



2023 Local Government Community Satisfaction Survey

Baw Baw Shire Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web, with some nodes appearing brighter than others.

Key findings and recommendations



Baw Baw Shire Council – at a glance

Overall council performance

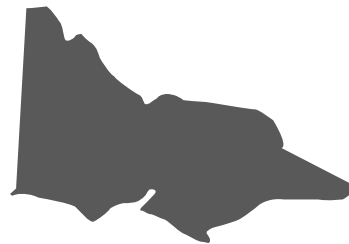
Results shown are index scores out of 100.



Baw Baw 53



Large Rural 52



State-wide 56

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

= on par



Waste management

▲ higher



Appearance of public areas

▲ higher

Lowest 3 performing areas



Sealed local roads

= on par



Community decisions

= on par



Consultation & engagement

= on par



Customer service

= on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

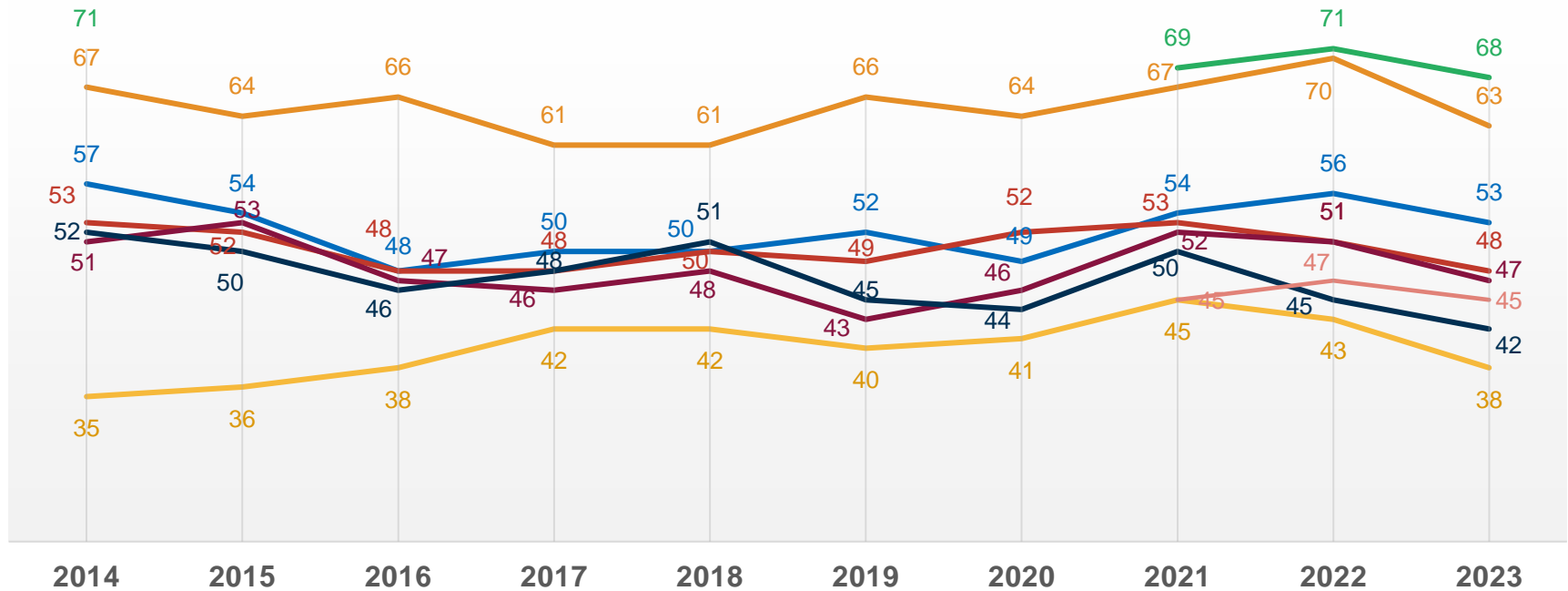

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

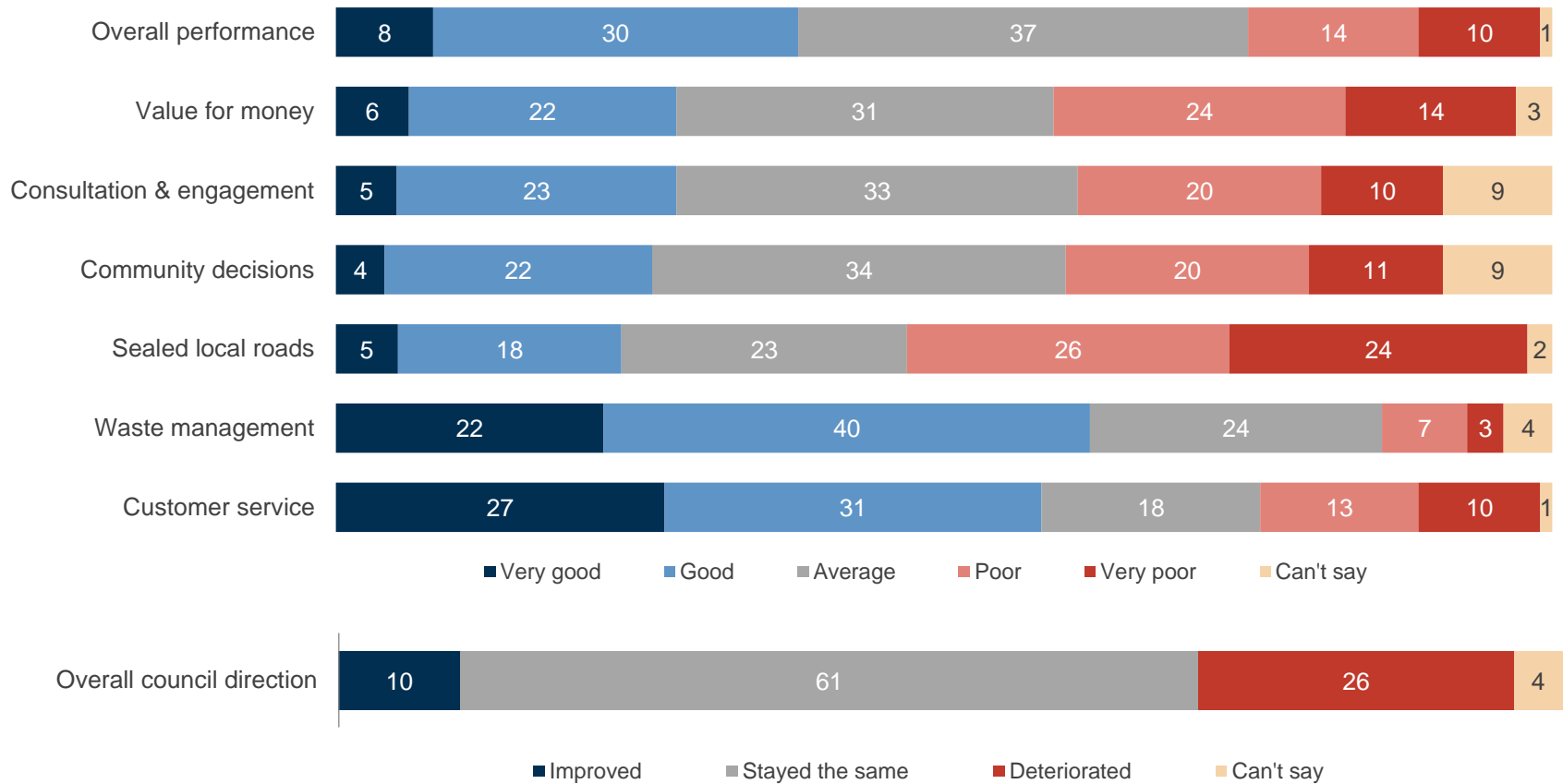

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)










Summary of Baw Baw Shire Council performance

Services		Baw Baw 2023	Baw Baw 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	53	56	52	56	Aged 18-34 years	Aged 50-64 years
	Value for money	45	47	45	49	Aged 18-34 years	Aged 50-64 years
	Overall council direction	42	45	44	46	Aged 18-34 years	Aged 50-64 years
	Customer service	63	70	65	67	Women	Men
	Art centres & libraries	71	73	69	73	Women	Men
	Waste management	68	71	65	66	Men	Aged 50-64 years
	Appearance of public areas	68	71	65	67	West Ward residents	East Ward residents
	Recreational facilities	66	69	65	68	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	64	65	64	65	Aged 18-34 years	Aged 50-64 years
	Environmental sustainability	59	58	58	60	Aged 50-64 years	Aged 35-49 years



Summary of Baw Baw Shire Council performance

Services		Baw Baw 2023	Baw Baw 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Bus/community dev./tourism	54	56	56	59	Aged 18-34 years	Aged 50-64 years
	Lobbying	49	51	49	51	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	48	51	49	52	Aged 18-34 years	Aged 50-64 years
	Community decisions	47	51	48	51	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	38	43	40	48	Aged 65+ years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Baw Baw Shire Council's overall performance index score of 53 is three points down on the 2022 result (though this is not a statistically significant change). Similarly, Council's performance on most service areas evaluated has not changed significantly over the last twelve months. The exceptions are customer service, decisions made in the interest of the community and sealed local roads, where performance perceptions declined significantly from 2022.

Key influences on perceptions of overall performance

Efforts should be focused on improving performance in influential service areas where Council is rated poorly, such as decisions made in the interest of the community, the condition of sealed local roads, and community consultation and engagement. Perceptions in these service areas have declined for two consecutive years, forming an emerging downward trend. Boosting performance in these areas is likely to enhance resident perceptions of Council's overall performance. There is opportunity for positive change here.

Comparison to state and area grouping

Council performs as well or significantly higher than the Large Rural group council averages on all service areas for 2023. This is a positive result for Council. In customer service and most individual service areas evaluated, Council rates in line with State-wide averages. However, on overall performance, other core measures and Council's lower rated individual service areas such as sealed local roads and community decisions, Baw Baw's performance is rated significantly lower than the State-wide group average.

Shoring up positive perceptions

Council should look to maintain performance on highly rated service areas such as art centres and libraries, the appearance of public areas and recreational facilities. Perceptions of performance in these service areas have an influence on Council's overall rating, and are highly regarded by residents.

DETAILED FINDINGS

Overall performance



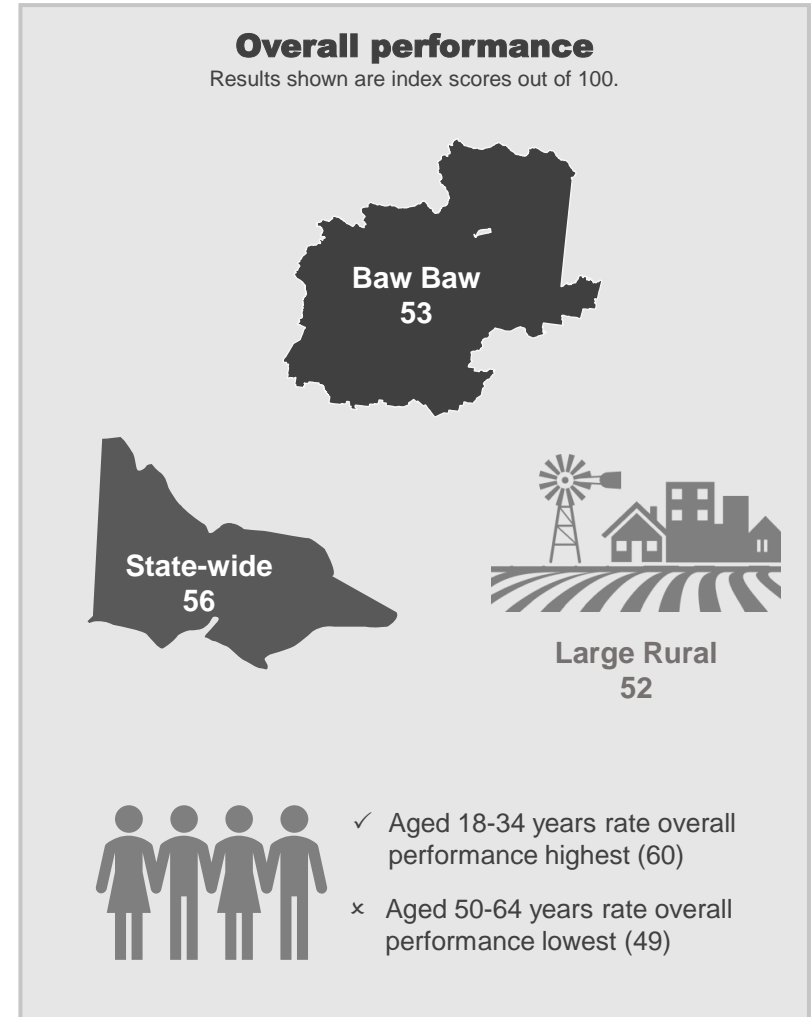
Overall performance

The overall performance index score of 53 for Baw Baw Shire Council represents a (not significant) three-point decline from 2022. Despite the decrease, Council has been able to maintain most of the significant gains made here in 2021.

Baw Baw Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for council's State-wide and is rated in line with the Large Rural council group average (index scores of 56 and 52 respectively).

- Residents of Central Ward have had a significant decline in perceptions of Council's overall performance (index score of 52), down seven points from the 2022 result.
- Residents aged 18 to 34 years (index score of 60) rate Council's overall performance significantly higher than average.

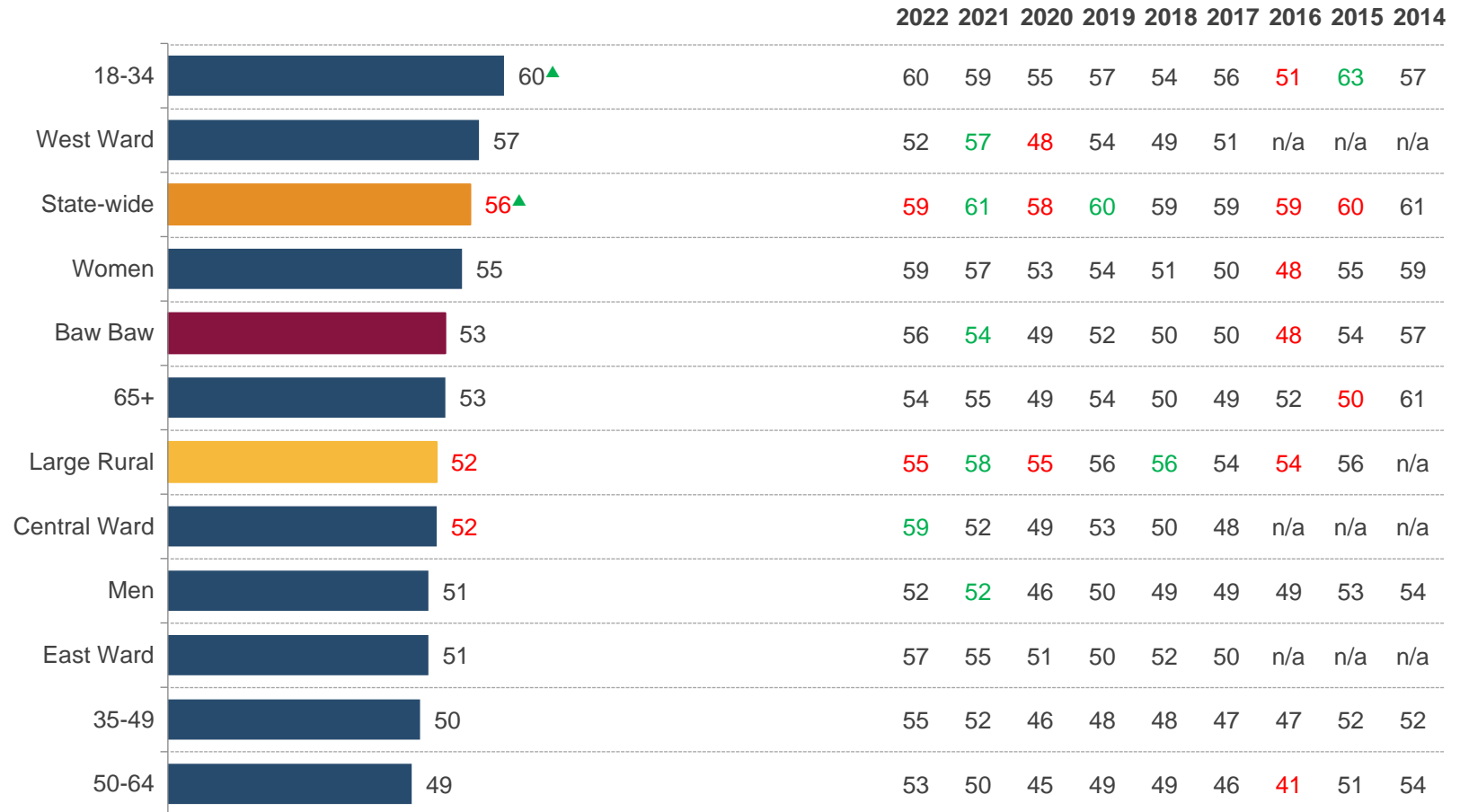
Over a quarter of residents (28%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is outweighed by those who rate Council as 'very poor' or 'poor' (38%). A further 31% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Baw Baw Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

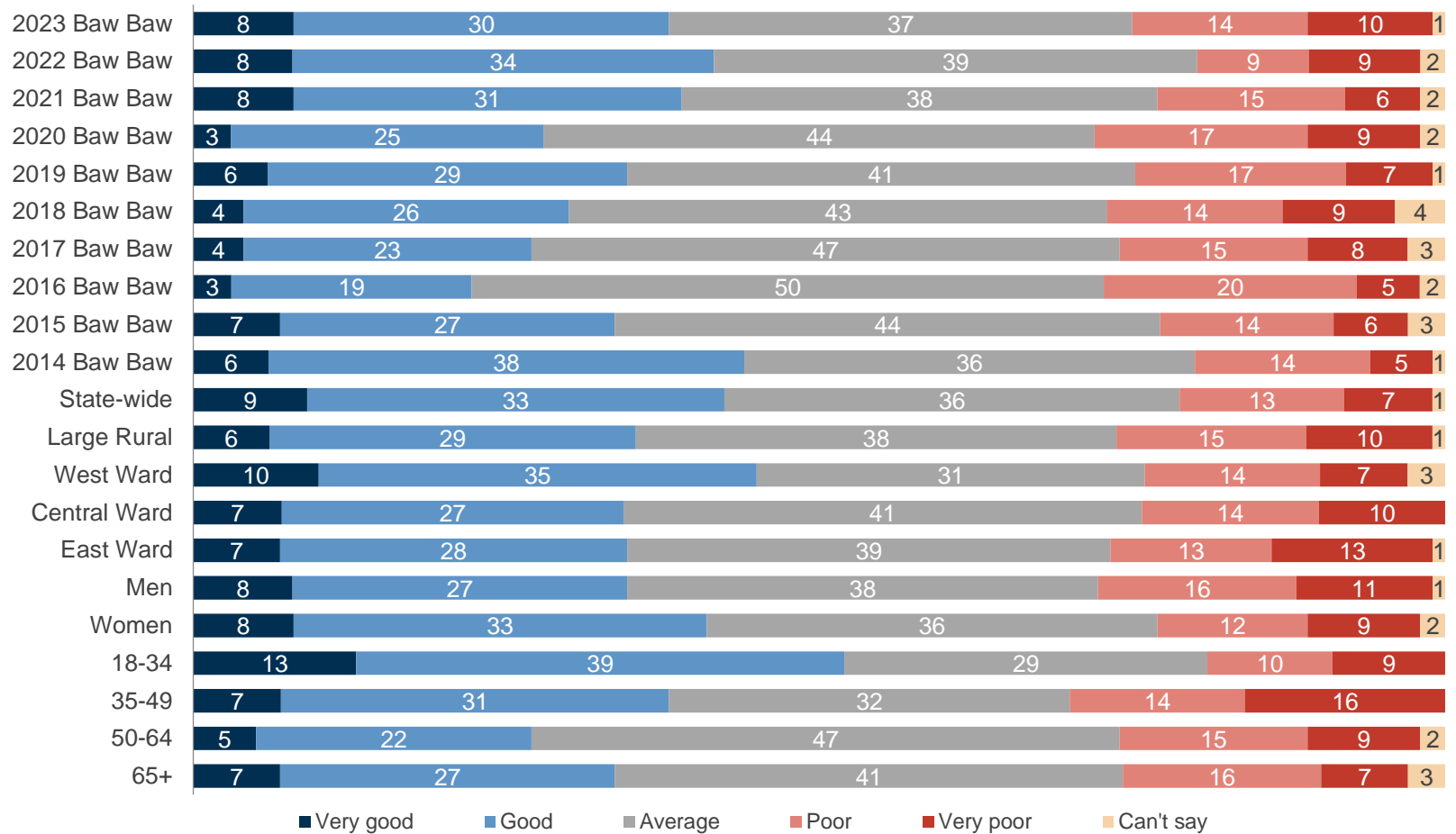
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall performance

2023 overall performance (%)

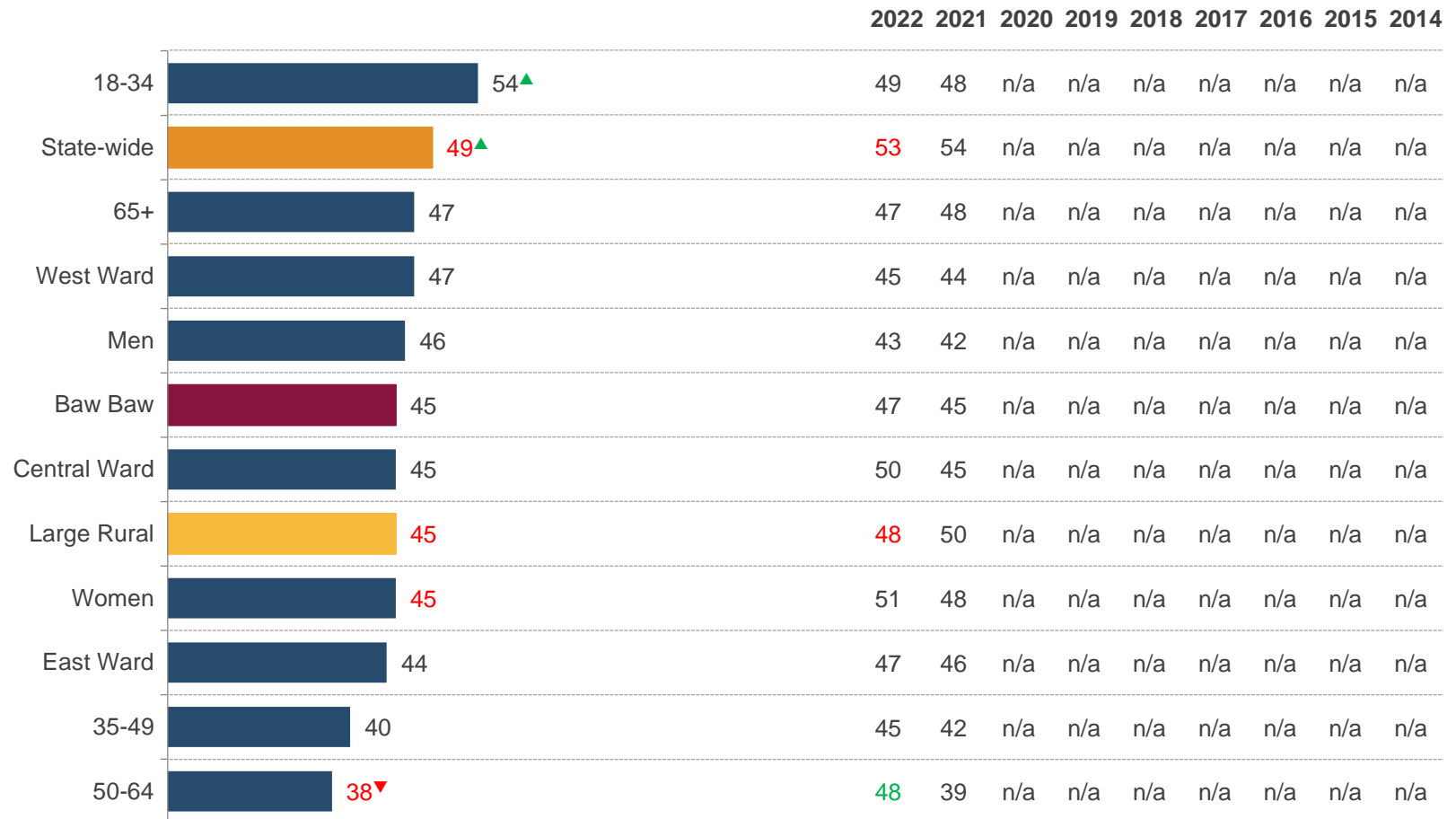


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Baw Baw Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Value for money in services and infrastructure

2023 value for money (index scores)



