



2022 Local Government Community Satisfaction Survey

Strathbogie 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>Business and community development and tourism</u>	<u>93</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Planning and building permits</u>	<u>97</u>
<u>Detailed findings</u>	<u>11</u>	<u>Environmental sustainability</u>	<u>101</u>
<u>Overall performance</u>	<u>12</u>	<u>Maintenance of unsealed roads</u>	<u>103</u>
<u>Customer service</u>	<u>30</u>	<u>Tourism development</u>	<u>107</u>
<u>Communication</u>	<u>39</u>	<u>Detailed demographics</u>	<u>109</u>
<u>Council direction</u>	<u>44</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>111</u>
<u>Individual service areas</u>	<u>50</u>	<u>Appendix B: Further project information</u>	<u>116</u>
<u>Community consultation and engagement</u>	<u>51</u>		
<u>Lobbying on behalf of the community</u>	<u>55</u>		
<u>Decisions made in the interest of the community</u>	<u>59</u>		
<u>Condition of sealed local roads</u>	<u>61</u>		
<u>Informing the community</u>	<u>65</u>		
<u>Condition of local streets and footpaths</u>	<u>69</u>		
<u>Enforcement of local laws</u>	<u>73</u>		
<u>Recreational facilities</u>	<u>77</u>		
<u>Appearance of public areas</u>	<u>81</u>		
<u>Art centres and libraries</u>	<u>85</u>		
<u>Waste management</u>	<u>89</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.

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

Key findings and recommendations



Strathbogie Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Strathbogie 56



State-wide 59



Small Rural 58

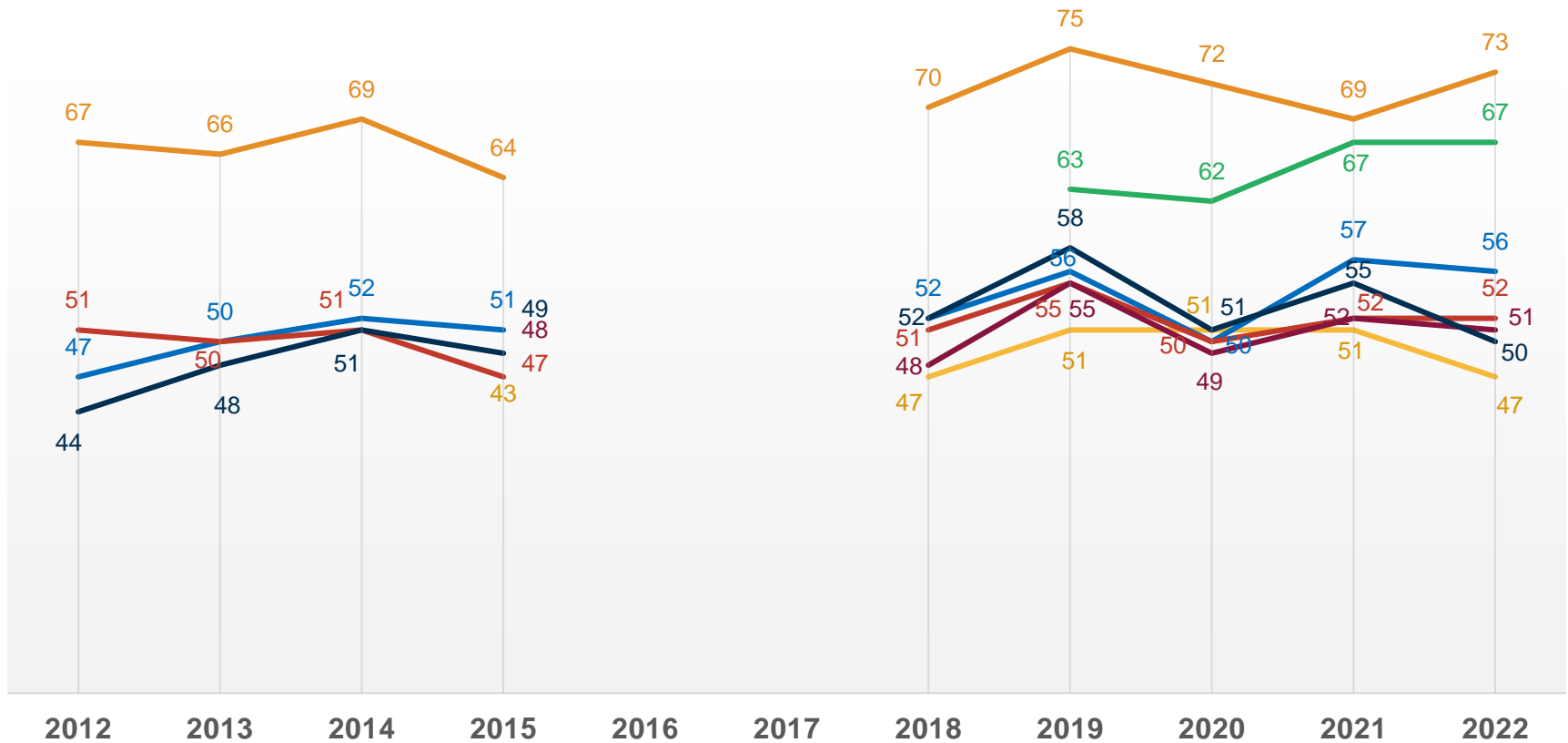
Council performance compared to State-wide and group averages

	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	<div> Local streets & footpaths </div> <div> Enforcement of local laws </div> <div> Planning & building permits </div>
Compared to group average	None	<div> Local streets & footpaths </div> <div> Enforcement of local laws </div> <div> Informing the community </div>



Summary of core measures

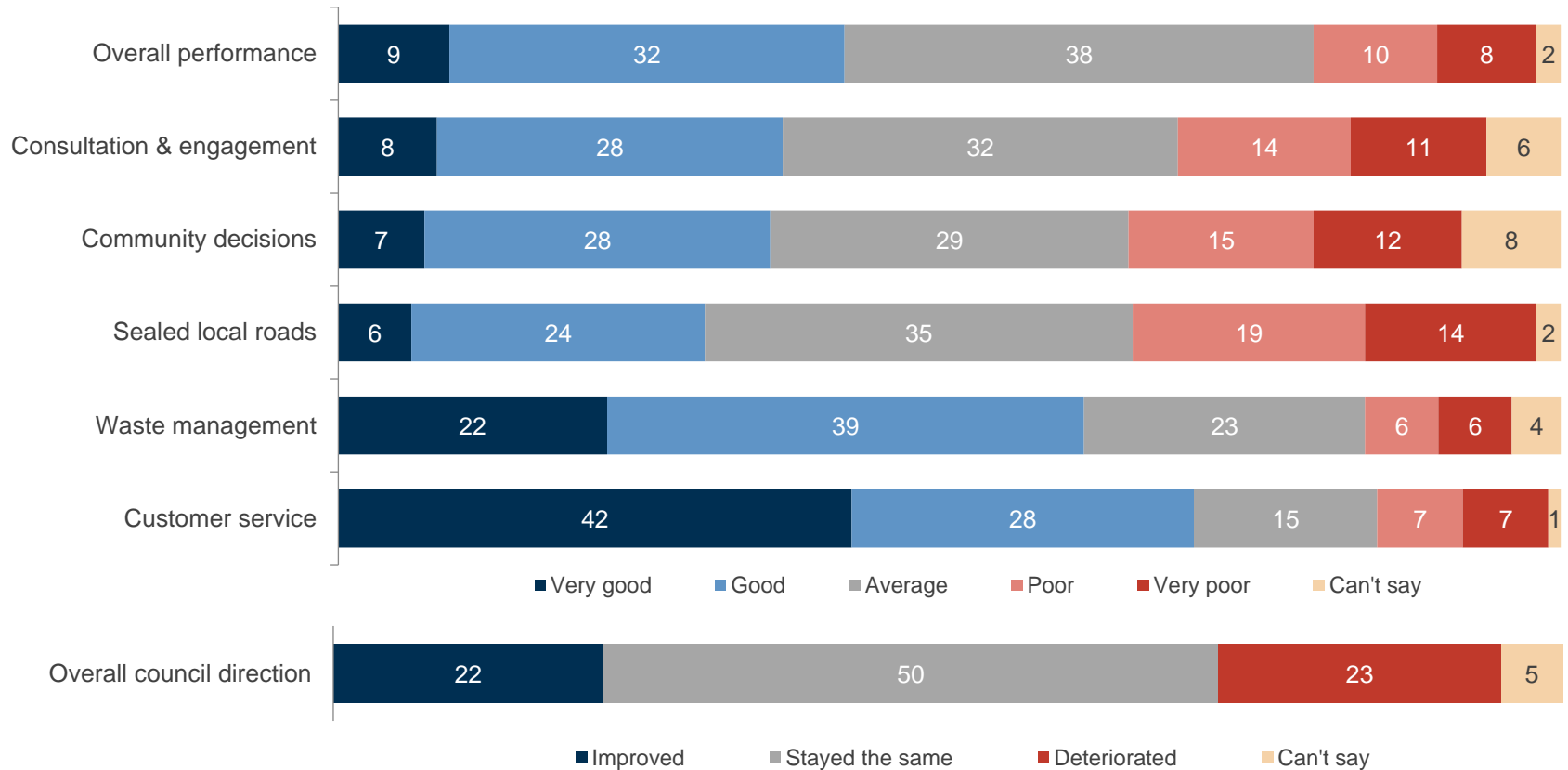
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Strathbogie Shire Council performance

Services		Strathbogie 2022	Strathbogie 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	56	57	58	59	Aged 18-34 years	Aged 50-64 years
	Value for money	42	41	51	53	Honeysuckle Creek residents	Aged 35-64 years
	Overall council direction	50	55	51	50	Aged 65+ years	Aged 35-49 years
	Customer service	73	69	67	68	Aged 18-34 years	Aged 50-64 years
	Appearance of public areas	73	74	73	71	Aged 35-49 years	Aged 50-64 years
	Recreational facilities	68	65	69	69	Honeysuckle Creek residents, Aged 65+ years	Aged 35-49 years
	Art centres & libraries	67	67	71	73	Aged 18-34 years, Seven Creeks residents, Aged 65+ years	Aged 35-49 years
	Waste management	67	67	68	68	Honeysuckle Creek residents	Aged 18-34 years
	Tourism development	62	61	62	60	Honeysuckle Creek residents, Aged 18-34 years	Aged 35-49 years, Seven Creeks residents
	Bus/community dev./tourism	60	59	63	60	Aged 18-34 years	Aged 35-49 years



Summary of Strathbogie Shire Council performance

Services		Strathbogie 2022	Strathbogie 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Environmental sustainability	59	57	59	61	Honeysuckle Creek residents	Aged 50-64 years
	Enforcement of local laws	57	61	62	63	Honeysuckle Creek residents	Aged 18-34 years
	Informing the community	55	56	59	59	Aged 65+ years	Aged 50-64 years
	Lobbying	54	51	54	53	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	52	52	54	54	Aged 65+ years, Women	Aged 50-64 years
	Community decisions	51	52	54	54	Honeysuckle Creek residents	Aged 50-64 years
	Local streets & footpaths	47	52	55	57	Honeysuckle Creek residents	Aged 50-64 years
	Sealed local roads	47	51	50	53	Honeysuckle Creek residents	Aged 18-64 years
	Planning & building permits	44	51	48	50	Honeysuckle Creek residents	Seven Creeks residents
	Unsealed roads	40	42	42	41	Honeysuckle Creek residents	Lake Nagambie, Hughes Creek residents



Focus areas for the next 12 months

Overview

Perceptions of Strathbogie Shire Council's overall performance remain consistent with last year, and is close to the highest level recorded. Mixed results are seen across other service areas, where perceptions of performance fluctuated and some significant declines are evident. Positively, ratings of Council's performance on recreational facilities, waste management, business and community development and tourism, environmental sustainability and lobbying are at their highest recorded index scores.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that influence perception of overall performance but where Council currently performs relatively less well: maintenance of unsealed roads and condition of sealed local roads are key here. Council's performance in these areas declined further over the past 12 months (significantly for sealed local roads). Improving perceptions of Council's performance on these areas will boost perceptions of Council's overall performance.

Comparison to state and area grouping

Council performs in line with the Small Rural group council averages on eight out of 16 individual service areas evaluated and in line with the State-wide averages for councils on nine out of 16 areas. Council performs significantly below the Small Rural group and State-wide averages on all remaining measures.

Maintain gains achieved to date

Endeavours should be made to consolidate and build upon performance in the service areas where ratings are stable, especially those that have the strongest influence on the perceptions of overall performance. Transparency in Council decision making and good consultation and engagement with residents about key local issues, provide the greatest opportunity to drive up overall opinion of Council's performance.

DETAILED FINDINGS

Overall performance



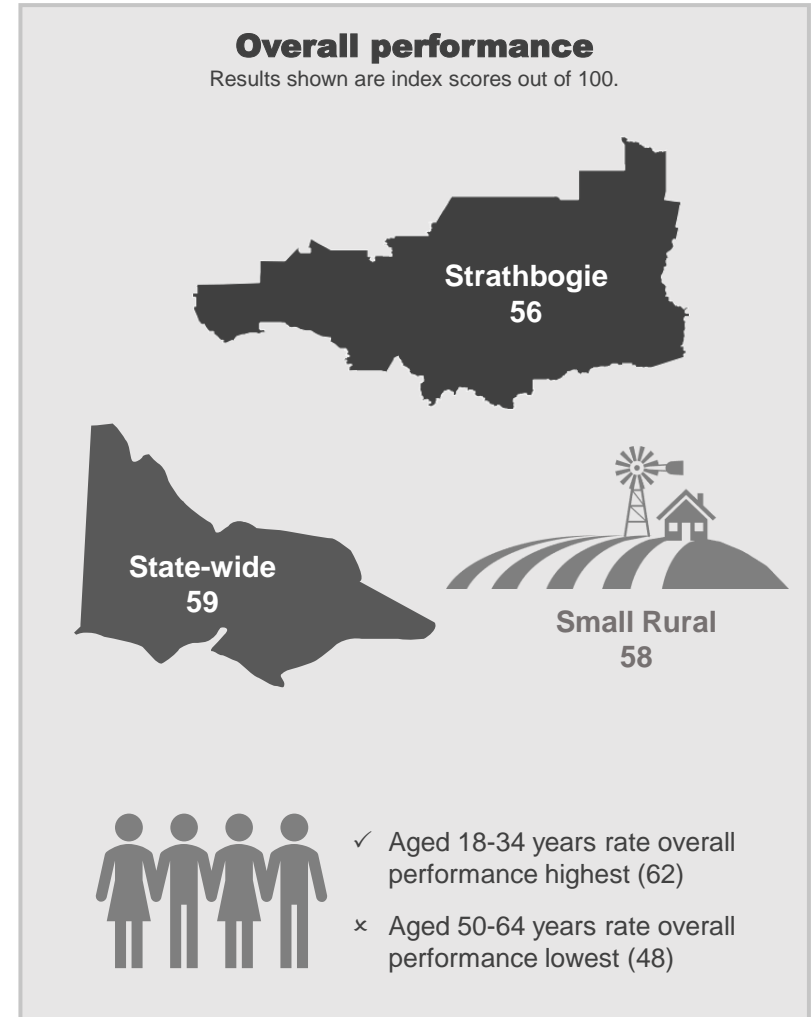
Overall performance

The overall performance index score of 56 for Strathbogie Shire Council represents a one point (not significant) decline on the 2021 result.

Strathbogie Shire Council's overall performance is rated in line with the average rating for councils in the Small Rural group and is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index scores of 58 and 59 respectively).

- The rating of 62 index points among residents aged 18 to 34 years is significantly higher than the council average.
- Among residents aged 50 to 64 years (index score of 48) perceptions of Council's overall performance are lower than the council average.

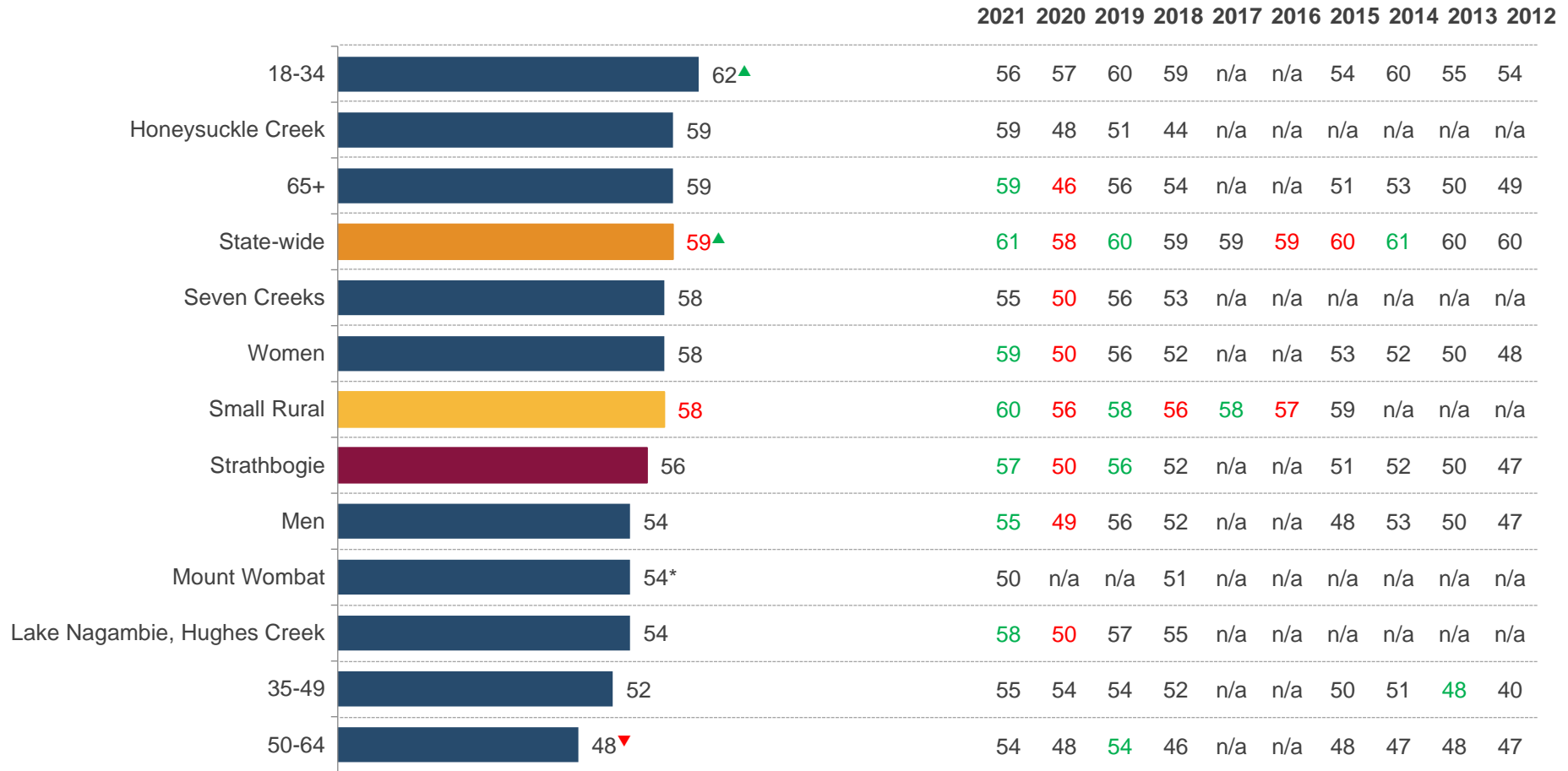
Almost a quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is fewer than those who rate Council as 'very poor' or 'poor' (41%). A further 31% rate Council as 'average' in terms of providing 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 Strathbogie 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

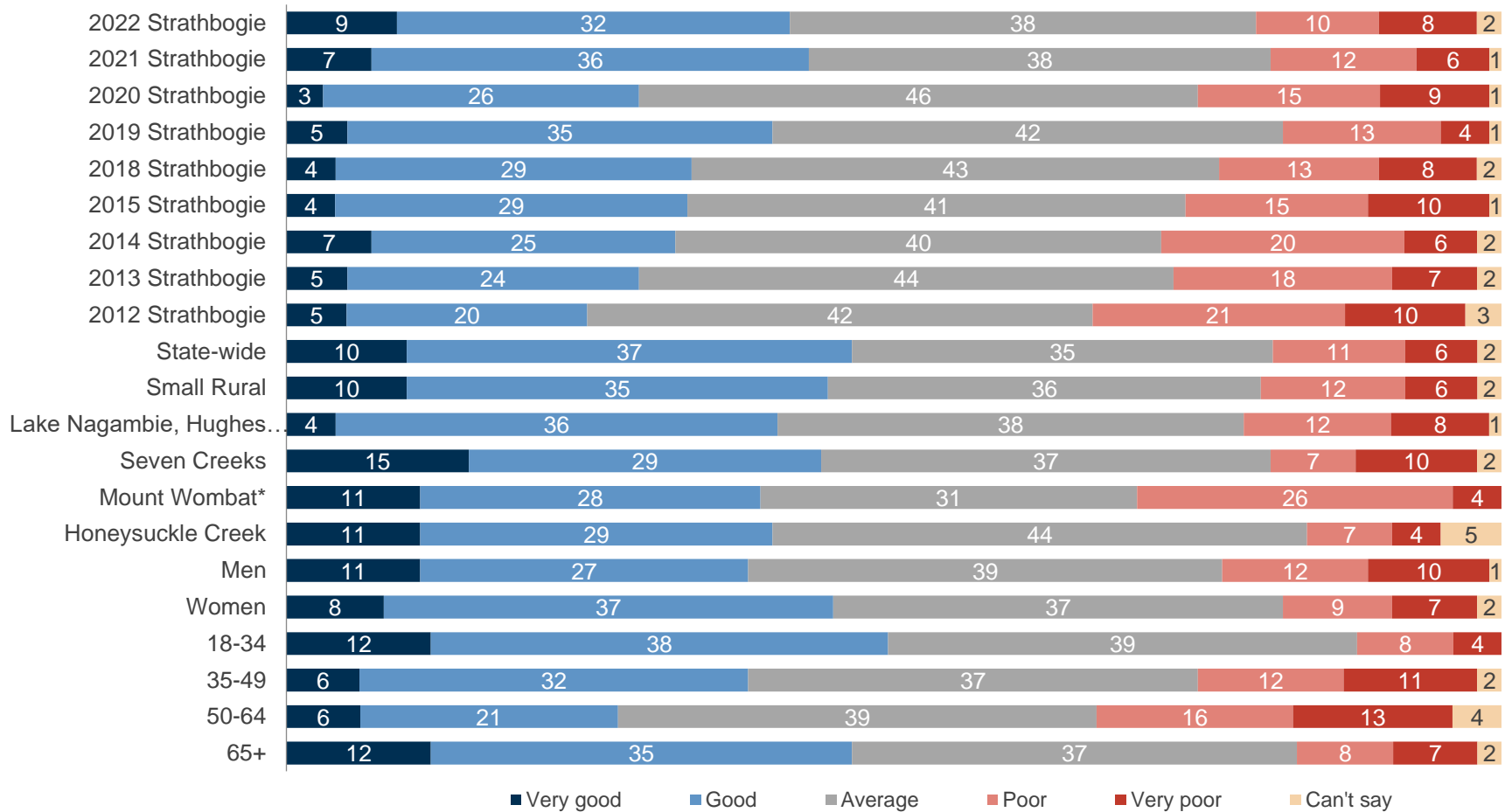
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2022 overall performance (%)



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

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51▲	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	50▲	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	44	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	43	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	42	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	41*	34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	41	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	40	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	40	38	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	36	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	36	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Strathbogie 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

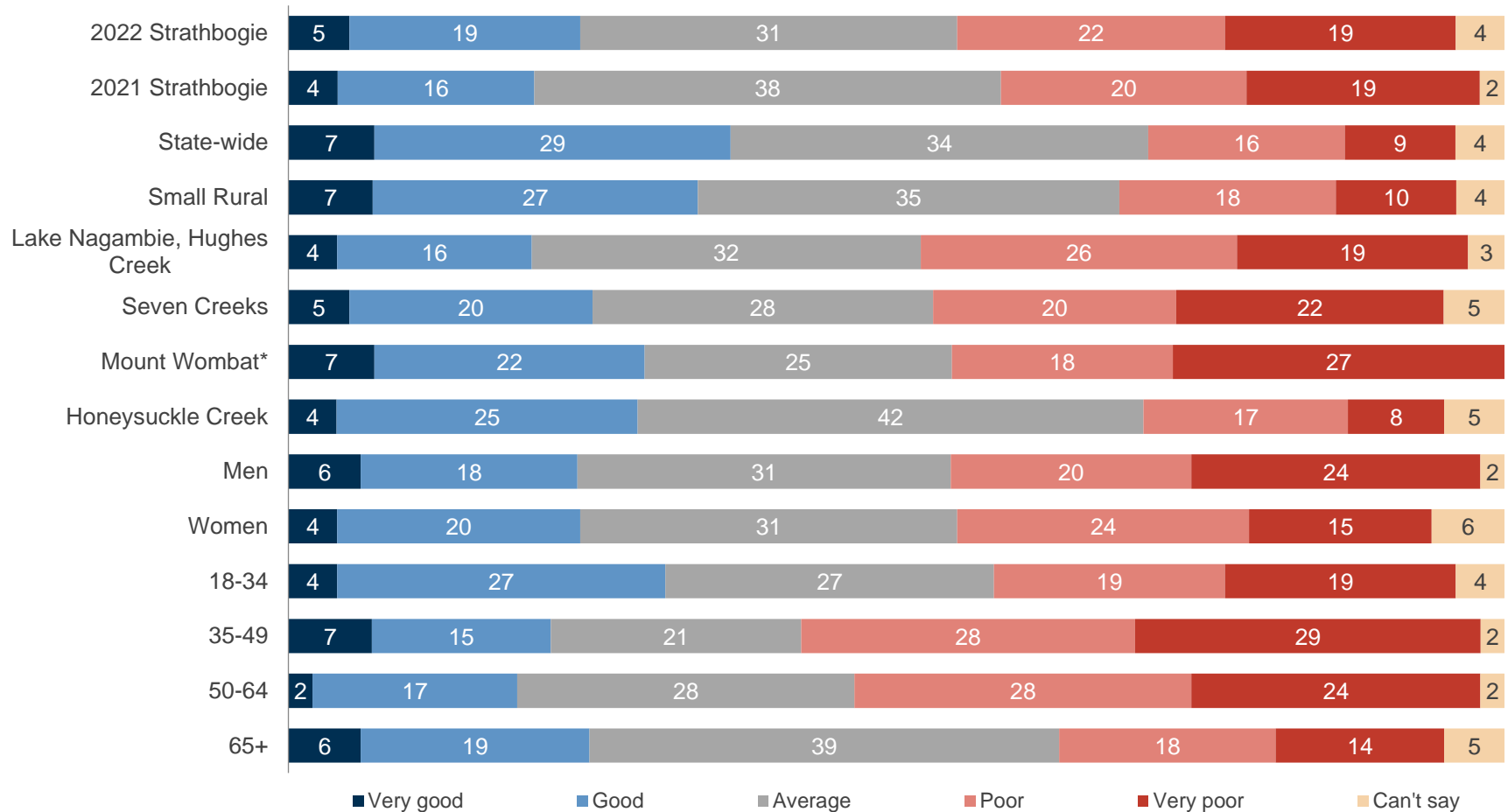
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate Strathbogie 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

*Caution: small sample size < n=30



Top performing service areas

The appearance of public areas (index score of 73) is the area where Council performed best in 2022. Performance is largely unchanged from last year, the only other year where this service area has been evaluated.

- Council performs in line with the Small Rural group average and the State-wide average for councils (index scores of 73 and 71 respectively).
- Perceptions of Council's performance on the appearance of public areas is significantly higher than average among residents aged 35 to 49 years (index score of 79).

Recreational facilities is Council's next highest rated service area (index score of 68), followed by art centres and libraries and waste management (each with an index score of 67).

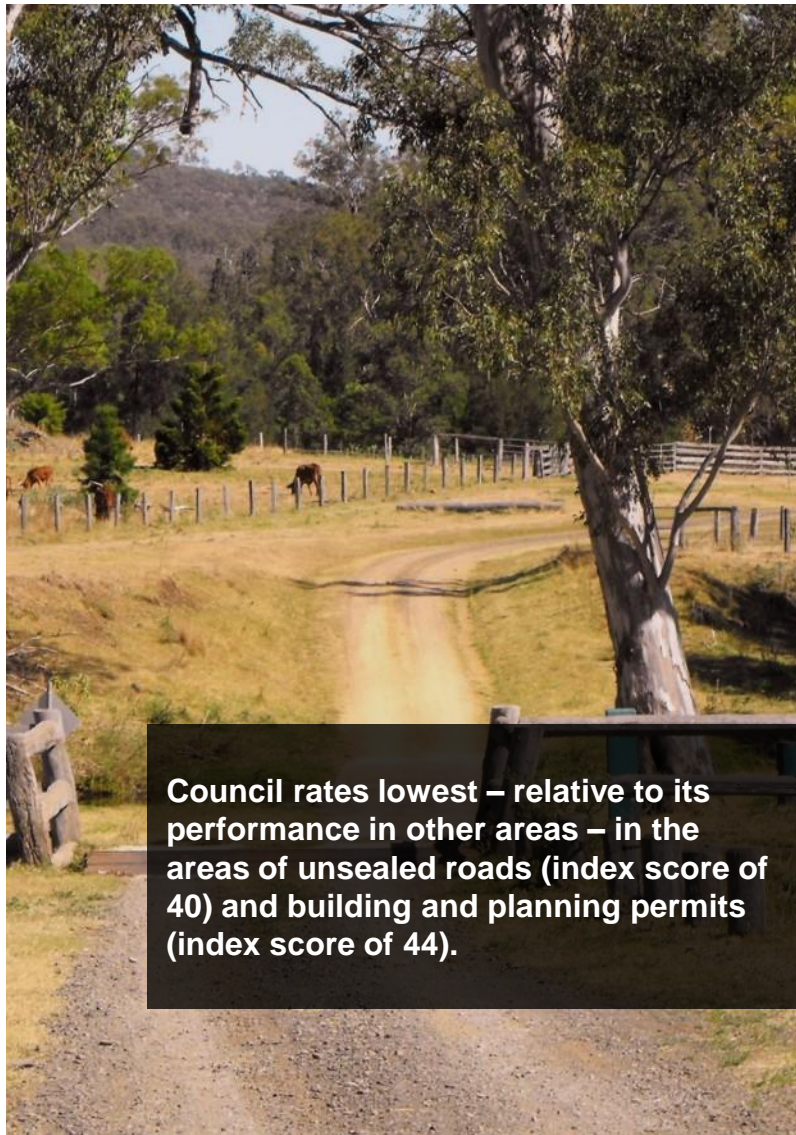
- Perceptions of Council's performance on recreational facilities and art centres and libraries are not significantly different from the Council average across demographic and geographic cohorts.
- Residents of Honeysuckle Creek and those aged 65 years or older rated Council's performance on waste management higher than average. Residents aged 18 to 34 years rate it significantly lower than average.



Appearance of public areas (index score of 73) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest in the areas of the maintenance of unsealed roads (index score of 40, down two points on 2021).

- Council rates in line with the Small Rural council group average in this area (index score of 42).
- Perceptions of the maintenance of unsealed roads have declined significantly in the last 12 months among residents of Lake Nagambie, Hughes Creek (index score of 33, down six points) and are also significantly lower than the Council average. Attention should be focused in this location as a first priority.

Building and planning permits (index score of 44, down a significant seven index points) is Council's next lowest rated service area. Here Council performs significantly lower than the Small Rural group average (index score of 48).

Council's next lowest rated areas are sealed local roads and local streets and footpaths (each on 47 index points). Both these service areas experienced a significant decline in performance rating and both rate lower than the Small Rural group average.

