



2024 Local Government Community Satisfaction Survey

State-wide Report

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



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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-fifth 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 25 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 25 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.



Contextual considerations

In 2024, like 2023, many councils that participated in the Victorian Local Government annual Community Satisfaction Survey (CSS) received lower overall performance index scores. The State-wide overall performance index score for all Victorian councils fell a statistically significant two points, from an index score of 56 in 2023 to 54 in 2024, continuing a downward trend from the 2022 CSS results. The Metropolitan group and Interface group councils halted this trend in 2024, but it is still largely evident in Regional Centres and Large and Small Rural group councils.

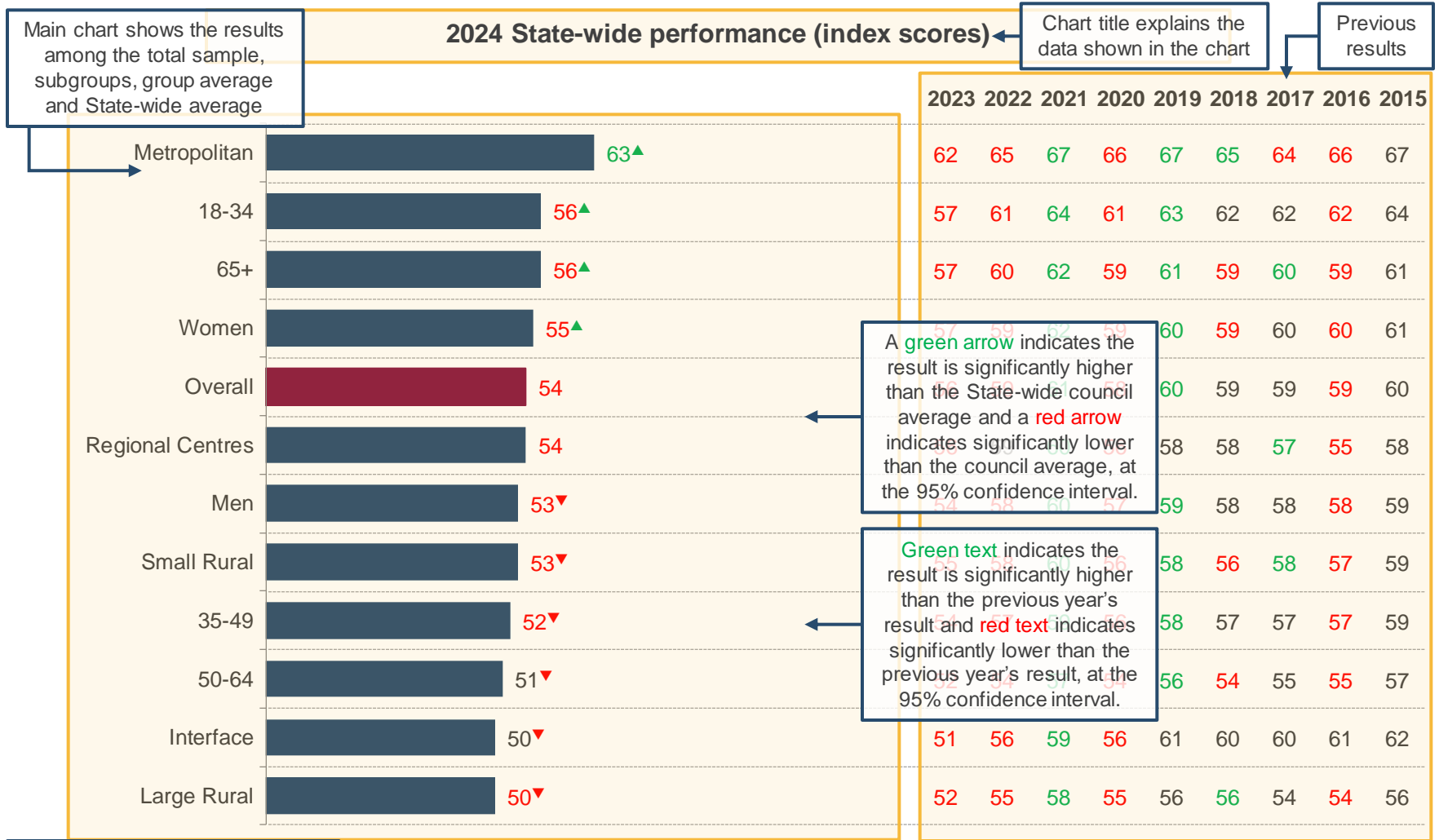
Reports for individual councils show demographic or geographic cohorts who are particularly dissatisfied with aspects of their council's overall performance and performance on individual service areas. Where dissatisfaction on individual service areas is also a strong driver of overall satisfaction, a decline in the overall performance score can result.

CSS findings are consistent with long-term independent research conducted by JWS Research showing a consistent downward trend reported by Australians and Victorians since mid-2020, when asked to rate the current performance of local government (see [JWS Research True Issues May 2024](#), slide 19).

External factors can also contribute to negative sentiment for individual councils or for the local sector government more broadly. These may include (but are not limited to) substantial rate increases (or other fees and charges), investigations and/or criminal charges against councillors or council staff, the appointment of a municipal monitor, commission of inquiry or dissolution of a council, major changes in delivery to council services, negatively viewed decisions and actions on infrastructure and development or perceived poor value for money for council services in the context of high and worsening cost of living pressures.



How to read index score charts in this report



Question asked and base size(s)

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



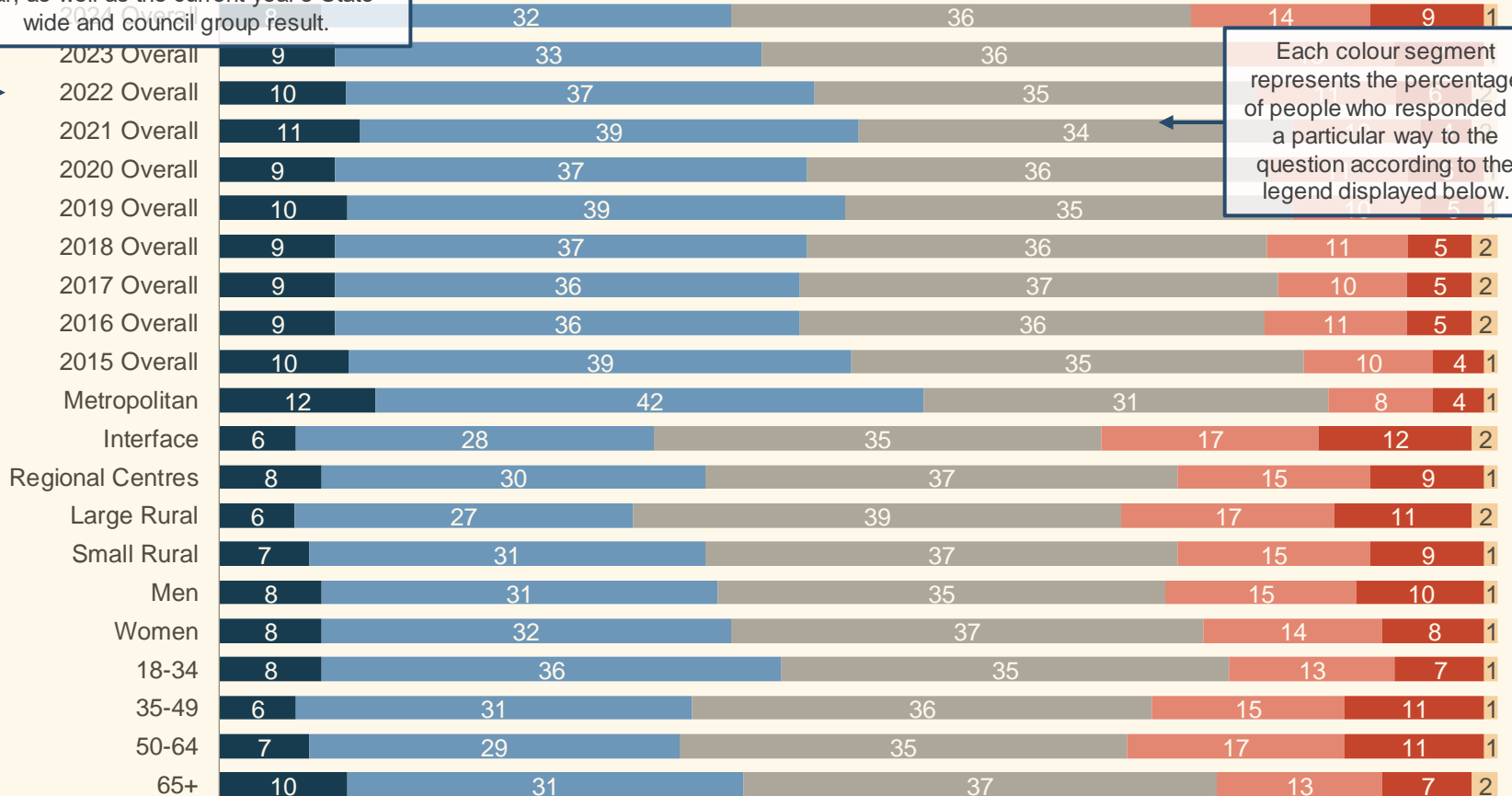
How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

2024 State-wide performance (%)

Chart title explains the data shown in the chart

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.



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Base: All respondents. Councils asked State-wide: 62 Councils asked group:

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.

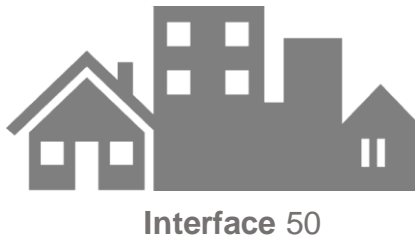
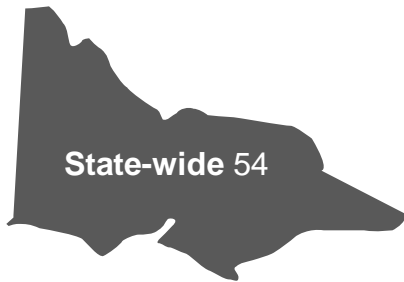
Key findings and recommendations



State-wide performance – at a glance

State-wide council performance

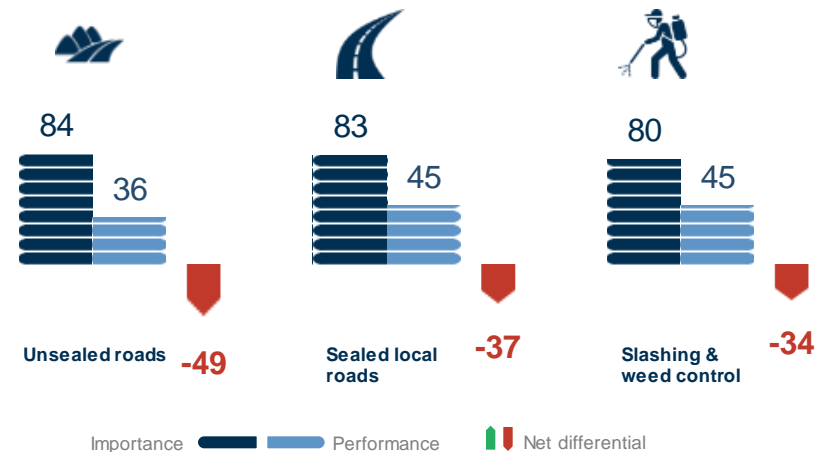
Results shown are index scores out of 100.



Top 3 performing areas



Top 3 areas for improvement





Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

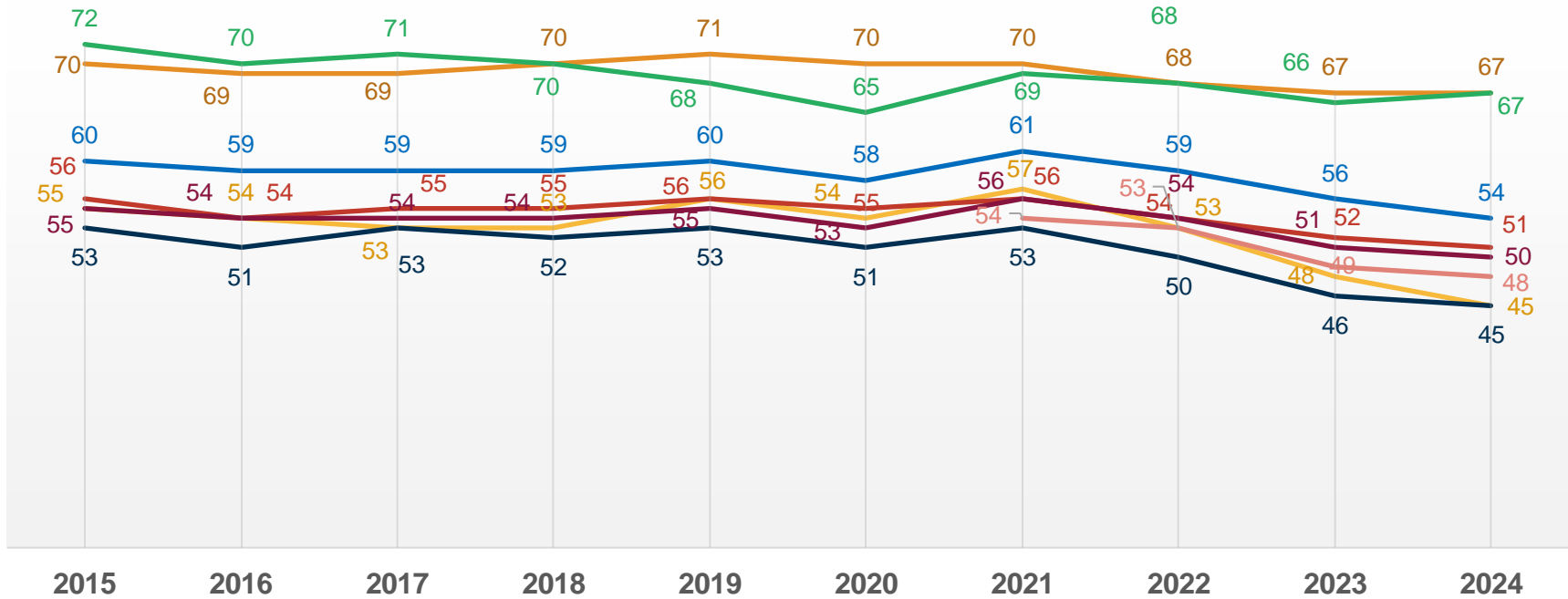
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

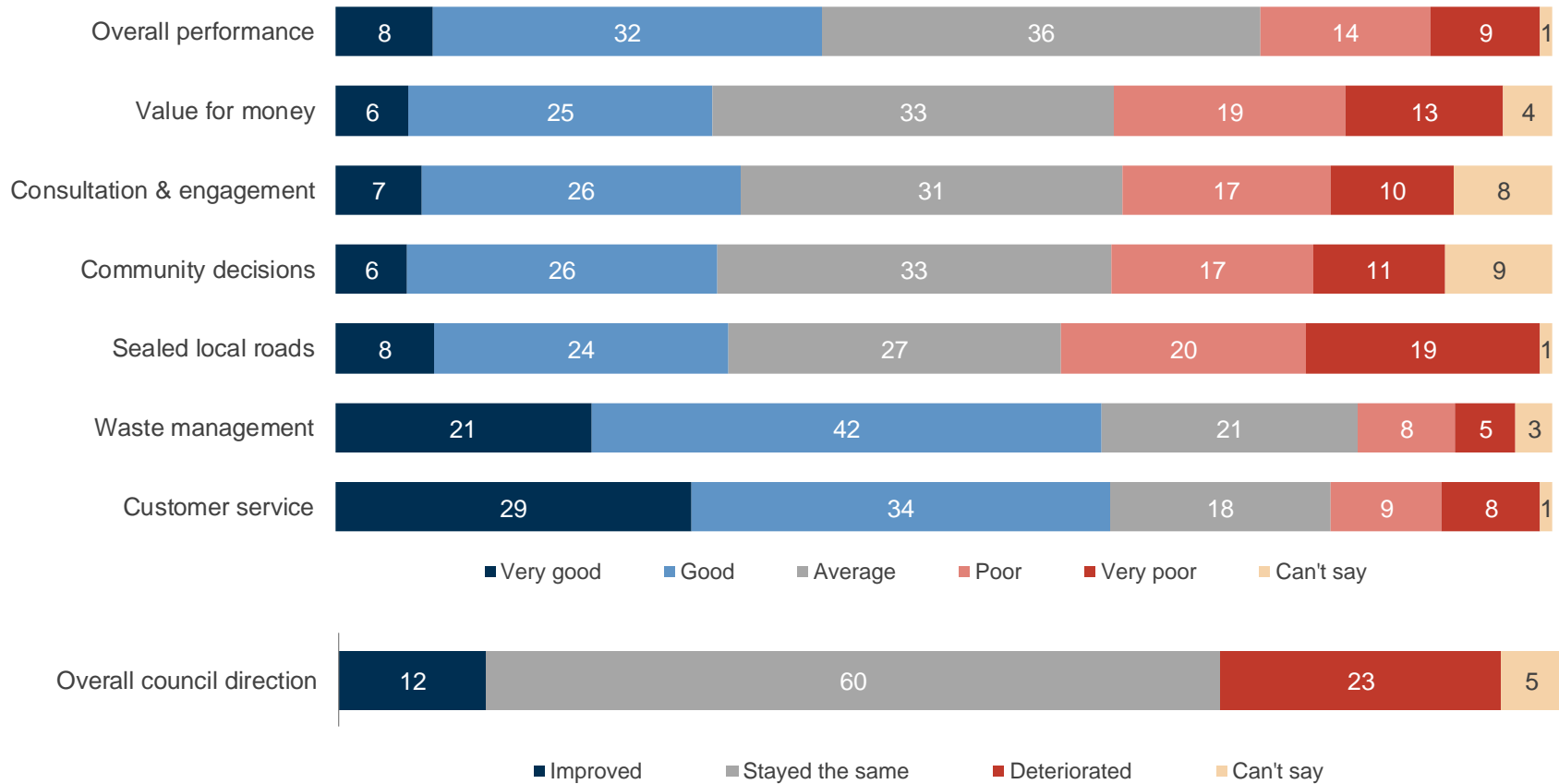
Overall Council Direction















Summary of core measures

Core measures summary results (%)





Summary of State-wide performance

Services		State-wide 2024	State-wide 2023	Highest score	Lowest score
	Overall performance	54	56	Metropolitan	Large Rural Shires, Interface
	Value for money	48	49	Metropolitan	Large Rural Shires
	Overall council direction	45	46	Metropolitan	50-64 years
	Customer service	67	67	Metropolitan	Men
	Art centres & libraries	73	73	Metropolitan	Interface
	Recreational facilities	68	68	Metropolitan	Interface
	Appearance of public areas	68	67	Small Rural Shires	Interface
	Waste management	67	66	Metropolitan, 65+ years	35-64 years
	Community & cultural	66	66	Small Rural Shires, Metropolitan	Interface
	Emergency & disaster mngt	65	65	65+ years	Interface



Summary of State-wide performance

Services		State-wide 2024	State-wide 2023	Highest score	Lowest score
	COVID-19 response	65	67	Women	Regional Centres, Men
	Elderly support services	63	63	65+ years	Interface
	Family support services	63	63	Metropolitan, 65+ years	Interface, 50-64 years
	Enforcement of local laws	61	61	18-34 years	Interface
	Environmental sustainability	60	60	Metropolitan	Large Rural Shires, Interface
	Tourism development	59	61	Large Rural Shires, 65+ years, Small Rural Shires, Women	Interface
	Disadvantaged support serv.	58	59	Metropolitan	Interface
	Bus/community dev./tourism	57	59	Small Rural Shires, Regional Centres	Large Rural Shires, 35-64 years
	Business & community dev.	57	57	Metropolitan, Large Rural Shires	50-64 years
	Informing the community	56	57	Metropolitan	Interface



Summary of State-wide performance

Services		State-wide 2024	State-wide 2023	Highest score	Lowest score
	Parking facilities	54	55	Small Rural Shires	Large Rural Shires
	Traffic management	53	55	Small Rural Shires	Large Rural Shires
	Local streets & footpaths	52	52	Metropolitan	Interface, Large Rural Shires
	Consultation & engagement	51	52	Metropolitan	50-64 years, Large Rural Shires
	Town planning policy	50	50	Metropolitan	Interface
	Community decisions	50	51	Metropolitan	50-64 years, Large Rural Shires
	Lobbying	50	51	Metropolitan	50-64 years
	Population growth	47	48	Regional Centres	Interface, Small Rural Shires
	Sealed local roads	45	48	Metropolitan	Large Rural Shires
	Slashing & weed control	45	46	Metropolitan	50-64 years, Large Rural Shires
	Planning & building permits	45	47	Regional Centres	Large Rural Shires
	Unsealed roads	36	37	Regional Centres	50-64 years, 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of overall performance for councils' State-wide have declined for the third year in a row and are now at a decade-long low. However, there is some evidence of an end to this downward trend. Overall performance ratings for councils in the Metropolitan group have improved significantly this year, counter to the State-wide trend, while overall performance ratings for councils in the Interface group have stabilised (and are not significantly different to last year).

Key influences on perceptions of overall performance

Victorian councils should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. State-wide, these remain council decisions made in the interest of the community, the condition of sealed local roads (excluding those managed by VicRoads) and town planning. These are again among the lower performing areas for councils State-wide, with performance on sealed local roads also being most mentioned as in need of improvement.

Area grouping comparisons

On all of the eight core measures, the Metropolitan group of councils performs significantly higher than the State-wide average. In many instances, perceptions have improved this year for the Metropolitan group. Regional Centres councils mostly perform on par with the State-wide averages. Among the Interface group of councils, results are mixed with the group either performing on par with, or significantly below the State-wide averages. Large and Small Rural council groups tend to rate below the State-wide average.

Rebuilding connections with the community

Many core measures continue a downward trend since recent peaks in 2021. A focus on shoring up perceptions of community consultation and engagement is warranted. Ensuring the community believes that decisions are indeed made on behalf of the community is also crucial. Together, these efforts will help to foster a sense of connectedness and turn around perceptions that councils are heading in the right direction, rather than the wrong direction.

DETAILED FINDINGS



Overall performance



Overall performance

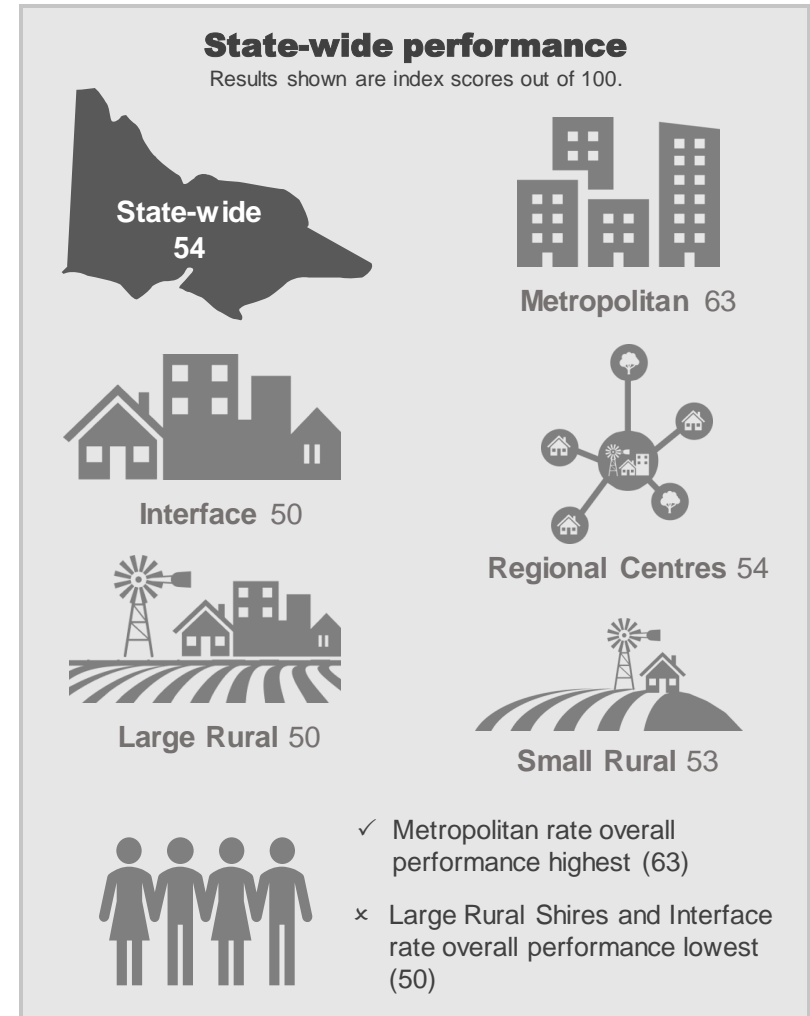
The overall performance index score of 54 for councils State-wide continues a multi-year trend of decline from a peak performance rating of 61 in 2021. The current result is the lowest result in a decade.

This decline in overall performance is the result of significant declines in perceptions, at the 95% confidence interval, across most demographic and council groups.

Of note, and in contrast to the pattern across the State, perceptions of overall performance significantly improved this year in the Metropolitan council group. This group continues to rate significantly higher than the State-wide average.

Furthermore, perceptions among the Interface council group have stabilised and are in line with the 2023 result, demonstrating a change in direction and the potential for an uplift to follow in other areas across the State. That said, the significant downward trend continues this year in perceptions of performance for the Regional Centre and Large and Small Rural council groups.

State-wide, residents are divided on the value for money received from their council in infrastructure and services. Trends in value for money index scores follow the pattern of overall performance.





Overall performance

2024 overall performance (index scores)

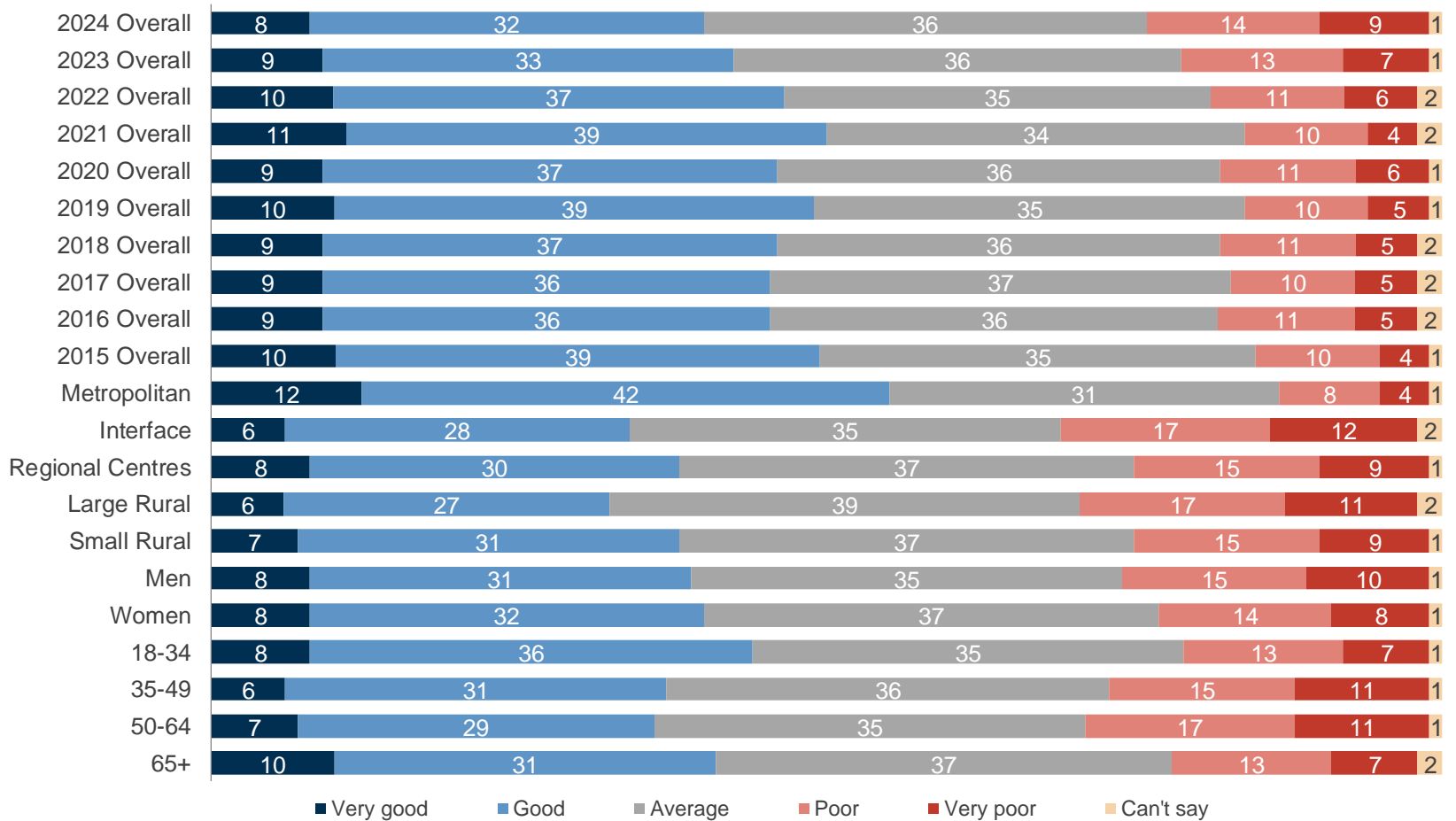
	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	63▲	62	65	67	66	67	65	64	66	67
18-34	56▲	57	61	64	61	63	62	62	62	64
65+	56▲	57	60	62	59	61	59	60	59	61
Women	55▲	57	59	62	59	60	59	60	60	61
Overall	54	56	59	61	58	60	59	59	59	60
Regional Centres	54	56	59	60	56	58	58	57	55	58
Men	53▼	54	58	60	57	59	58	58	58	59
Small Rural	53▼	55	58	60	56	58	56	58	57	59
35-49	52▼	54	57	59	56	58	57	57	57	59
50-64	51▼	52	54	57	54	56	54	55	55	57
Interface	50▼	51	56	59	56	61	60	60	61	62
Large Rural	50▼	52	55	58	55	56	56	54	54	56

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



Overall performance

2024 overall performance (%)



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



Value for money in services and infrastructure

2024 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	57 [▲]	56	61	62	n/a	n/a	n/a	n/a	n/a
65+	51 [▲]	53	55	57	n/a	n/a	n/a	n/a	n/a
Women	49 [▲]	51	54	55	n/a	n/a	n/a	n/a	n/a
18-34	49 [▲]	50	55	57	n/a	n/a	n/a	n/a	n/a
Regional Centres	48	50	53	55	n/a	n/a	n/a	n/a	n/a
Overall	48	49	53	54	n/a	n/a	n/a	n/a	n/a
Small Rural	47 [▼]	49	51	52	n/a	n/a	n/a	n/a	n/a
Interface	47	48	51	54	n/a	n/a	n/a	n/a	n/a
Men	47 [▼]	48	51	53	n/a	n/a	n/a	n/a	n/a
35-49	44 [▼]	46	49	51	n/a	n/a	n/a	n/a	n/a
50-64	44 [▼]	45	48	50	n/a	n/a	n/a	n/a	n/a
Large Rural	43 [▼]	45	48	50	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Council at providing good value for money in infrastructure and services provided to your community?

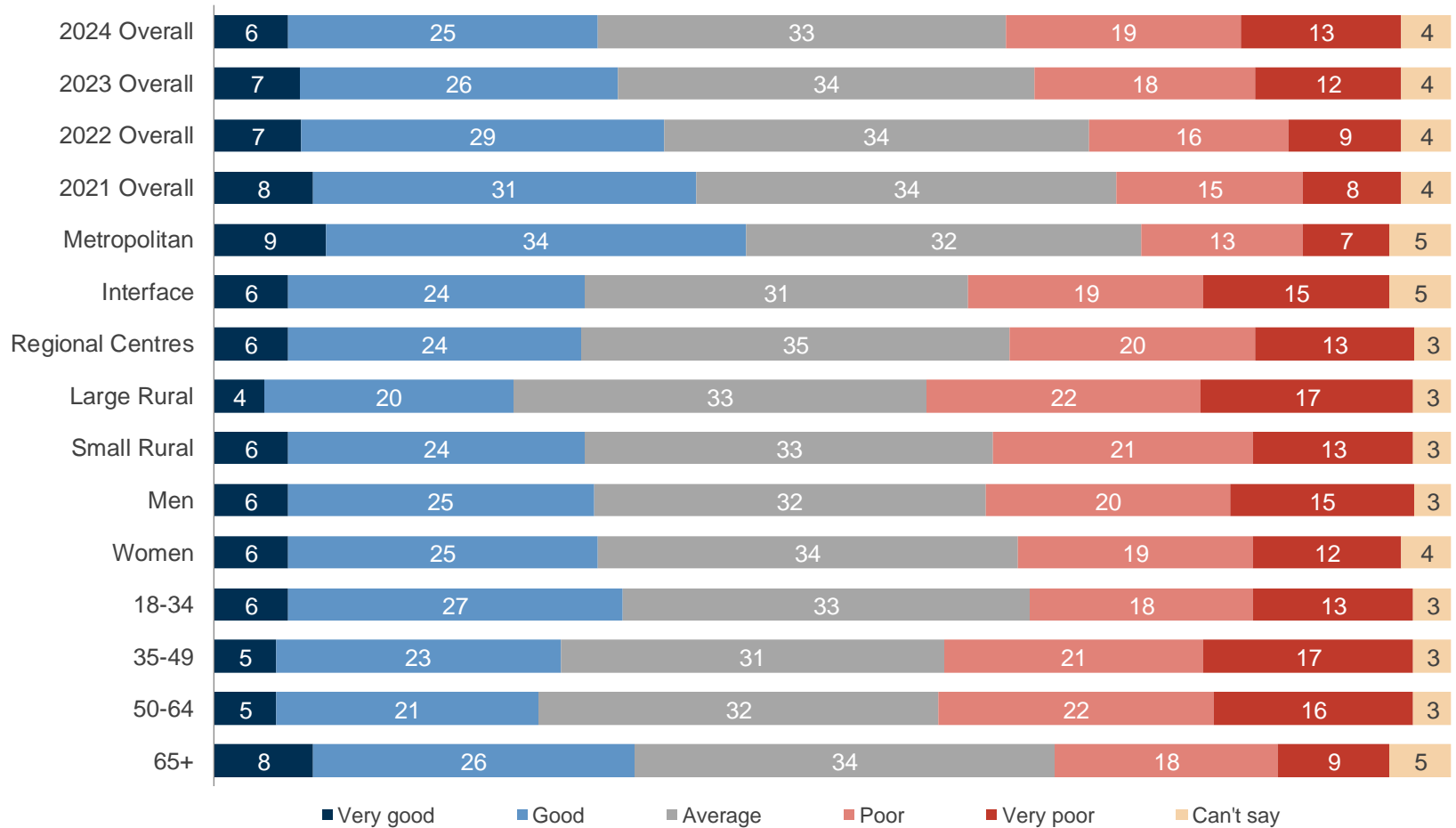
Base: All respondents. Councils asked State-wide: 61

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



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 61 Councils asked group:



Top performing service areas

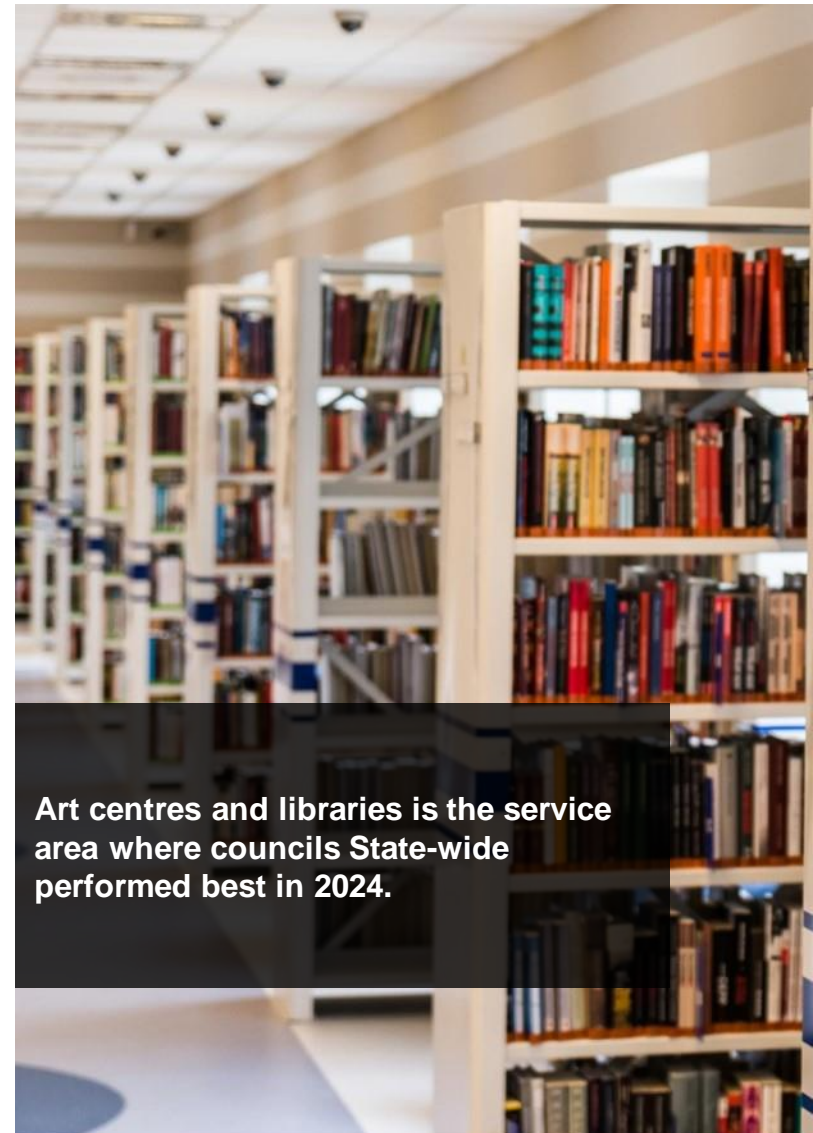
This year sees a mixed result in performance on individual service areas, but the downward trend in perceptions has abated in many instances. In 2023, performance ratings in most service areas declined. This year, we see a turnaround, with perceptions of almost half of the services areas remaining stable and two service areas showing improvement.

Art centres and libraries (index score of 73) remains the top-rated service area of councils State-wide. Performance ratings for this service area have not changed in four years.

Recreational facilities and the appearance of public areas are the next highest rated service areas (each with an index score of 68). While perceptions of recreational facilities are unchanged compared to last year, there has been an improvement in perceptions of the appearance of public areas (up one index point).

In these top three rated service areas, perceptions improved significantly among residents of the Metropolitan council group (and the Large Rural council group for art centres and libraries).

Further supporting these results, 10% of residents volunteer parks and gardens and/or customer service as the best aspects of their local council, and 7% mention recreational and sporting facilities and/or waste management.



Art centres and libraries is the service area where councils State-wide performed best in 2024.



Low performing service areas



Councils State-wide rate lowest – relative to their performance in other areas – in the maintenance of unsealed roads.

In 2024, councils continue to rate lowest on the performance of unsealed road maintenance*. The performance rating for this service area has declined for the third successive year and sits at a decade-low index score of 36 points.

The rating for unsealed roads declined significantly for the Small Rural council group (down three points to an index score of 35) and also for Regional Centres (down five points to 40), although the latter area still rates significantly higher than the State-wide average.

Planning and building permits, slashing and weed control, and sealed local roads rate equally as the next most poorly performing areas, each at an index score of 45, with sealed local roads and planning and building permits declining significantly on 2023 and continuing multi-year downward trends.

Unsealed roads, sealed local roads, and slashing and weed control all have the largest net negative differentials between rated performance and importance. Sealed road maintenance also has the highest mention (at 20%) as the most important thing Councils need to do to improve their performance.

* Service area not rated by Metropolitan group council residents.



Individual service area performance

2024 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	73	73	73	74	74	74	73	72	73
Recreational facilities	68	69	71	70	70	69	70	69	70
Appearance of public areas	68	71	73	72	72	71	71	71	72
Waste management	67	68	69	65	68	70	71	70	72
Community & cultural	66	65	65	68	69	69	69	69	69
Emergency & disaster mngt	65	66	71	68	72	71	70	69	70
COVID-19 response	65	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	63	67	69	68	68	68	68	68	69
Family support services	63	65	66	66	67	66	67	66	67
Enforcement of local laws	61	63	64	63	64	64	64	63	66
Environmental sustainability	60	61	62	60	62	63	64	63	64
Tourism development	59	60	62	62	63	63	63	63	63
Disadvantaged support serv.	58	62	63	60	62	61	61	61	62
Bus/community dev./tourism	57	60	61	59	61	60	61	60	61
Business & community dev.	57	58	60	59	61	60	60	60	60
Informing the community	56	59	60	59	60	59	59	59	61
Parking facilities	54	57	58	55	56	56	55	56	57
Traffic management	53	58	59	58	58	57	59	59	60
Local streets & footpaths	52	57	59	58	59	58	57	57	58
Consultation & engagement	51	54	56	55	56	55	55	54	56
Town planning policy	50	54	55	54	55	54	53	52	54
Community decisions	50	54	56	53	55	54	54	54	55
Lobbying	50	53	55	53	54	54	54	53	55
Population growth	47	52	53	51	52	52	52	51	54
Sealed local roads	45	53	57	54	56	53	53	54	55
Slashing & weed control	45	49	51	49	56	55	53	56	55
Planning & building permits	45	50	51	51	52	52	51	50	54
Unsealed roads	36	41	45	44	44	43	44	43	45

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

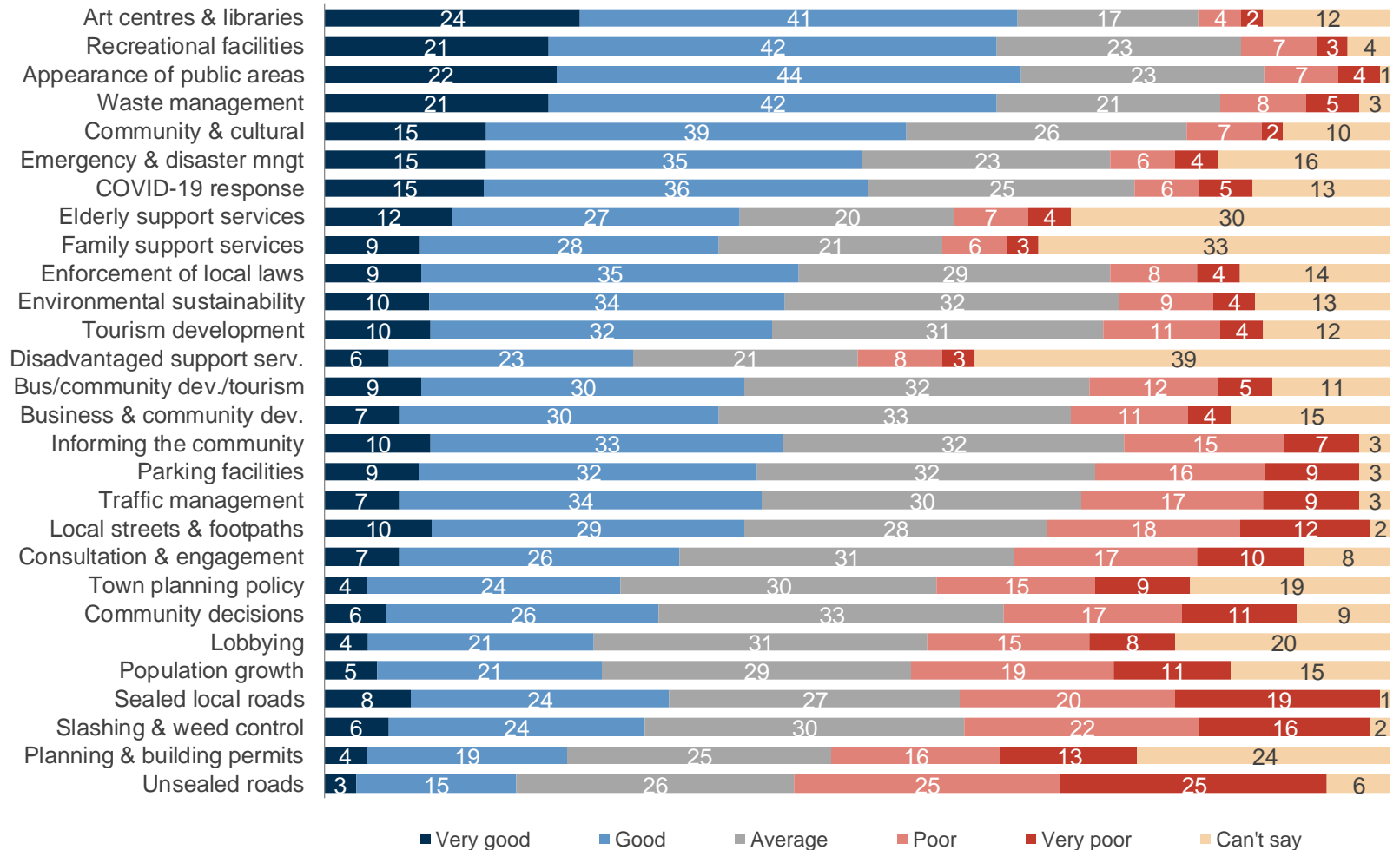
Base: All respondents. Councils asked State-wide: 62

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



Individual service area performance

2024 individual service area performance (%)



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



Individual service area importance

2024 individual service area importance (index scores)

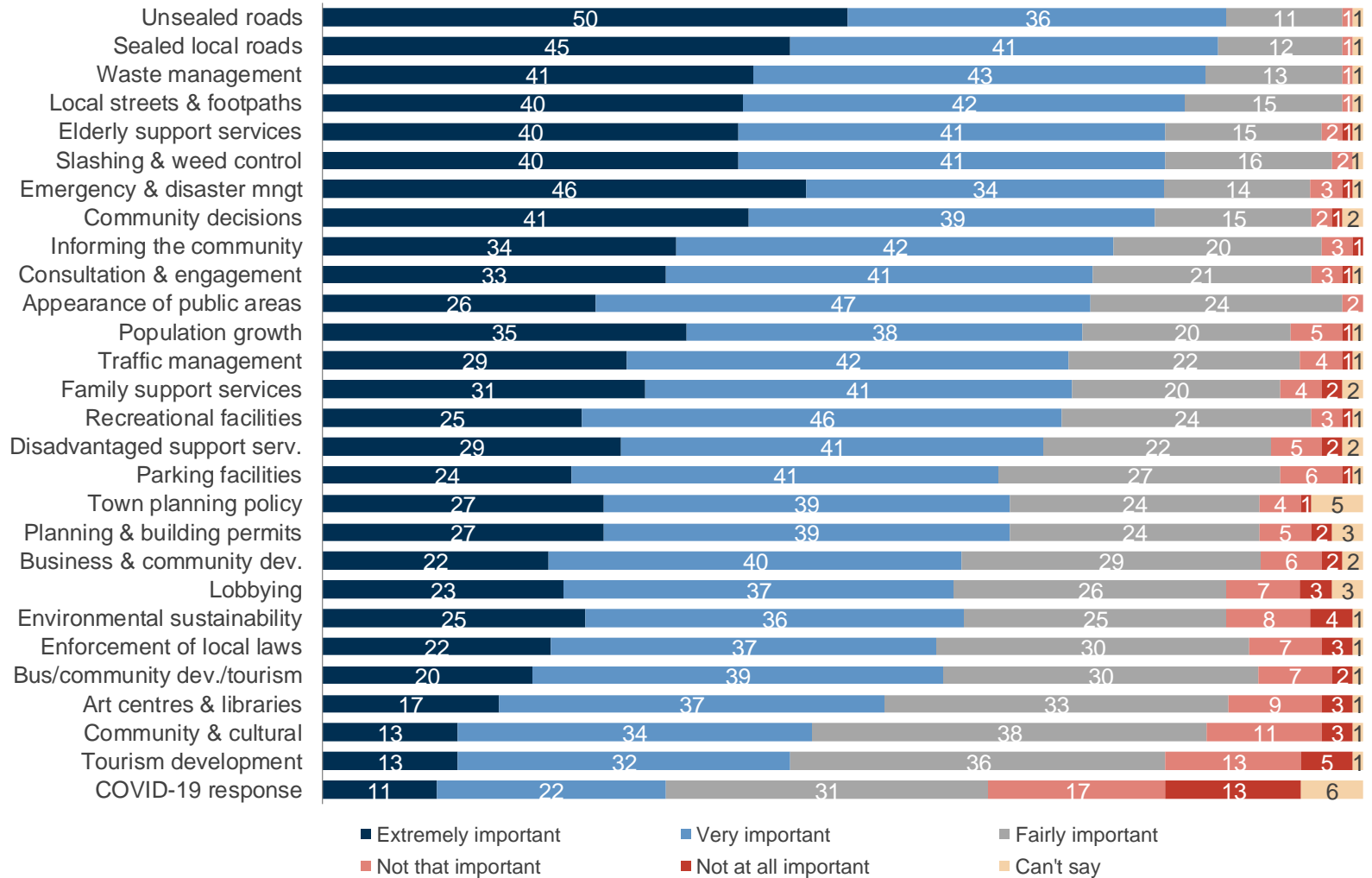
	2023	2022	2021	2020	2019	2018	2017	2016	2015
Unsealed roads	84	83	81	80	80	80	79	79	78
Sealed local roads	83	82	79	79	79	80	78	78	76
Waste management	81	81	82	82	81	81	79	80	79
Local streets & footpaths	80	81	79	78	77	78	77	77	77
Emergency & disaster mngt	80	80	81	80	81	81	80	80	80
Elderly support services	80	80	82	80	80	79	78	78	79
Slashing & weed control	80	79	79	78	74	73	74	73	73
Community decisions	80	80	81	80	80	80	79	80	80
Informing the community	76	76	77	75	75	75	74	76	75
Consultation & engagement	76	76	75	74	74	74	74	75	74
Population growth	75	76	77	76	77	77	76	76	75
Appearance of public areas	74	74	75	74	73	74	74	74	73
Family support services	74	75	76	75	74	74	73	73	73
Traffic management	74	74	73	73	73	74	72	72	71
Recreational facilities	73	73	74	72	72	73	72	73	72
Disadvantaged support serv.	73	74	77	74	74	72	71	73	73
Town planning policy	73	73	74	72	73	73	72	73	72
Planning & building permits	72	72	73	71	71	71	72	71	71
Parking facilities	71	70	72	71	71	71	70	70	70
Business & community dev.	69	68	70	69	69	69	70	70	69
Lobbying	68	68	71	69	68	68	69	69	69
Environmental sustainability	68	70	73	74	74	73	72	73	73
Enforcement of local laws	67	68	68	70	71	71	71	70	71
Bus/community dev./tourism	67	67	69	67	65	66	67	67	67
Art centres & libraries	64	65	67	67	65	65	64	66	65
Community & cultural	60	62	64	62	61	61	61	62	62
Tourism development	59	60	62	62	59	61	62	63	65
COVID-19 response	51	57	65	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2024 individual service area importance (%)

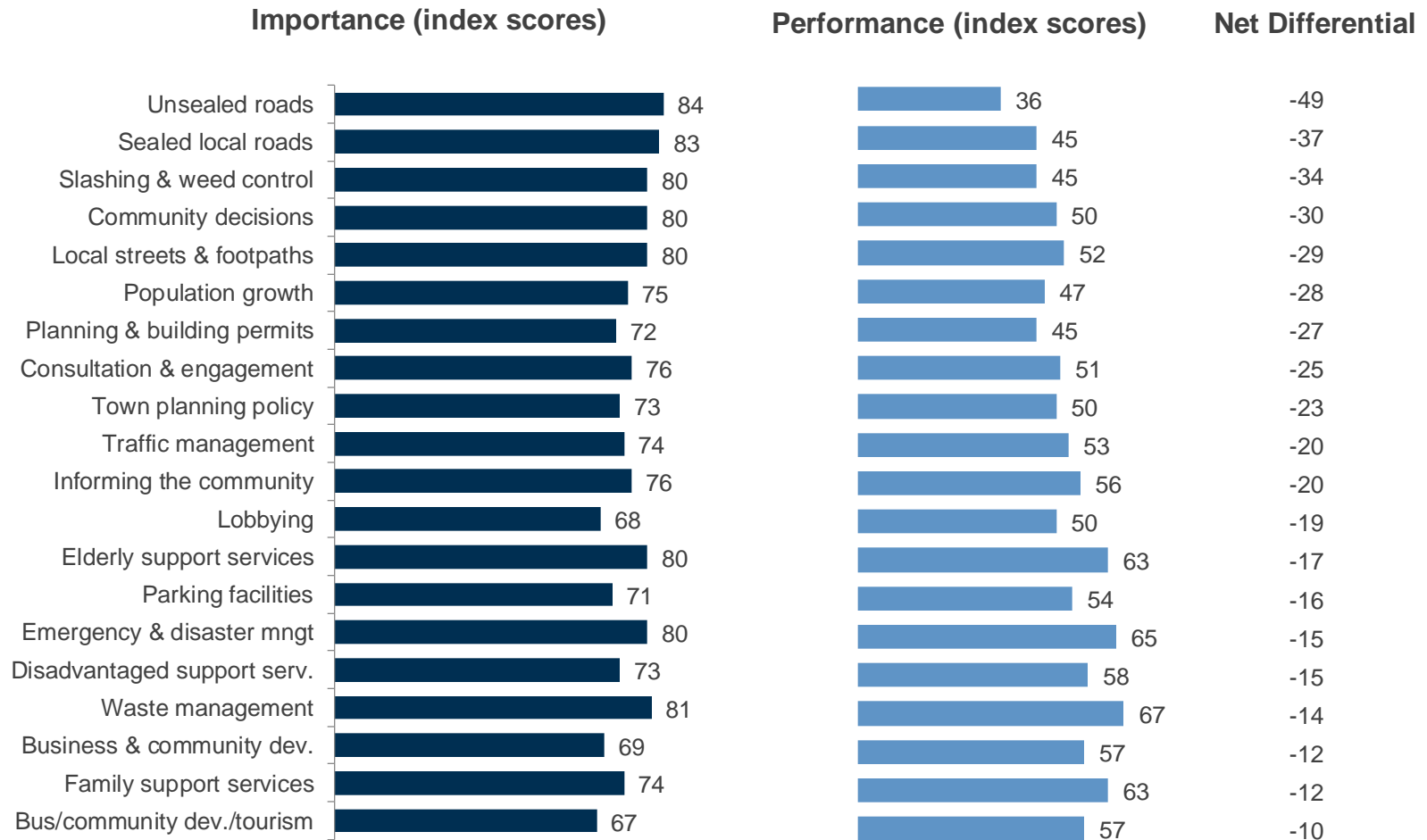


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27



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 area that has the strongest influence on the overall performance rating for councils State-wide (based on regression analysis) is:

- decisions made in the interest of the community.