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

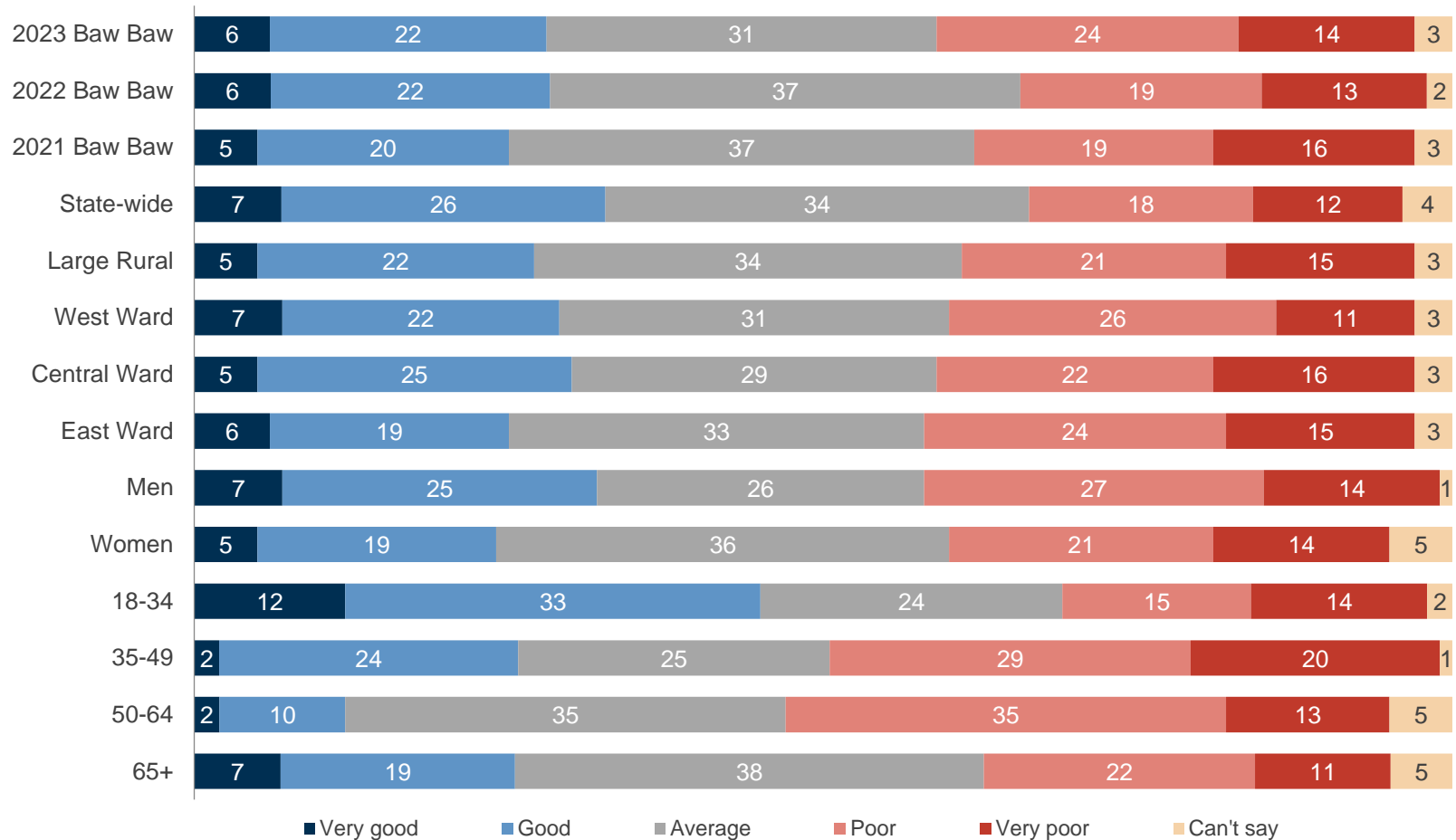
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18



Top performing service areas

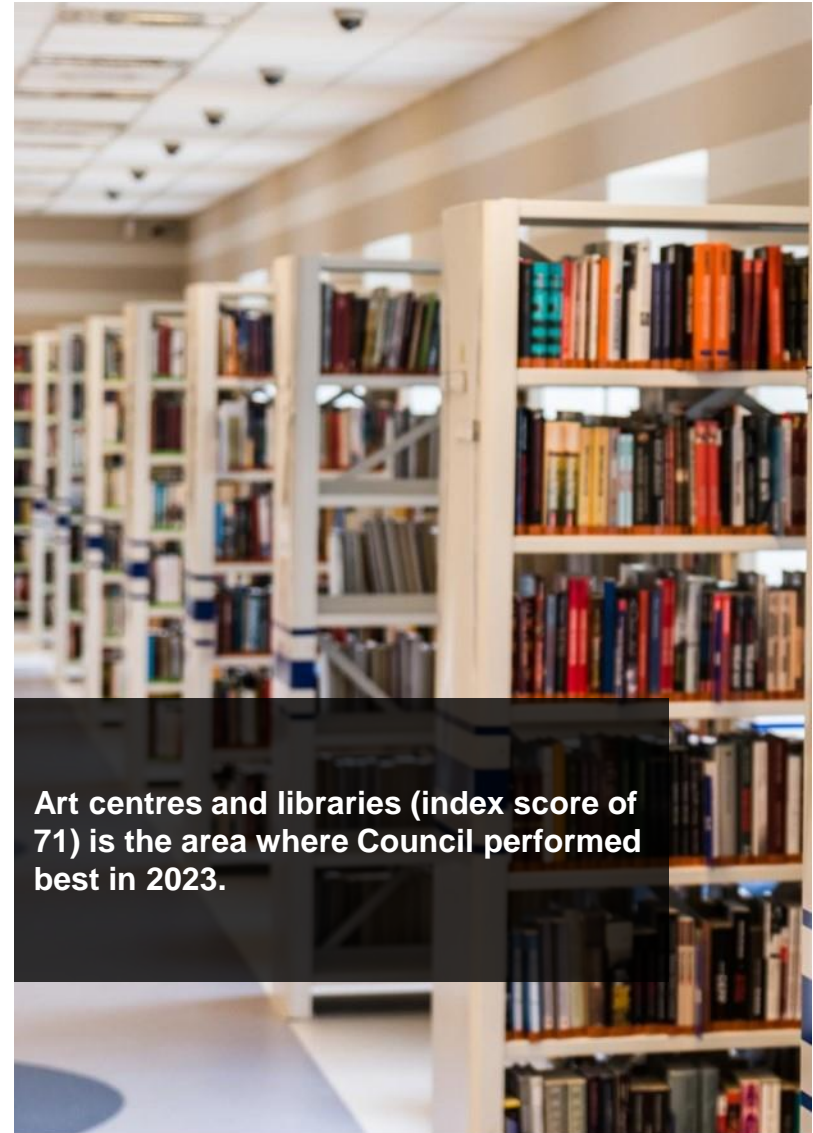
Art centres and libraries (index score of 71) remains Council's top-rated area. This is a positive result, as performance perceptions in this area have a moderate influence on Council's overall performance rating.

- Council performs in line with State-wide and Large Rural group averages (index scores of 73 and 69 respectively) in this service area.
- On this measure, women rate Council's performance significantly higher (75) than the Council average. Conversely, men rate performance significantly lower (66) than average and significantly lower than they did in 2022 (five points down).

Waste management and the appearance of public areas are Council's next highest rated service areas (index scores of 68).

- Council performance on waste management and the appearance of public areas is rated significantly higher than the Large Rural group average.

Council should seek to maintain performance ratings in waste management as it is deemed a particularly important service area and increasingly so (importance index score of 81, up a significant three points on 2022). The appearance of public areas also has a relatively moderate to strong influence on Council's overall performance rating, so endeavours should be made here too to maintain positive ratings.



Art centres and libraries (index score of 71) is the area where Council performed best in 2023.



Low performing service areas



Perceptions of Council performance declined significantly in two service areas in 2023:

- Sealed local roads (index score of 38) declined five index points from 2022. This is the lowest score for Council in this area since 2016 and the first significant decline recorded. Further, almost a quarter of residents volunteer sealed road maintenance (24%) as an area Council most needs to improve.
- Decisions made in the interest of the community (index score of 47) declined by four index points. East Ward residents (index score of 45) rate performance in this area significantly lower than they did in 2022, ending a three year upward trend among this group.

Council's performance is rated significantly lower than State-wide group averages and in line with Large Rural group averages for the aforementioned service areas.

The condition of sealed local roads and decisions made in the interest of the community are Council's lowest rated services areas and the two most influential service areas on Council's overall performance rating. Improvement in these areas should positively impact views of overall performance.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
Waste management	68	71	69	n/a	n/a	n/a	n/a	n/a	n/a	71
Appearance of public areas	68	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
Recreational facilities	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
Emergency & disaster mngt	64	65	n/a	n/a	70	n/a	n/a	n/a	n/a	70
Environmental sustainability	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
Lobbying	49	51	52	49	47	49	48	50	53	52
Consultation & engagement	48	51	53	52	49	50	48	48	52	53
Community decisions	47	51	52	46	43	48	46	47	53	51
Sealed local roads	38	43	45	41	40	42	42	38	36	35

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

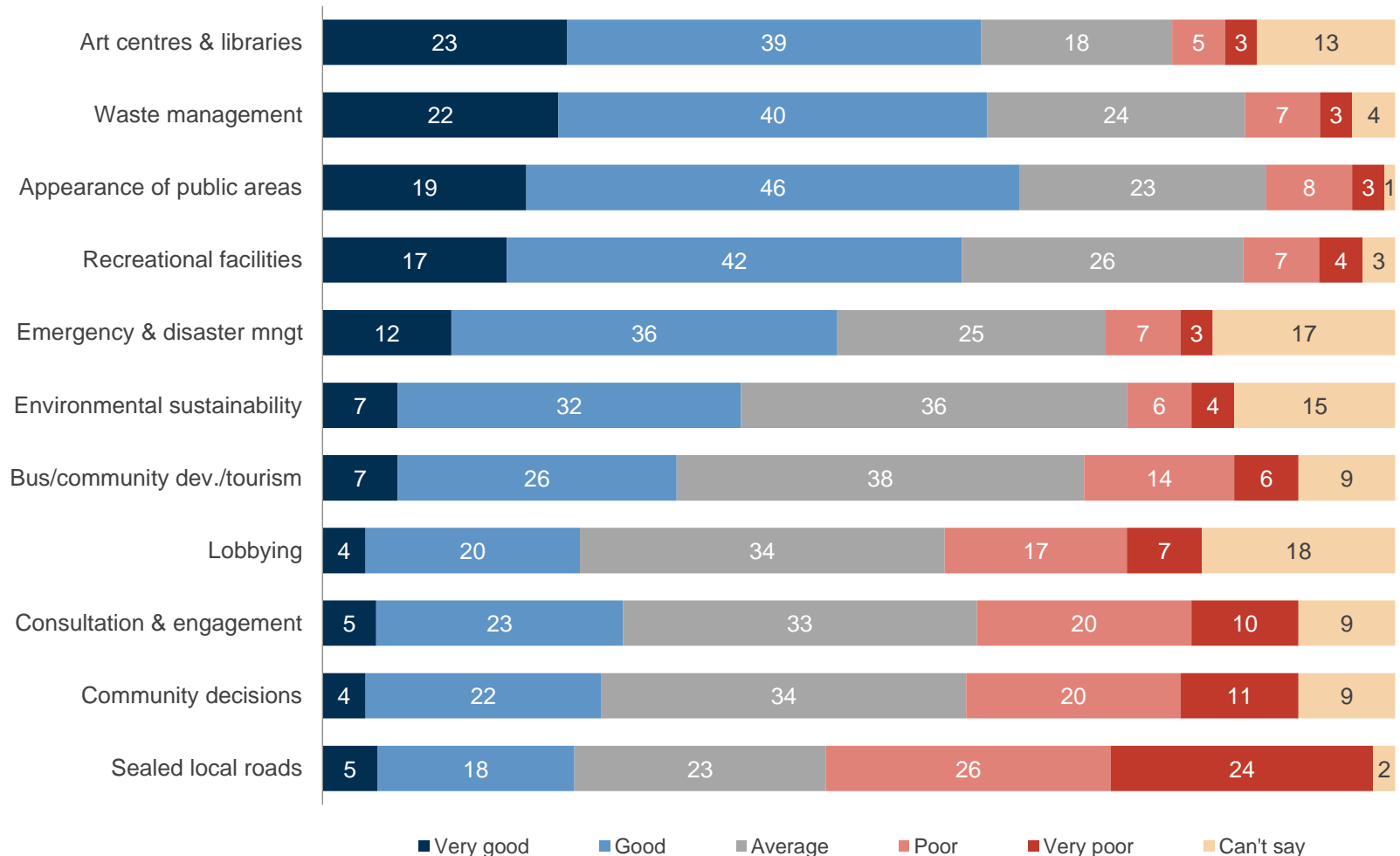
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Individual service area performance

2023 individual service area performance (%)





Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sealed local roads	85	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76
Emergency & disaster mngt	80	81	n/a	n/a	79	n/a	n/a	n/a	n/a	81
Consultation & engagement	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Recreational facilities	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Appearance of public areas	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
Lobbying	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
Bus/community dev./tourism	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
Environmental sustainability	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62

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

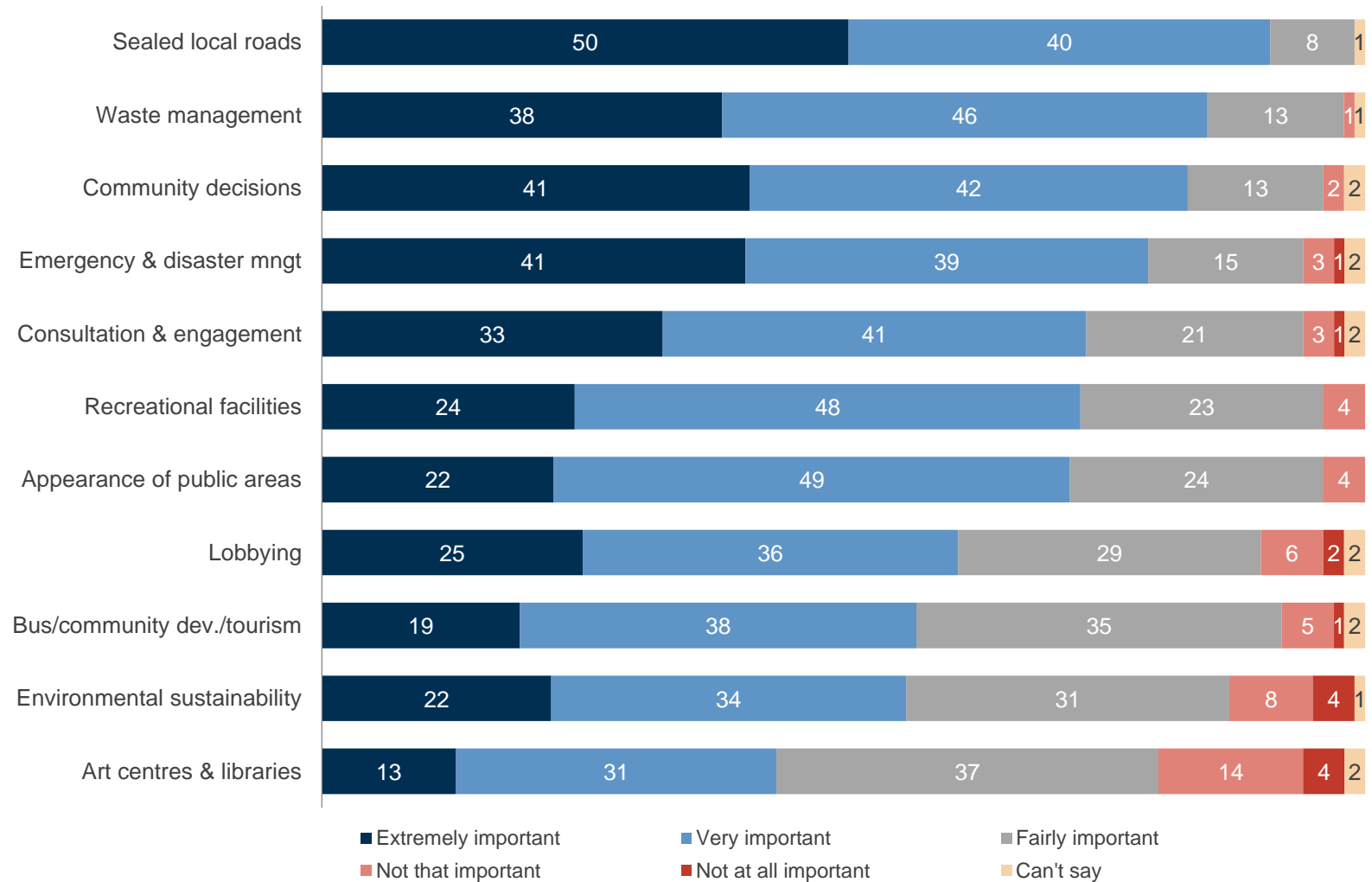
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

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



Individual service area importance

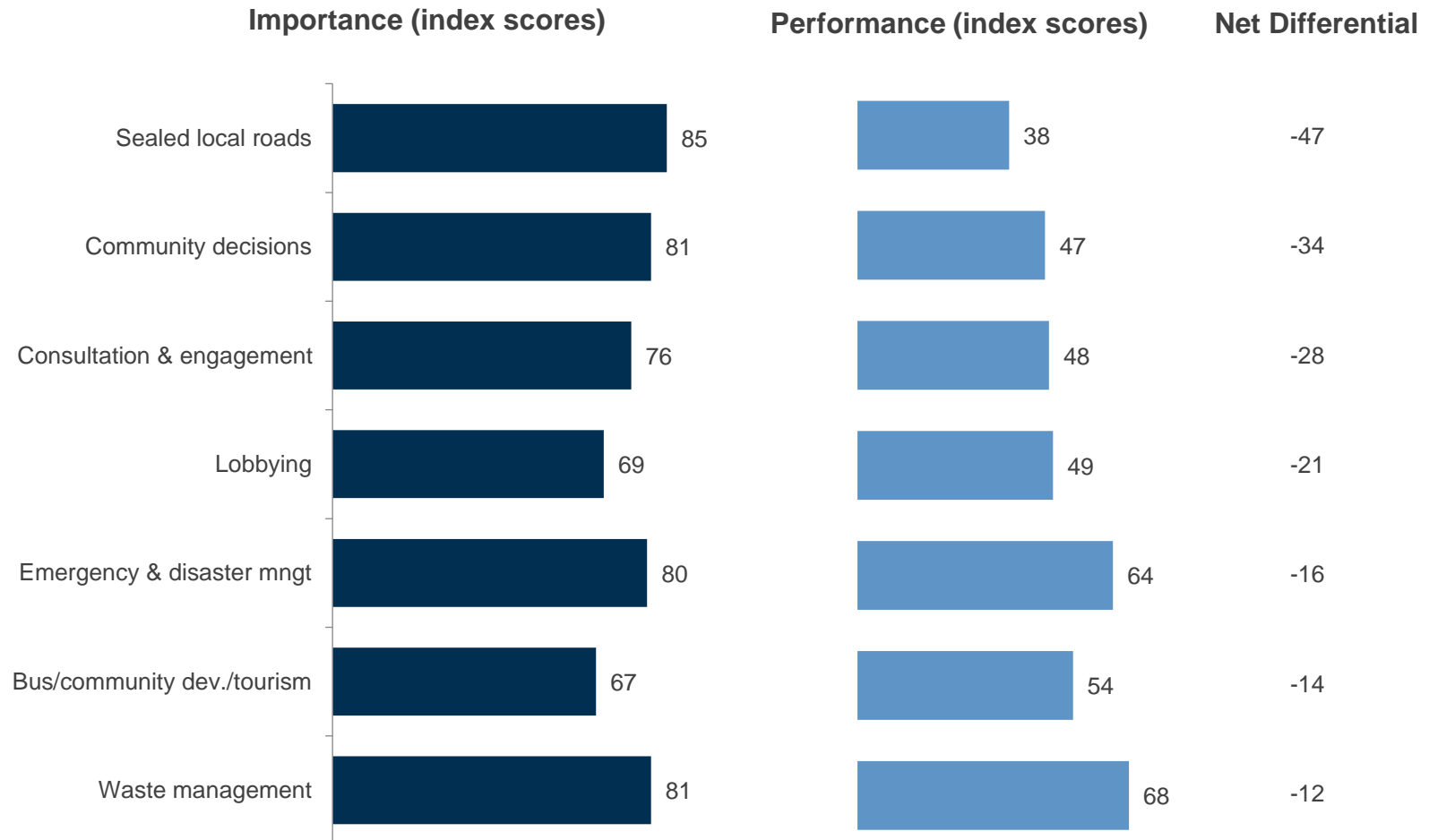
2023 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, this is one of Council's poorest performing areas (index score of 47).

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

- The condition of sealed local roads
- The appearance of public areas
- Community consultation and engagement
- Business, community development and tourism
- Environmental sustainability
- Recreational facilities
- Art centres and libraries.

Looking at these key service areas only, art centres and libraries, the appearance of public areas and recreational facilities have a high performance index (71, 68 and 66 respectively).

These service areas have a moderate to strong influence on the overall performance rating and maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions but where Council is performing less well include business, community development and tourism and environmental sustainability (performance index of 54 and 59 respectively).

Sensitivity to community views around business, development and tourism and promoting Council's sustainability initiatives can also help to increase positive perceptions of Council.

However, in addition to Council decision making, most in need of attention are the condition of sealed local roads and community consultation, which are poorly rated (performance index of 38 and 48 respectively) and among the stronger influences on overall community opinion.

It is therefore also important to consult residents about key local issues and attend to their concerns about sealed roads to help improve overall ratings of Council.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

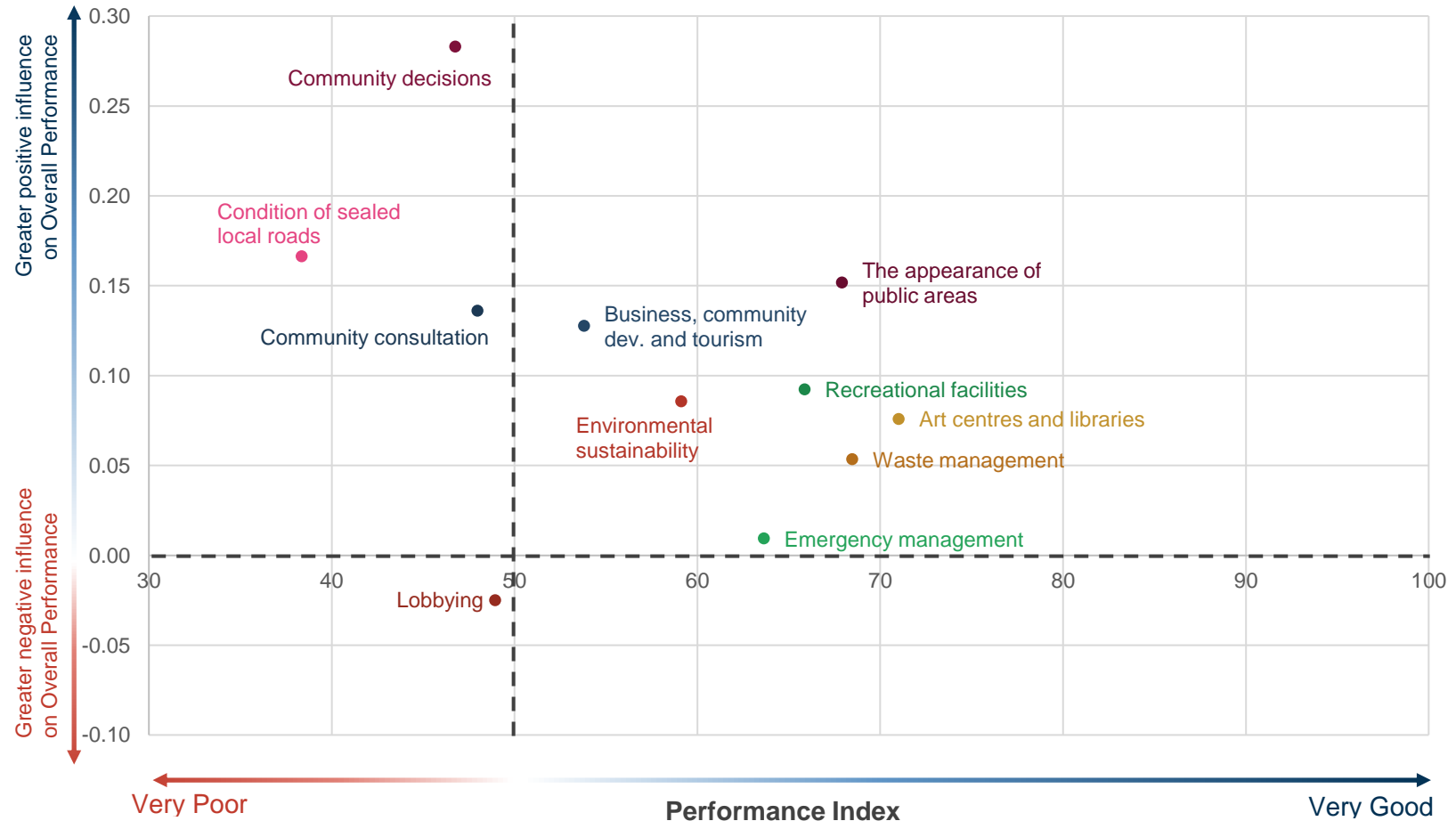
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

