

LOCAL GOVERNMENT community satisfaction survey

2015 Research Report

Coordinated by THE department of ENVIRONMENT, Land, water and planning on behalf of Victorian councils

Contents

* [Background and objectives](#_bookmark0)
* [Survey methodology and sampling](#_bookmark1)
* [Further information](#_bookmark2)
* [Key findings & recommendations](#_bookmark3)
* [Summary of findings](#_bookmark4)
* [Detailed findings](#_bookmark5)
  + [Key core measure: Overall performance](#_bookmark6)
  + [Key core measure: Customer service](#_bookmark7)
  + [Key core measure: Council direction indicators](#_bookmark8)
  + [Positives and areas for improvement](#_bookmark9)
  + [Communications](#_bookmark10)
  + [Individual service areas](#_bookmark11)
  + Detailed demographics
* Appendix A: Further project information

#### Background and objectives

Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey research report.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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

The main objectives of the survey are to assess the performance of Victorian councils across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

Survey methodology and sampling

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

Survey sample matched to the demographic profile of councils as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within councils, particularly younger people.

A total of n=28,316 completed interviews were achieved State-wide. Survey fieldwork was conducted in the period of 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

* + 2014, n=27,906 completed interviews, conducted in the period of 31st January – 11th March.
  + 2013, n=29,501 completed interviews, conducted in the period of 1st February – 24th March.
  + 2012, n=29,384 completed interviews, conducted in the period of 18th May – 30th June.

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

SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the ‘Total’ result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2014. Therefore in the example below:

* The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2014.

***Overall Performance – Index Scores (example extract only)***

**18-34 65**

**Overall 60**

**35-49 57**

**50-64**

**54**

Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix A.

#### Further information



Further Information

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

* Background and objectives
* Margins of error
* Analysis and reporting
* Glossary of terms

**Contacts**

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS

* Across Victoria, the majority of core measures in 2015 are remarkably consistent with previous trends particularly for the 2012-2013 period. This suggests a generally stable trend in results over time.
* For core measures: overall performance, community consultation and engagement, advocacy, council direction, and sealed local roads, results in 2015 are generally on par with the previous trend.
* Across the State, the highest rated individual service areas are **art centres and libraries** (73), **the appearance of public areas** (72), and **waste management** (72) which all achieved very positive results relative to other service areas .
* On an unprompted basis, residents list the **best things about their local council** as their parks and gardens, sporting and recreational facilities, and customer service.
* Overall **contact with council** has **not changed** since 2014, with 61% of Victorians having had *at least some contact* with their local council over the past 12 months. This has been generally consistent since 2012.
  + Residents aged 35-49 year olds and also residents in Small Rural council areas have the highest levels of contact, while 18-34 year olds and residents of Interface councils have the lowest level of contact.
  + Significantly fewer residents are contacting their council by telephone, in writing, by email or via their website while a significantly higher proportion are opting to contact their council in person in 2015. A greater level of contact by social media and SMS was also recorded, albeit from a very small base.
* The trend on **council direction** between 2012-2015 is **stable** and the State-wide result is **unchanged over the last 12 months**. A one point increase in the rating on council direction among 18-34 year olds was offset by an equivalent decrease among people aged over 65.
  + More than two-thirds of residents (69%) believe that their **council is broadly headed in the right direction**. Metropolitan councils assign the strongest positive ratings on this measure, while councils in the Interface group are generally weaker in their assessment of direction.
  + Fewer residents than ever are willing to consider a **rate rise to improve services**, with more wanting service cuts to ensure that their rates are not increased.
* A **council newsletter sent by mail** remains the **preferred channel** for Victorian councils to communicate with their residents.
  + This is true for residents of all ages but is especially apparent for those aged over 50 years, who prefer mailed newsletters well ahead of all other options.
  + There was a significant increase in the proportion of people over 50 years who prefer information via a newsletter insert in a local newspaper.
* State-wide performance on **condition of sealed local roads** is unchanged over the last 12 months. Residents aged 18-34 years have rated councils significantly slightly lower on this issue but not enough to affect the State-wide score for this measure.
  + As may be expected, there is a wide variance between different council groups’ ratings on this issue. The State-wide score for all councils is 55, however the average score for Metropolitan councils is much higher at 69 and Large Rural councils average score is much lower at 45.
* The 2015 State-wide aggregate index score for **overall performance** supports the **overall stable trend between 2012-2015. A small but nevertheless** significant one point decrease was evident when compared with 2014 .
  + The lower result in 2015 can be attributed to significant falls in the overall performance ratings from 18-34 year olds, people aged 65 years and older and also women.
  + These demographic groups are driving decreased ratings across several of the core measures and individual service areas as well.
* Customer Service achieved the highest rating (70) compared to all other core measures, although a fall of two points over the last 12 months was noted, which represents a **statistically significant drop** in performance.
  + The weaker result in 2015 has again been driven by declines in the average performance rating from 18-34 year olds, women, over 65s and men.
  + The most satisfied residents have been those that made contact with council in person or via council websites.
  + Victorians who have contacted their council by telephone are significantly less satisfied with the service received over the last 12 months.
* The State-wide assessment of **community consultation and engagement** is down by one point when compared with 2014, which is a statistically significant decline. This is the first time that the State-wide result has fallen on this measure since 2012.
  + All demographic groups have recorded a lower rating on this measure compared to 2014.
  + In 2015, Metropolitan councils perform significantly better on this issue than other council groups, while Large Rural councils and Regional Centres score significantly lower.
* The State-wide spike in performance on **advocacy** that was achieved in 2014 has not been maintained in 2015 although the general trend over 2012-13 has been continued.
  + The significant decline in performance on this issue in 2015 was driven by women and those aged 18-49.
  + Metropolitan and Small Rural councils rate significantly better on this issue than the State-wide average, while Large Rurals again score significantly lower.
* **Making decisions in the interest of the community** was introduced as a core measure across all councils in 2015. It was an optional question for councils in 2014 and there has been a two point drop in rating over this time.
  + The weaker performance was evident among all demographic groups except those aged 50- 64, although 50-64 year olds on average still provide the least favourable ratings of council performance on this issue.
  + Metropolitan councils do best on this issue, while Regional Centres and Large Rural councils have the weakest performance.
* The areas that attracted the most attention, without prompting, for **areas for improvement** are sealed road maintenance, community consultation, and communication.
* When it comes to both core measures and individual service areas the segments mos**t favourably disposed towards their local councils** tend to be 18-34 year olds and Metropolitan councils.
* By contrast, 50-64 year olds and Victorians who reside in Large Rural councils **are the least favourable in their assessments**, frequently rating their councils significantly below the State-wide average across a range of measures.
* By far the lowest rated service is **unsealed road maintenance** with an index score of 45.
  + Councils also score relatively lower results on the interrelated issues of town planning policy, planning and building permits, and planning for population growth (all rated 54), although planning and building permits recorded a significant improvement in the performance rating in 2015.
* The most important **individual service areas** for councils to target if they wish to improve their overall performance are those where residents’ stated importance of the service exceeds their rating of council’s performance **by 10 points or more**, including:
  + Maintenance of unsealed roads
  + Making decisions in the interest of the community
  + Planning for population growth
  + Maintenance of sealed roads
  + Condition of local streets & footpaths
  + Consultation & engagement
  + Town planning policy
  + Slashing & weed control
  + Planning permits
  + Lobbying on behalf of the community
  + Informing the community
  + Parking facilities
  + Traffic management
  + Disadvantaged support services
  + Elderly support services
  + Emergency & disaster management



* Further, for councils who are looking to improve their performance ratings, we recommend focusing on issues and services that are most important to residents. For example, the Large Rural group consistently receive lower performance ratings on most measures. To improve performance perceptions among their residents they should concentrate actions and communications in the areas that residents rate as most important, including:
  + Consultation and engagement
  + Advocacy
  + Sealed road maintenance
  + Informing the community
  + Planning for population growth
  + Business and community development
  + Tourism
* Councils should also be aware of **which services residents use most often**, as personal experience of a service does have an effect on ratings of performance. Most used services include waste management, parking facilities, public areas, streets and footpaths, sealed and unsealed roads, recreational facilities and art centres and libraries.



* Across the State, some issues have **risen in importance** in 2015. To maintain or improve results in these areas in 2016, we recommend councils pay close attention to these increased importance service areas, including making decisions in the interest of the community, family support services, disadvantaged support services, traffic management and the enforcement of local laws.
* An approach we have recommended to councils is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
* Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
* Please note that due to the changes in how councils are categorised, this year we are not able to make comparisons between council groupings over time.

**Higher results in 2015**

* Planning and building permits

**Lower results in 2015**

* Customer service
* Decisions made in interest of the community
* Art centres and libraries
* Disadvantaged support services
* Business and community development

**Most favourably disposed towards Council**

* 18-34 year olds
* Metropolitan residents

**Least favourably disposed towards Council**



* + 50-64 year olds
  + Large Rural residents



SUMMARY OF FINDINGS

2015 Summary of core measures

Index Score Results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Measures** | **Overall 2012** | **Overall 2013** | **Overall 2014** | **Overall 2015** |
| **OVERALL PERFORMANCE** | 60 | 60 | 61 | **60** |
| **COMMUNITY CONSULTATION**  (Community consultation and engagement) | 57 | 57 | 57 | **56** |
| **ADVOCACY**  (Lobbying on behalf of the community) | 55 | 55 | 56 | **55** |
| **MAKING COMMUNITY**  **DECISIONS** (Decisions made in the interest of the community) | n/a | n/a | 57 | **55** |
| **SEALED LOCAL ROADS**  (Condition of sealed local roads) | n/a | n/a | 55 | **55** |
| **CUSTOMER SERVICE** | 71 | 71 | 72 | **70** |
| **OVERALL COUNCIL DIRECTION** | 52 | 53 | 53 | **53** |

2015 Summary of core measures



detailed analysis

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Measures Overall 2015** | | **vs Overall 2014** | **Highest score** | **Lowest score** |
| **OVERALL PERFORMANCE** | **60** | 1 point lower | Metropolitan | Large rural |
| **COMMUNITY CONSULTATION**  (Community consultation and engagement) | **56** | 1 point lower | 18-34 year olds | Regional centres |
| **ADVOCACY**  (Lobbying on behalf of the community) | **55** | 1 point lower | Metropolitan | Large rural |
| **MAKING COMMUNITY**  **DECISIONS** (Decisions made in the interest of the community) | **55** | 2 points lower | Metropolitan | Regional centres |
| **SEALED LOCAL ROADS**  (Condition of sealed local roads) | **55** | Equal | Metropolitan | Large rural |
| **CUSTOMER SERVICE** | **70** | 2 points lower | Metropolitan | Large rural |
| **OVERALL COUNCIL DIRECTION** | **53** | Equal | 18-34 year olds | Large rural |

2015 Summary of Key Community Satisfaction

Percentage Results

***Key Measures Summary Results***

**Overall Performance 10 39**

**Community Consultation 7 31**

**35**

**32 14**

**10 4 1**

**6 9**

**Advocacy 6 26**

**Making Community**

**Decisions 7 31**

**Sealed Local Roads 11 33**

**Customer Service 31**

**32 12**

**33**

**29**

**37**

**4 20**

**14 6**

**16 10**

**17 8 6 2**

**% Very good Good Average Poor Very poor Can't say**

**Overall Council Direction**

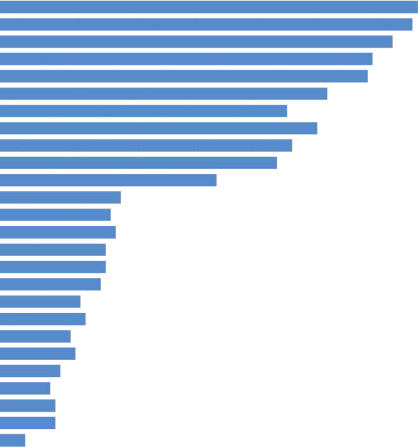
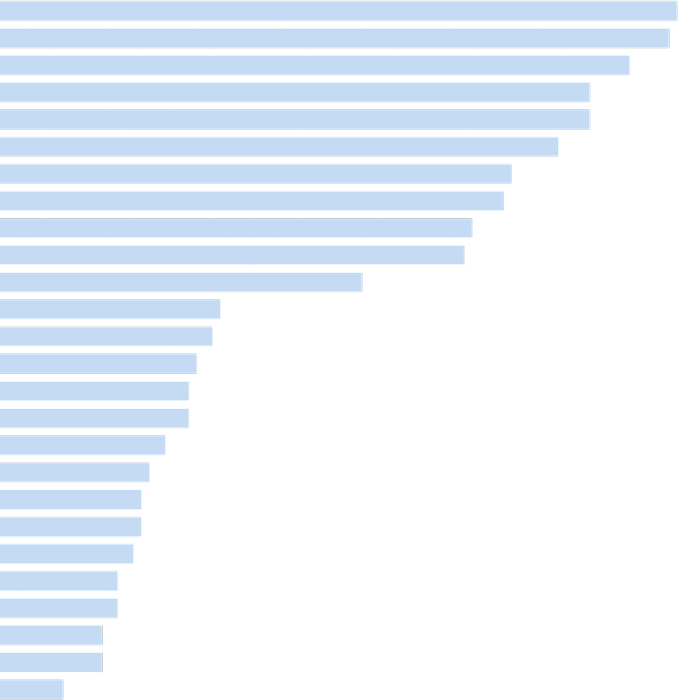
**% Improved Stayed the same Deteriorated Can't say**

|  |  |  |  |
| --- | --- | --- | --- |
| **20** | **63** | **13** | **5** |

2015 personal and household use and experience of

council services Percentage results

***Experience of Services***



|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Waste management** |  |  | **83** |  |  |  |  | **86** |
| **Parking facilities** |  |  | **82** |  |  |  |  | **85** |
| **The appearance of public areas** |  |  | **78** |  |  |  | **80** |  |
| **The condition of local streets and footpaths** |  |  | **74** |  |  | **75** |  |  |
| **Condition of sealed local roads** |  |  | **73** |  |  | **75** |  |  |
| **Recreational facilities** |  | **65** |  |  | **71** |  |  |  |
| **Art centres & libraries** | **57** |  |  | **65** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Maintenance of unsealed roads in your area** |  |  | **63** |  |  | **64** |
| **Traffic management** |  |  | **58** |  | **60** |  |
| **Informing the community** |  |  | **55** |  | **59** |  |
| **Community & cultural activities** |  | **43** |  | **46** |  |  |
| **Decisions made in the interest of the community** | **24** |  | **28** |  |  |  |
| **Environmental sustainability** | **22** |  | **27** |  |  |  |
| **Business & community development & tourism** | **23** |  | **25** |  |  |  |
| **Community consultation and engagement** | **21** |  | **24** |  |  |  |
| **Enforcement of local laws** | **21** |  | **24** |  |  |  |
| **Business & community development** | **20** | **21** |  |  |  |  |

**Council’s general town planning policy 16 19**

**Tourism development 17 18**

**Planning and building permits 14 18**

**Planning for population growth 15 17**

**Family support services 12 15**

**Elderly support services 10 15**

**Lobbying on behalf of the community 11 13**

**Emergency & disaster management 11 13**

**Total household use Personal use**

**Disadvantaged support services 5 8**

**%**

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. Maximum number of councils asked per service area State-wide: 16 23

Individual Service Area Summary



importance Vs performance

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Importance** | **Performance** | **Net differential** |
| **Maintenance of unsealed roads** | **78** | **45** | **-33** |
| **Making decisions in the interest of the community** | **80** | **55** | **-25** |
| **Planning for population growth** | **75** | **54** | **-21** |
| **Maintenance of sealed roads** | **76** | **55** | **-21** |
| **Condition of local streets & footpaths** | **77** | **58** | **-19** |
| **Consultation & engagement** | **74** | **56** | **-18** |
| **Town planning policy** | **72** | **54** | **-18** |
| **Slashing & weed control** | **73** | **55** | **-18** |
| **Planning permits** | **71** | **54** | **-17** |
| **Lobbying on behalf of the community** | **69** | **55** | **-14** |
| **Informing the community** | **75** | **61** | **-14** |
| **Parking facilities** | **70** | **57** | **-13** |
| **Traffic management** | **71** | **60** | **-11** |
| **Disadvantaged support services** | **73** | **62** | **-11** |
| **Elderly support services** | **79** | **69** | **-10** |
| **Emergency & disaster management** | **80** | **70** | **-10** |

2015 Importance summary

**Emergency & disaster mngt Community decisions Elderly support services Waste management Unsealed roads**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **80 80 80 80** | | | | |
|  | | | | **80 79 n/a n/a** |
| **79 79 79 80** | | | | |
| **79 79 79 78** | | | | |
| **78 78 81 80** | | | | |
| **77 77 78 77** | | | | |
| **76 77 n/a n/a** | | | | |
| **75 75 75 75** | | | | |
| **75 75 75 75** | | | | |
| **74 74 73 73** | | | | |
| **73 72 73 73** | | | | |
| **73 72 73 73** | | | | |
| **73 73 74 73** | | | | |
| **73 73 72 71** | | | | |
| **73 75 74 71** | | | | |
| **72 72 72 72** | | | | |
| **72 72 73 72** | | | | |
| **71 70 72 73** | | | | |
| **71 70 71 70** | | | | |
| **71 71 71 71** | | | | |
| **70 70 71 71** | | | | |
| **69 70 70 70** | | | | |
| **69 69 n/a n/a** | | | | |
|  | | | **67 67 67 66** | |
| **65 66 66 66** | | | | |
|  | | **65 65 n/a n/a** | | |
|  | **62 62 62 62** | | | |

**Local streets & footpaths**

**Sealed roads Informing the community Population growth Consultation & engagement Family support services Disadvantaged support serv. Appearance of public areas Environmental sustainability Slashing & weed control Recreational facilities**

**Town planning policy Traffic management Enforcement of local laws**

**Planning permits Parking facilities**

**Lobbying Business & community dev. Bus/community dev./tourism Art centres & libraries Tourism development Community & cultural**



***2015 Priority Area Importance***

**2014 2013 2012**

Base: All respondents Maximum number of councils asked per service area State-wide: 55

Note: Please see page 5 for explanation of significant differences 25

2015 Performance summary

**Art centres & libraries Appearance of public areas Waste management Recreational facilities Emergency & disaster mngt Elderly support services Community & cultural Family support services Enforcement of local laws Environmental sustainability Tourism development Disadvantaged support serv. Informing the community Bus/community dev./tourism**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | **73 75 73 73** |
| **72 72 71 71** | | | | | | |
| **72 73 71 72** | | | | | | |
| **70 71 70 70** | | | | | | |
|  | | | | | **70 71 70 70** | |
| **69 70 69 69** | | | | | | |
| **69 70 69 68** | | | | | | |
|  | | | | **67 68 67 67** | | |
| **66 66 65 65** | | | | | | |
|  | | | **64 64 64 64** | | | |
| **63 64 n/a n/a** | | | | | | |
| **62 64 62 63** | | | | | | |
| **61 62 61 60** | | | | | | |
| **61 62 62 62** | | | | | | |
| **60 60 60 58** | | | | | | |
| **60 62 n/a n/a** | | | | | | |
|  | | **58 58 58 57** | | | | |
| **57 57 57 56** | | | | | | |
| **56 57 57 57** | | | | | | |
| **55 56 55 55** | | | | | | |
| **55 55 56 61** | | | | | | |
| **55 57 n/a n/a** | | | | | | |
| **55 55 n/a n/a** | | | | | | |
| **54 55 55 54** | | | | | | |
| **54 53 55 54** | | | | | | |
| **54 54 54 52** | | | | | | |
|  | **45 45 44 46** | | | | | |

