



2022 Local Government Community Satisfaction Survey

Baw Baw Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-third year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, light blue network pattern of interconnected lines and nodes, resembling a map or a data network.

Key findings and recommendations



Baw Baw Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Baw Baw 56



State-wide 59



Large Rural 55

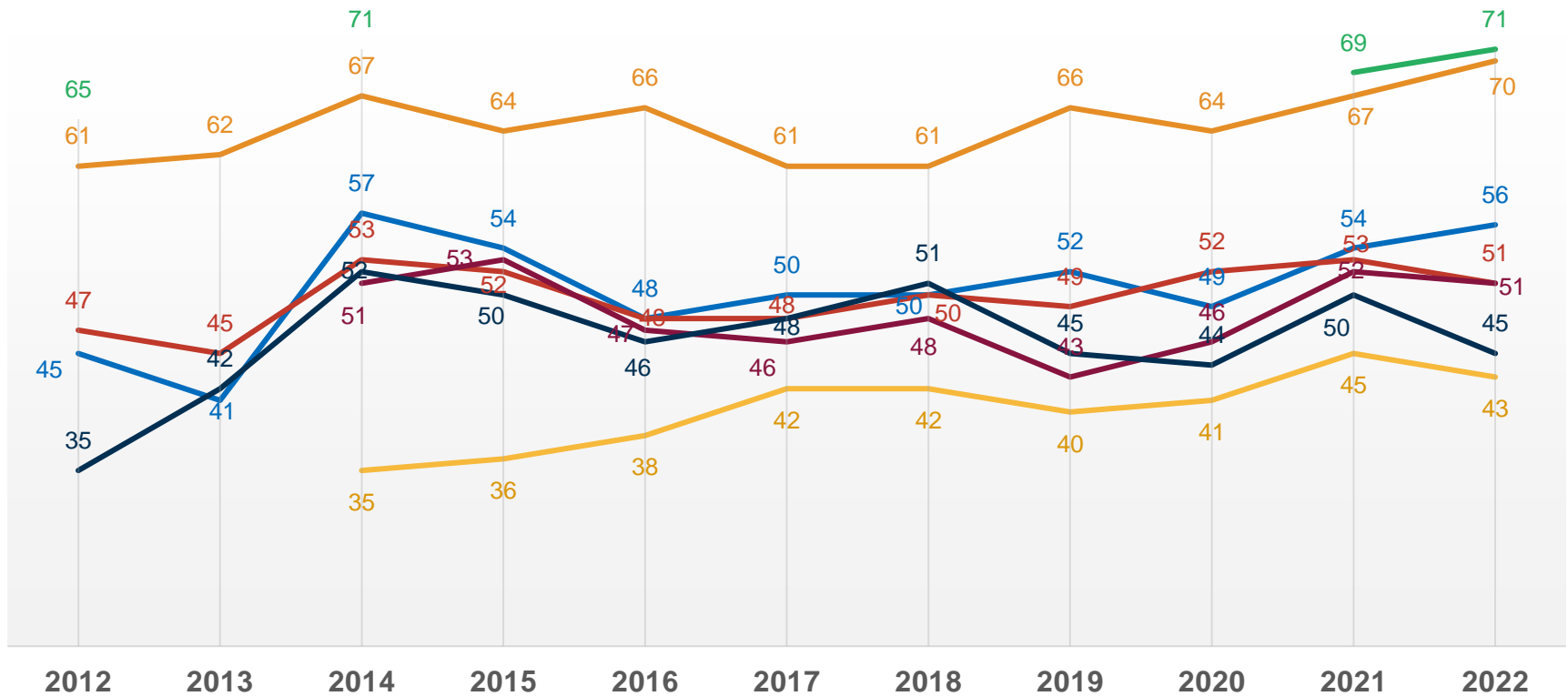
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	 Waste management	 Sealed local roads  Bus/community dev./tourism  Community decisions
Compared to group average	 Waste management  Appearance of public areas  Recreational facilities	None



Summary of core measures

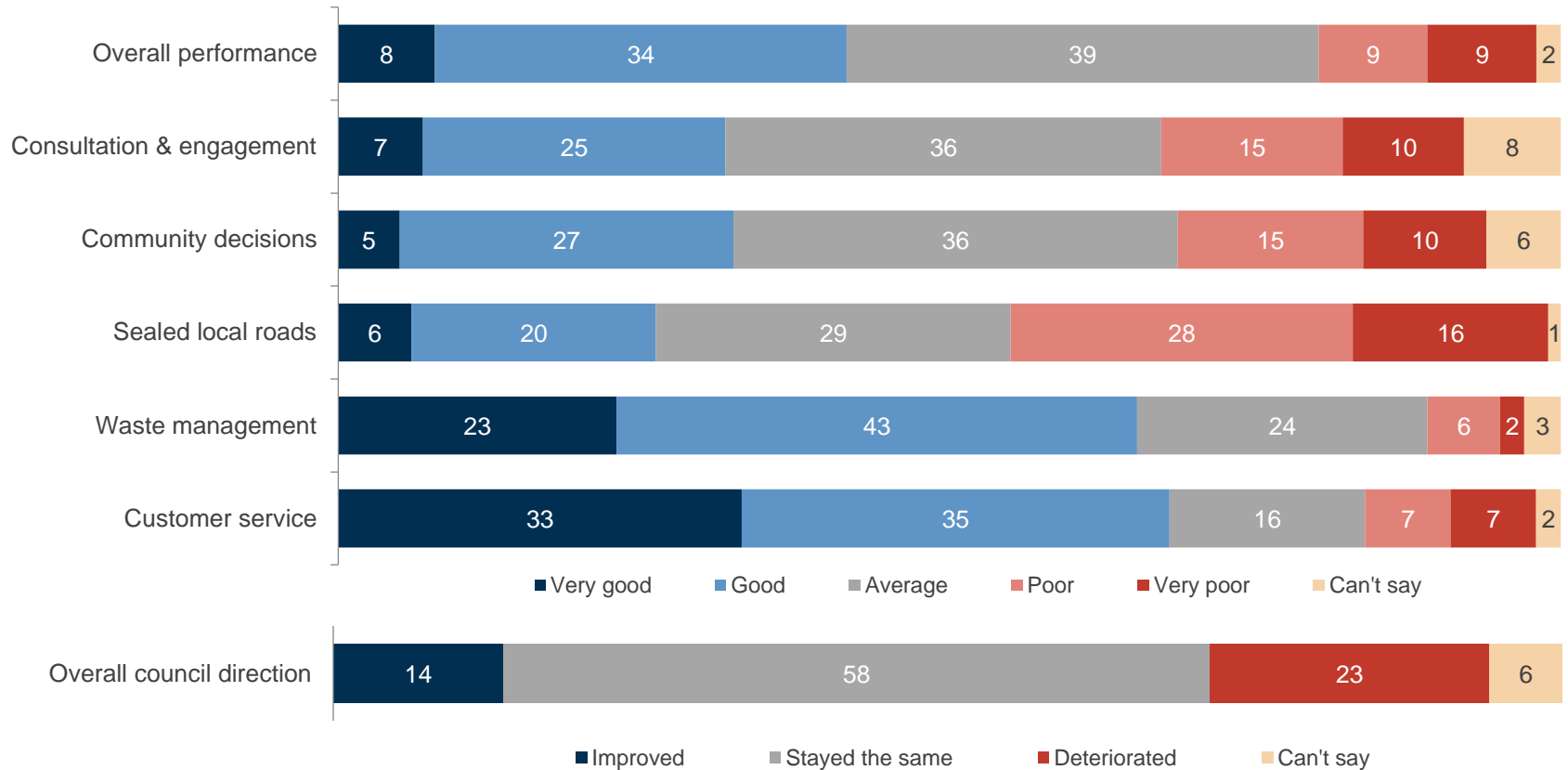
Index scores















Summary of core measures

Core measures summary results (%)










Summary of Baw Baw Shire Council performance

Services		Baw Baw 2022	Baw Baw 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	56	54	55	59	Aged 18-34 years	West Ward residents, Men
	Value for money	47	45	48	53	Women	Men
	Overall council direction	45	50	47	50	Women, Aged 18-34 years	West Ward residents
	Customer service	70	67	67	68	Aged 18-34 years	Men
	Art centres & libraries	73	-	72	73	Central Ward residents	East Ward residents, Aged 65+ years
	Appearance of public areas	71	-	67	71	Aged 35-49 years	Aged 65+ years
	Waste management	71	69	65	68	Women, Aged 65+ years, Central Ward residents	Men, Aged 35-49 years
	Recreational facilities	69	-	66	69	Aged 65+ years, Women	Aged 35-49 years
	Emergency & disaster mngt	65	-	66	66	Women	Men
	Environmental sustainability	58	-	59	61	Aged 35-49 years	West Ward residents



Summary of Baw Baw Shire Council performance

Services		Baw Baw 2022	Baw Baw 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Bus/community dev./tourism	56	-	58	60	Aged 18-34 years	Central Ward residents
	Lobbying	51	52	51	53	Aged 18-34 years	West Ward residents, Aged 65+ years
	Consultation & engagement	51	53	51	54	Aged 18-34 years	West Ward residents
	Community decisions	51	52	51	54	East Ward residents, Aged 18-34 years, Women	West Ward residents
	Sealed local roads	43	45	45	53	Women	Men



Focus areas for the next 12 months

Overview

Council performance ratings are in line with 2021 results (where applicable) or when they were last evaluated. This includes a not significant two-point gain in Council's overall performance rating. This is a positive result for Council. Overall council direction comprises the only area measured where a significant decline occurred.

Key influences on perceptions of overall performance

Baw Baw Shire Council should focus on improving performance in the areas that most influence perception of overall performance and are among Council's lowest rated areas: decisions made in the interest of the community, the condition sealed local roads, consultation and engagement, and lobbying. The aforementioned areas all have a strong influence on overall impressions and there is considerable room for positive growth in each. The condition of sealed local roads in particular garners negative ratings.

Comparison to state and area grouping

Importantly, Council performs as well as or significantly higher than Large Rural group averages across service areas. Council significantly exceeds group averages for the appearance of public areas, waste management and recreational facilities. Council tends to perform lower than the State-wide averages for councils, except when it comes to its top performing areas.

Maintain gains achieved to date and capitalise on opportunity to further improve

Council should seek to maintain gains in the area of customer service, where ratings are at their highest point since 2012. Similarly, it would be wise for Council to sustain strong performance in recreational facilities given its influence on overall perceptions. As mentioned, Council would benefit from improving performance in the areas that have strong influences on overall opinions but are poorly rated. Particular attention should be paid to interactions with West Ward residents, as a lesser satisfied Council cohort.

DETAILED FINDINGS

Overall performance



Overall performance

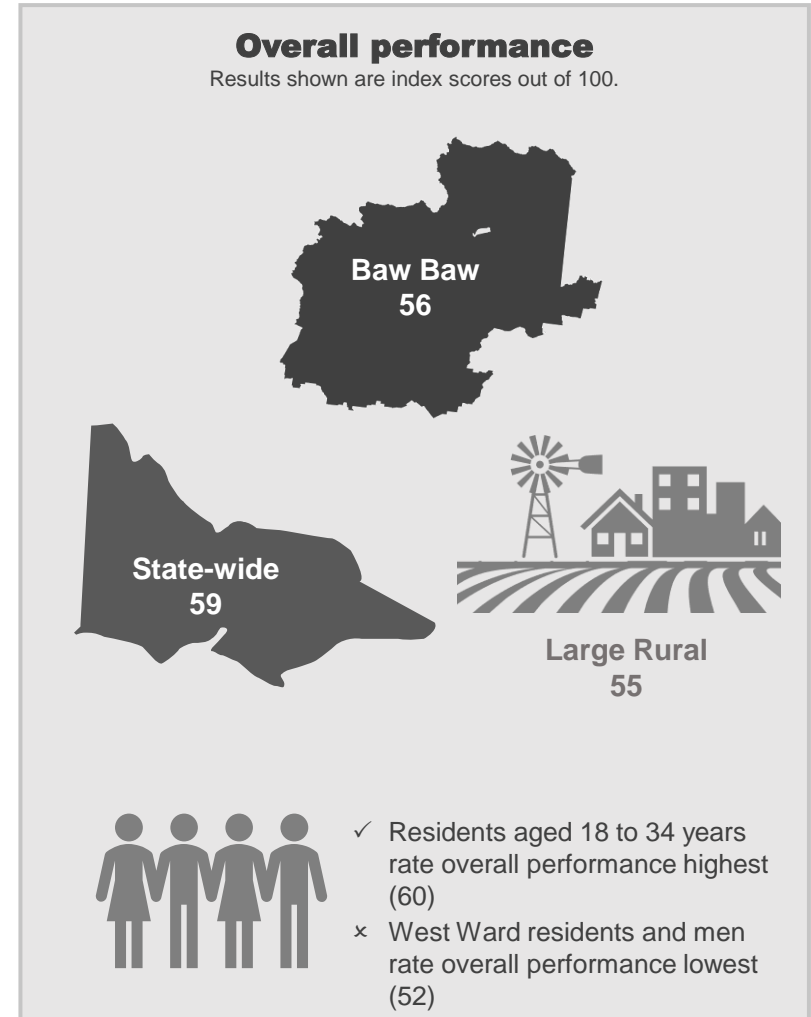
The overall performance index score of 56 for Baw Baw Shire Council represents a slight two-point increase on the 2021 result. Council has now managed two consecutive years of improvement.

- Overall performance is just one point below the series high of 57 index points achieved in 2014.

Baw Baw Shire Council's overall performance is rated in line with the average rating for councils in the Large Rural group (index score of 55) and statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index score of 59).

- Residents of Central Ward rate Council's overall performance significantly higher than in 2021 (index score of 59, up seven from 2021).
- Comparatively, residents of West Ward declined somewhat in their impressions of Council's overall performance (index score of 52, down five from 2021 – this is not a significant decline, but one to watch).

Just 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'. Slightly more residents rate Council as 'very poor' or 'poor' (32%) in terms of providing value for money. A further 37% rate Council as 'average'.





Overall performance

2022 overall performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	59	55	57	54	56	51	63	57	46	54
Women	59	57	53	54	51	50	48	55	59	41	47
Central Ward	59	52	49	53	50	48	n/a	n/a	n/a	n/a	n/a
State-wide	59▲	61	58	60	59	59	59	60	61	60	60
East Ward	57	55	51	50	52	50	n/a	n/a	n/a	n/a	n/a
Baw Baw	56	54	49	52	50	50	48	54	57	41	45
35-49	55	52	46	48	48	47	47	52	52	38	42
Large Rural	55	58	55	56	56	54	54	56	n/a	n/a	n/a
65+	54	55	49	54	50	49	52	50	61	46	45
50-64	53	50	45	49	49	46	41	51	54	35	40
Men	52	52	46	50	49	49	49	53	54	39	43
West Ward	52	57	48	54	49	51	n/a	n/a	n/a	n/a	n/a

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?

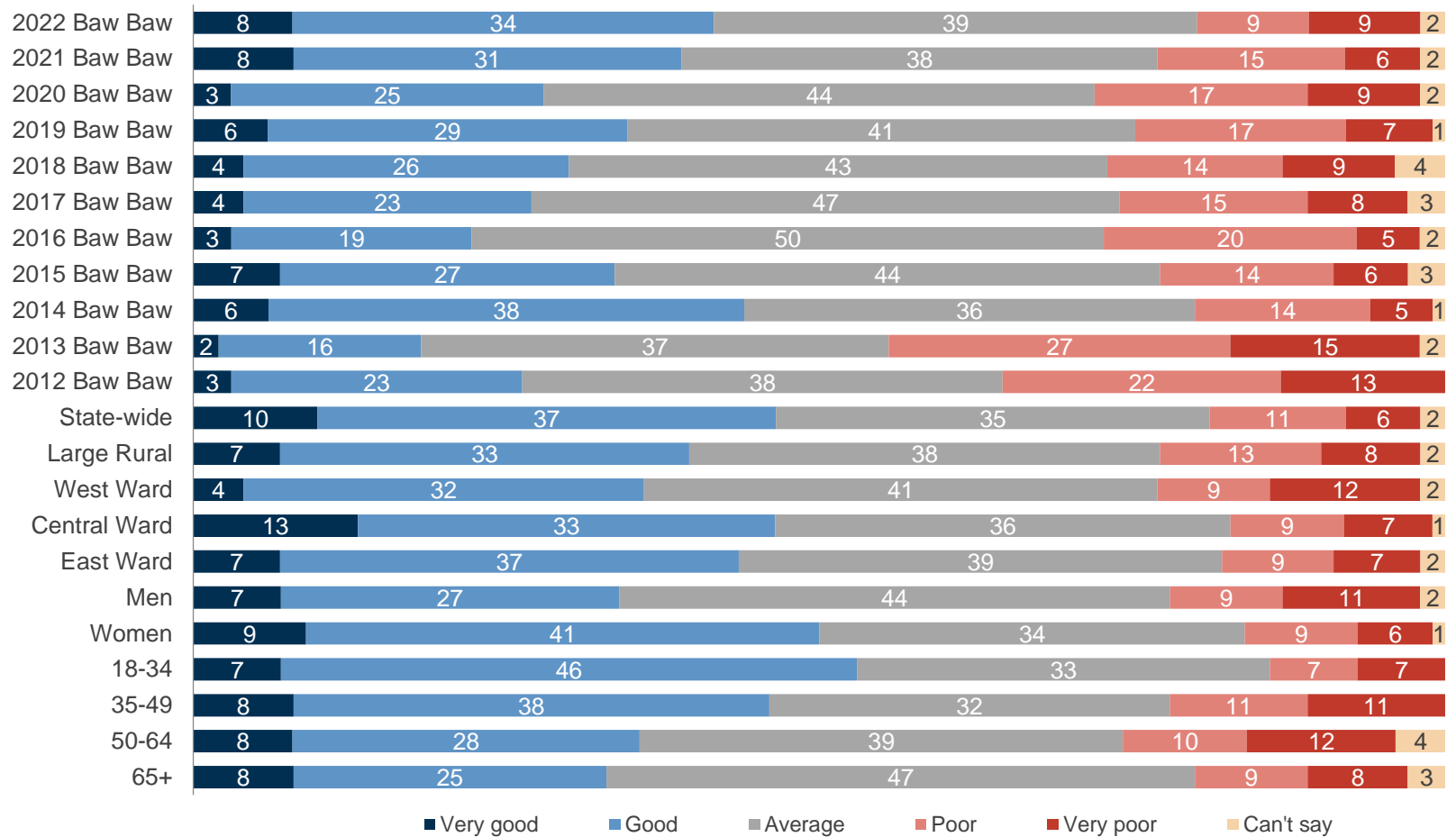
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall performance

2022 overall performance (%)



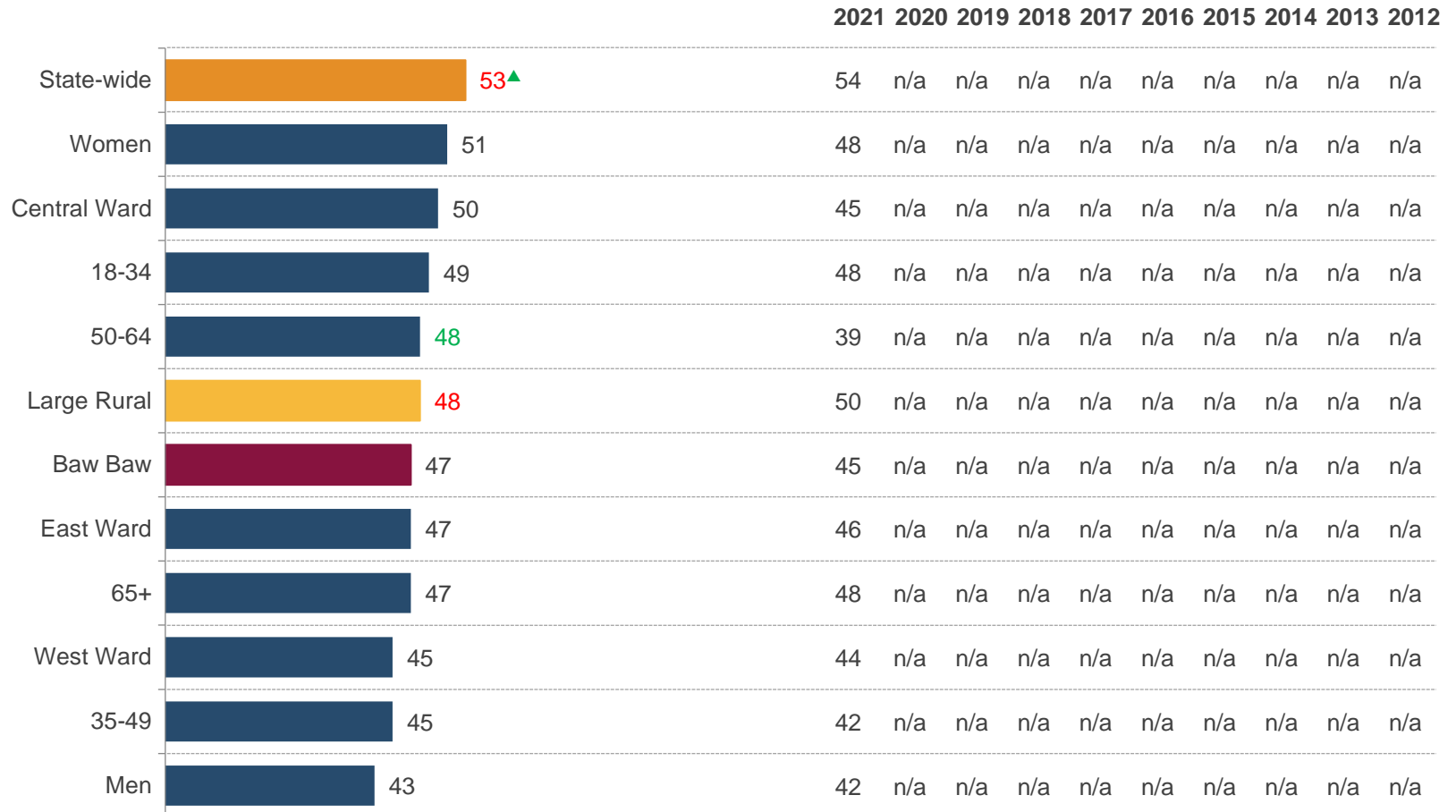
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Baw Baw Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 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?

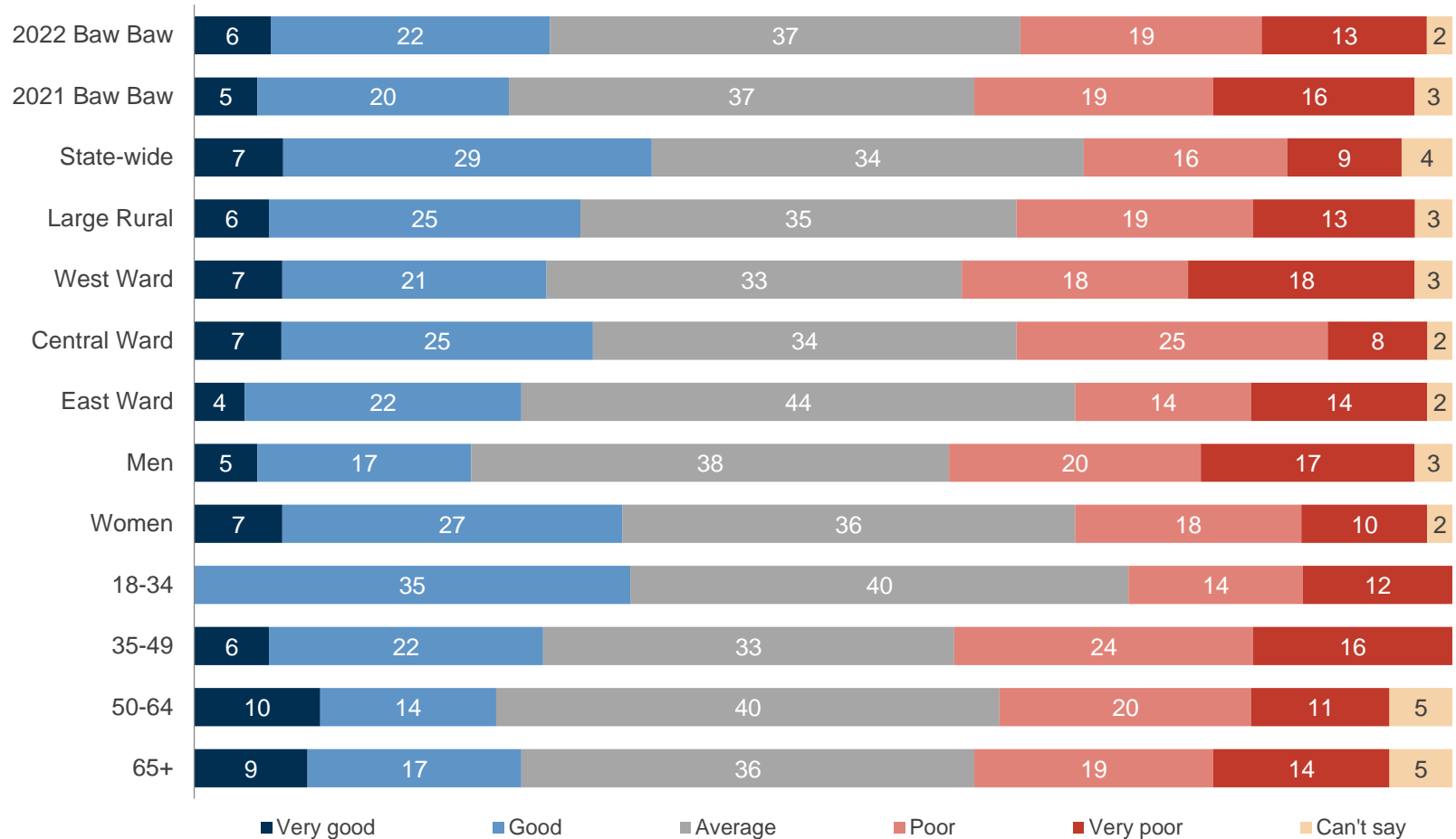
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 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: 66 Councils asked group: 19



Top performing service areas

Council's top performing areas in 2022 are:

- Art centres and libraries (index score of 73)
- The appearance of public areas (71)
- Waste management (71)
- Recreational facilities (69).