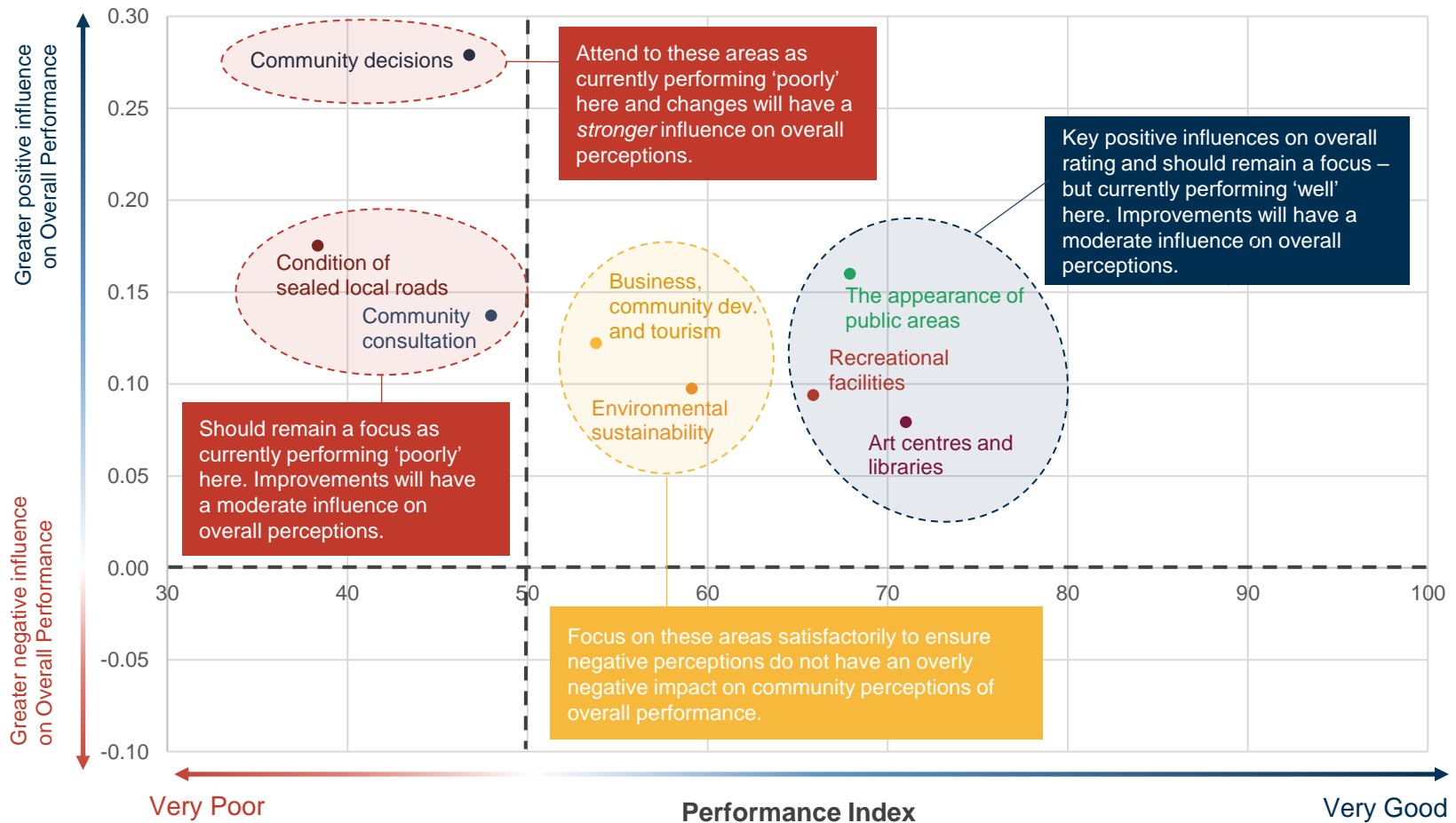


The multiple regression analysis model above (all service areas) has an R^2 value of 0.602 and adjusted R^2 value of 0.591, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 53.33$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

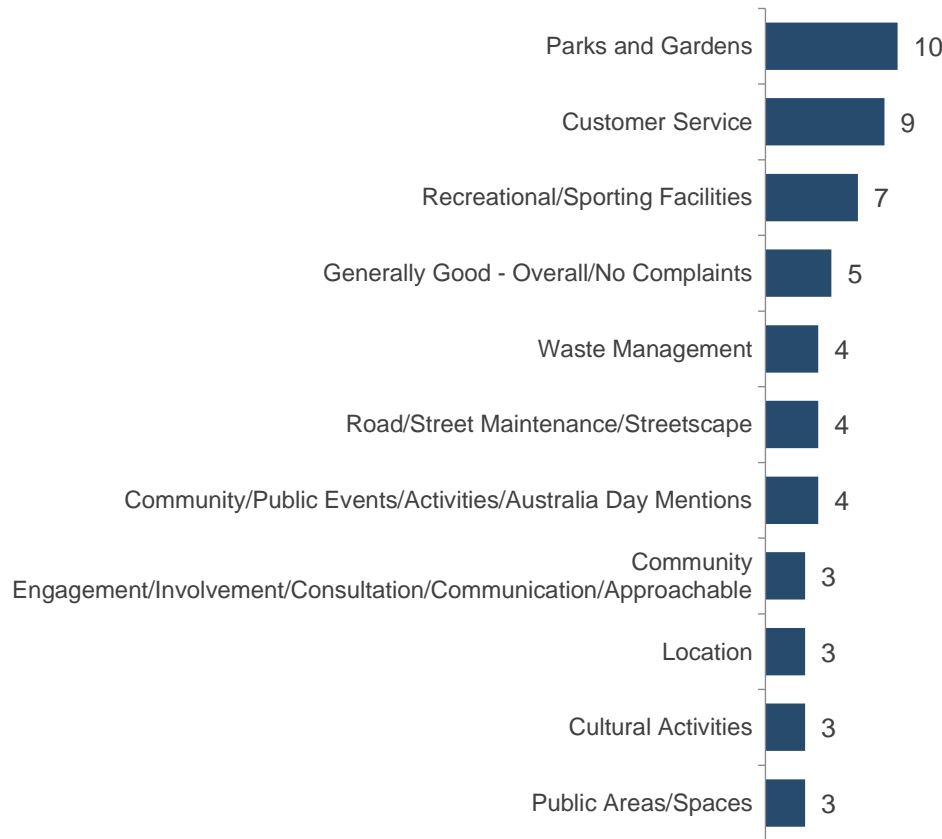


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.599 and adjusted R^2 value of 0.591, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 73.13$.

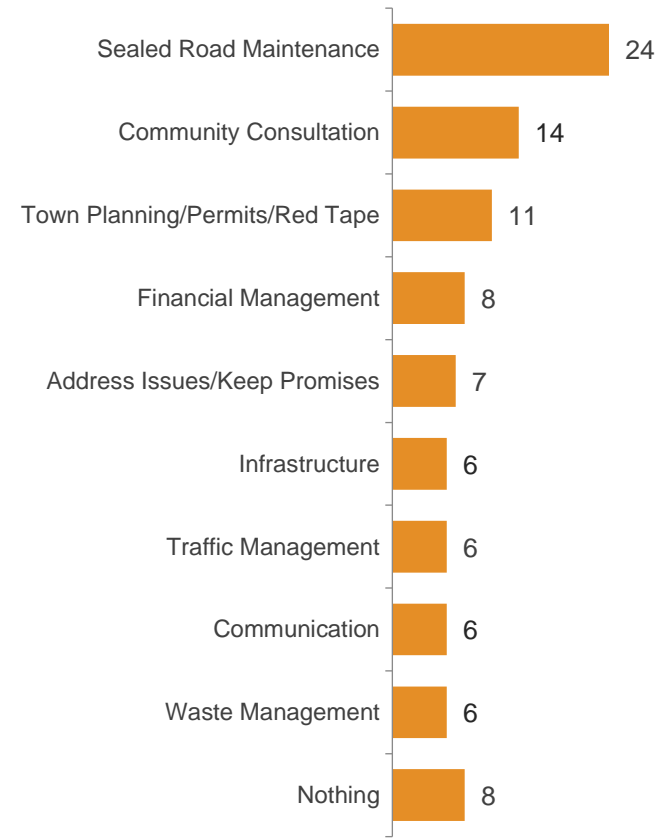


Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



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



Q16. Please tell me what is the ONE BEST thing about Baw Baw Shire 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: 33 Councils asked group: 12

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

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Three in five Council residents (62%) have had contact with Council in the last 12 months, in line with the 2022 rate of contact. Contact among residents aged 18 to 34 years and men has increased significantly from 2022 (up 16 and 12 percentage points respectively).

Contact by telephone remains the most common method of contact for residents (36%), followed by email contact (26%, up 10 points from 2022), and in-person contact (21%).



Among those residents who have had contact with Council, 58% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 has declined significantly for the first time. This is Council's lowest customer service rating since 2018, following peak ratings in 2021 and 2022.

That said, customer service is rated in line with the State-wide and Large Rural group averages (index scores of 67 and 65 respectively).

- Women (index score of 71) rate Council's customer service significantly higher than average.
- Perceptions of customer service have declined significantly among younger residents aged 18 to 34 years (67, down 13 points), though their rating remains one of Council's highest.
- Perceptions of customer service have also declined significantly among Central Ward residents (61, down 10 points since 2022).

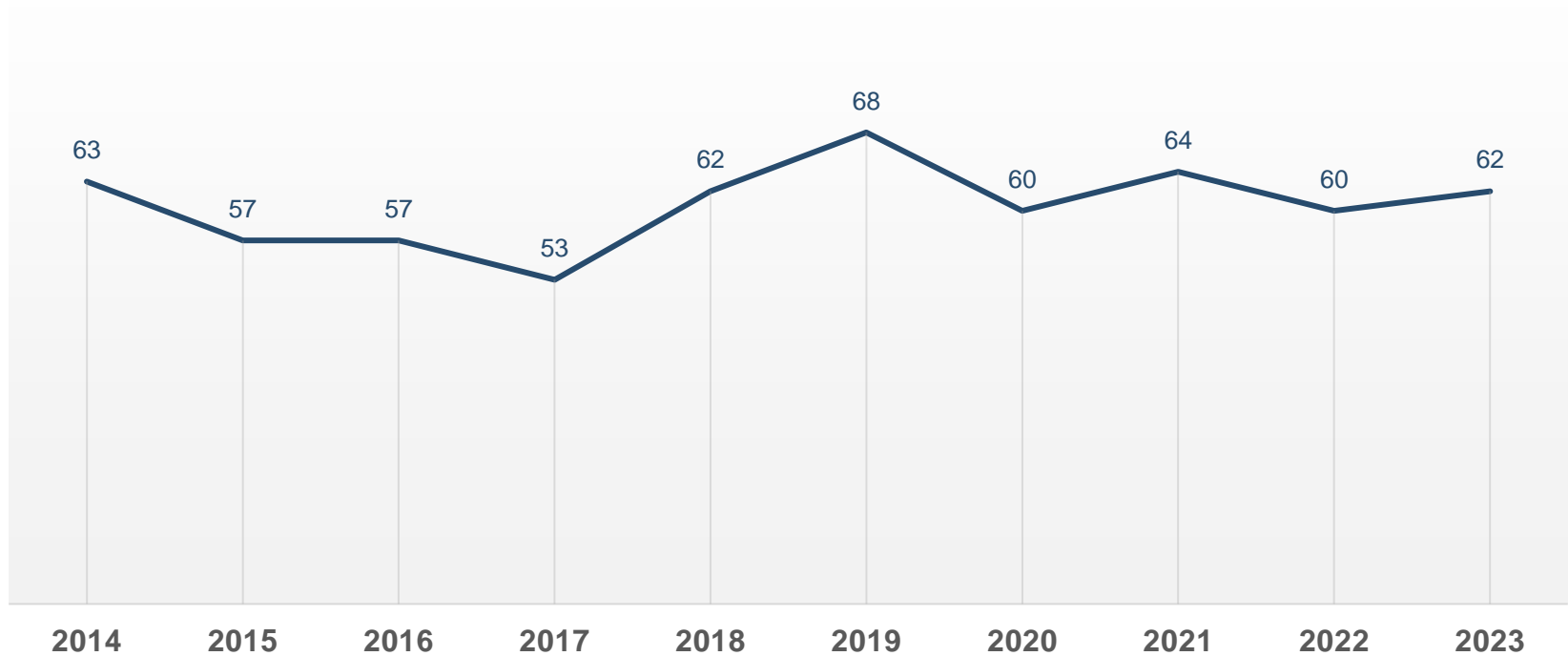
In past years, customer service ratings from those who contact Council via email have been relatively high.

This year, there has been an increase in email contact with Council, however perceptions of customer service via this method have dropped significantly (index score of 52, down 22 points). Given the increase in contact by email, Council may wish to focus attention in the coming year on service levels in responding to email queries.



Contact with council

2023 contact with council (%)
Have had contact



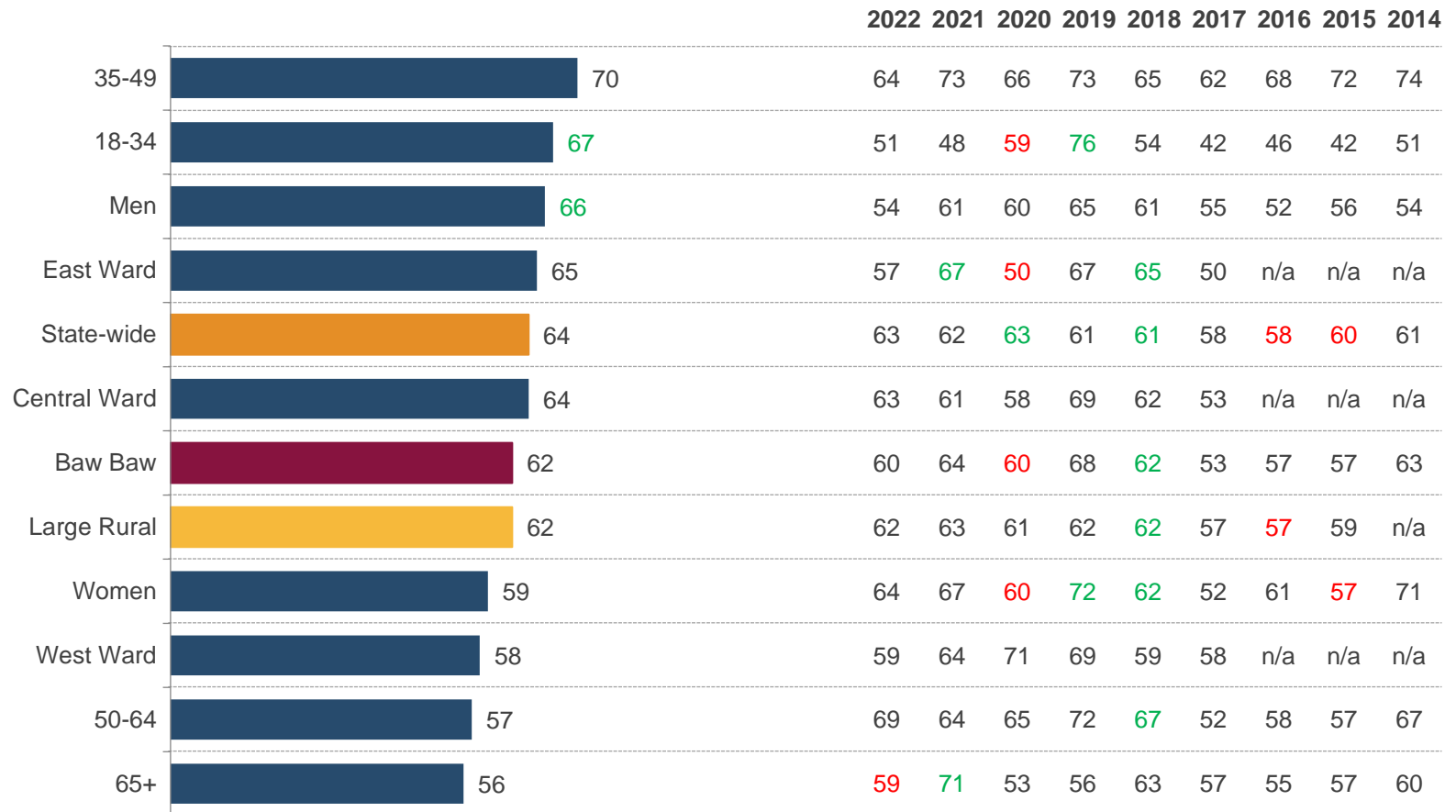
Q5a. Have you or any member of your household had any recent contact with Baw Baw Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2023 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	71▲	74	70	69	72	63	67	65	69	71
18-34	67	80	64	70	73	56	63	69	63	63
State-wide	67	68	70	70	71	70	69	69	70	72
West Ward	66	71	67	67	68	59	61	n/a	n/a	n/a
Large Rural	65	67	68	68	69	67	66	67	67	n/a
35-49	64	65	68	66	62	55	53	68	65	68
Baw Baw	63	70	67	64	66	61	61	66	64	67
East Ward	62	68	66	61	63	63	61	n/a	n/a	n/a
50-64	62	69	67	61	59	67	62	56	67	68
Central Ward	61	71	69	63	66	61	62	n/a	n/a	n/a
65+	59	68	68	59	67	65	67	68	63	69
Men	56	64	64	59	59	60	56	67	60	62

Q5c. Thinking of the most recent contact, how would you rate Baw Baw Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

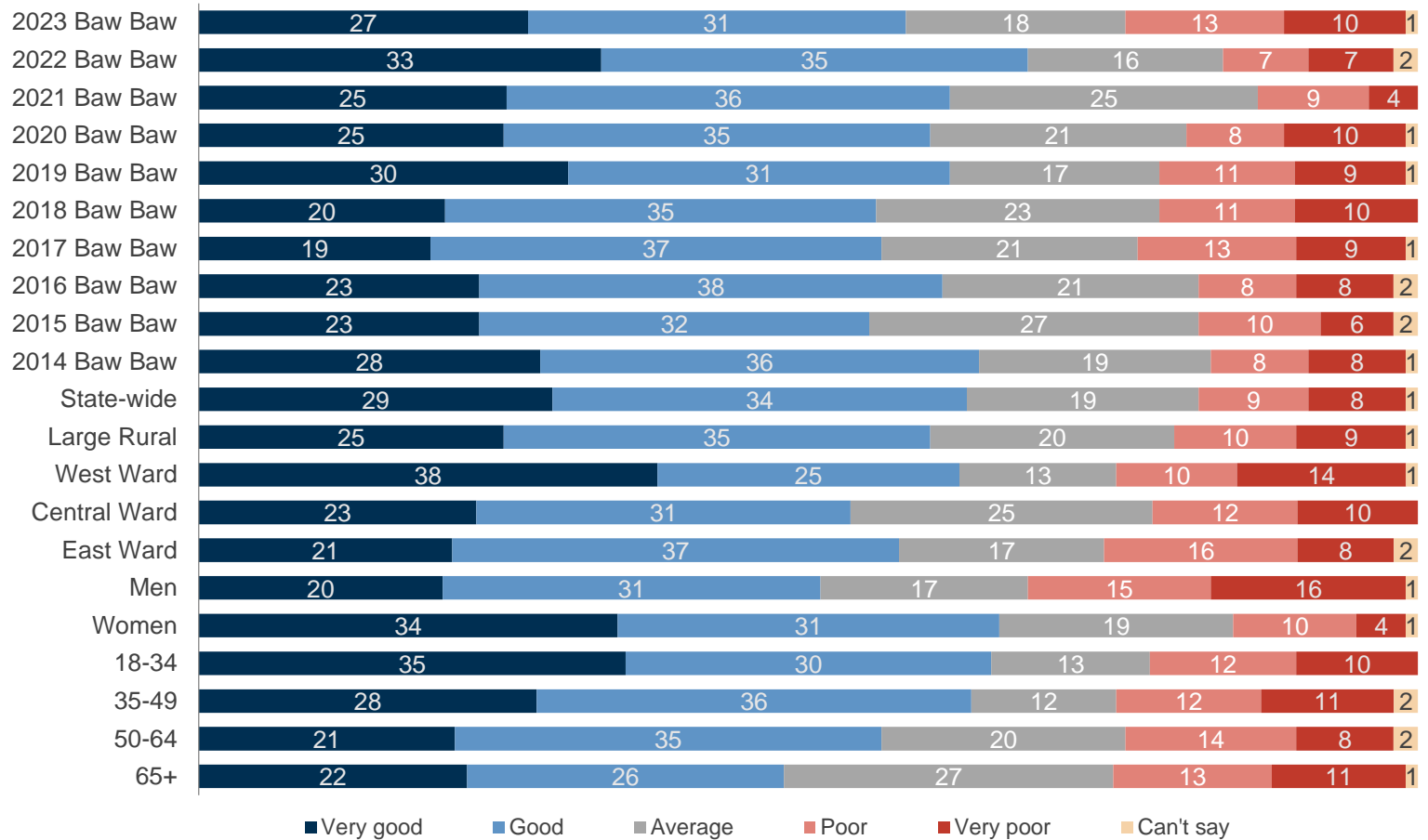
Councils asked State-wide: 66 Councils asked group: 18

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Baw Baw Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 66 Councils asked group: 18



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



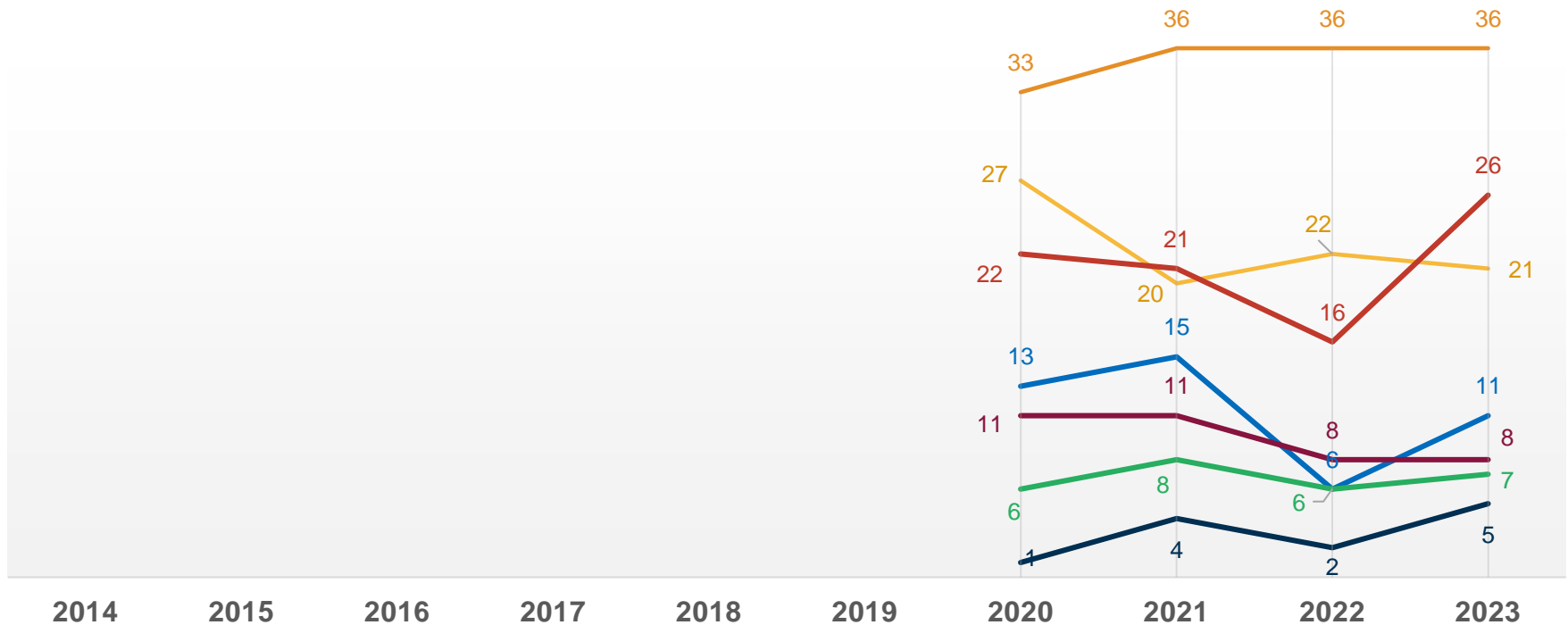
By Email



Via Website



By Social Media



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

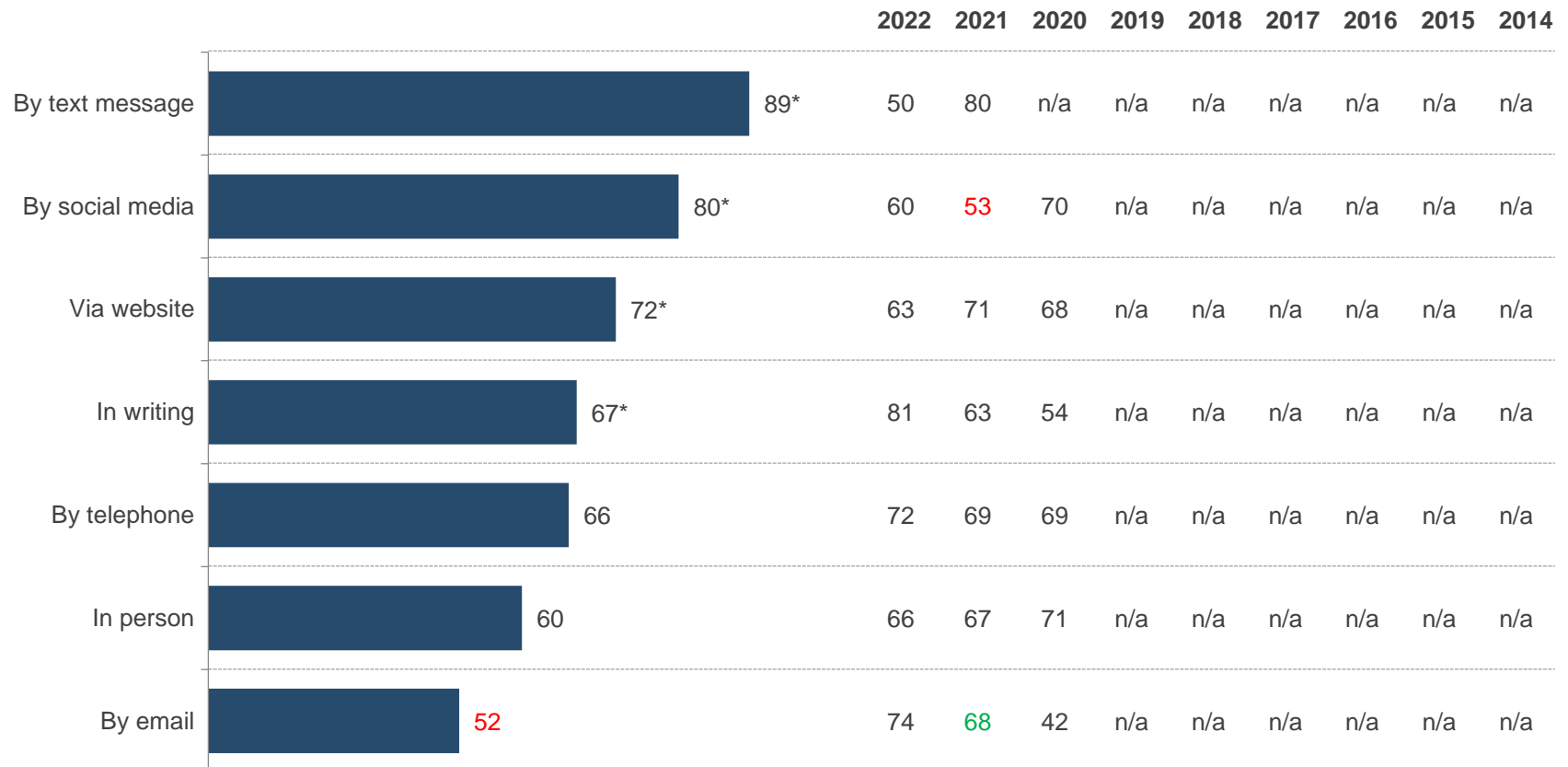
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Baw Baw Shire 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: 25 Councils asked group: 8