**Traffic management Business & community dev.**

**Local streets & footpaths**

**Parking facilities Consultation & engagement**

**Lobbying Slashing & weed control Community decisions**

**Sealed roads Town planning policy Planning permits Population growth Unsealed roads**



***2015 Priority Area Performance***

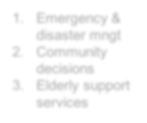
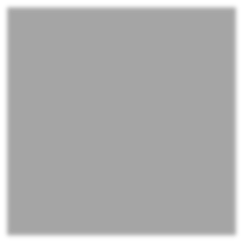
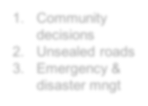
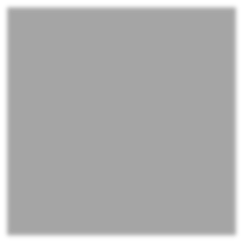
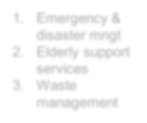
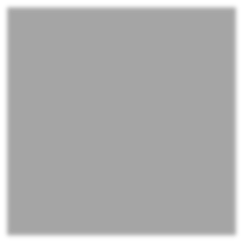
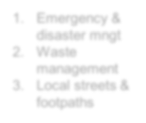
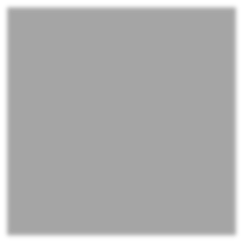
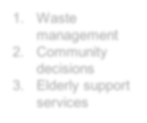
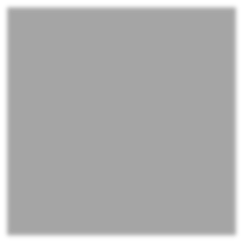
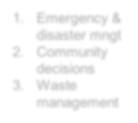
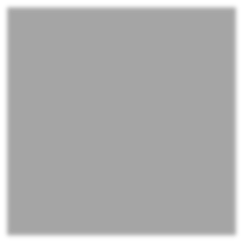
**2014 2013 2012**

Base: All respondents Maximum number of councils asked per service area State-wide: 69

Note: Please see page 5 for explanation of significant differences 26

**Top Three Most Important Service Areas**

**(Highest to lowest, i.e. 1. = most important)**



**Overall**

**Metropolitan**

**Interface**

**Regional Centres**

**Large Rural**

**Small Rural**

1. Emergency & disaster mngt
2. Community decisions
3. Waste

management

1. Waste

management

1. Community decisions
2. Elderly support services
3. Emergency & disaster mngt
4. Waste

management

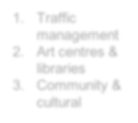
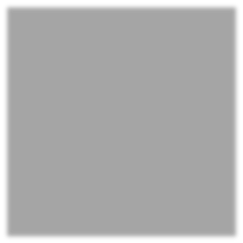
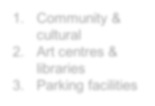
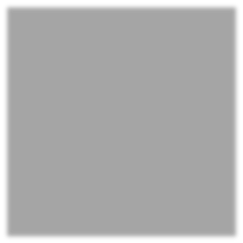
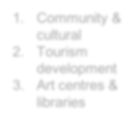
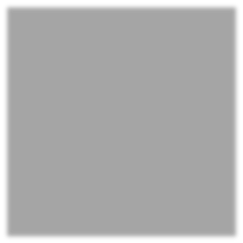
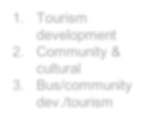
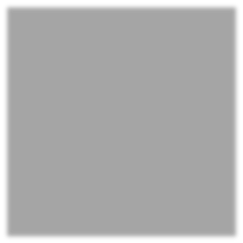
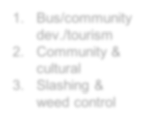
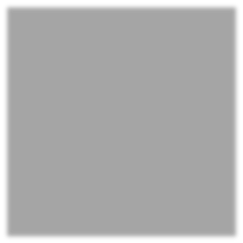
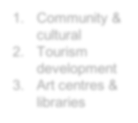
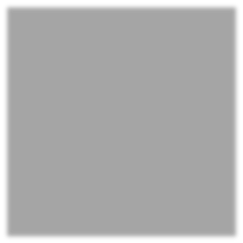
1. Local streets & footpaths
2. Emergency & disaster mngt
3. Elderly support services
4. Waste

management

1. Community decisions
2. Unsealed roads
3. Emergency & disaster mngt
4. Emergency & disaster mngt
5. Community decisions
6. Elderly support services

**Bottom Three Most Important Service Areas**

**(Lowest to highest, i.e. 1. = least important)**



**Overall**

**Metropolitan**

**Interface**

**Regional Centres**

**Large Rural**

**Small Rural**

1. Community & cultural
2. Tourism

development

1. Art centres & libraries
2. Bus/community dev./tourism
3. Community & cultural
4. Slashing & weed control
5. Tourism

development

1. Community & cultural
2. Bus/community dev./tourism
3. Community & cultural
4. Tourism

development

1. Art centres & libraries
2. Community & cultural
3. Art centres & libraries
4. Parking facilities
5. Traffic

management

1. Art centres & libraries
2. Community & cultural

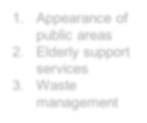
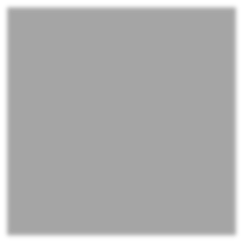
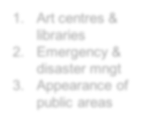
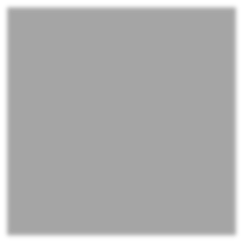
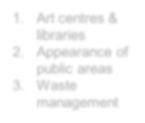
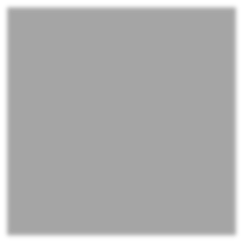
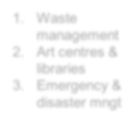
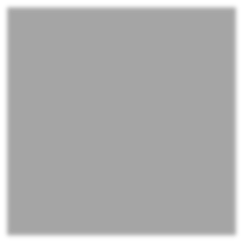
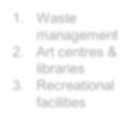
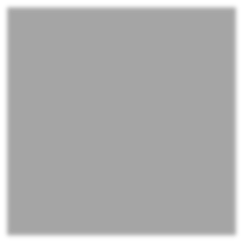
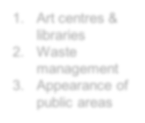
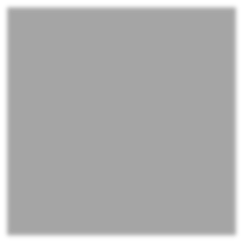
27

2015 PERFORMANCE summary

by council group

**Top Three Most Performance Service Areas**

**(Highest to lowest, i.e. 1. = highest performance)**



**Overall**

**Metropolitan**

**Interface**

**Regional Centres**

**Large Rural**

**Small Rural**

1. Art centres & libraries
2. Waste

management

1. Appearance of public areas
2. Waste

management

1. Art centres & libraries
2. Recreational facilities
3. Waste

management

1. Art centres & libraries
2. Emergency & disaster mngt
3. Art centres & libraries
4. Appearance of public areas
5. Waste

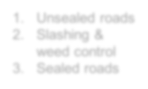
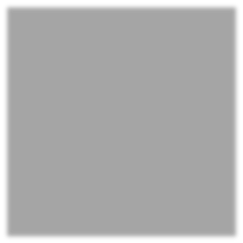
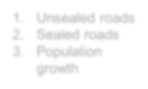
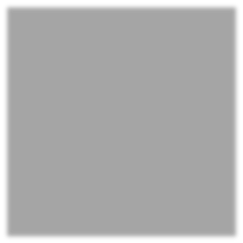
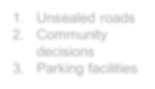
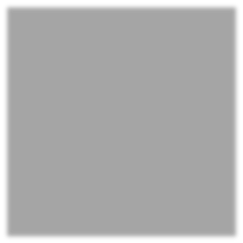
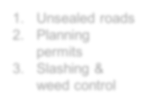
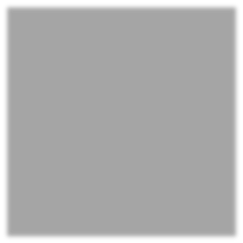
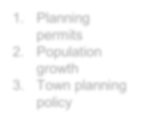
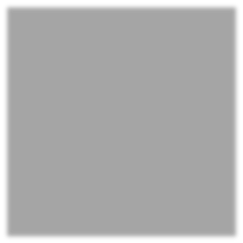
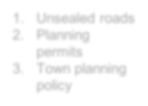
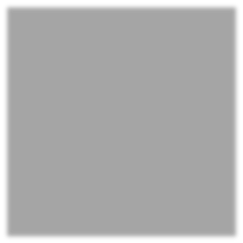
management

1. Art centres & libraries
2. Emergency & disaster mngt
3. Appearance of public areas
4. Appearance of public areas
5. Elderly support services
6. Waste

management

**Bottom Three Most Performance Service Areas**

**(Lowest to highest, i.e. 1. = lowest performance)**



**Overall**

**Metropolitan**

**Interface**

**Regional Centres**

**Large Rural**

**Small Rural**

1. Unsealed roads
2. Planning

permits

1. Town planning policy
2. Planning

permits

1. Population growth
2. Town planning policy
3. Unsealed roads
4. Planning

permits

1. Slashing & weed control
2. Unsealed roads
3. Community decisions
4. Parking facilities
5. Unsealed roads
6. Sealed roads
7. Population growth
8. Unsealed roads
9. Slashing & weed control
10. Sealed roads

28

*J00326 Community Satisfaction Survey 2015 – State-wide*

|  |  |  |
| --- | --- | --- |
| **Service** | **Importance** | **Performance** |
| **Consultation & engagement** | **74** | **56** |
| **Lobbying on behalf of the community** | **69** | **55** |
| **Making community decisions** | **80** | **55** |
| **Condition of sealed local roads** | **76** | **55** |
| **Informing the community** | **75** | **61** |
| **Condition of local streets & footpaths** | **77** | **58** |
| **Traffic management** | **71** | **60 H** |
| **Parking facilities** | 70 | 57 **I** |
| **Enforcement of local laws** | **71** | **66 H** |
| **Family support services** | **73** | **67** |
| **Elderly support services** | **79** | **69** |
| **Disadvantaged support services** | **73** | **62 I**  **M** |
| **Recreational facilities** | **72** | **70 P** |
| **Appearance of public areas** | **73** | **72 O** |
| **Art centres & libraries** | **65** | **73 R** |
| **Community & cultural activities** | **62** | **69 T**  **A** |
| **Waste management** | **79** | **72 N** |
| **Business & community development & tourism** | **67** | **61 C** |
| **Town planning policy** | **72** | **54** |
| **Planning permits** | **71** | **54** |
| **Environmental sustainability** | 73 | 64 **L** |
| **Emergency & disaster management** | **80** | **70 O** |
| **Planning for pop. growth** | **75** | **54** |
| **Slashing & weed control** | **73** | **55** |
| **Maintenance of unsealed roads** | **78** | **45** |
| **Business & community dev.** | **69** | **60** |
| **Tourism development** | **65** | **63** |

***Importance and Performance 2015 Index Scores Grid***

100



**G**

50

**E**

**W**

0

0 50 100

**POOR PERFORMANCE GOOD**



***Note: The larger the circle, the larger the gap between importance and performance.***

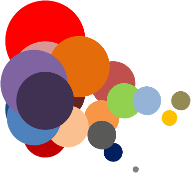
Base: All respondents 29

*J00326 Community Satisfaction Survey 2015 – State-wide*

|  |  |  |
| --- | --- | --- |
| **Service** | **Importance** | **Performance** |
| **Consultation & engagement** | **74** | **56** |
| **Lobbying on behalf of the community** | **69** | **55** |
| **Making community decisions** | **80** | **55** |
| **Condition of sealed local roads** | **76** | **55** |
| **Informing the community** | **75** | **61** |
| **Condition of local streets & footpaths** | **77** | **58** |
| **Traffic management** | **71** | **60 H** |
| **Parking facilities** | 70 | 57 **I** |
| **Enforcement of local laws** | **71** | **66 H** |
| **Family support services** | **73** | **67** |
| **Elderly support services** | **79** | **69** |
| **Disadvantaged support services** | **73** | **62 I**  **M** |
| **Recreational facilities** | **72** | **70 P** |
| **Appearance of public areas** | **73** | **72 O** |
| **Art centres & libraries** | **65** | **73 R** |
| **Community & cultural activities** | **62** | **69 T**  **A** |
| **Waste management** | **79** | **72 N** |
| **Business & community development & tourism** | **67** | **61 C** |
| **Town planning policy** | **72** | **54** |
| **Planning permits** | **71** | **54** |
| **Environmental sustainability** | 73 | 64 **L** |
| **Emergency & disaster management** | **80** | **70 O** |
| **Planning for pop. growth** | **75** | **54** |
| **Slashing & weed control** | **73** | **55** |
| **Maintenance of unsealed roads** | **78** | **45** |
| **Business & community dev.** | **69** | **60** |
| **Tourism development** | **65** | **63** |

***Importance and Performance 2015 Index Scores Grid (Magnified view)***

90



**G**

**E**

**W**

40

40 90

**POOR PERFORMANCE GOOD**



***Note: The larger the circle, the larger the gap between importance and performance.***

Base: All respondents 30

Positives and Areas for Improvement

Summary

-Parks and gardens

**BEST THINGS**

-Recreational and sporting facilities

-Customer service

-Councillors

-Public areas

-Sealed road maintenance

-Community consultation

**AREAS FOR IMPROVEMENT**

-Communication



31

Communications Summary

**Overall preferred forms of communication**

* + Newsletter sent via mail (39%)

**Preferred forms of communication among over 50s**

* + - Newsletter sent via mail (42%)

**Preferred forms of communication among under 50s**

* + - Newsletter sent via mail (35%)



32



DETAILED FINDINGS



KEY CORE MEASURE

OVERALL PERFORMANCE

Overall performance



index scores

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***2015 Overall*** | ***Performance*** | |  |  | **2014** | **2013** | **2012** |
| **Metropolitan** |  |  |  | **67** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **64** |  | **65** | **65** | **65** |
| **Interface** |  | **62** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  | **61** |  |  | **62** | **61** | **61** |
| **65+** |  | **61** |  |  | **62** | **61** | **61** |
| **Overall** | **60** |  |  |  | **61** | **60** | **60** |
| **Small Rural** | **59** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **59** |  |  |  | **60** | **60** | **59** |
| **35-49** | **59** |  |  |  | **59** | **59** | **58** |
| **Regional Centres** | **58** |  |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** | **57** |  |  |  | **57** | **57** | **57** |
| **Large Rural** | **56** |  |  |  | **n/a** | **n/a** | **n/a** |

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: 69

#### Overall performance

detailed percentages

***2015 Overall Performance***

**2015 Overall 10 39**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **11** | **40** |  | **35** |  | **9** |  | **4** | **1** |
| **2013 Overall** | **10** | **40** |  | **35** |  | **10** |  | **4** | **1** |
| **2012 Overall** | **9** | **40** |  | **36** |  | **9** |  | **4** | **1** |
| **Metropolitan** | **14** |  | **48** |  | **28** |  | **6** | **2** | **2** |

**35 10 4 1**

**Interface 10 41**

**Regional Centres 8 36**

**Large Rural 8 34**

**Small Rural 9 38**

**Men 9 39**

**Women 11 40**

**34 8 4 2**

**38 11 5 1**

**40 12 6 1**

**37 10 4 1**

**35 10 5 1**

**36 9 4 1**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** | **10** |  | **48** |  | **31** |  | **7** |  | **2 1** |
| **35-49** | **8** | **38** |  | **37** |  | **10** |  | **5** | **1** |

**50-64 8 34**

**65+ 13 36**

**38 12 6 1**

**36 10 4 2**

**% Very Good Good Average Poor Very Poor Can't say**



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 69 36



### KEY CORE MEASURE CUSTOMER SERVICE

Contact last 12 months

summary

**Overall contact with Overall**

**Most contact with Overall**

**Least contact with Overall**

* + 61%, equivalent to 2014
  + Aged 35-49 years
  + Small Rural residents
  + Aged 18-34 years
  + Interface residents

**Customer Service rating**

* + - Index score of 70, down 2 points on 2014

**Most satisfied with Customer Service**

**Least satisfied with Customer Service**



* + - * Metropolitan residents
      * Large Rural residents

38

2015 contact with council

last 12 months

***2015 Method of Contact***

**2014 2013 2012**

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
|  | |
|  | **39** |
|  | |

**TOTAL HAVE HAD CONTACT**

**TOTAL HAVE HAD NO CONTACT**

**61 61**

**39**

**60 61**

**40 39**



**%**

Q5/5a. Over the last 12 months, have you or any member of your household had any contact with Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 69

2015 contact with council last 12 months

DETAILED PERCENTAGES INCLUDING METHOD OF CONTACT

***2015 Method of Contact***

**2014 2013 2012**

**By telephone**

**In person**

**In writing 14**

**By email 13**

**Via website 9**

**By social media 3**

**By text message 2**

**35 39**

**32 30**

**16**

**15**

**12**

**2**

**1**

**37 36**

**29 34**

**16 18**

**14 13**

**11 12**

**2 1**

**1 1**



**%**

Q5a. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? In person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 16 Note: Respondents could name multiple contacts methods so responses may add to more than 100%

#### 2015 CONTACT WITH COUNCIL MOST RECENT method

DETAILED PERCENTAGES

***2015 Most Recent Contact***

**2014 2013 2012**

**By telephone**

**In person**

**In writing 10**

**By email 10**

**Via website 5**

**40 44**

**33 28**

**11**

**10**

**5**

**42 38**

**29 34**

**12 12**

**9 9**

**6 6**



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **By social media** |  | **2** | **2** | **1** | **1** |
| **By text message** | **\*** |  | **0** | **0** | **0** |
|  | **%** |  |  |  |  |

Q5b. What was the method of contact for the most recent contact you had with Council?

Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 16 Note: Respondents could name multiple contacts methods so responses may add to more than 100%

index scores



***2015 Customer Service Rating* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  |  | **73** | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  |  |  |  | **72** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  | **72** |  | **73** | **72** | **73** |
| **65+** |  |  |  |  |  | **72** |  | **74** | **74** | **74** |
| **Regional Centres** |  |  |  |  | **71** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  |  | **70** |  |  |  | **72** | **71** | **71** |
| **Small Rural** |  |  |  | **70** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **70** |  |  |  | **71** | **71** | **70** |
| **50-64** |  |  |  | **70** |  |  |  | **70** | **70** | **70** |
| **18-34** |  |  | **69** |  |  |  |  | **71** | **70** | **70** |
| **Men** |  | **68** |  |  |  |  |  | **70** | **70** | **69** |
| **Large Rural** | **67** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

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: 69

2015 contact customer service

detailed percentages

***2015 Customer Service Rating***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **31** | **37** |  | **17** |  | **8** |  | **6** |  | **2** |
| **2014 Overall** | **32** |  | **38** |  | **16** |  | **7** |  | **5** | **1** |

[2013 Overall 31](#_TOC_250005)

[2012 Overall 31](#_TOC_250004)

[Metropolitan 34](#_TOC_250003)

[Interface 33](#_TOC_250002)

[Regional Centres 31](#_TOC_250001)

[Large Rural 27](#_TOC_250000)

Small Rural 32

Men 28

Women 34

**38 17**

1. **17**

**38 14**

**37 17**

1. **17**
2. **18**

**36 18**

1. **18**

**36 16**

**7 5 2**

**8 5 1**

**7 5 2**

**7 5 2**

**7 6 1**

**9 7 1**

**8 6 1**

**8 7 2**

**7 5 1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** | **26** |  | **39** |  |  | **18** |  | **8** |  | **6** |  | **3** |
| **35-49** | **30** |  |  | **39** |  |  | **16** |  | **8** |  | **6** | **1** |
| **50-64** | **31** |  |  | **37** |  |  | **17** |  | **8** |  | **6** | **1** |
| **65+** |  | **36** |  |  | **34** |  | **16** |  | **8** |  | **5** | **1** |

**% Very good Good Average Poor Very poor Can't say**



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: 69 43

INDEX scores by method of last contact

***2015 Customer Service Rating***

**2014 2013 2012**

**By telephone**

**In person**

**In writing**

**By email**

**Via website**

**By social media**

**By text message**

**73 75**

**77 77**

**66 69**

**68 70**

**75 74**

**66 73**

**79\* 82**

**72 73**

**74 75**

**68 69**

**68 73**

**73 75**

**75 79**

**61 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: 16

Note: Please see page 5 for explanation about significant differences

\*Caution: small sample size < n=30 44

2015 CONTACT Customer service

detailed percentages by method of last contact

***2015 Customer Service Rating***

**By telephone 35**

**In person 42**

**In writing 22**

**By email 31**

**36 16**

**35 13**

**39 18 7**

**35 16 9**

**7 4 1**

**5 4 1**

**7 5**

**8 1**

**Via website 28**

**By social media 16**

**By text message\* 49**

**48**

**47 19**

**34**

**16 2 3 3**

**10 4 4**

**17**

**% Very good Good Average Poor Very poor Can't say**



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: 16

\*Caution: small sample size < n=30 45



### KEY CORE MEASURE

COUNCIL DIRECTION INDICATORS

Council Direction Summary

**Council Direction over last 12 months**

* 63% stayed about the same, equal points on 2014
* 20% improved, equal points on 2014
* 13% deteriorated, equal points on 2014

**Most satisfied with Council Direction**

* + Aged 18-34 years
  + Metropolitan residents

**Least satisfied with Council Direction**

* + Large Rural residents
  + Aged 35-64 years

**Room for improvement**

* + - 47% ‘a lot’ of room for improvement
    - 44% ‘a little’ room for improvement
    - 8% not much / no room for improvement

**Direction Councils are headed**

* 69% right direction (20% definitely)
* 20% wrong direction (10% definitely)



47

2015 overall COUNCIL direction last 12 months



INDEX SCORES

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***2015 Overall Direction*** |  |  |  |  | **2014** | **2013** | **2012** |
| **18-34** |  |  |  |  | **58** | **57** | **57** | **56** |
| **Metropolitan** |  |  |  | **56** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **55** |  | **55** | **54** | **52** |
| **Interface** |  |  | **54** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  | **53** |  |  |  | **53** | **53** | **52** |
| **Regional Centres** |  | **53** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **53** |  |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  | **53** |  |  |  | **54** | **55** | **53** |
| **Men** | **52** |  |  |  |  | **52** | **52** | **51** |
| **Large Rural** | **51** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** | **51** |  |  |  |  | **51** | **51** | **49** |
| **50-64** | **51** |  |  |  |  | **50** | **50** | **48** |

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: 69

Note: Please see page 5 for explanation about significant differences 48

2015 overall council direction last 12 months

detailed percentages

***2015 Overall Direction***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** |  | **20** |  | **63** |  | **13** | **5** |
| **2014 Overall** |  | **20** |  | **63** |  | **13** | **5** |
| **2013 Overall** |  | **19** |  | **63** |  | **13** | **5** |
| **2012 Overall** |  | **18** |  | **64** |  | **15** | **4** |
| **Metropolitan** |  | **20** |  | **66** |  | **8** | **6** |
| **Interface** |  | **19** |  | **66** |  | **10** | **5** |
| **Regional Centres** |  | **23** |  | **57** |  | **17** | **3** |
| **Large Rural** |  | **18** |  | **63** |  | **15** | **4** |
| **Small Rural** |  | **20** |  | **61** |  | **15** | **4** |
| **Men** |  | **19** |  | **63** |  | **15** | **4** |
| **Women** |  | **20** |  | **62** |  | **12** | **5** |
| **18-34** |  | **23** |  | **65** |  | **8** | **5** |
| **35-49** |  | **17** |  | **65** |  | **14** | **4** |
| **50-64** |  | **18** |  | **62** |  | **16** | **4** |
| **65+** |  | **20** |  | **60** |  | **14** | **6** |
|  | **%** |  | **Improved** | **Stayed the same** | **Deteriorated** | **Can't say** |  |

2015 room for improvement in services

detailed percentages

***2015 Room for Improvement***

**2015 Overall 47**

**44 7 1 2**

**Women 48**

**18-34 39**

**35-49 49**

**50-64 53**

**65+ 48**

**44 5 1 2**

**52 7 1 2**

**41 7 1 2**

**41 4 2**

**40 7 1 4**

**% A lot A little Not much Not at all Can't say**



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: 8 50

2015 right/wrong direction

detailed percentages

***2015 Future Direction***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **20** | **49** |  | **10** |  | **10** |  | **11** |
| **2014 Overall** | **21** |  | **52** |  | **9** |  | **8** | **10** |

**2013 Overall 19**

**2012 Overall 18**

**Metropolitan 23**

**Interface 14**

**Regional Centres 17**

**Large Rural 19**

**Small Rural 21**

**Men 19**

**Women 21**

**18-34 21**

**35-49 20**

**50-64 18**

**65+ 22**

**%**

**50 10 10 10**

**49 11 12 10**

**48 8 8 12**

**48 10 15 12**

**50 13 11 9**

**53 9 9 9**

**44 12 12 11**

**48 10 13 10**

**50 10 8 11**

**53 10 7 9**

**50 10 12 8**

**47 12 13 11**

**46 9 10 14**

**Definitely right direction Probably right direction Probably wrong direction Definitely wrong direction Can't say**

2015 rates/service trade off

detailed percentages

***2015 Rate Rise v Service Cut***

**2015 Overall 10 23**

**2014 Overall 11 25**

**2013 Overall 11 25**

**2012 Overall 11 29**

**Metropolitan 12 24**

**Interface 9 22**

**Regional Centres 12 24**

**Large Rural 8 21**

**Small Rural 10 23**

**Men 11 23**

**Women 10 23**

**18-34 12 27**

**35-49 10 22**

**50-64 10 23**

**65+ 9 20**

**%**

**22 26 18**

**24 23 17**

**22 24 18**

**22 22 16**

**22 25 18**

**22 25 22**

**22 24 18**

**23 28 19**

**22 27 18**

**21 28 17**

**23 25 19**

**26 21 15**

**24 26 17**

**19 28 20**

**21 30 21**

**Definitely prefer rate rise Probably prefer rate rise Probably prefer service cuts Definitely prefer service cuts Can't say**



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



## POSITIVES AND AREAS FOR IMPROVEMENT

2015 best things about Council detailed percentages 2015 services to improve detailed percentages

***2015 Best Aspects 2015 Areas for Improvement***

**Parks and gardens**

**Recreational and sporting facilities**

**Customer service**

**Councillors Public areas Community facilities Generally good overall Waste management**

**Community activities and public events**

**Road and street maintenance**

**Nothing**

**12 Sealed road maintenance 10**

**10 Community consultation 9**

**Communication 9**

**9**

**Inappropriate development 6**

**8**

**Parking availability 5**

**7 Traffic management 5**

**6 Financial management 4**

**6 Rates too expensive 4**

**Unsealed road maintenance 4**

**5**

**Waste management 4**

**5**

**Footpaths and walking tracks 4**

**6 Don't know 5**

**6 Nothing 8**



**% %**

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: 19

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



## COMMUNICATIONS

2015 best forms of communication

***2015 Best Form***

**2014 2013 2012**

**A council newsletter sent via mail 39**

**A council newsletter sent via**

**email 22**

**Advertising in a local newspaper 16**

**A council newsletter as an insert**

**in a local newspaper 15**

**A text message 3**

**The council website 2**

**39 39 42**

**21 19 18**

**17 18 18**

**14 15 15**

**3 3 2**

**2 2 2**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Other** |  | **3** | **2** | **2** | **2** |
| **Can't say** | **1** |  | **1** | **1** | **1** |
|  | **%** |  |  |  |  |

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: 22

#### 2015 best forms of communication: under 50S

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | ***2015 Under 50s Best Form*** |  | **2014** | **2013** | **2012** |
| **A council newsletter sent via mail** |  | **35** | **36** | **37** | **39** |
| **A council newsletter sent via**  **email** | **25** |  | **24** | **21** | **21** |
| **Advertising in a local newspaper** | **15** |  | **16** | **19** | **18** |

**A council newsletter as an insert**

**in a local newspaper 13**

**A text message 5**

**The council website 3**

**Other 3**

**Can't say 0**

**14 14 14**

**5 5 3**

**2 2 3**

**3 3 2**

**0 0 1**

**%**



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: 22

Note: Please see page 5 for explanation about significant differences 57

#### 2015 best forms of communication: over 50S

***2015 Over 50s Best Form***

**2014 2013 2012**

**A council newsletter sent via mail**

**A council newsletter sent via**

**email 18**

**A council newsletter as an insert**

**in a local newspaper 18**

**Advertising in a local newspaper 17**

**The council website 2**

**A text message 1**

**42 43**

**18**

**15**

**18**

**1**

**1**

**42 46**

**17 15**

1. **16**
2. **18**

**1 1**

**1 1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Other** | **2** | **2** | **2** | **2** |
| **Can't say** | **1** | **1** | **1** | **1** |
|  | **%** |  |  |  |

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 over 50. Councils asked State-wide: 22



## INDIVIDUAL SERVICE AREAS

importance index scores

***2015 Consultation Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **50-64** |  |  |  |  | **78** | **77** | **77** | **77** |
| **Small Rural** |  |  |  | **76** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **76** |  | **76** | **75** | **75** |
| **35-49** |  |  |  | **76** |  | **76** | **74** | **75** |
| **Large Rural** |  |  |  | **75** |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  | **75** |  | **74** | **74** | **73** |
| **Overall** |  |  | **74** |  |  | **74** | **73** | **73** |
| **Regional Centres** |  |  | **74** |  |  | **n/a** | **n/a** | **n/a** |
| **Metropolitan** |  | **72** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  | **72** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **72** |  |  |  | **71** | **71** | **71** |
| **18-34** | **68** |  |  |  |  | **68** | **67** | **68** |

Q1. Firstly, how important should ‘Community Consultation and Engagement’ be as a responsibility for Council?

#### importance detailed percentages

***2015 Consultation Importance***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **29** | **42** | **24** | **3** | **11** |
| **2014 Overall** | **28** | **41** | **25** | **4** | **11** |
| **2013 Overall** | **27** | **43** | **25** | **4** | **11** |
| **2012 Overall** | **27** | **43** | **25** | **4** | **11** |
| **Metropolitan** | **24** | **44** | **27** | **4** | **11** |
| **Interface** | **24** | **44** | **25** | **5** | **2** |

**Regional Centres 31**

**Large Rural 32**

**Small Rural 33**

**39 25**

**42 22**

**40 22**

**4 11**

**3 11**

**2 1 2**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Men** |  | **26** |  |  | **42** |  |  | **26** |  | **4 11** |
| **Women** |  |  | **32** |  |  | **42** |  |  | **22** | **3 1** |
| **18-34** | **21** |  |  | **39** |  |  | **33** |  |  | **6 11** |
| **35-49** |  |  | **33** |  |  | **41** |  |  | **22** | **3 1** |

**50-64 37**

**65+ 28**

**%**

**41 18**

**46 20**

**2 11**

**3 1 2**

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



Q1. Firstly, how important should ‘Community Consultation and Engagement’ be as a responsibility for Council?

#### performance index scores

***2015 Consultation Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  |  |  |  |  | **59** | **60** | **60** | **60** |
| **Metropolitan** |  |  |  |  | **58** |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  |  | **57** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **57** |  |  | **58** | **58** | **58** |
| **Overall** |  |  | **56** |  |  |  | **57** | **57** | **57** |
| **Small Rural** |  |  | **56** |  |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  | **56** |  |  |  | **58** | **58** | **58** |
| **Large Rural** |  | **54** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **54** |  |  |  |  | **56** | **56** | **56** |
| **35-49** |  | **54** |  |  |  |  | **56** | **56** | **55** |
| **Regional Centres** | **53** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** | **53** |  |  |  |  |  | **54** | **54** | **54** |

Q2. How has Council performed on ‘Community Consultation and Engagement’ over the last 12 months?

#### performance detailed percentages

***2015 Consultation Performance***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **7** |  | **31** | **32** | **14** |  | **6** |  | **9** |
| **2014 Overall** | **8** |  | **32** | **32** | **13** |  | **5** |  | **9** |
| **2013 Overall** | **8** |  | **32** | **34** | **13** |  | **5** |  | **9** |
| **2012 Overall** | **8** |  | **33** | **33** | **13** |  | **5** |  | **8** |
| **Metropolitan** | **8** |  | **32** | **31** | **12** | **4** |  | **13** |  |
| **Interface** | **7** |  | **31** | **32** | **13** | **4** |  | **13** |  |
| **Regional Centres** | **6** | **28** |  | **36** | **16** |  | **6** |  | **8** |

**Large Rural 7 30**

**Small Rural 8 33**

**Men 7 30**

**Women 8 32**

**18-34 7 35**

**35-49 6 32**

**50-64 7 28**

**65+ 9 30**

**32 16 7 8**

**31 14 6 8**

**32 15 6 9**

**32 14 5 10**

**33 11 4 10**

**32 16 6 8**

**34 17 7 8**

**29 14 6 12**



**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Community Consultation and Engagement’ over the last 12 months?

importance index scores

***2015 Lobbying Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  |  |  | **72** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  |  | **72** | **73** | **73** | **73** |
| **50-64** |  |  |  |  |  | **71** |  | **72** | **71** | **72** |
| **Large Rural** |  |  |  |  | **70** |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  |  | **70** |  |  | **71** | **71** | **72** |
| **Overall** |  |  |  | **69** |  |  |  | **70** | **70** | **70** |
| **Interface** |  |  | **68** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  | **68** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **68** |  |  |  |  | **67** | **68** | **68** |
| **65+** |  |  | **68** |  |  |  |  | **69** | **69** | **68** |
| **Metropolitan** |  | **67** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **66** |  |  |  |  |  |  | **67** | **66** | **67** |

importance detailed percentages

**2015 Overall**

**2014 Overall**

**2013 Overall**

**2012 Overall**

***2015 Lobbying Importance***

**23 39**

**23 40**

**23 40**

**23 41**

**28 6 2 2**

**27 6 1 2**

**27 6 2 2**

**27 6 1 2**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** | **20** | **39** |  | **29** |  | **8** | **2 2** |
| **Interface** | **22** | **38** |  | **28** |  | **7** | **2 2** |
| **Regional Centres** | **22** | **39** |  | **29** |  | **6** | **2 2** |
| **Large Rural** | **24** | **39** |  | **27** |  | **6** | **2 2** |
| **Small Rural** | **28** |  | **38** |  | **27** |  | **4 1 2** |
| **Men** | **19** | **37** |  | **30** |  | **8** | **3 2** |
| **Women** | **26** |  | **40** |  | **26** |  | **4 1 2** |
| **18-34** | **21** | **36** |  | **33** |  |  | **7 11** |
| **35-49** | **25** | **38** |  | **27** |  | **7** | **2 1** |

**50-64 26 39**

**65+ 20 42**

**%**

**25 6 2 1**

**27 5 3 4**

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



#### performance index scores

***2015 Lobbying Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  | **58** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  |  | **58** | **59** | **59** | **60** |
| **65+** |  |  |  | **57** |  | **57** | **57** | **57** |
| **Interface** |  |  | **56** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **56** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  | **56** |  |  | **57** | **56** | **56** |
| **Overall** |  | **55** |  |  |  | **56** | **55** | **55** |
| **Regional Centres** |  | **55** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **55** |  |  |  | **55** | **55** | **55** |
| **Large Rural** | **53** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** | **53** |  |  |  |  | **54** | **53** | **53** |
| **50-64** | **53** |  |  |  |  | **53** | **52** | **52** |

Q2. How has Council performed on ‘Lobbying on Behalf of the Community’ over the last 12 months?

