2020 Local Government Community Satisfaction Survey

Wangaratta Rural City Council

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

Contents

Background and objectives

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

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

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

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

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities and

- overall council direction.

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Wangaratta Rural City Council – at a glance

Overall council performance
Results shown are index scores out of 100.

Wangaratta 62

State-wide 58

Regional Centres 56

Council performance compared to State-wide and group averages

The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average Art centres & libraries Appearance of public areas Unsealed roads	Parking facilities
Compared to group average Art centres & libraries Appearance of public areas Consultation & engagement	Unsealed roads Building & planning permits

Summary of core measures

Index scores

Overall performance   **Community consultation**   **Lobbying**   **Making community decisions**   **Sealed local roads**   **Customer service**   **Overall council direction**

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Customer service (orange)	72	72	70	70	66	71	64	70	70
Overall performance (blue)	66	64	45	55	55	57	60	59	62
Overall council direction (dark navy)	57	54	39	55	48	61	61	59	61
Community consultation (red)	58	56	48	49	49	56	55	53	55
Sealed local roads (yellow)				57	58	55	61	57	57
Lobbying (green)	56	58	45	51	48	52	56	51	54
Making community decisions (maroon)				49	51	50	51	51	52

Summary of core measures

Core measures summary results (%)
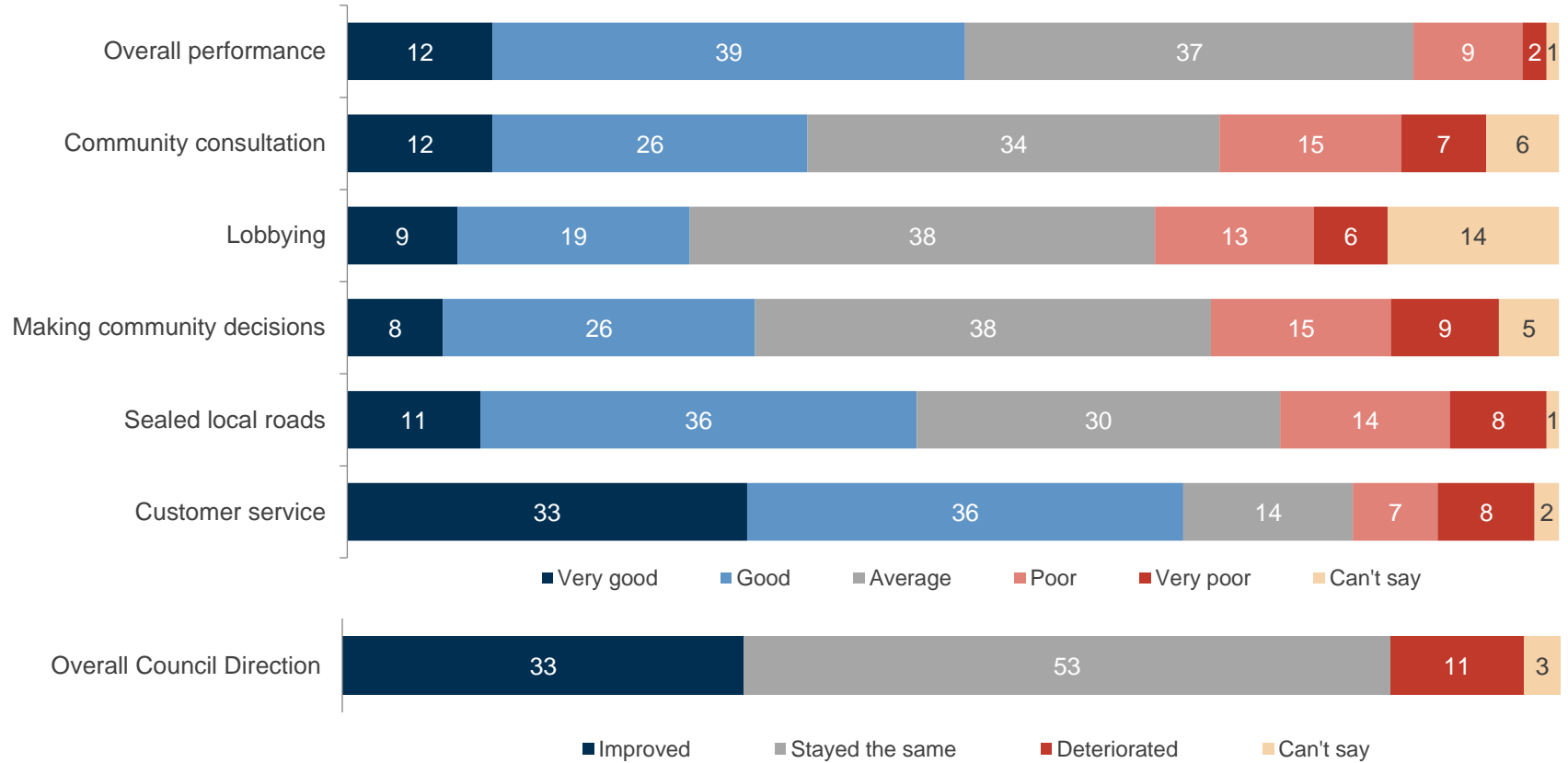
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	12	39	37	9	2	1
Community consultation	12	26	34	15	7	6
Lobbying	9	19	38	13	6	14
Making community decisions	8	26	38	15	9	5
Sealed local roads	11	36	30	14	8	1
Customer service	33	36	14	7	8	2

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	33	53	11	3

Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2020	Wangaratta 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	62	59	56	58	Aged 65+ years	Aged 35-49 years
	Overall council direction	61	59	50	51	Aged 65+ years	Aged 35-49 years
	Customer service	70	70	70	70	Aged 65+ years	Aged 18-34 years
	Art centres & libraries	78	77	74	74	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	76	74	72	72	Aged 35-49 years, Urban Area residents	Rural Area residents, Aged 50-64 years
	Recreational facilities	69	71	70	70	Aged 65+ years	Aged 18-49 years
	Community & cultural	69	66	69	68	Aged 65+ years	Aged 35-49 years
	Waste management	68	69	66	65	Aged 65+ years	Aged 35-49 years
	Environmental sustainability	62	61	61	60	Aged 18-34 years	Aged 35-49 years
	Bus/community dev./tourism	61	58	60	59	Aged 18-34 years	Aged 50-64 years

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

Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2020	Wangaratta 2019	Regional Centres 2020	State-wide 2020	Highest score	Lowest score
	Informing the community	**60**	57	56	59	Aged 65+ years	Aged 35-49 years
	Local streets & footpaths	**58**	57	59	58	Aged 35-49 years	Aged 50-64 years
	Sealed local roads	**57**	57	55	54	Urban Area residents	Rural Area residents
	Consultation & engagement	**55**	53	51	55	Aged 65+ years	Aged 35-49 years
	Lobbying	**54**	51	52	53	Aged 18-34 years	Aged 35-49 years
	Building & planning permits	**54**	47	57	51	Aged 18-34 years, Urban Area residents	Rural Area residents, Aged 35-49 years
	Community decisions	**52**	51	50	53	Aged 65+ years	Aged 35-49 years
	Unsealed roads	**48**	48	55	44	Urban Area residents	Rural Area residents
	Parking facilities	**47**	46	49	55	Men	Aged 65+ years

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

JWS RESEARCH   9

Focus areas for the next 12 months

Overview

Perceptions of Wangaratta Rural City Council's overall performance have improved three index points over the past year, continuing a general trend of improvement since 2016. Council has maintained positive performance ratings across most service areas and improved significantly on building and planning permits.

Key influences on perceptions of overall performance

Council should focus on improving performance in individual service areas that most influence perceptions of overall performance: community decisions, consultation, development and tourism, planning and building permits, and unsealed roads. A focus on good communication, transparency and engagement with residents provides the greatest opportunity to drive up overall opinion of Council, while the lower performing area of unsealed roads should also be targeted for improvement.

Comparison to state and area grouping

Council is rated largely in line with the Regional Centres group, and significantly higher on overall performance, overall direction and in four individual service areas. However, it rates below the group average on unsealed roads and building and planning permits, two of Council's lower performing areas. Council compares more favourably against the State-wide averages for councils – significantly higher on overall performance, direction and six service areas, and below average only on parking facilities.

Maintain gains achieved to date

Over the next year, Council should look to build upon gains in the influential but less positively rated area of planning and building permits. Council should also seek to improve perceptions of its consideration of resident interests, particularly in relation to planning and development. Attending to resident concerns about unsealed roads is also important, particularly in Council's more rural areas. Maintaining these roads remains among the most important areas to residents, but lowest performing for Council.

DETAILED FINDINGS

Overall
performance

Overall performance

The overall performance index score of 62 for Wangaratta Rural City Council represents a slight three-point improvement on the 2019 result. This continues a general trend of improvement since 2016.

- Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average for councils in the Regional Centres group and State-wide (index score of 56 and 58 respectively).

- Perceptions have significantly improved over the last year among women and younger residents aged 18 to 34 years (each with an index score of 65, up eight points from 2019).

Half of residents (51%) rate Council's overall performance as 'very good' or 'good', while few rate it as 'very poor' or 'poor' (11%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.
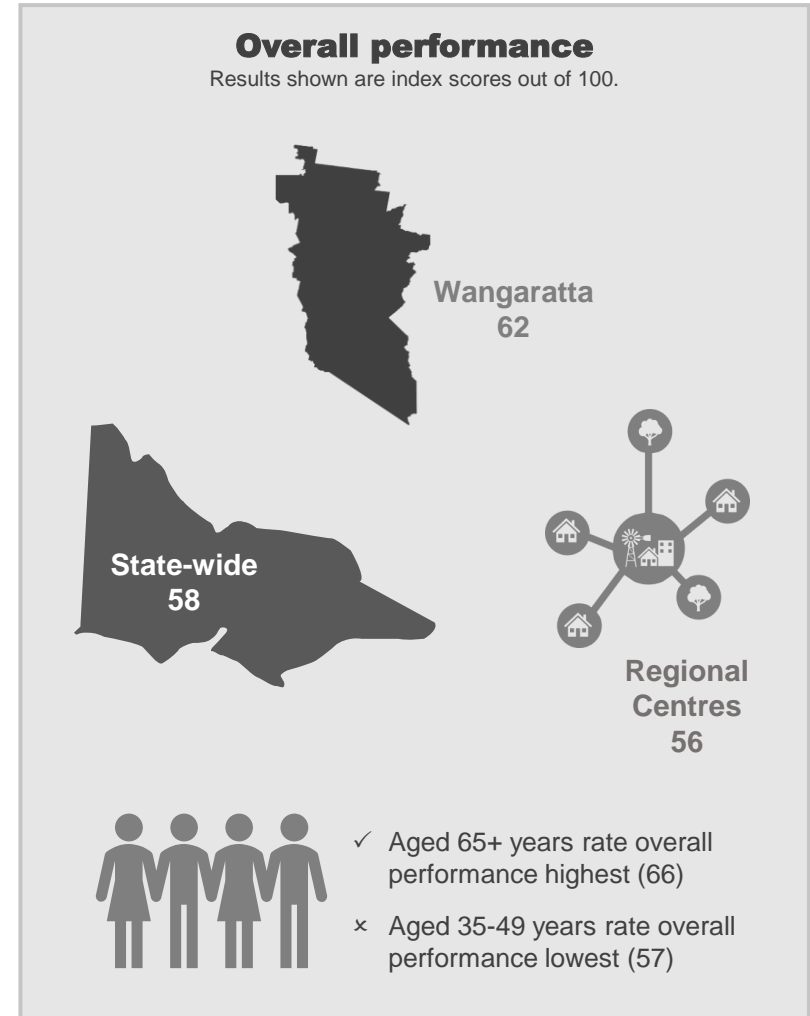
Overall performance
Results shown are index scores out of 100.

**Wangaratta
62**

**State-wide
58**

**Regional
Centres
56**

✓ Aged 65+ years rate overall performance highest (66)

✗ Aged 35-49 years rate overall performance lowest (57)

Overall performance

2020 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	66	66	67	58	55	55	44	63	66
18-34	65	57	57	61	61	62	47	67	69
Women	65	57	61	58	57	57	45	65	69
Urban Area	63	60	61	57	56	57	n/a	n/a	n/a
Wangaratta	62	59	60	57	55	55	45	64	66
Rural Area	61	57	57	56	54	52	n/a	n/a	n/a
50-64	61	59	58	56	53	54	45	60	66
Men	60	60	58	56	53	53	46	63	63
State-wide	58▼	60	59	59	59	60	61	60	60
35-49	57▼	52	56	52	52	50	47	66	64
Regional Centres	56▼	58	58	57	n/a	n/a	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wangaratta Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2020 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	12	39	37	9	2	1
2019 Wangaratta	10	34	38	12	4	1
2018 Wangaratta	12	35	38	9	5	1
2017 Wangaratta	7	33	39	14	4	4
2016 Wangaratta	9	34	32	16	8	1
2015 Wangaratta	9	32	34	13	9	2
2014 Wangaratta	6	23	33	19	17	2
2013 Wangaratta	12	43	34	9	2	1
2012 Wangaratta	15	45	31	5	3	
State-wide	9	37	36	11	6	1
Regional Centres	8	35	36	13	8	1
Urban Area	11	43	35	8	2	
Rural Area	14	32	39	11	2	1
Men	11	39	36	10	5	
Women	14	39	38	8		1
18-34	13	47	26	13		
35-49	4	32	51	11		1
50-64	12	37	37	9	4	1
65+	18	38	33	6	3	1

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wangaratta Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

Top performing service areas

Art centres and libraries (index score of 78) remain the area where Wangaratta Rural City Council performs best, closely followed by the appearance of public areas (index score of 76).

Perceptions of these two service areas are similar to recent years, further consolidating their position as Council's top performing areas. Council rates significantly higher than both the Regional Centres group and State-wide averages for each.

On art centres and libraries:

- Older residents aged 65+ years rate performance significantly higher than the Council-wide average (index score of 82).

- Perceptions among men have improved significantly over the past year, after declining in 2019.

Council performance is also highly rated on community and cultural activities and recreational facilities (index score of 69 for each) and waste management (index score of 68).

- Perceptions of community and cultural activities have improved significantly among Urban Area residents this year, after declining in 2019.

- Residents aged 65+ years rate Council performance higher on recreational facilities and significantly higher on waste management than the Council-wide average.
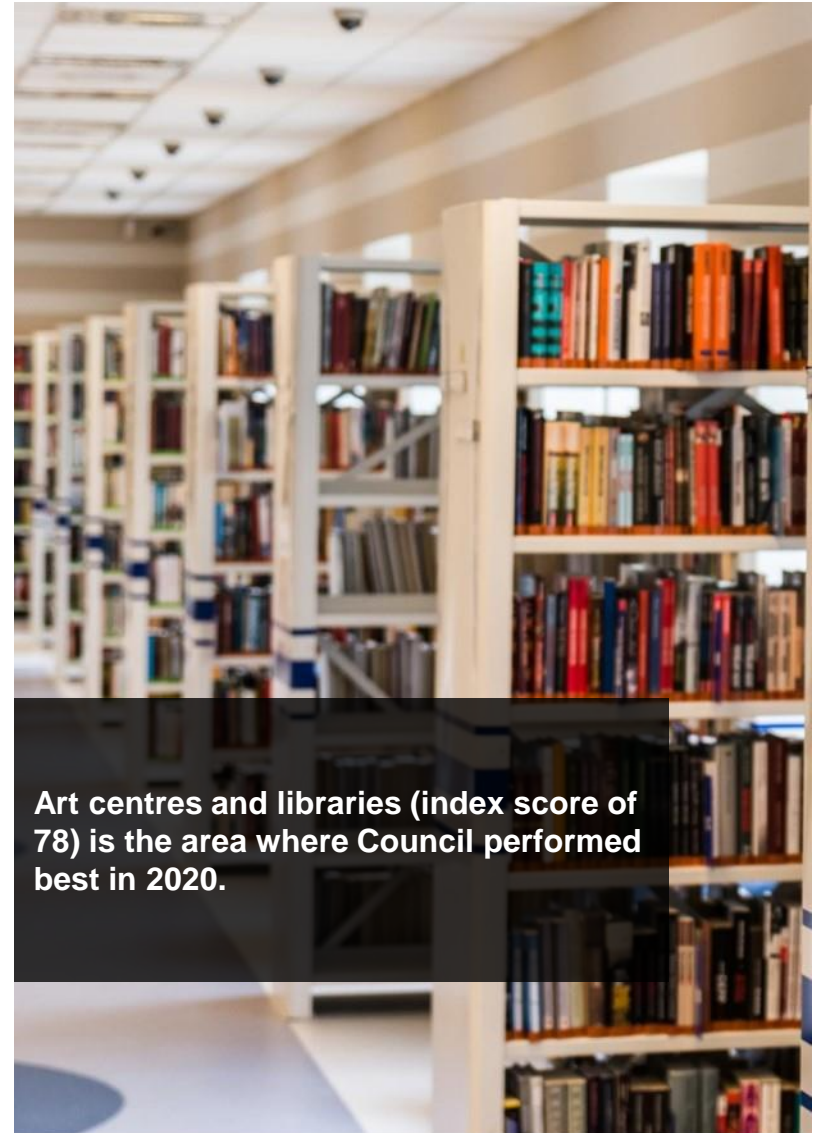
Art centres and libraries (index score of 78) is the area where Council performed best in 2020.

Low performing service areas

Council rates lowest – relative to its performance in other areas – on parking facilities and unsealed roads (index score of 47 and 48 respectively).

Council rates lowest – relative to its performance in other areas – on parking facilities and unsealed roads (index score of 47 and 48 respectively).

Council has not recovered any ground on parking facilities this year, after a significant decline in perceptions of its performance in 2019. While Council rates significantly lower than the State-wide average (index score of 55), it remains in line with the Regional Centres group average (index score of 49).

Rated performance on unsealed roads is unchanged from 2019, which was slightly improved on the previous two years. Council rates significantly lower than the Regional Centres group average (index score of 55) but higher than the State-wide average (index score of 44).

• Ratings for this service area are lowest among Rural area residents (index score of 43) and have declined among men since 2019 (down six points).

Other lower performing areas include community decisions (index score of 52), as well as planning and building permits and lobbying (index score of 54 for each). Positively, Council improved seven points on permits and three points on lobbying over the past year.

Unprompted, residents cite community consultation (15%) and sealed road maintenance (11%) as the Council areas most in need of improvement.

Individual service area performance

2020 individual service area performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	78	77	78	79	73	79	79	83	84
Appearance of public areas	76	74	76	75	75	76	75	77	78
Community & cultural	69	66	70	72	70	72	71	74	73
Recreational facilities	69	71	71	70	69	69	72	76	76
Waste management	68	69	70	70	68	n/a	n/a	n/a	n/a
Environmental sustainability	62	61	65	65	66	64	64	67	66
Bus/community dev./tourism	61	58	61	59	62	63	59	68	69
Informing the community	60	57	60	60	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	58	57	58	57	60	60	57	59	61
Sealed local roads	57	57	56	56	58	57	n/a	n/a	n/a
Consultation & engagement	55	53	56	55	49	49	48	56	58
Planning & building permits	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	54	51	55	52	48	51	45	58	56
Community decisions	52	51	51	50	48	49	n/a	n/a	n/a
Unsealed roads	48	48	46	46	48	50	n/a	n/a	n/a
Parking facilities	47	46	52	56	52	58	51	53	51

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2020 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	31	47	18	4	1	1
Art centres & libraries	32	43	16	1		7
Recreational facilities	24	40	22	7	3	3
Waste management	22	41	26	6	3	2
Community & cultural	20	40	27	5	1	6
Local streets & footpaths	13	35	30	10	9	3
Informing the community	13	34	35	12	5	1
Bus/community dev./tourism	13	34	33	11	4	5
Sealed local roads	11	36	30	14	8	1
Environmental sustainability	11	35	37	7	2	8
Consultation & engagement	12	26	34	15	7	6
Community decisions	8	26	38	15	9	5
Lobbying	9	19	38	13	6	14
Parking facilities	8	21	33	21	14	3
Planning & building permits	6	23	33	13	5	21
Unsealed roads	8	20	35	20	12	6

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

Individual service area importance

2020 individual service area importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	82	81	82	80	82	n/a	n/a	n/a	n/a
Unsealed roads	80	78	80	77	77	81	n/a	n/a	n/a
Informing the community	79	77	76	75	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	78	80	76	78	77	77	79	75
Parking facilities	75	75	75	70	74	72	75	76	75
Bus/community dev./tourism	75	74	75	74	75	76	76	75	74
Recreational facilities	74	72	75	72	72	74	74	75	73
Environmental sustainability	74	73	75	71	73	72	70	73	70
Appearance of public areas	74	72	73	73	75	74	75	76	71
Planning & building permits	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	64	62	62	60	63	64	64	65	64
Art centres & libraries	63	63	62	62	63	63	66	68	69

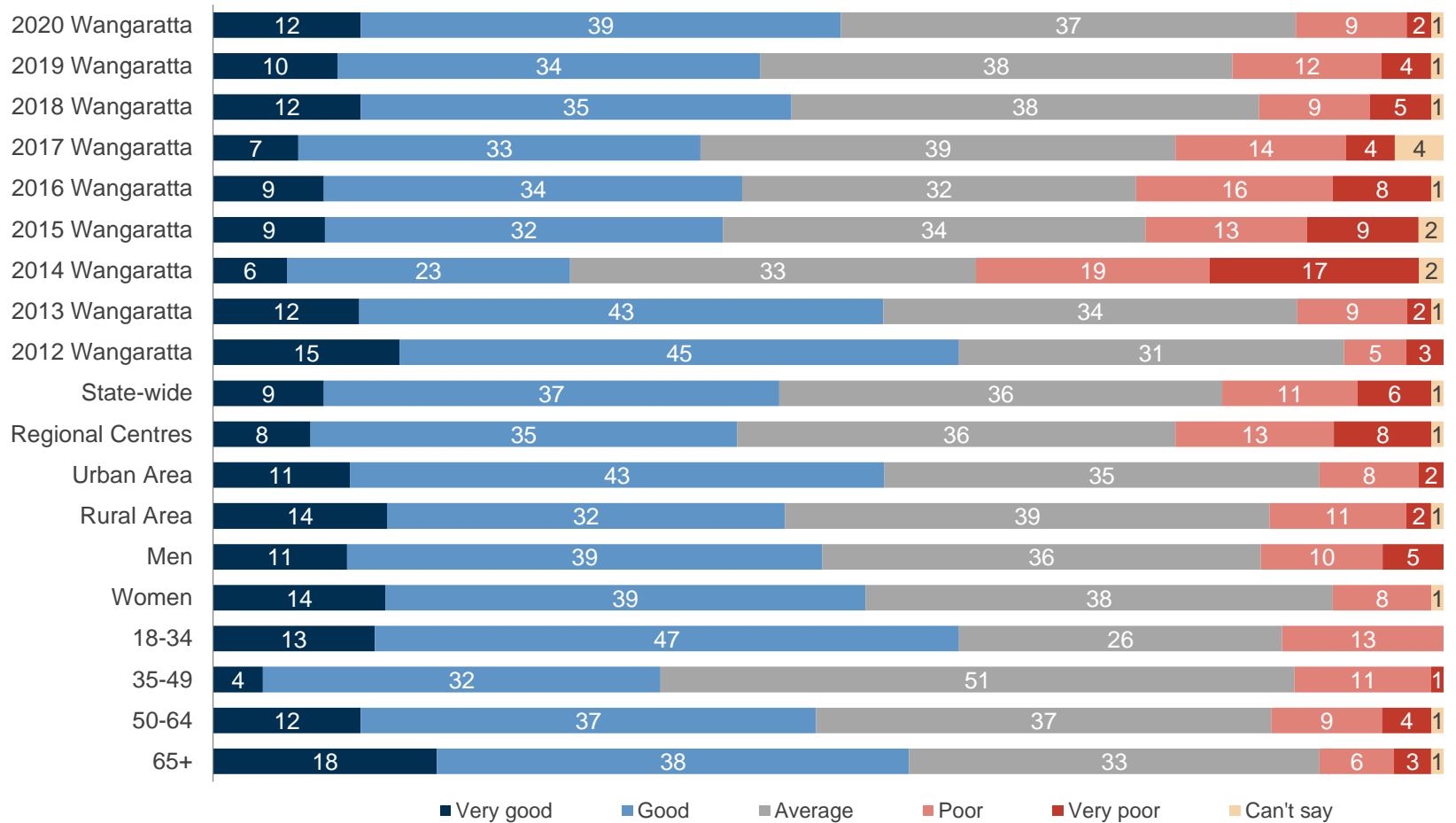*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

JWSRESEARCH 20

Individual service area importance

2020 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	42	46	11			1
Unsealed roads	43	37	14	2	1	2
Informing the community	38	41	18	2		1
Local streets & footpaths	37	40	18	2	1	2
Recreational facilities	26	48	24			2
Bus/community dev./tourism	29	45	21	4	1	1
Parking facilities	34	38	19	5	2	2
Appearance of public areas	26	47	24	2		1
Environmental sustainability	32	38	23	4	2	1
Planning & building permits	29	37	22	6	1	5
Art centres & libraries	14	39	33	11	2	1
Community & cultural	15	36	39	8	1	1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
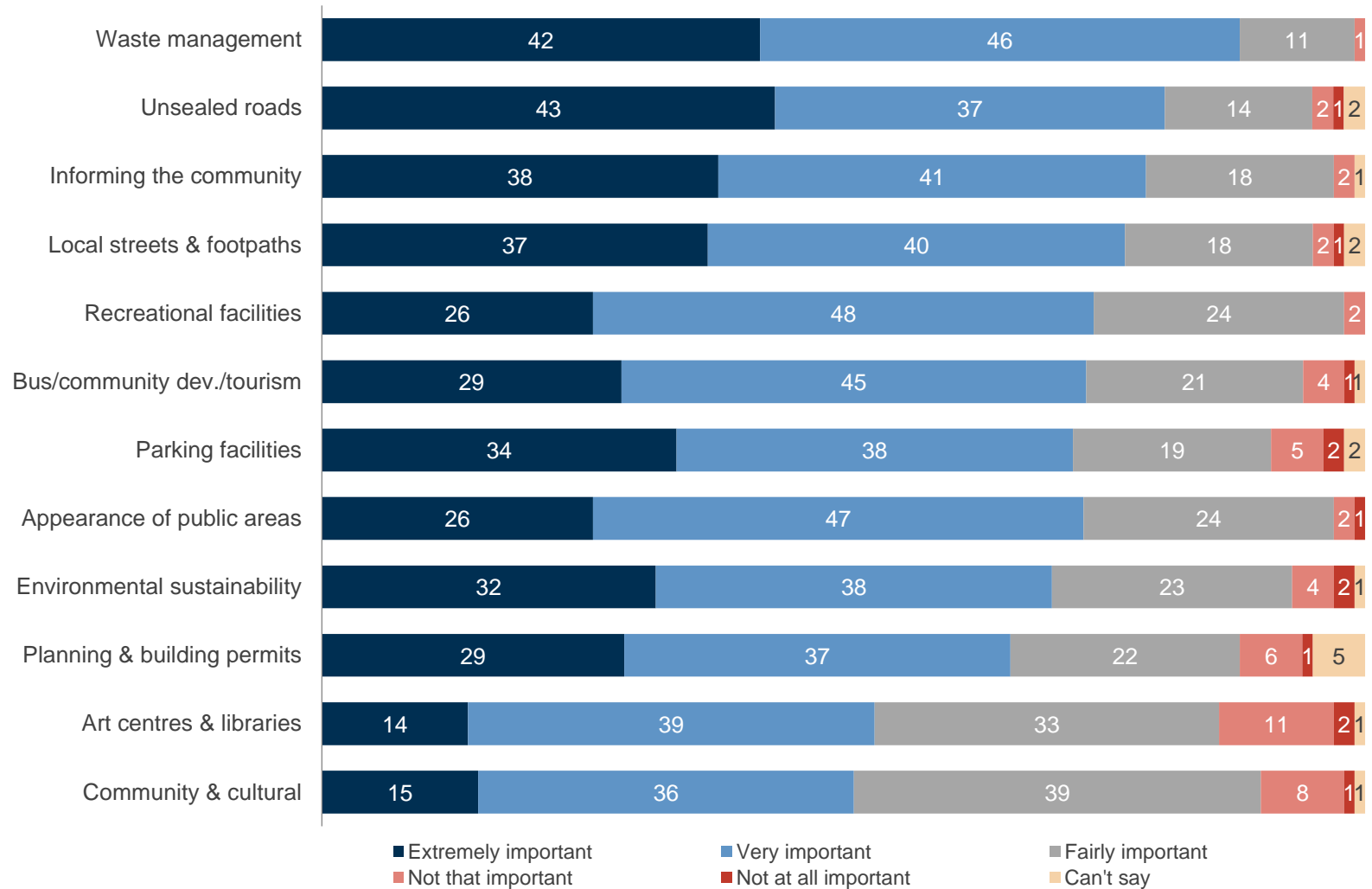
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 5

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	80	48	-33
Parking facilities	75	47	-28
Informing the community	79	60	-20
Local streets & footpaths	78	58	-20
Planning & building permits	73	54	-19
Bus/community dev./tourism	75	61	-14
Waste management	82	68	-13
Environmental sustainability	74	62	-12

Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Community consultation and engagement

• Business, community development and tourism

• Planning and building permits

• Maintenance of unsealed roads

• Recreational facilities.

