LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY HINDMARSH SHIRE COUNCIL

2018 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

J W S R E S E A R C H

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HINDMARSH SHIRE COUNCIL - AT A GLANCE





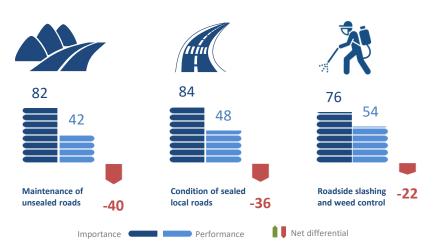
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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. The main objectives of the survey are to assess the performance of Hindmarsh Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



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 40% 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 1st February – 30th March, 2018. The 2018 results are compared with previous years, as detailed below:

- 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.

SURVEY METHODOLOGY AND SAMPLING



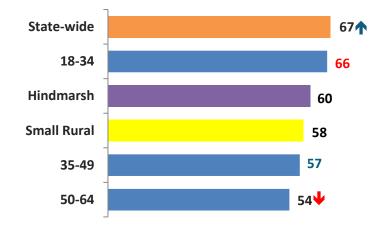
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 <u>higher</u> than the overall result for the council.
- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix B</u>, including:

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

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS

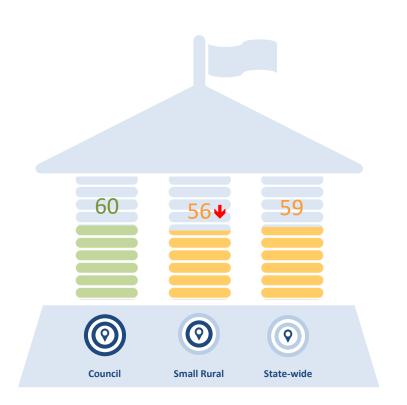


OVERALL PERFORMANCE

The overall performance index score of 60 for Hindmarsh Shire Council represents a **three-point decline** on the 2017 result, and is Council's secondlowest rating in overall performance over the course of tracking.

- Hindmarsh Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group, but is not rated significantly different to the State-wide council average (index scores of 56 and 59 respectively).
- Residents aged 65+ years (index score of 65) are significantly more favourable in their view of overall performance compared to the council average. Conversely, residents aged 35 to 49 years (index score of 50) are significantly less favourable in their view of overall performance.
- Women (index score of 62) are significantly less favourable in their view of Council's overall performance compared to 2017 (index score of 69).

Four times as many residents rate Hindmarsh Shire Council's overall performance as 'good' (40%), than those who rate it as 'poor' (10%).



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.



OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 18) shows that Hindmarsh Shire Council's **performance increased on most measures** compared to Council's own results in 2017.

- Although there were no significant improvements in 2018, Council improved on four of the seven core measures, with results in these areas generally significantly higher than the State-wide and Small Rural group council averages.
- While not significant improvements, Council's performance increased on customer service (index score of 72), advocacy (index score of 62), making community decisions (index score of 60), and community consultation and engagement (index score of 60).
- Hindmarsh Shire Council's performance on sealed local roads (index score of 48) is significantly lower than the 2017 result (down four points), and is also rated significantly lower than the Statewide council average (index score of 53).
- While not a significant decline, Hindmarsh Shire Council's performance on overall council direction (index score of 51) decreased four points, but is still rated similarly to the State-wide and Small Rural group council averages (index scores of 52 and 50 respectively).

There are also notable differences across demographic cohorts within Hindmarsh Shire Council.

- On the measure of advocacy (index score of 62), residents aged 18 to 34 years rate council significantly higher than average (index score of 69), whereas residents aged 35 to 49 years rate council significantly lower than average (index score of 56).
- On the measure of sealed local roads (index score of 48), residents aged 65+ years rate council significantly higher than average (index score of 56). Conversely, residents aged 35 to 49 years rate council significantly lower than average (index score of 35).

In the area of **customer service** (index score of 72), Hindmarsh Shire Council is rated similarly to the **Statewide** and **Small Rural** group council averages (index scores of 70 and 69). This core performance measure is also Hindmarsh Shire Council's best performing area.

CUSTOMER CONTACT AND SERVICE



Just under two-thirds (64%) of Hindmarsh Shire Council residents have had recent contact with Council, which is the same result as 2017. Contact levels have remained relatively stable since 2014.

Residents aged **50 to 64 years** had the most contact with council (72%) in 2018. Conversely, residents aged **65+ years** had the least contact with council (57%).

There are no significant differences across the demographic cohorts compared to the council average or compared with 2017.

Hindmarsh Shire Council's **customer service** index of 72 is one point up (not a *significant* change) on the result for 2017, with ratings remaining relatively stable over the course of the tracking. As mentioned previously, performance in this area is rated similarly to the **State-wide** and **Small Rural** group council averages (index scores of 70 and 69).

Just over a third of residents (35%) rate Council's **customer service** as 'very good', with the same proportion (35%) rating it as 'good', generally consistent with 2017.

Of note, perceptions of customer service among residents of West ward are significantly higher than the council average (index score of 77) and compared to 2017 (index score of 71).

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AREAS WHERE COUNCIL IS PERFORMING WELL



Positively, nearly two-thirds (64%) of residents think Hindmarsh Shire council is heading in the right direction (15% definitely and 49% probably), with only a quarter (25%) who think it is heading in the wrong direction (13% probably and 11% definitely).

Overall, **customer service** is the core area where Hindmarsh Shire Council has **performed the best** (index score of 72).

Other core areas where Council is performing comparatively well are the measures of **advocacy**, **making community decisions** and **community consultation and engagement.** While not *significant* increases, performance improved on all three measures, and all are rated *significantly higher* than the **State-wide** and **Small Rural** group council averages.

Outside of the core performance measures, the **top performing** service areas for Hindmarsh Shire Council are:

- > Appearance of public areas (index score of 79)
- Emergency and disaster management (index score of 74)

- Waste management (index score of 74)
- > Elderly support services (index score of 73)
- > Recreational facilities (index score of 73)

Notably, with the exception of **emergency and disaster management**, these top-performing service areas are also rated *significantly higher* than the **Statewide** and **Small Rural** group council averages.

Two other well-regarded areas that residents most frequently cite as the 'best aspects' about Council are **parks and gardens** (11%) and **customer service** (16%).

FOCUS AREAS FOR COMING 12 MONTHS



In terms of priorities for the coming 12 months, Council should focus attention on service areas where current performance levels *significantly* declined, or remain *significantly lower* than the **State-wide** and **Small Rural** group council averages.

The area that stands out as being most in need of Council attention is **sealed local roads** (index score of 48), which declined *significantly* compared to 2017 (down four points) and is rated *significantly lower* than the **State-wide** council average (index score of 53).

Further highlighting the need to focus on this area, sealed road maintenance (29%) and unsealed road maintenance (10%) were the most frequently cited priority areas for improvement by residents and also represent the areas where stated importance exceeds rated performance by the greatest margin.

In service areas **outside of the core performance measures**, Council should pay particular attention to areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- Slashing and weed control (margin of 22 points)
- > **Community decisions** (margin of 17 points)
- Local streets and footpaths (margin of 17 points)

On the issue of either **rate rises** to improve local services or **service cuts** to keep council rates the same, just under half of residents (46%) state they would prefer 'service cuts', with just over a third of residents (36%) stating a preference for a 'rate rise'.

More generally, consideration should also be given to residents aged **35 to 49 years**, who appear to be driving negative opinion in a number of areas in 2018.

On the positive side, Council should look to **build** upon its improved performance on the core measures of **advocacy, making community decisions** and **community consultation and engagement** over the next 12 months.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged **65+ years**, and use these lessons to build performance experience and perceptions.

The **regression analysis on pages 29-33** shows the maintenance of unsealed roads has the lowest performance rating and is an area that could have somewhat of an influence on overall performance.

Good communication and transparency with residents about decisions the Council has made in the Hindmarsh community's interest could also help drive up overall opinion of Council's performance.

FURTHER AREAS OF EXPLORATION



An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS



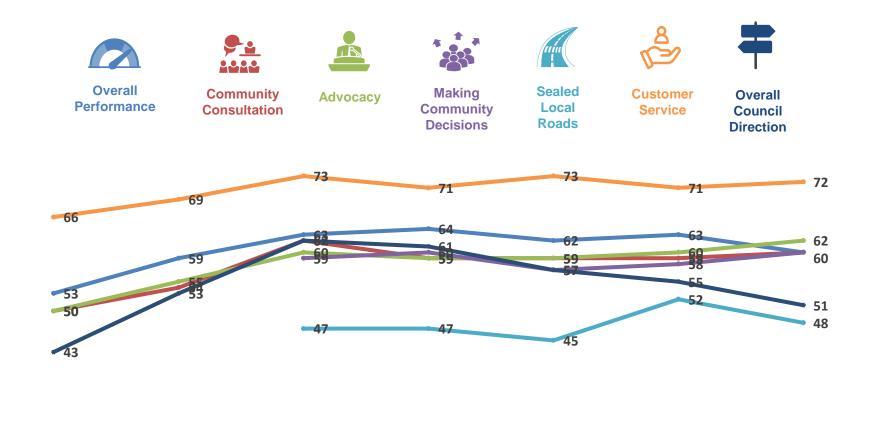
Higher results in 2018 (Significantly <u>higher</u> result than 2017)	• None applicable
Lower results in 2018 (Significantly <u>lower</u> result than 2017)	Sealed local roads
Most favourably disposed towards Council	• 65+ year olds
Least favourably disposed towards Council	• 35-49 year olds

SUMMARY OF FINDINGS



2018 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS





2012	2013	2014	2015	2016	2017	2018

2018 SUMMARY OF CORE MEASURES Detailed analysis

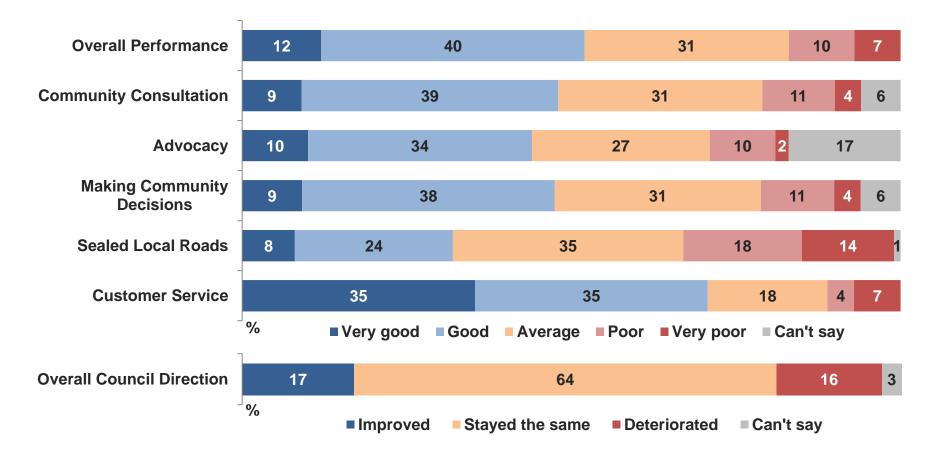


Performance Measures	Hindmarsh 2018	Hindmarsh 2017	Small Rural 2018	State- wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	60	63	56	59	Aged 65+ years	Aged 35- 49 years
COMMUNITY CONSULTATION (Community consultation and engagement)	60	59	54	55	Women	Aged 35- 49 years
ADVOCACY (Lobbying on behalf of the community)	62	60	53	54	Aged 18- 34 years	Aged 35- 49 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	58	52	54	Aged 18- 34 years	Aged 35- 49 years
SEALED LOCAL ROADS (Condition of sealed local roads)	48	52	49	53	Aged 65+ years	Aged 35- 49 years
CUSTOMER SERVICE	72	71	69	70	West Ward	North Ward
OVERALL COUNCIL DIRECTION	51	55	50	52	Aged 18- 34 years	Aged 35- 49 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION Percentage results



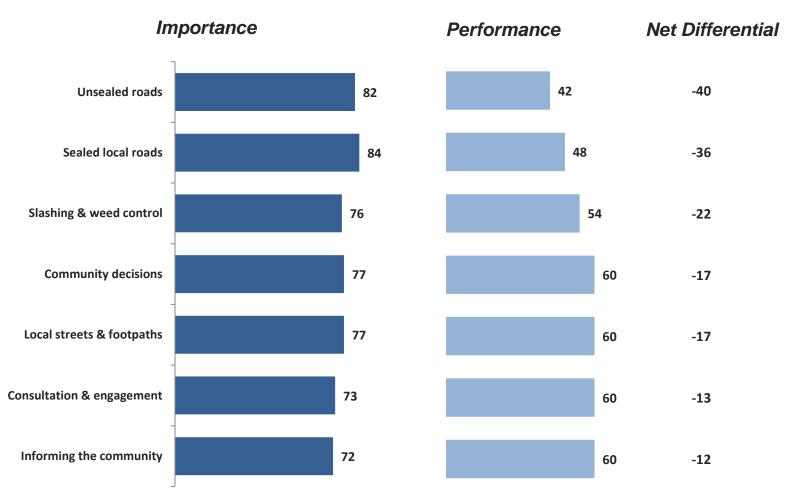




INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY IMPORTANCE VS PERFORMANCE



