

2020 Local Government Community Satisfaction Survey

Hindmarsh Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils





Contents

<u>Background and objectives</u>	<u>3</u>	<u>Planning and building permits</u>	<u>89</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Roadside slashing and weed control</u>	<u>93</u>
<u>Detailed findings</u>	<u>11</u>	<u>Maintenance of unsealed roads</u>	<u>95</u>
<u>Overall performance</u>	<u>12</u>	<u>Detailed demographics</u>	<u>99</u>
<u>Customer service</u>	<u>28</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>101</u>
<u>Council direction</u>	<u>34</u>	<u>Appendix B: Further project information</u>	<u>106</u>
<u>Individual service areas</u>	<u>40</u>		
<u>Community consultation and engagement</u>	<u>41</u>		
<u>Lobbying on behalf of the community</u>	<u>45</u>		
<u>Decisions made in the interest of the community</u>	<u>49</u>		
<u>Condition of sealed local roads</u>	<u>53</u>		
<u>Informing the community</u>	<u>57</u>		
<u>Condition of local streets and footpaths</u>	<u>61</u>		
<u>Enforcement of local laws</u>	<u>65</u>		
<u>Elderly support services</u>	<u>69</u>		
<u>Recreational facilities</u>	<u>73</u>		
<u>Appearance of public areas</u>	<u>77</u>		
<u>Waste management</u>	<u>81</u>		
<u>Business and community development and tourism</u>	<u>85</u>		



Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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



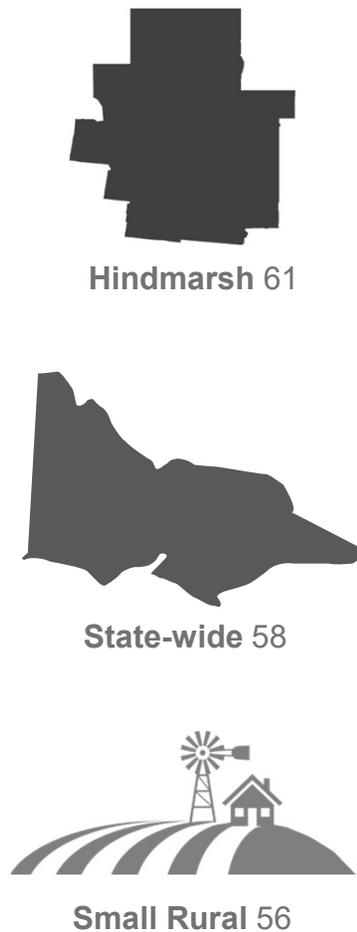
**Key findings and
recommendations**



Hindmarsh Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



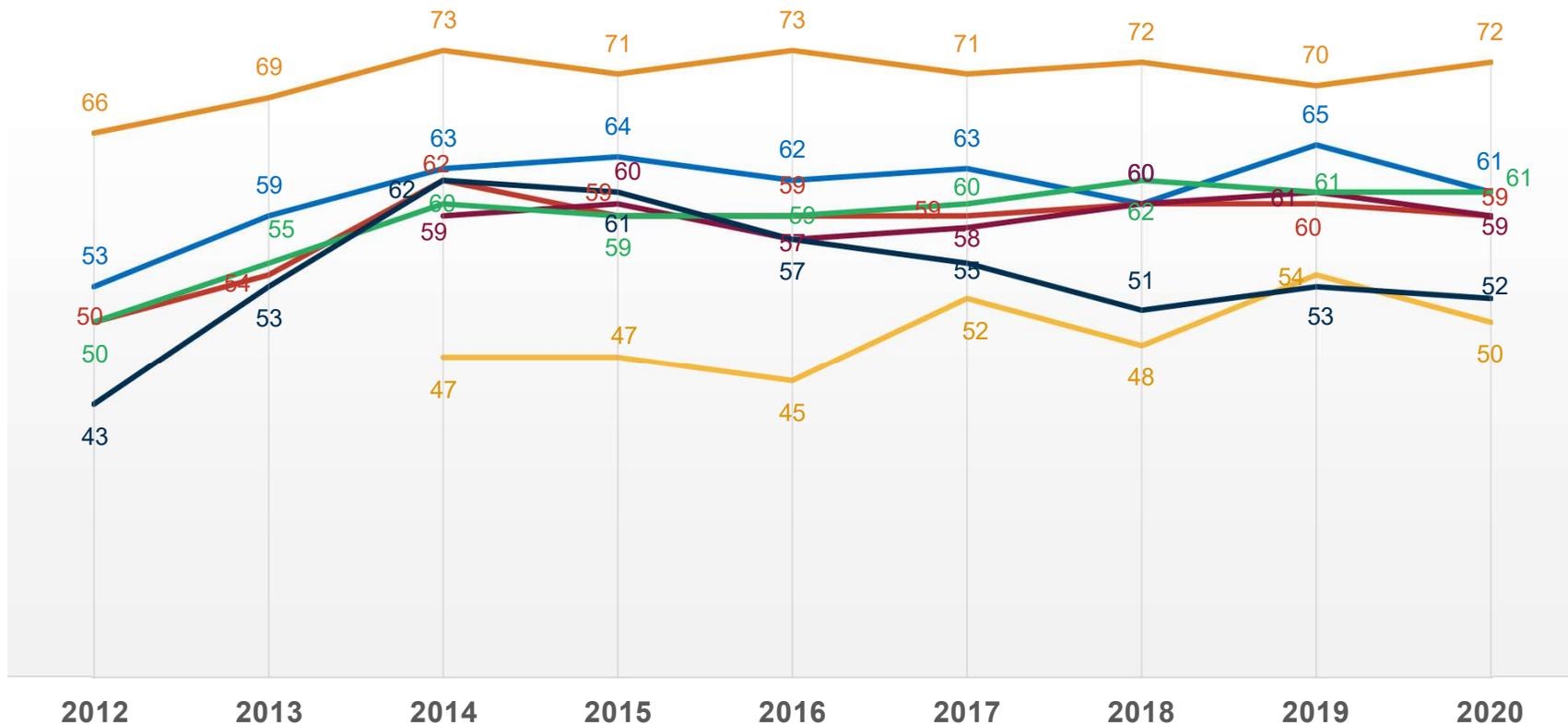
Council performance compared to State-wide and group averages

	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"> Lobbying Appearance of public areas Elderly support services 	<ul style="list-style-type: none"> Sealed local roads
Compared to group average	<ul style="list-style-type: none"> Lobbying Waste management Community decisions 	<ul style="list-style-type: none"> None



Summary of core measures

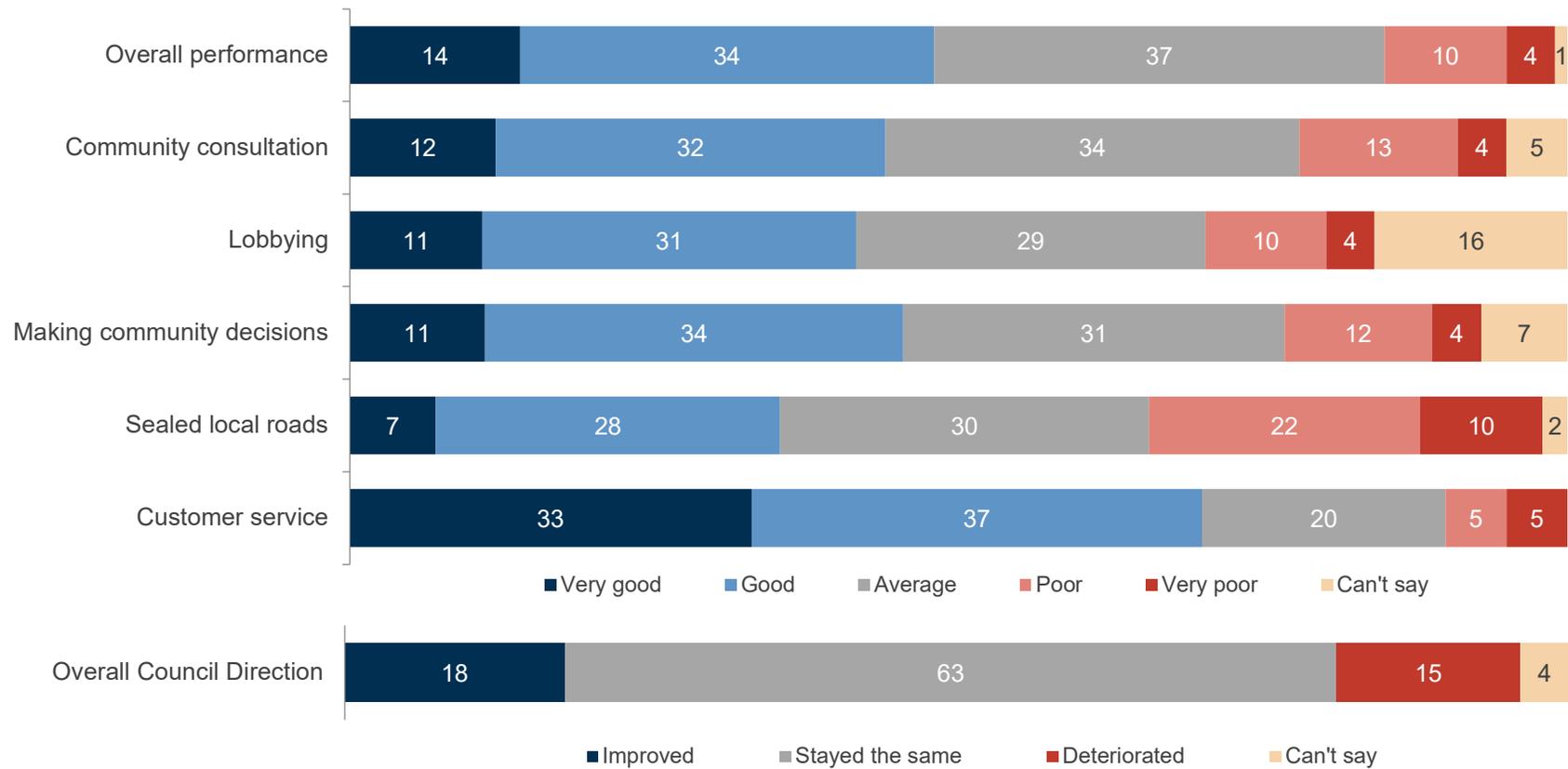
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Hindmarsh Shire Council performance

Services	Hindmarsh 2020	Hindmarsh 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	61	65	56	58	Aged 18-34 years	Aged 50-64 years
 Overall council direction	52	53	50	51	Aged 18-34 years	Aged 50-64 years
 Customer service	72	70	70	70	Aged 65+ years	Aged 50-64 years
 Appearance of public areas	79	80	72	72	Aged 18-34 years, West Ward residents	North Ward residents, Aged 50-64 years
 Elderly support services	74	75	71	68	Aged 18-34 years	Aged 35-49 years
 Recreational facilities	71	73	68	70	Aged 18-34 years	Aged 35-49 years
 Waste management	71	75	64	65	North Ward residents, Aged 18-34 years	Aged 50-64 years
 Enforcement of local laws	66	65	62	63	Aged 18-34 years	Aged 50-64 years
 Lobbying	61	61	52	53	Aged 18-34 years	Aged 35-49 years
 Local streets & footpaths	61	65	57	58	Aged 18-34 years, Men	Aged 50-64 years

Significantly higher / lower than Hindmarsh Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Summary of Hindmarsh Shire Council performance

Services		Hindmarsh 2020	Hindmarsh 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
	Bus/community dev./tourism	61	63	58	59	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	59	60	54	55	Aged 18-34 years	Aged 35-49 years
	Informing the community	59	61	58	59	Aged 18-34 years	Aged 35-49 years
	Community decisions	59	61	53	53	Aged 18-34 years	Aged 35-49 years
	Building & planning permits	52	50	46	51	Aged 18-34 years	Aged 50-64 years
	Slashing & weed control	50	56	48	49	Aged 18-34 years	North Ward residents
	Sealed local roads	50	54	51	54	Aged 65+ years, East Ward residents	Aged 50-64 years
	Unsealed roads	42	46	43	44	East Ward residents	Aged 50-64 years

Significantly higher / lower than Hindmarsh Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Positive perceptions of Council performance have been maintained over the past year on most individual service areas. However, Council performance has recorded small but significant declines on waste management, local roads, streets and roadside areas and performance perceptions overall – representing a reversal of the gains made by Council in 2019.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance: Decisions made in the interest of the community, lobbying on behalf of and informing the community, elderly support services, sealed and unsealed roads, and local streets and footpaths. Of concern, performance perceptions in these latter areas have declined significantly this year.

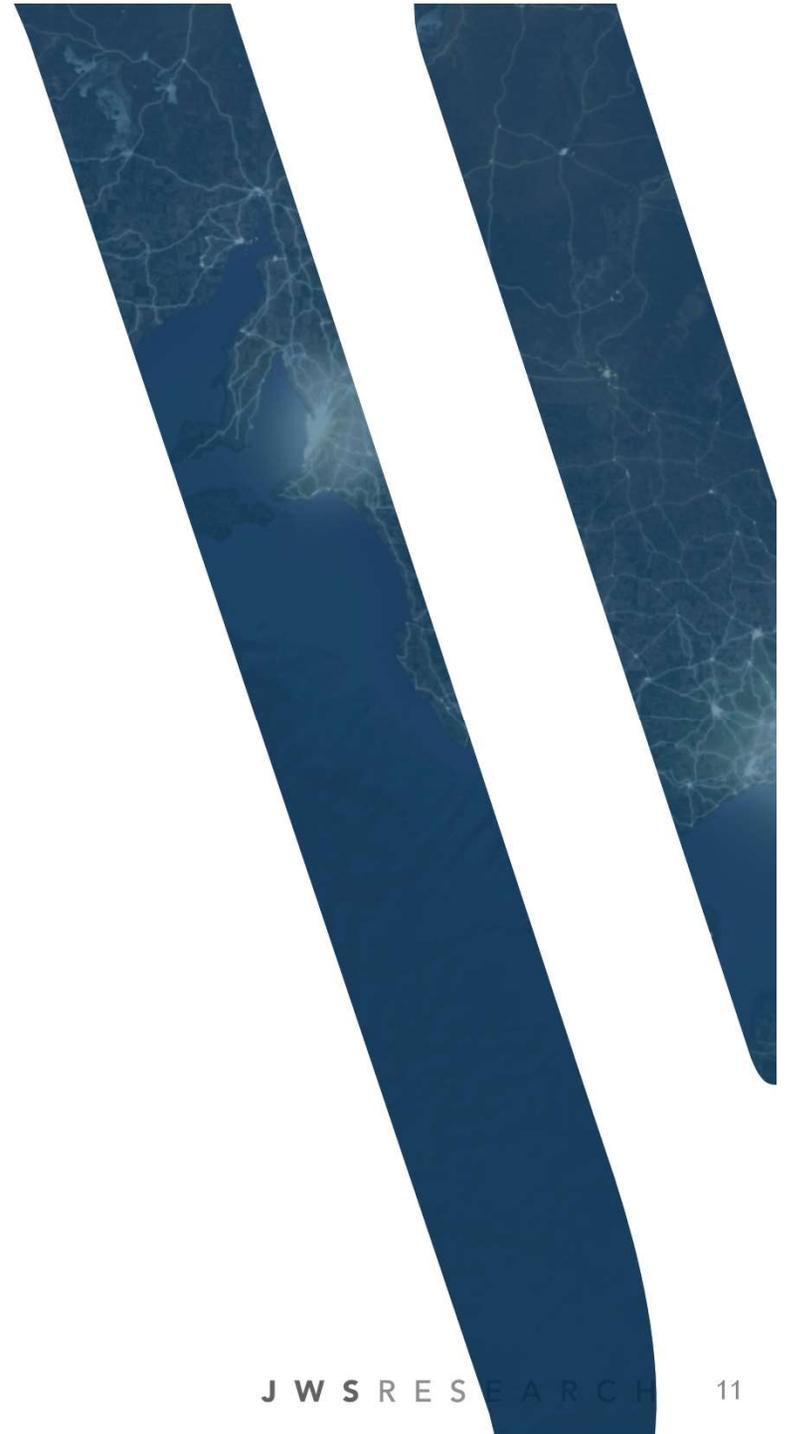
Comparison to state and area grouping

Importantly, Council performs significantly higher than the State-wide and Small Rural council averages on most individual service areas. It is only on one of its weaker performing areas, sealed roads, that Council falls significantly behind the State-wide average this year.

Regaining positive perceptions

Council should look to regain improvements in community perceptions recorded over 2018-2019 but lost over the past year. Attending to poorer performing, but important and influential areas, such as road maintenance, can help to improve overall ratings of Council performance. Council should also look to maintain its positive ratings of waste management and recreational facilities by attending to the small geographic and demographic pockets of discontent on these service areas.

DETAILED FINDINGS





**Overall
performance**



Overall performance

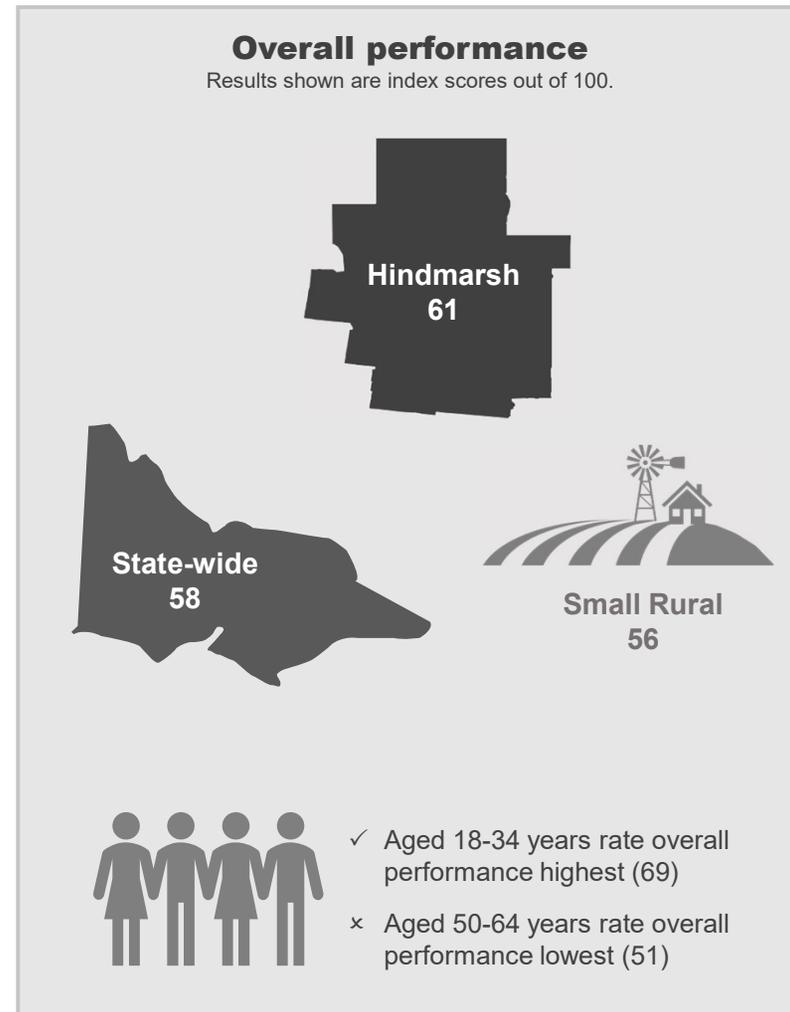
The overall performance index score of 61 for Hindmarsh Shire Council represents a statistically significant (at the 95% confidence interval) four-point decrease from 2019, but is similar to the 2018 result (index score 60).

- A key contributor to this four-point decline is a significant eight-point decrease among East Ward residents.
- Perceptions of Council performance have also declined significantly among 50 to 64 year olds and male residents – by 10 points and six points, respectively.

However, on a positive note, Hindmarsh Shire Council's overall performance is rated significantly higher than the average rating for councils in the Small Rural group and State-wide (index scores of 56 and 58, respectively).

More than three times as many residents rate Hindmarsh Shire Council's overall performance as 'very good' or 'good' (48%) as those who rate it as 'very poor' or 'poor' (14%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.

Council's youngest adult residents (18 to 34 years) rate its performance most highly, with 59% providing a rating of 'very good' or 'good' (index score of 69).





Overall performance

2020 overall performance (index scores)

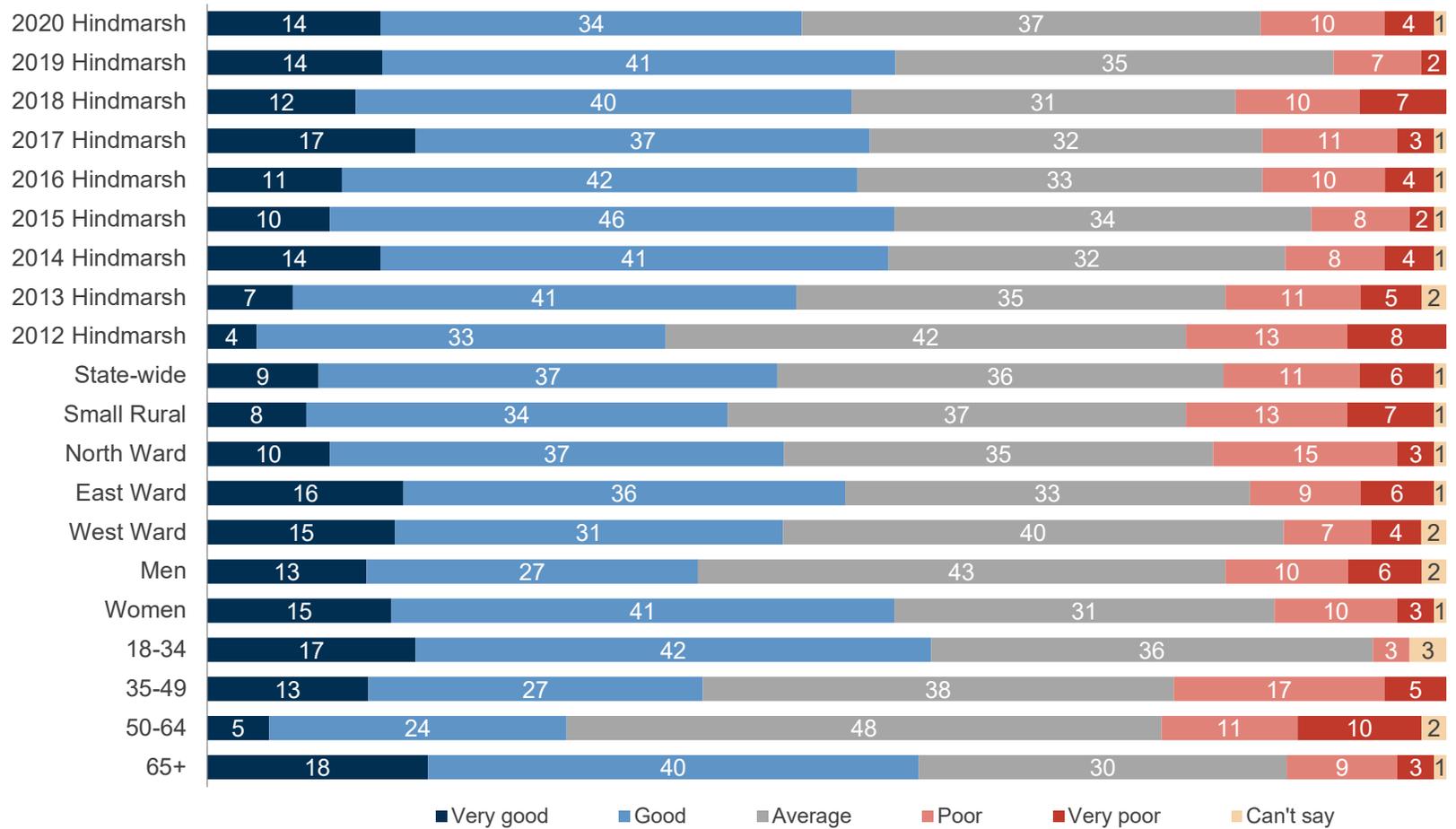
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	63	62	61	64	65	65	62
65+	69	65	66	65	67	68	60	51
Women	66	62	69	64	67	65	60	56
East Ward	70	61	65	63	61	64	55	n/a
West Ward	62	64	66	66	68	70	64	n/a
Hindmarsh	65	60	63	62	64	63	59	53
North Ward	64	55	58	57	62	56	57	n/a
Men	64	58	58	59	61	61	57	51
State-wide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

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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2020 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: 62 Councils asked group: 18



Top performing service areas

Council performance across a majority of individual service areas is in line with perceptions 12 months ago. The appearance of public areas (index score of 79) continues to be where Council performs best, particularly in the West Ward (index score of 83, significantly higher than the Council average).

Further to this result, public areas, and parks and gardens are each volunteered by 7% of residents as the best aspect of their local council.

Council's next highest rated service areas are elderly support services (index score of 74), waste management and recreational facilities (index scores of 71 each).

While still highly rated in 2020, it will be important to attend to performance on waste management over the next 12 months. Performance is down four index points since last year to its lowest level since 2016, with the decline most notable among older residents aged 65+ years.

Similarly, to shore up Council's high performance rating on recreational facilities, it will be important to arrest the decline over the last 12 months in perceptions among older residents (65+ years) and East Ward.

