



2023 Local Government Community Satisfaction Survey

Wangaratta Rural City Council

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



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<u>Recreational facilities</u>	<u>76</u>		
<u>Appearance of public areas</u>	<u>80</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

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

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

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

Key findings and recommendations



Wangaratta Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Wangaratta 63



Regional Centres 56



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	≡ on par
	Appearance of public areas	▲ higher
	Waste management	▲ higher
Lowest 3 performing areas		
	Unsealed roads	▼ lower
	Planning & building permits	▼ lower
	Sealed local roads	≡ on par
	Customer service	≡ on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

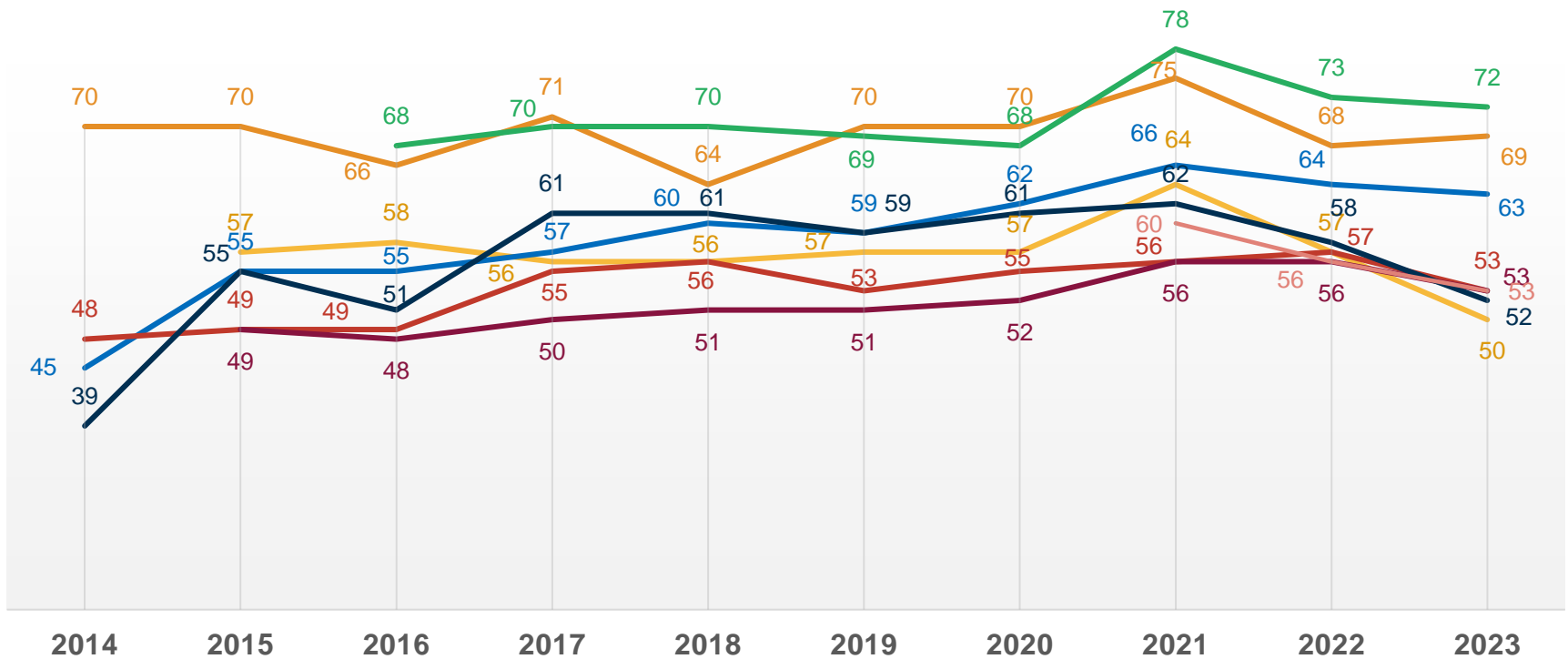
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

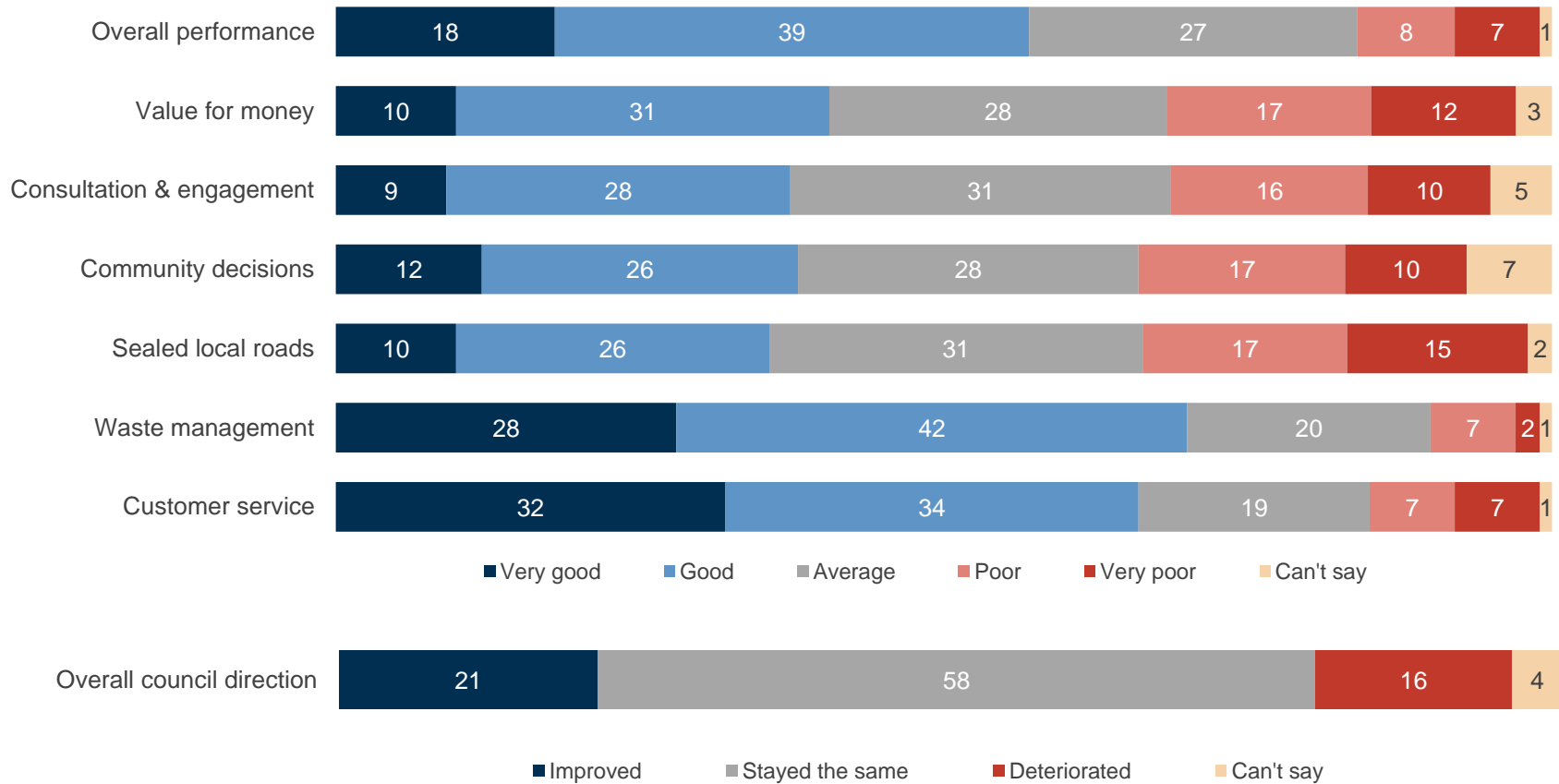
Overall Council Direction














Summary of core measures

Core measures summary results (%)















Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2023	Wangaratta 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	63	64	56	56	Urban Area residents, Aged 65+ years	Aged 35-49 years, Rural Area residents
	Value for money	53	56	50	49	Urban Area residents, Women	Aged 18-34 years
	Overall council direction	52	58	47	46	Aged 65+ years	Aged 18-34 years, Aged 35-49 years, Rural Area residents
	Customer service	69	68	68	67	Urban Area residents	Rural Area residents
	Art centres & libraries	76	77	77	73	Women, Aged 18-34 years, Urban Area residents	Aged 35-49 years
	Appearance of public areas	74	74	71	67	Aged 35-49 years, Women	Aged 18-34 years
	Waste management	72	73	67	66	Aged 65+ years	Aged 50-64 years
	Recreational facilities	71	73	69	68	Aged 65+ years, Aged 50-64 years	Aged 35-49 years
	Community & cultural	67	68	66	66	Urban Area residents	Rural Area residents






Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2023	Wangaratta 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Family support services	66	67	64	63	Urban Area residents	Rural Area residents
	Elderly support services	65	66	61	63	Urban Area residents	Aged 18-34 years
	Environmental sustainability	64	64	61	60	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	63	65	61	59	Aged 50-64 years, Urban Area residents	Rural Area residents, Aged 18-34 years, Men
	Informing the community	57	60	55	57	Aged 65+ years, Women, Urban Area residents	Aged 50-64 years
	Lobbying	55	56	52	51	Aged 50-64 years	Aged 35-49 years, Rural Area residents
	Community decisions	53	56	50	51	Urban Area residents	Rural Area residents
	Consultation & engagement	53	57	50	52	Aged 65+ years	Aged 50-64 years
	Parking facilities	52	53	53	55	Aged 35-49 years	Aged 50-64 years
	Local streets & footpaths	51	58	53	52	Aged 35-49 years	Aged 18-34 years



Summary of Wangaratta Rural City Council performance

Services		Wangaratta 2023	Wangaratta 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Sealed local roads	50	57	49	48	Aged 35-49 years	Aged 18-34 years
	Planning & building permits	47	51	53	47	Urban Area residents	Rural Area residents, Aged 18-34 years
	Unsealed roads	40	45	45	37	Urban Area residents	Rural Area residents



Focus areas for the next 12 months

Overview

Wangaratta Rural City Council's overall performance is stable following a significant improvement in perceptions of performance made two years ago. Council's performance is similarly stable when it comes to individual service areas, with some exceptions. Performance ratings are in line with last year's results across most service areas evaluated, but significantly lower than last year in four of the 18 service areas.

Key influences on perceptions of overall performance

Recreational facilities is the service area with one of the strongest influences on Wangaratta Rural City Council's overall performance. Positively, this is one of Council's highest performing service areas, meaning Council should focus on maintaining high performance here. Additionally, Council should aim to improve perceptions of performance on decisions made in the interest of the community, which performs less well, but has an equally strong influence on Council's overall performance rating.

Comparison to state and area grouping

Council performs in line with or significantly higher than both the Regional Centres group and the State-wide average across almost all service areas evaluated. This is a positive result for Council. The only areas where Council performs significantly lower than the Regional Centres group is the maintenance of unsealed roads and planning and building permits – which are Council's lowest rated areas.

Attend to roads

Performance ratings in the areas of unsealed roads and sealed local roads declined significantly for the second year running. Performance in these areas is at an all time low. Sealed road maintenance is also the most commonly volunteered area of improvement for Council (16%). Efforts to improve perceptions of roads in the local area may be best focused in the Rural Area region, as perceptions of road-related performance are lower than in the Urban Area.

DETAILED FINDINGS



Overall performance



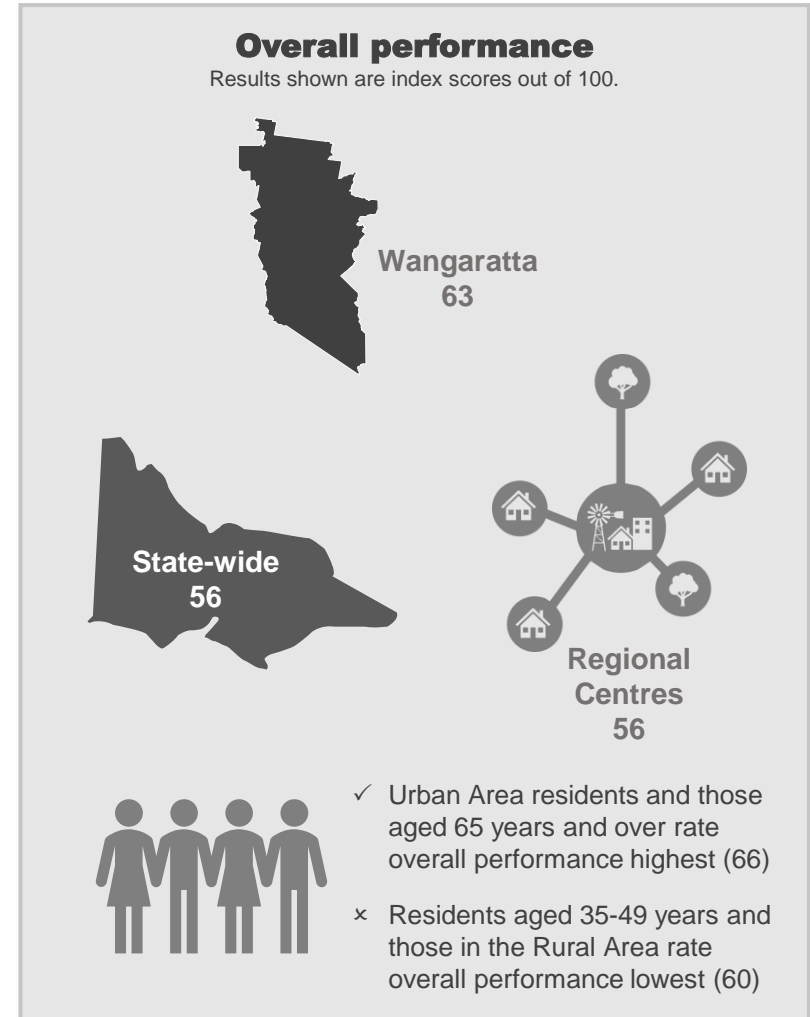
Overall performance

The overall performance index score of 63 for Wangaratta Rural City Council is stable – down a not-significant one point on the 2022 result. Council continues to maintain a higher level of overall performance than it recorded in earlier evaluation years.

Wangaratta Rural City Council's overall performance remains rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Regional Centres group and the State-wide average for councils (index scores of 56 each).

- Performance perceptions among demographic and geographic cohorts do not differ significantly from the Council average.
- Performance ratings are however highest among residents in the Urban Area and residents aged 65 years and over (index scores of 66 each).
- Performance ratings are lowest among residents aged 35 to 49 years and residents in the Rural Area (index scores of 60 each).

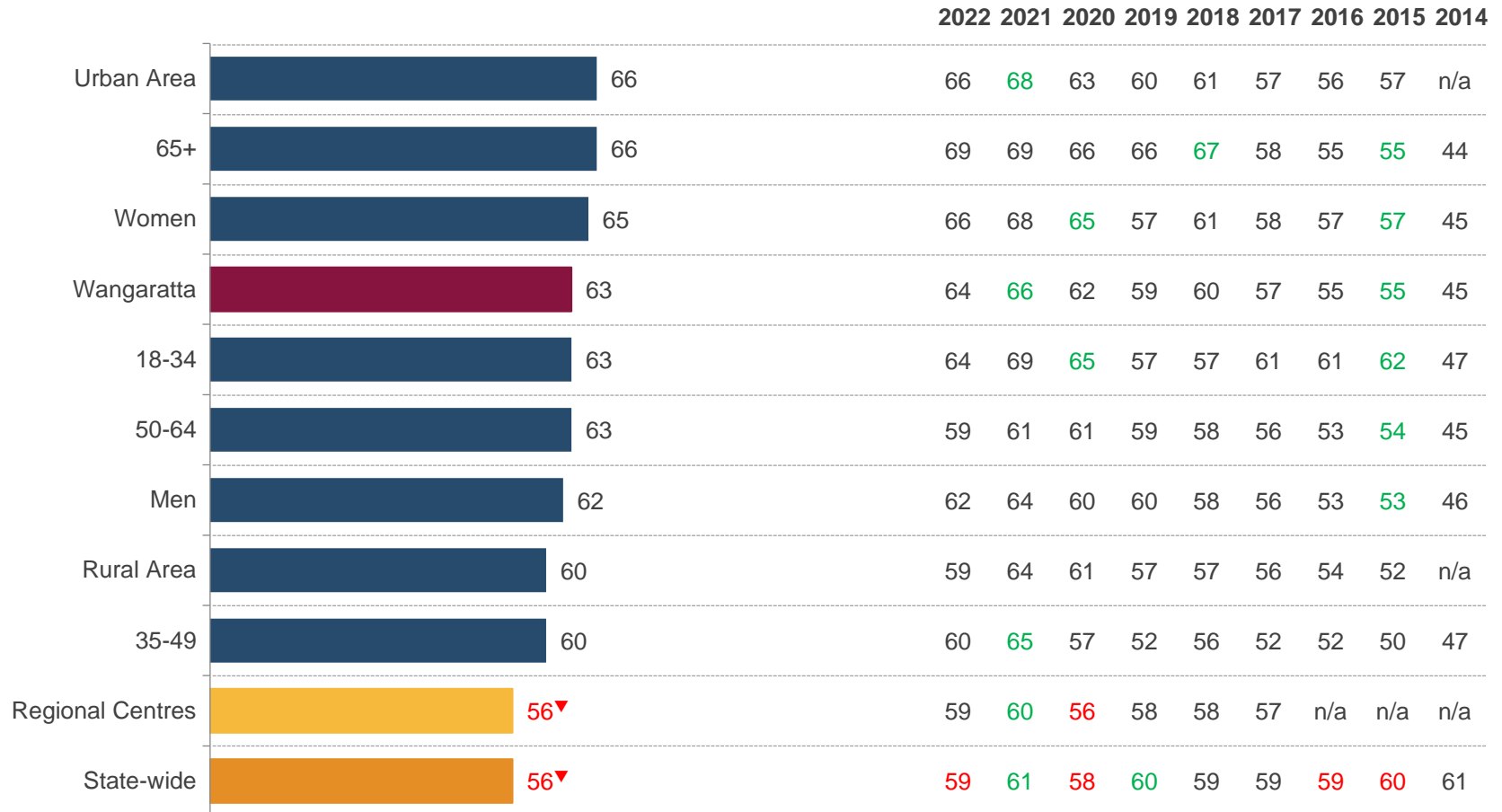
Just over two in five residents (41%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Nearly three in ten residents rate Council as 'very poor' or 'poor' (29%). A further 28% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

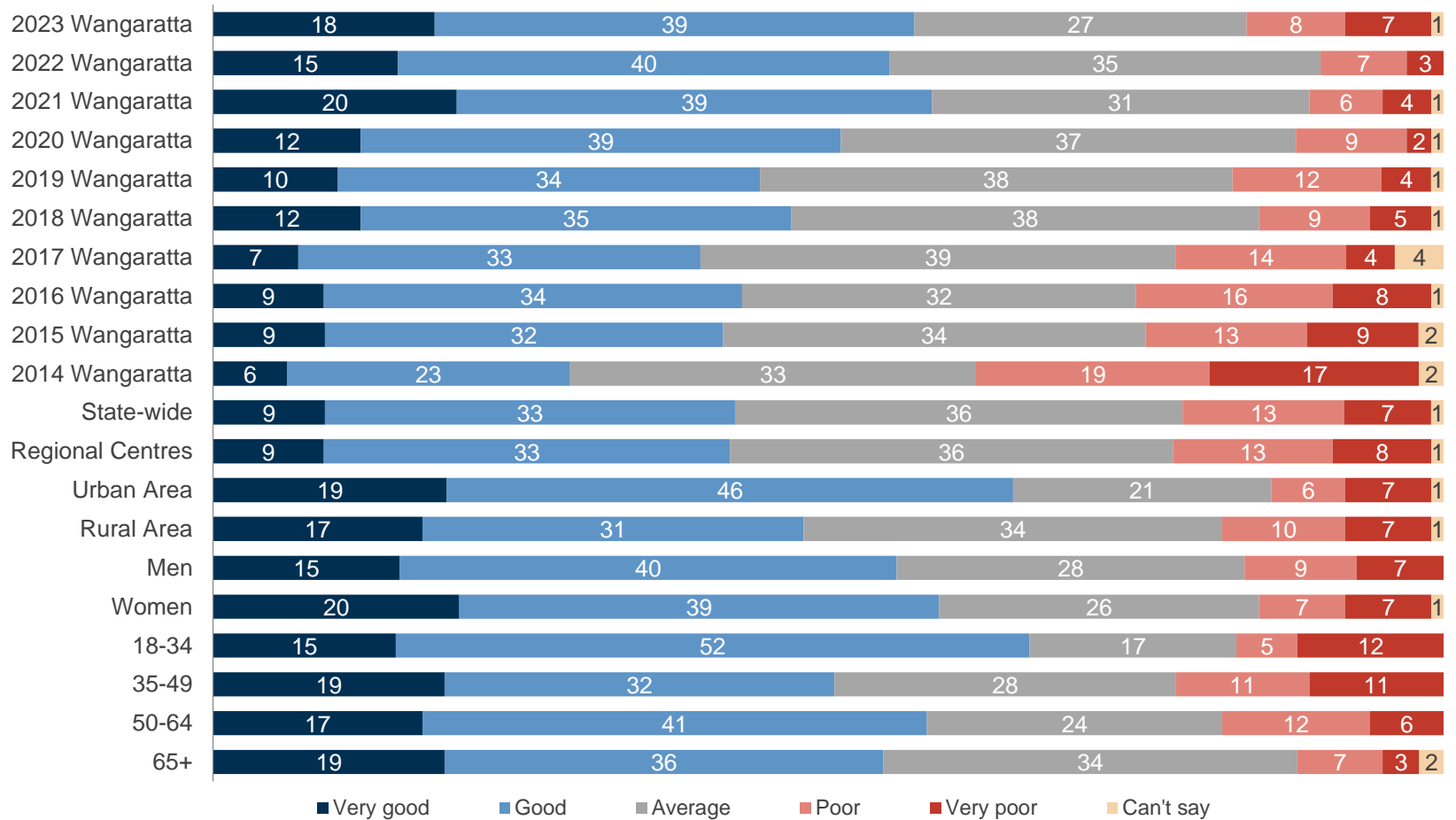


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wangaratta Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Wangaratta Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Value for money in services and infrastructure

2023 value for money (index scores)

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

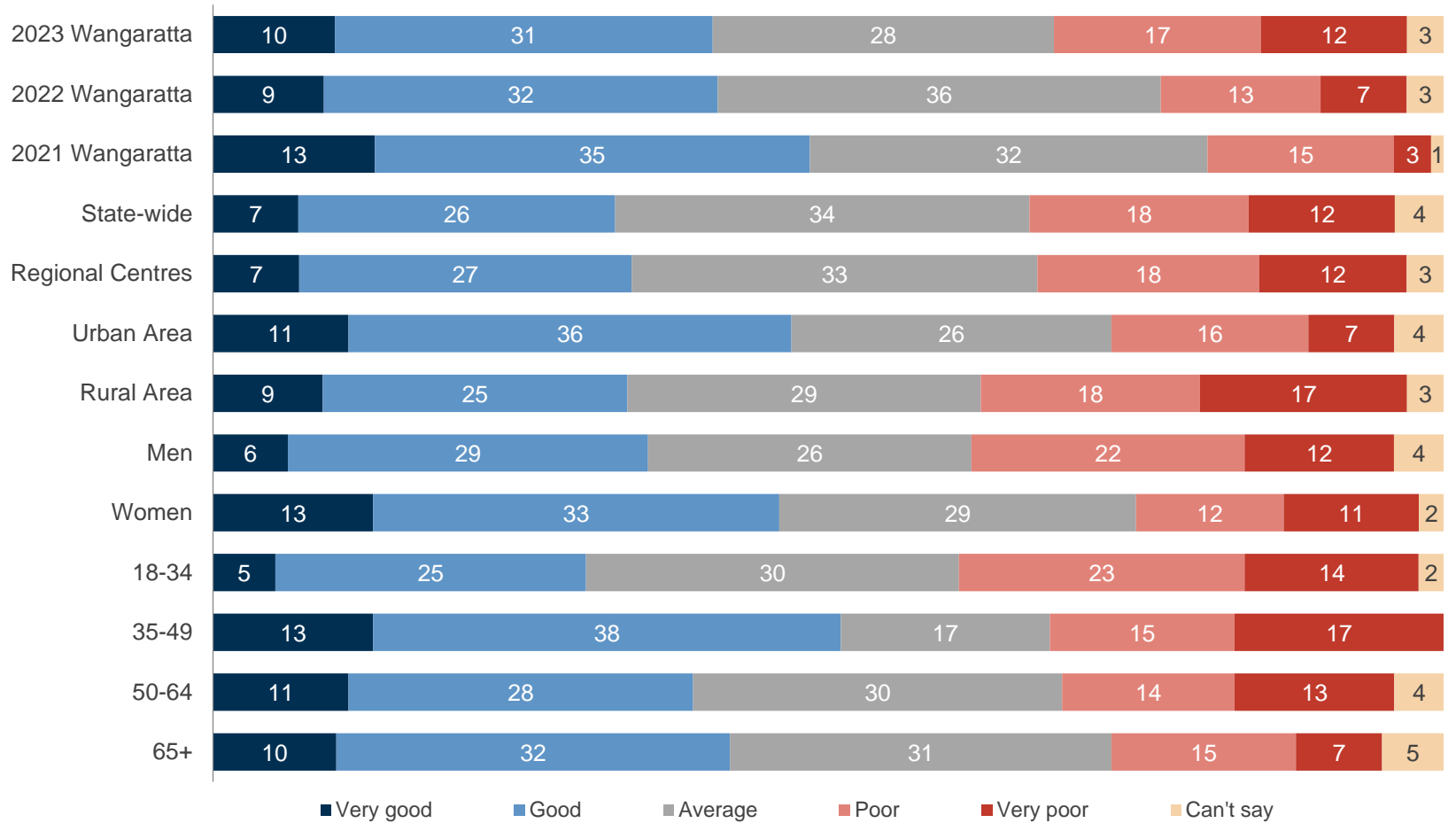
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate 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: 65 Councils asked group: 9



Top performing service areas

Arts centres and libraries remains Council's best-performing service area (index score of 76). Council continues to maintain a strong performance here.

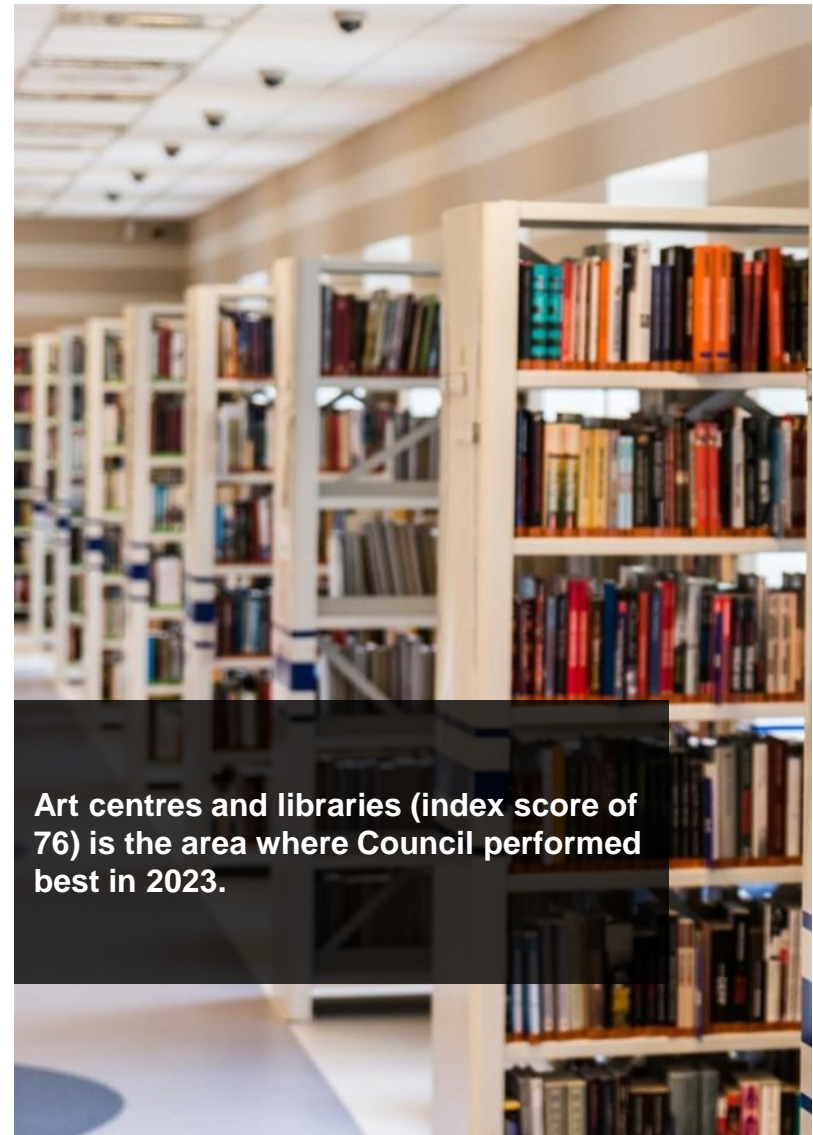
- Council performs in line with the Regional Centres group and significantly higher than the State-wide average in this service area.

The appearance of public areas is Council's next best performing service area (index score of 74).

- Here, Council performs significantly higher than the Regional Centres group and State-wide averages.
- Women (index score of 78) provide the equal highest performance rating in this service area (along with residents aged 35 to 49 years), which is significantly higher compared to the Council average.

Waste management (index score of 72) and recreational facilities (71) are additional top performing service areas.

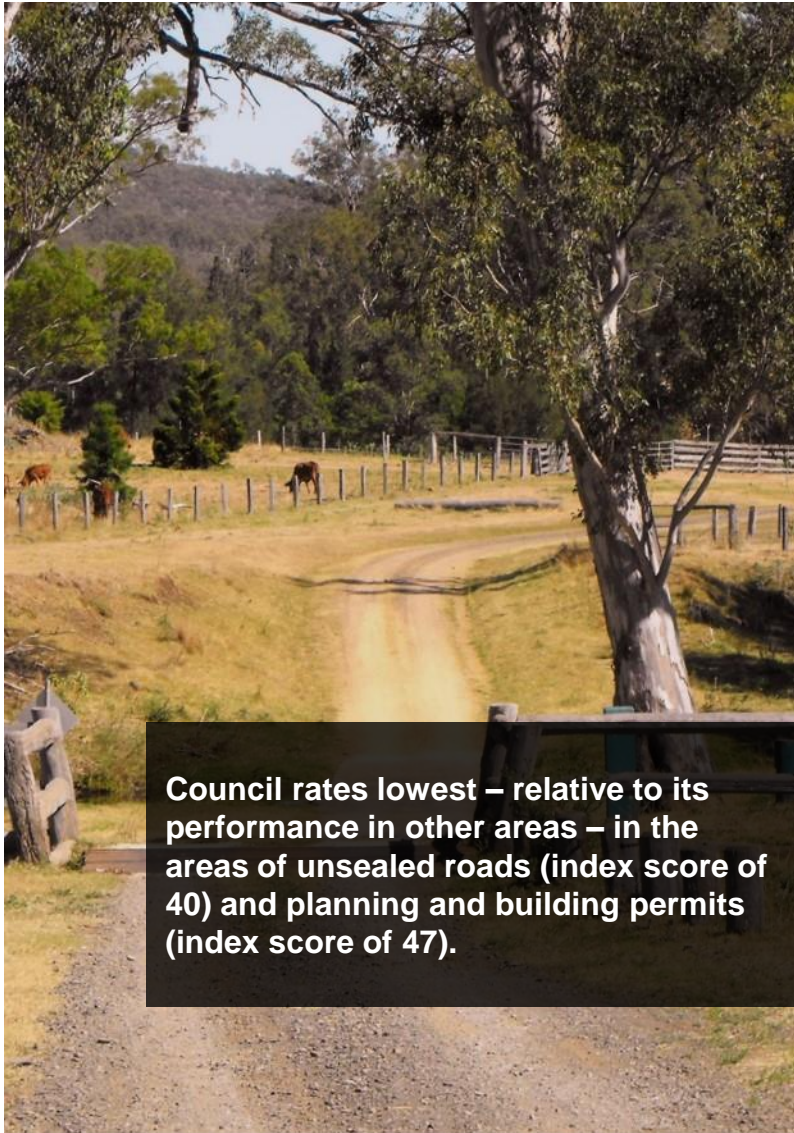
- In the case of waste management, Council performs significantly higher than the Regional Centres group and the State-wide average.
- In recreational facilities, Council performance is rated in line with the Regional Centres group average and significantly higher than the State-wide average.
- Recreational facilities also has a strong influence on perceptions of overall performance, so Council should endeavour to maintain positive performance here.