One in six residents volunteer sealed local roads (17%) as an area most in need of improvement. Unsealed road maintenance is mentioned by 7% of residents.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	67	67	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	62	61	62	64	63	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	59	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	57	61	59	59	56	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	55	56	55	59	55	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	54	51	50	54	48	n/a	n/a	49	52	50	50
Consultation & engagement	52	52	50	55	51	n/a	n/a	47	51	50	51
Community decisions	51	52	49	55	48	n/a	n/a	48	n/a	n/a	n/a
Local streets & footpaths	47	52	46	48	46	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	47	51	51	51	47	n/a	n/a	43	n/a	n/a	n/a
Planning & building permits	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	40	42	41	43	37	n/a	n/a	n/a	n/a	n/a	n/a

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

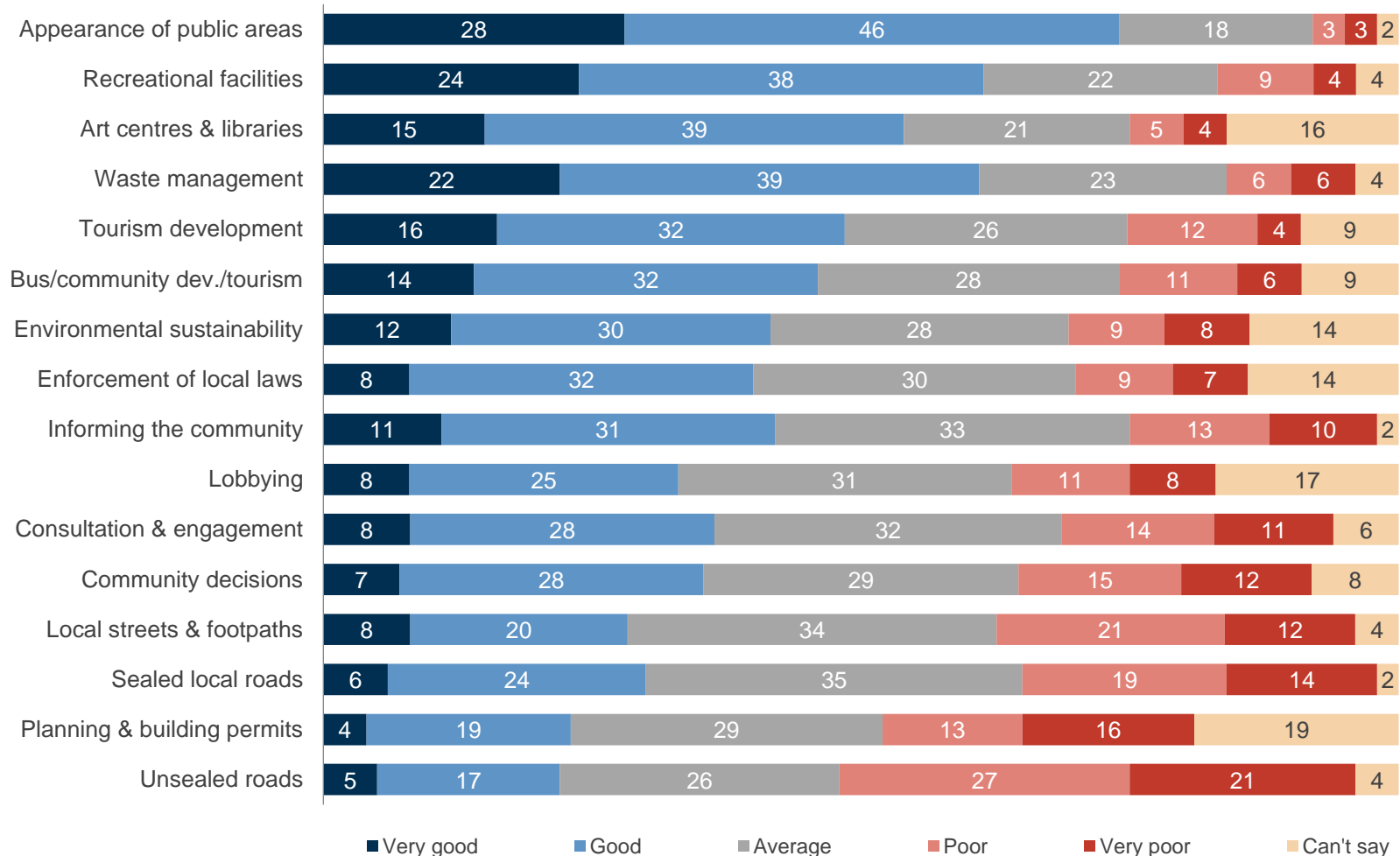
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	71	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	65	63	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?

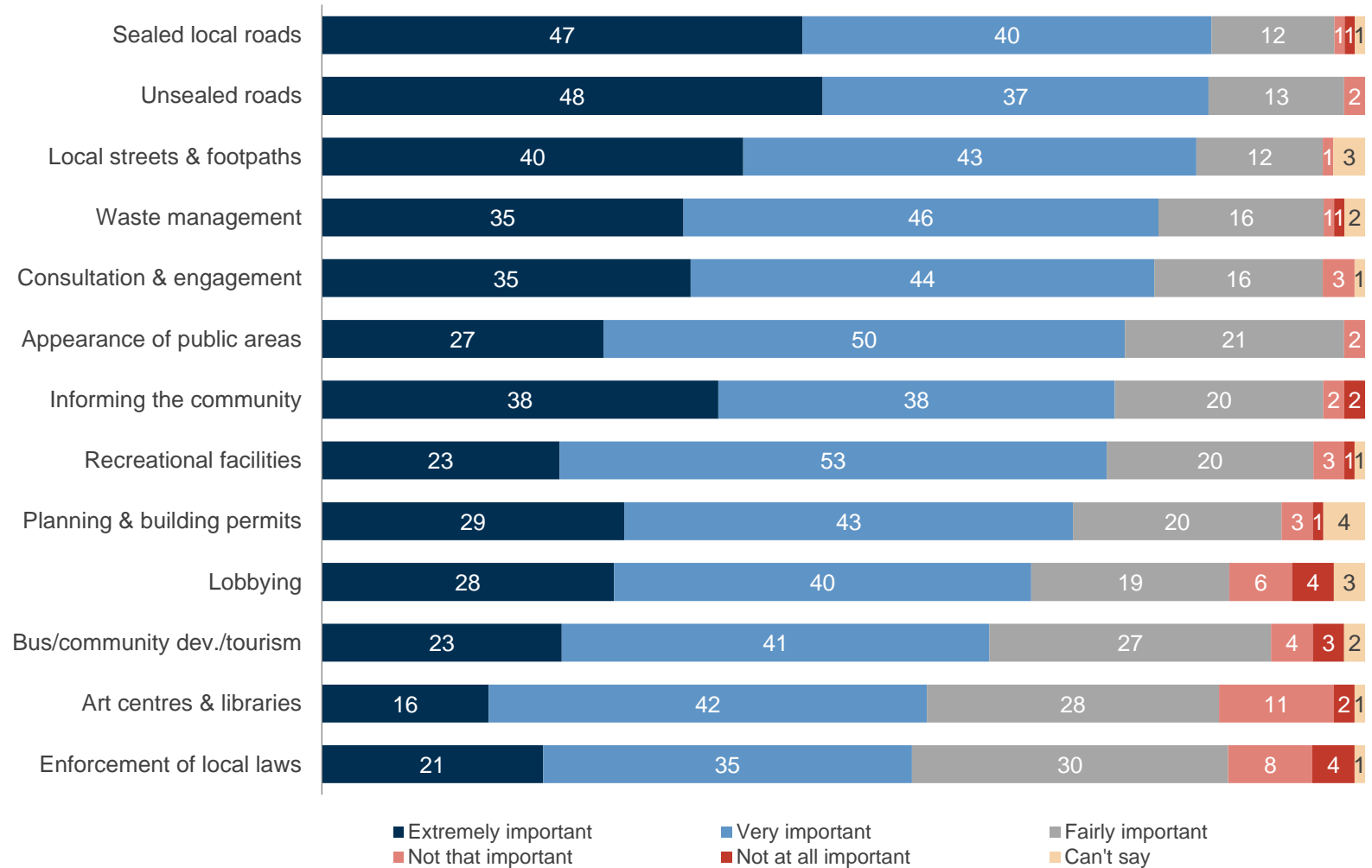
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

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



Individual service area importance

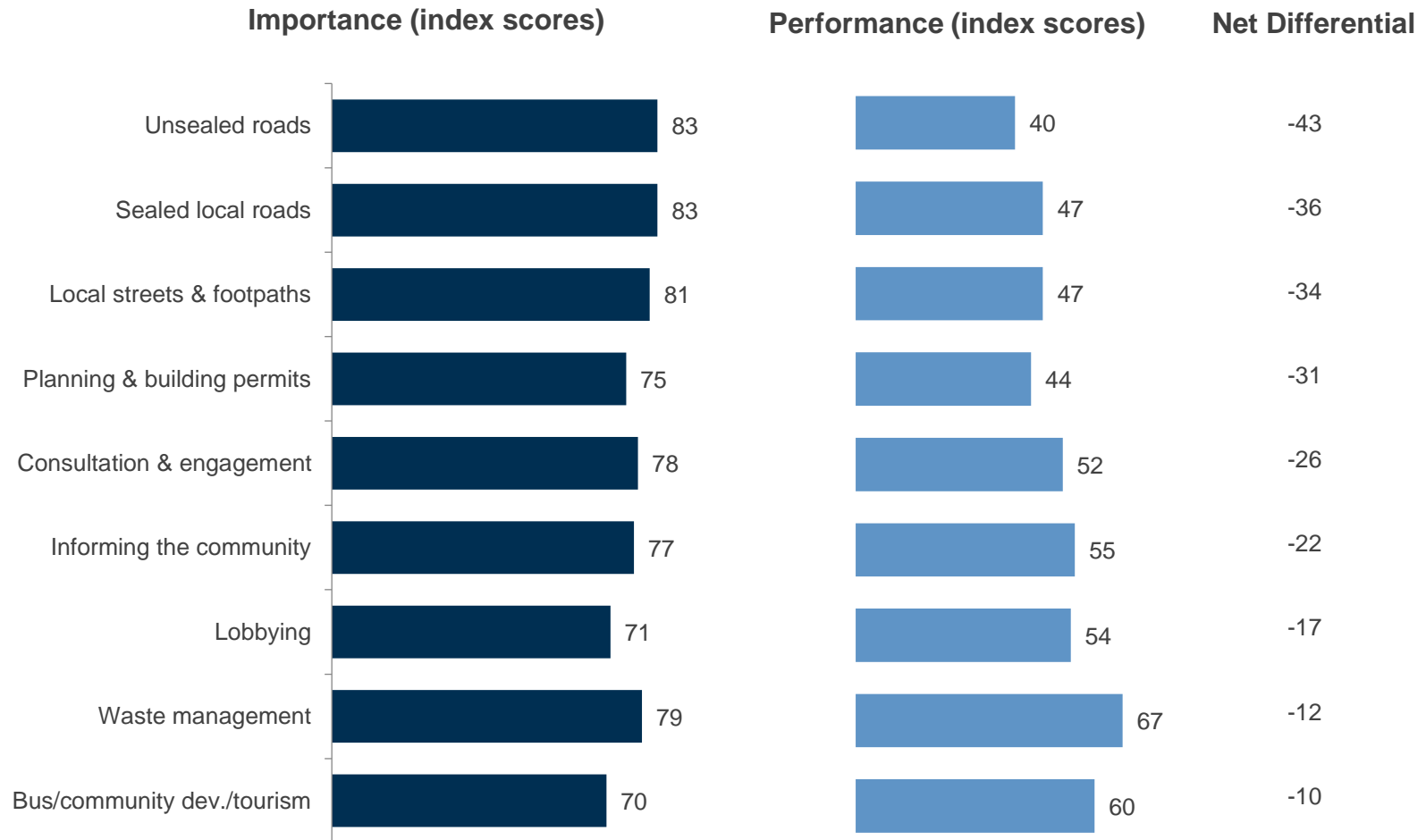
2022 individual service area importance (%)





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 engagement with residents about key local issues and Council activities, as well as transparency in Council decision making, provide the greatest opportunity to drive up overall opinion of Council's performance.

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

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

Looking at these key service areas only, Council performs best on recreational facilities (index of 68), which has a moderate influence on its overall performance rating.

Council also performs relatively well on business, community development and tourism (index of 60), which has a stronger influence on overall community perceptions.

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

Another service area that has a moderate influence on overall perceptions, but where Council performs slightly less well, is enforcement of local laws (index of 57).

Ensuring local laws are applied fairly and equitably, and addressing any community concerns about this, can also help shore up positive overall perceptions of Council.

However, most in need of attention is Council's maintenance of unsealed roads and sealed roads, which are each poorly rated (index of 40 and 47 respectively) and a moderate influence on overall community opinion.

It will be important to improve the condition of local roads to increase positive overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

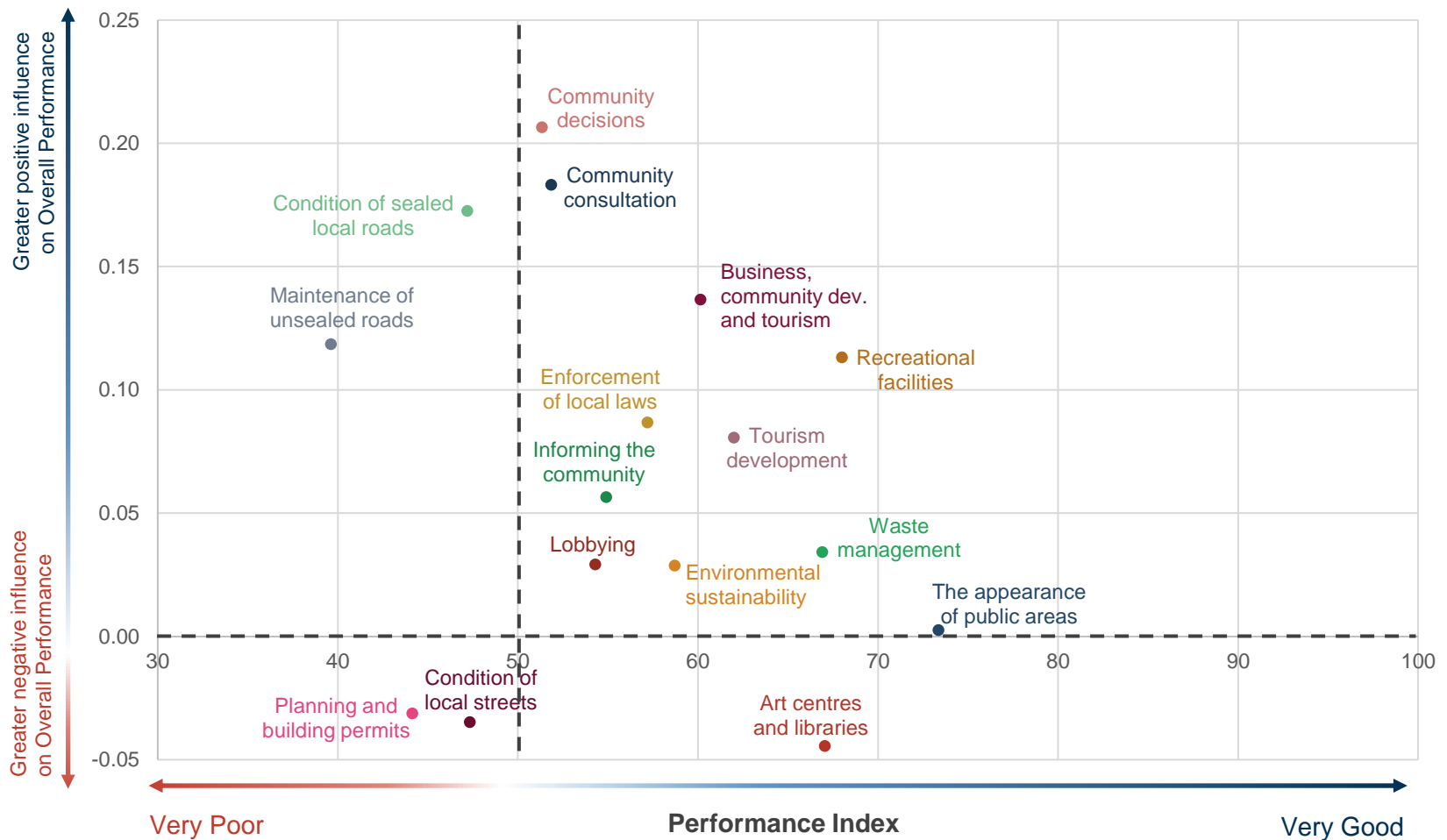
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.635 and adjusted R^2 value of 0.620, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.64$. 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)



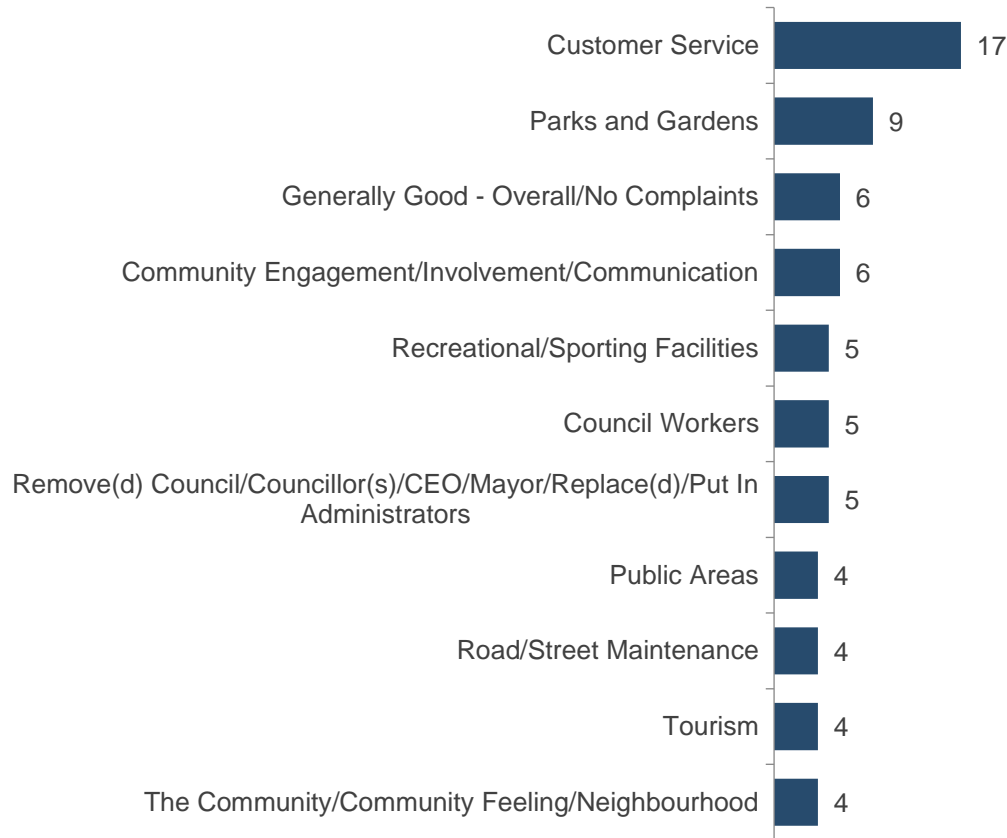
The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.627 and adjusted R^2 value of 0.620, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 94.04$.



Best things about Council and areas for improvement

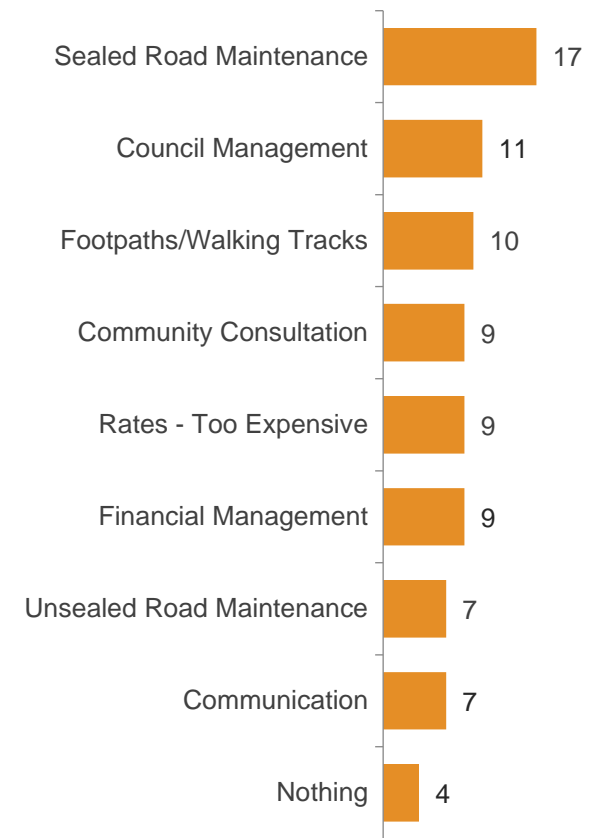
2022 best things about Council (%)

- Top mentions only -



2022 areas for improvement (%)

- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Strathbogie Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 9

Q17. What does Strathbogie 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 these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Fewer than seven in ten Council residents (69%) have had contact with Council in the last 12 months. Rate of contact is one percentage point higher than last year.

Residents of Honeysuckle Creek (52%) had the least contact with Council, significantly less than average.

The main methods of contacting Council are by telephone (45%, trending up over time from 35% in 2018) and in person (38%).



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 42% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 73 is up four points on 2021 (not a significant increase). Customer service is rated significantly higher than the Small Rural group average and the State-wide average for councils (index scores of 67 and 68 respectively).

Seven in ten residents (70%) provide a positive customer service rating of 'very good' or 'good'.

- Ratings of Council's performance on customer service are lowest among residents aged 50 to 64 years (index score of 61, significantly below average).

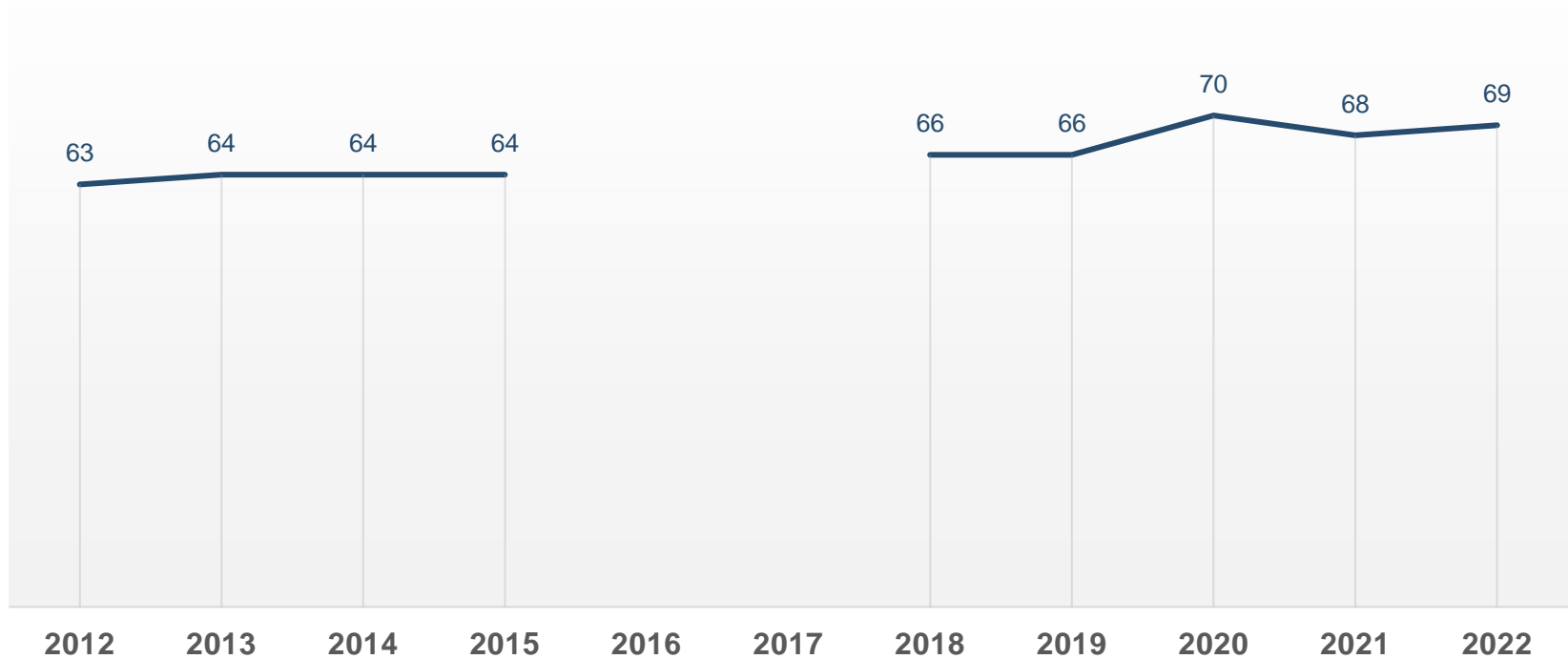
Ratings of Council's customer service improved significantly among people aged 18 to 34 years (up 17 points), 35 to 49 years (up 15 points), residents of Lake Nagambie and Hughes Creek (up ten points), and those who contacted Council via telephone (up nine index points to 78).

- This increase in perceptions of customer service among 35 to 49 years olds is a positive result given they have the highest level of contact with Council.



Contact with council

2022 contact with council (%) Have had contact



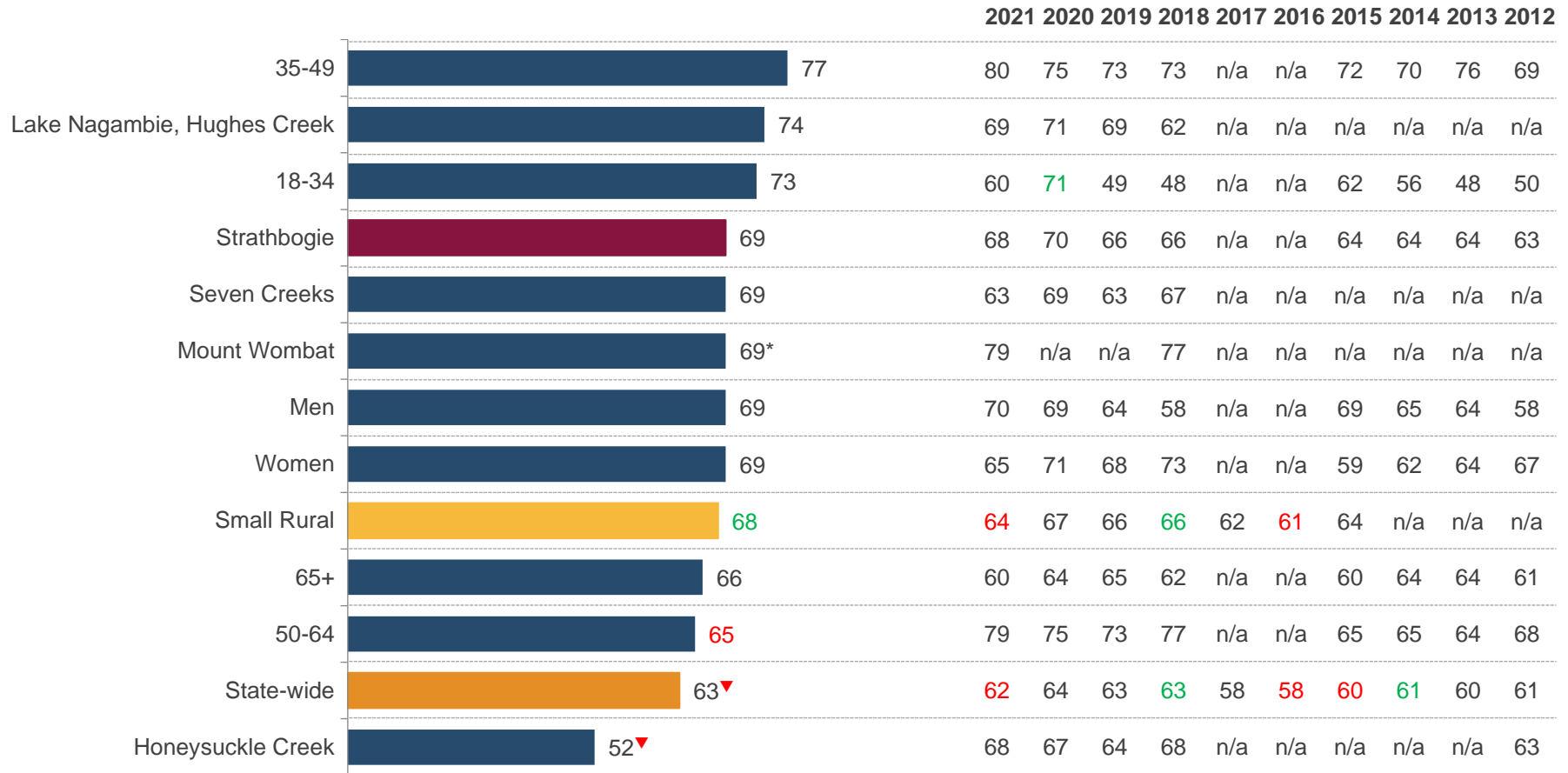
Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



Contact with council

2022 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

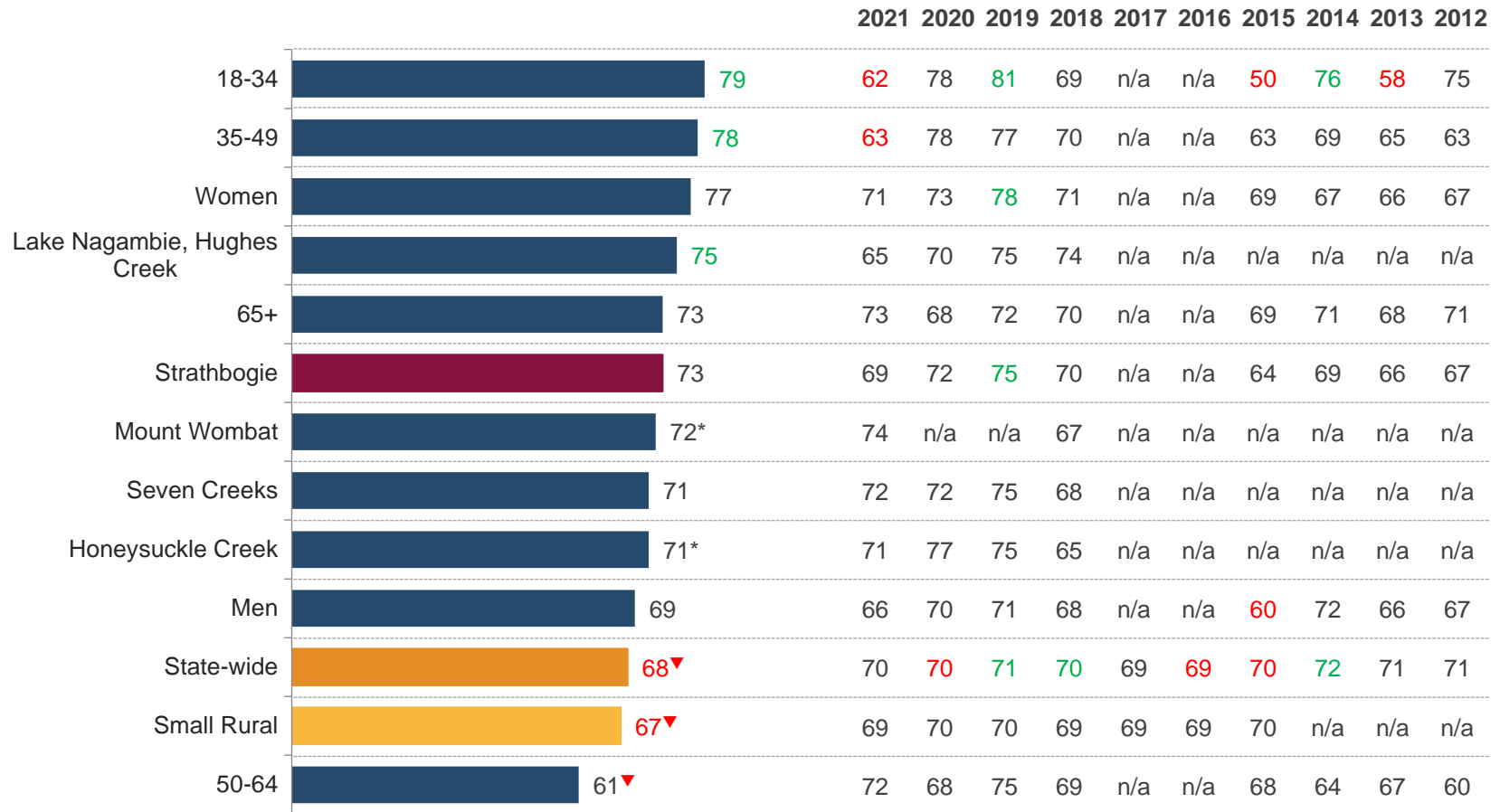
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Strathbogie 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

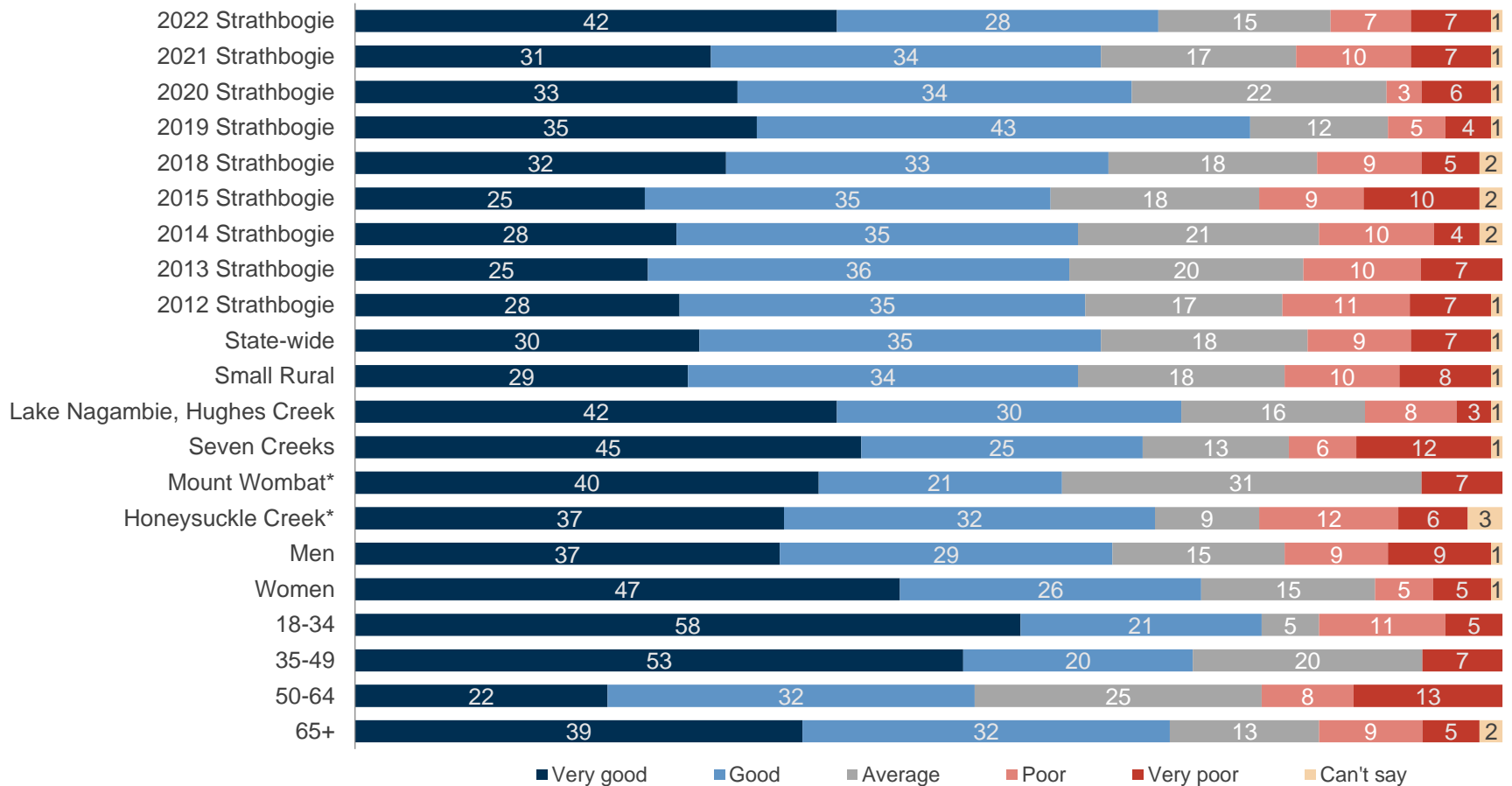
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Strathbogie 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