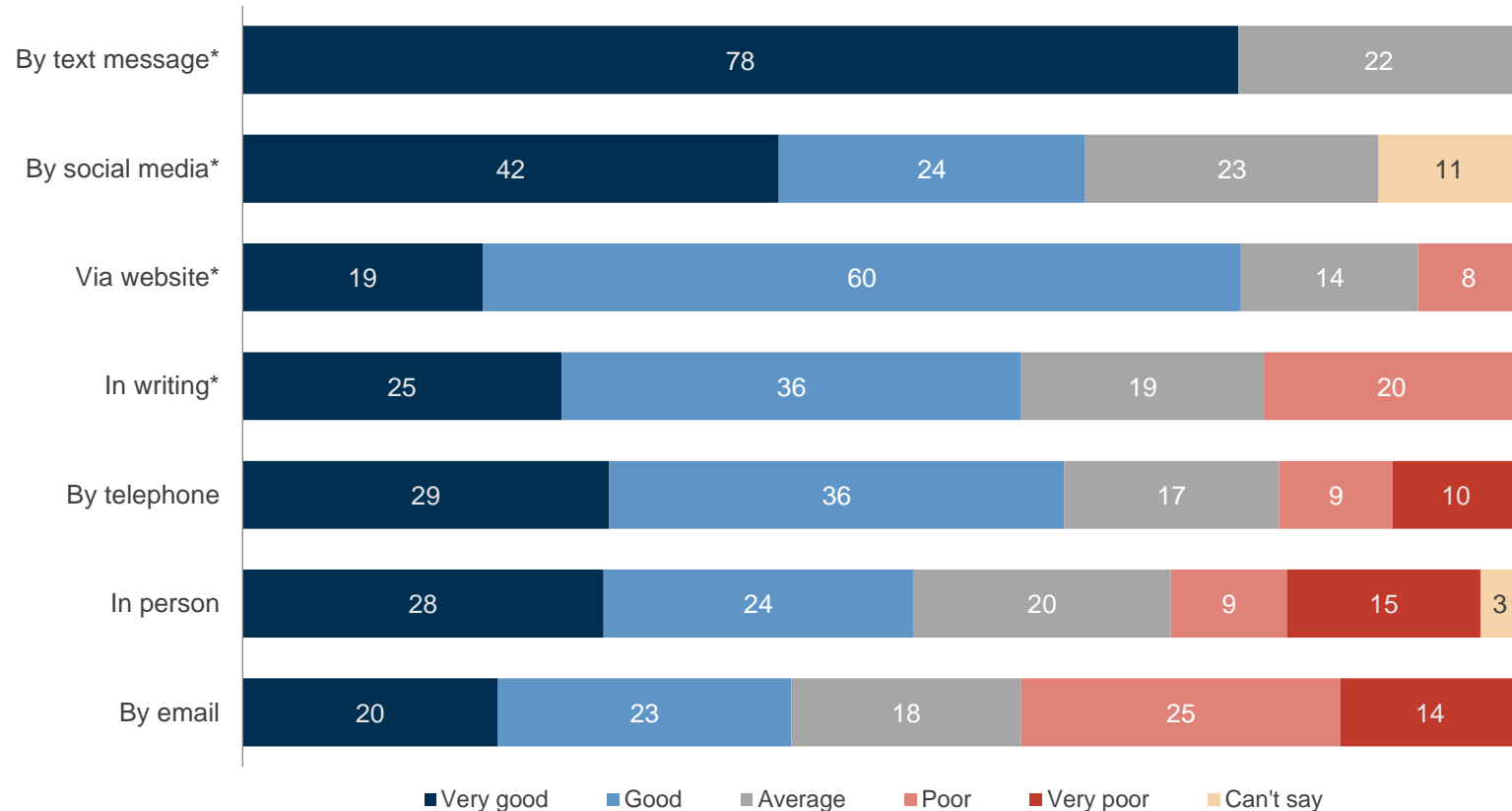
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Baw Baw Shire 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: 25 Councils asked group: 8

*Caution: small sample size < n=30



Council direction



Council direction

The majority of residents (61%) believe Council's overall direction has stayed the same over the last 12 months (up three percentage points on 2022).

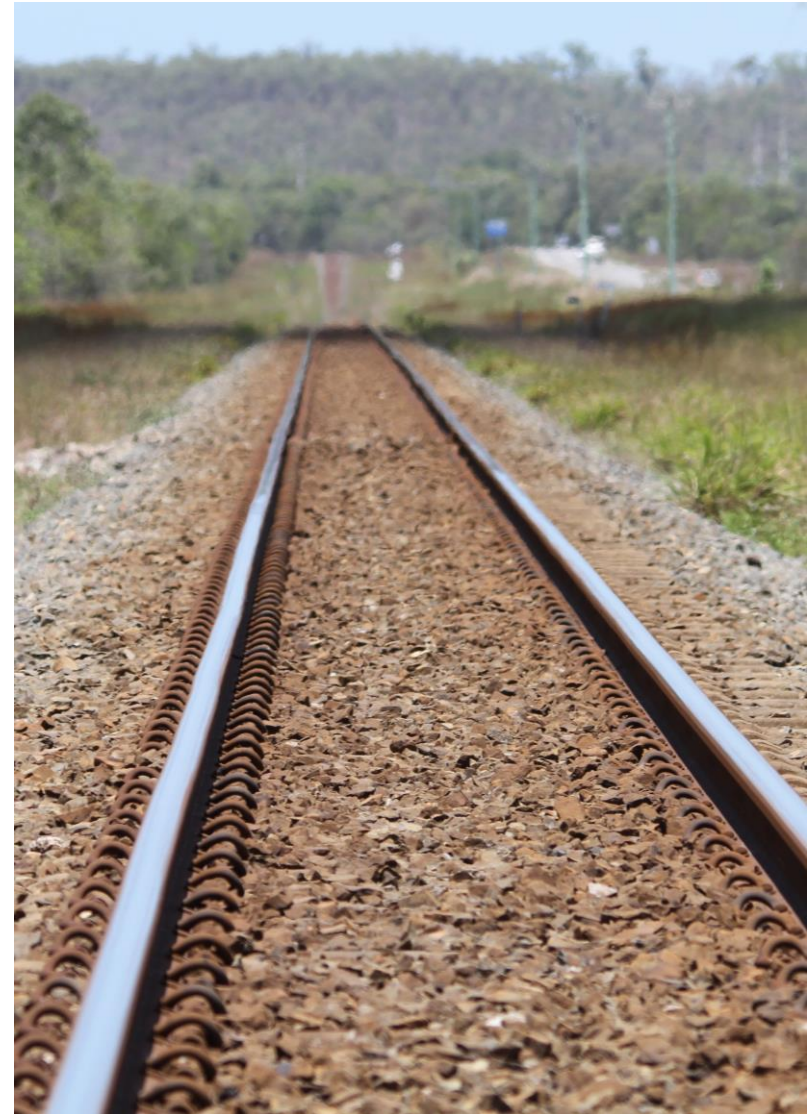
- Council's overall direction index score of 42 is the lowest in 10 years, despite no significant change from 2022.

Council rates significantly lower than the State-wide average (index score of 46) and in line with the Large Rural average (44) for overall council direction.

However, while State-wide and Large Rural group averages dropped significantly from 2022, Baw Baw Shire Council experienced no significant change to views of overall Council direction.

- Residents aged 18 to 34 years are most satisfied with council direction over the last 12 months (index score of 48).
- The least satisfied with council direction are those aged 50 to 64 years (index score of 37, significantly lower than in 2022).

In regard to the trade off between rates and services, a majority of residents (58%) would prefer cuts to services to keep rates at the same level, with 31% 'definitely' preferring service cuts. On the other hand, 21% of residents would prefer a rate rise to see improvements in local services.





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	48	49	55	51	54	55	53	50	46	52
State-wide	46▲	50	53	51	53	52	53	51	53	53
Women	44	49	51	45	48	52	50	44	51	53
Large Rural	44	47	51	50	51	52	52	48	51	n/a
West Ward	43	40	56	47	46	48	49	n/a	n/a	n/a
Central Ward	43	48	44	41	48	54	50	n/a	n/a	n/a
Baw Baw	42	45	50	44	45	51	48	46	50	52
35-49	41	47	53	45	45	50	49	45	52	45
65+	40	41	45	39	43	51	46	46	49	59
East Ward	40	47	48	45	42	51	46	n/a	n/a	n/a
Men	39	41	48	44	43	50	46	48	48	51
50-64	37	47	46	42	39	48	45	43	51	49

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

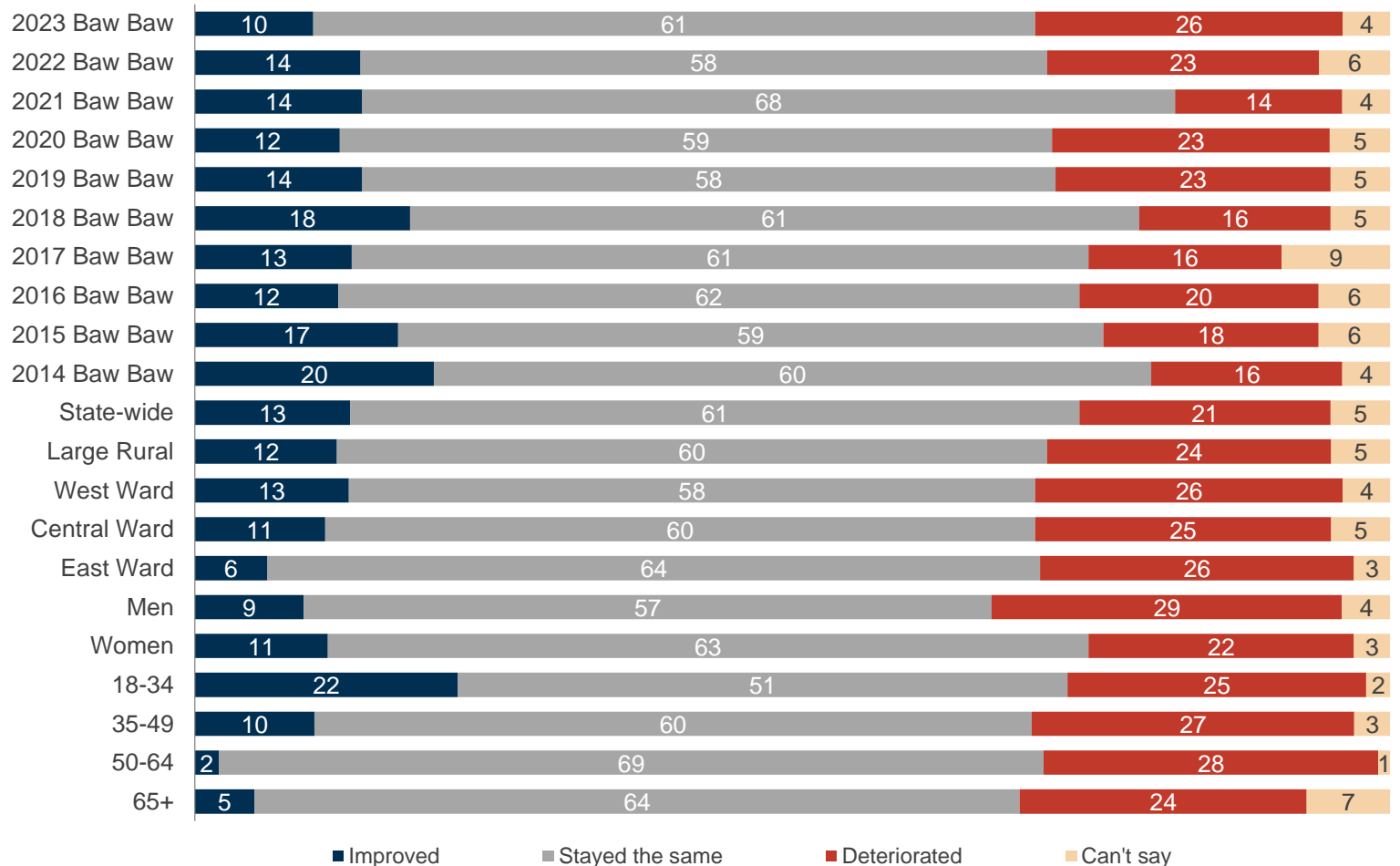
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall council direction last 12 months

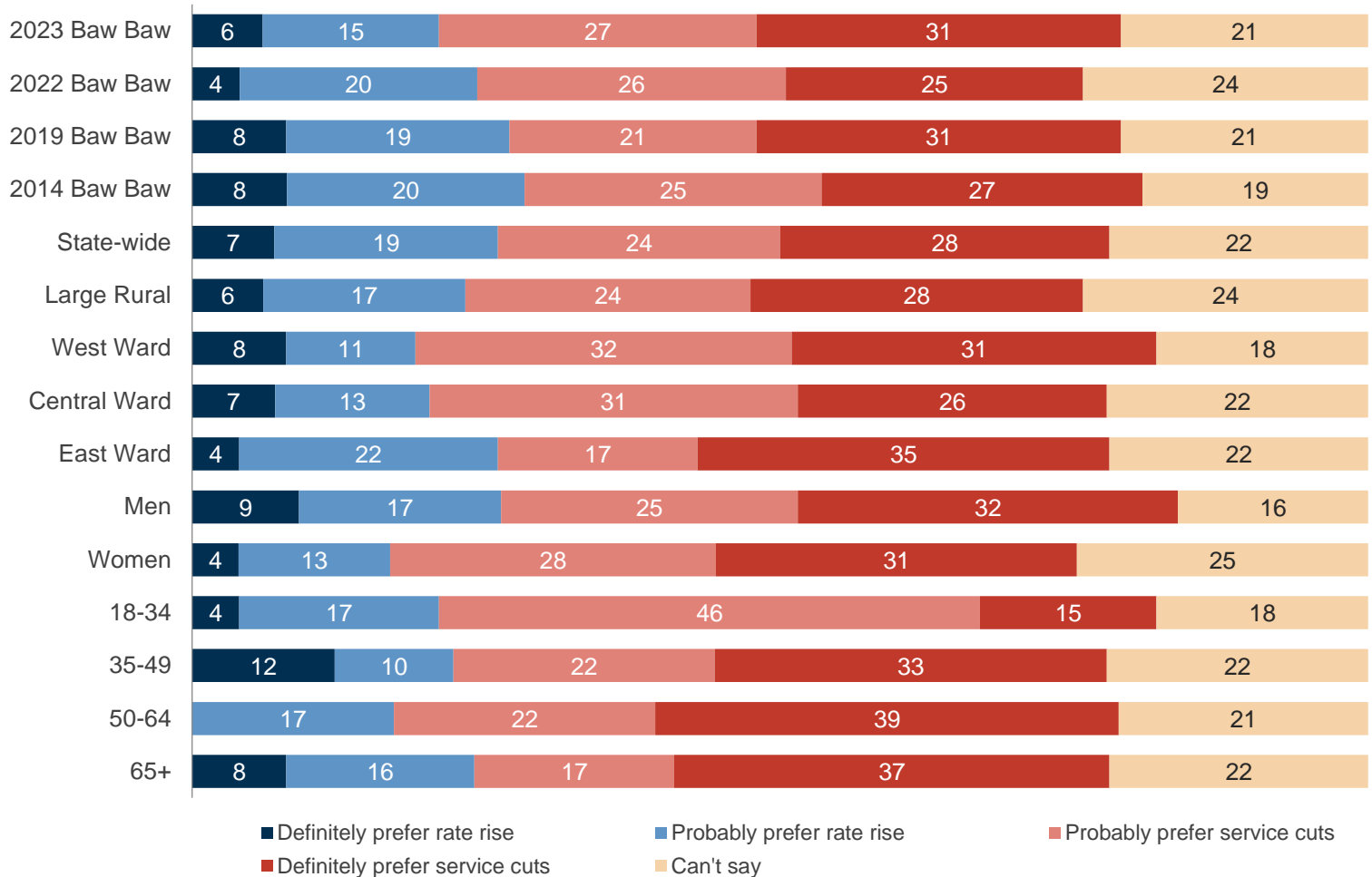
2023 overall council direction (%)





Rates / services trade-off

2023 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and dots, resembling a map or a data visualization, overlaid on its structure.

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
Women	78	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
West Ward	78	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	77	76	75	76	75	76	75	n/a
50-64	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
State-wide	76	76	75	74	74	74	74	75	74	74
Baw Baw	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
65+	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
Central Ward	75	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
Men	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

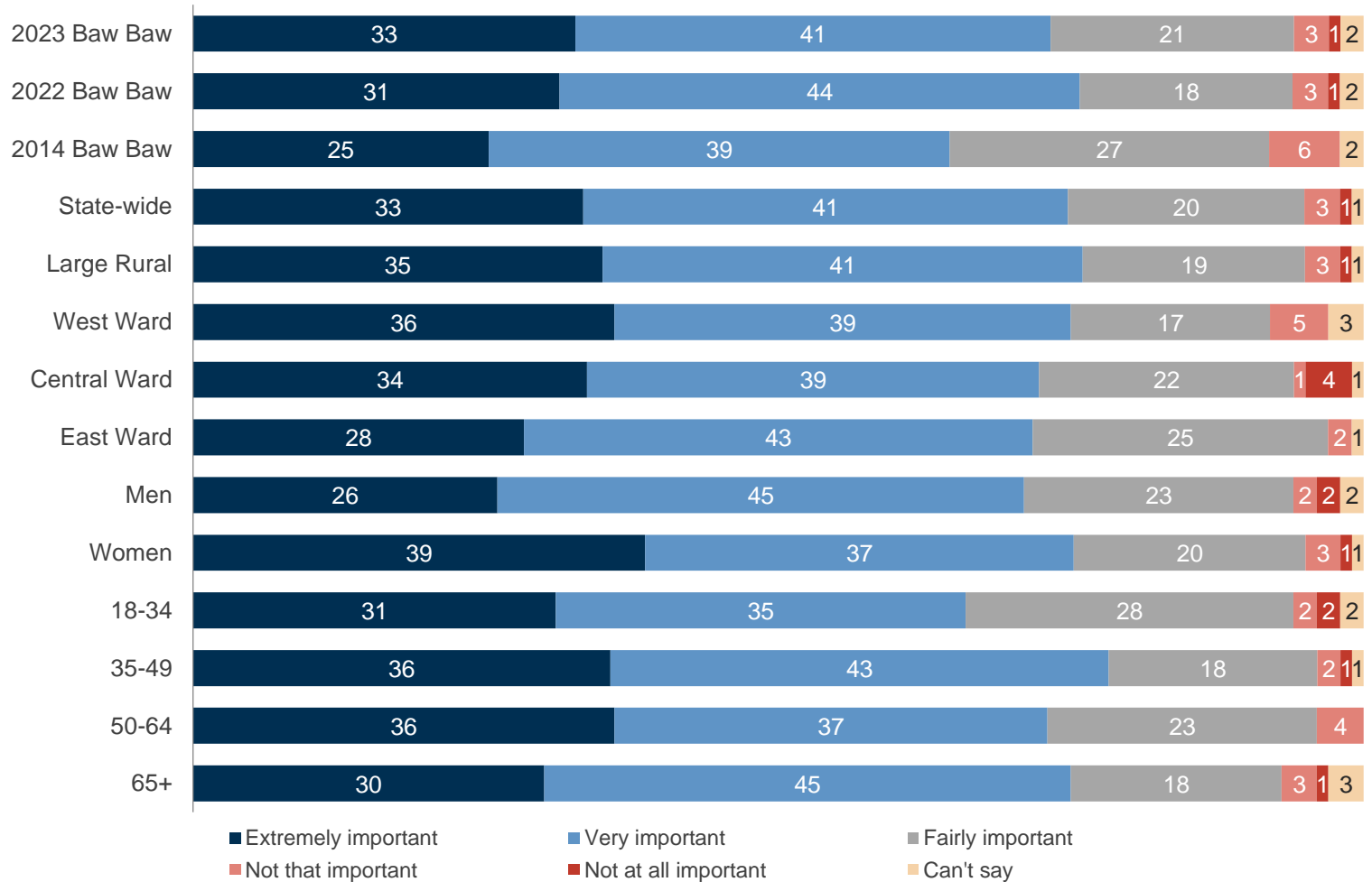
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	56	58	59	54	52	59	49	58	52
State-wide	52▲	54	56	55	56	55	55	54	56	57
West Ward	50	46	54	55	54	51	50	n/a	n/a	n/a
Women	50	54	56	54	52	54	49	48	53	55
Large Rural	49	51	54	54	54	54	52	52	54	n/a
65+	48	50	51	51	49	50	45	51	48	56
Baw Baw	48	51	53	52	49	50	48	48	52	53
East Ward	48	53	54	51	46	52	45	n/a	n/a	n/a
Central Ward	47	54	51	50	46	48	48	n/a	n/a	n/a
35-49	46	47	54	49	44	53	43	49	52	53
Men	46	47	49	50	46	47	46	49	50	51
50-64	43	50	48	47	46	46	43	43	50	51

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

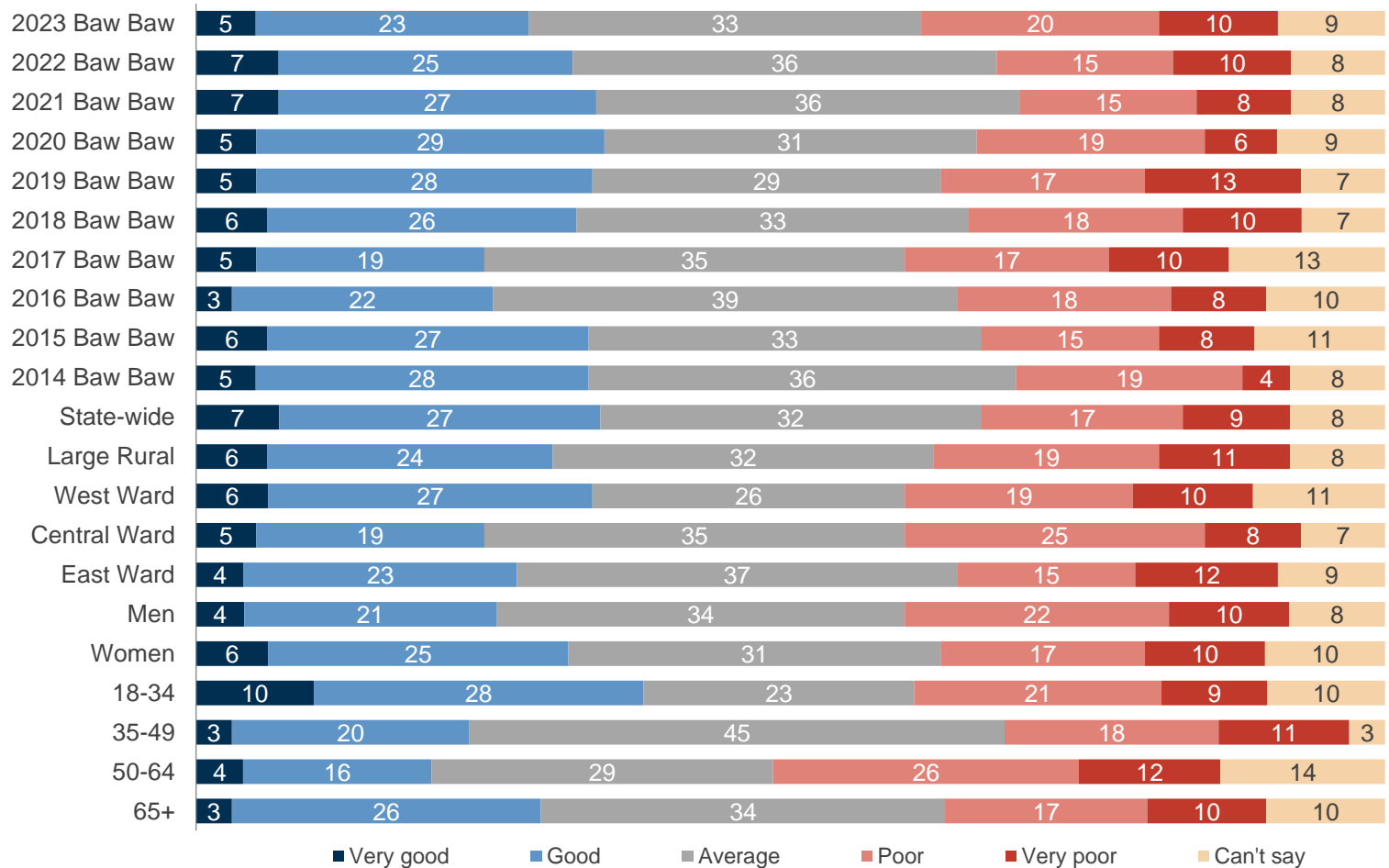
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2023 lobbying importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	75▲	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
Women	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
Central Ward	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
East Ward	69	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	69	71	71	69	67	68	69	70	70	n/a
50-64	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
West Ward	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
State-wide	68	71	69	68	67	68	69	69	69	70
18-34	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Men	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