Art centres and libraries (index score of 76) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 40) and planning and building permits (index score of 47).

Council performs lowest in the maintenance of unsealed roads (index score of 40).

- Performance ratings in this area declined significantly for the second consecutive year.
- Residents in the Urban Area provide the highest rating in this service area (index score of 44), meanwhile residents in the Rural Area rate the lowest (37).

Planning and building permits is Council's next lowest-rated service area (index score of 47).

- Here, Urban Area residents (53) rate performance significantly higher than the Council average, while residents in the Rural Area (41) provide a rating that is significantly lower than the Council average.

The condition of sealed local roads is another low-rated service that has declined significantly for two years straight. The condition of local streets and footpaths rates is similarly low and also declined significantly this year.

- Ratings among residents aged 18 to 34 years are significantly lower than the Council average in both.

In all aforementioned service areas on this page, declines see ratings return to or reach records lows.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Art centres & libraries	76	77	78	78	77	78	79	73	79	79
Appearance of public areas	74	74	78	76	74	76	75	75	76	75
Waste management	72	73	78	68	69	70	70	68	n/a	n/a
Recreational facilities	71	73	76	69	71	71	70	69	69	72
Community & cultural	67	68	67	69	66	70	72	70	72	71
Family support services	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	64	64	64	62	61	65	65	66	64	64
Bus/community dev./tourism	63	65	65	61	58	61	59	62	63	59
Informing the community	57	60	61	60	57	60	60	n/a	n/a	n/a
Lobbying	55	56	59	54	51	55	52	48	51	45
Community decisions	53	56	56	52	51	51	50	48	49	n/a
Consultation & engagement	53	57	56	55	53	56	55	49	49	48
Parking facilities	52	53	51	47	46	52	56	52	58	51
Local streets & footpaths	51	58	61	58	57	58	57	60	60	57
Sealed local roads	50	57	64	57	57	56	56	58	57	n/a
Planning & building permits	47	51	54	54	47	50	n/a	n/a	n/a	n/a
Unsealed roads	40	45	52	48	48	46	46	48	50	n/a

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

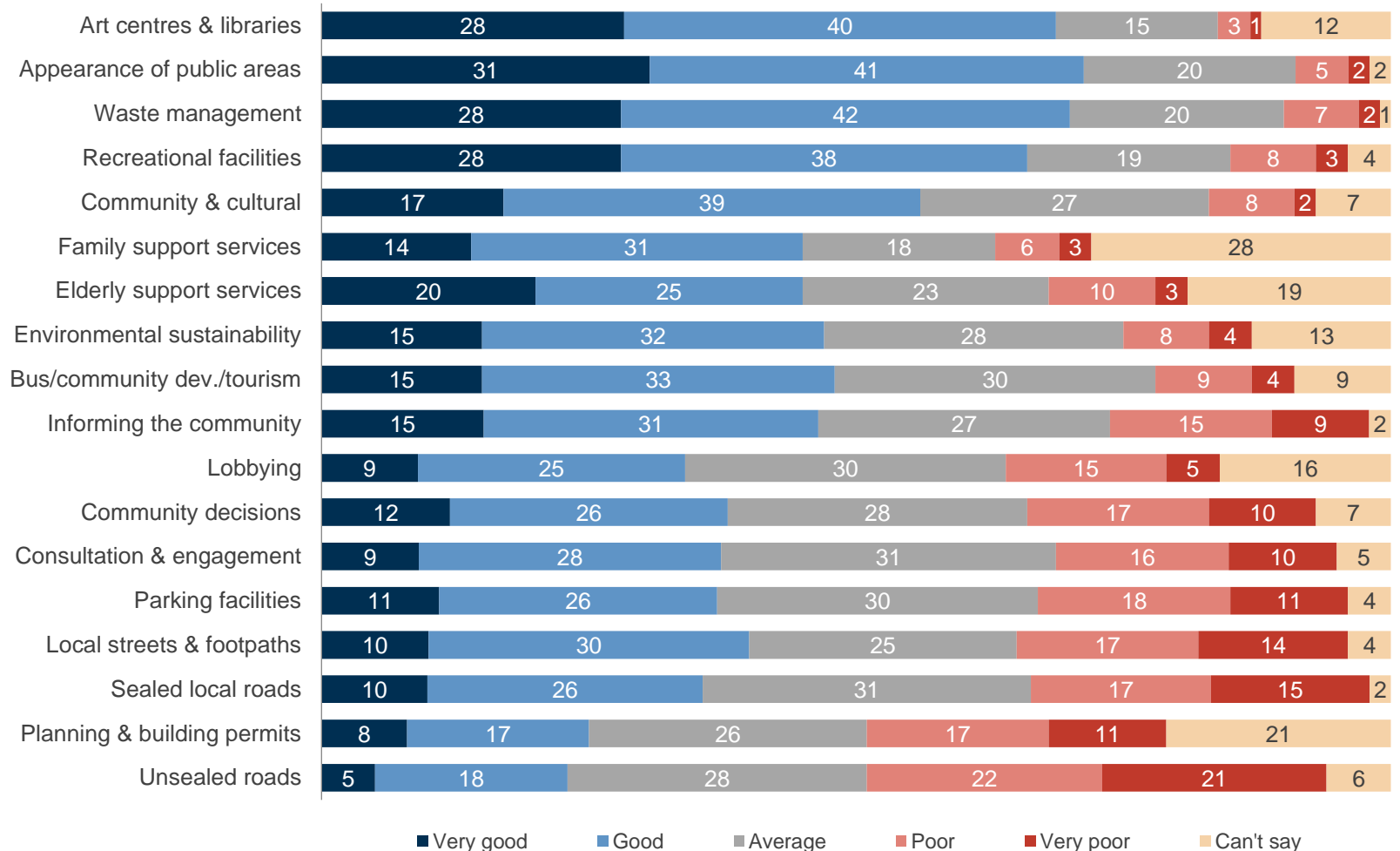
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Individual service area importance

2023 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Unsealed roads	84	83	81	80	78	80	77	77	81	n/a
Local streets & footpaths	80	81	77	78	78	80	76	78	77	77
Informing the community	79	78	77	79	77	76	75	n/a	n/a	n/a
Waste management	78	84	82	82	81	82	80	82	n/a	n/a
Consultation & engagement	78	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	73	75	75	73	74	75	n/a	n/a	n/a	n/a
Parking facilities	72	75	74	75	75	75	70	74	72	75
Appearance of public areas	71	75	71	74	72	73	73	75	74	75
Bus/community dev./tourism	70	73	74	75	74	75	74	75	76	76
Recreational facilities	70	76	74	74	72	75	72	72	74	74
Lobbying	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	66	74	73	74	73	75	71	73	72	70
Art centres & libraries	61	66	65	63	63	62	62	63	63	66
Community & cultural	60	65	64	64	62	62	60	63	64	64

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

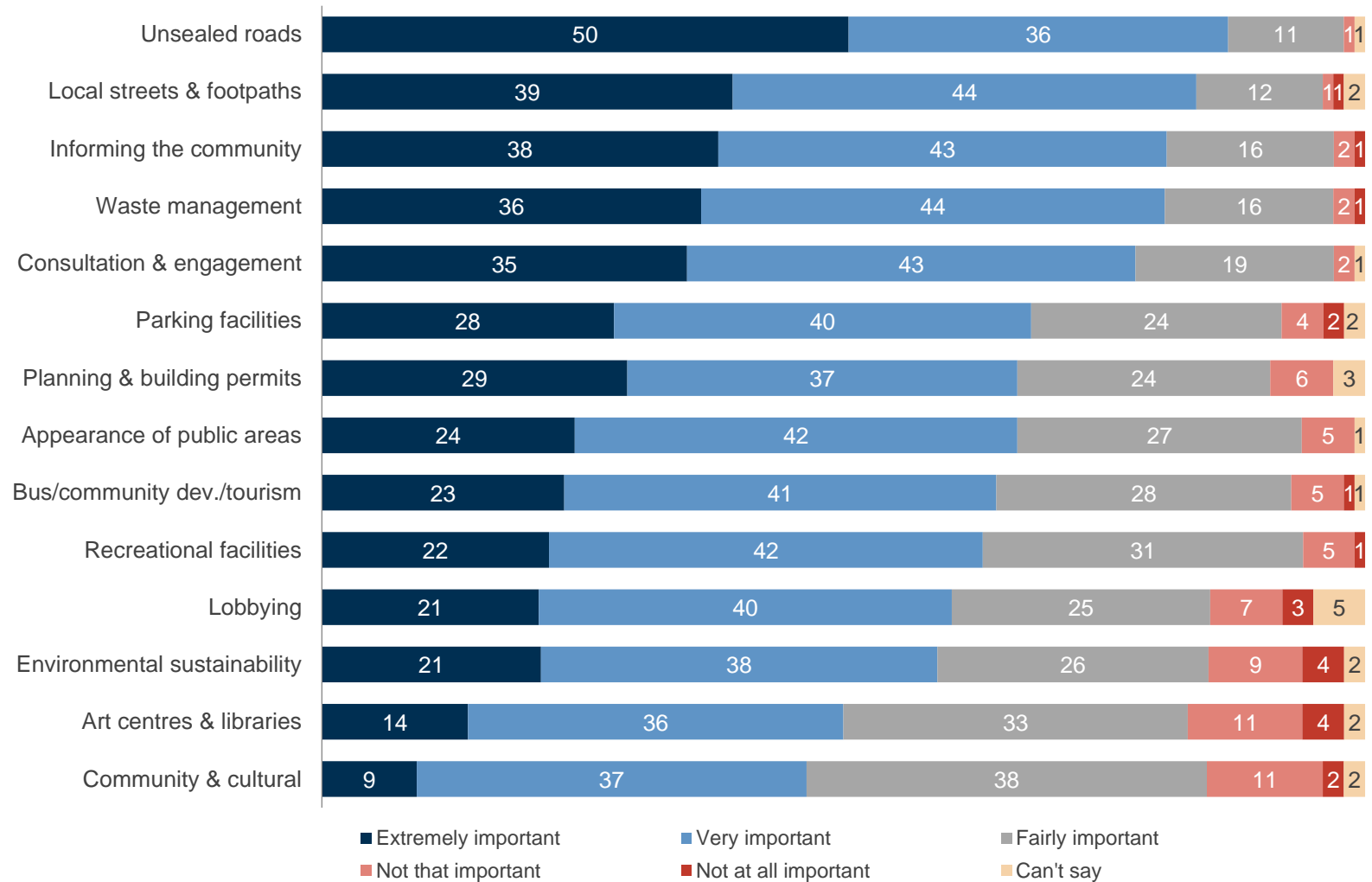
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

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



Individual service area importance

2023 individual service area importance (%)

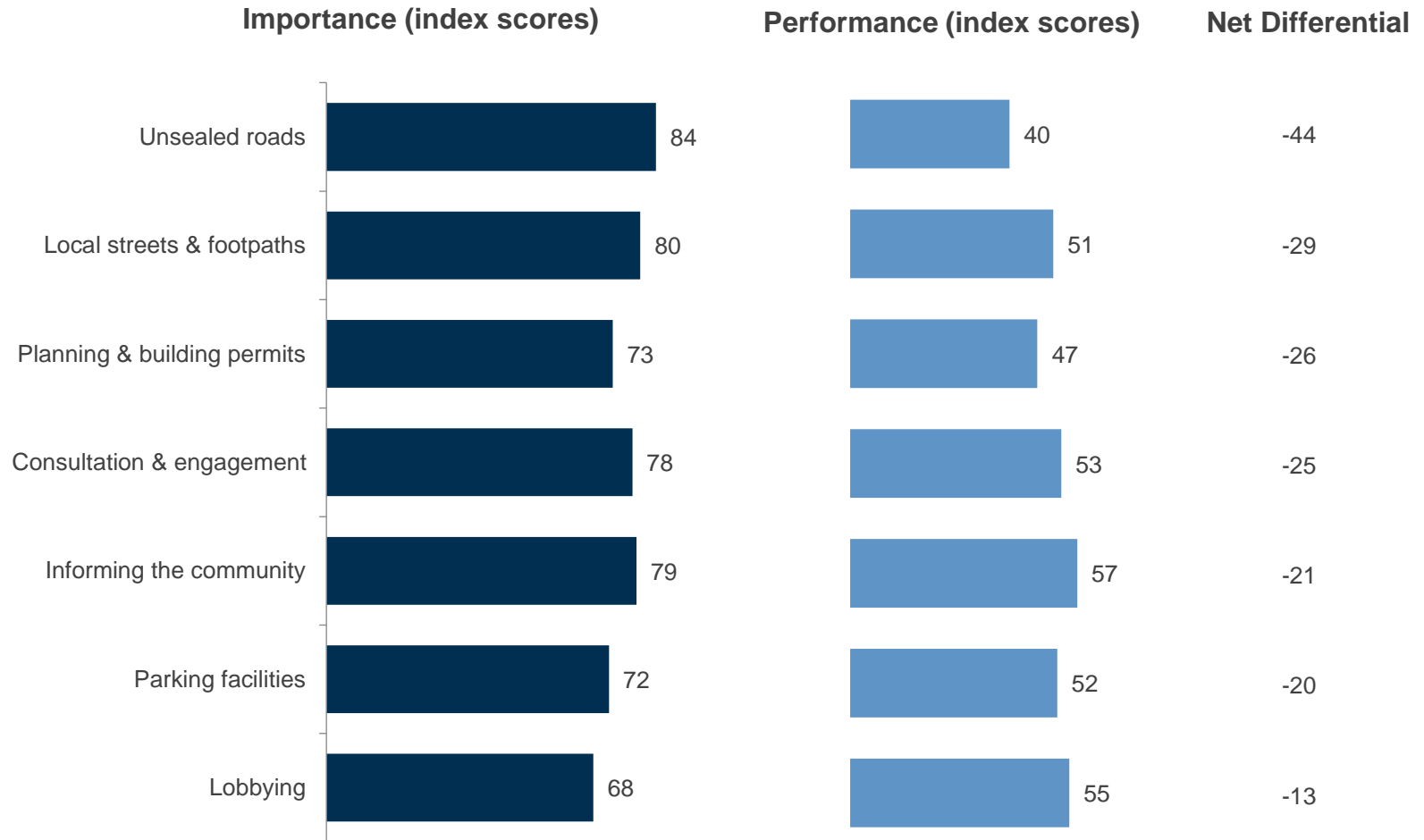


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5



Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Recreational facilities
- Decisions made in the interest of the community.

Maintaining efforts in the highly rated area of recreational facilities (performance index of 71) and good communication and transparency with residents in Council decision making provide the greatest opportunities 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:

- Lobbying on behalf of the community
- Informing the community
- The condition of sealed local roads
- Environmental sustainability
- Community consultation and engagement.

Looking at these key service areas only, Council also performs well on the more moderate influence of environmental sustainability (index of 64).

Maintaining this positive result should also remain a focus – but there is greater work to be done elsewhere.

In addition to its decision making, Council performs relatively less well in the related areas of community consultation, lobbying and informing the community (index of 53, 55 and 57 respectively), with lobbying being another strong influence on overall performance ratings.

Council also performs less well on the more moderate influence of sealed local roads, where it is rated just 'average' (index of 50).

Ensuring that sealed roads are well maintained, residents are kept well informed and consulted, and Council continues to advocate for community interests, will also be important to help shore up positive overall perceptions of Council.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

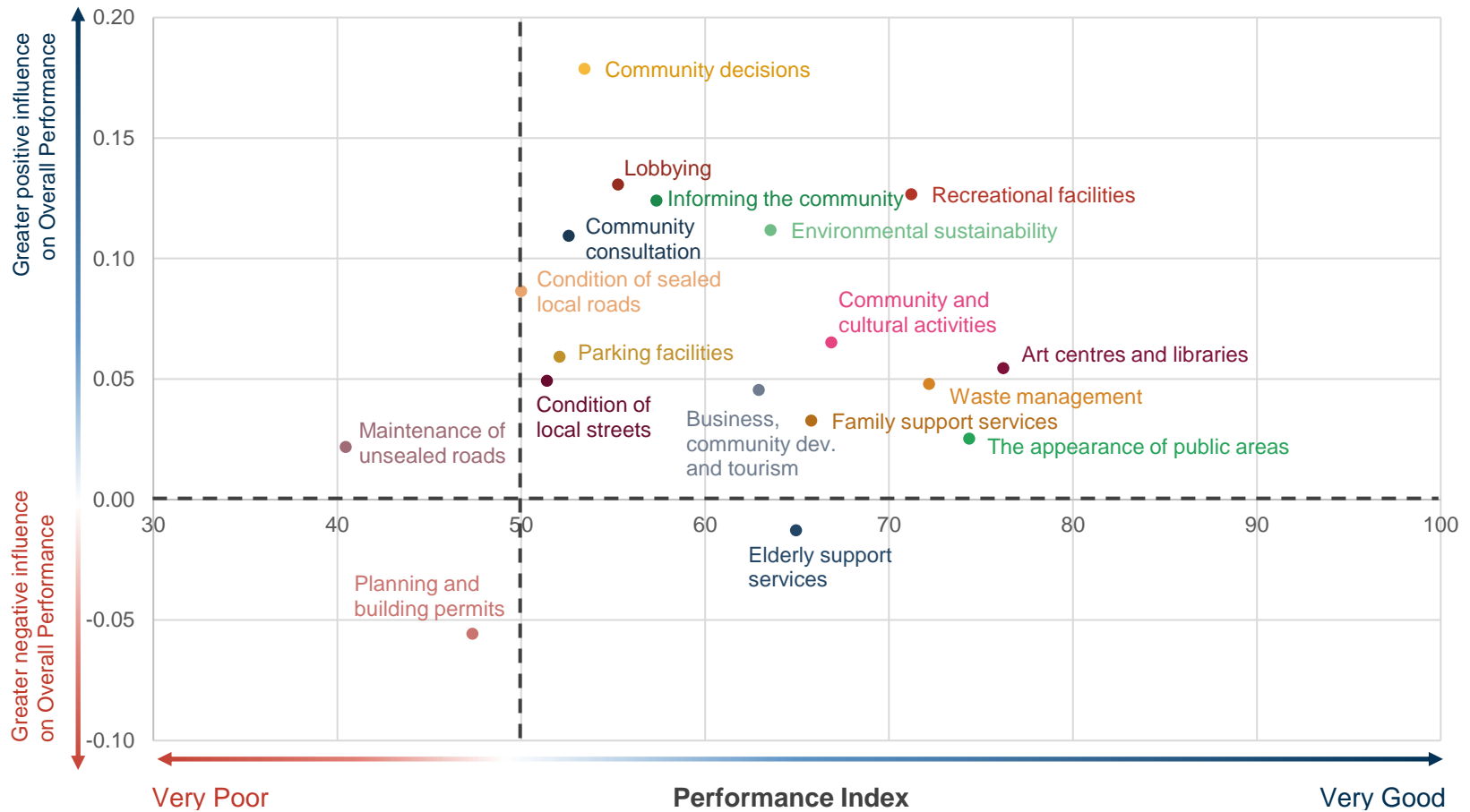
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

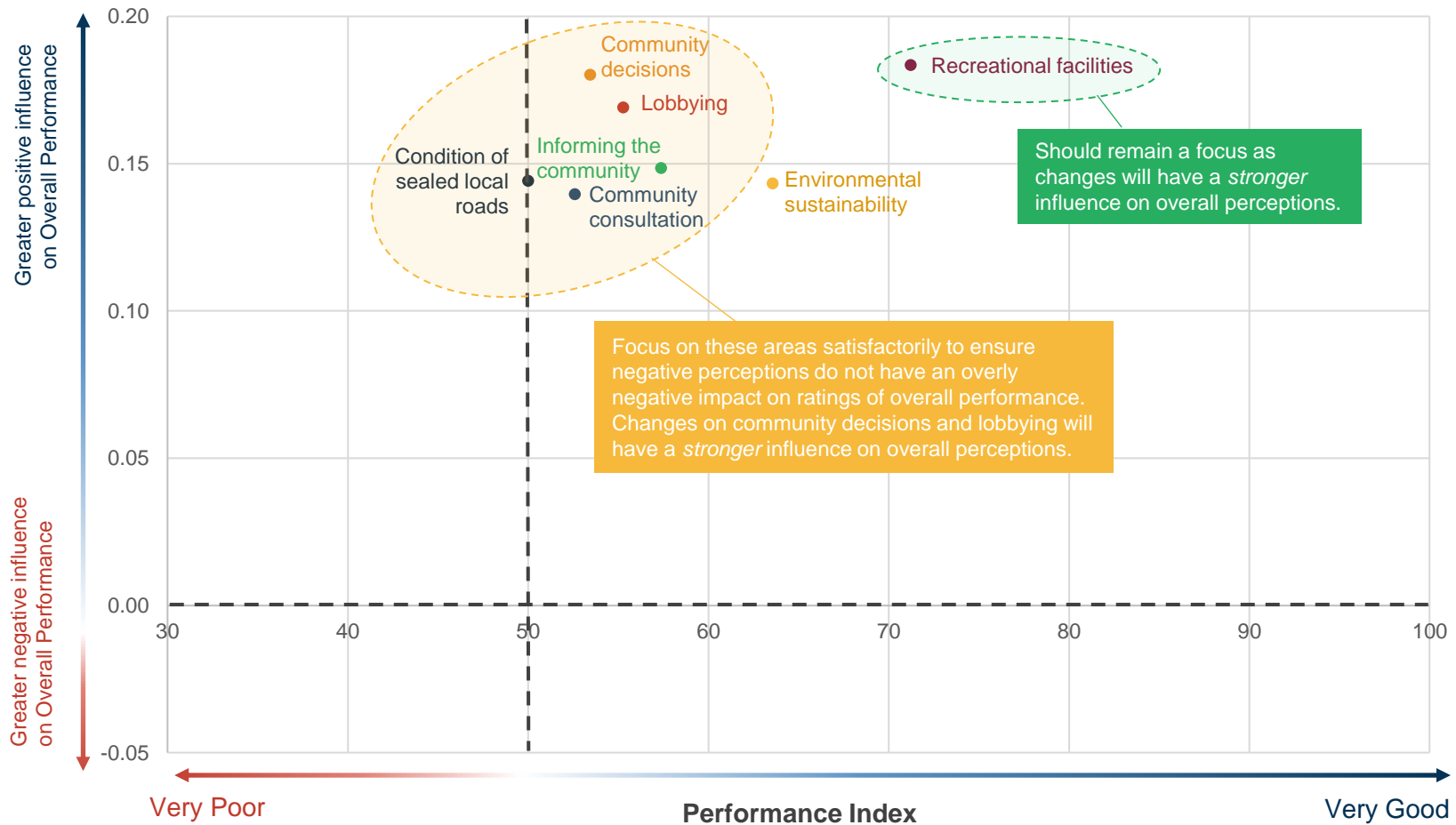


The multiple regression analysis model above (all service areas) has an R^2 value of 0.681 and adjusted R^2 value of 0.666, which means that 67% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 45.10$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

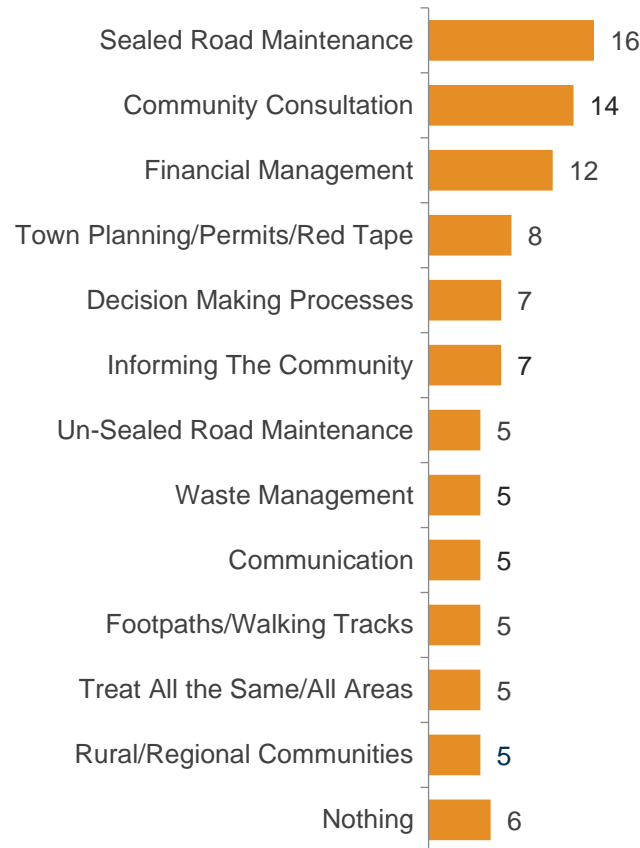


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.657 and adjusted R² value of 0.651, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 107.31.



Areas for improvement

2023 areas for improvement (%)
 - Top mentions only -



Q17. What does Wangaratta Rural City Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 53 Councils asked group: 8
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Seven in ten residents (70%) have had contact with Council in the last 12 months. Rate of contact increased significantly in the past year (up from 63% in 2022) and is now at a series peak.

- Council's rate of contact is significantly higher than the Regional Centres and the State-wide average (58% and 62% respectively).
- Rate of contact in the Rural Area increased significantly in the last 12 months (72%, up 15 points).



Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is a one point (not significant) improvement on the 2022 result. Customer service performance ratings declined significantly in 2022 and have not recovered over the last 12 months.

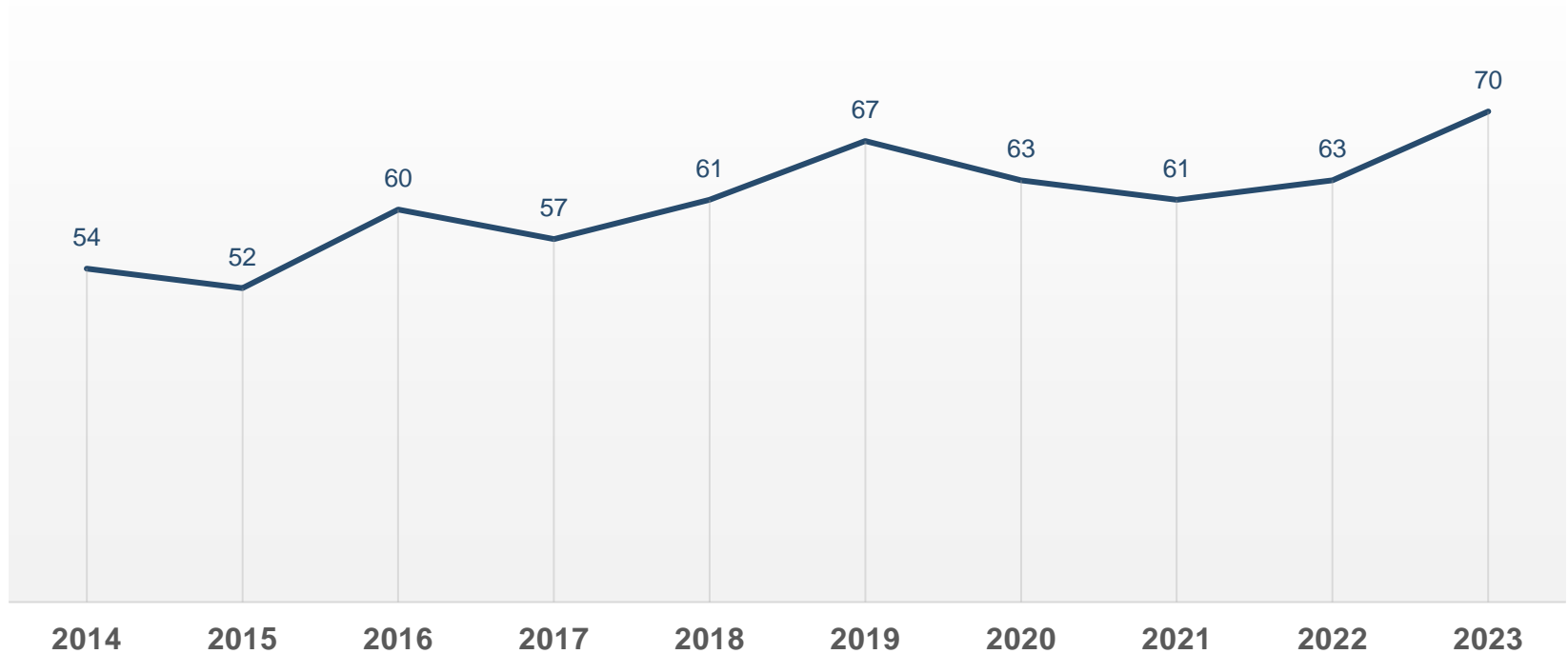
- Customer service is in line with the Regional Centres and the State-wide average for councils (index scores of 68 and 67 respectively).
- Residents in the Urban Area rate customer service the highest (index score of 73), while in contrast, residents in the Rural Area rate customer service the lowest (index score of 66). Neither result differs significantly from the Council average.

Two thirds of residents who have had contact with Council in the last 12 months provide a customer service rating of 'very good' or 'good' (66%). This compares to just 14% who rate customer service as 'very poor' or 'poor'. A further 19% provide a customer service rating of 'average'.