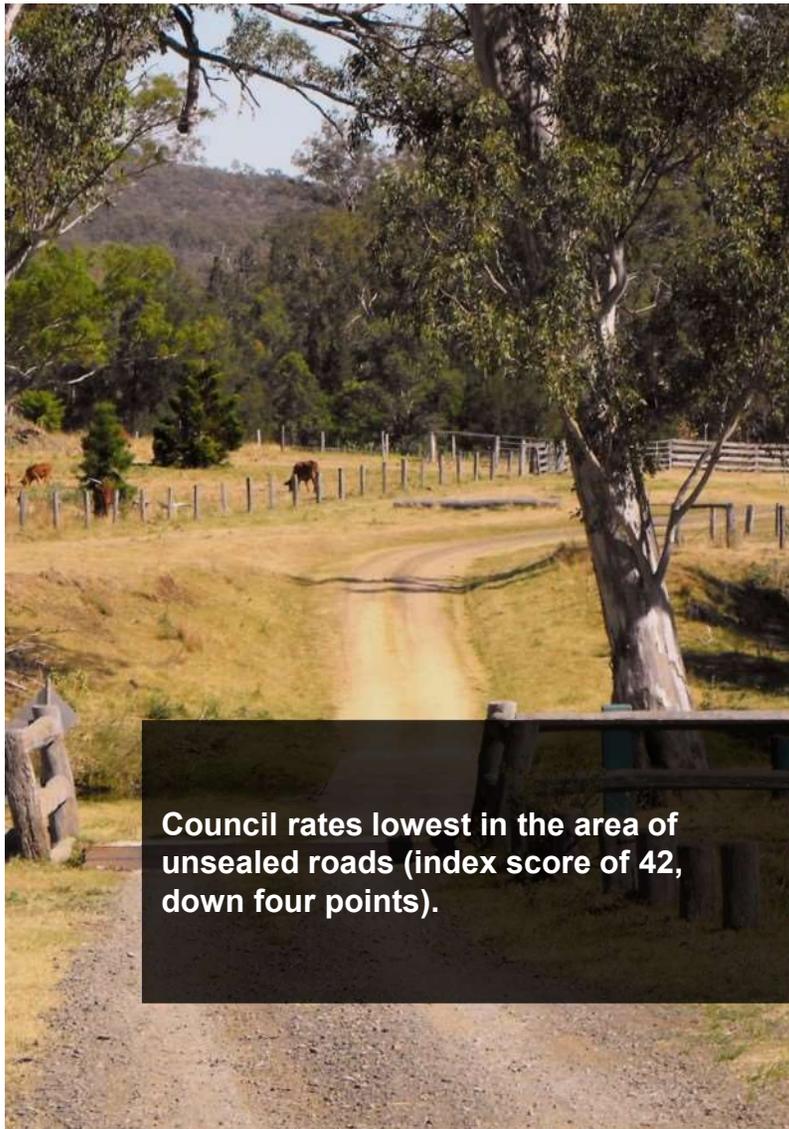
However, on a positive note, Council continues to rate significantly higher than the Small Rural group averages on these top four service areas.



The appearance of public areas (index score of 79) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest in the area of unsealed roads (index score of 42, down four points).

Council's road and roadside maintenance is currently rated poor to average and is in need of attention over the next 12 months.

Community perceptions of Council in the area of unsealed roads (index score of 42) have significantly worsened over the past year. The four-point improvement from 2018 to 2019 has been reversed over the past year and an increased number of East Ward residents now see unsealed roads as an important Council responsibility.

Resident perceptions of Council performance have also deteriorated since 2019 on sealed local roads (index score of 50, down four points) and roadside slashing and weed control (index score 50, down six points). It will be particularly important to attend to concerns in the East Ward, where performance ratings are down eight and 14 index points, respectively.

While Council performance on the related area of local streets and footpaths rates reasonably well overall (index score of 61), positive perceptions have also declined here over the past year (down four points) and should be a focus moving forward.

Further to this, unprompted, residents volunteer sealed (21%) and unsealed (12%) road maintenance as the council areas most in need of improvement. Almost another one in 10 volunteer community consultation (9%) and communication (9%).



Individual service area performance

2020 individual service area performance (index scores)

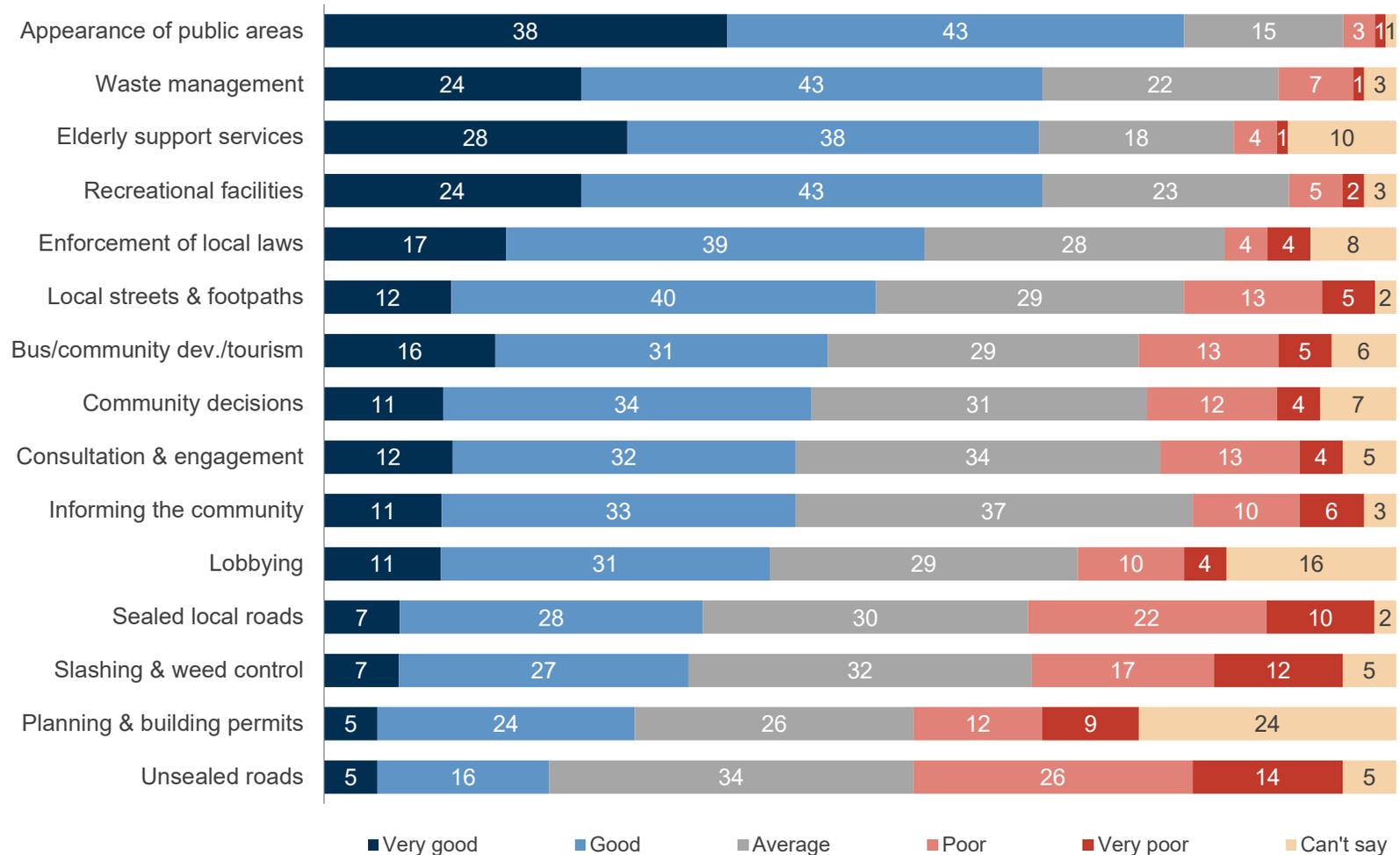
		2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	79	80	79	78	74	77	76	71	71
Elderly support services	74	75	73	75	72	74	76	72	71
Waste management	71	75	74	75	68	71	73	73	70
Recreational facilities	71	73	73	73	67	71	71	69	67
Enforcement of local laws	66	65	64	65	63	66	68	64	64
Bus/community dev./tourism	61	63	61	61	58	59	61	57	54
Local streets & footpaths	61	65	60	62	59	61	58	53	51
Lobbying	61	61	62	60	59	59	60	55	50
Community decisions	59	61	60	58	57	60	59	n/a	n/a
Consultation & engagement	59	60	60	59	59	59	62	54	50
Informing the community	59	61	60	64	62	63	66	59	53
Planning & building permits	52	50	54	54	47	53	53	n/a	n/a
Slashing & weed control	50	56	54	53	n/a	n/a	n/a	n/a	n/a
Sealed local roads	50	54	48	52	45	47	47	n/a	n/a
Unsealed roads	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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Individual service area importance

2020 individual service area importance (index scores)

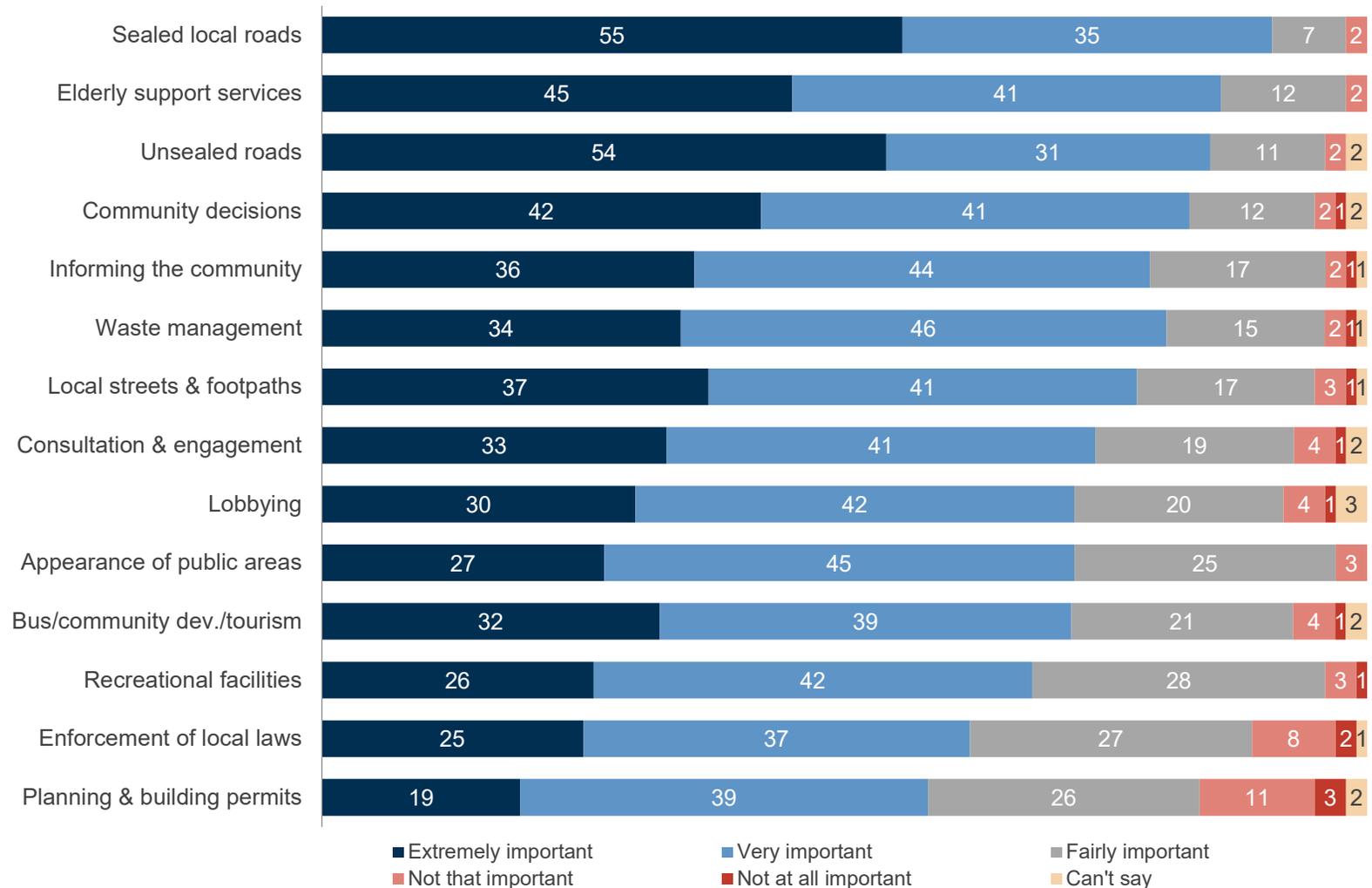
		2019	2018	2017	2016	2015	2014	2013	2012
Sealed local roads	85	83	84	81	n/a	n/a	n/a	n/a	n/a
Unsealed roads	85	83	82	79	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	82	82	80	n/a	n/a	n/a	n/a	n/a
Community decisions	81	80	77	78	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	78	77	76	n/a	n/a	n/a	n/a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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2020 individual service area importance (%)

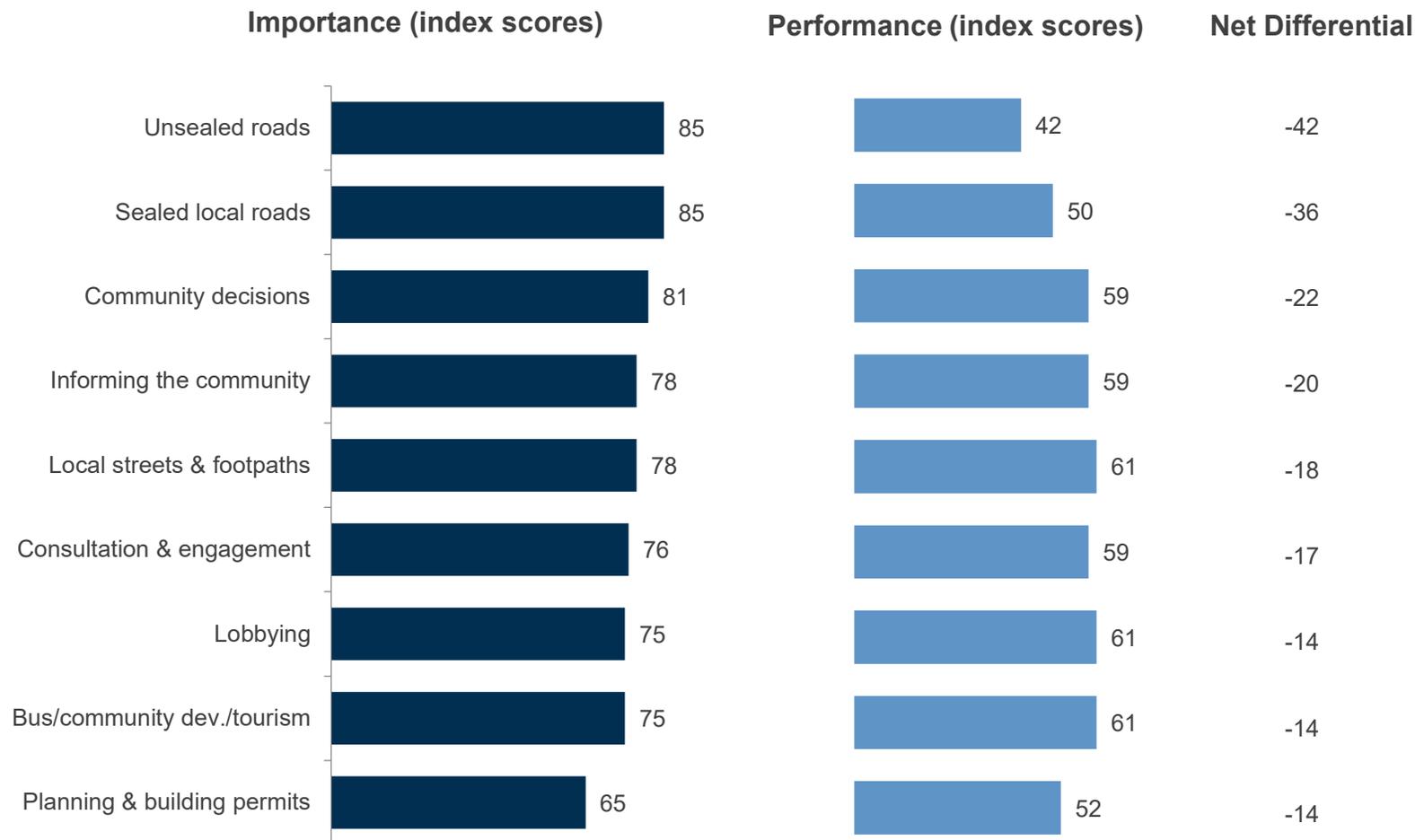


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6



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.



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Elderly support services
- Lobbying on behalf of the community
- Informing the community
- The condition of sealed local roads, excluding VicRoads
- Maintenance of unsealed roads
- The condition of local streets and footpaths.

Looking at just these key service areas, elderly support services has a high performance index (74) and a moderate positive influence on the overall performance rating, therefore maintaining this positive result should remain a focus.

Other service areas that have a key influence on overall perceptions, but perform less well, are lobbying and informing the community (performance index of 61 and 59, respectively).

A focus on keeping residents informed about Council plans, decisions and activities, and demonstrating efforts to advocate and defend community interests can also help shore up positive opinion of Council overall.

However, also in need of attention is Council's maintenance of unsealed roads, which is poorly rated (performance index of 42) and the condition of sealed local roads, which is rated just 'average' (performance index of 50).

It will be important to attend to resident concerns about the condition of local roads to help improve opinion of Council's overall performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

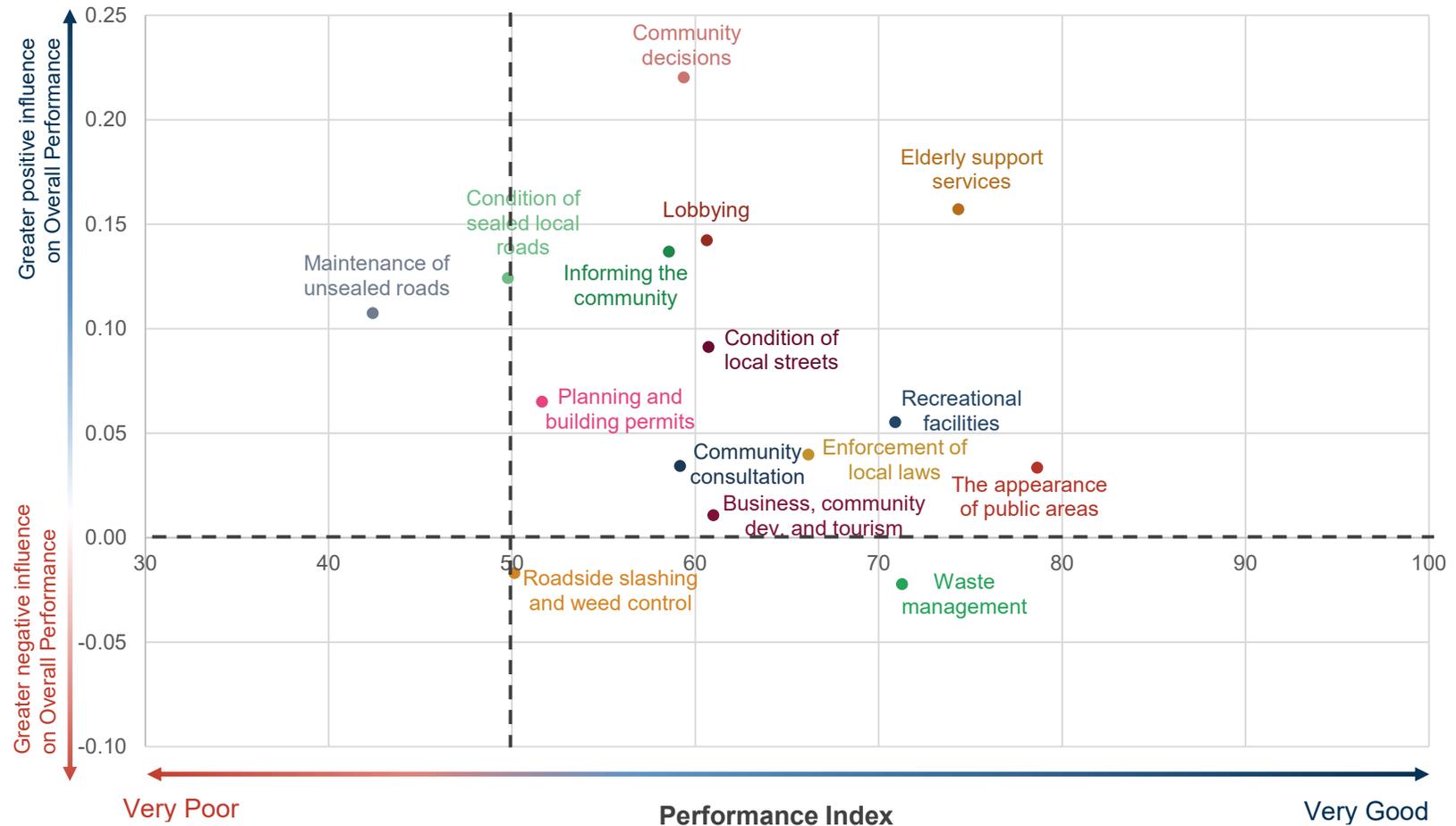
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2020 regression analysis (all service areas)

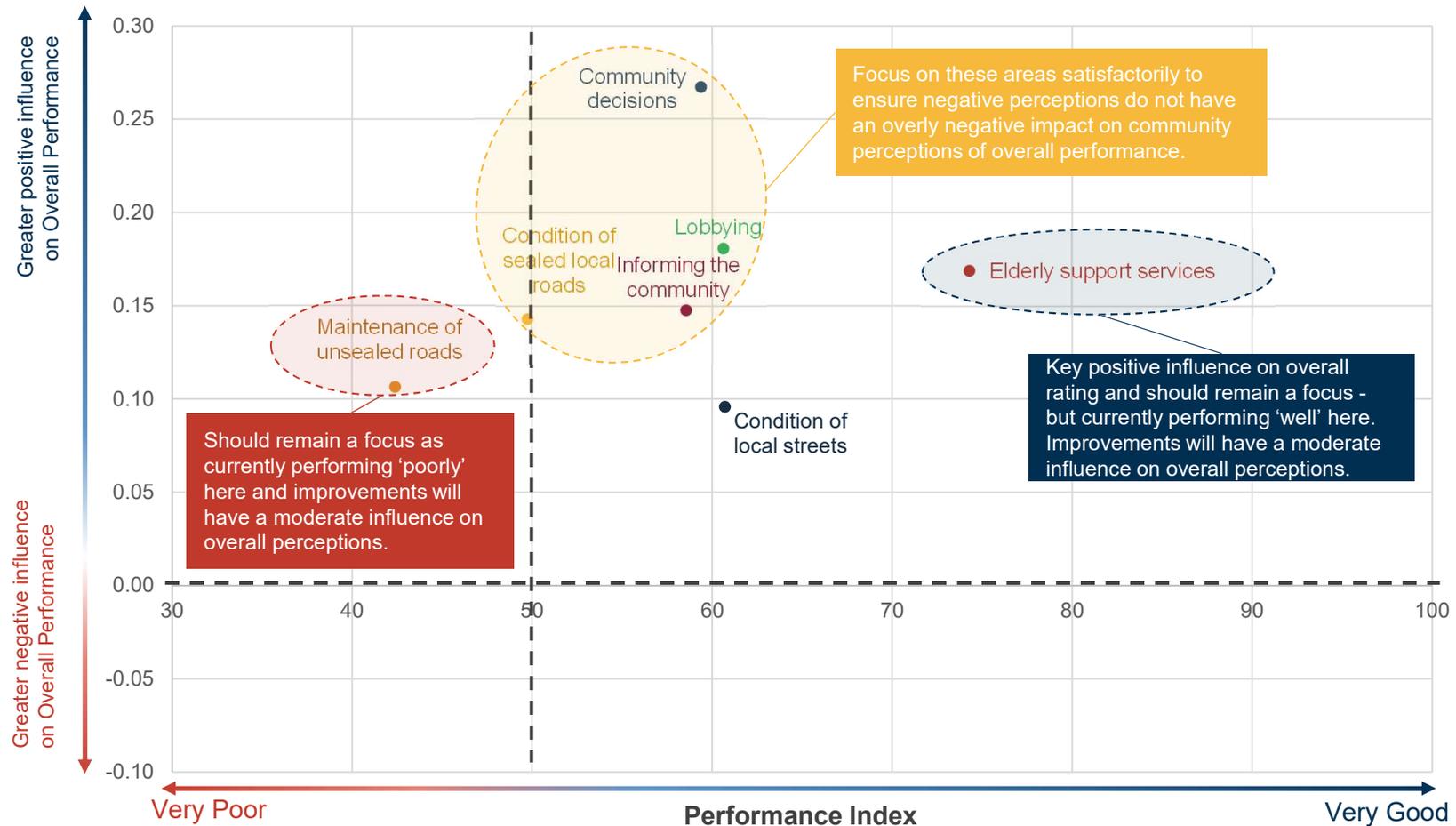


The multiple regression analysis model above (all service areas) has an R-squared value of 0.620 and adjusted R-square value of 0.605, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.8$. 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

2020 regression analysis (key service areas)

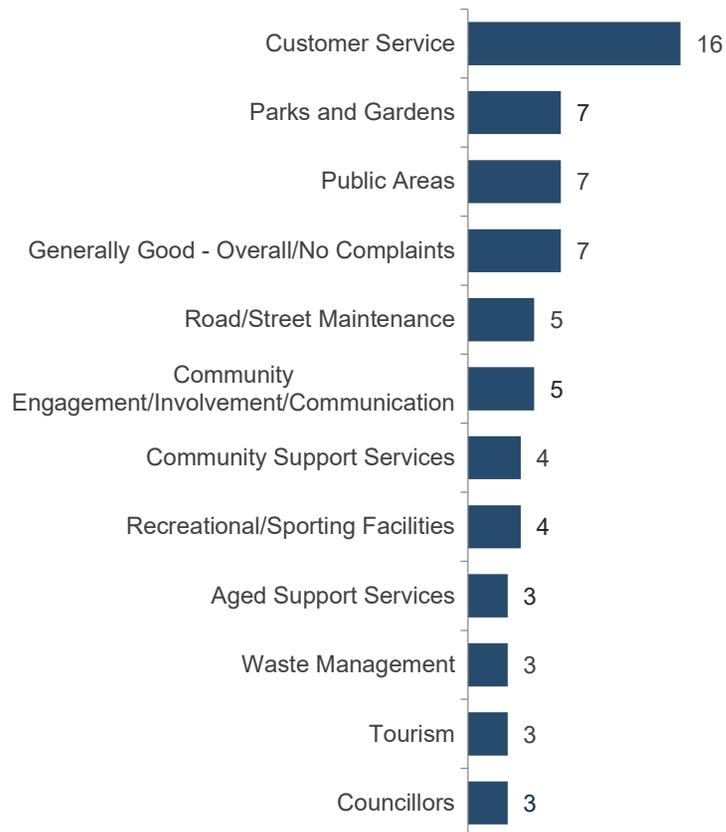


The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.609 and adjusted R-square value of 0.602, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 87.2$.

