



# **2023 Local Government Community Satisfaction Survey**

## **Strathbogie Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 24 years

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

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. 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 53



Small Rural 55



State-wide 56

## Council performance compared to group average

### Top 3 performing areas



Appearance of public areas

▲ higher



Art centres & libraries

▬ on par



Waste management

▲ higher

### Lowest 3 performing areas



Unsealed roads

▬ on par



Sealed local roads

▬ on par



Community decisions

▼ lower



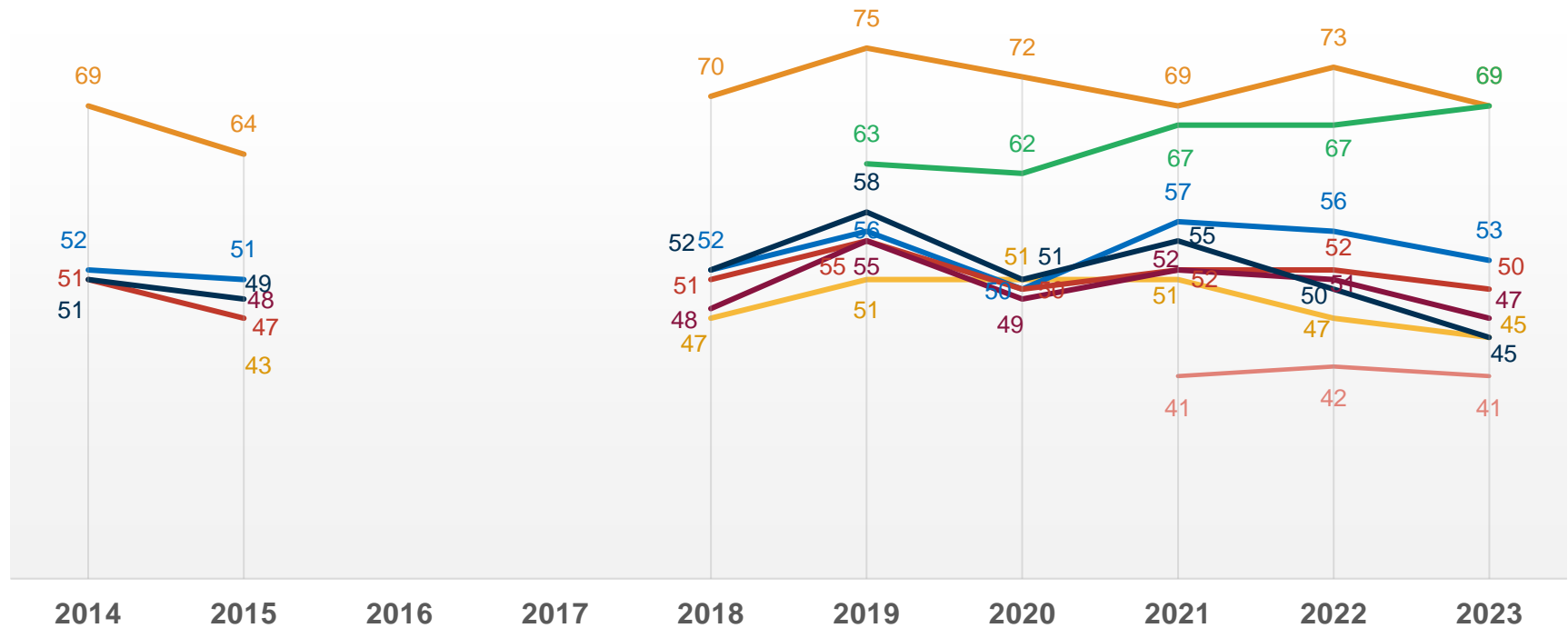
Customer service

▲ higher



# Summary of core measures

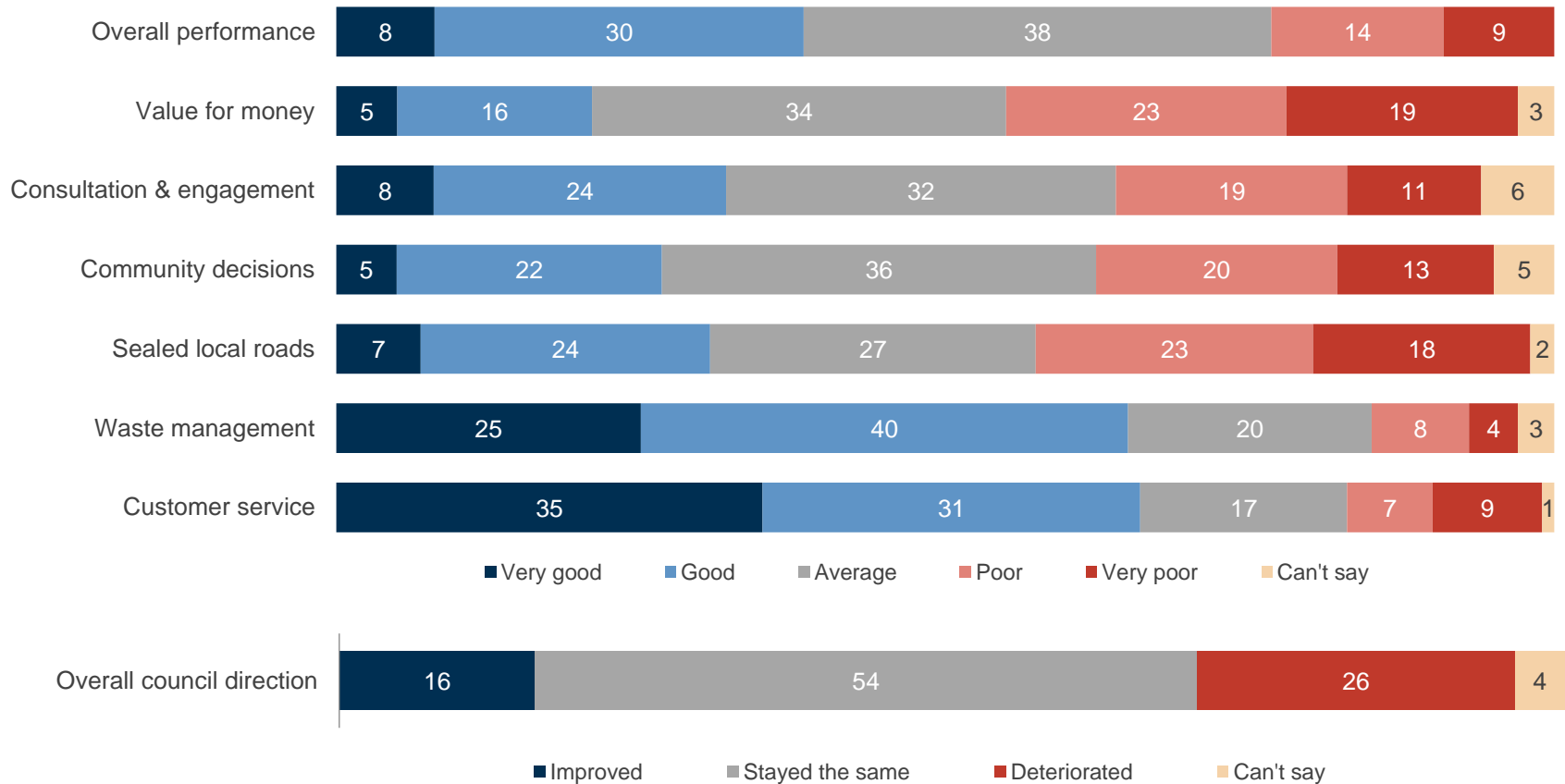
## Index scores





## Summary of core measures

### Core measures summary results (%)















# Summary of Strathbogie Shire Council performance

Services		Strathbogie 2023	Strathbogie 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	53	56	55	56	Aged 65+ years	Aged 35-49 years
	Value for money	41	42	49	49	Aged 65+ years	Aged 35-49 years
	Overall council direction	45	50	47	46	Mount Wombat residents	Aged 35-49 years
	Customer service	69	73	65	67	Aged 18-34 years	Mount Wombat residents, Aged 35-49 years
	Appearance of public areas	74	73	71	67	Seven Creeks residents	Honeysuckle Creek residents
	Art centres & libraries	71	67	73	73	Mount Wombat residents	Aged 35-49 years
	Waste management	69	67	66	66	Mount Wombat residents	Lake Nagambie residents
	Recreational facilities	67	68	67	68	Aged 65+ years	Aged 35-49 years, Lake Nagambie residents
	Tourism development	61	62	61	61	Lake Nagambie residents	Hughes Creek residents
	Bus/community dev./tourism	60	60	61	59	Lake Nagambie residents	Hughes Creek residents, Aged 35-49 years





# Summary of Strathbogie Shire Council performance

Services		Strathbogie 2023	Strathbogie 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Enforcement of local laws	59	57	61	61	Hughes Creek residents	Honeysuckle Creek residents
	Environmental sustainability	57	59	59	60	Aged 18-34 years	Aged 35-49 years
	Informing the community	53	55	58	57	Aged 65+ years	Aged 35-49 years
	Lobbying	52	54	52	51	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	50	52	53	52	Aged 65+ years	Aged 35-49 years
	Local streets & footpaths	47	47	52	52	Mount Wombat residents	Hughes Creek residents
	Planning & building permits	47	44	45	47	Lake Nagambie residents, Hughes Creek residents	Honeysuckle Creek residents
	Community decisions	47	51	52	51	Aged 65+ years	Aged 35-49 years
	Sealed local roads	45	47	44	48	Aged 65+ years	Aged 18-34 years
	Unsealed roads	36	40	38	37	Mount Wombat residents	Aged 18-34 years



## Focus areas for the next 12 months

### Overview

Perceptions of overall performance in Strathbogie Shire Council have declined over the last 12 months, though not to a statistically significant degree. Similarly, in almost all other service areas, Council performs in line with last year's results, having not significantly changed. The exceptions are arts centres and libraries, where Council's performance rating increased significantly over the last 12 months, and decisions made in the interest of the community, where in contrast, perceptions significantly declined.

### Key influences on perceptions of overall performance

Community decisions is the area that has the greatest influence on Council's overall performance rating. It is also among Council's lowest rated areas and is the only to have experienced a significant decline in perceptions this year. This area should be Council's first priority to address. Planning and building permits has a moderate influence on overall performance and is also performing poorly, meaning it also warrants attention. Positively, waste management has a moderate influence and is one of Council's top performing areas.

### Comparison to state and area grouping

Council performs in line with both the Small Rural group and the State-wide average for councils half of the individual service areas evaluated. On the appearance of public areas and waste management, Council performs significantly higher than the Small Rural group and the State-wide average. In contrast, Council's performance is rated significantly lower than both group averages on informing the community, the condition of local streets and footpaths and community decisions.

### Opportunity to engage

There is a need to engage with residents aged 35 to 49 years, who are the most critical of Council's performance across core measures and many of the service areas evaluated. People in this age group also have a significantly higher rate of contact compared to the Council average, and rate Council's customer service the lowest of all the demographic and geographic cohorts evaluated. Separately, value for money is rated relatively poorly and below the Small Rural group and State-wide averages, so merits attention.

# **DETAILED FINDINGS**

# Overall performance



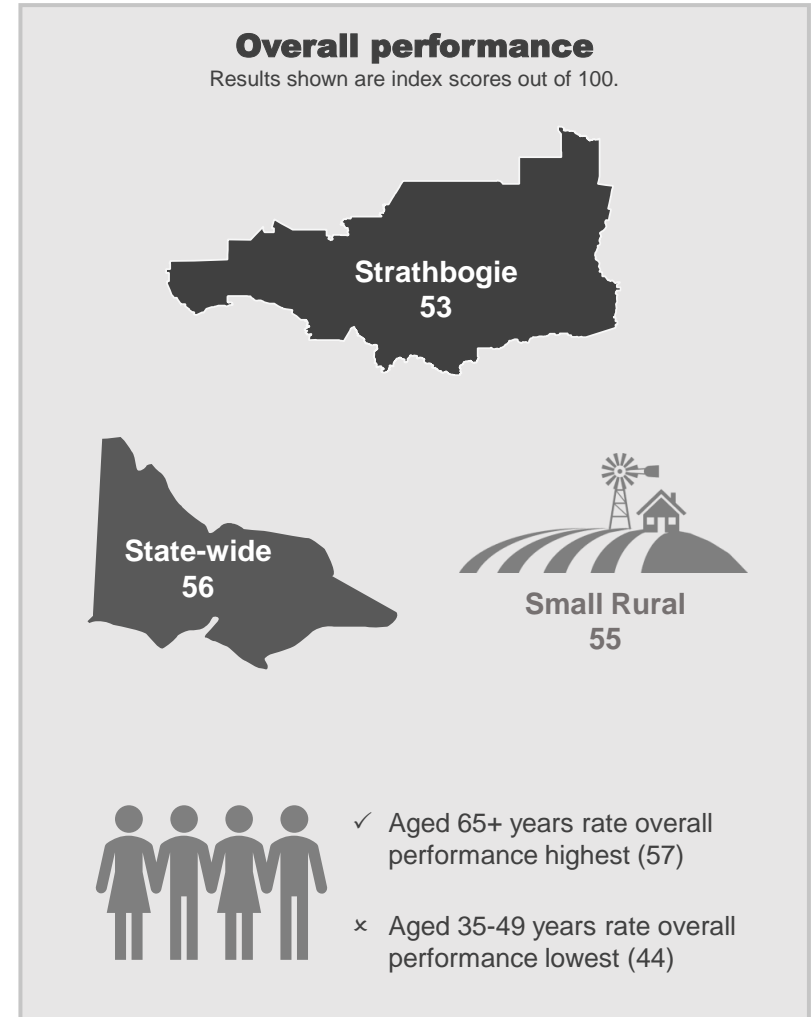
## Overall performance

The overall performance index score of 53 for Strathbogie Shire Council is three index points lower than last year. Though this is not a statistically significant change, it is well below the peak index score of 57 in 2021.

Strathbogie Shire Council's overall performance is rated in line with the Small Rural group average (index score of 55) and statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index score of 56).

- Residents aged 65 years and over rate overall performance the highest (index score of 57, although this is not significantly lower than the Council average).
- Residents aged 35 to 49 years rate over performance the lowest (index score of 44) – significantly lower than the Council average.
- Perceptions of overall performance among women declined significantly in the last 12 months (index score of 51, down seven points from 2022).

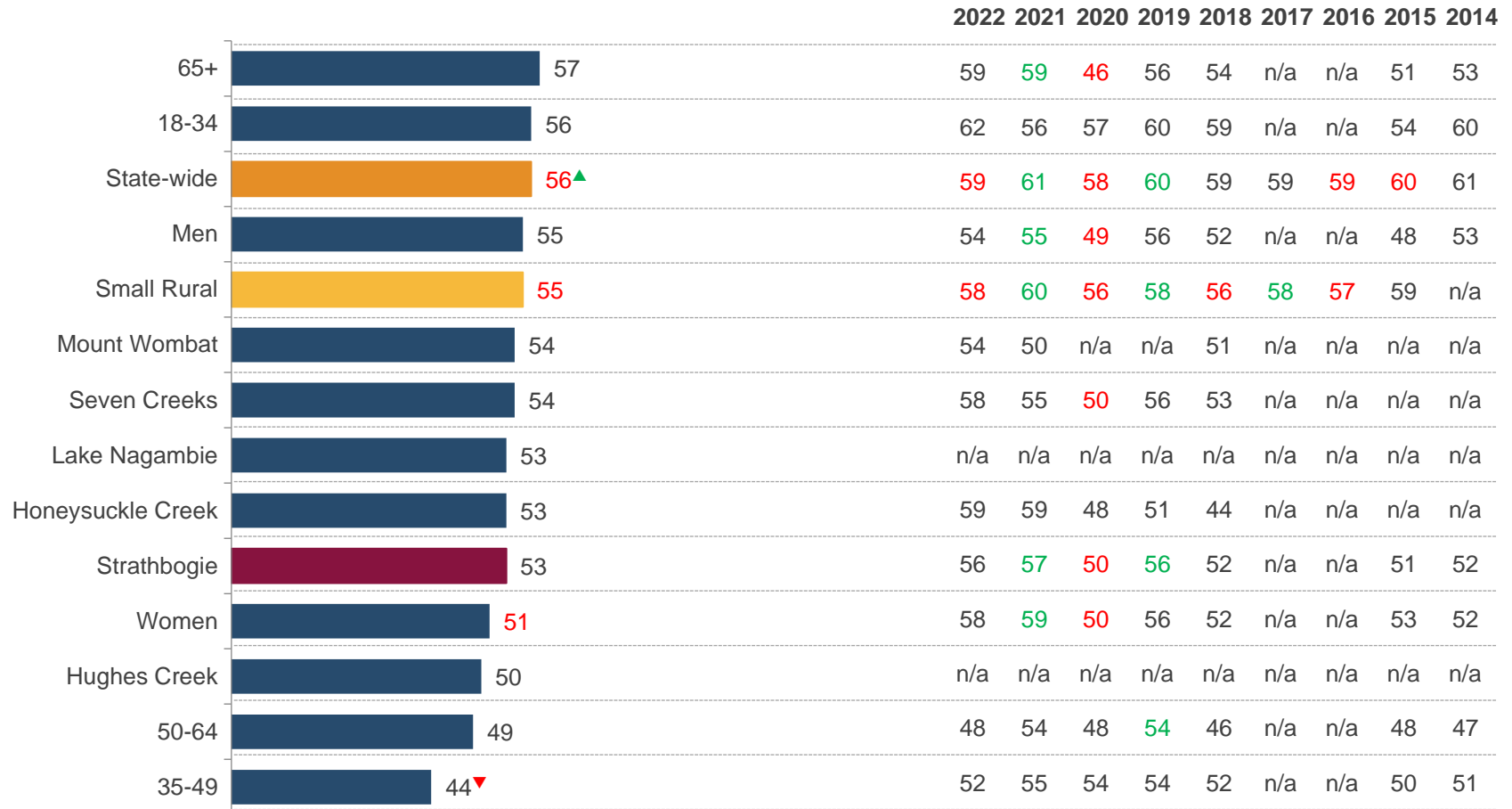
Just over one in five residents (21%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Twice as many rate Council as 'very poor' or 'poor' (42%) on the same metric. A further 34% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2023 overall performance (index scores)



