2021 Local Government Community Satisfaction Survey

Wangaratta Rural City Council

Coordinated by the Department of Jobs, Precincts and Regions 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-second year, this survey provides insight into the community's views on:

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

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 22 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 22 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 66

State-wide 61

Regional Centres 60

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	
Waste management	Parking facilities
Sealed local roads	
Unsealed roads	
Compared to group average	
Waste management	Building & planning permits
Sealed local roads	Parking facilities
Bus/community dev./tourism	

Summary of core measures

Index scores

Overall performance · Consultation & engagement · Community decisions · Sealed local roads · Waste management · Customer service · Overall council direction
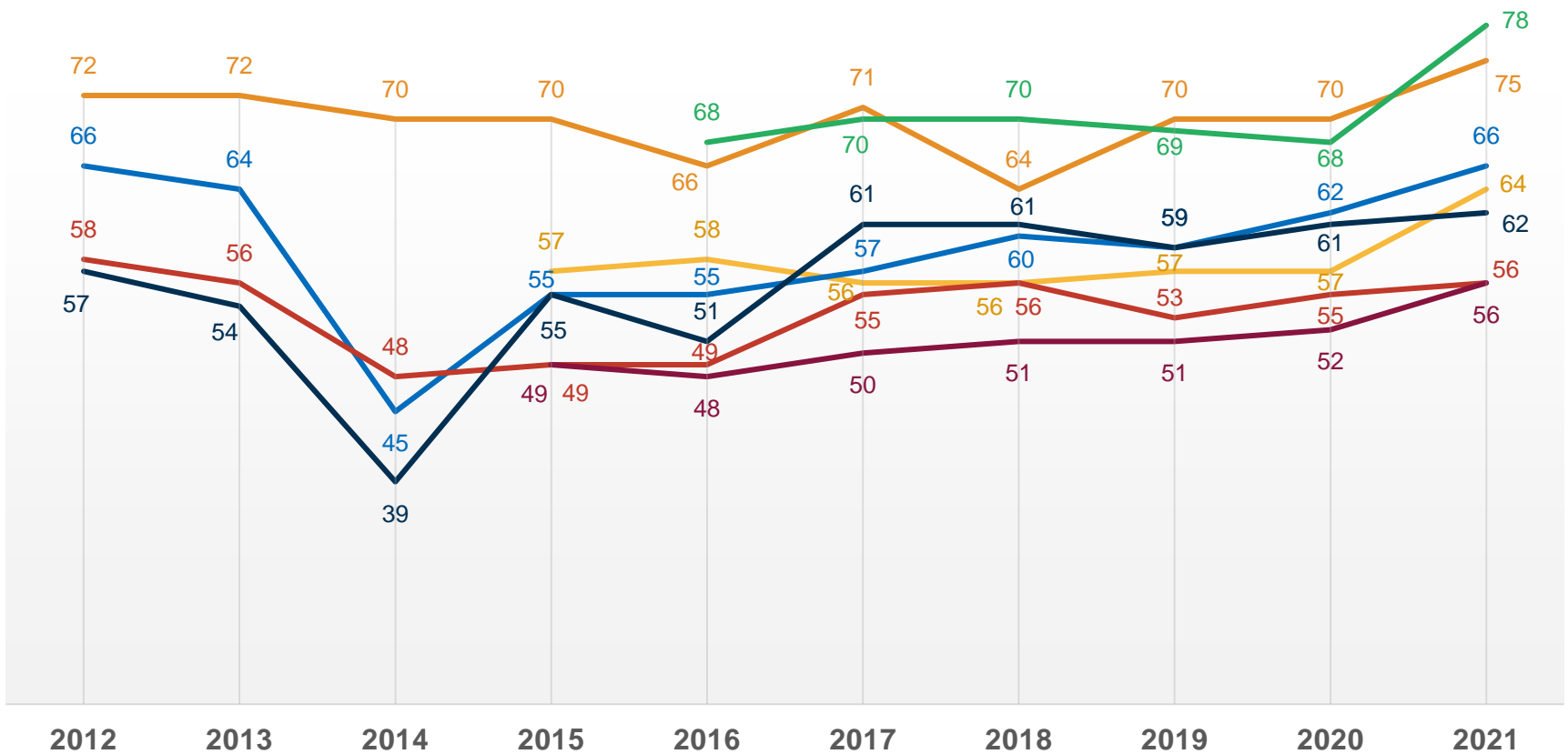
Summary of core measures

Core measures summary results (%)
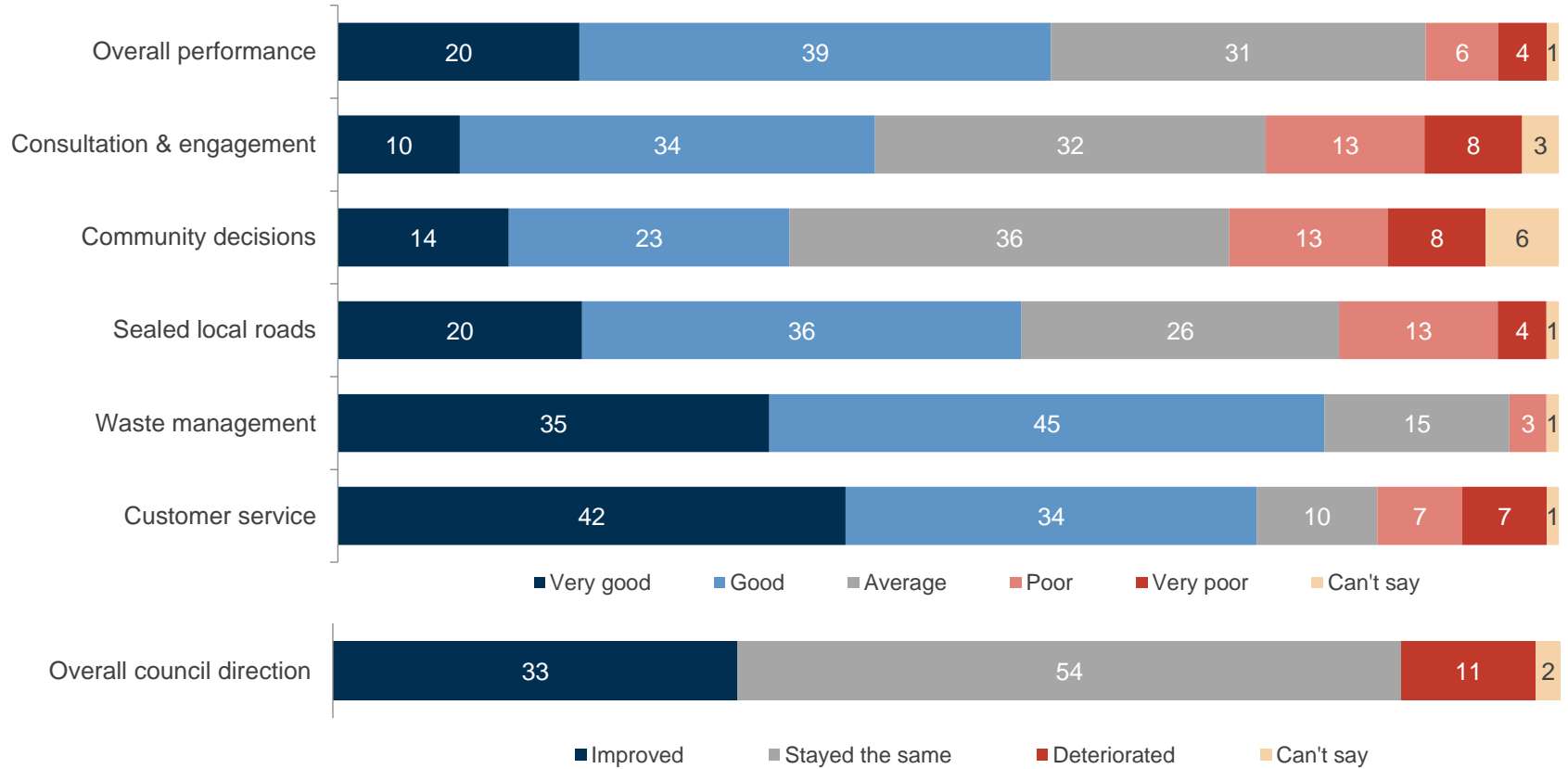
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	20	39	31	6	4	1
Consultation & engagement	10	34	32	13	8	3
Community decisions	14	23	36	13	8	6
Sealed local roads	20	36	26	13	4	1
Waste management	35	45	15	3		1
Customer service	42	34	10	7	7	1

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	33	54	11	2

Summary of Wangaratta Rural City Council performance

Services	Wangaratta 2021	Wangaratta 2020	Regional Centres 2021	State-wide 2021	Highest score	Lowest score
Overall performance	66	62	60	61	Aged 65+ years, Aged 18-34 years	Aged 50-64 years
Value for money	60	-	55	54	Aged 65+ years	Aged 50-64 years
Overall council direction	62	61	54	53	Aged 18-34 years	Aged 35-49 years
Customer service	75	70	71	70	Urban Area residents	Aged 50-64 years
Appearance of public areas	78	76	75	73	Aged 35-49 years	Aged 50-64 years, Men
Waste management	78	68	69	69	Urban Area residents, Aged 18-49 years	Aged 50-64 years
Art centres & libraries	78	78	75	73	Women	Aged 50-64 years
Recreational facilities	76	69	74	71	Aged 65+ years	Aged 35-49 years
Community & cultural	67	69	65	65	Aged 65+ years, Urban residents, Women	Rural Area residents
Bus/community dev./tourism	65	61	62	61	Women, Aged 65+ years	Aged 35-49 years

Significantly higher / lower than Wangaratta Rural City Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2021	Wangaratta 2020	Regional Centres 2021	State-wide 2021	Highest score	Lowest score
♻	Environmental sustainability	64	62	62	62	Aged 65+ years, Urban Area residents, Aged 18-34 years, Women	Aged 35-49 years
🛣	Sealed local roads	64	57	60	57	Aged 35-49 years	Aged 50-64 years
🛣	Local streets & footpaths	61	58	62	59	Aged 35-49 years	Aged 50-64 years
📢	Informing the community	61	60	59	60	Aged 18-34 years	Aged 35-64 years
🧍	Lobbying	59	54	56	55	Aged 18-34 years	Men, Aged 35-49 years
💬	Consultation & engagement	56	55	54	56	Aged 18-34 years	Aged 35-49 years
👥	Community decisions	56	52	54	56	Aged 18-34 years	Rural Area residents, Aged 35-64 years, Men
🏠	Building & planning permits	54	54	58	51	Women	Rural Area residents, Men
⛰	Unsealed roads	52	48	53	45	Aged 35-49 years, Urban Area residents	Aged 50-64 years
🅿	Parking facilities	51	47	55	58	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Wangaratta Rural City Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Wangaratta Rural City Council's overall performance continues to improve, with ratings reaching their equal highest level to date (index score of 66, last seen back in 2012). With the one exception of community and cultural activities, ratings on all individual service areas have either been maintained or increased significantly over the past year. Many areas are at peak levels of performance. This is a very positive result for Council.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance on decisions made in the interests of the community, as this is the service area that has the most influence on perceptions of overall performance and where Council has improved significantly this year. Community consultation, lobbying and parking facilities all have a moderate influence on perceptions of overall performance, but on which Council has room for improvement.

Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the Regional Centres group and State-wide averages on nearly all service areas. There are only two areas where Council is rated significantly lower than the Regional Centres group average – parking facilities and building and planning permits.

Maintain and build on gains achieved to date

Council should look to improve its performance on building and planning permits and parking facilities, in order to bring ratings up in line with the Regional Centres group average. As decisions made in the interest of the community is a key influencer of overall perceptions, Council should also endeavor to maintain or improve on this positive result.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 66 for Wangaratta Rural City Council represents a statistically significant (at the 95% confidence interval) four-point improvement on the 2020 result. This is equal with Council's highest ever overall performance rating, recorded back in 2012.

Council's overall performance is rated significantly higher than the average rating for councils in the Regional Centres group, and the State-wide average for councils (index scores of 60 and 61 respectively).

- Most demographic and geographic cohorts improved in their perceptions of overall performance in the past year.

- Ratings among residents aged 35 to 49 years and those residing in Urban Areas are significantly higher than last year.

Almost half of residents (48%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is more than double the proportion who rate Council as 'very poor' or 'poor' (18%).

- Ratings of value for money in services and infrastructure (index score of 60) are significantly higher than the Small Rural group and State-wide averages.
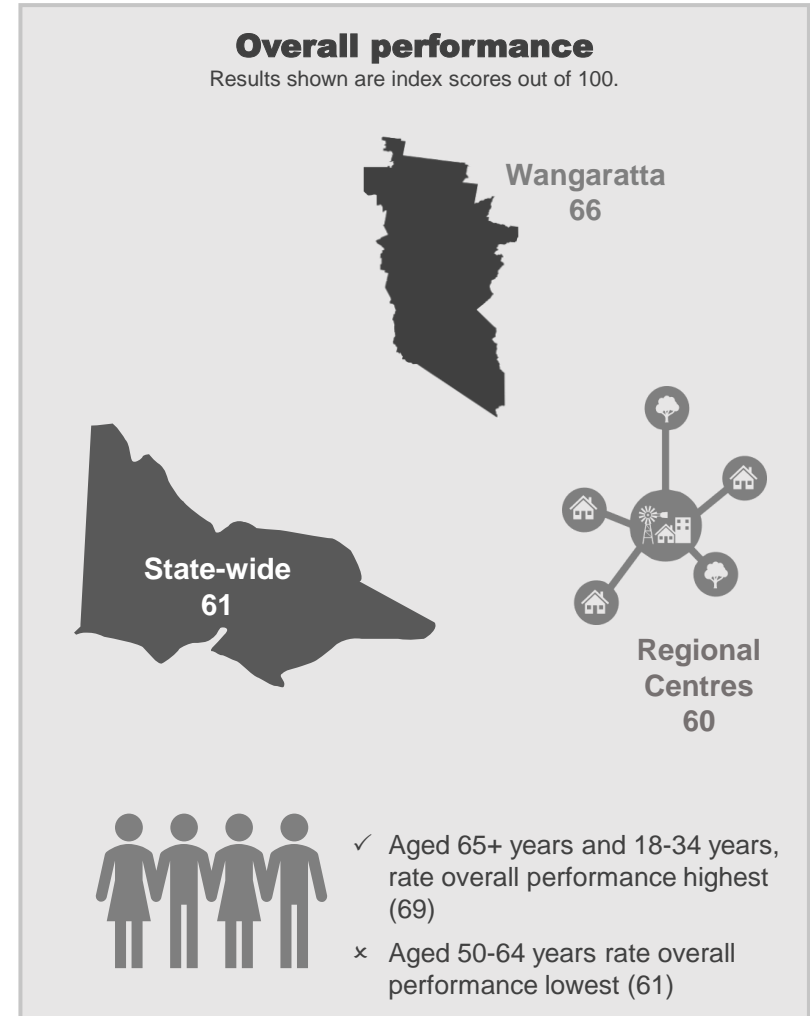
Overall performance

Results shown are index scores out of 100.

Wangaratta
66

State-wide
61

Regional Centres
60

✓ Aged 65+ years and 18-34 years, rate overall performance highest (69)

✗ Aged 50-64 years rate overall performance lowest (61)

Overall performance

2021 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	69	66	66	67	58	55	55	44	63	66
18-34	69	65	57	57	61	61	62	47	67	69
Women	68	65	57	61	58	57	57	45	65	69
Urban Area	68	63	60	61	57	56	57	n/a	n/a	n/a
Wangaratta	66	62	59	60	57	55	55	45	64	66
35-49	65	57	52	56	52	52	50	47	66	64
Men	64	60	60	58	56	53	53	46	63	63
Rural Area	64	61	57	57	56	54	52	n/a	n/a	n/a
State-wide	61 ▼	58	60	59	59	59	60	61	60	60
50-64	61	61	59	58	56	53	54	45	60	66
Regional Centres	60 ▼	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: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2021 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	20	39	31	6	4	1
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	11	39	34	10	4	2
Regional Centres	12	35	37	10	5	1
Urban Area	21	40	29	6	3	
Rural Area	17	37	34	6	5	1
Men	15	41	35	6	3	
Women	24	37	28	6	4	1
18-34	19	47	28	3	3	
35-49	19	35	36	6	4	
50-64	11	41	34	11	4	
65+	26	36	29	5	3	1

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: 66 Councils asked group: 8

Value for money in services and infrastructure

2021 value for money (index scores)
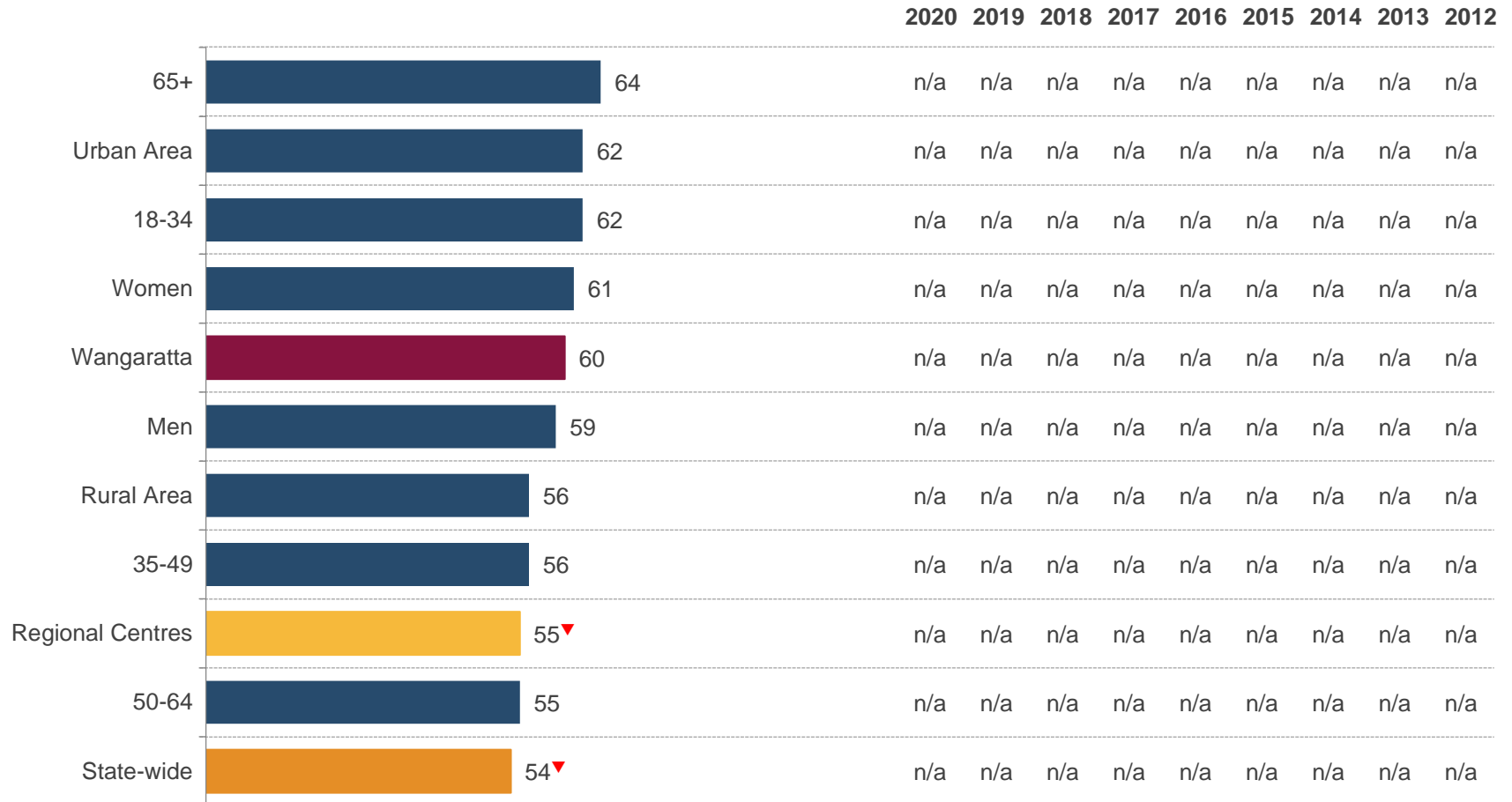
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	55▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Wangaratta Rural City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2021 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	13	35	32	15	3	1
State-wide	8	31	34	15	8	4
Regional Centres	9	32	33	15	8	3
Urban Area	16	35	33	14	2	1
Rural Area	9	37	30	18	6	1
Men	11	37	28	19	3	1
Women	14	34	35	12	3	1
18-34	13	41	31	13	3	
35-49	7	35	35	19	2	2
50-64	9	32	33	20	6	
65+	19	34	30	12	3	2

Q3b. How would you rate Wangaratta Rural City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

Top performing service areas

Appearance of public areas (index score of 78) is the area where Council performed best in 2021, improving by two index points from 2020.

- Council performs significantly higher than the State-wide and Regional Centres group averages on the appearance of public areas.

Waste management and arts centres and libraries are Council's next highest rated areas (index score of 78 for each).

- Perceptions of Council's performance on both these service areas are significantly higher than the Regional Centres group and State-wide averages.

Perceptions of Council's performance improved significantly in 2021 in the following service areas:

- Waste management (up 10 points)

- Recreational facilities (up seven points)

- Business and community development and tourism (up four points)

- Sealed local roads (up seven points)

- Lobbying (up five points)

- Community decisions (up four points)

- Unsealed roads (up four points).

Appearance of public areas (index score of 78) is the area where Council performed best in 2021, equal to its previous highest rating in 2012.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of parking facilities (index score of 51) and unsealed roads (index score of 52).

Council rates lowest – relative to its performance in other areas – on parking facilities (index score of 51, up four points).

- Council rates significantly lower than the Regional Centres group and State-wide averages for parking facilities.

- Ratings among residents aged 18 to 34 years are significantly higher than the Council average, while for those aged 50 to 64 years, ratings are significantly lower than average.

Council's next lowest rated service area is unsealed roads (index score of 52). Perceptions of Council performance here increased significantly over the past 12 months (up four points).

- On unsealed roads, Council rates in line with the Regional Centres group average, and significantly higher than the State-wide average.

- Ratings among residents aged 35 to 49 years and those in Urban Areas improved significantly on unsealed roads (with ratings among the latter cohort also significantly higher than the Council average). Ratings among residents in Rural Areas and those aged 50 to 64 years are significantly lower than the Council average.

Individual service area performance

2021 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	78	76	74	76	75	75	76	75	77	78
Waste management	78	68	69	70	70	68	n/a	n/a	n/a	n/a
Art centres & libraries	78	78	77	78	79	73	79	79	83	84
Recreational facilities	76	69	71	71	70	69	69	72	76	76
Community & cultural	67	69	66	70	72	70	72	71	74	73
Bus/community dev./tourism	65	61	58	61	59	62	63	59	68	69
Environmental sustainability	64	62	61	65	65	66	64	64	67	66
Sealed local roads	64	57	57	56	56	58	57	n/a	n/a	n/a
Local streets & footpaths	61	58	57	58	57	60	60	57	59	61
Informing the community	61	60	57	60	60	n/a	n/a	n/a	n/a	n/a
Lobbying	59	54	51	55	52	48	51	45	58	56
Consultation & engagement	56	55	53	56	55	49	49	48	56	58
Community decisions	56	52	51	51	50	48	49	n/a	n/a	n/a
Planning & building permits	54	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	52	48	48	46	46	48	50	n/a	n/a	n/a
Parking facilities	51	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: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2021 individual service area performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	38	43	15	3	1	
Waste management	35	45	15	3	1	
Art centres & libraries	32	38	15	2		12
Recreational facilities	35	38	18	4	1	3
Community & cultural	16	39	26	6	2	11
Bus/community dev./tourism	20	33	25	12	3	8
Environmental sustainability	12	40	31	6	2	10
Sealed local roads	20	36	26	13	4	1
Local streets & footpaths	17	36	24	15	6	3
Informing the community	16	33	33	9	6	3
Lobbying	13	26	26	15	4	16
Consultation & engagement	10	34	32	13	8	3
Community decisions	14	23	36	13	8	6
Planning & building permits	8	23	31	9	9	20
Unsealed roads	10	24	31	17	10	7
Parking facilities	11	27	29	16	13	3
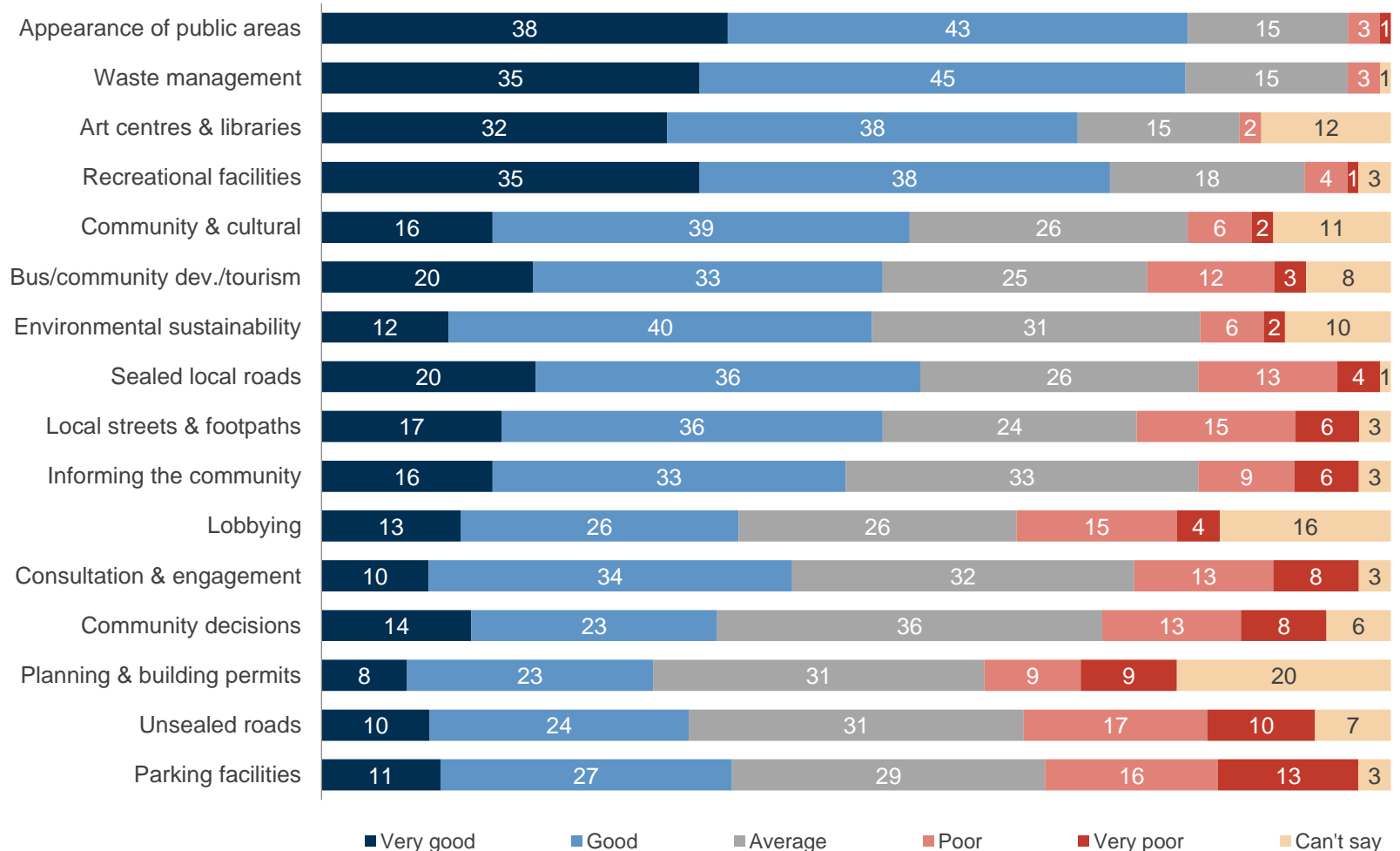
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