With the exception of waste management, all of Council's top rated service areas were last evaluated in 2014. Perceptions of Council's best performing service areas are consistent (not significantly different) with their last evaluation.

In each of the aforementioned areas, Council's performance is rated either significantly higher than or in line with both the Large Rural and State-wide group averages.

Positive perceptions of the appearance of public areas and recreational facilities are further evidenced by the fact that around one in ten residents volunteer parks and gardens (13%) and recreational/sporting facilities (9%) as the best thing about Baw Baw Shire Council.

It is recommended that Council make a concerted effort in particular to maintain and continue to improve it's strong performance in recreational facilities, as this service area is shown to have a moderate influence on Council's overall performance rating.



In 2022, Council performs best in the area of art centres and libraries (index score of 73).



Low performing service areas



Council rates lowest in the areas of sealed local roads (index score of 43). While sealed local roads remains Council's lowest performing service area, perceptions are an improvement on ratings from 2014 to 2016.

Efforts are still required to improve local roads given:

- One in five residents (20%) say sealed road maintenance is the area Council needs to improve most.
- It is considered the most important service area to residents and exhibits the highest differential between perceived importance and performance (41 points).
- Perceptions of sealed local roads have a strong influence on Council's overall performance rating.
- All areas in the Shire feel similarly about the condition of sealed local roads.

Council also rates lower in the inter-related areas of community decisions, consultation and engagement, and lobbying (index scores of 51 each).

- Here too, it is important that Council improves performance given perceptions of each have an influence on views of Council's overall performance.
- To do so, Council's efforts are best focused on West Ward, where ratings of Council performance in each of the mentioned areas is lower than any other cohort.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	73
Appearance of public areas	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	71
Waste management	71	69	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	65
Recreational facilities	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a	64
Emergency & disaster mngt	65	n/a	n/a	70	n/a	n/a	n/a	n/a	70	n/a	67
Environmental sustainability	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Bus/community dev./tourism	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	n/a	52
Lobbying	51	52	49	47	49	48	50	53	52	44	47
Consultation & engagement	51	53	52	49	50	48	48	52	53	45	47
Community decisions	51	52	46	43	48	46	47	53	51	n/a	n/a
Sealed local roads	43	45	41	40	42	42	38	36	35	n/a	n/a

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

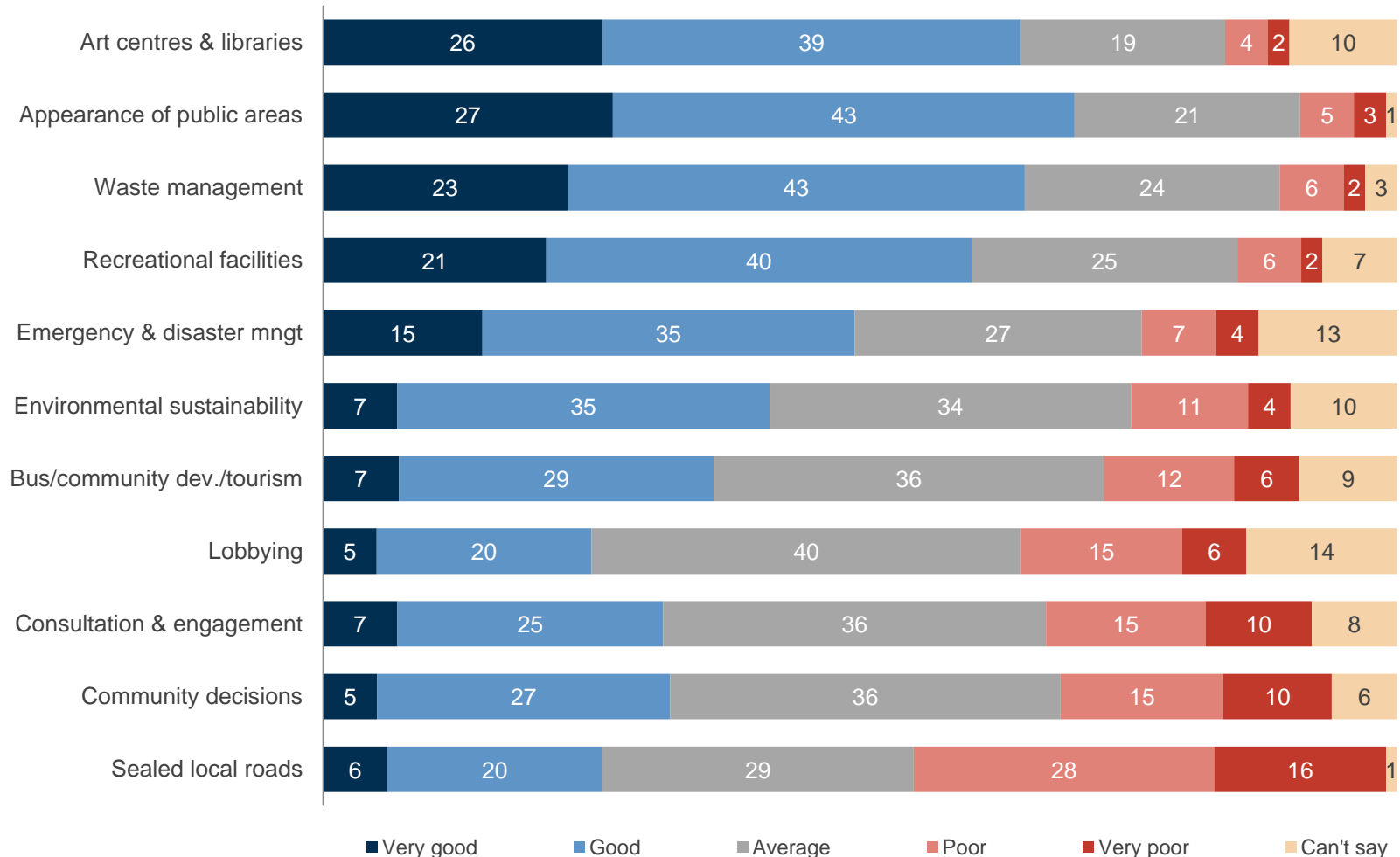
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Sealed local roads	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	81	n/a	n/a	79	n/a	n/a	n/a	n/a	81	n/a	80
Community decisions	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a	75
Consultation & engagement	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	71
Appearance of public areas	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	68
Recreational facilities	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	69
Environmental sustainability	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
Lobbying	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	68
Bus/community dev./tourism	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a	66
Art centres & libraries	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	n/a	61

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

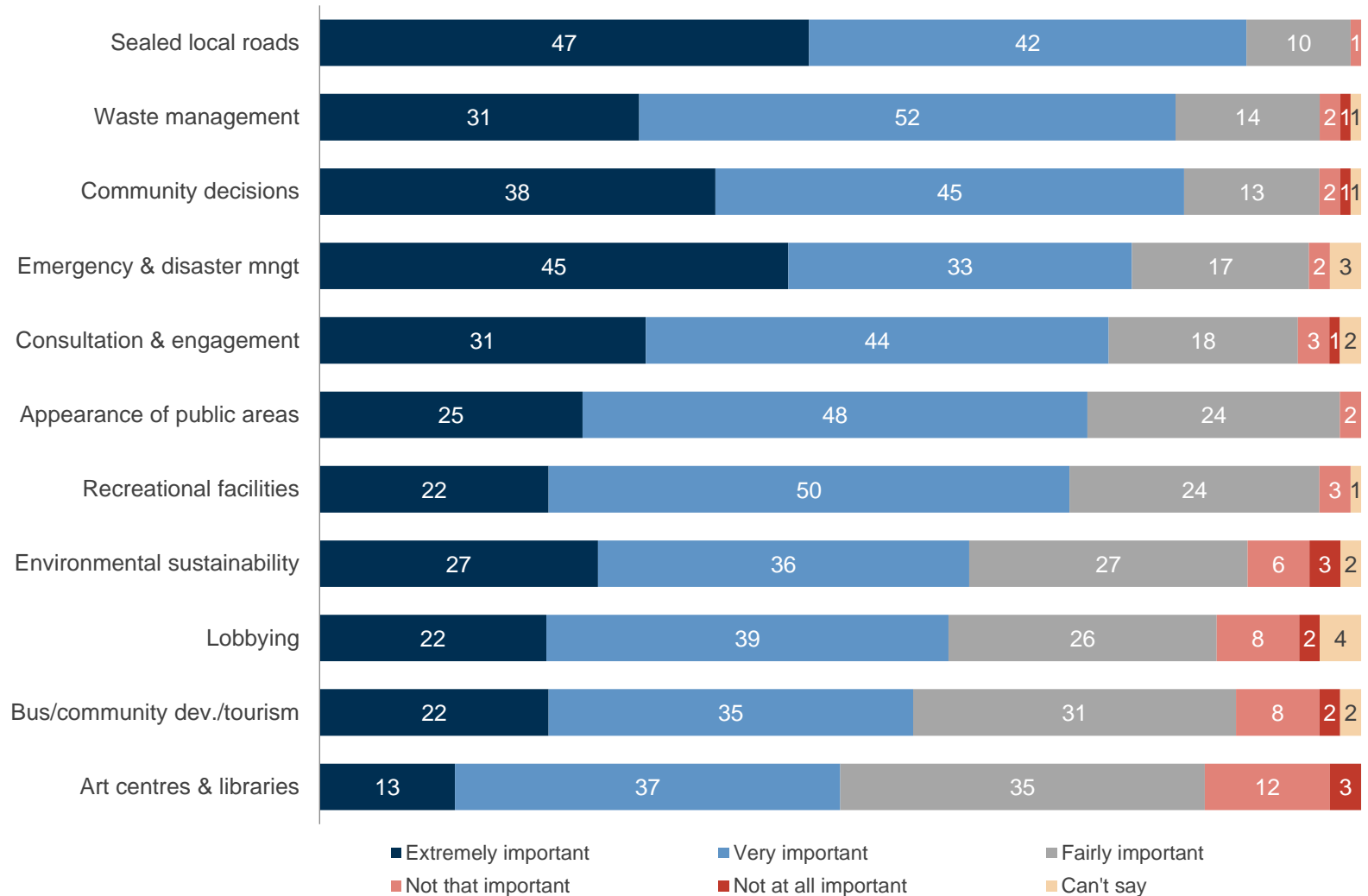
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

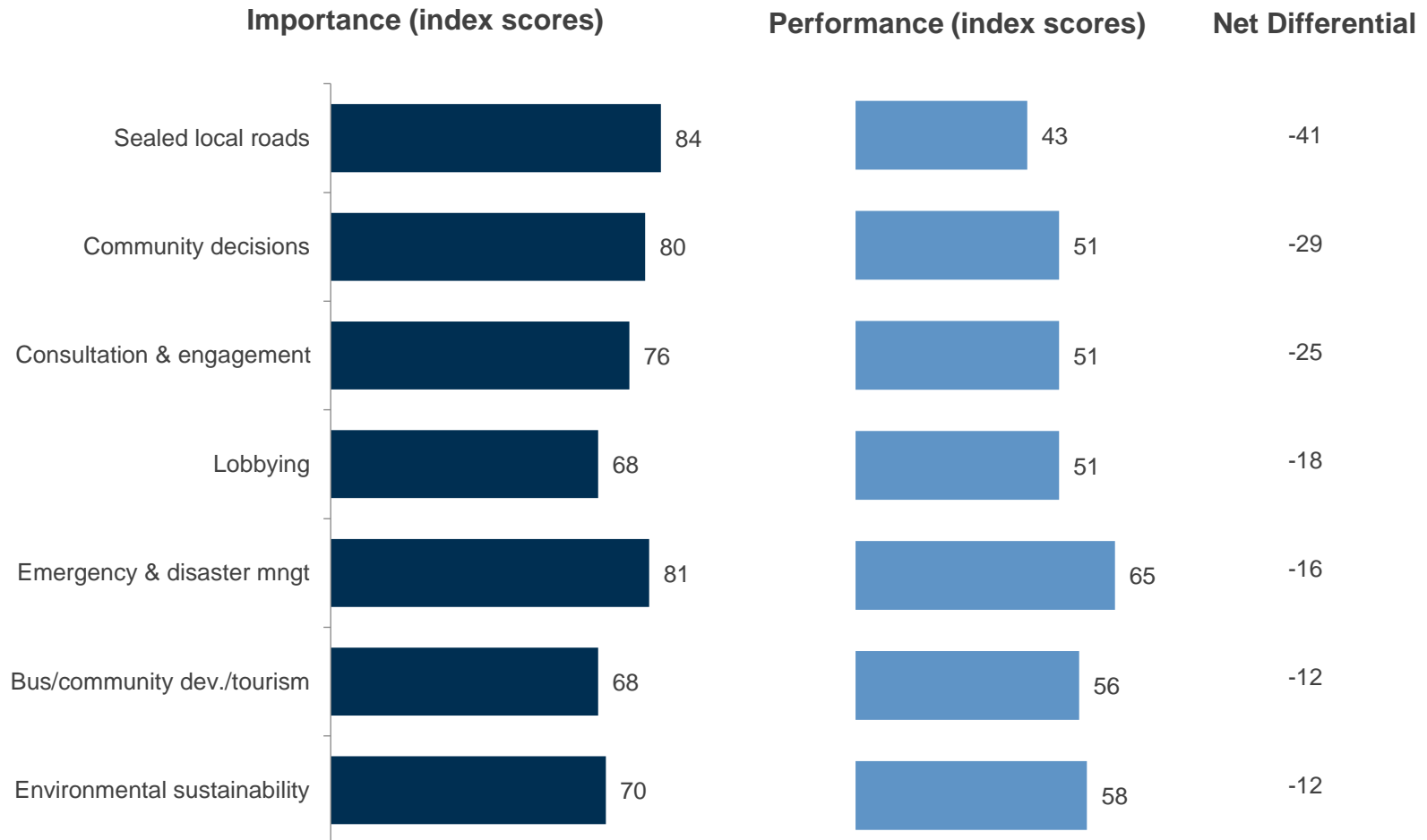
2022 individual service area importance (%)





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.

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

- Condition of sealed local roads
- Community consultation and engagement
- Lobbying on behalf of the community
- Recreational facilities.

Looking at these key service areas, recreational facilities has a high performance index (69) and is among the stronger influences on overall performance, so maintaining this positive result should remain a focus.

Other service areas that have a moderate to strong influence on overall perceptions, but where Council is performing less well, are community consultation and engagement and lobbying on behalf of the community (performance index of 51 for each).

A focus on consulting and engaging with the community on key issues and defending local interests can also help shore up Council's overall performance rating.

However, most in need of attention is Council's maintenance of sealed local roads, which is poorly rated (performance index of 43) and among the stronger influences on overall community opinion.

It is therefore important to attend to resident concerns about sealed local roads to help improve overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

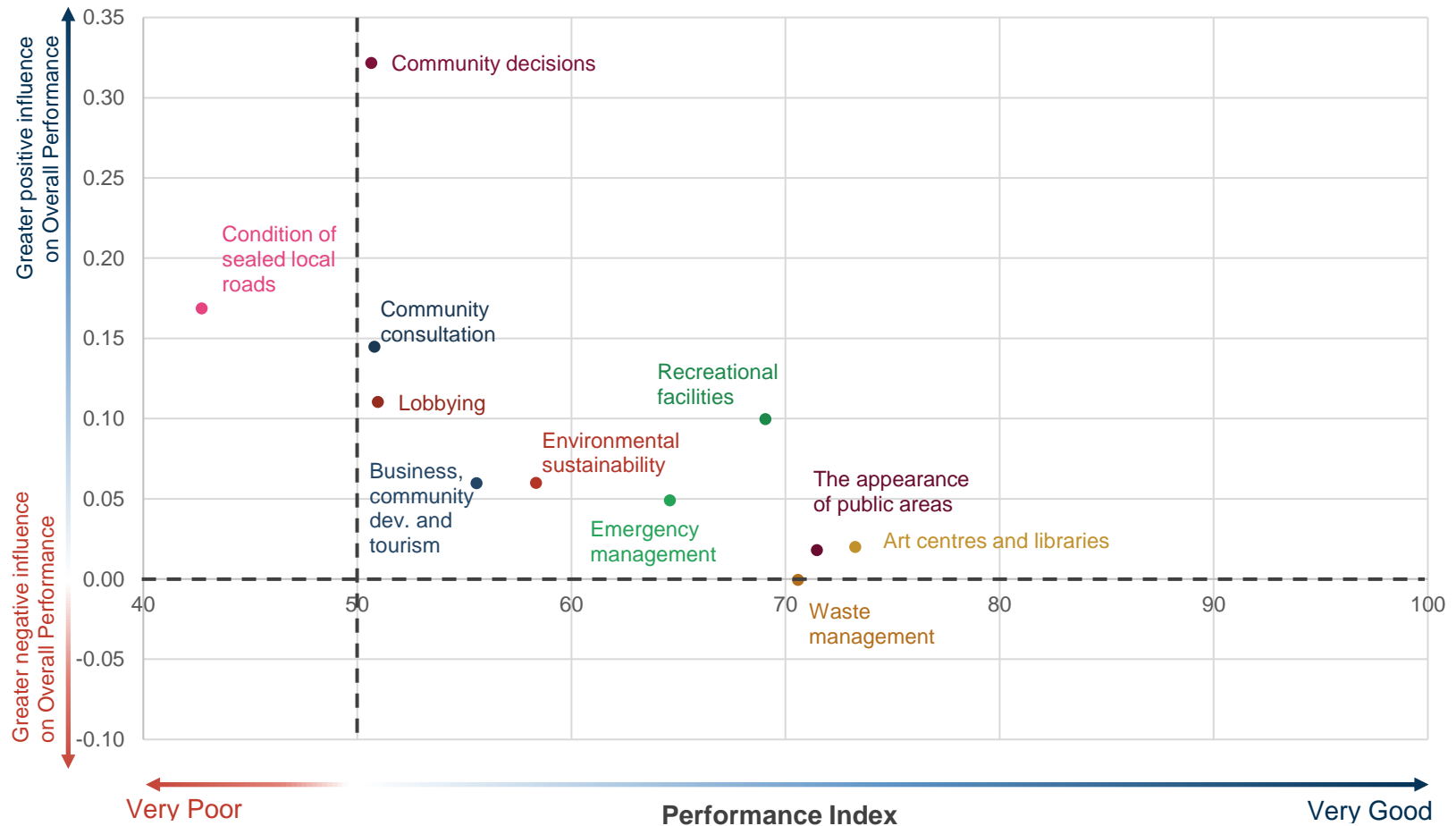
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

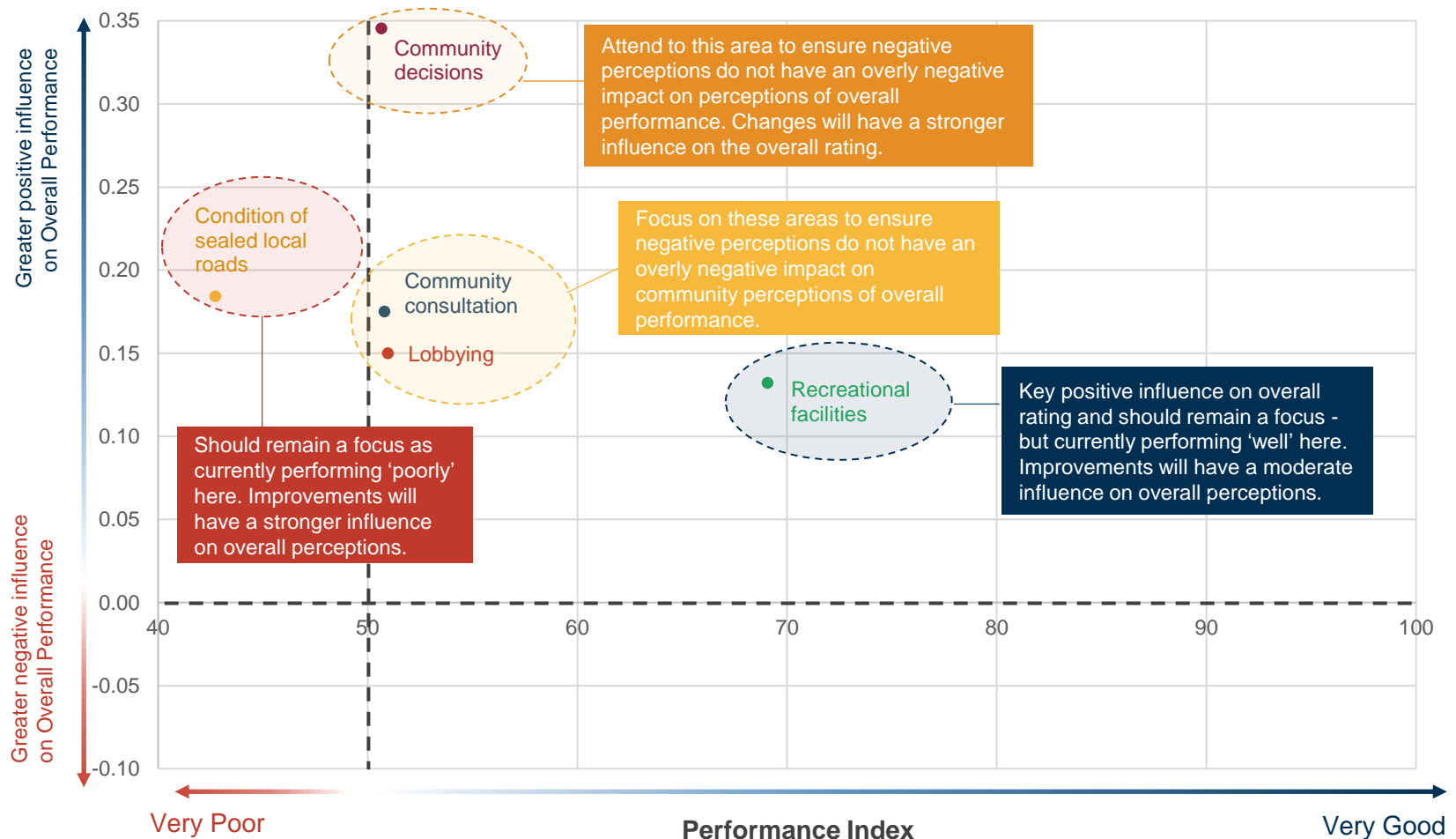


The multiple regression analysis model above (all service areas) has an R^2 value of 0.576 and adjusted R^2 value of 0.564, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 47.96$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.565 and adjusted R^2 value of 0.560, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 102.39$.

