



2023 Local Government Community Satisfaction Survey

Hindmarsh Shire Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web, with some nodes appearing brighter than others.

Key findings and recommendations



Hindmarsh Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Hindmarsh 53



Small Rural 55



State-wide 56

Council performance compared to group average

Top 3 performing areas



Appearance of public areas

▲ higher



Waste management

▲ higher



Elderly support services

= on par

Lowest 3 performing areas



Unsealed roads

= on par



Planning & building permits

= on par



Slashing & weed control

= on par



Customer service

= on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

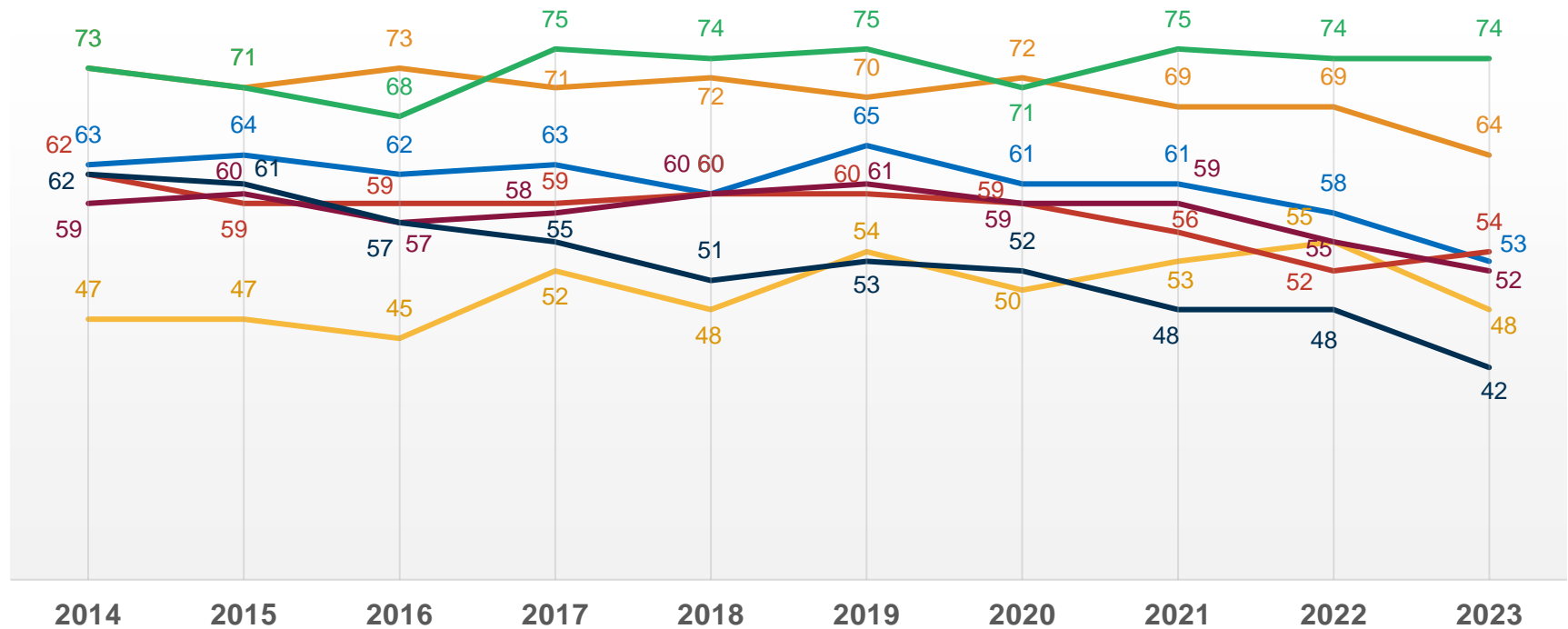

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

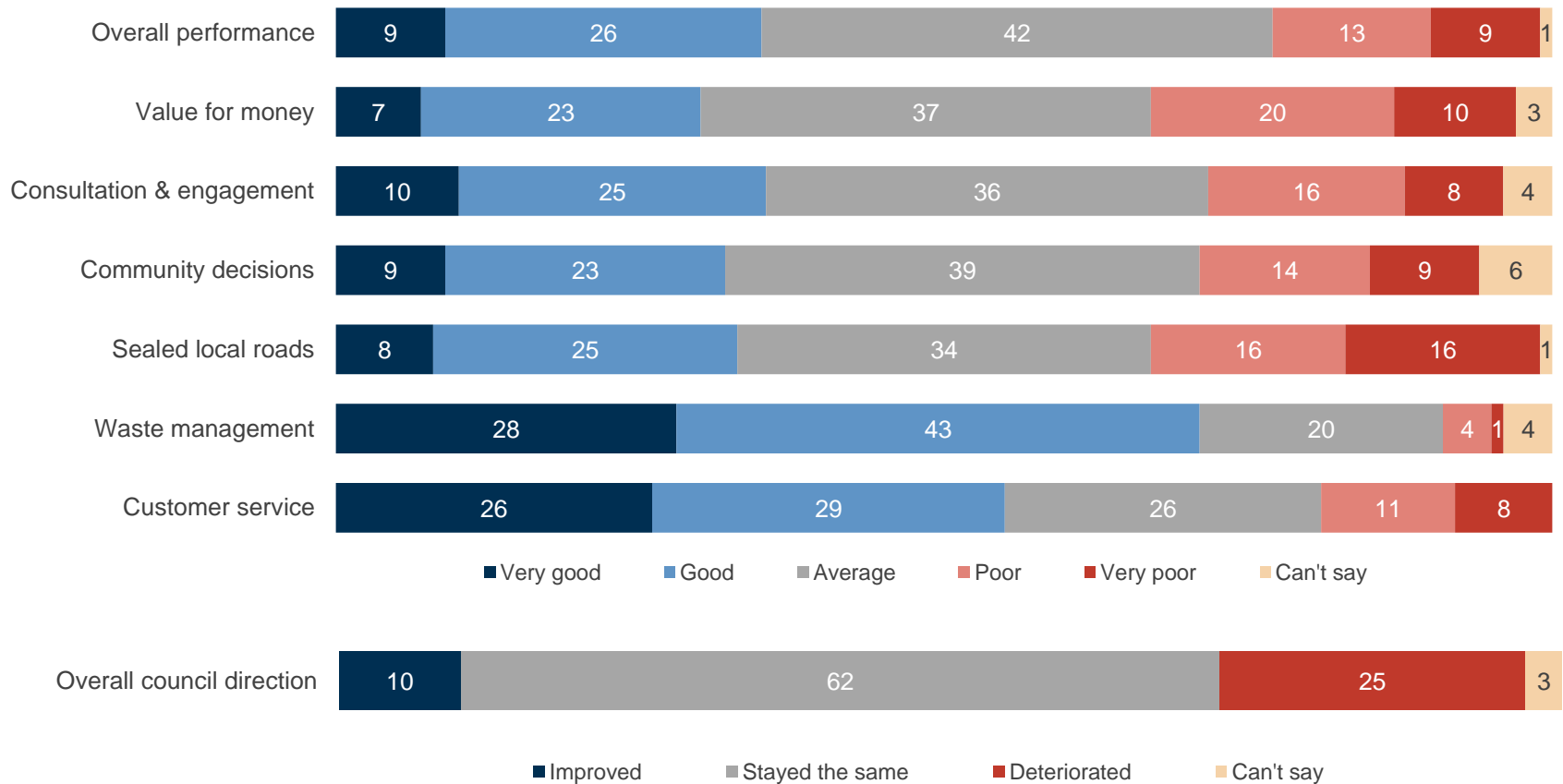

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)














Summary of Hindmarsh Shire Council performance

Services		Hindmarsh 2023	Hindmarsh 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	53	58	55	56	Aged 65+ years, East Ward residents	Aged 18-34 years
	Value for money	49	52	49	49	Aged 65+ years	Aged 18-34 years
	Overall council direction	42	48	47	46	East Ward residents	West Ward residents
	Customer service	64	69	65	67	Aged 65+ years	Aged 18-34 years
	Appearance of public areas	77	79	71	67	West Ward residents	North Ward residents
	Waste management	74	74	66	66	North Ward residents	Aged 35-49 years
	Elderly support services	66	70	66	63	North Ward residents	East Ward residents
	Recreational facilities	66	69	67	68	East Ward residents	Aged 18-34 years
	Enforcement of local laws	61	64	61	61	Aged 18-34 years	Aged 35-49 years
	Bus/community dev./tourism	59	59	61	59	East Ward residents	Aged 50-64 years, West Ward residents



Summary of Hindmarsh Shire Council performance

Services		Hindmarsh 2023	Hindmarsh 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Local streets & footpaths	59	61	52	52	East Ward residents, West Ward residents, Aged 65+ years, Women	North Ward residents
	Informing the community	55	55	58	57	Aged 50-64 years, East Ward residents, Women, Aged 18-34 years	Aged 35-49 years
	Consultation & engagement	54	52	53	52	Women, North Ward residents	West Ward residents, Men
	Lobbying	53	55	52	51	Aged 18-34 years	Aged 35-49 years
	Community decisions	52	55	52	51	East Ward residents	Aged 35-49 years
	Sealed local roads	48	55	44	48	East Ward residents	North Ward residents
	Slashing & weed control	46	54	47	46	Women, Aged 65+ years, East Ward residents	North Ward residents
	Planning & building permits	42	46	45	47	East Ward residents	West Ward residents
	Unsealed roads	36	43	38	37	Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Hindmarsh Shire Council's overall performance has fluctuated over time, but since achieving its peak index in 2019, perceptions have declined to the lowest rating seen in a decade. This is reflected across several individual service areas, as well as customer service, where perceptions are trending down and are at the lowest levels recorded. Indeed, more than twice as many residents feel the direction of Council's overall performance has deteriorated rather than improved over the last 12 months.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Improved communication and transparency with residents about decisions made in the community's interest, particularly on its approach to planning and building permits, roadside slashing and weed control, and maintenance of sealed local roads, are warranted. This, in conjunction with regular community consultation, will help shore up perceptions of Council's overall performance.

Comparison to state and area grouping

Positively, Council performs as well or significantly higher than the Small Rural group and State-wide averages on most service areas evaluated. The exceptions are informing the community and planning and building permits. Informing the community is Council's only service area rated significantly lower than the Small Rural group average, and planning and building permits is the only service area rated significantly below the State-wide average.

A need to abate declines and rebuild

Over the last 12 months, perceptions of Council performance have largely deteriorated. Council should aim to abate any further declines in perceptions, particularly in the areas of roadside slashing and weed control, and the condition of sealed local roads. Historically, these service areas are rated lowest for perceptions, but are particularly influential on overall perceptions. Council should look to communicate improvements in these service areas, particularly in the North Ward where performance ratings are at their lowest.

DETAILED FINDINGS

Overall performance



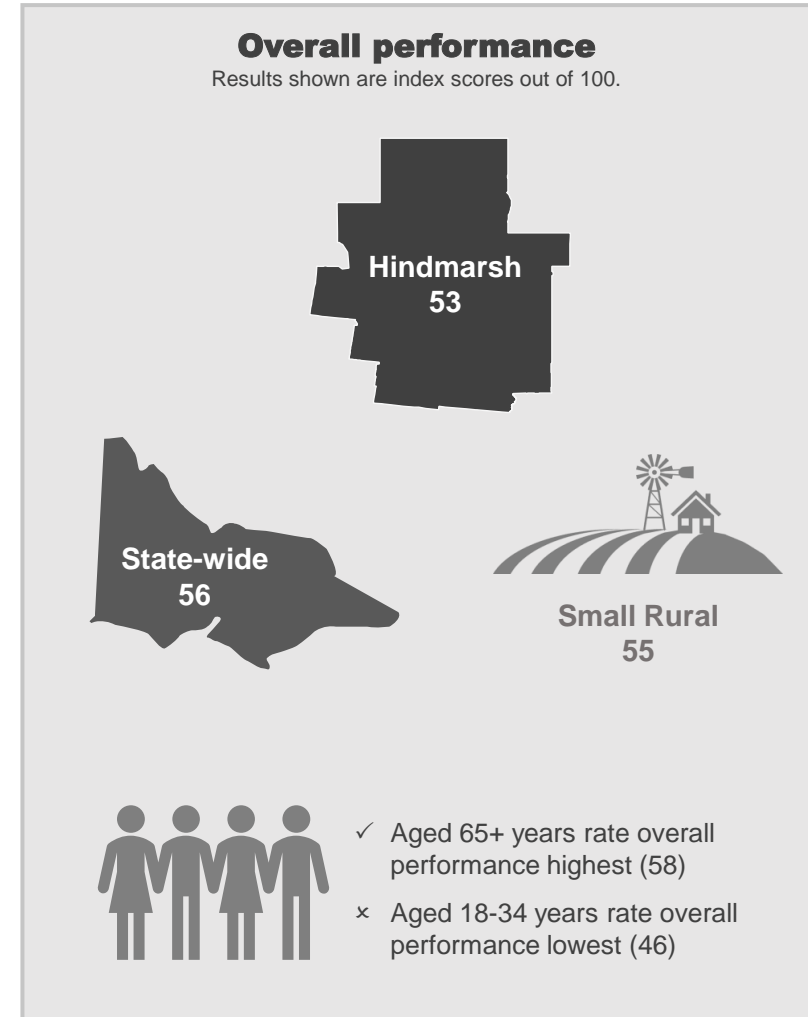
Overall performance

The overall performance index score of 53 for Hindmarsh Shire Council represents a significant five-point decline on the 2022 result. Based on a trend decline since 2019, Council's overall performance is now at an all time low.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average and in line with the Small Rural group average (index scores of 56 and 55 respectively).

- Almost all demographic and geographic cohorts declined in their perceptions of overall performance, and significantly more so among residents aged 18 to 34 years (46, down 16 points) and East Ward residents (58, down seven points).
- Overall performance is rated significantly higher than average among residents aged 65 years and over (index score of 58), while younger 18 to 34 year old residents are significantly more critical than average of Council's overall performance (46).

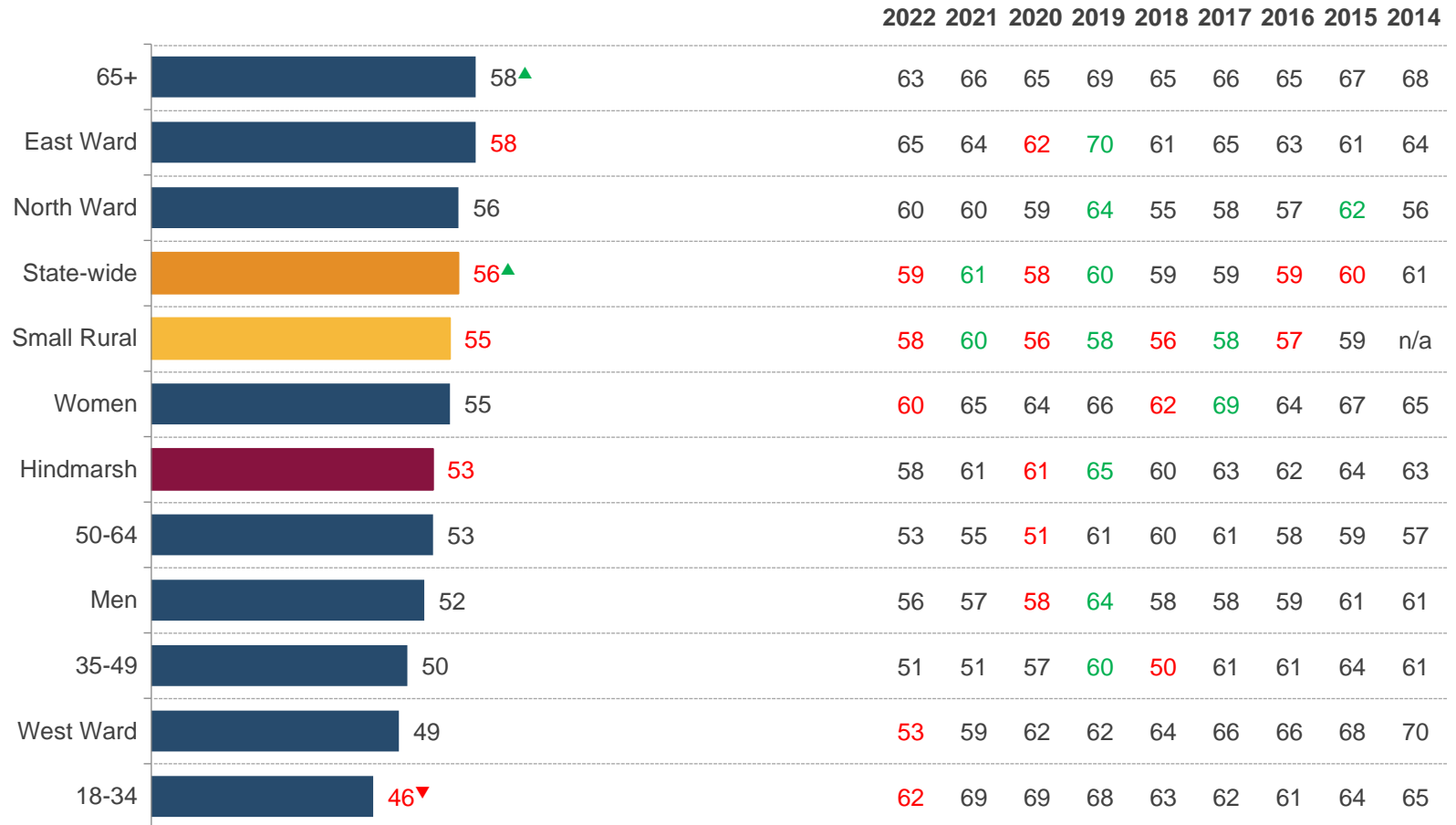
Three in ten residents (30%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Just as many residents (30%), rate Council as 'very poor' or 'poor'.





Overall performance

2023 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?

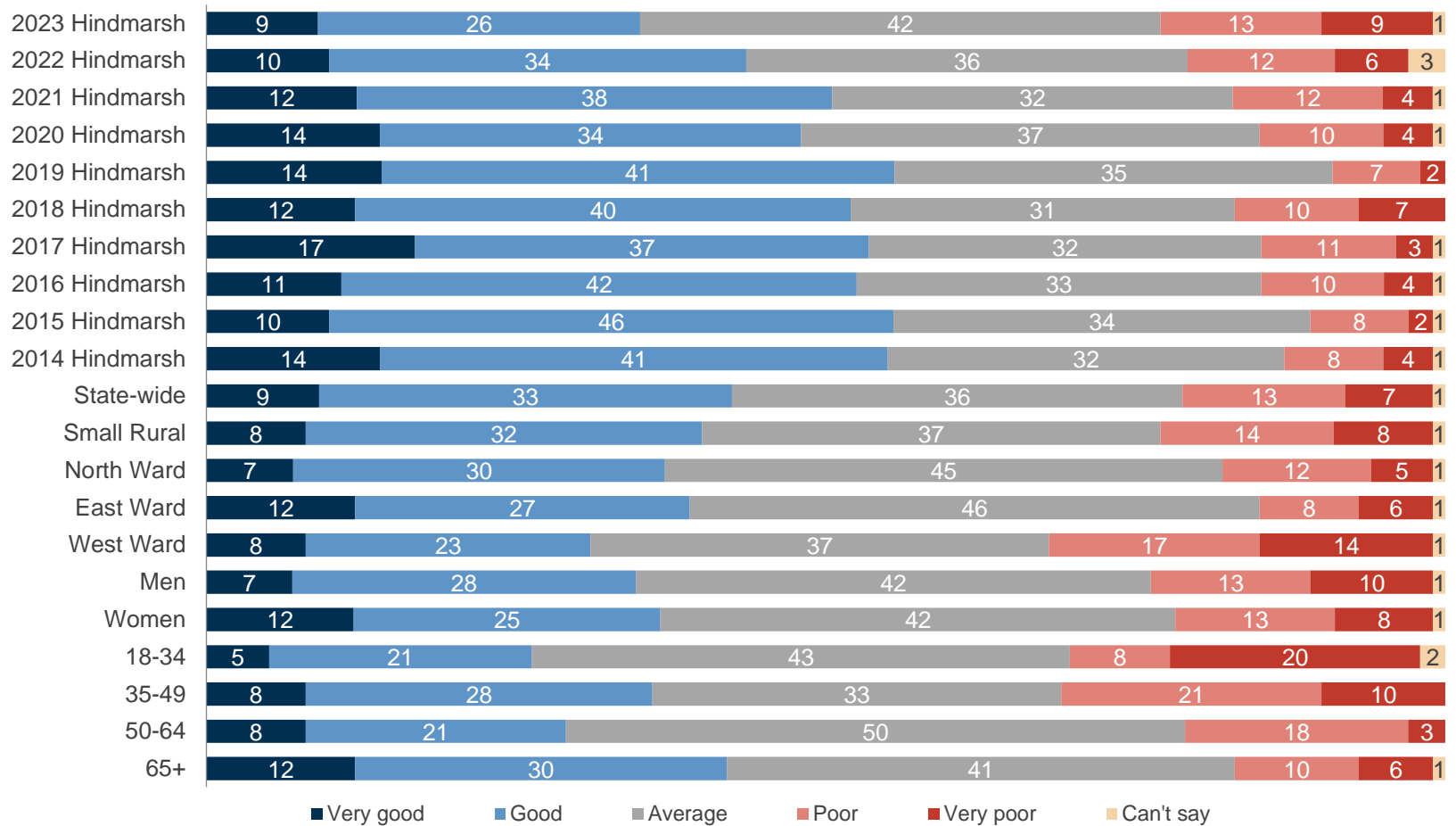
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall performance

2023 overall performance (%)

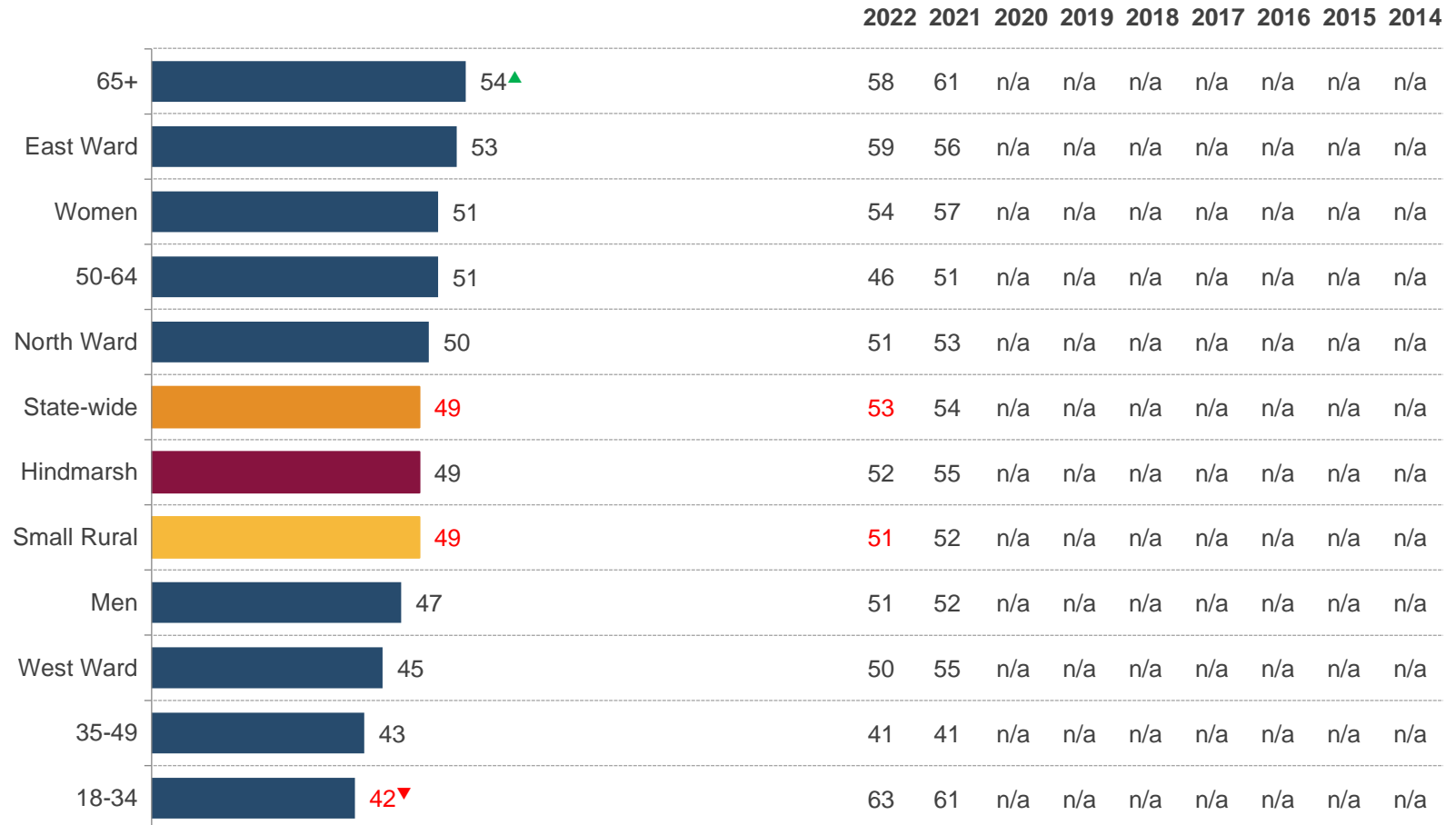


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2023 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?

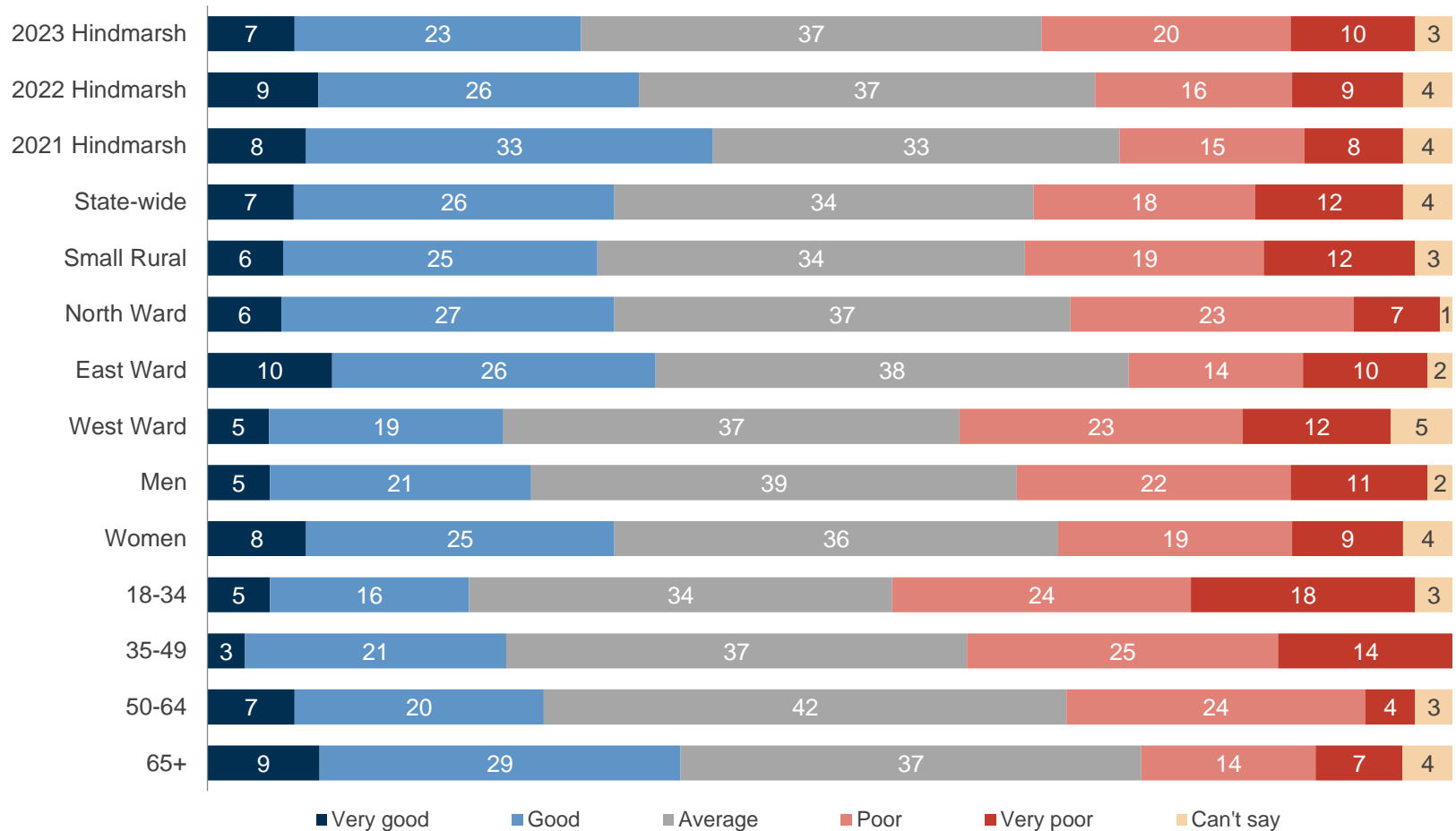
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 19



Top performing service areas

Appearance of public areas (index score of 77) is the area where Council continues to perform best, despite decreasing by a not significant two index points from 2022.