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

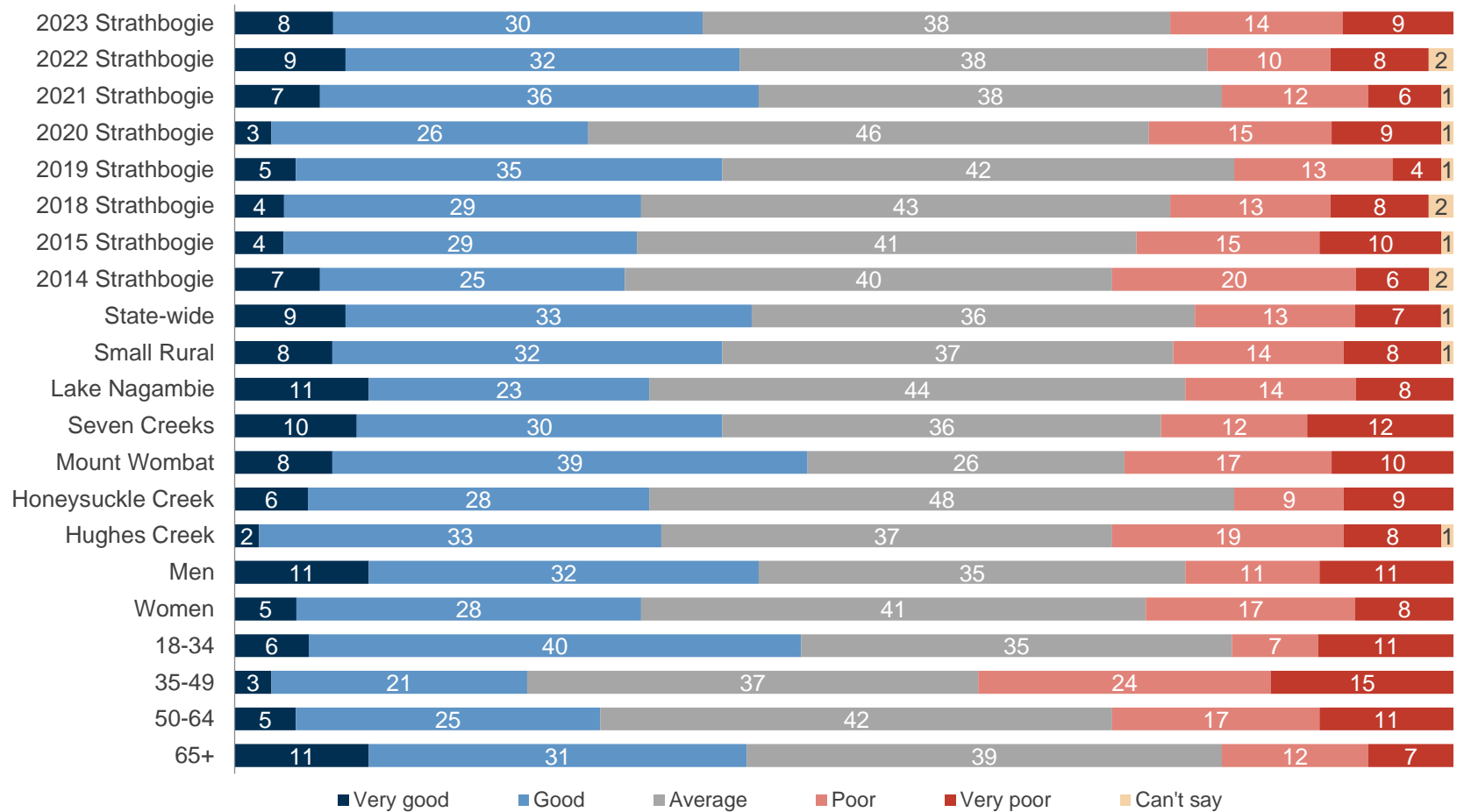
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Overall performance

## 2023 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 66 Councils asked group: 19



# Value for money in services and infrastructure

## 2023 value for money (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	49▲	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49▲	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47▲	46	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	42	50	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	42	40	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	41	41	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	41	42	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	41	43	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	41	41	34	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	36	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	39	44	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	30▼	36	30	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: 65 Councils asked group: 19

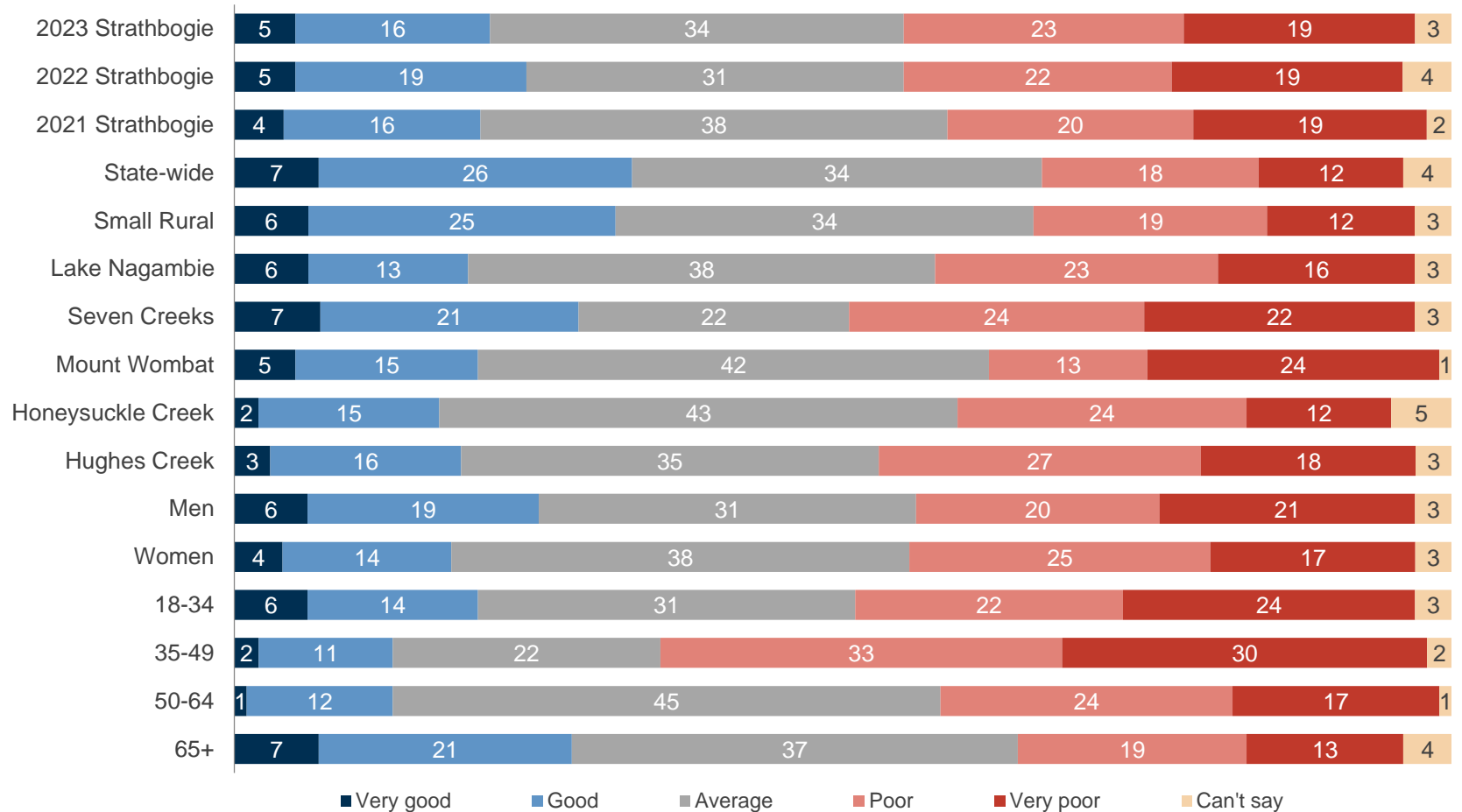
Note: Please see Appendix A for explanation of significant differences.





## Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19



## Top performing service areas

The appearance of public areas (index score of 74) is Council's best performing service area. Performance here has been stable since first being evaluated in 2021.

- This year, Council performs significantly higher than the Small Rural and the State-wide averages in this service area (index scores of 71 and 67 respectively).

Arts centres and libraries (index score of 71) is Council's next best performing service area. Council's rating in this area significantly increased from 2022 (up four points).

- Council performs in line with the Small Rural group and the State-wide averages in this service area.
- Residents in the Mount Wombat region (77) rate Council significantly higher compared to average, and significantly higher than they did last year.

Waste management (index score of 69) is another of Council's top performing service areas, having been able to maintain and build on a significant increase in performance ratings in this area back in 2021.

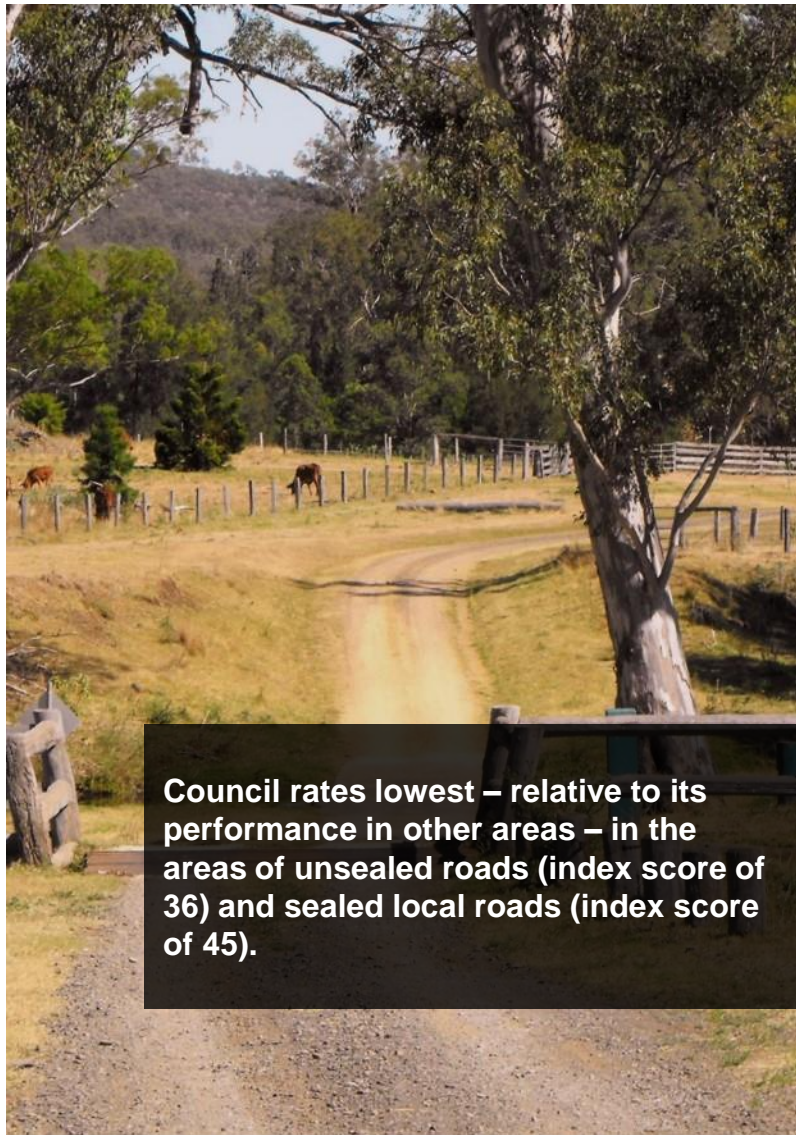
- Here, Council performs significantly higher than the Small Rural group and the State-wide average.
- Women returned a significantly higher performance score for Council on waste management (up six points to an index score of 71).



**Appearance of public areas (index score of 74) is where Council performed best in 2023.**



## Low performing service areas



Council rates lowest in the maintenance of unsealed roads (index score of 36) and sealed local roads (45).

On unsealed roads, Council performs in line with the Small Rural group and the State-wide average (index scores of 38 and 37 respectively). Council's rating in this service area is down a not-significant four points this year, however this is part of a longer-term trend of decline, from a peak of 43 in 2019.

- Unsealed road ratings are significantly higher than the Council average among residents in the Mount Wombat region and those aged 65 years and over.
- Residents aged 18 to 34 years rate Council's unsealed roads performance significantly lower than average, and significantly lower compared to last year (index score of 28, down 12 points).
- Perceptions have also declined a significant 15 points among Honeysuckle creek residents.

On sealed local roads, Council performs in line with the Small Rural group and significantly lower than the State-wide average (index scores of 44 and 48 respectively).

- Residents aged 65 years and over rate performance on sealed local roads significantly higher than average.
- In contrast, ratings are significantly lower than average among residents aged 18 to 34 and 35 to 49 years.



# Individual service area performance

## 2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Appearance of public areas	74	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	71	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	69	67	67	62	63	n/a	n/a	n/a	n/a	n/a
Recreational facilities	67	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	61	62	61	62	64	63	n/a	n/a	n/a	n/a
Bus/community dev./tourism	60	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	59	57	61	59	59	56	n/a	n/a	n/a	n/a
Environmental sustainability	57	59	57	56	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	53	55	56	55	59	55	n/a	n/a	n/a	n/a
Lobbying	52	54	51	50	54	48	n/a	n/a	49	52
Consultation & engagement	50	52	52	50	55	51	n/a	n/a	47	51
Local streets & footpaths	47	47	52	46	48	46	n/a	n/a	n/a	n/a
Planning & building permits	47	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	47	51	52	49	55	48	n/a	n/a	48	n/a
Sealed local roads	45	47	51	51	51	47	n/a	n/a	43	n/a
Unsealed roads	36	40	42	41	43	37	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: 66 Councils asked group: 19

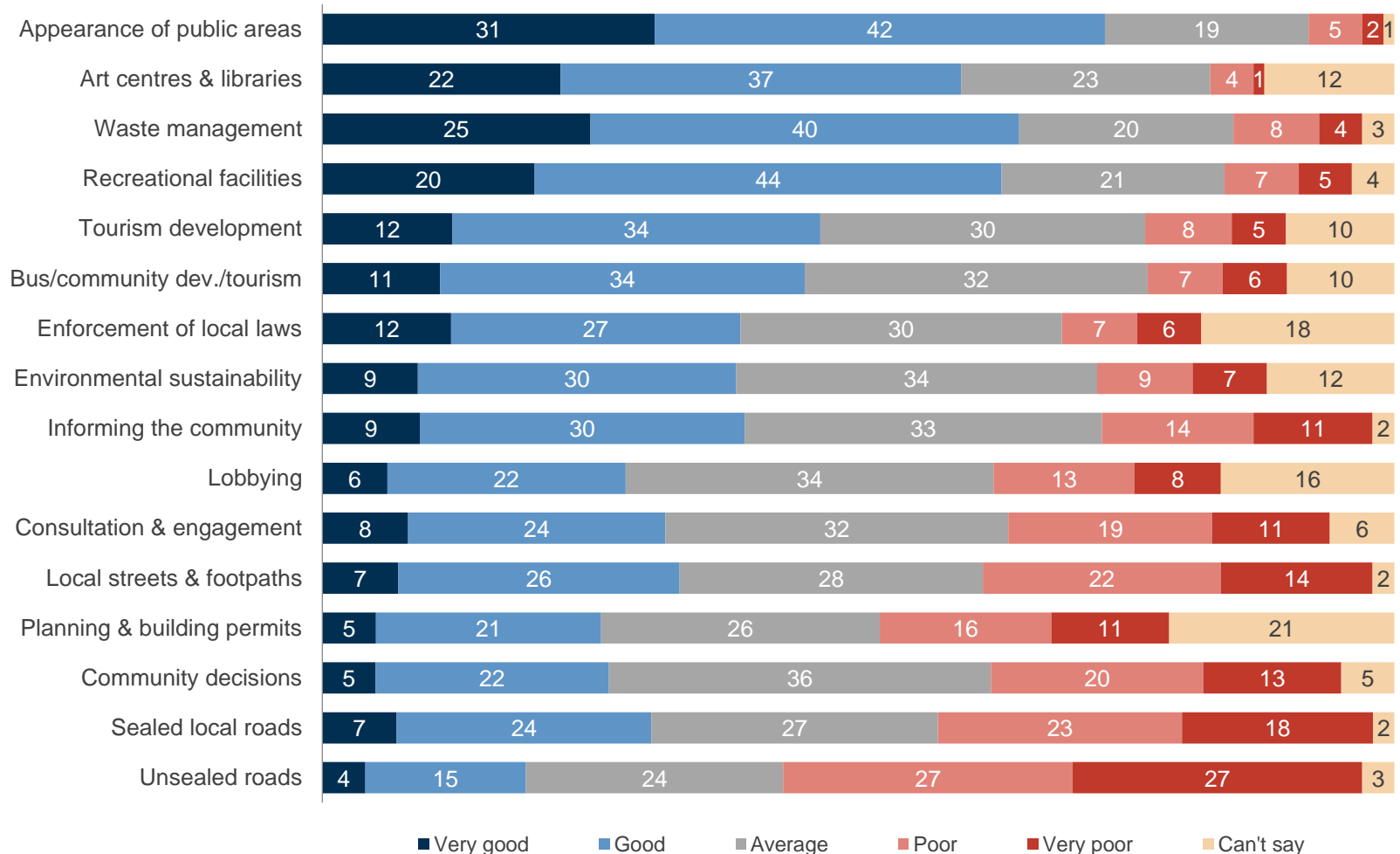
Note: Please see Appendix A for explanation of significant differences.