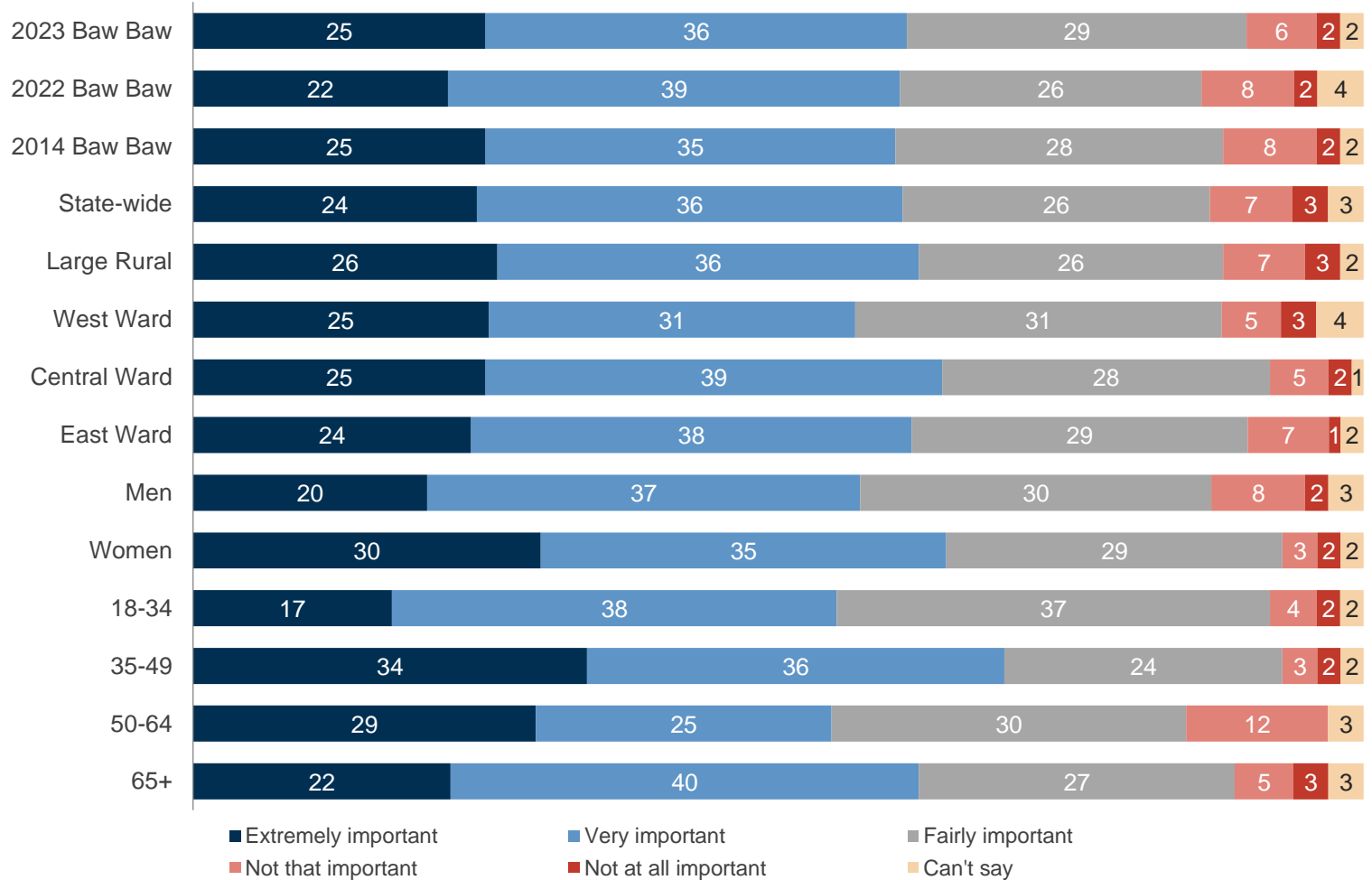
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	57	58	56	50	52	58	55	62	51
State-wide	51	53	55	53	54	54	54	53	55	56
Women	51	53	53	52	49	51	50	48	52	53
Central Ward	50	53	50	49	44	46	45	n/a	n/a	n/a
West Ward	49	47	55	48	49	49	51	n/a	n/a	n/a
Baw Baw	49	51	52	49	47	49	48	50	53	52
65+	49	47	51	51	50	48	46	54	48	58
Large Rural	49	51	54	53	52	52	51	50	53	n/a
East Ward	48	53	51	49	46	51	49	n/a	n/a	n/a
35-49	47	50	50	45	42	49	46	47	51	46
Men	47	48	50	45	44	47	47	53	54	50
50-64	46	50	48	39	43	46	41	41	53	51

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

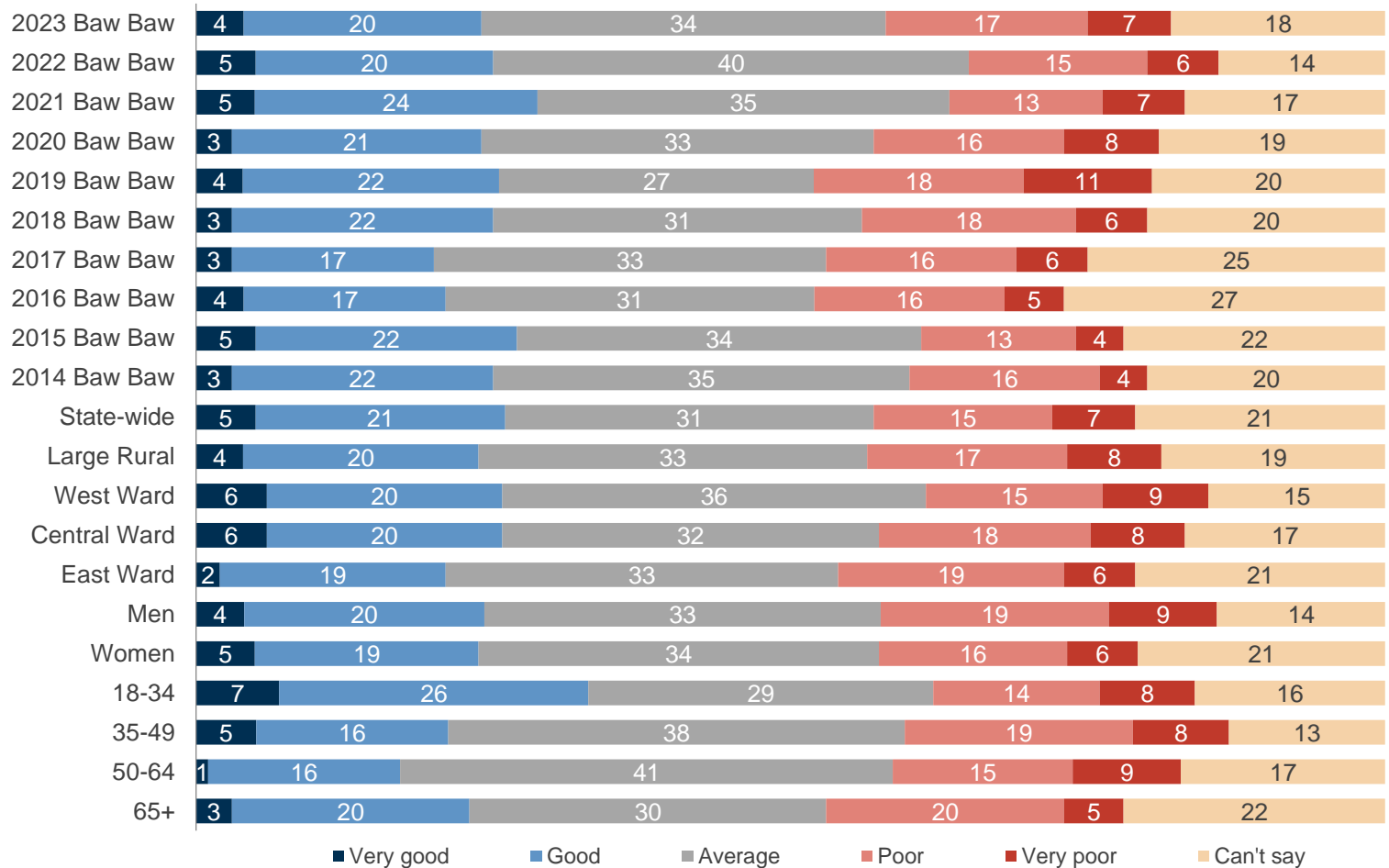
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	82	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	82	79	80	80	80	80	80	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
West Ward	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	79	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

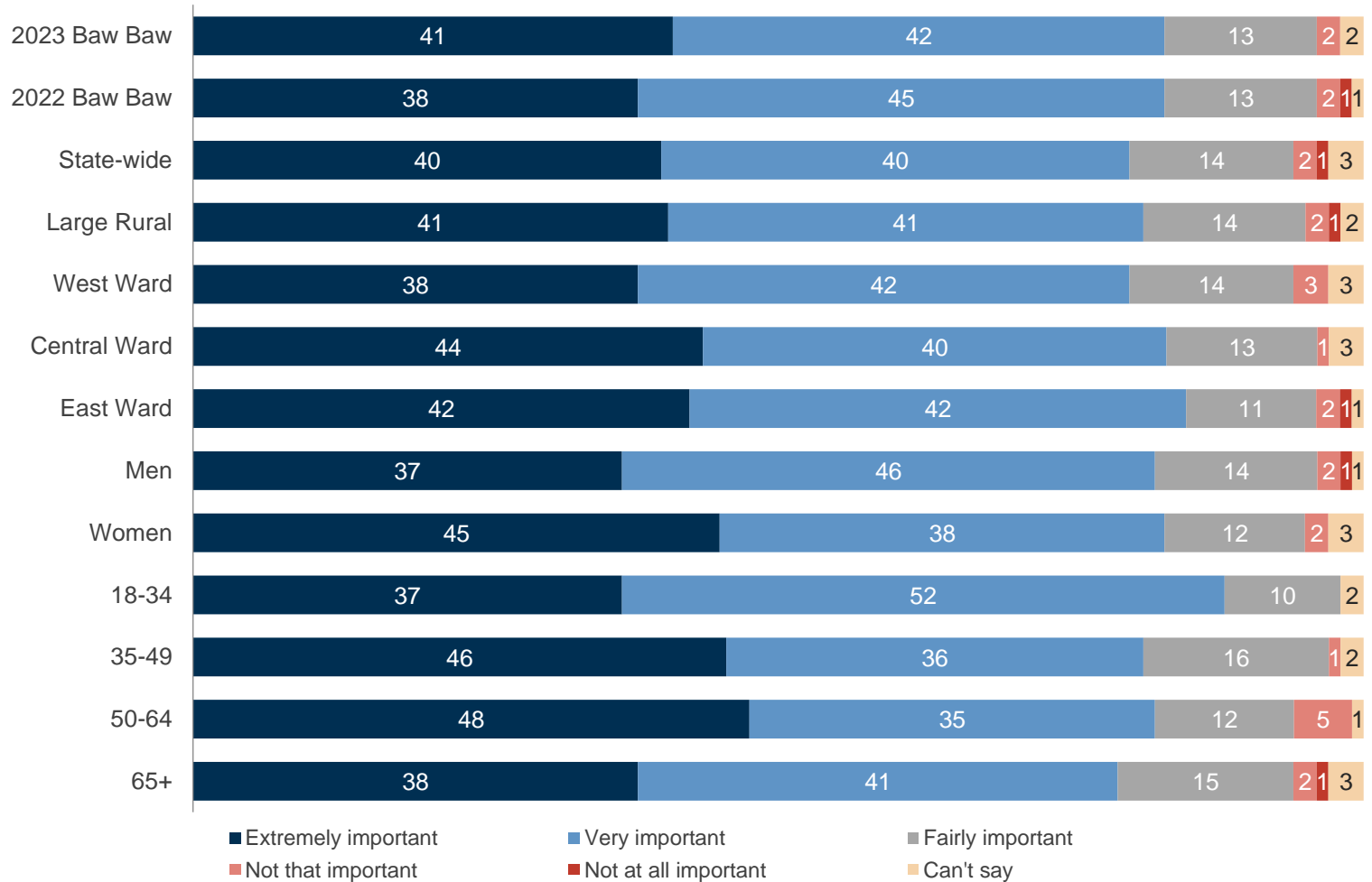
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	51▲	54	56	53	55	54	54	54	55	57
18-34	51	54	59	49	51	48	56	50	62	49
West Ward	50	47	53	45	47	48	50	n/a	n/a	n/a
Women	49	54	55	48	46	49	49	46	54	52
Large Rural	48	51	54	52	52	52	51	50	52	n/a
65+	47	51	52	47	47	49	42	51	46	55
Baw Baw	47	51	52	46	43	48	46	47	53	51
Central Ward	45	51	52	43	39	47	44	n/a	n/a	n/a
35-49	45	48	52	43	37	47	44	45	53	49
Men	45	48	49	44	41	47	43	48	51	50
East Ward	45	54	50	49	44	49	44	n/a	n/a	n/a
50-64	43	48	44	42	38	48	42	41	51	50

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

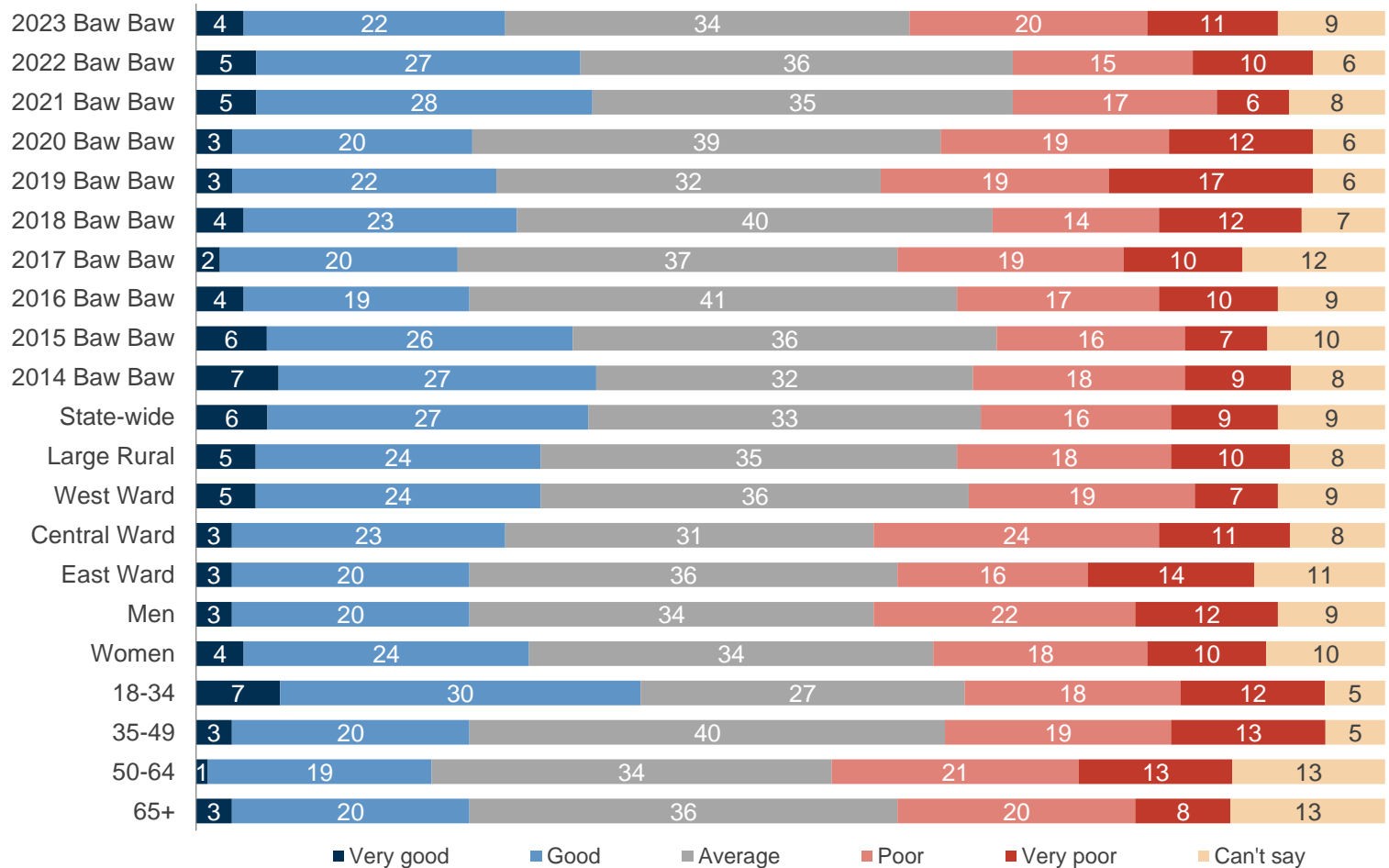
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	87	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	87	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	86	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	86	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	85	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	85	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83▼	83	80	81	80	80	77	80	78	n/a
State-wide	82▼	81	79	79	79	80	78	78	76	77

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

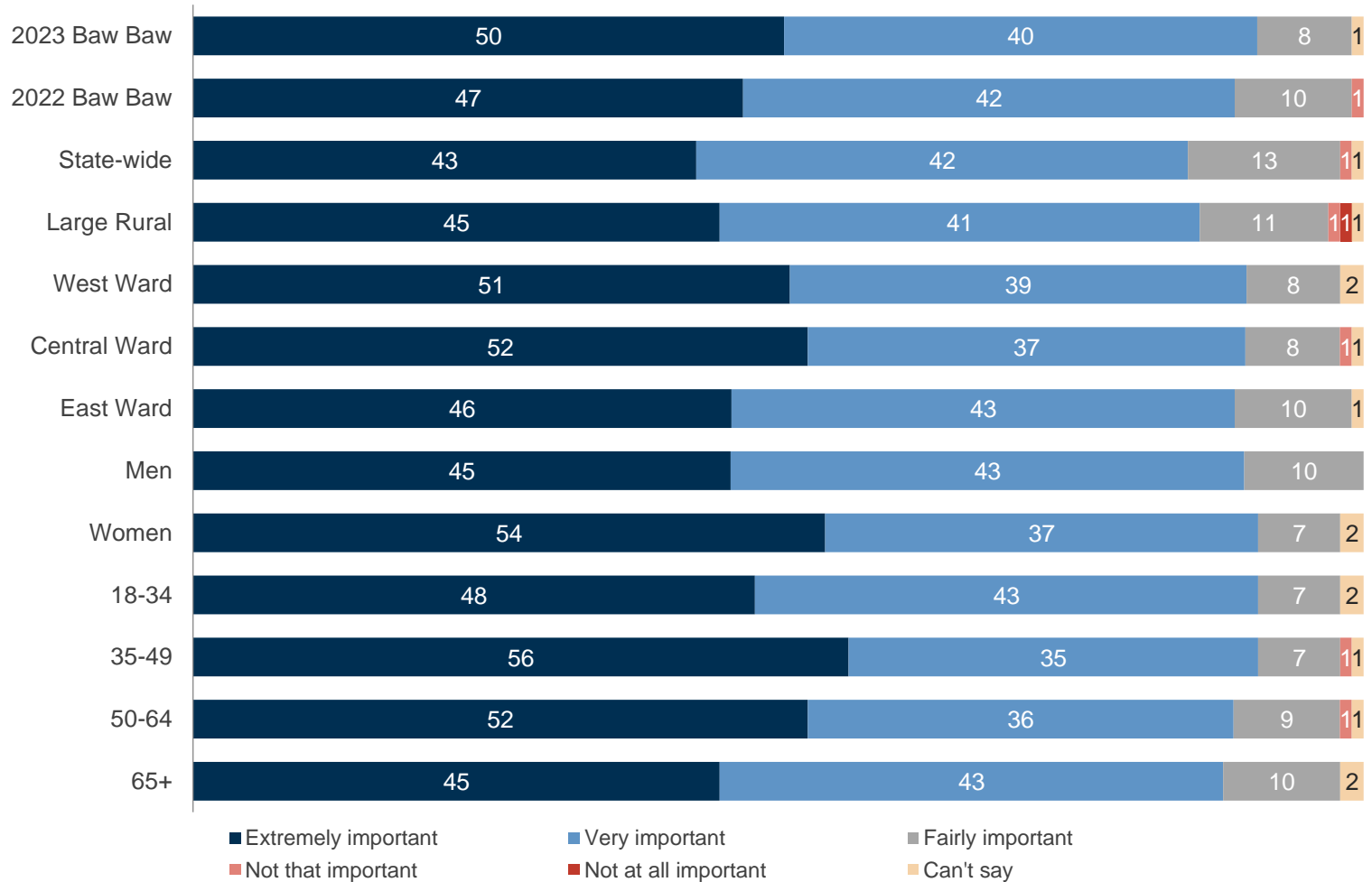
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48▲	53	57	54	56	53	53	54	55	55
65+	42	45	48	45	44	43	46	44	37	44
18-34	41	44	47	45	38	44	48	38	39	27
Men	40	39	46	39	40	42	38	41	33	32
Large Rural	40	45	50	47	47	45	43	44	45	n/a
Central Ward	40	44	47	38	47	45	42	n/a	n/a	n/a
Baw Baw	38	43	45	41	40	42	42	38	36	35
East Ward	38	42	42	42	31	37	39	n/a	n/a	n/a
West Ward	37	42	47	43	41	44	46	n/a	n/a	n/a
35-49	37	40	45	38	39	41	38	33	30	30
Women	37	46	44	43	39	42	46	35	38	37
50-64	30▼	42	40	36	35	39	37	34	36	36

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

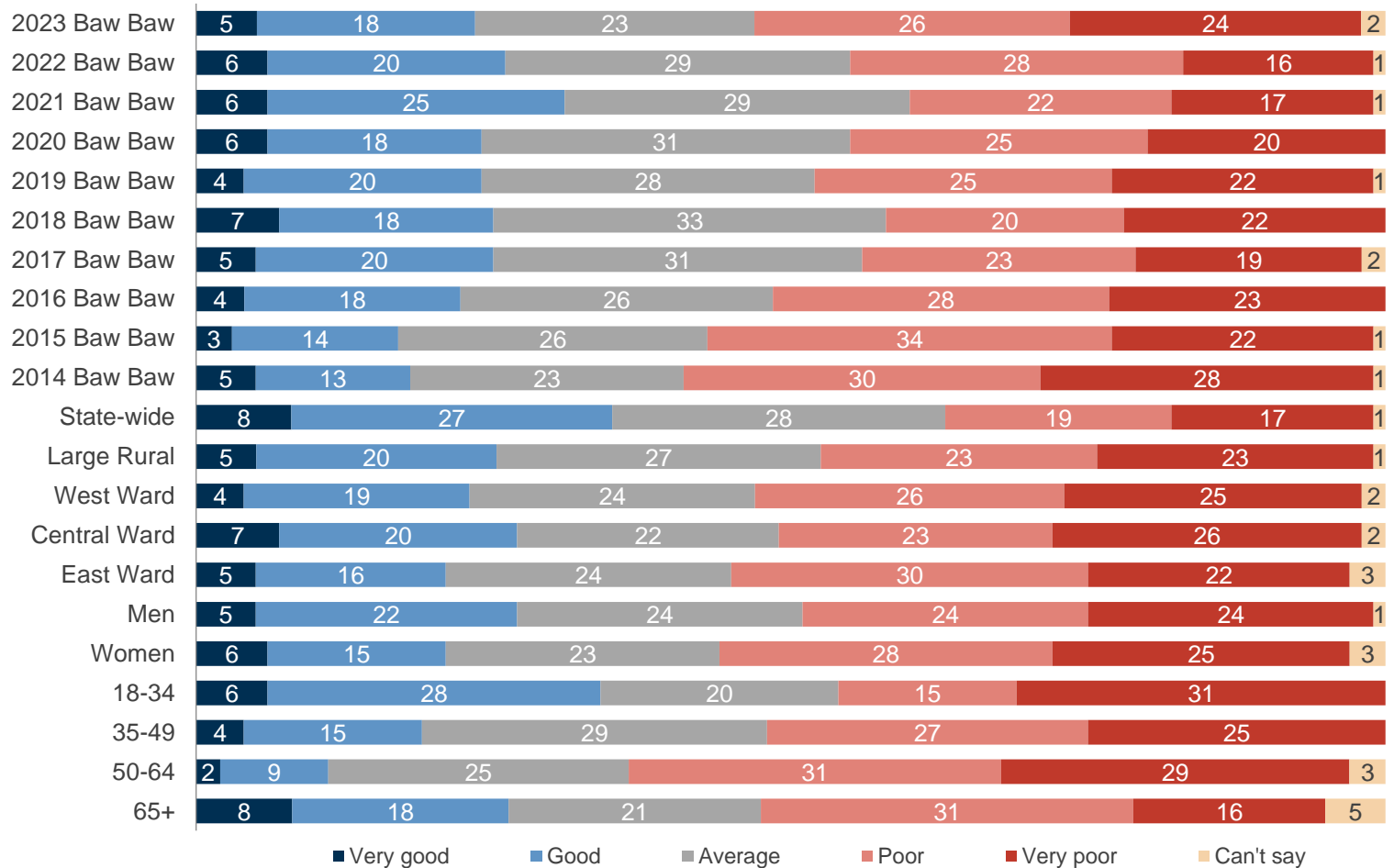
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Central Ward	78▲	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76
18-34	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
West Ward	74	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
State-wide	73	74	74	72	72	73	72	73	72	72
Large Rural	73	74	73	72	72	74	72	72	72	n/a
Baw Baw	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Men	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
65+	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
50-64	67▼	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
East Ward	66▼	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