Council performs significantly higher than the Small Rural group and State-wide averages on this service area (index scores of 71 and 67 respectively).

- Since the previous evaluation, ratings significantly declined among residents aged 18 to 34 years (index score of 83 in 2022, down to 75 currently).
- By region, residents in West Ward are more satisfied (significantly so) than average with the appearance of public areas. Residents living in North Ward provide significantly lower than average ratings for this service area.

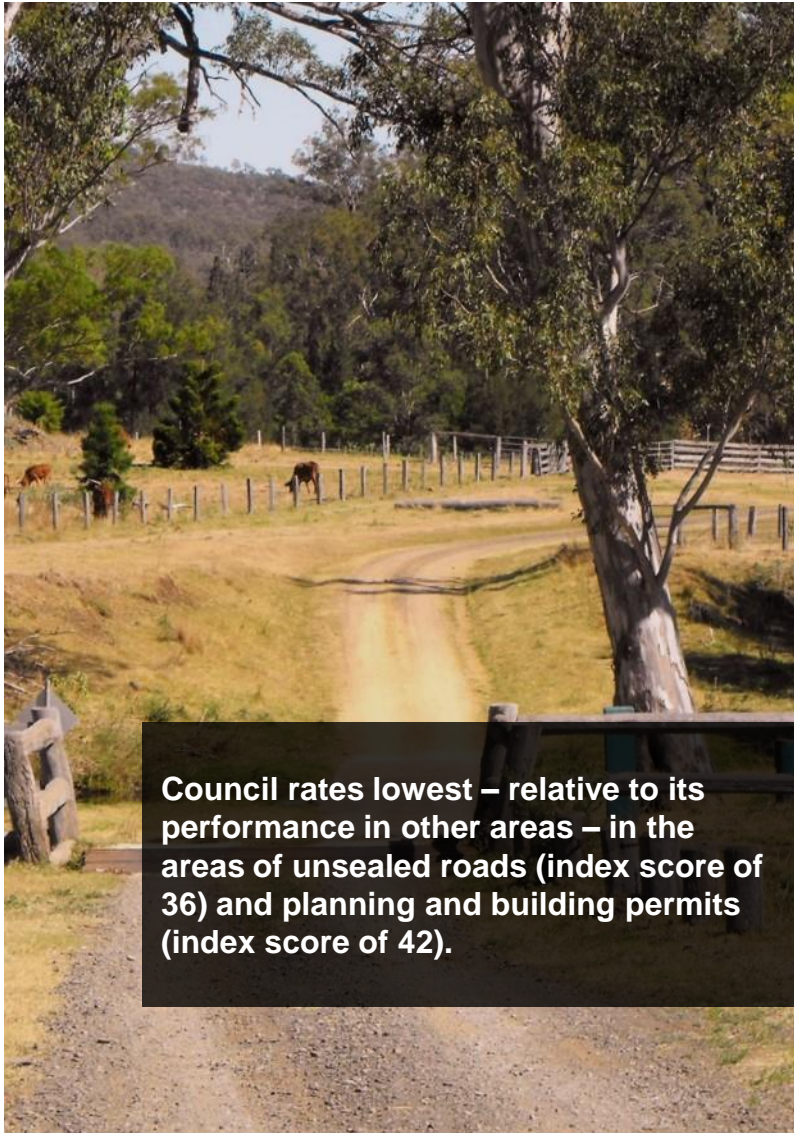
Waste management is Council's next highest rated service area (index score of 74, unchanged since 2022). Council also performs significantly higher than the Small Rural group and State-wide averages for this service area.

Perceptions of waste management has a moderate influence on the overall performance rating and maintaining this positive result should remain a focus in the coming 12 months.





Low performing service areas



In a similar pattern to last year, Council rates lowest for perceptions of maintenance of unsealed roads, and planning and building permits (index scores of 36 and 42 respectively).

- Ratings for Council's maintenance of unsealed roads decreased significantly in the last 12 months and is now at an all time low. This decline is reflective of the downward trend in the Small Rural group and State-wide performance ratings, which are also at an all time low for this service area.
- Declines in perceived performance have been underpinned by a significant decrease in performance ratings in the past 12 months across most geographic and demographic cohorts, the exception being residents aged 35 to 64 years and those living in West Ward.

Council's performance rating on planning and building permits has also decreased (not significantly) in the last 12 months. The performance index score has dropped four points to reach its lowest level in 10 years.

- Council should look to restore positive perceptions among West Ward residents, where they are most below average (35). By contrast, East Ward residents are significantly above average (50).



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Appearance of public areas	77	79	79	79	80	79	78	74	77	76
Waste management	74	74	75	71	75	74	75	68	71	73
Elderly support services	66	70	74	74	75	73	75	72	74	76
Recreational facilities	66	69	70	71	73	73	73	67	71	71
Enforcement of local laws	61	64	65	66	65	64	65	63	66	68
Bus/community dev./tourism	59	59	62	61	63	61	61	58	59	61
Local streets & footpaths	59	61	60	61	65	60	62	59	61	58
Informing the community	55	55	59	59	61	60	64	62	63	66
Consultation & engagement	54	52	56	59	60	60	59	59	59	62
Lobbying	53	55	59	61	61	62	60	59	59	60
Community decisions	52	55	59	59	61	60	58	57	60	59
Sealed local roads	48	55	53	50	54	48	52	45	47	47
Slashing & weed control	46	54	50	50	56	54	53	n/a	n/a	n/a
Planning & building permits	42	46	45	52	50	54	54	47	53	53
Unsealed roads	36	43	42	42	46	42	46	n/a	n/a	n/a

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

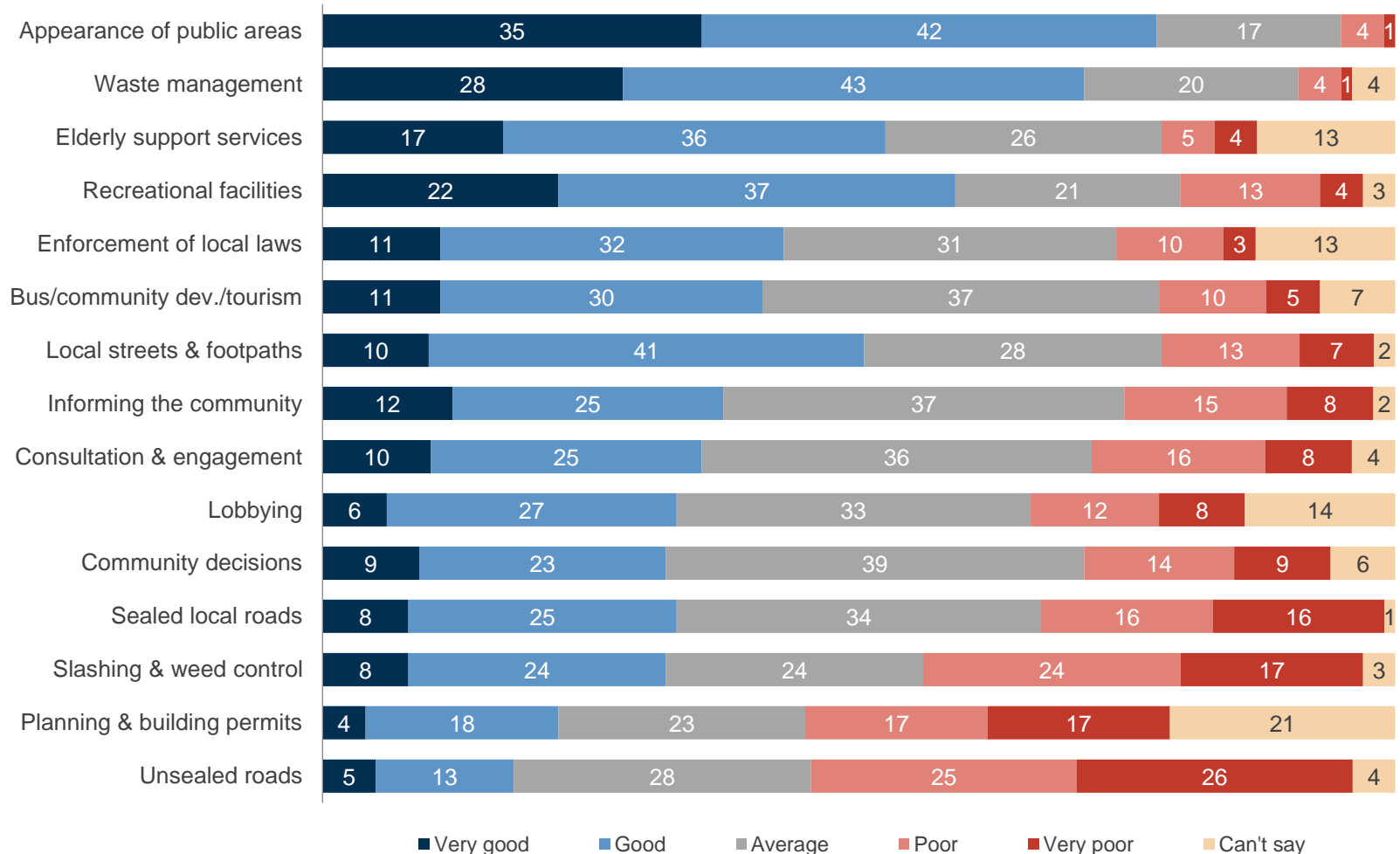
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Individual service area performance

2023 individual service area performance (%)





Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Unsealed roads	84	86	83	85	83	82	79	n/a	n/a	n/a
Sealed local roads	83	83	82	85	83	84	81	n/a	n/a	n/a
Community decisions	81	82	80	81	80	77	78	n/a	n/a	n/a
Elderly support services	80	82	82	82	82	82	80	n/a	n/a	n/a
Local streets & footpaths	78	80	78	78	78	77	76	n/a	n/a	n/a
Informing the community	77	80	76	78	76	72	74	n/a	n/a	n/a
Waste management	77	77	77	78	75	76	75	n/a	n/a	n/a
Lobbying	76	75	74	75	72	71	72	n/a	n/a	n/a
Consultation & engagement	76	78	77	76	75	73	74	n/a	n/a	n/a
Appearance of public areas	74	75	74	74	74	73	73	n/a	n/a	n/a
Bus/community dev./tourism	73	75	75	75	73	69	74	n/a	n/a	n/a
Recreational facilities	73	74	74	72	71	70	72	n/a	n/a	n/a
Planning & building permits	67	66	67	65	63	61	64	n/a	n/a	n/a
Enforcement of local laws	64	67	70	69	67	68	70	n/a	n/a	n/a
COVID-19 response	58	70	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

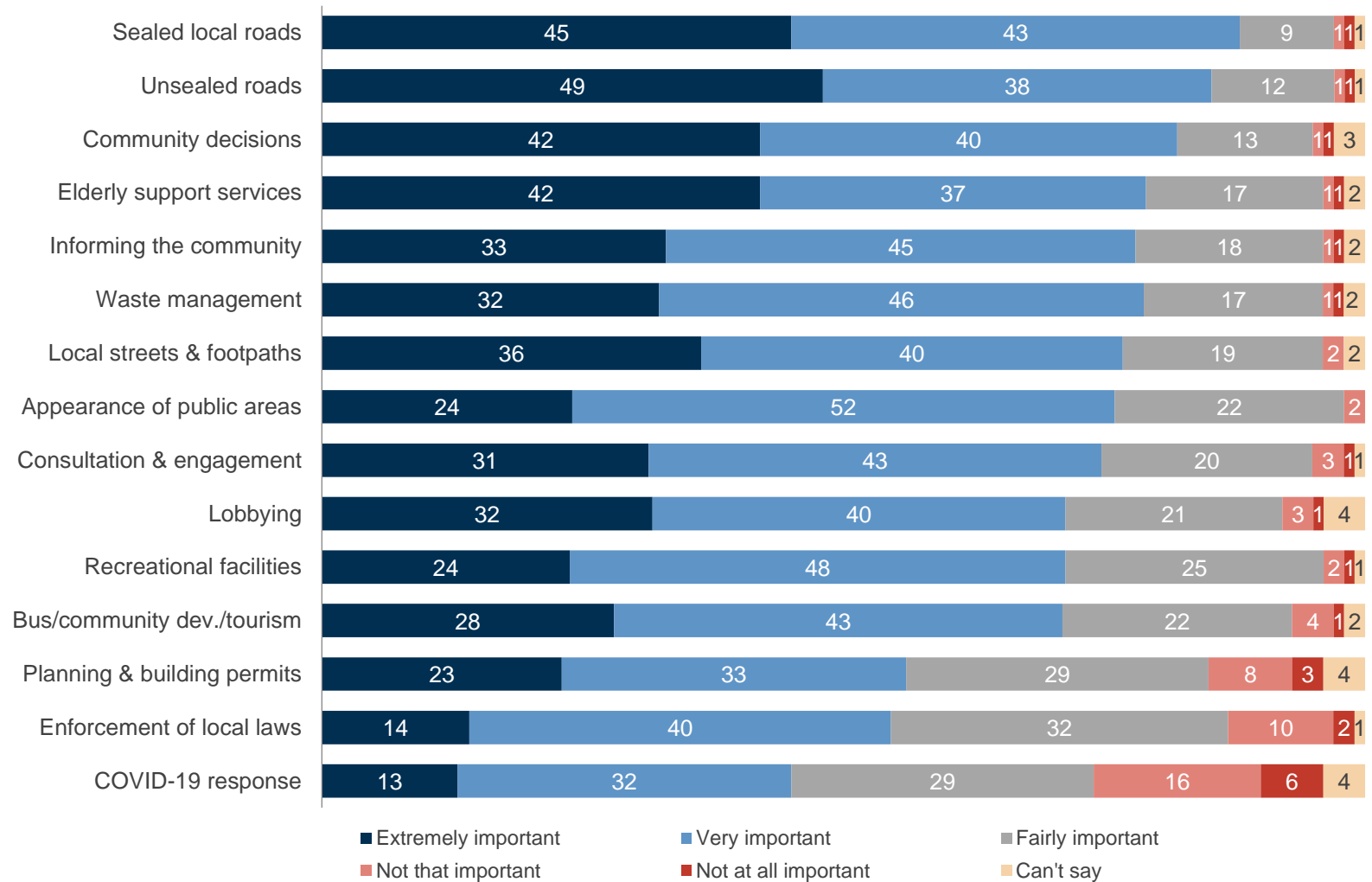
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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



Individual service area importance

2023 individual service area importance (%)



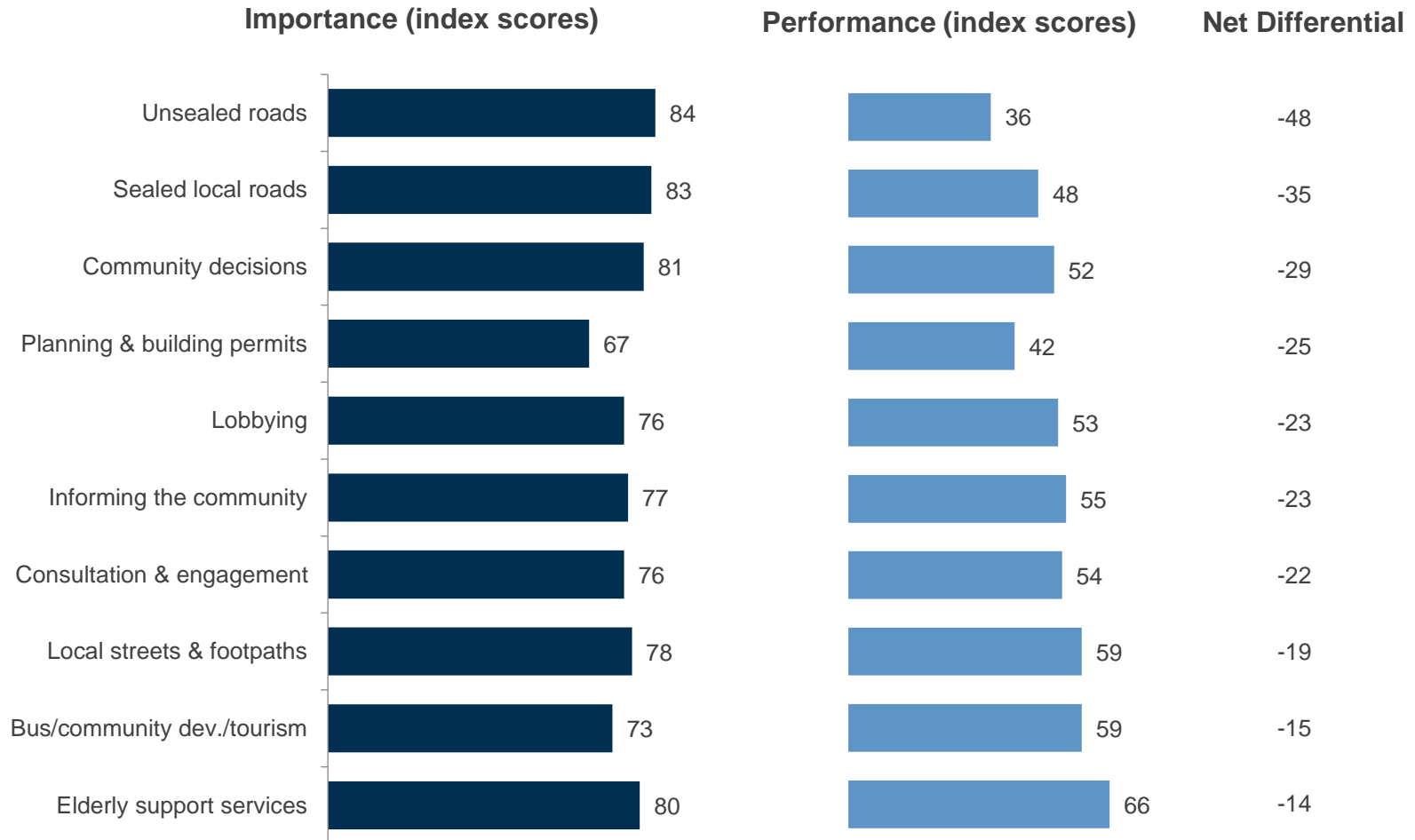
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

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



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

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

- Decisions made in the interest of the community.

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

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

- Community consultation and engagement
- The condition of sealed local roads
- Roadside slashing and weed control
- Recreational facilities
- Waste management
- Planning and building permits.

Looking at these key service areas only, waste management and recreational facilities have a high performance index (74 and 66 respectively) and a moderate influence on the overall performance rating.

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

Community consultation is a stronger influence on overall perceptions but an area where Council is performing just above average (index of 54).

Ensuring residents feel heard on key local issues and Council decisions can also help shore up positive community sentiment.

However, most in need of attention after community decisions are Council's planning and building permits, roadside slashing and weed control and sealed local roads, which are rated as poor (performance index of 42, 46 and 48 respectively). While permits and roadside areas are more moderate influences on overall Council ratings, the influence of sealed road conditions is reasonably strong.

Sealed roads maintenance is also mentioned (by 19%) as the top issue Council needs to do to improve its performance.

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

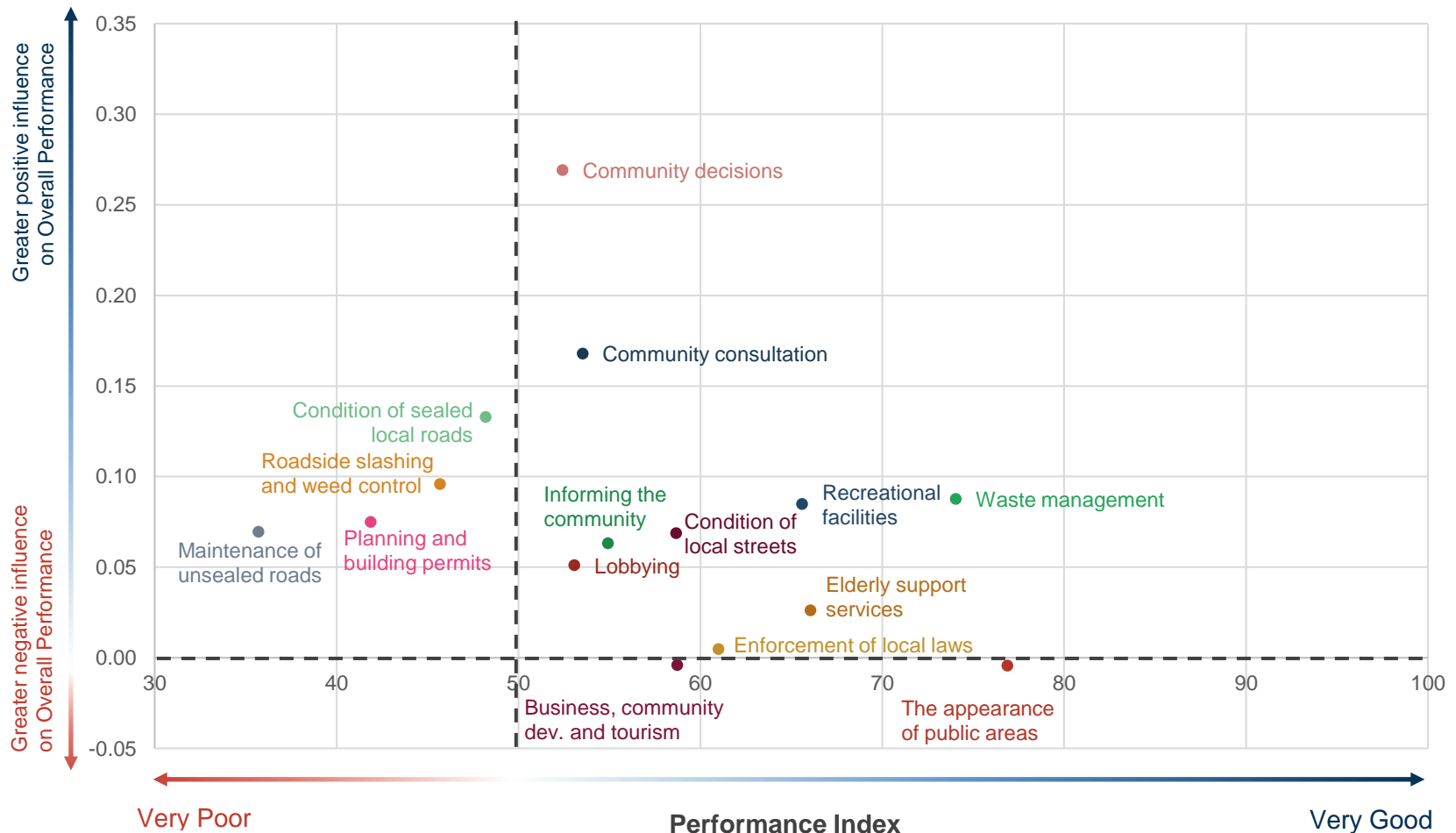
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2023 regression analysis (all service areas)

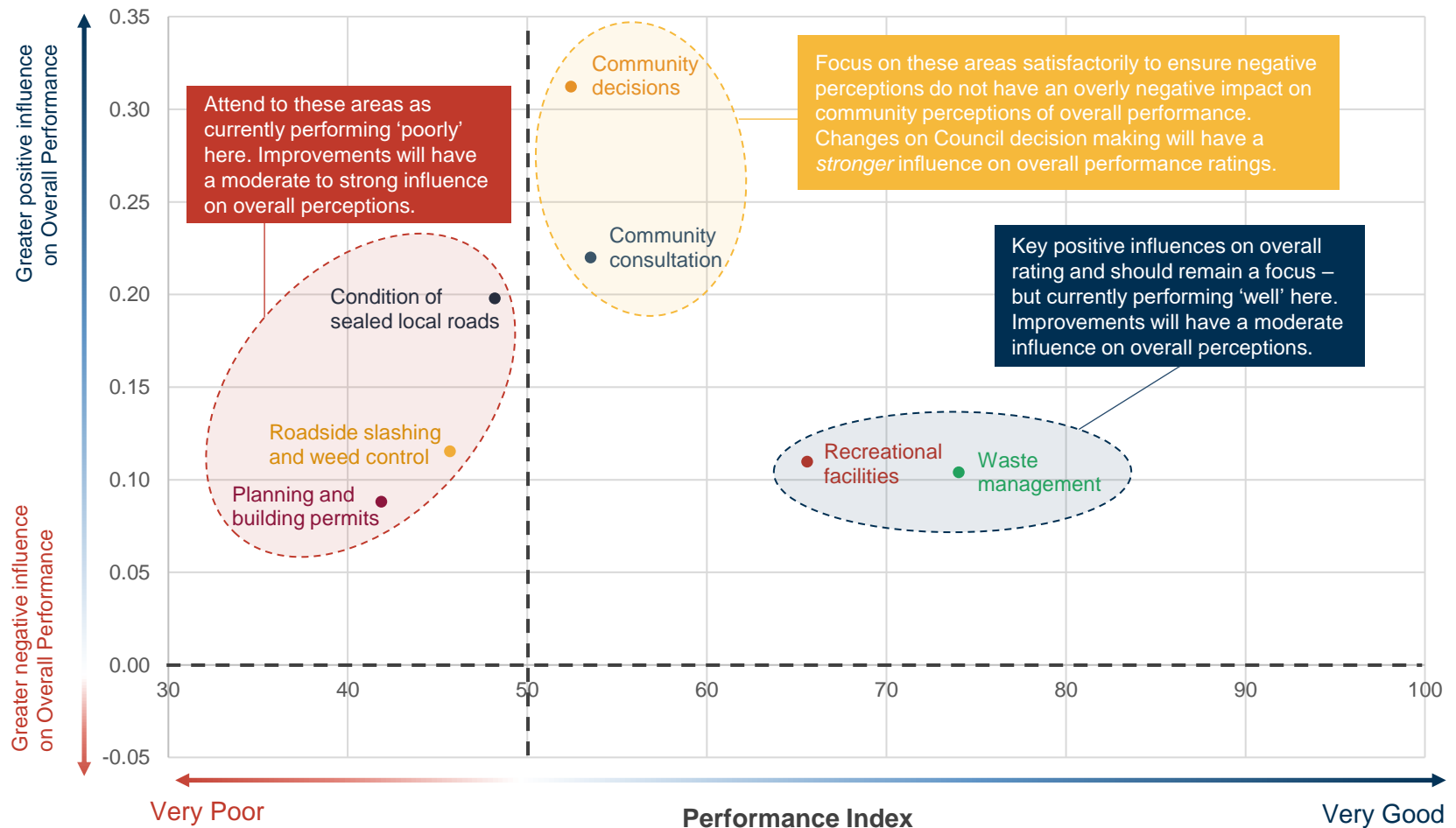


The multiple regression analysis model above (all service areas) has an R^2 value of 0.627 and adjusted R^2 value of 0.613, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 43.12$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

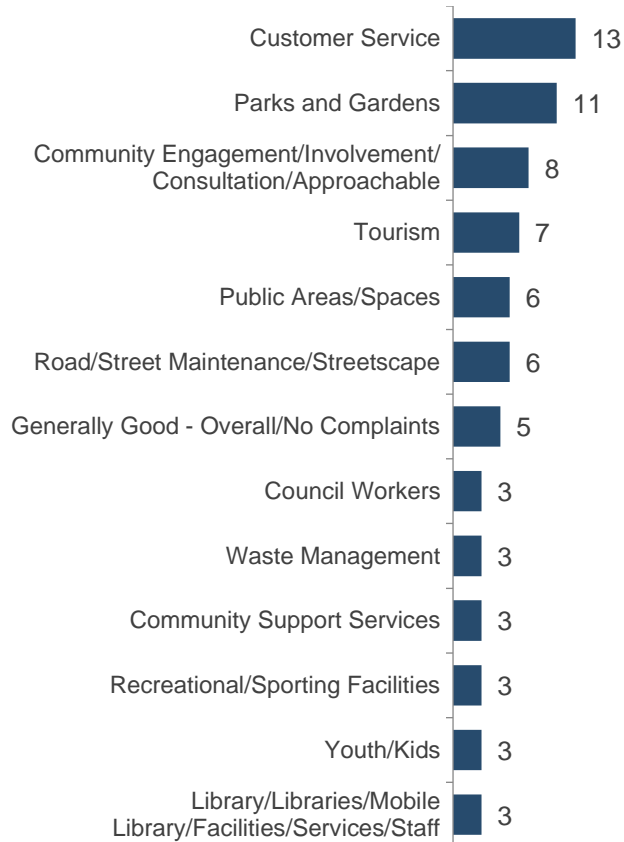


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.615 and adjusted R^2 value of 0.609, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 89.63$.