Individual service area importance

2021 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	82	82	81	82	80	82	n/a	n/a	n/a	n/a
Unsealed roads	81	80	78	80	77	77	81	n/a	n/a	n/a
Local streets & footpaths	77	78	78	80	76	78	77	77	79	75
Informing the community	77	79	77	76	75	n/a	n/a	n/a	n/a	n/a
Planning & building permits	75	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	74	75	75	75	70	74	72	75	76	75
Recreational facilities	74	74	72	75	72	72	74	74	75	73
Bus/community dev./tourism	74	75	74	75	74	75	76	76	75	74
Environmental sustainability	73	74	73	75	71	73	72	70	73	70
Appearance of public areas	71	74	72	73	73	75	74	75	76	71
Art centres & libraries	65	63	63	62	62	63	63	66	68	69
Community & cultural	64	64	62	62	60	63	64	64	65	64

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
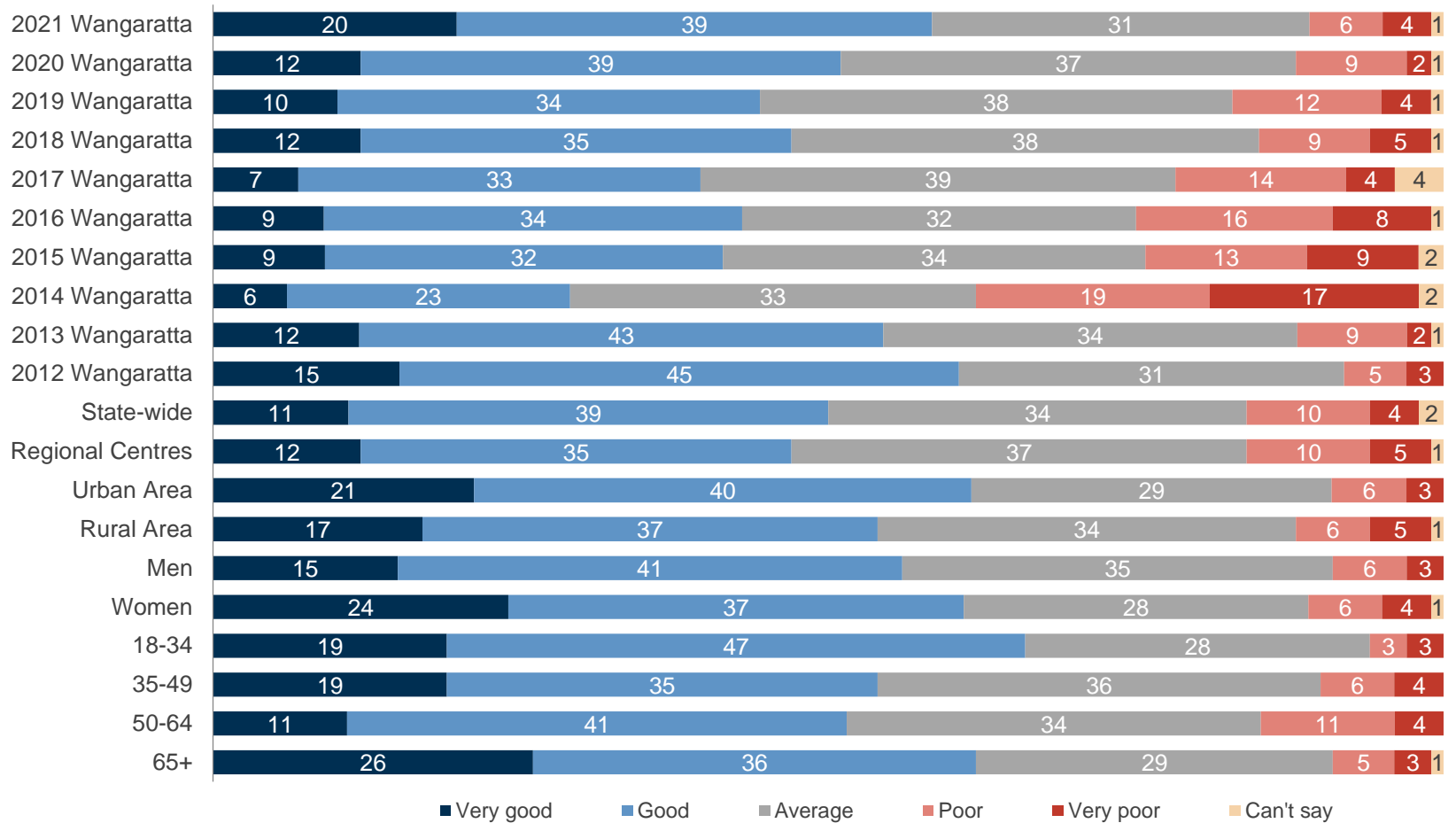*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

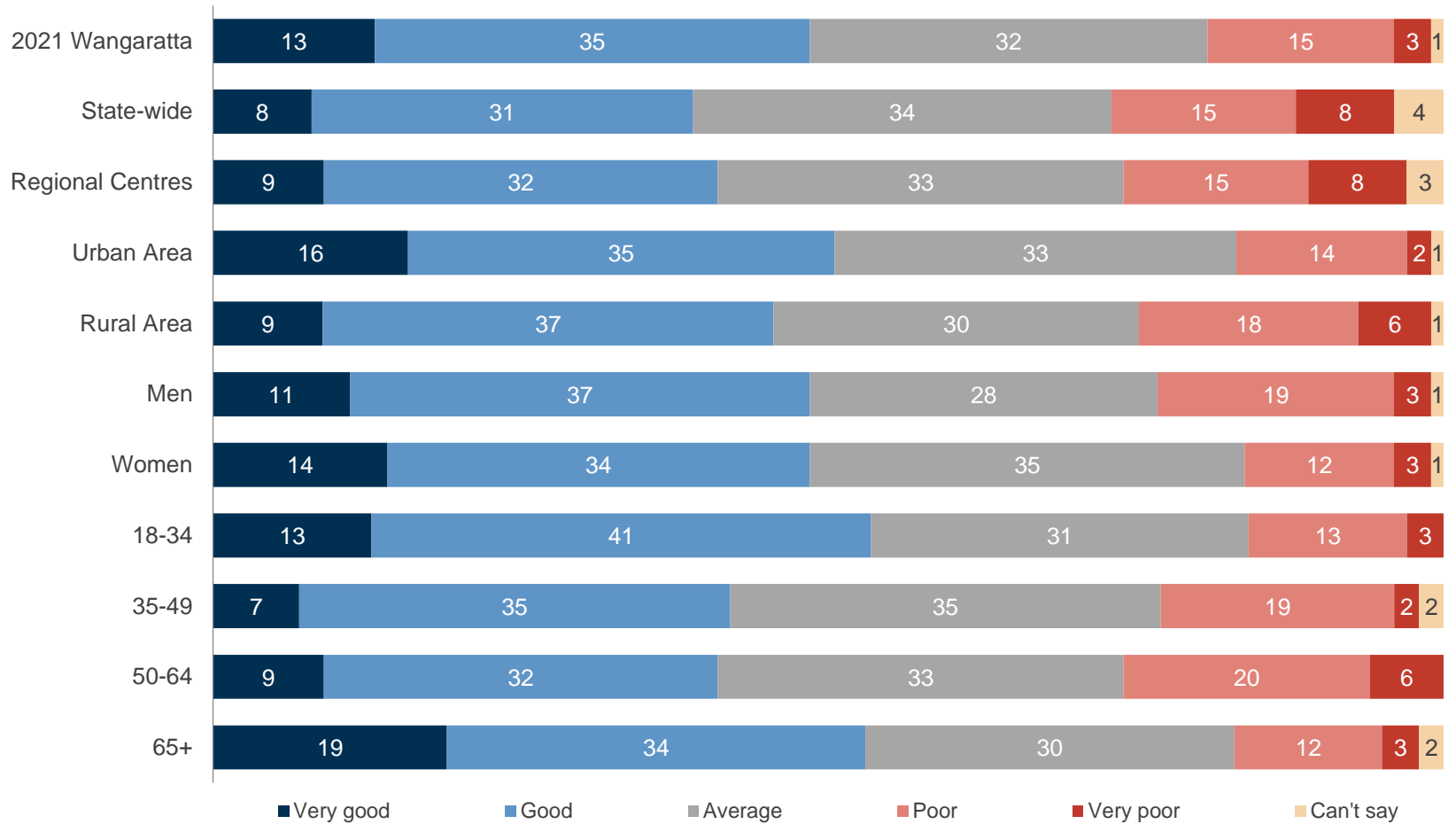**2021 individual service area importance (%)**

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	44	44	11	1		
Unsealed roads	43	39	16	1		1
Informing the community	36	42	16	4	1	
Local streets & footpaths	35	43	17	3	1	1
Parking facilities	29	44	21	5		
Recreational facilities	25	48	23	3		1
Environmental sustainability	30	41	20	6	2	1
Bus/community dev./tourism	27	43	26	3		1
Appearance of public areas	20	48	28	3		
Planning & building permits	32	35	26	3		4
Art centres & libraries	17	38	33	9	2	1
Community & cultural	14	38	39	6	2	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
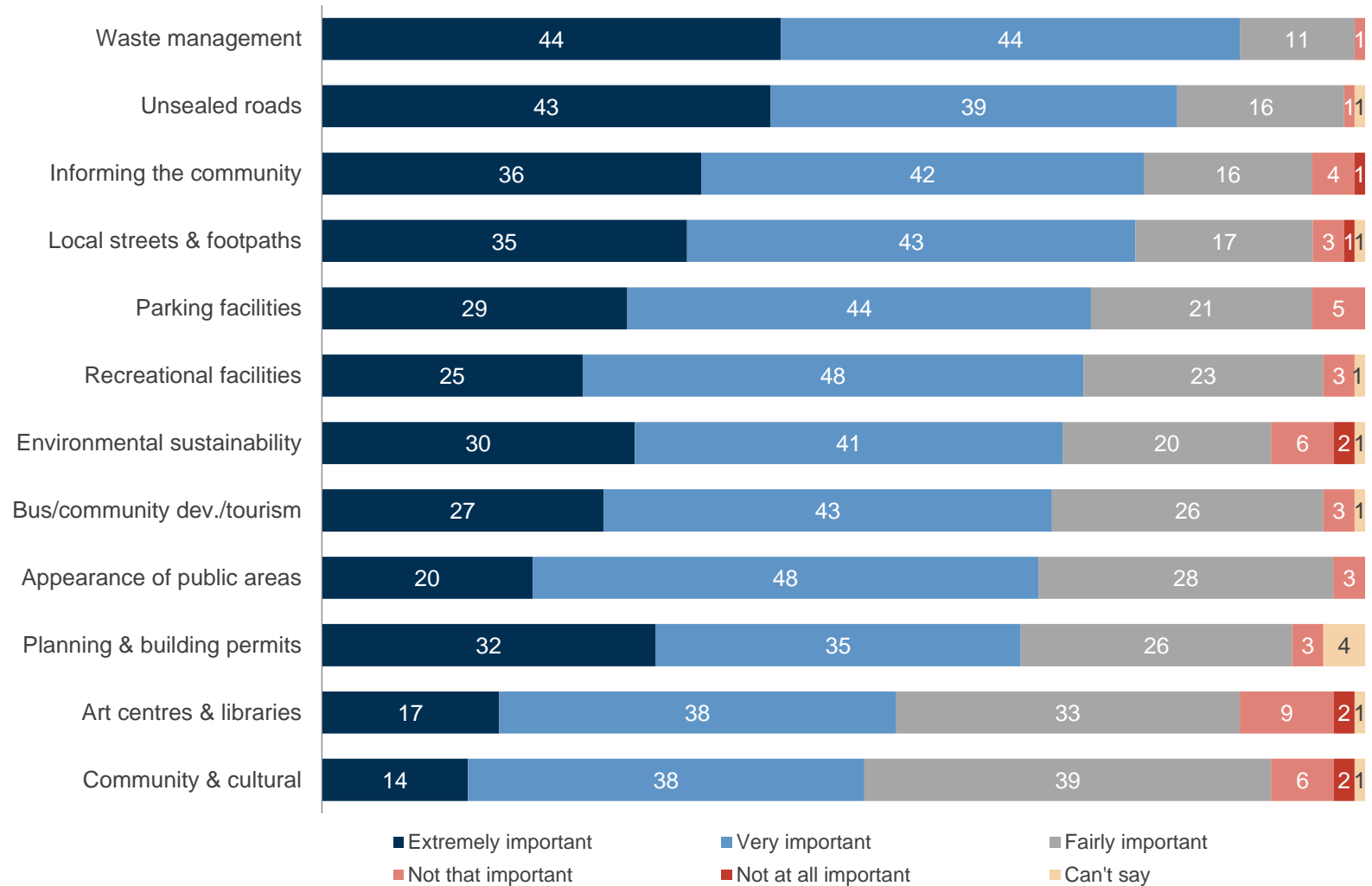
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 5

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	81	52	-29
Parking facilities	74	51	-23
Planning & building permits	75	54	-22
Informing the community	77	61	-16
Local streets & footpaths	77	61	-16
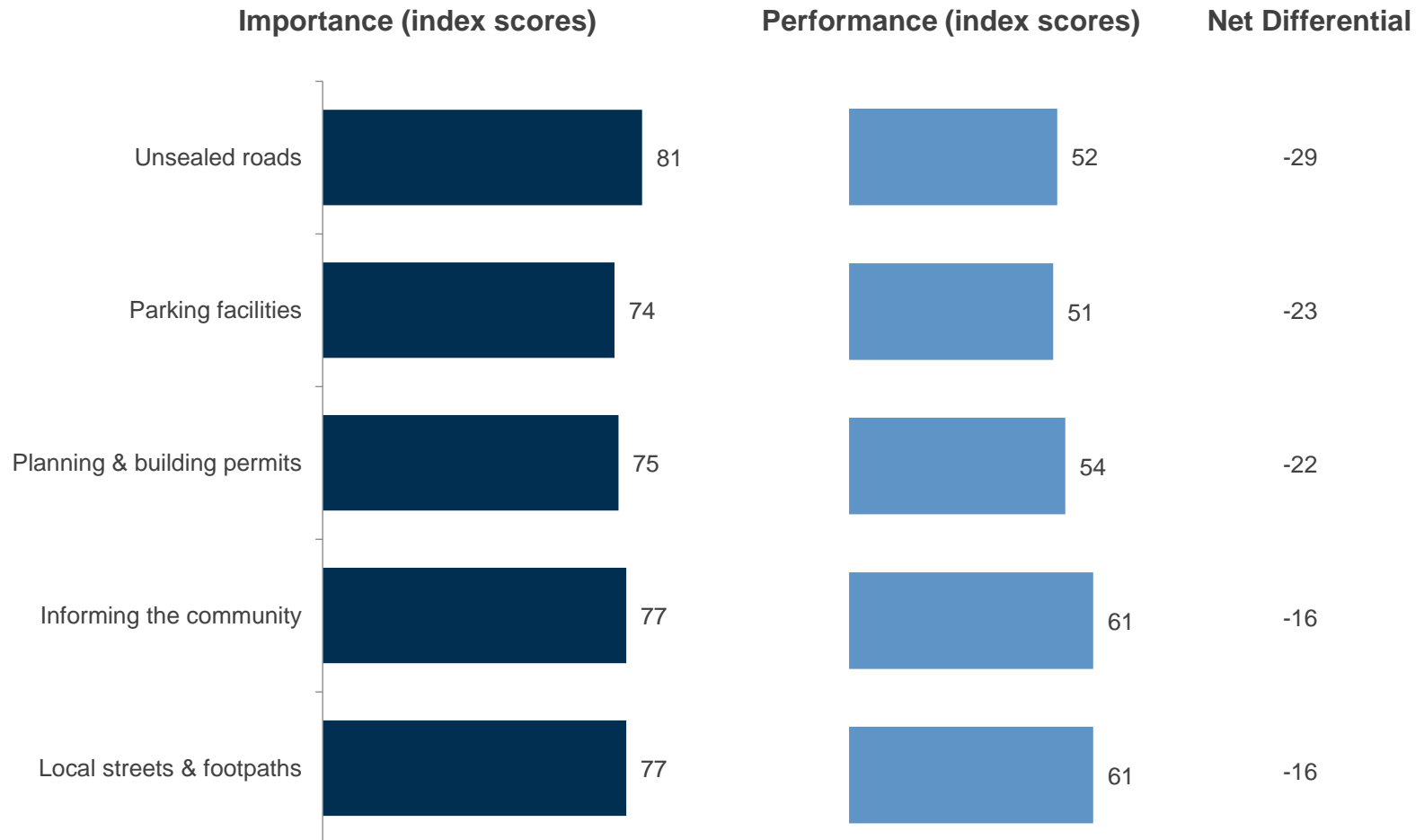
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Recreational facilities

• The appearance of public areas

• Community consultation and engagement

• The condition of sealed local roads

• Informing the community

• Lobbying on behalf of the community

• Parking facilities.

Looking at these key service areas, the appearance of public areas and recreational facilities have a very high performance index (78 and 76 respectively) and a moderate influence on the overall performance rating.

Council also performs reasonably well in the areas of sealed local roads and informing the community (performance index score of 64 and 61 respectively).

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

Council's parking facilities, community consultation and lobbying efforts have a moderate influence on overall perceptions but Council performance is less highly rated here (performance index of 51, 56 and 59 respectively).

Consulting residents on key local issues and demonstrating efforts to advocate on their behalf can help shore up positive opinion of Council. Addressing resident concerns around local parking facilities can also help improve perceptions of Council's overall performance.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

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

2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker 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

2021 regression analysis (all service areas)
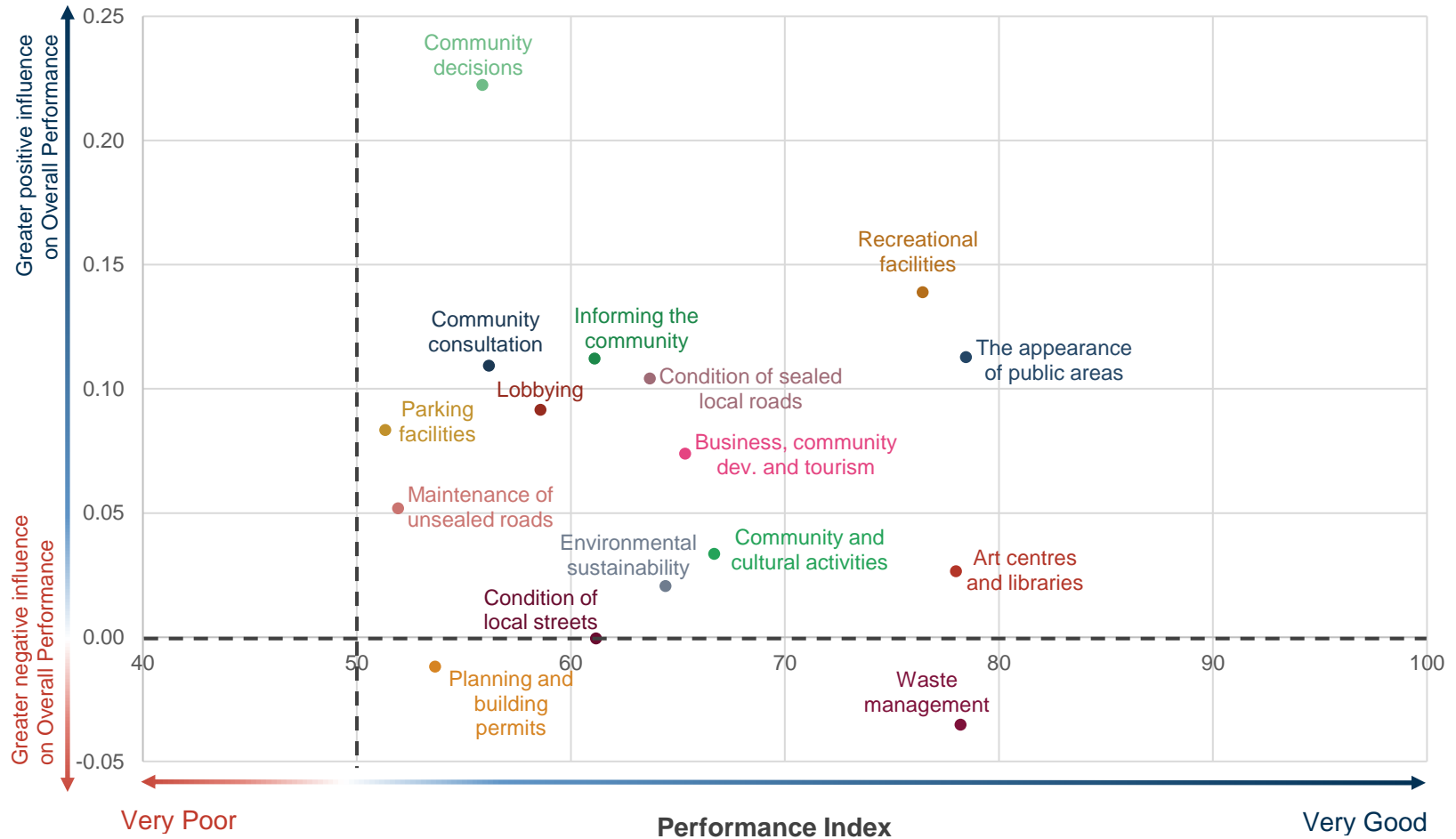
The multiple regression analysis model above (all service areas) has an R² value of 0.625 and adjusted R² value of 0.610, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 40.06. 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

2021 regression analysis (key service areas)

The scatter plot shows "Greater positive influence on Overall Performance" (top) to "Greater negative influence on Overall Performance" (bottom) on the vertical axis (scale -0.05 to 0.25), and "Performance Index" on the horizontal axis (scale 40 to 100, "Very Poor" to "Very Good").

Data points plotted:
- Community decisions (~56, 0.23)
- Community consultation (~56, 0.127)
- Lobbying (~58, 0.115)
- Parking facilities (~51, 0.098)
- Informing the community (~61, 0.118)
- Condition of sealed local roads (~64, 0.13)
- Recreational facilities (~77, 0.145)
- The appearance of public areas (~79, 0.138)

Annotation boxes:
- (green) Should remain a focus as currently performing less well here and changes will have a stronger influence on overall perceptions.
- (orange) Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.
- (navy) Key positive influences on overall rating and should remain a focus - but currently performing very well here. Improvements will have a moderate influence on overall perceptions.

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.616 and adjusted R² value of 0.608, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 78.56.

Areas for improvement

2021 areas for improvement (%)
- Top mentions only -

Area	%
Community Consultation	17
Sealed Road Maintenance	12
Communication	10
Town Planning/Permits/Red Tape	8
Financial Management	7
Recreational / Sporting Facilities	7
Footpaths/Walking Tracks	7
Rural/Regional Communities	6
Nothing	4
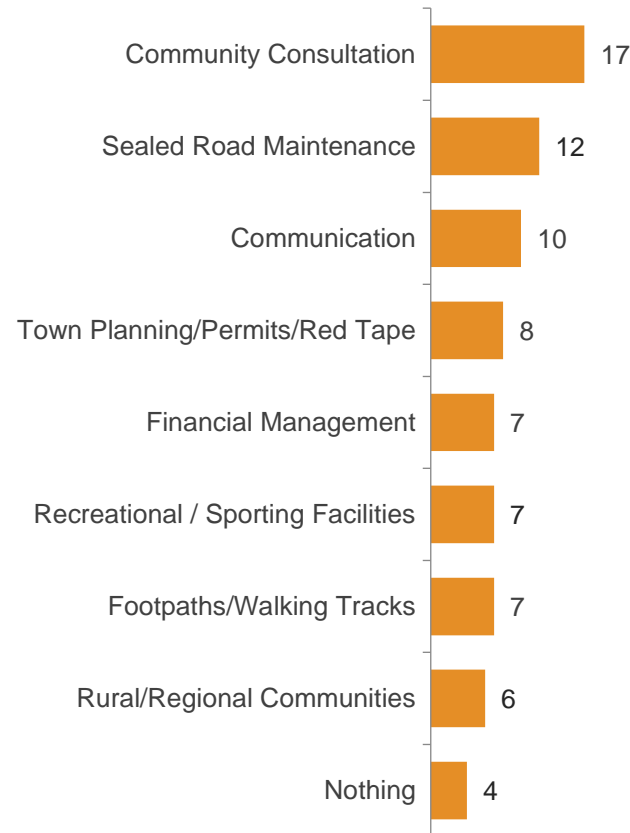
Q17. What does Wangaratta Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 45 Councils asked group: 8
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Around six in ten Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is two percentage points lower than last year and six points lower than in 2019.

- Level of contact among residents aged 35 to 49 years is significantly higher than the Council average.

Customer service

Council's customer service index of 75 is up five points on 2020. This is not a significant change, although this is now Council's highest ever customer service rating.

Customer service is rated significantly higher than the Regional Centres group and State-wide averages (index scores of 71 and 70 respectively).

Three quarters (76%) provide a positive customer service rating of 'very good' or 'good'.

- Customer service ratings increased significantly among men and residents aged 18 to 34 years this year.

- Differences across demographic and geographic cohorts are not statistically significantly different to the Council average.

Among those who have had contact with Council, 76% provide a positive customer service rating of 'very good' or 'good', including 42% who rate Council's customer service as 'very good'.