# Individual service area performance

## 2023 individual service area performance (%)





# Individual service area importance

## 2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Unsealed roads	85	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	84	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	80	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	77	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	77	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	75	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	73	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	67	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	67	71	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	61	65	63	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?

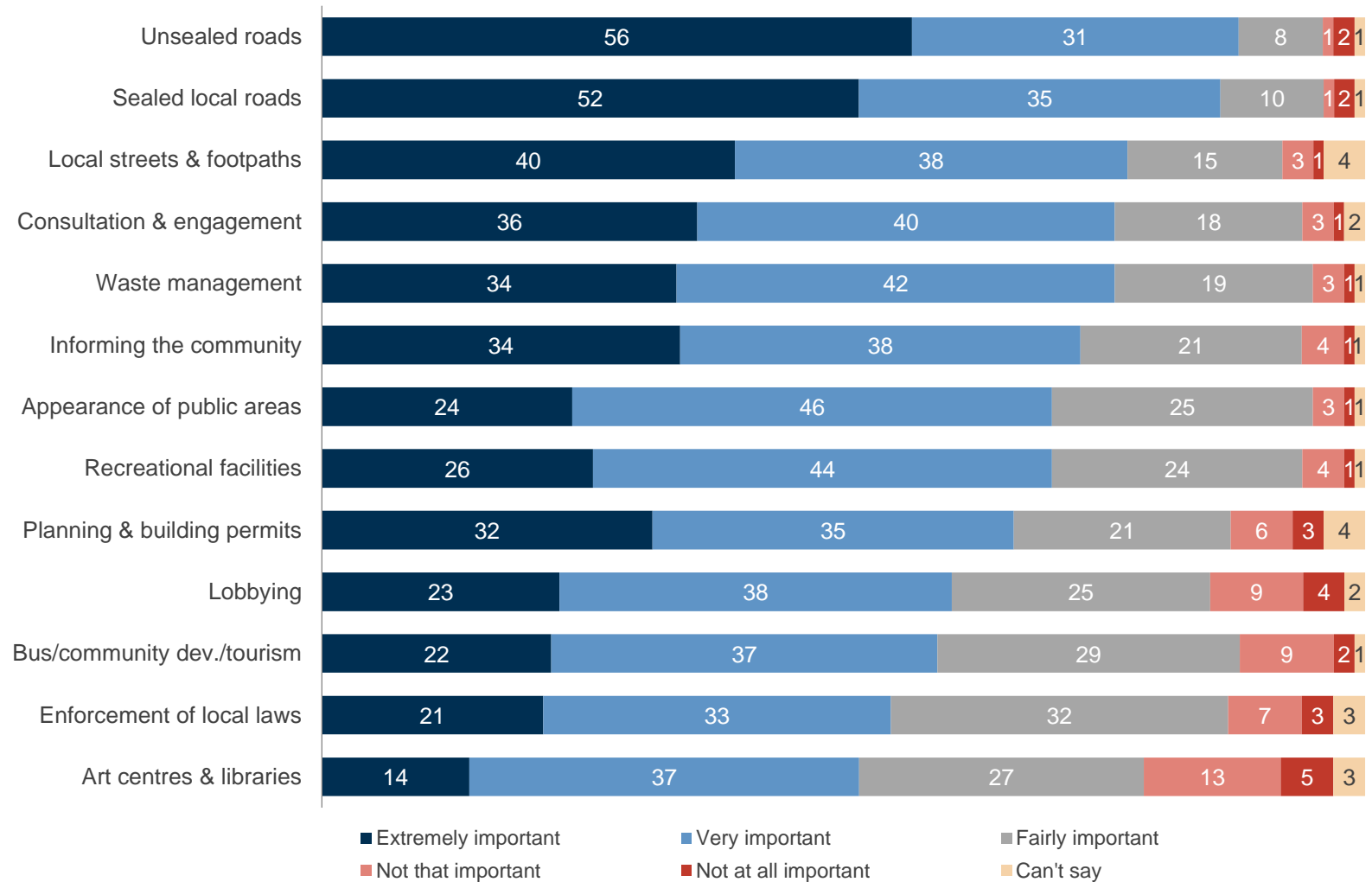
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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



# Individual service area importance

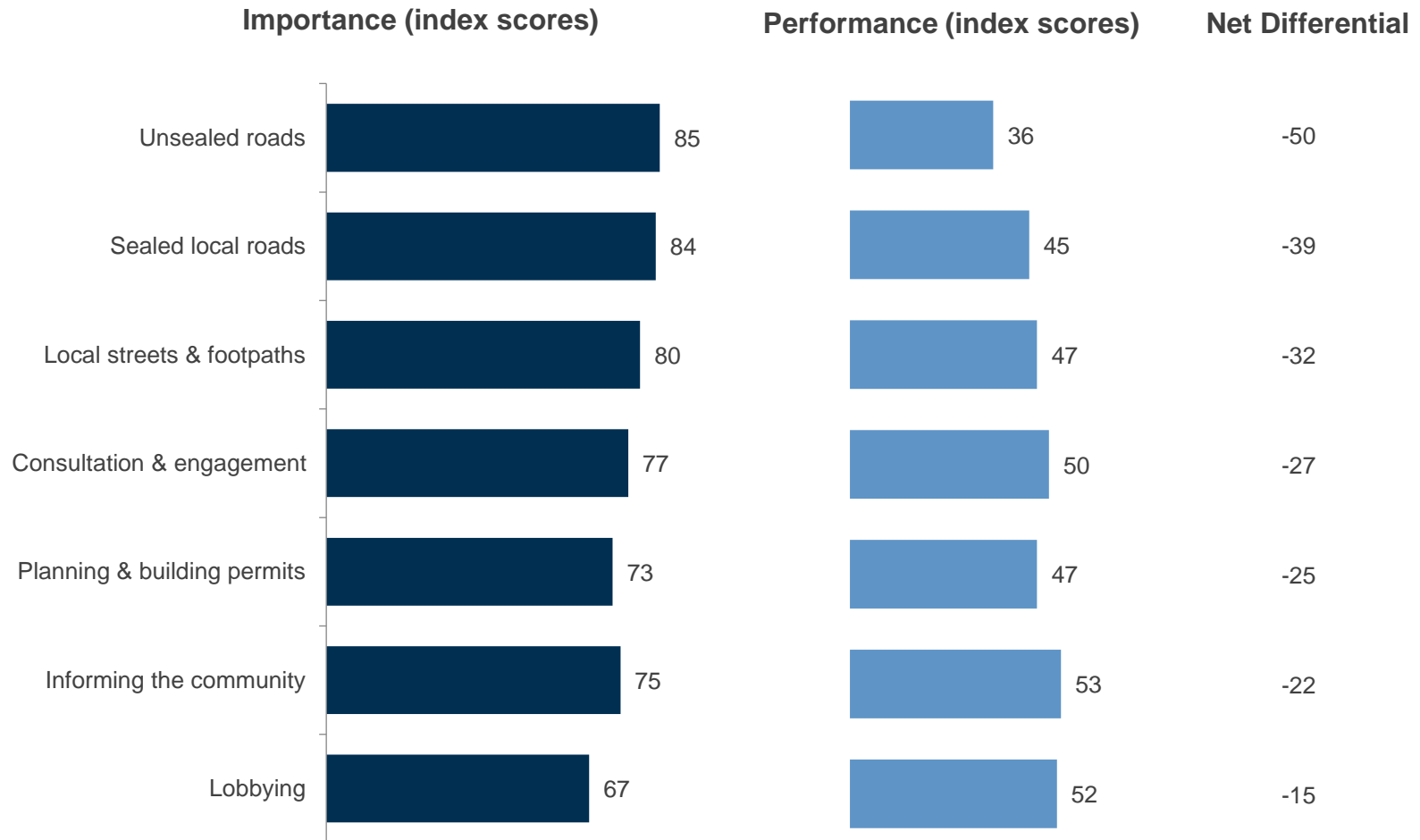
## 2023 individual service area importance (%)





# Individual service areas importance vs performance

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



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





## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Waste management
- Planning and building permits
- Lobbying on behalf of the community
- Business, community development and tourism
- The enforcement of local laws.

Looking at these key service areas only, waste management has a high performance index (69) and Council also performs well on business, community development and tourism (60) and the enforcement of local laws (59) – all more moderate influences on the overall performance rating.

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

Council performs relatively less well on lobbying on behalf of the community (index of 52).

**Ensuring Council demonstrates efforts to advocate on residents' behalf and defend community interests can also help to shore up positive overall opinion of Council.**

However, in addition to Council decision making, most in need of attention is its performance on planning and building permits, which is rated as poor (index of 47) and a moderate influence on overall community perceptions.

**It will be important to address resident concerns about Council's approach to planning and building permits to help improve overall performance ratings.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

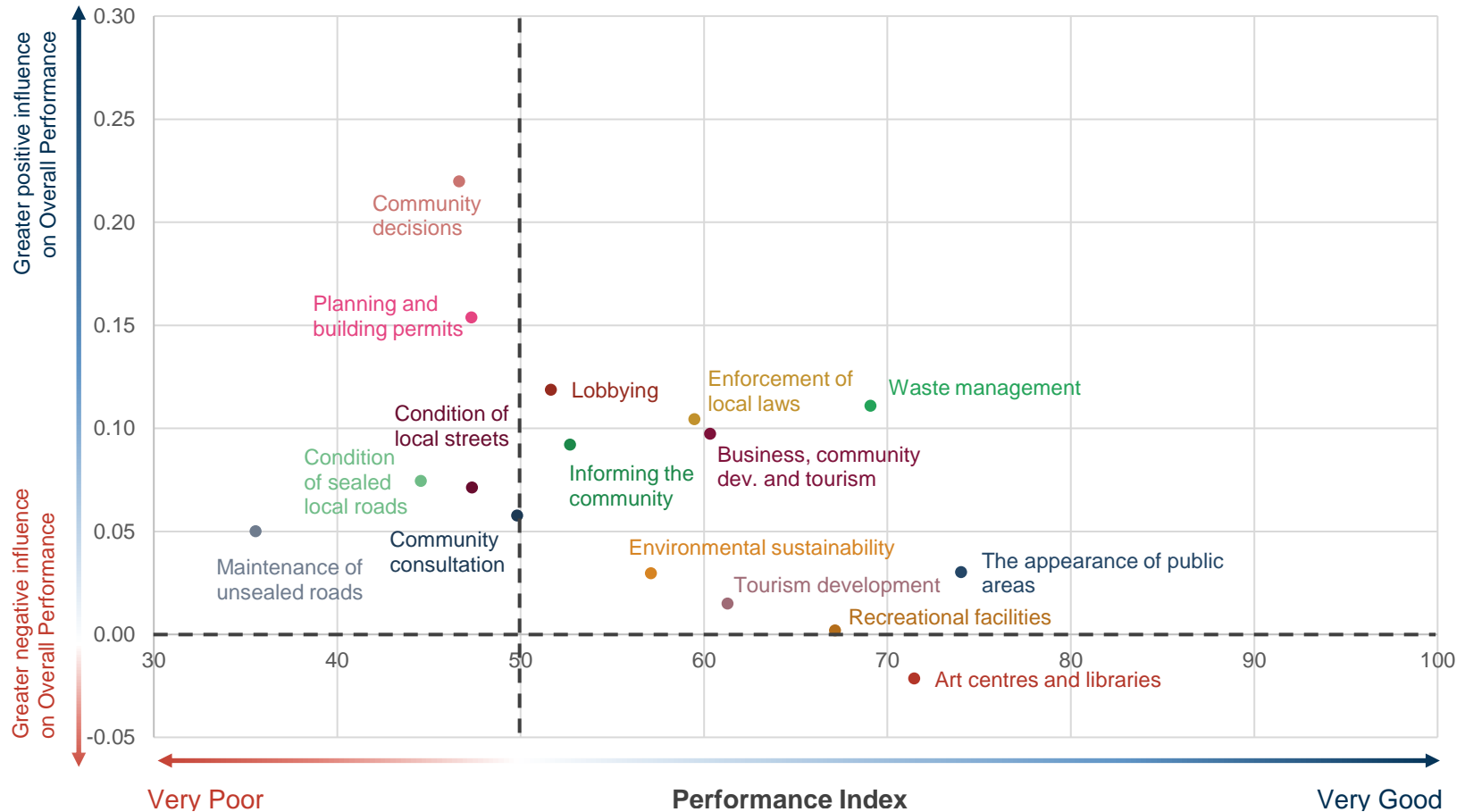
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

## 2023 regression analysis (all service areas)

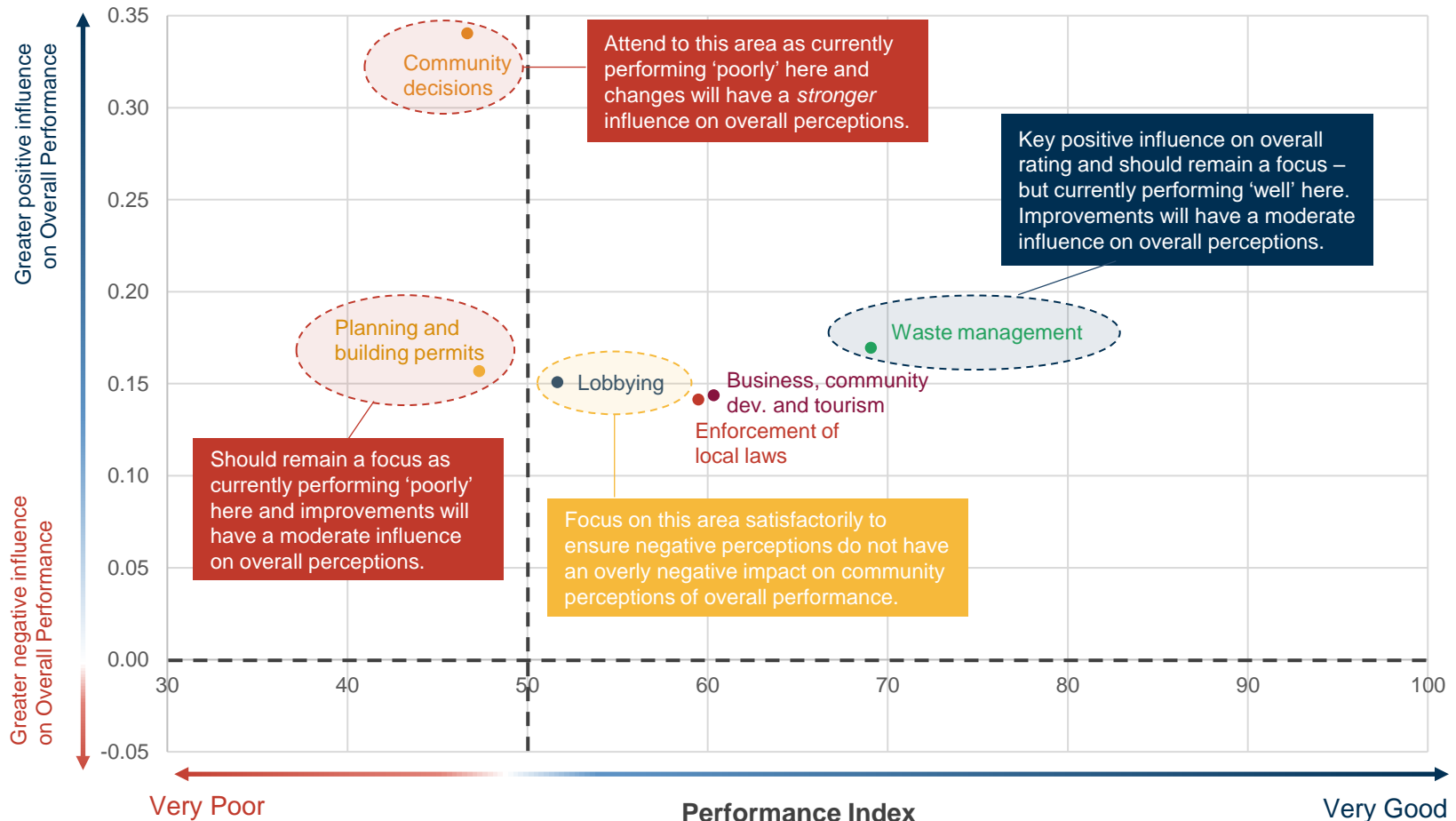


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.624 and adjusted  $R^2$  value of 0.609, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 39.78$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.588 and adjusted  $R^2$  value of 0.582, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 93.44$ .