Looking at these key service areas, recreational facilities has a high performance index (69) and a moderate influence on the overall performance rating, therefore maintaining this positive result should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform less well, are community consultation and planning and building permits (performance index of 55 and 54 respectively).

A focus on consulting residents in Council decision-making and improved handling of planning and building permits can also help shore up positive opinion of Council overall.

However, in need of attention is Council's maintenance of unsealed roads, which is currently poorly rated (performance index of 48) and a moderate influence on overall community opinion.

It is therefore important to attend to resident concerns about unsealed local roads to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

• The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.

• The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2020 regression analysis (all service areas)
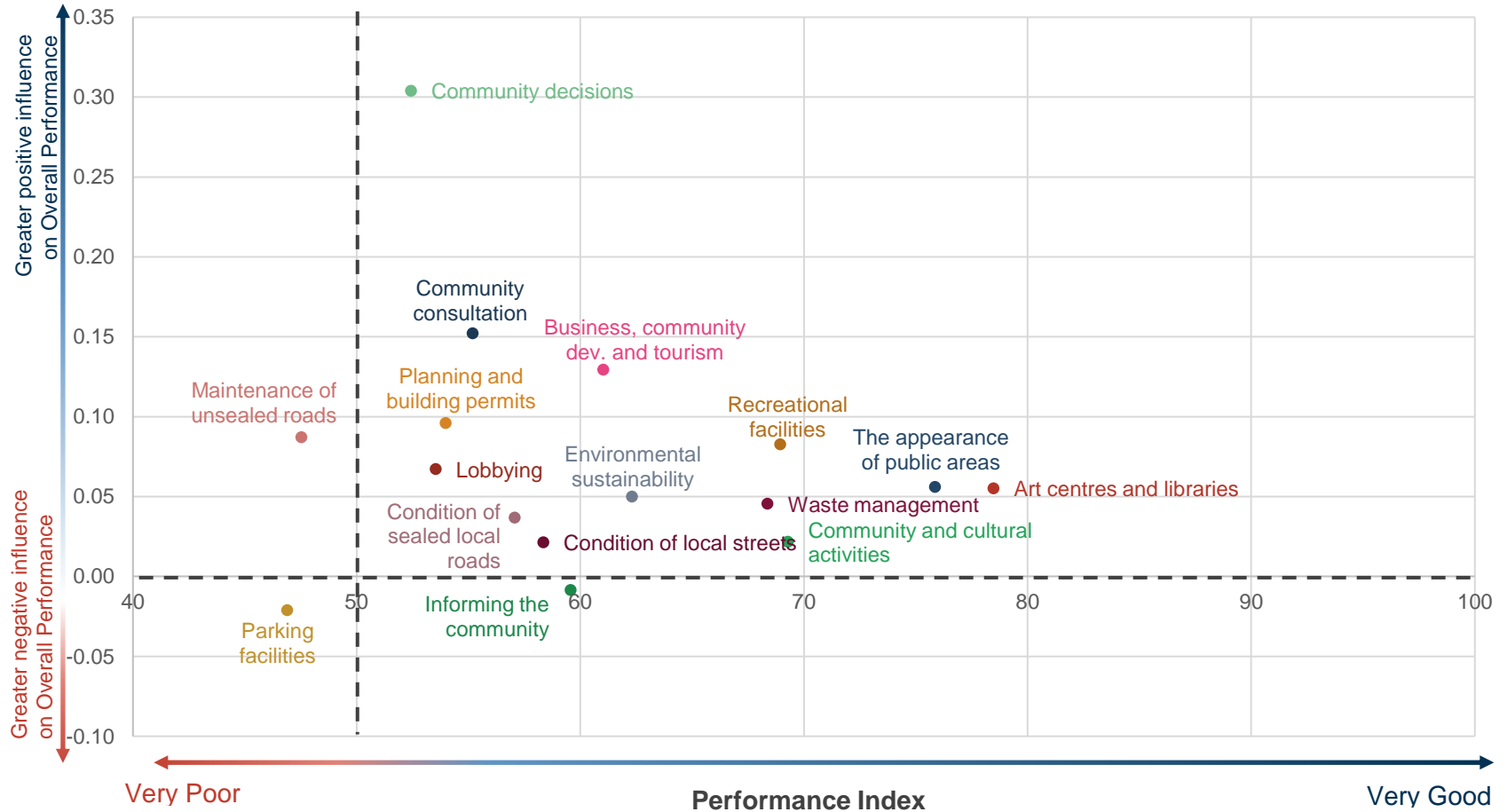
The multiple regression analysis model above (all service areas) has an R-squared value of 0.590 and adjusted R-square value of 0.572, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 34.4. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2020 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

Community decisions

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

Community consultation

Maintenance of unsealed roads

Planning and building permits

Business, community dev. and tourism

Recreational facilities

Key positive influence on overall rating and should remain a focus - but currently performing 'well' here. Improvement will have a moderate influence on overall perceptions.

Should remain a focus as currently performing 'poorly' here and improvements will have a moderate influence on overall perceptions.

Very Poor

Very Good

Performance Index

The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.569 and adjusted R-square value of 0.562, which means that 57% 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 = 86.5.

Areas for improvement

2020 areas for improvement (%)
- Top mentions only -

Area	%
Community Consultation	15
Sealed Road Maintenance	11
Business Development	9
Parking Availability	8
Communication	8
Footpaths/Walking Tracks	7
Financial Management	6
Town Planning/Permits/Red Tape	6
Recreational/Sporting Facilities	6
Rural/Regional Communities	6
Nothing	4

Q17. What does Wangaratta Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 7
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

More than six in ten residents (63%) have had contact with Wangaratta Rural City Council in the last 12 months, slightly fewer than last year (down four points).

- Rate of contact is highest among residents aged 35 to 49 years and lowest among those aged 18 to 34 years.

- There are no significant differences between demographic or geographic cohorts and the Council average.

Among those who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 33% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 70 is unchanged from 2019 and rated equal to the Regional Centres group and State-wide averages.

Almost seven in ten residents (69%) provide a positive customer service rating of 'very good' or 'good'.

- Customer service ratings are most positive among residents aged 65 years and over (index score of 76), who have a relatively high contact rate with Council.

- Ratings are lowest among residents aged 18 to 34 years (index score of 56, significantly lower than average), however, this group has the least contact with Council.

Contact with council

2020 contact with council (%)
Have had contact
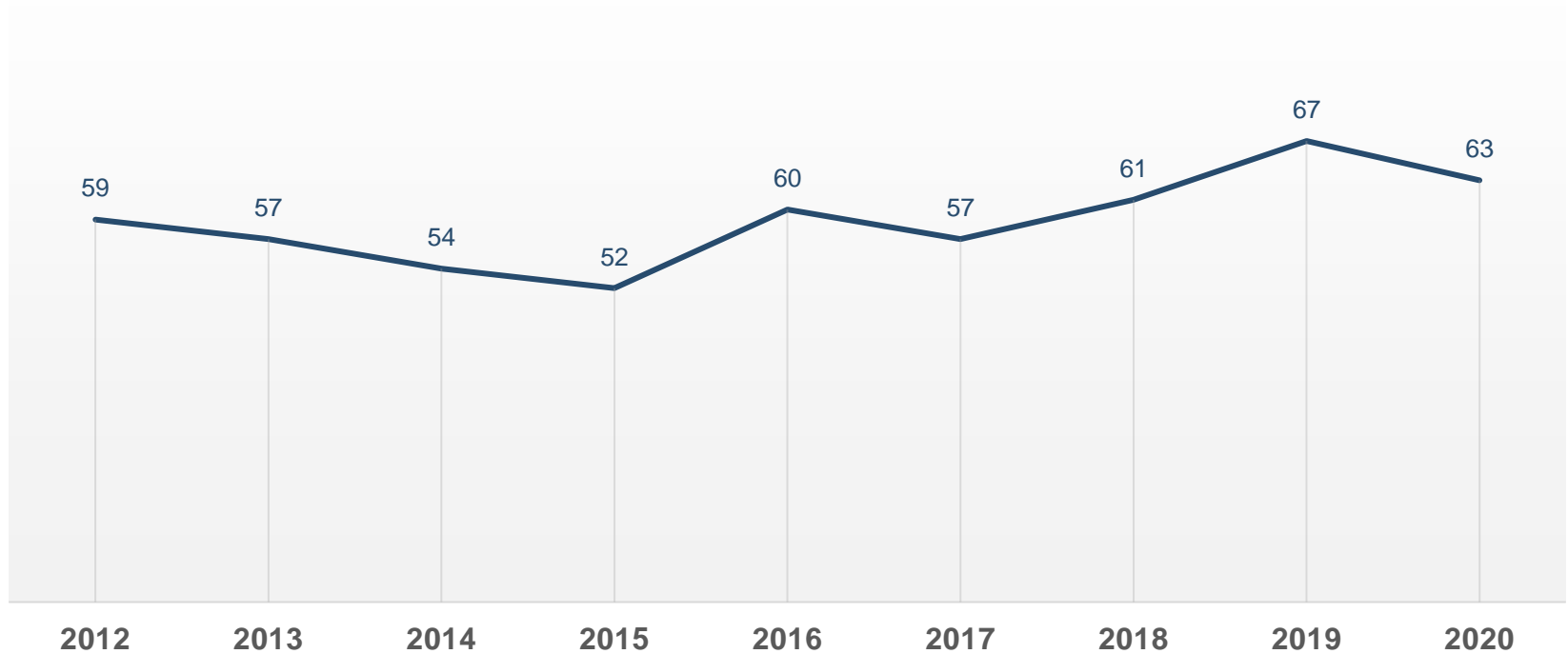
Q5. Over the last 12 months, have you or any member of your household had any contact with Wangaratta Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

J W S R E S E A R C H   30

Contact with council

2020 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	70	77	72	64	73	57	62	64	72
Rural Area	68	73	64	59	61	55	n/a	n/a	n/a
50-64	67	74	64	60	62	58	56	59	64
Women	65	65	58	54	56	48	54	56	58
Wangaratta	63	67	61	57	60	52	54	57	59
State-wide	63	61	61	58	58	60	61	60	61
Men	61	69	64	60	64	56	54	57	60
65+	61	60	56	56	53	49	53	56	52
Urban Area	60	63	59	56	59	49	n/a	n/a	n/a
Regional Centres	59	58	56	56	n/a	n/a	n/a	n/a	n/a
18-34	55	56	54	47	51	42	44	46	46

Q5. Over the last 12 months, have you or any member of your household had any contact with Wangaratta Rural City
Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website
or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

JWS RESEARCH

Customer service rating

2020 customer service rating (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	73	74	75	68	78	74	80	73
Women	74	70	68	75	69	69	74	72	74
50-64	72	68	63	72	64	70	74	67	72
35-49	72	70	61	68	65	65	66	76	73
Urban Area	71	74	68	75	66	73	n/a	n/a	n/a
Regional Centres	70	72	72	72	n/a	n/a	n/a	n/a	n/a
Wangaratta	70	70	64	71	66	70	70	72	72
State-wide	70	71	70	69	69	70	72	71	71
Rural Area	69	66	59	65	66	66	n/a	n/a	n/a
Men	66	71	61	67	63	70	66	71	69
18-34	56 ▼	69	57	69	68	63	67	61	68

Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2020 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	33	36	14	7	8	2
2019 Wangaratta	34	33	17	8	7	1
2018 Wangaratta	29	29	20	10	10	2
2017 Wangaratta	33	34	22	4	6	1
2016 Wangaratta	30	33	16	9	10	1
2015 Wangaratta	34	32	18	6	8	2
2014 Wangaratta	28	41	19	5	6	1
2013 Wangaratta	35	34	14	12	4	1
2012 Wangaratta	33	37	17	8	4	1
State-wide	31	36	17	7	6	1
Regional Centres	34	34	17	7	7	1
Urban Area	35	34	13	6	9	3
Rural Area	31	39	15	9	7	
Men	24	38	21	5	9	3
Women	41	35	7	10	6	1
18-34	14	43	14		24	5
35-49	32	38	16	12		2
50-64	35	37	13	6	8	1
65+	44	31	12	10	3	1

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

Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 62 Councils asked group: 8

Communication

Communication

The preferred form of communication from Wangaratta Rural City Council remains newsletters sent via mail (38%).

Preference for the mailed format has increased nine points in the past year, after falling ten points in 2019.

Newsletters via email continue to have less appeal, preferred by half as many residents (19%).

- Among those aged under 50 years, newsletters via mail (36%) are preferred over email (18%) and there is also a growing preference for communication via social media (25%, up five points).

- Among residents aged over 50 years, newsletters via mail (40%) are preferred over email (19%) and advertising in local newspapers (17%).

Best form of communication

2020 best form of communication (%)

Advertising in a Local Newspaper **Council Newsletter via Mail** **Council Newsletter via Email** **Council Newsletter as Local Paper Insert** **Council Website** **Text Message** **Social Media**

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Council Newsletter via Mail (blue)			42	44	39	34	39	29	38
Council Newsletter as Local Paper Insert (gold)			18	19	19	22	18	13	13
Council Newsletter via Email (red)			15	13	16	18	19	22	19
Advertising in a Local Newspaper (orange)			17	16	17	12	12	12	7
Social Media (green)								12	14
Text Message (dark)			2	1	2	4	6	5	5
Council Website (maroon)			2		2	3	2	3	1

Q13. If Wangaratta Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6
Note: 'Social Media' was included in 2019.

JWS RESEARCH   36

Best form of communication: under 50s

2020 under 50s best form of communication (%)
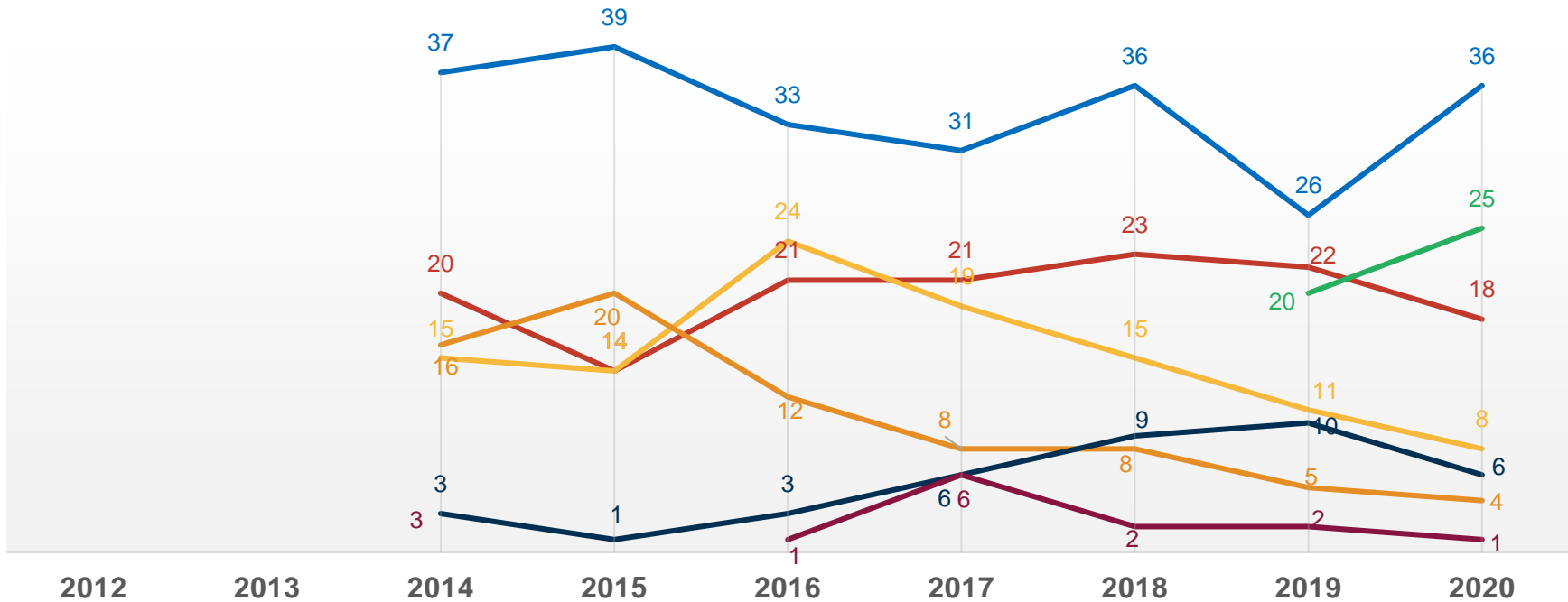
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

2012 2013 2014 2015 2016 2017 2018 2019 2020

Q13. If Wangaratta Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 6
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2020 over 50s best form of communication (%)
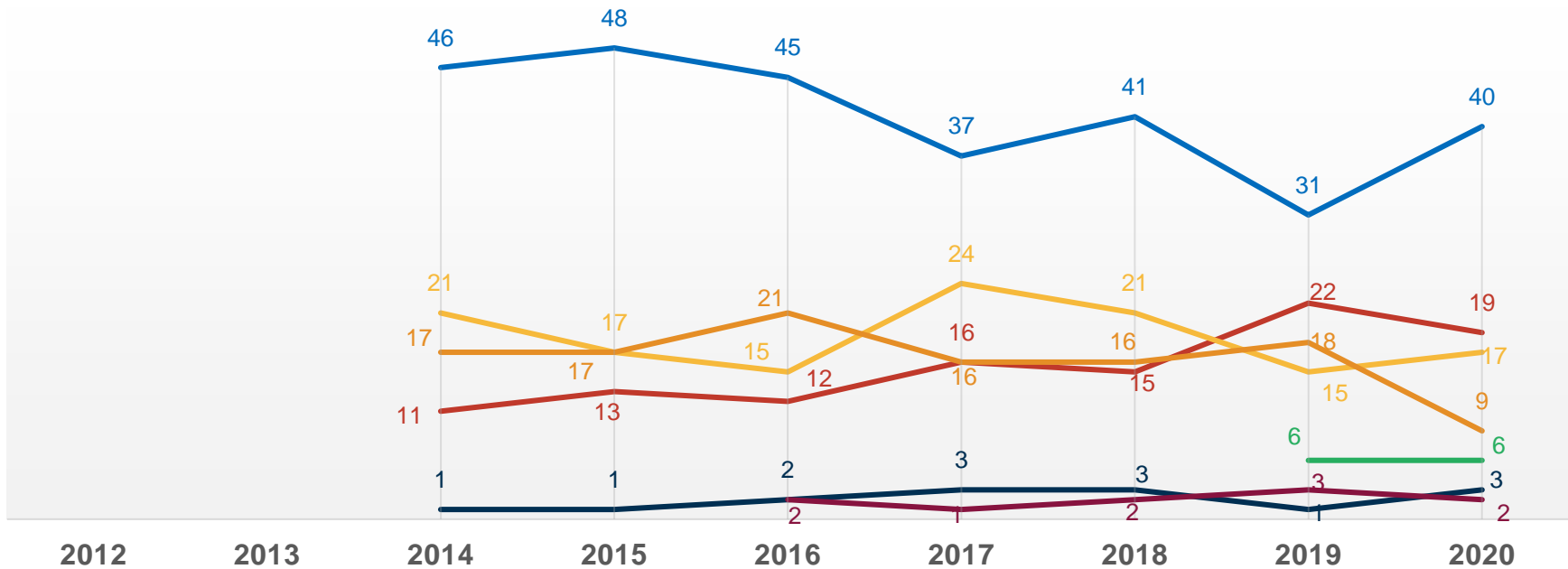
Advertising in a Local Newspaper   **Council Newsletter via Mail**   **Council Newsletter via Email**   **Council Newsletter as Local Paper Insert**   **Council Website**   **Text Message**   **Social Media**

Q13. If Wangaratta Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 6
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Perceptions of the direction of Council's overall performance have recovered, after a slight decline in 2019.

Half of residents (53%) believe the direction of Council's overall performance has stayed the same over the last 12 months, up five points from 2019.

- 33% believe it has improved (down two points from 2019).

- 11% believe it has deteriorated (down five points from 2019).

- <u>Most</u> satisfied with the direction of Council performance are residents aged 65 years and over.