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



2018 IMPORTANCE SUMMARY INDEX SCORES OVER TIME



		2017	2016	2015	2014	2013	2012
	84	81	n/a	n/a	n/a	n/a	n/a
	82	79	n/a	n/a	n/a	n/a	n/a
	82	80	n/a	n/a	n/a	n/a	n/a
	77	78	n/a	n/a	n/a	n/a	n/a
	77	76	n/a	n/a	n/a	n/a	n/a
	77	78	n/a	n/a	n/a	n/a	n/a
	76	75	n/a	n/a	n/a	n/a	n/a
	76	76	n/a	n/a	n/a	n/a	n/a
	73	74	n/a	n/a	n/a	n/a	n/a
	73	73	n/a	n/a	n/a	n/a	n/a
	72	74	n/a	n/a	n/a	n/a	n/a
	71	72	n/a	n/a	n/a	n/a	n/a
	70	72	n/a	n/a	n/a	n/a	n/a
	69	74	n/a	n/a	n/a	n/a	n/a
	68	70	n/a	n/a	n/a	n/a	n/a
61		64	n/a	n/a	n/a	n/a	n/a
		84 82 82 77 77 77 77 76 76 73 73 72 71 70 69 68	2017 84 81 82 79 82 80 77 78 77 76 77 78 77 78 76 75 76 75 76 76 73 74 73 74 71 72 70 72 69 74 68 70	2017 2016 84 81 n/a 82 79 n/a 82 80 n/a 77 78 n/a 77 76 n/a 77 76 n/a 77 78 n/a 77 76 n/a 77 78 n/a 76 75 n/a 76 76 n/a 76 76 n/a 73 74 n/a 72 74 n/a 71 72 n/a 70 72 n/a 69 74 n/a 69 74 n/a	2017 2016 2015 84 81 n/a n/a 82 79 n/a n/a 82 80 n/a n/a 77 78 n/a n/a 77 76 n/a n/a 77 76 n/a n/a 77 78 n/a n/a 77 76 n/a n/a 77 78 n/a n/a 76 75 n/a n/a 76 76 n/a n/a 73 74 n/a n/a 71 72 74 n/a 73 74 n/a n/a 74 n/a n/a n/a 70 72 n/a n/a 69 74 n/a n/a 68 70 n/a n/a	2017 2016 2015 2014 84 81 n/a n/a n/a 82 79 n/a n/a n/a 82 80 n/a n/a n/a 77 78 n/a n/a n/a 77 76 n/a n/a n/a 77 78 n/a n/a n/a 77 78 n/a n/a n/a 77 78 n/a n/a n/a 76 75 n/a n/a n/a 76 76 76 n/a n/a 73 74 n/a n/a n/a 73 74 n/a n/a n/a 71 72 n/a n/a n/a 70 72 n/a n/a n/a 69 74 n/a n/a n/a 68 70 n/a n/a n/a </td <td>2017 2016 2015 2014 2013 84 81 n/a n/a n/a n/a 82 79 n/a n/a n/a n/a 82 80 n/a n/a n/a n/a 77 78 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 76 75 n/a n/a n/a n/a 76 76 n/a n/a n/a n/a 76 76 n/a n/a n/a n/a 73 74 n/a n/a n/a n/a 71 72 74 n/a n/a n/a 70 72 n/a n/a n/a n/a 69 74</td>	2017 2016 2015 2014 2013 84 81 n/a n/a n/a n/a 82 79 n/a n/a n/a n/a 82 80 n/a n/a n/a n/a 77 78 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 77 76 n/a n/a n/a n/a 76 75 n/a n/a n/a n/a 76 76 n/a n/a n/a n/a 76 76 n/a n/a n/a n/a 73 74 n/a n/a n/a n/a 71 72 74 n/a n/a n/a 70 72 n/a n/a n/a n/a 69 74

2018 Priority Area Importance

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5 Note: Please see page 6 for explanation of significant differences.

2018 IMPORTANCE SUMMARY Detailed percentages



Individual Service Areas Importance

Local streets & footpaths344021Slashing & weed control324321Community decisions344121Appearance of public areas225123Emergency & disaster mngt3736195Consultation & engagement284126								
Unsealed roads 44 40 13 Waste management 30 46 20 Local streets & footpaths 34 40 21 Slashing & weed control 32 43 21 Community decisions 34 41 21 Appearance of public areas 22 51 23 Emergency & disaster mutt 37 36 19 5 Consultation & engagement 28 41 26 5 Informing the community 26 40 29 5 Recreational facilities 20 46 28 6 Bus/community dev./tourism 21 44 26 6 Planning & building permits 15 34 31 13 4	Sealed local roads	4	17		45		7	1
Waste management 30 46 20 Local streets & footpaths 34 40 21 Slashing & weed control 32 43 21 Community decisions 34 41 21 Appearance of public areas 22 51 23 Emergency & disaster mngt 37 36 19 5 Consultation & engagement 28 41 26 5 Informing the community 26 40 29 5 Recreational facilities 20 46 28 5 Bus/community dev./tourism 21 44 26 6 Planning & building permits 15 34 31 13 4	Elderly support services	43	3	40			15	1
Local streets & footpaths 34 40 21 Slashing & weed control 32 43 21 Community decisions 34 41 21 Appearance of public areas 22 51 23 Emergency & disaster mngt 37 36 19 5 Consultation & engagement 28 41 26 5 Lobbying 22 45 26 5 Informing the community 26 40 29 6 Bus/community dev./tourism 21 44 26 6 Planning & building permits 15 34 31 13 4 % 15 34 31 13 4	Unsealed roads	44	4		40		13	11
Slashing & weed control 32 43 21 Community decisions 34 41 21 Appearance of public areas 22 51 23 Emergency & disaster mmgt 37 36 19 5 Consultation & engagement 28 41 26 5 Lobbying 22 45 26 5 Informing the community 26 40 29 5 Bus/community dev./tourism 21 44 26 6 Planning & building permits 15 34 31 13 4	Waste management	30		46		20		2 <mark>1</mark> 1
Community decisions 34 41 21 Appearance of public areas 22 51 23 Emergency & disaster mngt 37 36 19 5 Consultation & engagement 28 41 26 5 Lobbying 22 45 26 5 Informing the community 26 40 29 6 Bus/community dev./tourism 21 44 26 6 Enforcement of local laws 20 42 29 8 Planning & building permits 15 34 31 13 4	Local streets & footpaths	34		40		21		2 2
Appearance of public areas225123Emergency & disaster mngt3736195Consultation & engagement2841265Lobbying2245265Informing the community2640295Recreational facilities2046286Bus/community dev./tourism2144266Enforcement of local laws2042298Planning & building permits153431134	Slashing & weed control	32		43		21		3
Emergency & disaster mngt 37 36 19 5 Consultation & engagement 28 41 26 5 Lobbying 22 45 26 5 Informing the community 26 40 29 5 Recreational facilities 20 46 28 6 Bus/community dev./tourism 21 44 26 6 Planning & building permits 15 34 31 13 4	Community decisions	34		41		21		2 2
Consultation & engagement284126Lobbying2245265Informing the community264029Recreational facilities204628Bus/community dev./tourism2144266Enforcement of local laws2042298Planning & building permits153431134	Appearance of public areas	22		51		23		3
Lobbying2245265Informing the community26402929266Recreational facilities2046286Bus/community dev./tourism2144266Enforcement of local laws2042298Planning & building permits153431134%	Emergency & disaster mngt	37		36		19	5	1
Informing the community Recreational facilities264029Bus/community dev./tourism Enforcement of local laws Planning & building permits2144266%	Consultation & engagement	28		41		26		4
Recreational facilities204628Bus/community dev./tourism2144266Enforcement of local laws2042298Planning & building permits153431134%	Lobbying	22	L	15		26	5	5 2
Bus/community dev./tourism2144266Enforcement of local laws2042298Planning & building permits153431134%	Informing the community	26		40		29		3
Enforcement of local laws2042298Planning & building permits153431134%	Recreational facilities	20	46	i		28		6
Planning & building permits 15 34 31 13 4	Bus/community dev./tourism	21	44	1		26	6	2
%	Enforcement of local laws	20	42		2	29	8	2
	Planning & building permits	15	34		31	13	4	3
tant 🔹 Very important 👘 Fairly important 👘 Not that important 👘 Not at all important 👘 Can	9	6						
	tant Very important	Fairly important	t 📕 Not that im	portant	Not at all im	portant	Car	ו't s

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Extremely important

2018 PERFORMANCE SUMMARY INDEX SCORES OVER TIME



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

Note: Please see page 6 for explanation of significant differences.

2018 PERFORMANCE SUMMARY Detailed percentages



Individual Service Areas Performance

Appearance of public areas		42			38			15	22
Waste management	2	3		43			17	7	13
Recreational facilities	27			43		1	8	6 2	4
Elderly support services	27		36			17	4 3	13	
Emergency & disaster mngt	22		42			17	4	16	
Enforcement of local laws	14		39		27		8	4	8
Local streets & footpaths	15		35		28		12	7	2
Bus/community dev./tourism	13		35		29		9	6	7
Consultation & engagement	9	3	9		31		11	4	6
Informing the community	11		37		35			95	3
Community decisions	9	3	8		31		11	4	6
Lobbying	10	34		27		10	2	17	
Slashing & weed control	9	34		25		19		10	3
Planning & building permits	7	25	27	1	12	7		22	
Sealed local roads	8	24		35		18		14	1
Unsealed roads	6 10	5	30		28			16	4
%	Very good	l 🗖 Goo	od Avera	ge 📕 Po	or	Very po	oor	Car	't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

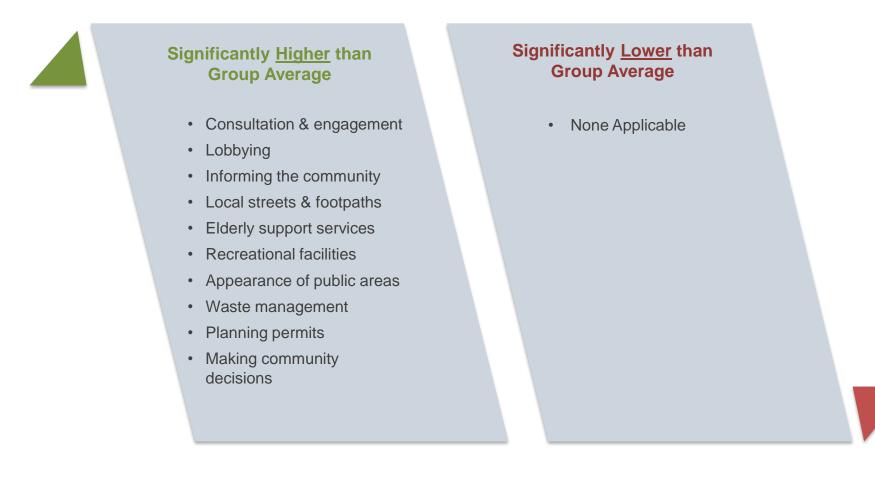




INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE





2018 IMPORTANCE SUMMARY By Council Group



Top Three Most Important Service Areas

(Highest to lowest, i.e. 1. = most important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Sealed roads Unsealed roads Elderly support services 	 Waste management Emergency & disaster mngt Community decisions 	 Traffic management Emergency & disaster mngt Waste management 	 Emergency & disaster mngt Sealed roads Community decisions 	 Sealed roads Unsealed roads Emergency & disaster mngt 	 Emergency & disaster mngt Waste management Community decisions

Bottom Three Least Important Service Areas

(Lowest to highest, i.e. 1. = least important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Planning permits Enforcement of local laws Bus/community dev./tourism 	 Bus/community dev./tourism Community & cultural Slashing & weed control 	 Tourism development Community & cultural Bus/community dev./tourism 	 Community & cultural Art centres & libraries Lobbying 	 Community & cultural Art centres & libraries Traffic management 	 Community & cultural Art centres & libraries Tourism development

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2018 PERFORMANCE SUMMARY By Council Group



Top Three Performing Service Areas

(Highest to lowest, i.e. 1. = highest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Appearance of	 Art centres &	 Art centres &	 Art centres &	 Art centres &	 Art centres &
public areas Emergency &	libraries Waste	libraries Emergency &	libraries Appearance of	libraries Emergency &	libraries Emergency &
disaster mngt Waste	management Recreational	disaster mngt Recreational	public areas Emergency &	disaster mngt Appearance of	disaster mngt Appearance of
management	facilities	facilities	disaster mngt	public areas	public areas

