



2022 Local Government Community Satisfaction Survey

Pyrenees Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Emergency and disaster management</u>	<u>78</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Maintenance of unsealed roads</u>	<u>82</u>
<u>Detailed findings</u>	<u>11</u>	<u>Detailed demographics</u>	<u>86</u>
<u>Overall performance</u>	<u>12</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>89</u>
<u>Customer service</u>	<u>30</u>	<u>Appendix B: Further project information</u>	<u>94</u>
<u>Council direction</u>	<u>36</u>		
<u>Individual service areas</u>	<u>41</u>		
<u>Community consultation and engagement</u>	<u>42</u>		
<u>Decisions made in the interest of the community</u>	<u>44</u>		
<u>Condition of sealed local roads</u>	<u>46</u>		
<u>Enforcement of local laws</u>	<u>48</u>		
<u>Family support services</u>	<u>52</u>		
<u>Elderly support services</u>	<u>56</u>		
<u>Recreational facilities</u>	<u>60</u>		
<u>Appearance of public areas</u>	<u>64</u>		
<u>Art centres and libraries</u>	<u>68</u>		
<u>Waste management</u>	<u>72</u>		
<u>Business and community development and tourism</u>	<u>74</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

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

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



Key findings and recommendations



Pyrenees Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Pyrenees 57



State-wide 59



Small Rural 58

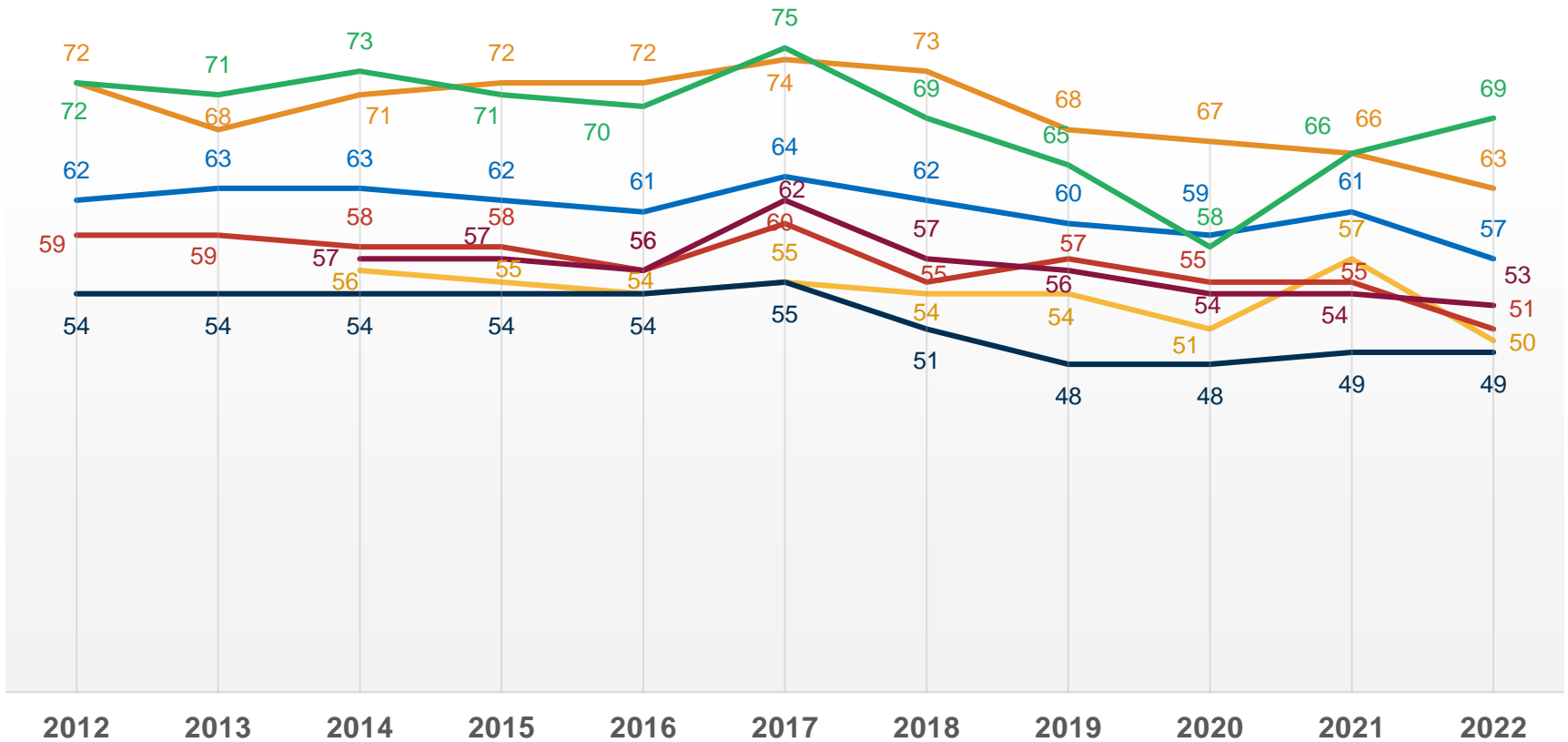
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<ul style="list-style-type: none"> Art centres & libraries Enforcement of local laws Consultation & engagement
Compared to group average	None	<ul style="list-style-type: none"> Appearance of public areas Art centres & libraries Consultation & engagement



Summary of core measures

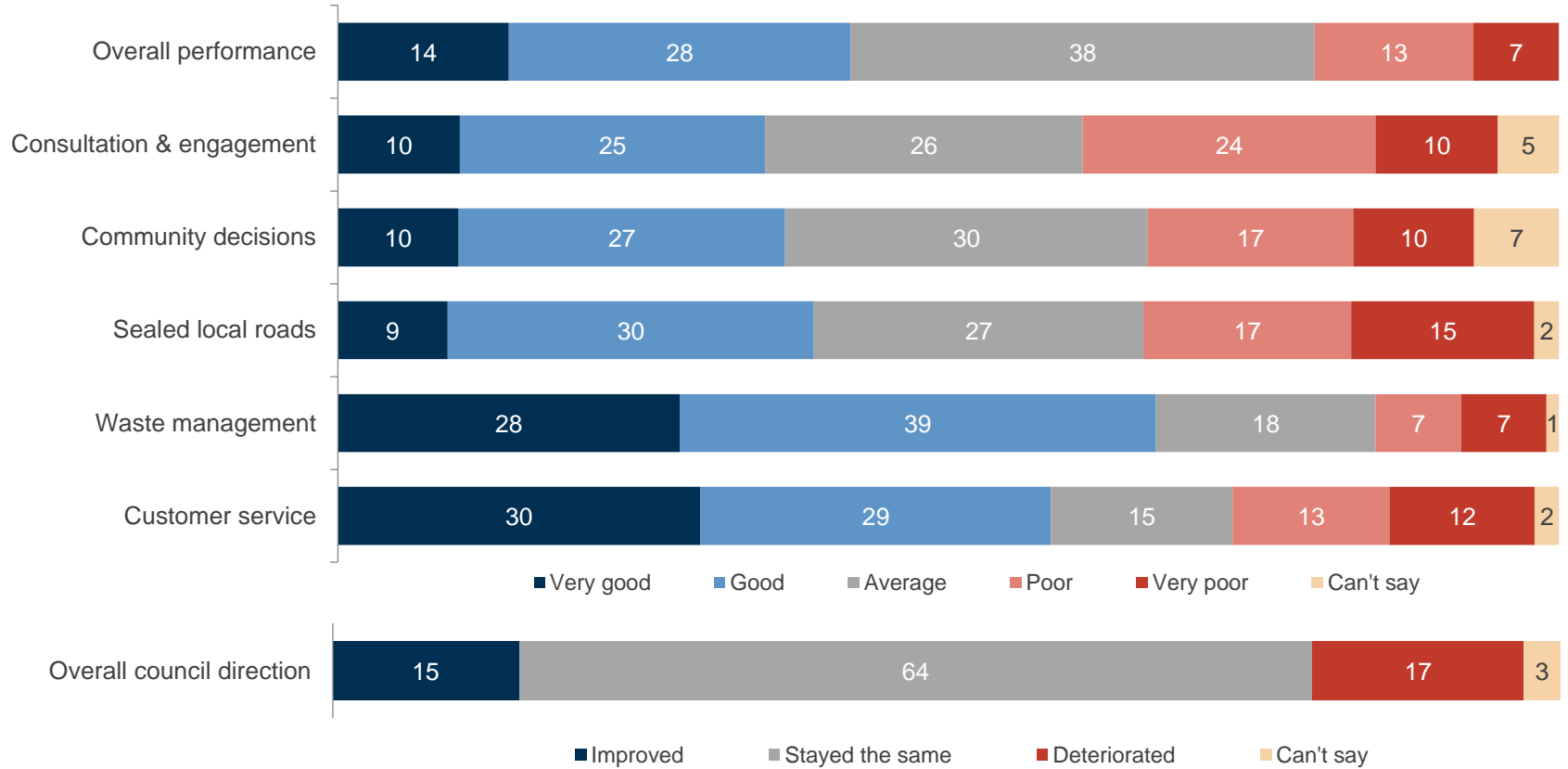
Index scores














Summary of core measures

Core measures summary results (%)













Summary of Pyrenees Shire Council performance

Services	Pyrenees 2022	Pyrenees 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	57	61	58	59	Mt Emu residents, Aged 65+ years	Aged 18-34 years
 Value for money	51	54	51	53	Aged 65+ years, Women	Aged 18-34 years
 Overall council direction	49	49	51	50	Mt Emu residents	Beaufort, Ercildoune residents, Aged 50-64 years
 Customer service	63	66	67	68	Aged 65+ years	Aged 18-34 years
 Waste management	69	66	68	68	Aged 65+ years, Mt Emu residents	Aged 18-34 years
 Recreational facilities	68	69	69	69	Mt Emu residents	Aged 18-49 years
 Elderly support services	68	72	70	67	Aged 50+ years	Aged 18-34 years
 Appearance of public areas	68	70	73	71	Aged 35-49 years	Aged 18-34 years, Avoca, DeCameron residents
 Art centres & libraries	68	69	71	73	Beaufort, Ercildoune residents, Aged 65+ years	Aged 18-34 years



Summary of Pyrenees Shire Council performance

Services	Pyrenees 2022	Pyrenees 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Emergency & disaster mngt	65	72	68	66	Aged 35-49 years	Aged 18-34 years
 Family support services	64	68	64	65	Aged 50+ years	Aged 18-34 years
 Bus/community dev./tourism	60	60	63	60	Women	Men
 Enforcement of local laws	59	62	62	63	Mt Emu residents	Aged 18-34 years
 Community decisions	53	54	54	54	Beaufort, Ercildoune residents, Women	Aged 18-34 years
 Consultation & engagement	51	55	54	54	Aged 50-64 years	Aged 18-34 years
 Sealed local roads	50	57	50	53	Aged 65+ years	Aged 18-34 years
 Unsealed roads	39	44	42	41	Aged 50-64 years, Beaufort, Ercildoune residents	Aged 18-34 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance declined significantly in the past year and are now at their lowest level in a decade. Performance scores in individual services areas are either in line with or lower than that observed in 2021. Younger residents (aged 18 to 34 years) consistently provide among the lowest performance ratings, often with scores that are significantly lower than their ratings in 2021, and lower than Council average in 2022.

Key influences on perceptions of overall performance

Pyrenees Shire Council should focus on the condition of sealed local roads where performance is relatively less well regarded and improvement will have a moderate to strong influence on overall perceptions. Other areas that should remain in focus, because improvement will have a strong influence on overall perceptions, are community decisions and community consultation. Good communication and consultation with residents about key local issues and Council activities will serve to short up overall opinion of performance.

Comparison to state and area grouping

Council is rated below the Small Rural and/or State-wide group averages for half of the service area measures tracked. For the remainder, Pyrenees Shire Council performance index scores are in line with these group averages.

Attend to customer service

Perceptions of customer service have been on a steady decline, from a peak index score of 74 in 2017 to 63 currently. While Council performs in line with the Small Rural group average on this core measure, it is apparent that past performance suggests that Council can do better here. In the first instance, it would worth attending to the needs of women – perceptions of customer service have declined significantly in the last 12 months among this cohort.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 57 for Pyrenees Shire Council represents a significant four-point decline since 2021.

- Overall performance is at its lowest level since 2012.

Council's overall performance is rated in line with the Small Rural group and State-wide group averages (index scores of 58 and 59 respectively).

- Several demographic and geographic cohorts reported decreases in their perceptions of overall performance in the past year, namely women, those living in Avoca and DeCameron, and residents aged 18 to 34 years.

Council's index score for value for money (51) is in line with both the Small Rural and State-wide group averages (51 and 53 respectively).

One third of residents (33%) rate the value for money for infrastructure and services as 'very good' or 'good'. A little more than one quarter of residents rate Council as 'very poor' or 'poor' (27%). A further 38% rate Council as 'average' in terms of providing value for money.

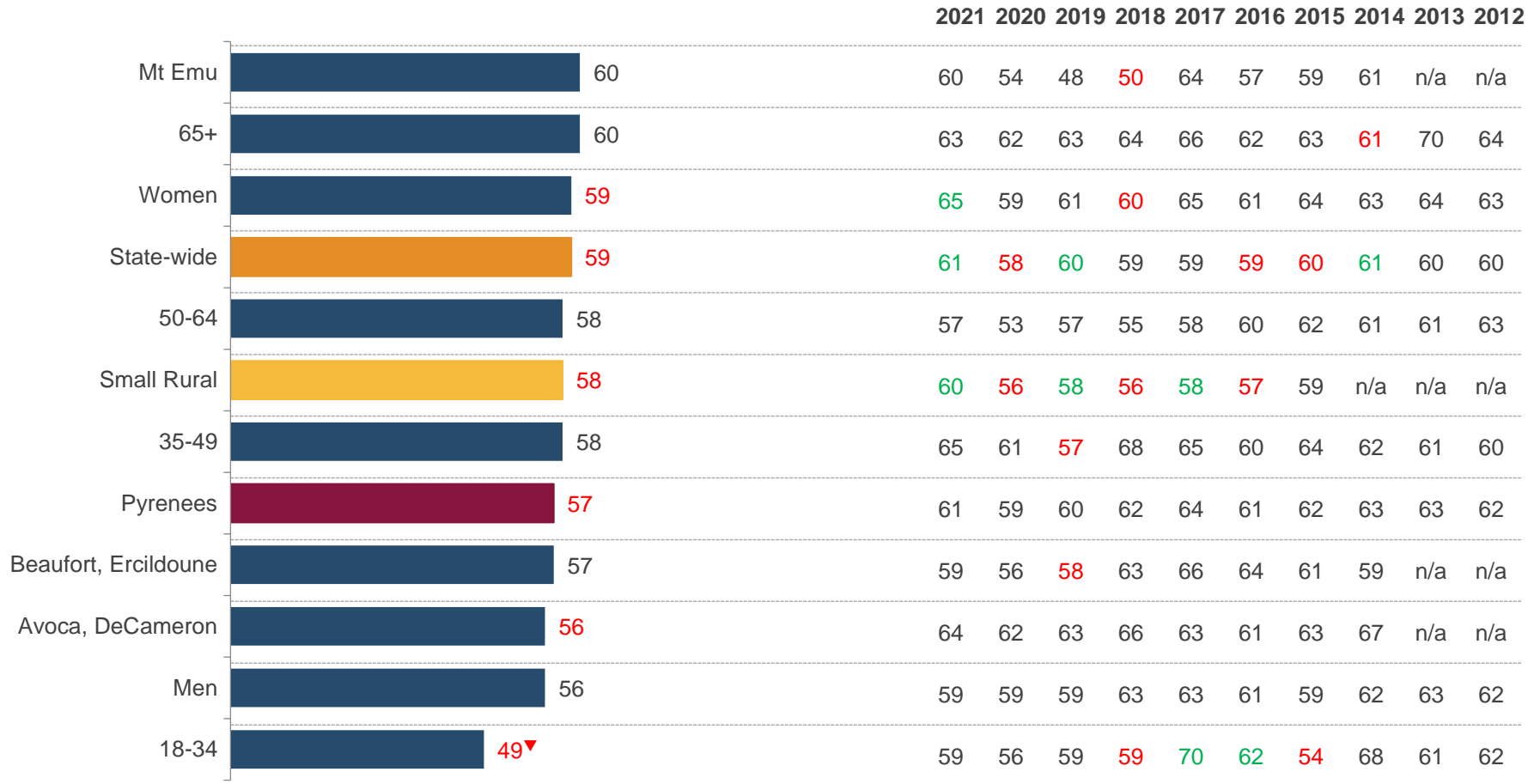
- Residents aged 18 to 34 years rate Council significantly lower than the Council average both for overall performance and value for money.





Overall performance

2022 overall performance (index scores)

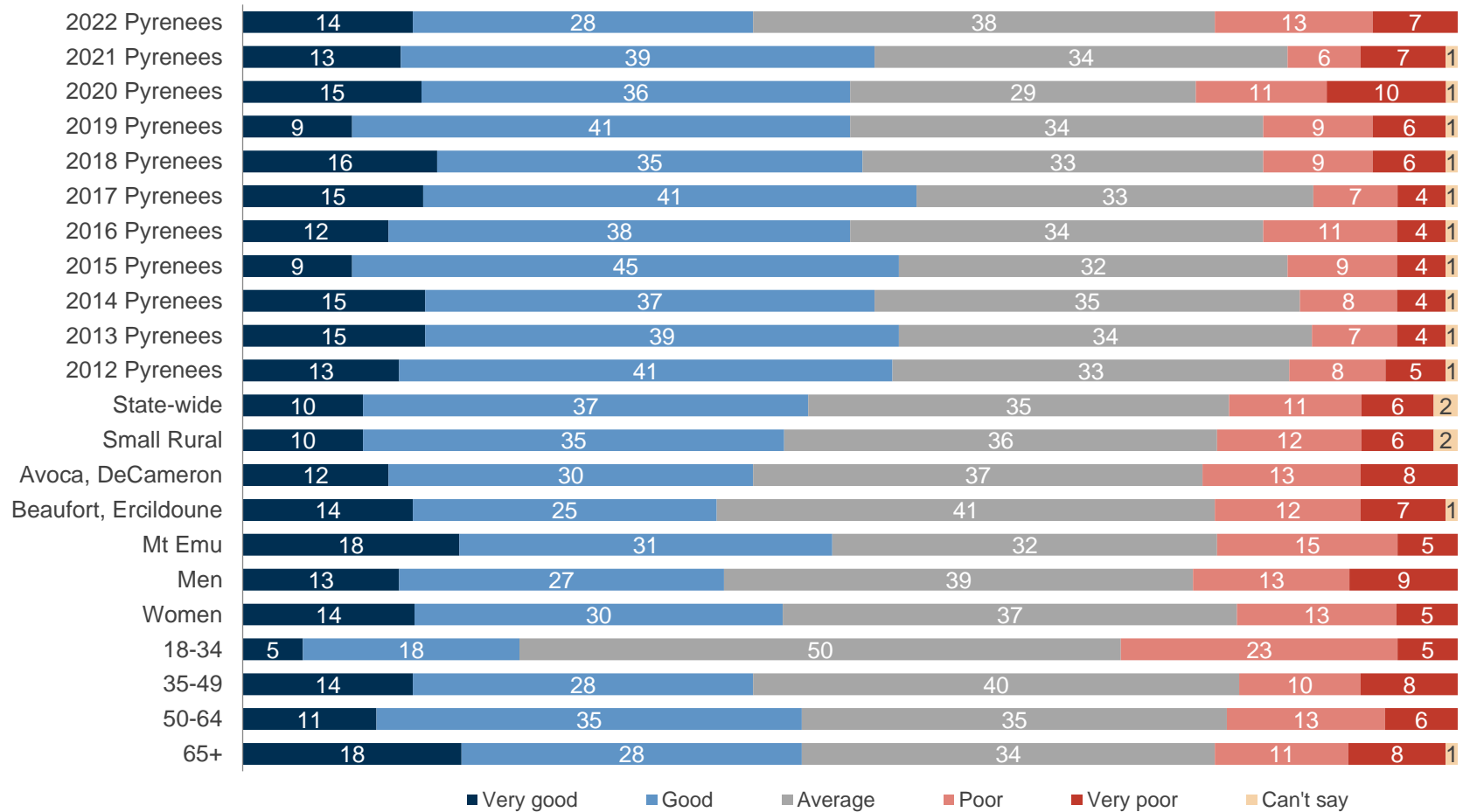


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2022 overall performance (%)

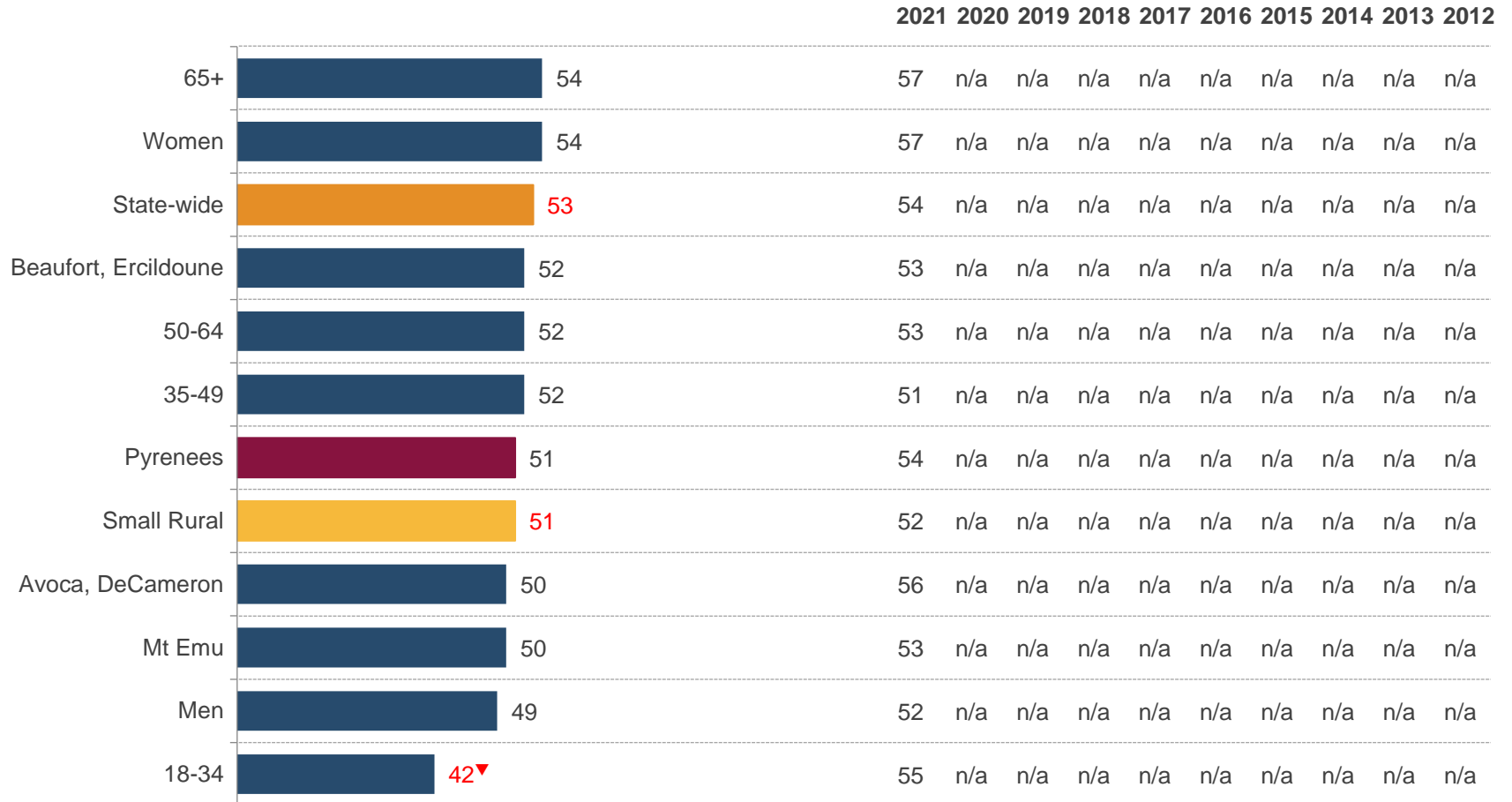


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Value for money in services and infrastructure

2022 value for money (index scores)



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

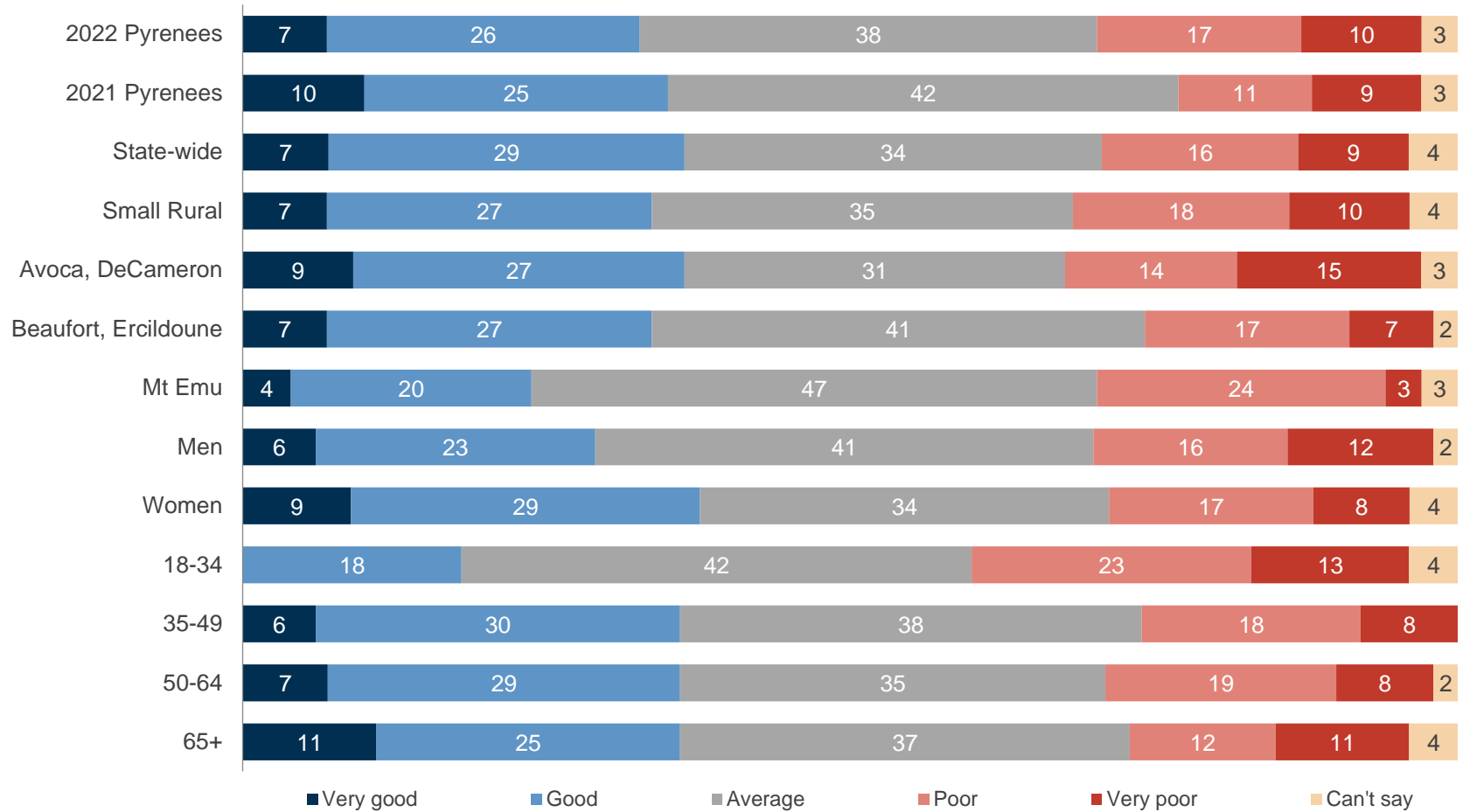
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



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

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



Top performing service areas

Waste management (index score of 69) is the area where Council performed best in 2022, improving by (a not significant) three index points from 2021. Here, Council has maintained the significant gains achieved last year on this service area.