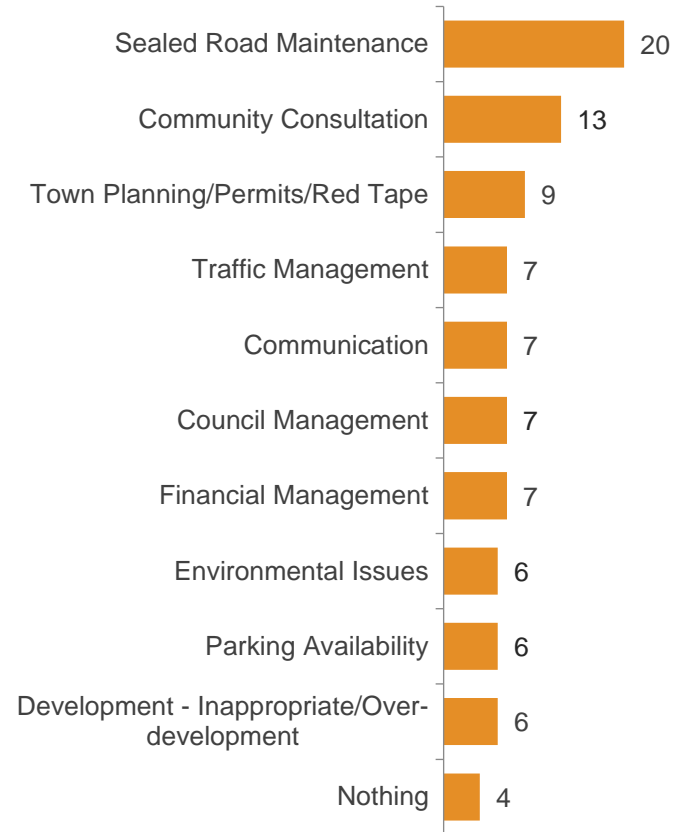


Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 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: 30 Councils asked group: 9

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

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

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 (60%) contacted Council in the previous 12 months, which is four percentage points down on 2021. Rate of contact appears to be levelling out after peaking in 2019.

Residents interact with Council mostly via telephone (36%) and have so since first being evaluated in 2020. Email contact (16%, down five from 2021) and written communications (6%, down nine) declined most since 2021, while in-person contact (22%) increased by 2%. In-person contact is once again preferred over email communications, after a brief preference switch in 2021.



Customer service

Council's customer service index of 70 represents the highest rating achieved in this area, having increased by three index points from 2021.

- Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 68 and 67 respectively).

Just over two thirds of residents (68%) provide a positive customer service rating of 'very good' or 'good', up from 61% in 2021.

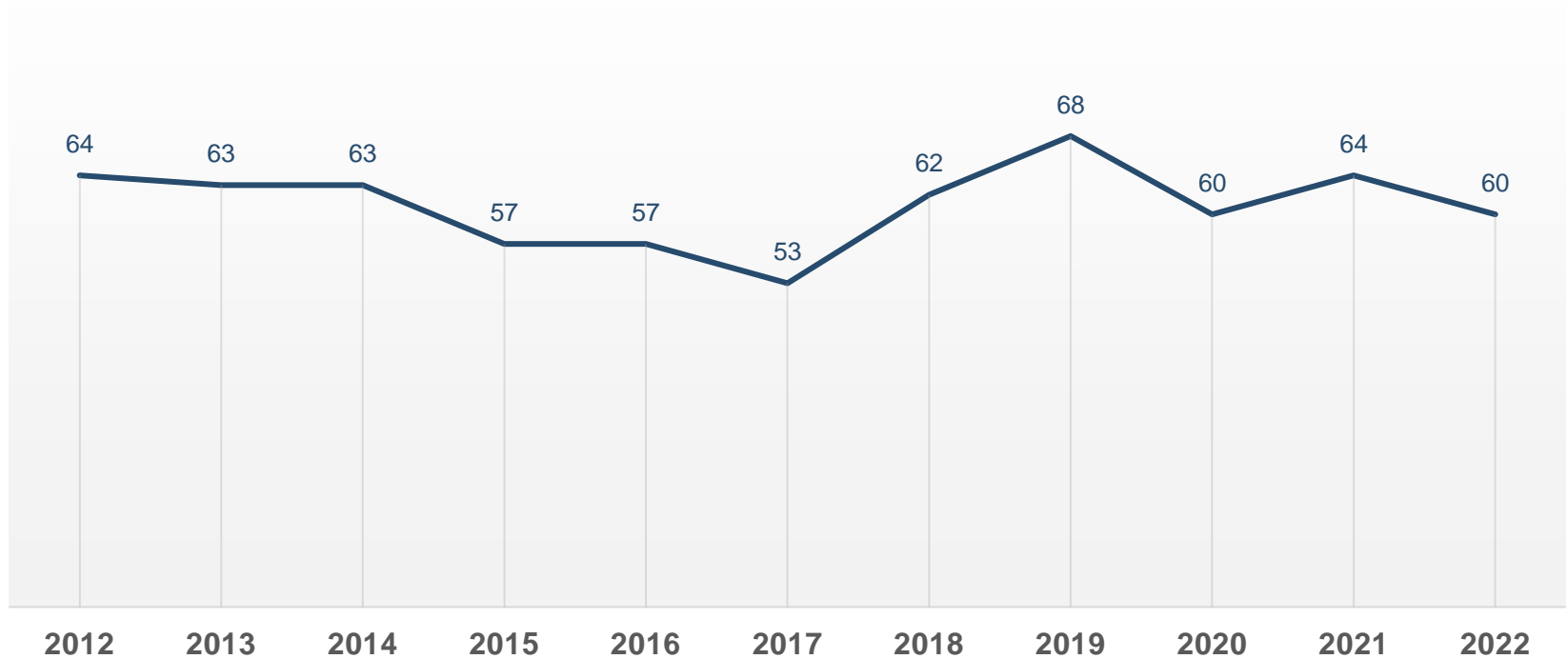
- Despite having the least amount of contact with Council of all cohorts (51%), younger residents aged 18 to 34 years are the most complimentary of customer service (index score of 80). Ratings among this group improved significantly over the last 12 months and are now significantly higher compared to the Council average.

When looking at satisfaction by method of contact, ratings increased among users of the main channels of communication with Council – telephone (index score of 72, up three points from 2021) and email (index score of 74, up six points). Perceptions of in-person contact have remained stable (index score of 66), albeit slightly lower than the aforementioned channels.



Contact with council

2022 contact with council (%)
Have had contact



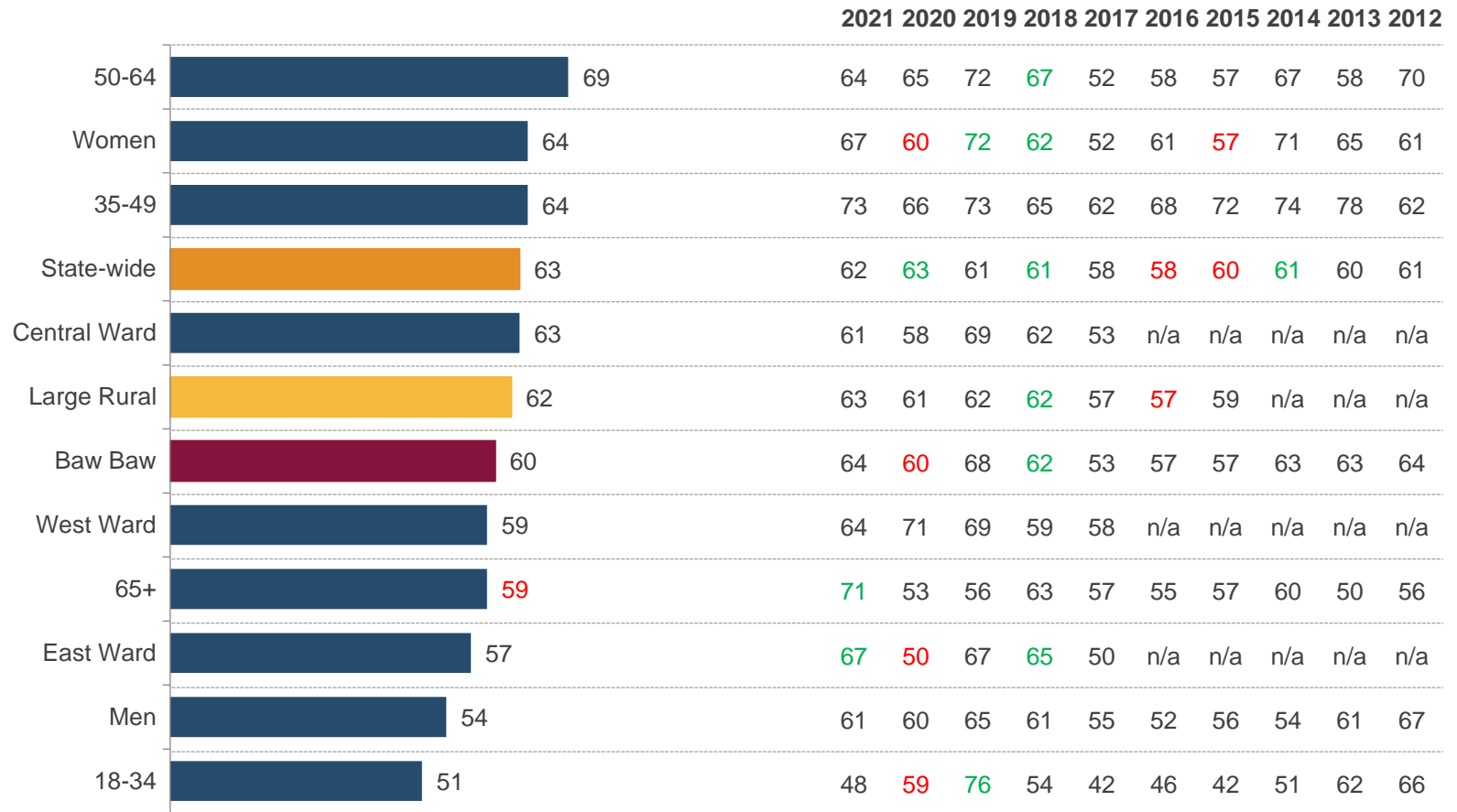
Q5a. Have you or any member of your household had any recent contact with Baw Baw Shire Council in any of the following ways?

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



Contact with council

2022 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

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80▲	64	70	73	56	63	69	63	63	69	60
Women	74	70	69	72	63	67	65	69	71	65	66
Central Ward	71	69	63	66	61	62	n/a	n/a	n/a	n/a	n/a
West Ward	71	67	67	68	59	61	n/a	n/a	n/a	n/a	n/a
Baw Baw	70	67	64	66	61	61	66	64	67	62	61
50-64	69	67	61	59	67	62	56	67	68	55	60
State-wide	68	70	70	71	70	69	69	70	72	71	71
East Ward	68	66	61	63	63	61	n/a	n/a	n/a	n/a	n/a
65+	68	68	59	67	65	67	68	63	69	69	67
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
35-49	65	68	66	62	55	53	68	65	68	61	60
Men	64	64	59	59	60	56	67	60	62	60	57

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.

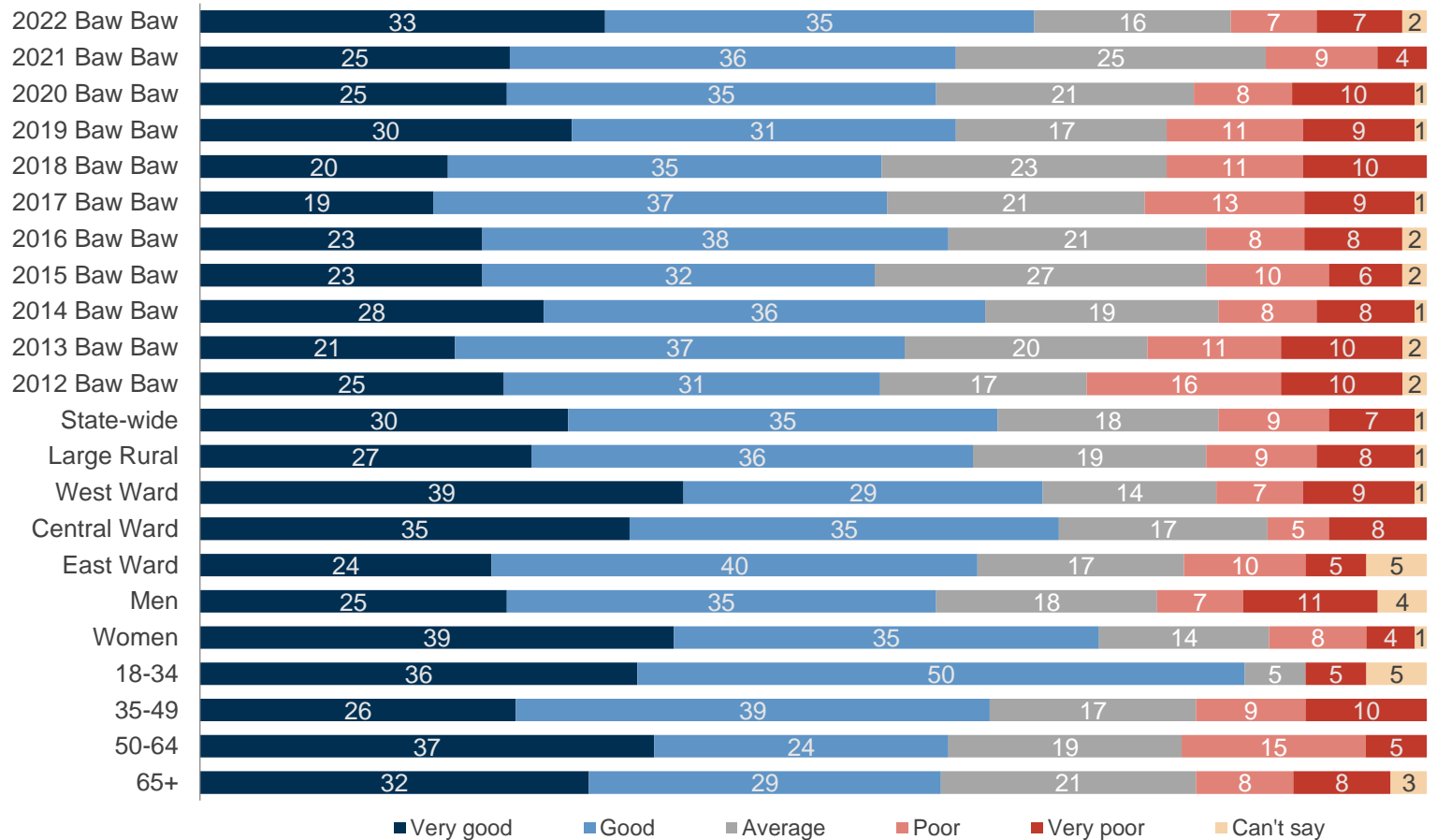
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 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: 67 Councils asked group: 19



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



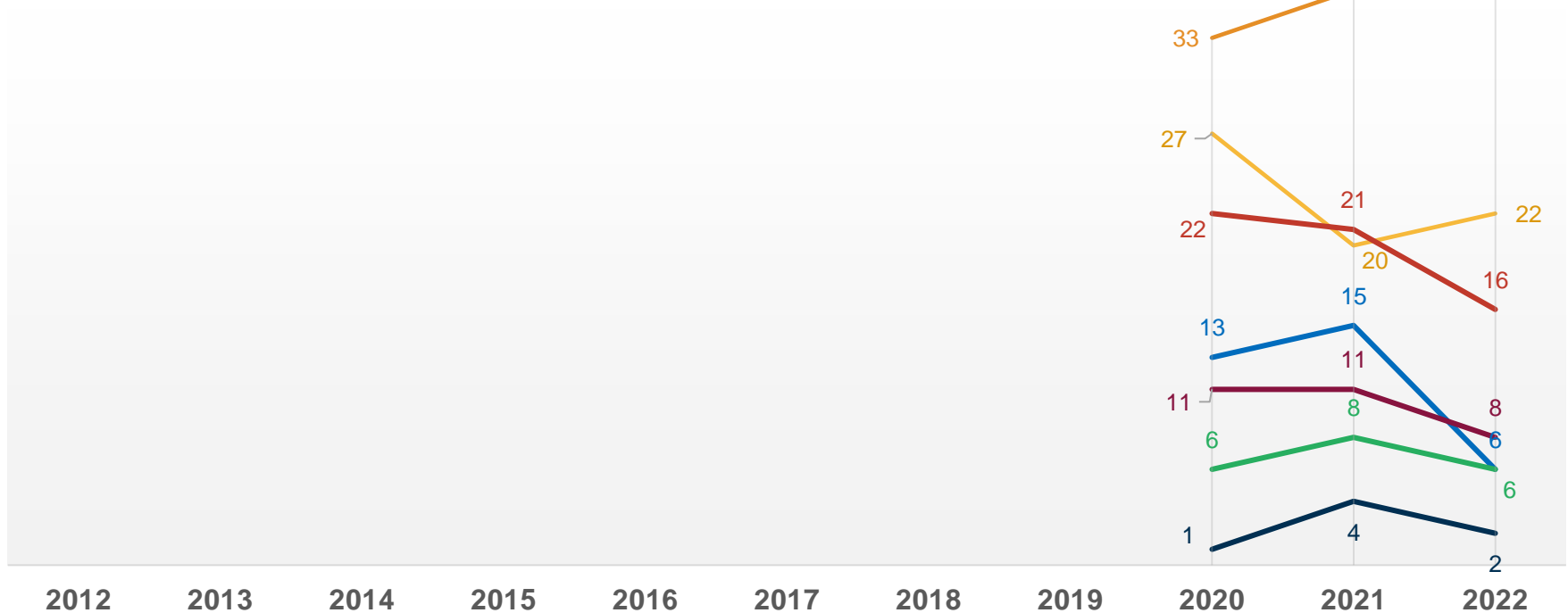
By Email



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?

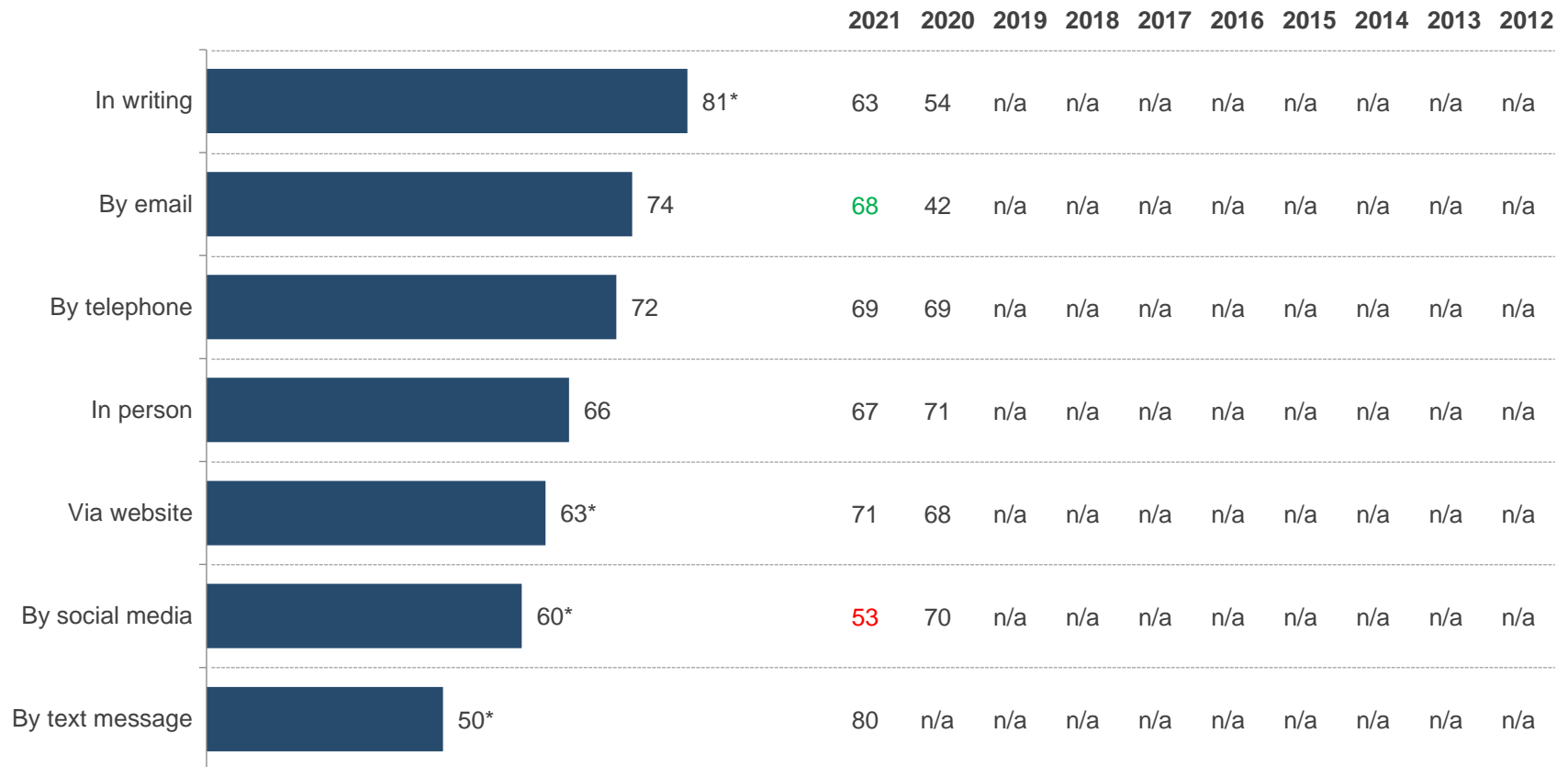
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2022 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

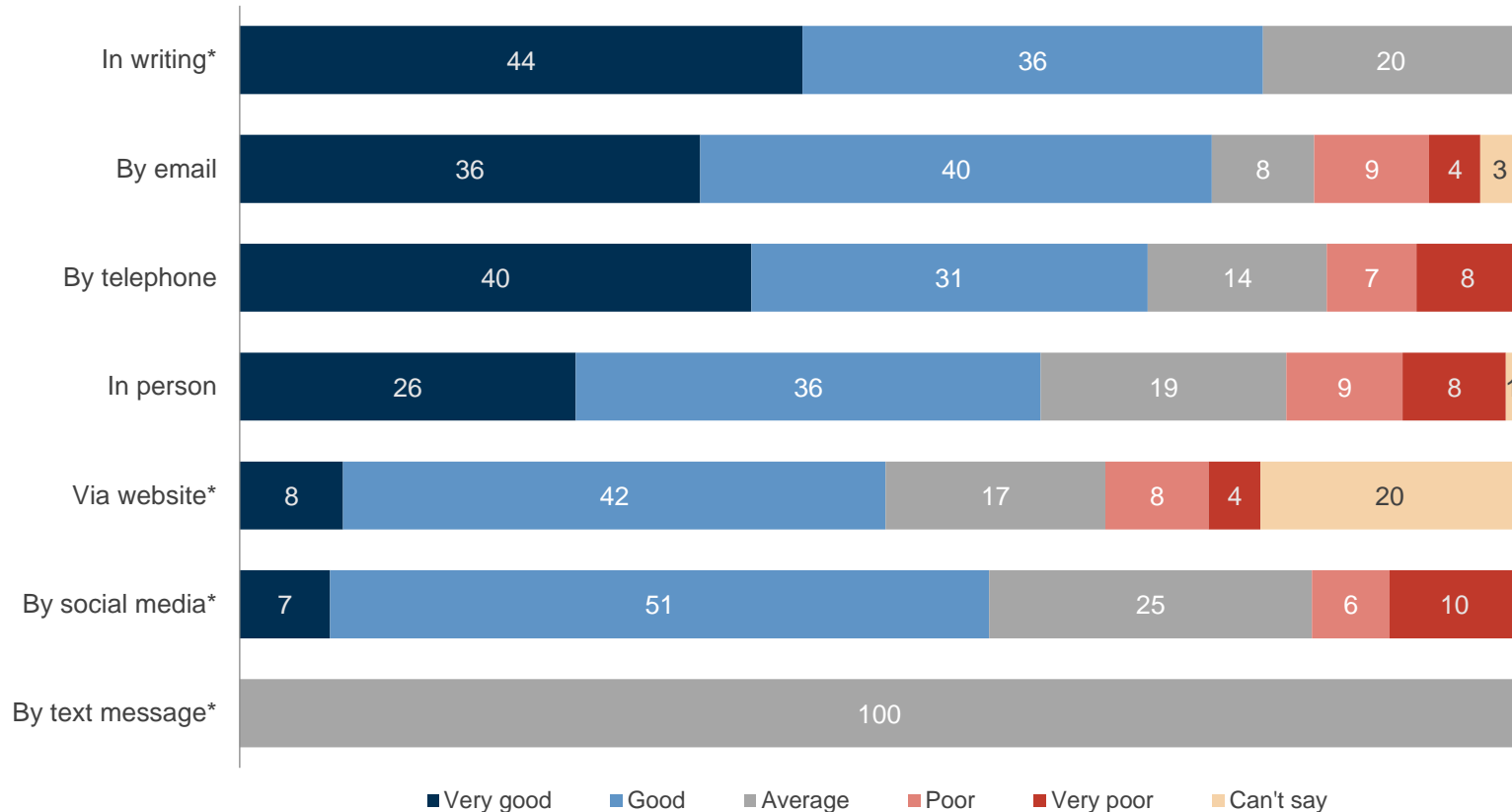
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 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

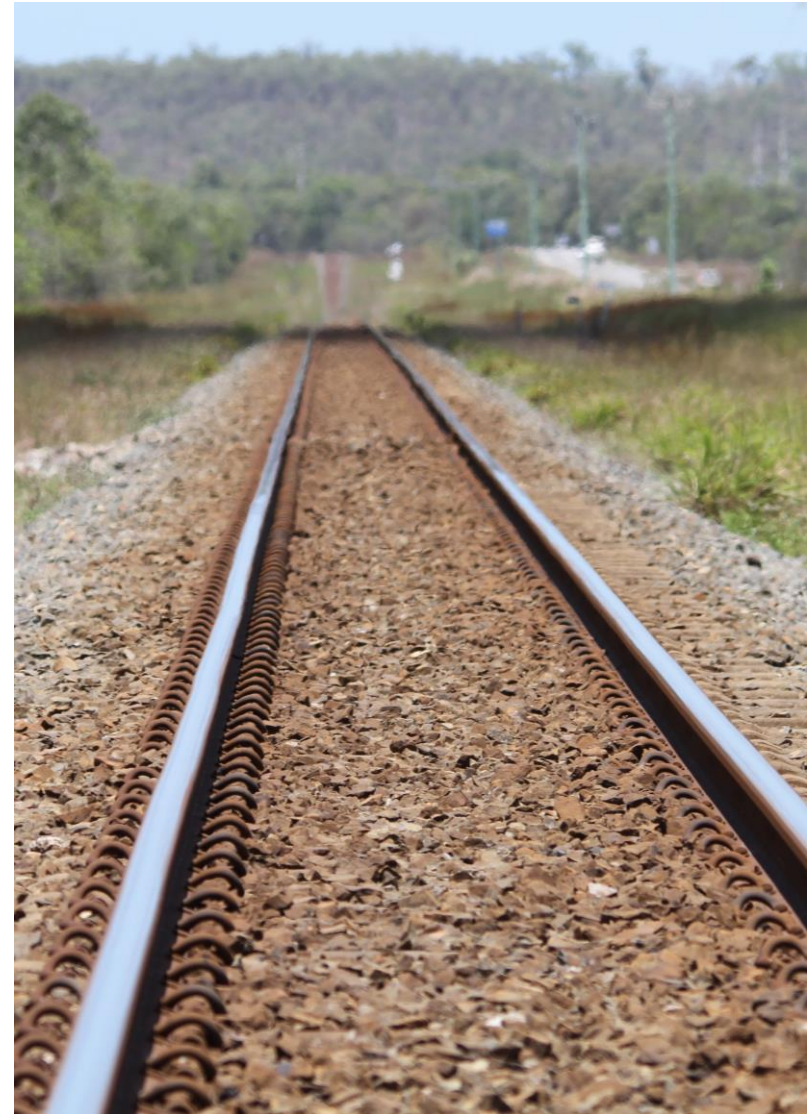
The majority of residents (58%) describe the direction of Council's overall performance as having stayed the same over the previous 12 months. This is compared to 68% in 2021. The difference can be attributed to an increase in the percentage of residents who believe the direction of council performance has deteriorated.