#### performance detailed percentages

***2015 Lobbying Performance***

**2015 Overall 6 26**

**2014 Overall 6 27**

**2013 Overall 6 26**

**2012 Overall 6 27**

**Metropolitan 6 27**

**32 12 4 20**

**32 11 4 19**

**33 12 4 18**

**33 12 4 17**

**29 9 3 26**

**Interface 5 28**

**Regional Centres 6 27**

**Large Rural 5 24**

**29 11 4**

**36 13**

**34 14 5**

**23**

**4 14**

**18**

**Small Rural 7 28**

**Men 5 27**

**Women 6 26**

**30 11 5 19**

**32 12 5 19**

**31 11 4 21**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** | **5** |  | **33** |  | **32** |  | **9** |  | **3** | **17** |
| **35-49** | **5** | **25** |  | **33** |  | **13** |  | **6** |  | **19** |

**50-64 5 23**

**65+ 7 24**

**33 14 5 19**

**29 11 4 25**



**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Lobbying on Behalf of the Community’ over the last 12 months?

#### importance index scores

***2015 Community Decisions Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  |  | **82** | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  |  |  |  | **82** | **81** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **81** |  | **81** | **n/a** | **n/a** |
| **Overall** |  |  |  | **80** |  |  | **79** | **n/a** | **n/a** |
| **Metropolitan** |  |  |  | **80** |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **80** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  |  | **80** |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **80** |  |  | **80** | **n/a** | **n/a** |
| **65+** |  |  | **79** |  |  |  | **79** | **n/a** | **n/a** |
| **Interface** |  | **78** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  | **78** |  |  |  |  | **78** | **n/a** | **n/a** |
| **Men** | **77** |  |  |  |  |  | **77** | **n/a** | **n/a** |

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

#### 2015 Decisions made in the interest of the community

importance detailed percentages

***2015 Community Decisions Importance***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **38** | **42** |  | **15** |  | **2 1 2** |
| **2014 Overall** | **37** | **43** |  | **16** |  | **11 2** |
| **Metropolitan** | **37** | **45** |  | **14** |  | **2 1 2** |
| **Interface** | **36** | **42** |  | **18** |  | **2 1 2** |
| **Regional Centres** | **41** | **37** |  | **17** |  | **2 11** |
| **Large Rural** | **40** | **40** |  | **16** | | **111** |
| **Small Rural** | **44** |  | **40** |  | **12** | **111** |
| **Men** | **35** | **42** |  | **18** |  | **2 11** |

**Women 41**

**18-34 38**

**35-49 41**

**50-64 43**

**43 13**

**42 17**

**40 15**

**41 13**

**1 2**

**2 11**

**111**

**111**

**65+ 34**

**%**

**47 14 2 3**

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



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

#### performance index scores

***2015 Community Decisions Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  |  | **59** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  |  |  |  | **59** | **60** | **n/a** | **n/a** |
| **Interface** |  |  |  |  |  | **58** |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  | **56** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **56** |  |  | **57** | **n/a** | **n/a** |
| **Overall** |  |  |  | **55** |  |  |  | **57** | **n/a** | **n/a** |
| **65+** |  |  |  | **55** |  |  |  | **58** | **n/a** | **n/a** |
| **Men** |  |  | **54** |  |  |  |  | **56** | **n/a** | **n/a** |
| **35-49** |  | **53** |  |  |  |  |  | **55** | **n/a** | **n/a** |
| **Regional Centres** | **52** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** | **52** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** | **52** |  |  |  |  |  |  | **53** | **n/a** | **n/a** |

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

#### 2015 Decisions made in the interest OF THE COMMUNITY

performance detailed percentages

***2015 Community Decisions Performance***

**2015 Overall 7 31**

**2014 Overall 7 33**

**Metropolitan 7 35**

**Interface 8 32**

**Regional Centres 6 28**

**33 14**

**34 12**

**31 10**

**32 11**

**36 17**

**6 9**

**5 10**

**4 13**

**4 12**

**7 6**

**Large Rural 5 27**

**Small Rural 7 32**

**Men 6 31**

**35 16 8 8**

**33 13 6 8**

**33 14 7 9**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** | **7** | **31** |  | **34** |  | **13** |  | **5** |  | **10** |
| **18-34** | **7** |  | **38** |  | **31** |  | **10** |  | **4** | **9** |

**35-49 5 30**

**50-64 5 27**

**65+ 8 28**

**34 14**

**36 16**

**33 14**

**7 9**

**7 8**

**6 11**



**% Very good Good Average Poor Very poor Can't say**

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

#### importance index scores

***2015 Sealed Local Roads Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Large Rural** |  |  |  |  | **78** | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  | **78** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **78** | **79** | **n/a** | **n/a** |
| **50-64** |  |  |  |  | **78** | **79** | **n/a** | **n/a** |
| **65+** |  |  |  |  | **78** | **78** | **n/a** | **n/a** |
| **Interface** |  |  |  | **77** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **77** |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **77** |  | **79** | **n/a** | **n/a** |
| **Overall** |  |  | **76** |  |  | **77** | **n/a** | **n/a** |
| **Metropolitan** |  | **75** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **75** |  |  |  | **75** | **n/a** | **n/a** |
| **18-34** | **73** |  |  |  |  | **73** | **n/a** | **n/a** |

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

#### importance detailed percentages



***2015 Sealed Local Roads Importance***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **32** |  |  | **44** |  | **20** | **2 1** |
| **2014 Overall** | **33** |  |  | **45** |  | **18** | **3 11** |
| **Metropolitan** | **29** |  | **46** |  |  | **22** | **3 1** |
| **Interface** | **36** |  |  | **41** |  | **19** | **3** |
| **Regional Centres** | **35** |  |  | **42** |  | **20** | **3** |
| **Large Rural** | **37** |  |  | **42** |  | **18** | **2 11** |
| **Small Rural** | **34** |  |  | **45** |  | **18** | **2 1** |
| **Men** | **28** |  | **47** |  |  | **21** | **3 1** |
| **Women** | **35** |  |  | **42** |  | **19** | **2 1** |
| **18-34** | **29** | **40** |  |  | **27** |  | **3 1** |
| **35-49** | **36** |  |  | **42** |  | **19** | **3 1** |
| **50-64** | **35** |  |  | **45** |  | **17** | **2** |
| **65+** | **30** |  |  | **52** |  | **16** | **11** |

**%**

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

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

#### performance index scores

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***2015 Sealed Local Roads*** | ***Performance*** |  |  | **2014** | **2013** | **2012** |
| **Metropolitan** |  |  | **69** | **n/a** | **n/a** | **n/a** |
| **Interface** |  | **60** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  | **57** |  | **59** | **n/a** | **n/a** |
| **65+** |  | **57** |  | **56** | **n/a** | **n/a** |
| **Overall** |  | **55** |  | **55** | **n/a** | **n/a** |
| **Regional Centres** |  | **55** |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **55** |  | **55** | **n/a** | **n/a** |
| **Women** |  | **55** |  | **55** | **n/a** | **n/a** |
| **35-49** |  | **53** |  | **54** | **n/a** | **n/a** |
| **Small Rural** |  | **52** |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  | **52** |  | **52** | **n/a** | **n/a** |
| **Large Rural** | **45** |  |  | **n/a** | **n/a** | **n/a** |

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

#### performance detailed percentages

***2015 Sealed Local Roads Performance***

**2015 Overall 11**

**2014 Overall 12**

**Metropolitan 20**

**33 29**

**33 27**

**45**

**16 10 1**

**17 10 1**

**24 7 3 1**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Interface** | **13** |  | **38** |  | **27** |  | **14** | **7** | **1** |
| **Regional Centres** | **12** | **32** |  | **30** |  | **17** |  | **9** |  |

**Large Rural 6 24**

**Small Rural 8 32**

**Men 11 34**

**Women 11 32**

**18-34 14 35**

**35-49 10 32**

**50-64 9 30**

**65+ 11 34**

**30 24**

**32 16**

**28 16**

**29 16**

**26 14**

**28 18**

**31 19**

**30 14**

**16 1**

**11 1**

**10 1**

**10 1**

1. **1**
2. **1**

**11 1**

**8 2**



**% Very good Good Average Poor Very poor Can't say**

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

importance index scores

***2015 Informing Community Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  |  |  | **78** | **78** | **78** | **78** |
| **50-64** |  |  |  |  |  | **77** |  | **76** | **77** | **78** |
| **Regional Centres** |  |  |  |  | **76** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  |  |  | **76** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  | **76** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  |  | **75** |  |  |  | **75** | **75** | **75** |
| **35-49** |  |  |  | **75** |  |  |  | **75** | **75** | **75** |
| **65+** |  |  |  | **75** |  |  |  | **75** | **75** | **75** |
| **Interface** |  |  | **74** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Metropolitan** |  | **73** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  | **73** |  |  |  |  |  | **73** | **73** | **74** |
| **Men** | **72** |  |  |  |  |  |  | **71** | **71** | **72** |

importance detailed percentages

***2015 Informing Community Importance***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **30** |  | **44** |  |  | **22** |  | **3 1** |
| **2014 Overall** | **30** |  | **43** |  |  | **22** |  | **3 1** |
| **2013 Overall** | **30** |  | **44** |  |  | **22** |  | **3 1** |
| **2012 Overall** | **31** |  | **44** |  |  | **21** |  | **4 11** |
| **Metropolitan** | **26** | **45** |  |  |  | **25** |  | **4 1** |
| **Interface** | **30** |  | **42** |  |  | **23** |  | **4** |
| **Regional Centres** | **34** |  |  | **41** |  | **20** |  | **3 1** |
| **Large Rural** | **32** |  |  | **45** |  | **19** |  | **3 1** |
| **Small Rural** | **32** |  | **41** | |  | **23** |  | **3 1** |
| **Men** | **26** | **43** |  |  |  | **25** |  | **4 1** |
| **Women** | **35** |  |  |  | **44** |  | **18** | **2** |
| **18-34** | **27** | **43** |  |  |  | **25** |  | **4 1** |
| **35-49** | **32** |  | **42** | |  | **22** |  | **4 1** |

**50-64 36**

**65+ 28**

**%**

**40 21**

**49 19**

**2 1**

**3 11**

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



#### performance index scores

***2015 Informing Community Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  |  | **64** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  | **62** |  | **63** | **62** | **61** |
| **18-34** |  |  |  |  |  | **62** |  | **63** | **63** | **63** |
| **Overall** |  |  |  |  | **61** |  |  | **62** | **61** | **60** |
| **35-49** |  |  |  |  | **61** |  |  | **62** | **60** | **58** |
| **65+** |  |  |  |  | **61** |  |  | **65** | **63** | **62** |
| **Small Rural** |  |  |  | **60** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  |  | **60** |  |  |  | **62** | **61** | **59** |
| **Large Rural** |  |  | **59** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  | **58** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  | **58** |  |  |  |  |  | **60** | **59** | **57** |
| **Interface** | **56** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

Q2. How has Council performed on ‘Informing the Community’ over the last 12 months?

#### performance detailed percentages

***2015 Informing Community Performance***

**2015 Overall 12 38**

**2014 Overall 13 40**

**2013 Overall 12 38**

**2012 Overall 12 38**

**Metropolitan 15 40**

**Interface 8 33**

**Regional Centres 10 34**

**31 12 4 2**

**30 11 4 3**

**32 11 3 3**

**31 13 4 2**

**29 10 3 3**

**35 15 5 3**

**35 15 5 2**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Large Rural** | **10** | **37** | **32** | **14** | **5** | **3** |
| **Small Rural** | **12** | **37** | **32** | **12** | **5** | **2** |
| **Men** | **11** | **38** | **31** | **13** | **5** | **2** |
| **Women** | **13** | **37** | **31** | **12** | **3** | **3** |
| **18-34** | **12** | **41** | **31** | **11** | **3** | **2** |
| **35-49** | **12** | **38** | **32** | **12** | **4** | **2** |
| **50-64** | **11** | **34** | **34** | **14** | **5** | **2** |
| **65+** | **14** | **36** | **30** | **12** | **5** | **4** |

**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Informing the Community’ over the last 12 months?

importance index scores

***2015 Streets and Footpaths Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  | **79** | **79** | **81** | **79** |
| **Interface** |  |  |  | **78** |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **78** |  | **78** | **78** | **77** |
| **50-64** |  |  |  | **78** |  | **78** | **79** | **79** |
| **65+** |  |  |  | **78** |  | **77** | **78** | **78** |
| **Overall** |  |  | **77** |  |  | **77** | **78** | **77** |
| **Metropolitan** |  |  | **77** |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  | **77** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **77** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **76** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **75** |  |  |  |  | **74** | **75** | **74** |
| **18-34** | **75** |  |  |  |  | **74** | **75** | **74** |

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

##### importance detailed percentages



***2015 Streets and Footpaths Importance***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **34** |  | **43** | **19** | **2 11** |
| **2014 Overall** | **33** |  | **44** | **18** | **3 11** |
| **2013 Overall** | **35** |  | **44** | **18** | **2 11** |
| **2012 Overall** | **32** |  | **46** | **18** | **2 11** |
| **Metropolitan** | **32** |  | **47** | **18** | **2** |
| **Interface** | **36** |  | **44** | **18** | **2 1** |
| **Regional Centres** | **34** |  | **44** | **19** | **2 1** |
| **Large Rural** | **34** |  | **42** | **20** | **2 11** |
| **Small Rural** | **32** | **41** |  | **21** | **3 1 2** |
| **Men** | **29** | **44** |  | **22** | **3 11** |
| **Women** | **38** |  | **42** | **16** | **2 1** |
| **18-34** | **31** | **40** |  | **25** | **3** |
| **35-49** | **36** |  | **43** | **18** | **2 1** |
| **50-64** | **36** |  | **43** | **17** | **2 11** |
| **65+** | **31** |  | **48** | **16** | **11 2** |

**%**

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

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

performance index scores

***2015 Streets and Footpaths Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  | **64** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **62** |  | **62** | **63** | **62** |
| **Small Rural** |  | **59** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **59** |  |  | **59** | **59** | **58** |
| **Overall** | **58** |  |  |  | **58** | **58** | **57** |
| **Regional Centres** | **58** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** | **58** |  |  |  | **57** | **57** | **56** |
| **Women** | **57** |  |  |  | **56** | **56** | **56** |
| **65+** | **57** |  |  |  | **57** | **57** | **57** |

**Interface**

**50-64**

**Large Rural**

**56**

**55**

**54**

**n/a 54**

**n/a**

**n/a 54**

**n/a**

**n/a 54**

**n/a**

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

##### performance detailed percentages

***2015 Streets and Footpaths Performance***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **13** | **34** |  | **28** |  | **15** |  | **7** | **3** |
| **2014 Overall** | **13** | **34** |  | **28** |  | **15** |  | **7** | **2** |
| **2013 Overall** | **14** | **33** |  | **28** |  | **15** |  | **8** | **1** |
| **2012 Overall** | **13** | **34** |  | **28** |  | **15** |  | **9** | **1** |
| **Metropolitan** | **18** |  | **39** |  | **27** |  | **10** |  | **5** |

**Interface 11 35**

**Regional Centres 13 34**

**Large Rural 11 31**

**Small Rural 12 35**

**Men 13 36**

**Women 13 33**

**18-34 17 38**

**35-49 12 36**

**50-64 10 32**

**65+ 12 32**

**28 16 9 2**

**30 15 7 1**

**28 18 9 4**

**29 13 7 4**

**27 14 7 3**

**29 15 8 3**

**25 12 7 1**

**28 15 7 2**

**30 16 8 3**

**29 15 8 4**



**% Very good Good Average Poor Very poor Can't say**

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

#### importance index scores

***2015 Traffic Management Importance***

**2014 2013 2012**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Metropolitan** | **74** **n/a n/a n/a**  **73** **73 75 76**  **73** **73 74 75**  **72 n/a n/a n/a**  **72 71 74 74** | | | | |
| **Women** |
| **65+** |
| **Regional Centres** |
| **50-64** |
| **Overall** |  | **71** | **70** | **72** | **73** |
| **35-49** |  | **71** | **69** | **71** | **73** |
| **Interface** |  | **68** | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **68** | **n/a** | **n/a** | **n/a** |
| **Men** |  | **68** | **67** | **69** | **70** |
| **18-34** |  | **68** | **69** | **70** | **72** |
| **Small Rural** | **57** |  | **n/a** | **n/a** | **n/a** |

Q1. Firstly, how important should ‘Traffic Management’ be as a responsibility for Council?

#### importance detailed percentages

***2015 Traffic Management Importance***

**2015 Overall 25**

**2014 Overall 23**

**2013 Overall 26**

**2012 Overall 29**

**41 26**

**42 27**

**42 25**

**42 23**

**6 11**

**6 11**

**5 11**

**5 11**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** | | **30** |  |  |  | **42** |  |  | **22** |  |  | **5 1** |
| **Interface** |  | **20** |  | **38** |  |  |  | **32** |  |  | **7** | **11** |
| **Regional Centres** |  | **24** |  |  | **45** |  |  |  | **25** |  |  | **5 1** |
| **Large Rural** |  | **20** |  | **40** |  |  |  | **31** |  |  | **6** | **2 1** |
| **Small Rural** | **11** |  | **32** |  |  |  | **32** |  |  | **22** |  | **2** |
| **Men** |  | **21** |  | **41** |  |  |  | **28** |  |  | **8** | **1** |
| **Women** |  | **28** |  |  | **42** |  |  |  | **24** |  | **5** | **11** |
| **18-34** |  | **21** |  | **39** |  |  |  | **30** |  |  | **9** | **1** |

**35-49 26**

**50-64 28**

**65+ 25**

**%**

**37 29**

**41 25**

**48 21**

**6 1**

**5 1**

**5 11**

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



Q1. Firstly, how important should ‘Traffic Management’ be as a responsibility for Council?

performance index scores

***2015 Traffic Management Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  | **67** | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **62** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  | **62** |  | **63** | **63** | **62** |
| **Interface** |  |  | **61** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  | **60** |  |  |  | **60** | **60** | **58** |
| **Women** |  | **60** |  |  |  | **61** | **60** | **59** |
| **65+** |  | **60** |  |  |  | **60** | **61** | **60** |
| **Large Rural** | **59** |  |  |  |  | **n/a** | **n/a** | **n/a** |

**Men 35-49**

**Metropolitan**

**50-64**

**59**

**58**

**57**

**57**

**60**

**59**

**n/a 58**

**59**

**58**

**n/a 57**

**58**

**55**

**n/a 56**

performance detailed percentages

***2015 Traffic Management Performance***

**2015 Overall 10 40**

**2014 Overall 10 40**

**2013 Overall 10 39**

**2012 Overall 9 38**

**Metropolitan 9 37**

**Interface 9 43**

**Regional Centres 11 40**

**31 12 5 3**

**30 12 5 3**

**31 13 5 3**

**31 13 5 3**

**32 14 6 3**

**29 11 4 5**

**34 10 3 2**

**50-64 8 36**

**65+ 10 38**

**33 13 6 4**

**31 11 4 6**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Parking Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regional Centres** |  |  |  |  |  | **74** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  | **74** | **74** | **75** | **74** |
| **65+** |  |  |  |  |  | **74** | **74** | **74** | **74** |
| **Metropolitan** |  |  |  |  | **72** |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  |  | **71** |  |  | **71** | **73** | **72** |
| **Overall** |  |  | **70** |  |  |  | **70** | **71** | **71** |
| **35-49** |  |  | **70** |  |  |  | **69** | **70** | **70** |
| **Large Rural** |  | **67** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **67** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **67** |  |  |  |  | **67** | **67** | **68** |
| **18-34** |  | **67** |  |  |  |  | **68** | **68** | **68** |
| **Interface** | **65** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

importance detailed percentages

**2015 Overall**

**2014 Overall**

**2013 Overall**

**2012 Overall Metropolitan**

***2015 Parking Importance***

**24 41**

1. **40**
2. **42**

**24 42**

**26 41**

**27 6 11**

**28 6 11**

**26 6 1**

**27 6 11**

**26 5 11**

**Interface 16 37**

**Regional Centres 28 44**

**Large Rural 20 40**

**35 9 11**

**23 3 1**

**31 8 1**

**35-49 24**

**50-64 26**

**65+ 27**

**%**

**39 30**

**39 28**

**47 20**

**6 1**

**5 11**

**4 11**

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



#### performance index scores

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***2015 Parking Performance*** |  |  |  |  | **2014** | **2013** | **2012** |
| **Small Rural** |  |  |  | **62** | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **60** |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **59** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **59** |  | **60** | **60** | **60** |
| **Men** |  |  | **58** |  | **58** | **58** | **57** |
| **35-49** |  |  | **58** |  | **58** | **57** | **55** |
| **Overall** |  | **57** |  |  | **57** | **57** | **56** |
| **Women** |  | **56** |  |  | **57** | **56** | **56** |
| **Metropolitan** |  | **55** |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  | **55** |  |  | **55** | **55** | **55** |
| **65+** |  | **55** |  |  | **56** | **56** | **55** |
| **Regional Centres** | **53** |  |  |  | **n/a** | **n/a** | **n/a** |

performance detailed percentages

***2015 Parking Performance***

**2015 Overall 9 36**

**2014 Overall 10 35**

**2013 Overall 9 36**

**2012 Overall 9 35**

**Metropolitan 8 34**

**Interface 8 45**

**Regional Centres 8 31**

**Large Rural 10 38**

**Small Rural 12 42**

**Men 9 37**

**Women 9 35**

**18-34 10 40**

**35-49 10 38**

**50-64 8 33**

**65+ 9 32**

**32 15 6 3**

**32 15 6 2**

**33 14 6 3**

**33 15 6 2**

**33 15 7 3**

**28 13 4 2**

**33 19 8 1**

**31 13 5 3**

**28 10 5 3**

**31 13 6 2**

**32 16 6 3**

**31 12 6 2**

**31 13 6 2**

**33 17 7 2**

**32 17 7 4**

**% Very good Good Average Poor Very poor Can't say**



Q2. How has Council performed on ‘Parking Facilities’ over the last 12 months?