Good communication and transparency with residents about decisions made in their community's interest provides the greatest opportunity to drive up overall opinion of council performance. Currently, councils State-wide perform only 'average' in this service area (index score of 50).

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

- the condition of sealed local roads (excluding VicRoads)
- town planning
- the appearance of public areas
- business, community development and tourism
- family support services.

Looking at these key service areas, councils State-wide currently perform well on the appearance of public areas (index score of 68), which has a moderate influence on overall performance ratings. Councils should continue to attend to these amenities to maintain this positive result.

Family support services also has a relatively high performance rating (index score of 63) and some influence on perceptions of overall performance.

Councils should also seek to maintain standards here to help shore up positive perceptions of this service area and council performance overall.

However, there is greater work to be done in service areas that have a stronger influence on overall perceptions but where councils perform less well. This includes the condition of sealed local roads, where councils State-wide continue to perform poorly (index score of 45), and town planning, where they are rated just 'average' (index score of 50).

In addition, while currently a lesser influence on the overall performance rating, business, community development and tourism sits only mid-range on performance, relative to other service areas (index score of 57).

Working to improve perceptions of Council processes and decisions around planning and other community development issues, and attending to resident concerns about sealed local roads, will also be important to improving overall performance ratings for councils State-wide.



Regression analysis explained

We use regression analysis to investigate the influence of individual service areas, such as decisions made in the community interest, the condition of sealed local roads, etc. (the independent variables), on respondent perceptions of overall council performance (the dependent variable).

Prior to running this analysis, the full set of individual service areas evaluated in this survey were tested for normality, linearity and multicollinearity. Because some of the data possessed some or more of these features, the full set of service area items were analysed using Exploratory Factor Analysis to determine the key factors or ‘themes’ to emerge. Six key factors or themes emerged around:

- informing, consulting, deciding and lobbying for the community
- local roads and streets
- planning, including general administration and managing growth
- maintenance and management of public areas, including waste and emergency response
- business, community development and activities, and tourism
- community facilities and support services.

Regression analysis was then performed using the most representative individual service area from each of these factors / themes as our independent variables.

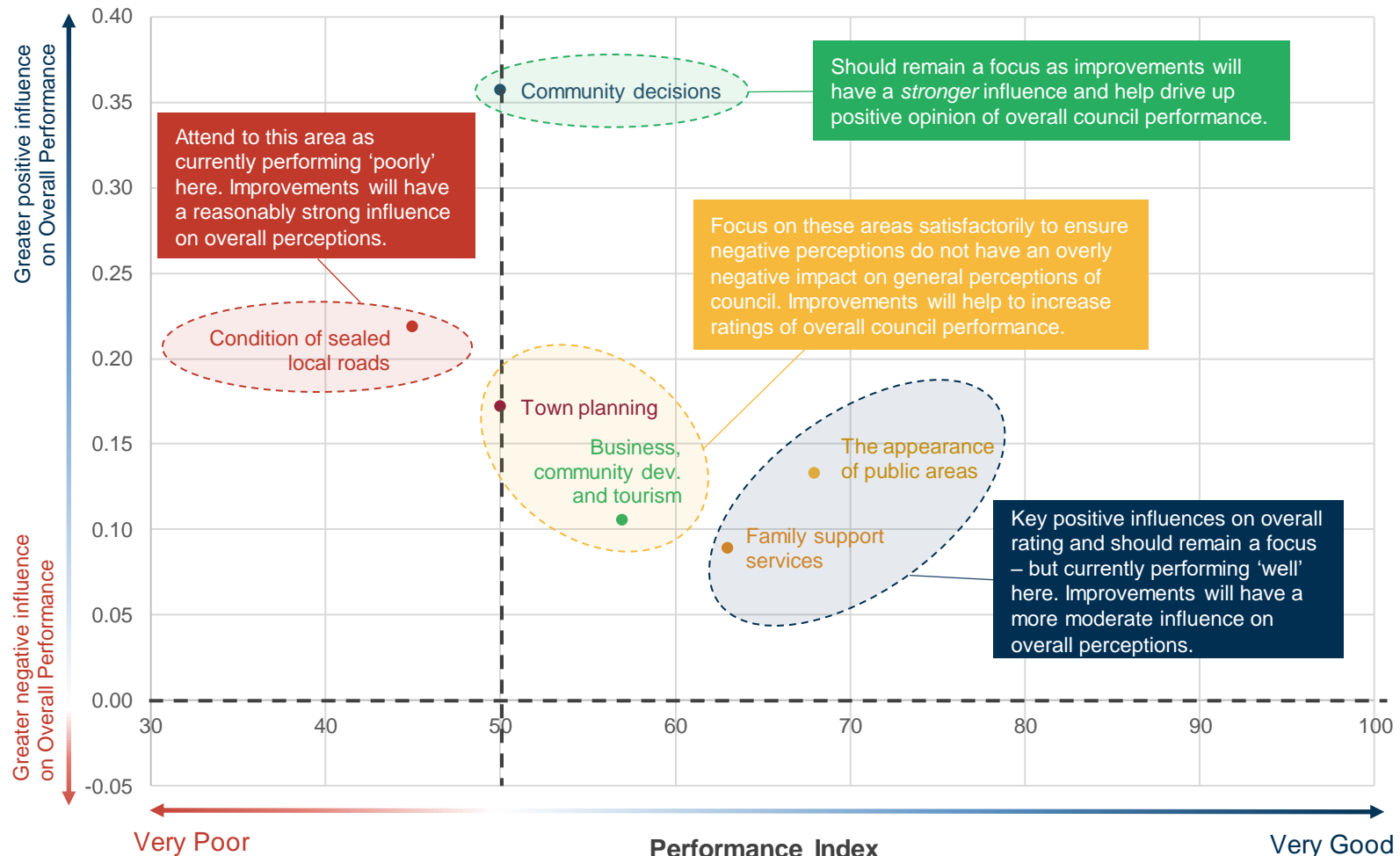
In the following chart, the horizontal axis represents the council performance index for each key service area – community decisions, sealed roads, town planning, public areas, business, community development and tourism, and family support services. Service areas appearing on the right-side of the chart have a higher performance index than those on the left (i.e. council performance is rated more highly by residents).

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.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)



The full set of performance questions were analysed using Exploratory Factor Analysis to determine key factors / 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on the above items against overall performance ratings. The multiple regression analysis model above has an R-squared value of 0.615 and adjusted R-square value of 0.615, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 744.98$.



Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -



2024 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

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

Q17. What does Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 49



Customer service



Contact with council and customer service

Contact with council

Across the State, the rate of contact with councils has remained relatively stable over time. More than six in ten households (63%) have had contact with their council in the last 12 months. The rate of contact is highest among residents aged 50 to 64 years (70%), with 18 to 34 year olds (59%) least likely to do so.

The most common means of contacting council remains telephone (37%), with in-person contact (25%, up two points) now slightly ahead of email (24%).



Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 29% of residents who rate Council's customer service as 'very good'.

Customer service

The customer service index of councils State-wide remains steady at a decade-low 67 points, halting a trend of year-on-year declines since 2021.

Customer service index scores across individual demographic and group cohorts, in the main, have not changed significantly from last year.

- The exception is the 35 to 49 year old cohort, where perceptions declined significantly (65, down a significant two-points), putting them now significantly below the State-wide average.

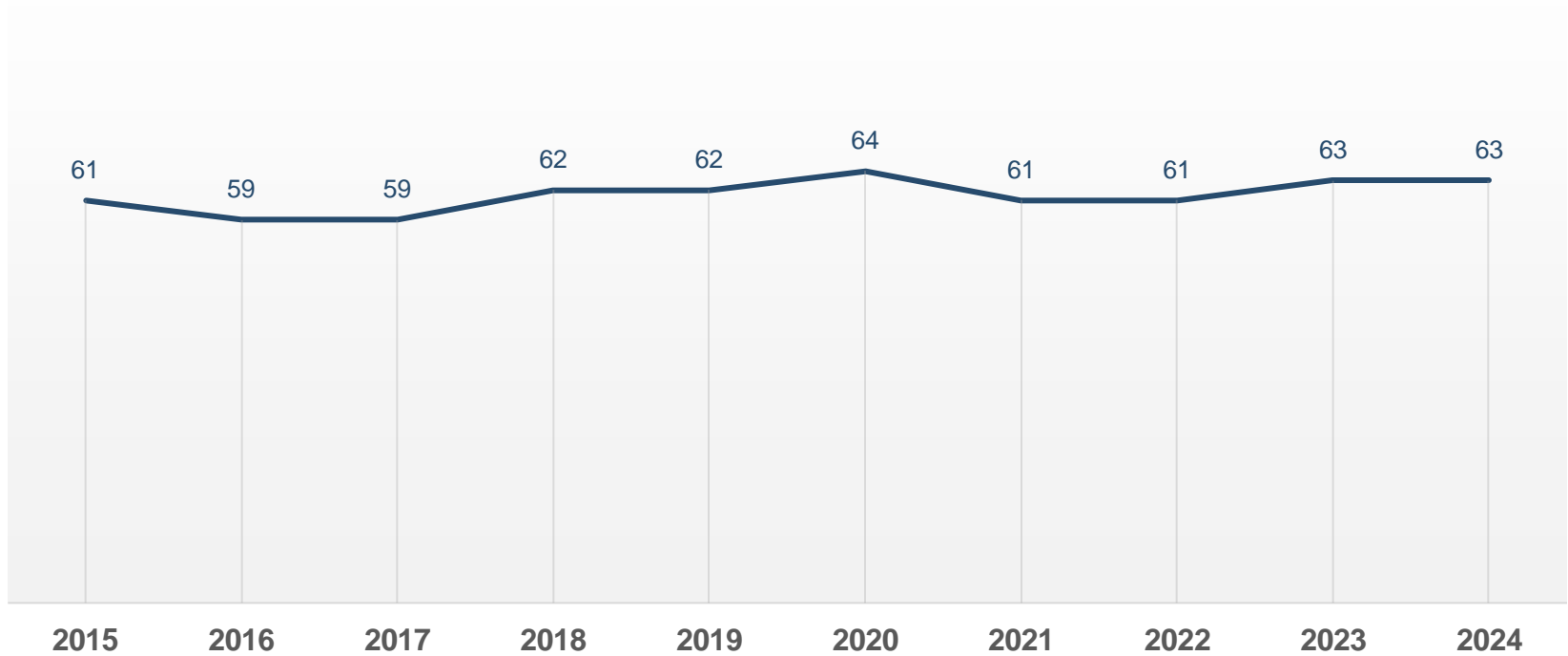
Perceptions of customer service are significantly higher than the State-wide average in the Metropolitan council group (index score of 71). Residents in the Large Rural (65) and Small Rural (66) council groups are performing significantly lower than the average. The Interface and the Regional Centres groups perform in line with the State-wide average (at 66 and 68 respectively).

Customer service ratings are highest among residents who communicated with council in-person (index score of 72). Perceptions of customer service transactions by telephone and email are rated lower (69 and 61 respectively). Consideration should be given to attending to email interactions as it is one of the more frequently used channels, but less well regarded.



Contact with council

2024 contact with council (%)
Have had contact

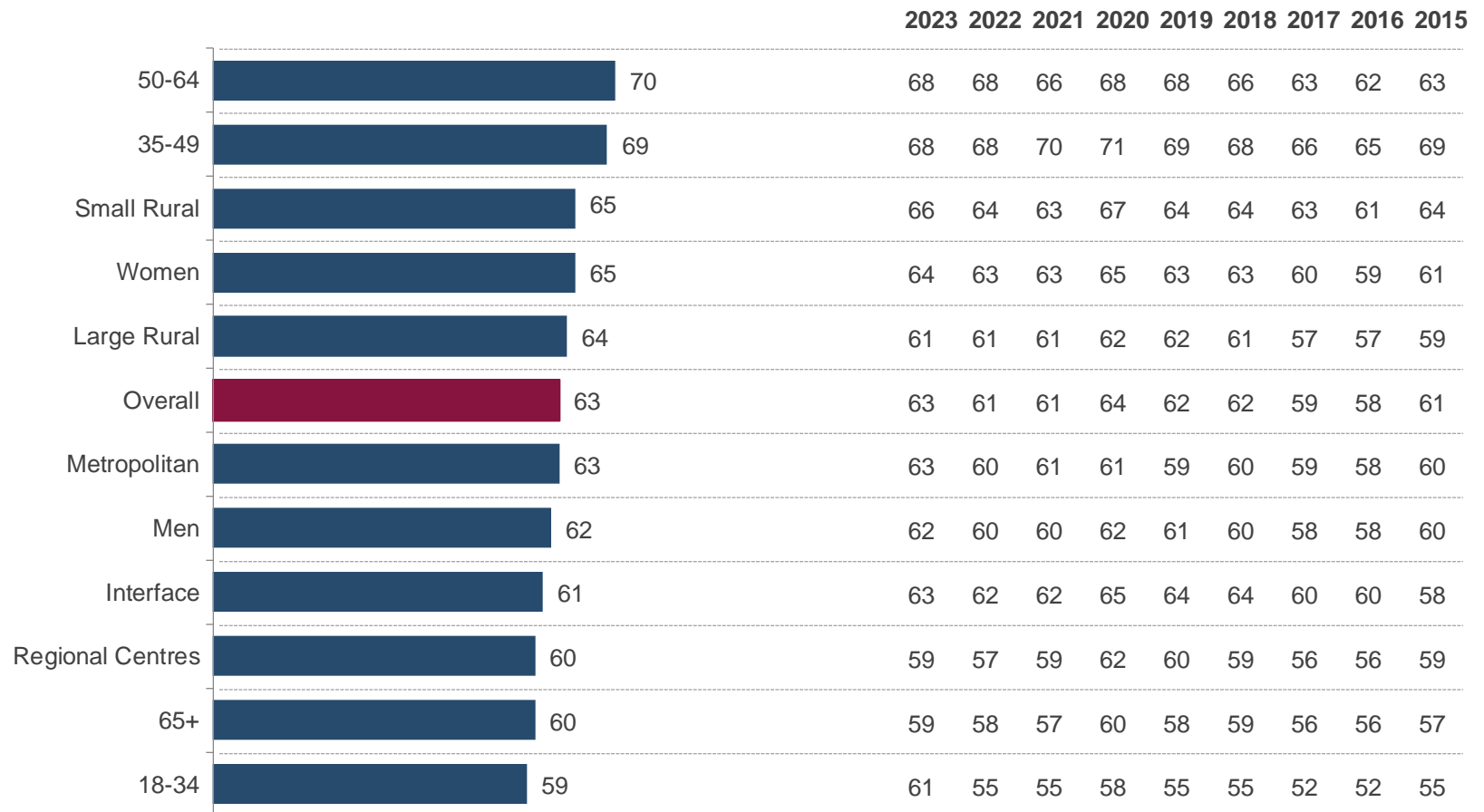


Q5. Over the last 12 months, have you or any member of your household had any contact with your council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 62



Contact with council

2024 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with your 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?
 Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?
 Base: All respondents. Councils asked State-wide: 62 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	71▲	71	72	74	74	76	72	71	73	73
Women	69▲	69	71	72	72	73	72	72	72	72
65+	68▲	68	70	72	72	73	72	71	71	72
Regional Centres	68	68	69	71	70	72	72	72	70	71
Overall	67	67	68	70	70	71	70	69	69	70
18-34	67	66	69	70	70	71	69	69	68	69
50-64	66	65	67	69	68	69	68	68	69	70
Interface	66	65	68	68	68	69	70	69	70	72
Small Rural	66▼	65	67	69	70	70	69	69	69	70
35-49	65▼	67	68	68	70	70	69	68	69	70
Large Rural	65▼	65	67	68	68	69	67	66	67	67
Men	64▼	64	66	68	68	69	68	66	67	68

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

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

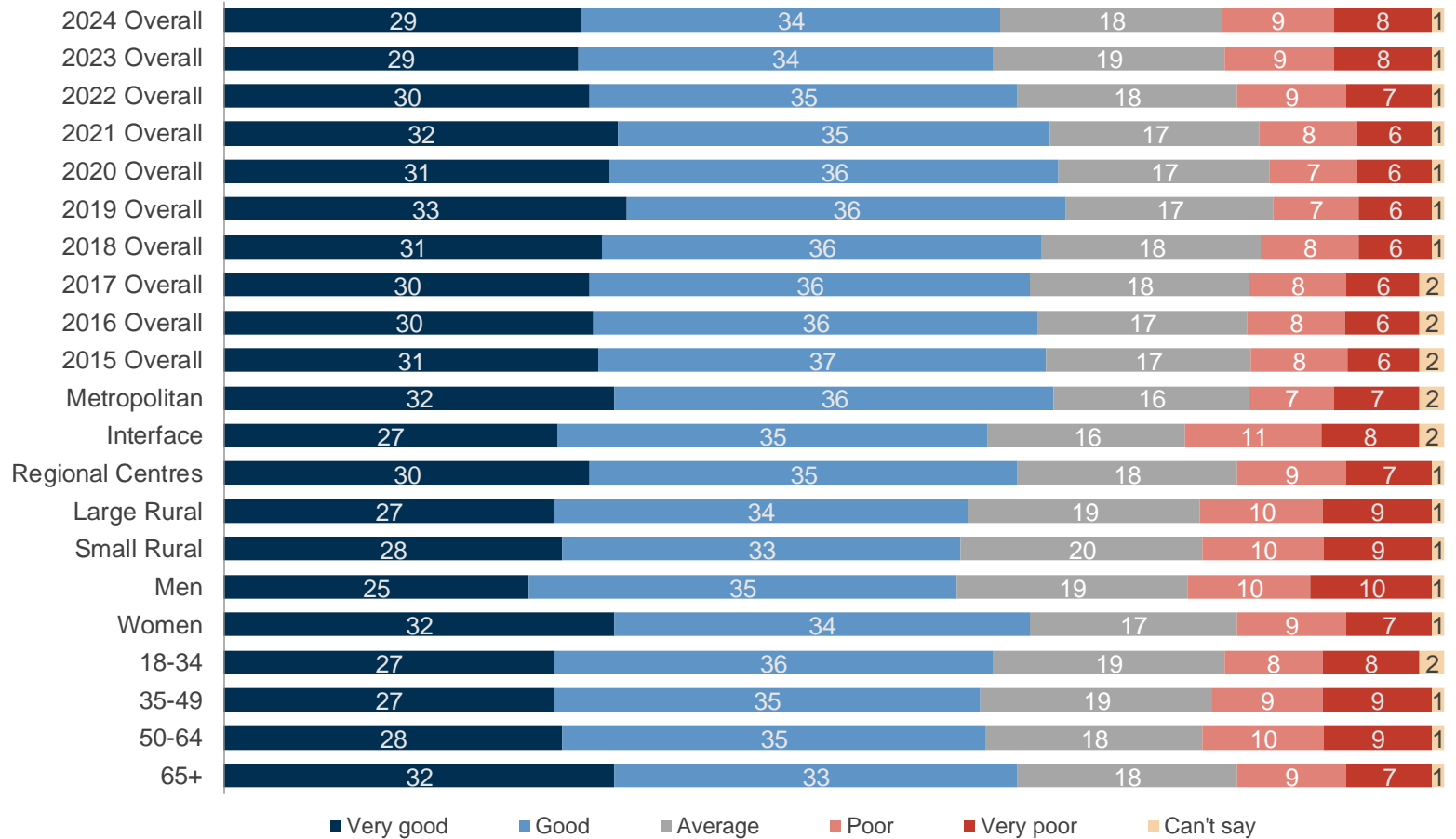
Councils asked State-wide: 62

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



Customer service rating

2024 customer service rating (%)



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



Method of contact with council

2024 method of contact (%)



By Telephone



In Person



By Email



Via Website



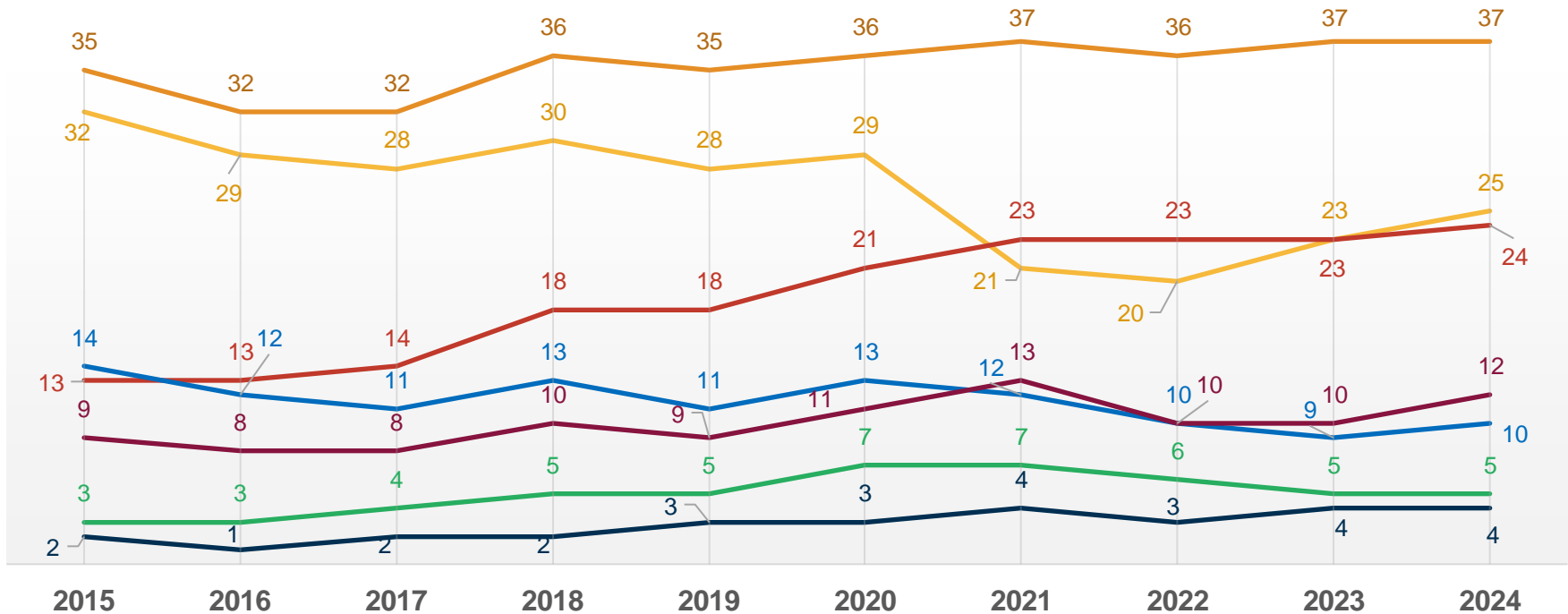
In Writing



By Social Media



By Text Message



Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

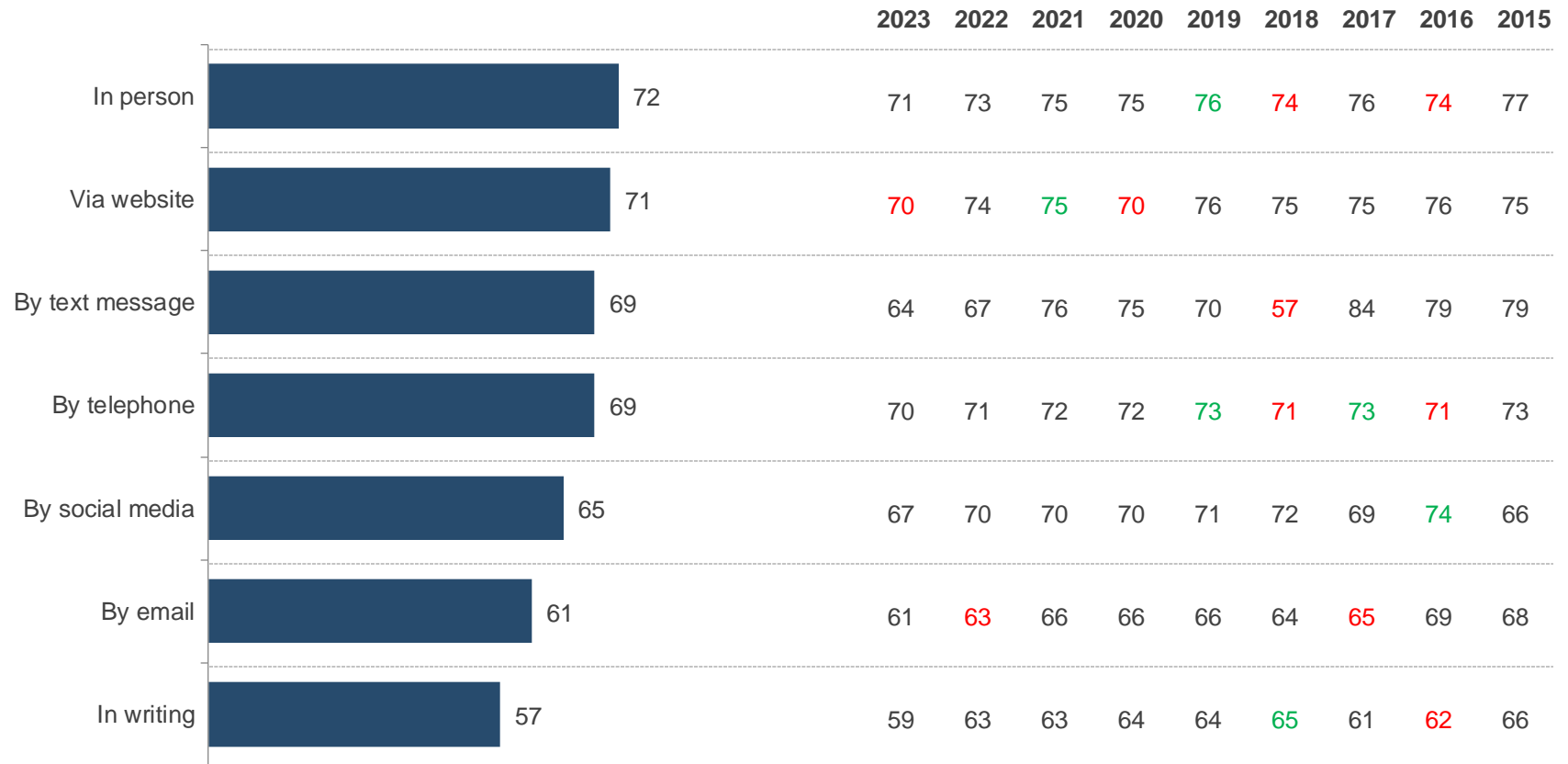
Base: All respondents. Councils asked State-wide: 26

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate 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.

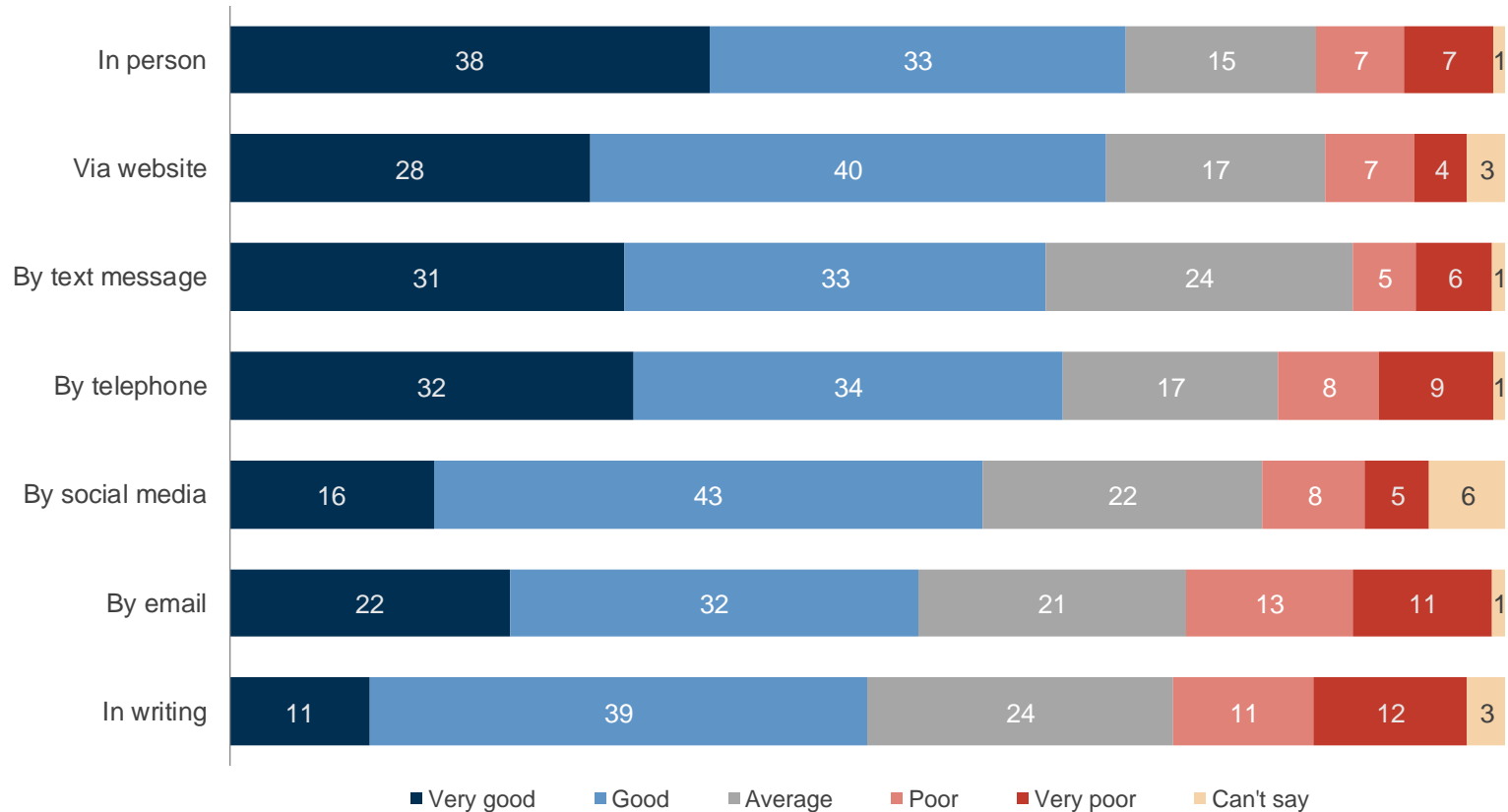
Councils asked State-wide: 26

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



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate 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: 26



Communication



Communication

State-wide, the preferred form of communication from councils remains newsletters sent via mail (29%) or email (28%), both unchanged from the 2023 result. Preference for emailed newsletters has strengthened since 2021, while interest in mailed newsletters has remained steady since 2019, affirming the continued importance of both hard copy and digital formats.

Social media (15%) remains the next preferred method, underpinned by higher and growing preference among younger residents.

Communication preferences by age group remain largely unchanged from last year.

- People aged under 50 years express preferences for several communications channels. Newsletters sent via email (29%) continue to be most preferred, followed by mailed newsletters (24%) and social media (also 24%, but up two points on 2023).
- The preferred communication channel among those aged 50 years and over remains newsletters sent via mail (33%), but interest in emailed newsletters continues to slowly grow (27%). Some interest in local newspaper advertising (13%) and as inserts (8%) remains, but both show trend declines since 2019.

Council websites continue to be the least preferred form of communication, ahead of texts and social media.



Newsletters, in both hard copy and digital formats, remain the preferred communications channels, with some interest in social media among younger residents.



Best form of communication

2024 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



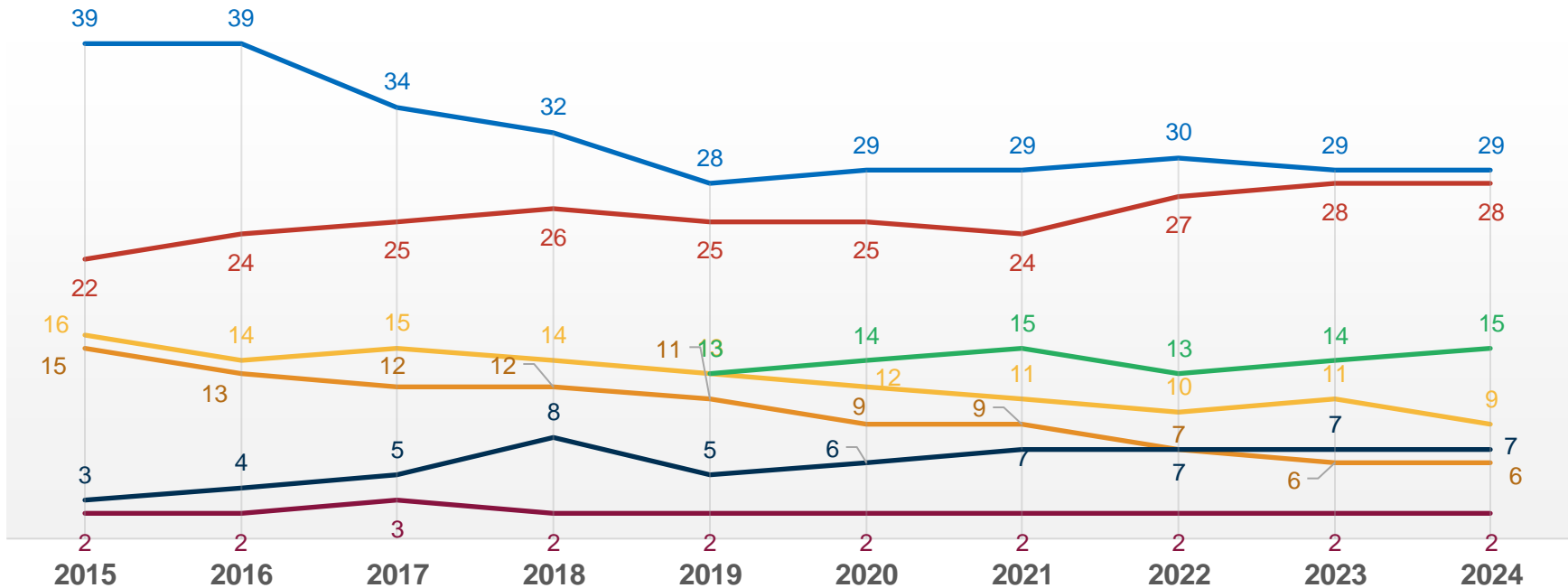
Council Website



Text Message



Social Media



Q13. If 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: 38
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 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



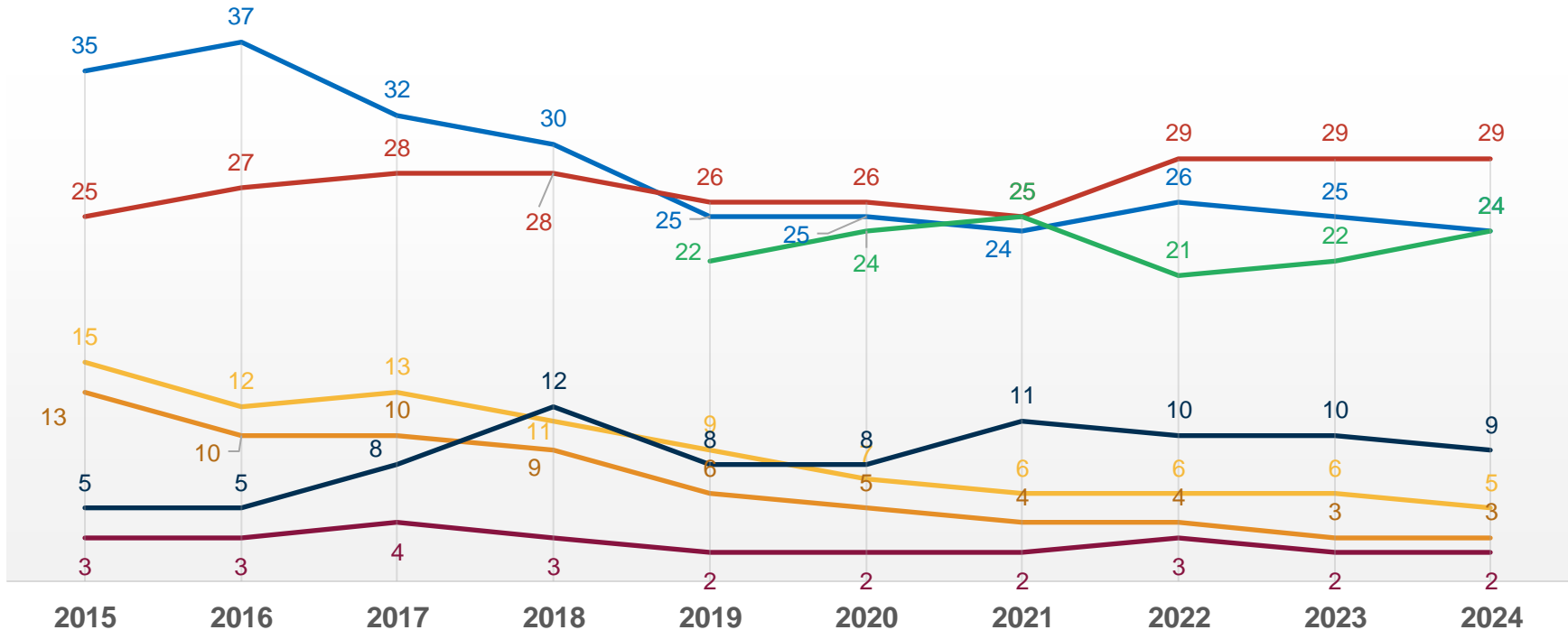
Council Website



Text Message



Social Media



Q13. If 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: 38
 Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



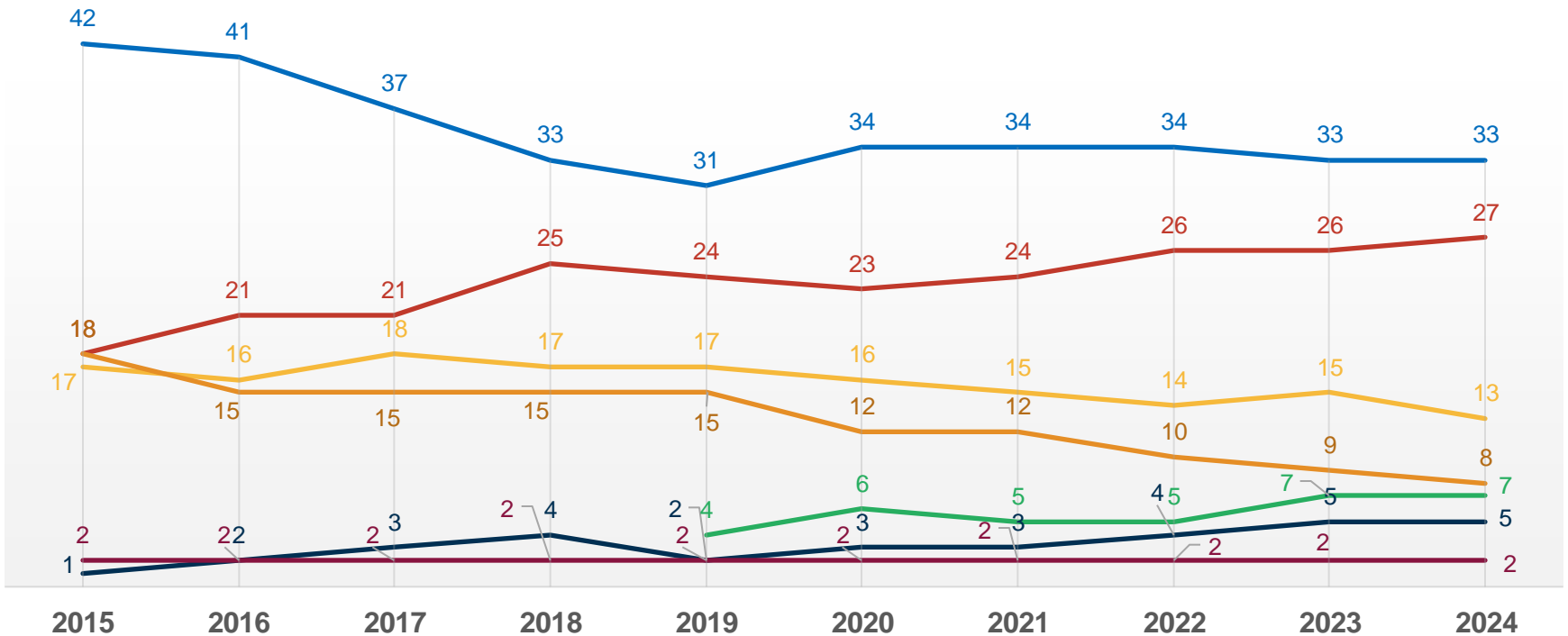
Council Website



Text Message



Social Media



Q13. If 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 50+ years. Councils asked State-wide: 38
 Note: 'Social Media' was included in 2019.



Council direction



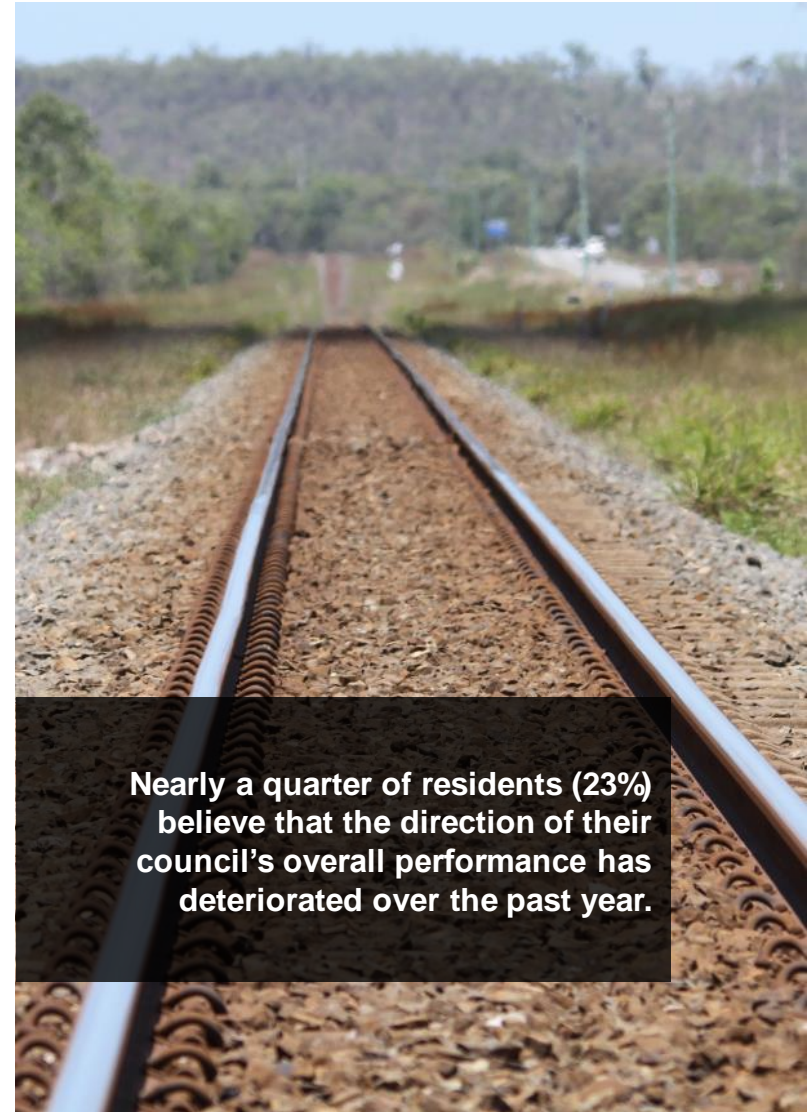
Council direction

In 2024, 60% State-wide believe the direction of their council's overall performance has stayed the same and only 12% believe the direction has improved. Both measures are one point lower than 2023 and combined this is a new low point over the last decade.

- 23% believe council direction has deteriorated (up from 21% in 2023 and a 10-point increase since 2021).
- The most satisfied with their council's overall direction are residents in the Metropolitan group, those aged 18 to 34 years and women (index scores of 49, 47 and 46), all significantly higher than the State-wide result.
- The least satisfied with their council's overall direction include residents aged 50 to 64 years and those in the Large Rural group (41 and 42 respectively), both significantly lower than the State-wide result.

The State-wide index score (45) is now at its lowest level in 10 years, continuing a downward trend from 2021. However, this pattern of decline has now been arrested for councils in the Metropolitan and Interface groups, suggesting stabilised or even improved perceptions of overall council direction in these locations.

On the trade off between council rates and services, there is a clear (and growing) preference for cuts in services to keep rates the same (52% preference) over rate rises to improve local services (24%).