- <u>Least</u> satisfied with the direction of Council performance are residents aged 35 to 49 years (index score of 54, significantly lower than the Council-wide average).
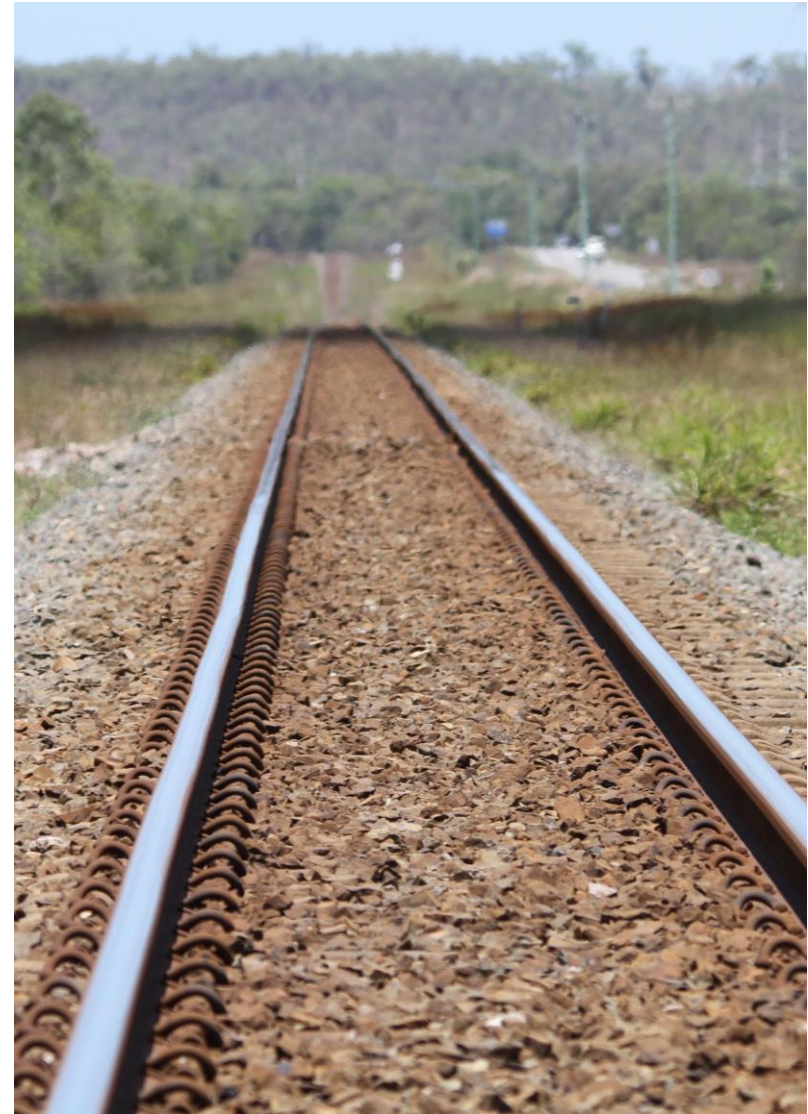
Overall council direction last 12 months

2020 overall direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	67	61	65	70	48	53	44	59	60
Urban Area	63	59	59	62	51	57	n/a	n/a	n/a
Women	63	58	62	61	53	59	38	55	58
50-64	62	59	60	61	51	53	42	50	57
Wangaratta	61	59	61	61	51	55	39	54	57
18-34	61	62	57	58	64	63	32	55	61
Men	60	60	59	61	50	51	40	53	56
Rural Area	59	60	63	60	52	54	n/a	n/a	n/a
35-49	54 ▼	56	58	55	46	53	36	53	51
State-wide	51 ▼	53	52	53	51	53	53	53	52
Regional Centres	50 ▼	52	53	55	n/a	n/a	n/a	n/a	n/a

Q6. Over the last 12 months, what is your view of the direction of Wangaratta Rural City Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2020 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2020 Wangaratta	33	53	11	3
2019 Wangaratta	35	48	16	1
2018 Wangaratta	32	53	12	4
2017 Wangaratta	31	50	11	8
2016 Wangaratta	26	49	23	3
2015 Wangaratta	33	41	22	4
2014 Wangaratta	20	33	41	6
2013 Wangaratta	22	62	14	2
2012 Wangaratta	24	63	10	3
State-wide	18	61	16	5
Regional Centres	20	55	21	4
Urban Area	36	50	11	4
Rural Area	29	57	11	3
Men	31	54	11	3
Women	35	51	10	3
18-34	29	58	8	5
35-49	21	64	14	1
50-64	37	45	14	4
65+	41	47	9	3

Q6. Over the last 12 months, what is your view of the direction of Wangaratta Rural City Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

Individual service areas

Community consultation and engagement performance

2020 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	60	57	60	55	49	48	49	53	58
18-34	58	57	53	64	57	56	53	64	64
Rural Area	56	54	54	54	50	48	n/a	n/a	n/a
Women	56	53	56	55	51	50	49	58	59
50-64	55	50	54	53	43	48	46	54	57
Wangaratta	55	53	56	55	49	49	48	56	58
State-wide	55	56	55	55	54	56	57	57	57
Men	55	53	55	54	47	47	48	54	56
Urban Area	54	53	56	55	49	49	n/a	n/a	n/a
Regional Centres	51▼	54	55	54	n/a	n/a	n/a	n/a	n/a
35-49	46▼	49	55	48	50	46	45	54	52

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
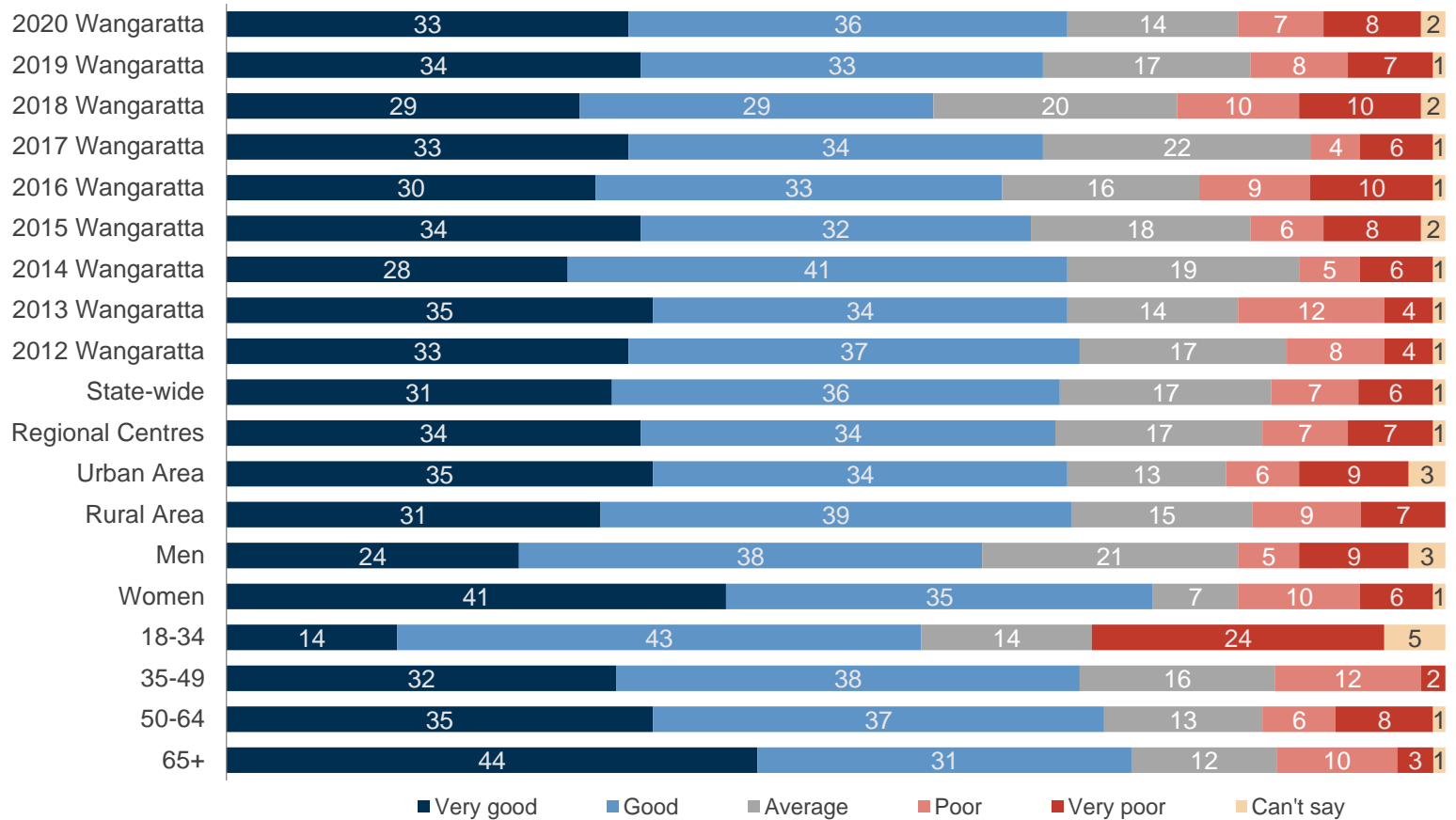*Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2020 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	12	26	34	15	7	6
2019 Wangaratta	8	30	31	18	8	5
2018 Wangaratta	11	25	33	16	6	9
2017 Wangaratta	7	32	32	15	7	6
2016 Wangaratta	9	22	32	20	11	6
2015 Wangaratta	7	25	30	20	11	7
2014 Wangaratta	8	22	29	22	11	7
2013 Wangaratta	11	31	32	18	6	4
2012 Wangaratta	11	33	30	14	7	6
State-wide	8	30	32	15	7	8
Regional Centres	8	27	32	18	9	7
Urban Area	9	30	31	16	8	7
Rural Area	16	20	38	14	7	5
Men	10	30	30	19	7	4
Women	13	23	37	12	8	8
18-34	16	21	39	8	8	8
35-49	9	20	25	25	14	7
50-64	10	25	45	14	5	1
65+	12	35	28	14	4	8

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
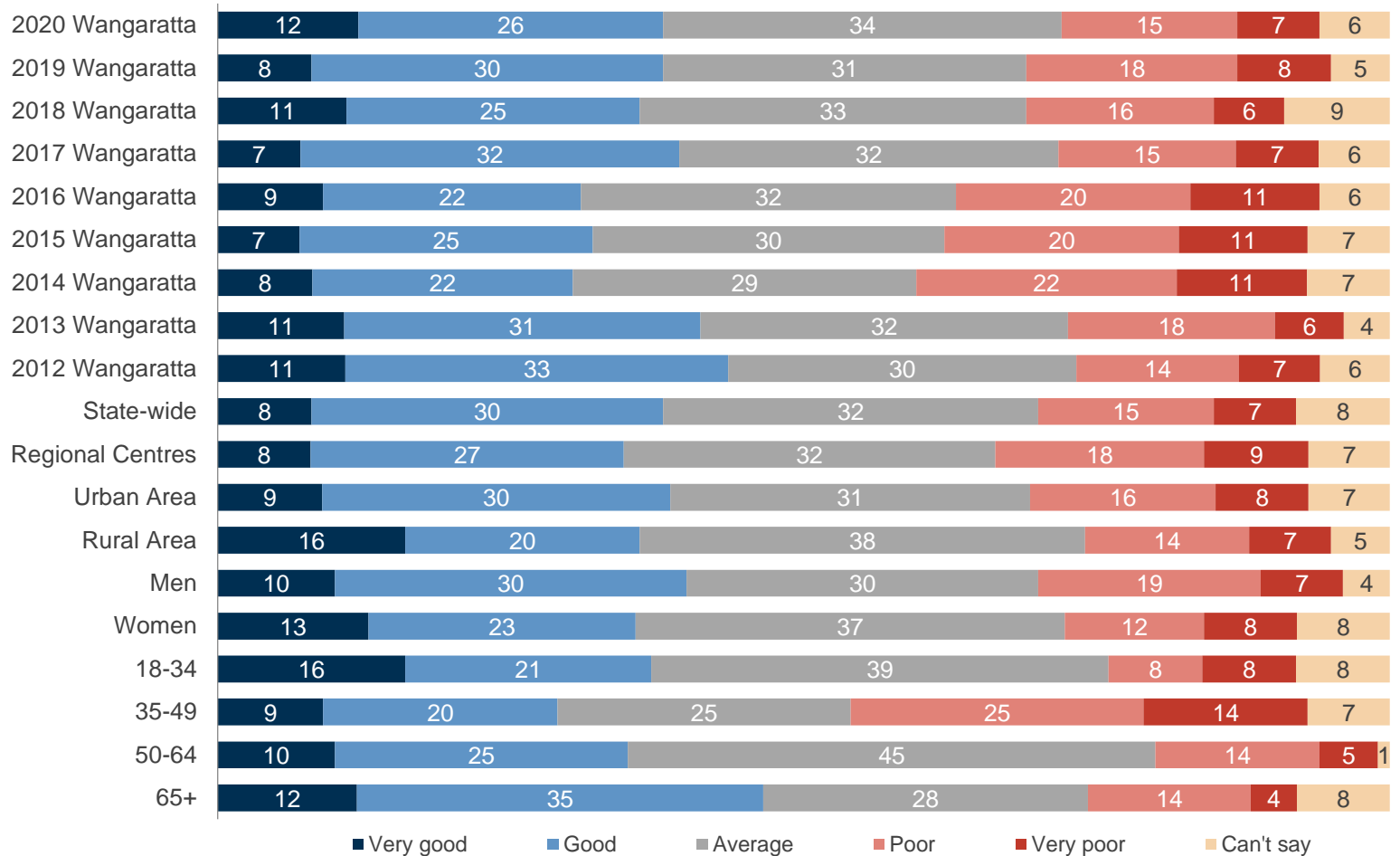
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

Lobbying on behalf of the community performance

2020 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60 ▲	50	55	62	49	58	48	61	60
65+	56	55	59	52	50	50	49	59	60
Urban Area	54	50	55	52	48	53	n/a	n/a	n/a
Men	54	51	55	52	46	51	46	59	57
Wangaratta	54	51	55	52	48	51	45	58	56
State-wide	53	54	54	54	53	55	56	55	55
Women	53	52	55	53	50	50	44	57	55
50-64	53	52	52	49	44	49	43	55	54
Rural Area	52	53	54	52	49	48	n/a	n/a	n/a
Regional Centres	52	54	54	54	n/a	n/a	n/a	n/a	n/a
35-49	45 ▼	48	52	46	49	47	40	56	52

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2020 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	9	19	38	13	6	14
2019 Wangaratta	7	23	34	18	7	12
2018 Wangaratta	7	25	34	13	5	16
2017 Wangaratta	5	25	33	17	6	15
2016 Wangaratta	7	21	28	19	11	15
2015 Wangaratta	6	24	32	21	6	12
2014 Wangaratta	4	21	31	19	13	12
2013 Wangaratta	10	30	34	12	5	10
2012 Wangaratta	9	26	33	14	5	13
State-wide	6	24	32	13	6	19
Regional Centres	6	24	35	13	7	15
Urban Area	11	21	33	14	7	15
Rural Area	7	17	46	11	6	13
Men	11	17	41	12	7	12
Women	7	22	36	14	5	16
18-34	11	29	37	5	5	13
35-49	4	15	38	20	11	11
50-64	13	13	38	17	6	13
65+	9	20	39	11	4	17

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

J W S R E S E A R C H   47

Decisions made in the interest of the community performance

2020 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	58 ▲	55	57	54	50	50	n/a	n/a	n/a
18-34	56	49	44	56	56	54	n/a	n/a	n/a
Women	54	49	52	52	49	50	n/a	n/a	n/a
Rural Area	54	49	52	50	49	48	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
Wangaratta	52	51	51	50	48	49	n/a	n/a	n/a
Urban Area	52	52	50	50	47	50	n/a	n/a	n/a
50-64	51	52	51	50	45	46	n/a	n/a	n/a
Men	50	53	50	48	47	48	n/a	n/a	n/a
Regional Centres	50	52	52	52	n/a	n/a	n/a	n/a	n/a
35-49	43 ▼	47	48	41	42	46	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2020 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	8	26	38	15	9	5
2019 Wangaratta	6	28	32	19	9	6
2018 Wangaratta	7	27	33	21	8	4
2017 Wangaratta	6	26	32	21	9	7
2016 Wangaratta	8	23	33	19	13	4
2015 Wangaratta	6	25	33	19	11	6
State-wide	7	29	33	14	8	9
Regional Centres	6	26	34	17	11	6
Urban Area	6	28	37	17	8	4
Rural Area	11	22	40	11	10	6
Men	9	25	33	17	12	6
Women	8	26	42	13	6	4
18-34	11	26	39	11	8	5
35-49	3	17	42	21	14	3
50-64	9	22	38	17	10	4
65+	10	34	33	12	5	7

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

JWSRESEARCH   49

The condition of sealed local roads in your area performance

2020 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Urban Area	60	60	58	58	60	62	n/a	n/a	n/a
65+	59	65	58	62	59	59	n/a	n/a	n/a
Women	58	56	56	58	59	57	n/a	n/a	n/a
18-34	57	52	55	46	62	57	n/a	n/a	n/a
Wangaratta	57	57	56	56	58	57	n/a	n/a	n/a
50-64	56	55	57	56	53	56	n/a	n/a	n/a
Men	56	58	55	53	57	57	n/a	n/a	n/a
Regional Centres	55	57	54	53	n/a	n/a	n/a	n/a	n/a
35-49	55	53	52	56	58	56	n/a	n/a	n/a
State-wide	54▼	56	53	53	54	55	55	n/a	n/a
Rural Area	52	52	51	52	55	51	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
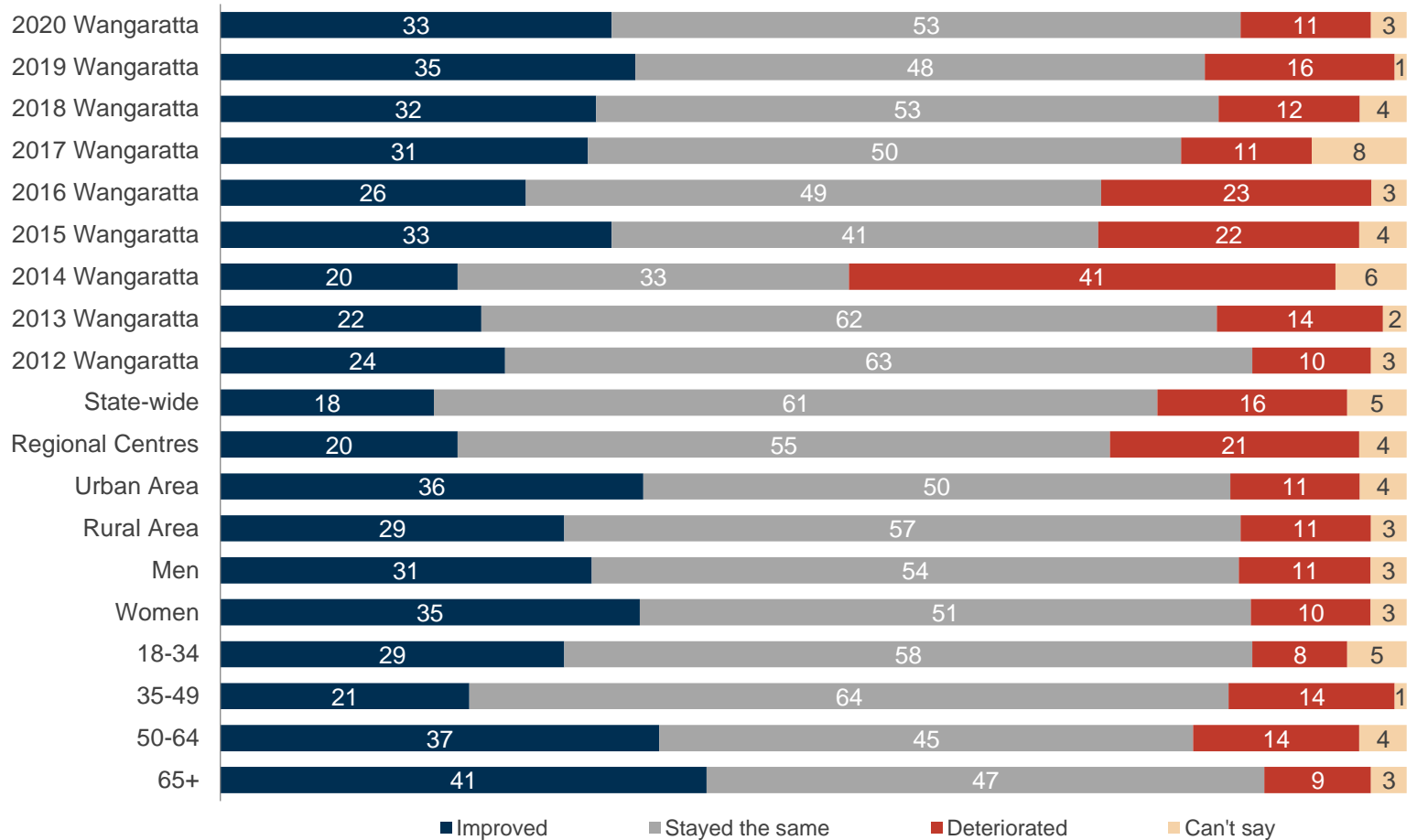*Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2020 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	11	36	30	14	8	1
2019 Wangaratta	13	35	26	15	10	1
2018 Wangaratta	12	34	27	14	11	1
2017 Wangaratta	13	31	28	17	9	1
2016 Wangaratta	13	35	29	13	8	2
2015 Wangaratta	13	31	33	15	7	2
State-wide	11	32	28	16	11	1
Regional Centres	12	33	27	16	10	1
Urban Area	11	41	29	12	5	1
Rural Area	10	28	32	17	11	2
Men	13	30	33	15	8	2
Women	9	41	28	14	7	1
18-34	13	42	16	13	13	3
35-49	8	36	28	20	7	
50-64	10	29	41	18		2
65+	12	36	34	9	8	2

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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8

JWS RESEARCH   51

Informing the community importance

2020 informing community importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	81	74	76	76	n/a	n/a	n/a	n/a	n/a
Women	81	82	78	78	n/a	n/a	n/a	n/a	n/a
Urban Area	81	77	77	73	n/a	n/a	n/a	n/a	n/a
35-49	80	78	78	79	n/a	n/a	n/a	n/a	n/a
50-64	79	80	77	79	n/a	n/a	n/a	n/a	n/a
Wangaratta	79	77	76	75	n/a	n/a	n/a	n/a	n/a
Regional Centres	77	79	77	77	n/a	n/a	n/a	n/a	n/a
Men	77	71	74	71	n/a	n/a	n/a	n/a	n/a
Rural Area	77	77	75	77	n/a	n/a	n/a	n/a	n/a
State-wide	75▼	75	75	74	76	75	75	75	75
18-34	75	76	74	63	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2020 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	38	41	18	2		1
2019 Wangaratta	36	39	20	4		
2018 Wangaratta	35	42	18	4		1
2017 Wangaratta	30	41	27	2		
State-wide	32	42	22	4		1
Regional Centres	36	41	19	2		1
Urban Area	42	40	16	1		1
Rural Area	33	42	22	2		
Men	36	39	21	3		1
Women	41	42	15	1		1
18-34	32	39	26	3		
35-49	41	39	17	1		1
50-64	43	33	22	2		
65+	38	48	11	1	1	1

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

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

Informing the community performance

2020 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64	60	63	61	n/a	n/a	n/a	n/a	n/a
18-34	61	57	59	70	n/a	n/a	n/a	n/a	n/a
Women	61	55	61	59	n/a	n/a	n/a	n/a	n/a
Urban Area	60	57	57	62	n/a	n/a	n/a	n/a	n/a
50-64	60	54	56	59	n/a	n/a	n/a	n/a	n/a
Wangaratta	60	57	60	60	n/a	n/a	n/a	n/a	n/a
State-wide	59	60	59	59	59	61	62	61	60
Rural Area	58	56	63	57	n/a	n/a	n/a	n/a	n/a
Men	58	59	58	62	n/a	n/a	n/a	n/a	n/a
Regional Centres	56 ▼	56	59	58	n/a	n/a	n/a	n/a	n/a
35-49	52 ▼	54	59	54	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5
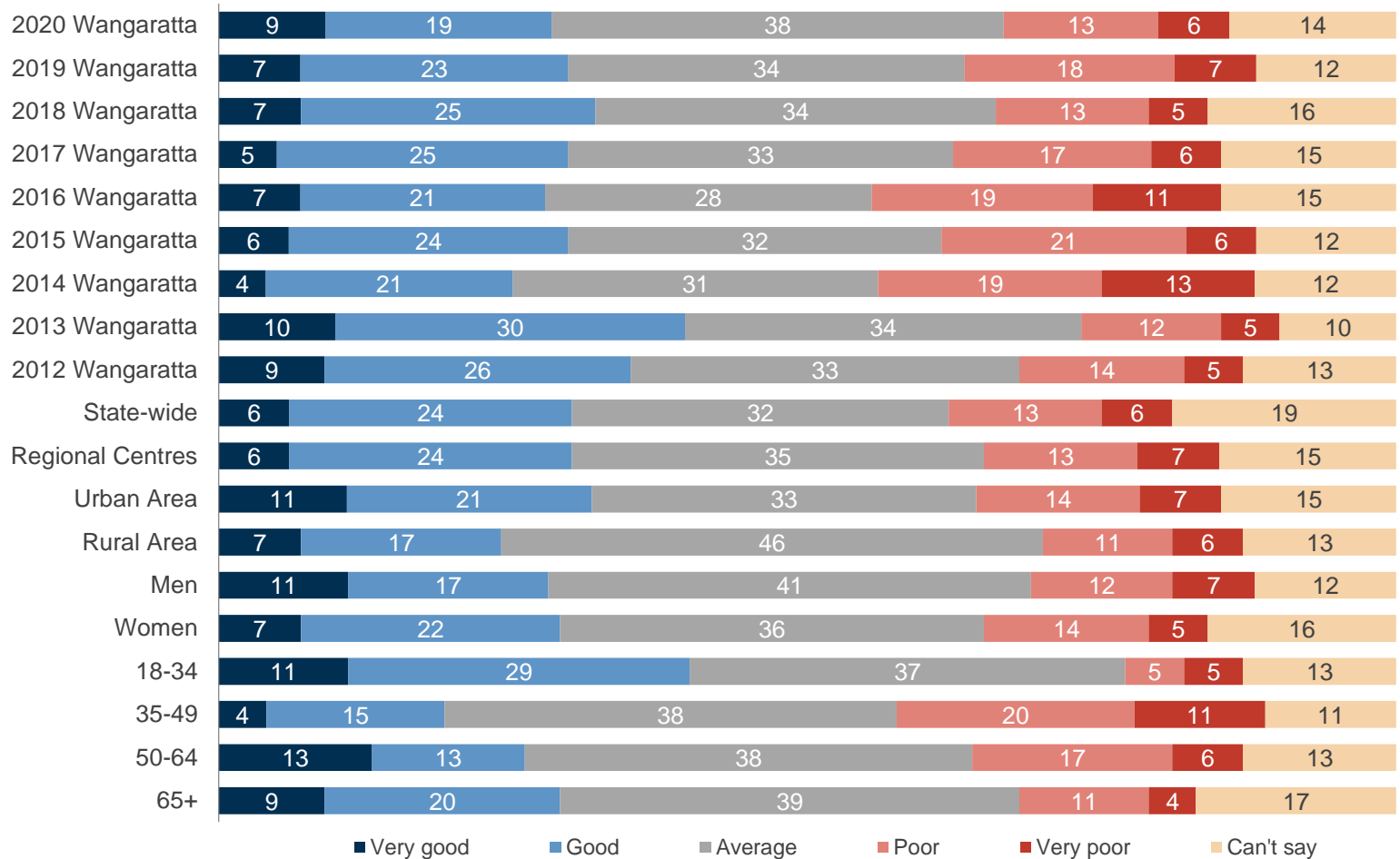*Note: Please see Appendix A for explanation of significant differences.*

Informing the community performance

2020 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	13	34	35	12	5	1
2019 Wangaratta	13	32	30	15	8	2
2018 Wangaratta	13	33	32	12	6	4
2017 Wangaratta	13	38	28	15	4	2
State-wide	12	35	32	13	5	3
Regional Centres	10	32	34	15	7	2
Urban Area	14	36	32	13	5	1
Rural Area	12	31	38	11	6	1
Men	10	36	36	12	6	
Women	16	32	33	12	5	2
18-34	18	37	26	8	11	
35-49	8	24	40	20	7	1
50-64	11	31	42	11	2	2
65+	14	41	31	10	2	2

