



# **2022 Local Government Community Satisfaction Survey**

## **Hindmarsh Shire Council**

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



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<u>Appearance of public areas</u>	<u>79</u>		
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## Background and objectives

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

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

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

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

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

### Serving Victoria for 23 years

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue.

# **Key findings and recommendations**



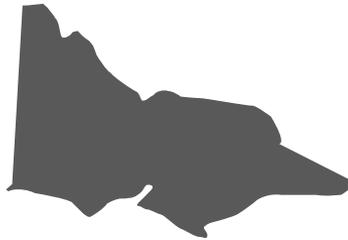
# Hindmarsh Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Hindmarsh 58



State-wide 59



Small Rural 58

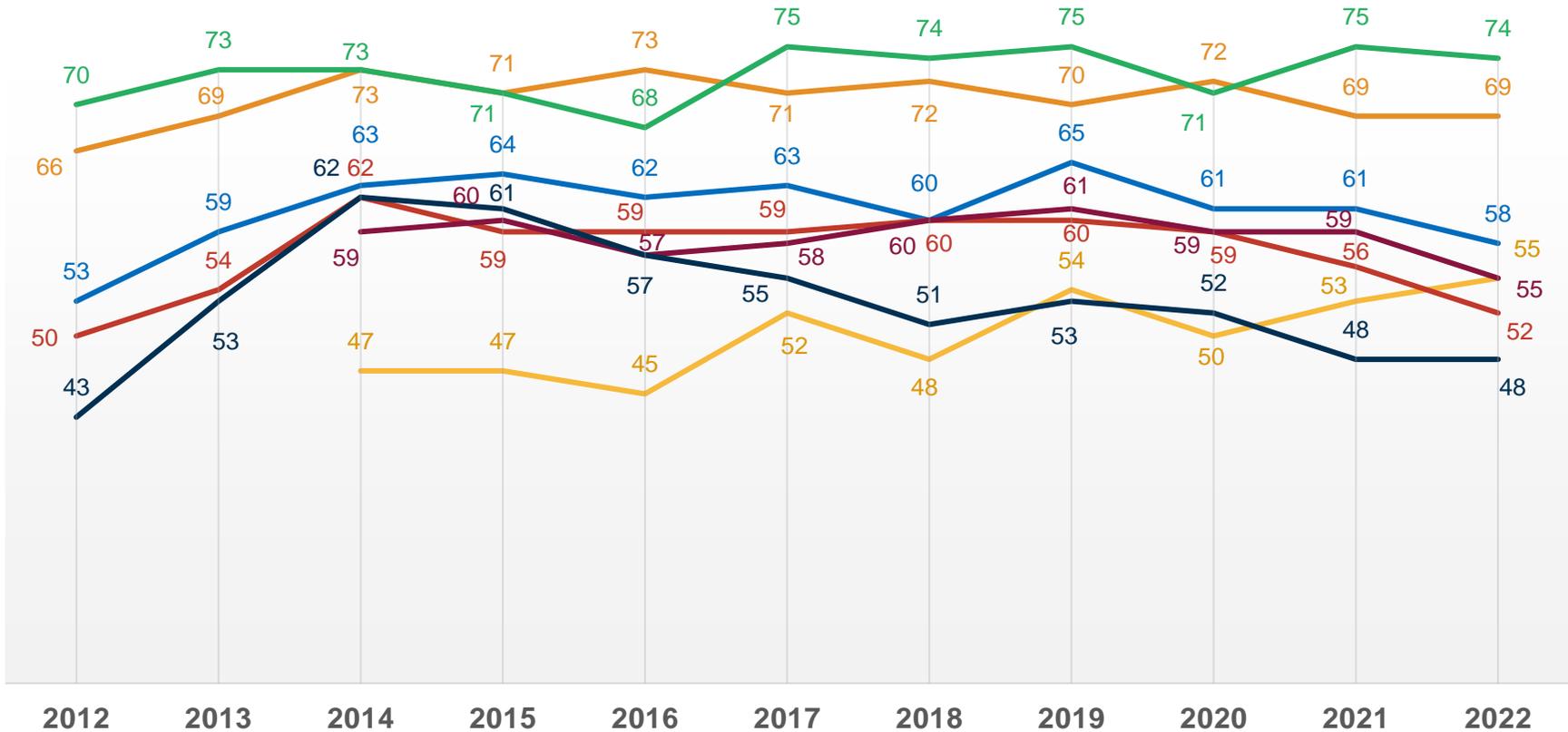
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> <li> Appearance of public areas</li> <li> Waste management</li> <li> Slashing &amp; weed control</li> </ul>	<ul style="list-style-type: none"> <li> Planning &amp; building permits</li> <li> Informing the community</li> </ul>
Compared to group average	<ul style="list-style-type: none"> <li> Waste management</li> <li> Appearance of public areas</li> <li> Local streets &amp; footpaths</li> </ul>	<ul style="list-style-type: none"> <li> Informing the community</li> <li> Bus/community dev./tourism</li> </ul>



# Summary of core measures

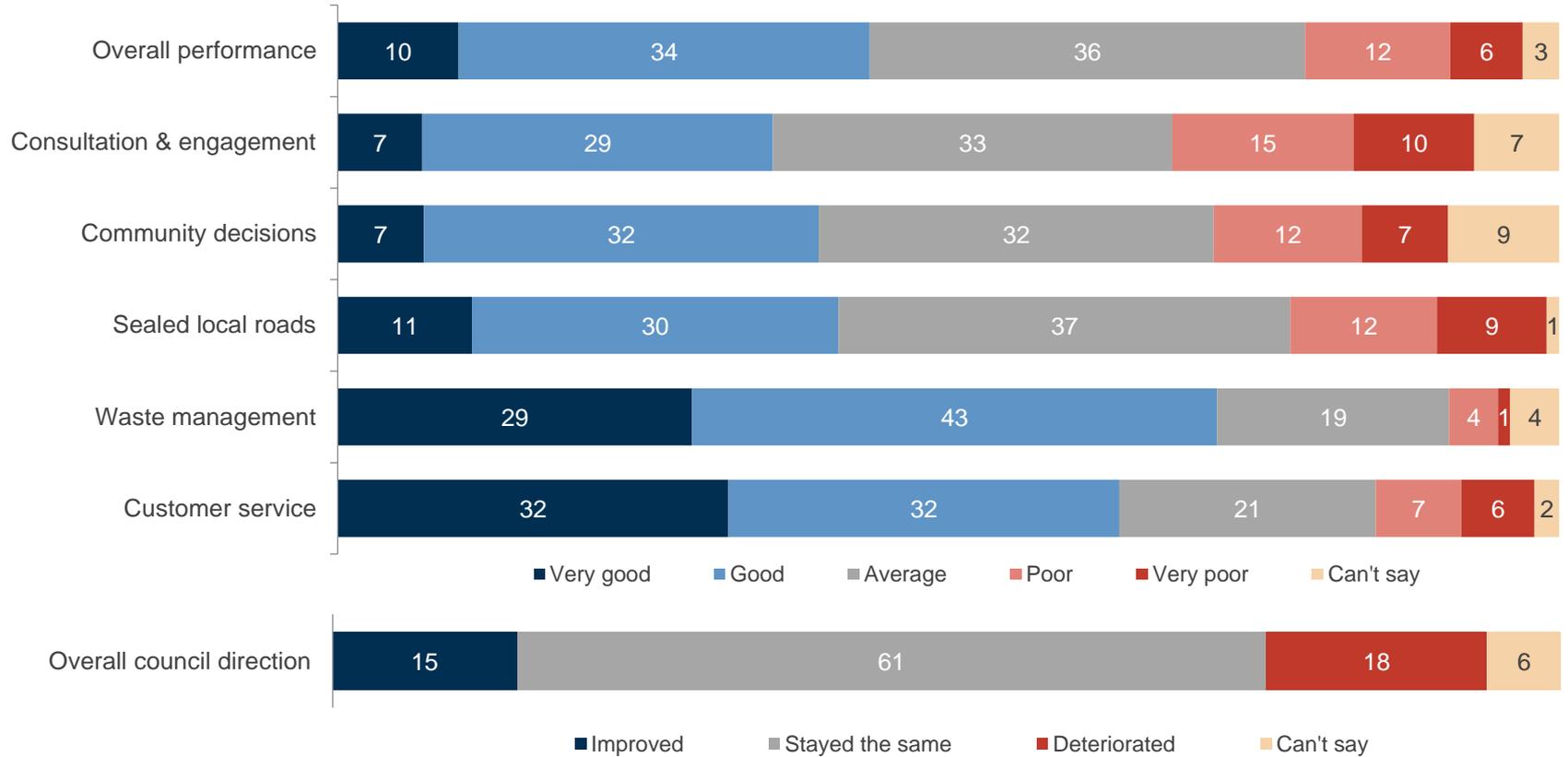
Index scores





# Summary of core measures

Core measures summary results (%)





## Summary of Hindmarsh Shire Council performance

Services	Hindmarsh 2022	Hindmarsh 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	58	61	58	59	East Ward residents	Aged 35-49 years
 Value for money	52	55	51	53	Aged 18-34 years	Aged 35-49 years
 Overall council direction	48	48	51	50	East Ward residents	Aged 35-49 years
 Customer service	69	69	67	68	Aged 65+ years, East Ward residents	Aged 35-49 years, Men, West Ward residents
 Appearance of public areas	79	79	73	71	Aged 18-34 years, West Ward residents	North Ward residents
 Waste management	74	75	68	68	East Ward residents	West Ward residents, Men, Aged 35-49 years
 Elderly support services	70	74	70	67	Aged 65+ years	Aged 35-64 years
 Recreational facilities	69	70	69	69	Aged 18-34 years	Aged 35-49 years
 Enforcement of local laws	64	65	62	63	Aged 18-34 years	North Ward residents



## Summary of Hindmarsh Shire Council performance

Services		Hindmarsh 2022	Hindmarsh 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Local streets & footpaths	61	60	55	57	Aged 65+ years	Aged 50-64 years
	Bus/community dev./tourism	59	62	63	60	Aged 18-34 years	Aged 35-49 years
	Community decisions	55	59	54	54	Aged 18-34 years	Aged 50-64 years
	Informing the community	55	59	59	59	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	55	53	50	53	East Ward residents	Aged 35-49 years
	Lobbying	55	59	54	53	Aged 18-34 years	Aged 35-49 years
	Slashing & weed control	54	50	50	49	Aged 18-34 years	North Ward residents
	Consultation & engagement	52	56	54	54	Aged 18-34 years	Aged 35-64 years
	Planning & building permits	46	45	48	50	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	43	42	42	41	East Ward residents	Aged 35-49 years



## Focus areas for the next 12 months

### Overview

Hindmarsh Shire Council's overall performance experienced a (not significant) three-point decline in 2022, marking its lowest overall rating since 2013. Across five of the 15 service areas evaluated, Council's rated performance declined significantly to the lowest levels since 2013. This will require a concerted effort from Council to correct.

### Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service area that most influence perceptions of overall performance, namely decisions made in the interest of the community. Following this, the moderate to strongly influential but lower performing service areas of unsealed road maintenance and planning and building permits should be prioritised as areas for improvement in the coming 12 months to help shore up perceptions of Council's overall performance.

### Comparison to state and area grouping

Council performs in line with both the Small Rural group and State-wide averages on more measures than not. Council rates significantly higher than the Small Rural group and State-wide averages on the appearance of public areas, waste management, local streets and footpaths, and slashing and weed control. Council rates significantly lower than the Small Rural group and State-wide averages on informing the community.

### Build upon strengths

In the year ahead, Council should also strive to maintain and build upon its strong performance on the appearance of public areas and waste management. 35 to 49 year olds continue to rate Council significantly lowest on most metrics, so it will be important to improve perceptions among these residents, to bolster overall performance perceptions. Council should also endeavour to restore positive perceptions among West Ward residents, who typically give lower ratings than East and North Ward residents.

# DETAILED FINDINGS



# Overall performance



## Overall performance

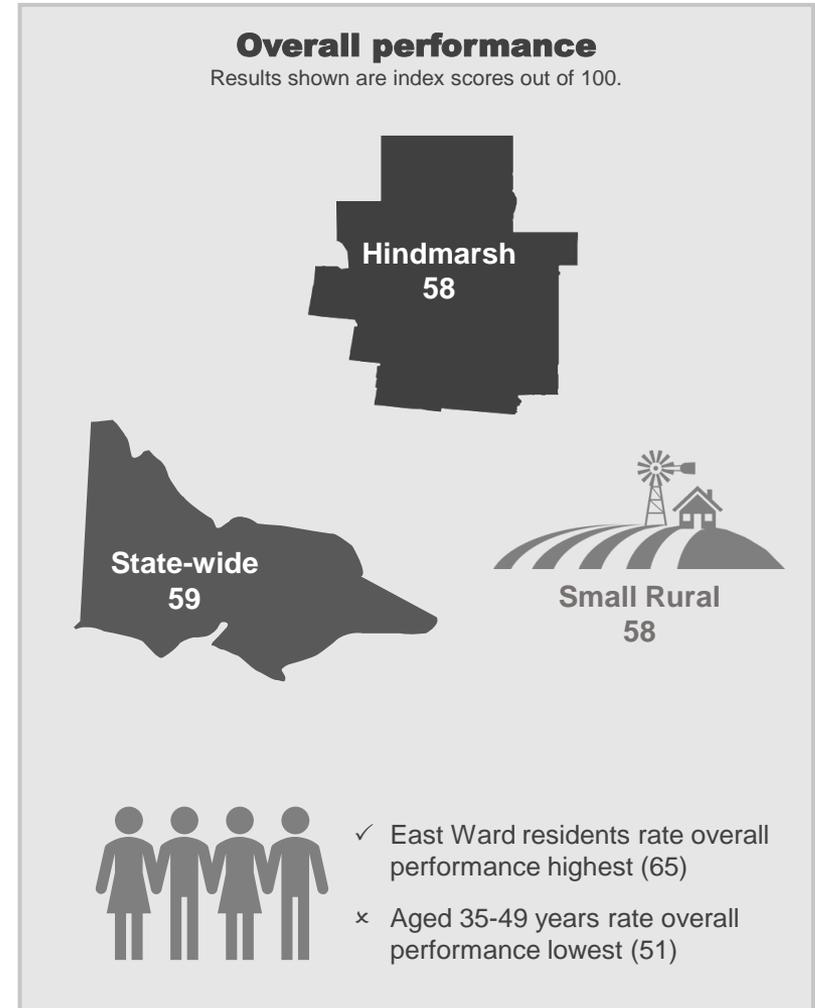
The overall performance index score of 58 for Hindmarsh Shire Council represents a three-point decline on the 2021 result. While this is not a statistically significant decline, Council's overall performance rating is now at its lowest level since its series low rating of 53 in 2012.

- Key drivers of this decrease are significant declines among 18 to 34 year olds, West Ward residents, and women (each down five or more index points on 2021).

Council's overall performance rating is not statistically significantly different (at the 95% confidence interval) to the Small Rural group and State-wide averages for councils (index scores of 58 and 59 respectively, each down a significant two points since 2021).

- Overall performance is rated significantly higher among residents in the East Ward and those aged 65 years and over (index scores of 65 and 63 respectively).
- Rated performance is lowest among 35 to 49 and 50 to 64 year olds (significantly so for 35 to 49 year olds), and significantly lower among West Ward residents for the first time.

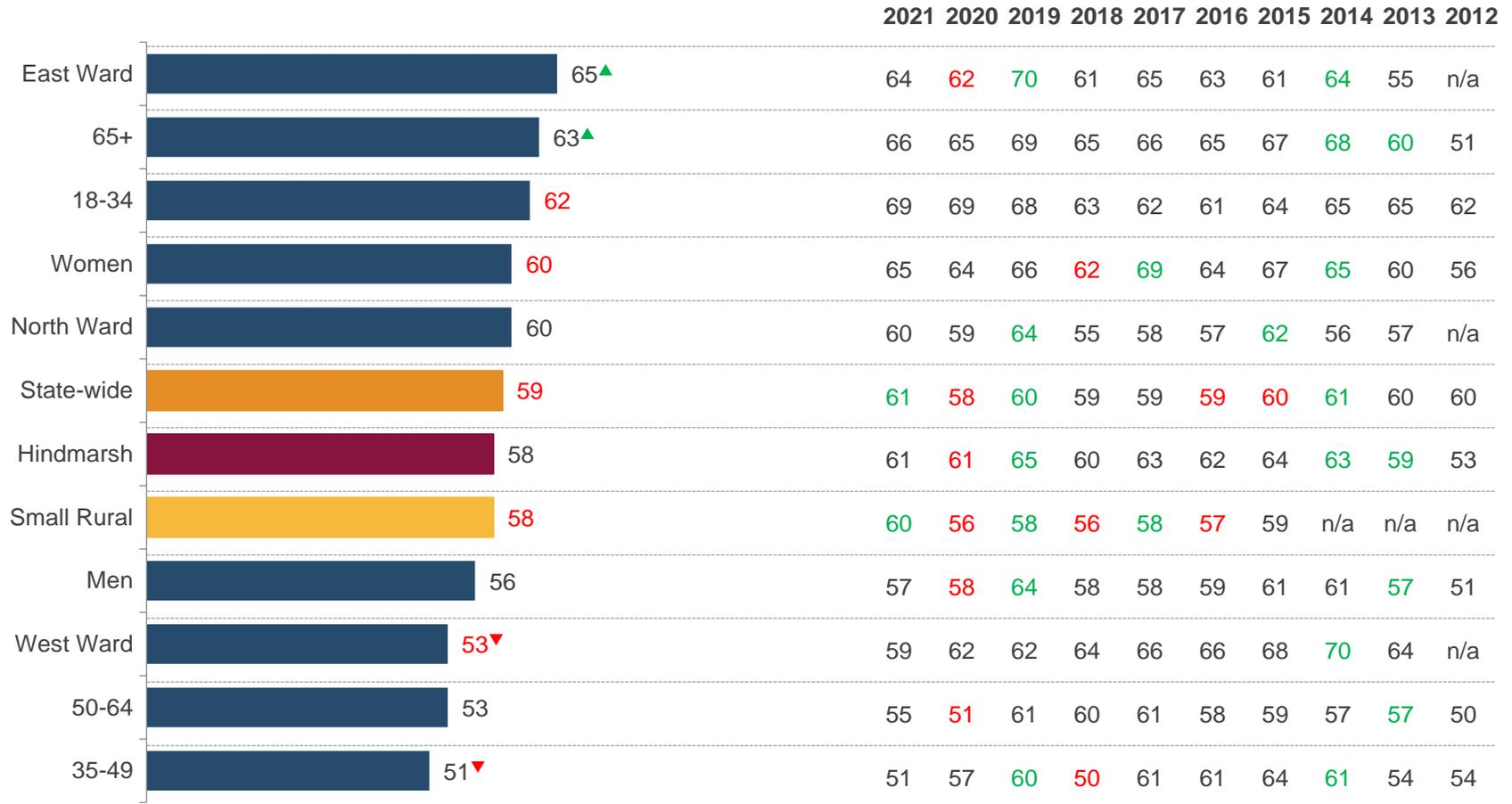
About the same proportion of residents rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' (35%) as rate it 'average' (37%). Fewer (25%) rate it as 'very poor' or 'poor' on providing value for money.





# Overall performance

## 2022 overall performance (index scores)



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?

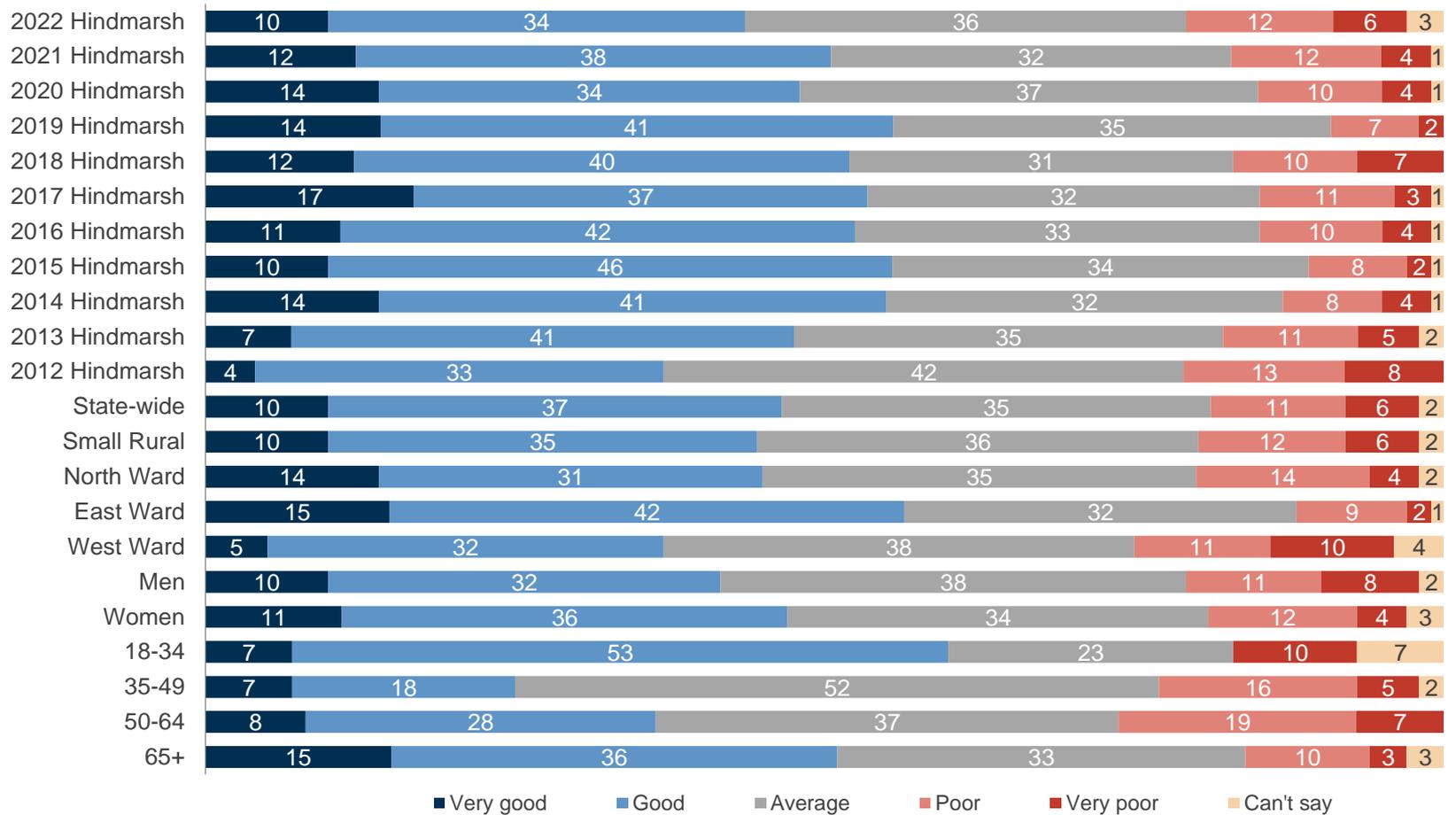
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



# Overall performance

2022 overall performance (%)

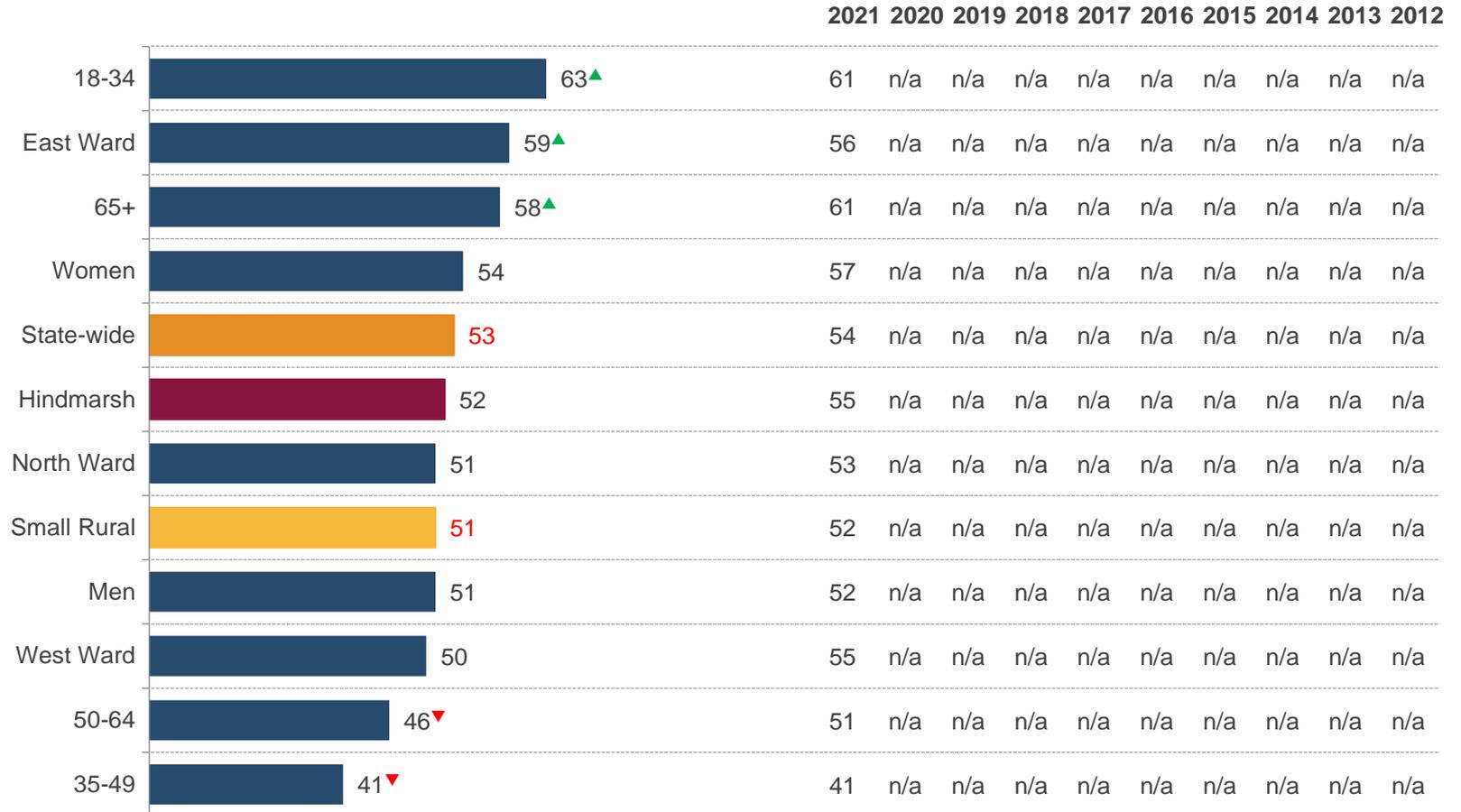


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



# Value for money in services and infrastructure

2022 value for money (index scores)



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

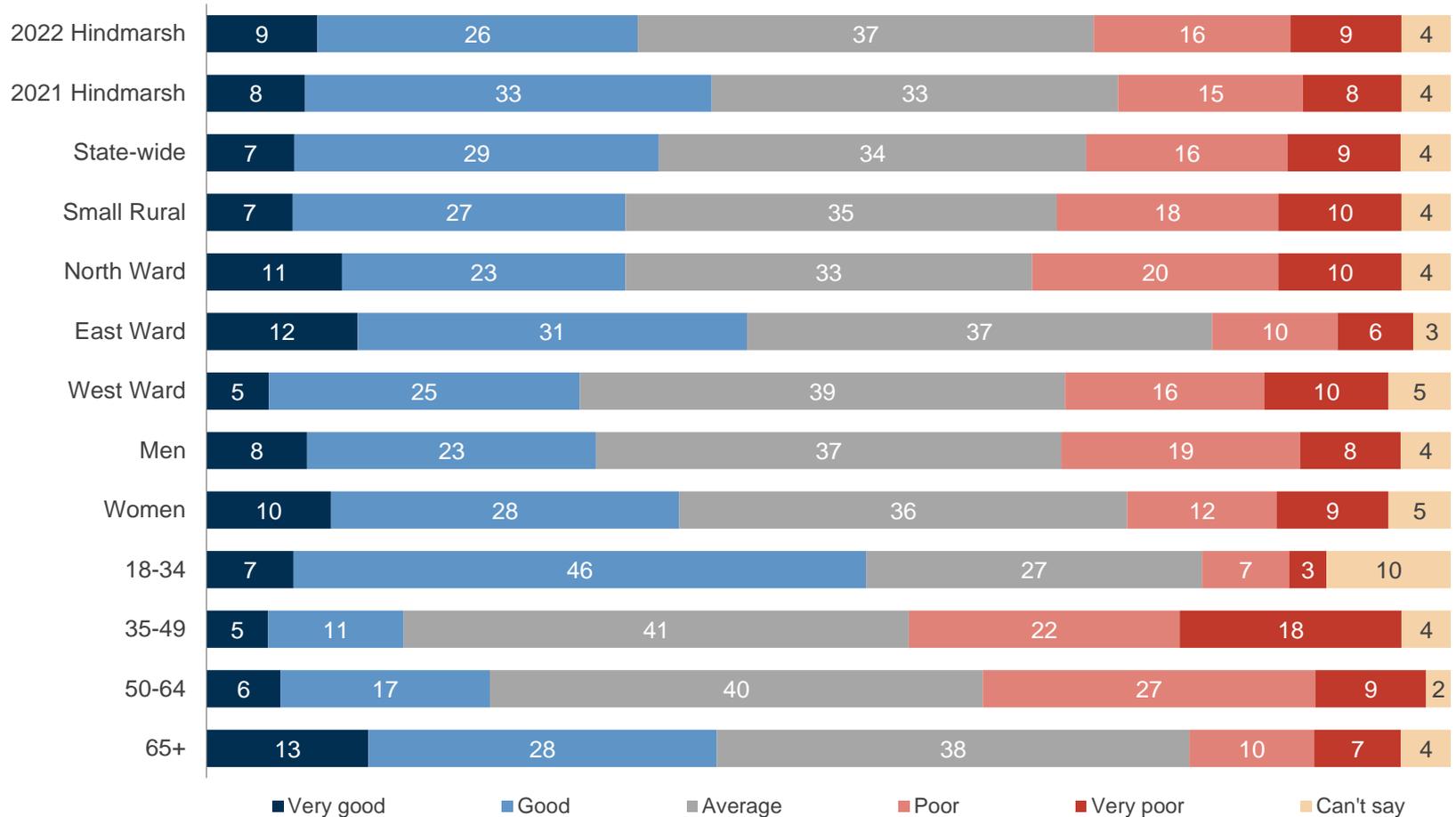
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Value for money in services and infrastructure

2022 value for money (%)



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

Council continues to perform best in the appearance of public areas (index score of 79, almost unchanged since 2017).