Contact with council

2023 contact with council (%)
Have had contact



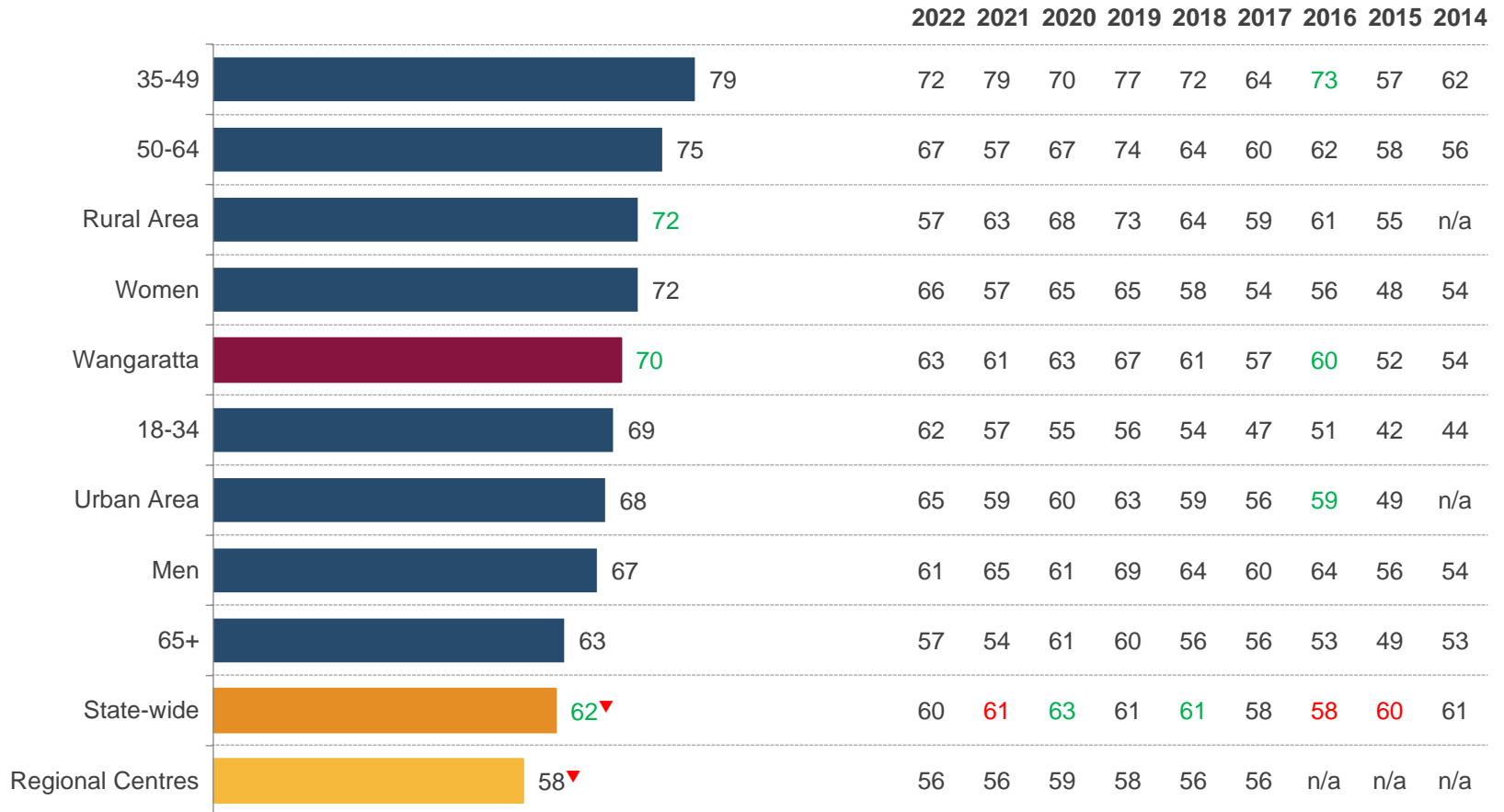
Q5. Over the last 12 months, have you or any member of your household had any contact with Wangaratta Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 5



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with 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: 41 Councils asked group: 5

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



Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	73	70	77	71	74	68	75	66	73	n/a
Women	71	71	75	74	70	68	75	69	69	74
50-64	71	70	71	72	68	63	72	64	70	74
18-34	71	60	76	56	69	57	69	68	63	67
65+	70	74	76	76	73	74	75	68	78	74
Wangaratta	69	68	75	70	70	64	71	66	70	70
Regional Centres	68	69	71	70	72	72	72	n/a	n/a	n/a
Men	67	66	74	66	71	61	67	63	70	66
35-49	67	67	75	72	70	61	68	65	65	66
State-wide	67	68	70	70	71	70	69	69	70	72
Rural Area	66	63	72	69	66	59	65	66	66	n/a

Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

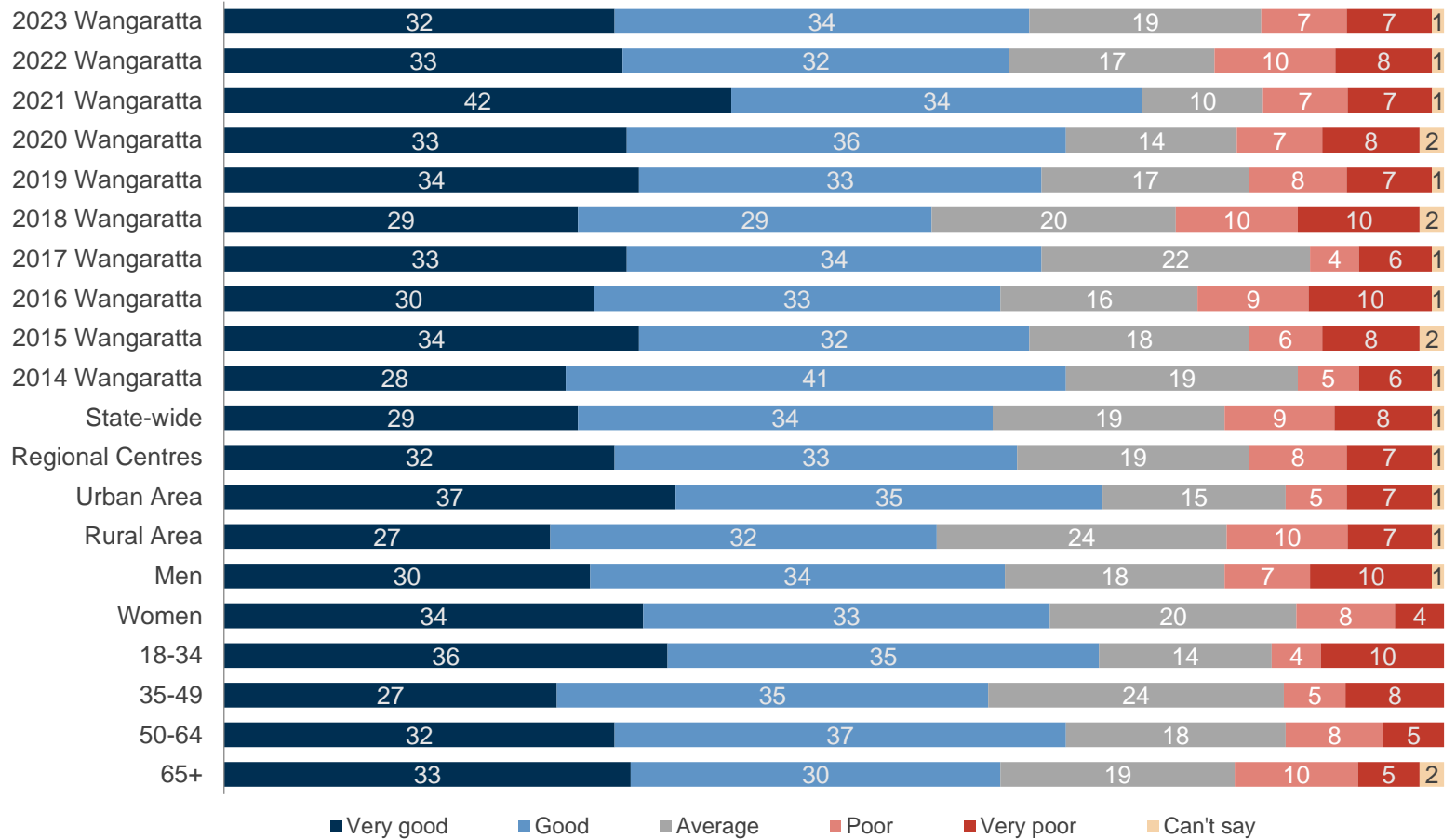
Councils asked State-wide: 66 Councils asked group: 9

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Wangaratta Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 9



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is council newsletter sent via mail (29%), though appetite for this method has been declining overtime (down from 44% in 2015). The second-most preferred form of communication is council newsletter sent via email (23%). In contrast to newsletter sent via mail, preference for email has been incrementally trending upwards (from 13% in 2015). The gap between the top two preferences continues to narrow.

- For residents under 50 years, the preferred form of communication is tied three ways: council newsletter via mail, council newsletter via email and social media (25% each). Preference order tends to fluctuate greatly among residents under 50 years, though newsletter via mail or email and social media have been the most preferred forms of communication (regardless of order) since 2019.
- For residents over 50 years, the preferred form of communication is council newsletter via mail (32%) – this has always been the case but is experiencing trend decline. Preference for council newsletter via email (21%) has trailed behind mail as the second-most preferred form of communication since 2019.





Best form of communication

2023 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



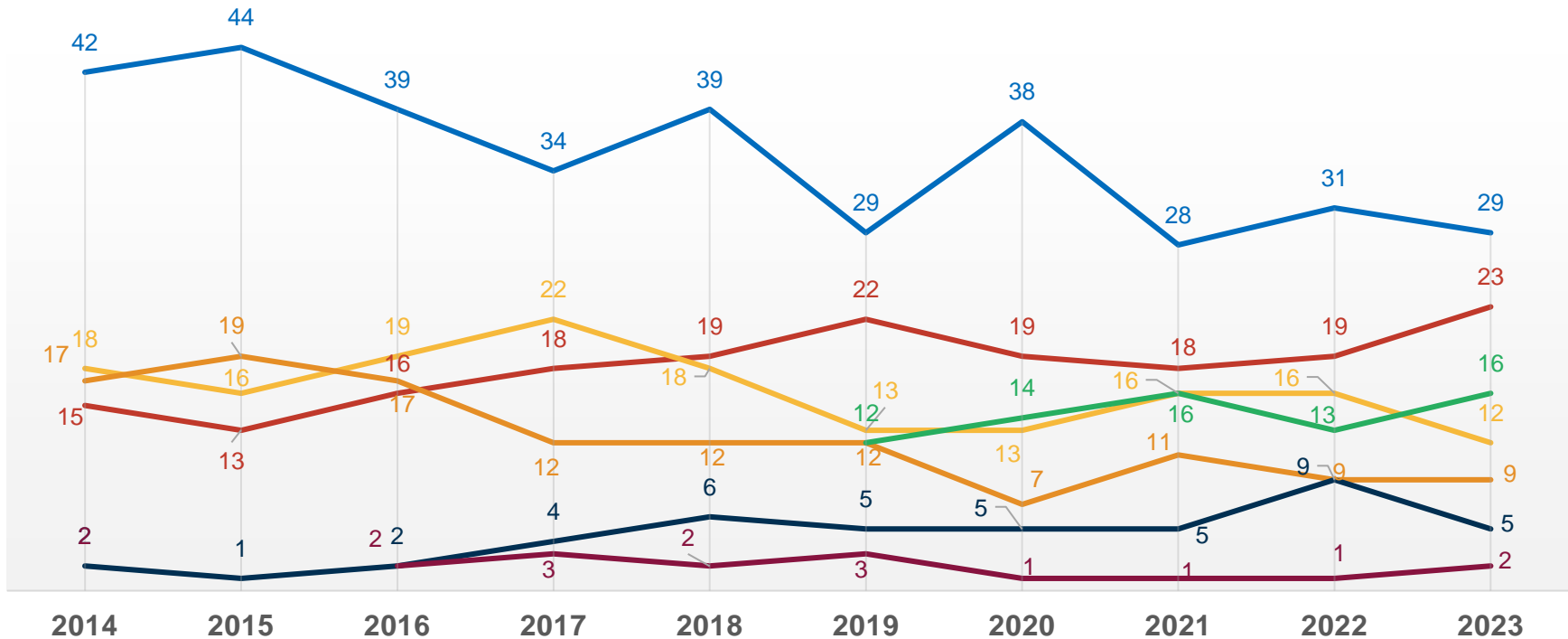
Council Website



Text Message



Social Media



Q13. If Wangaratta Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 6
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



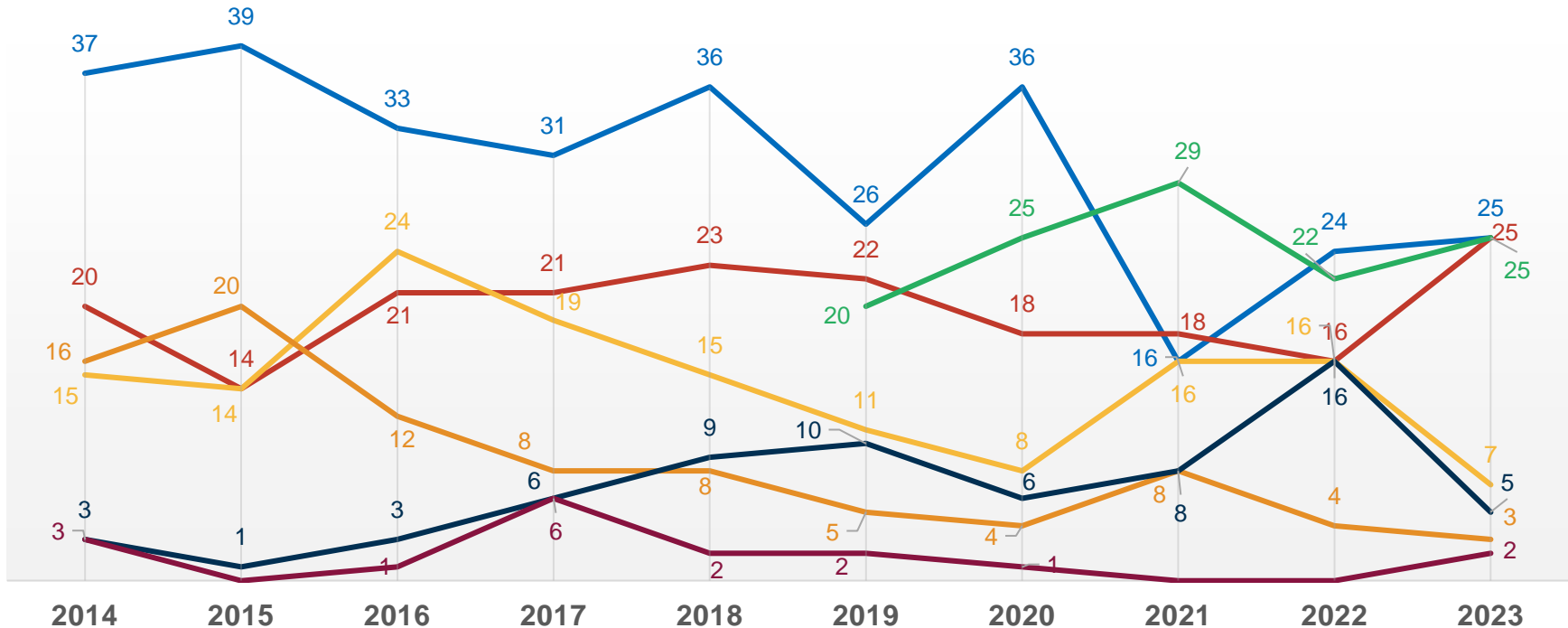
Council Website



Text Message



Social Media

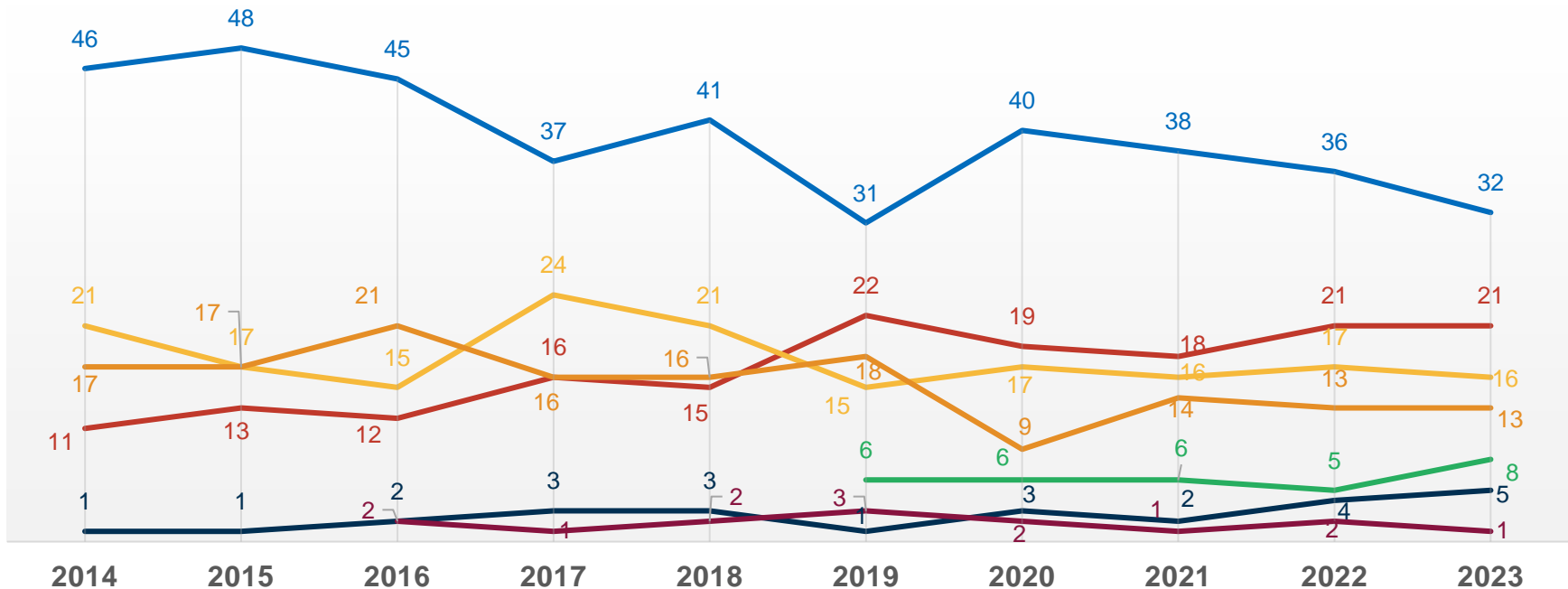


Q13. If Wangaratta Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 6
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



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



Council direction



Council direction

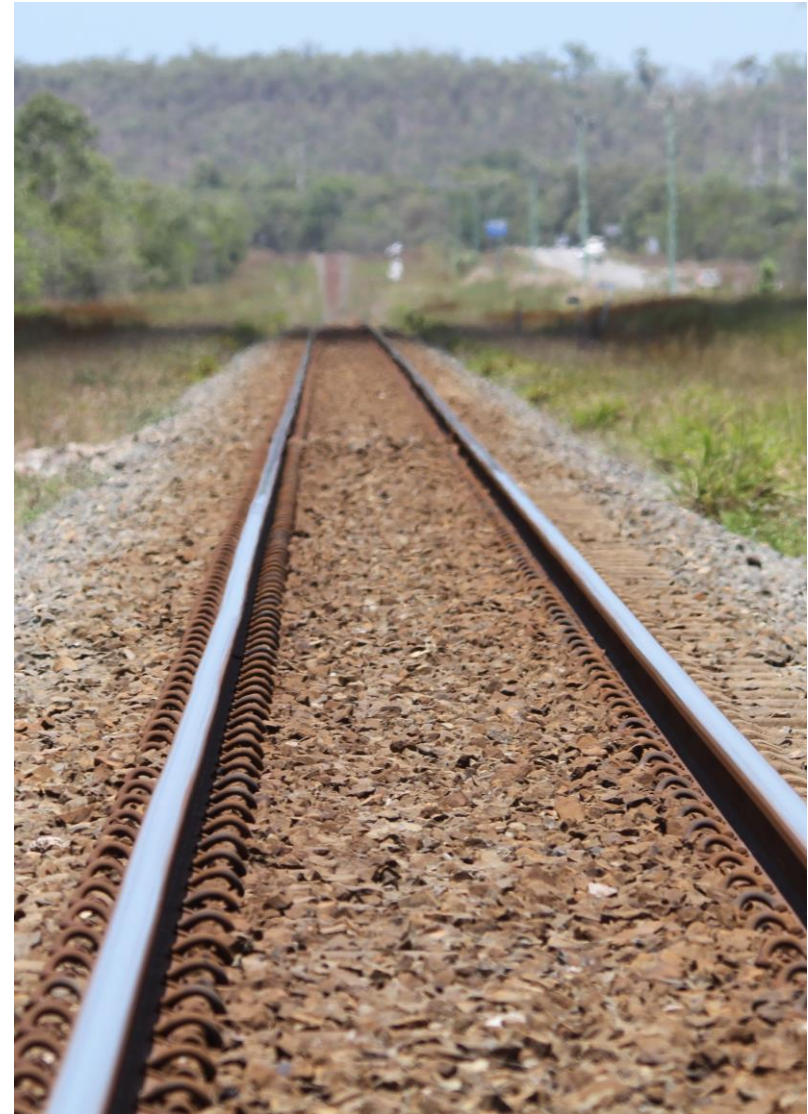
Wangaratta Rural City Council's overall council direction index score of 52 is significantly lower than last year (down six points).

- Despite the significant decline, on this metric, Council performs significantly higher than the Regional Centres and the State-wide average (index scores of 47 and 46 respectively).
- Residents aged 65 years and over are the most satisfied with overall council direction (56).
- Residents aged 18 to 34 years are the least satisfied with overall council direction (49).
- Overall direction ratings among women and residents aged 18 to 34 years declined significantly since 2022.

The majority of residents (58%, up two points) believe that the direction of Council's overall performance has 'stayed the same' over the last 12 months.

- 21% believe Council's overall direction has improved (down from 28% in 2022).
- 16% believe Council's overall direction has deteriorated (up from 13% in 2022).

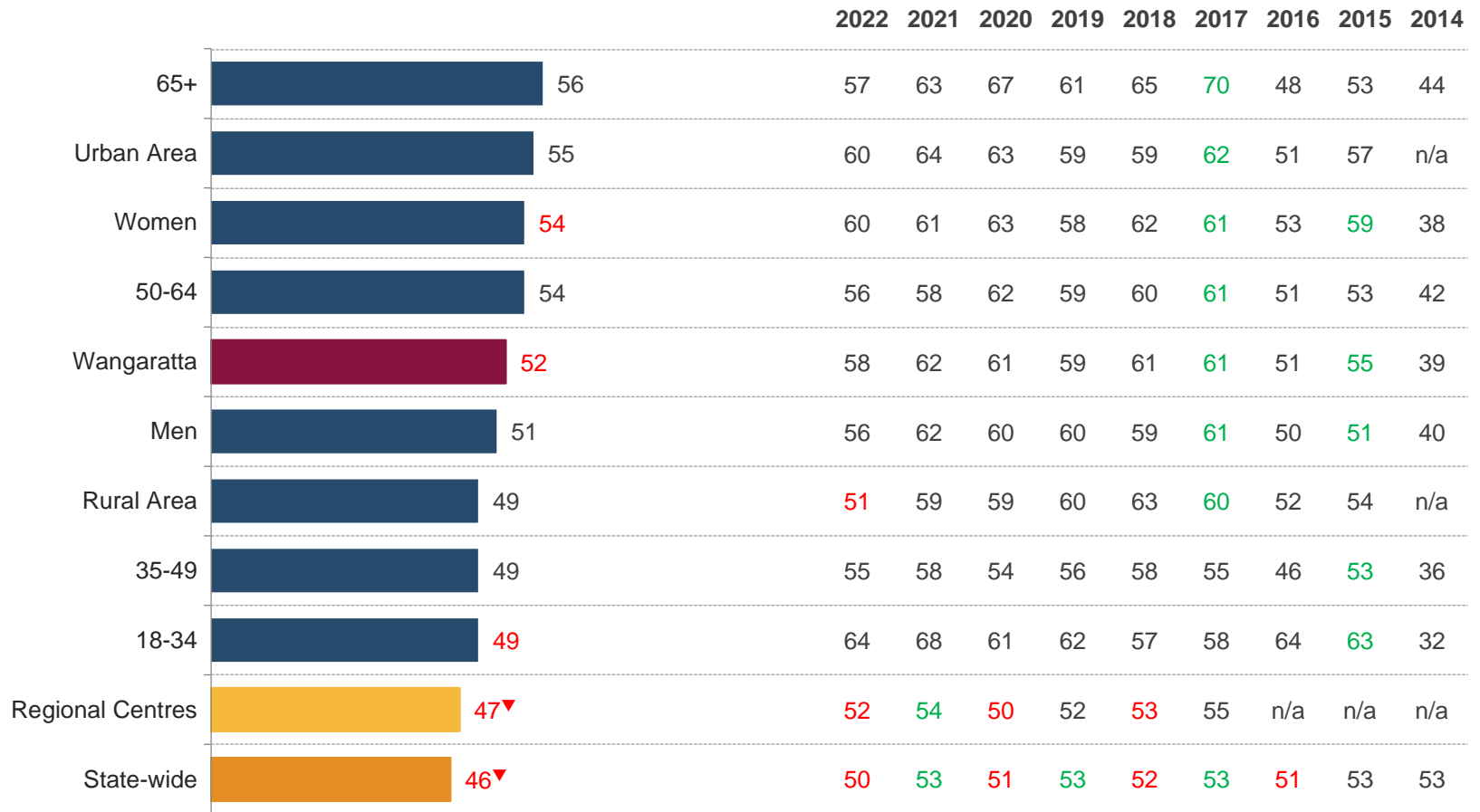
Just under half of residents (48%) would prefer service cuts to keep council rates at the same level as they are now. This compares to 32% who would opt for a rate rise to improve local services.





Overall council direction last 12 months

2023 overall council direction (index scores)



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

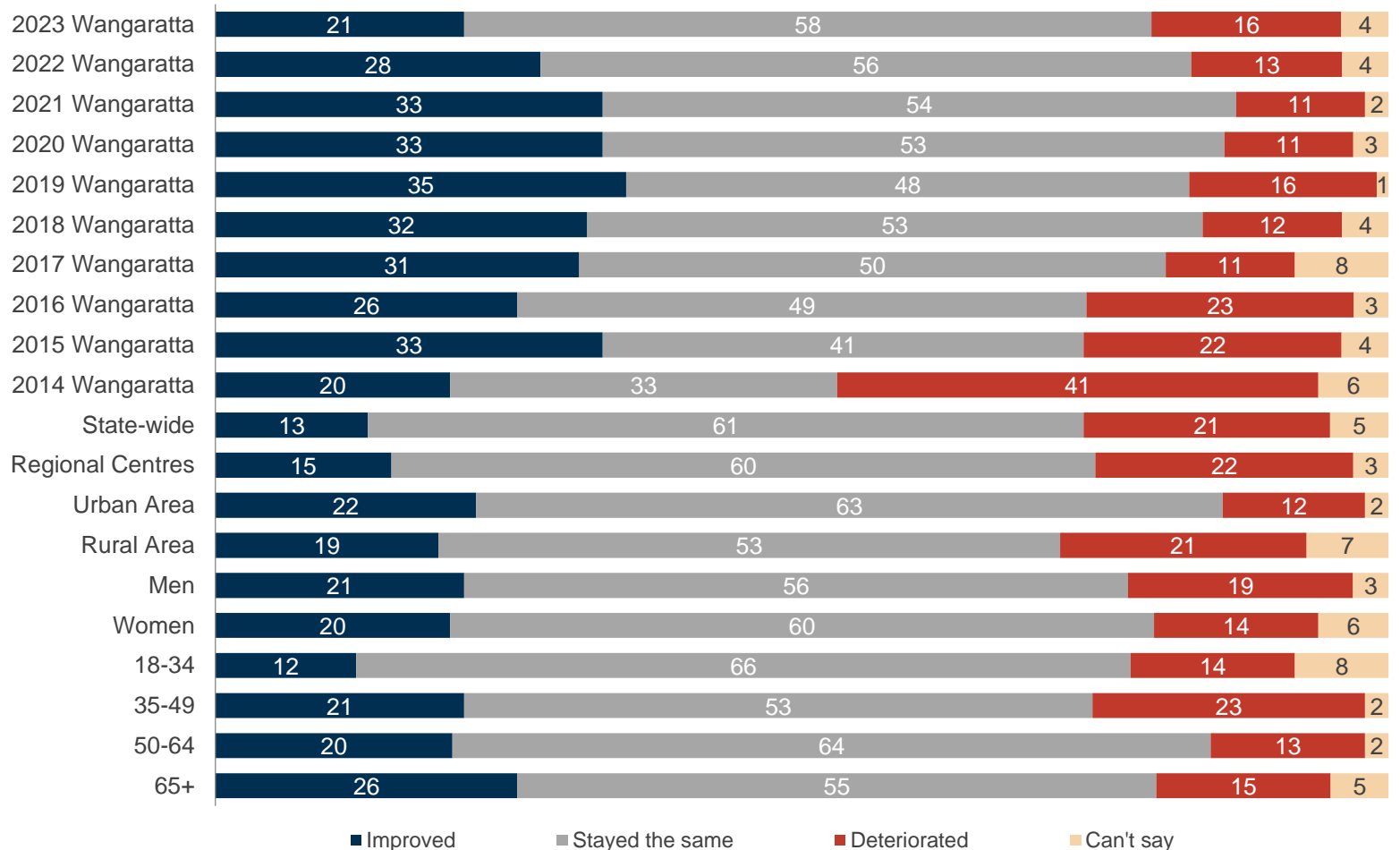
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall council direction last 12 months

2023 overall council direction (%)

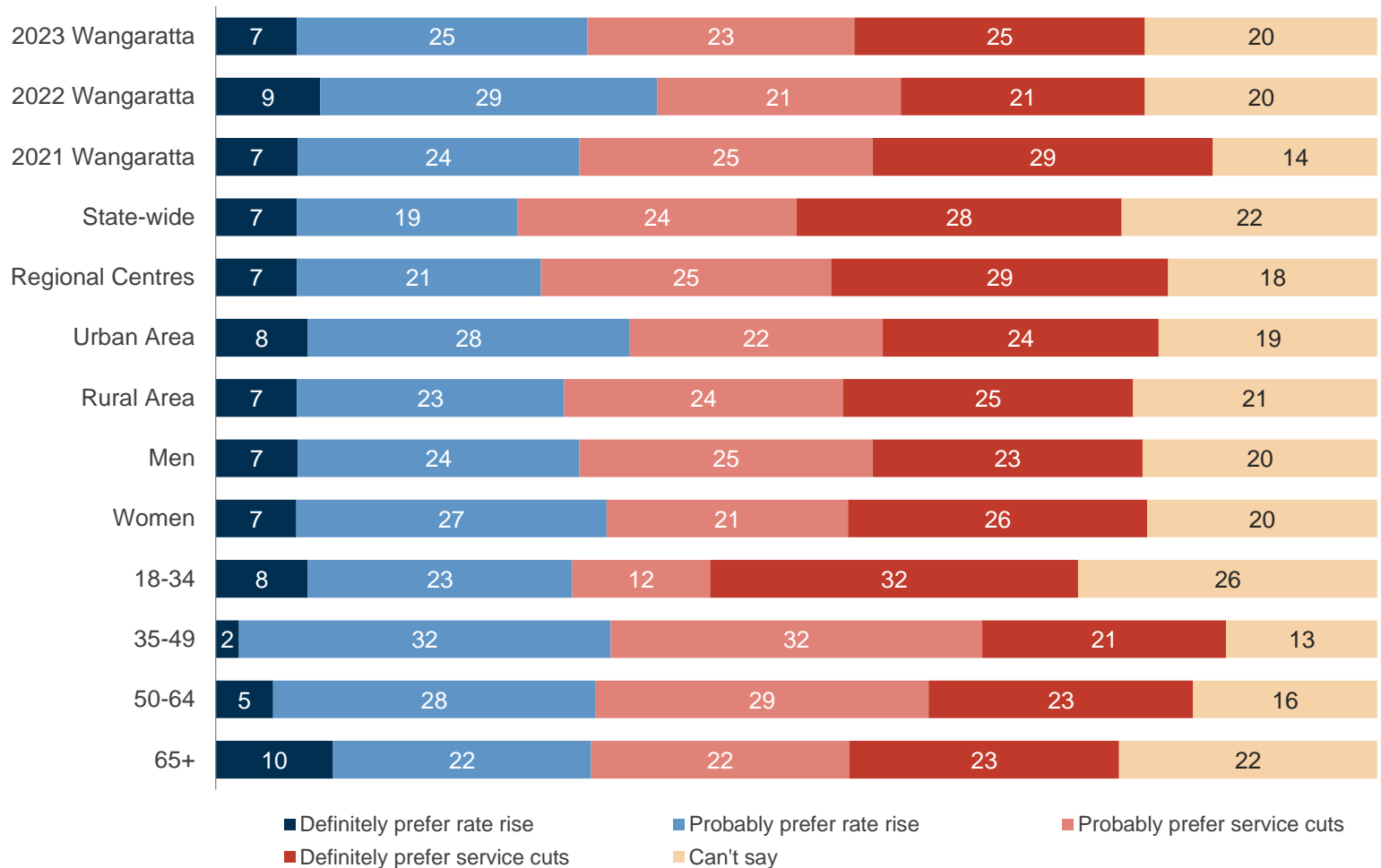


Q6. Over the last 12 months, what is your view of the direction of Wangaratta Rural City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Rates / services trade-off

2023 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 2

A large, dark blue, stylized letter 'W' dominates the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background is white.