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
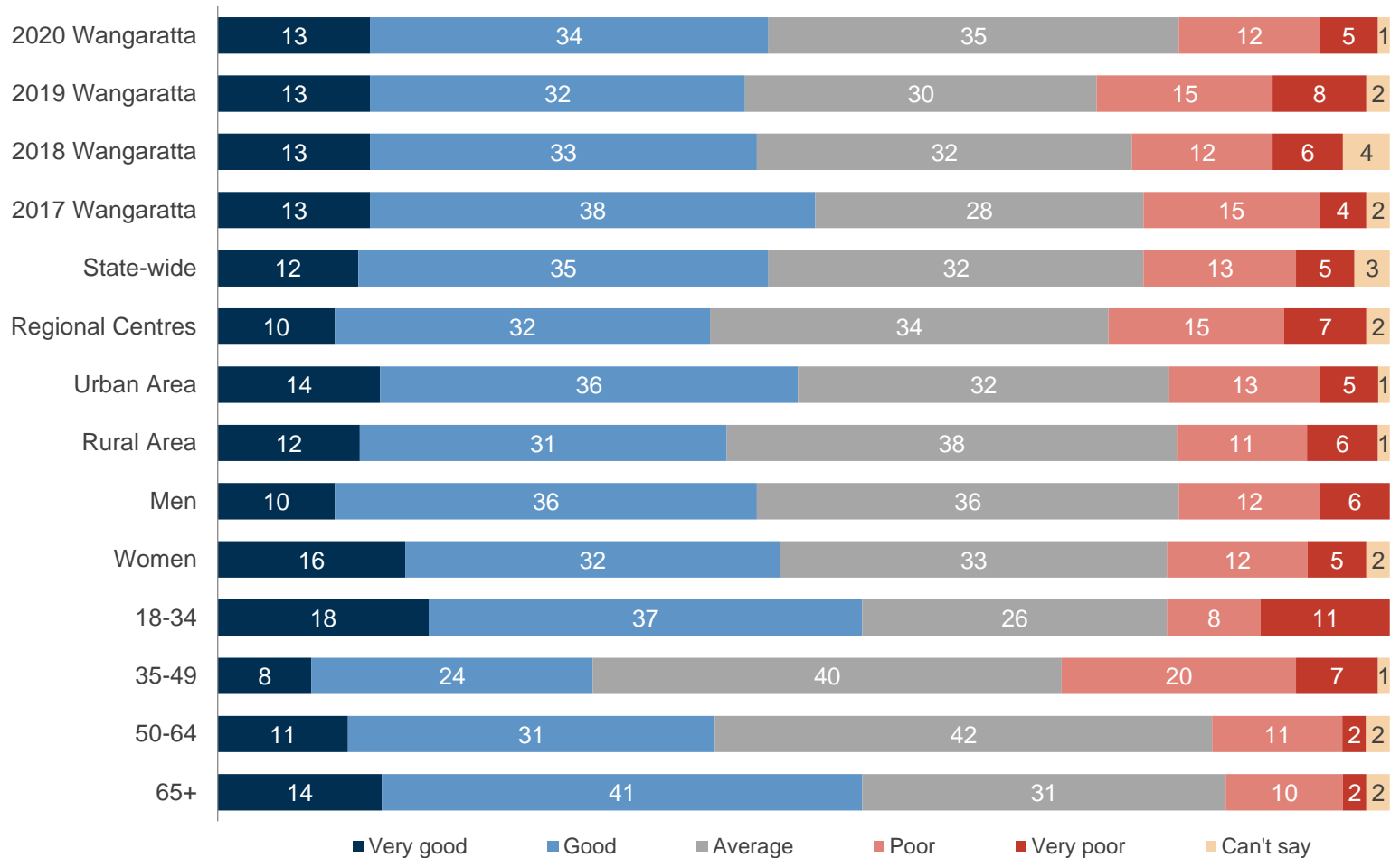
Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5

The condition of local streets and footpaths in your area importance

2020 streets and footpaths importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	81	83	82	81	79	78	80	82	78
Urban Area	80	80	80	77	80	79	n/a	n/a	n/a
18-34	79	78	75	73	77	76	76	80	71
Wangaratta	78	78	80	76	78	77	77	79	75
Regional Centres	78	77	79	77	n/a	n/a	n/a	n/a	n/a
50-64	78	80	81	78	75	78	79	78	80
State-wide	78	77	78	77	77	77	77	78	77
65+	78	77	83	77	79	77	76	80	74
35-49	77	77	80	77	79	76	77	78	76
Men	75	72	77	71	76	76	74	75	73
Rural Area	75	75	79	75	74	74	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
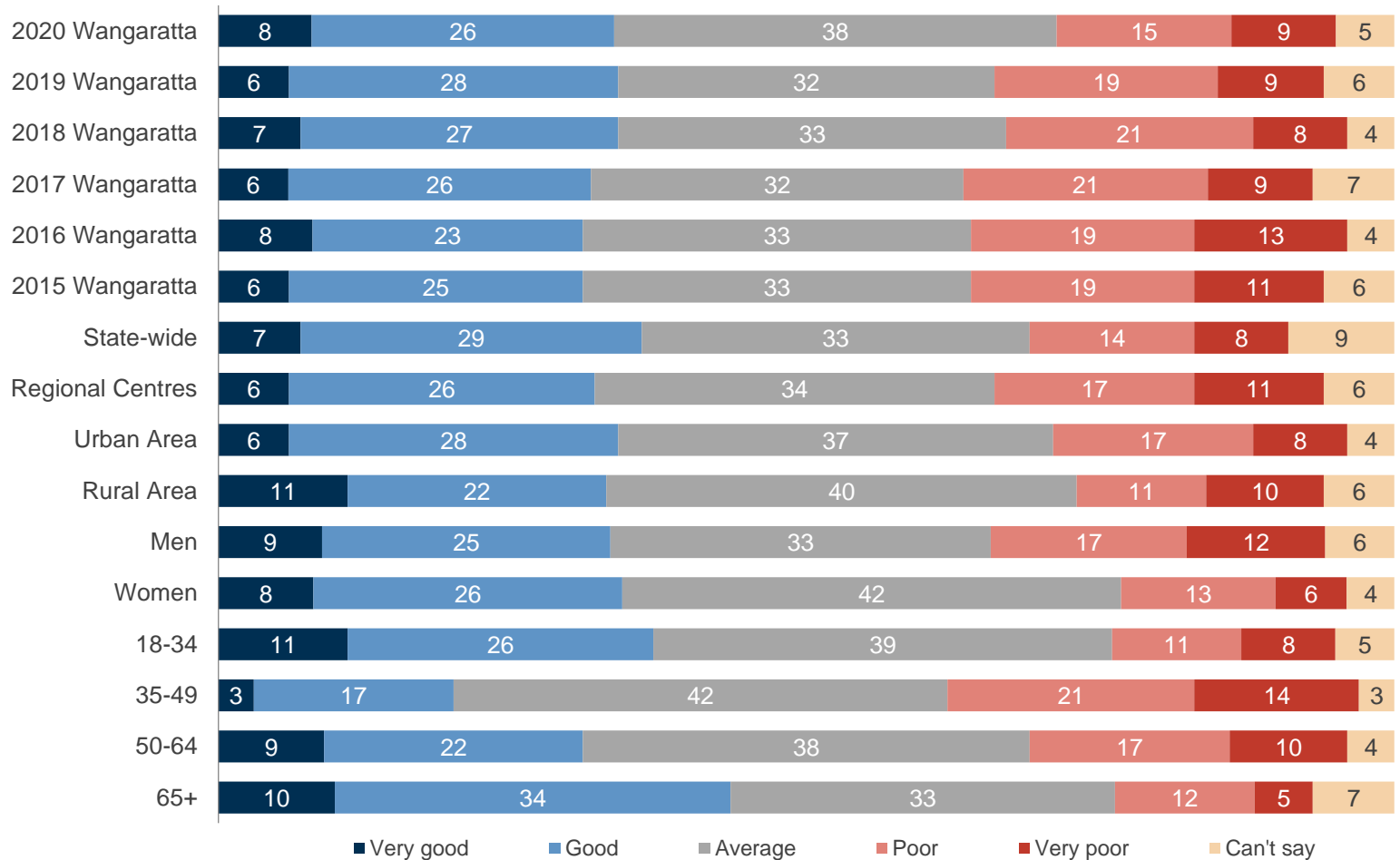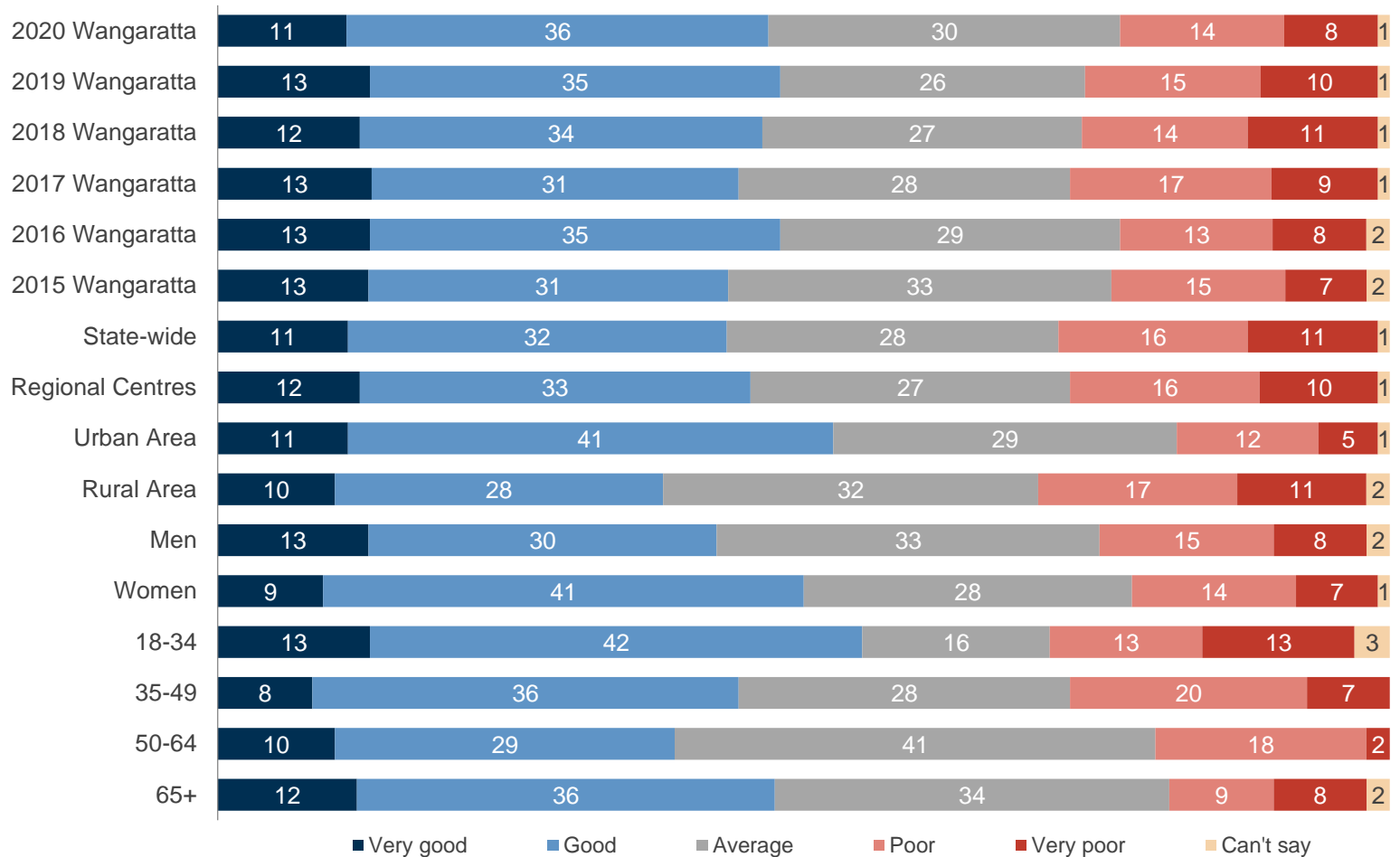*Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

WW

2020 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	37	40	18	2	1	2
2019 Wangaratta	35	44	15	3	1	1
2018 Wangaratta	40	41	15	2	1	1
2017 Wangaratta	33	42	18	2	2	3
2016 Wangaratta	30	50	15	1	1	3
2015 Wangaratta	32	44	21	1	1	1
2014 Wangaratta	31	49	15	3	1	2
2013 Wangaratta	37	43	16	2	1	2
2012 Wangaratta	31	44	20	4	1	1
State-wide	36	42	19	2	1	1
Regional Centres	37	39	20	2	1	1
Urban Area	39	43	16			2
Rural Area	34	34	21	3	3	5
Men	30	43	22	3	1	2
Women	44	37	14	1	1	3
18-34	39	42	16		3	
35-49	38	40	15	4	1	1
50-64	35	40	19	2		4
65+	37	37	20	1	1	3

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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

J W S R E S E A R C H   57

The condition of local streets and footpaths in your area performance

2020 streets and footpaths performance (index scores)

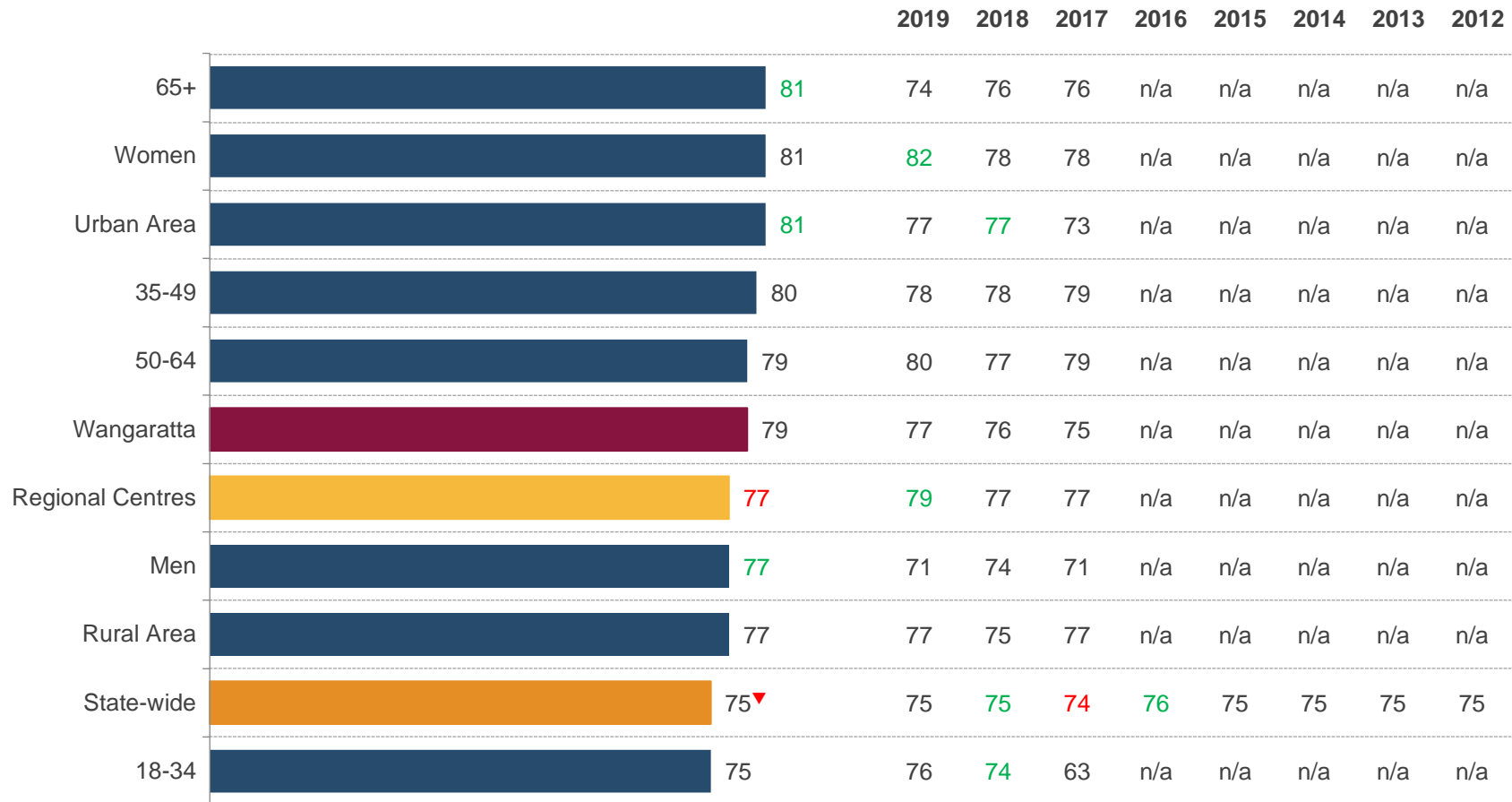|	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	65▲	55	58	57	63	66	58	60	57
Men	60	57	60	59	60	61	57	61	60
Regional Centres	59	61	59	57	n/a	n/a	n/a	n/a	n/a
Urban Area	59	59	59	57	62	65	n/a	n/a	n/a
Wangaratta	58	57	58	57	60	60	57	59	61
State-wide	58	59	58	57	57	58	58	58	57
Rural Area	57	55	55	56	58	54	n/a	n/a	n/a
65+	57	62	58	58	55	56	56	57	61
Women	57	57	56	55	61	59	56	56	61
18-34	57	56	59	56	65	59	62	63	64
50-64	55	55	56	56	60	60	52	55	61

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2020 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	13	35	30	10	9	3
2019 Wangaratta	12	36	28	14	8	2
2018 Wangaratta	14	30	29	15	7	4
2017 Wangaratta	12	32	30	15	7	4
2016 Wangaratta	18	30	28	12	8	4
2015 Wangaratta	12	40	24	14	6	4
2014 Wangaratta	12	35	28	14	10	1
2013 Wangaratta	15	32	32	14	7	1
2012 Wangaratta	17	33	29	12	7	1
State-wide	13	34	28	15	8	3
Regional Centres	14	36	28	14	7	1
Urban Area	16	35	28	10	11	1
Rural Area	8	35	33	11	6	6
Men	14	35	33	8	7	3
Women	12	36	27	12	10	3
18-34	13	37	26	11	13	
35-49	14	46	27	10	3	
50-64	10	31	33	12	11	3
65+	13	29	32	10	9	6

Legend: ■ Very good ■ Good ■ Average ■ 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: 35 Councils asked group: 5

Parking facilities importance

2020 parking importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	79 ▲	80	78	76	78	76	80	79	76
65+	78	76	78	73	77	74	78	80	74
Urban Area	76	75	74	72	75	74	n/a	n/a	n/a
50-64	76	74	75	72	74	74	75	72	78
Wangaratta	75	75	75	70	74	72	75	76	75
Regional Centres	75	75	75	72	n/a	n/a	n/a	n/a	n/a
35-49	73	72	75	70	70	74	70	77	73
Rural Area	72	74	75	65	71	70	n/a	n/a	n/a
18-34	71	78	70	62	73	64	77	77	75
State-wide	71 ▼	71	71	70	70	70	70	71	71
Men	70 ▼	69	72	63	69	67	69	73	74

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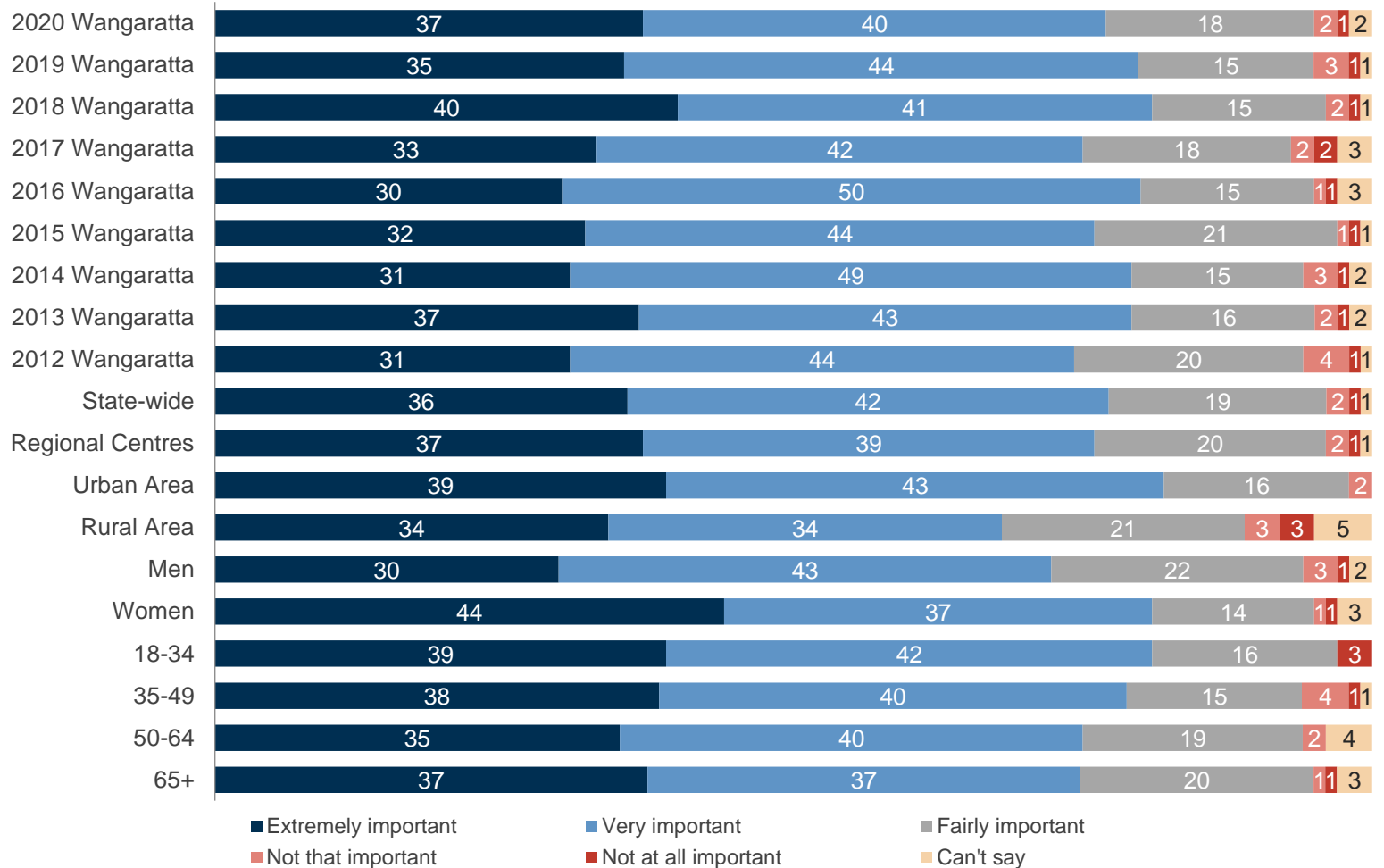*Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2020 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	34	38	19	5	2	2
2019 Wangaratta	34	38	20	5	1	1
2018 Wangaratta	29	45	21	5		1
2017 Wangaratta	25	40	24	8	2	1
2016 Wangaratta	28	44	22	4	1	1
2015 Wangaratta	27	43	22	5	3	
2014 Wangaratta	33	38	23	3	2	1
2013 Wangaratta	31	46	19	2	1	
2012 Wangaratta	34	40	19	6		1
State-wide	27	39	26	6	1	1
Regional Centres	33	38	22	5	1	1
Urban Area	35	40	19	2	2	2
Rural Area	32	35	19	10	2	2
Men	27	42	21	7	3	
Women	41	34	18	3	1	3
18-34	29	42	16	11	3	
35-49	35	32	24	6	3	
50-64	34	39	23	2	2	2
65+	37	38	16	3	1	4

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

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

Parking facilities performance

2020 parking performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55 ▲	56	56	55	56	57	57	57	56
Men	49	47	57	56	52	61	54	55	49
Regional Centres	49	50	51	52	n/a	n/a	n/a	n/a	n/a
50-64	48	47	54	52	50	57	47	53	50
35-49	48	45	49	58	54	55	51	52	49
Urban Area	48	46	51	55	53	62	n/a	n/a	n/a
18-34	48	43	54	60	60	69	62	55	51
Wangaratta	47	46	52	56	52	58	51	53	51
Rural Area	45	47	53	57	52	54	n/a	n/a	n/a
Women	45	45	47	56	52	56	49	51	53
65+	44	48	50	55	48	54	46	52	53

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
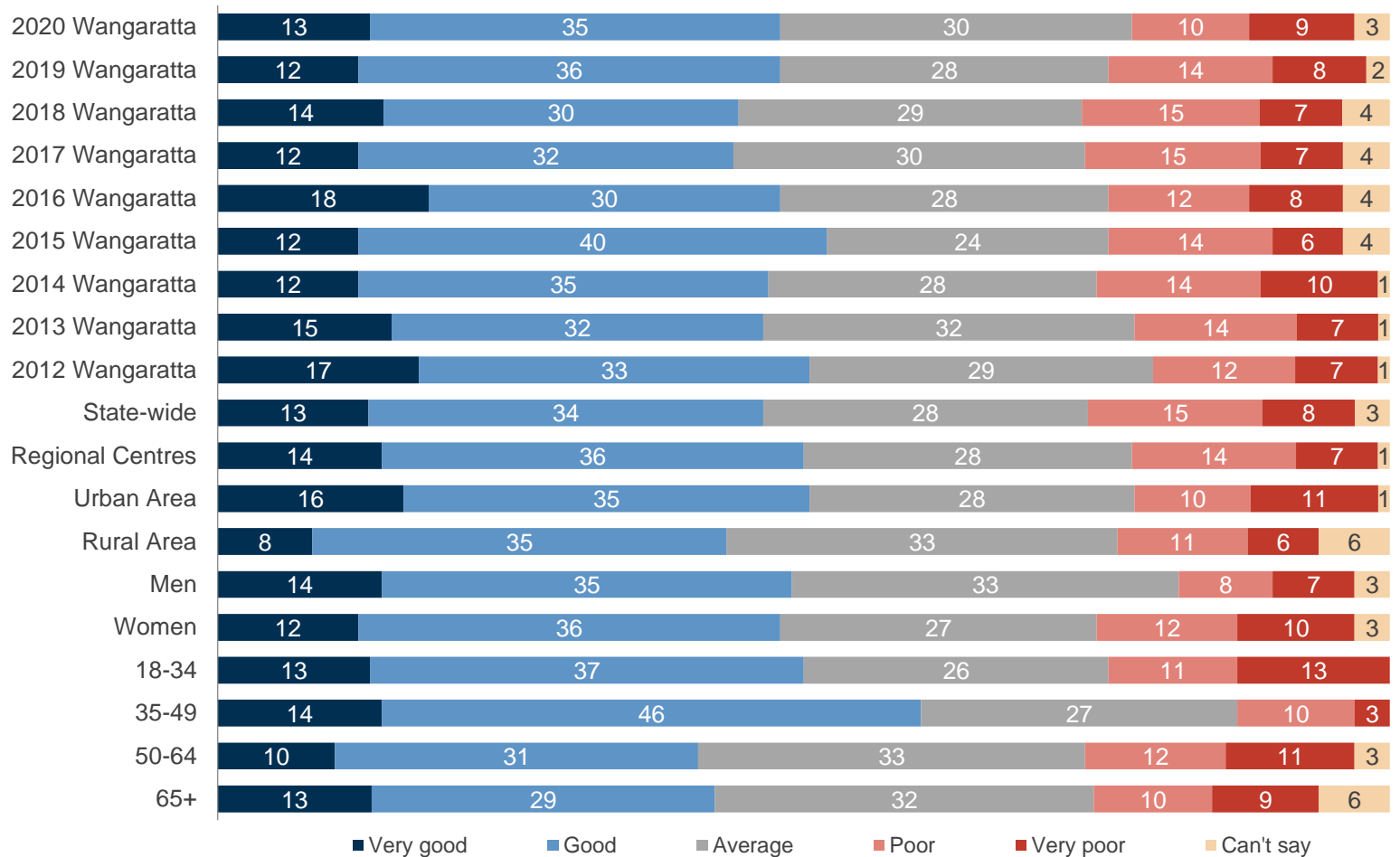*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2020 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	8	21	33	21	14	3
2019 Wangaratta	6	27	26	22	17	1
2018 Wangaratta	13	24	30	19	12	1
2017 Wangaratta	12	33	28	17	8	1
2016 Wangaratta	10	29	30	16	12	4
2015 Wangaratta	16	29	28	17	6	4
2014 Wangaratta	9	24	34	22	8	2
2013 Wangaratta	8	27	41	16	7	1
2012 Wangaratta	9	23	37	24	7	1
State-wide	9	33	32	16	8	2
Regional Centres	9	25	31	20	12	2
Urban Area	9	22	32	22	13	2
Rural Area	7	18	34	20	16	4
Men	10	25	30	18	14	2
Women	7	17	36	23	14	3
18-34	11	18	37	16	16	3
35-49	9	25	26	27	12	1
50-64	12	17	31	24	12	3
65+	5	21	36	18	17	3