*Caution: small sample size < n=30



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



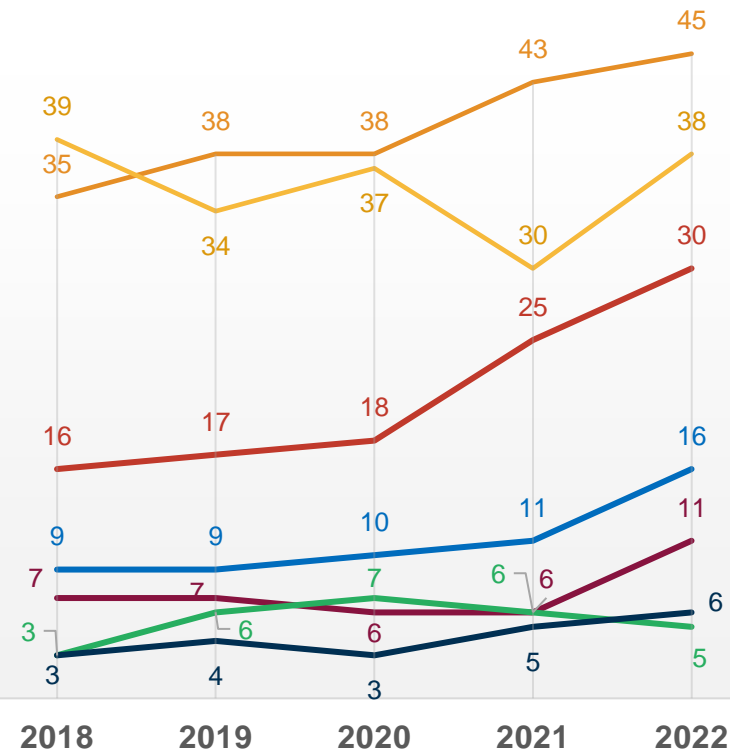
By Email



Via Website



By Social Media



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

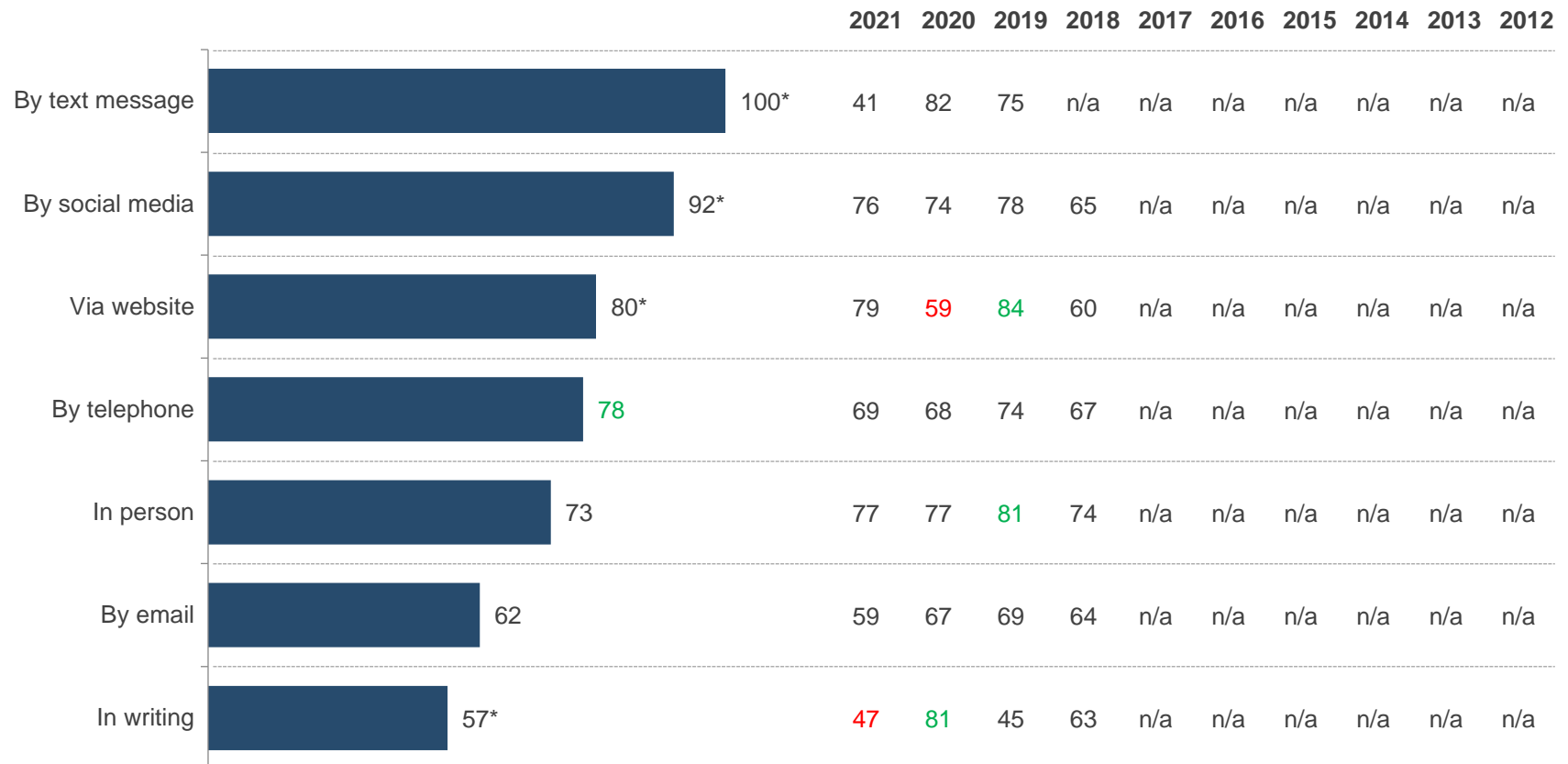
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



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

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

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

Councils asked State-wide: 25 Councils asked group: 4

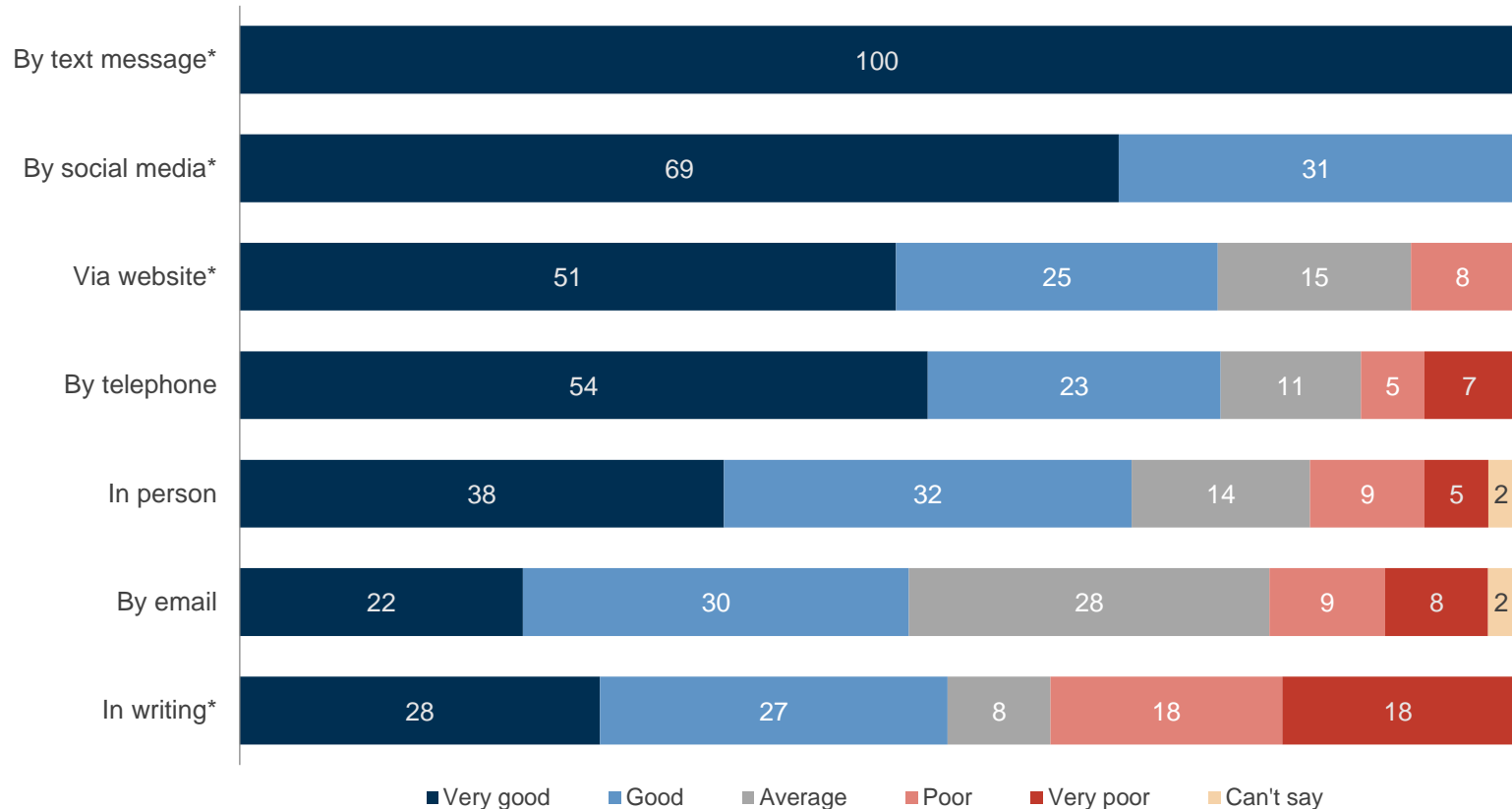
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



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

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

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

Councils asked State-wide: 25 Councils asked group: 4

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via mail (32%) followed by newsletters via email (24%). The greatest changes since 2021 are the four point increase in preference for newsletter via mail and the four point decrease in preference for newsletter as a local paper insert noting that preference for these two channels has fluctuated over time.

- The preferred form of communication among under 50s is newsletter sent via mail (32%) followed by social media (29%). A newsletter via email (18%) is further behind these two channels.
- The preferred form of communication among over 50s follows the overall resident pattern with a newsletter sent via mail (32%) only just preferred over a newsletter sent via email (27%).





Best form of communication

2022 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



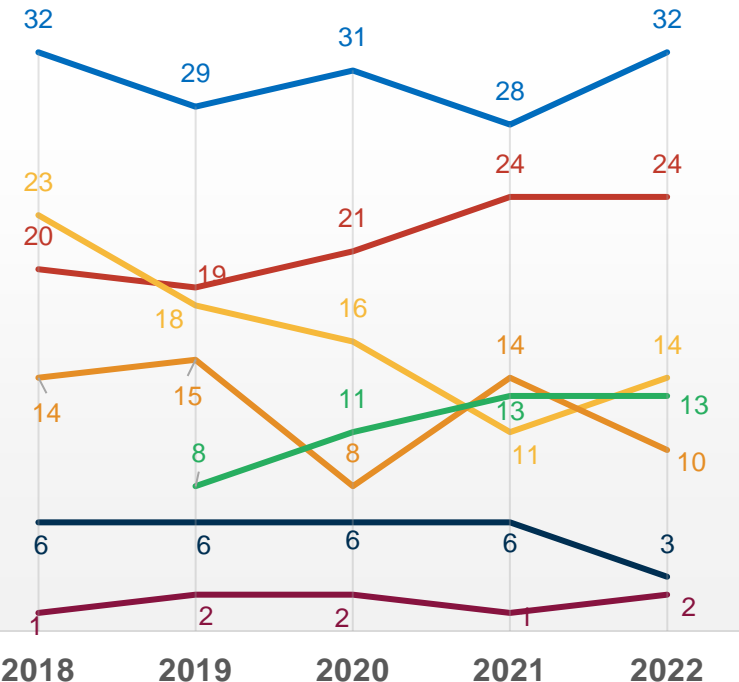
Council
Website



Text
Message



Social
Media



Q13. If Strathbogie 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?

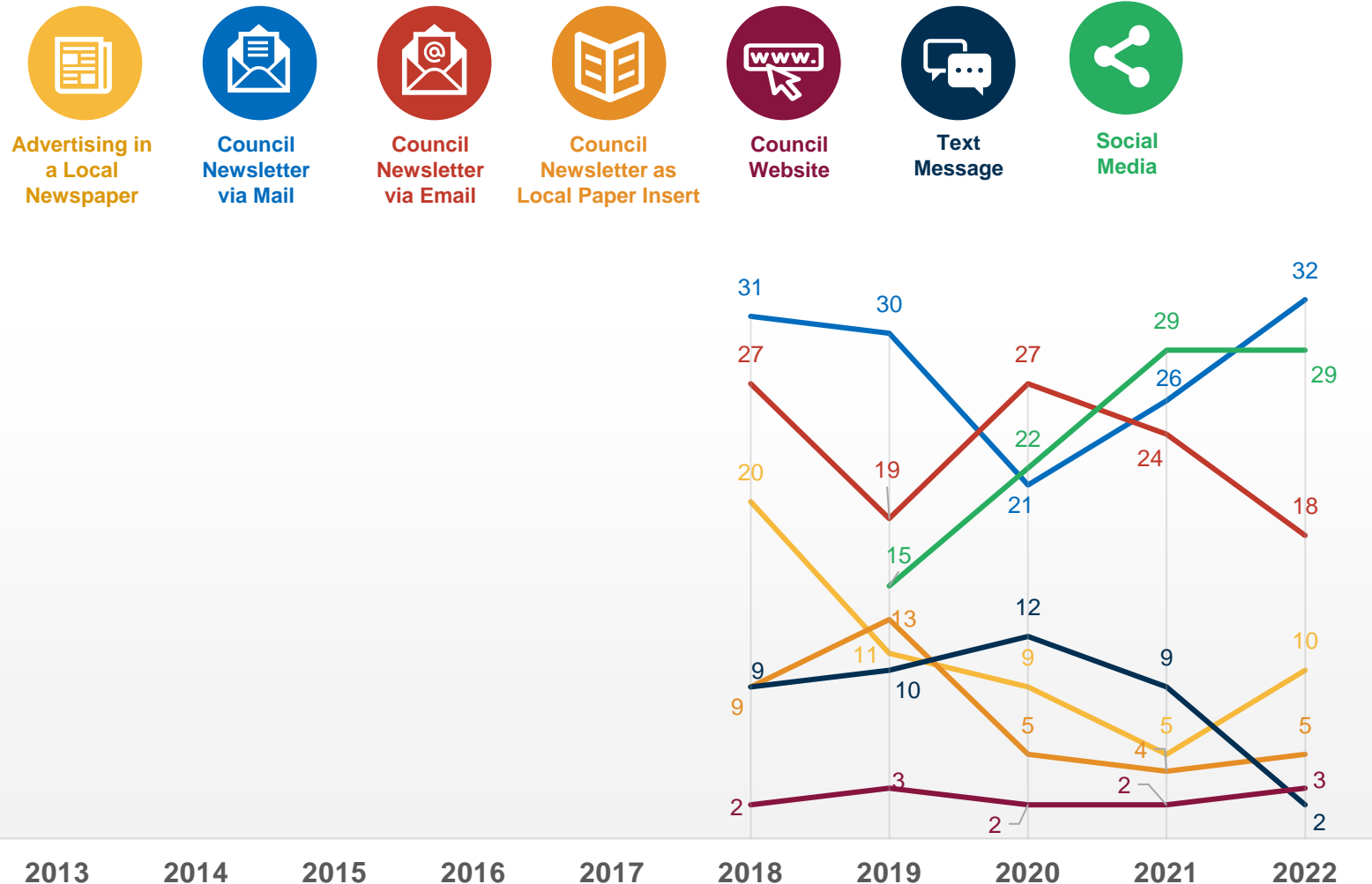
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



Q13. If Strathbogie 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?.

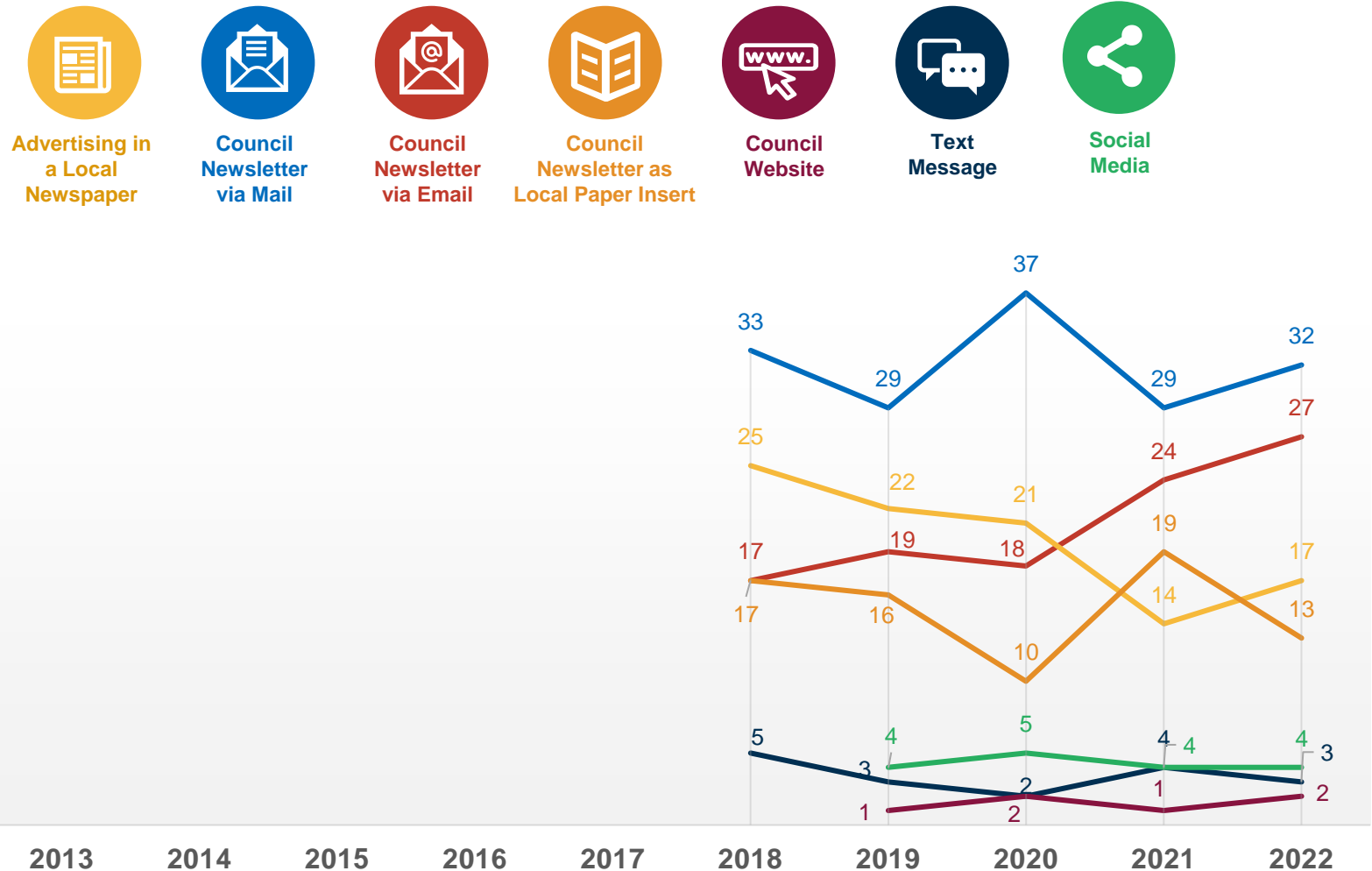
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Q13. If Strathbogie 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 over 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction



Council direction

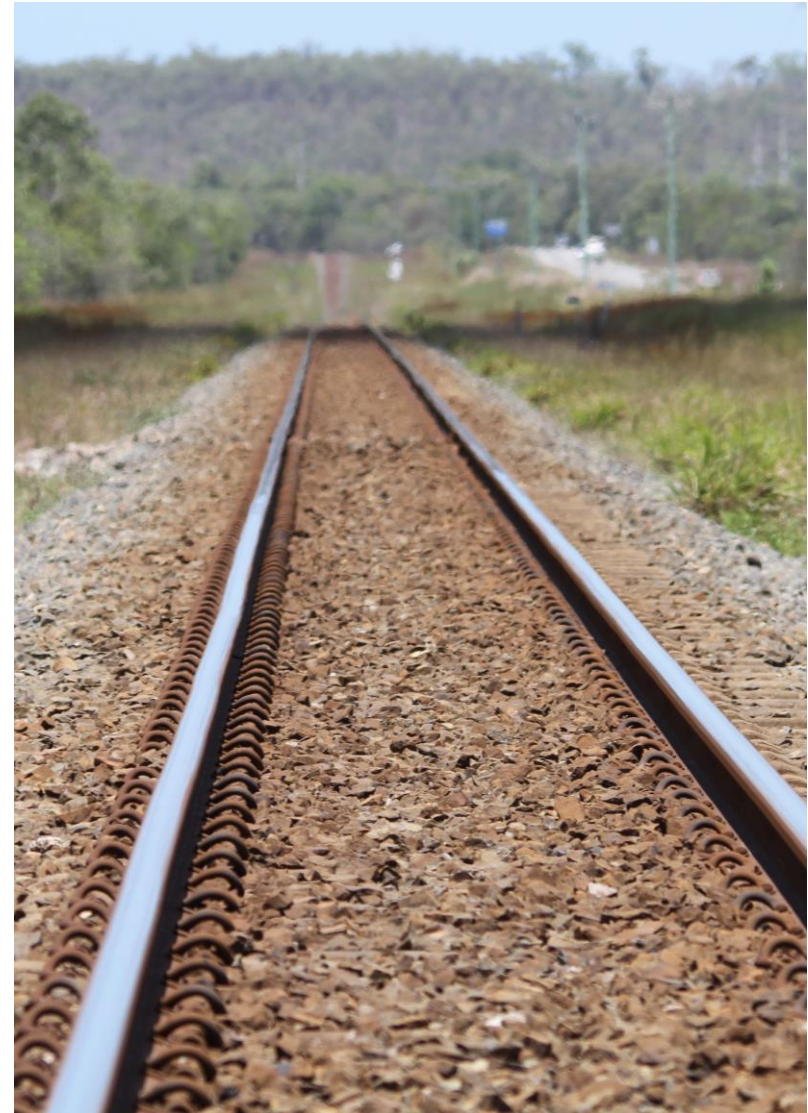
Perceptions of the direction of Council's overall performance have decreased by a significant five points (index score of 50).

- Perceptions of Council's overall direction are in line with the Small Rural group average and the State-wide average for councils.

Over the last 12 months, 50% of residents believe the direction of Council's overall performance has stayed the same, down nine points on 2021.

- 22% believe the direction has improved in the last 12 months, down one point.
- 23% believe it has deteriorated, up 11 points.
- The most satisfied with Council direction are those aged 65 years or over, significantly more so than average.
- The least satisfied with Council direction are those aged 35 to 49 years. This cohort is significantly less satisfied than average.

When it comes to the trade off between rates and services, there is a strong preference for cuts in council services to keep council rates at the same level as they are now (50%) versus a preference for rate rises to improve local services (23% would prefer this).





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	56▲	60	46	60	50	n/a	n/a	47	53	54	49
Women	55	61	53	59	54	n/a	n/a	51	50	49	45
Seven Creeks	53	58	54	57	49	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	53	58	42	56	49	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51	53	50	53	50	52	50	53	n/a	n/a	n/a
State-wide	50	53	51	53	52	53	51	53	53	53	52
18-34	50	57	67	62	57	n/a	n/a	50	57	43	46
Strathbogie	50	55	51	58	52	n/a	n/a	49	51	48	44
Lake Nagambie, Hughes Creek	46	54	51	59	56	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	50	50	57	51	n/a	n/a	47	51	47	43
50-64	45	47	47	54	52	n/a	n/a	46	51	48	40
Mount Wombat	44*	53	n/a	n/a	52	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40▼	54	52	56	51	n/a	n/a	55	42	45	40

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

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

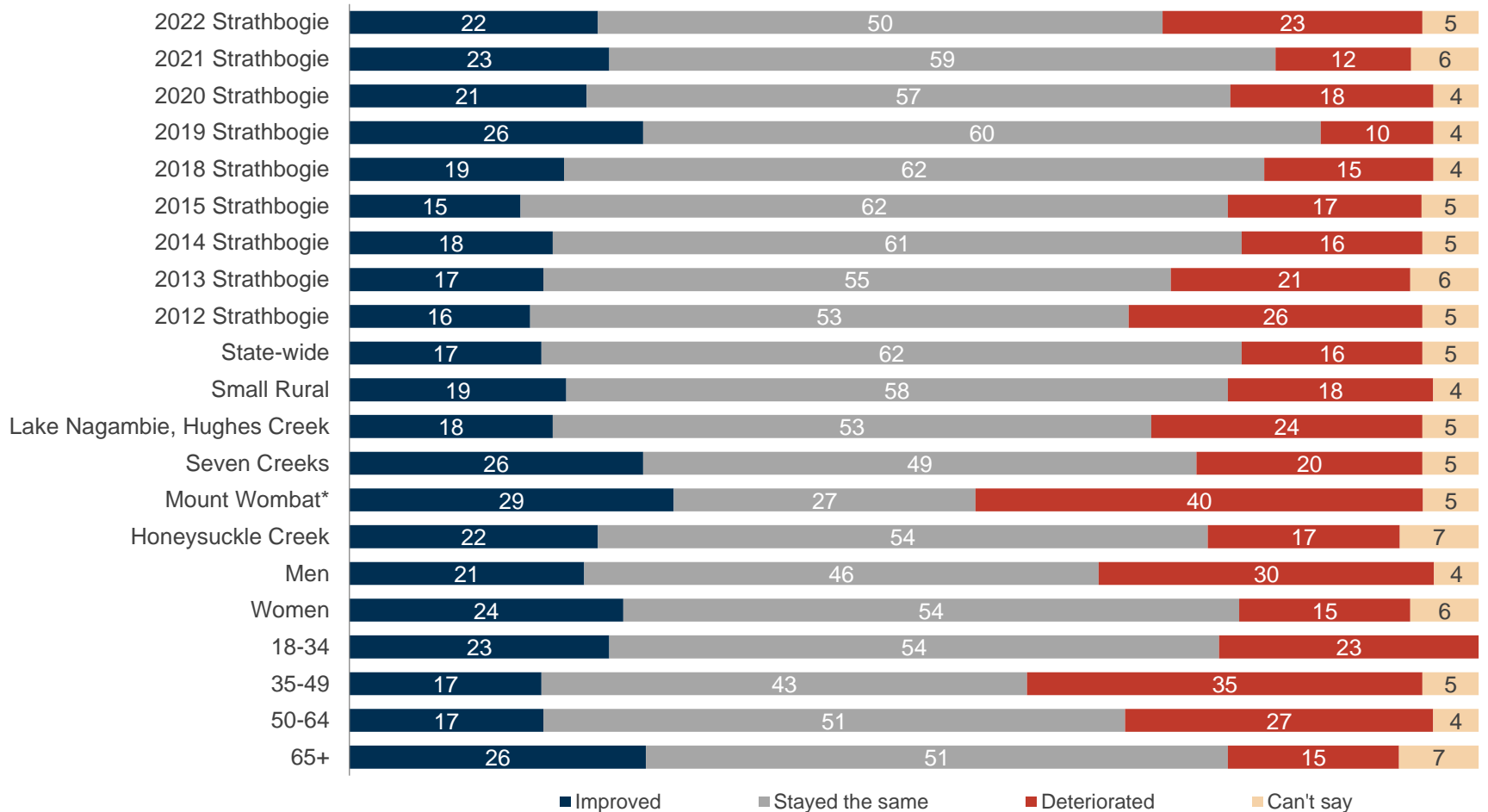
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2022 overall council direction (%)



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

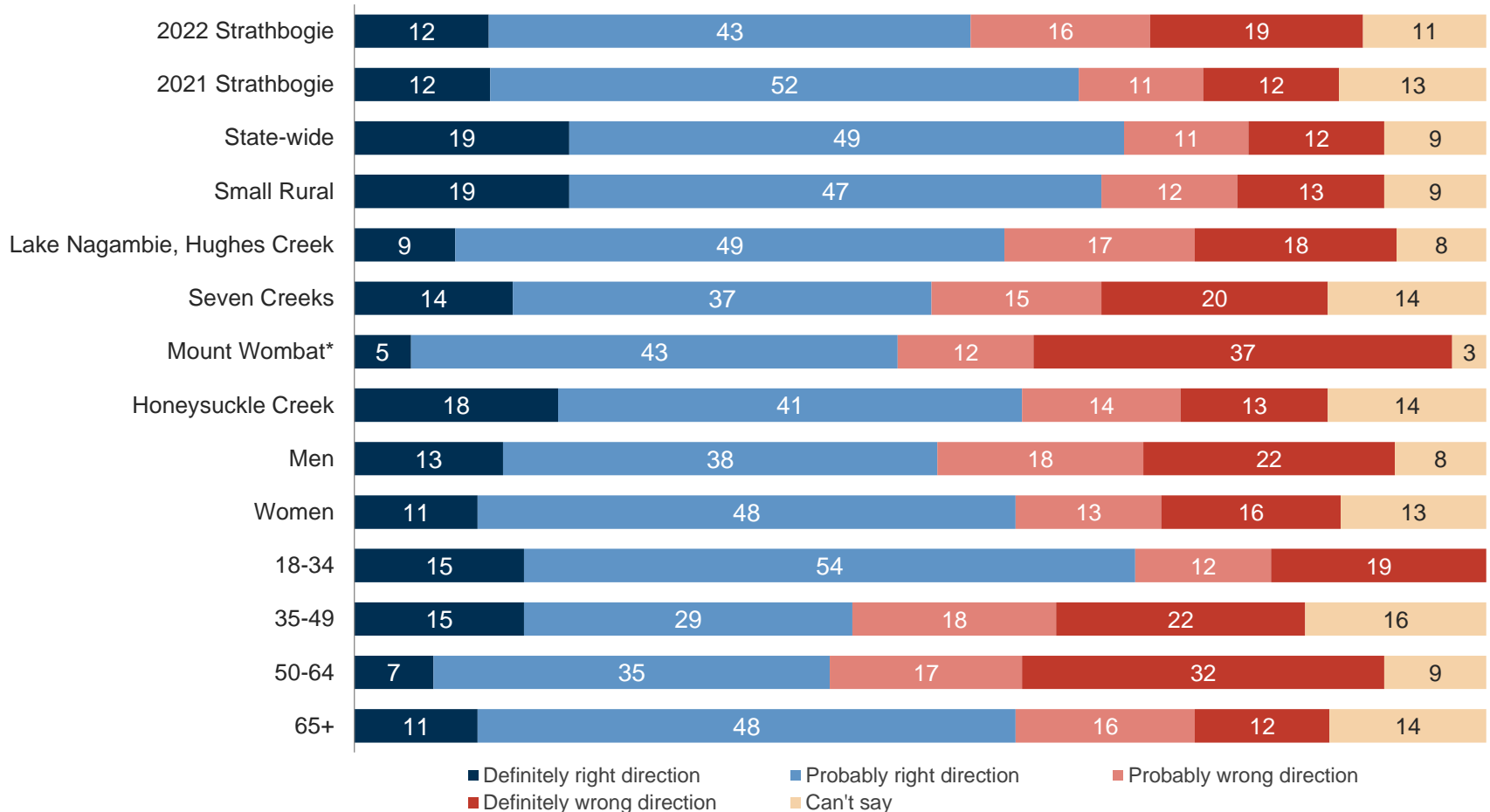
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Right / wrong direction

2022 right / wrong direction (%)



Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?

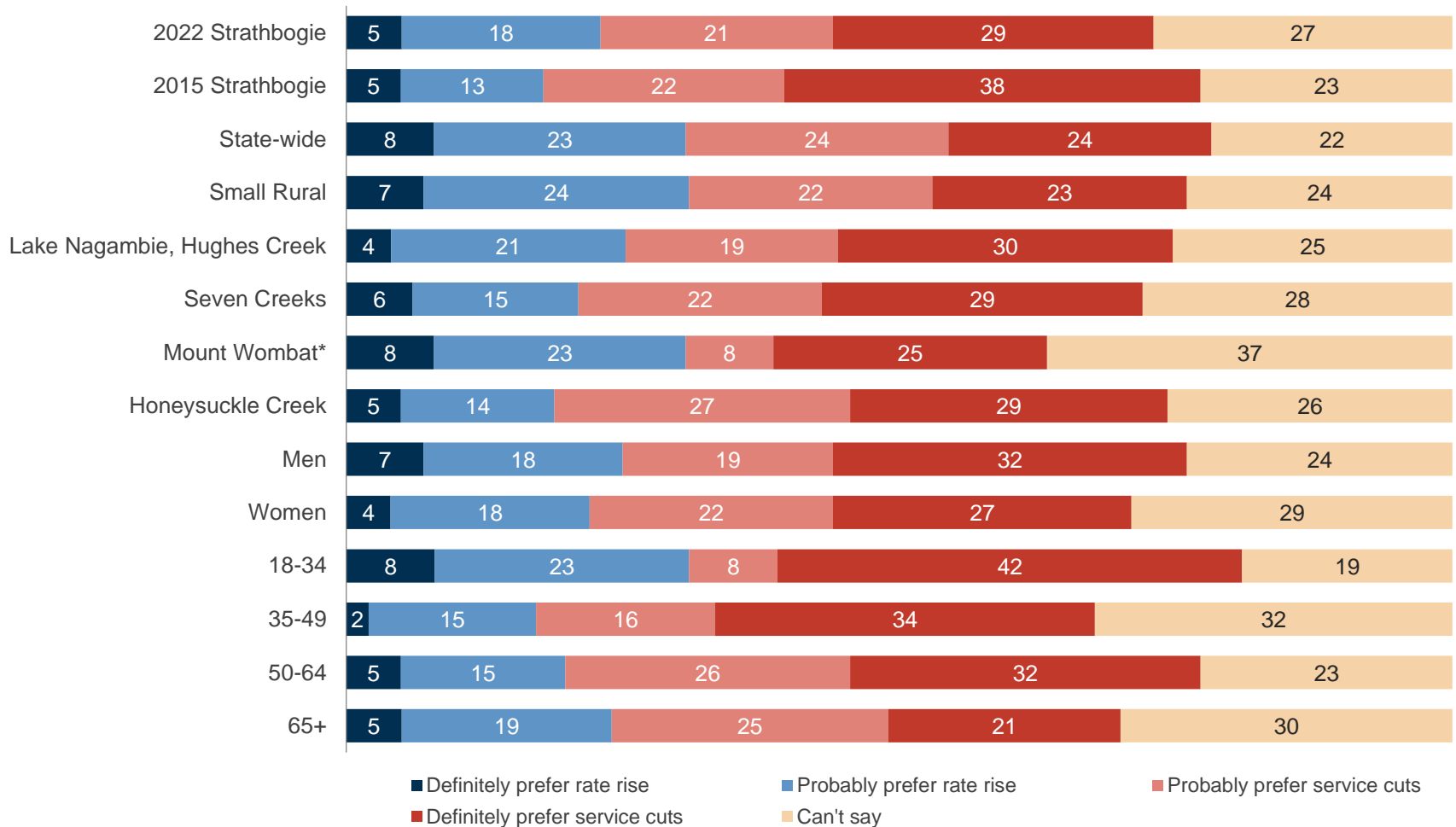
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

*Caution: small sample size < n=30



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

*Caution: small sample size < n=30

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

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Mount Wombat	83*	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	79	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	78	77	76	76	74	75	77	76	n/a	n/a	n/a
65+	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76▼	75	74	74	74	74	75	74	74	73	73
Men	76	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

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

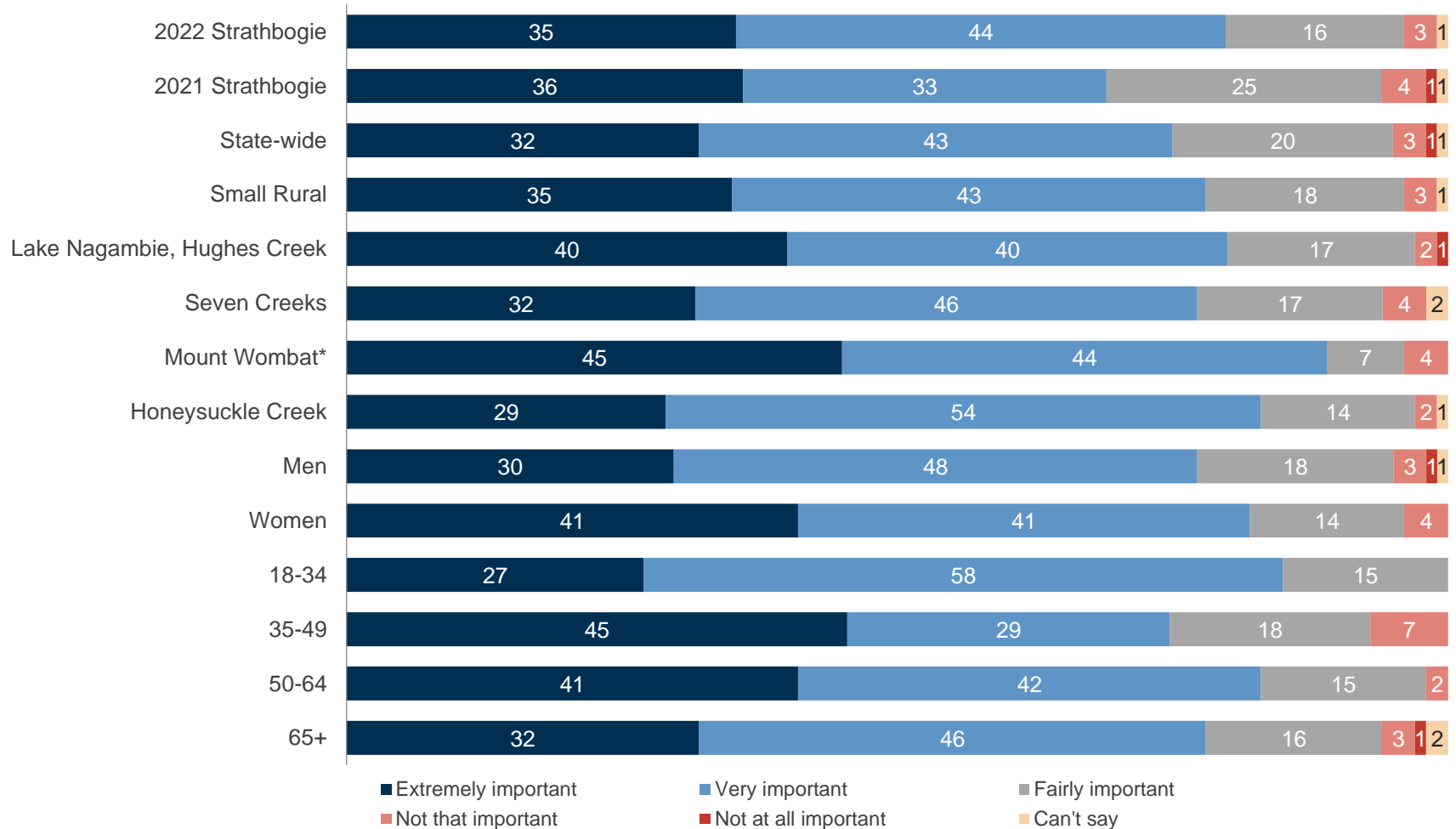
*Caution: small sample size < n=30



Community consultation and engagement importance



2022 consultation and engagement importance (%)



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

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

*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	56	52	47	55	50	n/a	n/a	45	51	55	52
Women	56	55	51	57	53	n/a	n/a	50	54	50	53
Honeysuckle Creek	55	58	48	55	51	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	56	55	56	55	55	54	56	57	57	57
Small Rural	54	56	54	56	54	55	55	56	n/a	n/a	n/a
18-34	53	58	56	57	58	n/a	n/a	51	60	48	60
Lake Nagambie, Hughes Creek	52	54	50	57	52	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	52	52	50	55	51	n/a	n/a	47	51	50	51
Seven Creeks	51	48	51	53	50	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	49*	49	n/a	n/a	48	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	49	50	54	49	n/a	n/a	44	49	51	49
35-49	48	51	57	57	50	n/a	n/a	49	51	47	46
50-64	46	48	46	53	47	n/a	n/a	46	47	48	48

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.

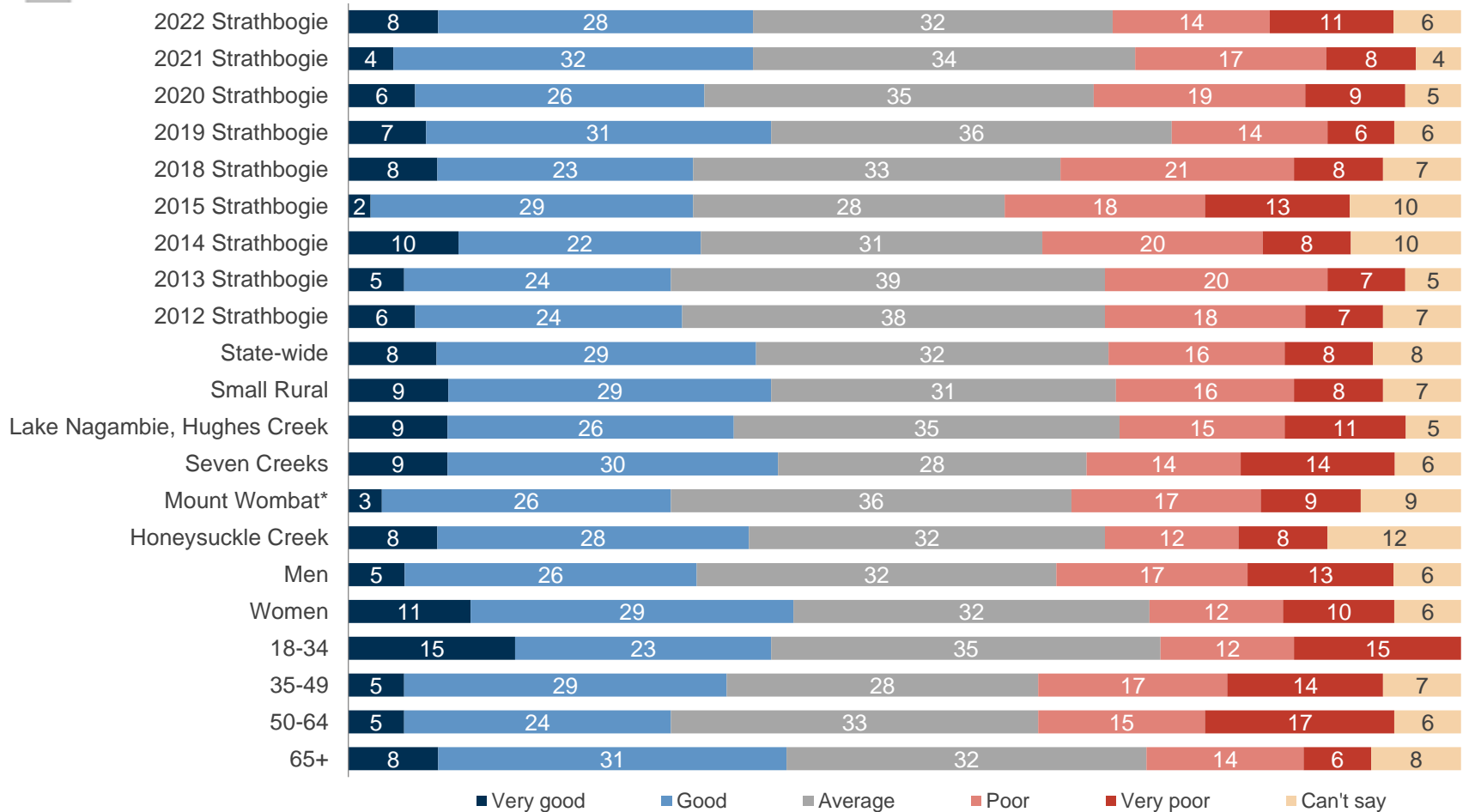
*Caution: small sample size < n=30



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

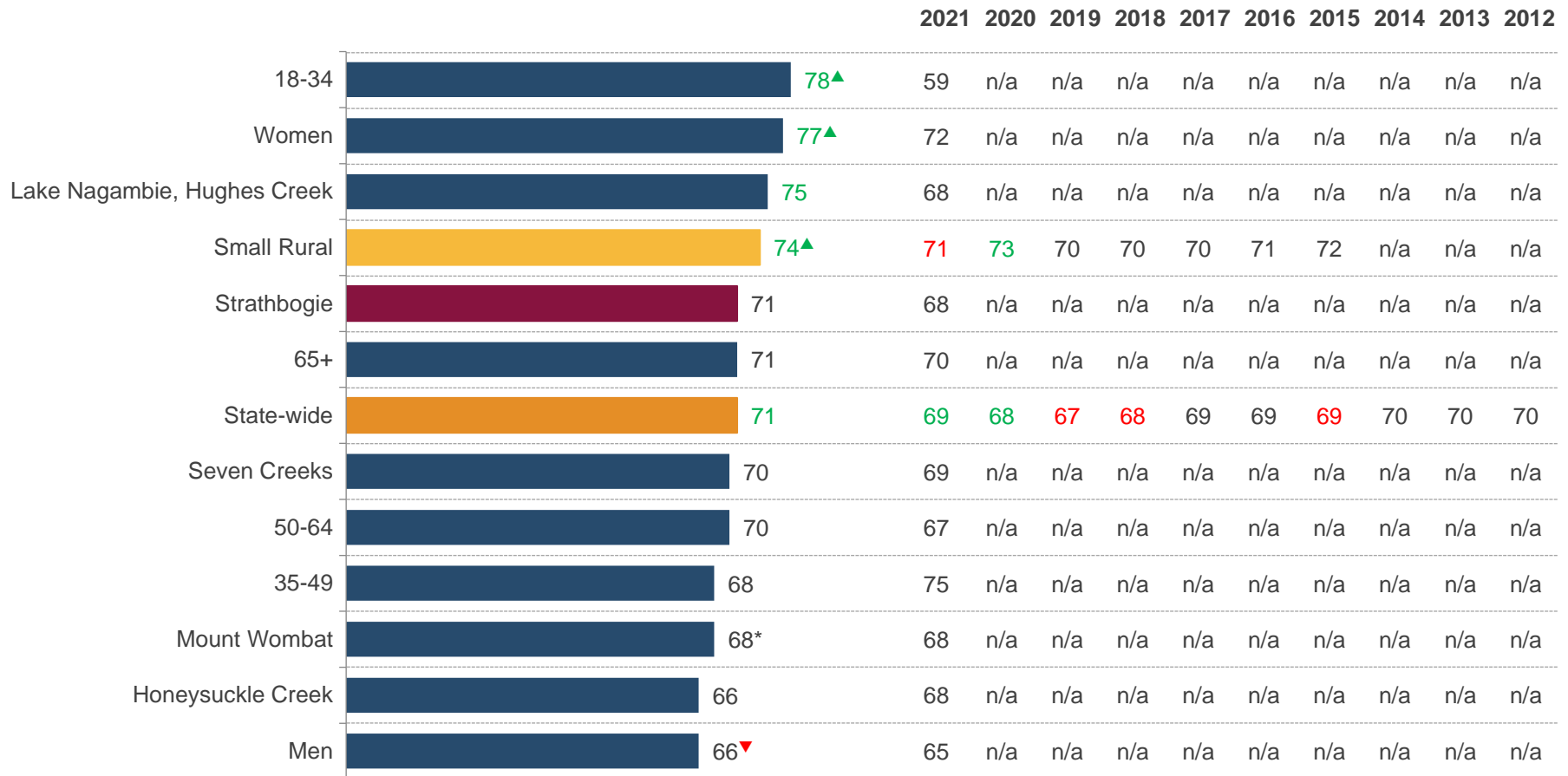
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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

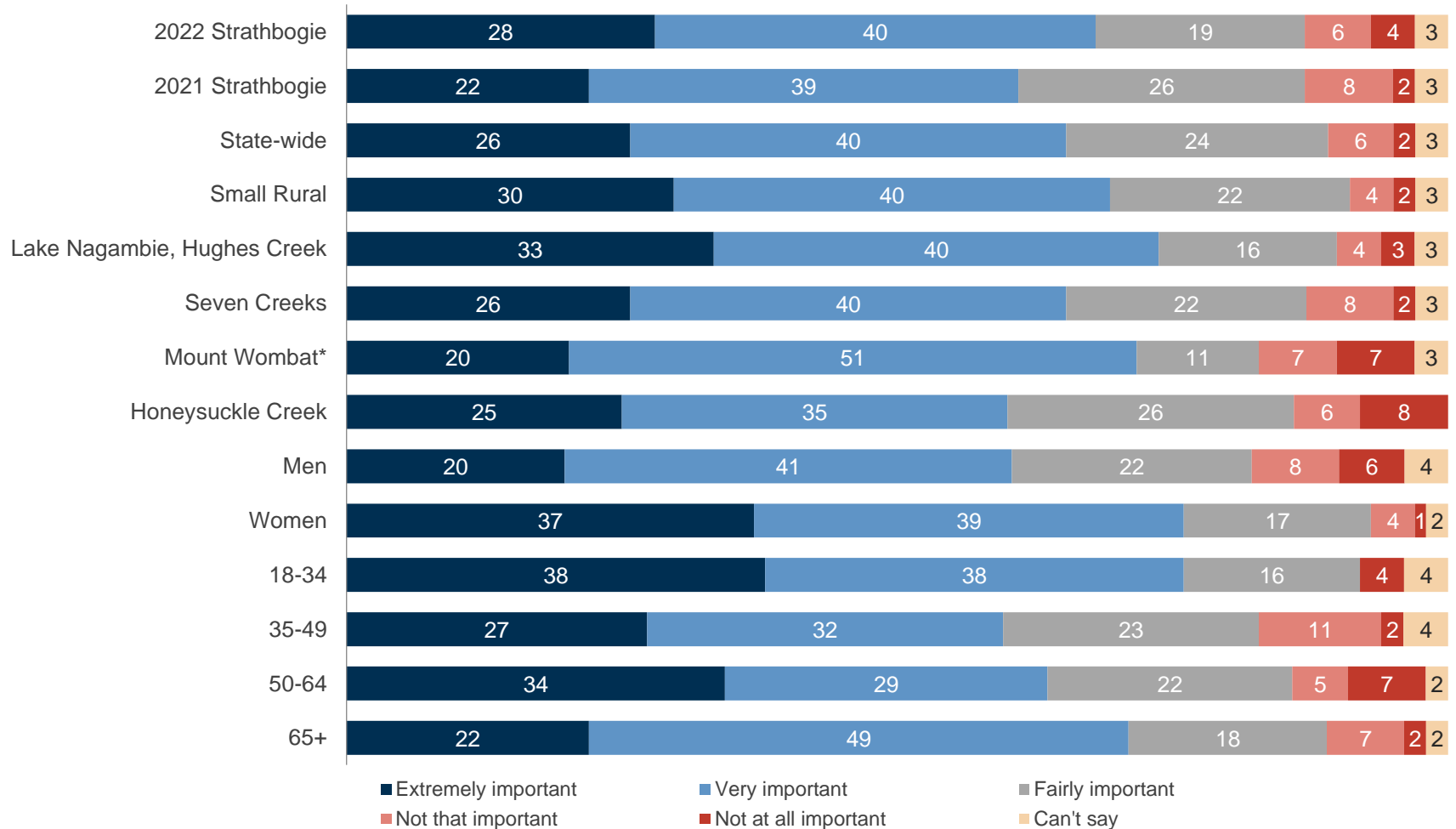
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

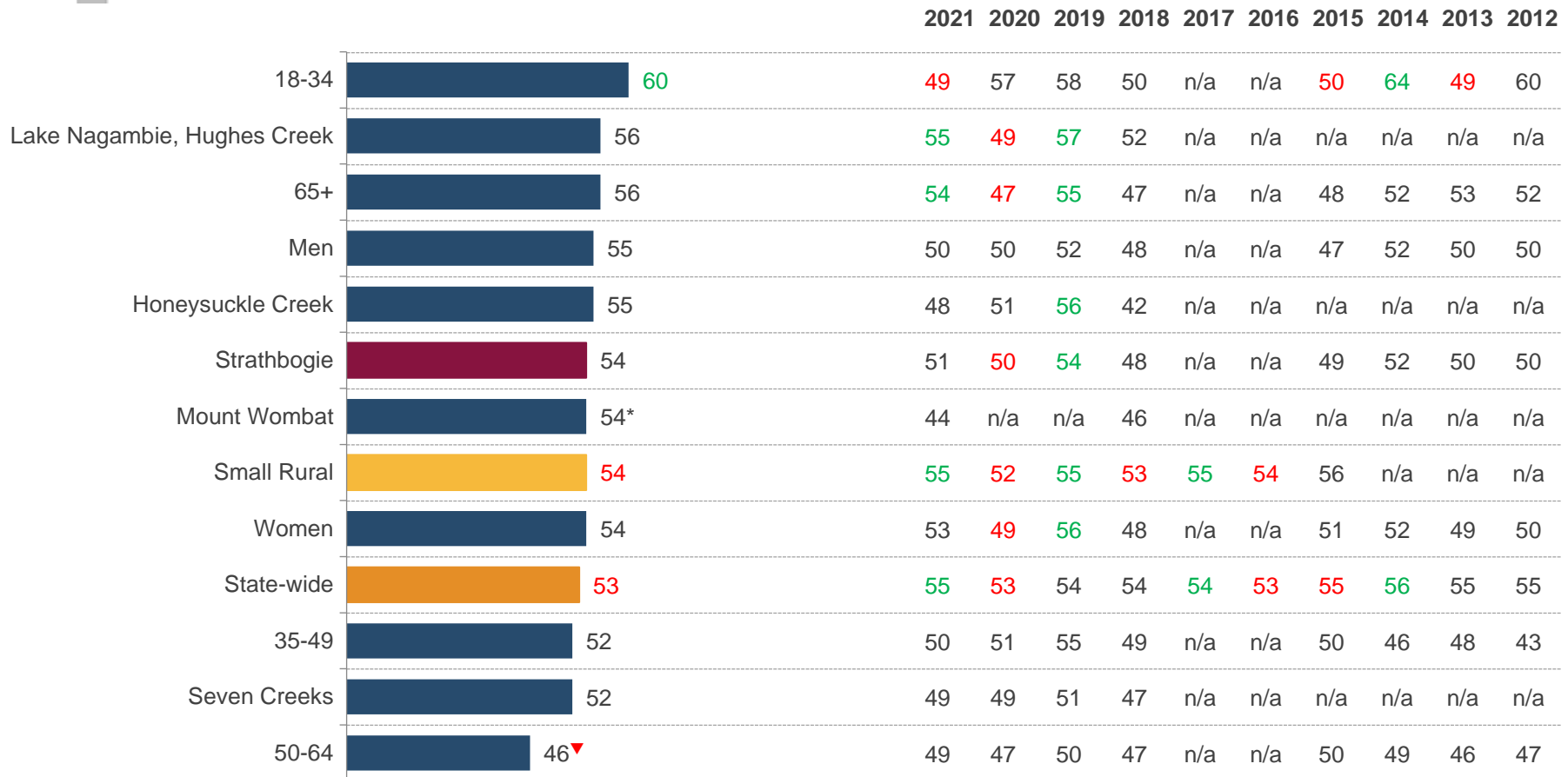
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)



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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

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

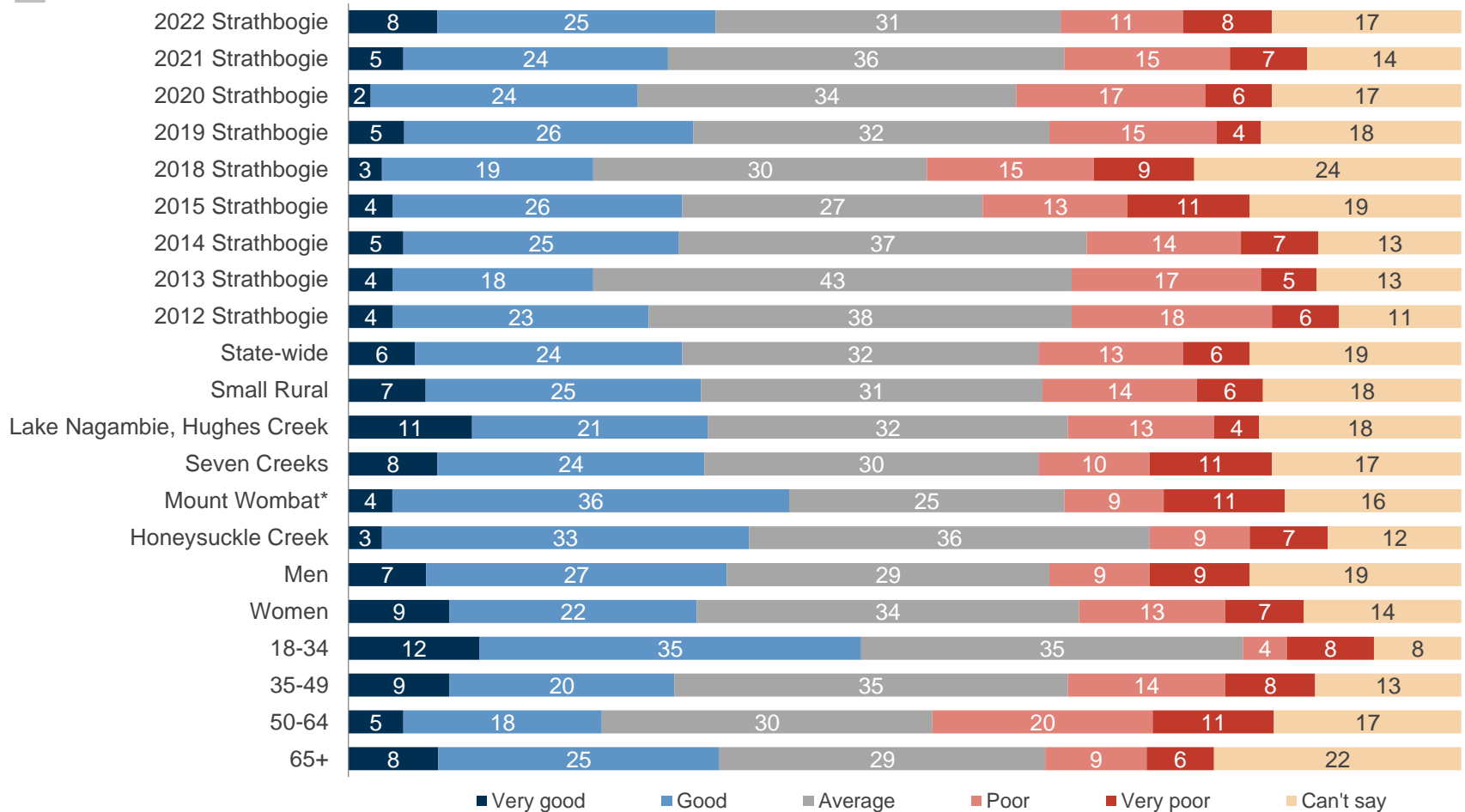
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2022 lobbying performance (%)



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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

*Caution: small sample size < n=30

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
Honeysuckle Creek	55	51	46	55	43	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54▲	56	53	55	54	54	54	55	57	n/a	n/a
65+	54	53	46	56	47	n/a	n/a	48	n/a	n/a	n/a
18-34	54	57	60	63	55	n/a	n/a	48	n/a	n/a	n/a
Small Rural	54▲	56	53	55	52	55	53	56	n/a	n/a	n/a
Women	54	54	50	55	48	n/a	n/a	50	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	52	55	50	57	51	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	51	52	49	55	48	n/a	n/a	48	n/a	n/a	n/a
Seven Creeks	51	49	49	54	48	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	50	48	56	48	n/a	n/a	47	n/a	n/a	n/a
35-49	48	49	53	53	47	n/a	n/a	51	n/a	n/a	n/a
50-64	45	47	43	50	46	n/a	n/a	47	n/a	n/a	n/a
Mount Wombat	41*	48	n/a	n/a	50	n/a	n/a	n/a	n/a	n/a	n/a

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

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

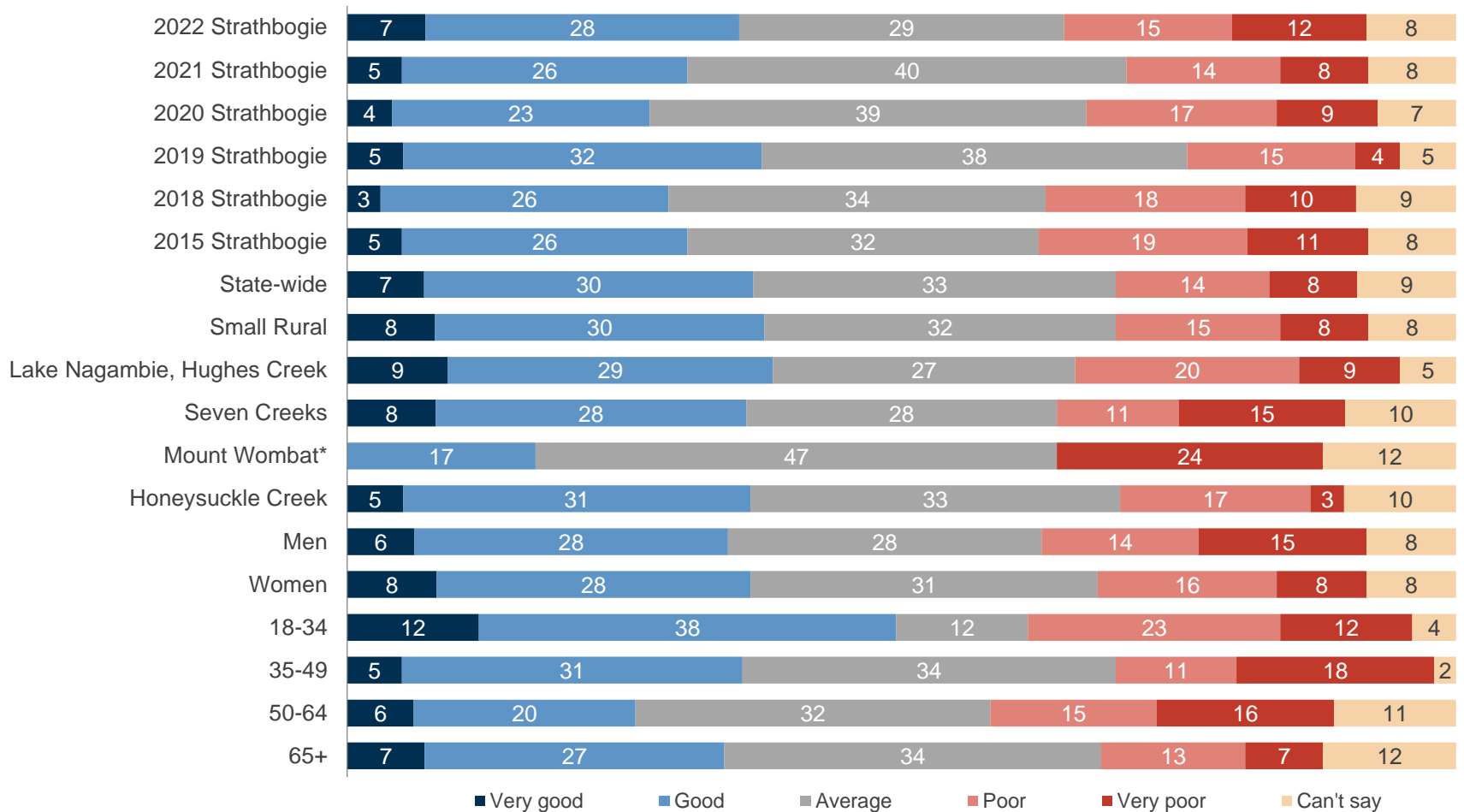
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

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

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	87▲	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	84	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	84	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	82	81	83	82	84	81	n/a	78	n/a	n/a	n/a
State-wide	81▼	79	79	79	80	78	78	76	77	n/a	n/a
65+	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78▼	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	73*▼	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

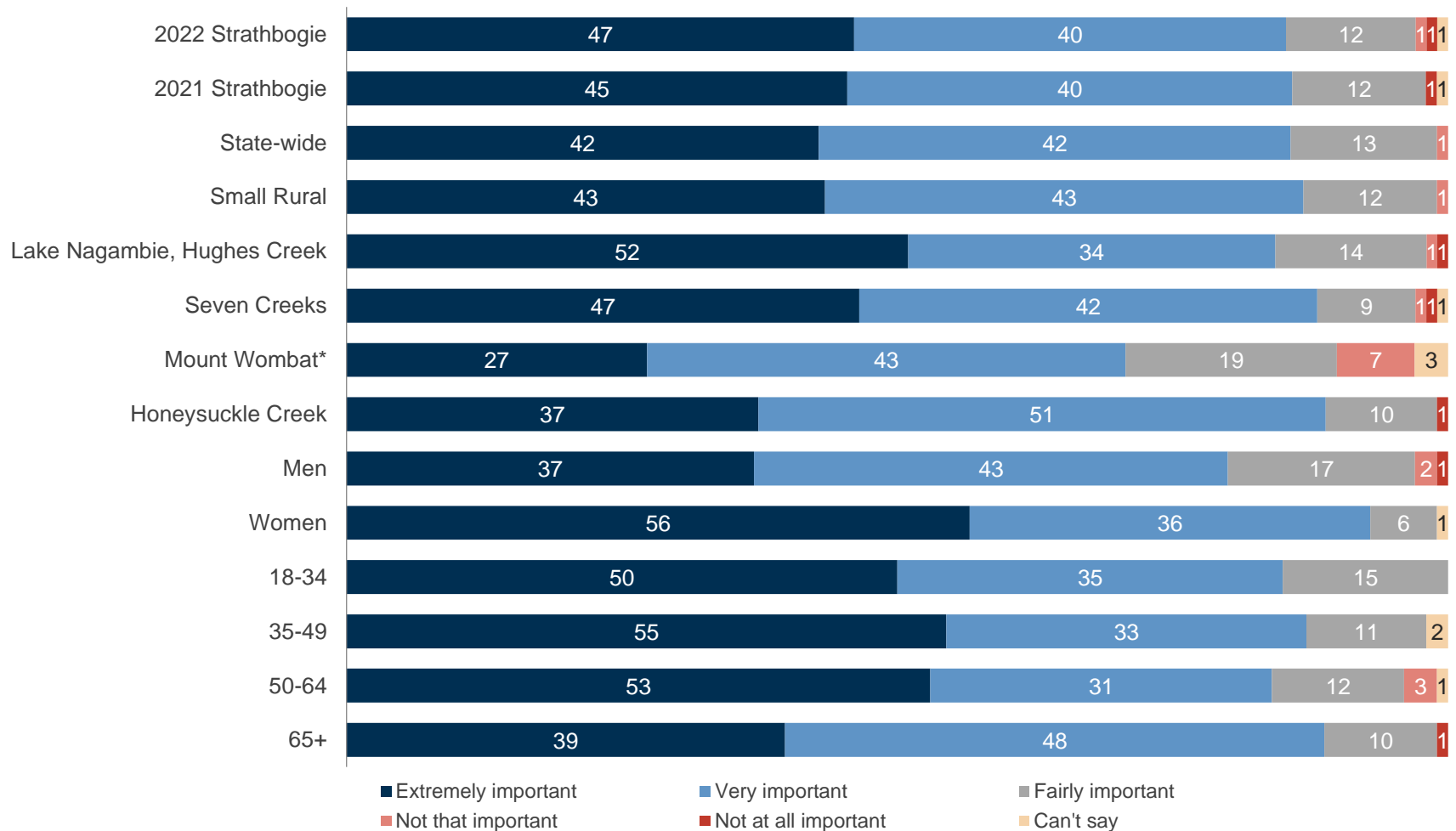
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



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

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

*Caution: small sample size < n=30

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
Honeysuckle Creek	56▲	61	54	47	41	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▲	57	54	56	53	53	54	55	55	n/a	n/a
65+	51	53	47	52	53	n/a	n/a	47	n/a	n/a	n/a
Mount Wombat	51*	40	n/a	n/a	45	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	50▲	53	51	53	49	50	52	52	n/a	n/a	n/a
Women	48	52	52	50	48	n/a	n/a	44	n/a	n/a	n/a
Strathbogie	47	51	51	51	47	n/a	n/a	43	n/a	n/a	n/a
Men	47	49	49	52	47	n/a	n/a	42	n/a	n/a	n/a
Seven Creeks	46	48	50	51	48	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	46	51	50	53	50	n/a	n/a	n/a	n/a	n/a	n/a
18-34	44	48	58	55	49	n/a	n/a	36	n/a	n/a	n/a
50-64	44	53	46	49	43	n/a	n/a	42	n/a	n/a	n/a
35-49	44	46	54	48	42	n/a	n/a	41	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: 67 Councils asked group: 19

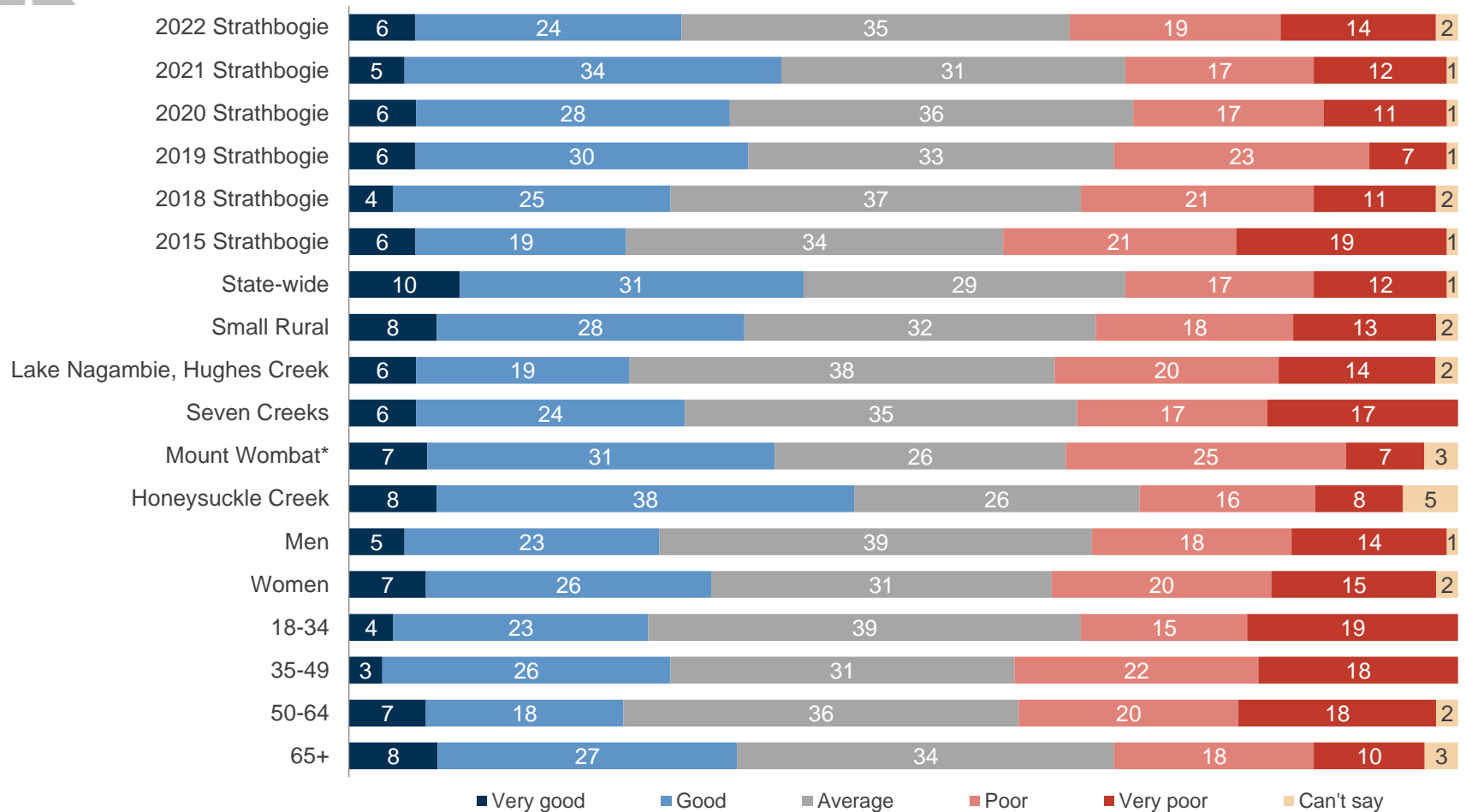
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

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

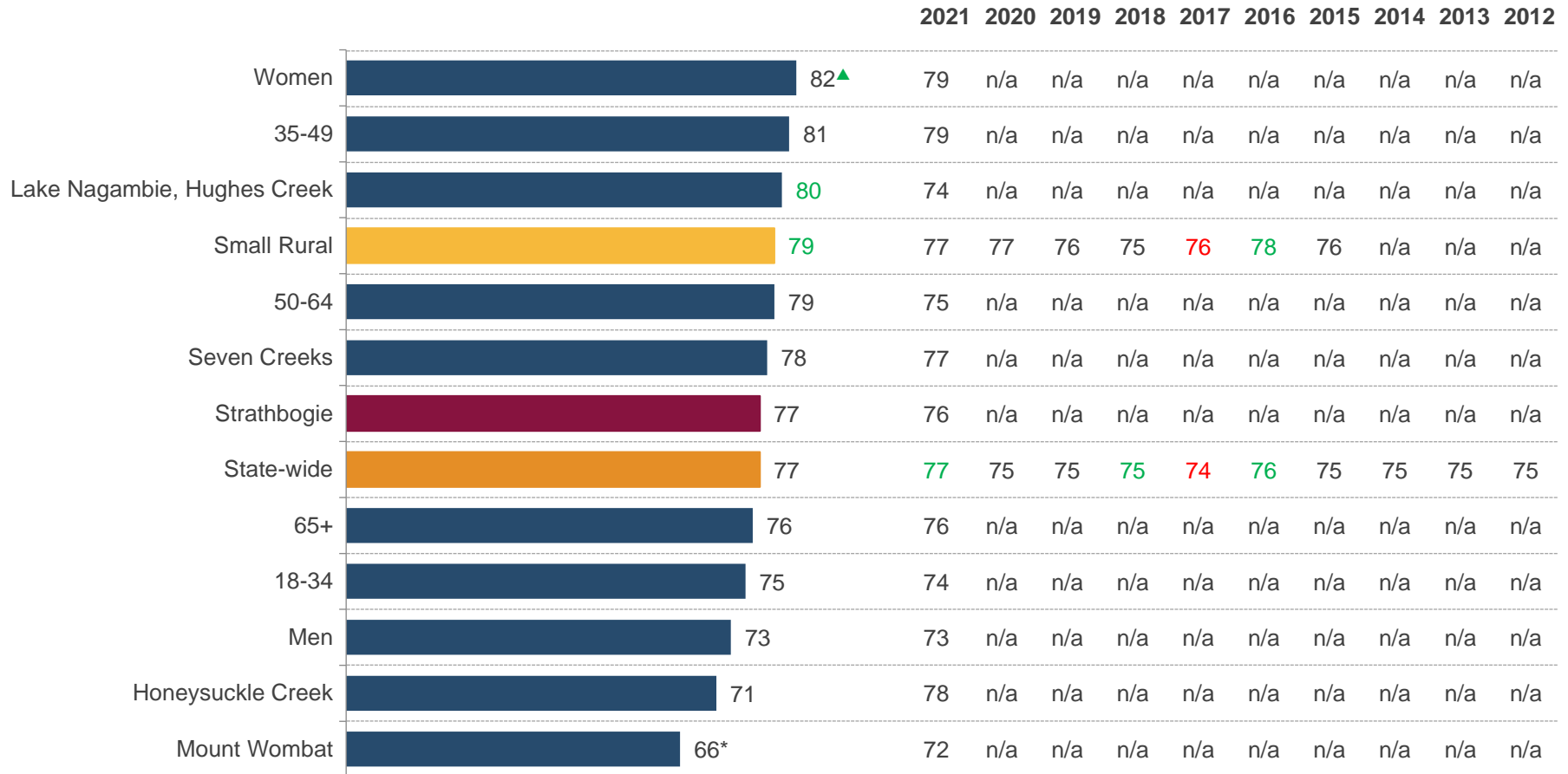
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

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

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

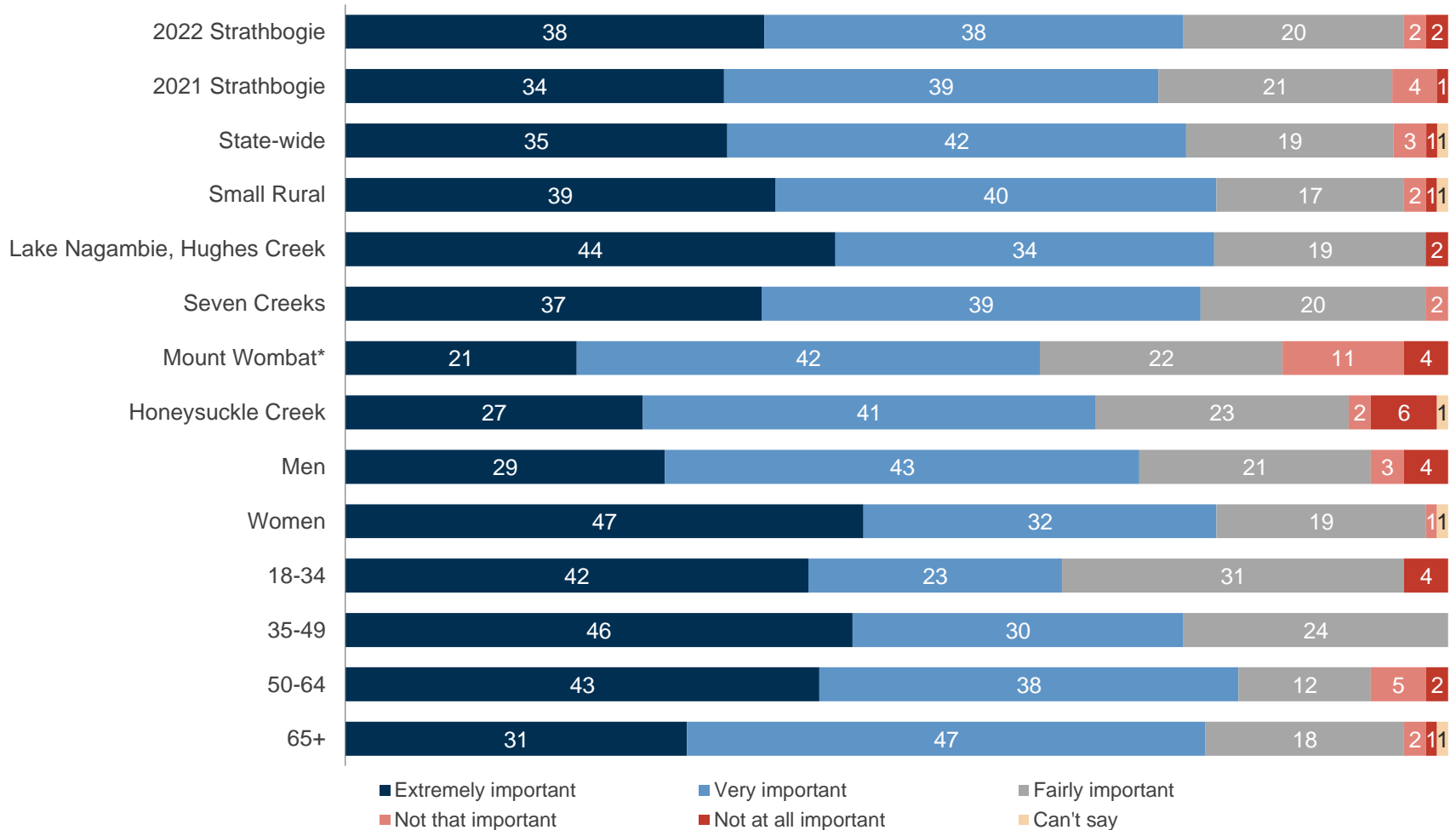
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

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

*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	59▲	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	59▲	60	59	60	59	59	59	61	62	61	60
65+	58	55	51	57	55	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	57	57	52	58	49	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	63	64	67	61	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	57	55	60	54	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	56	55	55	57	55	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	55	56	55	59	55	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	56	55	59	57	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	54	58	56	62	58	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	55	59	60	55	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	53*	49	n/a	n/a	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47▼	54	52	57	53	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

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

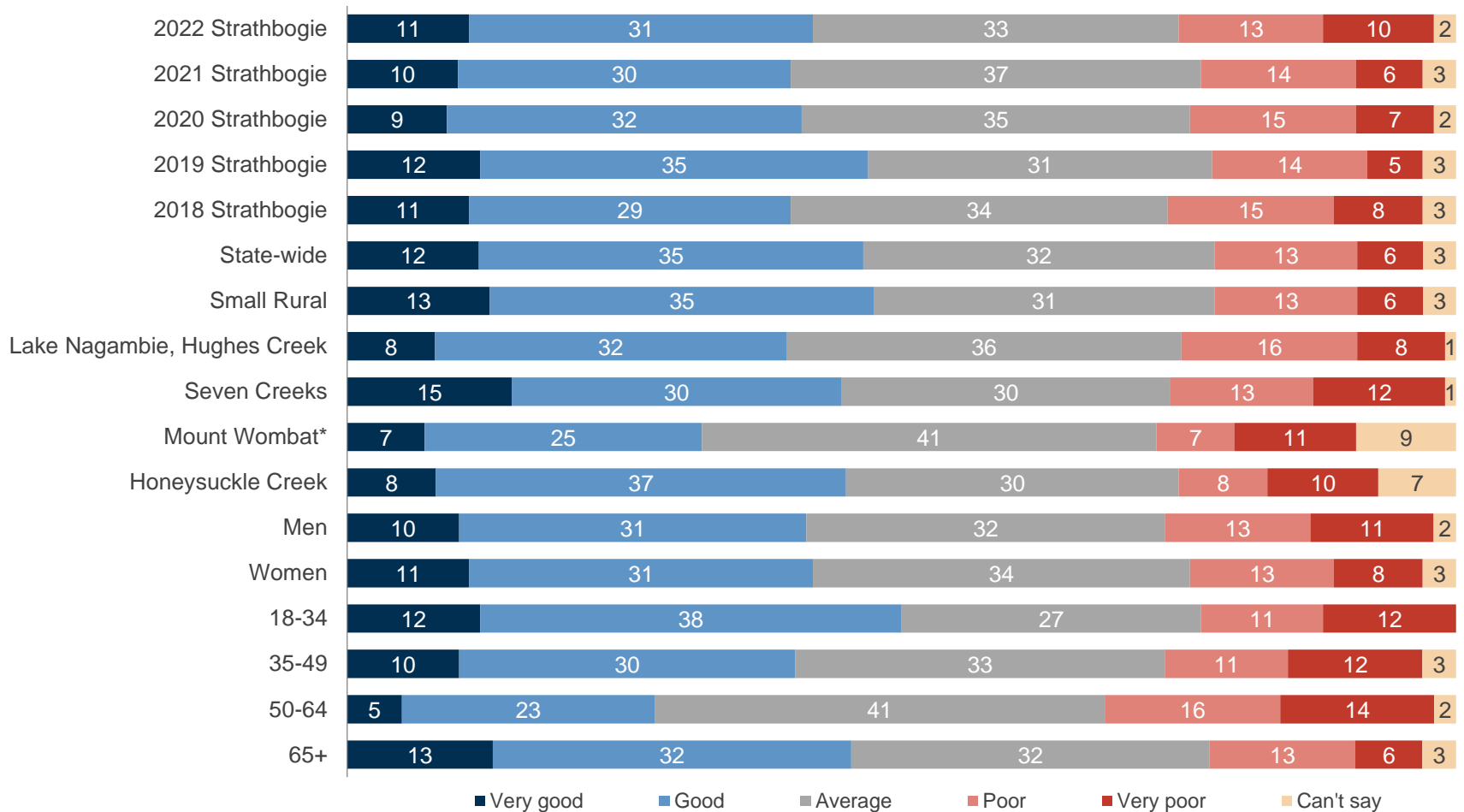
*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	84	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	83	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	83	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
Men	80	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	77	77	77	76	76	75	76	n/a	n/a	n/a
65+	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	77	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	74*	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

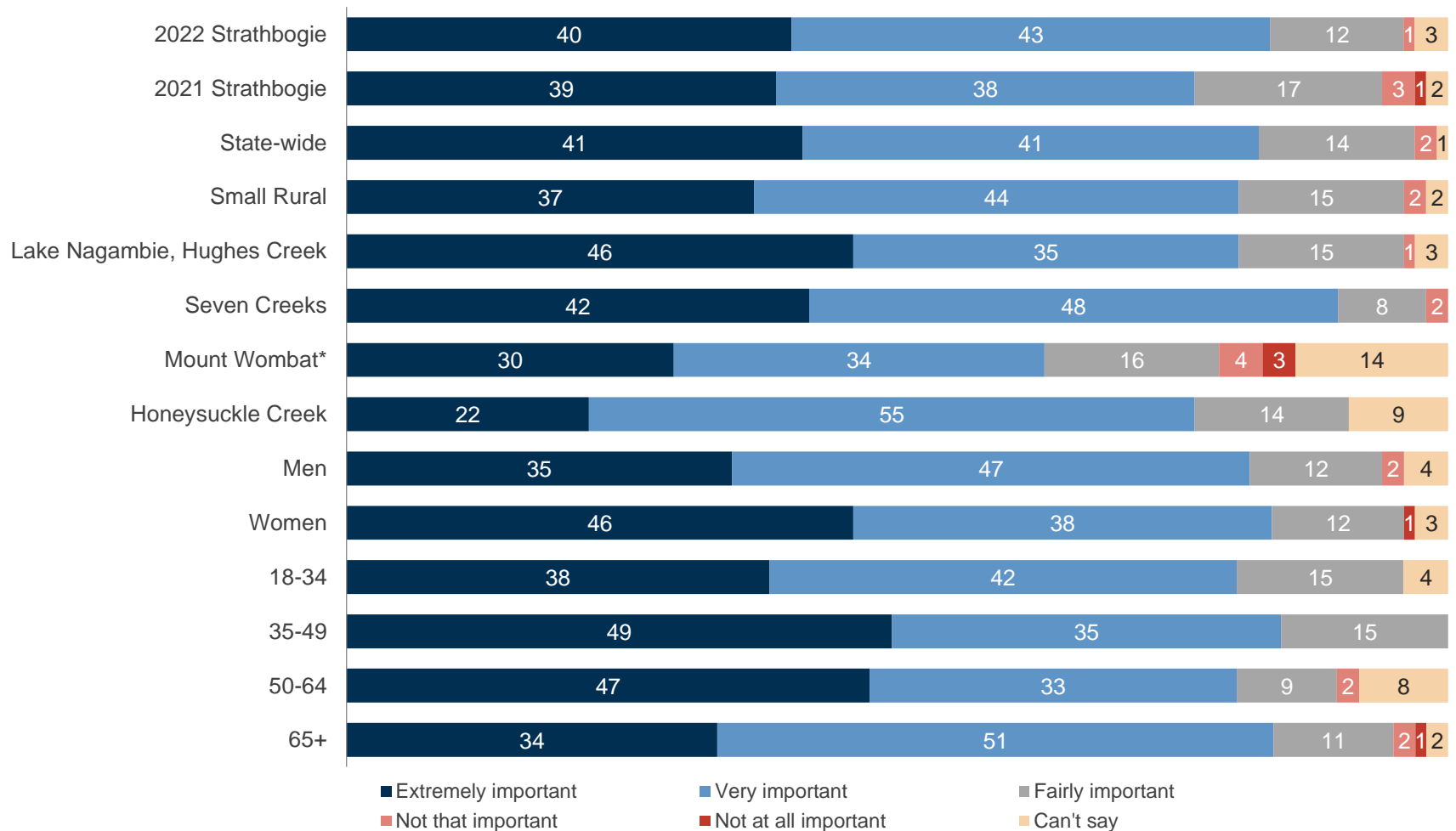
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (%)



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

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

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	58▲	59	51	46	42	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57▲	59	58	59	58	57	57	58	58	58	57
Small Rural	55▲	58	57	57	57	57	58	59	n/a	n/a	n/a
65+	49	49	41	46	45	n/a	n/a	n/a	n/a	n/a	n/a
35-49	48	52	48	48	47	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	52	45	45	43	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	47	52	46	48	46	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	52	46	51	49	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	47	46	46	49	49	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	46*	64	n/a	n/a	53	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	59	56	53	51	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	45	53	45	48	43	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	51	44	47	43	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

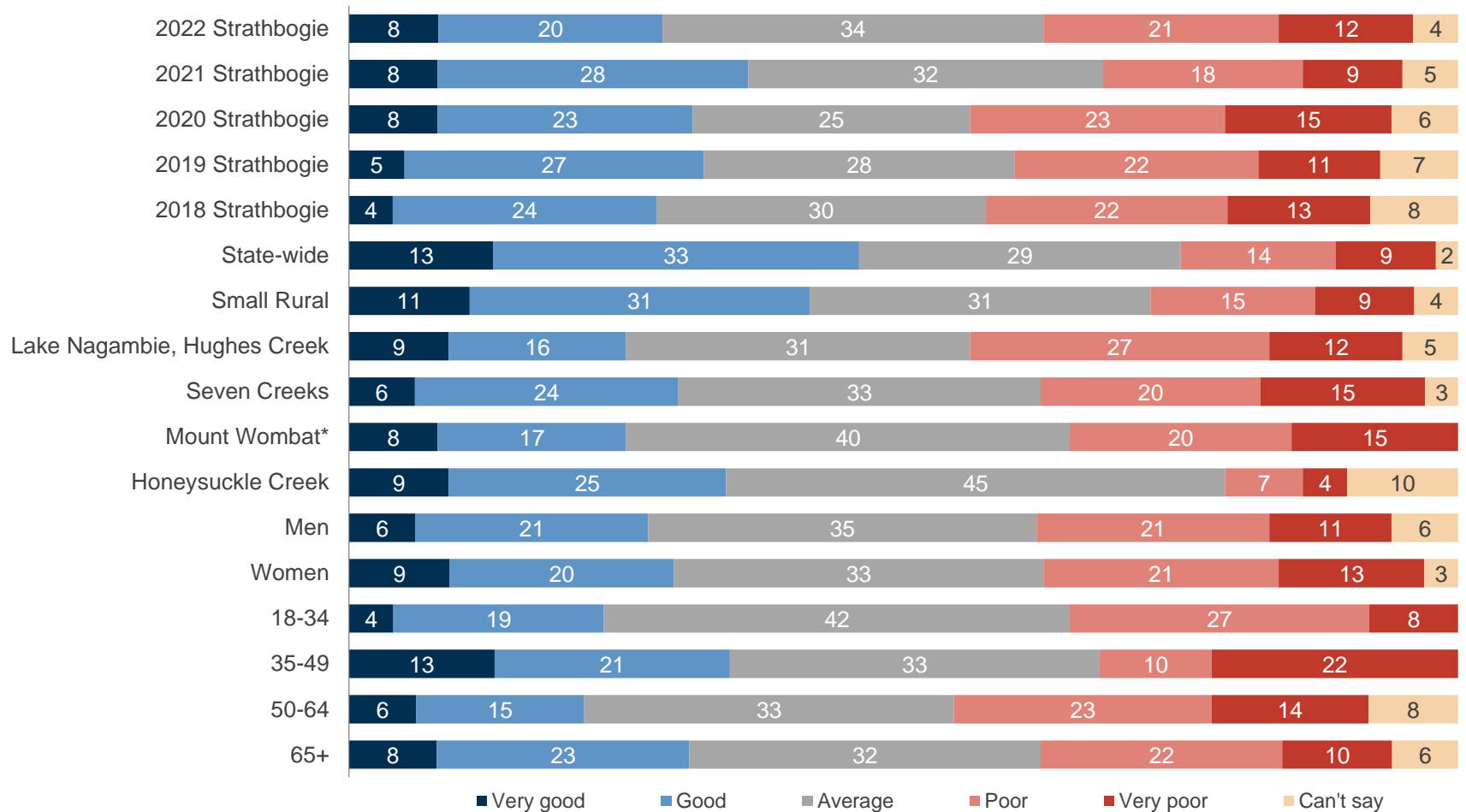
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

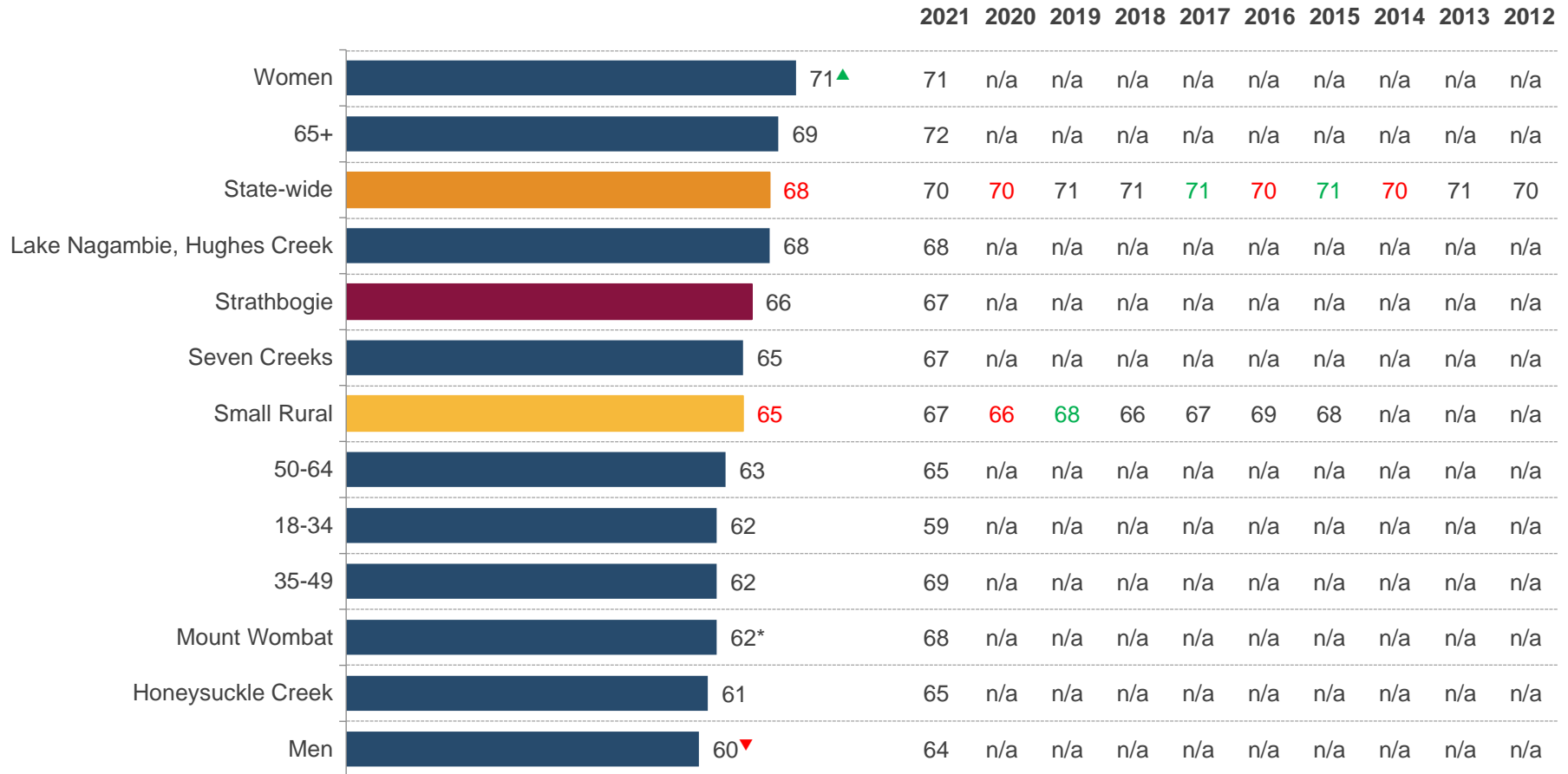
*Caution: small sample size < n=30



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.

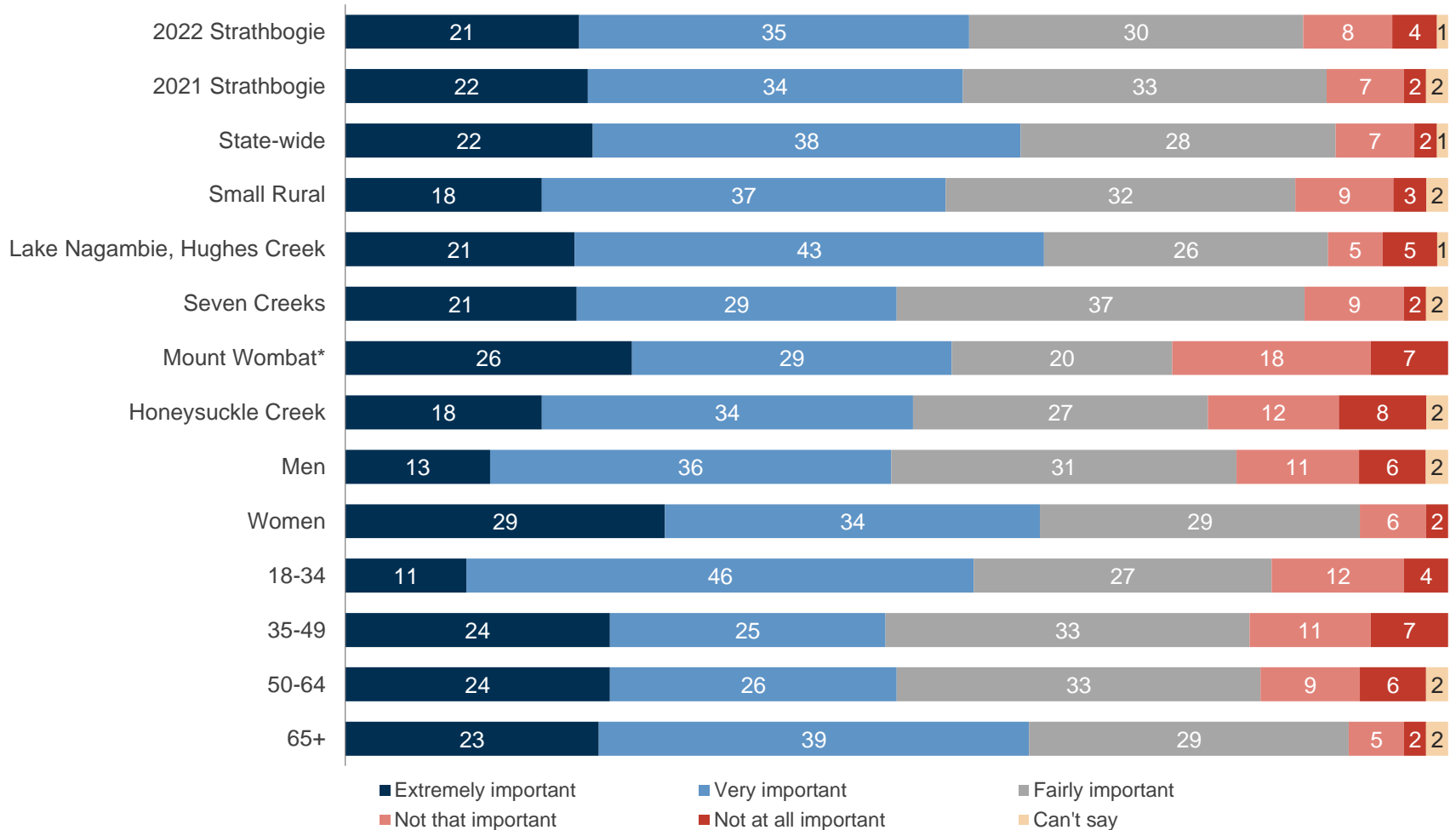
*Caution: small sample size < n=30



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

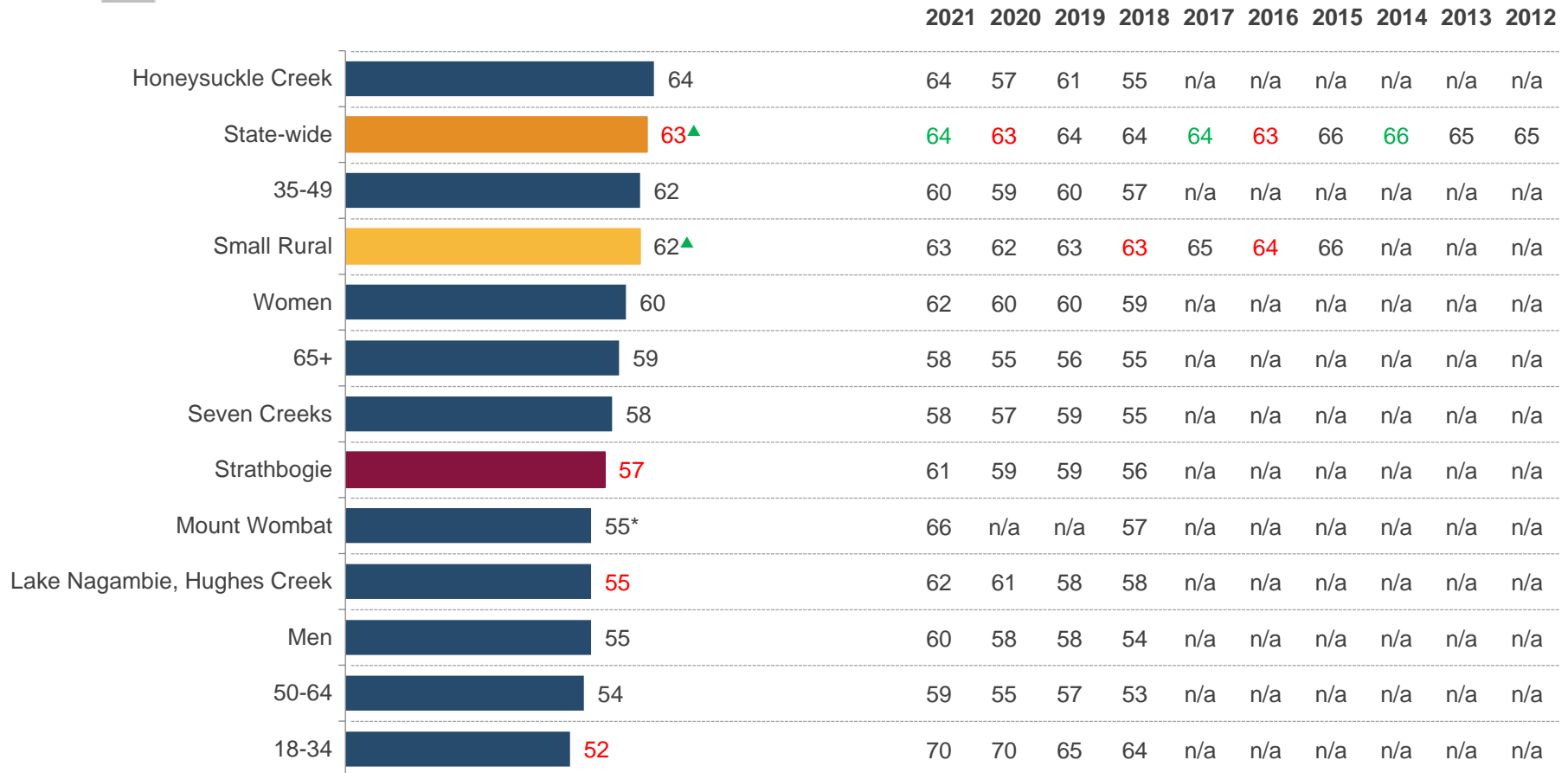
*Caution: small sample size < n=30



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.

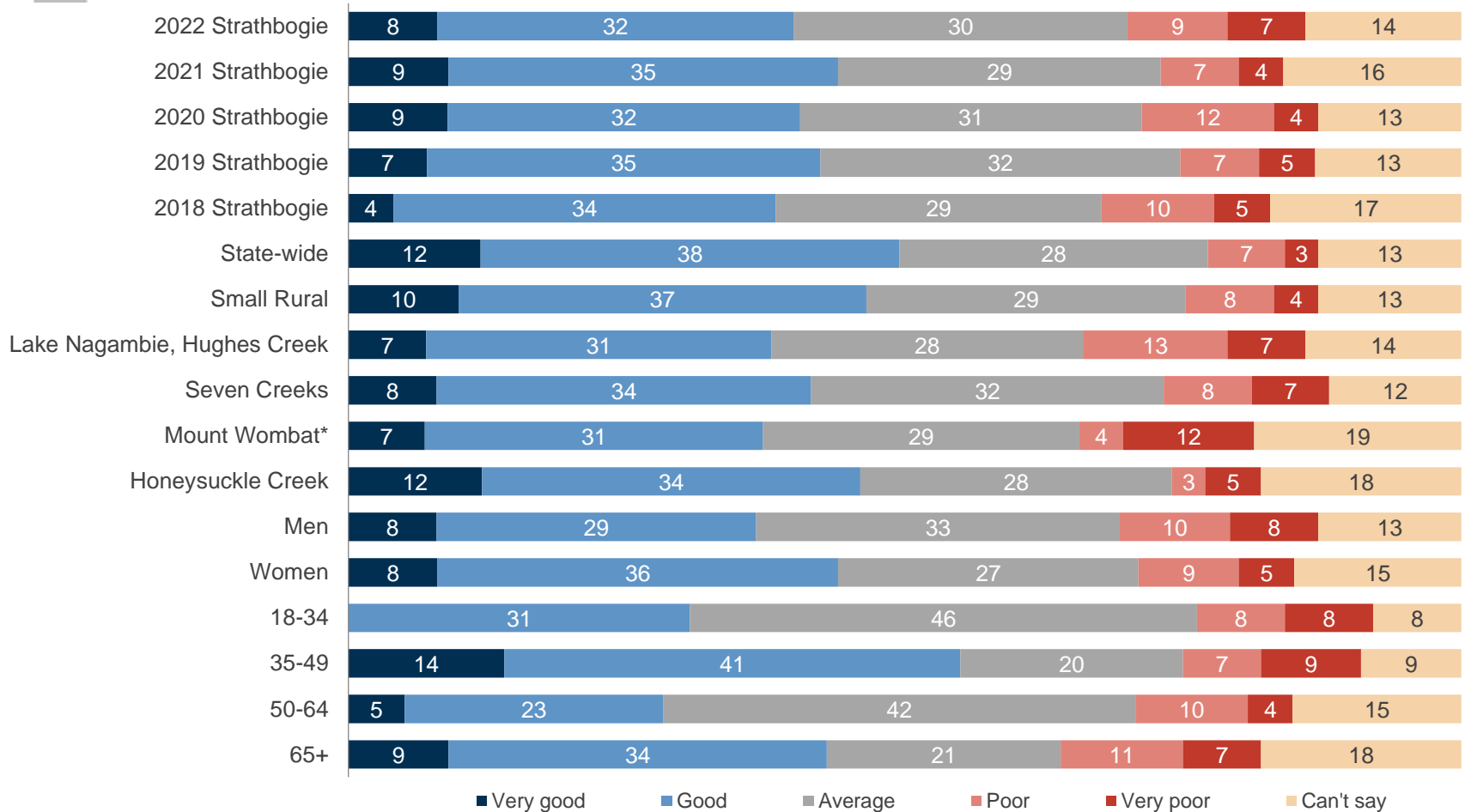
*Caution: small sample size < n=30



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

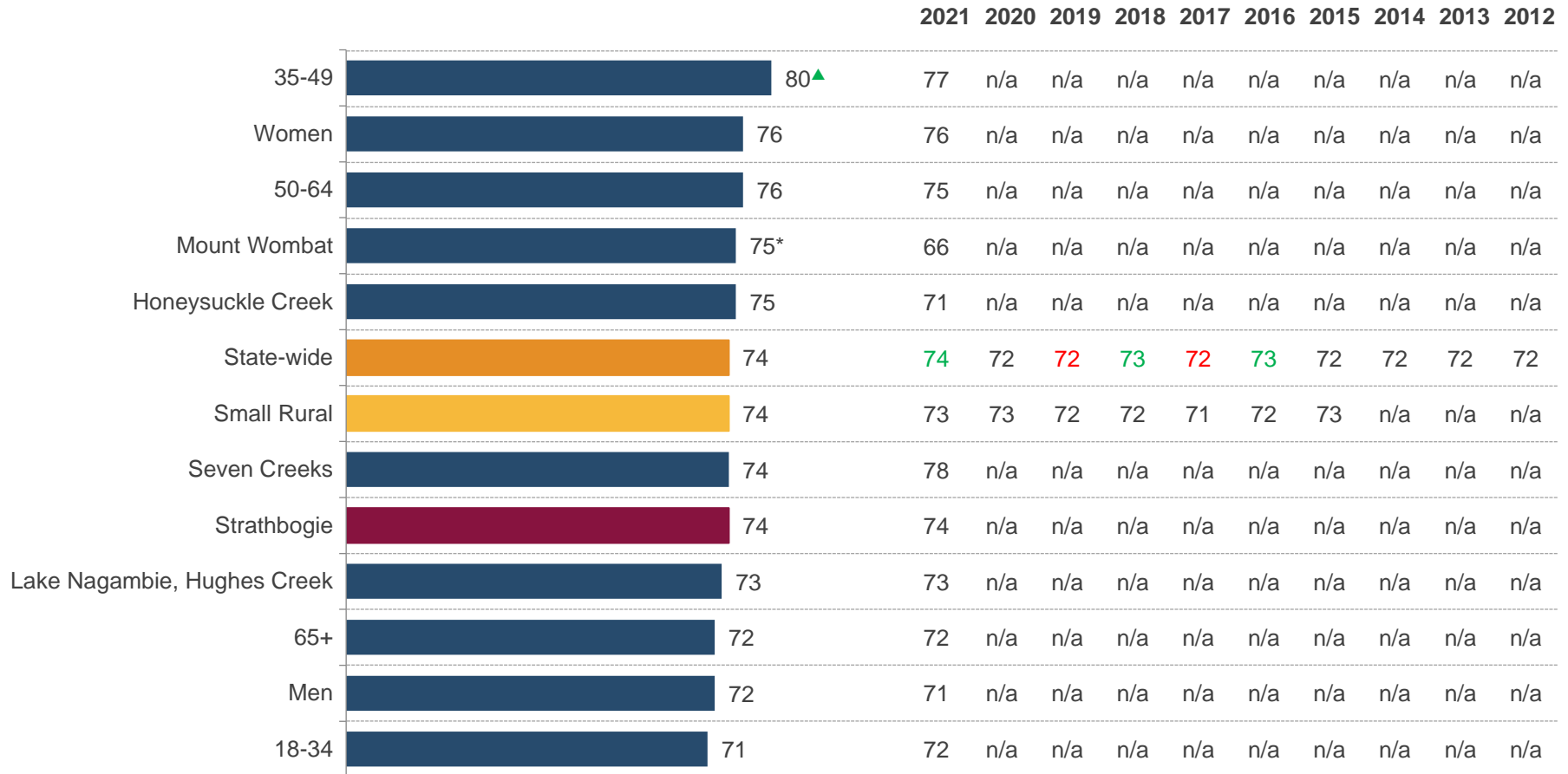
*Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (index scores)



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.

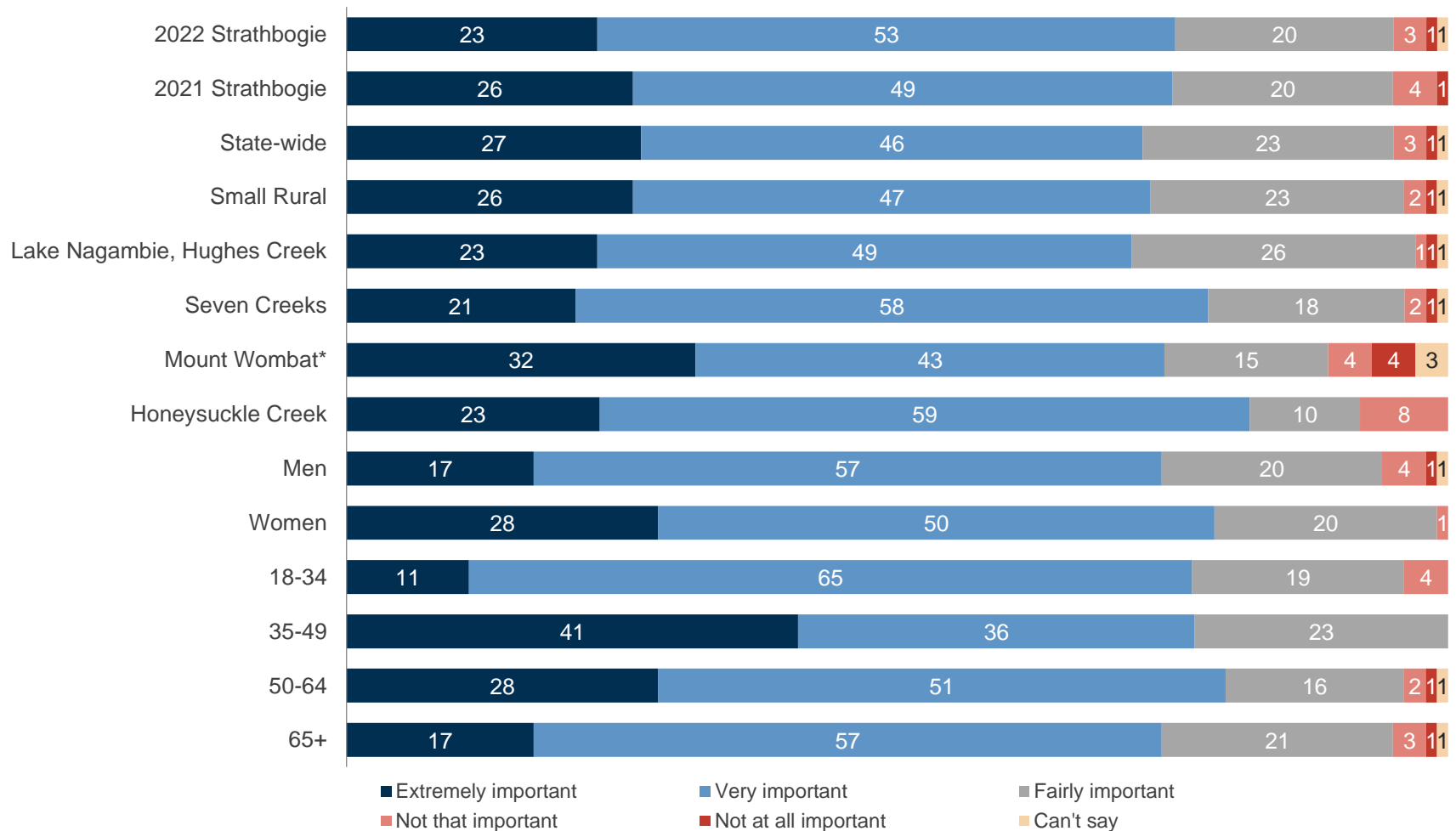
*Caution: small sample size < n=30



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

*Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	71	70	69	70	69	70	71	70	70	
18-34	69	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	69	68	68	69	69	68	70	n/a	n/a	n/a
Women	68	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	67*	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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.

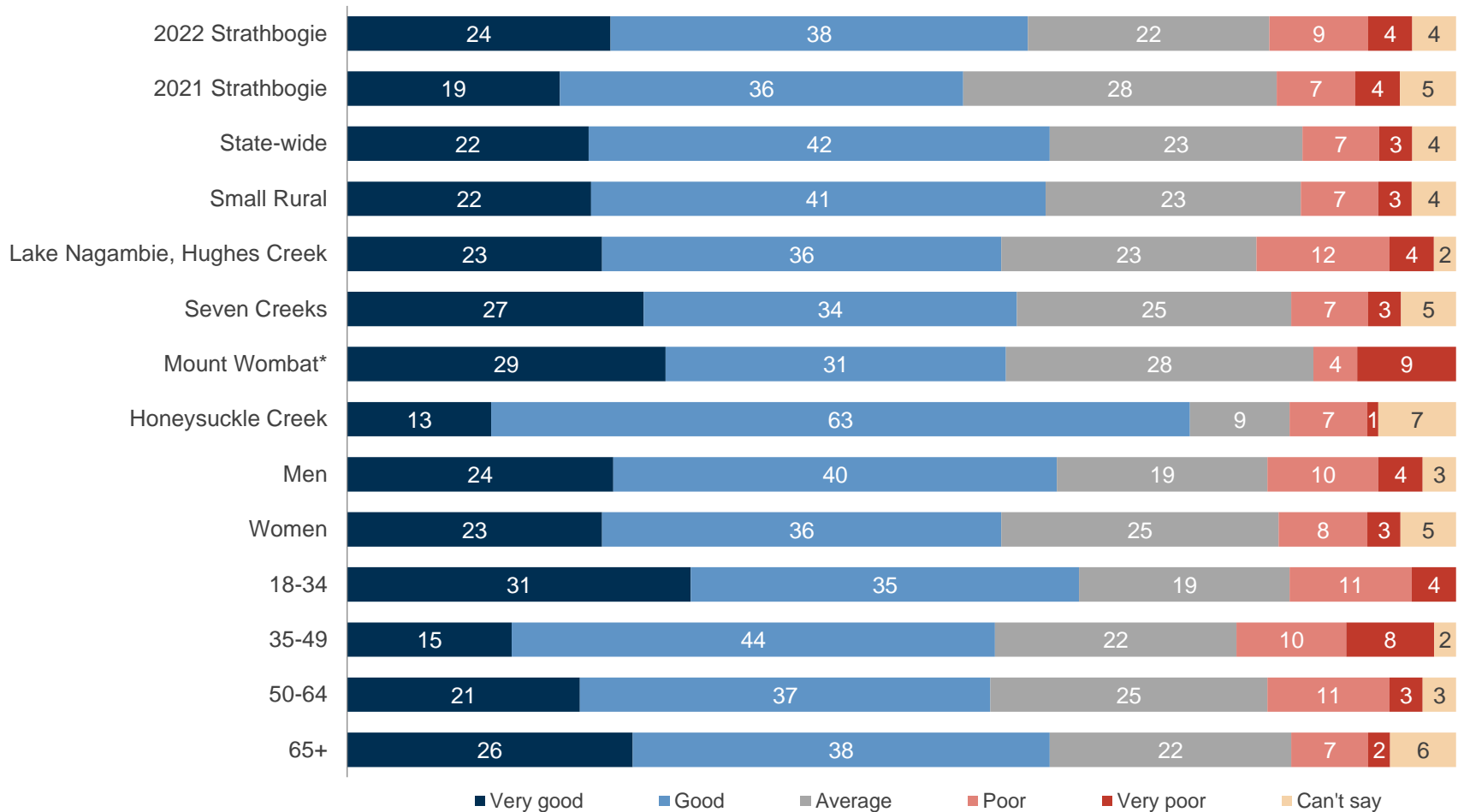
*Caution: small sample size < n=30



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

*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
Honeysuckle Creek	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	74▼	74	74	74	74	74	74	73	n/a	n/a	n/a
Men	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	74*	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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.

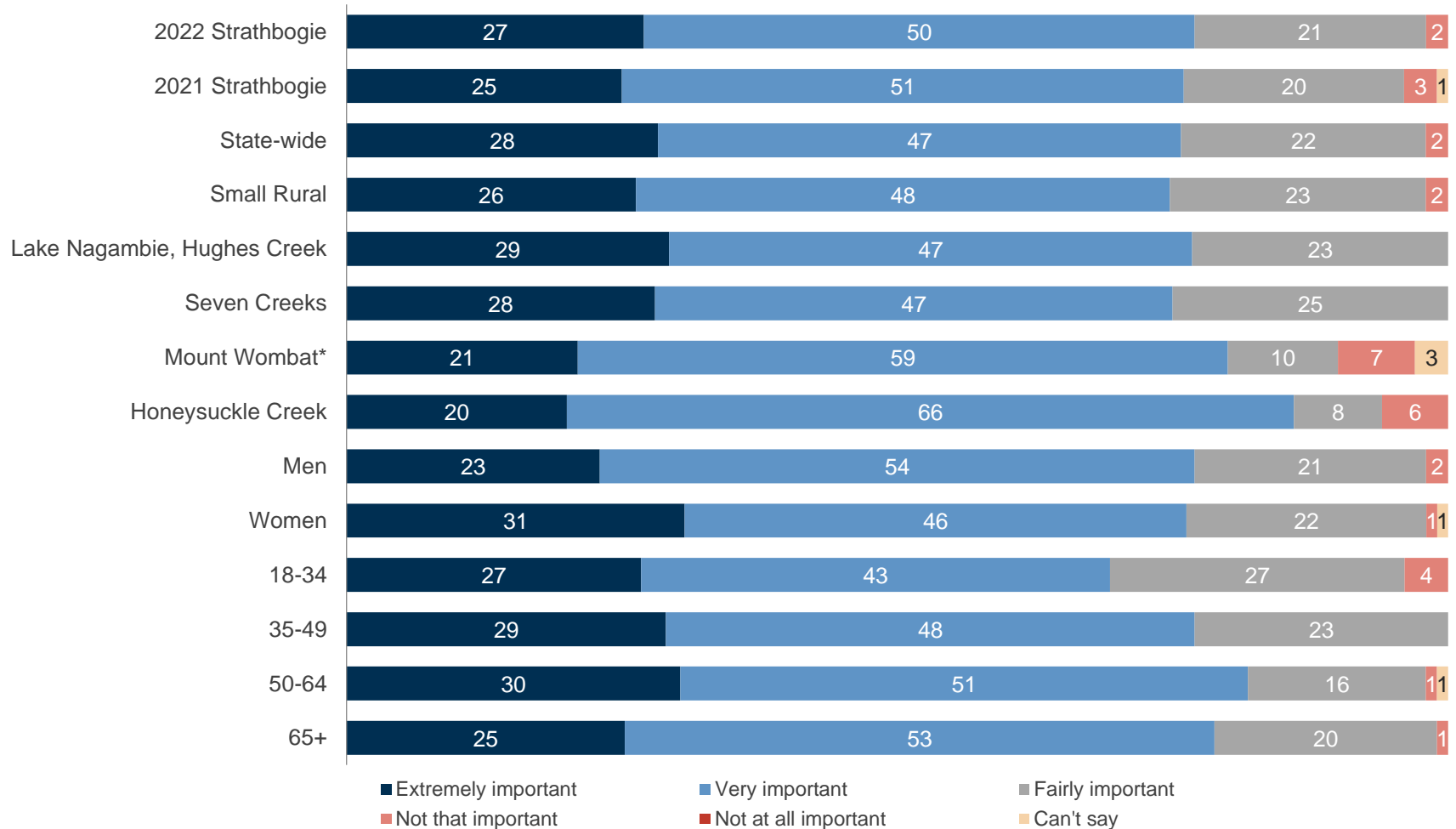
*Caution: small sample size < n=30



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

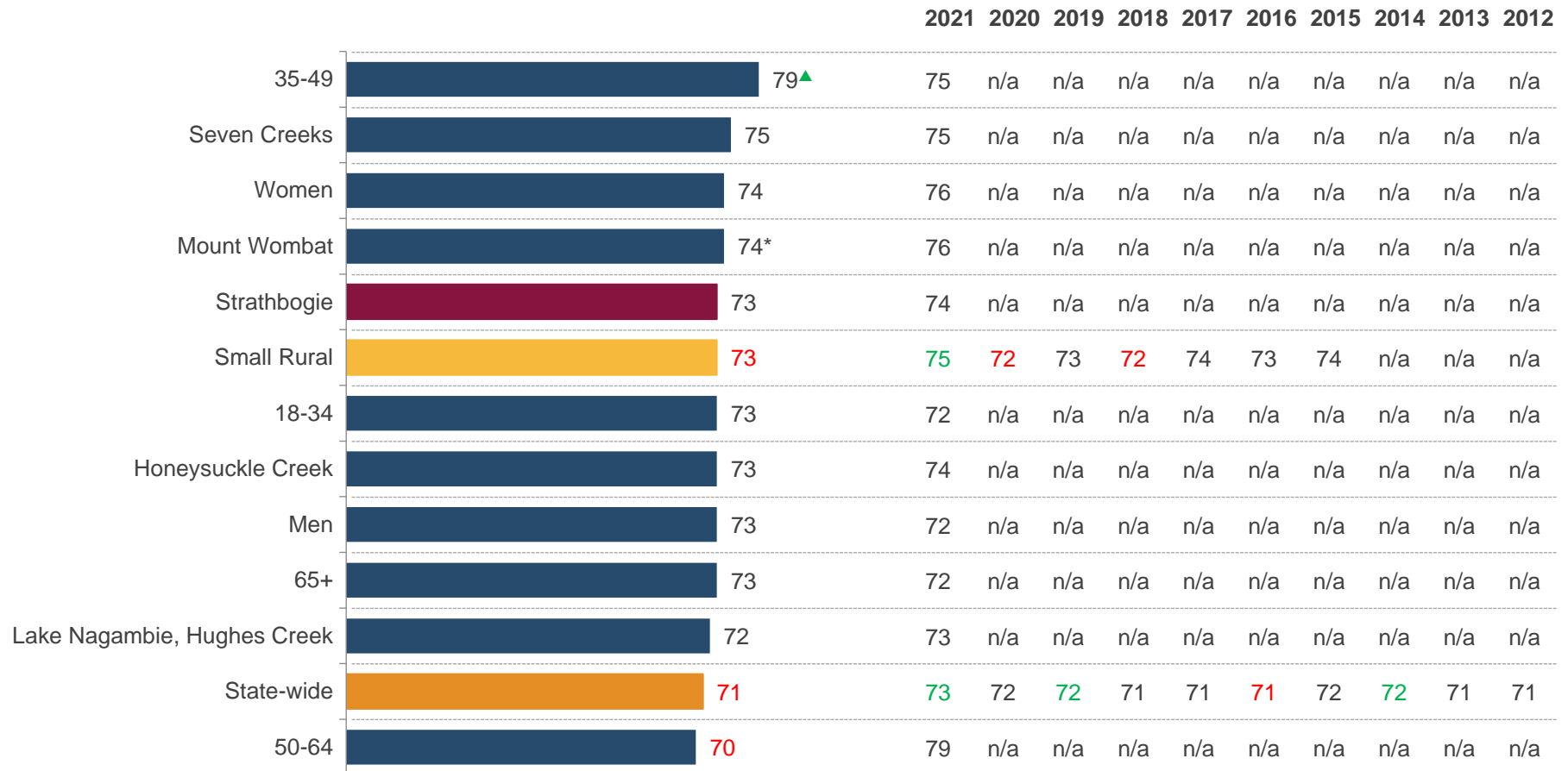
*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (index scores)



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.

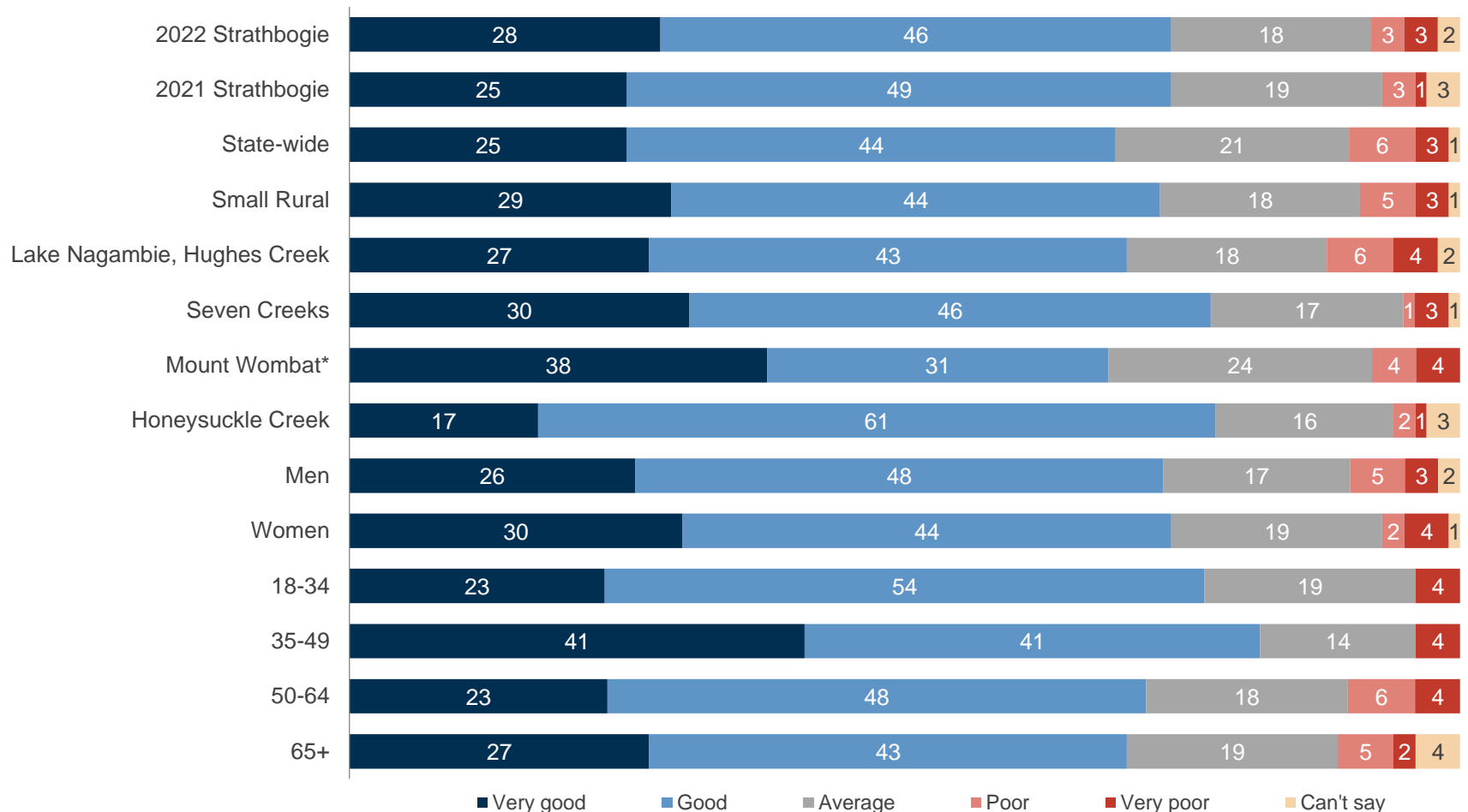
*Caution: small sample size < n=30



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

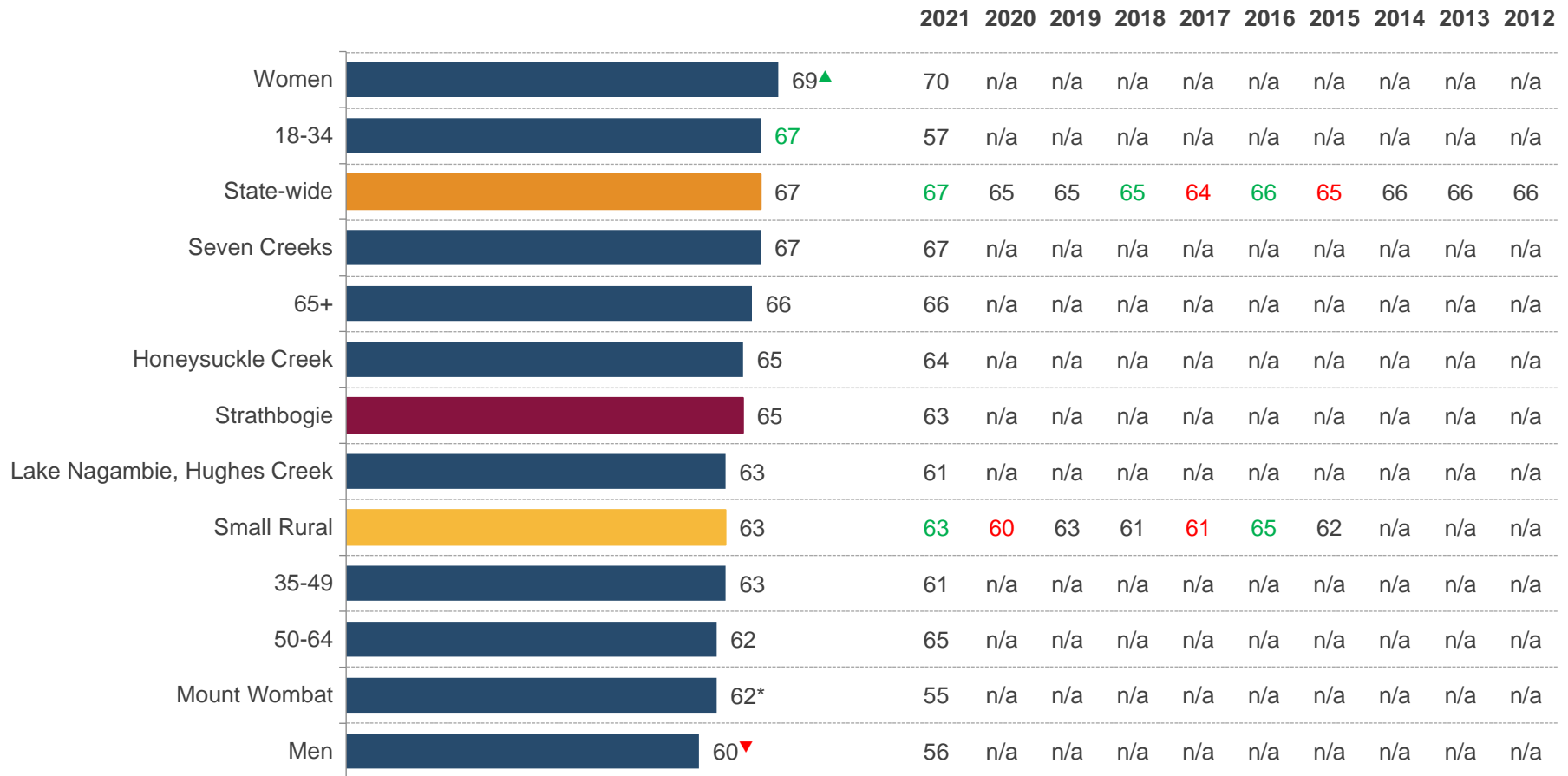
*Caution: small sample size < n=30



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.

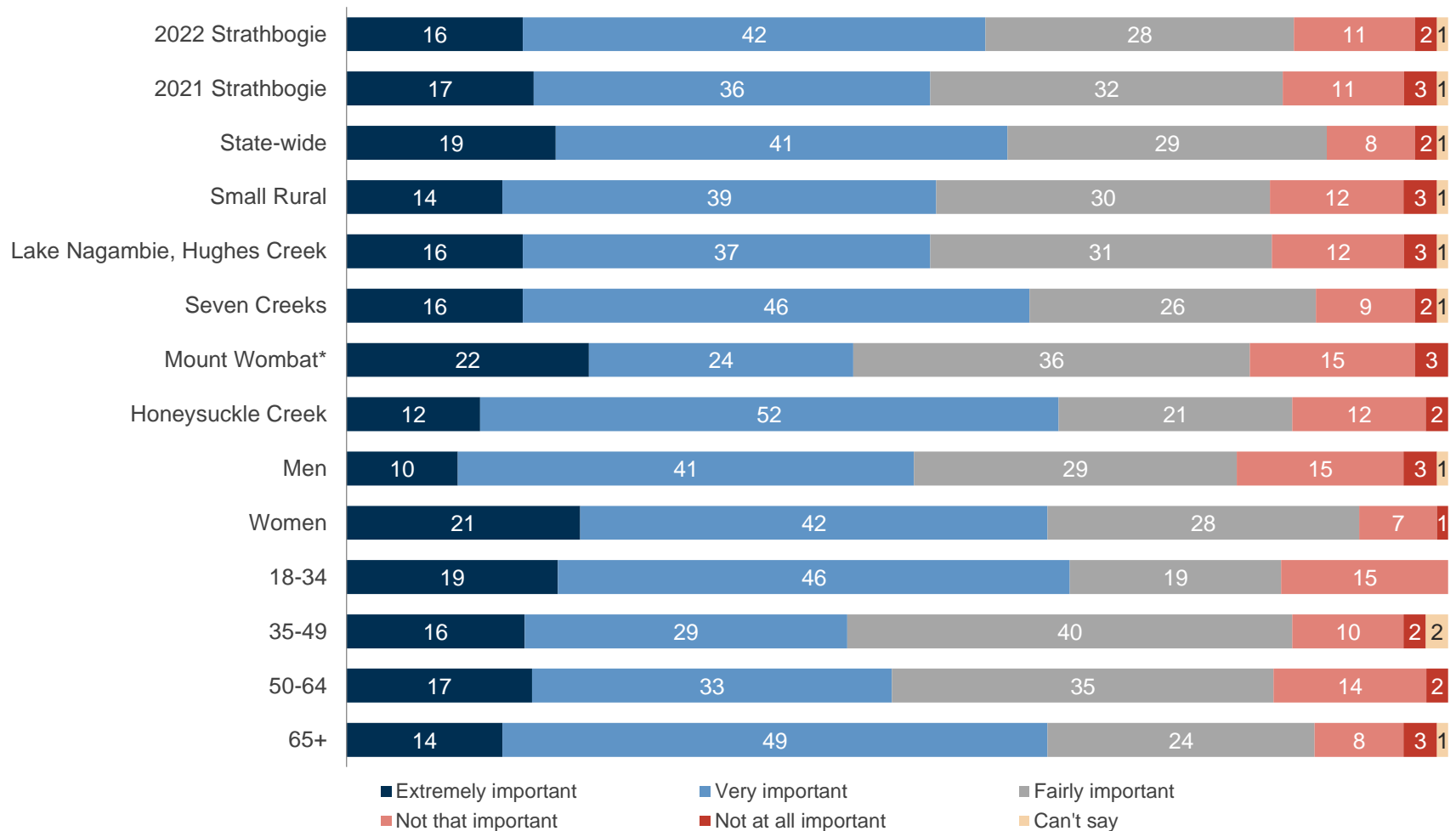
*Caution: small sample size < n=30



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

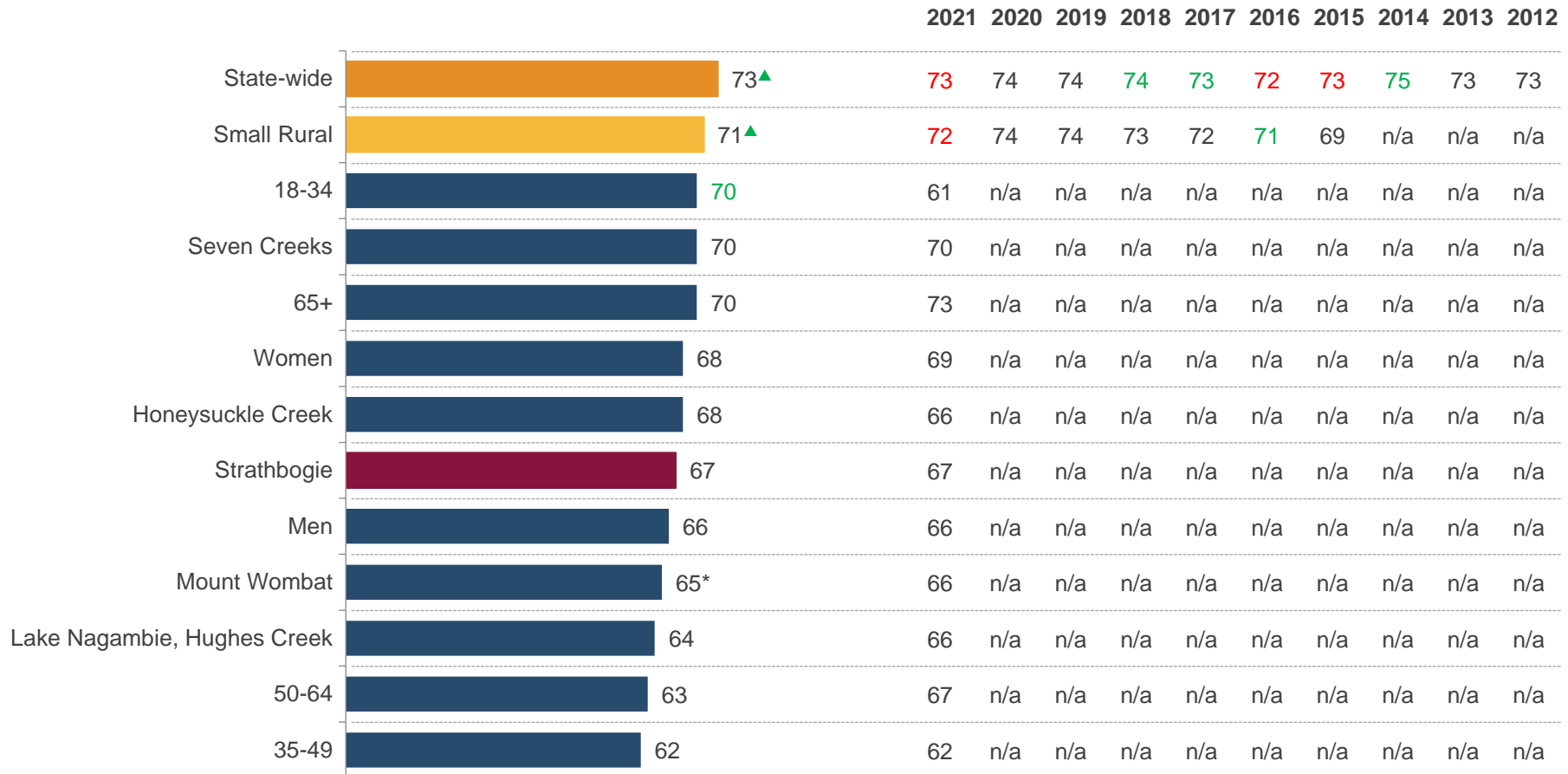
*Caution: small sample size < n=30



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.

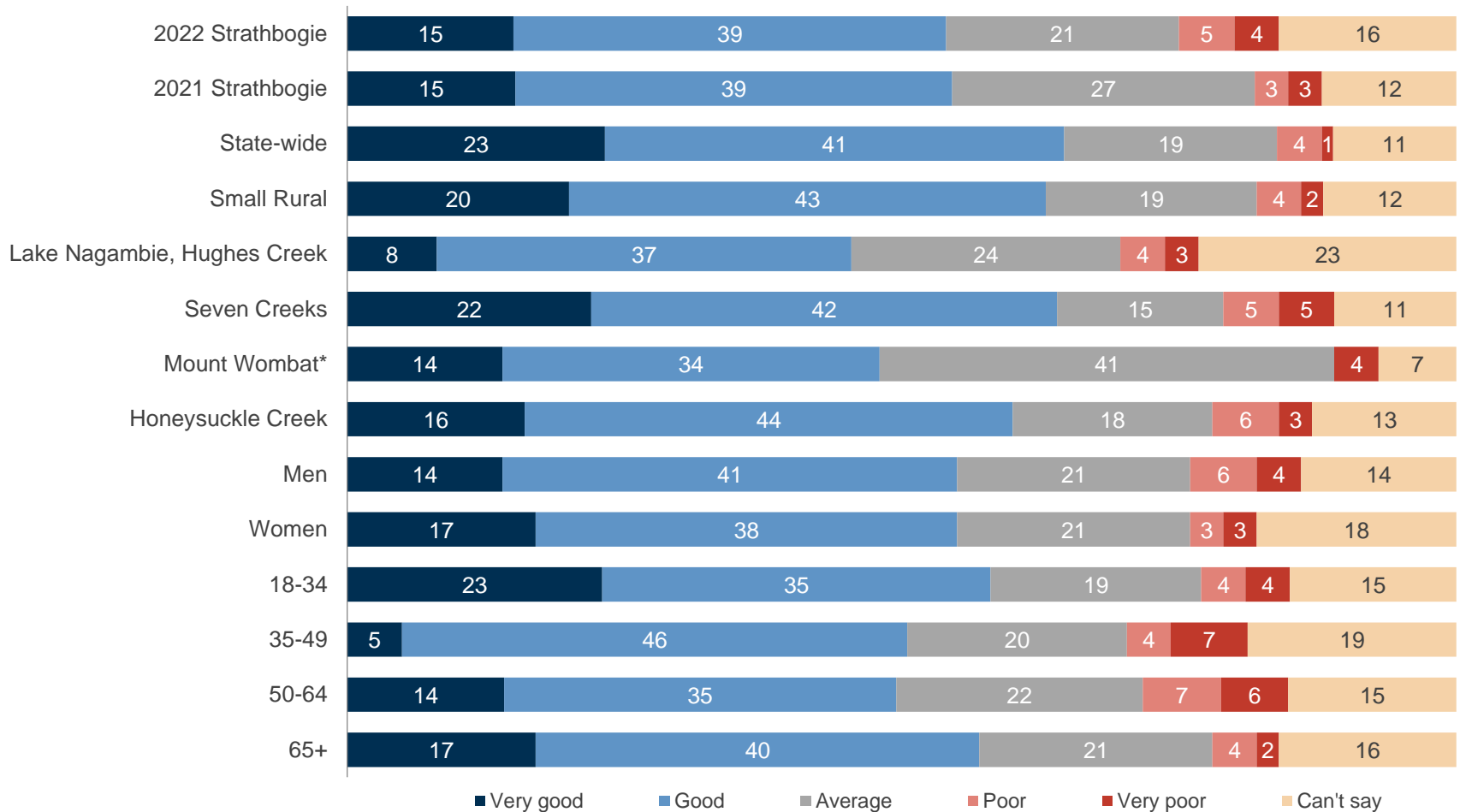
*Caution: small sample size < n=30



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

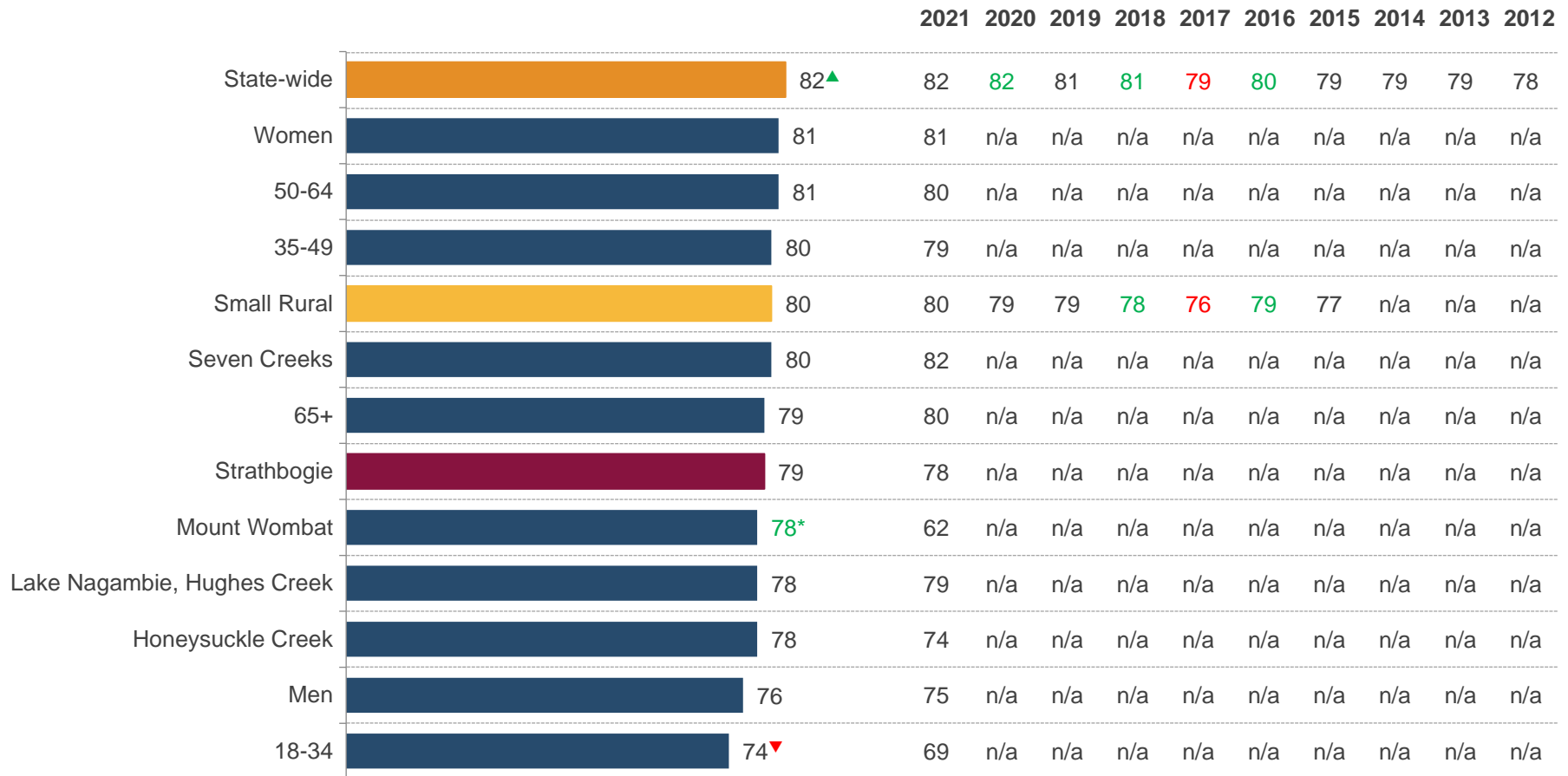
*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7

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

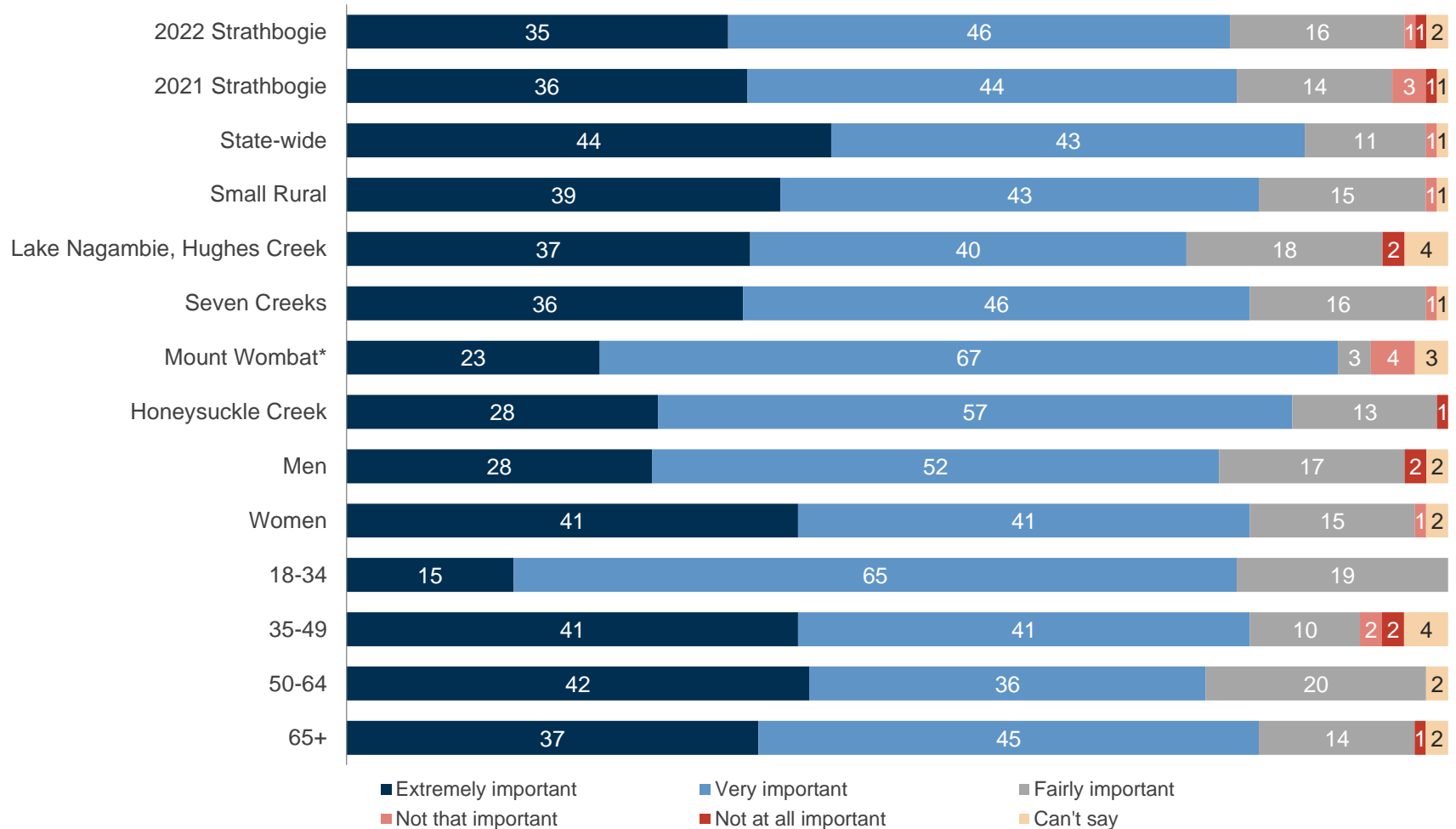
*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (%)



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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7

*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	74▲	73	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73▲	70	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	67	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	69	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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
Strathbogie	67	67	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	67*	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	68	61	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	70	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	63	67	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	60	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60▼	66	61	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

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

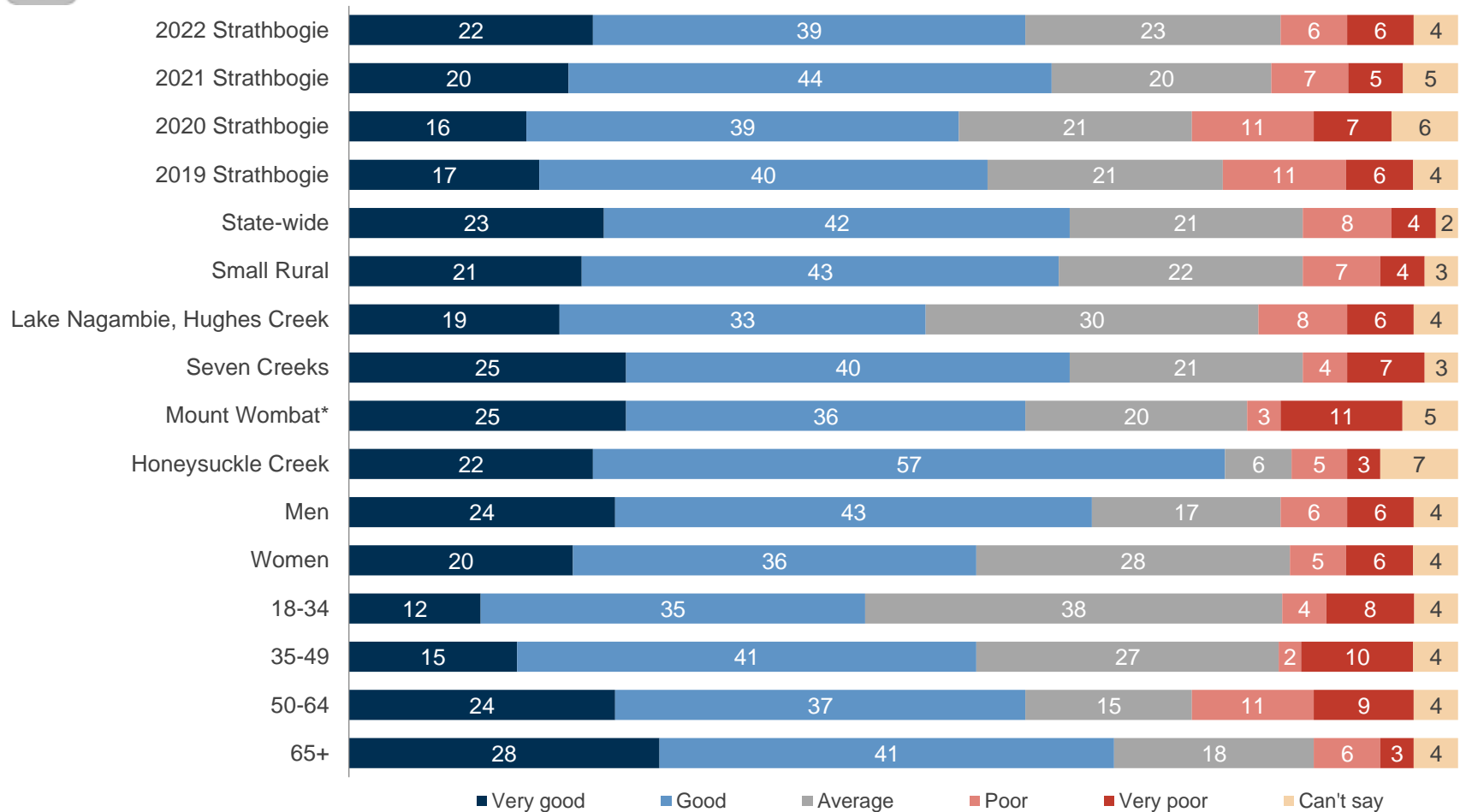
*Caution: small sample size < n=30



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

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	72	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	72	74	74	71	71	72	71	70	n/a	n/a	n/a
Seven Creeks	71	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	70	67	65	66	67	67	67	67	67	66
35-49	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	66*	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

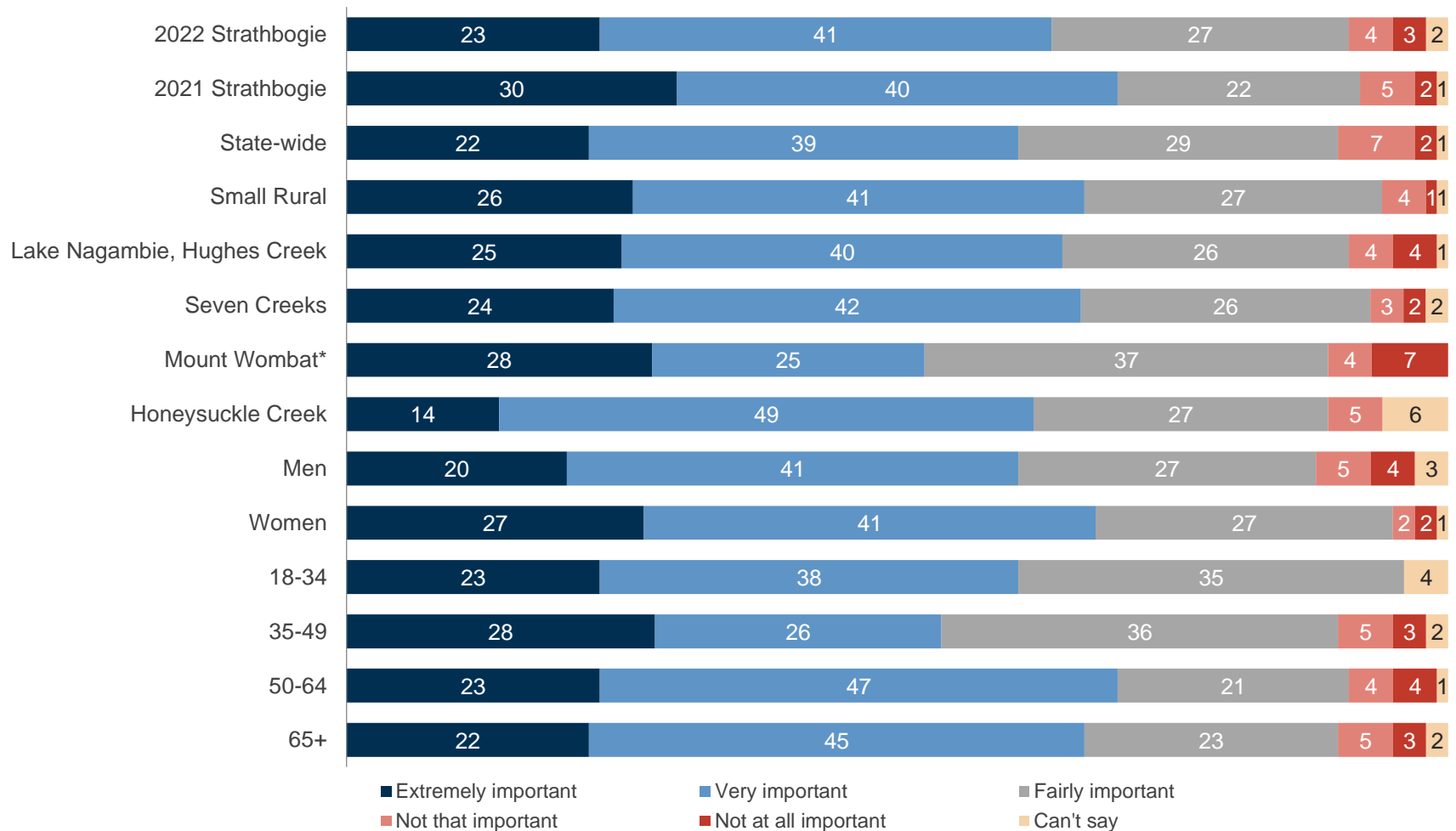
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

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

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67▲	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63▲	62	58	59	59	64	61	63	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	61	59	61	60	61	60	61	62	62	62
Men	60	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	60	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	50*	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

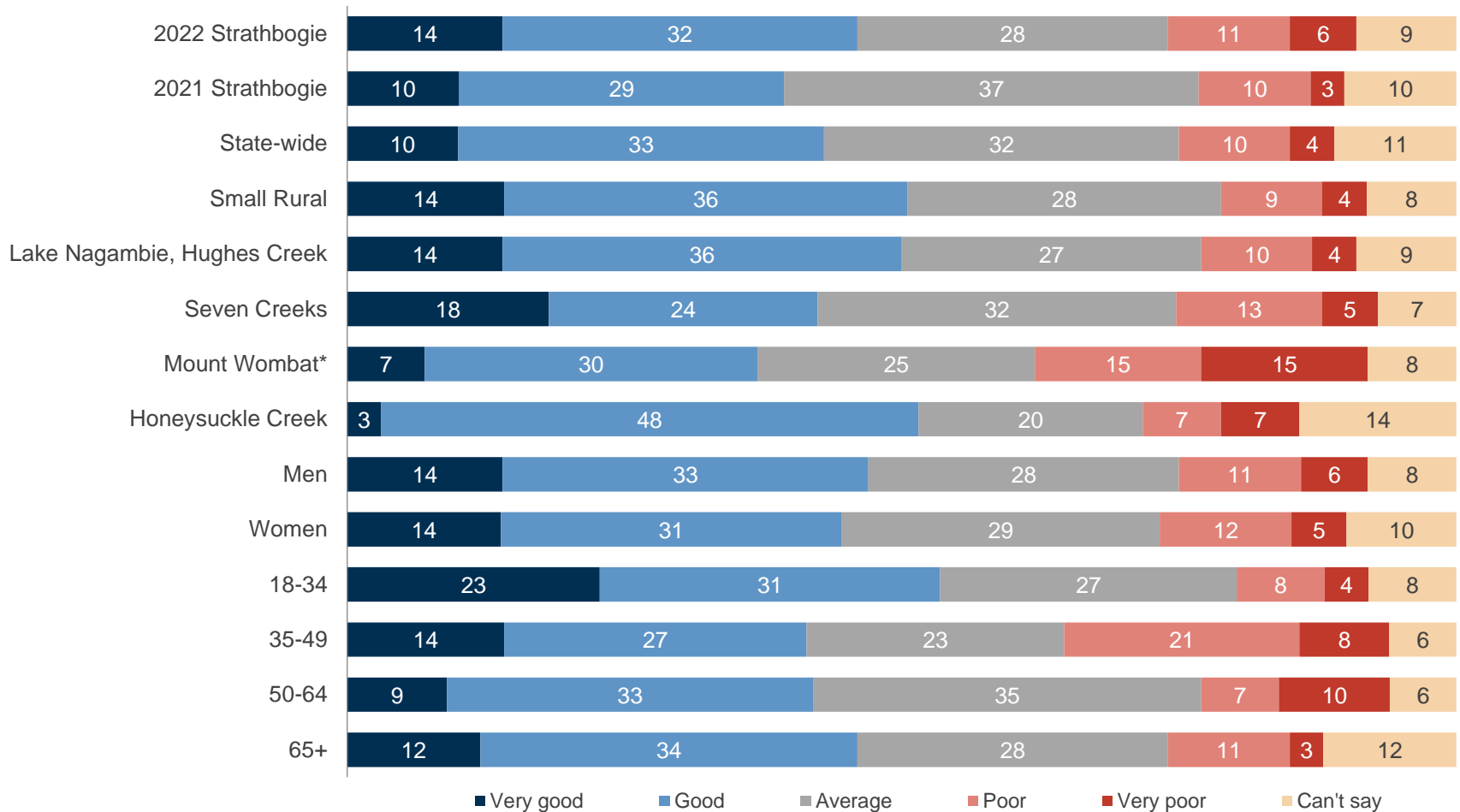
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

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

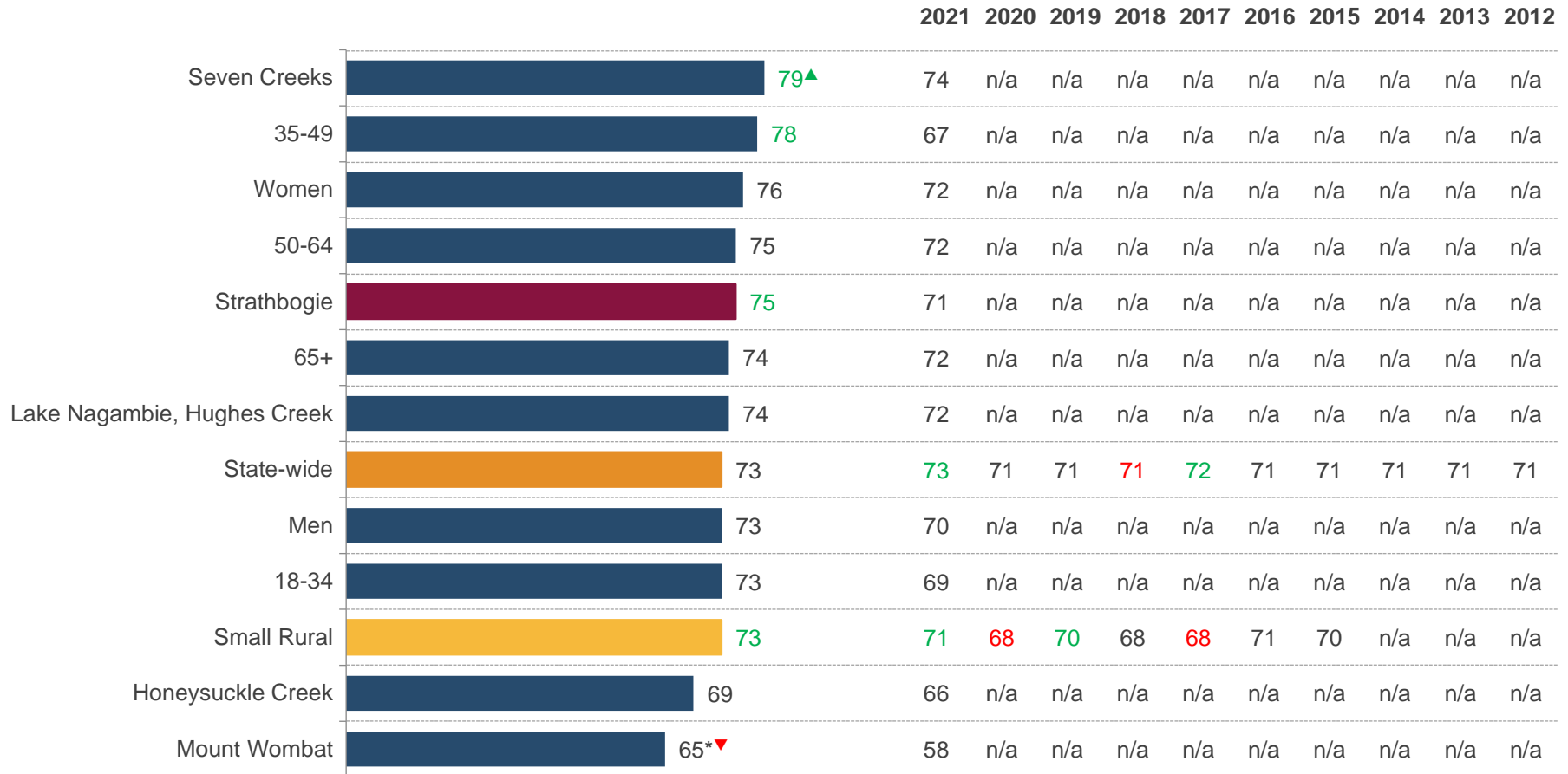
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