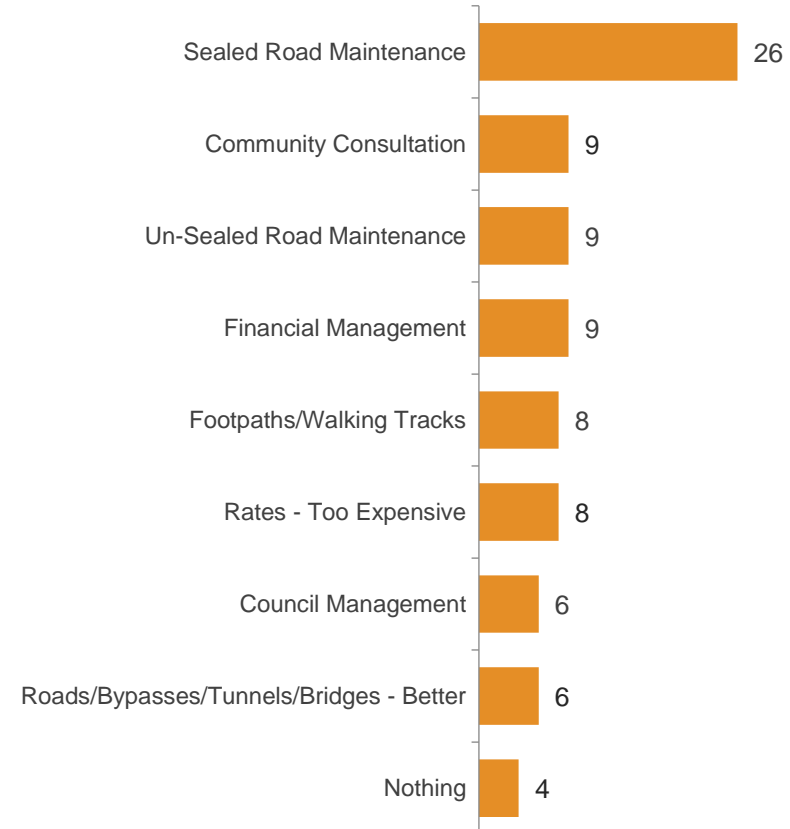


# Best things about Council and areas for improvement

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



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



Q16. Please tell me what is the ONE BEST thing about 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: 33 Councils asked group: 7

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

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

Over two thirds of residents (67%) have had contact with Council in the last 12 months. Rate of contact has been relatively stable over time.

- Residents aged 35 to 49 years (79%) have a significantly higher rate of contact compared to the Council average.
- The main method of contact with Council remains telephone (42%) first and foremost, followed by in person (35%) and by email (25%).



**Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 35% who rate Council's customer service as 'very good'.**

## Customer service

Council's customer service index score of 69 is four index points lower than last year (not a statistically significant change). Council's customer service rating is significantly higher than the Small Rural group average and is in line with the State-wide average for councils (index scores of 65 and 67 respectively).

- Residents aged 18 to 34 years rate customer service the highest (index score of 73) and residents in the Mount Wombat region and residents aged 35 to 49 years rate customer service the lowest (index scores of 64 each), although none of these results are significantly different from the Council average.
- Those aged 35 to 49 years rate customer service significantly lower than last year (down 14 points).

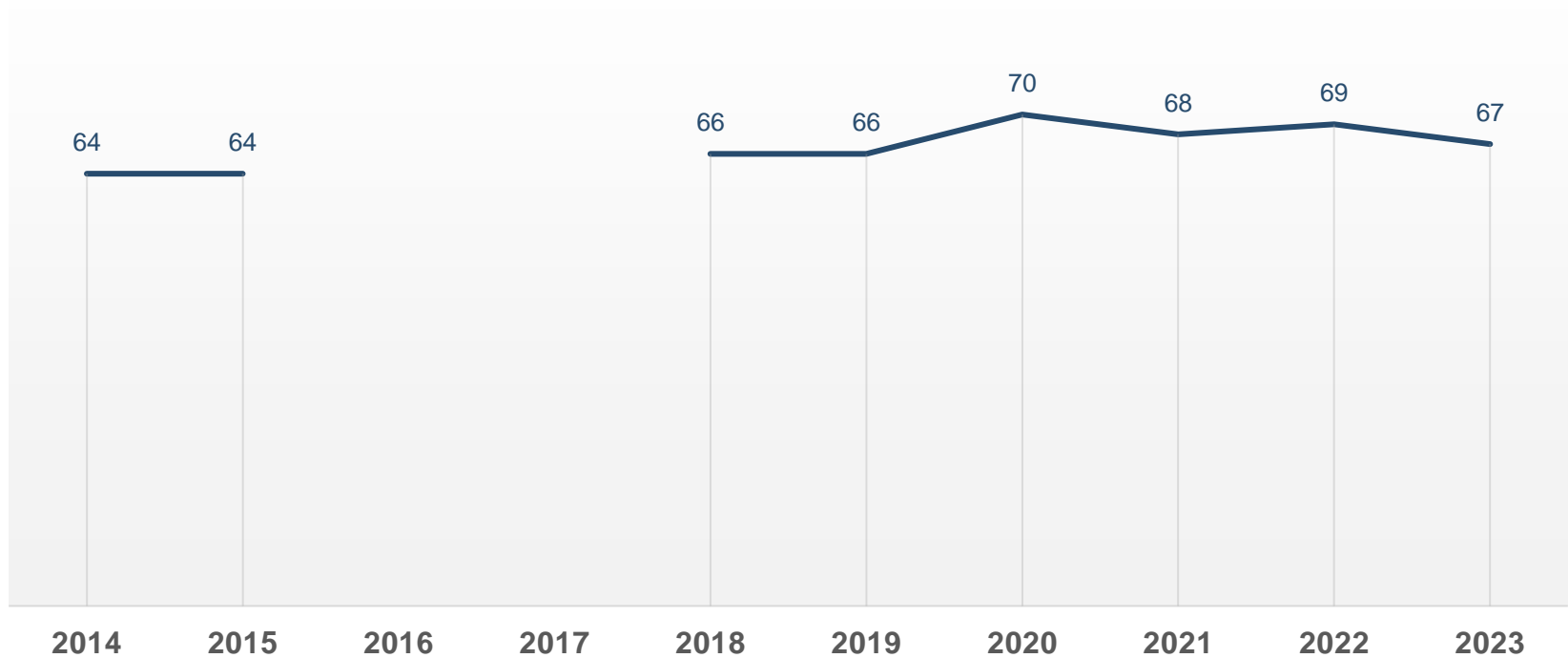
Two thirds of residents (66%) provide a customer service rating of 'very good' or 'good', compared to just 16% of residents who provide a customer service rating of 'very poor' or 'poor'.

- Customer service ratings are most positive among those who communicated with Council via telephone (index score of 73), followed by in-person (71) and email (62).



## Contact with council

### 2023 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?

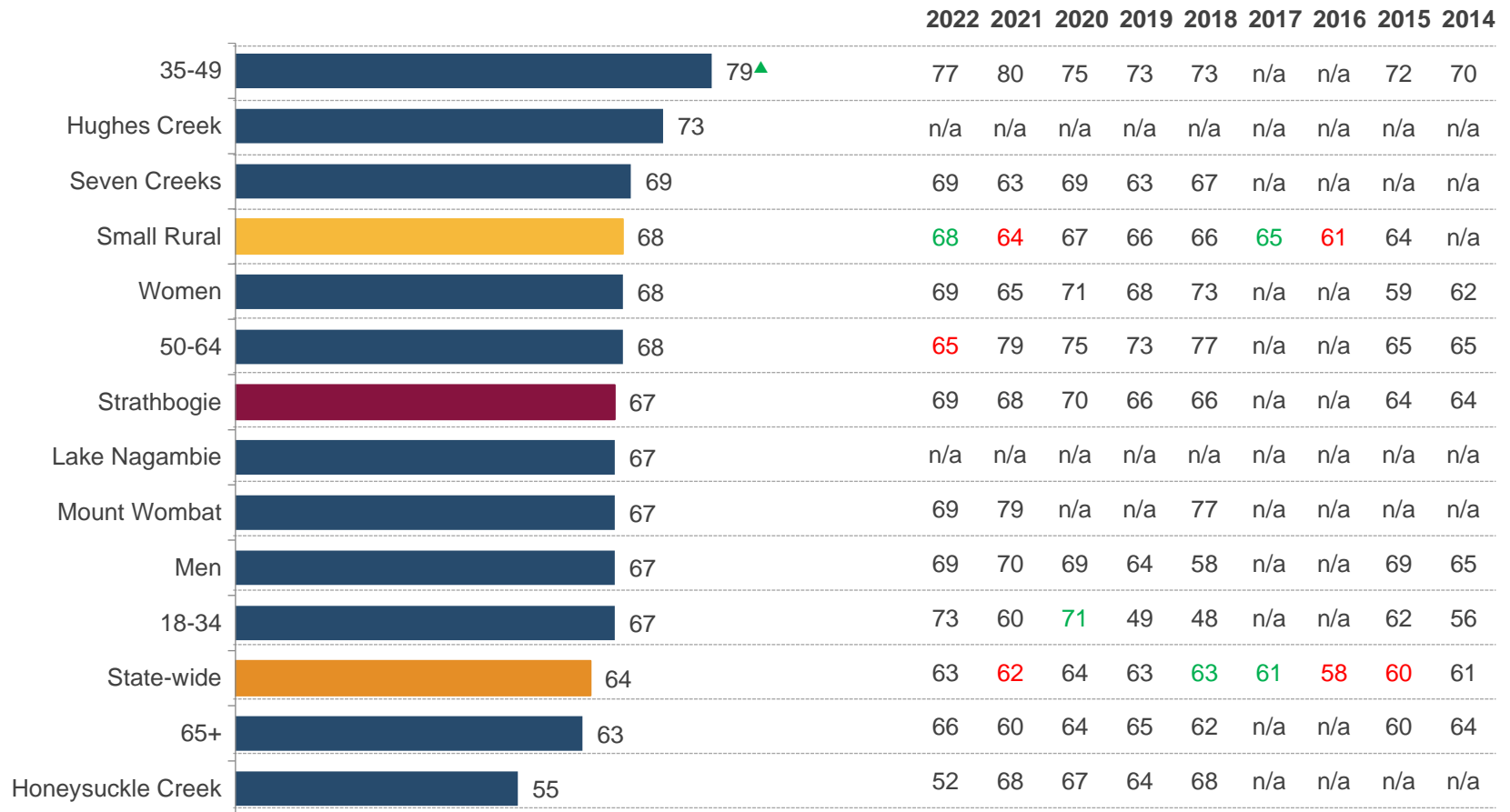
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3





## Contact with council

### 2023 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: 3

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



# Customer service rating

## 2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	73	79	62	78	81	69	n/a	n/a	50	76
Lake Nagambie	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	71	71	71	77	75	65	n/a	n/a	n/a	n/a
Women	71	77	71	73	78	71	n/a	n/a	69	67
Hughes Creek	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	70	73	73	68	72	70	n/a	n/a	69	71
50-64	70	61	72	68	75	69	n/a	n/a	68	64
Strathbogie	69	73	69	72	75	70	n/a	n/a	64	69
Seven Creeks	68	71	72	72	75	68	n/a	n/a	n/a	n/a
Men	67	69	66	70	71	68	n/a	n/a	60	72
State-wide	67	68	70	70	71	70	69	69	70	72
Small Rural	65▼	67	69	70	70	69	69	69	70	n/a
35-49	64	78	63	78	77	70	n/a	n/a	63	69
Mount Wombat	64	72	74	n/a	n/a	67	n/a	n/a	n/a	n/a

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.

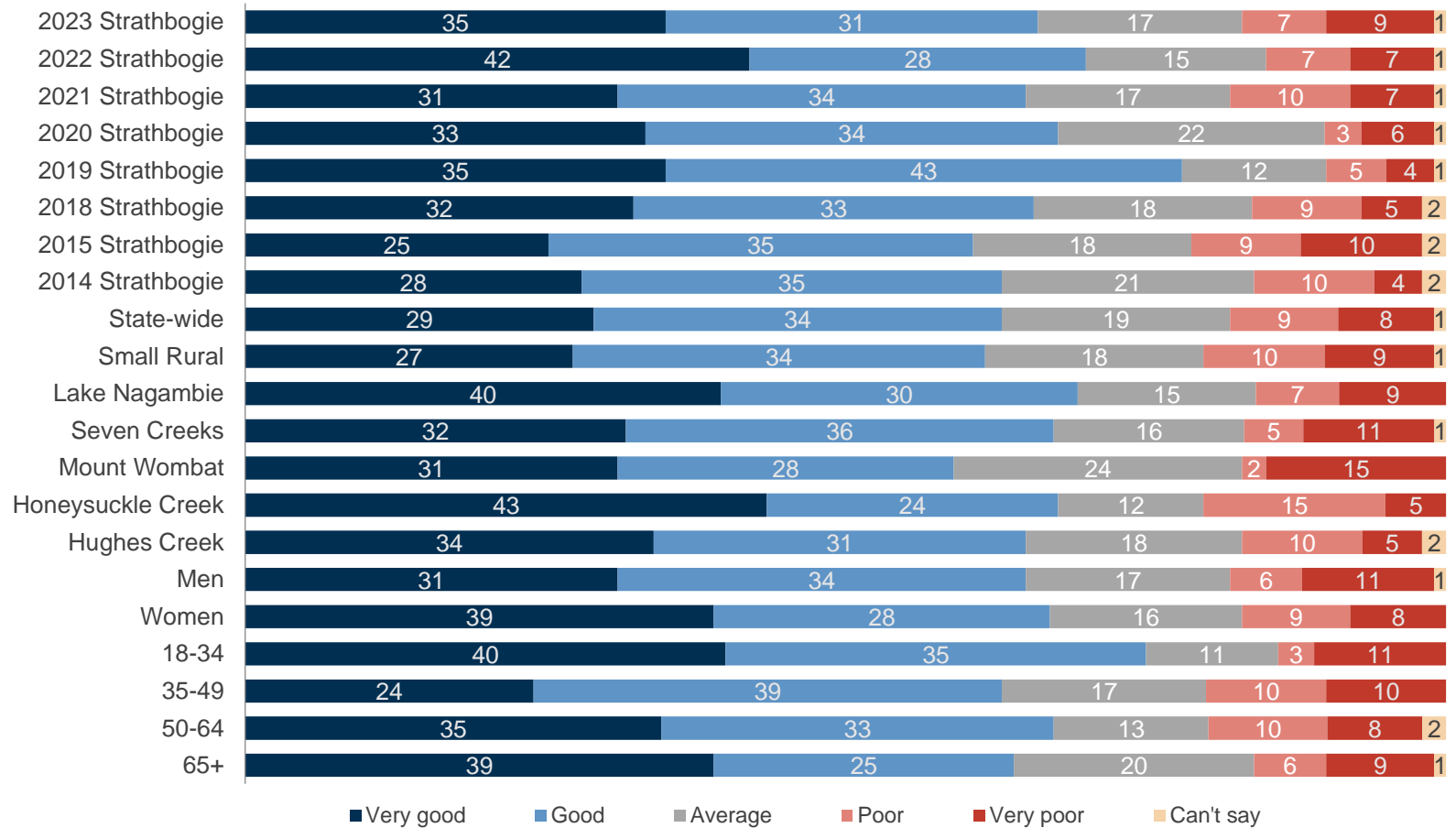
Councils asked State-wide: 66 Councils asked group: 19