Unprompted, 14% of residents nominate parks and gardens as one of the best things about Council, and 9% cite public areas.

- Performance is rated significantly higher among West Ward residents (index score of 83), which has been a consistent trend.
- Ratings among East Ward residents saw a significant six-point improvement, signaling Council should next focus on bolstering its performance in the North Ward, where ratings are significantly lower than average (73).

Waste management is Council's next highest rated service area (index score of 74, down one index point).

For the sixth consecutive year, Council is rated significantly higher than the Small Rural group and State-wide averages on these top-performing services areas.

Elderly support services and recreational facilities (index scores of 70 and 69 respectively) are other service areas where Council is relatively well-regarded, although the former service is down significantly since 2021.

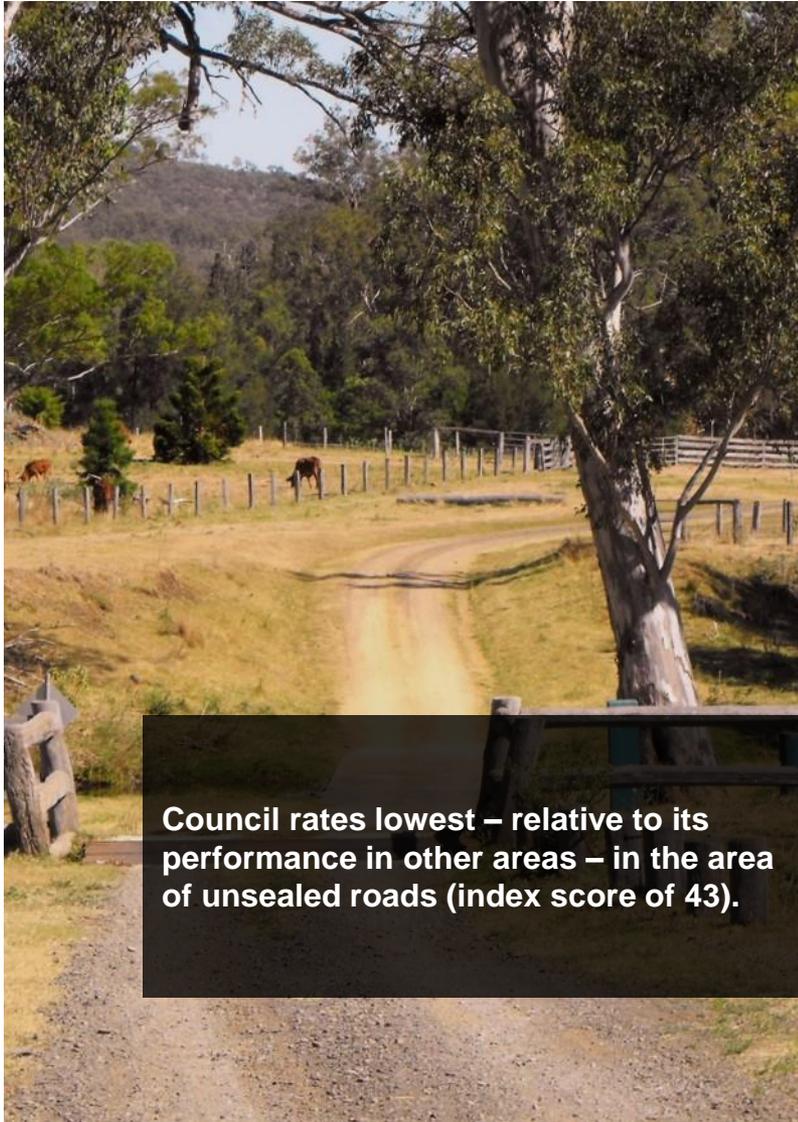
In recreational facilities, ratings are significantly improved and higher than average among 18 to 34 year olds (77 – up seven points on 2021).



**Appearance of public areas (index score of 79) is the area where Council continues to performed best.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 43).**

Maintenance of unsealed roads remains the area where Council rates lowest, followed by planning and building permits (index scores of 43 and 46 respectively).

Unsealed roads and planning and building permits both have a moderate to strong influence on overall performance ratings, so Council should prioritise improving its performance in these service areas to help bolster perceptions of its overall performance in the year ahead.

Community consultation (index score of 52) is another service area where Council performs relatively less well. Further, 16% of people volunteer community consultation as the Council area most in need of improvement, 11% cite unsealed road maintenance, and 6% cite town planning / permits / red tape.

- Since last year, ratings of Council's community consultation saw a significant four-point decline – driven largely by a significant decline in perceptions among 50 to 64 year olds, joining 35 to 49 year olds as rating Council the lowest and significantly lower than average on this measure.

In each of the aforementioned service areas, ratings are lowest and at record-lows among 35 to 49 year olds (with exception to community consultation, where 50 to 64 year olds are now equally as critical).



# Individual service area performance

## 2022 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	74	71	75	74	75	68	71	73	73	70
Elderly support services	70	74	75	73	75	72	74	76	72	71
Recreational facilities	69	71	73	73	73	67	71	71	69	67
Enforcement of local laws	64	66	65	64	65	63	66	68	64	64
Local streets & footpaths	61	61	65	60	62	59	61	58	53	51
Bus/community dev./tourism	59	61	63	61	61	58	59	61	57	54
Community decisions	55	59	61	60	58	57	60	59	n/a	n/a
Informing the community	55	59	61	60	64	62	63	66	59	53
Sealed local roads	55	50	54	48	52	45	47	47	n/a	n/a
Lobbying	55	61	61	62	60	59	59	60	55	50
Slashing & weed control	54	50	56	54	53	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	52	59	60	60	59	59	59	62	54	50
Planning & building permits	46	52	50	54	54	47	53	53	n/a	n/a
Unsealed roads	43	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?

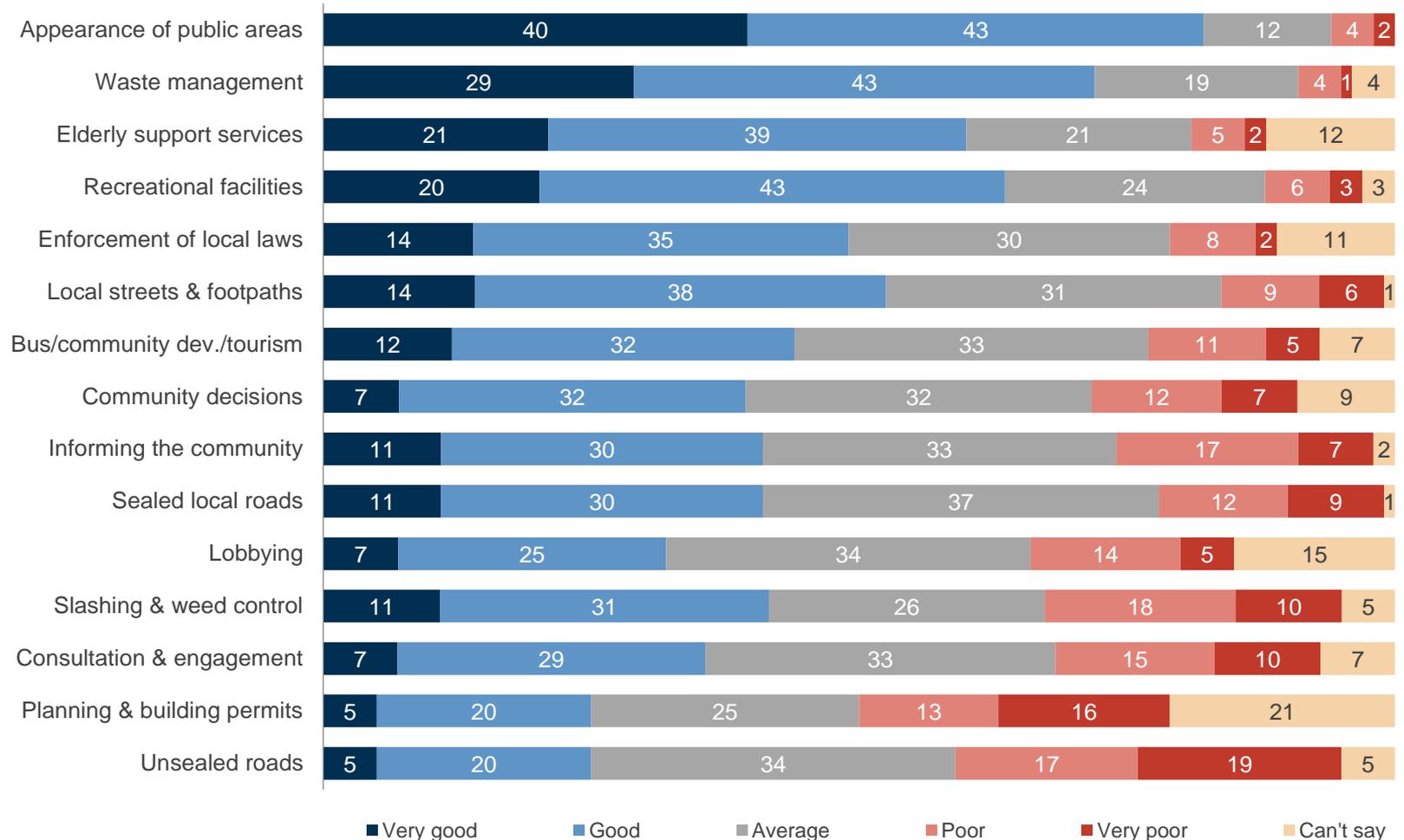
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



# Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



# Individual service area importance

## 2022 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	86	83	85	83	82	79	n/a	n/a	n/a	n/a
Sealed local roads	83	82	85	83	84	81	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	82	80	81	80	77	78	n/a	n/a	n/a	n/a
Local streets & footpaths	80	78	78	78	77	76	n/a	n/a	n/a	n/a
Informing the community	80	76	78	76	72	74	n/a	n/a	n/a	n/a
Consultation & engagement	78	77	76	75	73	74	n/a	n/a	n/a	n/a
Waste management	77	77	78	75	76	75	n/a	n/a	n/a	n/a
Bus/community dev./tourism	75	75	75	73	69	74	n/a	n/a	n/a	n/a
Appearance of public areas	75	74	74	74	73	73	n/a	n/a	n/a	n/a
Lobbying	75	74	75	72	71	72	n/a	n/a	n/a	n/a
Recreational facilities	74	74	72	71	70	72	n/a	n/a	n/a	n/a
COVID-19 response	70	69	n/a							
Enforcement of local laws	67	70	69	67	68	70	n/a	n/a	n/a	n/a
Planning & building permits	66	67	65	63	61	64	n/a	n/a	n/a	n/a

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

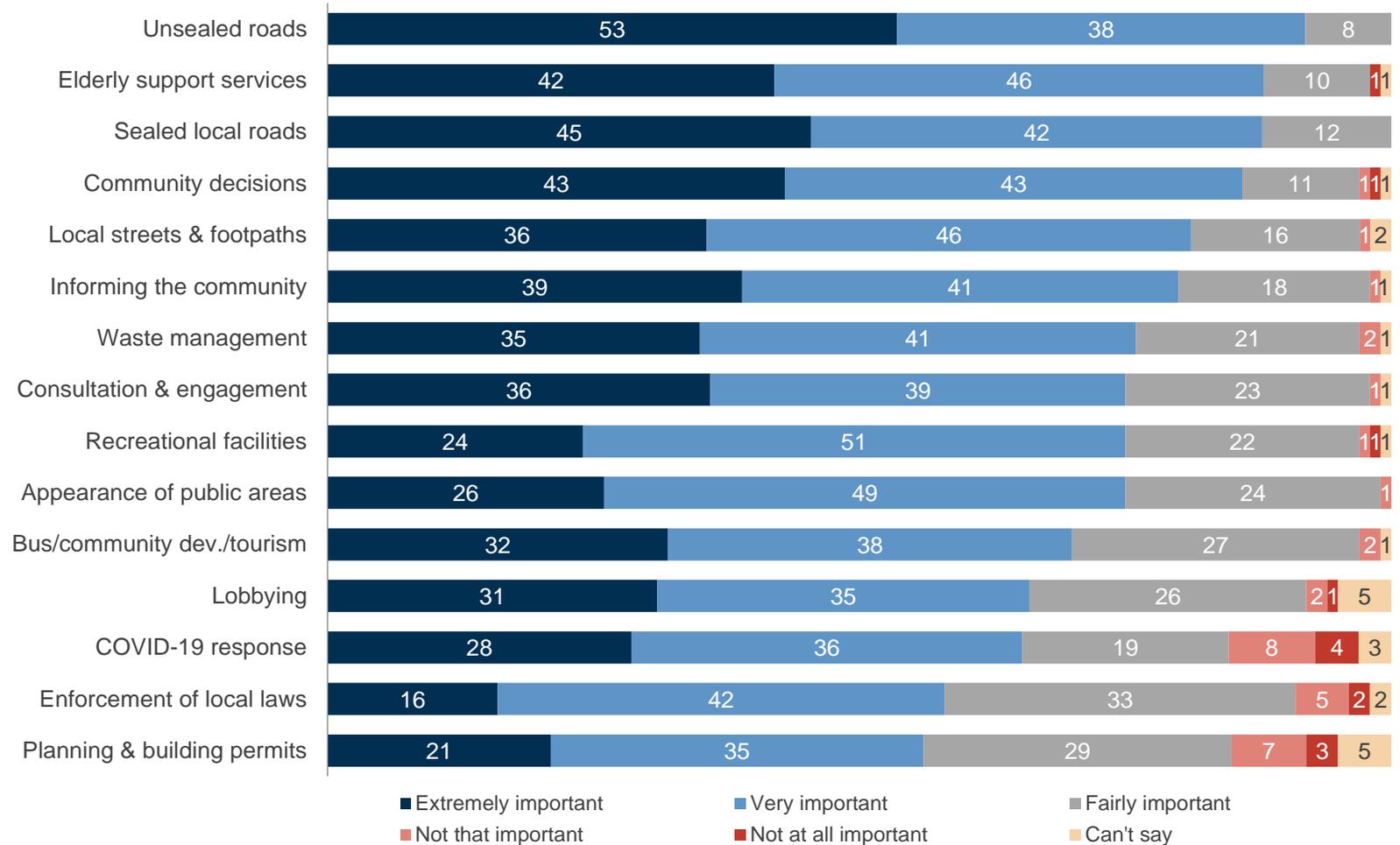
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

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



# Individual service area importance

2022 individual service area importance (%)

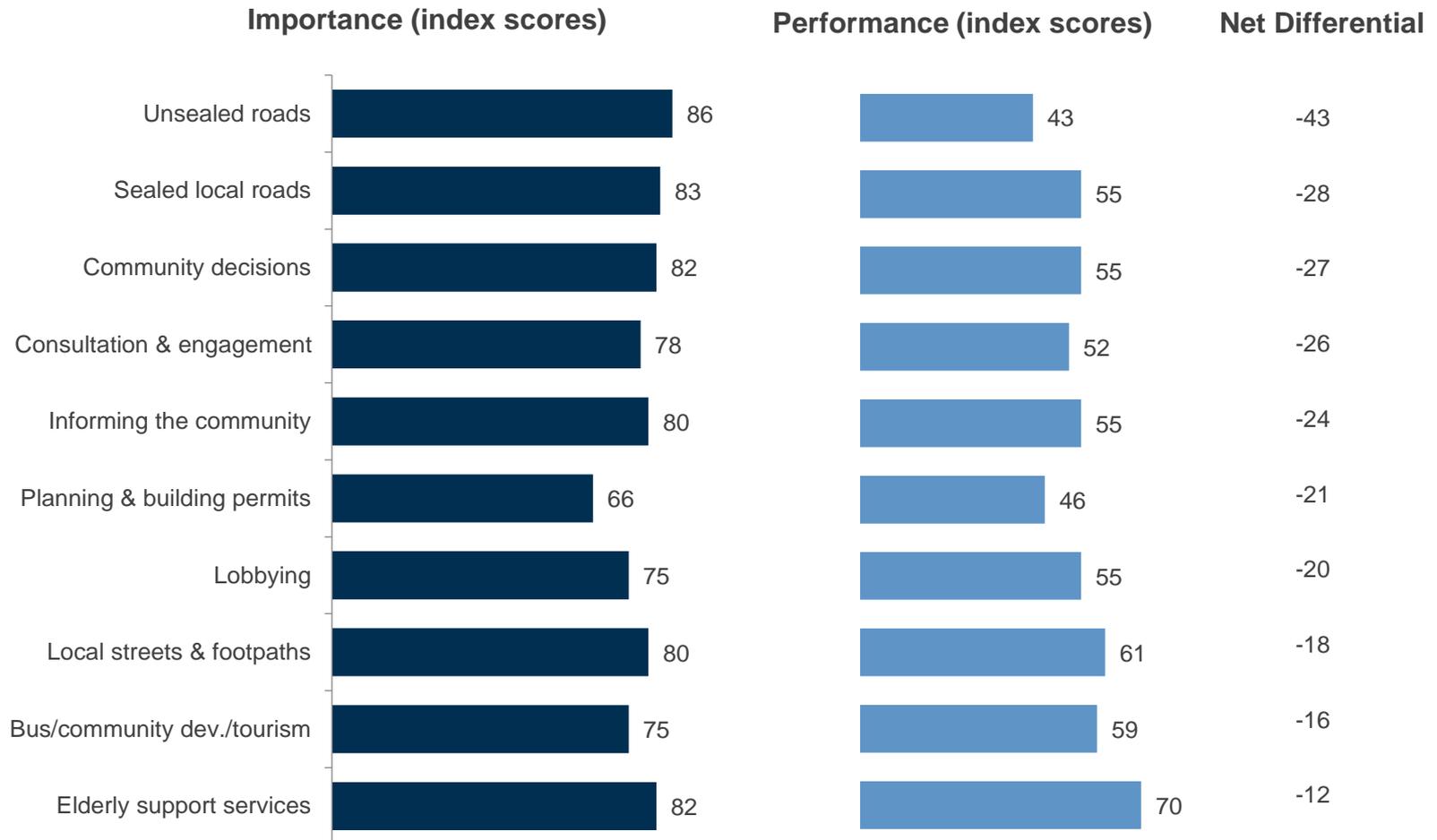


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8



## Individual service areas importance vs performance

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



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

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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:

- Informing the community
- Lobbying on behalf of the community
- Maintenance of unsealed roads
- Condition of local sealed roads
- Planning and building permits.

Looking at these key service areas only, informing the community, the condition of sealed local roads and lobbying on behalf of the community have an above average performance index (55 for each) and a moderate to strong influence on the overall performance rating.

**Ensuring sealed roads are well maintained, keeping the community well informed on key local issues, and effectively advocating for their interests can also help shore up positive community sentiment.**

However, most in need of attention are Council's maintenance of unsealed roads and its planning and building permits, which are rated as poor (performance index of 43 and 46 respectively) and have a moderate to strong influence on overall performance ratings.

**It will be important to attend to the condition of unsealed roads, and address resident concerns about Council's approach to planning and building permits, to help improve perceptions of Council's overall performance.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

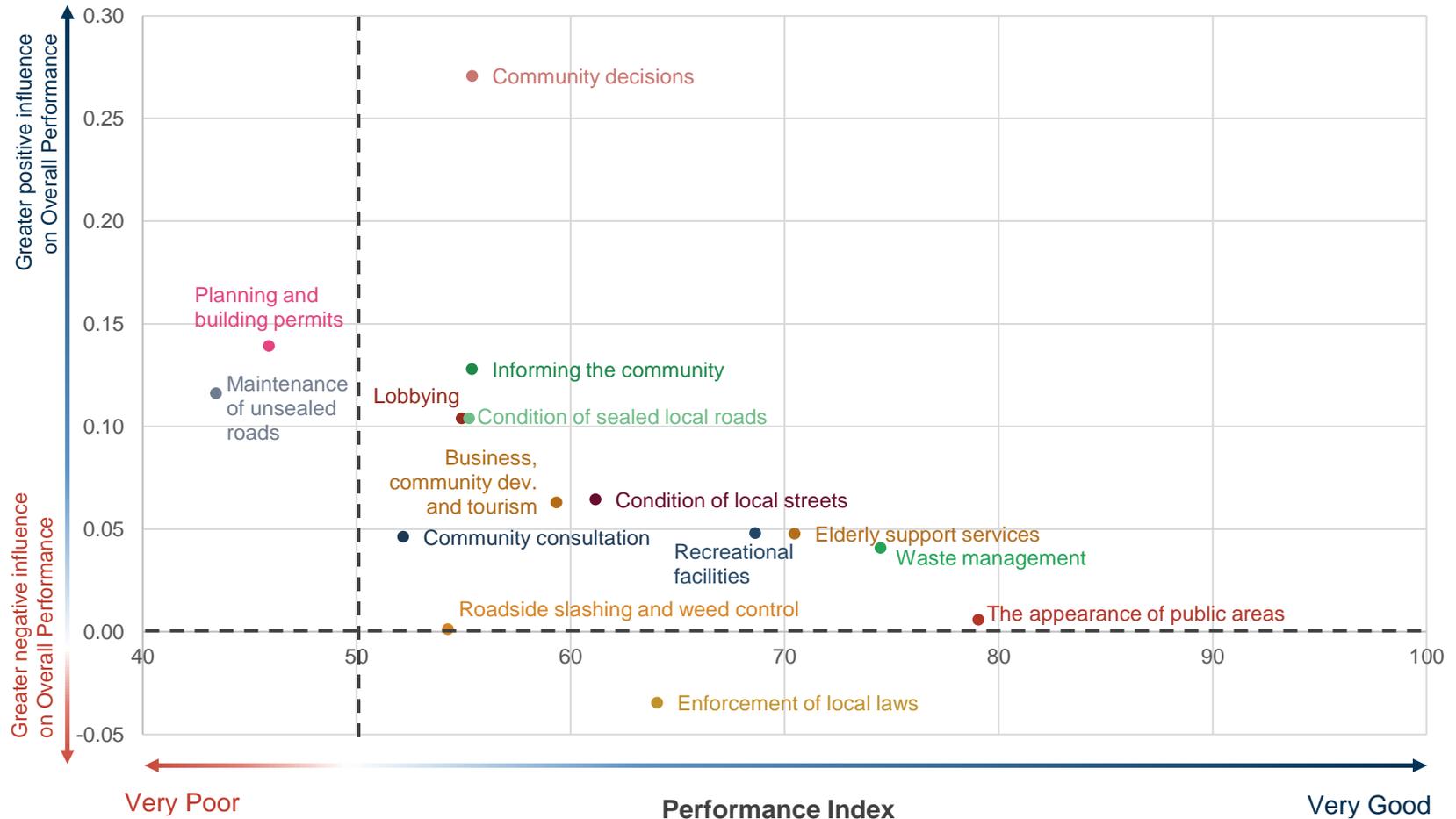
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

## 2022 regression analysis (all service areas)

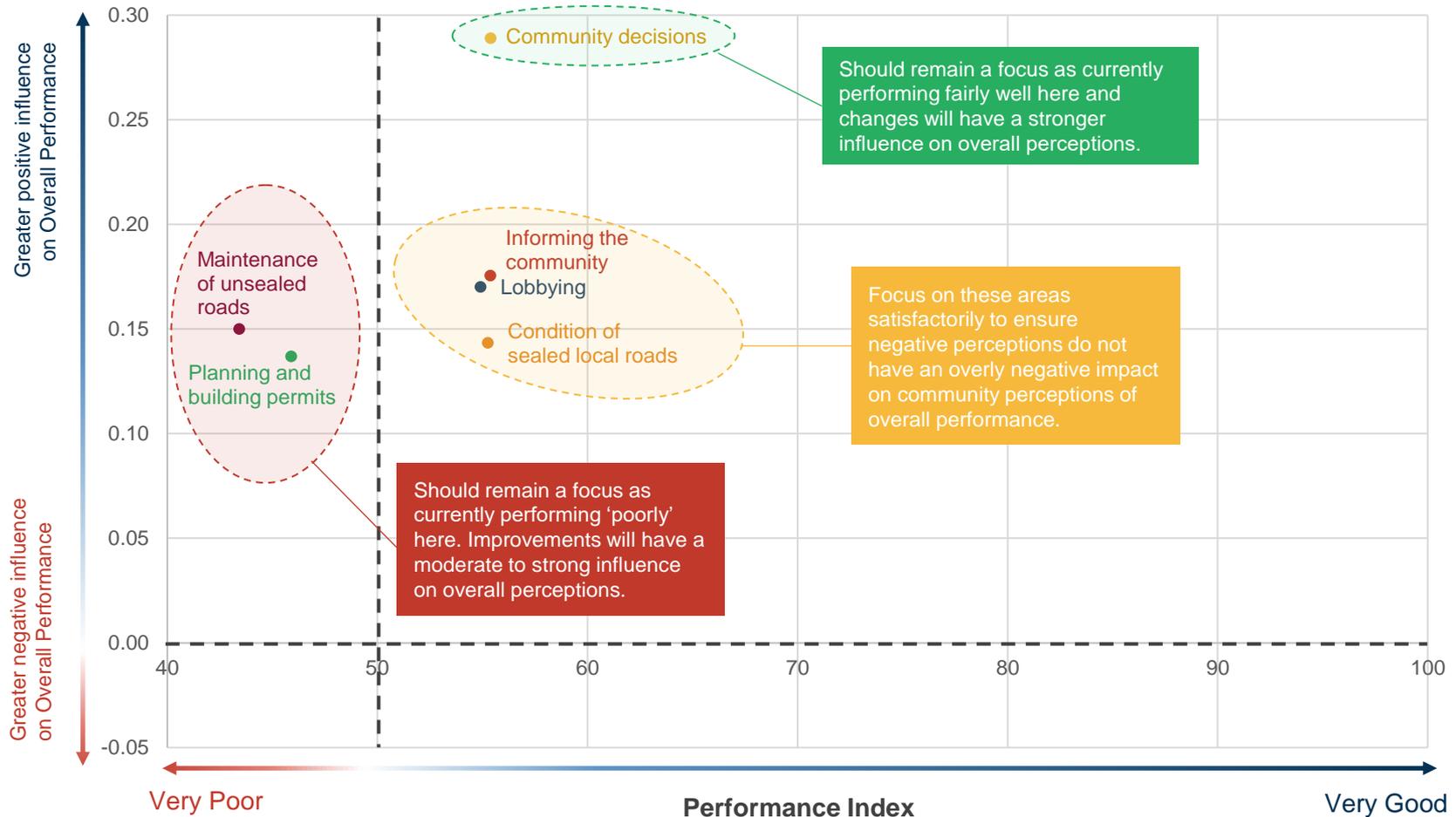


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.659 and adjusted  $R^2$  value of 0.646, which means that 66% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 49.50$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

2022 regression analysis (key service areas)

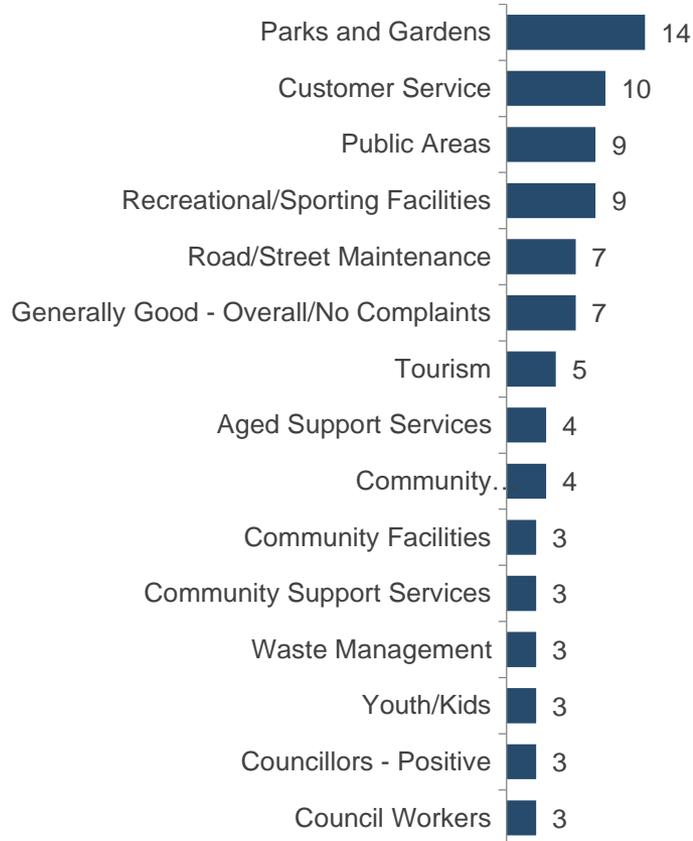


The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.644 and adjusted R<sup>2</sup> value of 0.638, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 118.28.

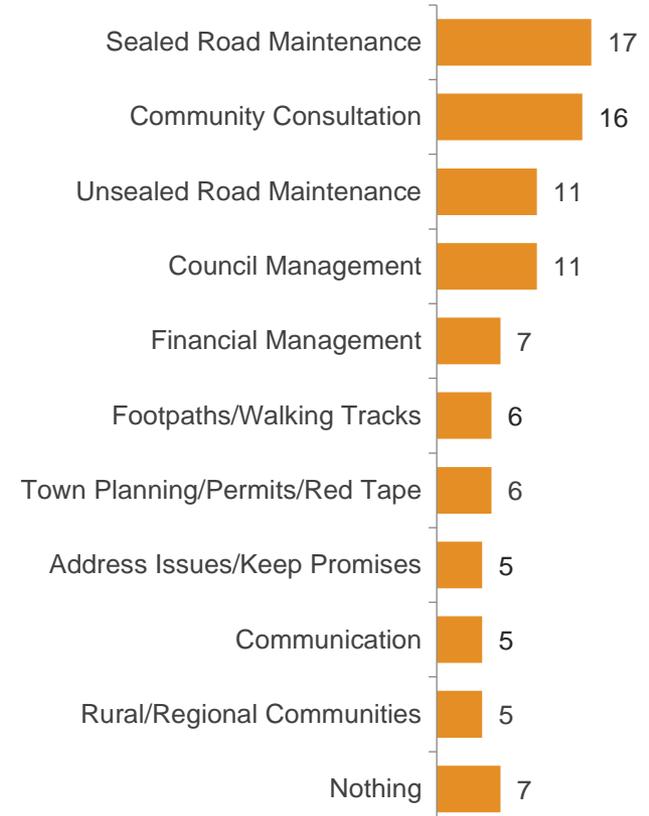


# Best things about Council and areas for improvement

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



**2022 areas for improvement (%)**  
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about 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: 30 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: 47 Councils asked group: 12

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



# Customer service



## Contact with council and customer service

### Contact with council

Three in five Council households (60%) have had contact with Council in the last 12 months, similar to last year and just lower than the long-term trend.