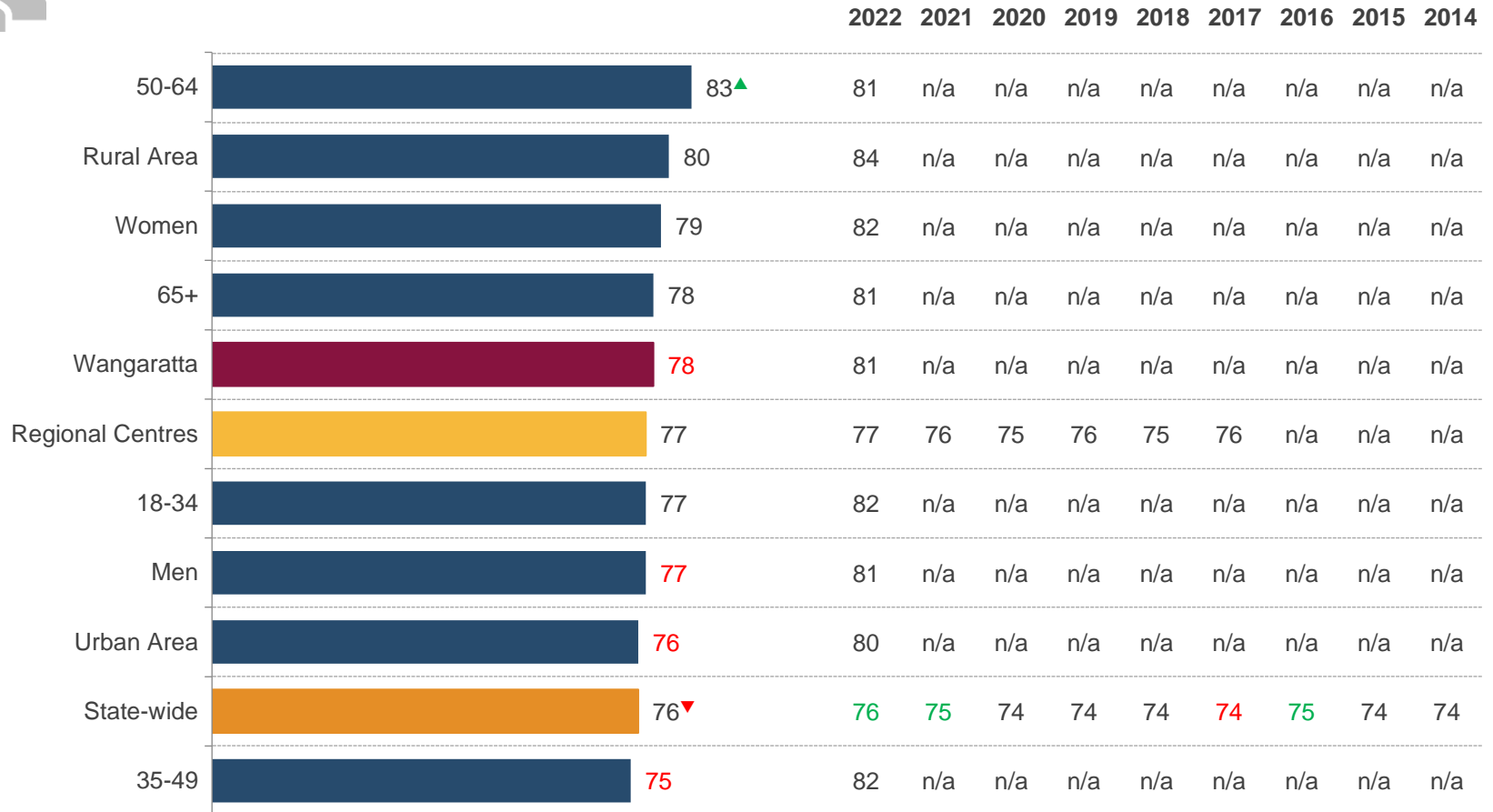
Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)



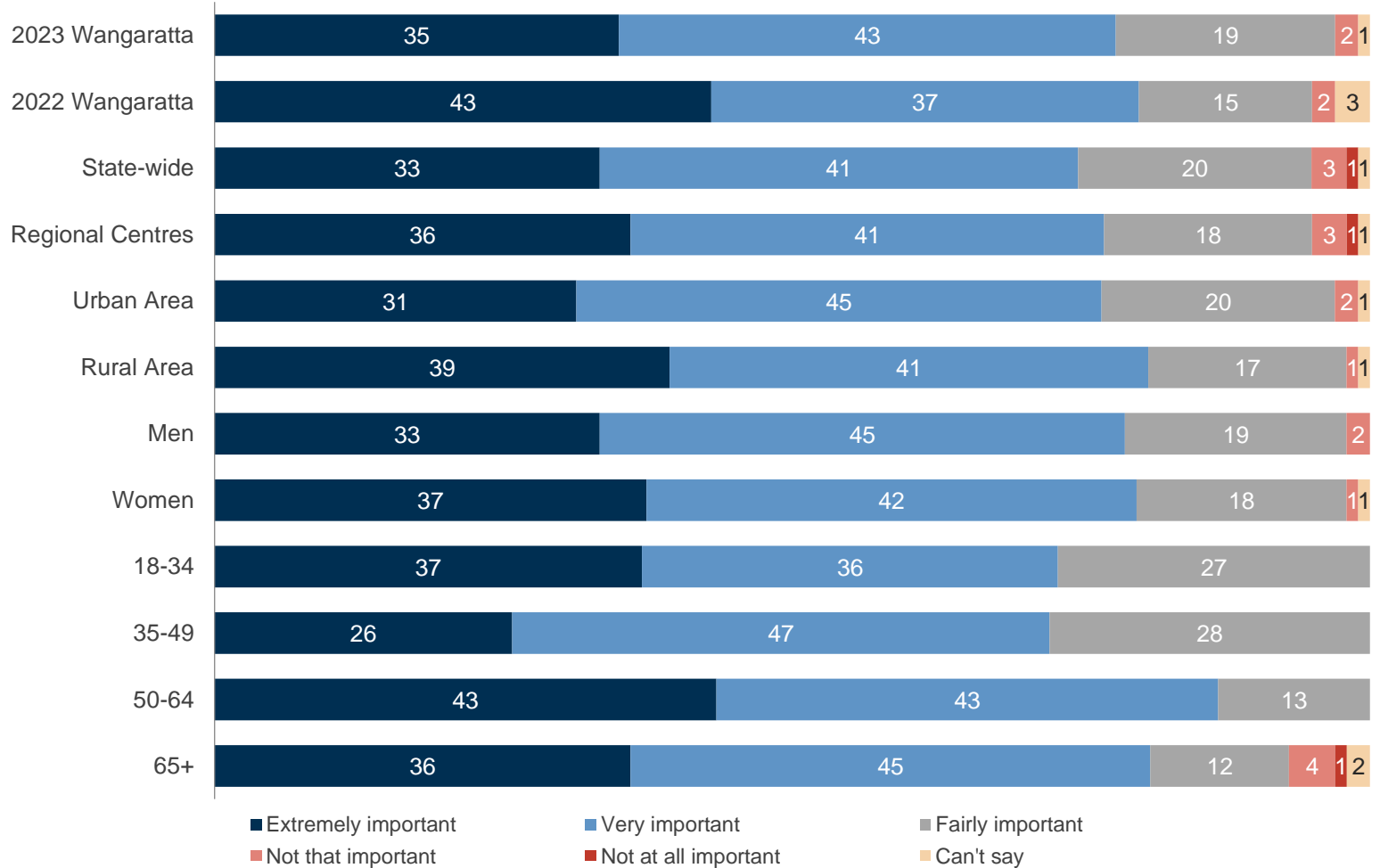
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)



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



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

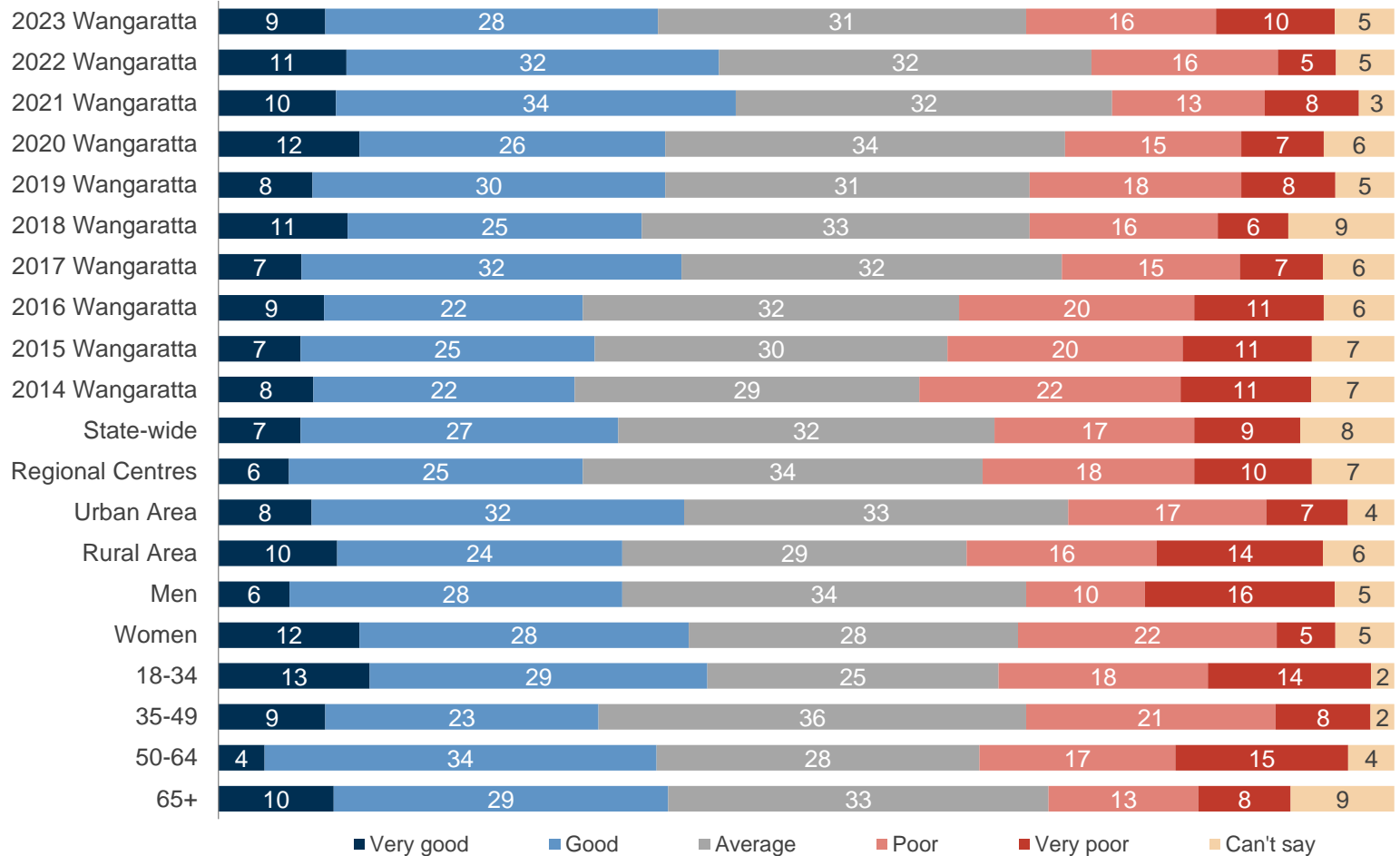
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Lobbying on behalf of the community importance



2023 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	70	70	70	70	70	72	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	68	67	68	69	69	69	70
Urban Area	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural Area	68	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
Men	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	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

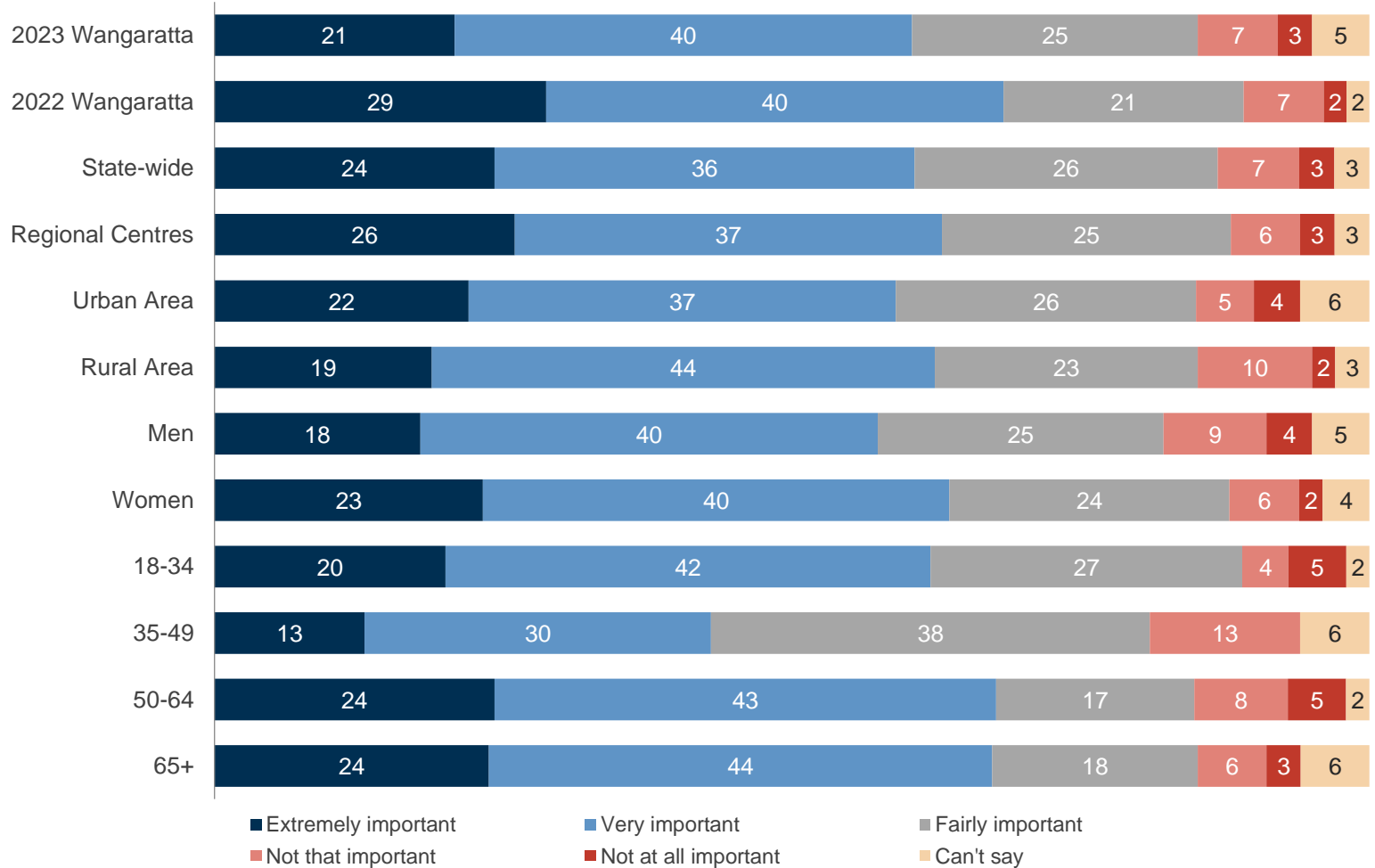
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)



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



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 6

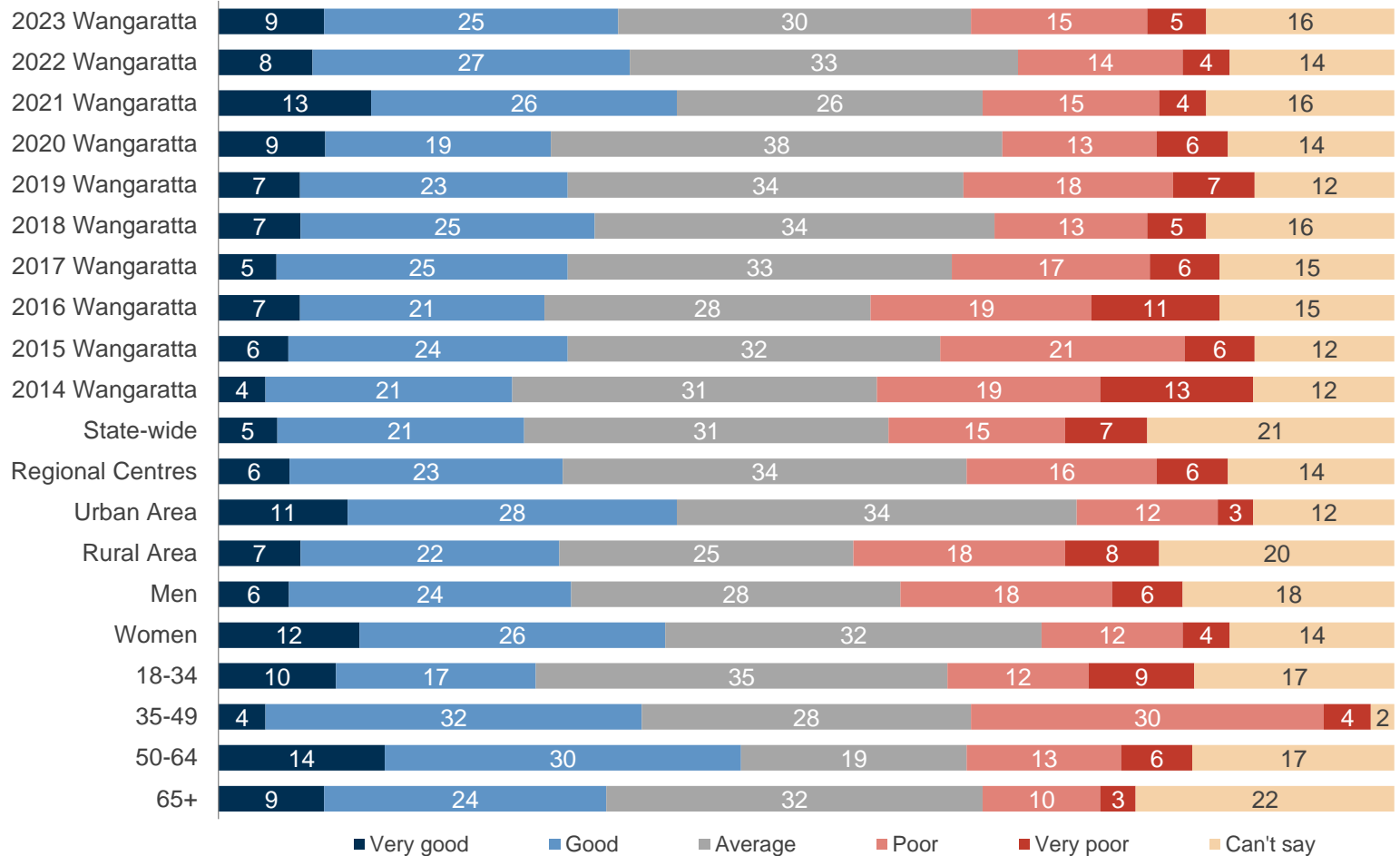
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 6

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

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

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

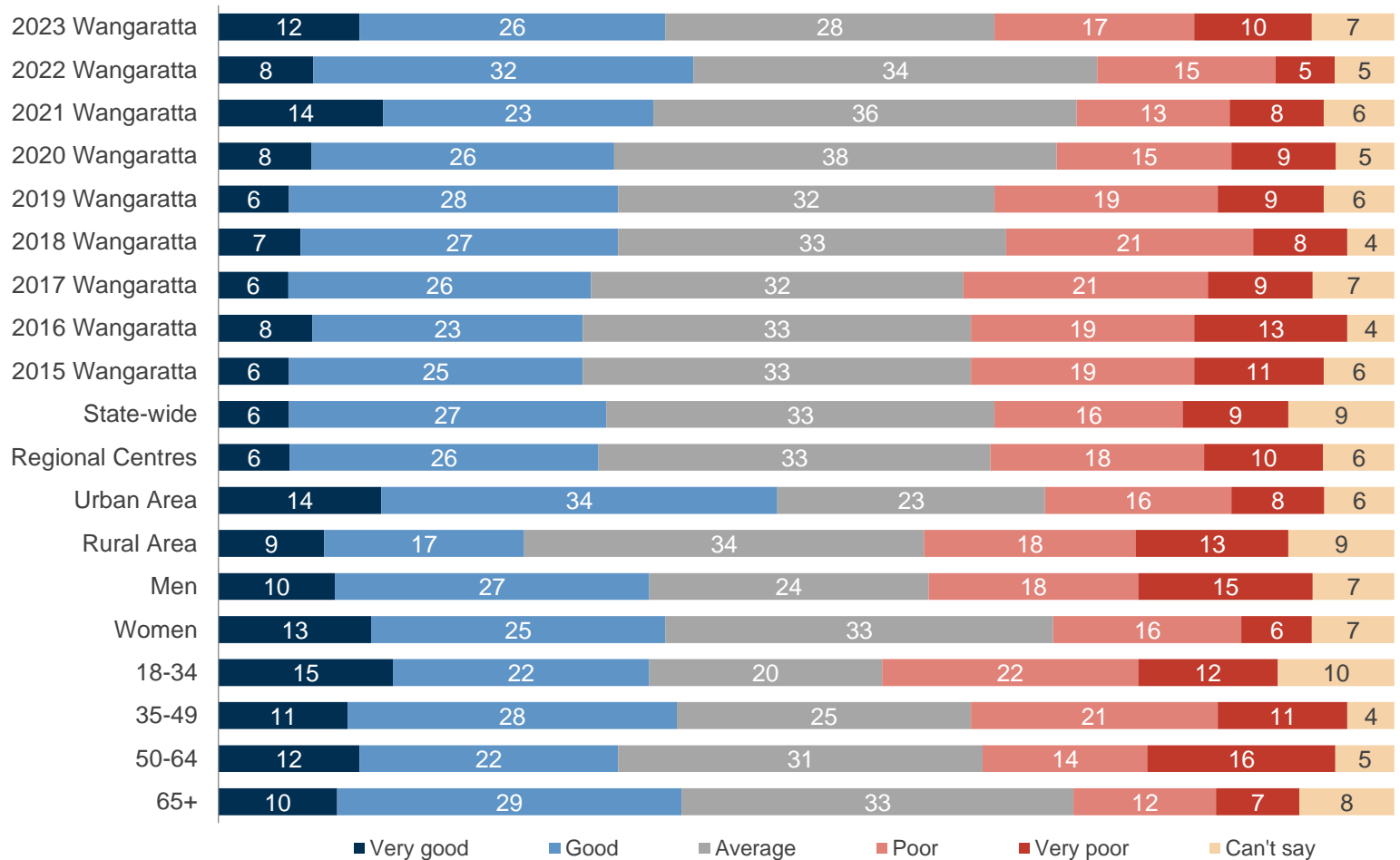
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	56	49	67	55	53	52	56	58	56	n/a
50-64	52	54	59	56	55	57	56	53	56	n/a
Urban Area	51	60	66	60	60	58	58	60	62	n/a
Women	51	57	64	58	56	56	58	59	57	n/a
65+	50	58	66	59	65	58	62	59	59	n/a
Wangaratta	50	57	64	57	57	56	56	58	57	n/a
Men	49	57	64	56	58	55	53	57	57	n/a
Regional Centres	49	54	60	55	57	54	53	n/a	n/a	n/a
Rural Area	49	49	60	52	52	51	52	55	51	n/a
State-wide	48	53	57	54	56	53	53	54	55	55
18-34	42▼	66	61	57	52	55	46	62	57	n/a

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

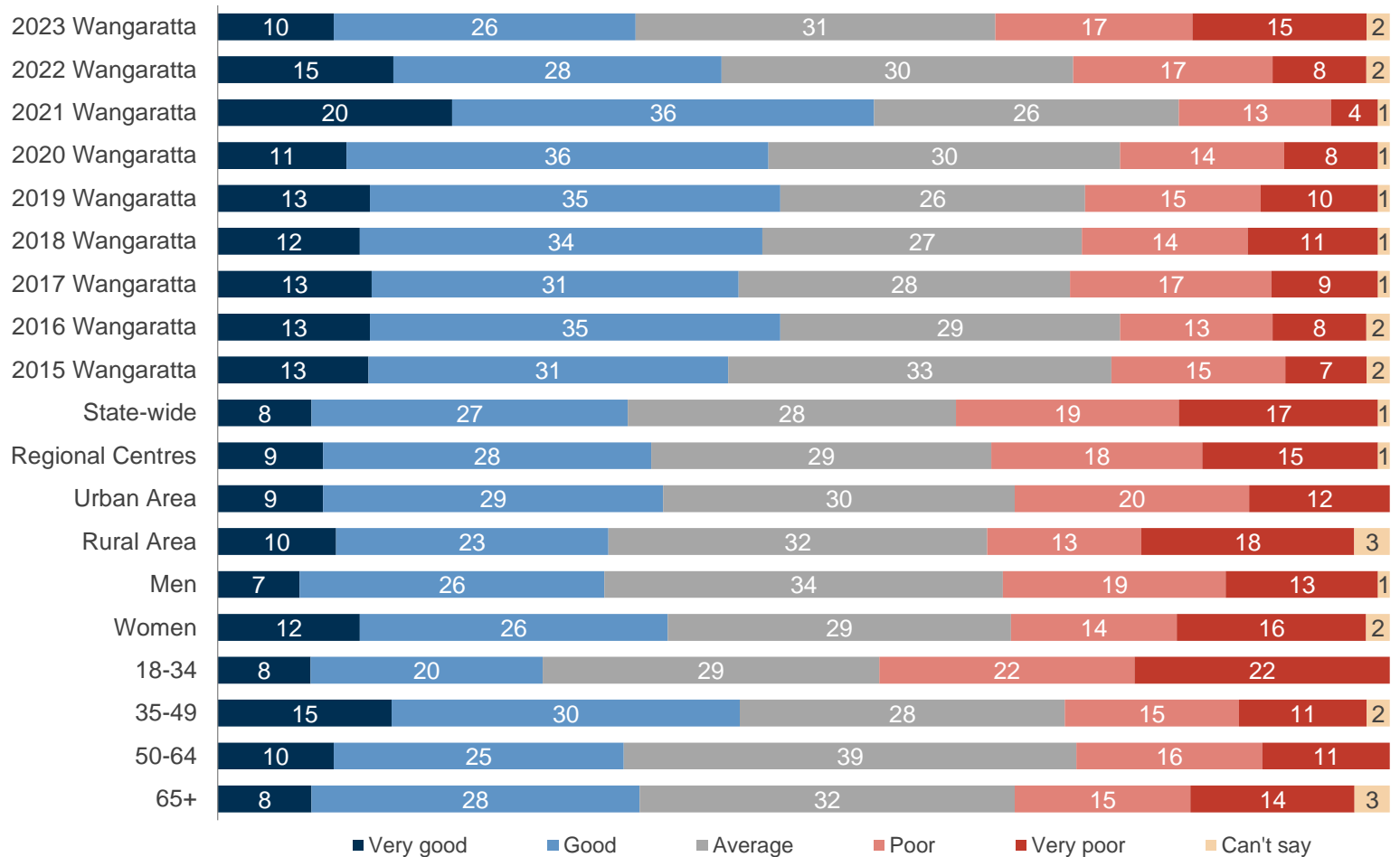
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



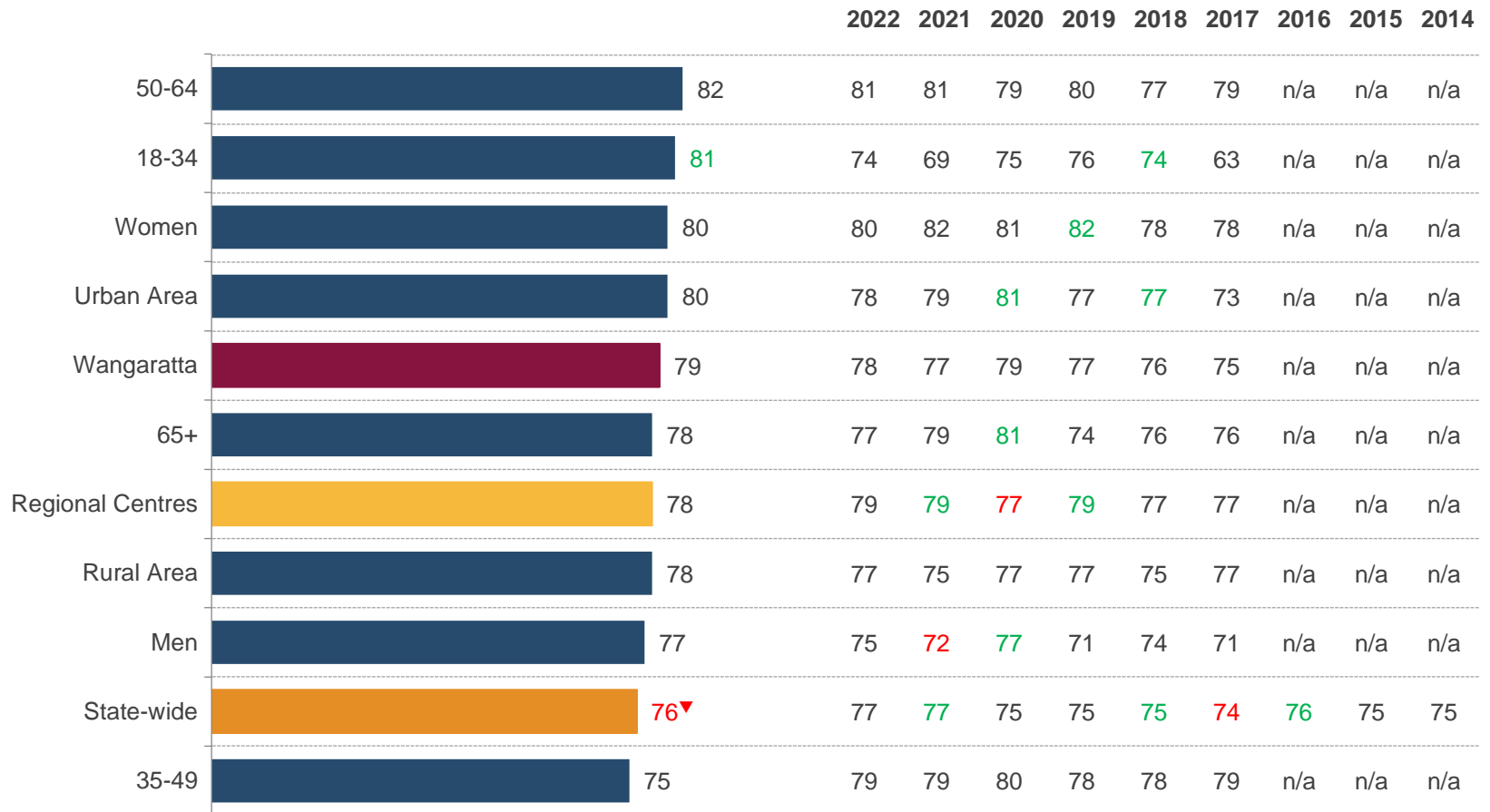
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Informing the community importance