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	49▲	49	53	55	54	55	54	54	55	56
18-34	47▲	48	54	56	55	57	57	56	56	58
Women	46▲	48	51	53	52	54	53	54	52	55
65+	45	47	51	54	51	53	52	54	51	53
Regional Centres	45	47	52	54	50	52	53	55	51	53
Overall	45	46	50	53	51	53	52	53	51	53
Interface	44	43	48	50	48	54	53	53	54	54
Small Rural	44▼	47	51	53	50	53	50	52	50	53
Men	44▼	45	49	52	50	52	51	52	51	52
35-49	43▼	45	48	50	49	50	50	51	49	51
Large Rural	42▼	44	47	51	50	51	52	52	48	51
50-64	41▼	42	46	49	47	50	48	50	48	51

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

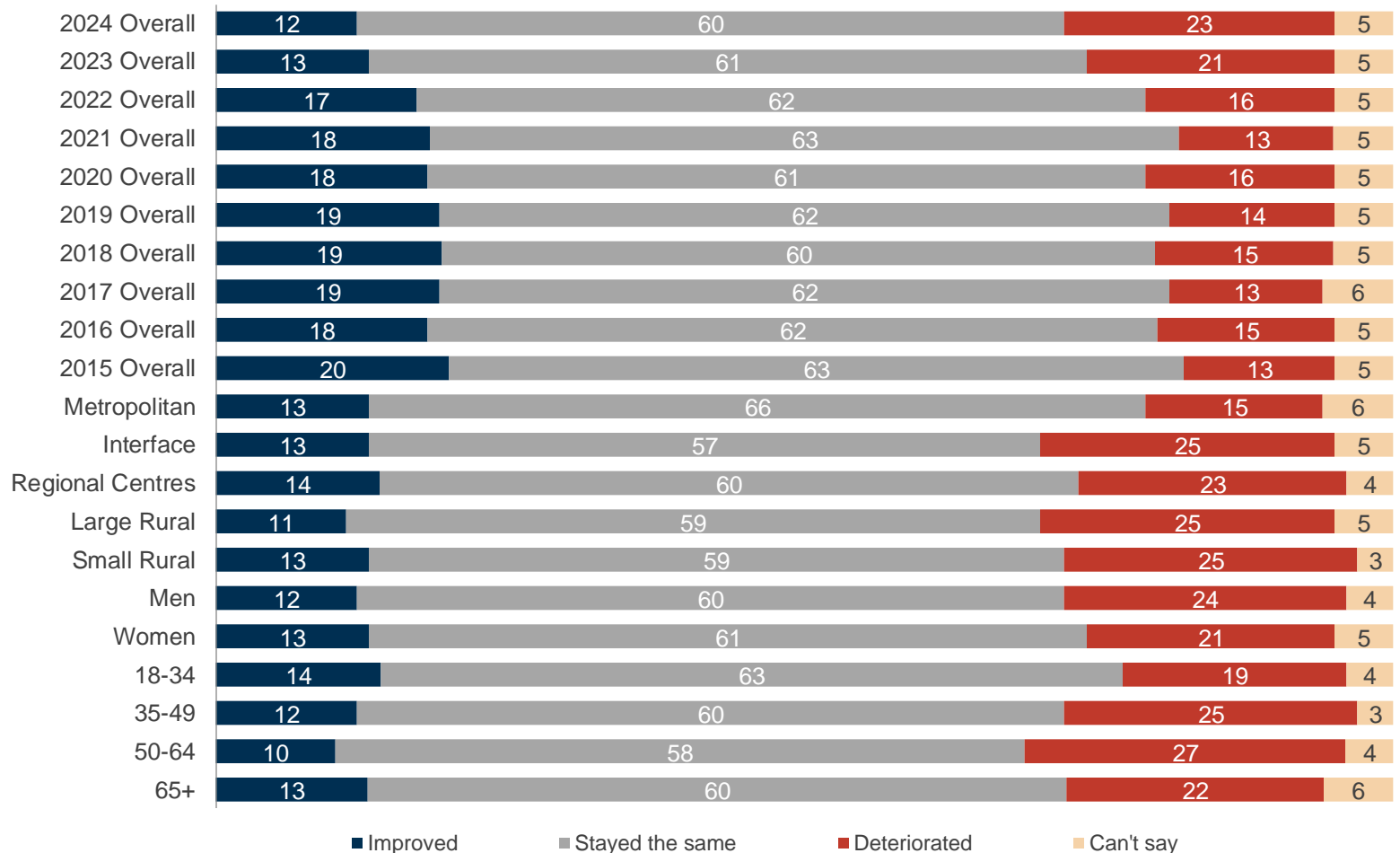
Base: All respondents. Councils asked State-wide: 62

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



Overall council direction last 12 months

2024 overall council direction (%)

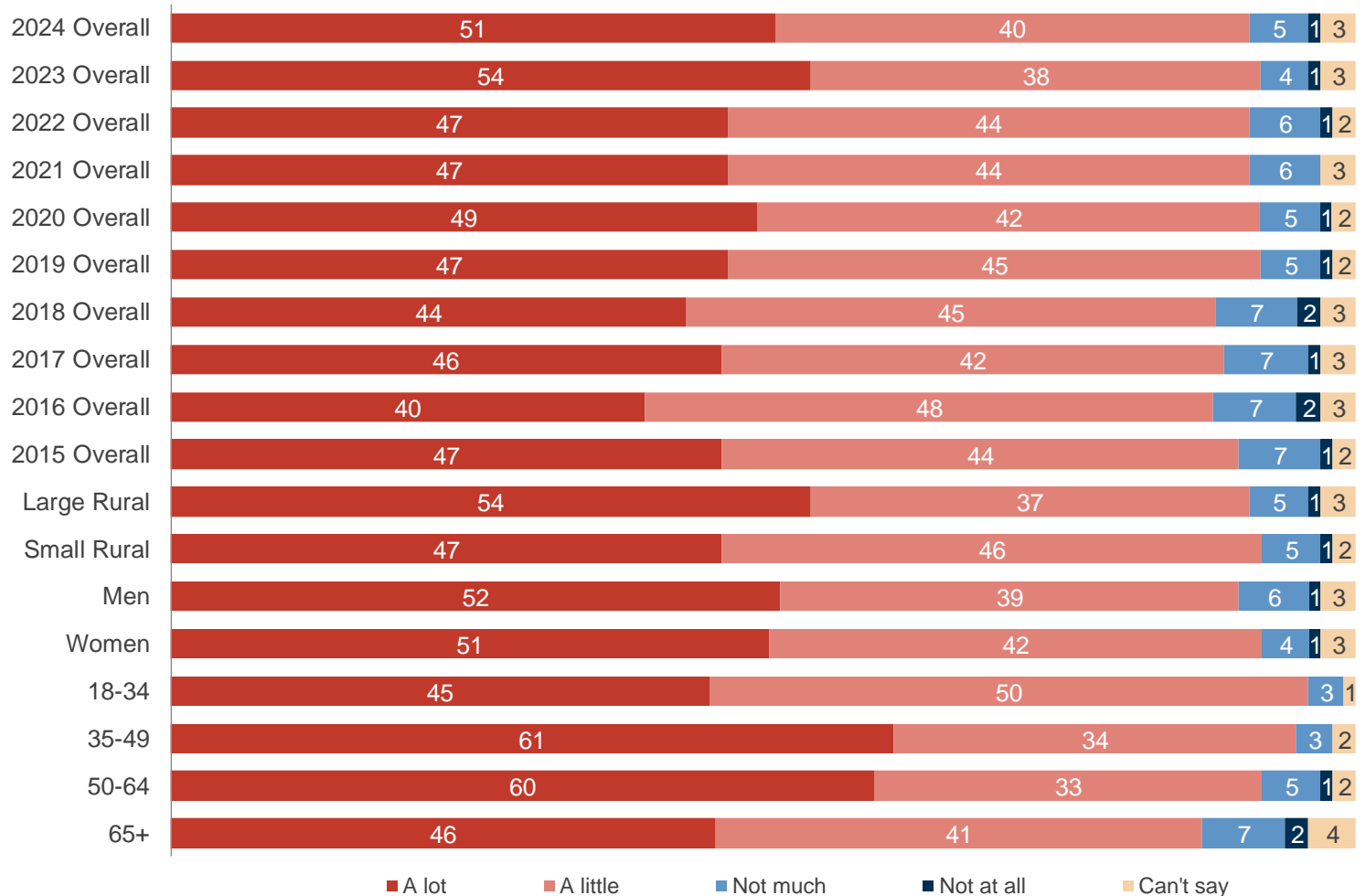


Q6. Over the last 12 months, what is your view of the direction of Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62



Room for improvement in services

2024 room for improvement in services (%)

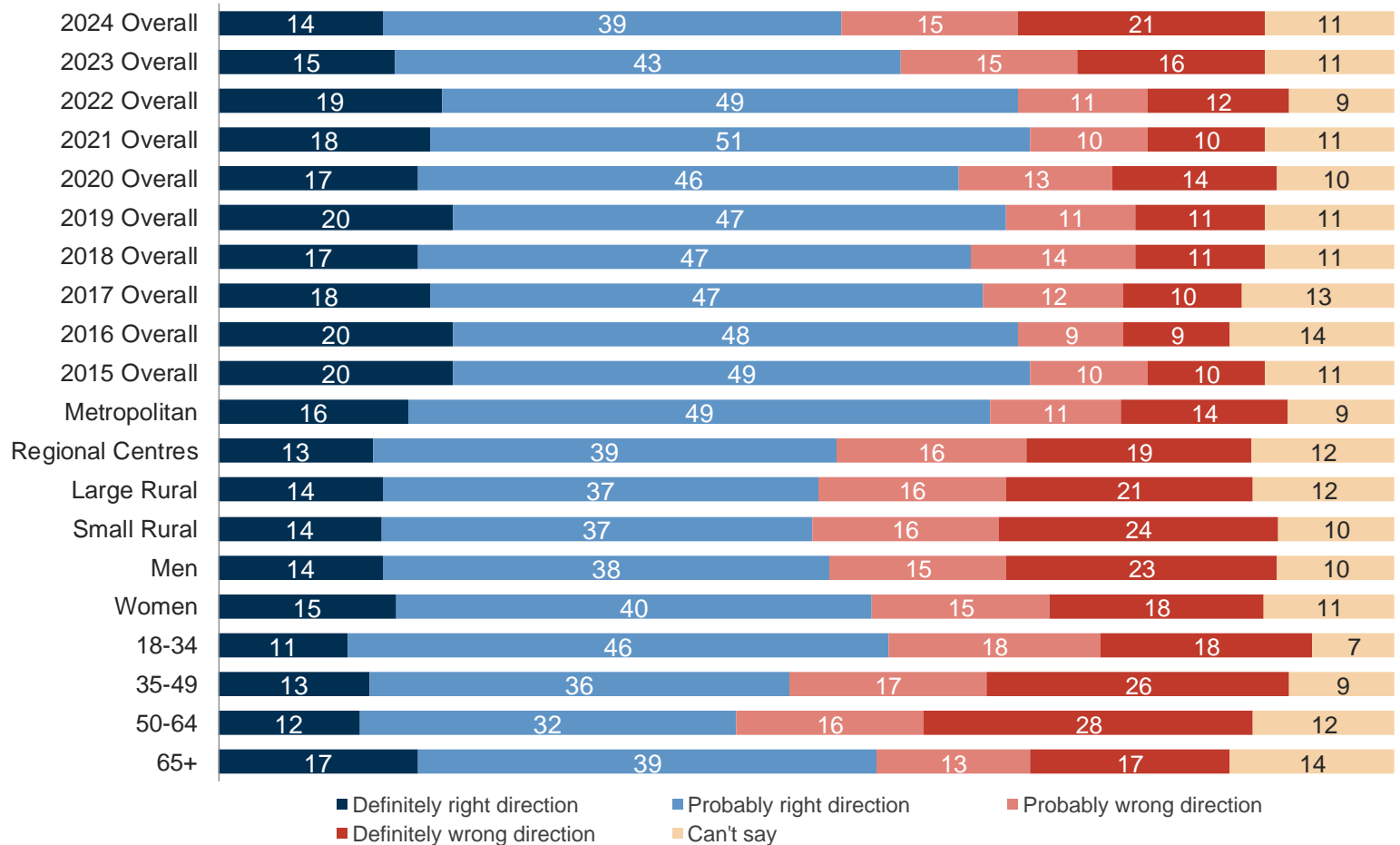


Q7. Thinking about the next 12 months, how much room for improvement do you think there is in Council's overall performance?
 Base: All respondents. Councils asked State-wide: 3



Right / wrong direction

2024 right / wrong direction (%)

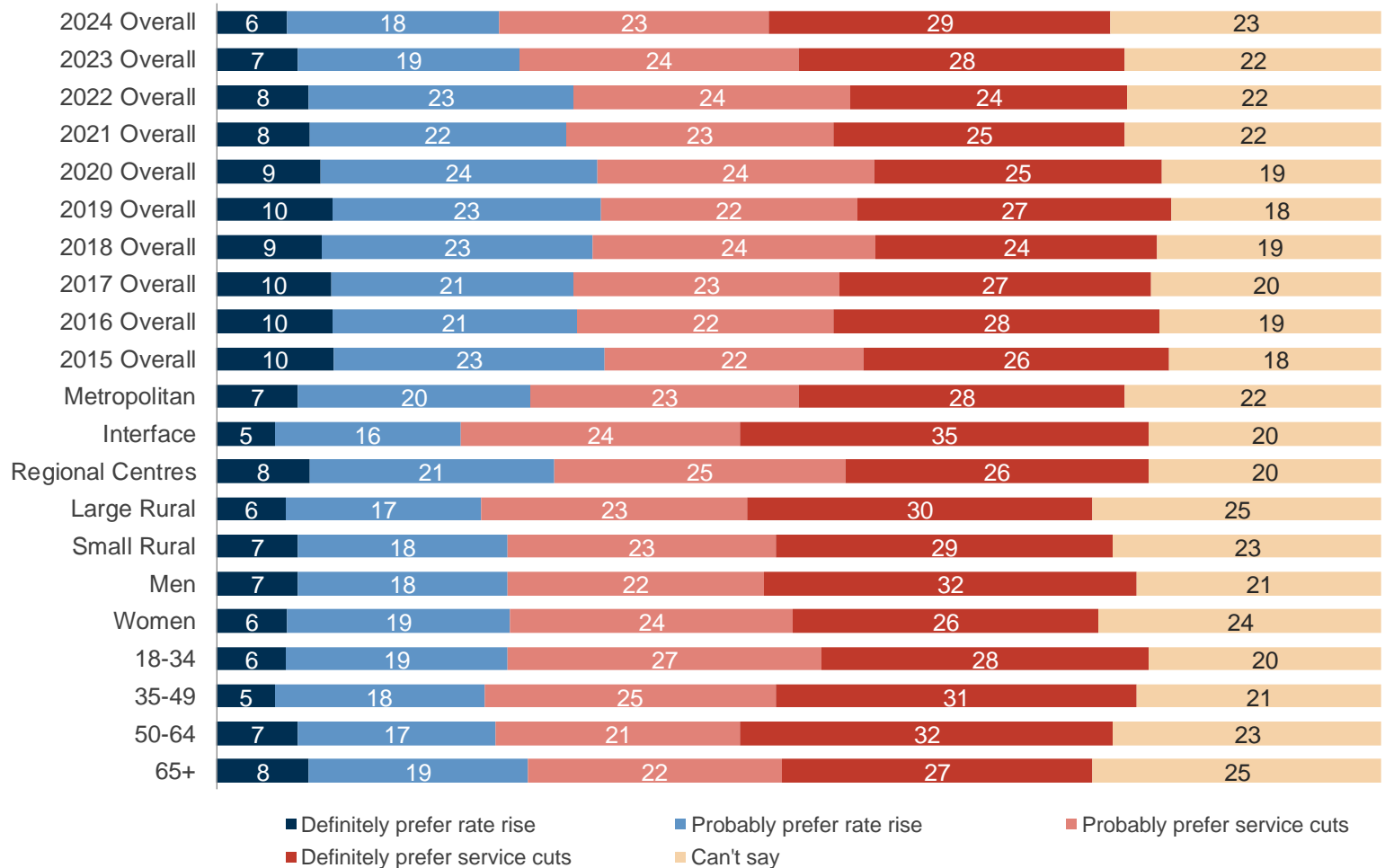


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked State-wide: 8



Rates / services trade-off

2024 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: 19

A large, stylized letter 'W' graphic that serves as a background element. 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 'W' is positioned on the right side of the page, extending from the top to the bottom.

Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	79▲	78	79	78	77	77	78	78	78
Women	78▲	78	78	76	76	76	76	77	76
Large Rural	77▲	77	77	76	75	76	75	76	75
Regional Centres	77	77	76	75	76	75	76	75	74
Small Rural	77	77	77	76	76	74	75	77	76
35-49	76	76	77	75	75	75	75	76	76
65+	76	76	77	76	75	76	75	76	75
Overall	76	76	75	74	74	74	74	75	74
Men	74▼	74	73	72	71	72	72	73	72
Interface	73▼	73	72	72	70	70	72	75	72
Metropolitan	73▼	73	73	72	71	72	72	73	72
18-34	73▼	73	72	68	68	68	67	72	68

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

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

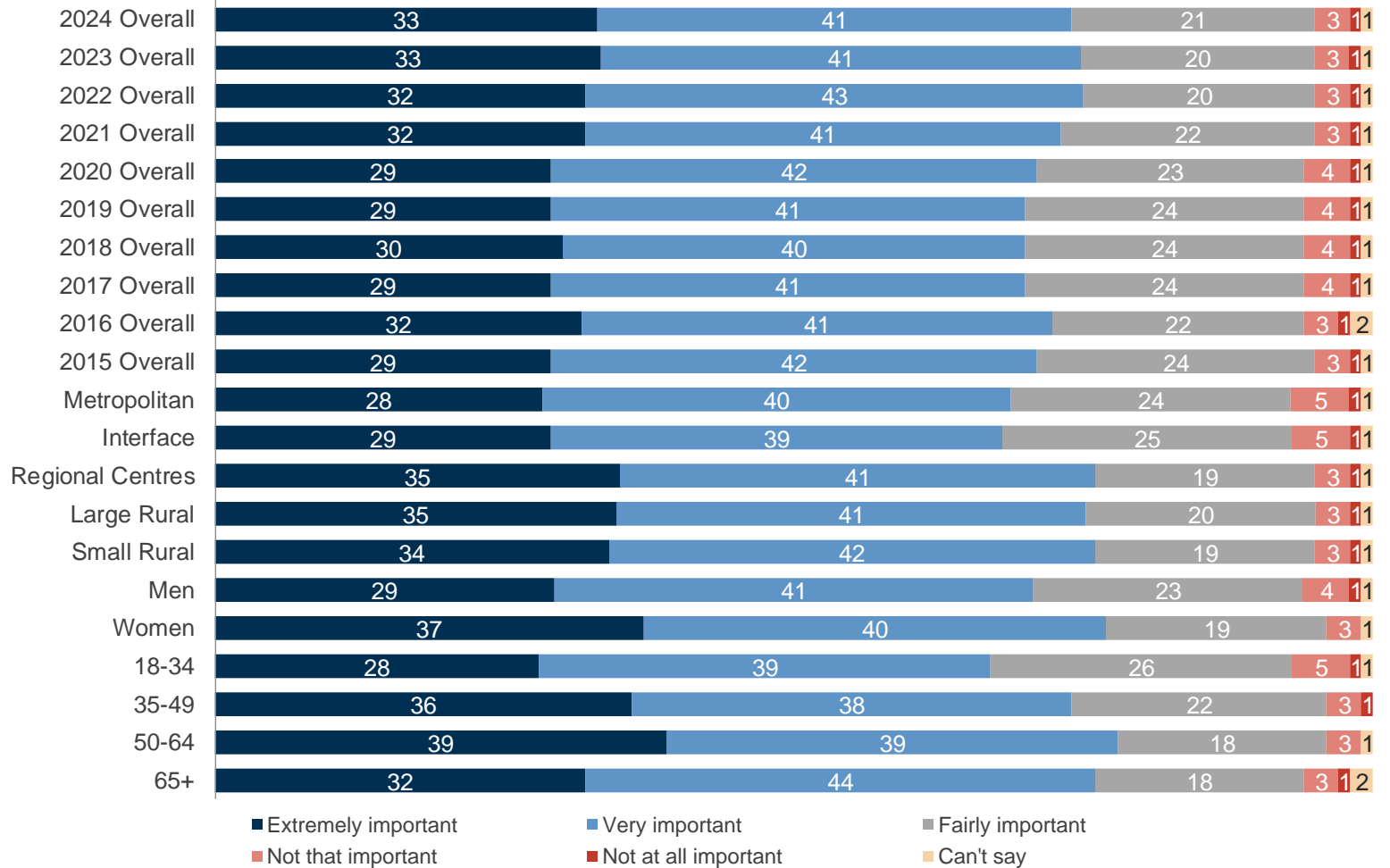
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 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: 25



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	56▲	55	58	59	58	58	57	57	58	58
18-34	54▲	54	57	59	57	58	58	58	57	59
Women	52▲	53	55	56	56	56	56	56	56	57
65+	51	52	54	56	55	56	55	55	55	56
Small Rural	51	53	54	56	54	56	54	55	55	56
Overall	51	52	54	56	55	56	55	55	54	56
35-49	50▼	51	52	54	54	55	55	53	54	54
Men	50▼	50	53	55	54	55	54	53	53	54
Regional Centres	49▼	50	54	54	51	54	55	54	52	53
Interface	49▼	49	52	53	53	55	56	53	55	57
Large Rural	48▼	49	51	54	54	54	54	52	52	54
50-64	48▼	49	50	52	51	52	51	52	51	53

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

Base: All respondents. Councils asked State-wide: 62

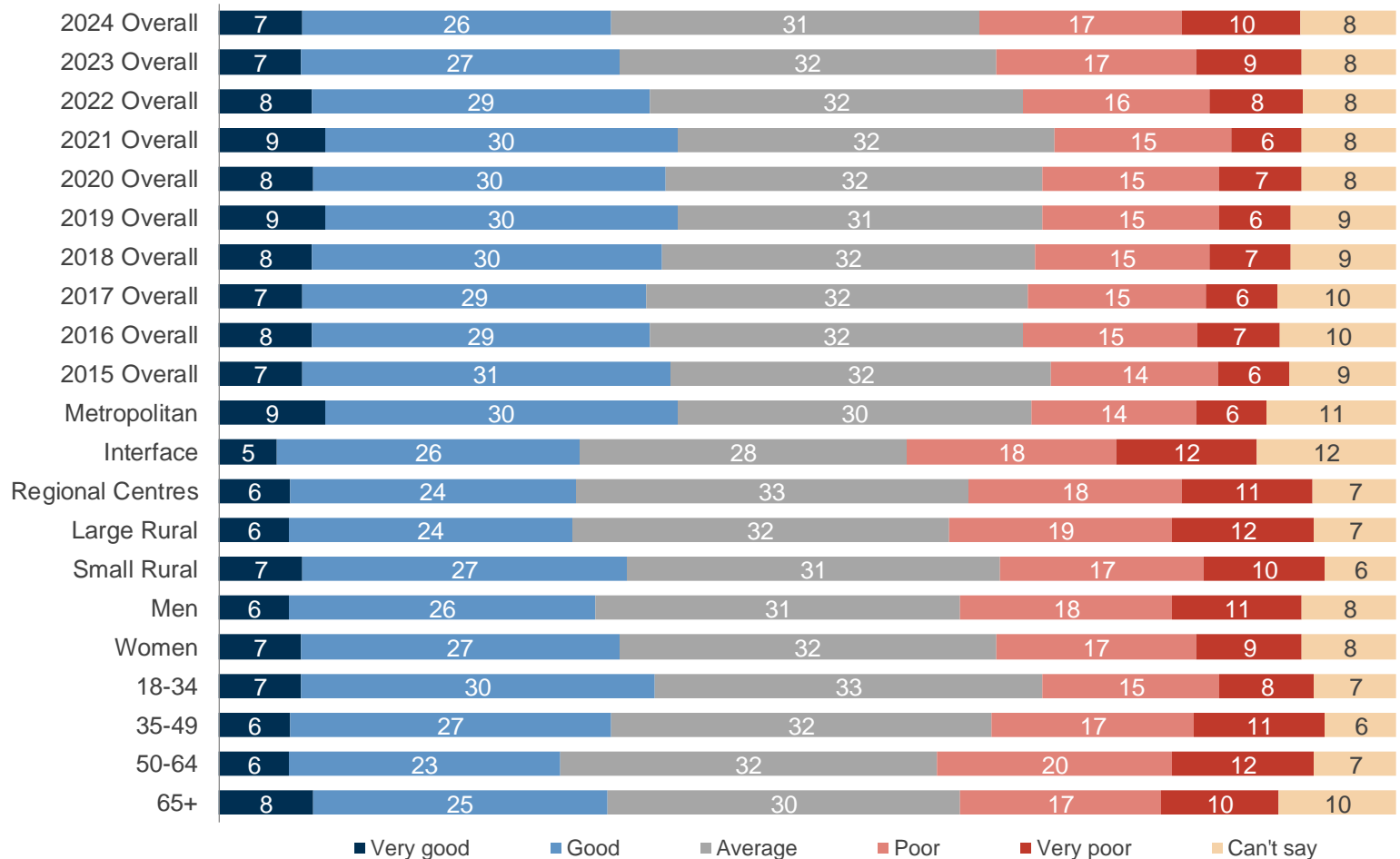
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 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: 62



Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	72▲	73	74	71	73	70	70	70	71	72
Women	71▲	72	73	73	71	70	71	72	73	72
Regional Centres	71▲	70	71	70	70	70	70	72	69	68
Interface	71▲	69	70	68	67	66	68	67	70	68
35-49	69	69	72	70	69	68	69	70	71	70
50-64	69	69	71	71	70	70	69	70	71	71
Large Rural	69	69	71	71	69	67	68	69	70	70
18-34	68	68	71	68	66	65	66	66	69	68
Overall	68	68	71	69	68	67	68	69	69	69
65+	67	68	69	69	68	66	68	68	68	68
Men	65▼	65	68	66	65	64	65	66	66	66
Metropolitan	64▼	65	69	67	66	65	66	67	68	67

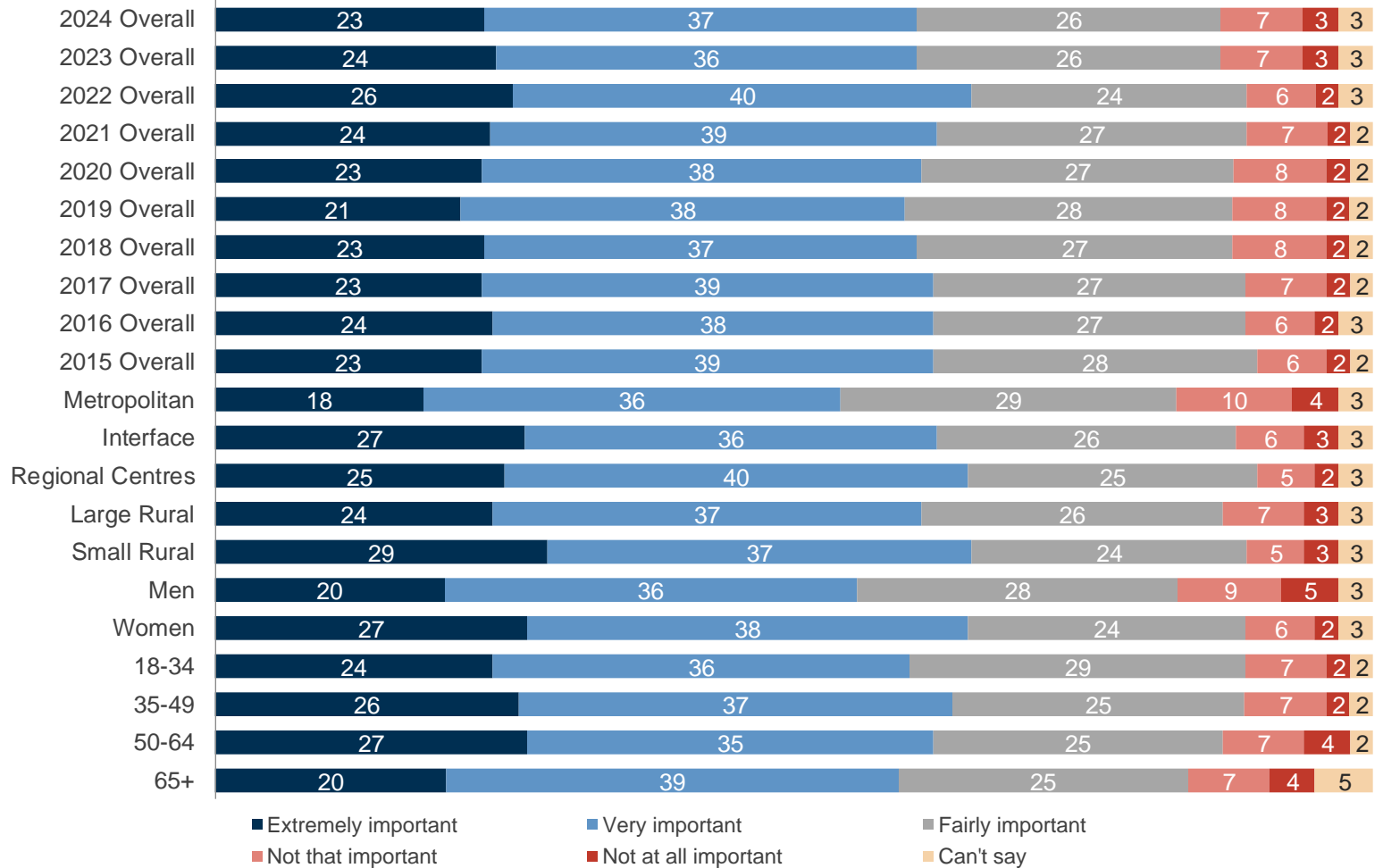
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 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: 21



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	54▲	53	55	56	57	57	56	56	58
18-34	52▲	52	56	57	57	57	57	57	58
65+	52▲	53	54	56	54	56	55	55	57
Regional Centres	50	52	55	56	52	54	54	54	55
Women	50	52	54	55	54	55	54	55	56
Small Rural	50	52	54	55	52	55	53	55	56
Overall	50	51	53	55	53	54	54	54	55
Men	49▼	50	53	54	53	54	53	53	55
Interface	48▼	47	51	52	51	54	54	54	56
Large Rural	47▼	49	51	54	53	52	52	51	53
35-49	47▼	49	52	53	51	52	52	52	53
50-64	46▼	48	49	52	49	51	50	51	53

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

Base: All respondents. Councils asked State-wide: 46

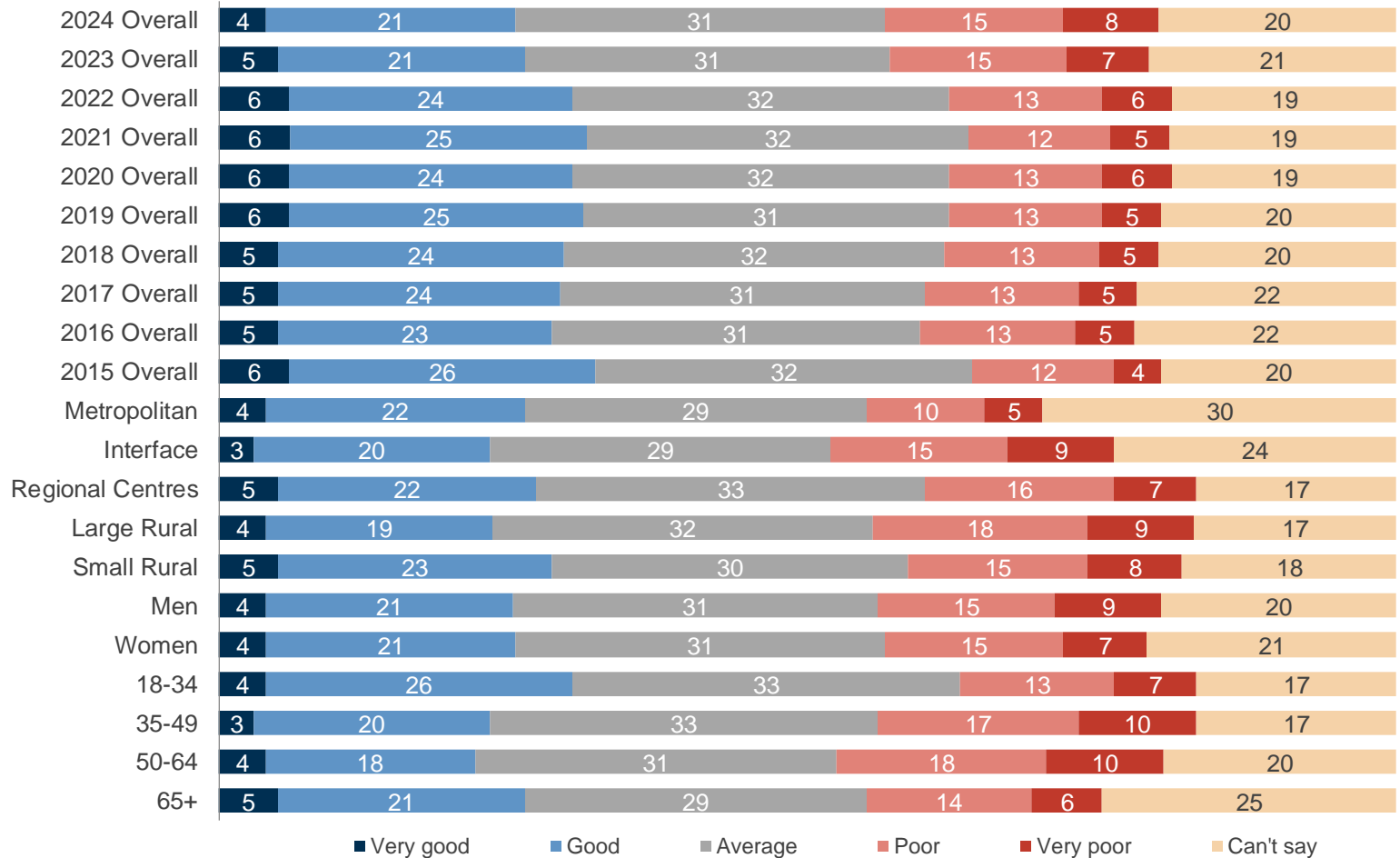
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 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: 46

Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82▲	82	82	83	81	81	81	81	82	81
35-49	81	82	82	82	81	81	80	81	80	80
50-64	81	81	82	82	81	82	81	81	80	82
Regional Centres	81	80	82	81	80	82	81	82	82	80
Large Rural	80	80	81	82	79	80	80	80	80	80
Interface	80	79	80	80	80	80	78	79	79	78
Small Rural	80	82	82	80	82	81	77	78	n/a	82
18-34	80	79	81	80	77	78	79	78	79	78
Overall	80	80	81	81	80	80	80	79	80	80
65+	78▼	78	79	80	79	79	79	79	79	79
Metropolitan	78▼	79	80	80	79	78	79	79	79	80
Men	78▼	78	79	79	78	78	78	78	77	77

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

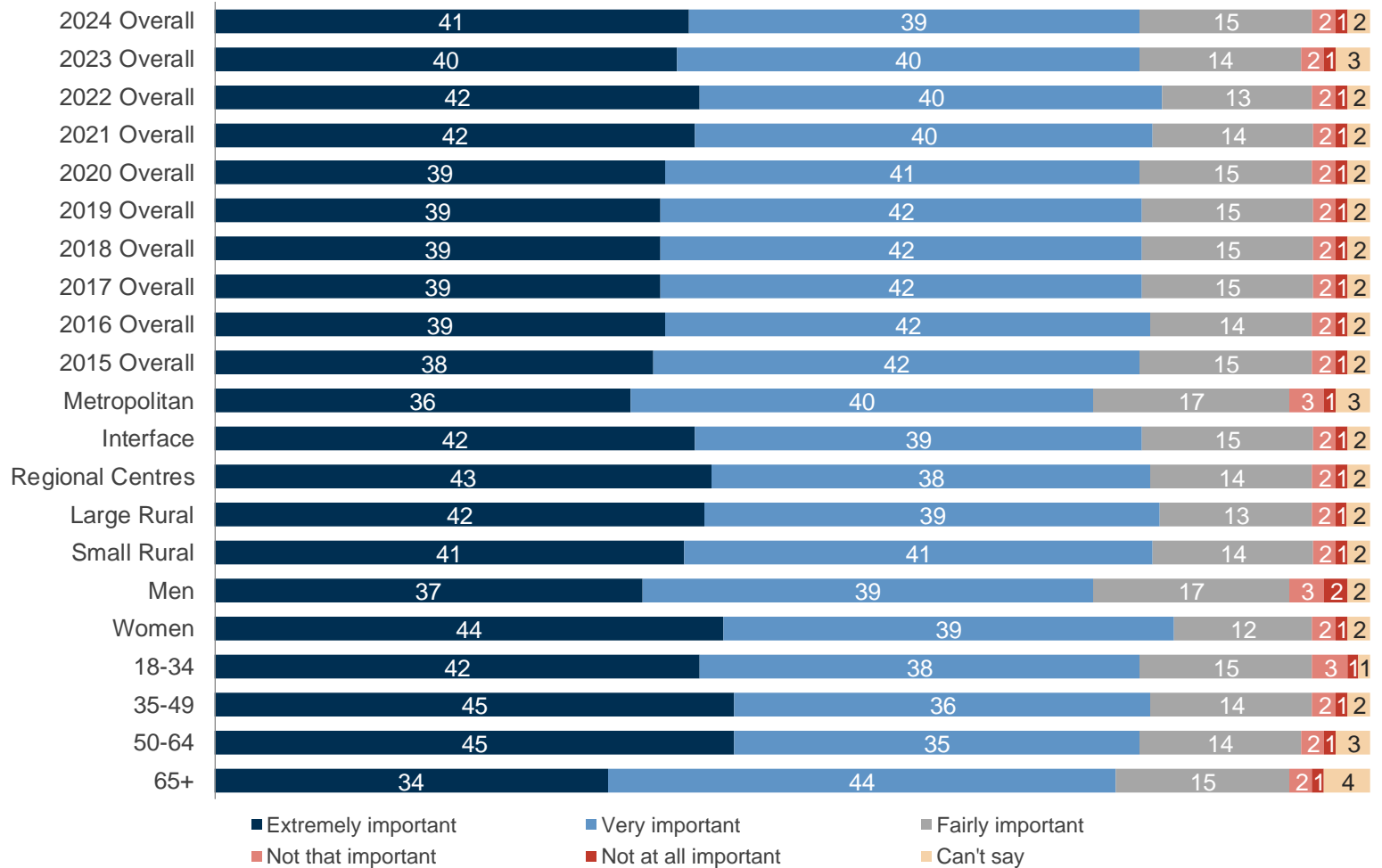
Base: All respondents. Councils asked State-wide: 19

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	57▲	55	59	61	59	60	58	58	59	59
18-34	52▲	53	58	60	57	58	57	58	58	59
65+	51▲	53	55	57	54	55	54	55	54	55
Women	50	53	55	57	54	55	54	55	55	56
Overall	50	51	54	56	53	55	54	54	54	55
Small Rural	50	52	54	56	53	55	52	55	53	56
Men	49▼	50	54	55	52	54	53	53	53	54
Regional Centres	48▼	50	54	54	50	52	52	52	51	52
35-49	48▼	50	53	54	51	52	52	52	52	53
Interface	47▼	49	53	55	52	55	56	55	56	58
Large Rural	46▼	48	51	54	52	52	52	51	50	52
50-64	46▼	48	50	52	49	51	50	51	50	52

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

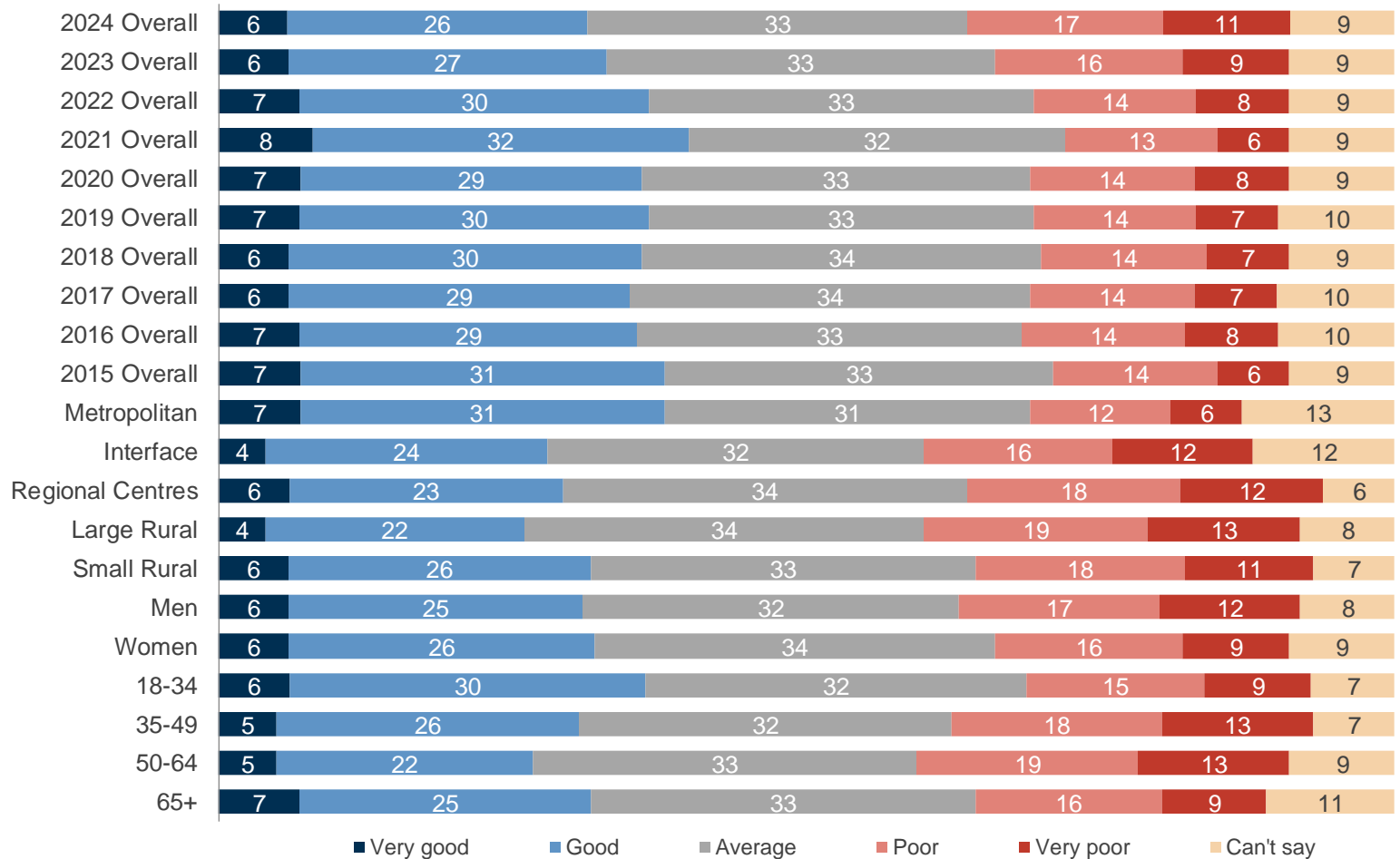
Base: All respondents. Councils asked State-wide: 62

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

Decisions made in the interest of the community performance



2024 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: 62

The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	85▲	84	82	81	83	82	84	81	n/a	78
50-64	84	84	82	81	82	81	82	80	79	78
Large Rural	84▲	83	83	80	81	80	80	77	80	78
Interface	84	83	83	82	81	80	82	79	79	77
Women	84▲	83	83	81	81	81	81	80	79	78
35-49	83	82	82	80	80	80	80	79	78	77
Overall	83	82	81	79	79	79	80	78	78	76
Regional Centres	82	82	81	79	79	79	81	80	76	77
18-34	82▼	81	81	77	77	77	77	75	76	73
65+	82▼	81	81	80	80	79	80	79	79	78
Men	81▼	81	80	78	78	77	78	77	76	75
Metropolitan	80▼	79	80	78	77	77	78	77	76	75

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

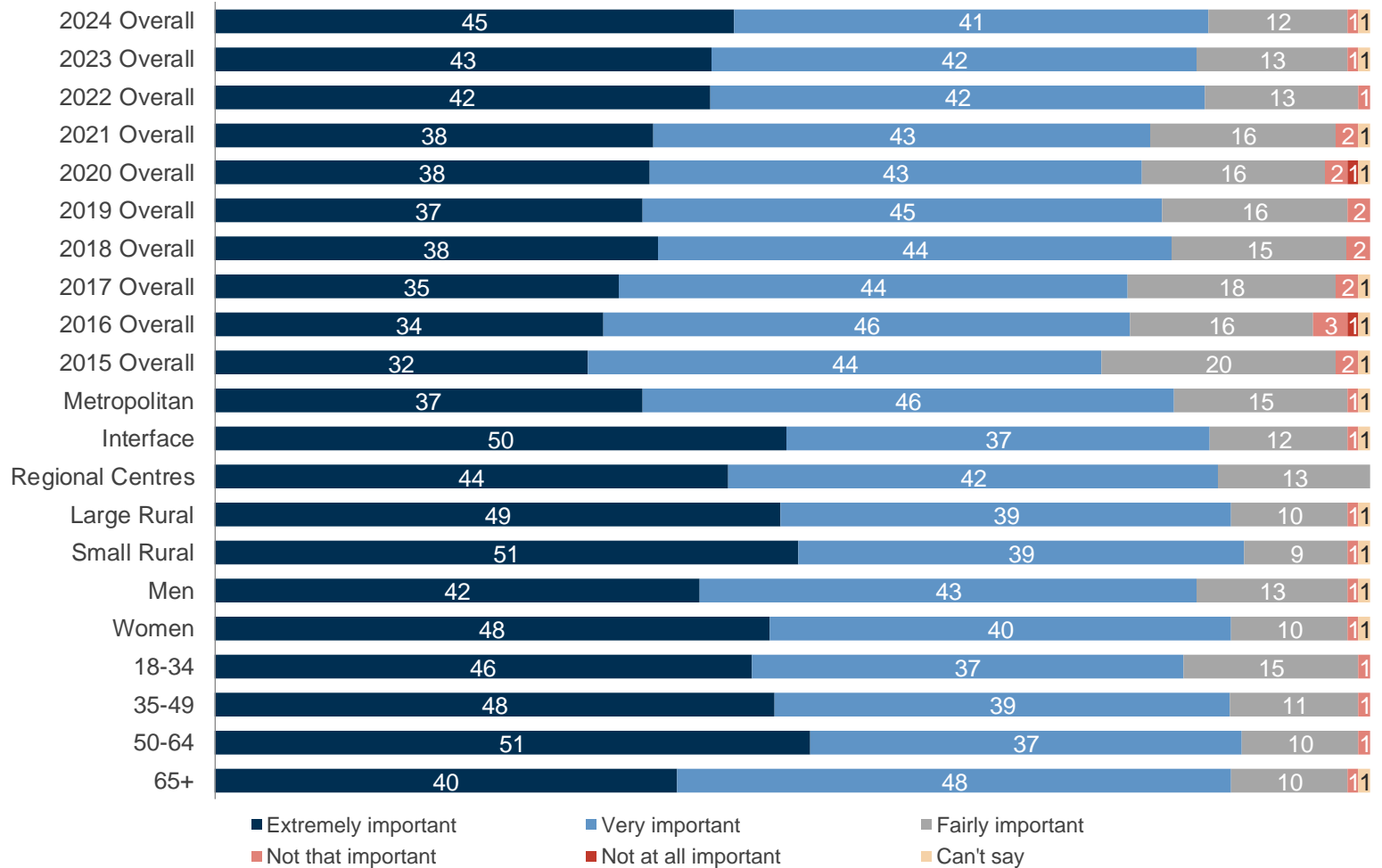
Base: All respondents. Councils asked State-wide: 20

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	61▲	65	68	67	69	68	66	67	69
65+	47▲	55	58	56	58	55	54	56	57
18-34	46▲	55	58	56	57	55	56	58	57
Regional Centres	46	54	60	55	57	54	53	54	55
Men	46▲	53	57	54	56	53	53	54	55
Overall	45	53	57	54	56	53	53	54	55
Women	45	53	57	54	56	53	54	54	55
Interface	45	53	57	55	60	57	59	60	60
35-49	44▼	52	55	53	54	52	52	52	53
50-64	43▼	49	54	50	53	50	51	51	52
Small Rural	41▼	50	53	51	53	49	50	52	52
Large Rural	38▼	45	50	47	47	45	43	44	45

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

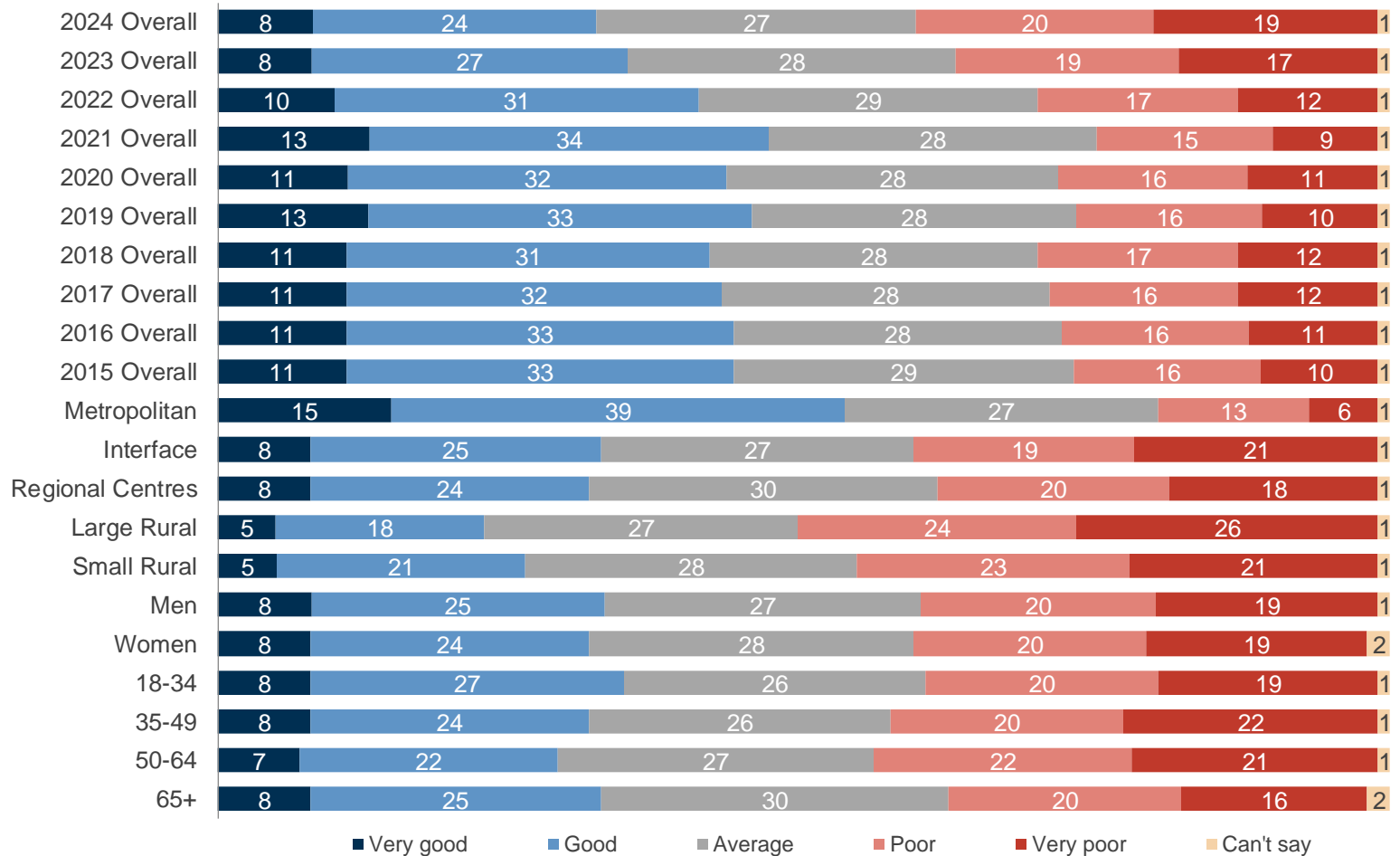
Base: All respondents. Councils asked State-wide: 62

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



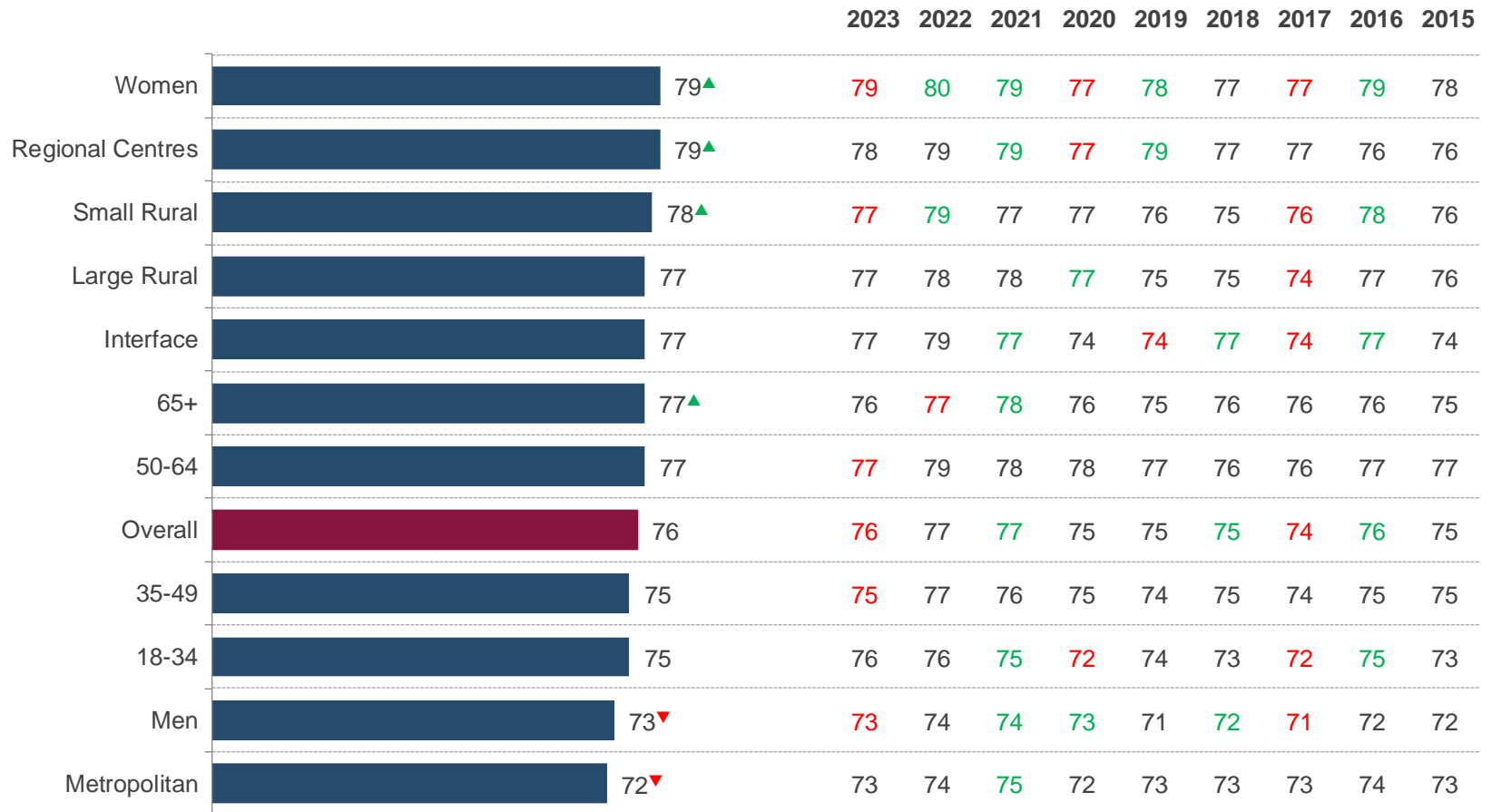
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62