Contact with council

2021 contact with council (%)
Have had contact
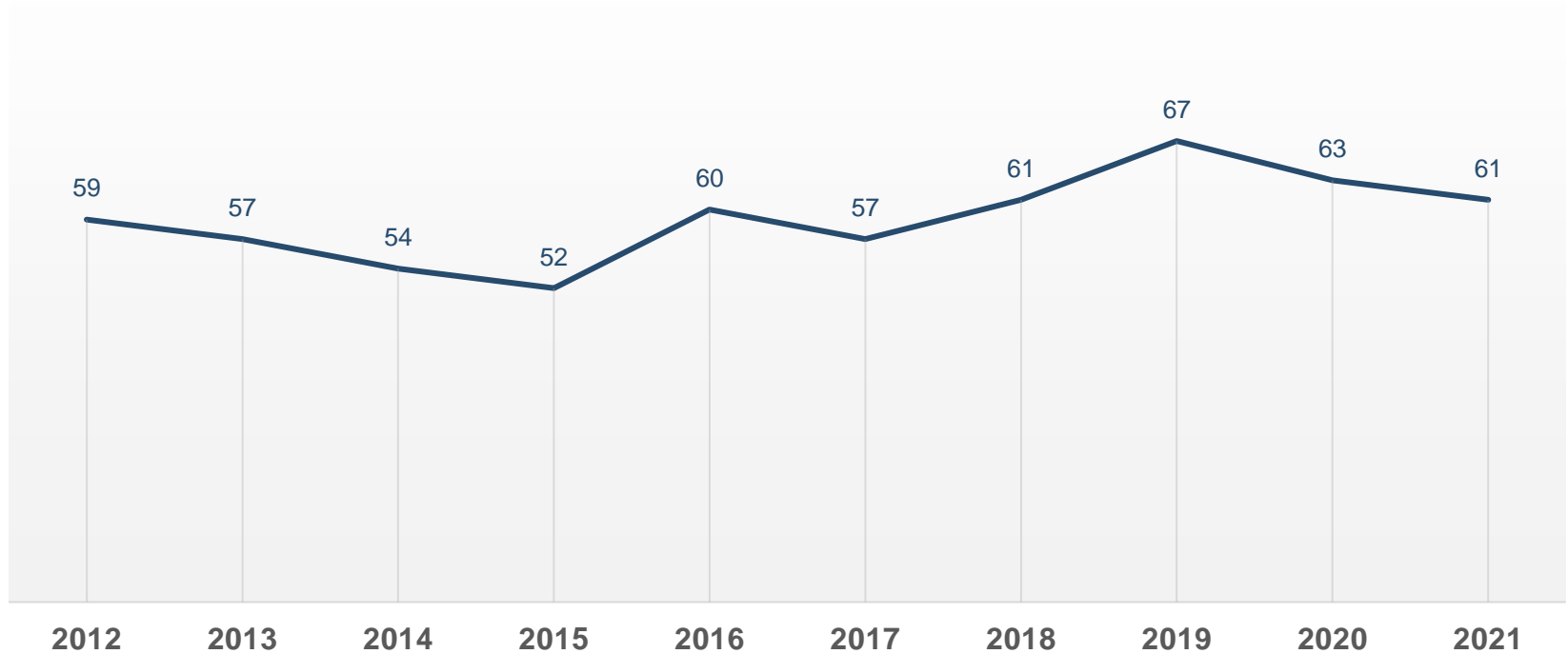
Q5. Over the last 12 months, have you or any member of your household had any contact with Wangaratta Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4

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Contact with council

2021 contact with council (%)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	79▲	70	77	72	64	73	57	62	64	72
Men	65	61	69	64	60	64	56	54	57	60
Rural Area	63	68	73	64	59	61	55	n/a	n/a	n/a
Wangaratta	61	63	67	61	57	60	52	54	57	59
State-wide	61	63	61	61	58	58	60	61	60	61
Urban Area	59	60	63	59	56	59	49	n/a	n/a	n/a
Women	57	65	65	58	54	56	48	54	56	58
18-34	57	55	56	54	47	51	42	44	46	46
50-64	57	67	74	64	60	62	58	56	59	64
Regional Centres	56	59	58	56	56	n/a	n/a	n/a	n/a	n/a
65+	54	61	60	56	56	53	49	53	56	52

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: 39 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2021 customer service rating (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Urban Area	77	71	74	68	75	66	73	n/a	n/a	n/a
65+	76	76	73	74	75	68	78	74	80	73
18-34	76	56	69	57	69	68	63	67	61	68
Women	75	74	70	68	75	69	69	74	72	74
35-49	75	72	70	61	68	65	65	66	76	73
Wangaratta	75	70	70	64	71	66	70	70	72	72
Men	74	66	71	61	67	63	70	66	71	69
Rural Area	72	69	66	59	65	66	66	n/a	n/a	n/a
Regional Centres	71▼	70	72	72	72	n/a	n/a	n/a	n/a	n/a
50-64	71	72	68	63	72	64	70	74	67	72
State-wide	70▼	70	71	70	69	69	70	72	71	71

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: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2021 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	42	34	10	7	7	1
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	32	35	17	8	6	1
Regional Centres	34	35	17	7	6	1
Urban Area	44	36	8	7	4	1
Rural Area	40	32	12	6	10	
Men	36	40	12	6	5	1
Women	49	28	8	7	8	1
18-34	50	27	6	11	6	
35-49	37	44	4	5	8	2
50-64	39	35	11	3	12	
65+	44	29	17	7	3	1

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: 66 Councils asked group: 8

Communication

Communication

The preferred forms of communication from Council are Newsletters sent via mail (28%) followed by newsletters sent via email (18%). The greatest change since 2020 has been a ten-point decline in preference for newsletters sent via mail.

- Preferred forms of communication among those aged under 50 are social media (29%), followed by council newsletters via email (18%).

- Preferred forms of communication among those aged over 50 are newsletters sent via mail (38%), followed by newsletters sent via email (18%).

Best form of communication

2021 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

Advertising in a Local Newspaper (blue): 2014: 42, 2015: 44, 2016: 39, 2017: 34, 2018: 39, 2019: 29, 2020: 38, 2021: 28

Council Newsletter as Local Paper Insert (yellow): 2014: 18, 2015: 16, 2016: 19, 2017: 22, 2018: 18, 2019: 13, 2020: 13, 2021: 11

Council Newsletter via Email (red): 2014: 15, 2015: 13, 2016: 16, 2017: 18, 2018: 19, 2019: 22, 2020: 19, 2021: 18

Council Newsletter via Mail (orange): 2014: 17, 2015: 19, 2016: 17, 2017: 12, 2018: 12, 2019: 12, 2020: 5, 2021: 16

Social Media (green): 2019: 12, 2020: 14, 2021: 16

Text Message (dark blue): 2014: 2, 2015: 1, 2016: 2, 2017: 4, 2018: 6, 2019: 5, 2020: 7, 2021: 5

Council Website (maroon): 2014: 2, 2016: 2, 2017: 3, 2018: 2, 2019: 3, 2020: 1, 2021: 1

2012 2013 2014 2015 2016 2017 2018 2019 2020 2021

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: 35 Councils asked group: 6
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2021 under 50s best form of communication (%)
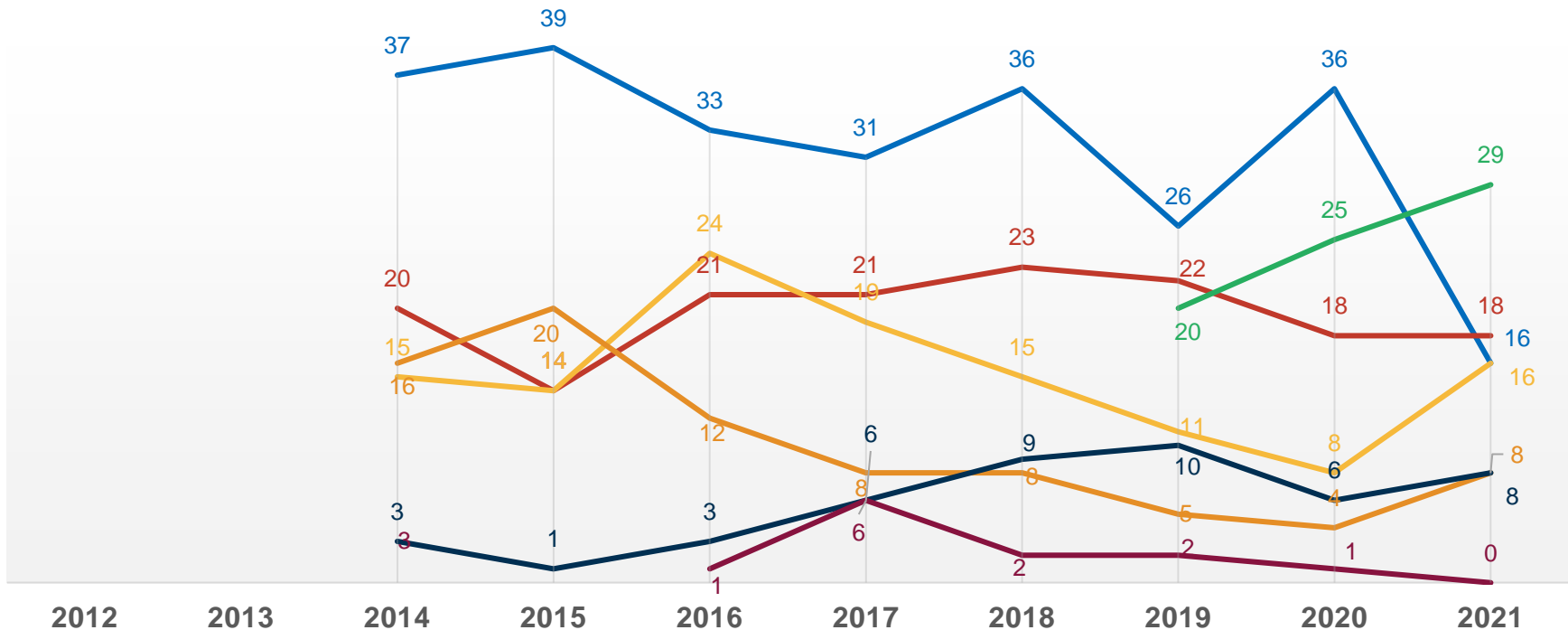
Advertising in a Local Newspaper　　**Council Newsletter via Mail**　　**Council Newsletter via Email**　　**Council Newsletter as Local Paper Insert**　　**Council Website**　　**Text Message**　　**Social Media**

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: 35 Councils asked group: 6
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2021 over 50s best form of communication (%)
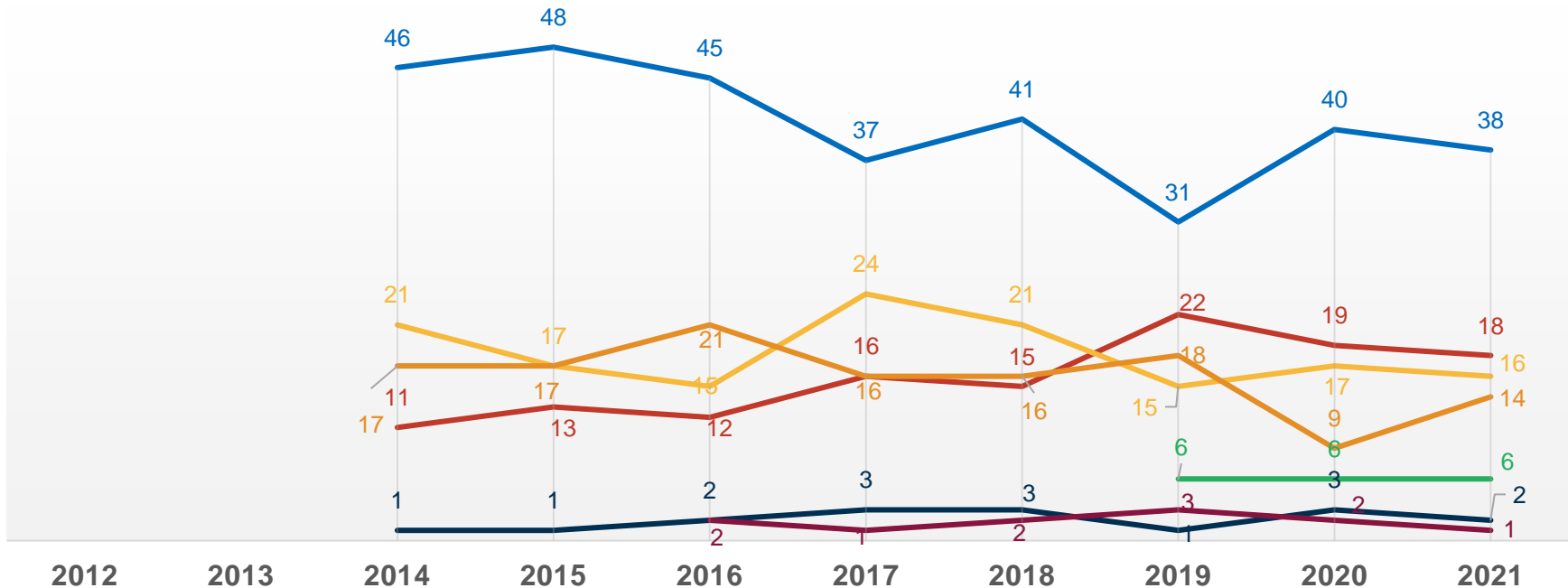
Advertising in a Local Newspaper   **Council Newsletter via Mail**   **Council Newsletter via Email**   **Council Newsletter as Local Paper Insert**   **Council Website**   **Text Message**   **Social Media**

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: 35 Councils asked group: 6
Note: 'Social Media' was included in 2019.

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Council direction

Council direction

Perceptions of Council's overall direction have increased by one point (index score of 62).

- Perceptions of Council's overall direction are significantly higher than Regional Centres group and State-wide averages (index score of 54 and 53 respectively).

Over the last 12 months, 54% believe the direction of Council's overall performance has stayed the same, up one point on 2020.

- 33% believe the direction has improved, unchanged from 2020.

- 11% believe it has deteriorated, unchanged from 2020.

- The most satisfied with Council direction are those aged 18 to 34 years and Urban Area residents.

- The least satisfied with Council direction are those aged 35 to 64 years.

More residents (54%) would prefer to see cuts in Council services to keep Council rates at the same level as they are now than would prefer to see Council rate rises to improve local services (31%).
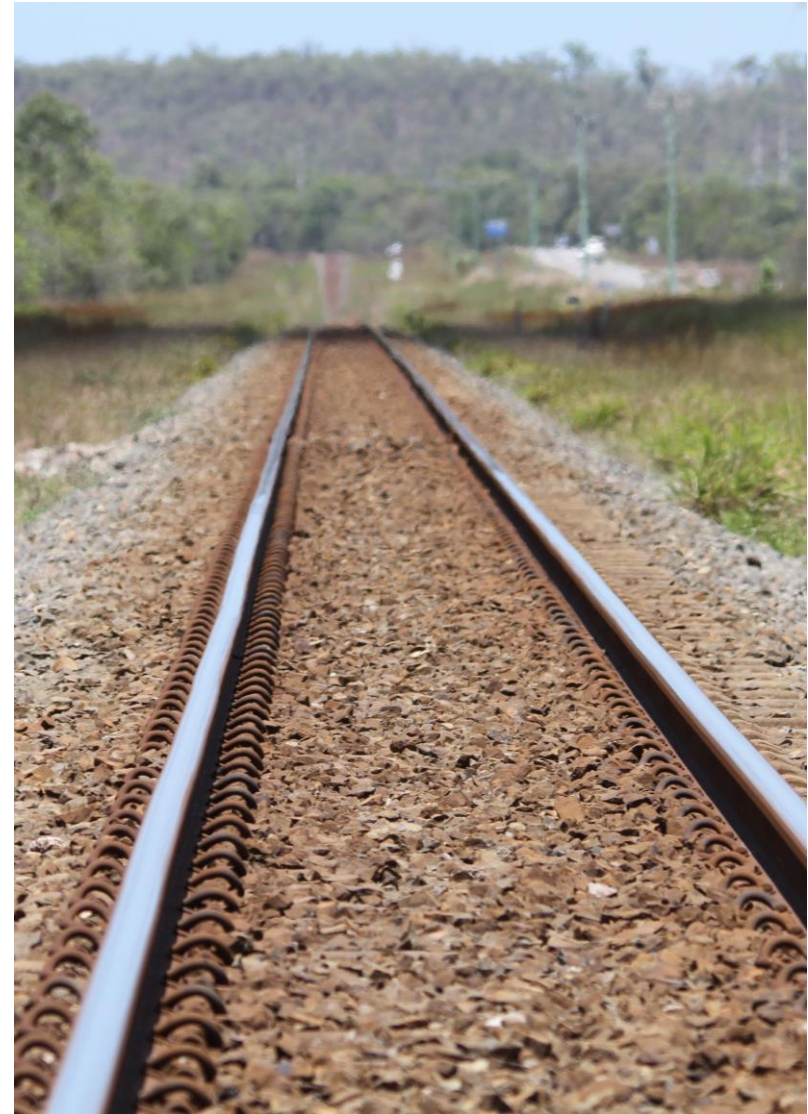
Overall council direction last 12 months

2021 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	61	62	57	58	64	63	32	55	61
Urban Area	64	63	59	59	62	51	57	n/a	n/a	n/a
65+	63	67	61	65	70	48	53	44	59	60
Men	62	60	60	59	61	50	51	40	53	56
Wangaratta	62	61	59	61	61	51	55	39	54	57
Women	61	63	58	62	61	53	59	38	55	58
Rural Area	59	59	60	63	60	52	54	n/a	n/a	n/a
50-64	58	62	59	60	61	51	53	42	50	57
35-49	58	54	56	58	55	46	53	36	53	51
Regional Centres	54 ▼	50	52	53	55	n/a	n/a	n/a	n/a	n/a
State-wide	53 ▼	51	53	52	53	51	53	53	53	52

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: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2021 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2021 Wangaratta	33	54	11	2
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	63	13	5
Regional Centres	22	59	15	5
Urban Area	36	52	9	3
Rural Area	30	55	12	2
Men	35	52	11	3
Women	32	55	10	2
18-34	44	43	10	3
35-49	28	57	13	2
50-64	23	67	7	3
65+	36	49	11	3

■ Improved　■ Stayed the same　■ Deteriorated　■ Can't say

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: 66 Councils asked group: 8

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Rates / services trade-off

2021 rates / services trade-off (%)

Category	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2021 Wangaratta	7	24	25	29	14
State-wide	8	22	23	25	22
Regional Centres	7	22	26	28	16
Urban Area	8	25	24	29	15
Rural Area	6	23	28	29	13
Men	11	23	26	26	15
Women	4	26	25	31	14
18-34	10	28	31	28	3
35-49	10	23	20	25	22
50-64	5	23	26	35	11
65+	5	23	25	28	18

Legend:
- ■ Definitely prefer rate rise
- ■ Probably prefer rate rise
- ■ Probably prefer service cuts
- ■ Definitely prefer service cuts
- ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2

Individual service areas

Community consultation and engagement performance

2021 consultation and engagement performance (index scores)

	2021 (bar)	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	58	57	53	64	57	56	53	64	64
Women	57	56	53	56	55	51	50	49	58	59
Urban Area	57	54	53	56	55	49	49	n/a	n/a	n/a
65+	56	60	57	60	55	49	48	49	53	58
Wangaratta	56	55	53	56	55	49	49	48	56	58
State-wide	56	55	56	55	55	54	56	57	57	57
Men	55	55	53	55	54	47	47	48	54	56
Rural Area	55	56	54	54	54	50	48	n/a	n/a	n/a
Regional Centres	54	51	54	55	54	n/a	n/a	n/a	n/a	n/a
50-64	54	55	50	54	53	43	48	46	54	57
35-49	53	46	49	55	48	50	46	45	54	52

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
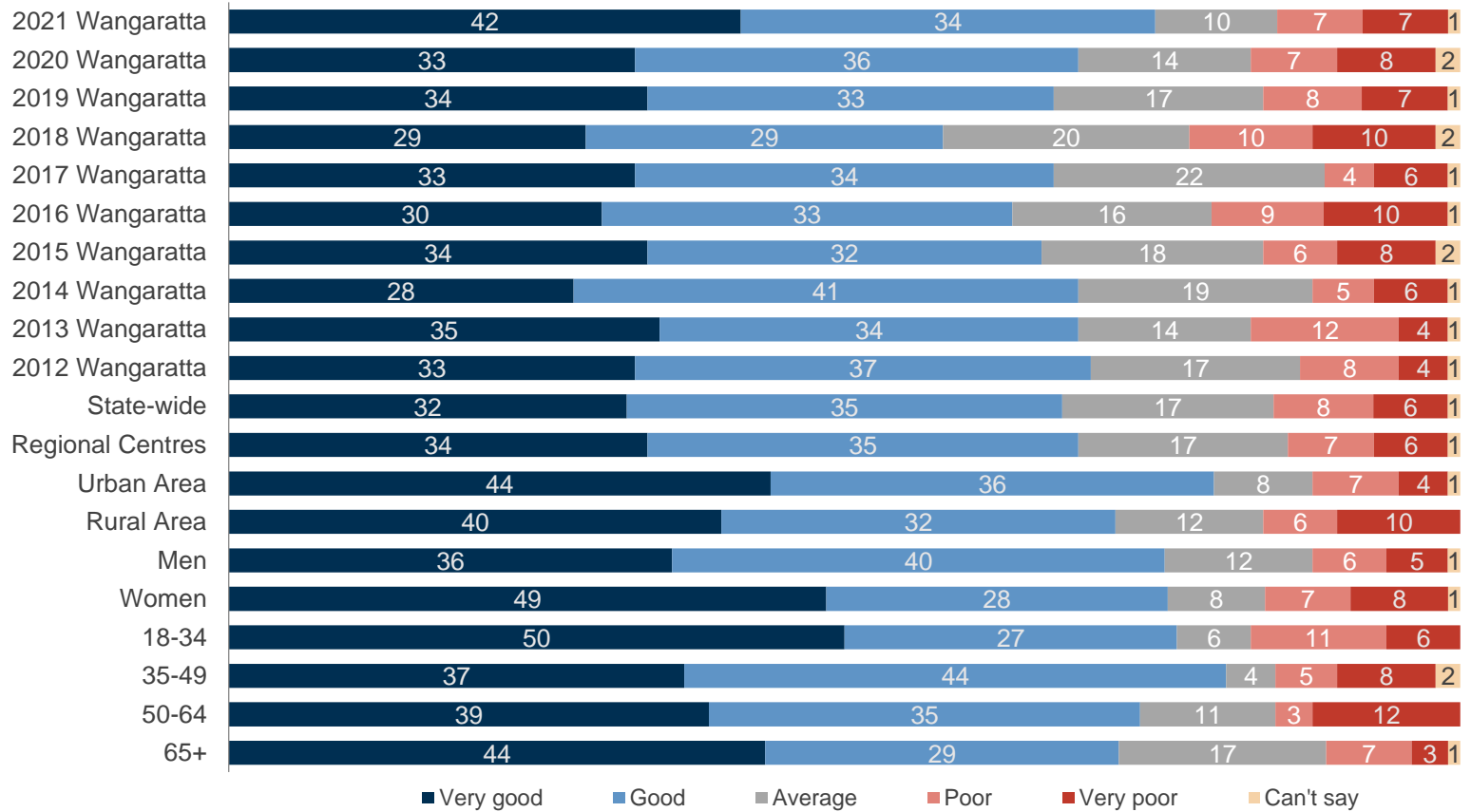*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2021 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	10	34	32	13	8	3
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	9	30	32	15	6	8
Regional Centres	8	30	34	14	8	7
Urban Area	12	34	32	12	8	2
Rural Area	7	34	33	13	9	4
Men	7	34	33	16	7	3
Women	12	33	32	10	10	3
18-34	12	38	38		6	6
35-49	5	36	35	13	10	
50-64	8	31	39	10	10	1
65+	12	32	23	18	7	8

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
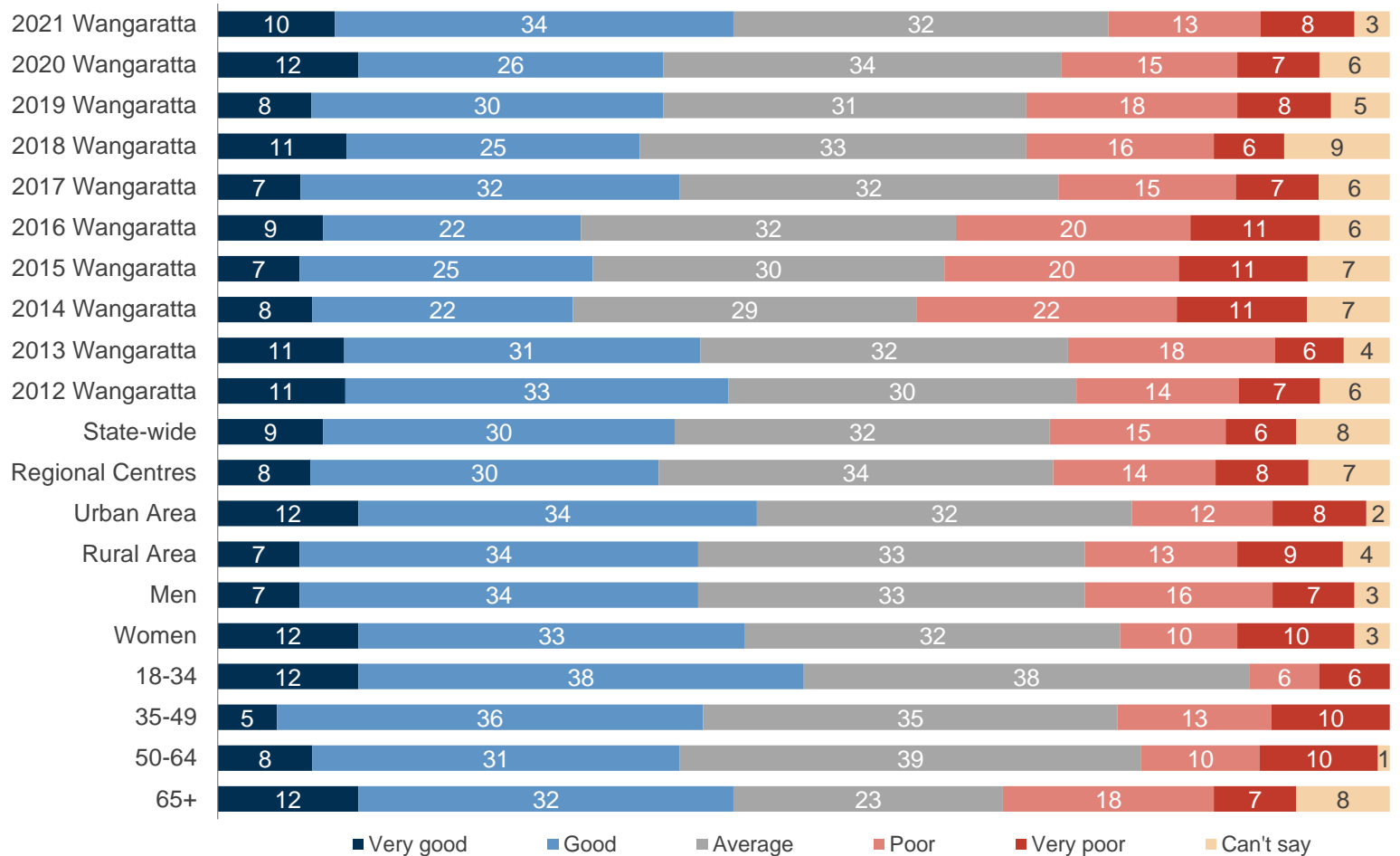
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

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Lobbying on behalf of the community performance

2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34 — 66 ▲	60	50	55	62	49	58	48	61	60
Women — 62	53	52	55	53	50	50	44	57	55
Urban Area — 59	54	50	55	52	48	53	n/a	n/a	n/a
Wangaratta — 59	54	51	55	52	48	51	45	58	56
65+ — 58	56	55	59	52	50	50	49	59	60
Rural Area — 58	52	53	54	52	49	48	n/a	n/a	n/a
Regional Centres — 56 ▼	52	54	54	54	n/a	n/a	n/a	n/a	n/a
50-64 — 56	53	52	52	49	44	49	43	55	54
35-49 — 55	45	48	52	46	49	47	40	56	52
Men — 55	54	51	55	52	46	51	46	59	57
State-wide — 55 ▼	53	54	54	54	53	55	56	55	55

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2021 lobbying performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	13	26	26	15	4	16
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	25	32	12	5	19
Regional Centres	9	27	32	13	5	14
Urban Area	15	28	26	17	4	10
Rural Area	10	24	26	13	4	23
Men	10	22	30	18	4	16
Women	15	30	22	12	4	15
18-34	28	12	19	19		22
35-49	7	31	27	17	4	14
50-64	12	26	30	15	7	10
65+	9	32	26	12	5	16

■ 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: 51 Councils asked group: 6

Decisions made in the interest of the community performance

2021 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	56	49	44	56	56	54	n/a	n/a	n/a
Women	58	54	49	52	52	49	50	n/a	n/a	n/a
Urban Area	58	52	52	50	50	47	50	n/a	n/a	n/a
65+	57	58	55	57	54	50	50	n/a	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a
Wangaratta	56	52	51	51	50	48	49	n/a	n/a	n/a
Regional Centres	54	50	52	52	52	n/a	n/a	n/a	n/a	n/a
Men	53	50	53	50	48	47	48	n/a	n/a	n/a
35-49	53	43	47	48	41	42	46	n/a	n/a	n/a
50-64	53	51	52	51	50	45	46	n/a	n/a	n/a
Rural Area	53	54	49	52	50	49	48	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: 66 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2021 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	14	23	36	13	8	6
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	8	32	32	13	6	9
Regional Centres	8	30	34	15	8	6
Urban Area	16	25	34	12	8	5
Rural Area	10	19	39	14	8	9
Men	10	22	38	15	7	7
Women	17	24	35	11	8	6
18-34	24	12	39	10	6	10
35-49	13	22	32	18	10	5
50-64	5	31	38	14	9	4
65+	13	25	37	11	7	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: 66 Councils asked group: 8

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The condition of sealed local roads in your area performance