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



# Customer service rating

## 2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 66 Councils asked group: 19



# Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



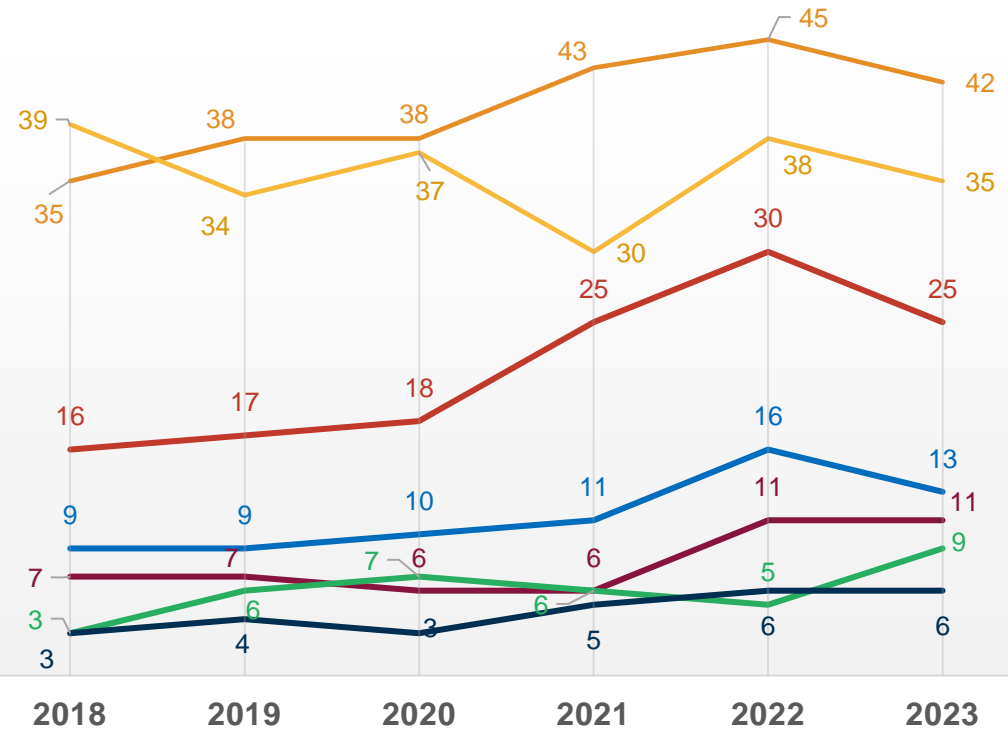
By Email



Via Website



By Social Media



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

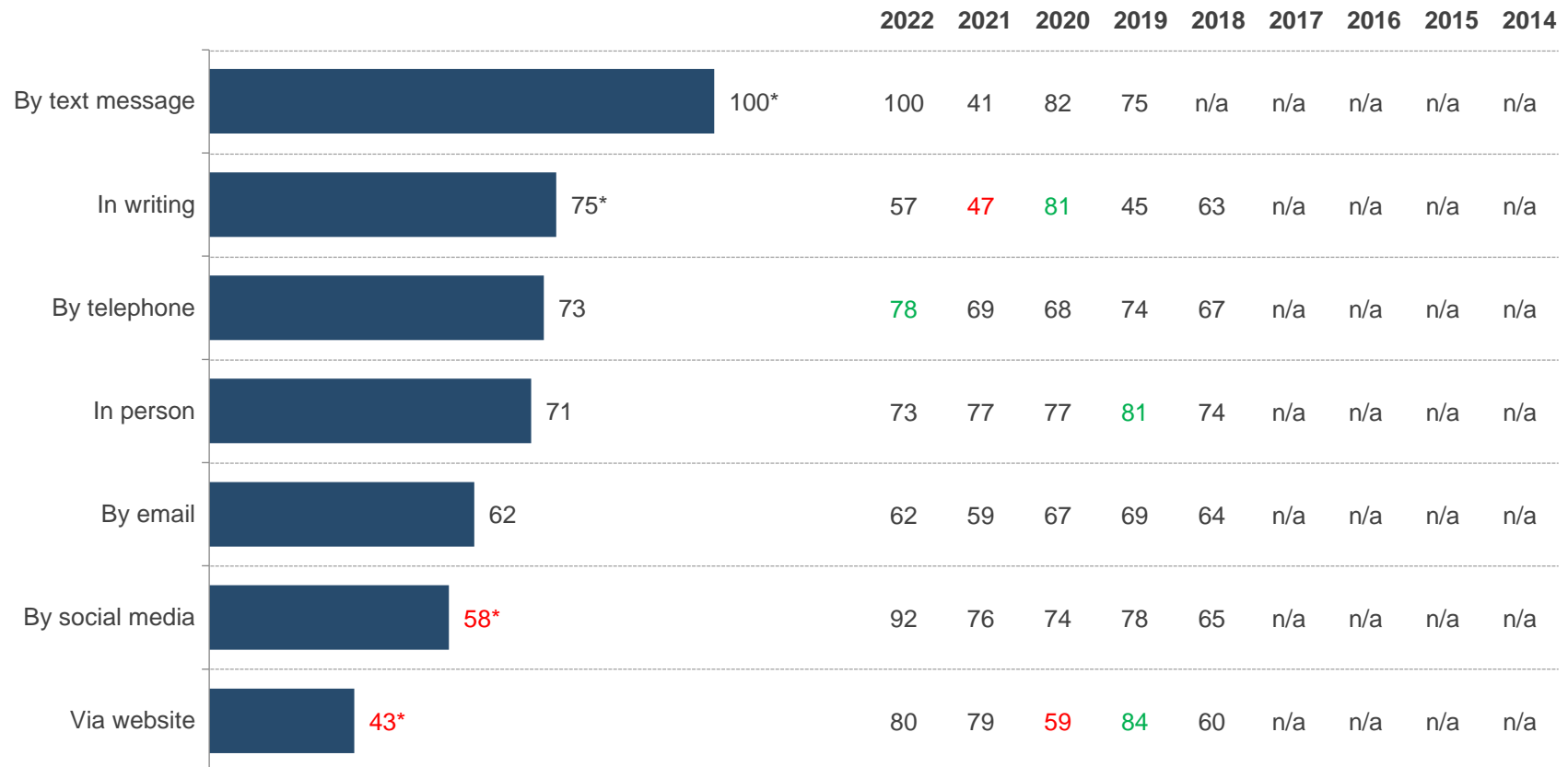
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 3

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



# Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate 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: 3

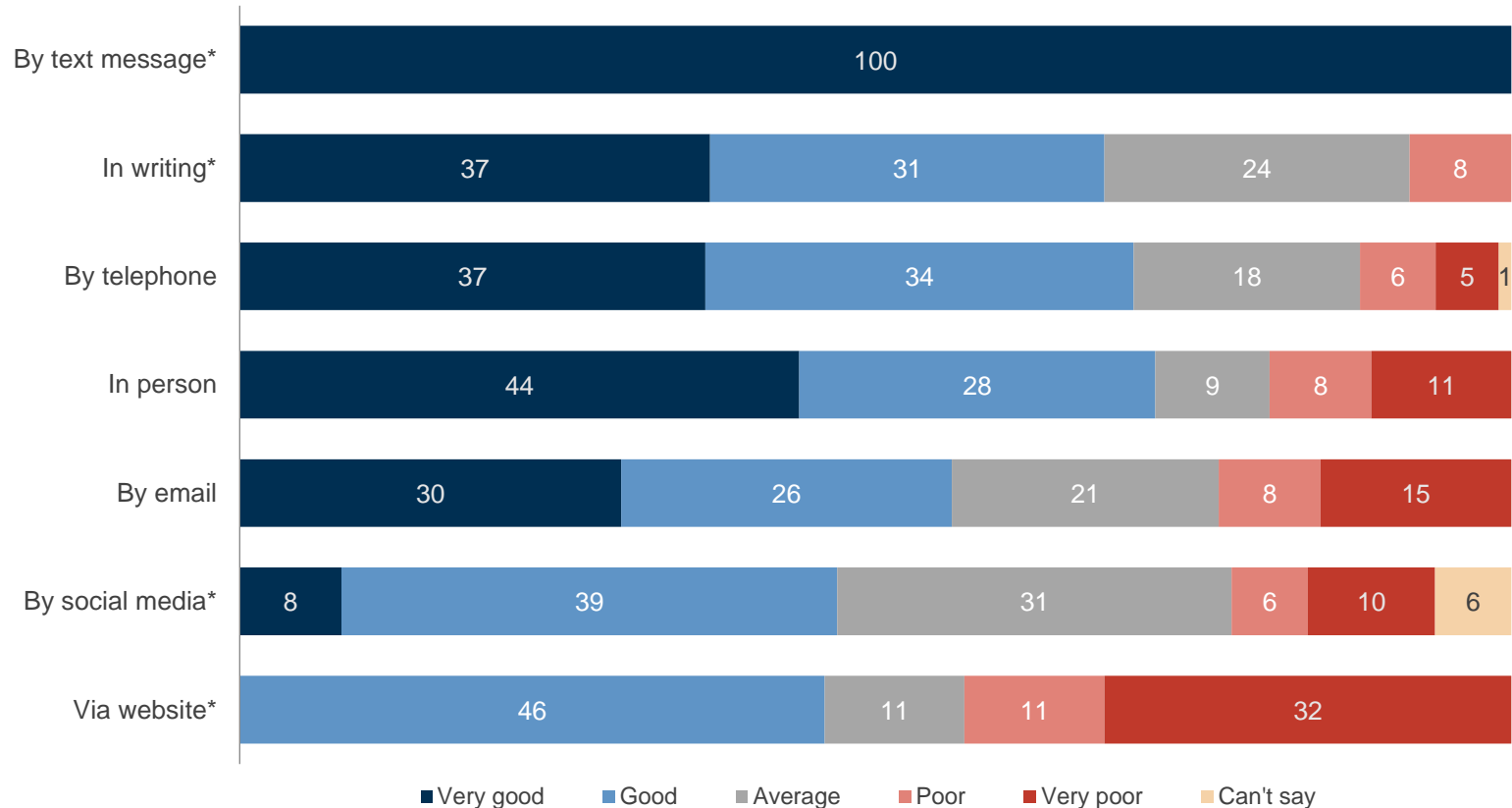
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate 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: 3

\*Caution: small sample size < n=30



# Communication

## Communication

For the first time, residents' preferred form of communication from Council about news and information and upcoming events is a council newsletter sent via email (28%), followed by a council newsletter sent via mail (26%). In years past, the order of preference was reversed, with newsletter via mail being until now the top preference since tracking commenced in 2018.

- Order of preference has also changed among residents under 50 years. This year, council newsletter via email is the first preferred form of communication (32%, up from 18% in 2022), followed by social media (23%, down from 29% in 2022) and council newsletter via mail (20%, down from 32% in 2022). Communication preferences often fluctuate rather dramatically from year-to-year among this group.
- Preferences are more stable when it comes to residents over 50 years of age. A council newsletter via mail remains the first preferred form of communication (29%), followed by a council newsletter via email (26%).

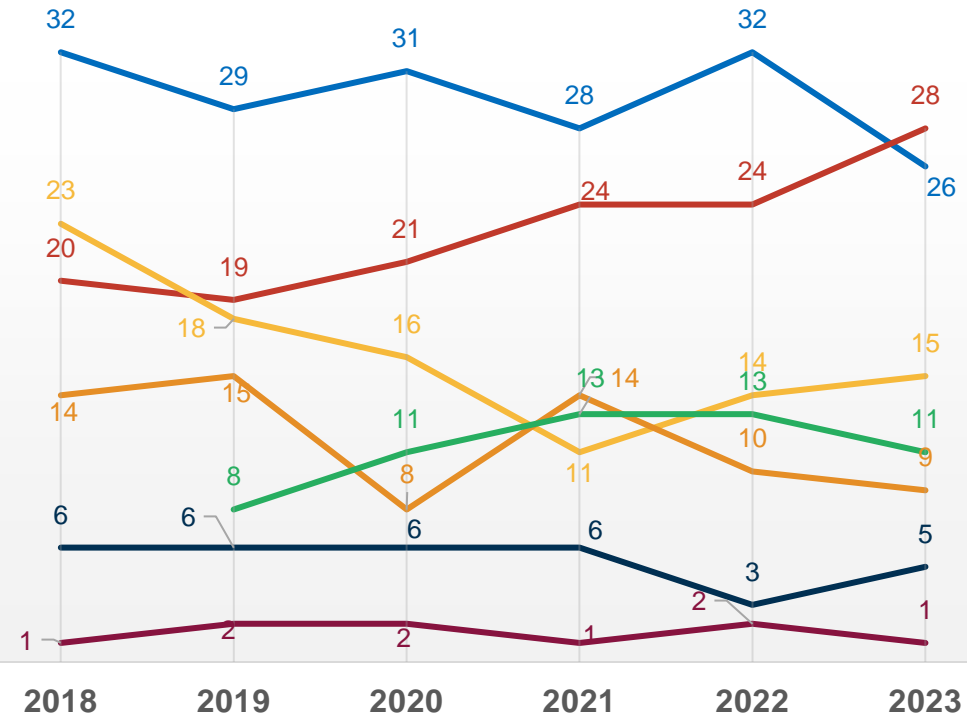






# Best form of communication

2023 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?

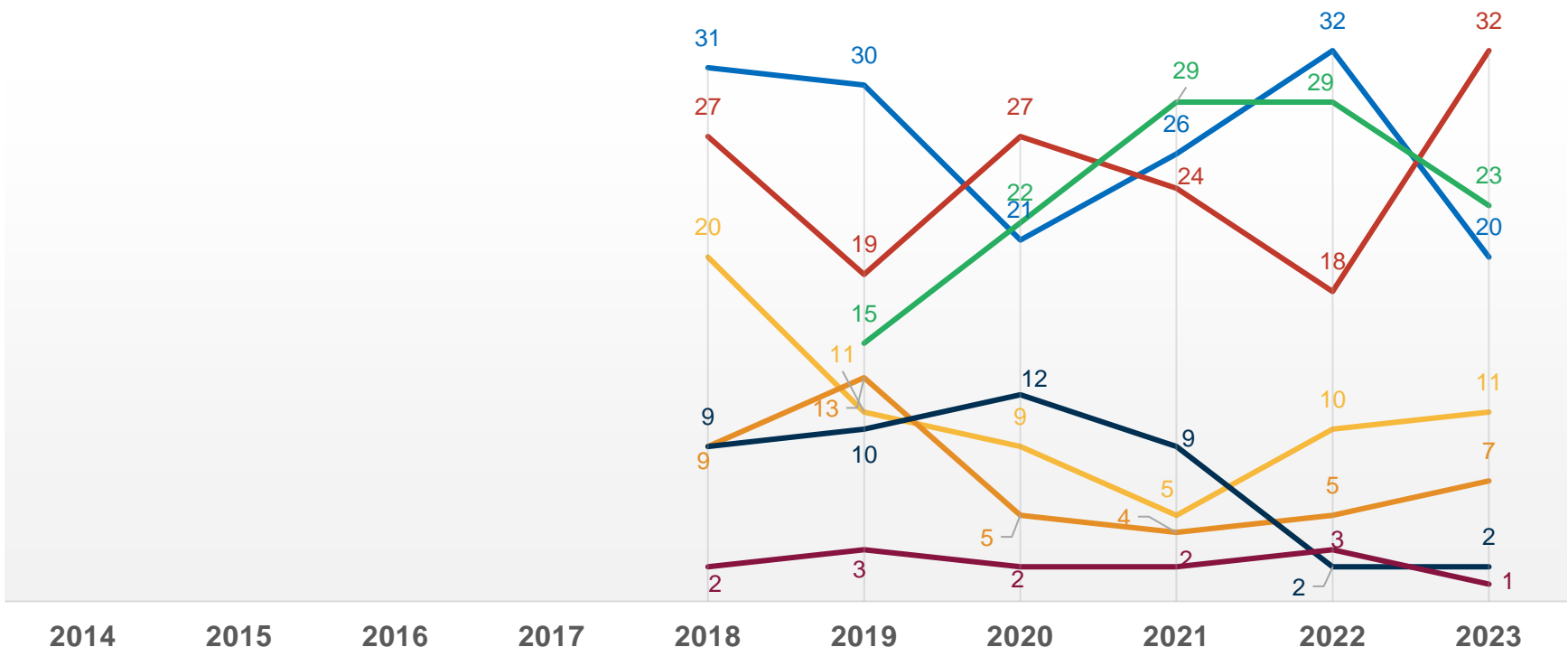
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 11

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2023 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?

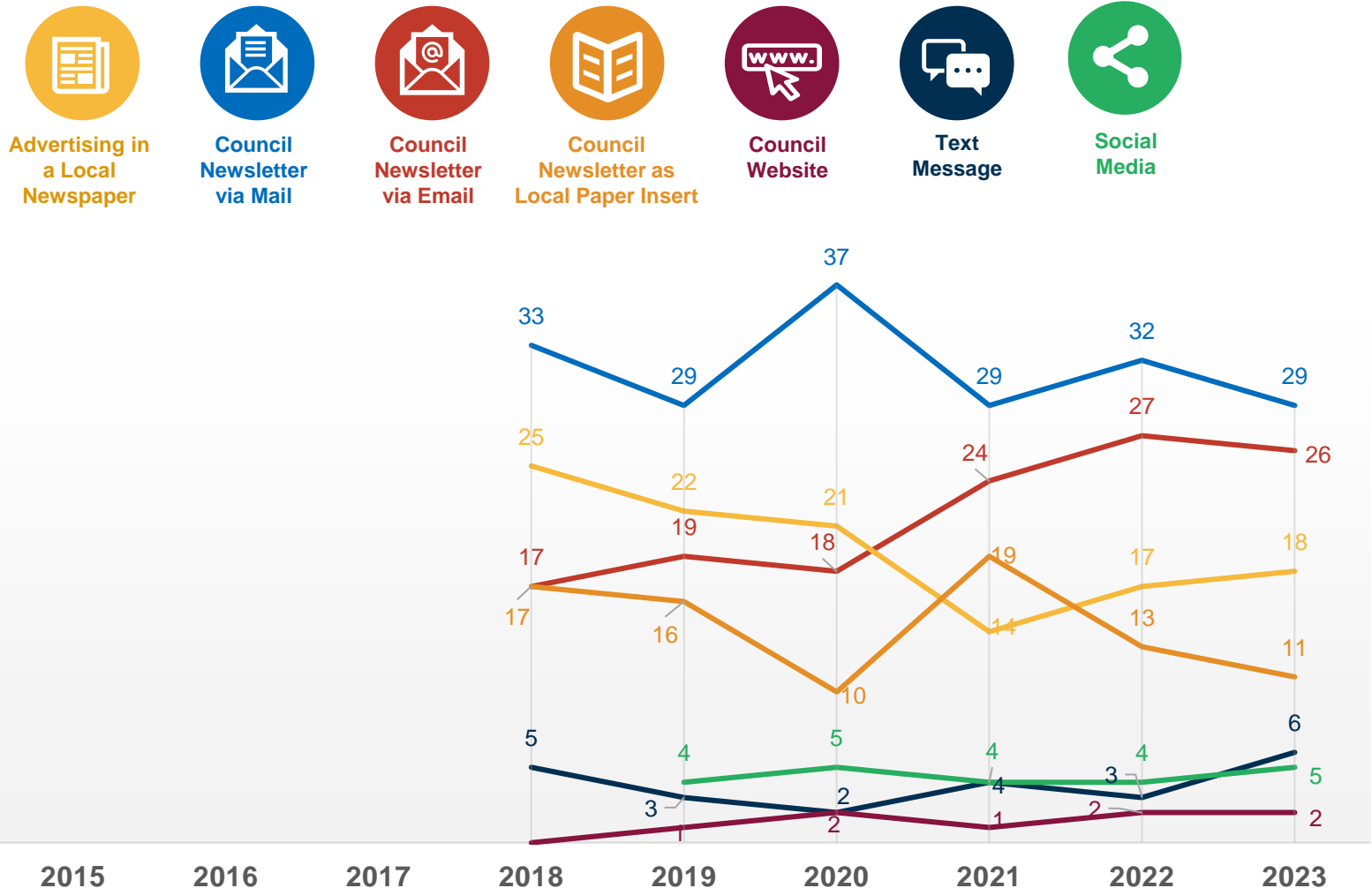
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 11

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2023 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: 40 Councils asked group: 11

Note: 'Social Media' was included in 2019.