Informing the community importance



2024 informing community importance (index scores)



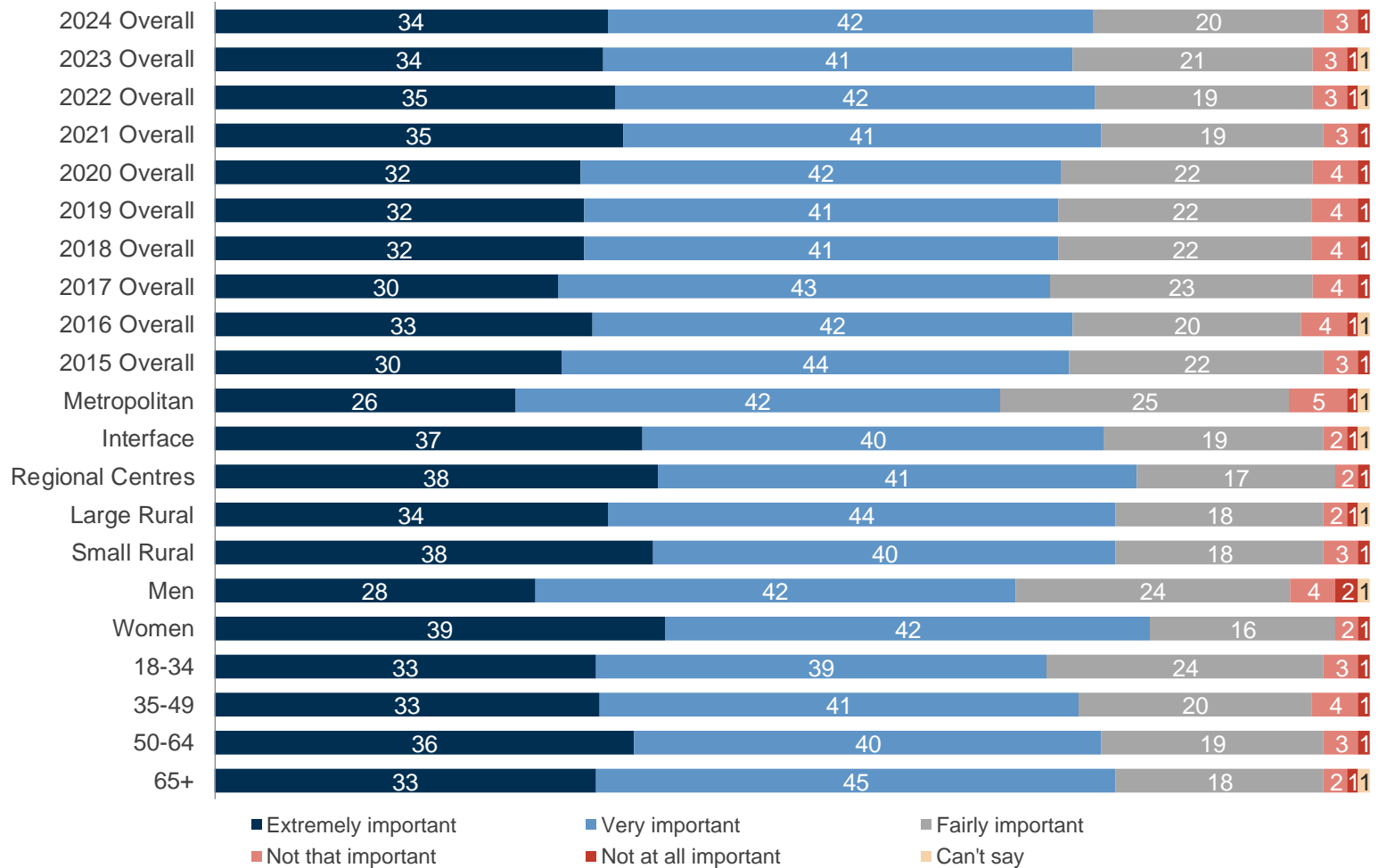
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18



Informing the community performance



2024 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	60	62	62	62	62	61	61	63	64
18-34	58	61	62	59	61	61	60	61	62
65+	58	60	61	60	60	60	61	59	61
Women	58	60	61	59	60	60	60	60	62
Overall	56	59	60	59	60	59	59	59	61
Men	57	58	60	58	59	58	58	58	60
Small Rural	58	59	61	58	58	56	58	58	60
35-49	57	58	59	58	60	58	59	59	61
Regional Centres	55	58	59	56	56	59	58	59	58
50-64	54	56	57	56	57	56	57	56	58
Large Rural	54	56	59	59	61	59	60	56	59
Interface	53	56	58	57	59	60	55	55	56

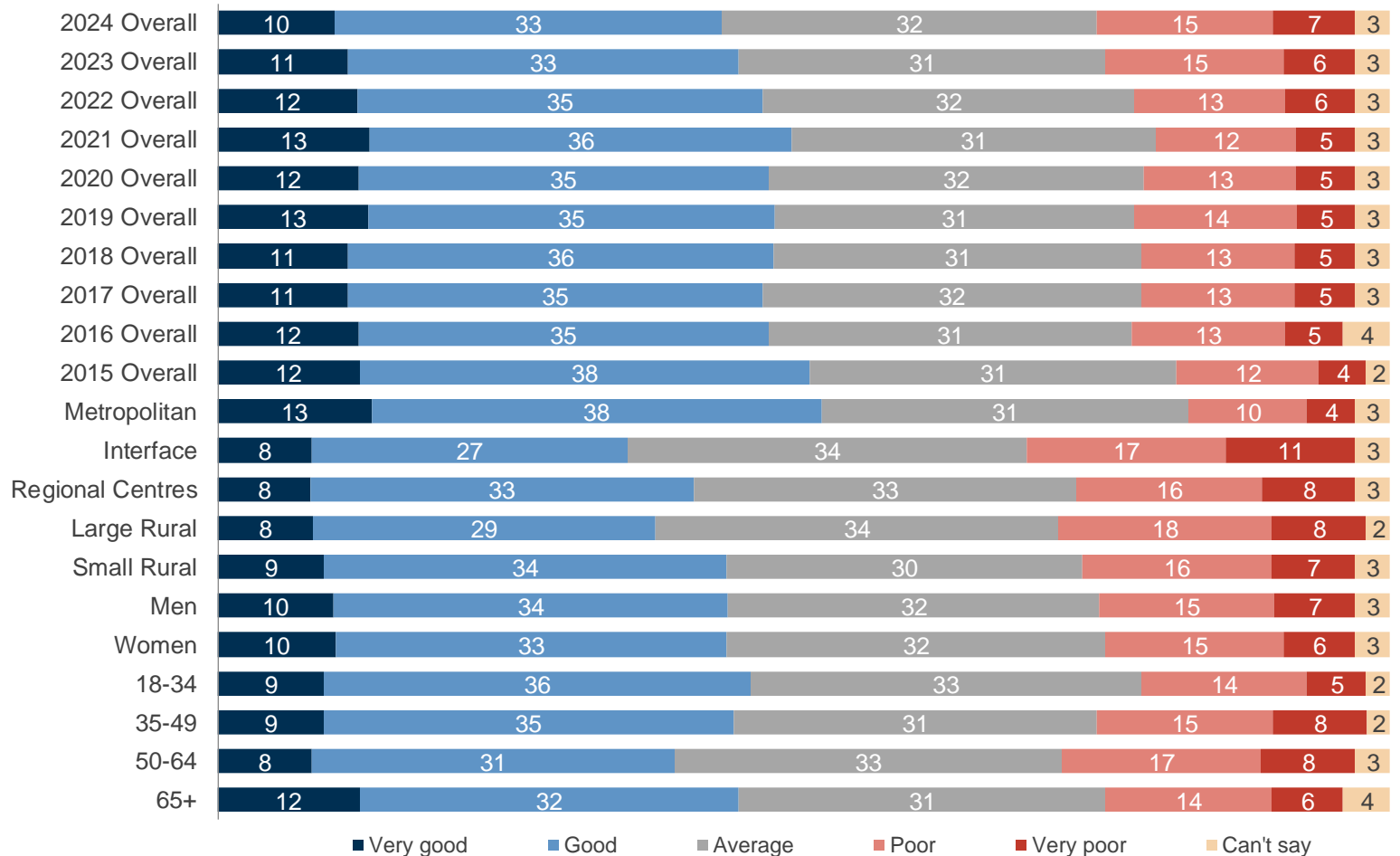
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Interface	84▲	83	85	82	79	79	80	80	79	78
Women	82▲	83	83	81	80	79	79	79	80	79
50-64	81	82	82	80	81	79	79	78	78	78
35-49	81▲	81	82	80	79	78	78	78	78	78
Metropolitan	80	81	81	80	78	78	79	78	78	77
Regional Centres	80	81	80	78	78	77	79	77	77	77
Overall	80	81	81	79	78	77	78	77	77	77
Large Rural	80	80	80	79	78	77	77	75	77	77
18-34	80	81	78	77	74	75	75	74	76	75
65+	80	80	80	80	79	78	78	78	77	78
Small Rural	80	80	80	77	77	77	76	76	75	76
Men	79▼	79	78	76	76	75	76	75	74	75

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

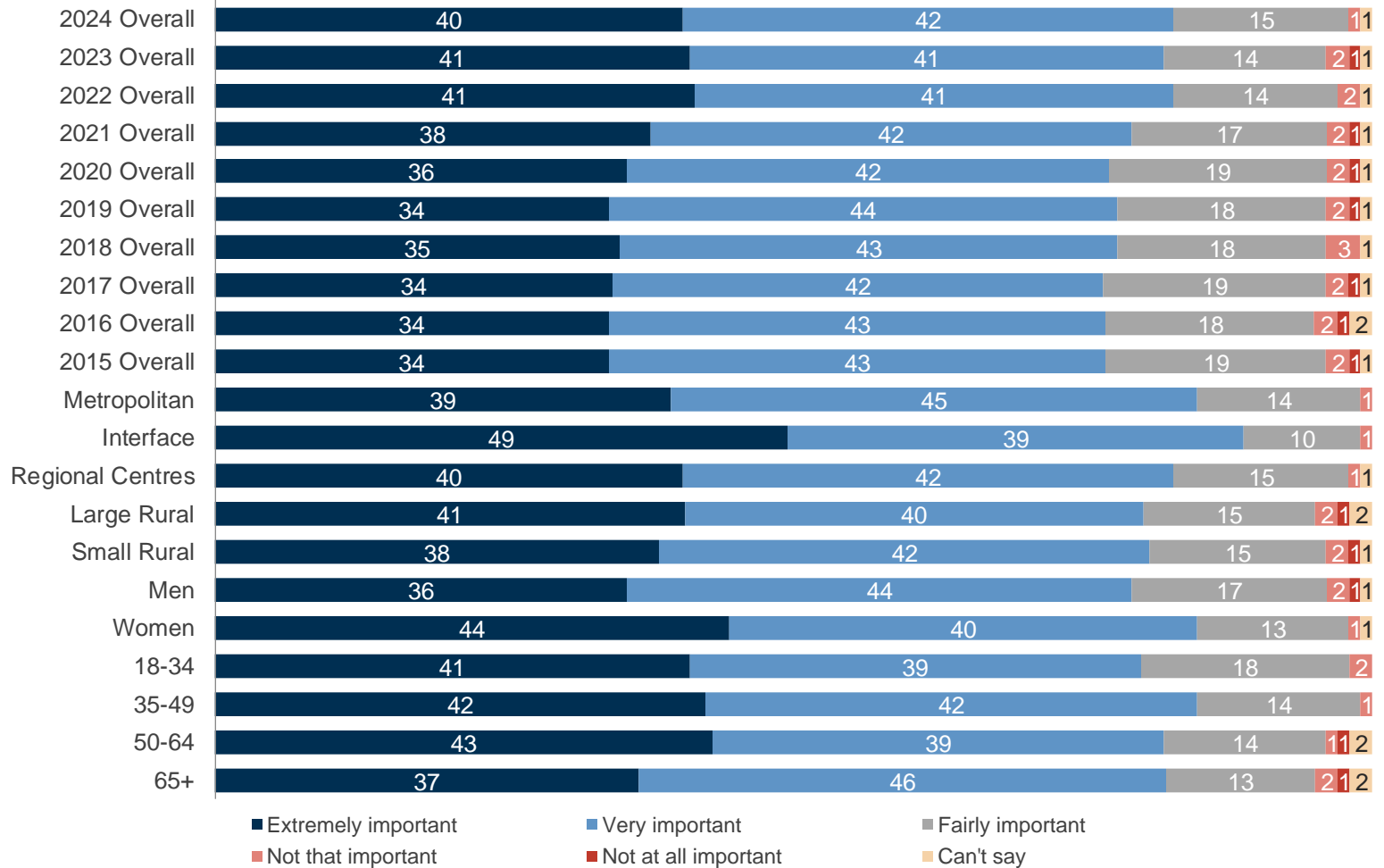
Base: All respondents. Councils asked State-wide: 20

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

The condition of local streets and footpaths in your area importance



2024 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: 20

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	59▲	57	63	65	64	65	64	62	63	64
Men	53▲	53	57	61	59	60	59	57	58	59
18-34	53	52	59	63	60	62	62	60	60	62
Regional Centres	53	53	59	62	59	61	59	57	58	58
65+	53	53	57	58	57	58	58	57	57	57
Overall	52	52	57	59	58	59	58	57	57	58
Small Rural	51	52	55	58	57	57	57	57	58	59
Women	50▼	51	56	58	57	58	58	56	56	57
35-49	50▼	52	56	58	58	59	58	56	57	58
50-64	49▼	50	54	57	55	57	56	54	55	55
Large Rural	46▼	47	51	55	54	55	54	53	53	54
Interface	46▼	47	54	58	54	60	59	56	57	56

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

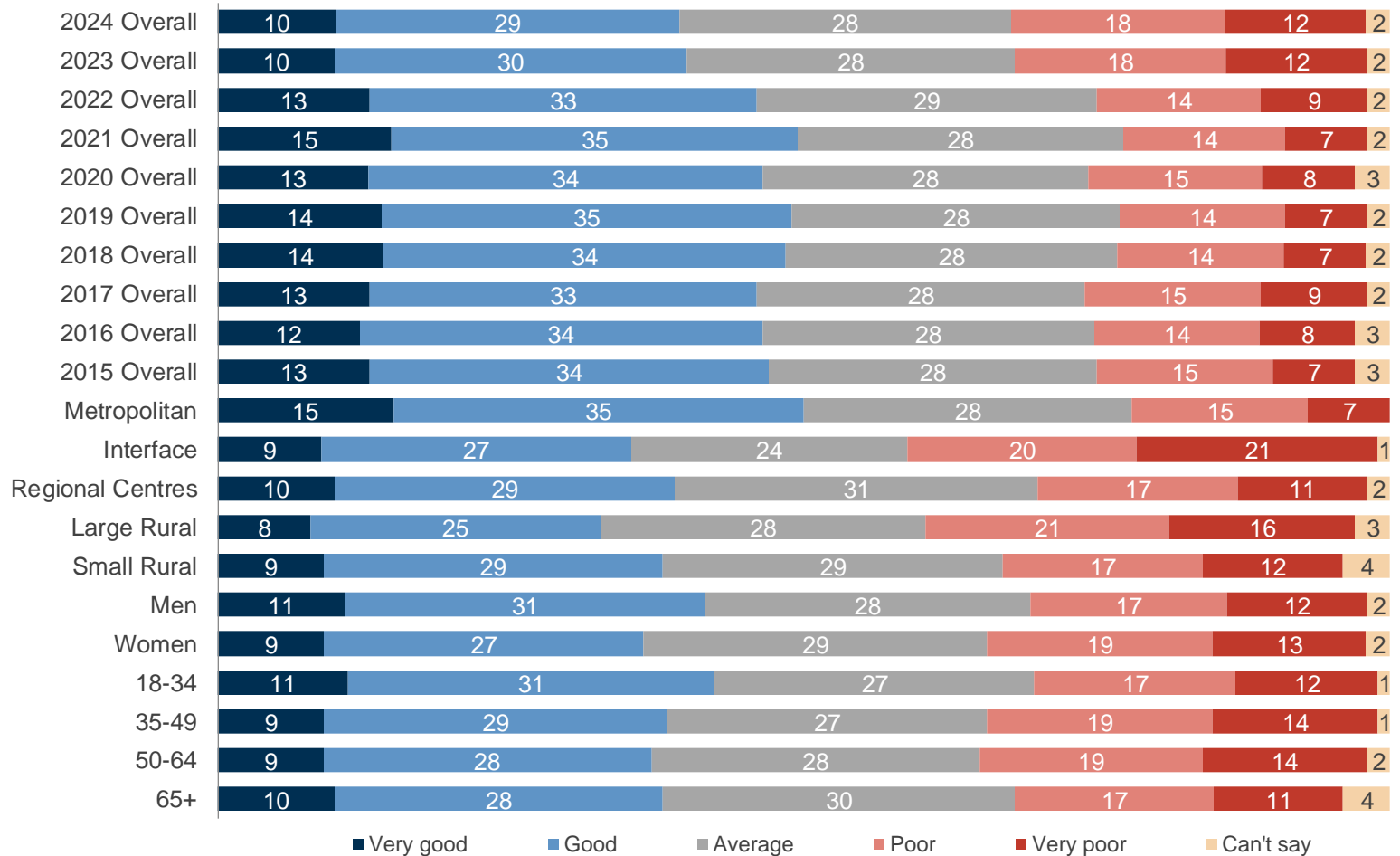
Base: All respondents. Councils asked State-wide: 31

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)



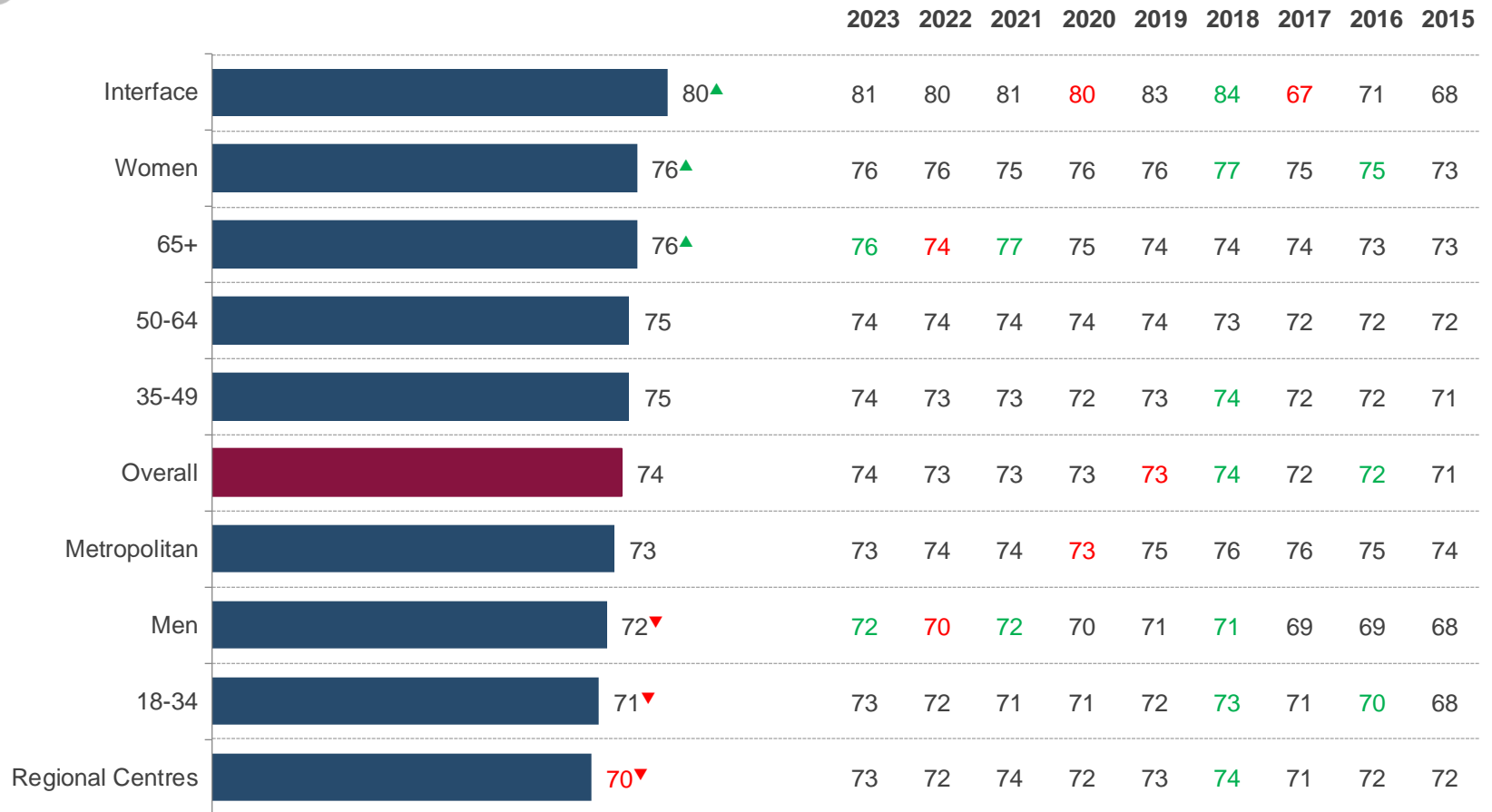
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31



Traffic management importance



2024 traffic management importance (index scores)



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

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

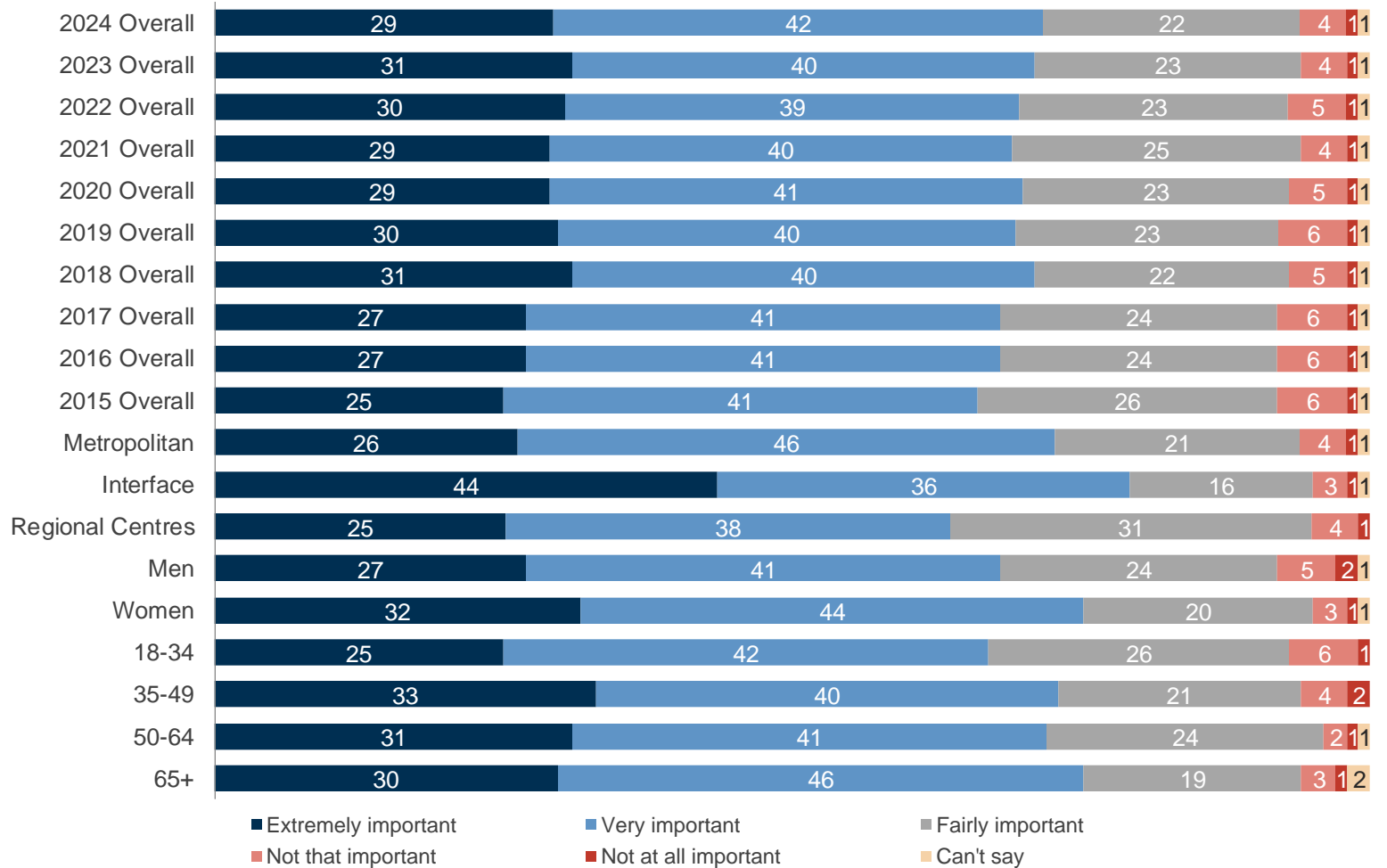
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2024 traffic management importance (%)



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



Traffic management performance



2024 traffic management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	64	66	67	64	66	65	67	65	67
Metropolitan	55	58	59	59	58	57	56	56	57
65+	55	58	59	59	59	57	60	60	60
18-34	56	59	61	60	59	58	61	61	62
Women	54	59	59	58	58	58	60	60	60
Overall	53	58	59	58	58	57	59	59	60
Men	53	57	59	58	57	56	58	57	59
Regional Centres	53	57	60	56	60	56	61	59	62
35-49	52	58	57	55	56	55	58	57	58
50-64	50	56	57	57	56	55	57	57	57
Interface	48	54	52	52	52	51	59	57	61
Large Rural	n/a	n/a	59	62	59	60	62	62	59

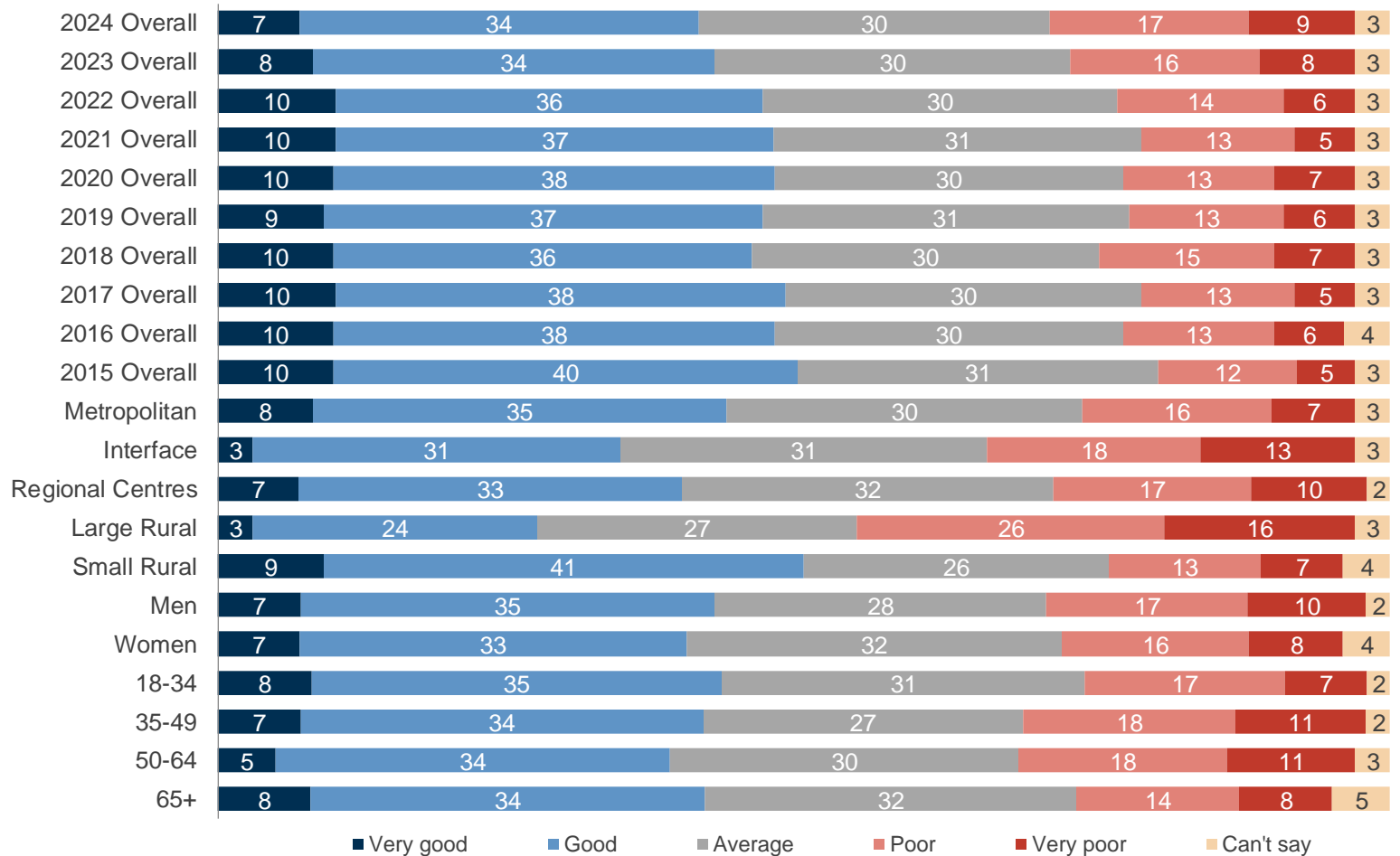
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2024 traffic management performance (%)



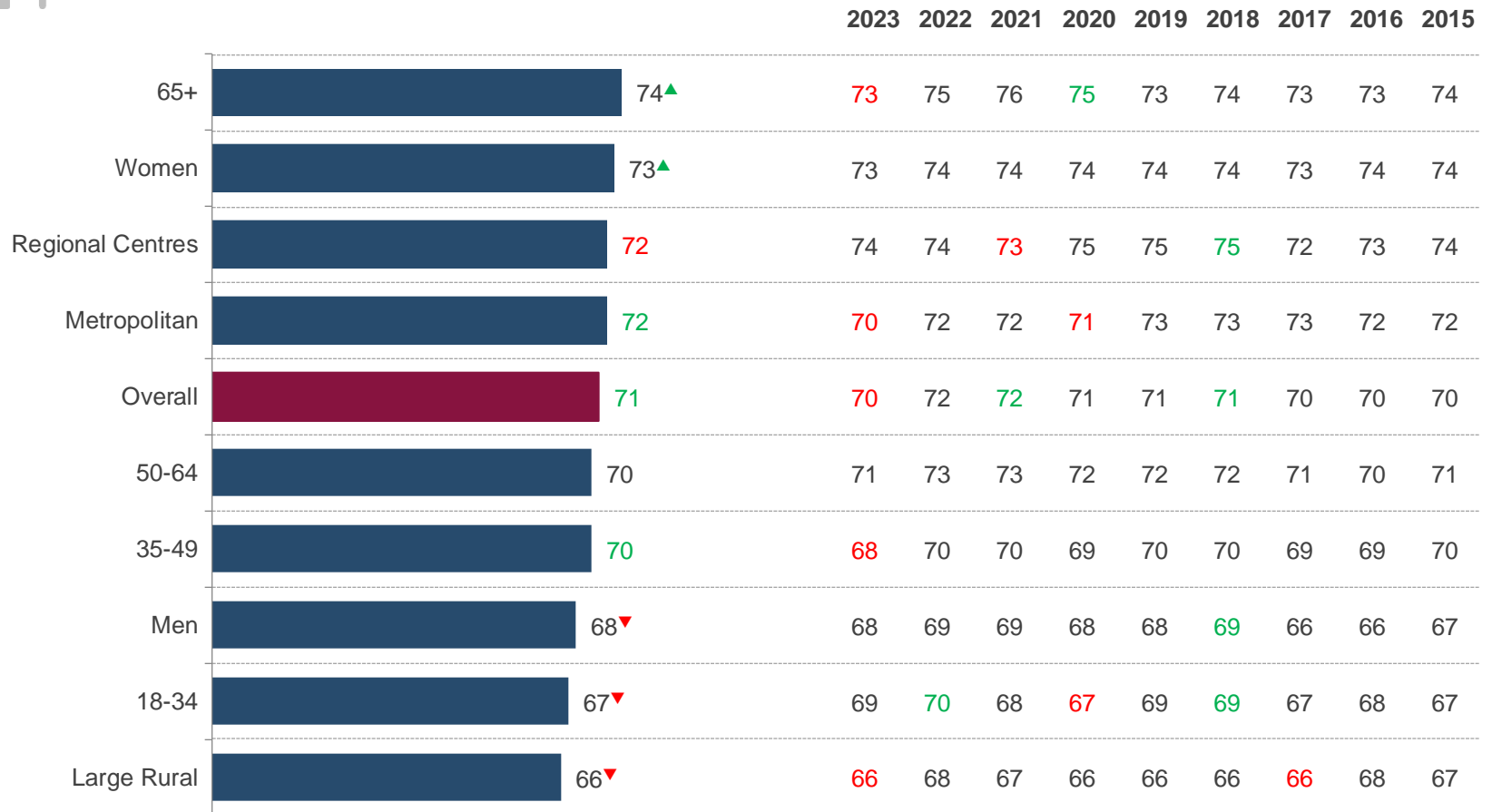
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12



Parking facilities importance



2024 parking importance (index scores)



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

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

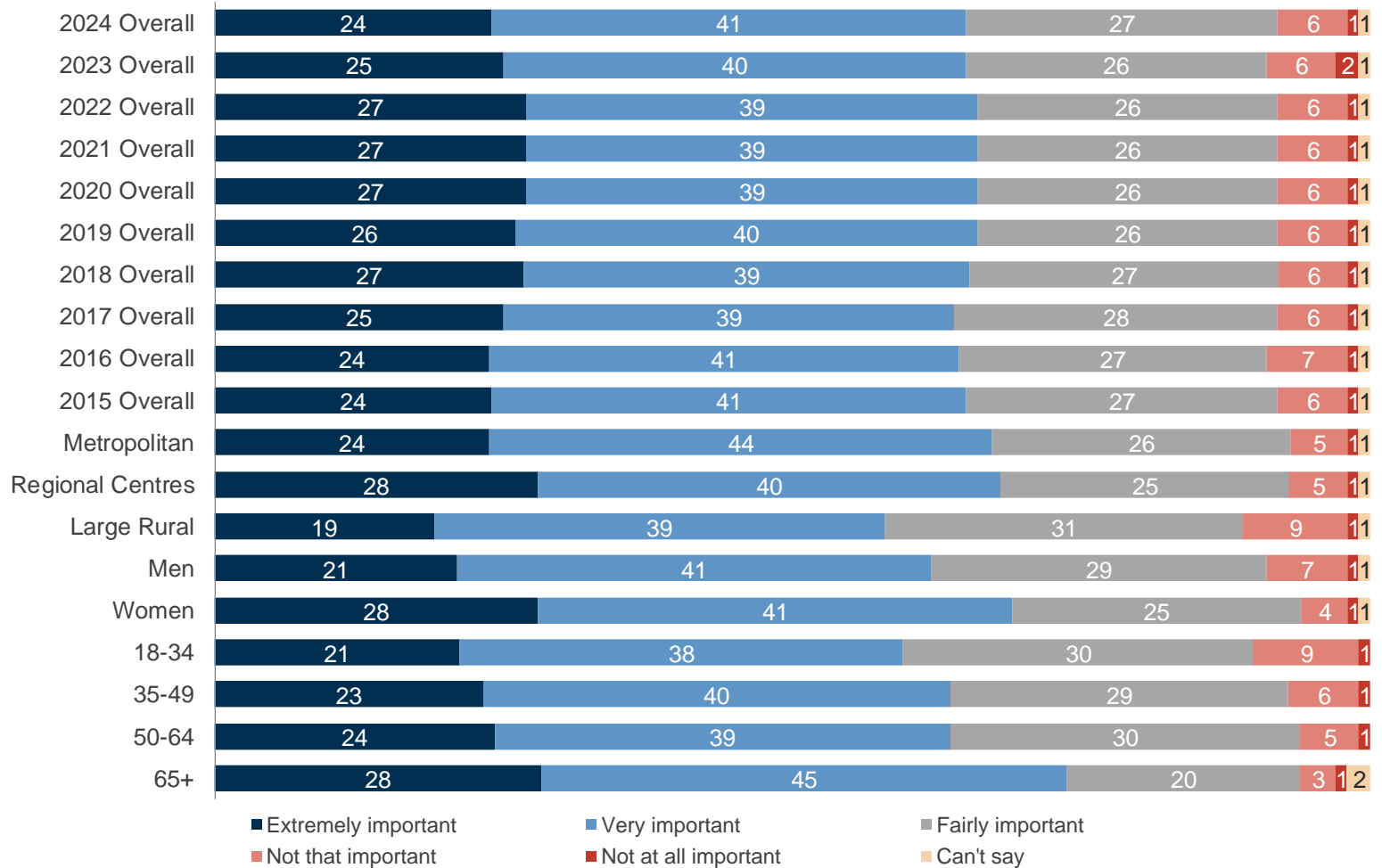
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2024 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9



Parking facilities performance



2024 parking performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	59▲	60	62	60	60	60	63	61	62
18-34	57▲	59	60	57	57	58	56	57	59
Men	55	57	58	56	56	56	56	56	58
Overall	54	57	58	55	56	56	55	56	57
Regional Centres	54	56	55	49	50	51	52	54	53
Metropolitan	54	58	58	56	55	55	53	54	55
Interface	54	56	57	58	57	57	57	56	60
35-49	54	58	58	56	56	56	56	57	58
50-64	54	54	56	54	54	56	54	55	55
Women	54	57	57	54	55	55	55	56	56
65+	54	56	56	54	55	54	54	55	55
Large Rural	50▼	53	56	57	58	59	60	58	59

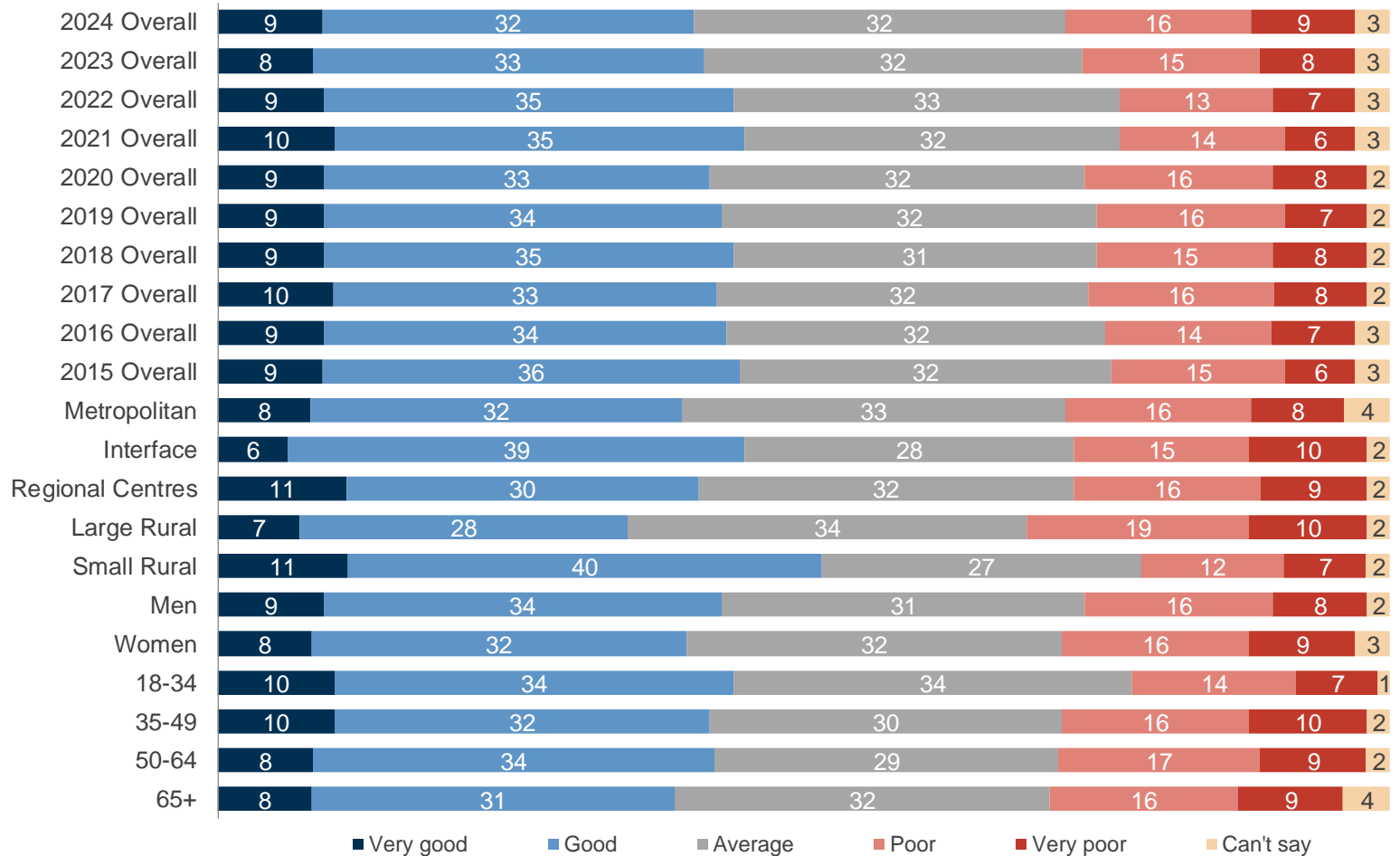
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2024 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17



Enforcement of local laws importance



2024 law enforcement importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Interface	72▲	71	74	73	73	73	74	73	73	71
Women	71▲	71	72	73	73	75	74	74	74	74
65+	71▲	70	71	72	73	72	72	73	71	72
Metropolitan	70▲	70	70	71	71	73	73	72	71	72
Regional Centres	68	69	69	71	71	70	71	71	70	72
Overall	67	68	68	70	70	71	71	71	70	71
35-49	66	65	66	67	68	69	69	70	70	70
50-64	66	68	68	70	70	69	71	71	71	71
Large Rural	66	66	67	67	68	68	68	68	69	70
Small Rural	65▼	65	65	67	66	68	66	67	69	68
18-34	64▼	66	66	68	69	71	70	70	70	70
Men	64▼	64	64	66	66	66	67	68	66	67

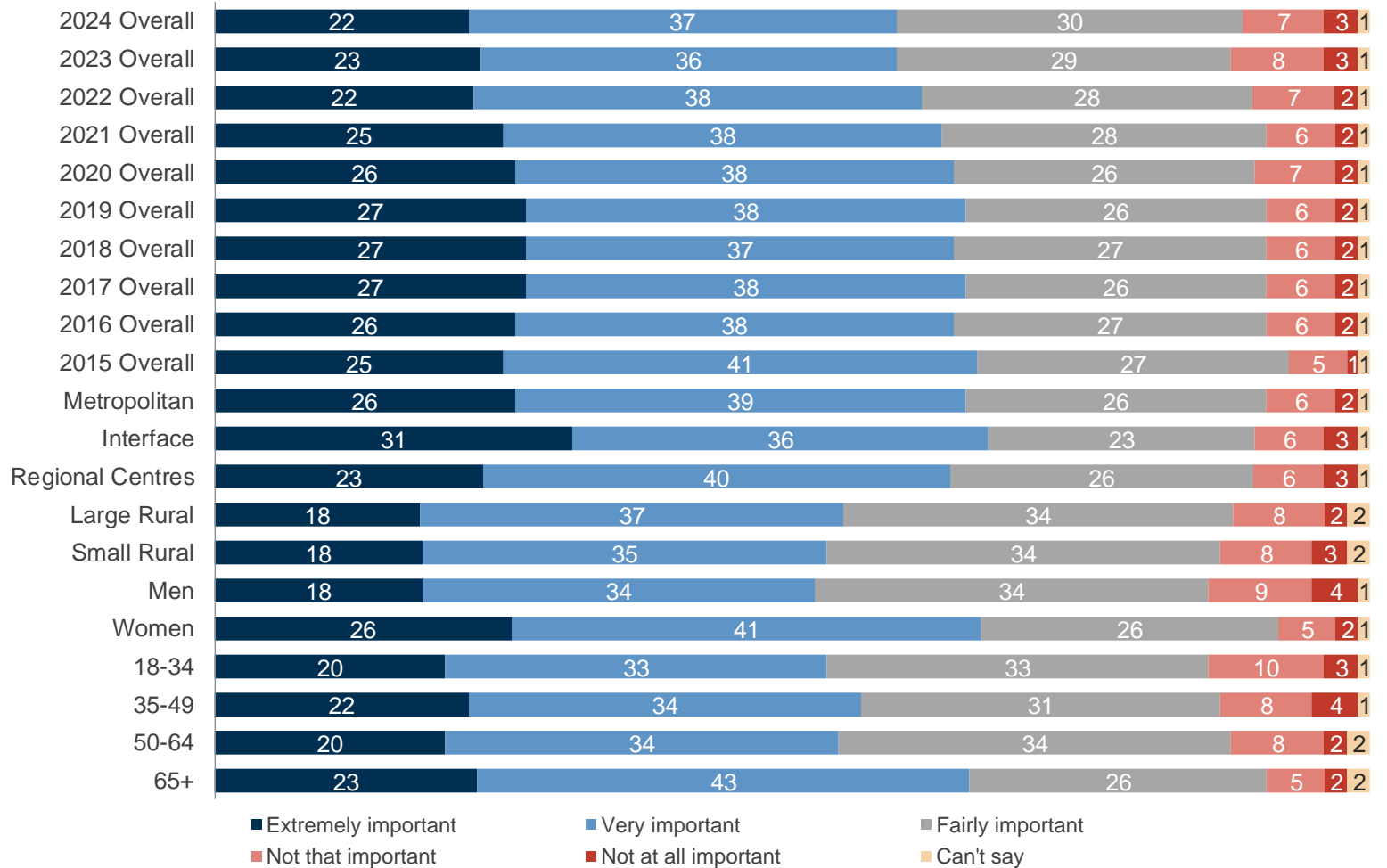
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17



Enforcement of local laws performance



2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	64▲	64	67	69	66	67	67	67	67	70
Metropolitan	62	62	65	66	65	64	64	64	64	66
Women	62▲	62	65	66	64	65	65	65	65	67
Regional Centres	62	64	66	67	64	66	66	66	64	67
35-49	61	61	64	64	63	64	64	64	63	65
Overall	61	61	63	64	63	64	64	64	63	66
Small Rural	60▼	61	62	63	62	63	63	65	64	66
Large Rural	60▼	61	64	64	64	64	64	63	63	65
Men	59▼	60	62	63	62	63	62	63	62	64
50-64	59▼	59	61	61	60	61	61	61	61	63
65+	59▼	60	62	63	62	62	62	63	62	64
Interface	58▼	57	61	63	59	62	61	60	61	65

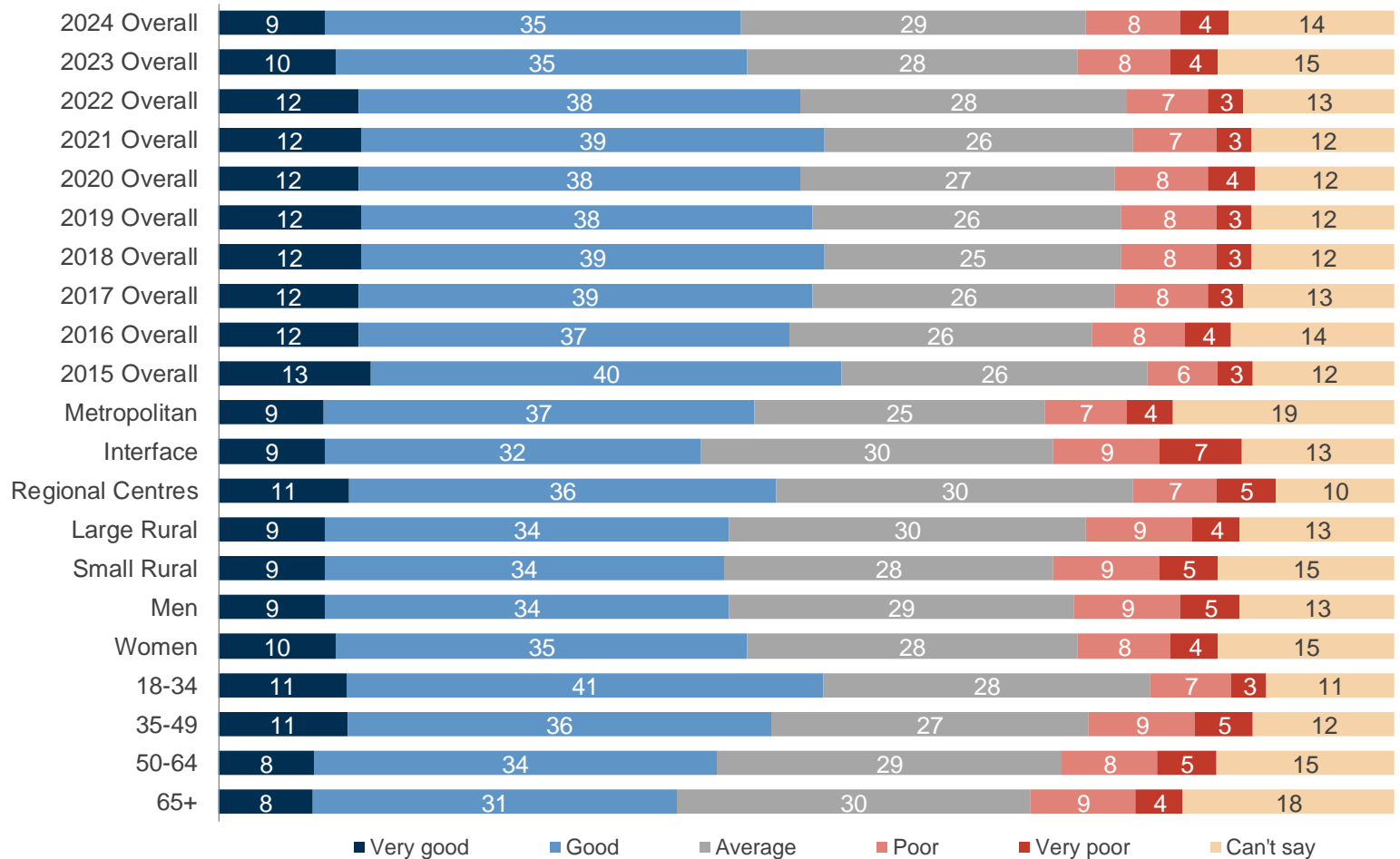
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