2021 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	67	55	53	52	56	58	56	n/a	n/a	n/a
Urban Area	66	60	60	58	58	60	62	n/a	n/a	n/a
65+	66	59	65	58	62	59	59	n/a	n/a	n/a
Men	64	56	58	55	53	57	57	n/a	n/a	n/a
Wangaratta	64	57	57	56	56	58	57	n/a	n/a	n/a
Women	64	58	56	56	58	59	57	n/a	n/a	n/a
18-34	61	57	52	55	46	62	57	n/a	n/a	n/a
Rural Area	60	52	52	51	52	55	51	n/a	n/a	n/a
Regional Centres	60 ▼	55	57	54	53	n/a	n/a	n/a	n/a	n/a
50-64	59	56	55	57	56	53	56	n/a	n/a	n/a
State-wide	57 ▼	54	56	53	53	54	55	55	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
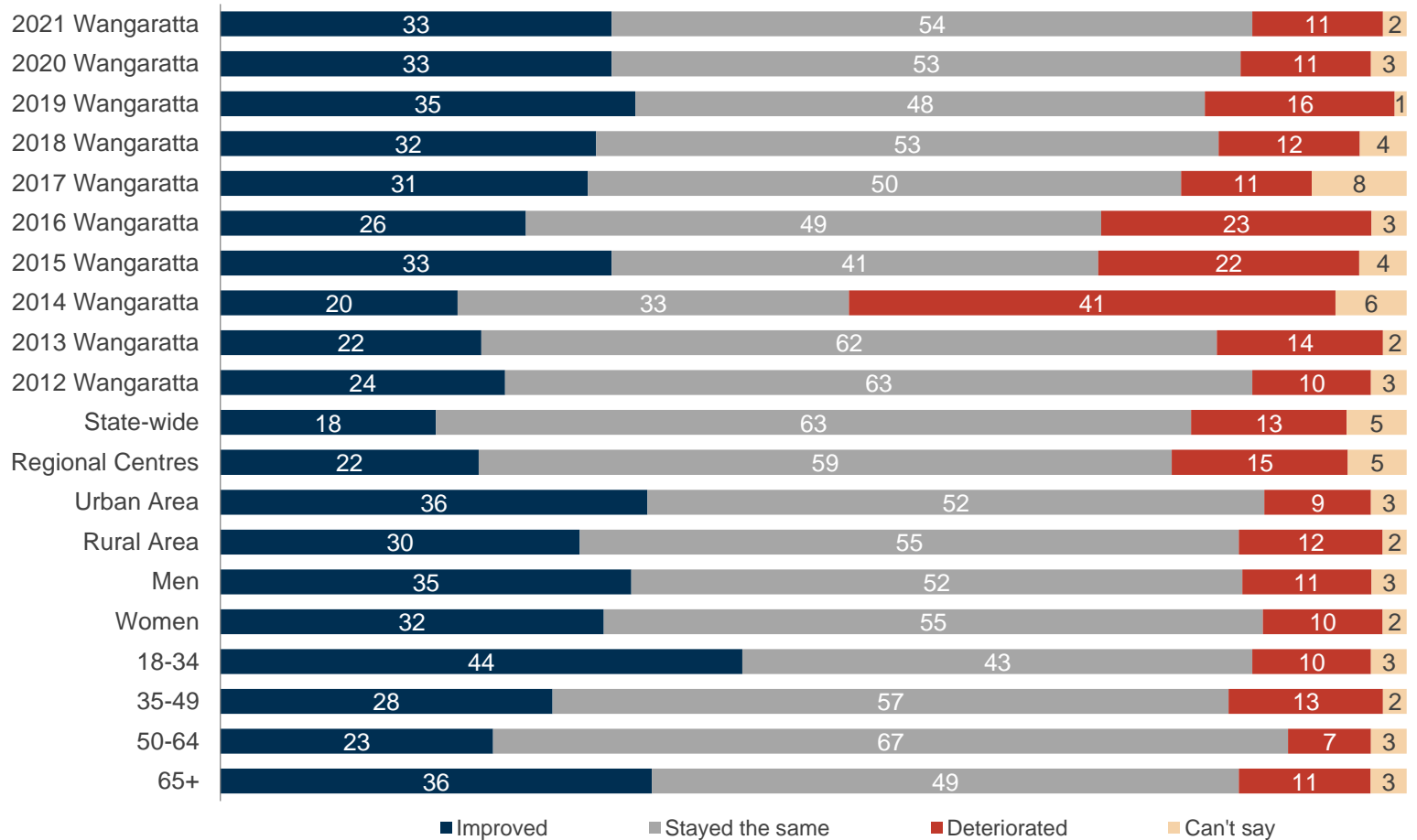*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2021 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	20	36	26	13	4	1
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	13	34	28	15	9	1
Regional Centres	15	36	27	13	8	1
Urban Area	24	34	27	11	3	
Rural Area	15	37	24	16	6	2
Men	21	35	26	13	5	1
Women	20	36	26	14	4	1
18-34	16	40	19	21	3	
35-49	30	24	33	9	4	
50-64	12	40	25	17	5	2
65+	22	37	25	9	5	2

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8

Informing the community importance

2021 informing community importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	82 ▲	81	82	78	78	n/a	n/a	n/a	n/a	n/a
50-64	81	79	80	77	79	n/a	n/a	n/a	n/a	n/a
Urban Area	79	81	77	77	73	n/a	n/a	n/a	n/a	n/a
65+	79	81	74	76	76	n/a	n/a	n/a	n/a	n/a
Regional Centres	79	77	79	77	77	n/a	n/a	n/a	n/a	n/a
35-49	79	80	78	78	79	n/a	n/a	n/a	n/a	n/a
Wangaratta	77	79	77	76	75	n/a	n/a	n/a	n/a	n/a
State-wide	77	75	75	75	74	76	75	75	75	75
Rural Area	75	77	77	75	77	n/a	n/a	n/a	n/a	n/a
Men	72 ▼	77	71	74	71	n/a	n/a	n/a	n/a	n/a
18-34	69 ▼	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: 27 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2021 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	36	42	16	4	1	
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	35	41	19	3	1	
Regional Centres	39	42	16	2	1	
Urban Area	39	42	16	2	1	1
Rural Area	33	43	15	7	2	
Men	29	43	17	8	2	
Women	43	41	15			
18-34	27	41	19	10	3	
35-49	37	45	15	3		
50-64	45	35	17	2		1
65+	37	46	13	2	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: 27 Councils asked group: 5

Informing the community performance

2021 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68 ▲	61	57	59	70	n/a	n/a	n/a	n/a	n/a
Women	62	61	55	61	59	n/a	n/a	n/a	n/a	n/a
65+	62	64	60	63	61	n/a	n/a	n/a	n/a	n/a
Urban Area	62	60	57	57	62	n/a	n/a	n/a	n/a	n/a
Wangaratta	61	60	57	60	60	n/a	n/a	n/a	n/a	n/a
State-wide	60	59	60	59	59	59	61	62	61	60
Rural Area	60	58	56	63	57	n/a	n/a	n/a	n/a	n/a
Men	60	58	59	58	62	n/a	n/a	n/a	n/a	n/a
Regional Centres	59	56	56	59	58	n/a	n/a	n/a	n/a	n/a
50-64	57	60	54	56	59	n/a	n/a	n/a	n/a	n/a
35-49	57	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: 35 Councils asked group: 5
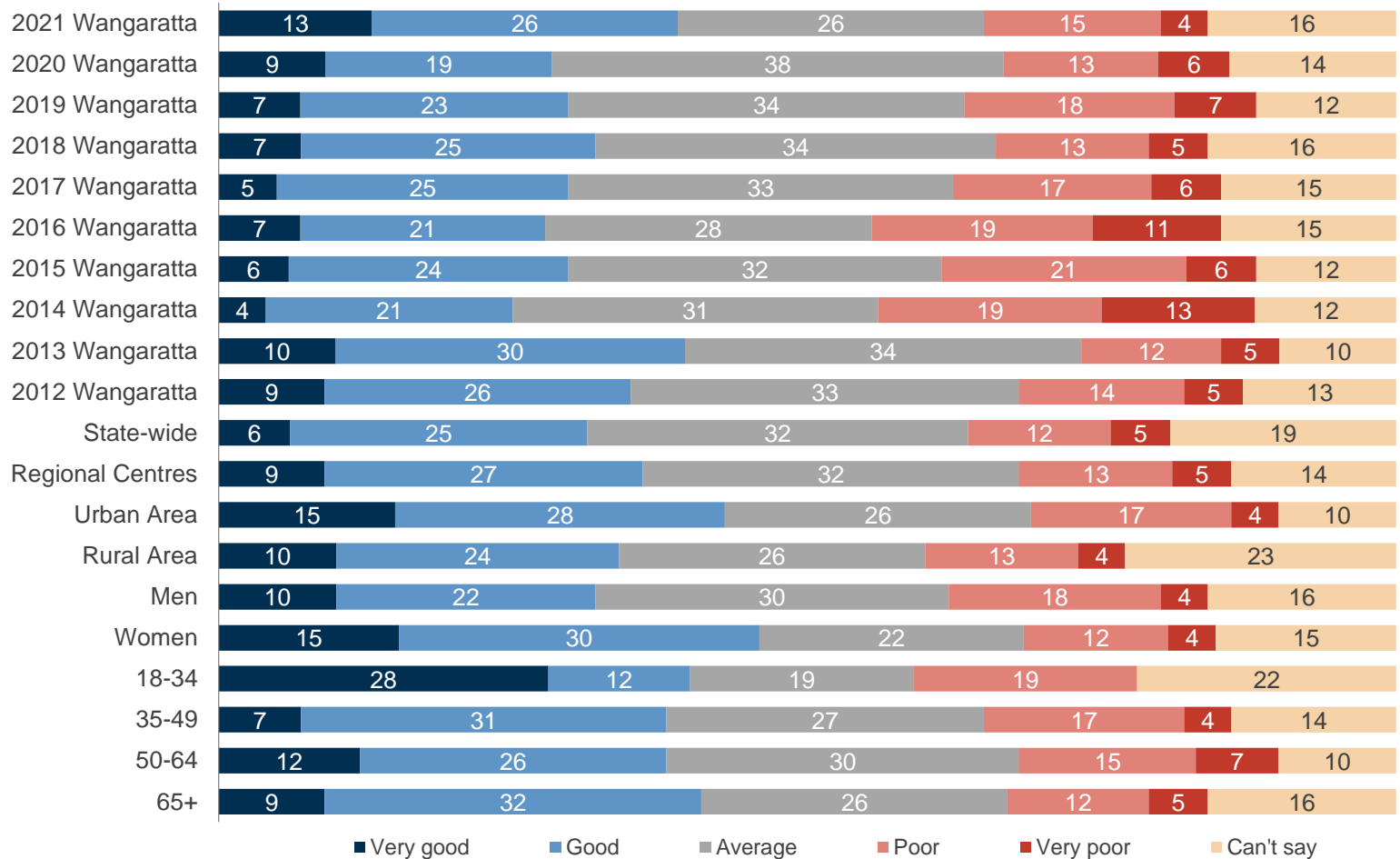*Note: Please see Appendix A for explanation of significant differences.*

Informing the community performance

2021 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	16	33	33	9	6	3
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	13	36	31	12	5	3
Regional Centres	13	34	31	13	6	2
Urban Area	18	33	31	8	7	3
Rural Area	13	33	36	10	5	3
Men	13	34	34	12	4	2
Women	19	32	31	6	8	3
18-34	25	35	28	3	6	3
35-49	11	32	36	8	9	4
50-64	11	34	36	11	7	
65+	17	32	32	12	4	4

■ 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: 35 Councils asked group: 5

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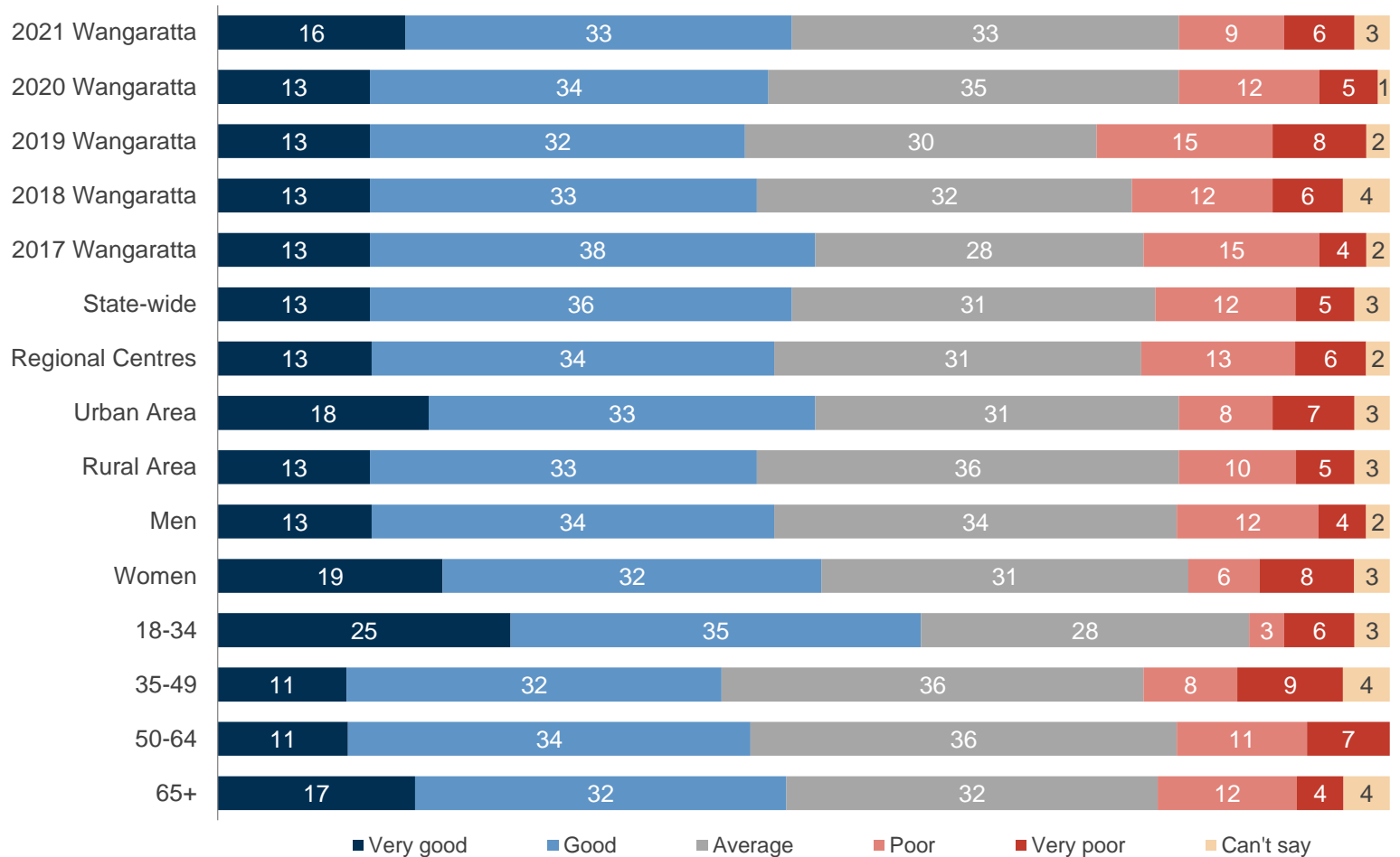
The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	84 ▲	77	77	80	77	79	76	77	78	76
Women	82 ▲	81	83	82	81	79	78	80	82	78
Urban Area	80	80	80	80	77	80	79	n/a	n/a	n/a
50-64	80	78	80	81	78	75	78	79	78	80
State-wide	79	78	77	78	77	77	77	77	78	77
Regional Centres	78	78	77	79	77	n/a	n/a	n/a	n/a	n/a
65+	78	78	77	83	77	79	77	76	80	74
Wangaratta	77	78	78	80	76	78	77	77	79	75
Rural Area	74	75	75	79	75	74	74	n/a	n/a	n/a
Men	72 ▼	75	72	77	71	76	76	74	75	73
18-34	68 ▼	79	78	75	73	77	76	76	80	71

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
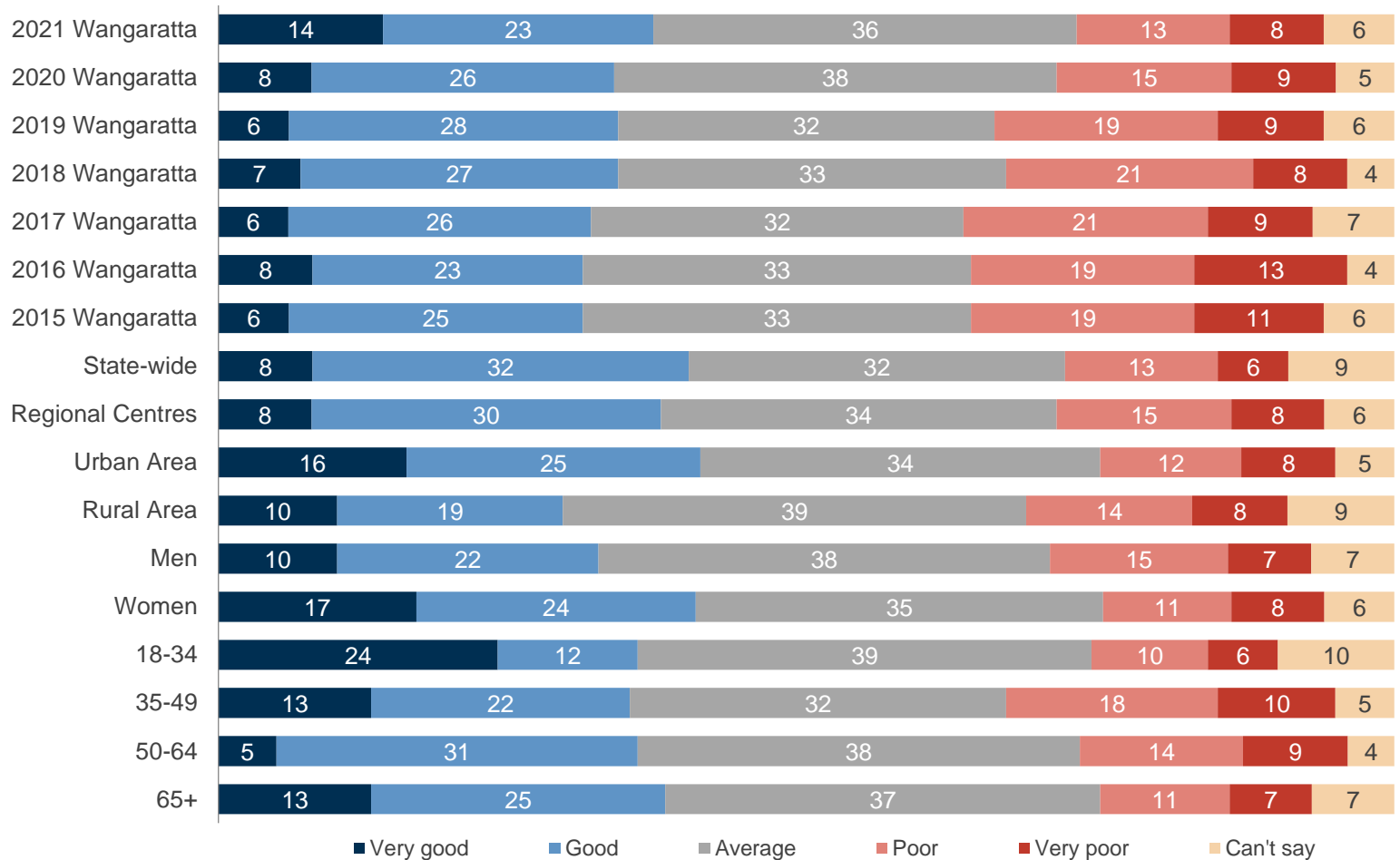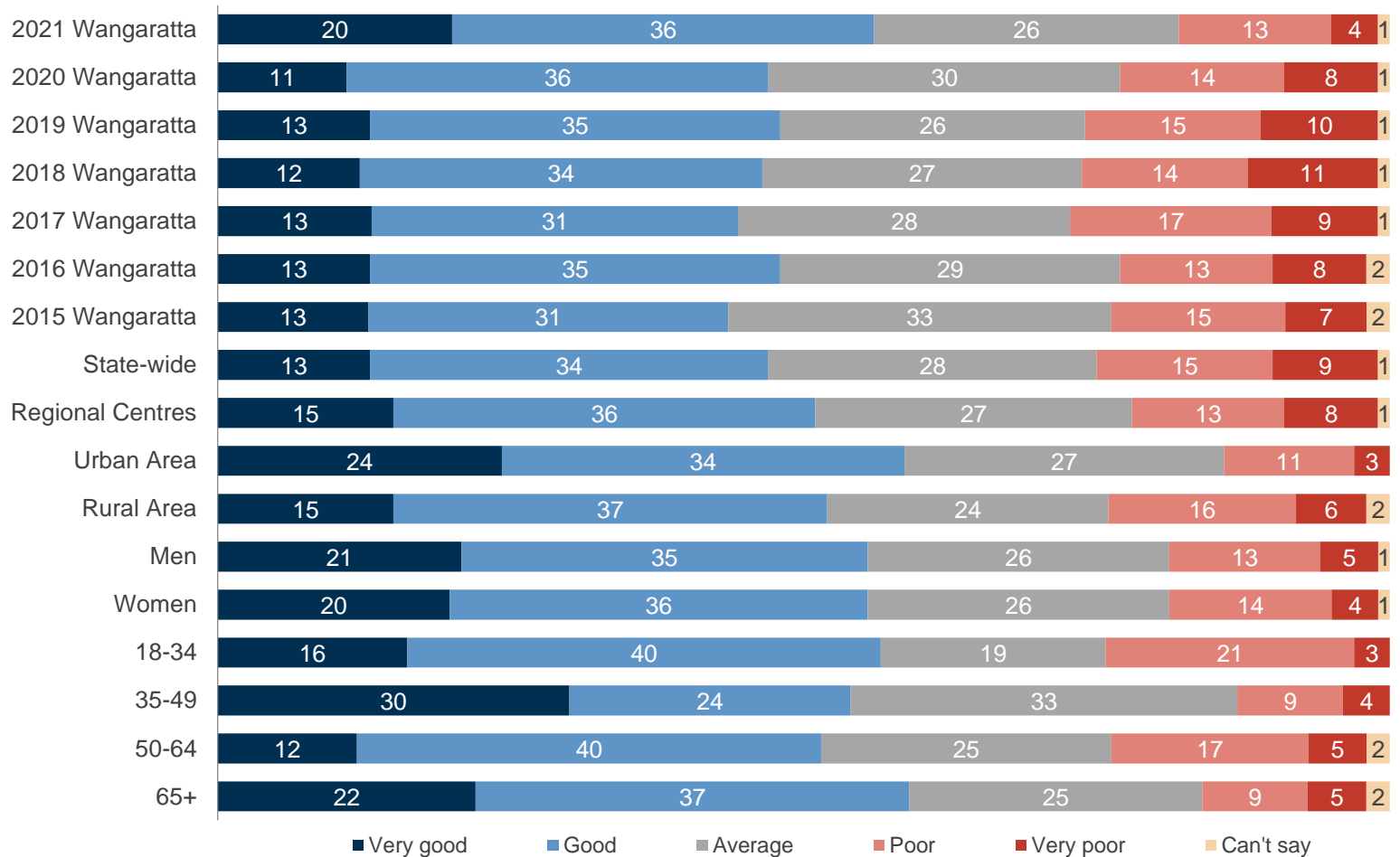*Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	35	43	17	3	1	1
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	38	42	17	2	1	1
Regional Centres	36	43	19	2		1
Urban Area	39	44	15			1
Rural Area	31	42	18	5	2	1
Men	25	48	20	5		2
Women	45	39	14	1		1
18-34	18	44	31	7		
35-49	52	32	16			
50-64	42	41	13	3		1
65+	32	51	10	2	2	2

- ■ 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: 25 Councils asked group: 5

The condition of local streets and footpaths in your area performance

2021 streets and footpaths performance (index scores)

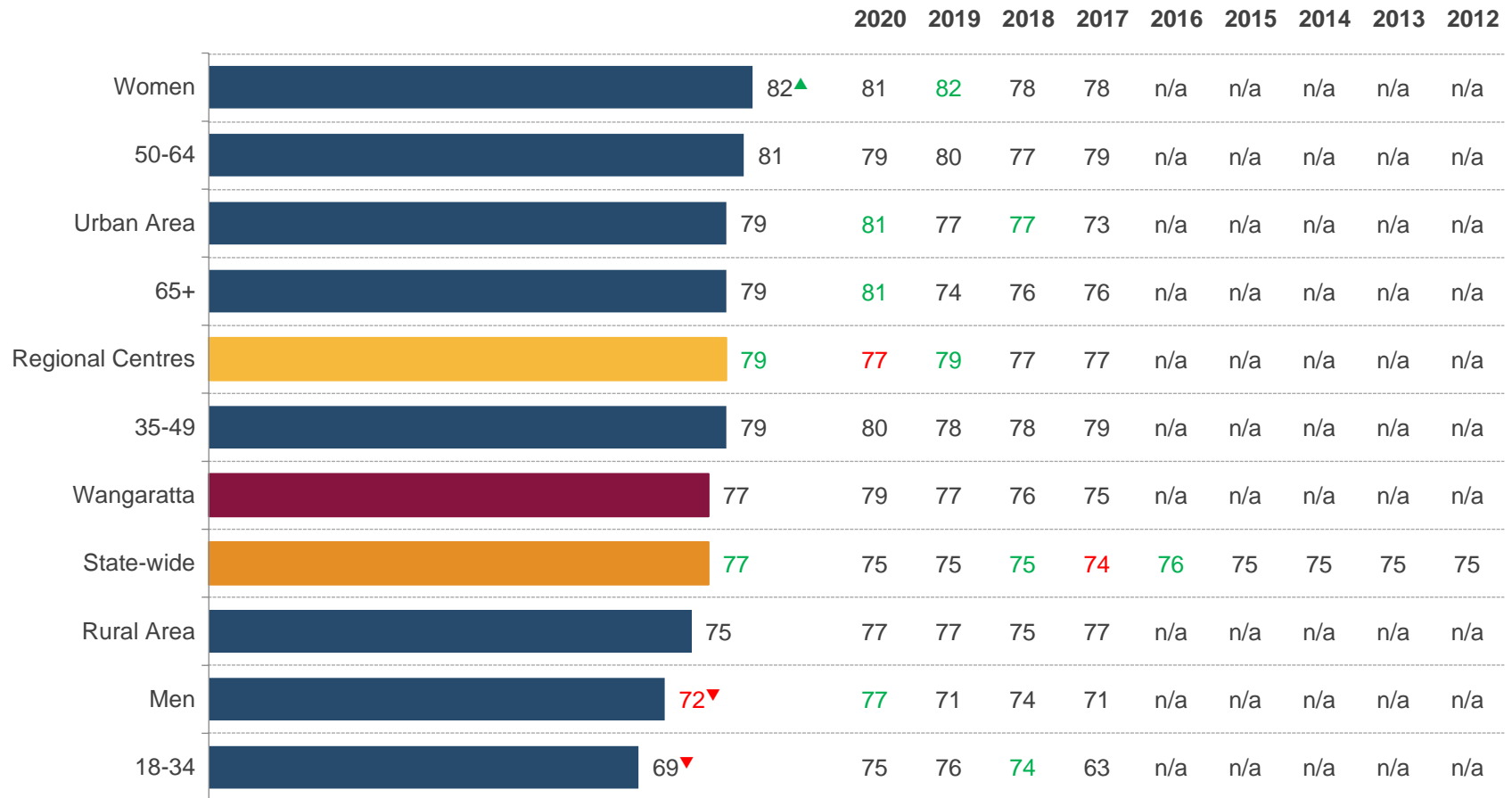|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	66	65	55	58	57	63	66	58	60	57
Urban Area	64	59	59	59	57	62	65	n/a	n/a	n/a
Men	63	60	57	60	59	60	61	57	61	60
Regional Centres	62	59	61	59	57	n/a	n/a	n/a	n/a	n/a
18-34	62	57	56	59	56	65	59	62	63	64
Wangaratta	61	58	57	58	57	60	60	57	59	61
65+	60	57	62	58	58	55	56	56	57	61
Women	60	57	57	56	55	61	59	56	56	61
State-wide	59	58	59	58	57	57	58	58	58	57
Rural Area	57	57	55	55	56	58	54	n/a	n/a	n/a
50-64	56	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: 32 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