#### importance index scores

***2015 Law Enforcement Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  |  | **74** | **74** | **75** | **74** |
| **Metropolitan** |  |  |  |  | **72** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  |  | **72** |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  |  | **72** |  | **73** | **73** | **71** |
| **Overall** |  |  |  | **71** |  |  | **70** | **71** | **70** |
| **Interface** |  |  |  | **71** |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  |  | **71** |  |  | **71** | **71** | **70** |
| **Large Rural** |  |  | **70** |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **70** |  |  |  | **70** | **72** | **71** |
| **35-49** |  |  | **70** |  |  |  | **68** | **70** | **68** |
| **Small Rural** |  | **68** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **67** |  |  |  |  |  | **66** | **68** | **66** |

importance detailed percentages

***2015 Law Enforcement Importance***

**2015 Overall 25 41**

**2014 Overall 24 40**

**2013 Overall 27 40**

**2012 Overall 24 41**

**Metropolitan 26 43**

**Interface 27 39**

**27 5 11**

**28 6 11**

**26 6 11**

**27 6 11**

**25 5 11**

**25 7 2**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regional Centres** | **27** |  |  | **41** |  |  | **26** |  | **5 1** |
| **Large Rural** | **23** |  | **42** |  |  |  | **29** |  | **4 11** |
| **Small Rural** | **23** | **37** |  |  |  | **31** |  |  | **7 11** |
| **Men** | **20** | **40** |  |  |  | **31** |  |  | **7 2 1** |
| **Women** | **30** |  |  |  | **42** |  |  | **23** | **3 11** |
| **18-34** | **25** |  | **40** | |  |  | **27** |  | **6 1** |

**35-49 25 38**

**50-64 26 38**

**28 6 2**

**29 5 1**

**65+ 24**

**%**

**46 24**

**4 11**

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



Q1. Firstly, how important should ‘Enforcement of local laws’ be as a responsibility for Council? 93

#### performance index scores

***2015 Law Enforcement Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  |  |  |  |  | **70** | **69** | **69** | **69** |
| **Regional Centres** |  |  |  |  | **67** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **67** |  | **67** | **66** | **67** |
| **Overall** |  |  |  | **66** |  |  | **66** | **65** | **65** |
| **Metropolitan** |  |  |  | **66** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  | **66** |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **65** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **65** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  | **65** |  |  |  | **66** | **65** | **64** |
| **Men** |  | **64** |  |  |  |  | **65** | **64** | **64** |
| **65+** |  | **64** |  |  |  |  | **64** | **64** | **64** |
| **50-64** | **63** |  |  |  |  |  | **63** | **62** | **63** |

#### performance detailed percentages

***2015 Law Enforcement Performance***

**2015 Overall 13 40**

**2014 Overall 14 41**

**2013 Overall 13 40**

**2012 Overall 13 40**

**Metropolitan 13 40**

**Interface 14 37**

**Regional Centres 15 41**

**Large Rural 12 40**

**26 6 3 12**

**25 7 3 11**

**25 7 3 12**

**26 7 3 11**

**24 6 3 14**

**26 7 3 12**

**27 6 2 10**

**27 7 3 11**

**Small Rural 14 40**

**Men 12 39**

**Women 14 41**

**18-34 17 47**

**26 6**

**27 7**

**24 6**

**23**

**3 11**

**3 11**

**2 13**

**4 2 7**

**35-49 13 40**

**50-64 11 37**

**65+ 12 35**

**25 7 3 12**

**28 8 3 13**

**27 7 3 15**

**% Very good Good Average Poor Very poor Can't say**



Q2. How has Council performed on ‘Enforcement of local laws’ over the last 12 months?

#### importance index scores

***2015 Family Support Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  | **77** | **77** | **78** | **78** |
| **Regional Centres** |  |  | **75** |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **74** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **74** |  | **74** | **75** | **75** |
| **Overall** |  | **73** |  |  | **72** | **73** | **73** |
| **35-49** |  | **73** |  |  | **73** | **73** | **73** |
| **Metropolitan** |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  | **72** |  |  | **71** | **72** | **72** |
| **65+** |  | **72** |  |  | **72** | **72** | **73** |
| **Men** | **68** |  |  |  | **68** | **68** | **69** |

importance detailed percentages

**2015 Overall**

***2015 Family Support Importance***

**28 42**

**23 5 1 2**

**Re**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **26** |  | **42** |  |  |  | **24** |  | **4 1 2** |
| **2013 Overall** | **27** |  | **44** |  |  |  | **22** |  | **4 1 2** |
| **2012 Overall** | **27** |  | **44** |  |  |  | **22** |  | **4 1 2** |
| **Metropolitan** | **26** |  | **43** |  |  |  | **23** |  | **5 1 2** |
| **Interface** | **30** |  |  | **44** |  |  | **18** |  | **5 11** |
| **gional Centres** | **31** |  |  | **42** |  |  | **21** |  | **4 11** |
| **Large Rural** | **25** |  | **43** |  |  |  | **23** |  | **5 1 2** |
| **Small Rural** | **28** |  | **38** |  |  |  | **25** |  | **5 1 2** |
| **Men** | **21** | **41** |  |  |  | **28** |  | **7** | **2 2** |
| **Women** | **34** |  |  |  | **43** |  | **18** |  | **3 1 2** |
| **18-34** | **31** |  |  | **42** |  |  | **22** |  | **4 1** |

**35-49 30**

**41 23 5 1**

**50-64 27**

**65+ 23**

**%**

**40 24**

**45 22**

**5 2 2**

**4 1 4**

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



Q1. Firstly, how important should ‘Family Support Services’ be as a responsibility for Council? 97

#### performance index scores

***2015 Family Support Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  |  |  |  | **70** | **72** | **71** | **70** |
| **Metropolitan** |  |  |  | **68** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **68** |  | **69** | **68** | **67** |
| **Overall** |  |  | **67** |  |  | **68** | **67** | **67** |
| **Large Rural** |  |  | **67** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **67** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **67** |  |  | **68** | **67** | **66** |
| **18-34** |  |  | **67** |  |  | **69** | **68** | **68** |
| **Interface** |  | **66** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  | **66** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **66** |  |  |  | **67** | **66** | **65** |
| **50-64** | **65** |  |  |  |  | **66** | **64** | **64** |

#### performance detailed percentages

***2015 Family Support Performance***

**Small Rural 13 32**

**Men 10 34**

**21 5 2 27**

**22 4 1 29**

**Women 12 33**

**18-34 11 40**

**35-49 11 34**

**50-64 8 29**



**20**

**24**

**24**

**22 4 1**

**4 1 28**

**4 1 19**

**5 2 24**

**35**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  | **13** |  | **30** |  | **16** | **3 1** |  | **37** |  |
|  | **%** |  | **Very good** |  | **Good** | **Average** | **Poor** | **Very poor** |  | **Can't say** |

Q2. How has Council performed on ‘Family Support Services’ over the last 12 months?

importance index scores

***2015 Elderly Support Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  |  | **82** | **83** | **83** | **83** |
| **Regional Centres** |  |  |  |  | **80** |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  | **80** |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  |  |  | **80** |  | **80** | **81** | **81** |
| **65+** |  |  |  |  | **80** |  | **79** | **80** | **81** |
| **Overall** |  |  |  | **79** |  |  | **79** | **79** | **80** |
| **Metropolitan** |  |  | **78** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **78** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  | **78** |  |  |  | **78** | **79** | **80** |
| **Interface** |  | **77** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  | **77** |  |  |  |  | **77** | **77** | **78** |
| **Men** | **75** |  |  |  |  |  | **75** | **75** | **76** |

importance detailed percentages

**2015 Overall**

**2014 Overall**

**2013 Overall**

**2012 Overall Metropolitan**

**Interface Regional Centres**

**Large Rural**

***2015 Elderly Support Importance***

**36 44**

1. **46**
2. **45**
3. **46**

**34 45**

1. **45**

**38 44**

1. **46**

**16 2 1**

**16 2 1**

**15 2 11**

**14 2 1**

**18 2 1**

**17 3 1**

**15 2 1**

**16 2 11**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  | **39** |  |  | **42** |  |  | **16** |  | **2 1** |
| **Men** | **28** |  | **46** |  |  |  | **21** |  |  | **3 11** |
| **Women** |  | **43** |  |  |  | **43** |  |  | **12** | **11** |
| **18-34** | **32** |  |  | **44** |  |  | **20** |  |  | **2 1** |

**35-49 36**

**50-64 41**

**44 16**

**42 14**

**2 1**

**2 11**

**65+ 36**

**%**

**46 14 1 2**

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



performance index scores

***2015 Elderly Support Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  |  |  | **74** | **74** | **74** | **73** |
| **Small Rural** |  |  | **72** |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  | **69** |  |  | **70** | **69** | **69** |
| **Metropolitan** |  | **69** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **69** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **69** |  |  | **70** | **69** | **68** |
| **Women** |  | **69** |  |  | **71** | **70** | **69** |
| **18-34** | **67** |  |  |  | **69** | **69** | **68** |
| **50-64** | **67** |  |  |  | **69** | **67** | **67** |
| **Regional Centres** | **66** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** | **66** |  |  |  | **68** | **67** | **66** |

**Interface**

**65**

**n/a**

**n/a**

**n/a**

#### performance detailed percentages

***2015 Elderly Support Performance***

**2015 Overall 15 34**

**2014 Overall 16 34**

**2013 Overall 15 33**

**19 4 2 26**

**17 4 2 27**

**19 4 1 28**

**2012 Overall 15**

**Metropolitan 12**

**Interface 9**

**34 20 5 2 25**

**31 17 3 1 35**

**28 20 5 1 37**

**Regional Centres 14 35**

**25 6 2 19**



|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Large Rural** | **16** |  |  | **33** |  |  |  | **19** |  |  | **5** |  | **2** |  |  |  | **25** |  |
| **Small Rural** | **21** | |  |  | **37** |  |  |  |  | **17** |  |  |  | **5** | **2** |  |  | **19** |
| **Men** | **13** |  |  | **35** |  |  |  | **19** |  |  | **4** | **2** |  |  |  |  | **27** |  |
| **Women** | **17** |  |  | **32** |  |  |  | **19** |  |  | **5** |  | **2** |  |  |  | **25** |  |
| **18-34** | **11** |  |  | **37** |  |  |  | **20** |  |  | **4** | **1** |  |  |  |  | **27** |  |
| **35-49** | **10** |  | **30** |  |  |  | **20** |  | **5** | **2** |  |  |  |  |  | **33** |  |  |
| **50-64** | **14** |  |  | **32** |  |  |  | **20** |  |  | **5** | **2** |  |  |  |  | **26** |  |
| **65+** |  | **25** |  |  |  | **35** |  |  |  | **16** |  |  |  | **4** | **2** |  |  | **19** |

**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Disadvantaged Support Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  | **77** | **77** | **78** | **77** |
| **Metropolitan** |  |  |  | **74** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **74** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  | **74** |  | **74** | **75** | **75** |
| **Overall** |  |  | **73** |  |  | **72** | **73** | **73** |
| **35-49** |  |  | **73** |  |  | **72** | **72** | **72** |
| **50-64** |  |  | **73** |  |  | **72** | **73** | **73** |
| **65+** |  |  | **73** |  |  | **72** | **73** | **73** |
| **Interface** |  | **72** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **72** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **69** |  |  |  |  | **68** | **69** | **69** |

importance detailed percentages

***2015 Disadvantaged Support Importance***

**2015 Overall 28**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **25** | **44** | **23** | **4** | **1 2** |
| **2013 Overall** | **27** | **43** | **23** | **4** | **1 2** |
| **2012 Overall** | **27** | **43** | **23** | **4** | **1 2** |
| **Metropolitan** | **29** | **42** | **22** | **4** | **11** |
| **Interface** | **24** | **45** | **23** | **6** | **2** |
| **Regional Centres** | **29** | **42** | **22** | **3** | **1 2** |

**42 23**

**4 1 2**

**Large Rural 26 41**

**Men 21 43**

**24 5 1 2**

**27 6 2 2**

**Women 34**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **18-34** | **29** | **41** | **23** |  | **5 1** |
| **35-49** | **28** | **42** | **25** |  | **5 1** |
| **50-64** | **28** | **42** | **23** | **4** | **2 1** |

**42 19**

**3 1 2**

**65+ 26**

**%**

**44 21**

**4 1 4**

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



#### performance index scores

***2015 Disadvantaged Support Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  |  |  |  | **65** | **67** | **64** | **66** |
| **Metropolitan** |  |  |  | **63** |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  | **62** |  |  | **64** | **62** | **63** |
| **Large Rural** |  |  | **62** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **62** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **62** |  |  | **65** | **64** | **63** |
| **Women** |  |  | **62** |  |  | **63** | **61** | **63** |
| **18-34** |  |  | **62** |  |  | **65** | **65** | **66** |
| **Interface** |  | **61** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  | **61** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **61** |  |  |  | **62** | **61** | **60** |
| **50-64** | **60** |  |  |  |  | **61** | **60** | **59** |

#### performance detailed percentages

***2015 Disadvantaged Support Performance***

**2015 Overall 7 28**

**2014 Overall 8 28**

**2013 Overall 7 27**

**2012 Overall 8 28**

**Metropolitan 6 27**

**23 6 2 35**

**22 5 1 35**

**22 6 2 36**

**23 6 2 34**

**21 4 1 41**

**Interface 5 23**

**Regional Centres 8 30**

**26 6 1**

**30**

**39**

**7 2 23**

**Large Rural 7 29**

**Small Rural 9 26**

**Men 6 28**

**22 7 2 33**

**20 7 2 36**

**25 5 2 34**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** | **7** | **27** |  | **22** |  | **7** |  | **2** |  |  | **36** |  |
| **18-34** | **6** |  | **34** |  | **26** |  |  |  | **7** | **2** |  | **26** |
| **35-49** | **5** | **27** |  | **24** |  | **5** | **2** |  |  |  | **37** |  |

**50-64 6 23**

**65+ 10 26**

**24 6 2 40**

**19 5 1 39**

**% Very good Good Average Poor Very poor Can't say**



Q2. How has Council performed on ‘Disadvantaged Support Services’ over the last 12 months?

#### importance index scores

***2015 Recreational Facilities Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **35-49** |  |  |  |  | **75** | **74** | **75** | **75** |
| **Small Rural** |  |  |  | **73** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **73** |  | **74** | **74** | **74** |
| **Overall** |  |  | **72** |  |  | **72** | **72** | **72** |
| **Metropolitan** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  | **72** |  |  | **72** | **73** | **72** |
| **Men** |  | **71** |  |  |  | **70** | **70** | **70** |
| **65+** |  | **71** |  |  |  | **71** | **71** | **71** |
| **18-34** | **70** |  |  |  |  | **70** | **70** | **70** |

importance detailed percentages

***2015 Recreational Facilities Importance***

**2015 Overall 23 46**

**26 3 1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **23** | **47** |  | **26** | **4 11** |
| **2013 Overall** | **23** | **47** |  | **26** | **3 1** |
| **2012 Overall** | **22** | **49** |  | **25** | **3 11** |
| **Metropolitan** | **22** | **48** |  | **27** | **3** |
| **Interface** | **23** | **45** |  | **27** | **4** |
| **Regional Centres** | **24** | **43** |  | **28** | **4** |
| **Large Rural** | **22** | **48** |  | **25** | **4 11** |
| **Small Rural** | **26** | **43** |  | **25** | **3 1** |
| **Men** | **22** | **45** |  | **28** | **4 1** |
| **Women** | **24** | **47** |  | **25** | **2** |
| **18-34** | **23** | **41** |  | **32** | **4** |
| **35-49** | **28** |  | **47** | **22** | **3** |
| **50-64** | **24** | **47** |  | **26** | **3 1** |
| **65+** | **18** | **50** |  | **26** | **4 11** |

**%**

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



Q1. Firstly, how important should ‘Recreational Facilities’ be as a responsibility for Council?