2023 informing community importance (index scores)



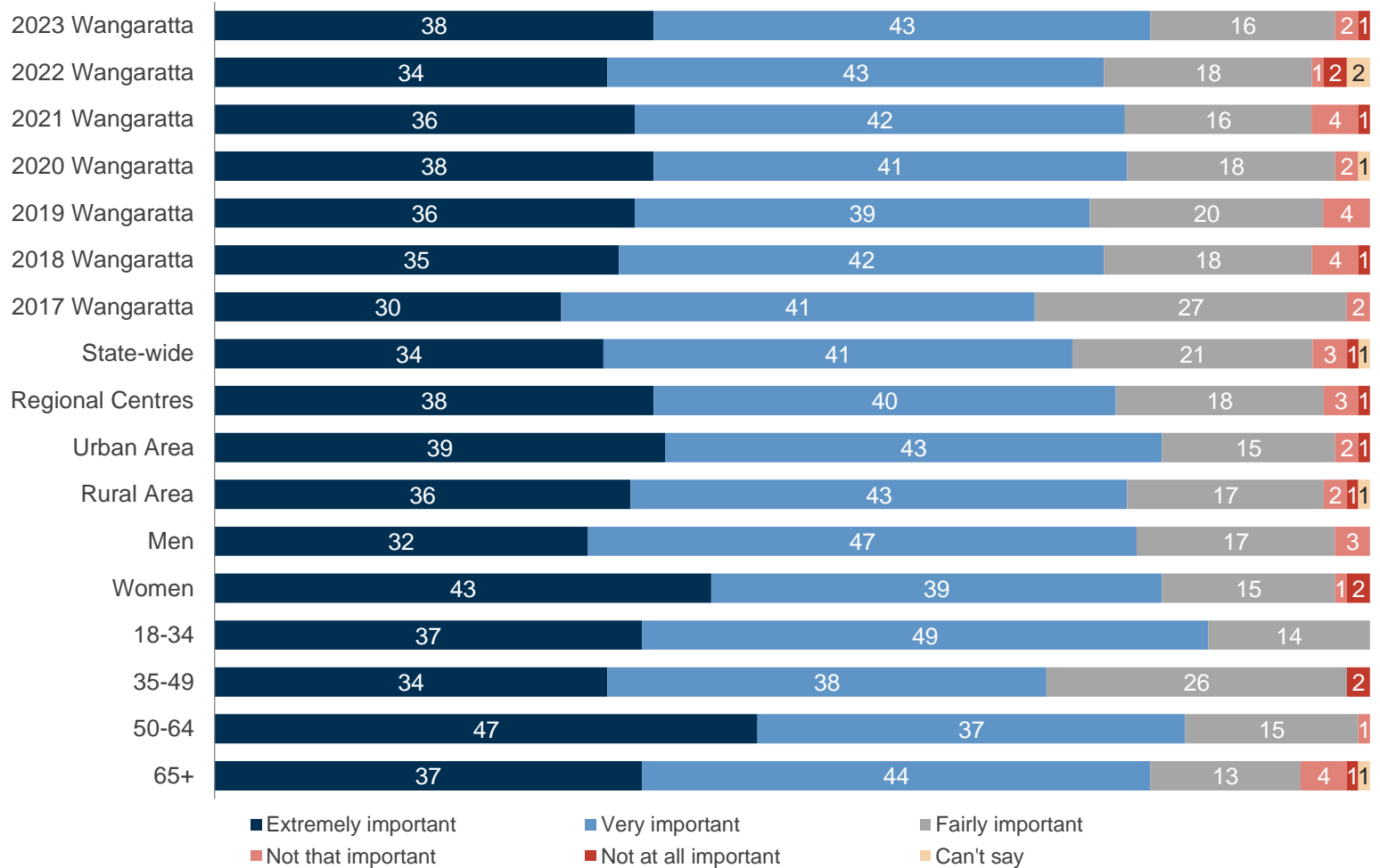
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)



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



2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	59	62	62	64	60	63	61	n/a	n/a	n/a
Women	59	61	62	61	55	61	59	n/a	n/a	n/a
Urban Area	59	61	62	60	57	57	62	n/a	n/a	n/a
35-49	58	56	57	52	54	59	54	n/a	n/a	n/a
Wangaratta	57	60	61	60	57	60	60	n/a	n/a	n/a
State-wide	57	59	60	59	60	59	59	59	61	62
18-34	56	60	68	61	57	59	70	n/a	n/a	n/a
Rural Area	56	56	60	58	56	63	57	n/a	n/a	n/a
Men	56	58	60	58	59	58	62	n/a	n/a	n/a
Regional Centres	55	58	59	56	56	59	58	n/a	n/a	n/a
50-64	54	59	57	60	54	56	59	n/a	n/a	n/a

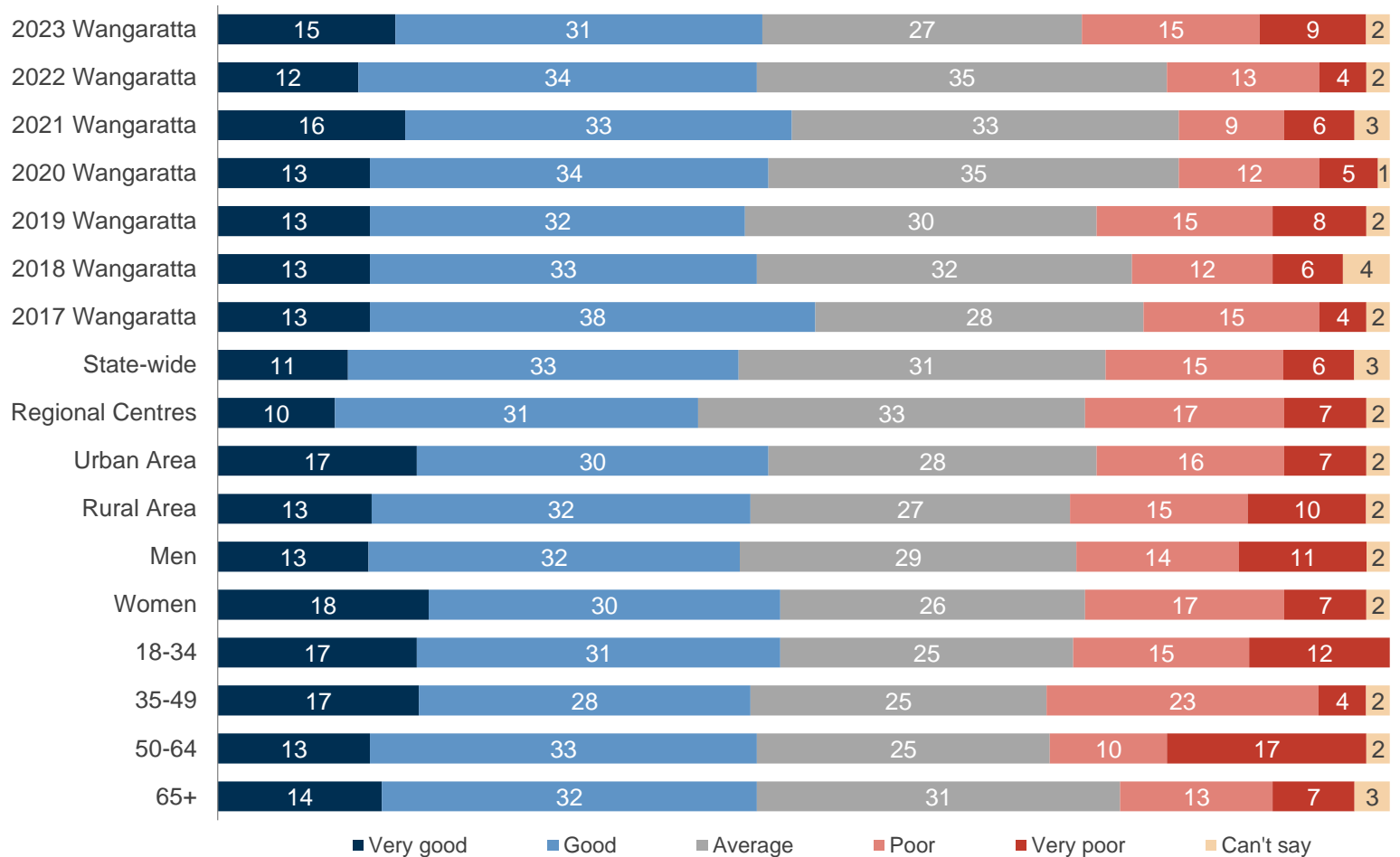
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	85▲	76	68	79	78	75	73	77	76	76
Women	83	84	82	81	83	82	81	79	78	80
Urban Area	82	82	80	80	80	80	77	80	79	n/a
Regional Centres	81	80	78	78	77	79	77	n/a	n/a	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
Wangaratta	80	81	77	78	78	80	76	78	77	77
50-64	79	84	80	78	80	81	78	75	78	79
65+	79	80	78	78	77	83	77	79	77	76
Rural Area	78	81	74	75	75	79	75	74	74	n/a
35-49	78	87	84	77	77	80	77	79	76	77
Men	77	79	72	75	72	77	71	76	76	74

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

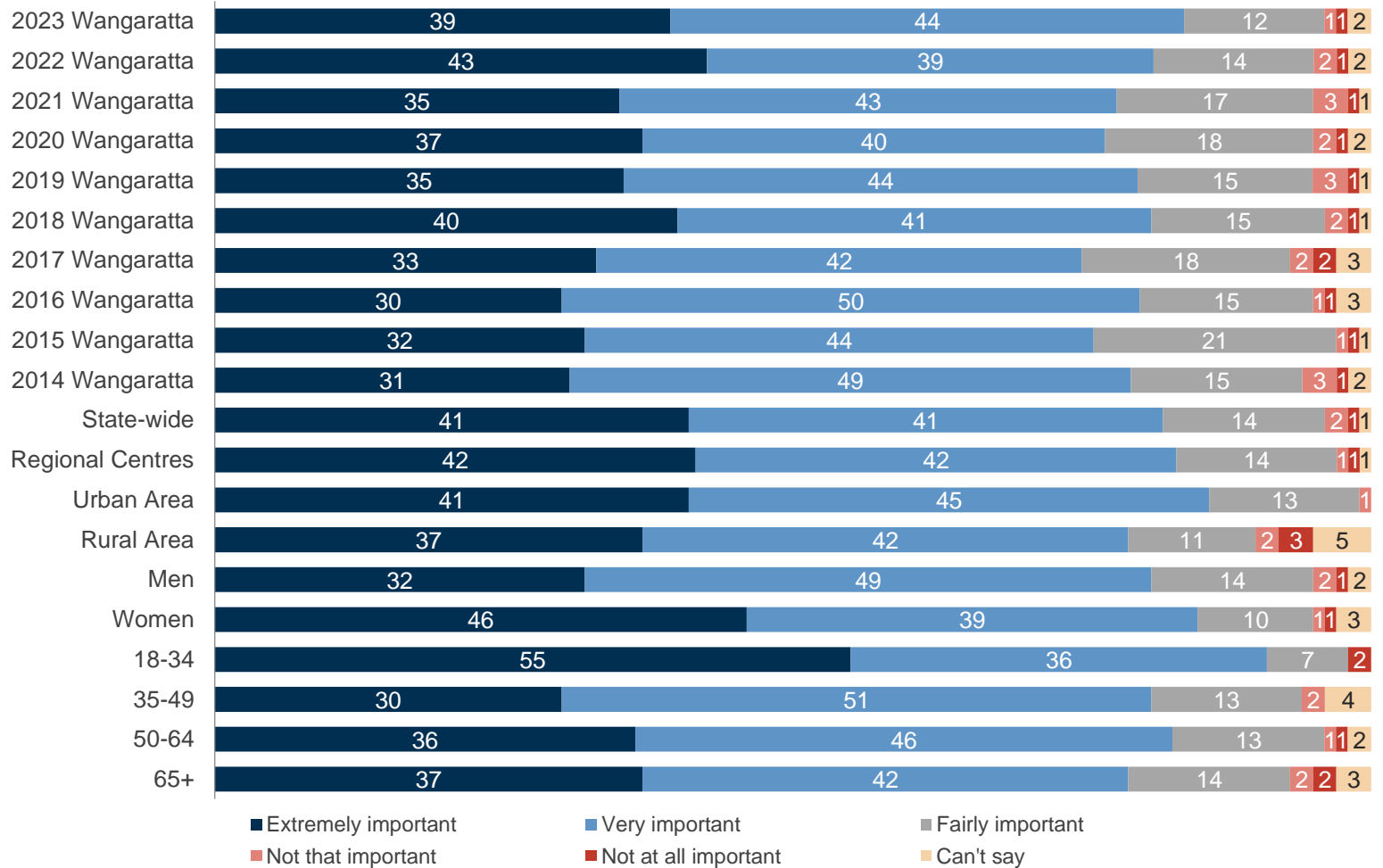
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	62 [▲]	55	66	65	55	58	57	63	66	58
Regional Centres	53	59	62	59	61	59	57	n/a	n/a	n/a
Women	52	60	60	57	57	56	55	61	59	56
State-wide	52	57	59	58	59	58	57	57	58	58
Rural Area	52	52	57	57	55	55	56	58	54	n/a
Wangaratta	51	58	61	58	57	58	57	60	60	57
50-64	51	56	56	55	55	56	56	60	60	52
Urban Area	51	60	64	59	59	59	57	62	65	n/a
Men	50	57	63	60	57	60	59	60	61	57
65+	50	57	60	57	62	58	58	55	56	56
18-34	43 [▼]	65	62	57	56	59	56	65	59	62

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

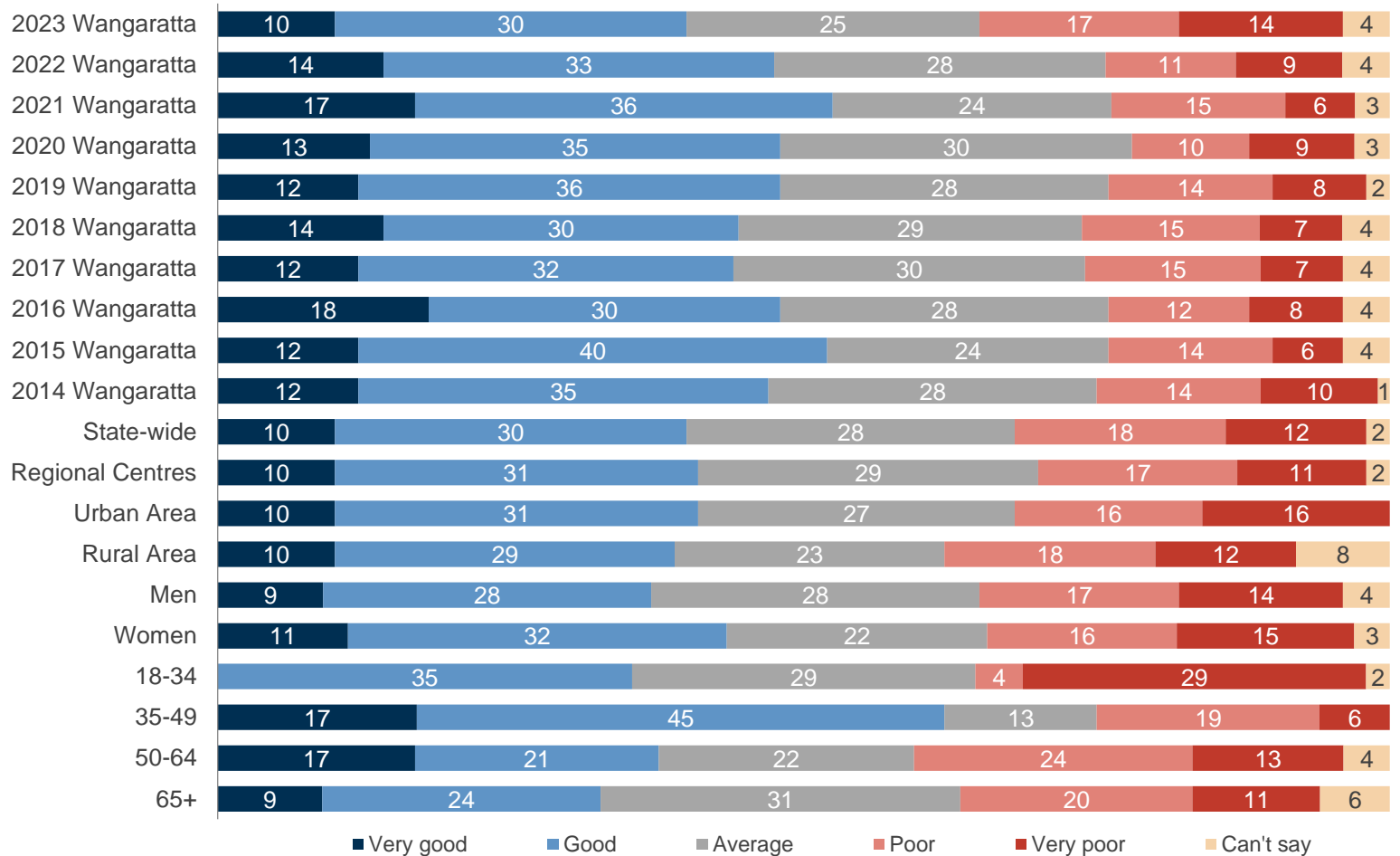
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



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



Parking facilities importance



2023 parking importance (index scores)

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

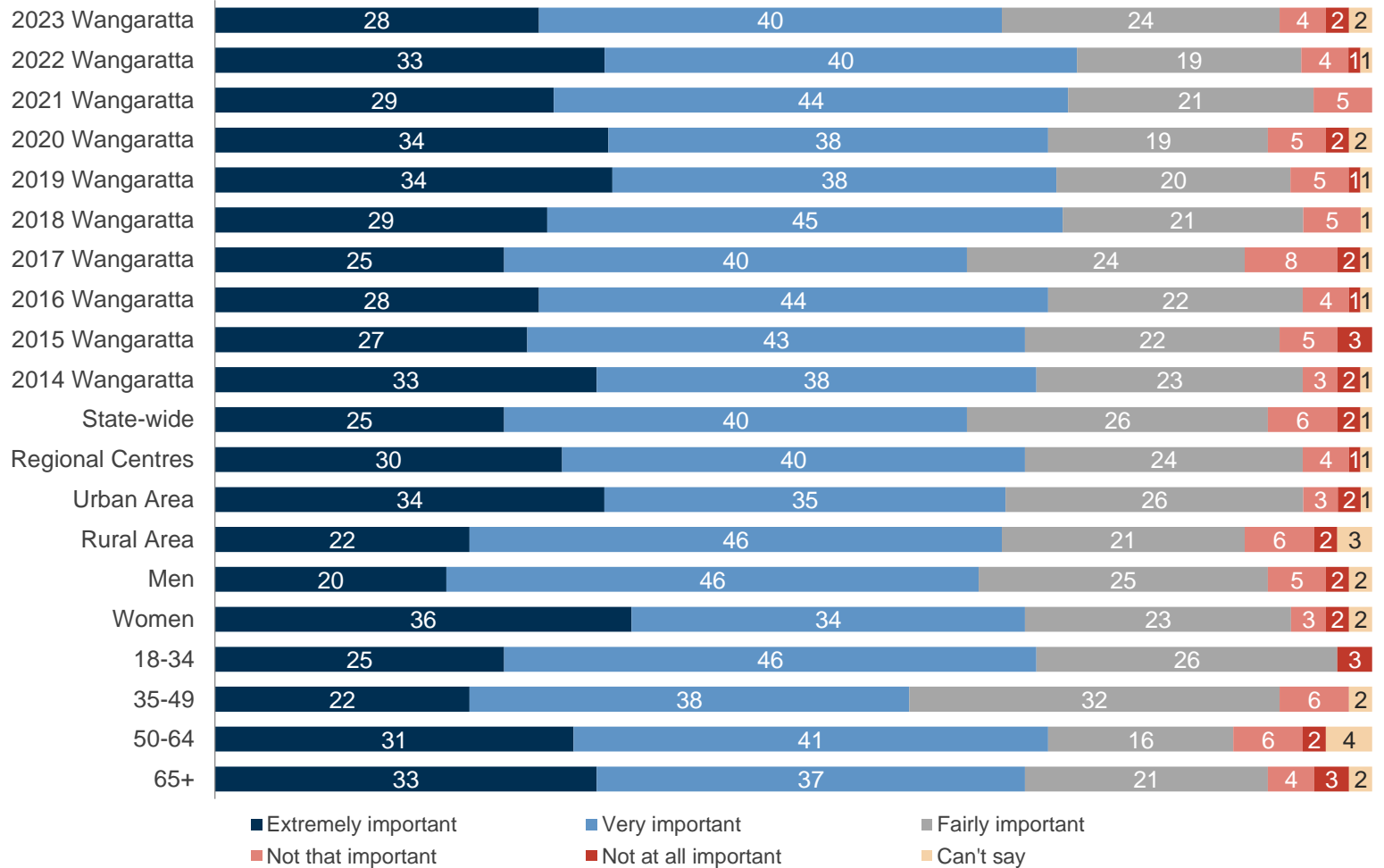
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2023 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5



Parking facilities performance



2023 parking performance (index scores)

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

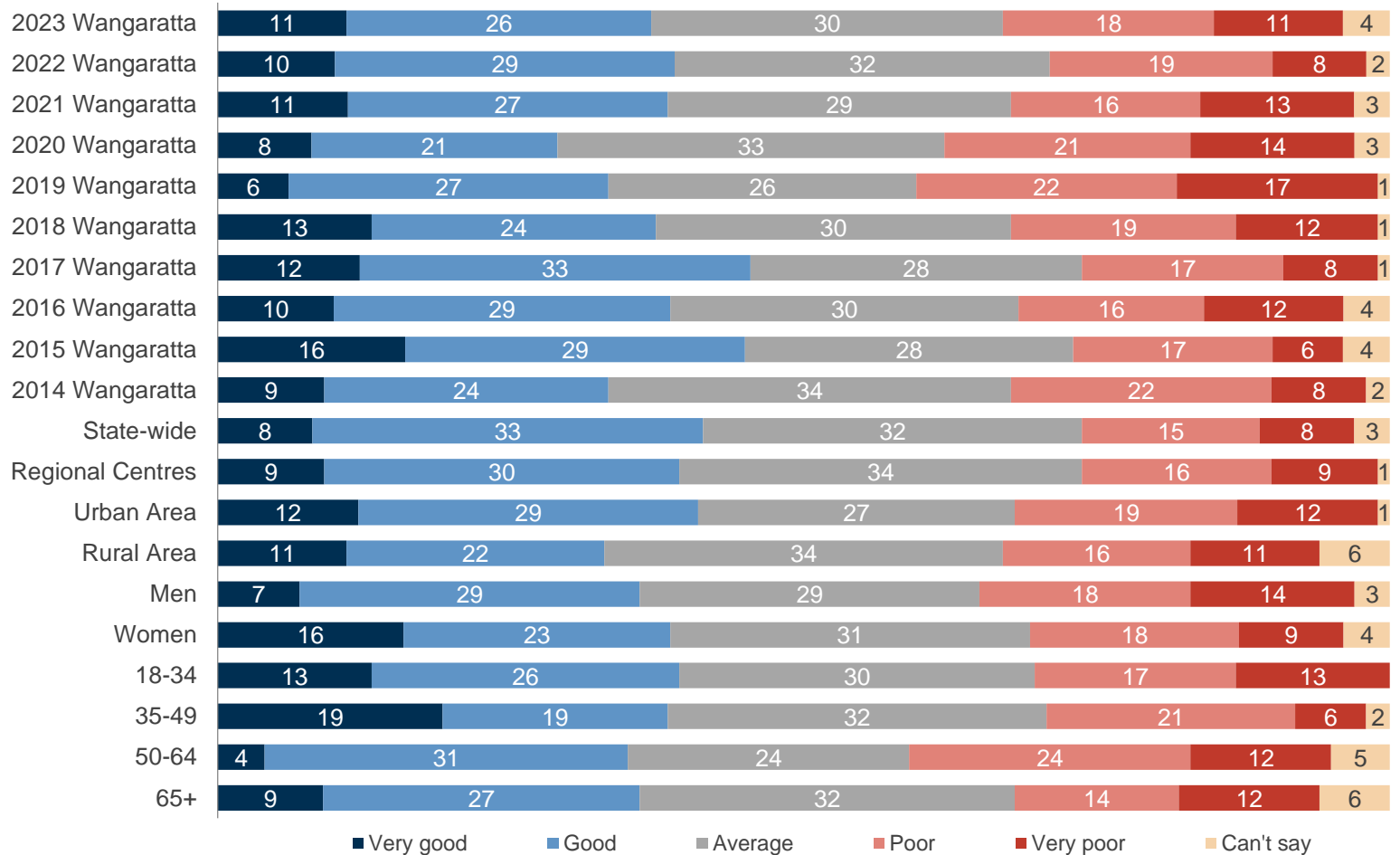
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	69	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	64	67	66	65	68	66	67	n/a	n/a
35-49	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63▼	65	66	66	67	66	67	66	67
Rural Area	61▼	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a

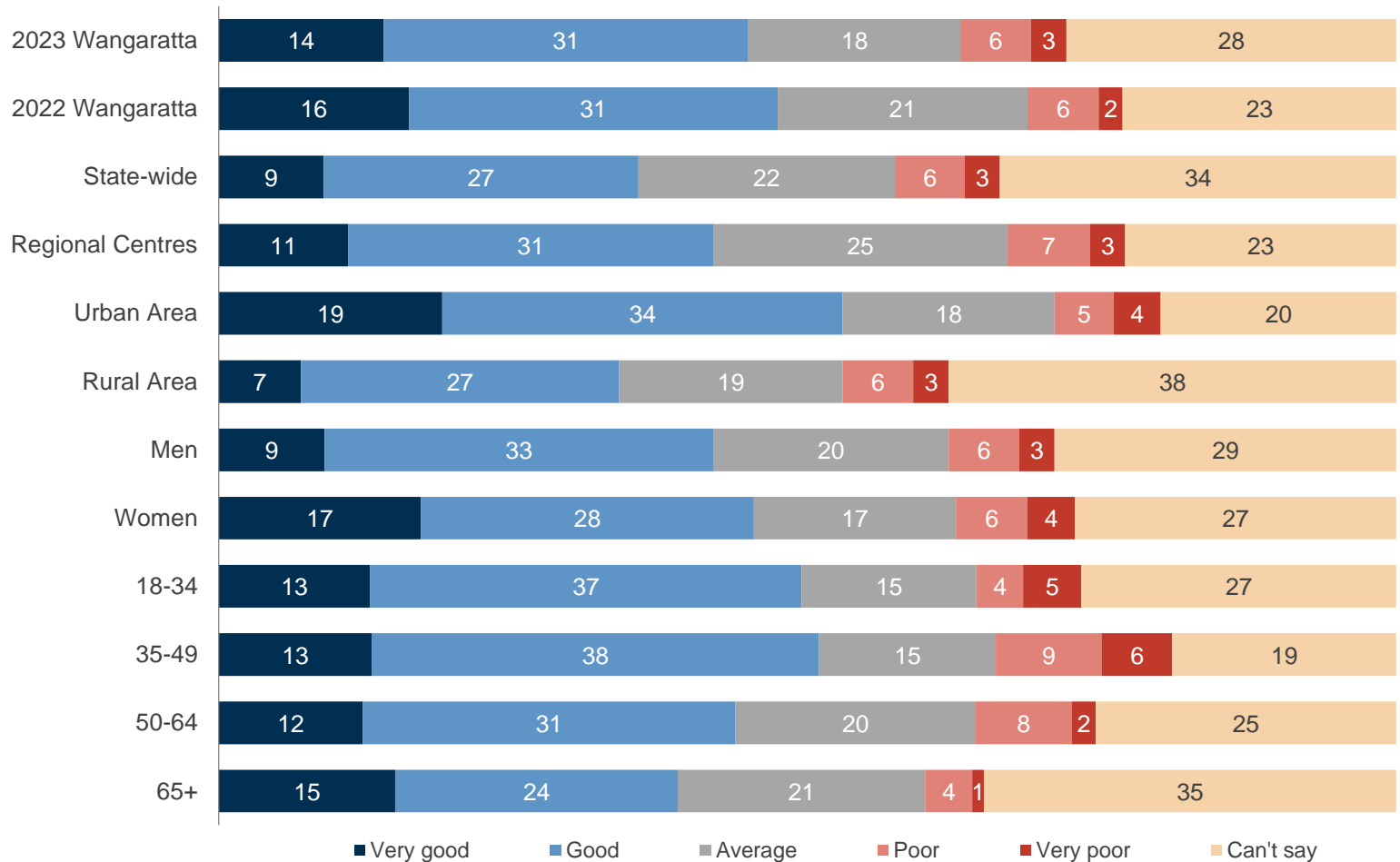
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	68	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wangaratta	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	67	69	68	68	68	68	68	69
Regional Centres	61▼	65	65	63	67	66	68	n/a	n/a
Rural Area	60▼	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58▼	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a