Bottom Three Performing Service Areas

(Lowest to highest, i.e. 1. = lowest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Unsealed roads Sealed roads Slashing & weed control 	 Population growth Planning permits Town planning policy 	 Unsealed roads Population growth Traffic management 	 Parking facilities Community decisions Unsealed roads 	 Unsealed roads Sealed roads Planning permits 	 Unsealed roads Sealed roads Population growth

REGRESSION ANALYSIS



To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ± 0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE All service areas

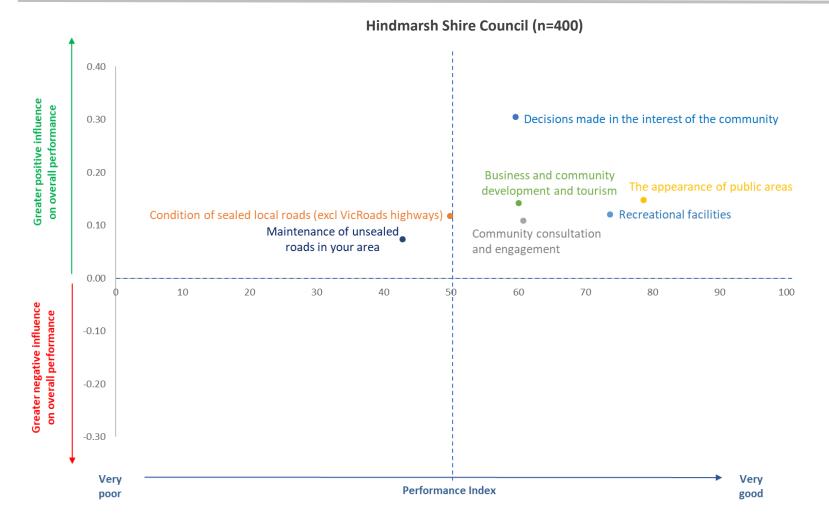
Hindmarsh Shire Council (n=400) 0.30 • Decisions made in the interest of the community 0.25 Greater positive influence on overall performance 0.20 0.15 The appearance of public areas Recreational facilities Business and community development and tourism 0.10 Condition of sealed local roads (excl VicRoads) Community consultation and engagement Planning and building permits 2 Informing the community Maintenance of unsealed roads in your area 0.05 Roadside slashing and weed control The condition of local streets and footpaths in your area Enforcement of local laws Greater negative influence Lobbying on behalf of the community on overall performance Emergency and disaster management 0.00 20 30 5b 60 70 100 10 40 Waste management **Elderly support services** -0.05 Verv Very Performance Index good poor

The multiple regression analysis model of all question items above has an R-squared value of 0.545 and adjusted R-square value of 0.526, which means that 54% 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 = 28.68. However, this model should be interpreted with caution because not all service areas had linear correlations. We recommend you use the regression model of reduced factors as follows.

30



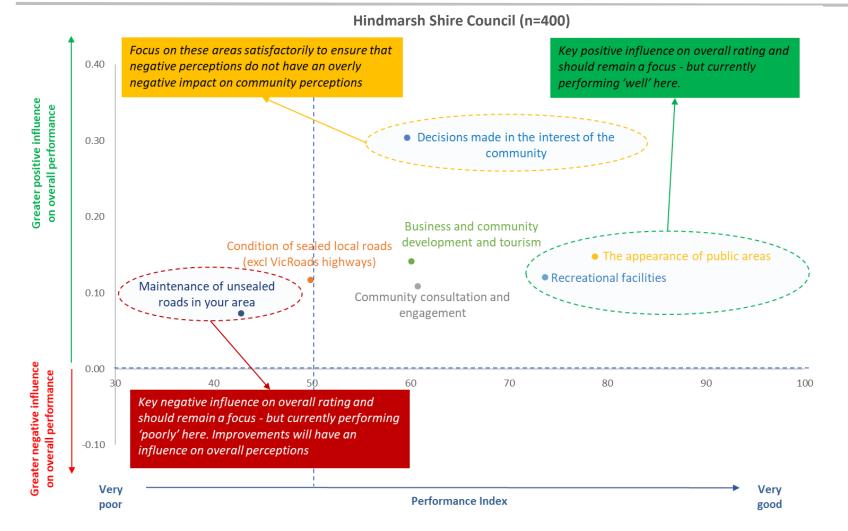
PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE Key service areas



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.532 and adjusted R-square value of 0.524, which means that 53% 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 = 63.78.

SRESEARCH

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE Key Service Areas - Enlarged Right Quadrant



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.532 and adjusted R-square value of 0.524, which means that 53% 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 = 63.78.

RESEARCH



The individual service areas that have the strongest influence on the overall performance rating are:

- > Decisions made in the interest of the community
- The appearance of public areas

Other key areas with a positive influence on overall performance include:

- Recreational facilities
- Community consultation and engagement
- Business and community development and tourism

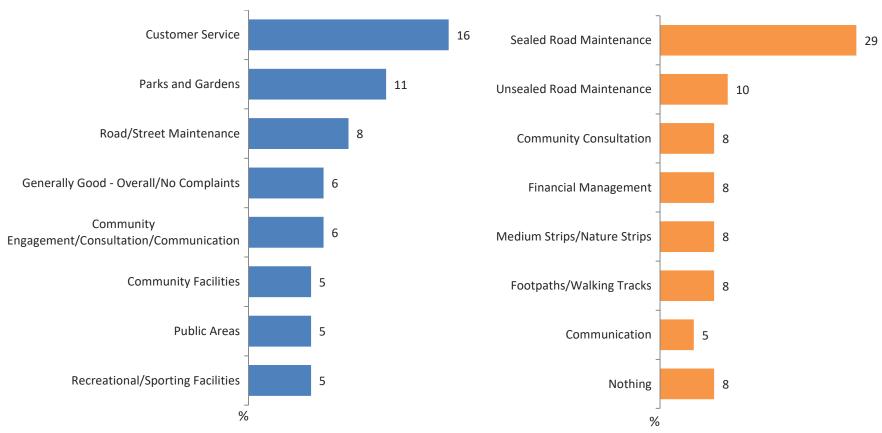
Looking specifically at key service areas, the appearance of public areas and recreational facilities have the strongest positive performance indices and a positive influence on the overall performance rating. Currently, Hindmarsh Shire Council is performing *very well* in these areas (performance indices of 79 and 73) and, while they should remain a focus, there is greater work to be done elsewhere.

Emergency and disaster management; waste management and elderly support also have fairly high performance ratings, but have a negligible influence on the overall performance rating. Hindmarsh Shire Council's decisions made in the community's interest, business and community development and tourism, as well as community consultation and engagement have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Hindmarsh Shire Council's overall performance rating. (These areas have performance indices of 60 to 61).

Maintenance of unsealed roads has the lowest performance rating (42), and is an area that could have somewhat of an influence on overall performance perceptions if attended to.

Good communication and transparency with residents about decisions the Council has made in the Hindmarsh community's interest could help drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES 2018 SERVICES TO IMPROVE DETAILED PERCENTAGES



2018 Best Aspects

2018 Areas for Improvement

SRESEARCH

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: 20 Councils asked group: 4 Q17. What does Hindmarsh Shire Council MOST need to do to improve its performance? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



Best Things	 Customer Service: 16% (up 4 points from 2017) Parks and Gardens: 11% (up 3 points from 2017) Road/Street Maintenance: 8% (up 3 points from 2017)
Areas for Improvement	 Sealed Road Maintenance: 29% (up 11 points from 2017) Un-Sealed Road Maintenance: 10% (up 4 points from 2017) Community Consultation: 8% (down 1 point from 2017) Financial Management: 8% (up 2 points from 2017) Medium Strips/Nature Strips: 8% (up 3 points from 2017) Footpaths/Walking Tracks: 8% (up 2 points from 2017)

DETAILED FINDINGS



KEY CORE MEASURE OVERALL PERFORMANCE



OVERALL PERFORMANCE INDEX SCORES



_			2017	2016	2015	2014	2013	2012
65+		65个	66	65	67	68	60	51
West Ward		64	66	66	68	70	64	n/a
18-34		63	62	61	64	65	65	62
Women		62	69	64	67	65	60	56
East Ward		61	65	63	61	64	55	n/a
Hindmarsh	e	60	63	62	64	63	59	53
50-64	6	60	61	58	59	57	57	50
State-wide	59	9	59	59	60	61	60	60
Men	58		58	59	61	61	57	51
Small Rural	56♥		58	57	59	n/a	n/a	n/a
North Ward	55		58	57	62	56	57	n/a
35-49	50♥		61	61	64	61	54	54

2018 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: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE Detailed percentages



2018 Overall Performance

2018 Hindmarsh	12		40			:	31		1	0	7
2017 Hindmarsh	17		37				32			11	3 1
2016 Hindmarsh	11		42				33			10	4 1
2015 Hindmarsh	10		46				34			8	21
2014 Hindmarsh	14		41				32			8	4 1
2013 Hindmarsh	7	41				35			11		5 2
2012 Hindmarsh	4	33			4	2			13		8
State-wide	9	37				36			11		5 2
Small Rural	8	34				37			13		7 2
North Ward	11	33				36			8	-	2
East Ward	10		44				29			14	3 1
West Ward	15		45				28	3		7	5
Men	12		40			28			11		10
Women	13		41				34			9	4
18-34	8		(64				11	3	14	4
35-49	3	36			30			21			11
50-64	15		33			35			1	3	5
65+	17		36				39			ļ	5 31
	%	Very good	Good	Average		Poor	Very p	oor	Can	't say	

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

KEY CORE MEASURE CUSTOMER SERVICE



CONTACT LAST 12 MONTHS

SUMMARY

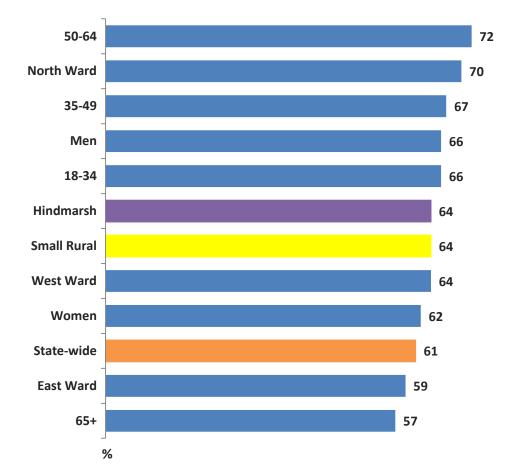


Overall contact with Hindmarsh Shire Council	• 64%, equal to 2017
Most contact with Hindmarsh Shire Council	Aged 50-64 years
Least contact with Hindmarsh Shire Council	 Aged 65+ years
Customer service rating	 Index score of 72, up 1 point on 2017
Most satisfied with customer service	• West Ward
Least satisfied with customer service	North Ward

2018 CONTACT WITH COUNCIL



2018 Contact with Council



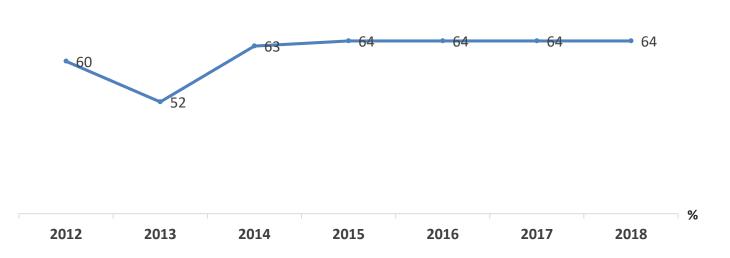
Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter? Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13 Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL



2018 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: 43 Councils asked group: 13

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



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

2018 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: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE Detailed percentages



2018 Customer Service Rating

2018 Hindmarsh	35		35	5	18	3	4 7
2017 Hindmarsh	32	_	37		20		4 6
		_					
2016 Hindmarsh	32		42		1	4 5	6 2
2015 Hindmarsh	35		34		14	6	8 3
2014 Hindmarsh	35		3	8	1	5	7 4 1
2013 Hindmarsh	25		44		19		6 5 1
2012 Hindmarsh	25		40		17	11	7
State-wide	31		36		18	8	6 1
Small Rural	31		35		19	8	7 1
North Ward	28		39		15	8	10
East Ward	32		32		22	4	8 2
West Ward	45			35		17	13
Men	34		35		20	1	9 1
Women	37			36		15	7 4
18-34	33		33			29	4
35-49	37		33	8	19	3	8 7 2
50-64	36		32		15	7	10
65+	35			42		12	5 6
	% Very good	l Good	Average	Poor	Very poor	Can't	say

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: 64 Councils asked group: 18

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS



COUNCIL DIRECTION SUMMARY



Council direction	 64% stayed about the same, up 2 points on 2017 17% improved, down 5 points on 2017 16% deteriorated, up 3 points on 2017
Most satisfied with council direction	Aged 18-34 yearsWomen
Least satisfied with council direction	Aged 35-49 yearsAged 50-64 years
Direction headed	 64% right direction (15% definitely and 49% probably) 25% wrong direction (13% probably and 11% definitely)
Rates vs services trade-off	 36% prefer rate rise, up 1 point on 2017 46% prefer service cuts, down 1 point on 2017

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

2018 Overall 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: 64 Councils asked group: 18 Note: Please see page 6 for explanation about significant differences.