Best things about Council and areas for improvement

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



2023 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: 33 Councils asked group: 7

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

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 12

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



Customer service



Contact with council and customer service

Contact with council

Two thirds of households (67%) have had contact with Hindmarsh Shire Council in the last 12 months. Rate of contact has significantly increased in the last 12 months and is now at the highest level seen in 10 years. Increases in the rate of contact with Council have been underpinned by significant increases in the level of contact among residents of North Ward and Hindmarsh, men, and those aged 18 to 34 years.



Among those residents who have had contact with Council, 55% provide a positive customer service rating of 'very good' or 'good', including 26% who rate council's customer service as 'very good'.

Customer service

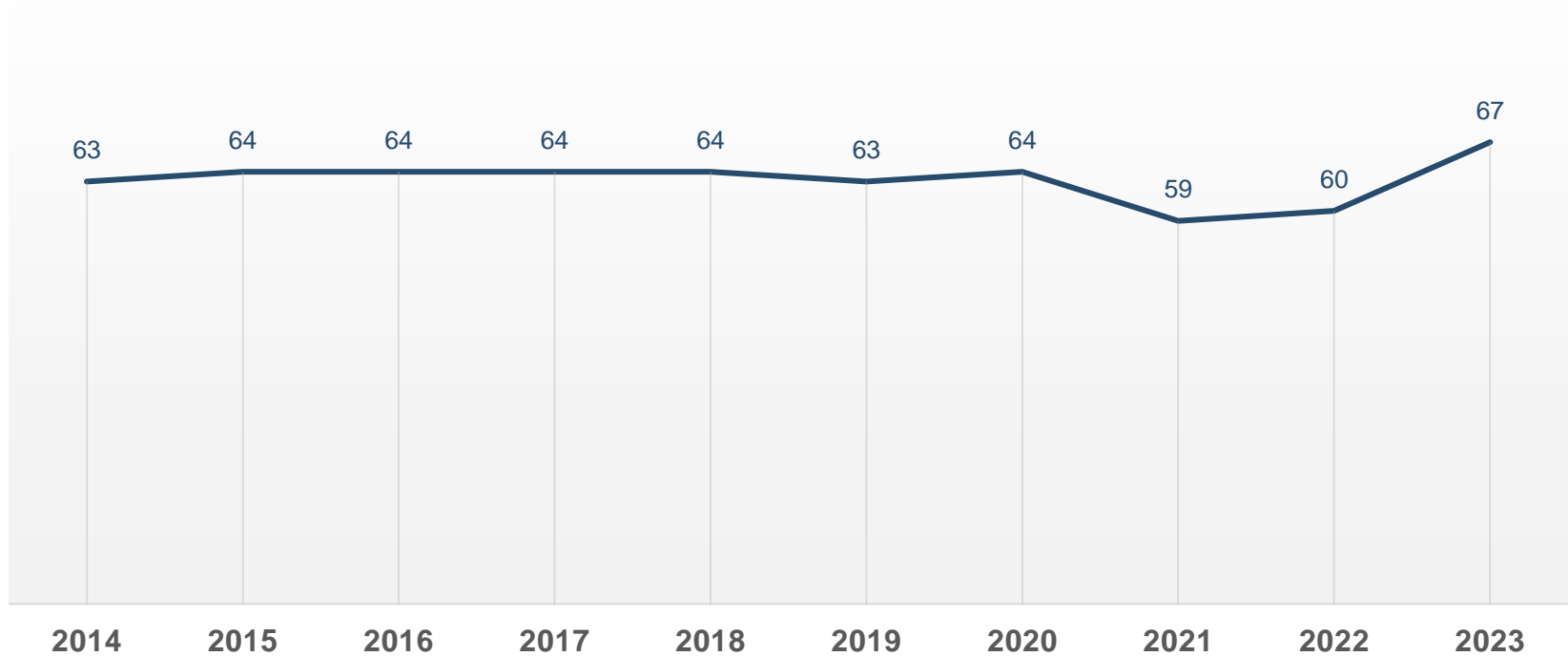
Council's customer service index of 64 represents a five-point (not significant) decrease from 2022. Customer service ratings have remained relatively stable over time but have started to trend downwards over the past three years to now reach the lowest level seen in a decade. As was the case last year, customer service is rated in line with the State-wide and Small Rural group averages (index scores of 67 and 65 respectively).

- Geographically, customer service ratings are lowest among residents of West Ward (index score of 60) and highest among residents of North and East Wards (both with an index score of 67).
- Younger residents aged 18 to 34 years warrant extra attention from Council as their level of contact has significantly increased over the past 12 months (up by 30 percentage points). At the same time, this cohort has the least positive perceptions of its customer service and ratings are significantly below the average (index score of 56).



Contact with council

2023 contact with council (%)
Have had contact



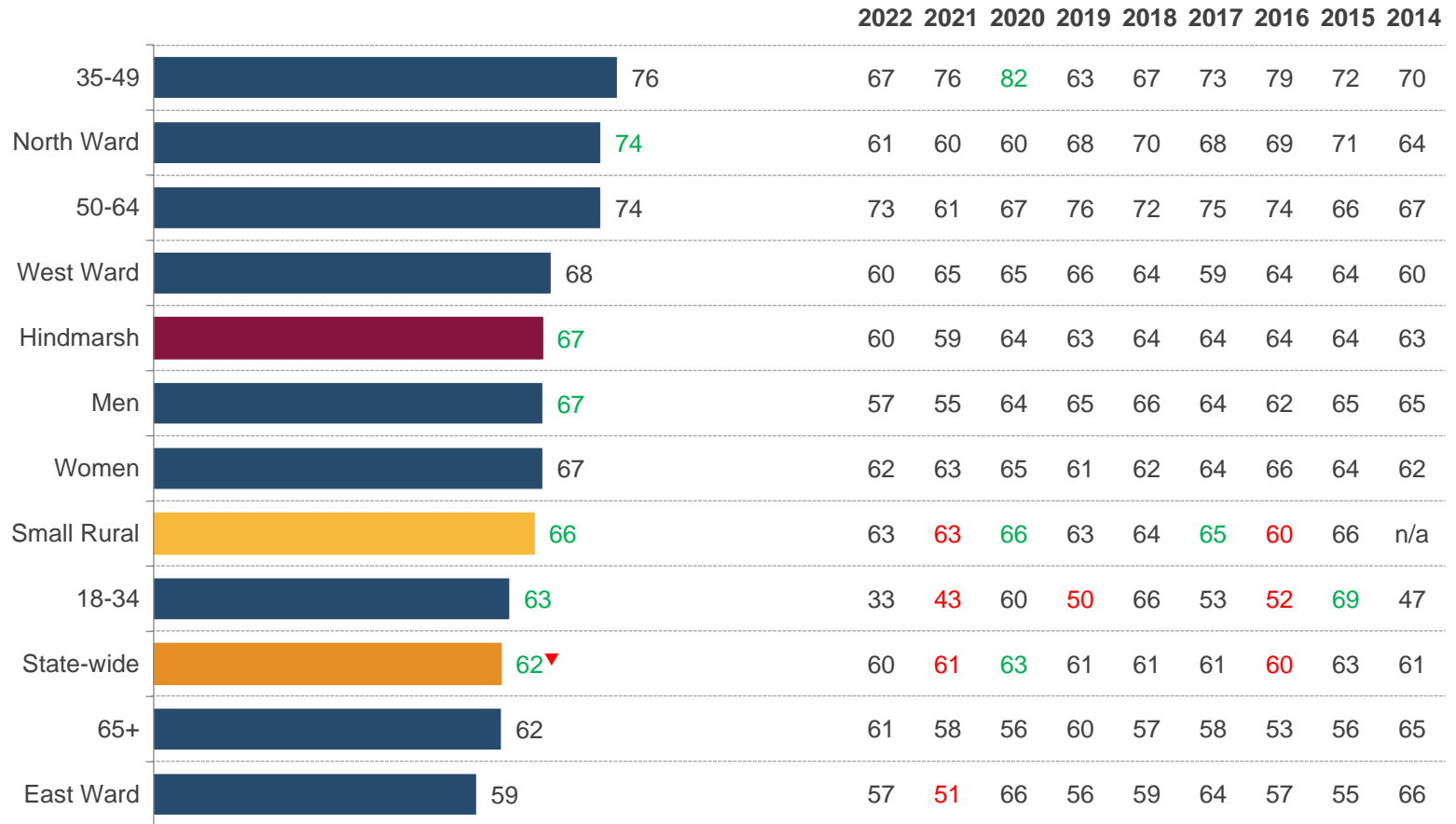
Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16



Contact with council

2023 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: 41 Councils asked group: 16

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	68	77	75	75	80	74	67	69	75	74
North Ward	67	69	63	71	66	67	73	75	69	73
East Ward	67	77	74	70	69	69	70	66	69	67
State-wide	67	68	70	70	71	70	69	69	70	72
Women	66	73	71	74	73	74	77	76	71	74
Small Rural	65	67	69	70	70	69	69	69	70	n/a
50-64	65	66	69	70	66	69	72	74	71	71
Hindmarsh	64	69	69	72	70	72	71	73	71	73
35-49	63	65	59	71	64	73	71	75	69	71
Men	62	65	67	70	68	71	66	69	71	72
West Ward	60	65	70	73	73	79	71	75	75	80
18-34	56▼	60	68	71	69	73	79	74	67	82

Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire Council for customer service?

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

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

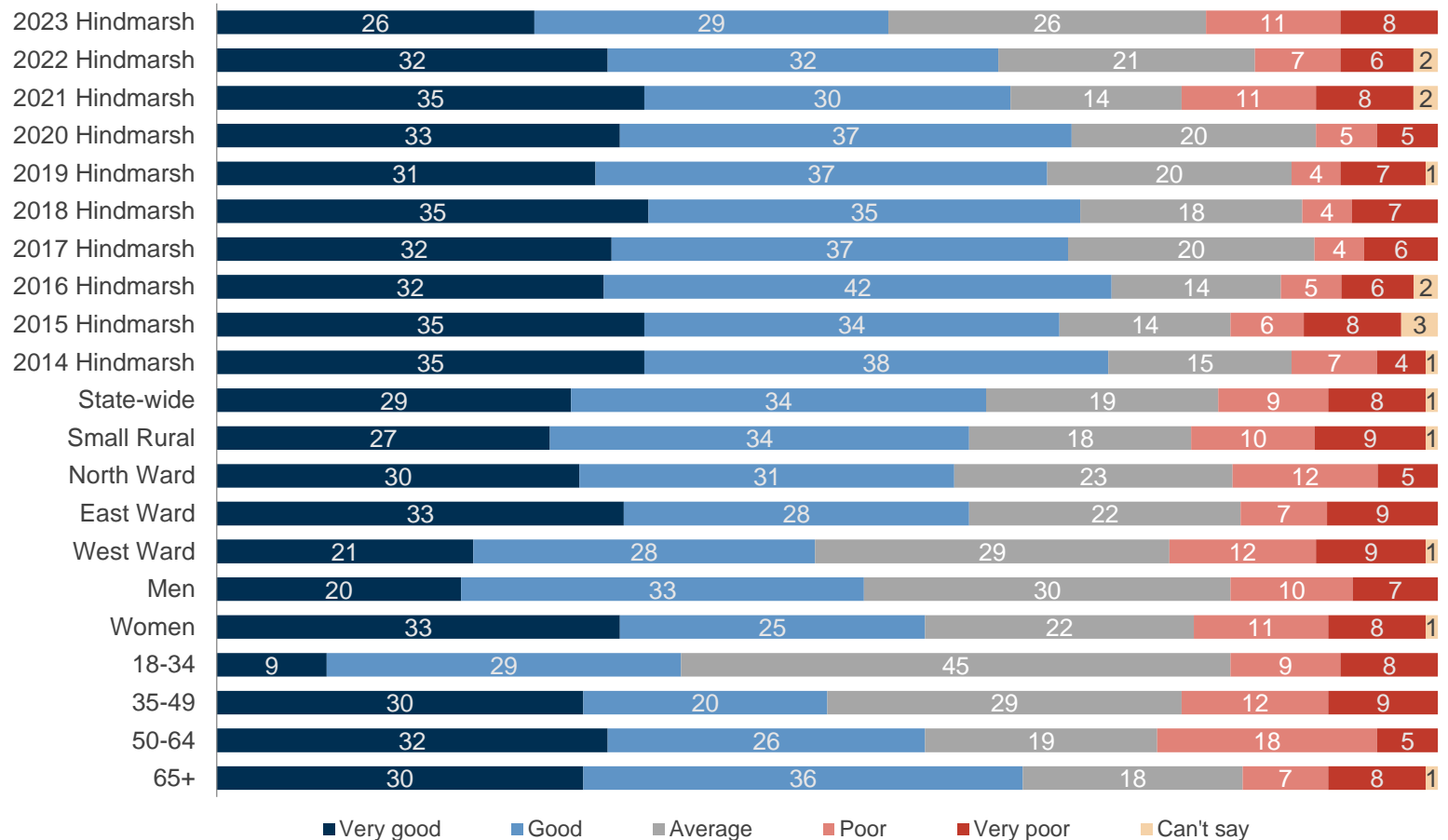
Councils asked State-wide: 66 Councils asked group: 19

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



Customer service rating

2023 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: 66 Councils asked group: 19



Council direction



Council direction

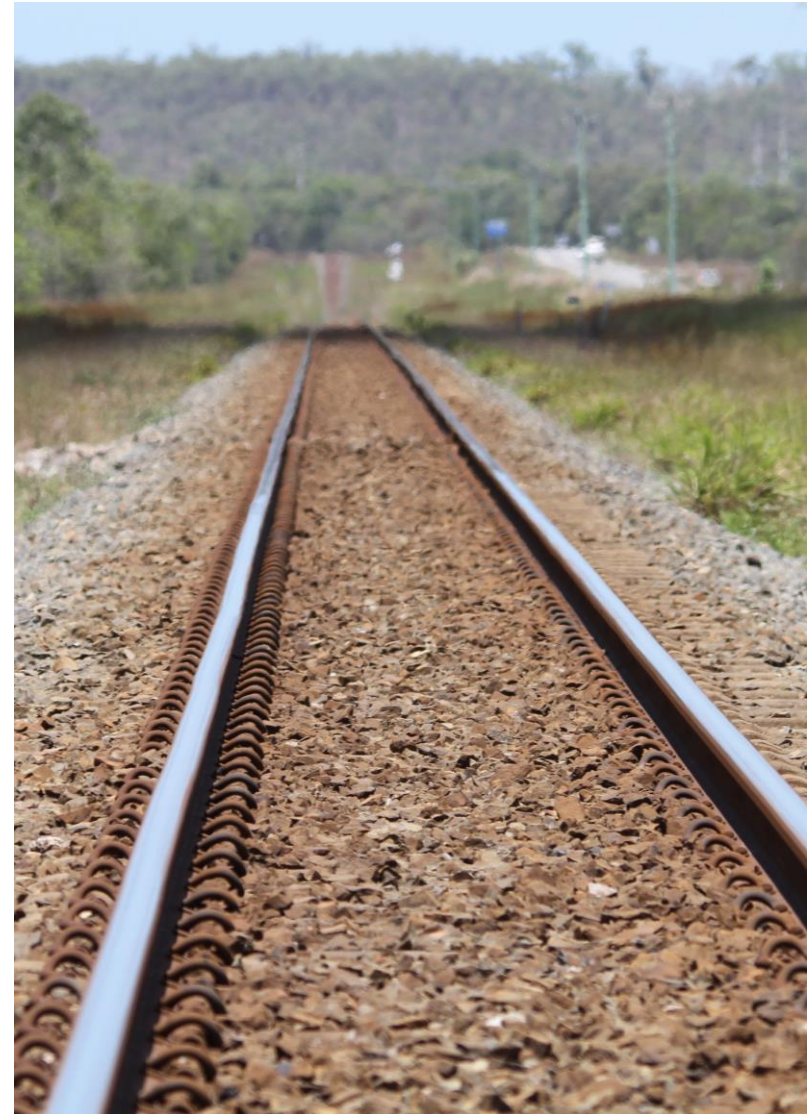
The direction of Council's overall performance index score of 42 marks a significant decline on the 2022 result and is now at an all time low. Direction of Council's overall performance is rated significantly lower than both the Small Rural group and State-wide averages (index scores of 47 and 46 respectively).

- Since the previous evaluation, ratings significantly declined among residents of West Ward, men and those aged 18 to 34 years.
- By region, residents in East Ward are significantly more satisfied than average with the direction of Council's overall performance, whereas those living in the West Ward are significantly less satisfied.

Over the last 12 months, 10% of residents believe the direction of Council's overall performance has improved (compared to a higher 15% in 2022). In contrast, one in four residents (25%, up seven percentage points) believe it has deteriorated.

More than half (51%, down from 64% in 2022) feel Council is moving in the right direction and 36% feel it is moving in the wrong direction (up from 25%).

When it comes to the trade off between rates and services, residents have a stronger preference for service cuts (43%) over rate rises to improve Council services (35%).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	52▲	56	51	55	61	52	63	62	68	66
Small Rural	47▲	51	53	50	53	50	52	50	53	n/a
65+	46	52	52	52	54	53	54	59	64	65
State-wide	46▲	50	53	51	53	52	53	51	53	53
Women	45	50	49	51	54	54	57	60	67	64
Hindmarsh	42	48	48	52	53	51	55	57	61	62
18-34	41	52	54	67	65	57	57	61	52	64
North Ward	41	44	48	47	48	47	49	54	59	57
Men	40	47	47	52	52	47	52	54	56	60
35-49	40	41	38	45	49	45	54	57	63	59
50-64	38	45	44	44	48	46	54	51	62	60
West Ward	37▼	47	44	52	52	53	52	57	59	64

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

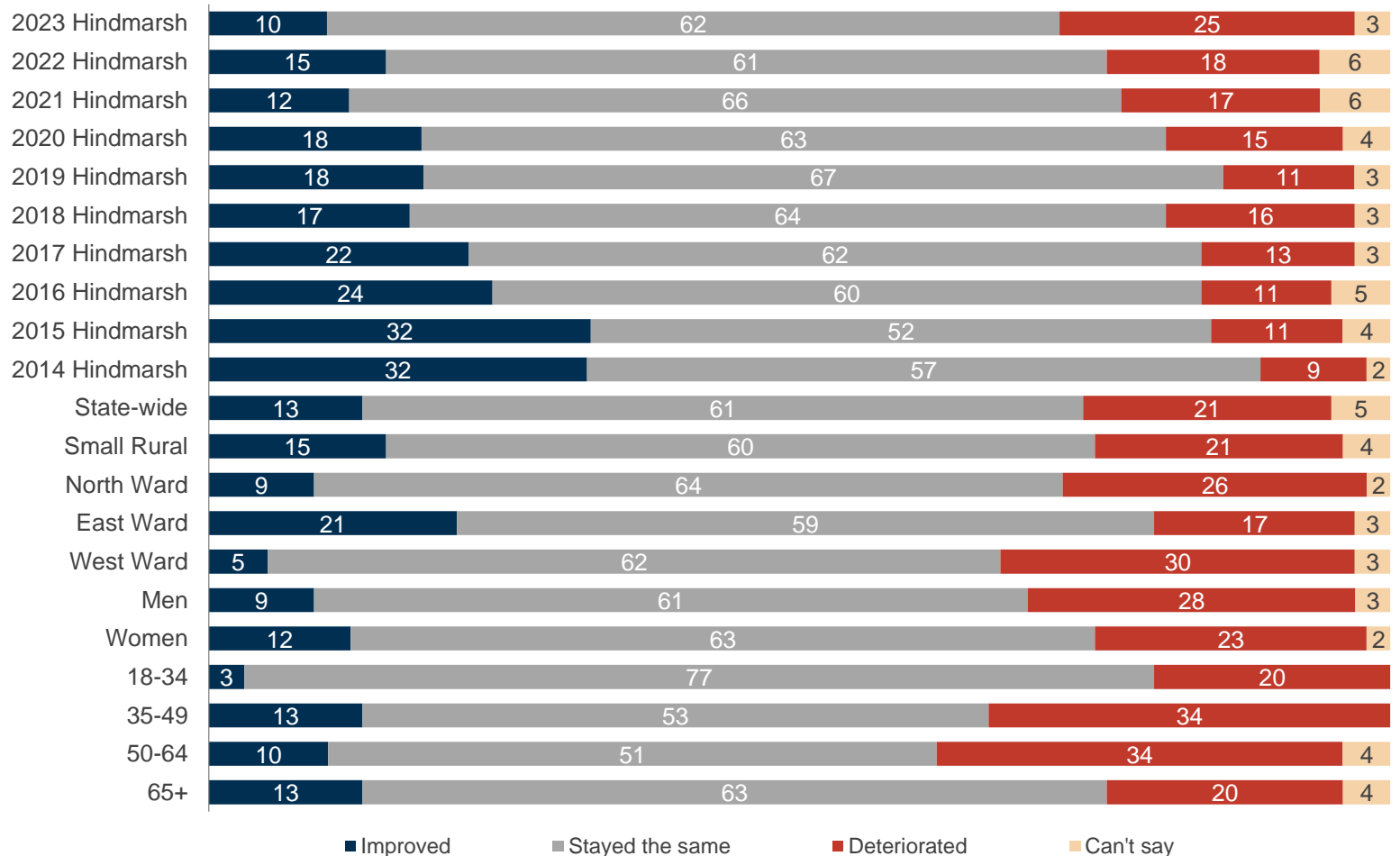
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

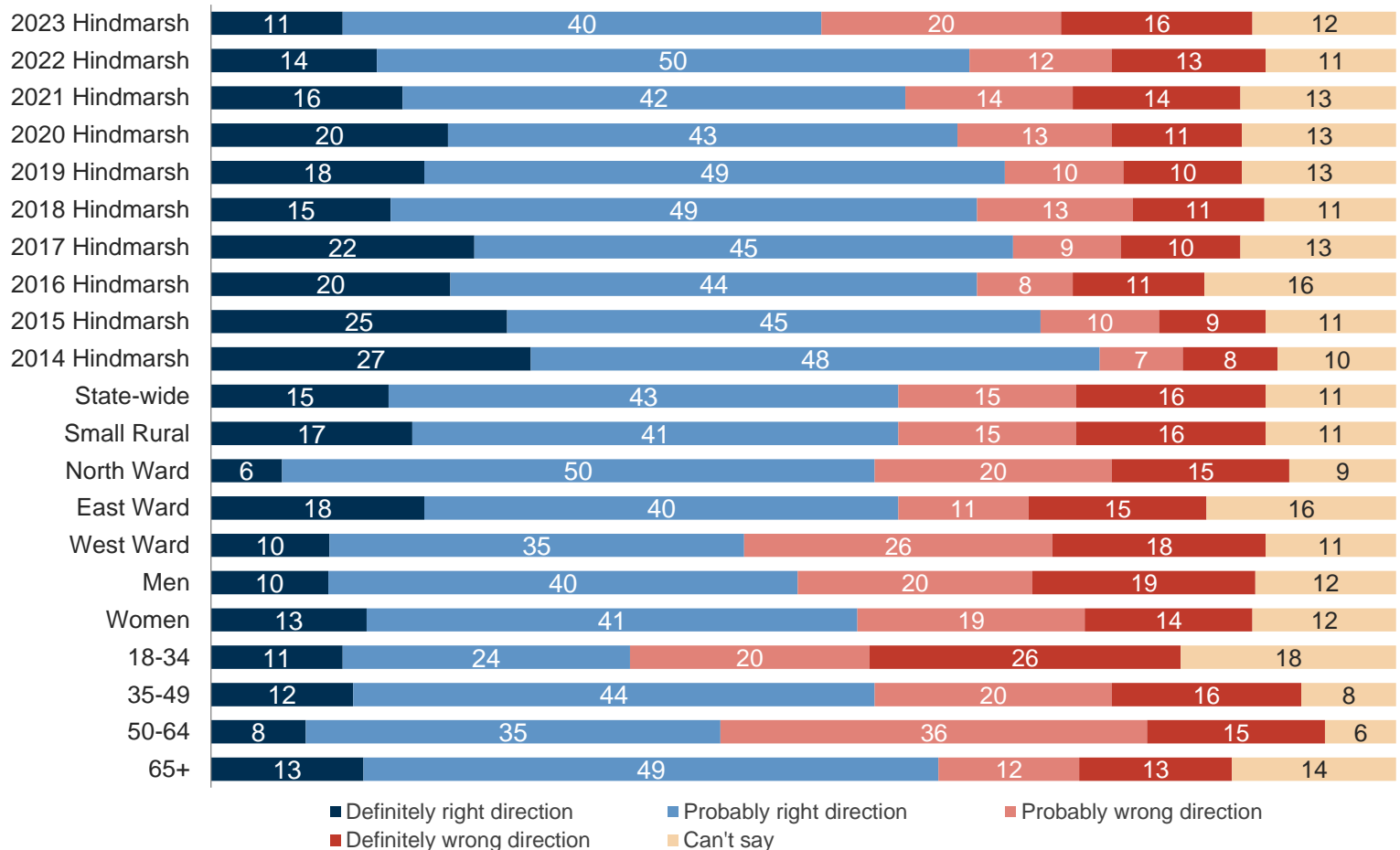
2023 overall council direction (%)





Right / wrong direction

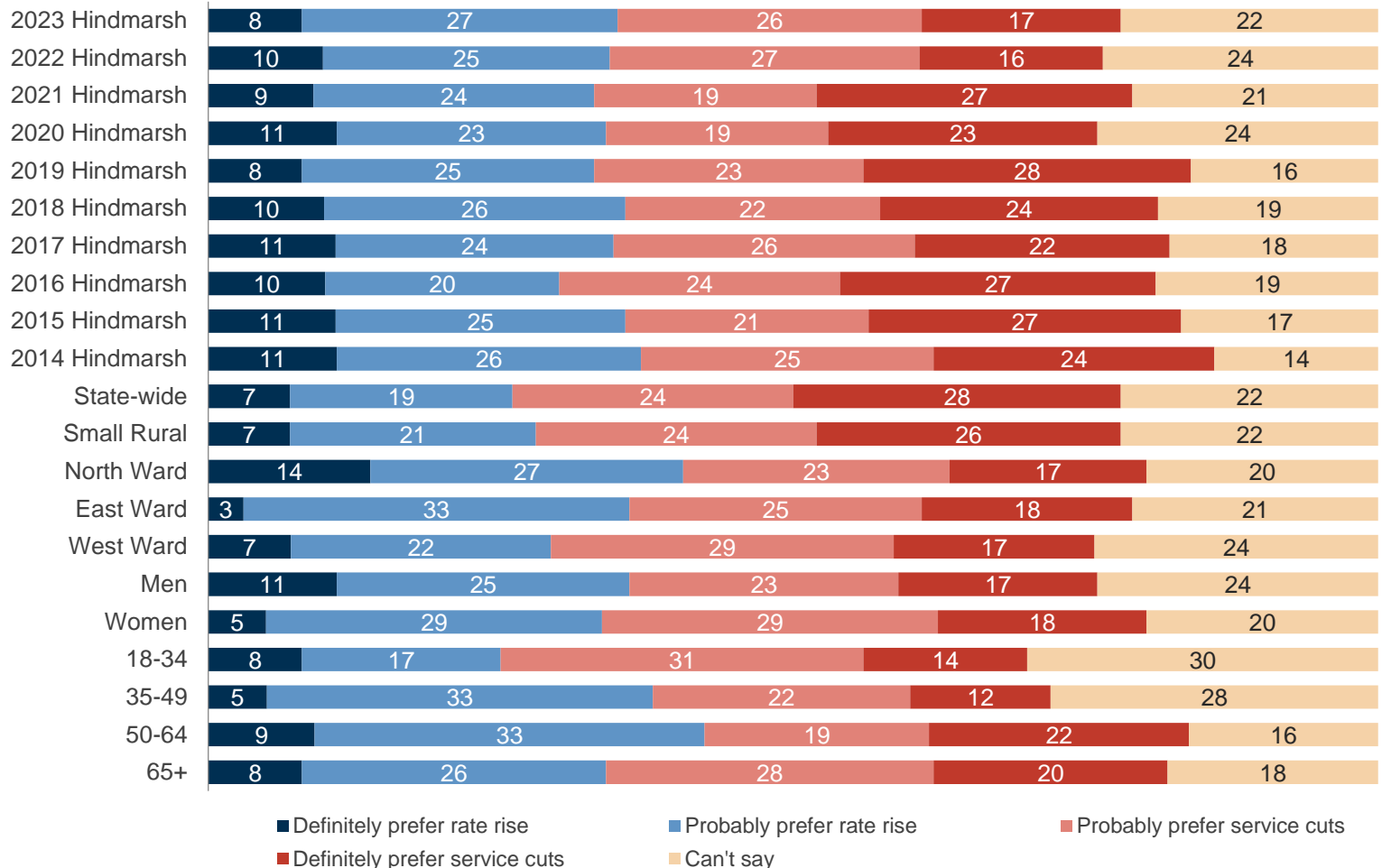
2023 right / wrong direction (%)