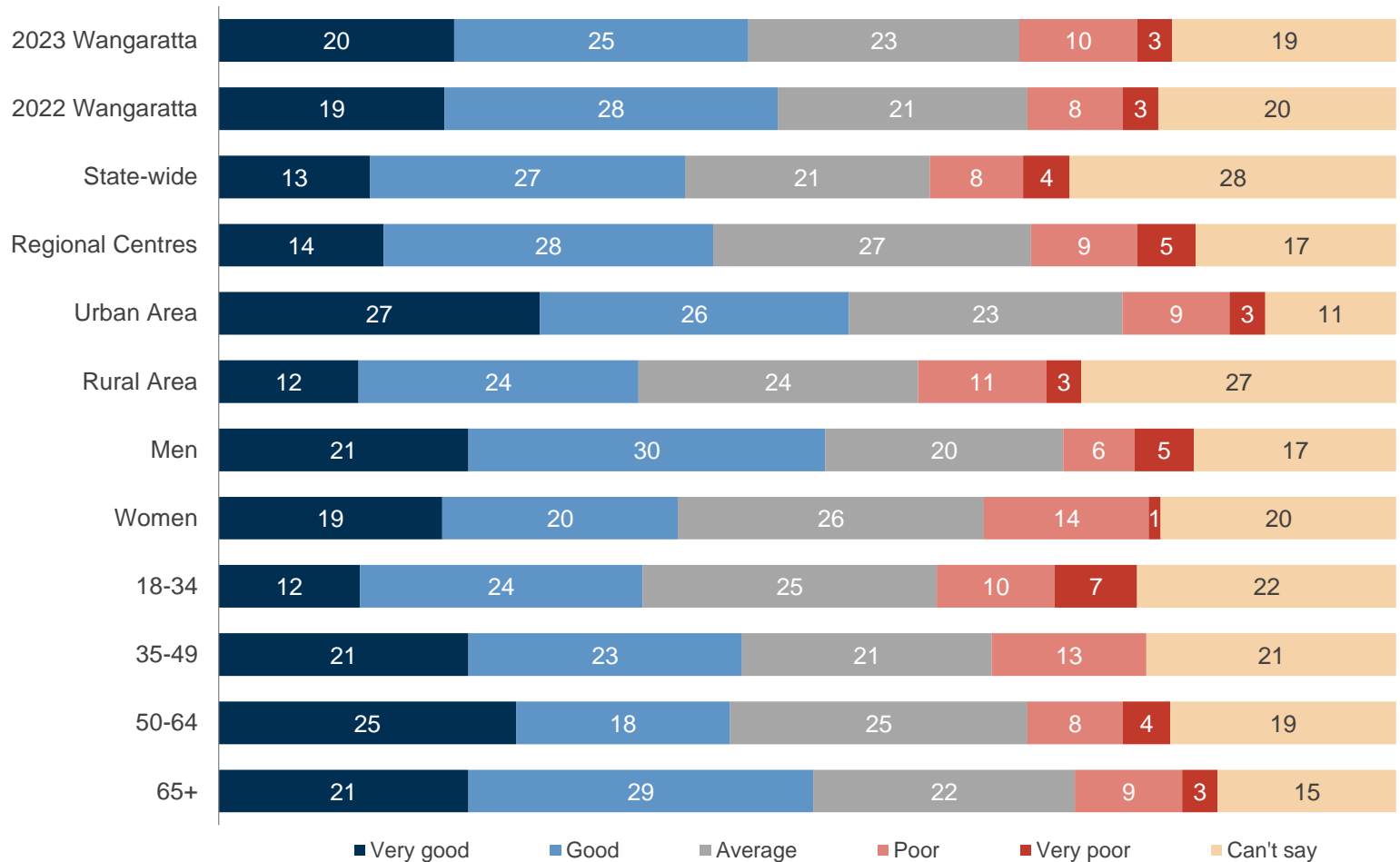
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3



Recreational facilities importance



2023 recreational facilities importance (index scores)

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5

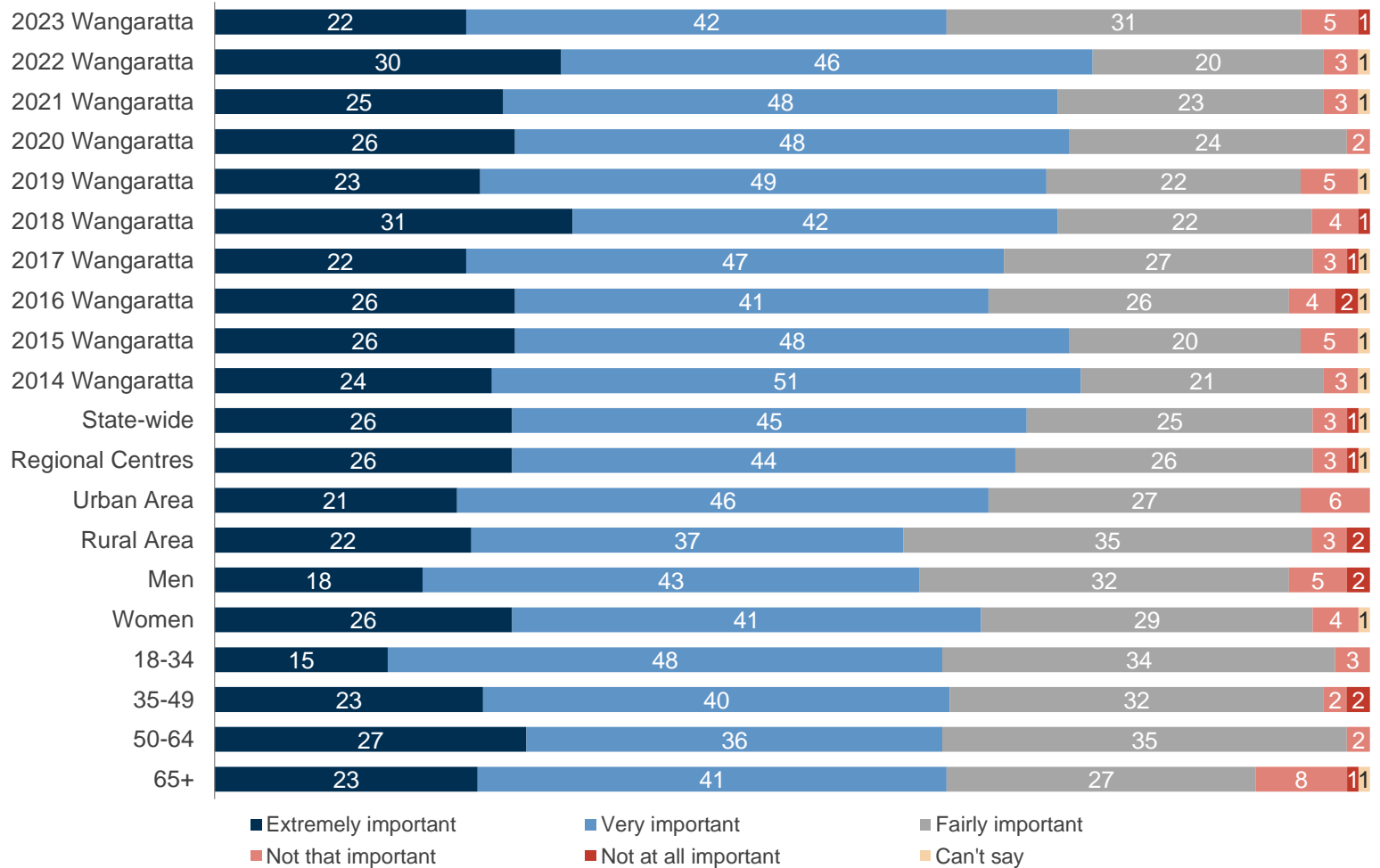
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



Recreational facilities performance



2023 recreational facilities performance (index scores)

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

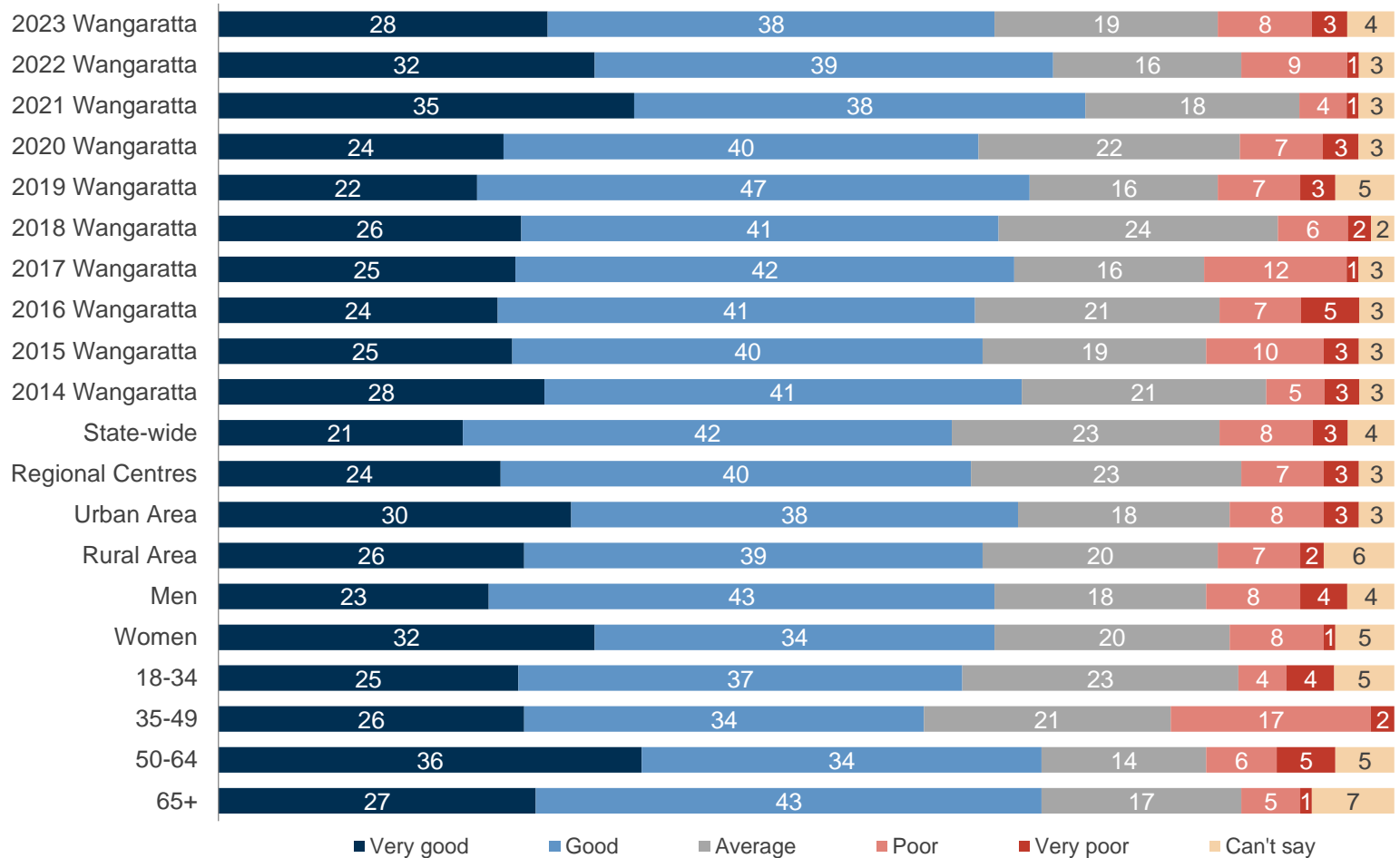
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



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



2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	76▲	76	63	73	69	71	69	71	69	74
Regional Centres	75▲	75	74	74	73	74	74	n/a	n/a	n/a
State-wide	74▲	75	75	74	73	74	74	74	73	73
50-64	74	78	73	77	75	74	77	75	74	73
Urban Area	73	75	71	75	74	74	74	75	76	n/a
Women	73	77	73	75	75	76	77	77	74	77
Wangaratta	71	75	71	74	72	73	73	75	74	75
65+	71	75	73	72	73	74	74	76	76	72
Men	70	73	69	72	69	70	70	71	73	72
Rural Area	69	74	72	71	69	72	72	73	71	n/a
35-49	66	72	74	73	71	73	73	76	75	80

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5

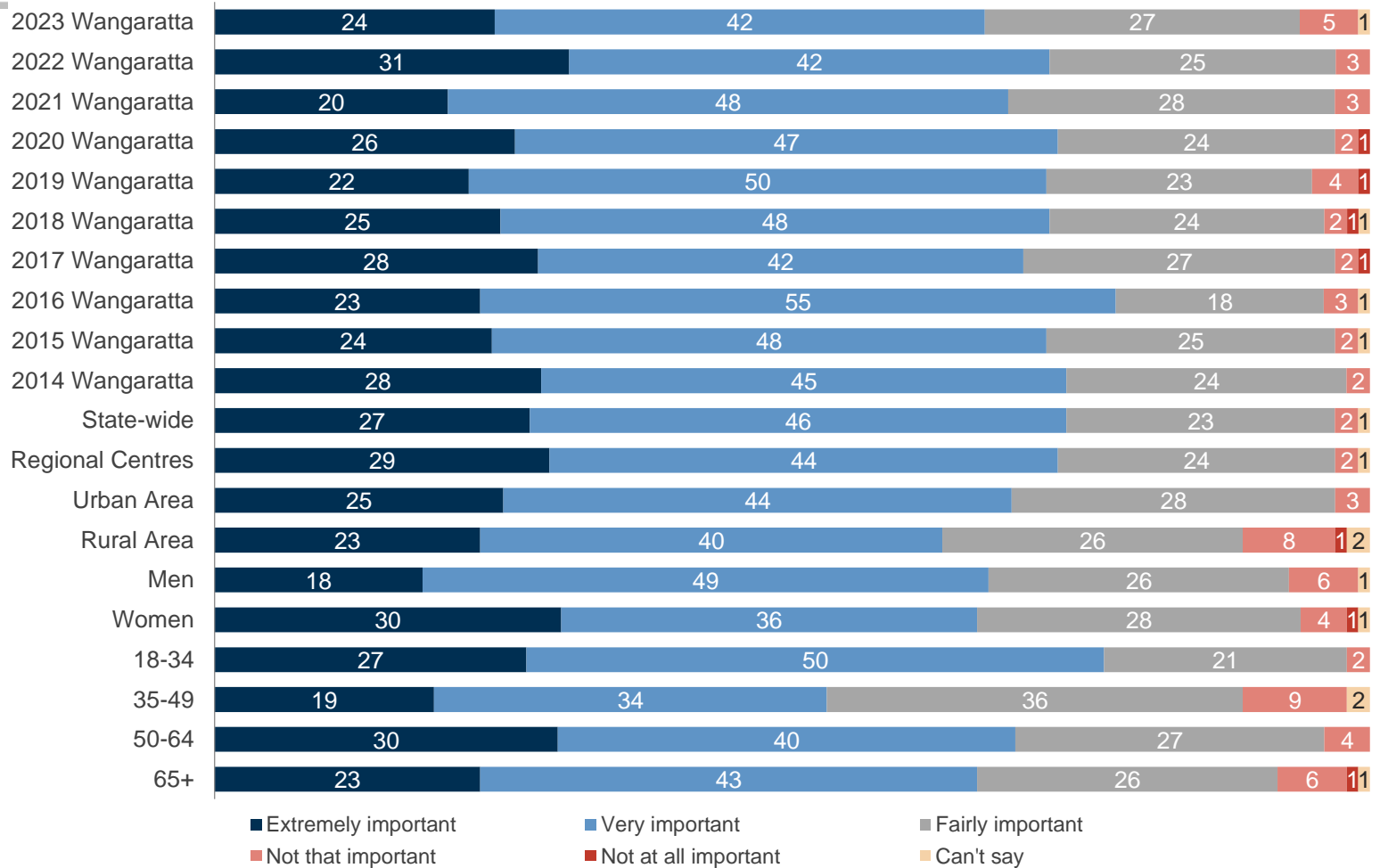
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)



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



The appearance of public areas performance



2023 public areas performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 5

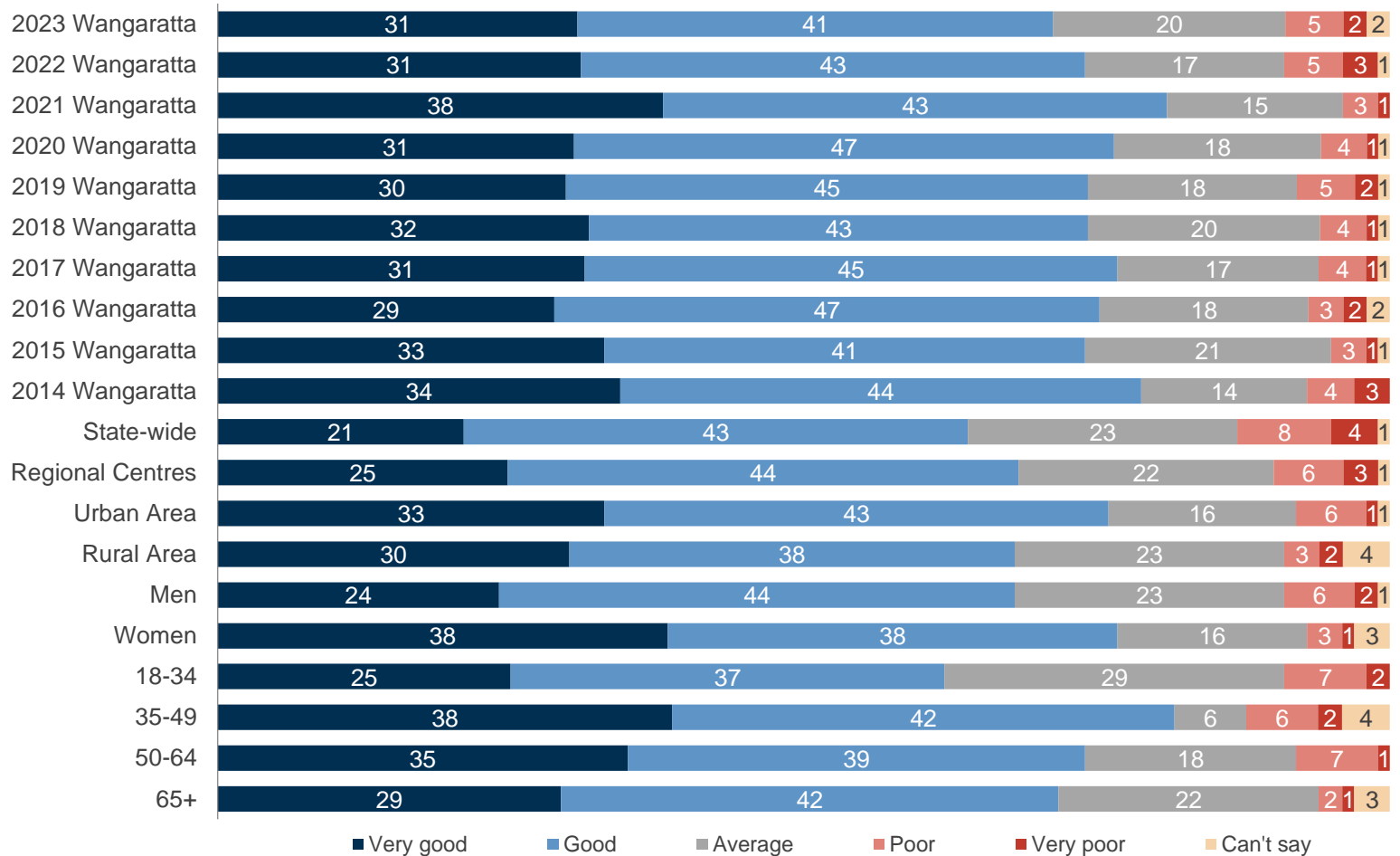
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)



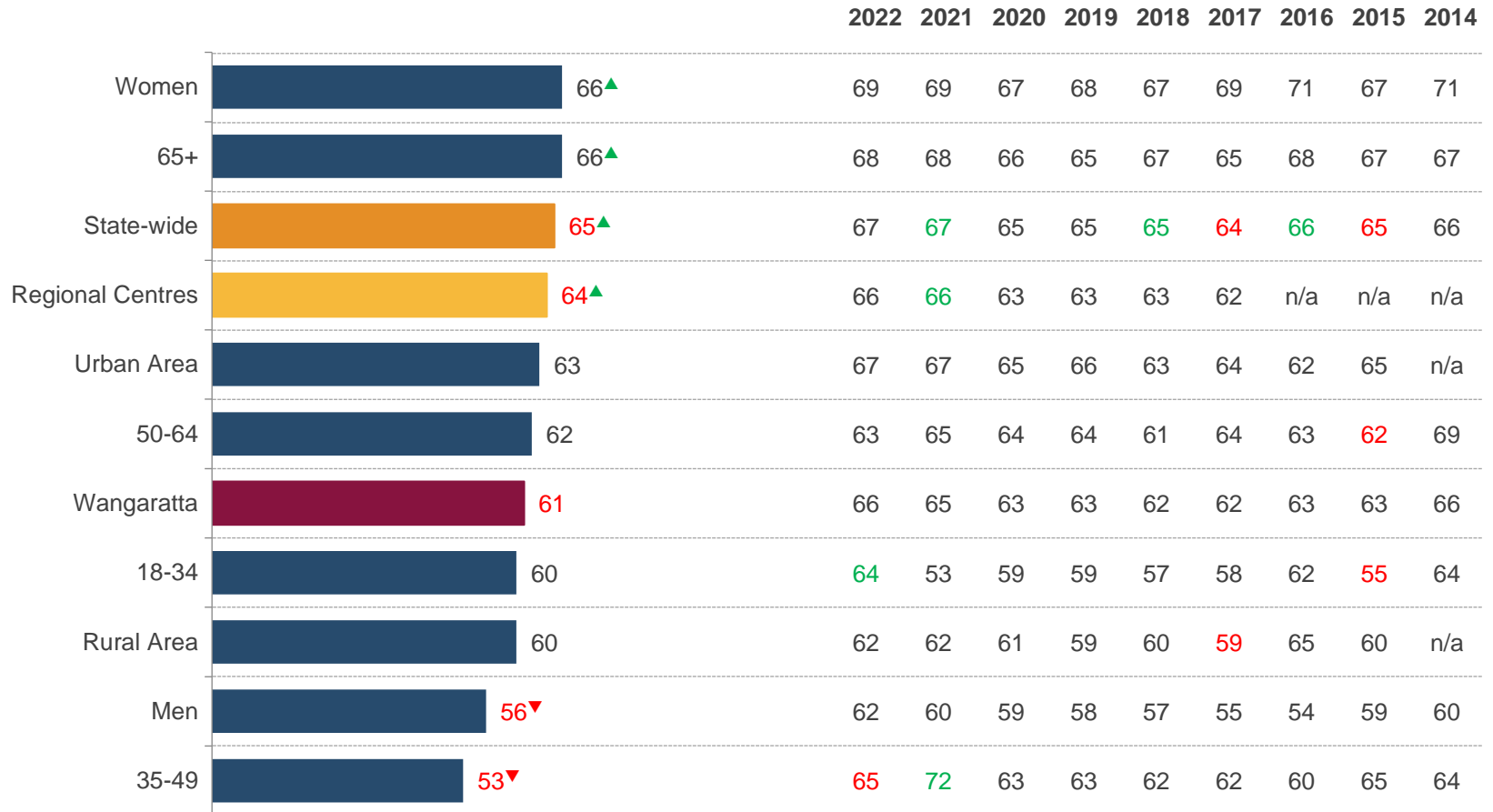
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 5



Art centres and libraries importance



2023 art centres and libraries importance (index scores)



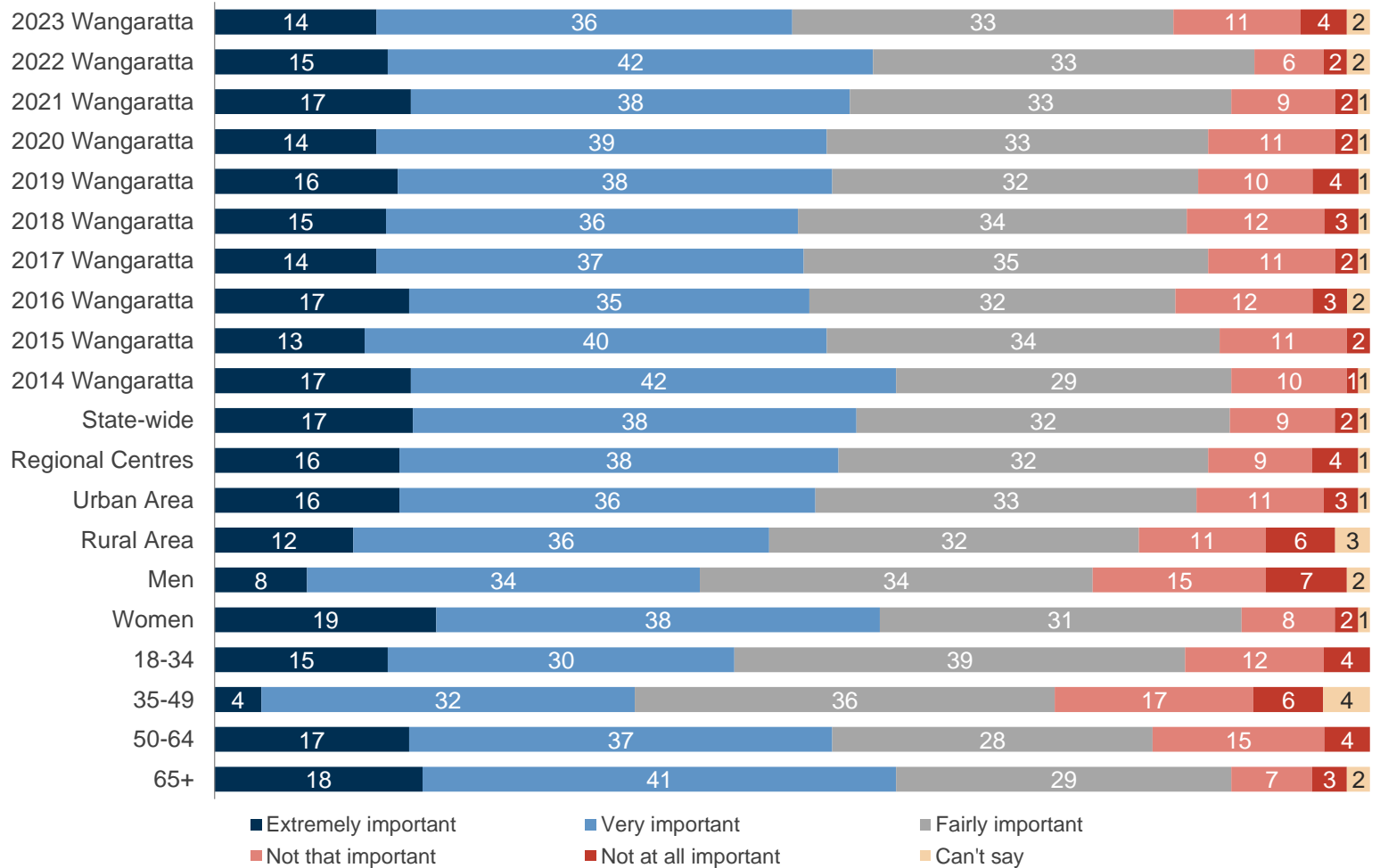
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)



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



Art centres and libraries performance



2023 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	78	81	79	79	77	80	73	81	82
18-34	78	79	77	73	77	81	71	77	73
Urban Area	78	78	79	77	80	81	74	80	n/a
Regional Centres	77	75	74	74	76	75	n/a	n/a	n/a
65+	77	80	82	81	79	80	79	81	83
50-64	77	74	78	77	77	77	70	78	81
Wangaratta	76	78	78	77	78	79	73	79	79
Rural Area	74	78	78	76	75	75	73	77	n/a
Men	74	75	78	73	80	77	74	77	76
35-49	73	78	75	74	80	77	73	80	78
State-wide	73▼	73	74	74	74	73	72	73	75

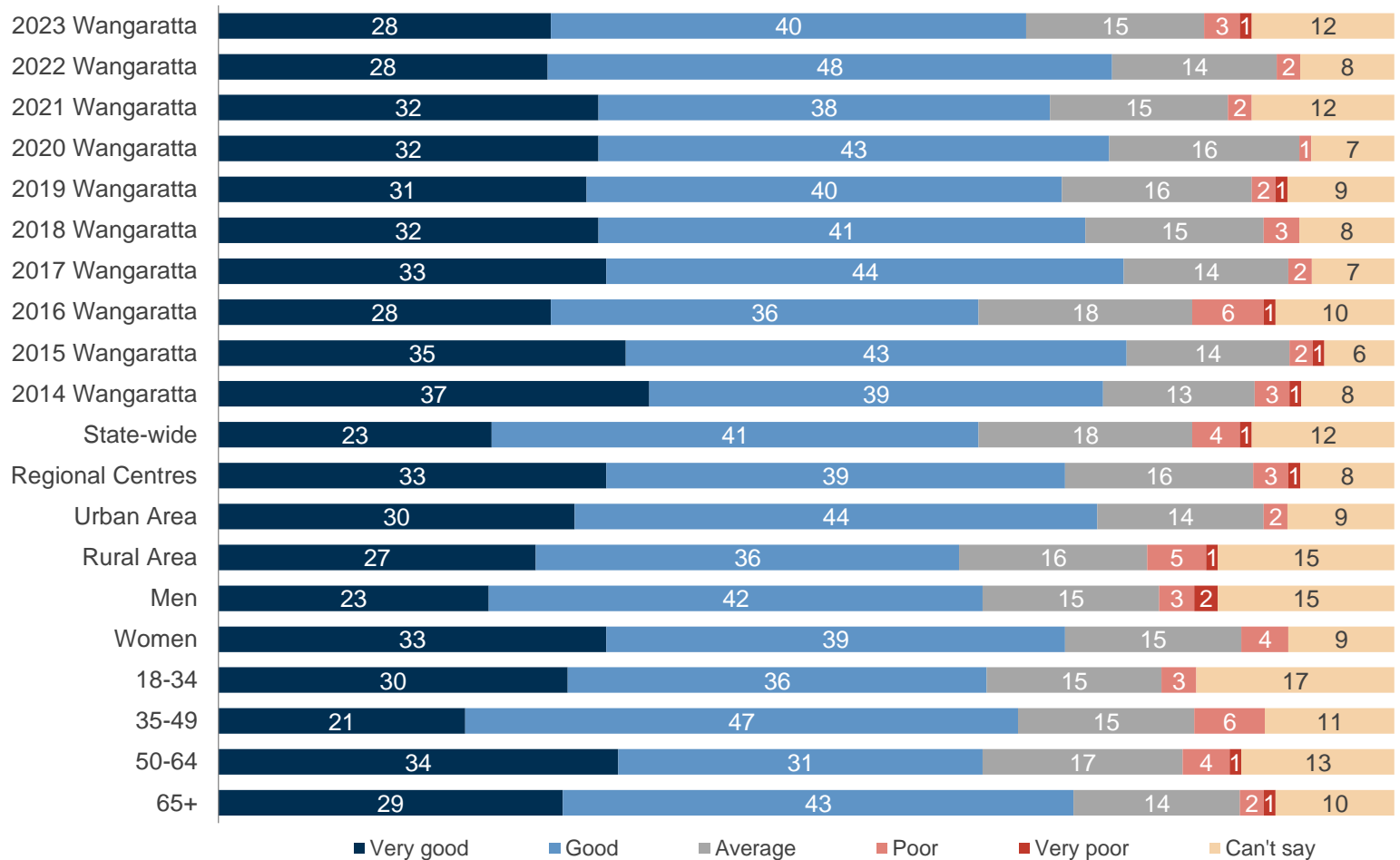
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)