109

#### performance index scores

***2015 Recreational Facilities Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  |  | **74** | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  |  |  | **73** |  | **74** | **73** | **74** |
| **Overall** |  |  |  |  | **70** |  |  | **71** | **70** | **70** |
| **Small Rural** |  |  |  |  | **70** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **70** |  |  | **71** | **70** | **70** |
| **Regional Centres** |  |  |  | **69** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  |  | **69** |  |  |  | **70** | **70** | **69** |
| **18-34** |  |  |  | **69** |  |  |  | **71** | **70** | **70** |
| **50-64** |  |  |  | **69** |  |  |  | **69** | **69** | **68** |
| **Interface** |  |  | **68** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **67** |  |  |  |  |  | **69** | **68** | **67** |
| **Large Rural** | **66** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Recreational Facilities Performance***

**2015 Overall 22 43**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **23** | **44** | **21** | **6** | **2** | **3** |
| **2013 Overall** | **22** | **44** | **22** | **7** | **2** | **3** |
| **2012 Overall** | **21** | **44** | **22** | **7** | **2** | **3** |

**23 6 2 3**

**Metropolitan 27**

**Interface 18**

**Regional Centres 21**

**Large Rural 18**

**46 20**

**47 23**

**44 24**

**41 25**

**3 1 4**

**7 2 4**

**7 2 2**

**8 3 3**

**Small Rural 22 43**

**Men 21 45**

**Women 23 42**

**18-34 21 43**

**22 7 2 3**

**23 6 3 3**

**22 7 2 4**

**24 7 2 2**

**35-49 21**

**50-64 20**

**65+ 25**

**42 24**

1. **24**

**44 19**

**8 3 2**

**6 2 3**

**5 2 6**

**% Very good Good Average Poor Very poor Can't say**



Q2. How has Council performed on ‘Recreational Facilities’ over the last 12 months?

importance index scores

***2015 Public Areas Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  | **75** | **75** | **76** | **75** |
| **35-49** |  |  |  |  | **75** | **75** | **75** | **74** |
| **50-64** |  |  |  |  | **75** | **75** | **76** | **74** |
| **Regional Centres** |  |  |  | **74** |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  | **74** |  | **74** | **75** | **74** |
| **Overall** |  |  | **73** |  |  | **73** | **74** | **73** |
| **Metropolitan** |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **71** |  |  |  | **71** | **72** | **71** |
| **18-34** | **70** |  |  |  |  | **70** | **71** | **71** |

importance detailed percentages



***2015 Public Areas Importance***

**%**

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

performance index scores

***2015 Public Areas Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  |  |  | **74** | **n/a** | **n/a** | **n/a** |
| **Metropolitan** |  |  |  |  |  | **73** |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  |  |  | **73** |  | **73** | **72** | **73** |
| **Overall** |  |  |  |  | **72** |  |  | **72** | **71** | **71** |
| **Regional Centres** |  |  |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **72** |  |  | **72** | **71** | **72** |
| **35-49** |  |  |  |  | **72** |  |  | **72** | **70** | **70** |
| **65+** |  |  |  |  | **72** |  |  | **73** | **72** | **72** |
| **Men** |  |  |  | **71** |  |  |  | **72** | **71** | **71** |
| **50-64** |  |  | **70** |  |  |  |  | **71** | **69** | **70** |
| **Large Rural** |  | **69** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** | **67** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Public Areas Performance***

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  | **25** | |  | **48** |  |  | **19** | |  | **5** | **2 1** |
| **Interface** | **17** |  | | **47** |  |  | **25** |  | | **7** |  | **3 1** |
| **Regional Centres** |  | **24** | |  | **47** |  |  | **21** | |  | **6** | **2 1** |
| **Large Rural 21 46 23 6 3 1** | | | | | | | | | | | | |
| **Small Rural** |  |  | **29** |  |  | **46** |  |  | **16** |  | **4** | **2 1** |
| **Men** |  | **23** |  |  | **49** |  |  | **21** |  |  | **5** | **2 1** |

**Women 26**

**18-34 26**

**35-49 24**

**50-64 23**

1. **20**

**48 18**

**48 20**

1. **22**

**5 2 1**

**5 2 1**

**5 2 1**

**6 2 1**



|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  | **25** |  |  | **46** |  |  | **20** | **5** | **2 2** |
|  | **%** |  | **Very good** | **Good** | **Average** | **Poor** | **Very poor** |  | **Can't say** |  |

importance index scores

***2015 Art Centres & Libraries Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** | | | | | **70** | **70** | **70** | **71** |
| **Metropolitan** |  |  |  |  | **69** | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **67** |  | **66** | **67** | **67** |
| **65+** |  |  |  | **67** |  | **68** | **69** | **68** |
| **Regional Centres** |  |  | **66** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  | **65** |  |  |  | **66** | **66** | **66** |
| **50-64** |  | **65** |  |  |  | **66** | **67** | **67** |
| **Interface** | **64** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** | **63** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** | **63** |  |  |  |  | **63** | **64** | **64** |

**Small Rural**

**Men**

**62**

**61**

**n/a 62**

**n/a 62**

**n/a 62**

importance detailed percentages

***2015 Art Centres & Libraries Importance***

**2015 Overall 16 40**

**2014 Overall 17 40**

**2013 Overall 16 42**

**2012 Overall 17 42**

**Metropolitan 20 43**

**Interface 14 40**

**Regional Centres 17 40**

**Large Rural 14 38**

**Small Rural 13 38**

**Men 12 36**

**33 8 2 1**

**33 8 11**

**33 7 1**

**33 7 2 1**

**30 6 1**

**35 9 1**

**33 8 11**

**36 9 2 1**

**35 12 2 1**

**37 11 3 1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** | **20** |  |  |  | **44** |  |  |  | **29** |  | **5** | **1** |
| **18-34** | **15** | **35** |  |  |  | **39** |  |  |  | **10** |  | **2** |
| **35-49** | **18** |  |  | **41** |  |  |  | **32** |  |  | **7** | **1** |
| **50-64** | **17** |  | **39** |  |  |  | **34** |  |  | **8** |  | **2 1** |

**65+ 16 45**

**%**

**29 7 2 1**

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



performance index scores

***2015 Art Centres & Libraries Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **65+** |  |  |  |  |  | **76** | **78** | **76** | **76** |
| **Metropolitan** |  |  |  |  | **75** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  |  | **75** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **75** |  | **77** | **74** | **74** |
| **Overall** |  |  |  | **73** |  |  | **75** | **73** | **73** |
| **Large Rural** |  |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  | **73** |  |  | **74** | **73** | **73** |
| **35-49** |  |  |  | **73** |  |  | **76** | **73** | **72** |
| **Interface** |  |  | **72** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **72** |  |  |  | **74** | **72** | **71** |
| **50-64** |  | **71** |  |  |  |  | **73** | **72** | **71** |
| **Small Rural** | **69** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Art Centres & Libraries Performance***

**2015 Overall 24**

**2014 Overall 27**

**2013 Overall 25**

**2012 Overall 24**

**44 18**

**44 17**

**44 18**

**44 19**

**4 1 9**

**3 1 8**

**4 2 8**

**5 2 7**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan 25**  **Interface 21** | | | |  |  | **47** |  |  | **16** |  |  | **3 1** | **8** |
| **41** |  |  | **20** |  |  | **4** | **2** |  | **13** |
| **Regional Centres** |  | **28** |  |  |  | **44** |  |  | **17** |  |  | **4** | **1 6** |
| **Large Rural** | **23** | |  |  | **44** |  |  | **18** |  |  | **4** | **1** | **10** |
| **Small Rural** | **19** |  | **39** |  |  |  | **23** |  |  | **6** |  | **2** | **11** |
| **Men** | **20** |  |  | **44** |  |  |  | **20** |  |  | **4** | **1** | **11** |
| **Women** |  | **27** |  |  |  | **44** |  |  | **17** |  |  | **4** | **1 7** |
| **18-34** | **21** |  |  |  | **49** |  |  |  | **18** |  |  | **4** | **1 7** |

**35-49 24**

**50-64 21**

**65+ 27**

**44 18**

**41 22**

**41 16**

**4 1 9**

**4 1 10**

**4 1 11**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Community Activities Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  |  |  | **66** | **65** | **65** | **65** |
| **Small Rural** |  |  |  |  |  | **65** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  |  | **63** |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  |  | **63** |  |  | **62** | **62** | **63** |
| **Overall** |  |  |  | **62** |  |  |  | **62** | **62** | **62** |
| **Metropolitan** |  |  |  | **62** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  | **62** |  |  |  | **62** | **61** | **60** |
| **Large Rural** |  |  | **61** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  | **61** |  |  |  |  | **61** | **62** | **61** |
| **65+** |  |  | **61** |  |  |  |  | **61** | **63** | **62** |
| **Interface** |  | **59** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **58** |  |  |  |  |  |  | **58** | **59** | **58** |

importance detailed percentages

***2015 Community Activities Importance***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **11** |  | **37** |  | **40** |  | **10** |  | **2** |
| **2014 Overall** | **11** |  | **37** |  | **41** |  | **9** |  | **11** |
| **2013 Overall** | **11** |  | **37** |  | **41** |  | **9** |  | **2 1** |
| **2012 Overall** | **11** |  | **37** |  | **39** |  | **10** |  | **2 1** |
| **Metropolitan** | **12** |  | **36** |  | **41** |  | **9** |  | **11** |
| **Interface** | **10** | **30** |  | **45** |  |  | **12** |  | **11** |
| **Regional Centres** | **12** |  | **39** |  |  | **39** |  | **8** | **1** |
| **Large Rural** | **10** | **38 39 10 2** | | | | | | | |

**Small Rural 13**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  | **42** |  | **35** |  | **8** | **1** |

**Men 8 34**

**Women 15 40**

**18-34 14 35**

**35-49 10 38**

**50-64 11 35**

**65+ 10 40**

**%**

**42 13 2**

**38 6 11**

**41 10 1**

**41 9 1**

**41 10 2**

**37 10 2 1**

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



performance index scores

***2015 Community Activities Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  | **71** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **71** | **71** | **70** | **70** |
| **65+** |  |  |  |  | **71** | **72** | **71** | **71** |
| **35-49** |  |  |  | **70** |  | **71** | **69** | **68** |
| **Overall** |  |  | **69** |  |  | **70** | **69** | **68** |
| **Regional Centres** |  |  | **69** |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  | **69** |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **69** |  |  | **69** | **68** | **68** |
| **Small Rural** |  | **68** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **68** |  |  |  | **68** | **68** | **67** |
| **50-64** |  | **68** |  |  |  | **69** | **68** | **67** |
| **Interface** | **65** |  |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Community Activities Performance***

**2015 Overall 18 43**

**2014 Overall 18 44**

**2013 Overall 17 44**

**2012 Overall 15 44**

**Metropolitan 21 41**

**Interface 13 41**

**25 5 1 7**

**24 5 1 8**

**25 5 1 8**

**26 5 1 9**

**24 4 1 9**

**27 8 2 10**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regional Centres** | **19** | **43** |  | **25** |  | **5** | **2** | **6** |
| **Large Rural** | **16** | **46** |  | **24** |  | **5** | **2** | **6** |
| **Small Rural** | **17** | **45** |  | **26** |  | **4** | **3** | **5** |
| **Men** | **16** | **43** | **27** |  | **5** | **2** |  | **8** |
| **Women** | **21** | **44** |  | **23** |  | **5** | **1** | **7** |

**18-34 18 43**

**35-49 19 45**

**50-64 17 43**

**65+ 19 43**

**26 6 1 6**

**23 5 2 6**

**26 5 1 8**

**23 4 1 10**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Waste Management Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  | **81** | **n/a** | **n/a** | **n/a** |
| **50-64** |  |  |  |  |  | **81** | **80** | **81** | **79** |
| **Regional Centres** |  |  |  |  | **80** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **80** |  | **80** | **81** | **80** |
| **35-49** |  |  |  |  | **80** |  | **79** | **80** | **79** |
| **Overall** |  |  |  | **79** |  |  | **79** | **79** | **78** |
| **Interface** |  |  |  | **79** |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  | **79** |  |  | **80** | **80** | **79** |
| **Large Rural** |  |  | **78** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **77** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **77** |  |  |  |  | **77** | **77** | **77** |
| **18-34** | **76** |  |  |  |  |  | **77** | **76** | **76** |

importance detailed percentages



***2015 Waste Management Importance***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  | **39** |  |  | **45** |  | **15** | **1** |
| **18-34** | **31** |  | **44** |  |  | **22** |  | **2** |
| **35-49** |  | **39** |  |  | **44** |  | **15** | **1** |
| **50-64** |  | **40** |  |  | **44** |  | **14** | **1** |
| **65+** | **33** |  |  | **52** |  |  | **13** | **11** |

**%**

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

#### performance index scores

***2015 Waste Management Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  | **77** | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  | **75** |  | **75** | **74** | **75** |
| **Interface** |  |  | **73** |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  | **73** |  |  | **74** | **73** | **73** |
| **Overall** |  | **72** |  |  |  | **73** | **71** | **72** |
| **Men** |  | **72** |  |  |  | **73** | **72** | **72** |
| **Women** |  | **72** |  |  |  | **72** | **70** | **72** |
| **Regional Centres** | **71** |  |  |  |  | **n/a** | **n/a** | **n/a** |

**Small Rural**

**50-64**

**35-49**

**Large Rural**

**71**

**70**

**69**

**68**

**n/a 71**

**71**

**n/a**

**n/a 69**

**69**

**n/a**

**n/a 70**

**69**

**n/a**

Q2. How has Council performed on ‘Waste Management’ over the last 12 months?

#### performance detailed percentages

***2015 Waste Management Performance***

**2015 Overall 25**

**2014 Overall 26**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2013 Overall** | **24** |  |  | **47** |  |  | **18** |  | **6** | **3 2** |
| **2012 Overall** | **24** |  |  | **48** |  |  | **17** |  | **6** | **2 2** |
| **Metropolitan** |  | **32** |  |  | **49** |  |  | **13** |  | **3 11** |
| **Interface** | **26** |  |  | **48** |  |  | **17** |  | **4** | **2 2** |
| **Regional Centres** | **22** |  |  | **48** |  |  | **21** |  | **6** | **2 1** |
| **Large Rural** | **21** |  | **44** |  |  | **19** |  | **8** | **5** | **3** |

**47 17**

**47 16**

**6 3 2**

**5 3 2**

**Small Rural 24**

**Men 26**

**Women 24**

**18-34 25**

**47 17**

**47 16**

**47 18**

**50 16**

**7 3 2**

**6 3 2**

**6 3 2**

**5 2 2**



|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **35-49** | **22** |  | **47** |  | **18** |  | **7** |  | **4** | **2** |
| **50-64** | **23** |  | **45** |  | **19** |  | **7** |  | **4** | **2** |
| **65+** |  | **30** |  | **46** |  | **15** |  | **5** | **2** | **2** |

**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Waste Management’ over the last 12 months?

#### importance index scores

***2015 Business/Development/Tourism Importance***

**2014 2013 2012**

**Regional Centres**

**73**

**n/a**

**n/a**

**n/a**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Large Rural** | **70** | **n/a** | **n/a** | **n/a** |
| **Small Rural** | **70** | **n/a** | **n/a** | **n/a** |
| **Women** | **69** | **70** | **69** | **68** |
| **50-64** | **69** | **68** | **68** | **67** |
| **35-49** | **68** | **68** | **68** | **66** |
| **Overall** | **67** | **67** | **67** | **66** |
| **65+** | **67** | **67** | **67** | **66** |
| **Men** | **65** | **65** | **65** | **63** |
| **18-34** | **65** | **66** | **65** | **64** |

**Interface Metropolitan**

**64**

**59**

**n/a n/a**

**n/a n/a**

**n/a n/a**

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

#### importance detailed percentages

***2015 Business/Development/Tourism Importance***

**2015 Overall 21 38**

**2014 Overall 20 38**

**2013 Overall 20 39**

**31 7 2 1**

**31 8 11**

**31 8 2 1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2012 Overall** |  | **18** |  |  |  | **39** |  |  |  |  | **31** |  |  |  | **9** |  | **2 1** |
| **Metropolitan** | **12** |  |  | **30** |  |  |  |  | **42** |  |  |  |  | **13** |  |  | **2 1** |
| **Interface** | **14** | |  |  | **39** |  |  |  |  | **33** |  |  |  | **10** | |  | **2 2** |
| **Regional Centres** |  |  | **28** |  |  |  |  | **41** |  |  |  |  | **26** |  |  |  | **4 11** |
| **Large Rural** |  | **23** |  |  |  |  | **41** |  |  |  |  | **29** |  |  |  | **5** | **2 1** |

**Small Rural 25 40**

**Men 19 37**

**Women 23 38**

**18-34 18 35**

**35-49 23 38**

**25 6 2 1**

**31 9 2 1**

**32 5 11**

**37 9 11**

**30 7 2**



|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **50-64** |  | **24** |  | **36** | **31** |  | **7** |  | **2 1** |
| **65+** | **18** |  | **42** |  | **28** | **7** |  | **2** | **3** |

**%**

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

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

performance index scores

***2015 Business/Development/Tourism Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  |  |  |  |  | **64** | **64** | **64** | **64** |
| **Interface** |  |  |  |  | **63** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  |  | **63** |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  | **63** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **63** |  | **63** | **63** | **63** |
| **65+** |  |  |  |  | **63** |  | **63** | **63** | **63** |
| **Metropolitan** |  |  |  | **62** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  | **61** |  |  |  | **62** | **62** | **62** |
| **35-49** |  | **60** |  |  |  |  | **60** | **60** | **60** |
| **Large Rural** | **59** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **59** |  |  |  |  |  | **60** | **61** | **60** |
| **50-64** | **59** |  |  |  |  |  | **59** | **59** | **59** |

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

#### performance detailed percentages

***2015 Business/Development/Tourism Performance***

**2015 Overall 11 34**

**2014 Overall 11 35**

**2013 Overall 10 35**

**31 10 3 12**

**30 9 3 12**

**30 9 3 13**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2012 Overall** | **10** |  | **35** |  | **31** |  |  | **9** | **3** |  | **12** |
| **Metropolitan** | **8** | **31** |  | **31** |  | **7** | **2** |  |  | **21** |  |

**Interface 10 34**

**Regional Centres 14 36**

**Large Rural 11 34**

**Small Rural 14 35**

**Men 10 32**

**Women 13 35**

**18-34 13 38**

**35-49 10 34**

**50-64 10 30**

**65+ 12 32**

**28 8 2 17**

**31 9 3 7**

**30 12 5 8**

**31 9 3 8**

**32 11 4 12**

**30 8 2 12**

**30 8 2 8**

**32 10 4 10**

**33 11 4 12**

**28 9 3 16**



**% Very good Good Average Poor Very poor Can't say**

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

importance index scores

***2015 Planning Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **50-64** |  |  |  |  | **76** | **76** | **77** | **76** |
| **Women** |  |  |  | **74** |  | **74** | **74** | **74** |
| **35-49** |  |  |  | **74** |  | **73** | **73** | **73** |
| **65+** |  |  |  | **74** |  | **74** | **75** | **74** |
| **Regional Centres** |  |  |  | **73** |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  |  | **73** |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  | **72** |  |  | **72** | **73** | **72** |
| **Metropolitan** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **72** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **70** |  |  |  | **70** | **71** | **70** |
| **18-34** | **66** |  |  |  |  | **66** | **66** | **66** |

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

#### importance detailed percentages

***2015 Planning Importance***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2015 Overall** | **25** | **41** | **25** | **4 1 4** |
| **2014 Overall** | **25** | **41** | **25** | **4 1 5** |
| **2013 Overall** | **25** | **42** | **25** | **4 1 4** |
| **2012 Overall** | **25** | **42** | **24** | **4 1 4** |

**Metropolitan 26**

**Interface 24**

**Regional Centres 26**

**Large Rural 26**

**Small Rural 25**

**41 23**

**40 25**

**40 26**

**42 24**

**39 27**

**4 2 4**

**5 1 5**

**4 4**

**4 1 3**

**4 1 3**

**Men 24 40**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  | **27** |  | **41** |  | **23** |  | **3** | **5** |
| **18-34** | **18** |  | **34** |  | **36** |  | **7** |  | **1 4** |
| **35-49** |  | **29** |  | **40** |  | **24** |  | **4** | **1 3** |

**27 5 2 3**

**50-64 32**

**65+ 25**

**%**

**42 20**

**46 19**

**3 1 3**

**3 1 6**

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



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

performance index scores

***2015 Planning Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  |  |  |  | **59** | **60** | **60** | **59** |
| **Metropolitan** |  |  |  | **55** |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  |  | **55** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **55** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **55** |  | **56** | **55** | **54** |
| **Overall** |  |  | **54** |  |  | **55** | **55** | **54** |
| **Men** |  |  | **54** |  |  | **54** | **54** | **53** |
| **65+** |  |  | **54** |  |  | **55** | **55** | **54** |
| **Large Rural** |  | **53** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **53** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **53** |  |  |  | **53** | **53** | **52** |
| **50-64** | **51** |  |  |  |  | **51** | **50** | **50** |