2021 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	17	36	24	15	6	3
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	15	35	28	14	7	2
Regional Centres	17	37	26	13	5	1
Urban Area	22	34	25	13	5	1
Rural Area	11	37	22	16	8	5
Men	20	39	19	13	7	2
Women	15	33	28	16	5	3
18-34	19	34	22	25		
35-49	22	32	36	9	2	
50-64	12	40	17	17	11	3
65+	16	37	20	11	10	5

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: 32 Councils asked group: 5

Parking facilities importance

2021 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	78 ▲	78	76	78	73	77	74	78	80	74
Women	78 ▲	79	80	78	76	78	76	80	79	76
35-49	76	73	72	75	70	70	74	70	77	73
Rural Area	74	72	74	75	65	71	70	n/a	n/a	n/a
Wangaratta	74	75	75	75	70	74	72	75	76	75
Urban Area	74	76	75	74	72	75	74	n/a	n/a	n/a
50-64	74	76	74	75	72	74	74	75	72	78
Regional Centres	73	75	75	75	72	n/a	n/a	n/a	n/a	n/a
State-wide	72	71	71	71	70	70	70	70	71	71
Men	70 ▼	70	69	72	63	69	67	69	73	74
18-34	66 ▼	71	78	70	62	73	64	77	77	75

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
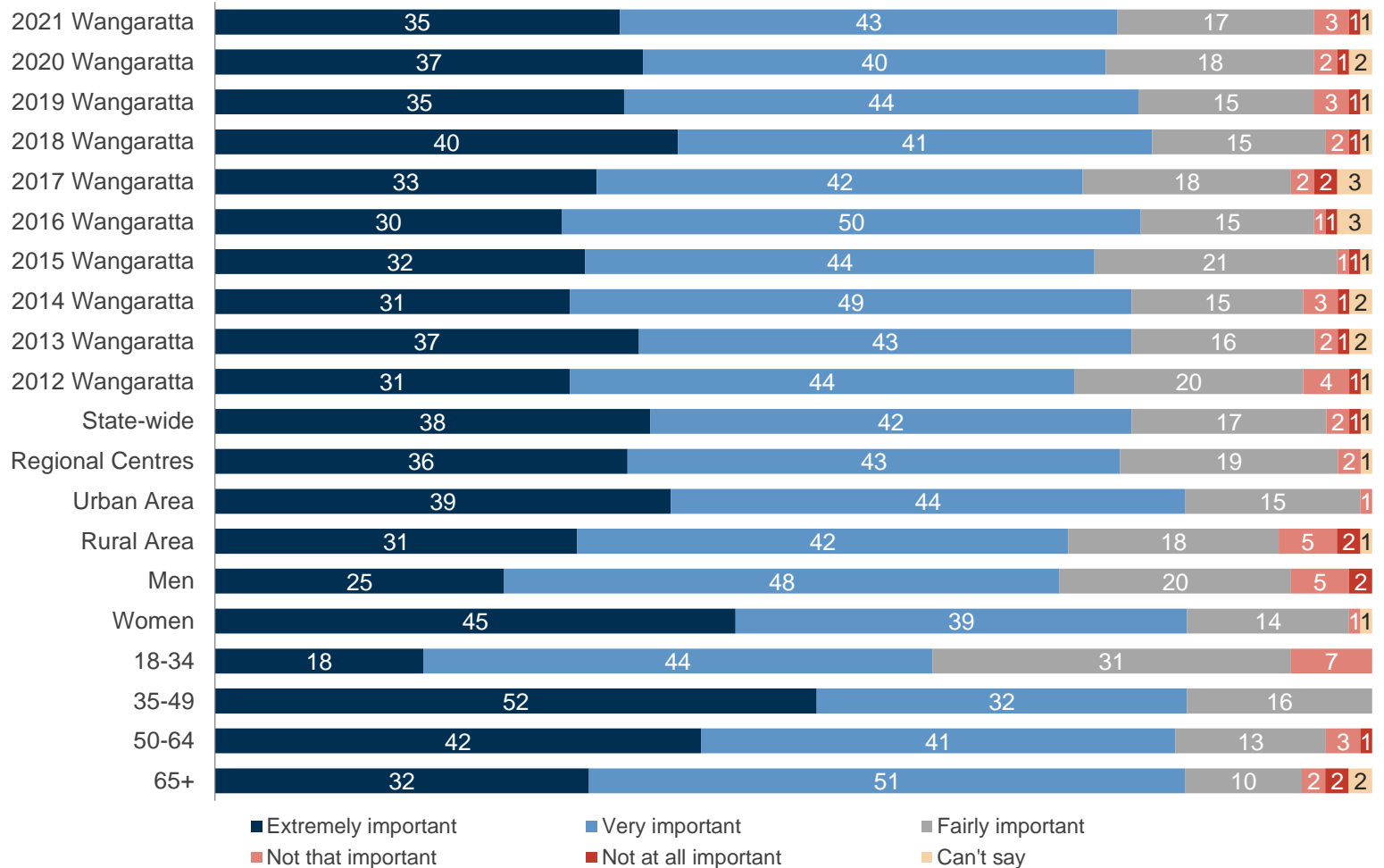*Base: All respondents. Councils asked state-wide: 15 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2021 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	29	44	21	5		
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	30	38	25	4	1	1
Urban Area	30	42	21	6		
Rural Area	28	46	21	4	1	1
Men	21	45	26	7		
Women	37	42	17	4		
18-34	15	44	28	13		
35-49	32	43	22	3		
50-64	37	28	29	5	1	
65+	31	52	13	3		1

■ 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: 15 Councils asked group: 5

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Parking facilities performance

2021 parking performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59 ▲	48	43	54	60	60	69	62	55	51
State-wide	58 ▲	55	56	56	55	56	57	57	57	56
Regional Centres	55 ▲	49	50	51	52	n/a	n/a	n/a	n/a	n/a
Urban Area	53	48	46	51	55	53	62	n/a	n/a	n/a
Men	53	49	47	57	56	52	61	54	55	49
Wangaratta	51	47	46	52	56	52	58	51	53	51
65+	51	44	48	50	55	48	54	46	52	53
35-49	51	48	45	49	58	54	55	51	52	49
Women	50	45	45	47	56	52	56	49	51	53
Rural Area	49	45	47	53	57	52	54	n/a	n/a	n/a
50-64	44 ▼	48	47	54	52	50	57	47	53	50

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
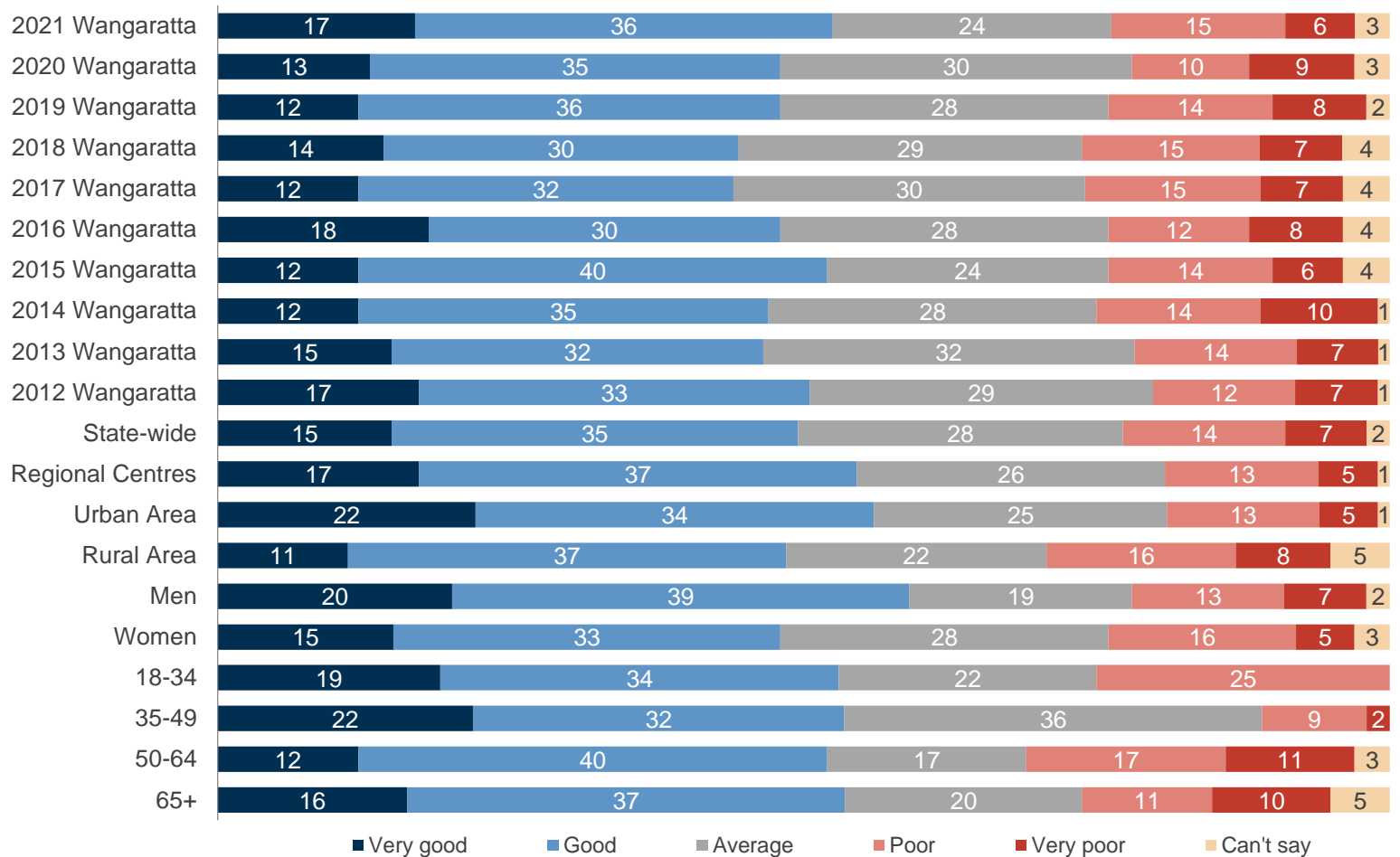*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2021 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	11	27	29	16	13	3
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	10	35	32	14	6	3
Regional Centres	11	33	31	15	9	1
Urban Area	12	28	31	16	12	1
Rural Area	9	27	27	17	15	5
Men	13	28	28	15	14	2
Women	9	27	31	18	13	3
18-34	22	28	28	9	13	
35-49	5	39	25	15	16	
50-64	5	18	37	20	15	5
65+	10	25	29	19	11	5

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: 19 Councils asked group: 5

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Recreational facilities importance

2021 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77	75	73	77	74	72	78	76	75	77
Women	75	76	75	77	75	75	76	78	78	75
Regional Centres	74	72	72	74	73	n/a	n/a	n/a	n/a	n/a
Urban Area	74	76	74	75	72	74	79	n/a	n/a	n/a
65+	74	72	69	74	72	71	72	70	74	70
Wangaratta	74	74	72	75	72	72	74	74	75	73
State-wide	74	72	72	73	72	73	72	72	72	72
Rural Area	73	72	70	73	72	68	68	n/a	n/a	n/a
Men	73	73	70	72	68	68	72	71	71	71
18-34	73	76	78	74	66	72	73	77	79	72
50-64	72	76	71	74	75	73	73	75	71	73

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
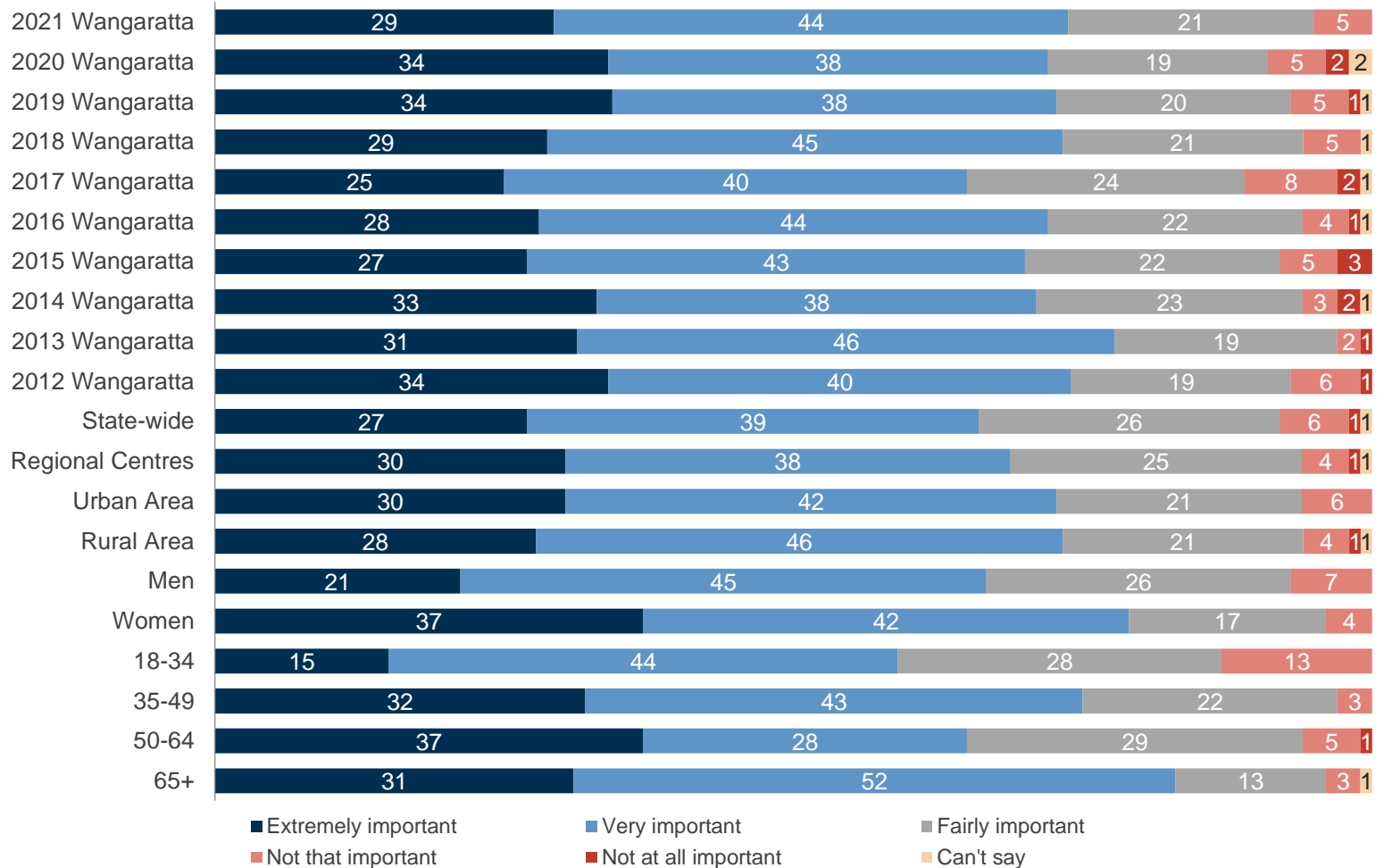*Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2021 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	25	48	23	3		1
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	26	46	24	3	1	1
Regional Centres	27	46	24	2	1	
Urban Area	26	48	21	4	1	1
Rural Area	24	47	25	3		1
Men	23	50	24	3		
Women	28	45	22	3		1
18-34	18	54	28			
35-49	37	37	22	4		
50-64	27	38	29	4		1
65+	22	55	16	4		2

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 5

Recreational facilities performance

2021 recreational facilities performance (index scores)

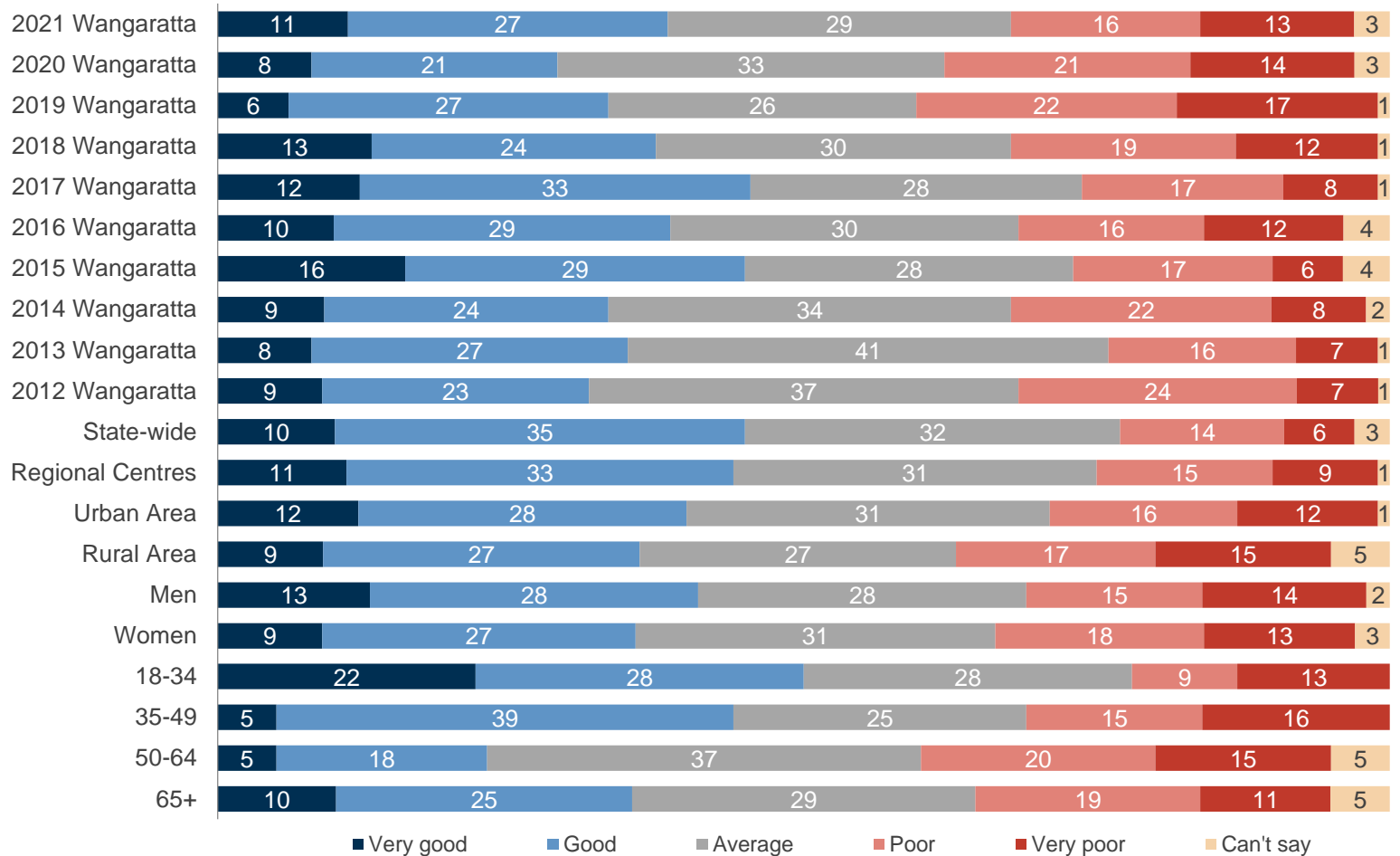|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79	76	75	75	75	69	69	77	80	81
Men	77	68	72	72	71	69	69	71	79	76
Urban Area	77	68	70	71	69	68	69	n/a	n/a	n/a
18-34	77	63	68	73	71	74	69	65	73	76
50-64	77	71	72	69	68	66	70	74	76	76
Wangaratta	76	69	71	71	70	69	69	72	76	76
Women	76	69	70	69	69	68	69	73	73	76
Rural Area	76	71	72	70	72	69	69	n/a	n/a	n/a
Regional Centres	74	70	71	70	69	n/a	n/a	n/a	n/a	n/a
35-49	72	63	67	64	65	66	69	71	74	71
State-wide	71 ▼	70	70	69	70	69	70	71	70	70

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
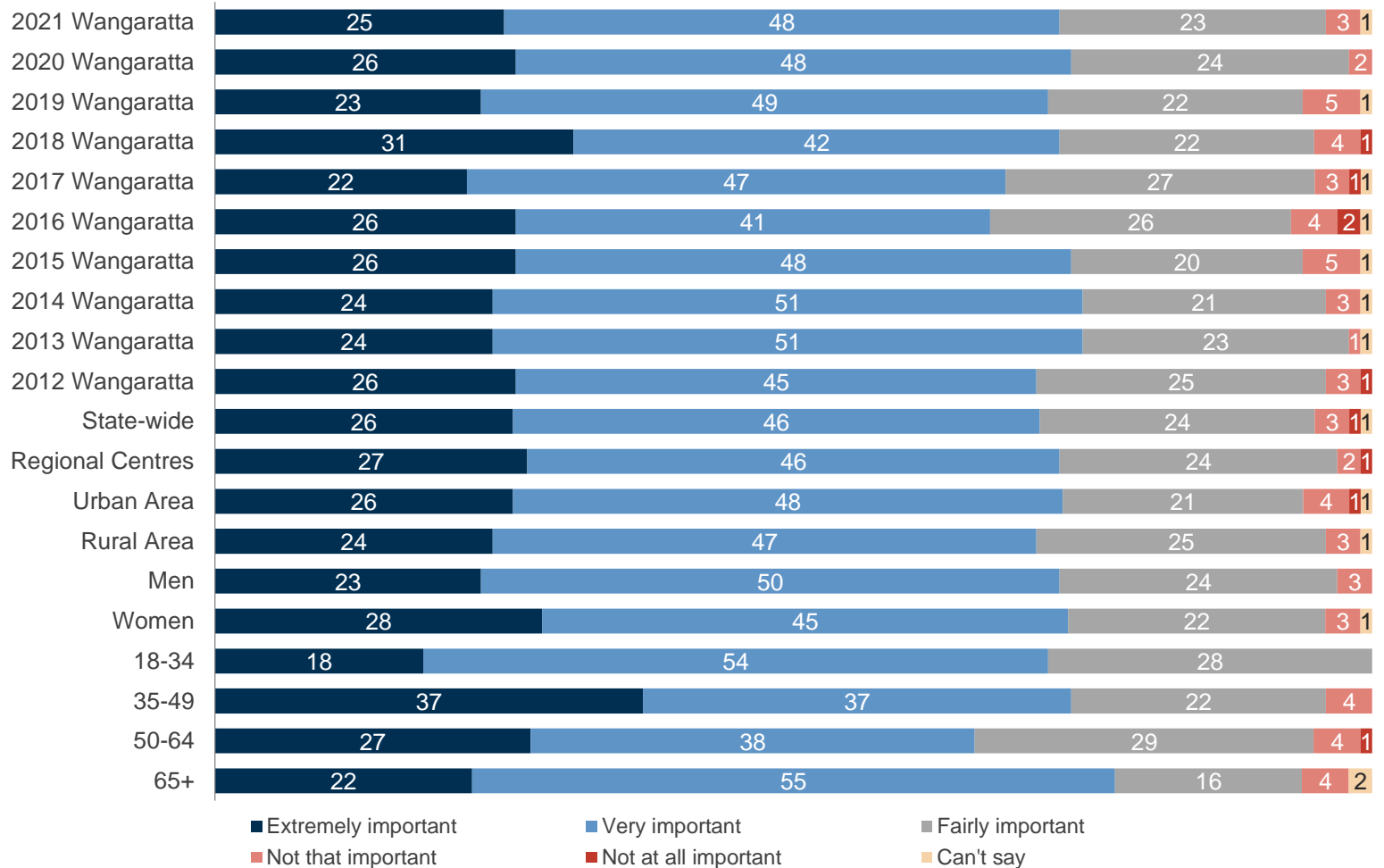*Base: All respondents. Councils asked state-wide: 42 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2021 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	35	38	18	4	1	3
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	43	22	6	2	4
Regional Centres	29	43	20	5	2	3
Urban Area	37	39	16	5	2	2
Rural Area	33	38	22	3		4
Men	37	37	21	3	1	1
Women	34	39	16	5	1	5
18-34	35	37	28			
35-49	26	41	17	8	2	6
50-64	35	42	15	4	1	3
65+	41	35	15	4	1	3
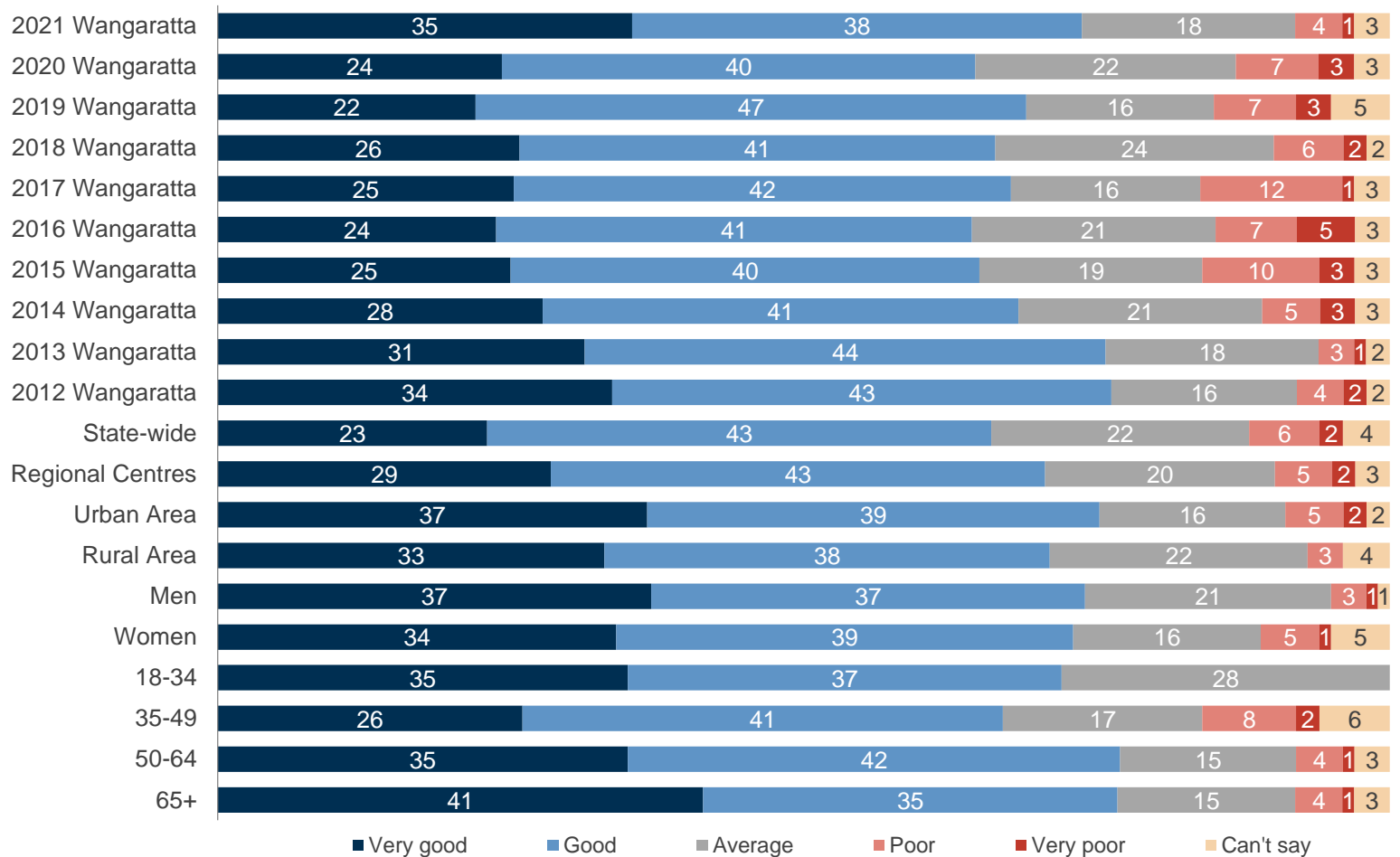
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 42 Councils asked group: 5