Rates / services trade-off

2023 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: 21 Councils asked group: 6

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

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	80	83	80	74	78	77	77	n/a	n/a	n/a
Small Rural	77	78	77	76	76	74	75	77	76	n/a
35-49	77	75	80	78	72	76	75	n/a	n/a	n/a
West Ward	77	78	77	75	74	72	73	n/a	n/a	n/a
Women	76	79	77	79	74	75	73	n/a	n/a	n/a
65+	76	79	77	76	73	74	72	n/a	n/a	n/a
State-wide	76	76	75	74	74	74	74	75	74	74
Hindmarsh	76	78	77	76	75	73	74	n/a	n/a	n/a
North Ward	76	77	77	77	74	73	74	n/a	n/a	n/a
Men	75	76	77	73	75	71	74	n/a	n/a	n/a
East Ward	75	78	77	76	75	74	74	n/a	n/a	n/a
18-34	71	71	71	75	74	63	71	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

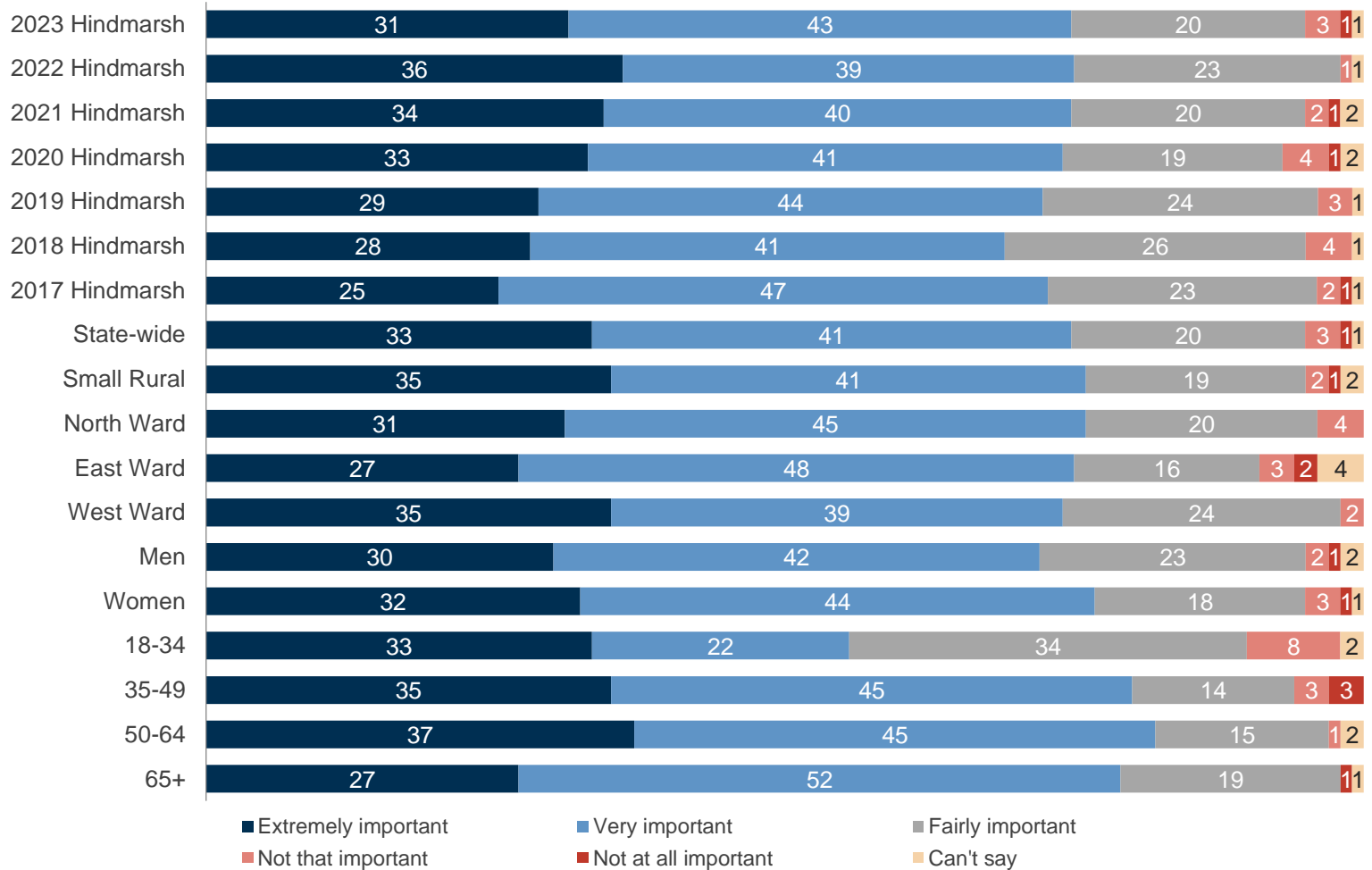
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	57	54	58	60	61	63	64	60	61	63
North Ward	57	51	55	58	55	60	57	55	58	60
East Ward	56	56	60	61	63	58	60	62	56	60
65+	54	55	59	61	64	63	60	62	59	64
18-34	54	67	64	70	62	58	60	58	64	68
Hindmarsh	54	52	56	59	60	60	59	59	59	62
35-49	53	44	48	49	56	56	54	55	59	61
Small Rural	53	54	56	54	56	54	55	55	56	n/a
50-64	52	44	53	56	56	60	59	59	57	56
State-wide	52	54	56	55	56	55	55	54	56	57
Men	50	50	55	59	59	57	54	58	57	61
West Ward	50	50	55	58	60	62	60	61	63	66

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

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

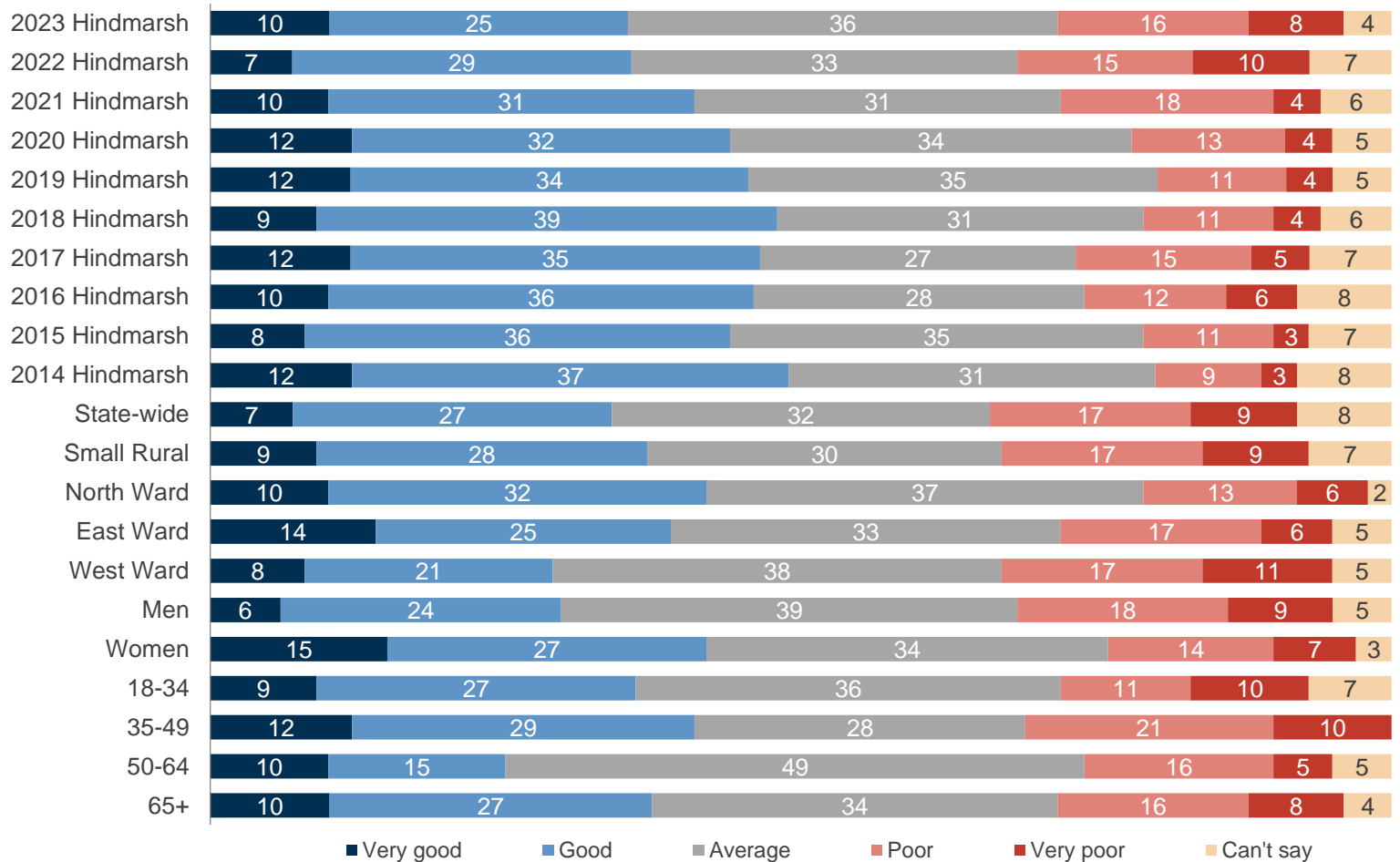
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2023 lobbying importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	80	73	72	73	68	66	68	n/a	n/a	n/a
50-64	78	77	74	75	75	76	75	n/a	n/a	n/a
Women	77	74	78	77	74	75	73	n/a	n/a	n/a
West Ward	77	76	75	73	72	67	72	n/a	n/a	n/a
Hindmarsh	76	75	74	75	72	71	72	n/a	n/a	n/a
North Ward	76	75	75	79	75	75	76	n/a	n/a	n/a
35-49	75	74	81	77	70	72	75	n/a	n/a	n/a
Men	75	75	70	73	71	68	71	n/a	n/a	n/a
East Ward	74	73	71	73	71	71	69	n/a	n/a	n/a
65+	74	74	71	74	74	70	70	n/a	n/a	n/a
Small Rural	73	74	71	73	70	70	70	71	72	n/a
State-wide	68	71	69	68	67	68	69	69	69	70

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3

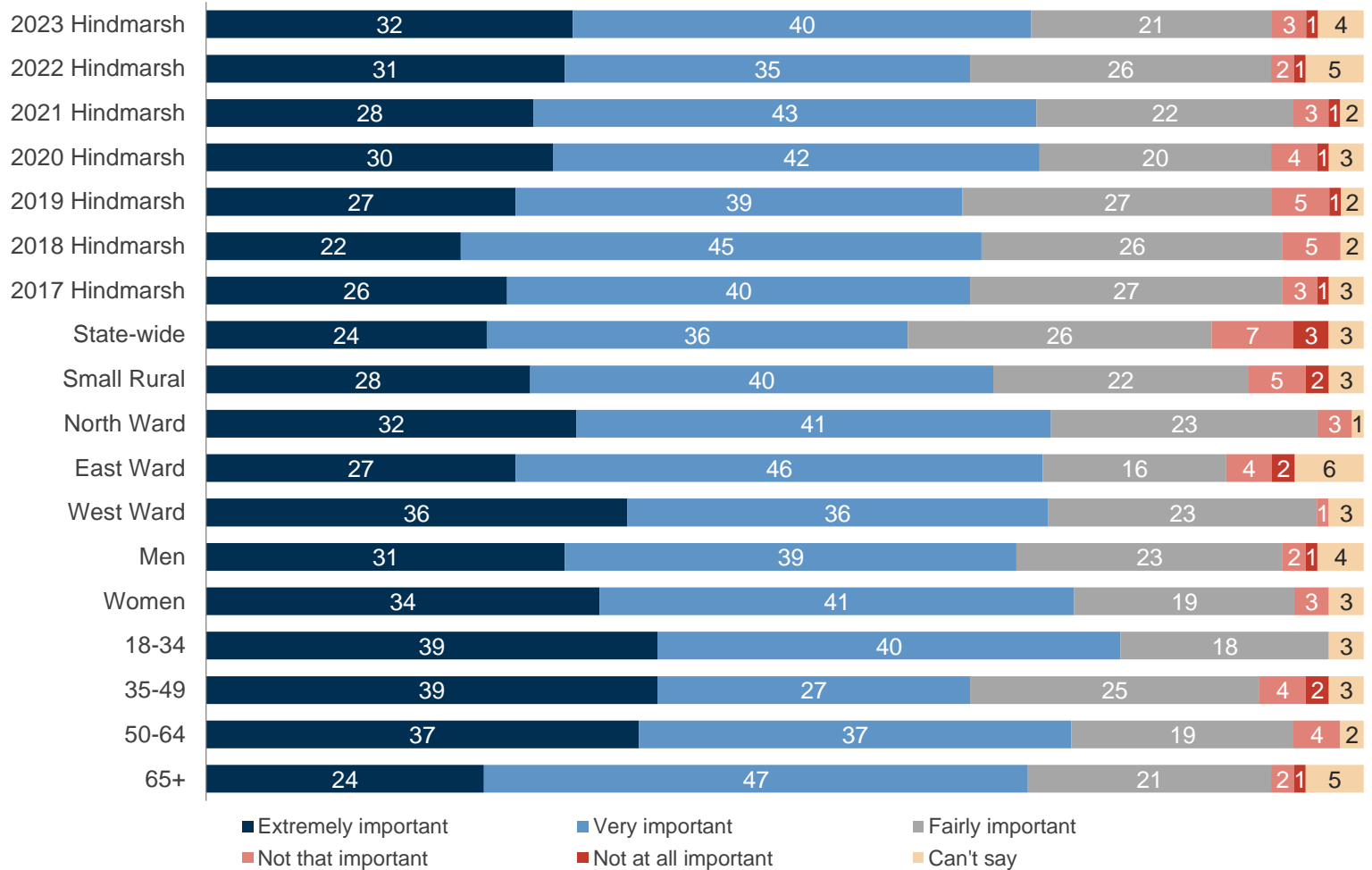
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	57	65	65	73	62	69	54	63	62	61
East Ward	56	59	58	64	66	60	61	59	56	60
65+	56	60	62	65	67	62	66	62	62	64
North Ward	55	55	60	62	57	59	60	53	57	56
Women	53	56	61	60	61	65	65	58	60	62
Hindmarsh	53	55	59	61	61	62	60	59	59	60
Men	53	54	57	61	62	59	56	59	59	58
50-64	52	49	57	54	58	61	58	54	55	56
Small Rural	52	54	55	52	55	53	55	54	56	n/a
State-wide	51	53	55	53	54	54	54	53	55	56
West Ward	50	52	58	58	60	66	61	64	65	65
35-49	45	42	50	50	56	56	59	55	59	59

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

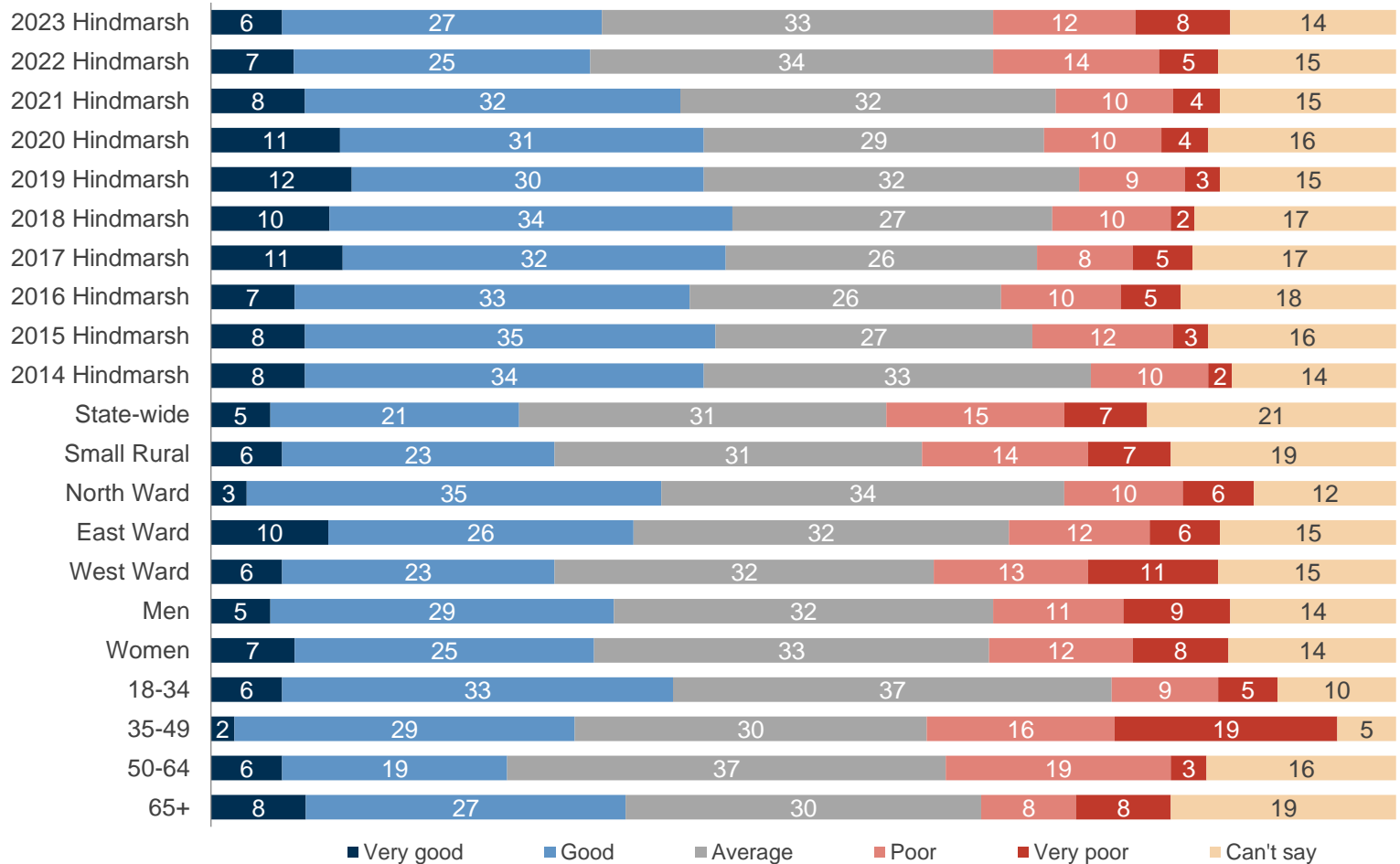
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
North Ward	85▲	85	80	81	79	77	82	n/a	n/a	n/a
35-49	84	86	86	84	83	77	82	n/a	n/a	n/a
50-64	83	83	83	80	82	80	78	n/a	n/a	n/a
Women	83	83	82	85	80	79	80	n/a	n/a	n/a
West Ward	82	83	80	82	81	77	78	n/a	n/a	n/a
Small Rural	82	82	80	82	81	77	78	n/a	82	n/a
Hindmarsh	81	82	80	81	80	77	78	n/a	n/a	n/a
18-34	81	78	75	81	79	73	78	n/a	n/a	n/a
Men	80	81	79	77	80	75	76	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
65+	80	81	78	80	78	77	77	n/a	n/a	n/a
East Ward	77	77	80	79	79	76	76	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?

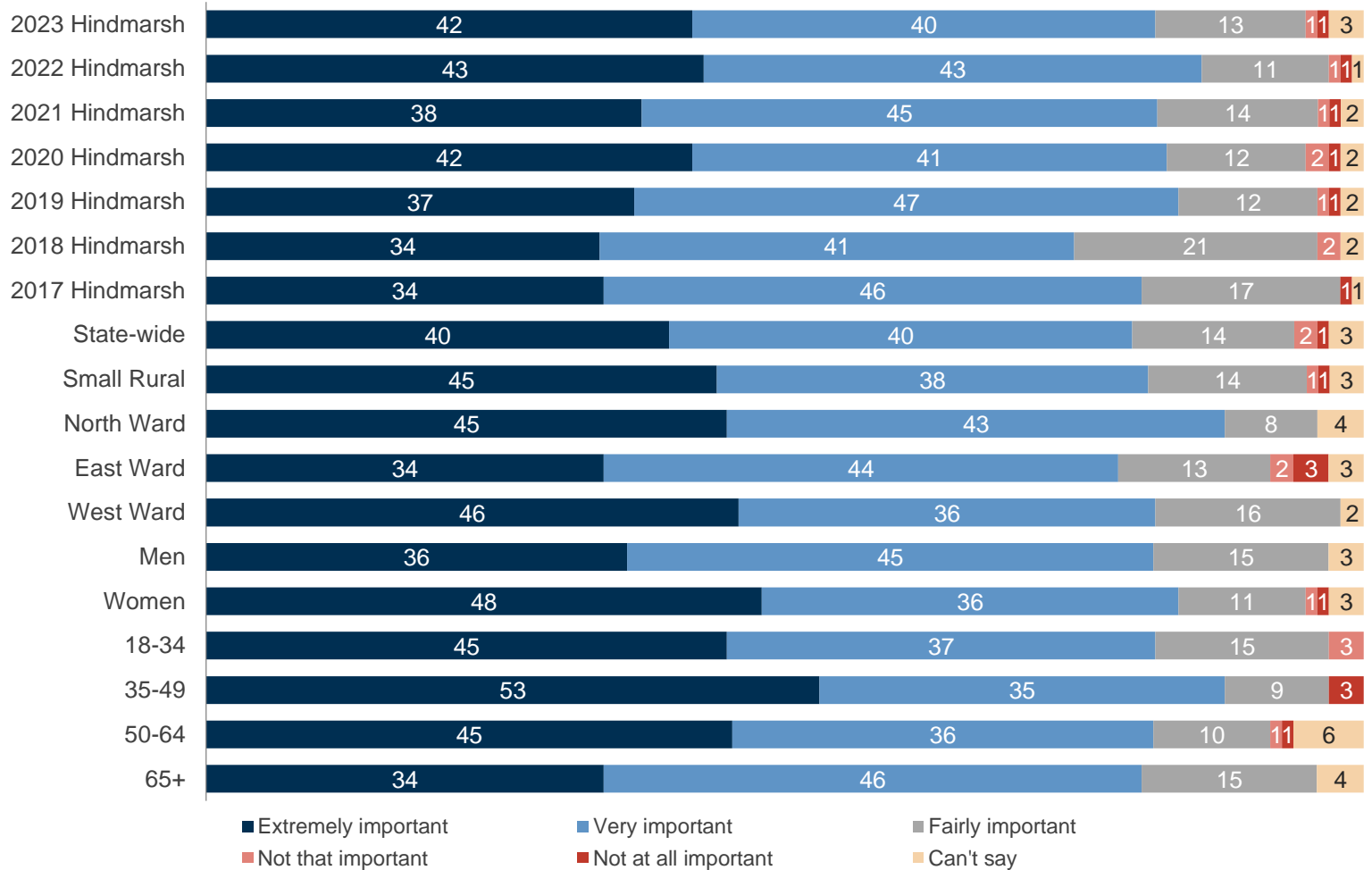
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	57	61	62	60	64	58	60	56	54	60
65+	55	57	62	61	65	62	61	63	60	64
Women	54	57	61	61	63	62	63	60	62	61
Hindmarsh	52	55	59	59	61	60	58	57	60	59
50-64	52	48	55	53	57	58	56	54	56	54
Small Rural	52	54	56	53	55	52	55	53	56	n/a
State-wide	51	54	56	53	55	54	54	54	55	57
Men	51	53	57	58	59	57	54	55	58	57
18-34	50	68	69	71	64	64	55	55	64	60
West Ward	50	54	60	58	61	61	57	62	65	64
North Ward	50	53	56	62	57	61	58	54	58	55
35-49	49	50	50	51	56	55	59	54	60	57

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

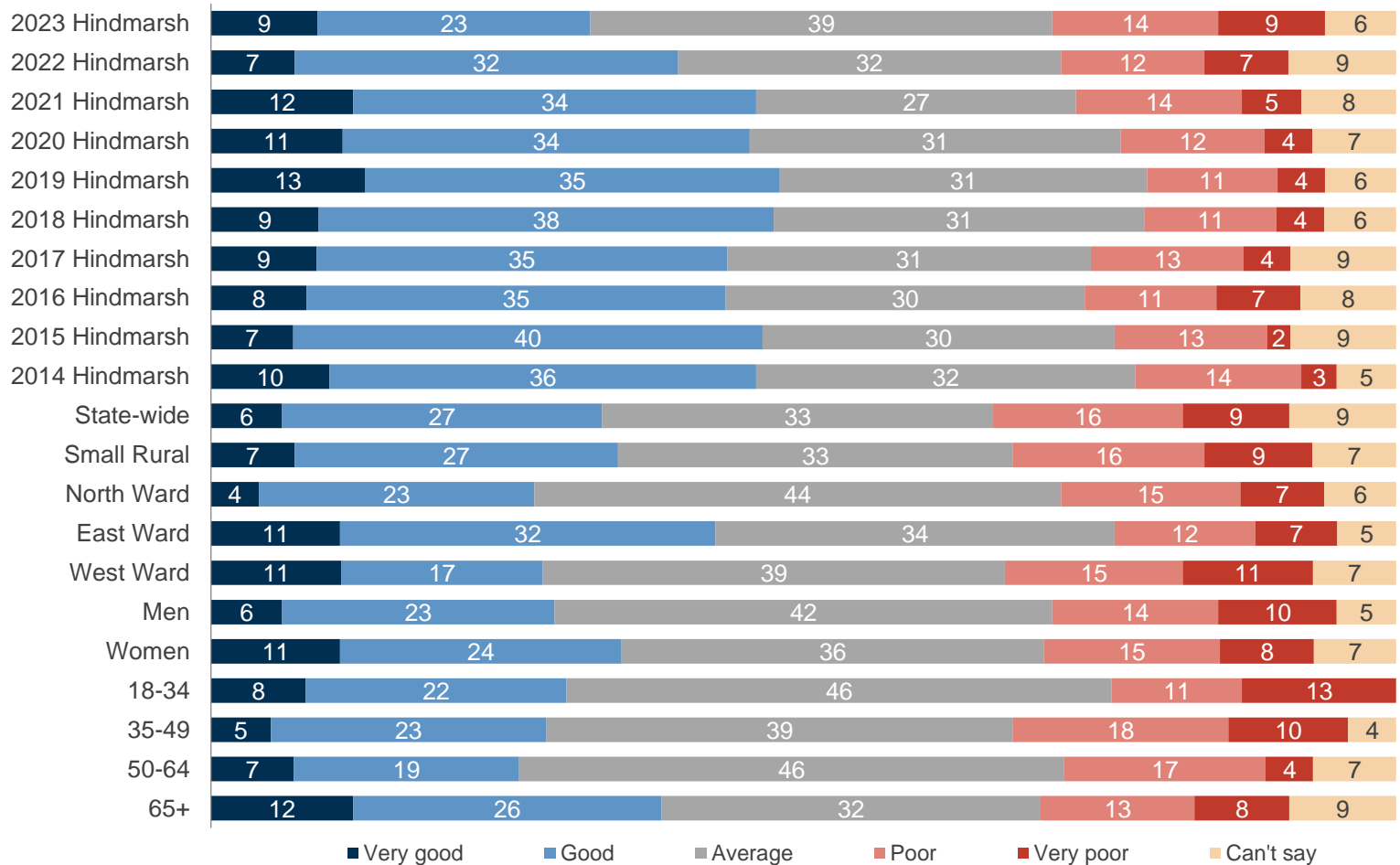
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	88▲	84	82	88	87	86	82	n/a	n/a	n/a
50-64	87	84	85	88	82	85	84	n/a	n/a	n/a
North Ward	86	82	82	90	83	87	82	n/a	n/a	n/a
Women	85	81	82	85	85	86	81	n/a	n/a	n/a
Small Rural	84	82	81	83	82	84	81	n/a	78	n/a
West Ward	84	85	84	84	83	84	79	n/a	n/a	n/a
Hindmarsh	83	83	82	85	83	84	81	n/a	n/a	n/a
18-34	83	87	85	81	84	86	77	n/a	n/a	n/a
State-wide	82	81	79	79	79	80	78	78	76	77
Men	81	85	82	86	82	82	80	n/a	n/a	n/a
East Ward	80	81	80	83	84	81	81	n/a	n/a	n/a
65+	80	80	79	85	83	81	80	n/a	n/a	n/a