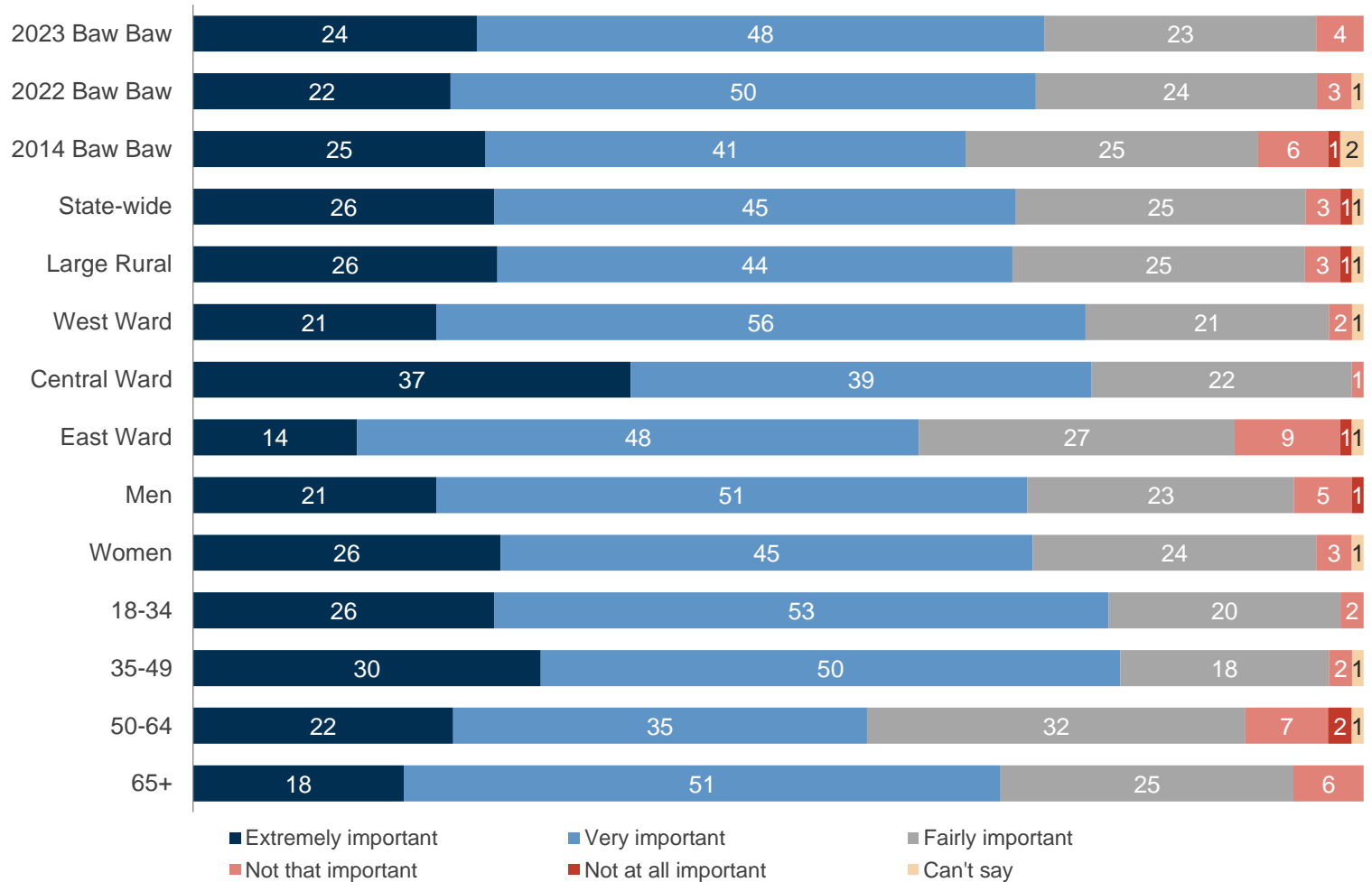
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
State-wide	68	69	71	70	70	69	70	69	70	71
Central Ward	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
Women	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
Baw Baw	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
Men	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
Large Rural	65	66	68	67	68	66	66	65	66	n/a
50-64	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
East Ward	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

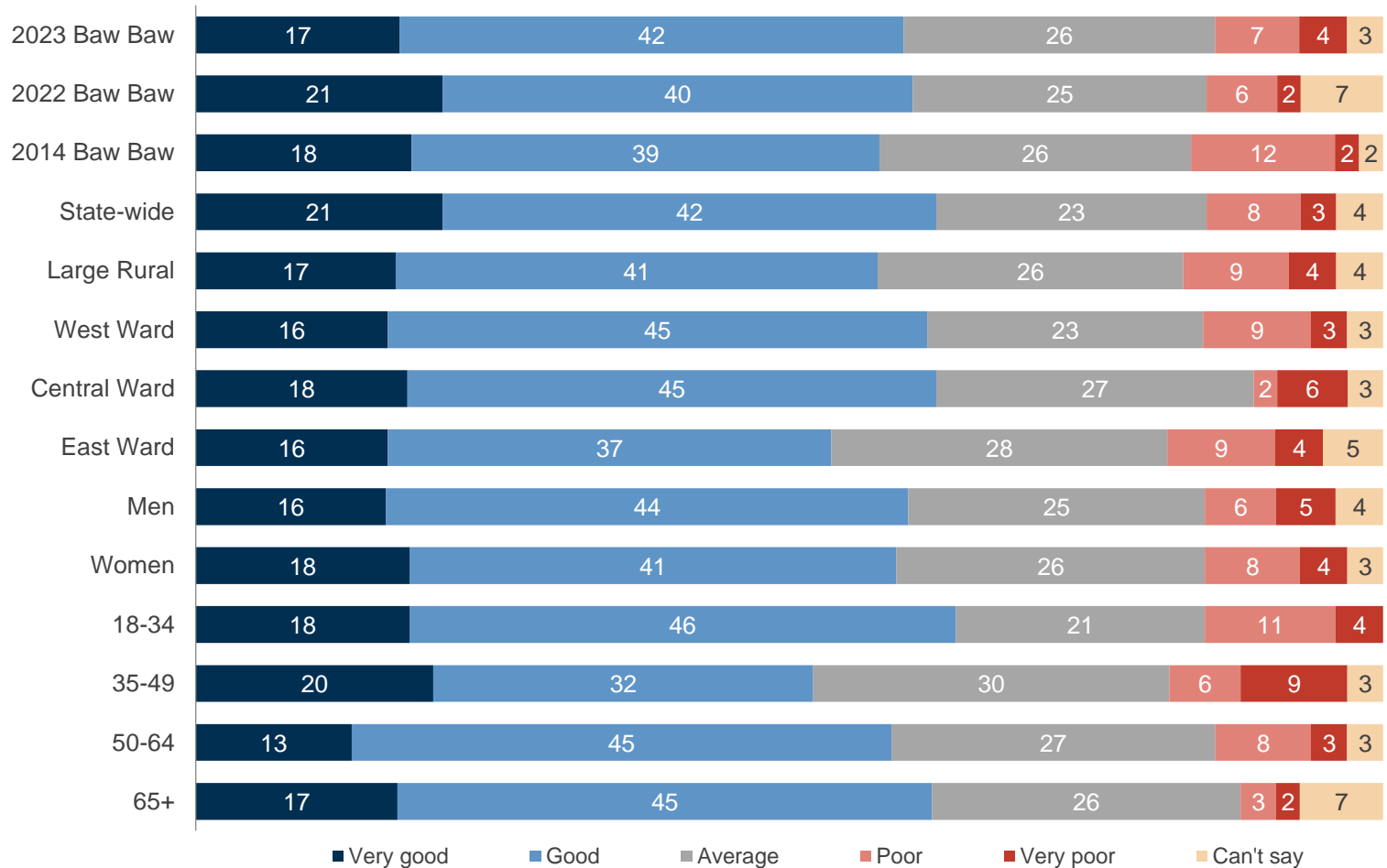
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Central Ward	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▲	75	75	74	73	74	74	74	73	73
Women	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
Large Rural	73	75	75	73	73	73	73	74	73	n/a
65+	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
35-49	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Baw Baw	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
50-64	72	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
West Ward	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
18-34	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

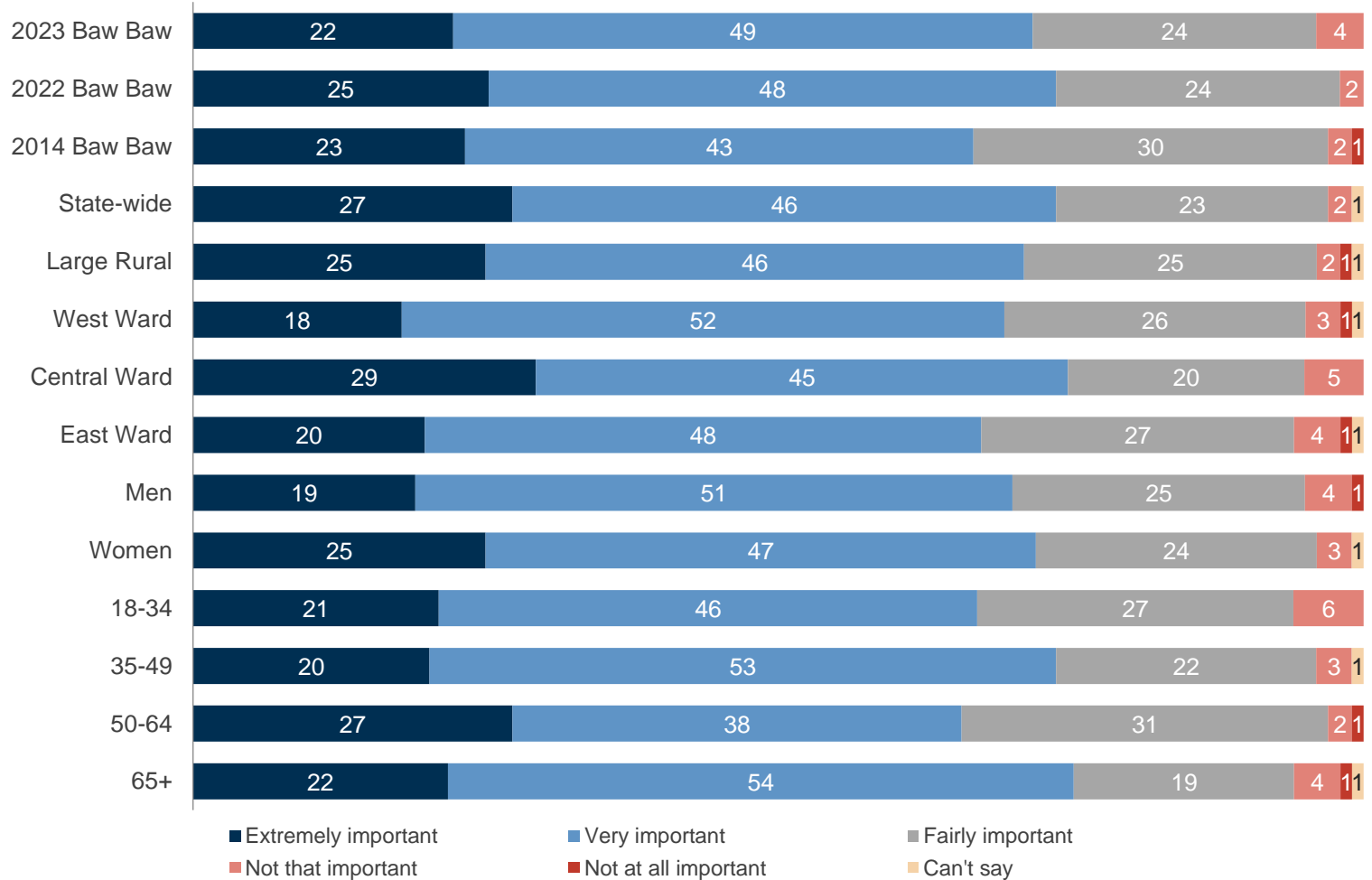
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West Ward	71	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	70	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
Women	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
Baw Baw	68	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
18-34	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75
Central Ward	67	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	71	73	72	72	71	71	71	72	72
35-49	67	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
Men	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
50-64	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
East Ward	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▼	67	70	71	70	69	69	69	69	n/a

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12

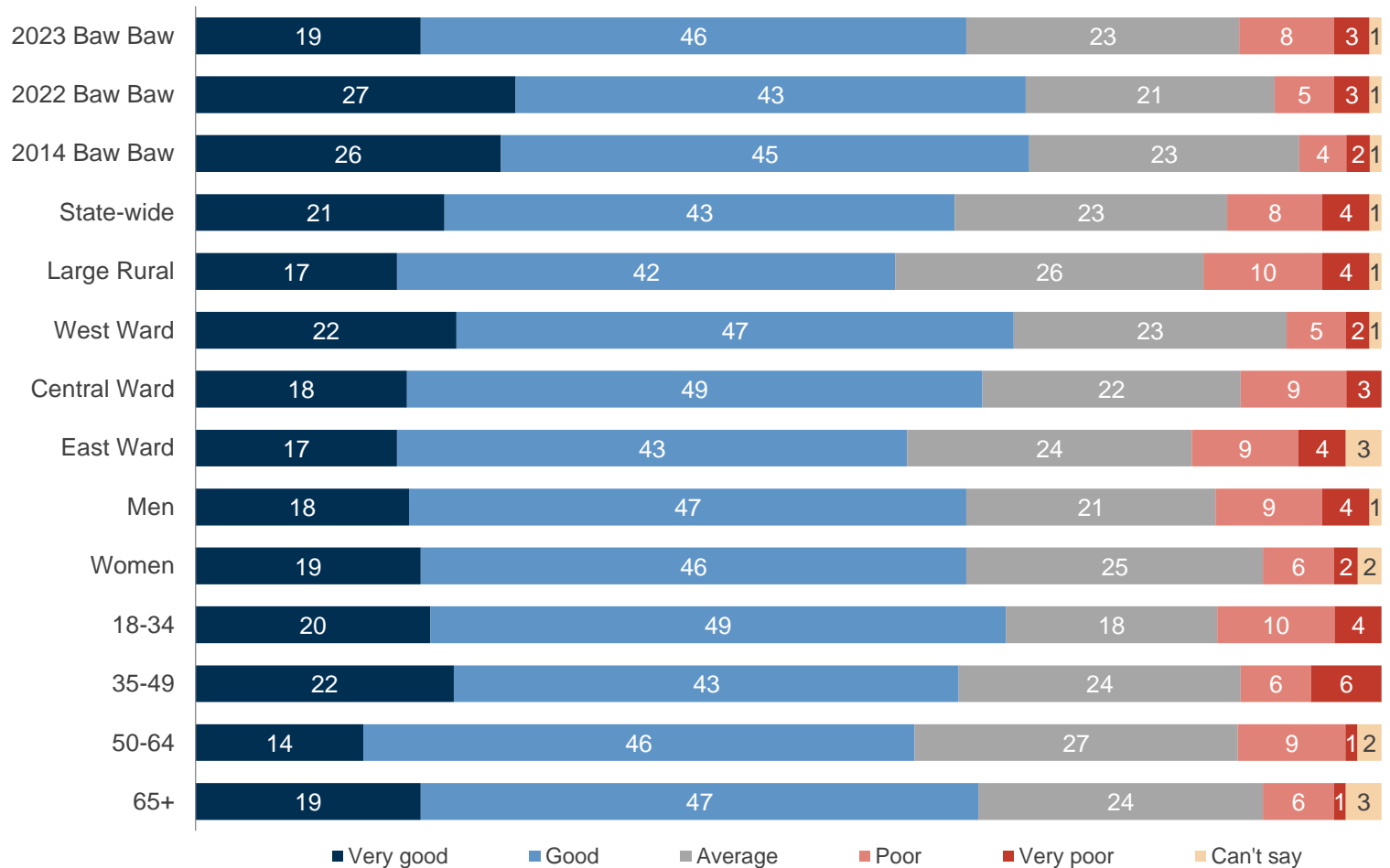
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)

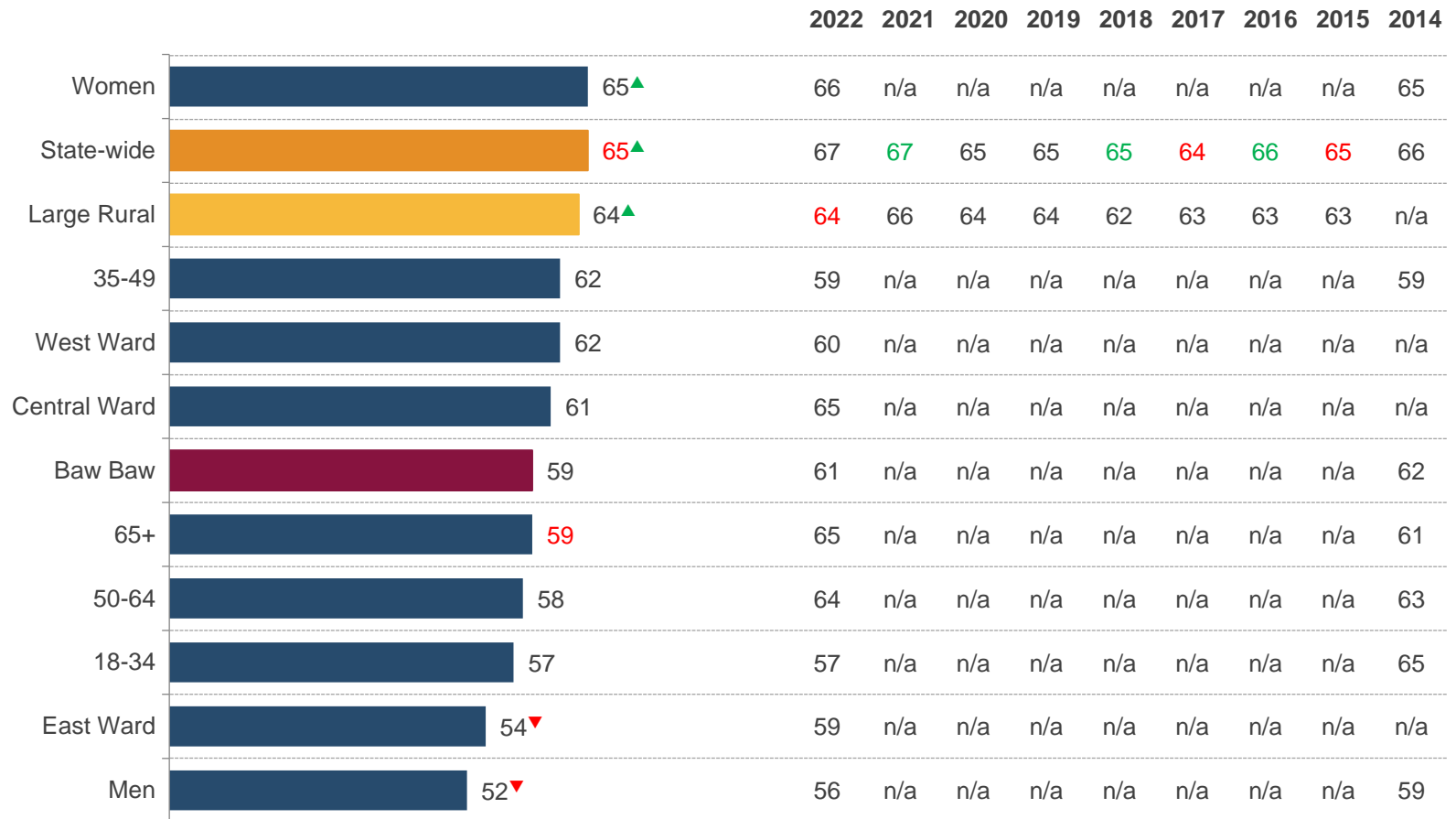




Art centres and libraries importance



2023 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

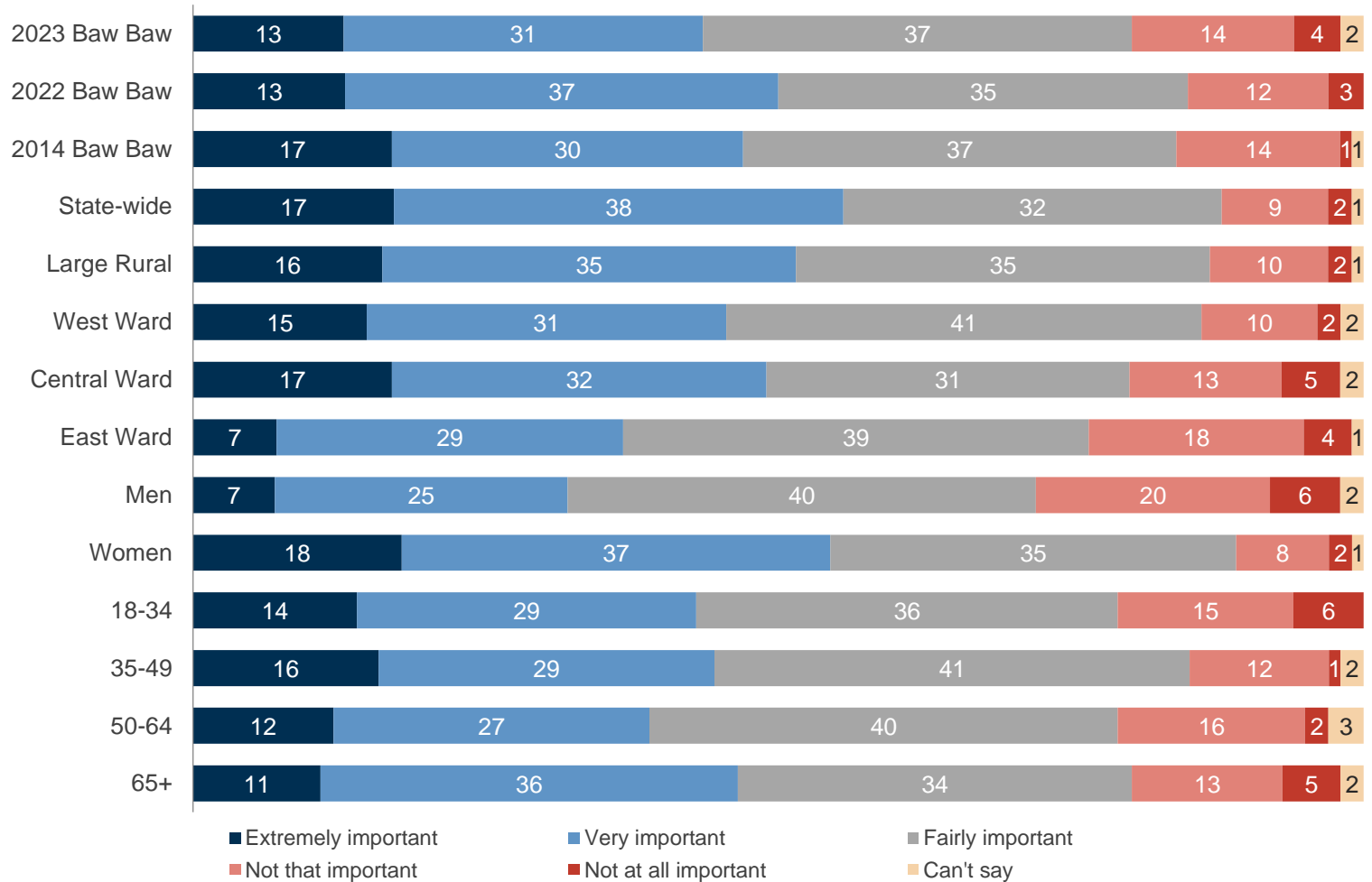
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

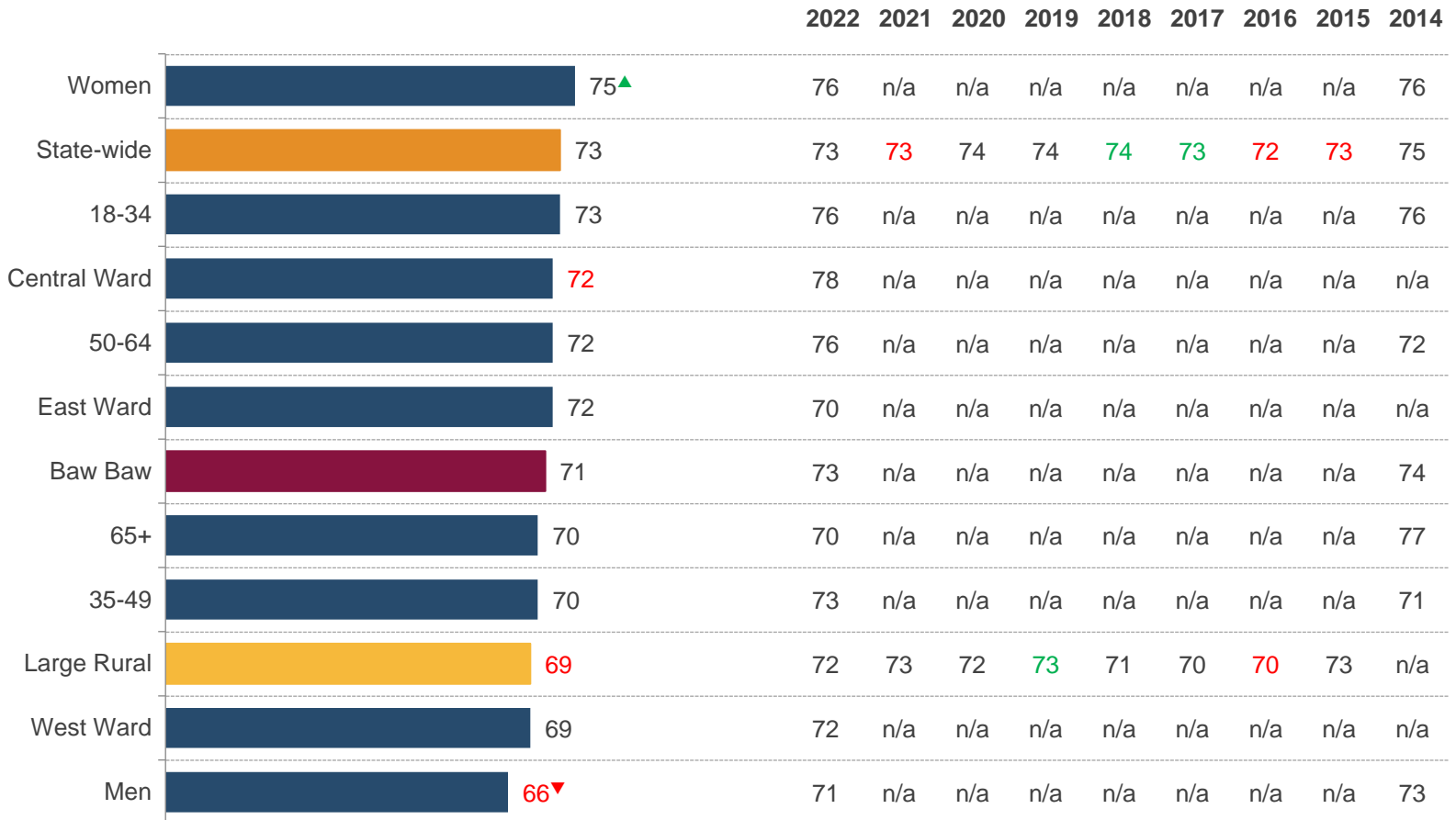
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4