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



Family support services importance



2024 family support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Interface	79▲	82	78	77	76	76	74	75	74
Women	78▲	80	81	79	78	78	77	77	77
35-49	76▲	77	76	75	74	74	73	74	73
18-34	76▲	78	79	76	76	76	76	75	74
Overall	74	75	76	75	74	74	73	73	73
Metropolitan	74	75	76	75	75	75	73	73	72
Regional Centres	74	76	78	76	75	75	76	73	75
Large Rural	74	74	75	74	73	72	72	72	72
50-64	73	73	75	74	72	72	72	70	72
65+	72▼	73	74	74	72	72	71	71	72
Small Rural	72	74	75	76	71	69	71	72	72
Men	70▼	70	72	71	69	69	69	68	68

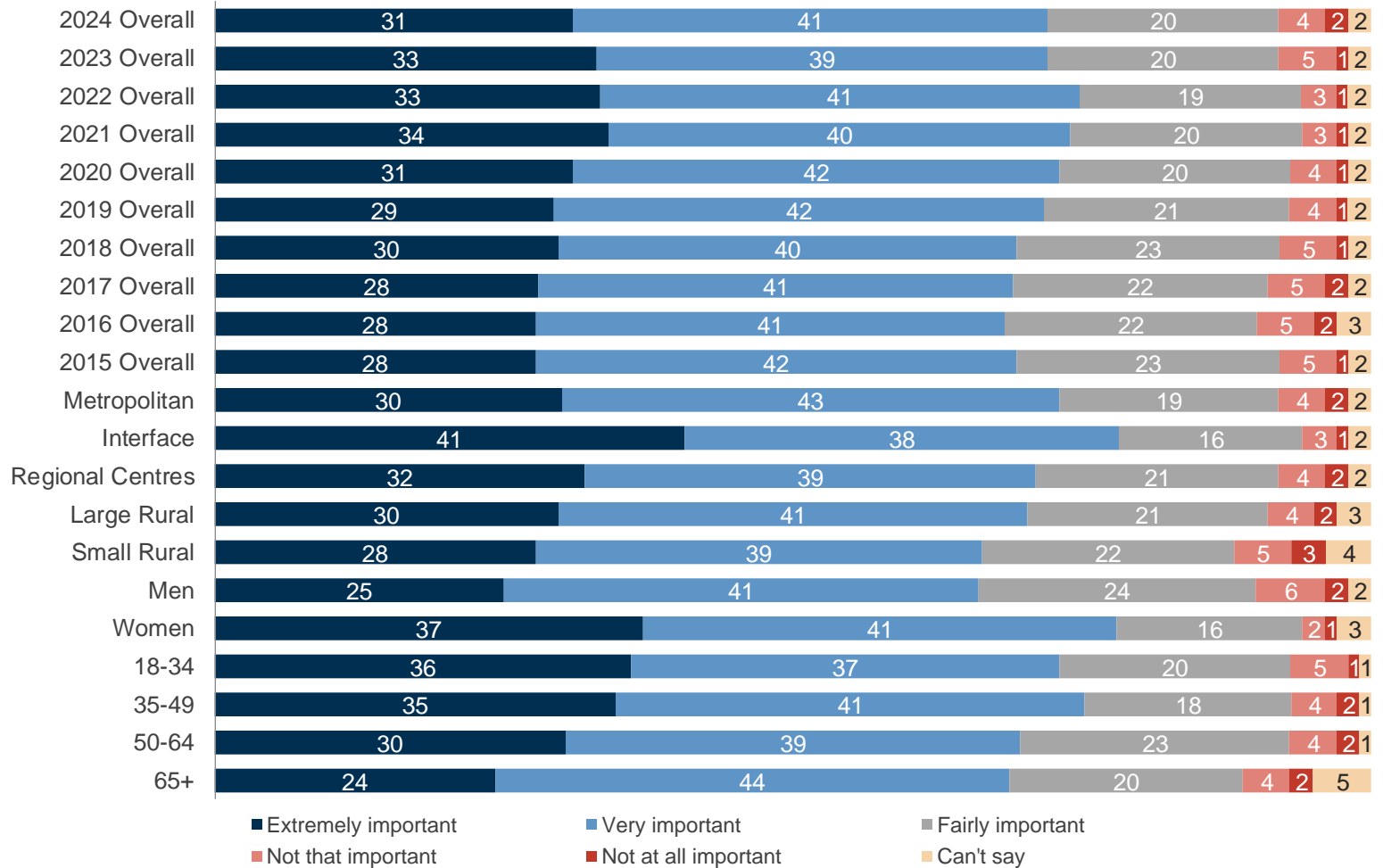
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2024 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13



Family support services performance



2024 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	66▲	65	66	67	69	69	68	68	69	68
65+	66▲	64	69	69	69	70	68	70	69	70
Men	63	62	65	66	65	67	66	66	66	67
18-34	63	62	65	64	65	67	67	67	66	67
Overall	63	63	65	66	66	67	66	67	66	67
Regional Centres	62	64	67	66	65	68	66	67	66	66
Women	62▼	63	65	66	66	67	67	67	67	68
Large Rural	62	61	64	66	64	65	65	65	64	67
Small Rural	61▼	62	64	66	66	68	67	68	66	67
35-49	61▼	63	64	65	65	67	67	66	66	66
50-64	59▼	61	62	65	63	64	63	64	62	65
Interface	59▼	57	64	65	63	67	67	65	65	66

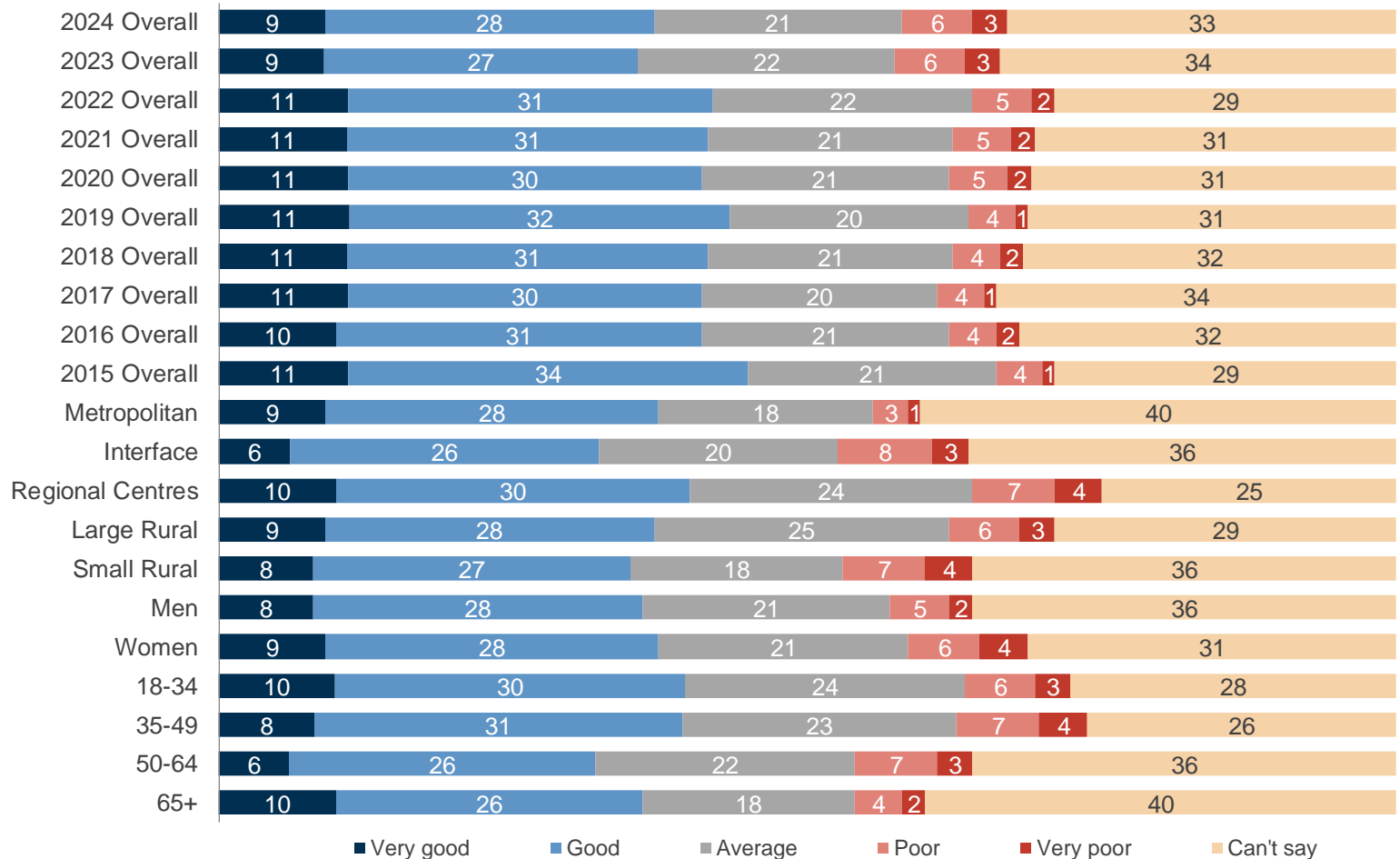
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27



Elderly support services importance



2024 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	84▲	83	85	85	83	84	83	82	82
Interface	82	82	84	83	81	81	81	78	79
Small Rural	82▲	82	82	83	81	80	80	79	79
65+	81	80	82	82	81	80	80	79	79
35-49	80	79	82	80	78	79	79	77	78
Overall	80	80	82	82	80	80	79	78	78
50-64	80	82	83	84	82	82	81	80	79
Regional Centres	80	80	83	82	80	81	80	80	78
18-34	79	79	81	81	78	78	77	76	77
Large Rural	79	79	81	80	80	79	78	78	78
Metropolitan	79	78	80	81	78	79	79	77	78
Men	76▼	77	79	78	76	76	75	74	75

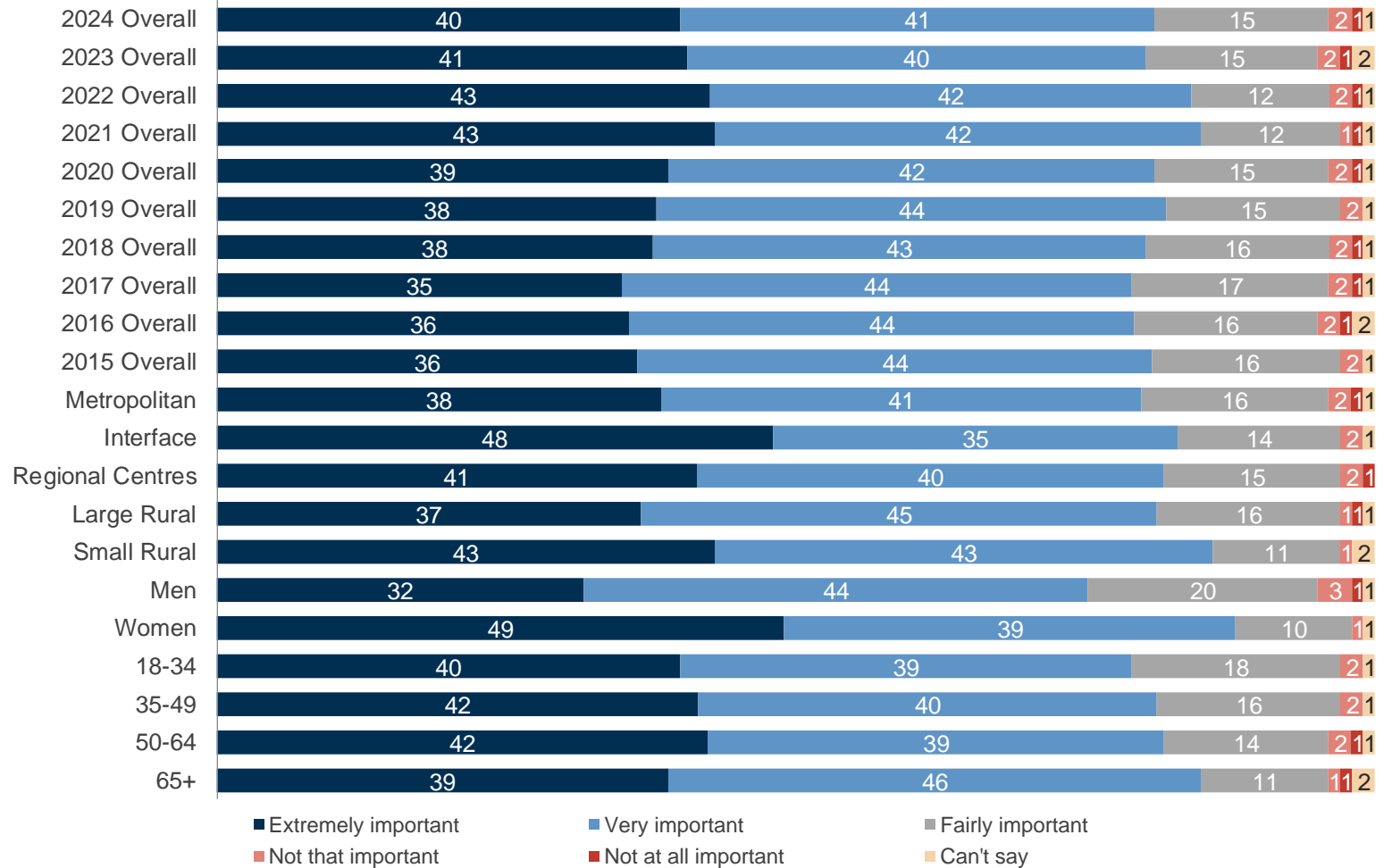
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2024 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	65	69	72	72	72	70	72	71	74
Small Rural	66	70	72	71	71	69	71	70	72
Men	63	67	69	68	69	67	68	67	69
Metropolitan	64	65	66	67	67	67	67	69	69
Overall	63	67	69	68	68	68	68	68	69
Regional Centres	61	65	65	63	67	66	68	66	66
Large Rural	63	65	68	67	67	67	67	66	69
Women	63	66	68	68	68	68	68	69	69
18-34	61	66	67	66	67	67	67	67	67
35-49	62	65	66	65	67	67	66	65	66
50-64	61	64	67	66	66	65	66	66	67
Interface	52	64	67	65	66	67	64	59	65

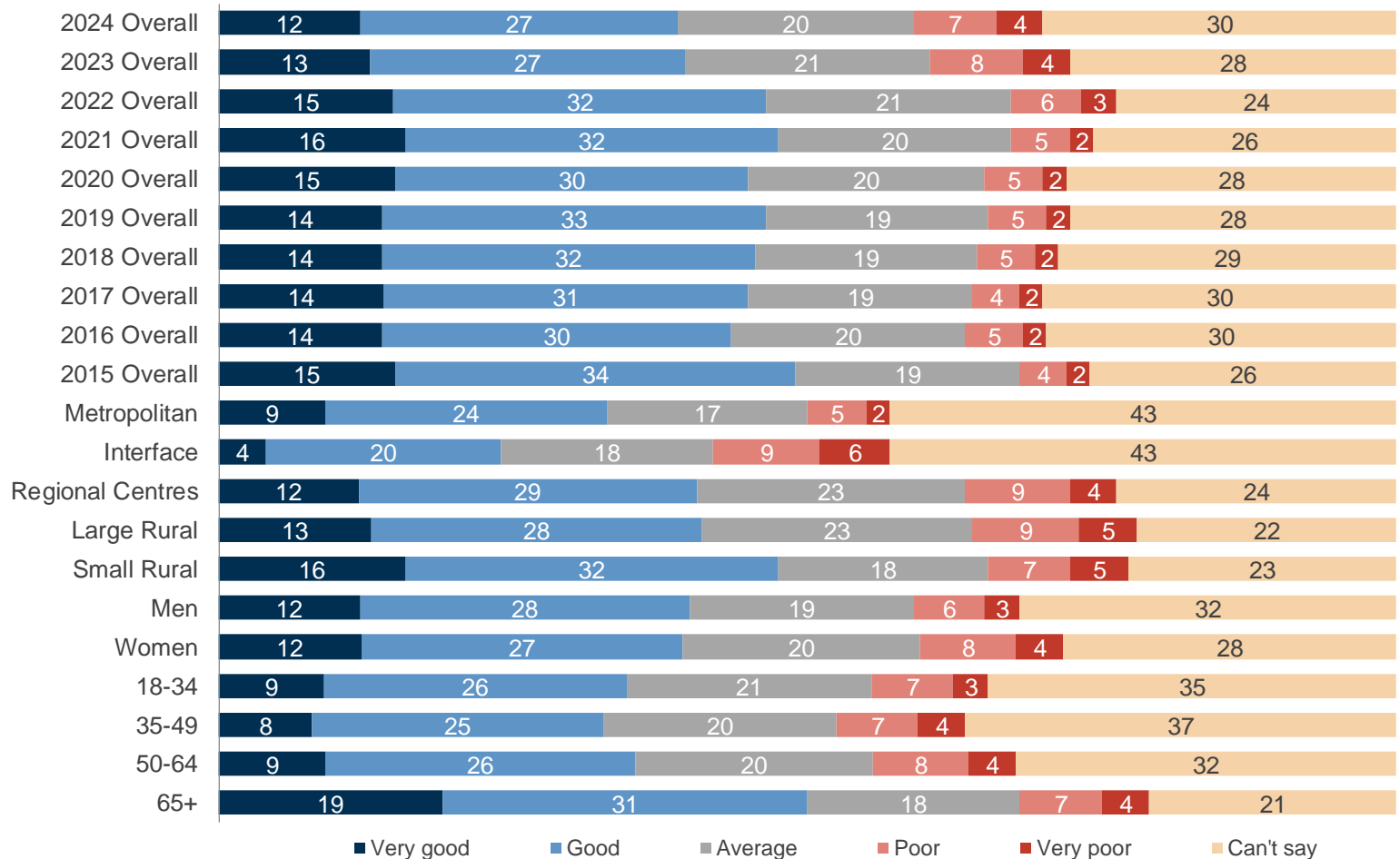
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23



Disadvantaged support services importance



2024 disadvantaged support importance (index scores)



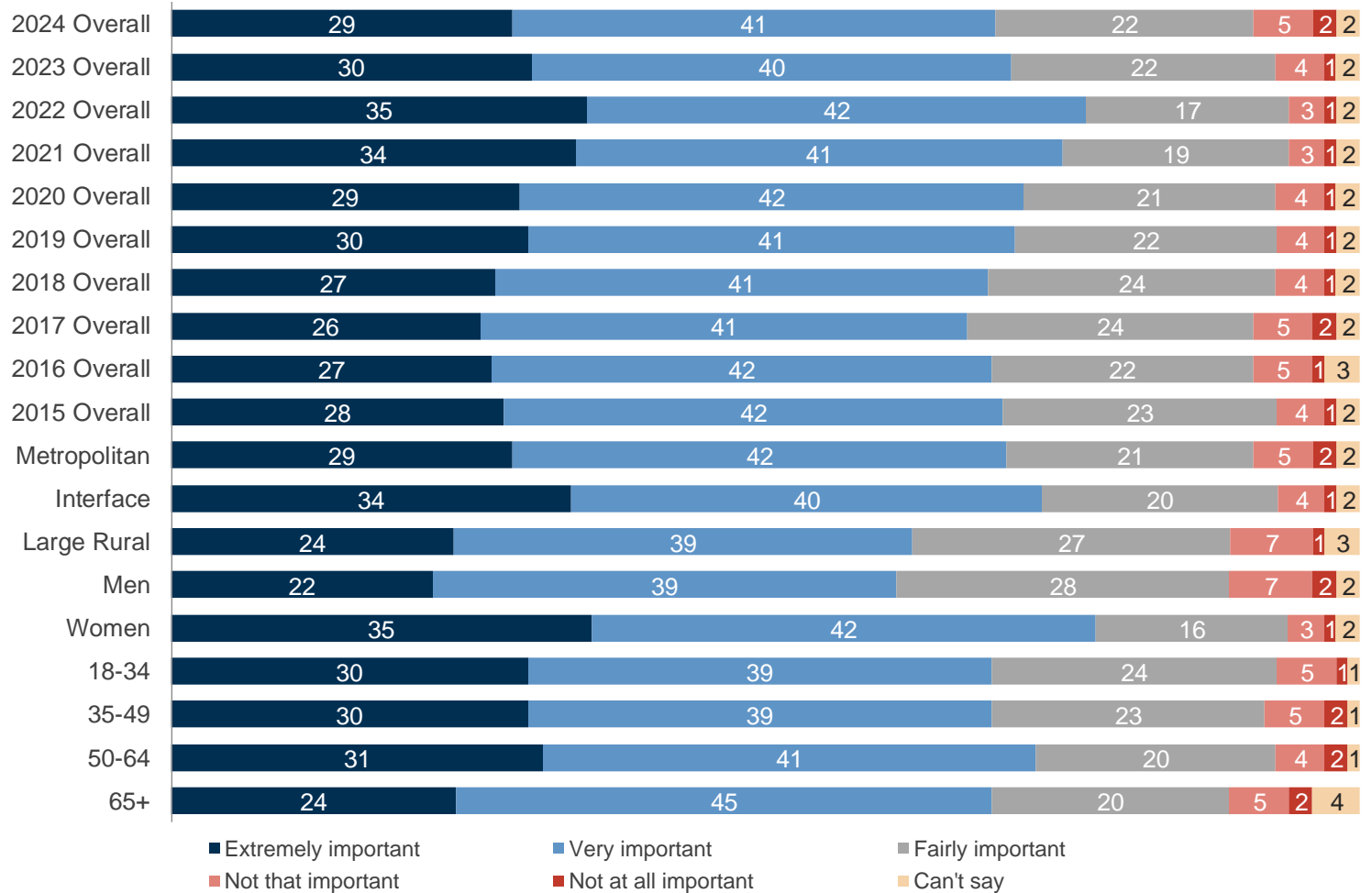
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 6
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2024 disadvantaged support importance (%)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 6



Disadvantaged support services performance



2024 disadvantaged support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	62▲	61	63	64	62	63	61	62	62
65+	61▲	60	64	65	62	65	64	64	64
Men	60▲	60	64	65	62	63	63	62	61
Large Rural	59	58	62	64	61	61	61	61	61
Overall	58	59	62	63	60	62	61	61	61
35-49	58	58	62	62	59	61	61	60	59
18-34	58	59	63	64	61	61	62	61	60
Women	57	57	61	62	59	60	60	61	60
50-64	56▼	57	59	63	58	60	58	59	59
Regional Centres	54▼	58	62	63	59	63	61	63	59
Interface	49▼	51	60	62	59	60	62	56	58

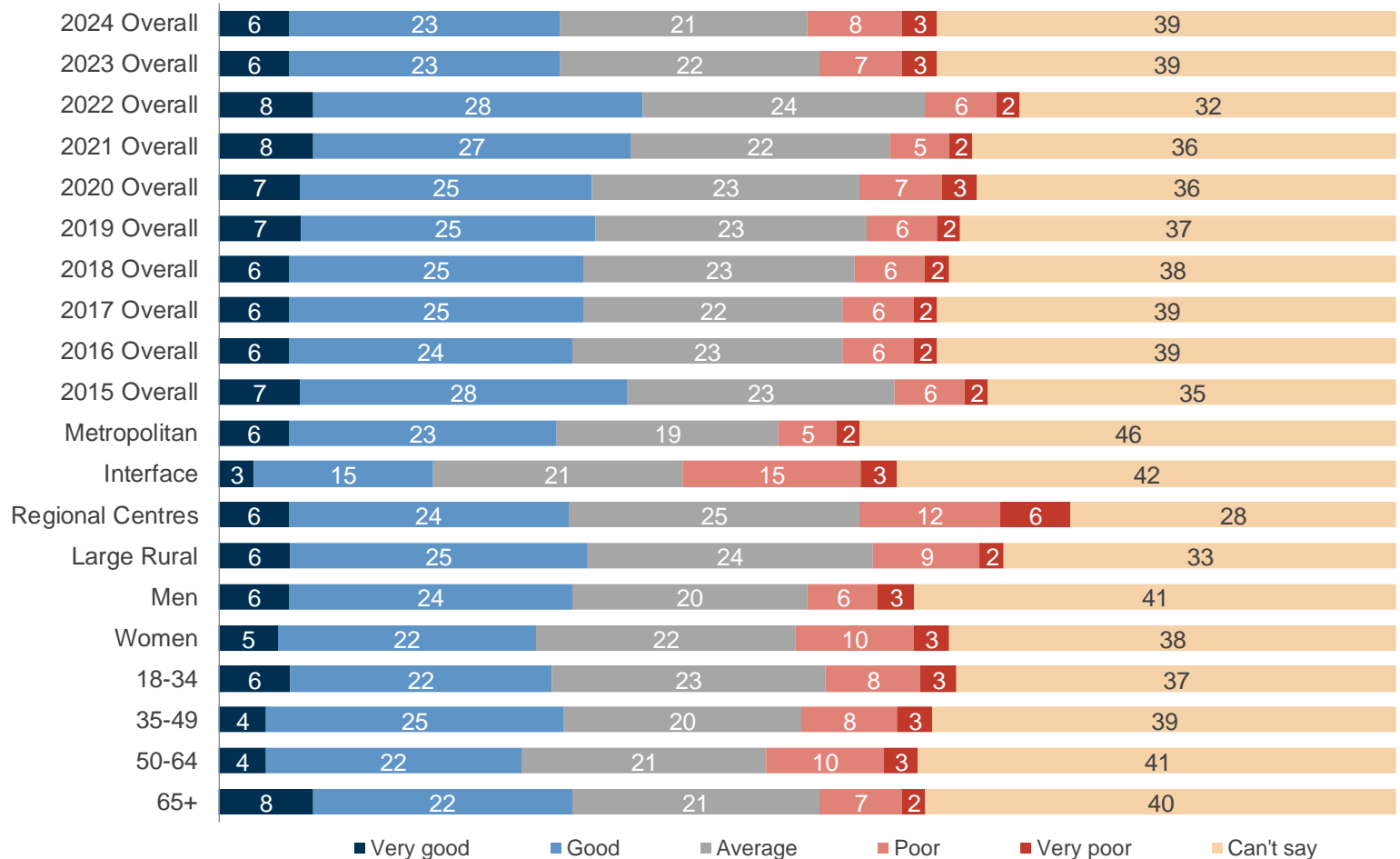
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 10
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2024 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 10



Recreational facilities importance



2024 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	76▲	75	77	76	75	75	74	75	75
Interface	76▲	75	76	75	73	72	74	72	73
Women	74▲	75	76	75	74	73	75	74	75
50-64	74	74	74	74	73	74	73	73	72
Overall	73	73	74	74	72	72	73	72	73
Metropolitan	73	74	74	74	72	72	73	73	73
Regional Centres	73	73	75	74	72	72	74	73	73
Small Rural	73	73	74	73	73	72	72	71	72
Large Rural	73	73	74	73	72	72	74	72	72
18-34	73	73	73	72	69	70	72	71	72
Men	72▼	72	73	72	71	70	72	70	71
65+	71▼	71	73	73	72	71	72	71	71

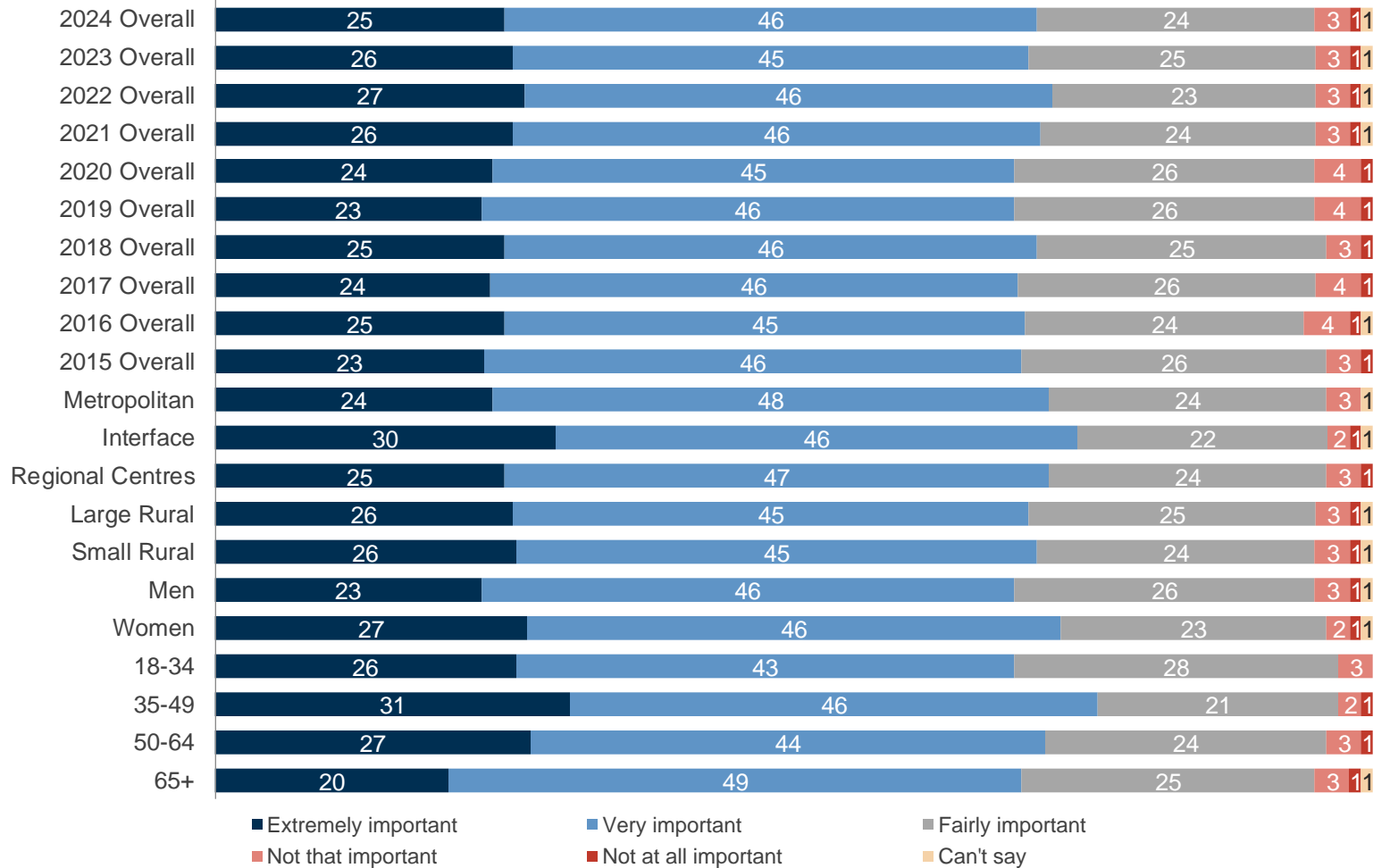
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	74▲	72	73	75	74	75	74	73	73
65+	71▲	71	72	74	73	74	72	73	72
Regional Centres	69	69	72	74	70	71	70	69	70
Men	68	68	69	71	70	70	69	69	69
Overall	68	68	69	71	70	70	69	70	69
Women	68	68	70	71	70	71	70	70	69
18-34	68	67	69	70	69	70	69	68	69
Small Rural	67▼	67	69	69	68	68	69	69	68
50-64	67▼	67	68	70	68	69	68	69	67
35-49	65▼	65	67	69	68	68	68	68	67
Large Rural	64▼	65	66	68	67	68	66	66	65
Interface	63▼	66	67	68	67	70	68	66	67

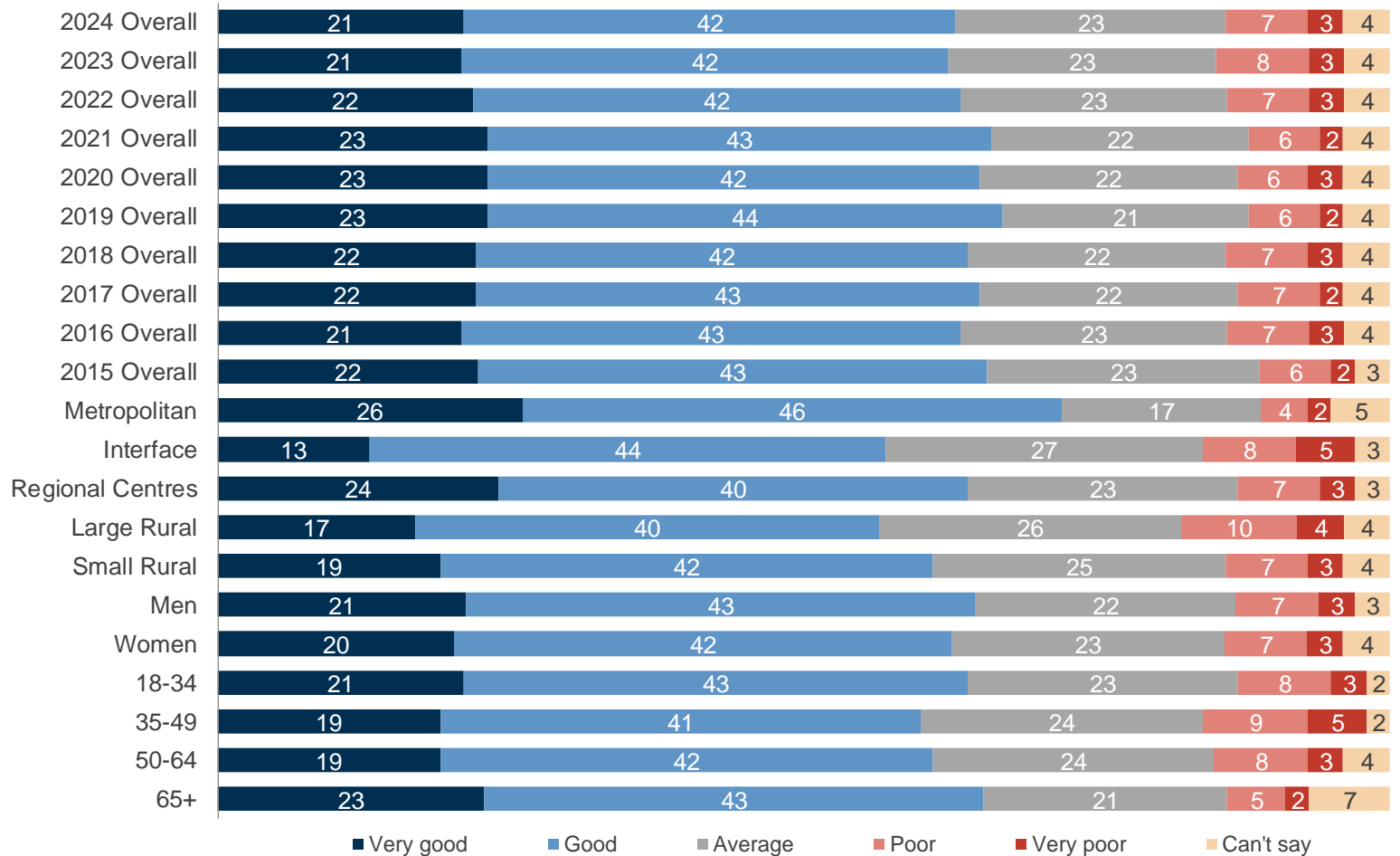
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40



The appearance of public areas importance



2024 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Interface	79▲	78	77	75	73	76	75	75	73
Women	76▲	76	77	75	75	76	76	76	75
50-64	75	76	76	76	75	75	75	75	75
35-49	75▲	75	76	74	74	75	75	75	75
Metropolitan	75▲	75	76	73	74	74	75	74	73
Overall	74	74	75	74	73	74	74	74	73
Small Rural	74	74	74	74	74	74	74	74	73
65+	74	74	75	74	74	75	75	75	74
Regional Centres	74	75	74	74	73	74	74	74	74
Large Rural	74	73	75	73	73	73	73	74	73
18-34	73▼	73	74	71	71	71	72	72	70
Men	73▼	73	73	72	71	72	72	72	71

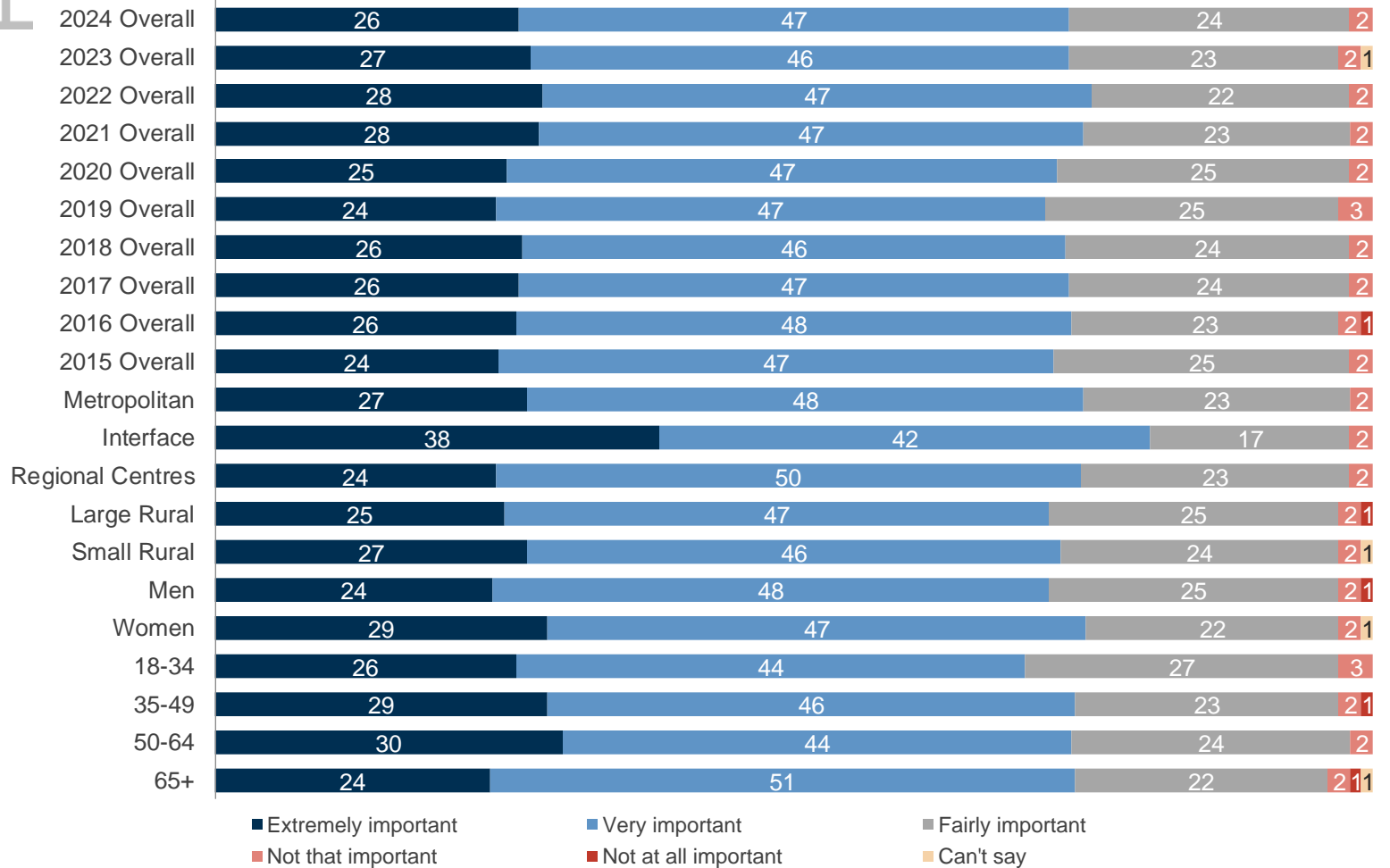
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 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: 24



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	71▲	73	75	72	73	72	74	73	74
65+	70▲	72	73	72	73	72	72	72	72
Metropolitan	70▲	72	74	73	74	73	72	72	73
Regional Centres	70▲	73	75	72	74	73	73	73	72
Men	68	70	73	71	72	71	71	71	71
18-34	68	72	74	72	73	71	72	72	73
Overall	68	71	73	72	72	71	71	71	72
Women	68	71	73	72	73	72	72	71	72
50-64	67	68	72	70	71	70	69	69	70
35-49	66▼	70	72	72	72	71	72	71	72
Large Rural	66▼	67	70	71	70	69	69	69	69
Interface	56▼	62	68	65	69	68	66	66	67

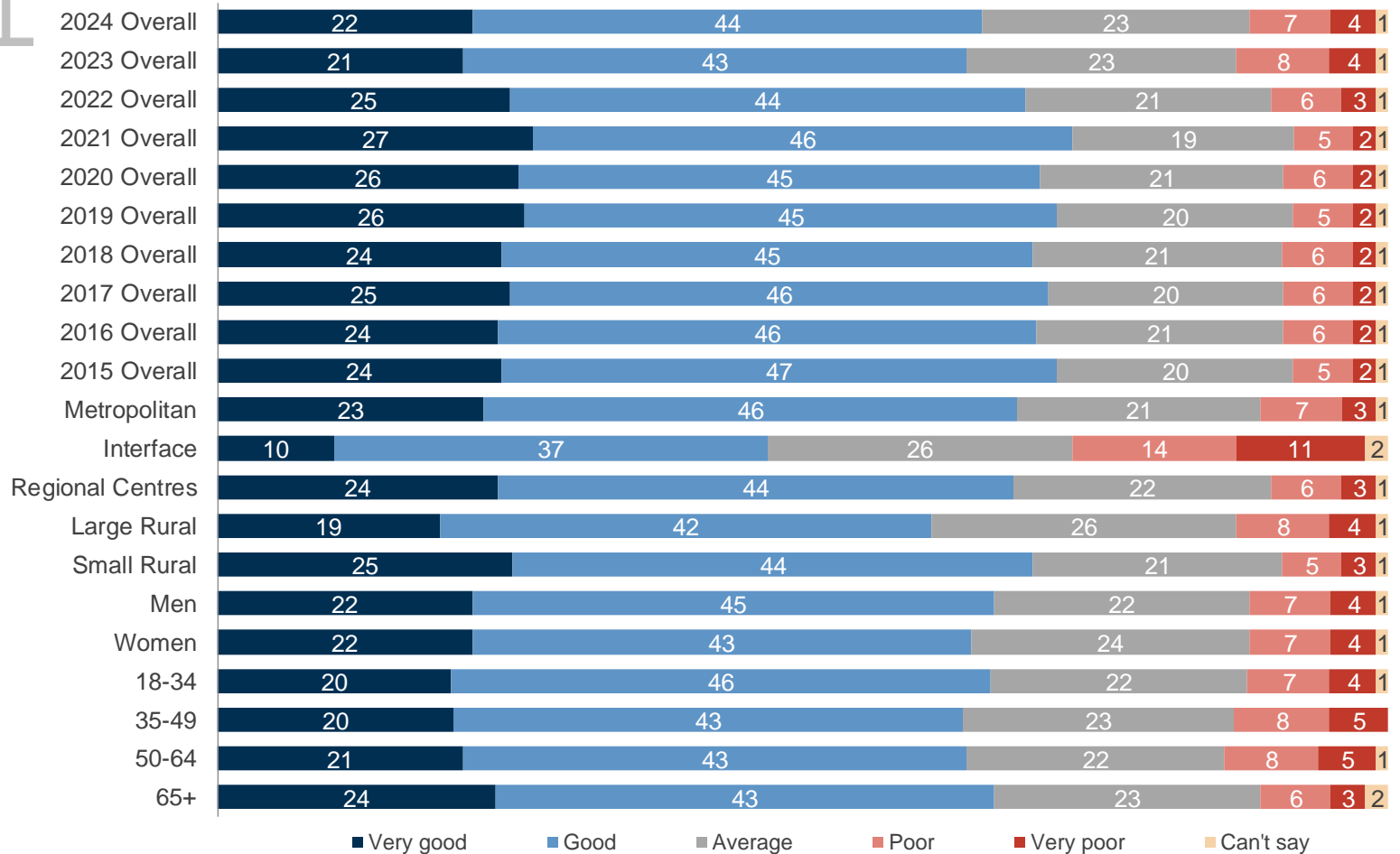
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 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: 42



Art centres and libraries importance



2024 art centres and libraries importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	69▲	71	71	69	69	69	69	70	70
Metropolitan	67▲	70	70	68	67	67	67	68	69
Interface	66	66	66	64	64	67	62	66	64
65+	66▲	67	68	68	66	67	66	67	67
35-49	65	67	68	66	65	65	66	66	67
Overall	64	67	67	65	65	65	64	66	65
Large Rural	64	64	66	64	64	62	63	63	63
18-34	63	66	64	62	64	62	61	64	63
Regional Centres	62▼	66	66	63	63	63	62	64	66
50-64	62▼	66	65	66	65	65	64	65	65
Small Rural	61▼	63	63	60	63	61	61	65	62
Men	59▼	62	62	61	61	61	60	60	61

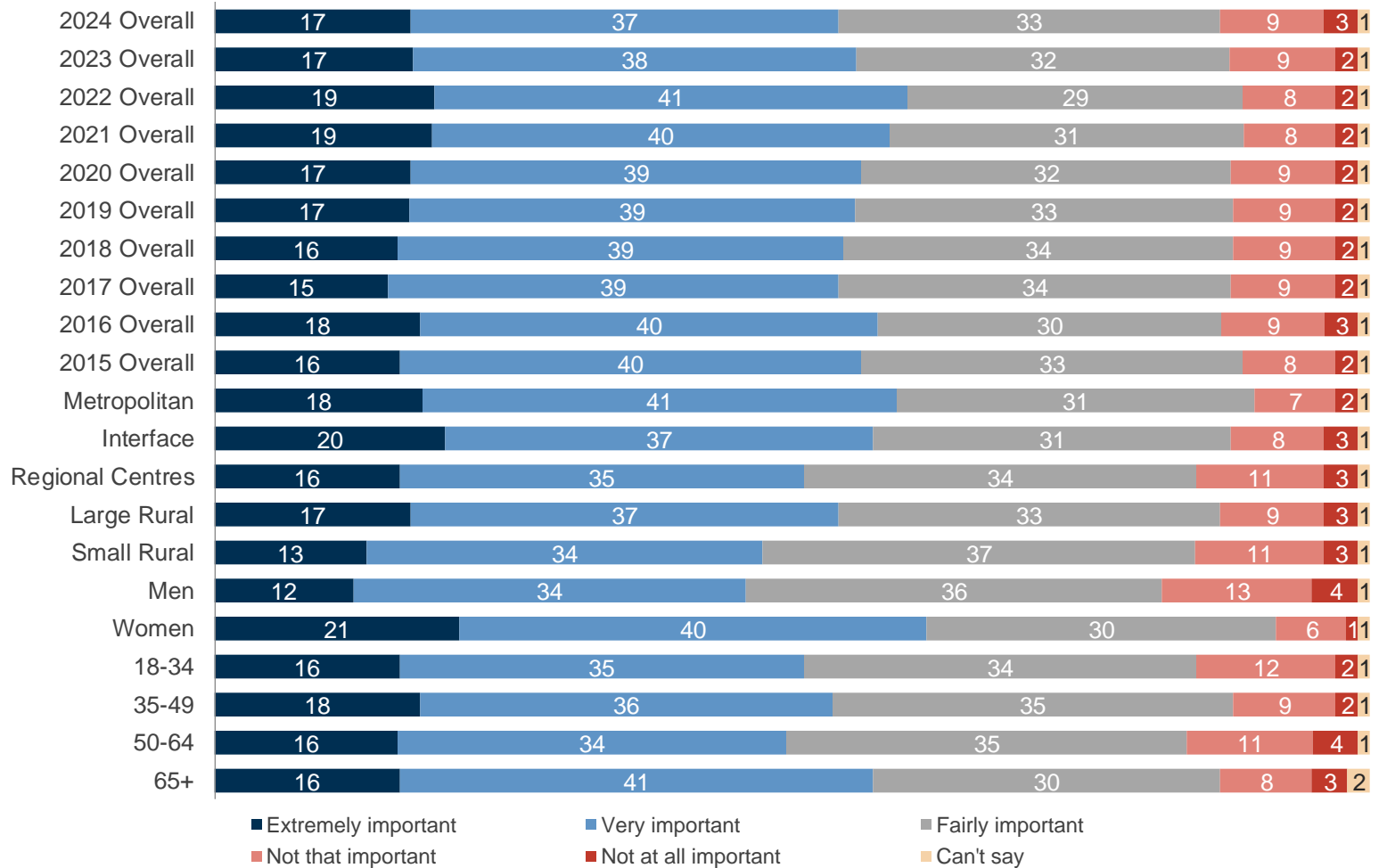
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 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: 17



Art centres and libraries performance



2024 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	76▲	75	73	75	76	75	75	74	75
Regional Centres	75▲	77	76	74	74	76	75	75	75
Women	75▲	75	74	75	76	75	75	74	75
65+	75▲	75	75	77	77	76	76	75	76
35-49	74▲	72	72	74	74	74	73	72	73
Overall	73	73	73	74	74	74	73	72	73
Small Rural	73	73	71	74	74	73	72	71	69
18-34	72▼	72	72	71	73	73	72	71	73
50-64	72	72	71	72	73	72	72	71	71
Men	72▼	71	71	73	73	73	72	70	72
Large Rural	71▼	69	72	72	73	71	70	70	73
Interface	67▼	70	69	71	75	75	72	68	72

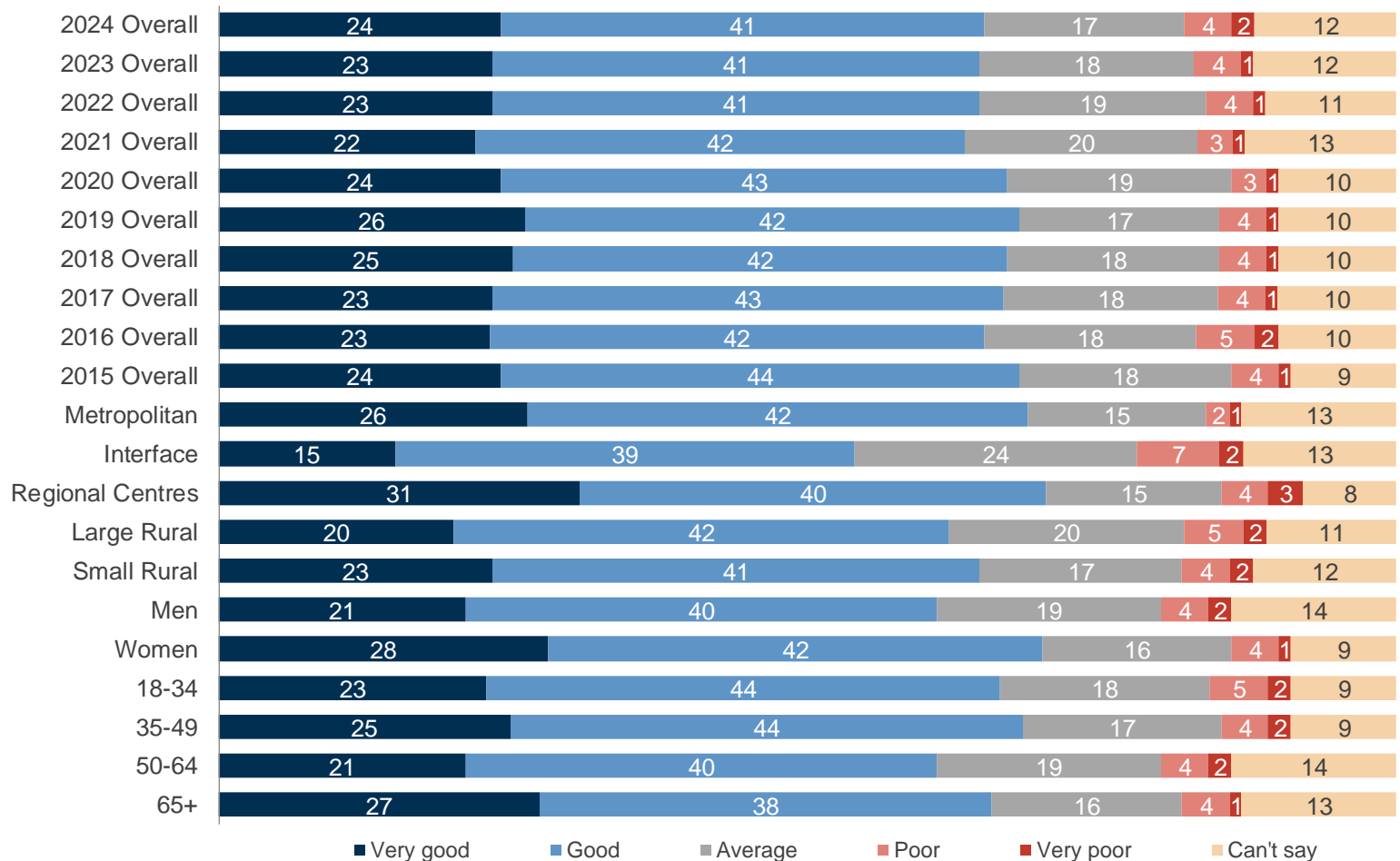
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 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: 28