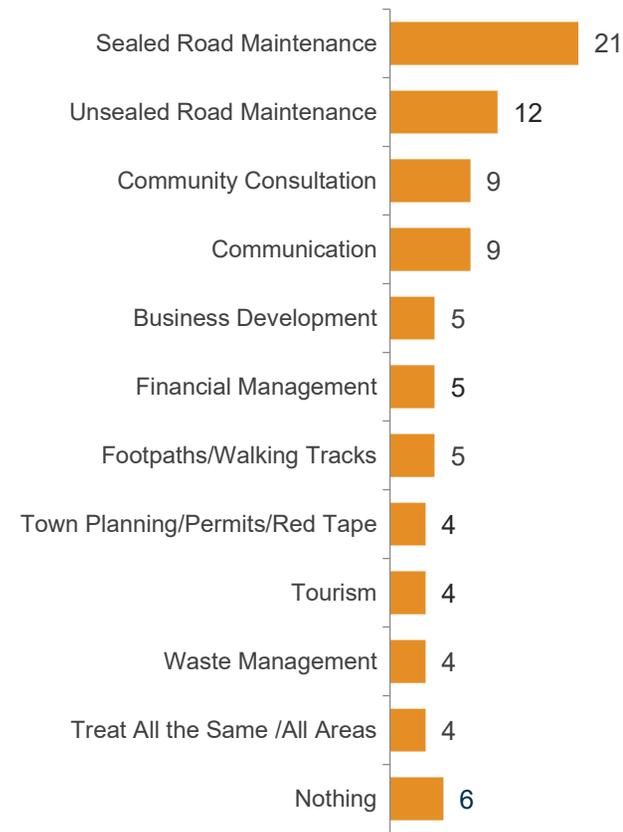


Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 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: 25 Councils asked group: 5

Q17. What does Hindmarsh Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

More than six in ten residents (64%) have had contact with Council in the last 12 months.

- Rate of contact has been stable at 63% to 64% of residents since 2014.
- Those aged 35 to 49 years have had a significantly higher rate of contact with Council than other age groups – 82%, their highest to date.



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 72 maintains the high level of rated performance recorded since 2014 (index scores in the range of 70 to 73).

Council performance is also in line with the Small Rural group and State-wide averages (index score of 70 each).

Seven in ten residents (70%) provide a positive customer service rating of 'very good' or 'good'.

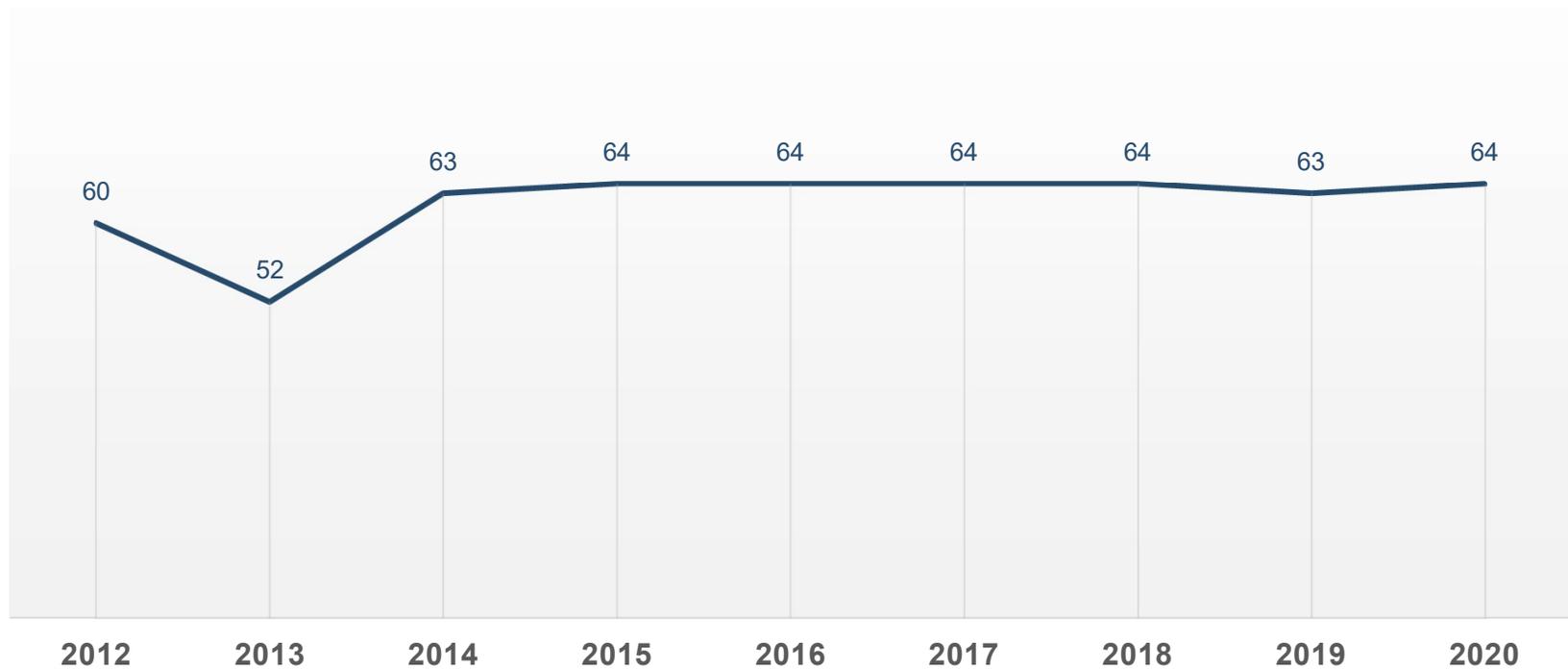
- There are no significant differences in customer service rating among the demographic and geographic cohorts compared to the Council average.

Customer service (16%) is the most frequently mentioned 'best thing' about Hindmarsh Shire Council.



Contact with council

2020 contact with council (%)
Have had contact

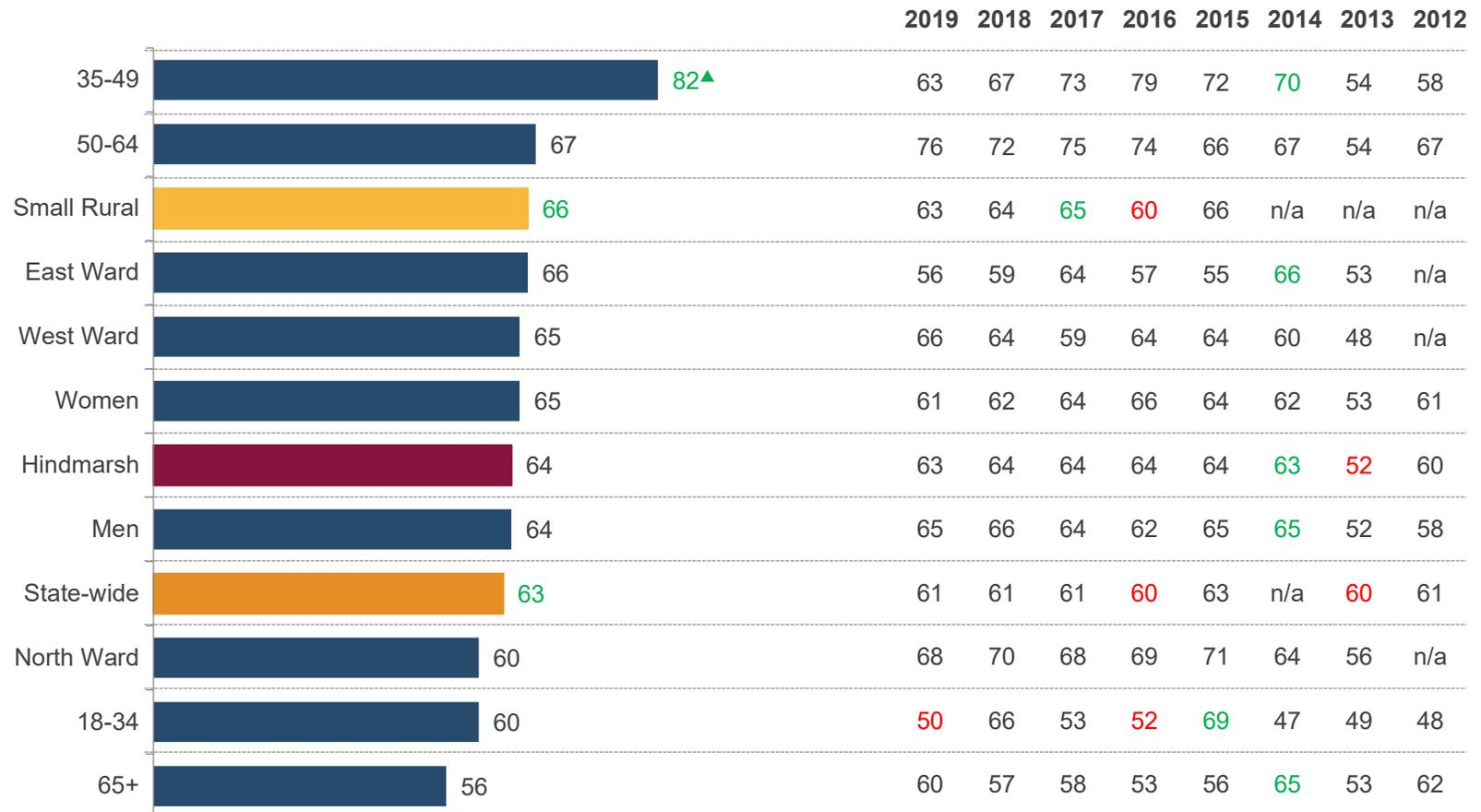


Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 12



Contact with council

2020 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: 36 Councils asked group: 12

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



Customer service rating

2020 customer service rating (index scores)

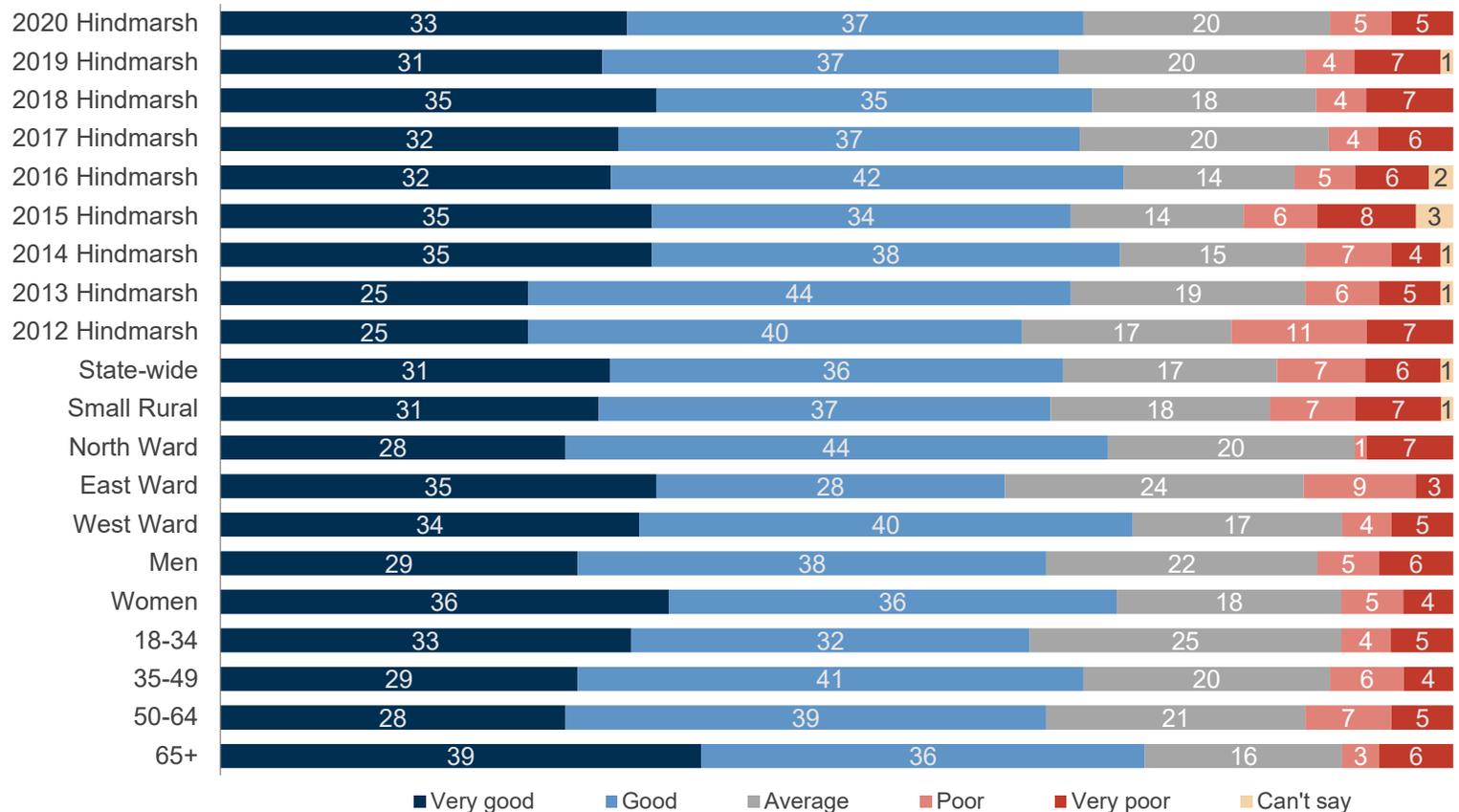
	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75	80	74	67	69	75	74	66	68
Women	74	73	74	77	76	71	74	69	69
West Ward	73	73	79	71	75	75	80	73	n/a
Hindmarsh	72	70	72	71	73	71	73	69	66
18-34	71	69	73	79	74	67	82	70	70
35-49	71	64	73	71	75	69	71	74	69
North Ward	71	66	67	73	75	69	73	68	n/a
East Ward	70	69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

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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2020 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: 62 Councils asked group: 18



Council direction



Council direction

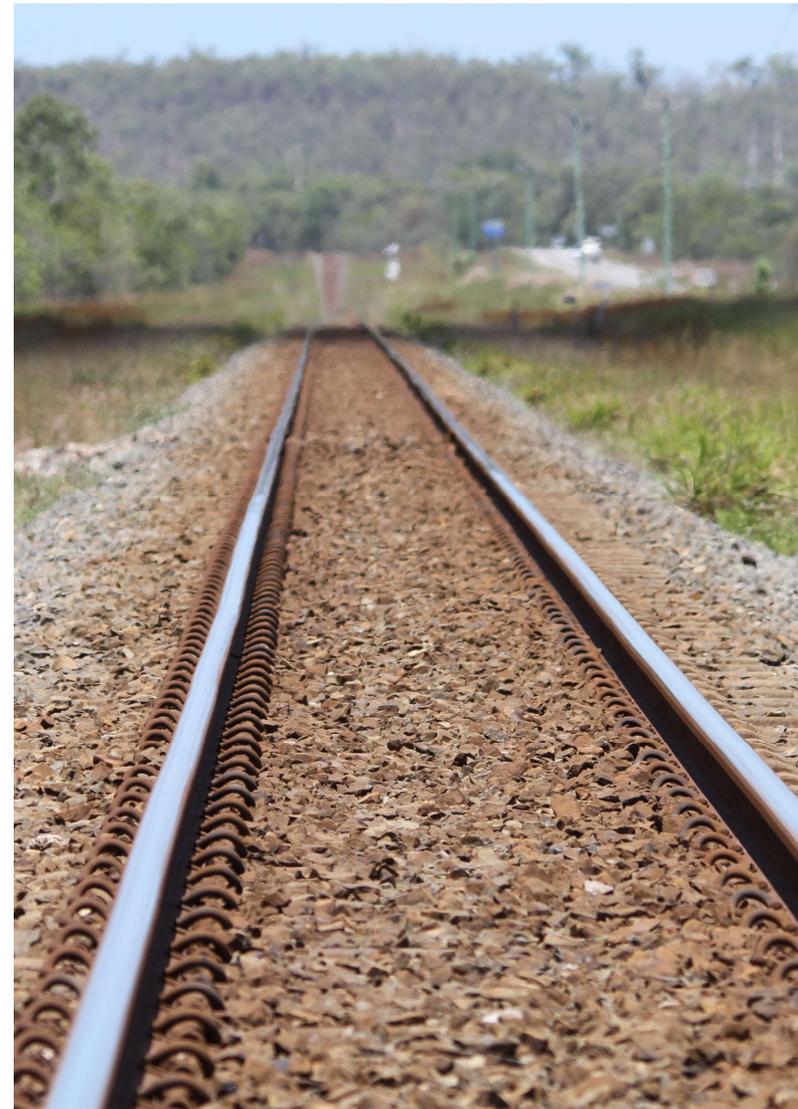
Over the last 12 months, 63% of residents believe the direction of Council's overall performance has stayed the same, down four points on 2019.

- 18% believe the direction has improved in the last 12 months (unchanged from 2019).
- 15% believe it has deteriorated, up four points on 2019.
- Those aged 18 to 34 years are significantly more satisfied with overall council direction.
- Those aged 50 to 64 years are significantly less satisfied with overall council direction.

However, a majority (63%) of residents continue to rate Council as generally heading in the right direction, many more than the proportion who see it heading in the wrong direction (24%).

On trading off quality versus cost of Council services, more residents continue to prefer service cuts and keeping rates unchanged (42%) than rate rises to improve services (34%), with almost one in four (24%) undecided.

This represents a weaker preference for maintaining rates than in 2019, when a slight majority (51%) preferred service cuts, a similar number (33%) preferred rate rises, and fewer were undecided (16%).





Overall council direction last 12 months

2020 overall direction (index scores)

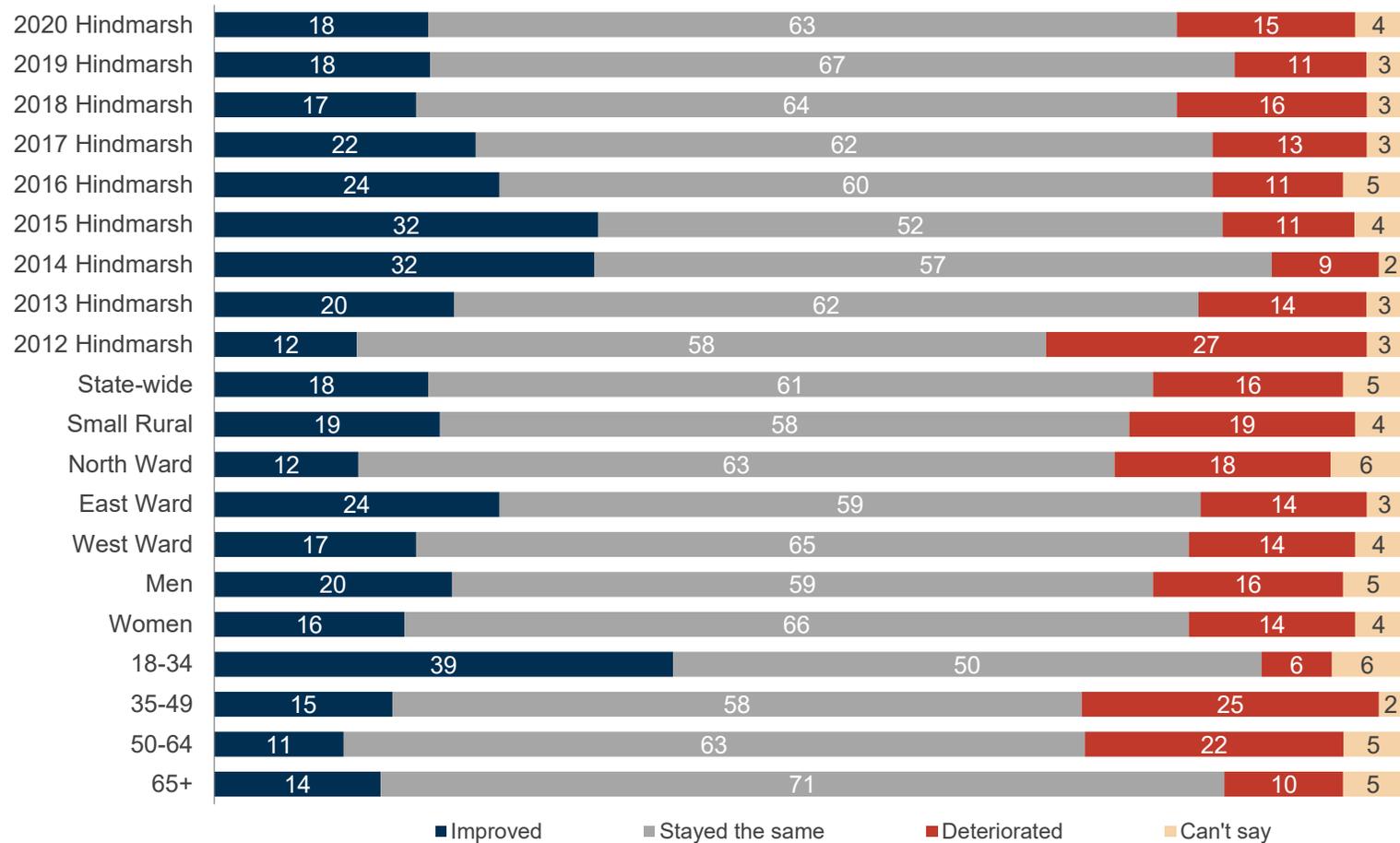
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	57	57	61	52	64	59	43
East Ward	61	52	63	62	68	66	59	n/a
Men	52	47	52	54	56	60	52	41
West Ward	52	53	52	57	59	64	54	n/a
65+	54	53	54	59	64	65	57	47
Hindmarsh	53	51	55	57	61	62	53	43
Women	54	54	57	60	67	64	53	44
State-wide	53	52	53	51	53	53	53	52
Small Rural	53	50	52	50	53	n/a	n/a	n/a
North Ward	48	47	49	54	59	57	46	n/a
35-49	49	45	54	57	63	59	47	40
50-64	48	46	54	51	62	60	49	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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2020 overall council direction (%)