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

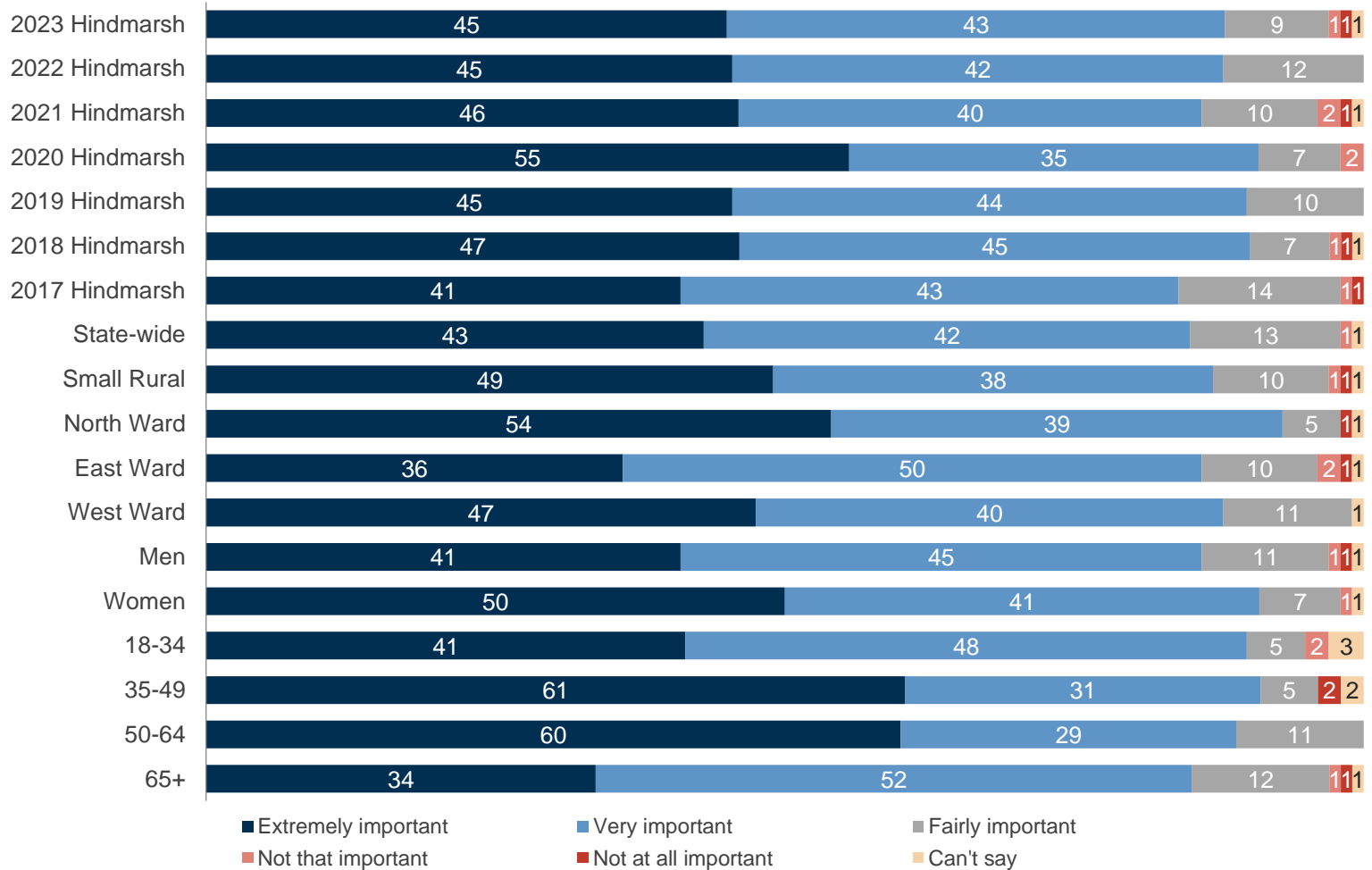
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	56▲	65	60	56	64	49	54	46	51	47
65+	51	64	58	56	60	56	54	51	51	48
Women	50	57	53	52	55	51	56	46	49	49
Hindmarsh	48	55	53	50	54	48	52	45	47	47
State-wide	48	53	57	54	56	53	53	54	55	55
50-64	48	50	52	42	52	48	50	40	48	43
Men	46	54	53	48	53	45	49	45	45	44
West Ward	46	54	48	49	51	52	59	51	52	58
18-34	46	53	47	51	48	47	47	49	41	54
35-49	45	47	50	45	52	35	56	39	44	43
Small Rural	44▼	50	53	51	53	49	50	52	52	n/a
North Ward	43	50	52	43	47	43	43	39	40	38

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

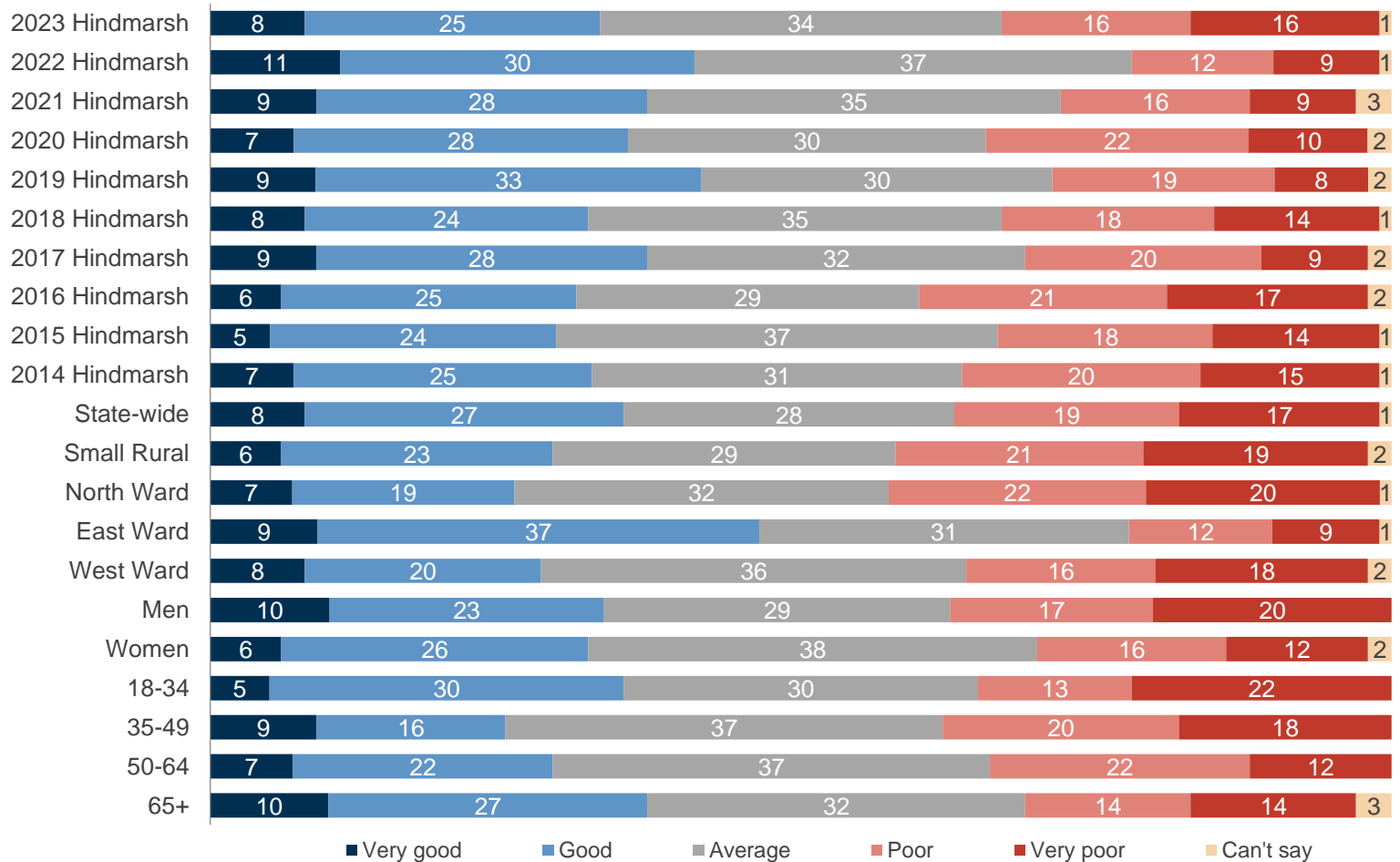
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Informing the community importance



2023 informing community importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	80	82	77	79	75	74	75	n/a	n/a	n/a
Women	80	82	78	82	78	75	75	n/a	n/a	n/a
West Ward	79	83	77	77	78	70	73	n/a	n/a	n/a
North Ward	79	78	74	80	76	73	76	n/a	n/a	n/a
35-49	79	80	78	79	72	75	74	n/a	n/a	n/a
Hindmarsh	77	80	76	78	76	72	74	n/a	n/a	n/a
65+	77	78	77	77	77	72	73	n/a	n/a	n/a
Small Rural	77	79	77	77	76	75	76	78	76	n/a
State-wide	76	77	77	75	75	75	74	76	75	75
Men	75	77	73	75	75	69	72	n/a	n/a	n/a
18-34	74	78	69	78	82	66	73	n/a	n/a	n/a
East Ward	74	76	76	77	75	73	72	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: 25 Councils asked group: 4

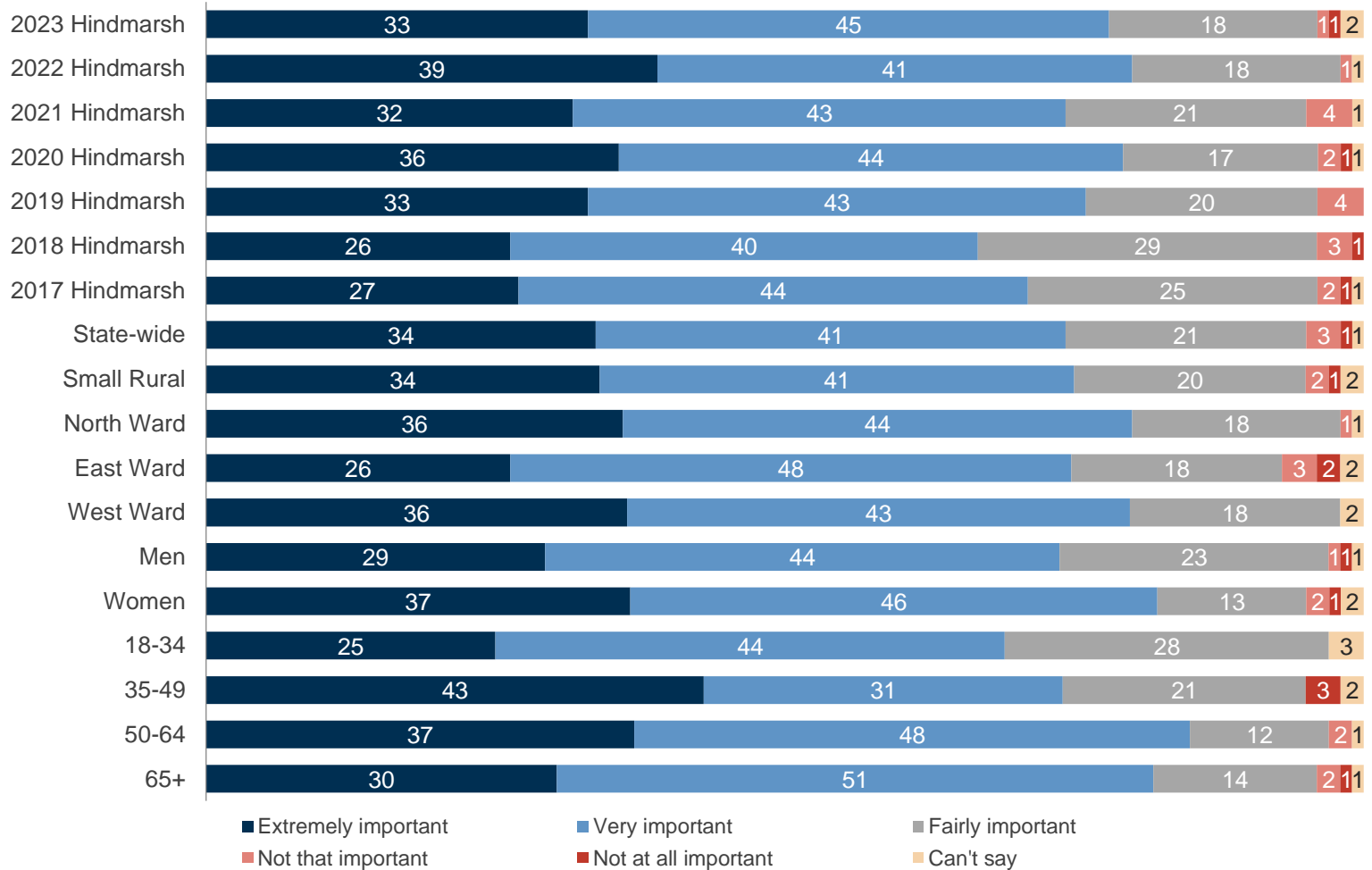
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)





Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	58▲	59	61	58	58	56	58	58	60	n/a
50-64	57	49	57	54	57	59	61	58	61	59
State-wide	57	59	60	59	60	59	59	59	61	62
East Ward	57	61	59	59	65	58	64	64	58	66
Women	57	58	61	59	61	63	68	63	66	67
18-34	57	65	67	66	63	63	64	63	63	66
North Ward	55	54	60	60	57	57	63	55	62	61
Hindmarsh	55	55	59	59	61	60	64	62	63	66
65+	55	56	61	61	64	62	64	66	64	71
West Ward	53	53	58	58	60	64	63	66	67	70
Men	53	53	58	58	60	57	60	60	59	64
35-49	51	52	53	53	57	55	65	58	64	65

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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

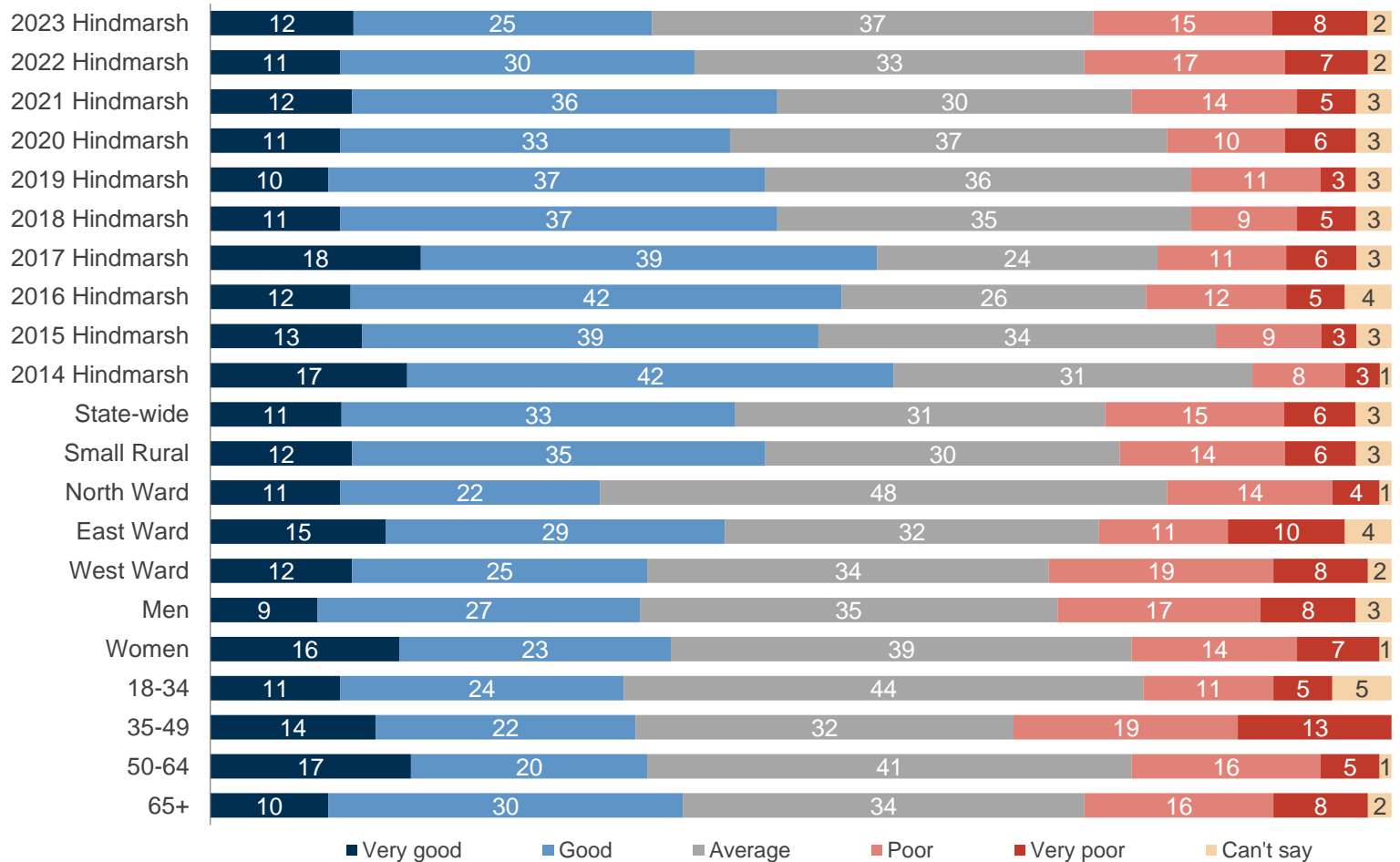
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	82	79	83	78	80	74	78	n/a	n/a	n/a
Women	82▲	83	81	81	81	81	78	n/a	n/a	n/a
State-wide	81▲	81	79	78	77	78	77	77	77	77
Small Rural	80	80	77	77	77	76	76	75	76	n/a
North Ward	79	78	79	81	78	76	77	n/a	n/a	n/a
Hindmarsh	78	80	78	78	78	77	76	n/a	n/a	n/a
50-64	78	80	79	81	78	78	78	n/a	n/a	n/a
West Ward	78	79	77	75	79	78	73	n/a	n/a	n/a
East Ward	77	82	78	81	79	78	79	n/a	n/a	n/a
65+	77	80	78	80	78	79	76	n/a	n/a	n/a
18-34	76	79	72	73	79	76	73	n/a	n/a	n/a
Men	74▼	76	75	76	76	73	75	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?

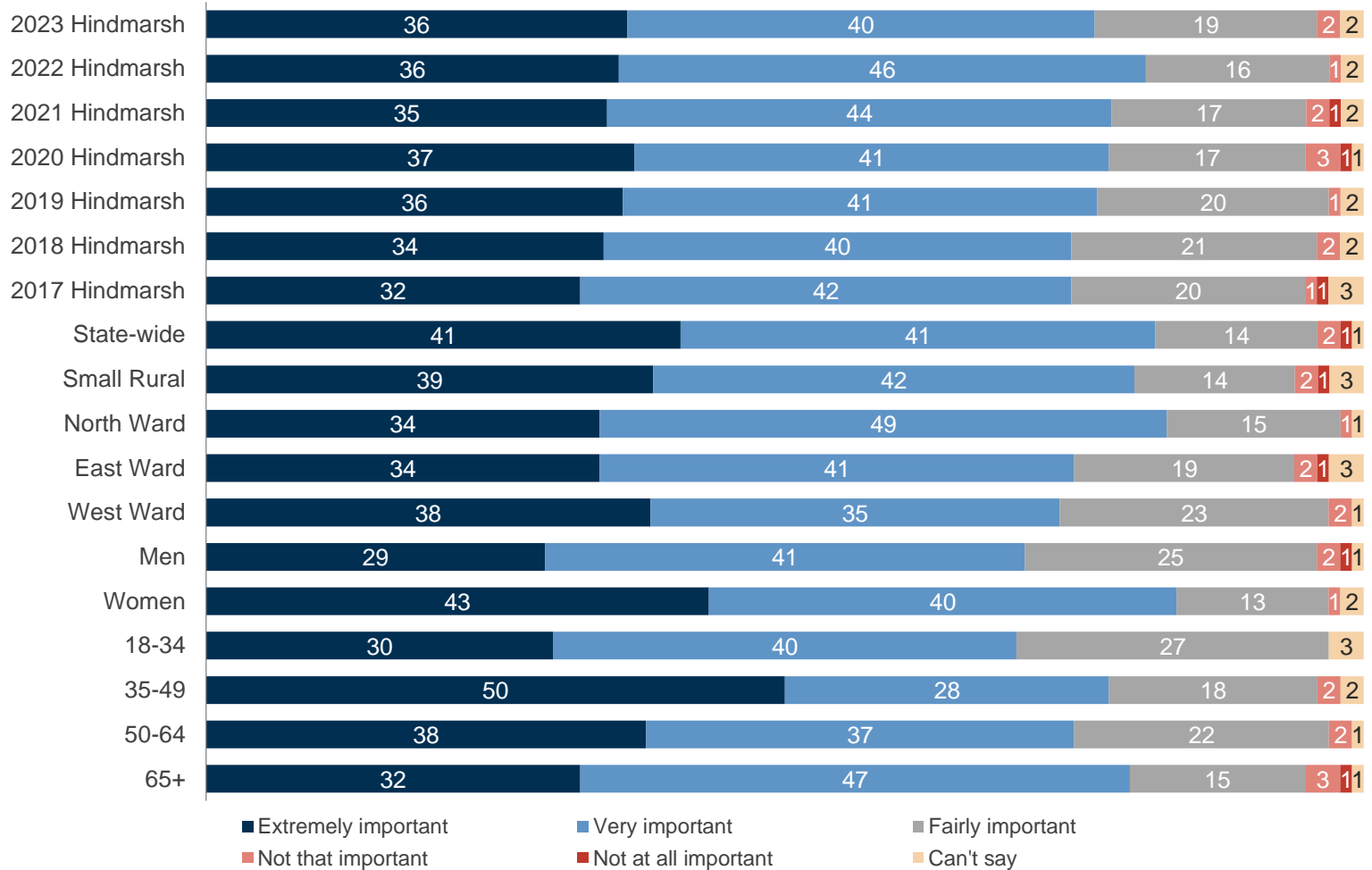
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	61	62	59	56	63	52	55	51	54	50
West Ward	61	62	57	64	66	70	70	66	68	66
65+	61	63	62	62	66	61	61	59	60	58
Women	60	62	59	57	63	57	62	55	61	56
Hindmarsh	59	61	60	61	65	60	62	59	61	58
35-49	58	60	56	62	63	55	62	57	61	58
50-64	58	58	58	54	63	59	62	54	59	51
Men	57	61	60	65	66	63	62	62	60	60
18-34	56	62	61	65	67	65	63	67	63	67
North Ward	53▼	60	63	59	63	57	61	57	58	57
State-wide	52▼	57	59	58	59	58	57	57	58	58
Small Rural	52▼	55	58	57	57	57	57	58	59	n/a

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

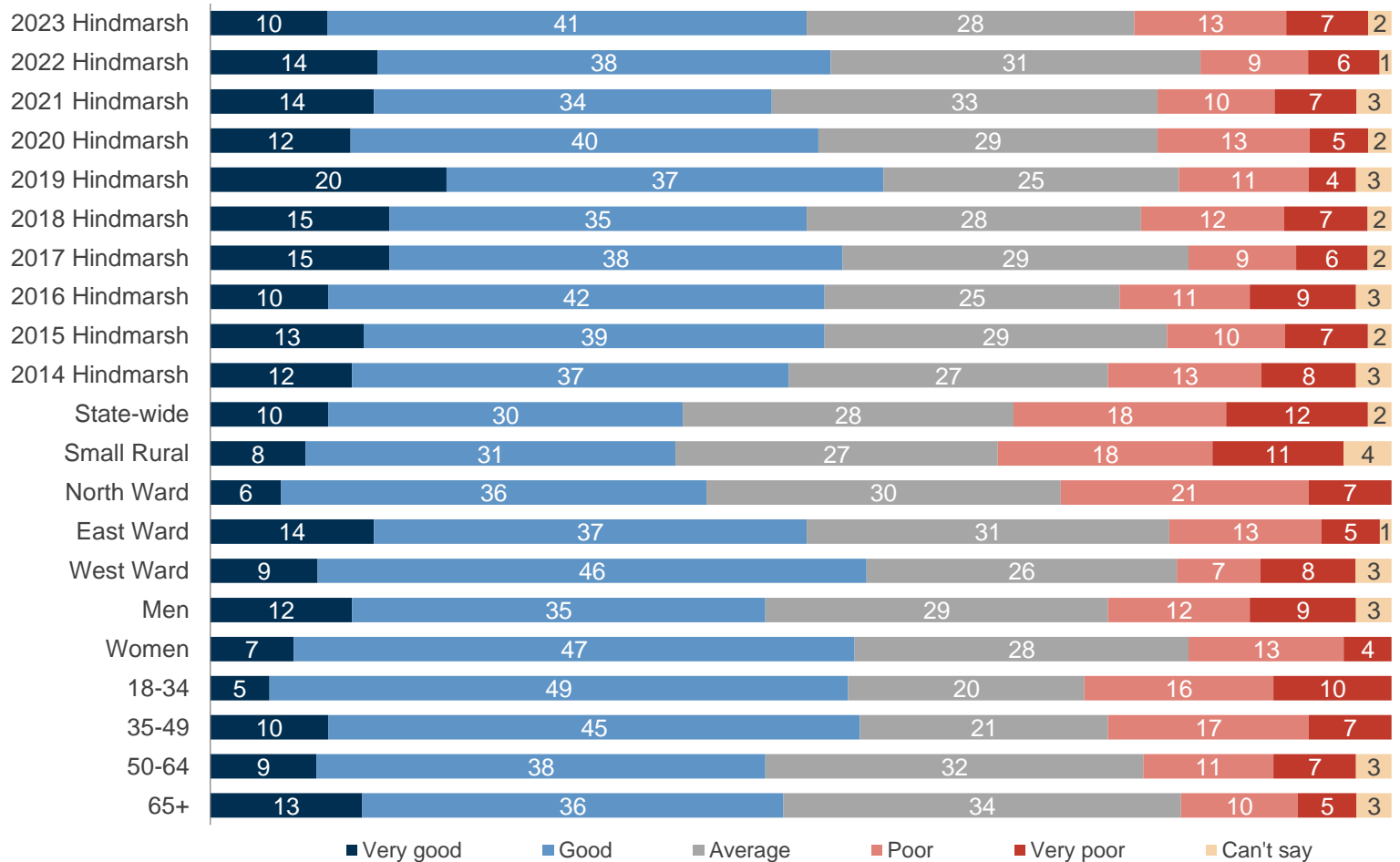
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)





Enforcement of local laws importance



2023 law enforcement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	68▲	68	70	70	71	71	71	70	71	70
Women	67	70	74	75	72	74	72	n/a	n/a	n/a
East Ward	67	69	72	72	69	71	73	n/a	n/a	n/a
65+	65	70	72	71	70	69	71	n/a	n/a	n/a
Small Rural	65	65	67	66	68	66	67	69	68	n/a
North Ward	65	65	68	69	66	65	70	n/a	n/a	n/a
Hindmarsh	64	67	70	69	67	68	70	n/a	n/a	n/a
35-49	63	59	69	65	63	65	67	n/a	n/a	n/a
50-64	62	65	67	67	63	66	71	n/a	n/a	n/a
18-34	62	69	69	71	71	69	71	n/a	n/a	n/a
West Ward	61	67	69	67	65	67	67	n/a	n/a	n/a
Men	60	63	65	63	61	62	68	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: 23 Councils asked group: 6