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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

Recreational facilities importance

2020 recreational facilities importance (index scores)

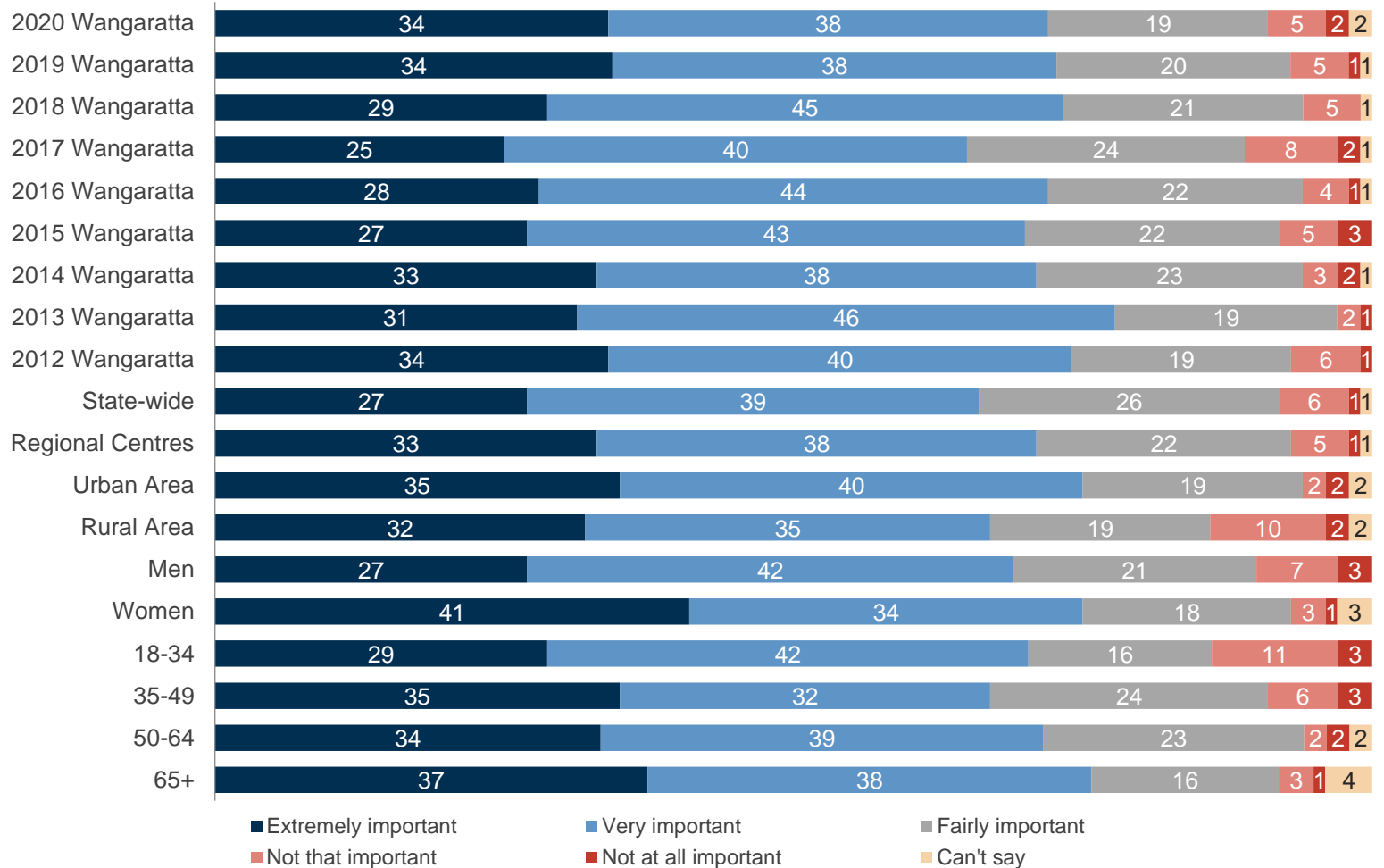|	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	76	71	74	75	73	73	75	71	73
Urban Area	76	74	75	72	74	79	n/a	n/a	n/a
18-34	76	78	74	66	72	73	77	79	72
Women	76	75	77	75	75	76	78	78	75
35-49	75	73	77	74	72	78	76	75	77
Wangaratta	74	72	75	72	72	74	74	75	73
Men	73	70	72	68	68	72	71	71	71
State-wide	72 ▼	72	73	72	73	72	72	72	72
Regional Centres	72	72	74	73	n/a	n/a	n/a	n/a	n/a
Rural Area	72	70	73	72	68	68	n/a	n/a	n/a
65+	72	69	74	72	71	72	70	74	70

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

Recreational facilities importance

2020 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	26	48	24	2		
2019 Wangaratta	23	49	22	5		1
2018 Wangaratta	31	42	22	4		1
2017 Wangaratta	22	47	27	3	1	1
2016 Wangaratta	26	41	26	4	2	1
2015 Wangaratta	26	48	20	5		1
2014 Wangaratta	24	51	21	3		1
2013 Wangaratta	24	51	23		1	1
2012 Wangaratta	26	45	25	3	1	
State-wide	24	45	26	4	1	
Regional Centres	25	43	27	4	1	
Urban Area	28	50	21	2		1
Rural Area	23	45	28	4		
Men	22	50	25	2		
Women	30	45	22	3		
18-34	26	53	18	3		
35-49	29	43	27			1
50-64	32	45	20	3		
65+	20	49	28	2		1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
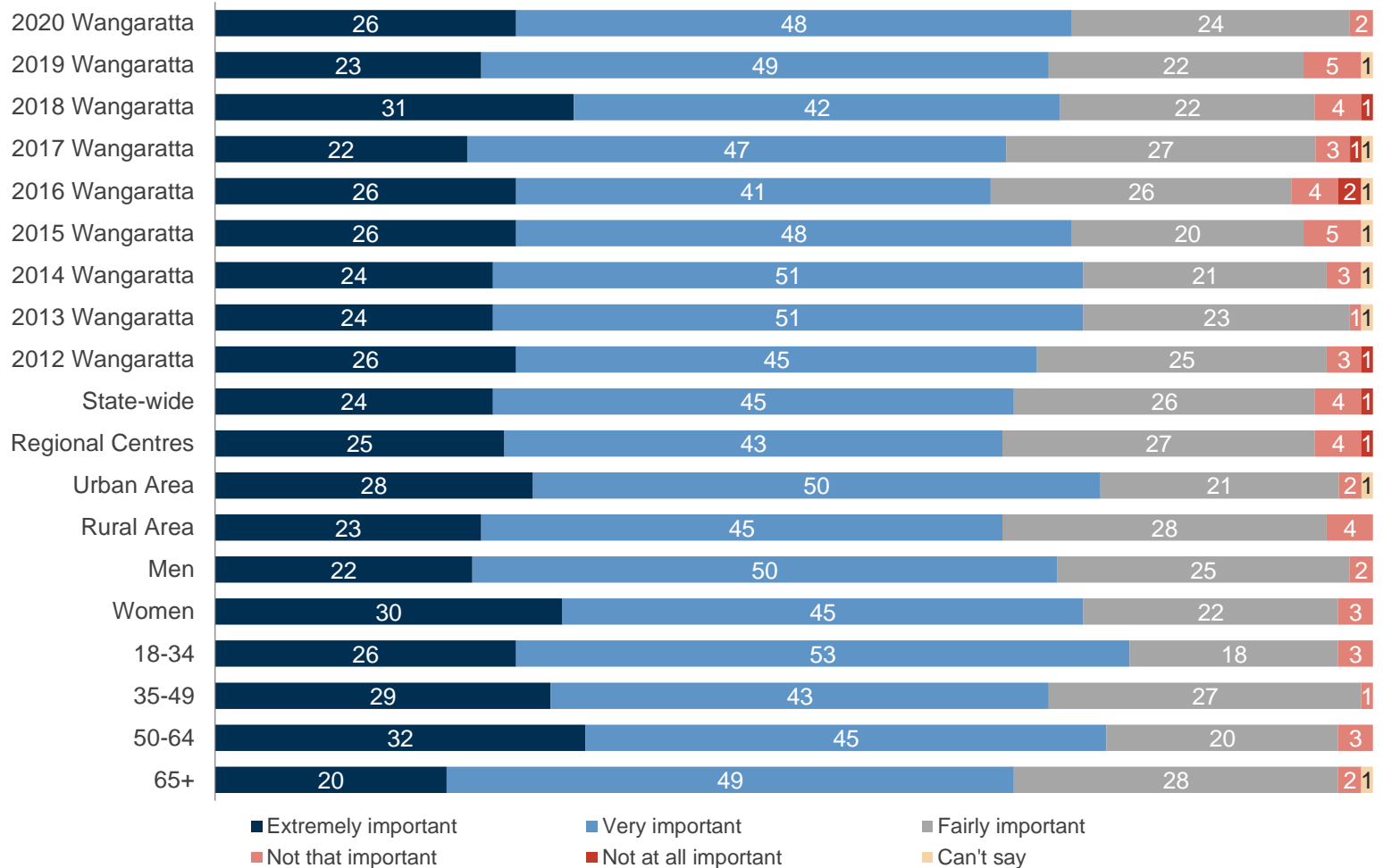
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Recreational facilities performance

2020 recreational facilities performance (index scores)

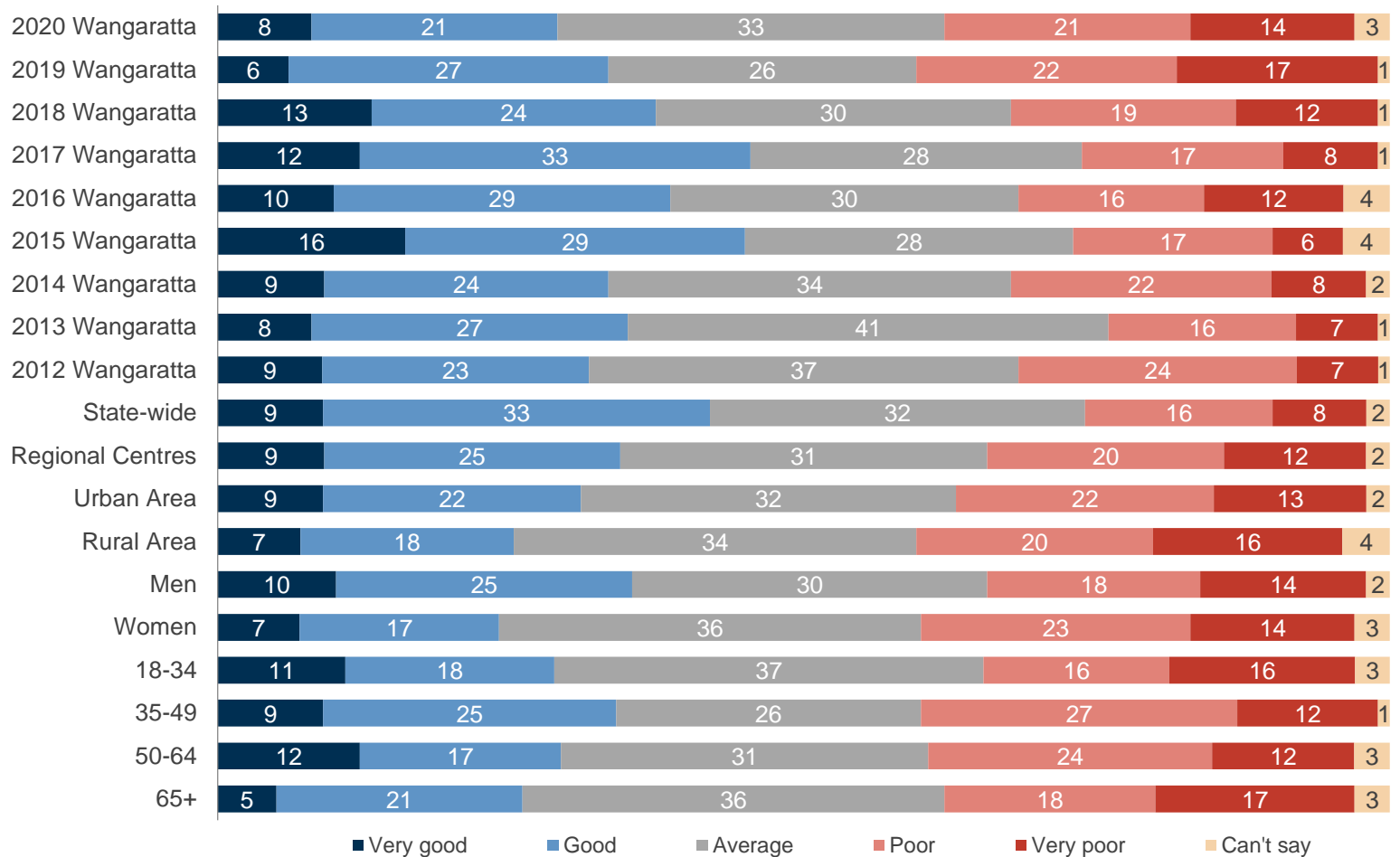|	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76 ▲	75	75	75	69	69	77	80	81
Rural Area	71	72	70	72	69	69	n/a	n/a	n/a
50-64	71	72	69	68	66	70	74	76	76
Regional Centres	70	71	70	69	n/a	n/a	n/a	n/a	n/a
State-wide	70	70	69	70	69	70	71	70	70
Women	69	70	69	69	68	69	73	73	76
Wangaratta	69	71	71	70	69	69	72	76	76
Men	68	72	72	71	69	69	71	79	76
Urban Area	68	70	71	69	68	69	n/a	n/a	n/a
18-34	63 ▼	68	73	71	74	69	65	73	76
35-49	63 ▼	67	64	65	66	69	71	74	71

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2020 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	24	40	22	7	3	3
2019 Wangaratta	22	47	16	7	3	5
2018 Wangaratta	26	41	24	6	2	2
2017 Wangaratta	25	42	16	12	1	3
2016 Wangaratta	24	41	21	7	5	3
2015 Wangaratta	25	40	19	10	3	3
2014 Wangaratta	28	41	21	5	3	3
2013 Wangaratta	31	44	18	3	1	2
2012 Wangaratta	34	43	16	4	2	2
State-wide	23	42	22	6	3	4
Regional Centres	23	44	22	6	3	3
Urban Area	23	41	21	8	4	2
Rural Area	25	39	24	5	2	5
Men	23	42	21	7	5	2
Women	24	38	24	7	2	5
18-34	13	50	18	13	5	
35-49	15	36	31	14	1	3
50-64	27	37	25	3	4	4
65+	34	38	17	2	3	6
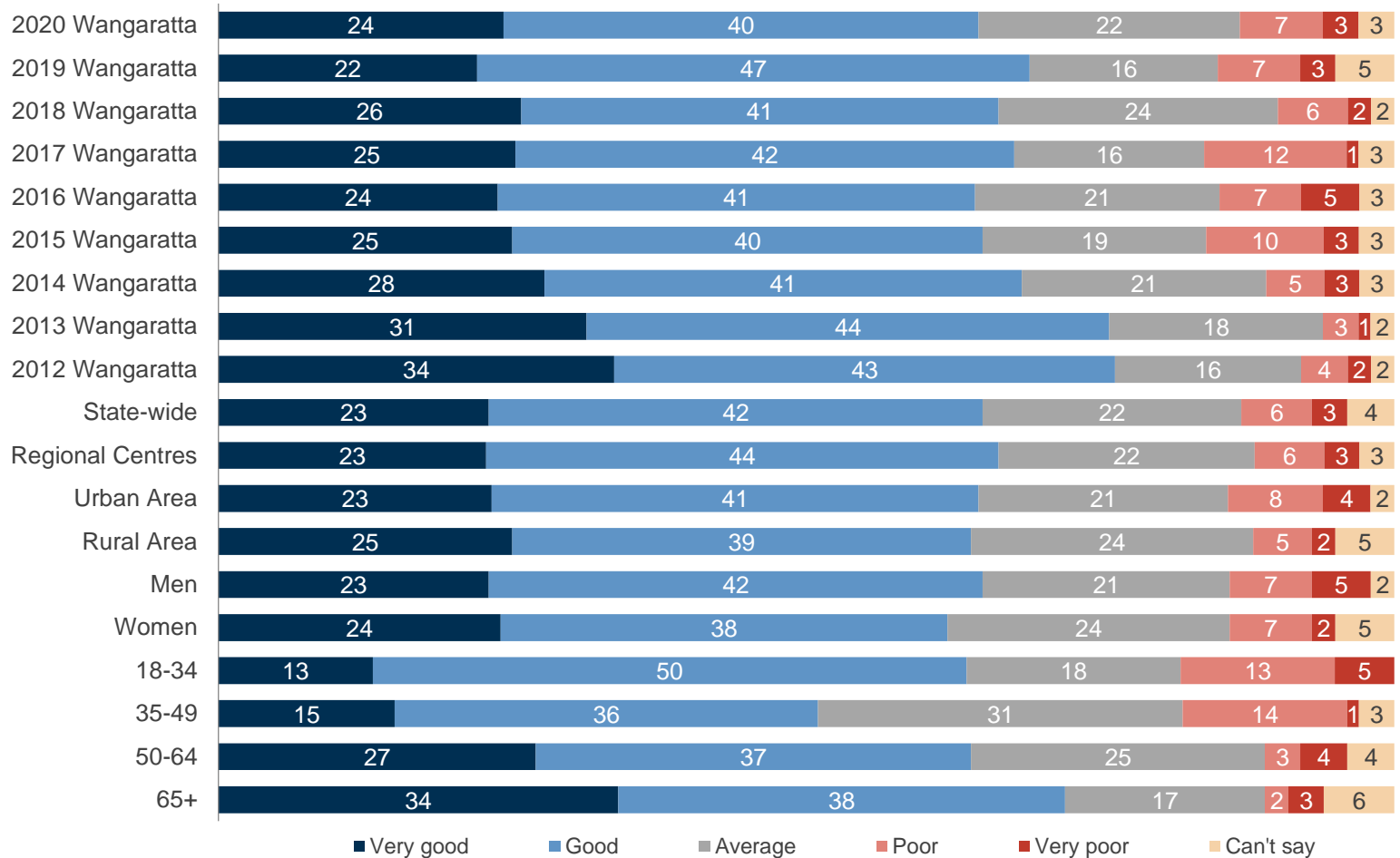
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 5

The appearance of public areas importance

2020 public areas importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	75	74	77	75	74	73	74	73
Urban Area	75	74	74	74	75	76	n/a	n/a	n/a
Women	75	75	76	77	77	74	77	77	74
Regional Centres	74	73	74	74	n/a	n/a	n/a	n/a	n/a
Wangaratta	74	72	73	73	75	74	75	76	71
State-wide	74	73	74	74	74	73	73	74	73
35-49	73	71	73	73	76	75	80	78	72
18-34	73	69	71	69	71	69	74	77	71
Men	72	69	70	70	71	73	72	74	68
65+	72	73	74	74	76	76	72	75	69
Rural Area	71	69	72	72	73	71	n/a	n/a	n/a

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

The appearance of public areas importance

2020 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	26	47	24	2	1	
2019 Wangaratta	22	50	23	4	1	
2018 Wangaratta	25	48	24	2	1	1
2017 Wangaratta	28	42	27	2	1	
2016 Wangaratta	23	55	18	3		1
2015 Wangaratta	24	48	25	2		1
2014 Wangaratta	28	45	24	2		
2013 Wangaratta	27	50	23			1
2012 Wangaratta	20	50	27	4		
State-wide	25	47	25	2		
Regional Centres	27	45	25	3		
Urban Area	30	44	24	2		
Rural Area	19	51	24	3	2	1
Men	23	44	29	3		
Women	28	49	20	2	1	
18-34	29	37	32	3		
35-49	24	49	24	3		
50-64	36	39	22	1	2	
65+	18	57	21	3	1	1

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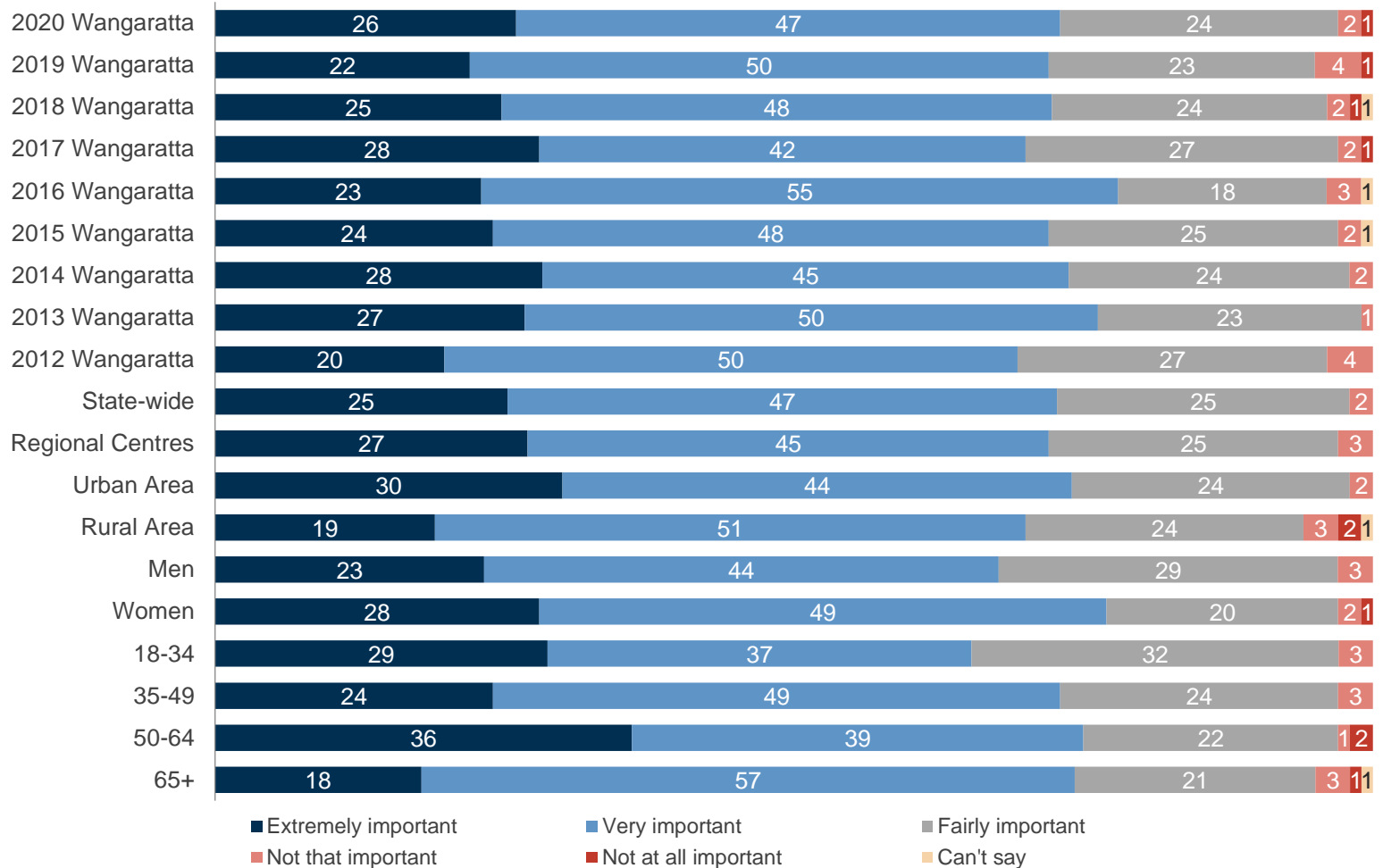- Not at all important
- Can't say

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

J W S R E S E A R C H   69

The appearance of public areas performance

2020 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Urban Area	77	75	77	76	76	77	n/a	n/a	n/a
35-49	77	73	76	74	81	77	75	78	75
65+	76	76	77	77	73	76	77	77	79
Women	76	74	73	75	75	77	76	75	79
Wangaratta	76	74	76	75	75	76	75	77	78
Men	76	75	78	75	75	75	75	79	77
18-34	76	74	75	76	74	74	71	75	78
50-64	75	75	75	74	73	76	77	78	79
Rural Area	75	74	74	74	73	75	n/a	n/a	n/a
Regional Centres	72▼	74	73	73	n/a	n/a	n/a	n/a	n/a
State-wide	72▼	72	71	71	71	72	72	71	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2020 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	31	47	18	4	1	1
2019 Wangaratta	30	45	18	5	2	1
2018 Wangaratta	32	43	20	4	1	1
2017 Wangaratta	31	45	17	4	1	1
2016 Wangaratta	29	47	18	3	2	2
2015 Wangaratta	33	41	21	3	1	1
2014 Wangaratta	34	44	14	4	3	
2013 Wangaratta	32	49	15	3	1	
2012 Wangaratta	32	50	15	2	1	
State-wide	26	45	21	6	2	1
Regional Centres	27	44	20	7	2	
Urban Area	32	46	17	4		1
Rural Area	28	47	20	4		1
Men	30	48	16	5		
Women	31	45	20	3	1	1
18-34	29	47	21	3		
35-49	33	46	17	4		
50-64	27	50	21	2	1	
65+	33	44	15	5	1	2