Contact rate is significantly higher among residents aged 50 to 64 years (73%) and significantly lower among those aged 18 to 34 years (33%).

There were no significant changes in rates of contact by any demographic or geographic cohort.



**Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 69 is unchanged from 2021. Customer service continues to rate in line with the State-wide and Small Rural group averages (index scores of 68 and 67 respectively, but which both declined significantly by two points).

Among residents who have had contact with council, a majority (64%) provide a positive customer service rating of 'very good' or 'good', although this continues a trend decline since 2016.

Perceptions of customer service continue to be most positive among residents aged 65 years and over and East Ward residents (both with an index score of 77 – significantly higher than average).

By contrast, perceptions of customer service are least positive among those aged 18 to 34 years (index score of 60), who also have the least contact with Council.

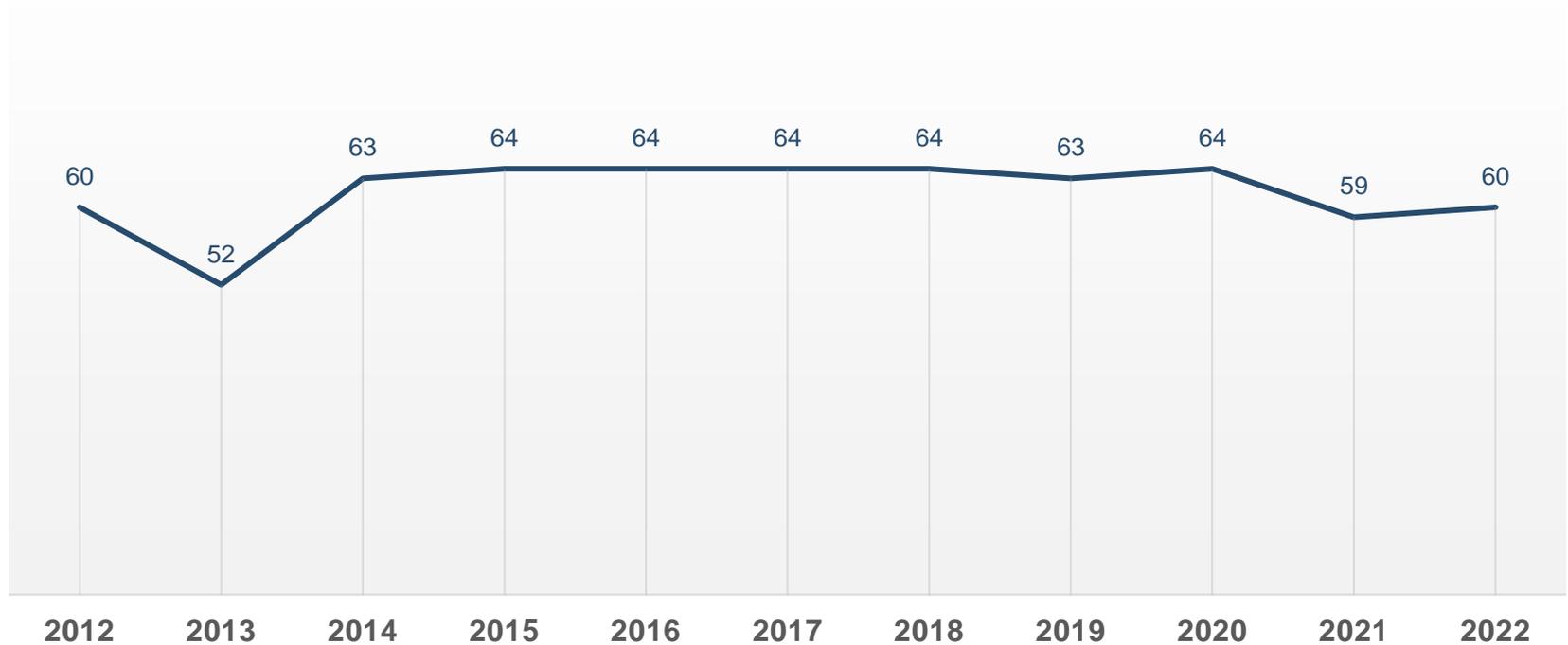
Given residents aged 50 to 64 years have a significantly higher incidence of contact with Council, they are key demographic to focus on in the coming 12 months.

Perceptions of customer service among West Ward residents are at a series low index rating of 65.



# Contact with council

2022 contact with council (%)  
Have had contact



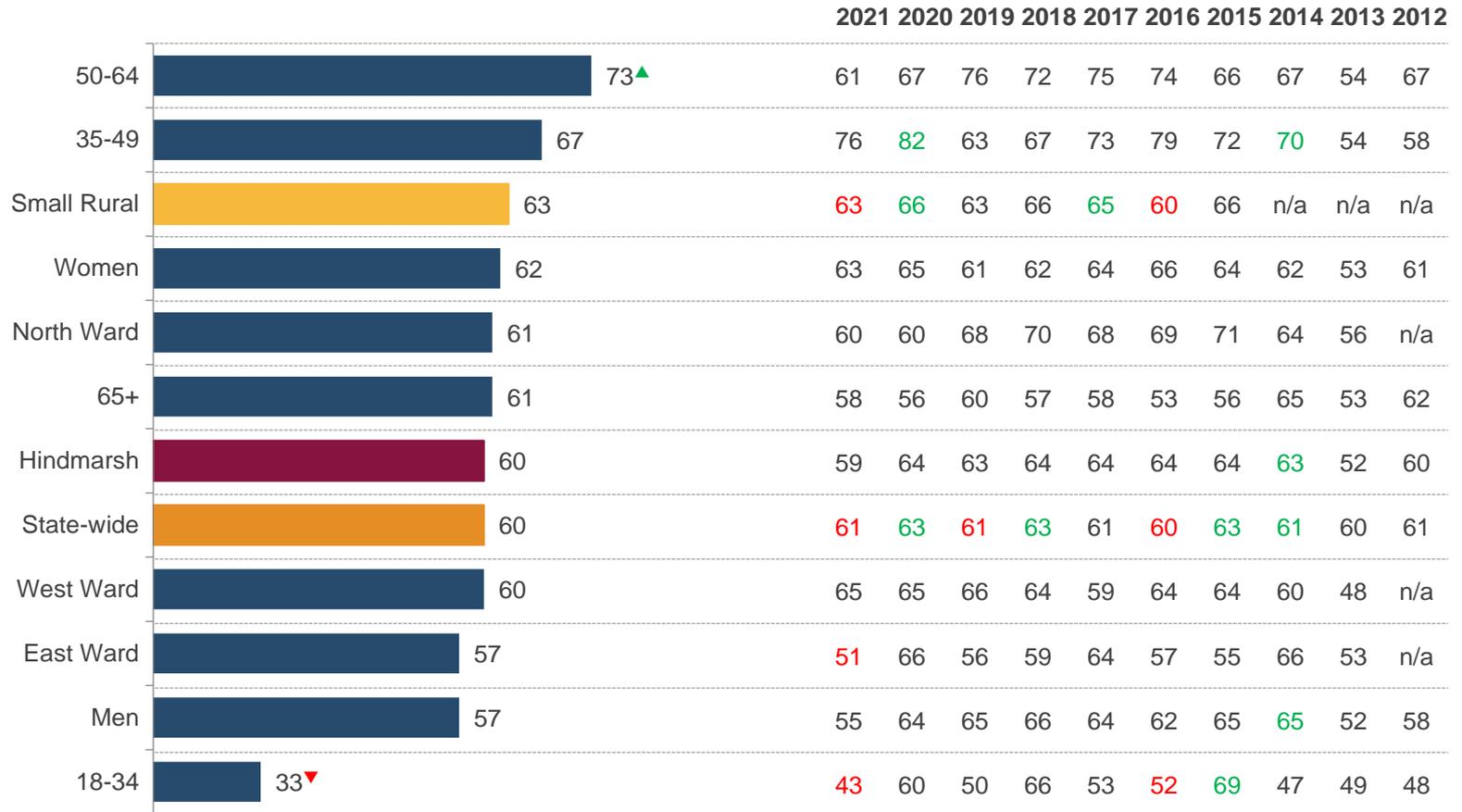
Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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



# Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with 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?

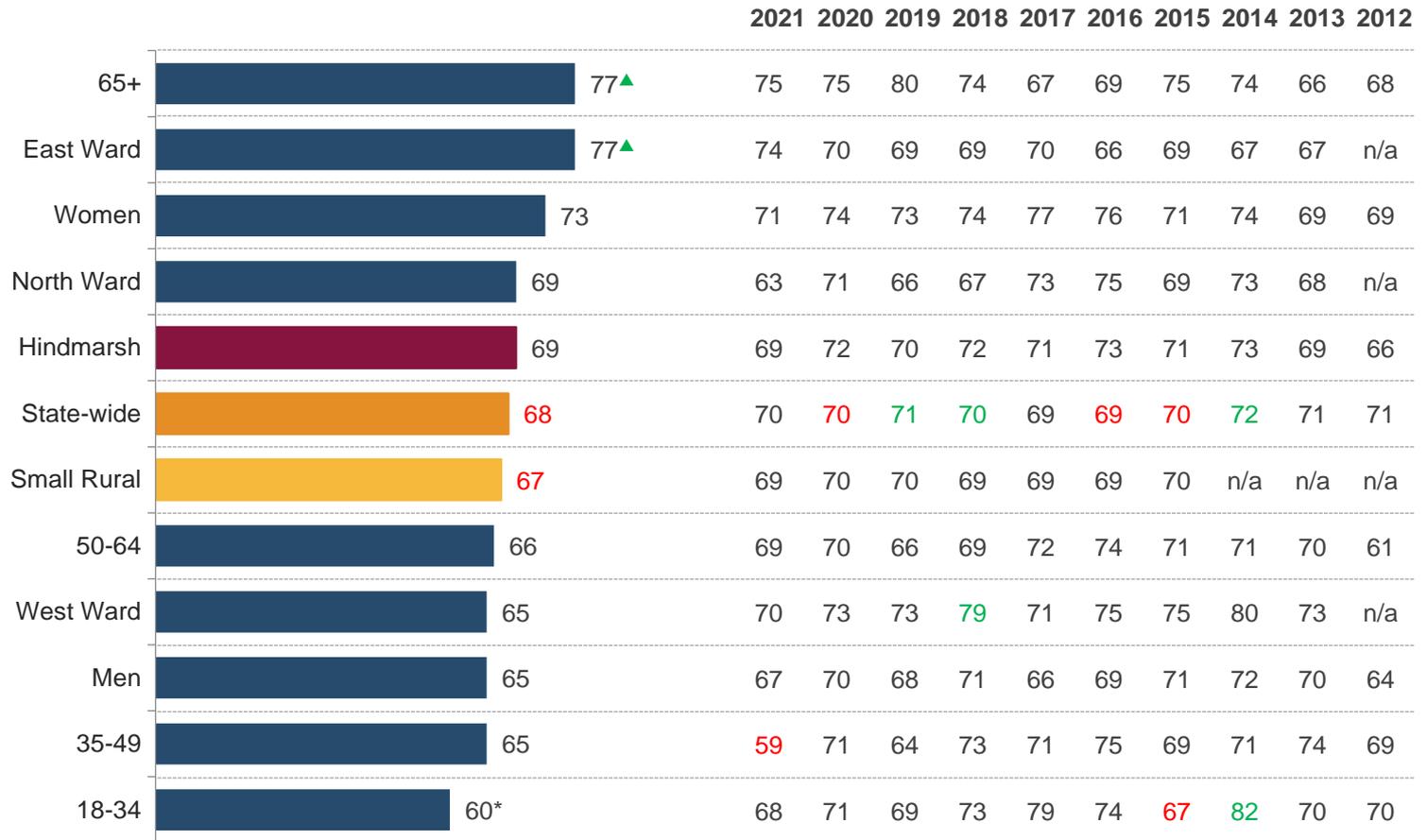
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15

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



# Customer service rating

2022 customer service rating (index scores)



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: 67 Councils asked group: 19

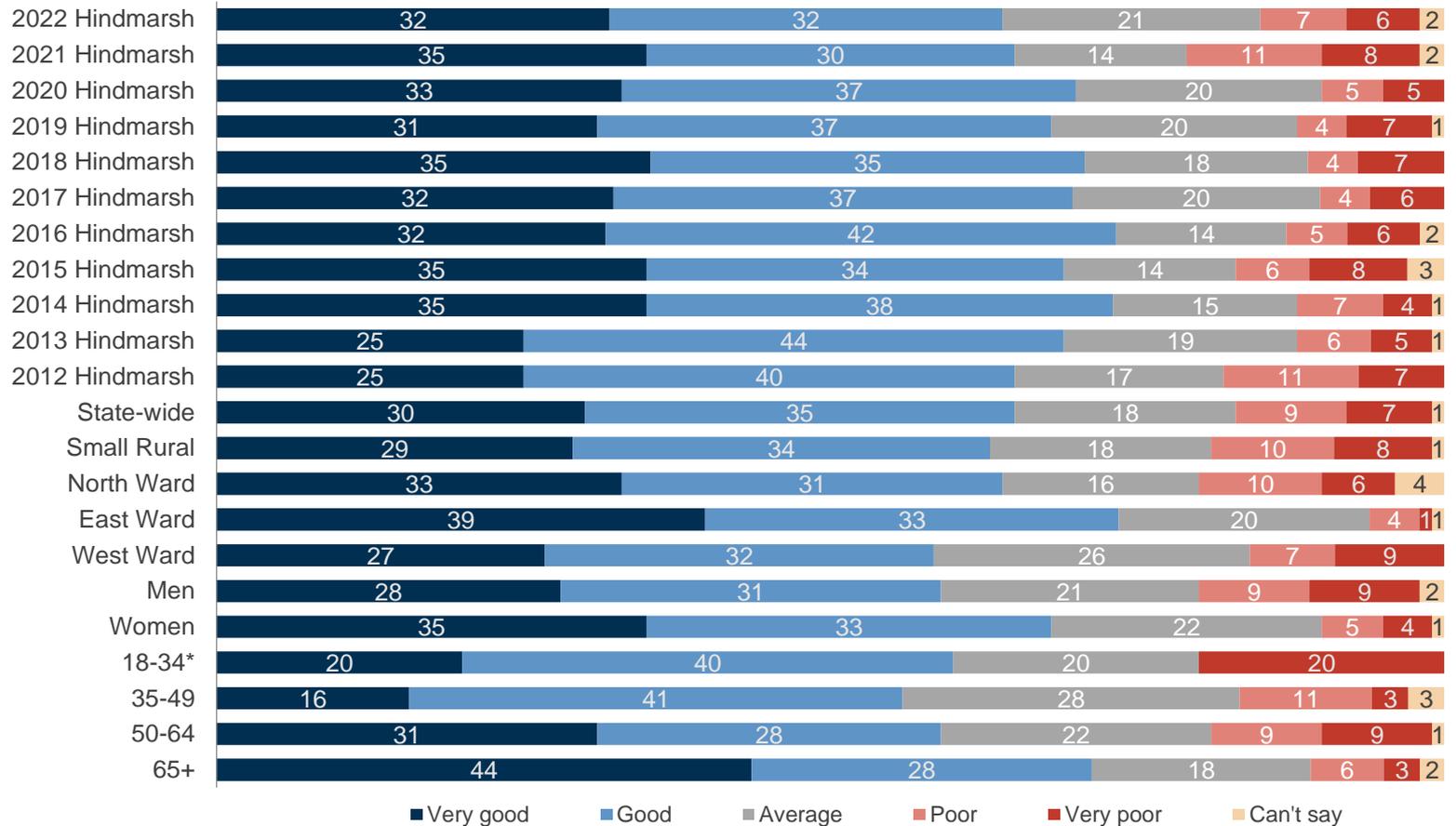
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 67 Councils asked group: 19  
 \*Caution: small sample size < n=30



# Council direction



## Council direction

Perceptions of the direction of Hindmarsh Shire Council's overall performance are similar to last year.

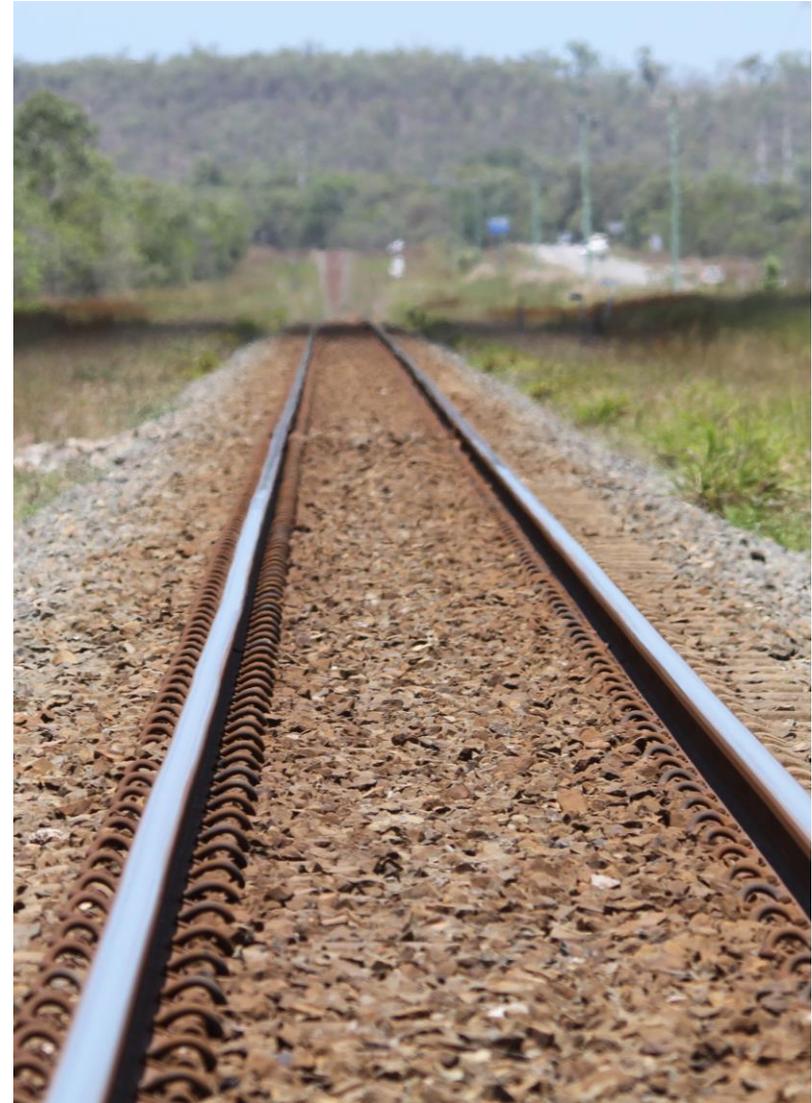
Over the last 12 months, 15% believe the direction of Council's overall performance has improved (up three percentage points from 2021).

A majority of residents think it has stayed the same (61%, down five percentage points), while a further 18% feel it has deteriorated (compared to 17% in 2021).

- The most satisfied with council direction are East Ward residents, significantly higher than average with an index score of 56.
- The least satisfied with council direction are residents aged 35 to 49 years, with an index score of 41.

More residents think Council is generally heading in the 'right' direction (64%, up six points since 2021) than in the 'wrong' direction (25%, down three points).

On the trade off between rates versus quality of Council services, there continues to be a preference for service cuts to maintain current rate levels (43%, down three points) over rate rises to improve services (35%, up two points).





# Overall council direction last 12 months

2022 overall council direction (index scores)

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

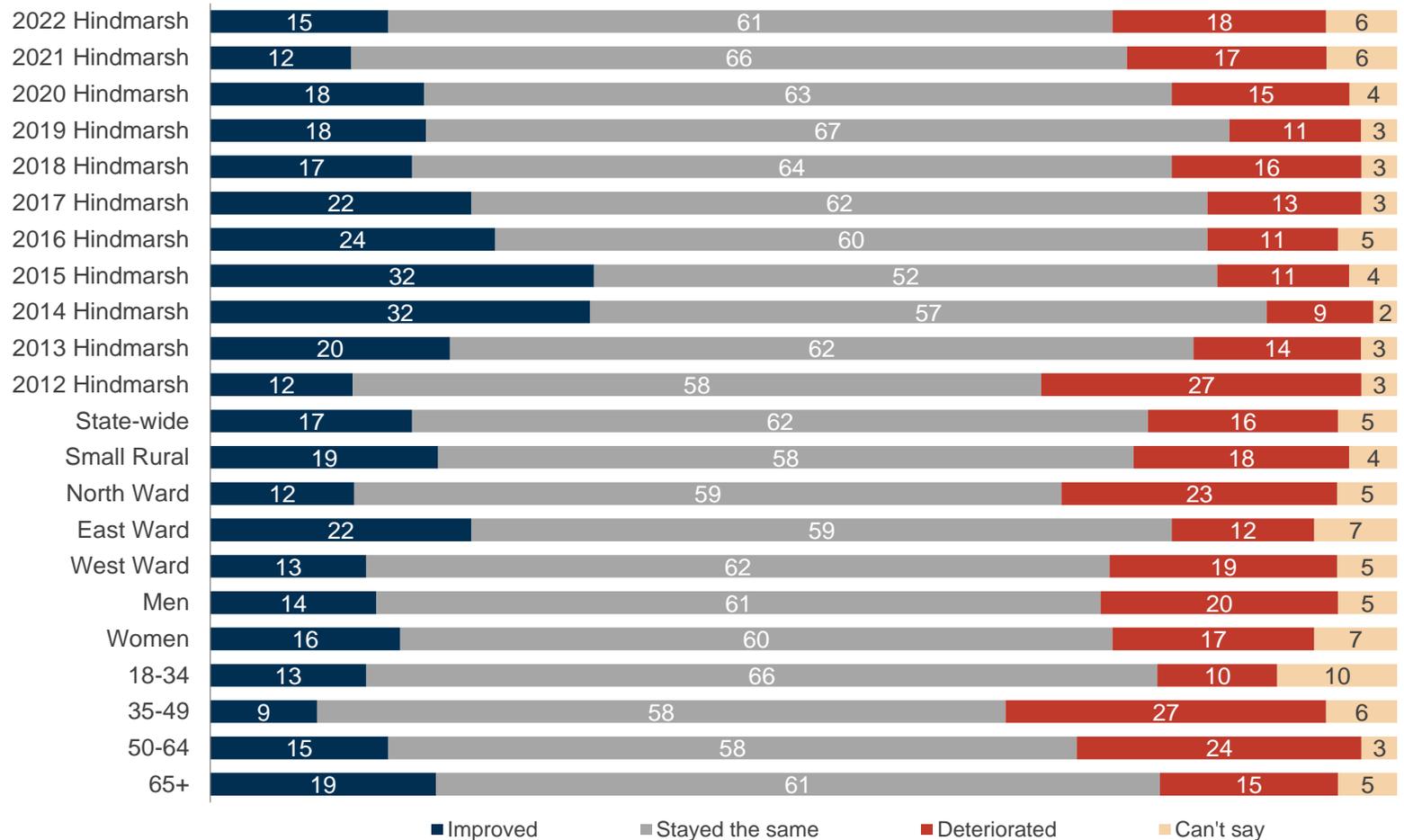
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



# Overall council direction last 12 months

2022 overall council direction (%)

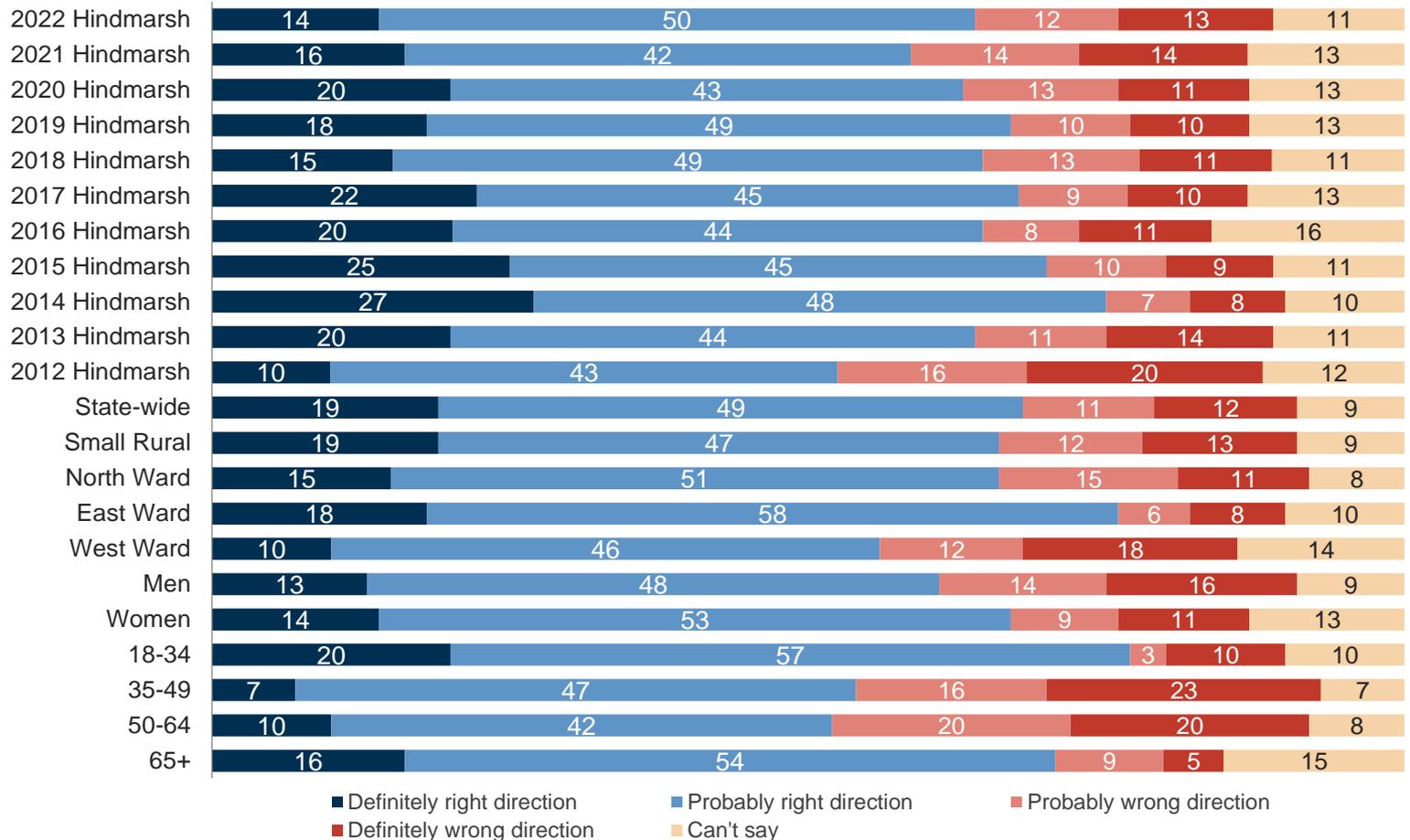


Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



# Right / wrong direction

2022 right / wrong direction (%)

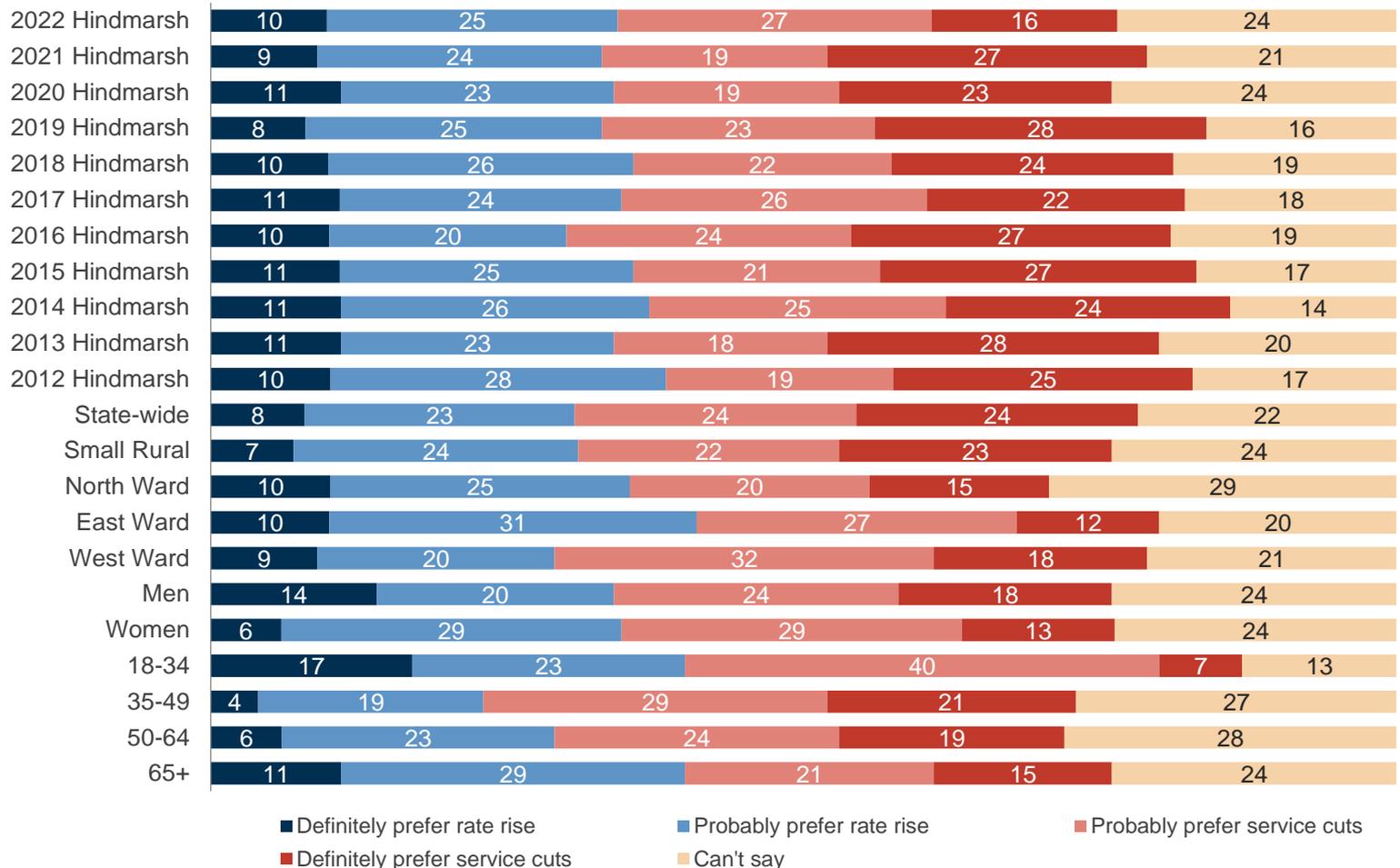


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?  
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3



# Rates / services trade-off

## 2022 rates / services trade-off (%)



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: 18 Councils asked group: 6

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The background of the 'W' is a dark blue gradient.