Community and cultural activities importance



2024 community and cultural activities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	65▲	68	67	65	64	64	65	66	66
35-49	62▲	65	63	62	61	60	63	62	62
Regional Centres	62▲	65	65	63	62	62	62	62	63
Interface	62	66	63	62	62	61	57	63	59
Small Rural	61	64	62	60	62	60	62	64	65
18-34	61	65	64	62	61	63	61	64	63
Overall	60	64	64	62	61	61	61	62	62
Large Rural	60	64	63	61	61	60	61	61	61
Metropolitan	59	64	64	61	60	61	61	62	62
50-64	59	64	63	62	61	59	60	61	61
65+	59	63	63	62	61	61	61	61	61
Men	56▼	61	60	58	58	57	57	58	58

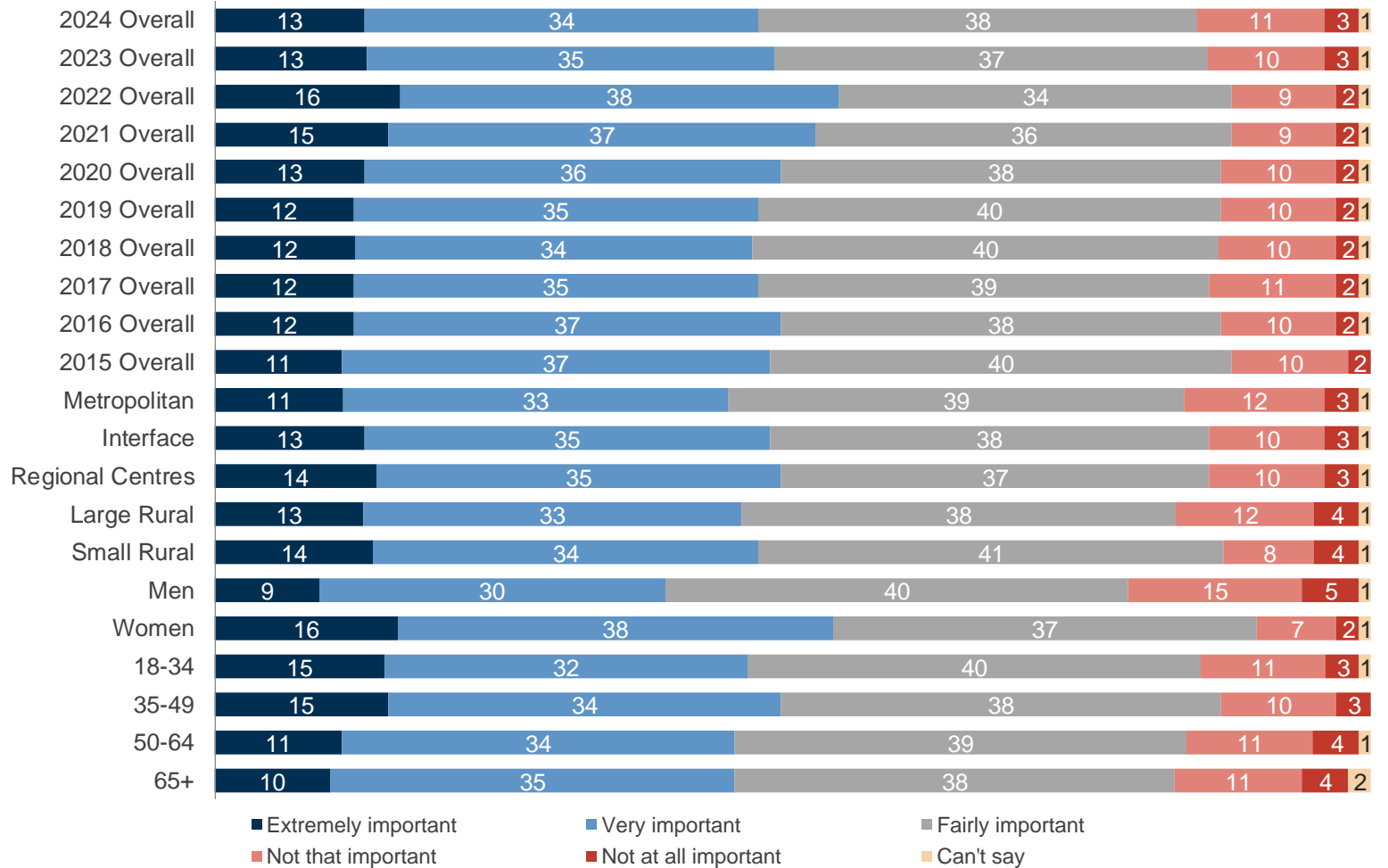
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2024 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: 15



Community and cultural activities performance



2024 community and cultural activities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	69▲	70	68	67	68	66	69	69	65	68
Metropolitan	69▲	67	65	66	70	70	70	70	71	71
Women	67▲	67	65	65	70	70	70	71	70	71
65+	67▲	67	67	68	70	71	69	70	69	71
18-34	66	65	64	63	66	67	68	67	68	69
Overall	66	66	65	65	68	69	69	69	69	69
35-49	65	66	63	64	70	69	69	70	70	70
Regional Centres	65	66	65	65	69	69	68	69	69	69
50-64	65	65	63	64	67	68	67	68	67	68
Men	65▼	64	64	65	67	67	67	67	67	68
Large Rural	64▼	64	63	65	67	67	67	69	67	69
Interface	62▼	62	62	62	66	68	67	64	63	65

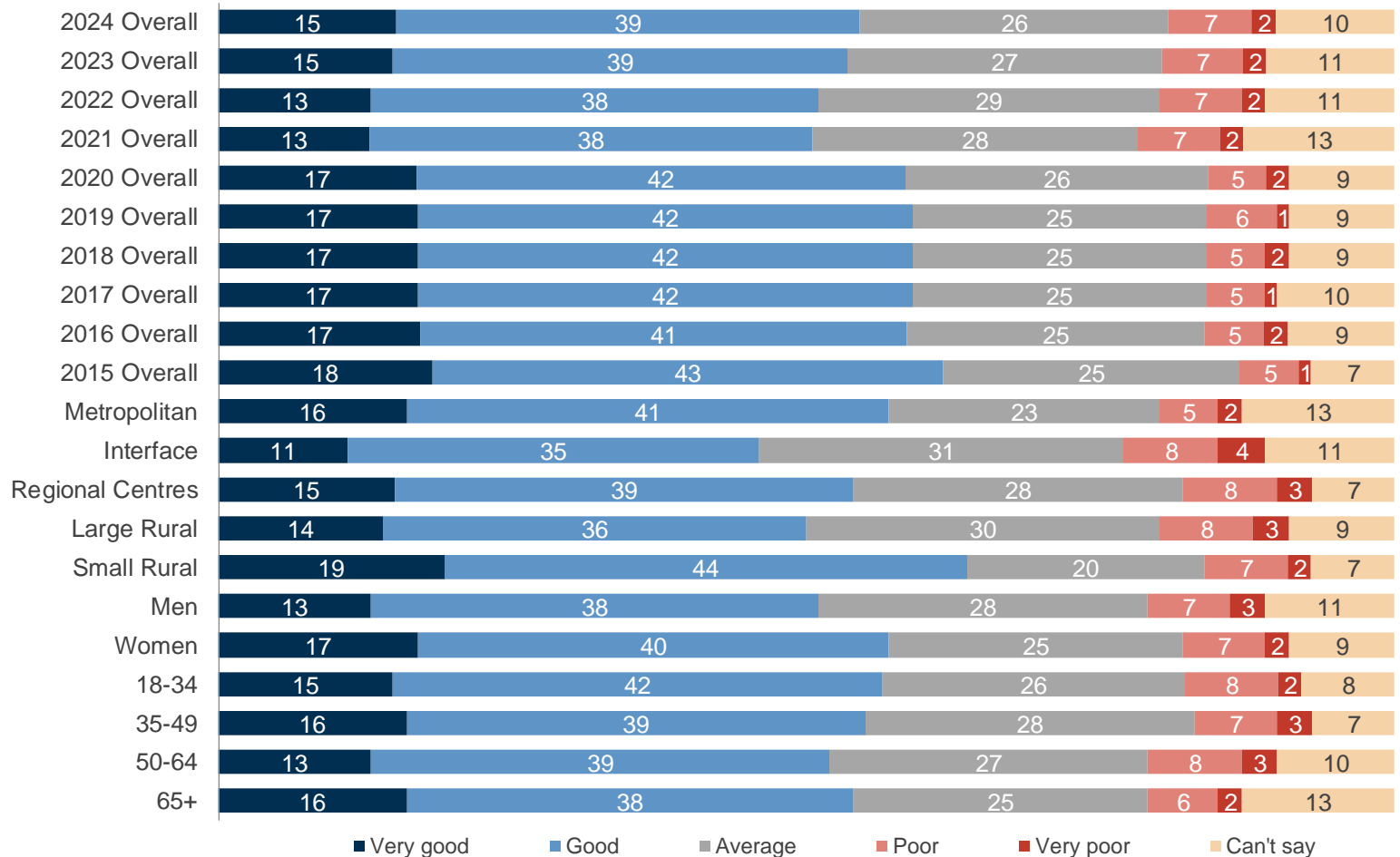
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)



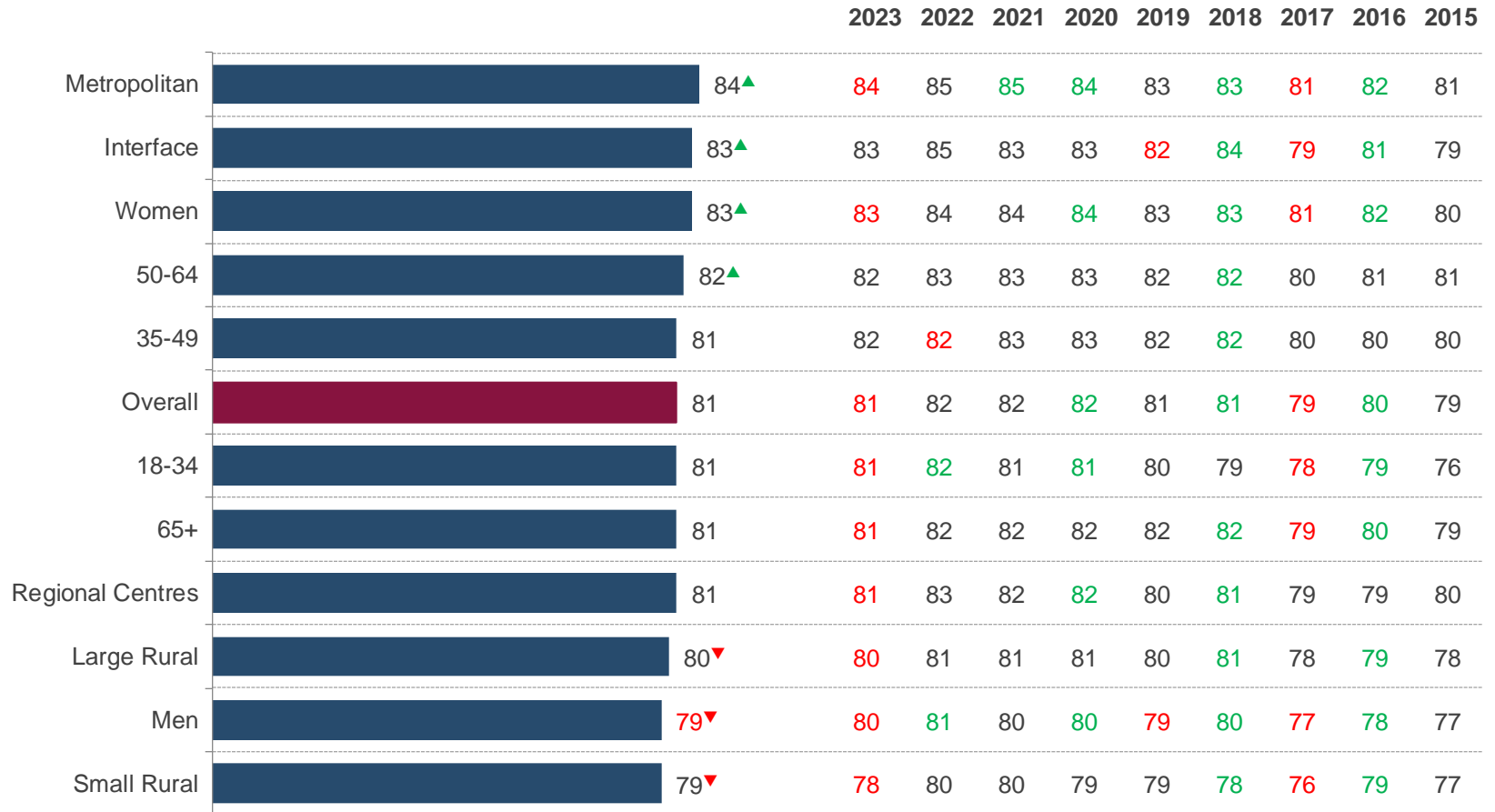
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26



Waste management importance



2024 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: 24

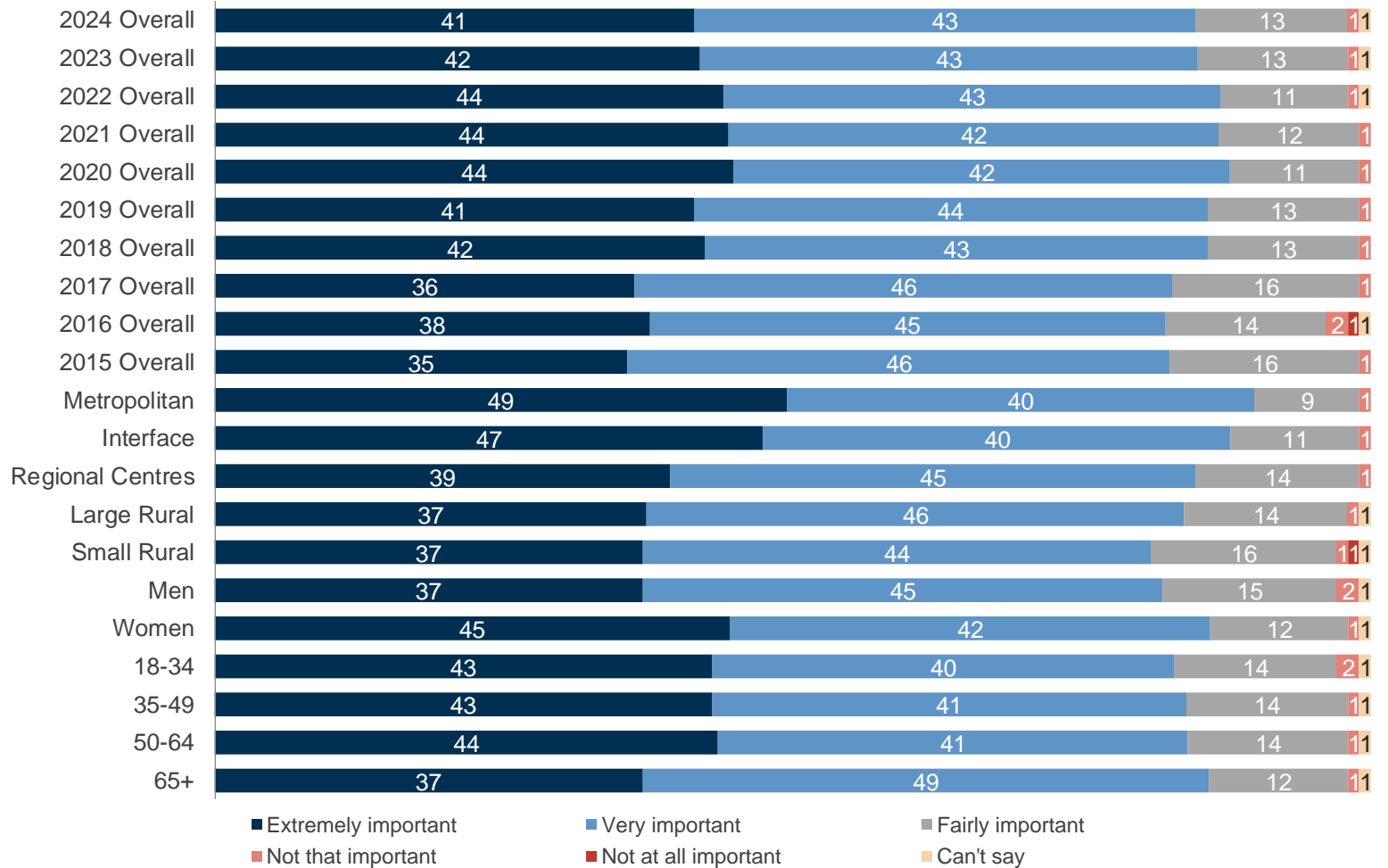
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	68	71	72	70	73	75	75	76	77
65+	70	72	72	70	72	73	74	74	75
Men	66	68	70	66	69	70	71	70	72
Small Rural	66	68	68	64	66	69	70	69	71
Overall	67	68	69	65	68	70	71	70	72
Women	66	68	68	64	68	70	71	70	72
18-34	65	68	69	64	68	70	71	70	73
Regional Centres	67	68	69	66	68	70	69	69	71
Interface	67	69	71	65	70	68	71	71	73
Large Rural	65	65	66	62	64	67	68	66	68
35-49	64	65	66	63	66	69	70	68	69
50-64	63	65	66	63	66	68	69	67	70

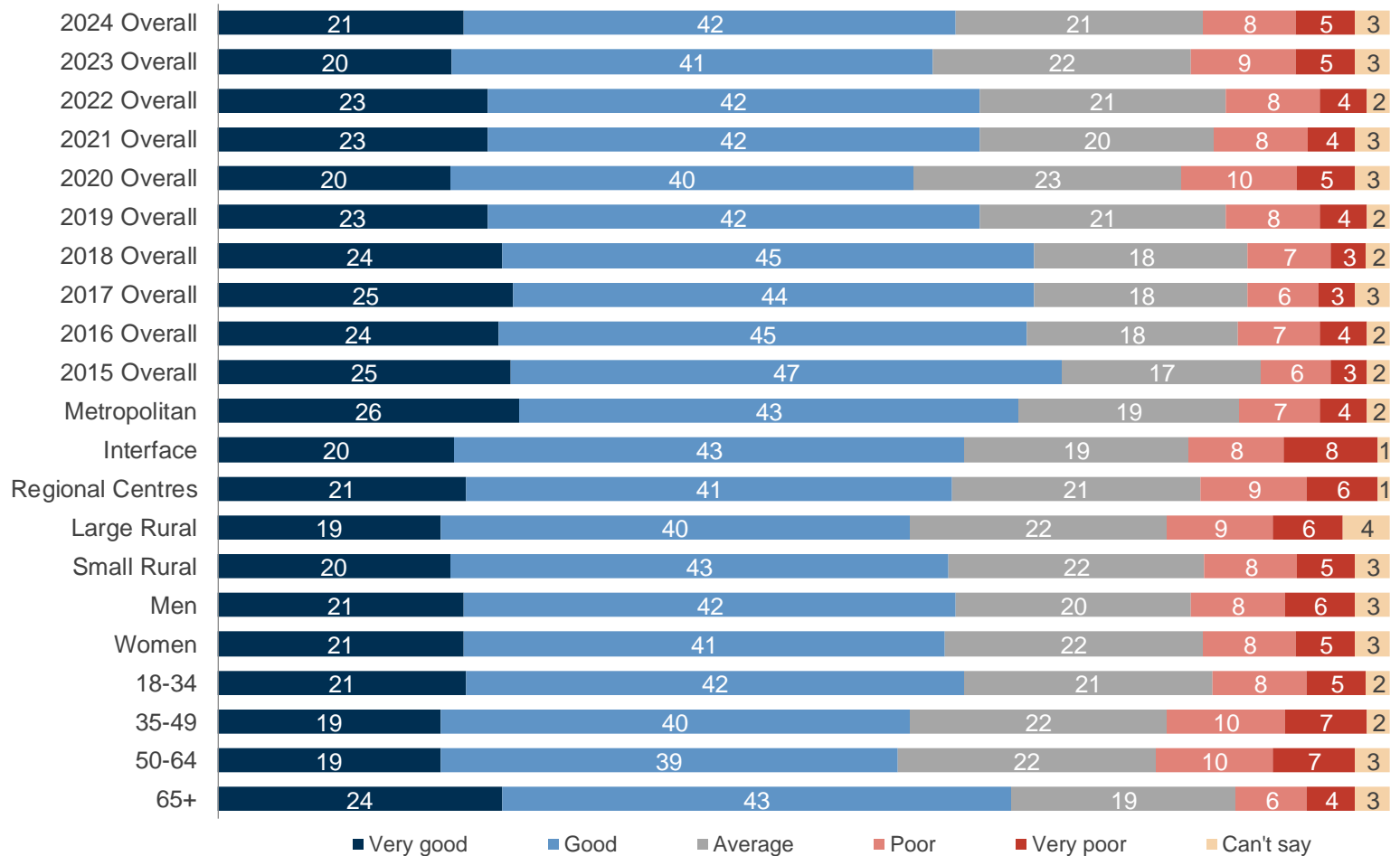
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62

Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	70▲	72	73	73	73	74	74	73	73
Small Rural	70▲	71	72	74	74	71	71	72	71
Women	69▲	69	70	72	69	67	68	69	70
Large Rural	69▲	68	70	71	68	64	65	67	69
50-64	68	68	69	70	69	67	68	67	67
35-49	68	67	69	70	68	66	67	69	68
Overall	67	67	69	70	67	65	66	67	67
18-34	67	67	68	69	65	64	65	66	67
65+	67	66	68	69	68	66	66	68	67
Men	65▼	65	67	67	66	63	65	65	64
Metropolitan	59▼	59	61	62	58	57	59	60	60

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

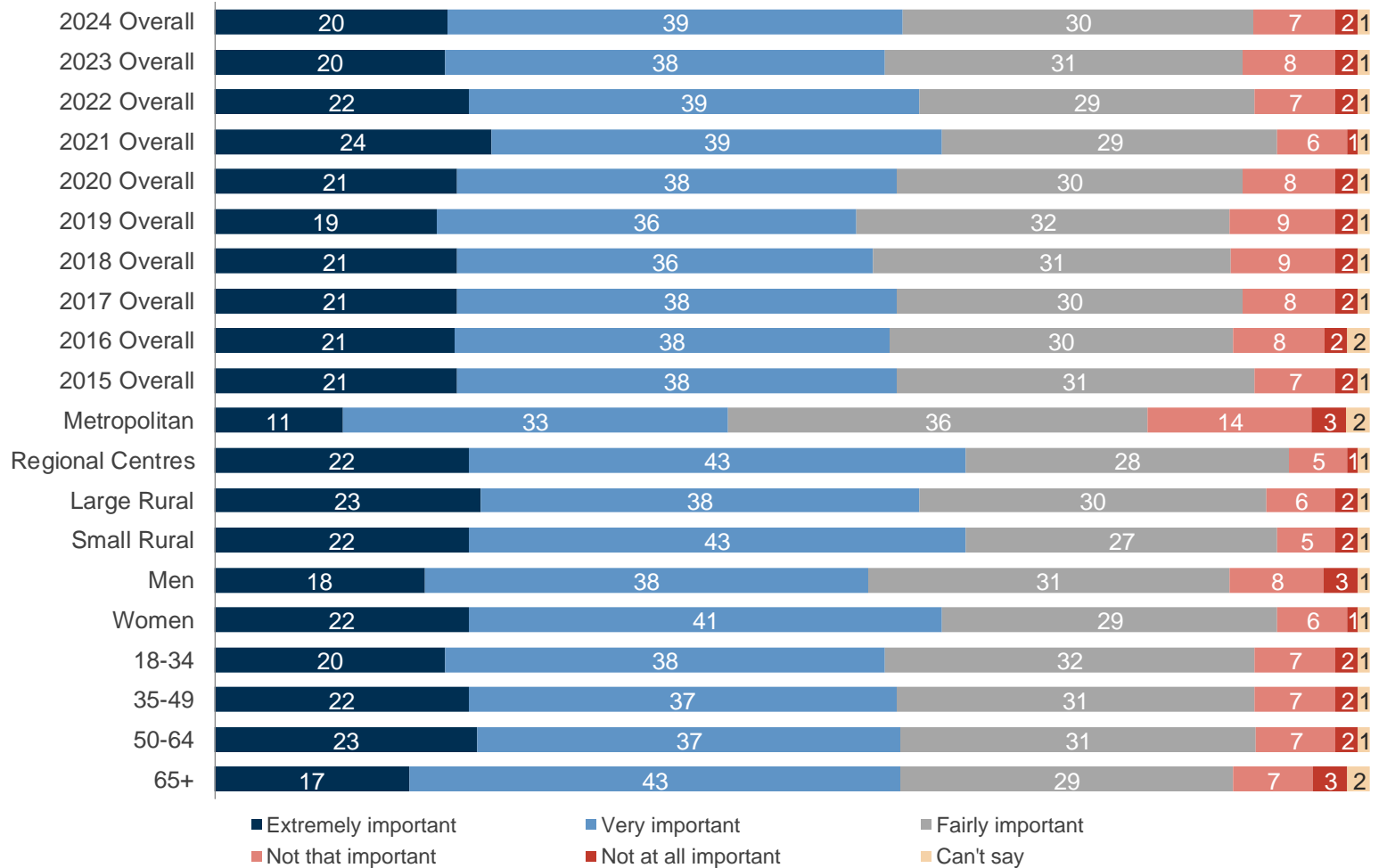
Base: All respondents. Councils asked State-wide: 19

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

Business and community development and tourism importance



2024 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: 19

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	59▲	61	63	62	58	59	59	64	61	63
Regional Centres	59▲	61	62	62	60	61	59	61	62	63
Women	58▲	60	61	62	61	62	62	63	62	63
65+	58▲	60	61	63	61	62	62	64	62	63
18-34	58	60	61	61	61	62	62	63	63	64
Metropolitan	57	59	59	60	59	60	60	60	62	62
Overall	57	59	60	61	59	61	60	61	60	61
35-49	56	58	59	59	58	59	59	60	59	60
Men	56▼	57	59	60	58	59	59	60	59	59
50-64	55▼	56	57	59	57	58	58	58	59	59
Large Rural	55▼	56	58	59	61	62	61	60	59	59

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

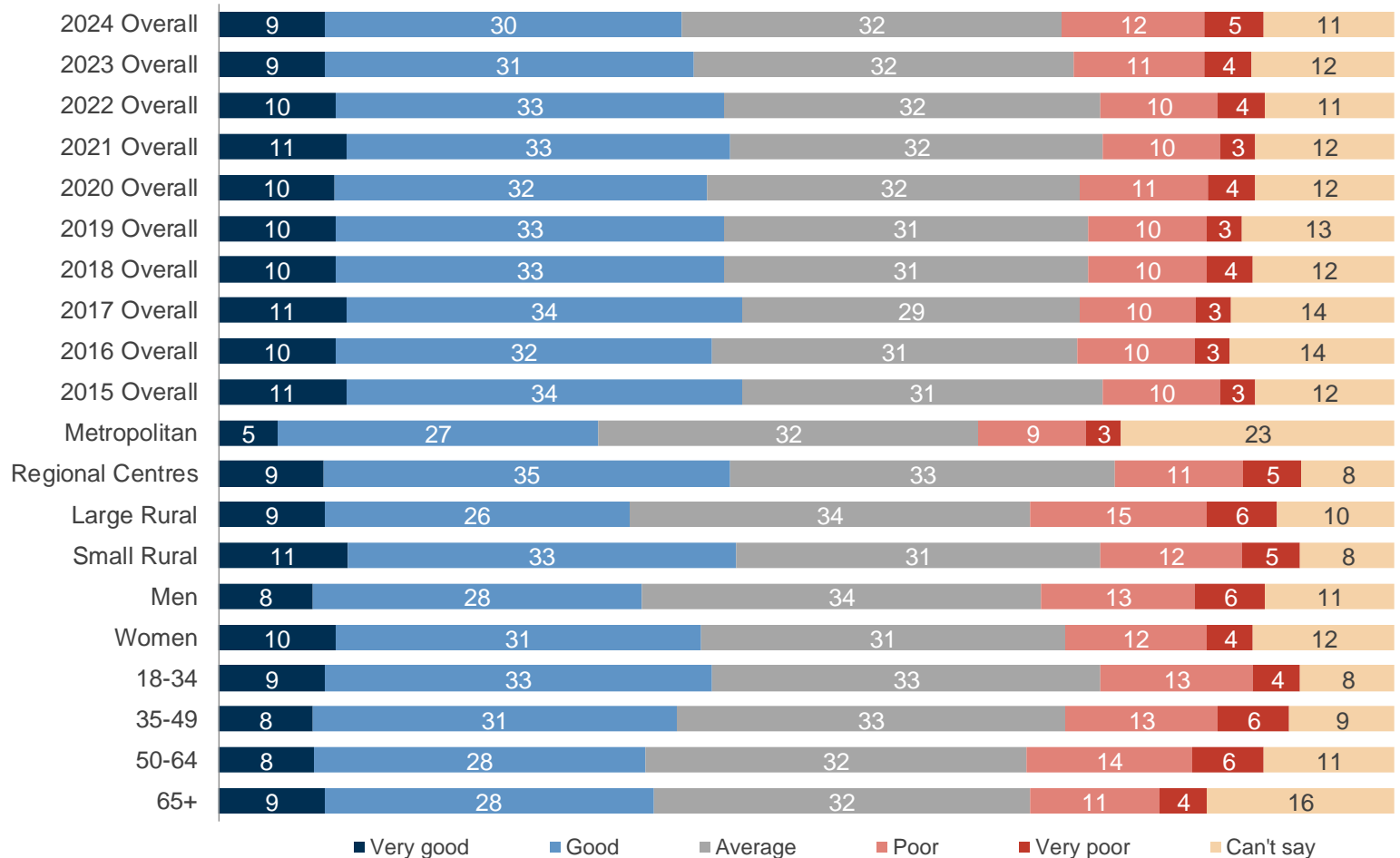
Base: All respondents. Councils asked State-wide: 27

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

Business and community development and tourism performance



2024 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: 27



Council's general town planning policy importance



2024 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 8

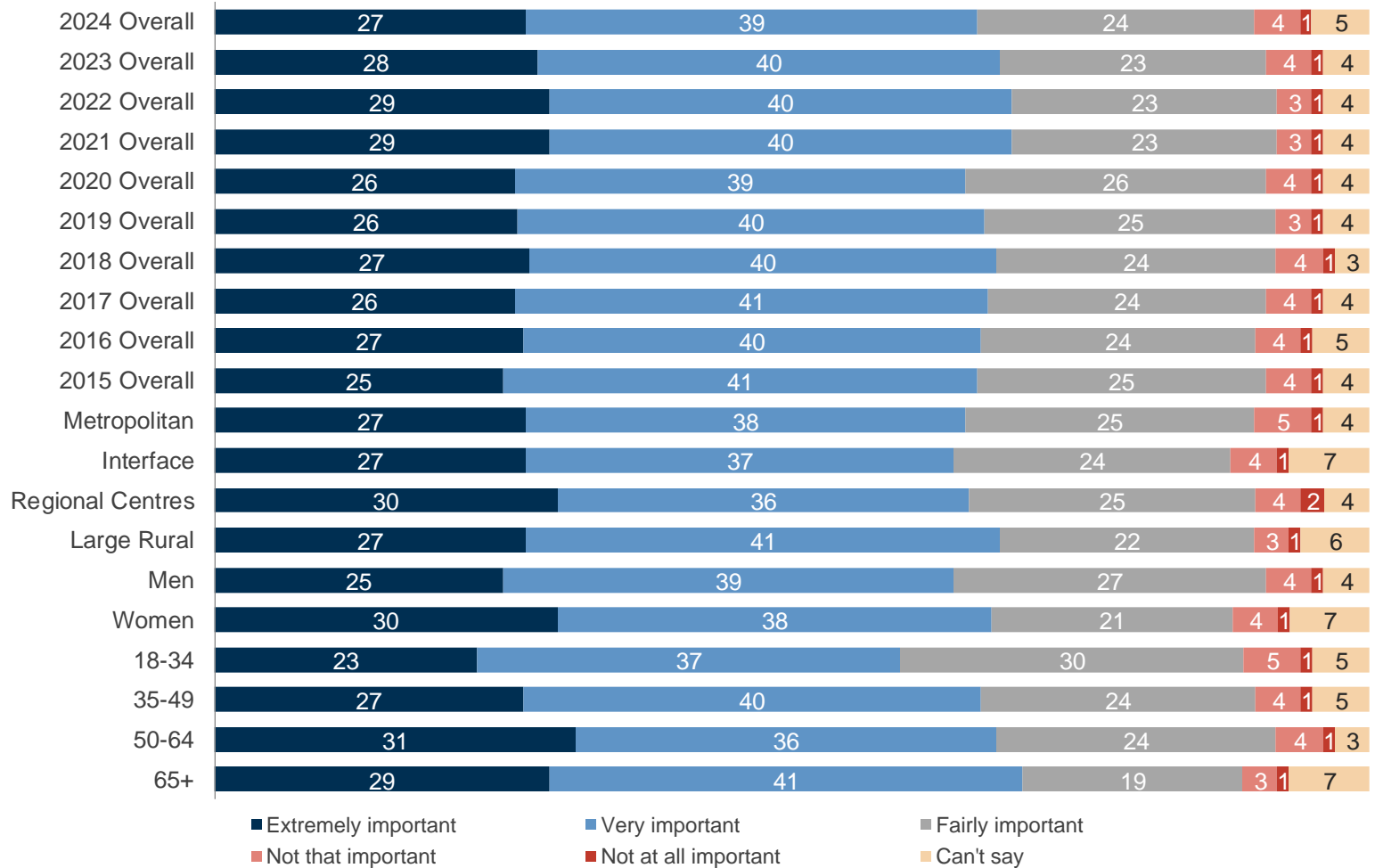
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2024 town planning importance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8



Council's general town planning policy performance



2024 town planning performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	53▲	52	55	56	55	56	53	53	54	55
18-34	52▲	52	58	60	57	61	59	57	57	59
65+	51	51	54	55	55	54	54	54	54	54
Women	51	51	55	55	53	55	54	53	53	55
Overall	50	50	54	55	54	55	54	53	52	54
Men	49	50	54	55	54	55	54	53	51	54
Small Rural	49	52	56	55	50	48	53	51	49	53
35-49	49	49	53	53	51	53	51	51	50	53
Large Rural	48▼	49	53	55	54	55	54	54	54	53
Regional Centres	48▼	50	55	55	52	57	54	56	54	55
50-64	47▼	47	51	52	49	50	50	49	48	51
Interface	42▼	45	53	53	52	53	55	51	52	55

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 19

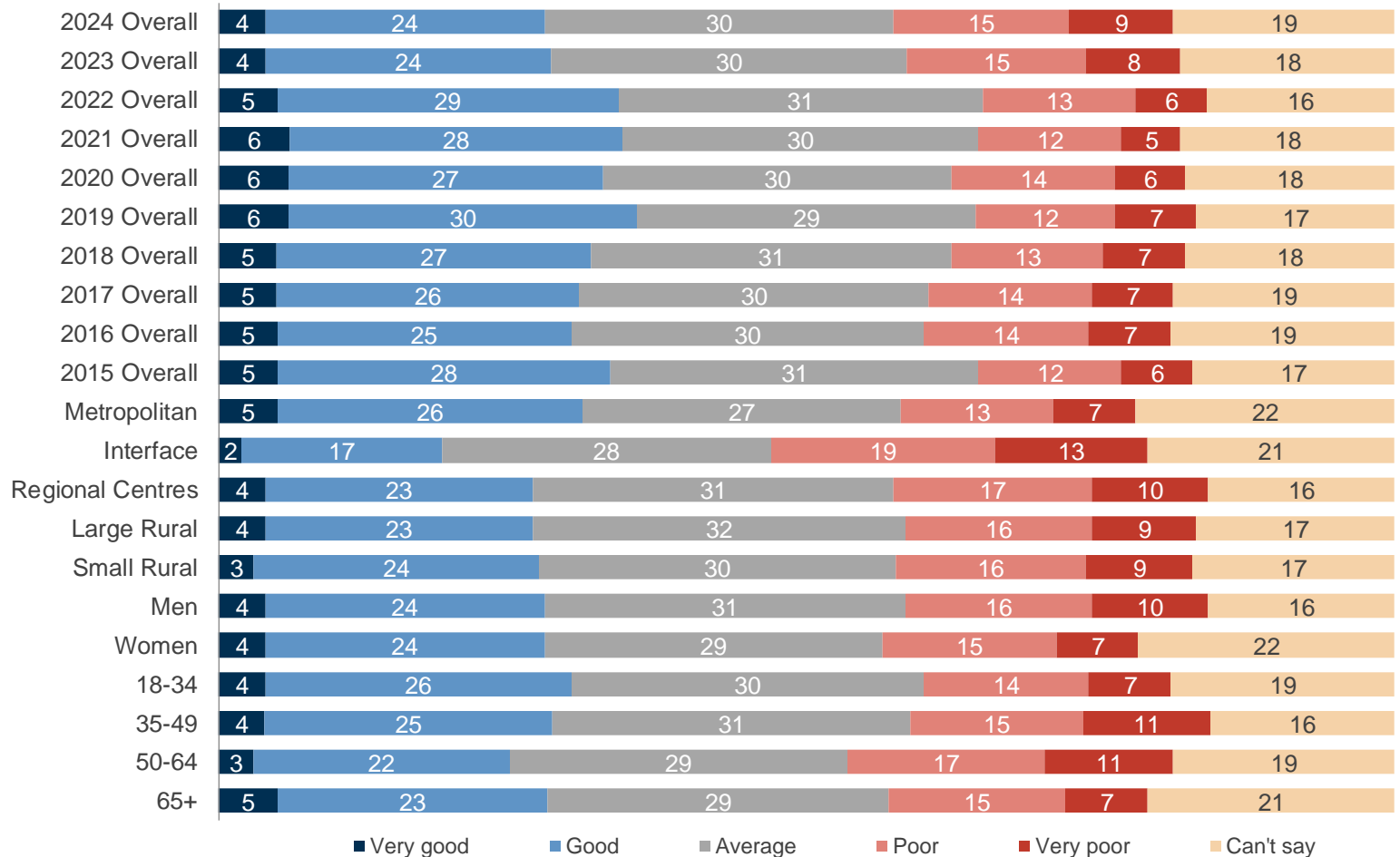
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 19



Planning and building permits importance



2024 planning and building permits importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	74▲	74	76	75	76	75	75	75	74	74
Women	73▲	74	75	74	73	73	73	74	74	73
Metropolitan	73	74	75	75	74	74	74	76	74	74
Large Rural	73	72	73	73	71	71	70	72	70	71
50-64	73	74	75	75	74	75	74	74	74	73
Overall	72	72	73	73	71	71	71	72	71	71
Regional Centres	71	72	73	72	70	71	71	69	69	70
Small Rural	70▼	71	73	71	68	70	68	68	71	70
Interface	70	72	72	71	71	71	71	69	69	69
35-49	70▼	72	72	72	71	72	71	72	71	72
Men	70▼	70	72	71	70	70	69	70	69	69
18-34	68▼	69	70	68	65	66	64	66	67	66

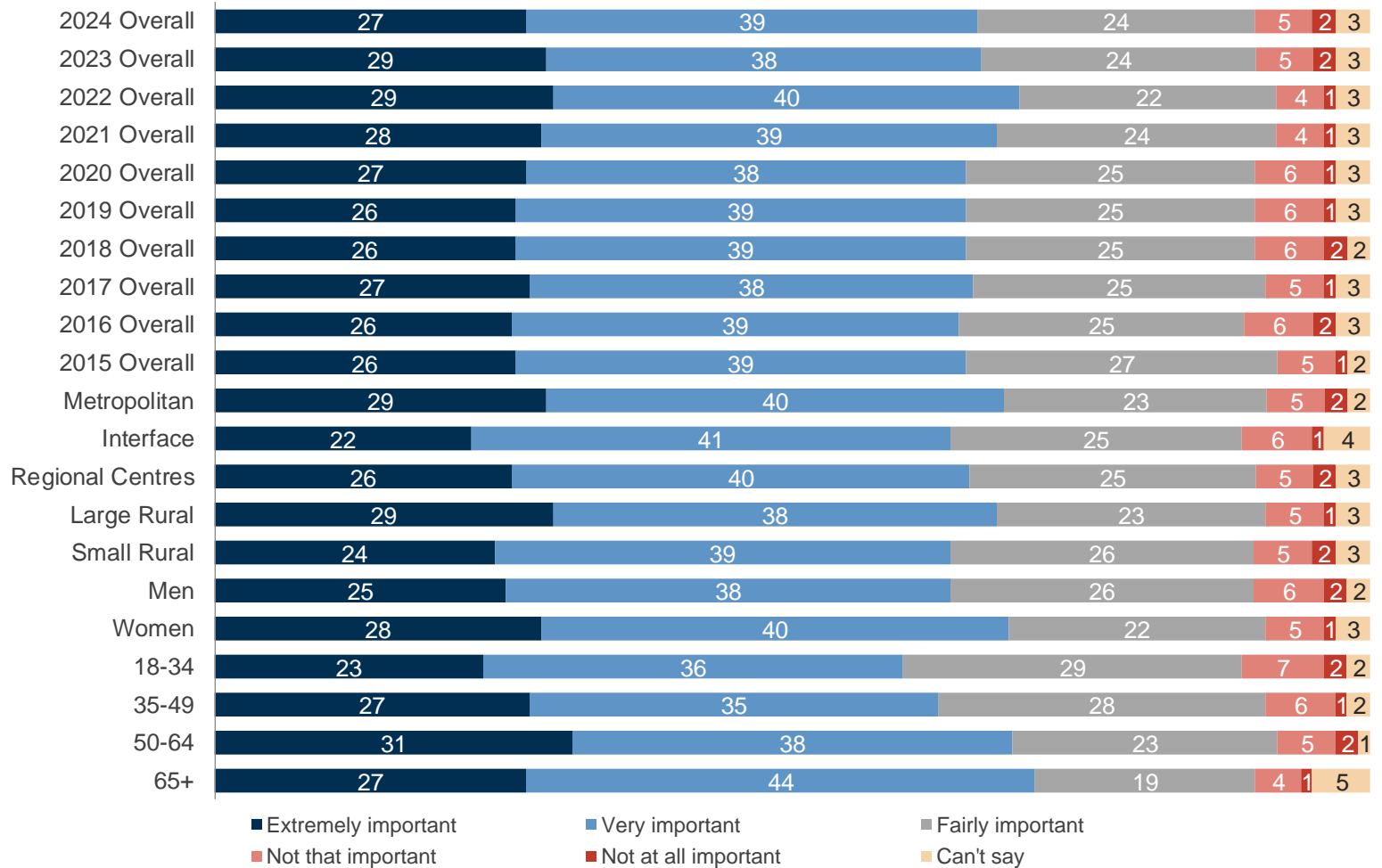
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 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: 18



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	53	54▲	58	57	58	57	60	55	57
Metropolitan	50	54	54	54	53	51	49	50	53
18-34	49	54	56	55	57	57	55	55	58
Women	47	51	52	51	52	52	51	52	54
65+	47	50	51	50	50	50	51	50	53
Overall	47	50	51	51	52	52	51	50	54
Interface	38	50	52	51	55	54	46	46	49
35-49	46	49	49	51	51	50	49	48	53
Men	46	49	51	51	51	51	50	49	53
Small Rural	45	48	49	46	48	51	51	50	53
50-64	43	46	48	47	47	49	47	48	51
Large Rural	42	46	48	49	49	49	48	50	54

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29

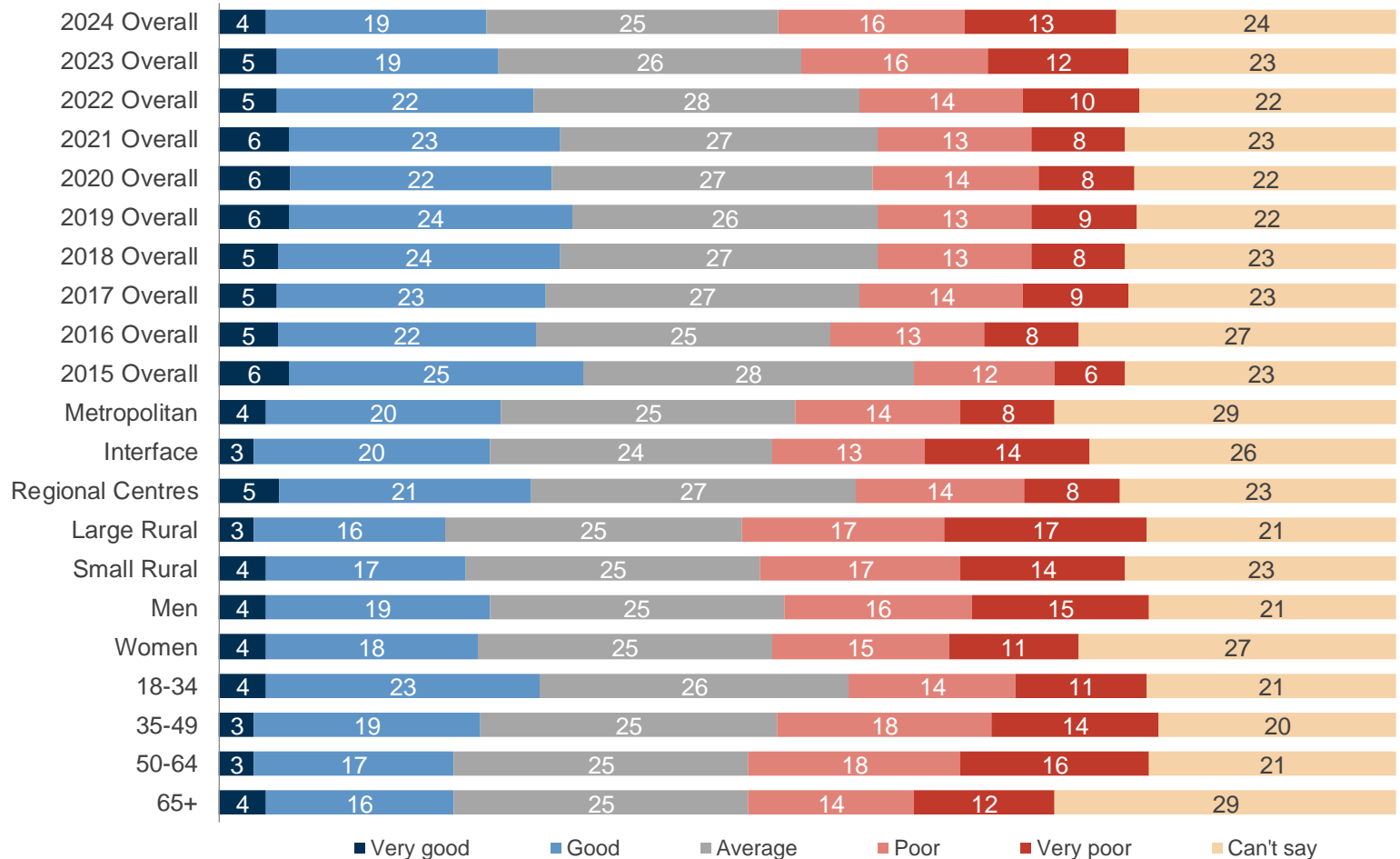
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 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: 29



Environmental sustainability importance



2024 environmental sustainability importance (index scores)



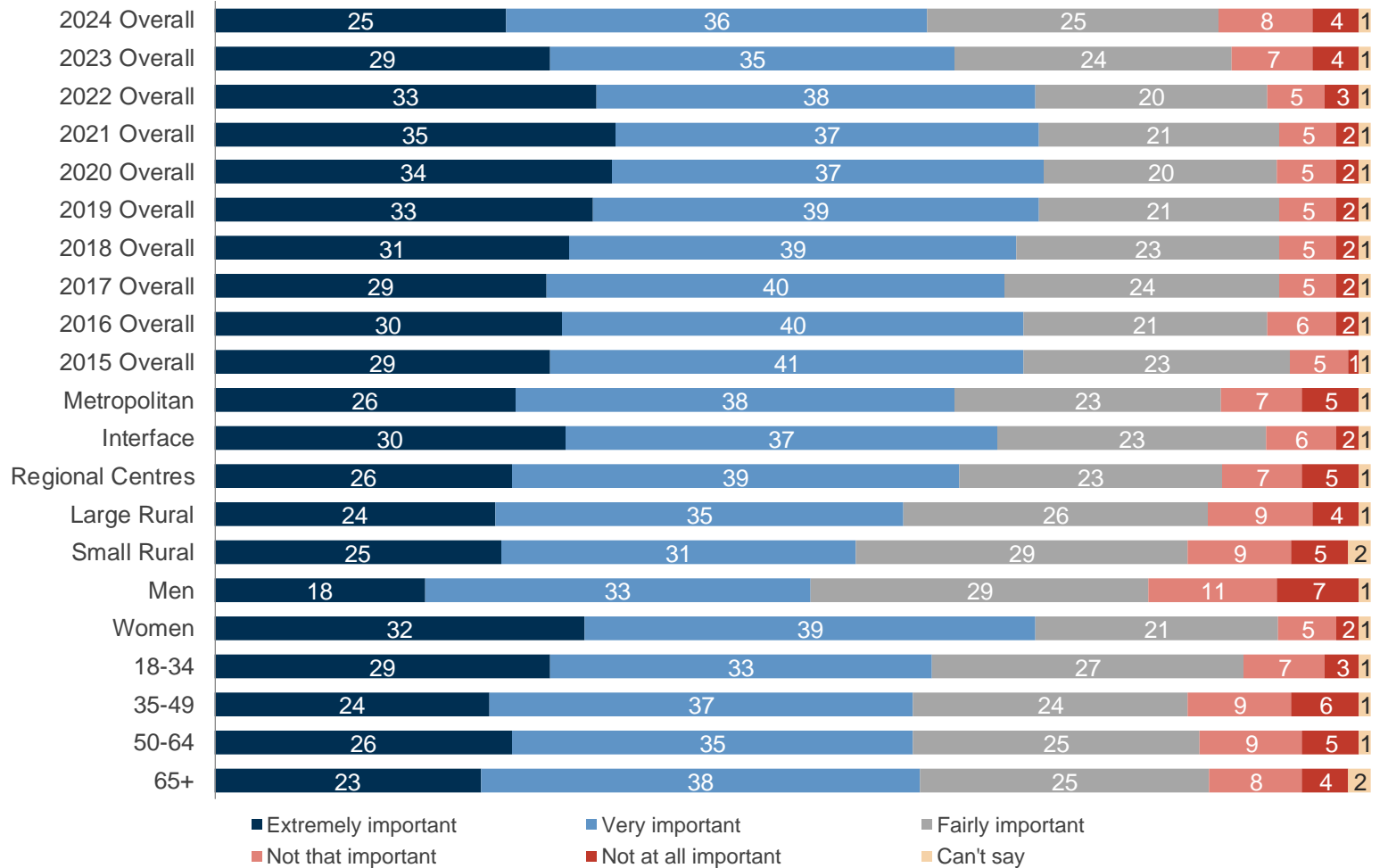
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	65▲	62	63	64	62	64	64	64	65
18-34	62▲	60	62	63	60	63	64	64	65
Women	61▲	60	61	62	59	62	63	63	64
Regional Centres	61	61	62	62	61	63	64	65	63
35-49	60	60	61	62	60	62	63	64	63
Overall	60	60	61	62	60	62	63	64	63
65+	60	61	62	63	61	63	63	64	63
Men	60	60	61	63	61	62	63	64	62
50-64	59	58	59	61	57	59	61	62	61
Small Rural	59	59	59	61	57	59	62	63	61
Interface	58	58	60	62	56	60	64	62	60
Large Rural	58▼	58	59	61	60	61	61	62	62