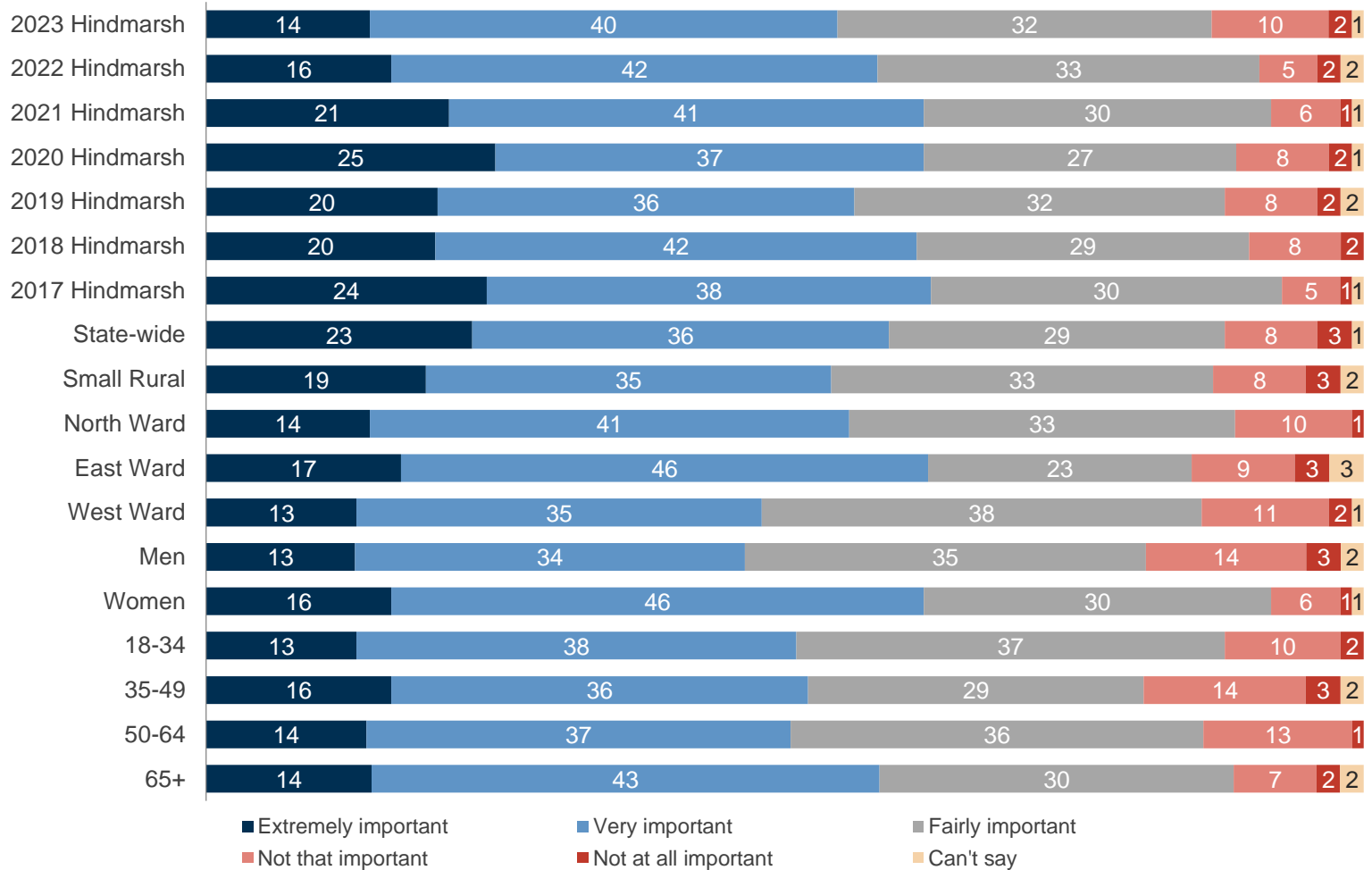
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 law enforcement importance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	67▲	70	68	73	69	62	70	68	69	72
West Ward	63	66	67	66	67	68	70	64	70	72
Women	63	66	66	66	67	65	67	64	69	70
50-64	62	62	64	63	63	66	63	63	66	65
State-wide	61	63	64	63	64	64	64	63	66	66
Hindmarsh	61	64	65	66	65	64	65	63	66	68
Small Rural	61	62	63	62	63	63	65	64	66	n/a
East Ward	60	65	66	67	67	61	63	62	60	65
65+	60	62	65	66	66	65	65	60	66	66
Men	60	62	63	66	63	62	63	61	63	66
North Ward	58	61	62	65	59	62	63	62	66	66
35-49	55	64	63	64	63	60	63	61	64	70

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

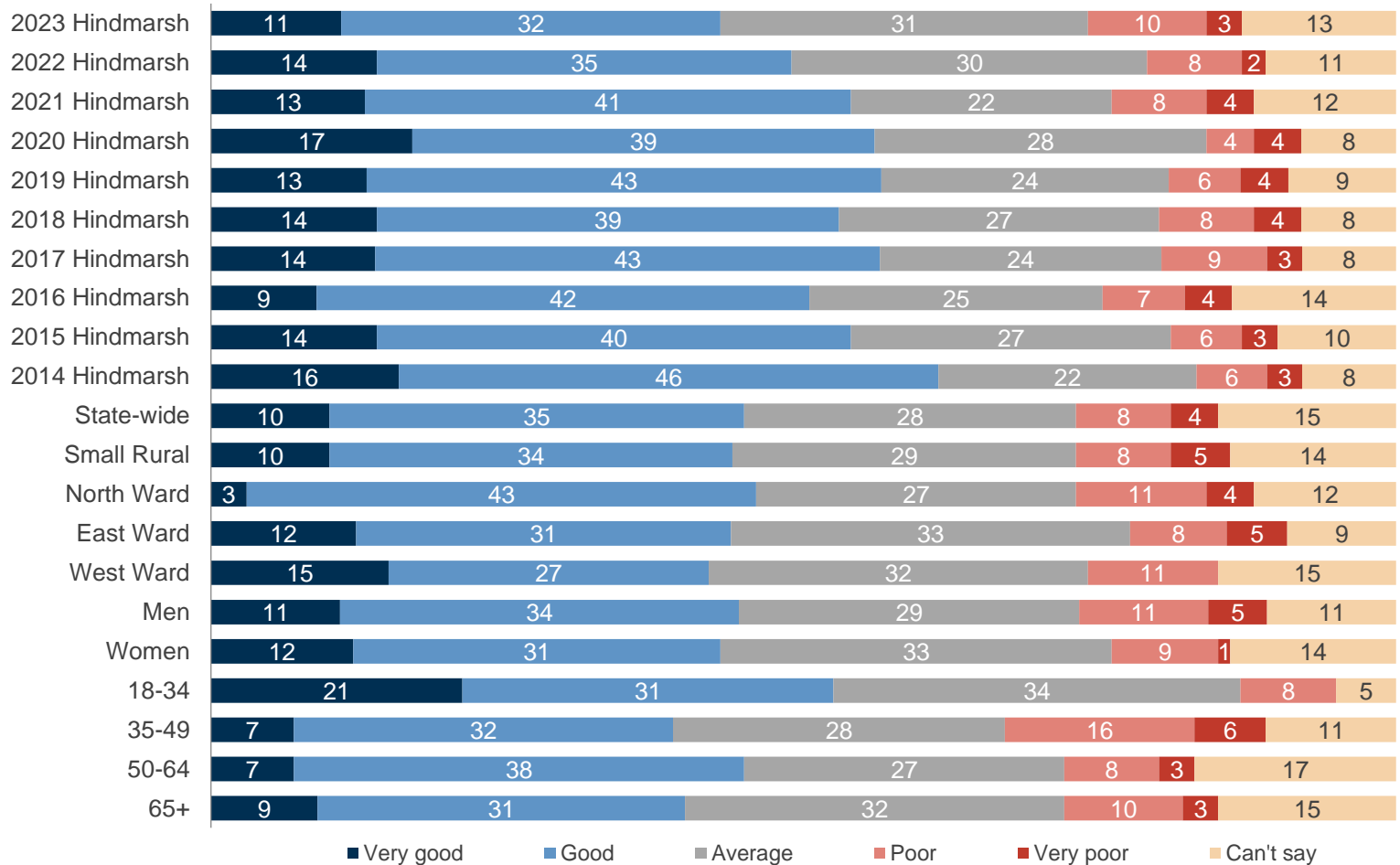
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)





Elderly support services importance



2023 elderly support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	82	84	82	81	85	80	n/a	n/a	n/a
Small Rural	82	82	83	81	80	80	79	79	80	n/a
Women	82	84	85	85	84	85	83	n/a	n/a	n/a
West Ward	82	83	81	83	81	82	77	n/a	n/a	n/a
35-49	80	81	82	82	79	80	81	n/a	n/a	n/a
Hindmarsh	80	82	82	82	82	82	80	n/a	n/a	n/a
State-wide	80	82	82	80	80	79	78	78	79	79
North Ward	80	82	82	81	82	80	81	n/a	n/a	n/a
18-34	80	84	76	84	86	79	77	n/a	n/a	n/a
65+	78	83	83	81	82	81	80	n/a	n/a	n/a
Men	78	81	78	80	79	79	77	n/a	n/a	n/a
East Ward	78	81	82	82	83	84	81	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: 16 Councils asked group: 5

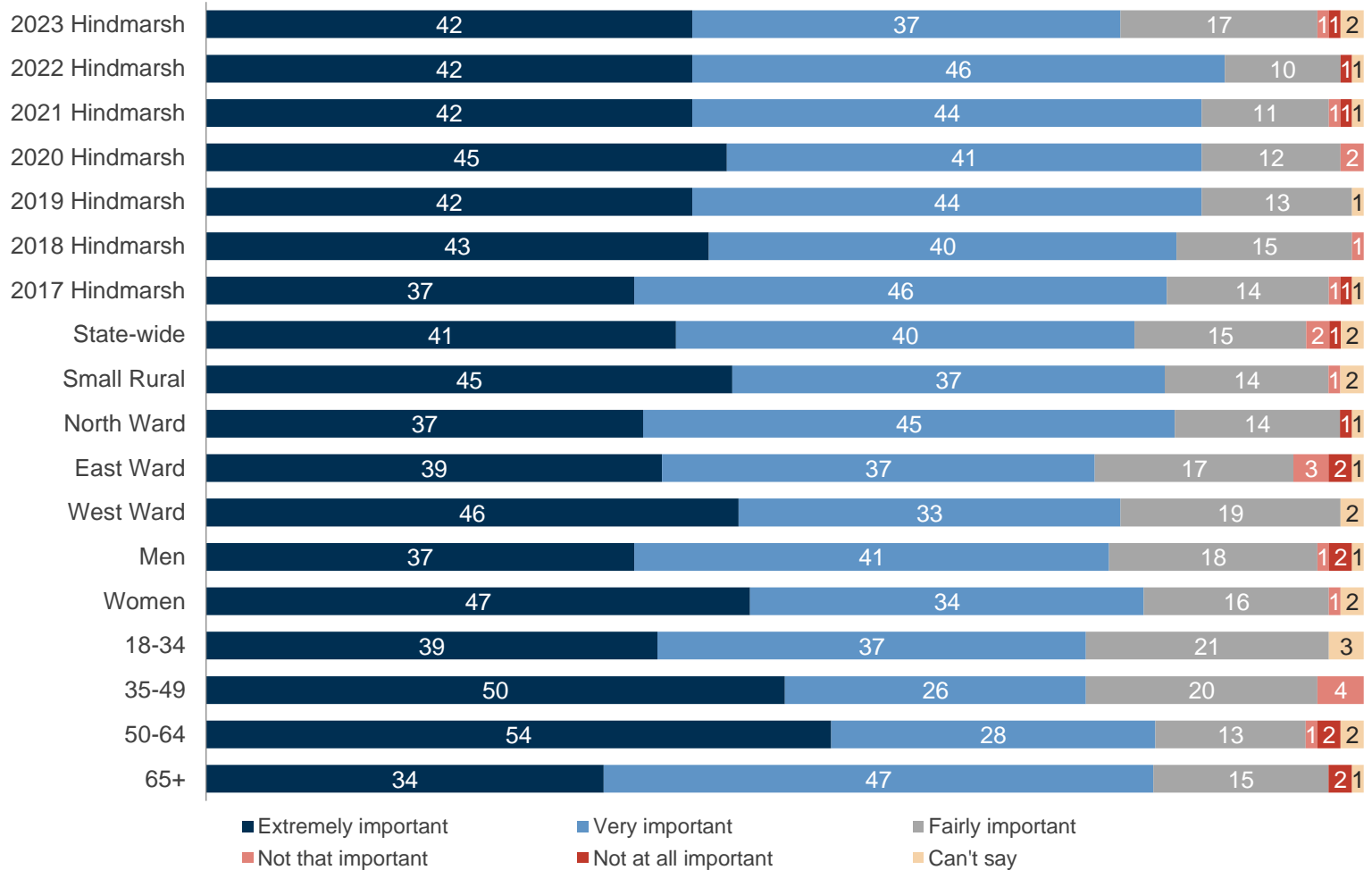
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2023 elderly support importance (%)





Elderly support services performance



2023 elderly support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
North Ward	71	72	71	75	72	70	76	69	73	72
West Ward	68	70	77	77	76	83	79	76	81	82
Men	68	69	72	72	74	72	72	71	73	73
65+	67	73	79	77	77	76	78	76	78	79
35-49	66	67	63	68	71	69	74	71	73	78
Hindmarsh	66	70	74	74	75	73	75	72	74	76
50-64	66	67	73	69	71	73	75	70	73	73
Small Rural	66	70	72	71	71	69	71	70	72	n/a
Women	65	72	76	76	75	75	79	73	76	79
18-34	63	72	76	83	78	72	71	68	72	74
State-wide	63▼	67	69	68	68	68	68	68	69	70
East Ward	58▼	69	73	70	74	64	71	72	67	75

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

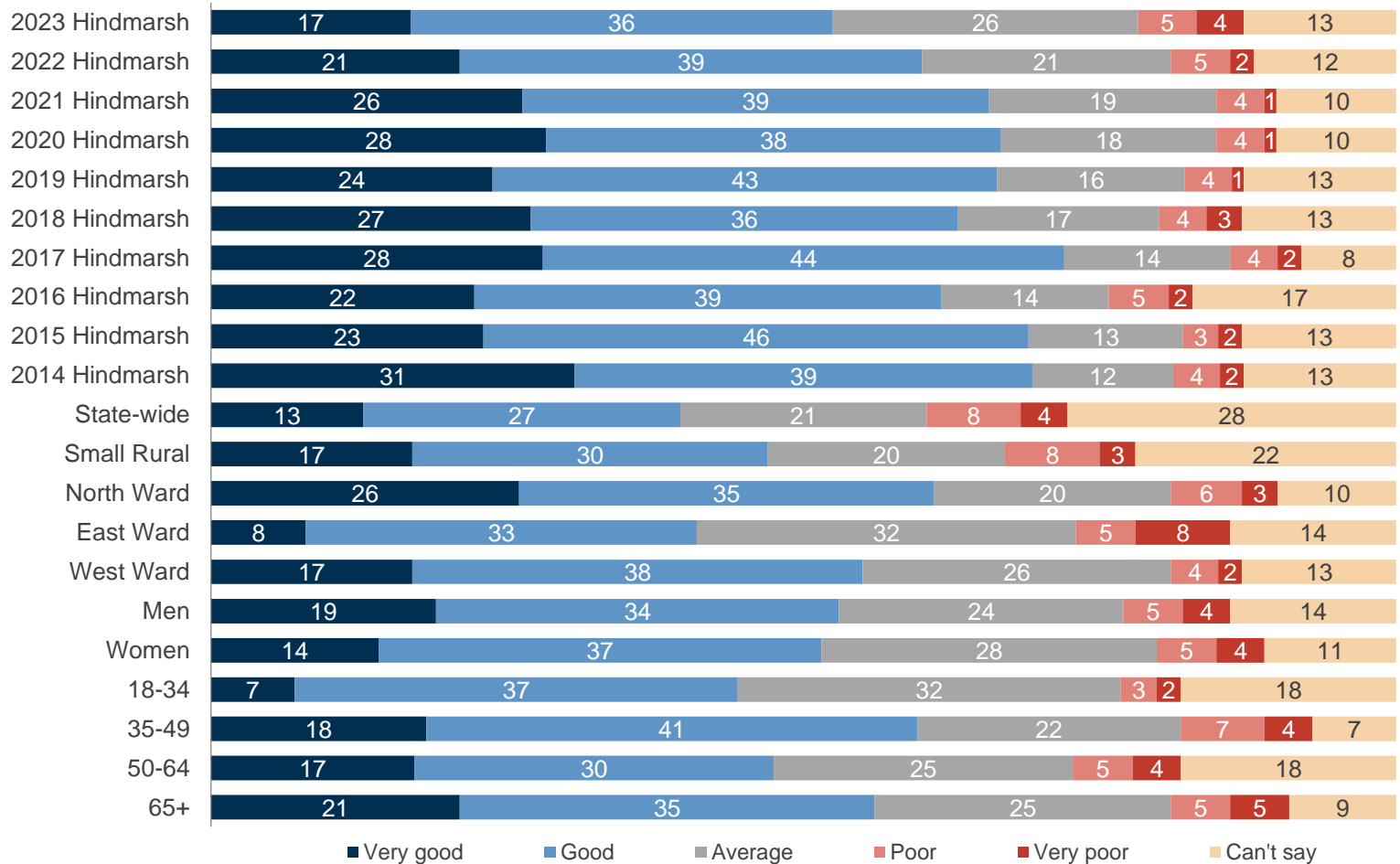
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)





Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	79▲	72	75	78	71	68	71	n/a	n/a	n/a
Women	76	76	76	75	73	72	71	n/a	n/a	n/a
50-64	76	77	75	70	70	73	71	n/a	n/a	n/a
East Ward	74	74	74	74	74	68	74	n/a	n/a	n/a
Hindmarsh	73	74	74	72	71	70	72	n/a	n/a	n/a
West Ward	73	76	72	72	69	70	70	n/a	n/a	n/a
State-wide	73	74	74	72	72	73	72	73	72	72
Small Rural	73	74	73	73	72	72	71	72	73	n/a
North Ward	73	73	76	71	71	71	72	n/a	n/a	n/a
65+	72	75	73	72	72	69	72	n/a	n/a	n/a
Men	70	73	72	69	69	67	73	n/a	n/a	n/a
18-34	69	72	73	69	71	68	72	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: 32 Councils asked group: 7

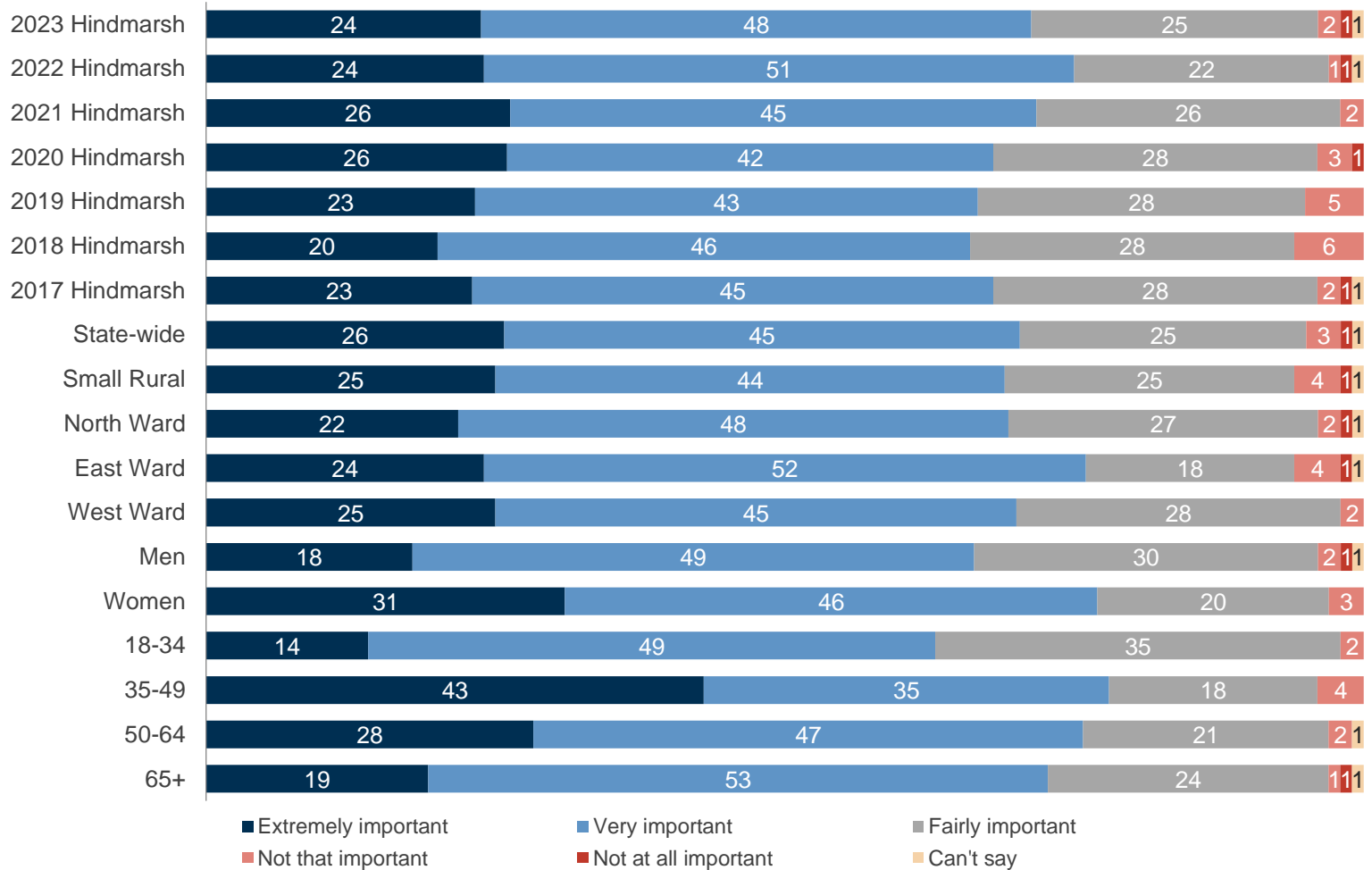
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	75▲	75	75	74	80	72	73	70	73	76
65+	72▲	73	76	73	79	78	78	77	77	78
State-wide	68	69	71	70	70	69	70	69	70	71
50-64	68	63	70	66	71	72	74	65	71	70
Small Rural	67	69	69	68	68	69	69	68	70	n/a
Women	67	68	70	72	74	73	76	67	72	74
Hindmarsh	66	69	70	71	73	73	73	67	71	71
North Ward	65	66	68	70	70	69	69	59	67	66
Men	65	69	69	70	73	73	70	66	70	68
West Ward	59▼	67	67	70	71	78	76	71	74	73
35-49	58	60	59	65	70	65	68	61	65	66
18-34	56▼	77	70	78	70	73	68	56	65	66

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

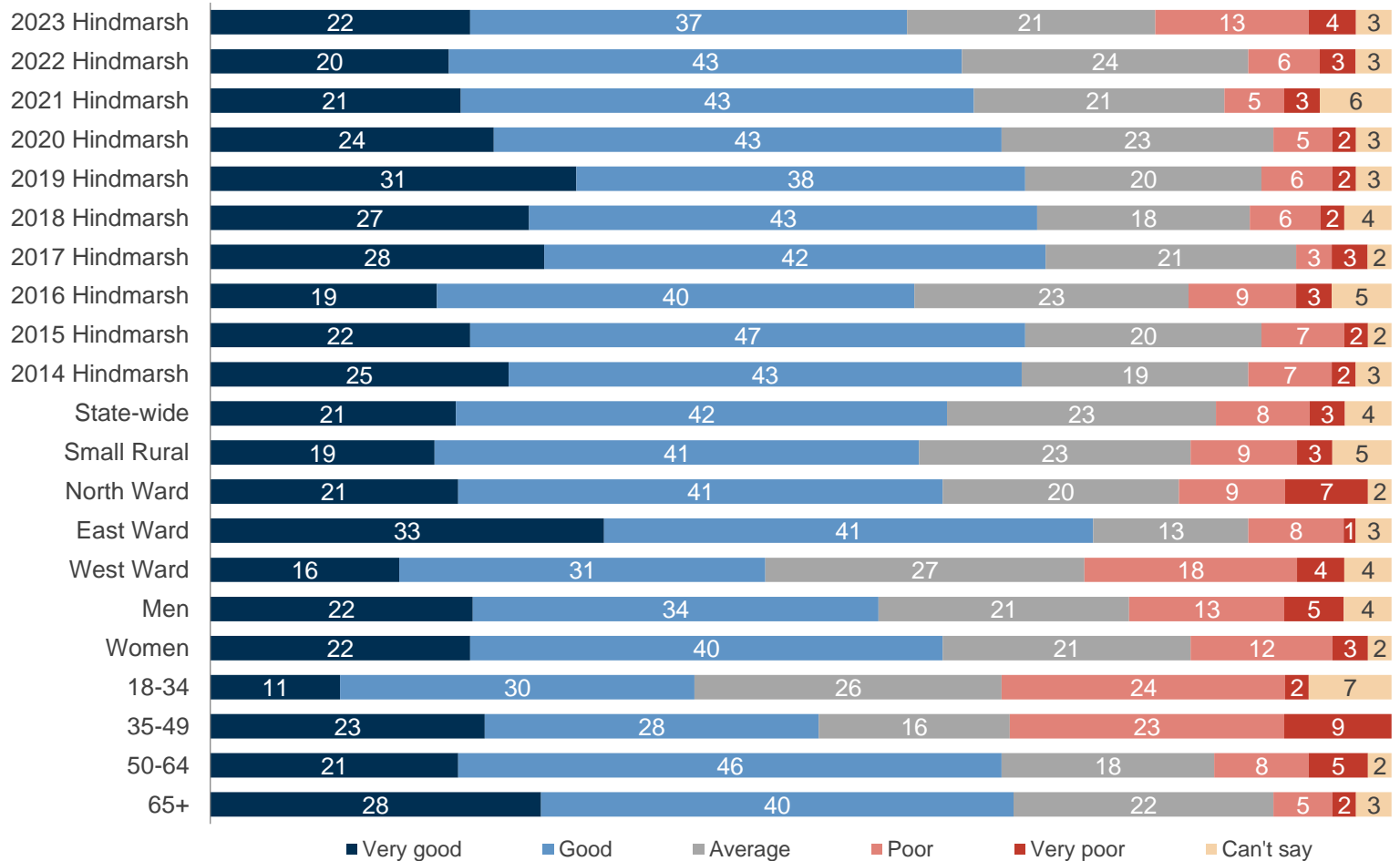
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	79▲	78	74	75	70	74	68	n/a	n/a	n/a
Women	77	77	78	77	76	76	75	n/a	n/a	n/a
50-64	77	76	78	72	73	73	79	n/a	n/a	n/a
North Ward	75	75	72	75	75	72	73	n/a	n/a	n/a
West Ward	75	75	76	74	73	73	73	n/a	n/a	n/a
State-wide	74	75	75	74	73	74	74	74	73	73
Hindmarsh	74	75	74	74	74	73	73	n/a	n/a	n/a
Small Rural	74	74	74	74	74	74	74	74	73	n/a
65+	73	75	75	76	77	75	74	n/a	n/a	n/a
East Ward	73	75	74	74	74	73	74	n/a	n/a	n/a
Men	72	73	71	72	71	69	72	n/a	n/a	n/a
18-34	70▼	69	68	72	73	65	70	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