- Fourteen percent believe the direction of council performance improved over the previous 12 months.
- Almost a quarter (23%) believe it has deteriorated, a nine percentage point increase from 2021.

Despite this, Council's overall direction index score of 45 is rated in line with the Large Rural group (47), and significantly lower to the State-wide equivalent (50).

- The most satisfied with council direction are women and residents aged 18 to 34 years.
- The least satisfied with council direction are West Ward residents, those aged 65 years and over and men. Perceptions of Council's overall direction among men and West Ward residents declined significantly over the past 12 months.













When it comes to the trade off between rates and services, twice as many residents would prefer cuts in council services to keep council rates at the same level as they are now (51%) over rate rises to improve local services (24% would prefer this).





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	 50▲	53	51	53	52	53	51	53	53	53	52
Women	 49	51	45	48	52	50	44	51	53	44	35
18-34	 49	55	51	54	55	53	50	46	52	46	48
Central Ward	 48	44	41	48	54	50	n/a	n/a	n/a	n/a	n/a
35-49	 47	53	45	45	50	49	45	52	45	37	34
East Ward	 47	48	45	42	51	46	n/a	n/a	n/a	n/a	n/a
Large Rural	 47	51	50	51	52	52	48	51	n/a	n/a	n/a
50-64	 47	46	42	39	48	45	43	51	49	37	28
Baw Baw	 45	50	44	45	51	48	46	50	52	42	35
Men	 41	48	44	43	50	46	48	48	51	40	36
65+	 41	45	39	43	51	46	46	49	59	55	29
West Ward	 40	56	47	46	48	49	n/a	n/a	n/a	n/a	n/a

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

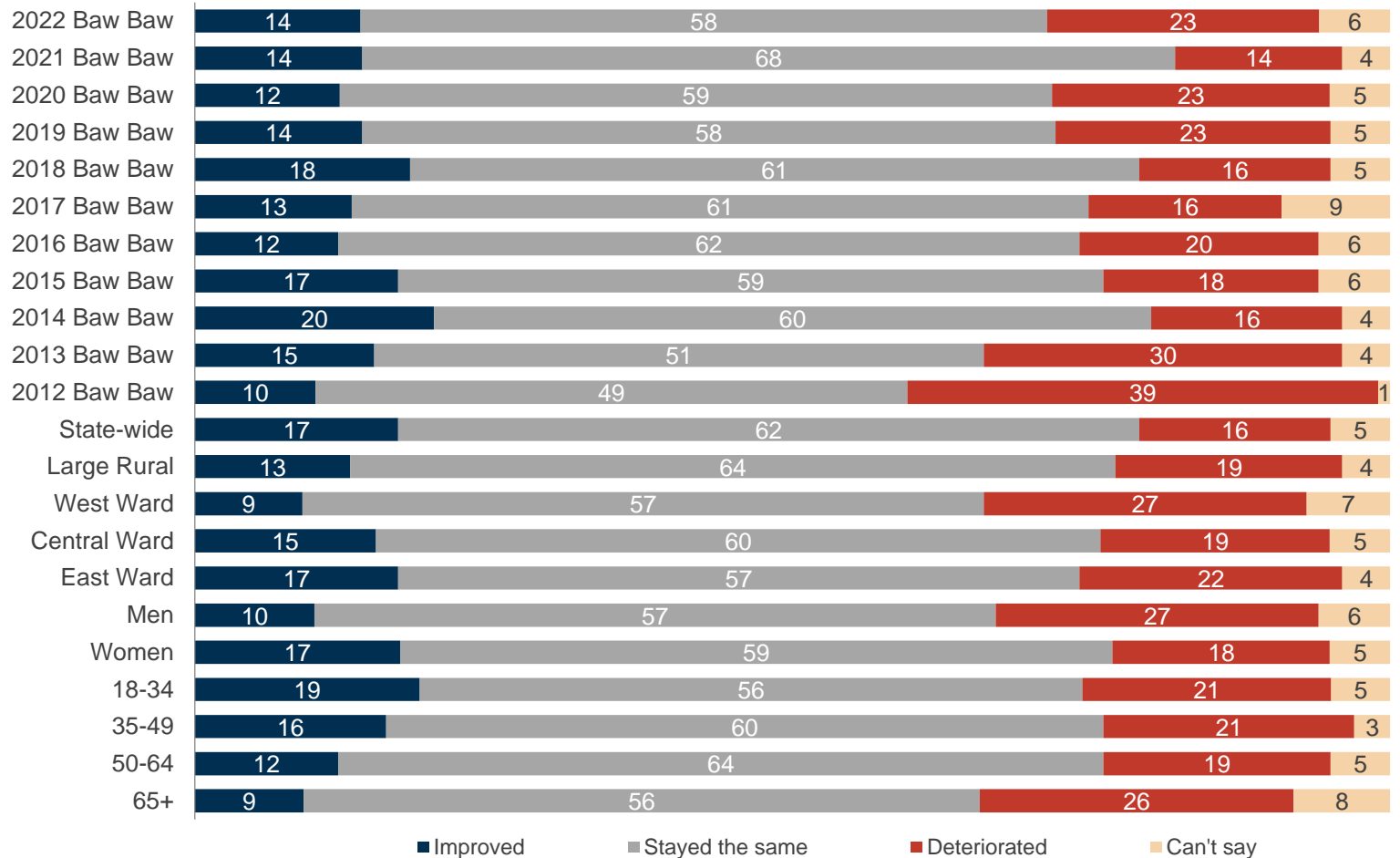
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

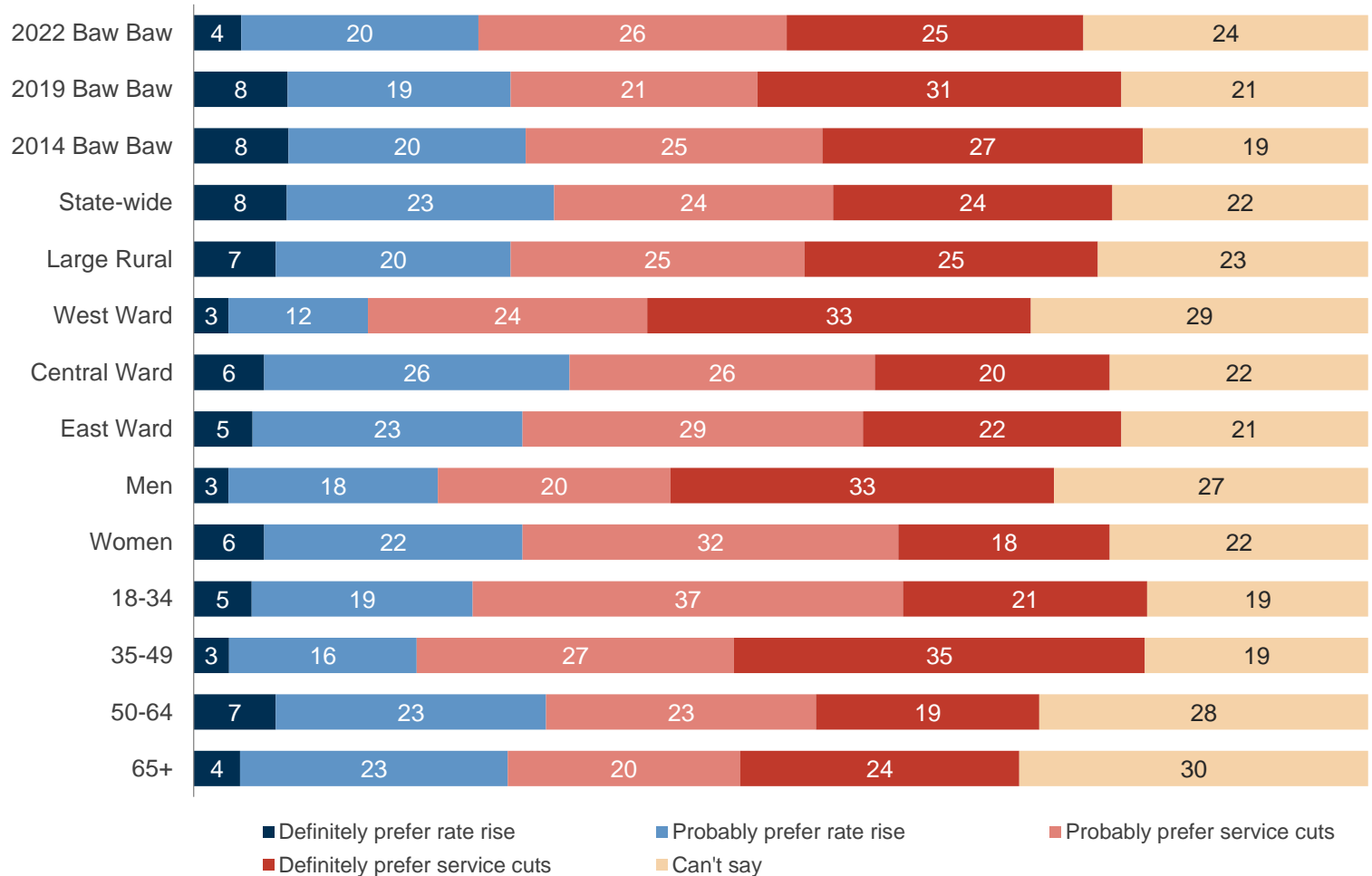
2022 overall council direction (%)





Rates / services trade-off

2022 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: 18 Councils asked group: 6

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

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	76
65+	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	71
Women	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	71
Central Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	76	75	76	75	76	75	n/a	n/a	n/a
East Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	75
Baw Baw	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	71
State-wide	76	75	74	74	74	74	75	74	74	73	73
West Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	71
18-34	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a	61

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

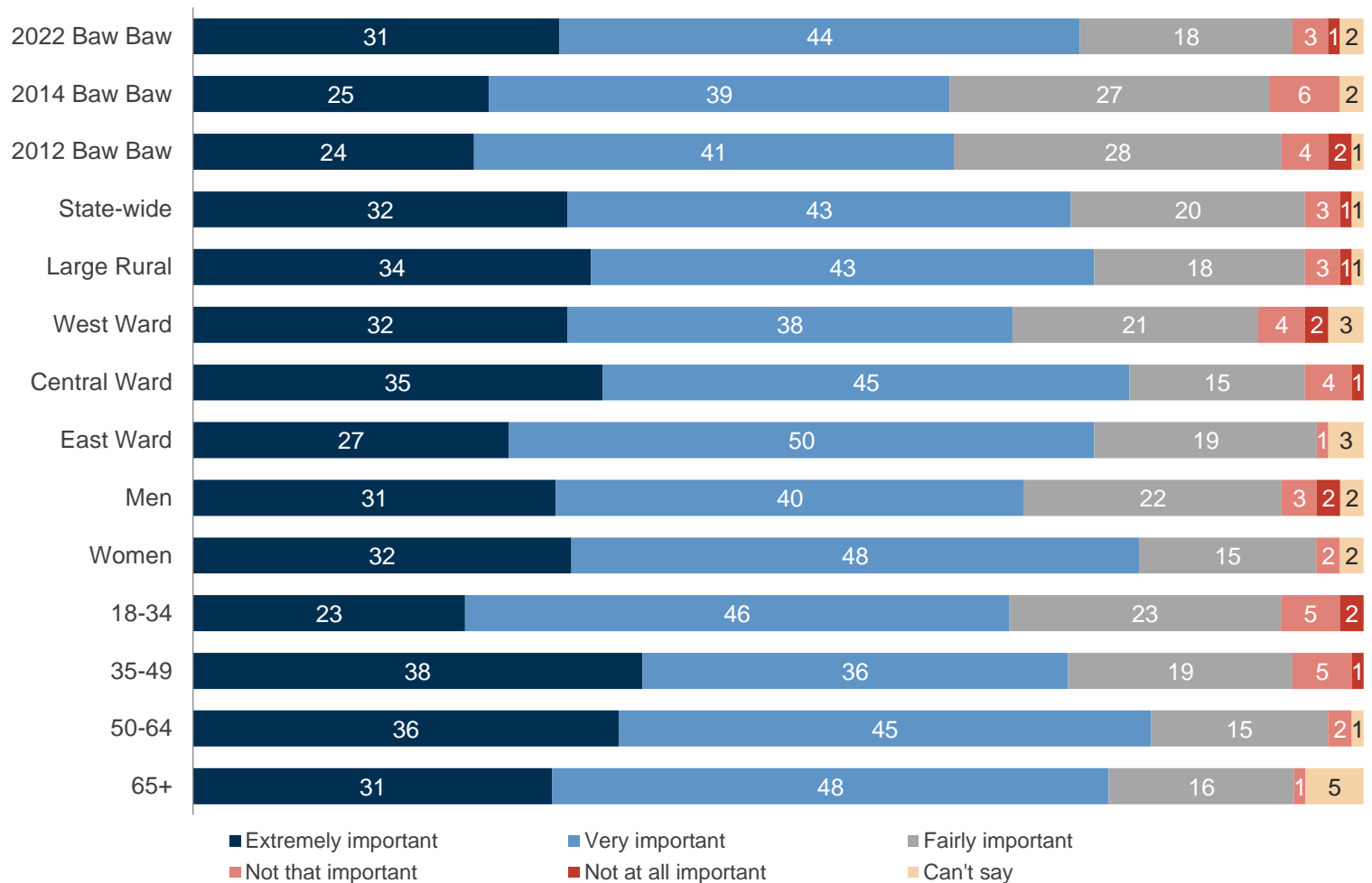
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	58	59	54	52	59	49	58	52	52	55
Women	54	56	54	52	54	49	48	53	55	47	50
Central Ward	54	51	50	46	48	48	n/a	n/a	n/a	n/a	n/a
State-wide	54▲	56	55	56	55	55	54	56	57	57	57
East Ward	53	54	51	46	52	45	n/a	n/a	n/a	n/a	n/a
Baw Baw	51	53	52	49	50	48	48	52	53	45	47
Large Rural	51	54	54	54	54	52	52	54	n/a	n/a	n/a
50-64	50	48	47	46	46	43	43	50	51	39	41
65+	50	51	51	49	50	45	51	48	56	44	42
Men	47	49	50	46	47	46	49	50	51	43	44
35-49	47	54	49	44	53	43	49	52	53	47	48
West Ward	46	54	55	54	51	50	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

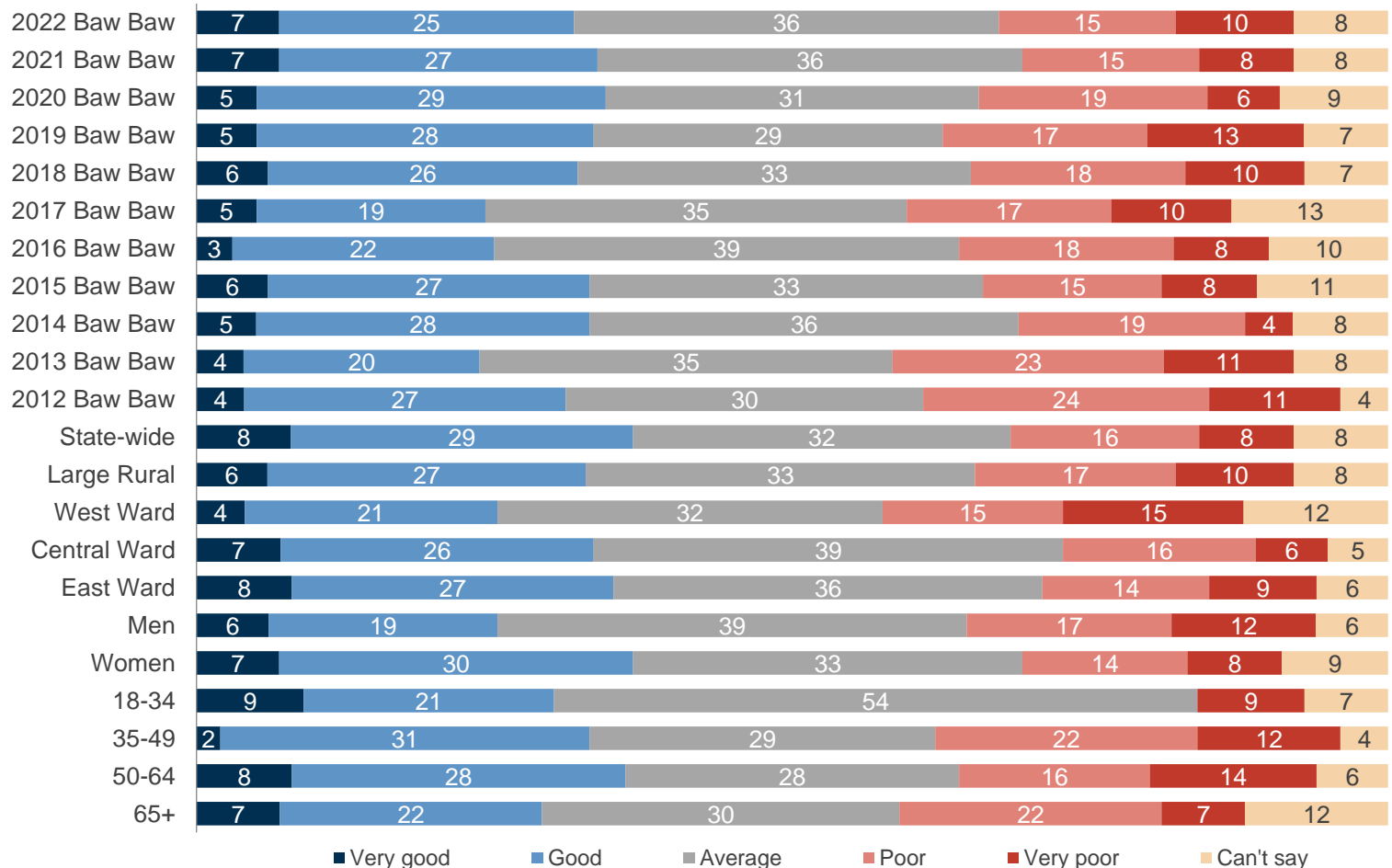
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)