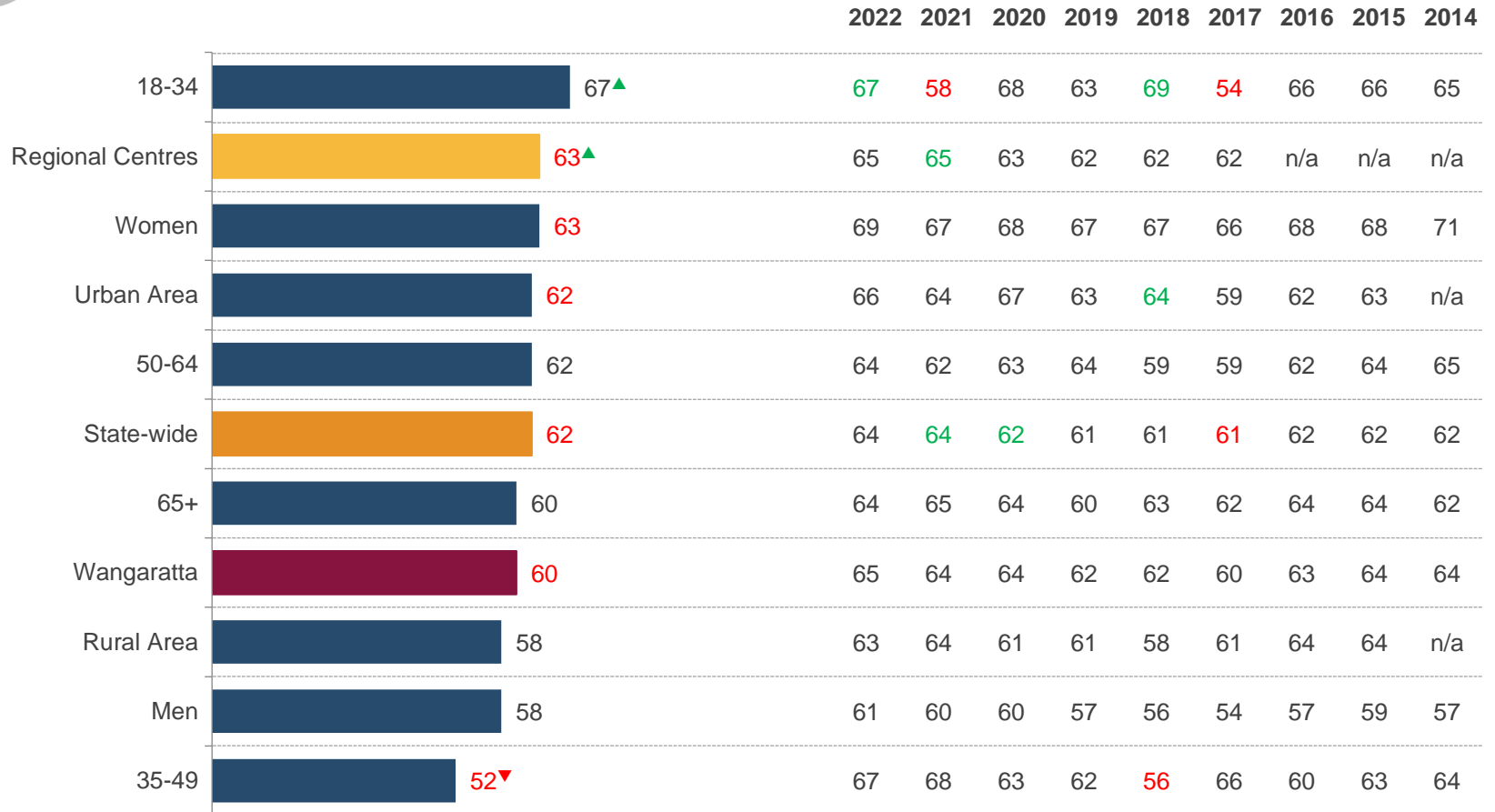
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



Community and cultural activities importance



2023 community and cultural activities importance (index scores)



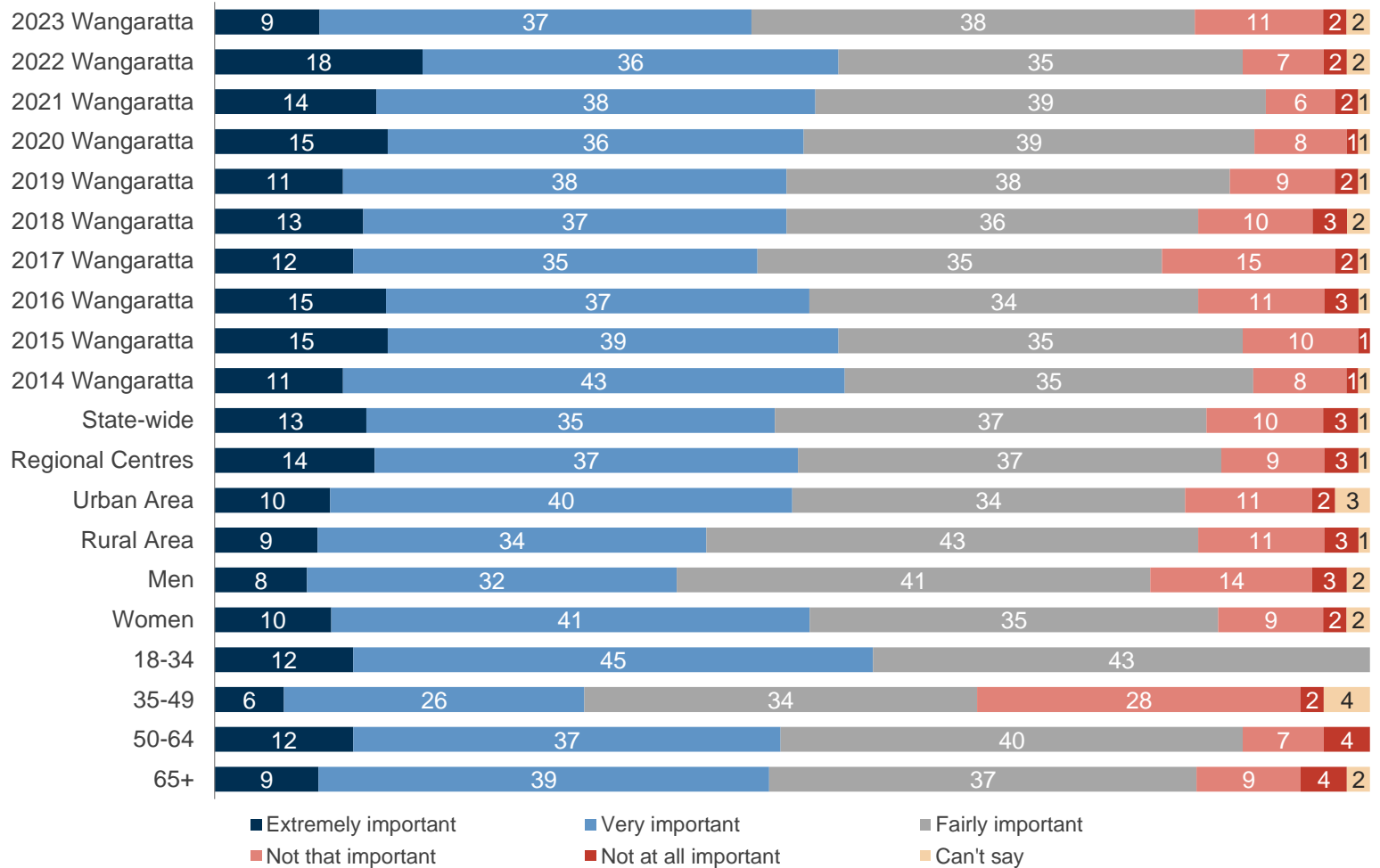
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)



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



2023 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6

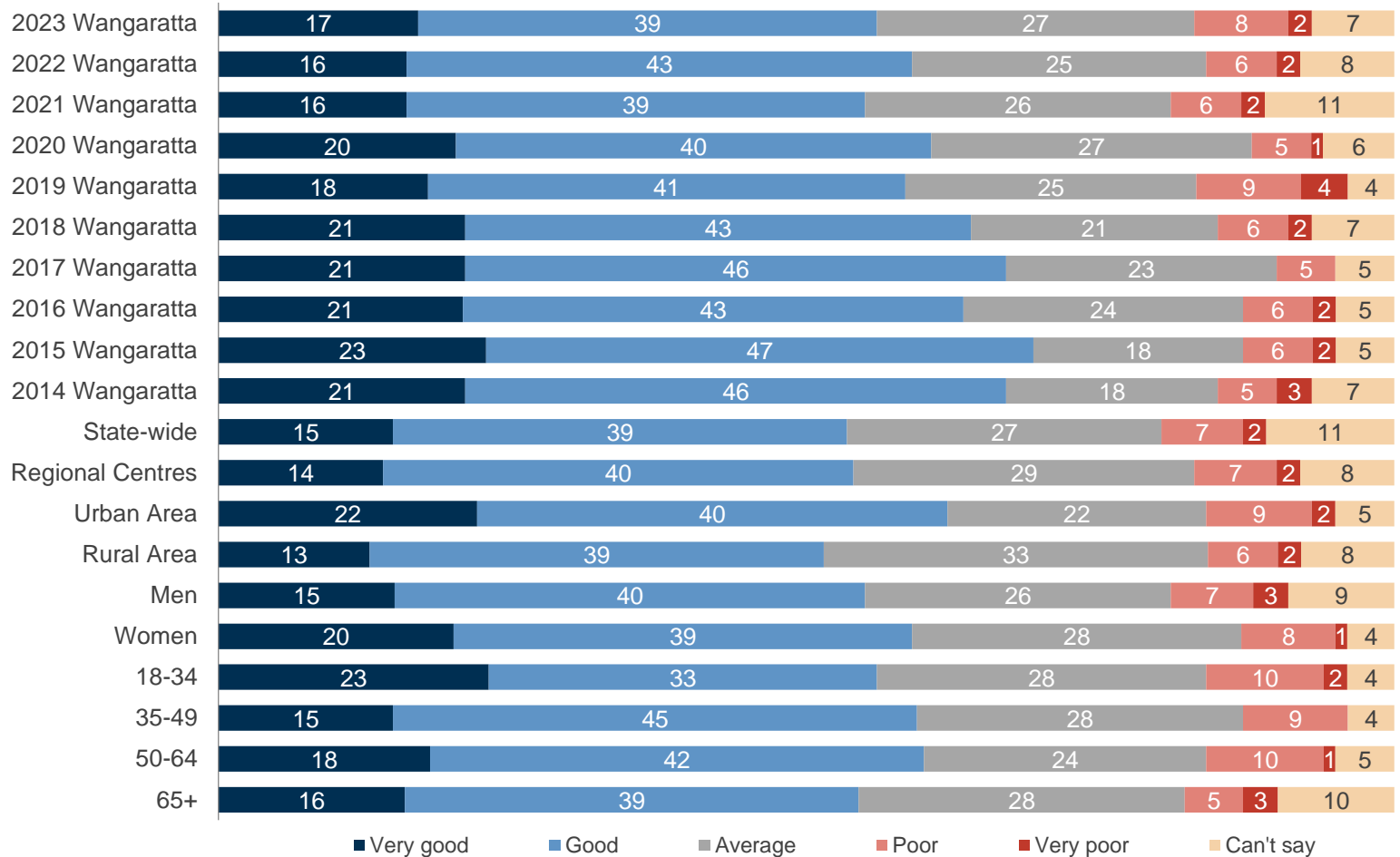
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)



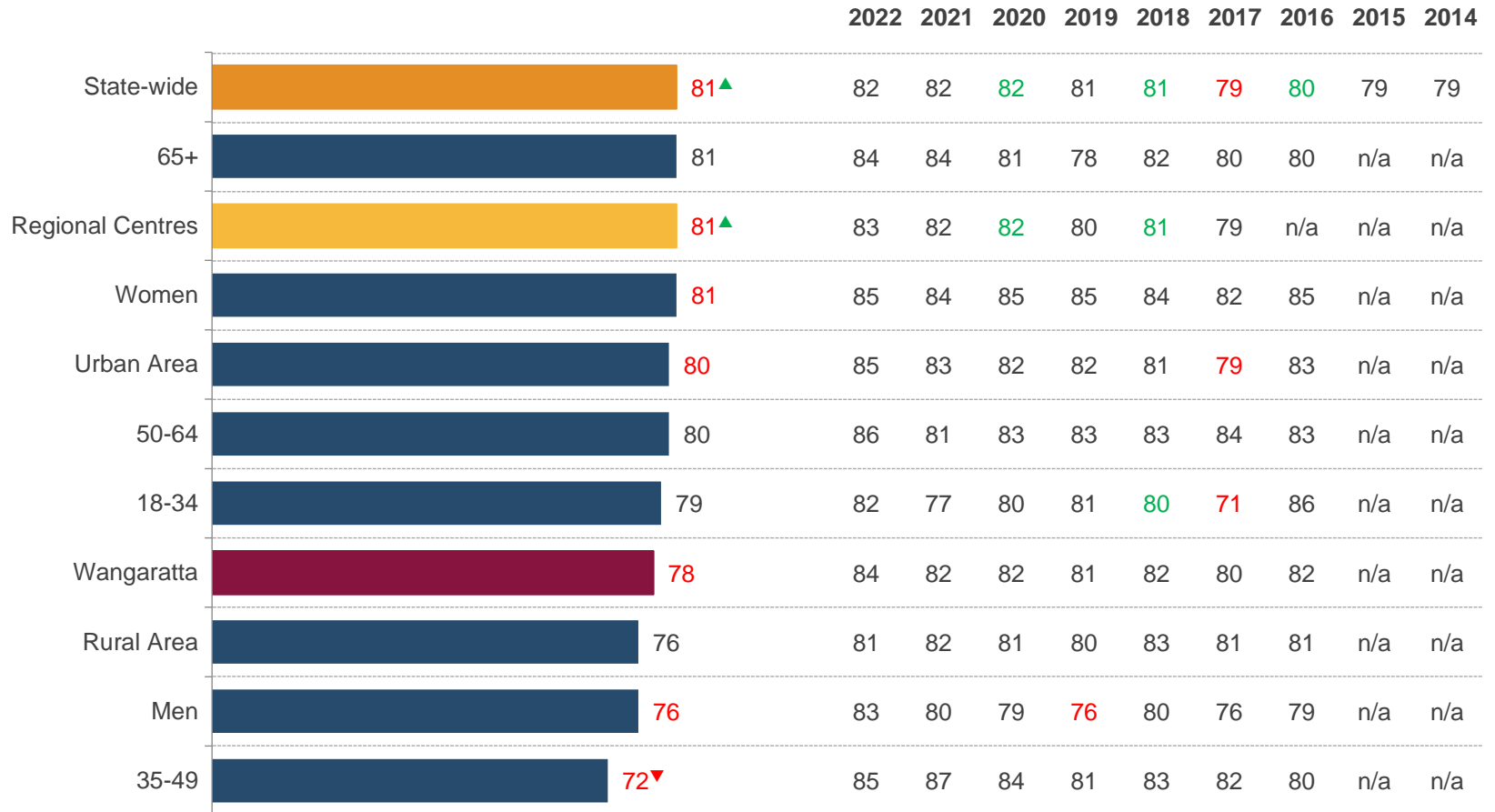
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6



Waste management importance



2023 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5

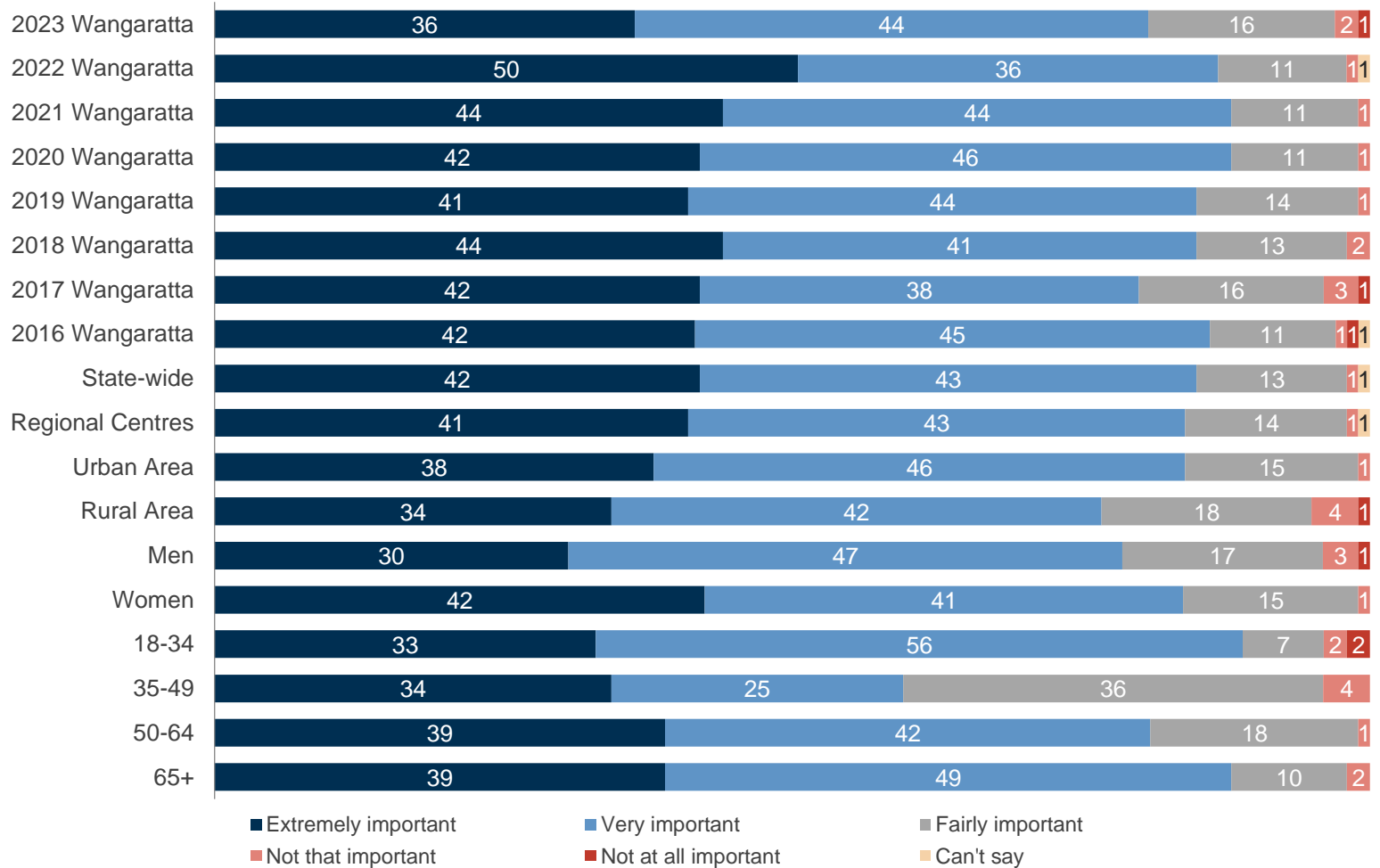
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5



Waste management performance



2023 waste management performance (index scores)

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

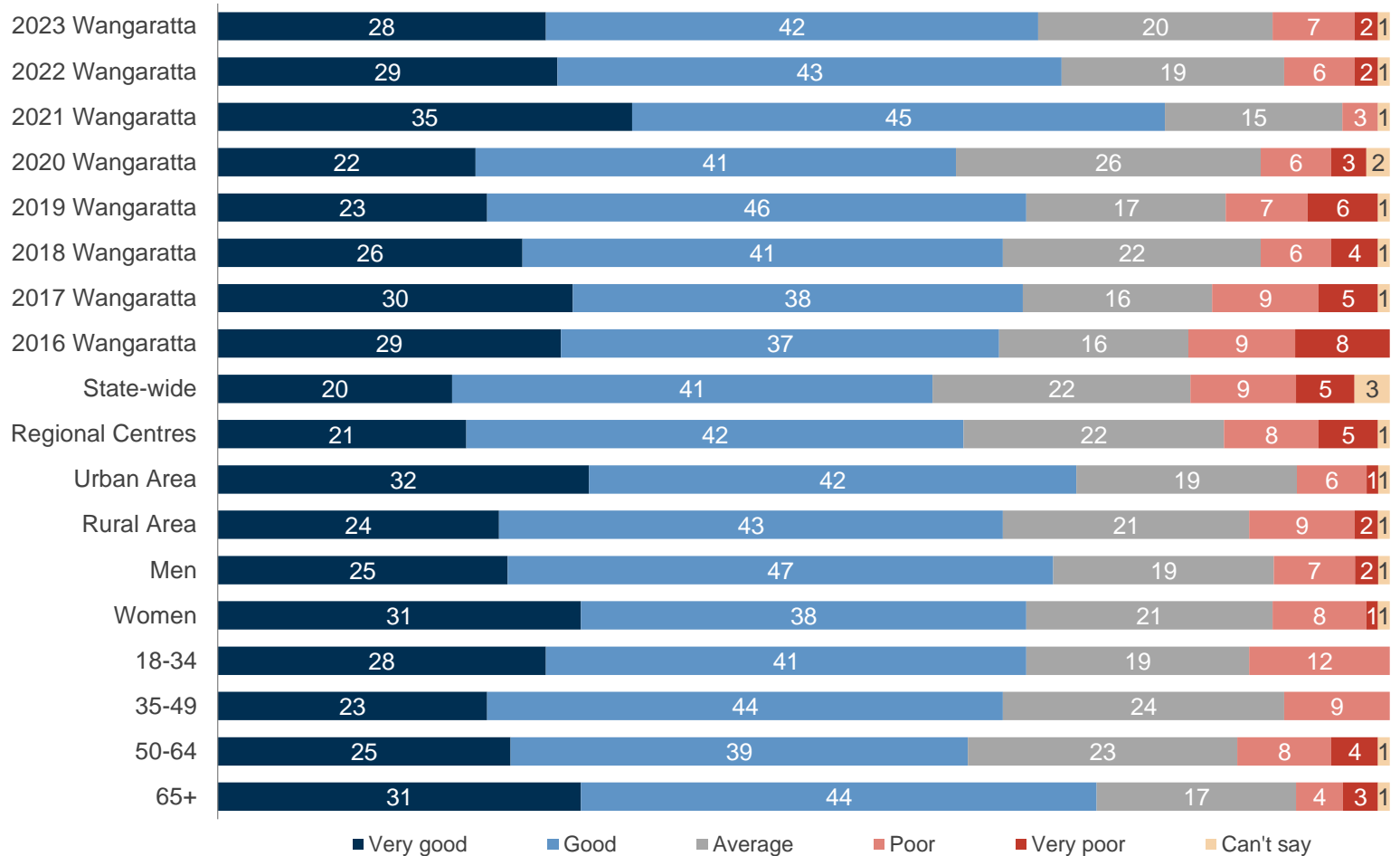
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

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

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

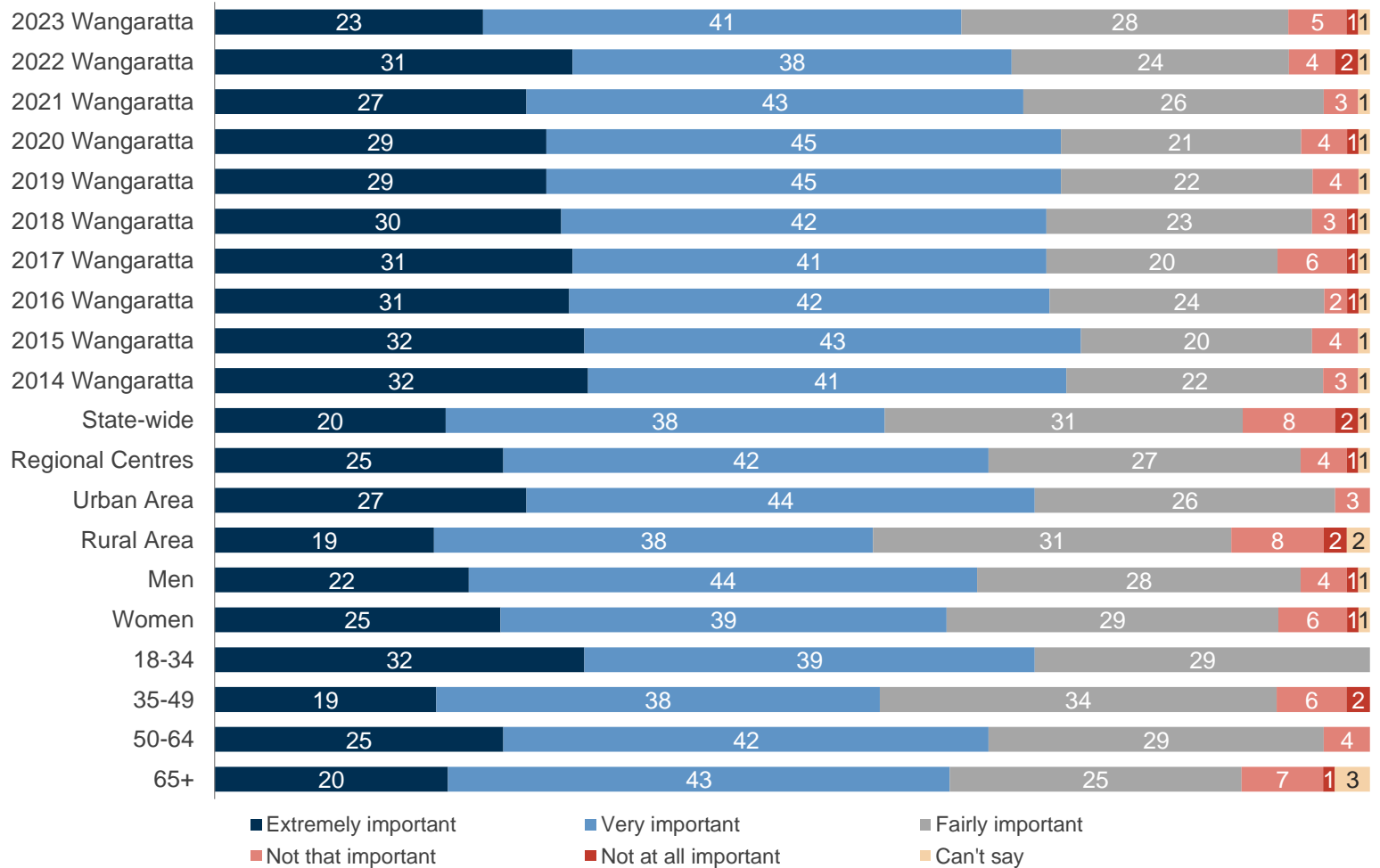
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



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



2023 business/development/tourism performance (index scores)

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

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

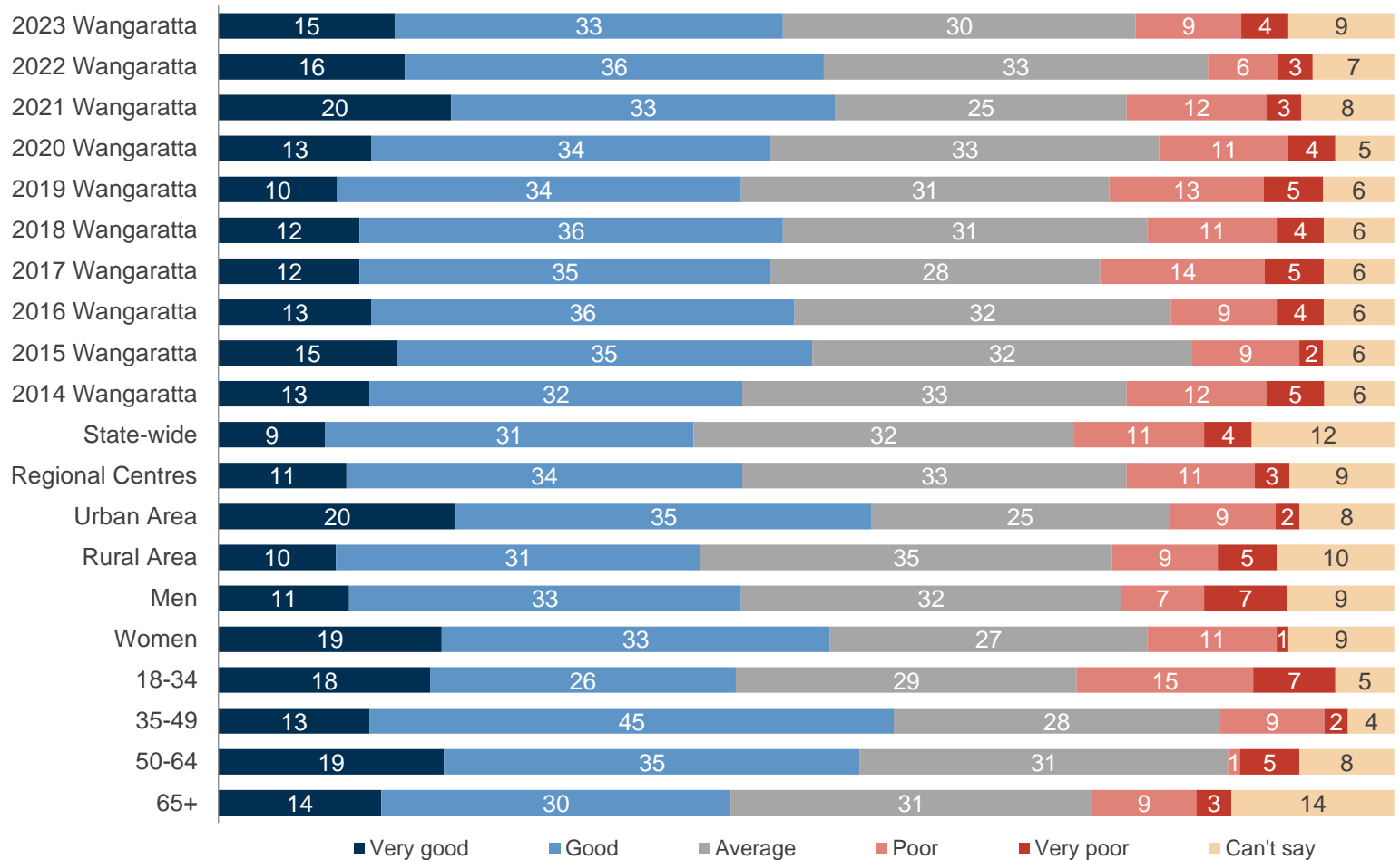
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 4

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 4



Planning and building permits importance



2023 planning and building permits importance (index scores)