Council performs in line with the Small Rural and State-wide averages for waste management (index score of 68 for each).

Council's next highest rated service areas, each with an index score of 68, are:

- Recreational facilities
- Elderly support services
- Appearance of public areas (declining by a significant four index points from 2021)
- Art centres and libraries.

Residents in Mt Emu (index score of 74) rate recreational facilities significantly higher than the Council average.

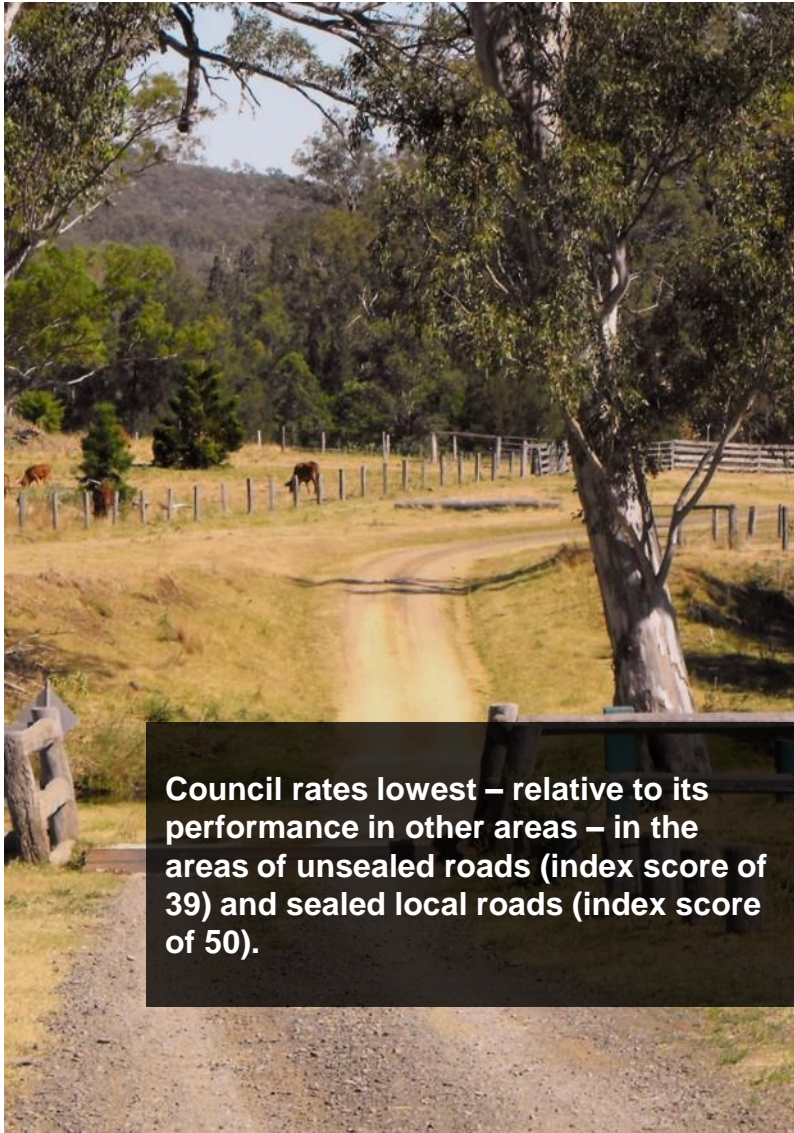
Residents aged 18 to 34 years report significantly lower index scores than Council average for elderly support services, and art centres and libraries (58 and 59 respectively). In both areas these scores are also significantly lower than 2021 for this age group.



Waste management (index score of 69) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 39) and sealed local roads (index score of 50).

Council rates lowest in the areas of maintenance of unsealed roads (index score of 39, down five index points) and sealed local roads (index score of 50, down seven index points).

- Council rates in line with the Small Rural group average on both of these service areas.
- Residents aged 18 to 34 years rate both sealed and unsealed roads significantly lower than Council average.
- The decline in perceptions of both sealed and unsealed roads is driven by residents in Avoca and De Cameron, whose opinion of each declined significantly in the last 12 months. Attention should be focused here in the first instance.
- Sealed road maintenance (22%) is the area most frequently cited as most in need of Council attention to improve its performance.

The next lowest service area performance ratings are for consultation and engagement (index score of 51) and community decisions (index score of 53).

With the exception of the maintenance of unsealed roads, all of the aforementioned service areas have a moderate to strong influence on overall perceptions, and Council should focus on improving performance in these areas.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	69	66	58	65	69	75	70	71	73	71	72
Recreational facilities	68	69	68	69	68	72	65	69	72	72	70
Elderly support services	68	72	68	69	70	74	69	70	70	71	72
Appearance of public areas	68	70	69	69	69	73	70	71	72	70	73
Art centres & libraries	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	65	72	72	72	73	74	73	69	71	73	69
Family support services	64	68	65	68	68	70	68	68	67	66	n/a
Bus/community dev./tourism	60	60	60	61	62	67	60	62	n/a	66	64
Enforcement of local laws	59	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	53	54	54	56	57	62	56	57	57	n/a	n/a
Consultation & engagement	51	55	55	57	55	60	56	58	58	59	59
Sealed local roads	50	57	51	54	54	55	54	55	56	n/a	n/a
Unsealed roads	39	44	43	43	44	44	45	43	46	44	47

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

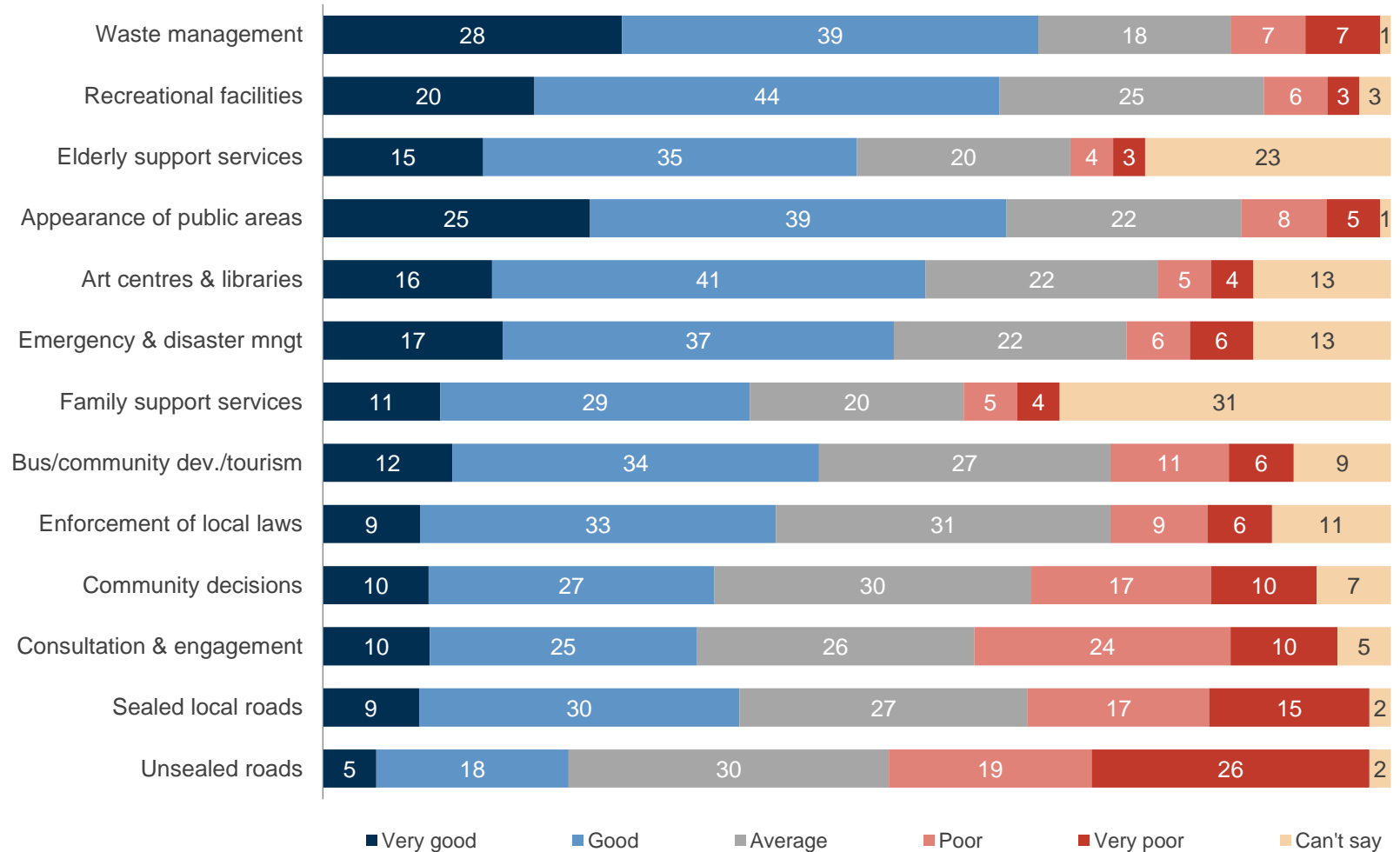
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Individual service area importance

2022 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Unsealed roads	85	85	n/a	80	83	81	82	82	79	82	82
Emergency & disaster mnegt	80	83	n/a	82	82	83	84	81	n/a	82	80
Elderly support services	79	82	81	80	79	79	79	77	78	78	80
Family support services	73	75	74	72	72	70	71	70	72	70	n/a
Recreational facilities	71	71	n/a	69	71	67	68	67	67	67	71
Appearance of public areas	71	72	n/a	71	72	72	71	70	71	69	72
Bus/community dev./tourism	68	72	75	72	70	70	68	67	n/a	68	70
Enforcement of local laws	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

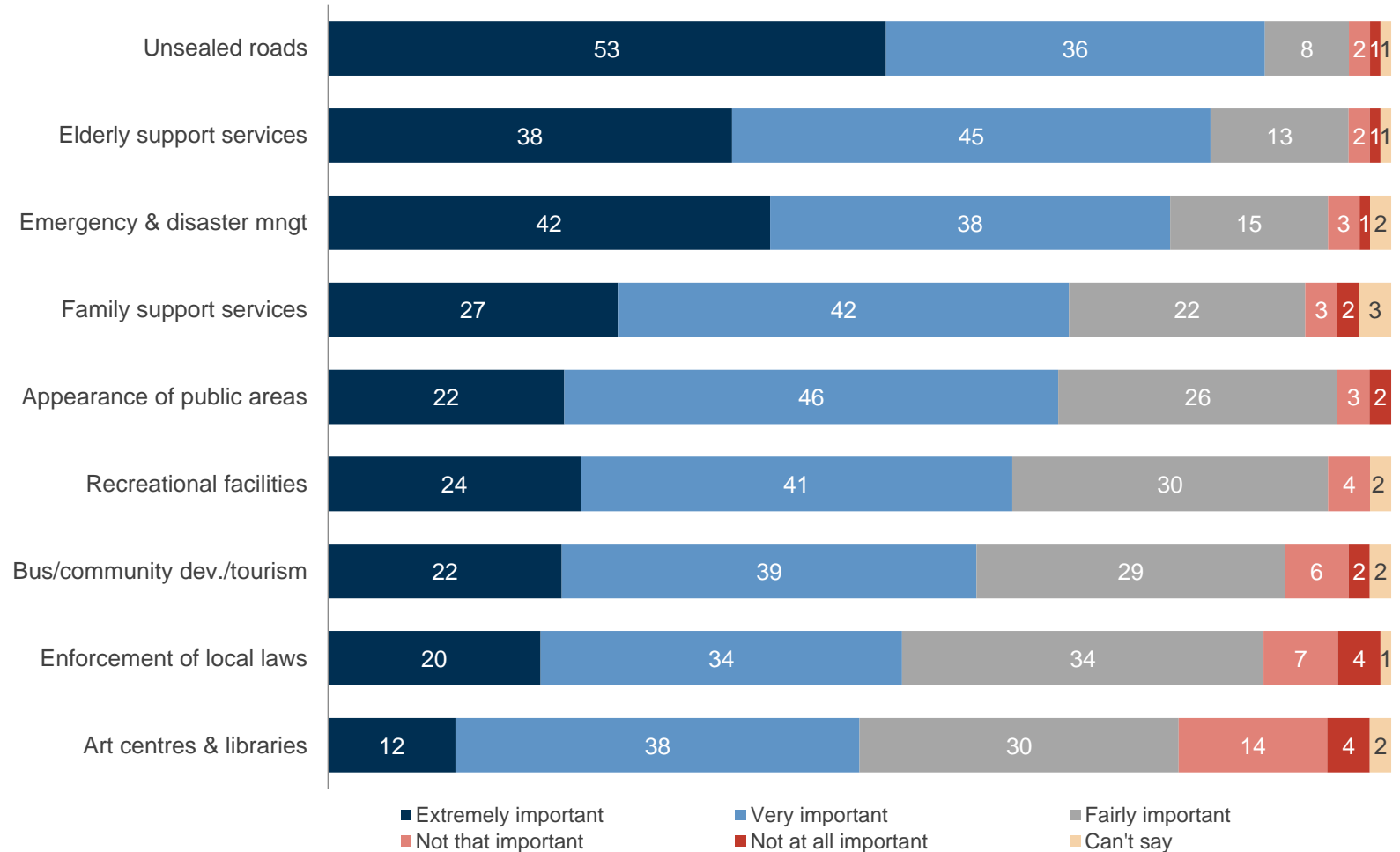
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

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



Individual service area importance

2022 individual service area importance (%)

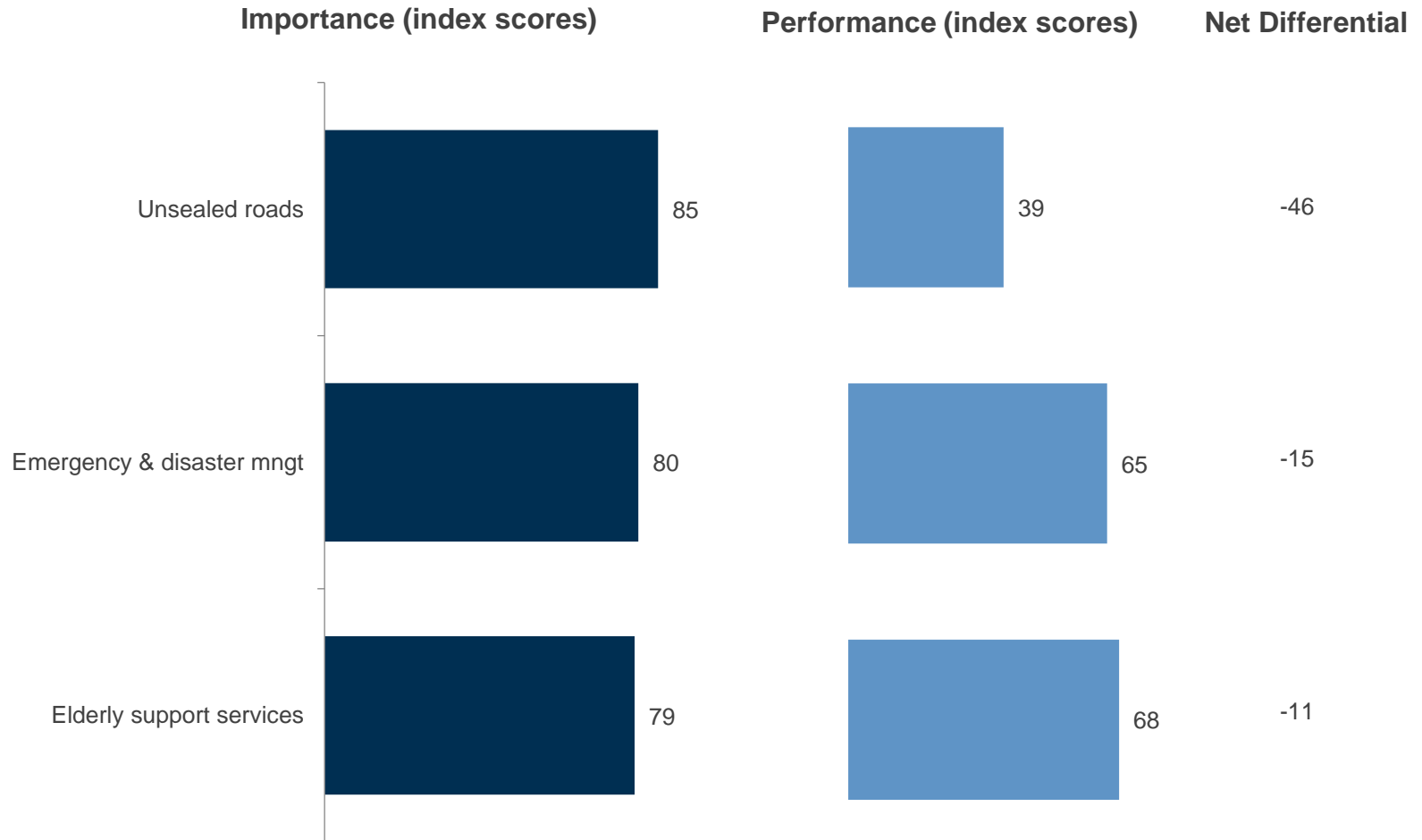


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

The individual service 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.

Good communication and consultation with residents about key local issues and Council activities, as well as improved transparency around Council decision making, provide the greatest opportunities to drive up overall opinion of Council's performance.

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

- The condition of sealed local roads
- Business, community development and tourism
- Recreational facilities.

Looking at these key service areas, recreational facilities have a high performance index (68) and a moderate influence on the overall performance rating. Council also performs quite well on the stronger influence of business, community development and tourism (index of 60).

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council performance on the condition of sealed roads is rated only 'average' (index of 50) and this service area has a strong influence on overall ratings of Council.

It will be important to attend to residents' concerns about the maintenance of sealed roads to help improve overall perceptions of Council's performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

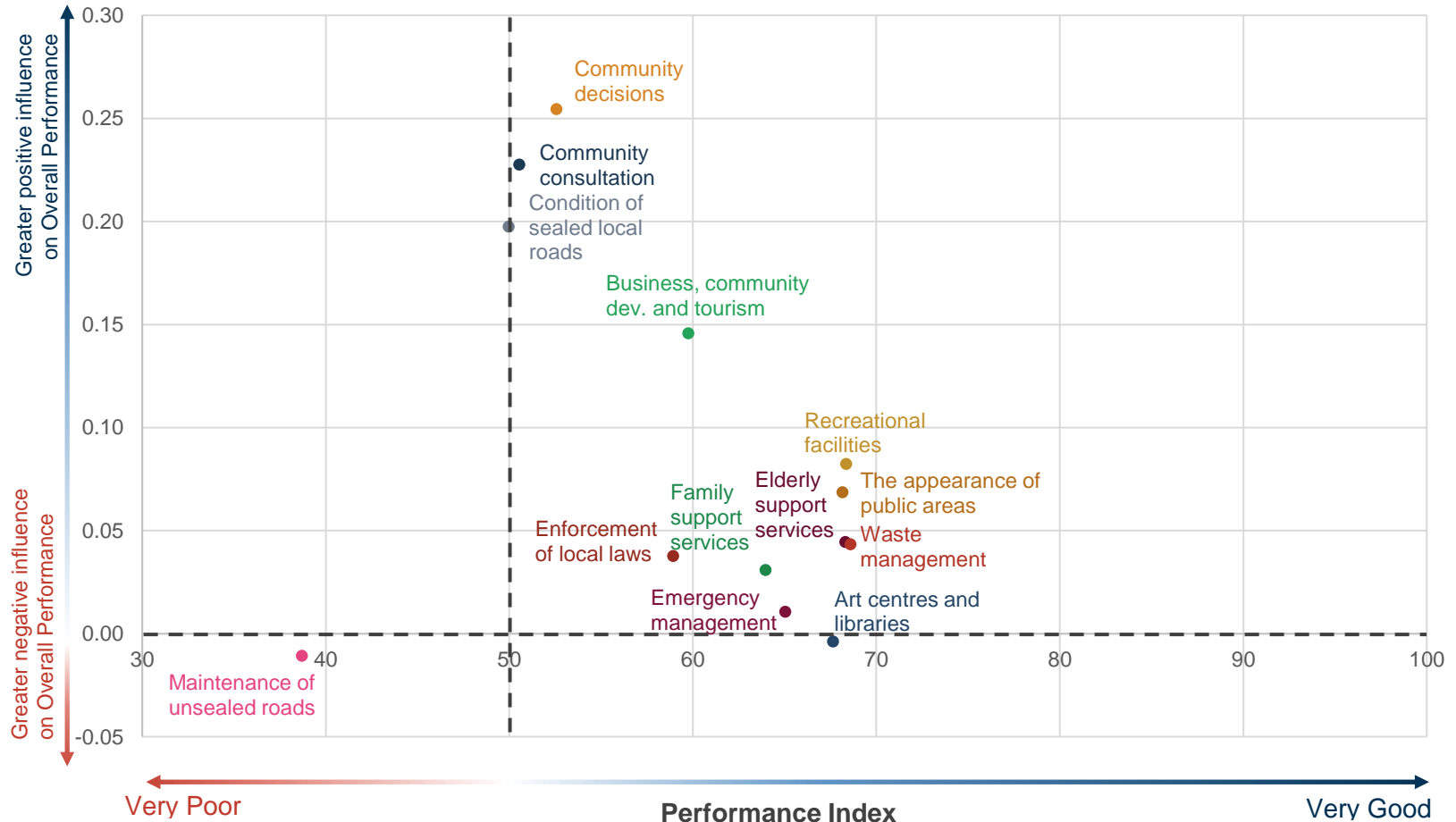
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

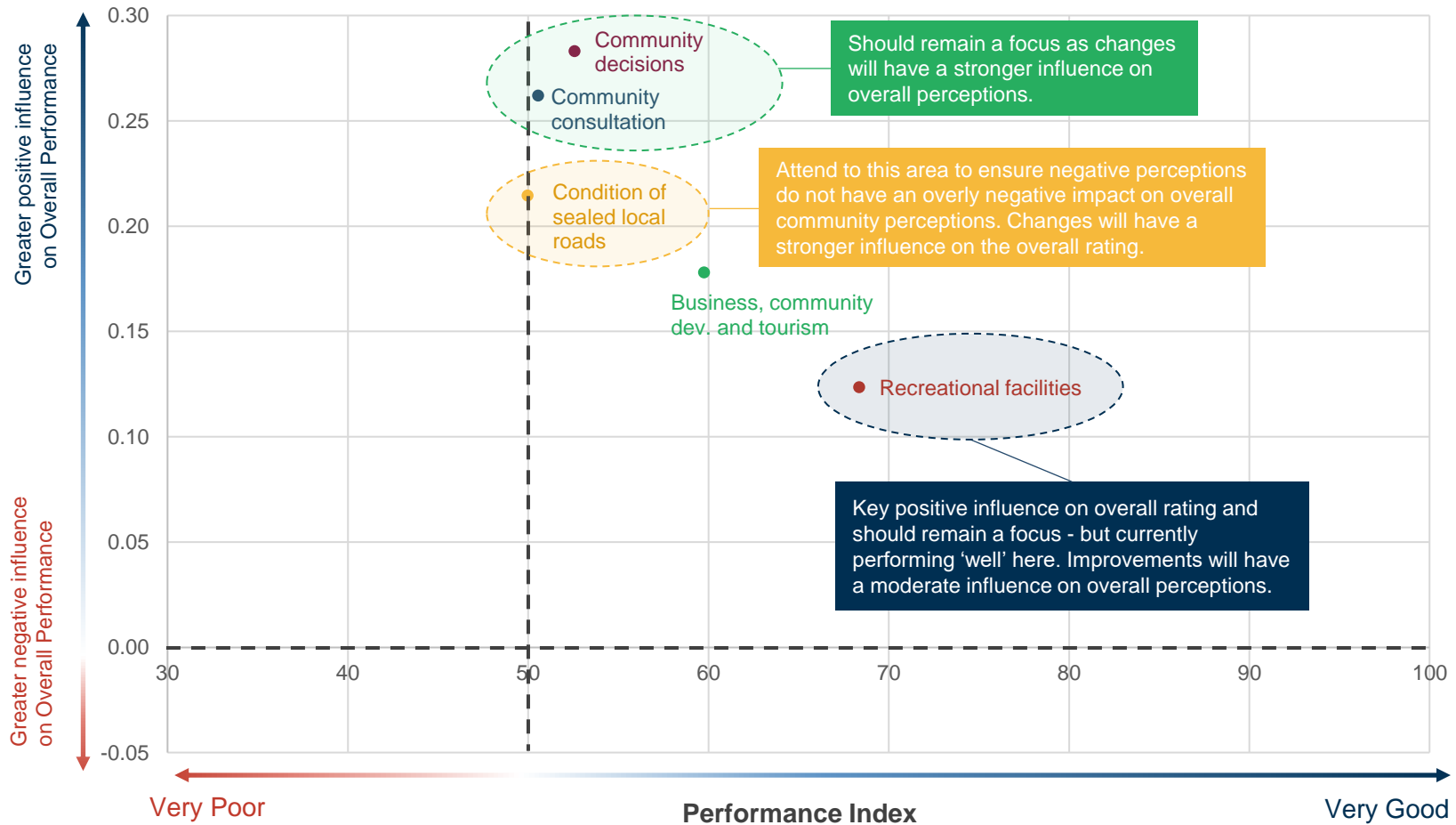


The multiple regression analysis model above (all service areas) has an R^2 value of 0.633 and adjusted R^2 value of 0.621, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 51.31$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.624 and adjusted R^2 value of 0.619, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 130.53$.