Art centres and libraries performance



2023 art centres and libraries performance (index scores)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

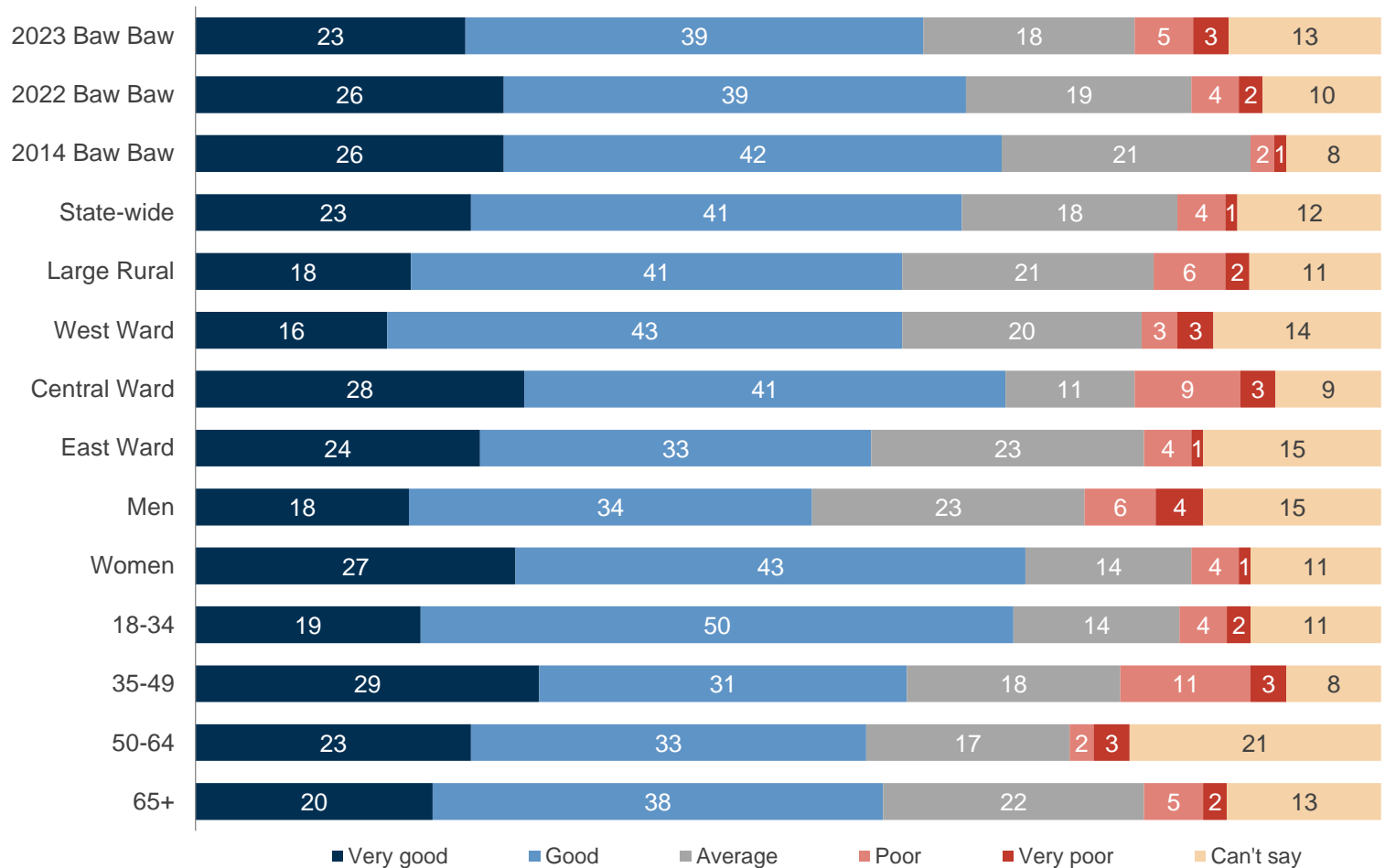
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)





Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Central Ward	84	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79
State-wide	81	82	82	82	81	81	79	80	79	79
Women	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78
65+	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78
Baw Baw	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76
Large Rural	80	81	81	81	80	81	78	79	78	n/a
Men	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
18-34	80	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
West Ward	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	79	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

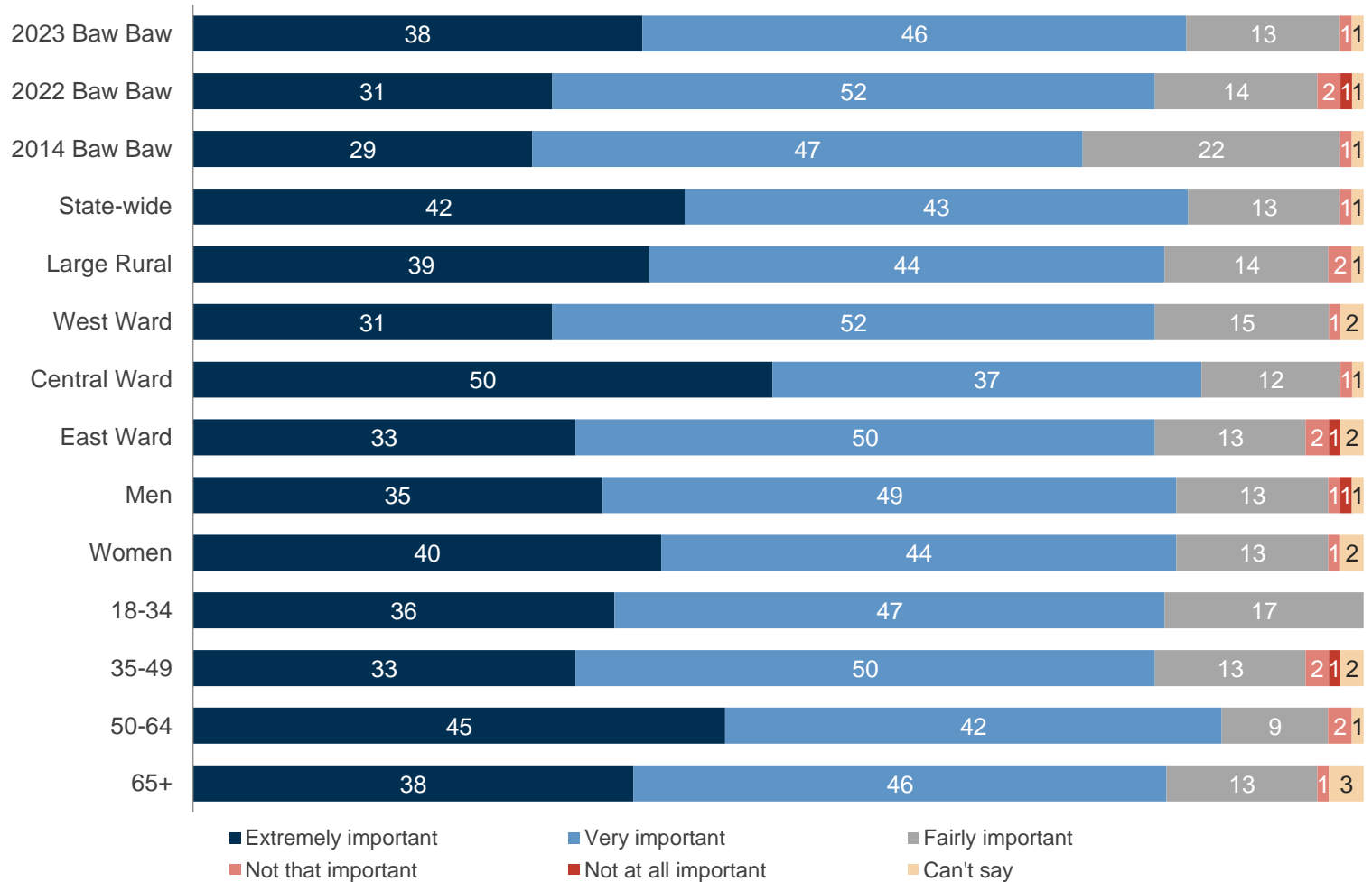
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Men	71	69	65	n/a	n/a	n/a	n/a	n/a	n/a	69
18-34	70	70	70	n/a	n/a	n/a	n/a	n/a	n/a	70
65+	70	72	72	n/a	n/a	n/a	n/a	n/a	n/a	75
West Ward	70	70	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	70	72	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	68	71	69	n/a	n/a	n/a	n/a	n/a	n/a	71
35-49	67	69	65	n/a	n/a	n/a	n/a	n/a	n/a	71
Women	66	72	72	n/a	n/a	n/a	n/a	n/a	n/a	73
State-wide	66	68	69	65	68	70	71	70	72	73
East Ward	66	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	71	66	n/a	n/a	n/a	n/a	n/a	n/a	67
Large Rural	65▼	65	66	62	64	67	68	66	68	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

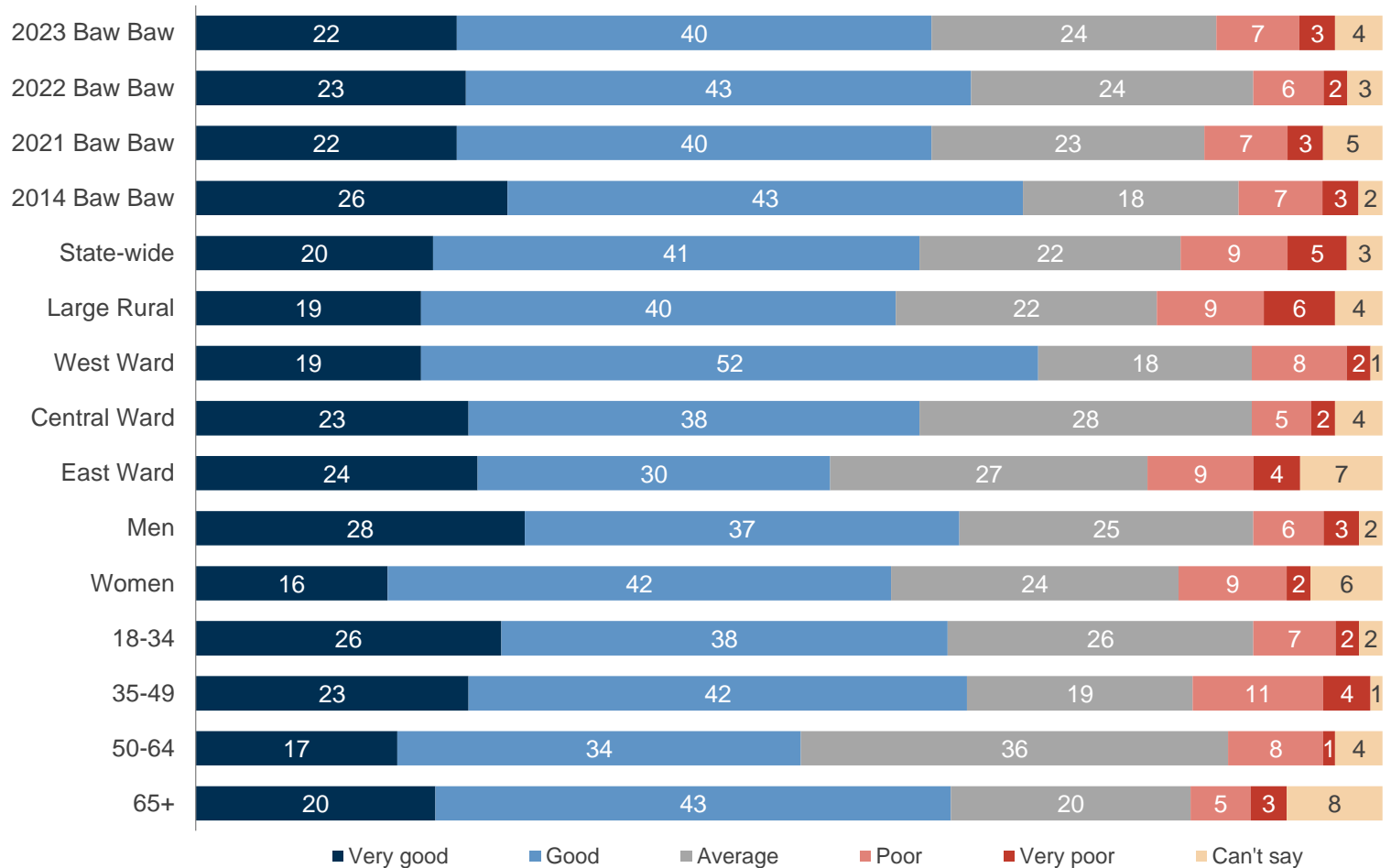
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Central Ward	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
35-49	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
West Ward	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	68	70	71	68	64	65	67	69	70	n/a
65+	68	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
Baw Baw	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
State-wide	67	69	70	67	65	66	67	67	67	67
18-34	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73
50-64	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
Men	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
East Ward	63	67	n/a	n/a	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?

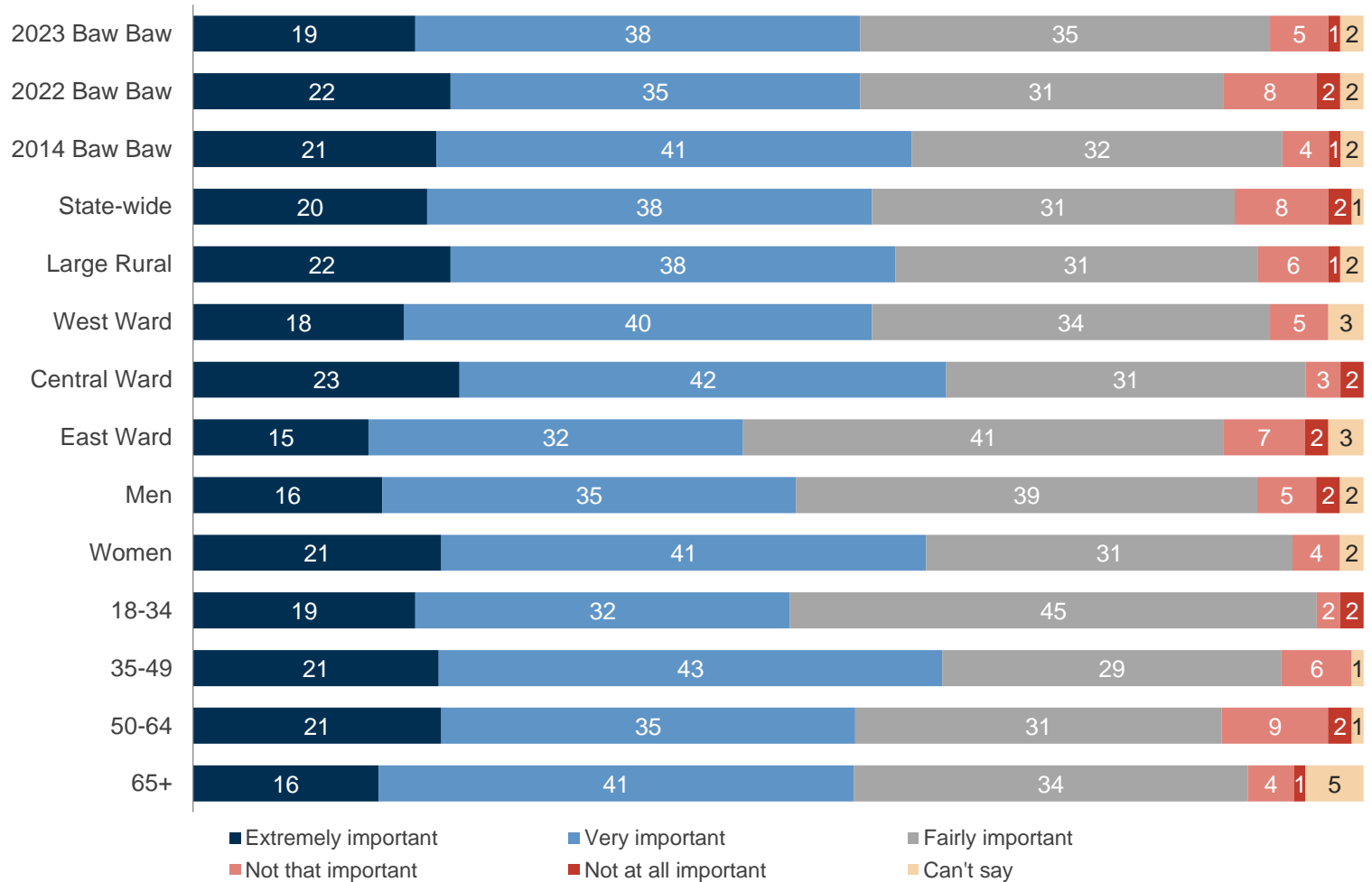
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
State-wide	59▲	60	61	59	61	60	61	60	61	62
Large Rural	56	58	59	61	62	61	60	59	59	n/a
East Ward	56	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
65+	54	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56
Baw Baw	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
West Ward	54	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	52	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
35-49	51	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	53
50-64	49	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	53

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

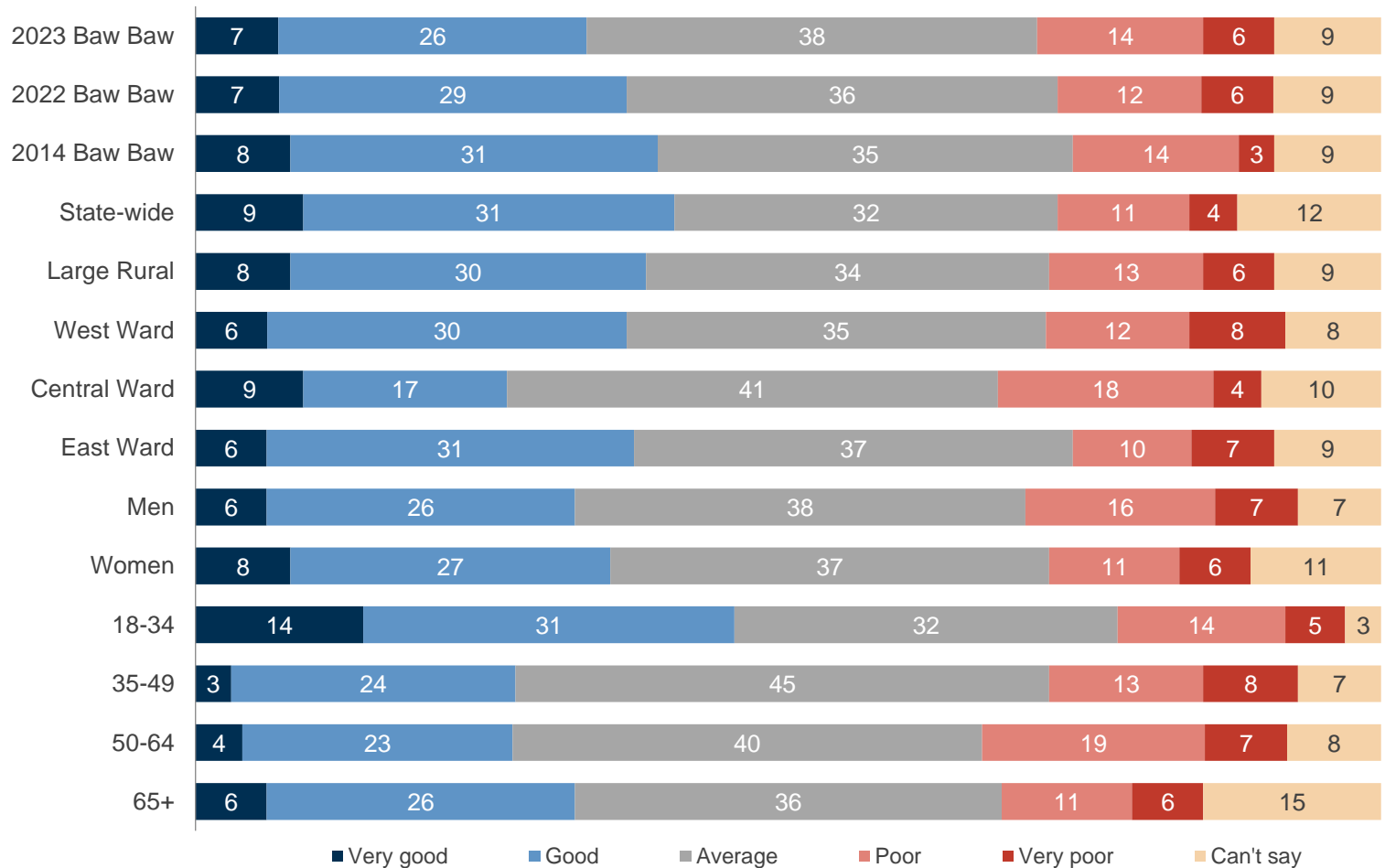
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)