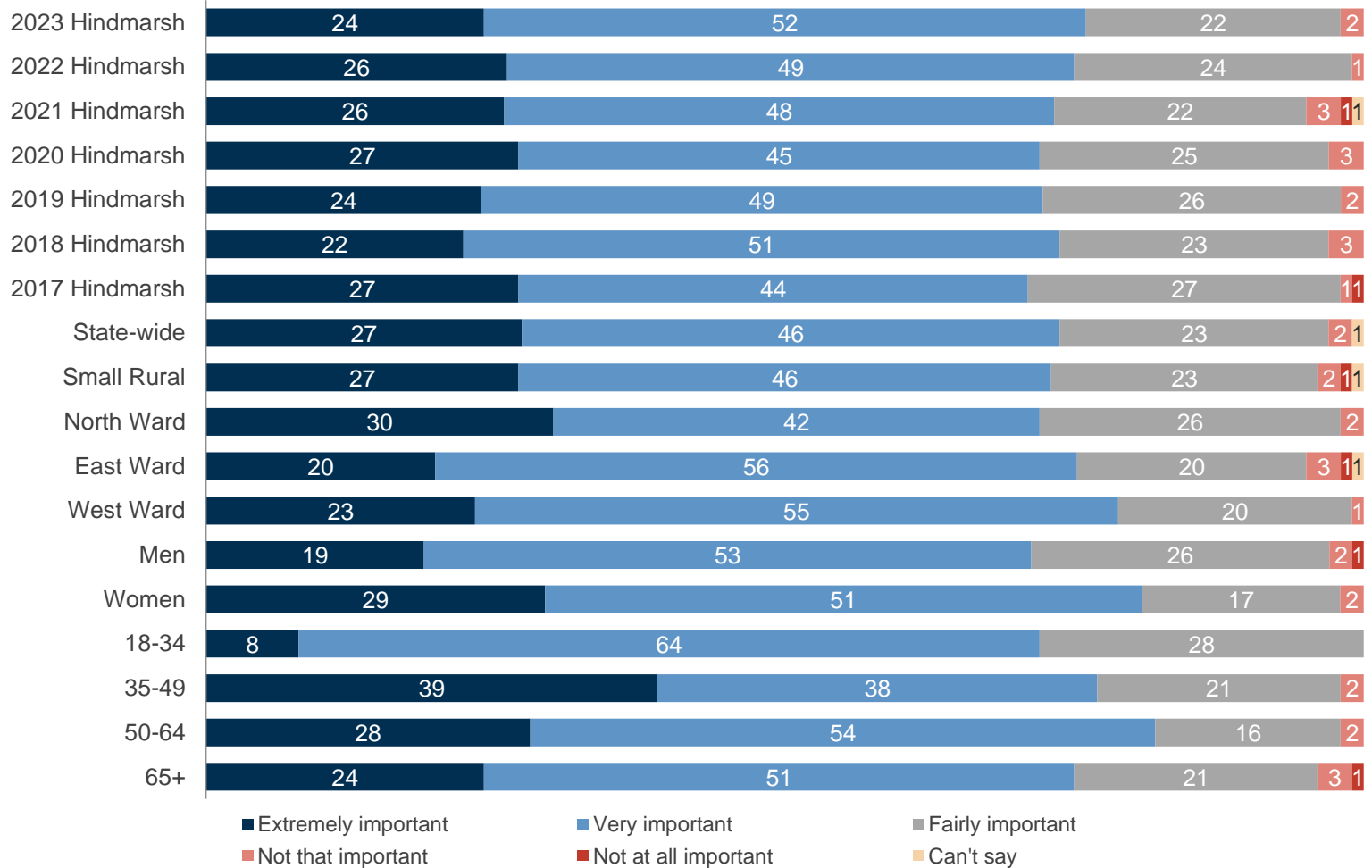
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West Ward	81▲	83	85	83	85	88	86	82	85	83
Women	79	79	80	80	80	79	79	74	78	78
35-49	79	79	78	80	80	73	80	71	72	77
65+	78	79	81	78	81	80	80	78	79	75
Hindmarsh	77	79	79	79	80	79	78	74	77	76
East Ward	76	81	75	76	77	75	74	68	66	70
50-64	76	75	77	74	78	78	76	72	76	74
Men	75	79	79	77	80	80	77	74	75	73
18-34	75	83	81	83	81	86	75	70	77	78
Small Rural	71▼	73	75	72	73	72	74	73	74	n/a
North Ward	70▼	73	77	74	73	74	76	70	76	73
State-wide	67▼	71	73	72	72	71	71	71	72	72

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

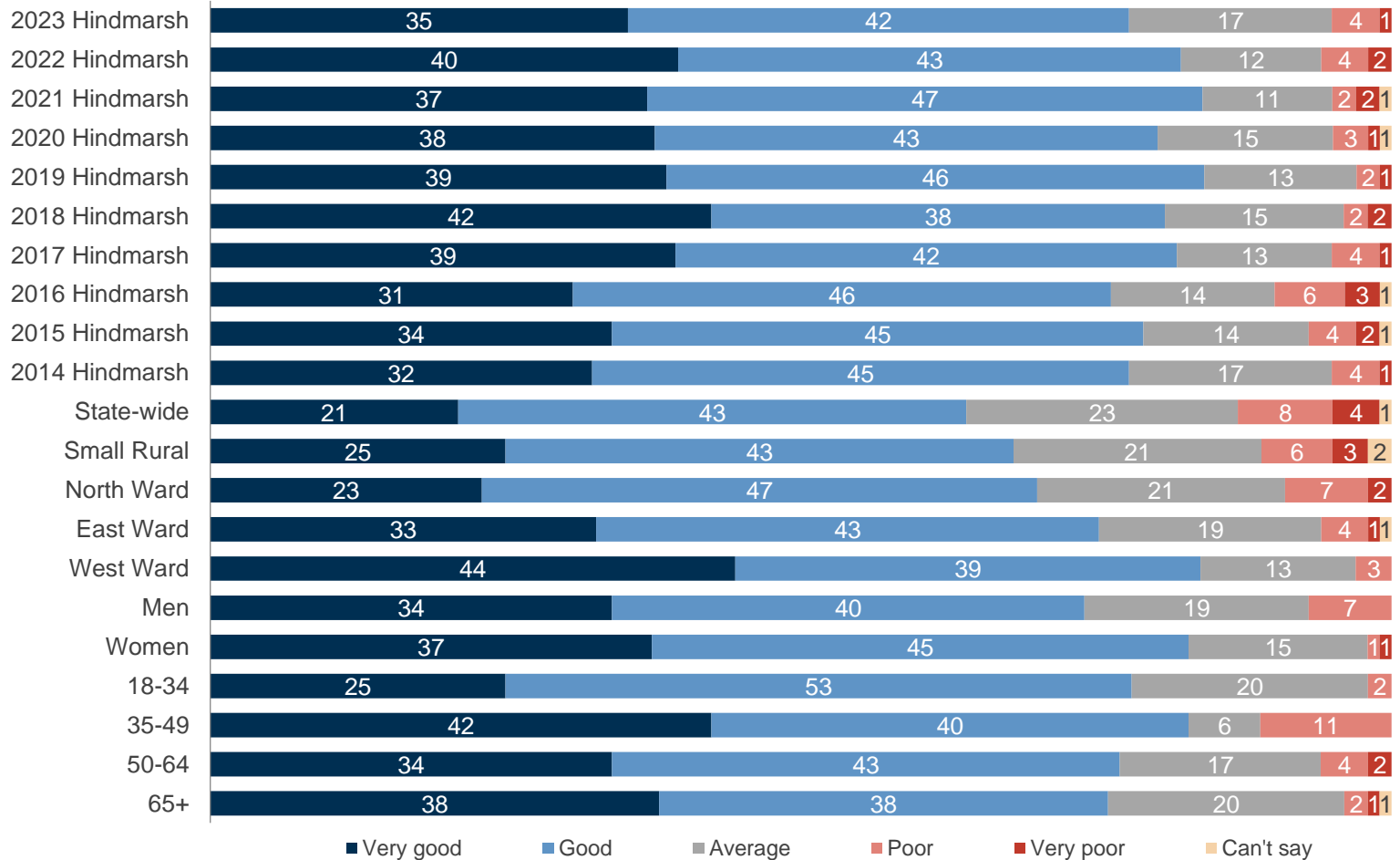
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)





Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	81▲	82	82	82	81	81	79	80	79	79
Women	80	78	78	81	79	80	78	n/a	n/a	n/a
East Ward	79	78	78	80	78	77	75	n/a	n/a	n/a
65+	79	79	79	80	77	77	77	n/a	n/a	n/a
50-64	79	77	76	75	75	75	76	n/a	n/a	n/a
Small Rural	78	80	80	79	79	78	76	79	77	n/a
North Ward	78	79	76	78	76	74	75	n/a	n/a	n/a
Hindmarsh	77	77	77	78	75	76	75	n/a	n/a	n/a
18-34	77	75	73	78	78	77	72	n/a	n/a	n/a
West Ward	75	76	77	76	73	77	75	n/a	n/a	n/a
Men	74	76	76	74	71	72	72	n/a	n/a	n/a
35-49	74	75	77	75	69	74	73	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: 31 Councils asked group: 6

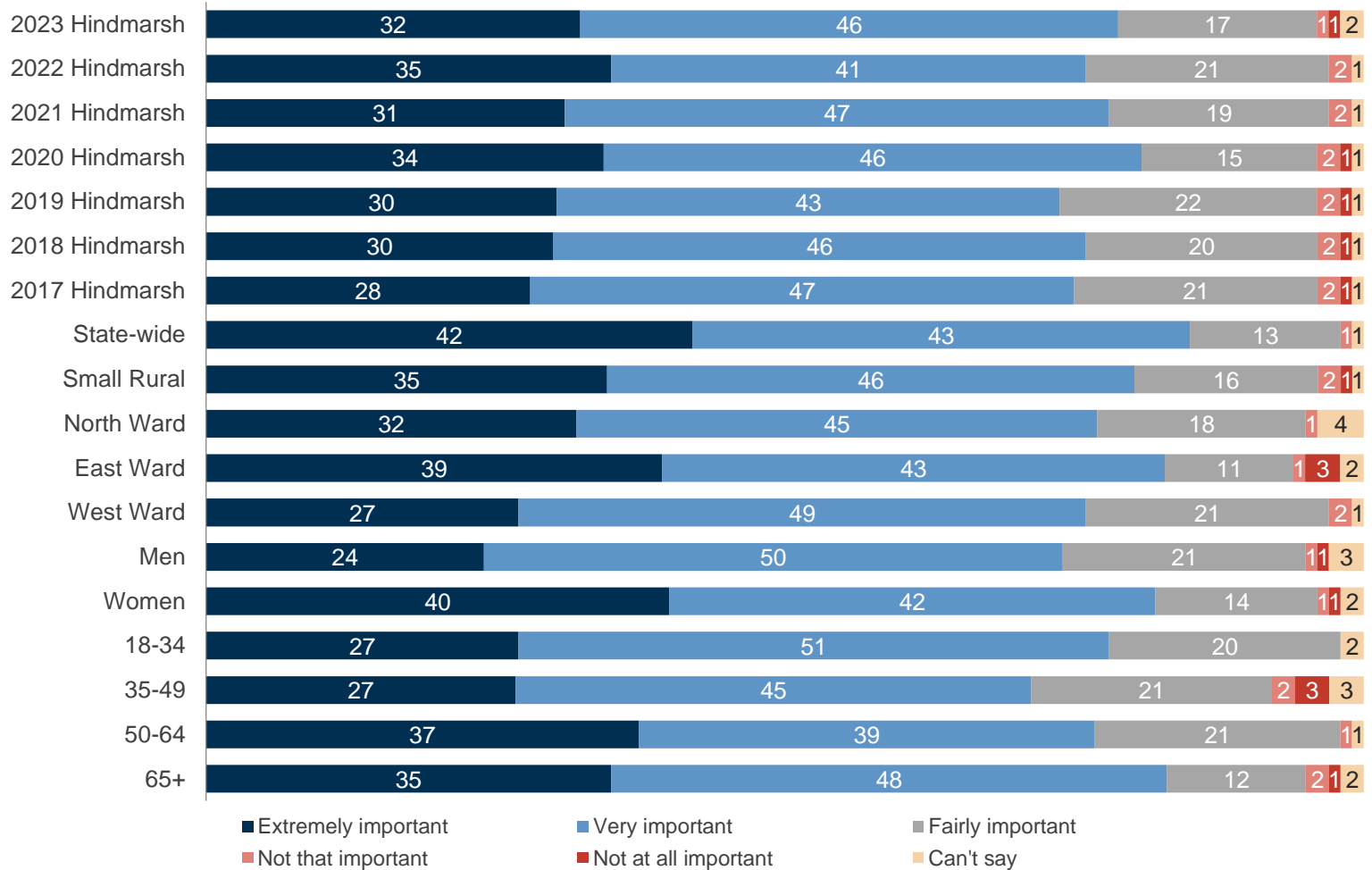
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
North Ward	77	75	76	75	75	72	72	65	71	69
65+	76	76	76	74	80	76	78	76	77	80
50-64	75	74	72	66	71	70	74	66	68	68
Women	74	76	72	70	74	75	75	71	74	73
Hindmarsh	74	74	75	71	75	74	75	68	71	73
West Ward	74	73	75	70	74	80	76	71	74	77
Men	74	73	78	73	75	72	75	64	69	73
18-34	72	74	81	75	73	72	73	66	74	73
East Ward	72	77	73	70	76	68	77	66	68	75
35-49	70	73	69	69	71	75	72	57	63	70
State-wide	66▼	68	69	65	68	70	71	70	72	73
Small Rural	66▼	68	68	64	66	69	70	69	71	n/a

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

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

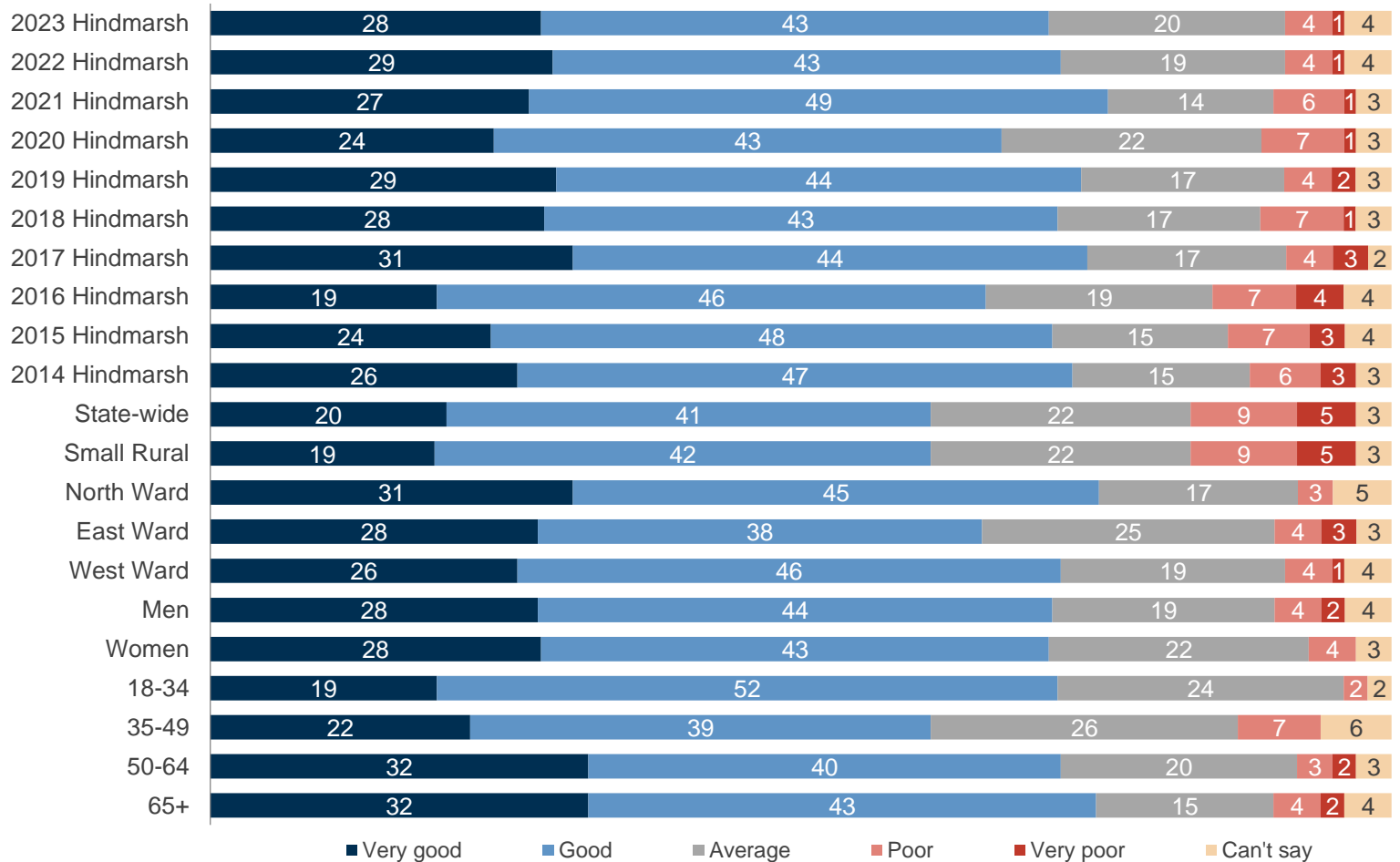
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	76	76	76	74	73	71	78	n/a	n/a	n/a
Women	75	77	79	78	77	74	75	n/a	n/a	n/a
35-49	75	74	74	73	70	72	73	n/a	n/a	n/a
East Ward	74	73	75	76	75	71	75	n/a	n/a	n/a
North Ward	74	74	75	75	74	68	74	n/a	n/a	n/a
Hindmarsh	73	75	75	75	73	69	74	n/a	n/a	n/a
65+	73	75	77	76	73	71	74	n/a	n/a	n/a
West Ward	73	77	76	74	71	68	73	n/a	n/a	n/a
Men	72	73	71	71	69	65	73	n/a	n/a	n/a
Small Rural	71	72	74	74	71	71	72	71	70	n/a
18-34	70	74	71	74	76	60	69	n/a	n/a	n/a
State-wide	67▼	69	70	67	65	66	67	67	67	67

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

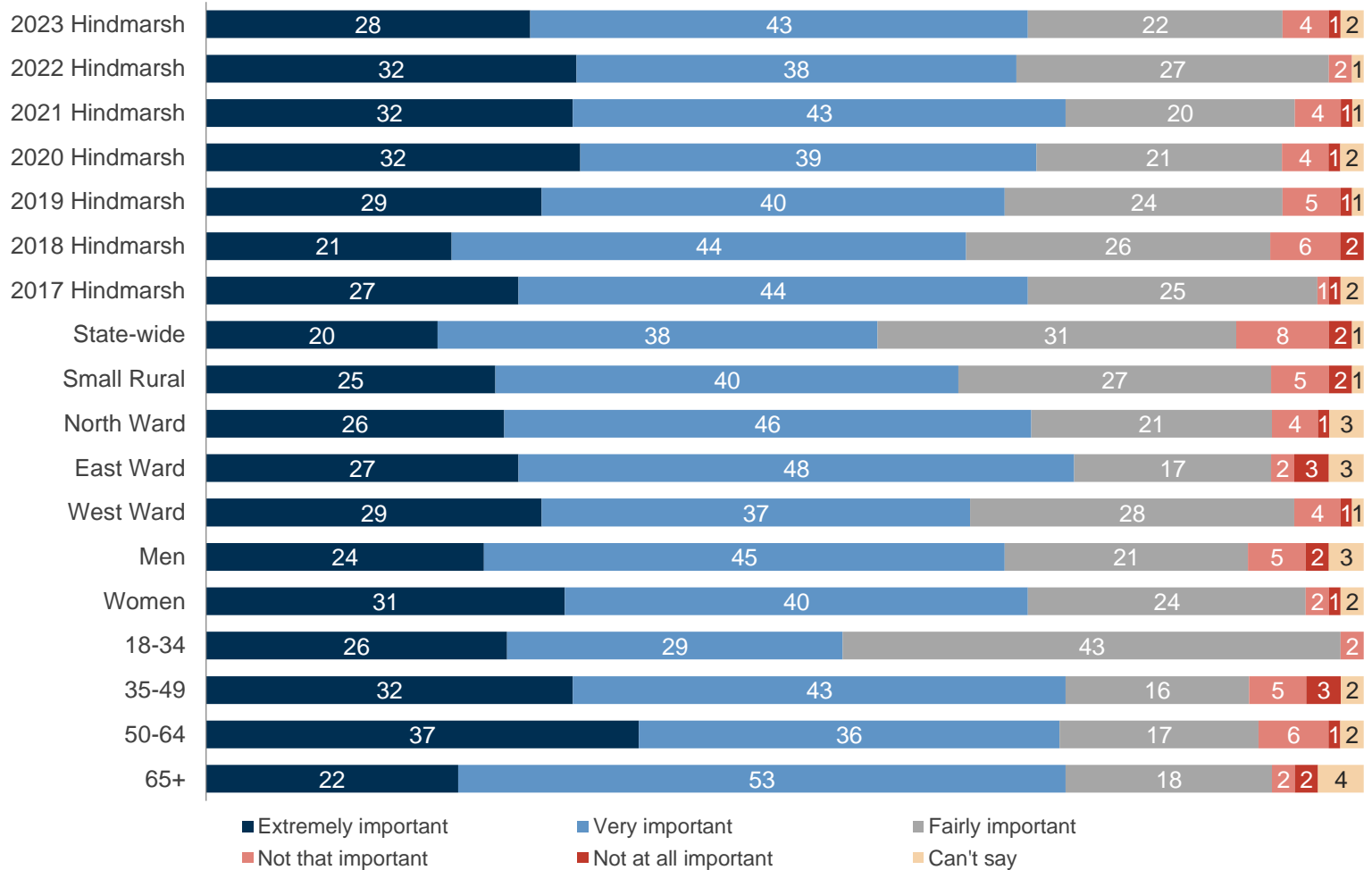
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	65▲	67	65	60	63	57	63	57	54	58
Women	61	59	63	63	65	63	63	60	61	63
Small Rural	61	63	62	58	59	59	64	61	63	n/a
65+	60	63	66	63	65	62	64	62	60	62
18-34	60	68	71	76	65	68	56	59	61	59
Hindmarsh	59	59	62	61	63	61	61	58	59	61
State-wide	59	60	61	59	61	60	61	60	61	62
35-49	58	52	47	54	59	55	61	57	60	63
North Ward	58	58	62	62	61	58	59	52	57	58
Men	57	60	60	59	61	59	59	56	56	59
West Ward	55	56	59	61	64	66	61	64	65	67
50-64	55	53	61	51	61	58	59	52	54	58

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

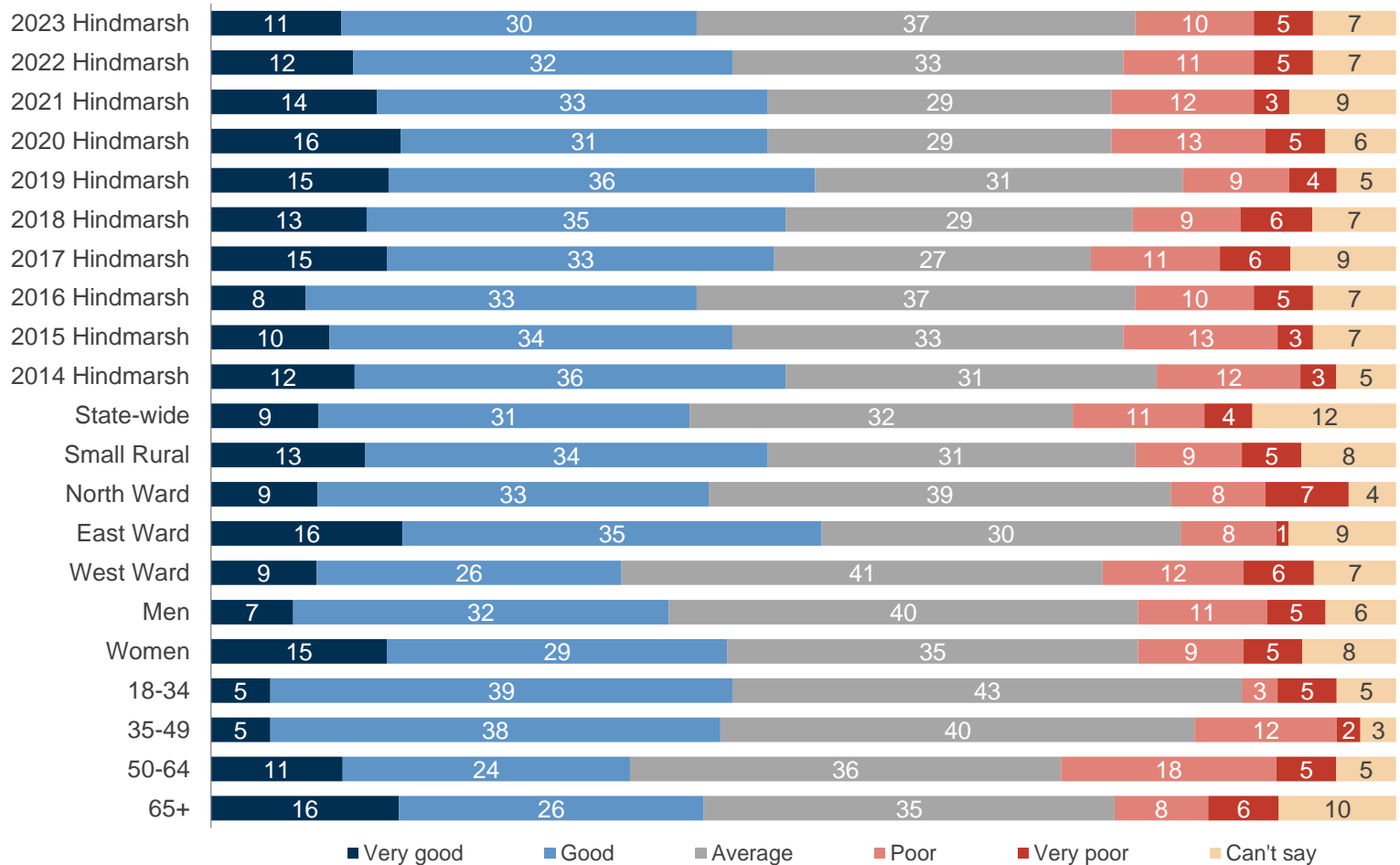
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)





Planning and building permits importance



2023 planning and building permits importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	72▲	73	73	71	71	71	72	71	71	71
Small Rural	71▲	73	71	68	70	68	68	71	70	n/a
Women	70	70	69	72	67	66	67	n/a	n/a	n/a
East Ward	70	65	70	66	65	59	64	n/a	n/a	n/a
West Ward	69	71	67	66	65	65	67	n/a	n/a	n/a
65+	69	70	67	68	66	63	67	n/a	n/a	n/a
50-64	68	68	69	64	65	63	66	n/a	n/a	n/a
Hindmarsh	67	66	67	65	63	61	64	n/a	n/a	n/a
18-34	65	71	65	65	63	57	61	n/a	n/a	n/a
Men	64	63	64	59	60	57	61	n/a	n/a	n/a
35-49	63	54	66	62	58	59	59	n/a	n/a	n/a
North Ward	60▼	62	63	64	58	60	61	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: 24 Councils asked group: 6