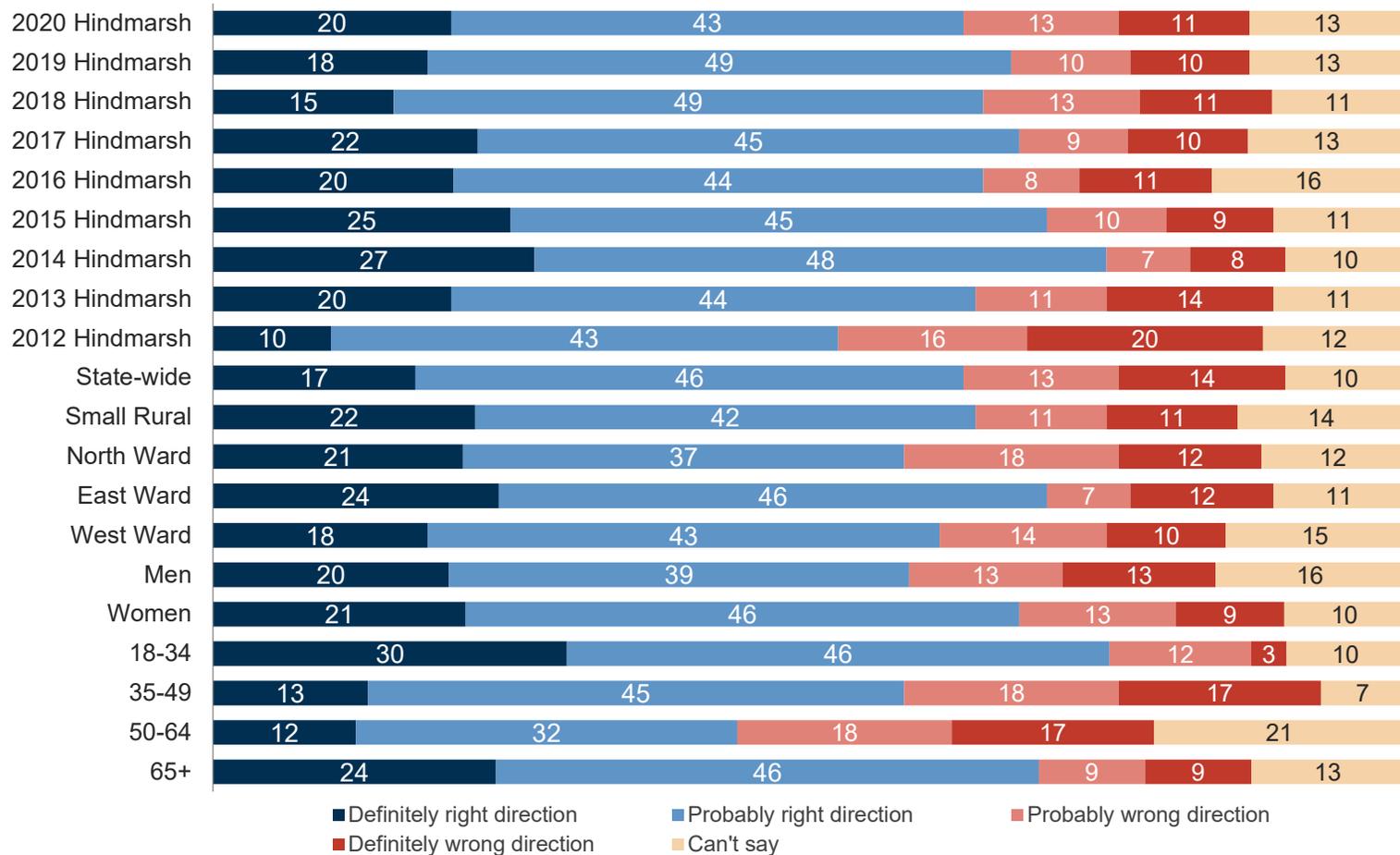


Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Right / wrong direction

2020 right / wrong direction (%)

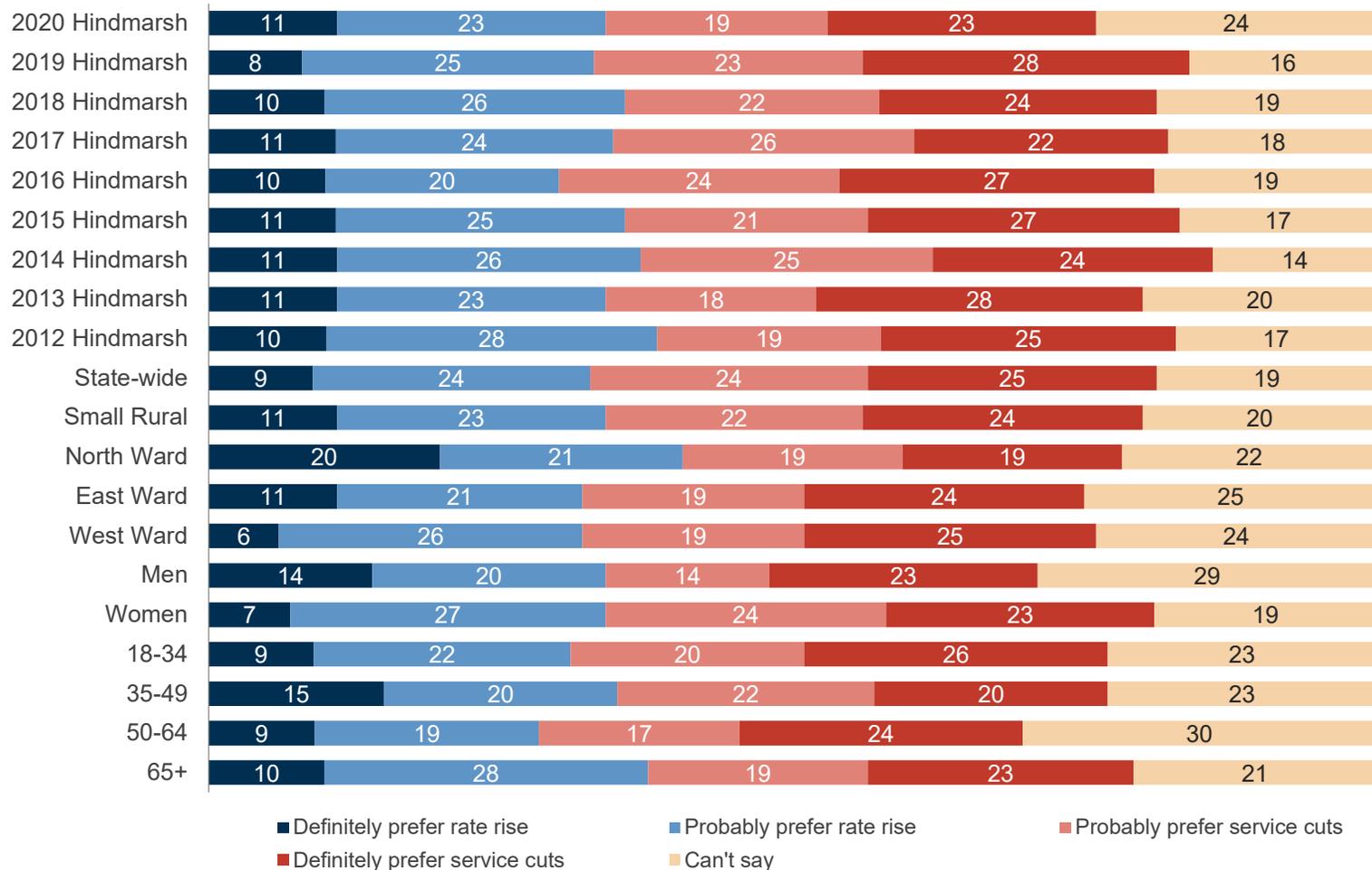


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2



Rates / services trade-off

2020 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: 13 Councils asked group: 4



Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

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

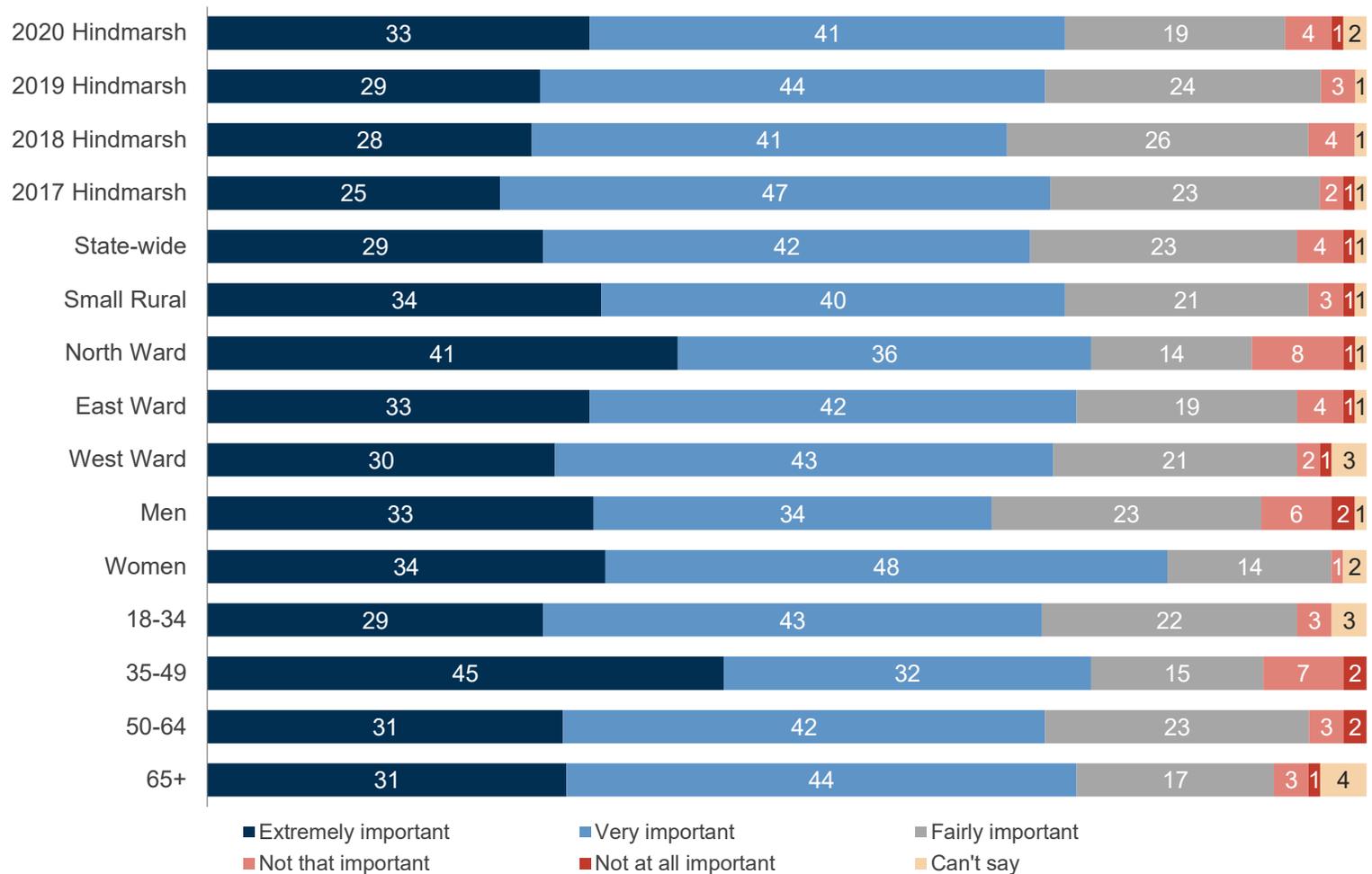
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 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: 23 Councils asked group: 3



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

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

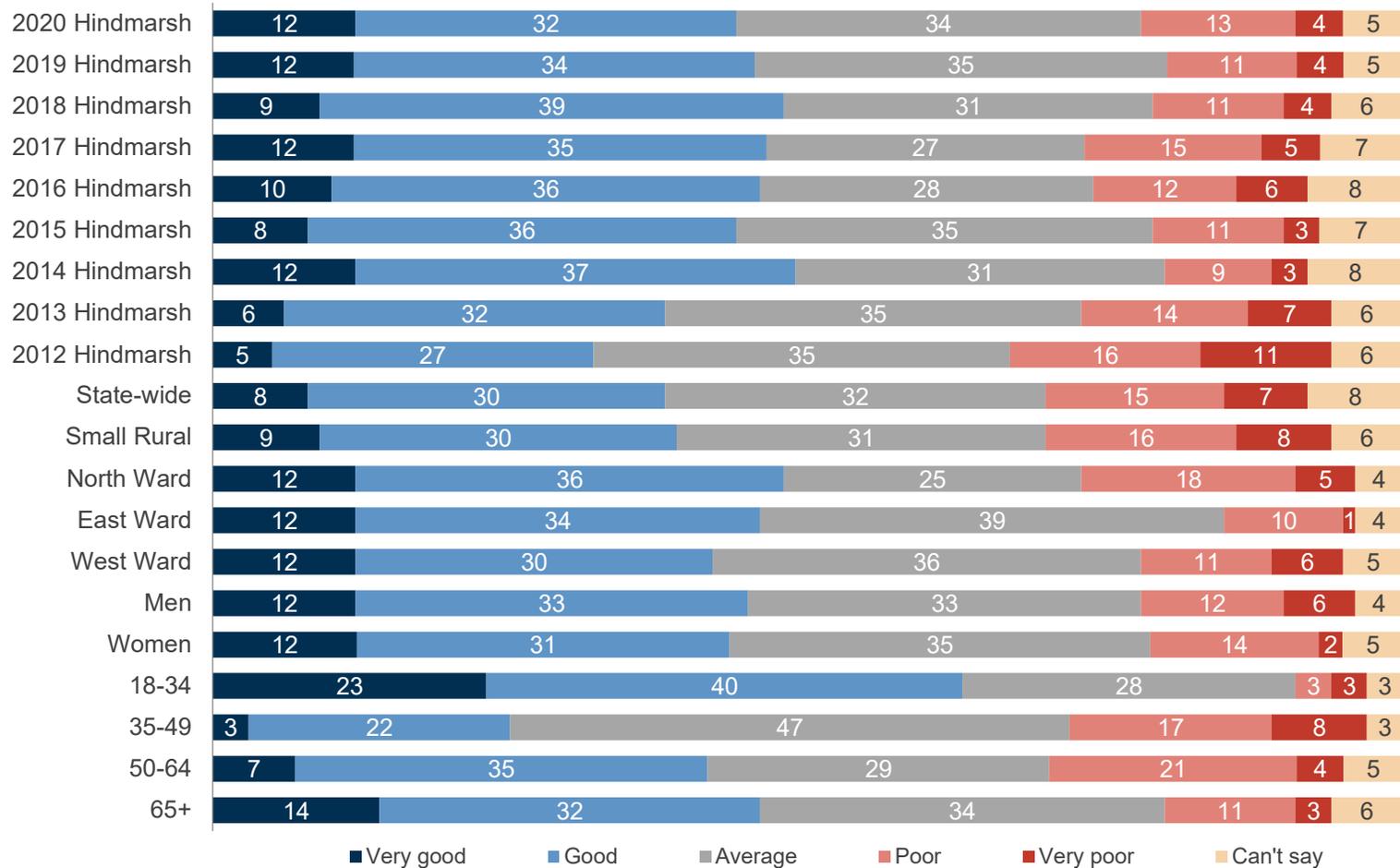
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 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: 62 Councils asked group: 18



Lobbying on behalf of the community importance



2020 lobbying importance (index scores)

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

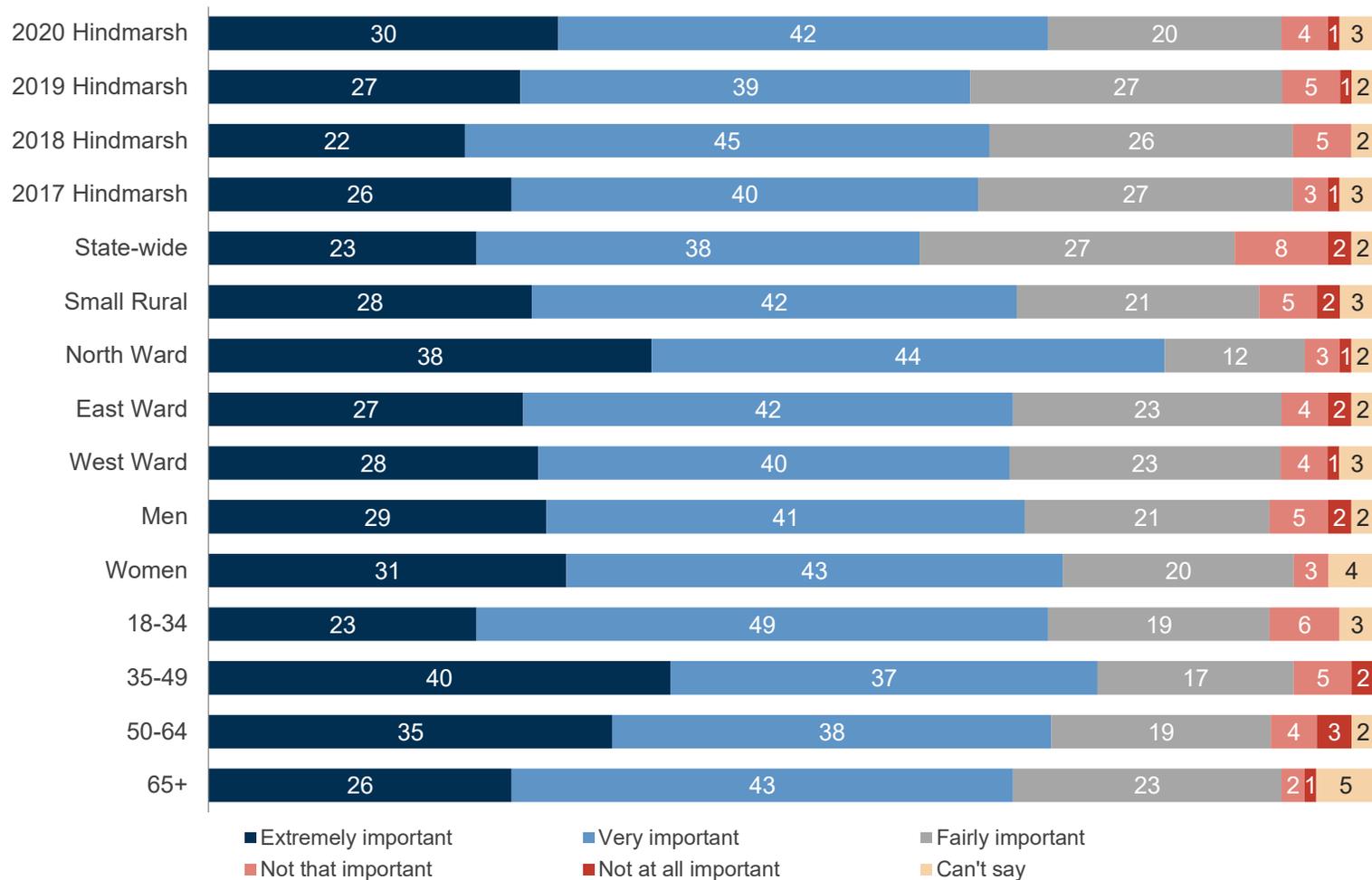
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2020 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: 20 Councils asked group: 2



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

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

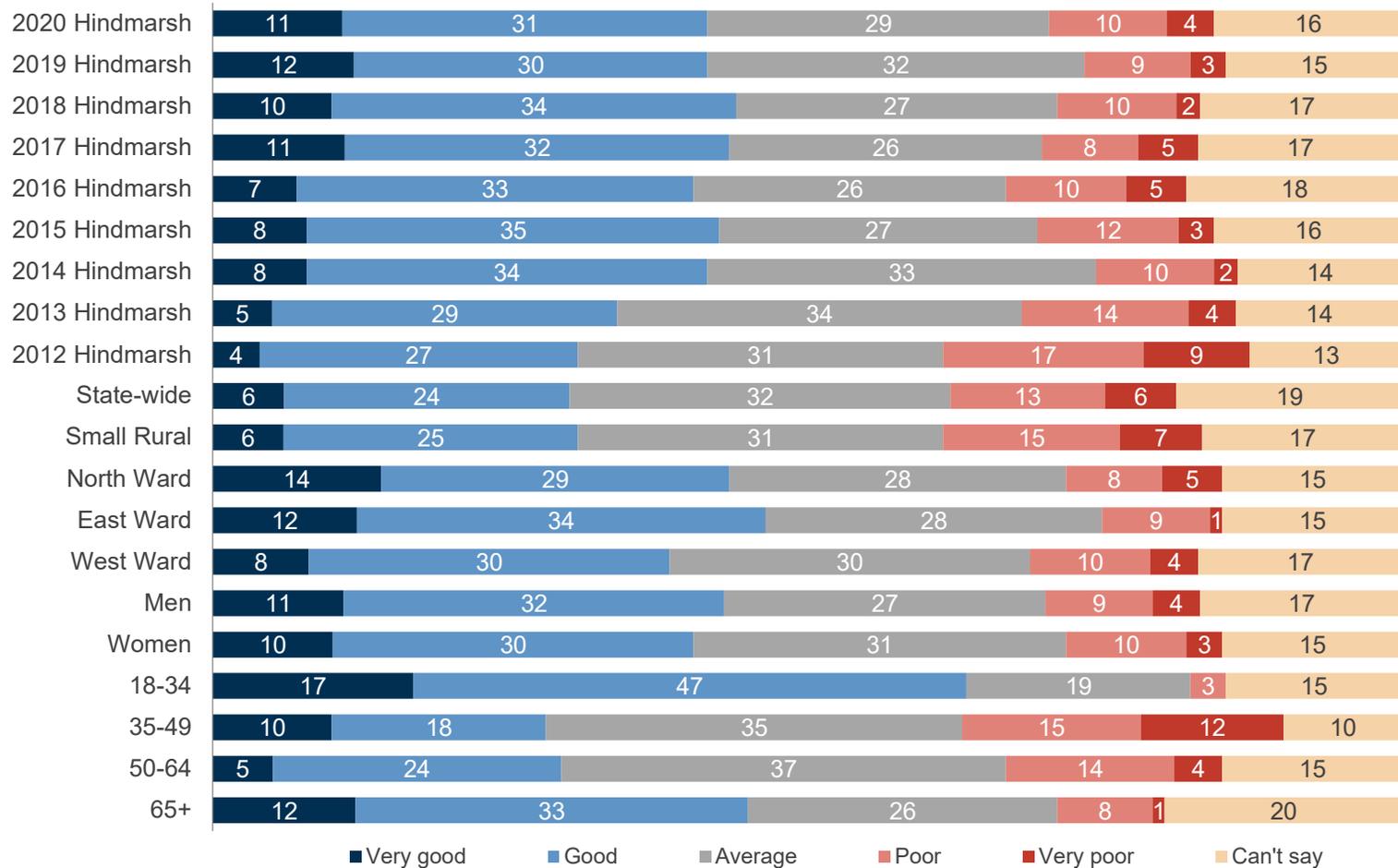
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 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: 62 Councils asked group: 18

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)

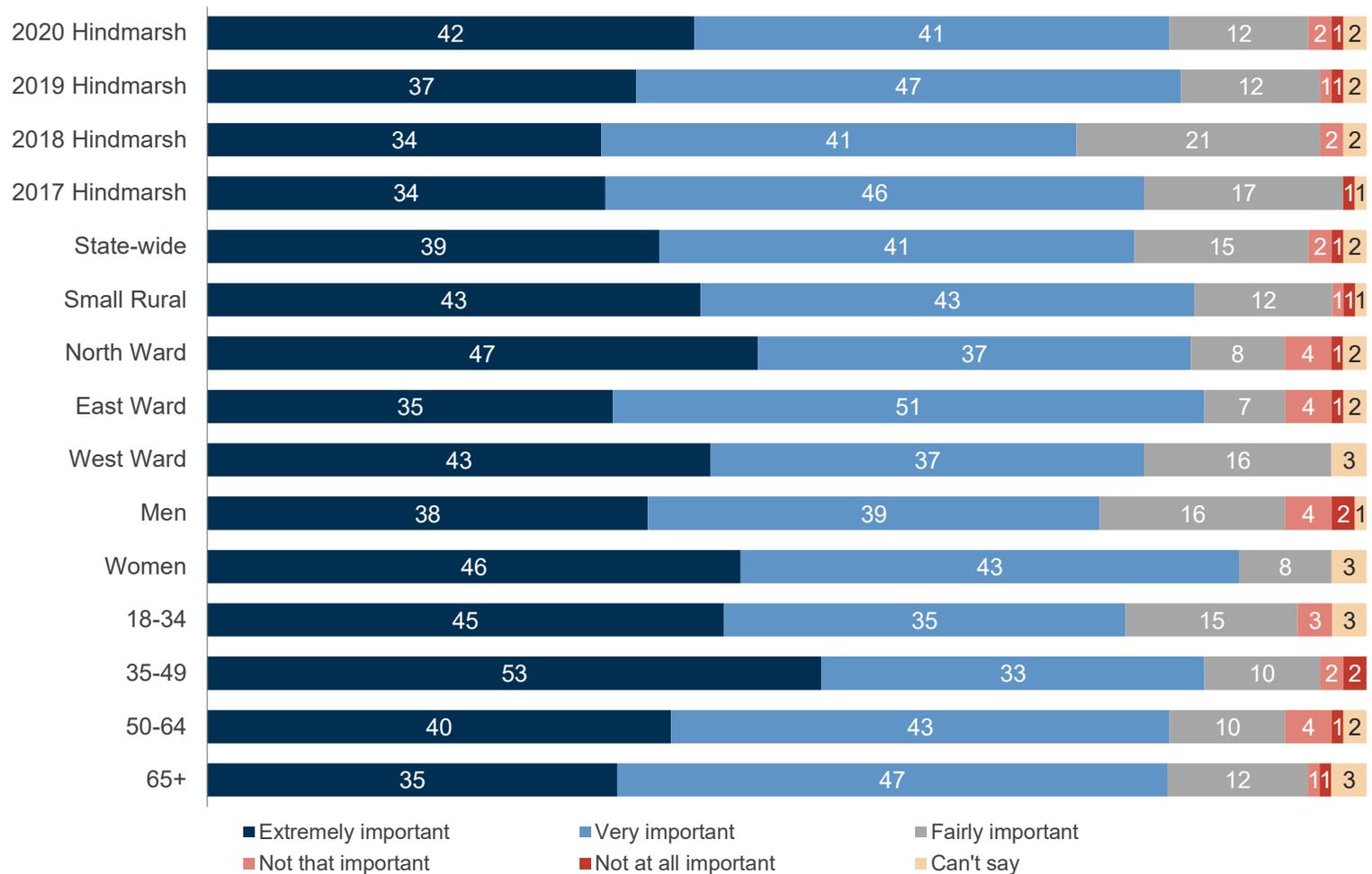
		2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	80	79	80	n/a	n/a	n/a	n/a	n/a
35-49	84	83	77	82	n/a	n/a	n/a	n/a	n/a
Small Rural	82	81	77	78	n/a	82	n/a	n/a	n/a
West Ward	82	81	77	78	n/a	n/a	n/a	n/a	n/a
North Ward	81	79	77	82	n/a	n/a	n/a	n/a	n/a
18-34	81	79	73	78	n/a	n/a	n/a	n/a	n/a
Hindmarsh	81	80	77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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance



2020 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: 18 Councils asked group: 2

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

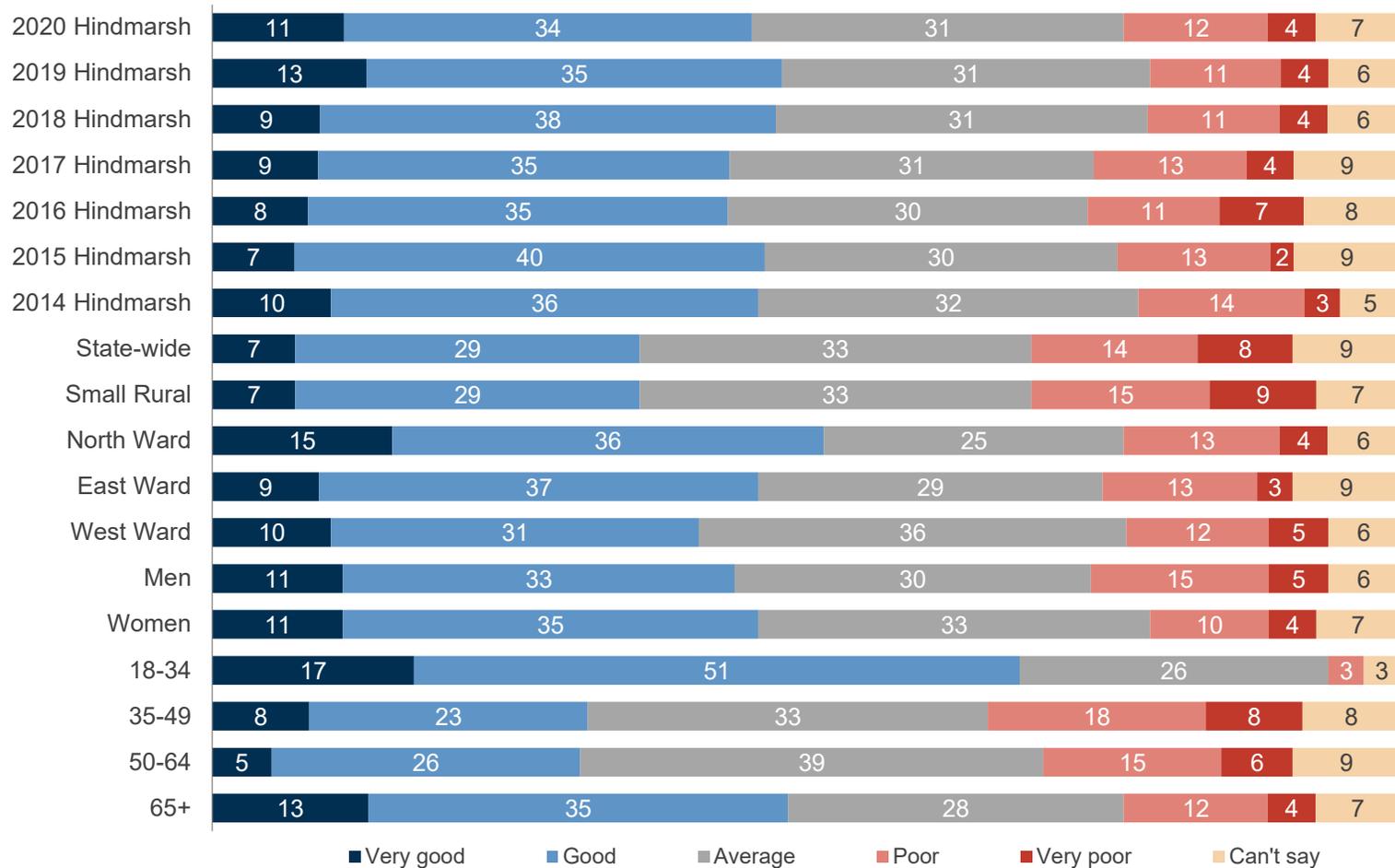
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	64▲	55	55	64	60	n/a	n/a
North Ward	57	61	58	54	58	55	n/a	n/a
65+	65	62	61	63	60	64	n/a	n/a
Women	63	62	63	60	62	61	n/a	n/a
East Ward	64	58	60	56	54	60	n/a	n/a
Hindmarsh	61	60	58	57	60	59	n/a	n/a
West Ward	61	61	57	62	65	64	n/a	n/a
Men	59	57	54	55	58	57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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2020 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: 62 Councils asked group: 18

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

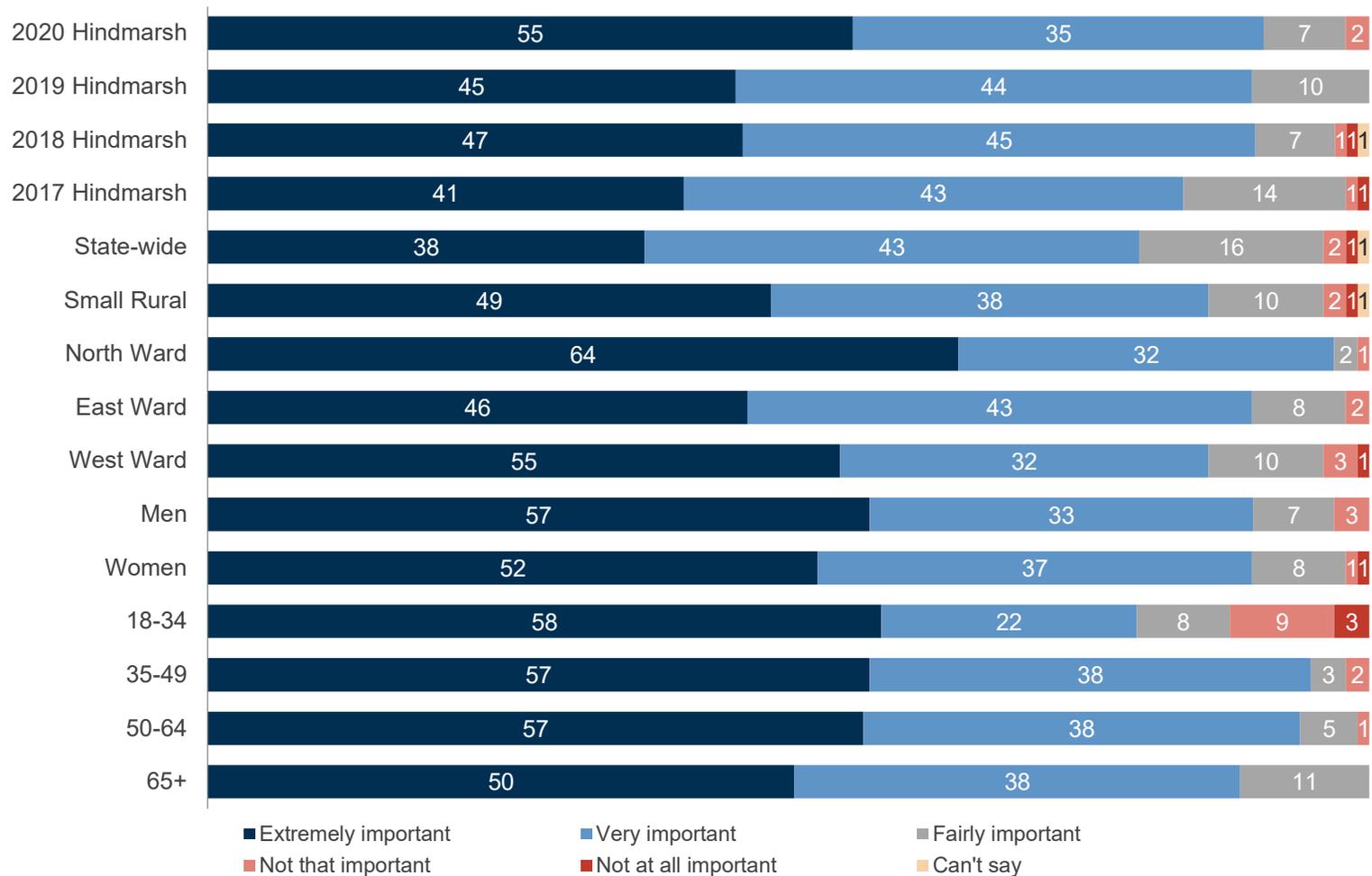
	2019	2018	2017	2016	2015	2014	2013	2012
North Ward	90▲83	87	82	n/a	n/a	n/a	n/a	n/a
50-64	88	82	85	84	n/a	n/a	n/a	n/a
35-49	88	87	86	82	n/a	n/a	n/a	n/a
Men	86	82	82	80	n/a	n/a	n/a	n/a
Hindmarsh	85	83	84	81	n/a	n/a	n/a	n/a
65+	85	83	81	80	n/a	n/a	n/a	n/a
Women	85	85	86	81	n/a	n/a	n/a	n/a
West Ward	84	83	84	79	n/a	n/a	n/a	n/a
East Ward	83	84	81	81	n/a	n/a	n/a	n/a
Small Rural	83	82	84	81	n/a	78	n/a	n/a
18-34	81	84	86	77	n/a	n/a	n/a	n/a
State-wide	79▼	79	80	78	78	76	77	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: 19 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



2020 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: 19 Councils asked group: 2

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

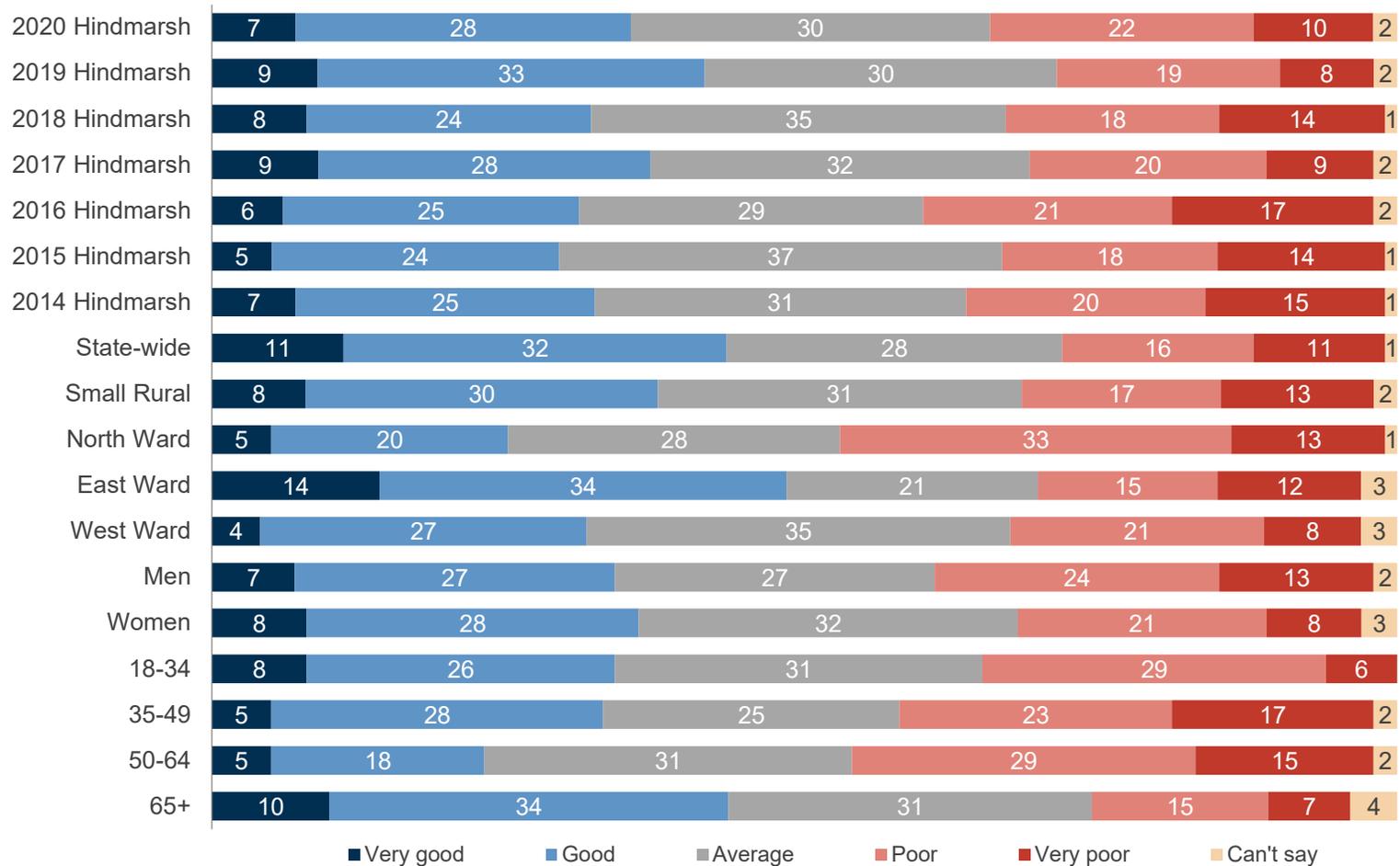
	2019	2018	2017	2016	2015	2014	2013	2012
65+	60	56	54	51	51	48	n/a	n/a
East Ward	64	49	54	46	51	47	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
Women	55	51	56	46	49	49	n/a	n/a
Small Rural	53	49	50	52	52	n/a	n/a	n/a
18-34	48	47	47	49	41	54	n/a	n/a
Hindmarsh	54	48	52	45	47	47	n/a	n/a
West Ward	51	52	59	51	52	58	n/a	n/a
Men	53	45	49	45	45	44	n/a	n/a
35-49	52	35	56	39	44	43	n/a	n/a
North Ward	47	43	43	39	40	38	n/a	n/a
50-64	52	48	50	40	48	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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 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: 62 Councils asked group: 18



Informing the community importance



2020 informing community importance (index scores)

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

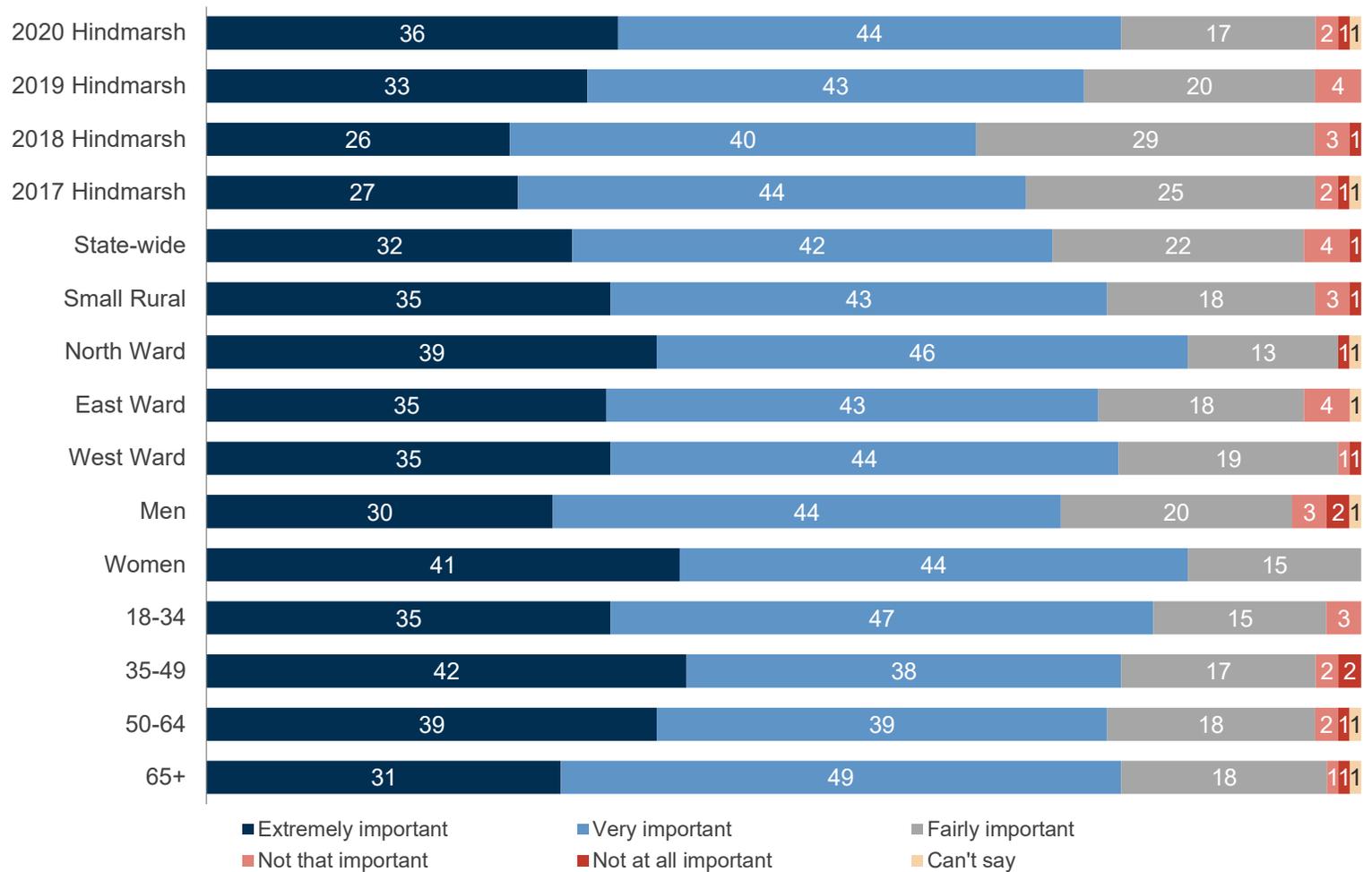
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2



Informing the community performance



2020 informing community performance (index scores)

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

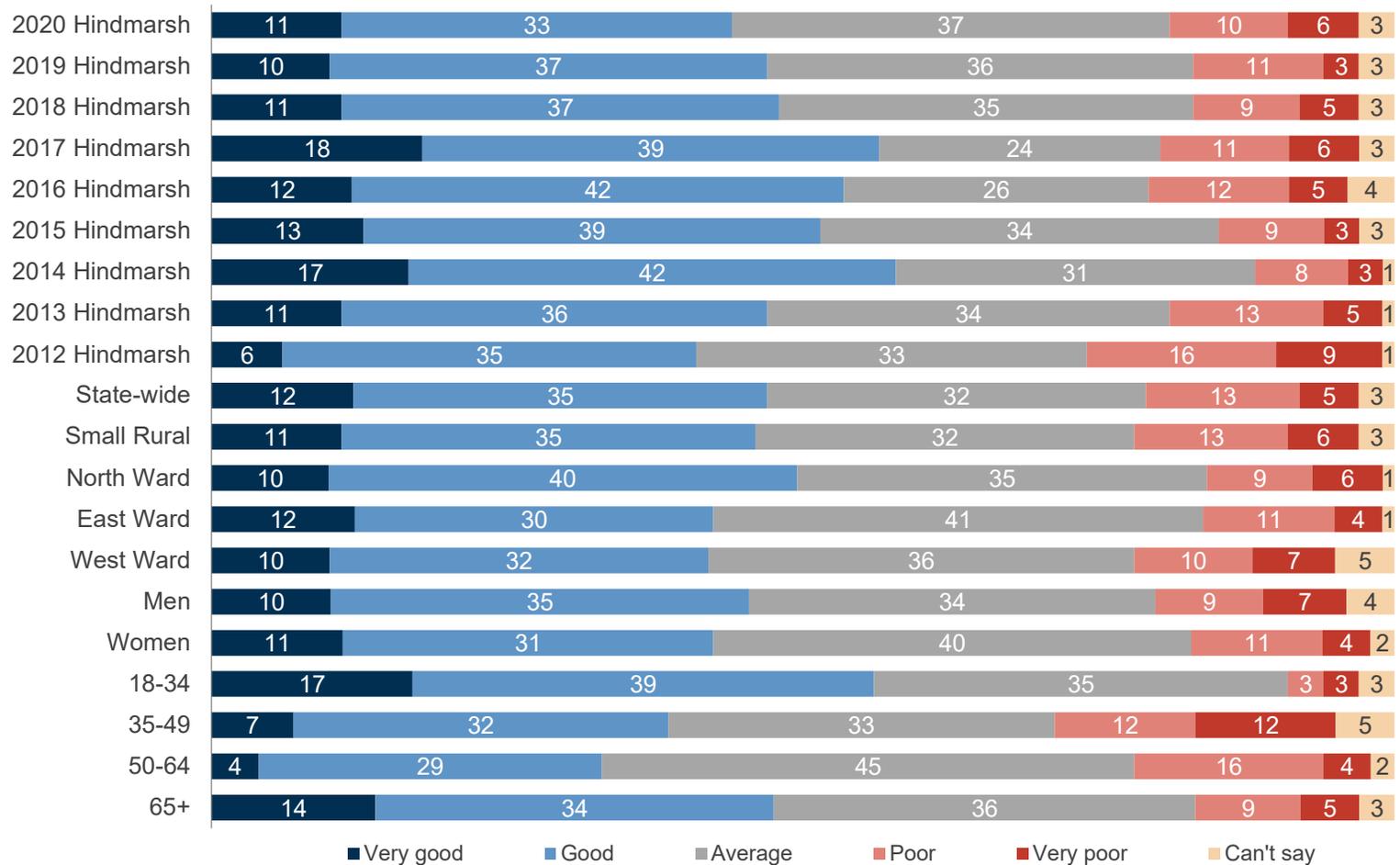
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)

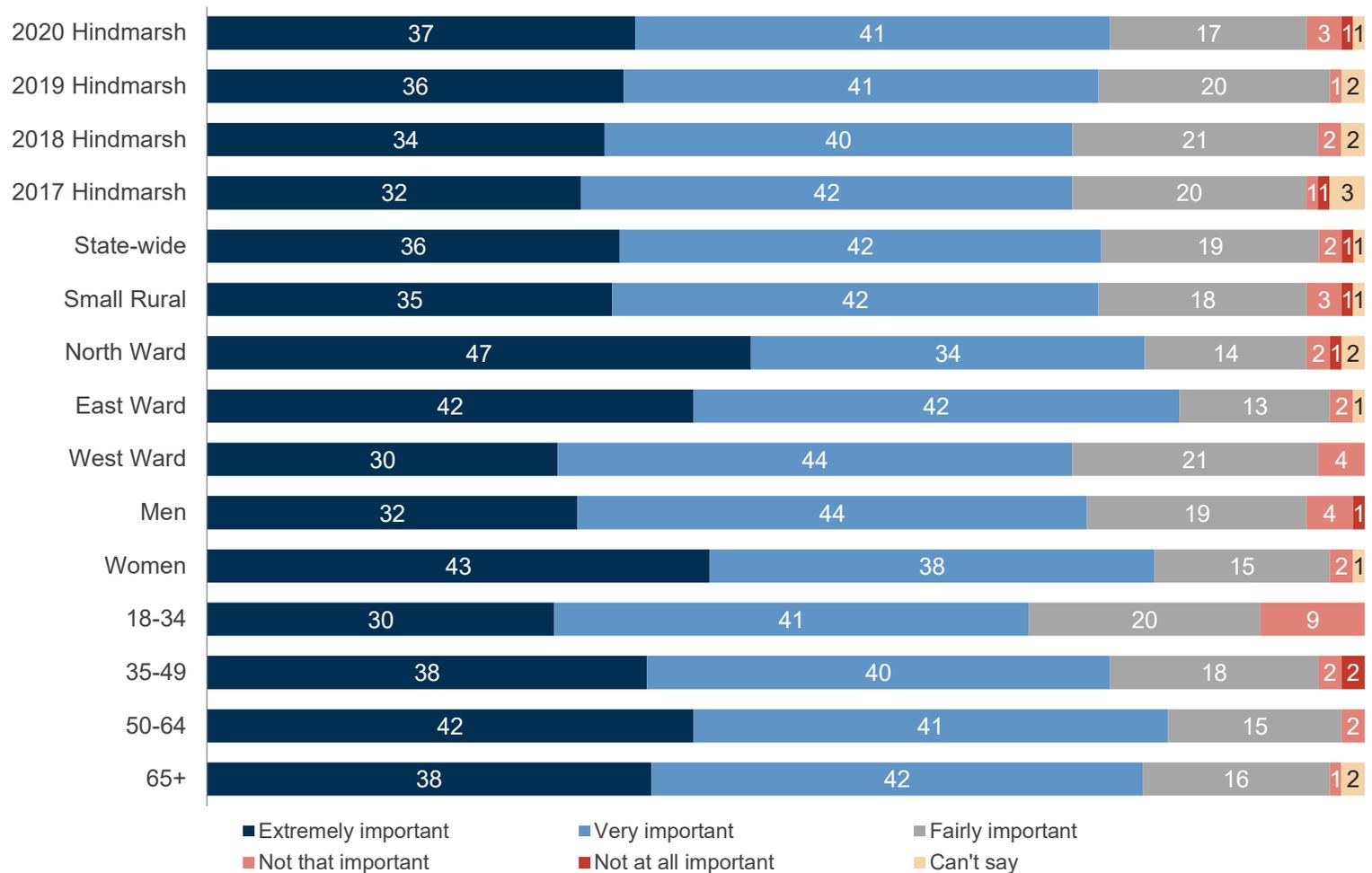
		2019	2018	2017	2016	2015	2014	2013	2012
North Ward	81	78	76	77	n/a	n/a	n/a	n/a	n/a
East Ward	81	79	78	79	n/a	n/a	n/a	n/a	n/a
Women	81	81	81	78	n/a	n/a	n/a	n/a	n/a
50-64	81	78	78	78	n/a	n/a	n/a	n/a	n/a
65+	80	78	79	76	n/a	n/a	n/a	n/a	n/a
Hindmarsh	78	78	77	76	n/a	n/a	n/a	n/a	n/a
35-49	78	80	74	78	n/a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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance



2020 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: 23 Councils asked group: 3

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

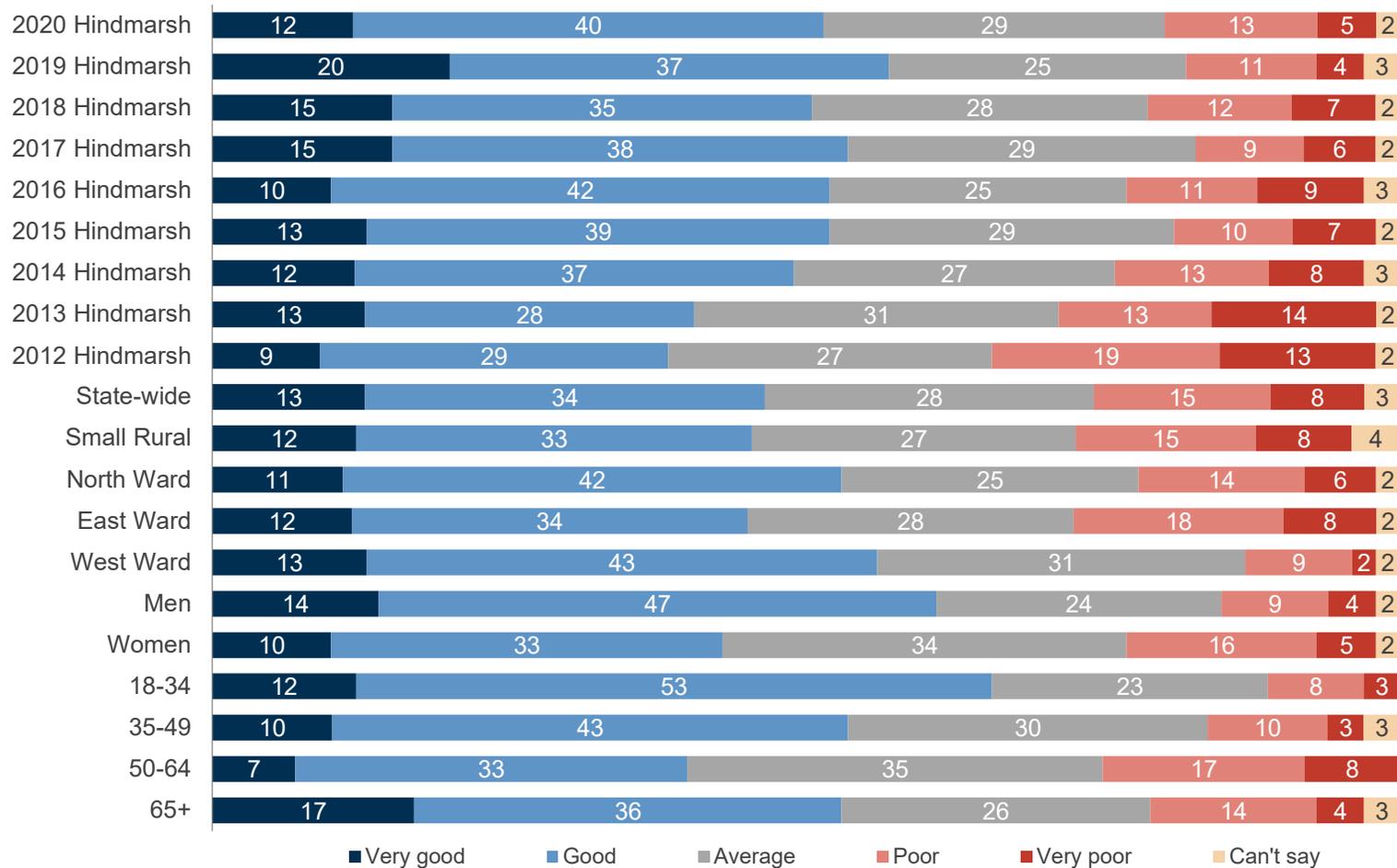
	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	65	67	65	63	67	63	67	57	56
Men	65	66	63	62	62	60	60	55	52
West Ward	64	66	70	70	66	68	66	65	n/a
35-49	62	63	55	62	57	61	58	52	52
65+	62	66	61	61	59	60	58	53	54
Hindmarsh	61	65	60	62	59	61	58	53	51
North Ward	59	63	57	61	57	58	57	54	n/a
State-wide	58▼	59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

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: 35 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2020 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: 35 Councils asked group: 9



Enforcement of local laws importance



2020 law enforcement importance (index scores)

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

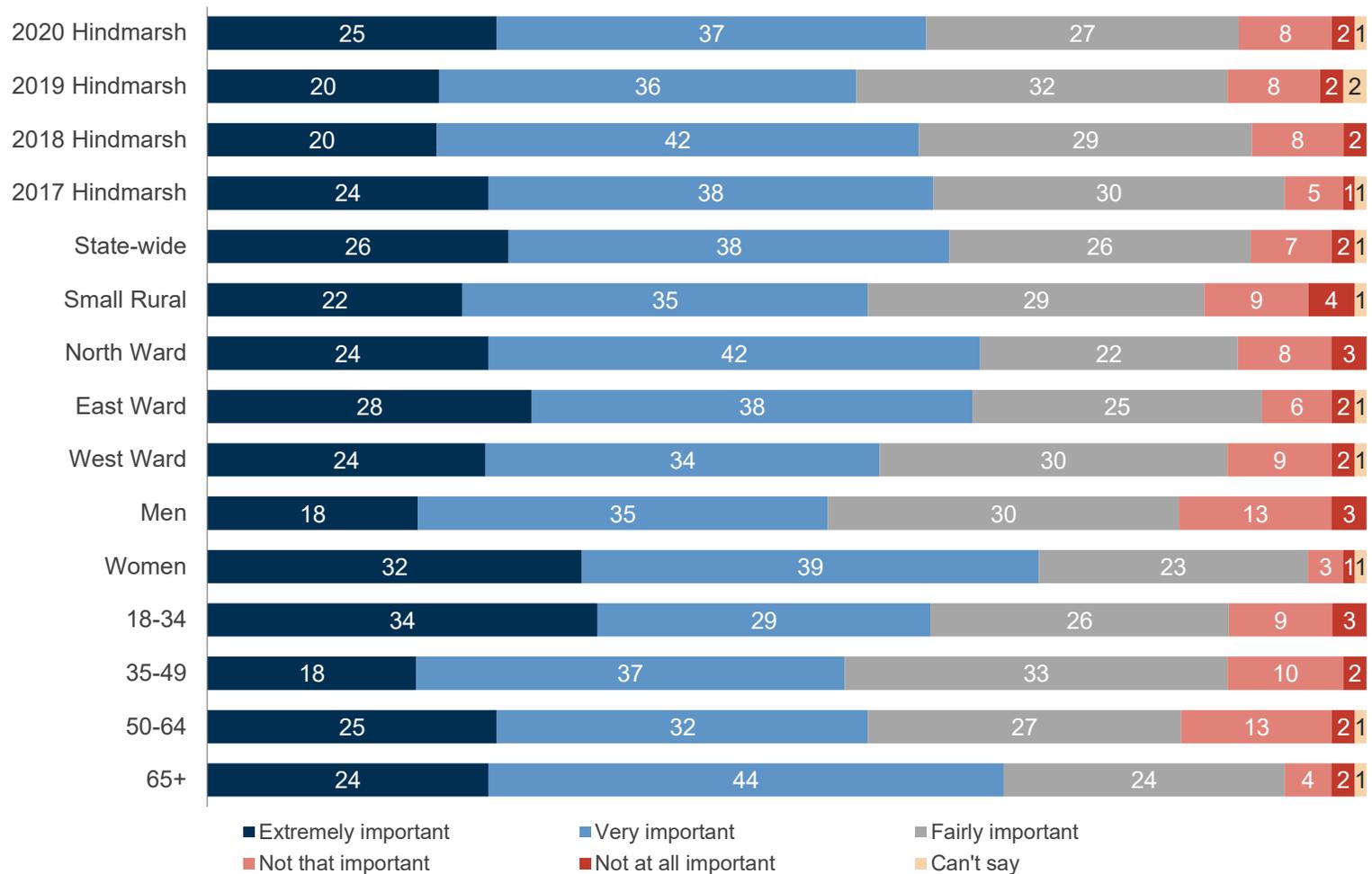
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 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: 22 Councils asked group: 4



Enforcement of local laws performance



2020 law enforcement performance (index scores)

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

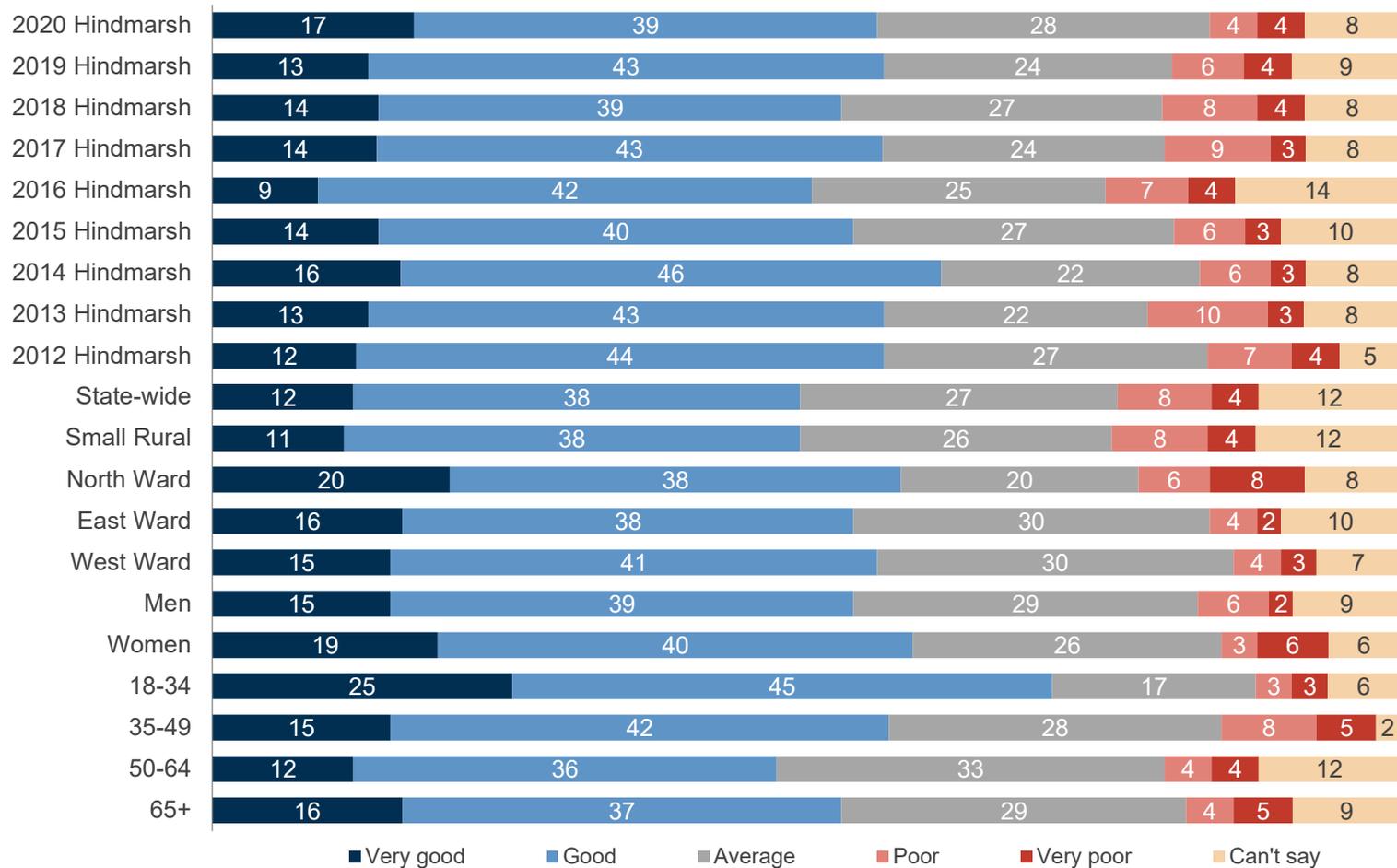
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 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: 34 Councils asked group: 10



Elderly support services importance



2020 elderly support importance (index scores)

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

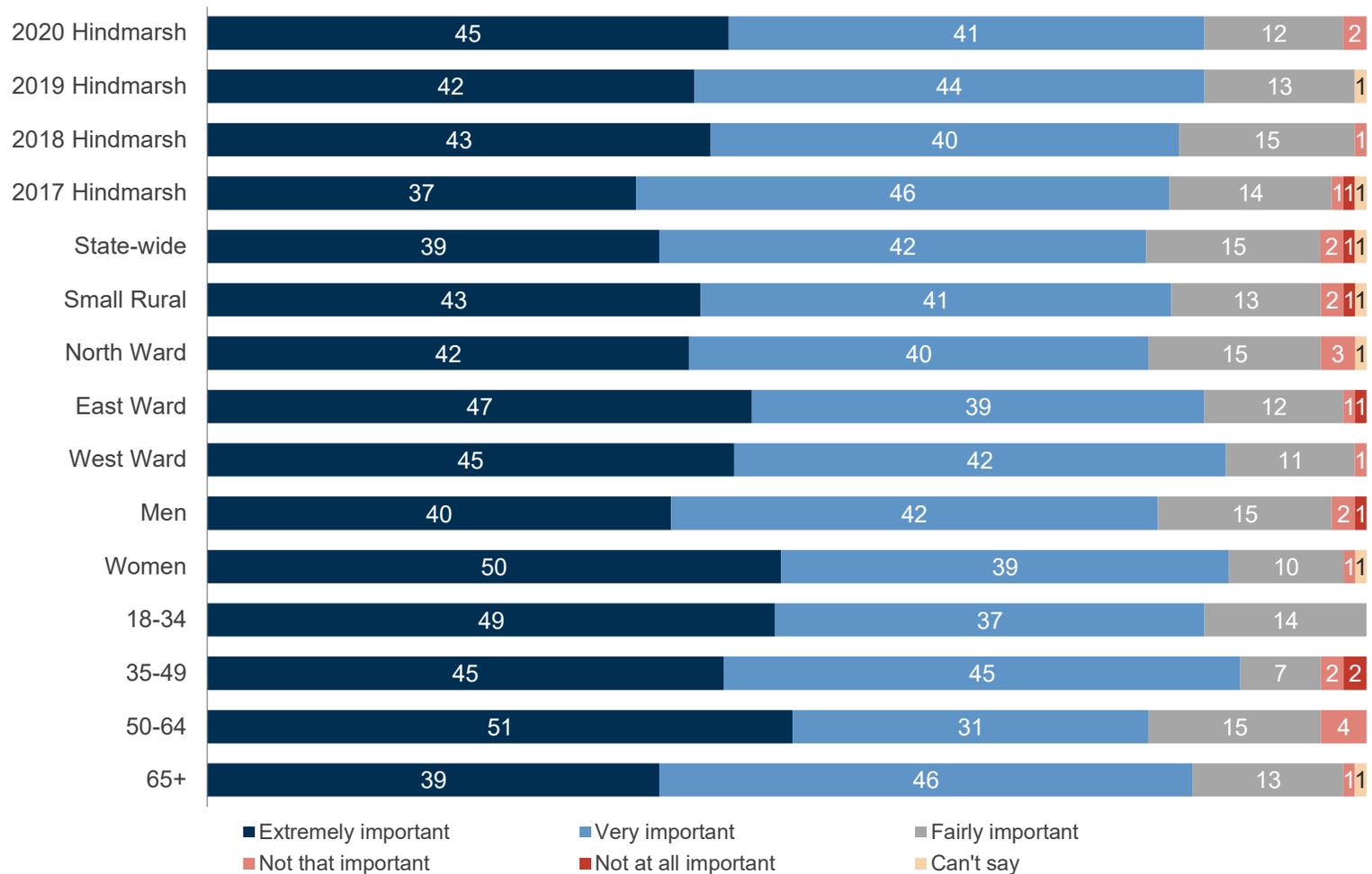
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2020 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



Elderly support services performance



2020 elderly support performance (index scores)

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

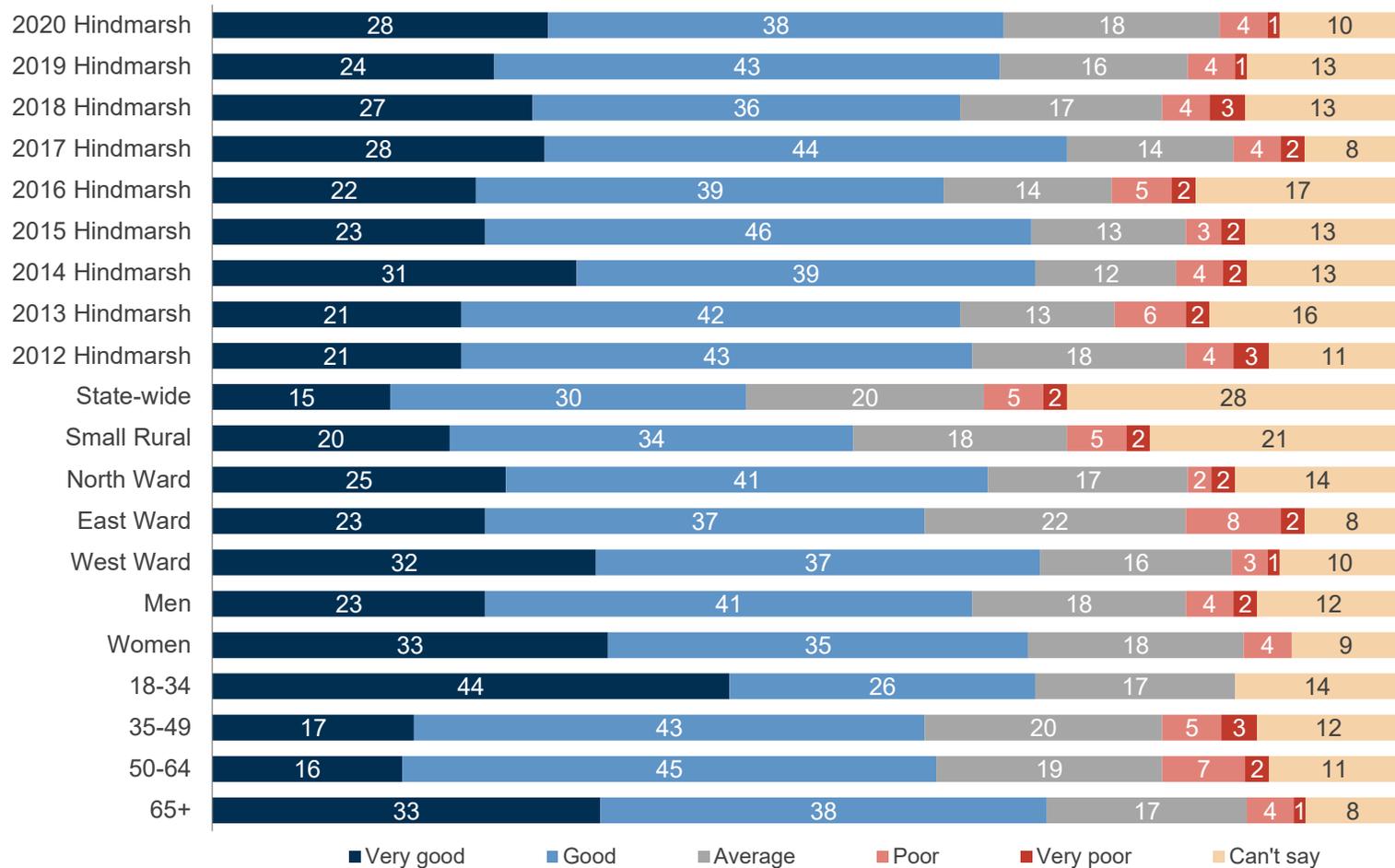
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9



Recreational facilities importance



2020 recreational facilities importance (index scores)

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

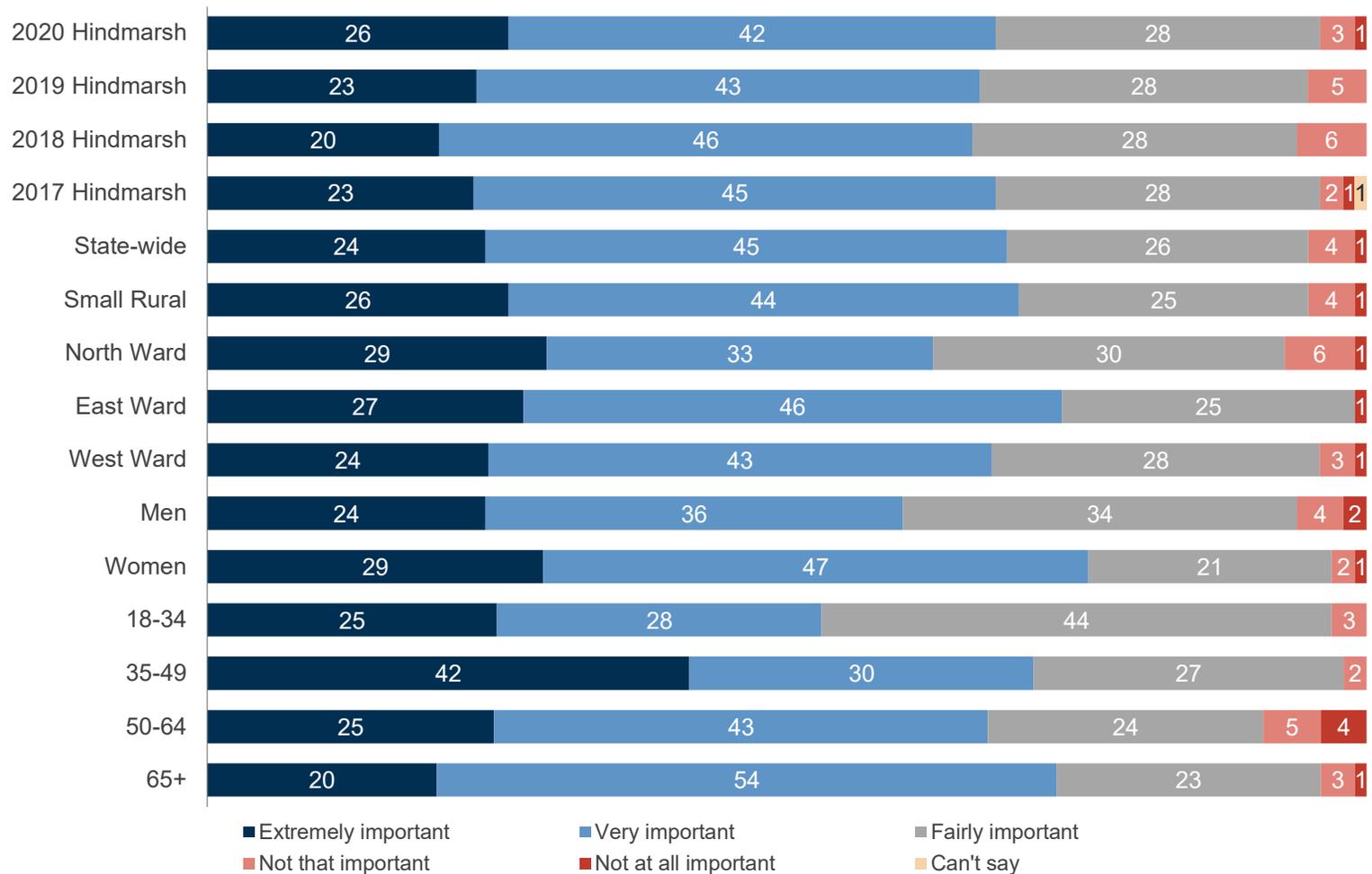
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



Recreational facilities performance



2020 recreational facilities performance (index scores)