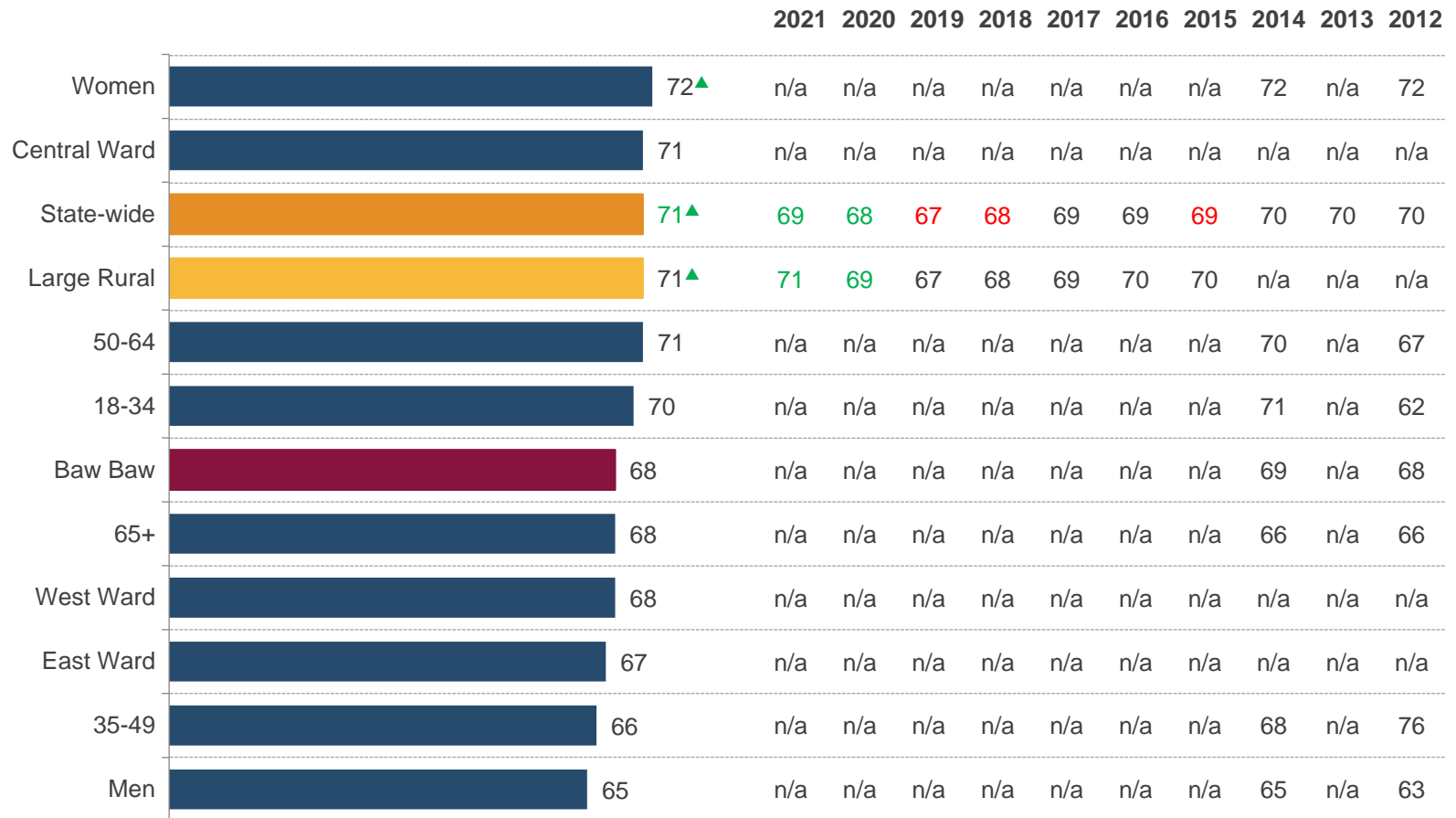




Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



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

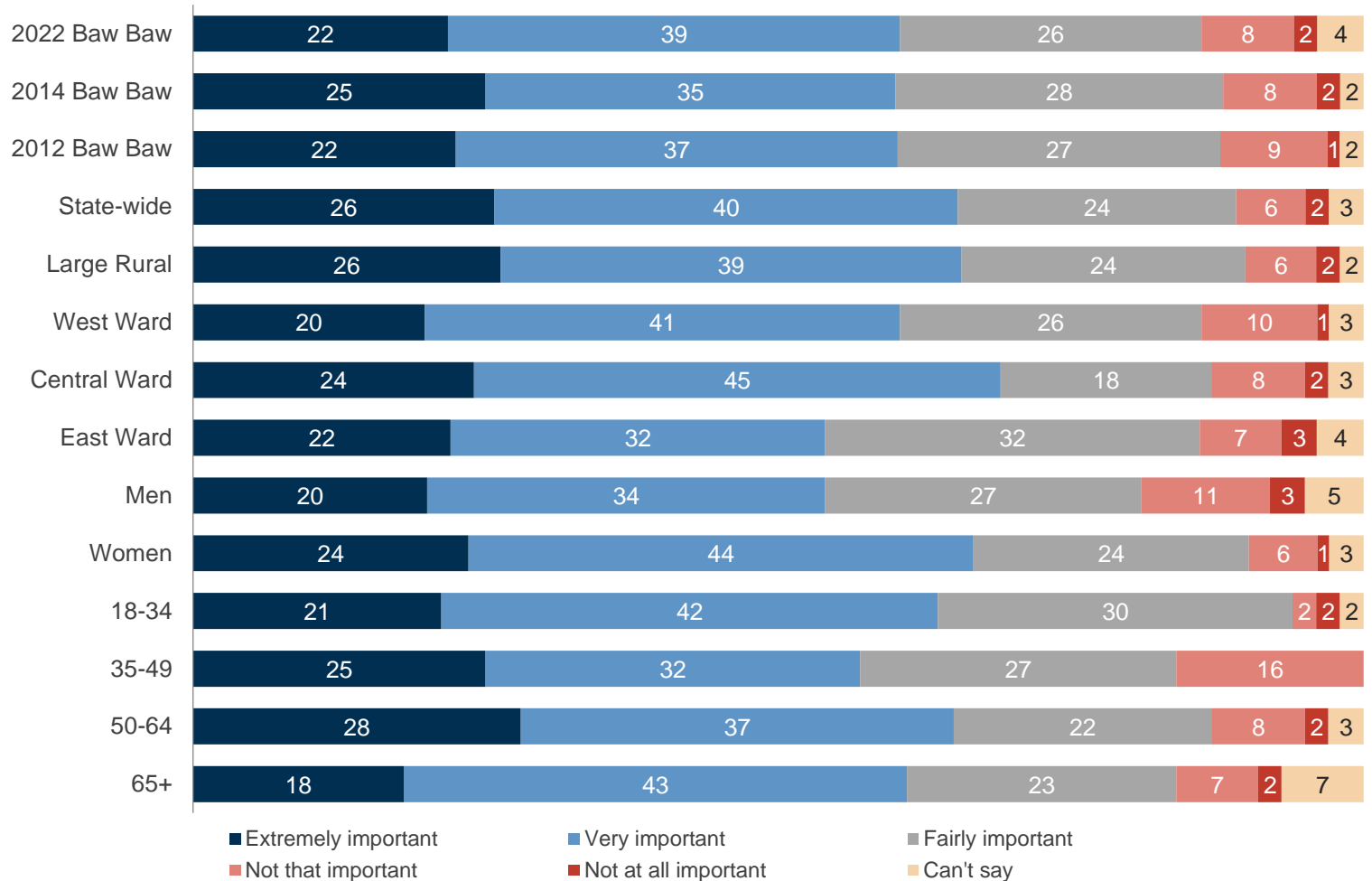
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57▲	58	56	50	52	58	55	62	51	51	55
Women	53	53	52	49	51	50	48	52	53	45	47
East Ward	53	51	49	46	51	49	n/a	n/a	n/a	n/a	n/a
State-wide	53	55	53	54	54	54	53	55	56	55	55
Central Ward	53	50	49	44	46	45	n/a	n/a	n/a	n/a	n/a
Large Rural	51	54	53	52	52	51	50	53	n/a	n/a	n/a
Baw Baw	51	52	49	47	49	48	50	53	52	44	47
50-64	50	48	39	43	46	41	41	53	51	38	44
35-49	50	50	45	42	49	46	47	51	46	43	41
Men	48	50	45	44	47	47	53	54	50	43	46
65+	47	51	51	50	48	46	54	48	58	44	48
West Ward	47	55	48	49	49	51	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

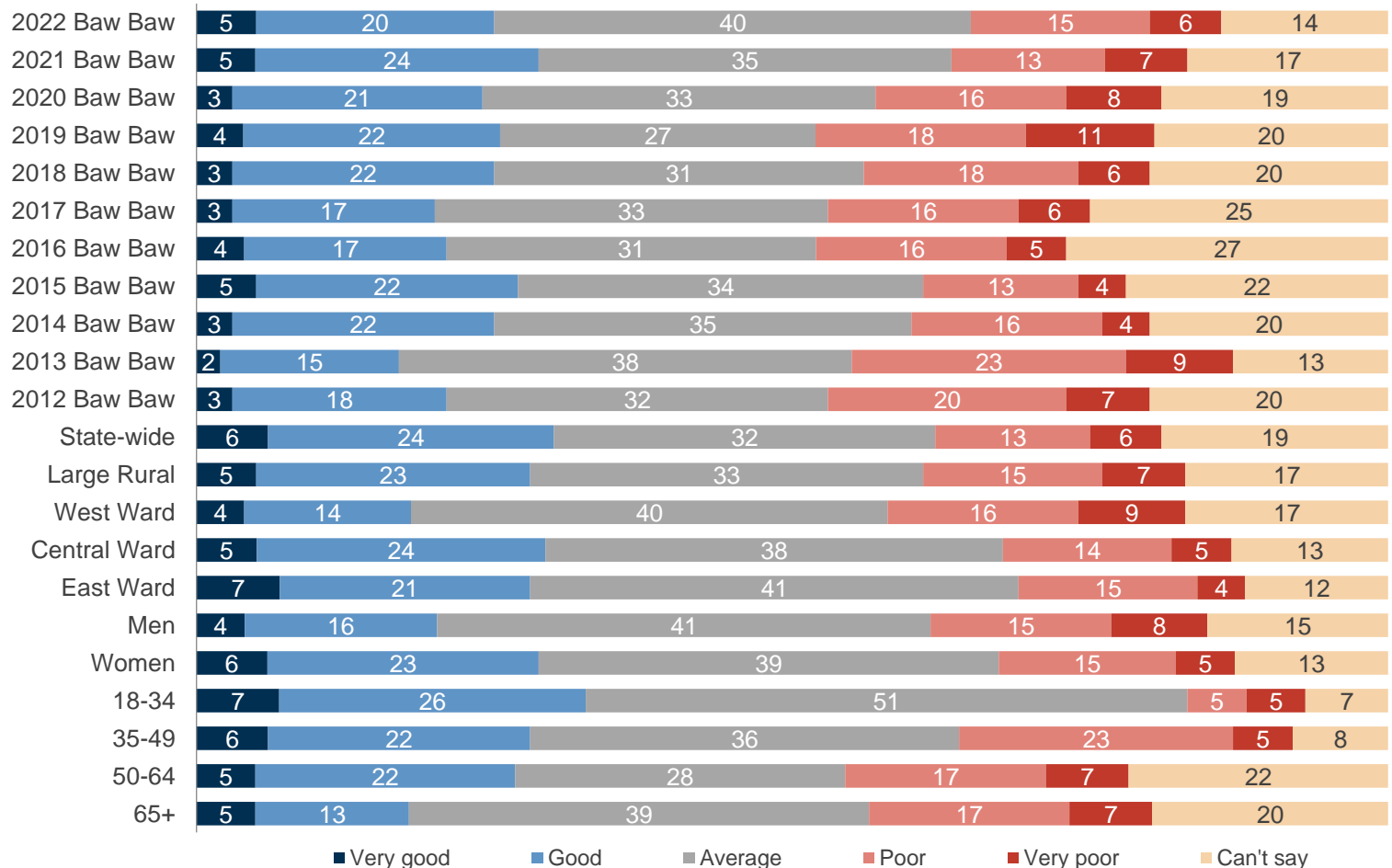
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	80	80	80	79	80	80	79	n/a	n/a
Large Rural	81	82	79	80	80	80	80	80	n/a	n/a	n/a
65+	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

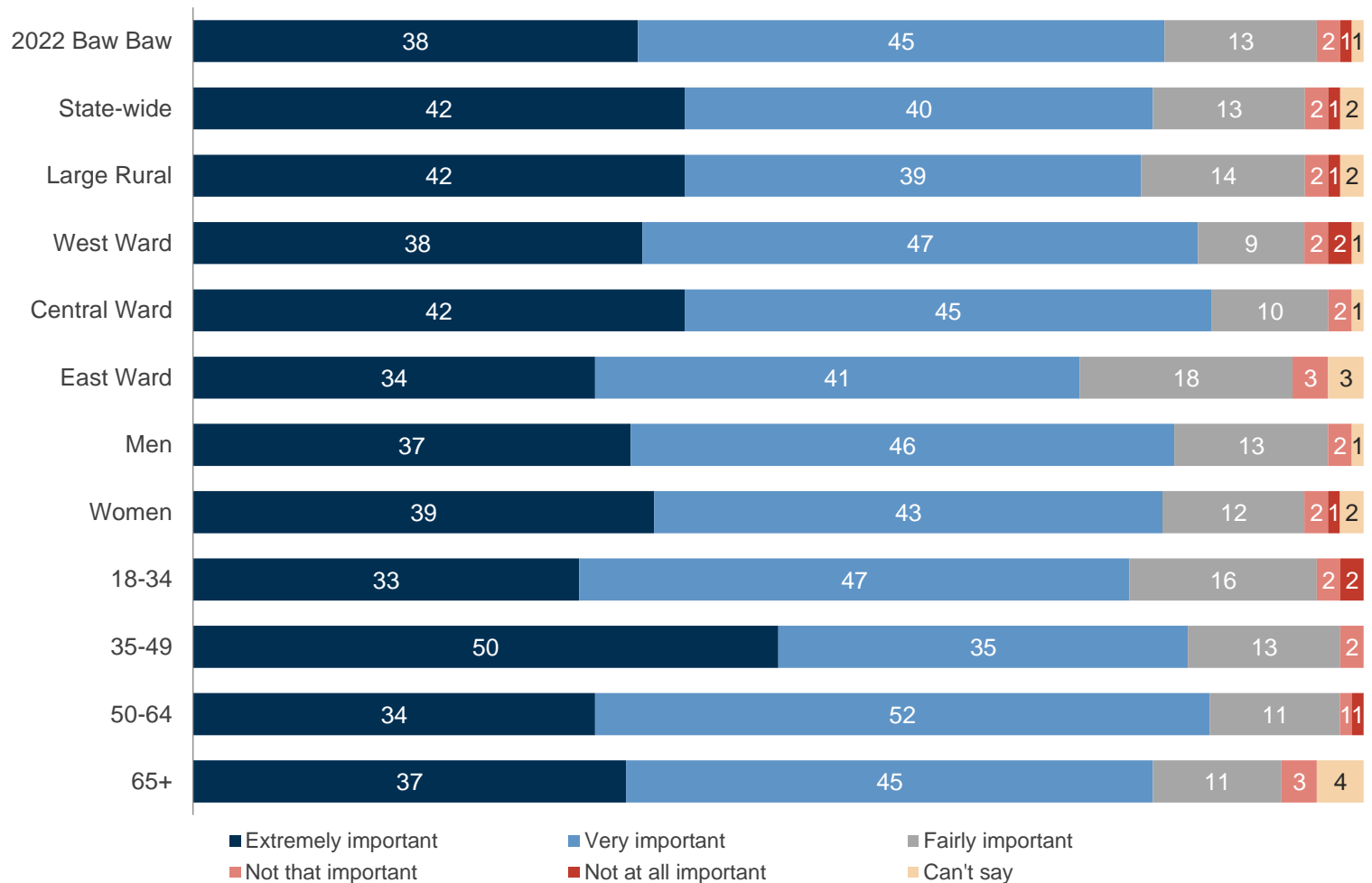
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	54	50	49	44	49	44	n/a	n/a	n/a	n/a	n/a
State-wide	54▲	56	53	55	54	54	54	55	57	n/a	n/a
18-34	54	59	49	51	48	56	50	62	49	n/a	n/a
Women	54	55	48	46	49	49	46	54	52	n/a	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a	n/a	n/a
65+	51	52	47	47	49	42	51	46	55	n/a	n/a
Central Ward	51	52	43	39	47	44	n/a	n/a	n/a	n/a	n/a
Baw Baw	51	52	46	43	48	46	47	53	51	n/a	n/a
50-64	48	44	42	38	48	42	41	51	50	n/a	n/a
35-49	48	52	43	37	47	44	45	53	49	n/a	n/a
Men	48	49	44	41	47	43	48	51	50	n/a	n/a
West Ward	47	53	45	47	48	50	n/a	n/a	n/a	n/a	n/a

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

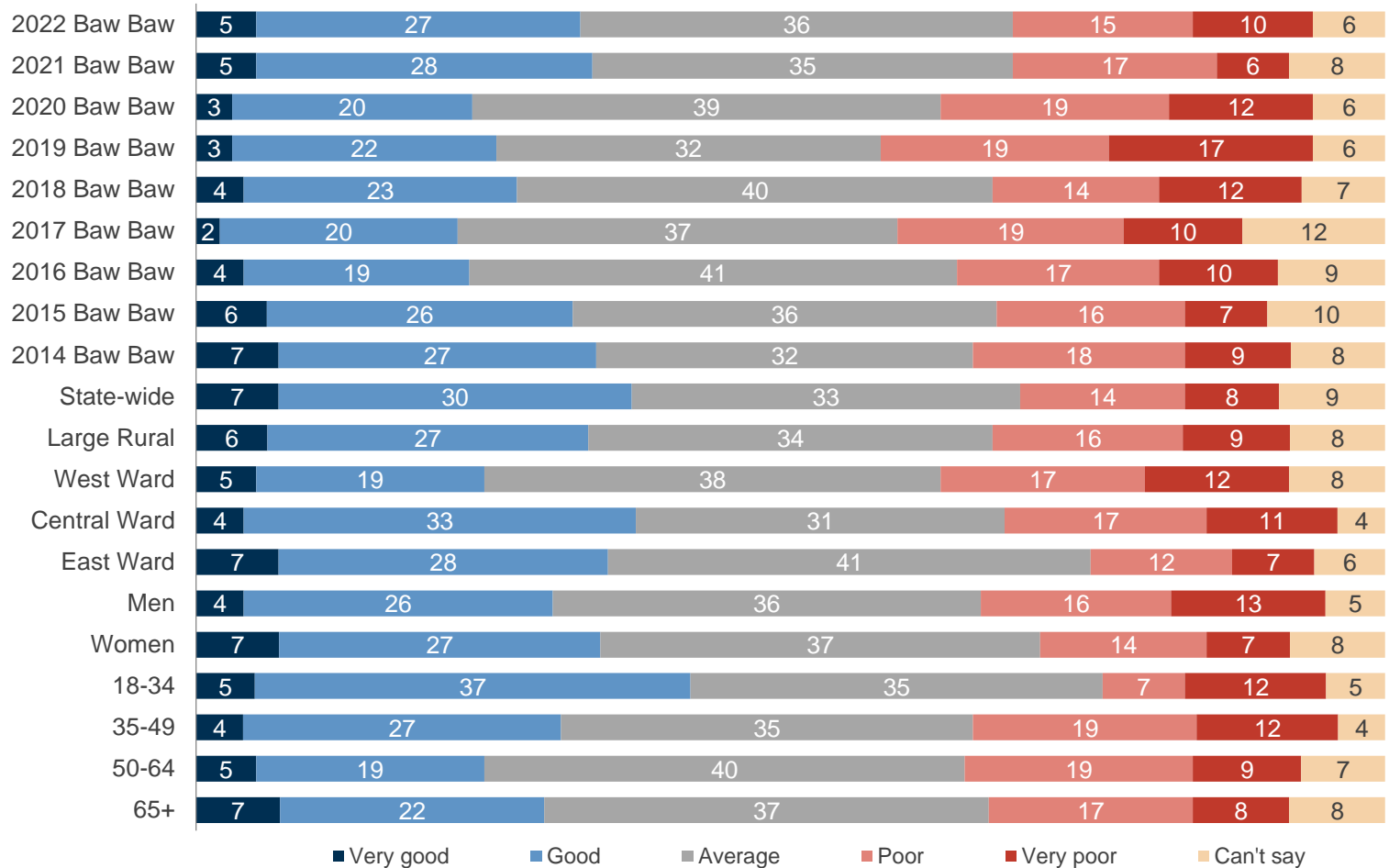
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83	80	81	80	80	77	80	78	n/a	n/a	n/a
Central Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81 ▼	79	79	79	80	78	78	76	77	n/a	n/a

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

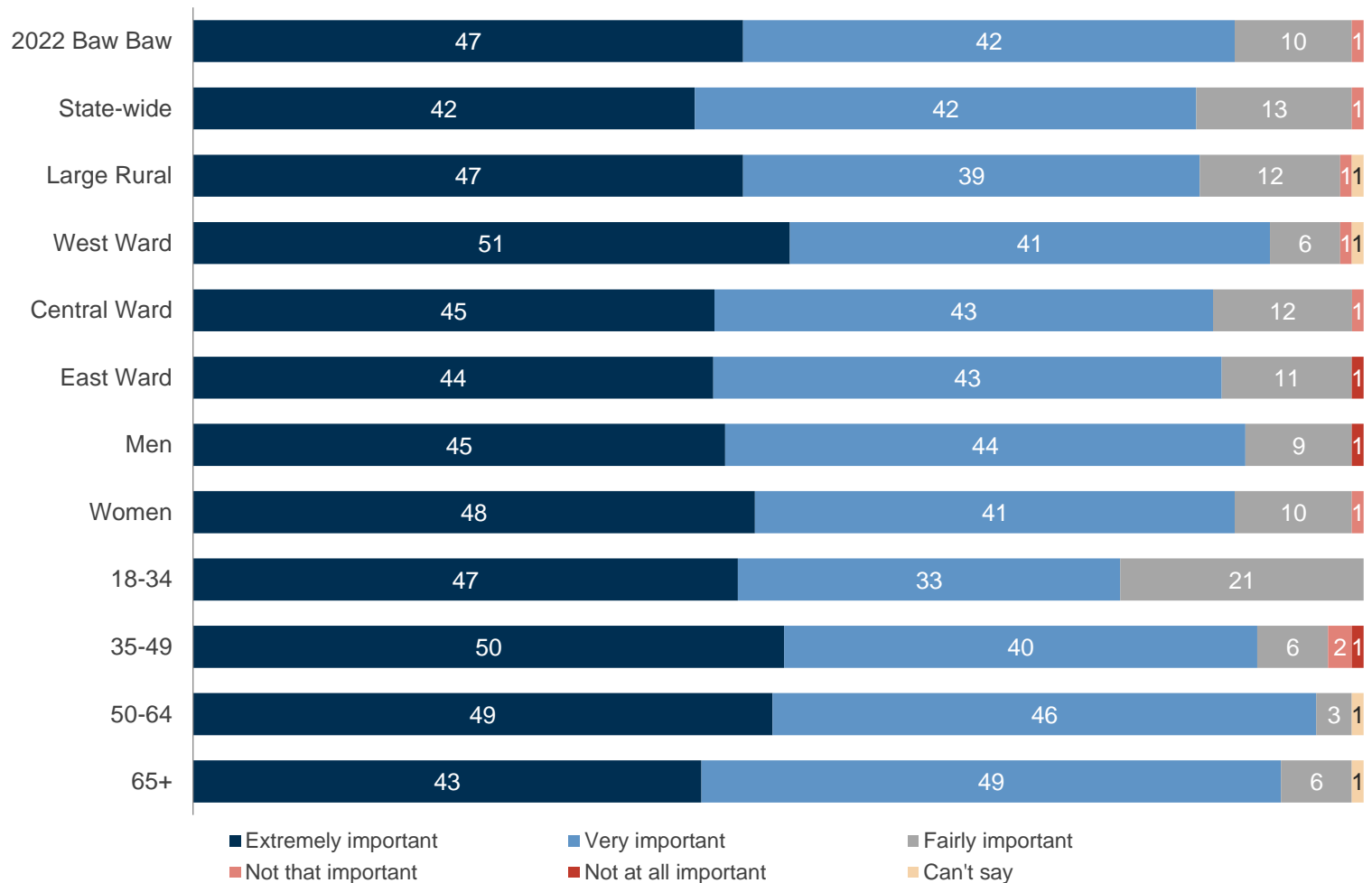
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
Women	46	44	43	39	42	46	35	38	37	n/a	n/a
Large Rural	45	50	47	47	45	43	44	45	n/a	n/a	n/a
65+	45	48	45	44	43	46	44	37	44	n/a	n/a
Central Ward	44	47	38	47	45	42	n/a	n/a	n/a	n/a	n/a
18-34	44	47	45	38	44	48	38	39	27	n/a	n/a
Baw Baw	43	45	41	40	42	42	38	36	35	n/a	n/a
West Ward	42	47	43	41	44	46	n/a	n/a	n/a	n/a	n/a
East Ward	42	42	42	31	37	39	n/a	n/a	n/a	n/a	n/a
50-64	42	40	36	35	39	37	34	36	36	n/a	n/a
35-49	40	45	38	39	41	38	33	30	30	n/a	n/a
Men	39	46	39	40	42	38	41	33	32	n/a	n/a

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

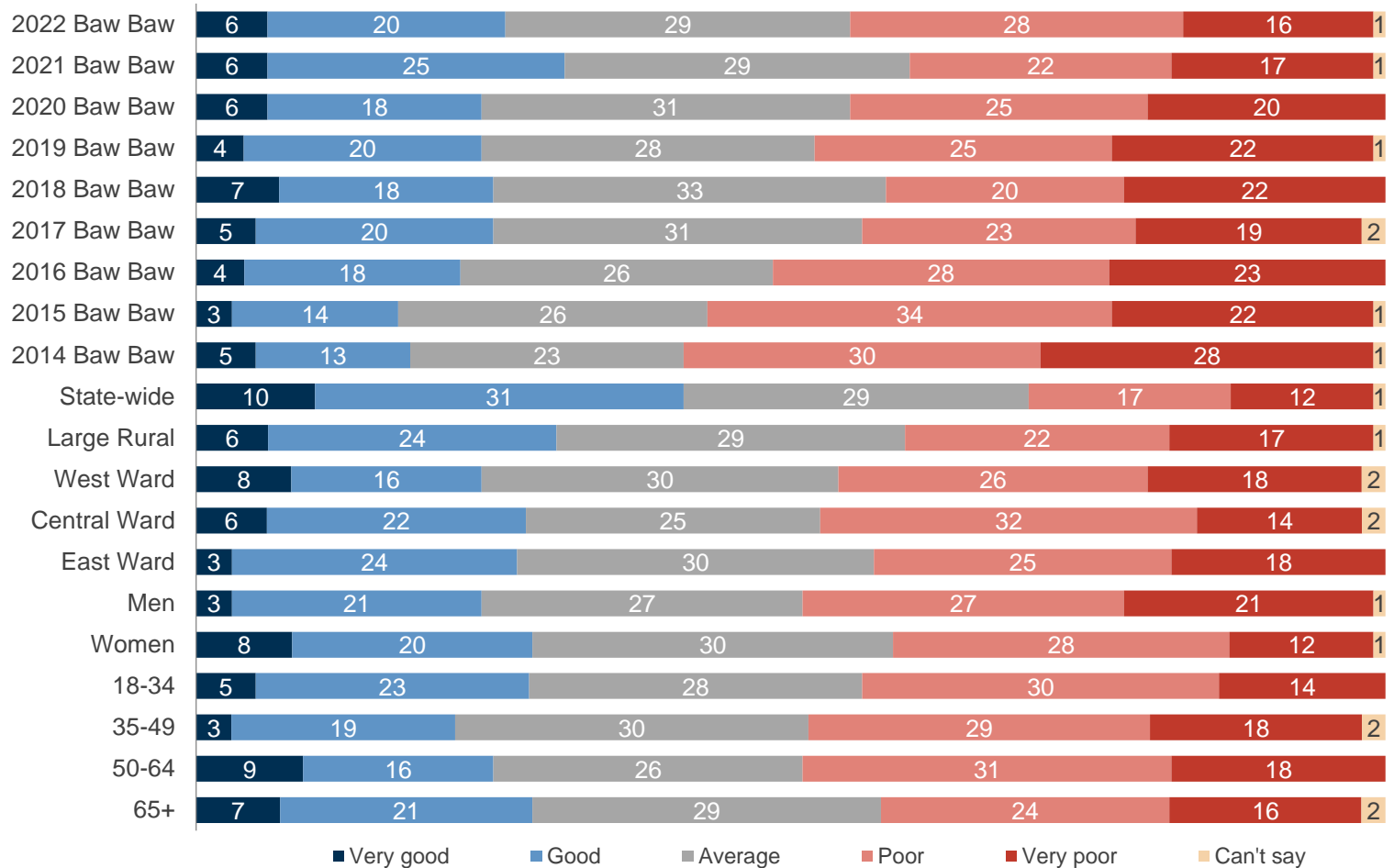
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central Ward	77▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	72
State-wide	74	74	72	72	73	72	73	72	72	72	72
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	69
35-49	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a	73
50-64	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	67
Baw Baw	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	69
West Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	n/a	65
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	65
East Ward	69▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