#### performance detailed percentages

***2015 Planning Performance***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **5** | **28** | **31** |  | **12** |  |  | **6** |  | **17** |
| **2014 Overall** | **6** | **28** | **31** |  | **12** |  |  | **6** |  | **17** |
| **2013 Overall** | **5** | **29** | **32** |  | **12** |  |  | **5** |  | **17** |
| **2012 Overall** | **5** | **29** | **32** |  | **14** |  |  |  | **6** | **15** |
| **Metropolitan** | **6** | **28** | **31** |  | **11** |  | **5** |  |  | **19** |
| **Interface** | **5** | **30** | **27** | **12** |  | **6** |  |  |  | **20** |

**Regional Centres 6 29**

**Large Rural 5 29**

**Small Rural 4 27**

**Men 6 28**

**Women 5 29**

**18-34 6 34**

**35-49 4 29**

**50-64 4 24**

**65+ 6 27**

**34 12 5 14**

**31 14 7 15**

**33 12 6 17**

**32 13 7 14**

**31 12 5 19**

**31 7 4 18**

**31 13 7 15**

**33 16 7 16**

**30 13 6 17**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Planning & Building Permits Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  |  |  | **74** | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  |  |  |  | **74** | **74** | **74** | **74** |
| **Women** |  |  |  |  |  | **73** |  | **74** | **73** | **73** |
| **50-64** |  |  |  |  |  | **73** |  | **73** | **74** | **74** |
| **35-49** |  |  |  |  | **72** |  |  | **72** | **72** | **72** |
| **Overall** |  |  |  | **71** |  |  |  | **71** | **71** | **71** |
| **Large Rural** |  |  |  | **71** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  | **70** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **70** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  | **69** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **69** |  |  |  |  |  | **69** | **69** | **69** |
| **18-34** | **66** |  |  |  |  |  |  | **66** | **65** | **66** |

importance detailed percentages

***2015 Planning & Building Permits Importance***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2015 Overall** | **26** | **39** | **27** | **5 1 2** |
| **2014 Overall** | **25** | **41** | **25** | **5 1 3** |
| **2013 Overall** | **25** | **40** | **27** | **5 1 2** |
| **2012 Overall** | **25** | **41** | **25** | **5 1 3** |

**Metropolitan 30**

**Interface 24**

**Regional Centres 23**

**Large Rural 24**

**Small Rural 24**

**Men 24**

**Women 27**

**38 25**

1. **33**

**41 28**

**41 26**

1. **29**
2. **28**

**40 26**

**4 1 2**

**5 11**

**5 1 2**

**6 1 2**

**5 2 3**

**6 2 2**

**3 1 3**

**18-34 19 35**

**35-49 28 38**

**36 7**

**27**

**1 2**

**5 11**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **50-64** | **29** | **40** | **24** |  | **5** | **11** |
| **65+** | **28** | **42** | **21** | **3** | **2** | **4** |

**%**

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

performance index scores

***2015 Planning & Building Permits Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** | | | | **58** | **58** | **59** | **60** |
| **Regional Centres** |  |  |  | **57** | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  | **54** |  | **53** | **55** | **54** |
| **Large Rural** |  |  | **54** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  | **54** |  | **54** | **55** | **54** |
| **Metropolitan** |  |  | **53** |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  | **53** |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **53** |  | **53** | **54** | **53** |
| **35-49** |  |  | **53** |  | **51** | **54** | **51** |
| **65+** |  |  | **53** |  | **53** | **54** | **53** |
| **50-64** |  | **51** |  |  | **50** | **50** | **49** |
| **Interface** | **49** |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Planning & Building Permits Performance***

**2015 Overall 6 25**

**2014 Overall 5 25**

**2013 Overall 6 26**

**28 12 6 23**

**26 12 7 25**

**27 12 6 23**

**2012 Overall 5 26**

**Metropolitan 6 24**

**Interface 3 24**

**Regional Centres 6 30**

**27 12**

**29 12**

**24 19**

**29**

**7 23**

**6 23**

**7 23**

**11 4 20**

**Large Rural 6 27**

**Small Rural 5 23**

**Men 6 26**

**27 12 6 22**

**28 12 7 25**

**29 13 7 20**

**65+ 6 21**

**26 12 6 28**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Sustainability Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  |  |  |  | **77** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  |  |  | **77** | **77** | **76** | **75** |
| **18-34** |  |  |  |  |  |  | **75** |  | **75** | **74** | **73** |
| **Metropolitan** |  |  |  |  |  | **74** |  |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  |  |  | **73** |  |  |  | **73** | **72** | **71** |
| **Regional Centres** |  |  |  |  | **73** |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  |  |  |  | **73** |  |  |  | **72** | **71** | **71** |
| **50-64** |  |  |  |  | **73** |  |  |  | **73** | **72** | **71** |
| **Large Rural** |  |  |  | **72** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  | **71** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  | **70** |  |  |  |  |  |  | **70** | **70** | **69** |
| **Men** | **69** |  |  |  |  |  |  |  | **68** | **68** | **67** |

importance detailed percentages

**2015 Overall**

**2014 Overall**

**2013 Overall**

**2012 Overall Metropolitan**

**Interface Regional Centres**

***2015 Sustainability Importance***

**29 41**

**29 40**

**27 42**

**26 41**

**29 42**

**29 38**

**28 42**

**23 5 11**

**24 5 2 1**

**24 5 2 1**

**24 6 2 1**

**22 5 11**

**25 5 3 1**

**23 5 11**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Large Rural** | **27** |  |  |  | **40** |  |  | **26** |  | **5** | **2 1** |
| **Small Rural** |  |  | **39** |  |  | **35** |  |  | **19** | **4** | **2 1** |
| **Men** | **24** |  |  | **38** |  |  | **28** |  |  | **7** | **2 1** |
| **Women** |  | **33** |  |  |  | **43** |  |  | **19** |  | **3 11** |

**18-34 33**

**35-49 29**

**40 22 4 1**

**40 24 5 1**

**50-64 31**

**65+ 23**

**%**

**40 22**

**43 25**

**5 2**

**5 2 2**

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



performance index scores

***2015 Sustainability Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  | **65** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  | **65** | **65** | **66** | **67** |
| **65+** |  |  |  | **65** | **65** | **65** | **65** |
| **Overall** |  |  | **64** |  | **64** | **64** | **64** |
| **Large Rural** |  |  | **64** |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **64** |  | **64** | **64** | **64** |
| **Women** |  |  | **64** |  | **64** | **64** | **65** |
| **Interface** |  | **63** |  |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  | **63** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  | **63** |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **63** |  |  | **64** | **64** | **63** |
| **50-64** | **62** |  |  |  | **62** | **62** | **62** |

#### performance detailed percentages

***2015 Sustainability Performance***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **10** | **39** |  | **30** |  | **7** | **2** | **13** |
| **2014 Overall** | **11** | **39** |  | **29** |  | **6** | **2** | **12** |
| **2013 Overall** | **11** | **40** |  | **29** |  | **7** | **2** | **12** |
| **2012 Overall** | **11** | **39** |  | **29** |  | **7** | **2** | **12** |
| **Metropolitan** | **11** | **39** |  | **28** |  | **6** | **2** | **14** |
| **Interface** | **8** | **39** | **27** |  | **6** | **3** |  | **17** |

**Regional Centres 9 38**

**Large Rural 11 39**

**Small Rural 10 38**

**Men 11 38**

**33 7 2 12**

**31 7 2 11**

**29 8 2 13**

**30 7 2 12**

**Women 10 39**

**18-34 11 42**

**29 7**

**30**

**2 13**

**7 1 9**

**35-49 9 39**

**50-64 9 36**

**65+ 11 38**

**30 7 2 12**

**31 7 2 14**

**28 6 2 15**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Disaster Management Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  |  | **84** | **85** | **85** | **84** |
| **Interface** |  |  |  |  | **81** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  |  | **81** |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  |  |  |  | **81** |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  |  | **80** |  |  | **80** | **80** | **80** |
| **Small Rural** |  |  |  | **80** |  |  | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  | **80** |  |  | **82** | **82** | **81** |
| **50-64** |  |  |  | **80** |  |  | **80** | **80** | **80** |
| **35-49** |  |  | **79** |  |  |  | **79** | **79** | **79** |
| **65+** |  |  | **79** |  |  |  | **80** | **80** | **79** |
| **Metropolitan** |  | **77** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** | **75** |  |  |  |  |  | **76** | **76** | **76** |

importance detailed percentages

***2015 Disaster Management Importance***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **44** | **35** | **15** | **4** | **11** |
| **2014 Overall** | **45** | **34** | **14** | **4** | **11** |
| **2013 Overall** | **46** | **34** | **14** | **4** | **11** |
| **2012 Overall** | **43** | **38** | **14** | **4** | **11** |

**Metropolitan 39**

**Interface 50**

**Regional Centres 45**

**Large Rural 46**

**34 19**

**30 14**

**36 14**

**36 13**

**6 11**

**3 2**

**3 11**

**3 11**

**35-49 45**

**33 17 4 1**

**50-64 47**

**65+ 39**

**%**

**33 15**

**41 14**

**4 2 1**

**3 1 2**

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



#### performance index scores

***2015 Disaster Management Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  |  |  |  |  | **73** | **75** | **72** | **73** |
| **Large Rural** |  |  |  |  | **71** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **71** |  | **73** | **70** | **70** |
| **65+** |  |  |  |  | **71** |  | **72** | **71** | **71** |
| **Overall** |  |  |  | **70** |  |  | **71** | **70** | **70** |
| **Interface** |  |  |  | **70** |  |  | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  | **70** |  |  | **n/a** | **n/a** | **n/a** |
| **Metropolitan** |  |  | **69** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **69** |  |  |  | **70** | **69** | **69** |
| **Regional Centres** |  | **68** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **68** |  |  |  |  | **70** | **69** | **68** |
| **50-64** | **67** |  |  |  |  |  | **68** | **67** | **67** |

Q2. How has Council performed on ‘Emergency and Disaster Management’ over the last 12 months?

#### performance detailed percentages

***2015 Disaster Management Performance***

**2015 Overall 17**

**2014 Overall 20**

**2013 Overall 19**

**2012 Overall 19**

**39 19**

**38 18**

1. **20**
2. **20**

**5 2 18**

**4 2 18**

**5 2 17**

**5 2 16**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** | **12** |  | **34** |  | **19** | **3 1** |  | **31** |  |
| **Interface** |  | **19** |  | **40** |  | **18** | **6** | **2** | **14** |

**Regional Centres 18 38**

**Large Rural 20 40**

**22 6 2 14**

**19 5 2 14**

**Small Rural 18**

**Men 16**

**Women 19**

**18-34 21**

**35-49 14**

**50-64 16**

**42 18**

1. **21**

**39 18**

**44**

1. **20**

**34 22**

**5 3 14**

**5 2 18**

**5 2 18**

**17 3 2 13**

**5 2 18**

**6 3 20**

**65+ 18 37**

**18 4 2 21**



**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Emergency and Disaster Management’ over the last 12 months?

#### importance index scores

***2015 Population Growth Importance***

**2014 2013 2012**

**79** **78 78 78**

|  |  |
| --- | --- |
| **50-64** |  |
| **35-49** |  |

**78** **78 77 77**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** |  |  |  |  | **77** | **77** | **77** | **77** |
| **Interface** |  |  |  | **76** |  | **n/a** | **n/a** | **n/a** |
| **Regional Centres** |  |  |  | **76** |  | **n/a** | **n/a** | **n/a** |
| **Overall** |  |  | **75** |  |  | **75** | **75** | **75** |
| **65+** |  |  | **75** |  |  | **75** | **74** | **75** |
| **Metropolitan** |  | **74** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **74** |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **73** |  |  |  | **73** | **73** | **73** |
| **18-34** | **70** |  |  |  |  | **70** | **71** | **73** |

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

#### importance detailed percentages

**2015 Overall**

***2015 Population Growth Importance***

**34 38**

**21 4 2 1**



|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2014 Overall** | **33** |  | **38** |  |  | **21** | **5** | **1 2** |
| **2013 Overall** | **34** |  | **38** |  |  | **20** | **5** | **11** |
| **2012 Overall** | **34** |  | **39** |  |  | **19** | **5** | **11** |
| **Metropolitan** | **33** |  | **38** |  |  | **22** | **4** | **2 1** |
| **Interface** | **40** |  | **30** |  |  | **22** | **6** | **2 1** |
| **Regional Centres** | **34** |  | **40** |  |  | **21** |  | **3 11** |
| **Large Rural** | **35** |  | **37** |  |  | **20** | **6** | **2** |
| **Men** | **32** |  | **38** |  |  | **23** | **5** | **2 1** |
| **Women** | **37** |  | **38** |  |  | **20** |  | **3 11** |
| **18-34** | **28** | **35** |  |  | **28** |  | **7** | **2 1** |
| **35-49** | **40** |  |  | **38** |  | **18** |  | **3 1** |
| **50-64** | **41** |  |  | **36** |  | **17** |  | **3 11** |
| **65+** | **32** |  | **42** |  |  | **19** | **3** | **2 2** |

**%**

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

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

#### performance index scores

***2015 Population Growth Performance* 2014 2013 2012**

**Regional Centres**

**18-34**

**Interface Women Overall Metropolitan**

**Men 65+**

**35-49**

**Large Rural**

**50-64**

**61**

**60**

**57**

**55**

**54**

**54**

**54**

**54**

**51**

**50**

**50**

**n/a 59**

**n/a 55**

**54**

**n/a 54**

**55**

**52**

**n/a 51**

**n/a 59**

**n/a 54**

**54**

**n/a 54**

**55**

**51**

**n/a 50**

**n/a 58**

**n/a 52**

**52**

**n/a 52**

**52**

**48**

**n/a 49**

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

#### performance detailed percentages

***2015 Population Growth Performance***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **7** | **28** | **30** | **14** |  | **6** | **15** |
| **2014 Overall** | **7** | **28** | **30** | **15** |  | **6** | **15** |
| **2013 Overall** | **7** | **26** | **31** | **14** | **6** |  | **17** |
| **2012 Overall** | **6** | **25** | **31** | **16** |  | **7** | **14** |

**Metropolitan 7 26**

**Interface 11 30**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regional Centres** |  | **10** |  | **36** |  | **31** |  | **10** | **3** |
| **Large Rural** | **5** |  | **24** |  | **32** |  | **17** | **8** |  |

**Men 7 27**

**Women 7 28**

**29 14 6 18**

**27 13 7 13**

**10**

**13**

**31 15 7 13**

**29 14 6 16**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **18-34** |  | **10** |  | **35** |  | **28** |  | **10** |  | **4** | **12** |
| **35-49** | **5** |  | **25** |  | **33** |  | **17** |  | **7** |  | **12** |

**50-64 5 22**

**65+ 6 25**

**32 17 8 16**

**29 14 6 20**



**% Very good Good Average Poor Very poor Can't say**

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

importance index scores

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***2015 Weed Control Importance*** | | **2014** | **2013** | **2012** |
| **Small Rural** | **77** | **n/a** | **n/a** | **n/a** |
| **50-64** | **76** | **78** | **78** | **74** |
| **Interface** | **75** | **n/a** | **n/a** | **n/a** |
| **Women** | **75** | **78** | **77** | **74** |
| **35-49** | **75** | **76** | **76** | **71** |
| **Large Rural** | **74** | **n/a** | **n/a** | **n/a** |
| **65+** | **74** | **76** | **77** | **73** |
| **Overall** | **73** | **75** | **74** | **71** |
| **Regional Centres** | **70** | **n/a** | **n/a** | **n/a** |
| **Men** | **70** | **71** | **72** | **68** |
| **18-34** | **65** | **68** | **66** | **65** |
| **Metropolitan** | **62** | **n/a** | **n/a** | **n/a** |

importance detailed percentages

**2015 Overall**

**2014 Overall**

***2015 Weed Control Importance***

**28 40**

**32 40**

**26 5 1**

**23 4 1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2013 Overall** |  |  |  | **30** |  |  |  |  | **42** |  |  |  |  | **24** |  |  | **4 1**  **5 11**  **2** |
| **2012 Overall** |  |  | **24** |  |  |  |  | **42** |  |  |  |  | **28** |  |  |  |
| **Metropolitan** | **13** |  |  |  |  | **36** |  |  |  |  | **40** |  |  |  |  | **9** |
| **Interface** |  |  |  | **34** |  |  |  |  | **37** |  |  |  |  | **24** |  |  | **5** |
| **Regional Centres** |  |  | **23** |  |  |  |  | **39** |  |  |  |  | **31** |  |  |  | **6 1** |
| **Large Rural** |  |  |  | **30** |  |  |  |  | **42** |  |  |  |  | **24** |  |  | **4** |
| **Small Rural** |  |  |  |  | **39** |  |  |  |  | **39** |  |  |  |  | **16** |  | **4 1** |
| **Men** |  |  | **24** |  |  |  |  | **40** |  |  |  |  | **29** |  |  |  | **7 1** |
| **Women** |  |  |  | **32** |  |  |  |  | **40** |  |  |  |  | **24** |  |  | **3 1** |
| **18-34** |  | **18** |  |  |  |  | **34** |  |  |  |  | **39** |  |  |  |  | **8 1** |
| **35-49** |  |  |  | **33** |  |  |  |  | **38** |  |  |  |  | **23** |  |  | **5** |

**50-64 33**

**65+ 28**

**%**

**42 22**

**46 22**

**3 1**

**3 11**

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



#### performance index scores

***2015 Weed Control Performance* 2014 2013 2012**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  | **69** | **n/a** | **n/a** | **n/a** |
| **18-34** | **62** |  | **63** | **63** | **67** |

**Regional Centres**

**Overall Women 35-49**

**Men Large Rural Interface Small Rural**

**65+**

**50-64**

**58**

**55**

**55**

**55**

**54**

**53**

**52**

**52**

**52**

**51**

**n/a 55**

**55**

**53**

**55**

**n/a n/a n/a 53**

**51**

**n/a 56**

**56**

**56**

**57**

**n/a n/a n/a 55**

**52**

**n/a 61**

**61**

**59**

**60**

**n/a n/a n/a 59**

**58**

Q2. How has Council performed on ‘Roadside slashing and weed control’ over the last 12 months?

#### performance detailed percentages

***2015 Weed Control Performance***

**2015 Overall 10**

**2014 Overall 11**

**2013 Overall 11**

**2012 Overall 14**

**Metropolitan 19**

**32 30**

**32 28**

**35 28**

**38 28**

**45**

**16 9 2**

**17 10 3**

**16 8 2**

**12 5 3**

**24 8 2 2**

**Interface 10 29**

**Regional Centres 10 34**

**Large Rural 8 32**

**Small Rural 10 29**

**Men 10 33**

**Women 10 32**

**18-34 14 39**

**35-49 9 35**

**50-64 8 28**

**65+ 9 27**

**29 20 10 2**

**35 12 6 4**

**30 18 9 2**

**29 18 12 2**

**29 18 9 2**

**31 15 9 3**

**29 12 5 1**

**29 16 9 2**

**31 19 11 2**

**31 18 10 4**



**% Very good Good Average Poor Very poor Can't say**

Q2. How has Council performed on ‘Roadside slashing and weed control’ over the last 12 months?

importance index scores

***2015 Unsealed Roads Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Small Rural** |  |  |  |  |  | **82** | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  | **80** |  | **81** | **83** | **82** |
| **50-64** |  |  |  |  | **80** |  | **80** | **82** | **81** |
| **35-49** |  |  |  | **79** |  |  | **80** | **82** | **80** |
| **Overall** |  |  | **78** |  |  |  | **78** | **81** | **80** |
| **Interface** |  |  | **78** |  |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  | **78** |  |  |  | **77** | **80** | **79** |
| **Large Rural** |  | **76** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **76** |  |  |  |  | **76** | **79** | **78** |
| **18-34** |  | **76** |  |  |  |  | **77** | **80** | **79** |
| **Regional Centres** | **72** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

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

#### importance detailed percentages

***2015 Unsealed Roads Importance***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **39** | **39** |  | **18** |  | **3 11** |
| **2014 Overall** | **39** | **38** |  | **17** |  | **3 11** |
| **2013 Overall** | **44** |  | **39** |  | **14** | **2 11** |

**2012 Overall 41**

**Interface 40**

**Regional Centres 25**

**Large Rural 35**

**Small Rural 44**

**Men 35**

**39 15**

**38 18**

**43 26**

1. **21**

**39 14**

1. **21**

**2 11**

**3 11**

**3 1 2**

**3 11**

**2 1**

**3 11**

**Women 42**

**18-34 39**

**38 16 2 1**

**34 23 4 1**

**35-49 40**

**50-64 42**

**65+ 35**

**%**

**38 18**

**38 16**

**43 17**

**3 11**

**2 11**

**2 1 2**

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



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

#### performance index scores

***2015 Unsealed Roads Performance* 2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Regional Centres** |  |  |  |  |  |  | **51** | **n/a** | **n/a** | **n/a** |
| **18-34** |  |  |  |  |  | **48** |  | **46** | **47** | **48** |
| **Interface** |  |  |  |  | **47** |  |  | **n/a** | **n/a** | **n/a** |
| **65+** |  |  |  | **46** |  |  |  | **48** | **48** | **50** |
| **Overall** |  |  | **45** |  |  |  |  | **45** | **44** | **46** |
| **Small Rural** |  |  | **45** |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  |  | **45** |  |  |  |  | **46** | **45** | **46** |
| **Women** |  |  | **45** |  |  |  |  | **45** | **43** | **46** |
| **Large Rural** |  | **44** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **35-49** |  | **44** |  |  |  |  |  | **45** | **42** | **44** |
| **50-64** | **43** |  |  |  |  |  |  | **42** | **40** | **43** |

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

#### performance detailed percentages

***2015 Unsealed Roads Performance***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** | **5** | **22** | **30** | **22** |  |  | **15** |  | **7** |  |
| **2014 Overall** | **5** | **22** | **30** | **22** |  |  | **14** |  | **7** |
| **2013 Overall** | **6** | **20** | **29** | **24** |  |  | **16** |  |  | **4** |
| **2012 Overall** | **7** | **22** | **29** | **21** |  |  | **15** |  | **7** |  |
| **Interface** | **5** | **25** | **30** |  | **21** |  | **12** |  | **7** |  |
| **Regional Centres** | **4** | **27** | **32** |  | **17** | **7** |  | **13** |  |  |
| **Large Rural** | **5** | **21** | **30** | **22** |  |  | **15** |  | **7** |  |

**Small Rural 6 23**

**Men 5 23**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Women** | **5** | **22** |  | **30** |  | **22** |  | **14** |  | **8** |  |
| **18-34** | **6** |  | **28** |  | **29** |  | **20** |  | **14** |  | **3** |
| **35-49** | **5** | **22** |  | **29** |  | **23** |  | **17** |  |  | **4** |

1. **21**
2. **22**

**16 5**

1. **5**

**50-64 4 19 32**

**65+ 5 21 30**

**24 15 6**

**20 13 11**



**% Very good Good Average Poor Very poor Can't say**

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

importance index scores

***2015 Business/Community Development Importance***

**2014 2013 2012**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Large Rural** |  |  |  |  |  |  | **72** | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  |  |  | **71** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  |  |  | **71** |  | **71** | **n/a** | **n/a** |
| **35-49** |  |  |  |  | **70** |  |  | **71** | **n/a** | **n/a** |
| **Overall** |  |  |  | **69** |  |  |  | **69** | **n/a** | **n/a** |
| **18-34** |  |  |  | **69** |  |  |  | **70** | **n/a** | **n/a** |
| **50-64** |  |  |  | **69** |  |  |  | **69** | **n/a** | **n/a** |
| **65+** |  |  | **68** |  |  |  |  | **68** | **n/a** | **n/a** |
| **Interface** |  | **67** |  |  |  |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **67** |  |  |  |  |  | **67** | **n/a** | **n/a** |
| **Metropolitan** | **66** |  |  |  |  |  |  | **n/a** | **n/a** | **n/a** |

importance detailed percentages

***2015 Business/Community Development Importance***

**2015 Overall 20 42**

**2014 Overall 20 45**

**Metropolitan 17 38**

**Interface 18 40**

**Large Rural 23 45**

**Small Rural 24 42**

**Men 20 38**

**Women 21 45**

**18-34 21 39**

**35-49 23 41**

**50-64 21 42**

**65+ 17 44**

**%**

**31 5 11**

**27 5 11**

**36 7 11**

**35 5 11**

**27 3 11**

**27 5 11**

**33 6 2 1**

**28 4 1 2**

**34 5 1**

**31 4 11**

**29 5 2 1**

**29 6 2 3**

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



performance index scores

***2015 Business/Community Development Performance* 2014 2013 2012**

**18-34**

**64** **65**

**n/a**

**n/a**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Metropolitan** |  |  |  |  | **63** | **n/a** | **n/a** | **n/a** |
| **Interface** |  |  |  |  | **63** | **n/a** | **n/a** | **n/a** |
| **Small Rural** |  |  |  | **61** |  | **n/a** | **n/a** | **n/a** |
| **Women** |  |  |  | **61** |  | **63** | **n/a** | **n/a** |
| **65+** |  |  |  | **61** |  | **62** | **n/a** | **n/a** |
| **Overall** |  |  | **60** |  |  | **62** | **n/a** | **n/a** |
| **Large Rural** |  |  | **60** |  |  | **n/a** | **n/a** | **n/a** |
| **Men** |  | **59** |  |  |  | **60** | **n/a** | **n/a** |
| **35-49** |  | **59** |  |  |  | **60** | **n/a** | **n/a** |
| **50-64** |  | **58** |  |  |  | **59** | **n/a** | **n/a** |
| **Regional Centres** | **54** |  |  |  |  | **n/a** | **n/a** | **n/a** |

#### performance detailed percentages

***2015 Business/Community Development Performance***

**2015 Overall 8 34**

**2014 Overall 8 35**

**Metropolitan 7 34**

**Interface 10 37**

**31 9**

**30 8**

**30 5 1**

**29**

**3 15**

**2 17**

**22**

**8 2 13**

**Regional Centres 7 27**

**Large Rural 7 36**

**Small Rural 9 34**

**Men 7 33**

**38 14 7 6**

**30 10 3 13**

**31 9 3 14**

**32 9 3 15**

**Women 8 36**

**18-34 8 46**

**30 8**

**28**

**2 16**

**7 2 9**

**35-49 7 34**

**50-64 7 29**

**65+ 8 28**

**33 10 4 12**

**34 11 3 16**

**30 7 2 23**



**% Very good Good Average Poor Very poor Can't say**

importance index scores

***2015 Tourism Development Importance***

**2014 2013 2012**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Small Rural** | | **72** | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **67** | **n/a** | **n/a** | **n/a** |
| **50-64** |  | **67** | **65** | **n/a** | **n/a** |
| **65+** |  | **67** | **66** | **n/a** | **n/a** |
| **Women** |  | **66** | **67** | **n/a** | **n/a** |
| **Overall** |  | **65** | **65** | **n/a** | **n/a** |
| **35-49** |  | **65** | **64** | **n/a** | **n/a** |
| **Regional Centres** |  | **64** | **n/a** | **n/a** | **n/a** |
| **Men** |  | **63** | **63** | **n/a** | **n/a** |
| **18-34** |  | **59** | **63** | **n/a** | **n/a** |
| **Interface** | **50** |  | **n/a** | **n/a** | **n/a** |

importance detailed percentages

***2015 Tourism Development Importance***

**2015 Overall 19 36**

**2014 Overall 18 37**

**32 10 3 1**

**31 10 2 1**

**Women 18 38**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Interface** | **8** |  | **20** |  |  | **41** |  |  |  | **25** |  |  | **6** |
| **Regional Centres** |  | **14** |  | **39** |  |  |  | **36** |  |  |  |  | **9 1** |
| **Large Rural** |  | **21** |  |  | **39** |  |  |  | **29** |  |  | **7** | **3 1** |
| **Small Rural** |  | **27** | |  |  | **40** |  |  |  | **25** |  |  | **5 11** |
| **Men** |  | **19** |  | **34** |  |  | **31** |  |  |  | **12** |  | **4 1** |

**18-34 15 26**

**35-49 19 38**

**50-64 22 39**

**65+ 19 41**

**%**

**33 8 11**

**40 15 2**

**32 8 3**

**28 8 3**

**27 8 3 2**

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



performance index scores

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***2015 Tourism Development Performance*** |  |  | **2014** | **2013** | **2012** |
| **Regional Centres** |  | **67** | **n/a** | **n/a** | **n/a** |
| **Large Rural** |  | **66** | **n/a** | **n/a** | **n/a** |
| **65+** |  | **65** | **66** | **n/a** | **n/a** |
| **Women** |  | **64** | **66** | **n/a** | **n/a** |
| **18-34** |  | **64** | **64** | **n/a** | **n/a** |
| **Overall** |  | **63** | **64** | **n/a** | **n/a** |
| **Small Rural** |  | **63** | **n/a** | **n/a** | **n/a** |
| **Men** |  | **62** | **62** | **n/a** | **n/a** |
| **50-64** |  | **62** | **64** | **n/a** | **n/a** |
| **35-49** |  | **61** | **62** | **n/a** | **n/a** |
| **Metropolitan** | **55** |  | **n/a** | **n/a** | **n/a** |

**Interface**

**53**

**n/a**

**n/a**

**n/a**

#### performance detailed percentages

***2015 Tourism Development Performance***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** |  | **12** |  | **35** |  | **28** |  | **9** | **3** | **13** |
| **2014 Overall** |  | **13** |  | **36** |  | **28** |  | **9** | **2** | **13** |
| **Metropolitan** | **4** |  | **22** |  | **32** | **11** | **2** |  | **30** |  |

**Interface 4 25 33**

**Regional Centres 18 39**

**Large Rural 14 40**

1. **2**

**29**

**26 8**

**20**

**6 2 6**

**2 11**

**Small Rural 14 38**

**Men 12 33**

**Women 12 37**

**18-34 11 38**

**35-49 11 35**

**50-64 11 33**

**65+ 14 34**

**27 9 5 8**

**30 9 3 13**

**27 8 3 13**

**32 6 3 11**

**28 12 3 11**

**30 10 2 14**

**25 8 3 16**



**% Very good Good Average Poor Very poor Can't say**



DETAILED DEMOGRAPHICS

#### 2015 GENDER AND AGE profile

***Gender Age***

18-24

**28%**

**11%**

Men Women

**51%**

**49%**

25-34

35-49

50-64

65+

**21%**

**15%**

**25%**

*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.*

#### 2015 HOUSEHOLD STRUCTURE

**Married or living with partner with children 16 or under at home**

**Married or living with partner with children but none 16 or under at home**

**Married or living with partner, no children**

**Single person living alone Single living with friends or housemates Single living with children 16 or under**

**Single with children but none 16 or under living at home**

**Do not wish to answer**

***2015 Household Structure***

**27**

**22**

**20**

**16**

**7**

**3**

**3**

**2**



**%**

S6. Which of the following BEST describes your household?

#### 2015 years lived in area

***2015 Years Lived in Area***

|  |  |  |  |
| --- | --- | --- | --- |
| **2015 Overall** | **13** | **14** | **73** |
| **2014 Overall** | **14** | **14** | **71** |
| **2013 Overall** | **14** | **14** | **72** |

**2012 Overall 15 16 68**

**Metropolitan 14 12 73**

**Interface 17 25 58**

**Regional Centres 12 15 73**

|  |  |  |  |
| --- | --- | --- | --- |
| **Large Rural** | **10** | **14** | **76** |
| **Small Rural** | **11** | **12** | **76** |

**Men 12 14 74**

**Women 14 15 72**

**18-34 22 18 60**

**35-49 14 20 66**

**50-64 8 9 82**

**65+ 6 9 85**

**% 0-5 years 5-10 years 10+ years Can't say**

2015 Home ownership

***2015 Own or Rent***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2015 Overall** |  | **82** |  |  | **17** |  |
| **2014 Overall** |  | **83** |  |  | **16** |
| **2013 Overall** |  | **83** |  |  | **16** |
| **2012 Overall** |  | **81** |  |  | **18** |
| **Metropolitan** | **76** |  |  | **23** |  |
| **Regional Centres** |  | **84** |  |  | **16** |
| **Small Rural** |  |  | **93** |  |  | **7** |
| **Men** |  | **84** |  |  | **15** |  |

**Women 18-34**

**35-49**

**50-64**

**65+**

**81 19**

**67 33**

**85 14**

**94 5**

**92 7**

**% Own Rent**



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?

2015 languages spoken at home

2015 Countries of Birth

***2015 Languages Spoken***

***2015 Countries of Birth***

|  |  |  |  |
| --- | --- | --- | --- |
| **English only** |  |  | **60** |
| **Languages other than English** |  | **40** |  |
| **VIETNAMESE** | **5** |  |  |
| **CHINESE** | **4** |  |  |
| **ITALIAN** | **4** |  |  |
| **GREEK** | **3** |  |  |
| **HINDI** | **3** |  |  |

**ARABIC 1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Australia** |  |  |  |  | **61** |
| **Total Other** |  |  |  | **39** |  |
| **UNITED KINGDOM** |  |  | **6** |  |  |
| **INDIA** |  |  | **5** |  |  |
| **CHINA** |  | **2** |  |  |  |
| **NEW ZEALAND** |  | **2** |  |  |  |
| **GERMANY** |  | **1** |  |  |  |
| **GREECE** |  | **1** |  |  |  |

**CROATIAN 1**

**FRENCH 1**

**GERMAN 1**

**RUSSIAN 1**

**SPANISH 1**

**% %**

Q11. What languages, other than English, are spoken regularly in your home? Base: All respondents. Councils asked State-wide: 3



Note: Respondents could name multiple contacts methods so responses may add to more than 100% Q12. Could you please tell me which country you were born in?

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

173



APPENDIX A:

FURTHER PROJECT INFORMATION

Background and objectives

The survey was revised in 2012. As a result:

* The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.
* As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of the State according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
* The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2015 have been made throughout this report as appropriate.**



#### Margins of error



The sample size for the 2015 State-wide Local Government Community Satisfaction Survey was n=28,316. 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=28,316 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 3,663,000 people aged 18 years or over overall, according to ABS estimates.

|  |  |  |  |
| --- | --- | --- | --- |
| **Demographic** | **Actual survey sample size** | **Weighted base** | **Maximum margin of**  **error at 95% confidence interval** |
| **Overall** | **28316** | **27600** | **+/-0.6** |
| **Men** | **12449** | **13619** | **+/-0.9** |
| **Women** | **15867** | **13981** | **+/-0.8** |
| **Metropolitan** | **6901** | **6800** | **+/-1.2** |
| **Interface** | **2500** | **2400** | **+/-2.0** |
| **Regional Centres** | **3000** | **2800** | **+/-1.8** |
| **Large Rural** | **8704** | **8400** | **+/-1.0** |
| **Small Rural** | **7211** | **7200** | **+/-1.2** |
| **18-34 years** | **2900** | **7053** | **+/-1.8** |
| **35-49 years** | **4868** | **6893** | **+/-1.4** |
| **50-64 years** | **8822** | **5840** | **+/-1.0** |
| **65+ years** | **11726** | **7814** | **+/-0.9** |



In 2015, 69 of the 79 Victorian councils chose to participate 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, as classified below. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings.

Please note that councils participating in 2012, 2013 and 2014 vary slightly to those participating in 2015, and that council groupings have changed for 2015. As such, comparisons to previous council group results have not been made within the report.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metropolitan** | **Interface** | **Regional Centres** | **Large Rural** | **Small Rural** |
| Banyule | Cardinia | Ballarat | Bass Coast | Alpine |
| Bayside | Casey | Greater Bendigo | Baw Baw | Ararat |
| Boroondara | Melton | Greater Geelong | Campaspe | Benalla |
| Brimbank | Mornington Peninsula | Greater Shepparton | Colac Otway | Buloke |
| Frankston | Whittlesea | Latrobe | Corangamite | Central Goldfields |
| Glen Eira | Yarra Ranges | Mildura | East Gippsland | Gannawarra |
| Greater Dandenong |  | Warrnambool | Glenelg | Hepburn |
| Kingston |  |  | Golden Plains | Hindmarsh |
| Knox |  |  | Horsham | Indigo |
| Manningham |  |  | Macedon Ranges | Loddon |
| Maroondah |  |  | Mitchell | Mansfield |
| Melbourne |  |  | Moira | Murrindindi |
| Monash |  |  | Moorabool | Pyrenees |
| Moonee Valley |  |  | Mount Alexander | Queenscliffe |
| Moreland |  |  | Moyne | Strathbogie |
| Port Phillip |  |  | South Gippsland | Towong |
| Stonnington |  |  | Southern Grampians | West Wimmera |
|  |  |  | Surf Coast | Yarriambiack |
|  |  |  | Swan Hill |  |
|  |  |  | Wangaratta |  |
|  | | | Wellington |  |
| Non-participating councils: Darebin, Hobsons Bay, Hume, Maribyrnong, Nillumbik, Northern Grampians, Whitehorse, Wodonga, Wyndham, Yarra. | | | | |

Analysis and reporting



**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 benchmark 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **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** |

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** |
| **Improved** | **36%** | **100** | **36** |
| **Stayed the same** | **40%** | **50** | **20** |
| **Deteriorated** | **23%** | **0** | **0** |
| **Can’t say** | **1%** | **--** | **INDEX SCORE 56** |

index score significant difference calculation

The test applied to the Indexes was an Independent Mean Test, as follows: Z Score = ($1 - $2) / Sqrt (($3\*2 / $5) + ($4\*2 / $6))

Where:

$1 = Index Score 1

$2 = Index Score 2

$3 = unweighted sample count 1

$4 = unweighted sample count 1

$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.

**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 2015 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

* Overall performance last 12 months (Overall performance)
* Lobbying on behalf of community (Advocacy)
* Community consultation and engagement (Consultation)
* Decisions made in the interest of the community (Making community decisions)
* Condition of sealed local roads (Sealed local roads)
* Contact in last 12 months (Contact)
* Rating of contact (Customer service)
* Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Analysis and reporting

**Reporting**

Every council that participated in the 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of ‘Core’ and ‘Optional’ questions asked across all council areas surveyed.

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.

The Overall State-wide Local Government Community Satisfaction Report is available at

[www.localgovernment.vic.gov.au](http://www.localgovernment.vic.gov.au/).

Glossary of terms



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

**CSS**: 2015 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.