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS Detailed percentages



2018 Overall Direction

2018 Hindmarsh	17		64			16	3
2017 Hindmarsh	22		62		13	3	
2016 Hindmarsh	24		60		11	5	
2015 Hindmarsh		32			11	4	
2014 Hindmarsh		32			9	2	
2013 Hindmarsh	20		62			14	3
2012 Hindmarsh	12		58		27		3
State-wide	19		60			15	5
Small Rural	18		58		19)	5
North Ward	14		63		2	20	3
East Ward	18		66			15	2
West Ward	20		63		14	4	
Men	15		61		2	1	3
Women	19		67			12	3
18-34		31		54		16	
35-49	11		64		21		4
50-64	13		63			21	2
65+	17		69		4		
	%	Improved	Stayed the same	Deteriorated	Can'	t say	

Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 RIGHT/WRONG DIRECTION Detailed percentages



2018 Future Direction

2018 Hindmarsh	15	49		13	11	11
2017 Hindmarsh	22	45			10	13
2016 Hindmarsh	20	44		8	11	16
2015 Hindmarsh	25	45		1	0 9	11
2014 Hindmarsh	27	48			7 8	10
2013 Hindmarsh	20	44		11	14	11
2012 Hindmarsh	10	43	16		20	12
State-wide	17	47		14	11	11
Small Rural	15	49		13	11	11
North Ward	15	44		16	15	9
East Ward	14	54		11	11	10
West Ward	15	50		13	8	14
Men	13	47		16	15	9
Women	17	52		1	1 7	13
18-34	6	67			11 8	8
35-49	11	39	23		17	10
50-64	18	42		14	14	12
65+	19	51		ç	8	13
Definitely right direction	% Probably right direction 	Probably wrong direction	n 🔳 D	efinitely wr	ong direction	Can't

Q8. Would you say your local Council is generally heading in the right direction or the wrong direction? Base: All respondents. Councils asked state-wide: 9 Councils asked group: 1

2018 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES



2018 Hindmarsh 2017 Hindmarsh 2016 Hindmarsh 2015 Hindmarsh 2014 Hindmarsh 2013 Hindmarsh 2012 Hindmarsh State-wide Q Small Rural North Ward Q East Ward West Ward Men Q Women 18-34 35-49 50-64 a 65+ % Definitely prefer rate rise Probably prefer rate rise Probably prefer service cuts Definitely prefer service cuts

2018 Rate Rise v Service Cut

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: 15 Councils asked group: 4

Can't say

J00643 Community Satisfaction Survey 2018 - Hindmarsh Shire Council

INDIVIDUAL SERVICE AREAS



2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



2018 Consultation and Engagement Importance

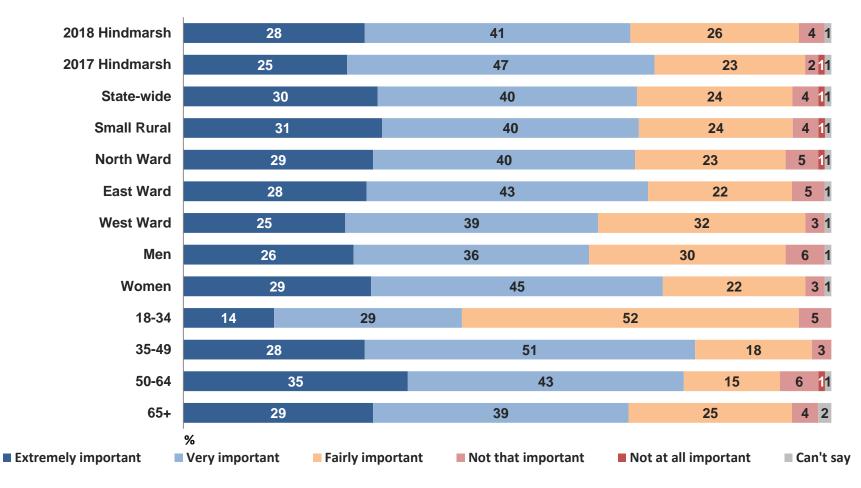
		-	2017	2016	2015	2014	2013	2012
50-64		77	77	n/a	n/a	n/a	n/a	n/a
35-49		76	75	n/a	n/a	n/a	n/a	n/a
Women		75	73	n/a	n/a	n/a	n/a	n/a
Small Rural		74	75	77	76	n/a	n/a	n/a
65+		74	72	n/a	n/a	n/a	n/a	n/a
East Ward		74	74	n/a	n/a	n/a	n/a	n/a
State-wide		74	74	75	74	74	73	73
North Ward		73	74	n/a	n/a	n/a	n/a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

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3 Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Importance detailed percentages



2018 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: 20 Councils asked group: 3

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Performance index scores



2018 Consultation and Engagement Performance

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

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18 Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT Performance detailed percentages



2018 Consultation and Engagement Performance

2018 Hindmarsh	9	39			31		11	4	6
2017 Hindmarsh	12	35		27	,	1:	5	5	7
2016 Hindmarsh	10	36		28	}	12		6	8
2015 Hindmarsh	8	36			35		11	3	7
2014 Hindmarsh	12	37			31		9	3	8
2013 Hindmarsh	6	32		35		14		7	6
2012 Hindmarsh	5	27		35		16		11	6
State-wide	8	30		32		15		7	9
Small Rural	8	30		30		16		8	7
North Ward	9	45			27		1	1	6 2
East Ward	10	36		28		1	4	5	7
West Ward	9	37			36		9) 1	8
Men	8	36		32			15	6	4
Women	10	43			30		7	3	8
18-34		47			36			3	9
35-49	6	40		27			19		6 2
50-64	12	35			34			12	3 3
65+	13	38			27		12	2	9
	%	Very good Good	Ave	rage Po	or Ver	y poor	Ca	n't say	

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES



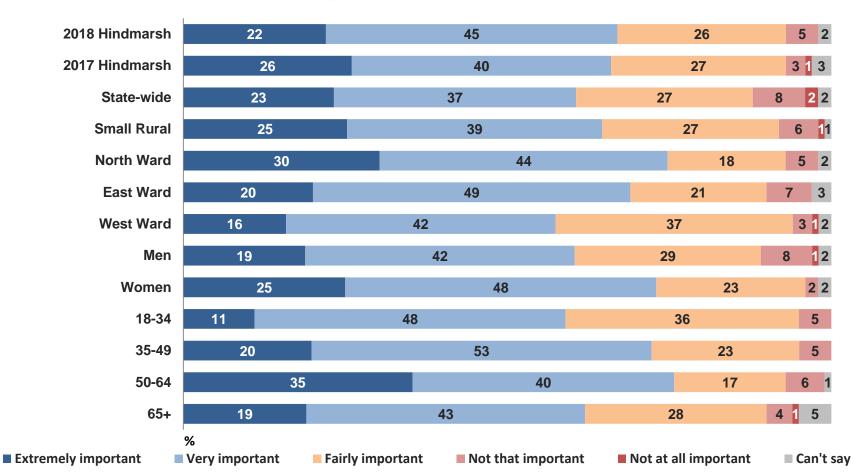
2017 2012 2016 2015 2014 2013 50-64 76 75 n/a n/a n/a n/a n/a North Ward 75 n/a n/a 76 n/a n/a n/a Women 75 n/a n/a n/a 73 n/a n/a 35-49 72 n/a 75 n/a n/a n/a n/a 71 East Ward n/a n/a n/a n/a n/a 69 Hindmarsh 71 n/a n/a n/a n/a 72 n/a **Small Rural** 70 n/a 70 71 72 n/a n/a 65+ 70 n/a n/a 70 n/a n/a n/a **68** State-wide 69 69 69 70 70 70 Men 68 71 n/a n/a n/a n/a n/a 674 West Ward 72 n/a n/a n/a n/a n/a 18-34 66 n/a n/a n/a n/a 68 n/a

2018 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: 3 Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY Importance detailed percentages





2018 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: 3

2018 LOBBYING ON BEHALF OF THE COMMUNITY Performance index scores



			2017	2016	2015	2014	2013	2012
18-34		69↑	54	63	62	61	54	61
West Ward		66	61	64	65	65	58	n/a
Women		65	65	58	60	62	56	50
Hindmarsh		62	60	59	59	60	55	50
65+		62	66	62	62	64	59	52
50-64		61	58	54	55	56	53	47
East Ward		60	61	59	56	60	56	n/a
Men		59	56	59	59	58	53	50
North Ward		59	60	53	57	56	51	n/a
35-49	56	6♥	59	55	59	59	53	44
State-wide	54	ŀ	54	53	55	56	55	55
Small Rural	53♥	•	55	54	56	n/a	n/a	n/a

2018 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: 64 Councils asked group: 18 Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY Performance detailed percentages



2018 Lobbying Performance

2018 Hindmarsh	10	34			27		10 2	17	
2017 Hindmarsh	11	32			26			17	
2016 Hindmarsh	7	33		26		10 5		18	
2015 Hindmarsh	8	35		2	.7		12	3 16	
2014 Hindmarsh	8	34			33		10	2 14	
2013 Hindmarsh	5	29		34			14	4 14	
2012 Hindmarsh	4	27		31		17		13	
State-wide	5	24		32		13	5	20	
Small Rural	6	25		30		14	6	19	
North Ward	9	35			31		11	5 10	
East Ward	5	35		28		1	1 1	21	
West Ward	16		32		23		9 1	19	
Men	9	31		29			12	16	
Women	12	3	37		24		8 2	18	
18-34	14		5	3			16	5 3 8	
35-49	3	31		32		1	3 3	18	
50-64	12	30		2	27	11 3		16	
65+	10	29		29	29		0 1	21	
	%	Very good	Good	Average	Poor	Very	v poor	Can't say	

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Importance index scores

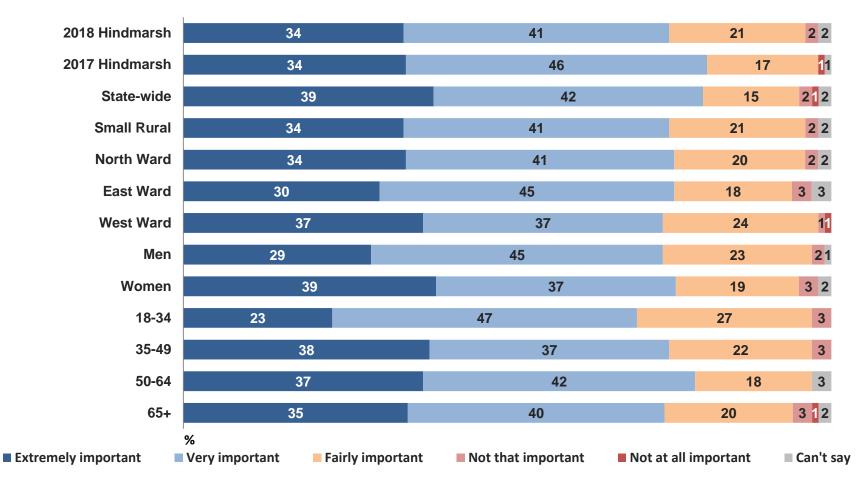
				2017	2016	2015	2014	2013	2012
50-64			80	78	n/a	n/a	n/a	n/a	n/a
State-wide			80个	79	80	80	79	n/a	n/a
Women			79	80	n/a	n/a	n/a	n/a	n/a
35-49		77		82	n/a	n/a	n/a	n/a	n/a
West Ward		77		78	n/a	n/a	n/a	n/a	n/a
North Ward		77		82	n/a	n/a	n/a	n/a	n/a
Hindmarsh		77		78	n/a	n/a	n/a	n/a	n/a
Small Rural		77	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

2018 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: 15 Councils asked group: 1 Note: Please see page 6 for explanation about significant differences. SRESEARCH

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Importance detailed percentages

2018 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: 15 Councils asked group: 1