Areas for improvement

2022 areas for improvement (%)
- Top mentions only -



Q17. What does Pyrenees Shire Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Seven in ten Council residents (70%) have had contact with Council in the last 12 months. This is not a dissimilar rate of contact to previous years.

The rate of contact is lowest among residents aged 18 to 34 years (59%). The rate of contact is highest among 50 to 64 year olds (82%) and is significantly above Council's average.

The rate of contact with Council is significantly higher than the Small Rural and State-wide groups averages.



Among those residents who have had contact with Council, 59% provide a positive customer service rating of 'very good' or 'good', including 30% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 is three points lower than in 2021. While this is not a significant change in one year, it continues a trend of declining customer service index scores after a peak index score in 2017 (74). Customer service ratings are now at their lowest point to date.

Customer service is rated in line with the Small Rural group average but is significantly lower than the State-wide average (index scores of 67 and 68 respectively).

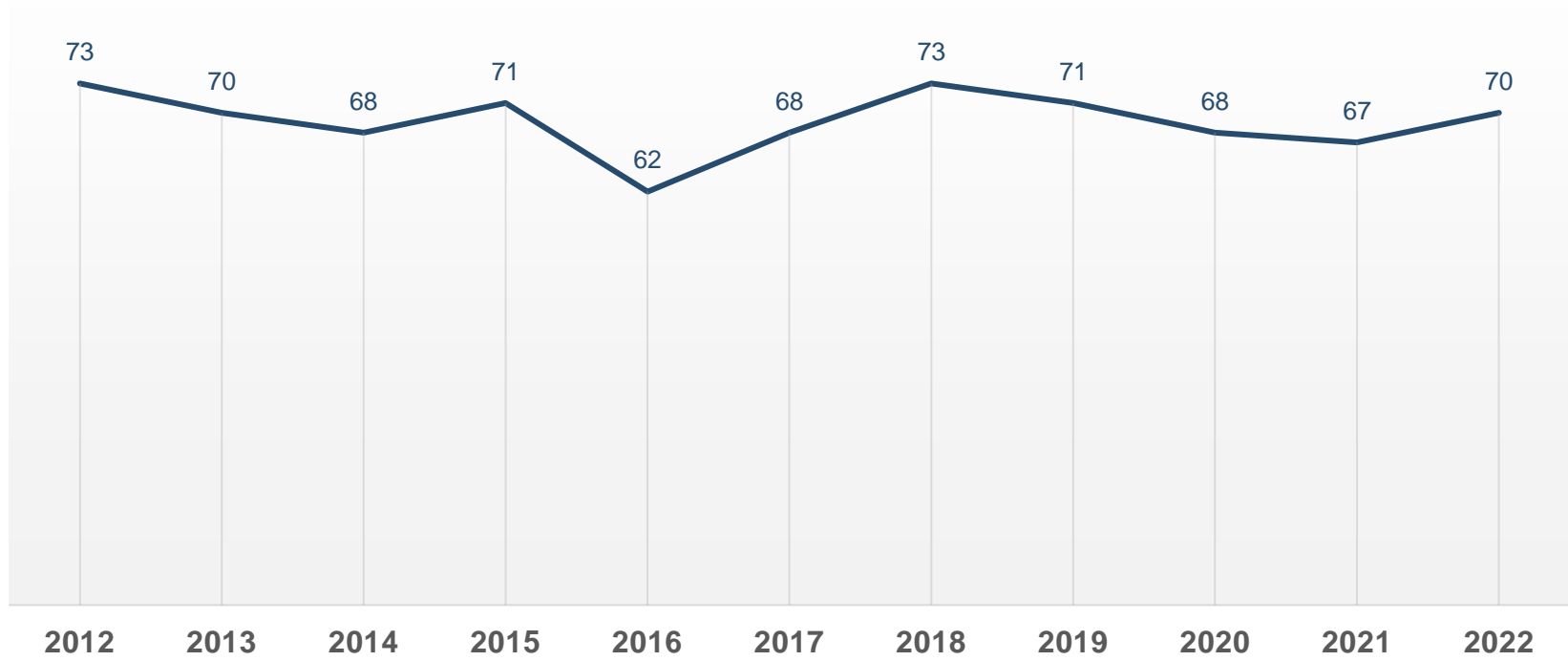
Among those residents who have had contact with Council, nearly six in ten (59%) provide a positive customer service rating of 'very good' or 'good'. Less than half this many residents (25%) provide a rating of 'poor' or 'very poor'.

- Perceptions of customer service are largely unchanged since 2021 among demographic cohorts, except for women, who report a significant drop in their rating for customer service compared to 2021, down nine points to an index score of 64.



Contact with council

2022 contact with council (%)
Have had contact

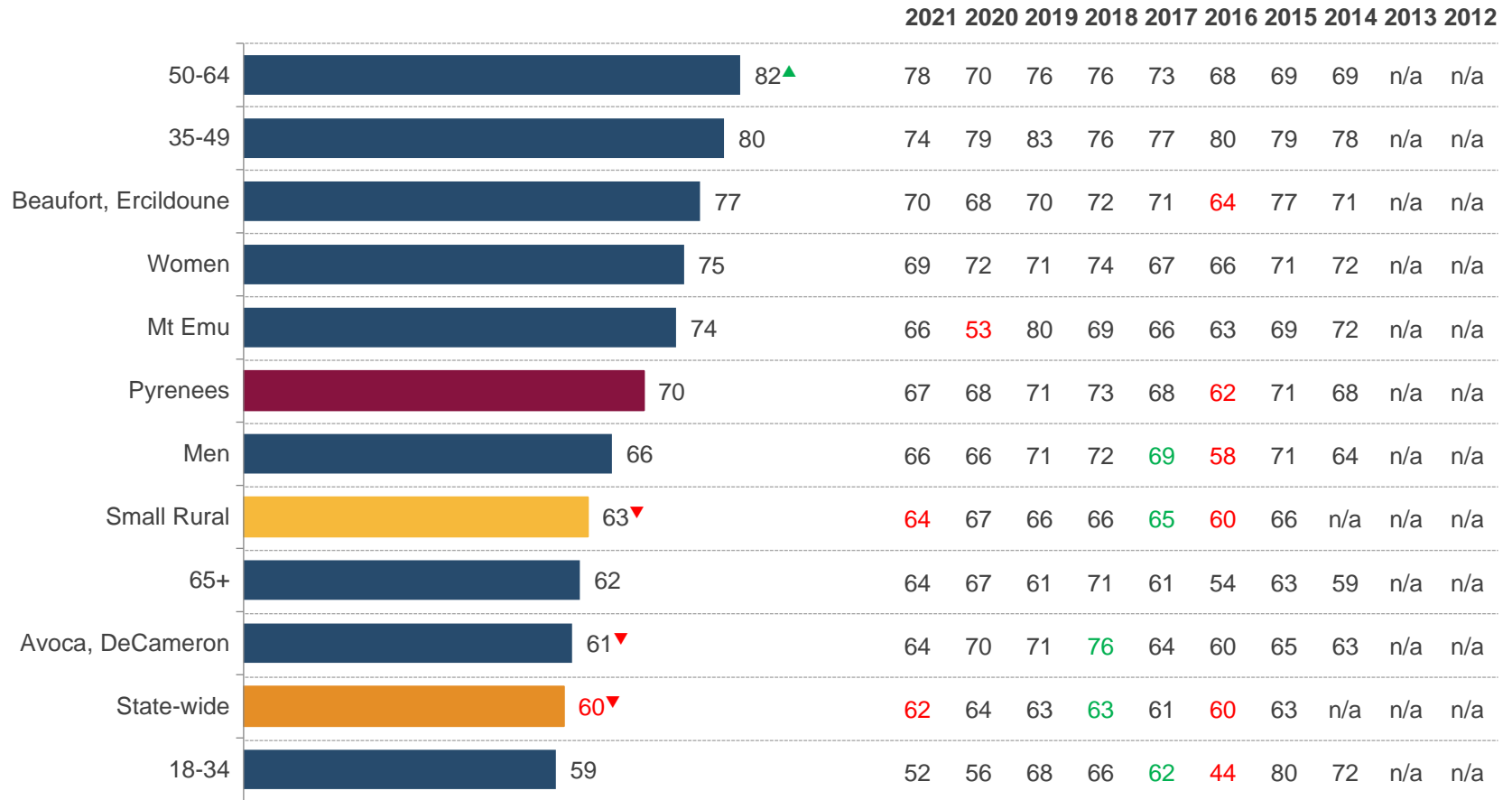


Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15



Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees 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: 42 Councils asked group: 15

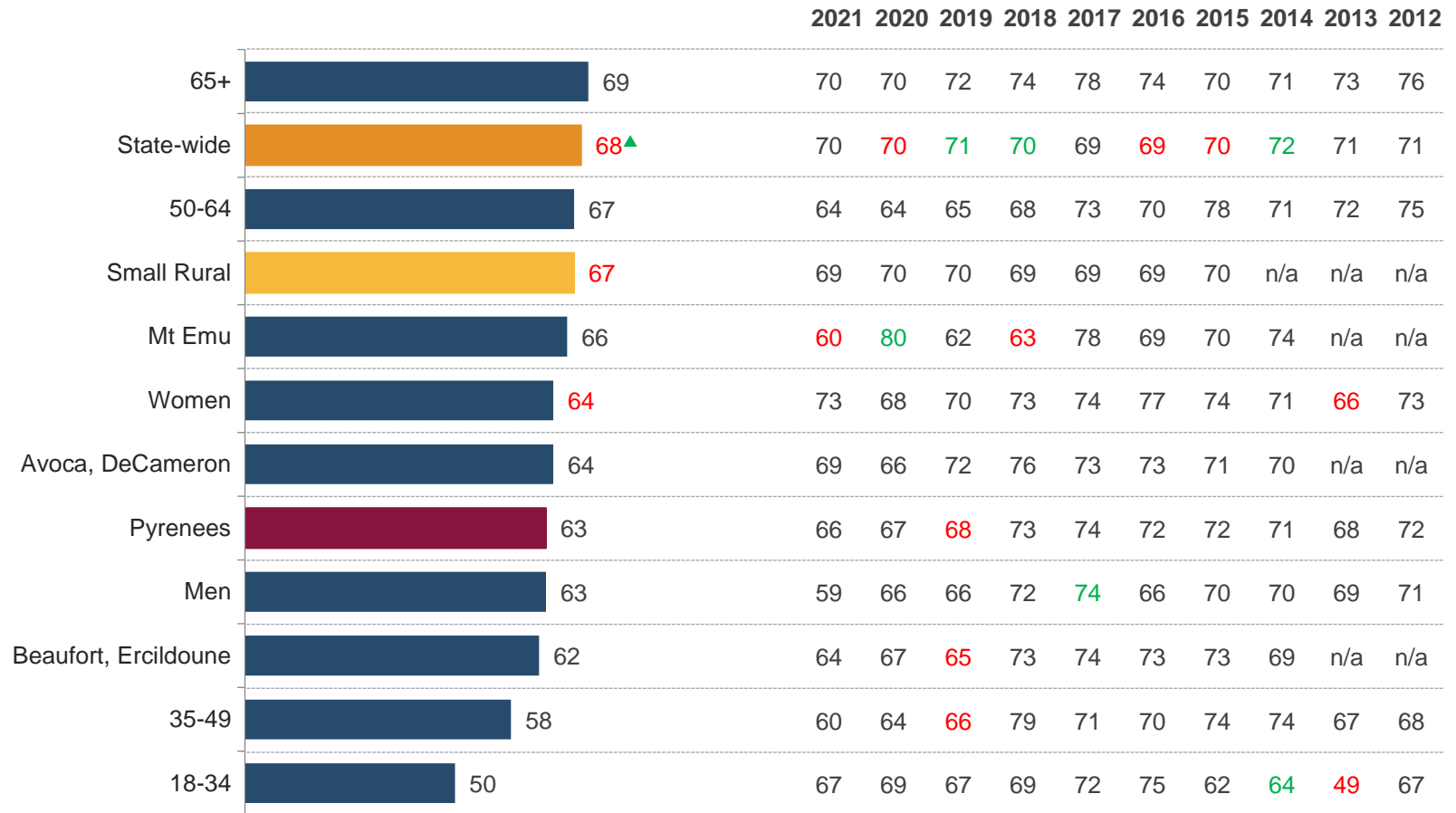
Note: Please see Appendix A for explanation of significant differences.

Some data may be missing for 2012 and 2013 due to a change in demographic analysis.



Customer service rating

2022 customer service rating (index scores)



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

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

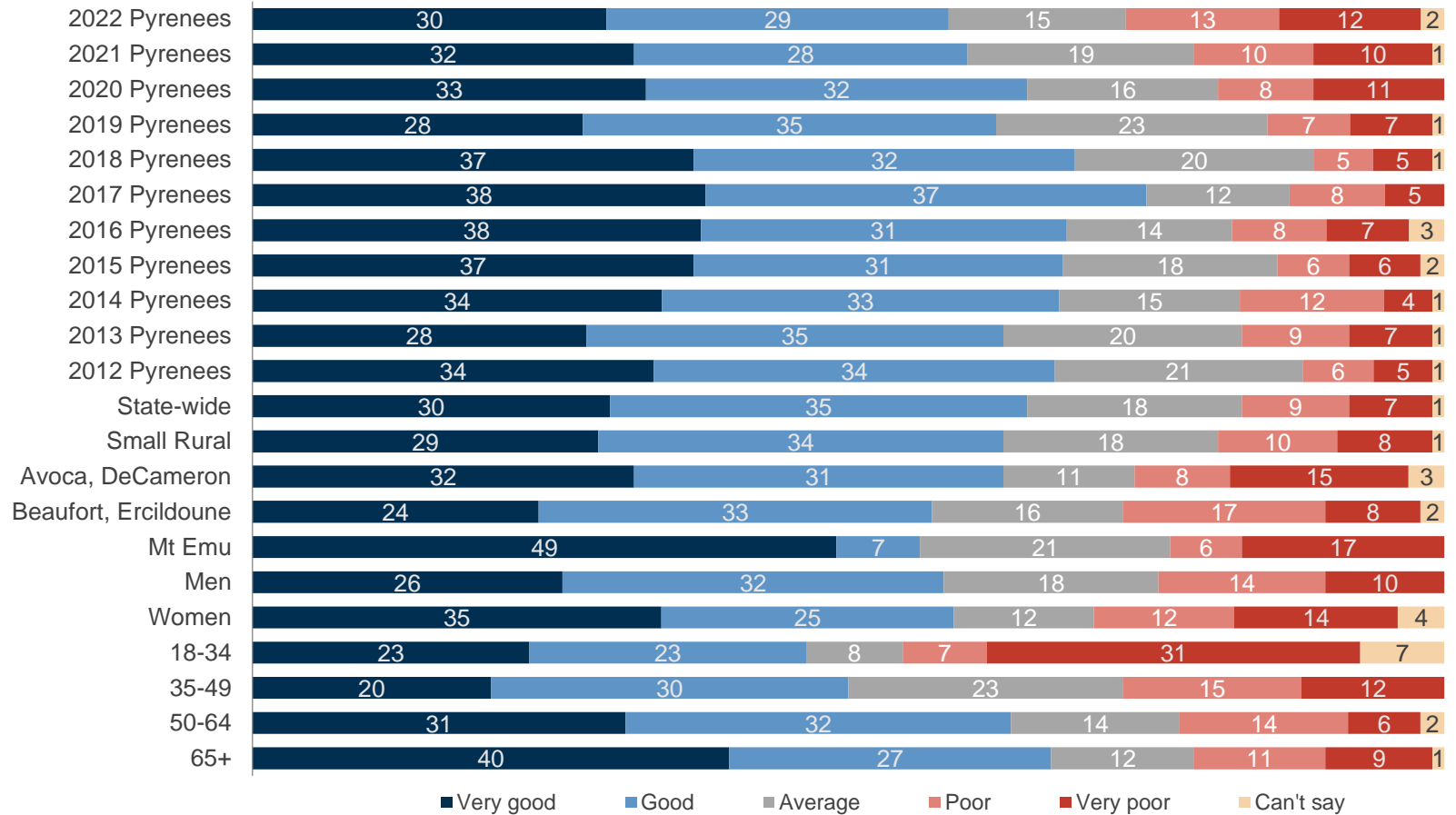
Councils asked State-wide: 67 Councils asked group: 19

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Pyrenees Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 67 Councils asked group: 19



Council direction



Council direction

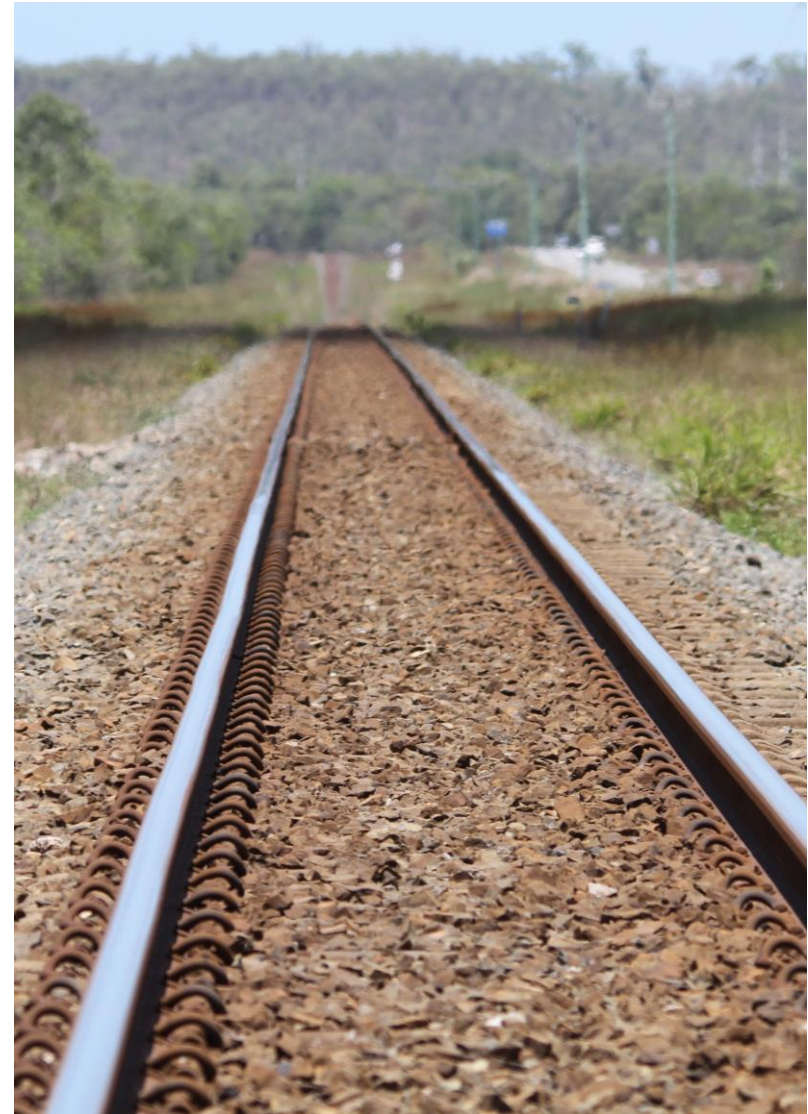
Perceptions of Council's overall direction are unchanged since 2021, with an index score of 49.

Council is rated in line with the Small Rural group and State-wide averages (index scores of 51 and 50 respectively).

Over the last 12 months, 64% of resident believe the direction of Council's overall performance has stayed the same (unchanged since 2021).

- 15% believe the direction has improved (equal to 2021) in the last 12 months.
- 17% believe it has deteriorated (equal to 2021).
- The most satisfied with council direction are Mt Emu residents.
- The least satisfied with council direction are Beaufort, Ercildoune residents and those aged 50 to 64 years.

When asked for a preference between an increase in rates or a reduction in services, 27% of residents would 'definitely' or 'probably' prefer a rate rise to improve local services. Nearly twice as many residents (51%), would 'definitely' or 'probably' prefer service cuts to keep Council rates at the same level as they are now.





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Mt Emu	54	51	55	48	49	53	56	62	55	n/a	n/a
Women	51	51	50	50	52	56	57	55	56	56	55
Avoca, DeCameron	51	52	49	52	55	53	55	56	56	n/a	n/a
Small Rural	51	53	50	53	50	52	50	53	n/a	n/a	n/a
65+	51	52	49	52	54	55	56	54	56	60	60
State-wide	50	53	51	53	52	53	51	53	53	53	52
18-34	50	52	45	45	49	57	58	54	59	52	48
Pyrenees	49	49	48	48	51	55	54	54	54	54	54
35-49	49	48	52	49	53	53	54	58	54	53	50
Men	47	47	47	47	51	53	51	53	53	53	53
50-64	46	42	47	44	48	54	49	52	50	51	54
Beaufort, Ercildoune	46	46	47	45	50	56	52	49	52	n/a	n/a

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

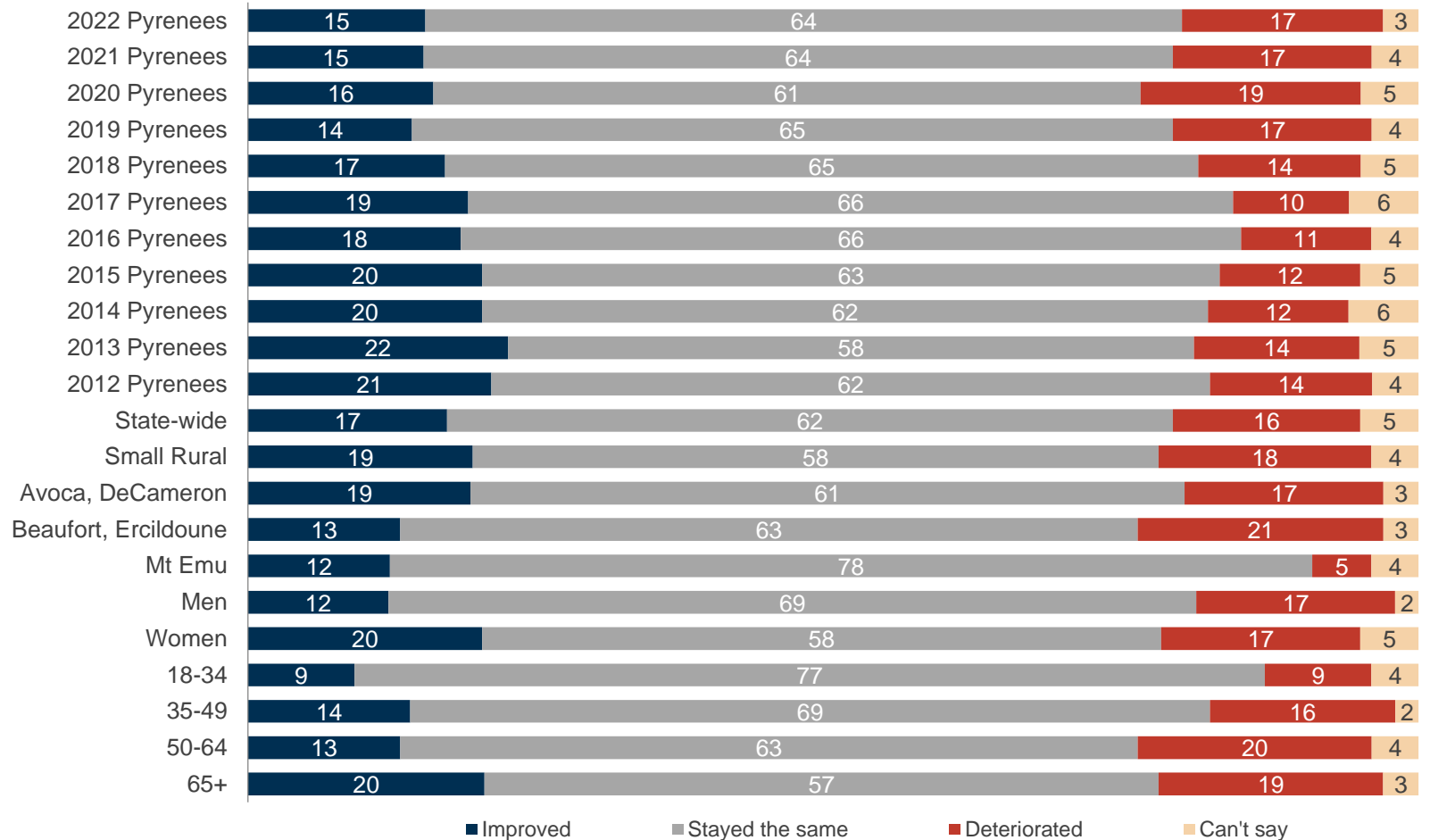
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)