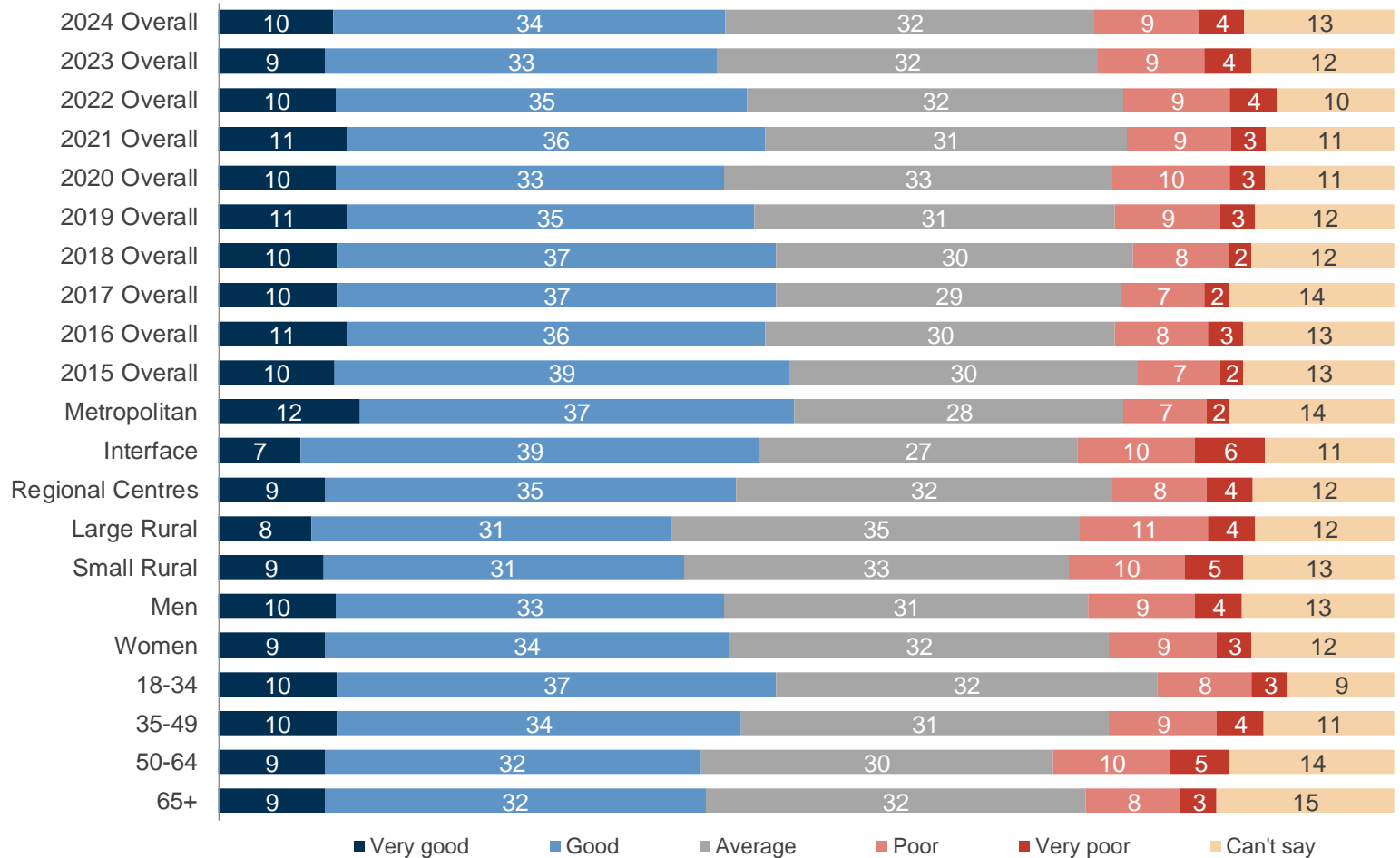
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34



Emergency and disaster management importance



2024 emergency and disaster management importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	85▲	83	85	85	84	85	85	84	84	84
Interface	85▲	83	85	83	83	85	84	82	83	81
Small Rural	82▲	80	81	82	82	81	80	81	82	80
18-34	82▲	80	82	82	81	83	83	81	81	80
Regional Centres	80	80	80	81	81	81	82	80	80	81
Overall	80	80	81	81	80	81	81	80	80	80
65+	80	79	80	81	80	80	81	80	80	79
Large Rural	80	80	81	81	81	82	82	81	81	81
35-49	80	79	80	80	80	81	81	78	80	79
50-64	80	79	81	81	80	81	80	80	80	80
Metropolitan	78▼	77	79	79	78	79	80	77	76	77
Men	76▼	76	77	77	77	77	77	76	76	75

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

Base: All respondents. Councils asked State-wide: 15

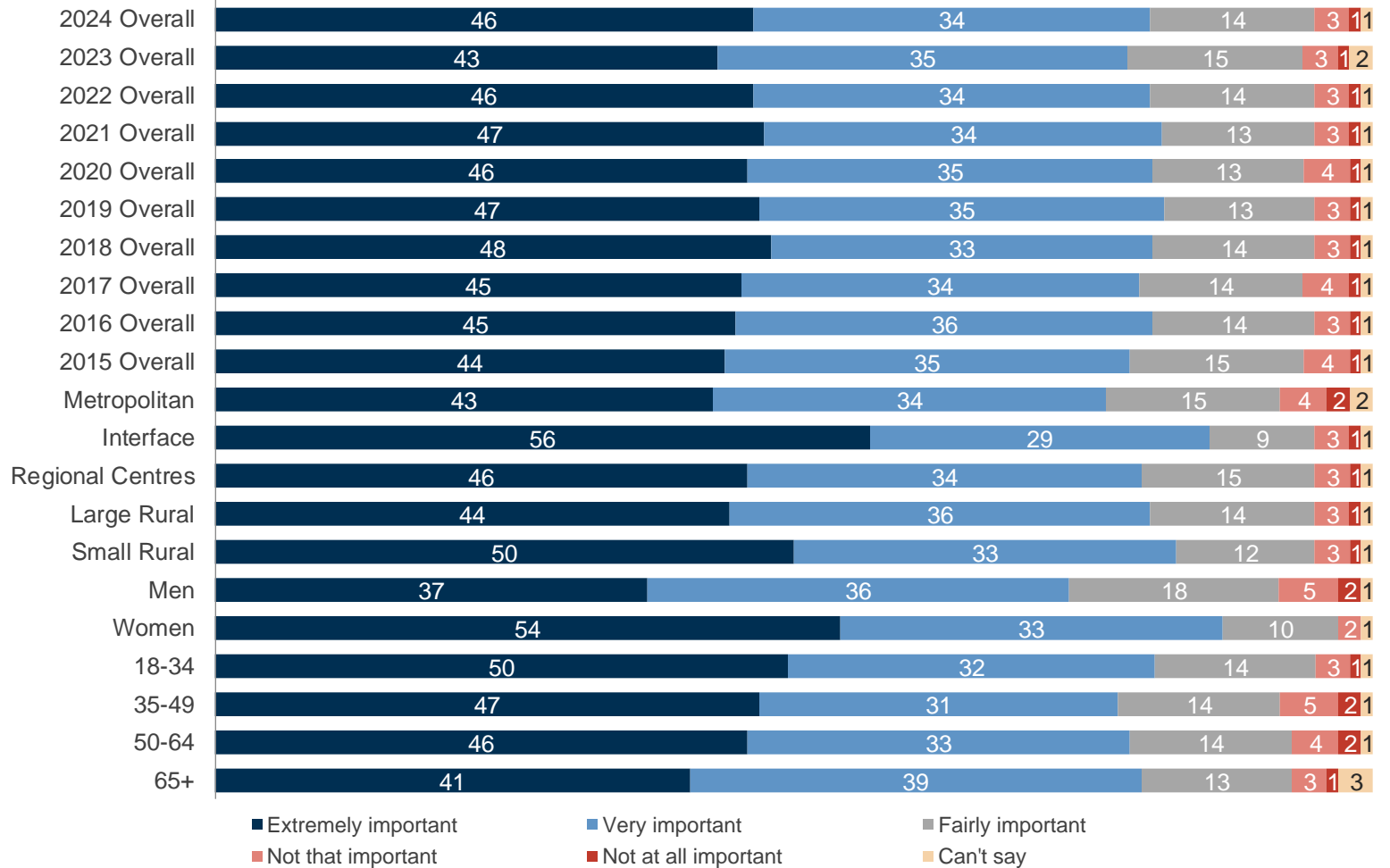
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2024 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	67▲	66	68	72	70	73	72	72	71	71
Women	66▲	66	67	72	69	74	72	71	71	71
18-34	66	64	66	72	68	73	72	71	71	73
Small Rural	66	66	68	72	70	72	72	72	71	70
Metropolitan	66	65	67	70	66	70	69	68	68	69
Regional Centres	66	65	67	72	70	75	73	70	68	68
Overall	65	65	66	71	68	72	71	70	69	70
Large Rural	65	64	66	71	69	72	71	70	70	71
Men	64▼	63	66	70	68	71	70	69	68	69
35-49	64	64	66	70	68	72	71	69	68	68
50-64	63▼	64	64	69	66	70	69	68	67	67
Interface	61▼	62	64	69	66	73	70	69	69	70

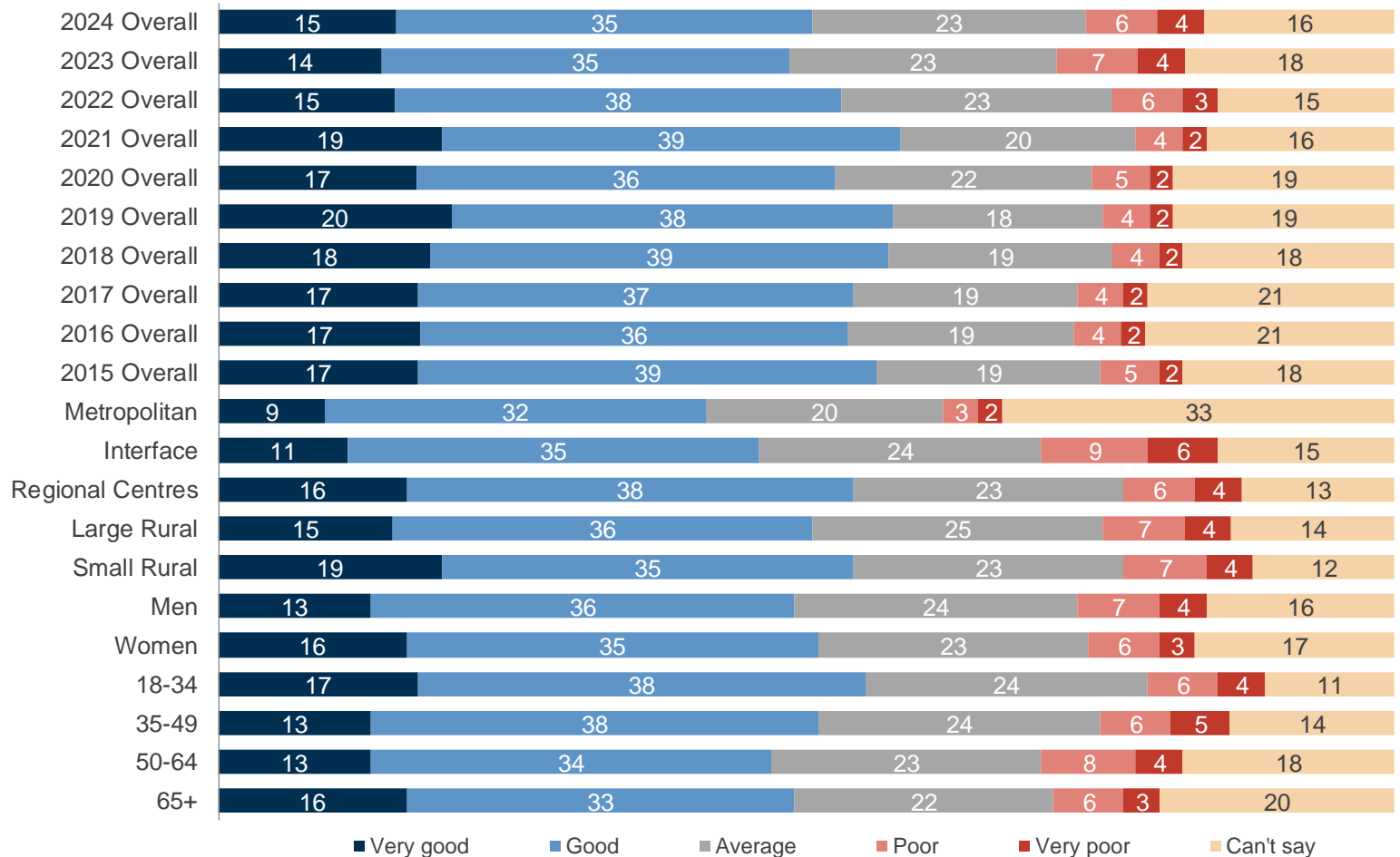
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25



Planning for population growth in the area importance



2024 population growth importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Interface	78▲	n/a	82	80	80	79	80	79	76
Women	77▲	78	77	77	78	79	78	77	77
Regional Centres	77▲	78	77	77	75	75	75	76	76
50-64	77▲	78	78	78	79	80	79	77	79
35-49	76	77	78	78	79	78	78	77	78
Overall	75	76	77	76	77	77	76	76	75
65+	75	75	76	77	76	77	77	77	75
18-34	75	76	76	73	73	74	74	73	74
Large Rural	74	76	75	74	75	77	78	78	74
Men	74	75	75	75	75	76	75	74	73
Metropolitan	74	73	74	75	75	77	78	75	74

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

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

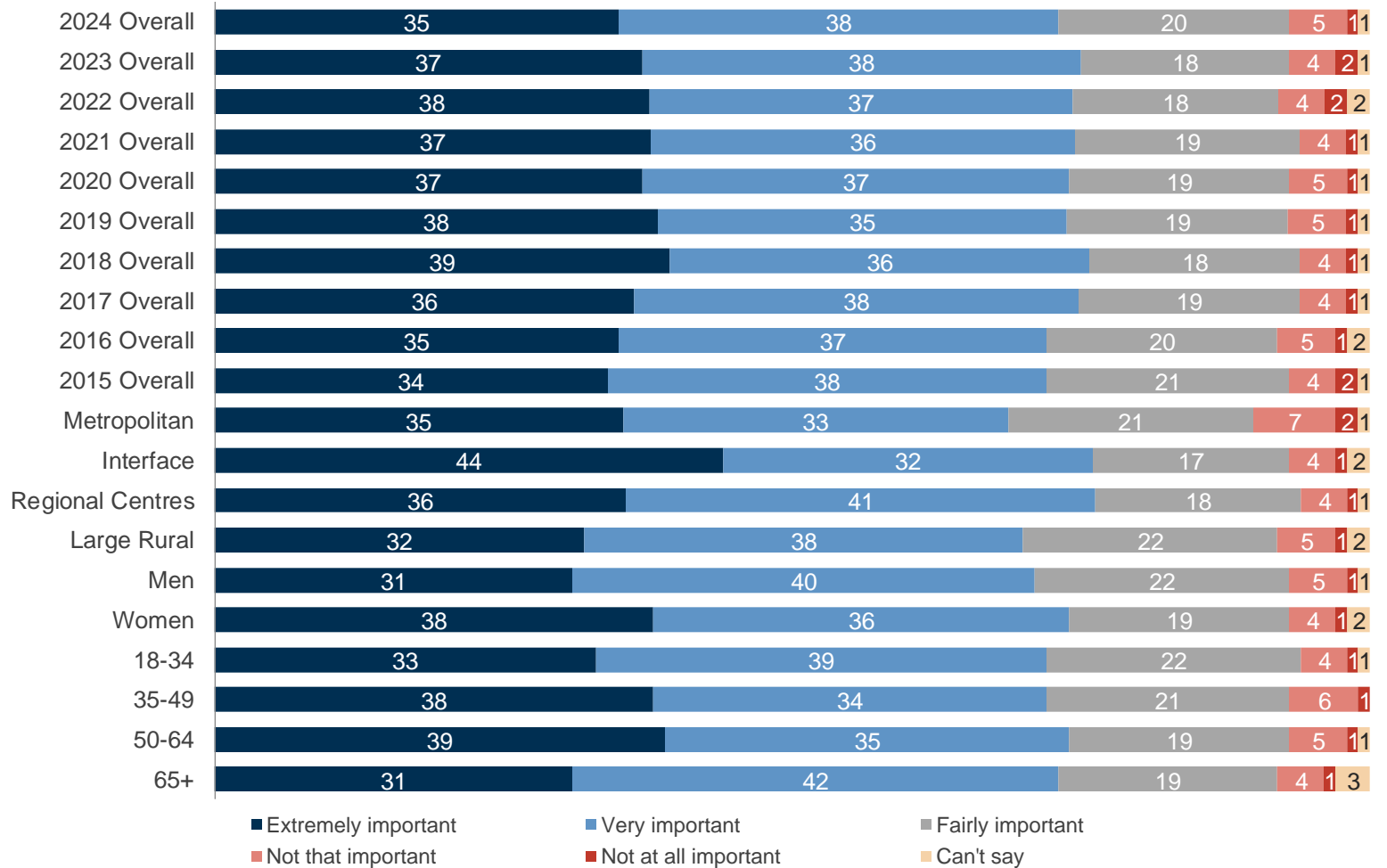
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2024 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9



Planning for population growth in the area performance



2024 population growth performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Regional Centres	52▲	56	58	59	57	62	62	62	59	61
65+	50▲	50	53	54	52	52	51	52	52	54
18-34	49▲	49	54	56	54	57	56	57	55	60
Metropolitan	49▲	49	52	53	52	52	50	51	51	54
Women	48	48	52	52	51	52	52	52	51	55
Overall	47	48	52	53	51	52	52	52	51	54
Men	47	48	51	54	51	52	52	53	52	54
Large Rural	46	45	49	51	47	49	48	48	47	50
35-49	45▼	47	50	50	49	49	51	50	49	51
50-64	44▼	45	48	51	47	49	50	49	48	50
Small Rural	43▼	44	49	52	44	51	n/a	n/a	n/a	n/a
Interface	43▼	43	47	47	46	48	49	50	55	57

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 17

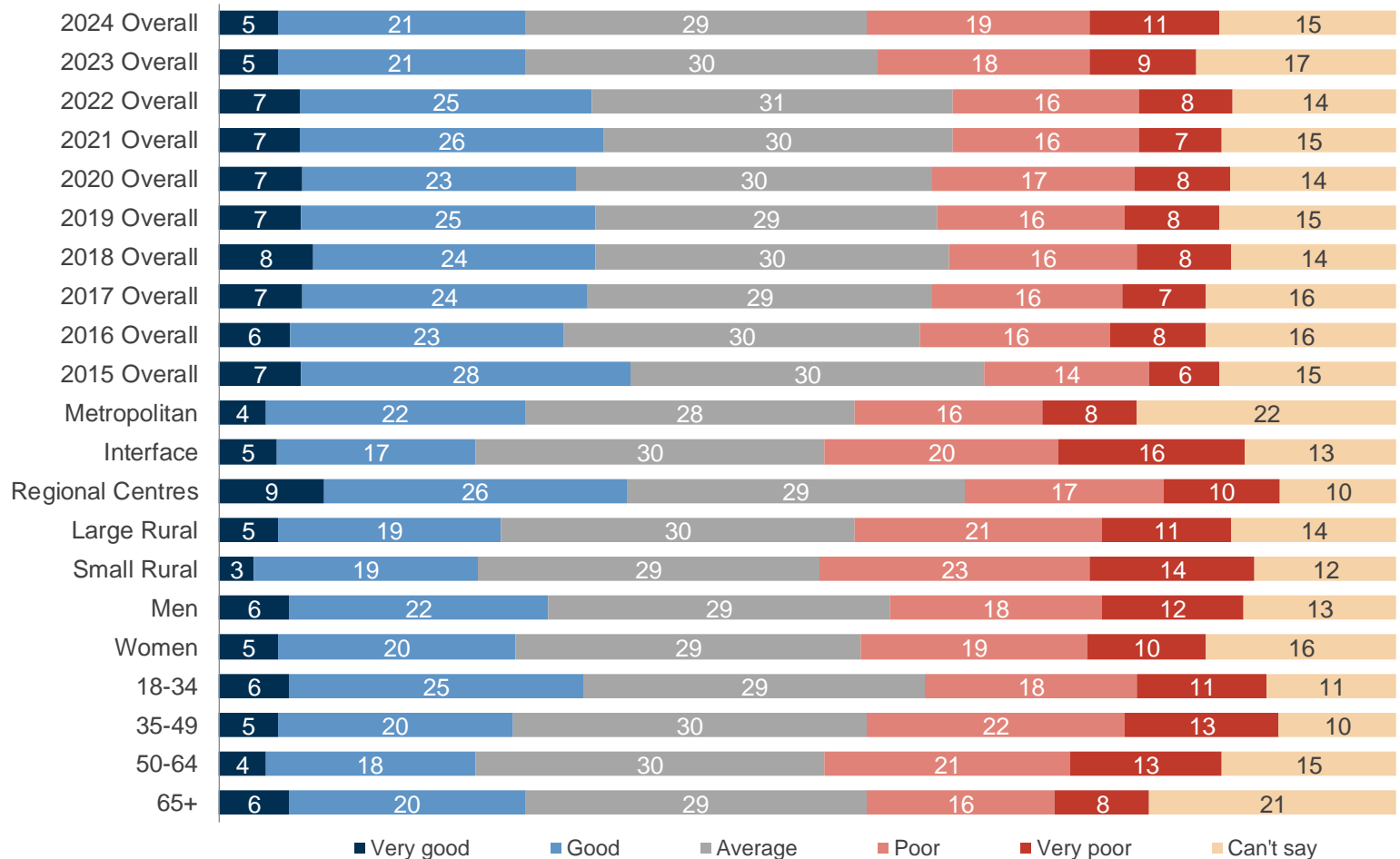
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17



Roadside slashing and weed control importance



2024 roadside slashing and weed control importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	82▲	81	80	82	82	78	78	78	76	76
Interface	82	79	77	76	75	72	75	76	76	75
Women	82▲	80	80	81	80	76	76	76	75	75
Small Rural	80	81	81	82	80	76	76	76	n/a	77
35-49	80	78	80	78	76	75	73	73	74	75
Overall	80	79	79	79	78	74	73	74	73	73
65+	80	78	80	80	80	76	76	76	73	74
Large Rural	79	80	81	79	78	76	75	75	75	74
18-34	78▼	78	75	75	74	67	67	66	69	65
Men	78▼	77	77	76	76	71	71	71	71	70

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7

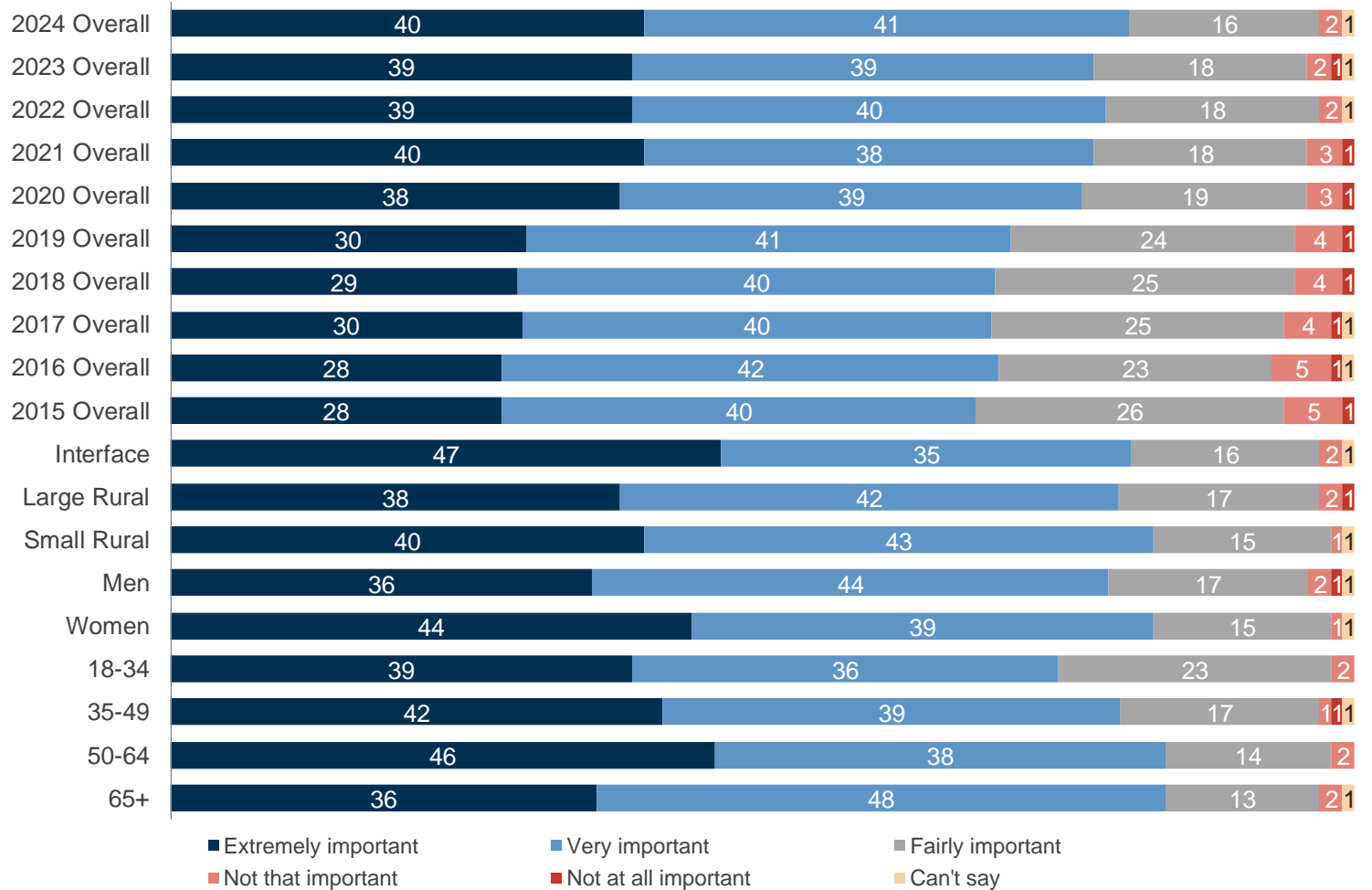
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2024 roadside slashing and weed control importance (%)



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



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Metropolitan	56 [▲]	57	63	n/a	n/a	69	67	68	68	69
18-34	47 [▲]	48	53	57	55	62	61	58	61	62
65+	47 [▲]	46	48	50	48	54	53	51	54	52
Small Rural	46	47	50	49	48	55	54	51	51	52
Men	46	45	49	52	49	56	54	52	55	54
Overall	45	46	49	51	49	56	55	53	56	55
Women	45	46	48	51	49	56	56	54	57	55
35-49	44	45	47	51	49	57	55	54	57	55
Interface	44	45	51	57	54	61	60	54	56	52
Large Rural	43 [▼]	43	44	51	48	52	51	50	54	53
50-64	43 [▼]	44	46	48	46	53	51	50	52	51

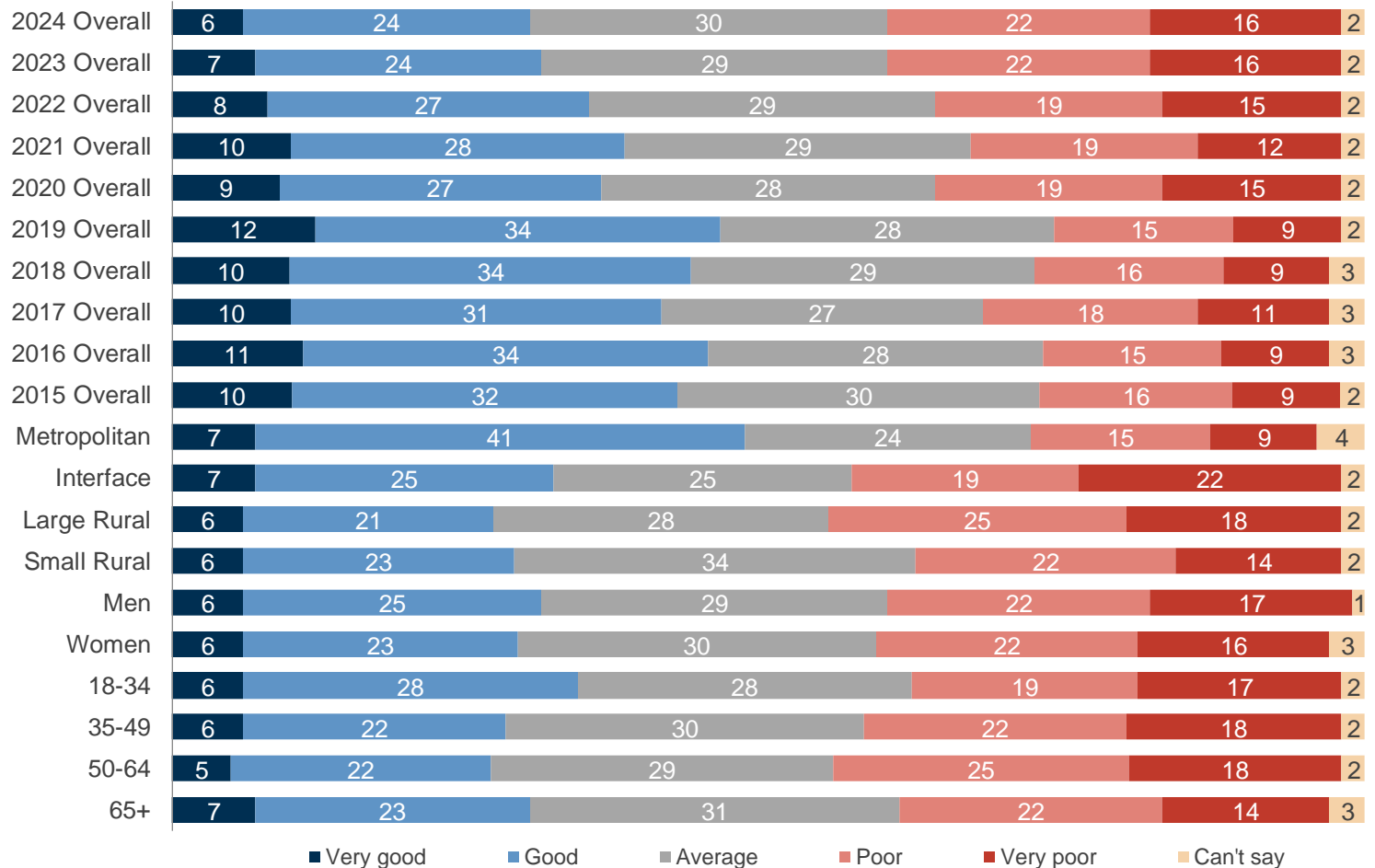
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13
 Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	85▲	85	85	84	83	82	84	81	81	82
50-64	85	85	84	83	82	81	82	81	80	80
Women	85▲	85	85	83	81	81	82	80	80	80
35-49	85	84	84	83	81	80	79	78	78	79
18-34	85	84	83	79	76	78	79	76	78	76
Overall	84	83	83	81	80	80	80	79	79	78
Large Rural	84	83	82	80	79	79	78	77	78	76
Men	83▼	82	81	80	78	78	78	77	77	76
65+	83▼	81	82	81	80	79	80	79	79	78
Regional Centres	82▼	79	79	78	76	75	77	76	70	72

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

Base: All respondents. Councils asked State-wide: 13

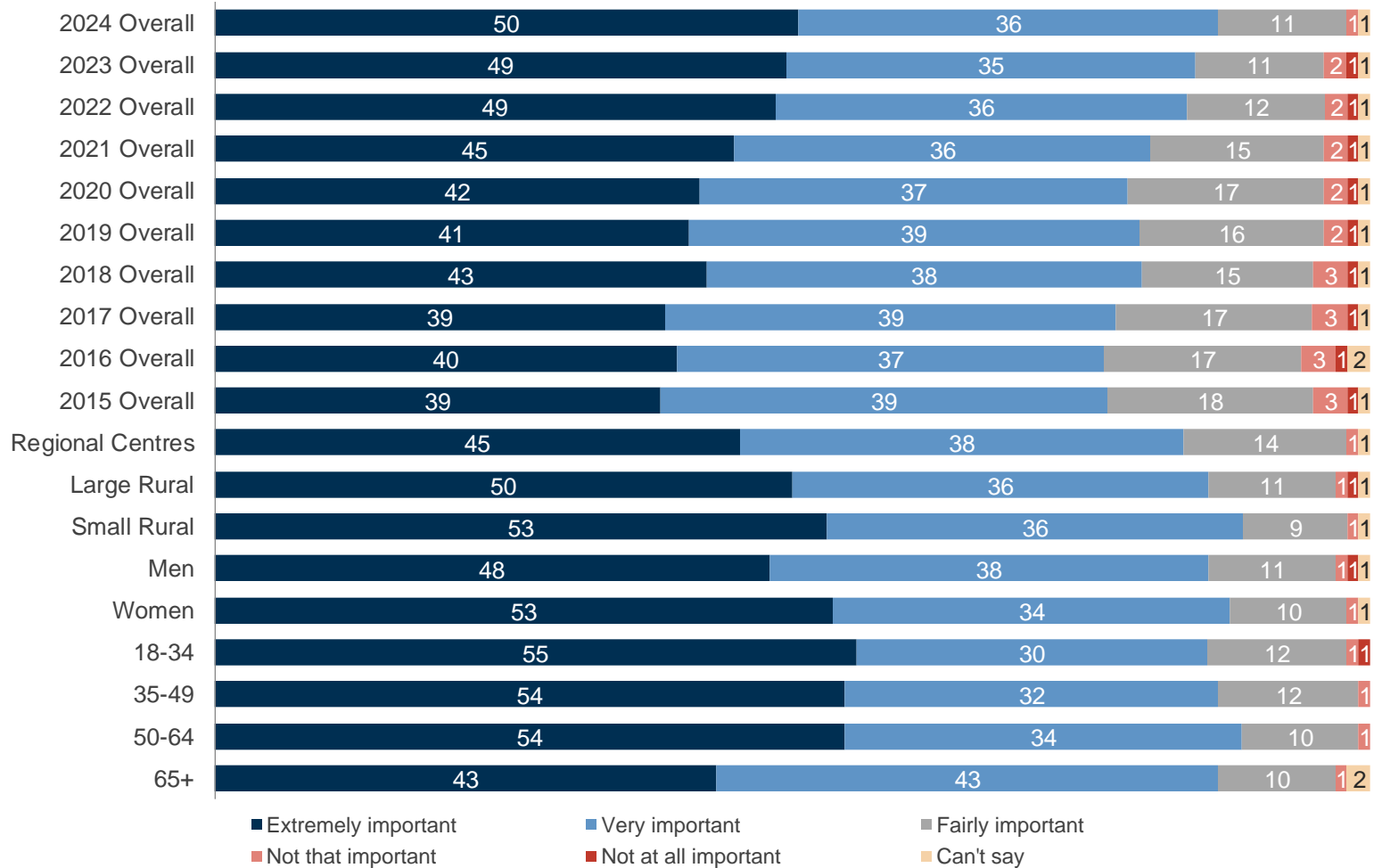
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	45	46▲	53	55	52	52	52	n/a	51
65+	41	44▲	47	46	46	44	45	45	46
Men	38	42	46	44	45	43	44	43	45
Overall	37	41	45	44	44	43	44	43	45
Small Rural	38	42	44	43	43	40	43	44	45
Women	37	41▼	44	43	43	42	43	43	45
Interface	36	44	47	43	50	48	45	44	47
Large Rural	35	39▼	44	42	41	41	42	43	44
18-34	35	40▼	45	45	45	44	45	46	48
35-49	35	39▼	44	43	43	43	44	42	44
50-64	36	40▼	43	41	42	40	41	40	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: 27

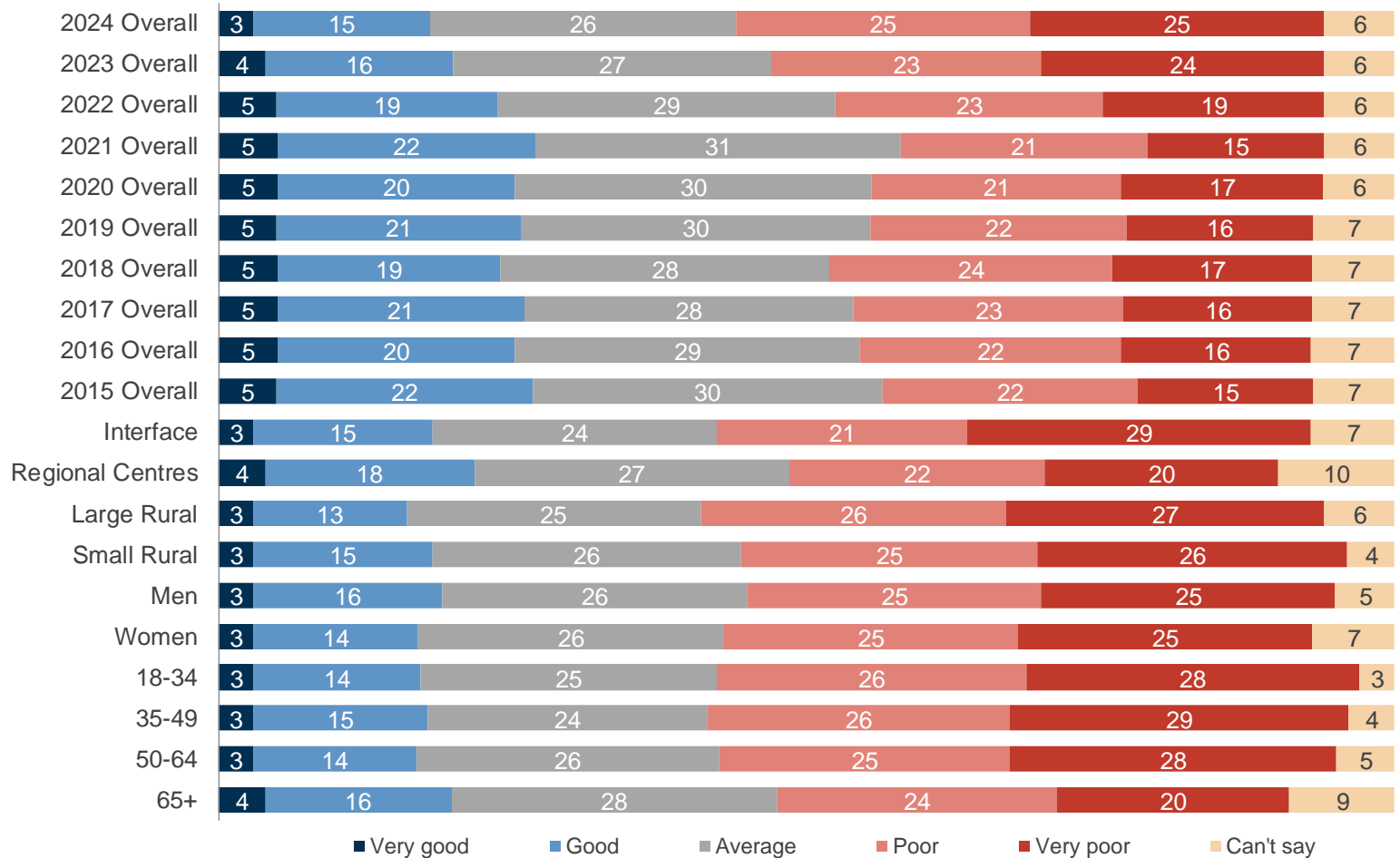
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 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: 27



Business and community development importance



2024 business/community development importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	71▲	70	72	72	71	71	70	71	72	71
18-34	71▲	69	72	71	68	70	70	72	72	69
35-49	70	69	71	71	70	71	70	71	73	70
Interface	70	70	72	70	69	67	68	67	69	67
Regional Centres	69	70	71	73	71	72	71	73	n/a	n/a
Large Rural	69	67	68	68	68	70	69	70	71	72
Overall	69	68	70	70	69	69	69	70	70	69
50-64	69	68	68	71	71	69	68	69	69	69
65+	67▼	66	68	69	69	67	66	68	67	68
Men	67▼	66	67	68	68	67	68	69	69	67
Small Rural	66▼	65	68	69	68	70	n/a	n/a	n/a	71

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

Base: All respondents. Councils asked State-wide: 8

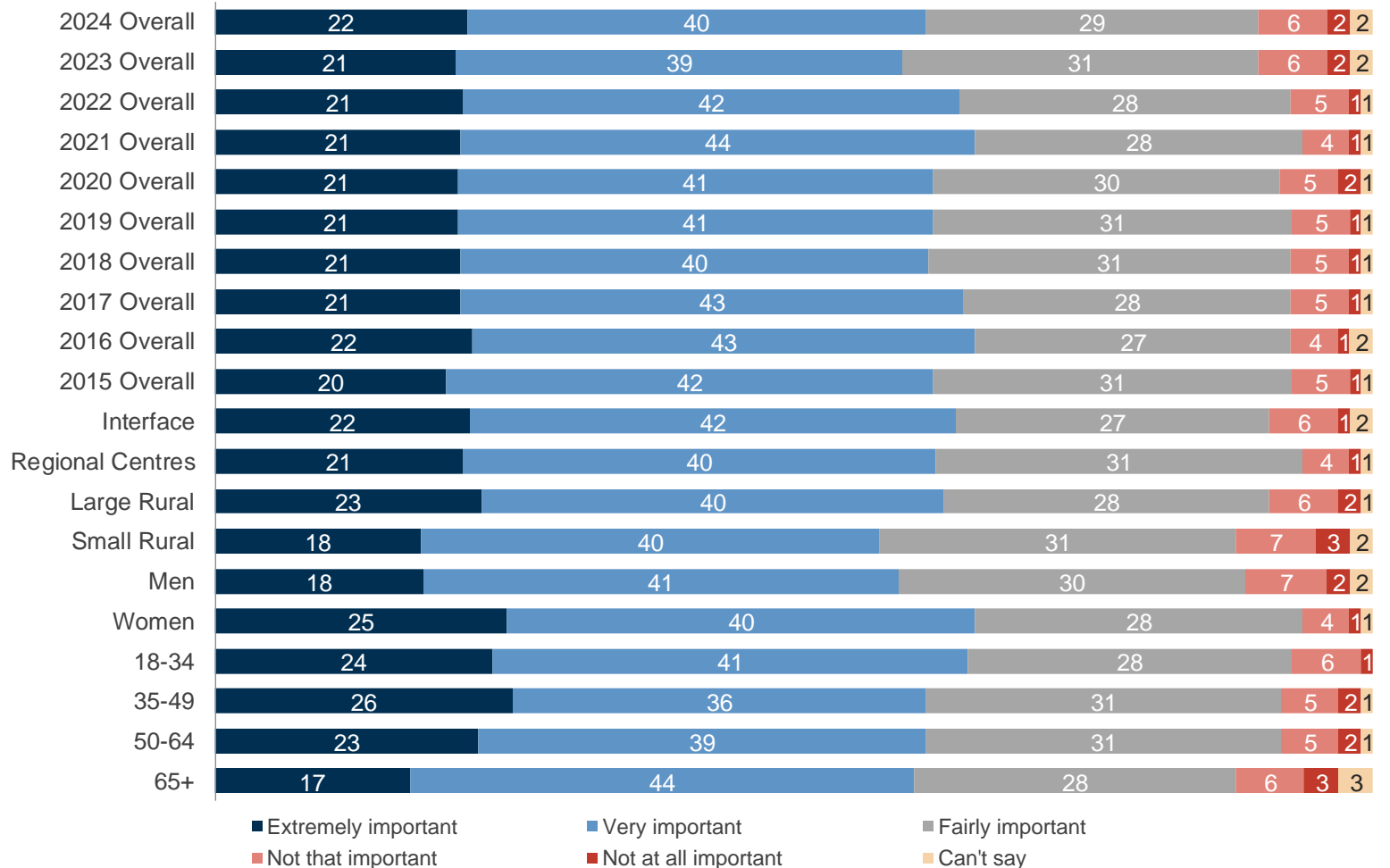
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2024 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8



Business and community development performance



2024 business/community development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Metropolitan	59▲	58	58	n/a	n/a	n/a	n/a	60	62	63
Large Rural	59▲	57	58	60	60	59	58	59	58	60
Women	58	59	59	61	60	62	61	60	60	61
65+	58	57	59	60	59	61	60	61	59	61
18-34	58	59	60	63	63	64	62	62	63	64
Small Rural	57	55	57	58	57	60	61	65	62	61
Overall	57	57	58	60	59	61	60	60	60	60
35-49	56	57	56	58	57	60	60	59	59	59
Men	55▼	56	57	59	58	60	59	59	59	59
Interface	55▼	56	58	61	60	64	63	59	58	63
Regional Centres	55▼	57	58	61	58	61	55	58	61	54
50-64	54▼	55	55	58	55	58	56	56	56	58

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

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

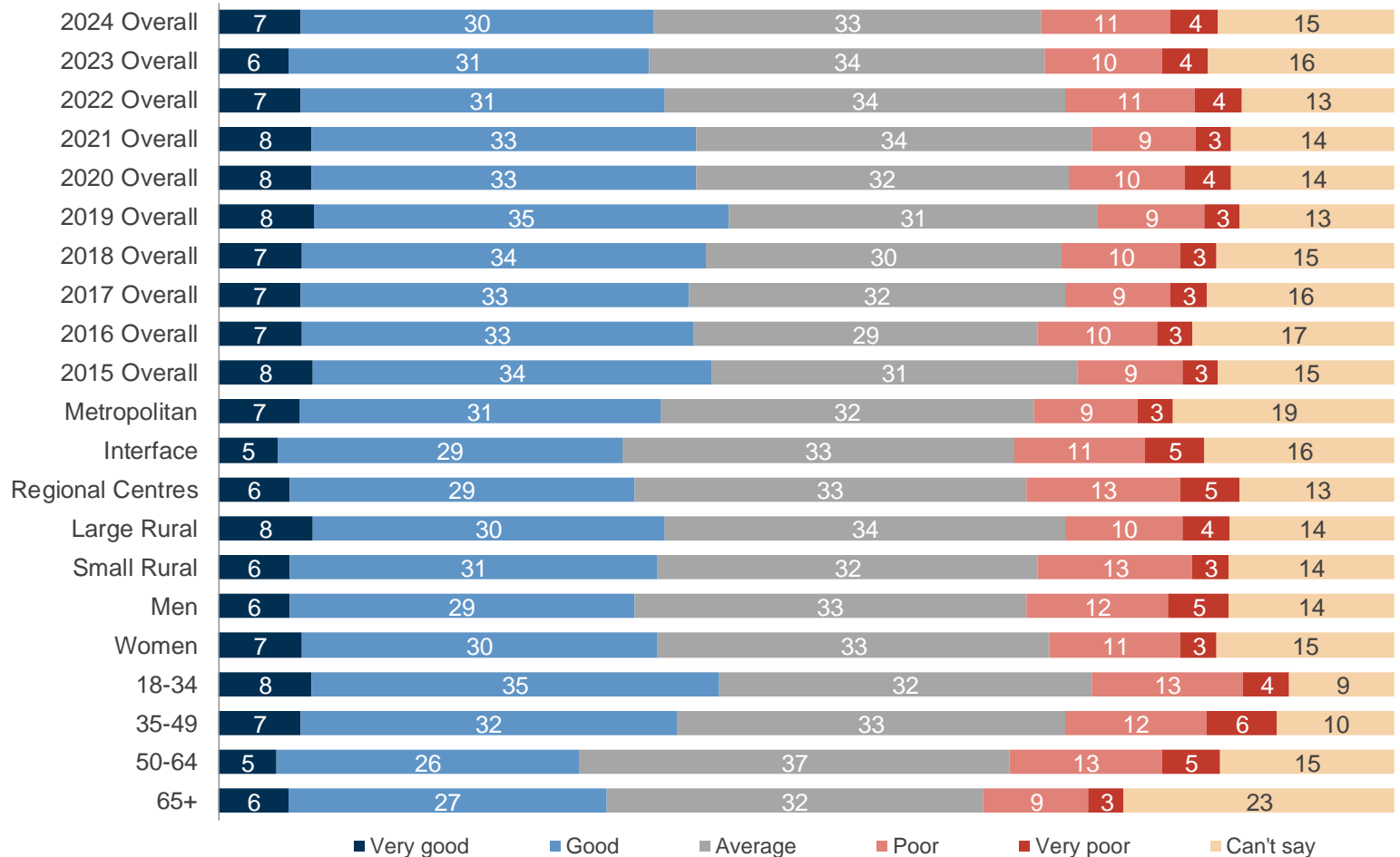
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2024 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14



Tourism development importance



2024 tourism development importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Regional Centres	65	65▲	67	67	69	71	70	n/a	64
Women	62	64	64	64	62	63	63	65	66
50-64	61	61	65	64	61	63	63	64	67
65+	60	62	63	65	61	62	64	64	67
Overall	60	62	63	62	59	61	62	63	65
35-49	60	63	64	61	60	62	62	64	65
18-34	60	62	62	58	56	59	59	62	59
Small Rural	58	63	64	58	64	n/a	n/a	n/a	72
Large Rural	58	60	62	62	60	62	63	67	67
Men	58	60	62	60	57	60	61	62	63
Interface	51	55	52	51	48	51	53	57	50