WSRESEARCH

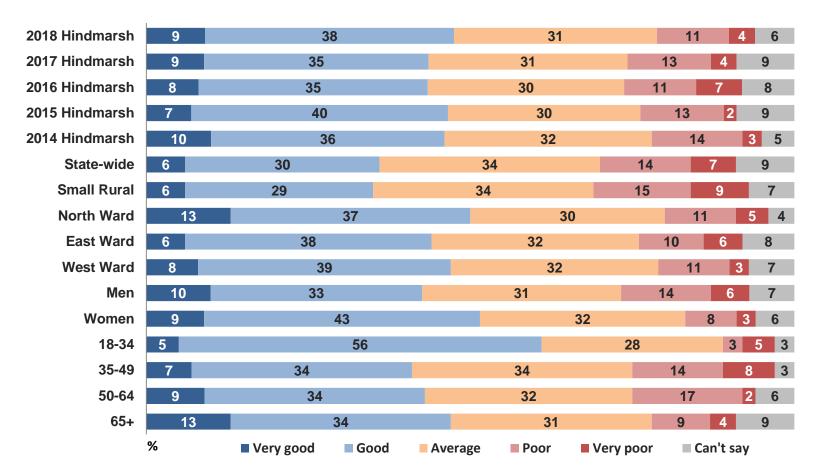
2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Performance index scores

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

2018 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: 64 Councils asked group: 18 Note: Please see page 6 for explanation about significant differences. SRESEARCH

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY Performance detailed percentages



2018 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: 64 Councils asked group: 18 WSRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

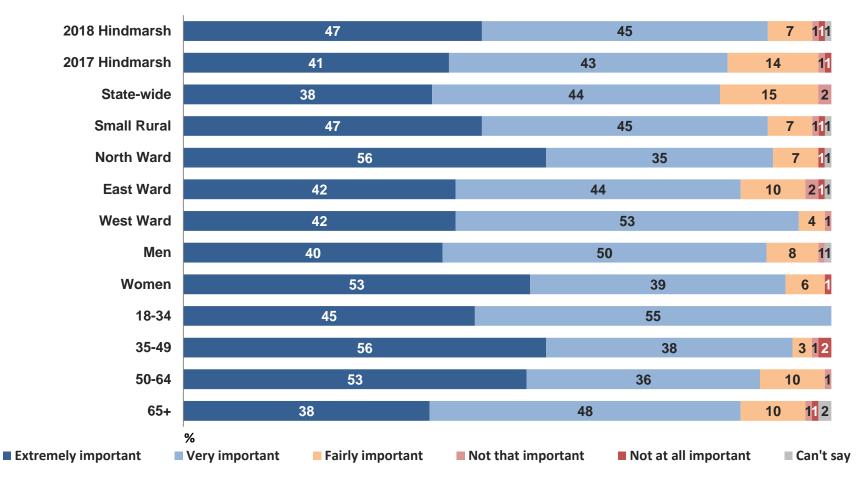
			2017	2016	2015	2014	2013	2012
North Ward		87	82	n/a	n/a	n/a	n/a	n/a
35-49	86	;	82	n/a	n/a	n/a	n/a	n/a
18-34	86	;	77	n/a	n/a	n/a	n/a	n/a
Women	86	;	81	n/a	n/a	n/a	n/a	n/a
50-64	85		84	n/a	n/a	n/a	n/a	n/a
Hindmarsh	84		81	n/a	n/a	n/a	n/a	n/a
Small Rural	84		81	n/a	78	n/a	n/a	n/a
West Ward	84		79	n/a	n/a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

2018 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: 17 Councils asked group: 1 Note: Please see page 6 for explanation about significant differences. SRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES





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: 17 Councils asked group: 1

WSRESEARCH

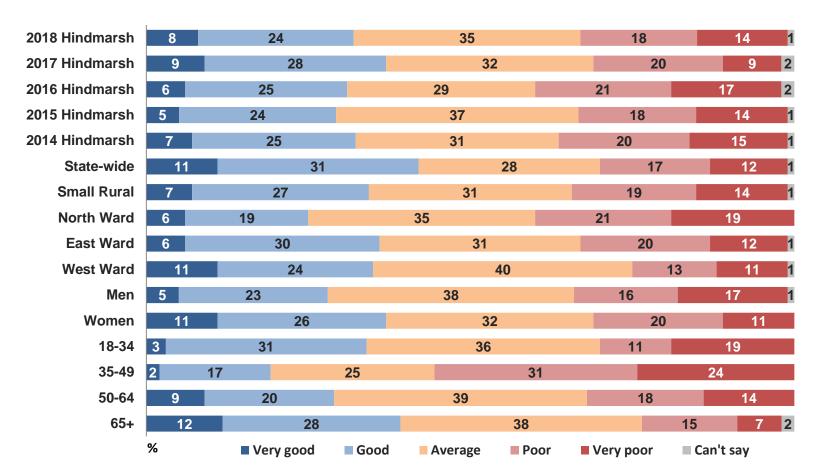
2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

_			2017	2016	2015	2014	2013	2012
65+		56个	54	51	51	48	n/a	n/a
State-wide		53	53	54	55	55	n/a	n/a
West Ward		52	59	51	52	58	n/a	n/a
Women		51	56	46	49	49	n/a	n/a
East Ward	49)	54	46	51	47	n/a	n/a
Small Rural	49)	50	52	52	n/a	n/a	n/a
50-64	48		50	40	48	43	n/a	n/a
Hindmarsh	48		52	45	47	47	n/a	n/a
18-34	47		47	49	41	54	n/a	n/a
Men	45		49	45	45	44	n/a	n/a
North Ward	43		43	39	40	38	n/a	n/a
35-49	35♥		56	39	44	43	n/a	n/a

2018 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: 64 Councils asked group: 18 Note: Please see page 6 for explanation about significant differences. SRESEARCH

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 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: 64 Councils asked group: 18 JWSRESEARCH

2018 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES



-				2017	2016	2015	2014	2013	2012
35-49			75	74	n/a	n/a	n/a	n/a	n/a
Small Rural			75个	76	78	76	n/a	n/a	n/a
Women			75	75	n/a	n/a	n/a	n/a	n/a
State-wide			75个	74	76	75	75	75	75
50-64		74		75	n/a	n/a	n/a	n/a	n/a
North Ward	73	3		76	n/a	n/a	n/a	n/a	n/a
East Ward	7:	3		72	n/a	n/a	n/a	n/a	n/a
Hindmarsh	72			74	n/a	n/a	n/a	n/a	n/a
65+	72			73	n/a	n/a	n/a	n/a	n/a
West Ward	70			73	n/a	n/a	n/a	n/a	n/a
Men	69			72	n/a	n/a	n/a	n/a	n/a
18-34	66♥			73	n/a	n/a	n/a	n/a	n/a

2018 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3 Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES



2018 Hindmarsh 3 1 26 40 29 2017 Hindmarsh 44 211 27 25 41 4 1 State-wide 32 22 Small Rural 32 40 23 4 1 3 11 North Ward 31 36 29 **East Ward** 28 43 4 1 24 41 West Ward 21 34 4 Men 4 1 22 38 34 Women 42 3 30 24 18-34 20 25 55 35-49 35 36 22 6 50-64 31 41 4 2 22 65+ 22 49 3 11 25 % Extremely important Very important Fairly important Not that important Not at all important Can't say

2018 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 INFORMING THE COMMUNITY Performance index scores



_							2017	2016	2015	2014	2013	2012
West Ward						64	63	66	67	70	62	n/a
18-34					63	3	64	63	63	66	62	57
Women					63	3	68	63	66	67	60	51
65+					62		64	66	64	71	59	53
Hindmarsh				60			64	62	63	66	59	53
50-64			59				61	58	61	59	57	50
State-wide			59				59	59	61	62	61	60
East Ward			58				64	64	58	66	57	n/a
North Ward		57					63	55	62	61	57	n/a
Men		57					60	60	59	64	58	56
Small Rural		564					58	58	60	n/a	n/a	n/a
35-49	5	5					65	58	64	65	58	54

2018 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8 Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

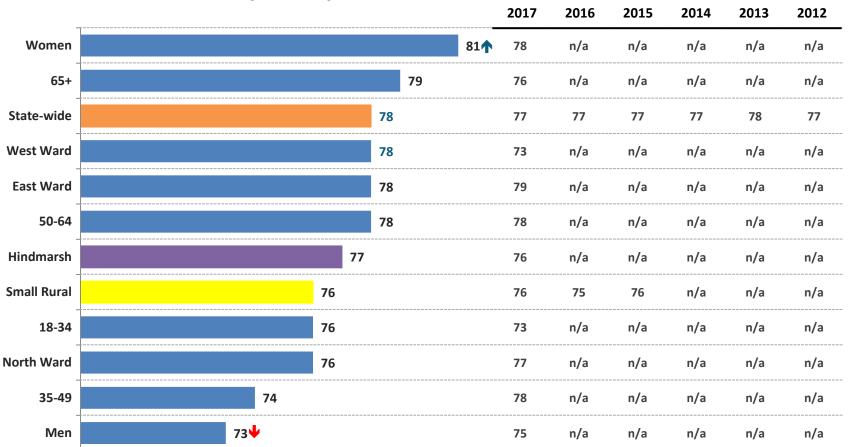


2018 Informing Community Performance

2018 Hindmarsh	11	:	37		3	5	9	5 3	
2017 Hindmarsh	18		39			24	11	63	
2016 Hindmarsh	12		42			26	12	5 4	
2015 Hindmarsh	13		39			34	9 3 3		
2014 Hindmarsh	17		42			31		8 31	
2013 Hindmarsh	11	3	86		34		13 5 1		
2012 Hindmarsh	6	35			33		16	9 1	
State-wide	11		36		31		13	5 3	
Small Rural	10	34			31		14	7 3	
North Ward	10	34			35		11	7 2	
East Ward	8	38			37	7	9	6 2	
West Ward	15		39			33		7 3 3	
Men	11	33			36		11	8 2	
Women	12		41			34		7 3 3	
18-34	11		42			33	3	5 6	
35-49	7	34			37		11	9 1	
50-64	12	3	2		38		11	4 2	
65+	13		39			32	10	4 2	
%		Very good	Good	Average	Poor	Very poor	Can't	say	

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES



2018 Streets and Footpaths Importance

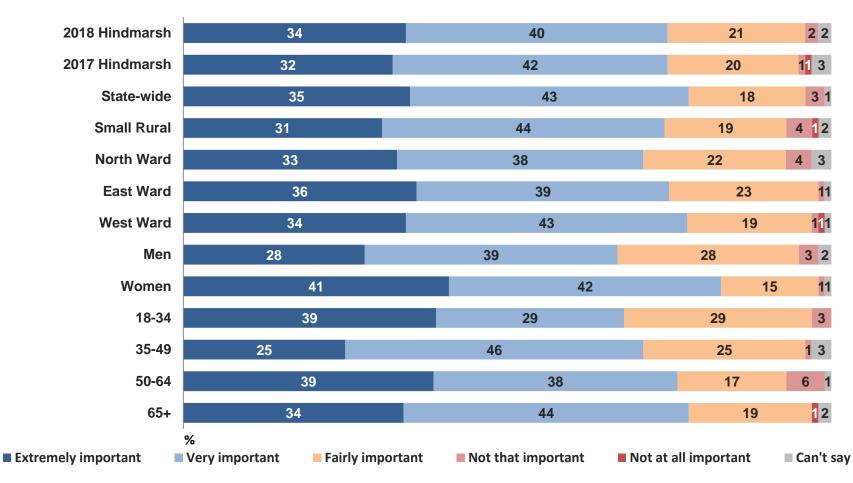
Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4 Note: Please see page 6 for explanation about significant differences.

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WSRESEARCH

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

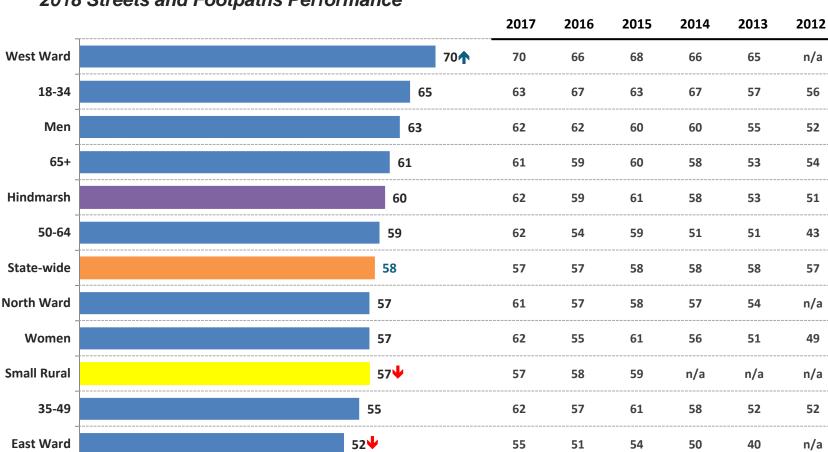




2018 Streets and Footpaths Importance

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: 21 Councils asked group: 4

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 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: 30 Councils asked group: 7 Note: Please see page 6 for explanation about significant differences.