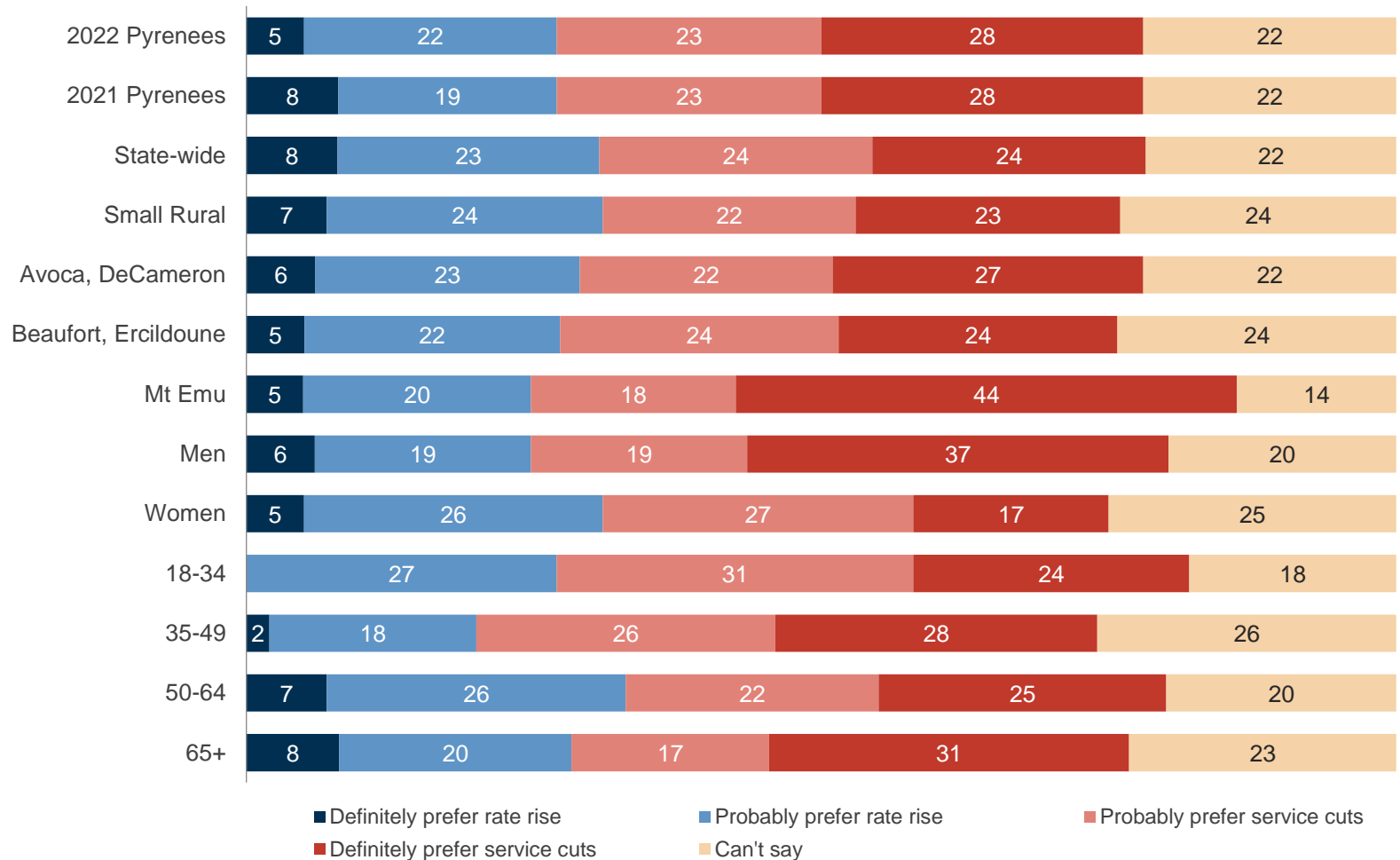


Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Rates / services trade-off

2022 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56	55	56	55	55	54	56	57	57	57
Small Rural	56	54	56	54	55	55	56	n/a	n/a	n/a
50-64	50	53	55	48	56	51	60	60	57	64
Women	57	57	57	55	61	58	60	59	60	59
65+	56	55	59	59	61	59	56	54	64	62
Mt Emu	54	45	63	39	57	56	54	58	n/a	n/a
Beaufort, Ercildoune	54	53	54	55	58	57	57	56	n/a	n/a
Pyrenees	55	55	57	55	60	56	58	58	59	59
Avoca, DeCameron	57	57	60	65	63	56	62	60	n/a	n/a
35-49	52	57	53	60	59	59	61	58	55	53
Men	54	53	58	56	58	55	57	58	57	60
18-34	63	54	61	53	63	58	57	63	58	56

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

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

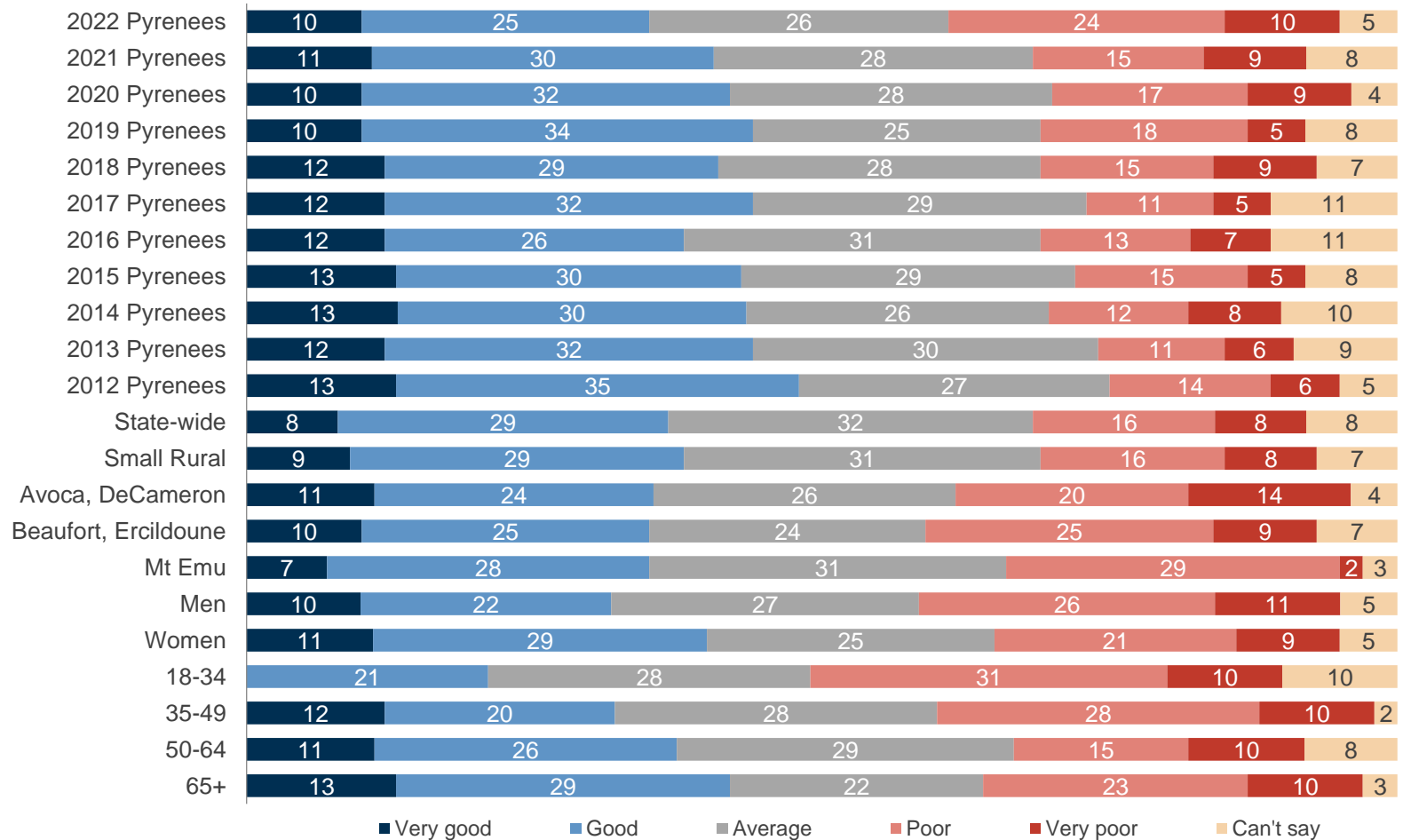
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Beaufort, Ercildoune	55	54	55	54	56	62	57	53	51	n/a	n/a
Women	55	57	57	57	56	61	56	59	59	n/a	n/a
35-49	54	55	55	62	61	55	55	56	n/a	n/a	
State-wide	54	56	53	55	54	54	54	55	57	n/a	n/a
Small Rural	54	56	53	55	52	55	53	56	n/a	n/a	n/a
50-64	54	48	50	54	50	55	54	57	56	n/a	n/a
Mt Emu	53	53	51	61	48	59	50	55	59	n/a	n/a
65+	53	53	54	57	58	66	59	58	55	n/a	n/a
Pyrenees	53	54	54	56	57	62	56	57	57	n/a	n/a
Men	51	51	52	56	58	62	57	54	55	n/a	n/a
Avoca, DeCameron	49	54	54	60	65	62	58	61	61	n/a	n/a
18-34	47	62	58	62	59	63	55	56	63	n/a	n/a

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

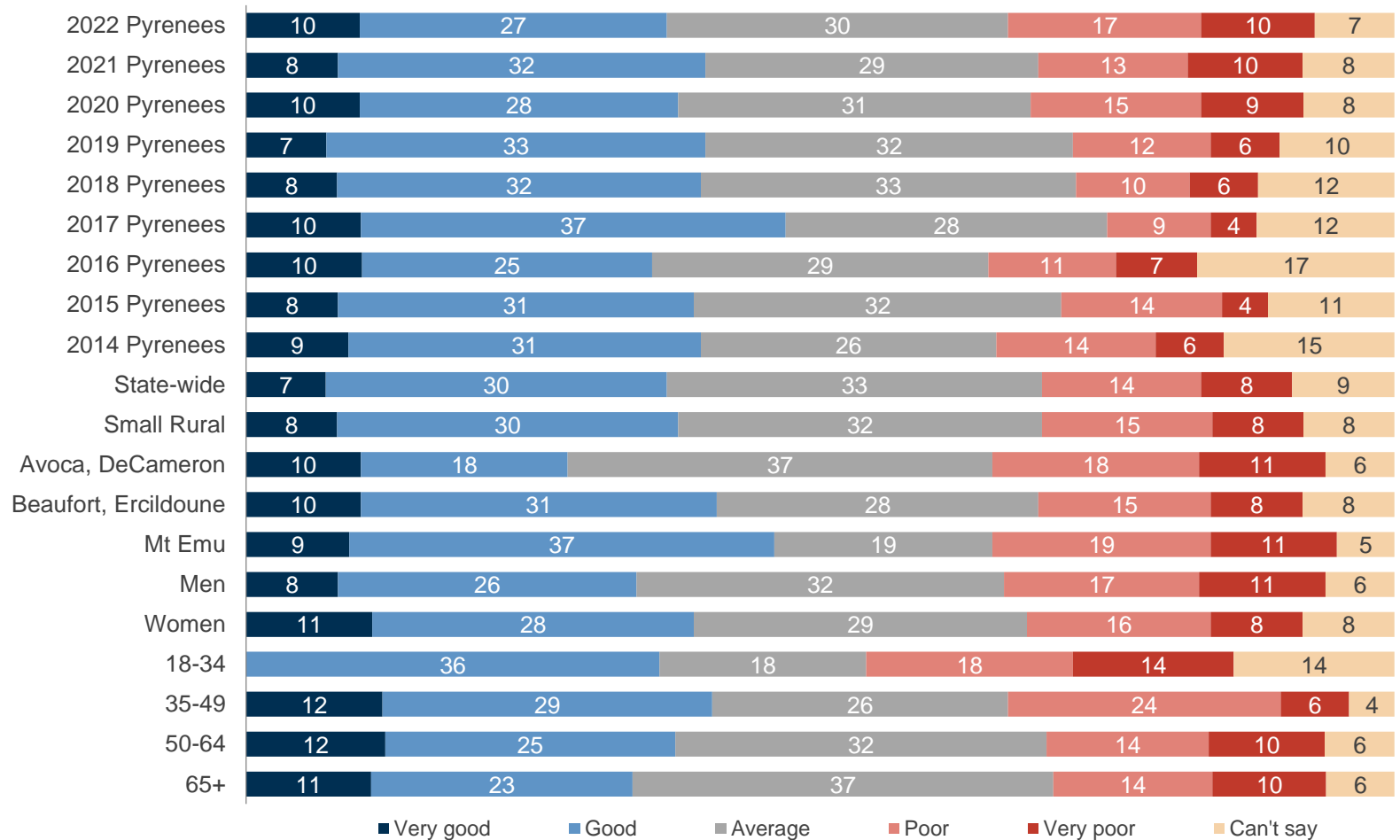
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	56▲	58	56	60	58	59	57	59	56	n/a	n/a
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
Women	51	57	51	55	53	55	54	55	56	n/a	n/a
Avoca, DeCameron	51	61	52	59	58	52	56	58	61	n/a	n/a
35-49	50	59	51	47	59	54	53	55	59	n/a	n/a
Pyrenees	50	57	51	54	54	55	54	55	56	n/a	n/a
50-64	50	54	52	58	51	51	52	57	57	n/a	n/a
Beaufort, Ercildoune	50	55	52	52	52	56	54	56	54	n/a	n/a
Small Rural	50	53	51	53	49	50	52	52	n/a	n/a	n/a
Men	49	56	52	54	54	54	55	56	56	n/a	n/a
Mt Emu	49	48	34	33	50	55	53	49	51	n/a	n/a
18-34	36▼	52	40	46	42	50	55	46	50	n/a	n/a

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

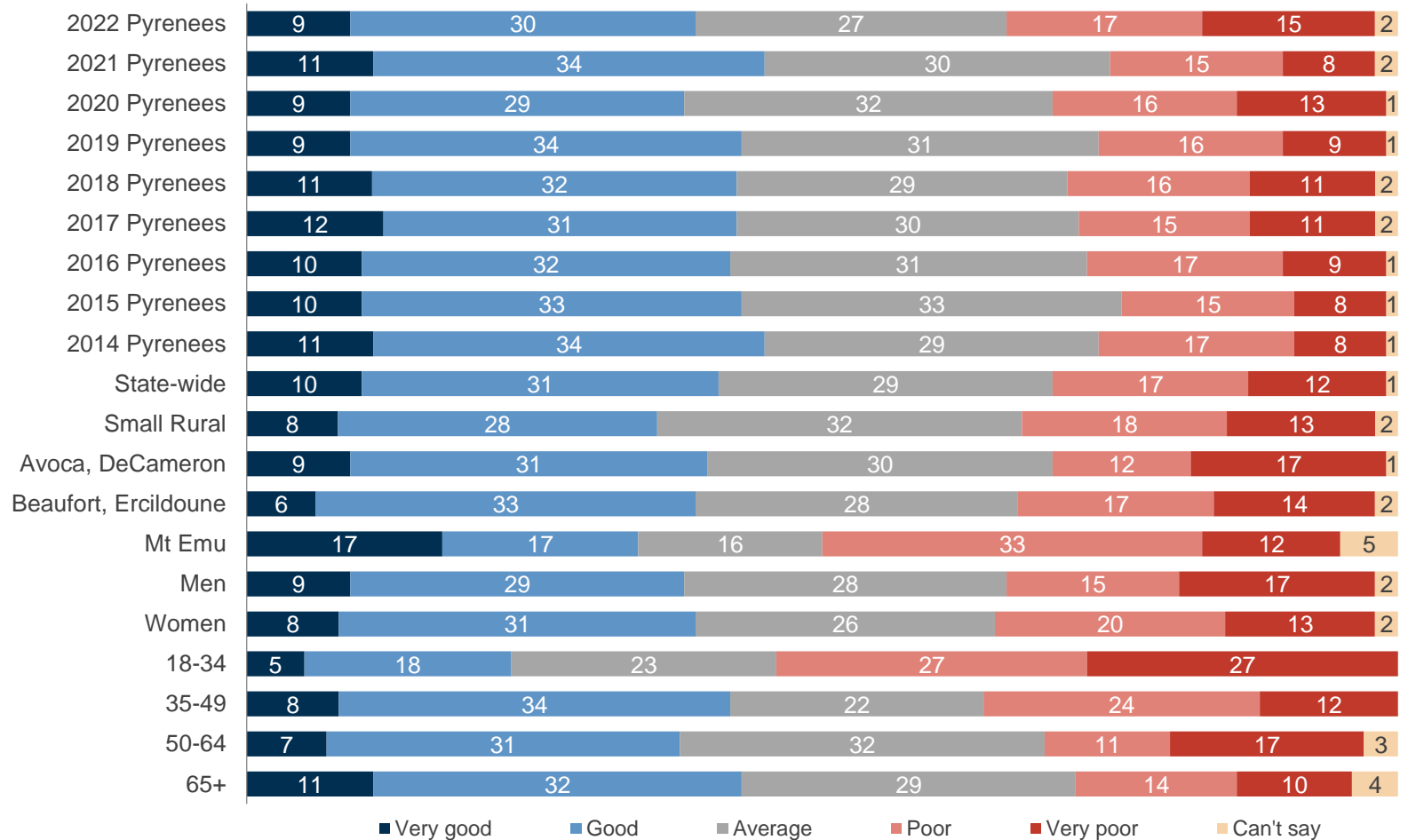
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



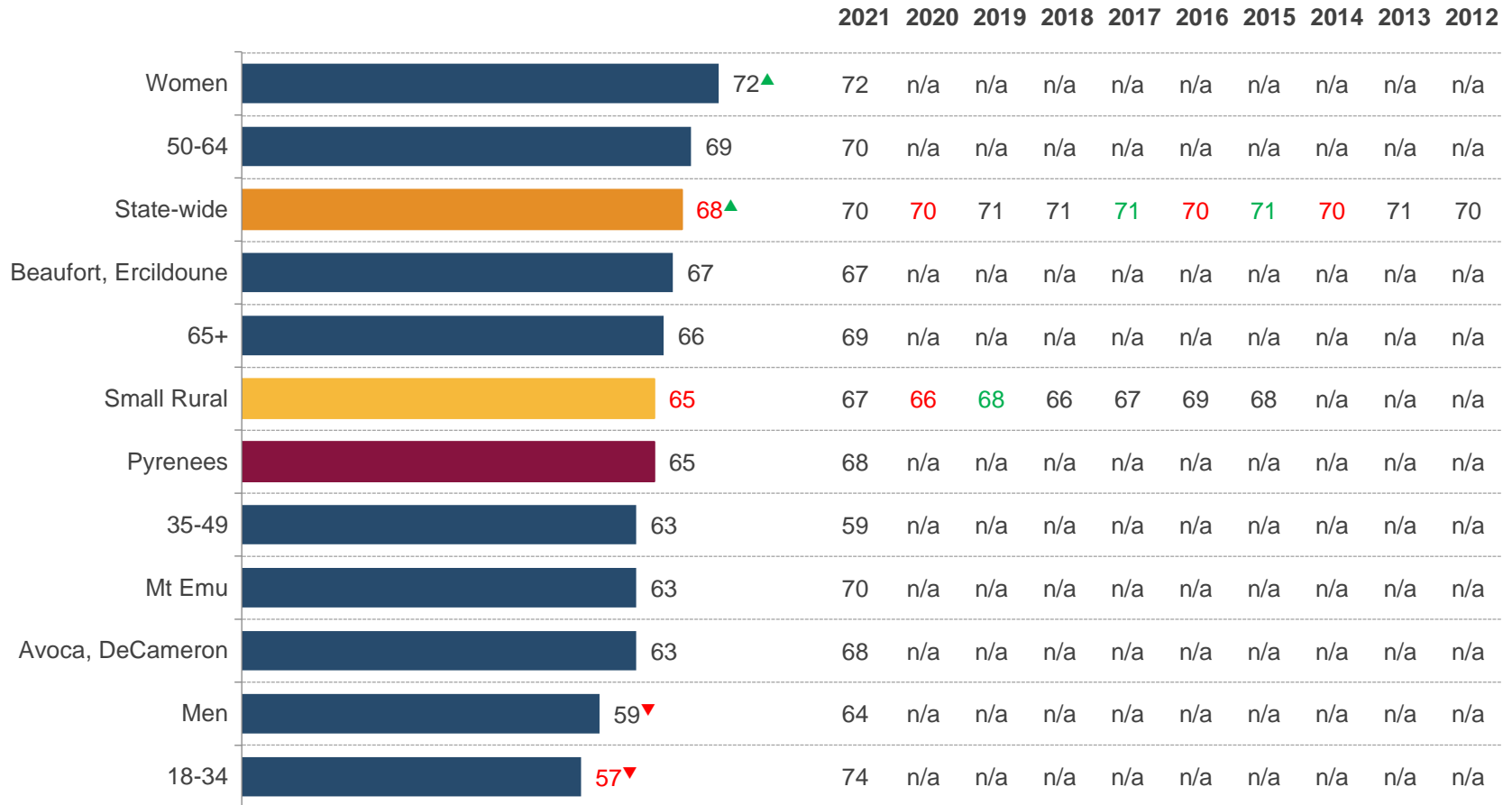
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Enforcement of local laws importance



2022 law enforcement importance (index scores)



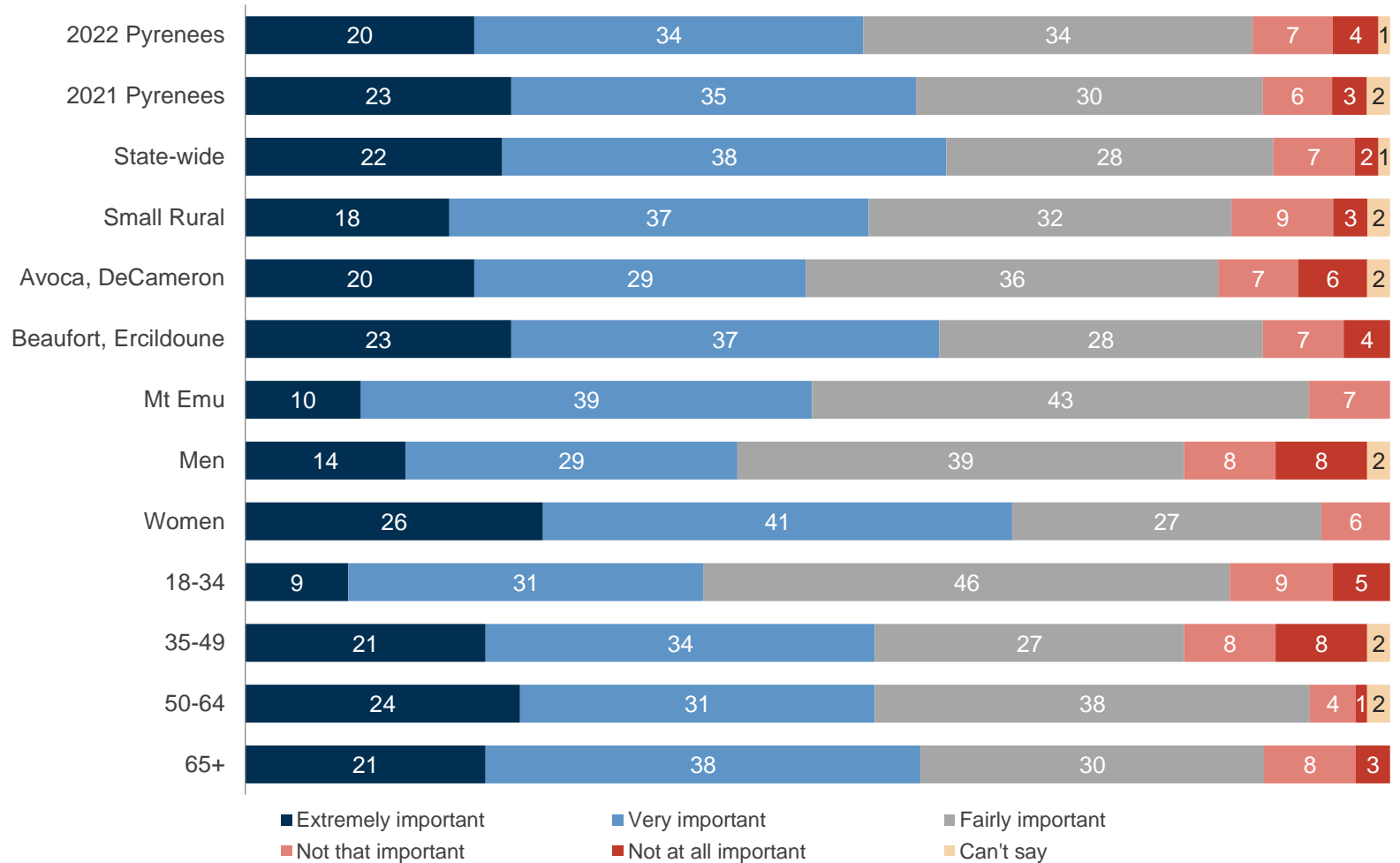
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)



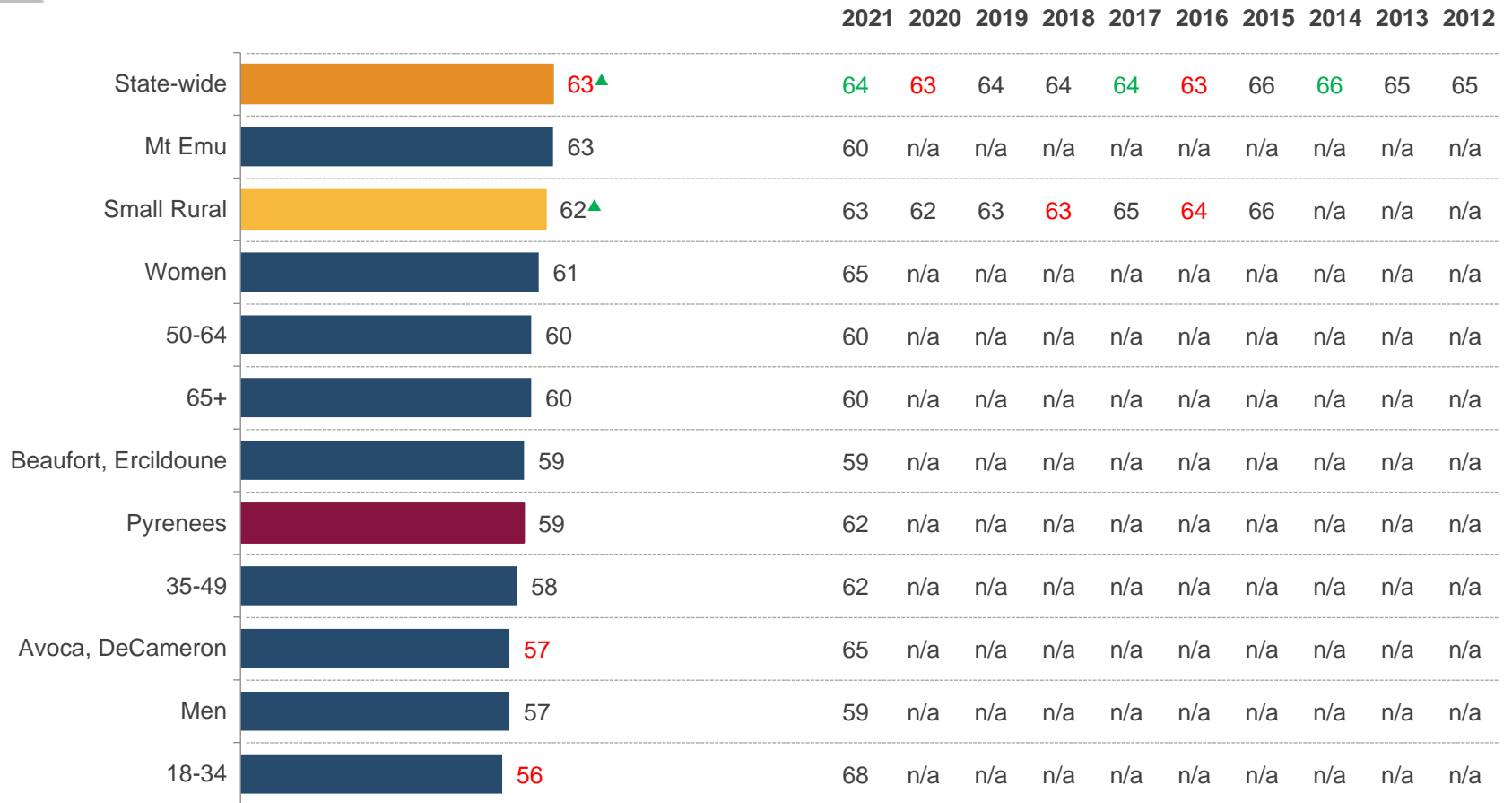
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7



Enforcement of local laws performance



2022 law enforcement performance (index scores)



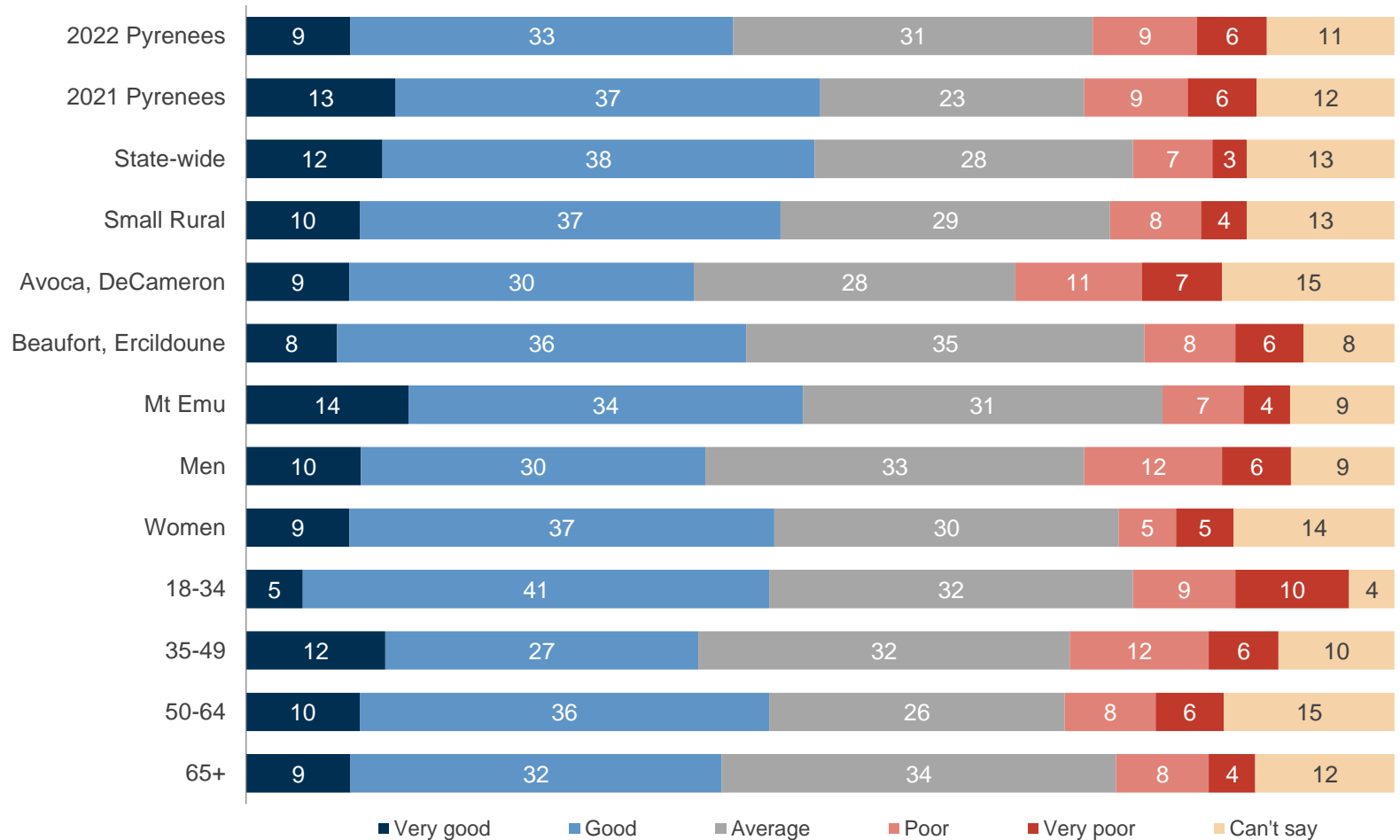
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



Family support services importance



2022 family support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	79▲	87	82	73	79	67	69	71	74	72	n/a
Women	77▲	80	78	76	78	78	76	74	78	75	n/a
State-wide	76▲	76	75	74	74	73	73	73	72	73	73
Small Rural	75	76	74	71	69	71	72	72	n/a	n/a	n/a
Avoca, DeCameron	73	74	76	71	74	72	70	73	71	n/a	n/a
Beaufort, Ercildoune	73	77	72	72	72	69	70	70	72	n/a	n/a
Pyrenees	73	75	74	72	72	70	71	70	72	70	n/a
65+	72	71	73	71	71	68	73	70	72	70	n/a
35-49	72	76	74	74	78	78	79	70	72	71	n/a
50-64	71	73	72	70	66	69	66	70	71	68	n/a
Mt Emu	70	74	84	77	71	70	74	65	73	n/a	n/a
Men	69▼	71	71	68	68	63	66	66	67	65	n/a

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3

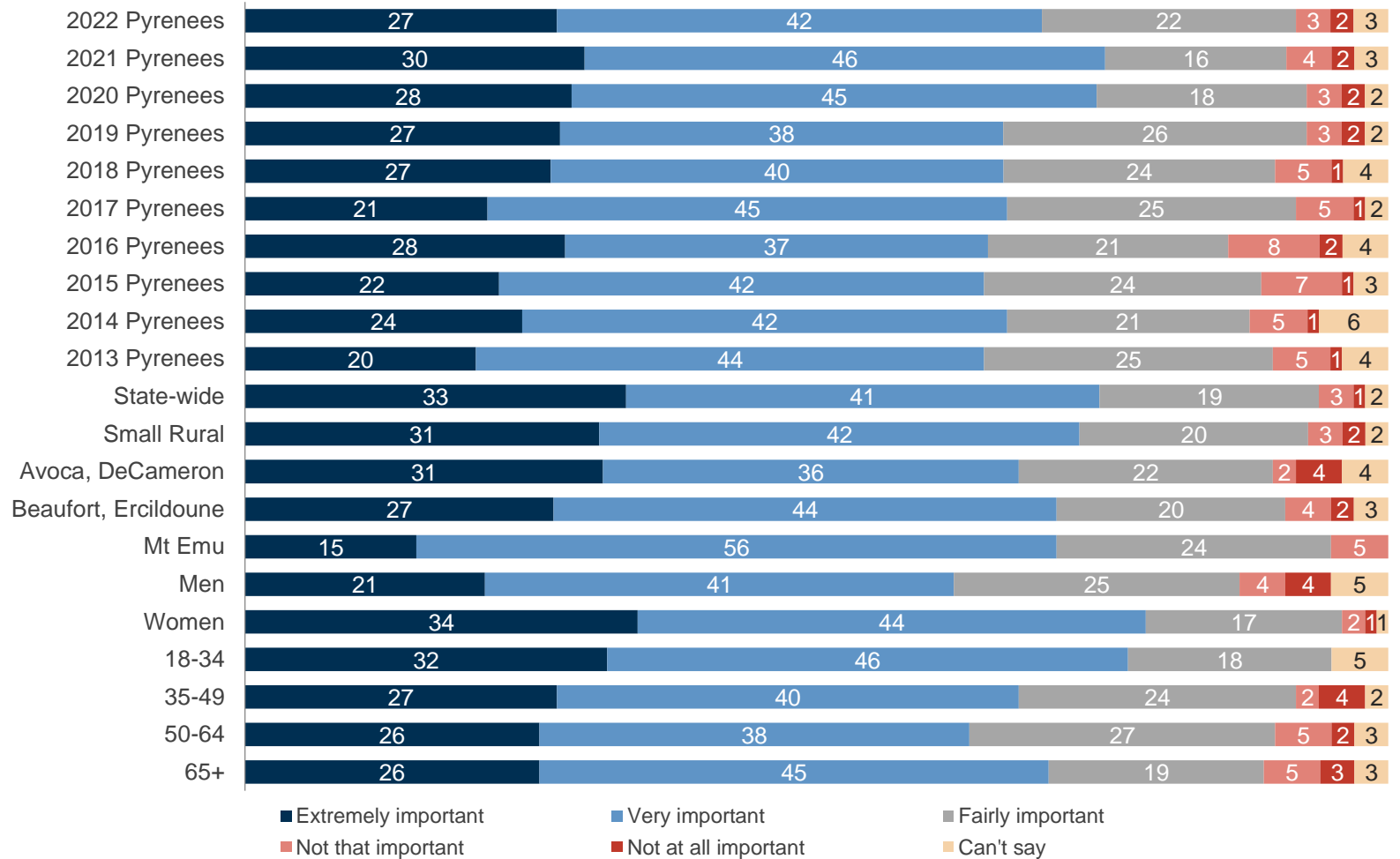
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3



Family support services performance



2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	69▲	67	62	64	64	63	62	68	69	67	n/a
65+	69▲	72	68	70	69	71	72	67	69	72	n/a
Mt Emu	66	60	48	46	66	68	64	61	66	n/a	n/a
Beaufort, Ercildoune	66	69	65	67	66	70	71	70	64	n/a	n/a
State-wide	65	66	66	67	66	67	66	67	68	67	67
Men	65	71	64	67	69	71	69	69	68	67	n/a
Small Rural	64	66	66	68	67	68	66	67	n/a	n/a	n/a
Pyrenees	64	68	65	68	68	70	68	68	67	66	n/a
Women	63	66	67	68	67	69	66	68	66	66	n/a
Avoca, DeCameron	61	70	67	70	73	71	66	70	69	n/a	n/a
35-49	60	65	67	67	72	71	66	70	63	64	n/a
18-34	53▼	66	62	69	66	74	71	69	65	60	n/a

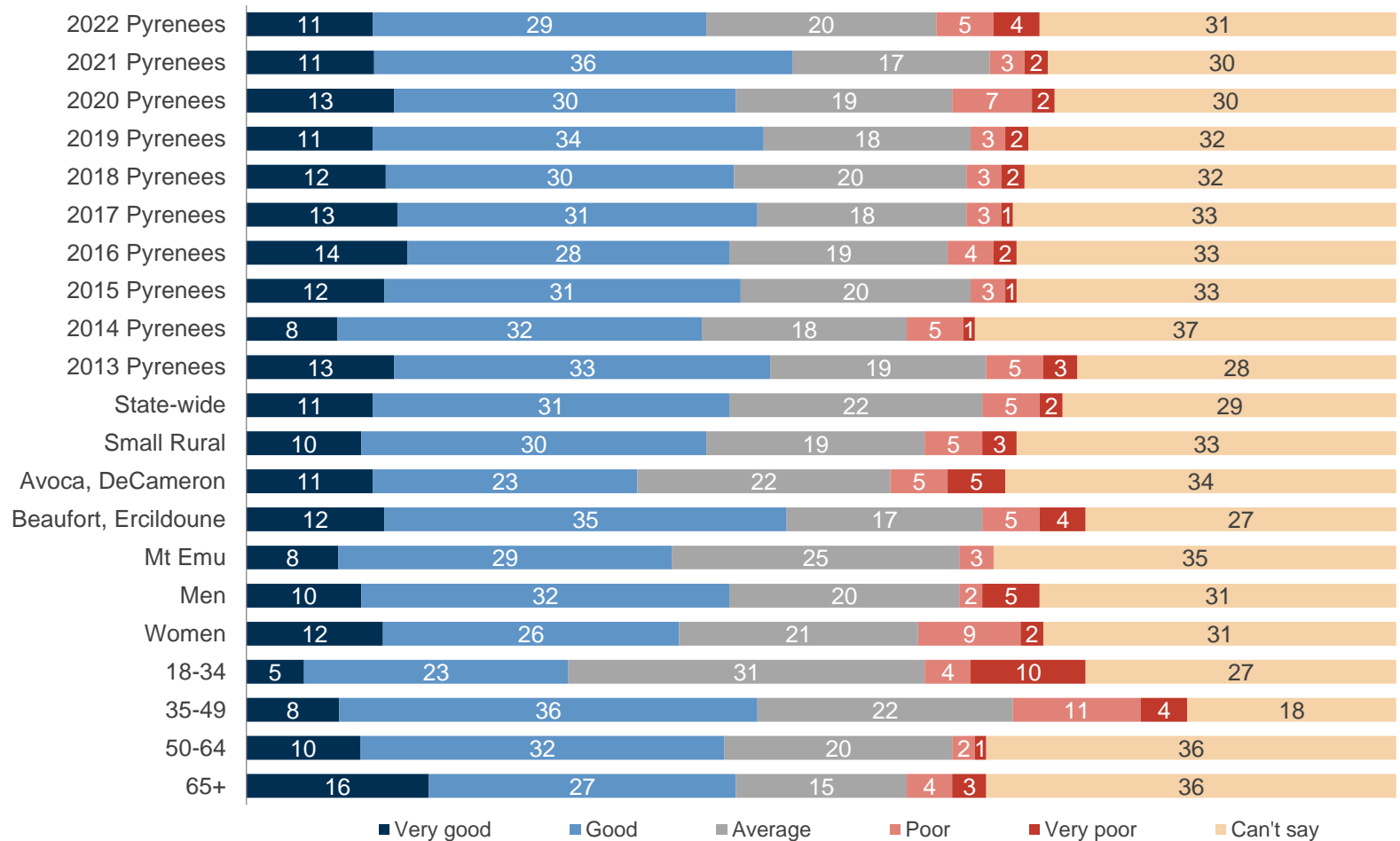
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



Elderly support services importance



2022 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	83▲	86	85	83	84	84	83	80	81	83	83
Small Rural	82▲	83	81	80	80	79	79	80	n/a	n/a	n/a
State-wide	82▲	82	80	80	79	78	78	79	79	79	80
Beaufort, Ercildoune	81	82	81	80	79	77	78	78	77	n/a	n/a
65+	81	79	79	80	78	79	79	78	80	80	80
35-49	80	82	77	76	80	80	82	76	76	77	81
50-64	80	85	83	81	76	79	78	78	78	78	79
Pyrenees	79	82	81	80	79	79	79	77	78	78	80
Mt Emu	78	83	94	86	81	79	78	73	78	n/a	n/a
Avoca, DeCameron	78	83	81	79	78	82	80	77	79	n/a	n/a
Men	76	79	78	77	74	74	74	73	75	73	77
18-34	74	88	91	84	84	76	74	74	77	74	79

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

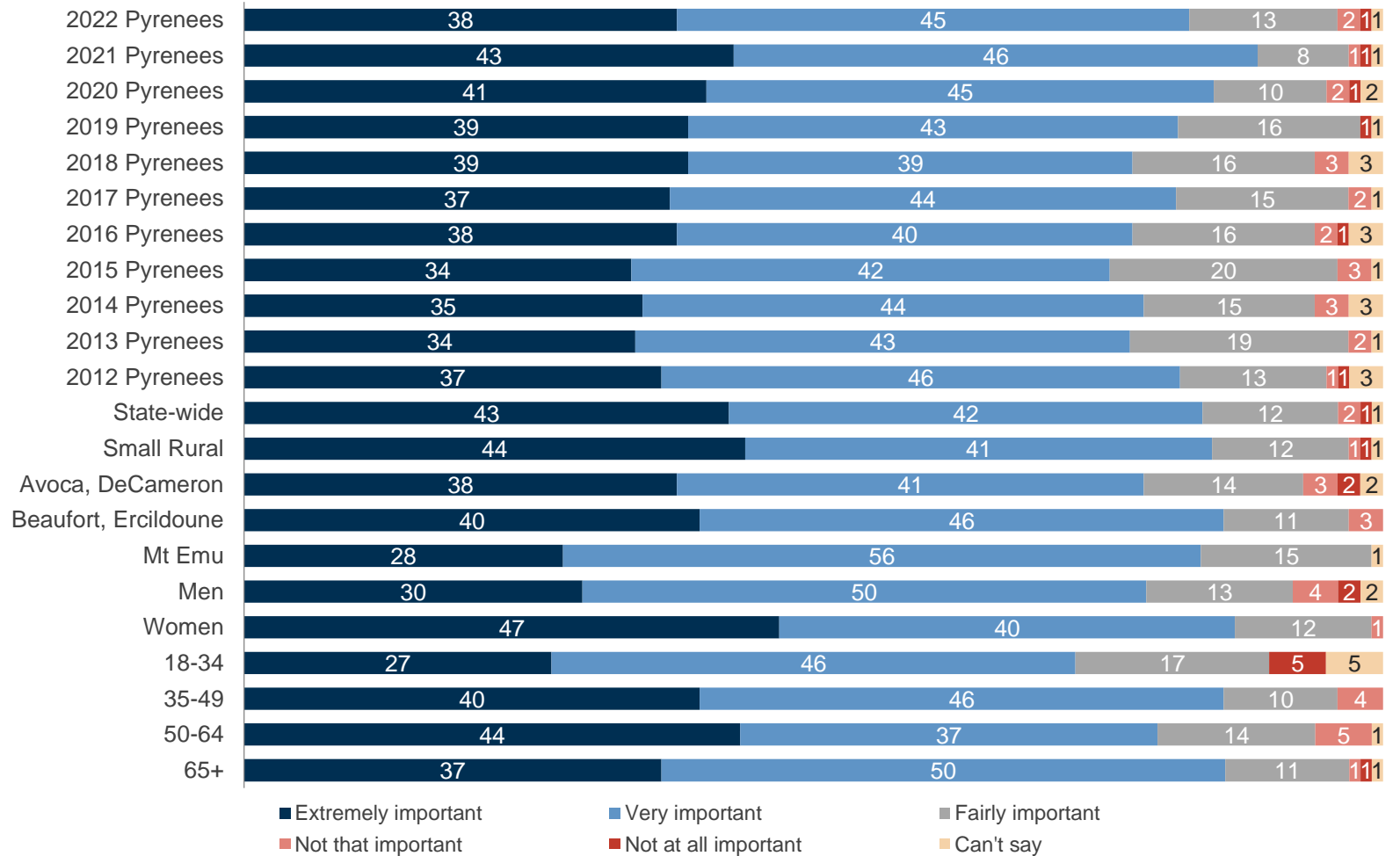
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6



Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	70	73	69	70	70	75	71	71	69	74	76
50-64	70	70	66	67	65	69	65	71	74	70	74
Small Rural	70	72	71	71	69	71	70	72	n/a	n/a	n/a
Beaufort, Ercildoune	69	70	68	68	71	76	71	72	70	n/a	n/a
35-49	69	73	72	71	75	76	69	70	67	72	72
Men	69	73	68	70	73	75	71	70	71	71	73
Pyrenees	68	72	68	69	70	74	69	70	70	71	72
Avoca, DeCameron	68	74	70	70	70	73	70	72	72	n/a	n/a
Women	67	71	68	68	65	73	68	70	69	71	71
State-wide	67	69	68	68	68	68	68	69	70	69	69
Mt Emu	66	72	44	64	63	69	66	61	66	n/a	n/a
18-34	58	68	64	67	68	75	75	67	70	67	63

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: 11

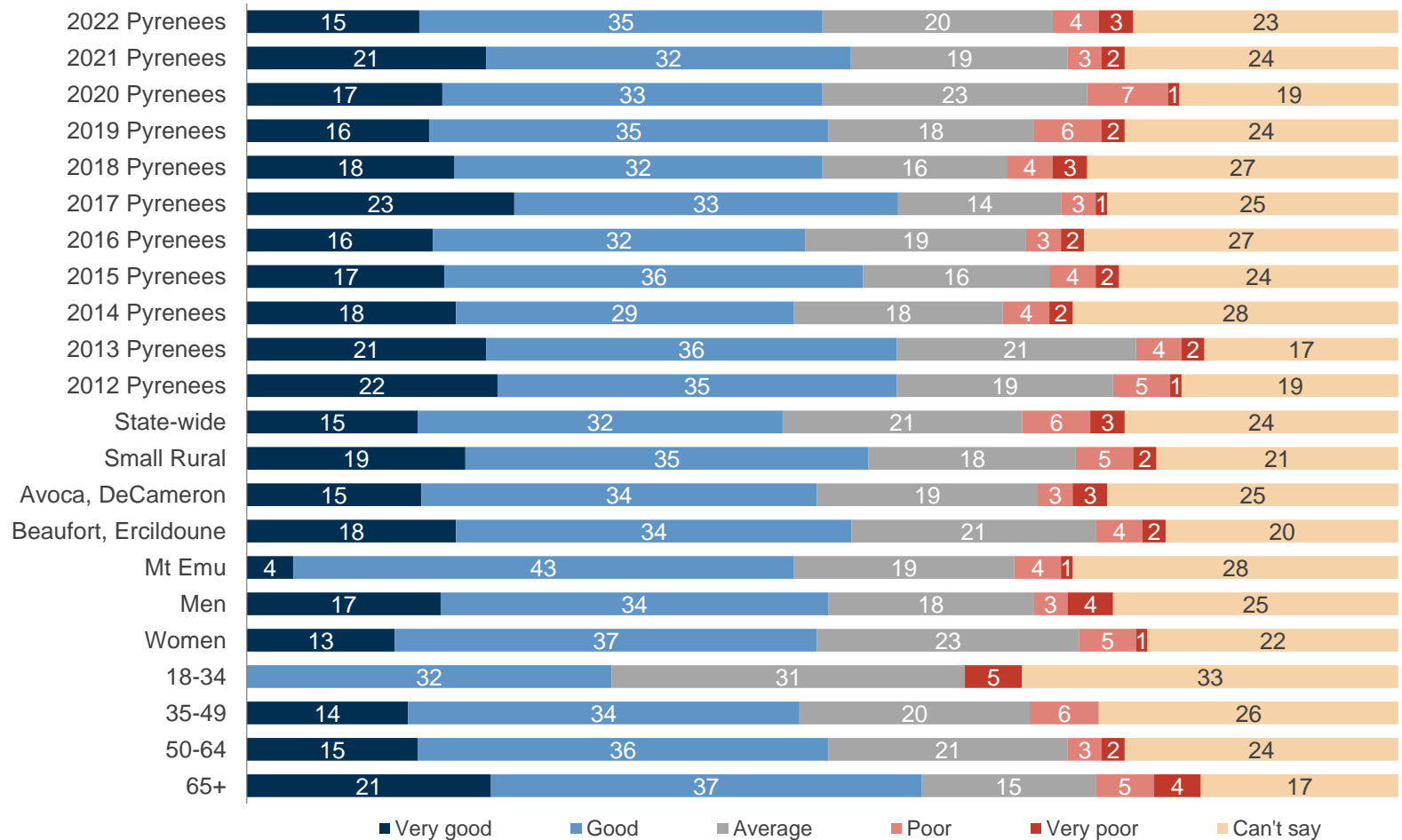
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)



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: 11



Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	76▲	77	n/a	71	76	68	70	66	69	70	74
State-wide	74▲	74	72	72	73	72	73	72	72	72	72
Small Rural	74▲	73	73	72	72	71	72	73	n/a	n/a	n/a
Beaufort, Ercildoune	74	71	n/a	70	71	69	69	68	67	n/a	n/a
50-64	72	69	n/a	70	68	67	66	66	67	66	71
Women	72	75	n/a	71	73	71	72	68	70	71	73
Pyrenees	71	71	n/a	69	71	67	68	67	67	67	71
Avoca, DeCameron	71	71	n/a	68	70	65	64	67	67	n/a	n/a
Men	71	68	n/a	68	68	64	63	65	65	63	68
65+	71	65	n/a	68	71	67	69	69	68	70	67
18-34	67	81	n/a	69	68	69	65	64	66	59	70
Mt Emu	64▼	71	n/a	75	70	67	71	62	67	n/a	n/a

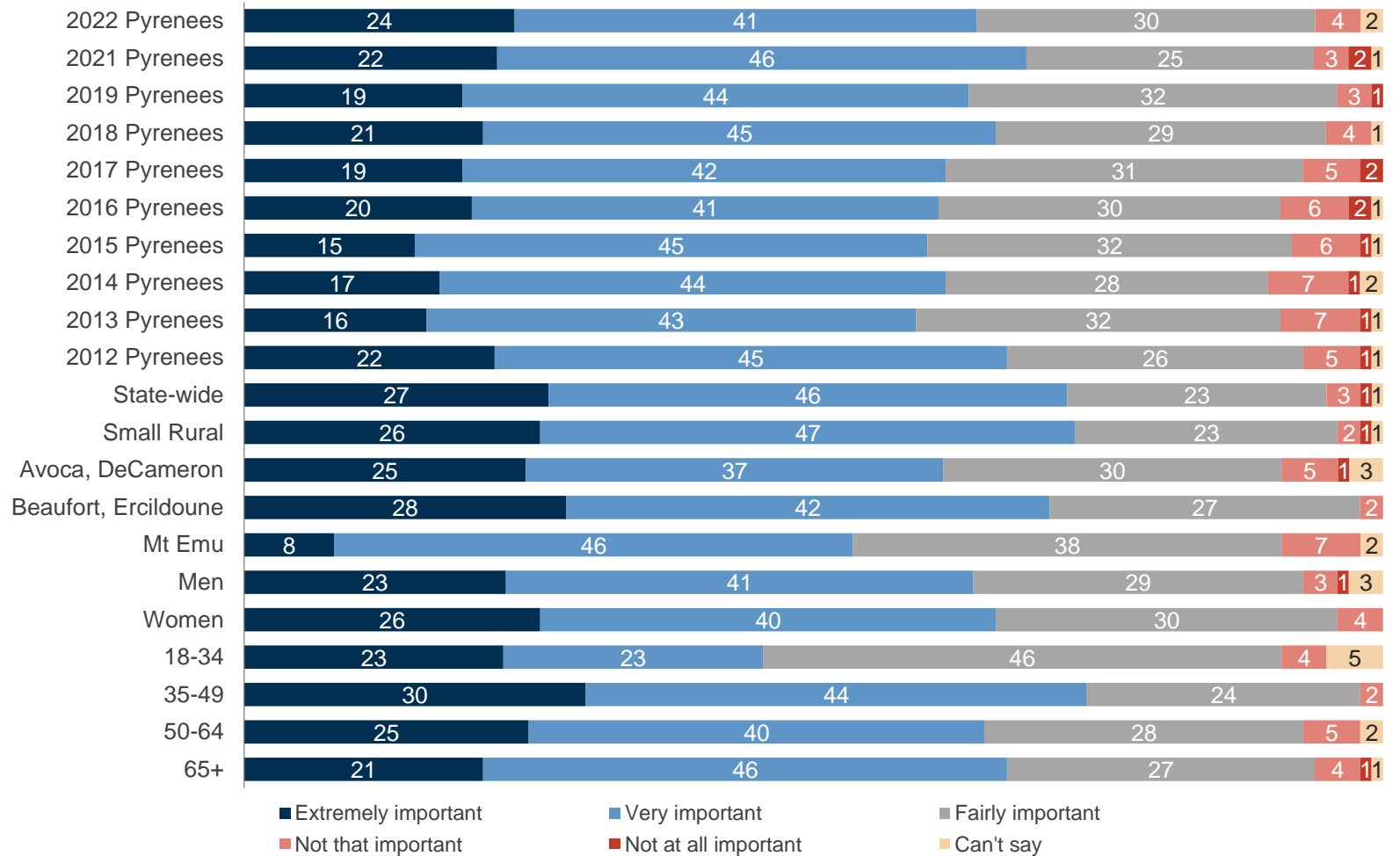
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8



Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Mt Emu	74▲	68	64	60	61	68	57	65	69	n/a	n/a
50-64	70	70	68	66	68	69	68	72	69	68	72
65+	70	72	68	70	72	73	68	69	74	77	72
State-wide	69	71	70	70	69	70	69	70	71	70	70
Small Rural	69	69	68	68	69	69	68	70	n/a	n/a	n/a
Men	69	71	70	71	70	73	69	68	75	70	72
Pyrenees	68	69	68	69	68	72	65	69	72	72	70
Women	68	68	65	67	66	72	61	71	70	73	68
Beaufort, Ercildoune	68	67	63	67	68	74	67	68	71	n/a	n/a
Avoca, DeCameron	67	73	72	72	71	71	69	73	75	n/a	n/a
18-34	66	62	65	71	57	75	60	65	77	72	68
35-49	66	70	69	70	70	72	62	70	71	70	68

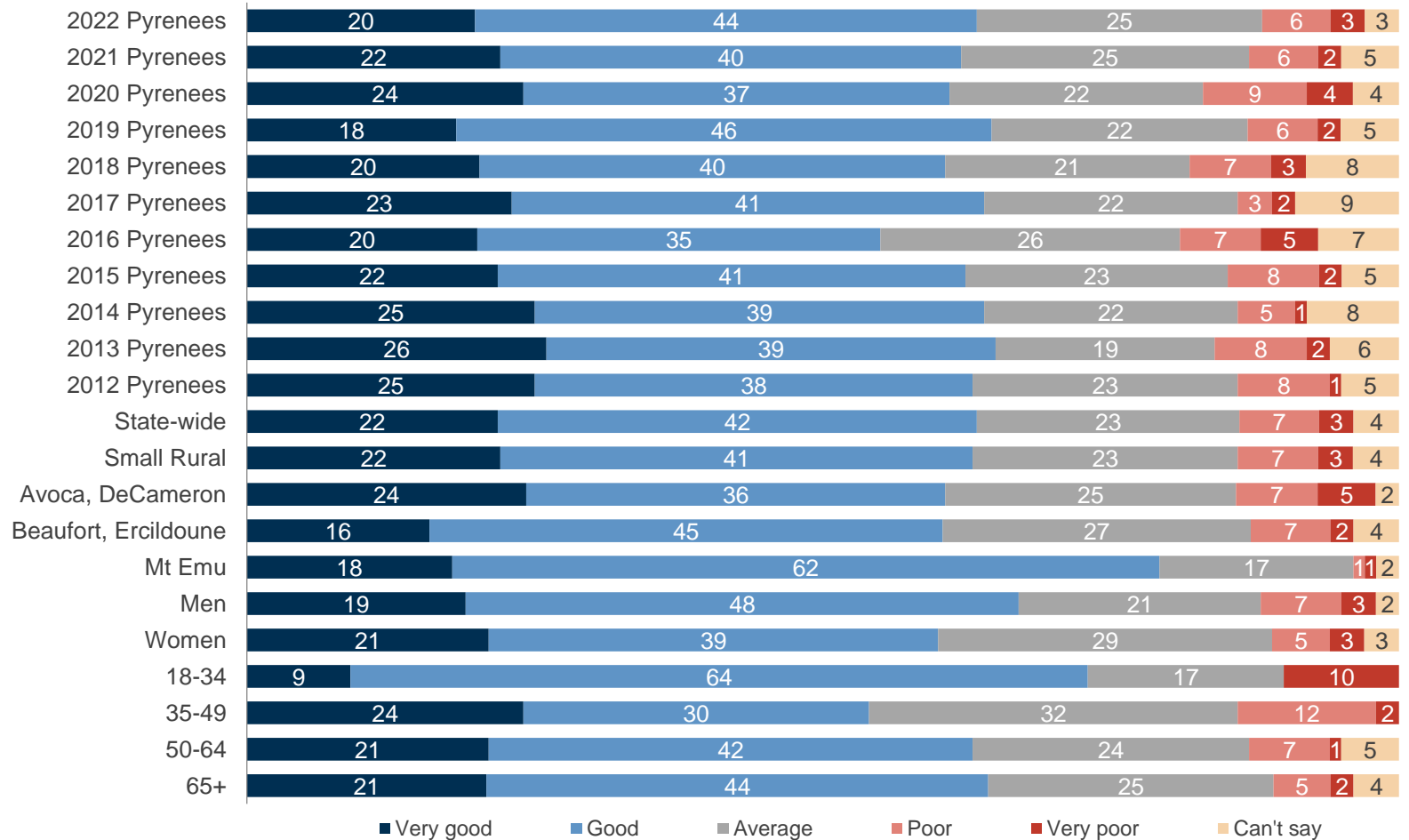
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



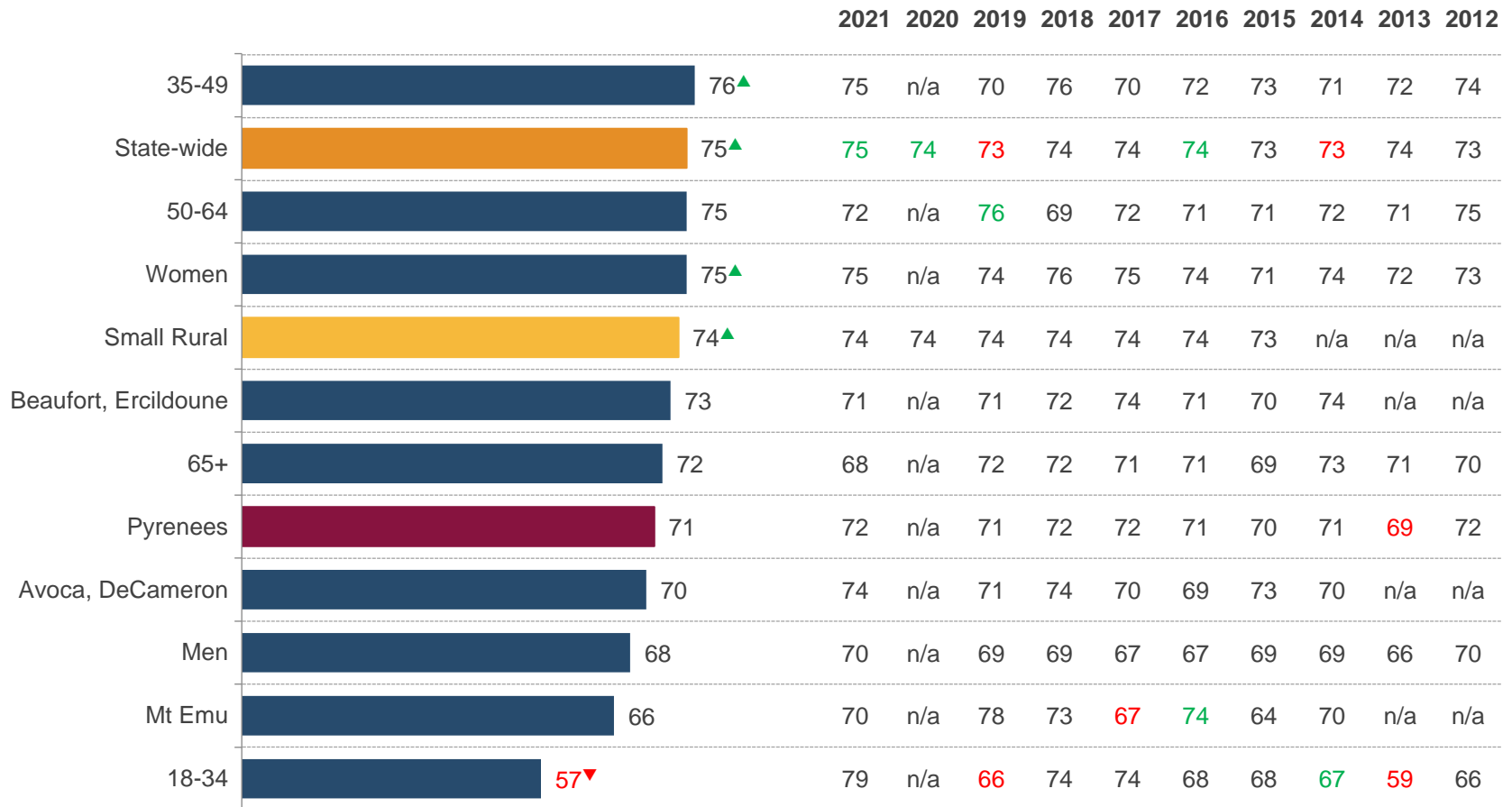
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13



The appearance of public areas importance



2022 public areas importance (index scores)



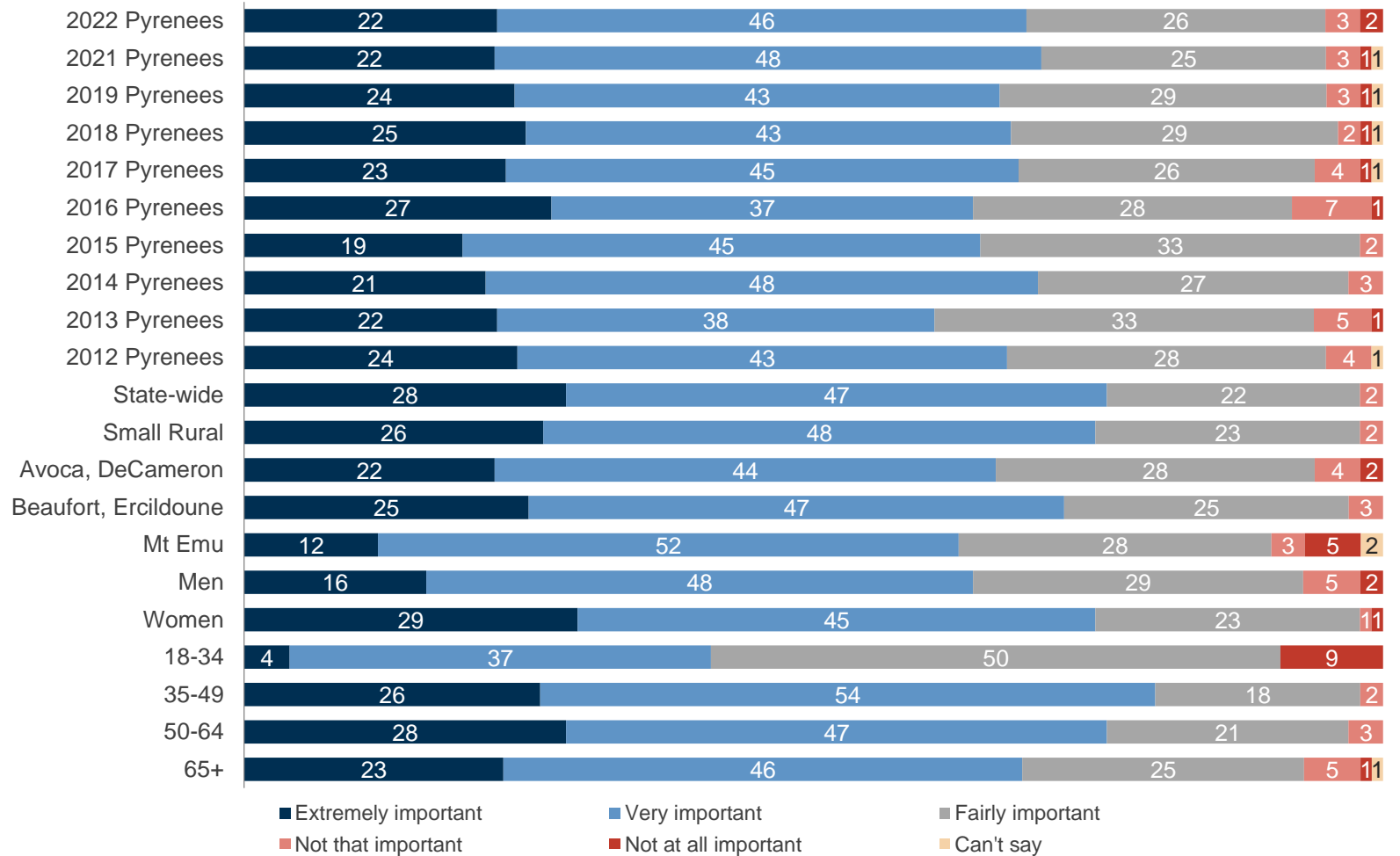
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8



The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Small Rural	73▲	75	72	73	72	74	73	74	n/a	n/a	n/a
35-49	72	72	72	74	76	71	71	67	70	74	
Beaufort, Ercildoune	71	69	66	67	71	74	71	72	73	n/a	n/a
State-wide	71▲	73	72	72	71	71	71	72	72	71	71
Women	69	68	68	69	67	75	68	71	73	70	71
Pyrenees	68	70	69	69	69	73	70	71	72	70	73
50-64	68	68	63	66	67	69	73	73	73	69	72
Mt Emu	68	72	68	70	61	66	65	58	67	n/a	n/a
65+	68	68	68	70	68	72	68	70	73	76	73
Men	68	71	69	69	70	70	72	71	72	70	75
Avoca, DeCameron	65	70	72	71	70	74	72	75	75	n/a	n/a
18-34	65	74	73	67	68	78	66	70	77	63	74

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14

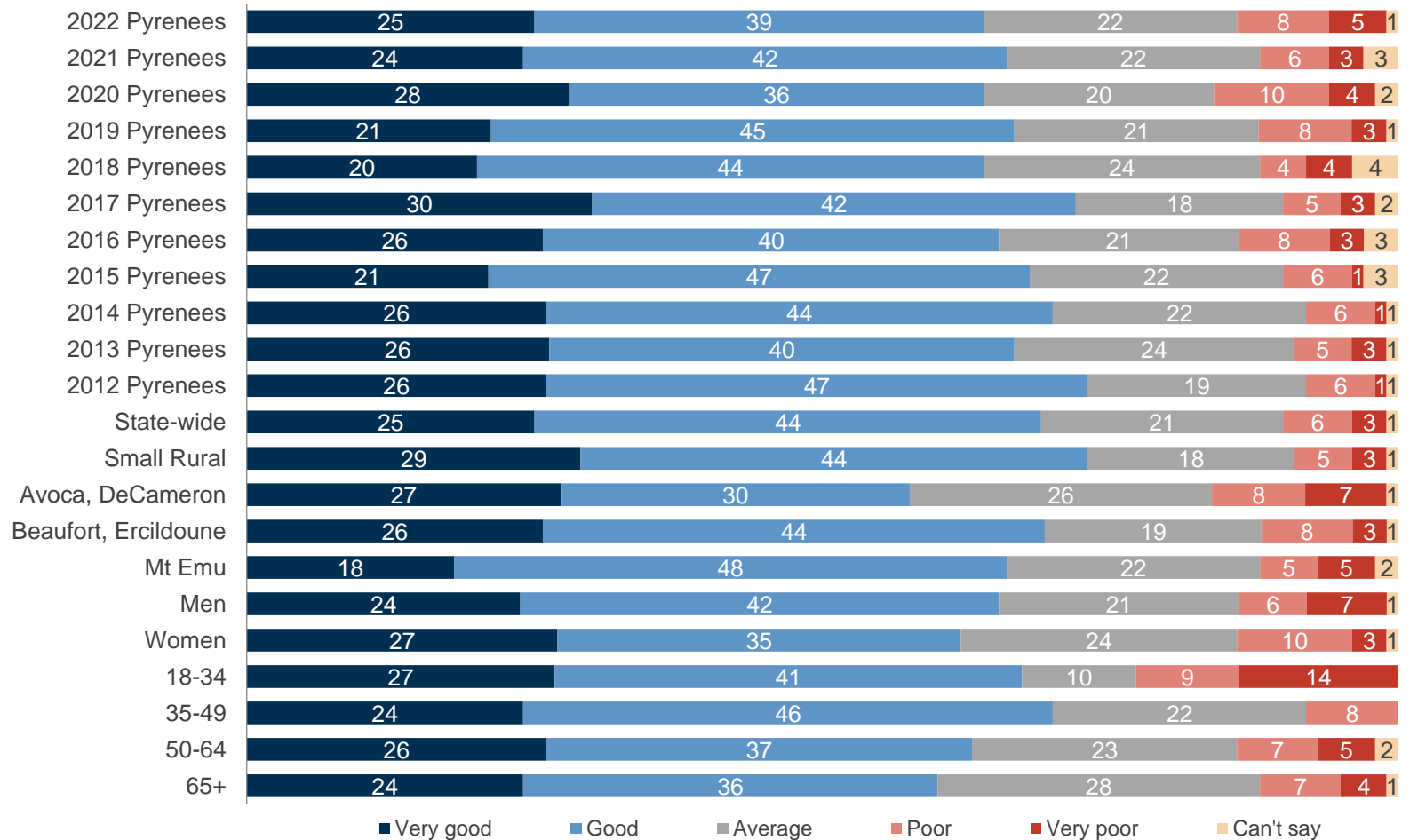
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)



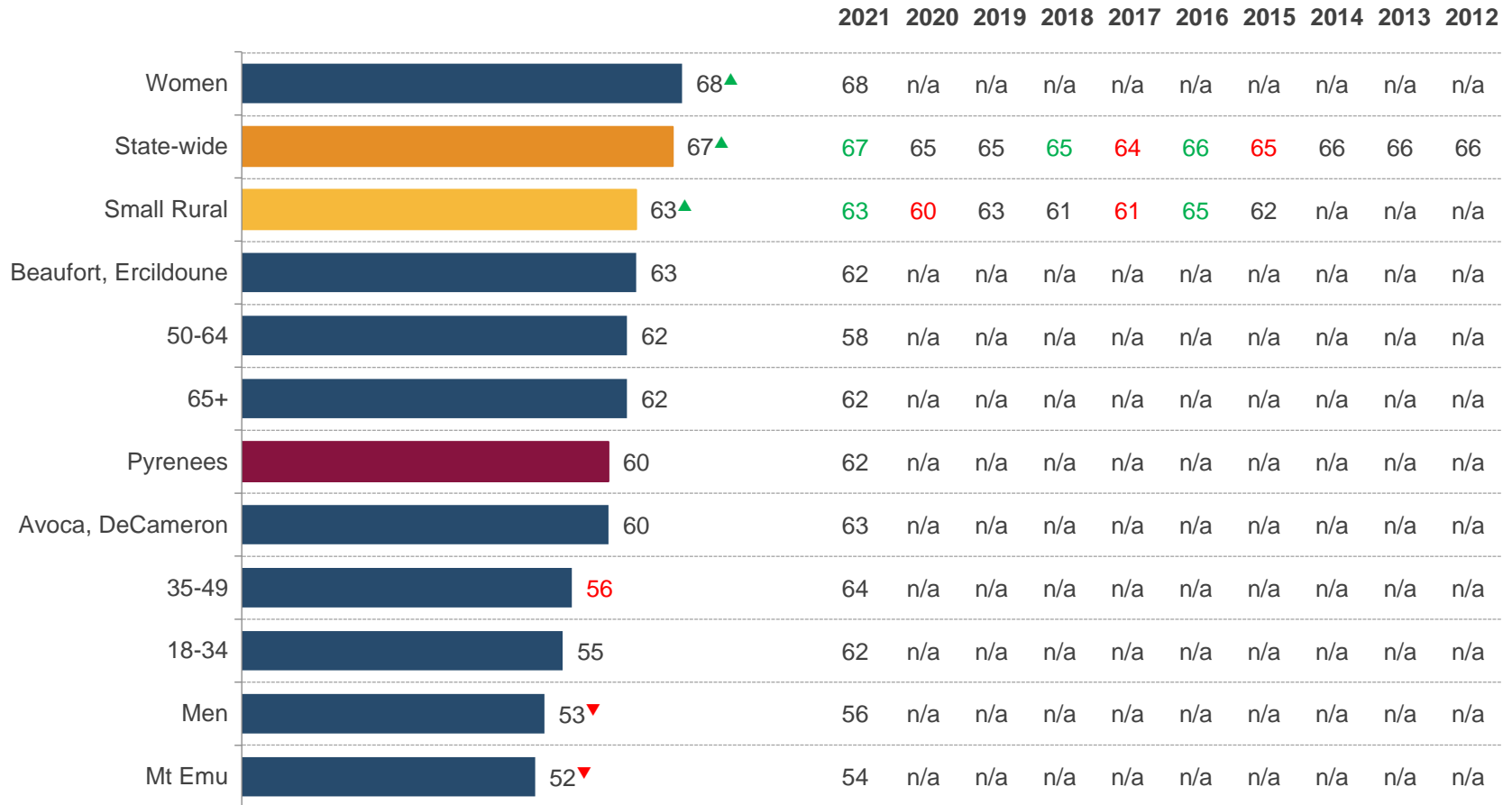
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14



Art centres and libraries importance



2022 art centres and libraries importance (index scores)



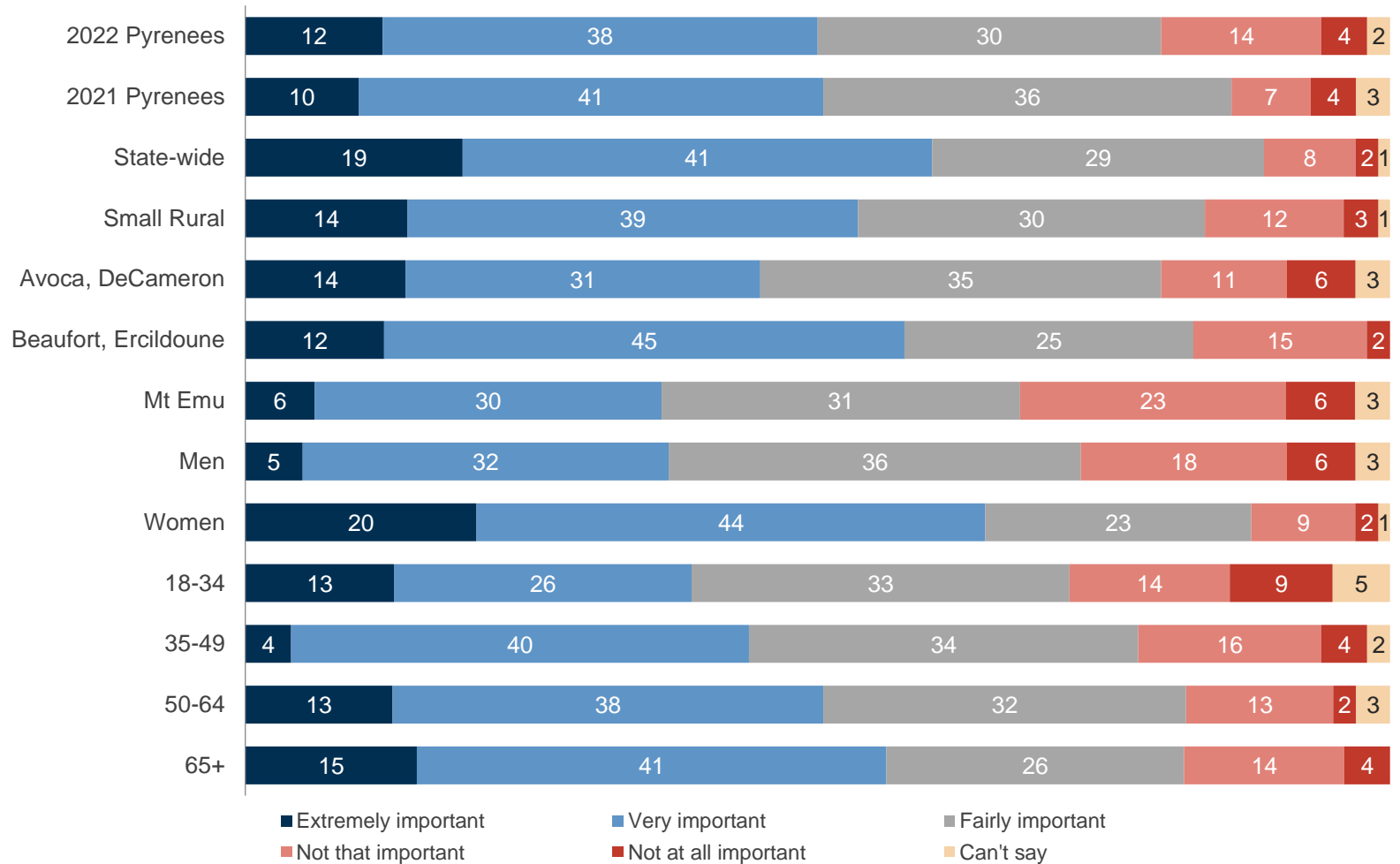
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)



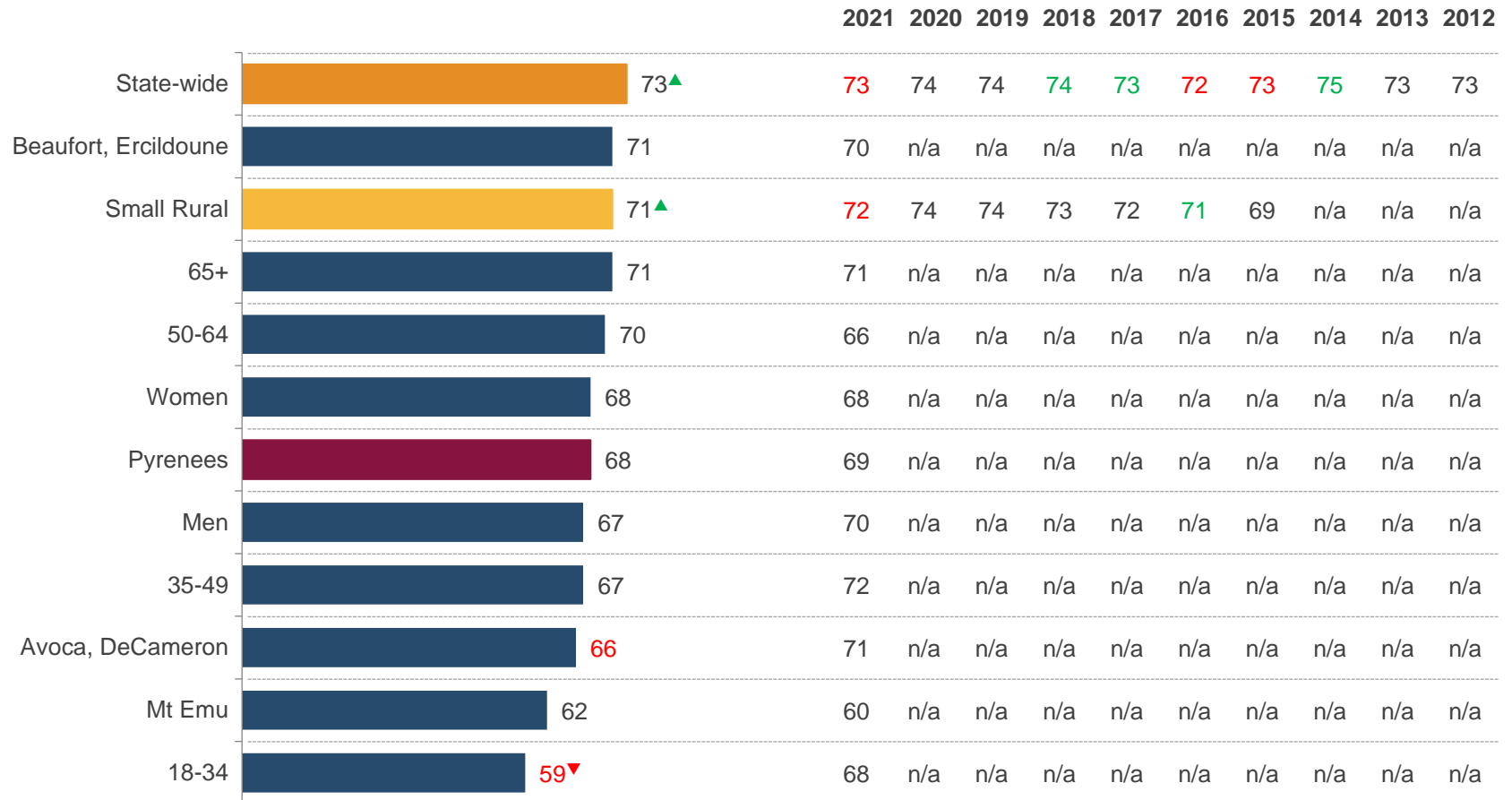
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4



Art centres and libraries performance



2022 art centres and libraries performance (index scores)



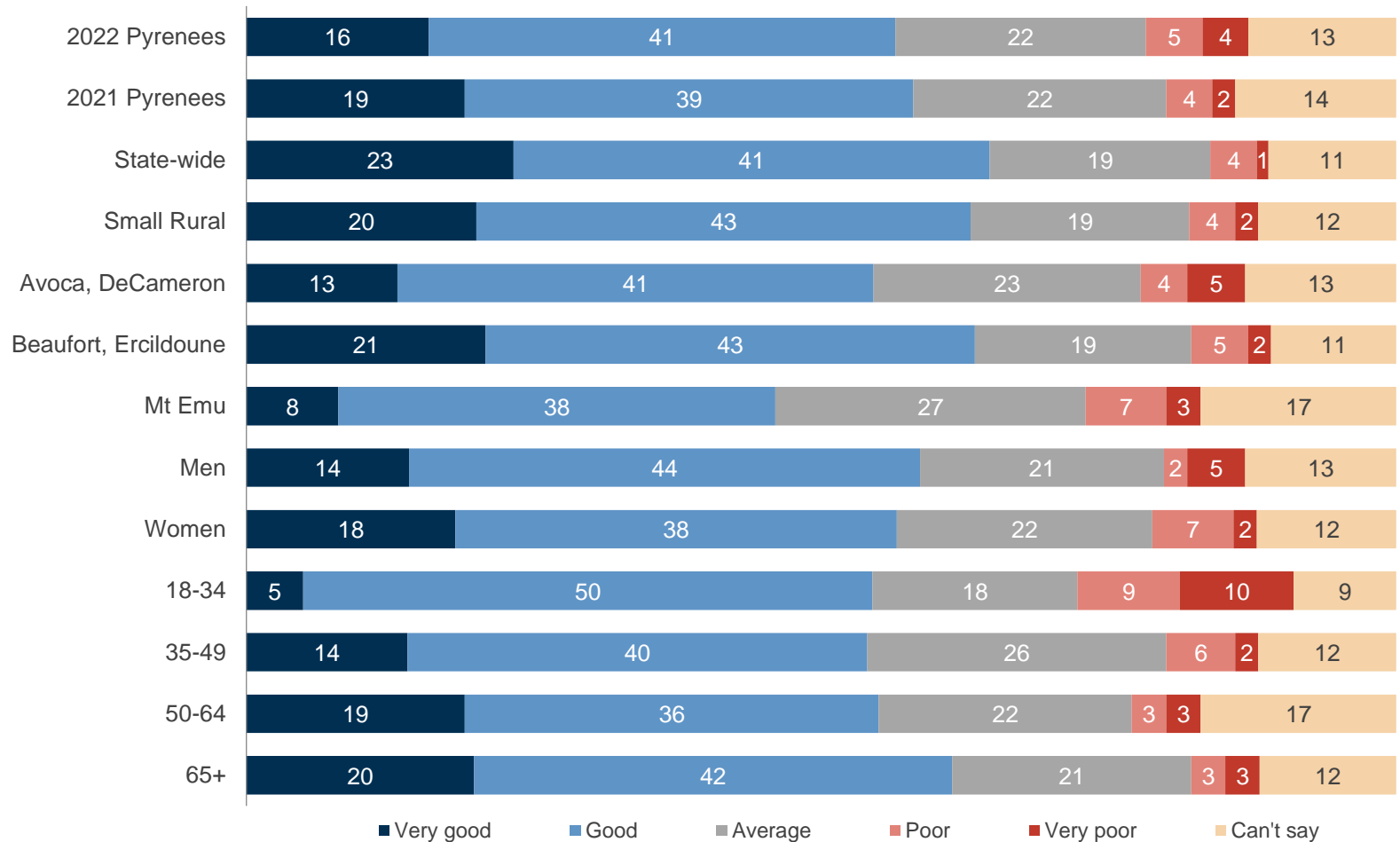
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72	71	65	70	73	77	73	76	74	78	76
Mt Emu	72	65	46	76	59	72	67	62	73	n/a	n/a
Men	69	67	59	66	68	77	71	71	76	73	74
Avoca, DeCameron	69	69	58	68	74	75	74	76	76	n/a	n/a
Pyrenees	69	66	58	65	69	75	70	71	73	71	72
50-64	68	63	53	65	66	72	67	72	71	71	76
Small Rural	68	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
Women	68	65	56	64	69	74	69	72	70	69	70
Beaufort, Ercildoune	67	63	58	62	68	77	67	70	69	n/a	n/a
35-49	67	62	50	59	70	75	66	68	76	69	67
18-34	63	62	57	61	60	80	72	65	71	61	64

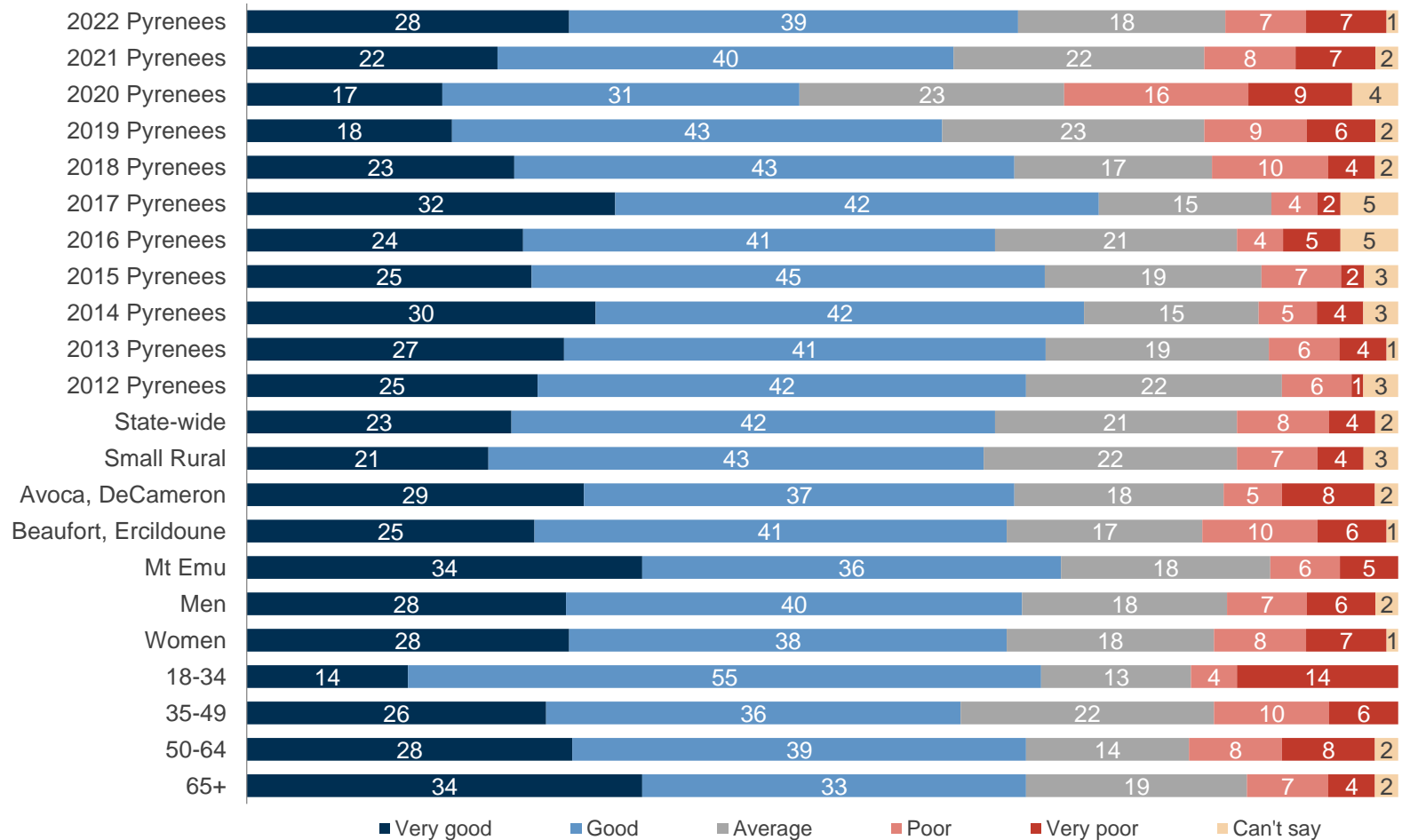
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	75▲	73	79	72	78	70	72	66	n/a	72	72
Small Rural	72▲	74	74	71	71	72	71	70	n/a	n/a	n/a
Women	71	76	78	76	72	73	70	70	n/a	73	73
Avoca, DeCameron	71	71	77	72	75	71	69	71	n/a	n/a	n/a
50-64	69	71	73	73	66	69	66	69	n/a	66	70
State-wide	69	70	67	65	66	67	67	67	67	67	66
Pyrenees	68	72	75	72	70	70	68	67	n/a	68	70
Beaufort, Ercildoune	68	72	74	73	68	71	68	69	n/a	n/a	n/a
Men	66	68	72	69	67	66	66	65	n/a	62	68
65+	66	69	71	72	70	70	65	67	n/a	67	67
18-34	65	78	83	72	64	70	71	67	n/a	66	73
Mt Emu	61▼	72	76	64	64	65	65	56	n/a	n/a	n/a

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

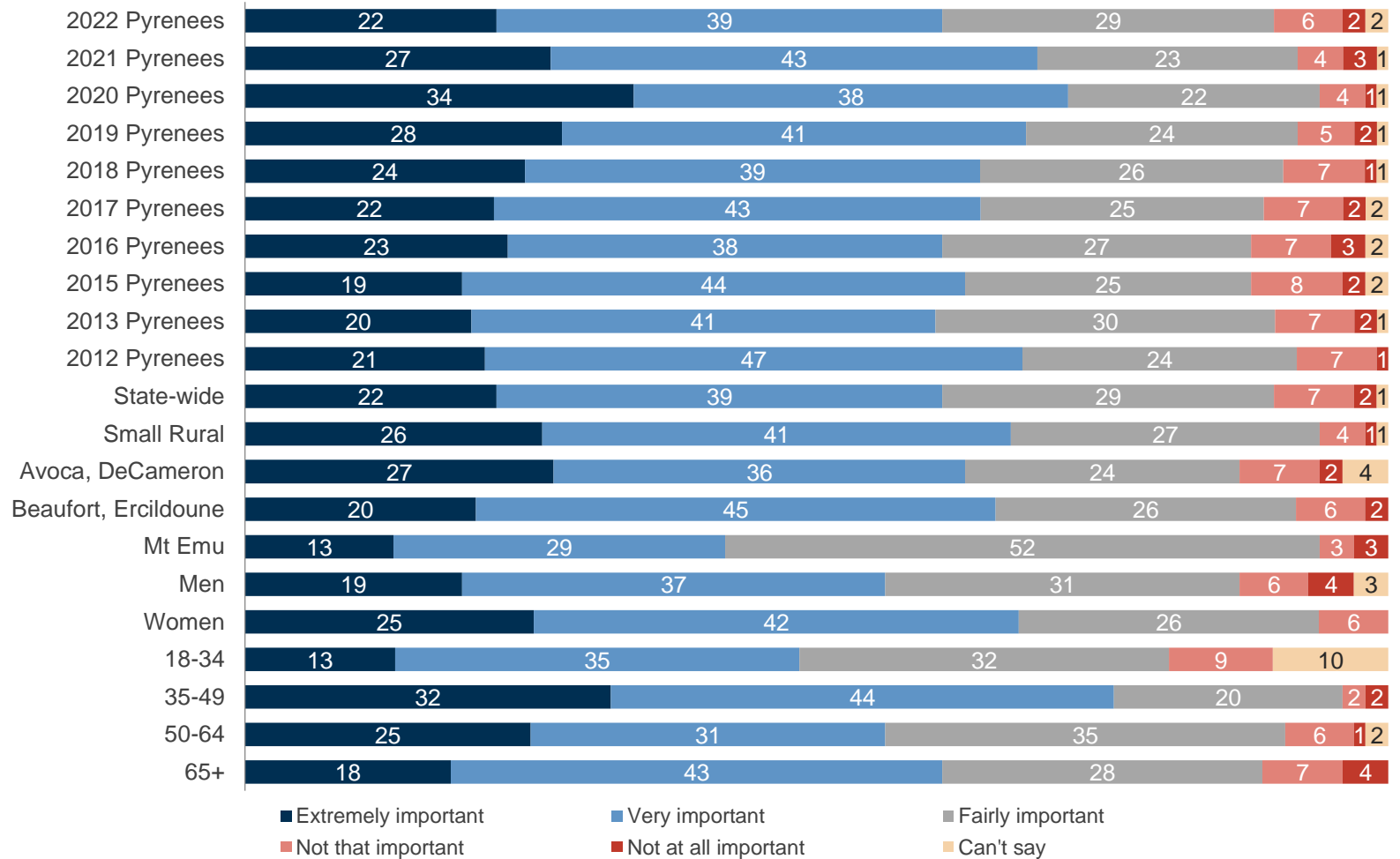
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	63	64	62	63	62	68	59	65	n/a	68	60
Small Rural	63▲	62	58	59	59	64	61	63	n/a	n/a	n/a
35-49	62	60	56	64	59	67	61	61	n/a	64	63
Mt Emu	62	65	52	46	56	65	53	53	n/a	n/a	n/a
Beaufort, Ercildoune	61	55	59	58	59	64	61	63	n/a	n/a	n/a
50-64	60	60	62	61	60	62	63	63	n/a	63	65
State-wide	60	61	59	61	60	61	60	61	62	62	62
Pyrenees	60	60	60	61	62	67	60	62	n/a	66	64
18-34	60	67	63	56	59	70	52	58	n/a	67	64
65+	58	58	60	62	66	69	61	63	n/a	70	63
Avoca, DeCameron	58	64	61	66	69	71	63	63	n/a	n/a	n/a
Men	57	57	58	60	61	66	61	59	n/a	64	68

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

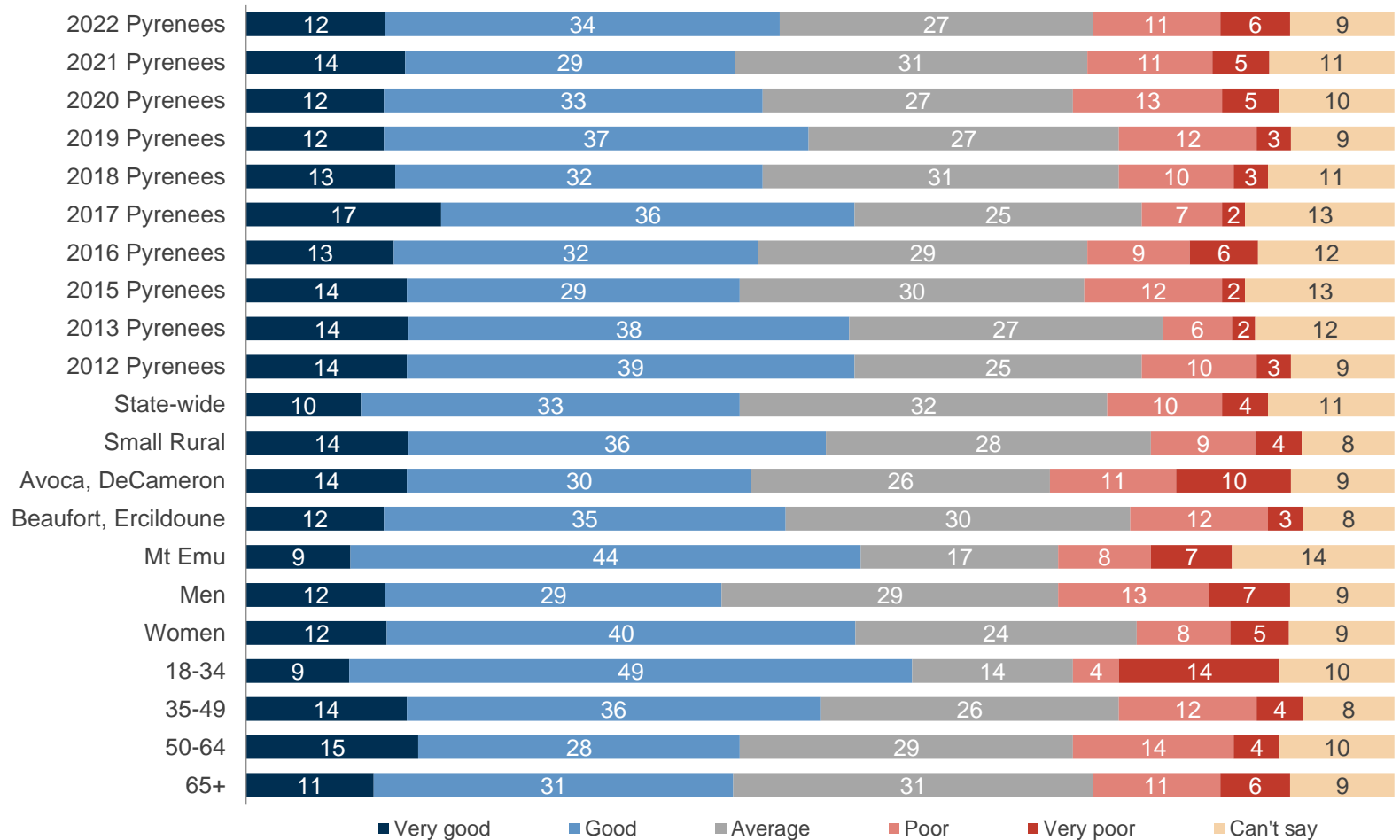
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)



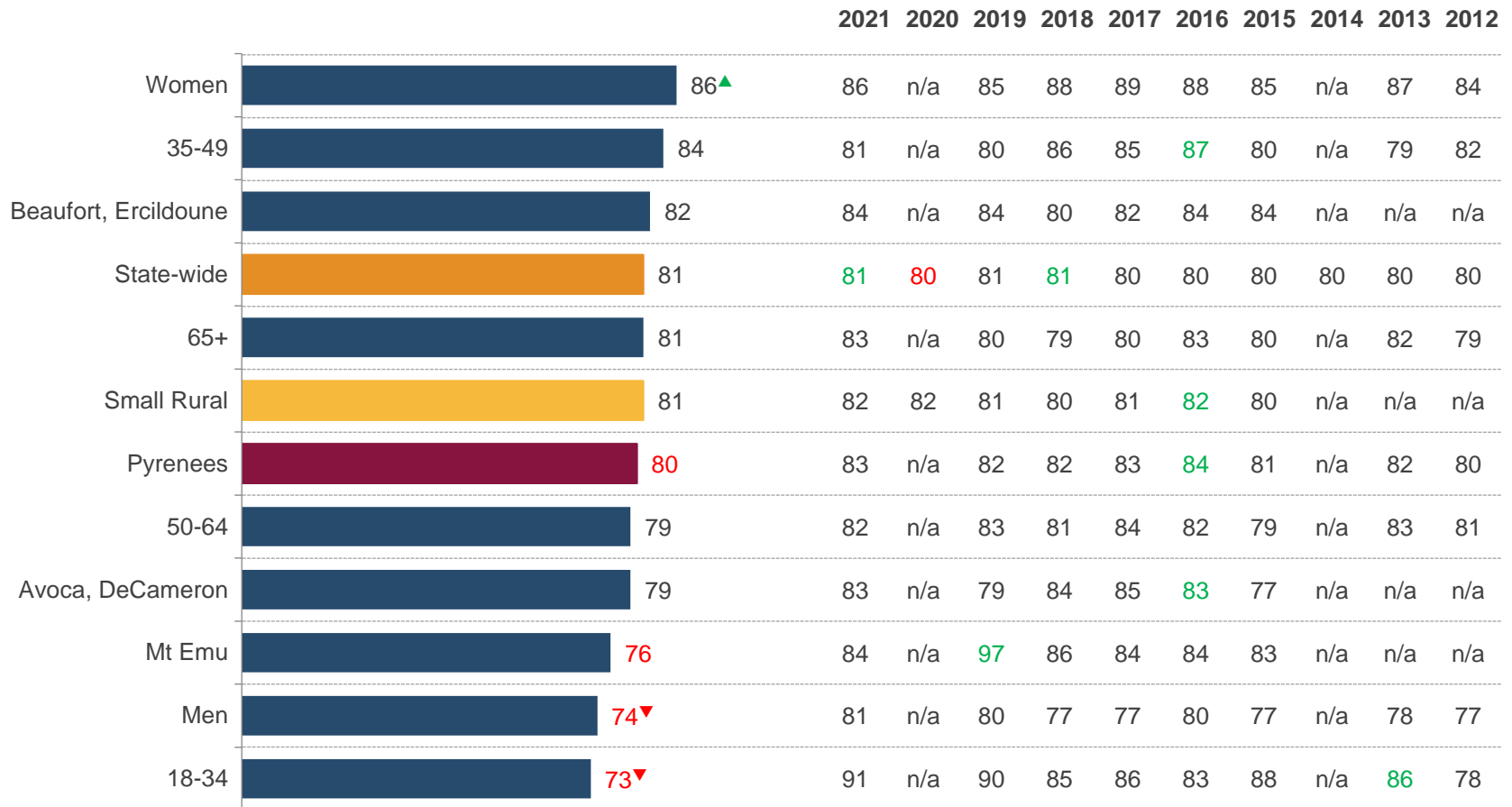
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

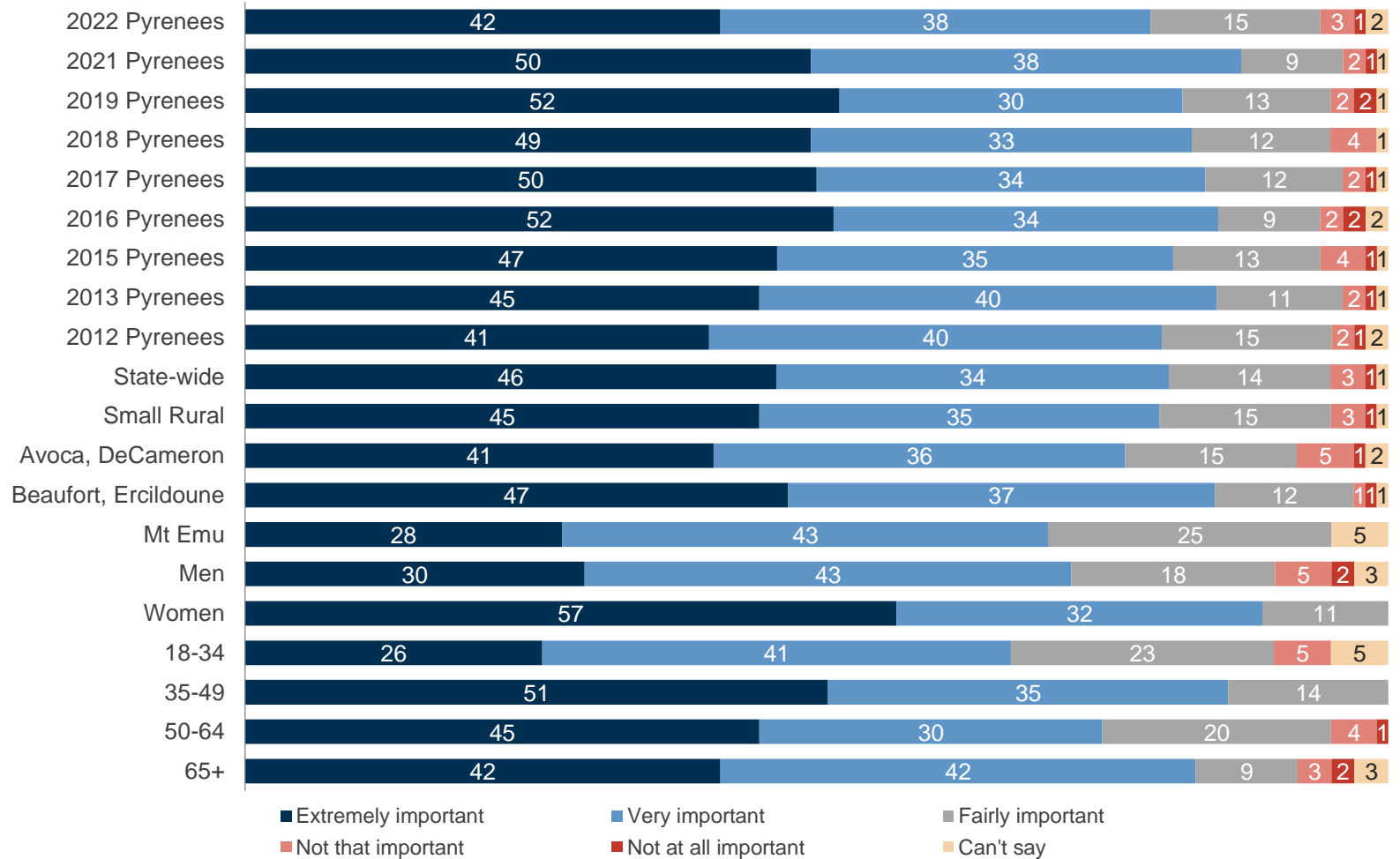
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	70	72	75	76	78▲	71	76	69	73	73	65
65+	69	70	72	73	75	77	75	70	69	75	69
Beaufort, Ercildoune	68	70	72	70	73	75	76	68	70	n/a	n/a
Small Rural	68▲	72	70	72	72	71	70	n/a	n/a	n/a	n/a
State-wide	66	71	68	72	71	70	69	70	71	70	70
50-64	66	72	69	68	67	71	71	69	69	71	72
Women	65	72	74	76	72	76	72	72	74	73	68
Pyrenees	65	72	72	72	73	74	73	69	71	73	69
Men	65	72	71	69	73	72	74	66	69	72	71
Mt Emu	64	66	69	84	69	74	71	73	72	n/a	n/a
Avoca, DeCameron	62	76	72	73	75	74	73	69	73	n/a	n/a
18-34	49▼	78	72	70	71	78	70	67	78	71	72

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

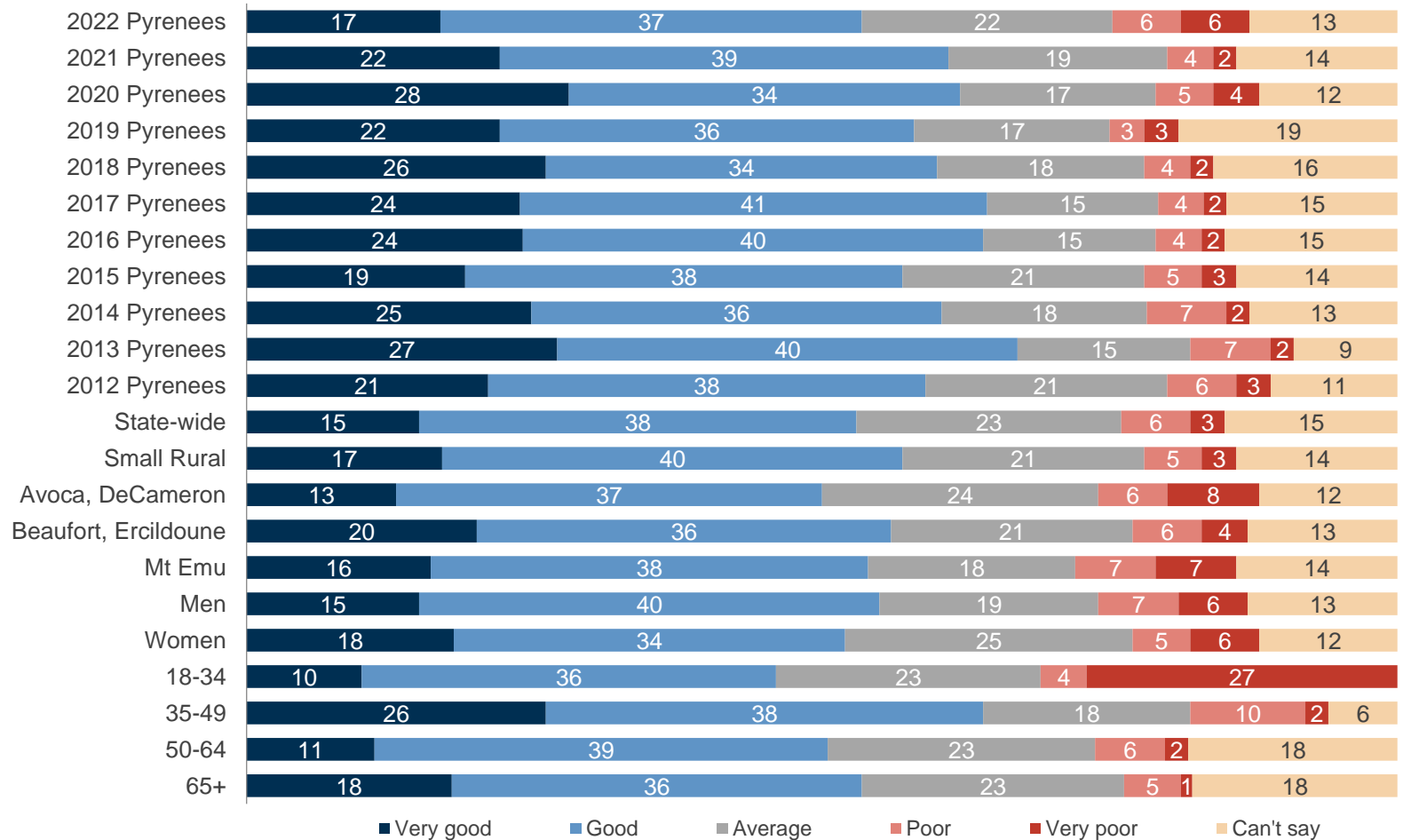
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



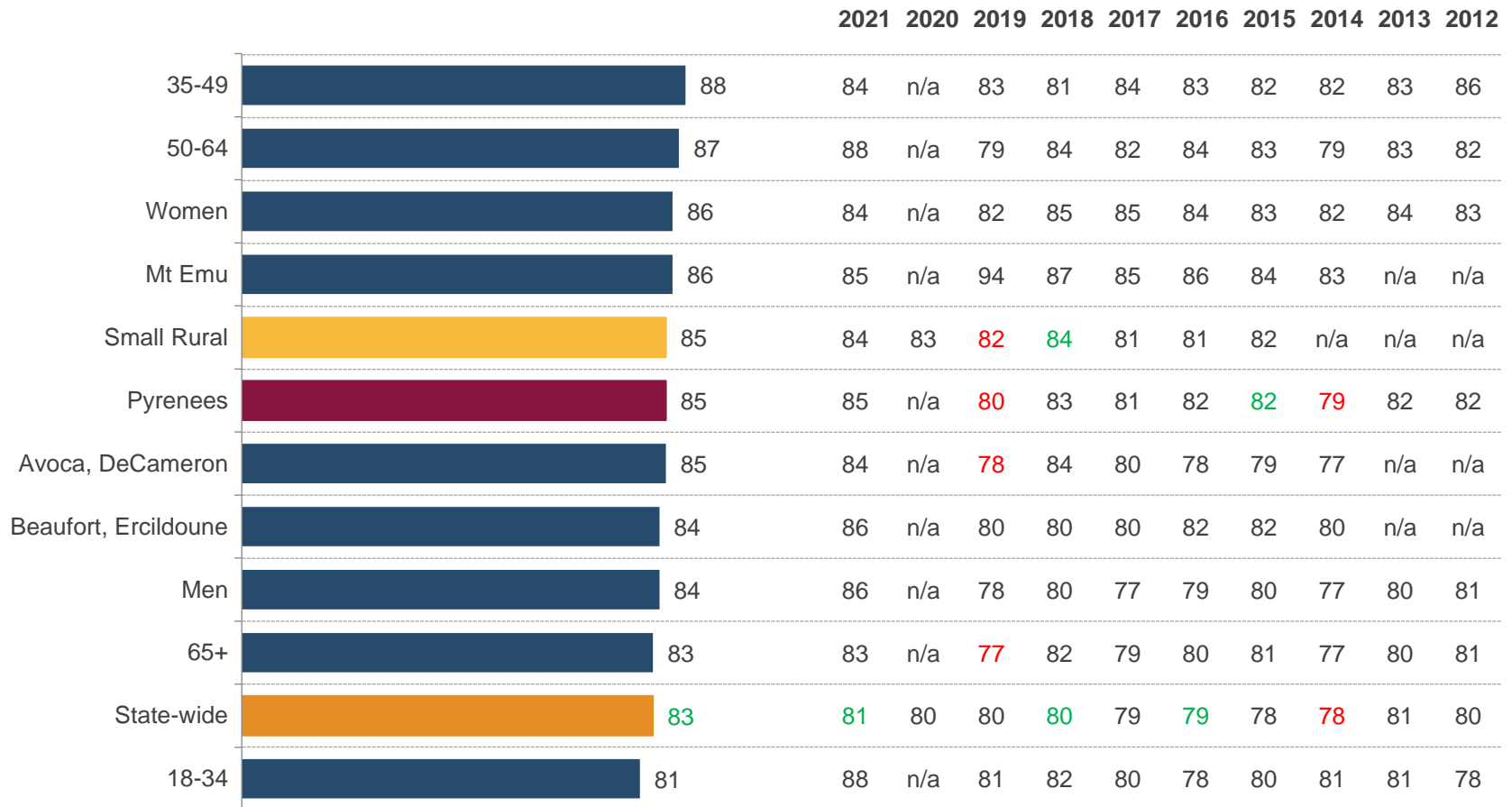
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

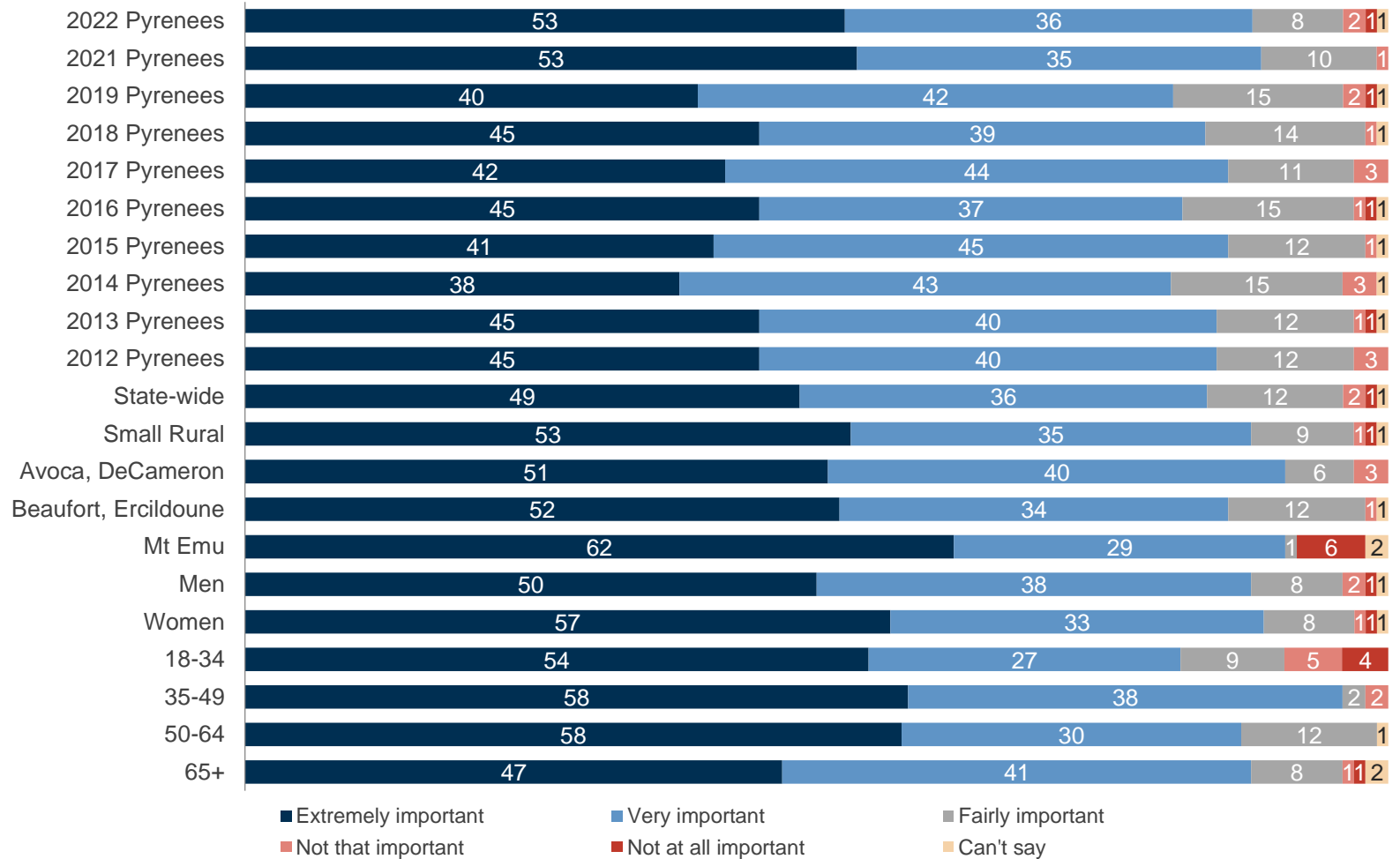
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	42	44	43	43	40	43	44	45	n/a	n/a	n/a
50-64	41	41	44	46	40	44	41	45	45	43	47
Beaufort, Ercildoune	41	43	43	43	43	48	48	42	44	n/a	n/a
State-wide	41	45	44	44	43	44	43	45	45	44	46
65+	41	48	48	47	48	47	45	44	48	51	51
35-49	39	47	38	40	43	39	48	43	47	44	43
Men	39	44	43	43	43	44	48	44	48	46	49
Pyrenees	39	44	43	43	44	44	45	43	46	44	47
Women	38	45	43	44	45	45	43	43	44	42	44
Avoca, DeCameron	38	47	44	45	48	42	45	46	47	n/a	n/a
Mt Emu	33	39	35	23	39	41	41	39	47	n/a	n/a
18-34	29	35	38	37	44	48	50	39	42	35	45

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

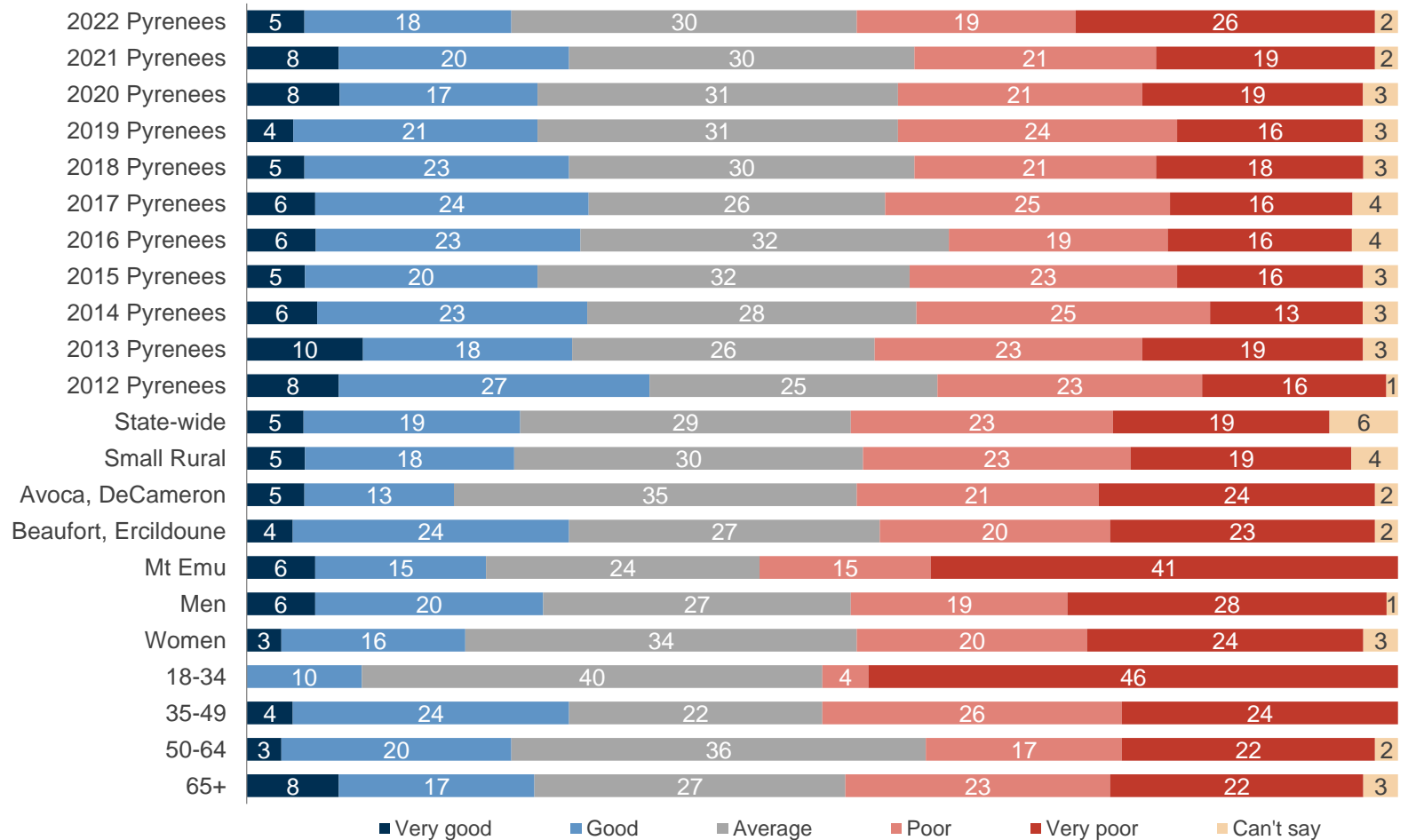
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10



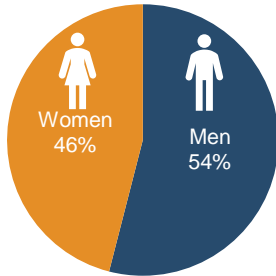
Detailed demographics



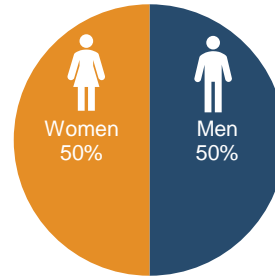
Gender and age profile

2022 gender

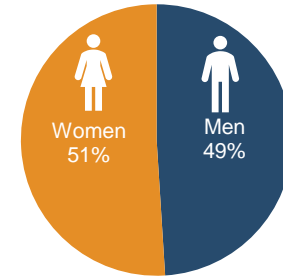
Pyrenees



Small Rural

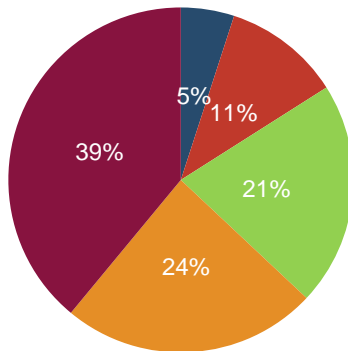


State-wide

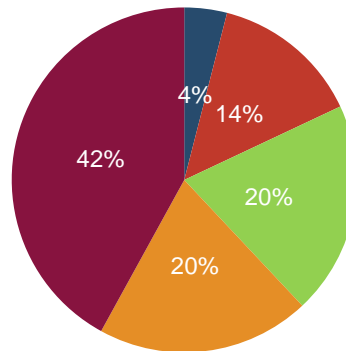


2022 age

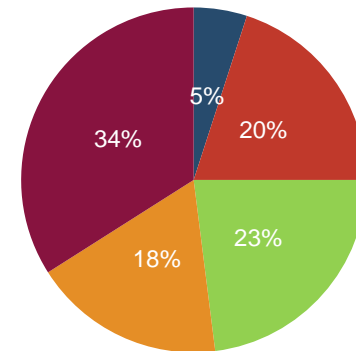
Pyrenees



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

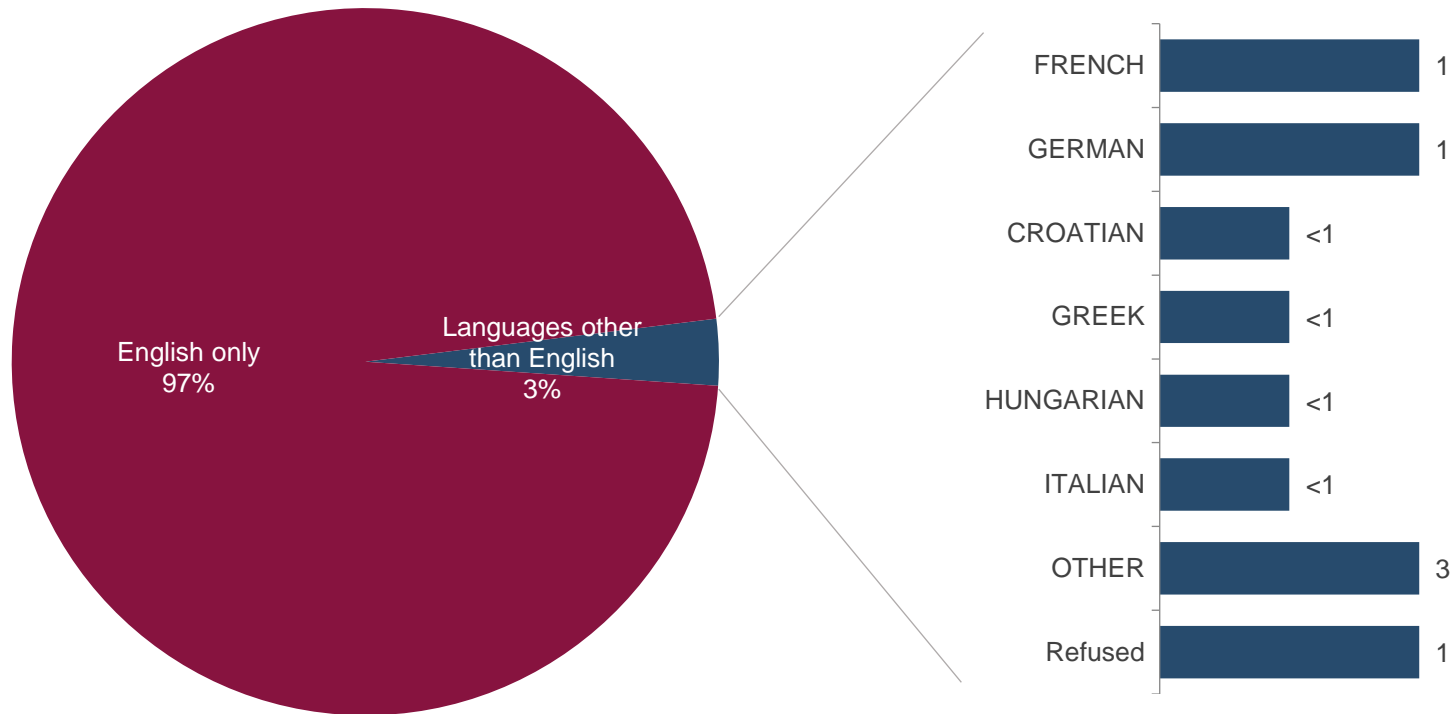
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Languages spoken at home

2022 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1
 Note: Respondents could name multiple languages so responses may add to more than 100%



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Pyrenees 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 6,100 people aged 18 years or over for Pyrenees Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Pyrenees Shire Council	400	400	+/-4.7
Men	194	217	+/-6.9
Women	206	183	+/-6.7
Avoca, DeCameron	162	161	+/-7.6
Beaufort, Ercildoune	190	182	+/-7.0
Mt Emu	48	57	+/-14.2
18-34 years	22	63	+/-21.3
35-49 years	50	85	+/-13.9
50-64 years	124	95	+/-8.7
65+ years	204	157	+/-6.8



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:

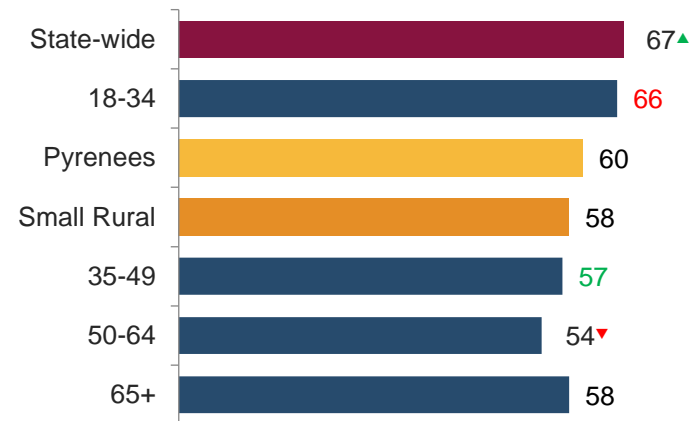
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=402 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=402 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 Pyrenees 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 Pyrenees Shire Council.

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

A total of n=400 completed interviews were achieved in Pyrenees Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

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

Council Groups

Pyrenees Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Pyrenees Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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