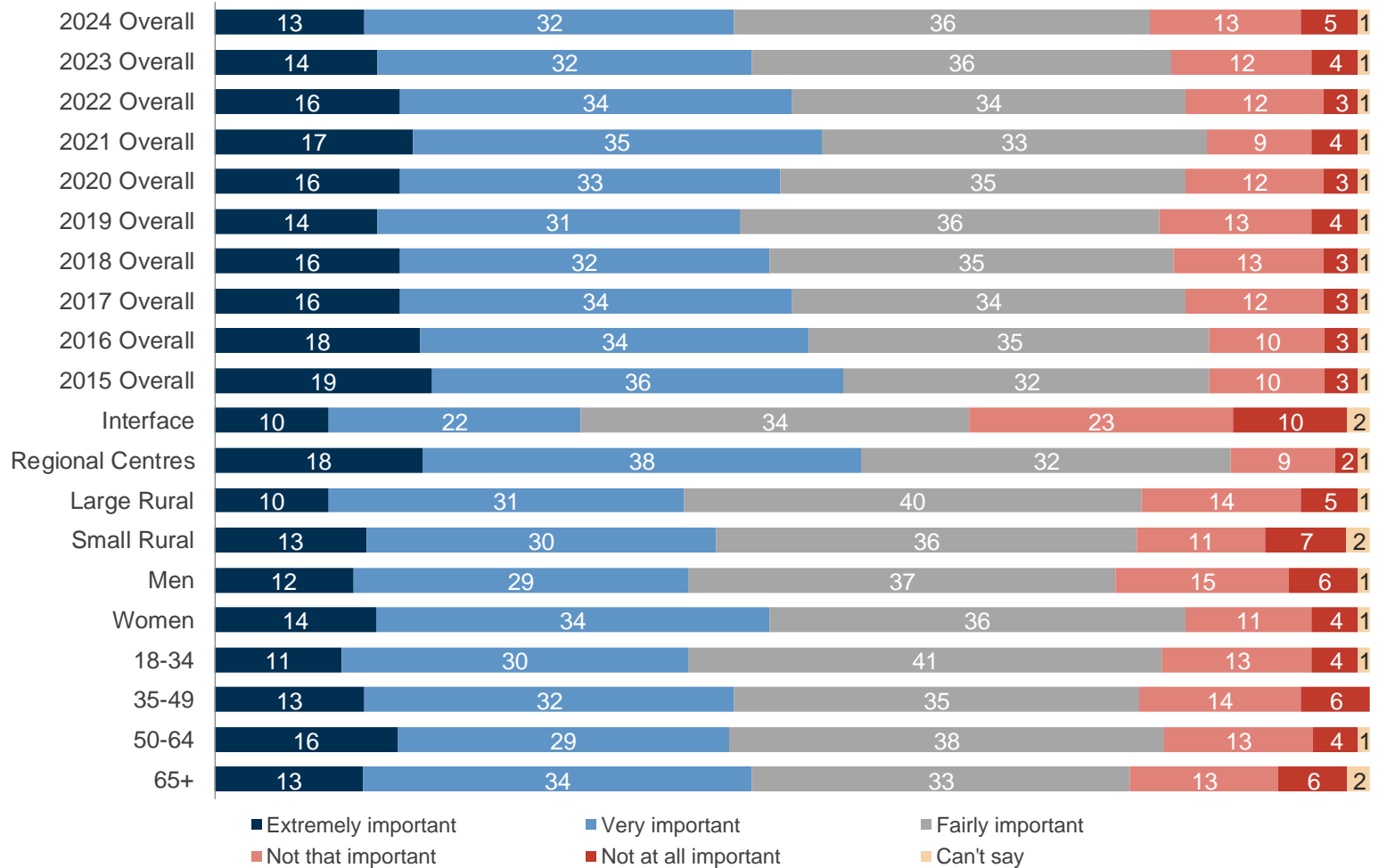
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 7
 Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2024 tourism development importance (%)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 7



Tourism development performance



2024 tourism development performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Large Rural	61▲	62	61	64	62	61	61	65	64	66
65+	61▲	61	62	63	63	64	64	63	62	65
Small Rural	61▲	61	62	63	63	66	67	67	64	63
Women	61▲	62	61	62	63	64	64	64	64	64
Overall	59	61	60	62	62	63	63	63	63	63
18-34	59	60	59	63	63	63	64	64	64	64
Regional Centres	59	61	59	60	63	70	64	65	71	67
Men	58	60	59	62	61	62	61	61	62	62
35-49	57▼	62	59	60	62	63	62	63	63	61
50-64	57▼	61	58	62	61	62	60	61	60	62
Interface	53▼	60	56	59	59	58	61	56	56	53

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12

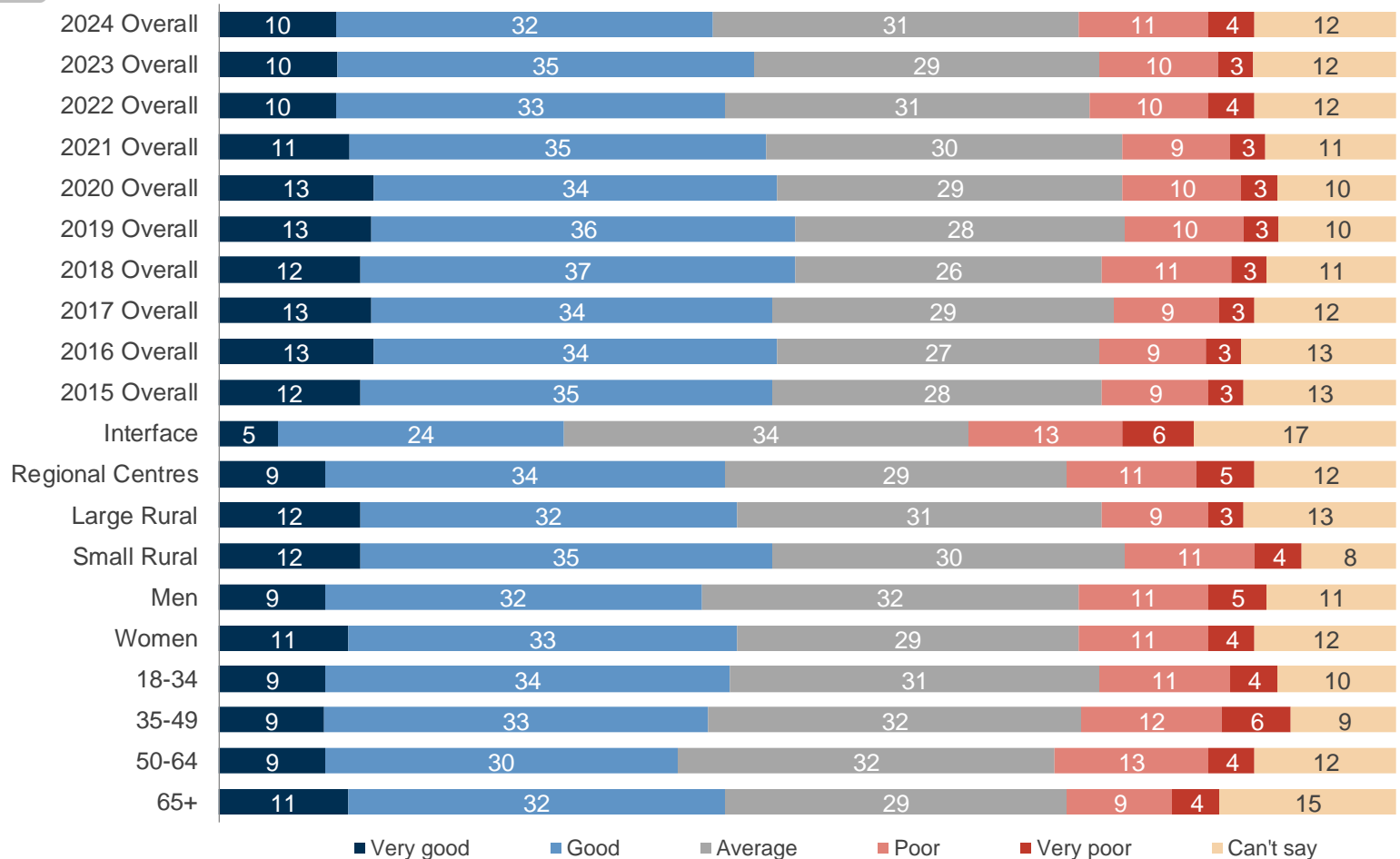
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2024 tourism development performance (%)



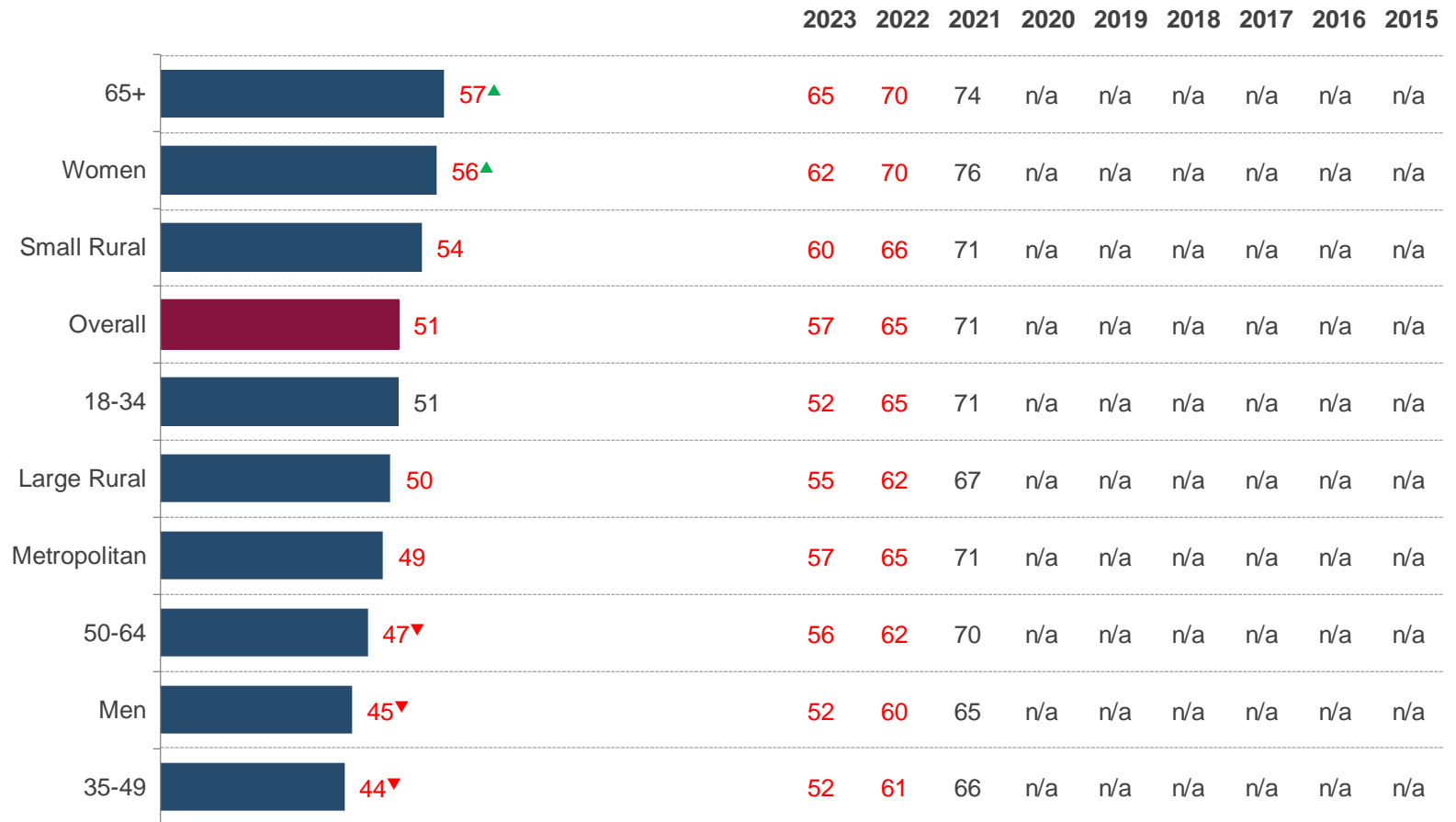
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12



COVID-19 response importance



2024 COVID-19 response importance (index scores)



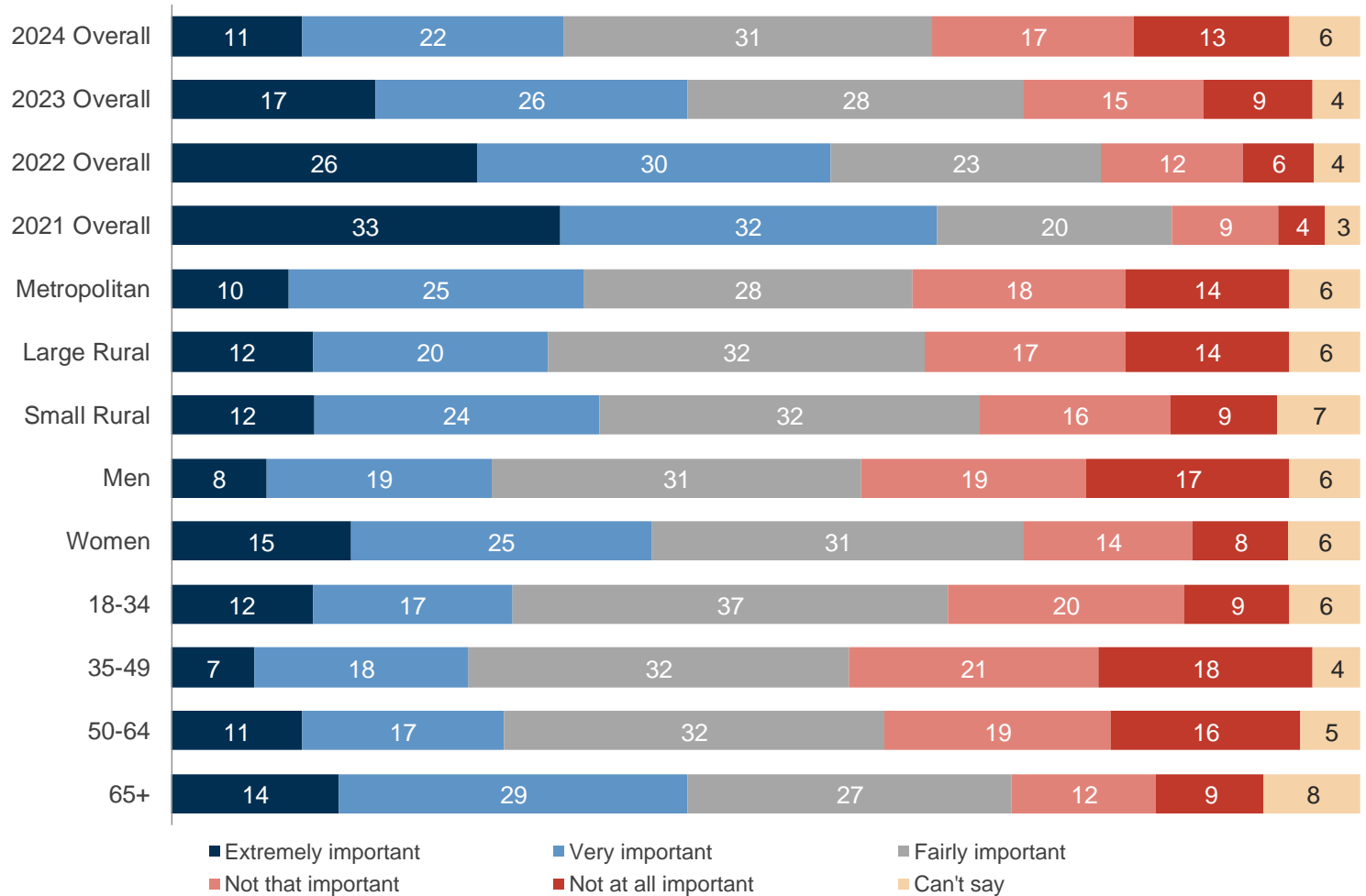
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2024 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4



COVID-19 response performance



2024 COVID-19 response performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	68▲	69	70	75	n/a	n/a	n/a	n/a	n/a
65+	66	68	71	75	n/a	n/a	n/a	n/a	n/a
Large Rural	66	67	71	74	n/a	n/a	n/a	n/a	n/a
Metropolitan	65	65	67	73	n/a	n/a	n/a	n/a	n/a
Overall	65	67	69	73	n/a	n/a	n/a	n/a	n/a
35-49	64	66	66	72	n/a	n/a	n/a	n/a	n/a
50-64	63	66	66	71	n/a	n/a	n/a	n/a	n/a
18-34	63	65	70	74	n/a	n/a	n/a	n/a	n/a
Small Rural	62▼	69	69	75	n/a	n/a	n/a	n/a	n/a
Men	61▼	64	67	72	n/a	n/a	n/a	n/a	n/a
Regional Centres	61▼	68	69	73	n/a	n/a	n/a	n/a	n/a

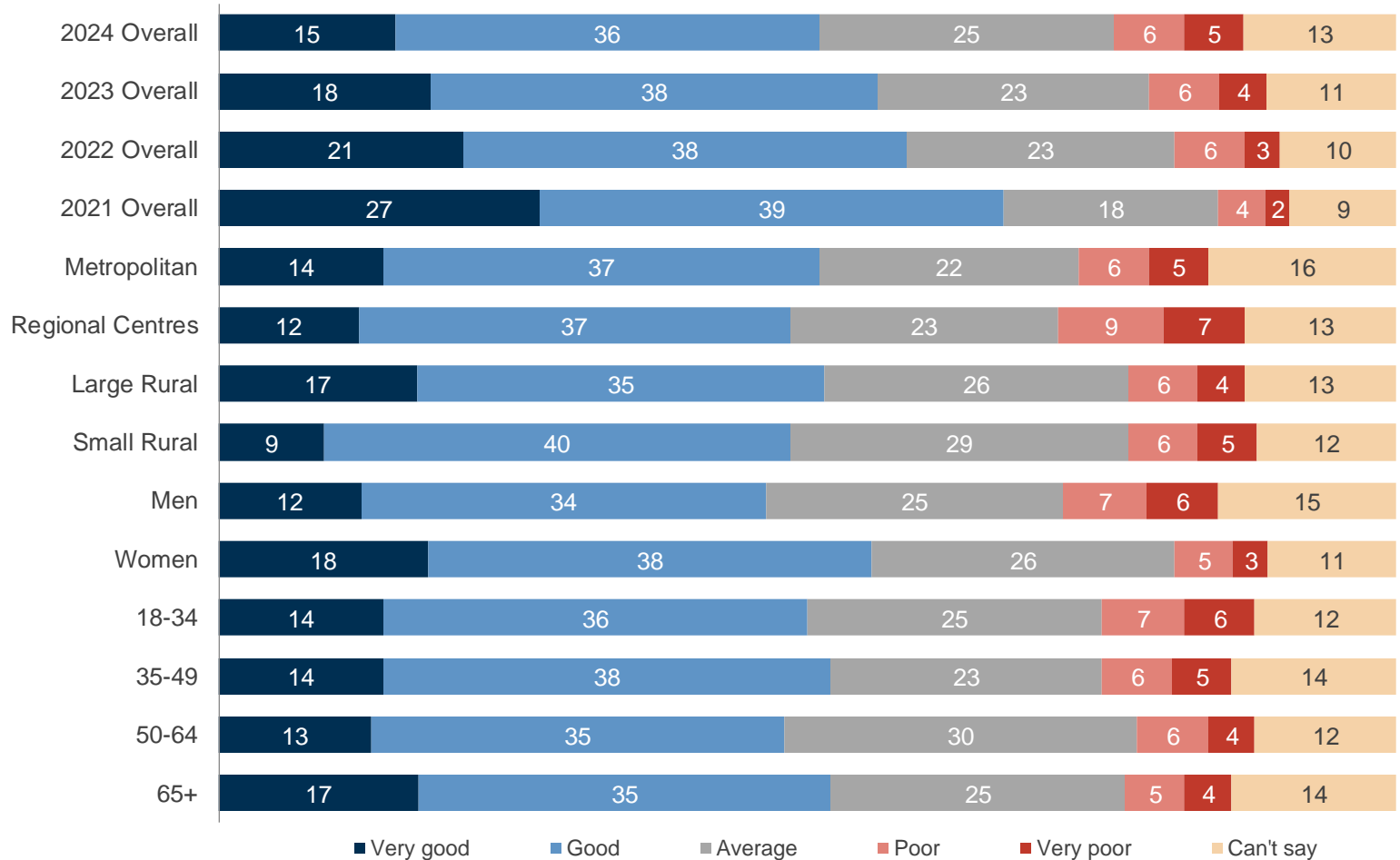
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 8
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2024 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 8

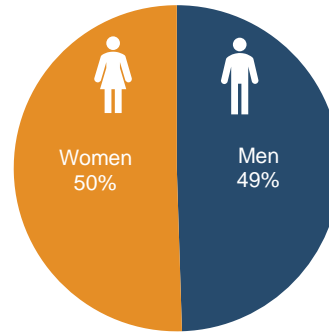


Detailed demographics

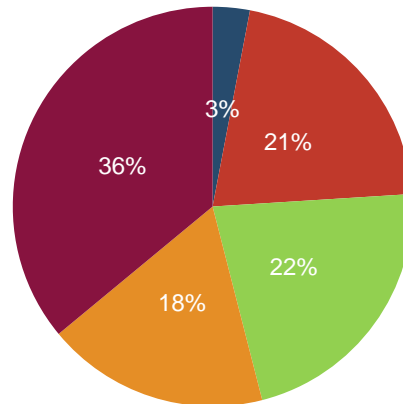


Gender and age profile

2024 gender



2024 age



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] (Quarterly Councils) S3. How would you describe your gender? (Annual Councils)

S4. To which of the following age groups do you belong?

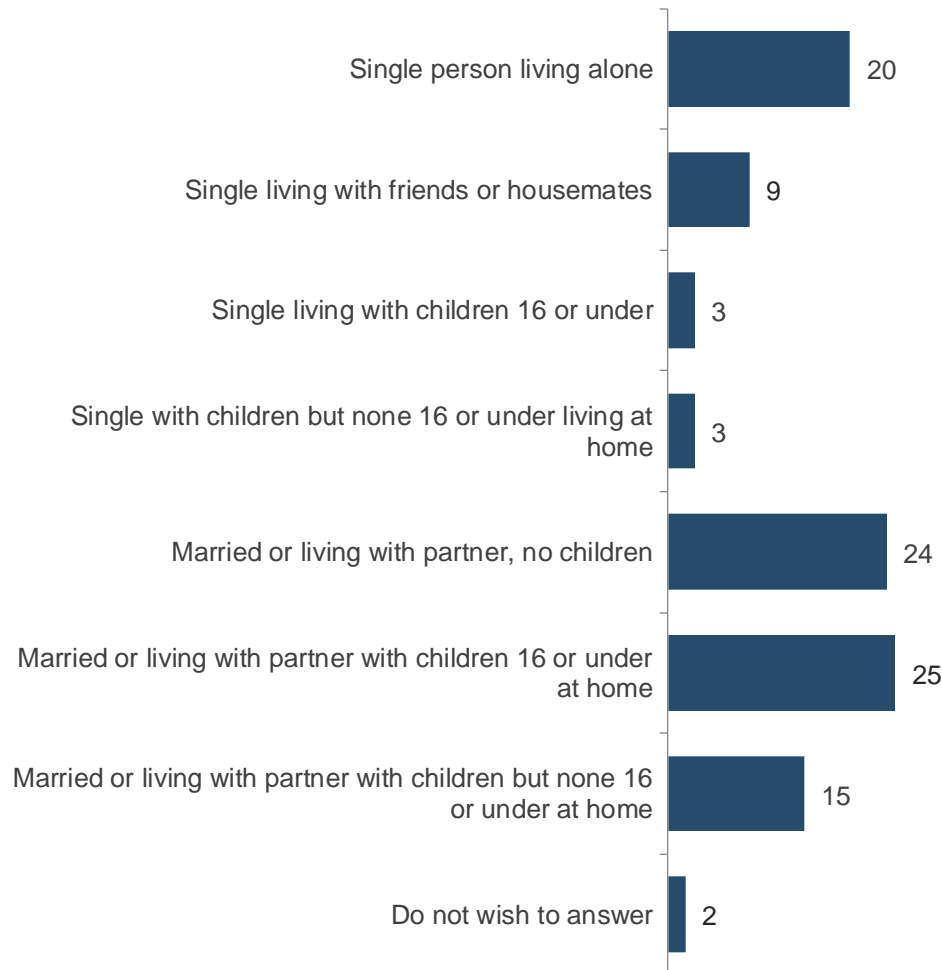
Base: All respondents. Councils asked State-wide: 62

Note that Annual Councils, were asked to describe their gender for 2024. <1% of respondents did not describe their gender as male or female. 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.



Household structure

2024 household structure (%)

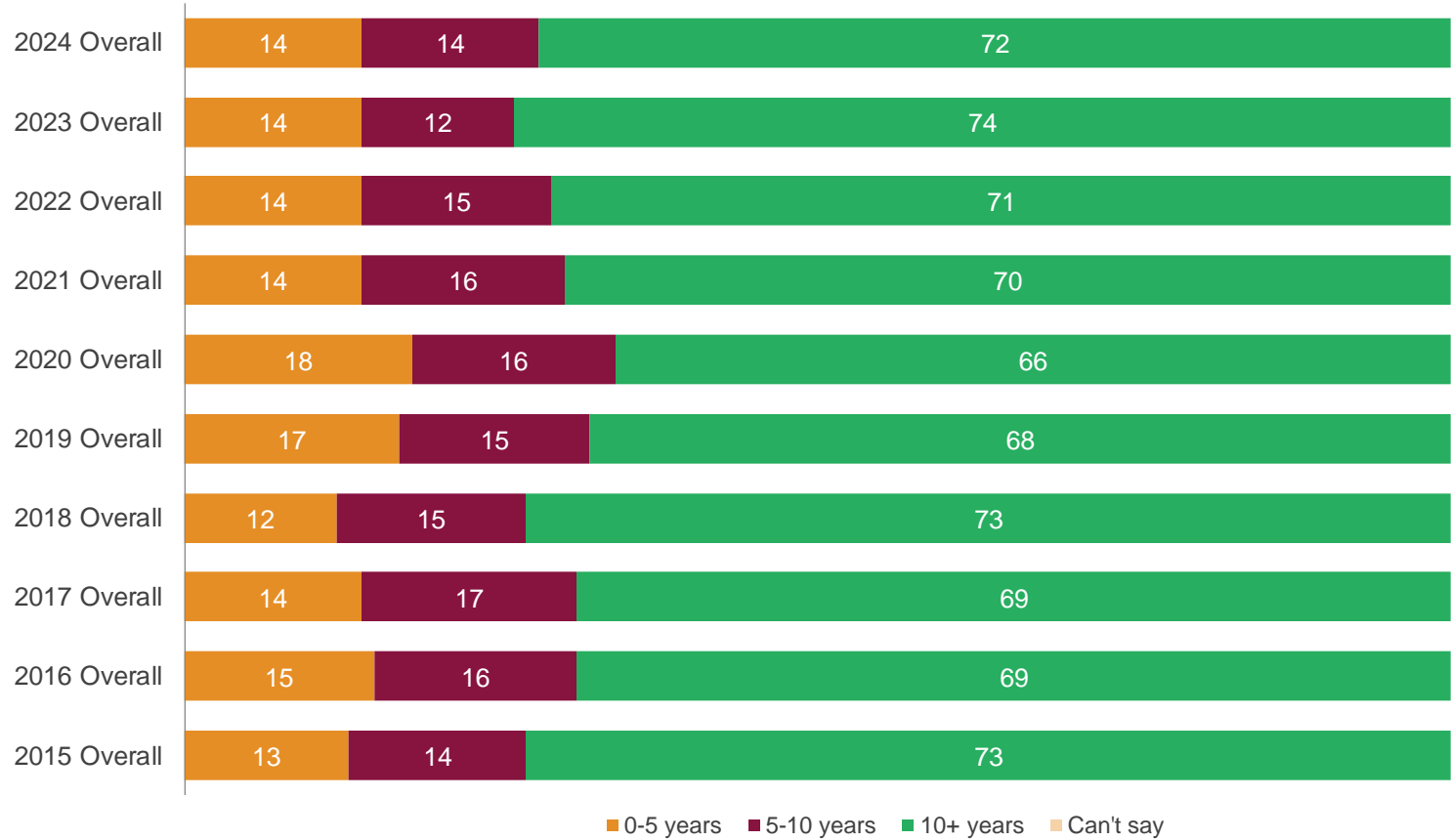


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 10



Years lived in area

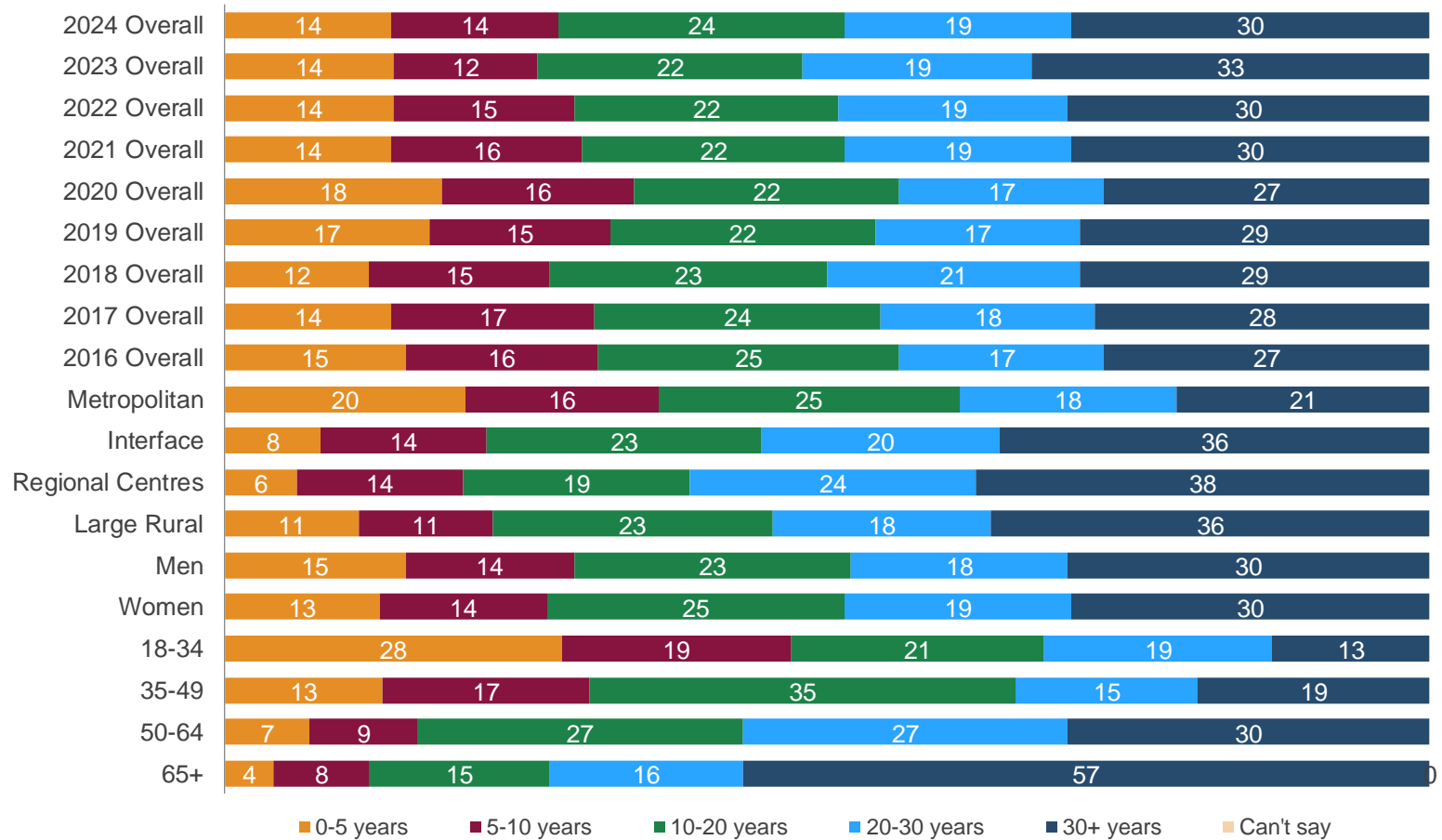
2024 years lived in area (%)





Years lived in area

2024 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

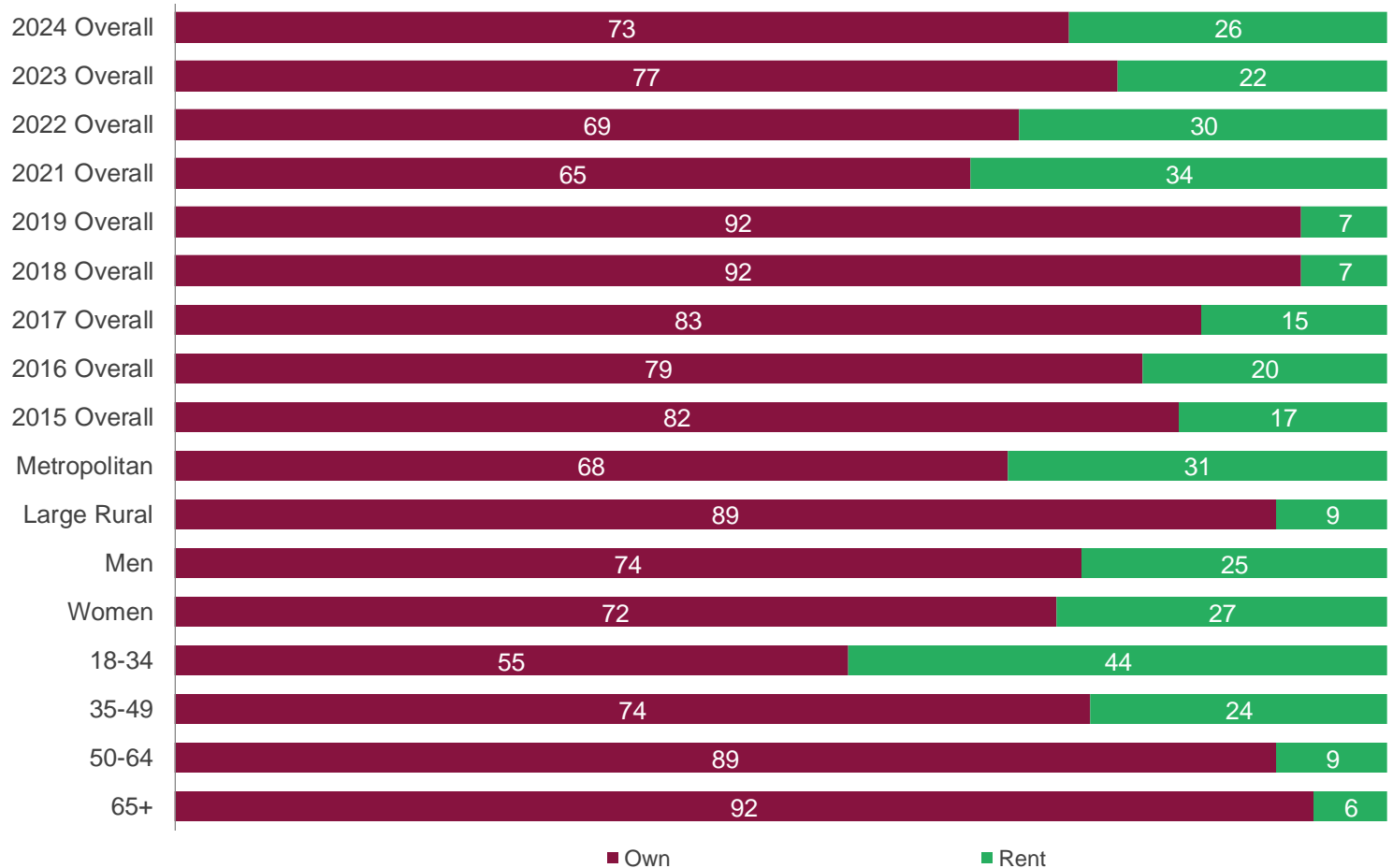
Base: All respondents. Councils asked State-wide: 12

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last nine years of data only.



Home ownership

2024 home ownership (%)

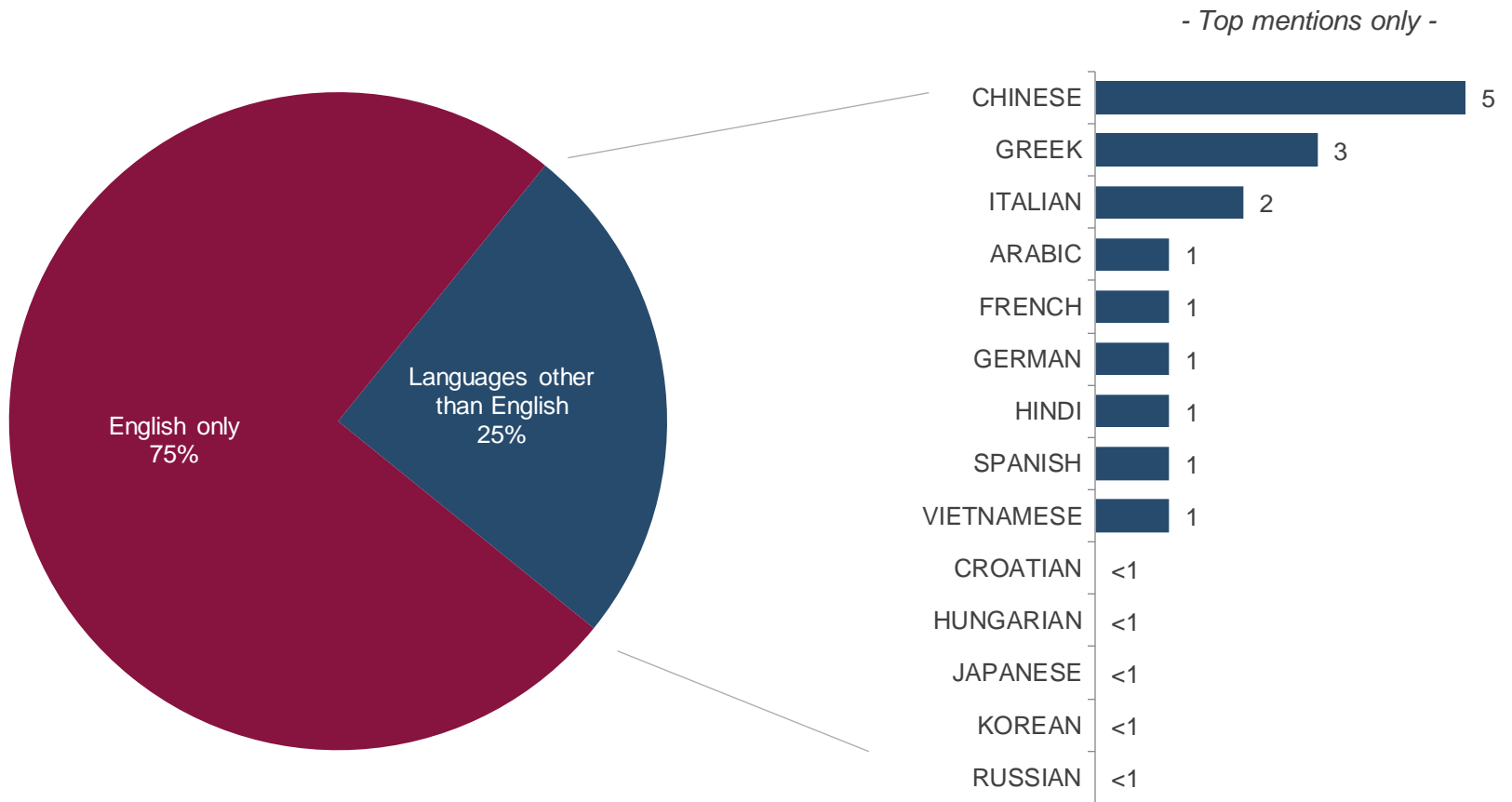


Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 4



Languages spoken at home

2024 languages spoken at home (%)

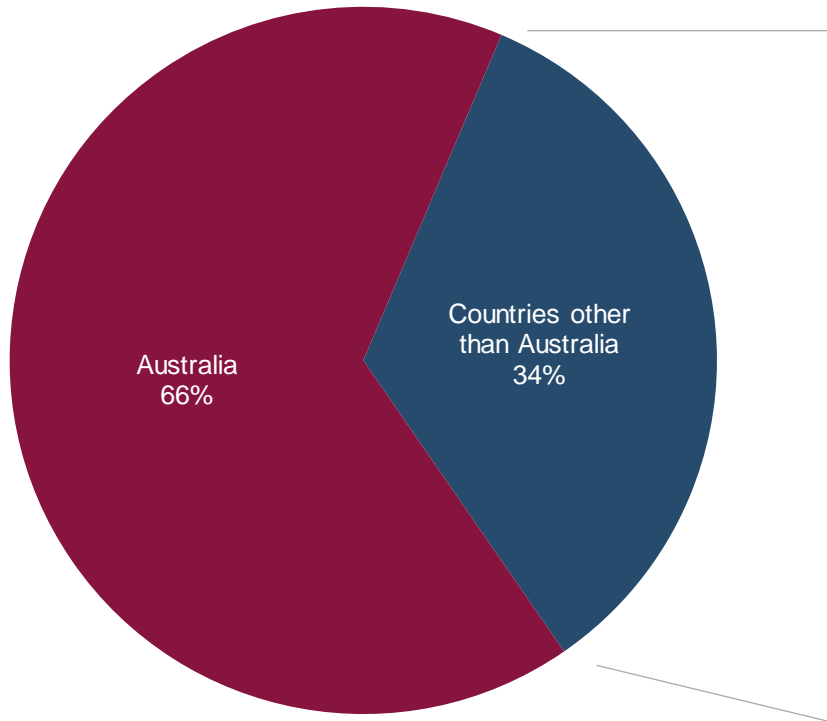


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 8
 Note: Respondents could name multiple languages so responses may add to more than 100%

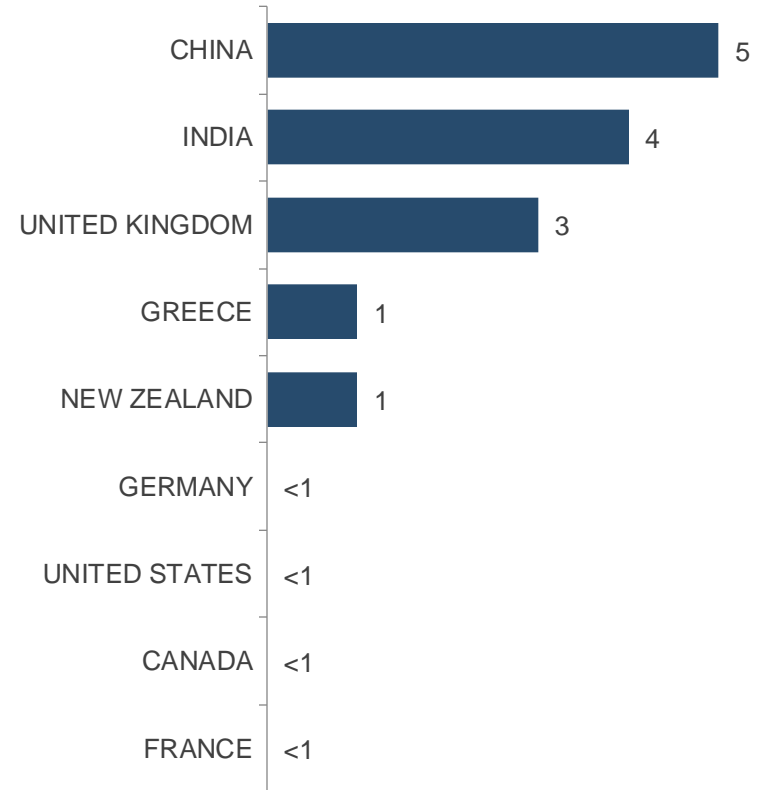


Country of birth

2024 country of birth (%)



- Top mentions only -

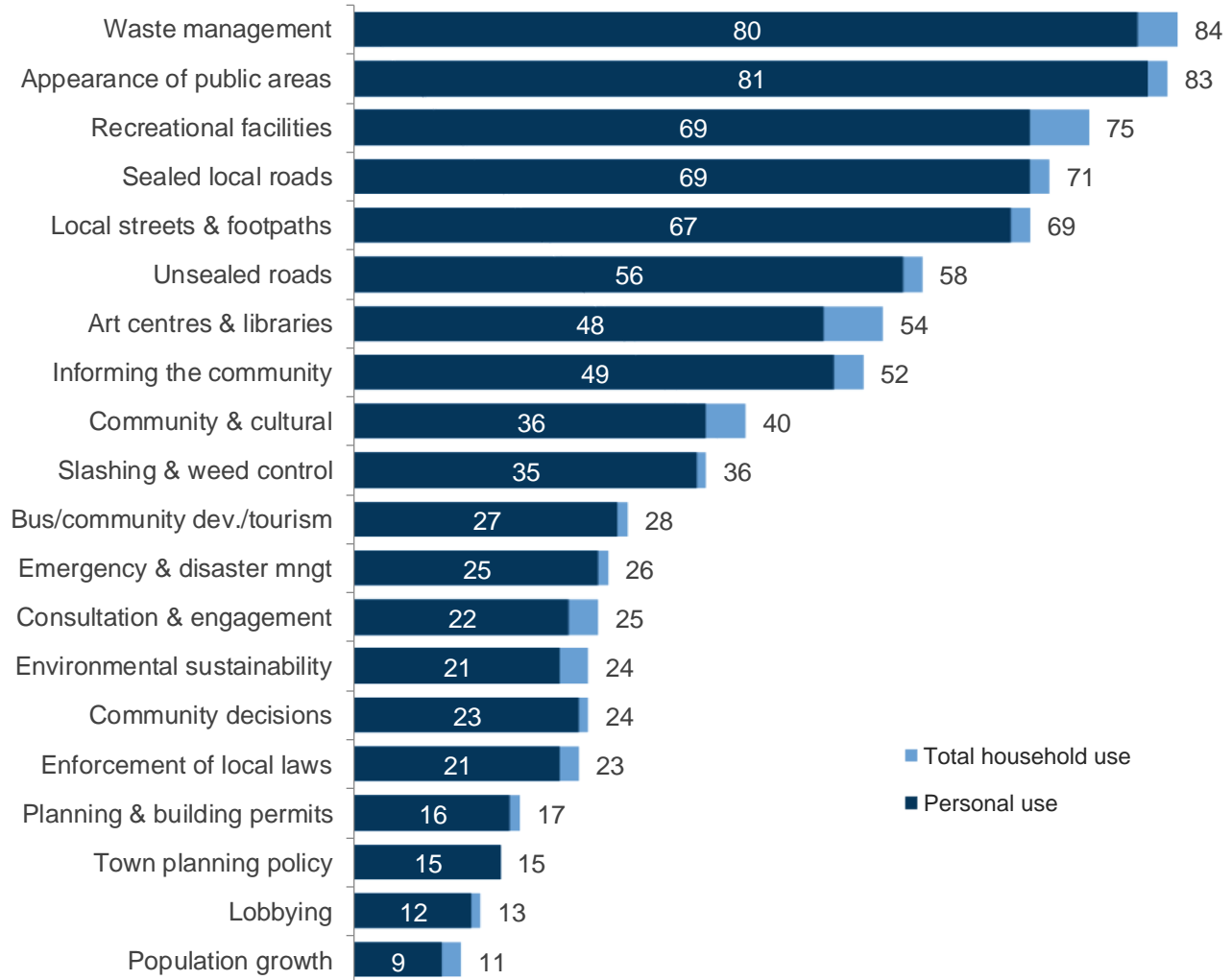


Q12. Could you please tell me which country you were born in?
 Base: All respondents. Councils asked State-wide: 5


Personal and household use and experience of council services



2024 personal and household use and experience of services (%)



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Base: All respondents. Councils asked State-wide: 7

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, semi-transparent images of various data visualization elements: a line graph with a downward trend, a bar chart with several bars of varying heights, and a grid pattern. The overall aesthetic is professional and data-oriented.

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey was n=27,820. 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=27,820 interviews is +/-0.6% 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 49.4% - 50.6%.

Maximum margins of error are listed in the table below, based on a population of 3,378,600 people aged 18 years or over, according to ABS estimates.

Each LGA is weighted to an equal population of 400 for analysis purposes, so that each LGA contributes equally to the State-wide result.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
State-wide	27,820	24,800	+/-0.6
Men	13,366	12,161	+/-0.8
Women	14,325	12,516	+/-0.8
Metropolitan	6,106	5,200	+/-1.3
Interface	1,704	1200	+/-2.4
Regional Centres	4,602	3,600	+/-1.4
Large Rural	7,803	7,200	+/-1.1
Small Rural	7,605	7,600	+/-1.1
18-34 years	3,148	5,914	+/-1.7
35-49 years	4,825	5,548	+/-1.4
50-64 years	6,723	4,444	+/-1.2
65+ years	13,124	8,894	+/-0.9



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 2024 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

A total of n=27,820 completed interviews were achieved across the State. In the main, survey fieldwork was conducted in the period of 29th January – 18th March, 2024. Some councils nominated for survey fieldwork to be conducted across four quarters from 1st June 2023 – 18th March 2024.

The 2024 results are compared with previous years, as detailed below:

- 2023, n=30,805 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=29,316 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=28,011 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=26,923 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=26,739 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=26,814 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=27,907 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=28,108 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=28,316 completed interviews, conducted in the period of 1st February – 30th 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 each participating 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 each participating council. Some councils also nominated to include a sample of rate paying non-residents.

Survey sample matched to the demographic profile of each participating council 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, particularly younger people.



Appendix B: Analysis and reporting

In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating across 2012-2024 vary slightly. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot be made within the reported charts.

Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
Banyule	Casey	Ballarat	Bass Coast	Alpine
Boroondara	Whittlesea	Greater Bendigo	Baw Baw	Ararat
Glen Eira	Yarra Ranges	Greater Geelong	Colac Otway	Benalla
Greater Dandenong		Horsham	Corangamite	Buloke
Hobsons Bay		Latrobe	East Gippsland	Central Goldfields
Kingston		Mildura	Glenelg	Gannawarra
Manningham		Wangaratta	Golden Plains	Hepburn
Maroondah		Warrnambool	Macedon Ranges	Hindmarsh
Melbourne		Wodonga	Mitchell	Indigo
Moonee Valley			Moira	Loddon
Port Phillip			Moorabool	Mansfield
Stonnington			Mount Alexander	Murrindindi
Whitehorse			Moyne	Northern Grampians
			South Gippsland	Pyrenees
			Southern Grampians	Queenscliffe
			Surf Coast	Strathbogie
			Swan Hill	Towong
			Wellington	West Wimmera
				Yarriambiack

Non-participating councils: Bayside, Brimbank, Campaspe, Cardinia, Darebin, Frankston, Greater Shepparton, Hume, Knox, Maribyrnong, Melton, Monash, Moreland, Mornington Peninsula, Nillumbik, Wyndham, and Yarra.



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 2024 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 (State-wide 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 2024 State-wide Local Government Community Satisfaction Survey were optional. Comparison of optional questions is made against other participating councils in the council group and against all councils State-wide that also asked the same optional question.

Councils also had the ability to ask tailored questions specific only to their council. 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: Analysis and reporting

Reporting

Every council that participated in the 2024 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>



Appendix B: Glossary of terms

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

CSS: 2024 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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