J00643 Community Satisfaction Survey 2018 - Hindmarsh Shire Council

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2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Performance

2018 Hindmarsh	15		35			28			12	7	2
2017 Hindmarsh	15		38				29		9	6	2
2016 Hindmarsh	10		42			25			11	9	3
2015 Hindmarsh	13		39			2	9		10	7	2
2014 Hindmarsh	12		37			27			13	8	3
2013 Hindmarsh	13	28	}		31			13		14	2
2012 Hindmarsh	9	29			27			19		13	2
State-wide	14		34			28			14	7	2
Small Rural	12		33			29		1	4	8	4
North Ward	8	4	10			28			12	9	3
East Ward	7	33			26			21		10	2
West Ward		28		32				31		6	21
Men	19		35			2	25		11	6	4
Women	12		35			32			14		8
18-34		27		34			20		11		8
35-49	12		34			26		12		13	3
50-64	9		39			28			17	2	4
65+	16		33			33	3		10	6	2
	%	Very good	Good	Aver	age	Poor	Very	poor	Can'	t say	

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

2018 ENFORCEMENT OF LOCAL LAWS Importance index scores



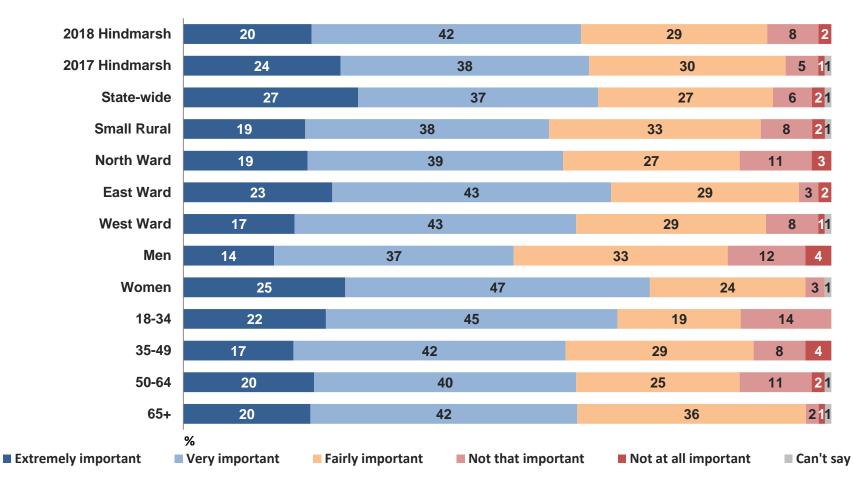
_		-			2017	2016	2015	2014	2013	2012
Women				74	72	n/a	n/a	n/a	n/a	n/a
East Ward			71		73	n/a	n/a	n/a	n/a	n/a
State-wide			71		71	70	71	70	71	70
65+			69		71	n/a	n/a	n/a	n/a	n/a
18-34			69		71	n/a	n/a	n/a	n/a	n/a
Hindmarsh		68	3		70	n/a	n/a	n/a	n/a	n/a
West Ward		67			67	n/a	n/a	n/a	n/a	n/a
50-64		66			71	n/a	n/a	n/a	n/a	n/a
Small Rural		66			67	69	68	n/a	n/a	n/a
North Ward		65			70	n/a	n/a	n/a	n/a	n/a
35-49		65			67	n/a	n/a	n/a	n/a	n/a
Men	62♥				68	n/a	n/a	n/a	n/a	n/a

2018 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: 20 Councils asked group: 3 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS Importance detailed percentages





2018 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: 20 Councils asked group: 3

2018 ENFORCEMENT OF LOCAL LAWS Performance index scores



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

2018 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: 30 Councils asked group: 7 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS Performance detailed percentages



2018 Law Enforcement Performance

2018 Hindmarsh	14		39		2	27	8	4	4 8	8
2017 Hindmarsh	14		43			24	ļ	9	3 8	3
2016 Hindmarsh	9		42		25		7 4		14	
2015 Hindmarsh	14		40			27	6	3	10)
2014 Hindmarsh	16		46			22		6	3 8	8
2013 Hindmarsh	13		43			22	1()	3 8	3
2012 Hindmarsh	12		44			27		7	4	5
State-wide	12		39		25		8	3	12	
Small Rural	11		39		25		8	4	12	
North Ward	13		33		32		9	4	10)
East Ward	13		40		25		11		6	6
West Ward	17		42			24		5	3 8	3
Men	15		34		30		8	6	8	3
Women	14		44			23		8	3 8	3
18-34	11		45			30		3	8	3
35-49	9		45		21		14		5	5
50-64	17		35		27	7	7	3	11	
65+	17		35		28	3	8	3	10)
	%	Very good	Good	Average	Poor	Very poo	or 🔳	Can't	say	

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

2018 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES



_			2017	2016	2015	2014	2013	2012
50-64		85	80	n/a	n/a	n/a	n/a	n/a
Women		85个	83	n/a	n/a	n/a	n/a	n/a
East Ward	84	1	81	n/a	n/a	n/a	n/a	n/a
Hindmarsh	82		80	n/a	n/a	n/a	n/a	n/a
West Ward	82		77	n/a	n/a	n/a	n/a	n/a
65+	81		80	n/a	n/a	n/a	n/a	n/a
35-49	80		81	n/a	n/a	n/a	n/a	n/a
North Ward	80		81	n/a	n/a	n/a	n/a	n/a
Small Rural	80₩		79	79	80	n/a	n/a	n/a
18-34	79		77	n/a	n/a	n/a	n/a	n/a
State-wide	79₩		78	78	79	79	79	80
Men	79		77	n/a	n/a	n/a	n/a	n/a

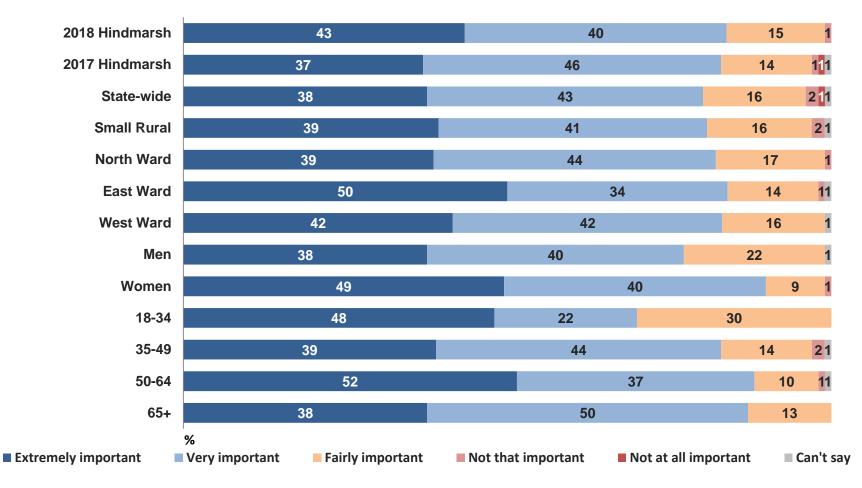
2018 Elderly Support Importance

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5 Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



2018 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

2018 ELDERLY SUPPORT SERVICES Performance index scores



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

2018 Elderly Support Performance

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9 Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES Performance detailed percentages



2018 Elderly Support Performance

2018 Hindmarsh		27		36		17	4	3 13
2017 Hindmarsh		28		44			14	4 2 8
2016 Hindmarsh	22			39		14	52	17
2015 Hindmarsh	23			46		1	3 3	2 13
2014 Hindmarsh		31		39		1	2 4	2 13
2013 Hindmarsh	21			42		13	6 2	16
2012 Hindmarsh	21			43		18	4	3 11
State-wide	14		32		19	52	;	29
Small Rural	18		35		18	5	3	22
North Ward	21			42		18	5	3 11
East Ward	14		33		25	5	5	19
West Ward		44			33		10	21 9
Men	24			35		17	5 3	15
Women		30		37		1	7	3 3 10
18-34		34		19	14	3 8		22
35-49	18		40			17	6 3	17
50-64	23			39		20	4	1 13
65+		31		4	1		17	326
	%	Very good	Good	Average	Poor	Very p	oor	Can't say

Q2. How has Council performed on 'elderly support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

2018 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



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

2018 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES



2018 Hindmarsh 20 46 28 6 2017 Hindmarsh 45 211 23 28 3 1 25 46 State-wide 25 Small Rural 25 45 25 4 1 North Ward 22 49 20 8 1 **East Ward** 16 46 31 7 3 11 West Ward 20 42 33 Men 7 17 42 34 Women 49 5 1 22 23 18-34 42 17 35 6 35-49 21 39 32 9 50-64 22 50 23 4 1 65+ 47 5 1 19 27 % Extremely important Very important Fairly important Not that important Not at all important Can't say

2018 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked aroup: 5

2018 RECREATIONAL FACILITIES Performance index scores



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

2018 Recreational Facilities Performance

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 8 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES Performance detailed percentages



2018 Recreational Facilities Performance

2018 Hindmarsh	27	43	18	6 2 4
2017 Hindmarsh	28	42	21	3 3 2
2016 Hindmarsh	19	40	23	9 3 5
2015 Hindmarsh	22	47	20	7 2 2
2014 Hindmarsh	25	43	19	7 2 3
2013 Hindmarsh	19	49	19	8 3 2
2012 Hindmarsh	16	45	28	7 2 2
State-wide	22	42	22	7 3 4
Small Rural	22	42	21	7 3 4
North Ward	20	45	21	8 3 3
East Ward	24	45	16	7 2 6
West Ward	36	40		19 2 1 3
Men	27	43	18	7 2 4
Women	27	43	19	5 1 4
18-34	31	42	11	8 3 5
35-49	21	39	23	12 4 1
50-64	24	43	23	7 2
65+	31	46		16 1 <mark>1</mark> 6
	% Very go	od Good Average Poor	Very poor	Can't say

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 8

2018 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES



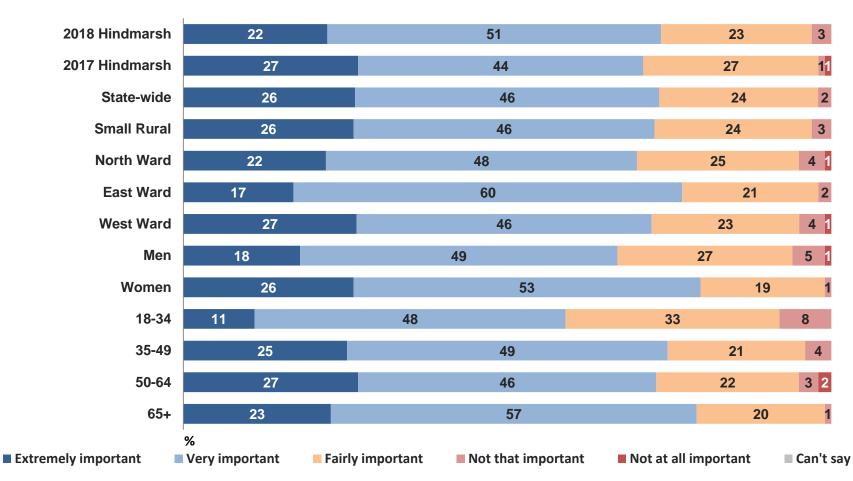
					2017	2016	2015	2014	2013	2012
Women				76	75	n/a	n/a	n/a	n/a	n/a
65+			7	75	74	n/a	n/a	n/a	n/a	n/a
Small Rural			74		74	74	73	n/a	n/a	n/a
State-wide			74		74	74	73	73	74	73
35-49			74		68	n/a	n/a	n/a	n/a	n/a
West Ward			73		73	n/a	n/a	n/a	n/a	n/a
50-64			73		79	n/a	n/a	n/a	n/a	n/a
East Ward			73		74	n/a	n/a	n/a	n/a	n/a
Hindmarsh			73		73	n/a	n/a	n/a	n/a	n/a
North Ward		7	2		73	n/a	n/a	n/a	n/a	n/a
Men		69 \			72	n/a	n/a	n/a	n/a	n/a
18-34	654				70	n/a	n/a	n/a	n/a	n/a

2018 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: 26 Councils asked group: 5 Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS Importance detailed percentages





2018 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: 26 Councils asked group: 5

2018 THE APPEARANCE OF PUBLIC AREAS Performance index scores



				2017	2016	2015	2014	2013	2012
West Ward		:	88个	86	82	85	83	82	n/a
18-34		8	6个	75	70	77	78	71	70
65+		80		80	78	79	75	71	72
Men		80		77	74	75	73	71	69
Hindmarsh		79		78	74	77	76	71	71
Women		79		79	74	78	78	71	72
50-64		78		76	72	76	74	69	68
East Ward		75		74	68	66	70	64	n/a
North Ward	7	74♥		76	70	76	73	69	n/a
35-49	7	'3		80	71	72	77	75	73
Small Rural	72	2↓		74	73	74	n/a	n/a	n/a
State-wide	71	•		71	71	72	72	71	71

2018 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: 35 Councils asked group: 9 Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS Performance detailed percentages