# Individual service areas



# Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	83▲	80	74	78	77	77	n/a	n/a	n/a	n/a
Women	79	77	79	74	75	73	n/a	n/a	n/a	n/a
65+	79	77	76	73	74	72	n/a	n/a	n/a	n/a
East Ward	78	77	76	75	74	74	n/a	n/a	n/a	n/a
West Ward	78	77	75	74	72	73	n/a	n/a	n/a	n/a
Hindmarsh	78	77	76	75	73	74	n/a	n/a	n/a	n/a
Small Rural	78	77	76	76	74	75	77	76	n/a	n/a
North Ward	77	77	77	74	73	74	n/a	n/a	n/a	n/a
Men	76	77	73	75	71	74	n/a	n/a	n/a	n/a
State-wide	76▼	75	74	74	74	74	75	74	74	73
35-49	75	80	78	72	76	75	n/a	n/a	n/a	n/a
18-34	71▼	71	75	74	63	71	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: 30 Councils asked group: 6

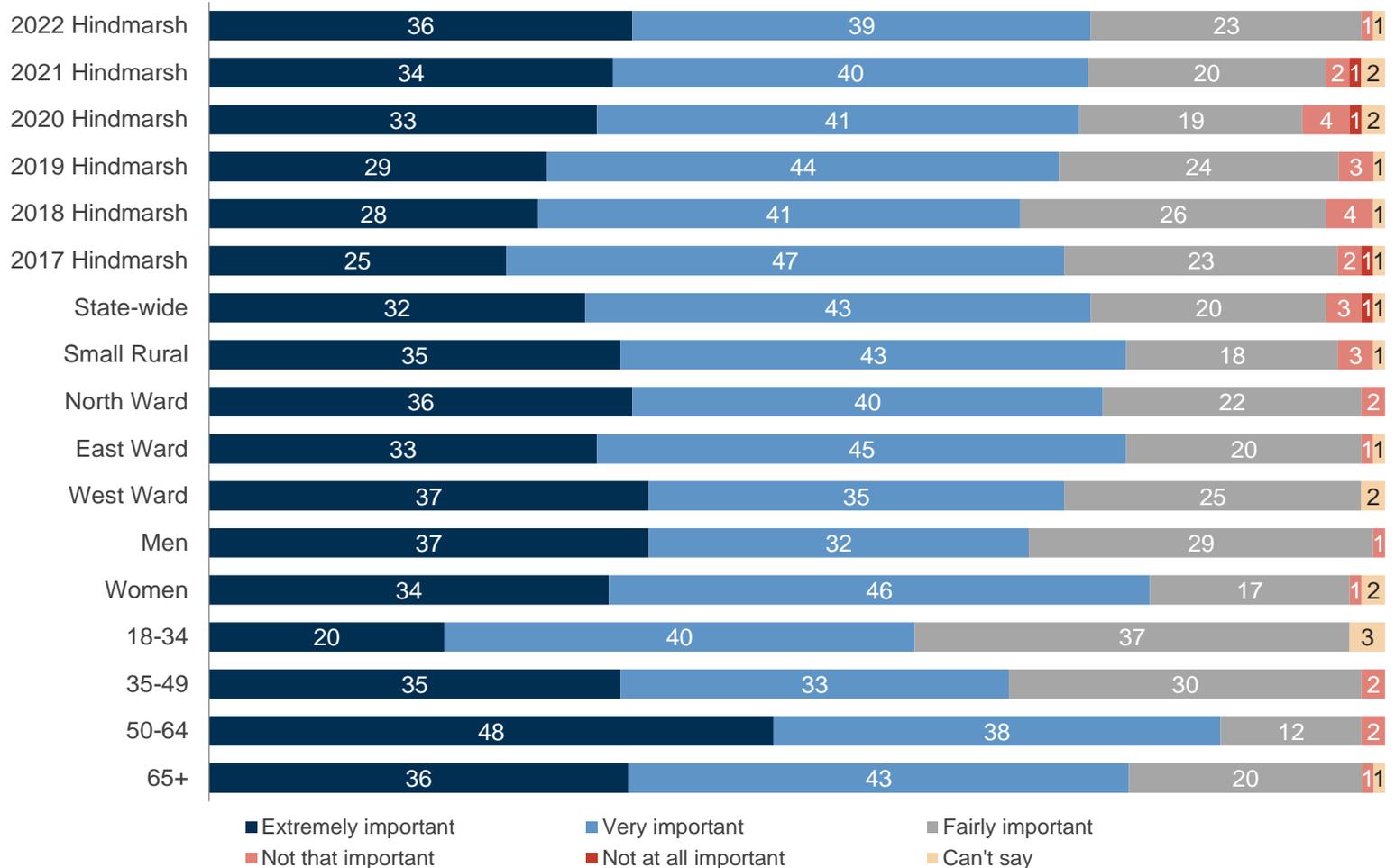
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



2022 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6



# Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	67▲	64	70	62	58	60	58	64	68	55	55
East Ward	56	60	61	63	58	60	62	56	60	52	n/a
65+	55	59	61	64	63	60	62	59	64	56	49
Women	54	58	60	61	63	64	60	61	63	56	51
State-wide	54	56	55	56	55	55	54	56	57	57	57
Small Rural	54	56	54	56	54	55	55	56	n/a	n/a	n/a
Hindmarsh	52	56	59	60	60	59	59	59	62	54	50
North Ward	51	55	58	55	60	57	55	58	60	53	n/a
West Ward	50	55	58	60	62	60	61	63	66	58	n/a
Men	50	55	59	59	57	54	58	57	61	53	49
50-64	44▼	53	56	56	60	59	59	57	56	54	48
35-49	44▼	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: 67 Councils asked group: 19

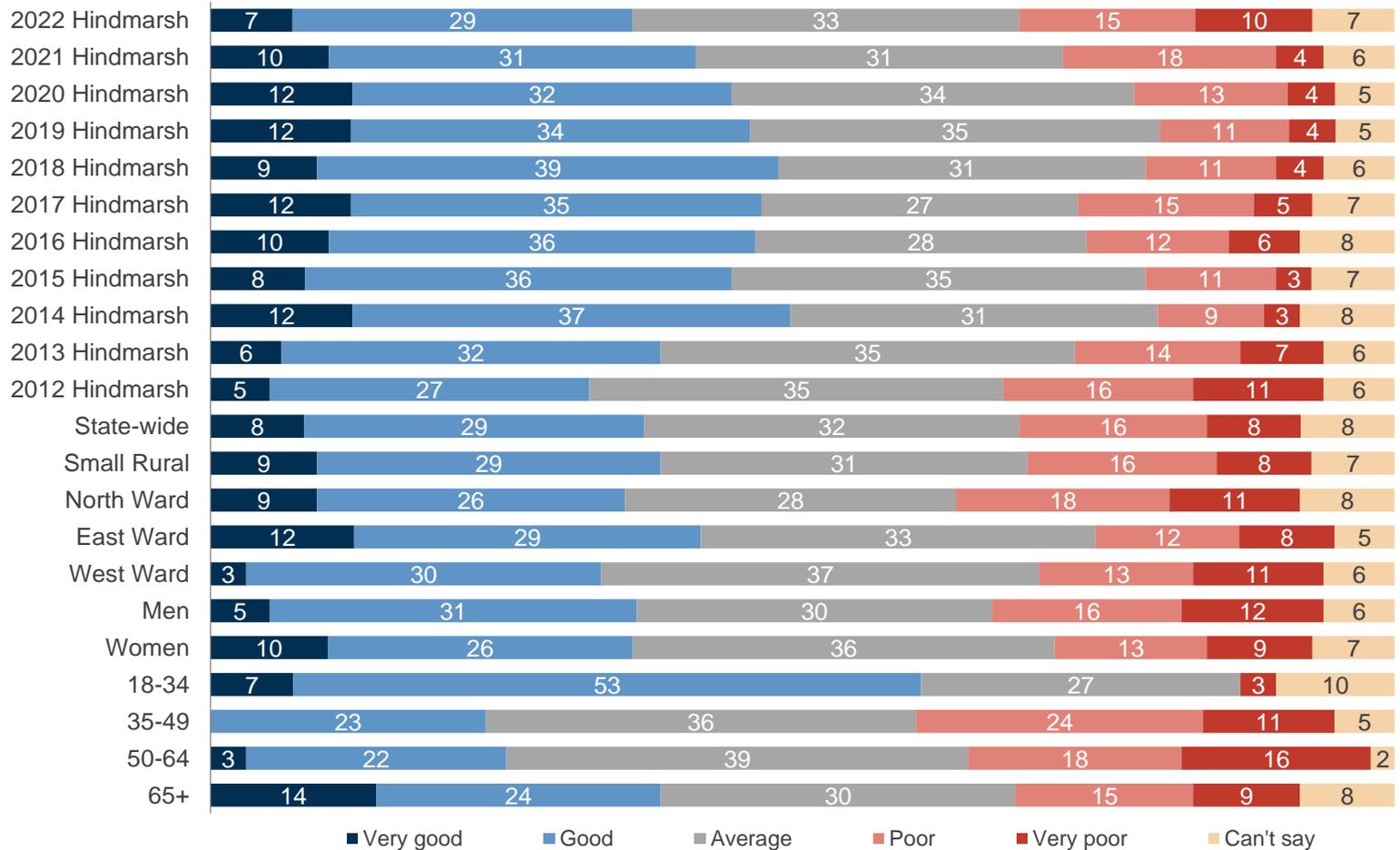
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2022 consultation and engagement performance (%)



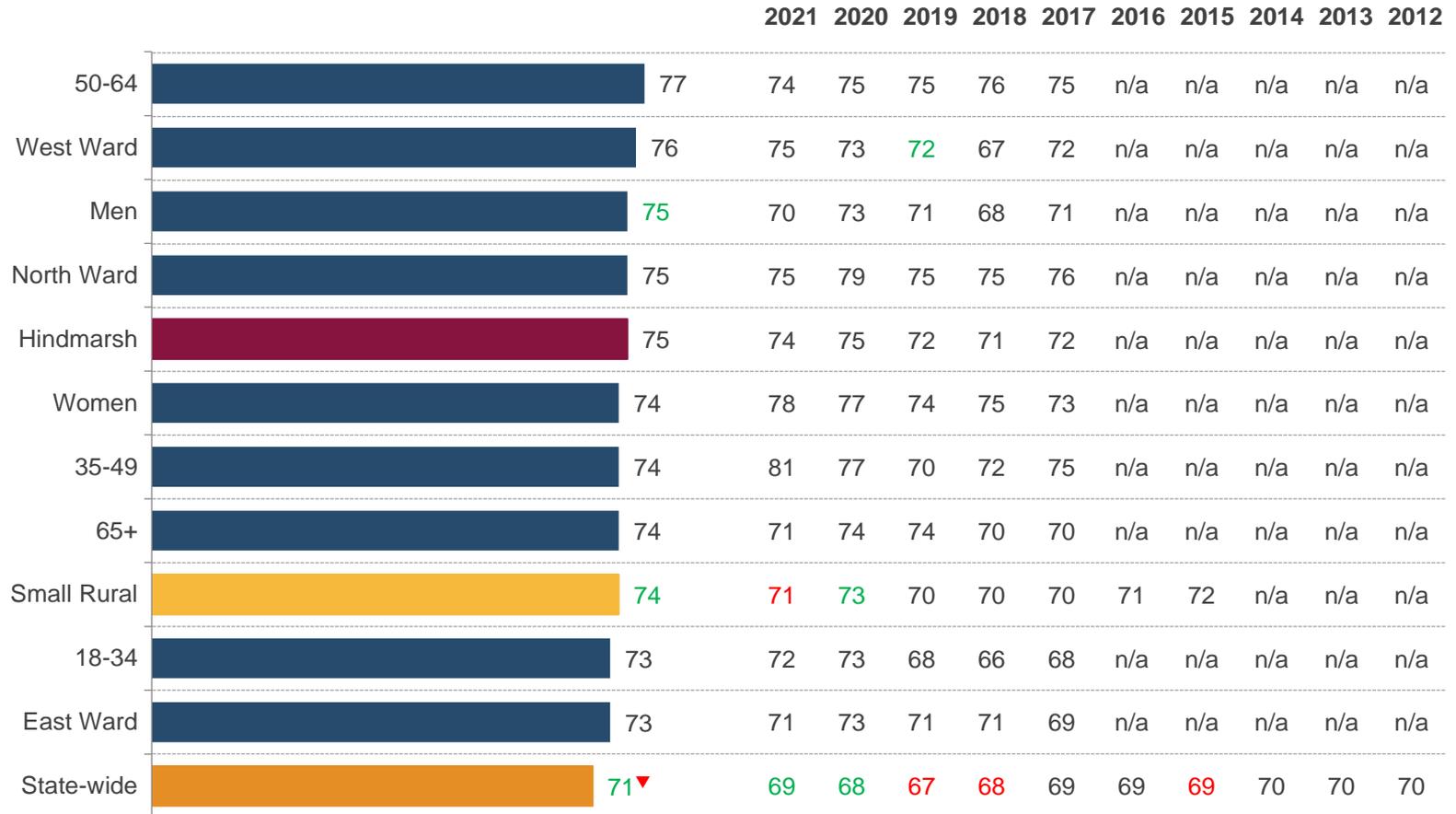
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



# Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



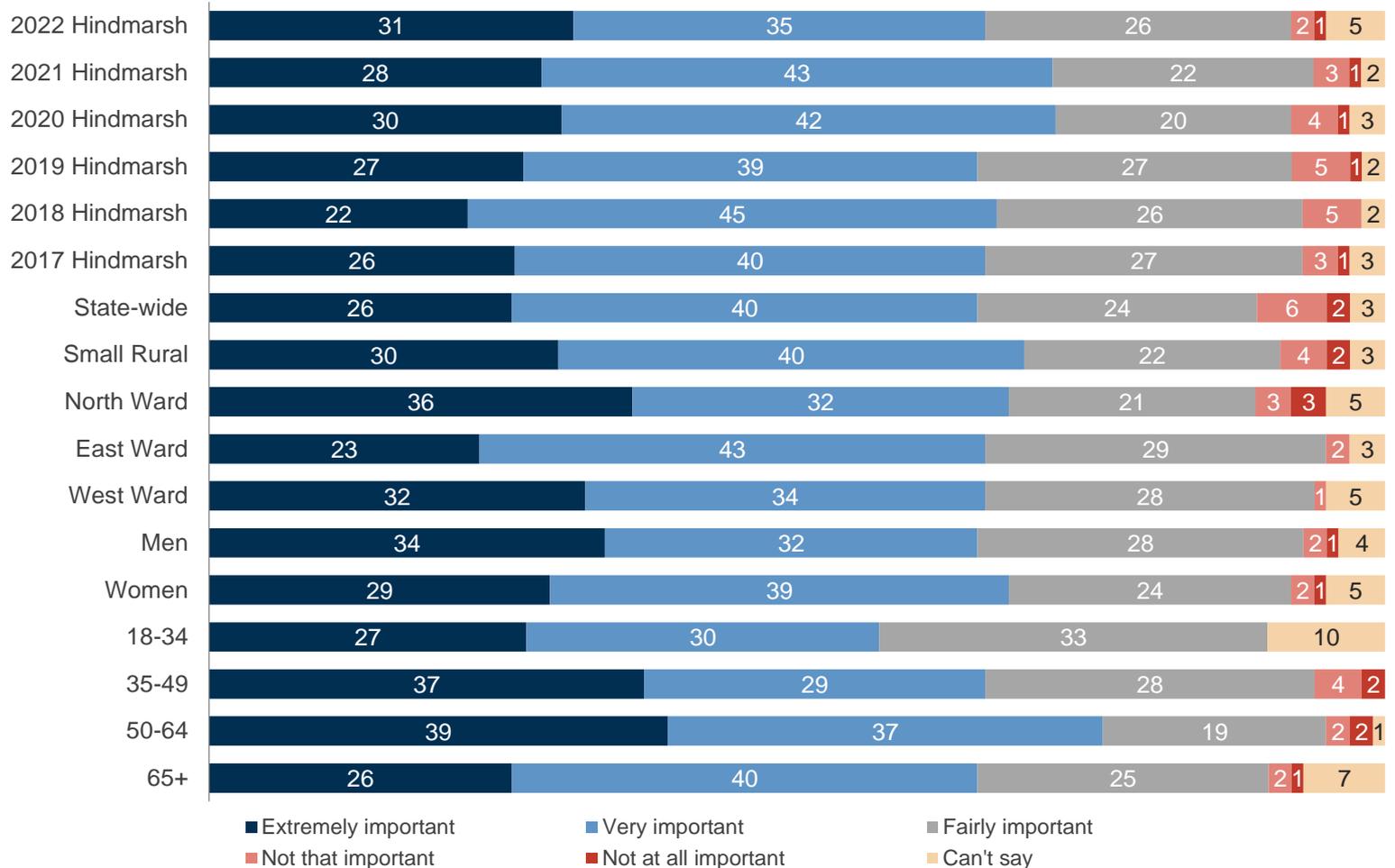
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2022 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



# Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	65▲	65	73	62	69	54	63	62	61	54	61
65+	60▲	62	65	67	62	66	62	62	64	59	52
East Ward	59	58	64	66	60	61	59	56	60	56	n/a
Women	56	61	60	61	65	65	58	60	62	56	50
North Ward	55	60	62	57	59	60	53	57	56	51	n/a
Hindmarsh	55	59	61	61	62	60	59	59	60	55	50
Men	54	57	61	62	59	56	59	59	58	53	50
Small Rural	54	55	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53	55	53	54	54	54	53	55	56	55	55
West Ward	52	58	58	60	66	61	64	65	65	58	n/a
50-64	49▼	57	54	58	61	58	54	55	56	53	47
35-49	42▼	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: 49 Councils asked group: 13

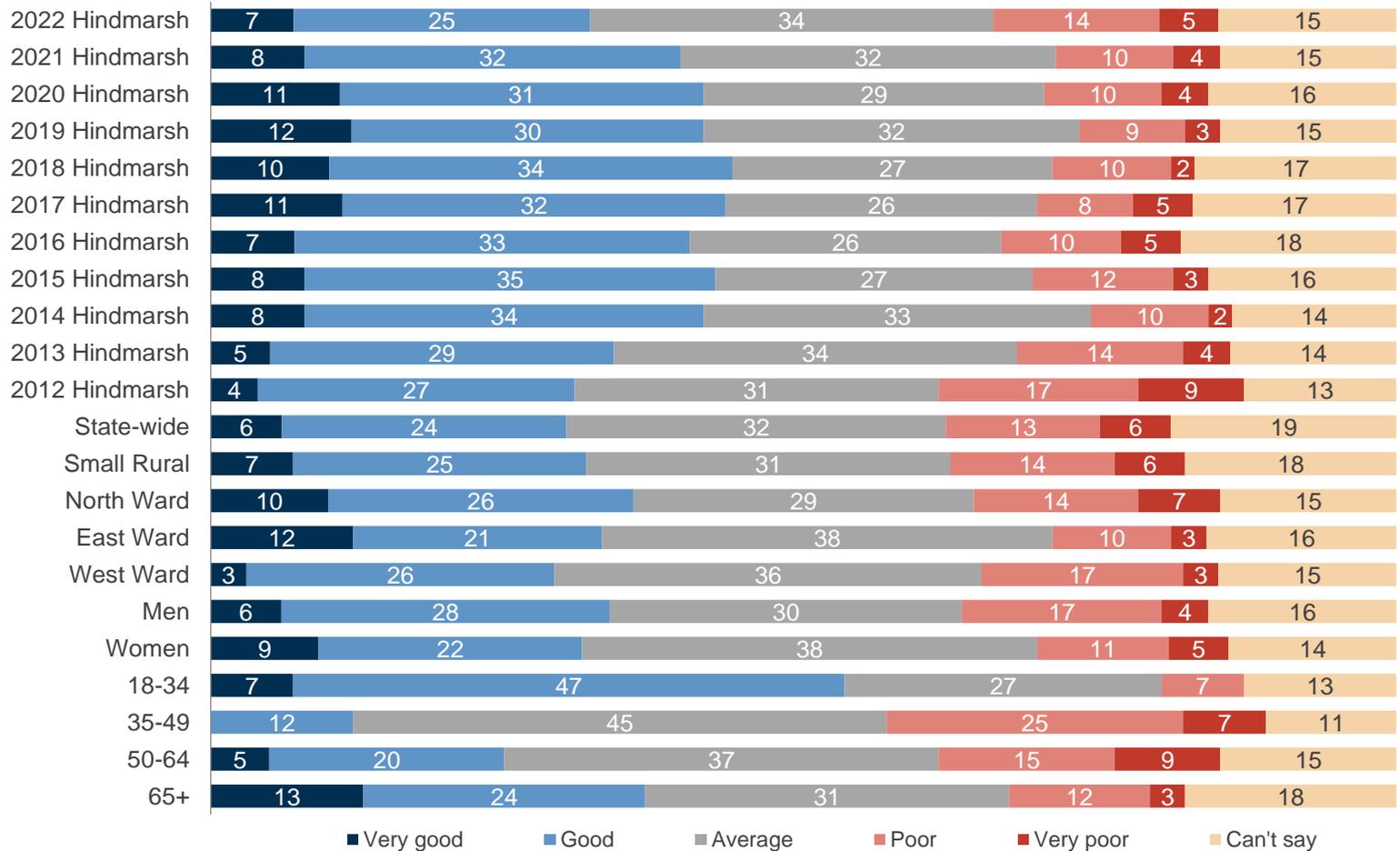
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2022 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

# Decisions made in the interest of the community importance



## 2022 community decisions made importance (index scores)

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

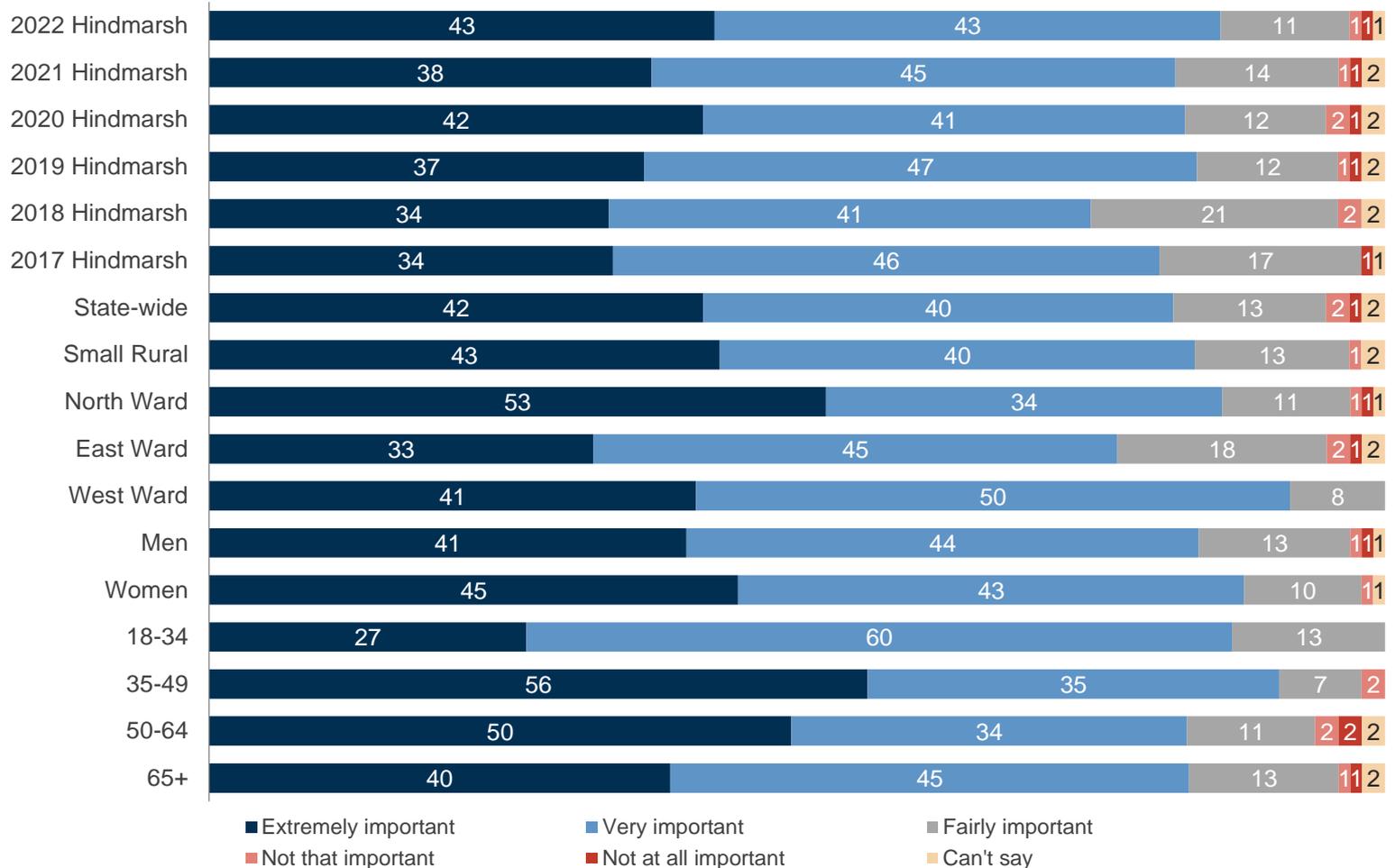
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

# Decisions made in the interest of the community importance



2022 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

# Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68▲	69	71	64	64	55	64	60	n/a	n/a
East Ward	61▲	62	60	64	58	60	56	54	60	n/a
Women	57	61	61	63	62	63	60	62	61	n/a
65+	57	62	61	65	62	61	63	60	64	n/a
Hindmarsh	55	59	59	61	60	58	57	60	59	n/a
State-wide	54	56	53	55	54	54	54	55	57	n/a
West Ward	54	60	58	61	61	57	62	65	64	n/a
Small Rural	54	56	53	55	52	55	53	56	n/a	n/a
Men	53	57	58	59	57	54	55	58	57	n/a
North Ward	53	56	62	57	61	58	54	58	55	n/a
35-49	50	50	51	56	55	59	54	60	57	n/a
50-64	48▼	55	53	57	58	56	54	56	54	n/a

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

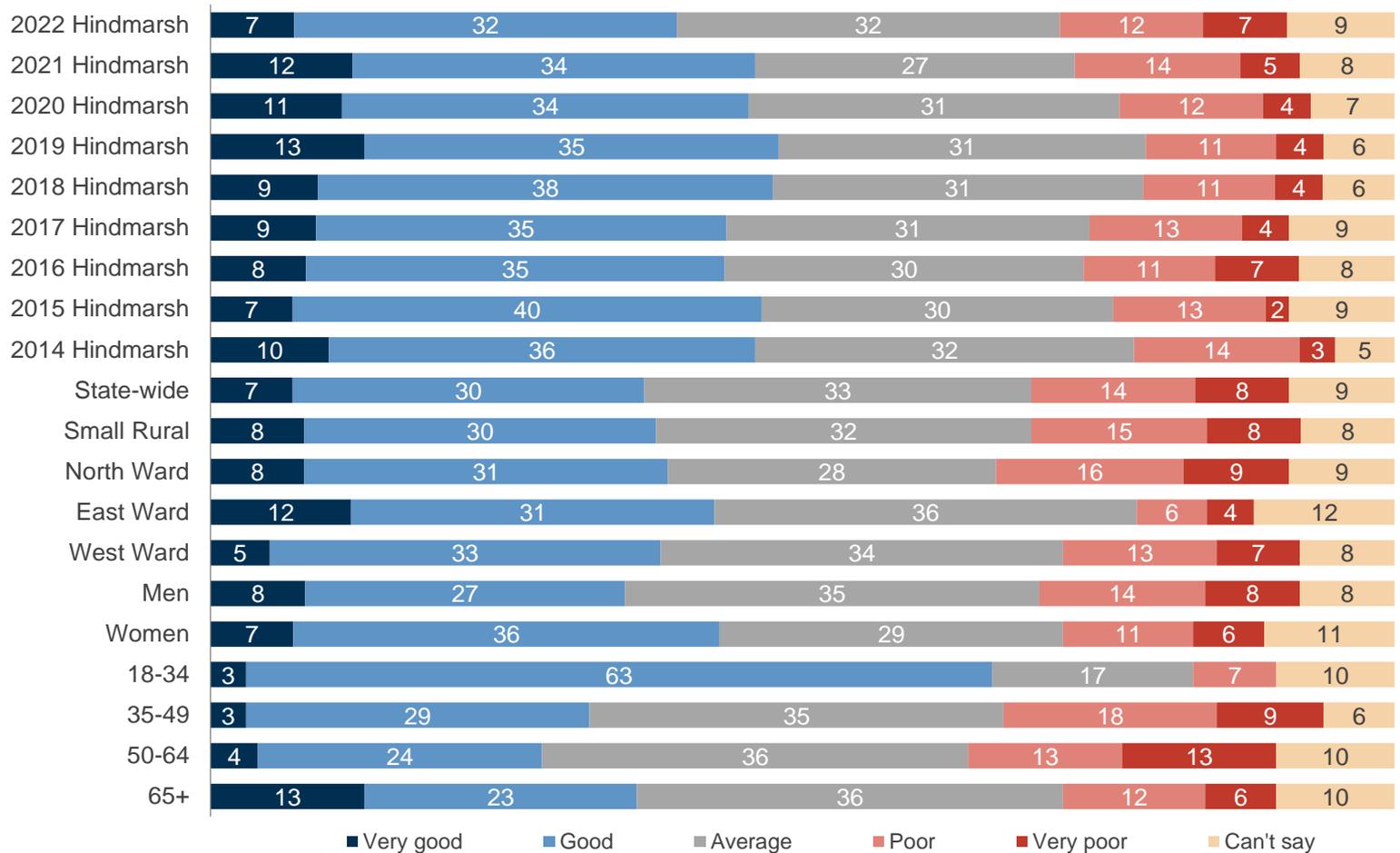
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