# **Council direction**



## Council direction

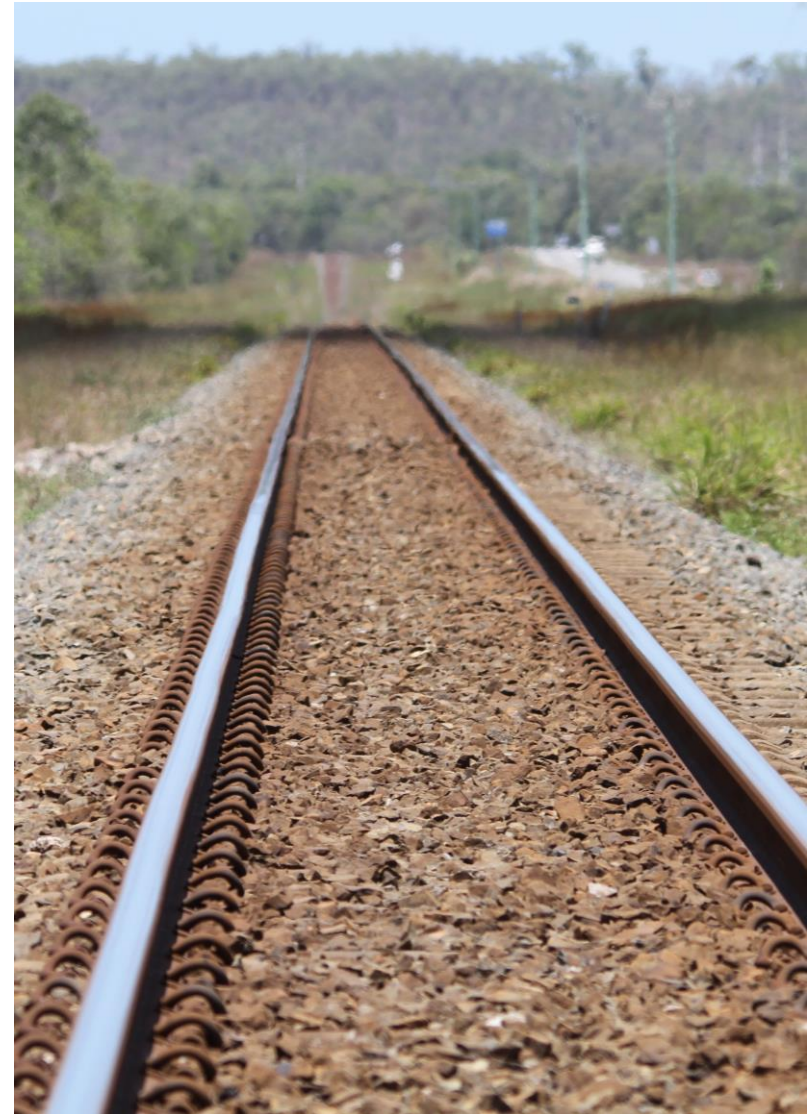
Council's overall direction index score of 45 has declined significantly for the second consecutive year. Overall council direction is now at its lowest level recorded.

- Council's overall direction index score is rated in line with the Small Rural group and the State-wide average (index scores of 47 and 46 respectively).
- Residents in the Mount Wombat region are the most satisfied with overall council direction (index score of 54) – significantly higher than the Council average.
- Residents aged 35 to 49 years are the least satisfied with overall council direction (index score of 38).

Just over half of residents (54%) describe Council's overall direction as having 'stayed the same' over the last 12 months (up from 50% in 2022).

- 16% believe overall council direction has improved (down from 22% in 2022).
- 26% believe overall council direction has deteriorated (up from 23% in 2022).

When it comes to the trade off between rates and services, most residents would prefer service cuts in order to keep council rates at the same level as they are now (56%). This compares to just 17% who would opt for a rate rise to improve services.





# Overall council direction last 12 months

## 2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	54▲	44	53	n/a	n/a	52	n/a	n/a	n/a	n/a
65+	48	56	60	46	60	50	n/a	n/a	47	53
Small Rural	47	51	53	50	53	50	52	50	53	n/a
State-wide	46	50	53	51	53	52	53	51	53	53
Honeysuckle Creek	46	53	58	42	56	49	n/a	n/a	n/a	n/a
Women	46	55	61	53	59	54	n/a	n/a	51	50
18-34	45	50	57	67	62	57	n/a	n/a	50	57
Strathbogie	45	50	55	51	58	52	n/a	n/a	49	51
Seven Creeks	44	53	58	54	57	49	n/a	n/a	n/a	n/a
Men	44	45	50	50	57	51	n/a	n/a	47	51
Lake Nagambie	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	45	47	47	54	52	n/a	n/a	46	51
35-49	38	40	54	52	56	51	n/a	n/a	55	42

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

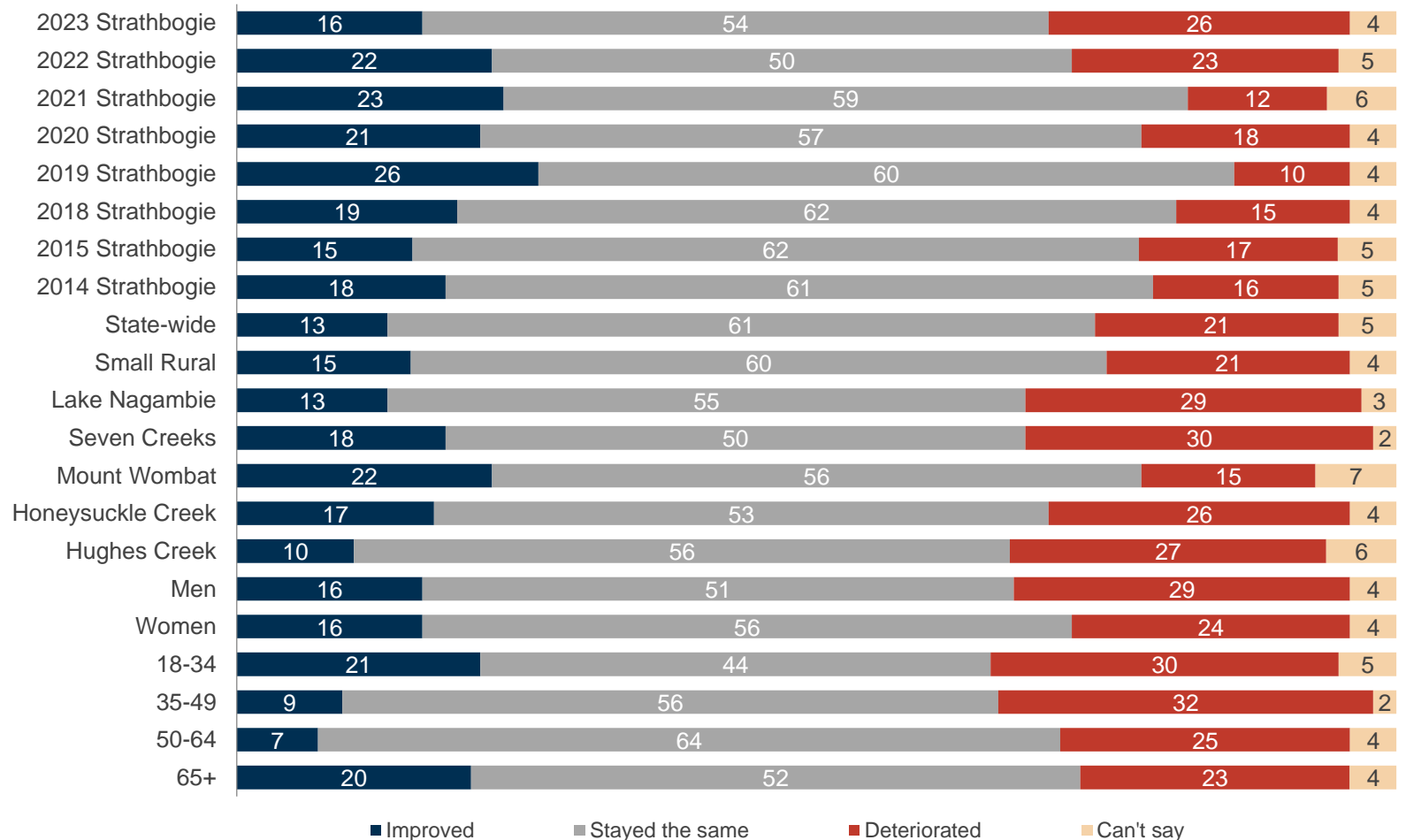
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



## Overall council direction last 12 months

### 2023 overall council direction (%)

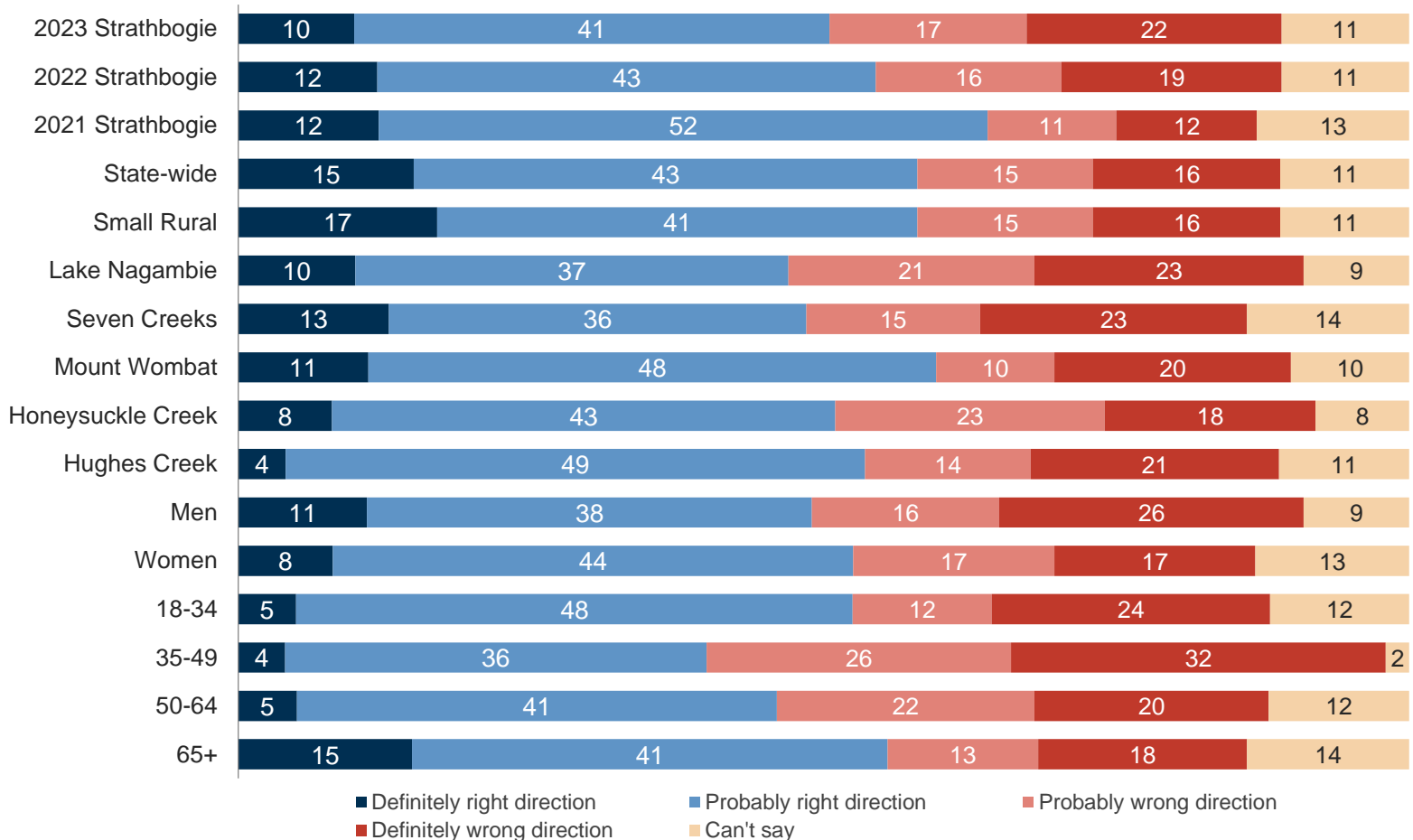






## Right / wrong direction

### 2023 right / wrong direction (%)

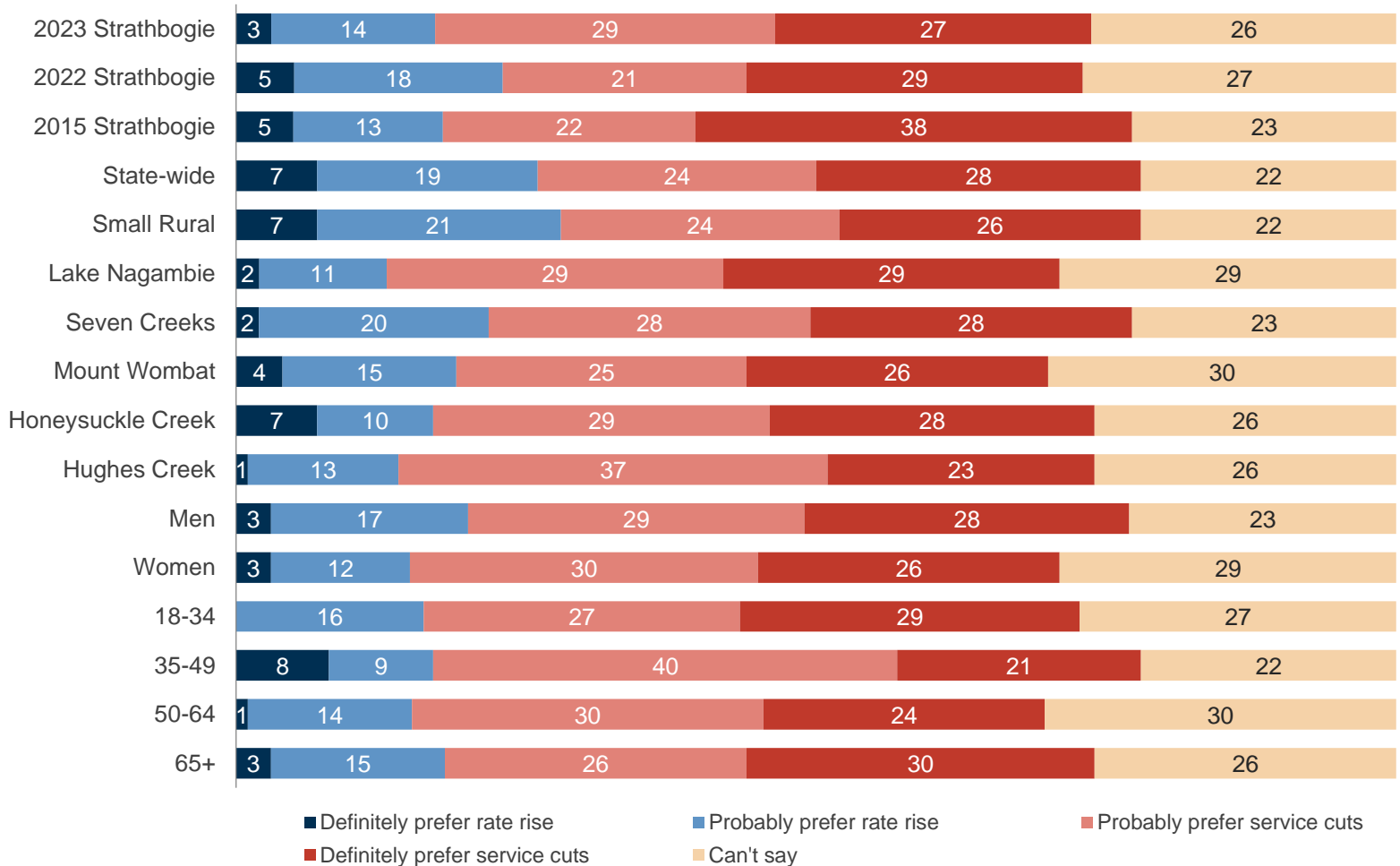






## Rates / services trade-off

### 2023 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

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

# **Individual service areas**



# Community consultation and engagement importance



## 2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	82	83	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82▲	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	77	78	77	76	76	74	75	77	76	n/a
Strathbogie	77	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	75	74	74	74	74	75	74	74
18-34	76	78	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	74	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	73	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73▼	76	70	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