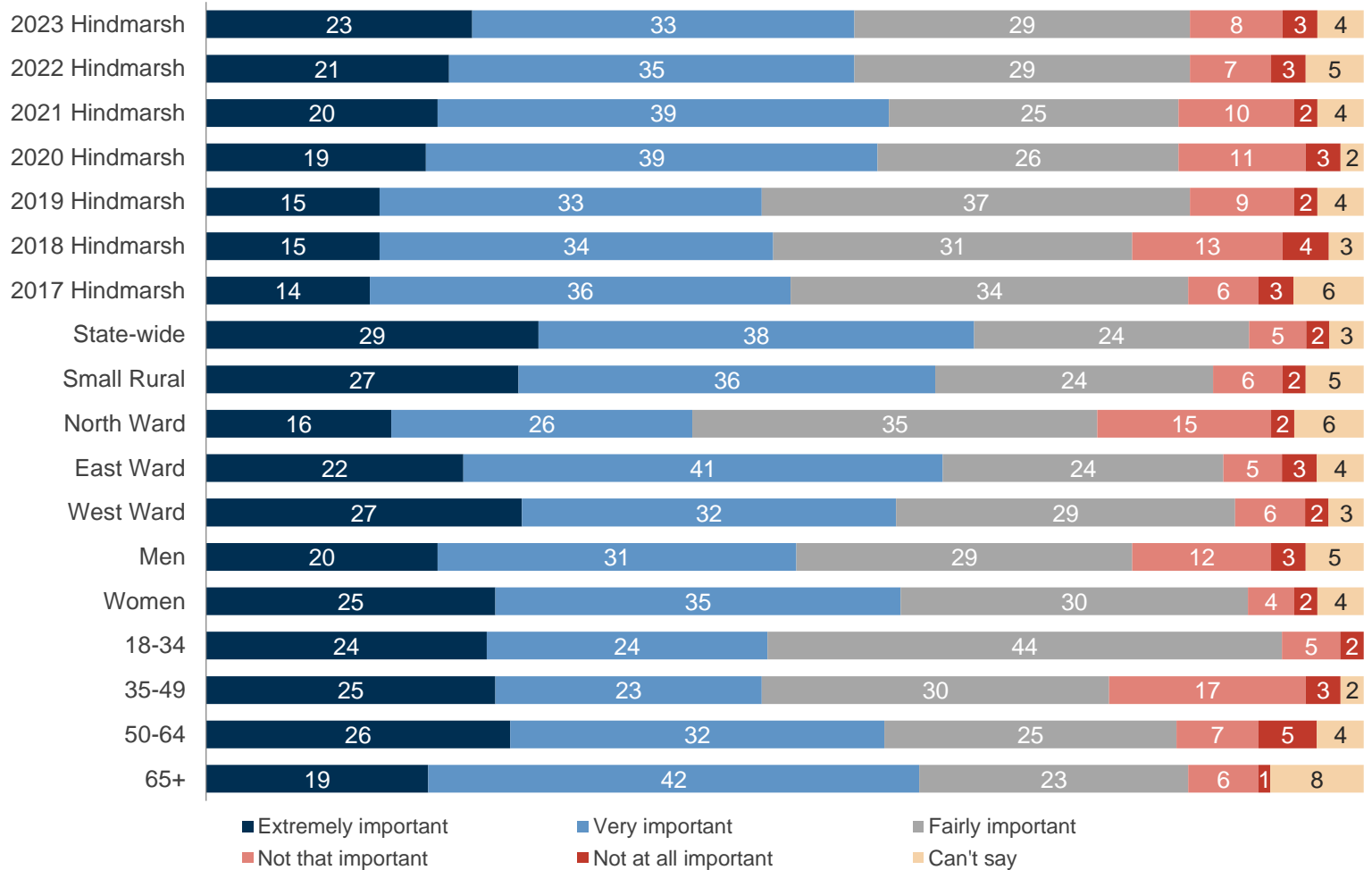
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)





Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	50▲	54	50	48	57	51	54	46	46	50
State-wide	47▲	50	51	51	52	52	51	50	54	53
35-49	46	34	42	50	44	52	57	41	51	51
Small Rural	45	48	49	46	48	51	51	50	53	n/a
North Ward	44	47	45	56	50	57	53	42	55	53
Women	43	49	50	51	54	60	57	49	57	56
65+	43	50	49	53	53	54	54	50	54	54
Hindmarsh	42	46	45	52	50	54	54	47	53	53
18-34	41	57	47	62	57	62	52	50	61	62
Men	41	43	41	52	48	49	51	44	49	51
50-64	37	41	43	42	46	51	53	46	48	48
West Ward	35▼	41	41	52	46	55	55	52	56	57

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

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

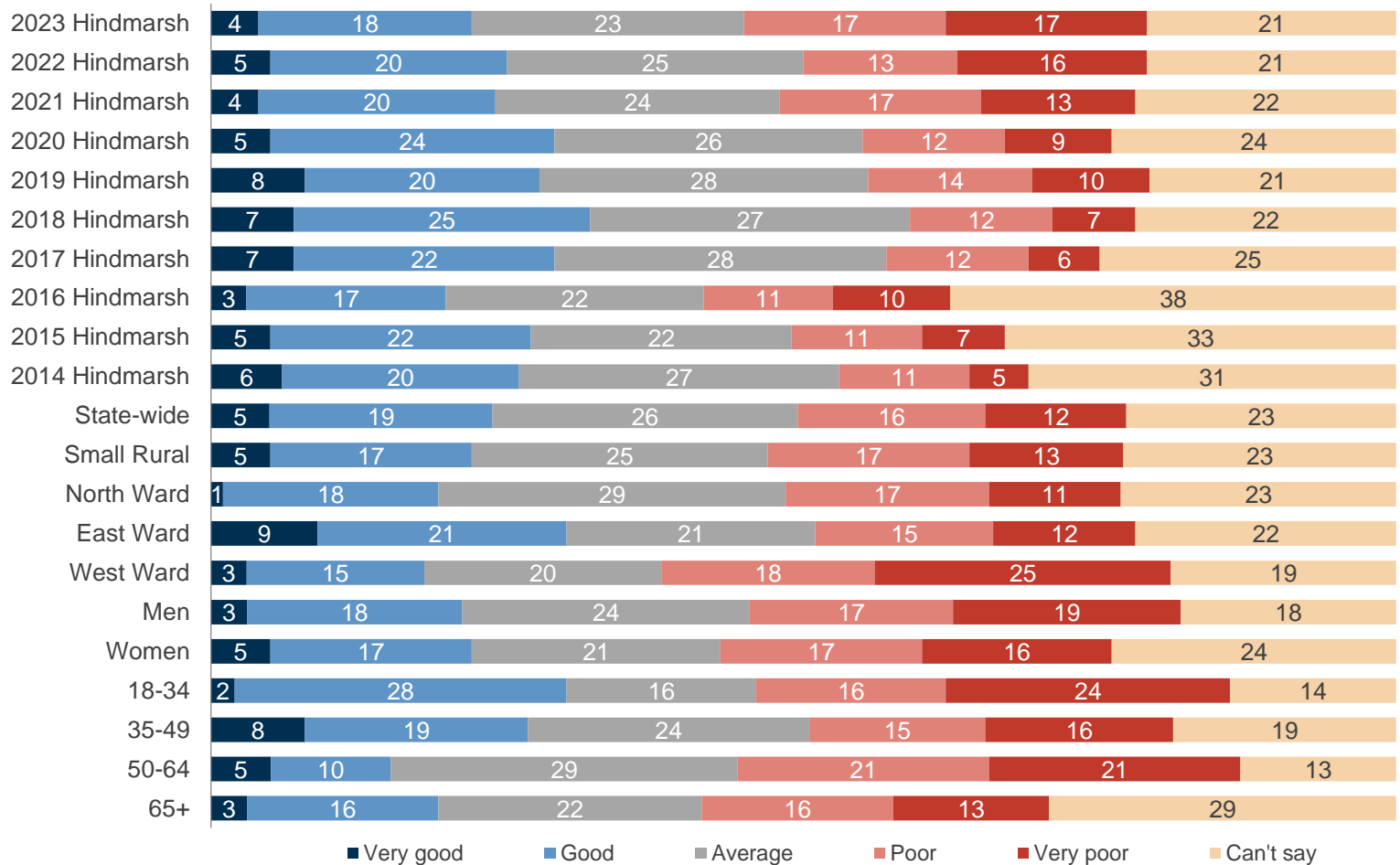
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)





Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	49	57	50	52	56	57	57	n/a	n/a	n/a
65+	49	50	47	51	54	54	54	n/a	n/a	n/a
East Ward	49	54	44	45	59	48	52	n/a	n/a	n/a
West Ward	48	59	56	57	56	67	63	n/a	n/a	n/a
Small Rural	47	50	49	48	55	54	51	51	52	n/a
50-64	46	50	52	46	54	50	51	n/a	n/a	n/a
State-wide	46	49	51	49	56	55	53	56	55	55
Hindmarsh	46	54	50	50	56	54	53	n/a	n/a	n/a
18-34	43	67	61	58	63	65	54	n/a	n/a	n/a
Men	42	52	51	49	56	51	49	n/a	n/a	n/a
35-49	41	53	45	45	55	47	52	n/a	n/a	n/a
North Ward	39▼	49	50	44	51	44	43	n/a	n/a	n/a

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

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

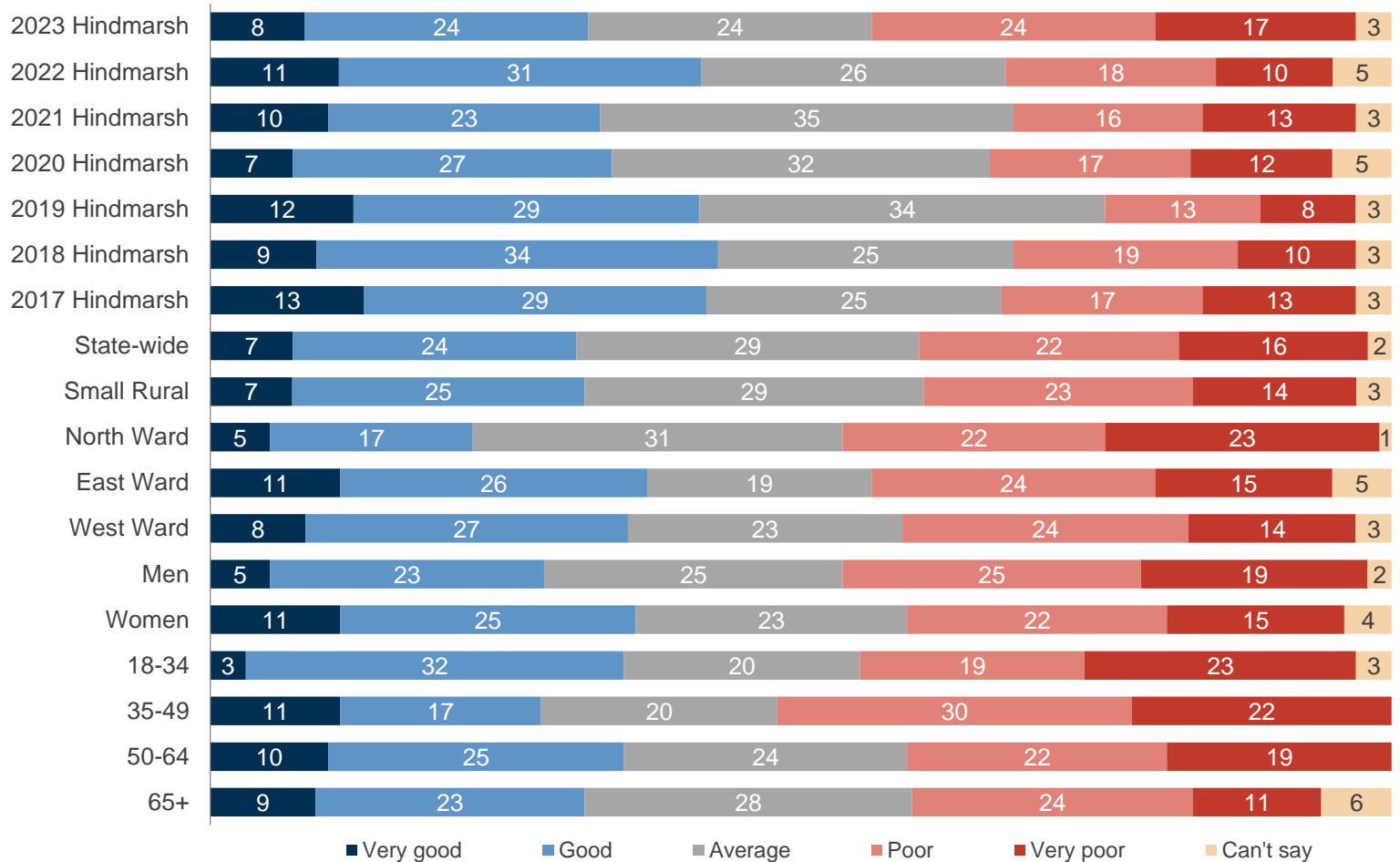
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
North Ward	87	87	85	87	83	84	82	n/a	n/a	n/a
18-34	86	91	78	84	79	84	78	n/a	n/a	n/a
35-49	86	86	87	87	85	80	81	n/a	n/a	n/a
50-64	86	86	86	85	84	85	82	n/a	n/a	n/a
Women	85	86	82	84	84	83	79	n/a	n/a	n/a
Small Rural	85	85	84	83	82	84	81	81	82	n/a
West Ward	84	87	82	83	85	81	75	n/a	n/a	n/a
Hindmarsh	84	86	83	85	83	82	79	n/a	n/a	n/a
State-wide	83	83	81	80	80	80	79	79	78	78
Men	82	86	84	85	82	81	80	n/a	n/a	n/a
65+	80▼	83	81	83	84	79	77	n/a	n/a	n/a
East Ward	79▼	82	81	85	79	80	81	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: 14 Councils asked group: 6

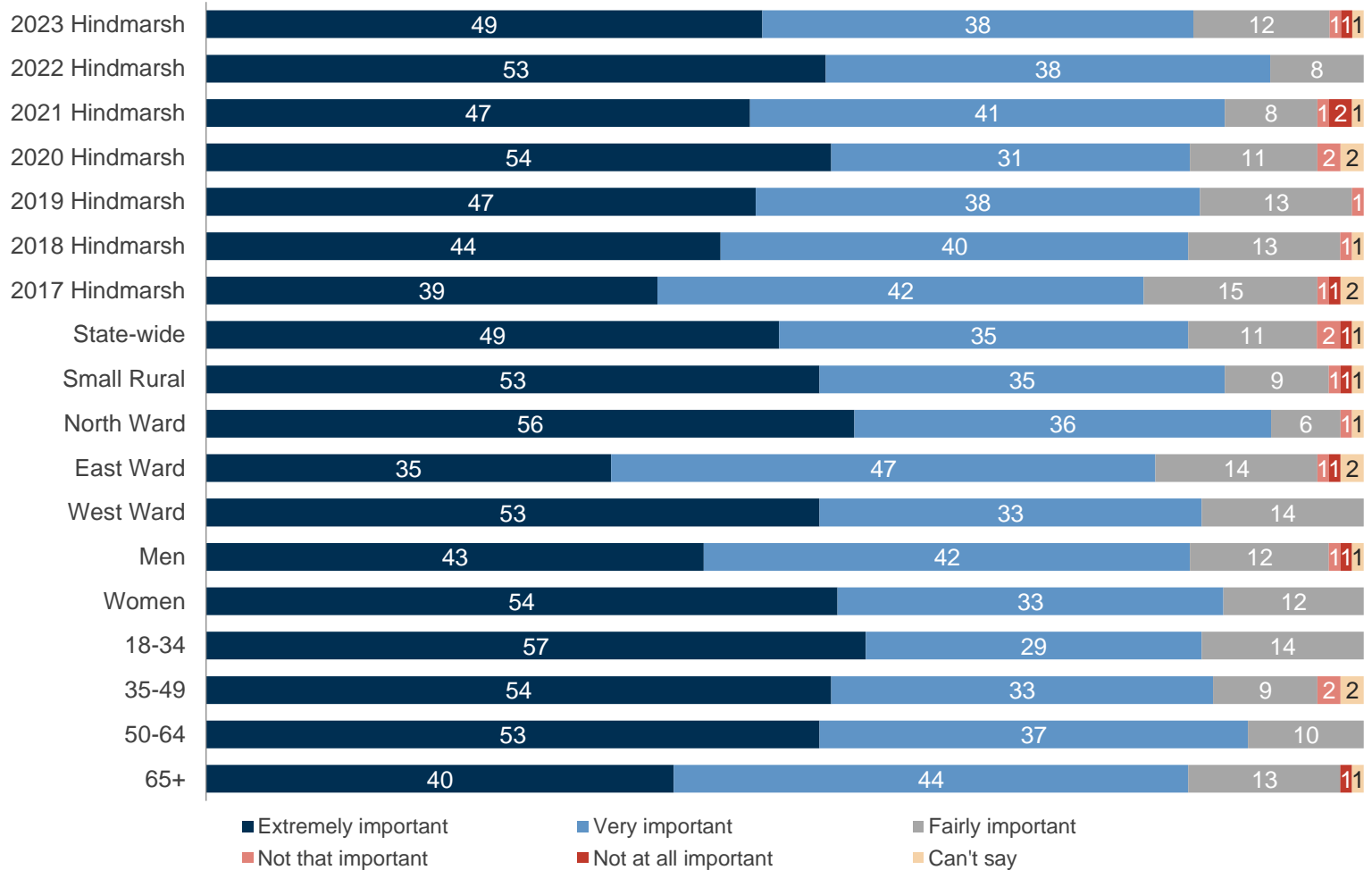
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	42▲	49	43	46	51	43	46	n/a	n/a	n/a
East Ward	41	52	45	47	49	41	49	n/a	n/a	n/a
Small Rural	38	42	44	43	43	40	43	44	45	n/a
State-wide	37	41	45	44	44	43	44	43	45	45
Women	37	45	42	43	46	45	50	n/a	n/a	n/a
Hindmarsh	36	43	42	42	46	42	46	n/a	n/a	n/a
West Ward	35	40	41	41	44	45	50	n/a	n/a	n/a
Men	34	42	42	42	46	39	43	n/a	n/a	n/a
50-64	34	42	41	37	43	43	43	n/a	n/a	n/a
18-34	31	43	46	43	48	39	43	n/a	n/a	n/a
North Ward	31	43	40	41	46	40	40	n/a	n/a	n/a
35-49	30	36	37	40	42	43	54	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: 25 Councils asked group: 10

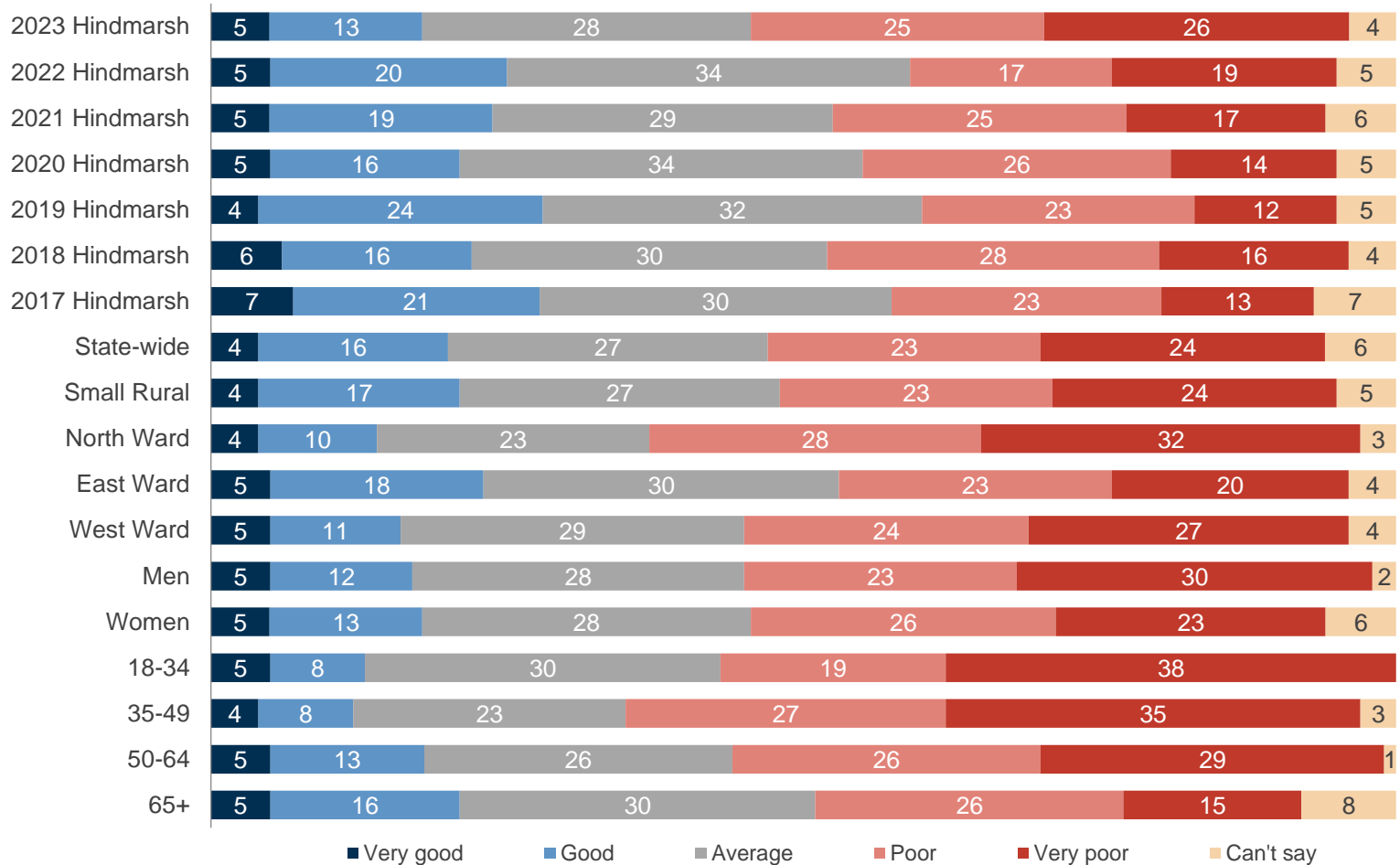
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)





COVID-19 response importance



2023 COVID-19 response importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hindmarsh	70	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

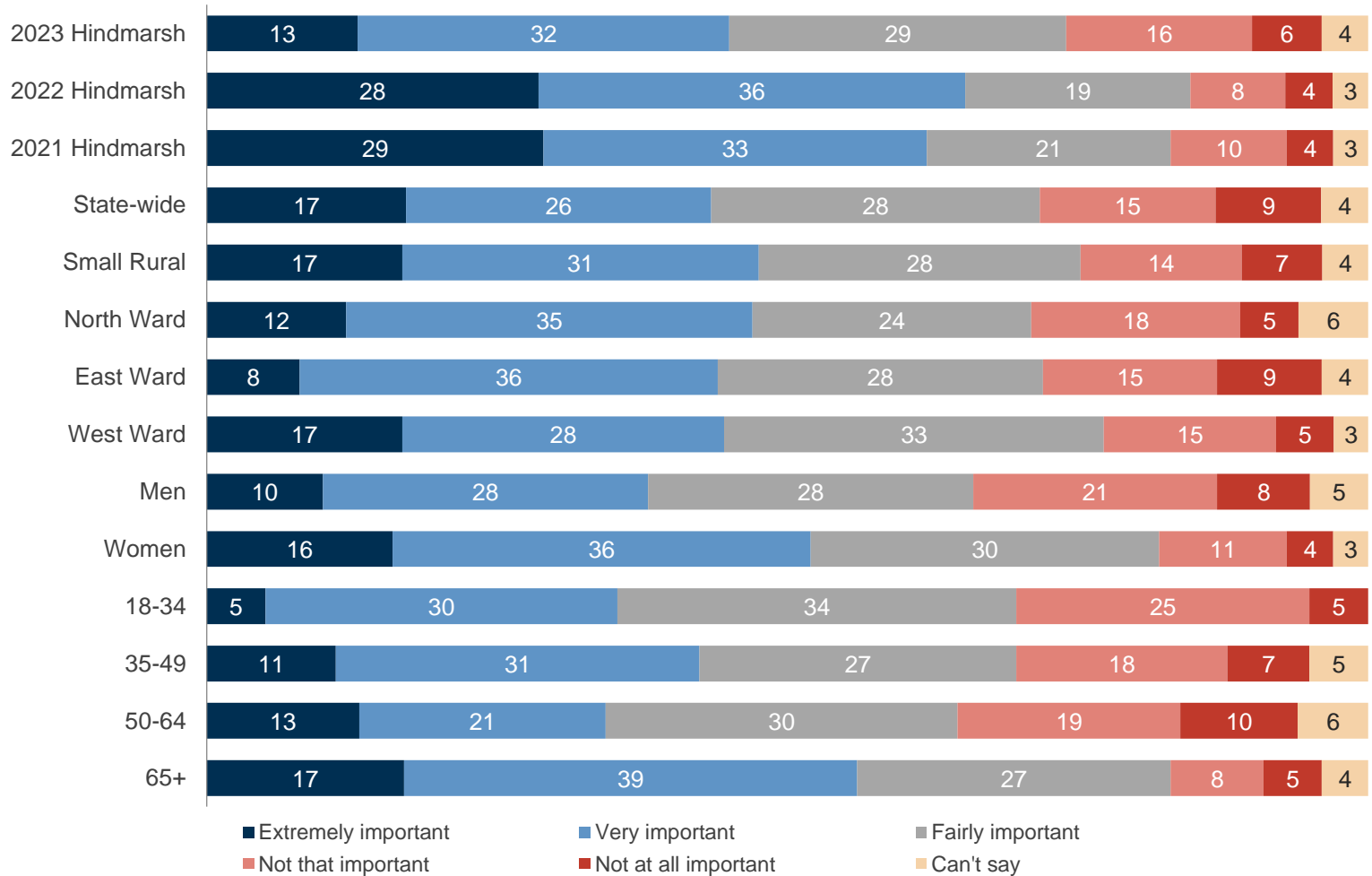
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2023 COVID-19 response importance (%)



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

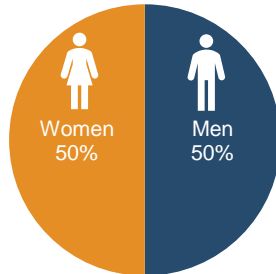
Detailed demographics



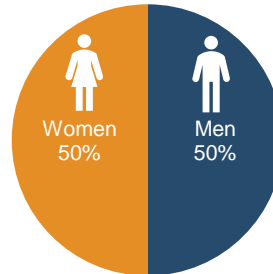
Gender and age profile

2023 gender

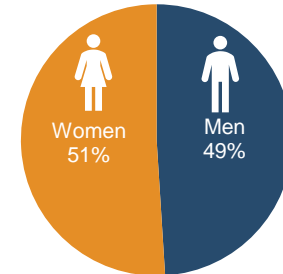
Hindmarsh



Small Rural

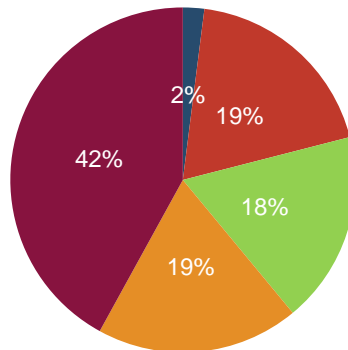


State-wide

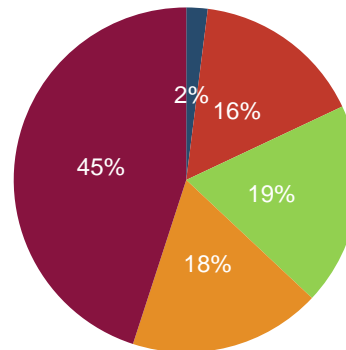


2023 age

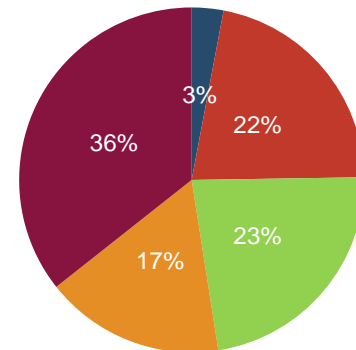
Hindmarsh



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: 66 Councils asked group: 19

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



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for 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	216	200	+/-6.5
Women	184	200	+/-7.1
North Ward	110	106	+/-9.3
East Ward	127	118	+/-8.6
West Ward	163	176	+/-7.6
18-34 years	38	82	+/-16.0
35-49 years	50	73	+/-13.9
50-64 years	99	78	+/-9.8
65+ years	213	167	+/-6.6



Appendix A: Significant difference reporting notation

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

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

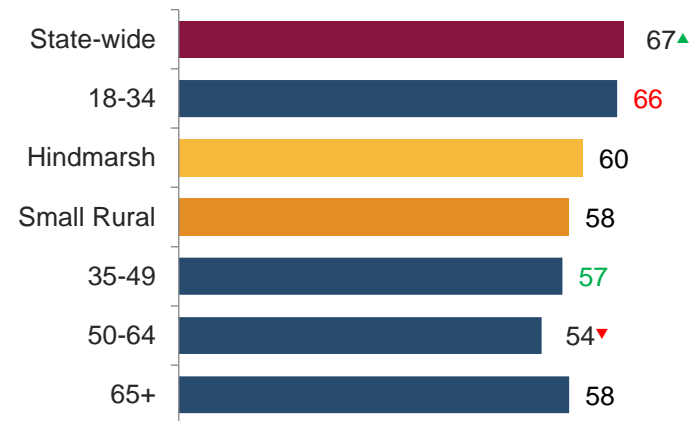
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

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





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 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 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.

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



Appendix B: Analysis and reporting

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

Council Groups

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 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2023 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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