# The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

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

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

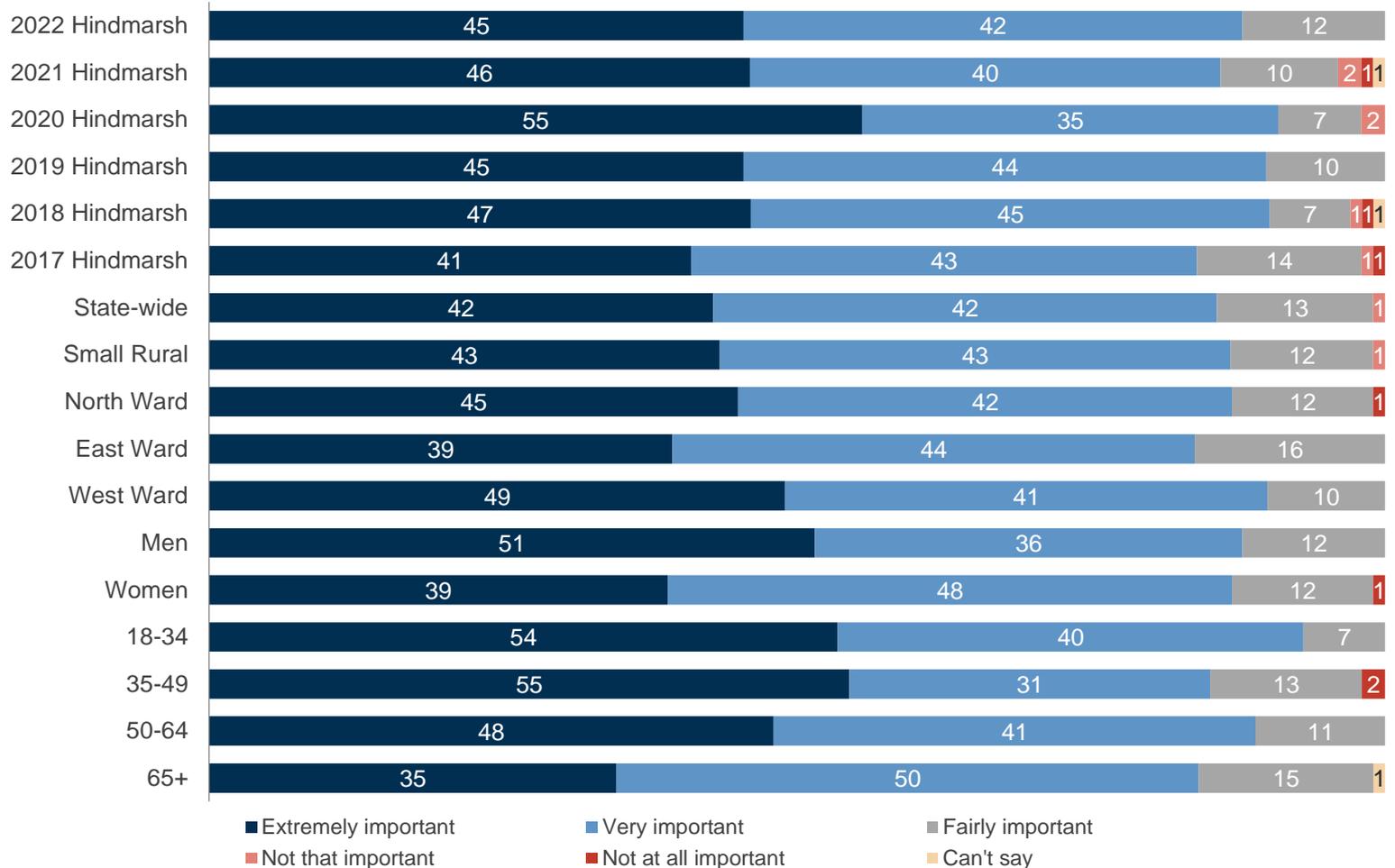
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

# The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

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

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

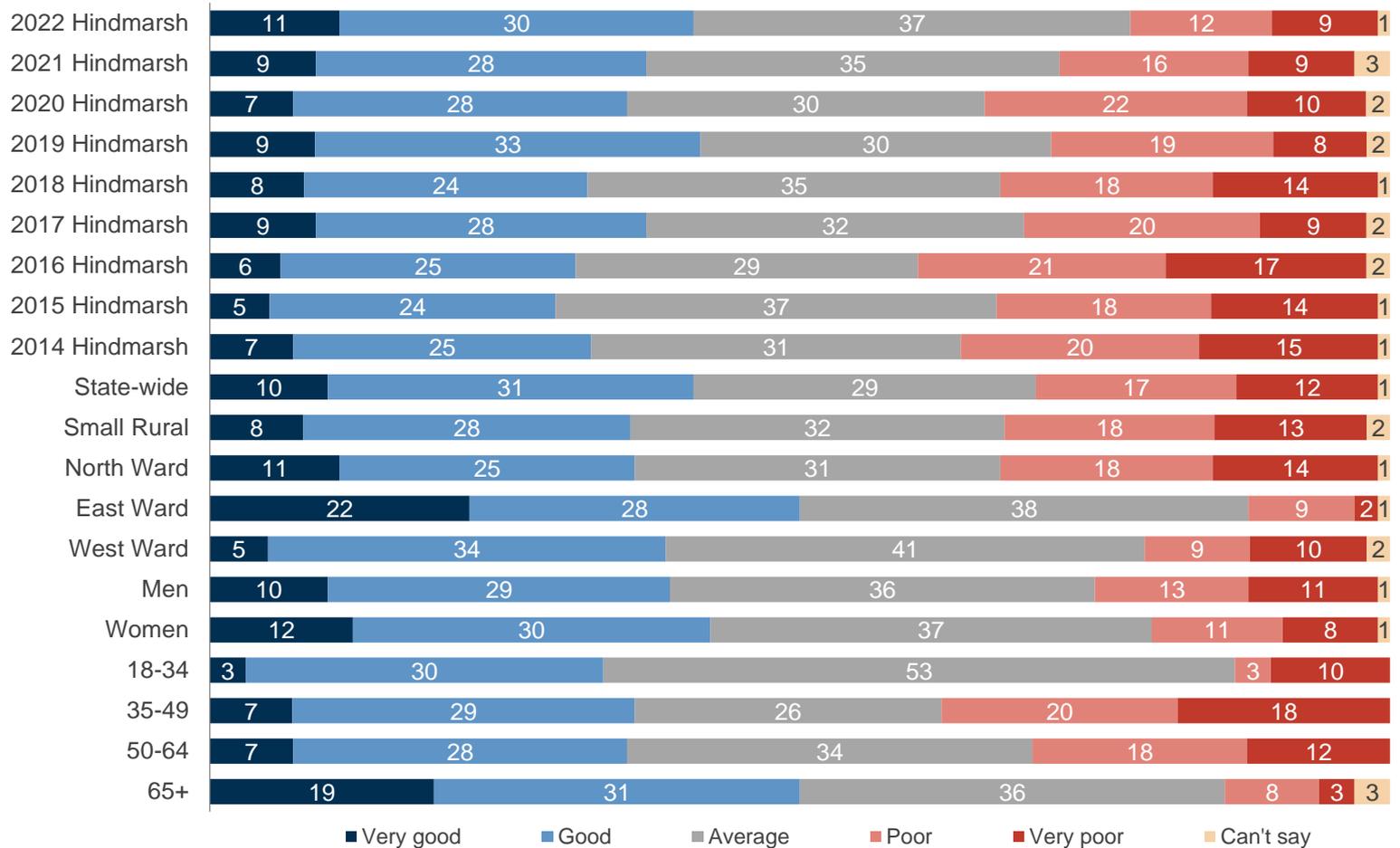
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



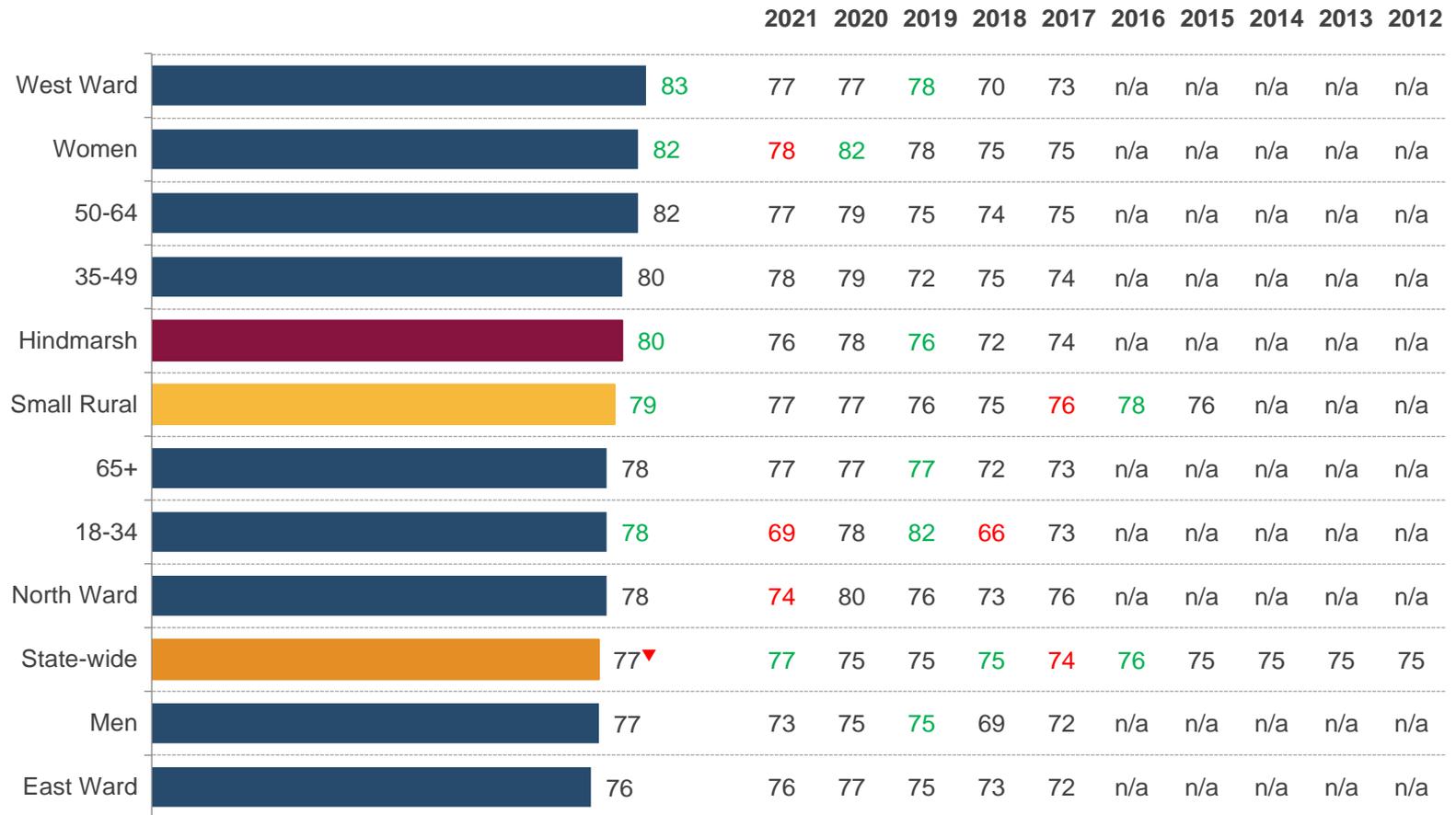
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



# Informing the community importance



2022 informing community importance (index scores)



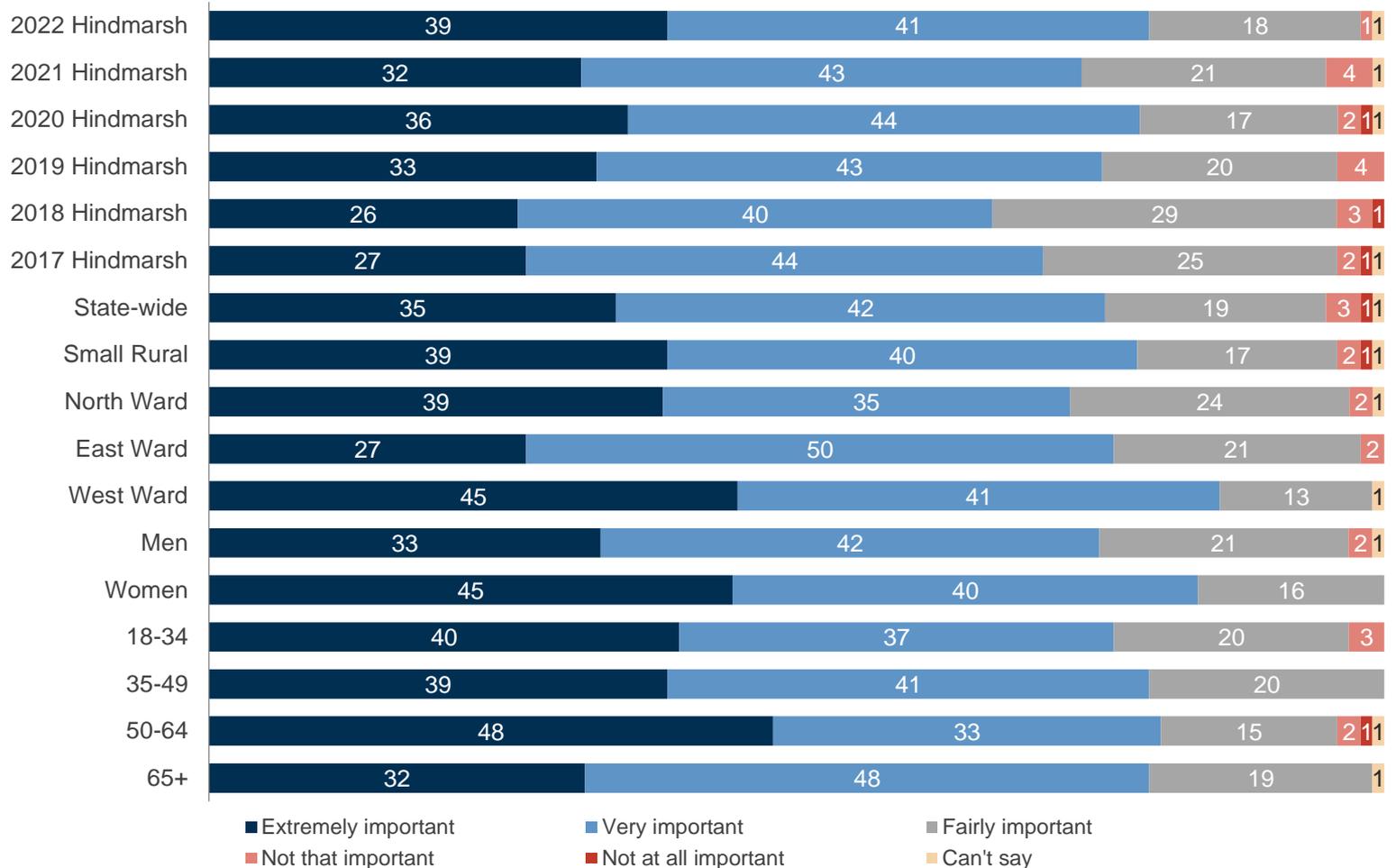
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



2022 informing community importance (%)



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



# Informing the community performance



2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	65▲	67	66	63	63	64	63	66	62	57	
East Ward	61▲	59	59	65	58	64	64	58	66	57	n/a
Small Rural	59▲	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	59▲	60	59	60	59	59	59	61	62	61	60
Women	58	61	59	61	63	68	63	66	67	60	51
65+	56	61	61	64	62	64	66	64	71	59	53
Hindmarsh	55	59	59	61	60	64	62	63	66	59	53
North Ward	54	60	60	57	57	63	55	62	61	57	n/a
Men	53	58	58	60	57	60	60	59	64	58	56
West Ward	53	58	58	60	64	63	66	67	70	62	n/a
35-49	52	53	53	57	55	65	58	64	65	58	54
50-64	49▼	57	54	57	59	61	58	61	59	57	50

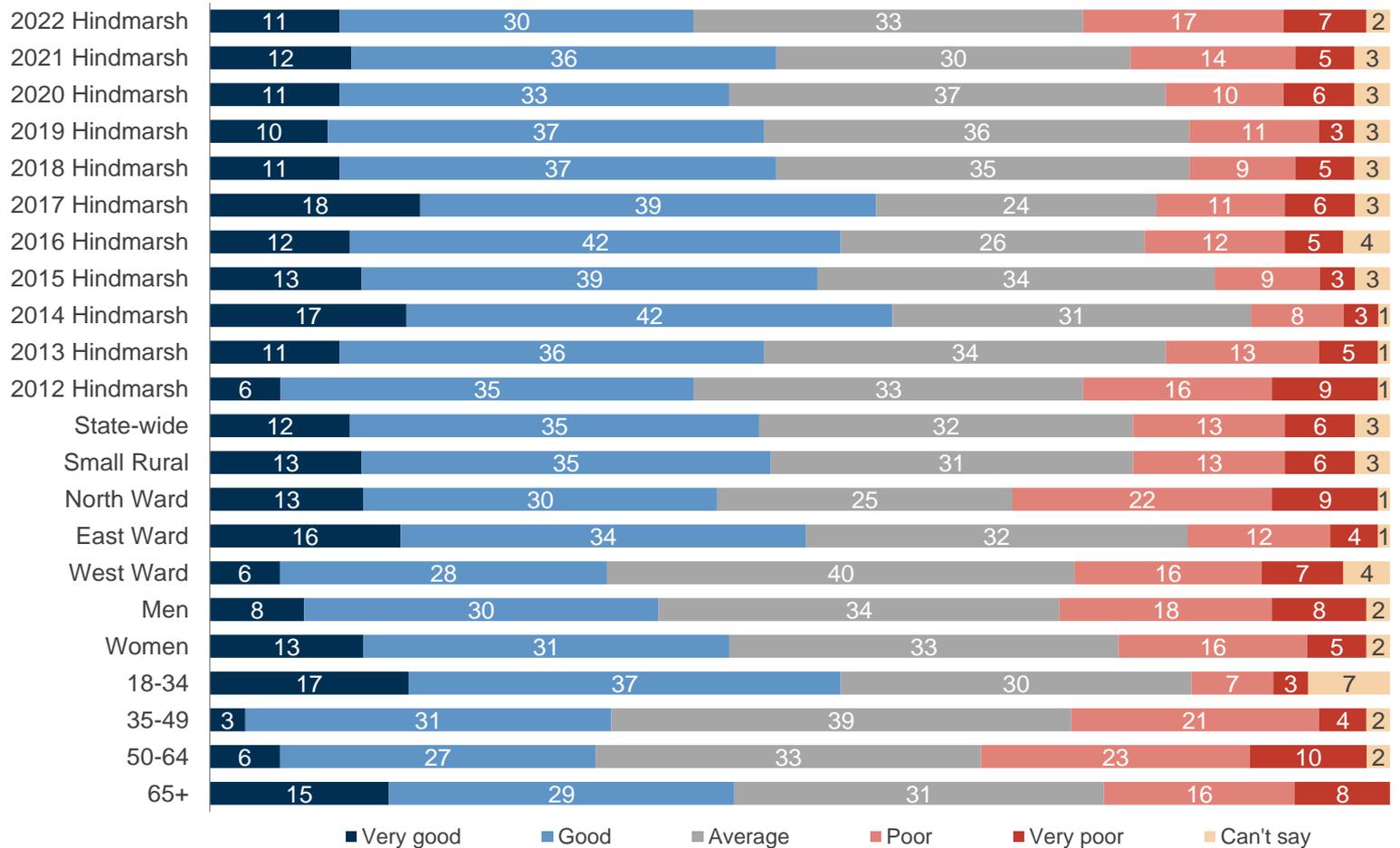
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

# The condition of local streets and footpaths in your area

## importance



### 2022 streets and footpaths importance (index scores)

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

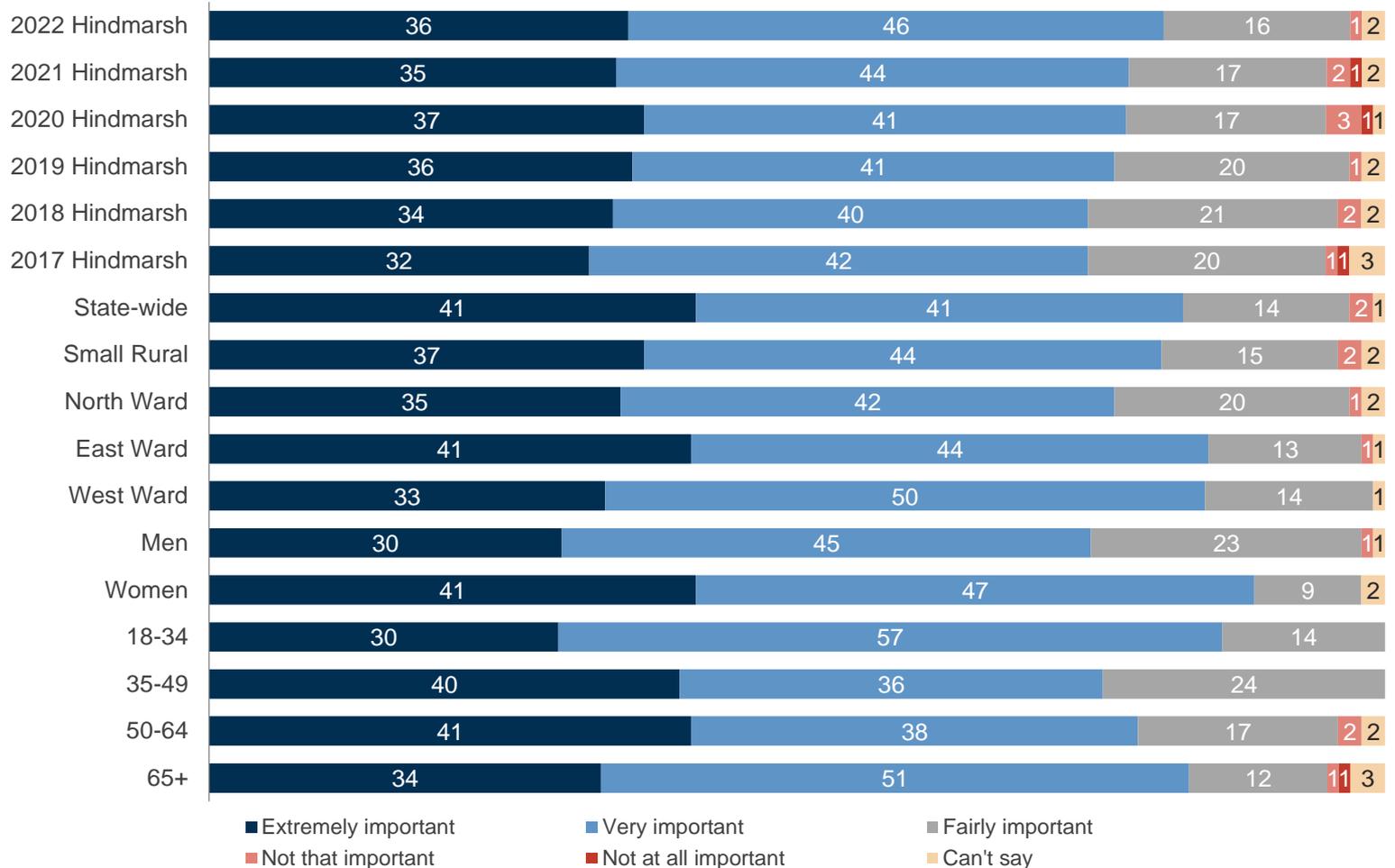
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

# The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (%)



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

# The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

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

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

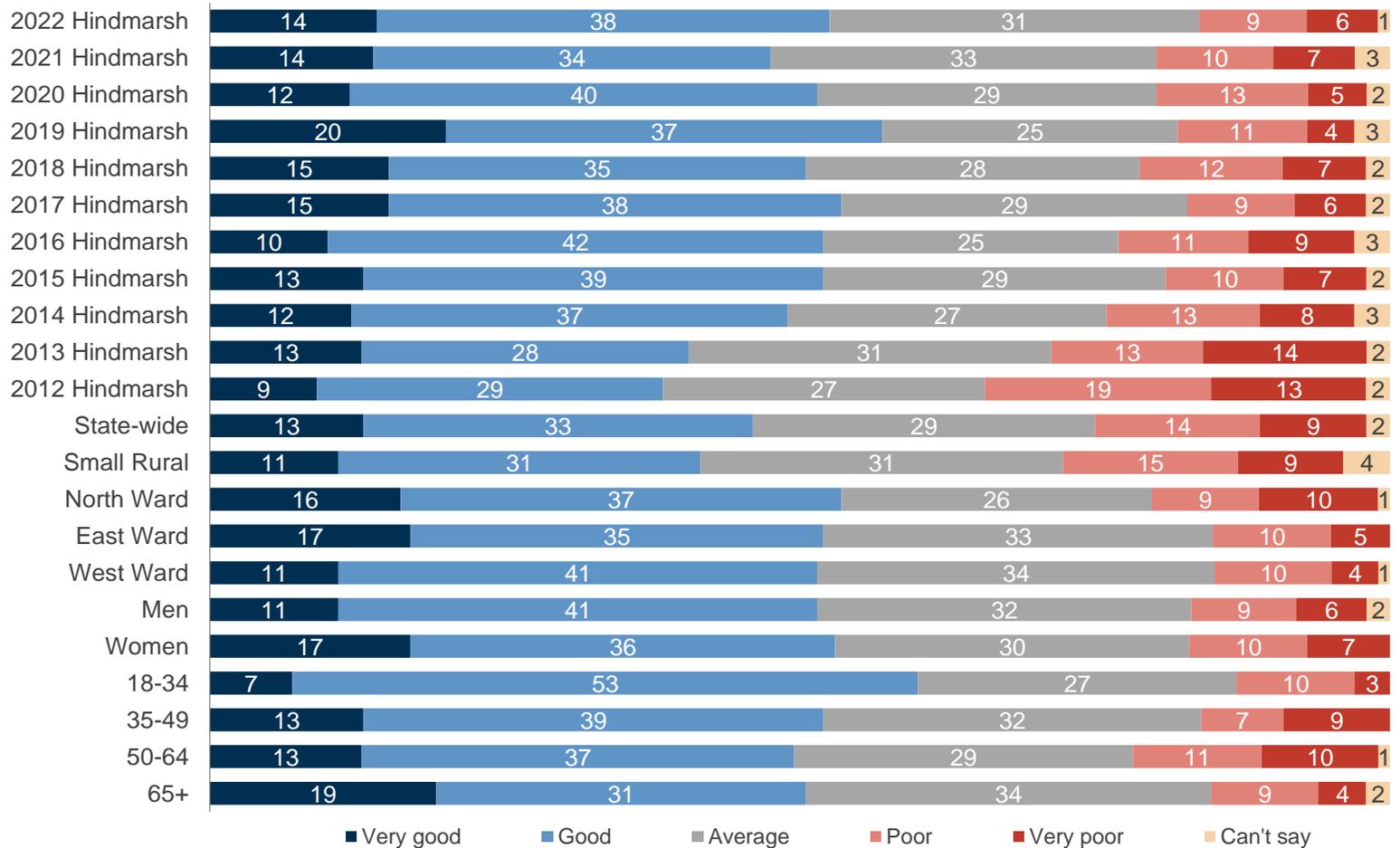
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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

# The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



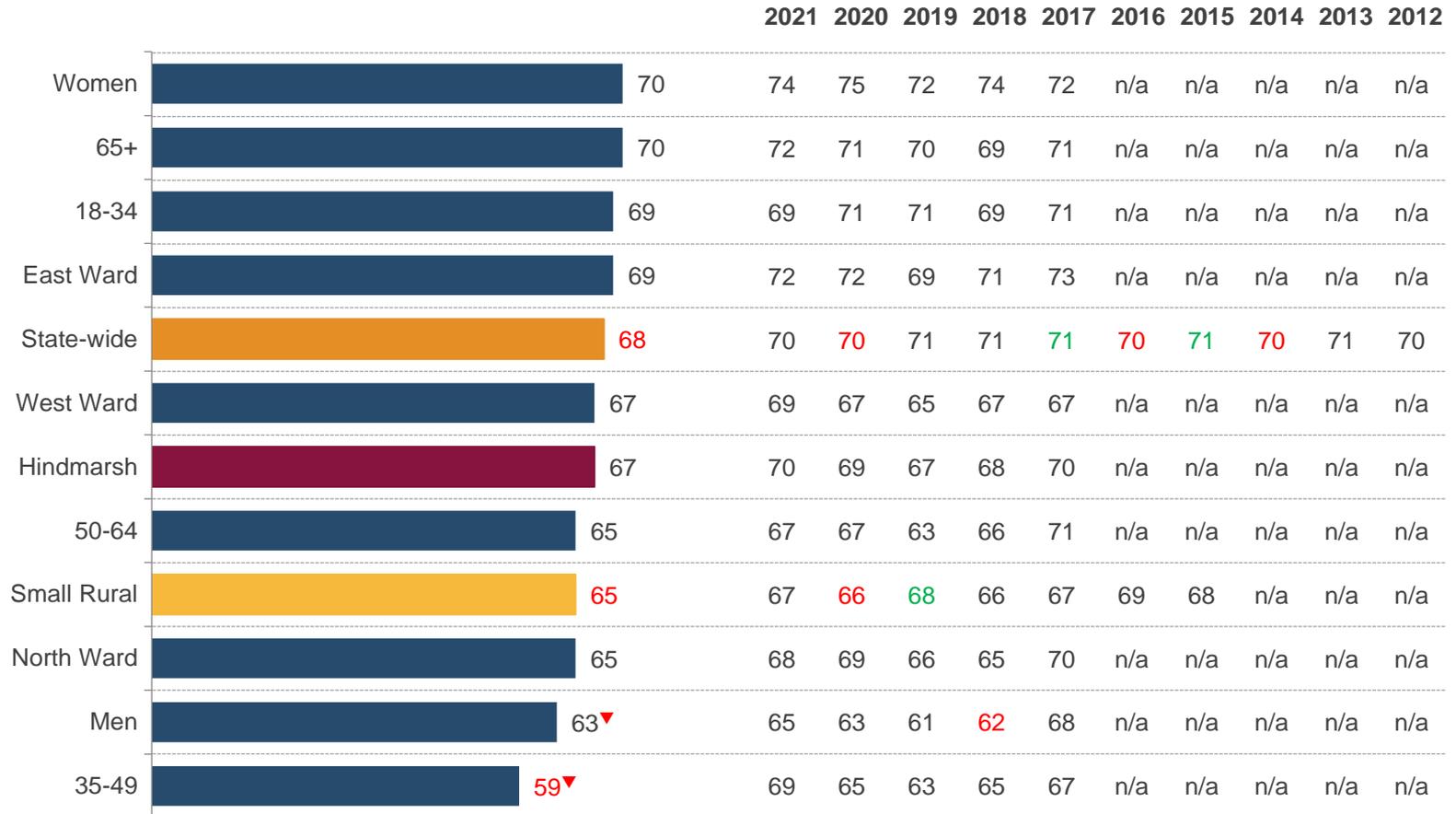
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7