The appearance of public areas importance

2021 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	75▲	74	73	74	74	74	73	73	74	73
35-49	74	73	71	73	73	76	75	80	78	72
Regional Centres	74▲	74	73	74	74	n/a	n/a	n/a	n/a	n/a
Women	73	75	75	76	77	77	74	77	77	74
50-64	73	77	75	74	77	75	74	73	74	73
65+	73	72	73	74	74	76	76	72	75	69
Rural Area	72	71	69	72	72	73	71	n/a	n/a	n/a
Wangaratta	71	74	72	73	73	75	74	75	76	71
Urban Area	71	75	74	74	74	75	76	n/a	n/a	n/a
Men	69	72	69	70	70	71	73	72	74	68
18-34	63▼	73	69	71	69	71	69	74	77	71

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2021 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	20	48	28	3		
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	28	47	23	2		
Regional Centres	26	46	25	2		
Urban Area	19	50	25	5		
Rural Area	22	44	32		1	1
Men	18	44	35	3		
Women	23	51	22	3	1	
18-34	13	34	48	6		
35-49	24	51	21	3		
50-64	26	44	26	3		1
65+	20	56	22	2	1	1

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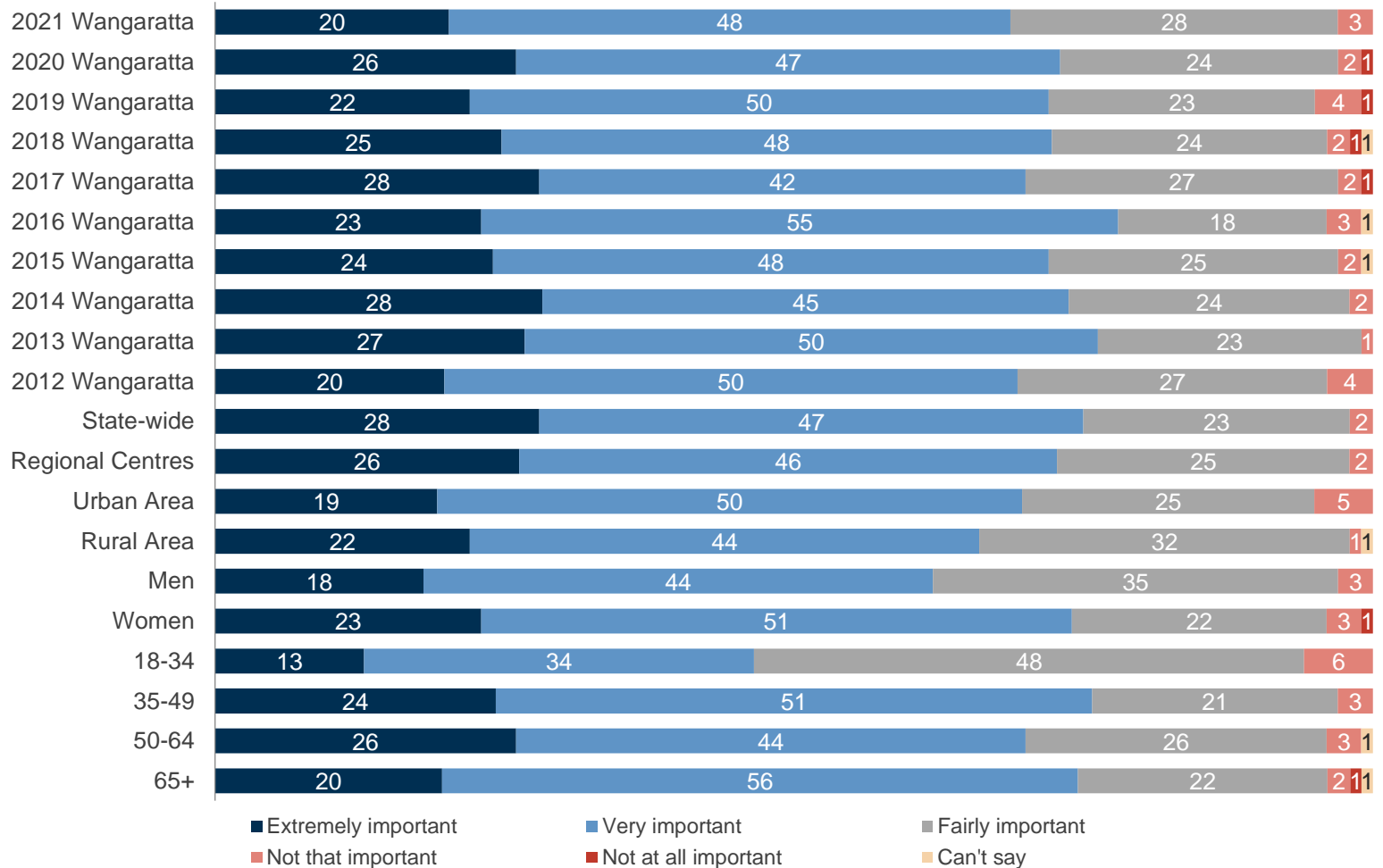- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5

The appearance of public areas performance

2021 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	77	73	76	74	81	77	75	78	75
Women	80	76	74	73	75	75	77	76	75	79
18-34	80	76	74	75	76	74	74	71	75	78
Rural Area	79	75	74	74	74	73	75	n/a	n/a	n/a
Wangaratta	78	76	74	76	75	75	76	75	77	78
Urban Area	78	77	75	77	76	76	77	n/a	n/a	n/a
65+	77	76	76	77	77	73	76	77	77	79
Men	76	76	75	78	75	75	75	75	79	77
50-64	76	75	75	75	74	73	76	77	78	79
Regional Centres	75 ▼	72	74	73	73	n/a	n/a	n/a	n/a	n/a
State-wide	73 ▼	72	72	71	71	71	72	72	71	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2021 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	38	43	15	3	1	
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	27	46	19	5	2	1
Regional Centres	32	43	19	5	1	1
Urban Area	38	41	16	3	1	
Rural Area	37	45	14	3	1	1
Men	35	42	17	5		
Women	40	43	14	1	1	1
18-34	38	44	19			
35-49	40	49	7	2	2	
50-64	33	45	13	8	1	
65+	38	37	20	4	1	

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

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
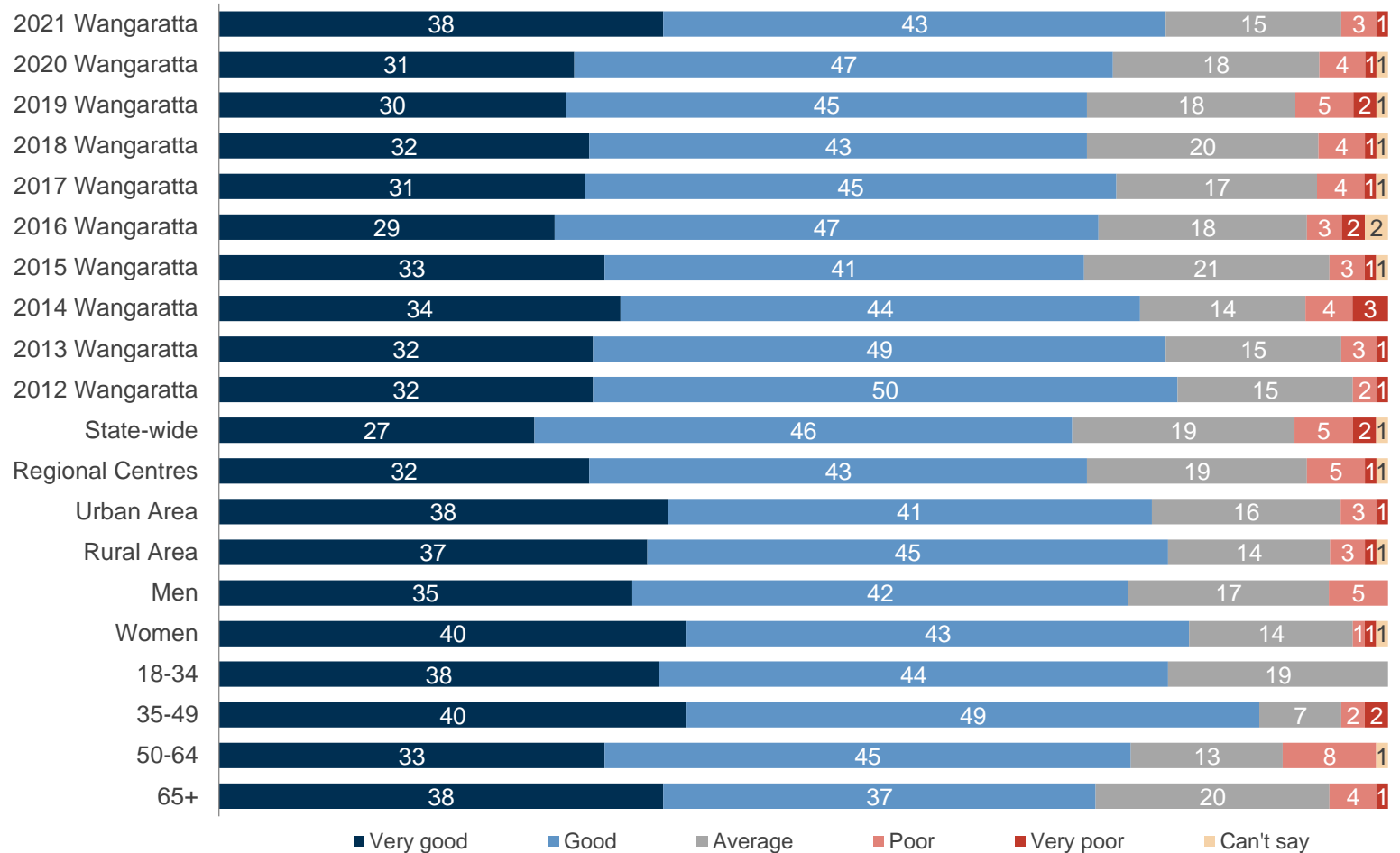*Base: All respondents. Councils asked state-wide: 40 Councils asked group: 5*

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Art centres and libraries importance

2021 art centres and libraries importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72▲	63	63	62	62	60	65	64	67	68
Women	69▲	67	68	67	69	71	67	71	72	74
65+	68	66	65	67	65	68	67	67	73	67
Urban Area	67	65	66	63	64	62	65	n/a	n/a	n/a
State-wide	67	65	65	65	64	66	65	66	66	66
Regional Centres	66	63	63	63	62	n/a	n/a	n/a	n/a	n/a
50-64	65	64	64	61	64	63	62	69	64	70
Wangaratta	65	63	63	62	62	63	63	66	68	69
Rural Area	62	61	59	60	59	65	60	n/a	n/a	n/a
Men	60▼	59	58	57	55	54	59	60	64	63
18-34	53▼	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: 22 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

2021 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	17	38	33	9	2	1
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	19	40	31	8	2	1
Regional Centres	19	38	33	8	2	1
Urban Area	19	41	30	8	2	1
Rural Area	14	34	37	10	3	2
Men	12	32	41	10	3	1
Women	21	43	25	8	1	1
18-34	9	15	58	15	3	
35-49	20	54	19	7		
50-64	16	39	34	9	1	1
65+	20	41	26	6	3	3

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

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5
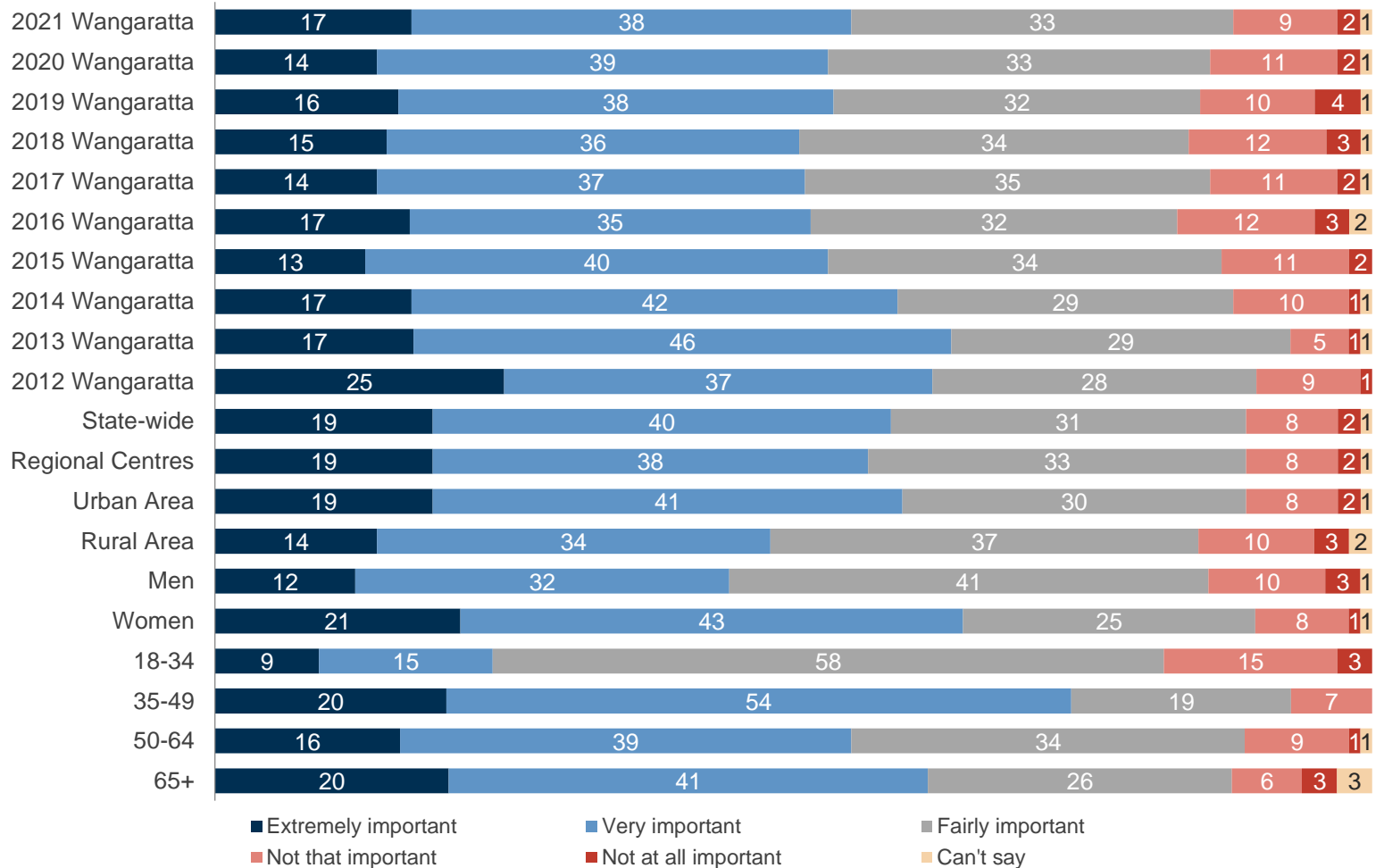
Art centres and libraries performance

2021 art centres and libraries performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81	79	79	77	80	73	81	82	82	86
65+	80	82	81	79	80	79	81	83	85	84
18-34	79	77	73	77	81	71	77	73	82	84
Rural Area	78	78	76	75	75	73	77	n/a	n/a	n/a
35-49	78	75	74	80	77	73	80	78	85	83
Wangaratta	78	78	77	78	79	73	79	79	83	84
Urban Area	78	79	77	80	81	74	80	n/a	n/a	n/a
Men	75	78	73	80	77	74	77	76	84	82
Regional Centres	75▼	74	74	76	75	n/a	n/a	n/a	n/a	n/a
50-64	74	78	77	77	77	70	78	81	81	86
State-wide	73▼	74	74	74	73	72	73	75	73	73

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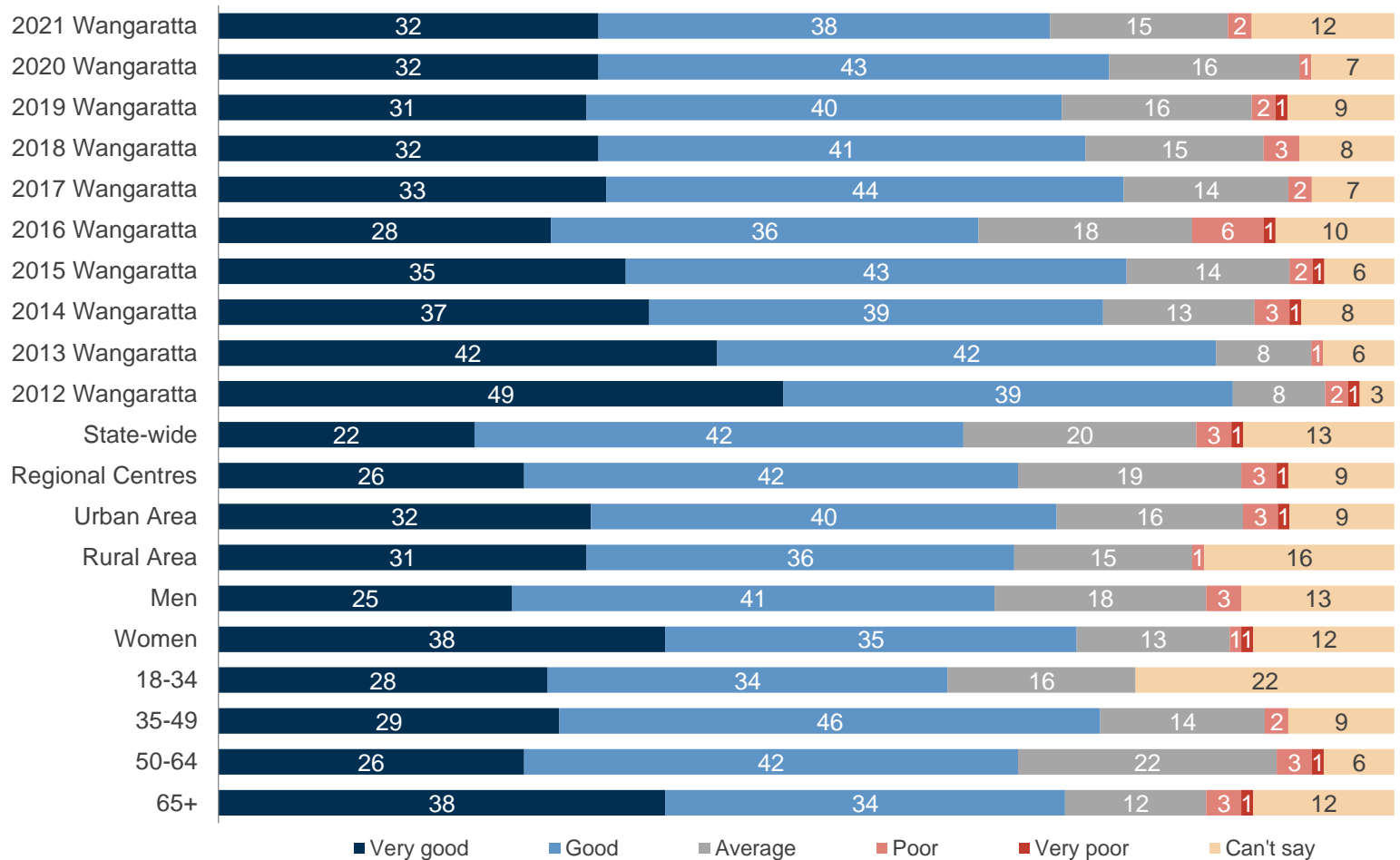Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2021 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	32	38	15	2		12
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	22	42	20	3	1	13
Regional Centres	26	42	19	3	1	9
Urban Area	32	40	16	3	1	9
Rural Area	31	36	15	1		16
Men	25	41	18	3		13
Women	38	35	13	1	1	12
18-34	28	34	16			22
35-49	29	46	14	2		9
50-64	26	42	22	3	1	6
65+	38	34	12	3	1	12

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

Community and cultural activities importance

2021 community and cultural activities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	68	63	62	56	66	60	63	64	65	63
Women	67	68	67	67	66	68	68	71	69	67
65+	65	64	60	63	62	64	64	62	66	64
Regional Centres	65	63	62	62	62	n/a	n/a	n/a	n/a	n/a
Rural Area	64	61	61	58	61	64	64	n/a	n/a	n/a
Wangaratta	64	64	62	62	60	63	64	64	65	64
Urban Area	64	67	63	64	59	62	63	n/a	n/a	n/a
State-wide	64	62	61	61	61	62	62	62	62	62
50-64	62	63	64	59	59	62	64	65	63	66
Men	60	60	57	56	54	57	59	57	61	61
18-34	58 ▼	68	63	69	54	66	66	65	66	63

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
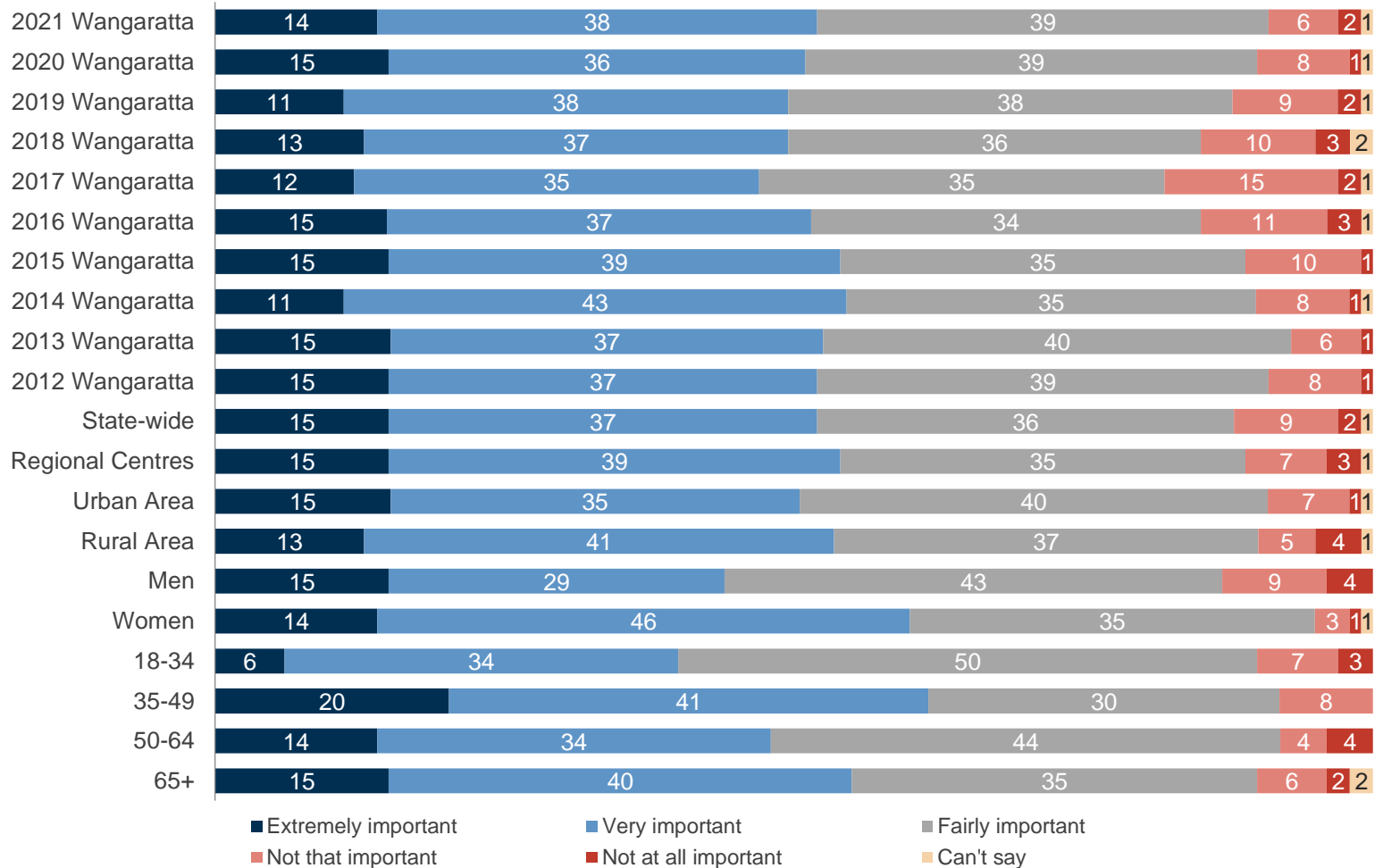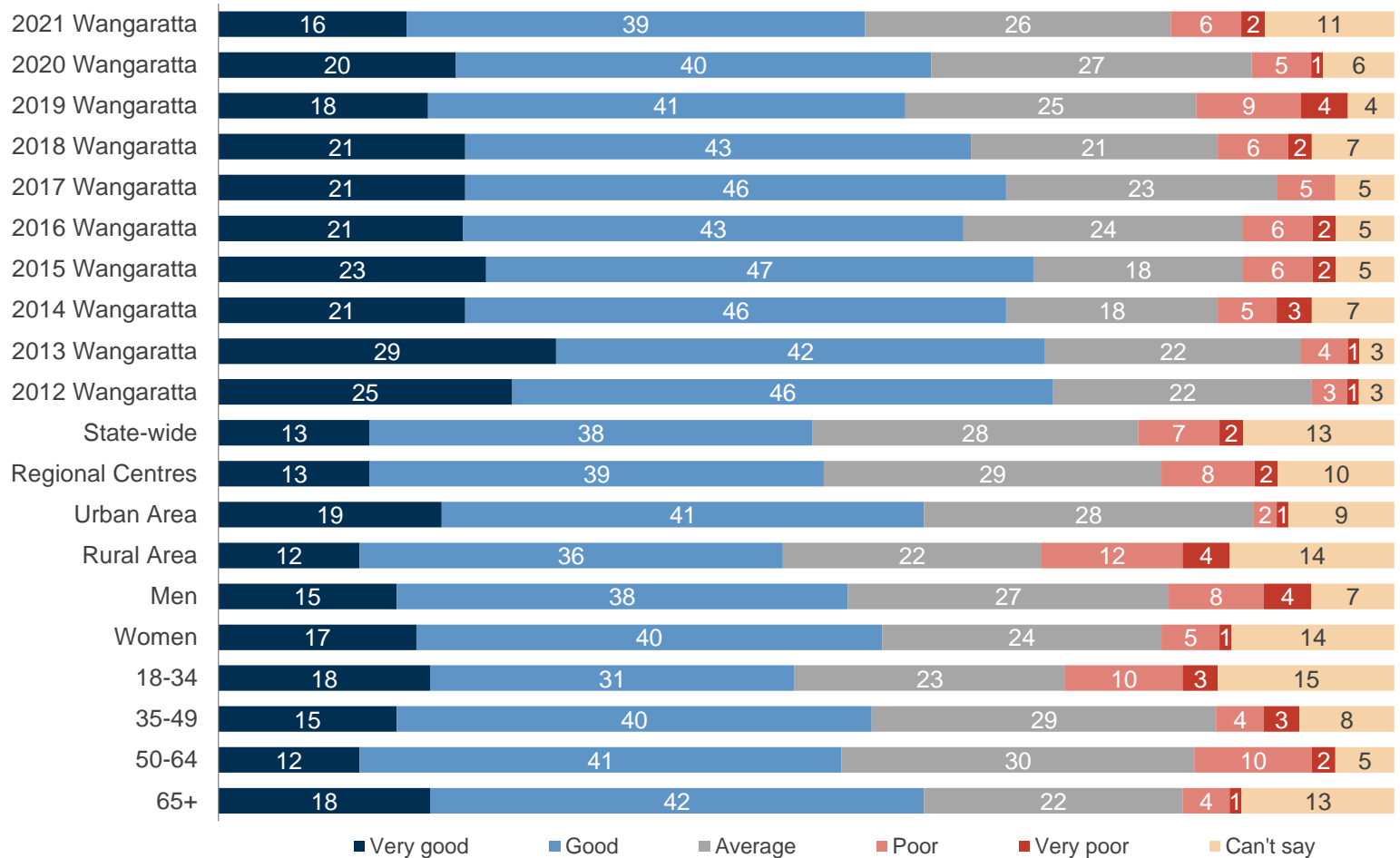*Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2021 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	14	38	39	6	2	1
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	15	37	36	9	2	1
Regional Centres	15	39	35	7	3	1
Urban Area	15	35	40	7	1	1
Rural Area	13	41	37	5	4	1
Men	15	29	43	9	4	
Women	14	46	35	3	1	1
18-34	6	34	50	7	3	
35-49	20	41	30	8		
50-64	14	34	44	4	4	
65+	15	40	35	6	2	2

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

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

Community and cultural activities performance

2021 community and cultural activities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	70	72	70	73	73	69	77	74	77	76
Urban Area	70	70	65	70	72	70	75	n/a	n/a	n/a
Women	70	70	66	72	72	73	75	72	75	75
Wangaratta	67	69	66	70	72	70	72	71	74	73
35-49	66	66	62	72	71	74	71	73	77	71
18-34	65	70	67	68	74	72	68	65	68	71
State-wide	65	68	69	69	69	69	69	70	69	68
Regional Centres	65	69	69	68	69	n/a	n/a	n/a	n/a	n/a
Men	64	68	65	69	71	66	69	69	74	71
50-64	63	69	65	67	69	64	71	69	76	75
Rural Area	62▼	68	67	70	70	70	68	n/a	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' 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.

