	20	39	25	10	2	4

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
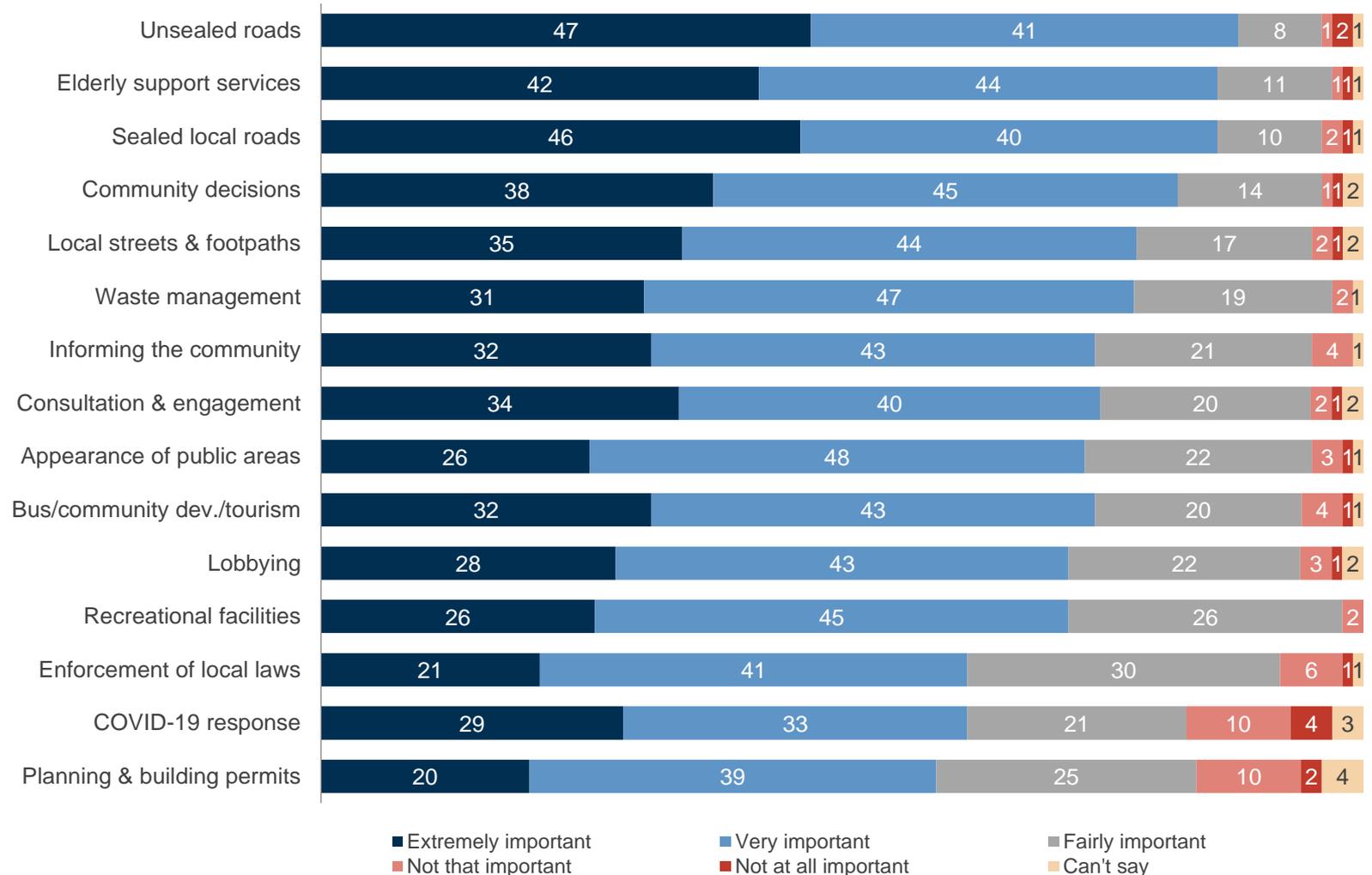
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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	83	42	-41
Sealed local roads	82	53	-30
Planning & building permits	67	45	-22
Community decisions	80	59	-21
Consultation & engagement	77	56	-21
Local streets & footpaths	78	60	-18
Informing the community	76	59	-16
Lobbying	74	59	-15
Bus/community dev./tourism	75	62	-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 more moderate influence on the overall performance rating are:

• Lobbying on behalf of the community

• Recreational facilities

• Planning and building permits

• Condition of sealed local roads

• Community consultation and engagement

• Informing the community.

Looking at these key service areas only, recreational facilities has a high performance index (70) and a moderate positive influence on the overall performance rating. Maintaining this positive result should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a positive influence on overall perceptions, but perform less well, are the condition of sealed local roads and Council's community consultation, lobbying, and informing the community (performance index of 53, 56, 59 and 59 respectively).

Attending to the condition of sealed local roads and ensuring that Council informs, consults and defends the interests of local residents can also help shore up positive opinion of Council.

However, most in need of attention is the maintenance of unsealed roads and planning and building permits, which are poorly rated (performance index of 42 and 45 respectively) and have a moderate influence on overall performance ratings.

It will be important to address resident concerns about the condition of unsealed roads and Council's approach to planning and building permits to help improve overall ratings 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 weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

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

Influence on overall performance: all service areas

2021 regression analysis (all service areas)
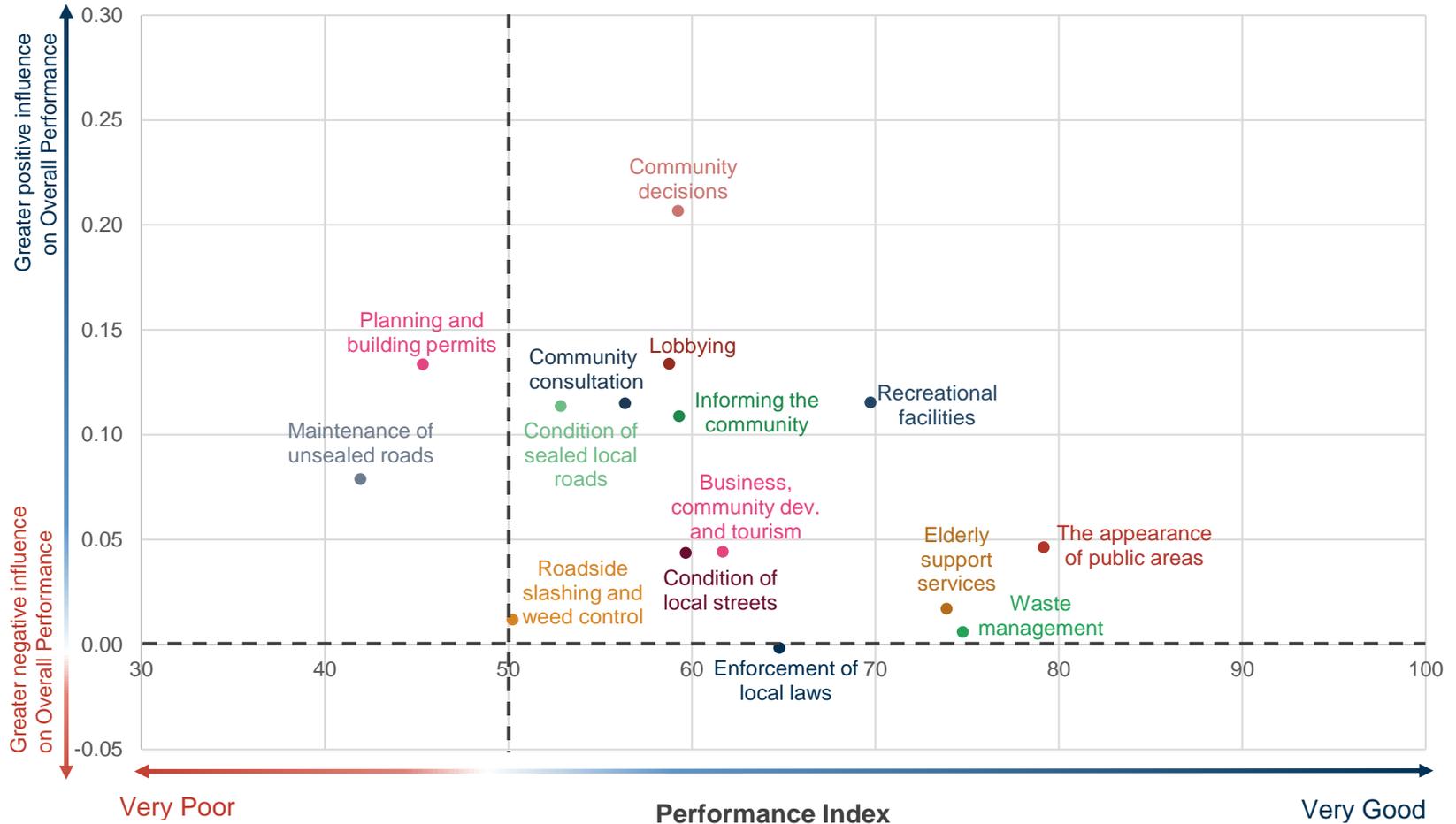
The multiple regression analysis model above (all service areas) has an R² value of 0.626 and adjusted R² value of 0.611, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 42.84. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2021 regression analysis (key service areas)

The red box (upper left): Should remain a focus as currently performing 'poorly' here. Improvements will have a moderate influence on overall perceptions.

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

The navy box: 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.

Data points: Community decisions; Lobbying; Community consultation; Condition of sealed local roads; Informing the community; Planning and building permits; Maintenance of unsealed roads; Recreational facilities.

Axes: y = Greater positive influence / Greater negative influence on Overall Performance; x = Performance Index (Very Poor to Very Good).

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.621 and adjusted R² value of 0.613, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 79.95.

Best things about Council and areas for improvement

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

Category	%
Parks and Gardens	13
Customer Service	10
Generally Good	8
Recreational/Sporting Facilities	7
Road/Street Maintenance	7
Aged Support Services	5
Public Areas	5
Community Support Services	4
Tourism	4
Councillors	4
Location	4
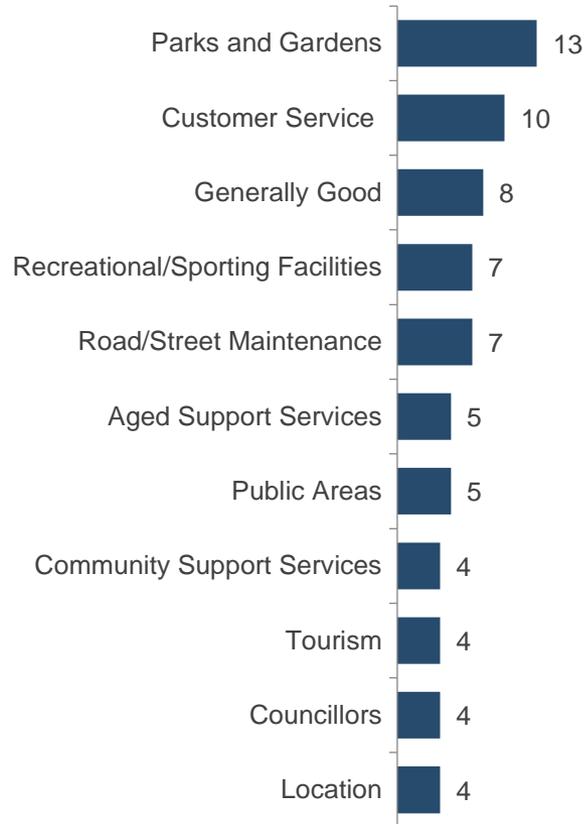
2021 areas for improvement (%)
- Top mentions only -

Category	%
Sealed Road Maintenance	17
Community Consultation	11
Unsealed Road Maintenance	11
Communication	10
Footpaths/Walking Tracks	7
Town Planning/Permits/Red Tape	6
Business Development	5
Medium Strips/Nature Strips	5
Nothing	7
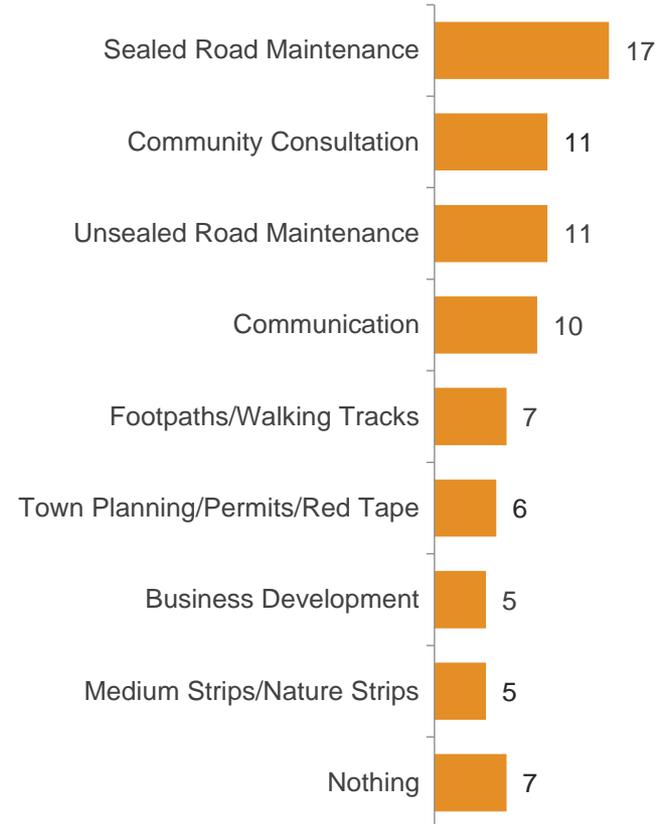
Q16. Please tell me what is the ONE BEST thing about Hindmarsh Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9
Q17. What does Hindmarsh Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 45 Councils asked group: 13
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

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Customer service

Contact with council and customer service

Contact with council

Three in five Council residents (59%) have had contact with Council in the last 12 months. Rate of contact is down five percentage points from 2020.

- Residents aged 35 to 49 years (76%), who rate Council lowest on most measures, had significantly more contact with Council than residents overall.

- Conversely, rate of contact among residents aged 18 to 34 years (43%) is significantly lower than average.

Among those who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 35% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is down slightly (three points) from 2020. Although this is not a statistically significant decline, Council's customer service rating is at its lowest point since 2012, following a run of scores in the low 70s over the past seven years. Council should look to ensure perceptions do not decline further.

- Notwithstanding this, customer service is rated in line with Small Rural group and State-wide averages (index scores of 69 and 70 respectively).

Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are higher in the East and West wards (index scores of 74 and 70 respectively) than in the North (index score of 63).

- Additionally, customer service ratings are lowest among residents aged 35 to 49 years (index score of 59, down a significant 12 points). This group have the highest rate of contact with Council and so extra attention may be required here.

Contact with council

2021 contact with council (%)
Have had contact

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
60	52	63	64	64	64	64	63	64	59

Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49 — 76▲	82	63	67	73	79	72	70	54	58
West Ward — 65	65	66	64	59	64	64	60	48	n/a
Small Rural — 63	66	63	64	65	60	66	n/a	n/a	n/a
Women — 63	65	61	62	64	66	64	62	53	61
State-wide — 61	63	61	61	61	60	63	n/a	60	61
50-64 — 61	67	76	72	75	74	66	67	54	67
North Ward — 60	60	68	70	68	69	71	64	56	n/a
Hindmarsh — 59	64	63	64	64	64	64	63	52	60
65+ — 58	56	60	57	58	53	56	65	53	62
Men — 55	64	65	66	64	62	65	65	52	58
East Ward — 51	66	56	59	64	57	55	66	53	n/a
18-34 — 43▼	60	50	66	53	52	69	47	49	48

Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2021 customer service rating (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	75	75	80	74	67	69	75	74	66	68
East Ward	74	70	69	69	70	66	69	67	67	n/a
Women	71	74	73	74	77	76	71	74	69	69
State-wide	70	70	71	70	69	69	70	72	71	71
West Ward	70	73	73	79	71	75	75	80	73	n/a
Small Rural	69	70	70	69	69	69	70	n/a	n/a	n/a
50-64	69	70	66	69	72	74	71	71	70	61
Hindmarsh	69	72	70	72	71	73	71	73	69	66
18-34	68	71	69	73	79	74	67	82	70	70
Men	67	70	68	71	66	69	71	72	70	64
North Ward	63	71	66	67	73	75	69	73	68	n/a
35-49	59	71	64	73	71	75	69	71	74	69

Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire 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.

Customer service rating

2021 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	35	30	14	11	8	2
2020 Hindmarsh	33	37	20	5	5	
2019 Hindmarsh	31	37	20	4	7	1
2018 Hindmarsh	35	35	18	4	7	
2017 Hindmarsh	32	37	20	4	6	
2016 Hindmarsh	32	42	14	5	6	2
2015 Hindmarsh	35	34	14	6	8	3
2014 Hindmarsh	35	38	15	7	4	1
2013 Hindmarsh	25	44	19	6	5	1
2012 Hindmarsh	25	40	17	11	7	
State-wide	32	35	17	8	6	1
Small Rural	31	36	16	9	7	1
North Ward	28	31	11	14	11	5
East Ward	41	36	6	13	4	
West Ward	38	26	20	7	8	
Men	33	32	16	8	11	
Women	38	29	11	13	6	3
18-34	32	28	8	12	8	12
35-49	31	21	14	19	14	
50-64	34	30	20	11	5	
65+	40	38	10	5	6	

Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire 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

Council direction

Council direction

Perceptions of Council's overall direction have declined significantly by four points to an index score of 48. Ratings have been declining steadily across a number of years from a peak index score of 62 in 2014.

Over the last 12 months, 66% of residents believe the direction of Council's overall performance has remained the same, similar to 2020 results (63%).

- 12% believe the direction has improved, down six points on 2020.

- 17% believe it has deteriorated, up two points on 2020.

- The most satisfied with Council direction are those aged 18 to 34 years, despite declining significantly in their impressions of Council direction.

- The least satisfied with Council direction are those aged 35 to 49 years.

Most residents believe Council is generally heading in the 'right' direction (58%) compared to 28% who think Council is heading in the 'wrong' direction.

To improve local services, residents are more likely to prefer service cuts (46%) over a rate rise (33%), with 21% undecided.
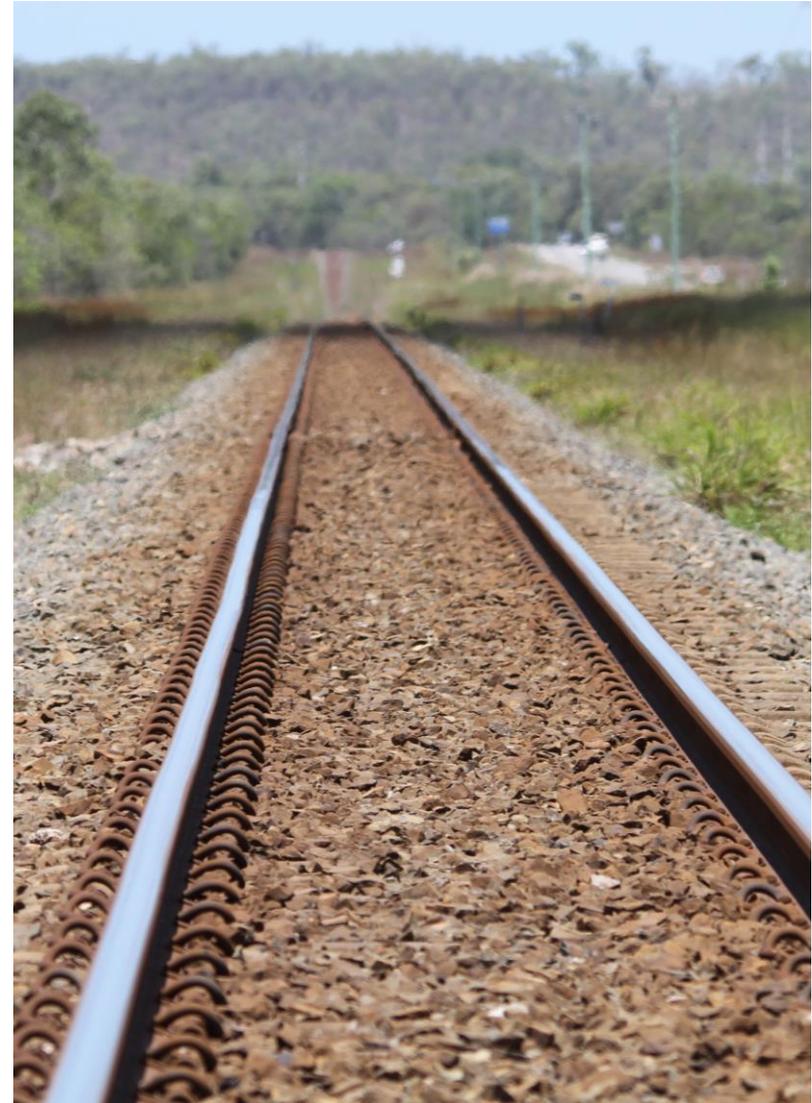
Overall council direction last 12 months

2021 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54 ▲	67	65	57	57	61	52	64	59	43
State-wide	53 ▲	51	53	52	53	51	53	53	53	52
Small Rural	53 ▲	50	53	50	52	50	53	n/a	n/a	n/a
65+	52	52	54	53	54	59	64	65	57	47
East Ward	51	55	61	52	63	62	68	66	59	n/a
Women	49	51	54	54	57	60	67	64	53	44
North Ward	48	47	48	47	49	54	59	57	46	n/a
Hindmarsh	48	52	53	51	55	57	61	62	53	43
Men	47	52	52	47	52	54	56	60	52	41
West Ward	44	52	52	53	52	57	59	64	54	n/a
50-64	44	44	48	46	54	51	62	60	49	40
35-49	38 ▼	45	49	45	54	57	63	59	47	40

Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire 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.