2018 Public Areas Performance

2018 Hindmarsh	42			38		15	2 2
2017 Hindmarsh	39		42			4 1	
2016 Hindmarsh	31		46	46			6 3 1
2015 Hindmarsh	34			45		14	4 21
2014 Hindmarsh	32		4	45		17	4 1
2013 Hindmarsh	32		35		20		9 3 1
2012 Hindmarsh	28		40		20		6 4 1
State-wide	24		45		21	6 21	
Small Rural	27		43		2	1	6 <mark>3</mark> 1
North Ward	31		4		16	3 4	
East Ward	32		40			23	3 11
West Ward		62			30		8 1
Men	43			38		16	22
Women	42			39		15	3 1
18-34	55	5			34		11
35-49	36			39		14	5 6
50-64	37			42		18	1 <mark>1</mark> 1
65+	43			38		15	3 1
	% Very good	Good	Average	Poor	Very poor	Can't	say

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

2018 WASTE MANAGEMENT Importance index scores



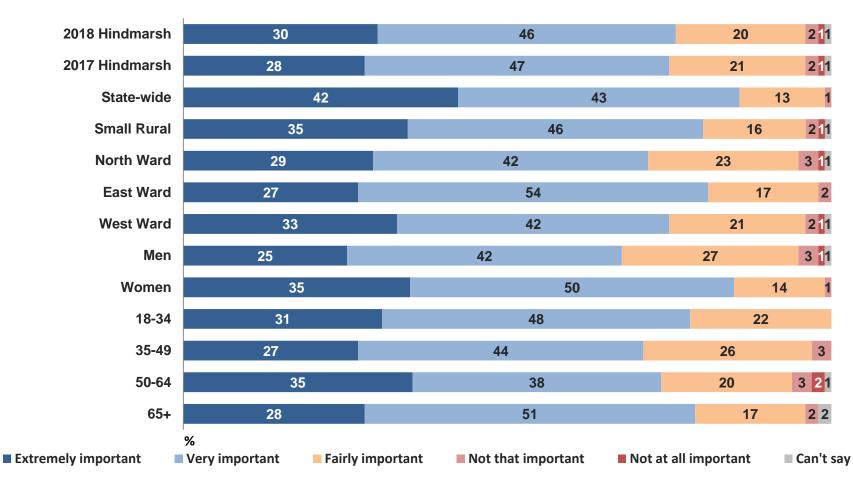
					2017	2016	2015	2014	2013	2012
State-wide				81	79	80	79	79	79	78
Women				80个	78	n/a	n/a	n/a	n/a	n/a
Small Rural			78		76	79	77	n/a	n/a	n/a
18-34		7	7		72	n/a	n/a	n/a	n/a	n/a
65+		7	77		77	n/a	n/a	n/a	n/a	n/a
West Ward		7	7		75	n/a	n/a	n/a	n/a	n/a
East Ward		7	7		75	n/a	n/a	n/a	n/a	n/a
Hindmarsh		76			75	n/a	n/a	n/a	n/a	n/a
50-64		75			76	n/a	n/a	n/a	n/a	n/a
North Ward	74				75	n/a	n/a	n/a	n/a	n/a
35-49	74				73	n/a	n/a	n/a	n/a	n/a
Men	72↓				72	n/a	n/a	n/a	n/a	n/a

2018 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5 Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES





2018 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

2018 WASTE MANAGEMENT Performance index scores



_				2017	2016	2015	2014	2013	2012
West Ward			80个	76	71	74	77	76	n/a
65+		7	6	78	76	77	80	78	73
35-49		75		72	57	63	70	68	68
Women		75		75	71	74	73	73	72
Hindmarsh		74		75	68	71	73	73	70
North Ward		72		72	65	71	69	70	n/a
Men		72		75	64	69	73	72	68
18-34		72		73	66	74	73	72	71
State-wide	70			71	70	72	73	71	72
50-64	70			74	66	68	68	72	70
Small Rural	694			70	69	71	n/a	n/a	n/a
East Ward	68♥			77	66	68	75	73	n/a

2018 Waste Management Performance

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9 Note: Please see page 6 for explanation about significant differences.



2018 Waste Management Performance

	1			
2018 Hindmarsh	28	43		17 7 1 3
2017 Hindmarsh	31	44		17 4 3 2
2016 Hindmarsh	19	46	19	7 4 4
2015 Hindmarsh	24	48		15 7 3 4
2014 Hindmarsh	26	47		15 6 3 3
2013 Hindmarsh	25	50		14 6 2 2
2012 Hindmarsh	21	50		17 5 4 2
State-wide	24	45		18 7 3 2
Small Rural	23	44	1	9 8 4 3
North Ward	29	35	20	98
East Ward	20	48	1	6 12 3 1
West Ward	36		47	14 12
Men	27	41		19 9 3
Women	30	46		14 5 2 4
18-34	28	42	1	4 14 3
35-49	31	44		15 8 2
50-64	22	42	21	10 1 4
65+	32	4	5	16 2 2 4
	% Very go	od Good Average	Poor Very po	oor Can't say

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



2018 Business/Development/Tourism Importance

			2017	2016	2015	2014	2013	2012
Women		74	75	n/a	n/a	n/a	n/a	n/a
35-49		72	73	n/a	n/a	n/a	n/a	n/a
East Ward		71	75	n/a	n/a	n/a	n/a	n/a
65+		71	74	n/a	n/a	n/a	n/a	n/a
Small Rural		71	72	71	70	n/a	n/a	n/a
50-64		71	78	n/a	n/a	n/a	n/a	n/a
Hindmarsh		69	74	n/a	n/a	n/a	n/a	n/a
West Ward		68	73	n/a	n/a	n/a	n/a	n/a
North Ward		68	74	n/a	n/a	n/a	n/a	n/a
State-wide		664	67	67	67	67	67	66
Men		65	73	n/a	n/a	n/a	n/a	n/a
18-34	60	¥	69	n/a	n/a	n/a	n/a	n/a

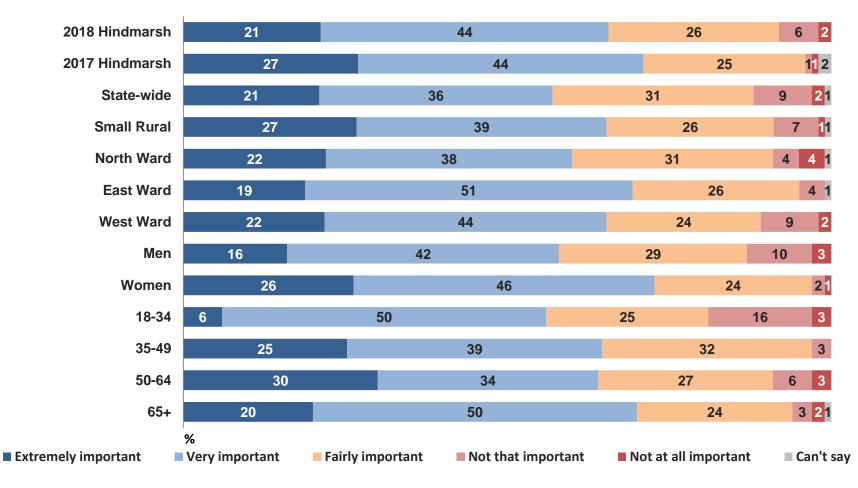
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES





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 W S R E S E A R C H

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



2018 Business/Development/Tourism Performance

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

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6 Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2018 Business/Development/Tourism Performance

2018 Hindmarsh	13	35		29	9 6 7	
2017 Hindmarsh	15	33		27	11 6 9	
2016 Hindmarsh	8	33		37	10 5 7	
2015 Hindmarsh	10	34		33	13 3 7	
2014 Hindmarsh	12	36		31	12 3 5	5
2013 Hindmarsh	10	32		32	14 5 7	
2012 Hindmarsh	6	31		34	16 6 6	5
State-wide	10	33		31	10 4 12	
Small Rural	12	33		31	11 5 8	
North Ward	11	36		30	9 8 5	5
East Ward	7	34		33	9 6 10	
West Ward	21	3	6	26	945	5
Men	13	33		30	12 7 6	5
Women	14	38		29	6 6 7	
18-34	19		44	19	89	
35-49	5	43		26	14 9	3
50-64	15	24		35	16 4 6	5
65+	13	35		32	6 5 8	
	%	Very good Good	Average	Poor Very	poor 🛛 Can't say	

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

2018 PLANNING AND BUILDING PERMITS Importance index scores



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

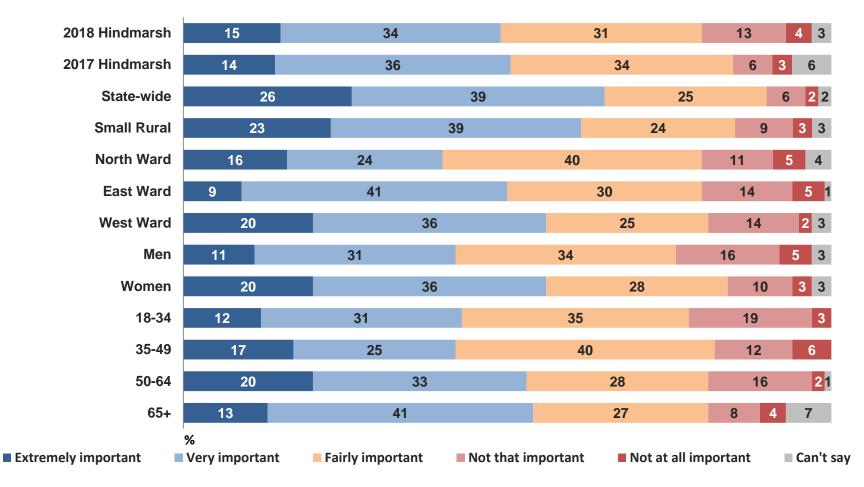
2018 Planning & Building Permits Importance

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4 Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS Importance detailed percentages



2018 Planning & 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: 18 Councils asked group: 4

2018 PLANNING AND BUILDING PERMITS Performance index scores



18-34 n/a n/a Women n/a n/a North Ward n/a n/a West Ward n/a n/a Hindmarsh n/a n/a 65+ n/a n/a 35-49 n/a n/a State-wide n/a 50-64 n/a **East Ward** n/a n/a Small Rural n/a n/a n/a 49♥ Men n/a n/a

2018 Planning & 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: 24 Councils asked group: 5 Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS Performance detailed percentages



2018 Planning & Building Permits Performance

2018 Hindmarsh	7	25		27		12	7	22	
2017 Hindmarsh	7	22		28		12	6	25	
2016 Hindmarsh	3 1	7	22	11	10			38	
2015 Hindmarsh	5	22		22	11	7		33	
2014 Hindmarsh	6	20		27	11	5		31	
State-wide	5	24		27		13	8	23	
Small Rural	6	21		28		14	9	23	
North Ward	7	26		33		6	6	23	
East Ward	3	26		25		14	8	24	
West Ward	11	23		23		15	7	21	
Men	5	21		30		16	9	19	
Women	10	28		23		7	5	26	
18-34	14		34			27		14 3	9
35-49	3	29		27		11	9	21	
50-64	5	22		27		14	8	24	
65+	8	20		26	1	0 7		28	
	%	Very good	G	ood Average	Pc	oor 🗖 🛛	/ery poor	Can't say	

Q2. How has Council performed on 'planning and building permits' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



2012 2017 2016 2015 2014 2013 Women 84 80 n/a n/a n/a n/a n/a State-wide 81 80 80 80 80 80 80 East Ward n/a n/a 81 78 n/a n/a n/a **Small Rural** 80 n/a 81 82 80 n/a n/a 18-34 79 83 n/a n/a n/a n/a n/a Hindmarsh 77 n/a n/a 78 n/a n/a n/a 50-64 77 n/a 78 n/a n/a n/a n/a 65+ 77 78 n/a n/a n/a n/a n/a 76 n/a n/a n/a n/a West Ward 79 n/a 35-49 75 75 n/a n/a n/a n/a n/a North Ward 74 78 n/a n/a n/a n/a n/a 70 Men n/a n/a n/a n/a 77 n/a

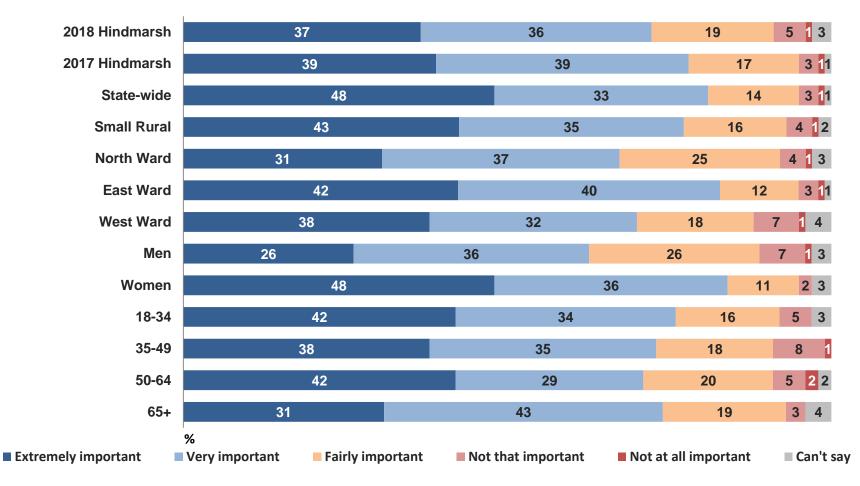
2018 Disaster Management Importance

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3 Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES







Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2012 2017 2016 2015 2014 2013 18-34 85 76 n/a n/a n/a n/a n/a West Ward 79 80 n/a n/a n/a n/a n/a Women n/a 76 78 n/a n/a n/a n/a 65+ 75 n/a 76 n/a n/a n/a n/a Hindmarsh 74 75 n/a n/a n/a n/a n/a **Small Rural** 72 70 72 71 n/a n/a n/a 72 Men n/a 72 n/a n/a n/a n/a North Ward 72 n/a 73 n/a n/a n/a n/a 71 State-wide 70 69 70 71 70 70 70 **East Ward** 71 n/a n/a n/a n/a n/a **69↓** 50-64 73 n/a n/a n/a n/a n/a 684 35-49 n/a n/a n/a n/a 72 n/a

2018 Disaster Management Performance

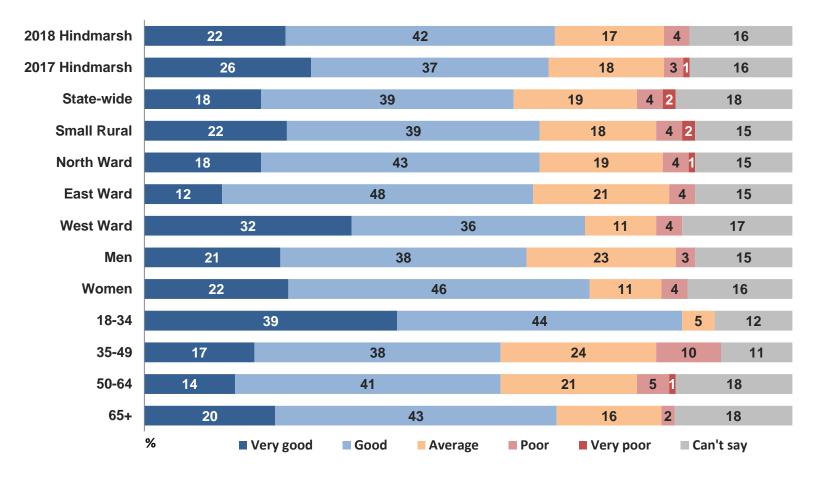
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4 Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2018 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

2018 ROADSIDE SLASHING AND WEED CONTROL Importance index scores



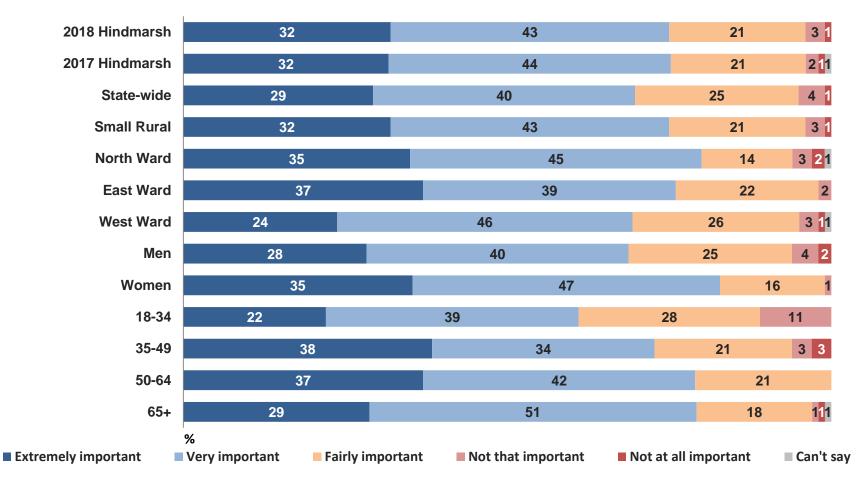
	18 Roadside Slash portance	ing & We	ed Cont	rol		2017	2016	2015	2014	2013	2012
Women					79	78	n/a	n/a	n/a	n/a	n/a
50-64					79	79	n/a	n/a	n/a	n/a	n/a
East Ward					78	76	n/a	n/a	n/a	n/a	n/a
North Ward					78	80	n/a	n/a	n/a	n/a	n/a
65+				7	7	78	n/a	n/a	n/a	n/a	n/a
Hindmarsh				76		76	n/a	n/a	n/a	n/a	n/a
Small Rural				76		76	n/a	77	n/a	n/a	n/a
35-49				75		79	n/a	n/a	n/a	n/a	n/a
State-wide			73♥			74	73	73	75	74	71
Men			72♥			74	n/a	n/a	n/a	n/a	n/a
West Ward			72♥			74	n/a	n/a	n/a	n/a	n/a
18-34		68 ↓				66	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1

Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL Importance detailed percentages





Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1

W S R E S E A R C H

2018 ROADSIDE SLASHING AND WEED CONTROL Performance index scores



2018 Roadside Slashing & Weed Control Performance

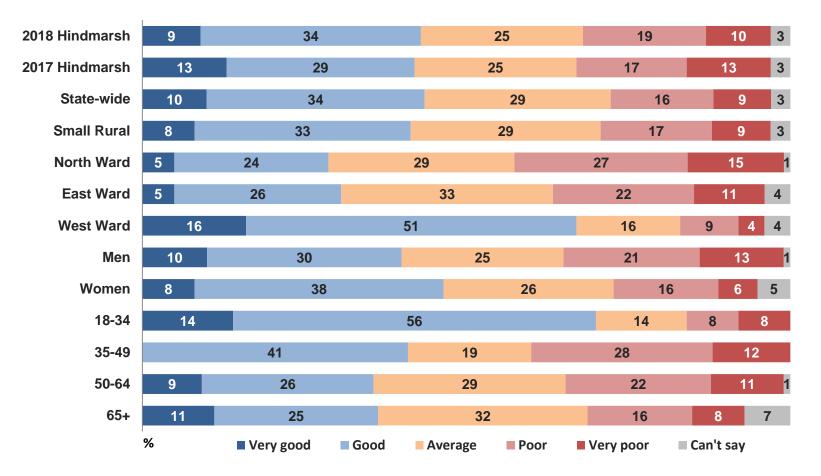
_			2017	2016	2015	2014	2013	2012
West Ward		67个	63	n/a	n/a	n/a	n/a	n/a
18-34		65个	54	n/a	n/a	n/a	n/a	n/a
Women		57	57	n/a	n/a	n/a	n/a	n/a
State-wide		55	53	56	55	55	56	61
65+		54	54	n/a	n/a	n/a	n/a	n/a
Small Rural		54	51	51	52	n/a	n/a	n/a
Hindmarsh		54	53	n/a	n/a	n/a	n/a	n/a
Men	51	L	49	n/a	n/a	n/a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

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2 Note: Please see page 6 for explanation about significant differences.

2018 ROADSIDE SLASHING AND WEED CONTROL Performance detailed percentages



2018 Roadside Slashing & 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: 11 Councils asked group: 2

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance index scores



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

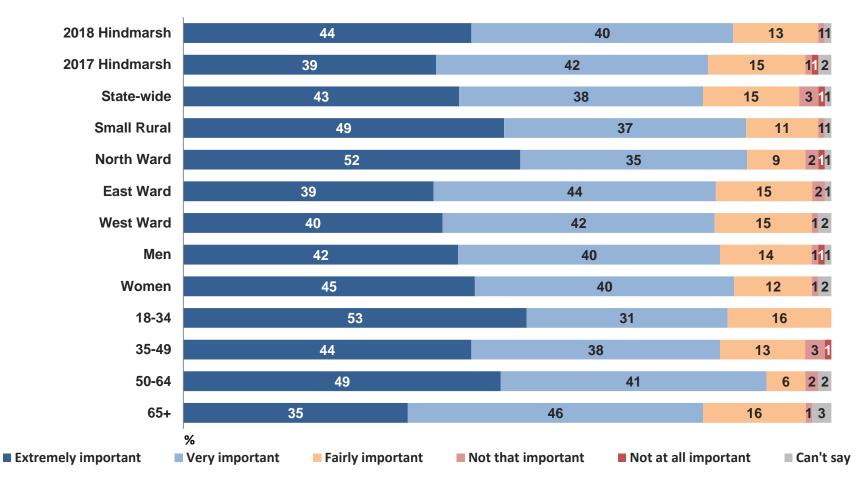
2018 Unsealed Roads Importance

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: 13 Councils asked group: 4 Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance detailed percentages



2018 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: 13 Councils asked group: 4

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance index scores



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

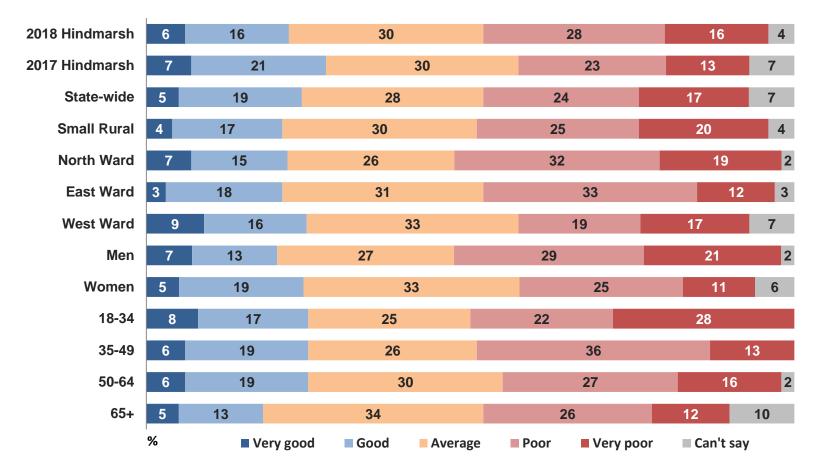
2018 Unsealed Roads Performance

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: 21 Councils asked group: 7 Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance detailed percentages



2018 Unsealed Roads Performance



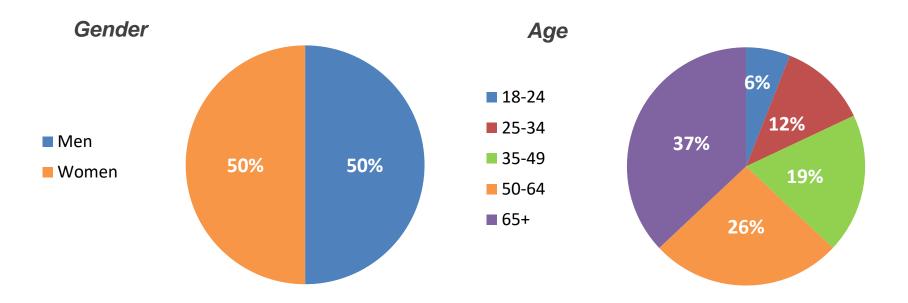
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

DETAILED DEMOGRAPHICS



2018 GENDER AND AGE PROFILE





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.

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

APPENDIX A: DETAILED SURVEY TABULATIONS AVAILABLE IN SUPPLIED EXCEL FILE



APPENDIX B: FURTHER PROJECT INFORMATION



APPENDIX B: BACKGROUND AND OBJECTIVES



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 2012-2018 have been made throughout this report as appropriate.**

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APPENDIX B: Margins of Error



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council was 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 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 5,000 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	192	201	+/-6.9
Women	208	199	+/-6.7
North Ward	131	130	+/-8.5
East Ward	125	124	+/-8.7
West Ward	144	147	+/-8.1
18-34 years	26	74	+/-19.5
35-49 years	62	77	+/-12.5
50-64 years	127	102	+/-8.6
65+ years	185	147	+/-7.1

APPENDIX B: Analysis and reporting



All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack. Wherever appropriate, results for Hindmarsh Shire Council for this 2018 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.

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APPENDIX B: ANALYSIS AND REPORTING

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 statewide 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.

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



APPENDIX B: Analysis and reporting



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
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%		INDEX SCORE 56

APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 - 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



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

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

Where:

- >\$1 = Index Score 1
- >\$2 = Index Score 2
- > \$3 = unweighted sample count 1
- >\$4 = unweighted sample count 1
- >\$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: Analysis and reporting



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 2018 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 2018 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 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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. The overall State-wide Local Government Community Satisfaction Report is available at <u>http://www.delwp.vic.gov.au/local-</u> government/strengthening-councils/council-communitysatisfaction-survey.

APPENDIX B: Glossary of terms



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

CSS: 2018 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 subgroup 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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