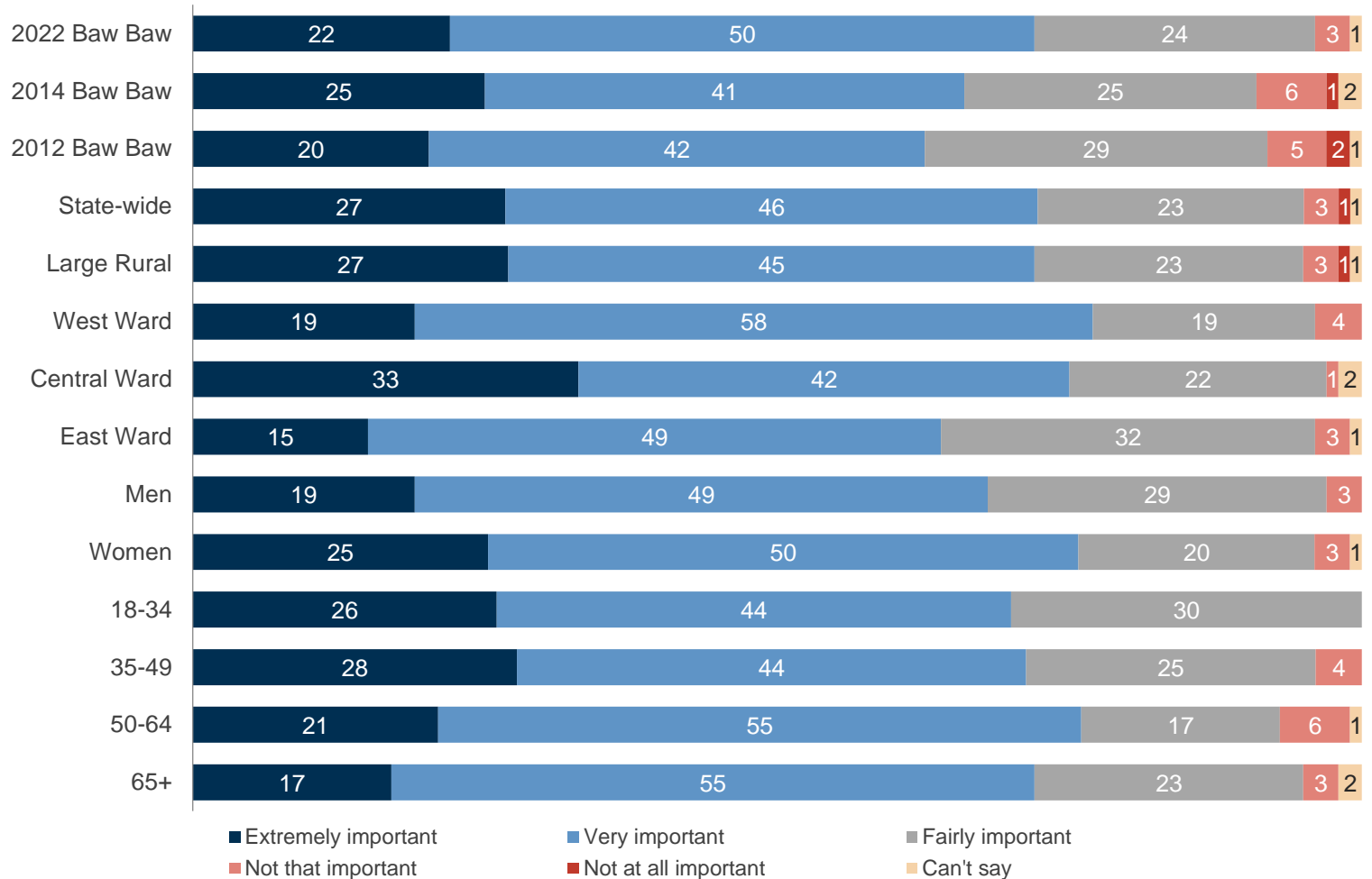
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)





Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	69
Women	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	n/a	65
18-34	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	n/a	69
Central Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	71	70	70	69	70	69	70	71	70	70
50-64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	n/a	62
Baw Baw	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a	64
East Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a	63
Large Rural	66▼	68	67	68	66	66	65	66	n/a	n/a	n/a
35-49	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	n/a	57

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

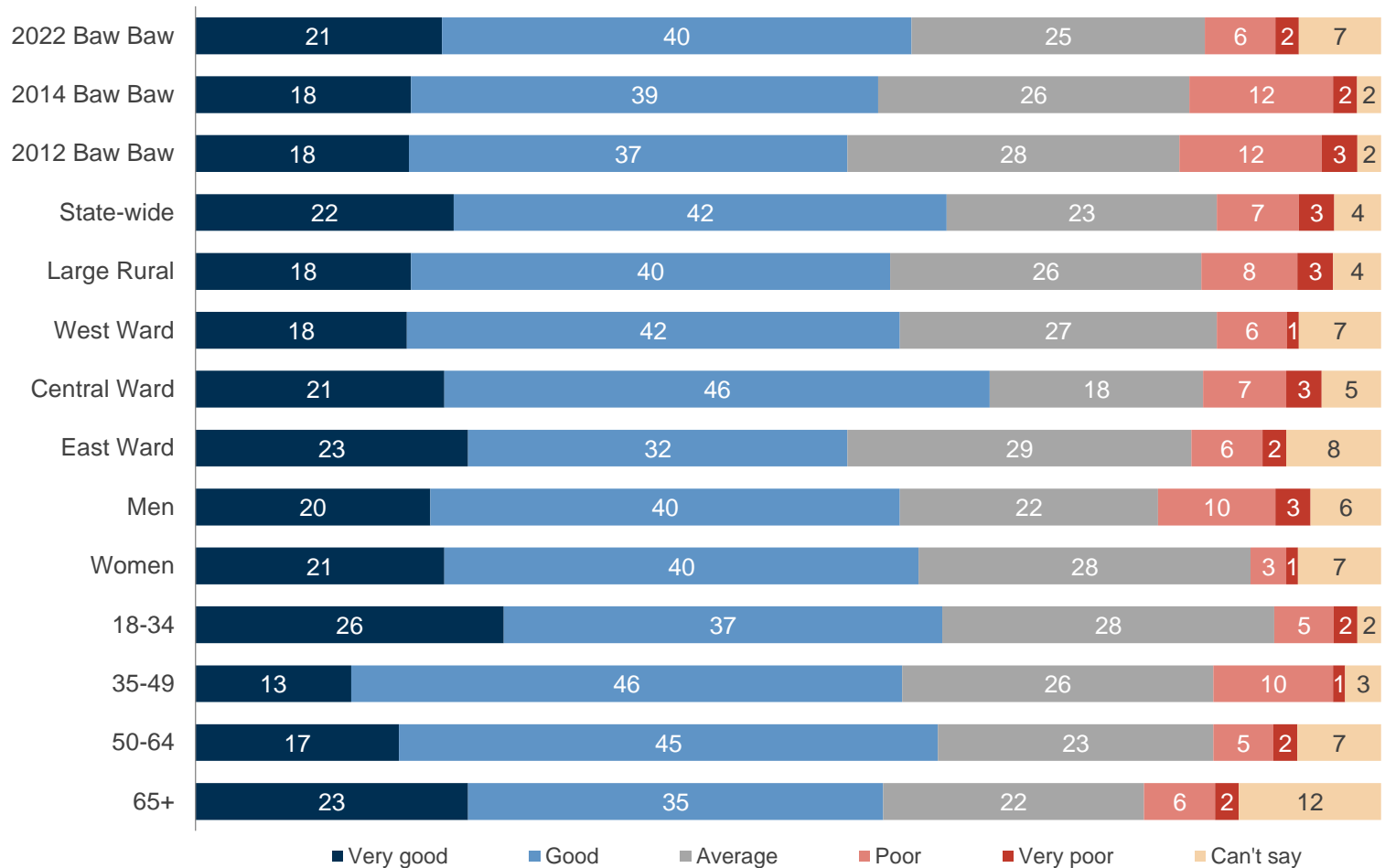
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)





The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	67
Women	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	72
65+	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	69
Central Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
Large Rural	75	75	73	73	73	73	74	73	n/a	n/a	n/a
Baw Baw	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	68
West Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	71
East Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	65
18-34	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a	67

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

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

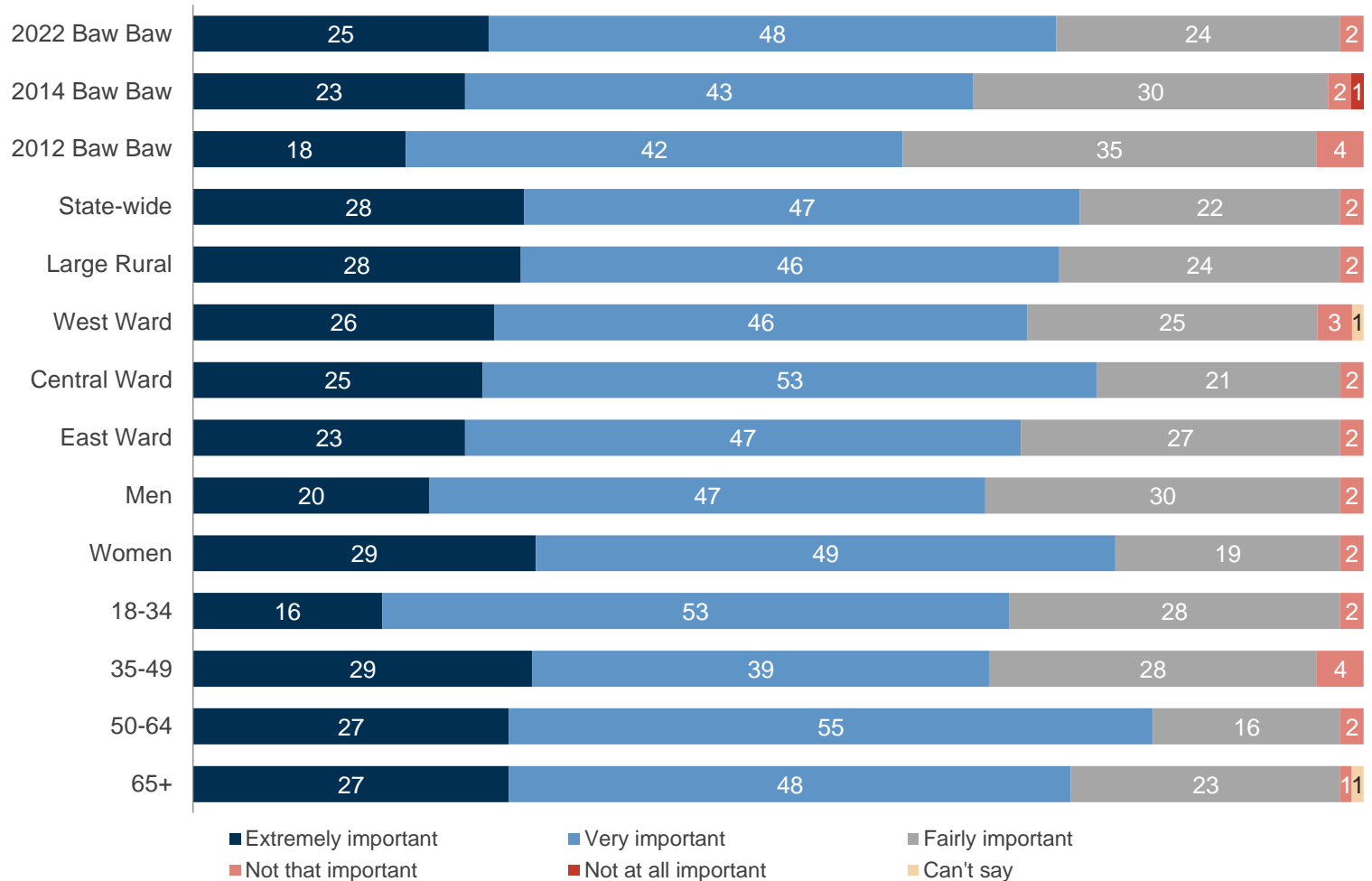
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a	71
Central Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	72
18-34	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a	74
Baw Baw	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	71
East Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	73	72	72	71	71	71	72	72	71	71
Men	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	69
West Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	66
65+	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	73
Large Rural	67▼	70	71	70	69	69	69	69	n/a	n/a	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: 43 Councils asked group: 11

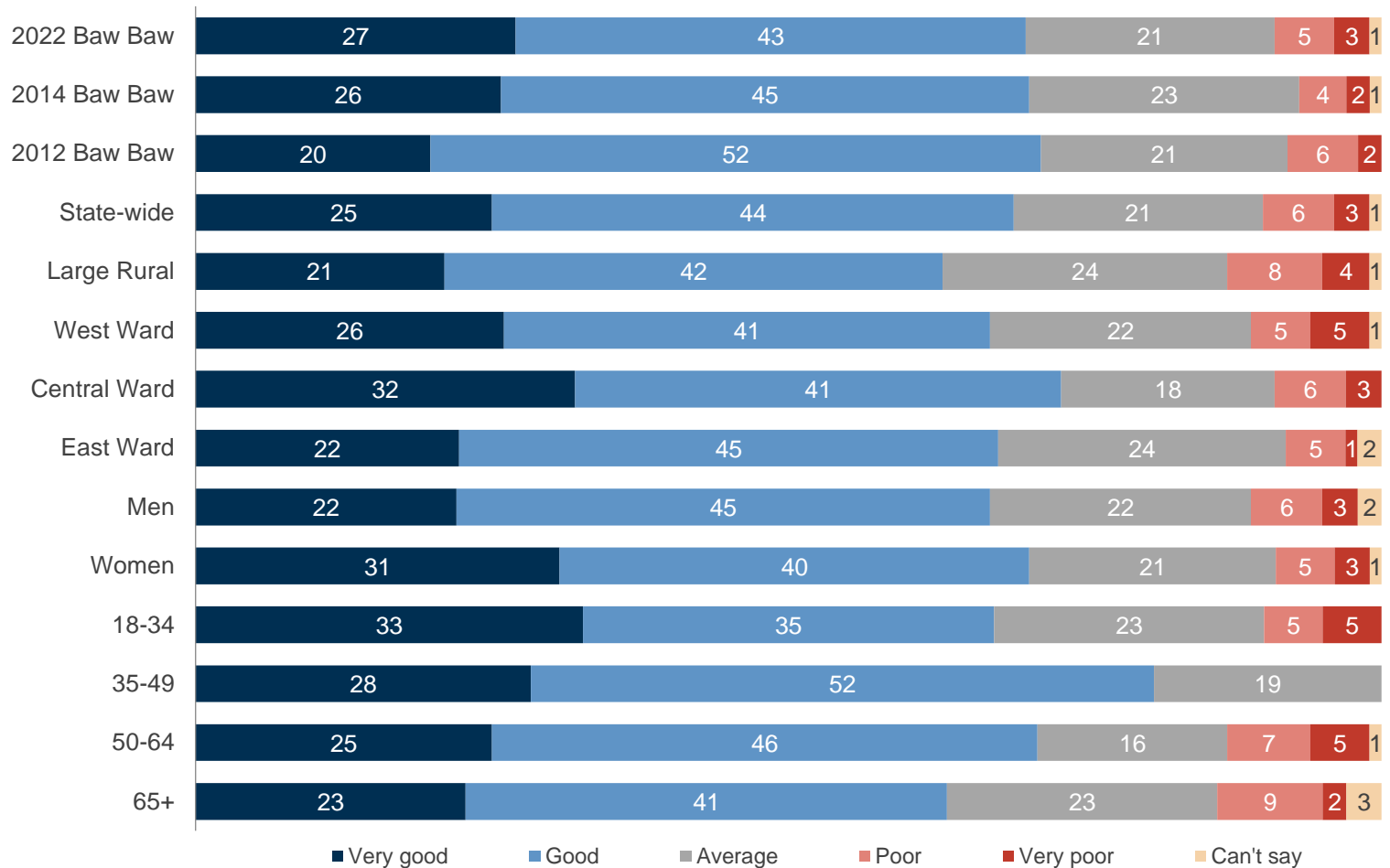
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)

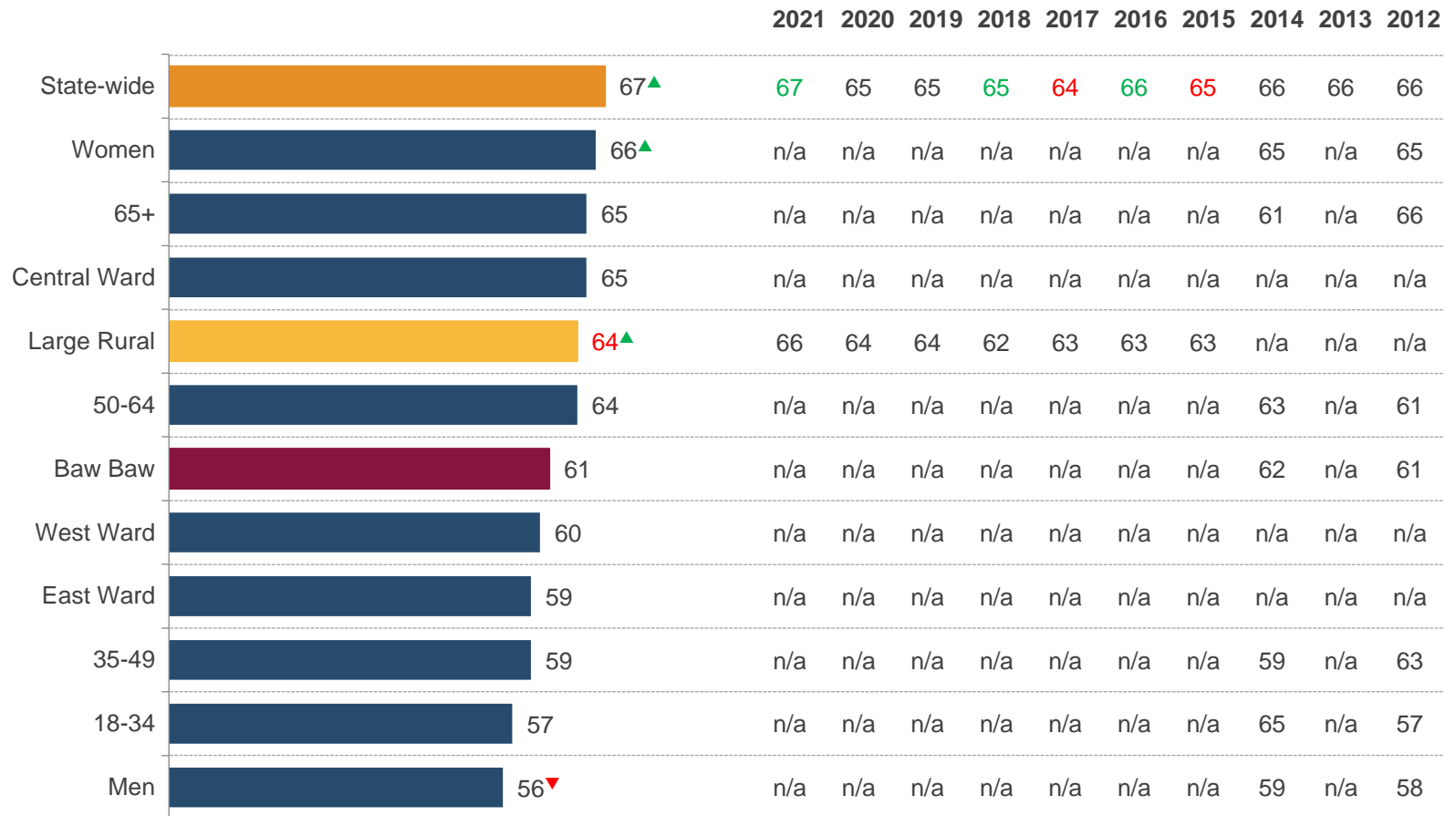




Art centres and libraries importance



2022 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: 23 Councils asked group: 4

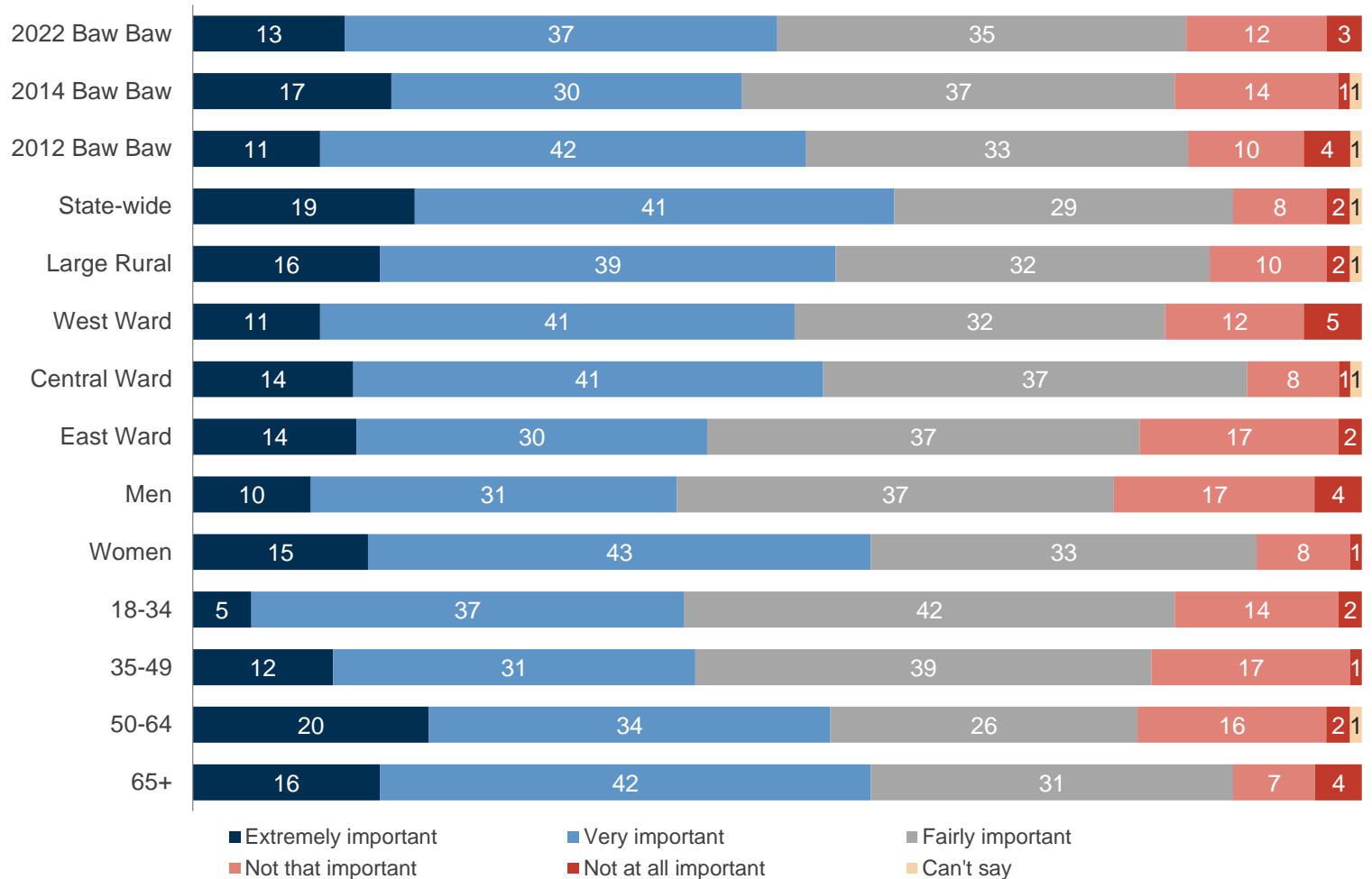
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)





Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central Ward	78▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a	69
Women	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a	74
18-34	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a	71
35-49	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	73
Baw Baw	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	73
State-wide	73	73	74	74	74	73	72	73	75	73	73
Large Rural	72	73	72	73	71	70	70	73	n/a	n/a	n/a
West Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	71
65+	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	n/a	79
East Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6

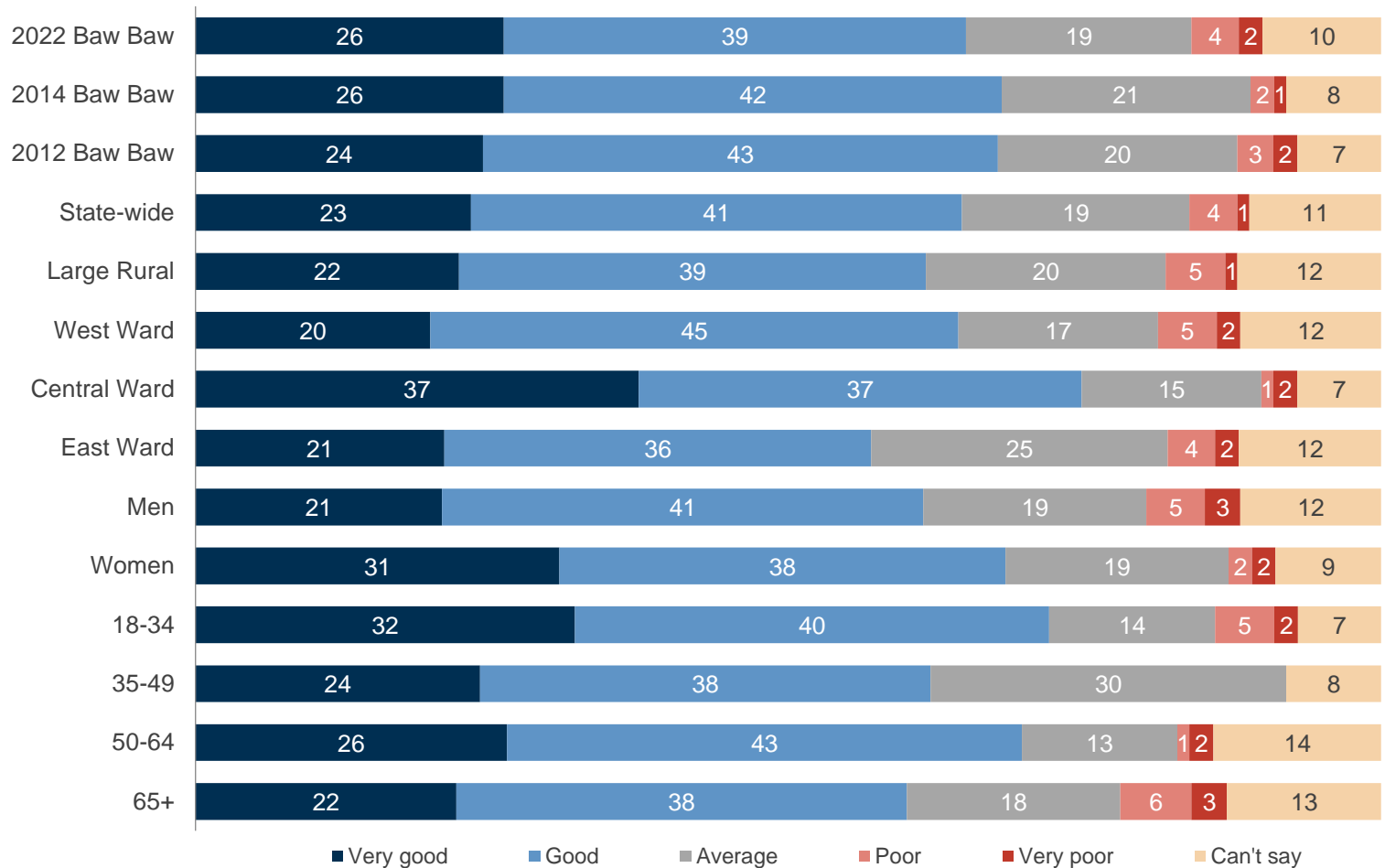
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)





Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	82▲	82	82	81	81	79	80	79	79	79	78
50-64	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a	76
Large Rural	81▲	81	81	80	81	78	79	78	n/a	n/a	n/a
65+	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78	n/a	76
Women	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78	n/a	76
Central Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a	75
West Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	n/a	77
East Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	n/a	75
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	73

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

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

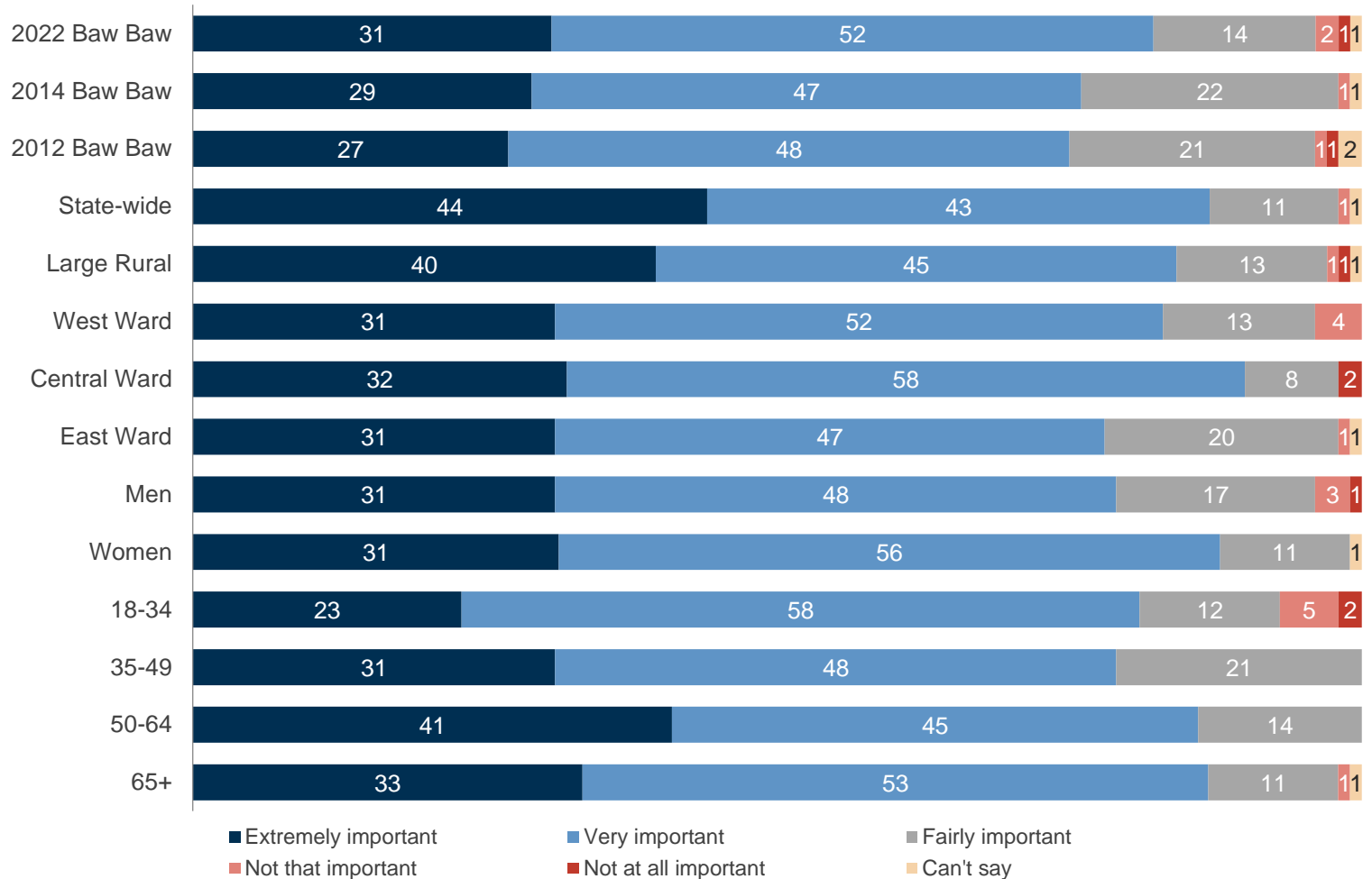
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	72	72	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	66
65+	72	72	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a	70
Central Ward	72	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	66	n/a	n/a	n/a	n/a	n/a	n/a	67	n/a	58
Baw Baw	71	69	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	65
West Ward	70	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	70	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a	70
East Ward	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	65	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	61
Men	69	65	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	63
State-wide	68▼	69	65	68	70	71	70	72	73	71	72
Large Rural	65▼	66	62	64	67	68	66	68	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

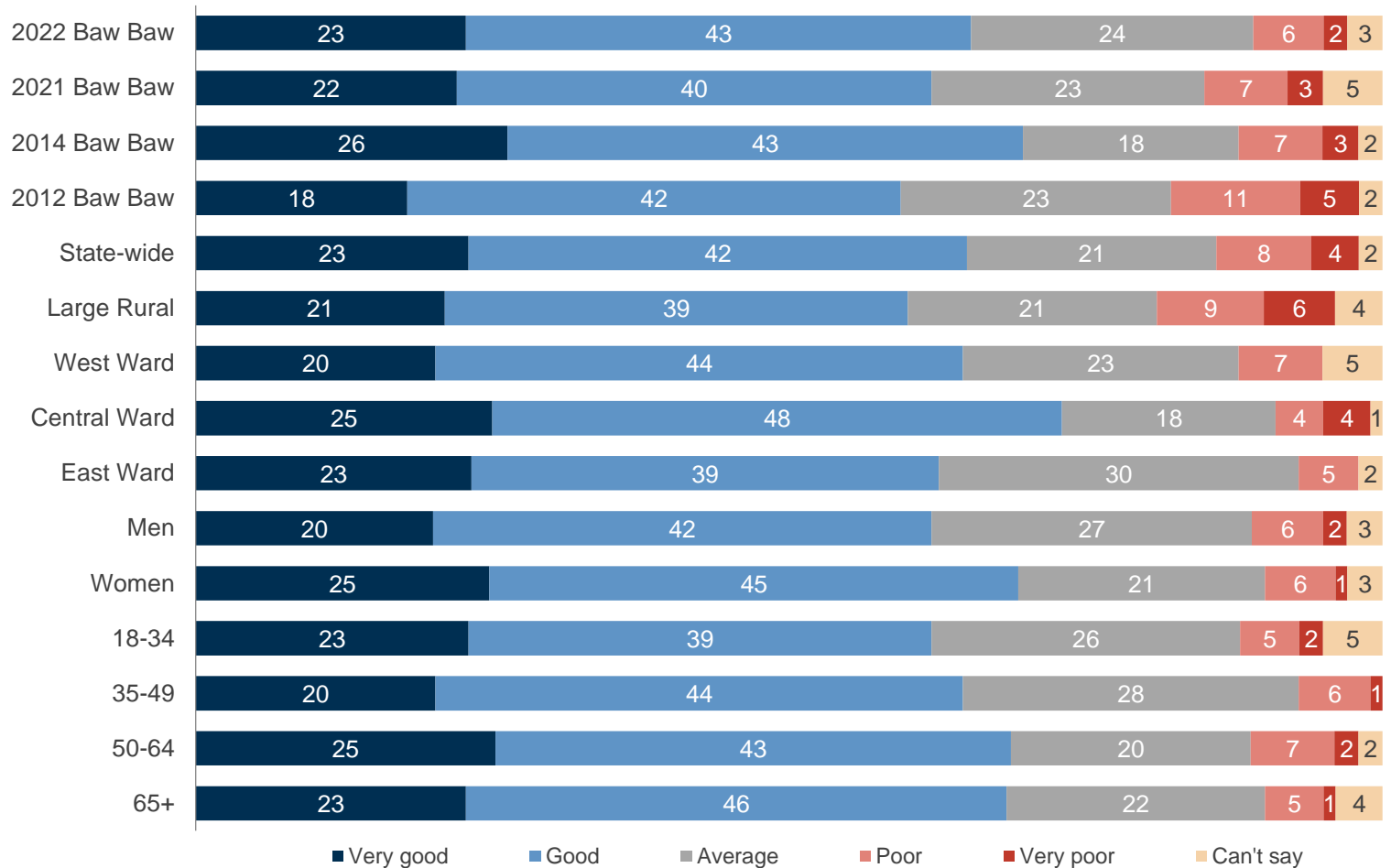
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	65
Large Rural	70	71	68	64	65	67	69	70	n/a	n/a	n/a
State-wide	69	70	67	65	66	67	67	67	67	67	66
Women	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a	68
18-34	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	n/a	66
65+	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a	64
Baw Baw	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a	66
East Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	n/a	63
West Ward	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a	67

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

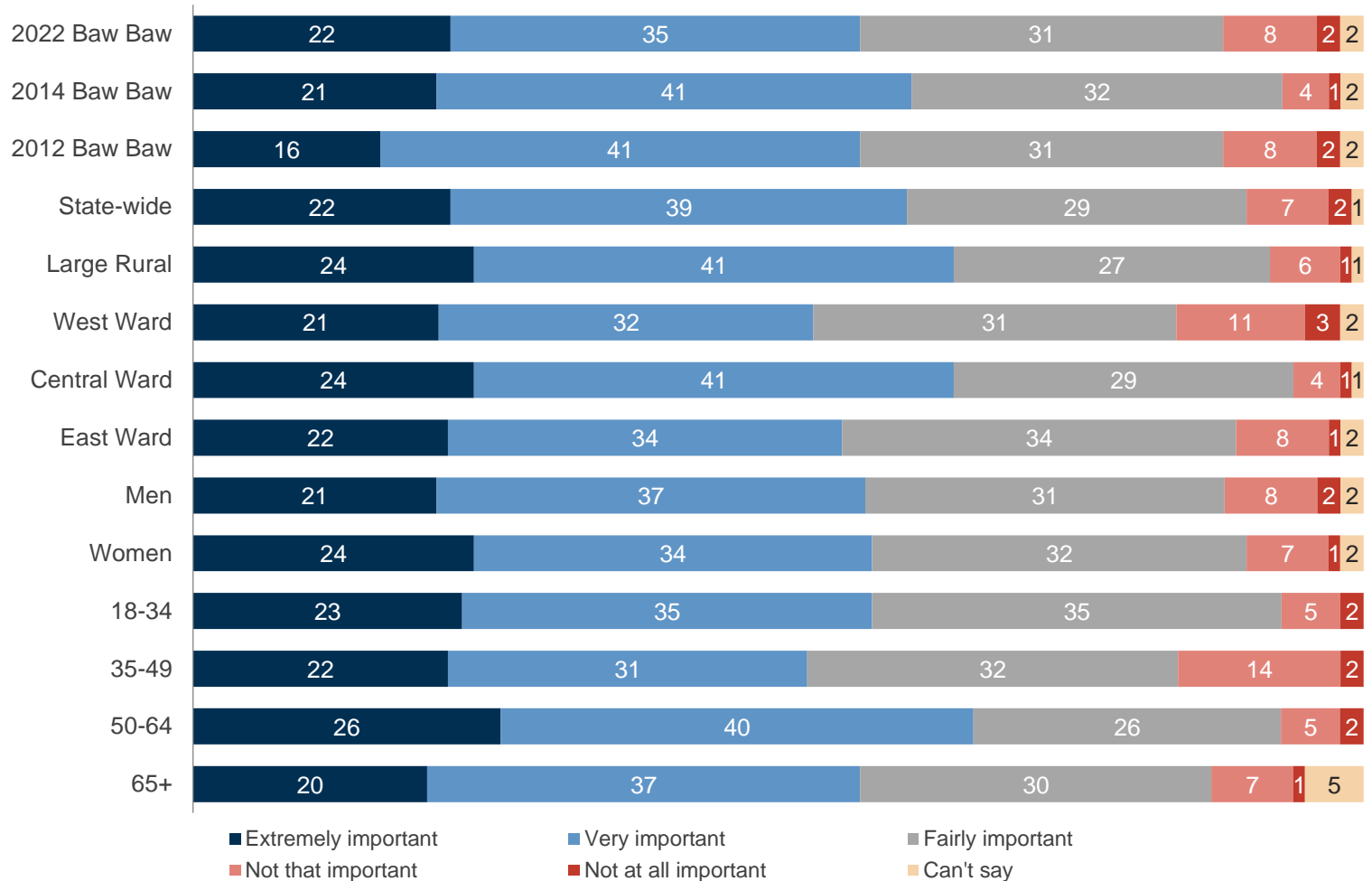
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
18-34	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a	59
Large Rural	58	59	61	62	61	60	59	59	n/a	n/a	n/a
Women	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	n/a	53
West Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	n/a	52
50-64	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	53	n/a	49
35-49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	53	n/a	52
65+	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	n/a	49
Men	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	n/a	52
Central Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

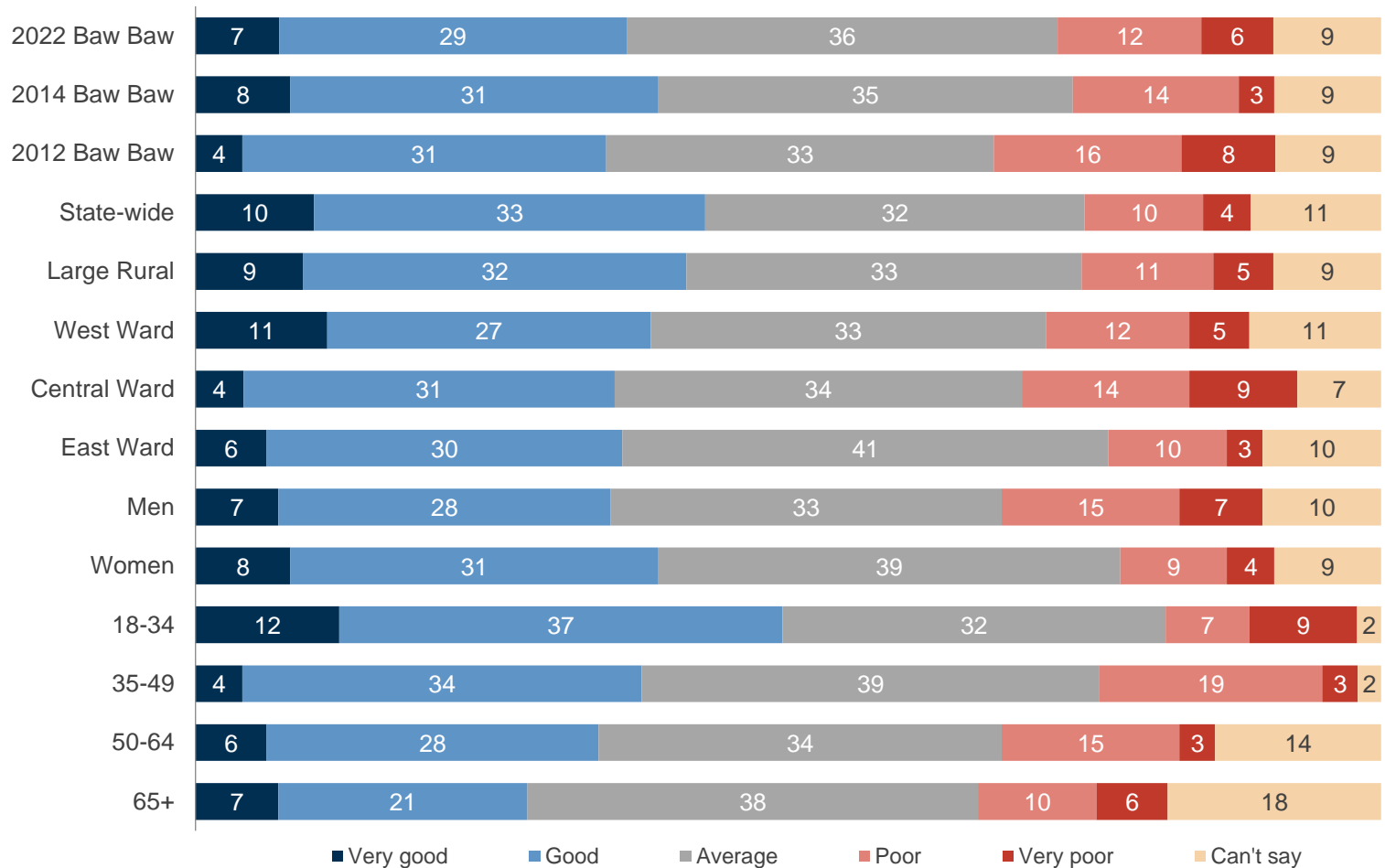
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)

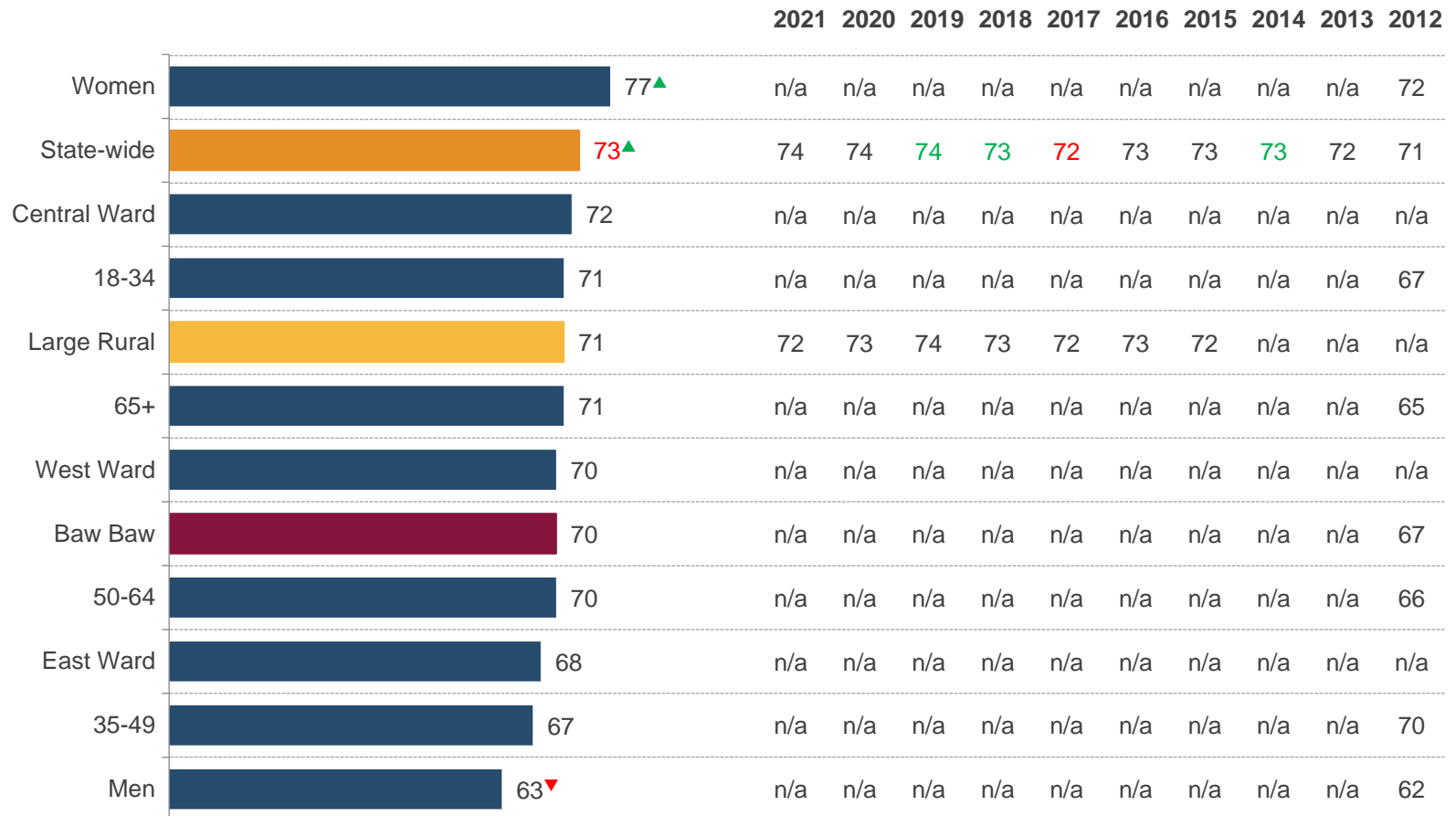




Environmental sustainability importance



2022 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: 27 Councils asked group: 8