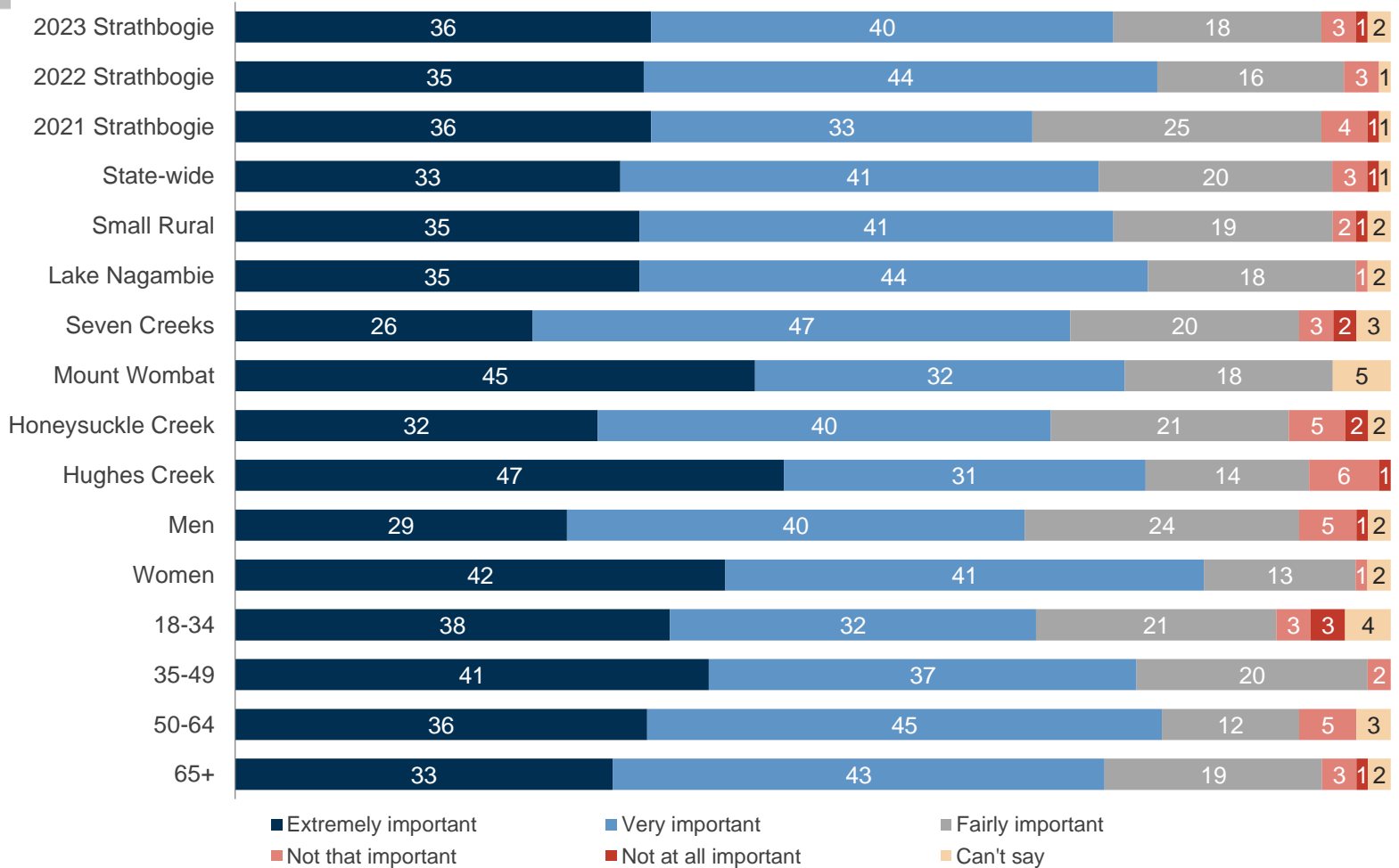
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



2023 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	54	56	52	47	55	50	n/a	n/a	45	51
Small Rural	53▲	54	56	54	56	54	55	55	56	n/a
State-wide	52	54	56	55	56	55	55	54	56	57
Men	51	48	49	50	54	49	n/a	n/a	44	49
18-34	51	53	58	56	57	58	n/a	n/a	51	60
Mount Wombat	50	49	49	n/a	n/a	48	n/a	n/a	n/a	n/a
Seven Creeks	50	51	48	51	53	50	n/a	n/a	n/a	n/a
50-64	50	46	48	46	53	47	n/a	n/a	46	47
Hughes Creek	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	50	52	52	50	55	51	n/a	n/a	47	51
Lake Nagambie	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	49	55	58	48	55	51	n/a	n/a	n/a	n/a
Women	49	56	55	51	57	53	n/a	n/a	50	54
35-49	38▼	48	51	57	57	50	n/a	n/a	49	51

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

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

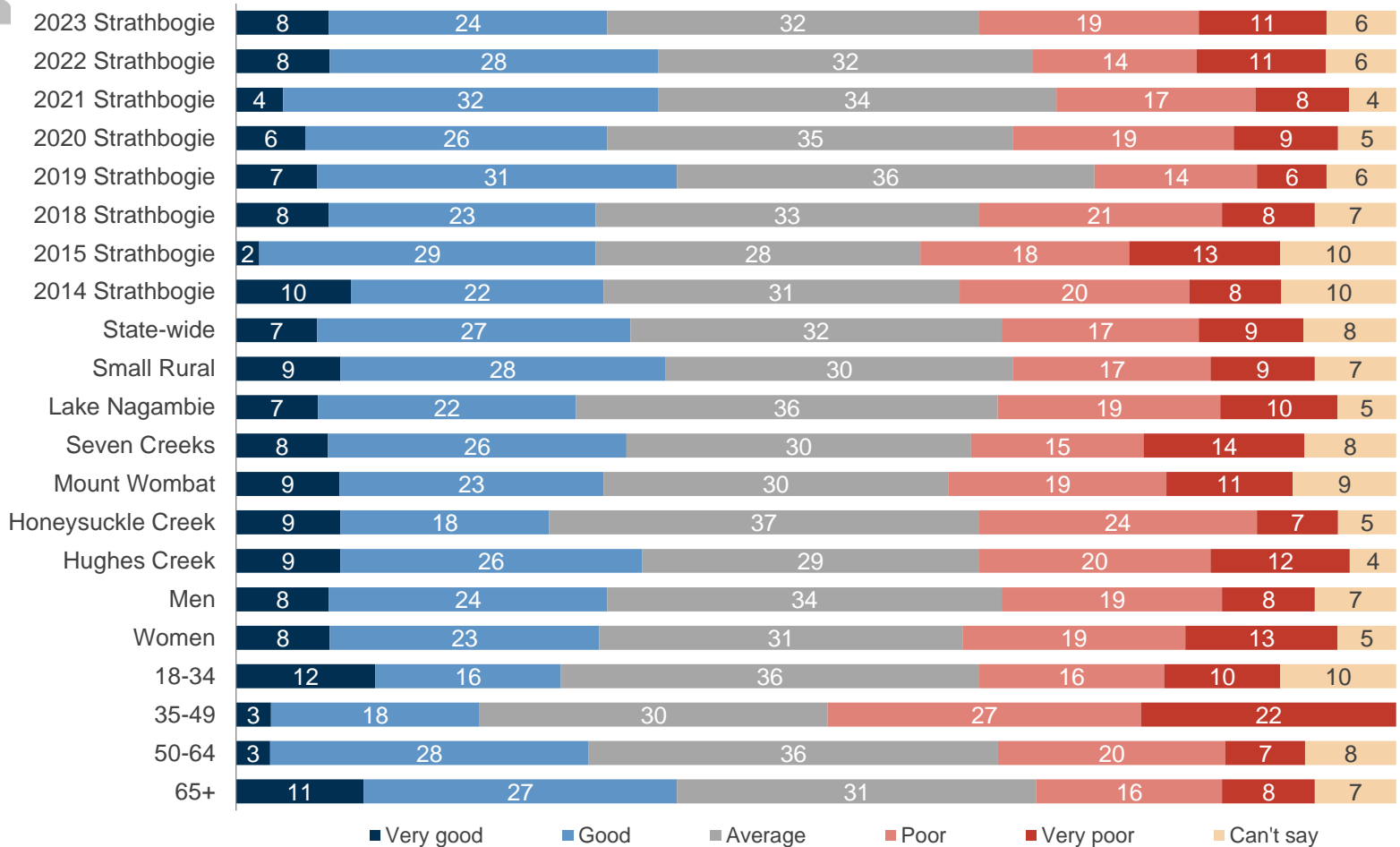
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2023 consultation and engagement performance (%)

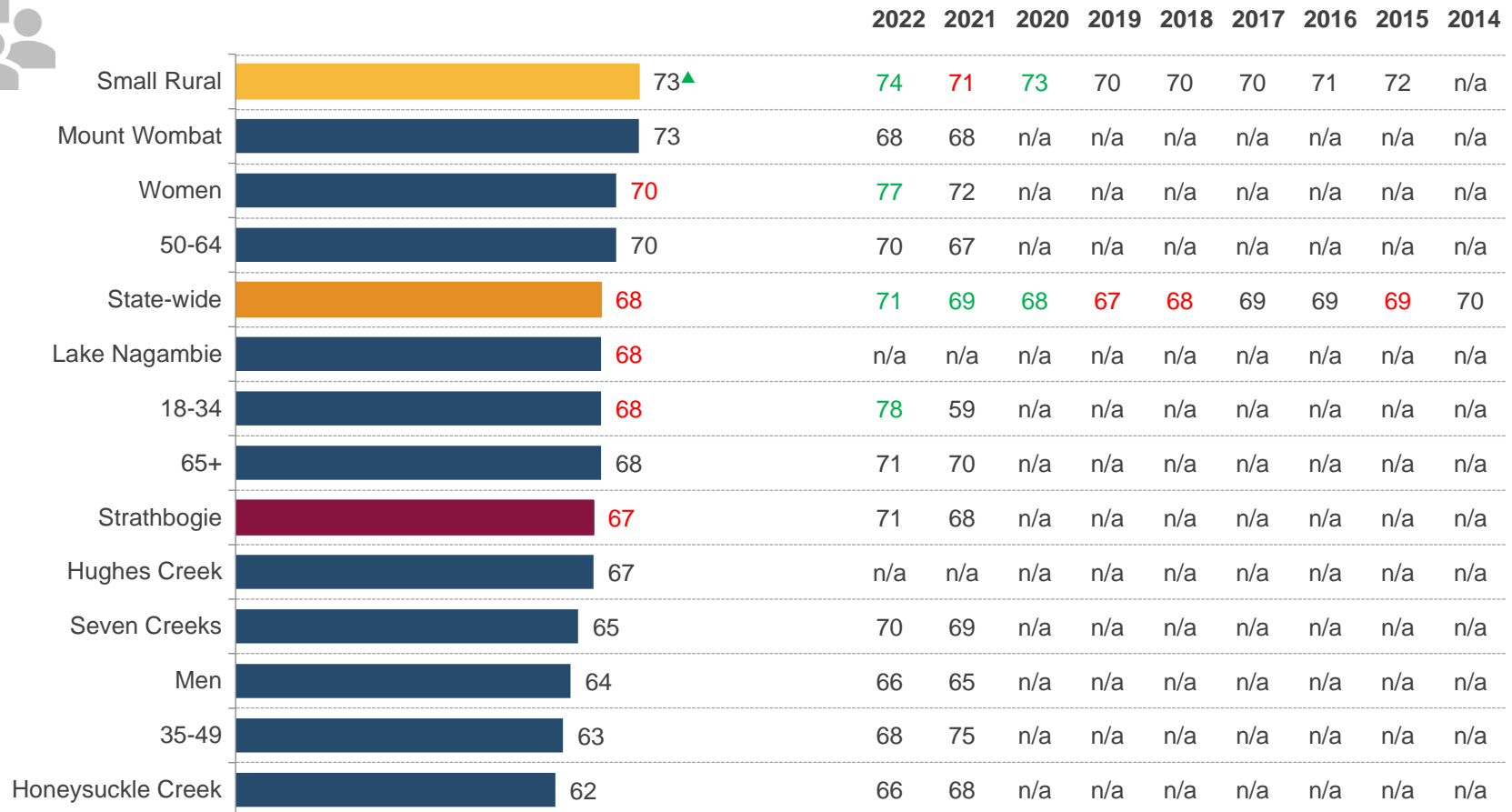




# Lobbying on behalf of the community importance



## 2023 lobbying importance (index scores)



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: 3

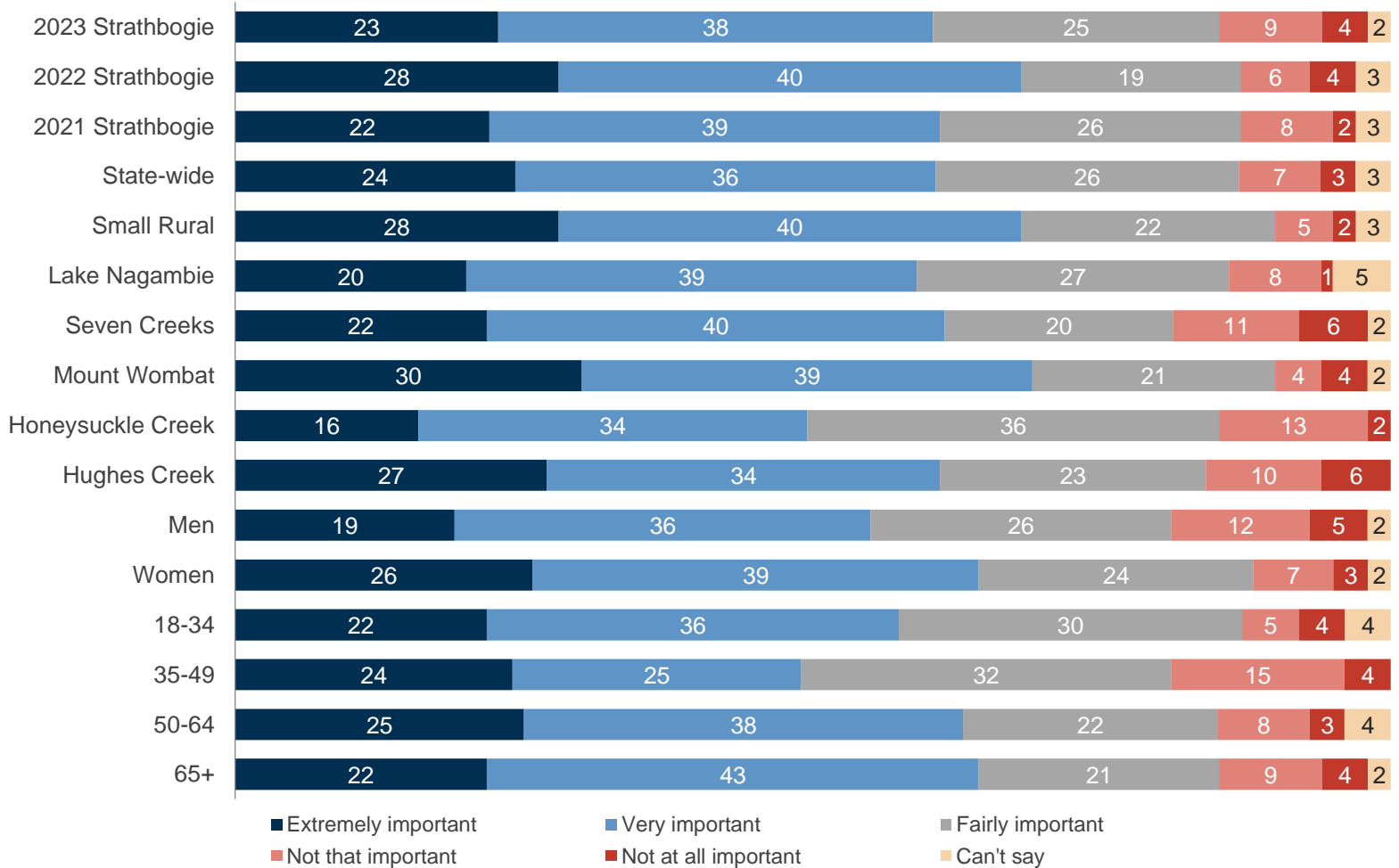
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2023 lobbying importance (%)







# Lobbying on behalf of the community performance



## 2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	57▲	56	54	47	55	47	n/a	n/a	48	52
Hughes Creek	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	54	53	49	56	48	n/a	n/a	51	52
Honeysuckle Creek	52	55	48	51	56	42	n/a	n/a	n/a	n/a
Lake Nagambie	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	52	54	55	52	55	53	55	54	56	n/a
Strathbogie	52	54	51	50	54	48	n/a	n/a	49	52
Seven Creeks	51	52	49	49	51	47	n/a	n/a	n/a	n/a
State-wide	51	53	55	53	54	54	54	53	55	56
Men	51	55	50	50	52	48	n/a	n/a	47	52
Mount Wombat	50	54	44	n/a	n/a	46	n/a	n/a	n/a	n/a
50-64	49	46	49	47	50	47	n/a	n/a	50	49
35-49	47	52	50	51	55	49	n/a	n/a	50	46
18-34	46	60	49	57	58	50	n/a	n/a	50	64