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 5
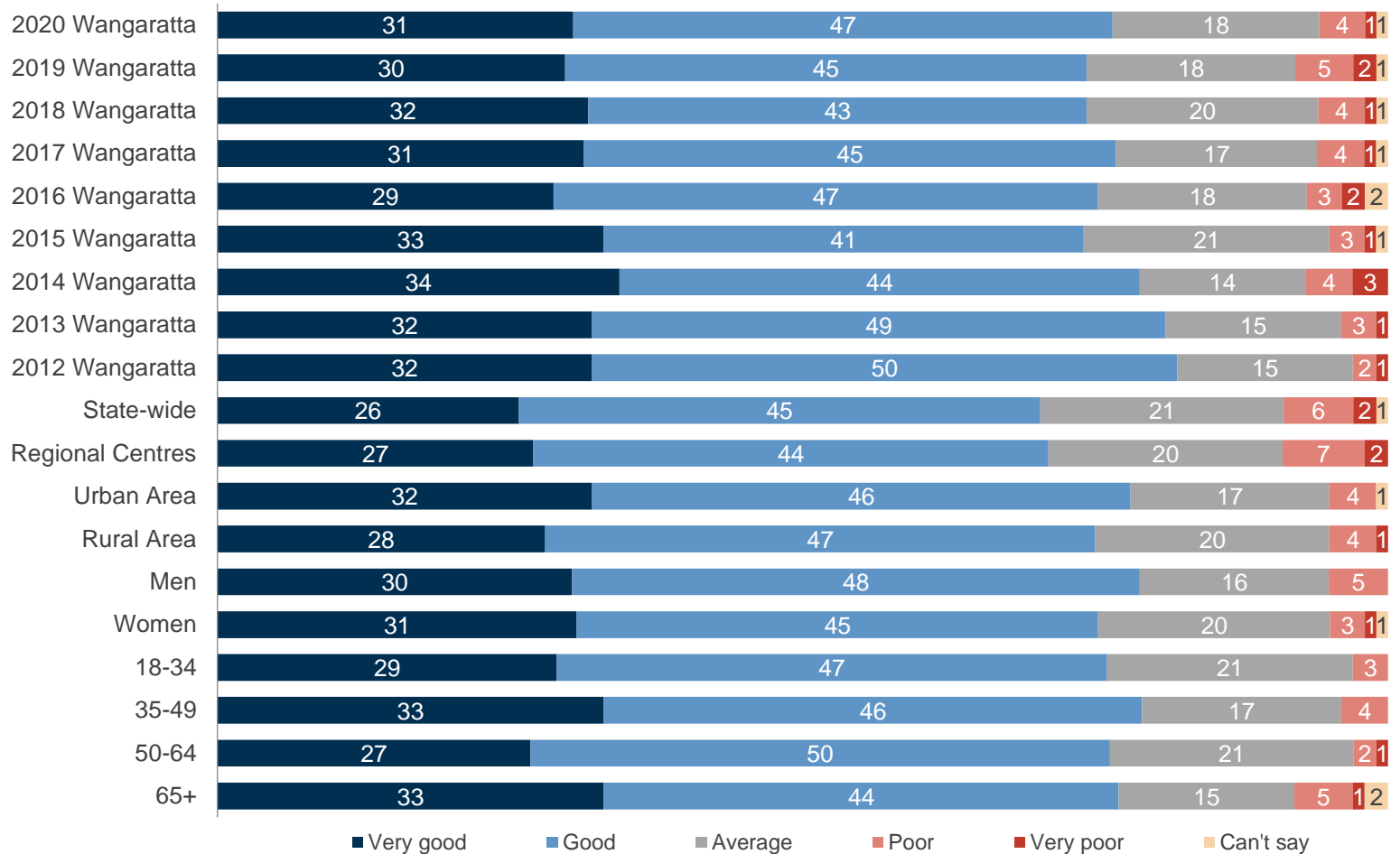
Art centres and libraries importance

2020 art centres and libraries importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	67 ▲	68	67	69	71	67	71	72	74
65+	66	65	67	65	68	67	67	73	67
State-wide	65	65	65	64	66	65	66	66	66
Urban Area	65	66	63	64	62	65	n/a	n/a	n/a
50-64	64	64	61	64	63	62	69	64	70
35-49	63	63	62	62	60	65	64	67	68
Wangaratta	63	63	62	62	63	63	66	68	69
Regional Centres	63	63	63	62	n/a	n/a	n/a	n/a	n/a
Rural Area	61	59	60	59	65	60	n/a	n/a	n/a
Men	59	58	57	55	54	59	60	64	63
18-34	59	59	57	58	62	55	64	70	70

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

Art centres and libraries importance

2020 art centres and libraries importance (%)

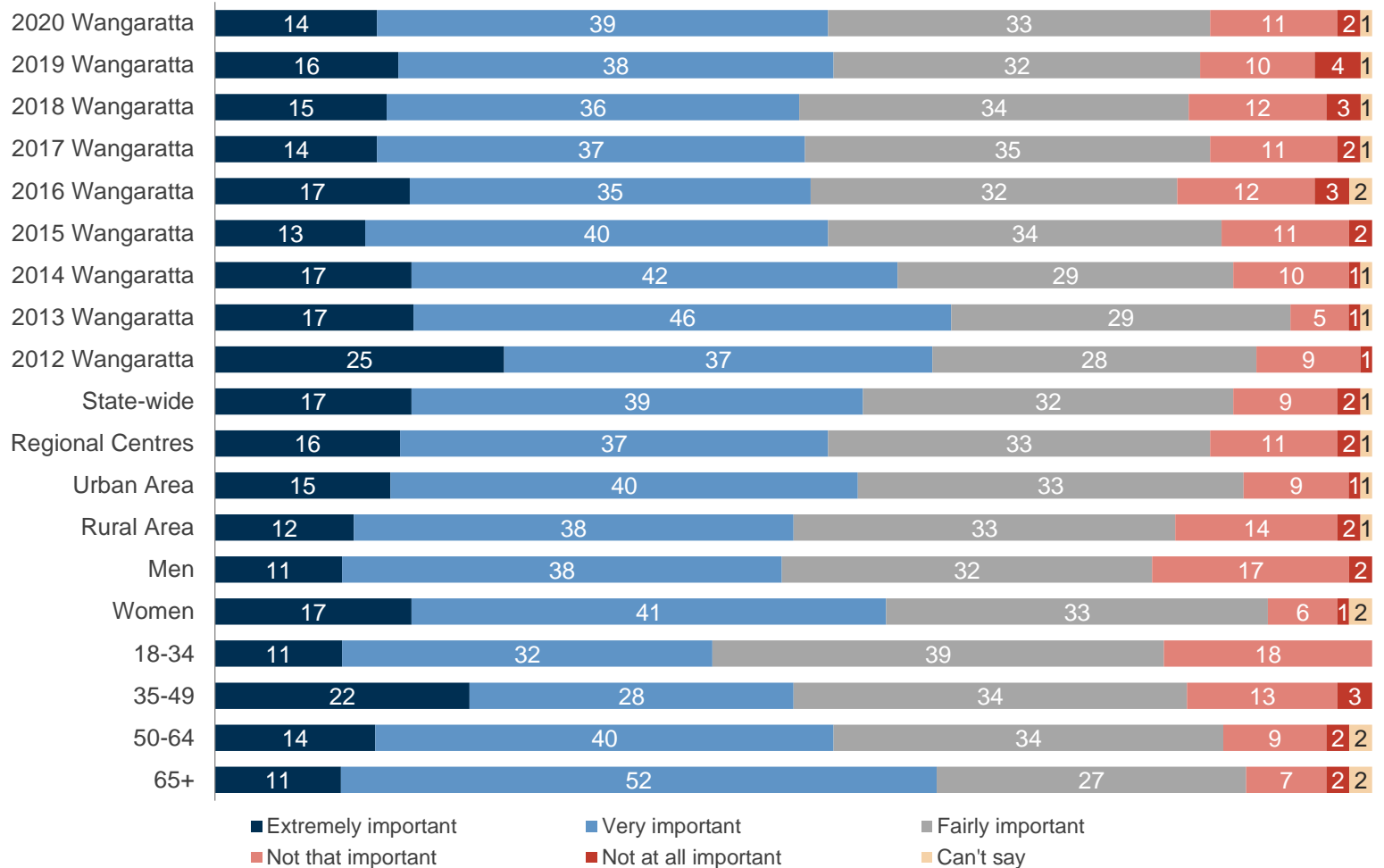|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	14	39	33	11	2	1
2019 Wangaratta	16	38	32	10	4	1
2018 Wangaratta	15	36	34	12	3	1
2017 Wangaratta	14	37	35	11	2	1
2016 Wangaratta	17	35	32	12	3	2
2015 Wangaratta	13	40	34	11		2
2014 Wangaratta	17	42	29	10	1	1
2013 Wangaratta	17	46	29	5	1	1
2012 Wangaratta	25	37	28	9		1
State-wide	17	39	32	9	2	1
Regional Centres	16	37	33	11	2	1
Urban Area	15	40	33	9	1	1
Rural Area	12	38	33	14	2	1
Men	11	38	32	17		2
Women	17	41	33	6	1	2
18-34	11	32	39	18		
35-49	22	28	34	13	3	
50-64	14	40	34	9	2	2
65+	11	52	27	7	2	2

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

Art centres and libraries performance

2020 art centres and libraries performance (index scores)

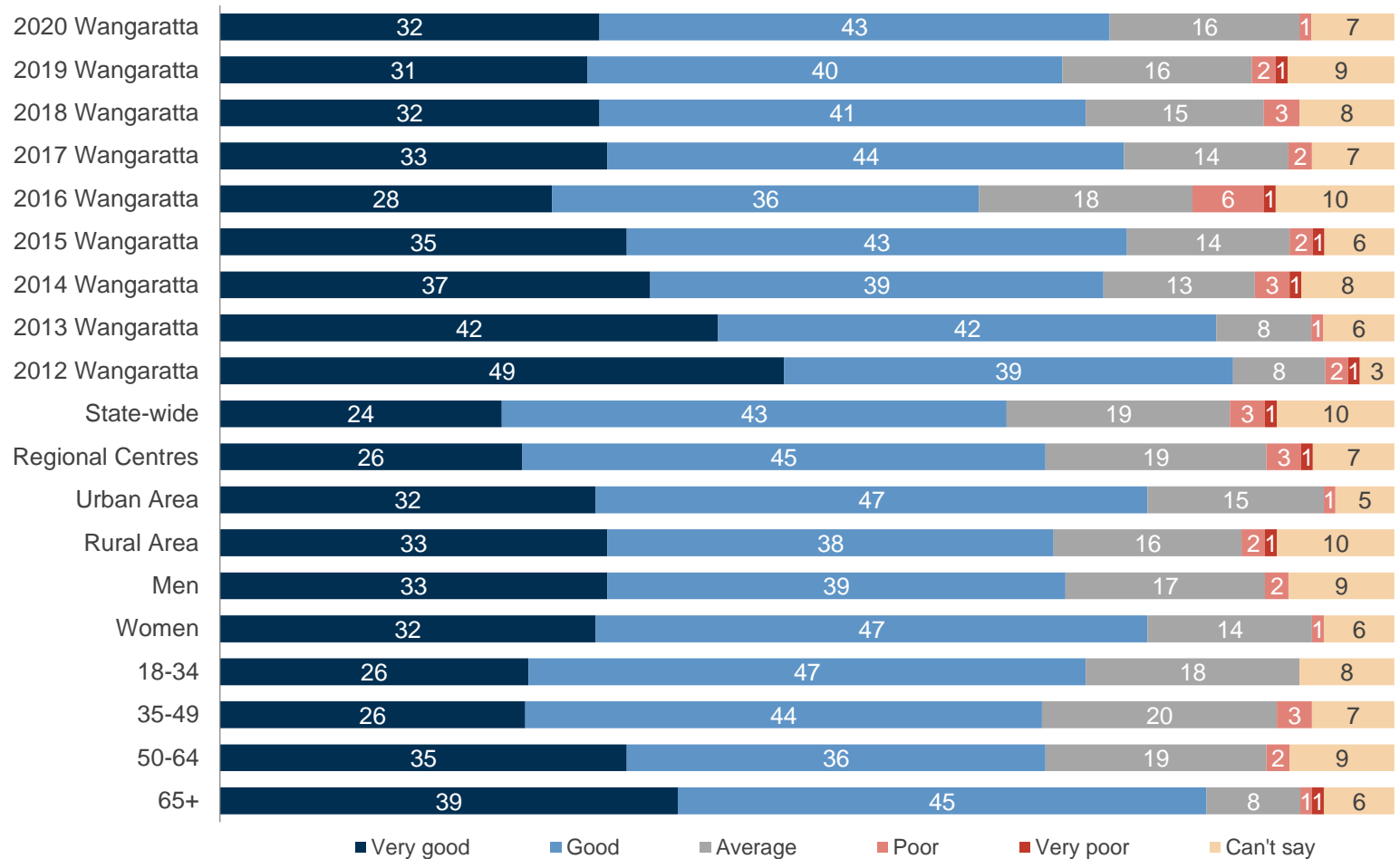|	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	82 ▲	81	79	80	79	81	83	85	84
Women	79	79	77	80	73	81	82	82	86
Urban Area	79	77	80	81	74	80	n/a	n/a	n/a
Wangaratta	78	77	78	79	73	79	79	83	84
50-64	78	77	77	77	70	78	81	81	86
Rural Area	78	76	75	75	73	77	n/a	n/a	n/a
Men	78	73	80	77	74	77	76	84	82
18-34	77	73	77	81	71	77	73	82	84
35-49	75	74	80	77	73	80	78	85	83
Regional Centres	74 ▼	74	76	75	n/a	n/a	n/a	n/a	n/a
State-wide	74 ▼	74	74	73	72	73	75	73	73

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2020 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	32	43	16	1		7
2019 Wangaratta	31	40	16	2	1	9
2018 Wangaratta	32	41	15	3		8
2017 Wangaratta	33	44	14	2		7
2016 Wangaratta	28	36	18	6	1	10
2015 Wangaratta	35	43	14	2	1	6
2014 Wangaratta	37	39	13	3	1	8
2013 Wangaratta	42	42	8	1		6
2012 Wangaratta	49	39	8	2	1	3
State-wide	24	43	19	3	1	10
Regional Centres	26	45	19	3	1	7
Urban Area	32	47	15	1		5
Rural Area	33	38	16	2	1	10
Men	33	39	17	2		9
Women	32	47	14	1		6
18-34	26	47	18			8
35-49	26	44	20	3		7
50-64	35	36	19	2		9
65+	39	45	8	1	1	6

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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Community and cultural activities importance

2020 community and cultural activities importance (index scores)

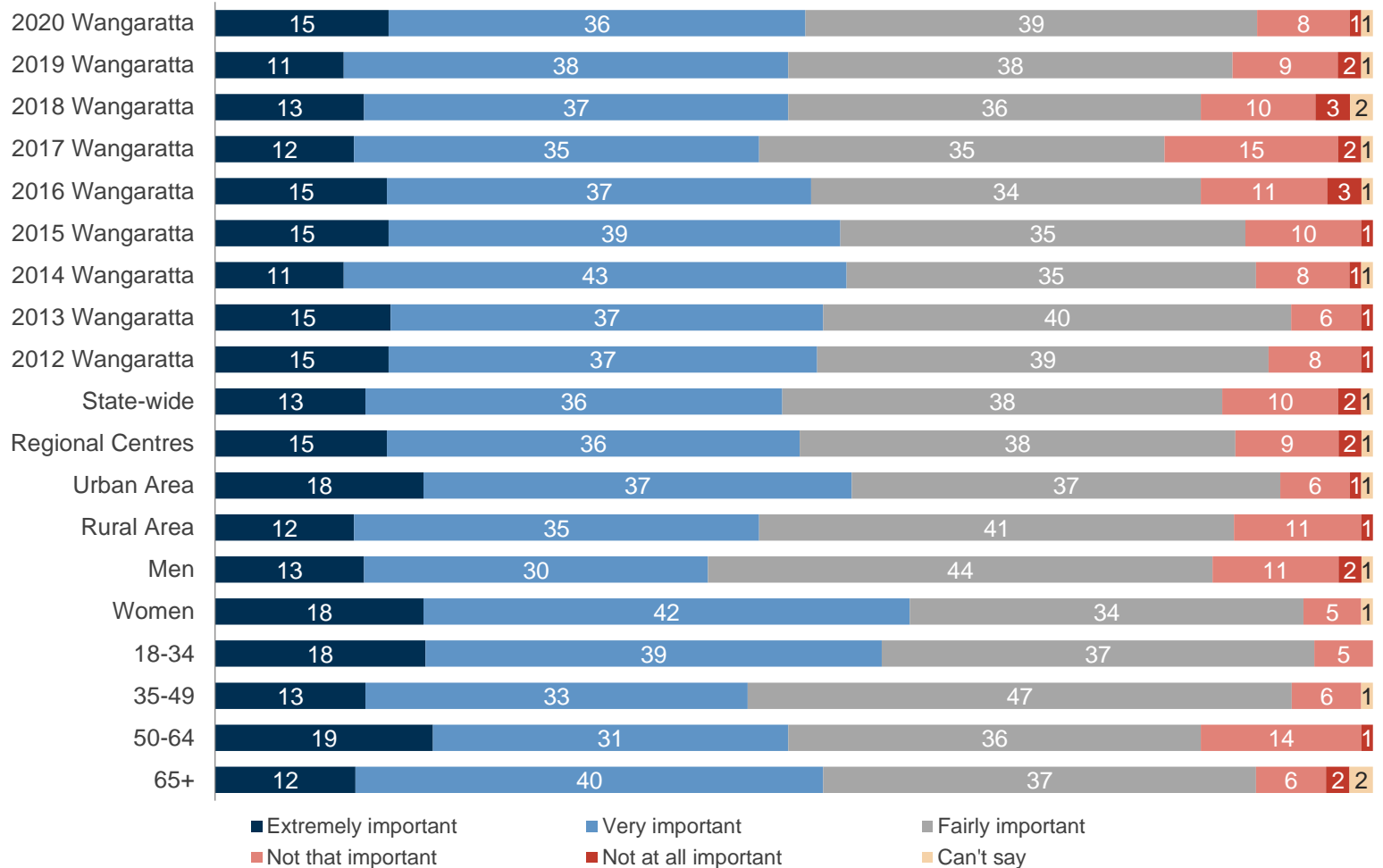|	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	68 ▲	67	67	66	68	68	71	69	67
18-34	68	63	69	54	66	66	65	66	63
Urban Area	67	63	64	59	62	63	n/a	n/a	n/a
Wangaratta	64	62	62	60	63	64	64	65	64
65+	64	60	63	62	64	64	62	66	64
Regional Centres	63	62	62	62	n/a	n/a	n/a	n/a	n/a
35-49	63	62	56	66	60	63	64	65	63
50-64	63	64	59	59	62	64	65	63	66
State-wide	62	61	61	61	62	62	62	62	62
Rural Area	61	61	58	61	64	64	n/a	n/a	n/a
Men	60 ▼	57	56	54	57	59	57	61	61

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2020 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	15	36	39	8	1	1
2019 Wangaratta	11	38	38	9	2	1
2018 Wangaratta	13	37	36	10	3	2
2017 Wangaratta	12	35	35	15	2	1
2016 Wangaratta	15	37	34	11	3	1
2015 Wangaratta	15	39	35	10		1
2014 Wangaratta	11	43	35	8	1	1
2013 Wangaratta	15	37	40	6		1
2012 Wangaratta	15	37	39	8		1
State-wide	13	36	38	10	2	1
Regional Centres	15	36	38	9	2	1
Urban Area	18	37	37	6	1	1
Rural Area	12	35	41	11		1
Men	13	30	44	11	2	1
Women	18	42	34	5		1
18-34	18	39	37	5		
35-49	13	33	47	6		1
50-64	19	31	36	14		1
65+	12	40	37	6	2	2

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5

Community and cultural activities performance

2020 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72	70	73	73	69	77	74	77	76
Women	70	66	72	72	73	75	72	75	75
Urban Area	70	65	70	72	70	75	n/a	n/a	n/a
18-34	70	67	68	74	72	68	65	68	71
Wangaratta	69	66	70	72	70	72	71	74	73
Regional Centres	69	69	68	69	n/a	n/a	n/a	n/a	n/a
50-64	69	65	67	69	64	71	69	76	75
State-wide	68	69	69	69	69	69	70	69	68
Men	68	65	69	71	66	69	69	74	71
Rural Area	68	67	70	70	70	68	n/a	n/a	n/a
35-49	66	62	72	71	74	71	73	77	71

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
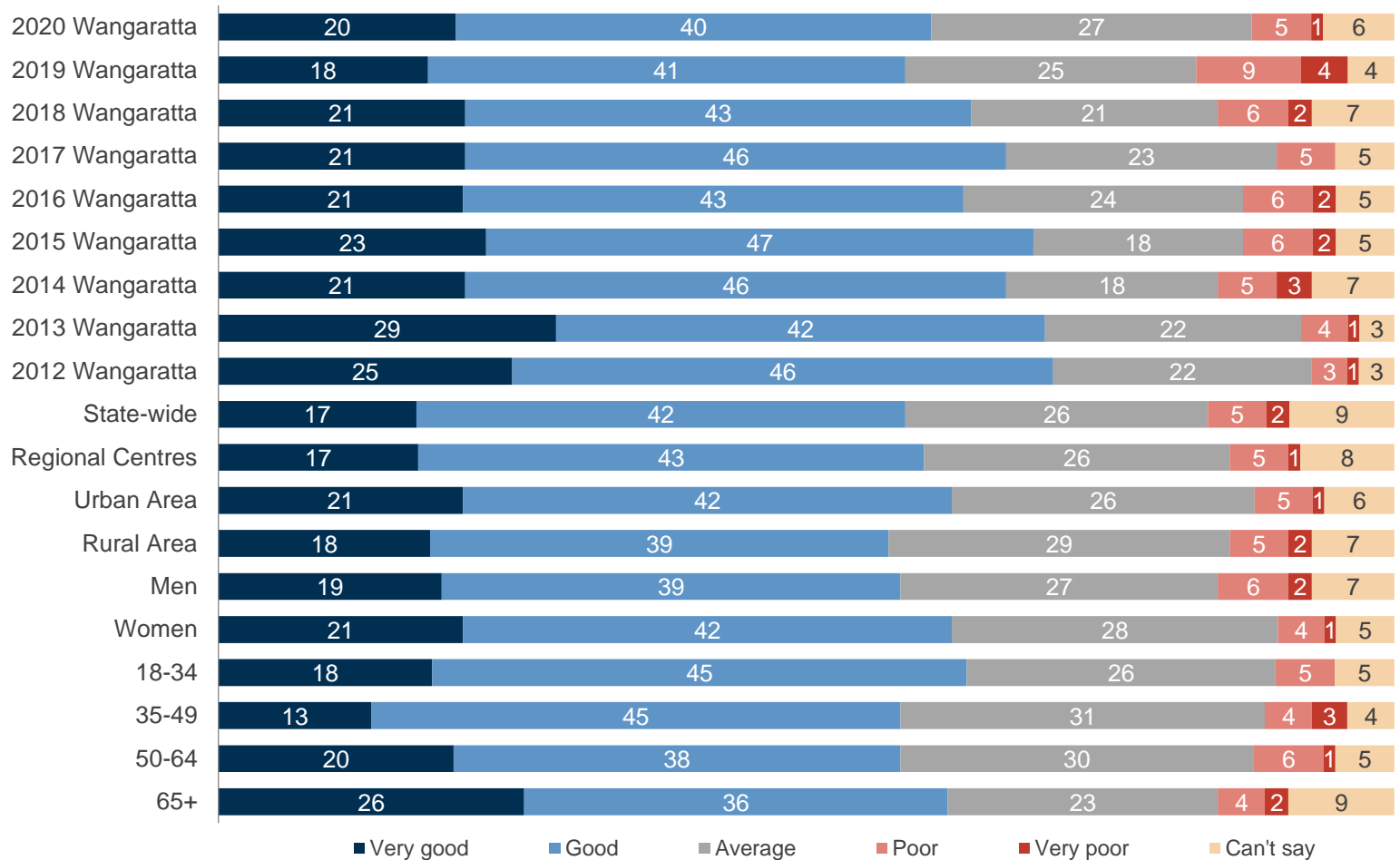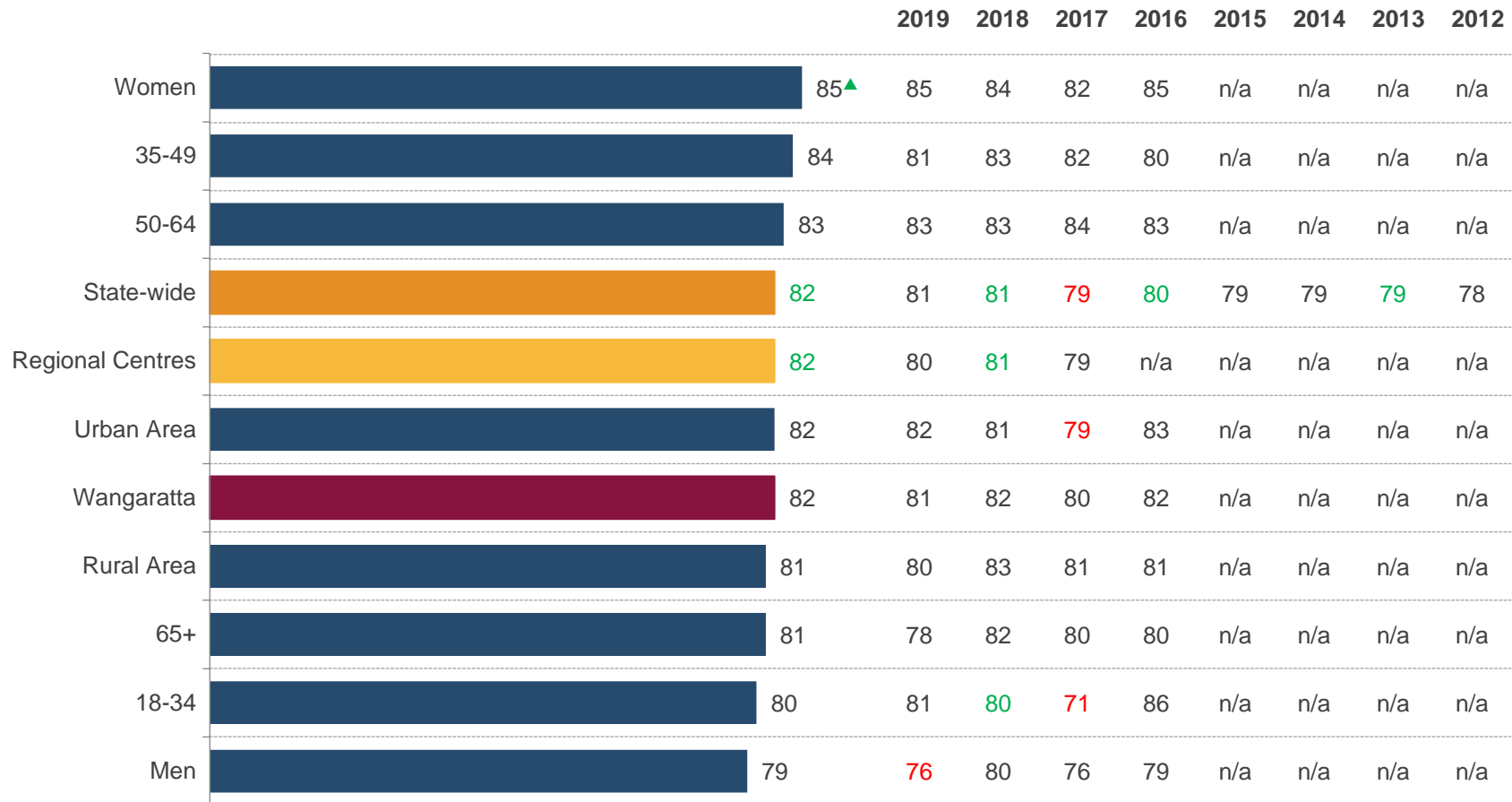*Note: Please see Appendix A for explanation of significant differences.*