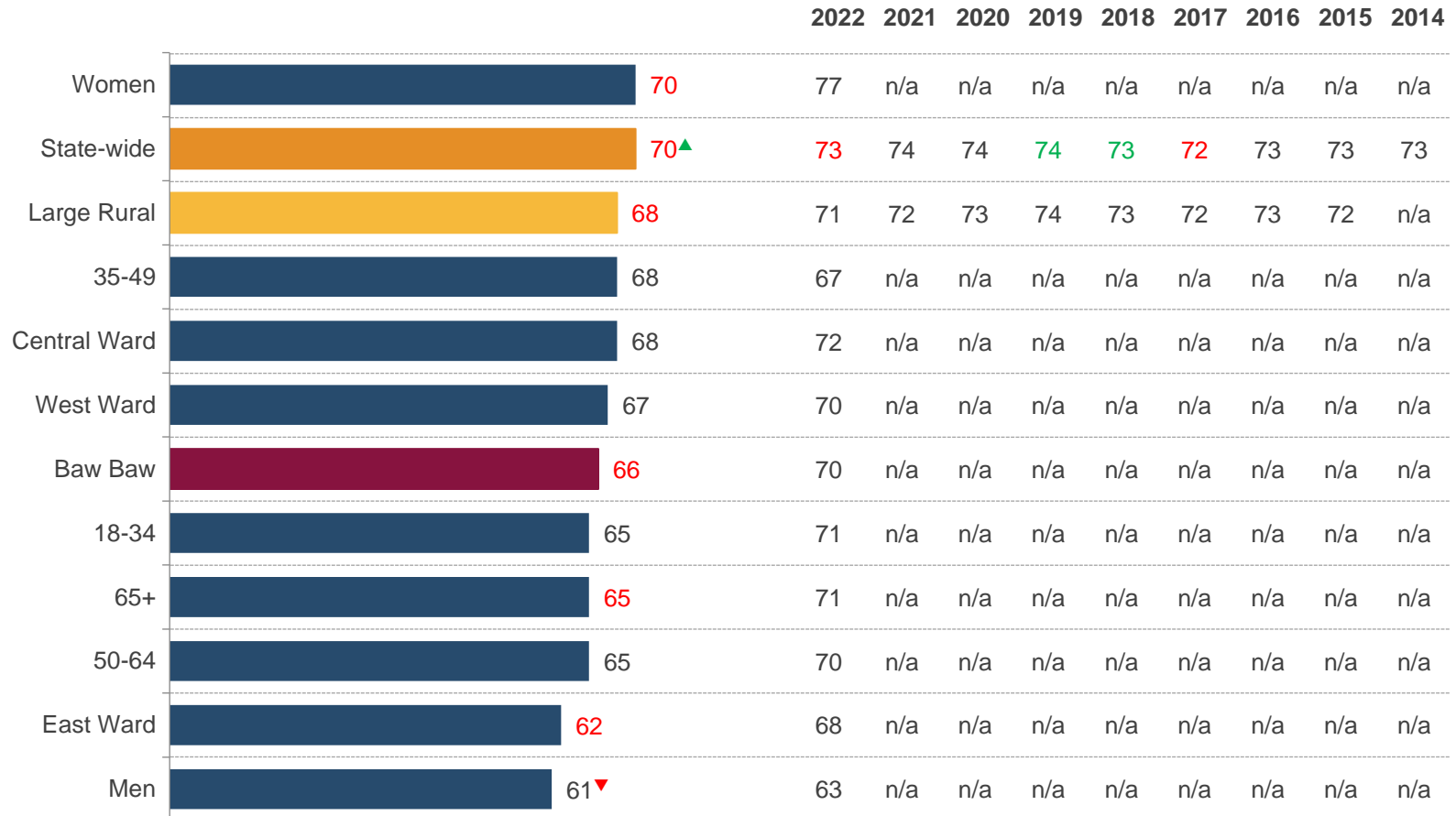




Environmental sustainability importance



2023 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

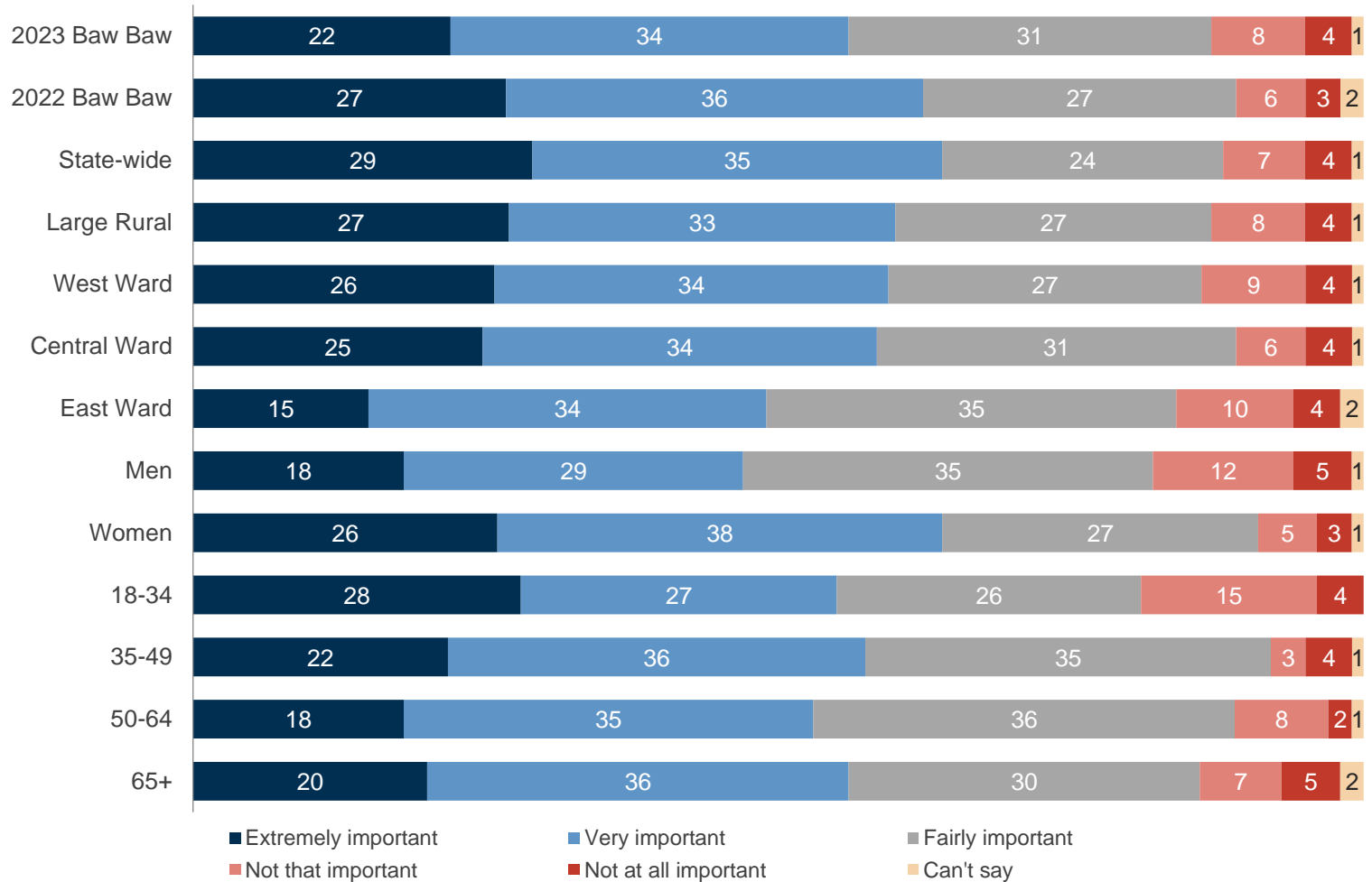
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	63	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	61	62	60	62	63	64	63	64	64
Women	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	59	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58	59	61	60	61	61	62	62	64	n/a
Central Ward	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

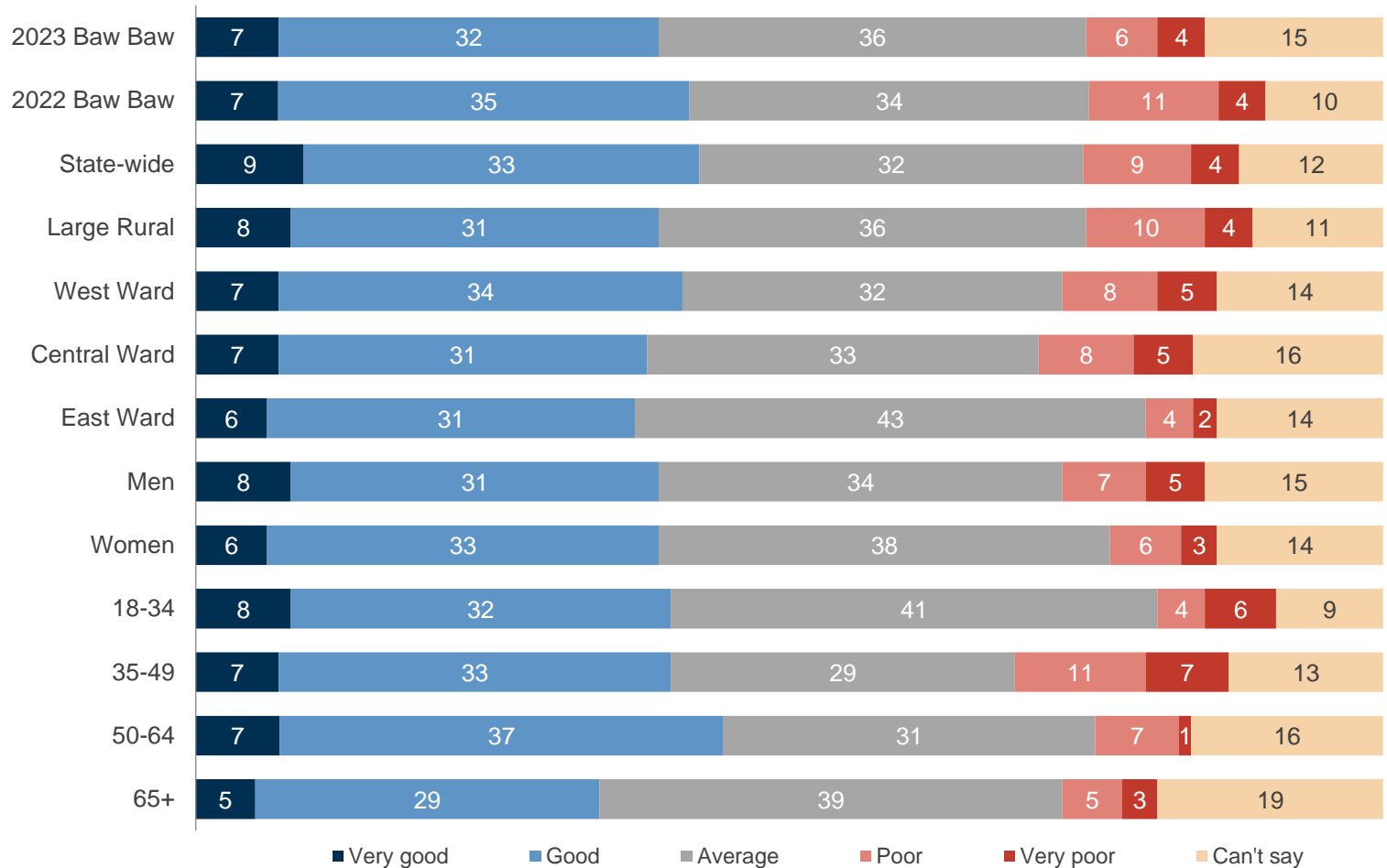
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)





Emergency and disaster management importance



2023 emergency and disaster management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	82	n/a	n/a	79	n/a	n/a	n/a	n/a	82
Women	82	83	n/a	n/a	84	n/a	n/a	n/a	n/a	86
West Ward	80	82	n/a	n/a	81	n/a	n/a	n/a	n/a	n/a
18-34	80	83	n/a	n/a	82	n/a	n/a	n/a	n/a	82
Central Ward	80	82	n/a	n/a	80	n/a	n/a	n/a	n/a	n/a
Baw Baw	80	81	n/a	n/a	79	n/a	n/a	n/a	n/a	81
Large Rural	80	81	81	81	82	82	81	81	81	n/a
State-wide	80	81	81	80	81	81	80	80	80	80
East Ward	79	78	n/a	n/a	76	n/a	n/a	n/a	n/a	n/a
65+	79	79	n/a	n/a	78	n/a	n/a	n/a	n/a	80
35-49	78	80	n/a	n/a	78	n/a	n/a	n/a	n/a	79
Men	77	79	n/a	n/a	74	n/a	n/a	n/a	n/a	75

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

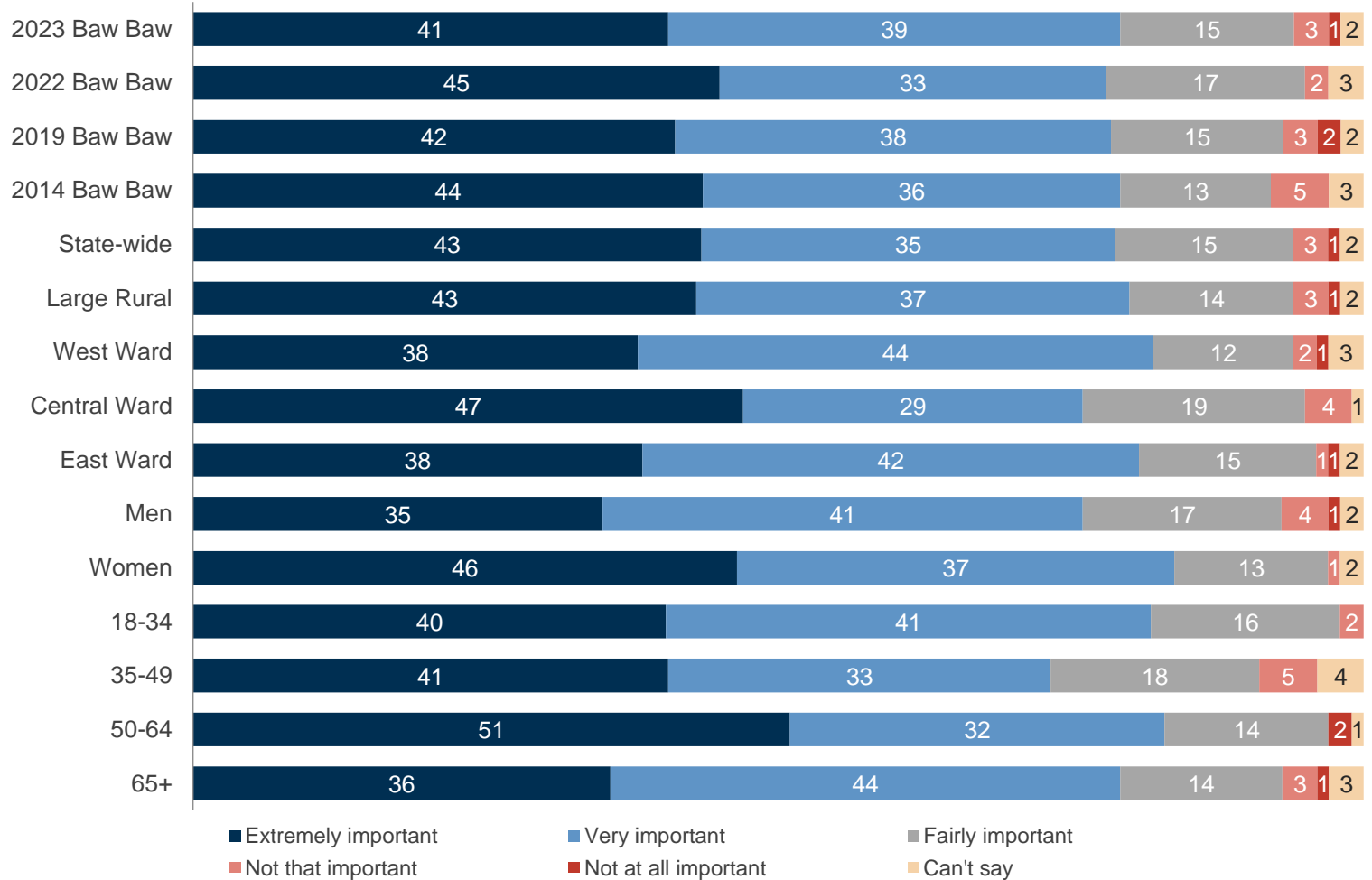
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2023 emergency and disaster management importance (%)





Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	68	67	n/a	n/a	70	n/a	n/a	n/a	n/a	73
35-49	65	63	n/a	n/a	70	n/a	n/a	n/a	n/a	71
State-wide	65	66	71	68	72	71	70	69	70	71
Central Ward	65	67	n/a	n/a	71	n/a	n/a	n/a	n/a	n/a
Large Rural	64	66	71	69	72	71	70	70	71	n/a
Men	64	60	n/a	n/a	65	n/a	n/a	n/a	n/a	71
Baw Baw	64	65	n/a	n/a	70	n/a	n/a	n/a	n/a	70
East Ward	64	65	n/a	n/a	66	n/a	n/a	n/a	n/a	n/a
Women	63	68	n/a	n/a	74	n/a	n/a	n/a	n/a	69
West Ward	63	62	n/a	n/a	72	n/a	n/a	n/a	n/a	n/a
65+	61	64	n/a	n/a	72	n/a	n/a	n/a	n/a	69
50-64	60	64	n/a	n/a	67	n/a	n/a	n/a	n/a	66

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

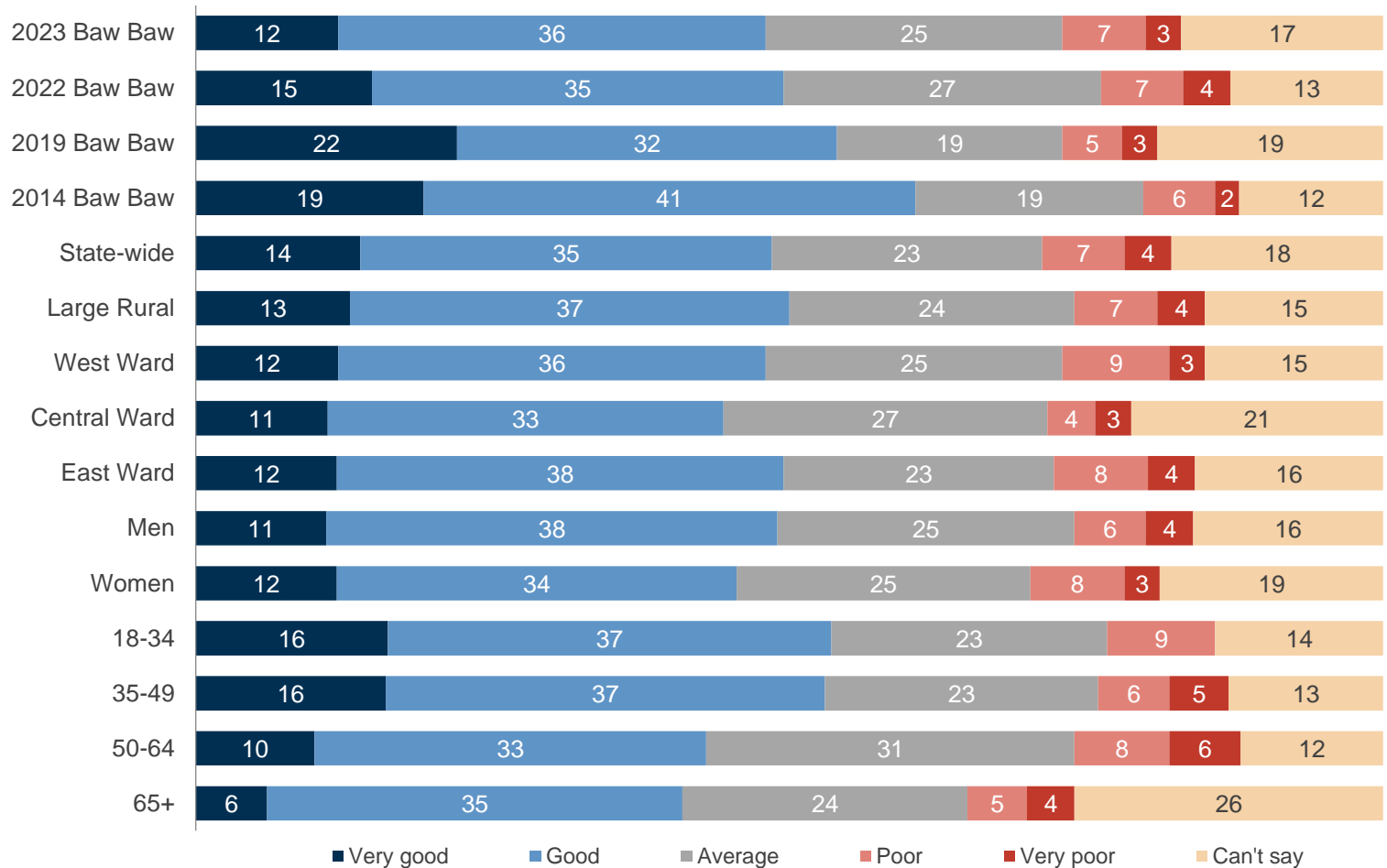
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)



A large, stylized letter 'W' in a dark blue color, positioned on the right side of the slide. The interior of the 'W' is filled with a blurred photograph of a crowd of people, likely at a public event or protest, with some individuals wearing white headbands.

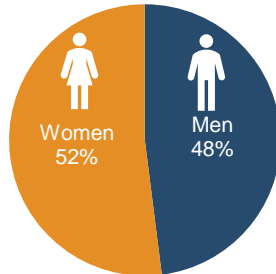
Detailed demographics



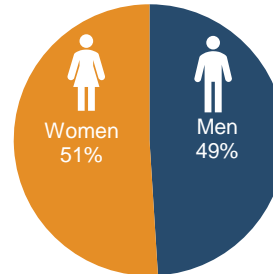
Gender and age profile

2023 gender

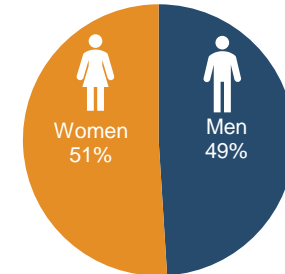
Baw Baw



Large Rural

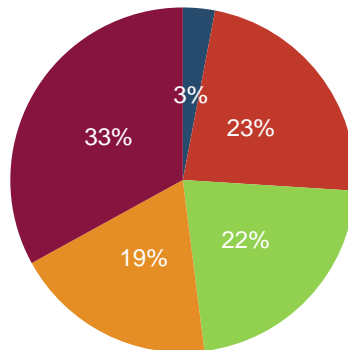


State-wide

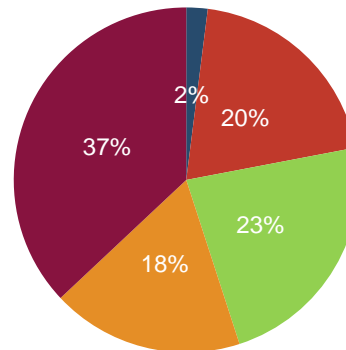


2023 age

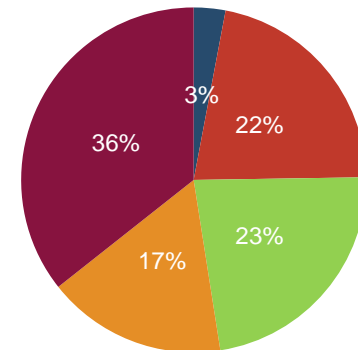
Baw Baw



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

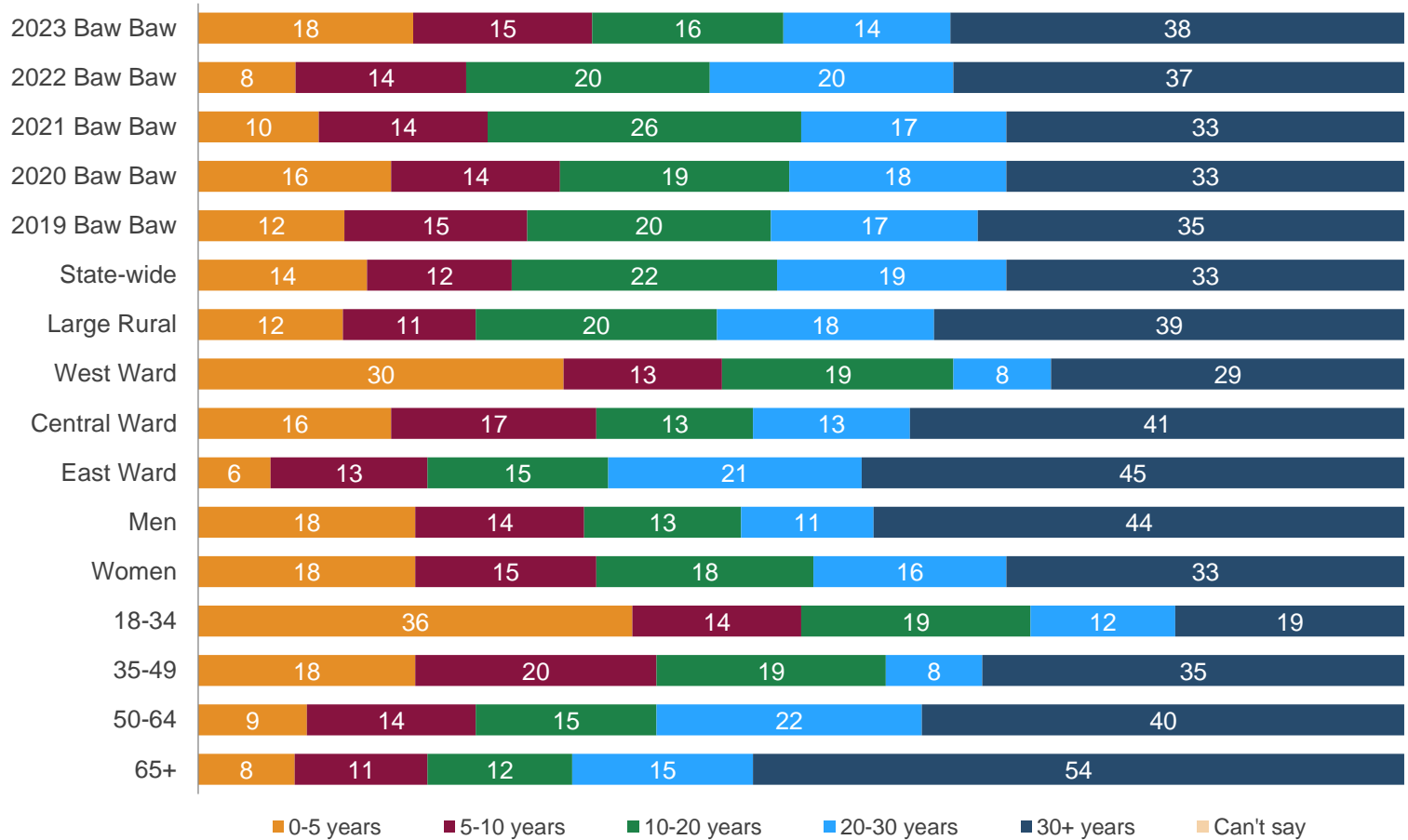
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18


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.



Years lived in area

2023 years lived in area (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Baw Baw Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 44,600 people aged 18 years or over for Baw Baw Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Baw Baw Shire Council	400	400	+/-4.9
Men	184	193	+/-7.2
Women	216	207	+/-6.7
West Ward	131	136	+/-8.6
Central Ward	131	131	+/-8.6
East Ward	138	133	+/-8.4
18-34 years	55	103	+/-13.3
35-49 years	107	89	+/-9.5
50-64 years	86	75	+/-10.6
65+ years	152	133	+/-8.0



Appendix A: Significant difference reporting notation

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

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

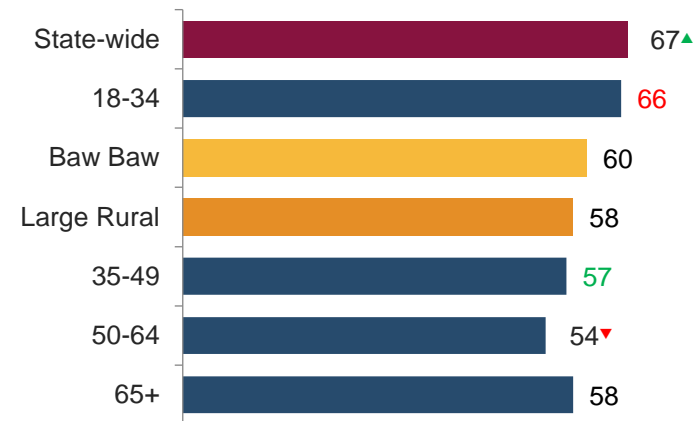
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

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

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

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

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

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

A total of n=400 completed interviews were achieved in Baw Baw Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

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

Council Groups

Baw Baw Shire Council is classified as a Large Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Baw Baw Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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