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

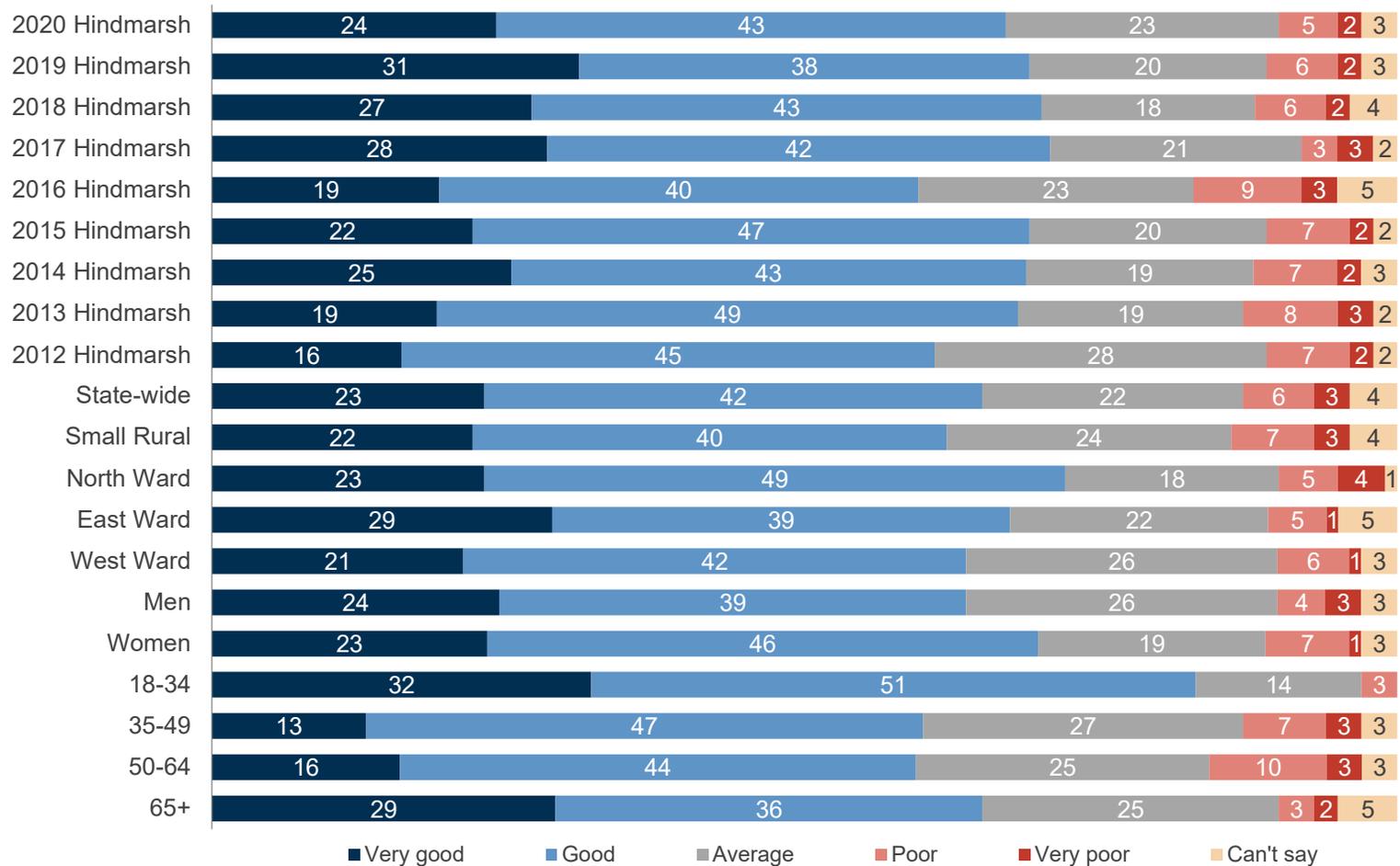
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



The appearance of public areas importance



2020 public areas importance (index scores)

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

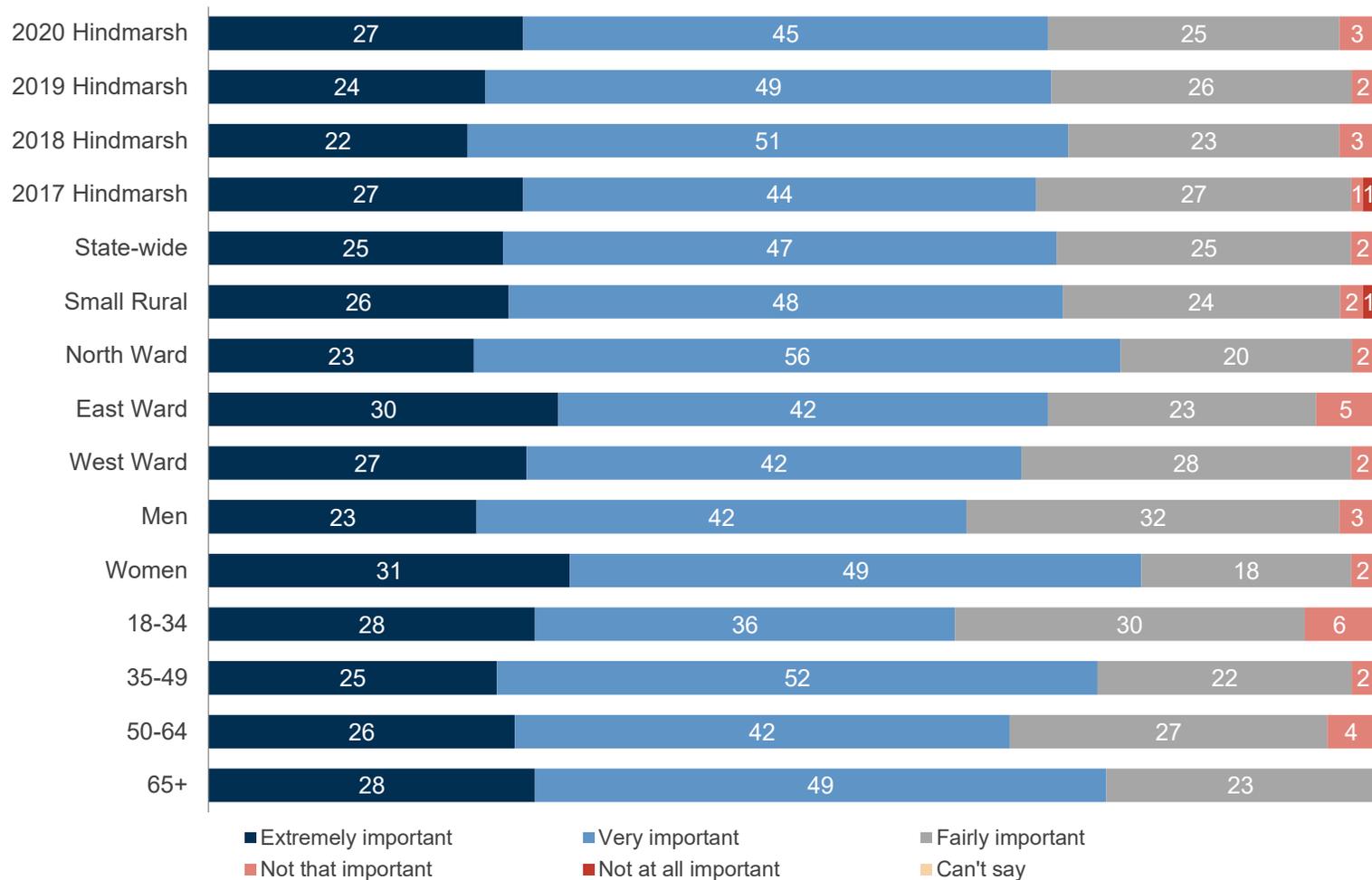
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 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: 27 Councils asked group: 5



The appearance of public areas performance



2020 public areas performance (index scores)

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

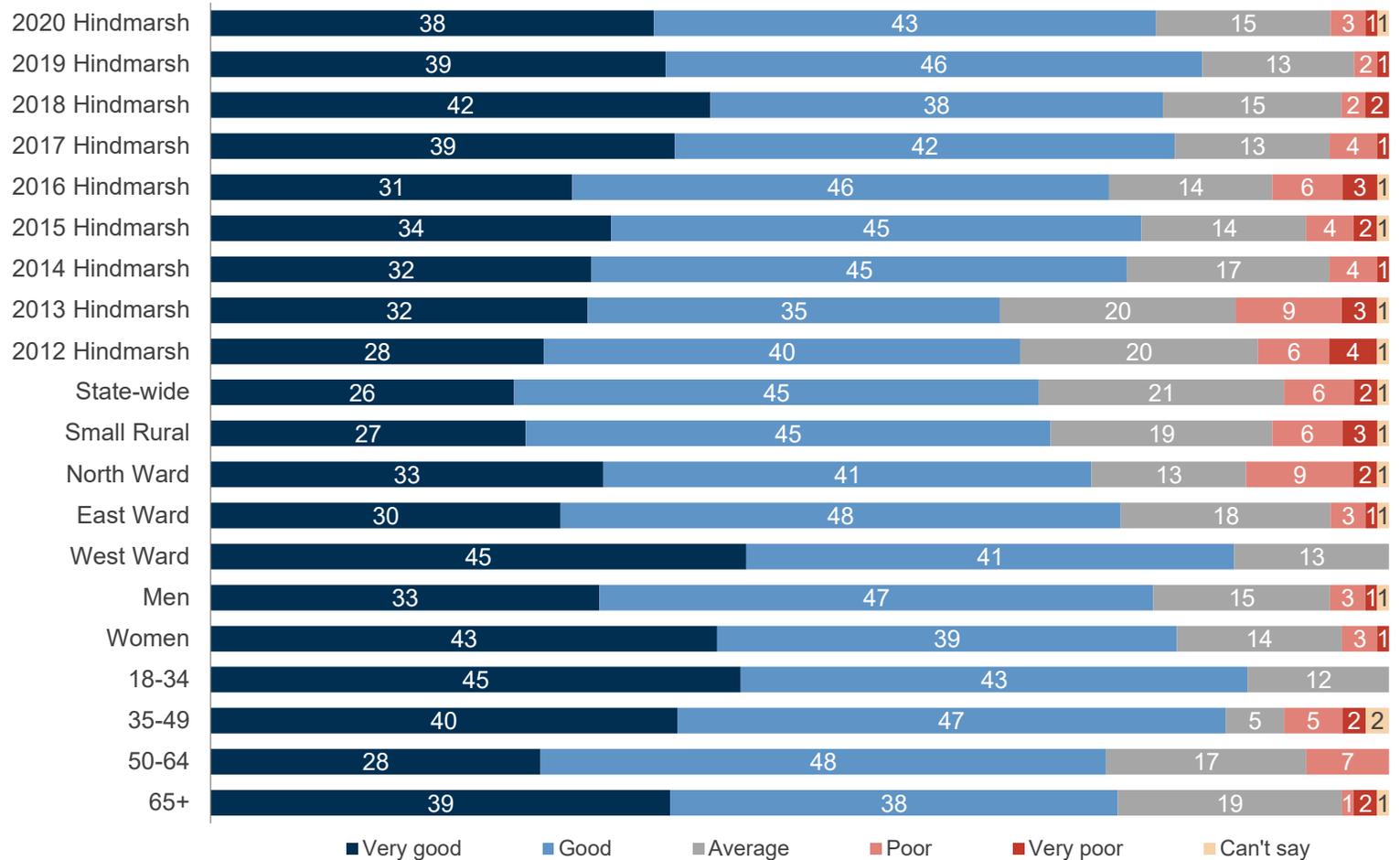
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 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: 38 Councils asked group: 12



Waste management importance



2020 waste management importance (index scores)

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

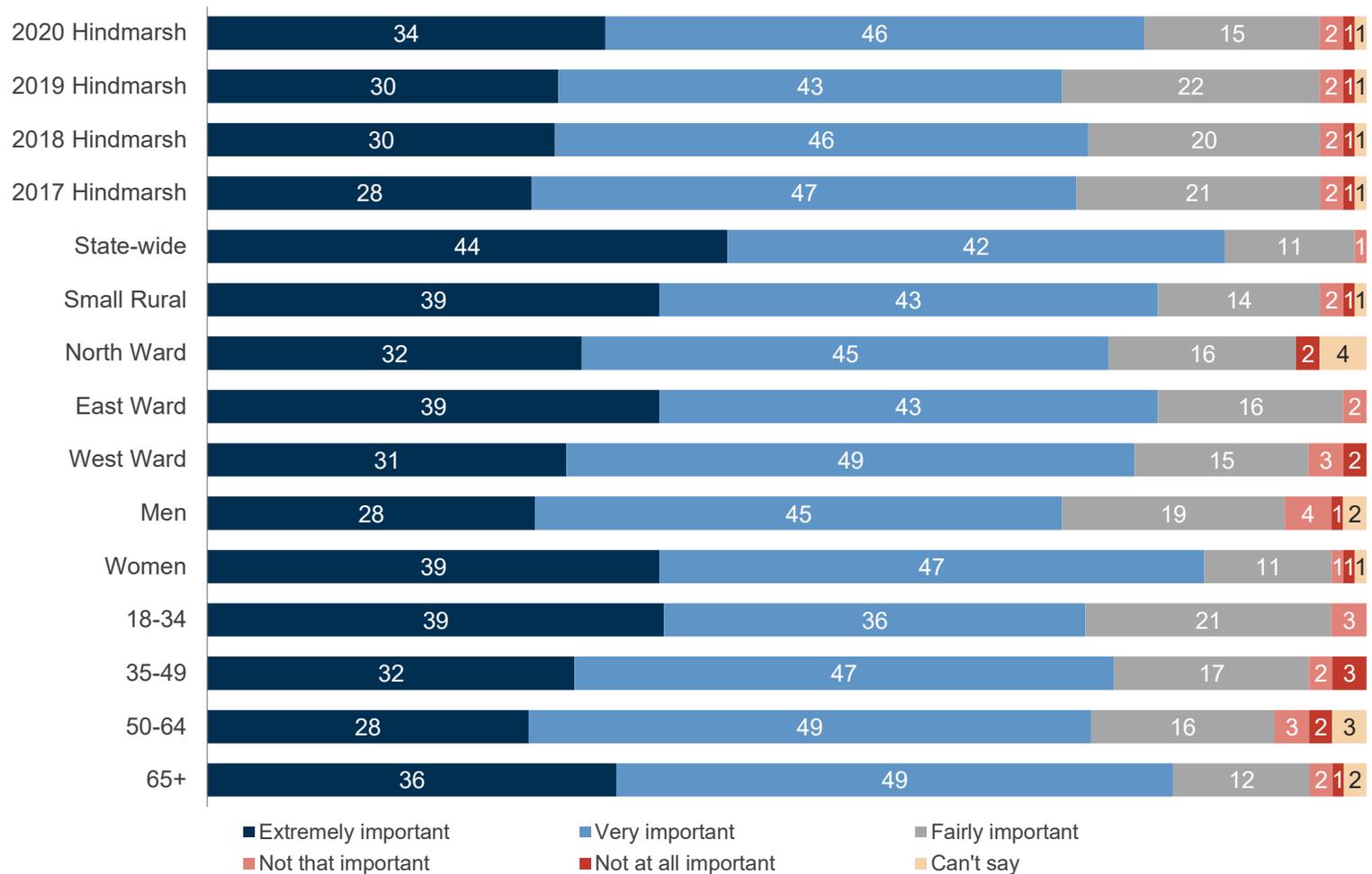
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5



Waste management performance



2020 waste management performance (index scores)

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

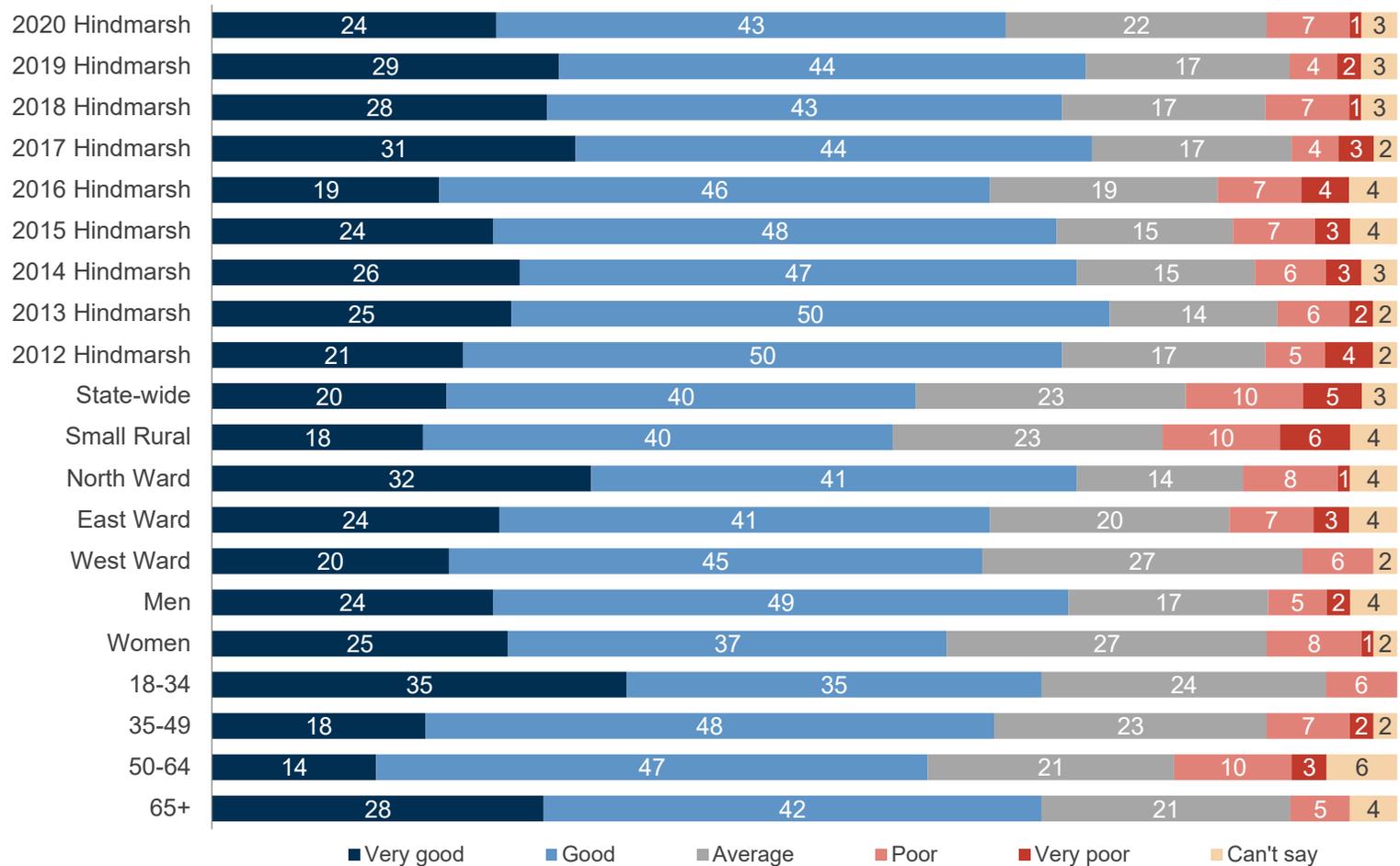
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13

Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

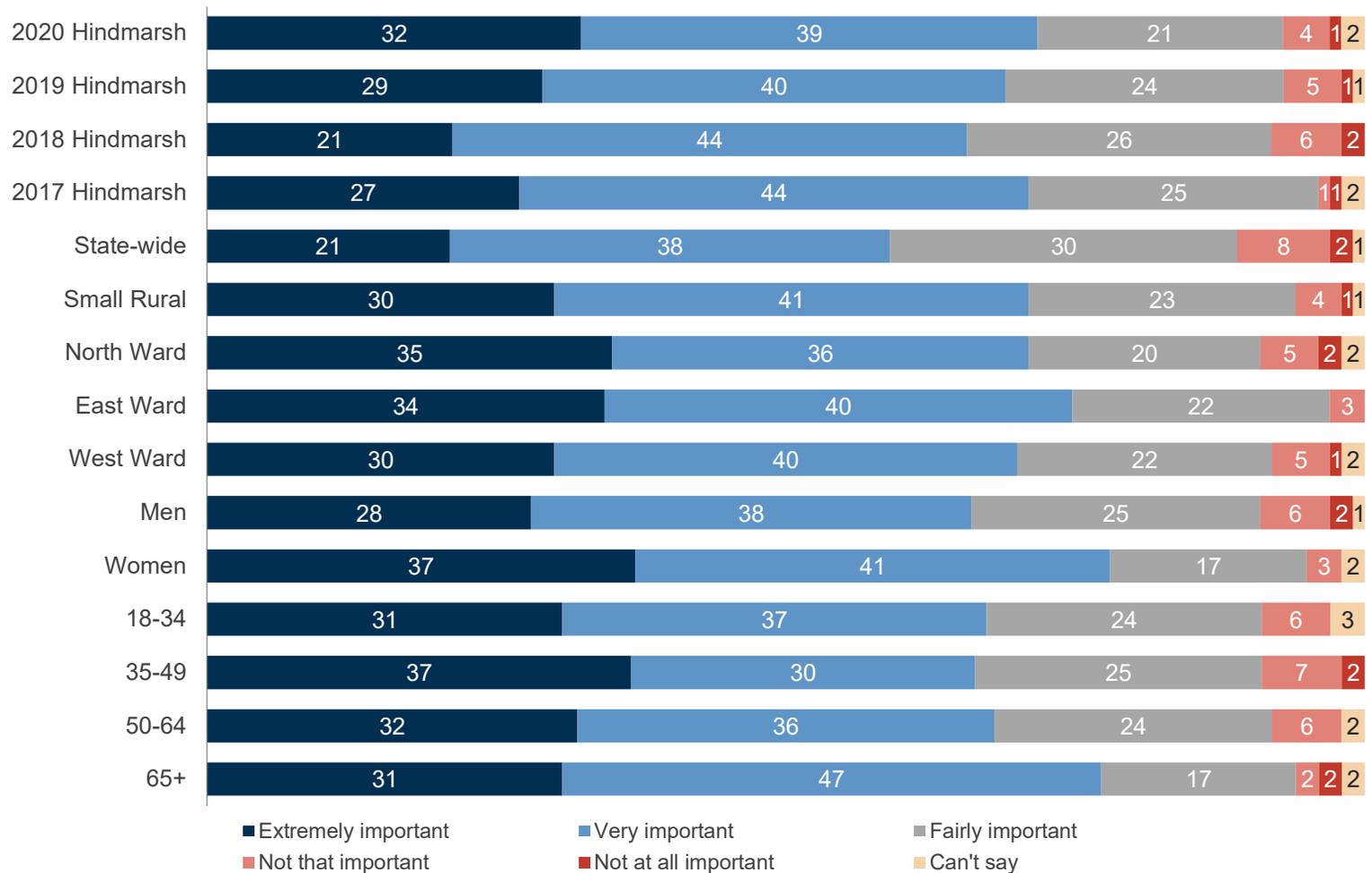
		2019	2018	2017	2016	2015	2014	2013	2012
Women	78	77	74	75	n/a	n/a	n/a	n/a	n/a
65+	76	73	71	74	n/a	n/a	n/a	n/a	n/a
East Ward	76	75	71	75	n/a	n/a	n/a	n/a	n/a
Hindmarsh	75	73	69	74	n/a	n/a	n/a	n/a	n/a
North Ward	75	74	68	74	n/a	n/a	n/a	n/a	n/a
50-64	74	73	71	78	n/a	n/a	n/a	n/a	n/a
Small Rural	74	71	71	72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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance



2020 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: 18 Councils asked group: 5

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

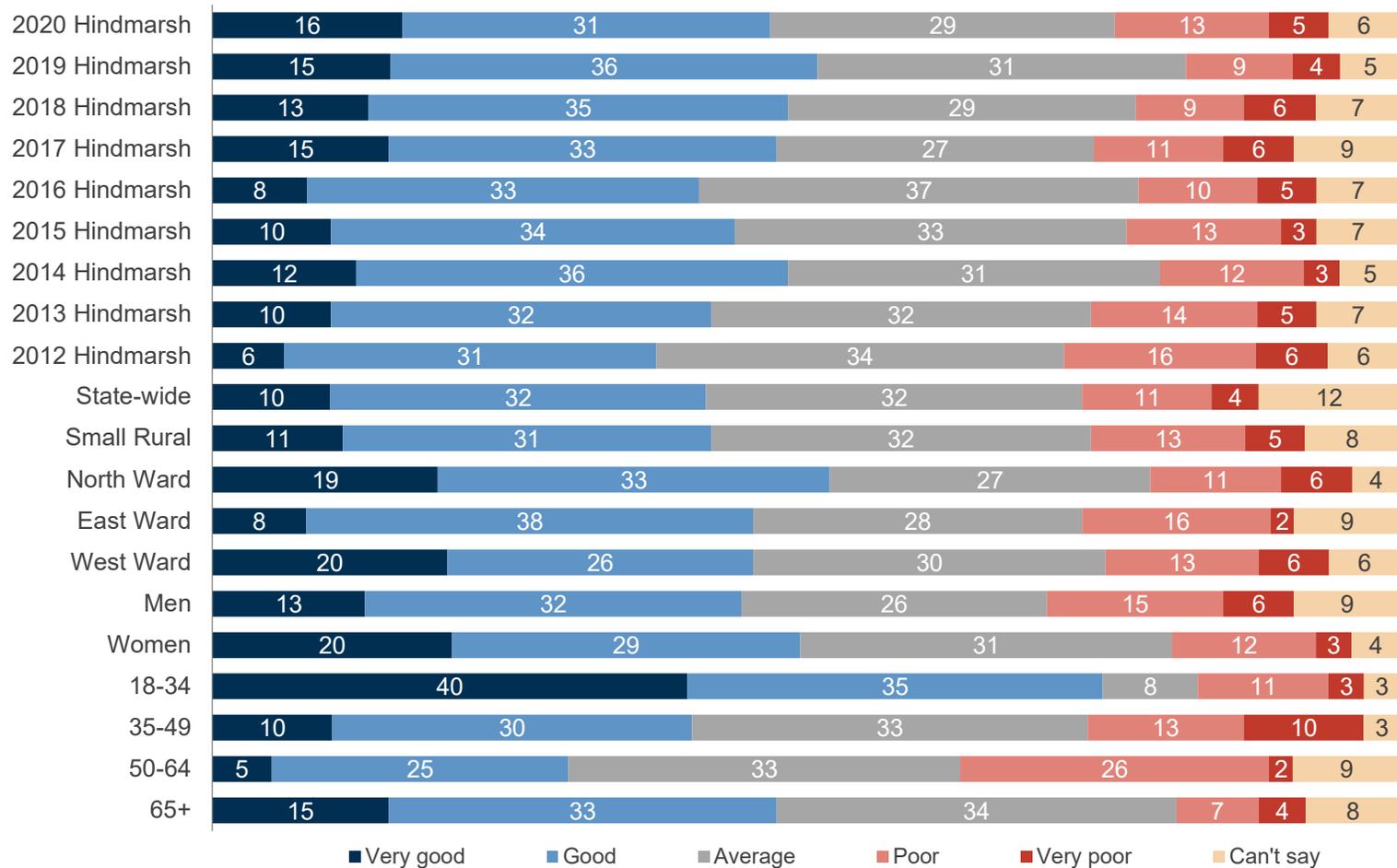
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	68▲	56	59	61	59	60	59
Women	65	63	63	60	61	63	57	55
65+	65	62	64	62	60	62	56	53
North Ward	61	58	59	52	57	58	55	n/a
West Ward	64	66	61	64	65	67	61	n/a
Hindmarsh	63	61	61	58	59	61	57	54
East Ward	63	57	63	57	54	58	55	n/a
State-wide	61	60	61	60	61	62	62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