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

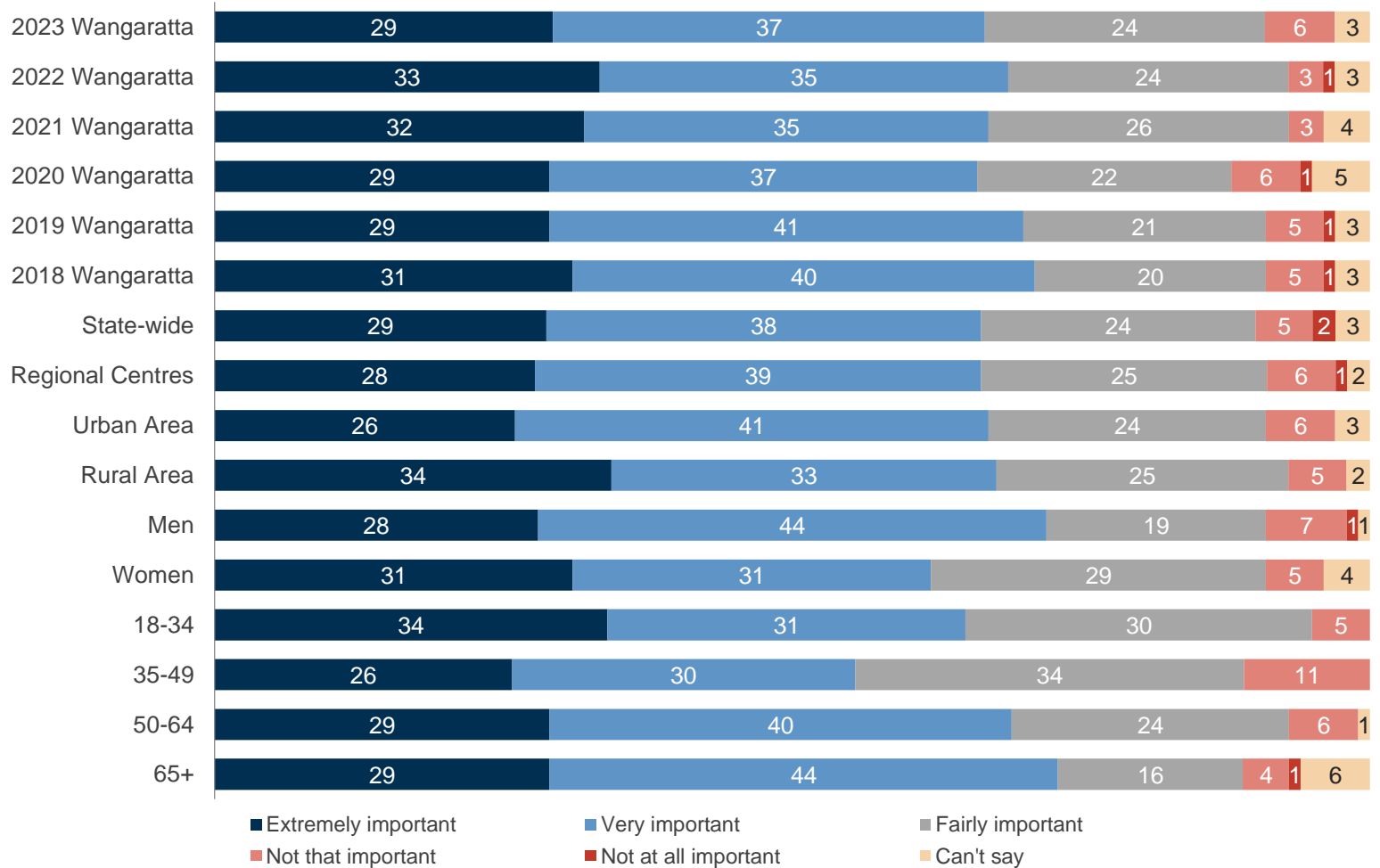
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5



Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	53▲	52	57	58	49	51	n/a	n/a	n/a
Regional Centres	53▲	54	58	57	58	57	60	n/a	n/a
Women	51	55	59	55	49	55	n/a	n/a	n/a
50-64	50	46	49	51	49	52	n/a	n/a	n/a
65+	49	54	58	57	49	49	n/a	n/a	n/a
35-49	48	50	51	49	46	45	n/a	n/a	n/a
Wangaratta	47	51	54	54	47	50	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54
Men	44	47	49	53	46	44	n/a	n/a	n/a
18-34	41	49	54	58	46	52	n/a	n/a	n/a
Rural Area	41▼	45	49	49	45	48	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: 32 Councils asked group: 5

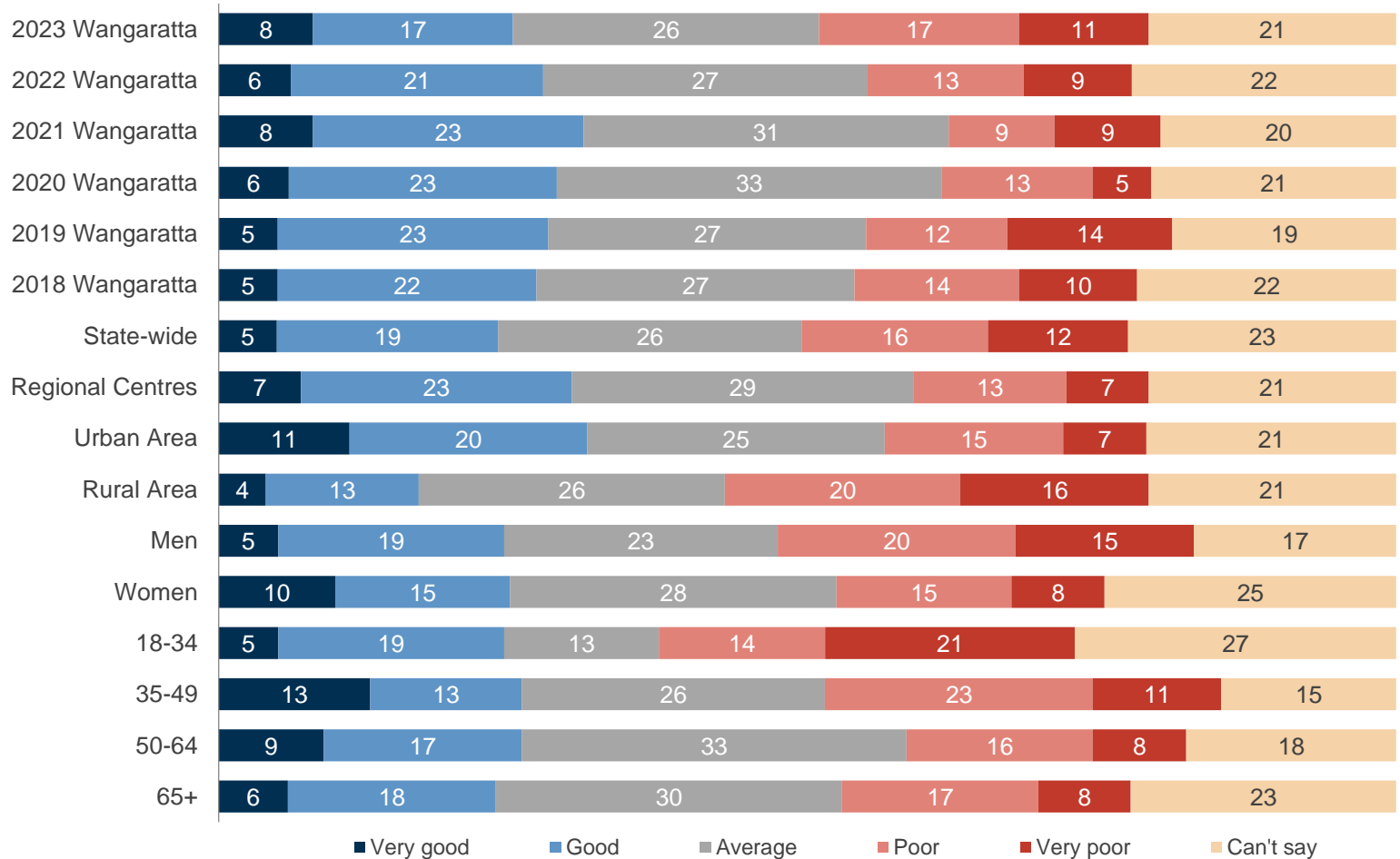
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)



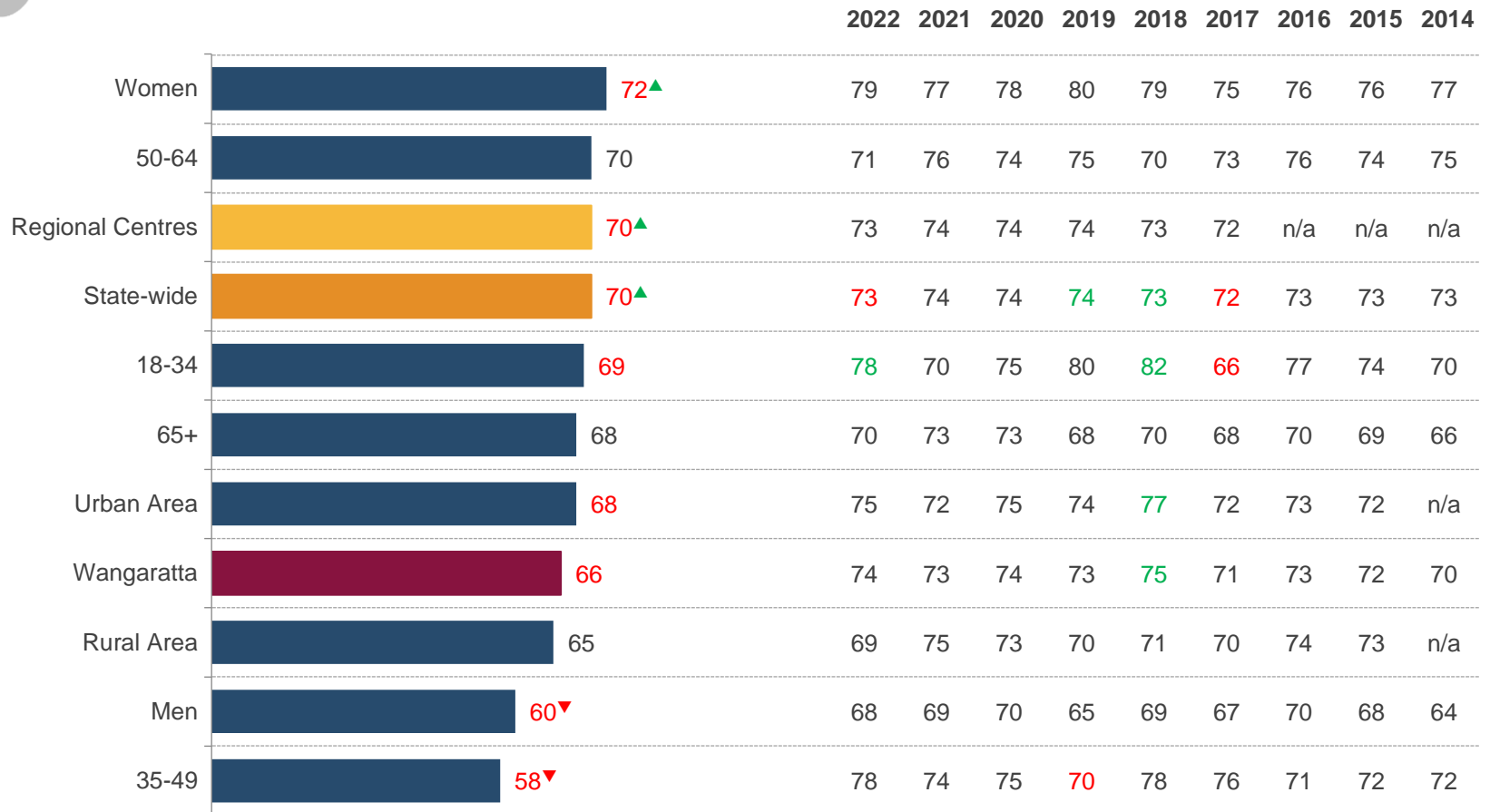
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



Environmental sustainability importance



2023 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5

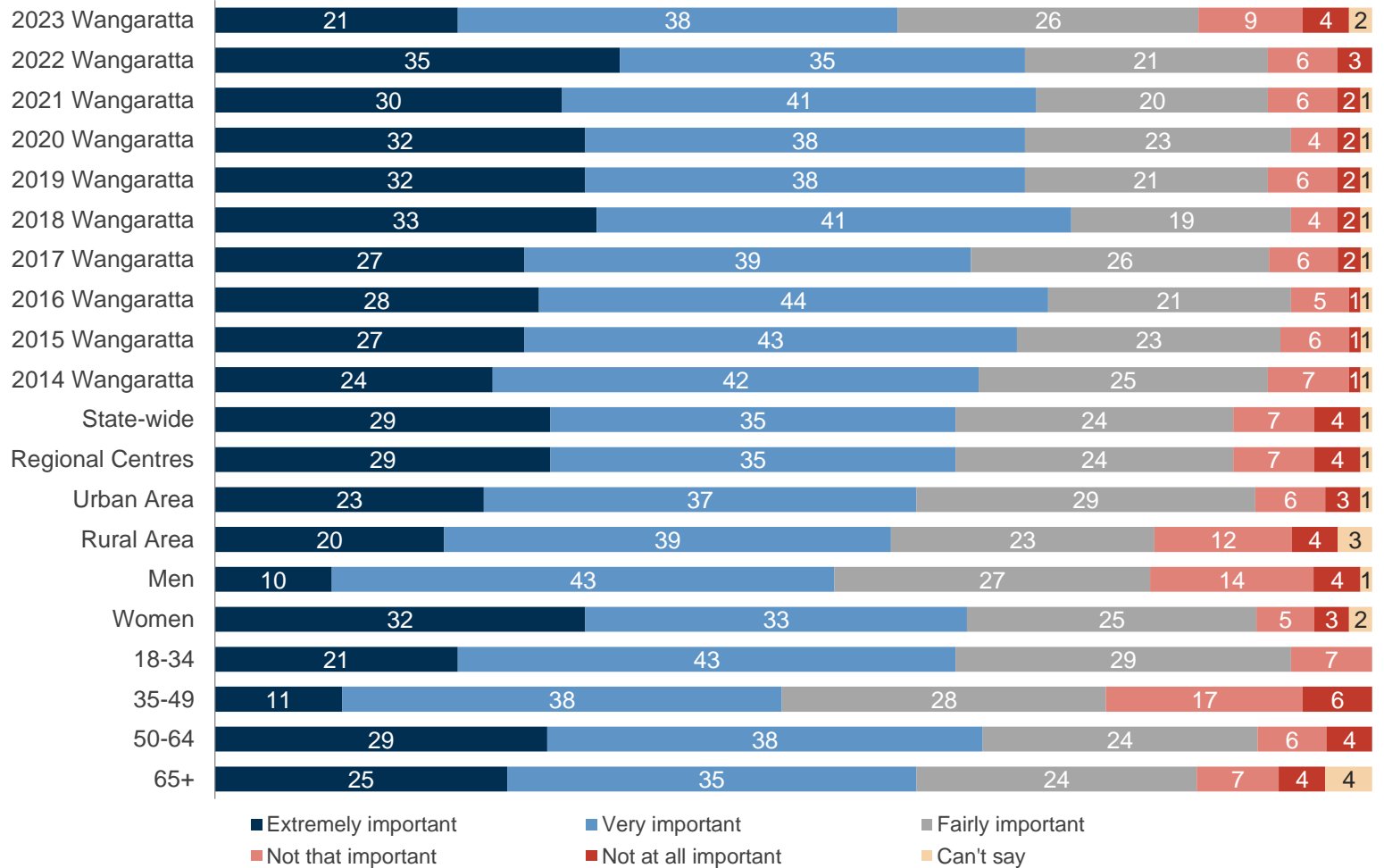
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)



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



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6

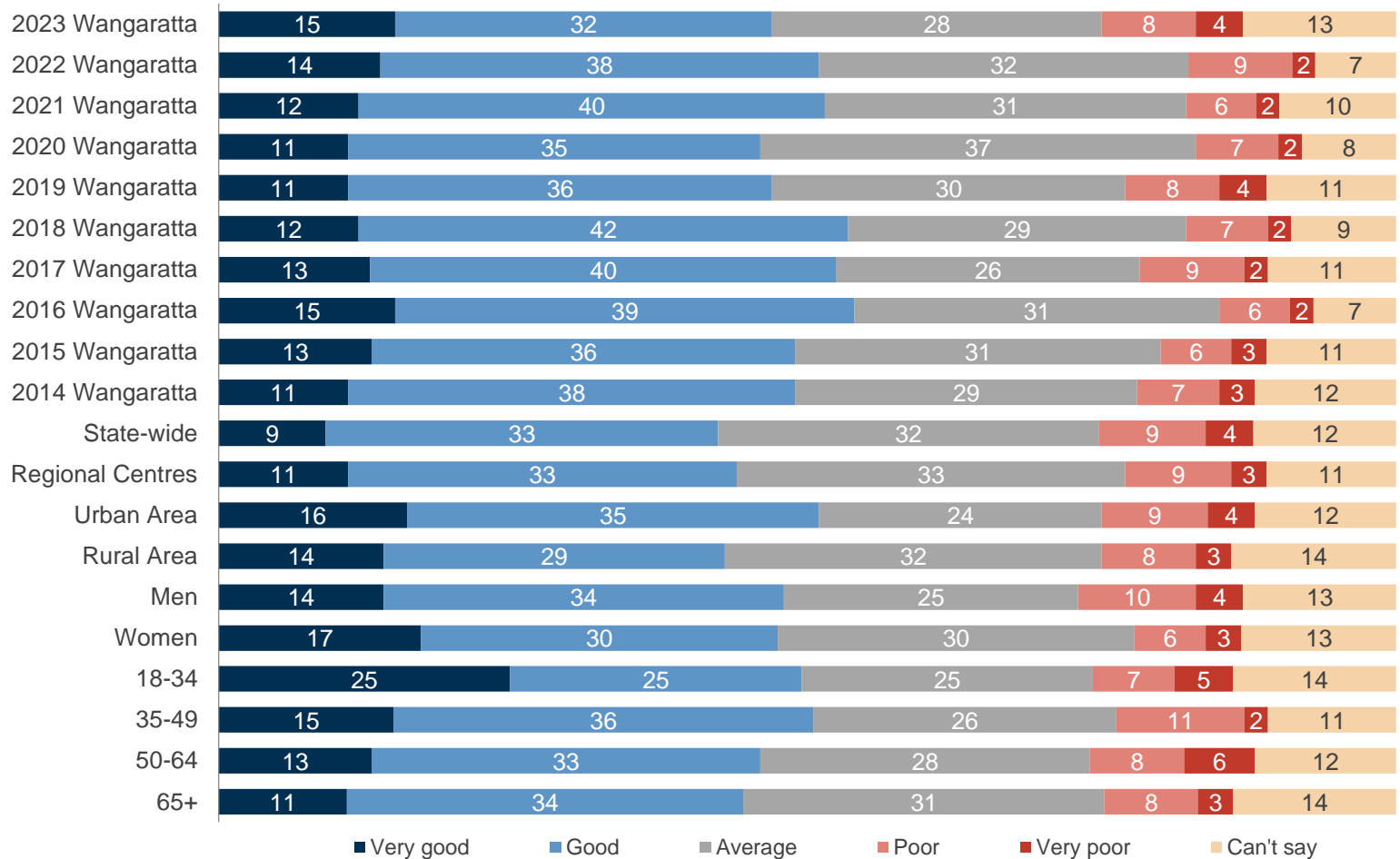
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	85	88	81	80	78	83	78	81	81	n/a
65+	85	82	82	79	77	82	78	80	81	n/a
Women	85	83	83	83	81	81	81	79	81	n/a
Rural Area	84	88	85	82	83	86	82	82	84	n/a
Wangaratta	84	83	81	80	78	80	77	77	81	n/a
Urban Area	84	82	78	79	74	77	75	74	79	n/a
Men	83	83	80	78	74	80	73	76	81	n/a
State-wide	83	83	81	80	80	80	79	79	78	78
35-49	83	88	84	81	77	83	78	72	83	n/a
18-34	83	77	77	81	78	72	75	76	81	n/a
Regional Centres	79▼	79	78	76	75	77	76	n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

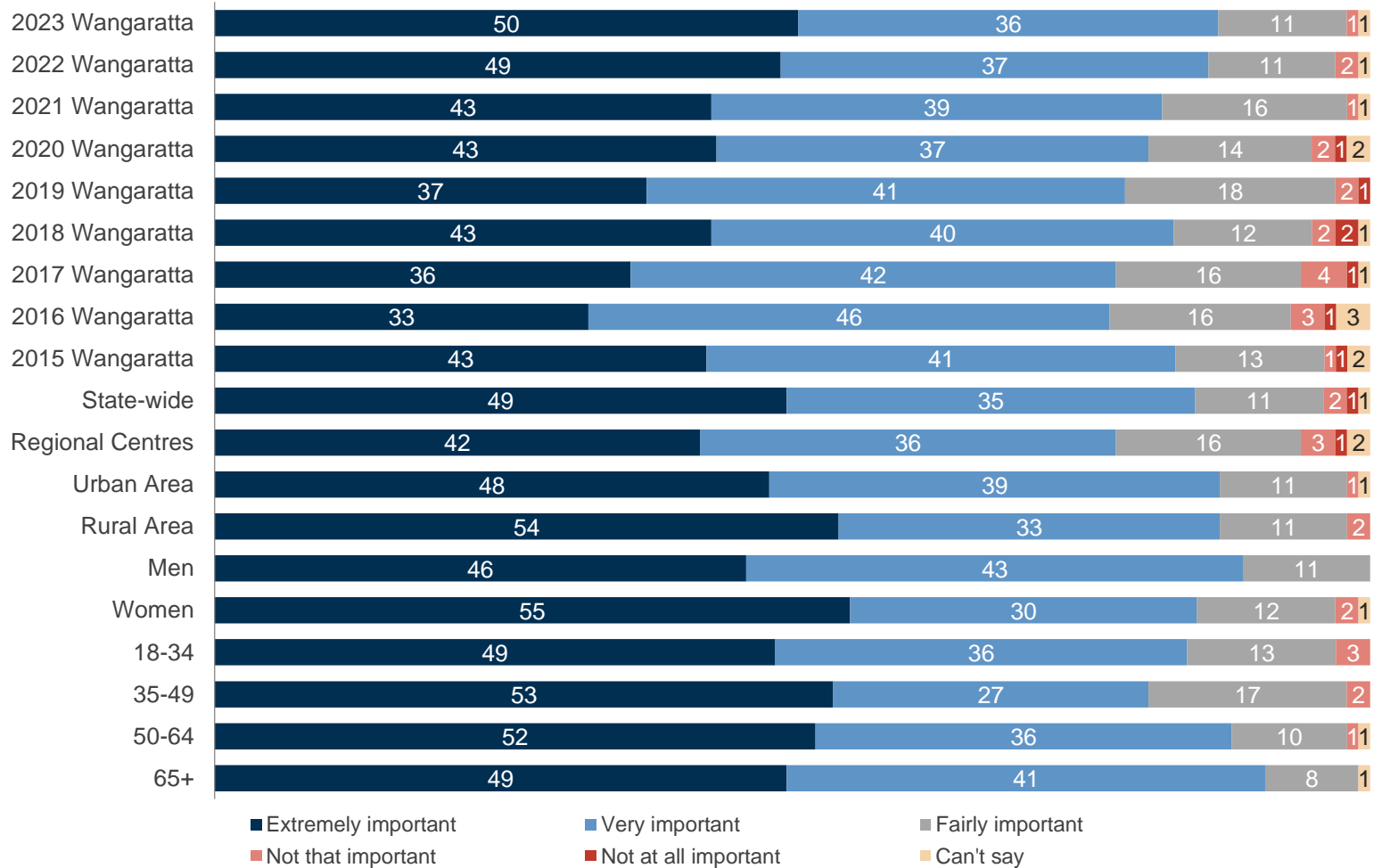
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	45▲	46	53	55	52	52	n/a	n/a	n/a
Urban Area	44	46	57	51	52	51	49	51	55
18-34	41	46	52	47	49	45	45	51	57
65+	41	47	53	50	53	45	48	51	46
Men	41	45	52	46	52	48	46	46	52
Wangaratta	40	45	52	48	48	46	46	48	50
Women	40	44	52	49	44	45	46	51	47
50-64	40	43	44	47	45	47	47	44	48
35-49	38	40	57	45	44	49	45	49	48
State-wide	37▼	41	45	44	44	43	44	43	45
Rural Area	37	41	45	43	42	40	43	45	43

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

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

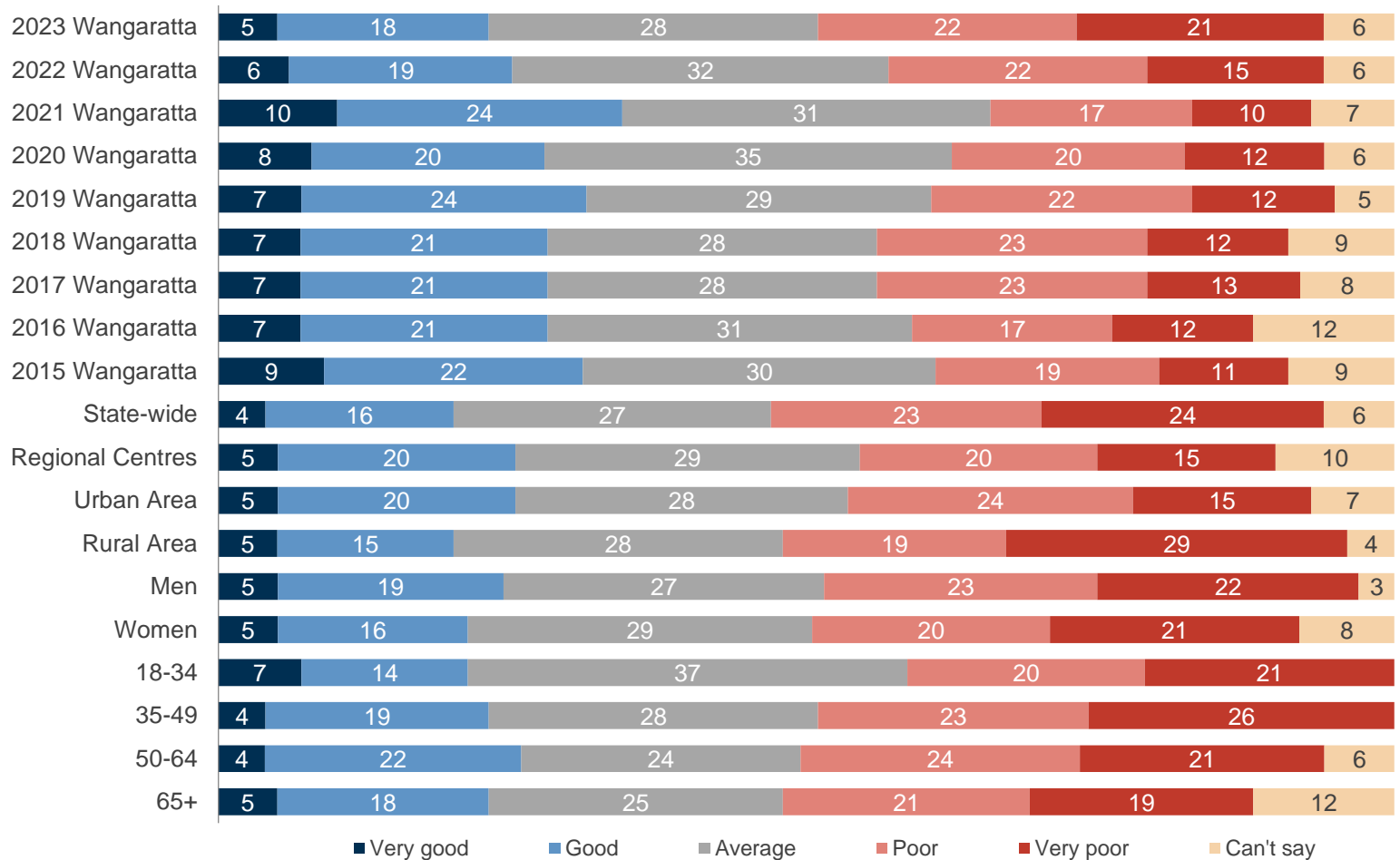
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3



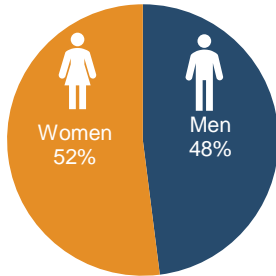
Detailed demographics



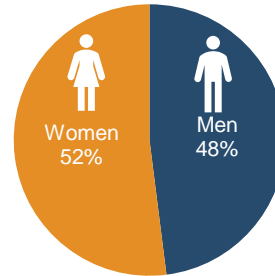
Gender and age profile

2023 gender

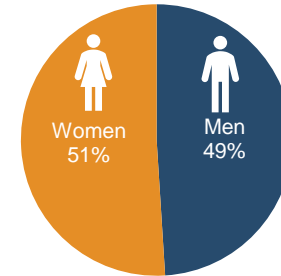
Wangaratta



Regional Centres

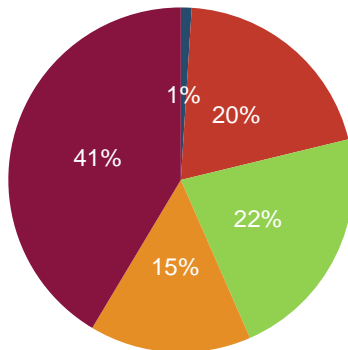


State-wide

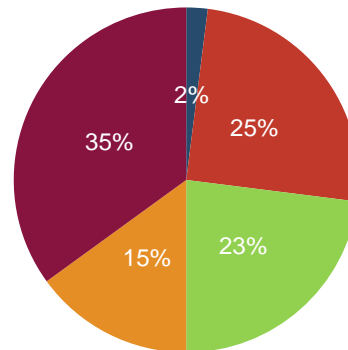


2023 age

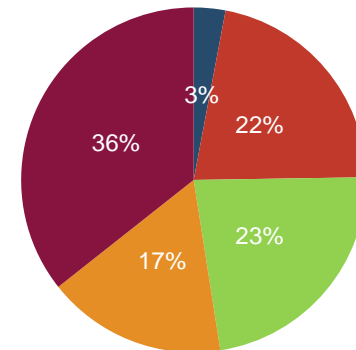
Wangaratta



Regional Centres



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background graphics of various data charts, including bar charts, line graphs, and a grid pattern.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for 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 23,400 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	190	192	+/-7.1
Women	210	208	+/-6.7
Urban Area	210	213	+/-6.7
Rural Area	190	187	+/-7.1
18-34 years	41	87	+/-15.5
35-49 years	47	88	+/-14.4
50-64 years	83	60	+/-10.8
65+ years	229	165	+/-6.5



Appendix A: Significant difference reporting notation

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

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

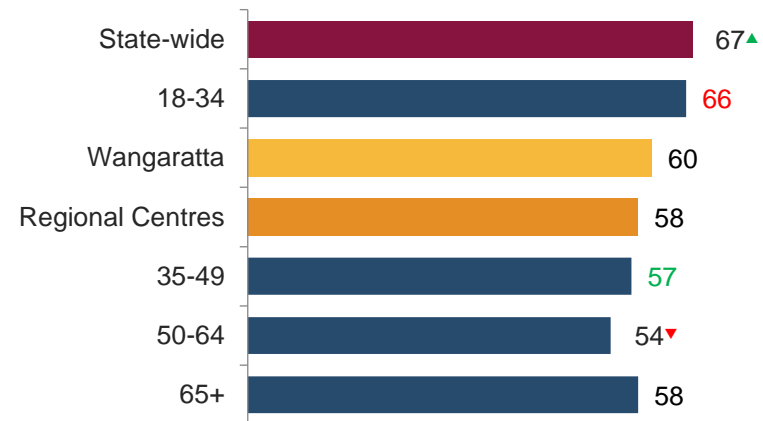
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=401 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

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



Appendix B: Analysis and reporting

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

Council Groups

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 2023 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 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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