# Enforcement of local laws importance



2022 law enforcement importance (index scores)



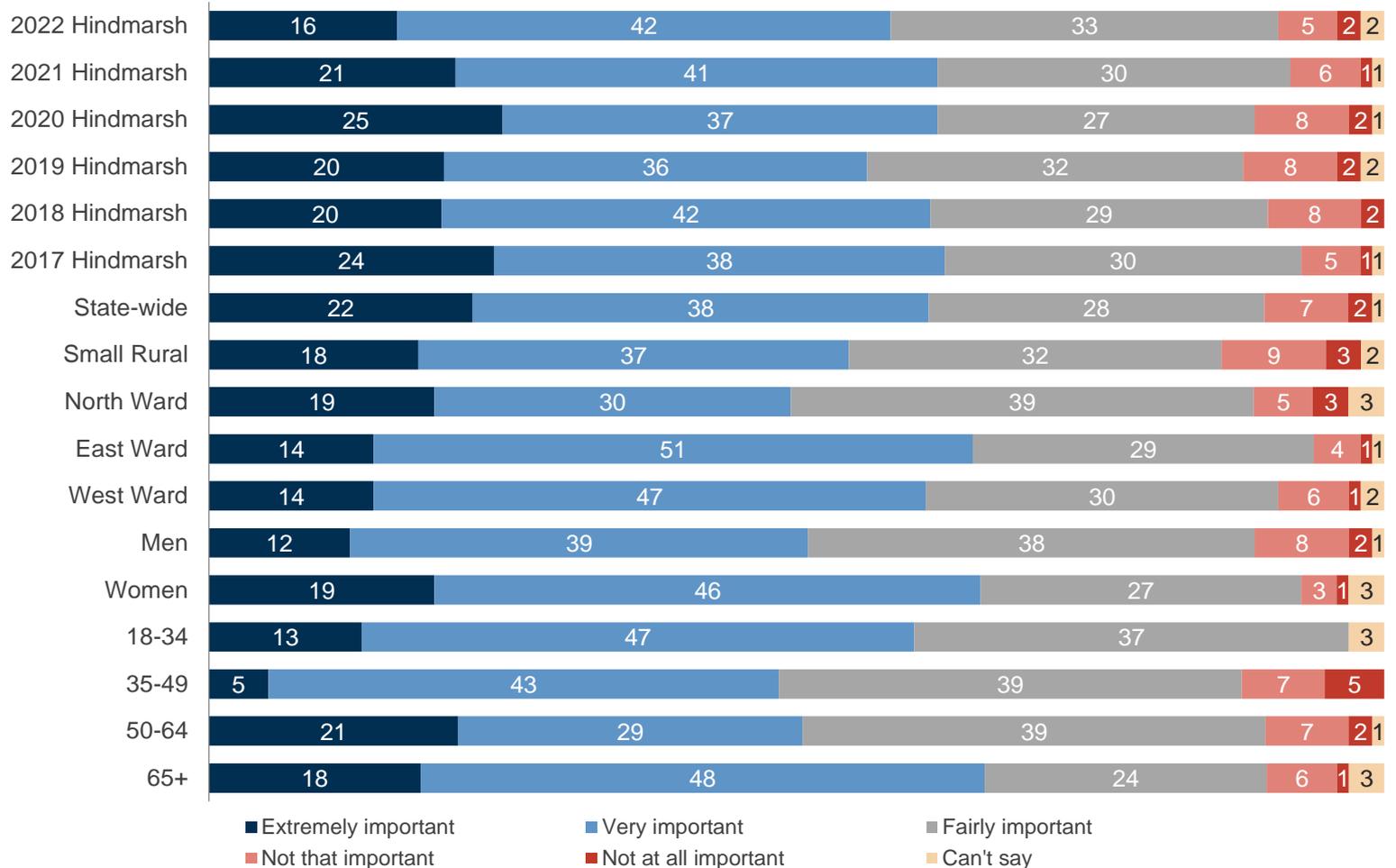
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2022 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7



# Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	70▲	68	73	69	62	70	68	69	72	64	66
Women	66	66	66	67	65	67	64	69	70	66	65
West Ward	66	67	66	67	68	70	64	70	72	69	n/a
East Ward	65	66	67	67	61	63	62	60	65	60	n/a
35-49	64	63	64	63	60	63	61	64	70	68	67
Hindmarsh	64	65	66	65	64	65	63	66	68	64	64
State-wide	63	64	63	64	64	64	63	66	66	65	65
65+	62	65	66	66	65	65	60	66	66	63	63
Small Rural	62	63	62	63	63	65	64	66	n/a	n/a	n/a
50-64	62	64	63	63	66	63	63	66	65	63	60
Men	62	63	66	63	62	63	61	63	66	62	63
North Ward	61	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: 32 Councils asked group: 10

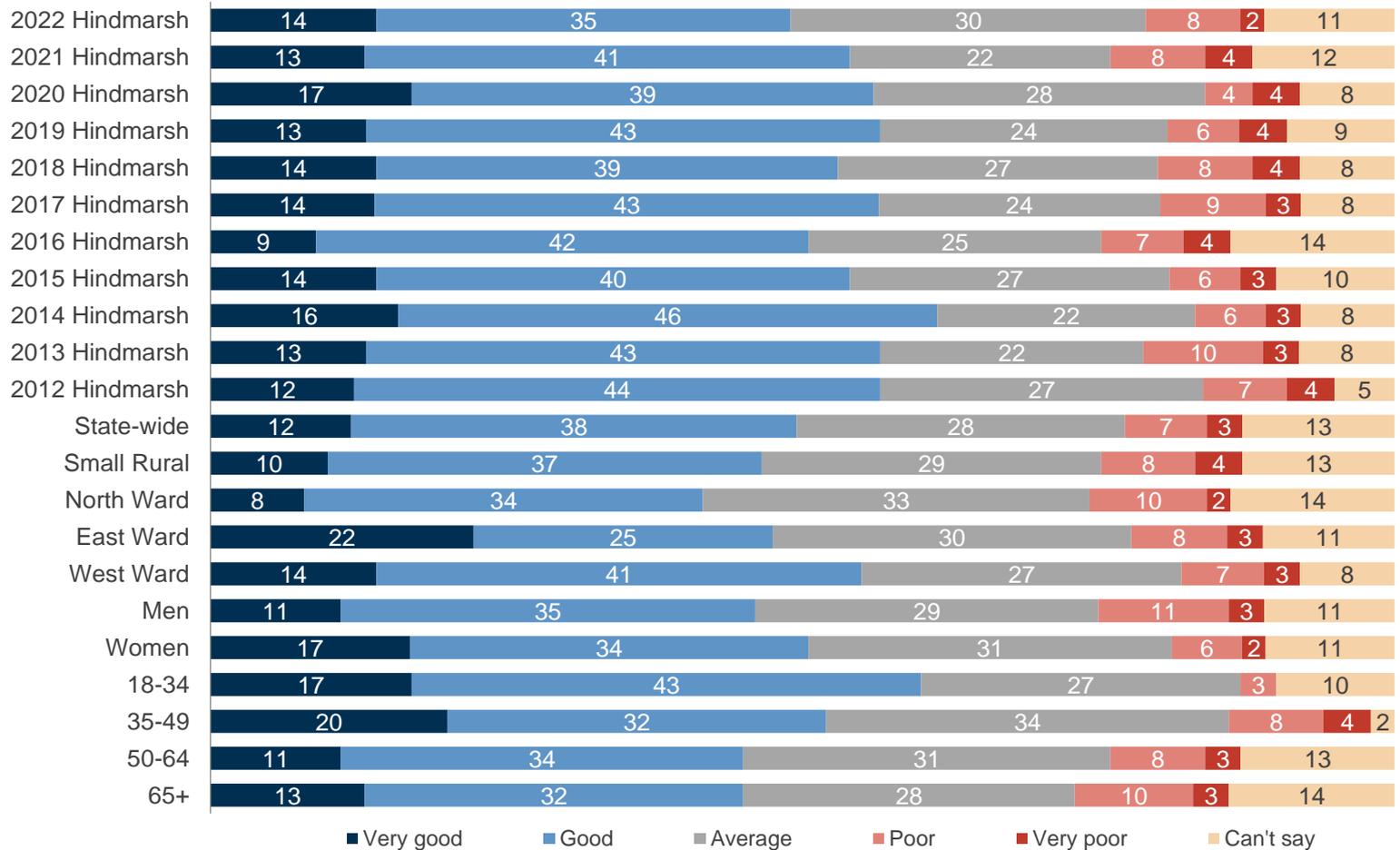
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2022 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



# Elderly support services importance



2022 elderly support importance (index scores)

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

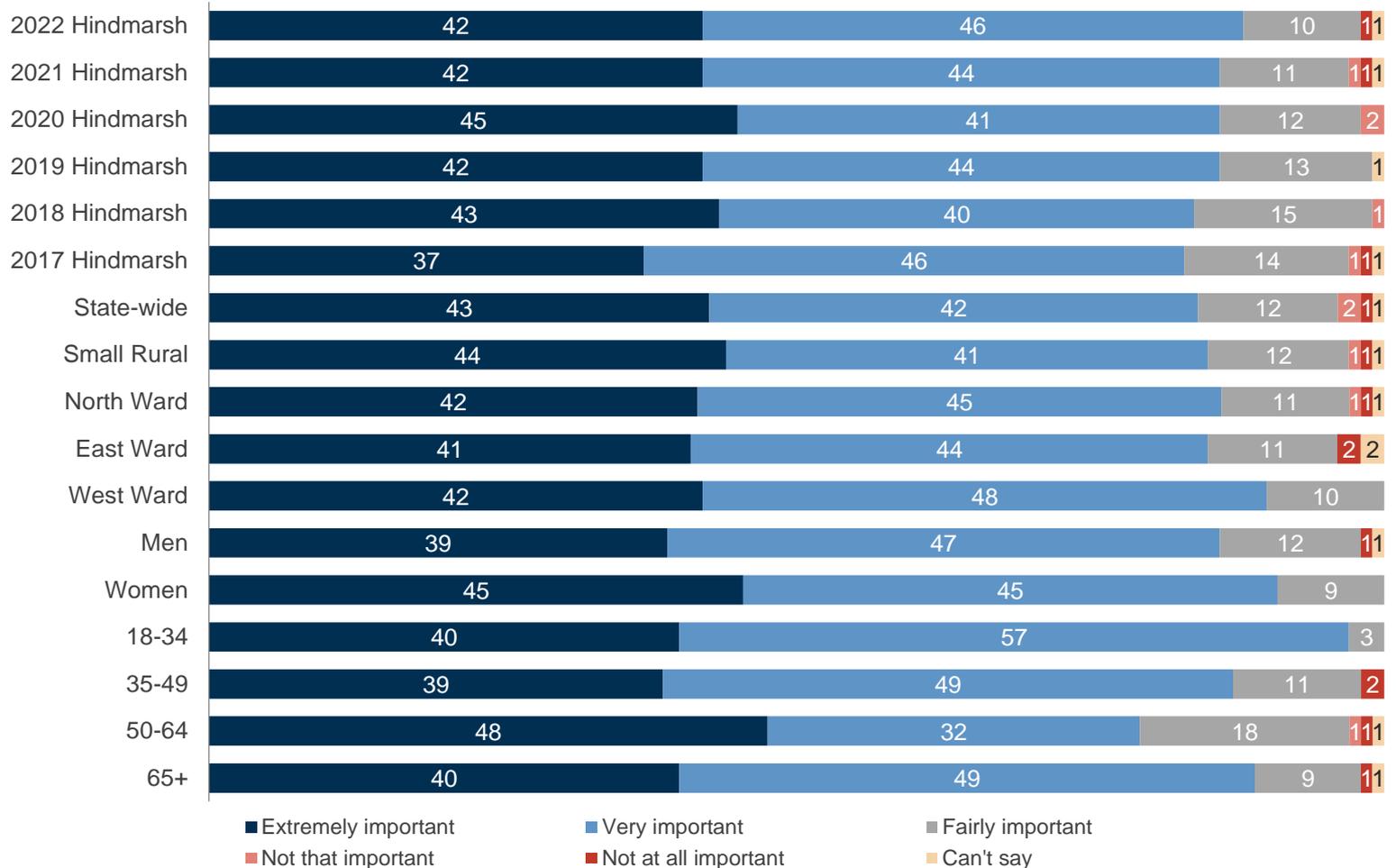
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2022 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6



# Elderly support services performance



2022 elderly support performance (index scores)

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

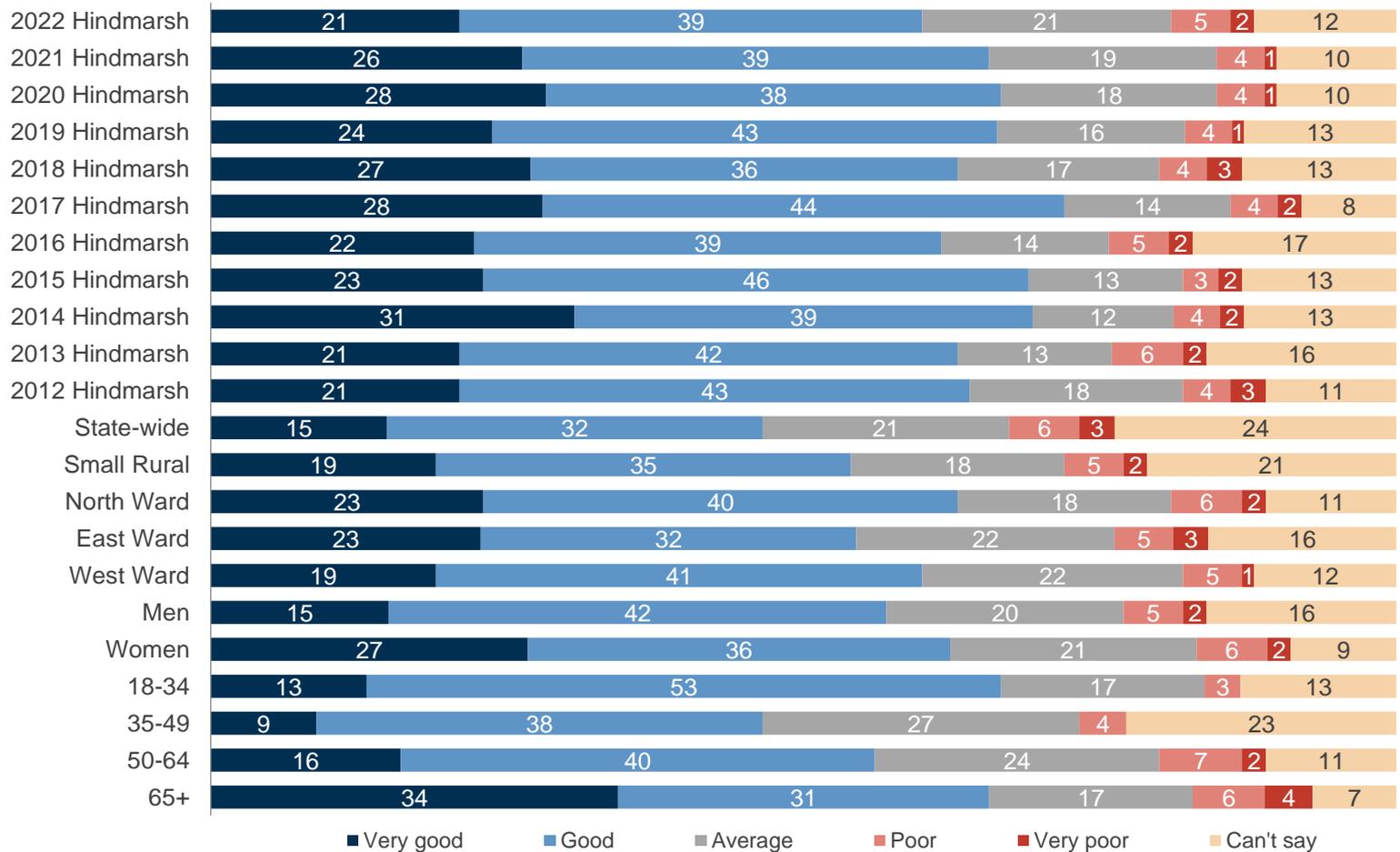
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2022 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11



# Recreational facilities importance



2022 recreational facilities importance (index scores)

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

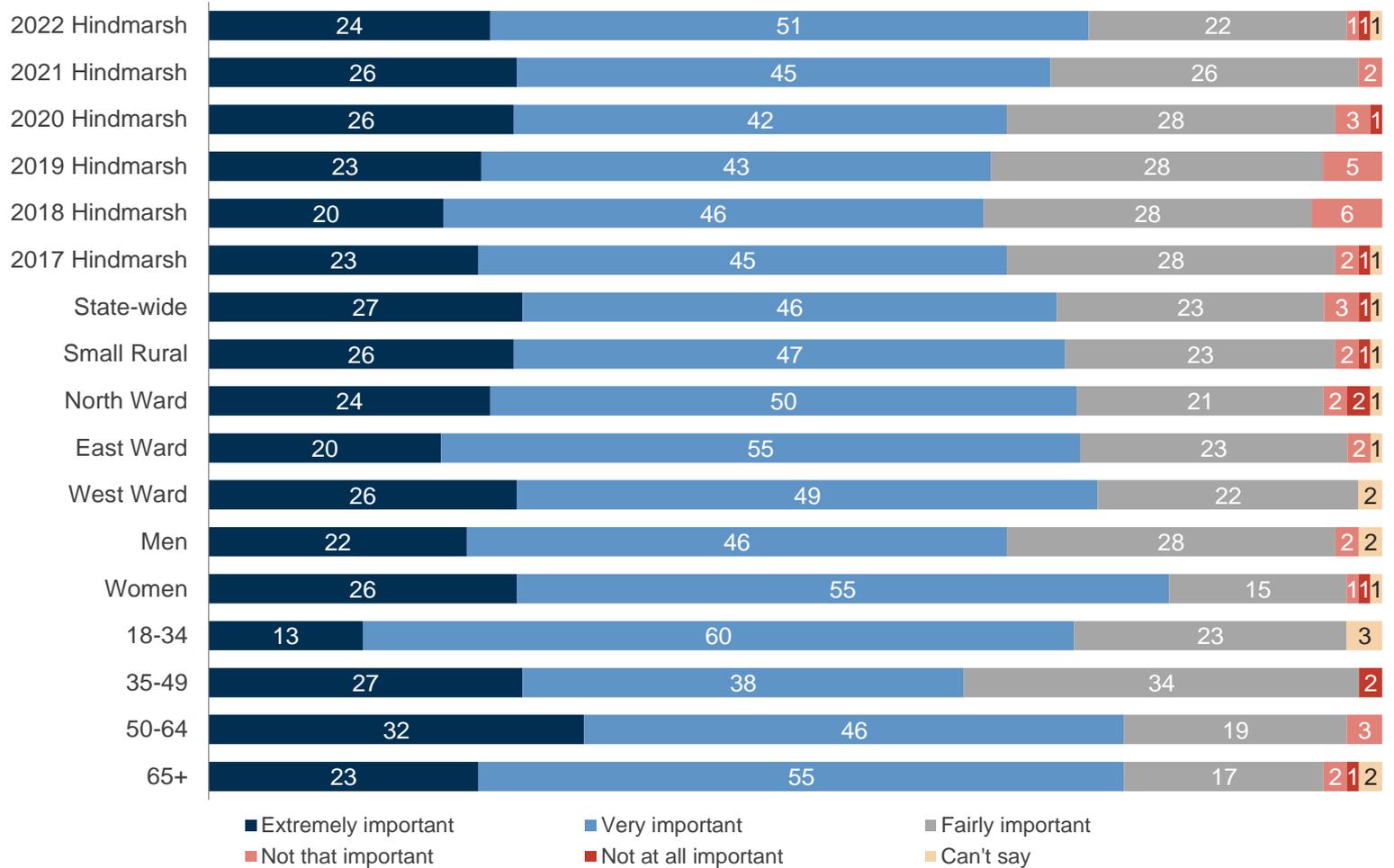
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2022 recreational facilities importance (%)



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



# Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	77▲	70	78	70	73	68	56	65	66	68	67
East Ward	75▲	75	74	80	72	73	70	73	76	69	n/a
65+	73	76	73	79	78	78	77	77	78	73	72
State-wide	69	71	70	70	69	70	69	70	71	70	70
Men	69	69	70	73	73	70	66	70	68	69	68
Hindmarsh	69	70	71	73	73	73	67	71	71	69	67
Small Rural	69	69	68	68	69	69	68	70	n/a	n/a	n/a
Women	68	70	72	74	73	76	67	72	74	69	66
West Ward	67	67	70	71	78	76	71	74	73	71	n/a
North Ward	66	68	70	70	69	69	59	67	66	68	n/a
50-64	63▼	70	66	71	72	74	65	71	70	68	64
35-49	60▼	59	65	70	65	68	61	65	66	66	65

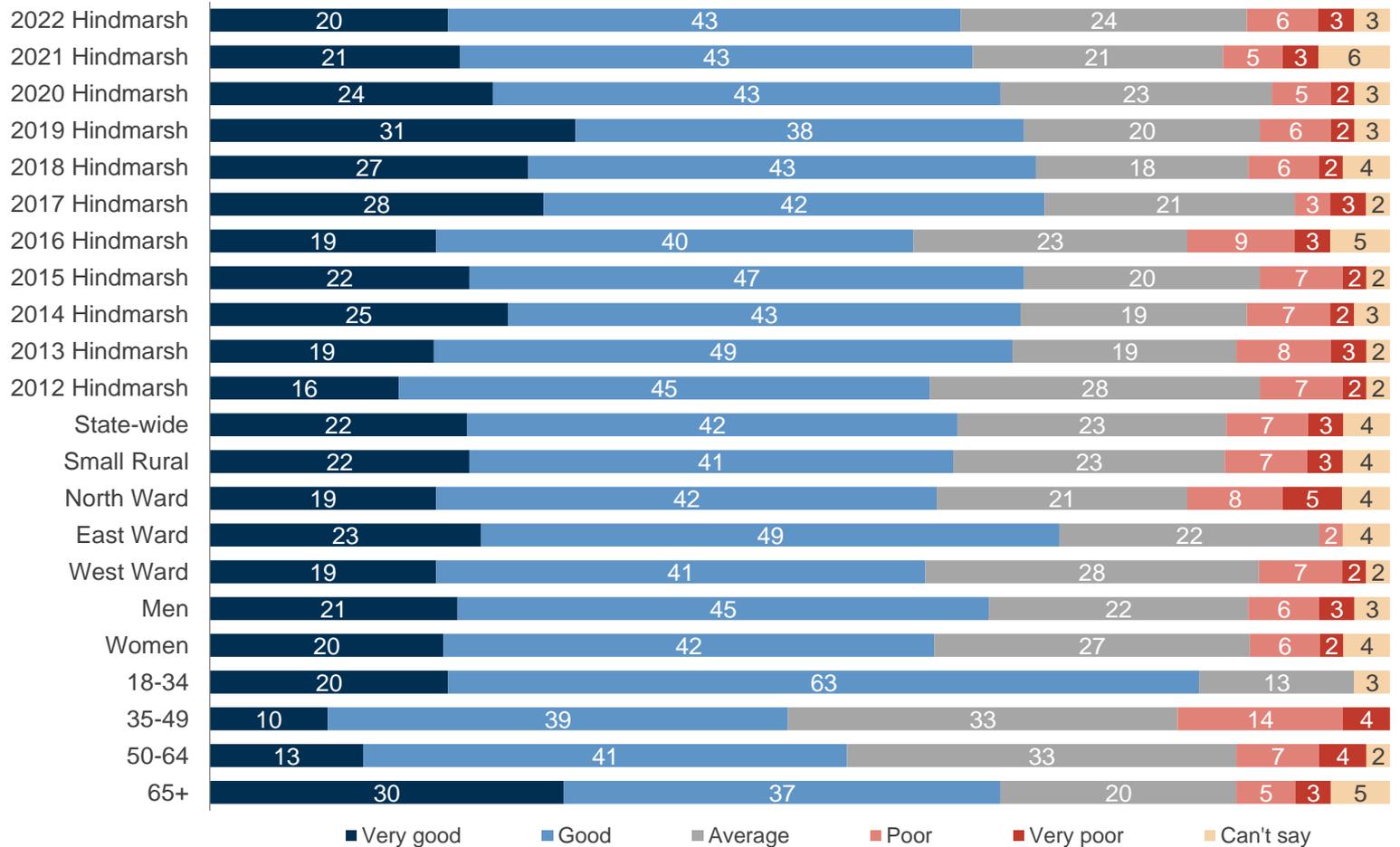
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2022 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13



# The appearance of public areas importance



2022 public areas importance (index scores)

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

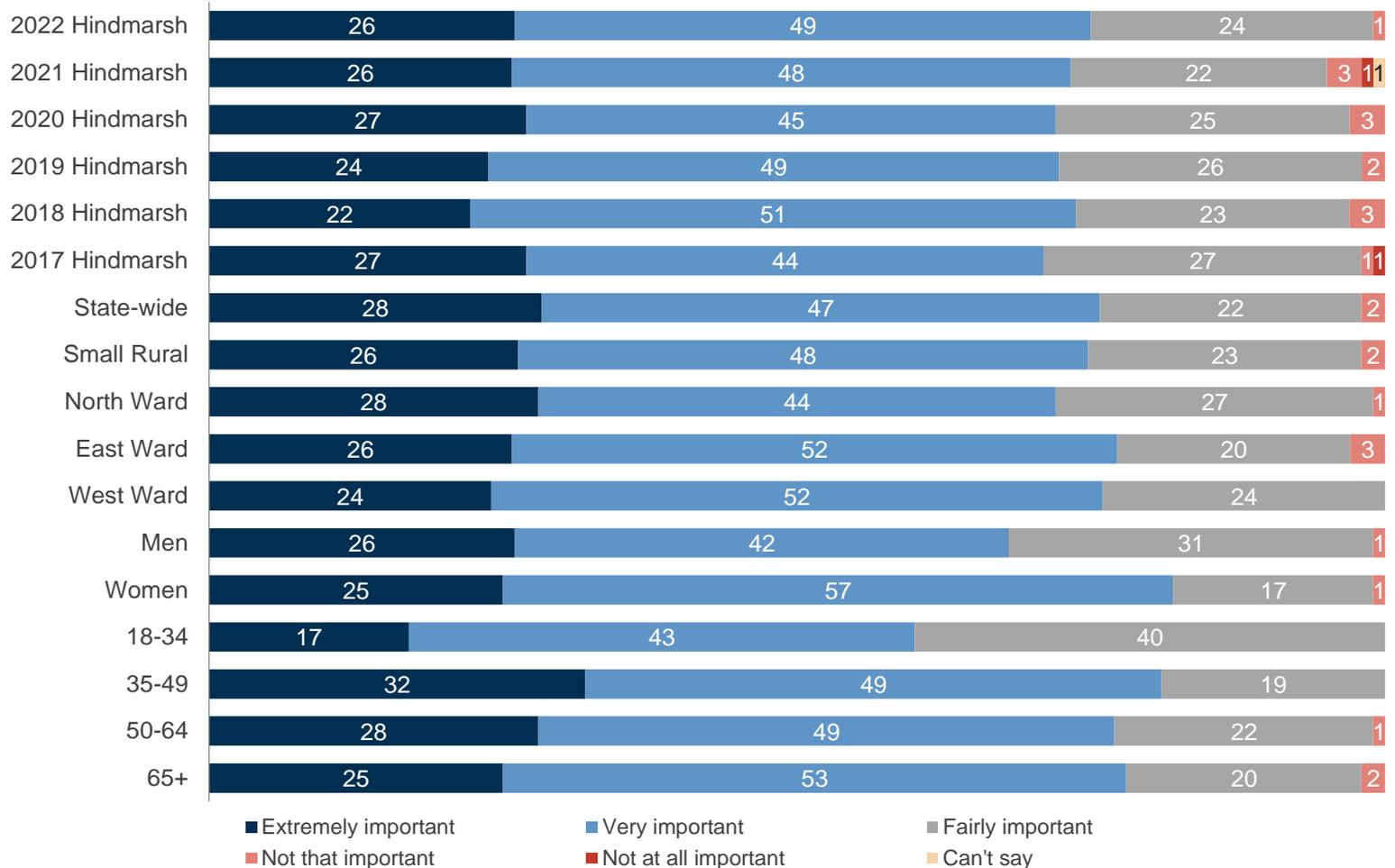
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2022 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8



# The appearance of public areas performance



2022 public areas performance (index scores)