Community and cultural activities performance

2021 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	16	39	26	6	2	11
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	13	38	28	7	2	13
Regional Centres	13	39	29	8	2	10
Urban Area	19	41	28	2	1	9
Rural Area	12	36	22	12	4	14
Men	15	38	27	8	4	7
Women	17	40	24	5	1	14
18-34	18	31	23	10	3	15
35-49	15	40	29	4	3	8
50-64	12	41	30	10	2	5
65+	18	42	22	4	1	13

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

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Waste management importance

2021 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	87 ▲	84	81	83	82	80	n/a	n/a	n/a	n/a
Women	84	85	85	84	82	85	n/a	n/a	n/a	n/a
65+	84	81	78	82	80	80	n/a	n/a	n/a	n/a
Urban Area	83	82	82	81	79	83	n/a	n/a	n/a	n/a
Wangaratta	82	82	81	82	80	82	n/a	n/a	n/a	n/a
State-wide	82	82	81	81	79	80	79	79	79	78
Regional Centres	82	82	80	81	79	n/a	n/a	n/a	n/a	n/a
Rural Area	82	81	80	83	81	81	n/a	n/a	n/a	n/a
50-64	81	83	83	83	84	83	n/a	n/a	n/a	n/a
Men	80	79	76	80	76	79	n/a	n/a	n/a	n/a
18-34	77 ▼	80	81	80	71	86	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
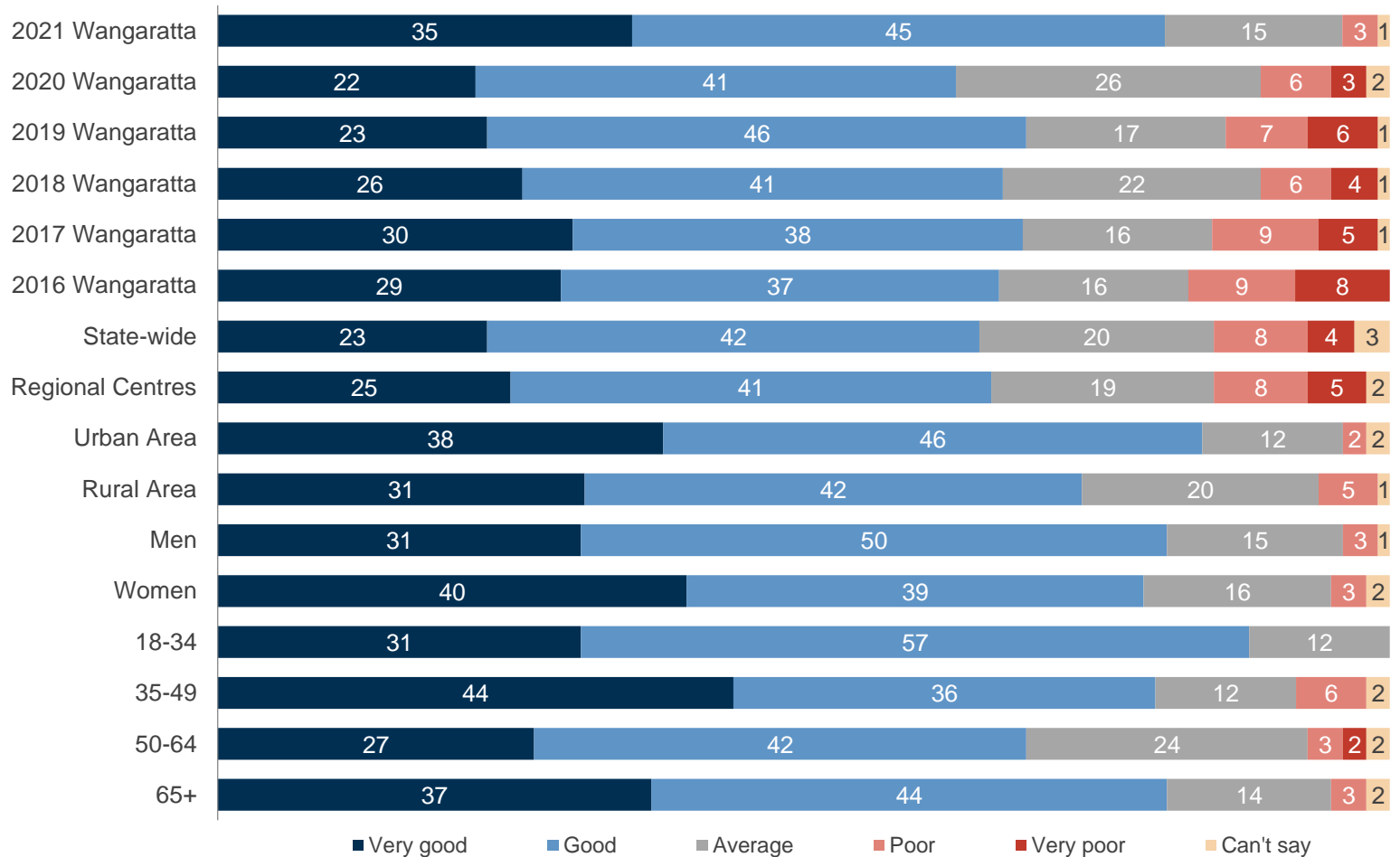*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2021 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	44	44	11	1		
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	12	1		
Regional Centres	44	43	12	1		
Urban Area	44	45	10		1	
Rural Area	43	43	11	3		
Men	41	44	13	2	1	
Women	46	44	9			
18-34	34	41	21	3		
35-49	53	40	7			
50-64	37	48	13	1		
65+	47	46	6	1		

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
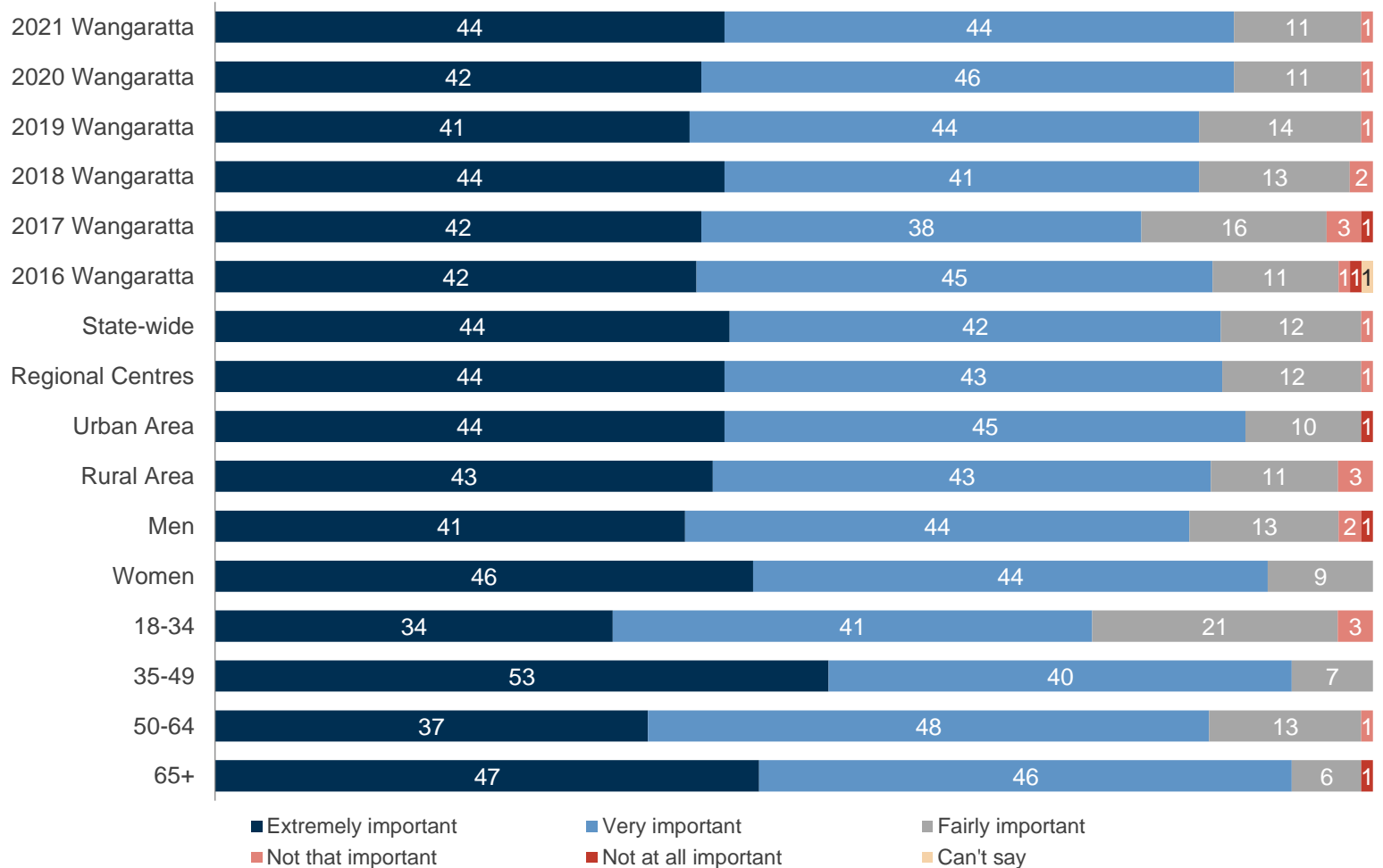
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 5

Waste management performance

2021 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Urban Area	80	71	72	72	73	72	n/a	n/a	n/a	n/a
35-49	80	59	64	69	67	66	n/a	n/a	n/a	n/a
18-34	80	70	70	63	64	67	n/a	n/a	n/a	n/a
Women	79	67	68	69	69	70	n/a	n/a	n/a	n/a
65+	79	75	75	76	76	74	n/a	n/a	n/a	n/a
Wangaratta	78	68	69	70	70	68	n/a	n/a	n/a	n/a
Men	77	70	70	71	71	66	n/a	n/a	n/a	n/a
Rural Area	75	64	65	66	65	62	n/a	n/a	n/a	n/a
50-64	73	67	65	70	71	63	n/a	n/a	n/a	n/a
Regional Centres	69 ▼		66	68	70	69	n/a	n/a	n/a	n/a
State-wide	69 ▼		65	68	70	71	70	72	73	71	72

Q2. How has Council performed on 'Waste management' over the last 12 months?
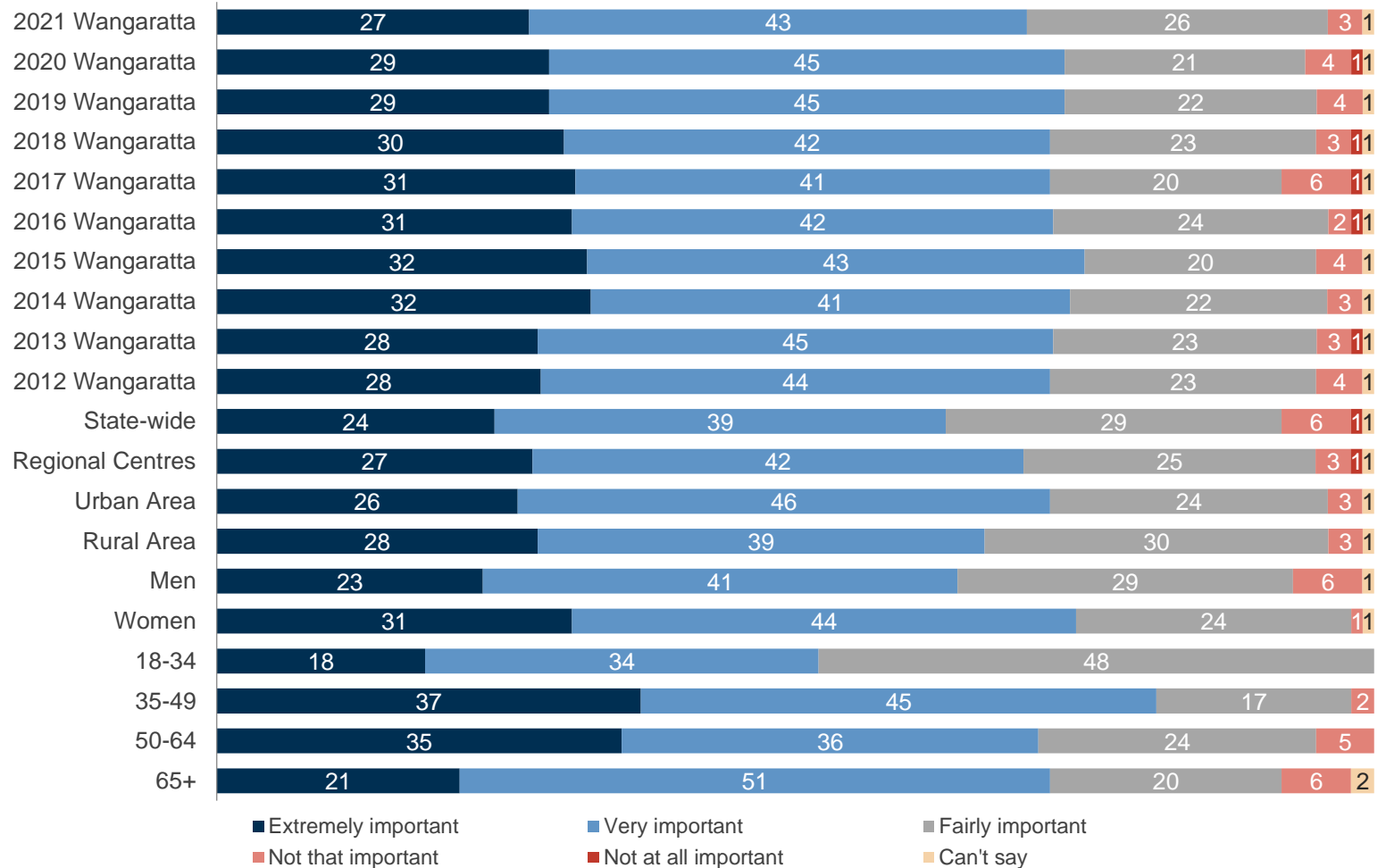*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2021 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	35	45	15	3		1
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	23	42	20	8	4	3
Regional Centres	25	41	19	8	5	2
Urban Area	38	46	12	2		2
Rural Area	31	42	20	5		1
Men	31	50	15	3		1
Women	40	39	16	3		2
18-34	31	57	12			
35-49	44	36	12	6		2
50-64	27	42	24	3	2	2
65+	37	44	14	3		2

■ 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: 66 Councils asked group: 8

Business and community development and tourism importance

2021 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	79 ▲	75	77	75	80	78	81	77	77	75
Women	76	76	76	75	77	77	78	81	77	77
50-64	75	79	77	77	77	74	77	79	76	76
Urban Area	74	76	73	76	74	77	78	n/a	n/a	n/a
Wangaratta	74	75	74	75	74	75	76	76	75	74
Regional Centres	73	73	73	74	74	n/a	n/a	n/a	n/a	n/a
Rural Area	73	73	76	73	75	73	74	n/a	n/a	n/a
65+	72	73	73	74	72	74	75	75	73	72
Men	71	73	72	74	72	74	74	70	72	70
State-wide	70 ▼	67	65	66	67	67	67	67	67	66
18-34	68 ▼	72	70	73	68	76	72	72	72	73

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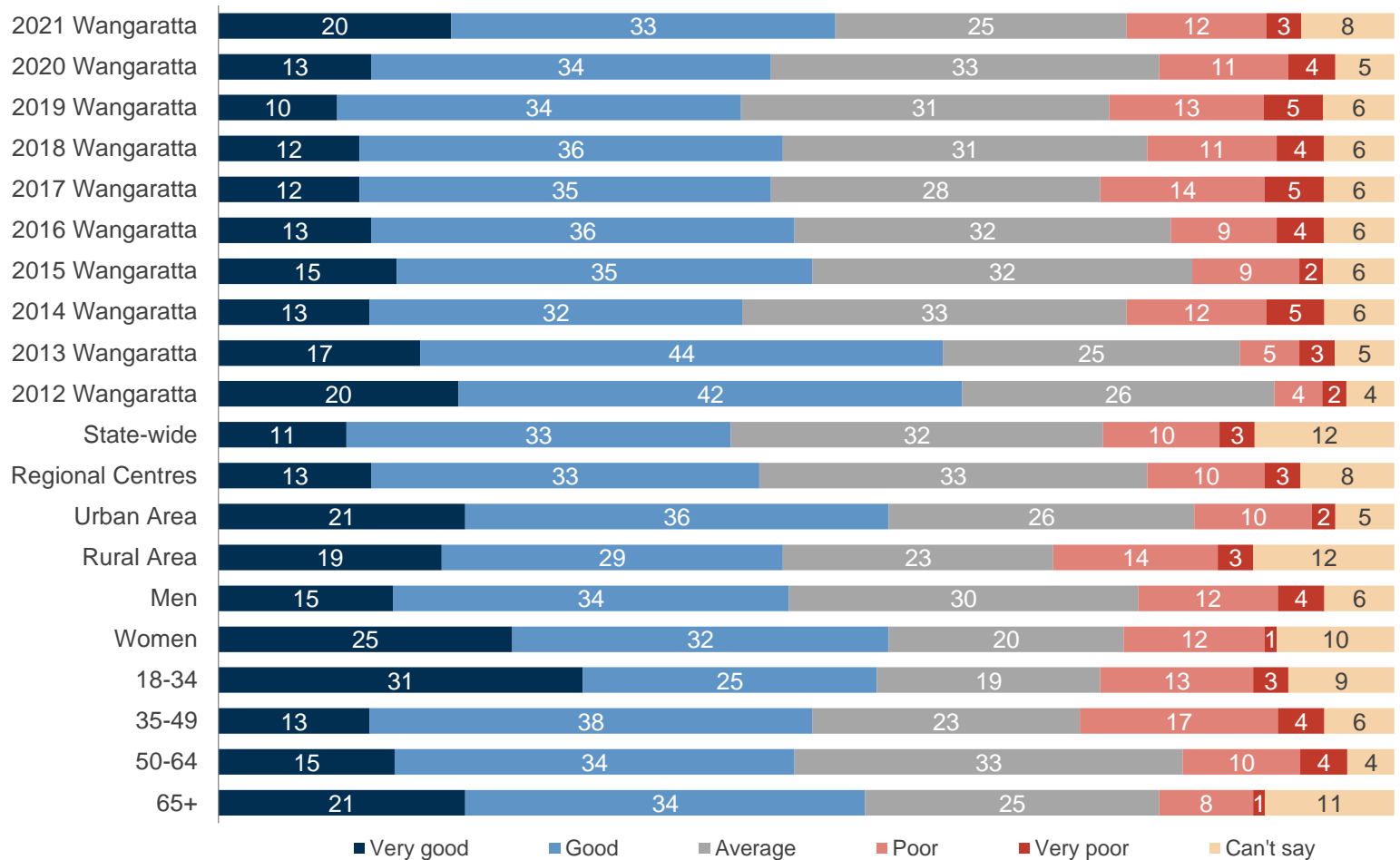*Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2021 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	27	43	26	3		1
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	24	39	29	6	1	1
Regional Centres	27	42	25	3	1	1
Urban Area	26	46	24	3		1
Rural Area	28	39	30	3		1
Men	23	41	29	6		1
Women	31	44	24			1 1
18-34	18	34	48			
35-49	37	45	17	2		
50-64	35	36	24	5		
65+	21	51	20	6		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?
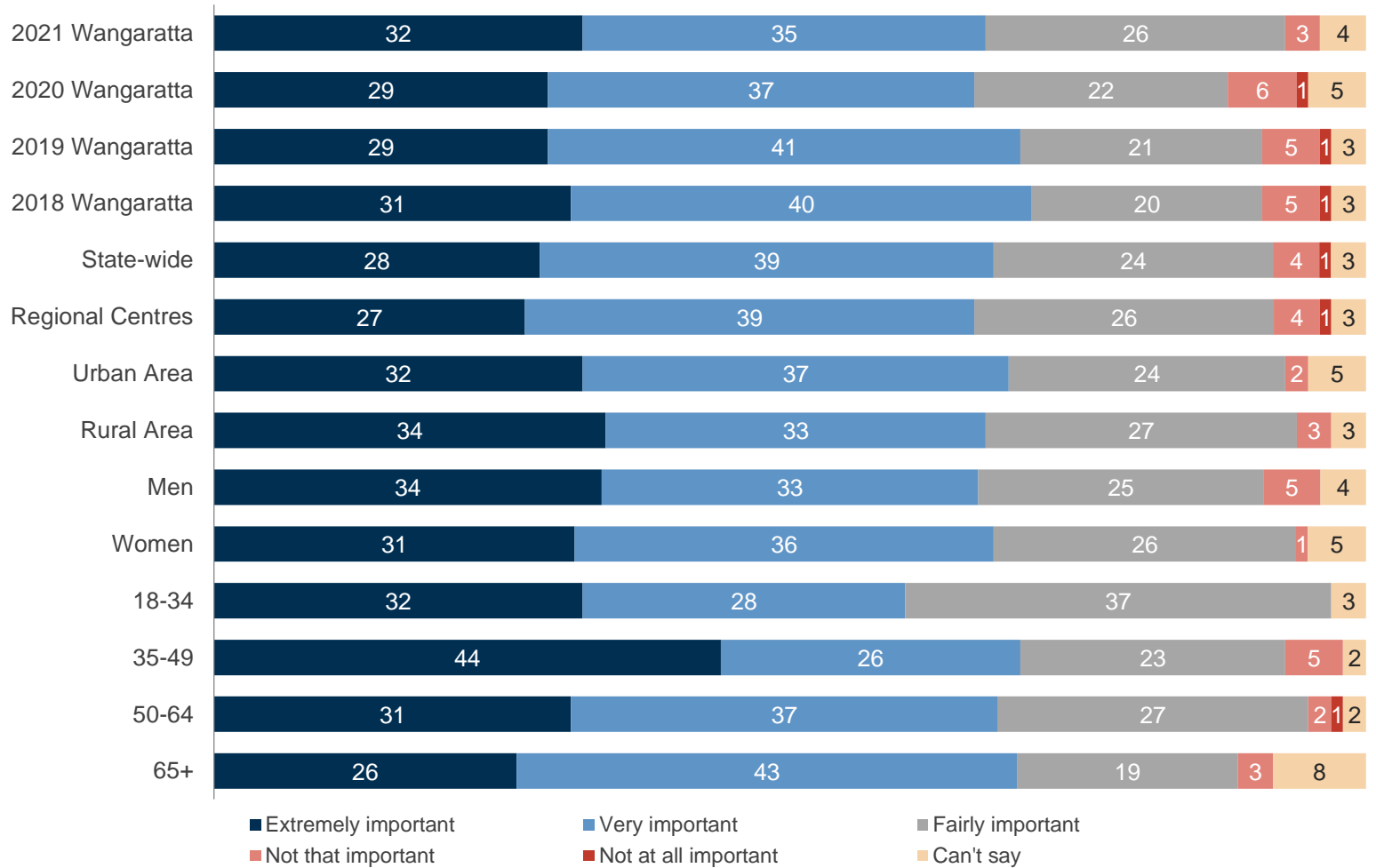*Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4*

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Business and community development and tourism performance

2021 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	69	63	57	62	62	65	65	62	69	71
65+	69	64	66	64	62	64	63	62	70	71
18-34	68	67	53	59	65	66	66	60	69	71
Urban Area	67	62	59	59	59	60	64	n/a	n/a	n/a
Wangaratta	65	61	58	61	59	62	63	59	68	69
Rural Area	63	59	57	64	61	65	62	n/a	n/a	n/a
50-64	62	53	58	61	56	57	64	58	66	69
Regional Centres	62 ▼	60	61	59	61	n/a	n/a	n/a	n/a	n/a
Men	62	59	59	60	56	59	61	56	67	68
State-wide	61 ▼	59	61	60	61	60	61	62	62	62
35-49	61	59	54	58	55	61	61	58	66	68

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2021 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	20	33	25	12	3	8
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	11	33	32	10	3	12
Regional Centres	13	33	33	10	3	8
Urban Area	21	36	26	10	2	5
Rural Area	19	29	23	14	3	12
Men	15	34	30	12	4	6
Women	25	32	20	12	1	10
18-34	31	25	19	13	3	9
35-49	13	38	23	17	4	6
50-64	15	34	33	10	4	4
65+	21	34	25	8	1	11

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4

Planning and building permits importance

2021 planning and building permits importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	72	72	77	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	76	74	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	75	75	75	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	76	73	80	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	75	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	71	72	74	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	75	71	74	76	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	74	76	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	68	73	65	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	71	71	71	72	71	71	71	71	71
Regional Centres	72 ▼	70	71	71	69	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?
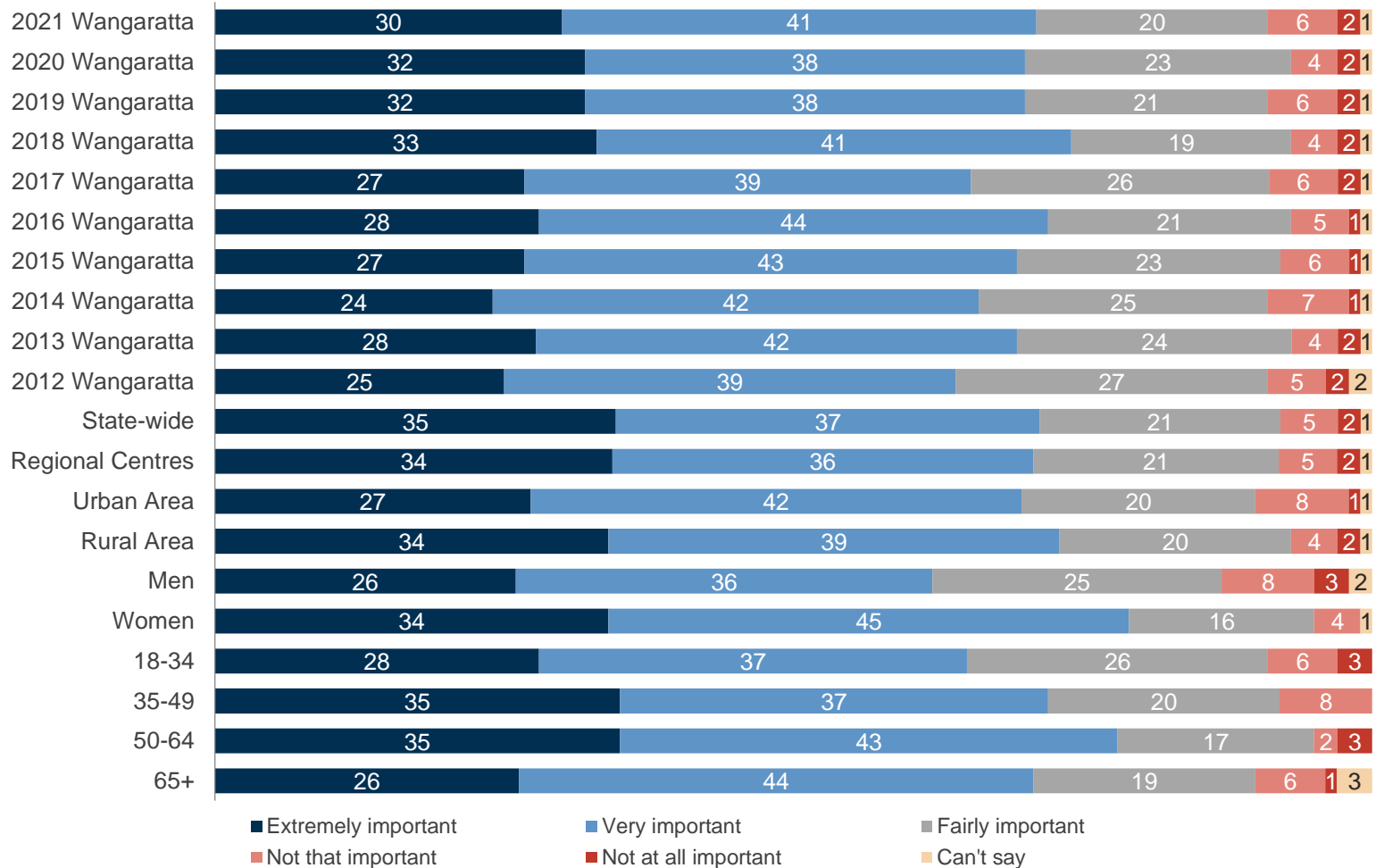*Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

