# 2019 Local Government Community Satisfaction Survey

# Baw Baw Shire Council

Coordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian councils
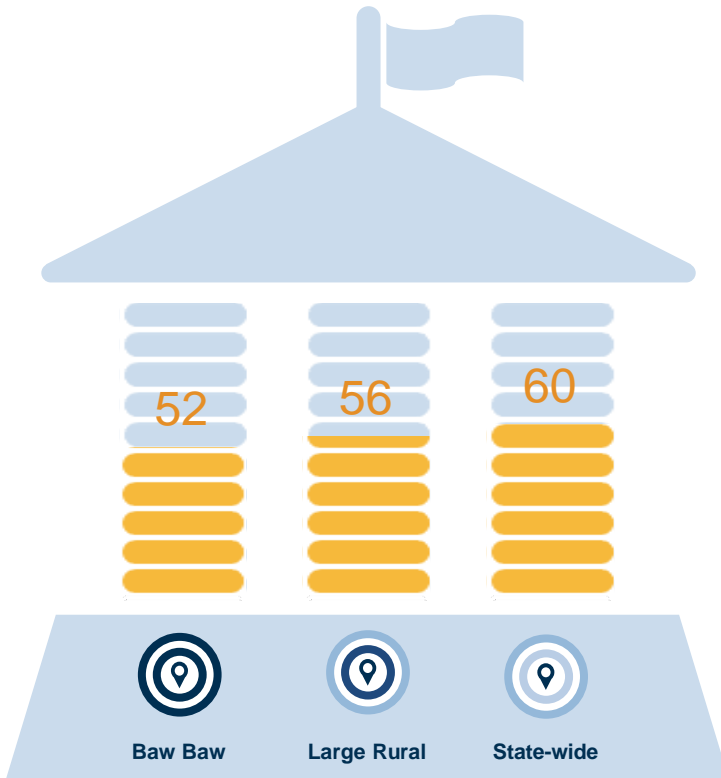
JWS RESEARCH

# Contents

# Baw Baw Shire Council – at a glance

## Top 3 performing areas

**Emergency & disaster mngt**
70

**Elderly support services**
64

**Family support services**
61

**52** Baw Baw
**56** Large Rural
**60** State-wide

## Overall Council performance

Results shown are index scores out of 100.

## Top 3 areas for improvement
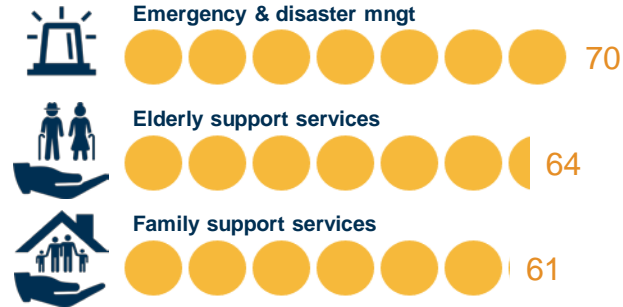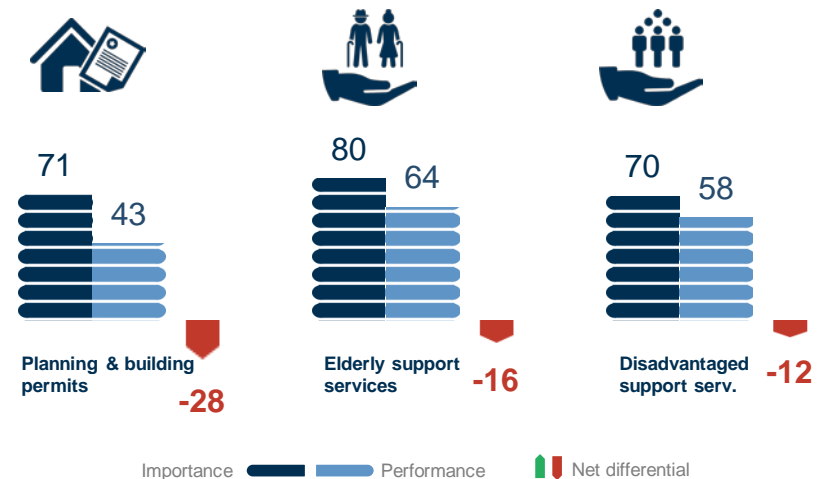
**Planning & building permits**
71
43
-28

**Elderly support services**
80
64
-16

**Disadvantaged support serv.**
70
58
-12

Importance ▬▬ Performance ▬ ▮ Net differential

*Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.*

J W S R E S E A R C H   3

# Background and objectives

# 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 twentieth year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities 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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

**Serving Victoria for 20 years**

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.

# Key findings and recommendations

# Overall performance

The overall performance index score of 52 for Baw Baw Shire Council represents a two-point improvement on the 2018 result. Although this is not a significant improvement, it reverses the trend after declining across 2014 to 2016.

- Overall performance remains five points down on Council's peak result of 57 achieved in 2014.

Baw Baw Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide and in the Large Rural group (index scores of 60 and 56 respectively).

- There are no significant differences across the demographic cohorts compared to the council average.

Residents are just 11 points more likely to rate Council's performance as 'very good' or 'good' (35%) than 'very poor' or 'poor' (24%). Two in five (41%) sit mid-scale, rating Council's overall performance as 'average'.

**Overall Council performance**



| Baw Baw | Large Rural | State-wide |
| 52 | 56 | 60 |
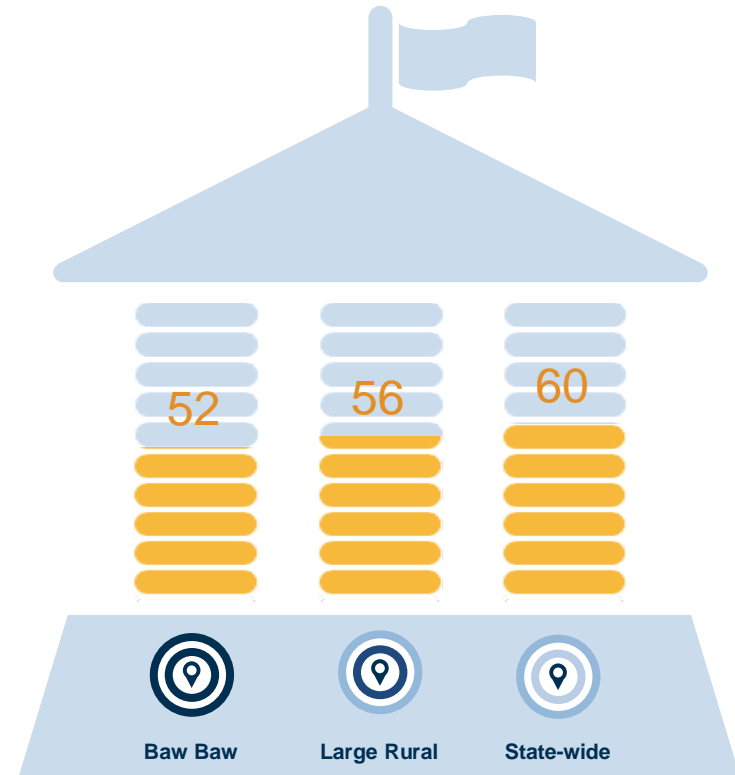
Results shown are index scores out of 100.

# Customer contact and service

## Contact with council

Around two-thirds (68%) of Baw Baw Shire Council residents have had contact with Council in the last 12 months. Rate of contact is up from 2018 (62%) and is at its highest level since tracking began in 2012.

- Most groups report higher levels of contact with Council in the preceding 12 months than during the same period in 2018. The most significant increases occurred among residents aged 18 to 34 years (76%, up 22% from 2018) and women (72%, up 10% from 2018).

- Residents aged 65+ years had the least contact with council (56%), and significantly less contact than the council average.

Overall, newsletters sent via email (27%) and mail (22%) are considered the best way for Council to inform residents about news, information and upcoming events. Newsletters sent by email and mail are considered the optimal method by both those over 50 and under 50 years. Residents under 50 years of age also look to social media (21%) for updates, while their older counterparts look next to council advertising (20%) or newsletters inset in a local newspaper (19%).

## Customer service

Baw Baw Shire Council's customer service index of 66 is five index points higher than the 2018 result. Performance on this measure is rated in line with the Large Rural group average (index score of 69) but significantly lower than the State-wide average for councils (index score of 71).

Just under a third of residents (30%) rate Council's customer service as 'very good', with another 31% rating it as 'good', representing a 10% increase in 'very good' ratings compared with 2018.

- Perceptions of customer service increased significantly among residents aged 18 to 34 years (index score of 73, up 17 index points from 2018) and women (index score of 72, up nine index points from 2018) in the past year.

- Men, on the other hand, rate Council lowest and significantly lower than the council average for customer service (index score of 59).

# Top performing areas and areas for improvement

## Top performing areas

Beyond customer service, the top three performing service areas for Baw Baw Shire Council are:

- Emergency and disaster management (index score of 70)

- Elderly support services (index score of 64)

- Family support services (index score of 61).

Nonetheless, Council's performance ratings are significantly lower than Large Rural group and State-wide averages for both elderly (index scores of 67 and 68 respectively) and family support services (index scores of 65 and 67 respectively).

Council did not experience any significant increases in ratings in the past year, and index scores are statistically consistent with 2018 results in most areas.

## Areas for improvement

The most significant decline in 2019 was a five point drop on the measure of community decisions (index score of 43). Council's performance is significantly lower than the average ratings for councils State-wide and the Large Rural group on this measure (index scores of 55 and 52 respectively).

- Performance is now ten points down on Council's peak rating of 53 index points in 2015.

- Men (index score of 41, down six points from 2018), residents of the Central Ward (index score of 39, down eight points from 2018), and residents aged 35 to 64 years (index score of 37 among 35 to 49 year olds and 38 among 50 to 64 year olds, each cohort down 10 points from 2018) declined significantly in their impressions of Council's performance in this area between 2018 and 2019.

Sealed local roads (index score of 40) and planning and building permits (index score of 43) are additional areas that stand out as in need of Council attention. Council rates lowest in these service areas and rates significantly lower than State-wide and Large Rural group averages on both.

In keeping with this almost one in five residents volunteer community consultation (16%) and/or sealed road maintenance (16%) as areas in need of improvement.

Notwithstanding desired areas of improvement, residents would rather see service cuts to keep council rates at current levels (52%) than rate rises to improve service quality (27%) by a margin of almost two to one. (Another 21% 'can't say'.)

# Influences on perceptions of overall performance

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

- Decisions made in the interest of the community

- Community consultation and engagement.

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

- The condition of local streets and footpaths in your area

- Planning and building permits.

Emergency and disaster management and elderly support services have the strongest positive performance index and a moderately positive influence on the overall performance rating. Currently, Baw Baw Shire Council is performing well in these areas (performance index of 70 and 64 respectively). Baw Baw Shire Council should continue to attend to these service areas, however there are greater gains to be had elsewhere.

Family support services and enforcement of local laws also have high performance ratings, but have negligible influence on the overall performance rating.

**Improvement in Baw Baw Shire Council's decisions made in the community's interest and community consultation and engagement would have the strongest influence on overall performance perceptions.**

Additionally, improving the condition of local streets and footpaths as well as planning and building permits could have a moderate influence on overall performance perceptions.

# Focus areas for coming 12 months

**Perceptions of Council are largely consistent with 2018 results, having declined significantly in only one service area.**

In terms of priorities for the year ahead, Baw Baw Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance and where Council is currently performing lower relative to other service areas:

• Decisions made in the interest of the community

• Community consultation

• Sealed local roads

• Planning and building permits

Council should also focus attention on service areas where stated importance exceeds rated performance by more than fifteen points. Key priorities include:

• Planning and building permits (margin of 28 points)

• Elderly support services (margin of 16 points)

More generally, consideration should also be given to residents aged 35 to 64 years and residents of the East Ward, who appear to be driving negative opinion in a number of areas in 2019.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

# Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

**A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:**

**03 8685 8555**

# Summary of findings

# Summary of core measures

**Index scores**

| Overall Performance | Community Consultation | Advocacy | Making Community Decisions | Sealed Local Roads | Customer Service | Overall Council Direction |
|---|---|---|---|---|---|---|
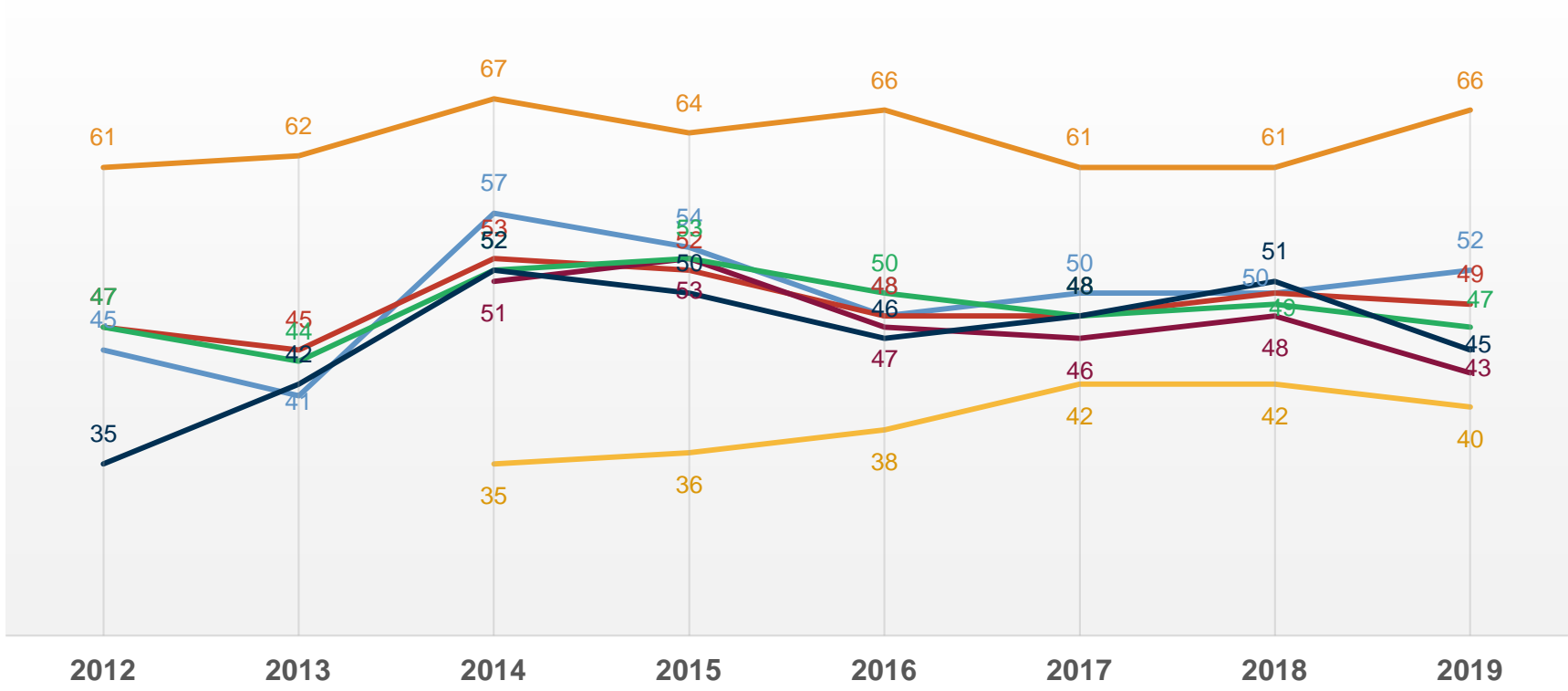
# Summary of core measures

| Performance Measures | Baw Baw 2019 | Baw Baw 2018 | Large Rural 2019 | State-wide 2019 | Highest score | Lowest score |
|---|---|---|---|---|---|---|
| **Overall Performance** | **52** | 50 | 56 | 60 | Aged 18-34 years | Aged 35-49 years |
| **Community Consultation** (Community consultation and engagement) | **49** | 50 | 54 | 56 | Aged 18-34 years, West ward | Aged 35-49 years |
| **Advocacy** (Lobbying on behalf of the community) | **47** | 49 | 52 | 54 | Aged 65+ years, Aged 18-34 years | Aged 35-49 years |
| **Making Community Decisions** (Decisions made in the interest of the community) | **43** | 48 | 52 | 55 | Aged 18-34 years | Aged 35-49 years |
| **Sealed Local Roads** (Condition of sealed local roads) | **40** | 42 | 47 | 56 | Central ward | East ward |
| **Customer Service** | **66** | 61 | 69 | 71 | Aged 18-34 years | Men, Aged 50-64 years |
| **Overall Council Direction** | **45** | 51 | 51 | 53 | Aged 18-34 years | Aged 50-64 years |

# Summary of key community satisfaction

**Key measures summary results (%)**
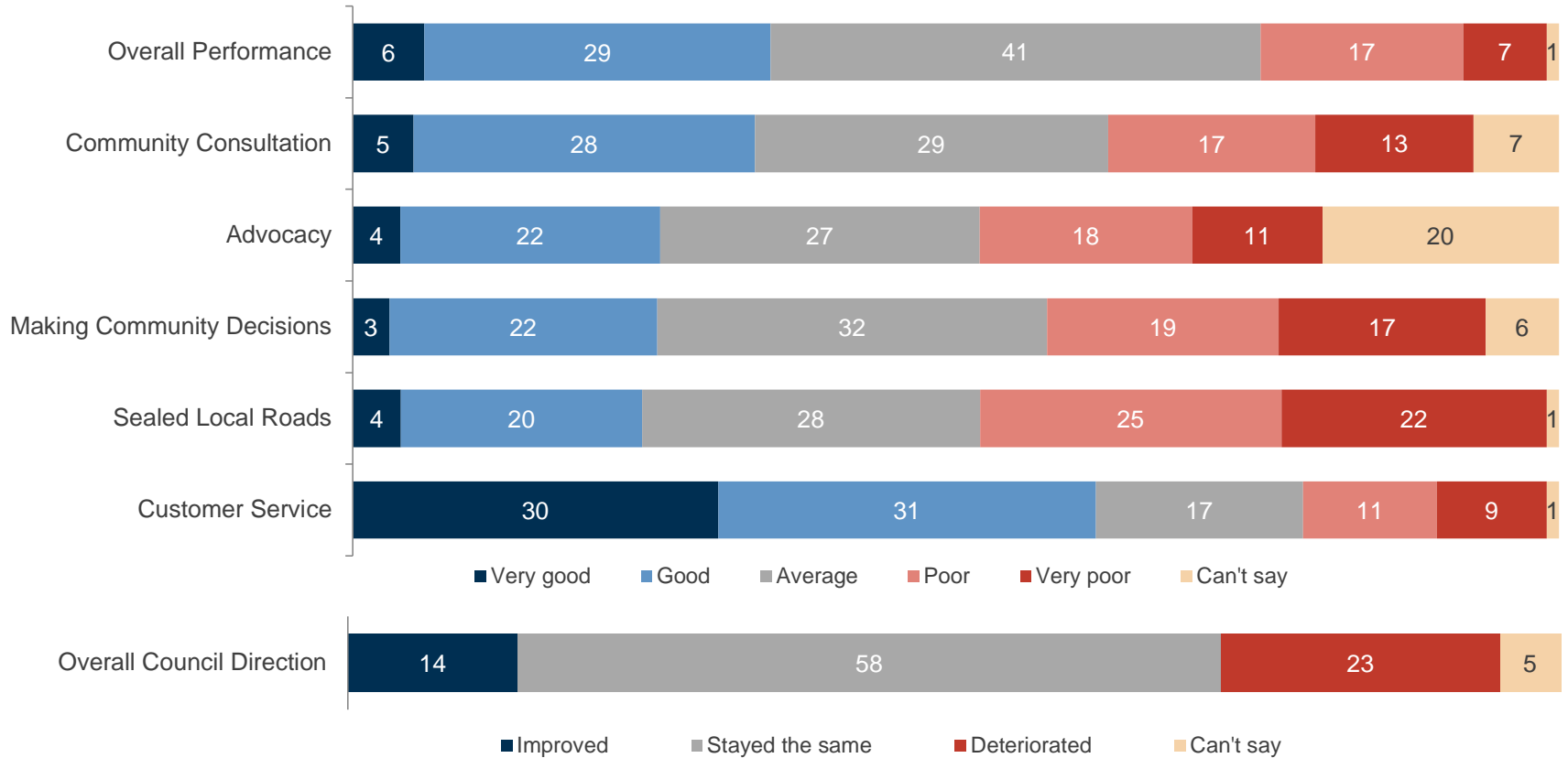
# Individual service areas importance vs performance

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

| | Importance (index scores) | Performance (index scores) | Net Differential |
|---|---|---|---|
| Planning & building permits | 71 | 43 | -28 |
| Elderly support services | 80 | 64 | -16 |
| Disadvantaged support serv. | 70 | 58 | -12 |
| Family support services | 72 | 61 | -11 |
| Enforcement of local laws | 68 | 58 | -10 |

*Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.*

# 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 chart that follows:

• 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 chart is based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

# Influence on overall performance: key service areas

**2019 regression analysis (key service areas)**
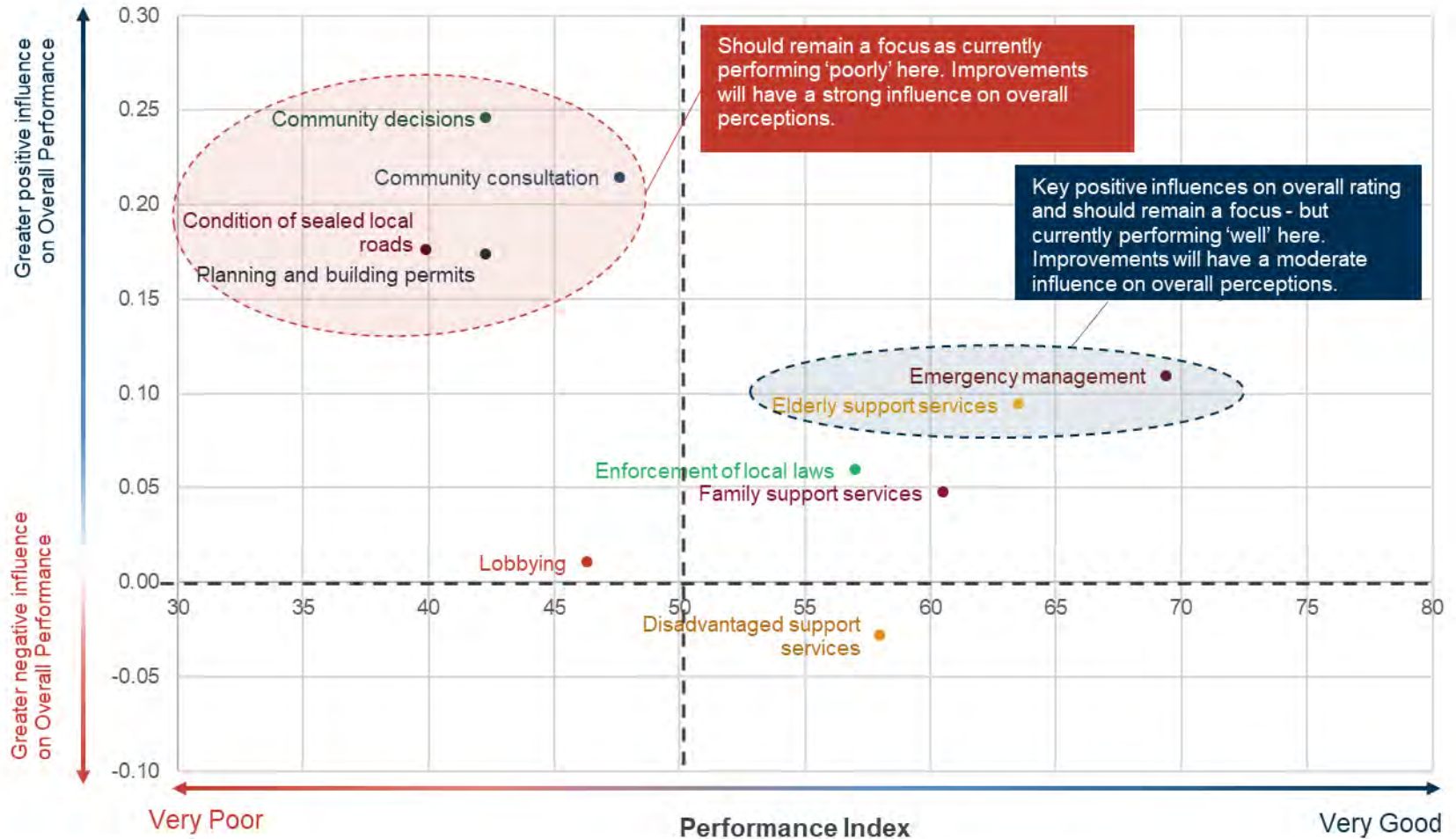


*The multiple regression analysis model above (all service areas) has an R-squared value of 0.588 and adjusted R-square value of 0.578, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 55.61. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.*

# Individual service area importance

## 2019 individual service area importance (index scores)
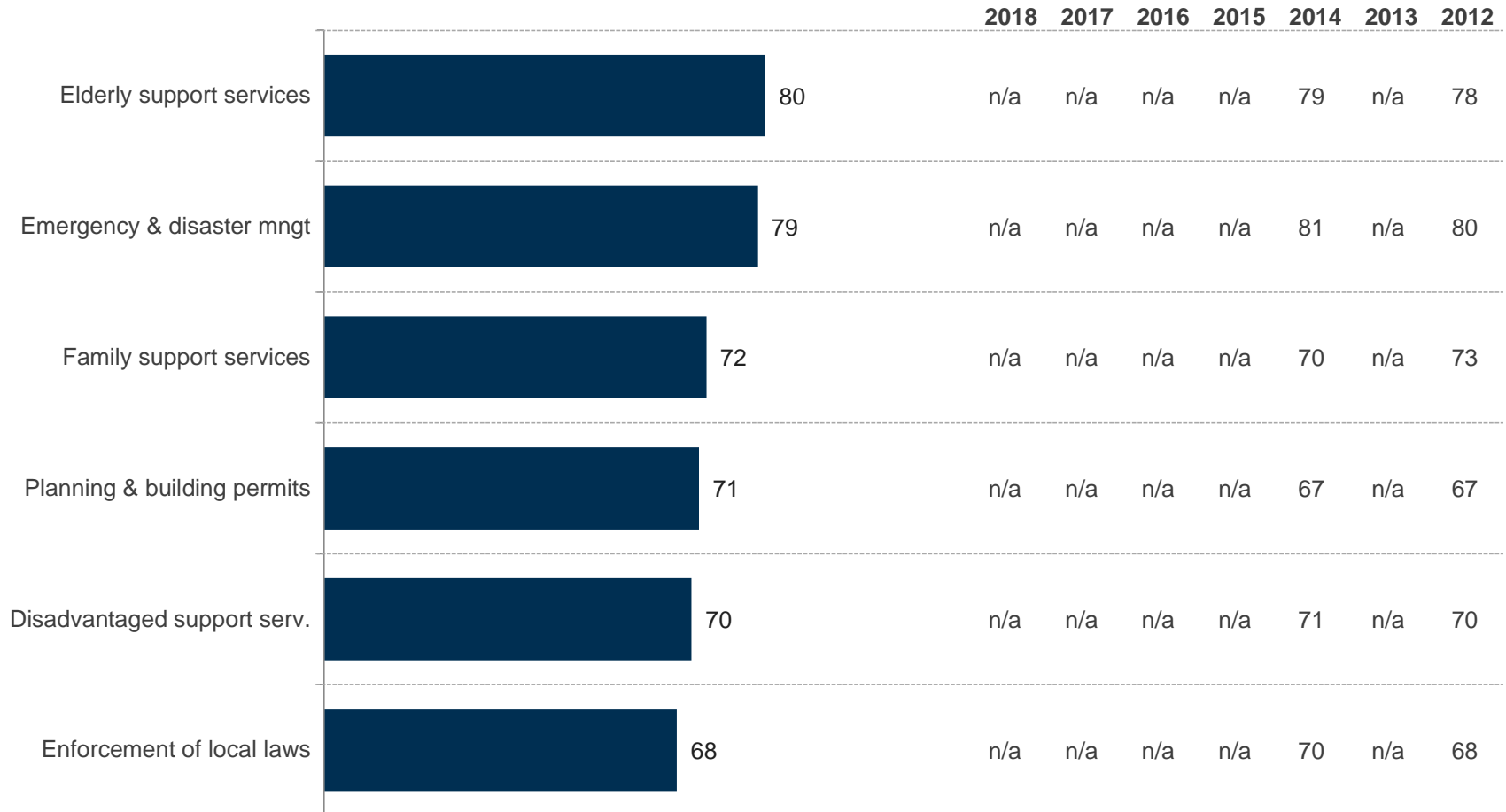
| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Elderly support services | 80 | n/a | n/a | n/a | n/a | 79 | n/a | 78 |
| Emergency & disaster mngt | 79 | n/a | n/a | n/a | n/a | 81 | n/a | 80 |
| Family support services | 72 | n/a | n/a | n/a | n/a | 70 | n/a | 73 |
| Planning & building permits | 71 | n/a | n/a | n/a | n/a | 67 | n/a | 67 |
| Disadvantaged support serv. | 70 | n/a | n/a | n/a | n/a | 71 | n/a | 70 |
| Enforcement of local laws | 68 | n/a | n/a | n/a | n/a | 70 | n/a | 68 |

*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 7*
*Note: Please see Appendix A for explanation of significant differences.*

# Individual service area importance

## 2019 individual service area importance (%)



| Service area | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| Emergency & disaster mngt | 42 | 38 | 15 | 3 | 2 | 2 |
| Elderly support services | 40 | 39 | 17 | 1 | | 2 |
| Family support services | 26 | 42 | 23 | 5 | 2 | 3 |
| Planning & building permits | 26 | 38 | 25 | 6 | 2 | 4 |
| Disadvantaged support serv. | 23 | 39 | 29 | 5 | 1 | 3 |
| Enforcement of local laws | 25 | 34 | 32 | 8 | 2 | 1 |

■ Extremely important    ■ Very important    ■ Fairly important
■ Not that important    ■ Not at all important    ■ Can't say
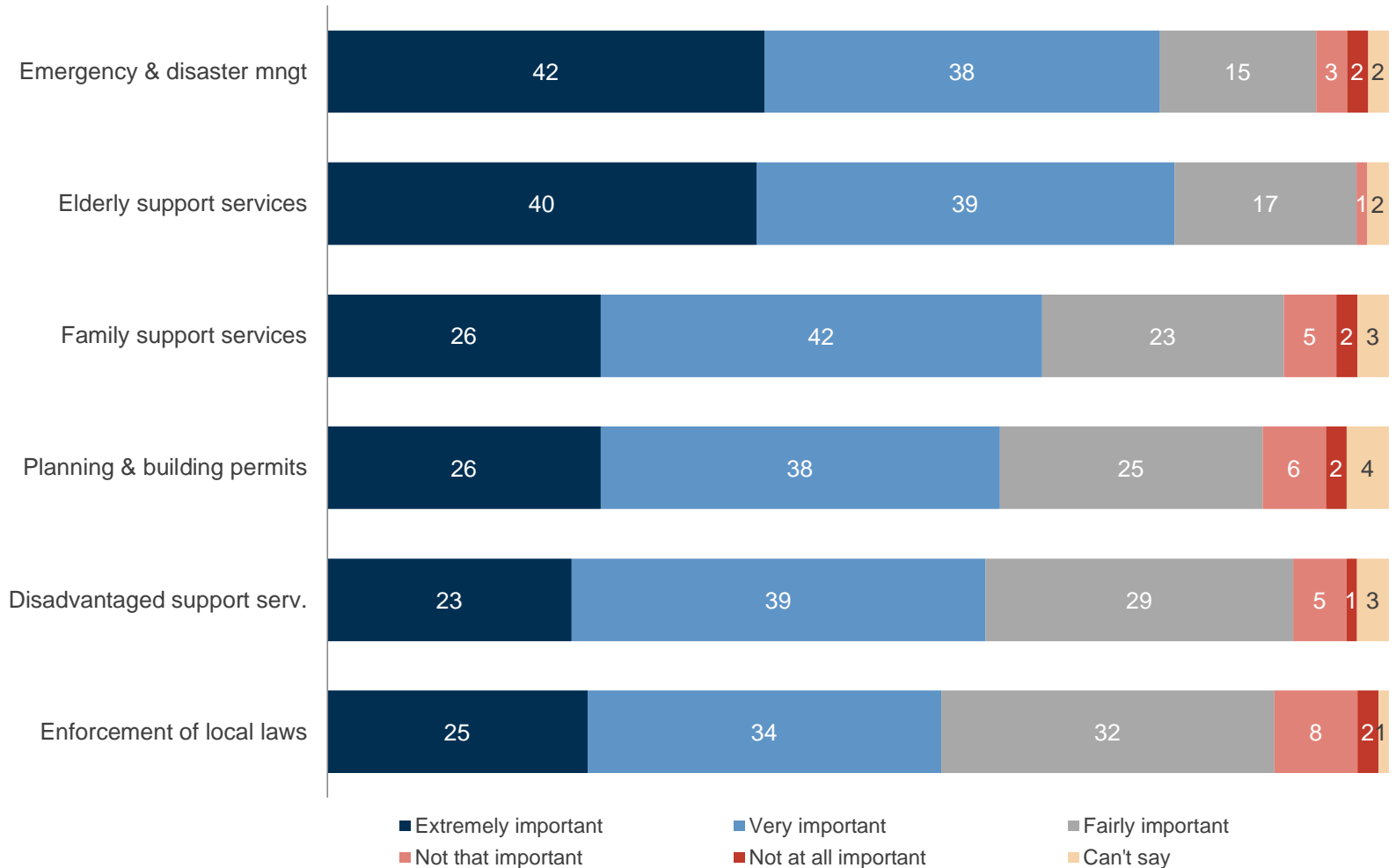
*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 7*

# Individual service area performance

**2019 individual service area performance (index scores)**

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Emergency & disaster mngt | 70 | n/a | n/a | n/a | n/a | 70 | n/a | 67 |
| Elderly support services | 64 | n/a | n/a | n/a | n/a | 69 | n/a | 69 |
| Family support services | 61 | n/a | n/a | n/a | n/a | 67 | n/a | 64 |
| Enforcement of local laws | 58 | n/a | n/a | n/a | n/a | 62 | n/a | 64 |
| Disadvantaged support serv. | 58 | n/a | n/a | n/a | n/a | 62 | n/a | 62 |
| Consultation & engagement | 49 | 50 | 48 | 48 | 52 | 53 | 45 | 47 |
| Lobbying | 47 | 49 | 48 | 50 | 53 | 52 | 44 | 47 |
| Community decisions | 43 | 48 | 46 | 47 | 53 | 51 | n/a | n/a |
| Planning & building permits | 43 | n/a | n/a | n/a | n/a | 54 | n/a | 48 |
| Sealed local roads | 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: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Individual service area performance

## 2019 individual service area performance (%)

| Service area | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| Emergency & disaster mngt | 22 | 32 | 19 | 5 | 3 | 19 |
| Enforcement of local laws | 9 | 32 | 30 | 11 | 6 | 13 |
| Elderly support services | 10 | 31 | 24 | 6 | 3 | 26 |
| Family support services | 7 | 27 | 28 | 5 | 3 | 30 |
| Consultation & engagement | 5 | 28 | 29 | 17 | 13 | 7 |
| Disadvantaged support serv. | 7 | 19 | 31 | 6 | 4 | 34 |
| Community decisions | 3 | 22 | 32 | 19 | 17 | 6 |
| Lobbying | 4 | 22 | 27 | 18 | 11 | 20 |
| Sealed local roads | 4 | 20 | 28 | 25 | 22 | 1 |
| Planning & building permits | 3 | 17 | 31 | 19 | 14 | 16 |

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*

J W S R E S E A R C H    23

# Individual service area performance vs State-wide average

**Significantly Higher than
State-wide Average**

- Not applicable

**Significantly Lower than
State-wide Average**

- Consultation & engagement
- Lobbying
- Enforcement of local laws
- Family support services
- Elderly support services
- Disadvantaged support serv.
- Planning permits
- Making community decisions
- Sealed local roads

# Individual service area performance vs group average

**Significantly Higher than
Group Average**

- Not applicable

**Significantly Lower than
Group Average**

- Consultation & engagement
- Lobbying
- Enforcement of local laws
- Family support services
- Elderly support services
- Disadvantaged support serv.
- Planning permits
- Making community decisions
- Sealed local roads

# Areas for improvement

## 2019 areas for improvement (%)
### *- Top mentions only -*

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Community Consultation | 16 | n/a | 16 | 15 | n/a | 7 | n/a | n/a |
| Sealed Road Maintenance | 16 | n/a | 21 | 26 | n/a | 35 | n/a | n/a |
| Town Planning/Permits/Red Tape | 11 | n/a | 4 | 3 | n/a | 1 | n/a | n/a |
| Communication | 9 | n/a | 10 | 10 | n/a | 7 | n/a | n/a |
| Financial Management | 7 | n/a | 10 | 8 | n/a | 6 | n/a | n/a |
| Council Management | 6 | n/a | 2 | 5 | n/a | 3 | n/a | n/a |
| Parking Availability | 5 | n/a | 9 | 3 | n/a | 2 | n/a | n/a |
| Rates - Too expensive | 5 | n/a | 7 | 7 | n/a | n/a | n/a | n/a |
| Traffic Management | 5 | n/a | 2 | 2 | n/a | 3 | n/a | n/a |
| Nothing | 5 | n/a | 4 | 8 | n/a | 7 | n/a | n/a |

*Q17. What does Baw Baw Shire Council MOST need to do to improve its performance?*
*Base: All respondents. Councils asked state-wide: 43 Councils asked group: 12*
*Note: Significant differences have not been applied to this chart.*
*A verbatim listing of responses to this question can be found in the accompanying dashboard.*

# DETAILED FINDINGS

# Overall performance

# Overall performance

**2019 overall performance (index scores)**

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

*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: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Overall performance
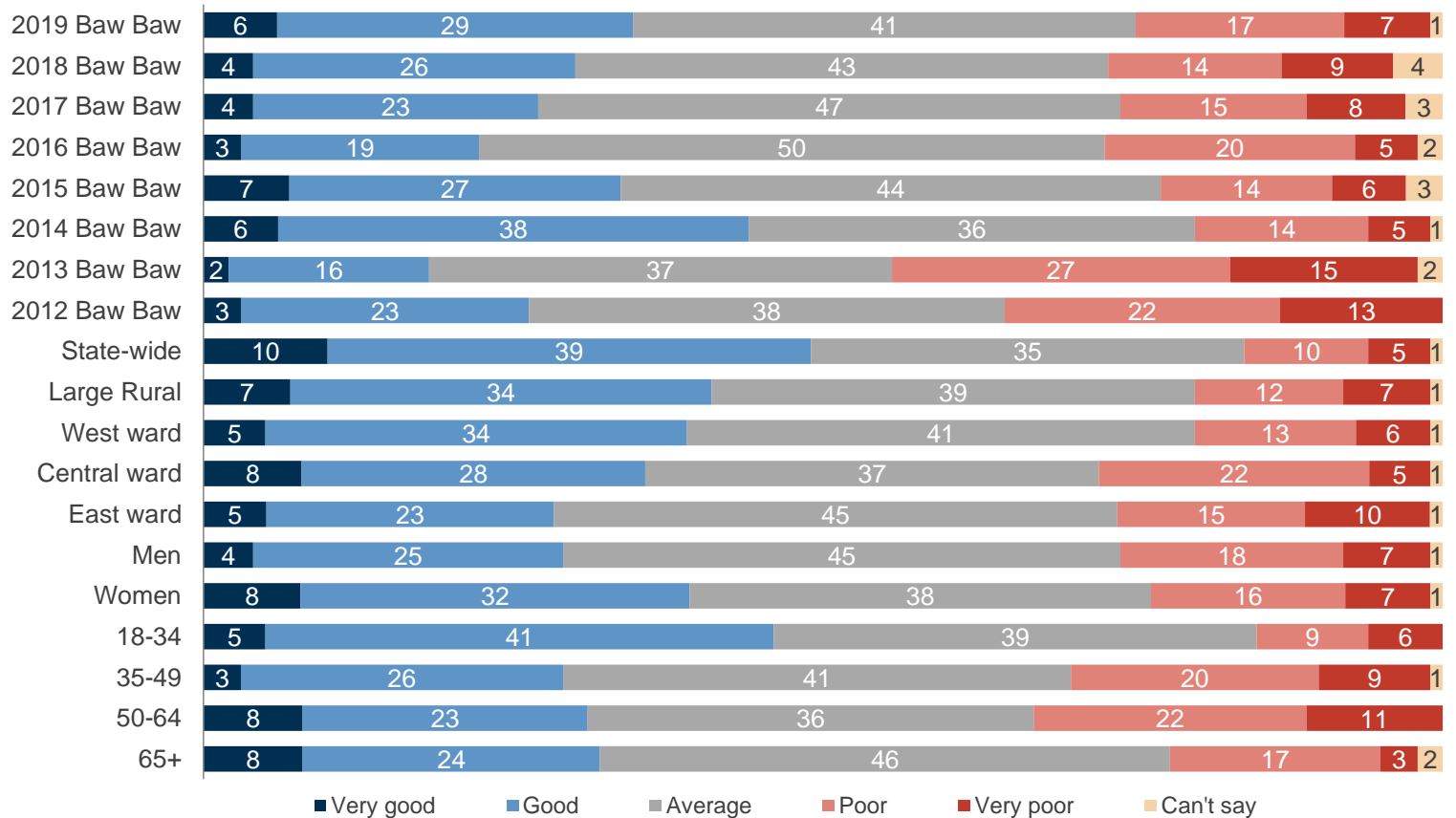
**Overall performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 6 | 29 | 41 | 17 | 7 | 1 |
| 2018 Baw Baw | 4 | 26 | 43 | 14 | 9 | 4 |
| 2017 Baw Baw | 4 | 23 | 47 | 15 | 8 | 3 |
| 2016 Baw Baw | 3 | 19 | 50 | 20 | 5 | 2 |
| 2015 Baw Baw | 7 | 27 | 44 | 14 | 6 | 3 |
| 2014 Baw Baw | 6 | 38 | 36 | 14 | 5 | 1 |
| 2013 Baw Baw | 2 | 16 | 37 | 27 | 15 | 2 |
| 2012 Baw Baw | 3 | 23 | 38 | 22 | 13 | |
| State-wide | 10 | 39 | 35 | 10 | 5 | 1 |
| Large Rural | 7 | 34 | 39 | 12 | 7 | 1 |
| West ward | 5 | 34 | 41 | 13 | 6 | 1 |
| Central ward | 8 | 28 | 37 | 22 | 5 | 1 |
| East ward | 5 | 23 | 45 | 15 | 10 | 1 |
| Men | 4 | 25 | 45 | 18 | 7 | 1 |
| Women | 8 | 32 | 38 | 16 | 7 | 1 |
| 18-34 | 5 | 41 | 39 | 9 | 6 | |
| 35-49 | 3 | 26 | 41 | 20 | 9 | 1 |
| 50-64 | 8 | 23 | 36 | 22 | 11 | |
| 65+ | 8 | 24 | 46 | 17 | 3 | 2 |

*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: 63 Councils asked group: 18*

# Customer service

# Contact with council

**2019 contact with council (%)**
Have had contact



Values by year: 2012: 64, 2013: 63, 2014: 63, 2015: 57, 2016: 57, 2017: 53, 2018: 62, 2019: 68

# Contact with council

## 2019 contact with council (%)

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| 18-34 | 76 | 54 | 42 | 46 | 42 | 51 | 62 | 66 |
| 35-49 | 73 | 65 | 62 | 68 | 72 | 74 | 78 | 62 |
| Women | 72 | 62 | 52 | 61 | 57 | 71 | 65 | 61 |
| 50-64 | 72 | 67 | 52 | 58 | 57 | 67 | 58 | 70 |
| West ward | 69 | 59 | 58 | n/a | n/a | n/a | n/a | n/a |
| Central ward | 69 | 62 | 53 | n/a | n/a | n/a | n/a | n/a |
| Baw Baw | 68 | 62 | 53 | 57 | 57 | 63 | 63 | 64 |
| East ward | 67 | 65 | 50 | n/a | n/a | n/a | n/a | n/a |
| Men | 65 | 61 | 55 | 52 | 56 | 54 | 61 | 67 |
| Large Rural | 62 ▼ | 62 | 57 | 57 | 59 | n/a | n/a | n/a |
| State-wide | 61 ▼ | 61 | 58 | 58 | 60 | 61 | 60 | 61 |
| 65+ | 56 ▼ | 63 | 57 | 55 | 57 | 60 | 50 | 56 |

*Q5. Over the last 12 months, have you or any member of your household had any contact with Baw Baw Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?*
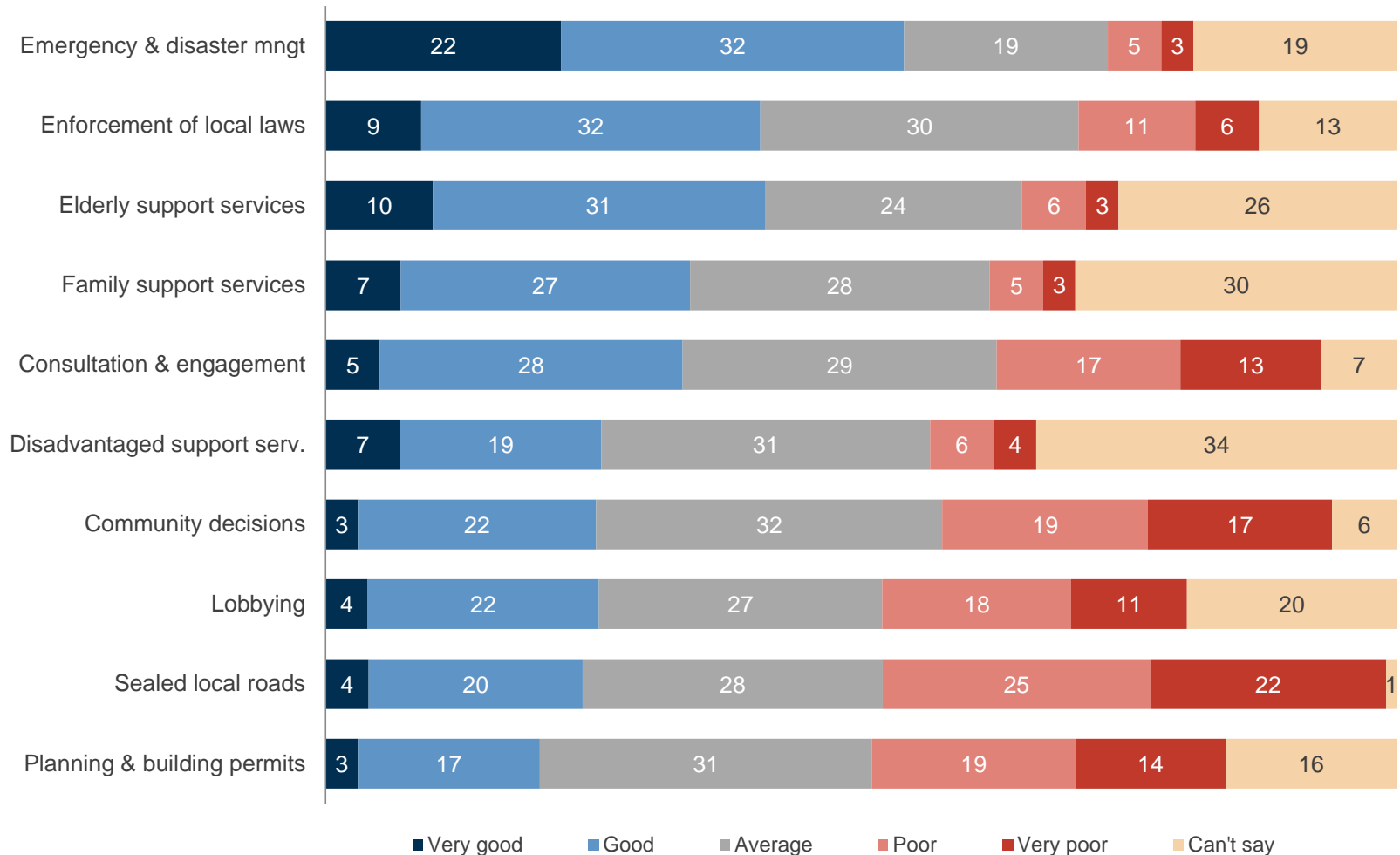*Base: All respondents. Councils asked state-wide: 38 Councils asked group: 11*
*Note: Please see Appendix A for explanation of significant differences.*

# Customer service rating

**2019 customer service rating (index scores)**

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| 18-34 | 73 | 56 | 63 | 69 | 63 | 63 | 69 | 60 |
| Women | 72 | 63 | 67 | 65 | 69 | 71 | 65 | 66 |
| State-wide | 71 ▲ | 70 | 69 | 69 | 70 | 72 | 71 | 71 |
| Large Rural | 69 | 67 | 66 | 67 | 67 | n/a | n/a | n/a |
| West ward | 68 | 59 | 61 | n/a | n/a | n/a | n/a | n/a |
| 65+ | 67 | 65 | 67 | 68 | 63 | 69 | 69 | 67 |
| Central ward | 66 | 61 | 62 | n/a | n/a | n/a | n/a | n/a |
| Baw Baw | 66 | 61 | 61 | 66 | 64 | 67 | 62 | 61 |
| East ward | 63 | 63 | 61 | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 62 | 55 | 53 | 68 | 65 | 68 | 61 | 60 |
| 50-64 | 59 | 67 | 62 | 56 | 67 | 68 | 55 | 60 |
| Men | 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: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Customer service rating

## Customer service rating (%)

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 30 | 31 | 17 | 11 | 9 | 1 |
| 2018 Baw Baw | 20 | 35 | 23 | 11 | 10 | |
| 2017 Baw Baw | 19 | 37 | 21 | 13 | 9 | 1 |
| 2016 Baw Baw | 23 | 38 | 21 | 8 | 8 | 2 |
| 2015 Baw Baw | 23 | 32 | 27 | 10 | 6 | 2 |
| 2014 Baw Baw | 28 | 36 | 19 | 8 | 8 | 1 |
| 2013 Baw Baw | 21 | 37 | 20 | 11 | 10 | 2 |
| 2012 Baw Baw | 25 | 31 | 17 | 16 | 10 | 2 |
| State-wide | 33 | 36 | 17 | 7 | 6 | 1 |
| Large Rural | 29 | 36 | 18 | 8 | 7 | 1 |
| West ward | 34 | 31 | 15 | 12 | 8 | |
| Central ward | 34 | 29 | 12 | 14 | 9 | 1 |
| East ward | 22 | 34 | 24 | 8 | 10 | 2 |
| Men | 19 | 33 | 21 | 17 | 9 | 1 |
| Women | 40 | 30 | 13 | 7 | 9 | 1 |
| 18-34 | 41 | 29 | 14 | 13 | | 3 |
| 35-49 | 23 | 34 | 19 | 14 | 9 | 2 |
| 50-64 | 25 | 30 | 17 | 10 | 16 | 1 |
| 65+ | 31 | 33 | 17 | 8 | 10 | 1 |

Legend: ■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*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: 63 Councils asked group: 18*

# Communication

# Communication summary

| | |
|---|---|
| **Overall preferred forms of communication** | • Newsletter sent via email (27%) |

| | |
|---|---|
| **Preferred forms of communication among over 50s** | • Newsletter sent via email (26%) |

| | |
|---|---|
| **Preferred forms of communication among under 50s** | • Newsletter sent via email (29%) |

# Best form of communication

## 2019 best form of communication (%)
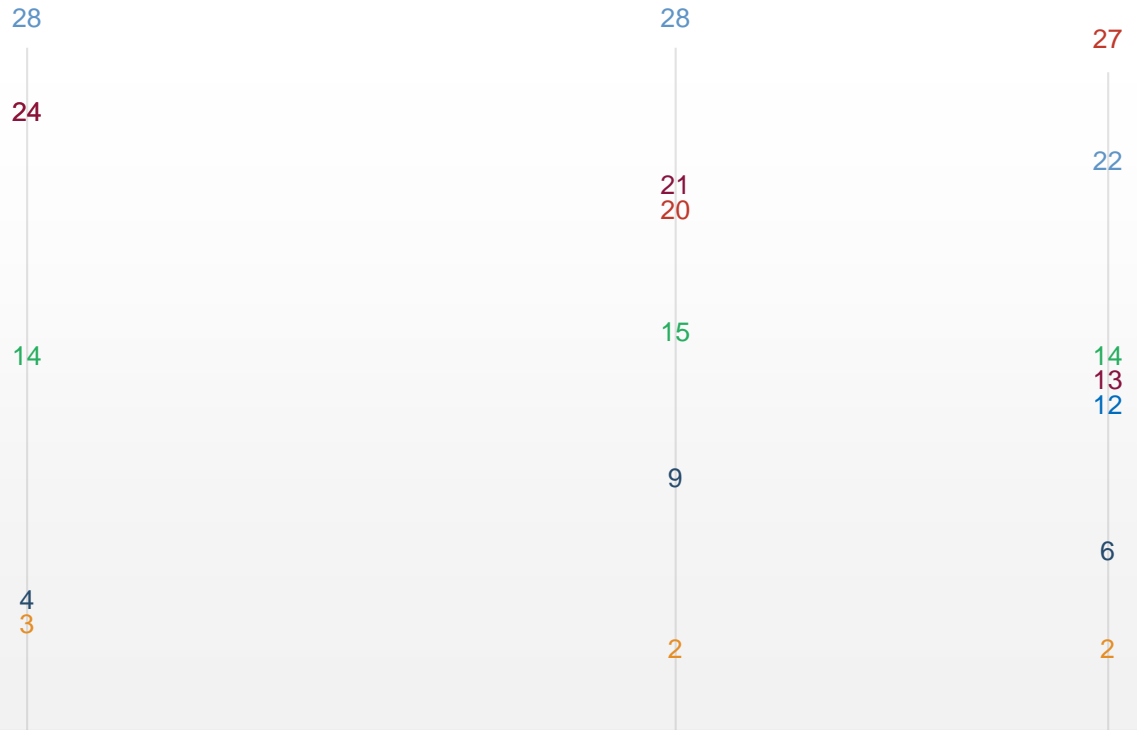
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|------|------|------|------|------|------|------|------|
|  |  | 28 |  |  | 28 |  | 27 |
|  |  | 24 |  |  |  |  | 22 |
|  |  |  |  |  | 21 |  |  |
|  |  |  |  |  | 20 |  |  |
|  |  |  |  |  | 15 |  | 14 |
|  |  | 14 |  |  |  |  | 13 |
|  |  |  |  |  |  |  | 12 |
|  |  |  |  |  | 9 |  |  |
|  |  |  |  |  |  |  | 6 |
|  |  | 4 |  |  |  |  |  |
|  |  | 3 |  |  | 2 |  | 2 |

*Q13. If Baw Baw Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?*
*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10*

# Best form of communication: under 50s

## 2019 under 50s best form of communication (%)
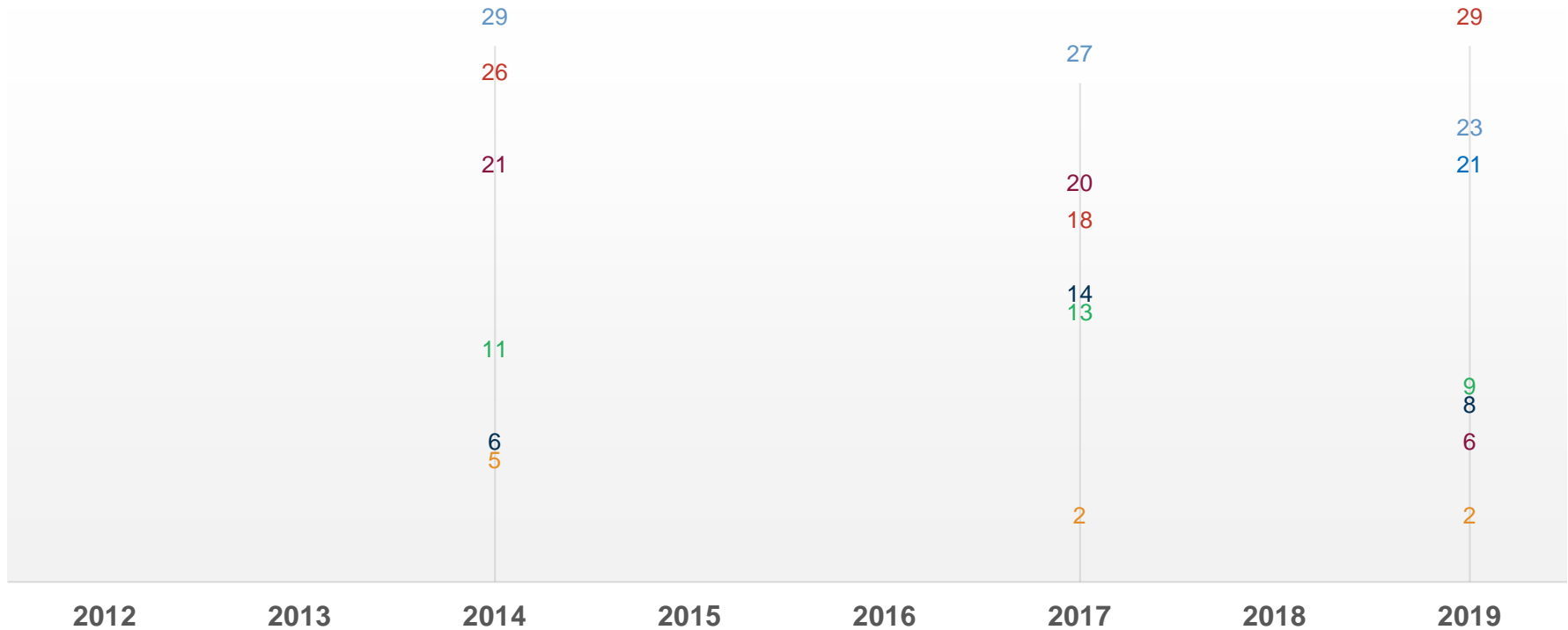
**Advertising in a Local Newspaper**    **Council Newsletter via Mail**    **Council Newsletter via Email**    **Council Newsletter as Local Paper Insert**    **Council Website**    **Text Message**    **Social Media**

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|---|---|---|---|---|---|---|---|---|
| Council Newsletter via Mail | | | 29 | | | 27 | | 23 |
| Council Newsletter via Email | | | 26 | | | 18 | | 29 |
| Advertising in a Local Newspaper | | | 21 | | | 20 | | 6 |
| Text Message | | | | | | 14 | | |
| Council Newsletter as Local Paper Insert | | | 11 | | | 13 | | 9 |
| Social Media | | | | | | | | 21 |
| Council Website | | | 6 | | | | | 8 |
| | | | 5 | | | 2 | | 2 |

Q13. If Baw Baw Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 10

# 2019 best form of communication: over 50s

## 2019 over 50s best form of communication (%)

**Advertising in a Local Newspaper** | **Council Newsletter via Mail** | **Council Newsletter via Email** | **Council Newsletter as Local Paper Insert** | **Council Website** | **Text Message** | **Social Media**

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|------|------|------|------|------|------|------|------|
| | | 28 | | | 29 | | |
| | | 26 | | | | | 26 |
| | | 23 | | | 23 | | |
| | | | | | 22 | | 22 |
| | | | | | | | 20 |
| | | 17 | | | 17 | | 19 |
| | | 2 | | | 3 | | 3 |
| | | | | | 1 | | 1 |

# Council direction

# Council direction summary

| Council direction | • 58% stayed about the same, down 3 points on 2018<br>• 14% improved, down 4 points on 2018<br>• 23% deteriorated, up 7 points on 2018 |
|---|---|
| **Most satisfied with Council direction** | • Aged 18-34 years |
| **Least satisfied with Council direction** | • Aged 50-64 years |
| **Rates vs services trade-off** | • 27% prefer rate rise<br>• 52% prefer service cuts |

# Overall council direction last 12 months

**2019 overall direction (index scores)**

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

*Q6. Over the last 12 months, what is your view of the direction of Baw Baw Shire Council's overall performance?*
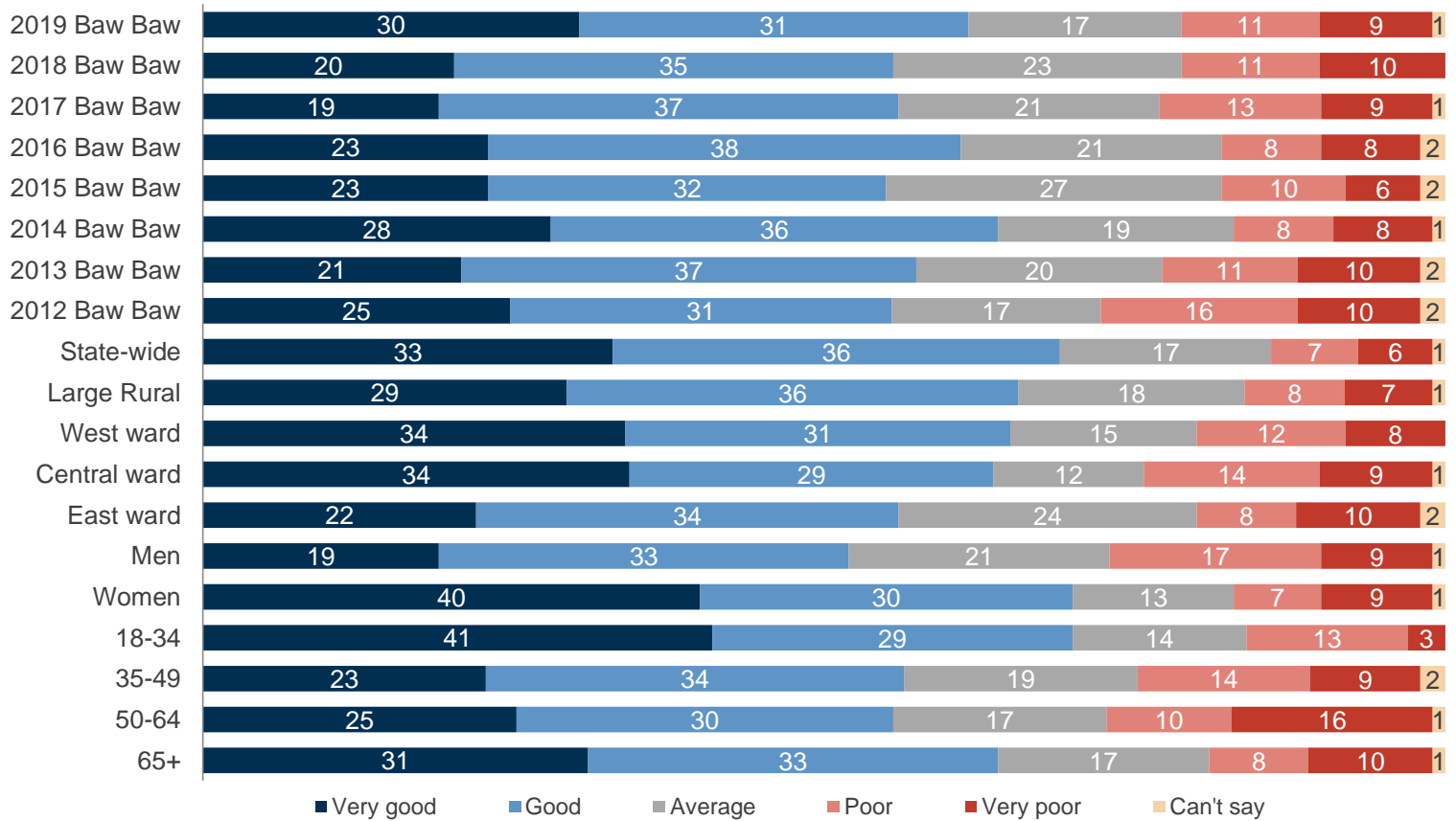*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Overall council direction last 12 months

**2019 overall council direction (%)**



| | Improved | Stayed the same | Deteriorated | Can't say |
|---|---|---|---|---|
| 2019 Baw Baw | 14 | 58 | 23 | 5 |
| 2018 Baw Baw | 18 | 61 | 16 | 5 |
| 2017 Baw Baw | 13 | 61 | 16 | 9 |
| 2016 Baw Baw | 12 | 62 | 20 | 6 |
| 2015 Baw Baw | 17 | 59 | 18 | 6 |
| 2014 Baw Baw | 20 | 60 | 16 | 4 |
| 2013 Baw Baw | 15 | 51 | 30 | 4 |
| 2012 Baw Baw | 10 | 49 | 39 | 1 |
| State-wide | 19 | 62 | 14 | 5 |
| Large Rural | 17 | 62 | 16 | 5 |
| West ward | 12 | 64 | 19 | 5 |
| Central ward | 19 | 53 | 23 | 5 |
| East ward | 11 | 55 | 27 | 6 |
| Men | 12 | 59 | 26 | 3 |
| Women | 16 | 56 | 20 | 7 |
| 18-34 | 24 | 57 | 16 | 3 |
| 35-49 | 13 | 59 | 23 | 5 |
| 50-64 | 7 | 60 | 29 | 4 |
| 65+ | 11 | 55 | 24 | 9 |

*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: 63 Councils asked group: 18*

# Rates / services trade-off

**2019 rates / services trade-off (%)**

| | Definitely prefer rate rise | Probably prefer rate rise | Probably prefer service cuts | Definitely prefer service cuts | Can't say |
|---|---|---|---|---|---|
| 2019 Baw Baw | 8 | 19 | 21 | 31 | 21 |
| 2014 Baw Baw | 8 | 20 | 25 | 27 | 19 |
| State-wide | 10 | 23 | 22 | 27 | 18 |
| Large Rural | 9 | 20 | 23 | 28 | 20 |
| West ward | 6 | 21 | 19 | 35 | 19 |
| Central ward | 13 | 17 | 24 | 25 | 21 |
| East ward | 6 | 18 | 20 | 33 | 22 |
| Men | 8 | 17 | 22 | 32 | 20 |
| Women | 8 | 20 | 20 | 30 | 22 |
| 18-34 | 16 | 27 | 16 | 35 | 7 |
| 35-49 | 6 | 19 | 19 | 36 | 20 |
| 50-64 | 5 | 13 | 23 | 40 | 20 |
| 65+ | 5 | 16 | 26 | 19 | 34 |

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

*Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?*
*Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4*

# Individual service areas

# Community consultation and engagement performance

## 2019 Consultation and engagement performance (index scores)

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

*Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Community consultation and engagement performance

## 2019 Consultation and engagement performance (%)

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 5 | 28 | 29 | 17 | 13 | 7 |
| 2018 Baw Baw | 6 | 26 | 33 | 18 | 10 | 7 |
| 2017 Baw Baw | 5 | 19 | 35 | 17 | 10 | 13 |
| 2016 Baw Baw | 3 | 22 | 39 | 18 | 8 | 10 |
| 2015 Baw Baw | 6 | 27 | 33 | 15 | 8 | 11 |
| 2014 Baw Baw | 5 | 28 | 36 | 19 | 4 | 8 |
| 2013 Baw Baw | 4 | 20 | 35 | 23 | 11 | 8 |
| 2012 Baw Baw | 4 | 27 | 30 | 24 | 11 | 4 |
| State-wide | 9 | 30 | 31 | 15 | 6 | 9 |
| Large Rural | 8 | 30 | 31 | 16 | 7 | 8 |
| West ward | 7 | 33 | 33 | 15 | 9 | 4 |
| Central ward | 4 | 28 | 23 | 19 | 16 | 9 |
| East ward | 5 | 23 | 32 | 18 | 15 | 8 |
| Men | 3 | 27 | 29 | 22 | 13 | 6 |
| Women | 8 | 29 | 30 | 13 | 13 | 8 |
| 18-34 | 3 | 45 | 30 | 12 | 11 | |
| 35-49 | 6 | 21 | 31 | 17 | 19 | 5 |
| 50-64 | 6 | 26 | 23 | 24 | 14 | 7 |
| 65+ | 7 | 21 | 32 | 17 | 9 | 14 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*

# Lobbying on behalf of the community performance

## 2019 Lobbying performance (index scores)
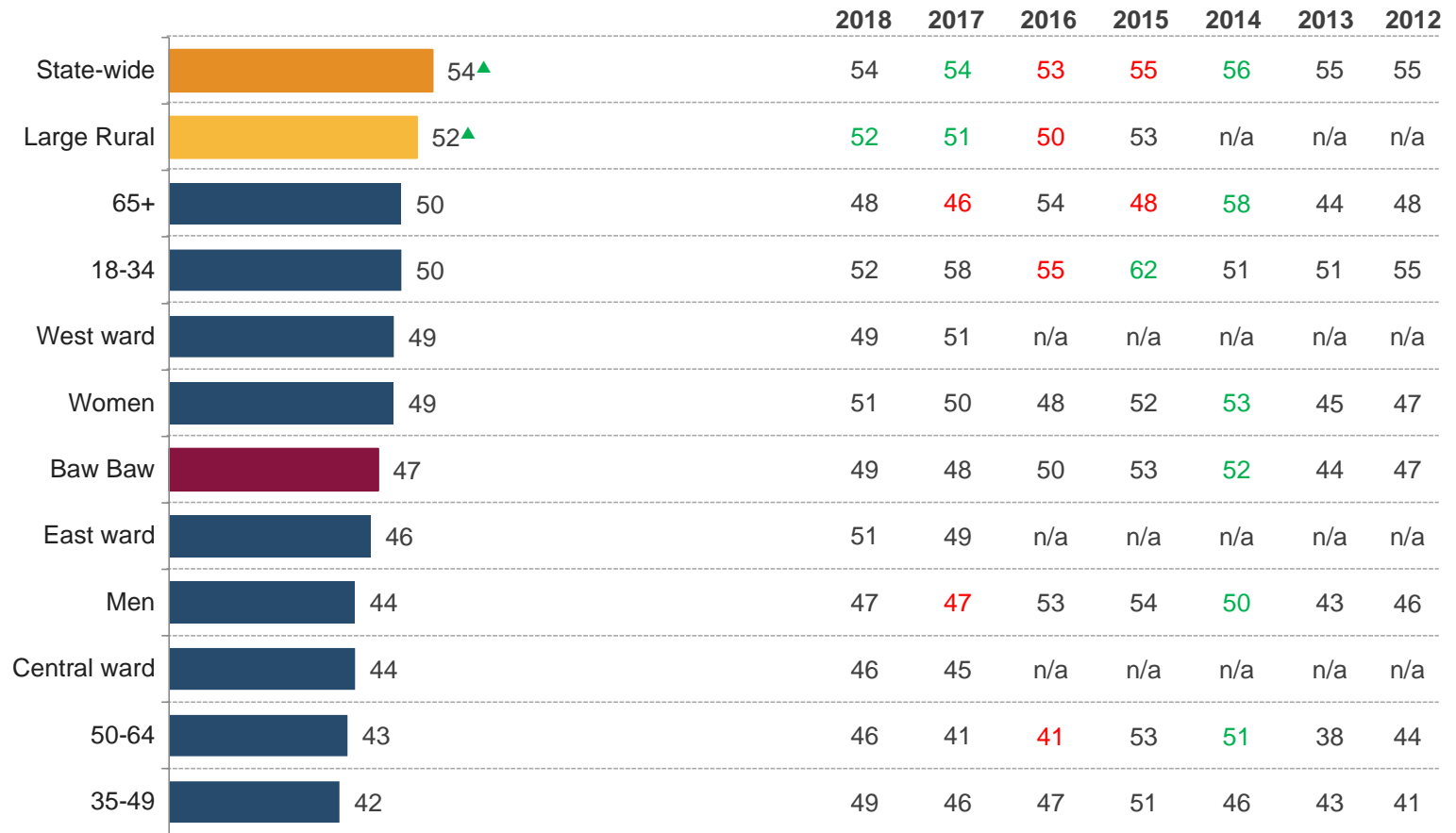
| | | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| State-wide | 54 ▲ | 54 | 54 | 53 | 55 | 56 | 55 | 55 |
| Large Rural | 52 ▲ | 52 | 51 | 50 | 53 | n/a | n/a | n/a |
| 65+ | 50 | 48 | 46 | 54 | 48 | 58 | 44 | 48 |
| 18-34 | 50 | 52 | 58 | 55 | 62 | 51 | 51 | 55 |
| West ward | 49 | 49 | 51 | n/a | n/a | n/a | n/a | n/a |
| Women | 49 | 51 | 50 | 48 | 52 | 53 | 45 | 47 |
| Baw Baw | 47 | 49 | 48 | 50 | 53 | 52 | 44 | 47 |
| East ward | 46 | 51 | 49 | n/a | n/a | n/a | n/a | n/a |
| Men | 44 | 47 | 47 | 53 | 54 | 50 | 43 | 46 |
| Central ward | 44 | 46 | 45 | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 43 | 46 | 41 | 41 | 53 | 51 | 38 | 44 |
| 35-49 | 42 | 49 | 46 | 47 | 51 | 46 | 43 | 41 |

*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
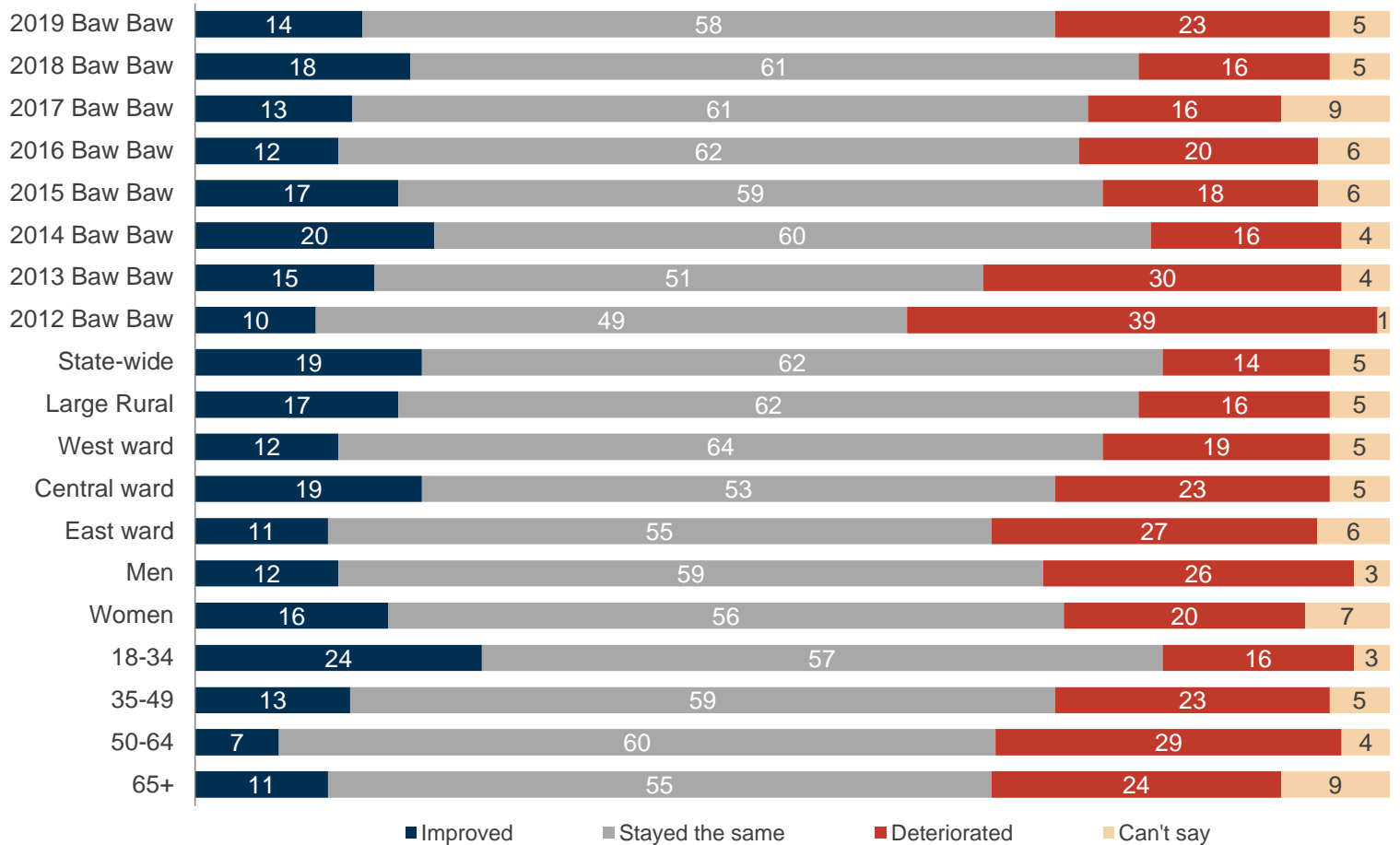*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Lobbying on behalf of the community performance

**2019 Lobbying performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 4 | 22 | 27 | 18 | 11 | 20 |
| 2018 Baw Baw | 3 | 22 | 31 | 18 | 6 | 20 |
| 2017 Baw Baw | 3 | 17 | 33 | 16 | 6 | 25 |
| 2016 Baw Baw | 4 | 17 | 31 | 16 | 5 | 27 |
| 2015 Baw Baw | 5 | 22 | 34 | 13 | 4 | 22 |
| 2014 Baw Baw | 3 | 22 | 35 | 16 | 4 | 20 |
| 2013 Baw Baw | 2 | 15 | 38 | 23 | 9 | 13 |
| 2012 Baw Baw | 3 | 18 | 32 | 20 | 7 | 20 |
| State-wide | 6 | 25 | 31 | 13 | 5 | 20 |
| Large Rural | 5 | 24 | 32 | 14 | 7 | 18 |
| West ward | 6 | 22 | 30 | 17 | 10 | 16 |
| Central ward | 2 | 24 | 20 | 13 | 16 | 25 |
| East ward | 3 | 20 | 29 | 22 | 8 | 18 |
| Men | 2 | 21 | 26 | 20 | 12 | 20 |
| Women | 5 | 23 | 27 | 16 | 10 | 19 |
| 18-34 | | 42 | 21 | 12 | 16 | 10 |
| 35-49 | 5 | 11 | 20 | 27 | 9 | 27 |
| 50-64 | 5 | 14 | 31 | 21 | 13 | 15 |
| 65+ | 4 | 18 | 34 | 12 | 7 | 25 |

*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*

# Decisions made in the interest of the community performance

**2019 Community decisions made performance (index scores)**
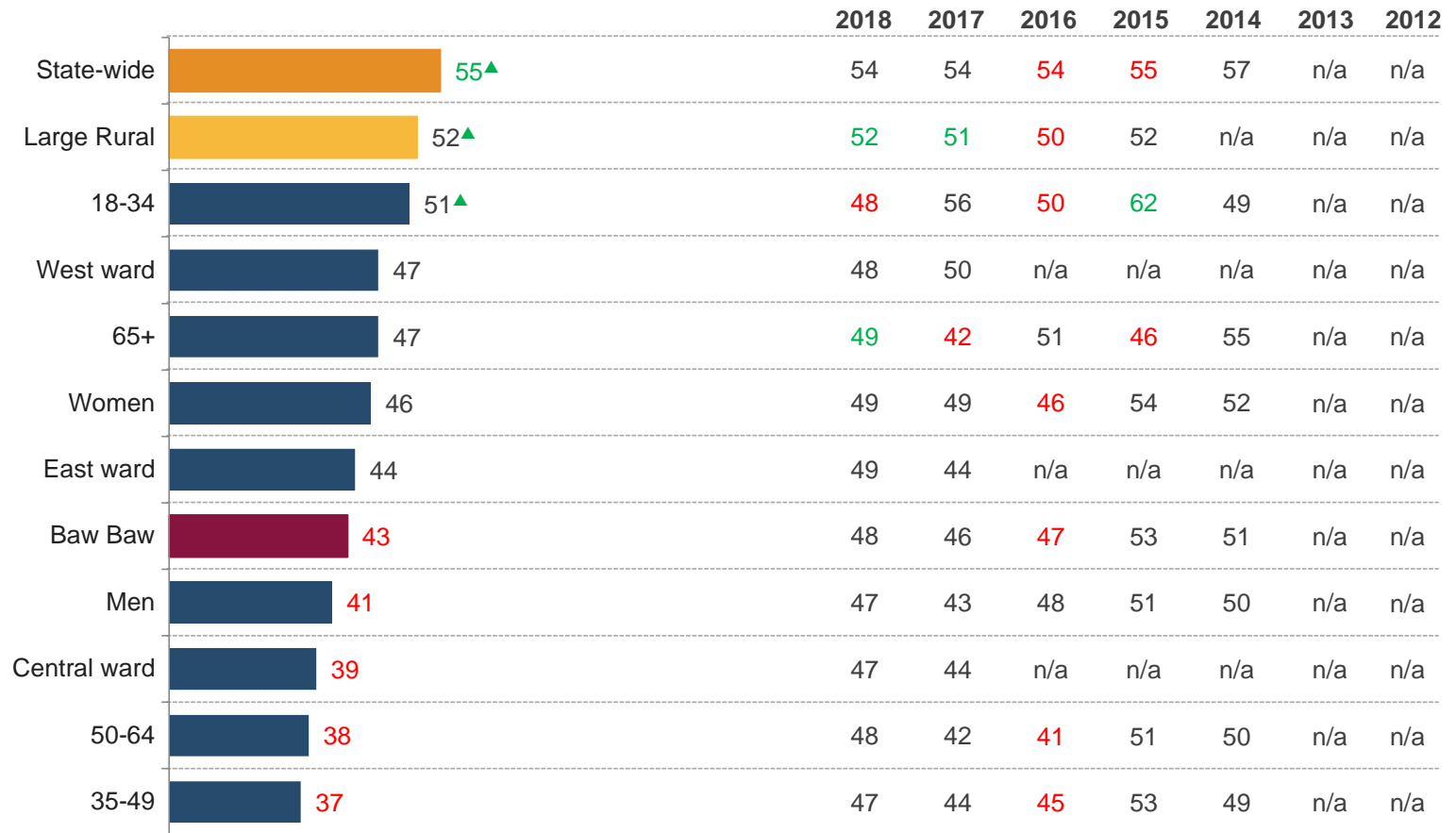
| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| State-wide | 55 ▲ | 54 | 54 | 54 | 55 | 57 | n/a | n/a |
| Large Rural | 52 ▲ | 52 | 51 | 50 | 52 | n/a | n/a | n/a |
| 18-34 | 51 ▲ | 48 | 56 | 50 | 62 | 49 | n/a | n/a |
| West ward | 47 | 48 | 50 | n/a | n/a | n/a | n/a | n/a |
| 65+ | 47 | 49 | 42 | 51 | 46 | 55 | n/a | n/a |
| Women | 46 | 49 | 49 | 46 | 54 | 52 | n/a | n/a |
| East ward | 44 | 49 | 44 | n/a | n/a | n/a | n/a | n/a |
| Baw Baw | 43 | 48 | 46 | 47 | 53 | 51 | n/a | n/a |
| Men | 41 | 47 | 43 | 48 | 51 | 50 | n/a | n/a |
| Central ward | 39 | 47 | 44 | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 38 | 48 | 42 | 41 | 51 | 50 | n/a | n/a |
| 35-49 | 37 | 47 | 44 | 45 | 53 | 49 | n/a | n/a |

*Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?*
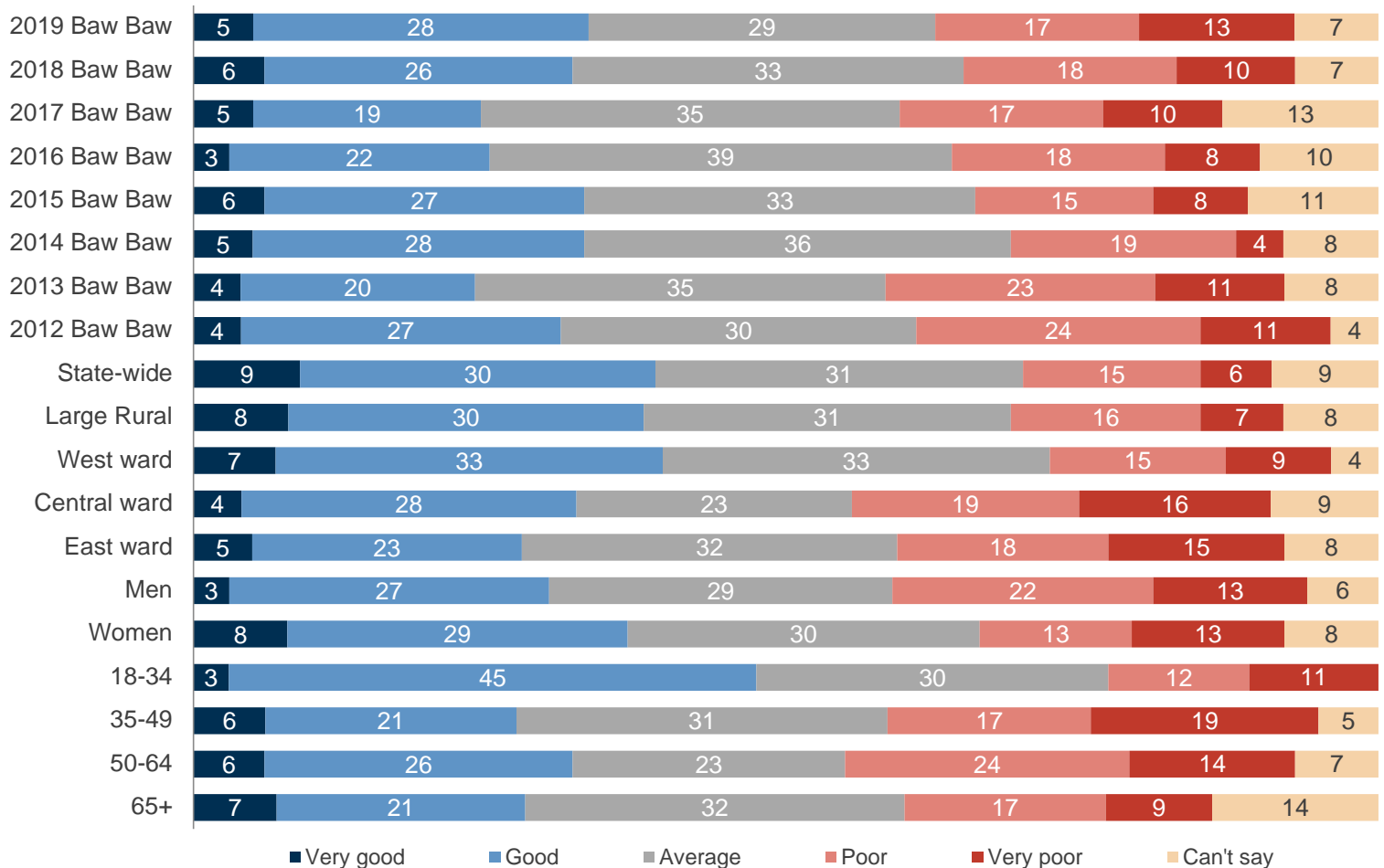*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# Decisions made in the interest of the community performance

**2019 Community decisions made performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 3 | 22 | 32 | 19 | 17 | 6 |
| 2018 Baw Baw | 4 | 23 | 40 | 14 | 12 | 7 |
| 2017 Baw Baw | 2 | 20 | 37 | 19 | 10 | 12 |
| 2016 Baw Baw | 4 | 19 | 41 | 17 | 10 | 9 |
| 2015 Baw Baw | 6 | 26 | 36 | 16 | 7 | 10 |
| 2014 Baw Baw | 7 | 27 | 32 | 18 | 9 | 8 |
| State-wide | 7 | 30 | 33 | 14 | 7 | 10 |
| Large Rural | 5 | 28 | 34 | 16 | 9 | 8 |
| West ward | 4 | 22 | 40 | 17 | 12 | 6 |
| Central ward | 1 | 24 | 25 | 24 | 21 | 4 |
| East ward | 6 | 21 | 30 | 16 | 20 | 8 |
| Men | 1 | 21 | 32 | 22 | 17 | 7 |
| Women | 6 | 23 | 32 | 16 | 17 | 5 |
| 18-34 | 6 | 30 | 36 | 16 | 12 | 2 |
| 35-49 | 1 | 20 | 30 | 18 | 28 | 4 |
| 50-64 | 4 | 17 | 29 | 22 | 24 | 5 |
| 65+ | 3 | 22 | 33 | 21 | 9 | 12 |

*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: 63 Councils asked group: 18*

# The condition of sealed local roads in your area performance

**2019 Sealed local roads performance (index scores)**

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

*Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?*
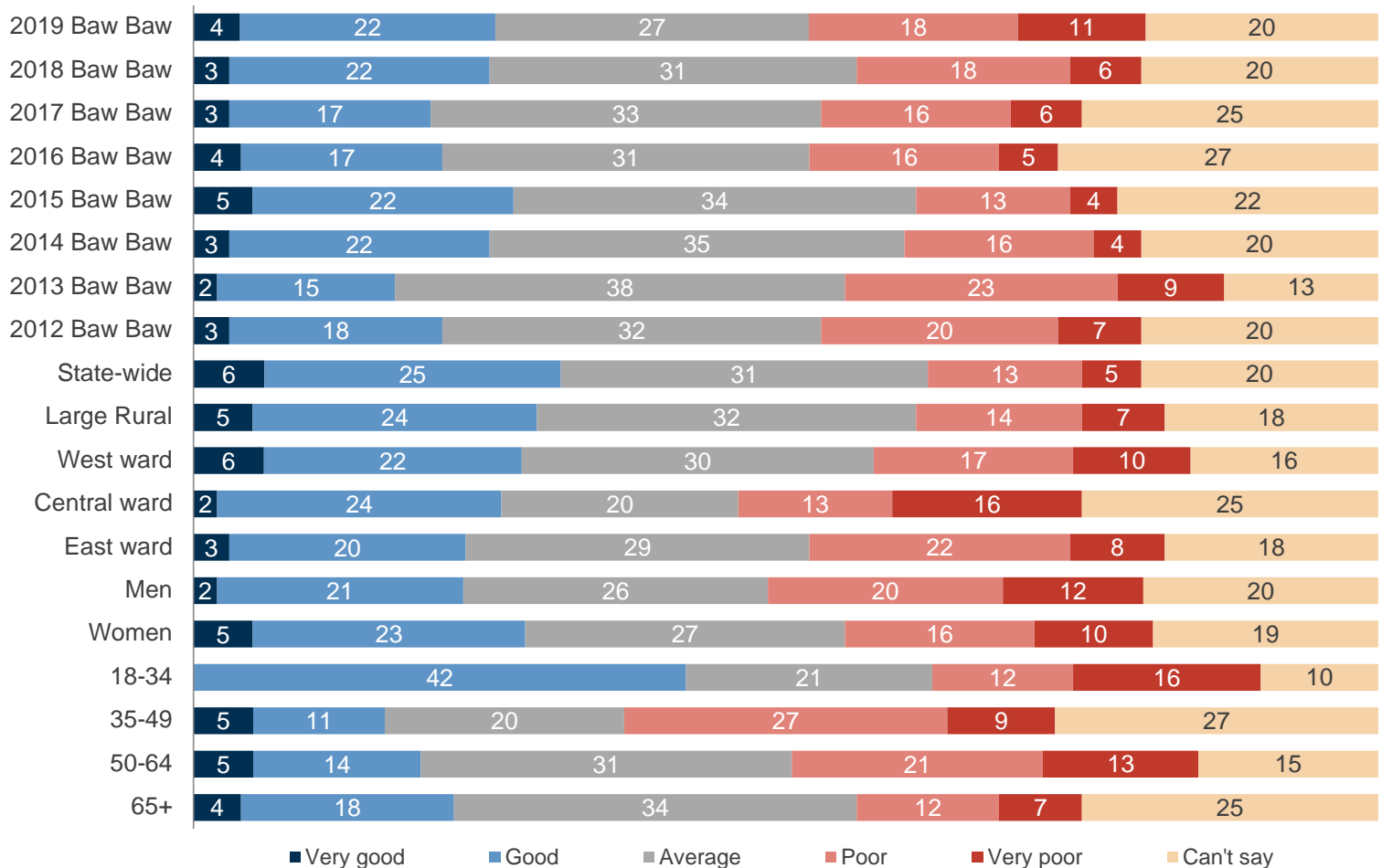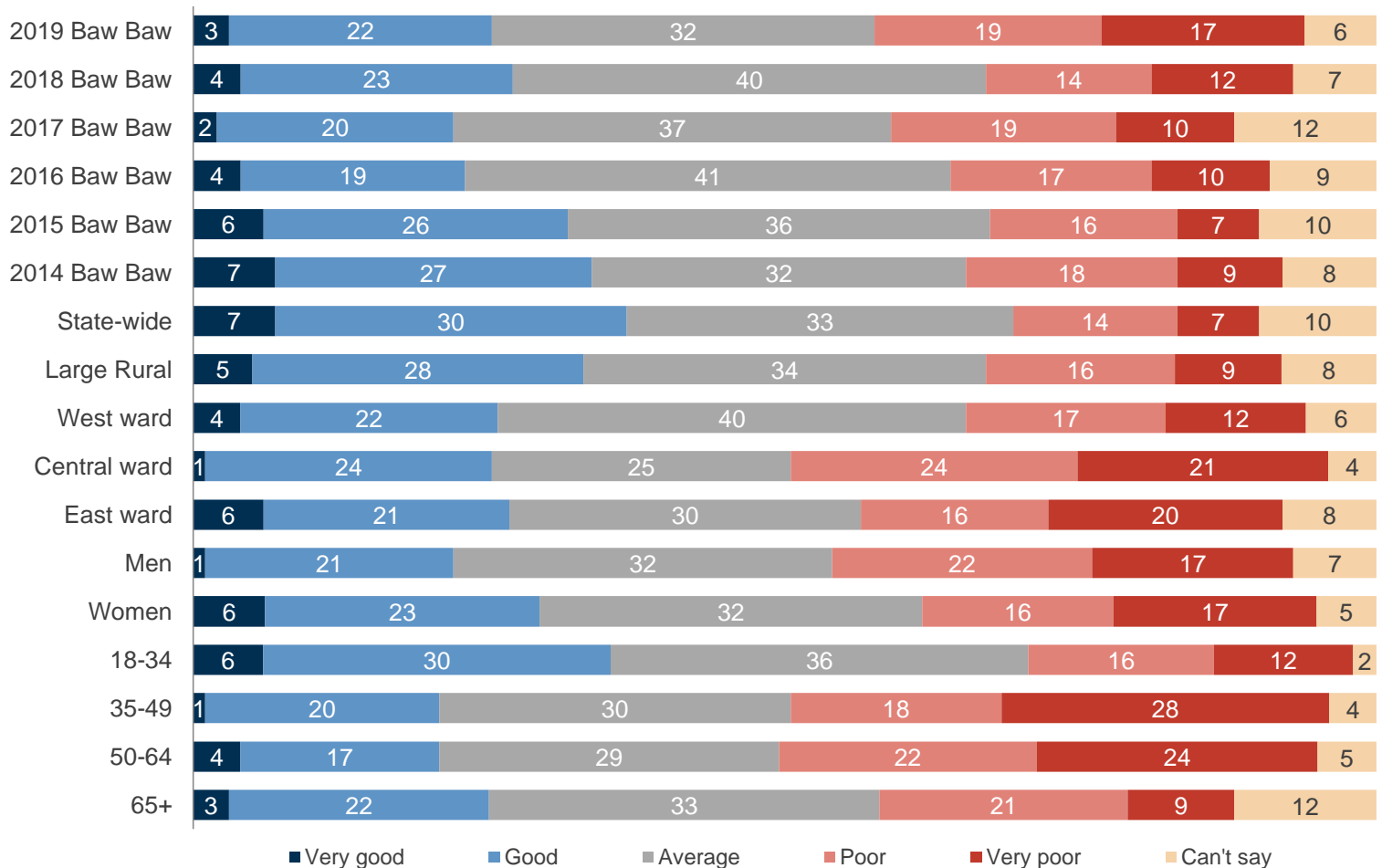*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18*
*Note: Please see Appendix A for explanation of significant differences.*

# The condition of sealed local roads in your area performance

**2019 Sealed local roads performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 4 | 20 | 28 | 25 | 22 | 1 |
| 2018 Baw Baw | 7 | 18 | 33 | 20 | 22 | |
| 2017 Baw Baw | 5 | 20 | 31 | 23 | 19 | 2 |
| 2016 Baw Baw | 4 | 18 | 26 | 28 | 23 | |
| 2015 Baw Baw | 3 | 14 | 26 | 34 | 22 | 1 |
| 2014 Baw Baw | 5 | 13 | 23 | 30 | 28 | 1 |
| State-wide | 13 | 33 | 28 | 16 | 10 | 1 |
| Large Rural | 8 | 26 | 29 | 20 | 16 | 1 |
| West ward | 5 | 23 | 24 | 29 | 20 | |
| Central ward | 4 | 22 | 44 | 16 | 13 | 1 |
| East ward | 2 | 17 | 17 | 30 | 32 | 1 |
| Men | 2 | 23 | 27 | 27 | 21 | 1 |
| Women | 4 | 18 | 29 | 24 | 23 | |
| 18-34 | | 26 | 22 | 32 | 20 | |
| 35-49 | 4 | 17 | 32 | 23 | 22 | 1 |
| 50-64 | 3 | 20 | 25 | 18 | 34 | |
| 65+ | 6 | 19 | 33 | 27 | 14 | 1 |

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: 63 Councils asked group: 18

# Enforcement of local laws importance

**2019 Law enforcement importance (index scores)**

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

*Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?*
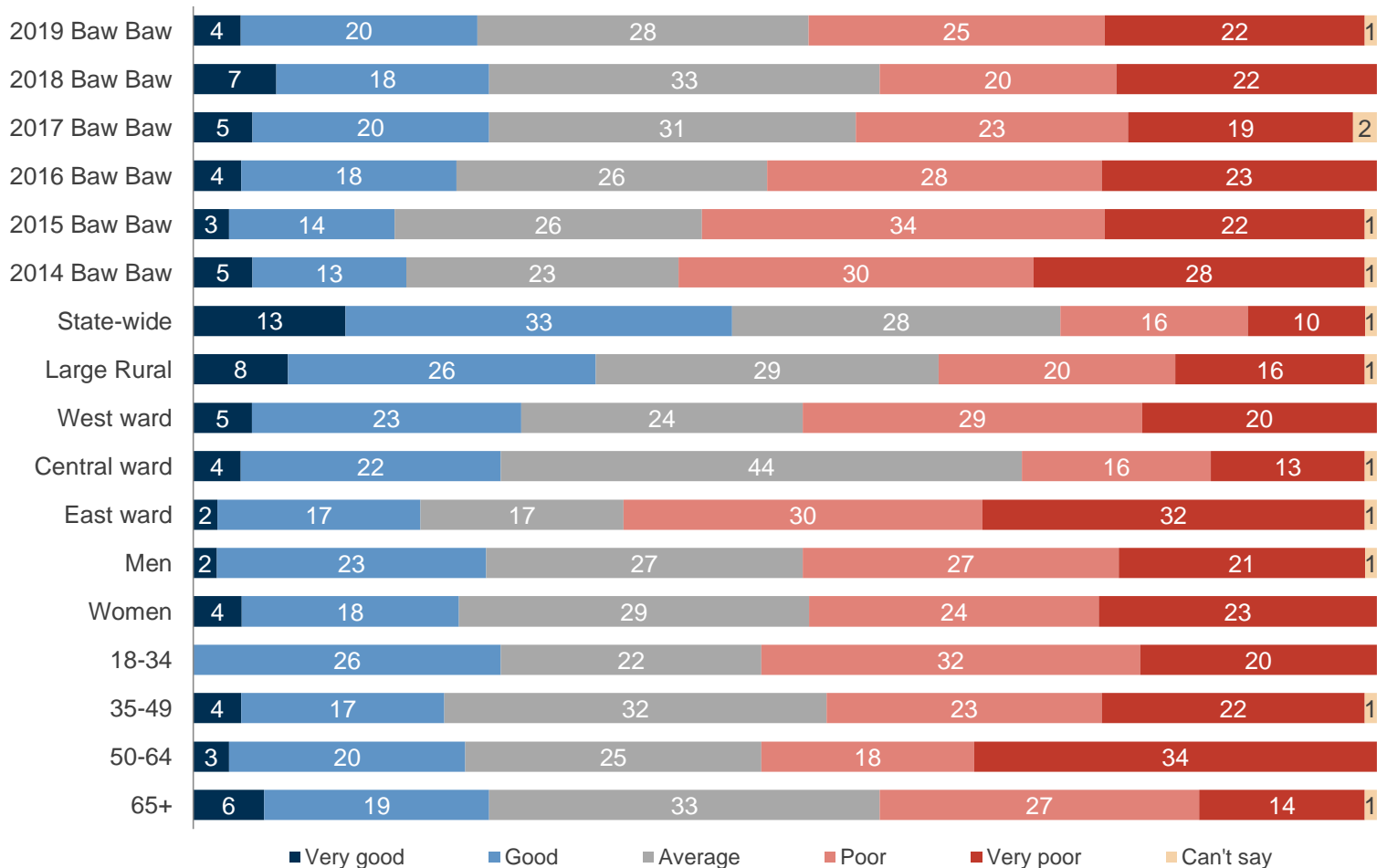*Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Enforcement of local laws importance

**2019 Law enforcement importance (%)**

| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 25 | 34 | 32 | 8 | 2 | 1 |
| 2014 Baw Baw | 24 | 38 | 30 | 5 | 1 | 1 |
| 2012 Baw Baw | 24 | 36 | 28 | 8 | 2 | 1 |
| State-wide | 27 | 38 | 26 | 6 | 2 | 1 |
| Large Rural | 23 | 36 | 30 | 7 | 2 | 1 |
| West ward | 32 | 33 | 24 | 10 | | 1 |
| Central ward | 17 | 35 | 38 | 7 | 1 | 1 |
| East ward | 25 | 33 | 33 | 5 | 4 | 1 |
| Men | 16 | 34 | 35 | 12 | 3 | 1 |
| Women | 32 | 34 | 29 | 4 | | 1 |
| 18-34 | 26 | 27 | 37 | 8 | | 2 |
| 35-49 | 27 | 32 | 31 | 9 | | 1 |
| 50-64 | 22 | 35 | 27 | 10 | 5 | 1 |
| 65+ | 24 | 40 | 30 | 5 | | 1 |

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

*Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4*

# Enforcement of local laws performance
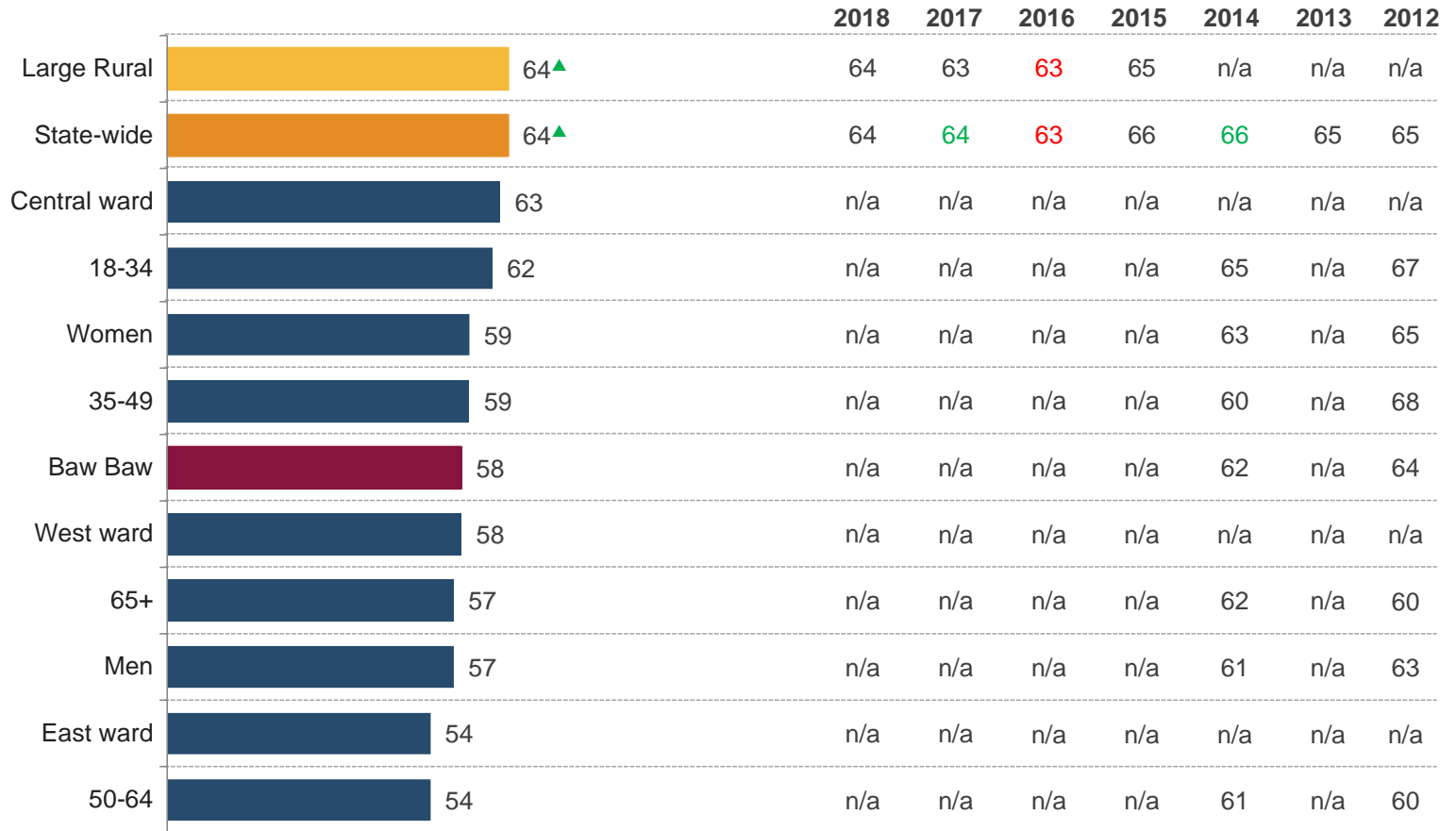
## 2019 Law enforcement performance (index scores)

| | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|
| Large Rural | 64 ▲ | 64 | 63 | 63 | 65 | n/a | n/a | n/a |
| State-wide | 64 ▲ | 64 | 64 | 63 | 66 | 66 | 65 | 65 |
| Central ward | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 62 | n/a | n/a | n/a | n/a | 65 | n/a | 67 |
| Women | 59 | n/a | n/a | n/a | n/a | 63 | n/a | 65 |
| 35-49 | 59 | n/a | n/a | n/a | n/a | 60 | n/a | 68 |
| Baw Baw | 58 | n/a | n/a | n/a | n/a | 62 | n/a | 64 |
| West ward | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 57 | n/a | n/a | n/a | n/a | 62 | n/a | 60 |
| Men | 57 | n/a | n/a | n/a | n/a | 61 | n/a | 63 |
| East ward | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 54 | n/a | n/a | n/a | n/a | 61 | n/a | 60 |

*Note: The "2018" value column shows the bar chart index scores (first number after each label); remaining columns are historical years.*

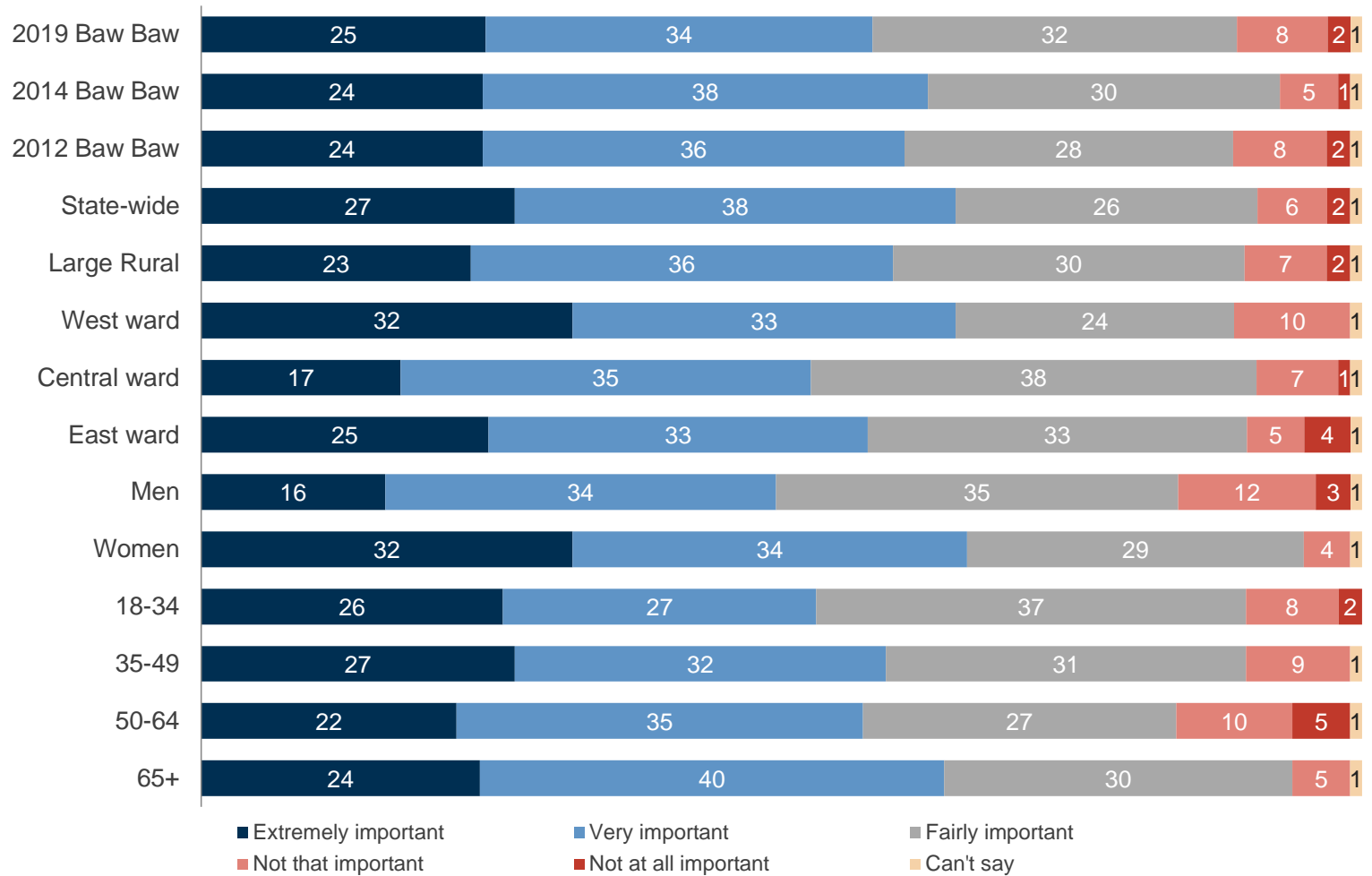*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*
*Note: Please see Appendix A for explanation of significant differences.*

# Enforcement of local laws performance

**2019 Law enforcement performance (%)**

| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 9 | 32 | 30 | 11 | 6 | 13 |
| 2014 Baw Baw | 10 | 38 | 28 | 8 | 4 | 12 |
| 2012 Baw Baw | 14 | 39 | 28 | 9 | 3 | 8 |
| State-wide | 12 | 38 | 26 | 8 | 3 | 12 |
| Large Rural | 11 | 39 | 26 | 7 | 3 | 13 |
| West ward | 11 | 28 | 30 | 14 | 5 | 13 |
| Central ward | 8 | 40 | 23 | 6 | 5 | 18 |
| East ward | 8 | 28 | 36 | 13 | 7 | 8 |
| Men | 10 | 32 | 29 | 12 | 7 | 11 |
| Women | 9 | 32 | 31 | 10 | 4 | 14 |
| 18-34 | 14 | 40 | 30 | 5 | 9 | 3 |
| 35-49 | 9 | 31 | 31 | 14 | 2 | 14 |
| 50-64 | 8 | 27 | 30 | 14 | 8 | 13 |
| 65+ | 7 | 28 | 29 | 11 | 4 | 21 |

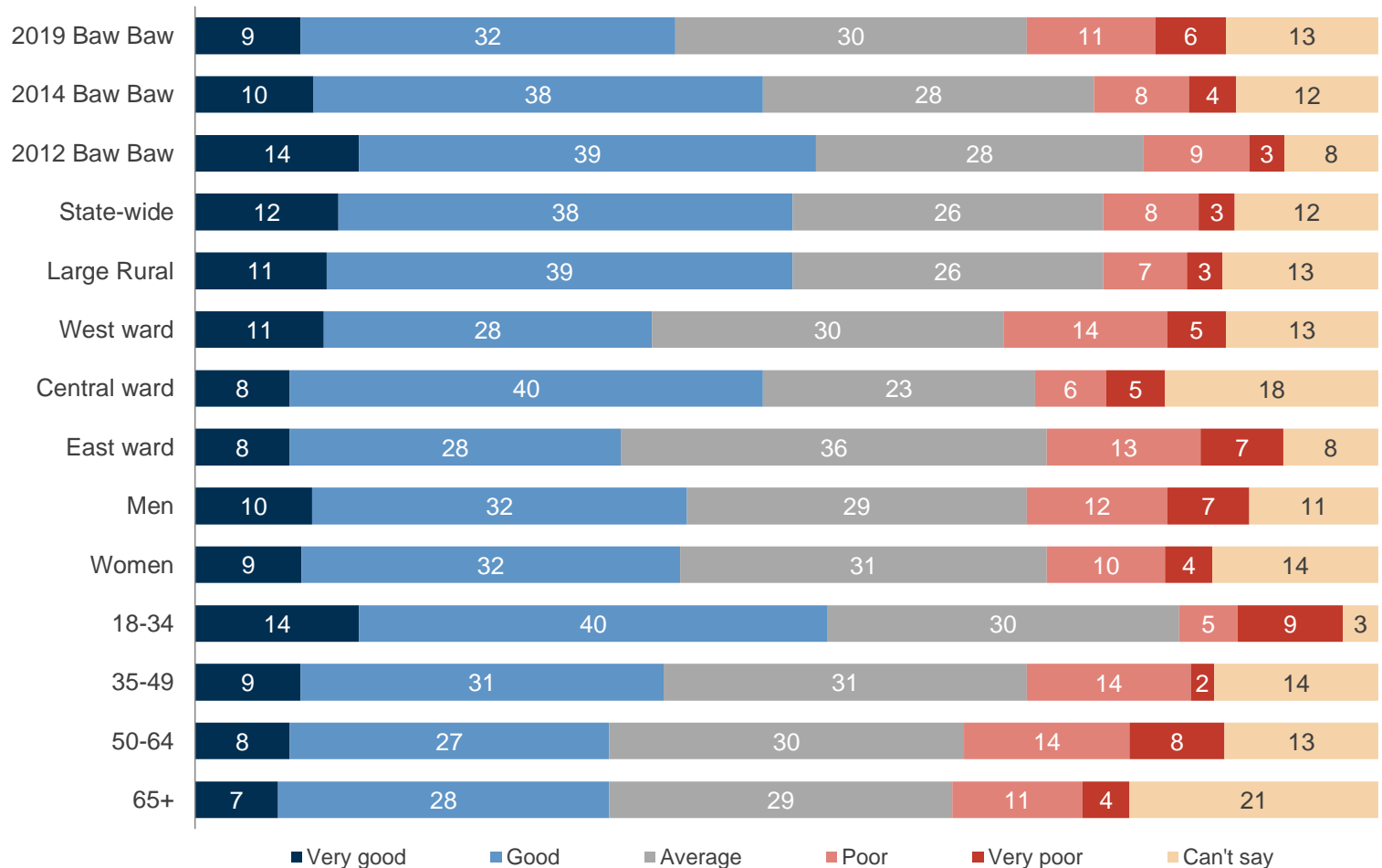■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*

JWS RESEARCH          58

# Family support services importance

**2019 Family support importance (index scores)**

| | | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Women | 77 ▲ | n/a | n/a | n/a | n/a | 75 | n/a | 77 |
| 18-34 | 76 | n/a | n/a | n/a | n/a | 73 | n/a | 77 |
| Central ward | 74 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 74 | 74 | 73 | 73 | 73 | 72 | 73 | 73 |
| Large Rural | 73 | 72 | 72 | 72 | 72 | n/a | n/a | n/a |
| West ward | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 72 | n/a | n/a | n/a | n/a | 69 | n/a | 75 |
| Baw Baw | 72 | n/a | n/a | n/a | n/a | 70 | n/a | 73 |
| 50-64 | 72 | n/a | n/a | n/a | n/a | 69 | n/a | 68 |
| East ward | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 68 | n/a | n/a | n/a | n/a | 70 | n/a | 70 |
| Men | 66 ▼ | n/a | n/a | n/a | n/a | 65 | n/a | 68 |

*Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?*
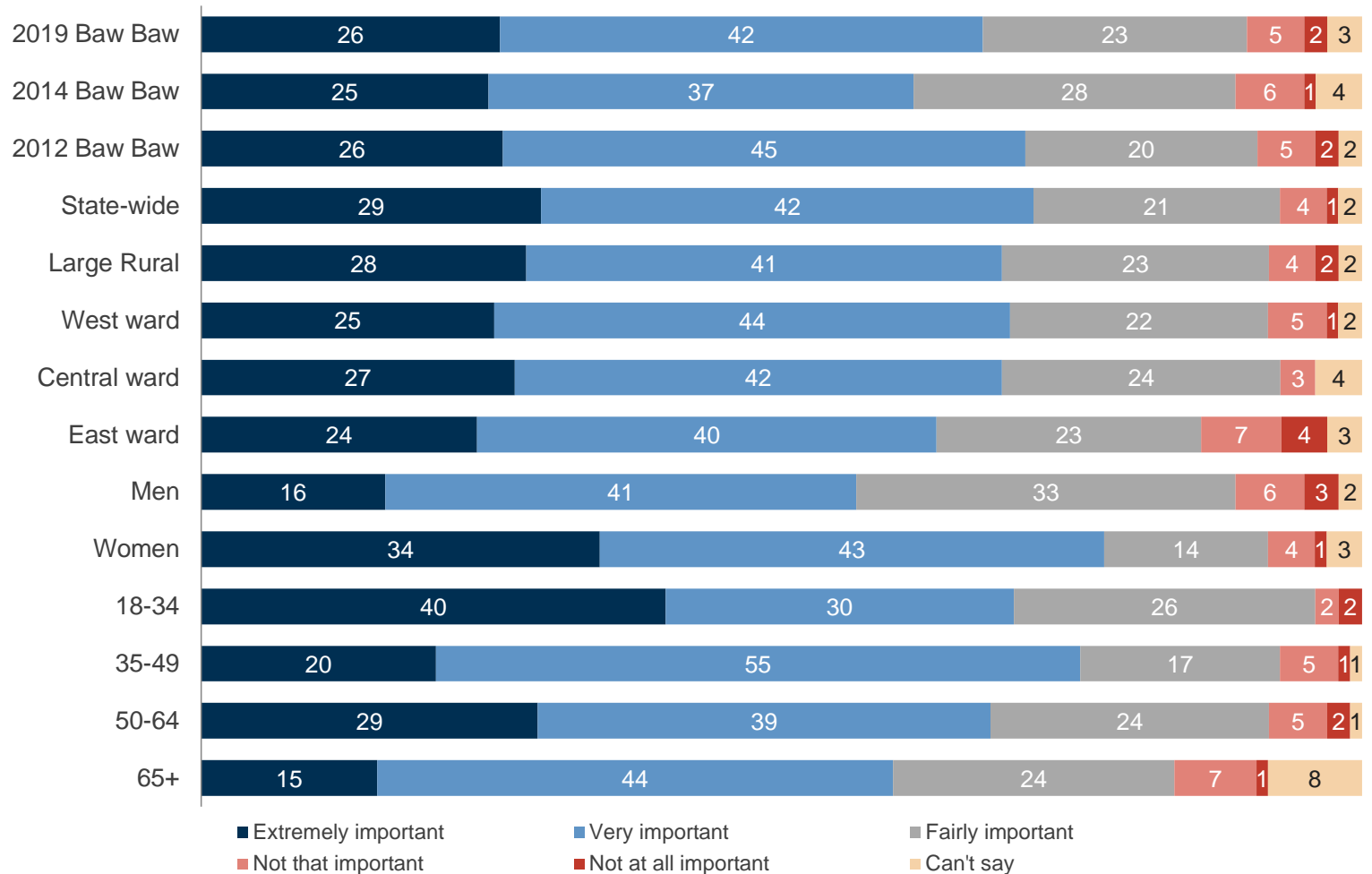*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

# Family support services importance

**2019 Family support importance (%)**

| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 26 | 42 | 23 | 5 | 2 | 3 |
| 2014 Baw Baw | 25 | 37 | 28 | 6 | 1 | 4 |
| 2012 Baw Baw | 26 | 45 | 20 | 5 | 2 | 2 |
| State-wide | 29 | 42 | 21 | 4 | 1 | 2 |
| Large Rural | 28 | 41 | 23 | 4 | 2 | 2 |
| West ward | 25 | 44 | 22 | 5 | 1 | 2 |
| Central ward | 27 | 42 | 24 | 3 | | 4 |
| East ward | 24 | 40 | 23 | 7 | 4 | 3 |
| Men | 16 | 41 | 33 | 6 | 3 | 2 |
| Women | 34 | 43 | 14 | 4 | 1 | 3 |
| 18-34 | 40 | 30 | 26 | | 2 | 2 |
| 35-49 | 20 | 55 | 17 | 5 | 1 | 1 |
| 50-64 | 29 | 39 | 24 | 5 | 2 | 1 |
| 65+ | 15 | 44 | 24 | 7 | 1 | 8 |

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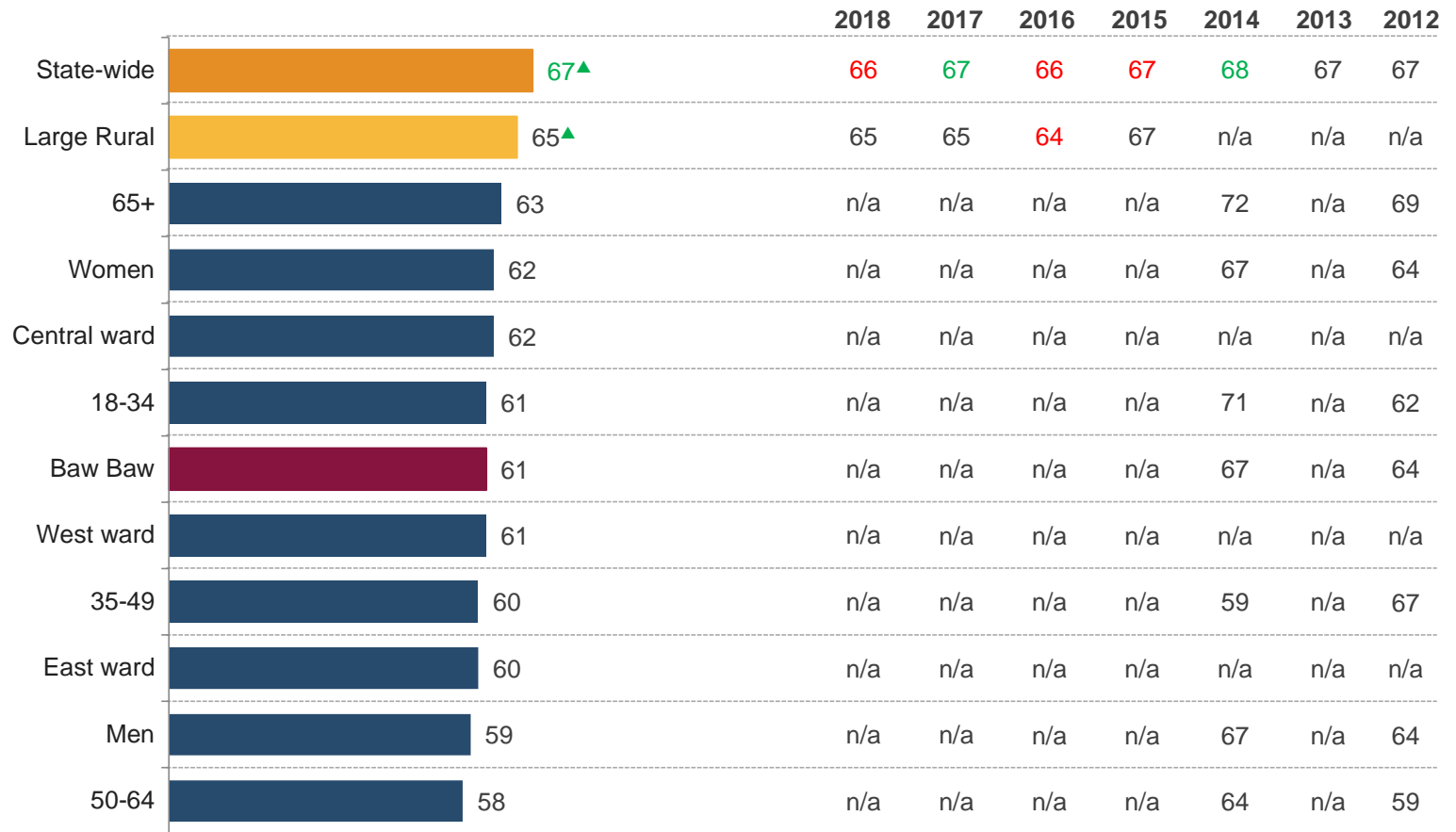■ Not that important  ■ Not at all important  ■ Can't say

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

# Family support services performance

## 2019 Family support performance (index scores)

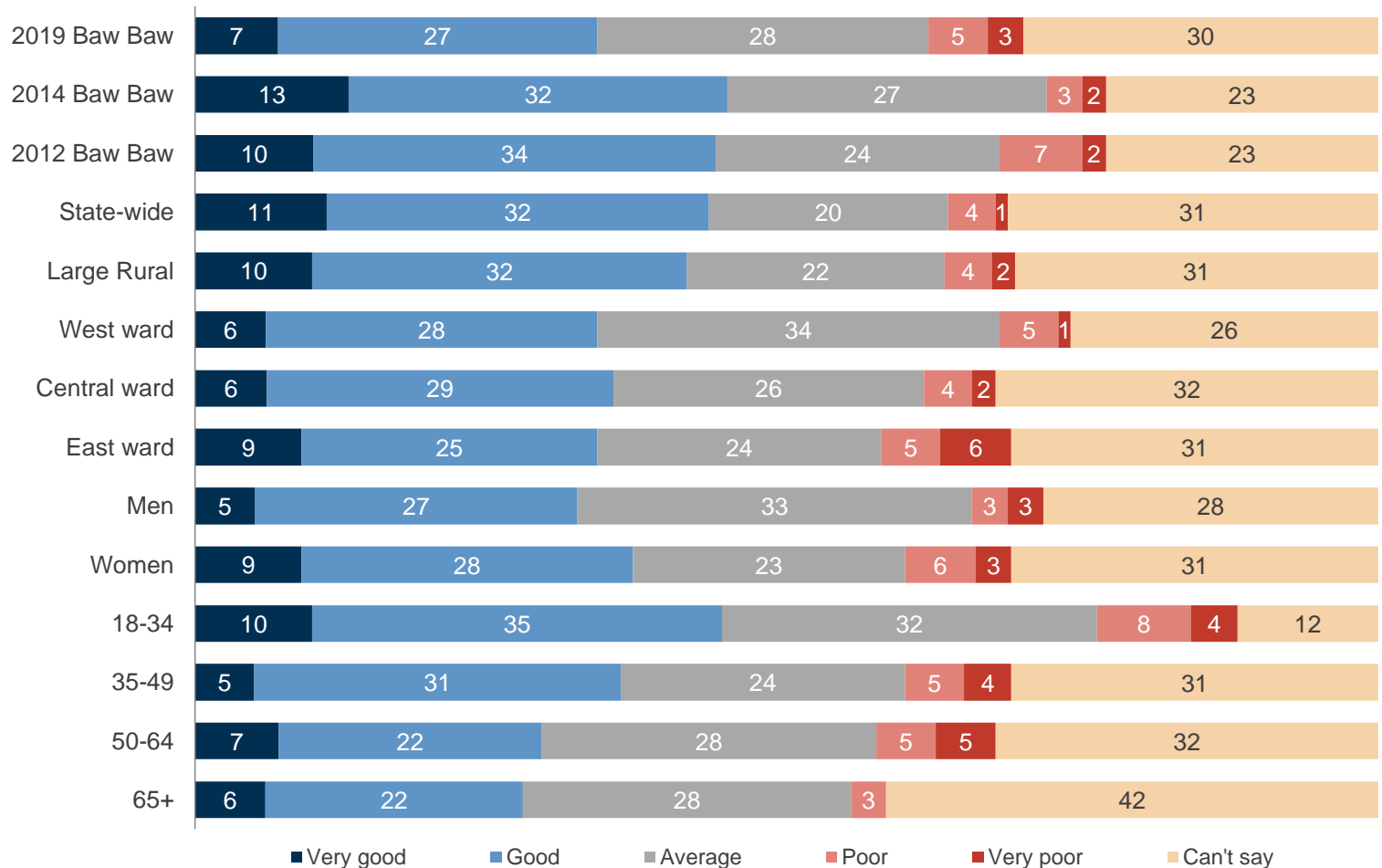| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| State-wide | 67 ▲ | 66 | 67 | 66 | 67 | 68 | 67 | 67 |
| Large Rural | 65 ▲ | 65 | 65 | 64 | 67 | n/a | n/a | n/a |
| 65+ | 63 | n/a | n/a | n/a | n/a | 72 | n/a | 69 |
| Women | 62 | n/a | n/a | n/a | n/a | 67 | n/a | 64 |
| Central ward | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 61 | n/a | n/a | n/a | n/a | 71 | n/a | 62 |
| Baw Baw | 61 | n/a | n/a | n/a | n/a | 67 | n/a | 64 |
| West ward | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 60 | n/a | n/a | n/a | n/a | 59 | n/a | 67 |
| East ward | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 59 | n/a | n/a | n/a | n/a | 67 | n/a | 64 |
| 50-64 | 58 | n/a | n/a | n/a | n/a | 64 | n/a | 59 |

*Q2. How has Council performed on 'Family support services' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*
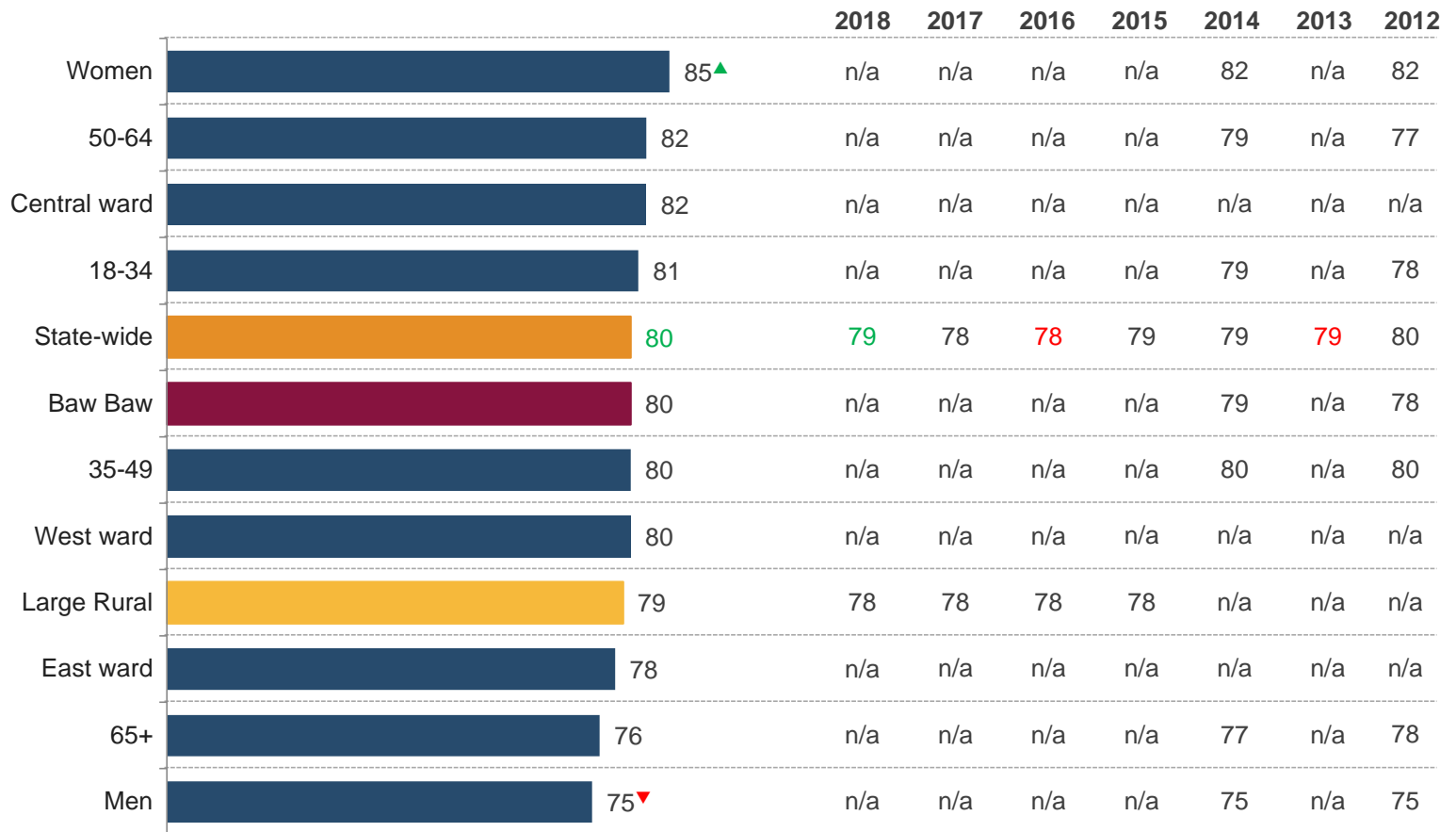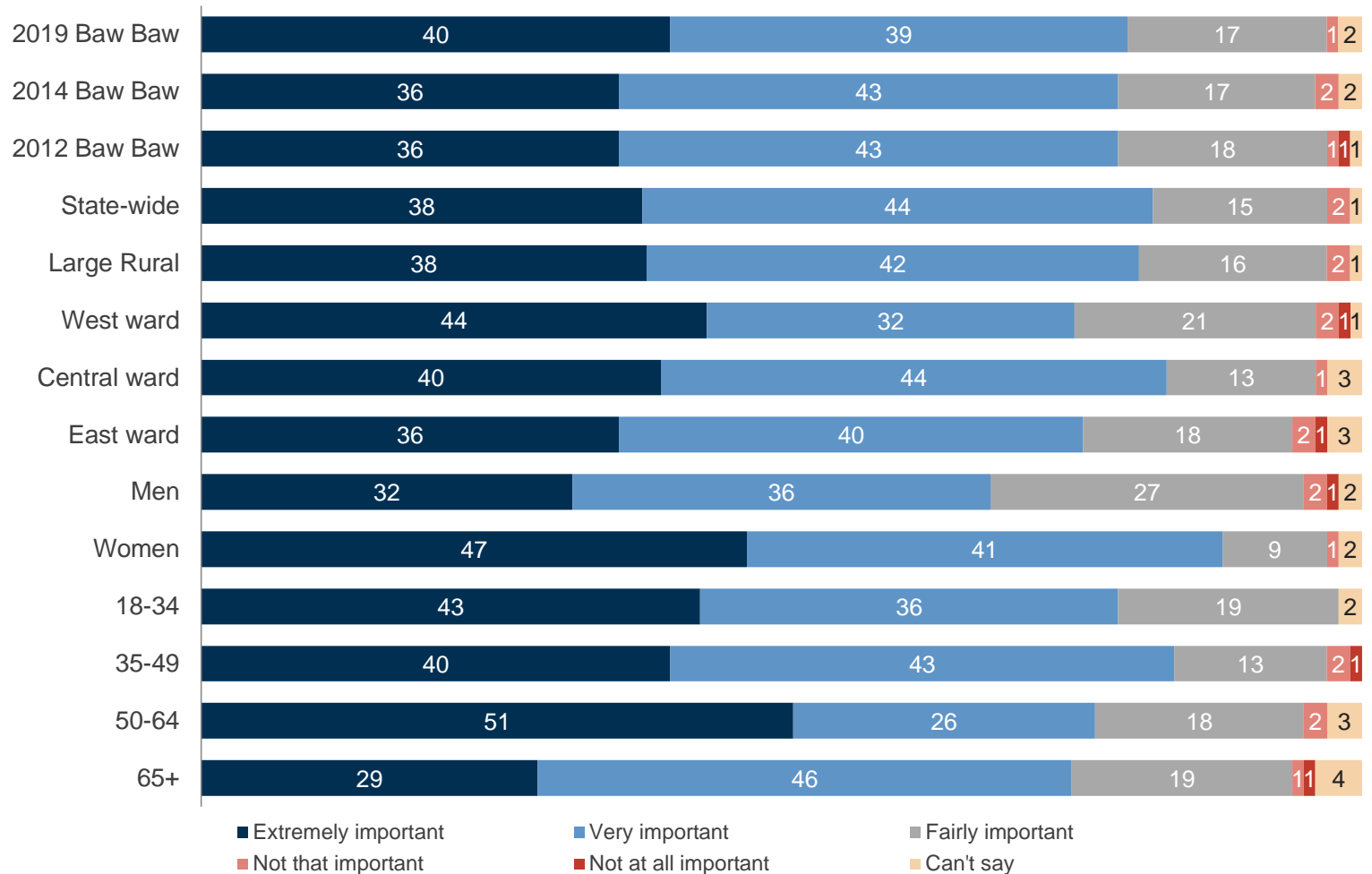
# Family support services performance

## 2019 Family support performance (%)



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 7 | 27 | 28 | 5 | 3 | 30 |
| 2014 Baw Baw | 13 | 32 | 27 | 3 | 2 | 23 |
| 2012 Baw Baw | 10 | 34 | 24 | 7 | 2 | 23 |
| State-wide | 11 | 32 | 20 | 4 | 1 | 31 |
| Large Rural | 10 | 32 | 22 | 4 | 2 | 31 |
| West ward | 6 | 28 | 34 | 5 | 1 | 26 |
| Central ward | 6 | 29 | 26 | 4 | 2 | 32 |
| East ward | 9 | 25 | 24 | 5 | 6 | 31 |
| Men | 5 | 27 | 33 | 3 | 3 | 28 |
| Women | 9 | 28 | 23 | 6 | 3 | 31 |
| 18-34 | 10 | 35 | 32 | 8 | 4 | 12 |
| 35-49 | 5 | 31 | 24 | 5 | 4 | 31 |
| 50-64 | 7 | 22 | 28 | 5 | 5 | 32 |
| 65+ | 6 | 22 | 28 | 3 | | 42 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Family support services' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9*

# Elderly support services importance

## 2019 Elderly support importance (index scores)

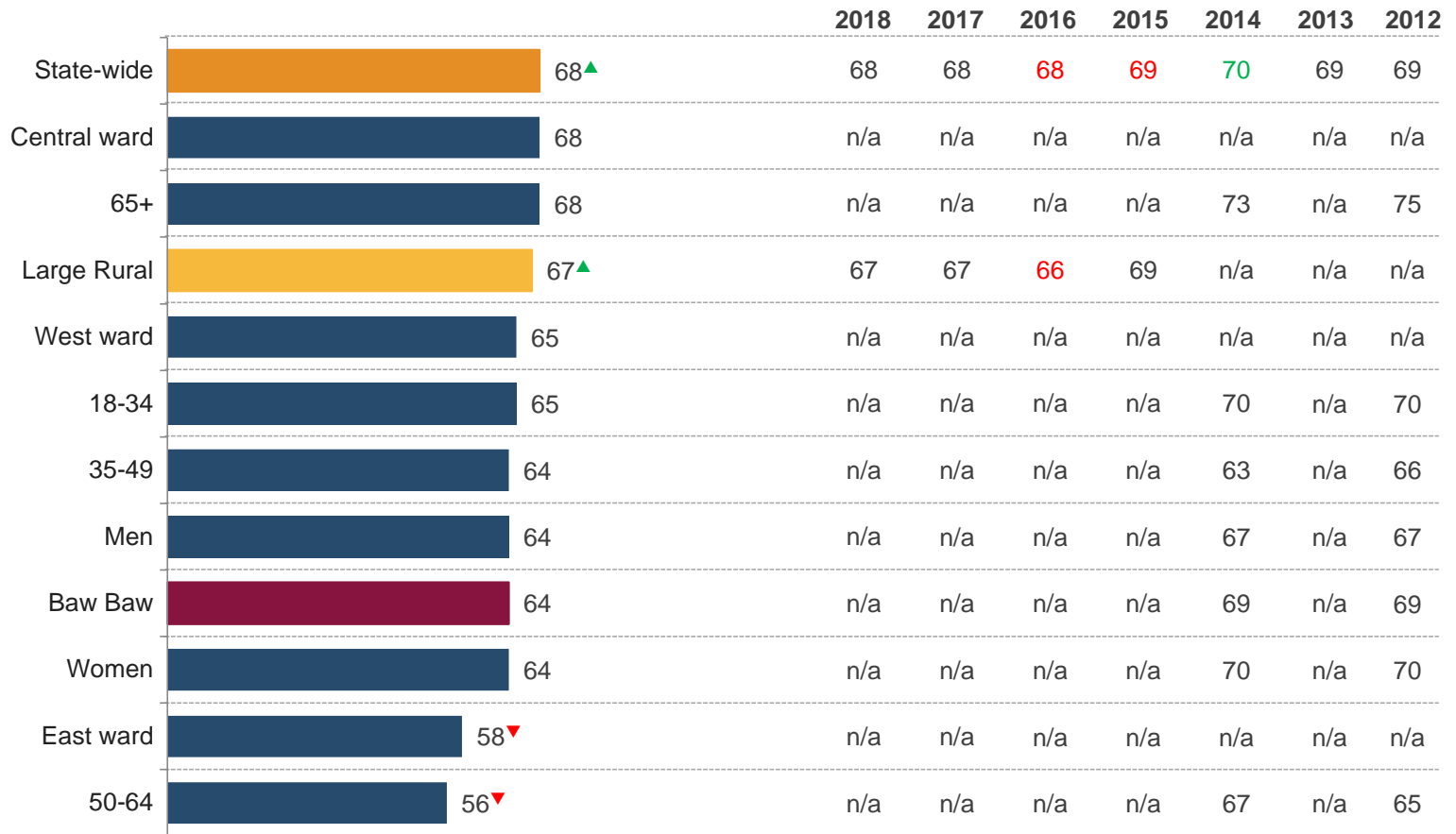| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Women | 85 ▲ | n/a | n/a | n/a | n/a | 82 | n/a | 82 |
| 50-64 | 82 | n/a | n/a | n/a | n/a | 79 | n/a | 77 |
| Central ward | 82 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 81 | n/a | n/a | n/a | n/a | 79 | n/a | 78 |
| State-wide | 80 | 79 | 78 | 78 | 79 | 79 | 79 | 80 |
| Baw Baw | 80 | n/a | n/a | n/a | n/a | 79 | n/a | 78 |
| 35-49 | 80 | n/a | n/a | n/a | n/a | 80 | n/a | 80 |
| West ward | 80 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Large Rural | 79 | 78 | 78 | 78 | 78 | n/a | n/a | n/a |
| East ward | 78 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 76 | n/a | n/a | n/a | n/a | 77 | n/a | 78 |
| Men | 75 ▼ | n/a | n/a | n/a | n/a | 75 | n/a | 75 |

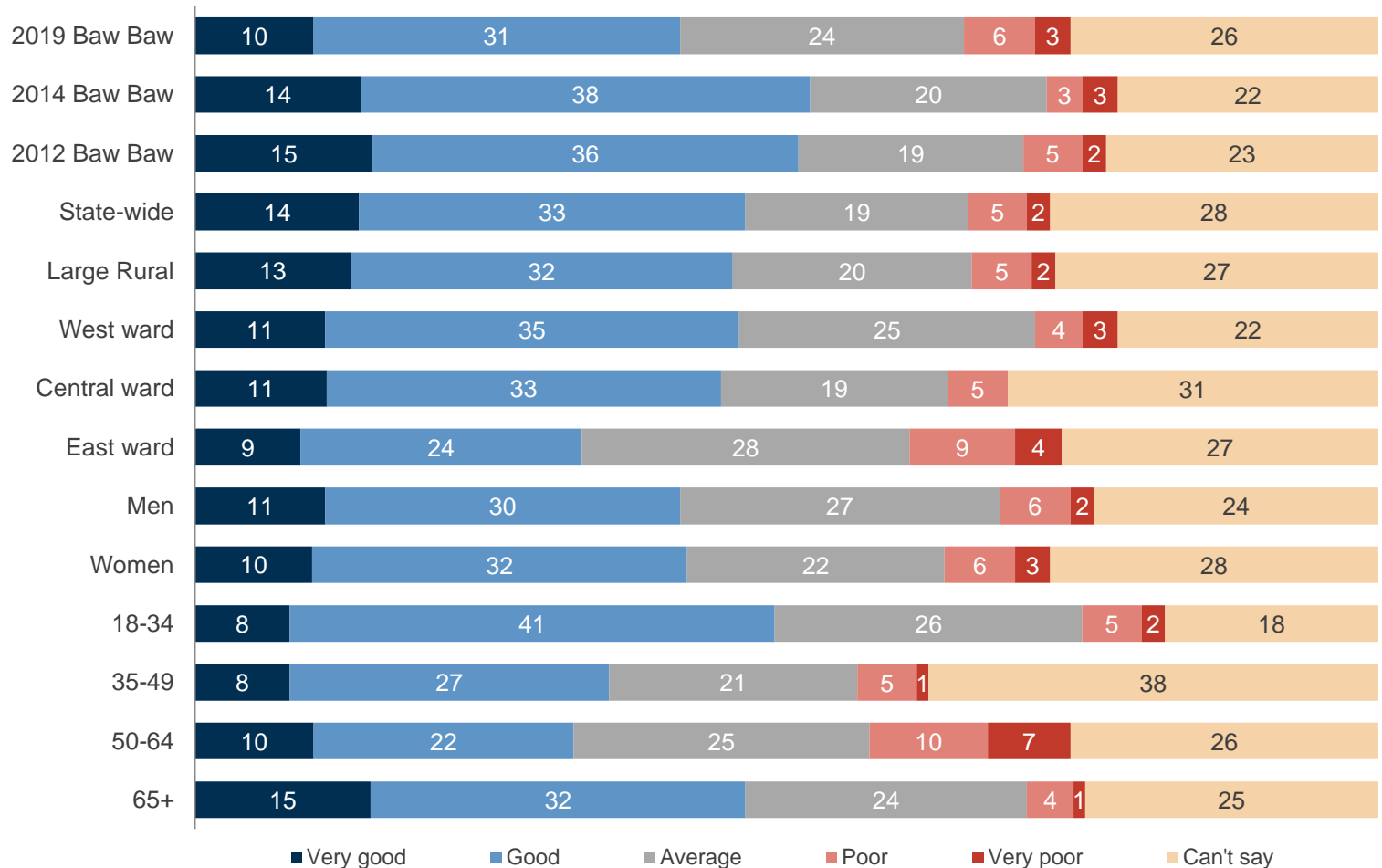*Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Elderly support services importance
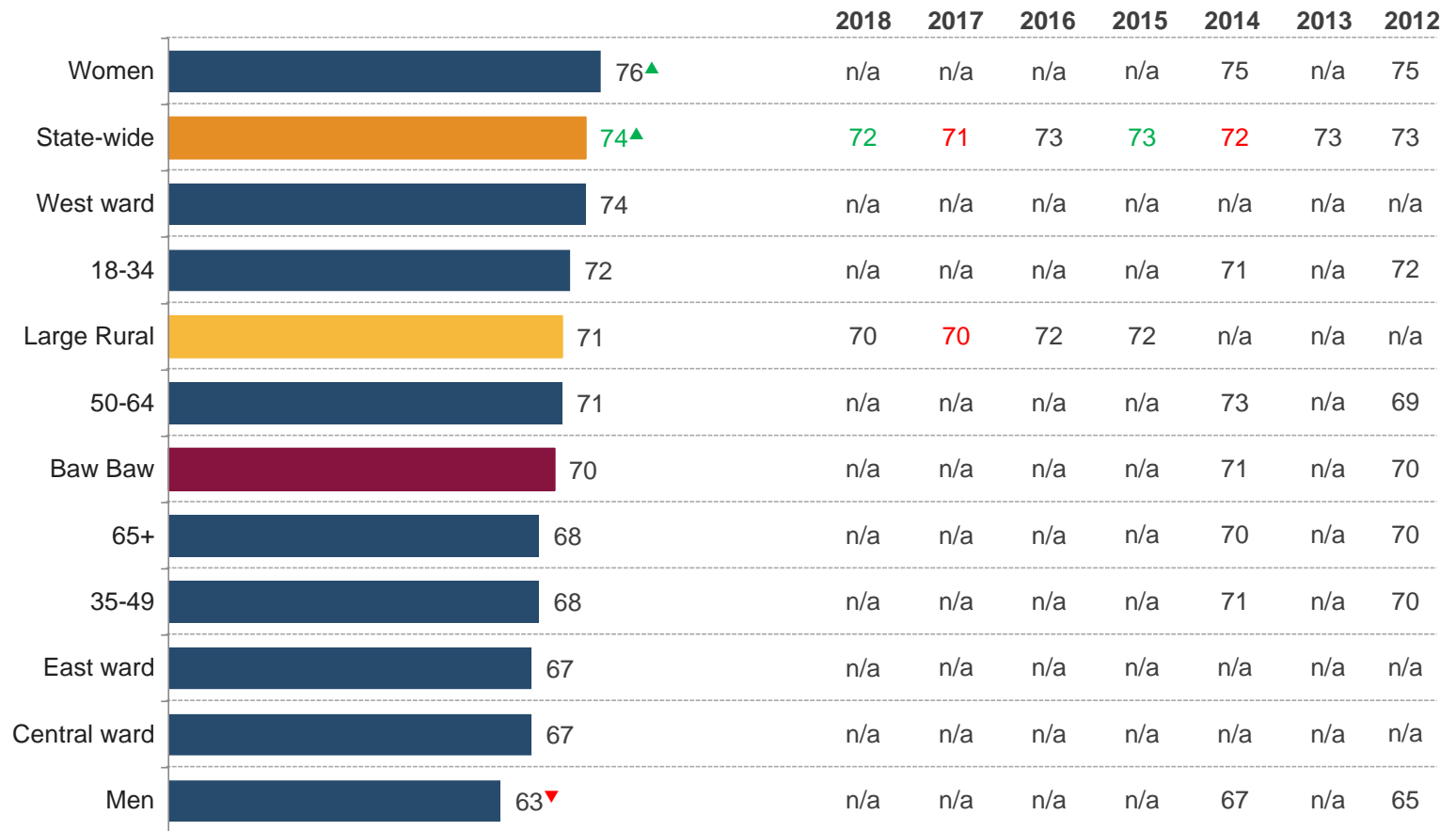
**2019 Elderly support importance (%)**



| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 40 | 39 | 17 | 1 | | 2 |
| 2014 Baw Baw | 36 | 43 | 17 | 2 | | 2 |
| 2012 Baw Baw | 36 | 43 | 18 | 1 | 1 | 1 |
| State-wide | 38 | 44 | 15 | 2 | | 1 |
| Large Rural | 38 | 42 | 16 | 2 | | 1 |
| West ward | 44 | 32 | 21 | 2 | 1 | 1 |
| Central ward | 40 | 44 | 13 | 1 | | 3 |
| East ward | 36 | 40 | 18 | 2 | 1 | 3 |
| Men | 32 | 36 | 27 | 2 | 1 | 2 |
| Women | 47 | 41 | 9 | 1 | | 2 |
| 18-34 | 43 | 36 | 19 | | | 2 |
| 35-49 | 40 | 43 | 13 | 2 | 1 | |
| 50-64 | 51 | 26 | 18 | 2 | | 3 |
| 65+ | 29 | 46 | 19 | 1 | 1 | 4 |

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

*Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 5*

# Elderly support services performance

## 2019 Elderly support performance (index scores)

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| State-wide | 68 ▲ | 68 | 68 | 68 | 69 | 70 | 69 | 69 |
| Central ward | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 68 | n/a | n/a | n/a | n/a | 73 | n/a | 75 |
| Large Rural | 67 ▲ | 67 | 67 | 66 | 69 | n/a | n/a | n/a |
| West ward | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 65 | n/a | n/a | n/a | n/a | 70 | n/a | 70 |
| 35-49 | 64 | n/a | n/a | n/a | n/a | 63 | n/a | 66 |
| Men | 64 | n/a | n/a | n/a | n/a | 67 | n/a | 67 |
| Baw Baw | 64 | n/a | n/a | n/a | n/a | 69 | n/a | 69 |
| Women | 64 | n/a | n/a | n/a | n/a | 70 | n/a | 70 |
| East ward | 58 ▼ | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 56 ▼ | n/a | n/a | n/a | n/a | 67 | n/a | 65 |

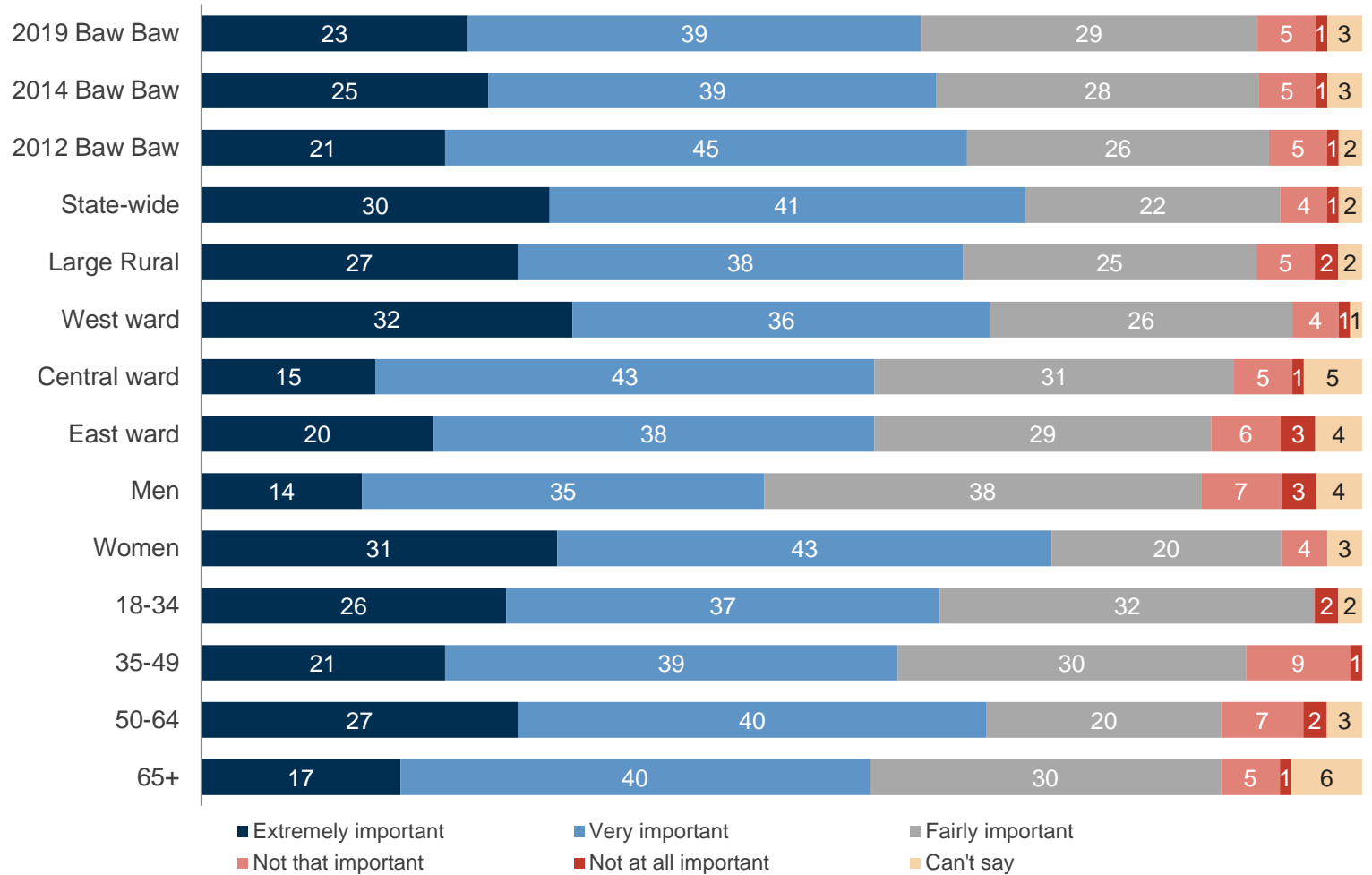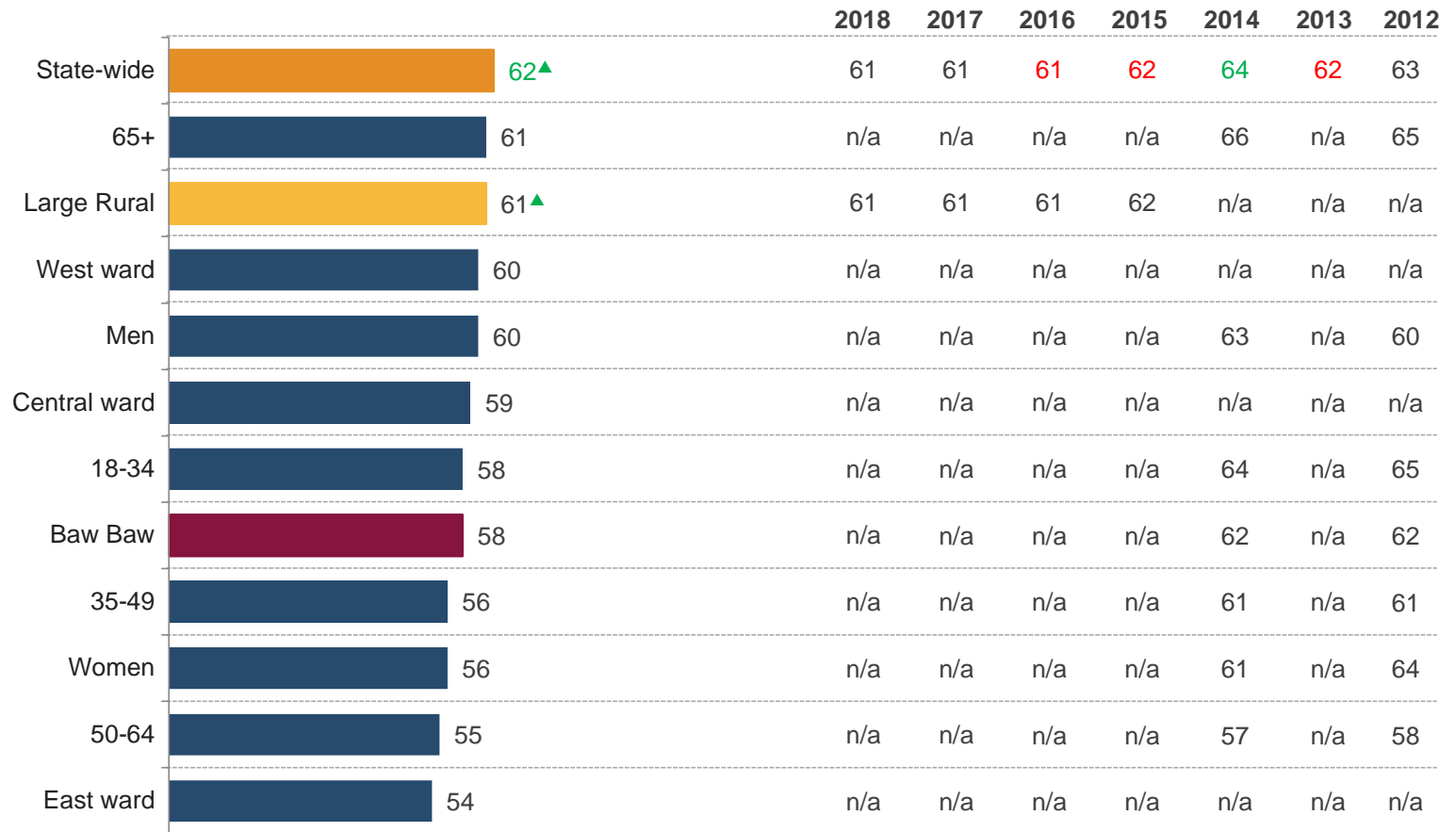*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
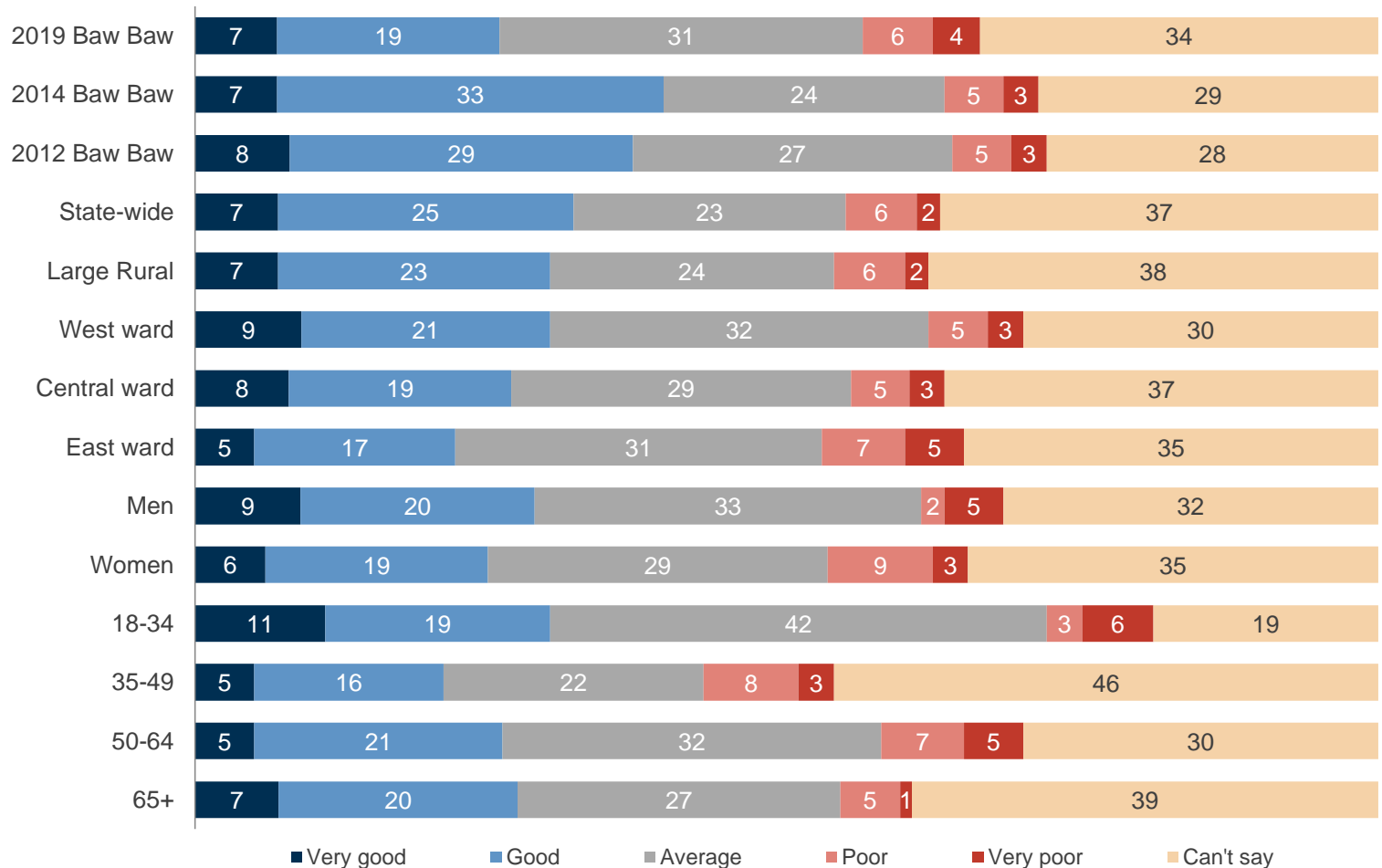*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Elderly support services performance

## 2019 Elderly support performance (%)



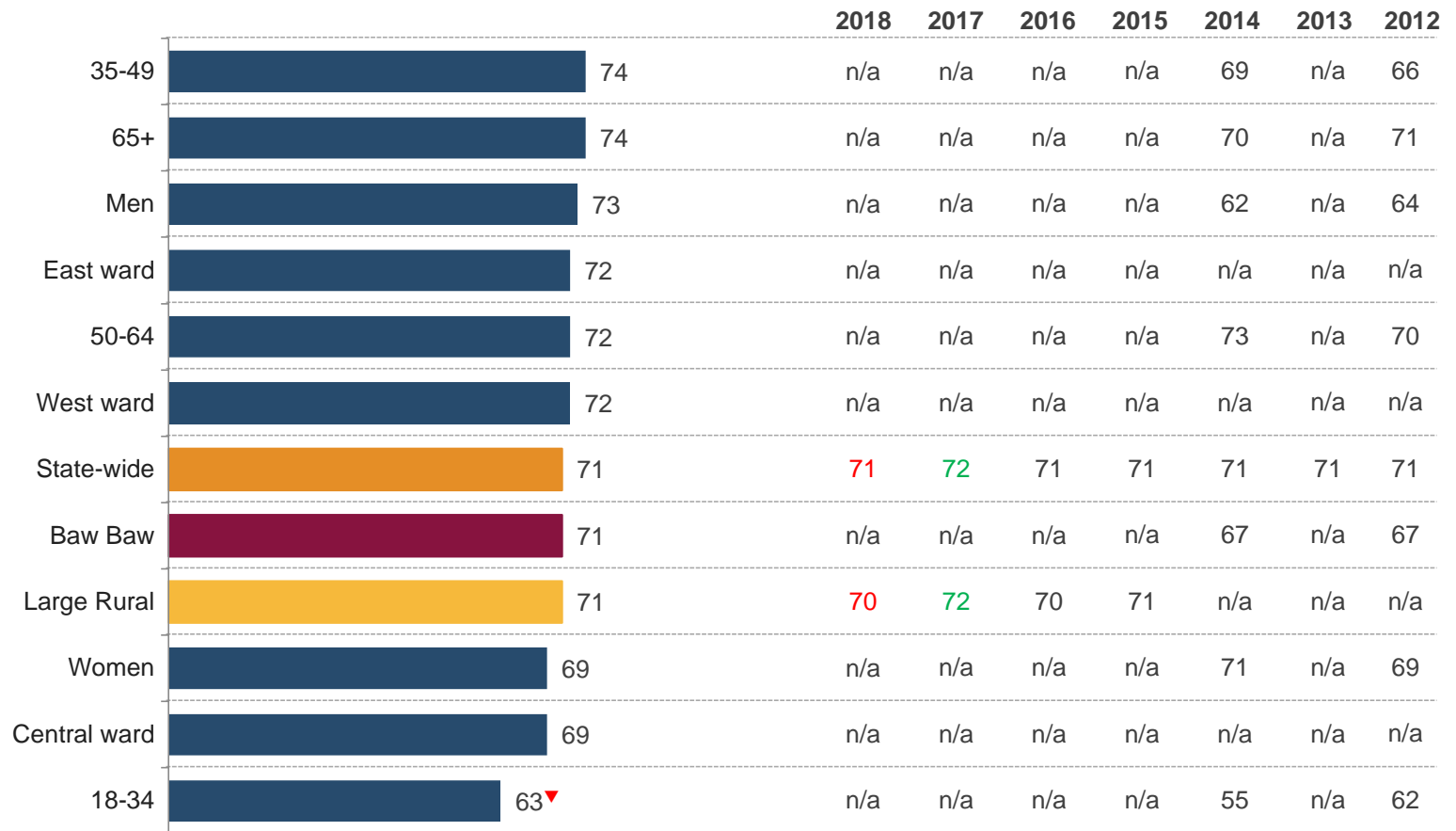| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 10 | 31 | 24 | 6 | 3 | 26 |
| 2014 Baw Baw | 14 | 38 | 20 | 3 | 3 | 22 |
| 2012 Baw Baw | 15 | 36 | 19 | 5 | 2 | 23 |
| State-wide | 14 | 33 | 19 | 5 | 2 | 28 |
| Large Rural | 13 | 32 | 20 | 5 | 2 | 27 |
| West ward | 11 | 35 | 25 | 4 | 3 | 22 |
| Central ward | 11 | 33 | 19 | 5 | | 31 |
| East ward | 9 | 24 | 28 | 9 | 4 | 27 |
| Men | 11 | 30 | 27 | 6 | 2 | 24 |
| Women | 10 | 32 | 22 | 6 | 3 | 28 |
| 18-34 | 8 | 41 | 26 | 5 | 2 | 18 |
| 35-49 | 8 | 27 | 21 | 5 | 1 | 38 |
| 50-64 | 10 | 22 | 25 | 10 | 7 | 26 |
| 65+ | 15 | 32 | 24 | 4 | 1 | 25 |

*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9*

# Disadvantaged support services importance

**2019 Disadvantaged support importance (index scores)**

| | 2019 | | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|---|
| Women | 76 ▲ | | n/a | n/a | n/a | n/a | 75 | n/a | 75 |
| State-wide | 74 ▲ | | 72 | 71 | 73 | 73 | 72 | 73 | 73 |
| West ward | 74 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 72 | | n/a | n/a | n/a | n/a | 71 | n/a | 72 |
| Large Rural | 71 | | 70 | 70 | 72 | 72 | n/a | n/a | n/a |
| 50-64 | 71 | | n/a | n/a | n/a | n/a | 73 | n/a | 69 |
| Baw Baw | 70 | | n/a | n/a | n/a | n/a | 71 | n/a | 70 |
| 65+ | 68 | | n/a | n/a | n/a | n/a | 70 | n/a | 70 |
| 35-49 | 68 | | n/a | n/a | n/a | n/a | 71 | n/a | 70 |
| East ward | 67 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Central ward | 67 | | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 63 ▼ | | n/a | n/a | n/a | n/a | 67 | n/a | 65 |

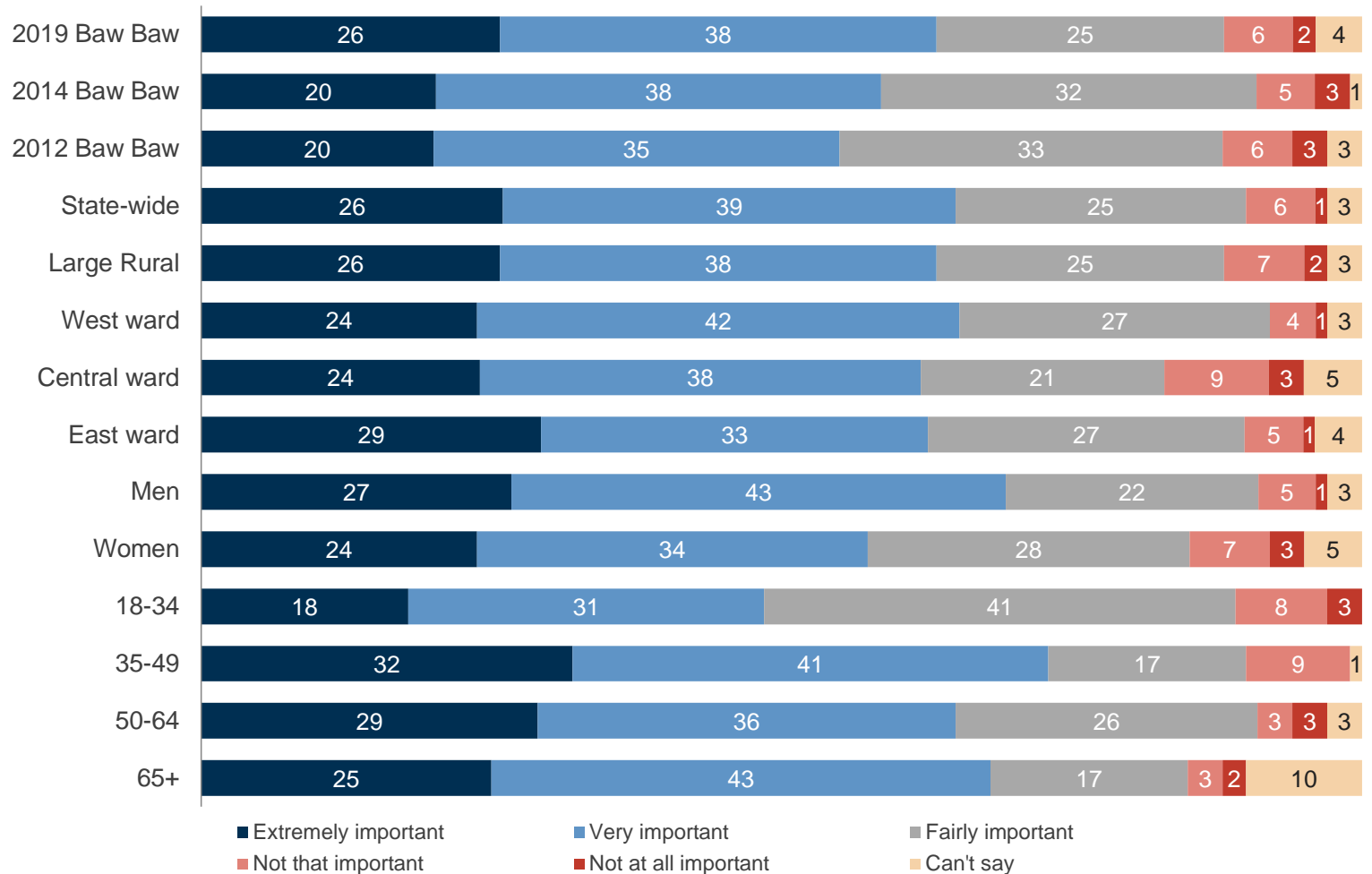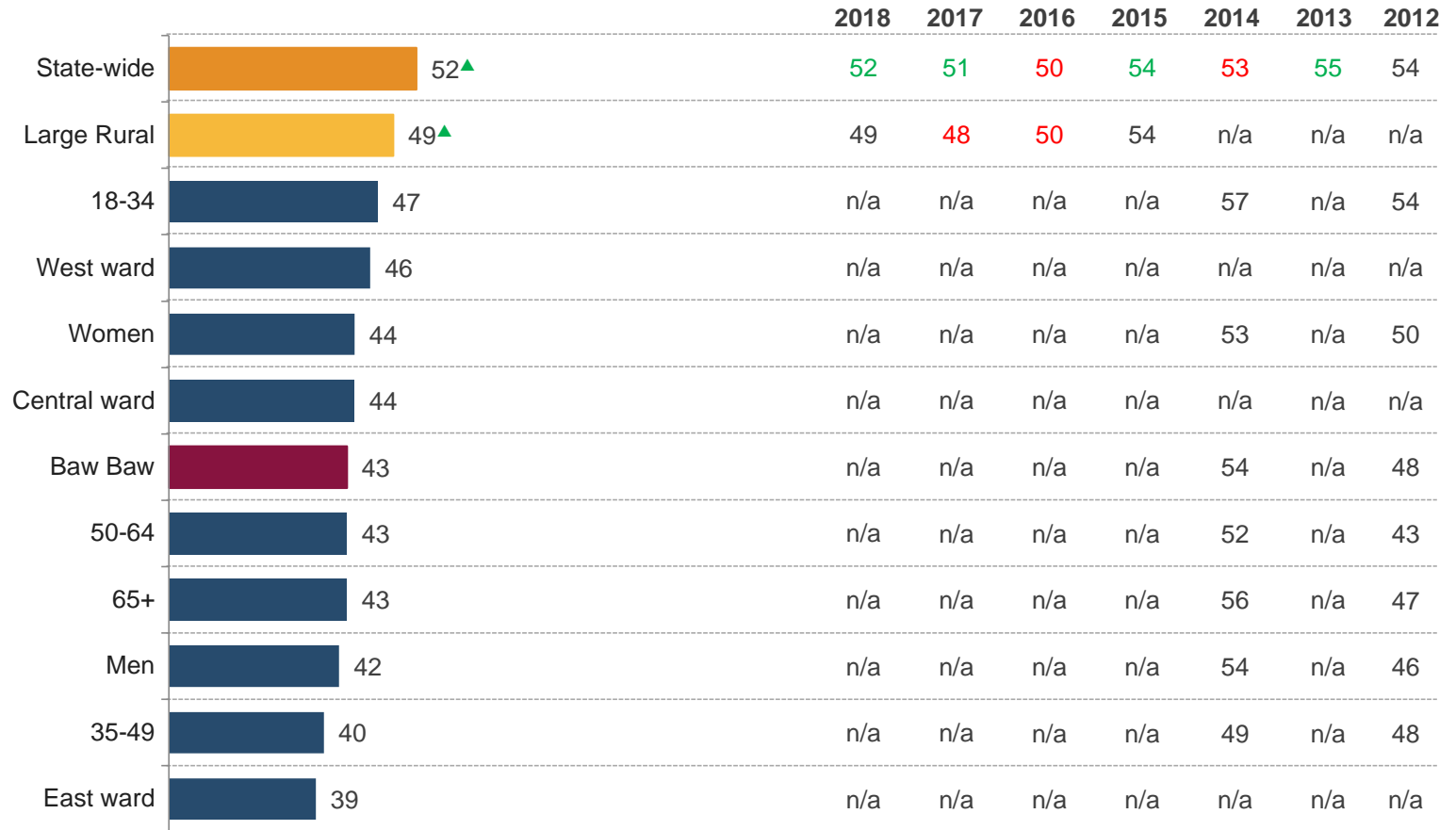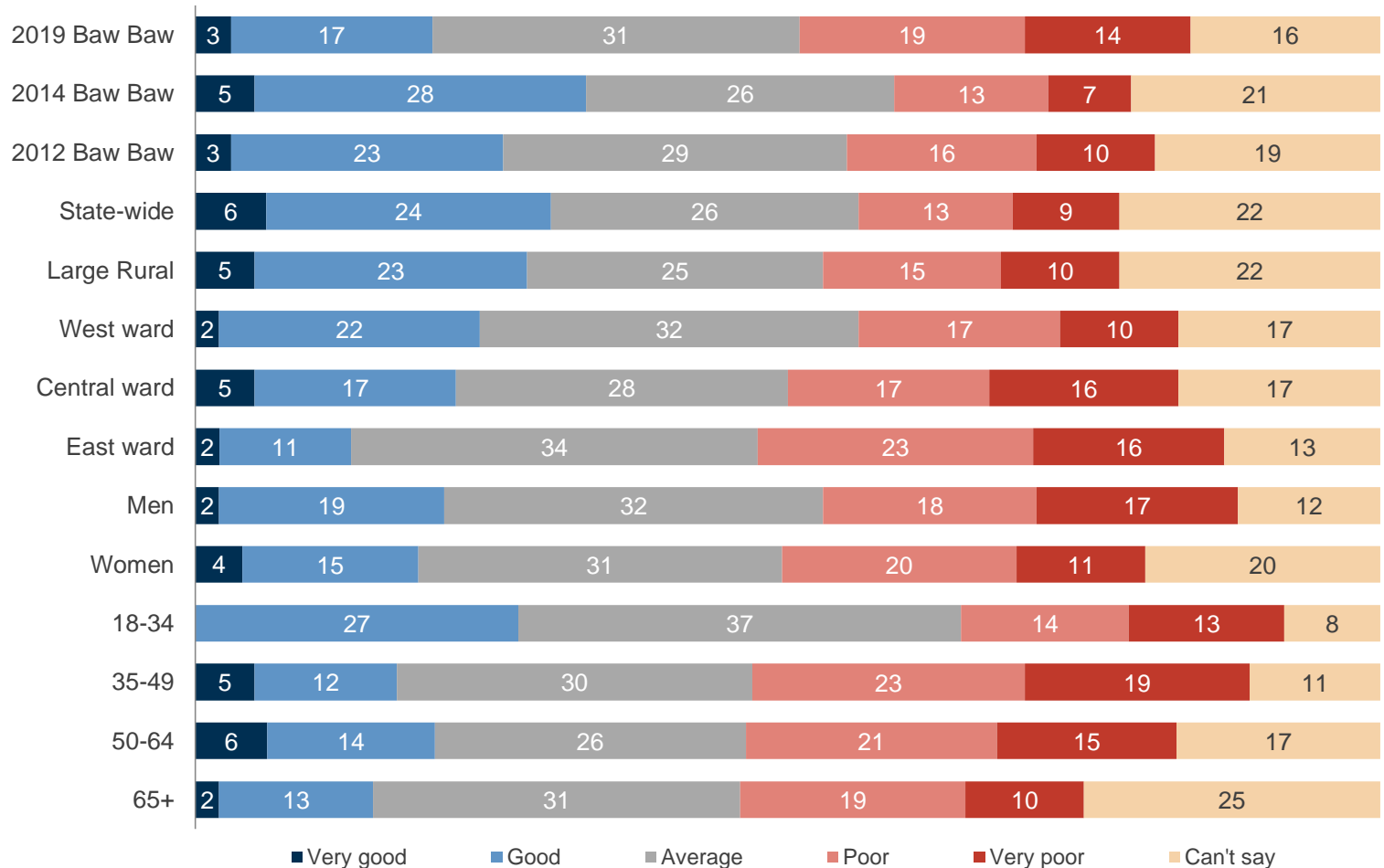*Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

# Disadvantaged support services importance

**2019 Disadvantaged support importance (%)**



| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 23 | 39 | 29 | 5 | 1 | 3 |
| 2014 Baw Baw | 25 | 39 | 28 | 5 | 1 | 3 |
| 2012 Baw Baw | 21 | 45 | 26 | 5 | 1 | 2 |
| State-wide | 30 | 41 | 22 | 4 | 1 | 2 |
| Large Rural | 27 | 38 | 25 | 5 | 2 | 2 |
| West ward | 32 | 36 | 26 | 4 | 1 | 1 |
| Central ward | 15 | 43 | 31 | 5 | 1 | 5 |
| East ward | 20 | 38 | 29 | 6 | 3 | 4 |
| Men | 14 | 35 | 38 | 7 | 3 | 4 |
| Women | 31 | 43 | 20 | 4 | | 3 |
| 18-34 | 26 | 37 | 32 | | 2 | 2 |
| 35-49 | 21 | 39 | 30 | 9 | | 1 |
| 50-64 | 27 | 40 | 20 | 7 | 2 | 3 |
| 65+ | 17 | 40 | 30 | 5 | 1 | 6 |

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

*Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3*

J W S R E S E A R C H   68

# Disadvantaged support services performance

**2019 Disadvantaged support performance (index scores)**



| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| State-wide | 62▲ | 61 | 61 | 61 | 62 | 64 | 62 | 63 |
| 65+ | 61 | n/a | n/a | n/a | n/a | 66 | n/a | 65 |
| Large Rural | 61▲ | 61 | 61 | 61 | 62 | n/a | n/a | n/a |
| West ward | 60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 60 | n/a | n/a | n/a | n/a | 63 | n/a | 60 |
| Central ward | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 58 | n/a | n/a | n/a | n/a | 64 | n/a | 65 |
| Baw Baw | 58 | n/a | n/a | n/a | n/a | 62 | n/a | 62 |
| 35-49 | 56 | n/a | n/a | n/a | n/a | 61 | n/a | 61 |
| Women | 56 | n/a | n/a | n/a | n/a | 61 | n/a | 64 |
| 50-64 | 55 | n/a | n/a | n/a | n/a | 57 | n/a | 58 |
| East ward | 54 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?*
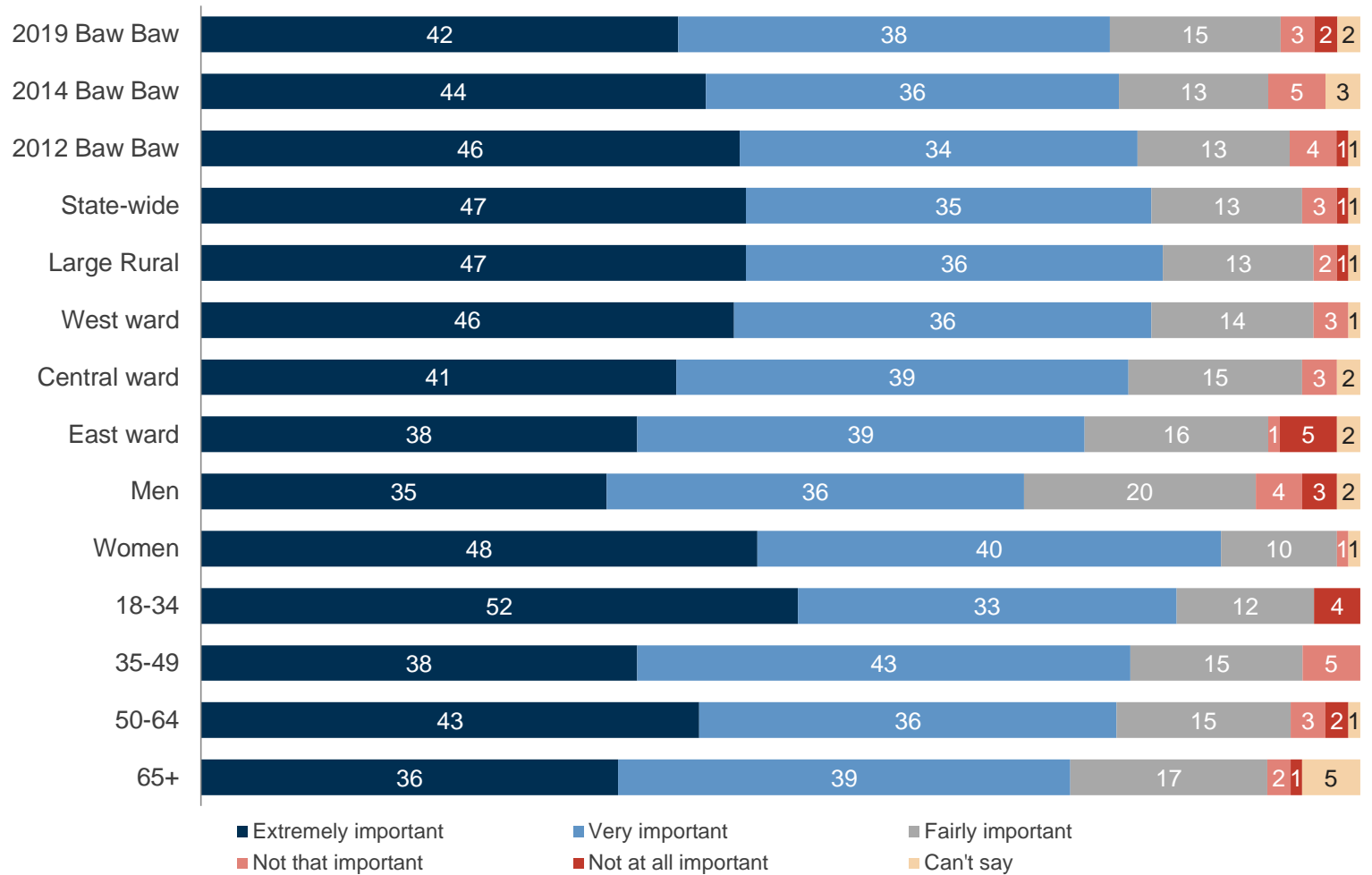*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Disadvantaged support services performance

## 2019 Disadvantaged support performance (%)

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 7 | 19 | 31 | 6 | 4 | 34 |
| 2014 Baw Baw | 7 | 33 | 24 | 5 | 3 | 29 |
| 2012 Baw Baw | 8 | 29 | 27 | 5 | 3 | 28 |
| State-wide | 7 | 25 | 23 | 6 | 2 | 37 |
| Large Rural | 7 | 23 | 24 | 6 | 2 | 38 |
| West ward | 9 | 21 | 32 | 5 | 3 | 30 |
| Central ward | 8 | 19 | 29 | 5 | 3 | 37 |
| East ward | 5 | 17 | 31 | 7 | 5 | 35 |
| Men | 9 | 20 | 33 | 2 | 5 | 32 |
| Women | 6 | 19 | 29 | 9 | 3 | 35 |
| 18-34 | 11 | 19 | 42 | 3 | 6 | 19 |
| 35-49 | 5 | 16 | 22 | 8 | 3 | 46 |
| 50-64 | 5 | 21 | 32 | 7 | 5 | 30 |
| 65+ | 7 | 20 | 27 | 5 | 1 | 39 |

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5*

# Planning and building permits importance

**2019 Planning and building permits importance (index scores)**

|  | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| 35-49 | 74 | n/a | n/a | n/a | n/a | 69 | n/a | 66 |
| 65+ | 74 | n/a | n/a | n/a | n/a | 70 | n/a | 71 |
| Men | 73 | n/a | n/a | n/a | n/a | 62 | n/a | 64 |
| East ward | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 72 | n/a | n/a | n/a | n/a | 73 | n/a | 70 |
| West ward | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 71 | 71 | 72 | 71 | 71 | 71 | 71 | 71 |
| Baw Baw | 71 | n/a | n/a | n/a | n/a | 67 | n/a | 67 |
| Large Rural | 71 | 70 | 72 | 70 | 71 | n/a | n/a | n/a |
| Women | 69 | n/a | n/a | n/a | n/a | 71 | n/a | 69 |
| Central ward | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 63 ▼ | n/a | n/a | n/a | n/a | 55 | n/a | 62 |

*Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?*
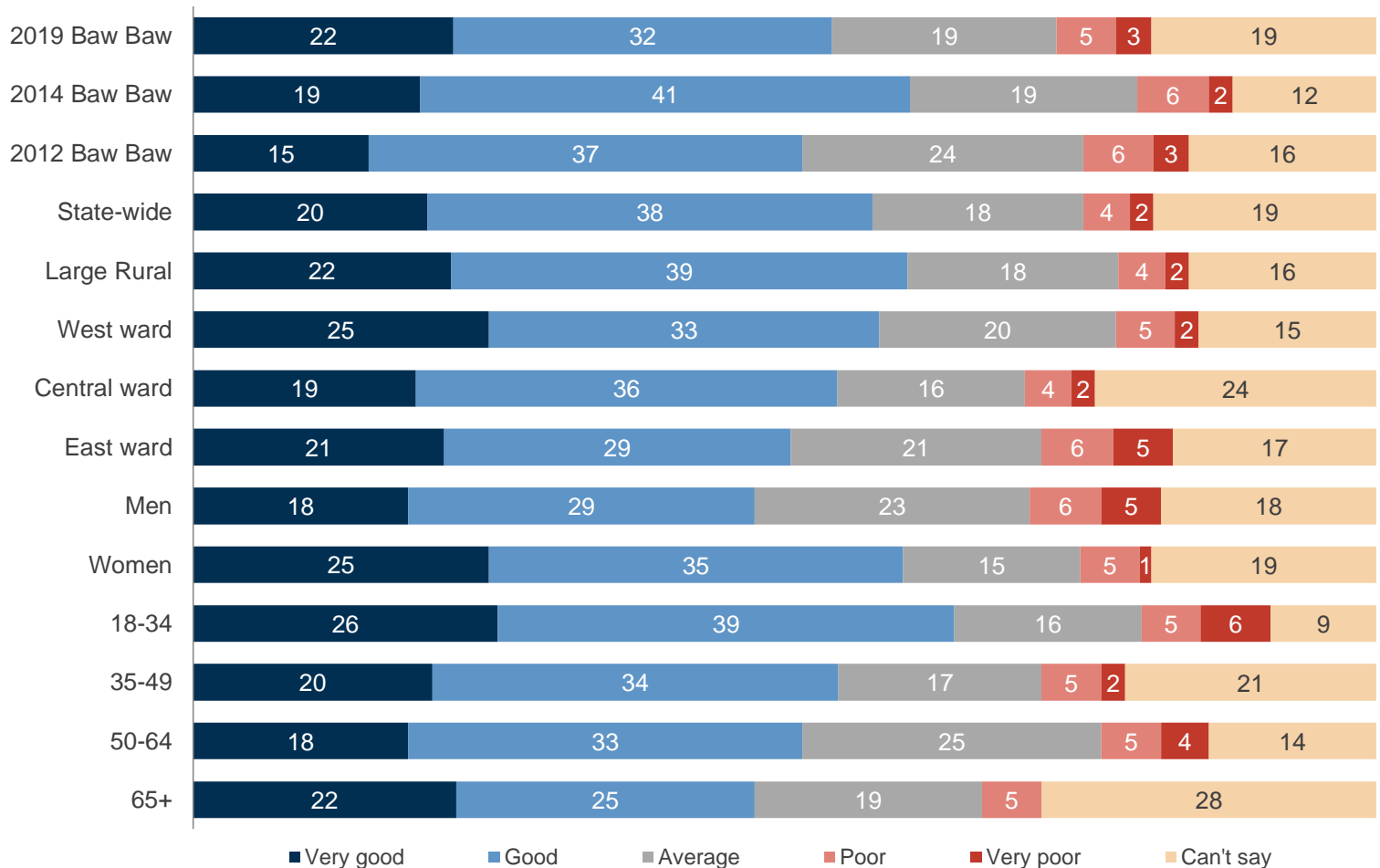*Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning and building permits importance

**2019 Planning and building permits importance (%)**



| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 26 | 38 | 25 | 6 | 2 | 4 |
| 2014 Baw Baw | 20 | 38 | 32 | 5 | 3 | 1 |
| 2012 Baw Baw | 20 | 35 | 33 | 6 | 3 | 3 |
| State-wide | 26 | 39 | 25 | 6 | 1 | 3 |
| Large Rural | 26 | 38 | 25 | 7 | 2 | 3 |
| West ward | 24 | 42 | 27 | 4 | 1 | 3 |
| Central ward | 24 | 38 | 21 | 9 | 3 | 5 |
| East ward | 29 | 33 | 27 | 5 | 1 | 4 |
| Men | 27 | 43 | 22 | 5 | 1 | 3 |
| Women | 24 | 34 | 28 | 7 | 3 | 5 |
| 18-34 | 18 | 31 | 41 | 8 | 3 | |
| 35-49 | 32 | 41 | 17 | 9 | | 1 |
| 50-64 | 29 | 36 | 26 | 3 | 3 | 3 |
| 65+ | 25 | 43 | 17 | 3 | 2 | 10 |

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

# Planning and building permits performance

**2019 Planning and building permits performance (index scores)**

| | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|
| State-wide — 52 ▲ | 52 | 51 | 50 | 54 | 53 | 55 | 54 |
| Large Rural — 49 ▲ | 49 | 48 | 50 | 54 | n/a | n/a | n/a |
| 18-34 — 47 | n/a | n/a | n/a | n/a | 57 | n/a | 54 |
| West ward — 46 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women — 44 | n/a | n/a | n/a | n/a | 53 | n/a | 50 |
| Central ward — 44 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Baw Baw — 43 | n/a | n/a | n/a | n/a | 54 | n/a | 48 |
| 50-64 — 43 | n/a | n/a | n/a | n/a | 52 | n/a | 43 |
| 65+ — 43 | n/a | n/a | n/a | n/a | 56 | n/a | 47 |
| Men — 42 | n/a | n/a | n/a | n/a | 54 | n/a | 46 |
| 35-49 — 40 | n/a | n/a | n/a | n/a | 49 | n/a | 48 |
| East ward — 39 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

*Q2. How has Council performed on 'Planning and building permits' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning and building permits performance

**2019 Planning and building permits performance (%)**



| | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 3 | 17 | 31 | 19 | 14 | 16 |
| 2014 Baw Baw | 5 | 28 | 26 | 13 | 7 | 21 |
| 2012 Baw Baw | 3 | 23 | 29 | 16 | 10 | 19 |
| State-wide | 6 | 24 | 26 | 13 | 9 | 22 |
| Large Rural | 5 | 23 | 25 | 15 | 10 | 22 |
| West ward | 2 | 22 | 32 | 17 | 10 | 17 |
| Central ward | 5 | 17 | 28 | 17 | 16 | 17 |
| East ward | 2 | 11 | 34 | 23 | 16 | 13 |
| Men | 2 | 19 | 32 | 18 | 17 | 12 |
| Women | 4 | 15 | 31 | 20 | 11 | 20 |
| 18-34 | | 27 | 37 | 14 | 13 | 8 |
| 35-49 | 5 | 12 | 30 | 23 | 19 | 11 |
| 50-64 | 6 | 14 | 26 | 21 | 15 | 17 |
| 65+ | 2 | 13 | 31 | 19 | 10 | 25 |

*Q2. How has Council performed on 'Planning and building permits' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7*

# Emergency and disaster management importance

**2019 Emergency and disaster management importance (index scores)**

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

*Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Emergency and disaster management importance

**2019 Emergency and disaster management importance (%)**

| | Extremely important | Very important | Fairly important | Not that important | Not at all important | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 42 | 38 | 15 | 3 | 2 | 2 |
| 2014 Baw Baw | 44 | 36 | 13 | 5 | | 3 |
| 2012 Baw Baw | 46 | 34 | 13 | 4 | 1 | 1 |
| State-wide | 47 | 35 | 13 | 3 | 1 | 1 |
| Large Rural | 47 | 36 | 13 | 2 | 1 | 1 |
| West ward | 46 | 36 | 14 | 3 | | 1 |
| Central ward | 41 | 39 | 15 | 3 | | 2 |
| East ward | 38 | 39 | 16 | 1 | 5 | 2 |
| Men | 35 | 36 | 20 | 4 | 3 | 2 |
| Women | 48 | 40 | 10 | 1 | | 1 |
| 18-34 | 52 | 33 | 12 | | 4 | |
| 35-49 | 38 | 43 | 15 | 5 | | |
| 50-64 | 43 | 36 | 15 | 3 | 2 | 1 |
| 65+ | 36 | 39 | 17 | 2 | 1 | 5 |

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

*Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?*
*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5*

# Emergency and disaster management performance

**2019 Emergency and disaster management performance (index scores)**

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|---|---|---|---|---|---|---|---|
| Women | 74 | n/a | n/a | n/a | n/a | 69 | n/a | 68 |
| 65+ | 72 | n/a | n/a | n/a | n/a | 69 | n/a | 65 |
| Large Rural | 72 | 71 | 70 | 70 | 71 | n/a | n/a | n/a |
| State-wide | 72 | 71 | 70 | 69 | 70 | 71 | 70 | 70 |
| West ward | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Central ward | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 70 | n/a | n/a | n/a | n/a | 73 | n/a | 72 |
| 35-49 | 70 | n/a | n/a | n/a | n/a | 71 | n/a | 67 |
| Baw Baw | 70 | n/a | n/a | n/a | n/a | 70 | n/a | 67 |
| 50-64 | 67 | n/a | n/a | n/a | n/a | 66 | n/a | 63 |
| East ward | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 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: 24 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Emergency and disaster management performance

**2019 Emergency and disaster management performance (%)**

| Category | Very good | Good | Average | Poor | Very poor | Can't say |
|---|---|---|---|---|---|---|
| 2019 Baw Baw | 22 | 32 | 19 | 5 | 3 | 19 |
| 2014 Baw Baw | 19 | 41 | 19 | 6 | 2 | 12 |
| 2012 Baw Baw | 15 | 37 | 24 | 6 | 3 | 16 |
| State-wide | 20 | 38 | 18 | 4 | 2 | 19 |
| Large Rural | 22 | 39 | 18 | 4 | 2 | 16 |
| West ward | 25 | 33 | 20 | 5 | 2 | 15 |
| Central ward | 19 | 36 | 16 | 4 | 2 | 24 |
| East ward | 21 | 29 | 21 | 6 | 5 | 17 |
| Men | 18 | 29 | 23 | 6 | 5 | 18 |
| Women | 25 | 35 | 15 | 5 | 1 | 19 |
| 18-34 | 26 | 39 | 16 | 5 | 6 | 9 |
| 35-49 | 20 | 34 | 17 | 5 | 2 | 21 |
| 50-64 | 18 | 33 | 25 | 5 | 4 | 14 |
| 65+ | 22 | 25 | 19 | 5 | | 28 |

■ Very good  ■ Good  ■ Average  ■ Poor  ■ Very poor  ■ Can't say

*Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?*
*Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9*

# Detailed demographics

# Gender and age profile

## 2019 gender

### Baw Baw
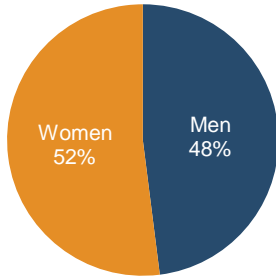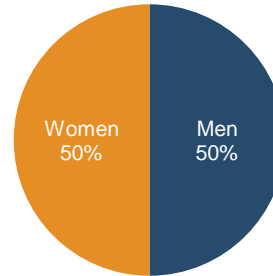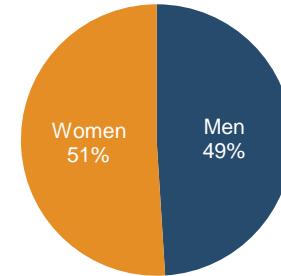


Women 52%
Men 48%

### Large Rural



Women 50%
Men 50%

### State-wide



Women 51%
Men 49%

## 2019 age

### Baw Baw



8%
18%
23%
22%
29%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

### Large Rural



7%
16%
24%
23%
31%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

### State-wide



8%
18%
23%
21%
30%
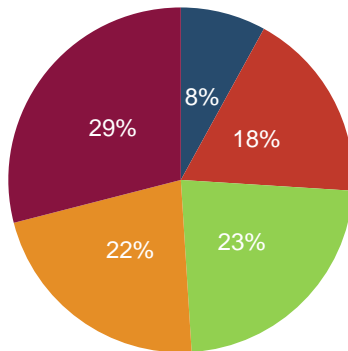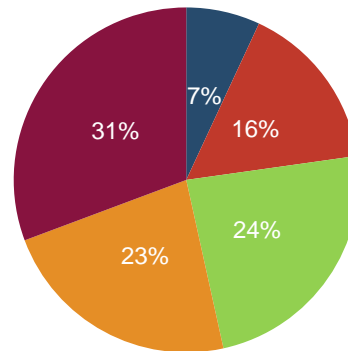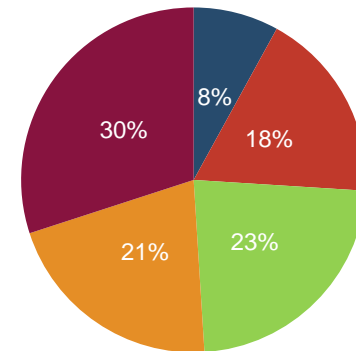
■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 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

**Years lived in area (%)**



| | 0-5 years | 5-10 years | 10-20 years | 20-30 years | 30+ years |
|---|---|---|---|---|---|
| 2019 Baw Baw | 12 | 15 | 20 | 17 | 35 |
| State-wide | 17 | 15 | 22 | 17 | 29 |
| Large Rural | 10 | 13 | 23 | 18 | 35 |
| West ward | 16 | 19 | 19 | 15 | 31 |
| Central ward | 16 | 15 | 21 | 15 | 34 |
| East ward | 4 | 12 | 21 | 22 | 40 |
| Men | 13 | 14 | 23 | 13 | 38 |
| Women | 12 | 16 | 18 | 21 | 33 |
| 18-34 | 22 | 19 | 24 | 28 | 7 |
| 35-49 | 11 | 22 | 26 | 8 | 32 |
| 50-64 | 7 | 14 | 13 | 15 | 52 |
| 65+ | 9 | 8 | 17 | 17 | 49 |

Legend: ■ 0-5 years  ■ 5-10 years  ■ 10-20 years  ■ 20-30 years  ■ 30+ years  ■ Can't say
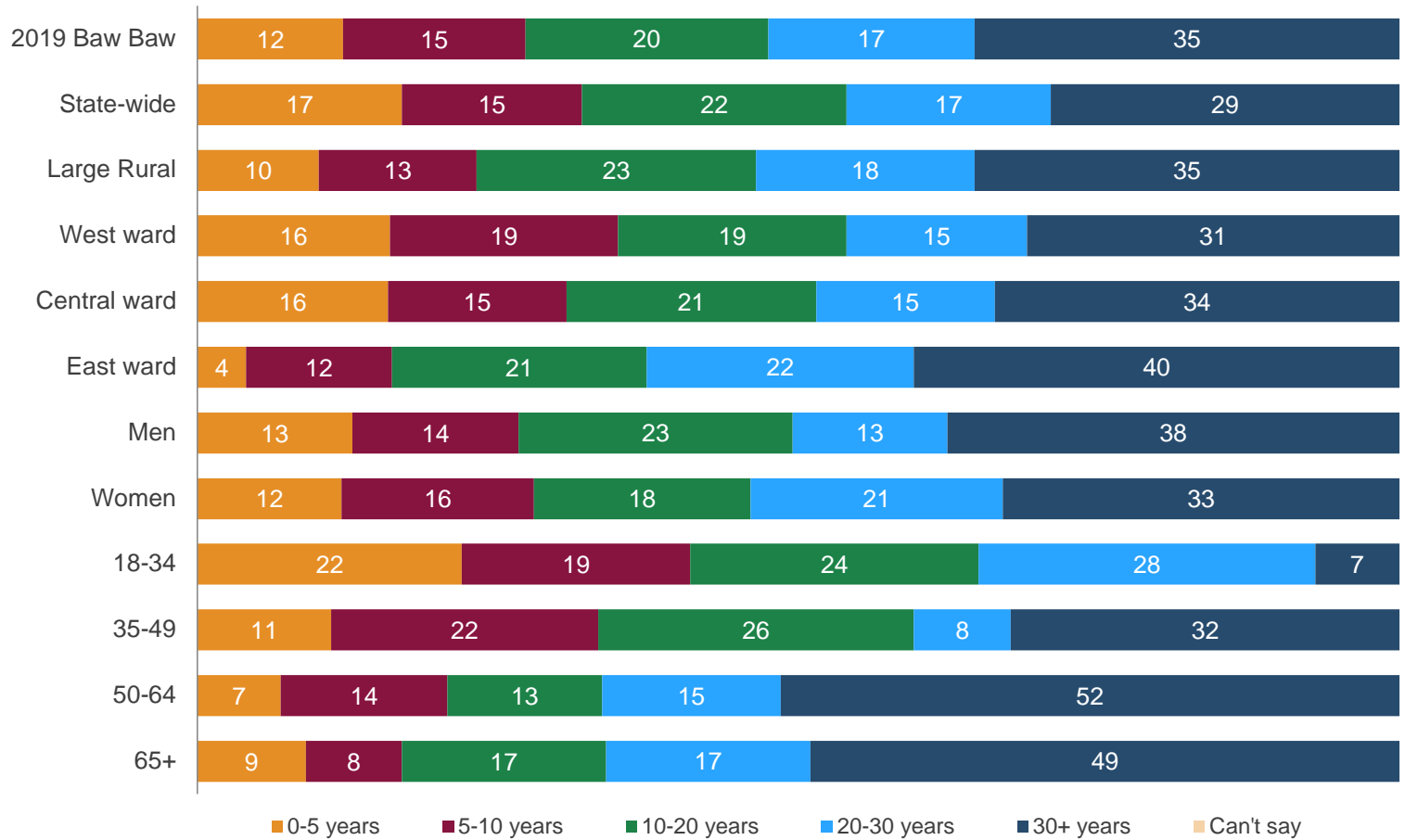
S5. *How long have you lived in this area?/How long have you owned a property in this area?*
*Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5*

JWS RESEARCH    81

# 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 2019 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 38,800 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 | 209 | 193 | +/-6.8 |
| Women | 191 | 207 | +/-7.1 |
| West ward | 138 | 143 | +/-8.4 |
| Central ward | 126 | 126 | +/-8.8 |
| East ward | 136 | 131 | +/-8.4 |
| 18-34 years | 43 | 102 | +/-15.1 |
| 35-49 years | 80 | 92 | +/-11.0 |
| 50-64 years | 118 | 88 | +/-9.0 |
| 65+ years | 159 | 118 | +/-7.8 |

# 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 2018. 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 2018.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2018.

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

| Group | Score |
|---|---|
| State-wide | 67 ▲ |
| 18-34 | 66 |
| Baw Baw | 60 |
| Large Rural | 58 |
| 35-49 | 57 |
| 50-64 | 54 ▼ |
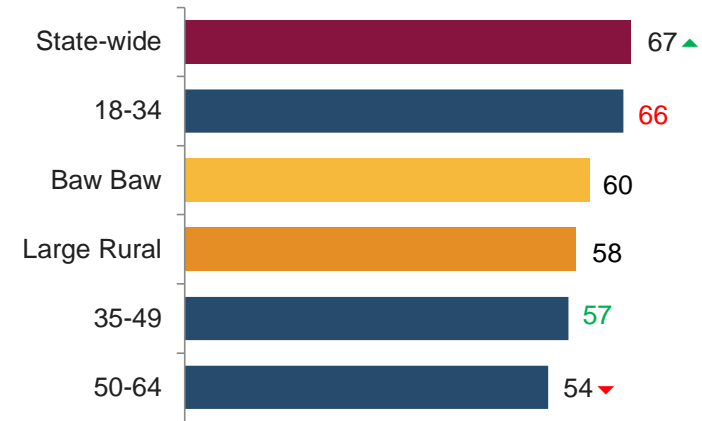
# Appendix A:
# Index score significant difference calculation

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

Z Score = ($1 - $2) / 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:

- Survey methodology and sampling

- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 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 40% 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 1st February – 30th March, 2019.

# Appendix B:
# Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Baw Baw Shire Council for this 2019 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:
# Analysis and reporting

**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 2012-2019 have been made throughout this report as appropriate.

# Appendix B:
# Analysis and reporting

**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 2019 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Lobbying on behalf of community (Advocacy)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

The overall State-wide Local Government Community Satisfaction Report is available at http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

# Appendix B:
# Glossary of terms

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

**CSS**: 2019 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.

**Statewide 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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