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

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

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

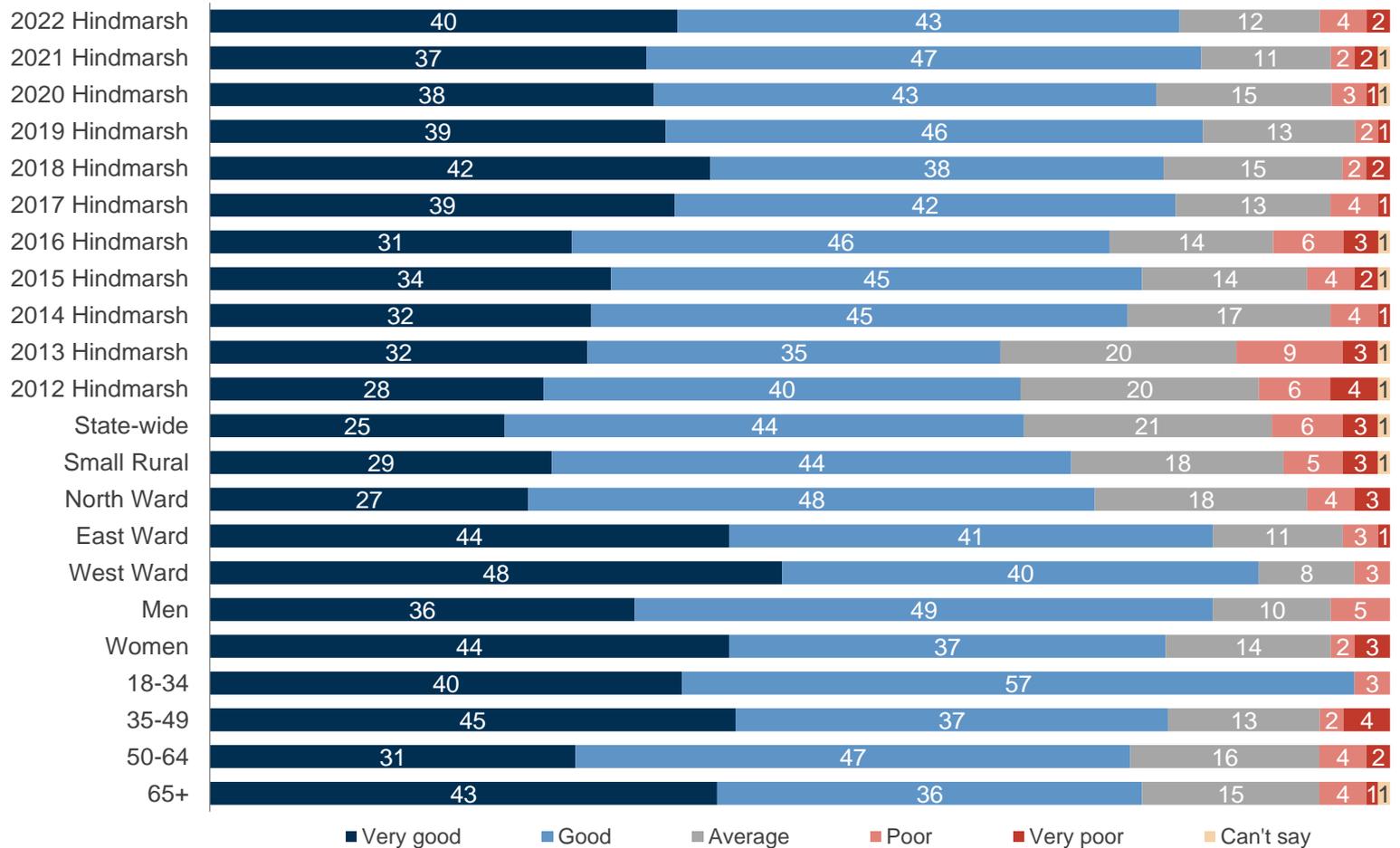
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2022 public areas performance (%)



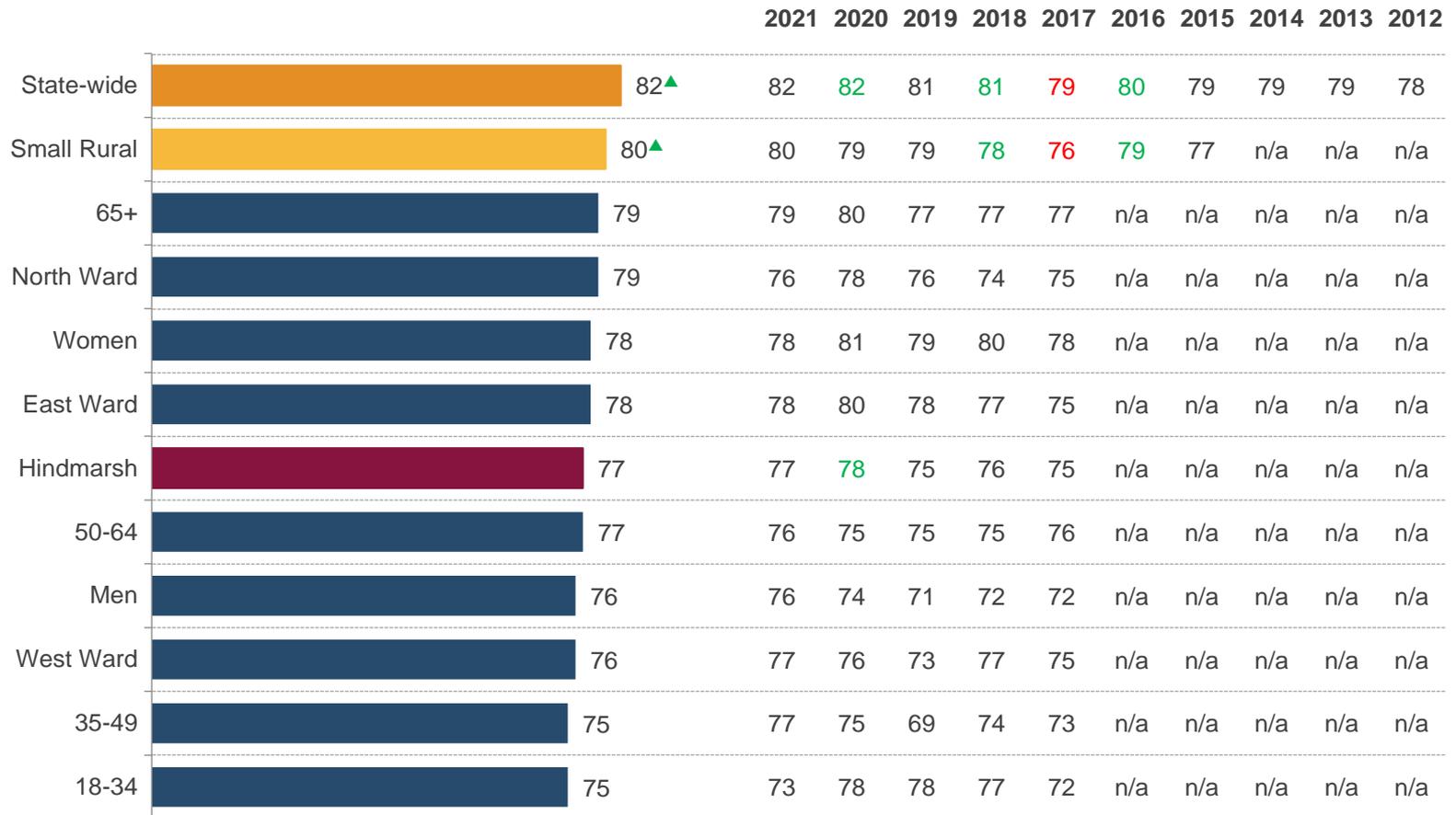
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14



# Waste management importance



2022 waste management importance (index scores)



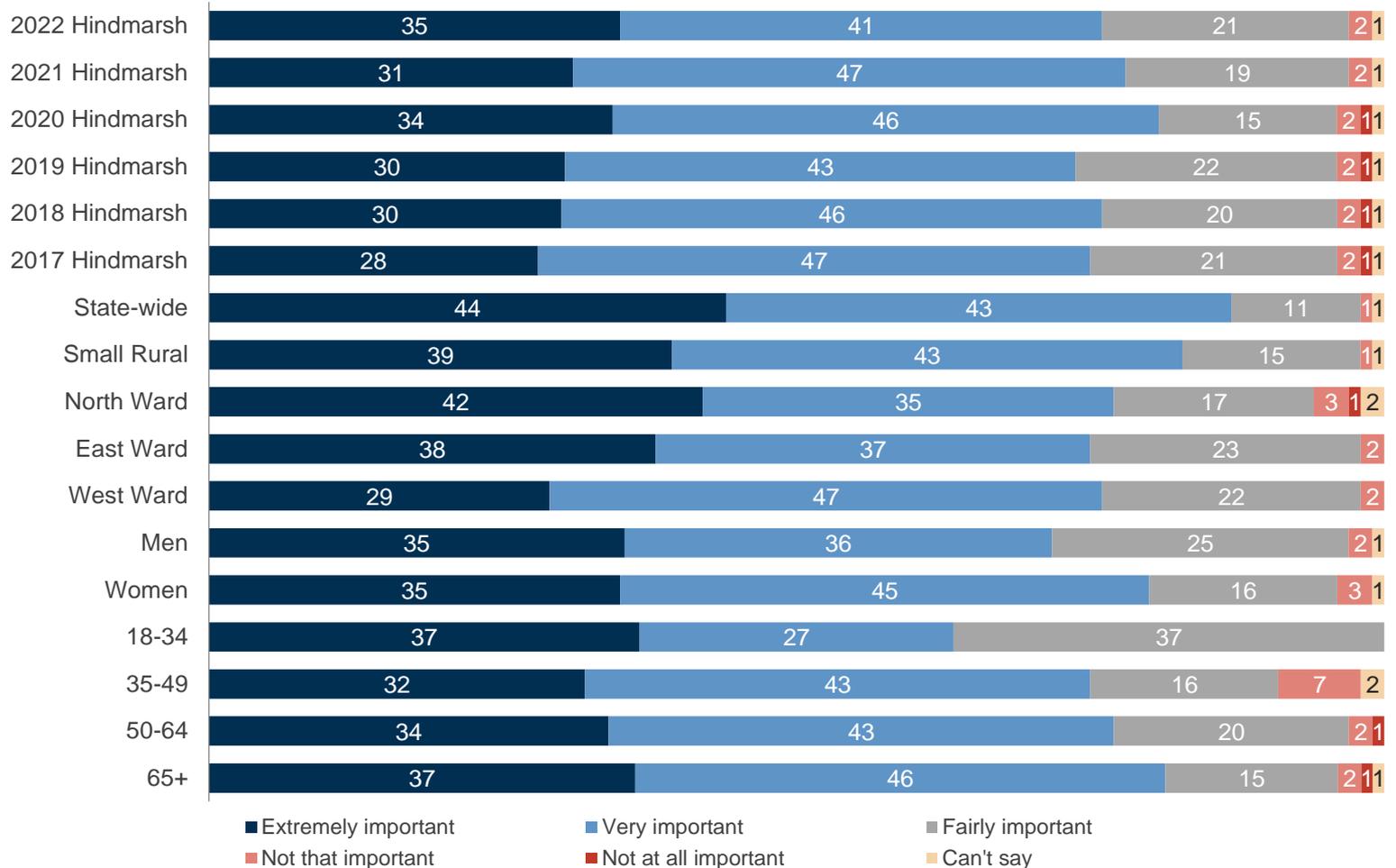
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



2022 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7



# Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
East Ward	77	73	70	76	68	77	66	68	75	73	n/a
Women	76	72	70	74	75	75	71	74	73	73	72
65+	76	76	74	80	76	78	76	77	80	78	73
North Ward	75	76	75	75	72	72	65	71	69	70	n/a
Hindmarsh	74	75	71	75	74	75	68	71	73	73	70
18-34	74	81	75	73	72	73	66	74	73	72	71
50-64	74	72	66	71	70	74	66	68	68	72	70
35-49	73	69	69	71	75	72	57	63	70	68	68
Men	73	78	73	75	72	75	64	69	73	72	68
West Ward	73	75	70	74	80	76	71	74	77	76	n/a
Small Rural	68▼	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72

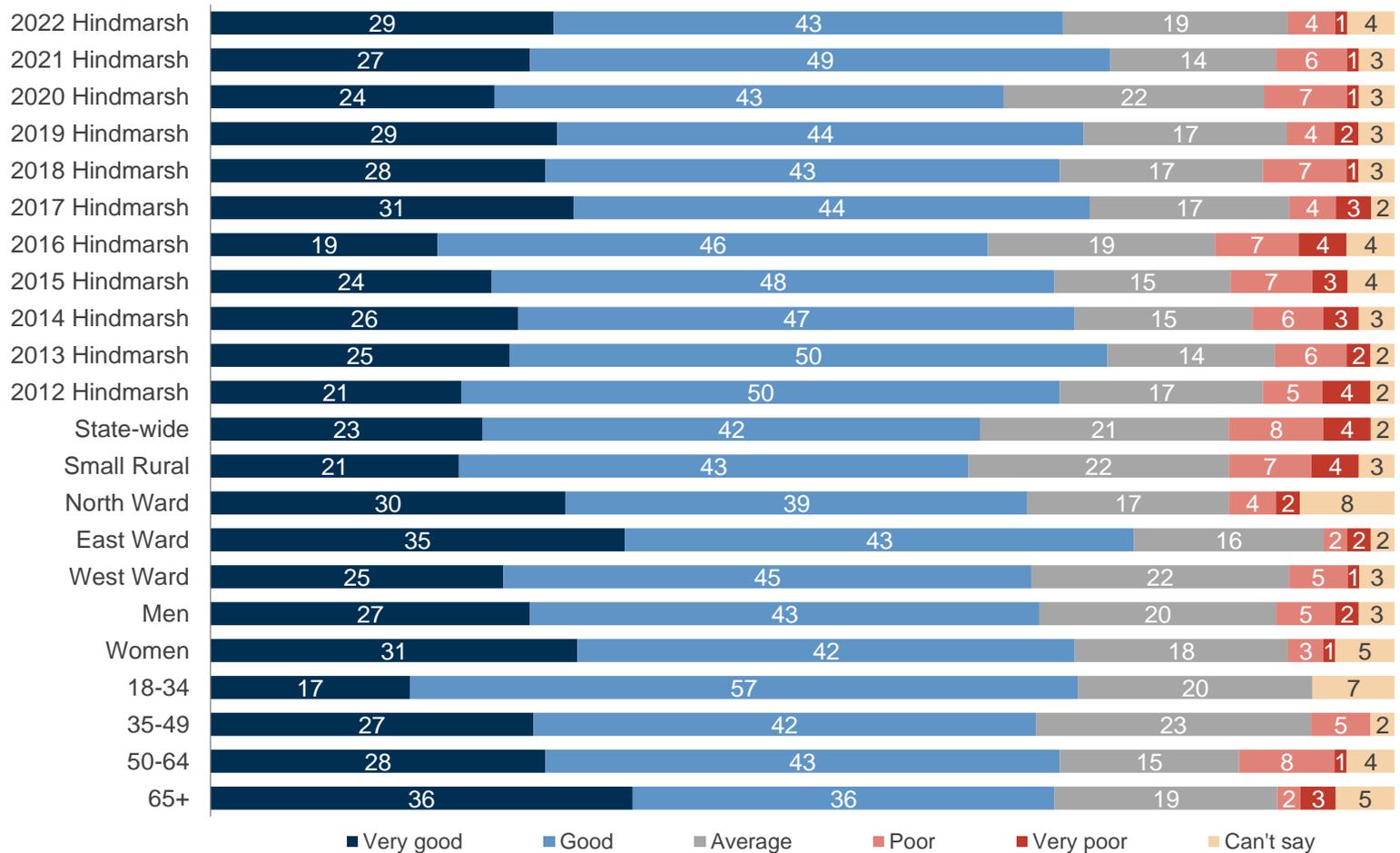
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

# Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
West Ward	77	76	74	71	68	73	n/a	n/a	n/a	n/a
Women	77	79	78	77	74	75	n/a	n/a	n/a	n/a
50-64	76	76	74	73	71	78	n/a	n/a	n/a	n/a
65+	75	77	76	73	71	74	n/a	n/a	n/a	n/a
Hindmarsh	75	75	75	73	69	74	n/a	n/a	n/a	n/a
18-34	74	71	74	76	60	69	n/a	n/a	n/a	n/a
35-49	74	74	73	70	72	73	n/a	n/a	n/a	n/a
North Ward	74	75	75	74	68	74	n/a	n/a	n/a	n/a
East Ward	73	75	76	75	71	75	n/a	n/a	n/a	n/a
Men	73	71	71	69	65	73	n/a	n/a	n/a	n/a
Small Rural	72▼	74	74	71	71	72	71	70	n/a	n/a
State-wide	69▼	70	67	65	66	67	67	67	67	66

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

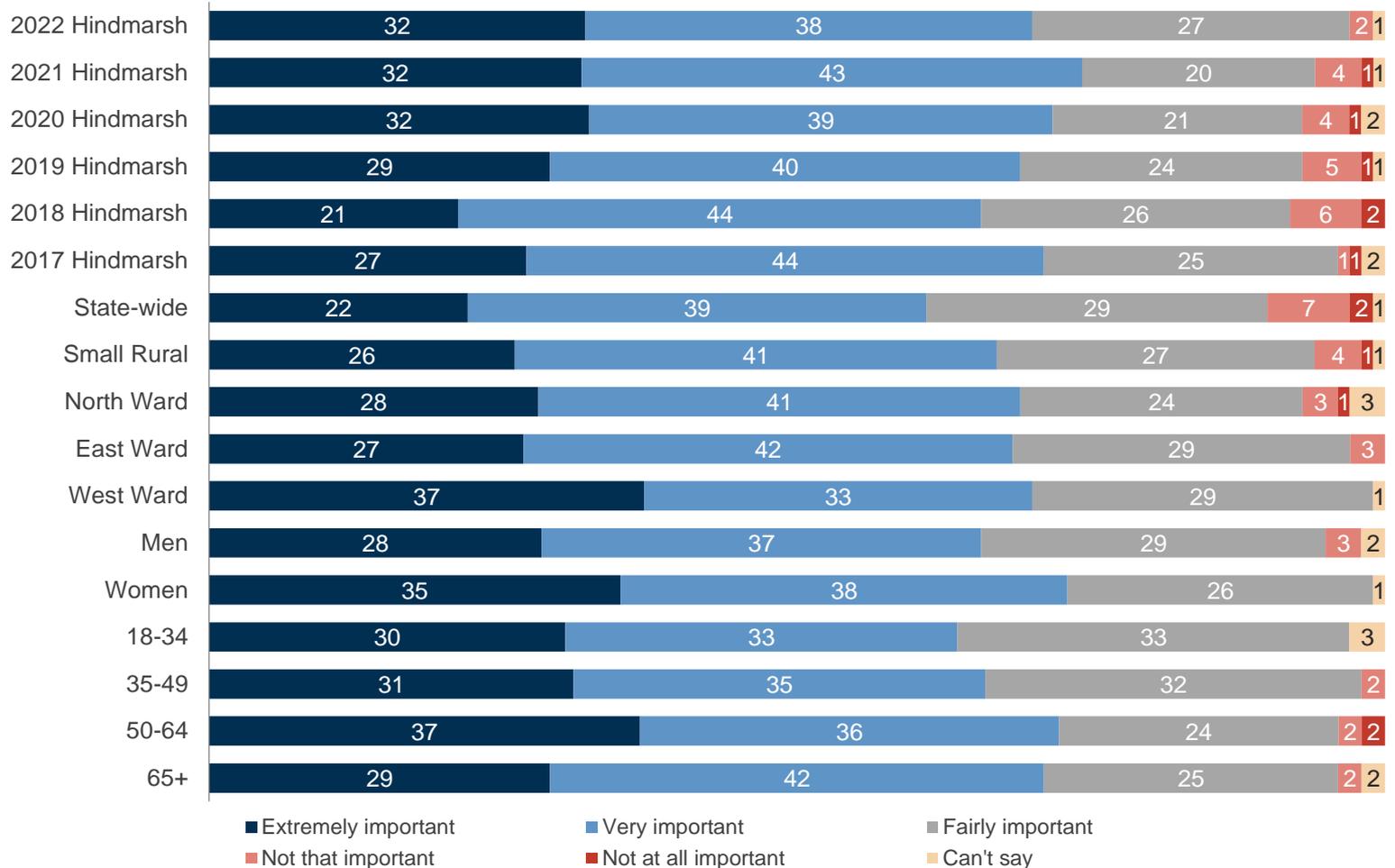
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

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

# Business and community development and tourism importance



2022 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

# Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

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

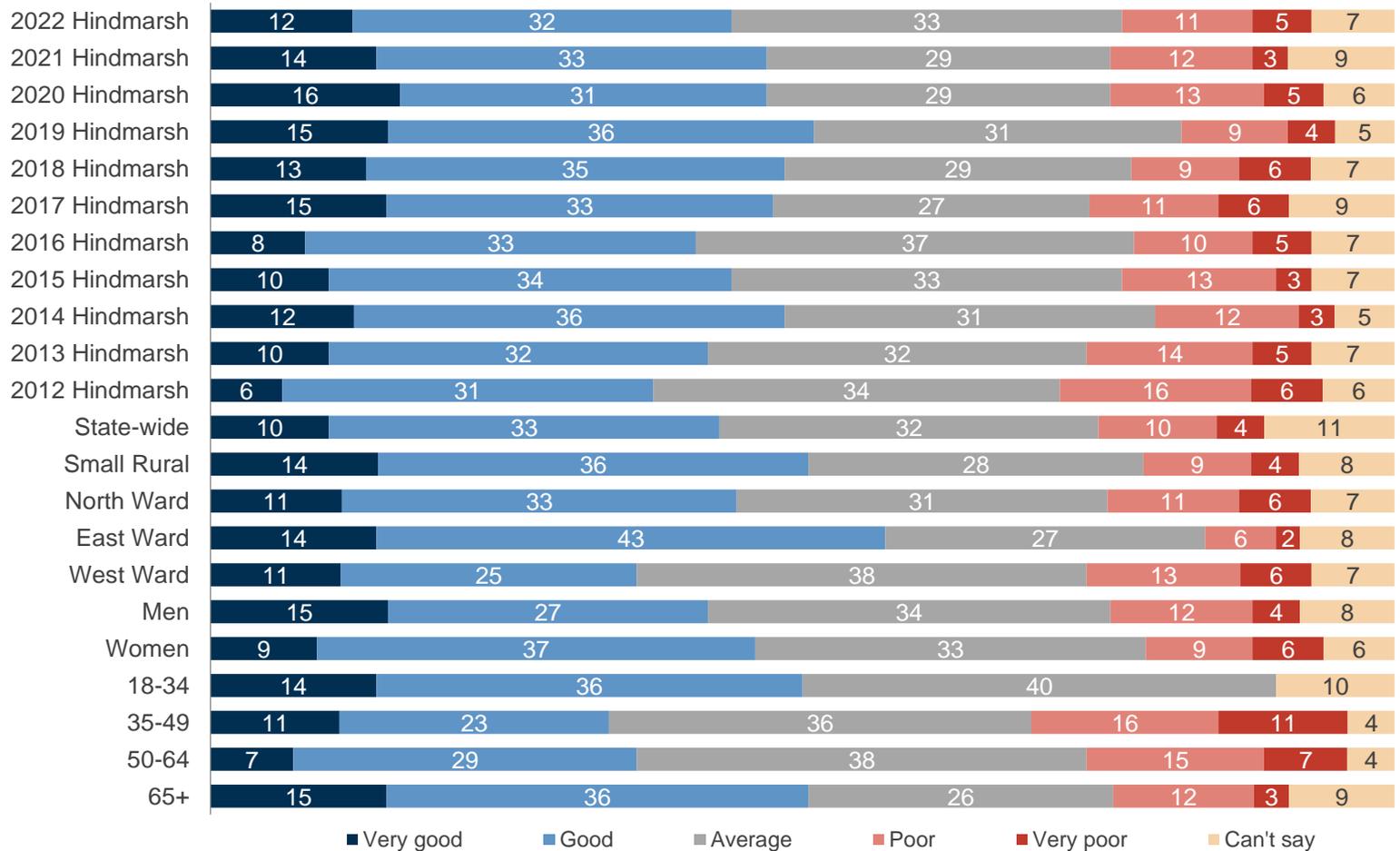
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

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

# Business and community development and tourism performance



2022 business/development/tourism performance (%)



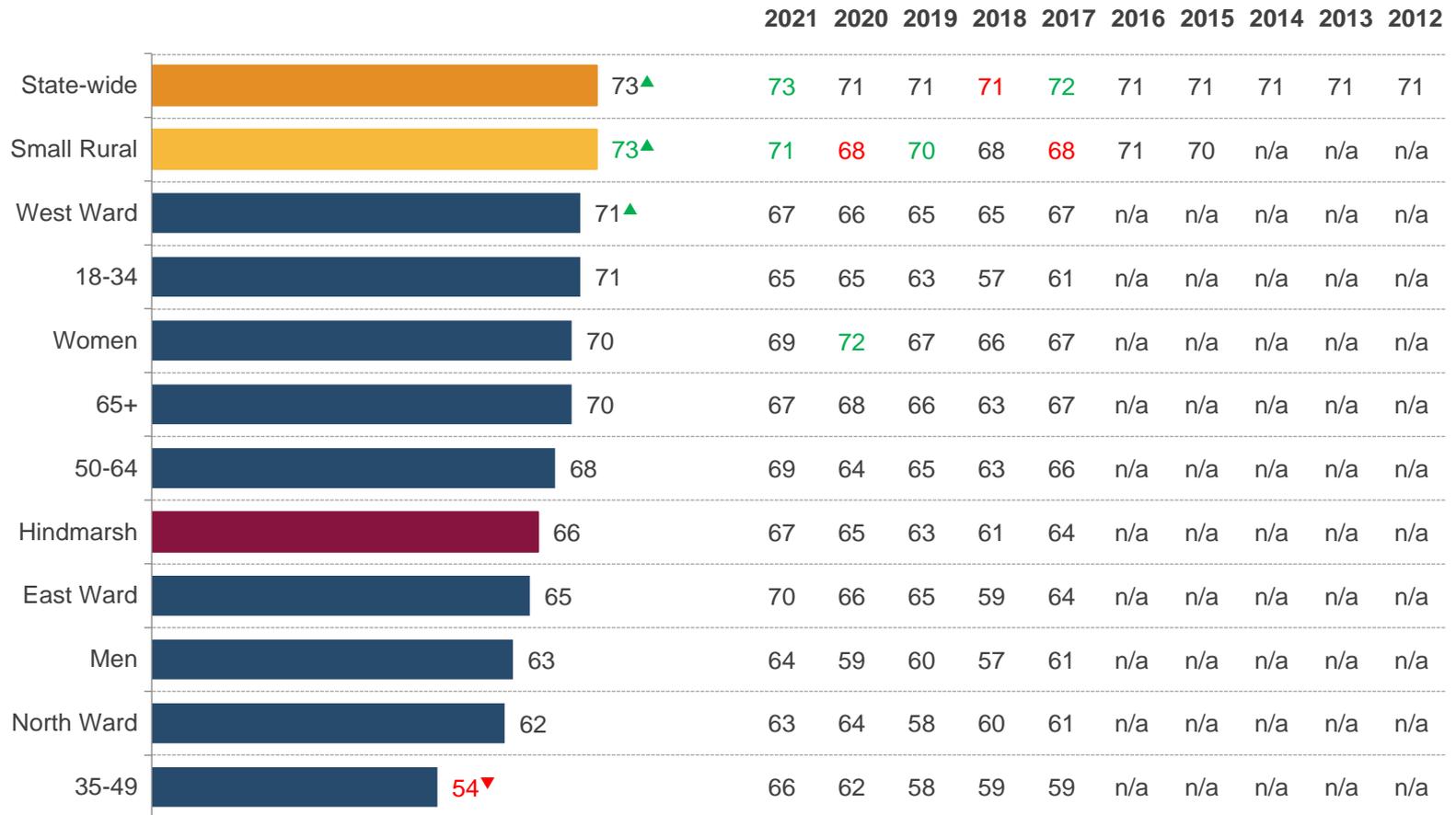
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



# Planning and building permits importance



2022 planning and building permits importance (index scores)



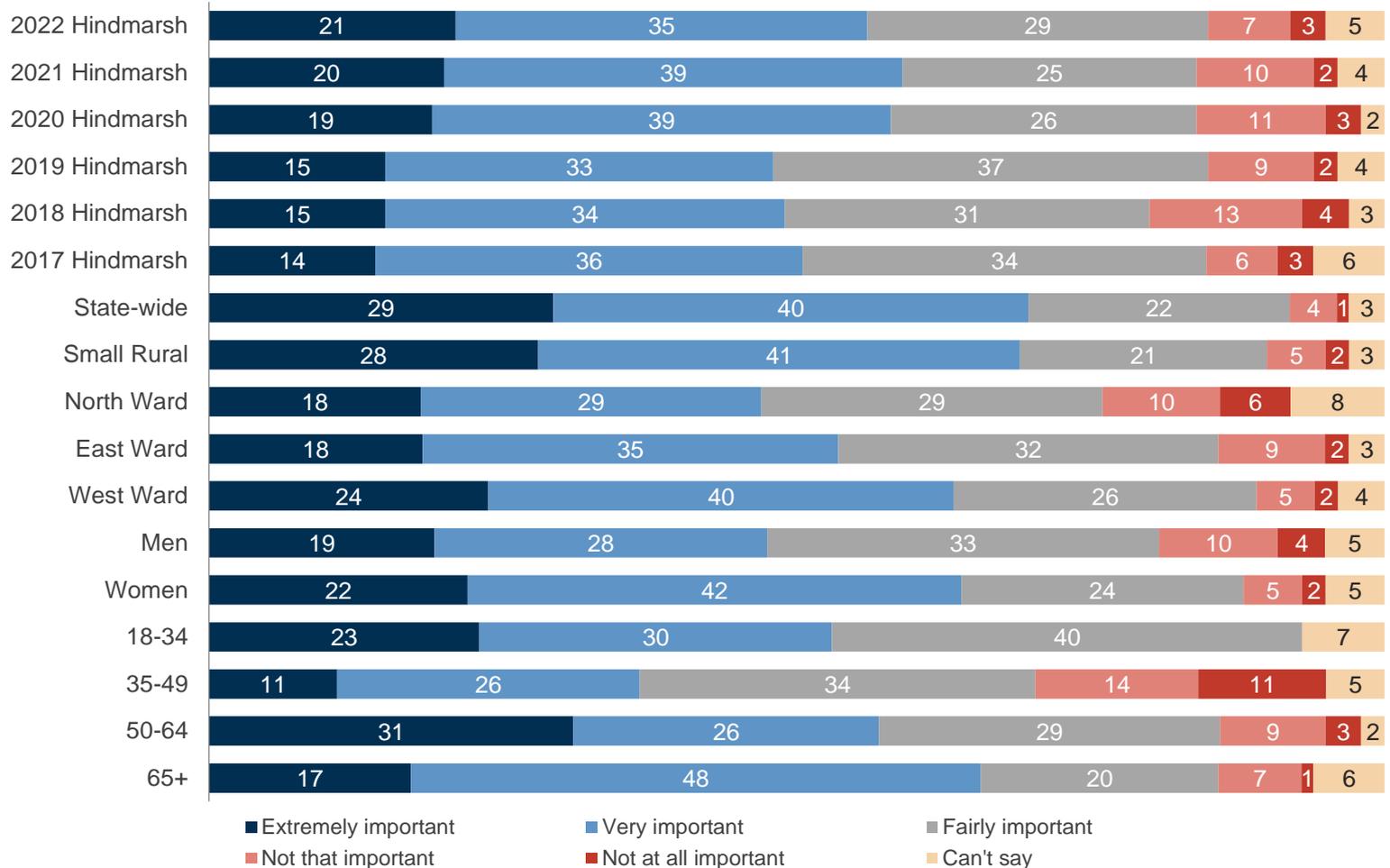
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