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Overall council direction last 12 months

2021 overall council direction (%)

Category	Improved	Stayed the same	Deteriorated	Can't say
2021 Hindmarsh	12	66	17	6
2020 Hindmarsh	18	63	15	4
2019 Hindmarsh	18	67	11	3
2018 Hindmarsh	17	64	16	3
2017 Hindmarsh	22	62	13	3
2016 Hindmarsh	24	60	11	5
2015 Hindmarsh	32	52	11	4
2014 Hindmarsh	32	57	9	2
2013 Hindmarsh	20	62	14	3
2012 Hindmarsh	12	58	27	3
State-wide	18	63	13	5
Small Rural	19	62	14	5
North Ward	12	71	15	3
East Ward	18	60	16	6
West Ward	8	66	18	8
Men	14	62	20	4
Women	10	69	13	8
18-34	11	72	4	13
35-49	11	51	35	4
50-64	9	64	21	5
65+	15	71	11	3

Legend: ■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say
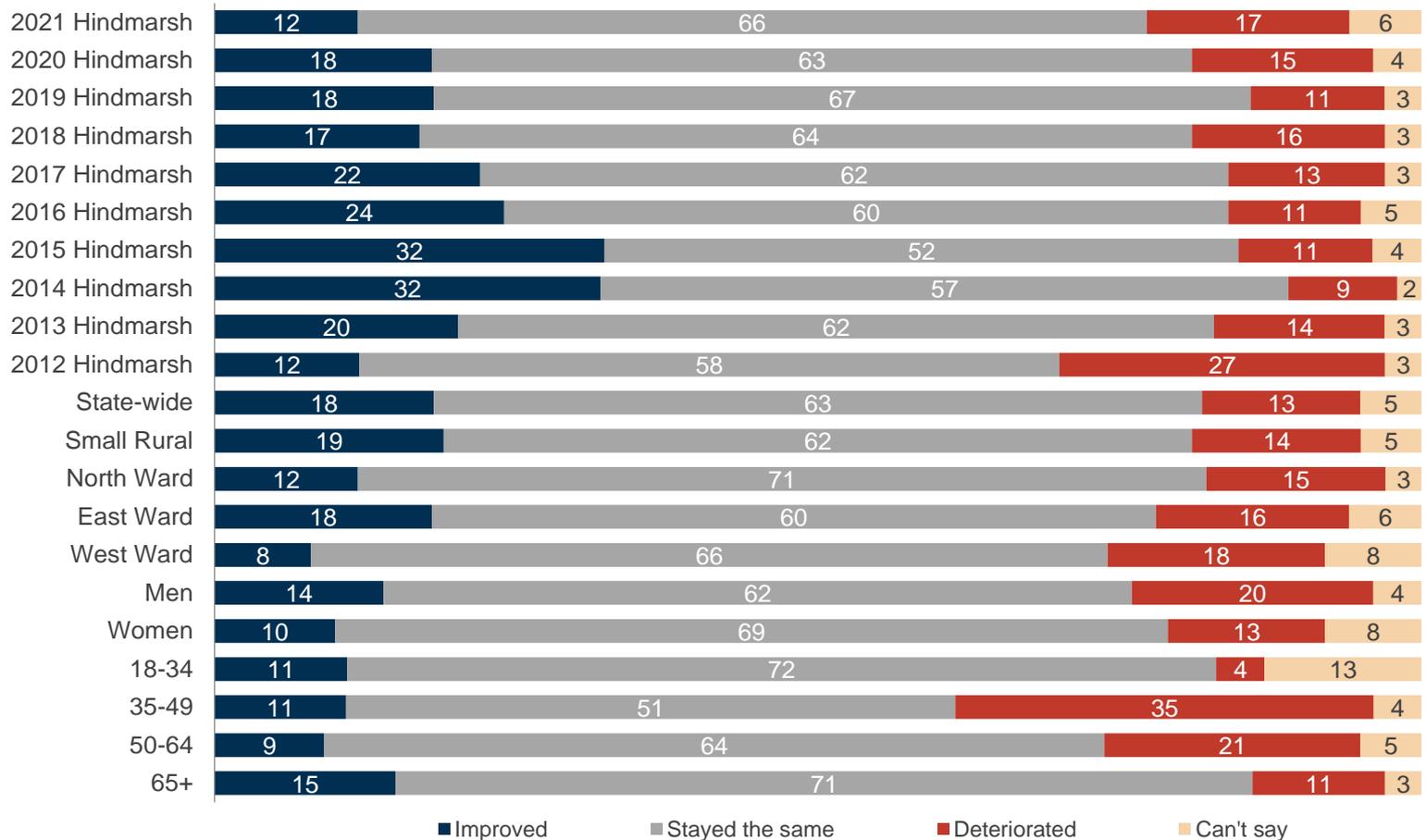
Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Right / wrong direction

2021 right / wrong direction (%)

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2021 Hindmarsh	16	42	14	14	13
2020 Hindmarsh	20	43	13	11	13
2019 Hindmarsh	18	49	10	10	13
2018 Hindmarsh	15	49	13	11	11
2017 Hindmarsh	22	45	9	10	13
2016 Hindmarsh	20	44	8	11	16
2015 Hindmarsh	25	45	10	9	11
2014 Hindmarsh	27	48	7	8	10
2013 Hindmarsh	20	44	11	14	11
2012 Hindmarsh	10	43	16	20	12
State-wide	18	51	10	10	11
Small Rural	21	46	10	12	12
North Ward	16	44	16	16	8
East Ward	20	40	14	12	14
West Ward	13	43	13	14	17
Men	14	43	15	19	9
Women	19	42	13	10	16
18-34	9	49	26	4	13
35-49	12	33	20	26	9
50-64	12	42	9	22	14
65+	26	44	8	8	14

- 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

Rates / services trade-off

2021 rates / services trade-off (%)

Category	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2021 Hindmarsh	9	24	19	27	21
2020 Hindmarsh	11	23	19	23	24
2019 Hindmarsh	8	25	23	28	16
2018 Hindmarsh	10	26	22	24	19
2017 Hindmarsh	11	24	26	22	18
2016 Hindmarsh	10	20	24	27	19
2015 Hindmarsh	11	25	21	27	17
2014 Hindmarsh	11	26	25	24	14
2013 Hindmarsh	11	23	18	28	20
2012 Hindmarsh	10	28	19	25	17
State-wide	8	22	23	25	22
Small Rural	9	23	20	27	21
North Ward	9	23	16	31	21
East Ward	12	25	19	23	20
West Ward	6	25	22	25	22
Men	8	22	15	32	23
Women	9	27	23	22	19
18-34	13	29	27	22	9
35-49	6	25	22	23	24
50-64	7	23	15	32	23
65+	9	22	17	27	24

Legend:
- ■ Definitely prefer rate rise
- ■ Probably prefer rate rise
- ■ Probably prefer service cuts
- ■ Definitely prefer service cuts
- ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 4

Individual service areas

Community consultation and engagement importance

2021 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	78	72	76	75	n/a	n/a	n/a	n/a	n/a
50-64	80	74	78	77	77	n/a	n/a	n/a	n/a	n/a
North Ward	77	77	74	73	74	n/a	n/a	n/a	n/a	n/a
Women	77	79	74	75	73	n/a	n/a	n/a	n/a	n/a
Hindmarsh	77	76	75	73	74	n/a	n/a	n/a	n/a	n/a
Men	77	73	75	71	74	n/a	n/a	n/a	n/a	n/a
West Ward	77	75	74	72	73	n/a	n/a	n/a	n/a	n/a
East Ward	77	76	75	74	74	n/a	n/a	n/a	n/a	n/a
65+	77	76	73	74	72	n/a	n/a	n/a	n/a	n/a
Small Rural	77	76	76	74	75	77	76	n/a	n/a	n/a
State-wide	75	74	74	74	74	75	74	74	73	73
18-34	71 ▼	75	74	63	71	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2021 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	34	40	20	2	1	2
2020 Hindmarsh	33	41	19	4	1	2
2019 Hindmarsh	29	44	24	3		1
2018 Hindmarsh	28	41	26	4		1
2017 Hindmarsh	25	47	23	2	1	1
State-wide	32	41	22	3	1	1
Small Rural	34	41	20	2	1	1
North Ward	37	39	19	5		1
East Ward	36	38	18	3	2	3
West Ward	31	42	24			3
Men	36	38	18	4		3
Women	33	41	22		1	2
18-34	21	46	29	4		
35-49	44	31	20	2		4
50-64	42	39	13	3	2	1
65+	31	42	21	1		4

Legend:
■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
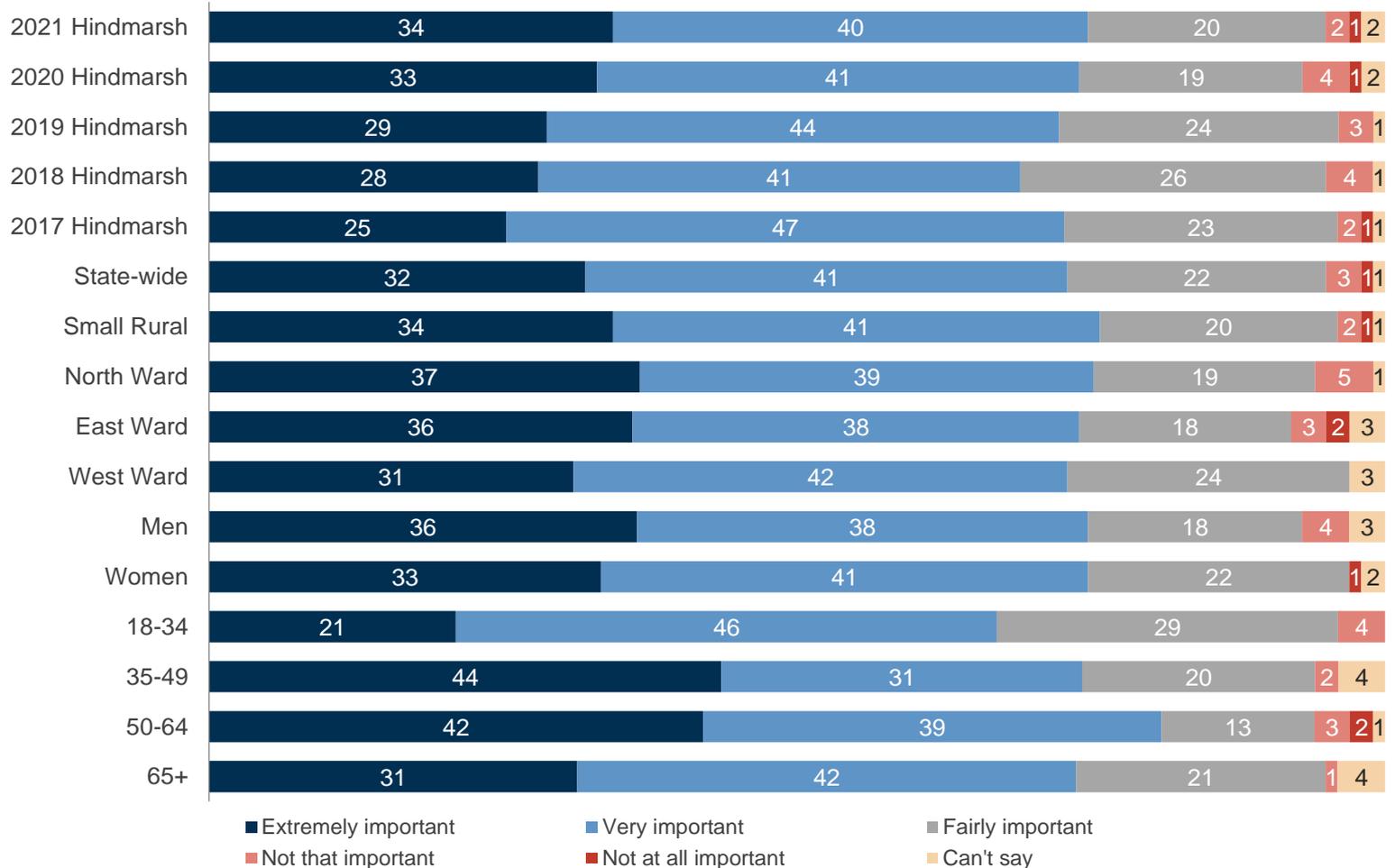
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

Community consultation and engagement performance

2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34 — 64 ▲	70	62	58	60	58	64	68	55	55
East Ward — 60	61	63	58	60	62	56	60	52	n/a
65+ — 59	61	64	63	60	62	59	64	56	49
Women — 58	60	61	63	64	60	61	63	56	51
Hindmarsh — 56	59	60	60	59	59	59	62	54	50
Small Rural — 56	54	56	54	55	55	56	n/a	n/a	n/a
State-wide — 56	55	56	55	55	54	56	57	57	57
North Ward — 55	58	55	60	57	55	58	60	53	n/a
Men — 55	59	59	57	54	58	57	61	53	49
West Ward — 55	58	60	62	60	61	63	66	58	n/a
50-64 — 53	56	56	60	59	59	57	56	54	48
35-49 — 48 ▼	49	56	56	54	55	59	61	53	52

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.

Community consultation and engagement performance

2021 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	10	31	31	18	4	6
2020 Hindmarsh	12	32	34	13	4	5
2019 Hindmarsh	12	34	35	11	4	5
2018 Hindmarsh	9	39	31	11	4	6
2017 Hindmarsh	12	35	27	15	5	7
2016 Hindmarsh	10	36	28	12	6	8
2015 Hindmarsh	8	36	35	11	3	7
2014 Hindmarsh	12	37	31	9	3	8
2013 Hindmarsh	6	32	35	14	7	6
2012 Hindmarsh	5	27	35	16	11	6
State-wide	9	30	32	15	6	8
Small Rural	10	31	30	15	6	7
North Ward	11	29	34	18	6	3
East Ward	10	35	30	15	3	7
West Ward	9	29	30	21	4	6
Men	7	34	32	21	4	3
Women	13	27	31	15	5	9
18-34	9	45	26	11		10
35-49	9	17	38	25	9	2
50-64	7	28	37	18	6	5
65+	13	33	27	19	3	6

Legend: ■ 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

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Lobbying on behalf of the community importance

2021 lobbying importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81 ▲	77	70	72	75	n/a	n/a	n/a	n/a	n/a
Women	78 ▲	77	74	75	73	n/a	n/a	n/a	n/a	n/a
North Ward	75	79	75	75	76	n/a	n/a	n/a	n/a	n/a
West Ward	75	73	72	67	72	n/a	n/a	n/a	n/a	n/a
50-64	74	75	75	76	75	n/a	n/a	n/a	n/a	n/a
Hindmarsh	74	75	72	71	72	n/a	n/a	n/a	n/a	n/a
18-34	72	73	68	66	68	n/a	n/a	n/a	n/a	n/a
Small Rural	71 ▼	73	70	70	70	71	72	n/a	n/a	n/a
East Ward	71	73	71	71	69	n/a	n/a	n/a	n/a	n/a
65+	71	74	74	70	70	n/a	n/a	n/a	n/a	n/a
Men	70 ▼	73	71	68	71	n/a	n/a	n/a	n/a	n/a
State-wide	69 ▼	68	67	68	69	69	69	70	70	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: 4
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2021 lobbying importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	28	43	22	3	1	2
2020 Hindmarsh	30	42	20	4	1	3
2019 Hindmarsh	27	39	27	5	1	2
2018 Hindmarsh	22	45	26	5		2
2017 Hindmarsh	26	40	27	3	1	3
State-wide	24	39	27	7	2	2
Small Rural	24	43	25	5	2	2
North Ward	32	41	23			4 1
East Ward	23	46	20	3	4	4
West Ward	29	44	22	3	1	1
Men	22	42	28	5	1	1
Women	34	45	15	2	1	2
18-34	22	48	27	4		
35-49	43	38	16			2
50-64	30	44	17	5	2	2
65+	22	43	26	3	2	4

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: 4

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Lobbying on behalf of the community performance

2021 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65 ▲	73	62	69	54	63	62	61	54	61
65+	62	65	67	62	66	62	62	64	59	52
Women	61	60	61	65	65	58	60	62	56	50
North Ward	60	62	57	59	60	53	57	56	51	n/a
Hindmarsh	59	61	61	62	60	59	59	60	55	50
East Ward	58	64	66	60	61	59	56	60	56	n/a
West Ward	58	58	60	66	61	64	65	65	58	n/a
50-64	57	54	58	61	58	54	55	56	53	47
Men	57	61	62	59	56	59	59	58	53	50
Small Rural	55 ▼	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	55 ▼	53	54	54	54	53	55	56	55	55
35-49	50 ▼	50	56	56	59	55	59	59	53	44

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2021 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	8	32	32	10	4	15
2020 Hindmarsh	11	31	29	10	4	16
2019 Hindmarsh	12	30	32	9	3	15
2018 Hindmarsh	10	34	27	10	2	17
2017 Hindmarsh	11	32	26	8	5	17
2016 Hindmarsh	7	33	26	10	5	18
2015 Hindmarsh	8	35	27	12	3	16
2014 Hindmarsh	8	34	33	10	2	14
2013 Hindmarsh	5	29	34	14	4	14
2012 Hindmarsh	4	27	31	17	9	13
State-wide	6	25	32	12	5	19
Small Rural	7	27	30	13	5	18
North Ward	11	35	27	12	5	10
East Ward	8	27	33	8	4	20
West Ward	4	33	35	11	2	15
Men	6	33	35	11	4	12
Women	10	31	29	10	3	18
18-34		51	27	4		18
35-49	5	26	35	20	9	5
50-64	5	30	34	10	3	18
65+	15	27	32	9	3	15

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
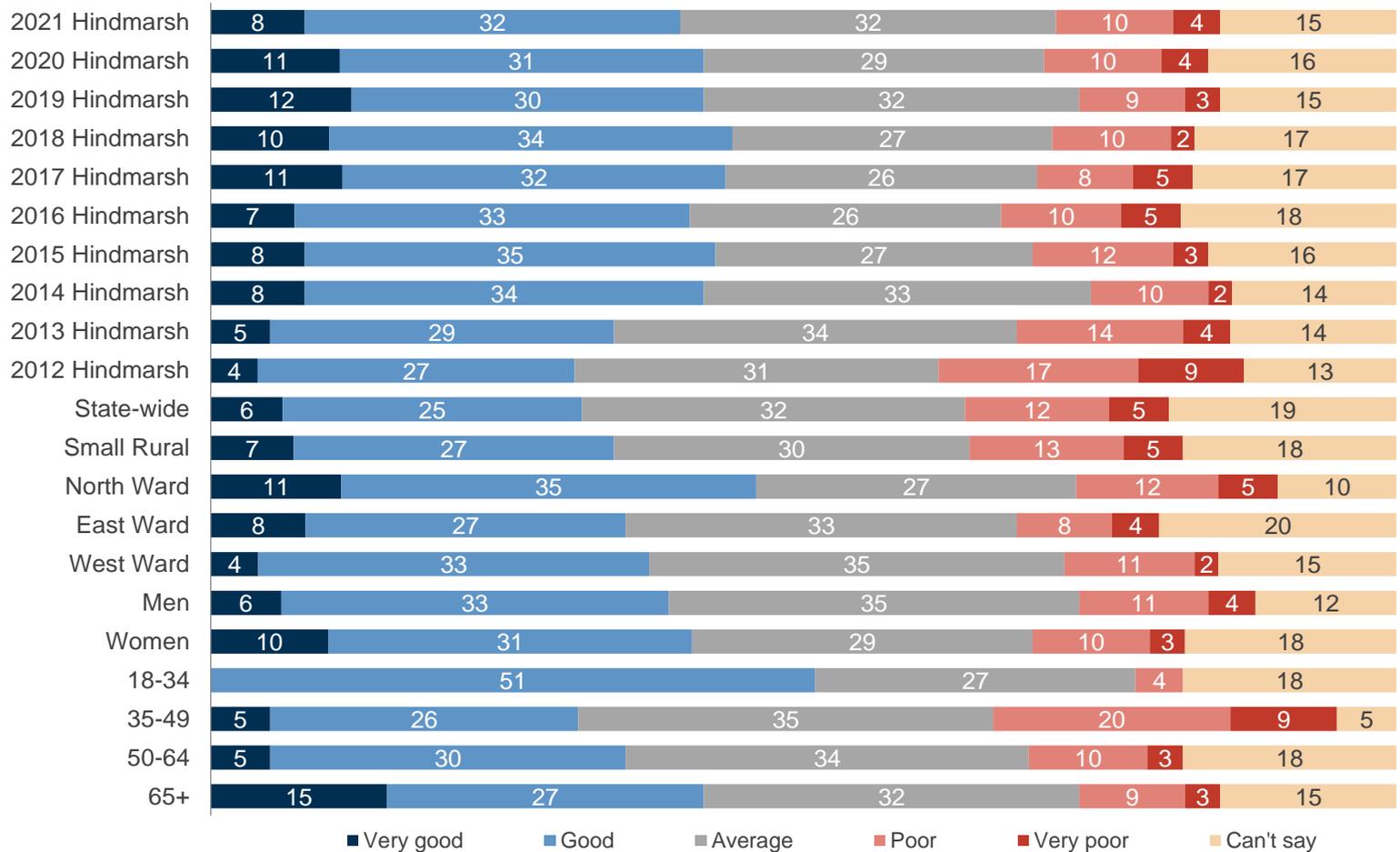
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