2021 planning and building permits importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	32	35	26	3		4
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	28	39	24	4	1	3
Regional Centres	27	39	26	4	1	3
Urban Area	32	37	24	2		5
Rural Area	34	33	27	3		3
Men	34	33	25	5		4
Women	31	36	26	1		5
18-34	32	28	37			3
35-49	44	26	23	5		2
50-64	31	37	27	2	1	2
65+	26	43	19	3		8

Legend:
- ■ 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: 23 Councils asked group: 5

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Planning and building permits performance

2021 planning and building permits performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	59 ▲	55	49	55	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	57	49	49	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	58 ▲	57	58	57	60	n/a	n/a	n/a	n/a	n/a
Urban Area	57	58	49	51	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	58	46	52	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	54	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51 ▼	51	52	52	51	50	54	53	55	54
35-49	51	49	46	45	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	51	49	52	n/a	n/a	n/a	n/a	n/a	n/a
Men	49 ▼	53	46	44	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	49 ▼	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: 29 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2021 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	8	23	31	9	9	20
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	23	27	13	8	23
Regional Centres	8	30	28	8	6	20
Urban Area	10	24	28	9	7	22
Rural Area	5	21	37	9	12	16
Men	7	23	33	12	14	11
Women	9	23	30	6	5	28
18-34	9	28	28	6	13	15
35-49	7	21	33	14	9	16
50-64	7	20	30	11	12	19
65+	9	22	33	6	5	25

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say
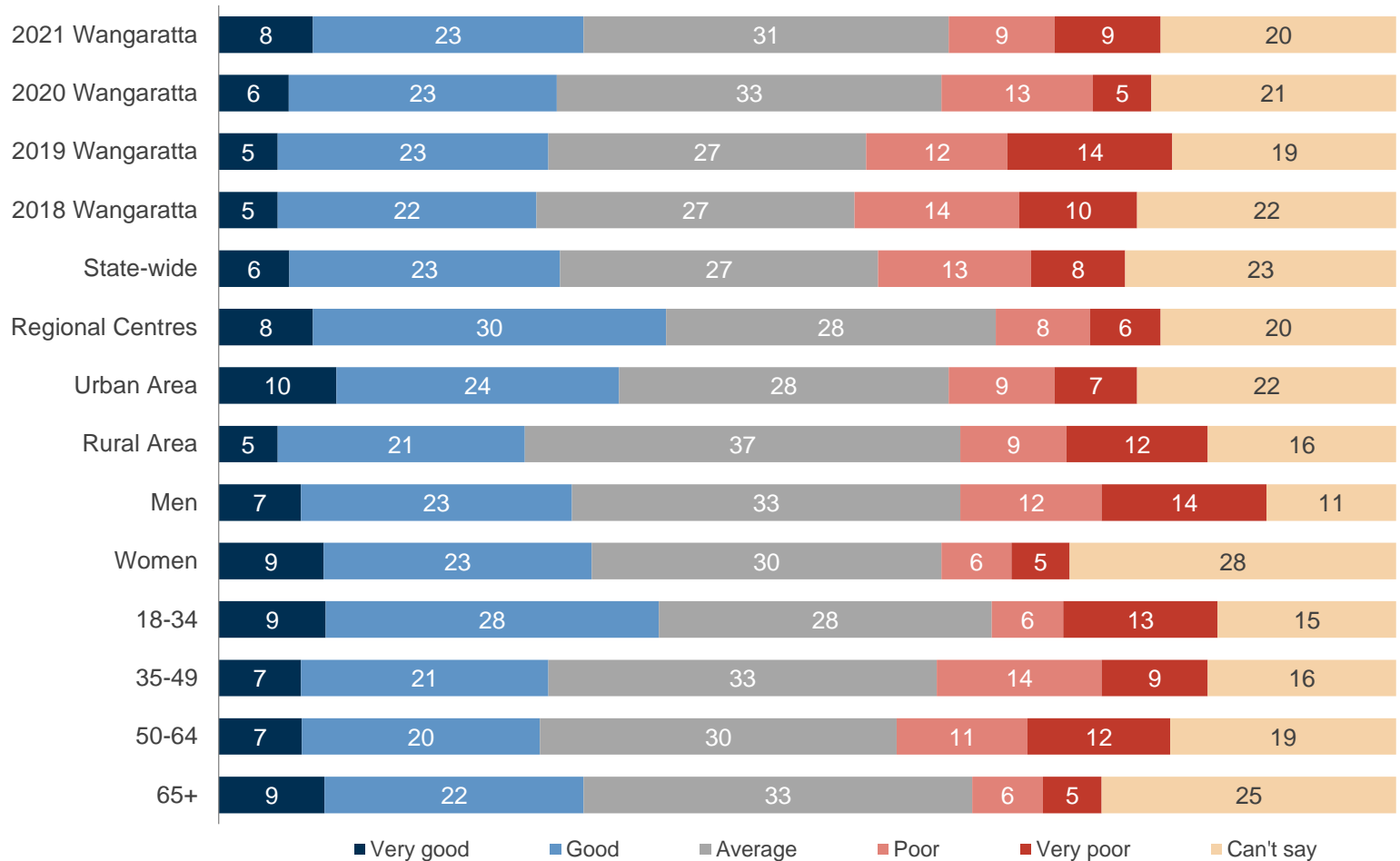
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 5

Environmental sustainability importance

2021 environmental sustainability importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	77 ▲	78	80	79	75	76	76	77	77	73
50-64	76	74	75	70	73	76	74	75	72	68
Rural Area	75	73	70	71	70	74	73	n/a	n/a	n/a
35-49	74	75	70	78	76	71	72	72	72	75
State-wide	74	74	74	73	72	73	73	73	72	71
Regional Centres	74	74	74	73	72	n/a	n/a	n/a	n/a	n/a
Wangaratta	73	74	73	75	71	73	72	70	73	70
65+	73	73	68	70	68	70	69	66	70	69
Urban Area	72	75	74	77	72	73	72	n/a	n/a	n/a
18-34	70	75	80	82	66	77	74	70	78	69
Men	69	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: 26 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2021 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	30	41	20	6	2	1
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	35	37	21	5	2	1
Regional Centres	34	36	21	5	2	1
Urban Area	27	42	20	8	1	1
Rural Area	34	39	20	4	2	1
Men	26	36	25	8	3	2
Women	34	45	16	4		1
18-34	28	37	26	6	3	
35-49	35	37	20	8		
50-64	35	43	17	2	3	
65+	26	44	19	6	1	3

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

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Environmental sustainability performance

2021 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	65	63	65	66	65	68	66	63	69	69
Urban Area	65	62	63	65	67	66	67	n/a	n/a	n/a
18-34	65	69	63	63	67	63	65	60	70	70
Women	65	62	62	65	67	69	63	63	67	67
50-64	65	62	60	63	65	65	62	62	64	64
Wangaratta	64	62	61	65	65	66	64	64	67	66
Men	64	63	61	65	63	63	65	64	68	66
Rural Area	63	62	59	65	62	66	61	n/a	n/a	n/a
State-wide	62	60	62	63	64	63	64	64	64	64
Regional Centres	62	61	63	64	65	n/a	n/a	n/a	n/a	n/a
35-49	62	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: 34 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2021 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	12	40	31	6	2	10
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	11	36	31	9	3	11
Regional Centres	11	37	30	10	3	10
Urban Area	12	43	29	6	2	7
Rural Area	11	35	33	5	3	13
Men	9	41	31	6	2	10
Women	13	38	31	6	2	9
18-34	9	46	28	3	3	10
35-49	14	33	33	9	4	8
50-64	10	46	32	5	2	6
65+	12	37	31	6	1	13
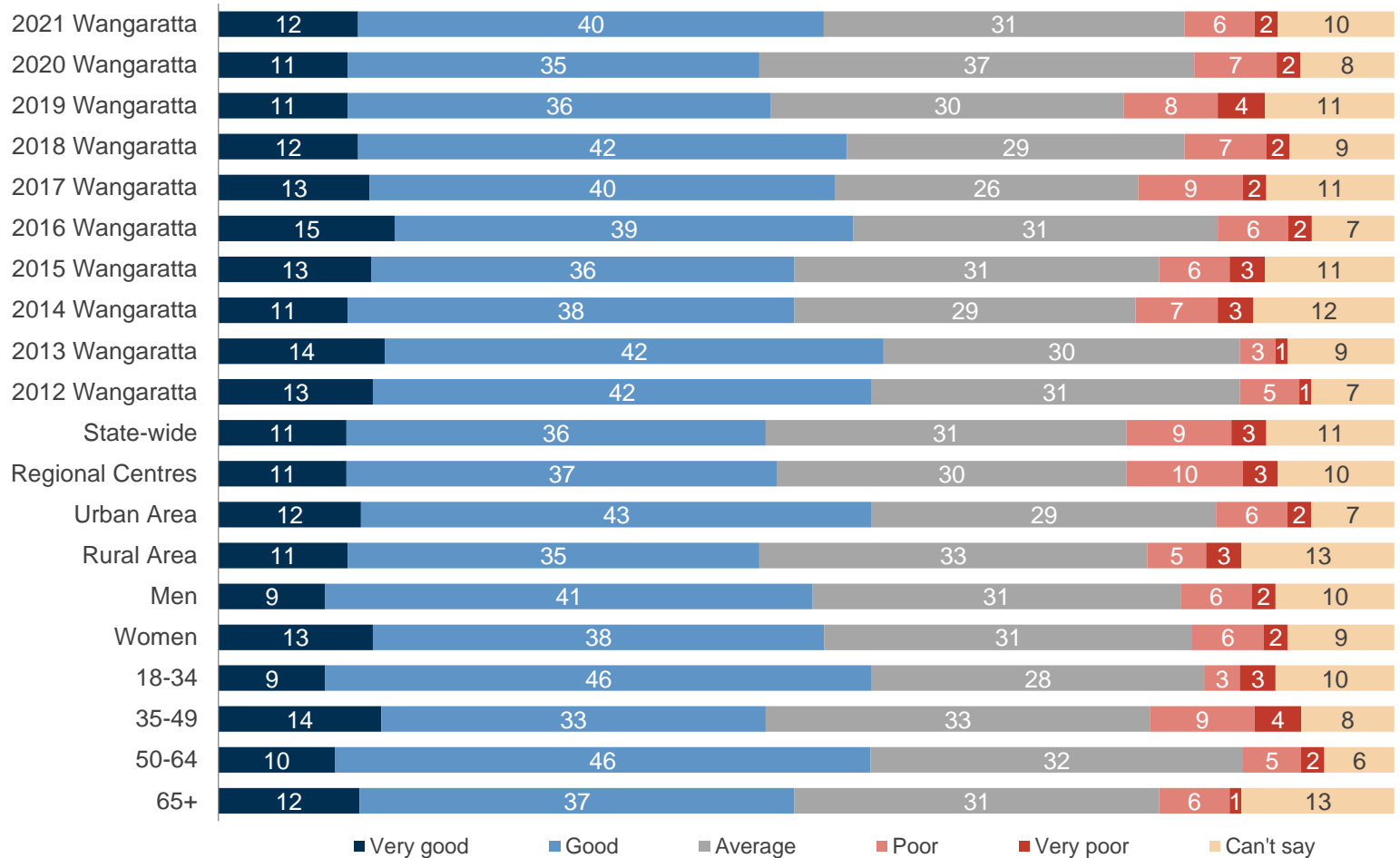
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 5

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural Area	85 ▲	82	83	86	82	82	84	n/a	n/a	n/a
35-49	84	81	77	83	78	72	83	n/a	n/a	n/a
Women	83	83	81	81	81	79	81	n/a	n/a	n/a
65+	82	79	77	82	78	80	81	n/a	n/a	n/a
Wangaratta	81	80	78	80	77	77	81	n/a	n/a	n/a
State-wide	81	80	80	80	79	79	78	78	81	80
50-64	81	80	78	83	78	81	81	n/a	n/a	n/a
Men	80	78	74	80	73	76	81	n/a	n/a	n/a
Urban Area	78	79	74	77	75	74	79	n/a	n/a	n/a
Regional Centres	78 ▼	76	75	77	76	n/a	n/a	n/a	n/a	n/a
18-34	77	81	78	72	75	76	81	n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Wangaratta	43	39	16	1	1	
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	45	36	15	2	1	1
Regional Centres	40	35	21	2	1	1
Urban Area	38	38	21	1	1	
Rural Area	51	39	10			
Men	40	41	19			
Women	47	37	13	1	1	
18-34	40	32	25	3		
35-49	55	25	20			
50-64	40	42	17			1
65+	40	50	8	1	1	1

- 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: 16 Councils asked group: 2

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Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (index scores)
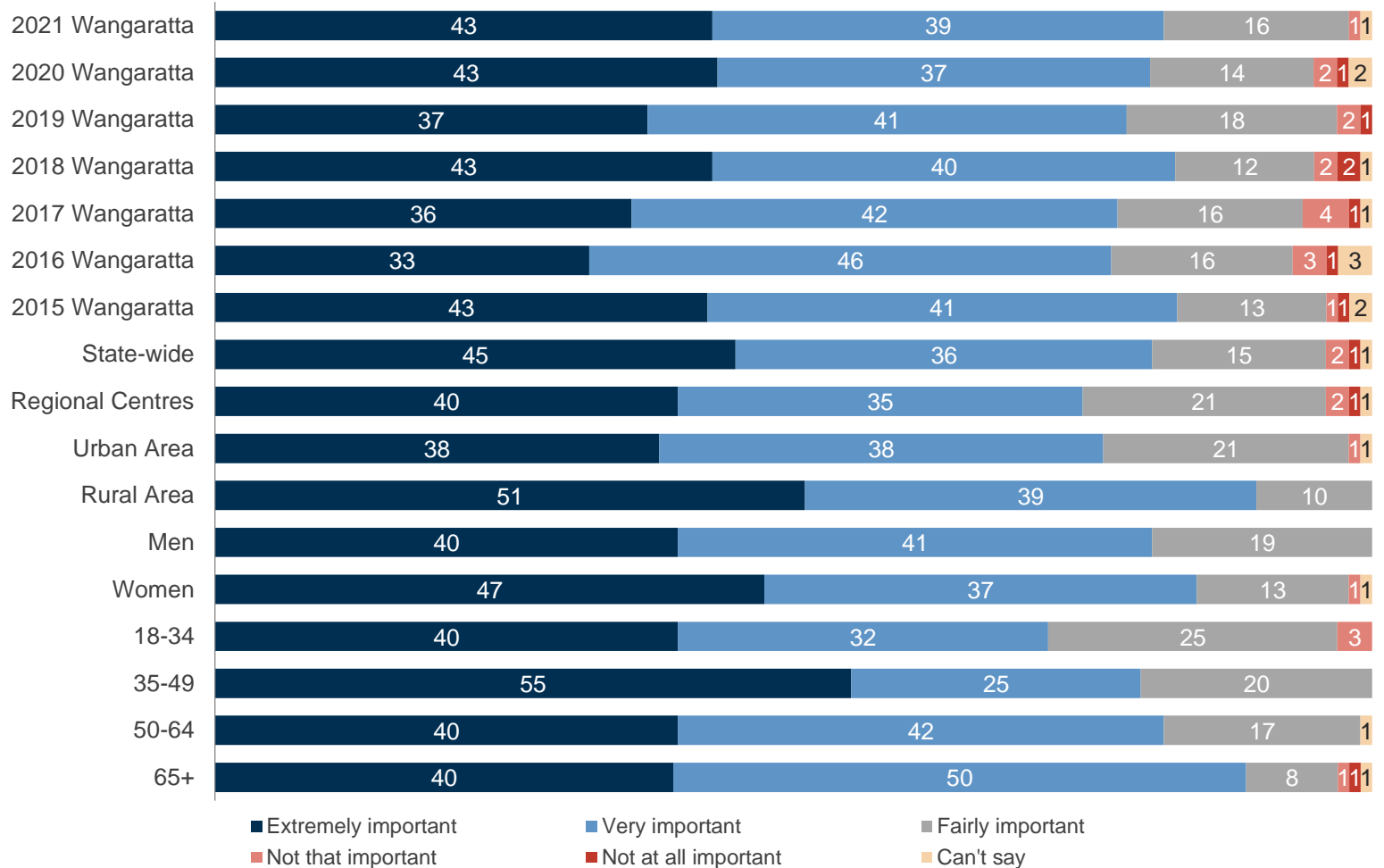
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	57	45	44	49	45	49	48	n/a	n/a	n/a
Urban Area	57▲	51	52	51	49	51	55	n/a	n/a	n/a
65+	53	50	53	45	48	51	46	n/a	n/a	n/a
Regional Centres	53	55	52	52	52	n/a	n/a	n/a	n/a	n/a
Men	52	46	52	48	46	46	52	n/a	n/a	n/a
Wangaratta	52	48	48	46	46	48	50	n/a	n/a	n/a
Women	52	49	44	45	46	51	47	n/a	n/a	n/a
18-34	52	47	49	45	45	51	57	n/a	n/a	n/a
Rural Area	45▼	43	42	40	43	45	43	n/a	n/a	n/a
State-wide	45▼	44	44	43	44	43	45	45	44	46
50-64	44▼	47	45	47	47	44	48	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: 2
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Wangaratta	10	24	31	17	10	7
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	22	31	21	15	6
Regional Centres	10	25	30	17	8	10
Urban Area	14	25	32	14	7	8
Rural Area	6	23	30	21	16	6
Men	12	24	33	16	11	4
Women	9	24	29	18	9	11
18-34	10	31	22	25	10	3
35-49	16	23	30	11	9	12
50-64	6	19	36	16	19	5
65+	10	24	35	17	7	8
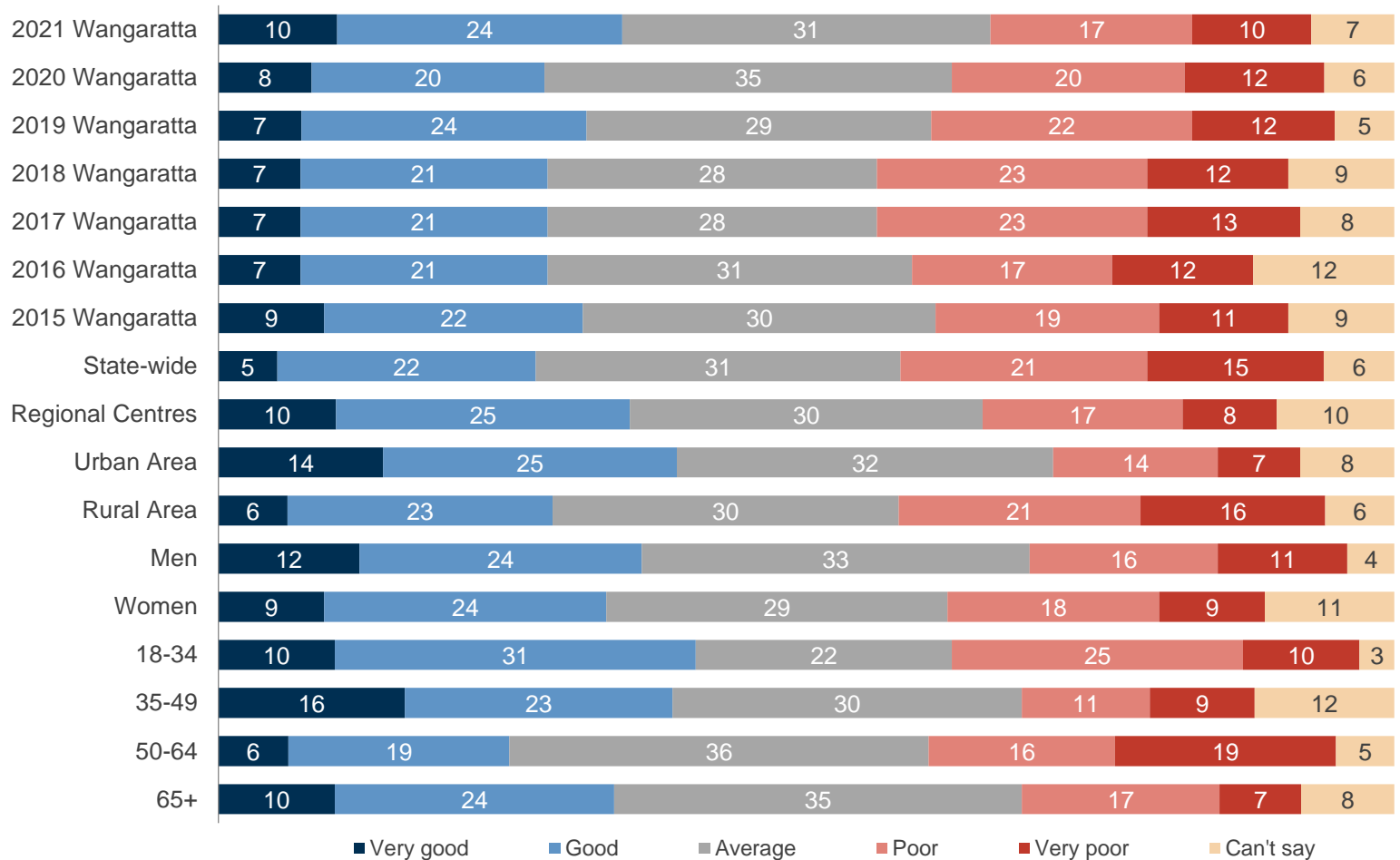
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2

Detailed demographics

Gender and age profile

2021 gender

Wangaratta
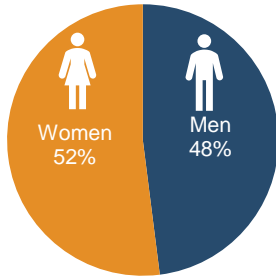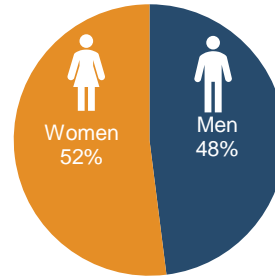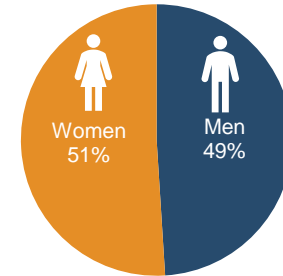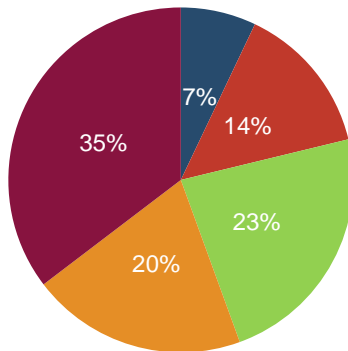
Women 52% Men 48%

Regional Centres

Women 52% Men 48%

State-wide

Women 51% Men 49%

2021 age

Wangaratta

7% | 14% | 23% | 20% | 35%

Regional Centres

7% | 21% | 23% | 17% | 32%

State-wide

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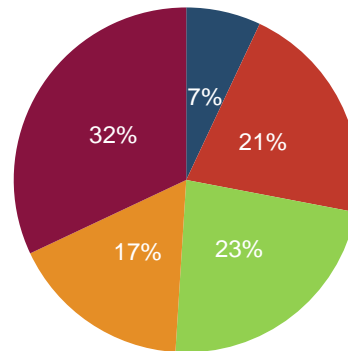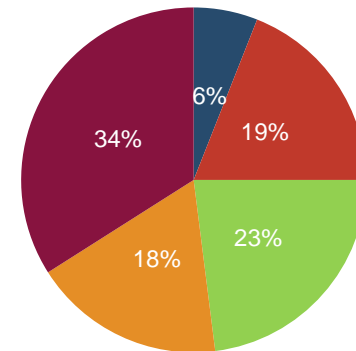
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 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 2021 State-wide Local Government Community Satisfaction Survey for Wangaratta Rural City Council was n=401. 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=401 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 22,700 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	401	400	+/-4.9
Men	162	193	+/-7.7
Women	239	207	+/-6.3
Urban Area	237	233	+/-6.3
Rural Area	164	167	+/-7.6
18-34 years	32	87	+/-17.6
35-49 years	56	91	+/-13.2
50-64 years	110	81	+/-9.4
65+ years	203	142	+/-6.9

Appendix A:
Significant difference reporting notation

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

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

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

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

Further, results shown in green and red indicate significantly higher or lower results than in 2020. 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 2020.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2020.

**2021 overall performance (index scores)
(example extract only)**

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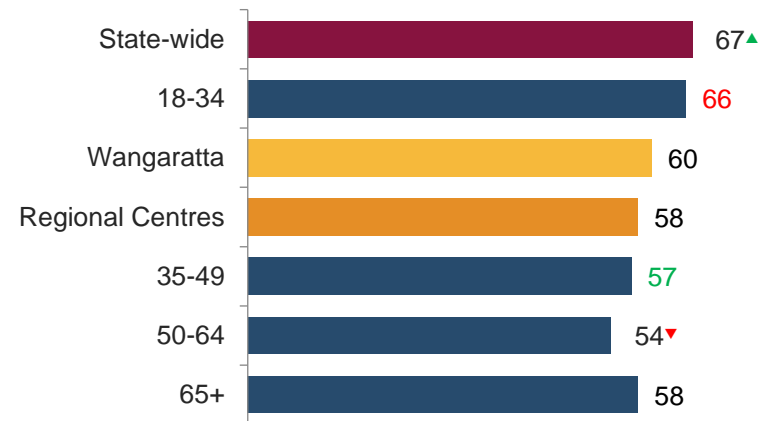
Appendix A:
Index score significant difference calculation

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 2021 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 2021 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=401 completed interviews were achieved in Wangaratta Rural City Council. Survey fieldwork was conducted in the period of 4th February – 21st March, 2021.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 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 2021 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 2012-2021 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 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

• Overall performance last 12 months (Overall performance)

• Value for money in services and infrastructure (Value for money)

• Contact in last 12 months (Contact)

• Rating of contact (Customer service)

• Overall council direction last 12 months (Council direction)

• Community consultation and engagement (Consultation)

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

• Condition of sealed local roads (Sealed local roads)

• Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 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 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B:
Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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