2022 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6



# Planning and building permits performance



2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	57▲	47	62	57	62	52	50	61	62	n/a	n/a
East Ward	54▲	50	48	57	51	54	46	46	50	n/a	n/a
State-wide	50▲	51	51	52	52	51	50	54	53	55	54
65+	50	49	53	53	54	54	50	54	54	n/a	n/a
Women	49	50	51	54	60	57	49	57	56	n/a	n/a
Small Rural	48	49	46	48	51	51	50	53	n/a	n/a	n/a
North Ward	47	45	56	50	57	53	42	55	53	n/a	n/a
Hindmarsh	46	45	52	50	54	54	47	53	53	n/a	n/a
Men	43	41	52	48	49	51	44	49	51	n/a	n/a
West Ward	41	41	52	46	55	55	52	56	57	n/a	n/a
50-64	41	43	42	46	51	53	46	48	48	n/a	n/a
35-49	34▼	42	50	44	52	57	41	51	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: 30 Councils asked group: 7

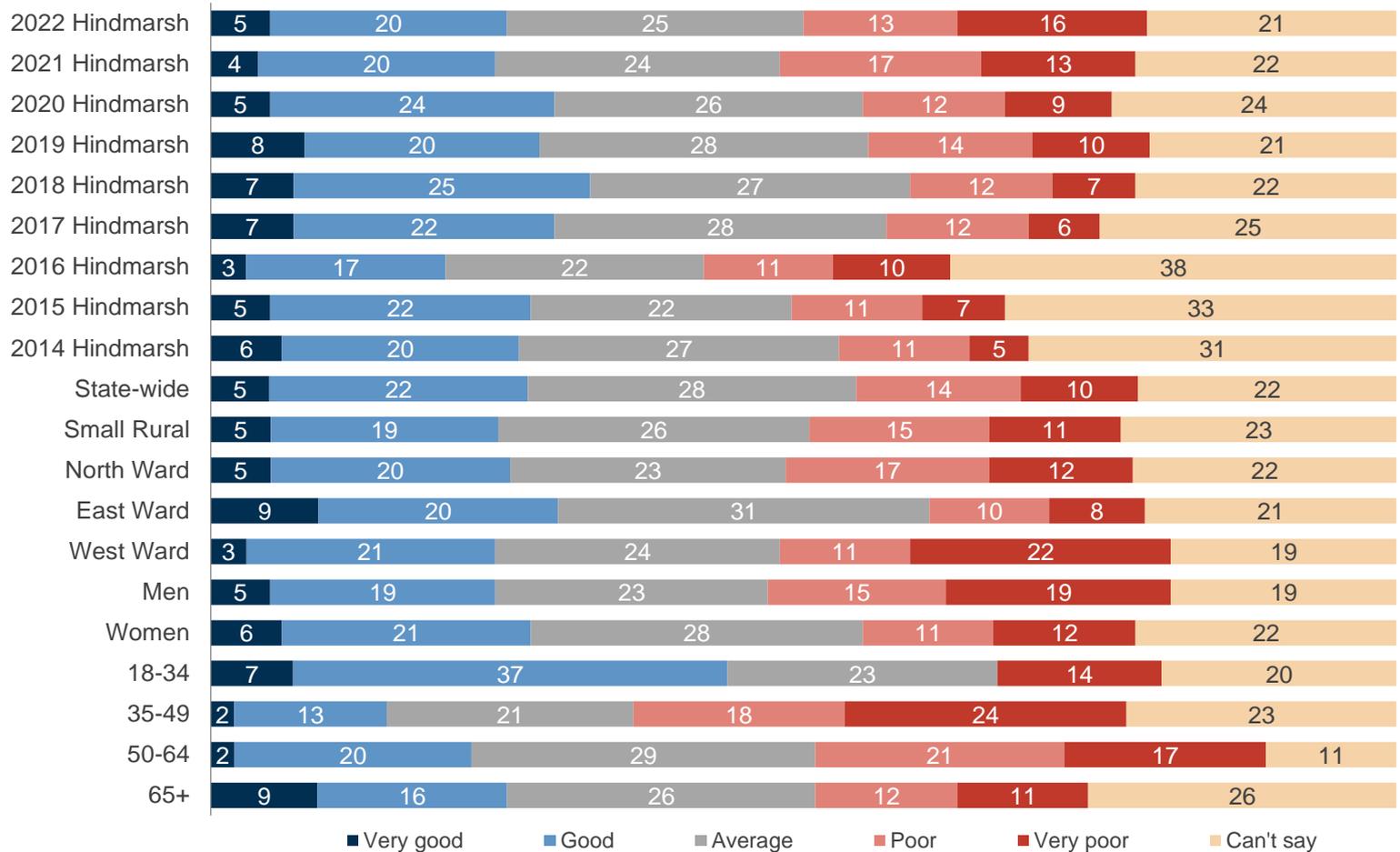
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2022 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7



# Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67▲	61	58	63	65	54	n/a	n/a	n/a	n/a
West Ward	59	56	57	56	67	63	n/a	n/a	n/a	n/a
Women	57	50	52	56	57	57	n/a	n/a	n/a	n/a
Hindmarsh	54	50	50	56	54	53	n/a	n/a	n/a	n/a
East Ward	54	44	45	59	48	52	n/a	n/a	n/a	n/a
35-49	53	45	45	55	47	52	n/a	n/a	n/a	n/a
Men	52	51	49	56	51	49	n/a	n/a	n/a	n/a
65+	50	47	51	54	54	54	n/a	n/a	n/a	n/a
50-64	50	52	46	54	50	51	n/a	n/a	n/a	n/a
Small Rural	50▼	49	48	55	54	51	51	52	n/a	n/a
North Ward	49	50	44	51	44	43	n/a	n/a	n/a	n/a
State-wide	49▼	51	49	56	55	53	56	55	55	56

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

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

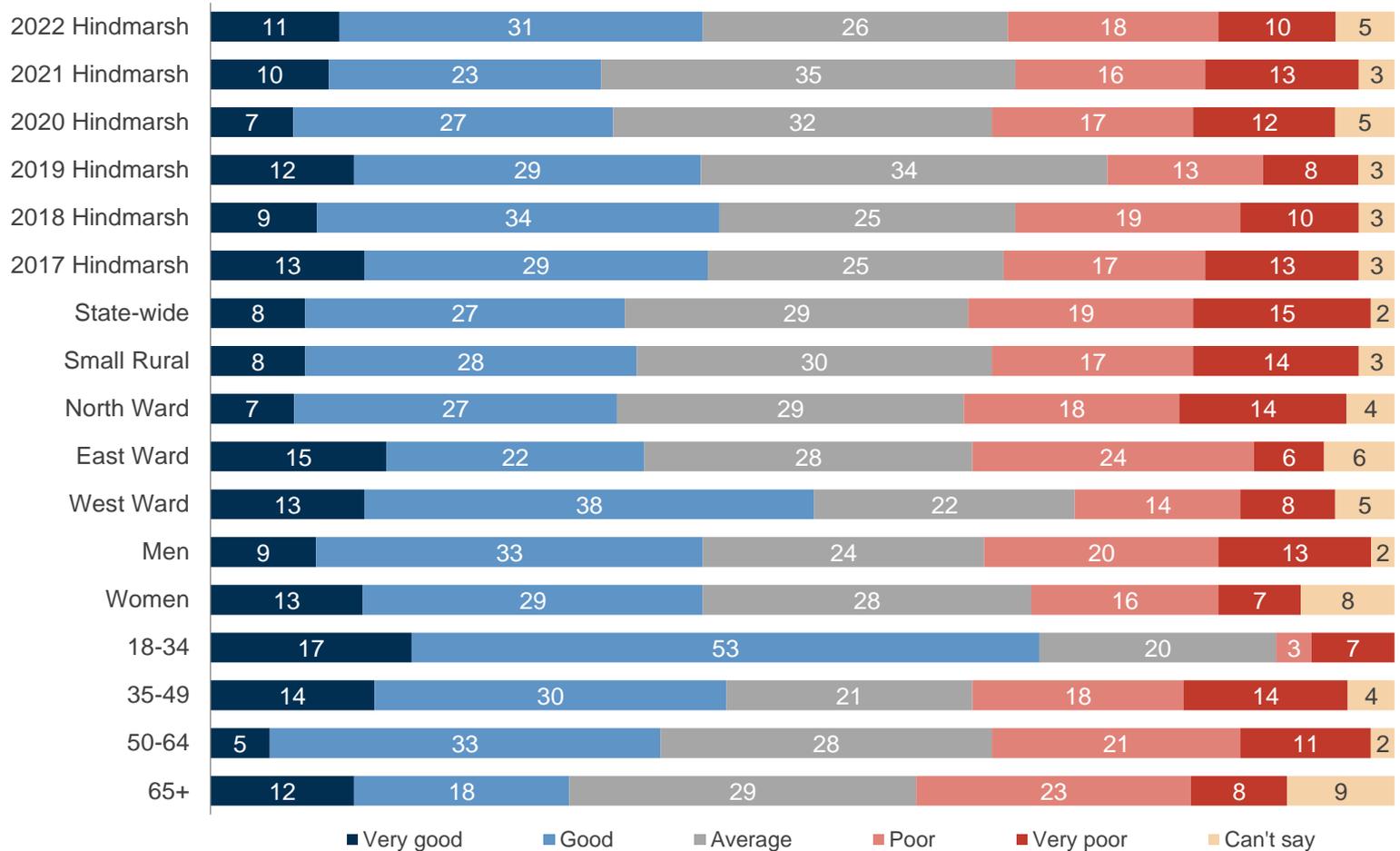
Note: Please see Appendix A for explanation of significant differences.



# Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6



# Maintenance of unsealed roads in your area importance



## 2022 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	91▲	78	84	79	84	78	n/a	n/a	n/a	n/a
North Ward	87	85	87	83	84	82	n/a	n/a	n/a	n/a
West Ward	87	82	83	85	81	75	n/a	n/a	n/a	n/a
35-49	86	87	87	85	80	81	n/a	n/a	n/a	n/a
50-64	86	86	85	84	85	82	n/a	n/a	n/a	n/a
Women	86	82	84	84	83	79	n/a	n/a	n/a	n/a
Hindmarsh	86	83	85	83	82	79	n/a	n/a	n/a	n/a
Men	86	84	85	82	81	80	n/a	n/a	n/a	n/a
Small Rural	85	84	83	82	84	81	81	82	n/a	n/a
State-wide	83▼	81	80	80	80	79	79	78	78	81
65+	83	81	83	84	79	77	n/a	n/a	n/a	n/a
East Ward	82▼	81	85	79	80	81	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: 15 Councils asked group: 7

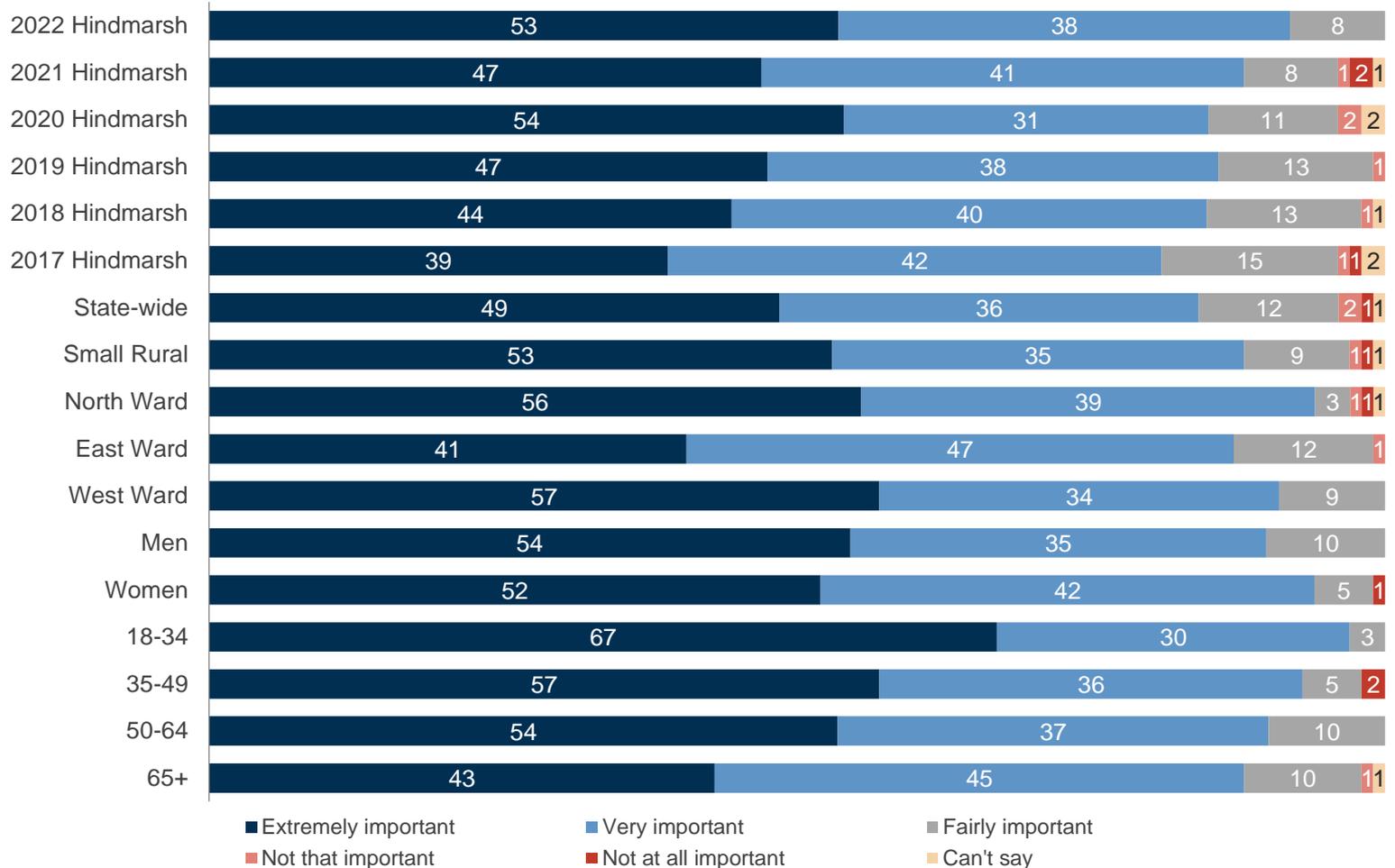
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7



# Maintenance of unsealed roads in your area performance



## 2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	52▲	45	47	49	41	49	n/a	n/a	n/a	n/a
65+	49▲	43	46	51	43	46	n/a	n/a	n/a	n/a
Women	45	42	43	46	45	50	n/a	n/a	n/a	n/a
Hindmarsh	43	42	42	46	42	46	n/a	n/a	n/a	n/a
18-34	43	46	43	48	39	43	n/a	n/a	n/a	n/a
North Ward	43	40	41	46	40	40	n/a	n/a	n/a	n/a
Men	42	42	42	46	39	43	n/a	n/a	n/a	n/a
50-64	42	41	37	43	43	43	n/a	n/a	n/a	n/a
Small Rural	42	44	43	43	40	43	44	45	n/a	n/a
State-wide	41	45	44	44	43	44	43	45	45	44
West Ward	40	41	41	44	45	50	n/a	n/a	n/a	n/a
35-49	36	37	40	42	43	54	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

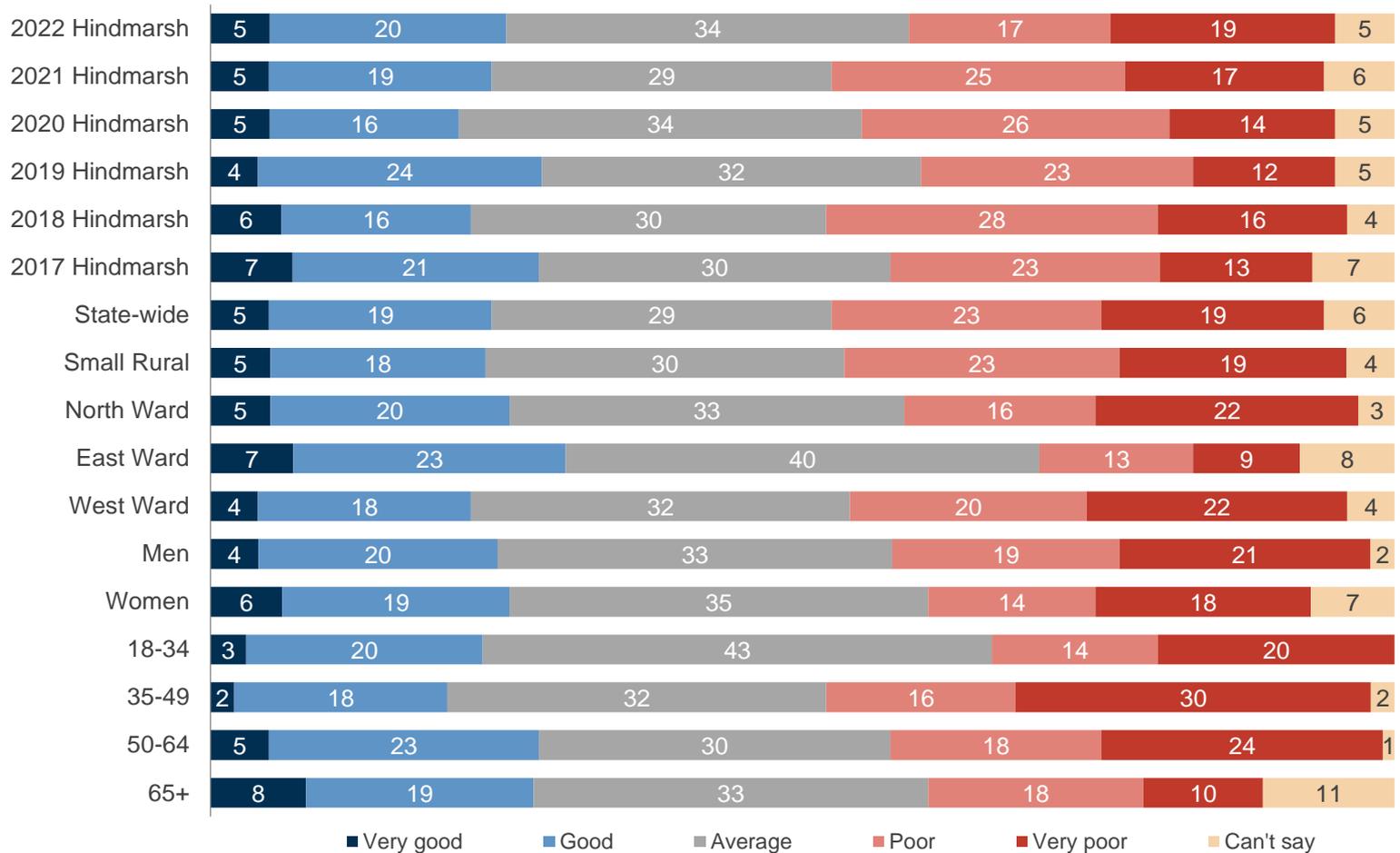
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



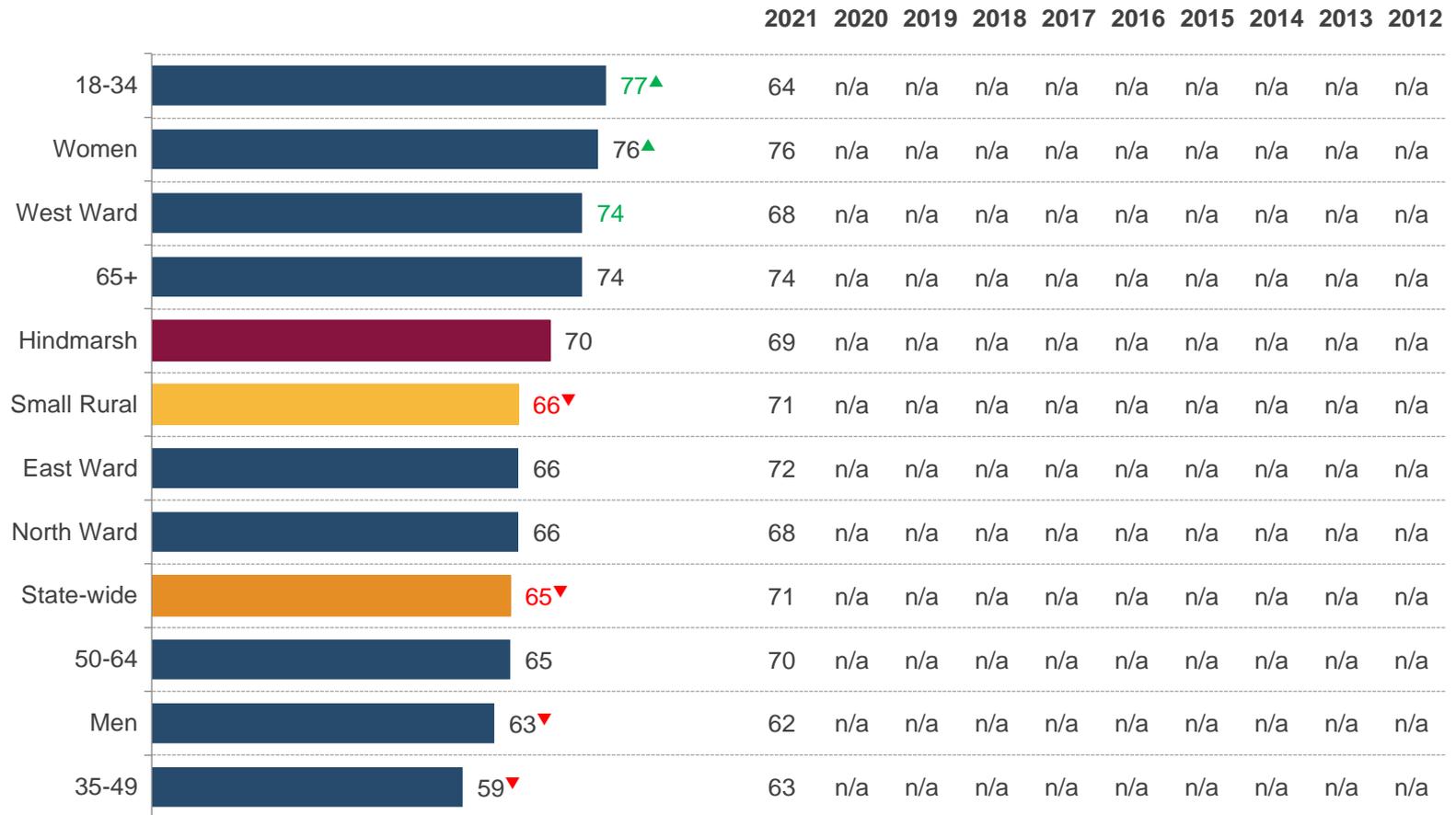
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10



# COVID-19 response importance



2022 COVID-19 response importance (index scores)



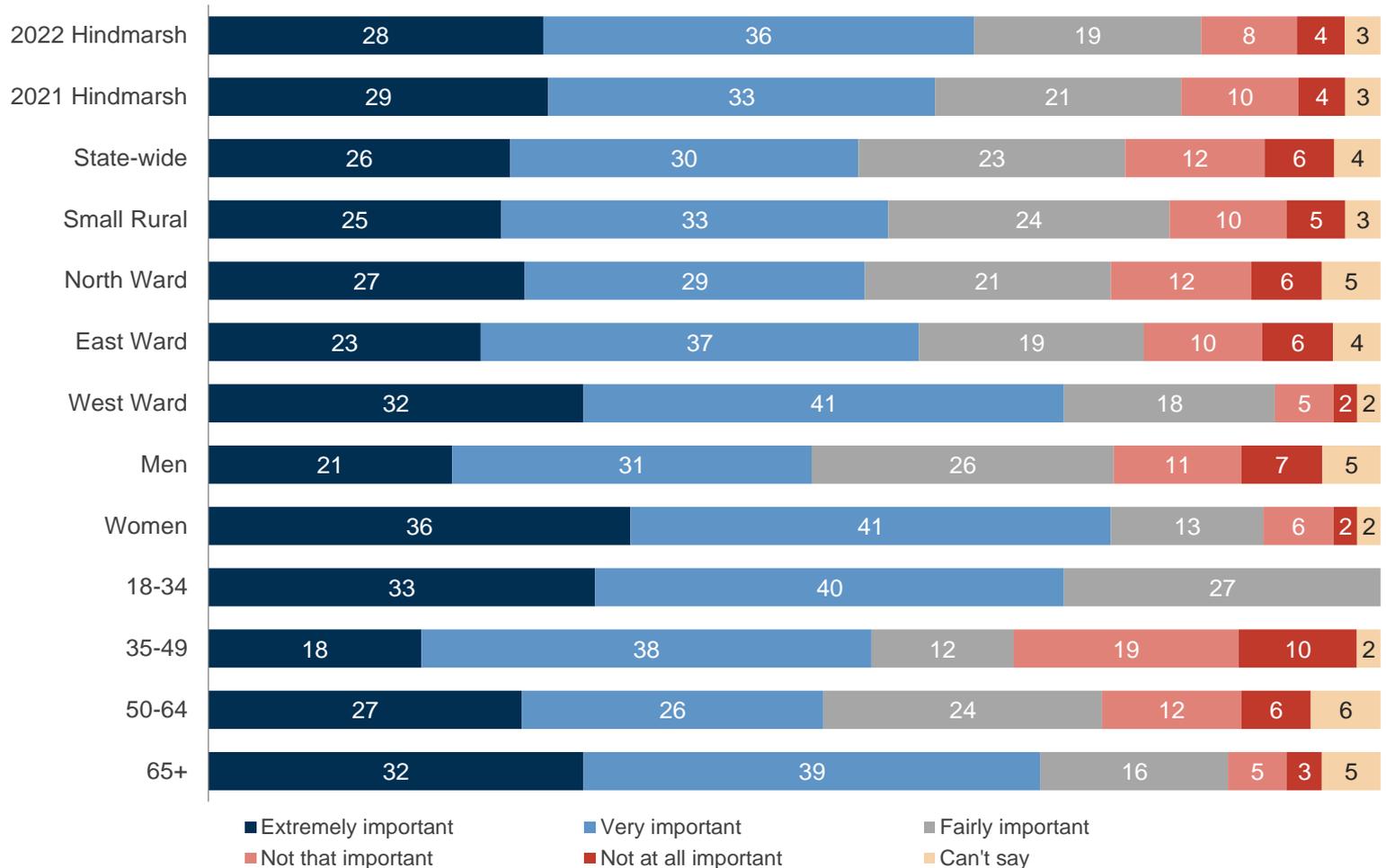
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



2022 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4



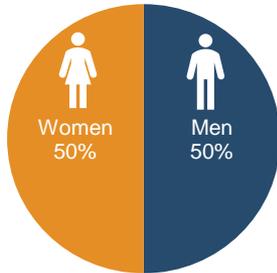
# **Detailed demographics**



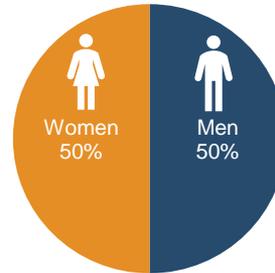
# Gender and age profile

## 2022 gender

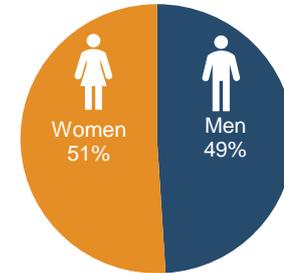
Hindmarsh



Small Rural

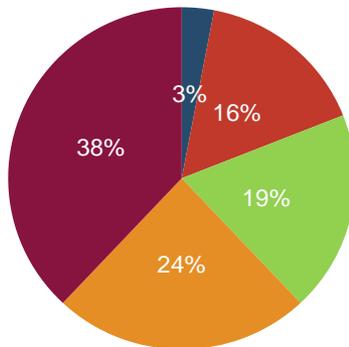


State-wide

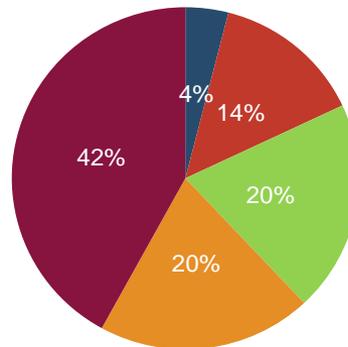


## 2022 age

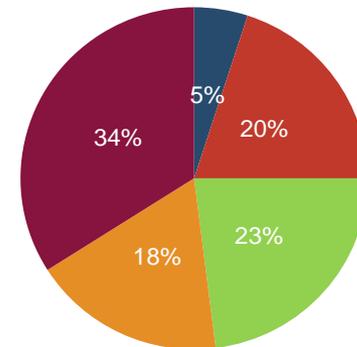
Hindmarsh



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19  
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue data visualizations including a line graph, a bar chart, and a grid pattern.

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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for 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	201	200	+/-6.8
Women	199	200	+/-6.8
North Ward	143	133	+/-8.1
East Ward	103	93	+/-9.6
West Ward	154	173	+/-7.8
18-34 years	30	76	+/-18.1
35-49 years	56	75	+/-13.1
50-64 years	123	97	+/-8.8
65+ years	191	152	+/-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:

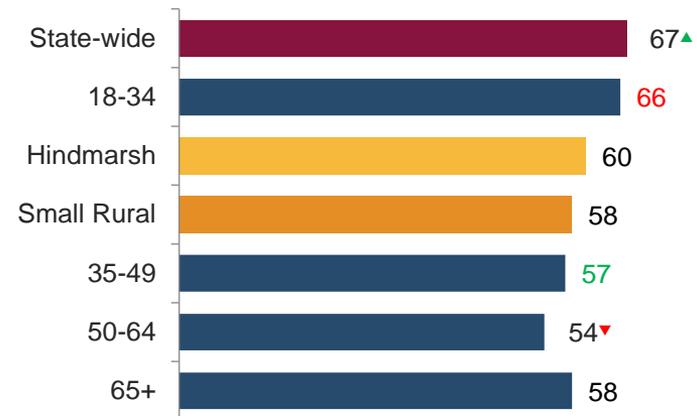
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 27<sup>th</sup> January – 24<sup>th</sup> March, 2022.



## Appendix B: Analysis and reporting

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

### Council Groups

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



## Appendix B: 2012 survey revision

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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 2012-2022 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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