Decisions made in the interest of the community importance

2021 community decisions made importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	86 ▲	84	83	77	82	n/a	n/a	n/a	n/a	n/a
50-64	83	80	82	80	78	n/a	n/a	n/a	n/a	n/a
Women	82	85	80	79	80	n/a	n/a	n/a	n/a	n/a
State-wide	81	80	80	80	79	80	80	79	n/a	n/a
West Ward	80	82	81	77	78	n/a	n/a	n/a	n/a	n/a
Small Rural	80	82	81	77	78	n/a	82	n/a	n/a	n/a
North Ward	80	81	79	77	82	n/a	n/a	n/a	n/a	n/a
Hindmarsh	80	81	80	77	78	n/a	n/a	n/a	n/a	n/a
East Ward	80	79	79	76	76	n/a	n/a	n/a	n/a	n/a
Men	79	77	80	75	76	n/a	n/a	n/a	n/a	n/a
65+	78	80	78	77	77	n/a	n/a	n/a	n/a	n/a
18-34	75 ▼	81	79	73	78	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2021 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	38	45	14	1	1	2
2020 Hindmarsh	42	41	12	2	1	2
2019 Hindmarsh	37	47	12	1	1	2
2018 Hindmarsh	34	41	21	2		2
2017 Hindmarsh	34	46	17		1	1
State-wide	42	40	14	2	1	2
Small Rural	39	44	14	1		1
North Ward	37	48	12	1		2
East Ward	38	45	11	2	1	2
West Ward	39	43	16	1		1
Men	36	46	15	1	1	1
Women	40	44	12			2
18-34	22	57	21			
35-49	58	31	7	2		2
50-64	44	43	10	1	1	2
65+	32	48	16	2	1	2

Legend: 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: 4

Decisions made in the interest of the community performance

2021 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69 ▲	71	64	64	55	55	64	60	n/a	n/a
65+	62	61	65	62	61	63	60	64	n/a	n/a
East Ward	62	60	64	58	60	56	54	60	n/a	n/a
Women	61	61	63	62	63	60	62	61	n/a	n/a
West Ward	60	58	61	61	57	62	65	64	n/a	n/a
Hindmarsh	59	59	61	60	58	57	60	59	n/a	n/a
Men	57	58	59	57	54	55	58	57	n/a	n/a
North Ward	56	62	57	61	58	54	58	55	n/a	n/a
Small Rural	56 ▼	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	56 ▼	53	55	54	54	54	55	57	n/a	n/a
50-64	55	53	57	58	56	54	56	54	n/a	n/a
35-49	50 ▼	51	56	55	59	54	60	57	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2021 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	12	34	27	14	5	8
2020 Hindmarsh	11	34	31	12	4	7
2019 Hindmarsh	13	35	31	11	4	6
2018 Hindmarsh	9	38	31	11	4	6
2017 Hindmarsh	9	35	31	13	4	9
2016 Hindmarsh	8	35	30	11	7	8
2015 Hindmarsh	7	40	30	13	2	9
2014 Hindmarsh	10	36	32	14	3	5
State-wide	8	32	32	13	6	9
Small Rural	8	34	31	14	6	7
North Ward	12	33	24	17	8	7
East Ward	12	37	33	9	3	6
West Ward	13	32	26	14	4	10
Men	10	37	24	17	6	6
Women	15	30	31	10	4	10
18-34	13	56	15	11		5
35-49	7	31	27	18	13	4
50-64	9	25	34	16	5	10
65+	16	30	30	11	4	9
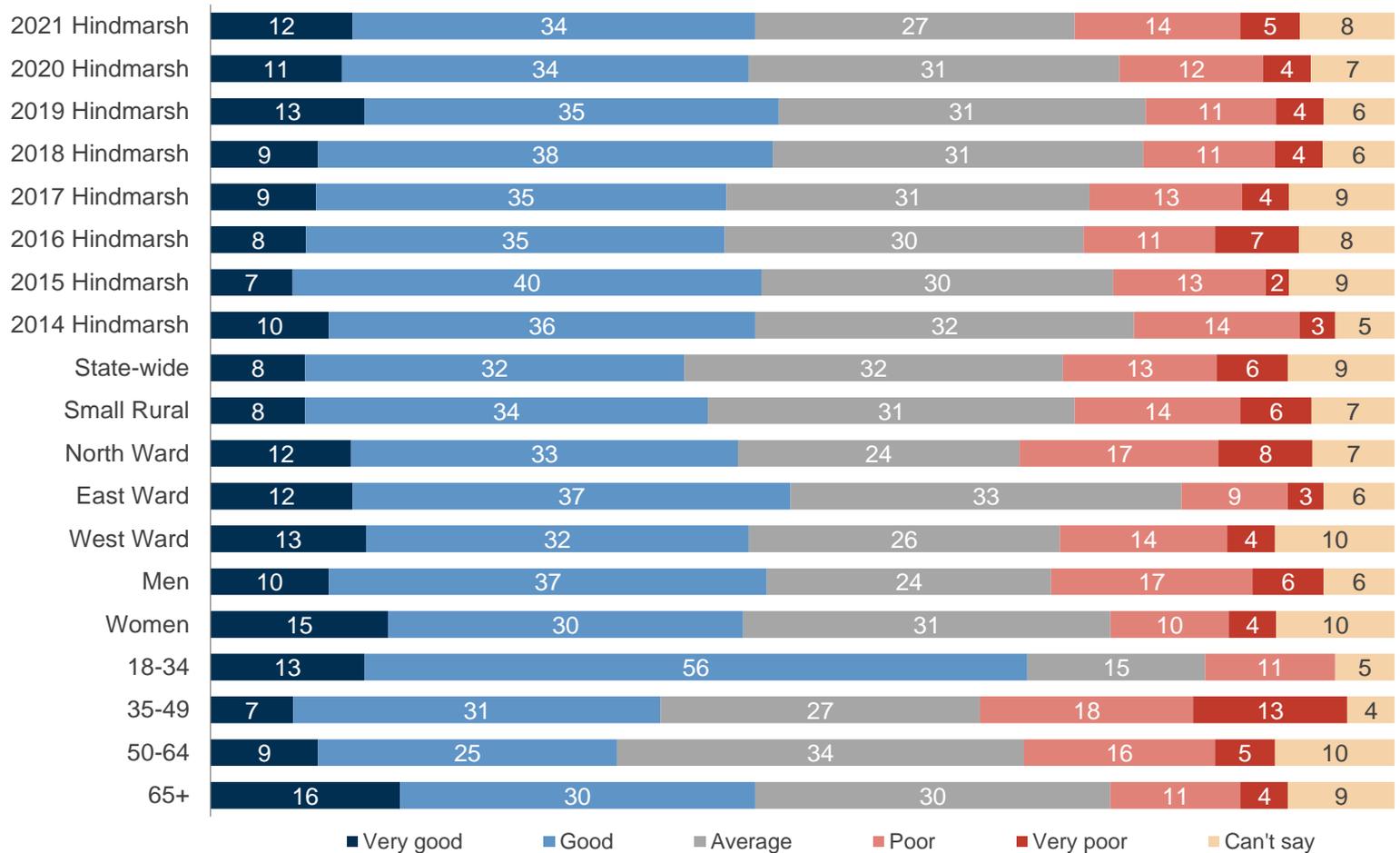
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area importance

2021 sealed local roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	85	81	84	86	77	n/a	n/a	n/a	n/a	n/a
50-64	85	88	82	85	84	n/a	n/a	n/a	n/a	n/a
West Ward	84	84	83	84	79	n/a	n/a	n/a	n/a	n/a
Men	82	86	82	82	80	n/a	n/a	n/a	n/a	n/a
Hindmarsh	82	85	83	84	81	n/a	n/a	n/a	n/a	n/a
North Ward	82	90	83	87	82	n/a	n/a	n/a	n/a	n/a
Women	82	85	85	86	81	n/a	n/a	n/a	n/a	n/a
35-49	82	88	87	86	82	n/a	n/a	n/a	n/a	n/a
Small Rural	81	83	82	84	81	n/a	78	n/a	n/a	n/a
East Ward	80	83	84	81	81	n/a	n/a	n/a	n/a	n/a
65+	79	85	83	81	80	n/a	n/a	n/a	n/a	n/a
State-wide	79▼	79	79	80	78	78	76	77	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.

The condition of sealed local roads in your area importance

2021 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	46	40	10	2	1	1
2020 Hindmarsh	55	35	7	2		
2019 Hindmarsh	45	44	10			
2018 Hindmarsh	47	45	7	1	1	1
2017 Hindmarsh	41	43	14	1	1	
State-wide	38	43	16	2		1
Small Rural	40	43	15	1	1	
North Ward	45	40	10	3		2
East Ward	40	43	15		2	1
West Ward	51	38	7	3		1
Men	46	41	10	1	1	
Women	46	39	10	3		2
18-34	59	28	9	5		
35-49	50	33	7	7		4
50-64	49	41	10			
65+	34	50	12	2	2	

Legend:
■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
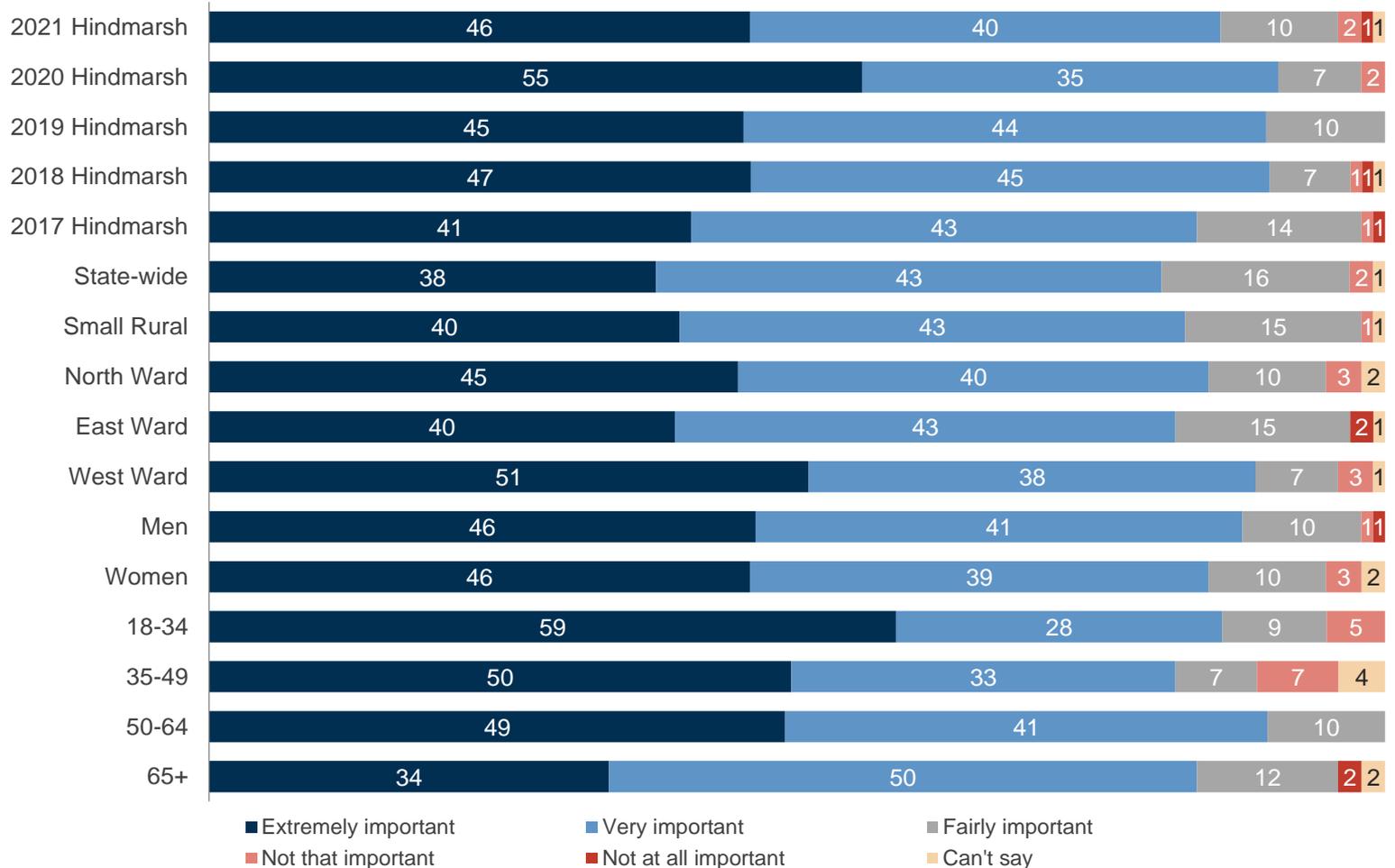
Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

The condition of sealed local roads in your area performance

2021 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	60▲	56	64	49	54	46	51	47	n/a	n/a
65+	58	56	60	56	54	51	51	48	n/a	n/a
State-wide	57▲	54	56	53	53	54	55	55	n/a	n/a
Small Rural	53	51	53	49	50	52	52	n/a	n/a	n/a
Men	53	48	53	45	49	45	45	44	n/a	n/a
Hindmarsh	53	50	54	48	52	45	47	47	n/a	n/a
Women	53	52	55	51	56	46	49	49	n/a	n/a
North Ward	52	43	47	43	43	39	40	38	n/a	n/a
50-64	52	42	52	48	50	40	48	43	n/a	n/a
35-49	50	45	52	35	56	39	44	43	n/a	n/a
West Ward	48▼	49	51	52	59	51	52	58	n/a	n/a
18-34	47	51	48	47	47	49	41	54	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.

The condition of sealed local roads in your area performance

2021 sealed local roads performance (%)

Group	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	9	28	35	16	9	3
2020 Hindmarsh	7	28	30	22	10	2
2019 Hindmarsh	9	33	30	19	8	2
2018 Hindmarsh	8	24	35	18	14	1
2017 Hindmarsh	9	28	32	20	9	2
2016 Hindmarsh	6	25	29	21	17	2
2015 Hindmarsh	5	24	37	18	14	1
2014 Hindmarsh	7	25	31	20	15	1
State-wide	13	34	28	15	9	1
Small Rural	9	31	31	16	10	2
North Ward	8	29	32	19	10	2
East Ward	18	24	36	13	5	4
West Ward	2	29	37	16	12	4
Men	8	29	37	19	7	
Women	10	26	33	13	11	7
18-34	4	29	24	19	13	10
35-49	5	22	49	11	11	2
50-64	8	26	37	19	8	2
65+	14	31	32	15	7	2

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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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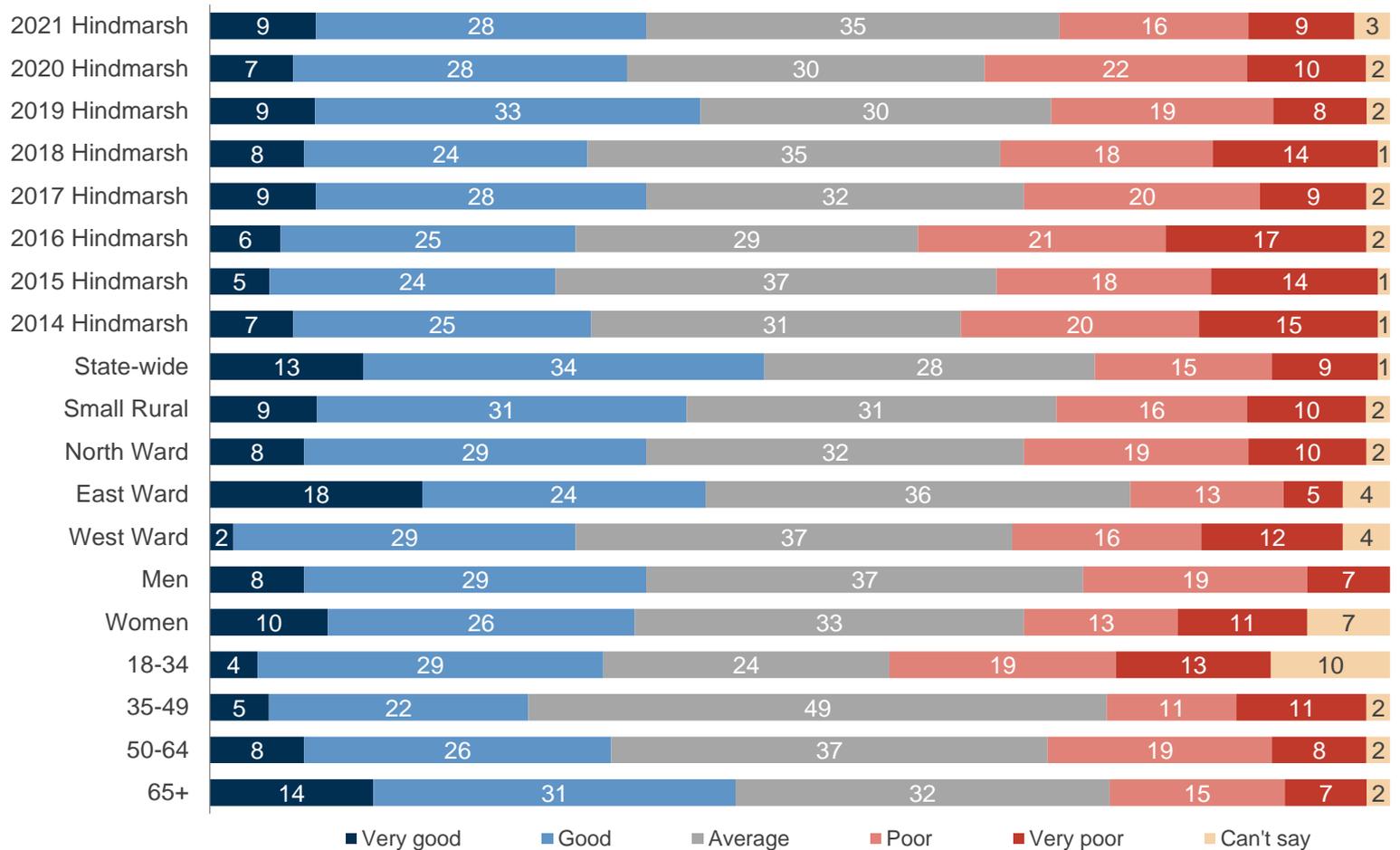
Informing the community importance

2021 informing community importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women — 78	82	78	75	75	n/a	n/a	n/a	n/a	n/a
35-49 — 78	79	72	75	74	n/a	n/a	n/a	n/a	n/a
50-64 — 77	79	75	74	75	n/a	n/a	n/a	n/a	n/a
West Ward — 77	77	78	70	73	n/a	n/a	n/a	n/a	n/a
State-wide — 77	75	75	75	74	76	75	75	75	75
Small Rural — 77	77	76	75	76	78	76	n/a	n/a	n/a
65+ — 77	77	77	72	73	n/a	n/a	n/a	n/a	n/a
East Ward — 76	77	75	73	72	n/a	n/a	n/a	n/a	n/a
Hindmarsh — 76	78	76	72	74	n/a	n/a	n/a	n/a	n/a
North Ward — 74	80	76	73	76	n/a	n/a	n/a	n/a	n/a
Men — 73	75	75	69	72	n/a	n/a	n/a	n/a	n/a
18-34 — 69▼	78	82	66	73	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

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Informing the community importance

2021 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	32	43	21	4		1
2020 Hindmarsh	36	44	17	2	1	1
2019 Hindmarsh	33	43	20	4		
2018 Hindmarsh	26	40	29	3	1	
2017 Hindmarsh	27	44	25	2	1	1
State-wide	35	41	19	3	1	
Small Rural	34	42	20	3	1	
North Ward	26	45	25	3	1	
East Ward	37	39	18	4	1	1
West Ward	33	44	19	3		
Men	28	42	25	4	1	
Women	36	44	17	3	1	
18-34	22	43	23	12		
35-49	36	42	20	2		
50-64	35	41	21	2	1	
65+	32	45	20	1	1	1

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Informing the community performance

2021 informing community performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67 ▲	66	63	63	64	63	63	66	62	57
Women	61	59	61	63	68	63	66	67	60	51
65+	61	61	64	62	64	66	64	71	59	53
Small Rural	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	60	59	60	59	59	59	61	62	61	60
North Ward	60	60	57	57	63	55	62	61	57	n/a
East Ward	59	59	65	58	64	64	58	66	57	n/a
Hindmarsh	59	59	61	60	64	62	63	66	59	53
West Ward	58	58	60	64	63	66	67	70	62	n/a
Men	58	58	60	57	60	60	59	64	58	56
50-64	57	54	57	59	61	58	61	59	57	50
35-49	53	53	57	55	65	58	64	65	58	54

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2021 informing community performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	12	36	30	14	5	3
2020 Hindmarsh	11	33	37	10	6	3
2019 Hindmarsh	10	37	36	11	3	3
2018 Hindmarsh	11	37	35	9	5	3
2017 Hindmarsh	18	39	24	11	6	3
2016 Hindmarsh	12	42	26	12	5	4
2015 Hindmarsh	13	39	34	9	3	3
2014 Hindmarsh	17	42	31	8	3	1
2013 Hindmarsh	11	36	34	13	5	1
2012 Hindmarsh	6	35	33	16	9	1
State-wide	13	36	31	12	5	3
Small Rural	13	38	30	13	5	3
North Ward	17	35	24	17	6	2
East Ward	9	38	33	13	4	3
West Ward	10	34	33	13	4	5
Men	10	36	32	16	5	1
Women	13	36	28	13	4	6
18-34	21	45	10	16	4	5
35-49	7	29	38	18	7	
50-64	8	30	44	9	5	4
65+	13	39	26	15	4	4

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83 ▲	78	80	74	78	n/a	n/a	n/a	n/a	n/a
Women	81	81	81	81	78	n/a	n/a	n/a	n/a	n/a
State-wide	79	78	77	78	77	77	77	77	78	77
North Ward	79	81	78	76	77	n/a				
50-64	79	81	78	78	78	n/a	n/a	n/a	n/a	n/a
65+	78	80	78	79	76	n/a	n/a	n/a	n/a	n/a
Hindmarsh	78	78	78	77	76	n/a	n/a	n/a	n/a	n/a
East Ward	78	81	79	78	79	n/a	n/a	n/a	n/a	n/a
West Ward	77	75	79	78	73	n/a	n/a	n/a	n/a	n/a
Small Rural	77	77	77	76	76	75	76	n/a	n/a	n/a
Men	75	76	76	73	75	n/a	n/a	n/a	n/a	n/a
18-34	72 ▼	73	79	76	73	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	35	44	17	2	1	2
2020 Hindmarsh	37	41	17	3	1	1
2019 Hindmarsh	36	41	20		1	2
2018 Hindmarsh	34	40	21		2	2
2017 Hindmarsh	32	42	20	1	1	3
State-wide	38	42	17	2	1	1
Small Rural	34	42	19	2	1	2
North Ward	36	43	13	3	1	4
East Ward	36	43	17		3	1
West Ward	33	45	19	2	1	1
Men	29	45	19	3	2	2
Women	41	42	14	1	1	2
18-34	22	46	21	7		4
35-49	51	29	16		2	2
50-64	39	41	17		2	2
65+	31	52	14		2	1

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 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

The condition of local streets and footpaths in your area performance

2021 streets and footpaths performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North Ward	63	59	63	57	61	57	58	57	54	n/a
65+	62	62	66	61	61	59	60	58	53	54
18-34	61	65	67	65	63	67	63	67	57	56
Men	60	65	66	63	62	62	60	60	55	52
Hindmarsh	60	61	65	60	62	59	61	58	53	51
State-wide	59	58	59	58	57	57	58	58	58	57
East Ward	59	56	63	52	55	51	54	50	40	n/a
Women	59	57	63	57	62	55	61	56	51	49
50-64	58	54	63	59	62	54	59	51	51	43
Small Rural	58	57	57	57	57	58	59	n/a	n/a	n/a
West Ward	57	64	66	70	70	66	68	66	65	n/a
35-49	56	62	63	55	62	57	61	58	52	52

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2021 streets and footpaths performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	14	34	33	10	7	3
2020 Hindmarsh	12	40	29	13	5	2
2019 Hindmarsh	20	37	25	11	4	3
2018 Hindmarsh	15	35	28	12	7	2
2017 Hindmarsh	15	38	29	9	6	2
2016 Hindmarsh	10	42	25	11	9	3
2015 Hindmarsh	13	39	29	10	7	2
2014 Hindmarsh	12	37	27	13	8	3
2013 Hindmarsh	13	28	31	13	14	2
2012 Hindmarsh	9	29	27	19	13	2
State-wide	15	35	28	14	7	2
Small Rural	11	34	30	14	7	4
North Ward	16	38	28	8	6	3
East Ward	16	28	35	18	3	1
West Ward	11	34	36	6	10	3
Men	12	40	29	11	7	2
Women	15	27	37	10	7	3
18-34	12	44	22	9	9	5
35-49	4	40	42	6	9	
50-64	14	30	33	15	6	2
65+	20	28	34	10	5	3
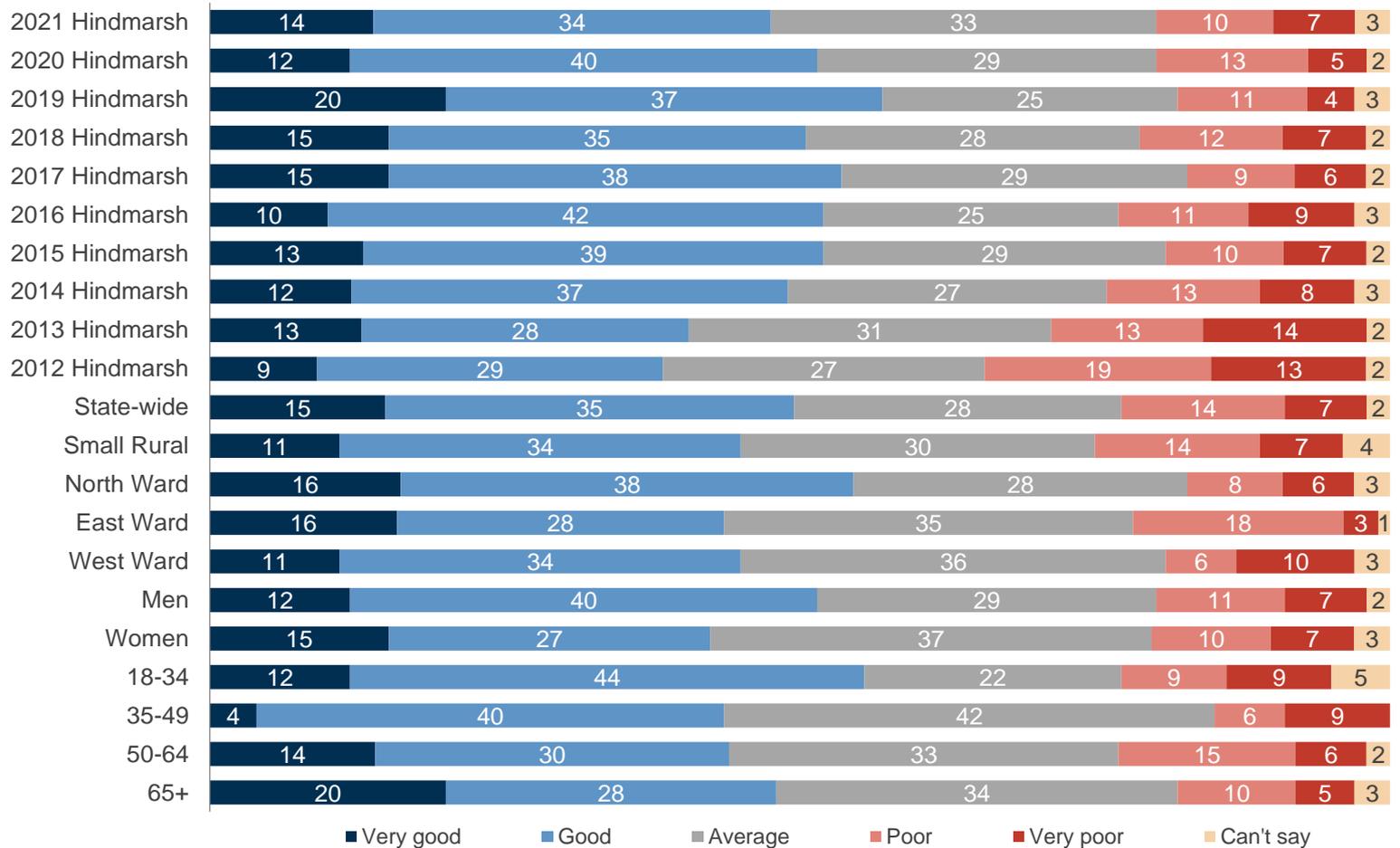
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Enforcement of local laws importance

2021 law enforcement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	74 ▲	75	72	74	72	n/a	n/a	n/a	n/a	n/a
65+	72	71	70	69	71	n/a	n/a	n/a	n/a	n/a
East Ward	72	72	69	71	73	n/a	n/a	n/a	n/a	n/a
State-wide	70	70	71	71	71	70	71	70	71	70
Hindmarsh	70	69	67	68	70	n/a	n/a	n/a	n/a	n/a
West Ward	69	67	65	67	67	n/a	n/a	n/a	n/a	n/a
35-49	69	65	63	65	67	n/a	n/a	n/a	n/a	n/a
18-34	69	71	71	69	71	n/a	n/a	n/a	n/a	n/a
North Ward	68	69	66	65	70	n/a	n/a	n/a	n/a	n/a
Small Rural	67 ▼	66	68	66	67	69	68	n/a	n/a	n/a
50-64	67	67	63	66	71	n/a	n/a	n/a	n/a	n/a
Men	65 ▼	63	61	62	68	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2021 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	21	41	30	6	1	1
2020 Hindmarsh	25	37	27	8	2	1
2019 Hindmarsh	20	36	32	8	2	2
2018 Hindmarsh	20	42	29	8		2
2017 Hindmarsh	24	38	30	5	1	1
State-wide	25	38	28	6	2	1
Small Rural	21	38	32	7	2	1
North Ward	16	46	27	8	1	2
East Ward	26	40	28	4	1	1
West Ward	22	39	33	5		1
Men	14	41	34	9	1	1
Women	28	42	25	3		2
18-34	17	50	26	7		
35-49	25	34	31	6	2	2
50-64	20	34	37	7	1	2
65+	22	46	26	4		2

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
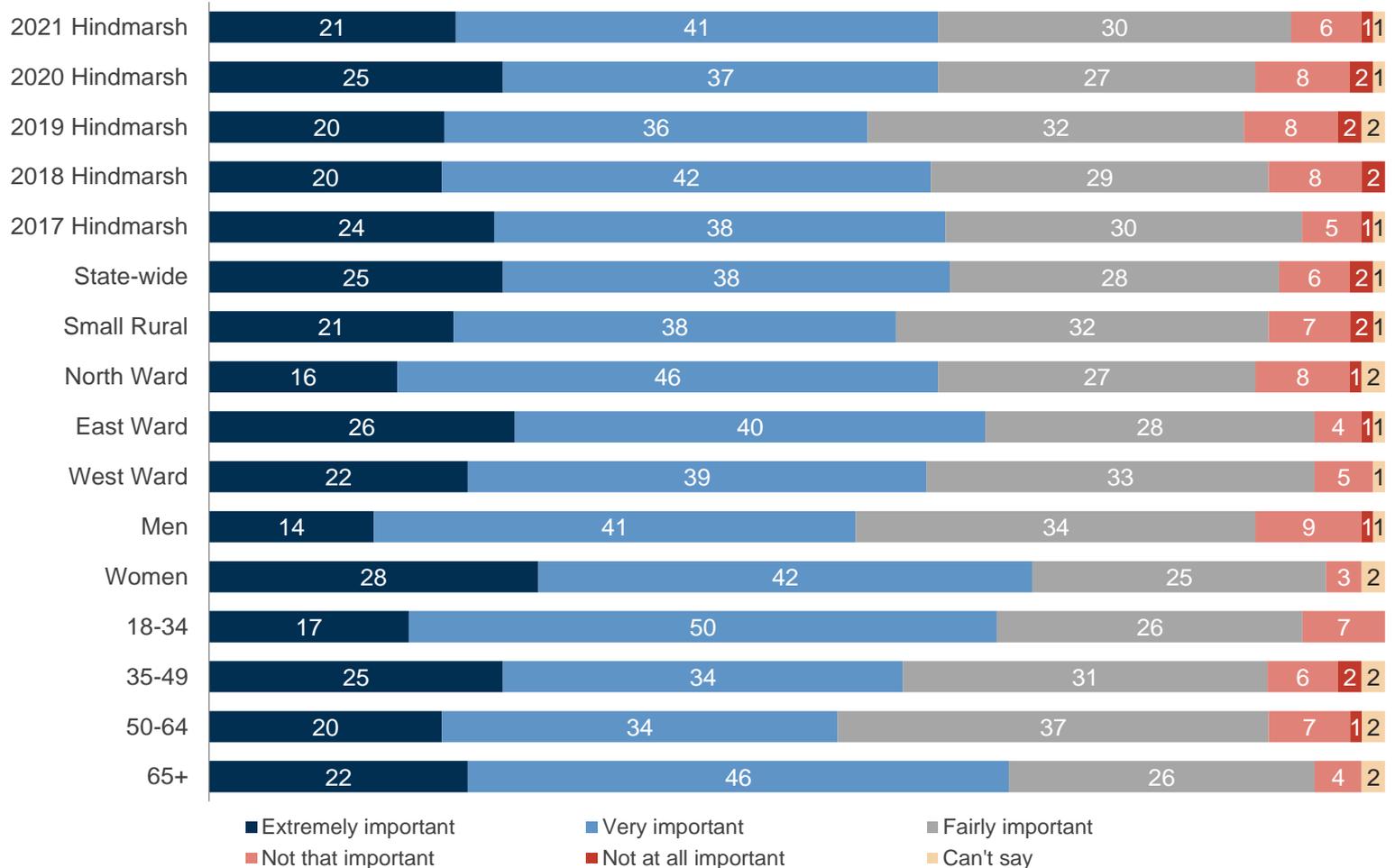
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7

Enforcement of local laws performance

2021 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	73	69	62	70	68	69	72	64	66
West Ward	67	66	67	68	70	64	70	72	69	n/a
Women	66	66	67	65	67	64	69	70	66	65
East Ward	66	67	67	61	63	62	60	65	60	n/a
Hindmarsh	65	66	65	64	65	63	66	68	64	64
65+	65	66	66	65	65	60	66	66	63	63
State-wide	64	63	64	64	64	63	66	66	65	65
50-64	64	63	63	66	63	63	66	65	63	60
Men	63	66	63	62	63	61	63	66	62	63
Small Rural	63	62	63	63	65	64	66	n/a	n/a	n/a
35-49	63	64	63	60	63	61	64	70	68	67
North Ward	62	65	59	62	63	62	66	66	64	n/a

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance

2021 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	13	41	22	8	4	12
2020 Hindmarsh	17	39	28	4	4	8
2019 Hindmarsh	13	43	24	6	4	9
2018 Hindmarsh	14	39	27	8	4	8
2017 Hindmarsh	14	43	24	9	3	8
2016 Hindmarsh	9	42	25	7	4	14
2015 Hindmarsh	14	40	27	6	3	10
2014 Hindmarsh	16	46	22	6	3	8
2013 Hindmarsh	13	43	22	10	3	8
2012 Hindmarsh	12	44	27	7	4	5
State-wide	12	39	26	7	3	12
Small Rural	11	39	26	8	4	13
North Ward	11	38	24	9	5	13
East Ward	15	42	20	10	3	11
West Ward	15	42	23	5	3	11
Men	13	41	22	10	5	9
Women	14	40	23	7	3	14
18-34	7	61	16	4	4	9
35-49	14	40	20	11	6	9
50-64	14	34	29	5	4	14
65+	16	35	23	11	3	13

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
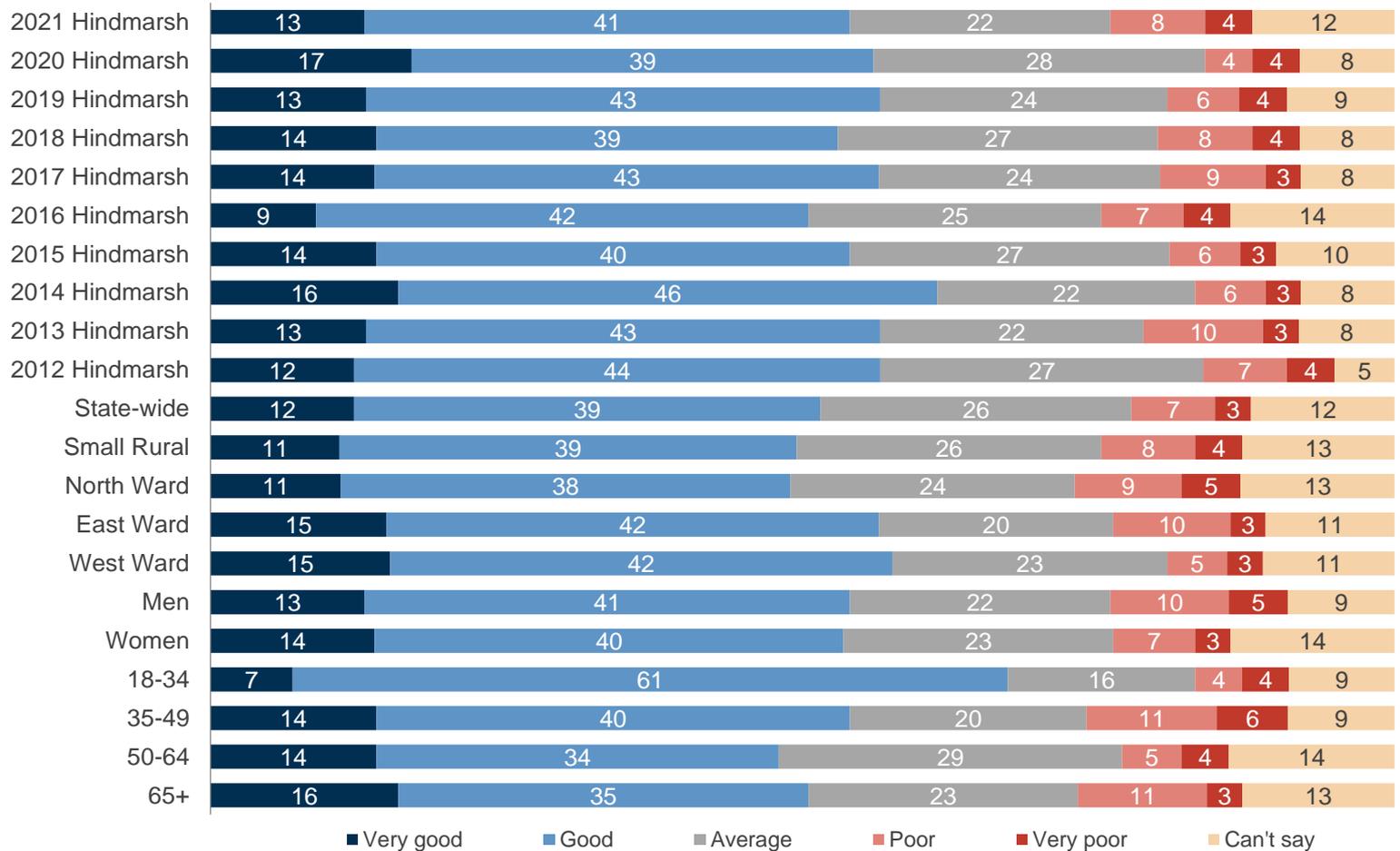
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

Elderly support services importance

2021 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85	85	84	85	83	n/a	n/a	n/a	n/a	n/a
50-64	84	82	81	85	80	n/a	n/a	n/a	n/a	n/a
65+	83	81	82	81	80	n/a	n/a	n/a	n/a	n/a
Small Rural	83	81	80	80	79	79	80	n/a	n/a	n/a
North Ward	82	81	82	80	81	n/a	n/a	n/a	n/a	n/a
35-49	82	82	79	80	81	n/a	n/a	n/a	n/a	n/a
East Ward	82	82	83	84	81	n/a	n/a	n/a	n/a	n/a
Hindmarsh	82	82	82	82	80	n/a	n/a	n/a	n/a	n/a
State-wide	82	80	80	79	78	78	79	79	79	80
West Ward	81	83	81	82	77	n/a	n/a	n/a	n/a	n/a
Men	78 ▼	80	79	79	77	n/a	n/a	n/a	n/a	n/a
18-34	76 ▼	84	86	79	77	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2021 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	42	44	11	1	1	1
2020 Hindmarsh	45	41	12	2		
2019 Hindmarsh	42	44	13			1
2018 Hindmarsh	43	40	15			1
2017 Hindmarsh	37	46	14	1	1	1
State-wide	43	42	12	1	1	1
Small Rural	44	43	10	1	1	1
North Ward	41	44	13			2
East Ward	45	41	9	2	2	1
West Ward	39	46	12	2		1
Men	35	46	16	2	1	1
Women	48	42	7	1	1	
18-34	29	46	24			
35-49	47	38	7	4	2	2
50-64	49	41	9	1	1	
65+	41	47	8	1	2	
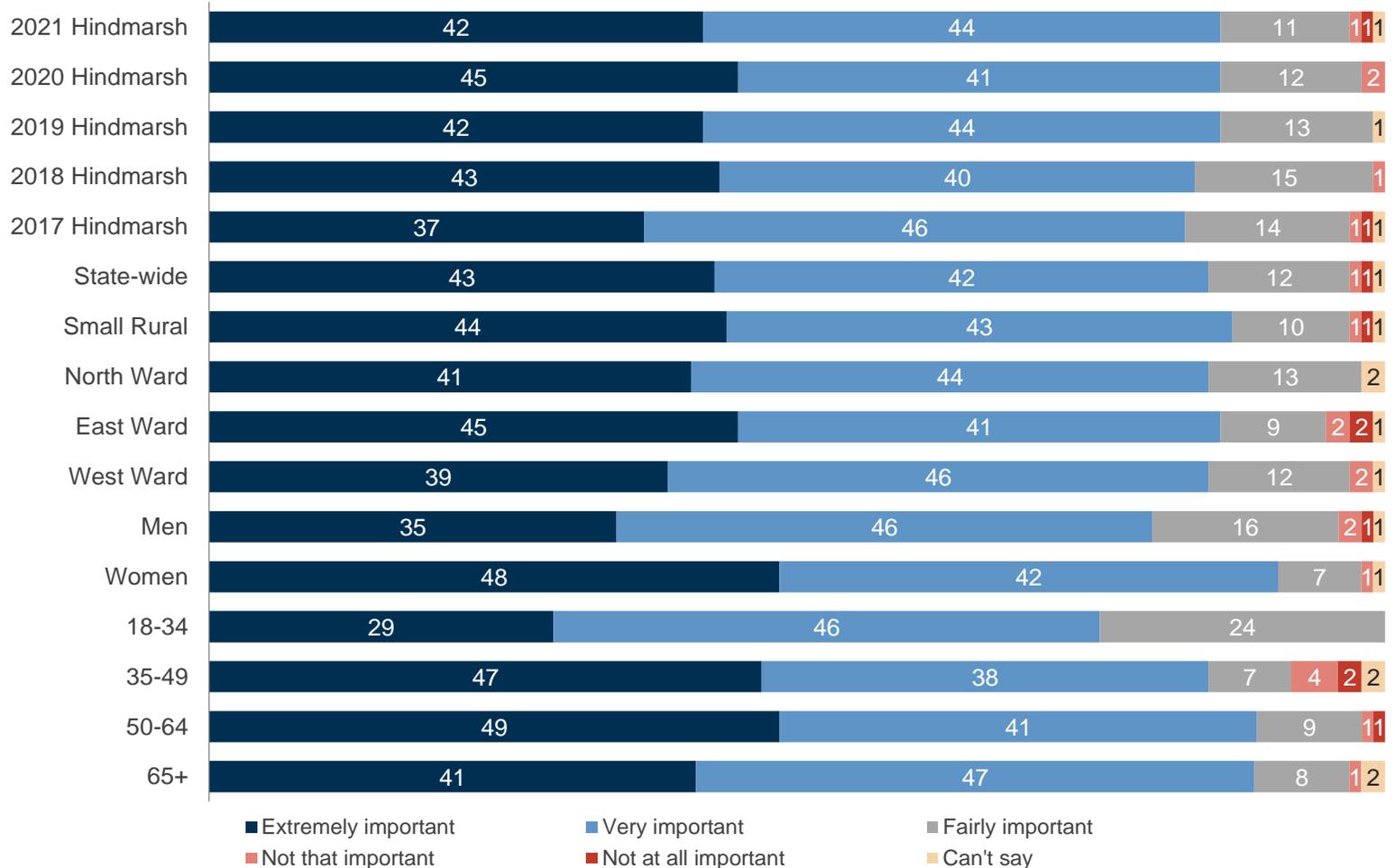
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

Elderly support services performance

2021 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79 ▲	77	77	76	78	76	78	79	74	73
West Ward	77	77	76	83	79	76	81	82	79	n/a
18-34	76	83	78	72	71	68	72	74	69	73
Women	76	76	75	75	79	73	76	79	75	72
Hindmarsh	74	74	75	73	75	72	74	76	72	71
East Ward	73	70	74	64	71	72	67	75	68	n/a
50-64	73	69	71	73	75	70	73	73	70	67
Small Rural	72	71	71	69	71	70	72	n/a	n/a	n/a
Men	72	72	74	72	72	71	73	73	70	70
North Ward	71	75	72	70	76	69	73	72	70	n/a
State-wide	69 ▼	68	68	68	68	68	69	70	69	69
35-49	63 ▼	68	71	69	74	71	73	78	74	73

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2021 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	26	39	19	4	1	10
2020 Hindmarsh	28	38	18	4	1	10
2019 Hindmarsh	24	43	16	4	1	13
2018 Hindmarsh	27	36	17	4	3	13
2017 Hindmarsh	28	44	14	4	2	8
2016 Hindmarsh	22	39	14	5	2	17
2015 Hindmarsh	23	46	13	3	2	13
2014 Hindmarsh	31	39	12	4	2	13
2013 Hindmarsh	21	42	13	6	2	16
2012 Hindmarsh	21	43	18	4	3	11
State-wide	16	32	20	5	2	26
Small Rural	22	35	17	4	2	21
North Ward	24	40	17	5	3	10
East Ward	25	40	24	3	1	6
West Ward	29	38	15	3		14
Men	22	42	19	4	2	10
Women	31	36	18	4	1	11
18-34	21	50	16			13
35-49	13	31	35	4	4	14
50-64	23	44	15	7	1	10
65+	39	34	14	4	2	7
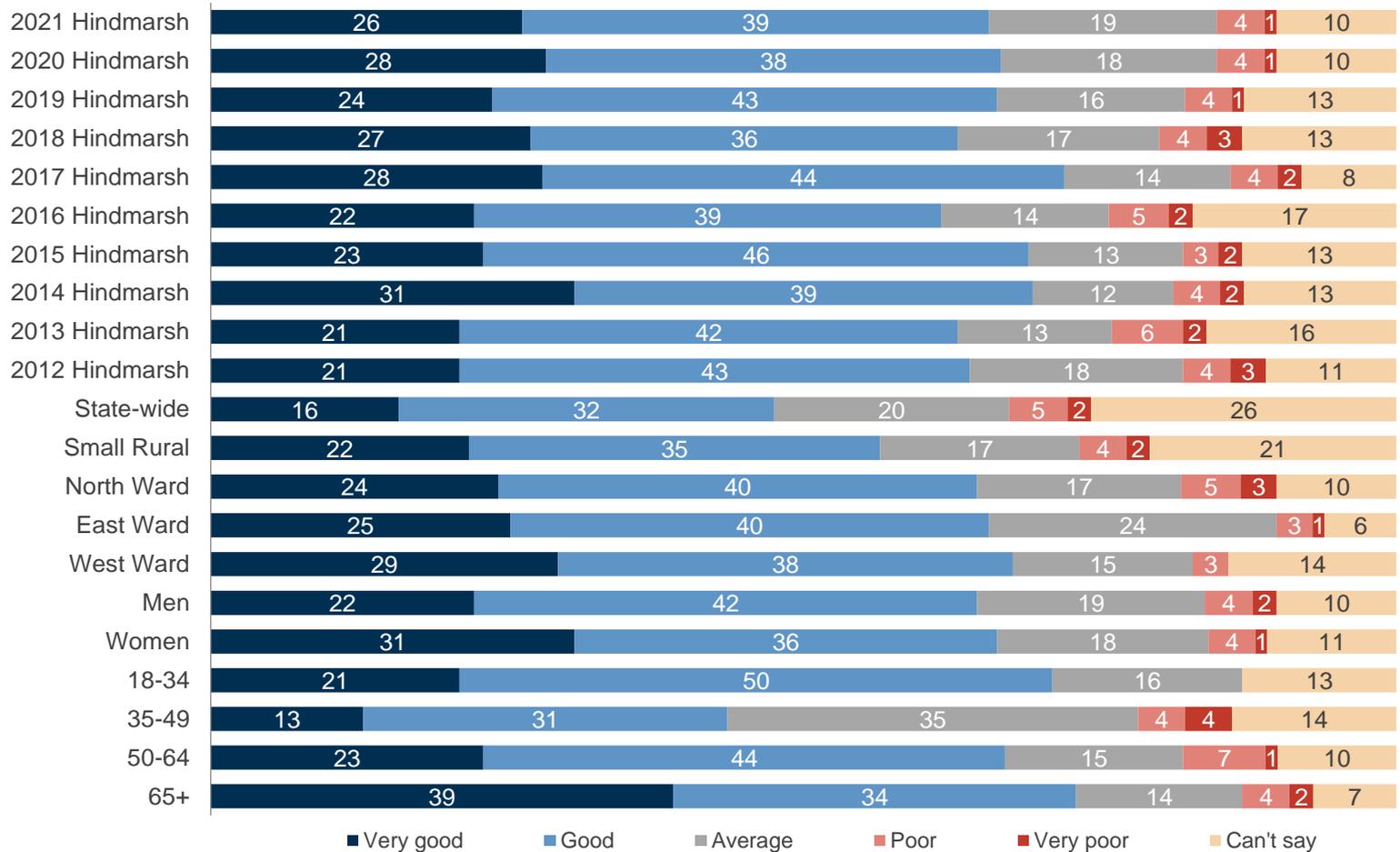
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

Recreational facilities importance

2021 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	75	73	72	71	n/a	n/a	n/a	n/a	n/a
North Ward	76	71	71	71	72	n/a	n/a	n/a	n/a	n/a
50-64	75	70	70	73	71	n/a	n/a	n/a	n/a	n/a
35-49	75	78	71	68	71	n/a	n/a	n/a	n/a	n/a
East Ward	74	74	74	68	74	n/a	n/a	n/a	n/a	n/a
Hindmarsh	74	72	71	70	72	n/a	n/a	n/a	n/a	n/a
State-wide	74	72	72	73	72	73	72	72	72	72
18-34	73	69	71	68	72	n/a	n/a	n/a	n/a	n/a
Small Rural	73	73	72	72	71	72	73	n/a	n/a	n/a
65+	73	72	72	69	72	n/a	n/a	n/a	n/a	n/a
West Ward	72	72	69	70	70	n/a	n/a	n/a	n/a	n/a
Men	72	69	69	67	73	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2021 recreational facilities importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	26	45	26	2		
2020 Hindmarsh	26	42	28	3	1	
2019 Hindmarsh	23	43	28	5		
2018 Hindmarsh	20	46	28	6		
2017 Hindmarsh	23	45	28	2	1	1
State-wide	26	46	24	3	1	1
Small Rural	25	47	24	3	1	1
North Ward	33	37	29		1	
East Ward	23	55	18	3	1	1
West Ward	23	45	29	3	1	1
Men	25	42	29	3	1	1
Women	28	49	22		1	
18-34	33	27	40			
35-49	27	48	22	4		
50-64	30	45	20	4	1	1
65+	20	54	24		1	1

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8

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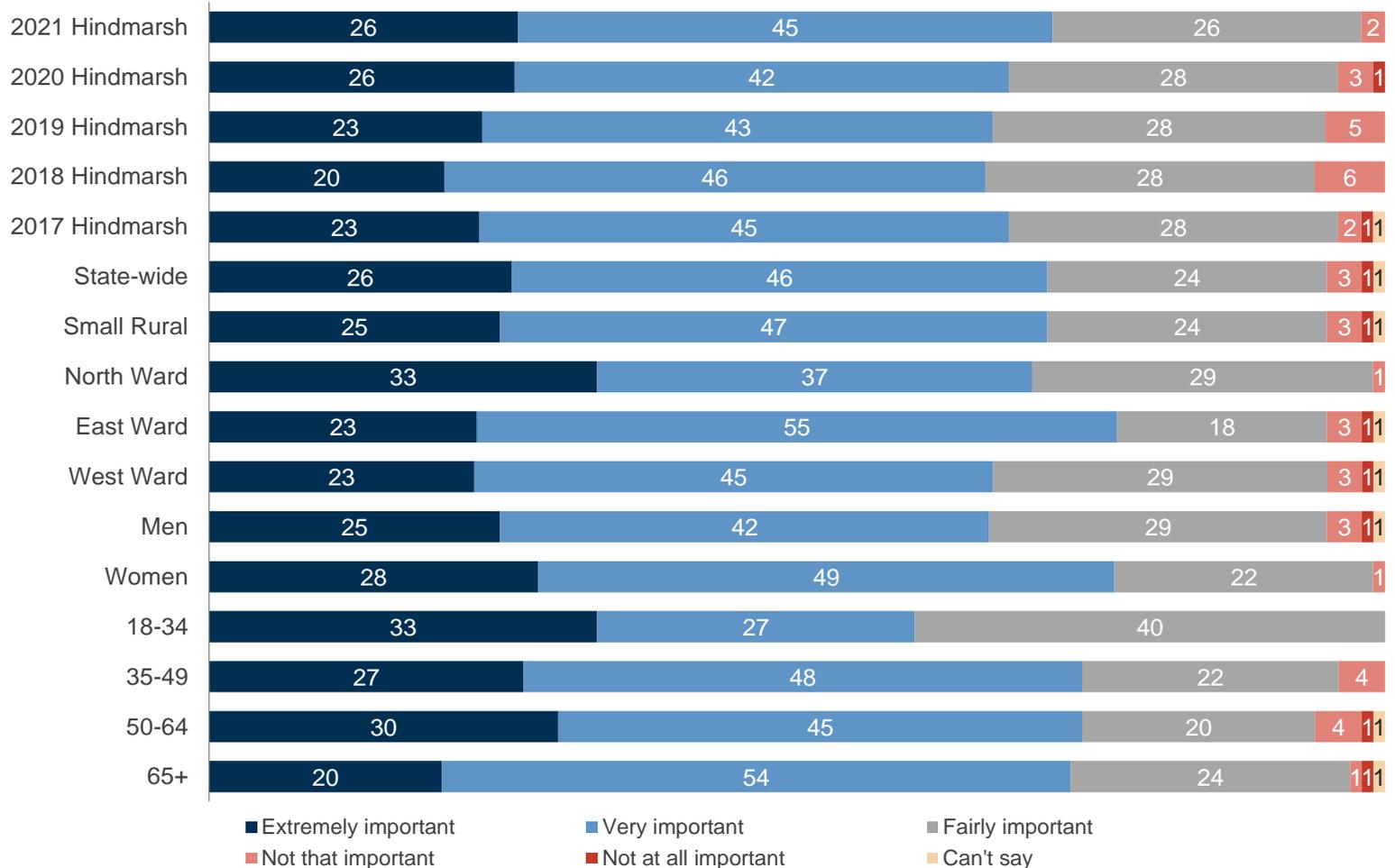
Recreational facilities performance

2021 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76 ▲	73	79	78	78	77	77	78	73	72
East Ward	75 ▲	74	80	72	73	70	73	76	69	n/a
State-wide	71	70	70	69	70	69	70	71	70	70
Women	70	72	74	73	76	67	72	74	69	66
18-34	70	78	70	73	68	56	65	66	68	67
Hindmarsh	70	71	73	73	73	67	71	71	69	67
50-64	70	66	71	72	74	65	71	70	68	64
Small Rural	69	68	68	69	69	68	70	n/a	n/a	n/a
Men	69	70	73	73	70	66	70	68	69	68
North Ward	68	70	70	69	69	59	67	66	68	n/a
West Ward	67	70	71	78	76	71	74	73	71	n/a
35-49	59 ▼	65	70	65	68	61	65	66	66	65

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2021 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	21	43	21	5	3	6
2020 Hindmarsh	24	43	23	5	2	3
2019 Hindmarsh	31	38	20	6	2	3
2018 Hindmarsh	27	43	18	6	2	4
2017 Hindmarsh	28	42	21	3	3	2
2016 Hindmarsh	19	40	23	9	3	5
2015 Hindmarsh	22	47	20	7	2	2
2014 Hindmarsh	25	43	19	7	2	3
2013 Hindmarsh	19	49	19	8	3	2
2012 Hindmarsh	16	45	28	7	2	2
State-wide	23	43	22	6	2	4
Small Rural	22	43	22	7	3	4
North Ward	20	45	22	5	5	3
East Ward	27	43	22		2	6
West Ward	18	42	20	7	5	8
Men	20	46	22	6	3	3
Women	22	41	21	4	3	9
18-34	16	54	12	4	5	10
35-49	13	35	33	11	7	2
50-64	19	47	21	8	1	5
65+	30	40	20		2	7

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
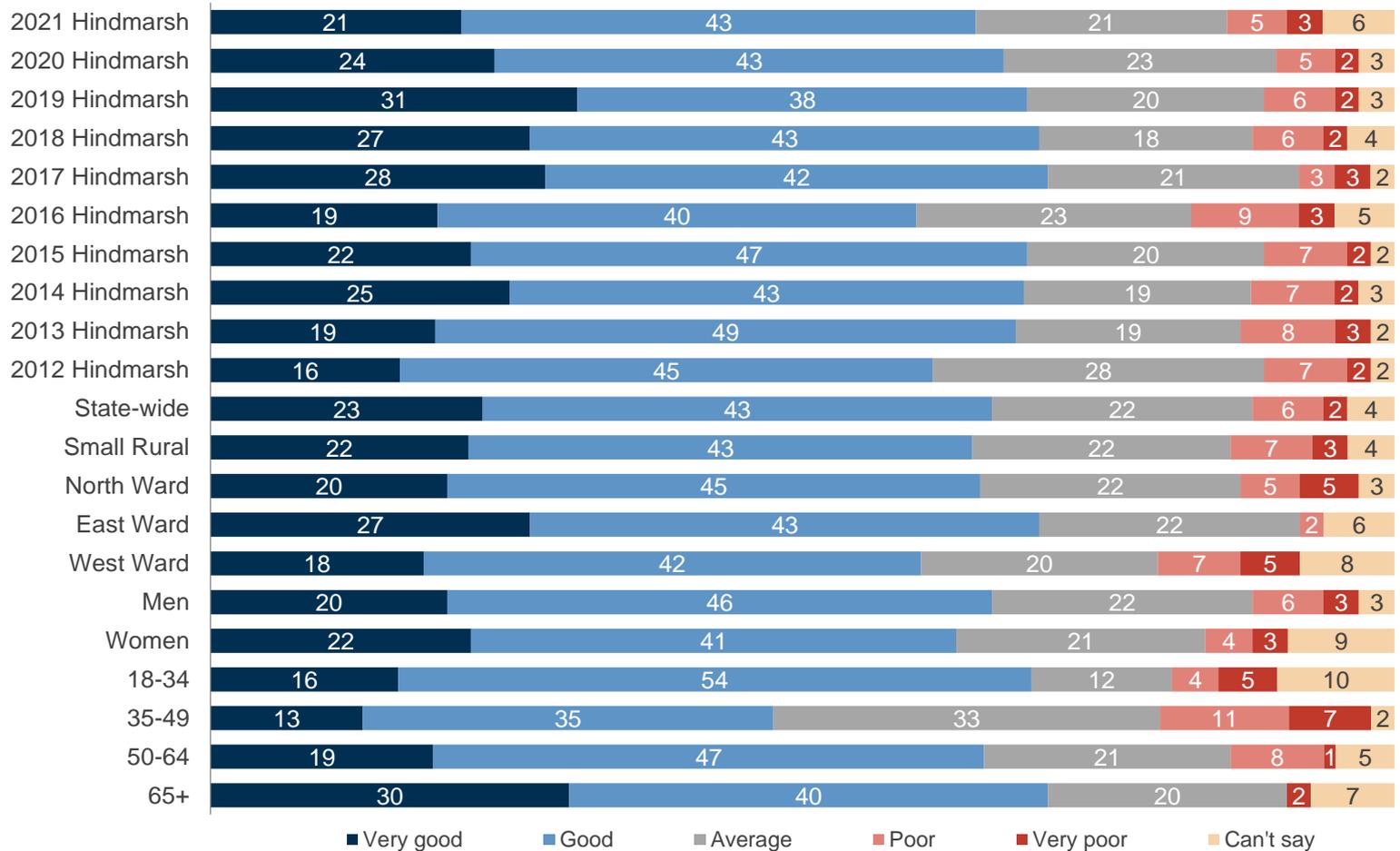
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

The appearance of public areas importance

2021 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	72	73	73	79	n/a	n/a	n/a	n/a	n/a
Women	78 ▲	77	76	76	75	n/a	n/a	n/a	n/a	n/a
West Ward	76	74	73	73	73	n/a	n/a	n/a	n/a	n/a
State-wide	75	74	73	74	74	74	73	73	74	73
65+	75	76	77	75	74	n/a	n/a	n/a	n/a	n/a
East Ward	74	74	74	73	74	n/a	n/a	n/a	n/a	n/a
Hindmarsh	74	74	74	73	73	n/a	n/a	n/a	n/a	n/a
Small Rural	74	74	74	74	74	74	73	n/a	n/a	n/a
35-49	74	75	70	74	68	n/a	n/a	n/a	n/a	n/a
North Ward	72	75	75	72	73	n/a	n/a	n/a	n/a	n/a
Men	71	72	71	69	72	n/a	n/a	n/a	n/a	n/a
18-34	68 ▼	72	73	65	70	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance
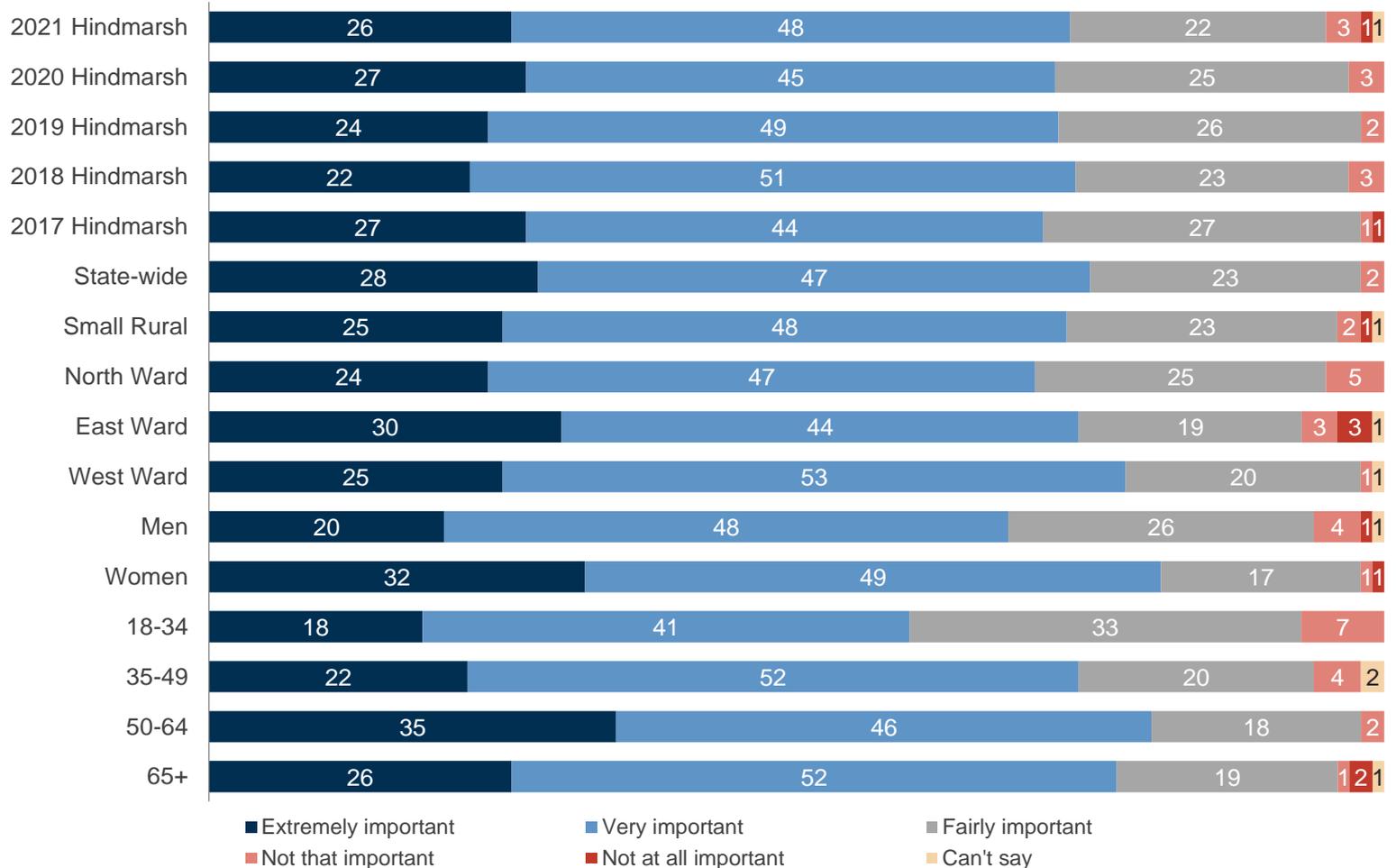
2021 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	26	48	22	3	1	1
2020 Hindmarsh	27	45	25	3		
2019 Hindmarsh	24	49	26	2		
2018 Hindmarsh	22	51	23	3		
2017 Hindmarsh	27	44	27	1	1	
State-wide	28	47	23	2		
Small Rural	25	48	23	2	1	1
North Ward	24	47	25	5		
East Ward	30	44	19	3	3	1
West Ward	25	53	20	1	1	
Men	20	48	26	4	1	1
Women	32	49	17	1	1	
18-34	18	41	33	7		
35-49	22	52	20	4		2
50-64	35	46	18	2		
65+	26	52	19	1	2	1

Legend:
- 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: 8

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The appearance of public areas performance

2021 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
West Ward	85 ▲	83	85	88	86	82	85	83	82	n/a
18-34	81	83	81	86	75	70	77	78	71	70
65+	81	78	81	80	80	78	79	75	71	72
Women	80	80	80	79	79	74	78	78	71	72
Hindmarsh	79	79	80	79	78	74	77	76	71	71
Men	79	77	80	80	77	74	75	73	71	69
35-49	78	80	80	73	80	71	72	77	75	73
North Ward	77	74	73	74	76	70	76	73	69	n/a
50-64	77	74	78	78	76	72	76	74	69	68
East Ward	75	76	77	75	74	68	66	70	64	n/a
Small Rural	75 ▼	72	73	72	74	73	74	n/a	n/a	n/a
State-wide	73 ▼	72	72	71	71	71	72	72	71	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

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The appearance of public areas performance

2021 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	37	47	11	2	2	1
2020 Hindmarsh	38	43	15	3	1	1
2019 Hindmarsh	39	46	13	2	1	
2018 Hindmarsh	42	38	15	2	2	
2017 Hindmarsh	39	42	13	4	1	
2016 Hindmarsh	31	46	14	6	3	1
2015 Hindmarsh	34	45	14	4	2	1
2014 Hindmarsh	32	45	17	4	1	
2013 Hindmarsh	32	35	20	9	3	1
2012 Hindmarsh	28	40	20	6	4	1
State-wide	27	46	19	5	2	1
Small Rural	29	47	17	4	2	1
North Ward	34	49	7	4	4	1
East Ward	27	47	22	1	1	1
West Ward	48	45	6	1	1	
Men	35	50	11	3	1	
Women	40	43	12	1	2	1
18-34	34	56	10			
35-49	45	37	7	6	5	
50-64	28	52	15	2	1	1
65+	42	44	11	1	2	1

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

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

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Waste management importance

2021 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	82 ▲	82	81	81	79	80	79	79	79	78
Small Rural	80 ▲	79	79	78	76	79	77	n/a	n/a	n/a
65+	79	80	77	77	77	n/a	n/a	n/a	n/a	n/a
East Ward	78	80	78	77	75	n/a	n/a	n/a	n/a	n/a
Women	78	81	79	80	78	n/a	n/a	n/a	n/a	n/a
35-49	77	75	69	74	73	n/a	n/a	n/a	n/a	n/a
Hindmarsh	77	78	75	76	75	n/a	n/a	n/a	n/a	n/a
West Ward	77	76	73	77	75	n/a	n/a	n/a	n/a	n/a
50-64	76	75	75	75	76	n/a	n/a	n/a	n/a	n/a
Men	76	74	71	72	72	n/a	n/a	n/a	n/a	n/a
North Ward	76	78	76	74	75	n/a	n/a	n/a	n/a	n/a
18-34	73	78	78	77	72	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2021 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	31	47	19	2		1
2020 Hindmarsh	34	46	15	2	1	1
2019 Hindmarsh	30	43	22	2	1	1
2018 Hindmarsh	30	46	20	2	1	1
2017 Hindmarsh	28	47	21	2	1	1
State-wide	44	42	12			1
Small Rural	39	43	15	1		1
North Ward	30	44	20	3		2
East Ward	33	47	18	1	1	1
West Ward	30	49	19			2
Men	31	45	20	2		1
Women	31	48	18	2		1
18-34	21	54	22	4		
35-49	36	36	22	4		2
50-64	31	44	22	2		1
65+	33	50	14		1	2

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
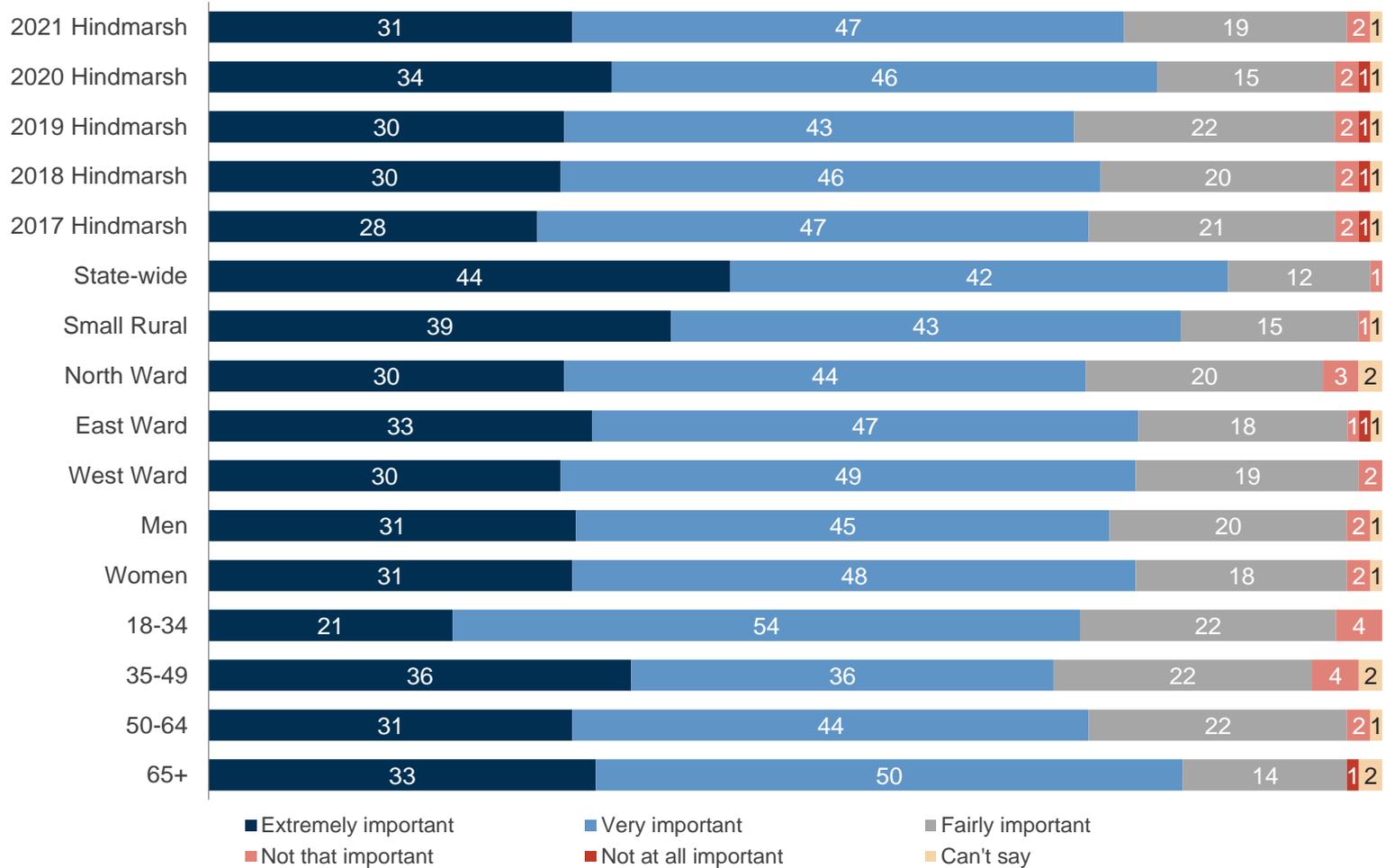
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Waste management performance

2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81 ▲	75	73	72	73	66	74	73	72	71
Men	78	73	75	72	75	64	69	73	72	68
65+	76	74	80	76	78	76	77	80	78	73
North Ward	76	75	75	72	72	65	71	69	70	n/a
West Ward	75	70	74	80	76	71	74	77	76	n/a
Hindmarsh	75	71	75	74	75	68	71	73	73	70
East Ward	73	70	76	68	77	66	68	75	73	n/a
50-64	72	66	71	70	74	66	68	68	72	70
Women	72	70	74	75	75	71	74	73	73	72
State-wide	69 ▼	65	68	70	71	70	72	73	71	72
35-49	69 ▼	69	71	75	72	57	63	70	68	68
Small Rural	68 ▼	64	66	69	70	69	71	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2021 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	27	49	14	6	1	3
2020 Hindmarsh	24	43	22	7	1	3
2019 Hindmarsh	29	44	17	4	2	3
2018 Hindmarsh	28	43	17	7	1	3
2017 Hindmarsh	31	44	17	4	3	2
2016 Hindmarsh	19	46	19	7	4	4
2015 Hindmarsh	24	48	15	7	3	4
2014 Hindmarsh	26	47	15	6	3	3
2013 Hindmarsh	25	50	14	6	2	2
2012 Hindmarsh	21	50	17	5	4	2
State-wide	23	42	20	8	4	3
Small Rural	21	44	20	8	4	3
North Ward	30	48	11	7	1	4
East Ward	21	56	16	4	1	1
West Ward	30	44	16	6		3
Men	31	50	14	2		2
Women	24	48	14	9	1	3
18-34	34	56		5		5
35-49	20	44	25	7	2	2
50-64	22	53	15	6	1	2
65+	32	45	15	5	1	3
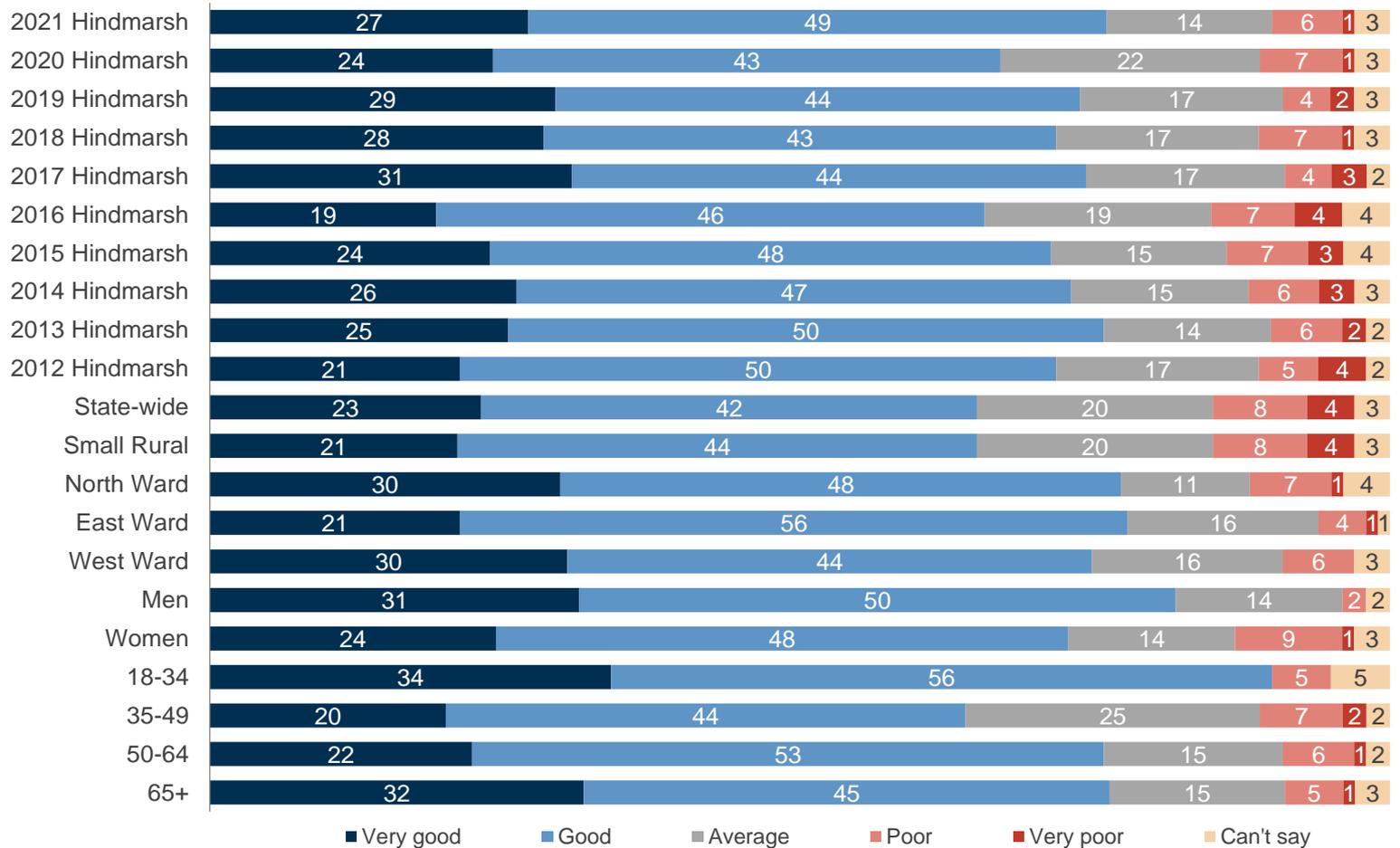
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Business and community development and tourism importance

2021 business/development/tourism importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women 79 ▲	78	77	74	75	n/a	n/a	n/a	n/a	n/a
65+ 77	76	73	71	74	n/a	n/a	n/a	n/a	n/a
50-64 76	74	73	71	78	n/a	n/a	n/a	n/a	n/a
West Ward 76	74	71	68	73	n/a	n/a	n/a	n/a	n/a
Hindmarsh 75	75	73	69	74	n/a	n/a	n/a	n/a	n/a
East Ward 75	76	75	71	75	n/a	n/a	n/a	n/a	n/a
North Ward 75	75	74	68	74	n/a	n/a	n/a	n/a	n/a
35-49 74	73	70	72	73	n/a	n/a	n/a	n/a	n/a
Small Rural 74	74	71	71	72	71	70	n/a	n/a	n/a
18-34 71	74	76	60	69	n/a	n/a	n/a	n/a	n/a
Men 71 ▼	71	69	65	73	n/a	n/a	n/a	n/a	n/a
State-wide 70 ▼	67	65	66	67	67	67	67	67	66

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2021 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	32	43	20	4	1	1
2020 Hindmarsh	32	39	21	4	1	2
2019 Hindmarsh	29	40	24	5	1	1
2018 Hindmarsh	21	44	26	6		2
2017 Hindmarsh	27	44	25	1	1	2
State-wide	24	39	29	6	1	1
Small Rural	29	42	23	4	1	1
North Ward	28	49	16	4	2	1
East Ward	34	38	22	5	1	1
West Ward	33	41	23		2	1
Men	25	42	26	4	2	
Women	39	43	14	3		1
18-34	27	40	24	9		
35-49	36	33	26	4		2
50-64	33	46	17	2	2	1
65+	31	47	17	2	1	2

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
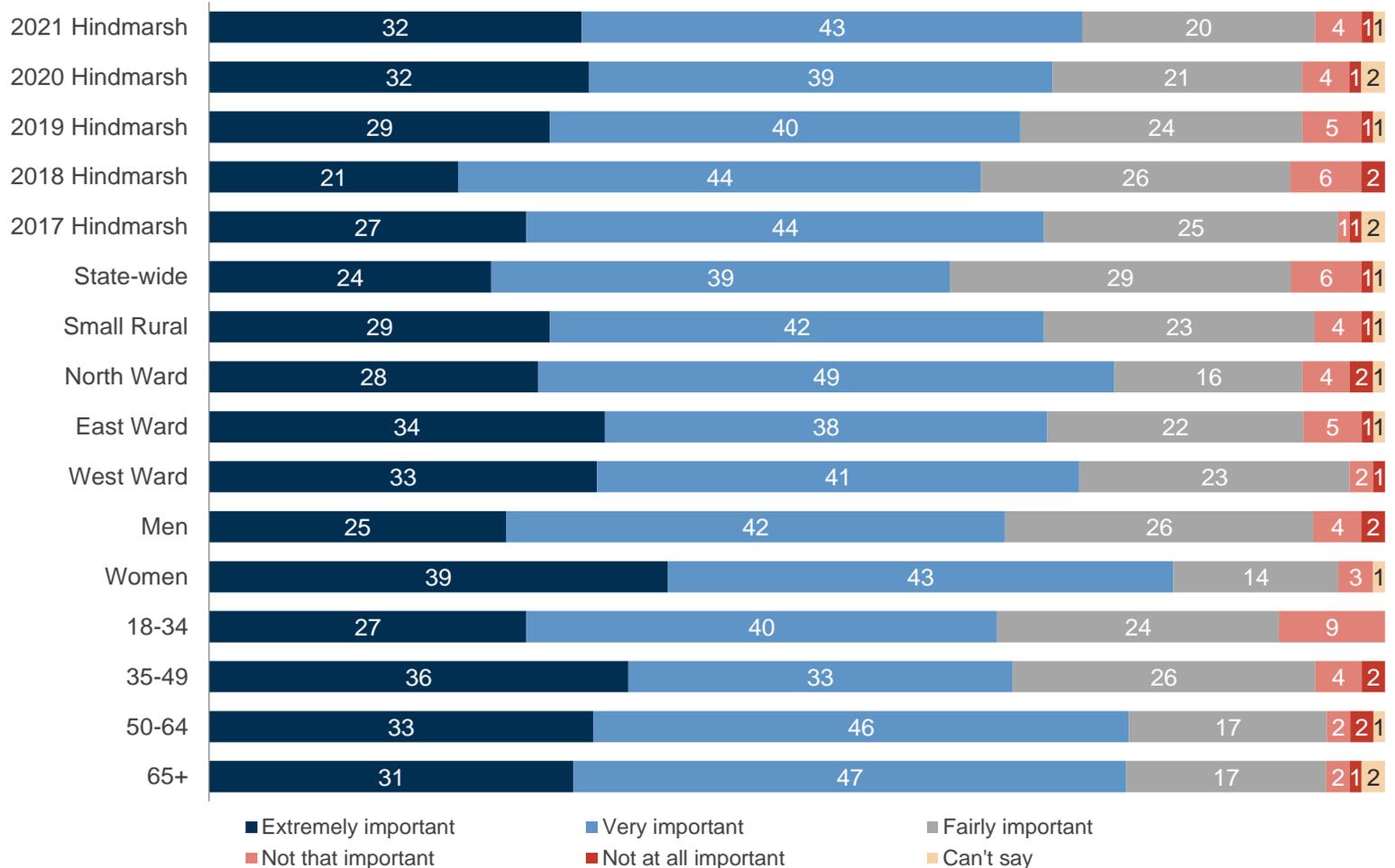
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Business and community development and tourism performance

2021 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	71 ▲	76	65	68	56	59	61	59	60	59
65+	66	63	65	62	64	62	60	62	56	53
East Ward	65	60	63	57	63	57	54	58	55	n/a
Women	63	63	65	63	63	60	61	63	57	55
Small Rural	62	58	59	59	64	61	63	n/a	n/a	n/a
Hindmarsh	62	61	63	61	61	58	59	61	57	54
North Ward	62	62	61	58	59	52	57	58	55	n/a
State-wide	61	59	61	60	61	60	61	62	62	62
50-64	61	51	61	58	59	52	54	58	56	51
Men	60	59	61	59	59	56	56	59	57	53
West Ward	59	61	64	66	61	64	65	67	61	n/a
35-49	47 ▼	54	59	55	61	57	60	63	58	55

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2021 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	14	33	29	12	3	9
2020 Hindmarsh	16	31	29	13	5	6
2019 Hindmarsh	15	36	31	9	4	5
2018 Hindmarsh	13	35	29	9	6	7
2017 Hindmarsh	15	33	27	11	6	9
2016 Hindmarsh	8	33	37	10	5	7
2015 Hindmarsh	10	34	33	13	3	7
2014 Hindmarsh	12	36	31	12	3	5
2013 Hindmarsh	10	32	32	14	5	7
2012 Hindmarsh	6	31	34	16	6	6
State-wide	11	33	32	10	3	12
Small Rural	14	34	30	10	3	9
North Ward	12	38	30	11	3	7
East Ward	12	36	33	6		13
West Ward	18	25	27	18	5	8
Men	12	34	33	13	2	6
Women	16	31	26	11	3	12
18-34	22	40	19	9		10
35-49	4	18	44	26	5	4
50-64	10	37	26	13	3	12
65+	18	33	30	7	3	9

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
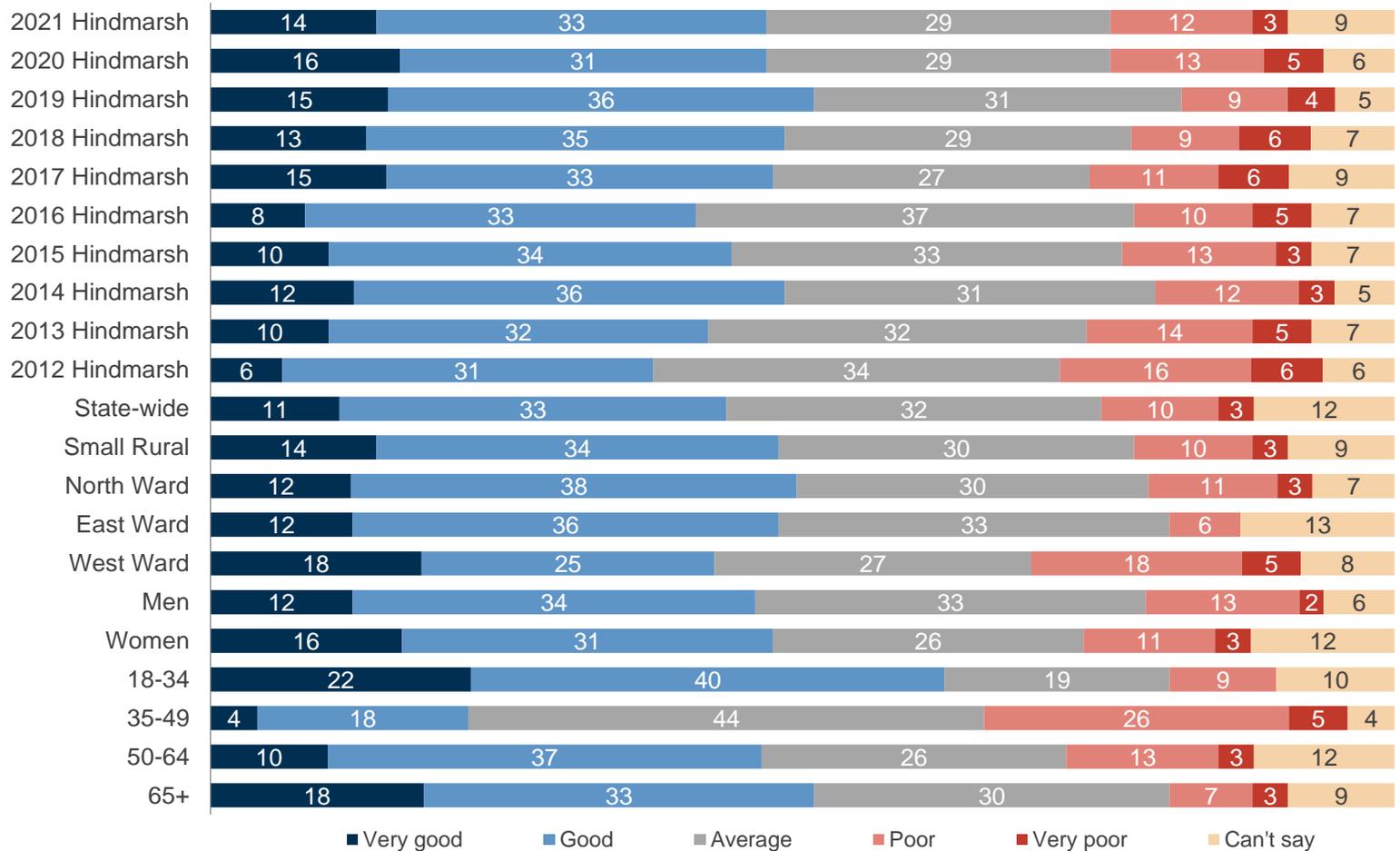
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

Planning and building permits importance

2021 planning and building permits importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73▲	71	71	71	72	71	71	71	71	71
Small Rural	71▲	68	70	68	68	71	70	n/a	n/a	n/a
East Ward	70	66	65	59	64	n/a	n/a	n/a	n/a	n/a
Women	69	72	67	66	67	n/a	n/a	n/a	n/a	n/a
50-64	69	64	65	63	66	n/a	n/a	n/a	n/a	n/a
West Ward	67	66	65	65	67	n/a	n/a	n/a	n/a	n/a
Hindmarsh	67	65	63	61	64	n/a	n/a	n/a	n/a	n/a
65+	67	68	66	63	67	n/a	n/a	n/a	n/a	n/a
35-49	66	62	58	59	59	n/a	n/a	n/a	n/a	n/a
18-34	65	65	63	57	61	n/a	n/a	n/a	n/a	n/a
Men	64	59	60	57	61	n/a	n/a	n/a	n/a	n/a
North Ward	63	64	58	60	61	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

2021 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	20	39	25	10	2	4
2020 Hindmarsh	19	39	26	11	3	2
2019 Hindmarsh	15	33	37	9	2	4
2018 Hindmarsh	15	34	31	13	4	3
2017 Hindmarsh	14	36	34	6	3	6
State-wide	28	39	24	4	1	3
Small Rural	25	39	25	6	2	3
North Ward	19	35	25	17	2	2
East Ward	19	48	18	7	2	6
West Ward	22	34	32	6	3	3
Men	19	36	25	14	3	4
Women	21	41	26	6	1	4
18-34	19	33	36	12		
35-49	27	31	18	18	2	4
50-64	22	39	25	8	2	4
65+	15	45	24	6	4	6
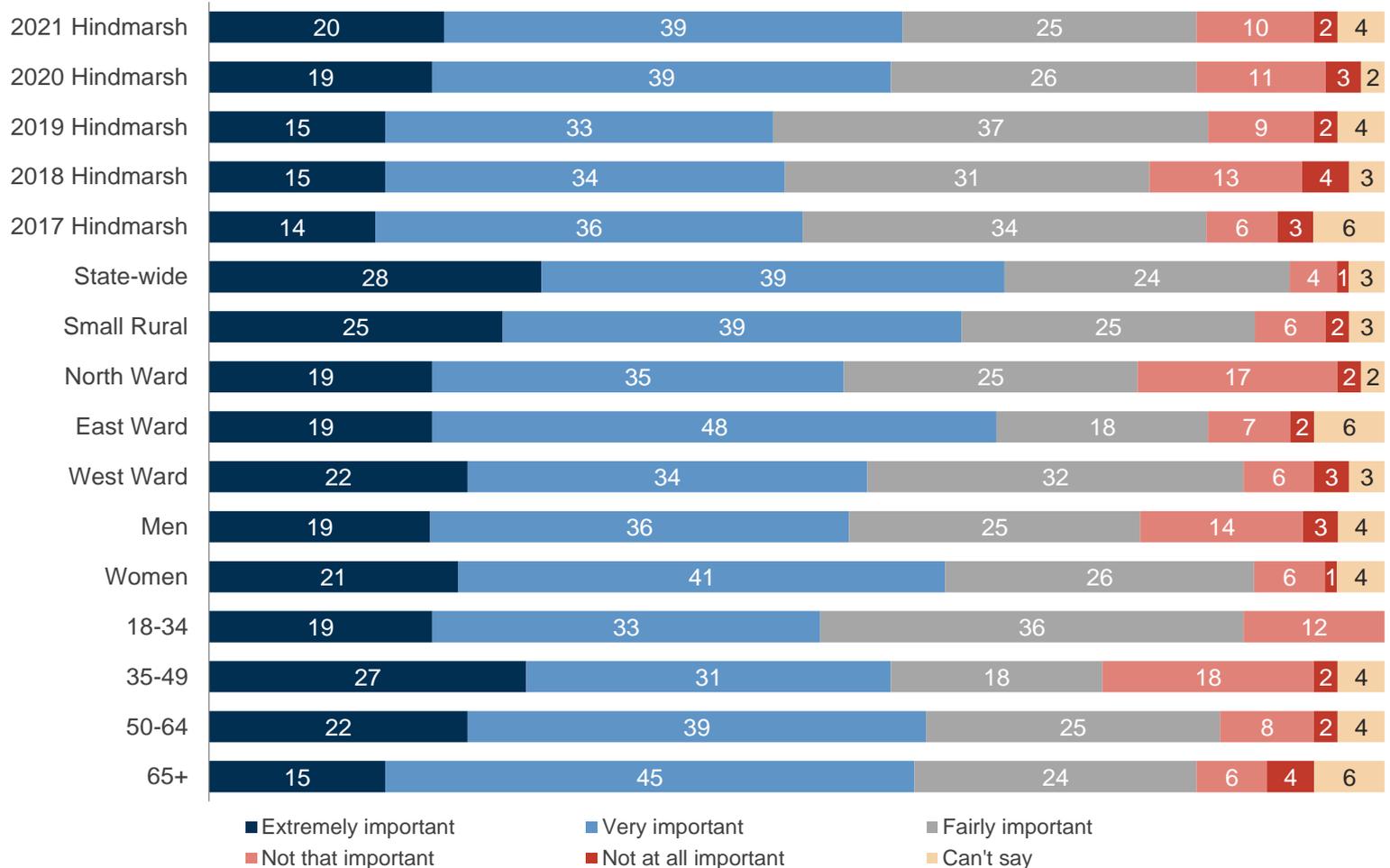
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

Planning and building permits performance

2021 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51 ▲	51	52	52	51	50	54	53	55	54
East Ward	50	48	57	51	54	46	46	50	n/a	n/a
Women	50 ▲	51	54	60	57	49	57	56	n/a	n/a
Small Rural	49 ▲	46	48	51	51	50	53	n/a	n/a	n/a
65+	49	53	53	54	54	50	54	54	n/a	n/a
18-34	47	62	57	62	52	50	61	62	n/a	n/a
Hindmarsh	45	52	50	54	54	47	53	53	n/a	n/a
North Ward	45	56	50	57	53	42	55	53	n/a	n/a
50-64	43	42	46	51	53	46	48	48	n/a	n/a
35-49	42	50	44	52	57	41	51	51	n/a	n/a
West Ward	41	52	46	55	55	52	56	57	n/a	n/a
Men	41	52	48	49	51	44	49	51	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2021 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	4	20	24	17	13	22
2020 Hindmarsh	5	24	26	12	9	24
2019 Hindmarsh	8	20	28	14	10	21
2018 Hindmarsh	7	25	27	12	7	22
2017 Hindmarsh	7	22	28	12	6	25
2016 Hindmarsh	3	17	22	11	10	38
2015 Hindmarsh	5	22	22	11	7	33
2014 Hindmarsh	6	20	27	11	5	31
State-wide	6	23	27	13	8	23
Small Rural	5	20	27	14	10	24
North Ward	3	18	28	19	10	22
East Ward	9	21	20	15	12	23
West Ward	2	19	24	17	16	22
Men	3	19	24	18	18	18
Women	5	20	24	16	8	26
18-34		26	22	21	7	24
35-49	7	18	25	16	22	11
50-64	4	18	23	24	13	18
65+	5	18	25	10	11	30

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
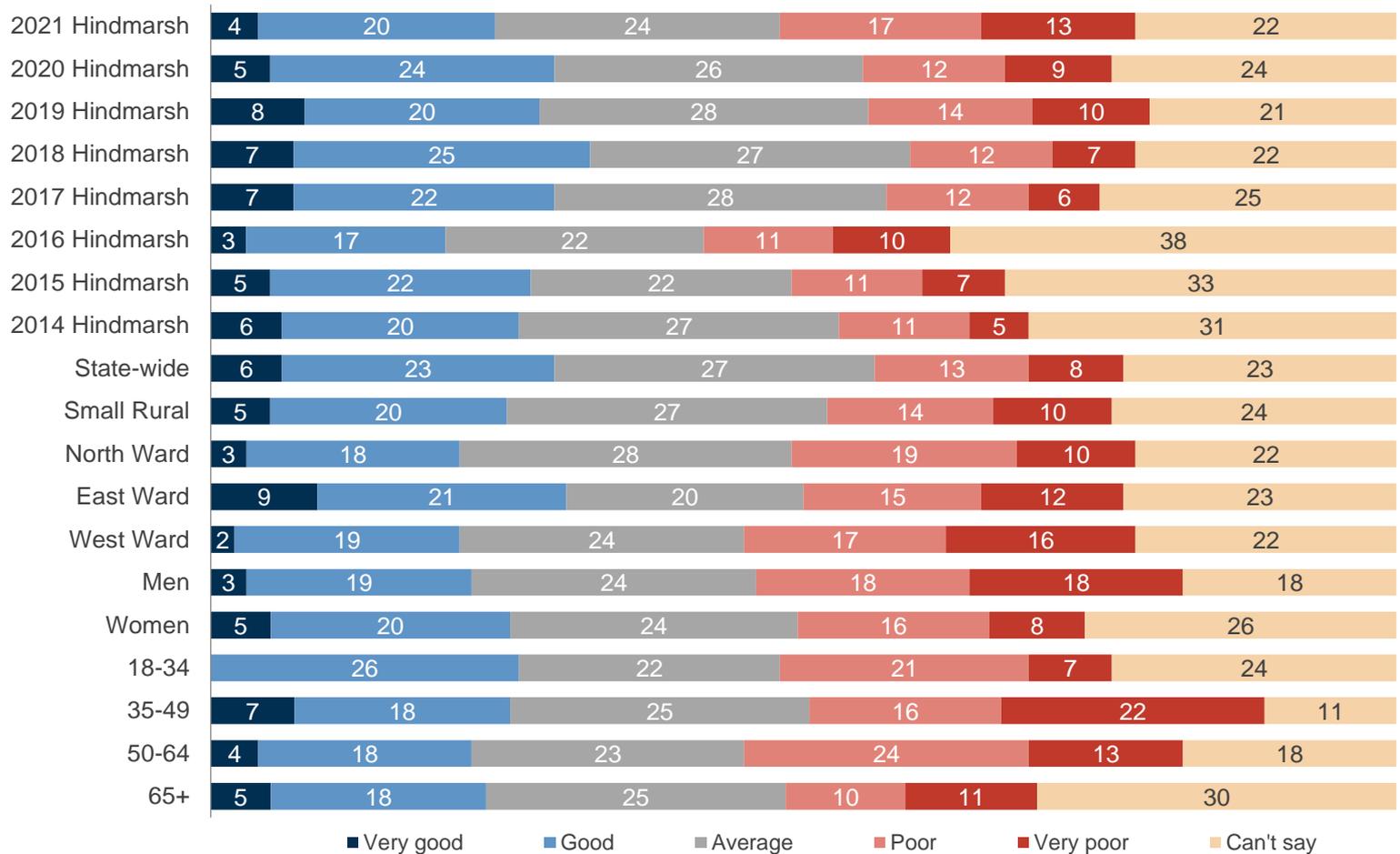
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

Roadside slashing and weed control performance

2021 roadside slashing and weed control performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61 ▲	58	63	65	54	n/a	n/a	n/a	n/a	n/a
West Ward	56 ▲	57	56	67	63	n/a	n/a	n/a	n/a	n/a
50-64	52	46	54	50	51	n/a	n/a	n/a	n/a	n/a
State-wide	51	49	56	55	53	56	55	55	56	61
Men	51	49	56	51	49	n/a	n/a	n/a	n/a	n/a
Hindmarsh	50	50	56	54	53	n/a	n/a	n/a	n/a	n/a
North Ward	50	44	51	44	43	n/a	n/a	n/a	n/a	n/a
Women	50	52	56	57	57	n/a	n/a	n/a	n/a	n/a
Small Rural	49	48	55	54	51	51	52	n/a	n/a	n/a
65+	47	51	54	54	54	n/a	n/a	n/a	n/a	n/a
35-49	45	45	55	47	52	n/a	n/a	n/a	n/a	n/a
East Ward	44 ▼	45	59	48	52	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: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

2021 roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	10	23	35	16	13	3
2020 Hindmarsh	7	27	32	17	12	5
2019 Hindmarsh	12	29	34	13	8	3
2018 Hindmarsh	9	34	25	19	10	3
2017 Hindmarsh	13	29	25	17	13	3
State-wide	10	28	29	19	12	2
Small Rural	9	24	32	21	12	2
North Ward	10	21	41	15	13	1
East Ward	7	16	37	25	14	2
West Ward	13	31	28	9	14	6
Men	9	24	40	11	15	1
Women	11	22	30	20	12	4
18-34	17	33	27	10	9	5
35-49	9	13	47	13	18	
50-64	11	26	33	19	11	1
65+	7	21	35	18	15	5
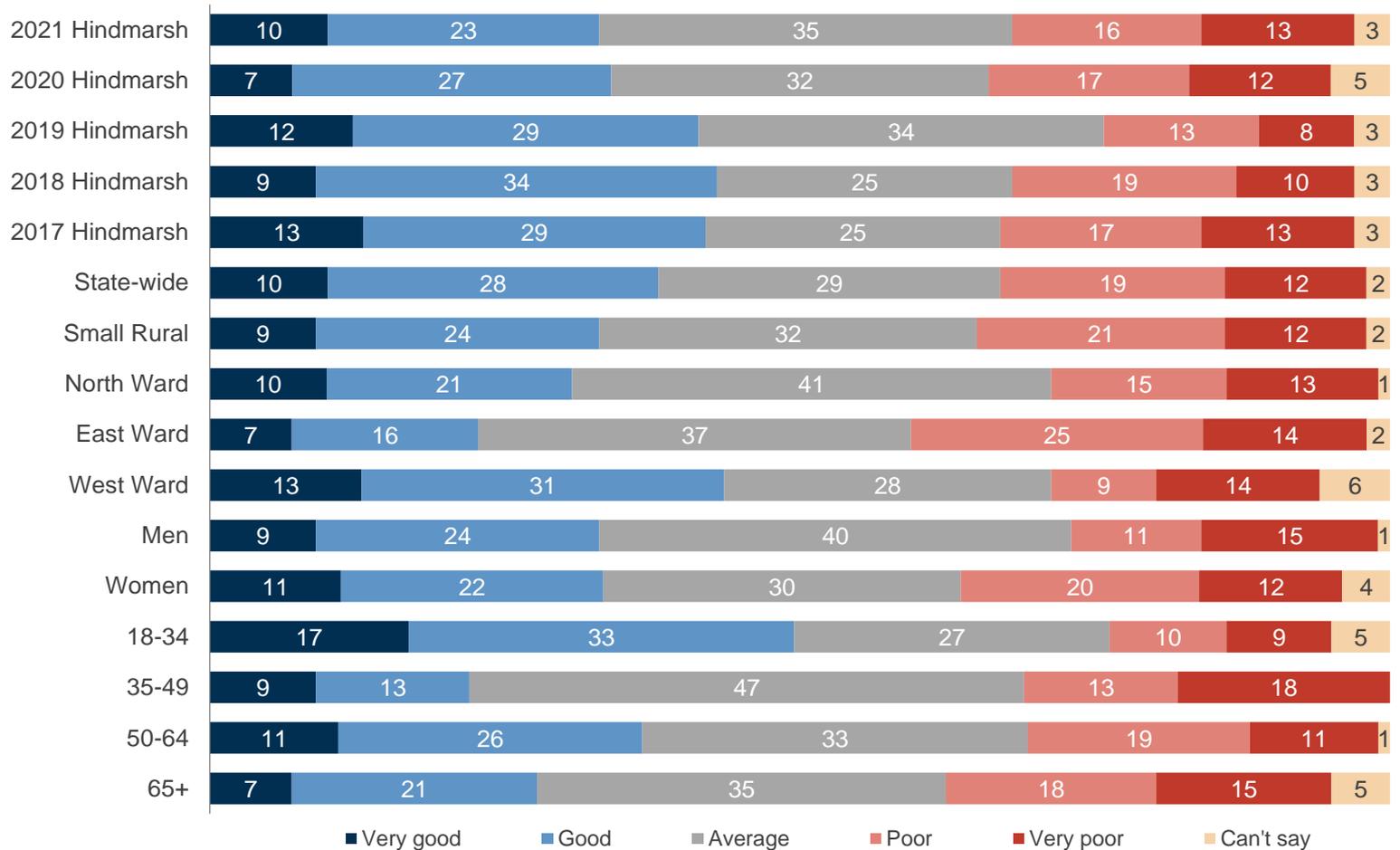
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	87	87	85	80	81	n/a	n/a	n/a	n/a	n/a
50-64	86	85	84	85	82	n/a	n/a	n/a	n/a	n/a
North Ward	85	87	83	84	82	n/a	n/a	n/a	n/a	n/a
Men	84	85	82	81	80	n/a	n/a	n/a	n/a	n/a
Small Rural	84	83	82	84	81	81	82	n/a	n/a	n/a
Hindmarsh	83	85	83	82	79	n/a	n/a	n/a	n/a	n/a
West Ward	82	83	85	81	75	n/a	n/a	n/a	n/a	n/a
Women	82	84	84	83	79	n/a	n/a	n/a	n/a	n/a
State-wide	81	80	80	80	79	79	78	78	81	80
65+	81	83	84	79	77	n/a	n/a	n/a	n/a	n/a
East Ward	81	85	79	80	81	n/a	n/a	n/a	n/a	n/a
18-34	78	84	79	84	78	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	47	41	8	1	2	1
2020 Hindmarsh	54	31	11		2	2
2019 Hindmarsh	47	38	13			1
2018 Hindmarsh	44	40	13		1	1
2017 Hindmarsh	39	42	15	1	1	2
State-wide	45	36	15	2	1	1
Small Rural	50	36	11	1	1	1
North Ward	50	42	7		1	
East Ward	45	40	8	2	4	1
West Ward	46	42	9		3	1
Men	47	42	10			
Women	47	40	7	1	4	1
18-34	45	41	4		10	
35-49	60	31	7		2	
50-64	53	38	8		1	
65+	37	49	11	1	1	2

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: 16 Councils asked group: 7

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Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (index scores)
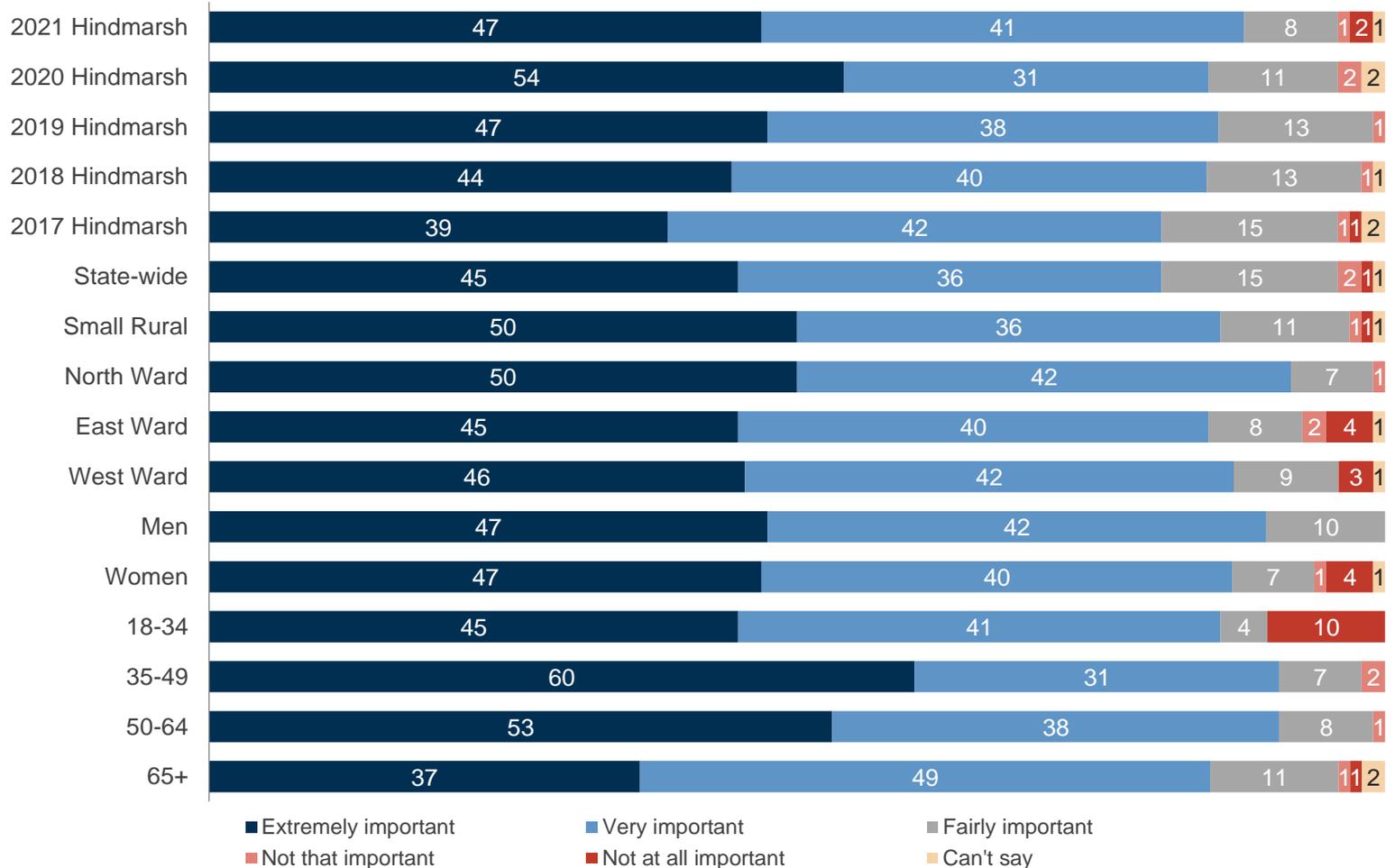
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	46	43	48	39	43	n/a	n/a	n/a	n/a	n/a
State-wide	45▲	44	44	43	44	43	45	45	44	46
East Ward	45	47	49	41	49	n/a	n/a	n/a	n/a	n/a
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
65+	43	46	51	43	46	n/a	n/a	n/a	n/a	n/a
Men	42	42	46	39	43	n/a	n/a	n/a	n/a	n/a
Hindmarsh	42	42	46	42	46	n/a	n/a	n/a	n/a	n/a
Women	42	43	46	45	50	n/a	n/a	n/a	n/a	n/a
50-64	41	37	43	43	43	n/a	n/a	n/a	n/a	n/a
West Ward	41	41	44	45	50	n/a	n/a	n/a	n/a	n/a
North Ward	40	41	46	40	40	n/a	n/a	n/a	n/a	n/a
35-49	37	40	42	43	54	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Hindmarsh	5	19	29	25	17	6
2020 Hindmarsh	5	16	34	26	14	5
2019 Hindmarsh	4	24	32	23	12	5
2018 Hindmarsh	6	16	30	28	16	4
2017 Hindmarsh	7	21	30	23	13	7
State-wide	5	22	31	21	15	6
Small Rural	5	21	31	22	15	5
North Ward	4	18	29	26	18	4
East Ward	6	21	29	28	12	3
West Ward	4	17	30	22	18	9
Men	4	20	35	21	19	2
Women	5	18	24	29	14	10
18-34	5	29	18	31	12	5
35-49	7	7	36	22	26	2
50-64	5	20	28	24	21	2
65+	3	18	33	24	11	11

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
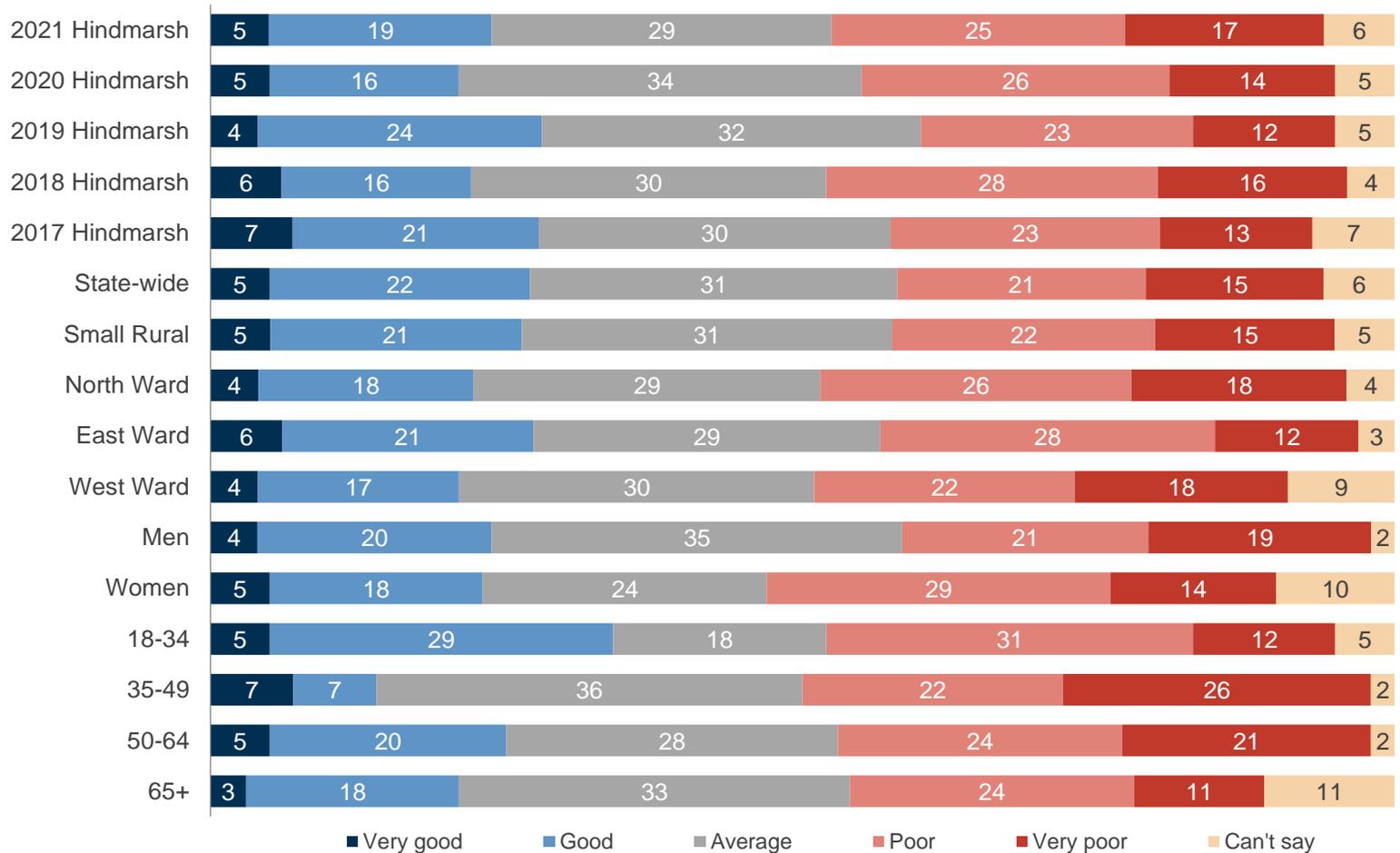
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

COVID-19 response importance

2021 COVID-19 response importance (index scores)
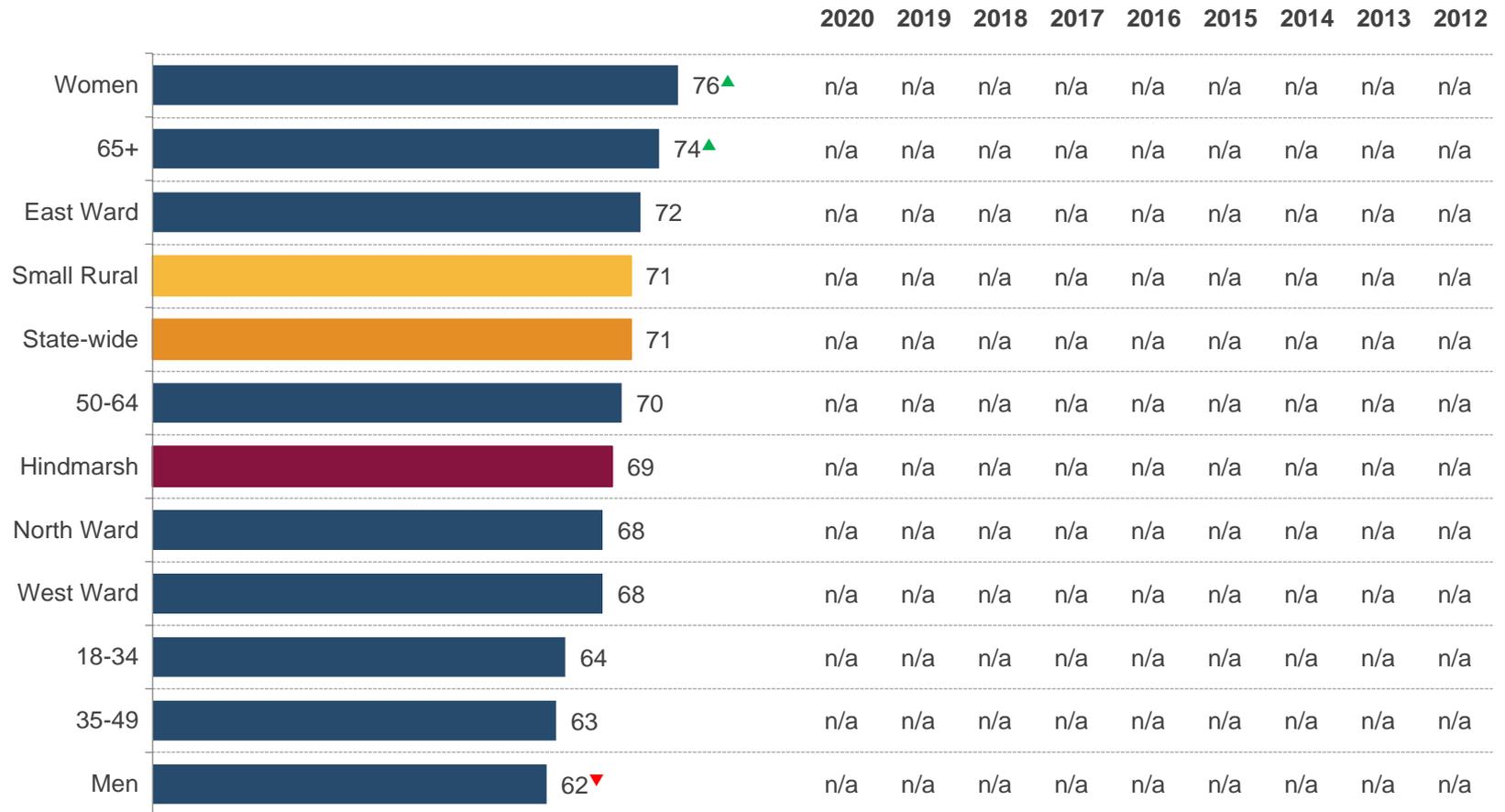
	Score	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hindmarsh	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response importance
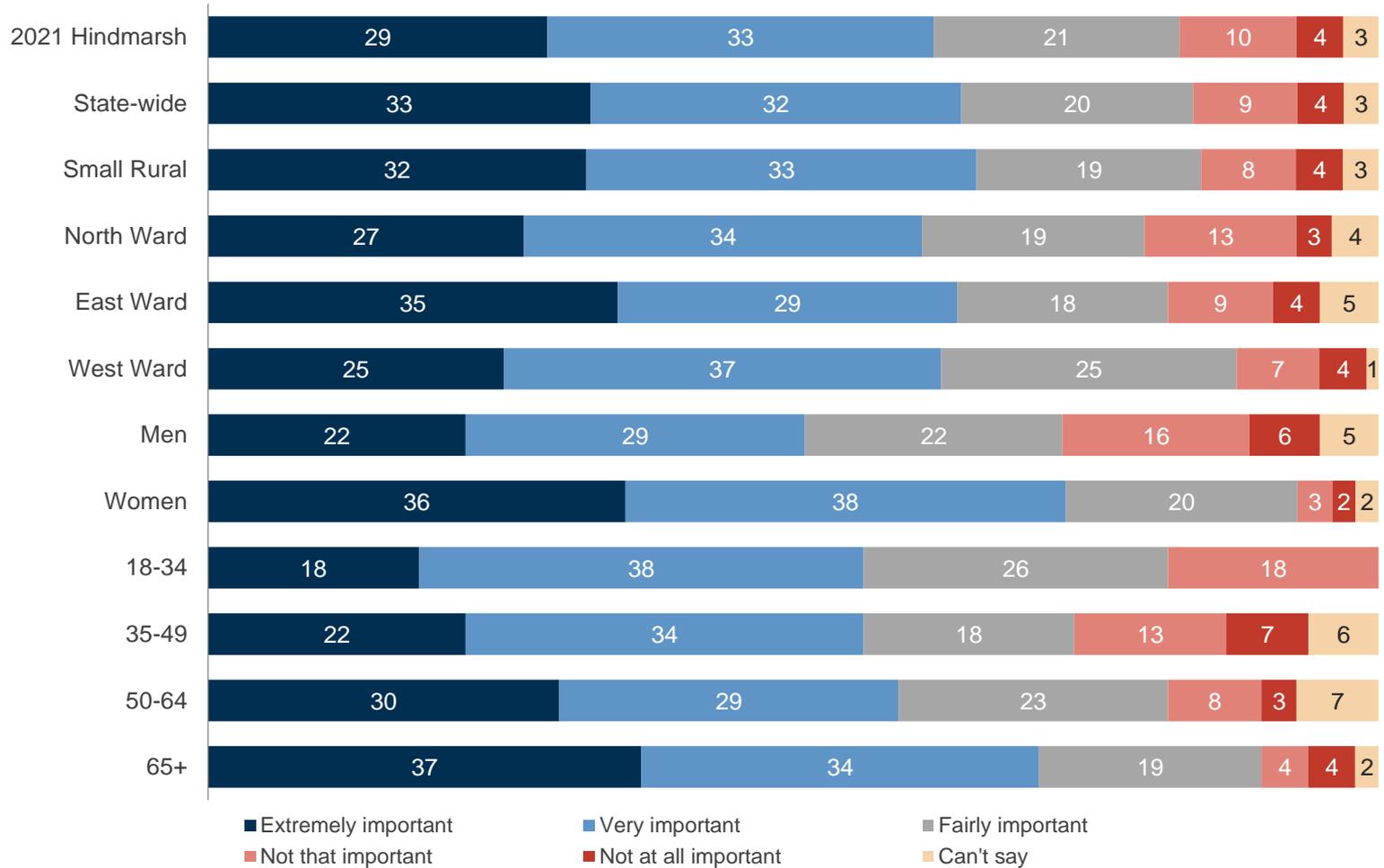
2021 COVID-19 response importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Hindmarsh	29	33	21	10	4	3
State-wide	33	32	20	9	4	3
Small Rural	32	33	19	8	4	3
North Ward	27	34	19	13	3	4
East Ward	35	29	18	9	4	5
West Ward	25	37	25	7	4	1
Men	22	29	22	16	6	5
Women	36	38	20	3	2	2
18-34	18	38	26	18		
35-49	22	34	18	13	7	6
50-64	30	29	23	8	3	7
65+	37	34	19	4	4	2

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: 17 Councils asked group: 5

Detailed demographics

Gender and age profile

2021 gender

Hindmarsh
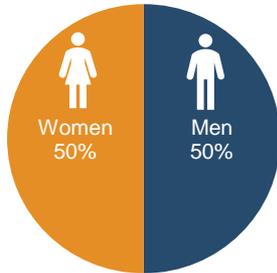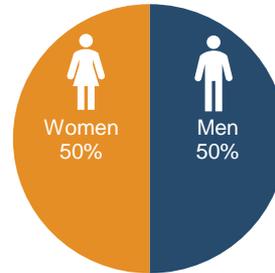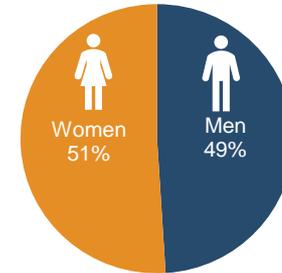
Women 50% / Men 50%

Small Rural

Women 50% / Men 50%

State-wide

Women 51% / Men 49%

2021 age

Hindmarsh

5% / 14% / 19% / 26% / 36%

Small Rural

4% / 14% / 20% / 21% / 41%

State-wide

6% / 19% / 23% / 18% / 34%
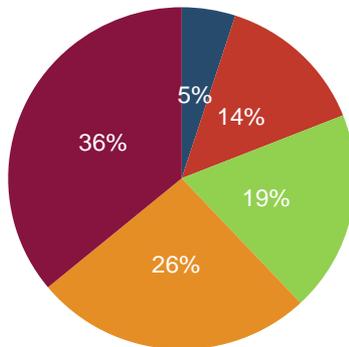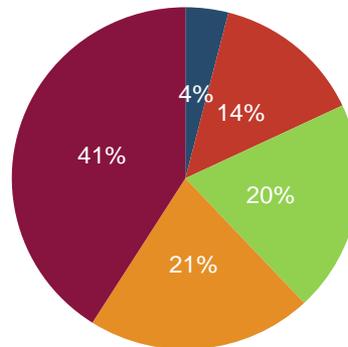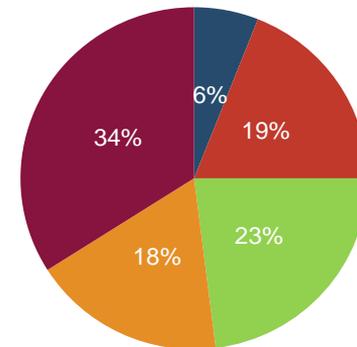
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

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

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 4,500 people aged 18 years or over for Hindmarsh Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hindmarsh Shire Council	400	400	+/-4.7
Men	183	200	+/-7.1
Women	217	200	+/-6.5
North Ward	129	133	+/-8.5
East Ward	128	120	+/-8.6
West Ward	143	147	+/-8.1
18-34 years	24	76	+/-20.4
35-49 years	55	75	+/-13.3
50-64 years	132	103	+/-8.4
65+ years	189	146	+/-7.0

Appendix A:
Significant difference reporting notation

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

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

- ▲ The state-wide result is significantly higher than the overall result for the council.

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

Further, results shown in green and red indicate significantly higher or lower results than in 2020. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2020.

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

2021 overall performance (index scores)
(example extract only)

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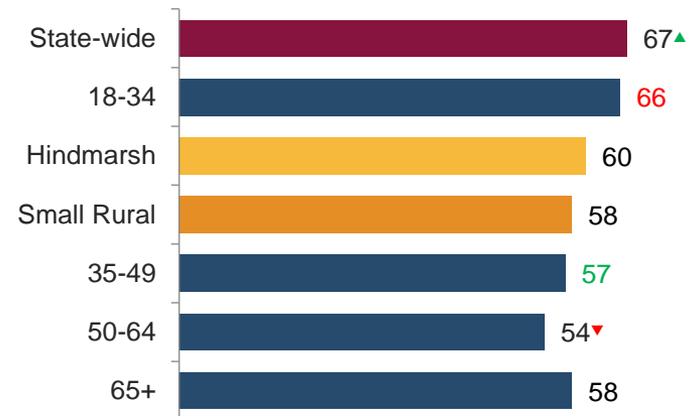
Appendix A:
Index score significant difference calculation

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 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

Appendix B:
Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=400 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=401 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 Hindmarsh Shire 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 Hindmarsh Shire Council.

Survey sample matched to the demographic profile of Hindmarsh Shire 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 Hindmarsh Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Hindmarsh Shire Council. Survey fieldwork was conducted in the period of 28th January – 18nd March, 2021.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

Council Groups

Hindmarsh Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

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

Wherever appropriate, results for Hindmarsh Shire Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.

- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Hindmarsh Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2021 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B:
Analysis and reporting

Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B:
Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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