JWS RESEARCH   78

Community and cultural activities performance

2020 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	20	40	27	5	1	6
2019 Wangaratta	18	41	25	9	4	4
2018 Wangaratta	21	43	21	6	2	7
2017 Wangaratta	21	46	23	5		5
2016 Wangaratta	21	43	24	6	2	5
2015 Wangaratta	23	47	18	6	2	5
2014 Wangaratta	21	46	18	5	3	7
2013 Wangaratta	29	42	22	4	1	3
2012 Wangaratta	25	46	22	3	1	3
State-wide	17	42	26	5	2	9
Regional Centres	17	43	26	5	1	8
Urban Area	21	42	26	5	1	6
Rural Area	18	39	29	5	2	7
Men	19	39	27	6	2	7
Women	21	42	28	4	1	5
18-34	18	45	26	5		5
35-49	13	45	31	4	3	4
50-64	20	38	30	6	1	5
65+	26	36	23	4	2	9

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

Waste management importance

2020 waste management importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	85	84	82	85	n/a	n/a	n/a	n/a
35-49	84	81	83	82	80	n/a	n/a	n/a	n/a
50-64	83	83	83	84	83	n/a	n/a	n/a	n/a
State-wide	82	81	81	79	80	79	79	79	78
Regional Centres	82	80	81	79	n/a	n/a	n/a	n/a	n/a
Urban Area	82	82	81	79	83	n/a	n/a	n/a	n/a
Wangaratta	82	81	82	80	82	n/a	n/a	n/a	n/a
Rural Area	81	80	83	81	81	n/a	n/a	n/a	n/a
65+	81	78	82	80	80	n/a	n/a	n/a	n/a
18-34	80	81	80	71	86	n/a	n/a	n/a	n/a
Men	79	76	80	76	79	n/a	n/a	n/a	n/a

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

Waste management importance

2020 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	42	46	11		1	
2019 Wangaratta	41	44	14		1	
2018 Wangaratta	44	41	13		2	
2017 Wangaratta	42	38	16	3	1	
2016 Wangaratta	42	45	11	1	1	1
State-wide	44	42	11		1	
Regional Centres	44	43	12		1	
Urban Area	42	45	11		2	
Rural Area	40	47	11		1	1
Men	35	48	14	2	1	
Women	48	43	8		1	
18-34	34	50	16			
35-49	46	44	9		1	
50-64	49	34	15	1	1	
65+	38	52	7	2	1	

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

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

Waste management performance

2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+ — 75 ▲	75	76	76	74	n/a	n/a	n/a	n/a
Urban Area — 71	72	72	73	72	n/a	n/a	n/a	n/a
18-34 — 70	70	63	64	67	n/a	n/a	n/a	n/a
Men — 70	70	71	71	66	n/a	n/a	n/a	n/a
Wangaratta — 68	69	70	70	68	n/a	n/a	n/a	n/a
50-64 — 67	65	70	71	63	n/a	n/a	n/a	n/a
Women — 67	68	69	69	70	n/a	n/a	n/a	n/a
Regional Centres — 66	68	70	69	n/a	n/a	n/a	n/a	n/a
State-wide — 65 ▼	68	70	71	70	72	73	71	72
Rural Area — 64	65	66	65	62	n/a	n/a	n/a	n/a
35-49 — 59 ▼	64	69	67	66	n/a	n/a	n/a	n/a

*Q2. How has Council performed on 'Waste management' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2020 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	22	41	26	6	3	2
2019 Wangaratta	23	46	17	7	6	1
2018 Wangaratta	26	41	22	6	4	1
2017 Wangaratta	30	38	16	9	5	1
2016 Wangaratta	29	37	16	9	8	
State-wide	20	40	23	10	5	3
Regional Centres	20	41	23	10	5	1
Urban Area	25	44	24	3	3	1
Rural Area	18	37	29	10	3	3
Men	23	45	22	5	3	2
Women	22	37	29	7	3	2
18-34	18	53	21		5	3
35-49	11	33	39	14		3
50-64	25	31	32	5	4	2
65+	30	46	15	6	2	2

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
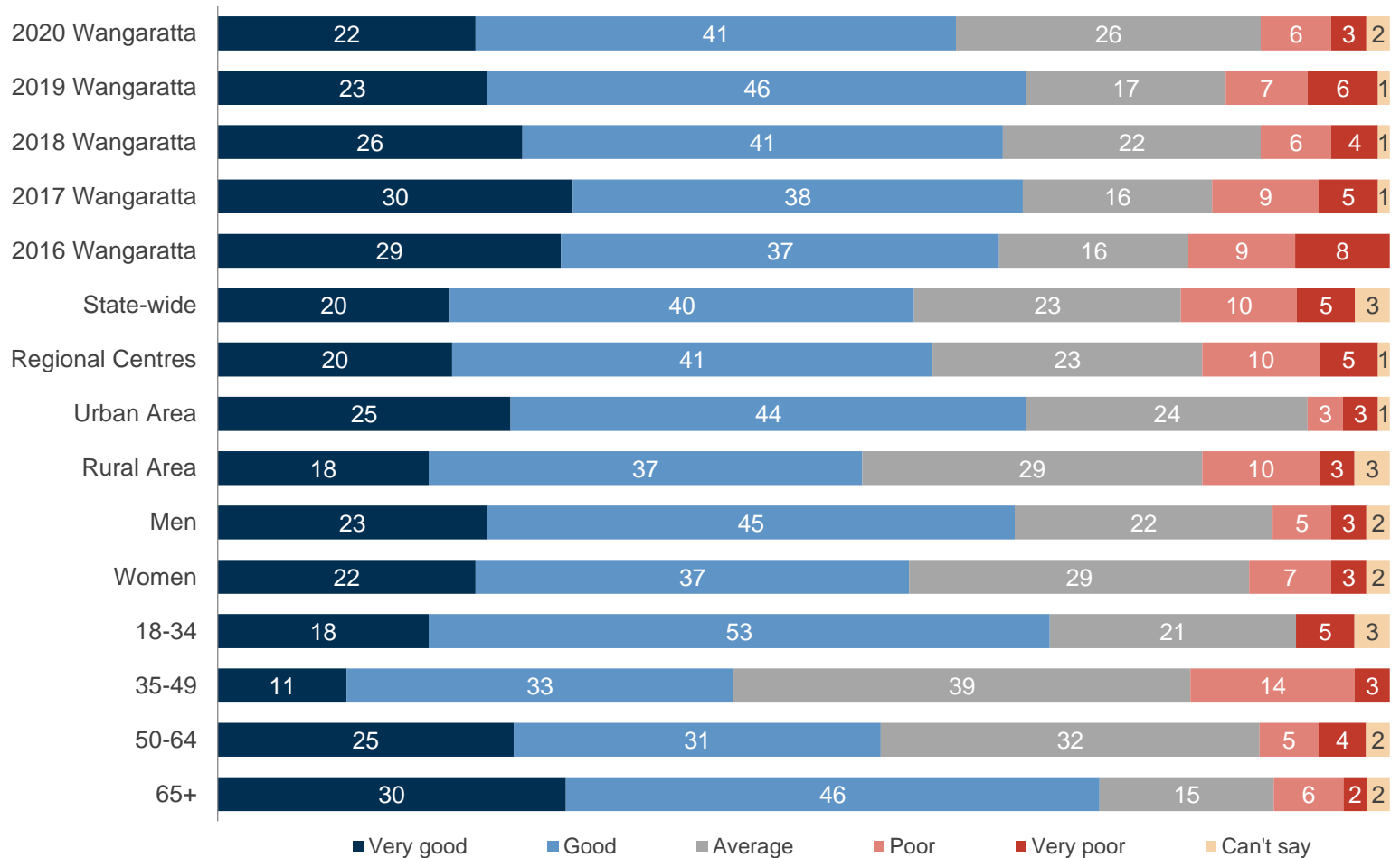
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 5

Business and community development and tourism importance

2020 business/development/tourism importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79	77	77	77	74	77	79	76	76
Women	76	76	75	77	77	78	81	77	77
Urban Area	76	73	76	74	77	78	n/a	n/a	n/a
35-49	75	77	75	80	78	81	77	77	75
Wangaratta	75	74	75	74	75	76	76	75	74
Regional Centres	73	73	74	74	n/a	n/a	n/a	n/a	n/a
Men	73	72	74	72	74	74	70	72	70
65+	73	73	74	72	74	75	75	73	72
Rural Area	73	76	73	75	73	74	n/a	n/a	n/a
18-34	72	70	73	68	76	72	72	72	73
State-wide	67 ▼	65	66	67	67	67	67	67	66

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
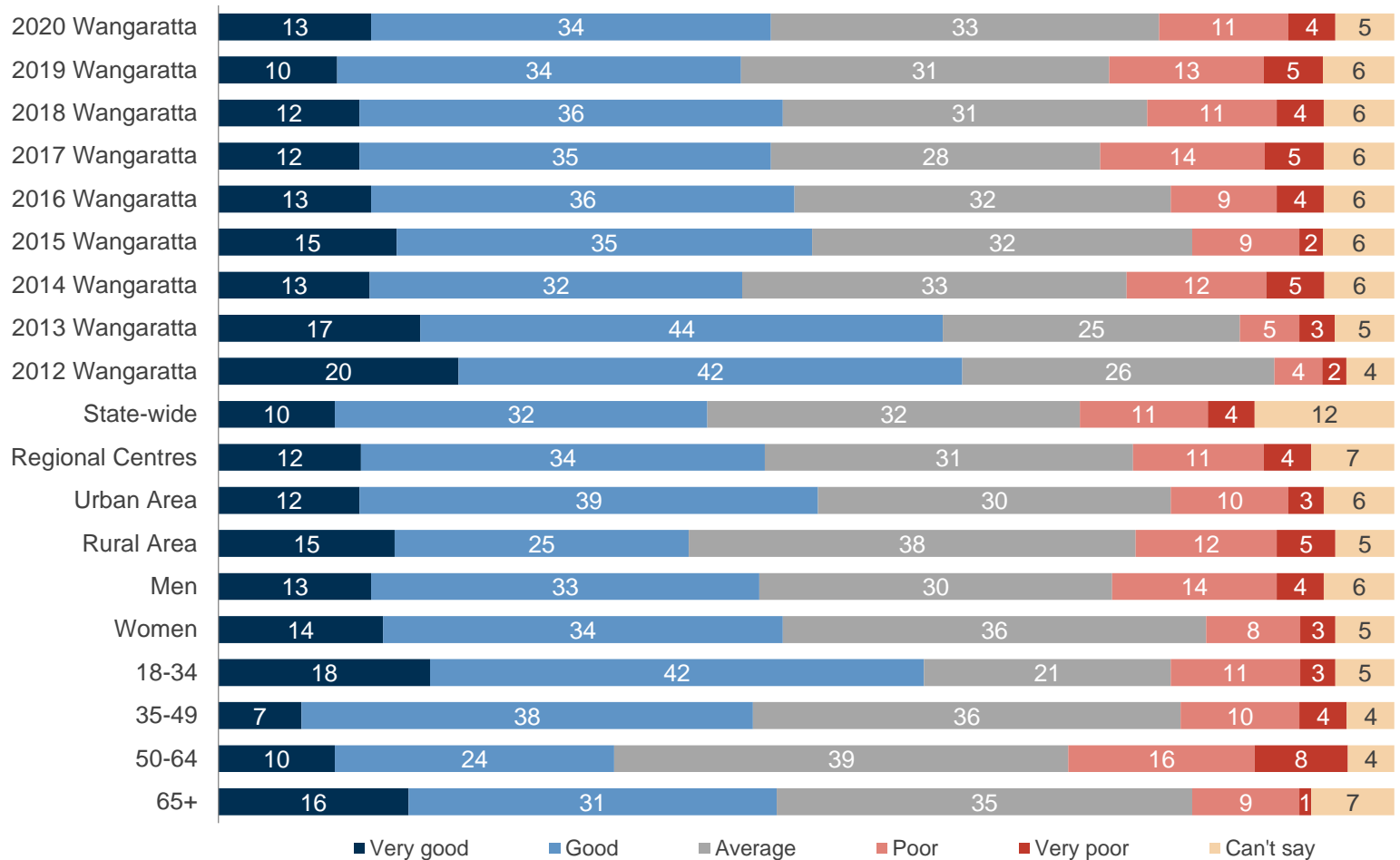*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

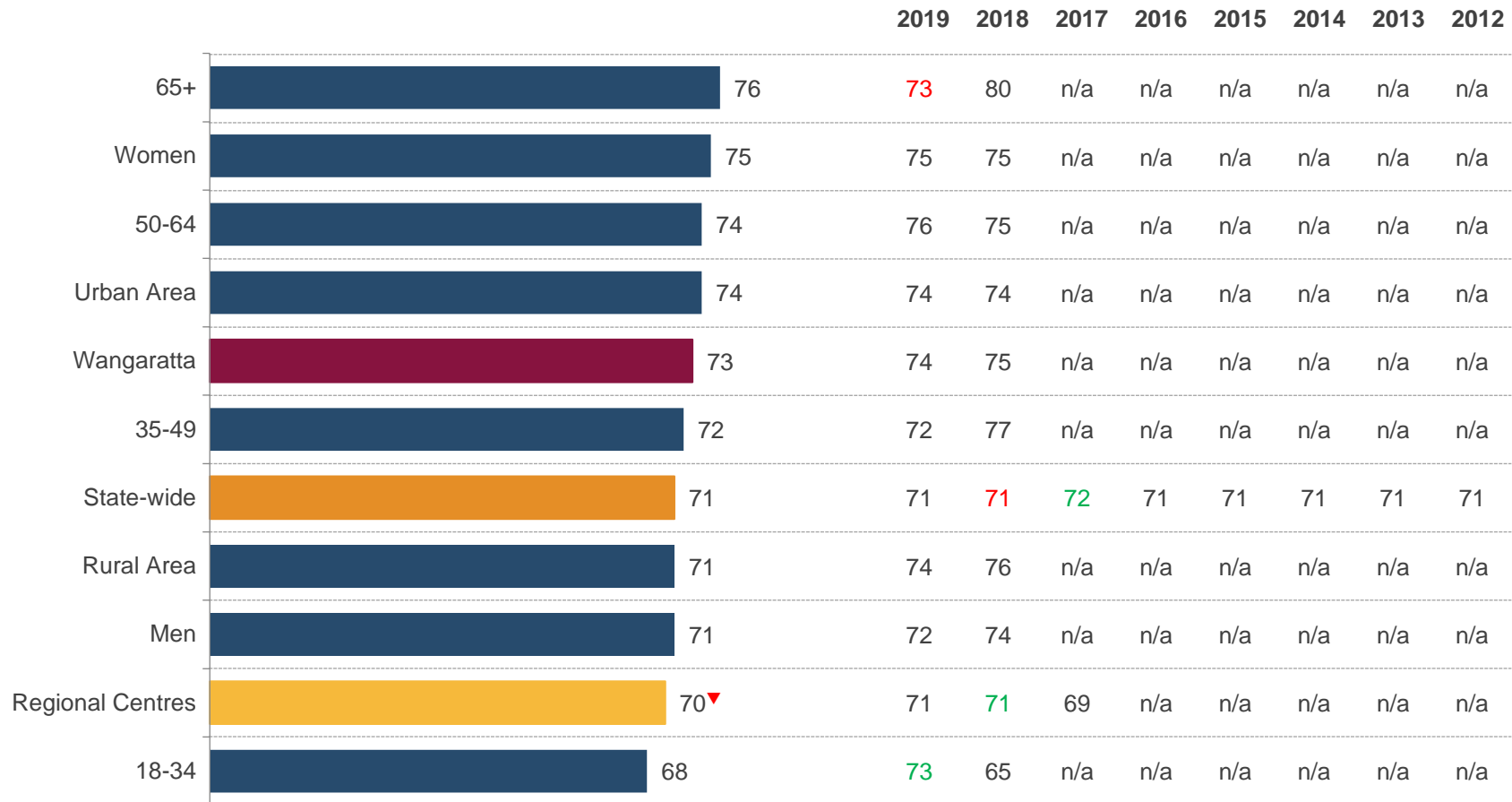**2020 business/development/tourism importance (%)**

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	29	45	21	4	1	1
2019 Wangaratta	29	45	22	4		1
2018 Wangaratta	30	42	23	3	1	1
2017 Wangaratta	31	41	20	6	1	1
2016 Wangaratta	31	42	24	2	1	1
2015 Wangaratta	32	43	20	4		1
2014 Wangaratta	32	41	22	3		1
2013 Wangaratta	28	45	23	3	1	1
2012 Wangaratta	28	44	23	4		1
State-wide	21	38	30	8	2	1
Regional Centres	28	42	26	3	1	1
Urban Area	30	48	18	4		1
Rural Area	29	40	24	3	2	1
Men	27	44	24	3	2	1
Women	32	45	18	4	1	1
18-34	18	55	21	5		
35-49	29	48	19	3		1
50-64	43	34	20	3		
65+	27	43	22	4	2	2

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

JWSRESEARCH　85
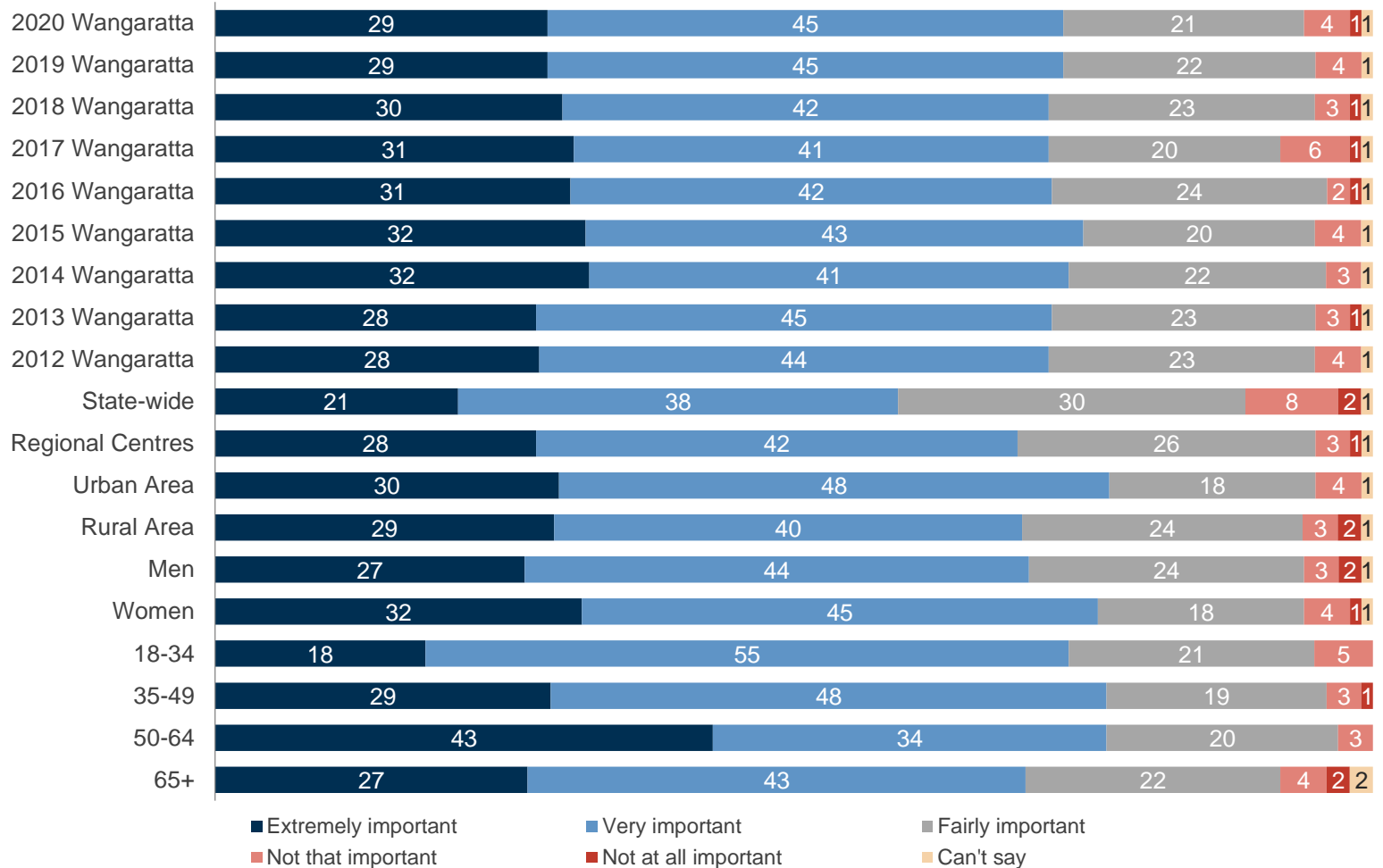
Business and community development and tourism performance

2020 business/development/tourism performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67 ▲	53	59	65	66	66	60	69	71
65+	64	66	64	62	64	63	62	70	71
Women	63	57	62	62	65	65	62	69	71
Urban Area	62	59	59	59	60	64	n/a	n/a	n/a
Wangaratta	61	58	61	59	62	63	59	68	69
Regional Centres	60	61	59	61	n/a	n/a	n/a	n/a	n/a
State-wide	59	61	60	61	60	61	62	62	62
Men	59	59	60	56	59	61	56	67	68
Rural Area	59	57	64	61	65	62	n/a	n/a	n/a
35-49	59	54	58	55	61	61	58	66	68
50-64	53 ▼	58	61	56	57	64	58	66	69

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2020 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	13	34	33	11	4	5
2019 Wangaratta	10	34	31	13	5	6
2018 Wangaratta	12	36	31	11	4	6
2017 Wangaratta	12	35	28	14	5	6
2016 Wangaratta	13	36	32	9	4	6
2015 Wangaratta	15	35	32	9	2	6
2014 Wangaratta	13	32	33	12	5	6
2013 Wangaratta	17	44	25	5	3	5
2012 Wangaratta	20	42	26	4	2	4
State-wide	10	32	32	11	4	12
Regional Centres	12	34	31	11	4	7
Urban Area	12	39	30	10	3	6
Rural Area	15	25	38	12	5	5
Men	13	33	30	14	4	6
Women	14	34	36	8	3	5
18-34	18	42	21	11	3	5
35-49	7	38	36	10	4	4
50-64	10	24	39	16	8	4
65+	16	31	35	9	1	7

■ 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: 22 Councils asked group: 4

Planning and building permits importance

2020 planning and building permits importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	73	80	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	75	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	74	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	72	77	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	71	71	72	71	71	71	71	71
Rural Area	71	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	74	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	70 ▼	71	71	69	n/a	n/a	n/a	n/a	n/a
18-34	68	73	65	n/a	n/a	n/a	n/a	n/a	n/a