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance



2020 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: 22 Councils asked group: 7



Planning and building permits importance



2020 planning and building permits importance (index scores)

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

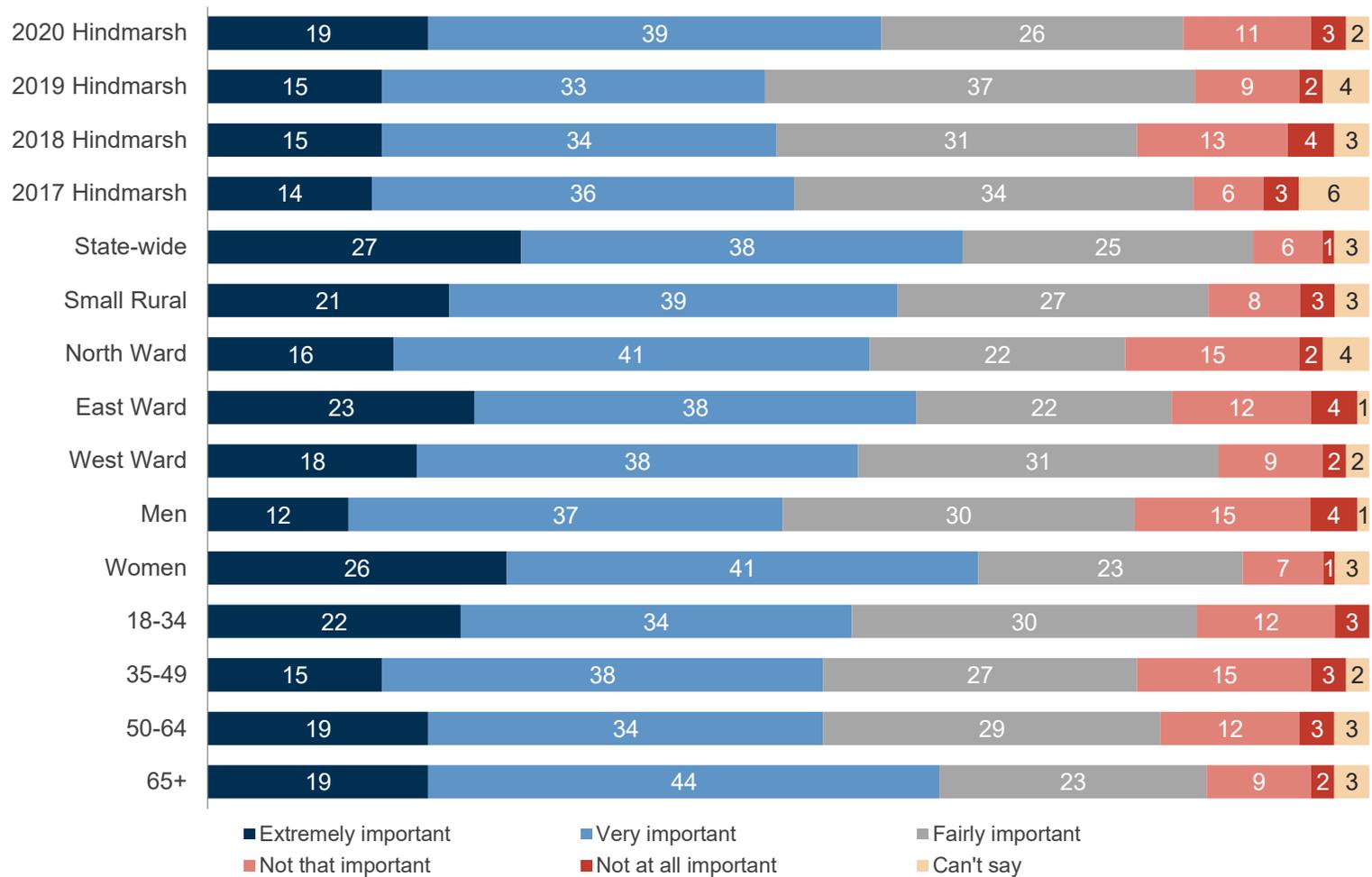
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2020 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: 19 Councils asked group: 3



Planning and building permits performance



2020 planning and building permits performance (index scores)

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

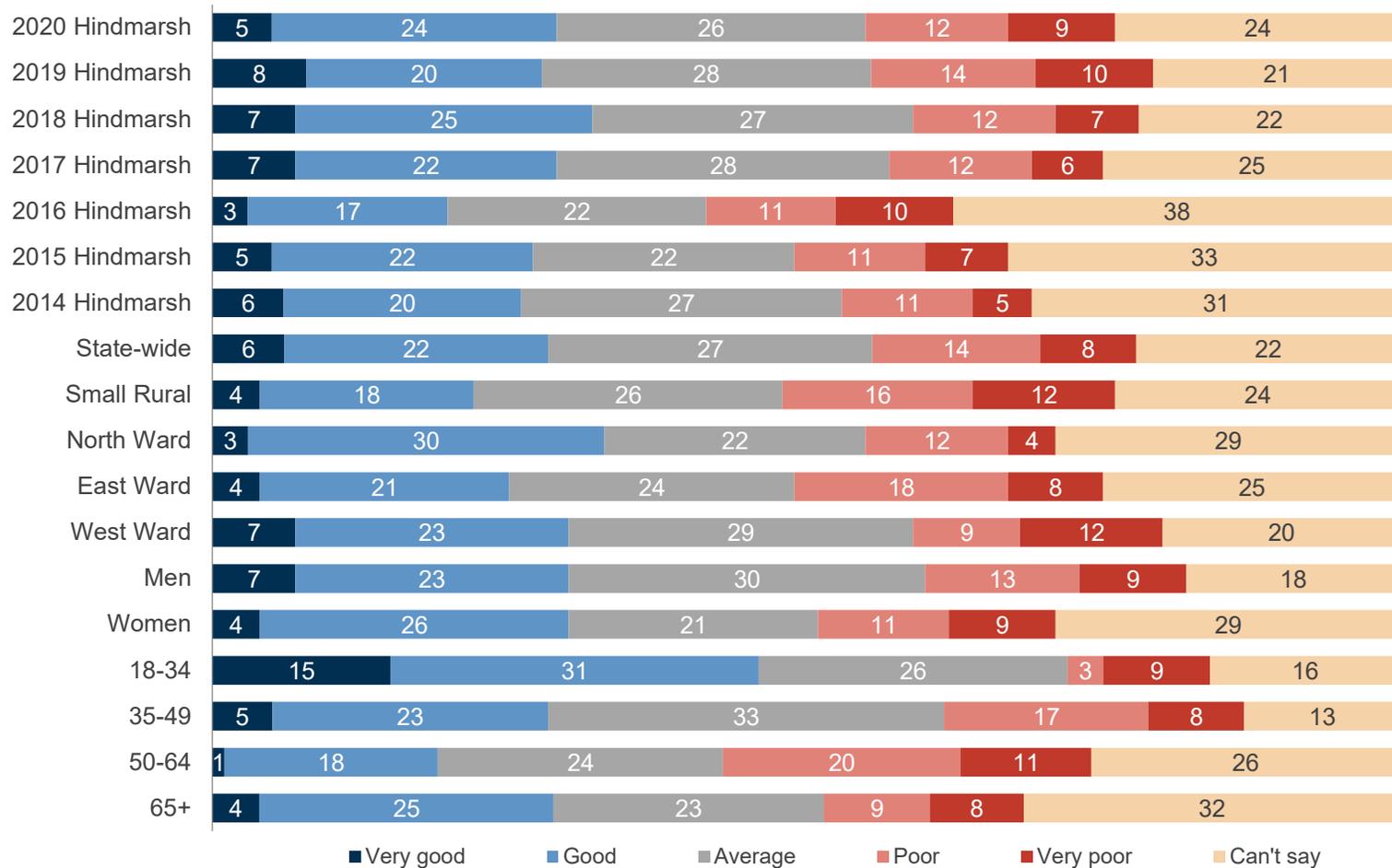
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 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: 28 Councils asked group: 7



Roadside slashing and weed control performance



2020 roadside slashing and weed control performance (index scores)

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

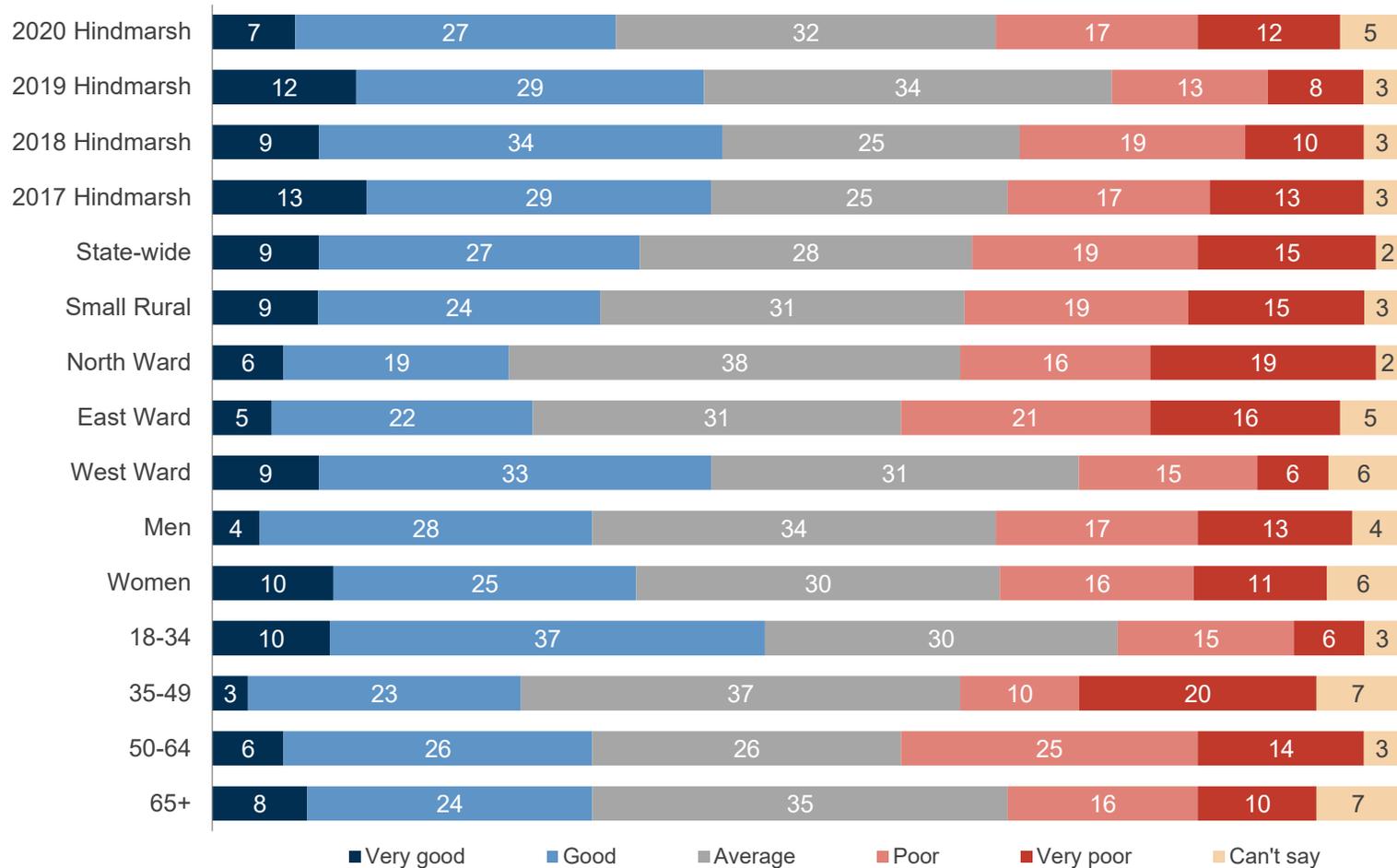
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2020 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: 10 Councils asked group: 3



Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (index scores)

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

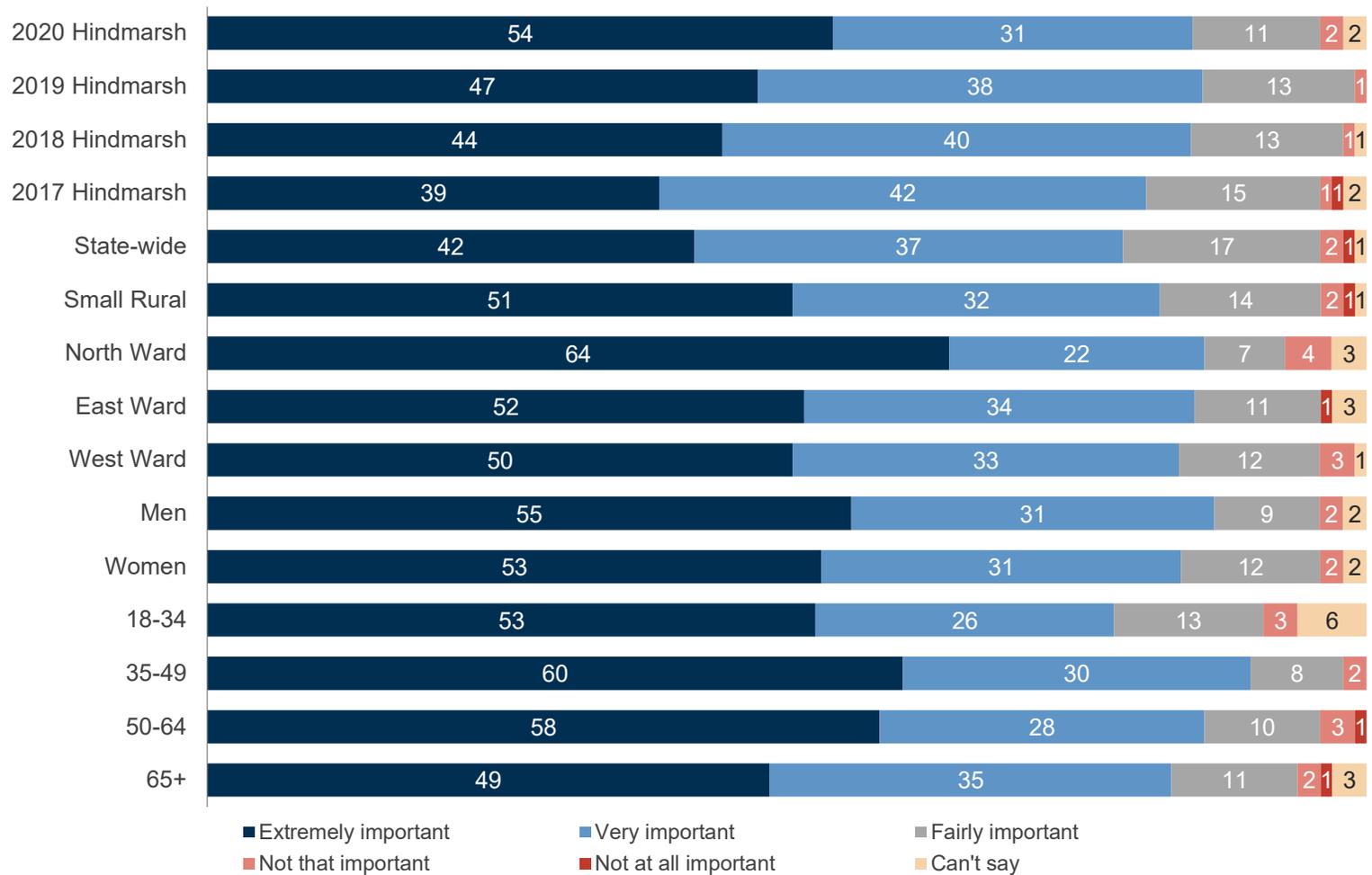
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2020 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: 12 Councils asked group: 3



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

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

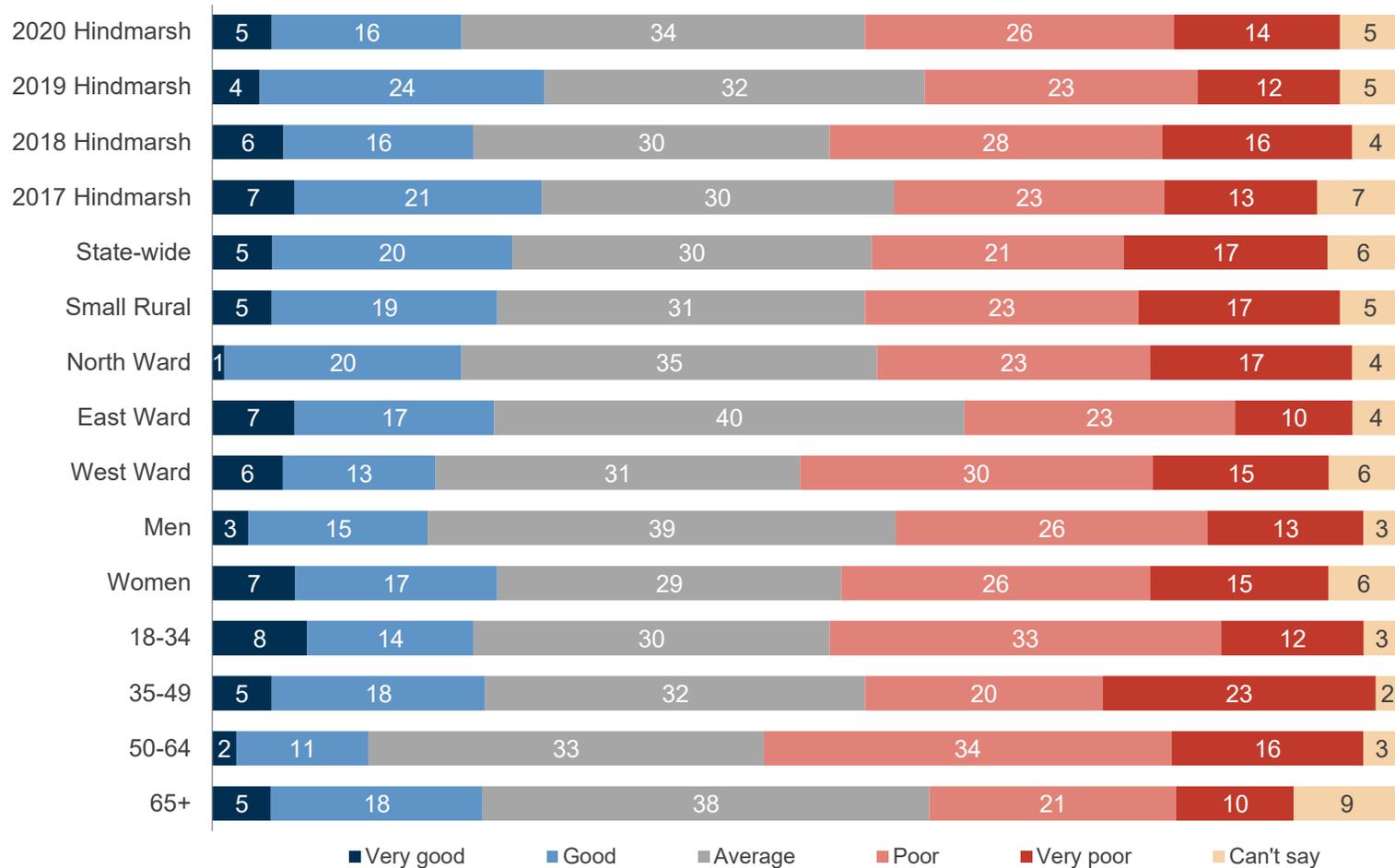
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2020 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: 9



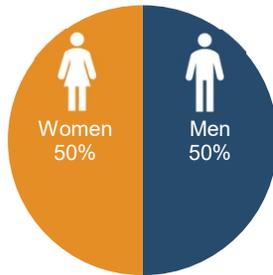
**Detailed
demographics**



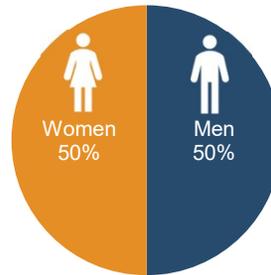
Gender and age profile

2020 gender

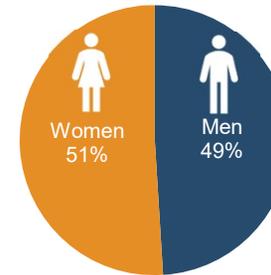
Hindmarsh



Small Rural

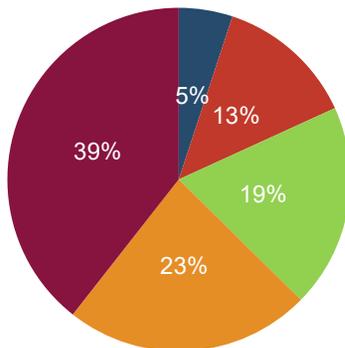


State-wide

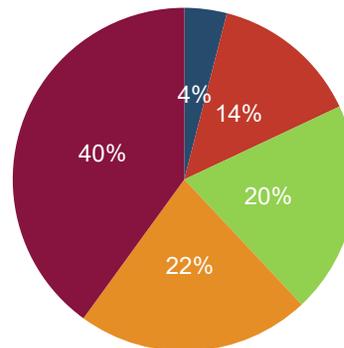


2020 age

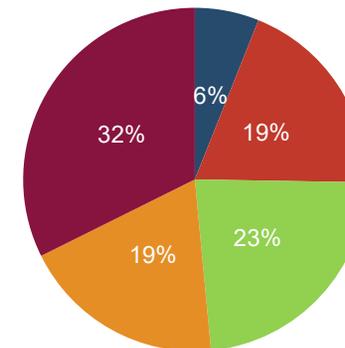
Hindmarsh



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: 62 Councils asked group: 18
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 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 4,600 people aged 18 years or over for Hindmarsh Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hindmarsh Shire Council	400	400	+/-4.7
Men	183	201	+/-7.1
Women	217	199	+/-6.5
North Ward	94	96	+/-10.1
East Ward	123	112	+/-8.8
West Ward	183	192	+/-7.1
18-34 years	35	75	+/-16.7
35-49 years	60	76	+/-12.7
50-64 years	112	93	+/-9.2
65+ years	193	156	+/-6.9



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:

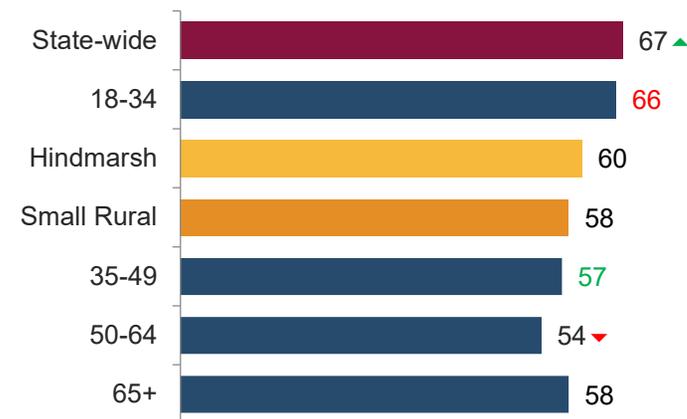
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**Overall Performance – Index Scores
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



**Appendix B:
Further project
information**



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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



Appendix B: Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

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

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

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

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

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

A total of n=400 completed interviews were achieved in Hindmarsh Shire Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 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 2012-2020 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 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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



Appendix B: Glossary of terms

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

CSS: 2020 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.

Statewide 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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