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

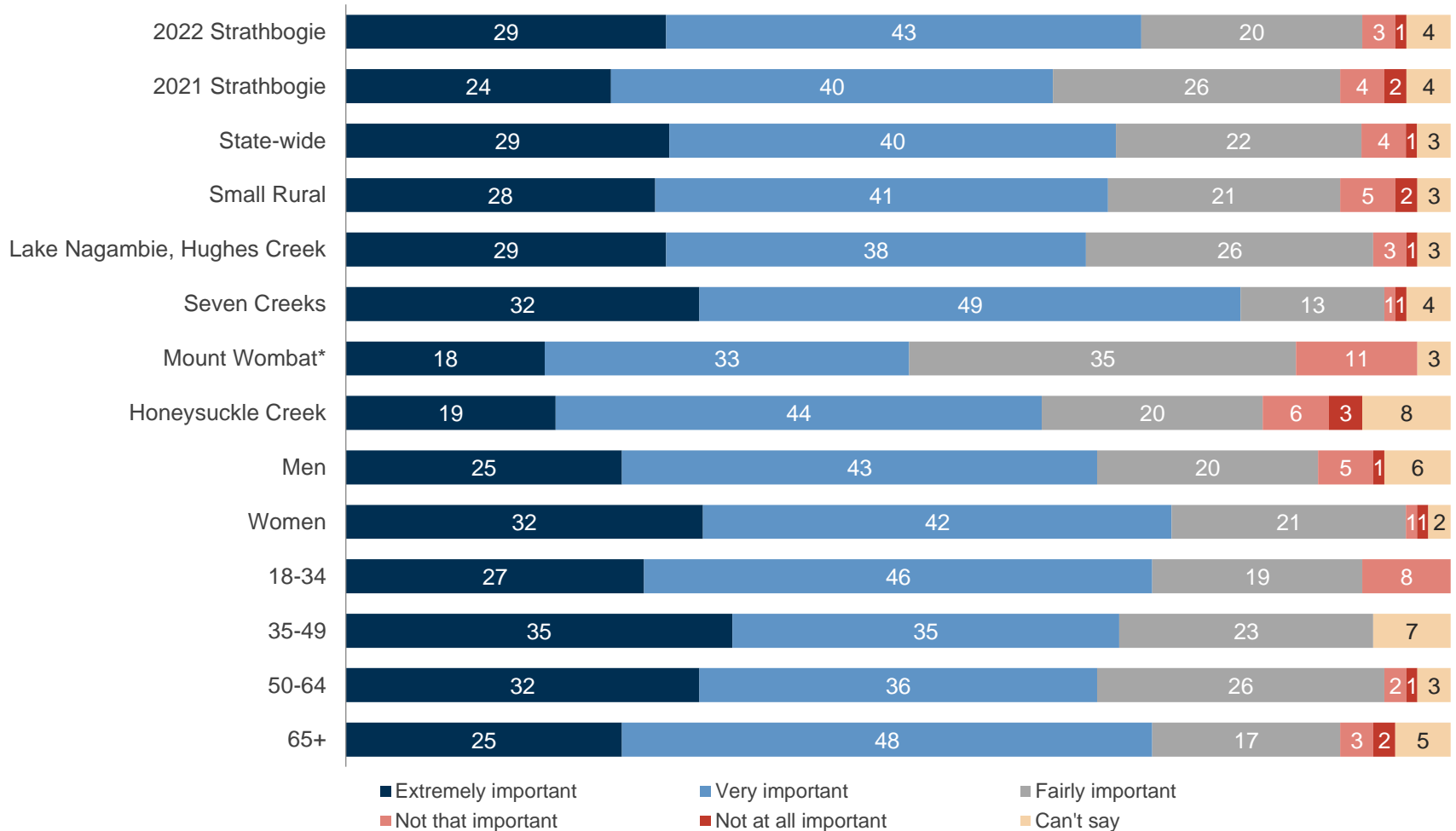
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

*Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50▲	51	51	52	52	51	50	54	53	55	54
Honeysuckle Creek	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	48▲	49	46	48	51	51	50	53	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	47	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	46*	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	44	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	43	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	39	48	n/a	n/a	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: 30 Councils asked group: 7

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

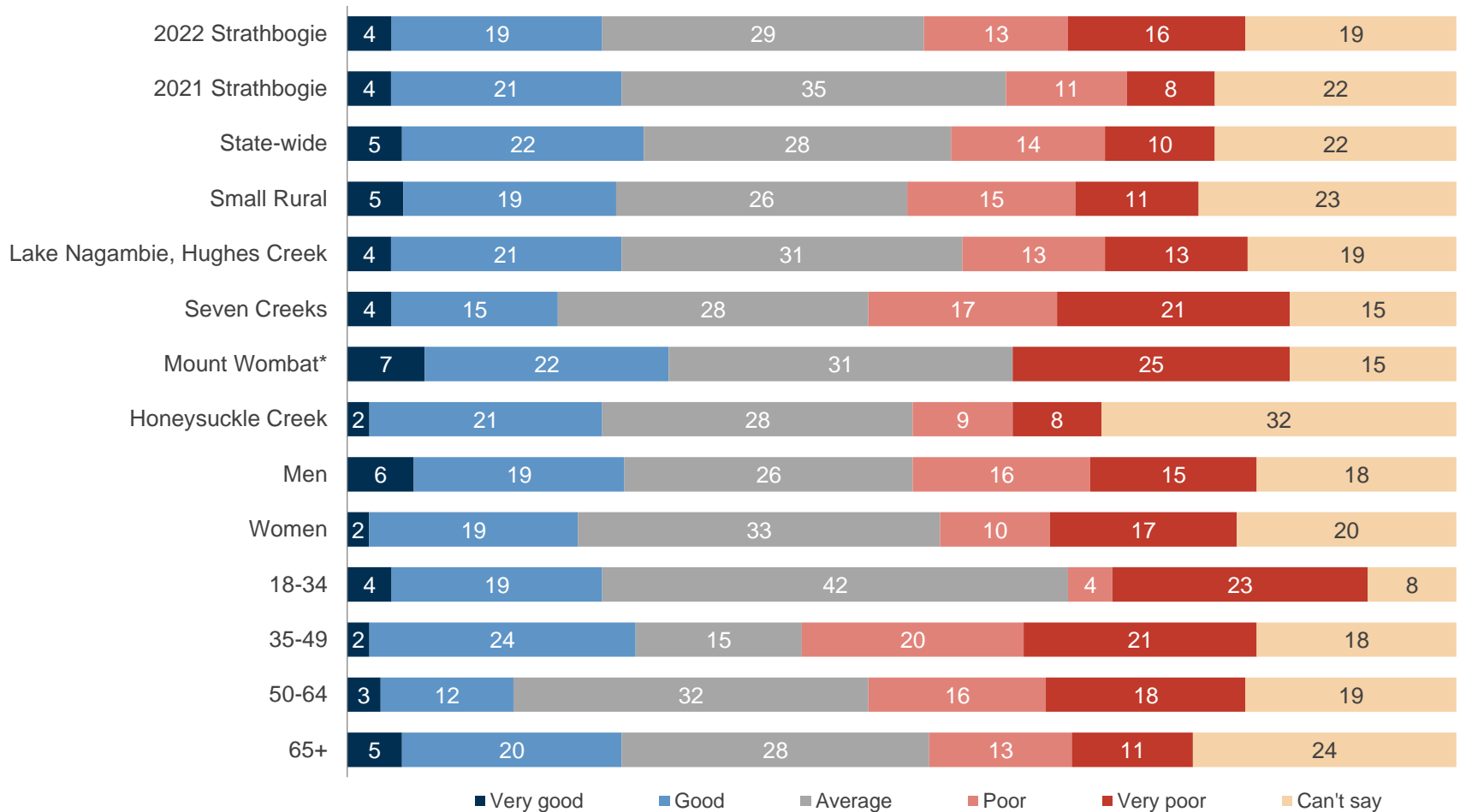
*Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	70▲	60	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64▲	57	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	62*	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	62	60	62	63	64	63	64	64	64
Men	59	58	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	59	61	57	59	62	63	61	63	n/a	n/a
Strathbogie	59	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	58	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	55	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	56	59	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	67	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8

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

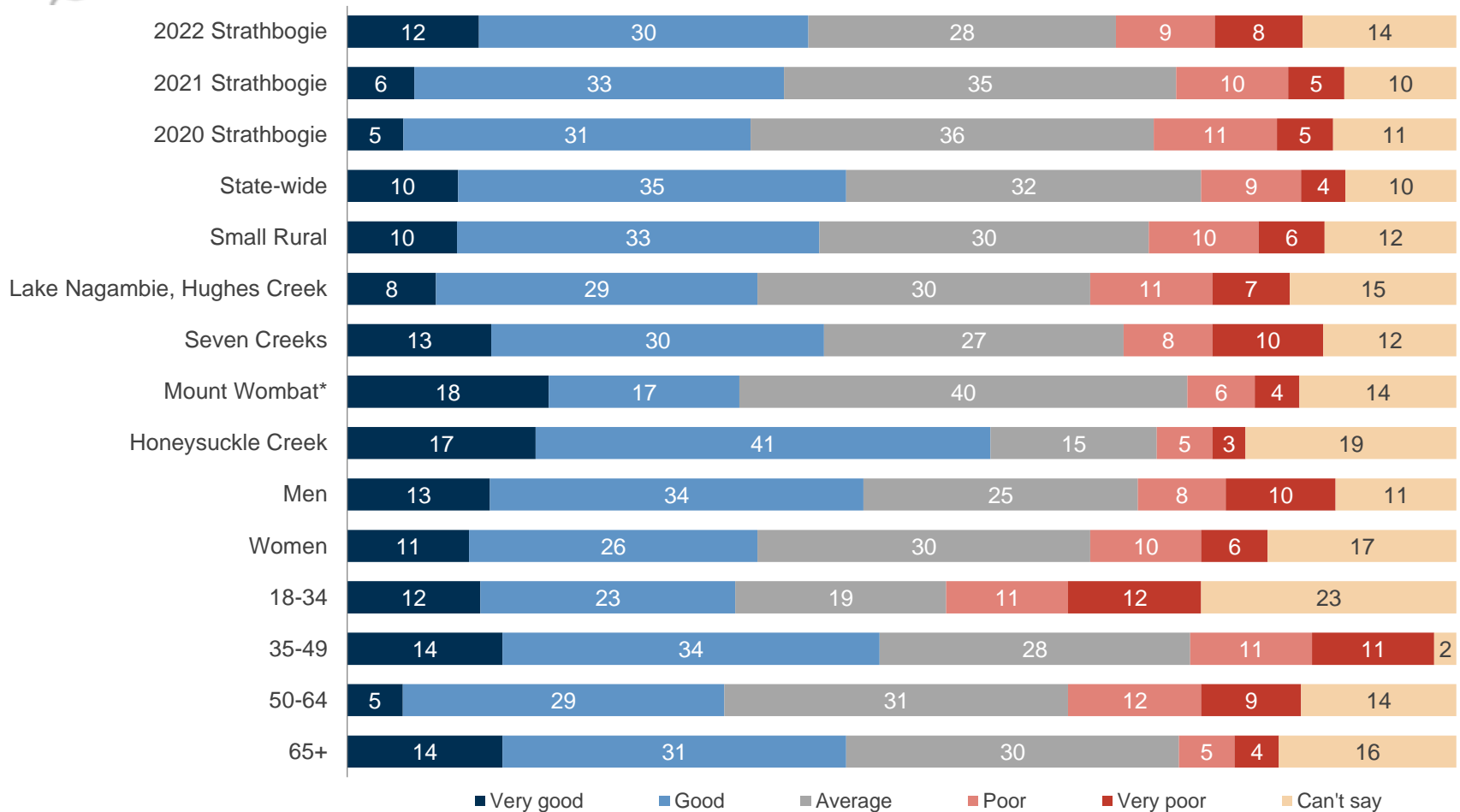
*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (%)



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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8

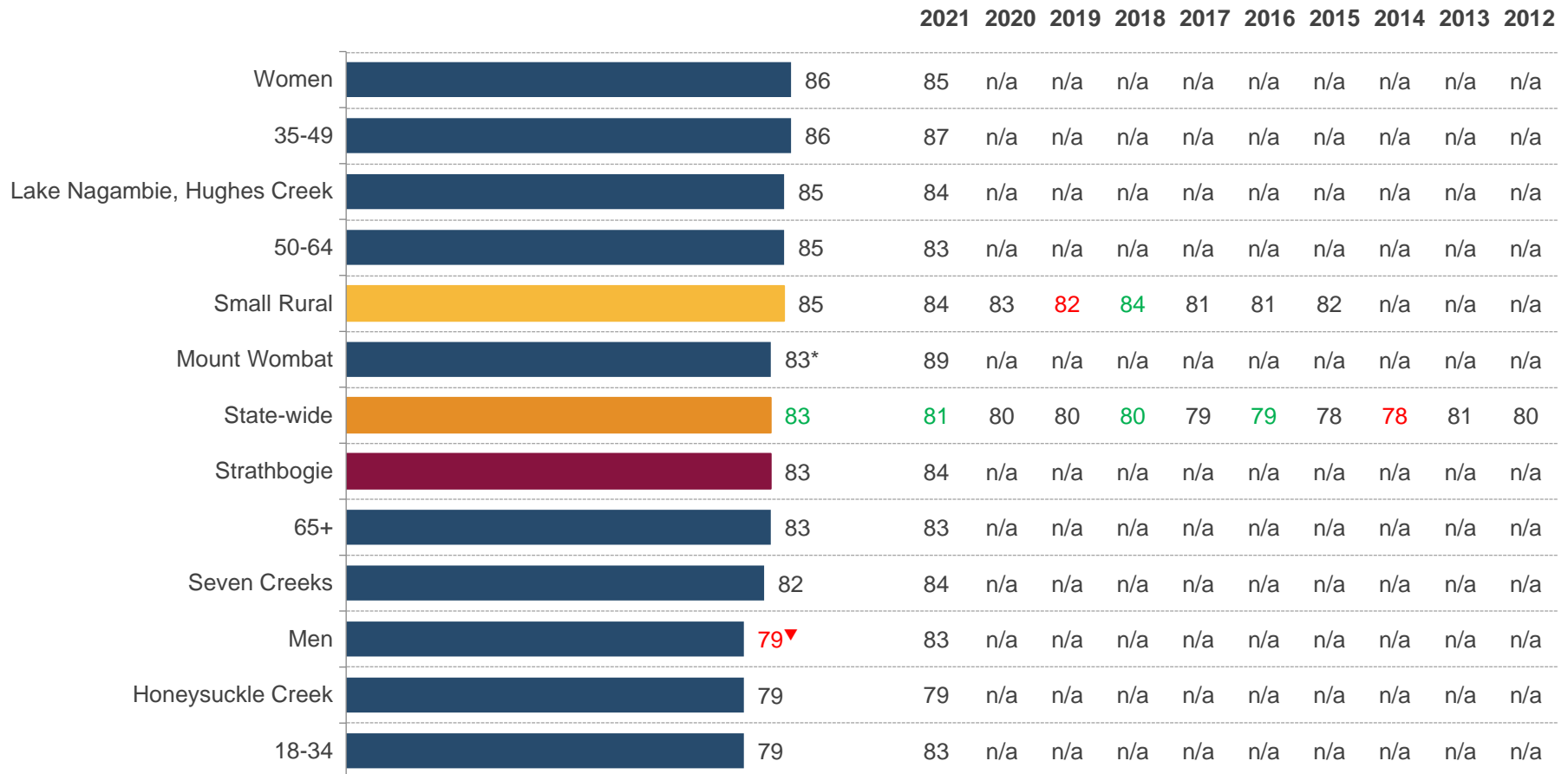
*Caution: small sample size < n=30



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.

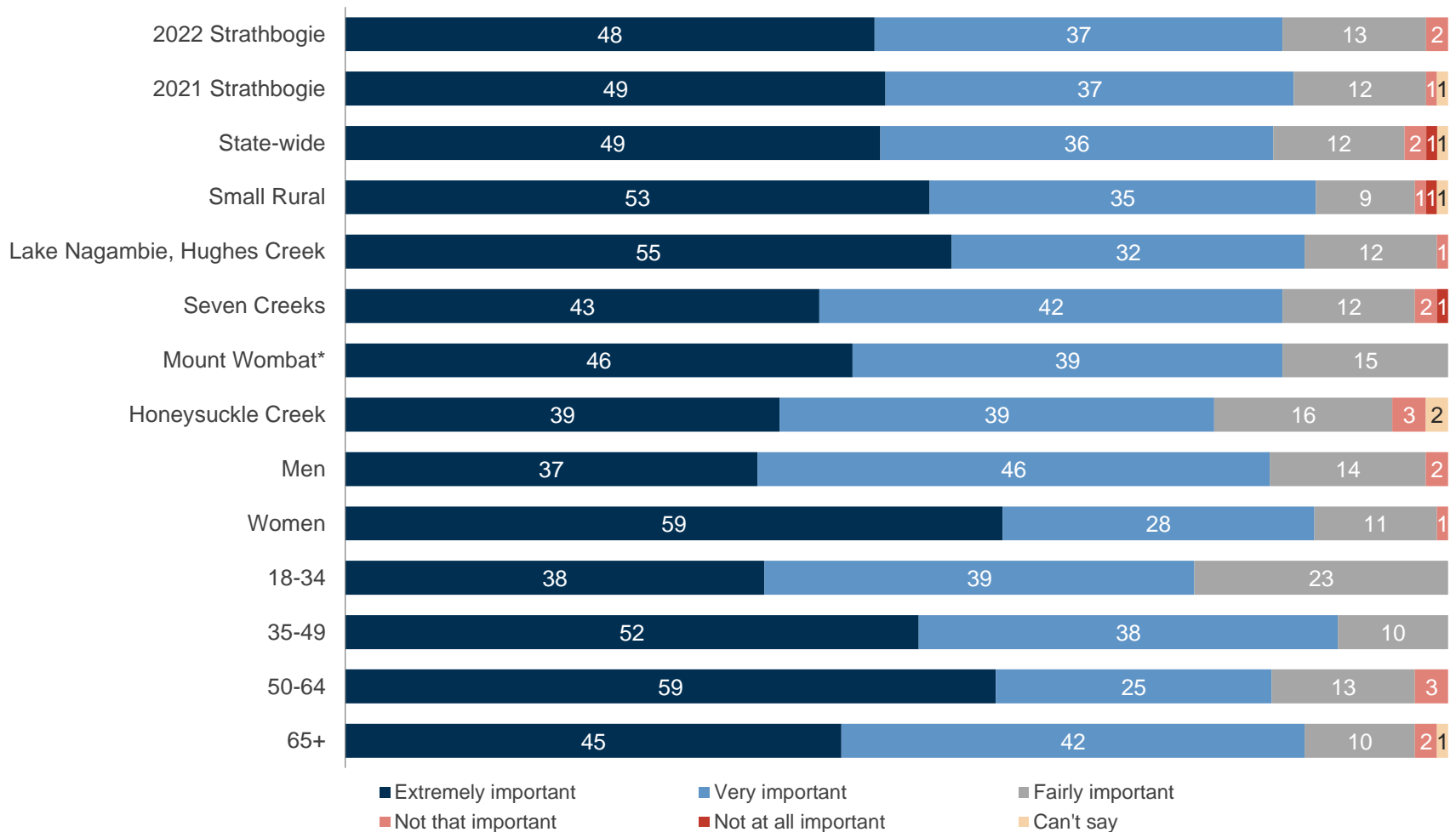
*Caution: small sample size < n=30



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

*Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Mount Wombat	49*	35	n/a	n/a	41	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	45	50	34	38	28	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	44	43	44	46	40	n/a	n/a	n/a	n/a	n/a	n/a
Men	44	43	42	44	40	n/a	n/a	n/a	n/a	n/a	n/a
65+	43	46	41	44	43	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	42	44	43	43	40	43	44	45	n/a	n/a	n/a
State-wide	41	45	44	44	43	44	43	45	45	44	46
Strathbogie	40	42	41	43	37	n/a	n/a	n/a	n/a	n/a	n/a
18-34	40	33	42	45	42	n/a	n/a	n/a	n/a	n/a	n/a
35-49	39	38	45	39	31	n/a	n/a	n/a	n/a	n/a	n/a
Women	36	40	40	41	35	n/a	n/a	n/a	n/a	n/a	n/a
50-64	34	44	38	43	32	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	33▼	39	40	40	38	n/a	n/a	n/a	n/a	n/a	n/a

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.

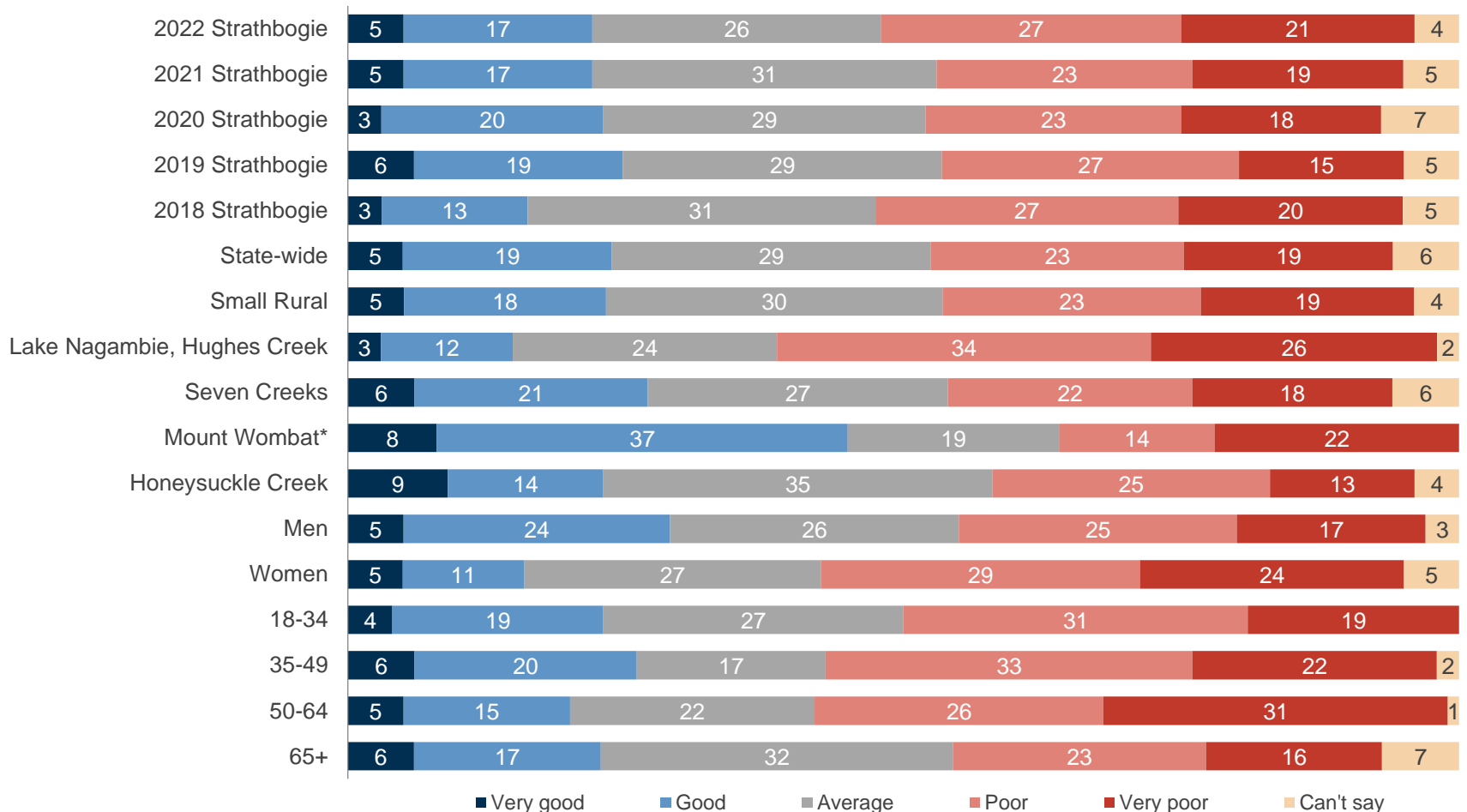
*Caution: small sample size < n=30



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

*Caution: small sample size < n=30



Tourism development performance



2022 tourism development performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Honeysuckle Creek	68	60	58	65	54	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	64	74	69	74	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie, Hughes Creek	64	69	68	69	68	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	63	62	66	64	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	62	61	62	64	63	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	62	63	63	66	67	67	64	63	n/a	n/a	n/a
65+	62	59	57	63	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	59	62	62	62	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64	n/a	n/a
50-64	60	63	60	62	59	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	59	52	57	59	62	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	57	63	63	61	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	55*	47	n/a	n/a	58	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

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

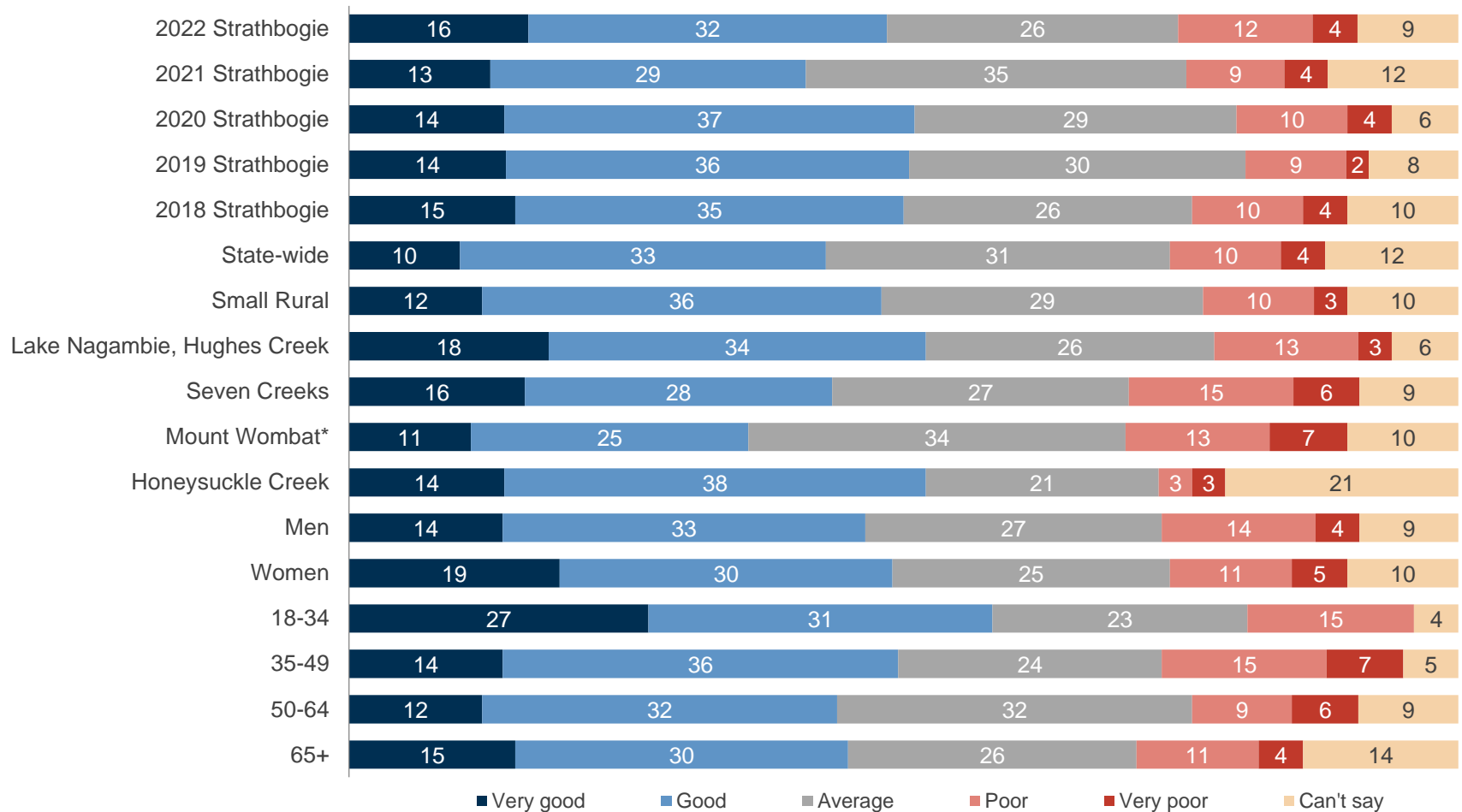
*Caution: small sample size < n=30



Tourism development performance



2022 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

*Caution: small sample size < n=30

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

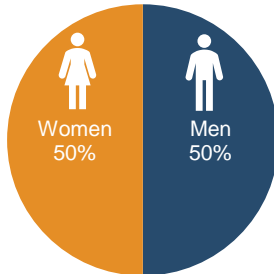
Detailed demographics



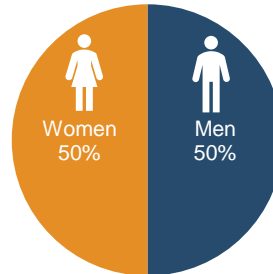
Gender and age profile

2022 gender

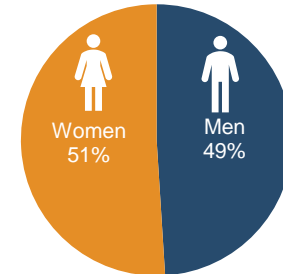
Strathbogie



Small Rural

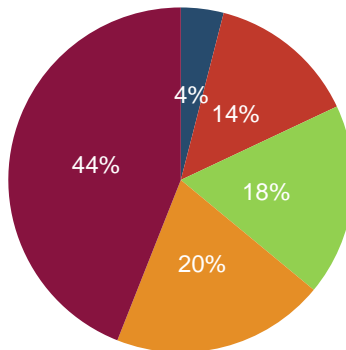


State-wide

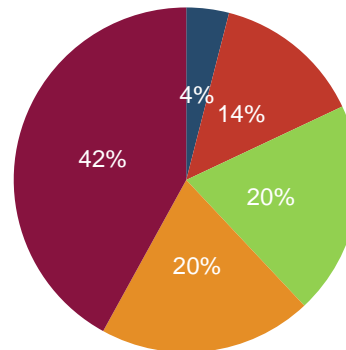


2022 age

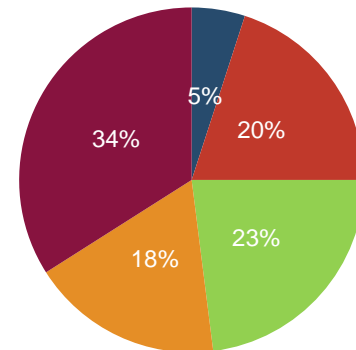
Strathbogie



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.



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 Strathbogie 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 +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 8,900 people aged 18 years or over for Strathbogie Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Strathbogie Shire Council	400	400	+/-4.8
Men	178	199	+/-7.3
Women	222	201	+/-6.5
Lake Nagambie, Hughes Creek	158	164	+/-7.8
Seven Creeks	166	163	+/-7.6
Mount Wombat	25	23	+/-20.0
Honeysuckle Creek	51	49	+/-13.8
18-34 years	26	73	+/-19.6
35-49 years	52	73	+/-13.7
50-64 years	99	79	+/-9.8
65+ years	223	176	+/-6.5



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:

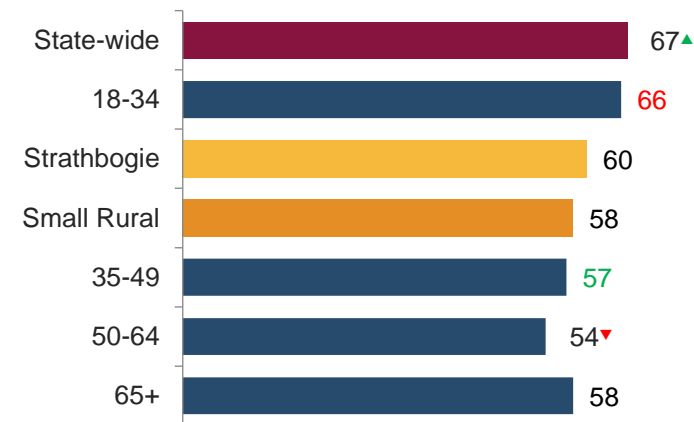
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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=401 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.
- 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 Strathbogie 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 Strathbogie Shire Council.

Survey sample matched to the demographic profile of Strathbogie 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 Strathbogie Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Strathbogie 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

Strathbogie 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 Strathbogie 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 Strathbogie 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.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.



Contact us
03 8685 8555



Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



J W S R E S E A R C H