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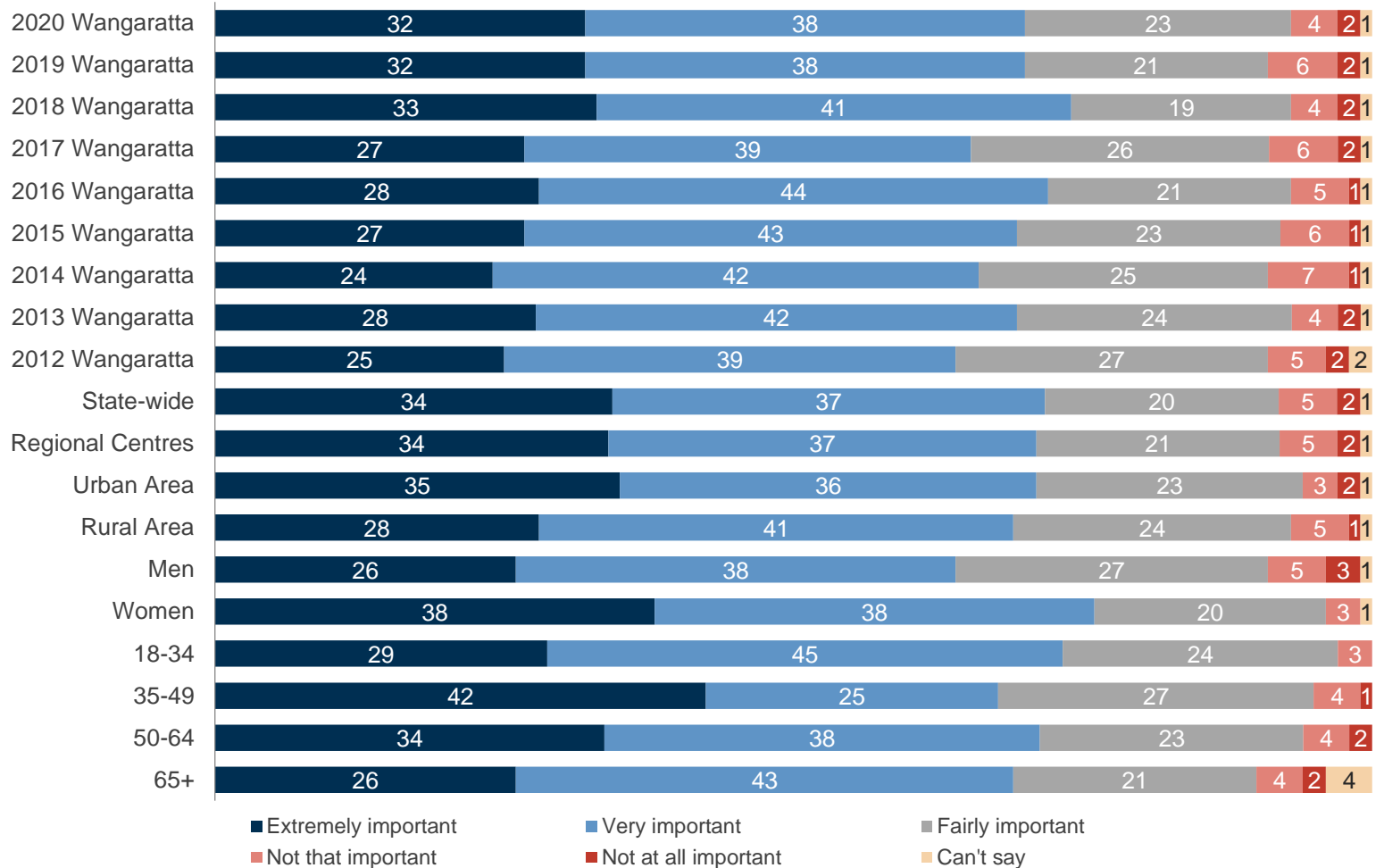*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

2020 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	29	37	22	6	1	5
2019 Wangaratta	29	41	21	5	1	3
2018 Wangaratta	31	40	20	5	1	3
State-wide	27	38	25	6	1	3
Regional Centres	26	36	27	6	1	3
Urban Area	31	35	21	5	1	5
Rural Area	25	41	23	6	1	4
Men	29	34	22	8	2	5
Women	29	40	22	3		5
18-34	18	39	29	8		5
35-49	29	38	24	9		
50-64	36	32	23	4	3	2
65+	30	40	15	4	1	10

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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

JWSRESEARCH   89
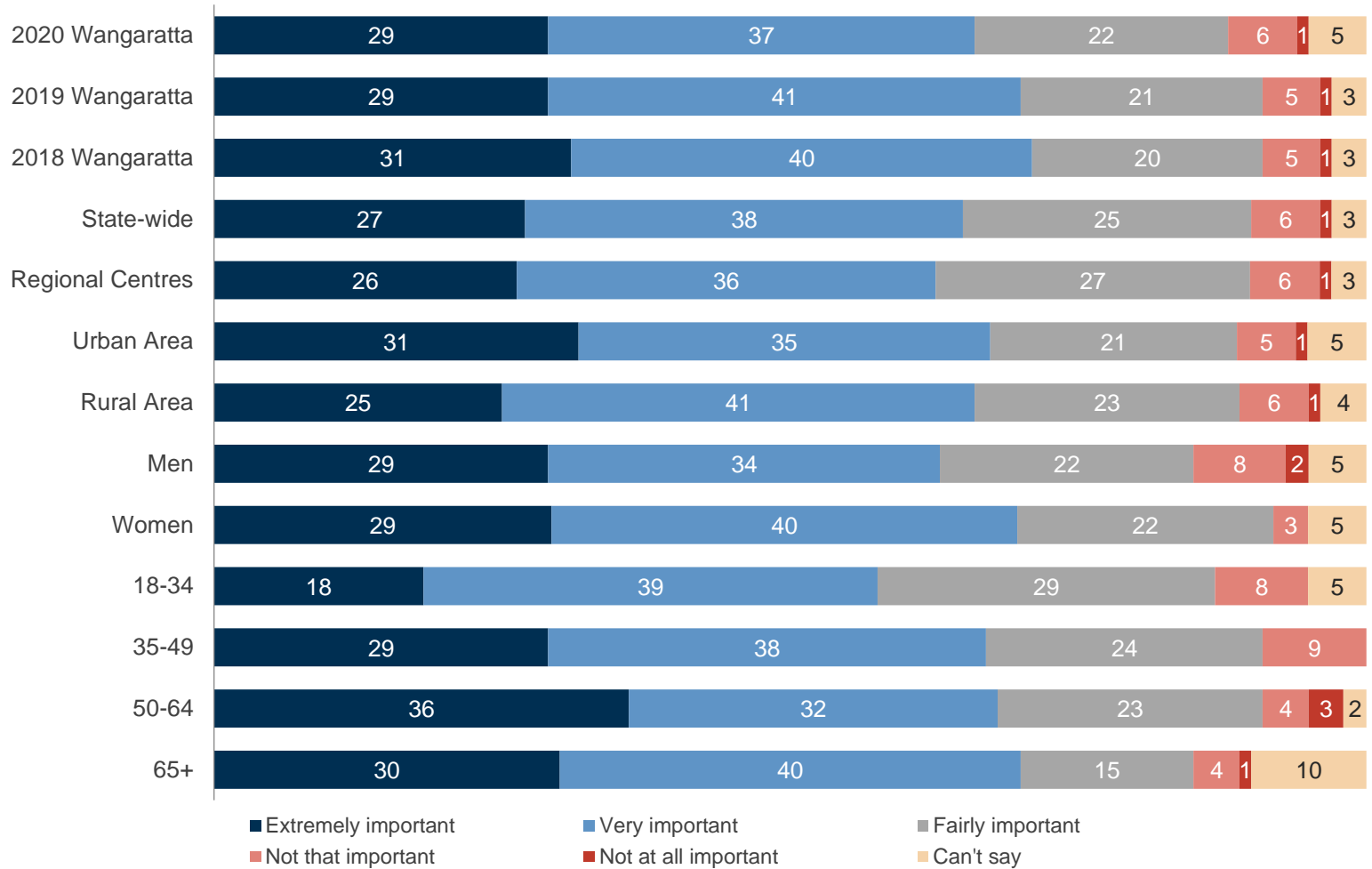
Planning and building permits performance

2020 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	46	52	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	58 ▲	49	51	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	49	49	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	57 ▲	58	57	60	n/a	n/a	n/a	n/a	n/a
Women	55	49	55	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	46	44	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	49	52	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51 ▼	52	52	51	50	54	53	55	54
35-49	49	46	45	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	49 ▼	45	48	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2020 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	6	23	33	13	5	21
2019 Wangaratta	5	23	27	12	14	19
2018 Wangaratta	5	22	27	14	10	22
State-wide	6	22	27	14	8	22
Regional Centres	7	27	29	12	4	21
Urban Area	9	24	32	10	3	22
Rural Area	3	20	35	16	7	19
Men	7	24	34	12	7	15
Women	6	21	32	13	2	26
18-34	8	32	29	11	5	16
35-49	3	17	38	20	3	19
50-64	4	24	38	12	8	15
65+	9	20	29	10	4	29

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Environmental sustainability importance

JW

2020 environmental sustainability importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78 ▲	80	79	75	76	76	77	77	73
35-49	75	70	78	76	71	72	72	72	75
18-34	75	80	82	66	77	74	70	78	69
Urban Area	75	74	77	72	73	72	n/a	n/a	n/a
50-64	74	75	70	73	76	74	75	72	68
Regional Centres	74	74	73	72	n/a	n/a	n/a	n/a	n/a
Wangaratta	74	73	75	71	73	72	70	73	70
State-wide	74	74	73	72	73	73	73	72	71
Rural Area	73	70	71	70	74	73	n/a	n/a	n/a
65+	73	68	70	68	70	69	66	70	69
Men	70	65	69	67	70	68	64	68	67

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

Environmental sustainability importance

2020 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	32	38	23	4	2	1
2019 Wangaratta	32	38	21	6	2	1
2018 Wangaratta	33	41	19	4	2	1
2017 Wangaratta	27	39	26	6	2	1
2016 Wangaratta	28	44	21	5	1	1
2015 Wangaratta	27	43	23	6	1	1
2014 Wangaratta	24	42	25	7	1	1
2013 Wangaratta	28	42	24	4	2	1
2012 Wangaratta	25	39	27	5	2	2
State-wide	34	37	20	5	2	1
Regional Centres	34	37	21	5	2	1
Urban Area	35	36	23	3	2	1
Rural Area	28	41	24	5	1	1
Men	26	38	27	5	3	1
Women	38	38	20	3		1
18-34	29	45	24			3
35-49	42	25	27	4	1	
50-64	34	38	23	4	2	
65+	26	43	21	4	2	4

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

Environmental sustainability performance

2020 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69 ▲	63	63	67	63	65	60	70	70
Men	63	61	65	63	63	65	64	68	66
65+	63	65	66	65	68	66	63	69	69
Rural Area	62	59	65	62	66	61	n/a	n/a	n/a
Wangaratta	62	61	65	65	66	64	64	67	66
50-64	62	60	63	65	65	62	62	64	64
Urban Area	62	63	65	67	66	67	n/a	n/a	n/a
Women	62	62	65	67	69	63	63	67	67
Regional Centres	61	63	64	65	n/a	n/a	n/a	n/a	n/a
State-wide	60	62	63	64	63	64	64	64	64
35-49	55 ▼	56	67	64	67	64	68	67	63

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2020 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	11	35	37	7	2	8
2019 Wangaratta	11	36	30	8	4	11
2018 Wangaratta	12	42	29	7	2	9
2017 Wangaratta	13	40	26	9	2	11
2016 Wangaratta	15	39	31	6	2	7
2015 Wangaratta	13	36	31	6	3	11
2014 Wangaratta	11	38	29	7	3	12
2013 Wangaratta	14	42	30	3	1	9
2012 Wangaratta	13	42	31	5	1	7
State-wide	10	33	33	10	3	11
Regional Centres	10	35	34	9	4	8
Urban Area	9	39	38	6	2	6
Rural Area	14	30	35	9	2	10
Men	12	37	35	7	2	5
Women	10	33	38	7	2	10
18-34	18	39	34		3	5
35-49	6	30	39	14	4	7
50-64	11	32	40	5	2	10
65+	10	38	35	6	2	9

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

Maintenance of unsealed roads in your area importance

2020 unsealed roads importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	83	81	81	81	79	81	n/a	n/a	n/a
Rural Area	82	83	86	82	82	84	n/a	n/a	n/a
18-34	81	78	72	75	76	81	n/a	n/a	n/a
35-49	81	77	83	78	72	83	n/a	n/a	n/a
50-64	80	78	83	78	81	81	n/a	n/a	n/a
Wangaratta	80	78	80	77	77	81	n/a	n/a	n/a
State-wide	80	80	80	79	79	78	78	81	80
65+	79	77	82	78	80	81	n/a	n/a	n/a
Urban Area	79	74	77	75	74	79	n/a	n/a	n/a
Men	78	74	80	73	76	81	n/a	n/a	n/a
Regional Centres	76▼	75	77	76	n/a	n/a	n/a	n/a	n/a

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

Maintenance of unsealed roads in your area importance

2020 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2020 Wangaratta	43	37	14	2	1	2
2019 Wangaratta	37	41	18	2	1	
2018 Wangaratta	43	40	12	2	2	1
2017 Wangaratta	36	42	16	4	1	1
2016 Wangaratta	33	46	16	3	1	3
2015 Wangaratta	43	41	13	1	1	2
State-wide	42	37	17	2	1	1
Regional Centres	36	37	21	3	1	2
Urban Area	37	43	15	2	1	2
Rural Area	53	29	13	2	2	1
Men	38	40	14	3	2	2
Women	48	35	14	1	1	1
18-34	50	29	18		3	
35-49	47	34	10	7		3
50-64	44	36	17	2	1	1
65+	36	47	12	1	2	2

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

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

JWS RESEARCH   97

Maintenance of unsealed roads in your area performance

2020 unsealed roads performance (index scores)
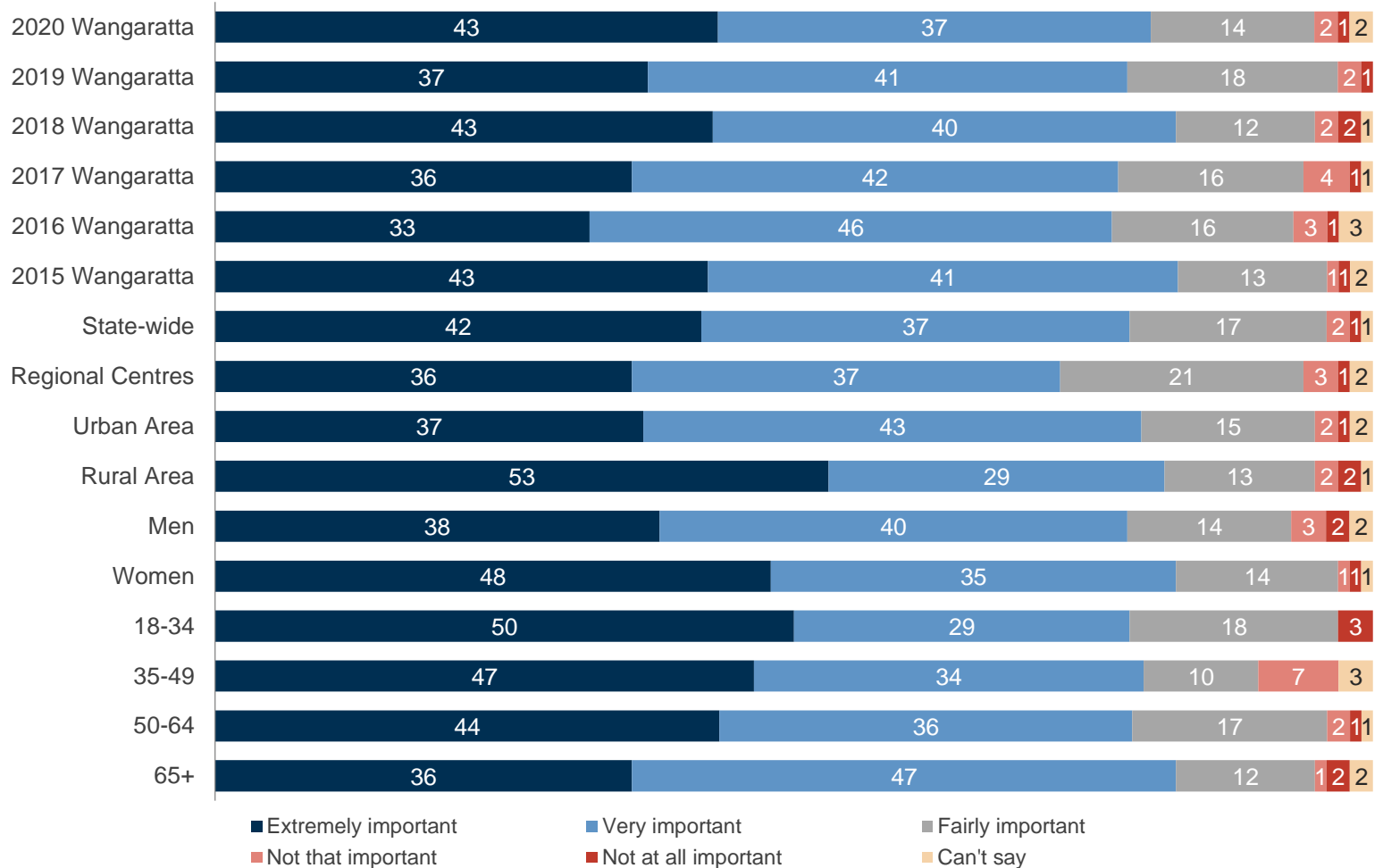
	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres — 55 ▲	52	52	52	n/a	n/a	n/a	n/a	n/a
Urban Area — 51	52	51	49	51	55	n/a	n/a	n/a
65+ — 50	53	45	48	51	46	n/a	n/a	n/a
Women — 49	44	45	46	51	47	n/a	n/a	n/a
Wangaratta — 48	48	46	46	48	50	n/a	n/a	n/a
50-64 — 47	45	47	47	44	48	n/a	n/a	n/a
18-34 — 47	49	45	45	51	57	n/a	n/a	n/a
Men — 46	52	48	46	46	52	n/a	n/a	n/a
35-49 — 45	44	49	45	49	48	n/a	n/a	n/a
State-wide — 44 ▼	44	43	44	43	45	45	44	46
Rural Area — 43	42	40	43	45	43	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2020 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2020 Wangaratta	8	20	35	20	12	6
2019 Wangaratta	7	24	29	22	12	5
2018 Wangaratta	7	21	28	23	12	9
2017 Wangaratta	7	21	28	23	13	8
2016 Wangaratta	7	21	31	17	12	12
2015 Wangaratta	9	22	30	19	11	9
State-wide	5	20	30	21	17	6
Regional Centres	9	29	30	15	7	10
Urban Area	7	25	32	19	10	7
Rural Area	9	11	39	22	16	4
Men	7	21	37	17	15	4
Women	9	19	33	23	9	7
18-34	8	18	37	21	13	3
35-49	7	18	32	26	13	3
50-64	7	18	38	17	13	7
65+	9	22	33	18	10	9

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
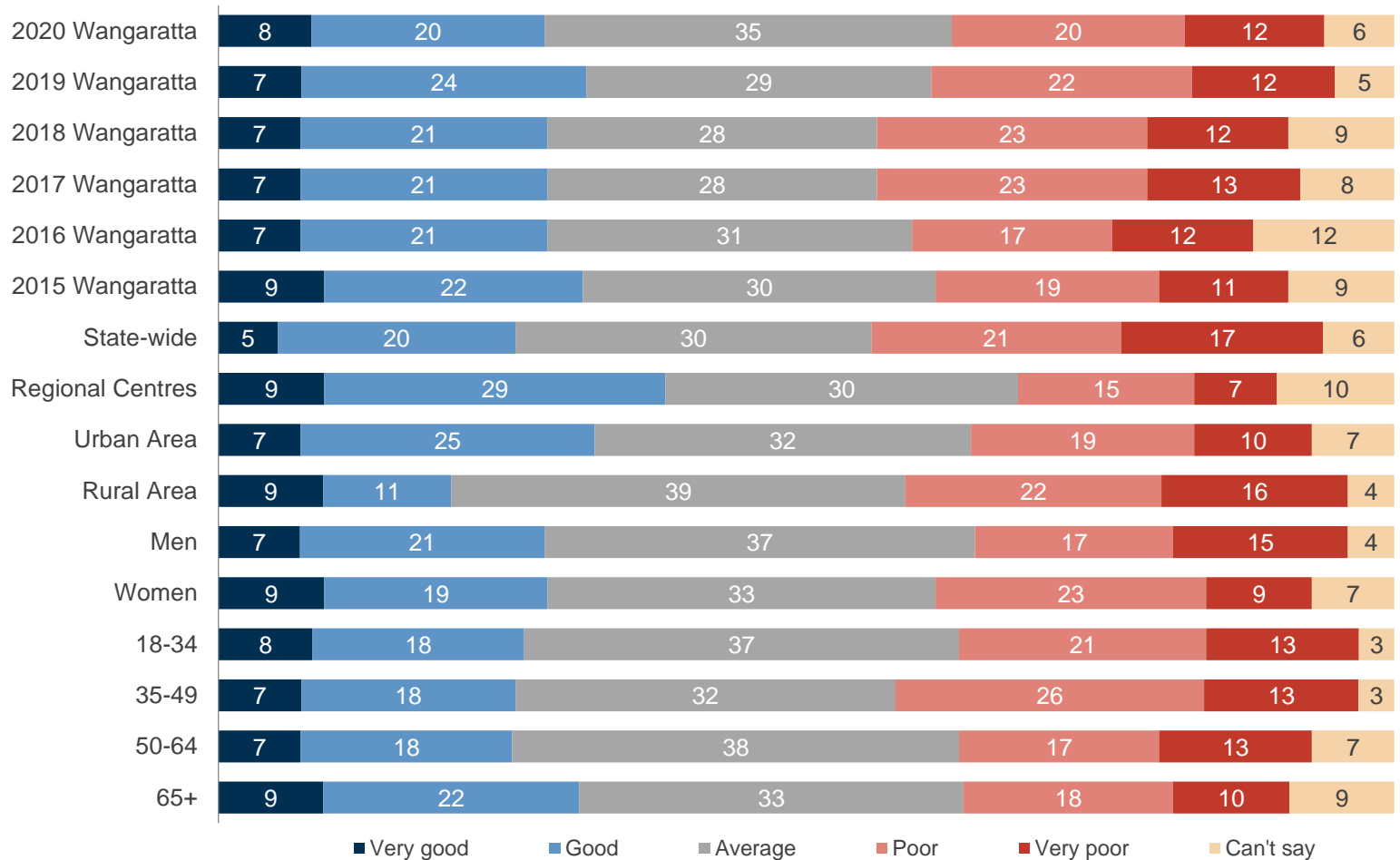
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

Detailed demographics

Gender and age profile

2020 gender

Wangaratta
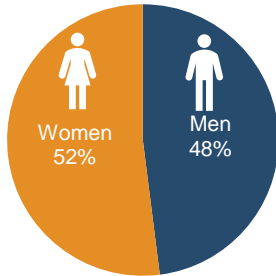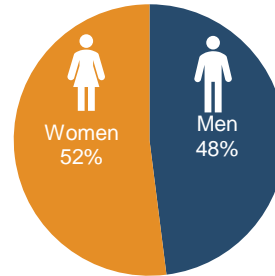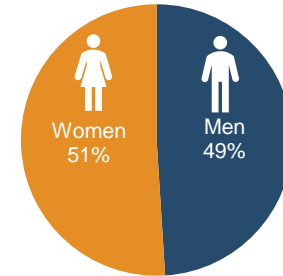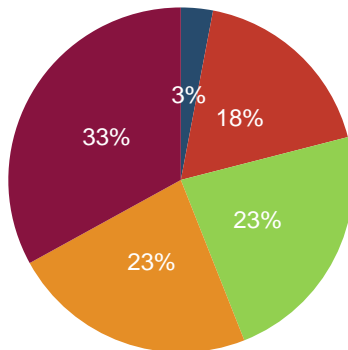
Women 52%
Men 48%

Regional Centres

Women 52%
Men 48%

State-wide

Women 51%
Men 49%

2020 age

Wangaratta

3%
18%
23%
23%
33%

Regional Centres

6%
22%
23%
19%
29%

State-wide

6%
19%
23%
19%
32%
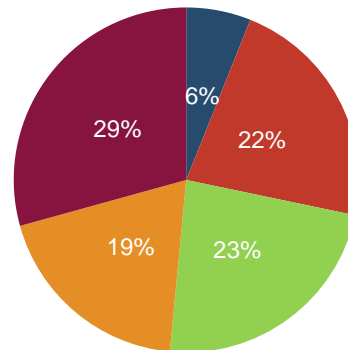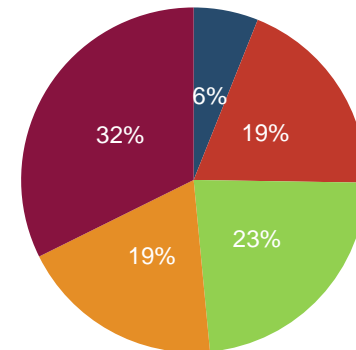
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 8
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Wangaratta Rural City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 22,600 people aged 18 years or over for Wangaratta Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Wangaratta Rural City Council	400	400	+/-4.9
Men	178	193	+/-7.3
Women	222	207	+/-6.6
Urban Area	234	239	+/-6.4
Rural Area	166	161	+/-7.6
18-34 years	38	87	+/-16.1
35-49 years	71	92	+/-11.7
50-64 years	118	90	+/-9.0
65+ years	173	131	+/-7.4

Appendix A:
Significant difference reporting notation

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

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

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

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2019.

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

Overall Performance – Index Scores
(example extract only)

State-wide	67 ▲
18-34	66
Wangaratta	60
Regional Centres	58
35-49	57
50-64	54 ▼
65+	58
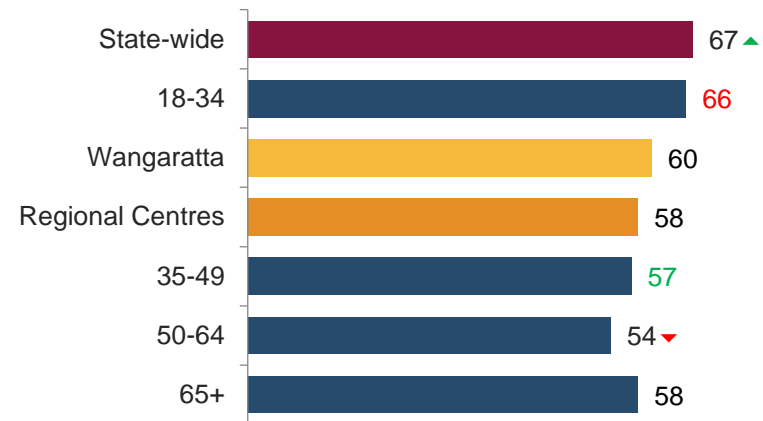
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B:
Survey methodology and sampling

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

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

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

- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 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=401 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 Wangaratta Rural City Council area.

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

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

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

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

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 vary slightly.

Council Groups

Wangaratta Rural City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

• Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Wangaratta Rural City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
2012 survey revision

The survey was revised in 2012. As a result:

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

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

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

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

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

• Overall performance last 12 months (Overall performance)

• Lobbying on behalf of community (Advocacy)

• Community consultation and engagement (Consultation)

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

• Condition of sealed local roads (Sealed local roads)

• Contact in last 12 months (Contact)

• Rating of contact (Customer service)

• Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B:
Analysis and reporting

Reporting

Every council that participated in the 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B:
Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.

Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH