2022 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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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 64

State-wide 59

Regional Centres 59

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 · Bus/community dev./tourism · Art centres & libraries	Parking facilities
Compared to group average · Waste management · Consultation & engagement · Bus/community dev./tourism	Planning & building permits · Parking facilities

Summary of core measures

Index scores

Overall performance

Consultation & engagement

Community decisions

Sealed local roads

Waste management

Customer service

Overall council direction
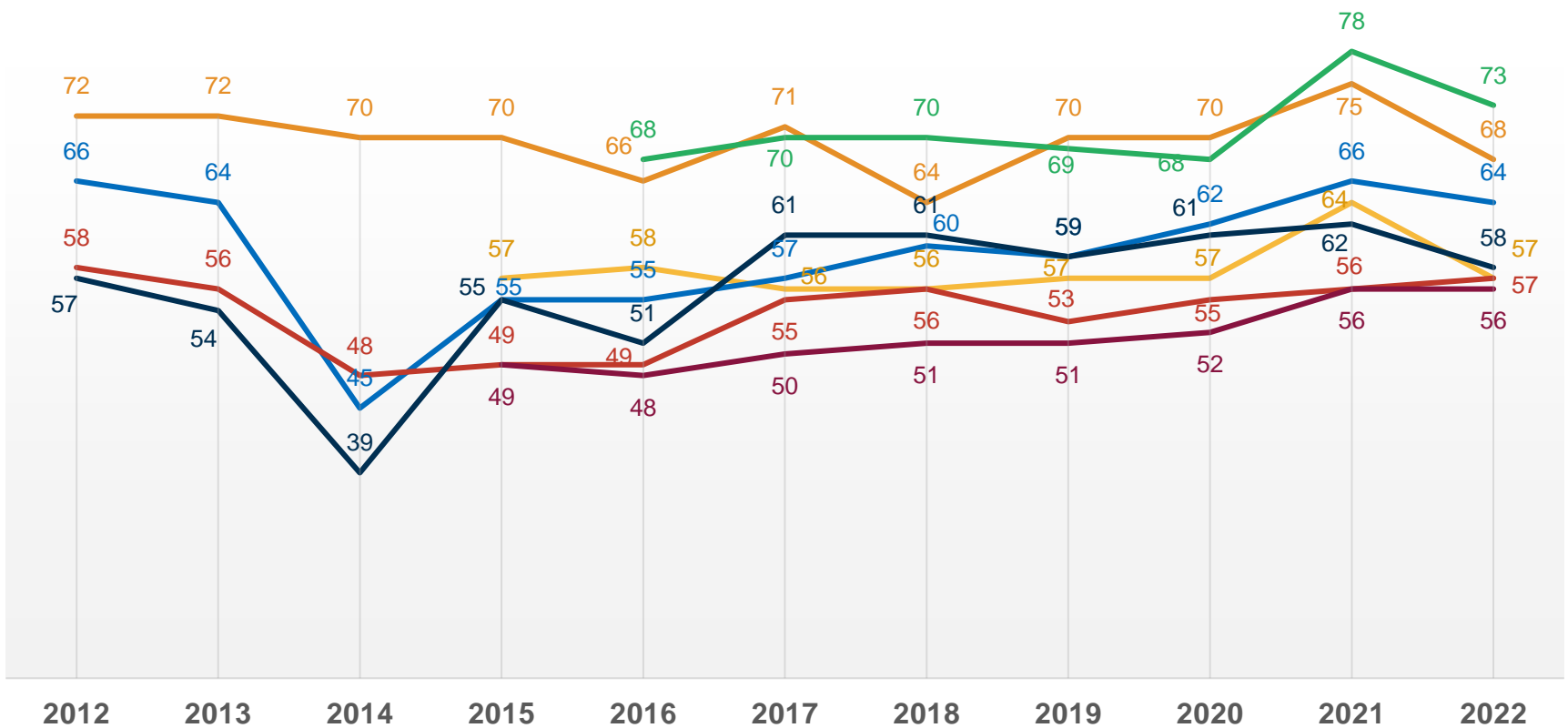
Summary of core measures

Core measures summary results (%)
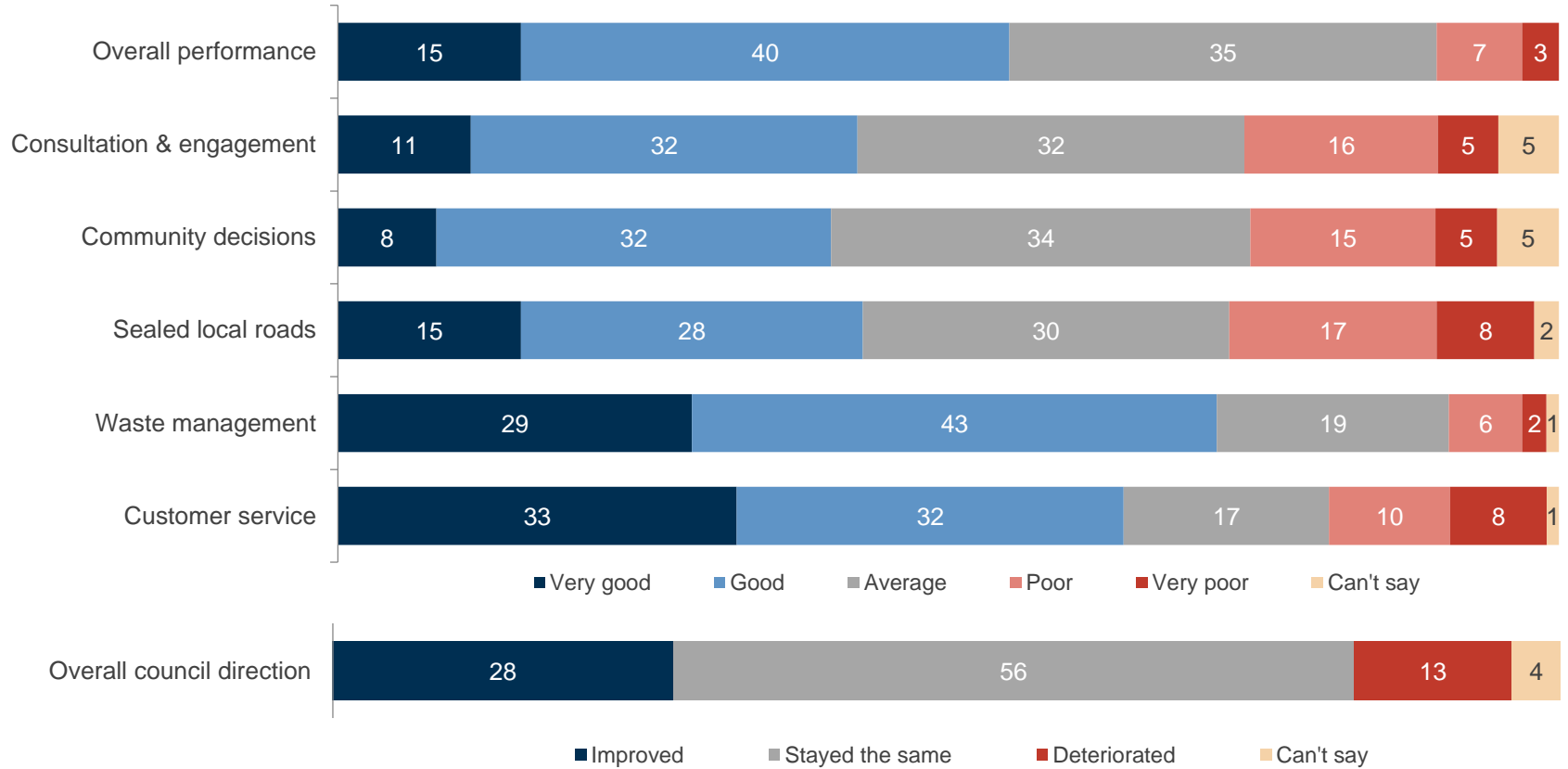
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	15	40	35	7	3	
Consultation & engagement	11	32	32	16	5	5
Community decisions	8	32	34	15	5	5
Sealed local roads	15	28	30	17	8	2
Waste management	29	43	19	6	2	1
Customer service	33	32	17	10	8	1

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	28	56	13	4

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

Summary of Wangaratta Rural City Council performance

Services	Wangaratta 2022	Wangaratta 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
Overall performance	64	66	59	59	Women	Aged 50-64 years, Rural Area residents
Value for money	56	60	53	53	Aged 65+ years	Aged 50-64 years, Rural Area residents
Overall council direction	58	62	52	50	Aged 18-34 years	Rural Area residents
Customer service	68	75	69	68	Aged 65+ years	Aged 18-34 years
Art centres & libraries	77	78	76	73	Aged 65+ years	Aged 35-64 years
Appearance of public areas	74	78	73	71	Aged 65+ years	Aged 35-64 years, Rural Area residents
Recreational facilities	73	76	72	69	Aged 65+ years	Aged 35-49 years
Waste management	73	78	68	68	Aged 18-34 years, Aged 65+ years	Rural Area residents
Community & cultural	68	67	65	65	Aged 65+ years	Aged 18-34 years

Significantly higher / lower than Wangaratta Rural City Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Wangaratta Rural City Council performance

Services	Wangaratta 2022	Wangaratta 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
Family support services	67	-	67	65	Men	Aged 18-64 years
Elderly support services	66	-	65	67	Aged 65+ years	Aged 35-49 years
Bus/community dev./tourism	65	65	62	60	Aged 65+ years	Aged 18-34 years
Environmental sustainability	64	64	62	61	Aged 65+ years	Aged 35-49 years
Informing the community	60	61	58	59	Women	Rural Area residents, Aged 35-49 years
Local streets & footpaths	58	61	59	57	Aged 18-34 years	Rural Area residents
Consultation & engagement	57	56	54	54	Rural Area residents, Women, Aged 18-34 years	Aged 35-49 years
Sealed local roads	57	64	54	53	Aged 18-34 years	Rural Area residents, Aged 35-49 years

Significantly higher / lower than Wangaratta Rural City Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2022	Wangaratta 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Lobbying	56	59	55	53	Aged 65+ years	Aged 18-34 years, Rural Area residents
	Community decisions	56	56	54	54	Women	Aged 35-49 years
	Parking facilities	53	51	56	57	Men	Aged 50-64 years
	Planning & building permits	51	54	54	50	Women	Rural Area residents
	Unsealed roads	45	52	46	41	Aged 65+ years	Aged 35-49 years

Significantly higher / lower than Wangaratta Rural City Council 2022 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 Council's overall performance have held steady in the last 12 months. Ratings of overall performance have been increasing steadily over time from the rating low index score of 45 in 2014. The current index score of 64 is similar to that seen in 2013 prior to the significant decline in perceptions that occurred in 2014. The current rating of overall performance is also significantly higher than the Regional Centres group and State-wide averages.

Key influences on perceptions of overall performance

Council should focus on maintaining and further improving performance in the individual service areas that most influence perception of overall performance, namely community decisions, followed by the condition of sealed local roads and lobbying. These are among the service areas where Council is rated less well. Good communication and transparency with residents about decisions Council has made in the community's interest are warranted.

Comparison to state and area grouping

Importantly, Council performs in line with or significantly higher than the Regional Centres group and State-wide averages on 16 out of the 18 service areas evaluated. This is a positive result for Council. The only service areas where Council is rated significantly lower than the Regional Centres group average are parking facilities, and planning and building permits.

Opportunity to engage with residents

Further endeavours should be made to improve perceptions of customer service which decreased significantly in the past year. There is an opportunity to improve these perceptions by engaging with residents aged 18 to 34 years, men and residents in the Urban Area as customer service perceptions among these cohorts declined significantly in the last 12 months.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 64 for Wangaratta Rural City Council is similar to those seen across 2012 to 2013 and more recently in 2021.

- Council's overall performance is rated significantly higher (at the 95% confidence interval) than the Regional Centres group and State-wide averages for councils (both with an index score of 59).

- Residents aged 65 years and over (index score of 69) rate Council's overall performance significantly higher than the Council average. By contrast, residents in Rural Area (index score of 59) rate it significantly lower.

More than four in 10 residents (41%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. In contrast, a fifth of residents (20%) rate the value for money as 'very poor' or 'poor'. A further 36% rate Council 'average' in terms of providing value for money.

- Perceptions of value for money in services and infrastructure (index score of 56) have declined significantly this year (down four points). However, they are significantly higher than the Regional Centres group and State-wide averages for councils (both with an index score of 53).
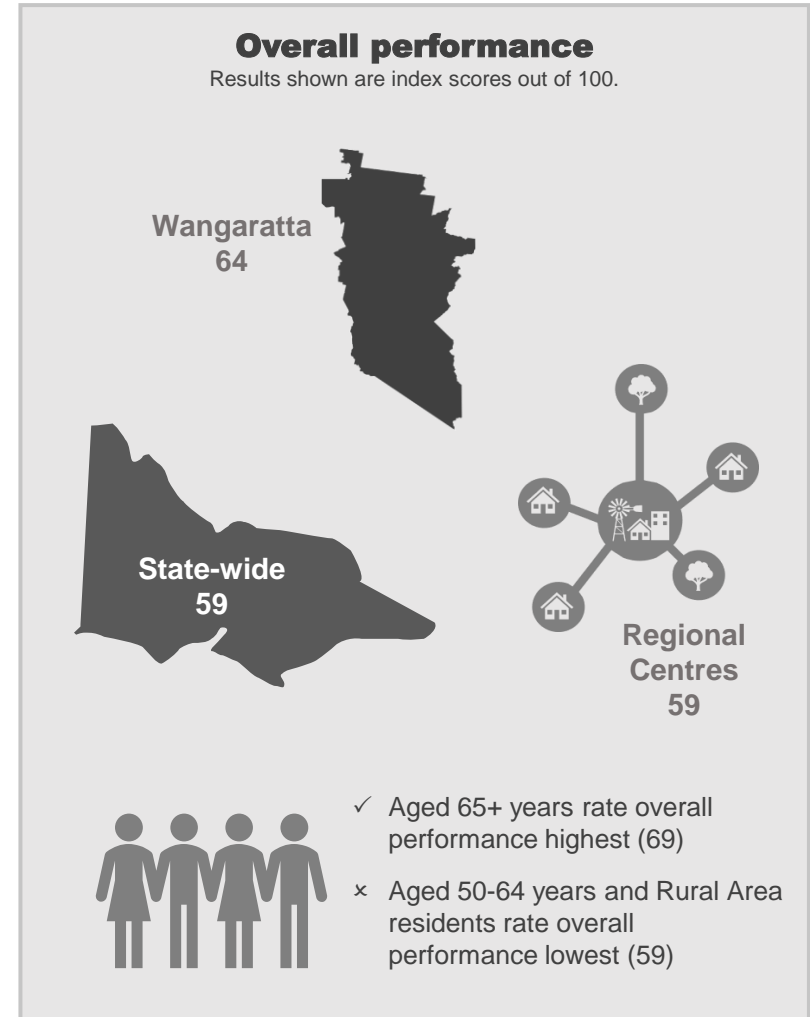
Overall performance
Results shown are index scores out of 100.
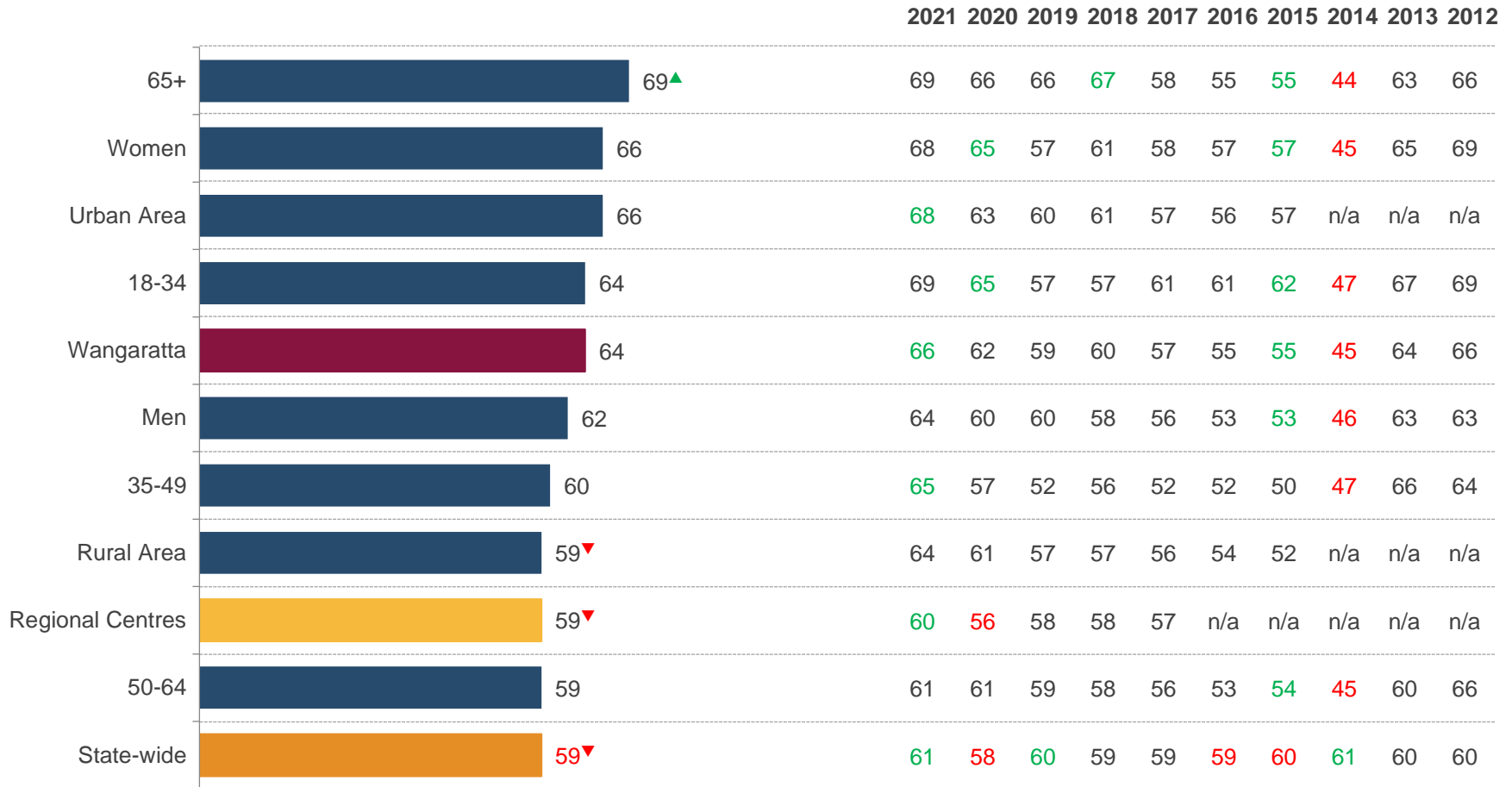
Wangaratta
64

State-wide
59

Regional Centres
59

✓ Aged 65+ years rate overall performance highest (69)

✗ Aged 50-64 years and Rural Area residents rate overall performance lowest (59)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	69 ▲	69	66	66	67	58	55	55	44	63	66
Women	66	68	65	57	61	58	57	57	45	65	69
Urban Area	66	68	63	60	61	57	56	57	n/a	n/a	n/a
18-34	64	69	65	57	57	61	61	62	47	67	69
Wangaratta	64	66	62	59	60	57	55	55	45	64	66
Men	62	64	60	60	58	56	53	53	46	63	63
35-49	60	65	57	52	56	52	52	50	47	66	64
Rural Area	59 ▼	64	61	57	57	56	54	52	n/a	n/a	n/a
Regional Centres	59 ▼	60	56	58	58	57	n/a	n/a	n/a	n/a	n/a
50-64	59	61	61	59	58	56	53	54	45	60	66
State-wide	59 ▼	61	58	60	59	59	59	60	61	60	60

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

Overall performance
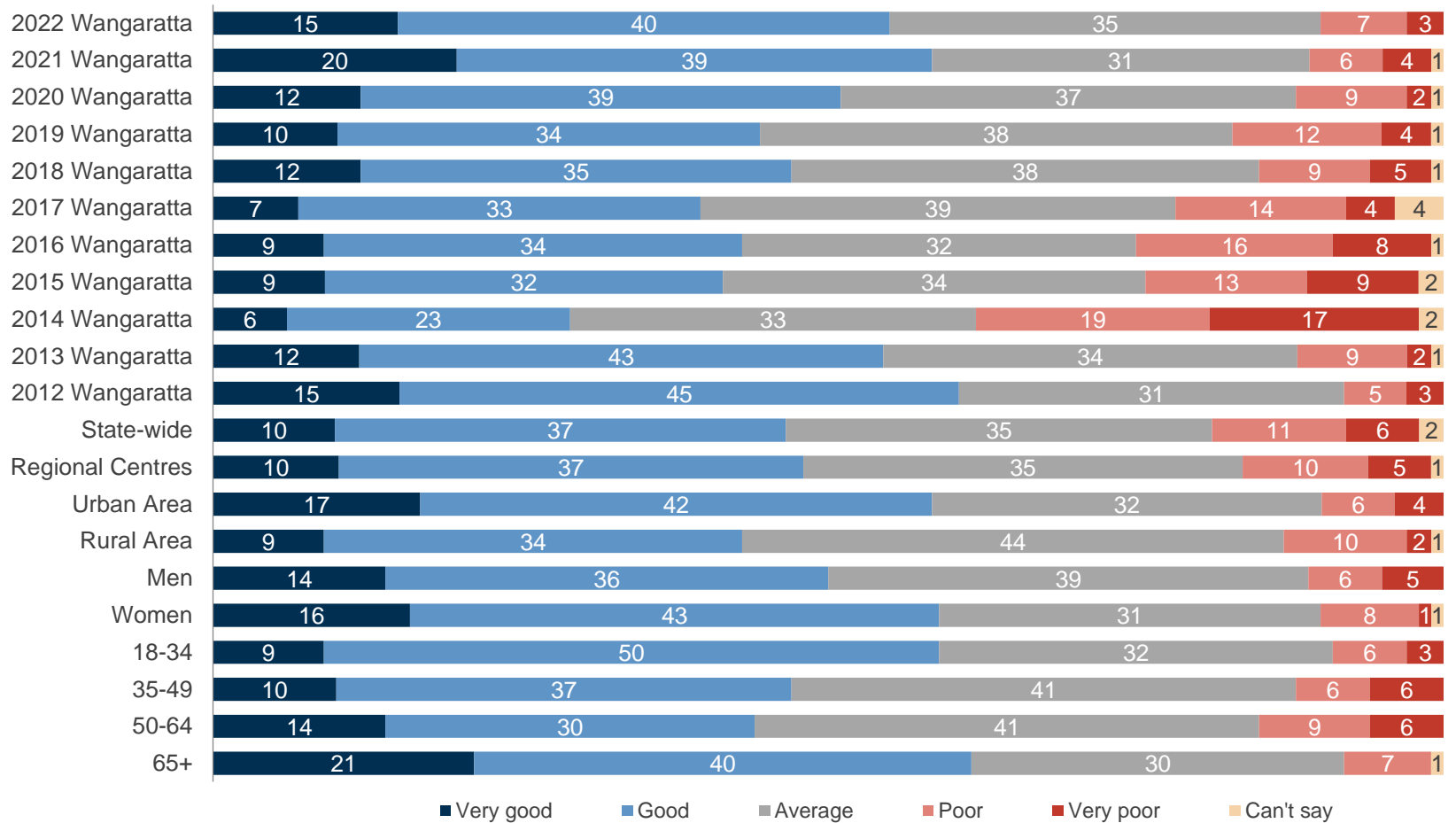
2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	15	40	35	7	3	
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	10	37	35	11	6	2
Regional Centres	10	37	35	10	5	1
Urban Area	17	42	32	6	4	
Rural Area	9	34	44	10	2	1
Men	14	36	39	6	5	
Women	16	43	31	8	1	1
18-34	9	50	32	6	3	
35-49	10	37	41	6	6	
50-64	14	30	41	9	6	
65+	21	40	30	7	1	

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wangaratta Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

Value for money in services and infrastructure

2022 value for money (index scores)
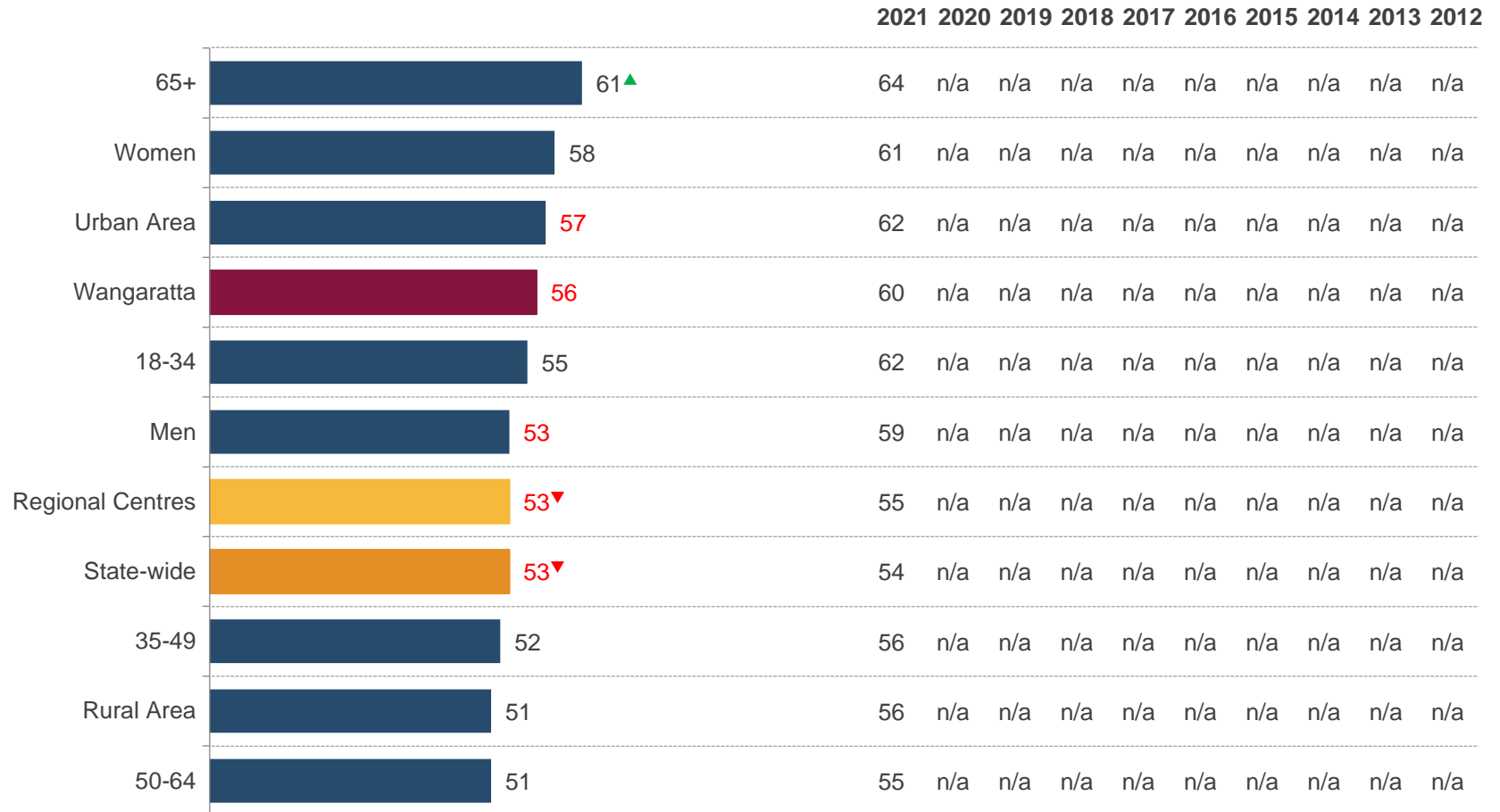
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+ — 61 ▲	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area — 57	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta — 56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 55	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 53	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres — 53 ▼	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 53 ▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 52	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area — 51	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 51	55	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: 9
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	9	32	36	13	7	3
2021 Wangaratta	13	35	32	15	3	1
State-wide	7	29	34	16	9	4
Regional Centres	8	30	32	16	10	3
Urban Area	9	34	35	11	7	4
Rural Area	8	25	40	18	9	1
Men	9	30	34	18	9	
Women	9	33	38	9	5	6
18-34	6	35	32	12	9	6
35-49	6	26	41	20	6	2
50-64	8	25	42	11	14	
65+	12	37	33	10	4	4

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: 9

Top performing service areas

Art centres and libraries (index score of 77) is the area where Council performed best in 2022. This is similar to the levels seen in more recent years (but lower than that recorded in 2012 to 2013).

- Council performs in line with the Regional Centres group average (index score of 76) and significantly higher than the State-wide average (73).

- Performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

Appearance of public areas (74, down a significant four points) is Council's next highest rated service area.

- Here again, Council performs in line with the Regional Centres group average for councils (index score of 73) and significantly higher than the State-wide average (index score of 71).

- Performance ratings decreased significantly this year among women (down five points on 2021), residents aged 18 to 34 years (down six points), those in the Rural Area (down seven points) and those aged 35 to 49 years (down nine points).

- Council is encouraged to ensure perceptions do not continue to decline, given that the appearance of public areas has a moderate to strong influence on perceptions of overall performance.
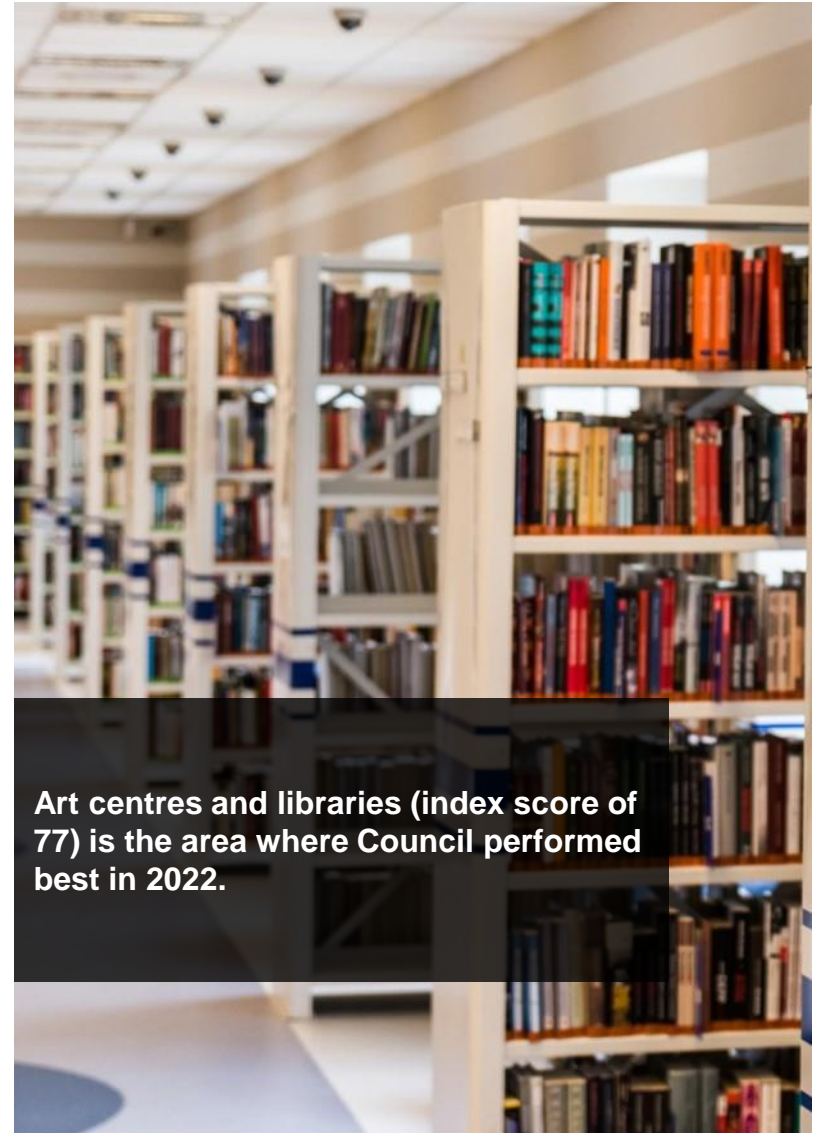
Art centres and libraries (index score of 77) is the area where Council performed best in 2022.

Low performing service areas
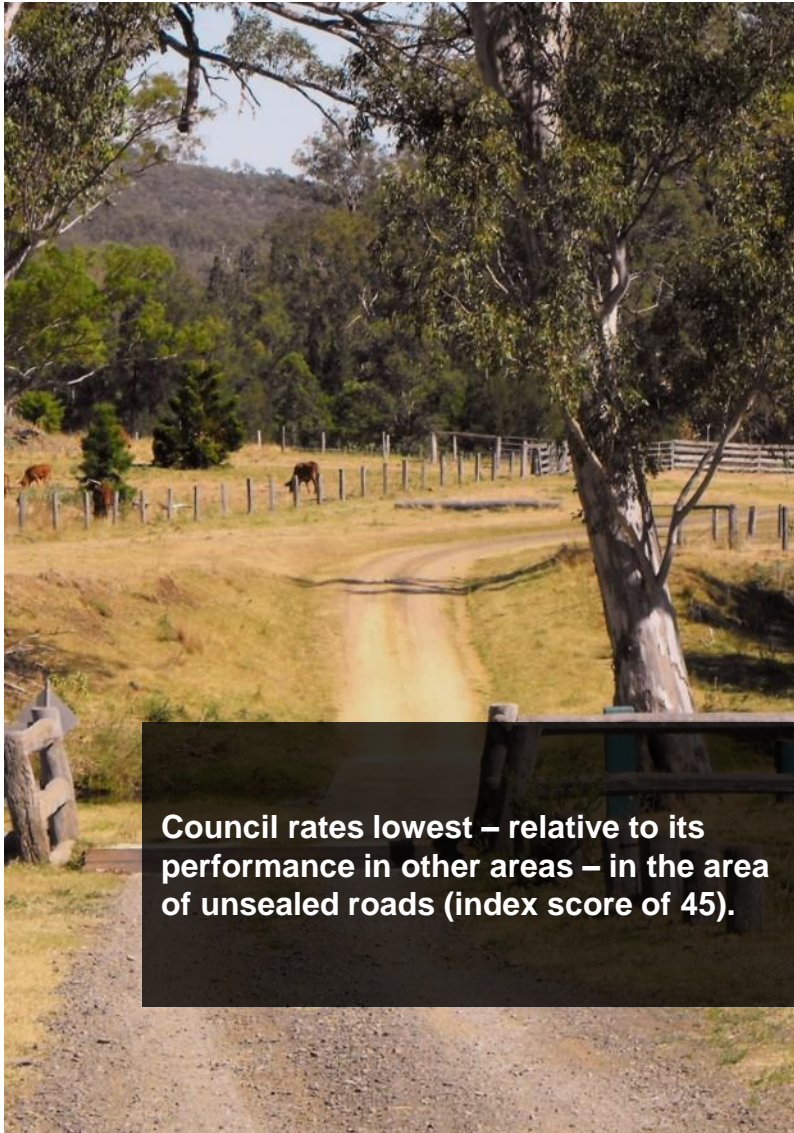
Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 45).

Council rates lowest in the maintenance of unsealed roads (index score of 45). This rating is significantly lower this year (down seven points on 2021) and represents a record low.

- Even so, Council continues to rate in line with the Regional Centres group average for councils and significantly higher than the State-wide average (index scores of 46 and 41 respectively).

- Performance ratings decreased significantly this year among residents in the Urban Area (down 11 points on 2021) and those aged 35 to 49 years (down 17 points).

Council's next lowest area of service is planning and building permits (index score of 51).

- Council performs in line with the State-wide average for councils (50) but significantly lower than the Regional Centres group average (54).

- Performance ratings decreased significantly this year among residents in the Urban Area (52).

- Residents in Rural Area (45) rate Council significantly lower than the Council average.

Ratings of Council's performance declined most significantly in two service areas: sealed local roads and unsealed roads (both down seven points).

Individual service area performance

2022 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	77	78	78	77	78	79	73	79	79	83	84
Appearance of public areas	74	78	76	74	76	75	75	76	75	77	78
Recreational facilities	73	76	69	71	71	70	69	69	72	76	76
Waste management	73	78	68	69	70	70	68	n/a	n/a	n/a	n/a
Community & cultural	68	67	69	66	70	72	70	72	71	74	73
Family support services	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	65	65	61	58	61	59	62	63	59	68	69
Environmental sustainability	64	64	62	61	65	65	66	64	64	67	66
Informing the community	60	61	60	57	60	60	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	58	61	58	57	58	57	60	60	57	59	61
Consultation & engagement	57	56	55	53	56	55	49	49	48	56	58
Sealed local roads	57	64	57	57	56	56	58	57	n/a	n/a	n/a
Lobbying	56	59	54	51	55	52	48	51	45	58	56
Community decisions	56	56	52	51	51	50	48	49	n/a	n/a	n/a
Parking facilities	53	51	47	46	52	56	52	58	51	53	51
Planning & building permits	51	54	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	45	52	48	48	46	46	48	50	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2022 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	28	48	14	2		8
Appearance of public areas	31	43	17	5	3	1
Recreational facilities	32	39	16	9	1	3
Waste management	29	43	19	6	2	1
Community & cultural	16	43	25	6	2	8
Family support services	16	31	21	6	2	23
Elderly support services	19	28	21	8	3	20
Bus/community dev./tourism	16	36	33	6	3	7
Environmental sustainability	14	38	32	9	2	7
Informing the community	12	34	35	13	4	2
Local streets & footpaths	14	33	28	11	9	4
Consultation & engagement	11	32	32	16	5	5
Sealed local roads	15	28	30	17	8	2
Lobbying	8	27	33	14	4	14
Community decisions	8	32	34	15	5	5
Parking facilities	10	29	32	19	8	2
Planning & building permits	6	21	27	13	9	22
Unsealed roads	6	19	32	22	15	6

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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Individual service area importance

2022 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	84	82	82	81	82	80	82	n/a	n/a	n/a	n/a
Unsealed roads	83	81	80	78	80	77	77	81	n/a	n/a	n/a
Local streets & footpaths	81	77	78	78	80	76	78	77	77	79	75
Consultation & engagement	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	78	77	79	77	76	75	n/a	n/a	n/a	n/a	n/a
Recreational facilities	76	74	74	72	75	72	72	74	74	75	73
Parking facilities	75	74	75	75	75	70	74	72	75	76	75
Appearance of public areas	75	71	74	72	73	73	75	74	75	76	71
Planning & building permits	75	75	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	74	73	74	73	75	71	73	72	70	73	70
Bus/community dev./tourism	73	74	75	74	75	74	75	76	76	75	74
Lobbying	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	66	65	63	63	62	62	63	63	66	68	69
Community & cultural	65	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.

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Individual service area importance
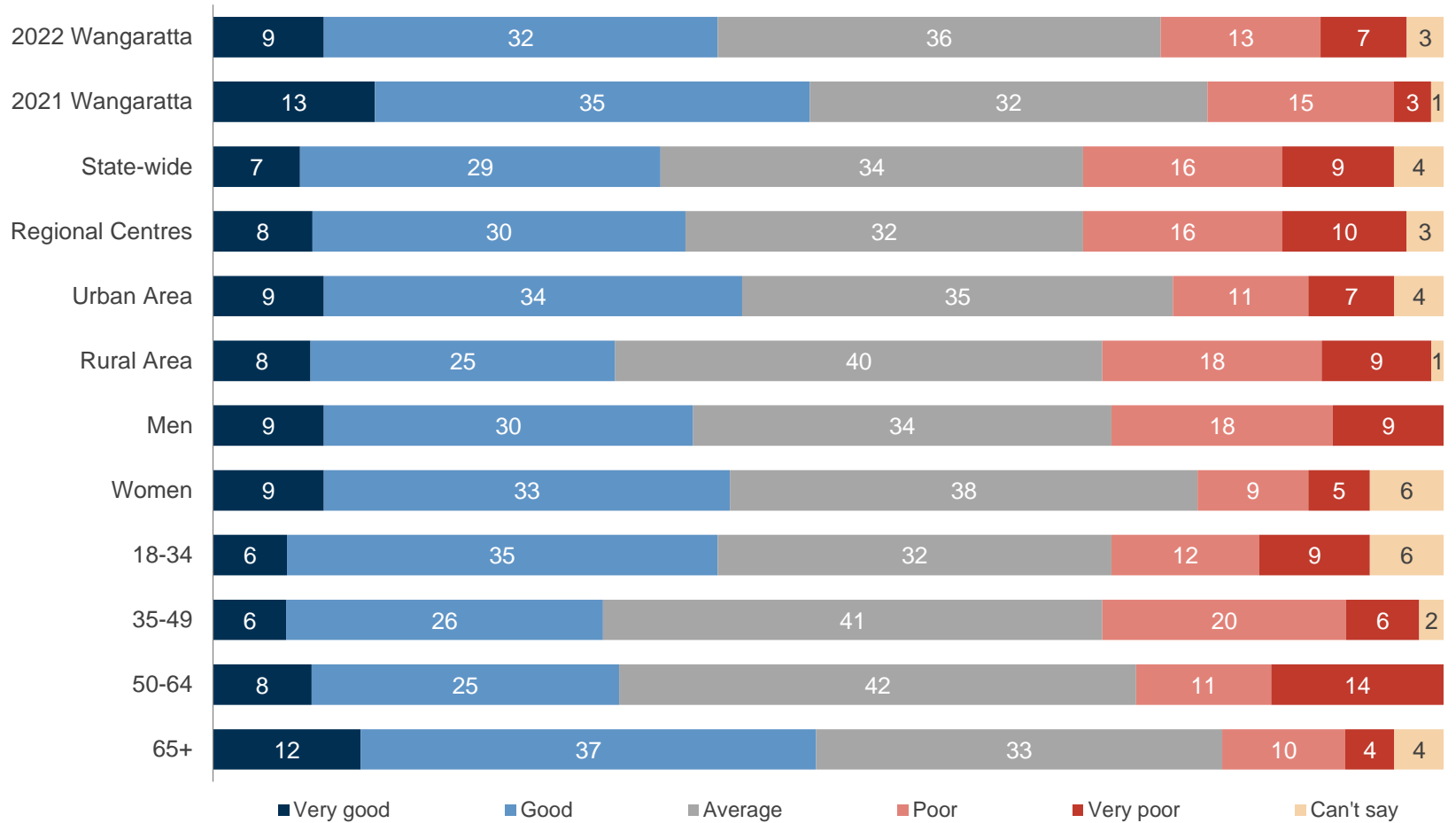
2022 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	50	36	11	1		1
Unsealed roads	49	37	11	2		1
Local streets & footpaths	43	39	14	2	1	2
Consultation & engagement	43	37	15	2		3
Informing the community	34	43	18	1	2	2
Recreational facilities	30	46	20	3		1
Parking facilities	33	40	19	4	1	1
Appearance of public areas	31	42	25			3
Environmental sustainability	35	35	21	6		3
Lobbying	29	40	21	7	2	2
Bus/community dev./tourism	31	38	24	4	2	1
Planning & building permits	33	35	24	3	1	3
Art centres & libraries	15	42	33	6	2	2
Community & cultural	18	36	35	7	2	2

Legend: ■ 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	83	45	-39
Planning & building permits	75	51	-24
Consultation & engagement	81	57	-24
Local streets & footpaths	81	58	-23
Parking facilities	75	53	-22
Informing the community	78	60	-18
Lobbying	72	56	-16
Waste management	84	73	-11
Environmental sustainability	74	64	-10
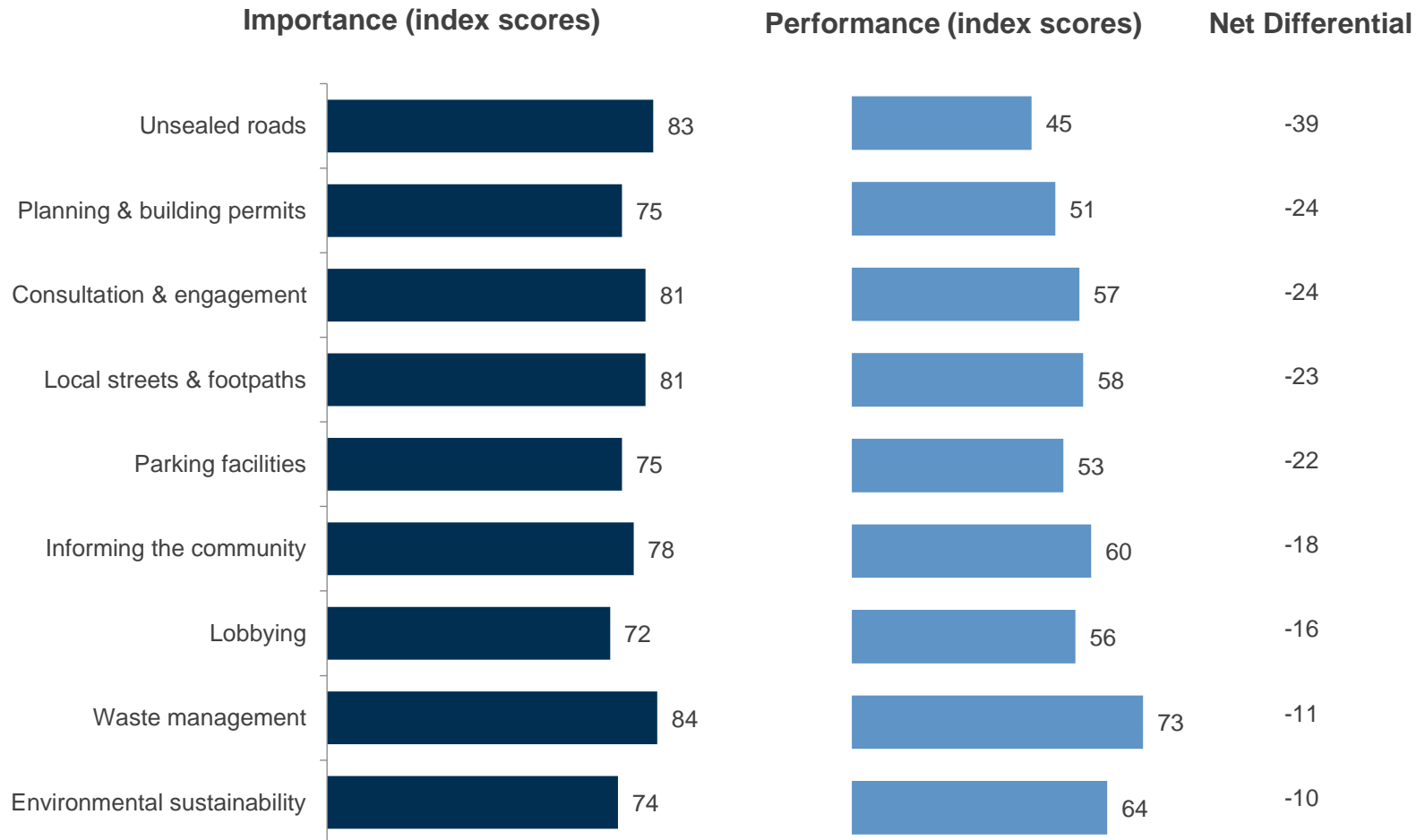
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• The condition of sealed local roads

• Lobbying on behalf of the community

• Business, community development and tourism

• The appearance of public areas

• Community and cultural activities

• Environmental sustainability.

Looking at these key service areas only, the appearance of public areas has a high performance index (74) and a moderate influence on the overall performance rating.

Council also performs well on community and cultural activities, business, community development and tourism, and environmental sustainability (index of 68, 65 and 64 respectively) – also moderate influences on overall perceptions.

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

In addition to its decision making, Council performs less well on the condition of its sealed roads and lobbying on behalf of residents (index of 57 and 56 respectively). These are both among the stronger influences on overall community perceptions of Council.

Ensuring sealed roads are well maintained and demonstrating Council efforts to advocate for its community can help improve Council's overall performance ratings.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

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

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

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

Influence on overall performance: all service areas

2022 regression analysis (all service areas)
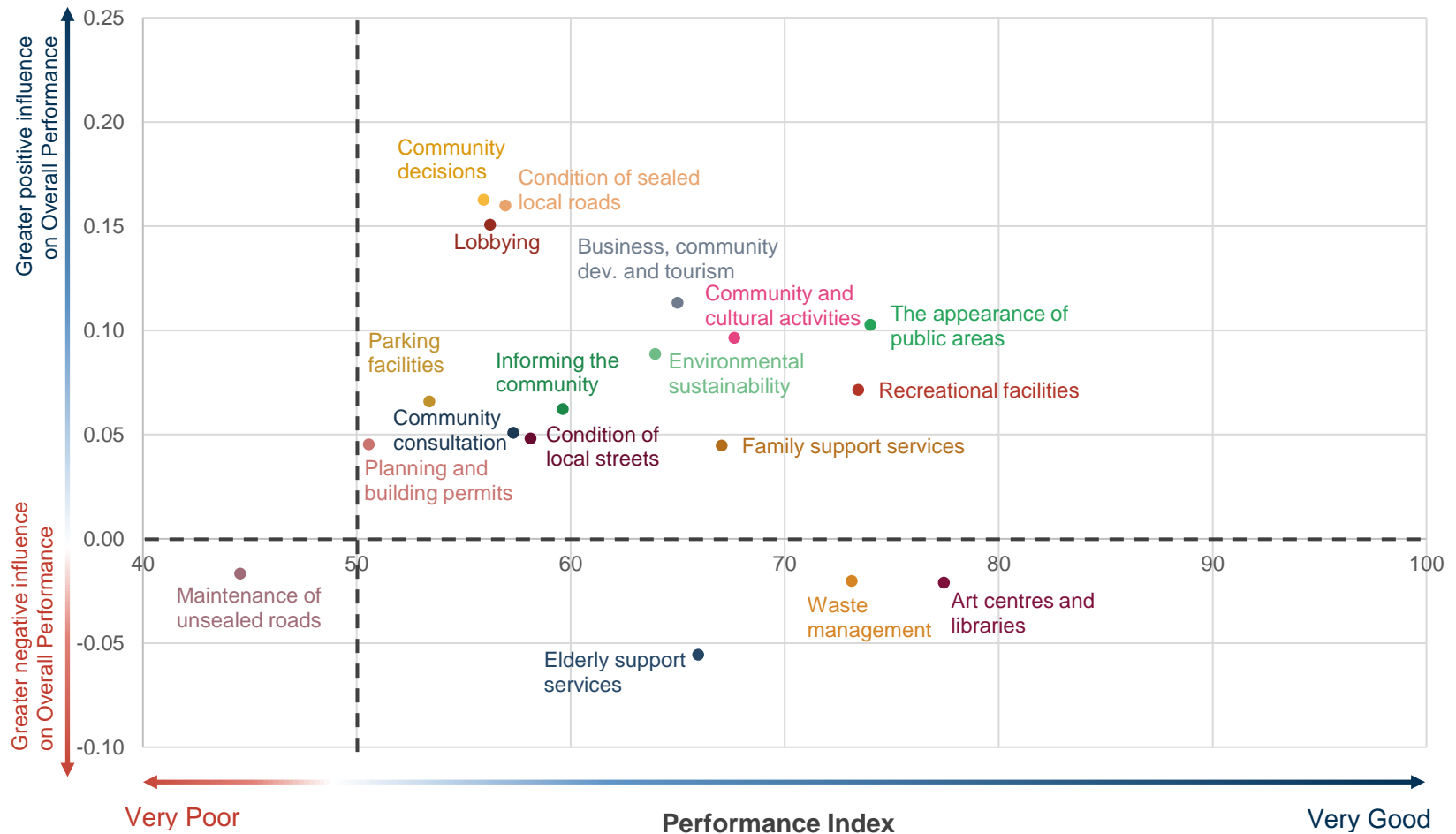
The multiple regression analysis model above (all service areas) has an R² value of 0.574 and adjusted R² value of 0.554, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 28.56. 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

2022 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions
- Condition of sealed local roads
- Lobbying

Focus on these areas to ensure negative perceptions do not have an overly negative impact on perceptions of overall performance. Changes will have a stronger influence on overall performance ratings.

- Business, community dev. and tourism
- The appearance of public areas
- Community and cultural activities
- Environmental sustainability

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

Very Poor — **Performance Index** — **Very Good**

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.555 and adjusted R² value of 0.547, which means that 56% 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 = 69.80.

Areas for improvement

2022 areas for improvement (%)
- Top mentions only -

Category	%
Sealed Road Maintenance	16
Community Consultation	13
Recreational/Sporting Facilities	7
Communication	7
Financial Management	7
Footpaths/Walking Tracks	6
Rural/Regional Communities	6
Treat All The Same /All Areas	6
Parking Availability	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: 47 Councils asked group: 7
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

More than six in 10 Council residents (63%) have had contact with Council in the last 12 months. This represents a gradual upward trend over time from a low contact rate of 52% in 2015.

- Council's rate of contact is significantly higher than the Regional Centres group average (56%).

- Rate of contact across demographic and geographic cohorts is not statistically different from the Council average.

Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Perceptions of Council's customer service (index score of 68) decreased significantly this year (down seven points on 2021).

- Notwithstanding this, these perceptions are in line with the Regional Centres group and State-wide averages (index scores of 69 and 68 respectively).

- Customer service ratings decreased significantly this year among residents in the Urban Area (down seven points), men (down eight points) and residents aged 18 to 34 years (down 16 points).

More than six in 10 residents (65%) provide a positive customer service rating of 'very good' or 'good'. This is more than three and a half times higher than those who rate customer service as 'poor' or 'very poor' (18%).

Contact with council

2022 contact with council (%)
Have had contact
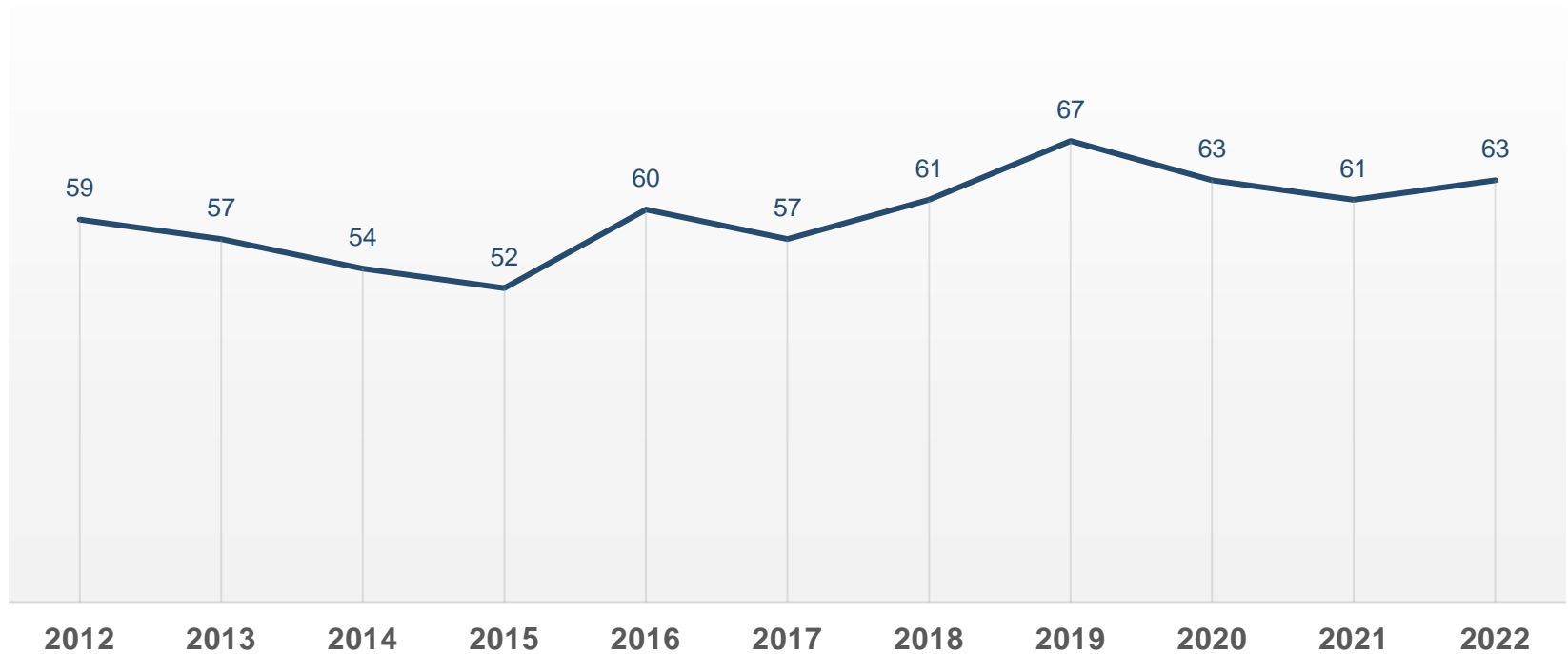
Q5. Over the last 12 months, have you or any member of your household had any contact with Wangaratta Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 5

Contact with council
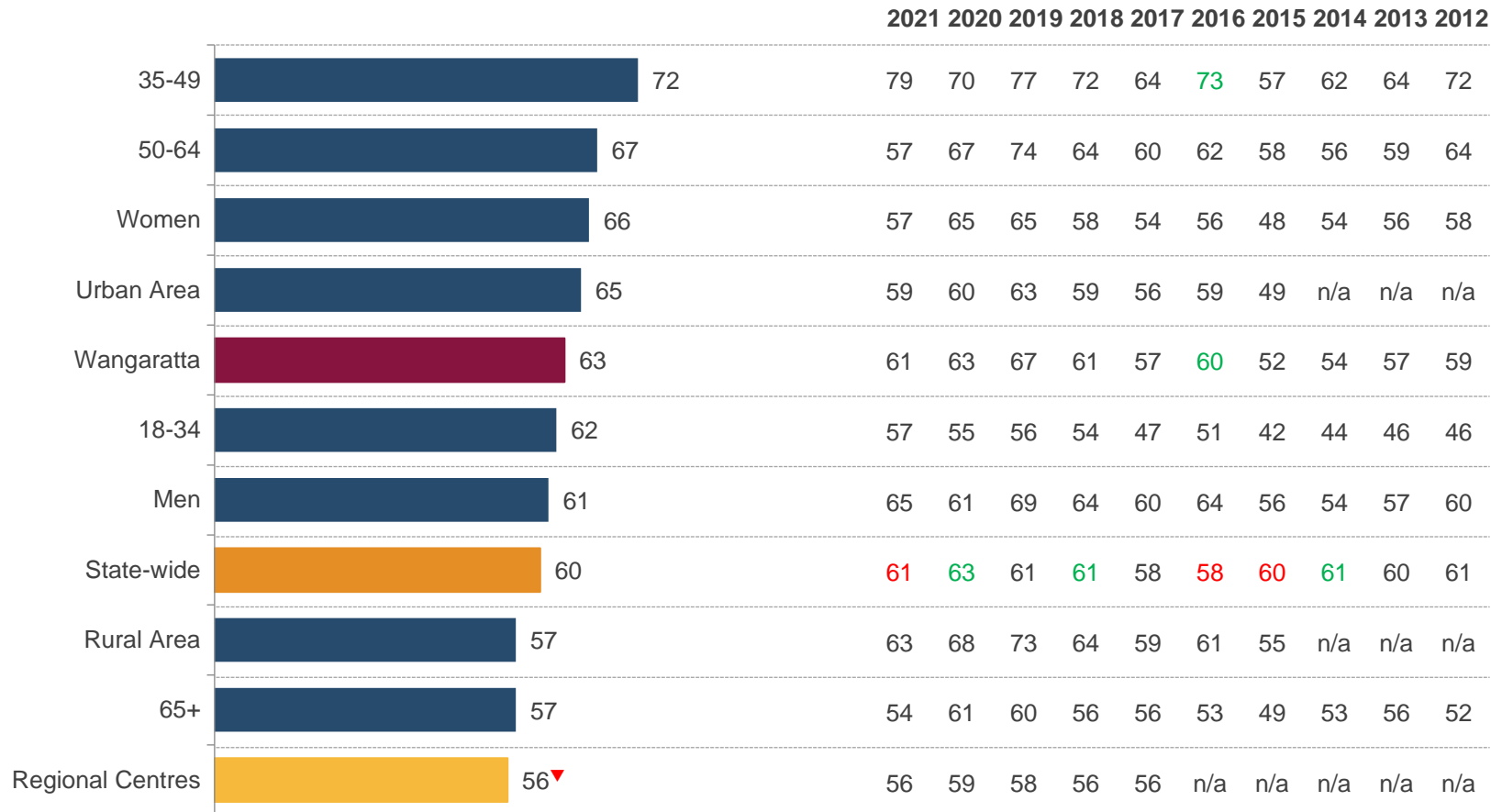
2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72	79	70	77	72	64	73	57	62	64	72
50-64	67	57	67	74	64	60	62	58	56	59	64
Women	66	57	65	65	58	54	56	48	54	56	58
Urban Area	65	59	60	63	59	56	59	49	n/a	n/a	n/a
Wangaratta	63	61	63	67	61	57	60	52	54	57	59
18-34	62	57	55	56	54	47	51	42	44	46	46
Men	61	65	61	69	64	60	64	56	54	57	60
State-wide	60	61	63	61	61	58	58	60	61	60	61
Rural Area	57	63	68	73	64	59	61	55	n/a	n/a	n/a
65+	57	54	61	60	56	56	53	49	53	56	52
Regional Centres	56 ▼	56	59	58	56	56	n/a	n/a	n/a	n/a	n/a

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?
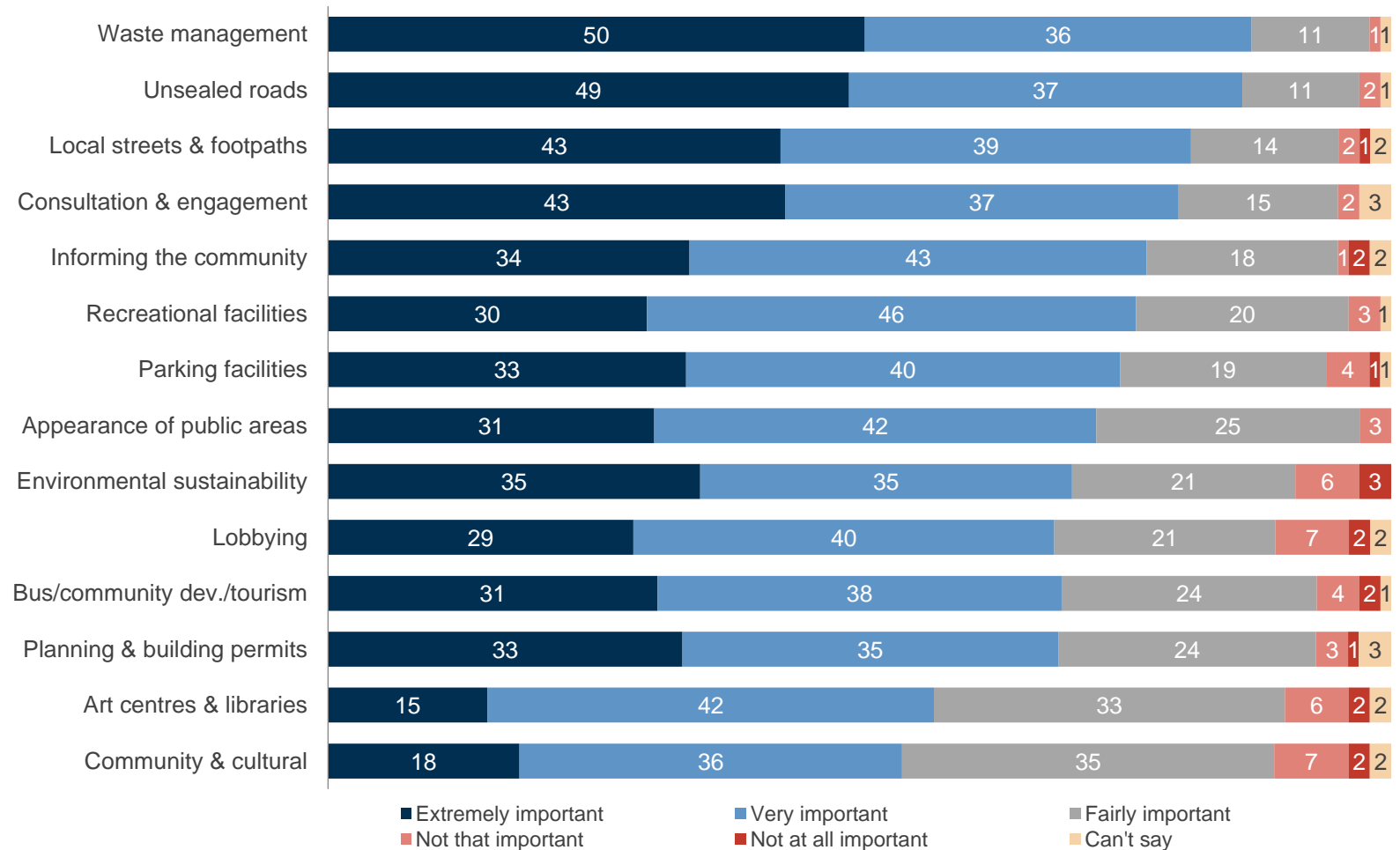*Base: All respondents. Councils asked State-wide: 42 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	74	76	76	73	74	75	68	78	74	80	73
Women	71	75	74	70	68	75	69	69	74	72	74
Urban Area	70	77	71	74	68	75	66	73	n/a	n/a	n/a
50-64	70	71	72	68	63	72	64	70	74	67	72
Regional Centres	69	71	70	72	72	72	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	70	71	70	69	69	70	72	71	71
Wangaratta	68	75	70	70	64	71	66	70	70	72	72
35-49	67	75	72	70	61	68	65	65	66	76	73
Men	66	74	66	71	61	67	63	70	66	71	69
Rural Area	63	72	69	66	59	65	66	66	n/a	n/a	n/a
18-34	60	76	56	69	57	69	68	63	67	61	68

Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	33	32	17	10	8	1
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	30	35	18	9	7	1
Regional Centres	31	35	19	8	7	1
Urban Area	33	32	19	9	5	1
Rural Area	33	29	11	11	16	
Men	31	31	18	11	9	1
Women	36	32	17	9	6	
18-34	24	33	14	14	14	
35-49	30	33	22	11	5	
50-64	37	29	16	9	8	1
65+	40	31	17	7	5	1

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

Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 9

Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via mail (31%), followed by a newsletter sent via email (19%) and advertising in a local newspaper (16%). The greatest change since 2021 has been the four-point increase in preference for a text message (noting that this remains among the lesser preferred forms of communication at 9%).

• Among residents aged <u>under 50 years</u>, a newsletter via mail (24%) has overtaken social media (22%) and a newsletter via email (16%) as the preferred form of communication from Council. Preferences have fluctuated over time among this age group.

• Among residents aged <u>over 50 years</u>, a newsletter via mail (36%) is consistently by far the preferred form of communication from Council.

Best form of communication

2022 best form of communication (%)
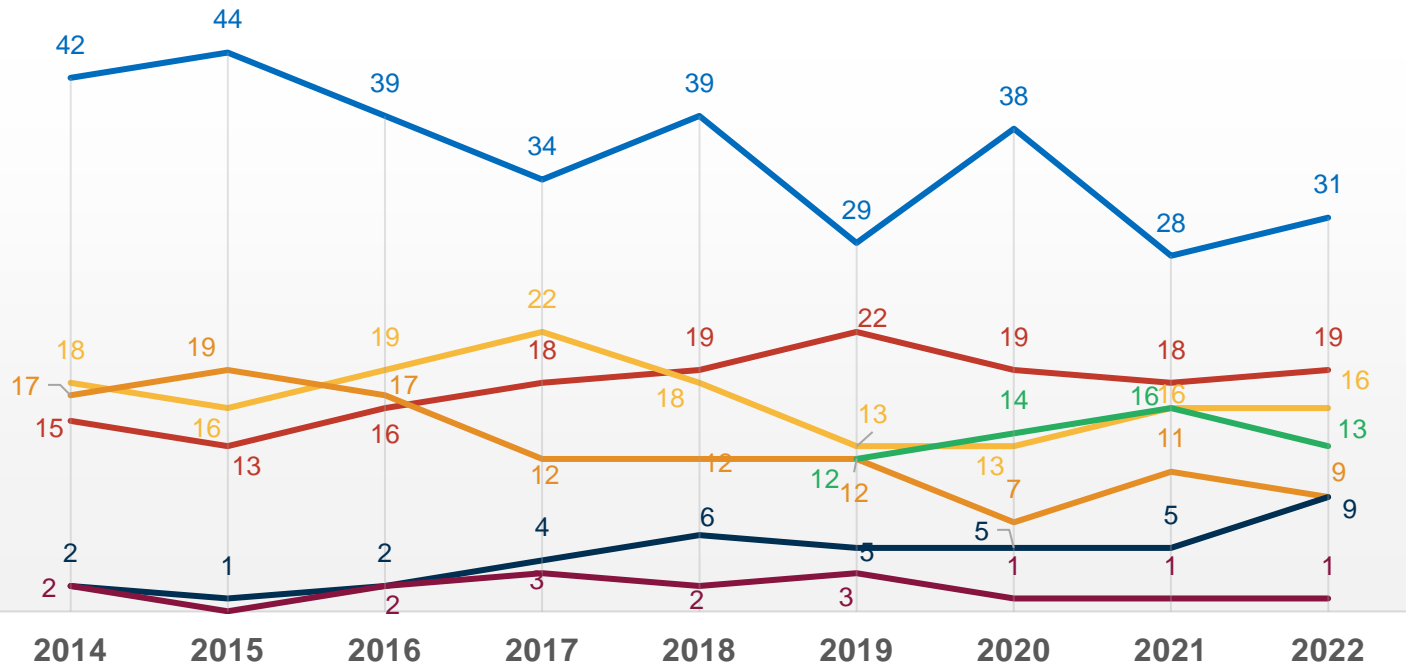
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022

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

Best form of communication: under 50s

2022 under 50s best form of communication (%)
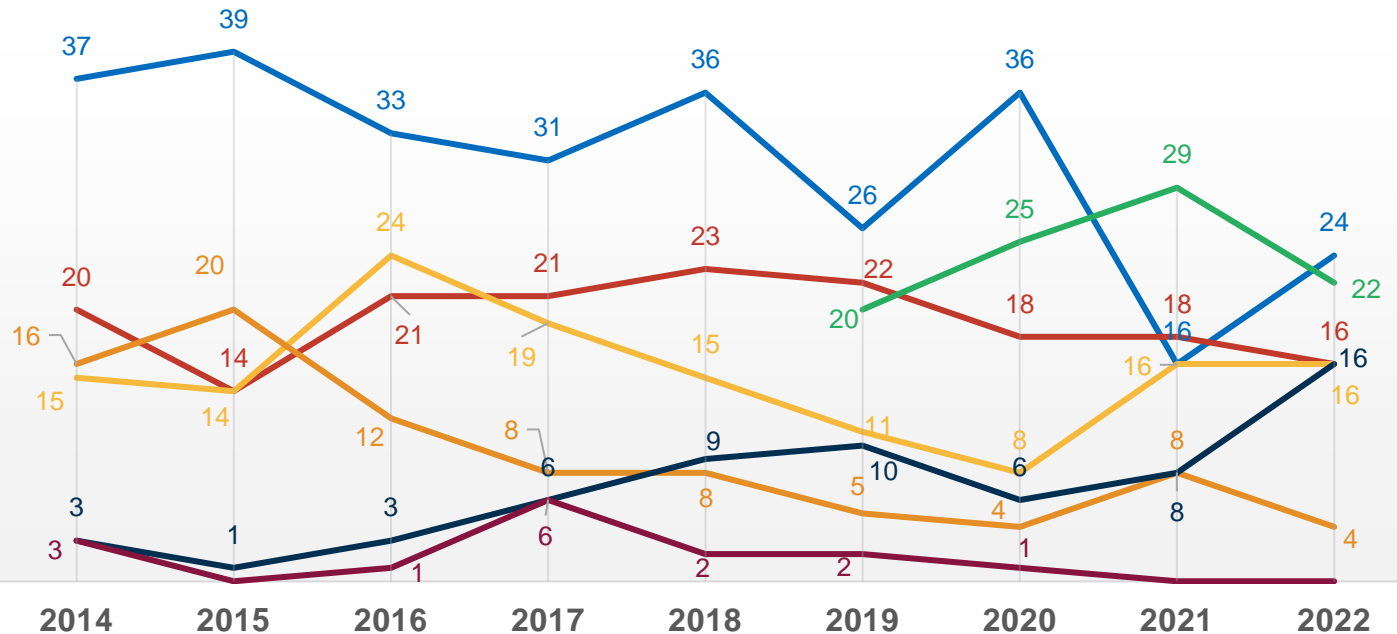
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022

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

Best form of communication: over 50s

2022 over 50s best form of communication (%)
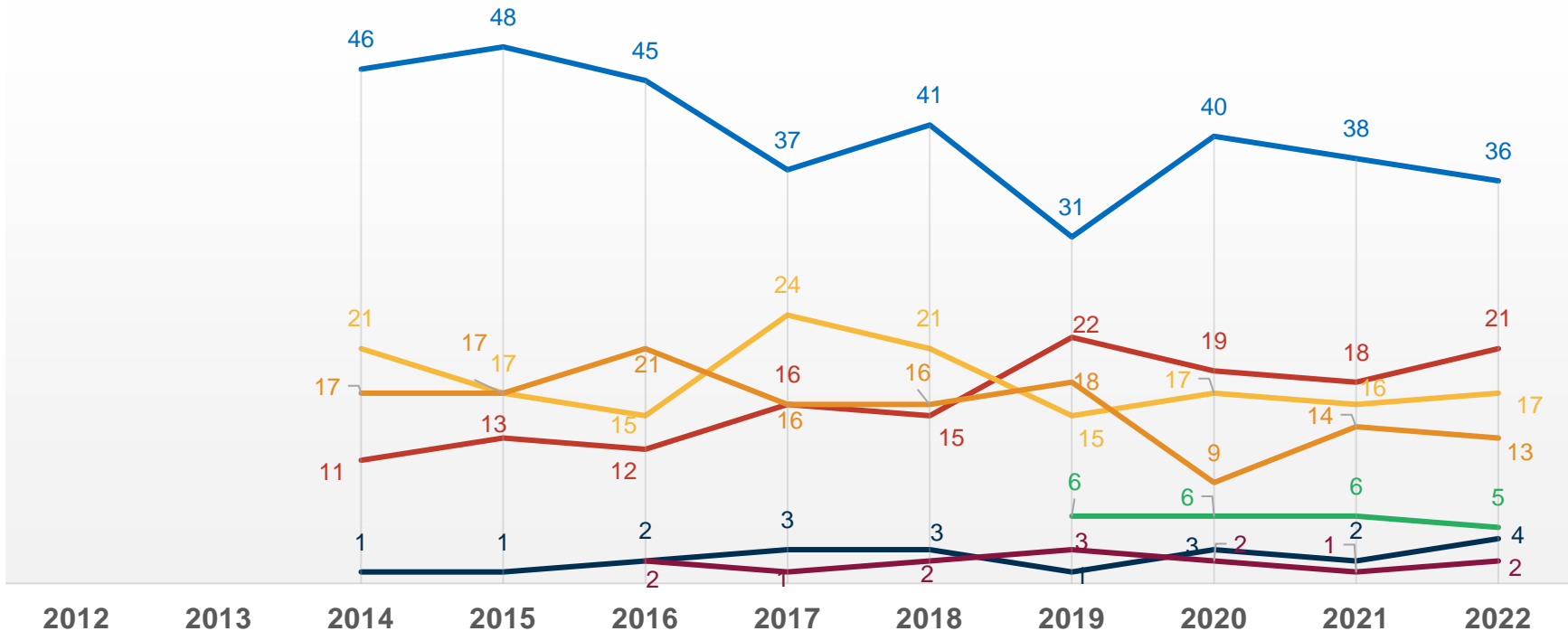
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Council Newsletter via Mail			46	48	45	37	41	31	40	38	36
Advertising in a Local Newspaper			21	17	15	24	16	18	17	14	17
Council Newsletter via Email			11	13	12	16	15	22	19	18	21
Council Newsletter as Local Paper Insert			17	17	21	16	21	15	9	16	13
Social Media								6	6	6	5
Text Message			1	1	2	3	3	1	3	2	4
Council Website					2	1	2	3	2	1	2

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

Council direction

Council direction

Over the last 12 months, more than half of residents (56%) believe the direction of Council's overall performance has stayed the same – up two percentage points since 2021.

- 28% believe Council's direction has improved in the last 12 months, down five percentage points on 2021.

- 13% believe it has deteriorated, up two points.

Perceptions of the direction of Council's overall performance (index score of 58) are four points lower on 2021 (not a statistically significant decline).

- That said, these perceptions are significantly higher than the Regional Centres group and State-wide averages (index scores of 52 and 50 respectively).

- The most satisfied with Council direction are residents aged 18 to 34 years.

- The least satisfied (and significantly less so) with Council direction are residents in the Rural Area. Ratings among these residents also decreased significantly this year (down eight points).

When it comes to the trade off between rates and services, residents are divided in their preference for rate rises to improve local services (38% would prefer this) versus cuts in council services to keep council rates at the same level as they are now (42%).
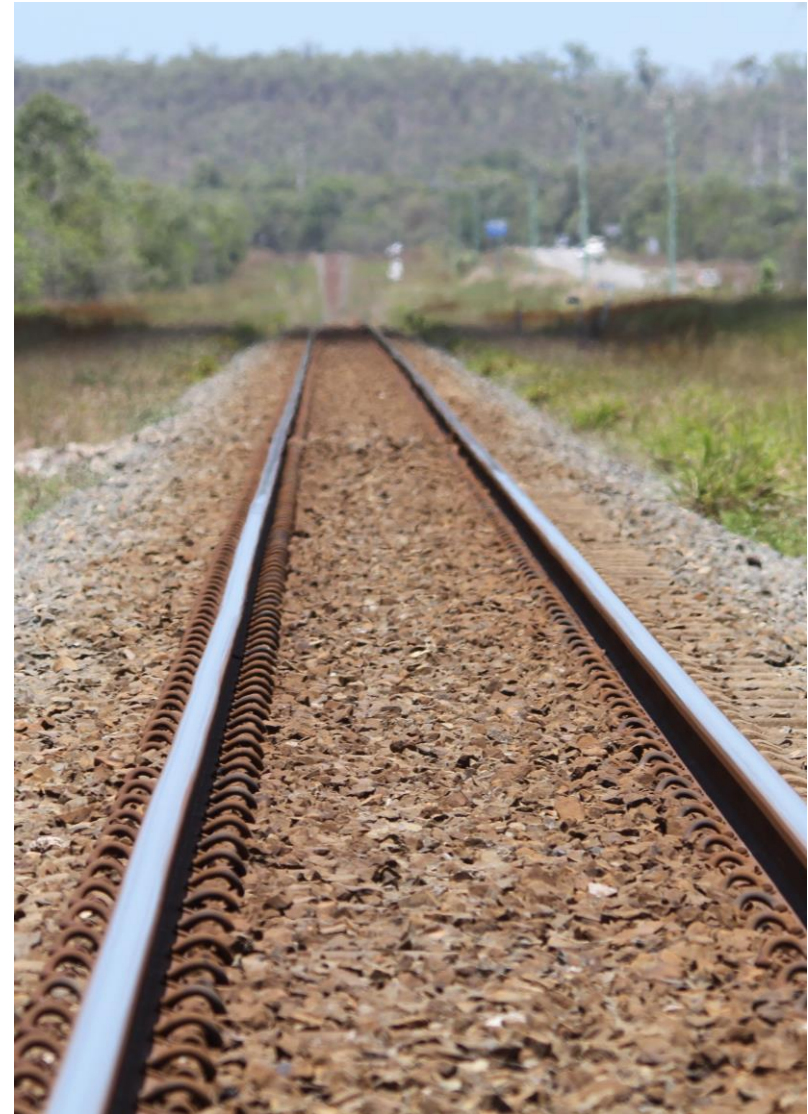
Overall council direction last 12 months

2022 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	68	61	62	57	58	64	63	32	55	61
Urban Area	60	64	63	59	59	62	51	57	n/a	n/a	n/a
Women	60	61	63	58	62	61	53	59	38	55	58
Wangaratta	58	62	61	59	61	61	51	55	39	54	57
65+	57	63	67	61	65	70	48	53	44	59	60
50-64	56	58	62	59	60	61	51	53	42	50	57
Men	56	62	60	60	59	61	50	51	40	53	56
35-49	55	58	54	56	58	55	46	53	36	53	51
Regional Centres	52 ▼	54	50	52	53	55	n/a	n/a	n/a	n/a	n/a
Rural Area	51 ▼	59	59	60	63	60	52	54	n/a	n/a	n/a
State-wide	50 ▼	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: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Wangaratta	28	56	13	4
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	17	62	16	5
Regional Centres	20	59	16	4
Urban Area	32	52	12	3
Rural Area	15	67	13	5
Men	27	55	15	3
Women	29	57	10	5
18-34	35	50	9	6
35-49	28	51	18	4
50-64	23	62	11	4
65+	26	60	12	2

■ 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: 67 Councils asked group: 9

Rates / services trade-off

2022 rates / services trade-off (%)

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2022 Wangaratta	9	29	21	21	20
2021 Wangaratta	7	24	25	29	14
State-wide	8	23	24	24	22
Regional Centres	9	25	23	24	19
Urban Area	10	28	22	20	20
Rural Area	4	30	21	23	22
Men	12	26	16	25	21
Women	6	31	26	17	19
18-34	12	35	6	27	21
35-49	8	23	31	22	16
50-64	4	26	22	25	23
65+	9	29	24	16	21

■ 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: 18 Councils asked group: 2

Individual service areas

Community consultation and engagement importance

2022 consultation and engagement importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural Area	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	77 ▼	76	75	76	75	76	n/a	n/a	n/a	n/a	n/a
State-wide	76 ▼	75	74	74	74	74	75	74	74	73	73

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
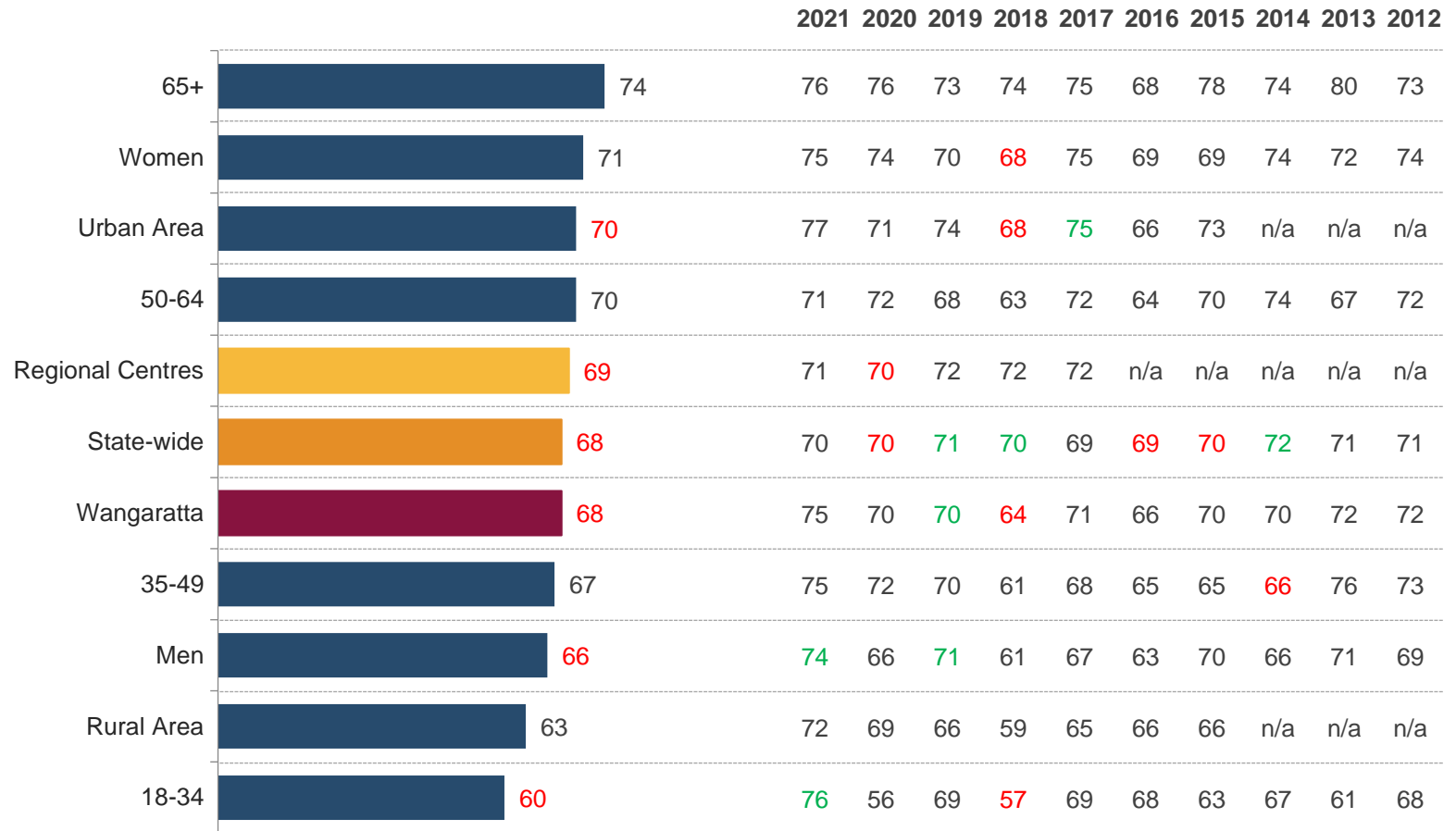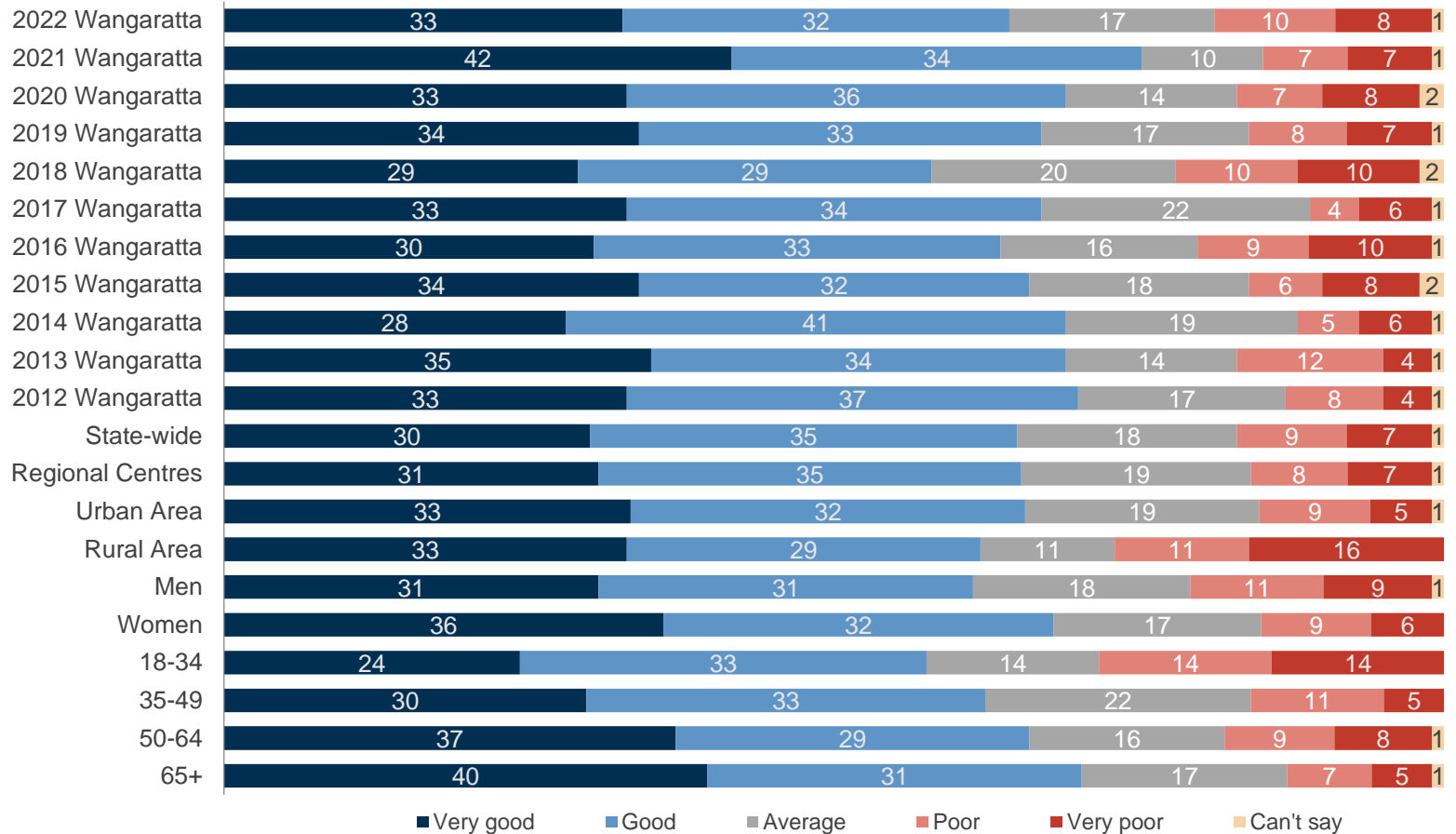*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2022 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	43	37	15	2		3
State-wide	32	43	20	3	1	1
Regional Centres	36	39	21	2	1	1
Urban Area	41	39	15	2		3
Rural Area	49	32	16			3
Men	43	35	15	3		4
Women	44	39	14		1	1
18-34	44	35	12	3		6
35-49	51	30	16	4		
50-64	42	37	18			2
65+	39	43	15			3

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

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

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Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural Area	59	55	56	54	54	54	50	48	n/a	n/a	n/a
Women	59	57	56	53	56	55	51	50	49	58	59
18-34	59	61	58	57	53	64	57	56	53	64	64
50-64	58	54	55	50	54	53	43	48	46	54	57
65+	58	56	60	57	60	55	49	48	49	53	58
Wangaratta	57	56	55	53	56	55	49	49	48	56	58
Urban Area	57	57	54	53	56	55	49	49	n/a	n/a	n/a
Men	56	55	55	53	55	54	47	47	48	54	56
35-49	55	53	46	49	55	48	50	46	45	54	52
State-wide	54 ▼	56	55	56	55	55	54	56	57	57	57
Regional Centres	54 ▼	54	51	54	55	54	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	11	32	32	16	5	5
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	8	29	32	16	8	8
Regional Centres	8	28	34	17	7	8
Urban Area	11	31	30	17	5	6
Rural Area	10	35	35	12	3	4
Men	10	28	35	15	6	5
Women	11	36	28	16	4	5
18-34	9	38	24	24		6
35-49	12	25	37	17	6	2
50-64	11	36	29	14	6	4
65+	11	31	34	11	6	8
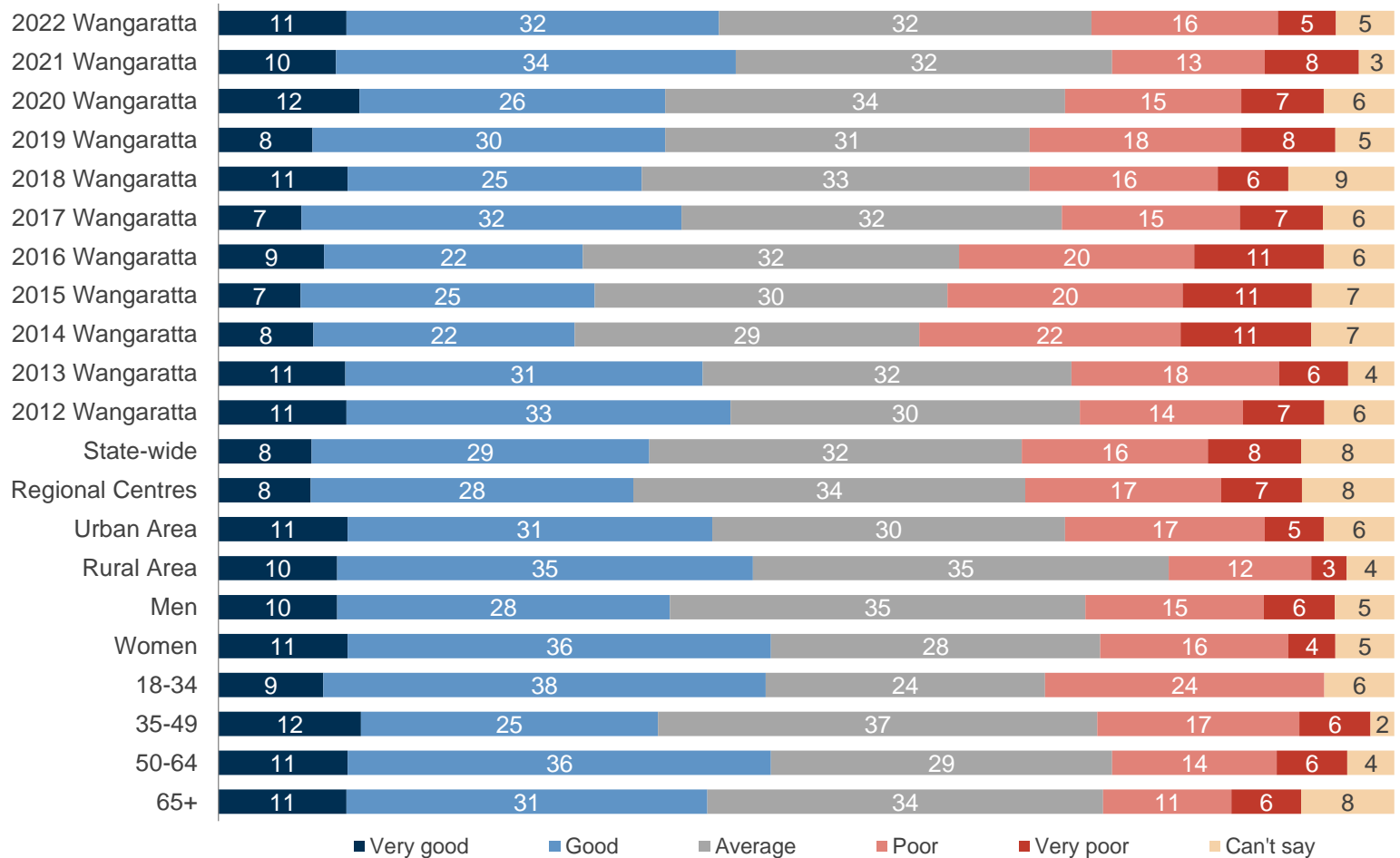
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

Lobbying on behalf of the community importance

2022 lobbying importance (index scores)

	Bar	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area		73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34		73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49		72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64		72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta		72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres		71	70	70	70	70	72	n/a	n/a	n/a	n/a	n/a
65+		71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide		71	69	68	67	68	69	69	69	70	70	70
Men		69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area		69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2022 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	29	40	21	7	2	2
State-wide	26	40	24	6	2	3
Regional Centres	27	39	24	6	2	2
Urban Area	29	42	22	4	2	1
Rural Area	29	33	18	16	1	3
Men	26	40	20	11	3	
Women	31	40	22	4		3
18-34	30	44	15	12		
35-49	35	30	27	6	2	
50-64	28	40	23	4	2	2
65+	25	43	20	7	2	3

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

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

Lobbying on behalf of the community performance

2022 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	61 ▲	58	56	55	59	52	50	50	49	59	60
Urban Area	58	59	54	50	55	52	48	53	n/a	n/a	n/a
Men	57	55	54	51	55	52	46	51	46	59	57
Wangaratta	56	59	54	51	55	52	48	51	45	58	56
Women	56	62	53	52	55	53	50	50	44	57	55
35-49	55	55	45	48	52	46	49	47	40	56	52
Regional Centres	55	56	52	54	54	54	n/a	n/a	n/a	n/a	n/a
50-64	54	56	53	52	52	49	44	49	43	55	54
State-wide	53 ▼	55	53	54	54	54	53	55	56	55	55
Rural Area	52	58	52	53	54	52	n/a	n/a	n/a	n/a	n/a
18-34	52	66	60	50	55	62	49	58	48	61	60

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
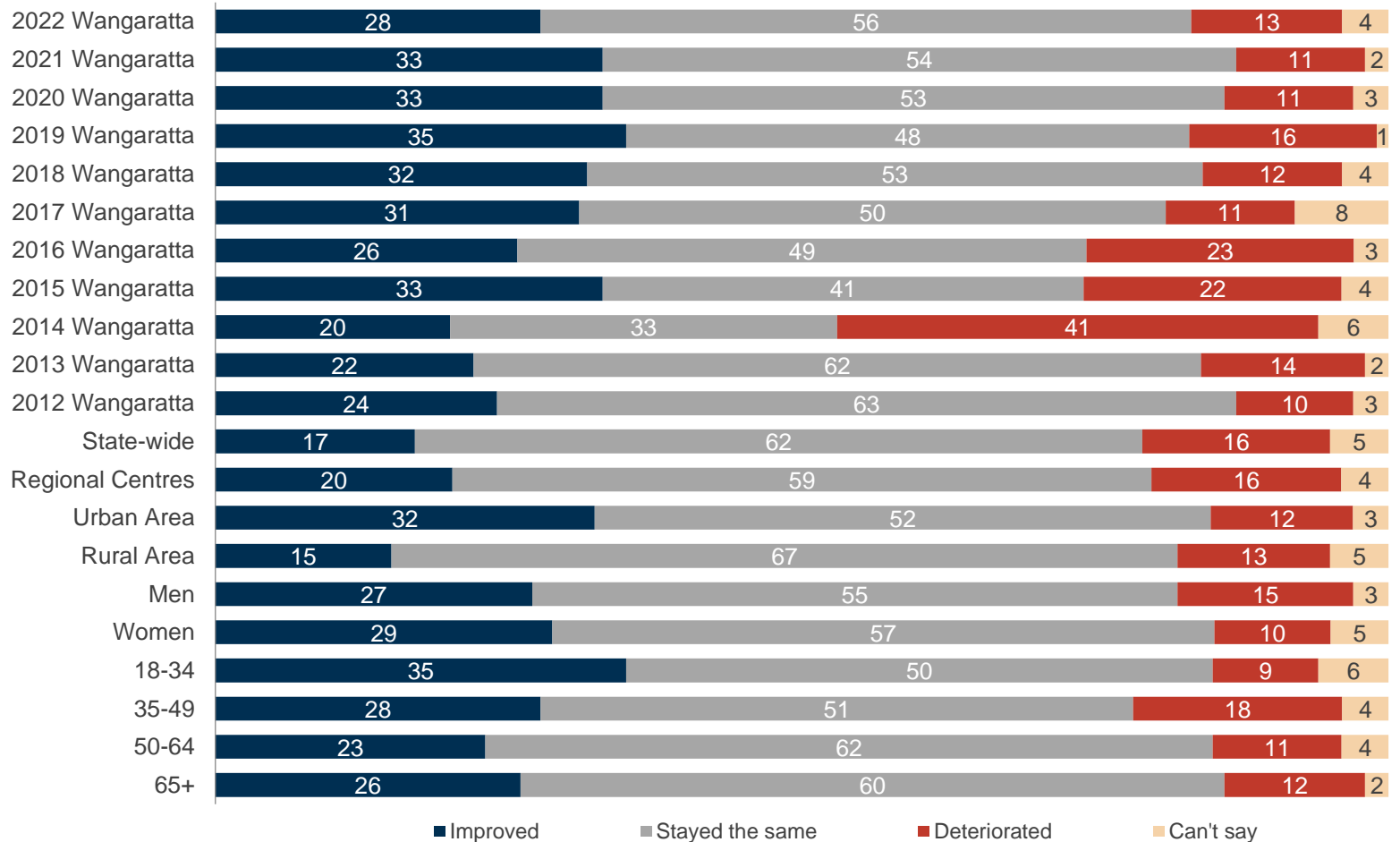Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2022 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	8	27	33	14	4	14
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	24	32	13	6	19
Regional Centres	7	27	33	14	5	15
Urban Area	10	29	29	15	4	13
Rural Area	2	20	47	9	4	18
Men	9	27	36	13	3	12
Women	7	27	31	14	5	16
18-34	6	21	32	21	3	18
35-49	10	20	43	17	2	8
50-64	7	27	31	12	8	15
65+	8	35	30	8	4	16

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	59	57	58	55	57	54	50	50	n/a	n/a	n/a
Women	58	58	54	49	52	52	49	50	n/a	n/a	n/a
18-34	57	61	56	49	44	56	56	54	n/a	n/a	n/a
Urban Area	57	58	52	52	50	50	47	50	n/a	n/a	n/a
Wangaratta	56	56	52	51	51	50	48	49	n/a	n/a	n/a
State-wide	54	56	53	55	54	54	54	55	57	n/a	n/a
Regional Centres	54	54	50	52	52	52	n/a	n/a	n/a	n/a	n/a
Men	53	53	50	53	50	48	47	48	n/a	n/a	n/a
50-64	53	53	51	52	51	50	45	46	n/a	n/a	n/a
Rural Area	52	53	54	49	52	50	49	48	n/a	n/a	n/a
35-49	51	53	43	47	48	41	42	46	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	8	32	34	15	5	5
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	7	30	33	14	8	9
Regional Centres	7	30	34	15	8	6
Urban Area	9	34	34	14	5	4
Rural Area	4	28	35	18	5	9
Men	8	31	29	22	6	4
Women	7	34	39	9	4	6
18-34	6	32	38	12	3	9
35-49	8	28	33	18	10	4
50-64	8	30	28	21	7	5
65+	8	36	36	13	2	4

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: 67 Councils asked group: 9

The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66 ▲	61	57	52	55	46	62	57	n/a	n/a	n/a
Urban Area	60	66	60	60	58	58	60	62	n/a	n/a	n/a
65+	58	66	59	65	58	62	59	59	n/a	n/a	n/a
Women	57	64	58	56	56	58	59	57	n/a	n/a	n/a
Wangaratta	57	64	57	57	56	56	58	57	n/a	n/a	n/a
Men	57	64	56	58	55	53	57	57	n/a	n/a	n/a
Regional Centres	54 ▼	60	55	57	54	53	n/a	n/a	n/a	n/a	n/a
50-64	54	59	56	55	57	56	53	56	n/a	n/a	n/a
State-wide	53 ▼	57	54	56	53	53	54	55	55	n/a	n/a
35-49	49 ▼	67	55	53	52	56	58	56	n/a	n/a	n/a
Rural Area	49 ▼	60	52	52	51	52	55	51	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	15	28	30	17	8	2
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	10	31	29	17	12	1
Regional Centres	13	30	29	17	10	1
Urban Area	18	29	29	15	6	2
Rural Area	6	25	34	21	11	3
Men	17	28	25	18	9	2
Women	13	28	35	16	6	2
18-34	24	38	21	15	3	
35-49	10	20	37	23	10	
50-64	11	30	28	17	10	4
65+	16	27	33	14	7	4

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: 67 Councils asked group: 9

Informing the community importance

2022 informing community importance (index scores)

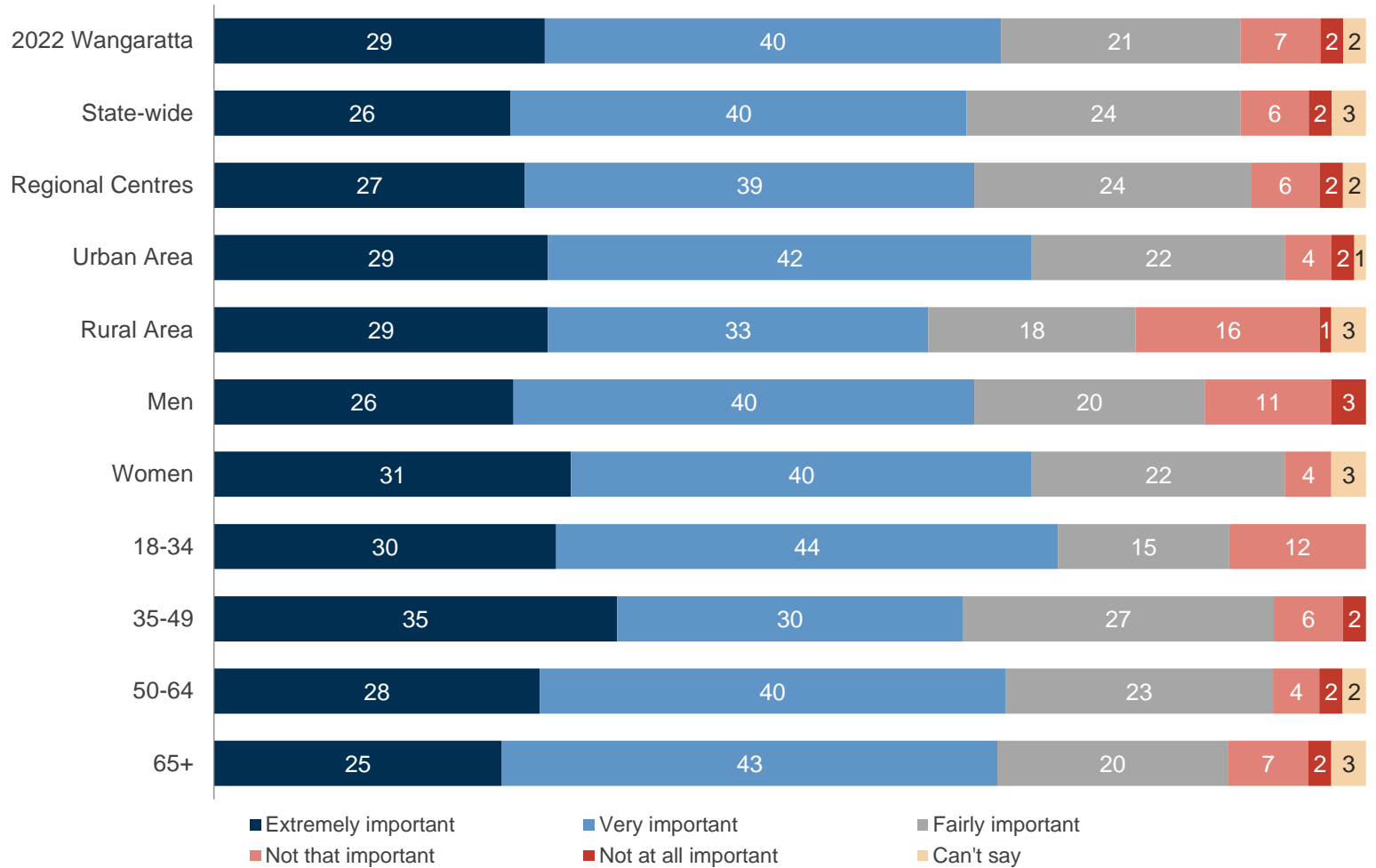|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	81	81	79	80	77	79	n/a	n/a	n/a	n/a	n/a
Women	80	82	81	82	78	78	n/a	n/a	n/a	n/a	n/a
35-49	79	79	80	78	78	79	n/a	n/a	n/a	n/a	n/a
Regional Centres	79	79	77	79	77	77	n/a	n/a	n/a	n/a	n/a
Urban Area	78	79	81	77	77	73	n/a	n/a	n/a	n/a	n/a
Wangaratta	78	77	79	77	76	75	n/a	n/a	n/a	n/a	n/a
State-wide	77	77	75	75	75	74	76	75	75	75	75
65+	77	79	81	74	76	76	n/a	n/a	n/a	n/a	n/a
Rural Area	77	75	77	77	75	77	n/a	n/a	n/a	n/a	n/a
Men	75	72	77	71	74	71	n/a	n/a	n/a	n/a	n/a
18-34	74	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: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2022 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	34	43	18	1	2	2
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	42	19	3	1	1
Regional Centres	38	41	17	2	1	1
Urban Area	35	44	18		2	2
Rural Area	33	42	19	2	1	3
Men	29	44	23		2	2
Women	39	43	14	1	1	2
18-34	21	53	18		3	6
35-49	43	33	22			2
50-64	44	38	17		1	
65+	32	47	17		2	2

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

Informing the community performance

2022 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	62	64	60	63	61	n/a	n/a	n/a	n/a	n/a
Women	61	62	61	55	61	59	n/a	n/a	n/a	n/a	n/a
Urban Area	61	62	60	57	57	62	n/a	n/a	n/a	n/a	n/a
18-34	60	68	61	57	59	70	n/a	n/a	n/a	n/a	n/a
Wangaratta	60	61	60	57	60	60	n/a	n/a	n/a	n/a	n/a
State-wide	59	60	59	60	59	59	59	61	62	61	60
50-64	59	57	60	54	56	59	n/a	n/a	n/a	n/a	n/a
Regional Centres	58	59	56	56	59	58	n/a	n/a	n/a	n/a	n/a
Men	58	60	58	59	58	62	n/a	n/a	n/a	n/a	n/a
Rural Area	56	60	58	56	63	57	n/a	n/a	n/a	n/a	n/a
35-49	56	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: 36 Councils asked group: 6
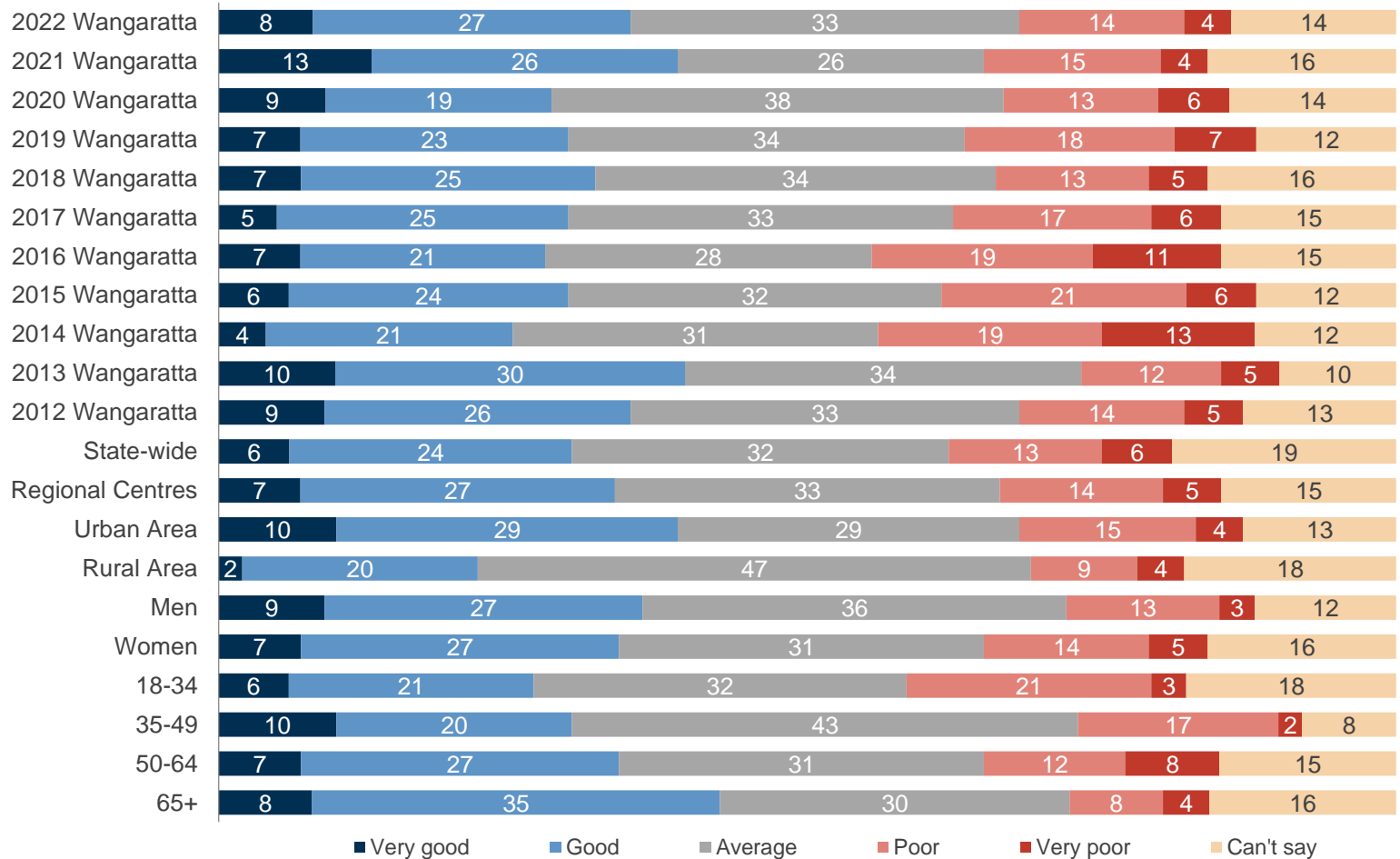*Note: Please see Appendix A for explanation of significant differences.*

Informing the community performance

2022 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	12	34	35	13	4	2
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	12	35	32	13	6	3
Regional Centres	12	31	34	15	5	3
Urban Area	13	34	35	13	3	2
Rural Area	8	36	35	11	8	2
Men	9	36	33	14	5	2
Women	15	32	36	12	3	3
18-34	12	35	32	9	6	6
35-49	14	23	39	22		2
50-64	10	41	29	12	7	1
65+	12	37	36	10	3	2
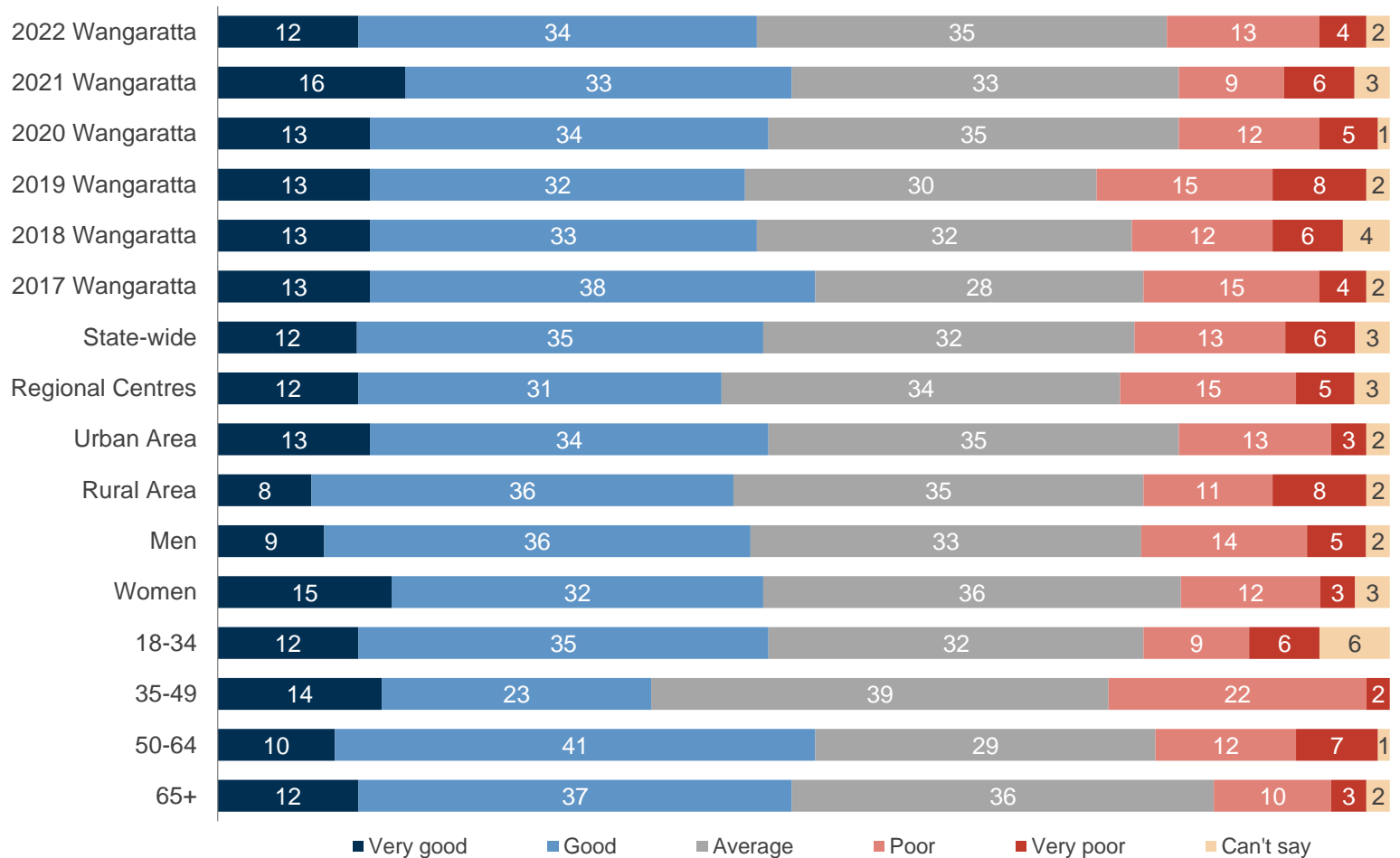
Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	87 ▲	84	77	77	80	77	79	76	77	78	76
Women	84	82	81	83	82	81	79	78	80	82	78
50-64	84	80	78	80	81	78	75	78	79	78	80
Urban Area	82	80	80	80	80	77	80	79	n/a	n/a	n/a
Wangaratta	81	77	78	78	80	76	78	77	77	79	75
Rural Area	81	74	75	75	79	75	74	74	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
Regional Centres	80	78	78	77	79	77	n/a	n/a	n/a	n/a	n/a
65+	80	78	78	77	83	77	79	77	76	80	74
Men	79	72	75	72	77	71	76	76	74	75	73
18-34	76 ▼	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?
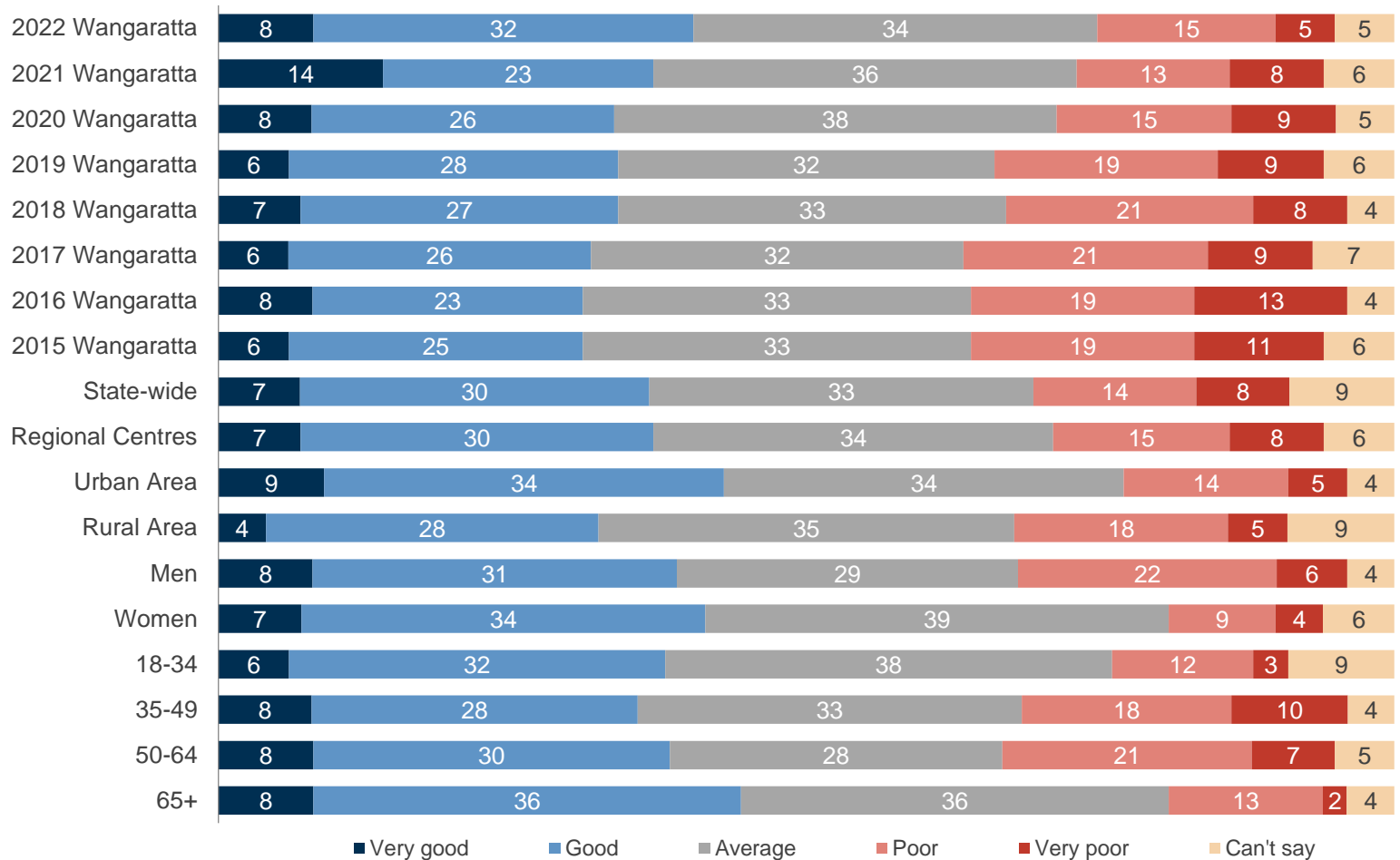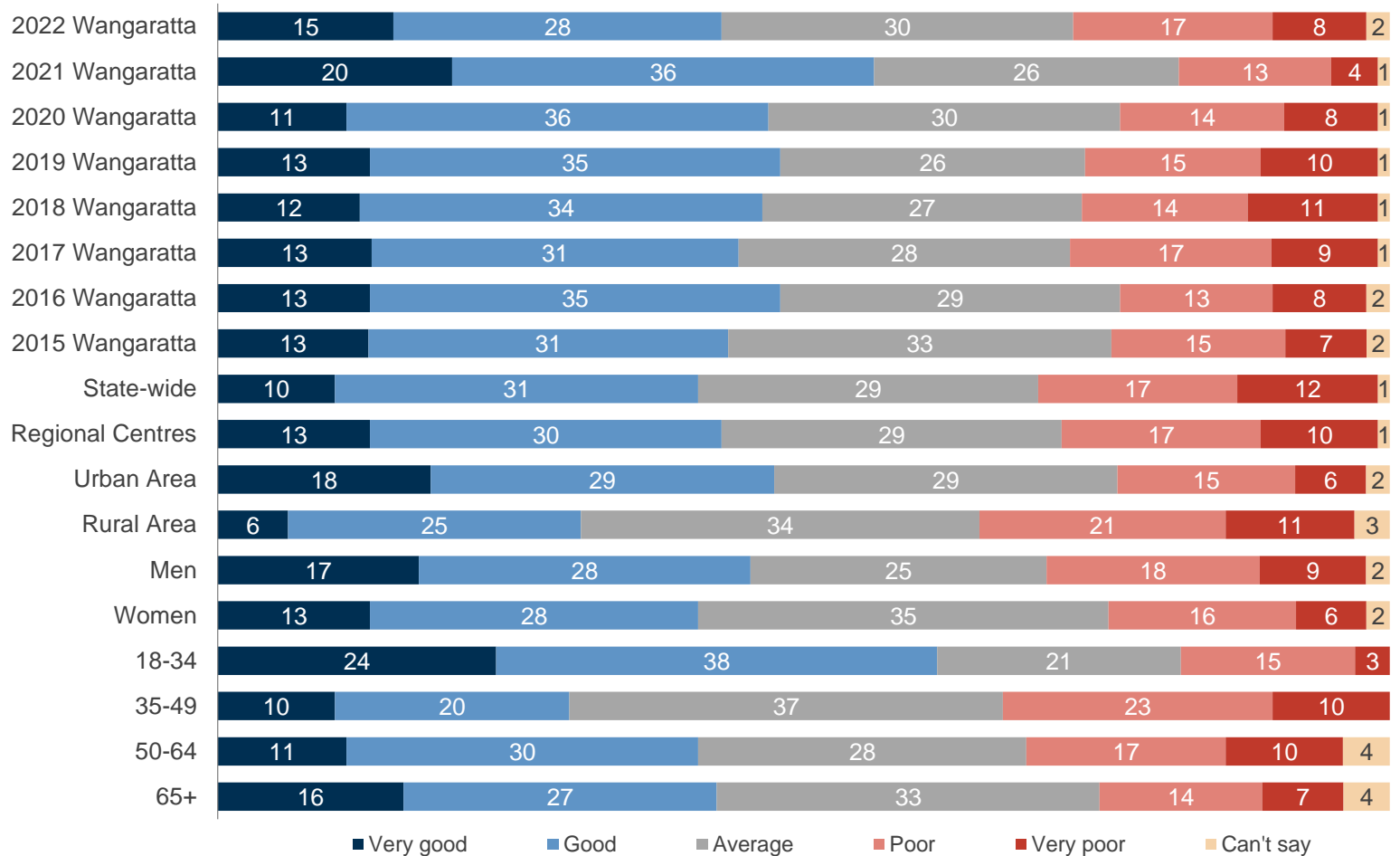Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	43	39	14	2	1	2
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	41	41	14	2		1
Regional Centres	41	41	15	2		1
Urban Area	43	41	12	2	1	2
Rural Area	44	33	18	2		3
Men	39	38	19	2		2
Women	48	39	8	1	1	3
18-34	35	38	24			3
35-49	57	36	8			
50-64	51	32	12	2		3
65+	37	44	12	2	1	4

■ 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

J W S R E S E A R C H　　65

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

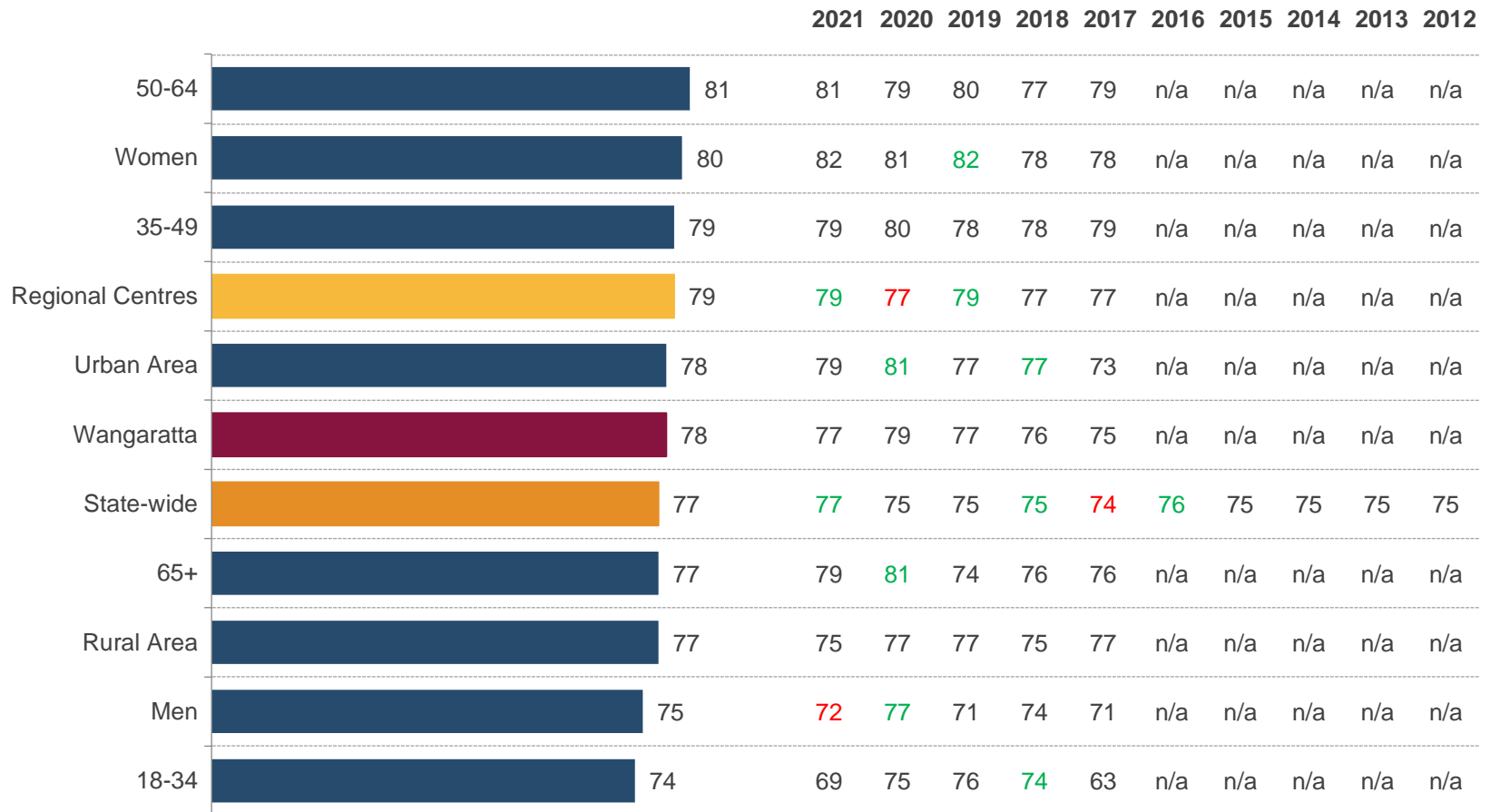|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65 ▲	62	57	56	59	56	65	59	62	63	64
Urban Area	60	64	59	59	59	57	62	65	n/a	n/a	n/a
Women	60	60	57	57	56	55	61	59	56	56	61
Regional Centres	59	62	59	61	59	57	n/a	n/a	n/a	n/a	n/a
Wangaratta	58	61	58	57	58	57	60	60	57	59	61
65+	57	60	57	62	58	58	55	56	56	57	61
Men	57	63	60	57	60	59	60	61	57	61	60
State-wide	57	59	58	59	58	57	57	58	58	58	57
50-64	56	56	55	55	56	56	60	60	52	55	61
35-49	55	66	65	55	58	57	63	66	58	60	57
Rural Area	52 ▼	57	57	55	55	56	58	54	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	14	33	28	11	9	4
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	13	33	29	14	9	2
Regional Centres	15	32	30	12	8	2
Urban Area	17	34	24	12	9	3
Rural Area	5	31	37	10	11	7
Men	13	33	29	9	12	3
Women	15	33	26	14	7	5
18-34	15	47	26		6	6
35-49	15	32	22	15	14	2
50-64	14	30	27	14	10	4
65+	13	28	32	11	8	8

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

Parking facilities importance

2022 parking importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	78	79	80	78	76	78	76	80	79	76
50-64	77	74	76	74	75	72	74	74	75	72	78
Urban Area	77	74	76	75	74	72	75	74	n/a	n/a	n/a
Wangaratta	75	74	75	75	75	70	74	72	75	76	75
18-34	75	66	71	78	70	62	73	64	77	77	75
35-49	75	76	73	72	75	70	70	74	70	77	73
65+	75	78	78	76	78	73	77	74	78	80	74
Regional Centres	74	73	75	75	75	72	n/a	n/a	n/a	n/a	n/a
Men	72	70	70	69	72	63	69	67	69	73	74
State-wide	72 ▼	72	71	71	71	70	70	70	70	71	71
Rural Area	72	74	72	74	75	65	71	70	n/a	n/a	n/a

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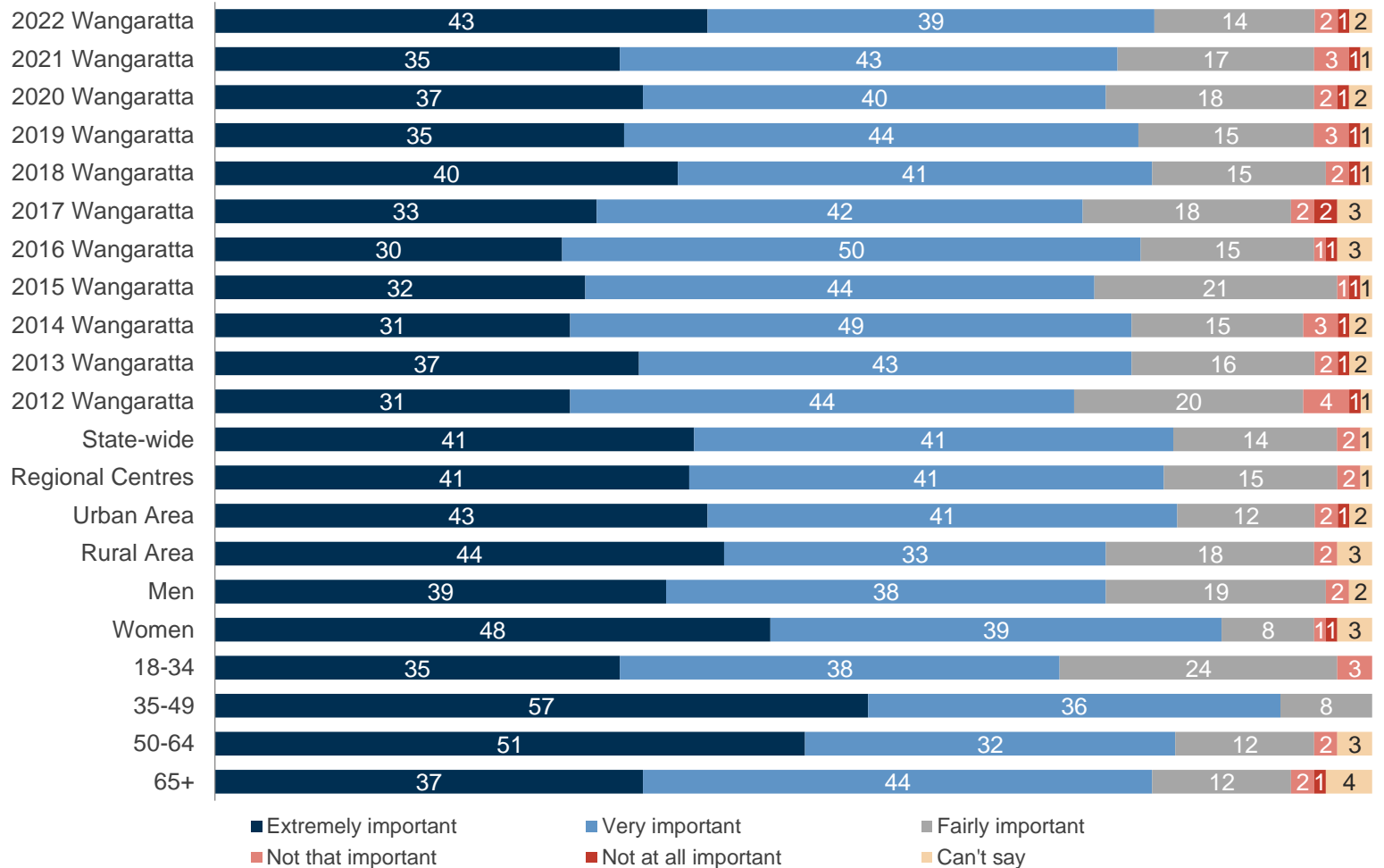*Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2022 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	33	40	19	4	1	1
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	31	38	24	5	1	1
Urban Area	37	40	17	5	2	1
Rural Area	24	42	27	4	1	3
Men	27	41	24	4	2	3
Women	39	40	15	5		1
18-34	29	44	18	6		3
35-49	41	30	20	8		2
50-64	36	42	19		1	2
65+	30	44	20	3	1	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
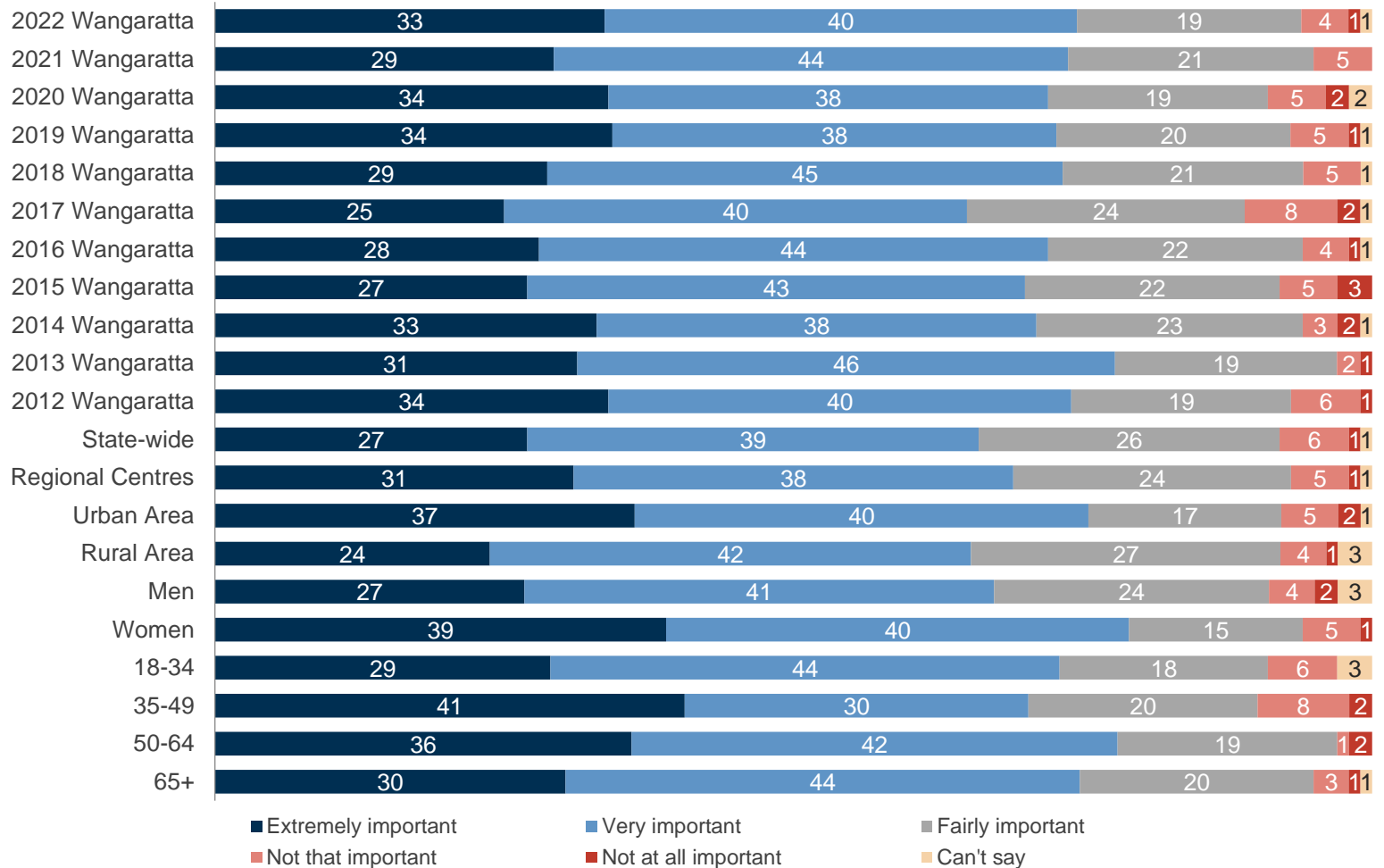
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

Parking facilities performance

2022 parking performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57 ▲	58	55	56	56	55	56	57	57	57	56
Regional Centres	56 ▲	55	49	50	51	52	n/a	n/a	n/a	n/a	n/a
Men	56	53	49	47	57	56	52	61	54	55	49
35-49	55	51	48	45	49	58	54	55	51	52	49
65+	55	51	44	48	50	55	48	54	46	52	53
Rural Area	55	49	45	47	53	57	52	54	n/a	n/a	n/a
Wangaratta	53	51	47	46	52	56	52	58	51	53	51
18-34	53	59	48	43	54	60	60	69	62	55	51
Urban Area	53	53	48	46	51	55	53	62	n/a	n/a	n/a
Women	51	50	45	45	47	56	52	56	49	51	53
50-64	49	44	48	47	54	52	50	57	47	53	50

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
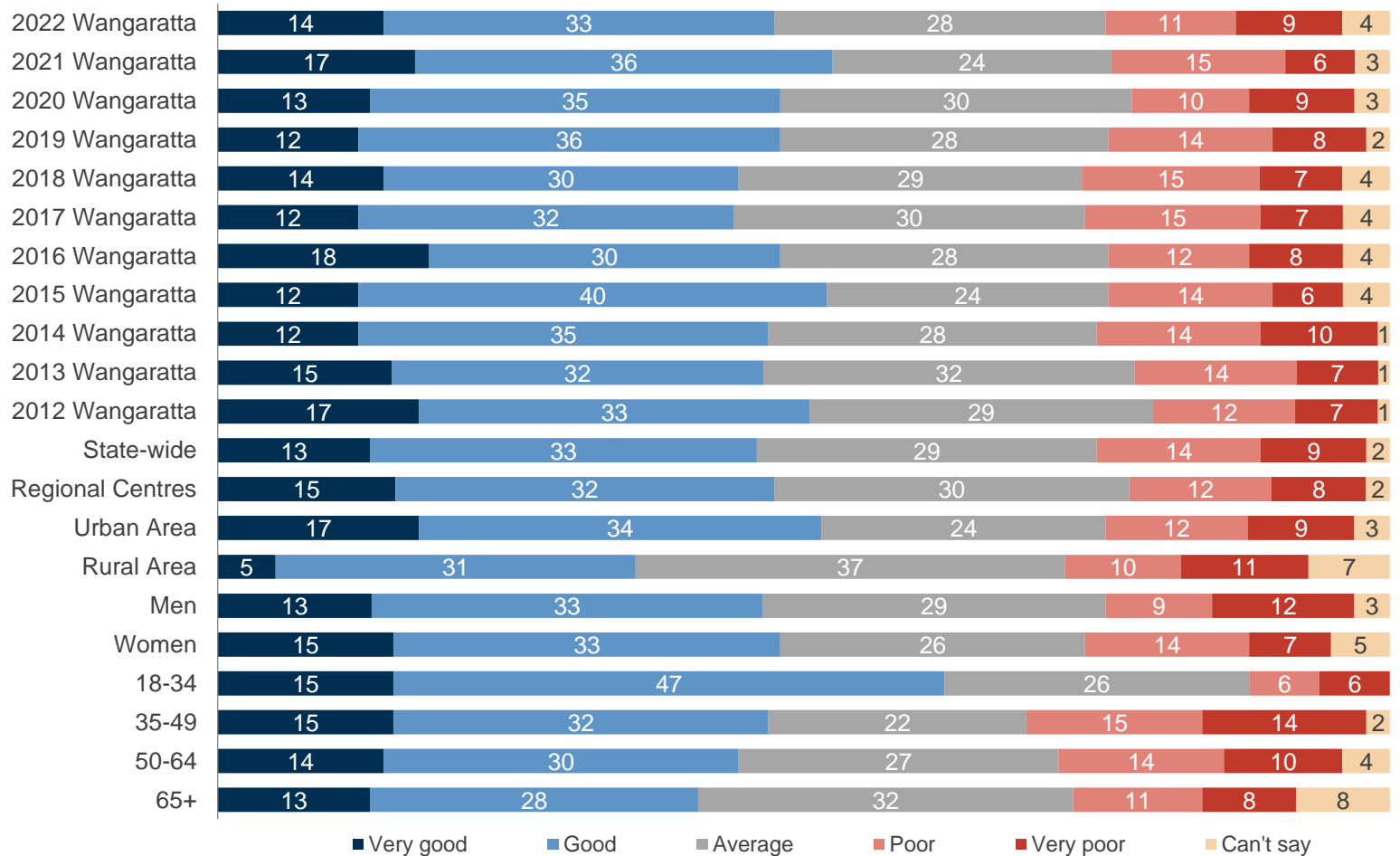*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2022 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	10	29	32	19	8	2
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	9	35	33	13	7	3
Regional Centres	11	31	34	15	7	2
Urban Area	10	29	31	19	9	2
Rural Area	11	28	35	19	6	2
Men	12	33	26	20	8	2
Women	8	25	38	18	9	2
18-34	12	29	29	18	12	
35-49	10	34	29	21	6	
50-64	8	25	30	24	11	2
65+	10	28	35	16	7	4

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5

Family support services performance

2022 family support performance (index scores)

	2022		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	73 ▲		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	67		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	67		66	65	68	66	67	n/a	n/a	n/a	n/a	n/a
Wangaratta	67		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	66		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65		66	66	67	66	67	66	67	68	67	67
50-64	64		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Family support services' 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.

Family support services performance

2022 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	16	31	21	6	2	23
State-wide	11	31	22	5	2	29
Regional Centres	15	34	23	5	2	20
Urban Area	17	29	22	5	3	24
Rural Area	13	38	18	9	1	20
Men	17	29	19	5	3	26
Women	14	33	23	6	2	20
18-34	15	32	26	9	3	15
35-49	10	39	25	6	4	16
50-64	16	24	18	9	3	30
65+	20	30	17	2	1	30

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

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5

Elderly support services performance
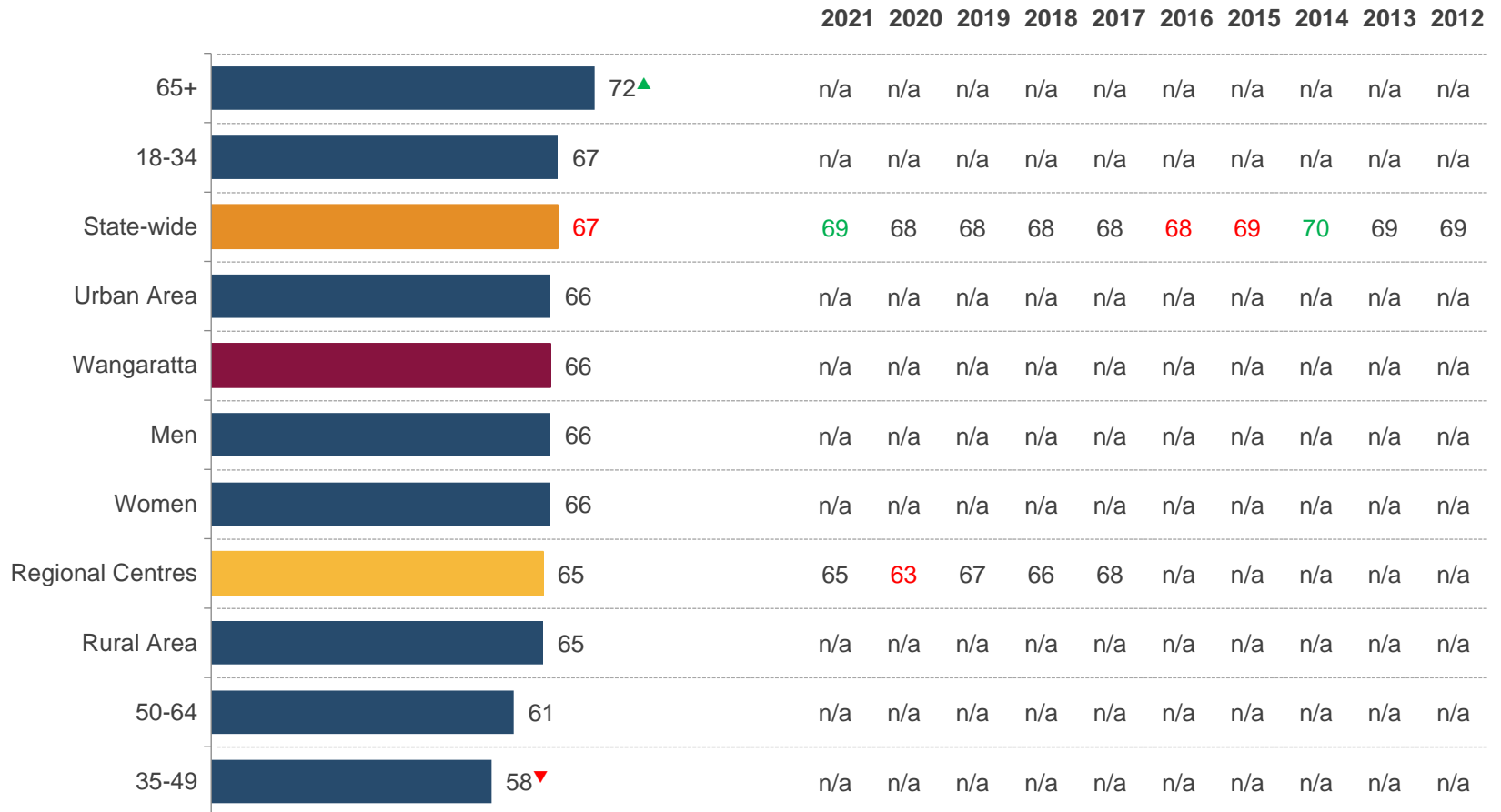
2022 elderly support performance (index scores)

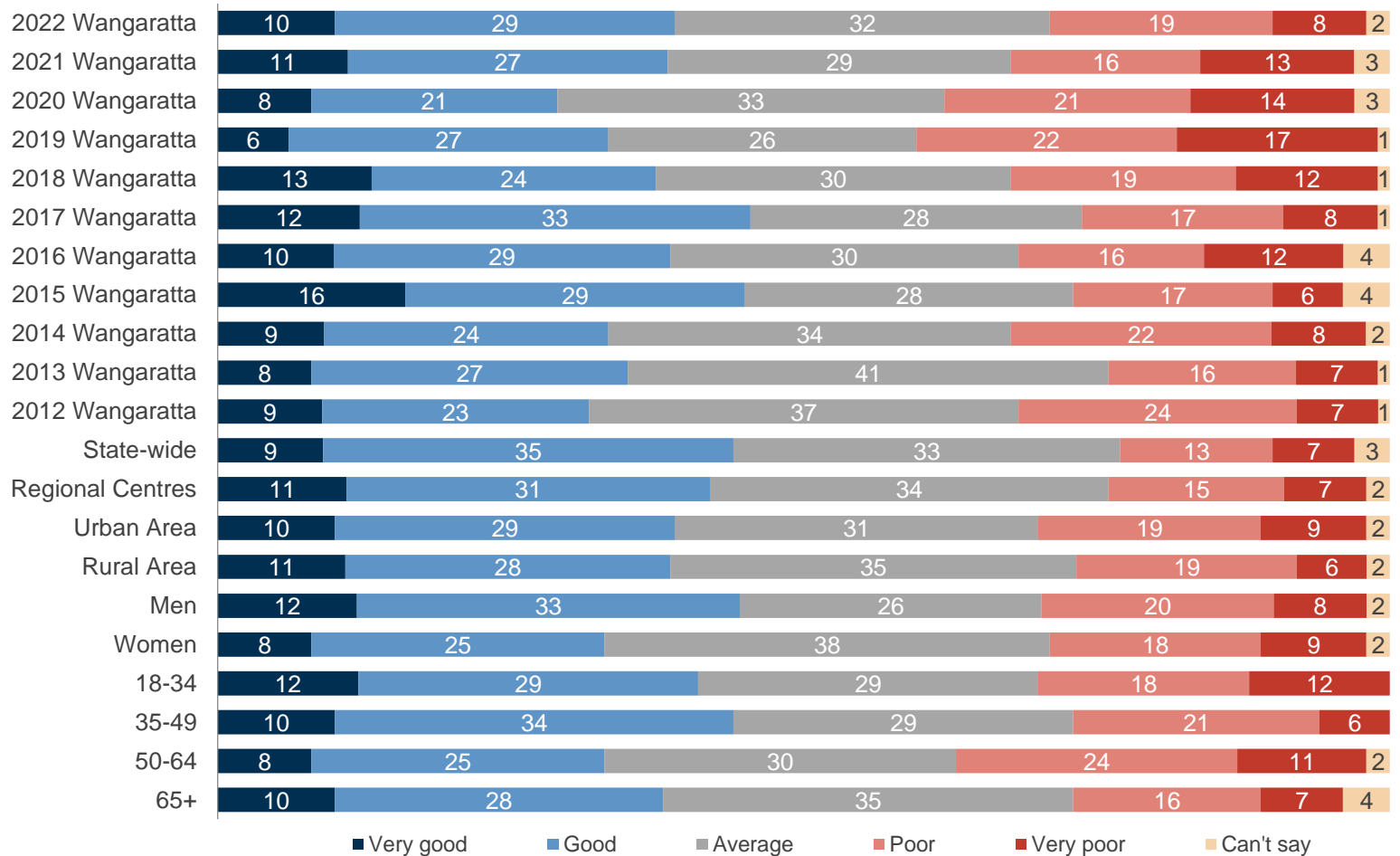|		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	68	68	68	68	68	69	70	69	69
Urban Area	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	65	65	63	67	66	68	n/a	n/a	n/a	n/a	n/a
Rural Area	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance
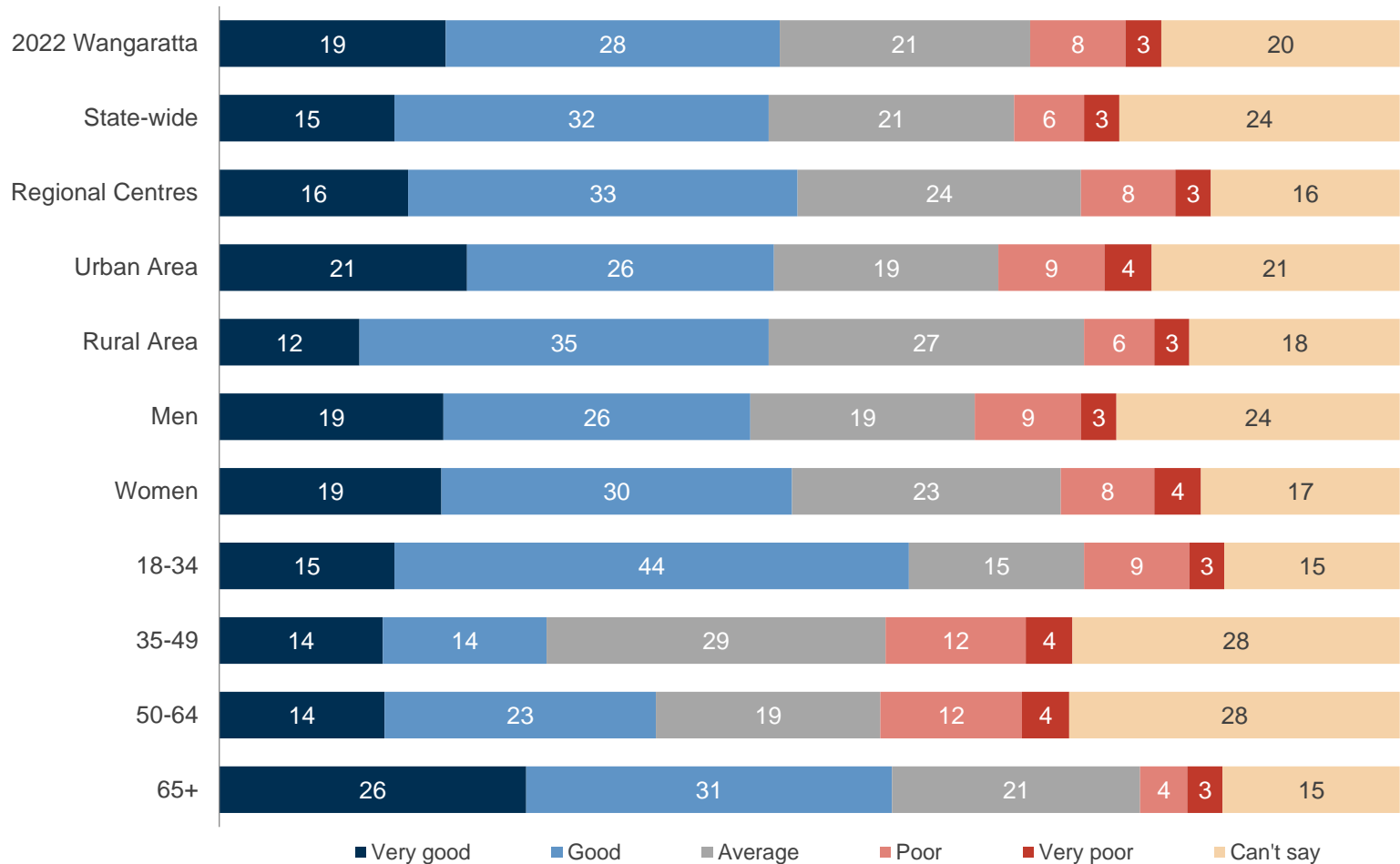
2022 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	19	28	21	8	3	20
State-wide	15	32	21	6	3	24
Regional Centres	16	33	24	8	3	16
Urban Area	21	26	19	9	4	21
Rural Area	12	35	27	6	3	18
Men	19	26	19	9	3	24
Women	19	30	23	8	4	17
18-34	15	44	15	9	3	15
35-49	14	14	29	12	4	28
50-64	14	23	19	12	4	28
65+	26	31	21	4	3	15

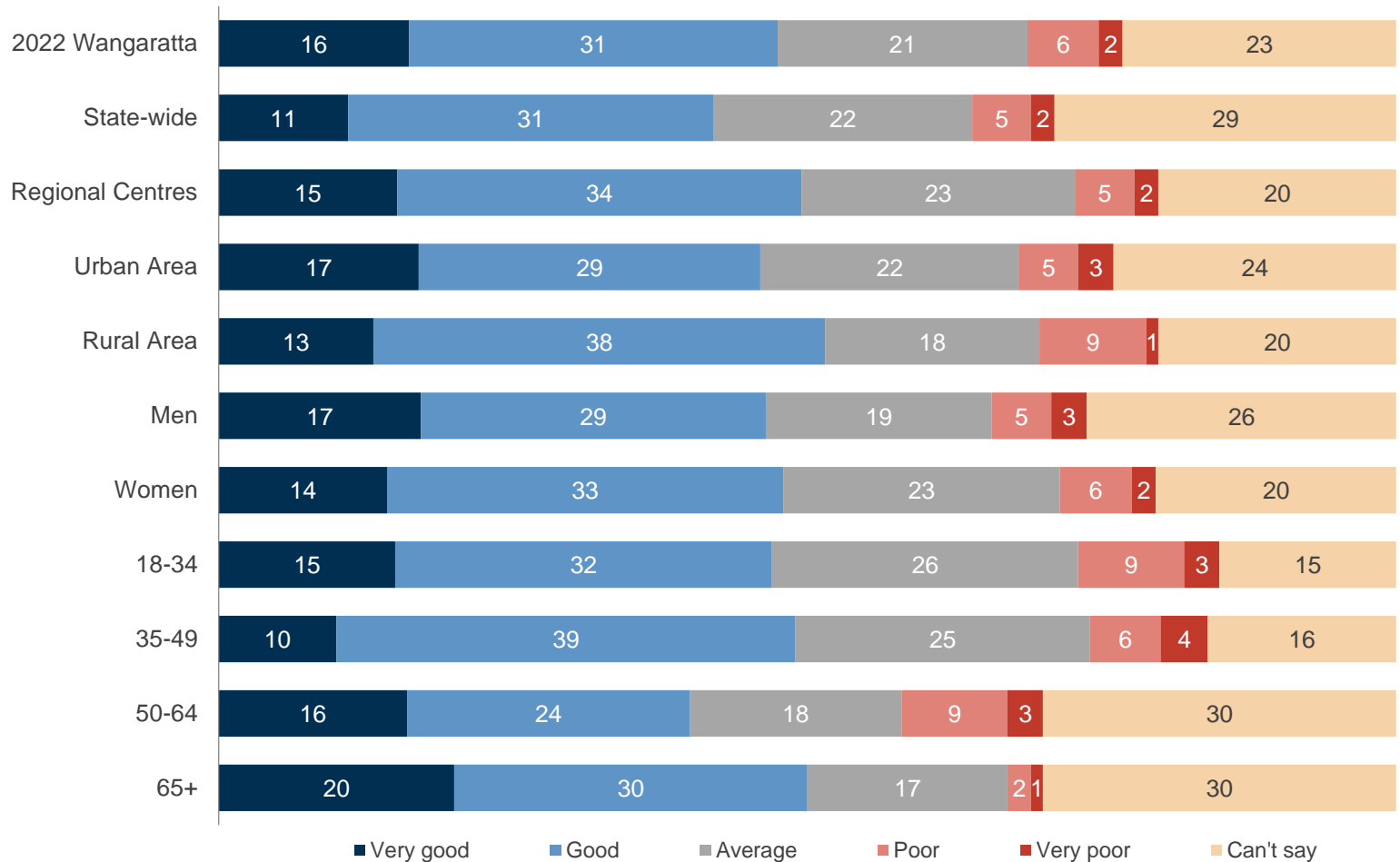Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4

Recreational facilities importance

2022 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	77	75	73	77	74	72	78	76	75	77
Women	77	75	76	75	77	75	75	76	78	78	75
18-34	77	73	76	78	74	66	72	73	77	79	72
Urban Area	77	74	76	74	75	72	74	79	n/a	n/a	n/a
Wangaratta	76	74	74	72	75	72	72	74	74	75	73
50-64	75	72	76	71	74	75	73	73	75	71	73
Regional Centres	75	74	72	72	74	73	n/a	n/a	n/a	n/a	n/a
State-wide	74 ▼	74	72	72	73	72	73	72	72	72	72
Men	74	73	73	70	72	68	68	72	71	71	71
65+	74	74	72	69	74	72	71	72	70	74	70
Rural Area	73	73	72	70	73	72	68	68	n/a	n/a	n/a

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

Recreational facilities importance

2022 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	30	46	20	3		1
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	27	46	23	3	1	1
Regional Centres	30	44	23	3		1
Urban Area	33	43	20	3		1
Rural Area	22	52	23	4		1
Men	28	45	23	4		
Women	32	46	18	2		2
18-34	29	47	21			3
35-49	37	41	18	4		
50-64	32	42	20	3	1	2
65+	25	49	22	4		

- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say
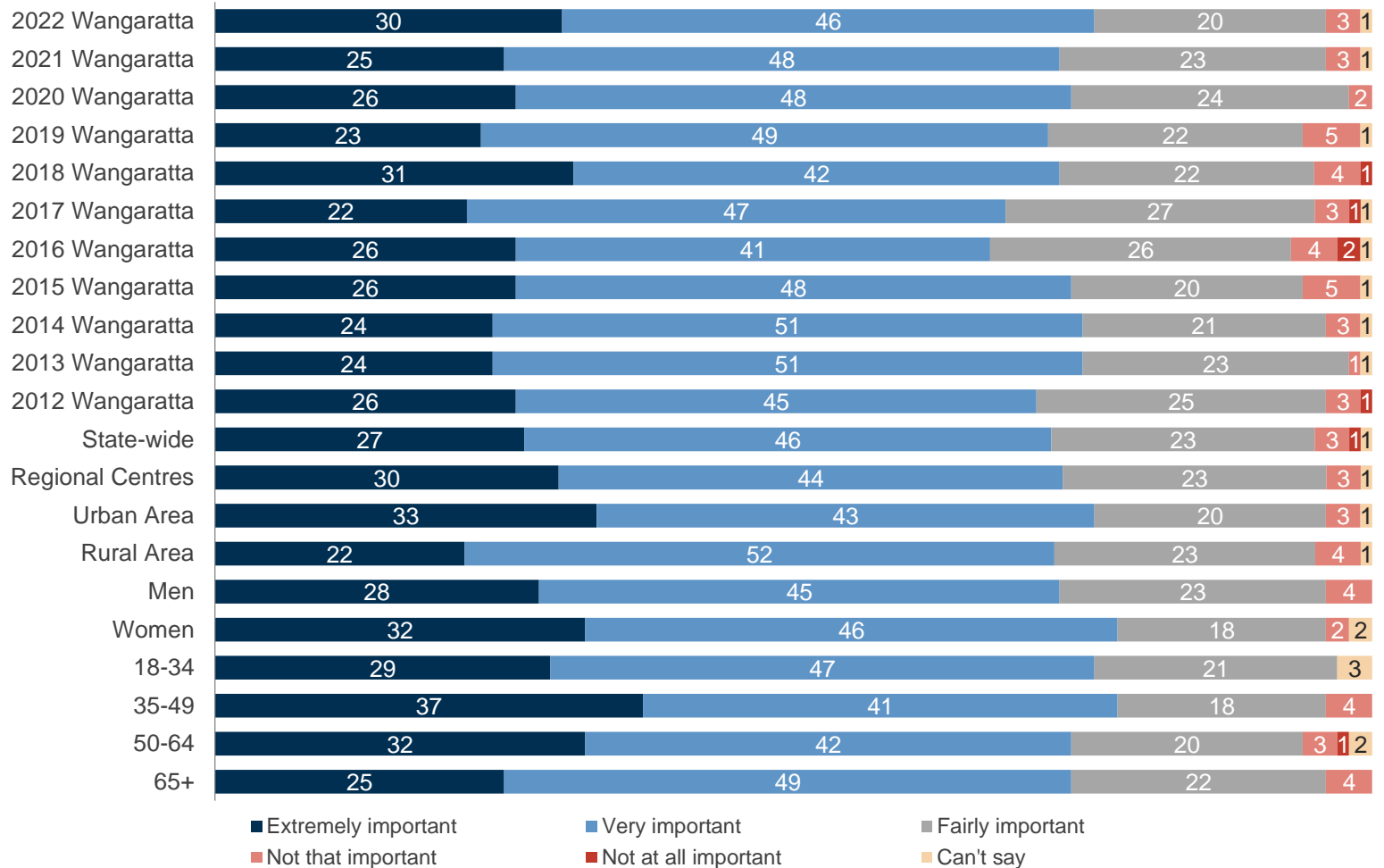
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

Recreational facilities performance

2022 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77	79	76	75	75	75	69	69	77	80	81
Women	74	76	69	70	69	69	68	69	73	73	76
50-64	74	77	71	72	69	68	66	70	74	76	76
Rural Area	74	76	71	72	70	72	69	69	n/a	n/a	n/a
18-34	73	77	63	68	73	71	74	69	65	73	76
Wangaratta	73	76	69	71	71	70	69	69	72	76	76
Urban Area	73	77	68	70	71	69	68	69	n/a	n/a	n/a
Men	73	77	68	72	72	71	69	69	71	79	76
Regional Centres	72	74	70	71	70	69	n/a	n/a	n/a	n/a	n/a
State-wide	69▼	71	70	70	69	70	69	70	71	70	70
35-49	68	72	63	67	64	65	66	69	71	74	71

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2022 recreational facilities performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	32	39	16	9	1	3
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	22	42	23	7	3	4
Regional Centres	27	41	19	7	2	3
Urban Area	33	36	17	9	2	4
Rural Area	27	48	14	8	1	1
Men	29	40	16	10	1	4
Women	34	38	16	8	2	3
18-34	26	47	15	9		3
35-49	29	33	16	18	2	2
50-64	31	41	17	5	3	2
65+	36	36	17	5	1	5

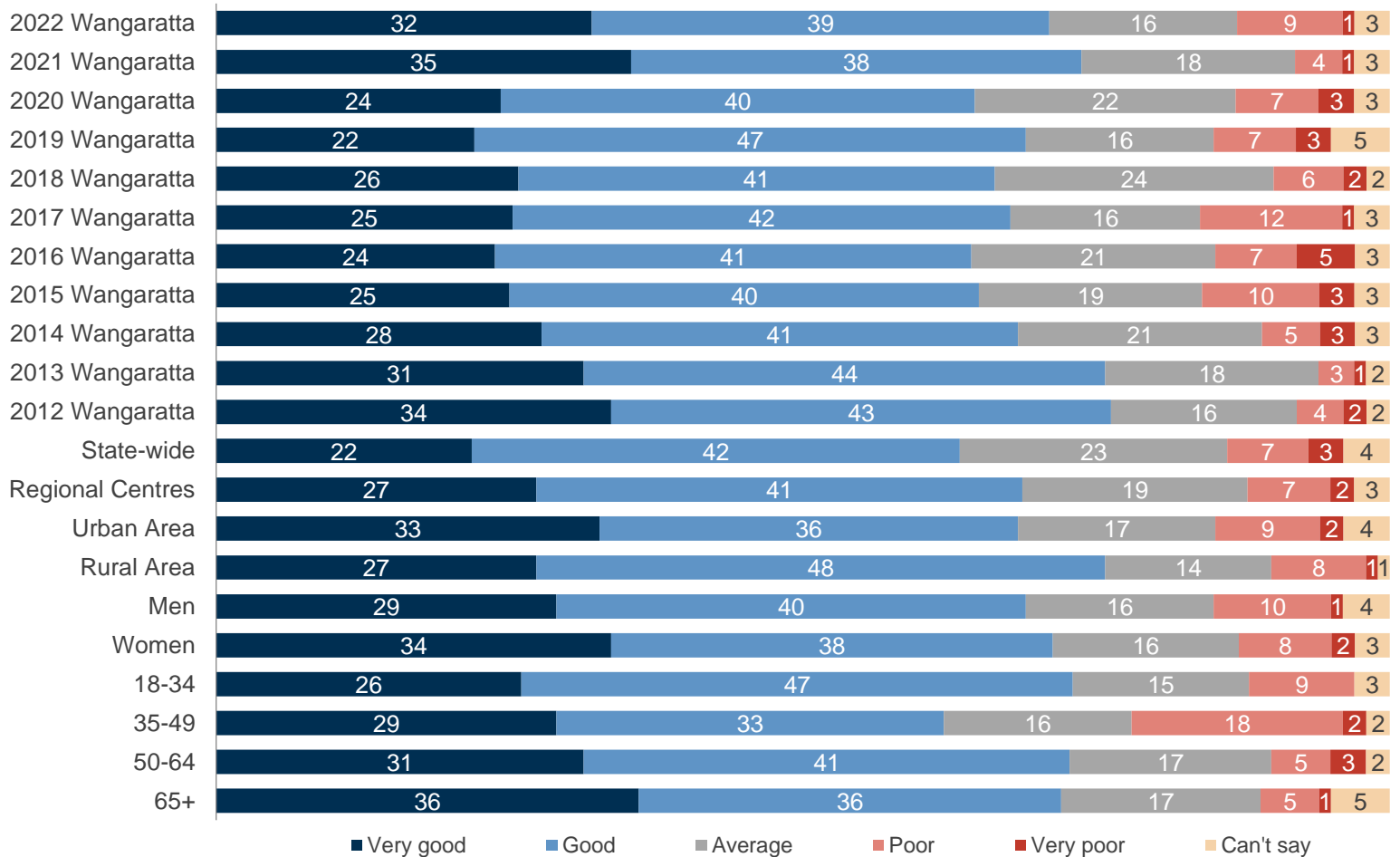Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6

The appearance of public areas importance

2022 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	73	77	75	74	77	75	74	73	74	73
Women	77	73	75	75	76	77	77	74	77	77	74
18-34	76	63	73	69	71	69	71	69	74	77	71
Regional Centres	75	74	74	73	74	74	n/a	n/a	n/a	n/a	n/a
Urban Area	75	71	75	74	74	74	75	76	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
Wangaratta	75	71	74	72	73	73	75	74	75	76	71
65+	75	73	72	73	74	74	76	76	72	75	69
Rural Area	74	72	71	69	72	72	73	71	n/a	n/a	n/a
Men	73	69	72	69	70	70	71	73	72	74	68
35-49	72	74	73	71	73	73	76	75	80	78	72

Q1. Firstly, how important should 'The appearance of public areas' 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.

The appearance of public areas importance

2022 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	31	42	25	3		
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	22	2		
Regional Centres	29	46	22	2		
Urban Area	29	46	22	3		
Rural Area	34	31	32	2		
Men	26	44	25	5		
Women	34	40	25			
18-34	41	29	24	6		
35-49	25	39	31	4		
50-64	37	40	23			
65+	25	52	22			1

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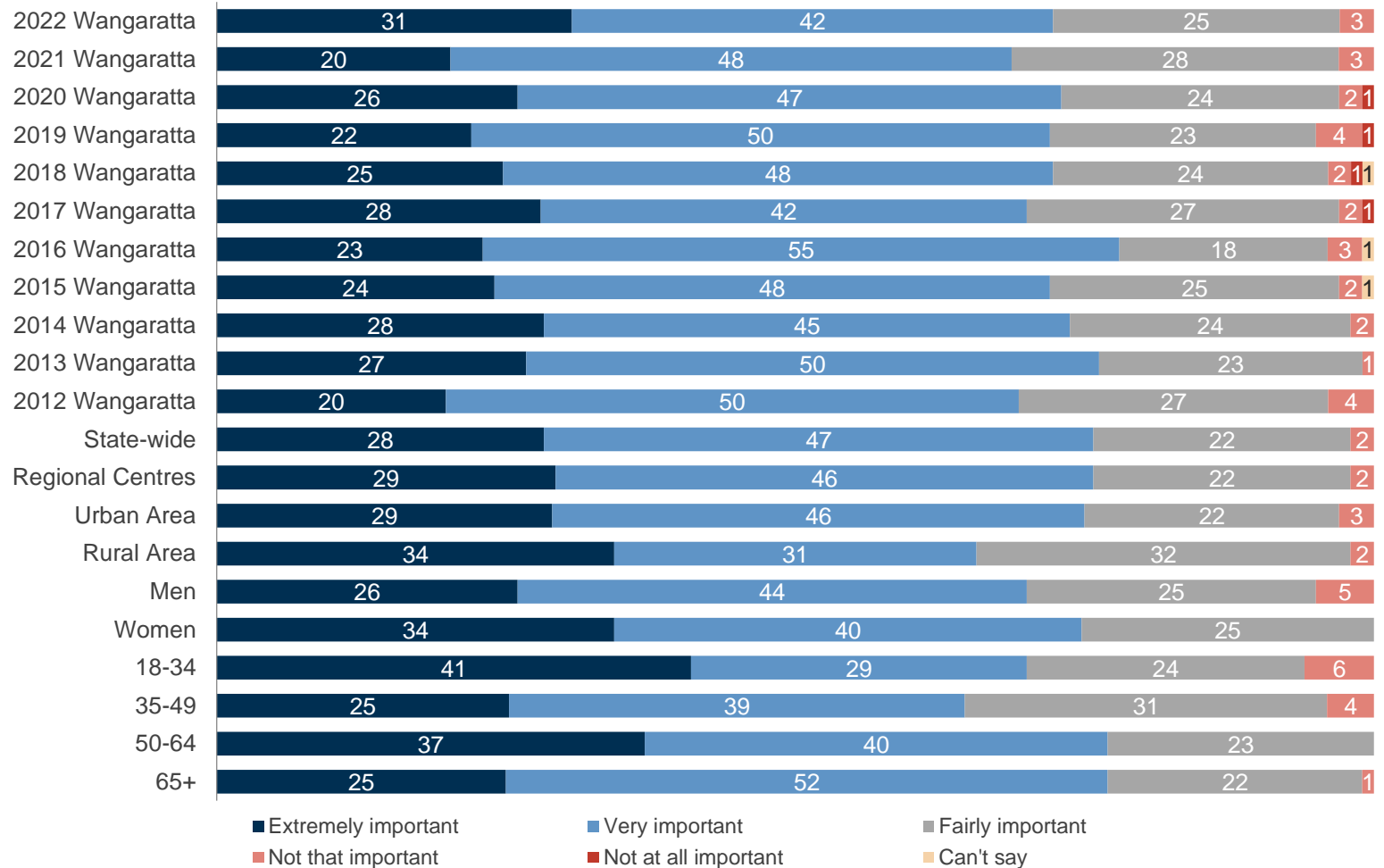- Not at all important
- Can't say

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5

The appearance of public areas performance

2022 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77	77	76	76	77	77	73	76	77	77	79
Urban Area	75	78	77	75	77	76	76	77	n/a	n/a	n/a
Women	75	80	76	74	73	75	75	77	76	75	79
Wangaratta	74	78	76	74	76	75	75	76	75	77	78
18-34	74	80	76	74	75	76	74	74	71	75	78
Men	73	76	76	75	78	75	75	75	75	79	77
Regional Centres	73	75	72	74	73	73	n/a	n/a	n/a	n/a	n/a
Rural Area	72	79	75	74	74	74	73	75	n/a	n/a	n/a
50-64	72	76	75	75	75	74	73	76	77	78	79
35-49	72	81	77	73	76	74	81	77	75	78	75
State-wide	71 ▼	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: 43 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2022 public areas performance (%)

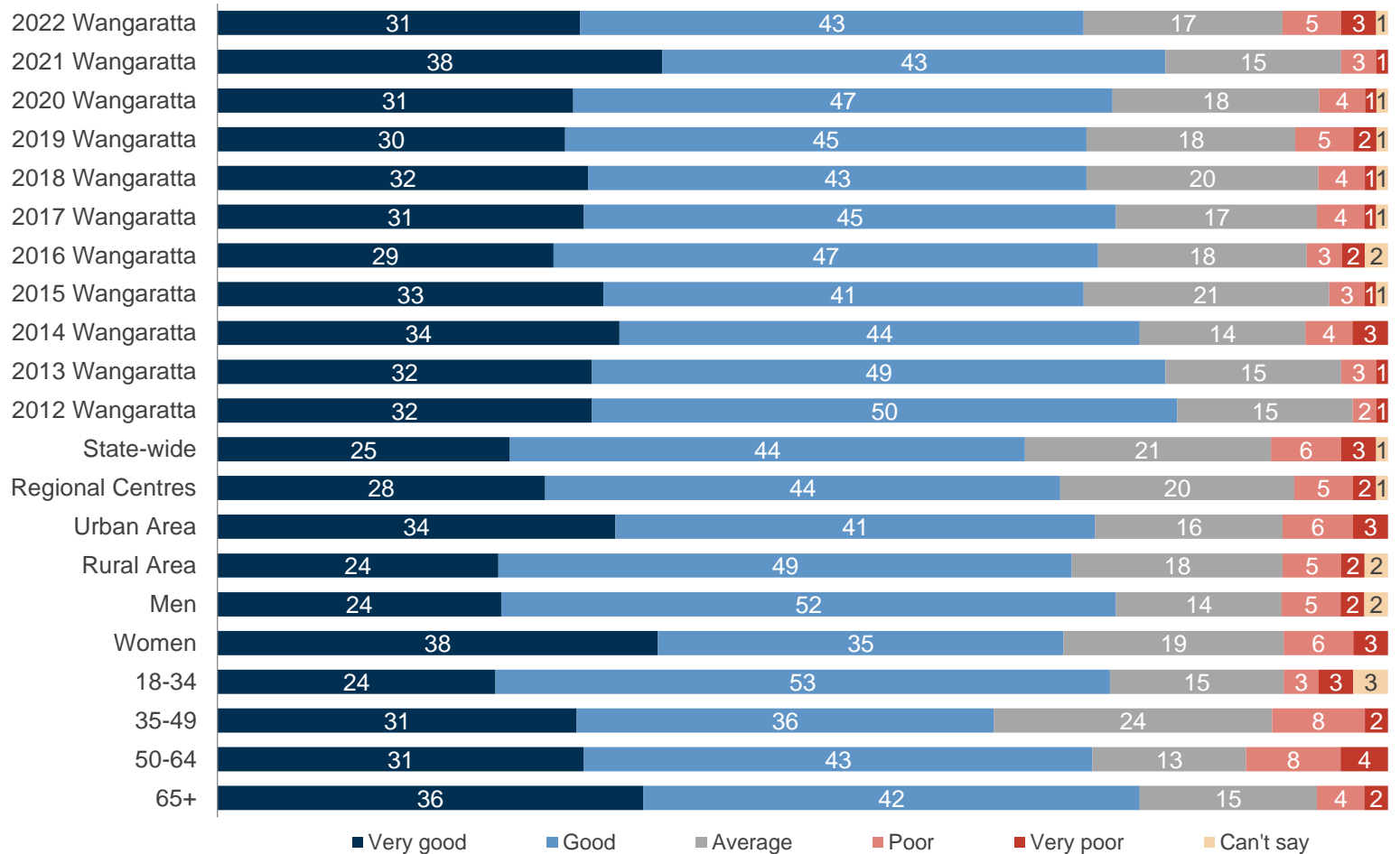|	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	31	43	17	5	3	1
2021 Wangaratta	38	43	15		3	1
2020 Wangaratta	31	47	18	4	1	1
2019 Wangaratta	30	45	18	5	2	1
2018 Wangaratta	32	43	20	4	1	1
2017 Wangaratta	31	45	17	4	1	1
2016 Wangaratta	29	47	18	3	2	2
2015 Wangaratta	33	41	21	3	1	1
2014 Wangaratta	34	44	14	4	3	
2013 Wangaratta	32	49	15	3	1	
2012 Wangaratta	32	50	15	2	1	
State-wide	25	44	21	6	3	1
Regional Centres	28	44	20	5	2	1
Urban Area	34	41	16	6	3	
Rural Area	24	49	18	5	2	2
Men	24	52	14	5	2	2
Women	38	35	19	6	3	
18-34	24	53	15	3	3	3
35-49	31	36	24	8	2	
50-64	31	43	13	8	4	
65+	36	42	15	4	2	

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 5

Art centres and libraries importance

2022 art centres and libraries importance (index scores)

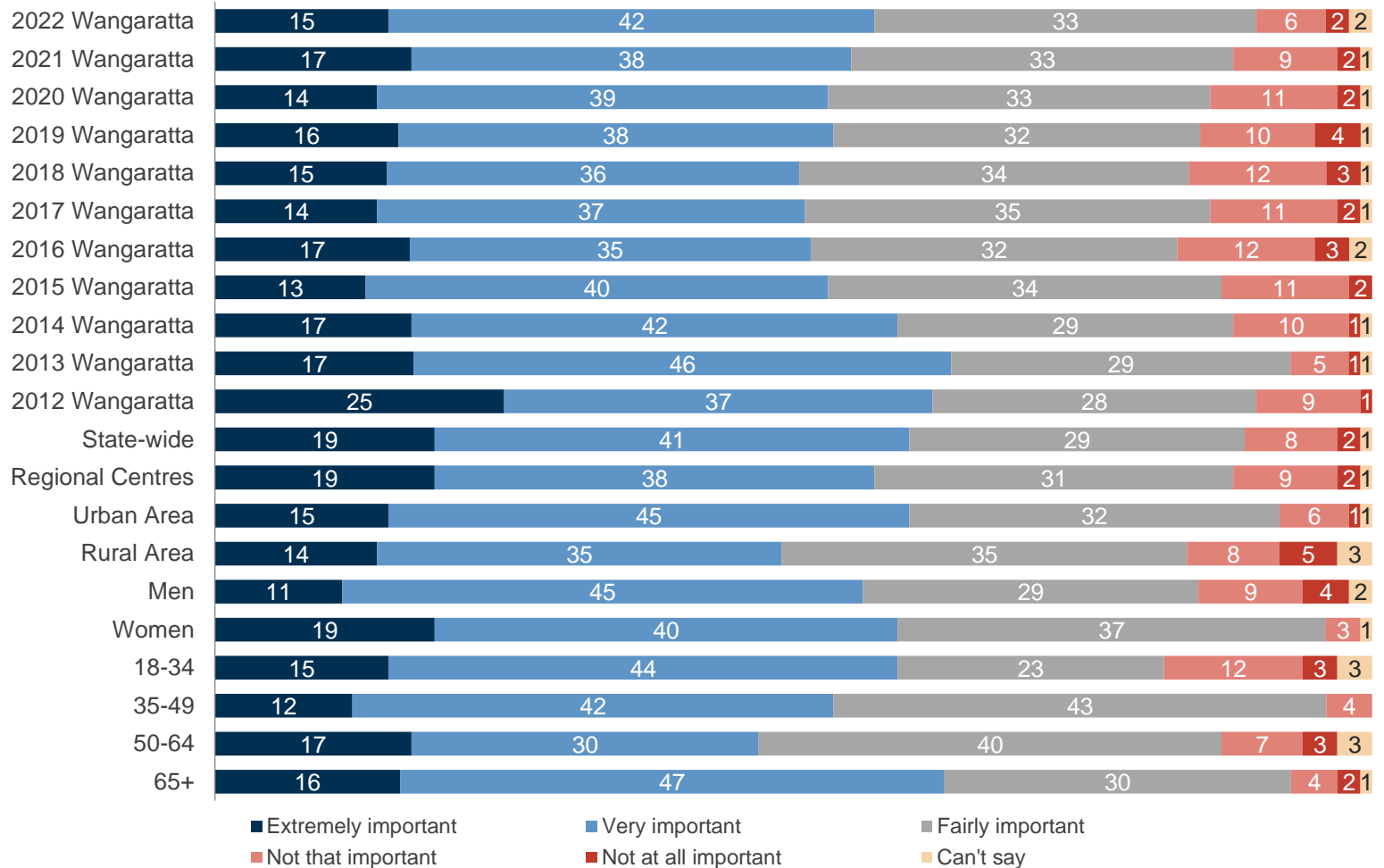|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	69	69	67	68	67	69	71	67	71	72	74
65+	68	68	66	65	67	65	68	67	67	73	67
Urban Area	67	67	65	66	63	64	62	65	n/a	n/a	n/a
State-wide	67	67	65	65	65	64	66	65	66	66	66
Regional Centres	66	66	63	63	63	62	n/a	n/a	n/a	n/a	n/a
Wangaratta	66	65	63	63	62	62	63	63	66	68	69
35-49	65	72	63	63	62	62	60	65	64	67	68
18-34	64	53	59	59	57	58	62	55	64	70	70
50-64	63	65	64	64	61	64	63	62	69	64	70
Men	62	60	59	58	57	55	54	59	60	64	63
Rural Area	62	62	61	59	60	59	65	60	n/a	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' 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.

Art centres and libraries importance

2022 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	15	42	33	6	2	2
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	41	29	8	2	1
Regional Centres	19	38	31	9	2	1
Urban Area	15	45	32	6	1	1
Rural Area	14	35	35	8	5	3
Men	11	45	29	9	4	2
Women	19	40	37		3	1
18-34	15	44	23	12	3	3
35-49	12	42	43			4
50-64	17	30	40	7	3	3
65+	16	47	30	4	2	1

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

Art centres and libraries performance

2022 art centres and libraries performance (index scores)

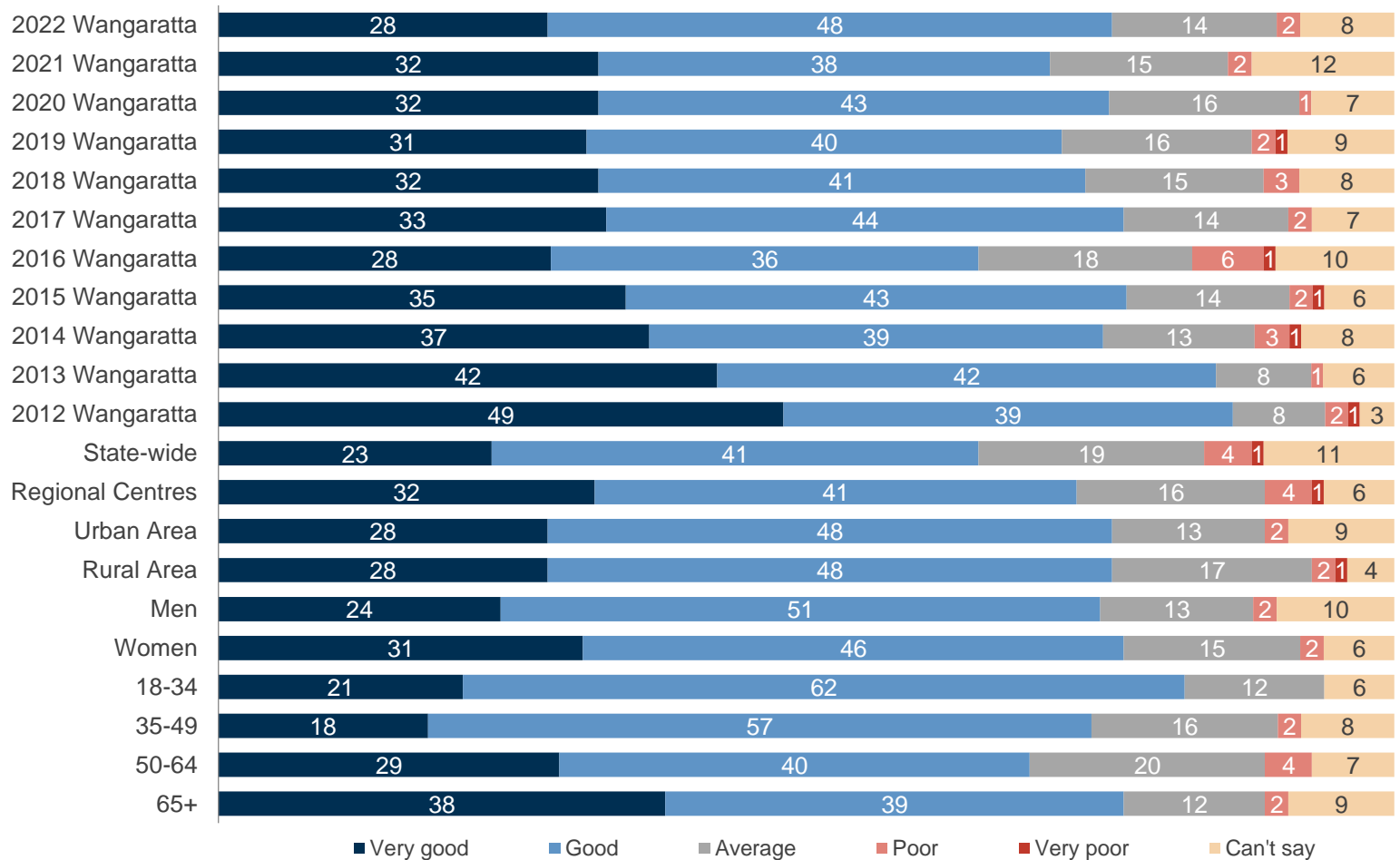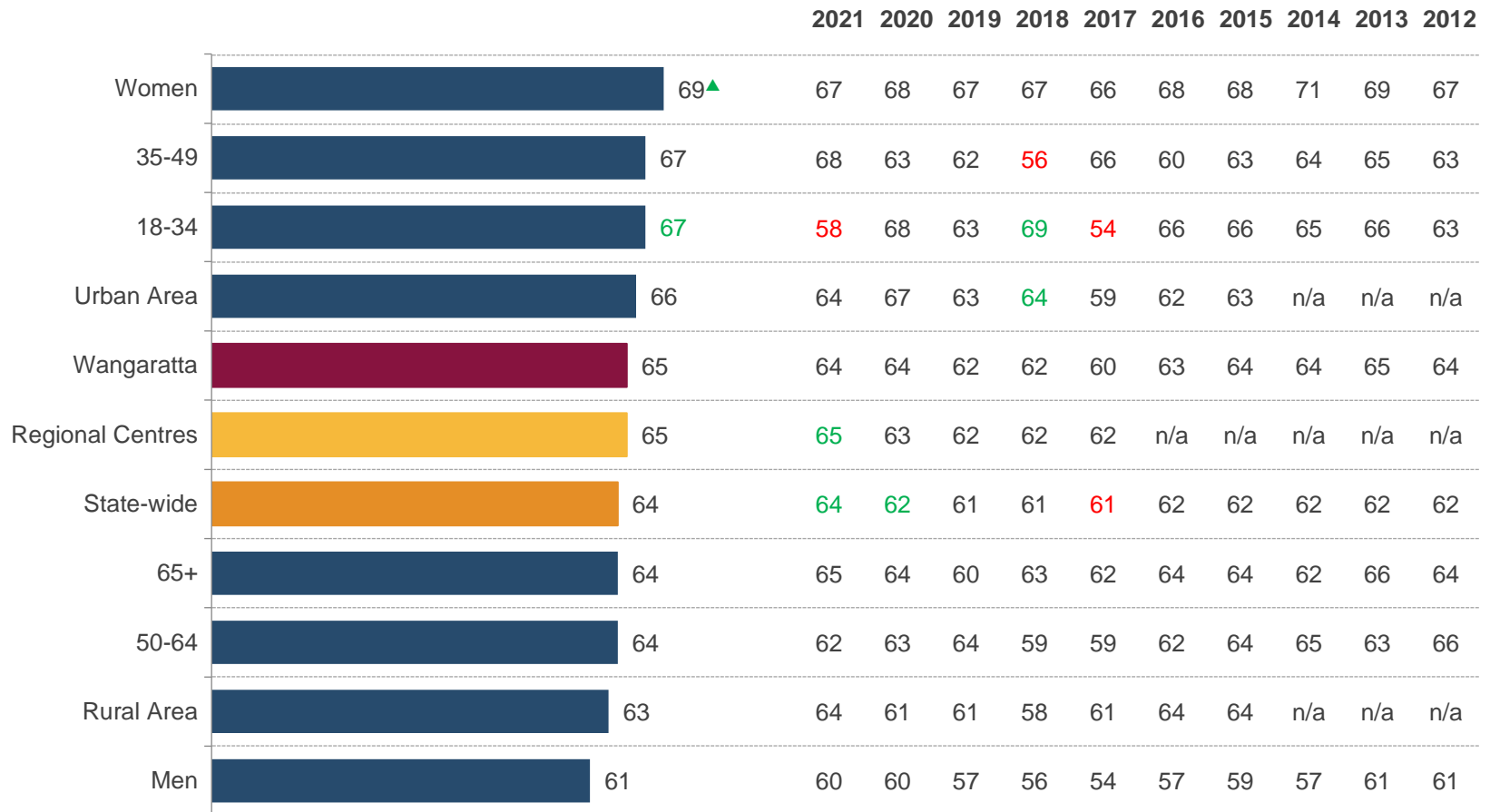|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	80	80	82	81	79	80	79	81	83	85	84
Women	78	81	79	79	77	80	73	81	82	82	86
Urban Area	78	78	79	77	80	81	74	80	n/a	n/a	n/a
Wangaratta	77	78	78	77	78	79	73	79	79	83	84
18-34	77	79	77	73	77	81	71	77	73	82	84
Men	76	75	78	73	80	77	74	77	76	84	82
Regional Centres	76	75	74	74	76	75	n/a	n/a	n/a	n/a	n/a
Rural Area	76	78	78	76	75	75	73	77	n/a	n/a	n/a
50-64	75	74	78	77	77	77	70	78	81	81	86
35-49	75	78	75	74	80	77	73	80	78	85	83
State-wide	73 ▼	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

2022 art centres and libraries performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	28	48	14	2		8
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	23	41	19	4	1	11
Regional Centres	32	41	16	4	1	6
Urban Area	28	48	13	2		9
Rural Area	28	48	17	2	1	4
Men	24	51	13	2		10
Women	31	46	15	2		6
18-34	21	62	12			6
35-49	18	57	16	2		8
50-64	29	40	20	4		7
65+	38	39	12	2		9

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

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

Community and cultural activities importance

2022 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	69▲	67	68	67	67	66	68	68	71	69	67
35-49	67	68	63	62	56	66	60	63	64	65	63
18-34	67	58	68	63	69	54	66	66	65	66	63
Urban Area	66	64	67	63	64	59	62	63	n/a	n/a	n/a
Wangaratta	65	64	64	62	62	60	63	64	64	65	64
Regional Centres	65	65	63	62	62	62	n/a	n/a	n/a	n/a	n/a
State-wide	64	64	62	61	61	61	62	62	62	62	62
65+	64	65	64	60	63	62	64	64	62	66	64
50-64	64	62	63	64	59	59	62	64	65	63	66
Rural Area	63	64	61	61	58	61	64	64	n/a	n/a	n/a
Men	61	60	60	57	56	54	57	59	57	61	61

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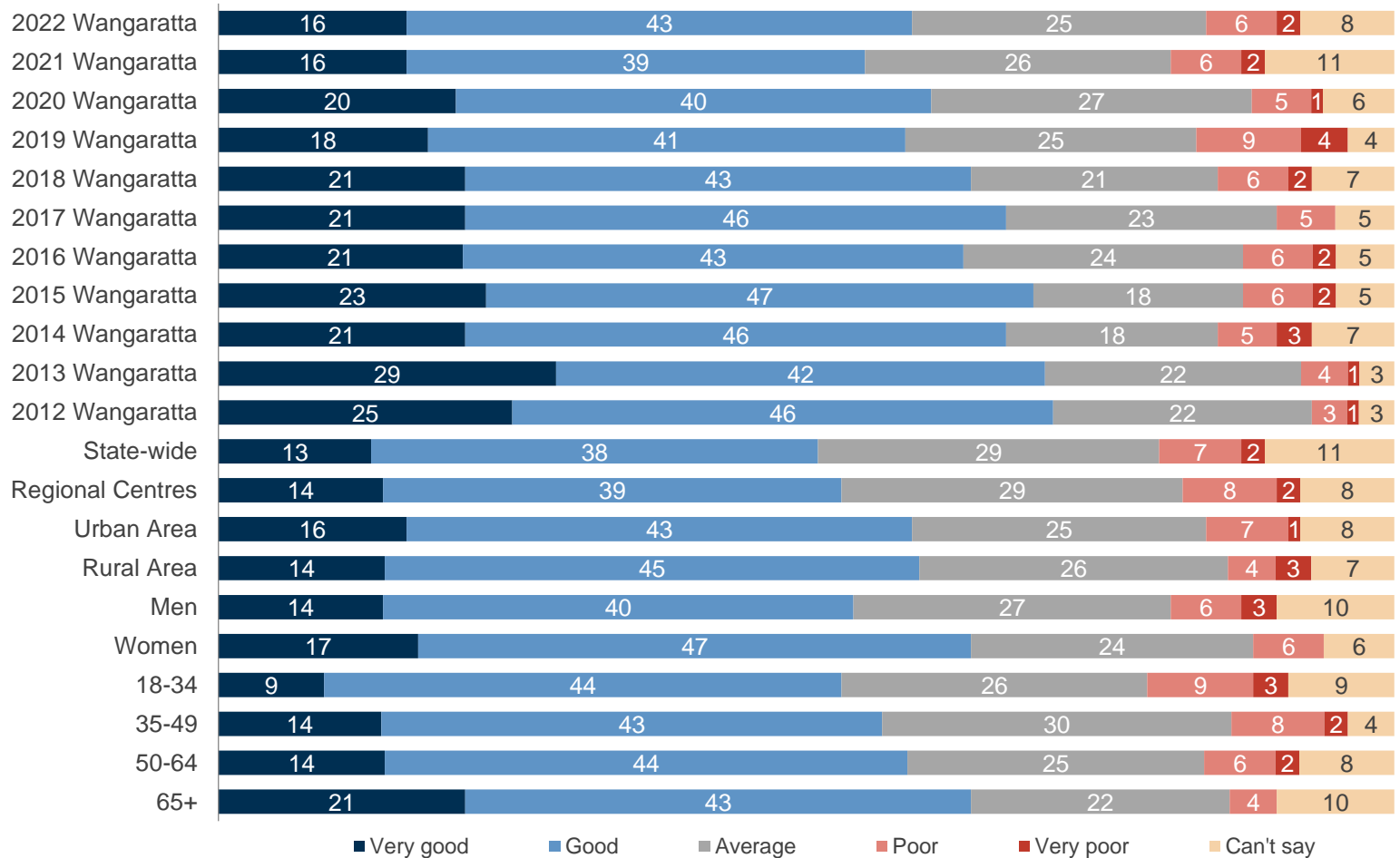*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2022 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	18	36	35	7	2	2
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	16	38	34	9	2	1
Regional Centres	18	37	33	9	2	1
Urban Area	18	38	35	5	2	2
Rural Area	21	29	33	13	3	1
Men	18	27	39	12	3	1
Women	19	44	31	3	2	2
18-34	24	29	32	12		3
35-49	25	31	32	10		2
50-64	19	30	41	3	5	1
65+	11	45	35	5	3	2

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

2022 community and cultural activities performance (index scores)

	2022		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72 ▲		70	72	70	73	73	69	77	74	77	76
Women	70		70	70	66	72	72	73	75	72	75	75
Urban Area	68		70	70	65	70	72	70	75	n/a	n/a	n/a
Wangaratta	68		67	69	66	70	72	70	72	71	74	73
50-64	67		63	69	65	67	69	64	71	69	76	75
Rural Area	67		62	68	67	70	70	70	68	n/a	n/a	n/a
35-49	65		66	66	62	72	71	74	71	73	77	71
Men	65		64	68	65	69	71	66	69	69	74	71
Regional Centres	65 ▼		65	69	69	68	69	n/a	n/a	n/a	n/a	n/a
State-wide	65 ▼		65	68	69	69	69	69	69	70	69	68
18-34	63		65	70	67	68	74	72	68	65	68	71

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

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Community and cultural activities performance

2022 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	16	43	25	6	2	8
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	29	7	2	11
Regional Centres	14	39	29	8	2	8
Urban Area	16	43	25	7	1	8
Rural Area	14	45	26	4	3	7
Men	14	40	27	6	3	10
Women	17	47	24	6		6
18-34	9	44	26	9	3	9
35-49	14	43	30	8	2	4
50-64	14	44	25	6	2	8
65+	21	43	22	4		10

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

Waste management importance

2022 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	86	81	83	83	83	84	83	n/a	n/a	n/a	n/a
Women	85	84	85	85	84	82	85	n/a	n/a	n/a	n/a
Urban Area	85	83	82	82	81	79	83	n/a	n/a	n/a	n/a
35-49	85	87	84	81	83	82	80	n/a	n/a	n/a	n/a
Wangaratta	84	82	82	81	82	80	82	n/a	n/a	n/a	n/a
65+	84	84	81	78	82	80	80	n/a	n/a	n/a	n/a
Regional Centres	83	82	82	80	81	79	n/a	n/a	n/a	n/a	n/a
Men	83	80	79	76	80	76	79	n/a	n/a	n/a	n/a
18-34	82	77	80	81	80	71	86	n/a	n/a	n/a	n/a
State-wide	82▼	82	82	81	81	79	80	79	79	79	78
Rural Area	81	82	81	80	83	81	81	n/a	n/a	n/a	n/a

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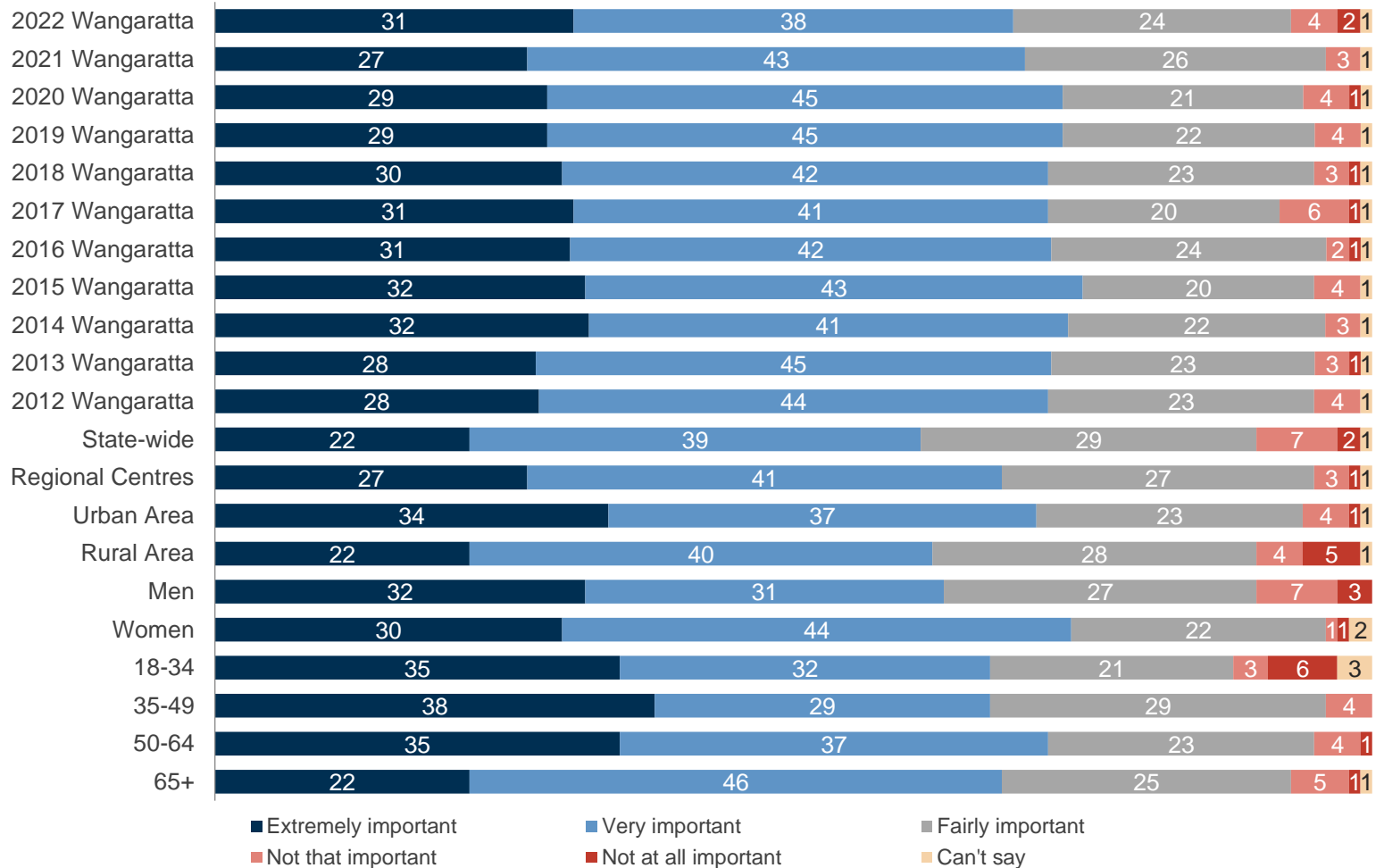*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2022 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	50	36	11	1	1	
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	43	11	1		1
Regional Centres	45	41	11			1
Urban Area	52	36	10	1		1
Rural Area	45	36	13	4		2
Men	43	43	12	1		2
Women	57	30	11			2
18-34	50	32	15			3
35-49	56	28	14			2
50-64	53	37	8	1		1
65+	45	43	9			2

Legend:
- 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

JWS RESEARCH   93
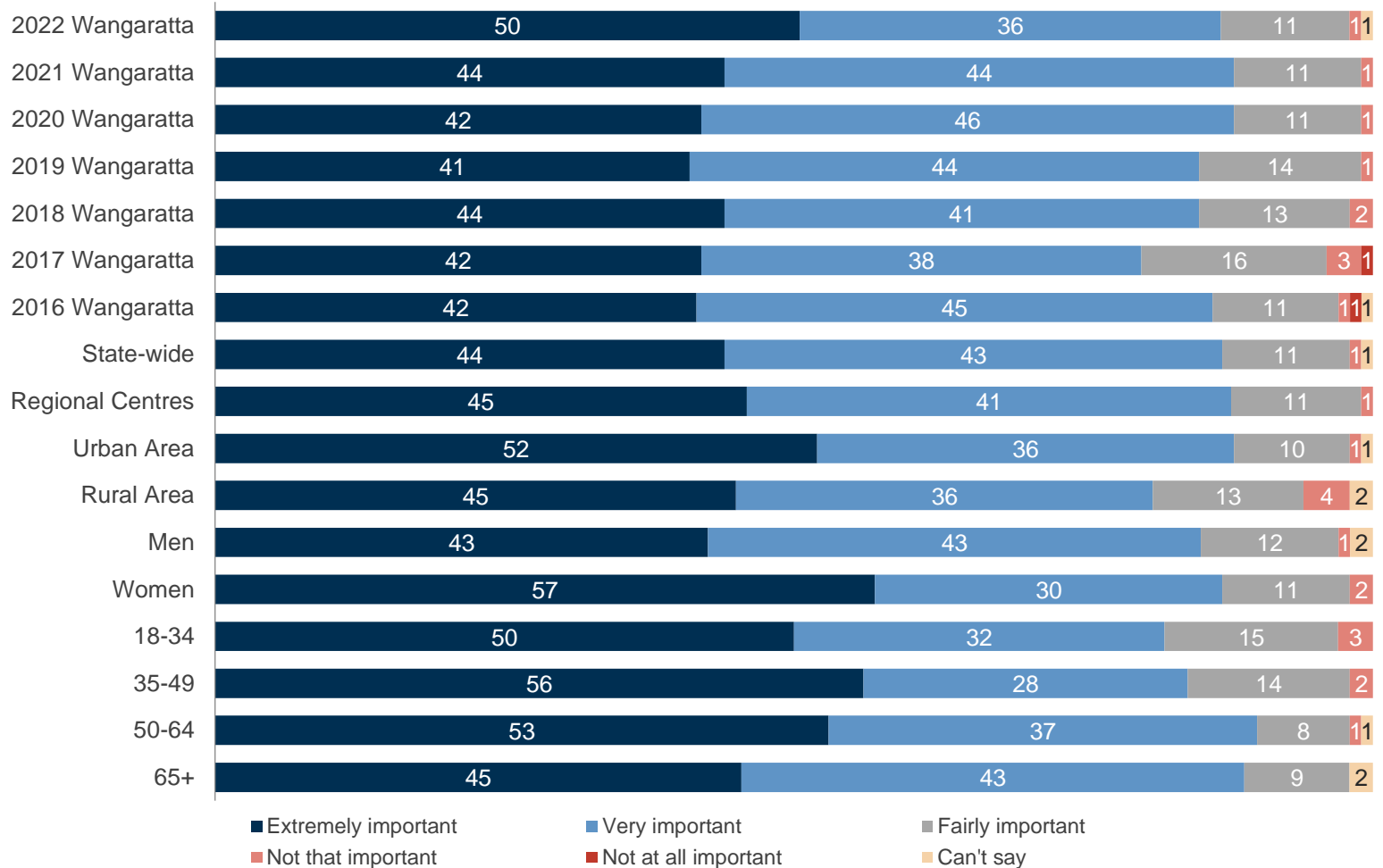
Waste management performance

2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77	80	70	70	63	64	67	n/a	n/a	n/a	n/a
65+	77	79	75	75	76	76	74	n/a	n/a	n/a	n/a
Urban Area	75	80	71	72	72	73	72	n/a	n/a	n/a	n/a
Men	74	77	70	70	71	71	66	n/a	n/a	n/a	n/a
Wangaratta	73	78	68	69	70	70	68	n/a	n/a	n/a	n/a
Women	73	79	67	68	69	69	70	n/a	n/a	n/a	n/a
Regional Centres	68▼	69	66	68	70	69	n/a	n/a	n/a	n/a	n/a
50-64	68	73	67	65	70	71	63	n/a	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72
35-49	67▼	80	59	64	69	67	66	n/a	n/a	n/a	n/a
Rural Area	66▼	75	64	65	66	65	62	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
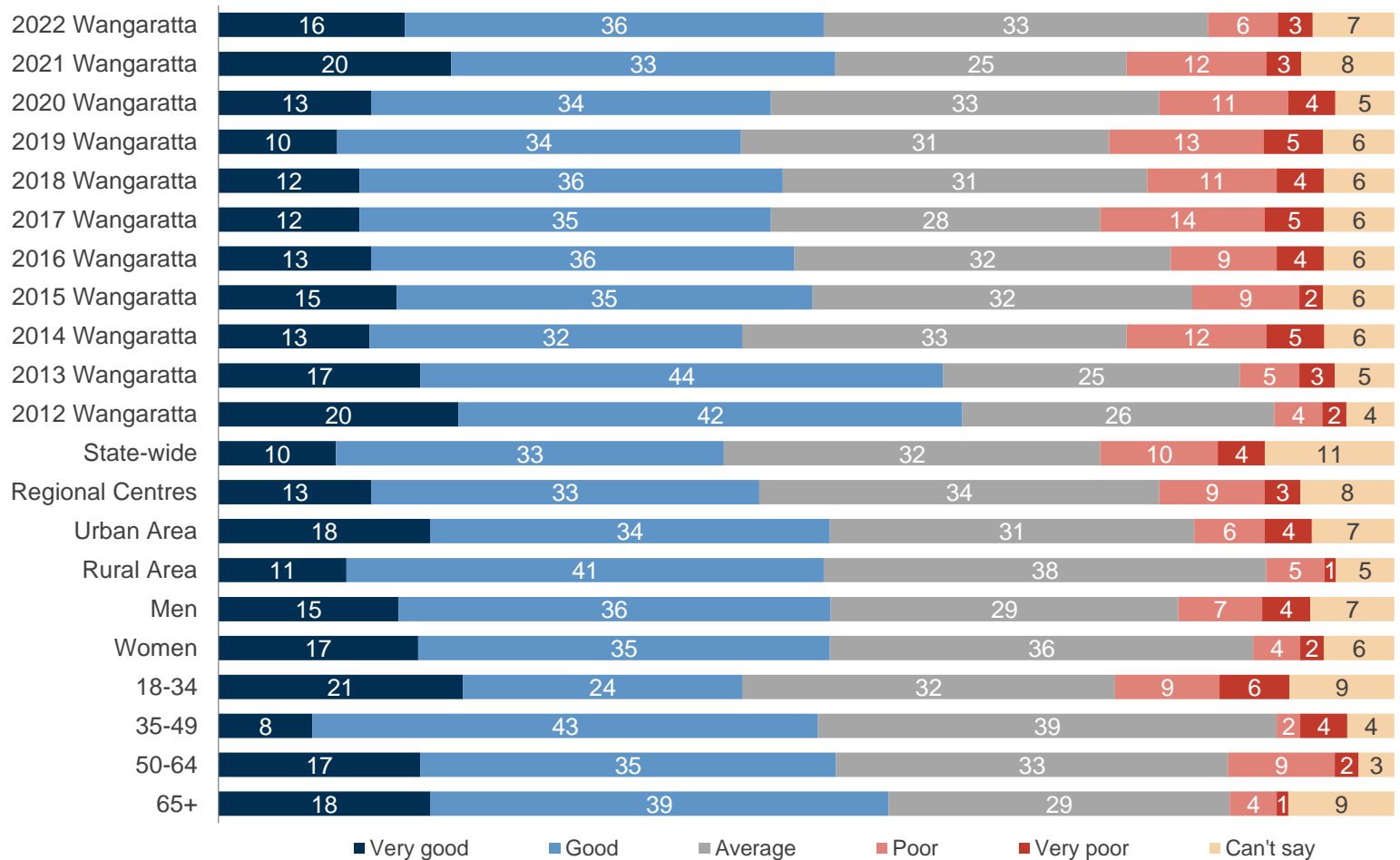*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	29	43	19	6	2	1
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	21	8	4	2
Regional Centres	24	41	20	8	5	2
Urban Area	33	44	15	6	2	1
Rural Area	16	42	31	7	2	3
Men	29	44	16	7	2	2
Women	28	43	21	5	2	1
18-34	32	50	12	6		
35-49	15	47	25	8	2	2
50-64	26	39	19	9	5	2
65+	36	39	19	4	1	1
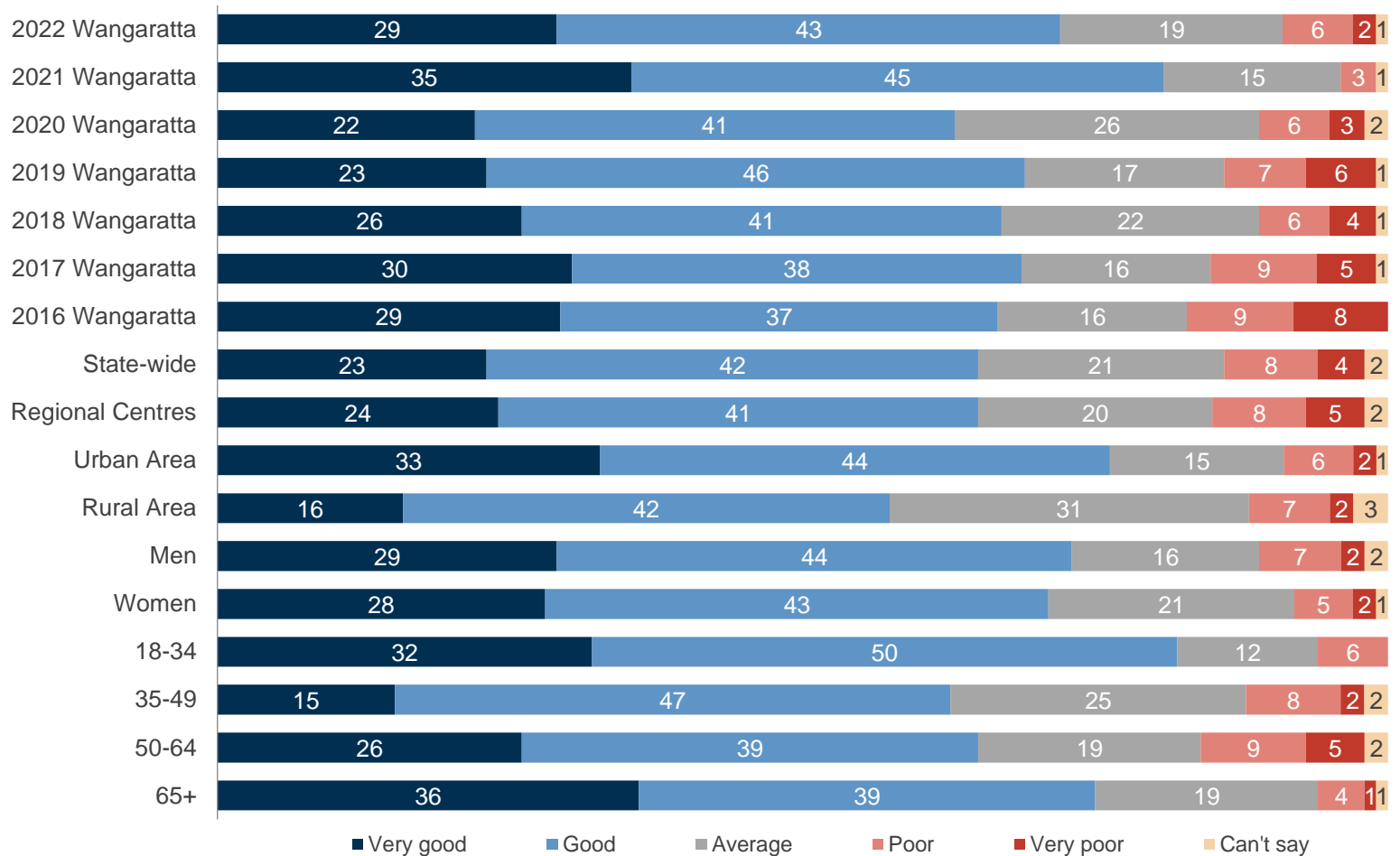
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

Business and community development and tourism importance

2022 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	76	76	76	75	77	77	78	81	77	77
50-64	75	75	79	77	77	77	74	77	79	76	76
Urban Area	75	74	76	73	76	74	77	78	n/a	n/a	n/a
35-49	75	79	75	77	75	80	78	81	77	77	75
Wangaratta	73	74	75	74	75	74	75	76	76	75	74
18-34	73	68	72	70	73	68	76	72	72	72	73
Regional Centres	73	73	73	73	74	74	n/a	n/a	n/a	n/a	n/a
65+	71	72	73	73	74	72	74	75	75	73	72
Men	71	71	73	72	74	72	74	74	70	72	70
State-wide	69 ▼	70	67	65	66	67	67	67	67	67	66
Rural Area	68	73	73	76	73	75	73	74	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2022 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	31	38	24	4	2	1
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	22	39	29	7	2	1
Regional Centres	27	41	27	3	1	1
Urban Area	34	37	23	4	1	1
Rural Area	22	40	28	4	5	1
Men	32	31	27	7	3	
Women	30	44	22	1	1	2
18-34	35	32	21	3	6	3
35-49	38	29	29	4		
50-64	35	37	23	4		1
65+	22	46	25	5	1	1

■ 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: 23 Councils asked group: 4

Business and community development and tourism performance

2022 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	68	69	64	66	64	62	64	63	62	70	71
Women	66	69	63	57	62	62	65	65	62	69	71
Urban Area	65	67	62	59	59	59	60	64	n/a	n/a	n/a
Wangaratta	65	65	61	58	61	59	62	63	59	68	69
Rural Area	65	63	59	57	64	61	65	62	n/a	n/a	n/a
50-64	64	62	53	58	61	56	57	64	58	66	69
Men	64	62	59	59	60	56	59	61	56	67	68
35-49	63	61	59	54	58	55	61	61	58	66	68
Regional Centres	62 ▼	62	60	61	59	61	n/a	n/a	n/a	n/a	n/a
18-34	62	68	67	53	59	65	66	66	60	69	71
State-wide	60 ▼	61	59	61	60	61	60	61	62	62	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2022 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	16	36	33	6	3	7
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	10	33	32	10	4	11
Regional Centres	13	33	34	9	3	8
Urban Area	18	34	31	6	4	7
Rural Area	11	41	38	5	1	5
Men	15	36	29	7	4	7
Women	17	35	36	4	2	6
18-34	21	24	32	9	6	9
35-49	8	43	39	2	4	4
50-64	17	35	33	9	2	3
65+	18	39	29	4	1	9

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 4

Planning and building permits importance

2022 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	74	74	76	75	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	75	76	73	80	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	76	76	74	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	76	75	75	75	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	75	75	73	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	75	71	72	74	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	71	71	71	72	71	71	71	71	71
Regional Centres	73	72	70	71	71	69	n/a	n/a	n/a	n/a	n/a
35-49	73	78	72	72	77	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	72	75	71	74	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68 ▼	74	68	73	65	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5
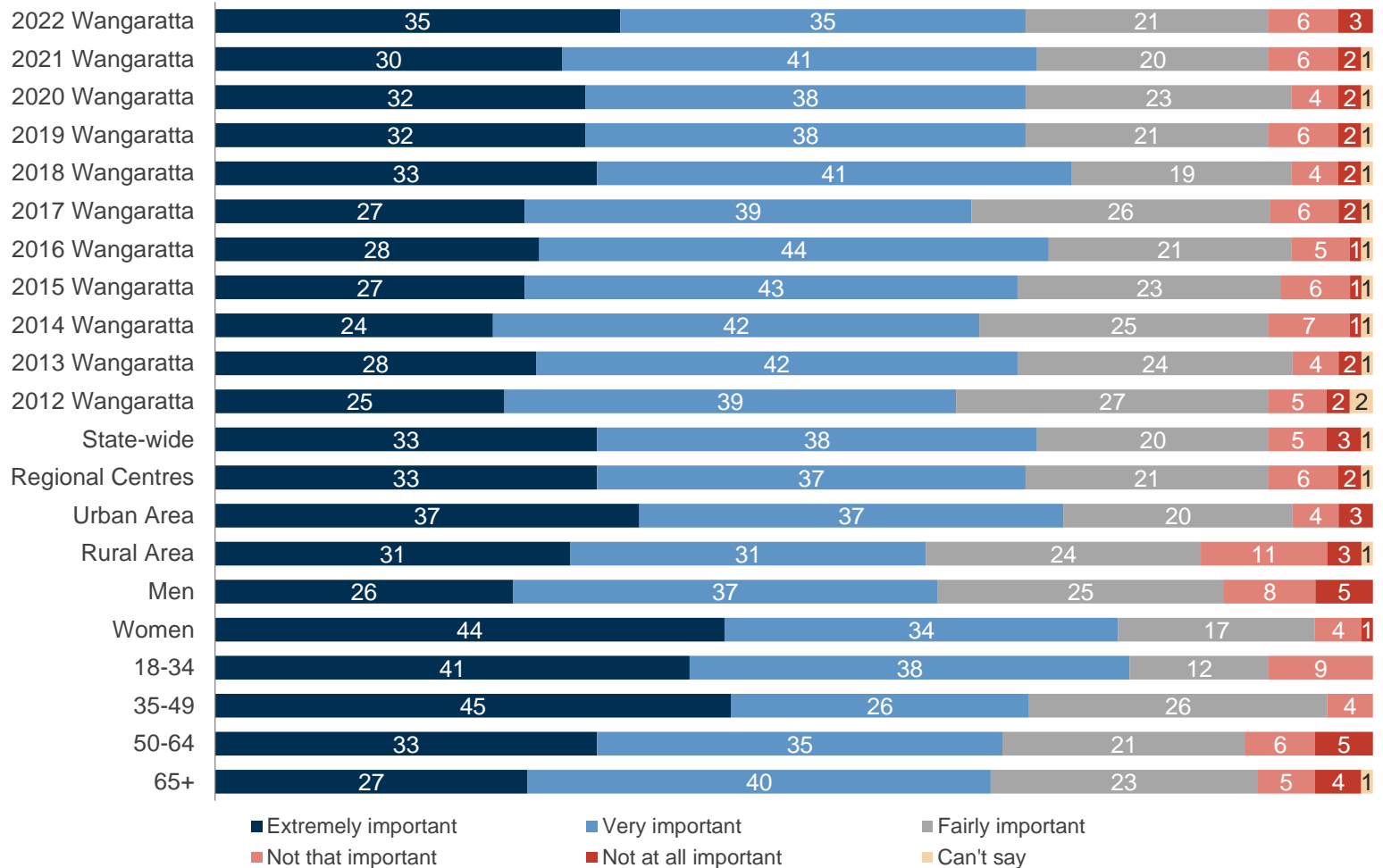*Note: Please see Appendix A for explanation of significant differences.*

Planning and building permits importance

2022 planning and building permits importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	33	35	24	3	1	3
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	29	40	22	4	1	3
Regional Centres	29	39	24	5	1	3
Urban Area	33	37	23	2	2	3
Rural Area	32	31	28	6	1	2
Men	33	38	22	3	3	2
Women	33	33	26	3		4
18-34	24	26	38	6		6
35-49	35	31	25	4	4	
50-64	43	34	16	2	3	2
65+	33	44	19		1	4

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say
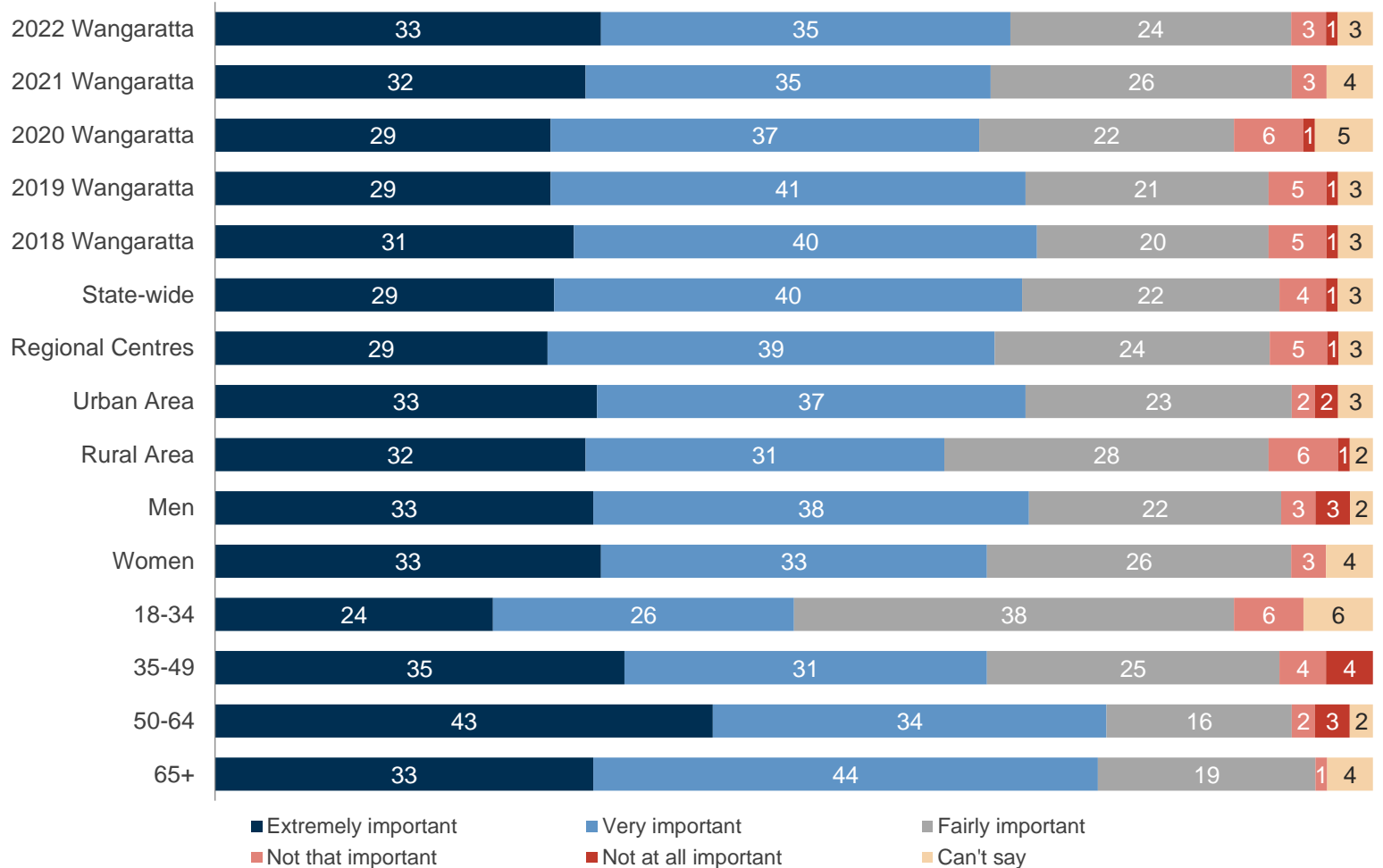
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

Planning and building permits performance

2022 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	55	59	55	49	55	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	54▲	58	57	58	57	60	n/a	n/a	n/a	n/a	n/a
65+	54	58	57	49	49	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	52	57	58	49	51	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	51	54	54	47	50	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50	51	51	52	52	51	50	54	53	55	54
35-49	50	51	49	46	45	n/a	n/a	n/a	n/a	n/a	n/a
18-34	49	54	58	46	52	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	49	53	46	44	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	49	51	49	52	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	45▼	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: 30 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2022 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	6	21	27	13	9	22
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	5	22	28	14	10	22
Regional Centres	7	25	29	11	7	20
Urban Area	8	23	26	13	9	21
Rural Area	1	17	32	13	10	26
Men	6	18	32	15	13	17
Women	6	25	23	12	6	28
18-34	6	26	27	6	18	18
35-49	6	19	28	16	8	23
50-64	6	18	18	22	9	26
65+	6	21	32	12	5	23

■ 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: 30 Councils asked group: 5

Environmental sustainability importance

JW

2022 environmental sustainability importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	79 ▲	77	78	80	79	75	76	76	77	77	73
18-34	78	70	75	80	82	66	77	74	70	78	69
35-49	78	74	75	70	78	76	71	72	72	72	75
Urban Area	75	72	75	74	77	72	73	72	n/a	n/a	n/a
Wangaratta	74	73	74	73	75	71	73	72	70	73	70
State-wide	73	74	74	74	73	72	73	73	73	72	71
Regional Centres	73	74	74	74	73	72	n/a	n/a	n/a	n/a	n/a
50-64	71	76	74	75	70	73	76	74	75	72	68
65+	70	73	73	68	70	68	70	69	66	70	69
Rural Area	69	75	73	70	71	70	74	73	n/a	n/a	n/a
Men	68 ▼	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: 27 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2022 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	35	35	21	6	3	
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	33	38	20	5	3	1
Regional Centres	33	37	21	6	2	1
Urban Area	37	37	20	4	3	
Rural Area	31	31	24	11	3	1
Men	26	37	25	8	5	
Women	44	34	17	4	1	
18-34	41	38	12	9		
35-49	45	26	26	4		
50-64	33	35	21	6	5	
65+	27	40	23	5	4	1

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

Environmental sustainability performance

2022 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	67	65	63	65	66	65	68	66	63	69	69
Urban Area	65	65	62	63	65	67	66	67	n/a	n/a	n/a
Men	64	64	63	61	65	63	63	65	64	68	66
Wangaratta	64	64	62	61	65	65	66	64	64	67	66
Women	64	65	62	62	65	67	69	63	63	67	67
50-64	63	65	62	60	63	65	65	62	62	64	64
Regional Centres	62	62	61	63	64	65	n/a	n/a	n/a	n/a	n/a
18-34	62	65	69	63	63	67	63	65	60	70	70
Rural Area	62	63	62	59	65	62	66	61	n/a	n/a	n/a
State-wide	61▼	62	60	62	63	64	63	64	64	64	64
35-49	61	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: 38 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2022 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	14	38	32	9	2	7
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	10	35	32	9	4	10
Regional Centres	12	35	33	9	3	9
Urban Area	15	38	32	9	1	6
Rural Area	11	37	31	8	4	8
Men	13	41	26	11	2	6
Women	14	34	37	7	2	7
18-34	9	47	26	12	3	3
35-49	12	33	35	12	2	6
50-64	12	36	30	10	2	9
65+	18	35	33	4	1	8
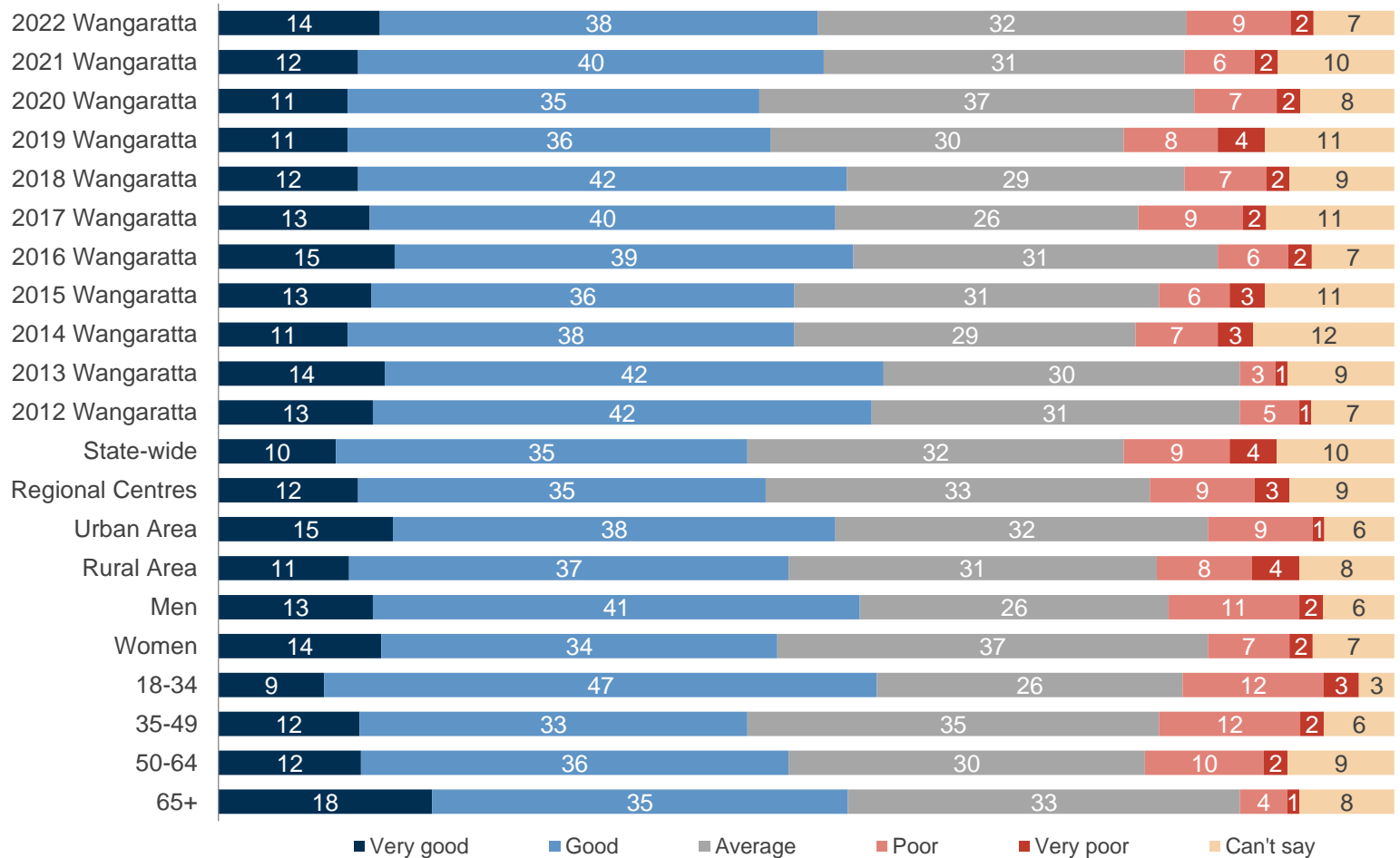
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	88 ▲	84	81	77	83	78	72	83	n/a	n/a	n/a
50-64	88 ▲	81	80	78	83	78	81	81	n/a	n/a	n/a
Rural Area	88 ▲	85	82	83	86	82	82	84	n/a	n/a	n/a
Men	83	80	78	74	80	73	76	81	n/a	n/a	n/a
Wangaratta	83	81	80	78	80	77	77	81	n/a	n/a	n/a
Women	83	83	83	81	81	81	79	81	n/a	n/a	n/a
State-wide	83	81	80	80	80	79	79	78	78	81	80
Urban Area	82	78	79	74	77	75	74	79	n/a	n/a	n/a
65+	82	82	79	77	82	78	80	81	n/a	n/a	n/a
Regional Centres	79 ▼	78	76	75	77	76	n/a	n/a	n/a	n/a	n/a
18-34	77 ▼	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: 15 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2022 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Wangaratta	49	37	11	2		1
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	49	36	12	2	1	1
Regional Centres	42	36	17	3		2
Urban Area	44	39	14	1		2
Rural Area	61	31	4	2	1	1
Men	50	33	13	2		2
Women	47	40	9	2	1	1
18-34	38	35	18	6		3
35-49	59	35	6			
50-64	60	29	10			1
65+	43	42	12	1	1	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
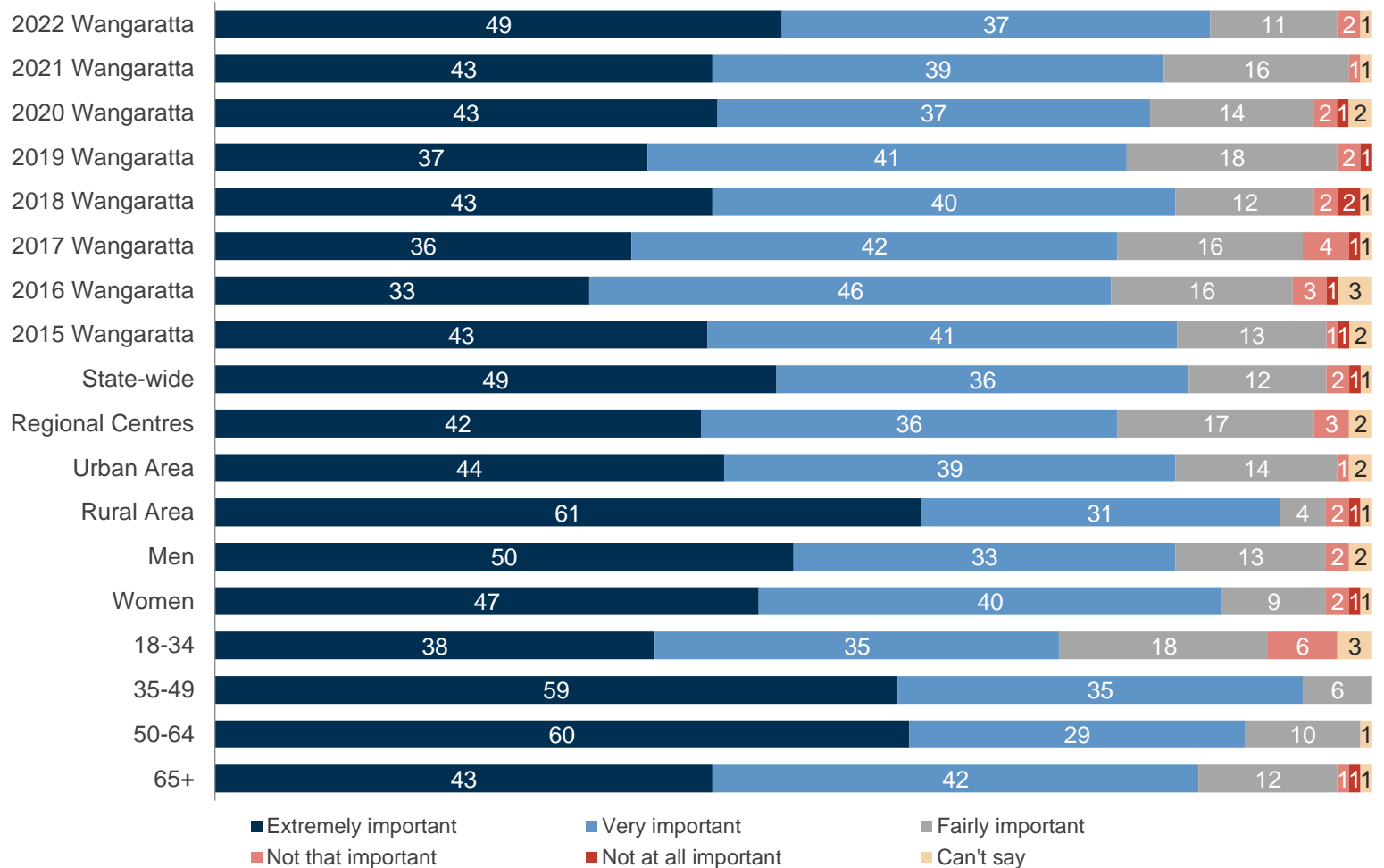
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	47	53	50	53	45	48	51	46	n/a	n/a	n/a
Regional Centres	46	53	55	52	52	52	n/a	n/a	n/a	n/a	n/a
18-34	46	52	47	49	45	45	51	57	n/a	n/a	n/a
Urban Area	46	57	51	52	51	49	51	55	n/a	n/a	n/a
Men	45	52	46	52	48	46	46	52	n/a	n/a	n/a
Wangaratta	45	52	48	48	46	46	48	50	n/a	n/a	n/a
Women	44	52	49	44	45	46	51	47	n/a	n/a	n/a
50-64	43	44	47	45	47	47	44	48	n/a	n/a	n/a
State-wide	41▼	45	44	44	43	44	43	45	45	44	46
Rural Area	41	45	43	42	40	43	45	43	n/a	n/a	n/a
35-49	40	57	45	44	49	45	49	48	n/a	n/a	n/a
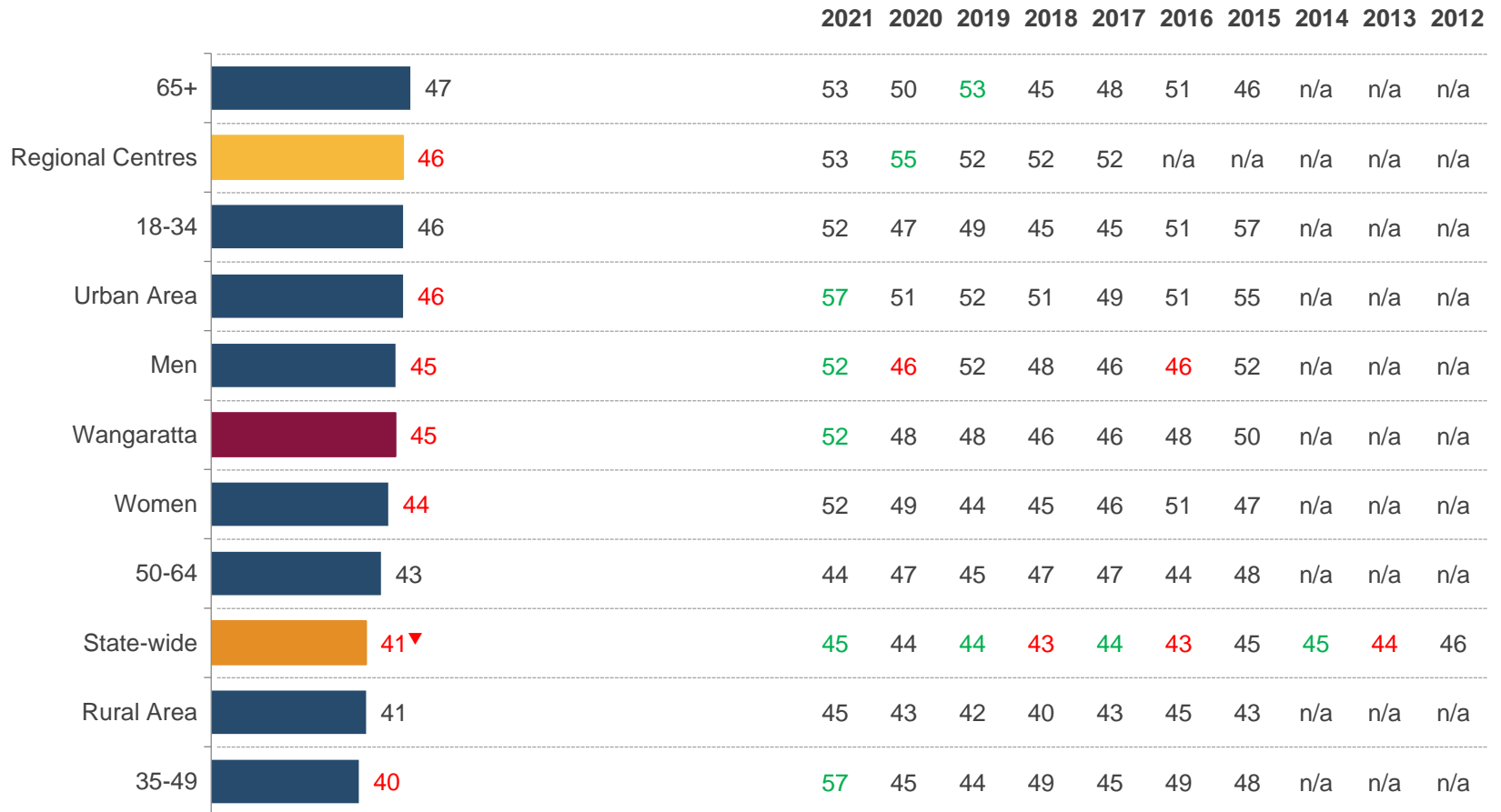
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Wangaratta	6	19	32	22	15	6
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	19	29	23	19	6
Regional Centres	6	22	29	22	13	9
Urban Area	6	20	32	20	13	8
Rural Area	5	18	31	26	19	1
Men	6	19	33	23	14	5
Women	6	20	31	21	15	7
18-34	6	18	38	15	15	9
35-49	6	12	32	33	14	4
50-64	4	26	29	19	21	1
65+	6	22	30	21	12	8
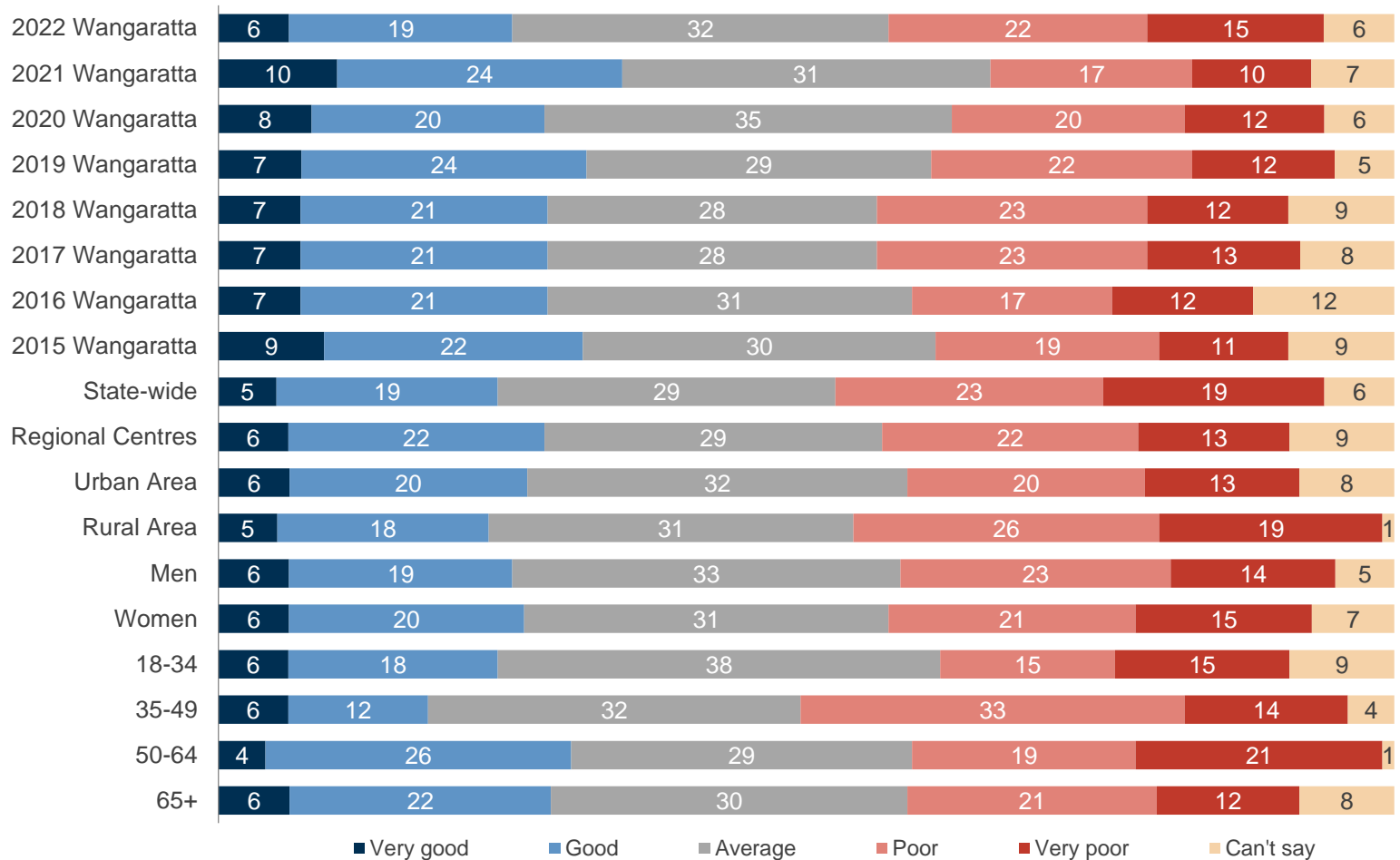
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

Detailed demographics

Gender and age profile

2022 gender

Wangaratta
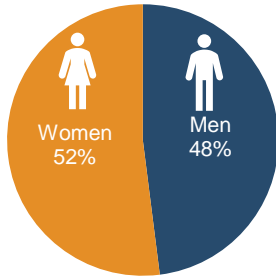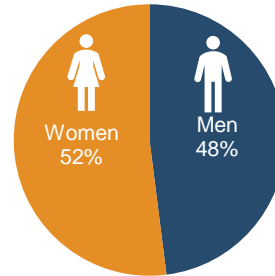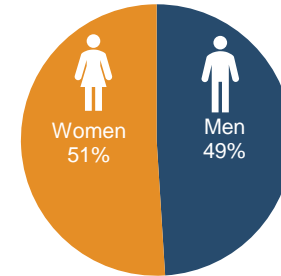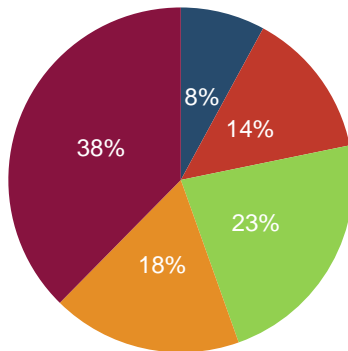
Women 52% Men 48%

Regional Centres

Women 52% Men 48%

State-wide

Women 51% Men 49%

2022 age

Wangaratta

8% 14% 23% 18% 38%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

Regional Centres

7% 22% 23% 16% 32%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

State-wide

5% 20% 23% 18% 34%
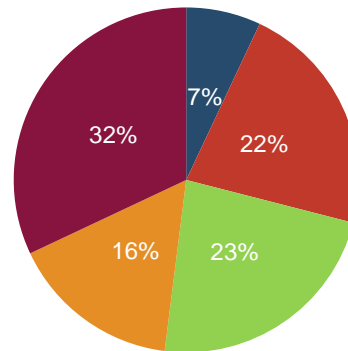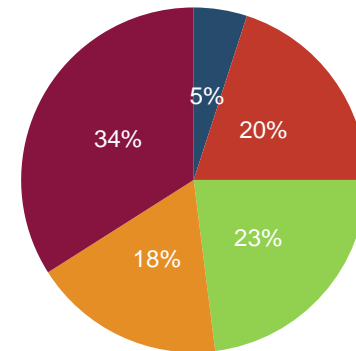
■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
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 2022 State-wide Local Government Community Satisfaction Survey for Wangaratta Rural City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 22,700 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	400	400	+/-4.9
Men	180	193	+/-7.3
Women	220	207	+/-6.6
Urban Area	298	295	+/-5.6
Rural Area	102	105	+/-9.7
18-34 years	34	87	+/-17.0
35-49 years	51	91	+/-13.8
50-64 years	99	70	+/-9.9
65+ years	216	152	+/-6.7

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 2021. 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 2021.

*   The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2021.

2022 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
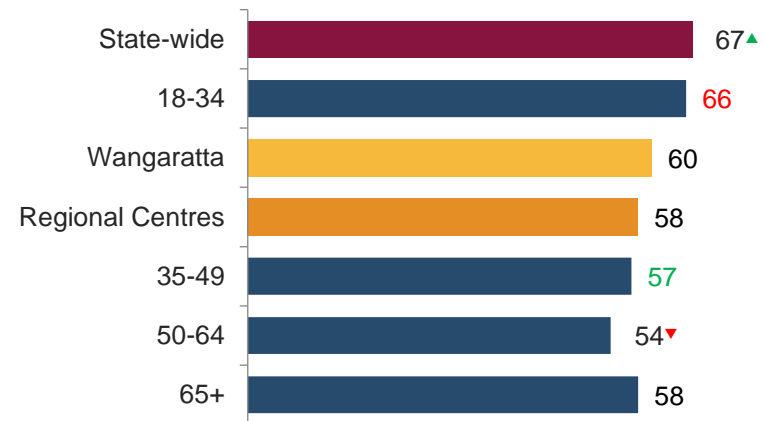
Appendix A:
Index score significant difference calculation

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 2022 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 2022 results are compared with previous years, as detailed below:

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

- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=401 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=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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

A total of n=400 completed interviews were achieved in Wangaratta Rural City Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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:

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

Wherever appropriate, results for Wangaratta Rural City Council for this 2022 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 2012-2022 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 2022 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 2022 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 2022 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: 2022 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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