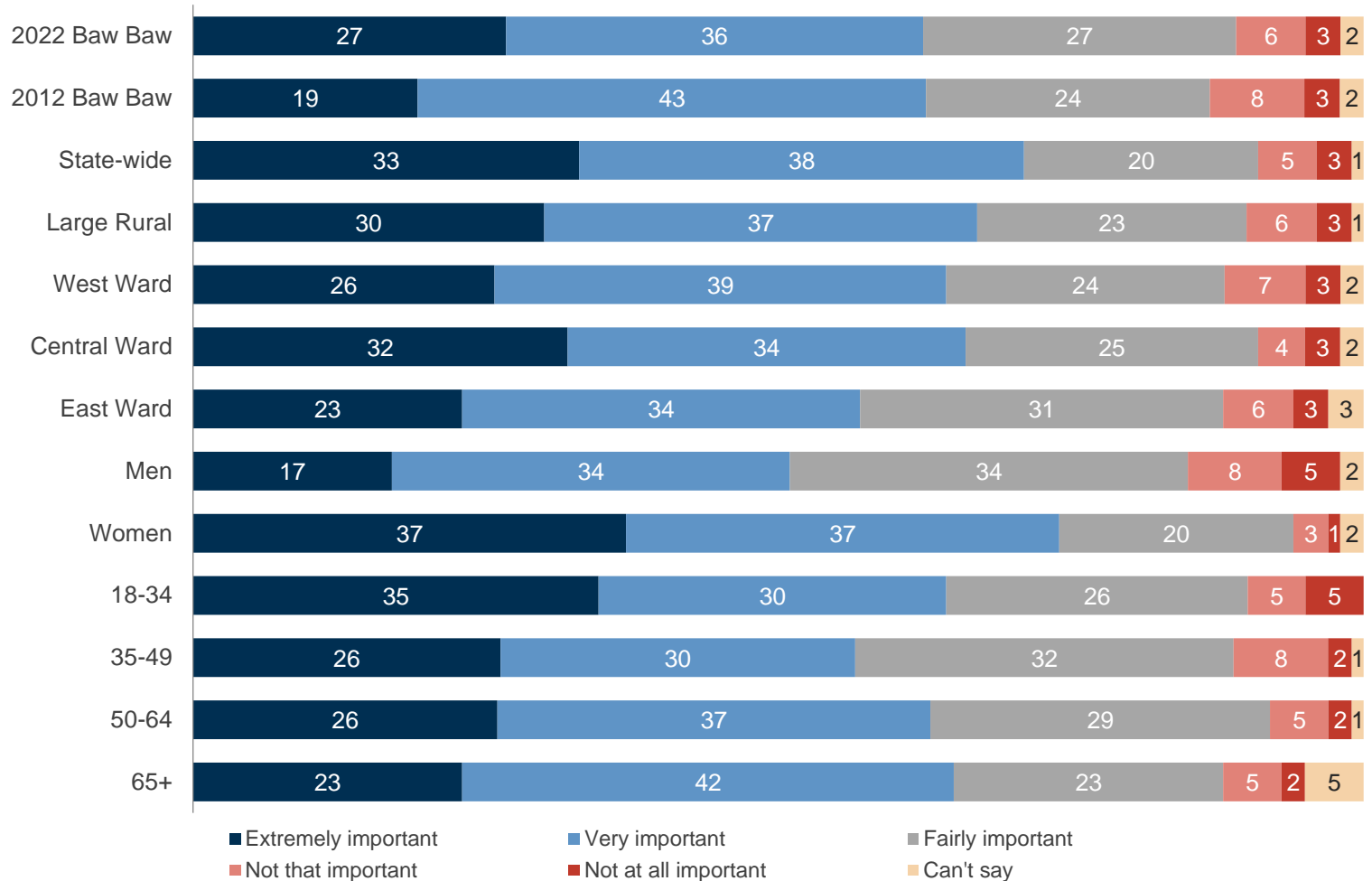
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
State-wide	61▲	62	60	62	63	64	63	64	64	64	64
East Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
Large Rural	59	61	60	61	61	62	62	64	n/a	n/a	n/a
50-64	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	55
18-34	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64
Baw Baw	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Men	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
65+	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
West Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

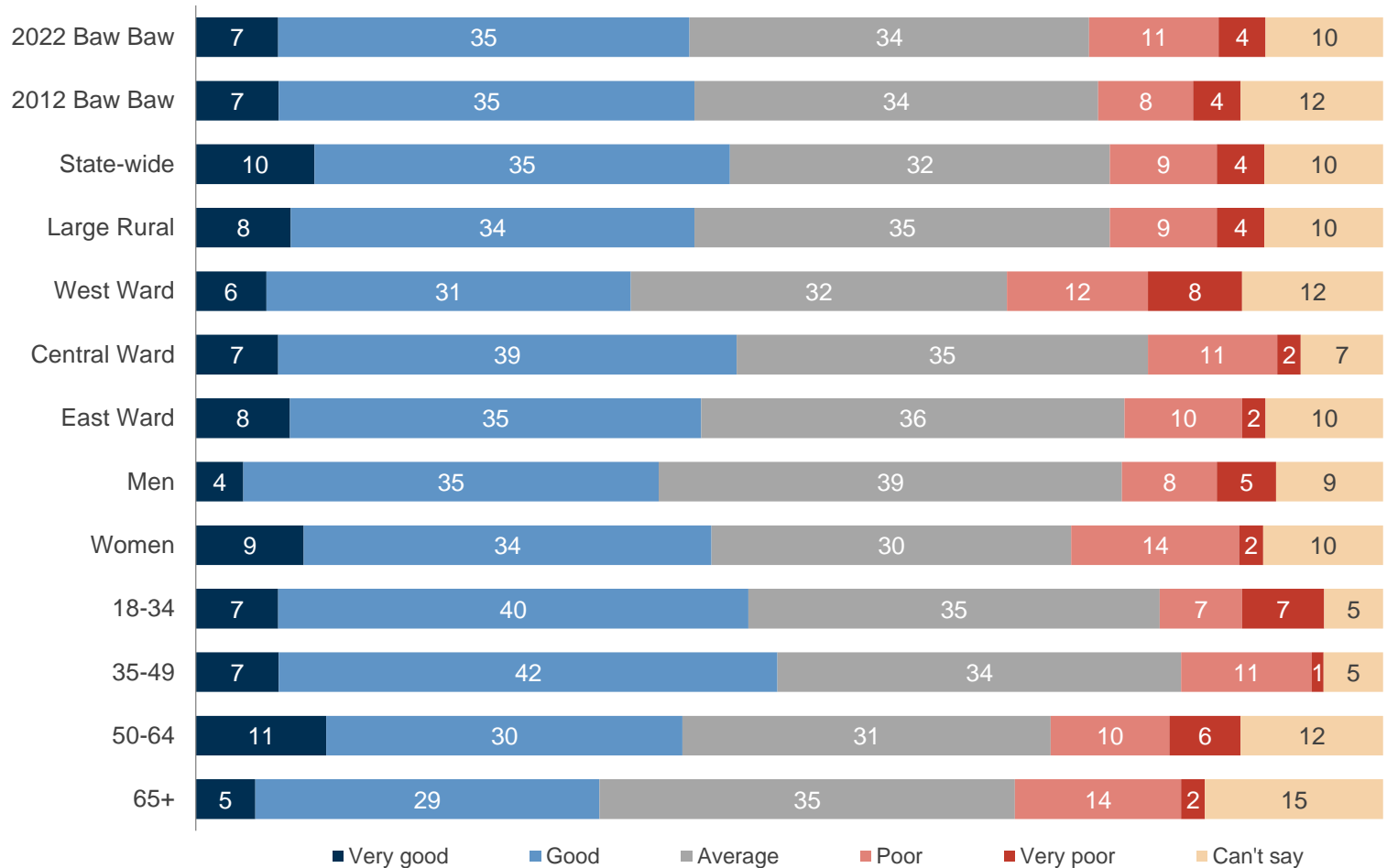
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)





Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	83	n/a	n/a	82	n/a	n/a	n/a	n/a	82	n/a	84
Women	83	n/a	n/a	84	n/a	n/a	n/a	n/a	86	n/a	85
Central Ward	82	n/a	n/a	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	n/a	n/a	79	n/a	n/a	n/a	n/a	82	n/a	75
West Ward	82	n/a	n/a	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	81	81	81	82	82	81	81	81	n/a	n/a	n/a
Baw Baw	81	n/a	n/a	79	n/a	n/a	n/a	n/a	81	n/a	80
State-wide	81	81	80	81	81	80	80	80	80	80	80
35-49	80	n/a	n/a	78	n/a	n/a	n/a	n/a	79	n/a	82
65+	79	n/a	n/a	78	n/a	n/a	n/a	n/a	80	n/a	78
Men	79	n/a	n/a	74	n/a	n/a	n/a	n/a	75	n/a	74
East Ward	78	n/a	n/a	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

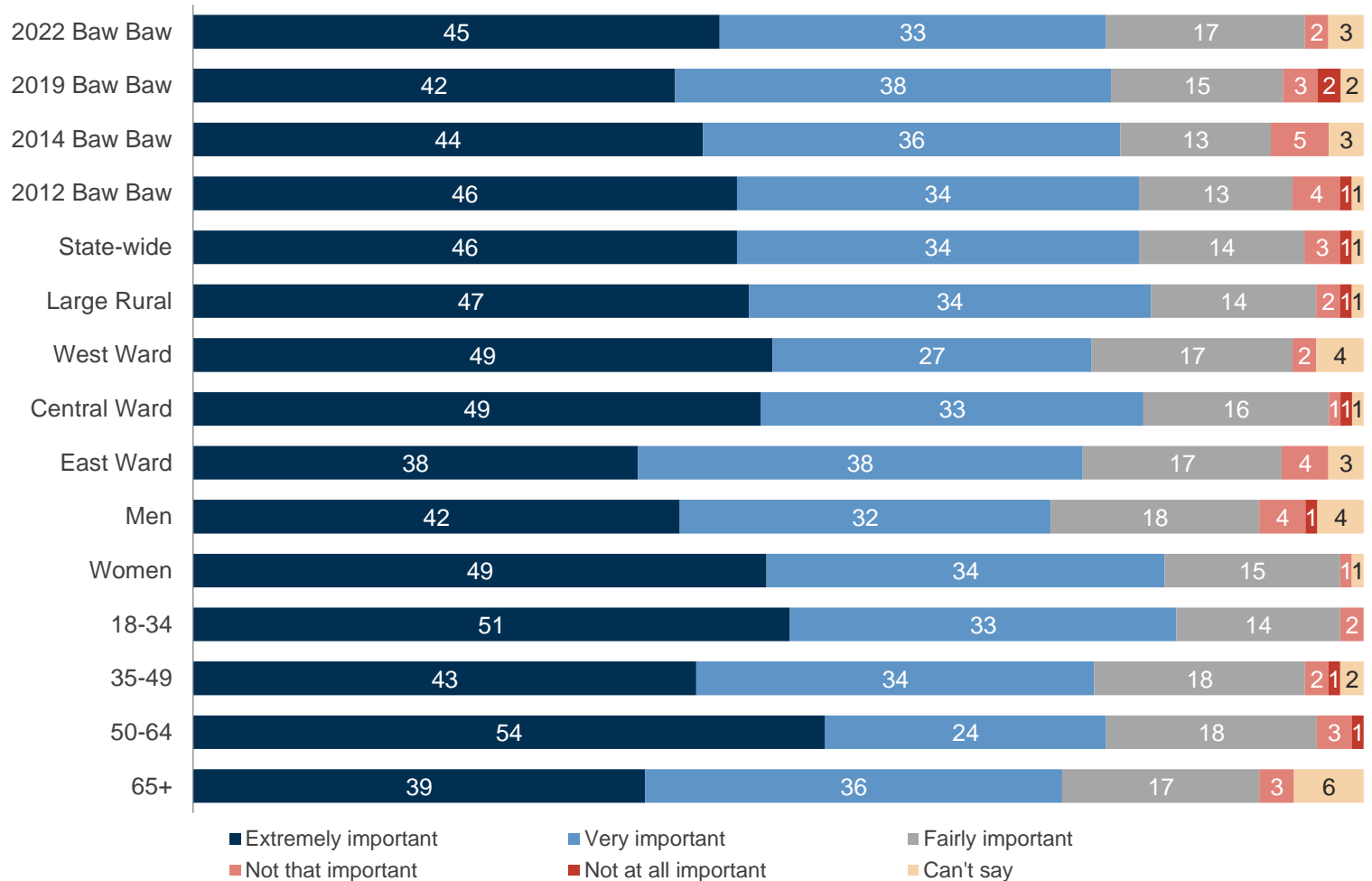
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)





Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	68	n/a	n/a	74	n/a	n/a	n/a	n/a	69	n/a	68
Central Ward	67	n/a	n/a	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	n/a	n/a	70	n/a	n/a	n/a	n/a	73	n/a	72
State-wide	66	71	68	72	71	70	69	70	71	70	70
Large Rural	66	71	69	72	71	70	70	71	n/a	n/a	n/a
East Ward	65	n/a	n/a	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Baw Baw	65	n/a	n/a	70	n/a	n/a	n/a	n/a	70	n/a	67
65+	64	n/a	n/a	72	n/a	n/a	n/a	n/a	69	n/a	65
50-64	64	n/a	n/a	67	n/a	n/a	n/a	n/a	66	n/a	63
35-49	63	n/a	n/a	70	n/a	n/a	n/a	n/a	71	n/a	67
West Ward	62	n/a	n/a	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60▼	n/a	n/a	65	n/a	n/a	n/a	n/a	71	n/a	65

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

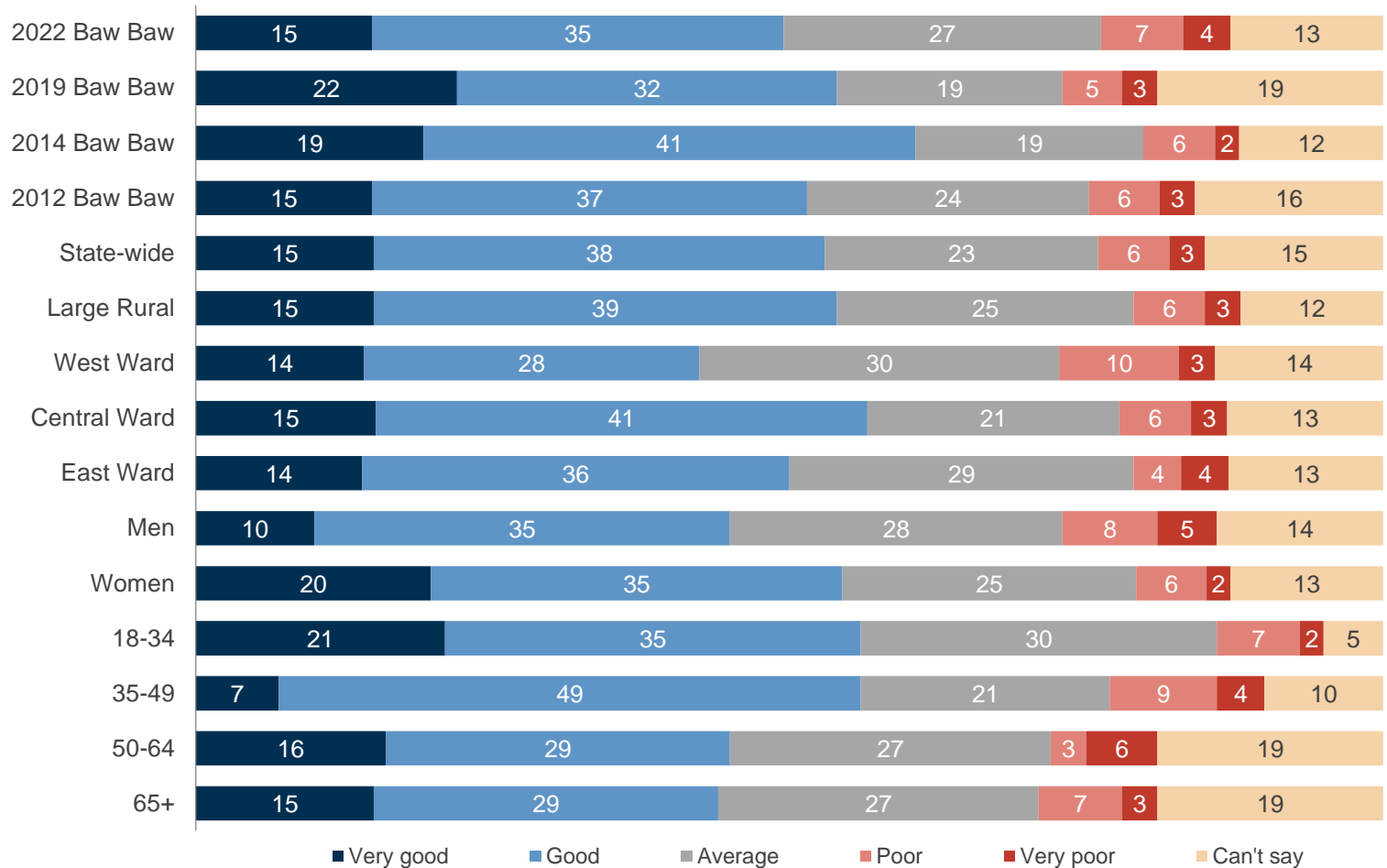
Note: Please see Appendix A for explanation of significant differences.




Emergency and disaster management performance



2022 emergency and disaster management performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

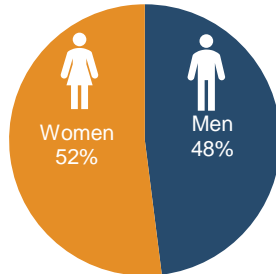
Detailed demographics



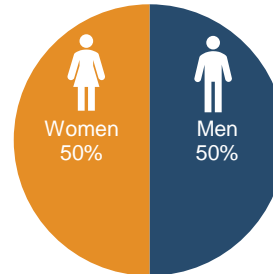
Gender and age profile

2022 gender

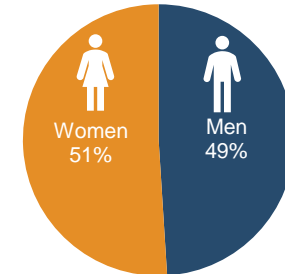
Baw Baw



Large Rural

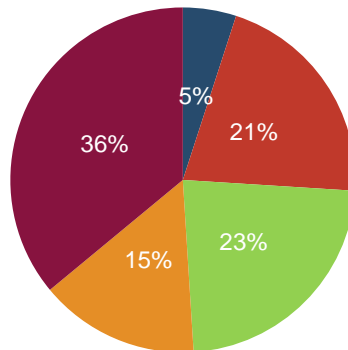


State-wide

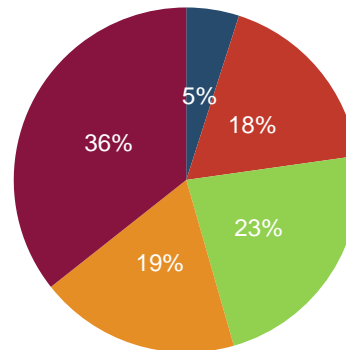


2022 age

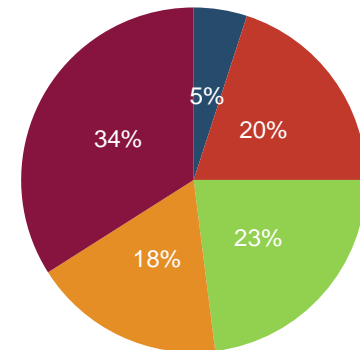
Baw Baw



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?

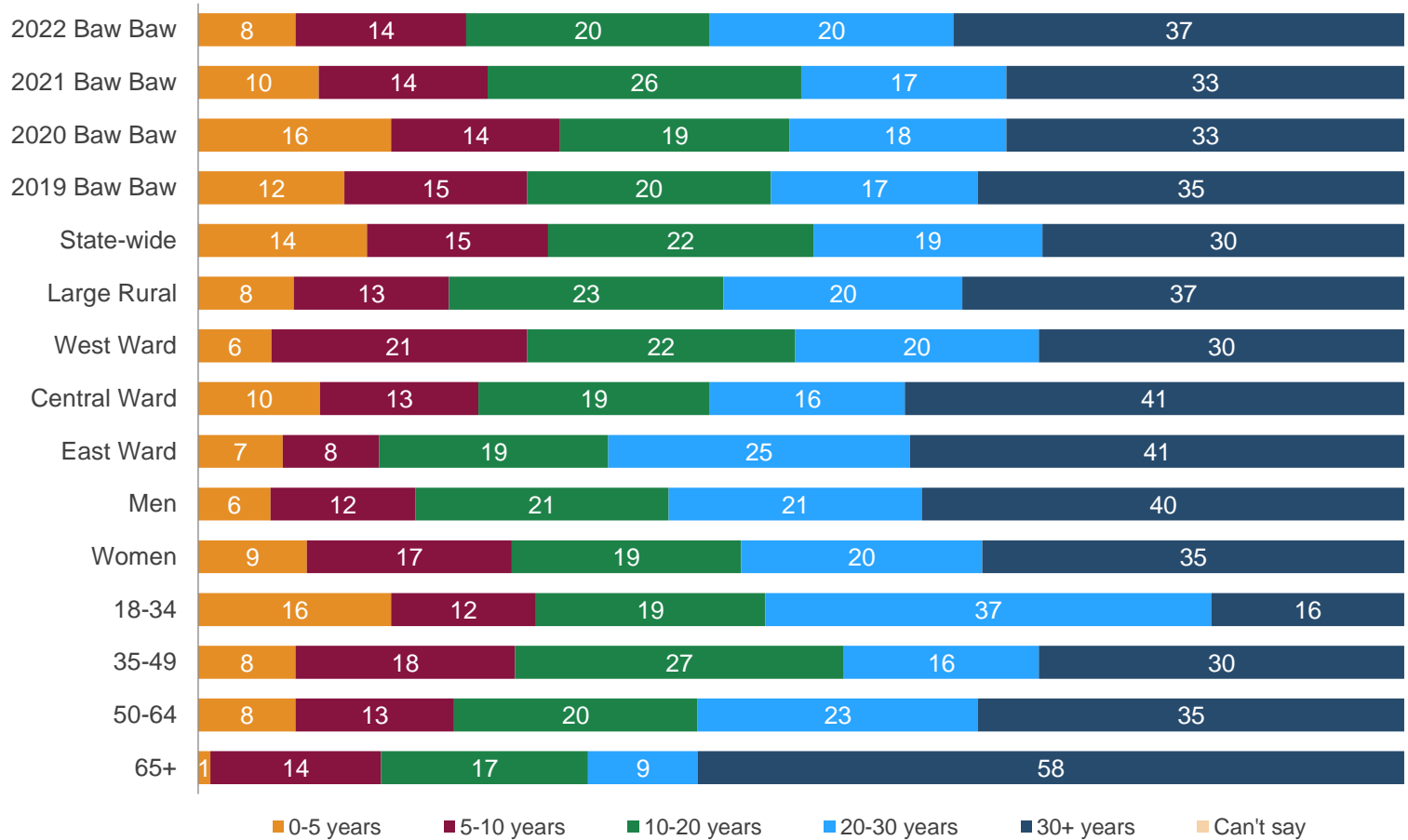
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19


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

2022 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 2022 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 41,900 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	183	193	+/-7.2
Women	217	207	+/-6.7
West Ward	137	137	+/-8.4
Central Ward	124	129	+/-8.8
East Ward	139	134	+/-8.3
18-34 years	43	104	+/-15.1
35-49 years	73	90	+/-11.5
50-64 years	86	61	+/-10.6
65+ years	198	145	+/-7.0



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:

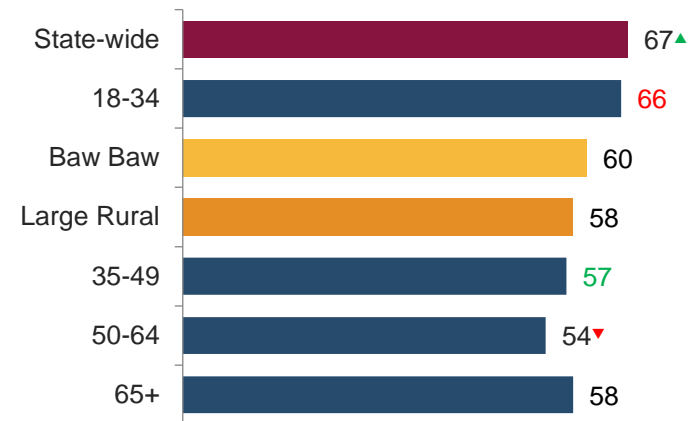
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





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 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=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.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

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, Campaspe, Colac Otway, Corangamite, 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 2022 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 2012-2022 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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