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

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

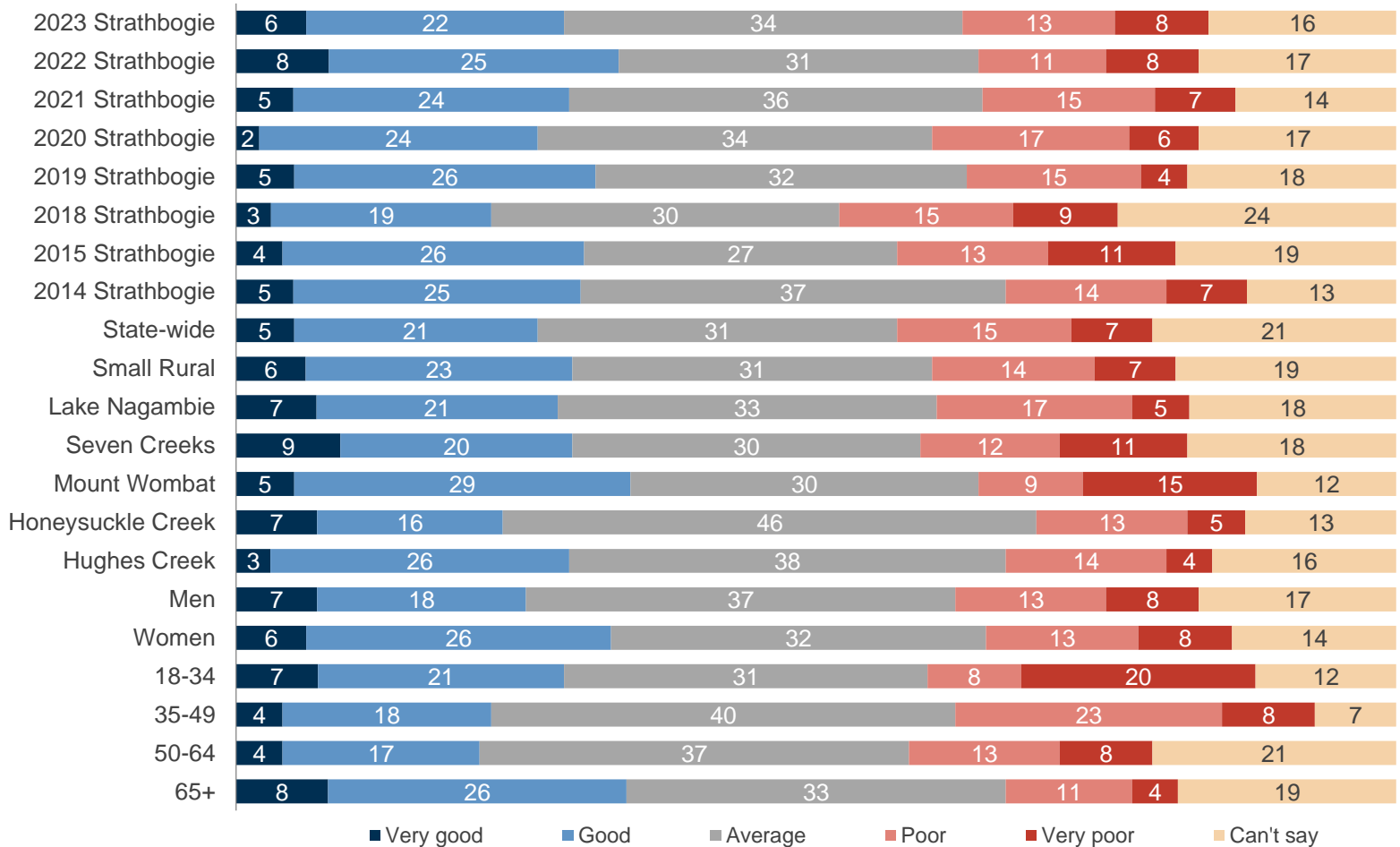
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2023 lobbying performance (%)



# Decisions made in the interest of the community performance



## 2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	52▲	54	53	46	56	47	n/a	n/a	48	n/a
Small Rural	52▲	54	56	53	55	52	55	53	56	n/a
State-wide	51▲	54	56	53	55	54	54	54	55	57
Hughes Creek	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	50	41	48	n/a	n/a	50	n/a	n/a	n/a	n/a
Honeysuckle Creek	47	55	51	46	55	43	n/a	n/a	n/a	n/a
Men	47	49	50	48	56	48	n/a	n/a	47	n/a
Strathbogie	47	51	52	49	55	48	n/a	n/a	48	n/a
Women	46	54	54	50	55	48	n/a	n/a	50	n/a
50-64	45	45	47	43	50	46	n/a	n/a	47	n/a
Seven Creeks	45	51	49	49	54	48	n/a	n/a	n/a	n/a
Lake Nagambie	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	54	57	60	63	55	n/a	n/a	48	n/a
35-49	37▼	48	49	53	53	47	n/a	n/a	51	n/a

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

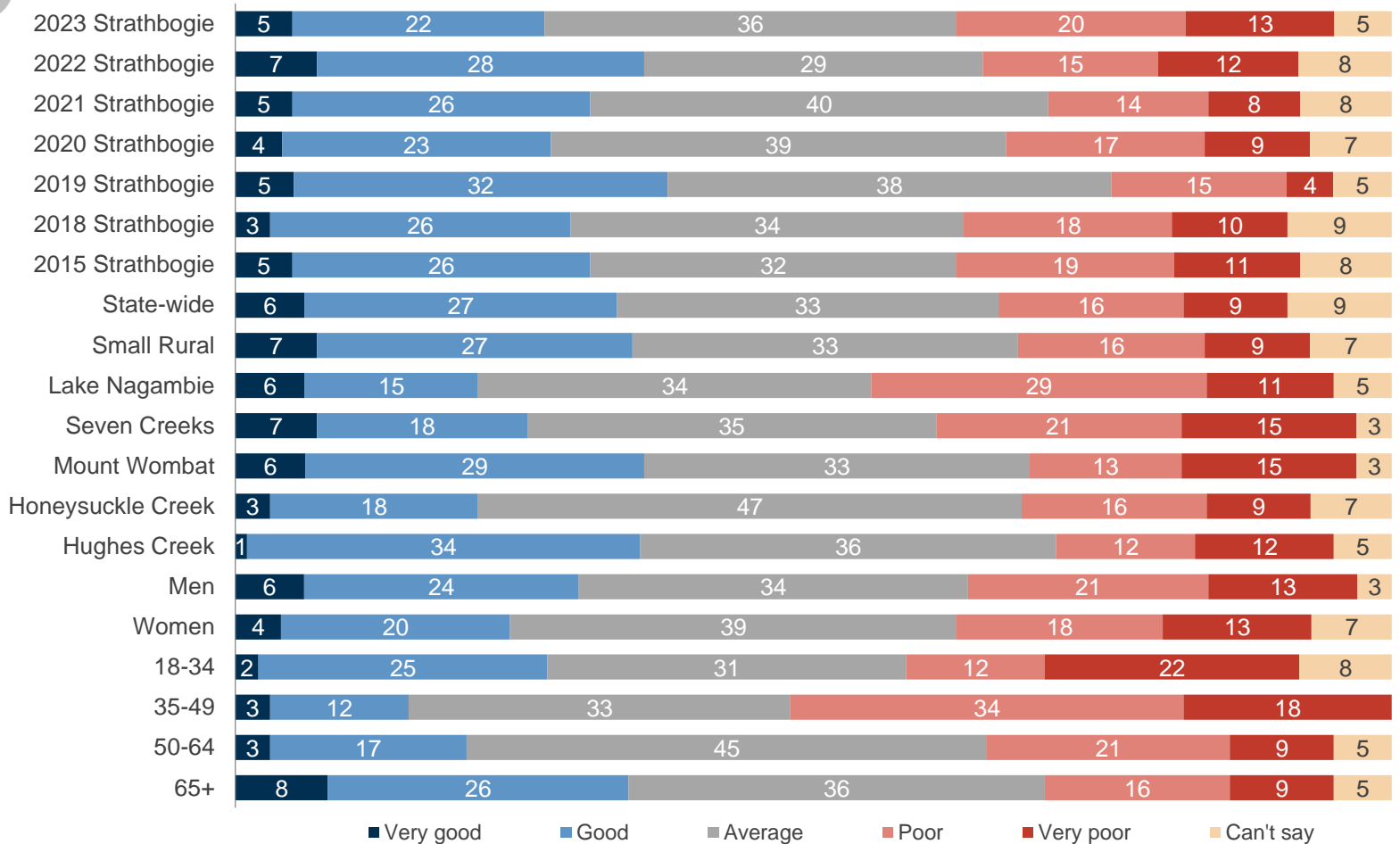
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2023 community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	87	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	86	84	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	86	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	85	73	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	84	82	81	83	82	84	81	n/a	78	n/a
Strathbogie	84	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	82	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82	81	79	79	79	80	78	78	76	77
65+	81	81	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	78	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	79▼	84	82	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?

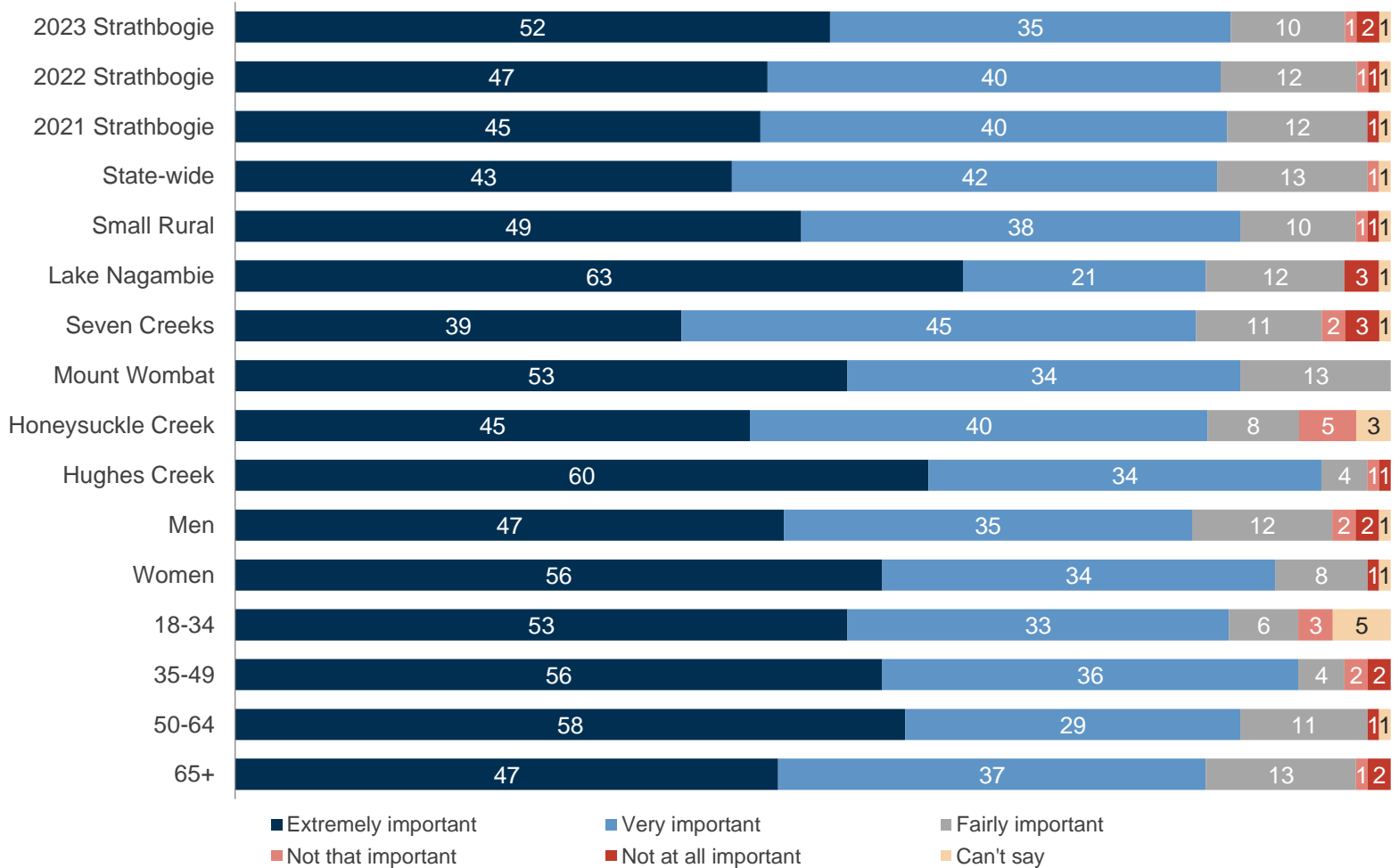
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

# The condition of sealed local roads in your area importance



## 2023 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	51▲	51	53	47	52	53	n/a	n/a	47	n/a
Mount Wombat	48	51	40	n/a	n/a	45	n/a	n/a	n/a	n/a
State-wide	48▲	53	57	54	56	53	53	54	55	55
Men	47	47	49	49	52	47	n/a	n/a	42	n/a
Lake Nagambie	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	45	47	51	51	51	47	n/a	n/a	43	n/a
Seven Creeks	44	46	48	50	51	48	n/a	n/a	n/a	n/a
Small Rural	44	50	53	51	53	49	50	52	52	n/a
Honeysuckle Creek	44	56	61	54	47	41	n/a	n/a	n/a	n/a
50-64	43	44	53	46	49	43	n/a	n/a	42	n/a
Women	42	48	52	52	50	48	n/a	n/a	44	n/a
Hughes Creek	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	37▼	44	46	54	48	42	n/a	n/a	41	n/a
18-34	35▼	44	48	58	55	49	n/a	n/a	36	n/a

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

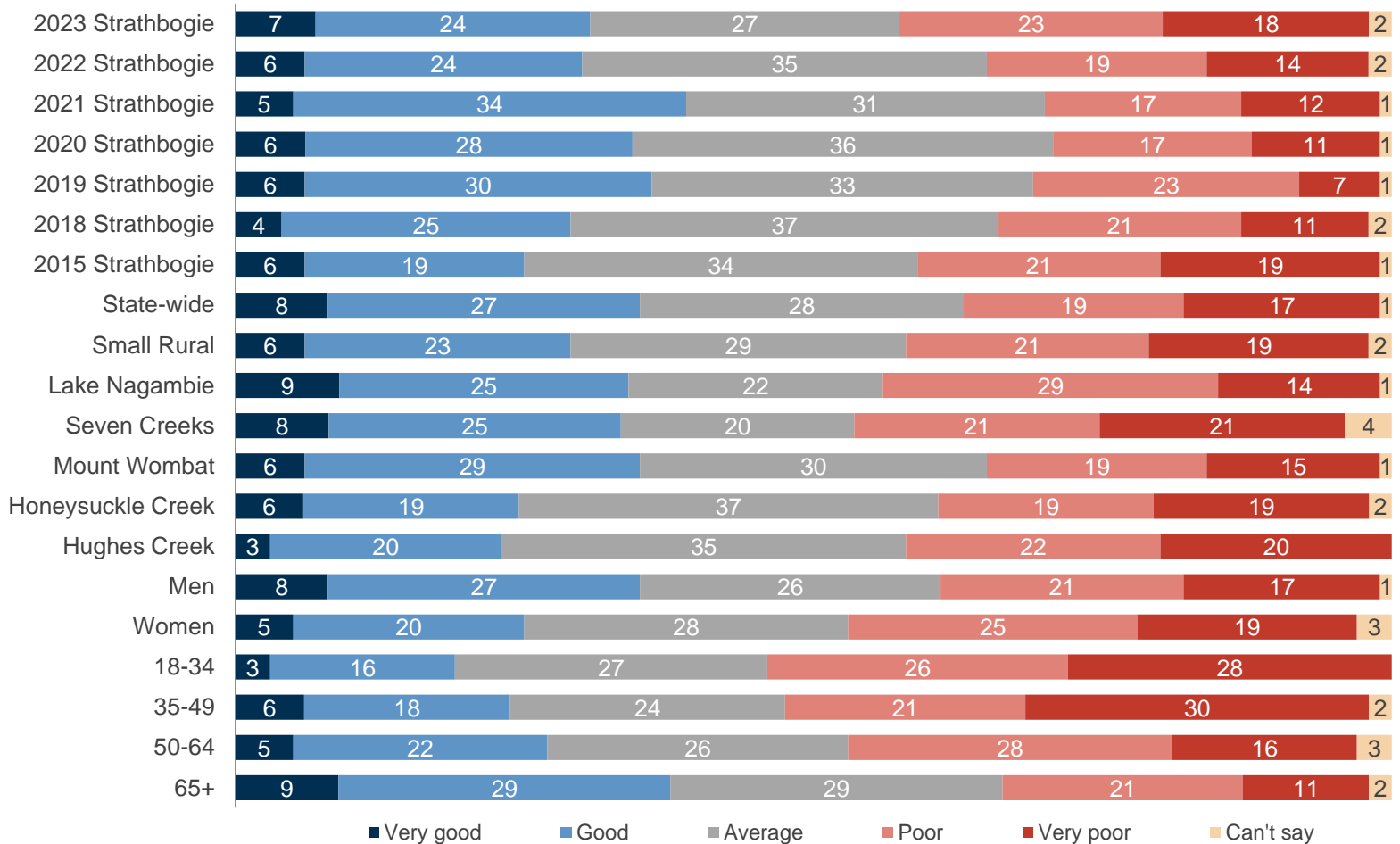
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



## 2023 sealed local roads performance (%)



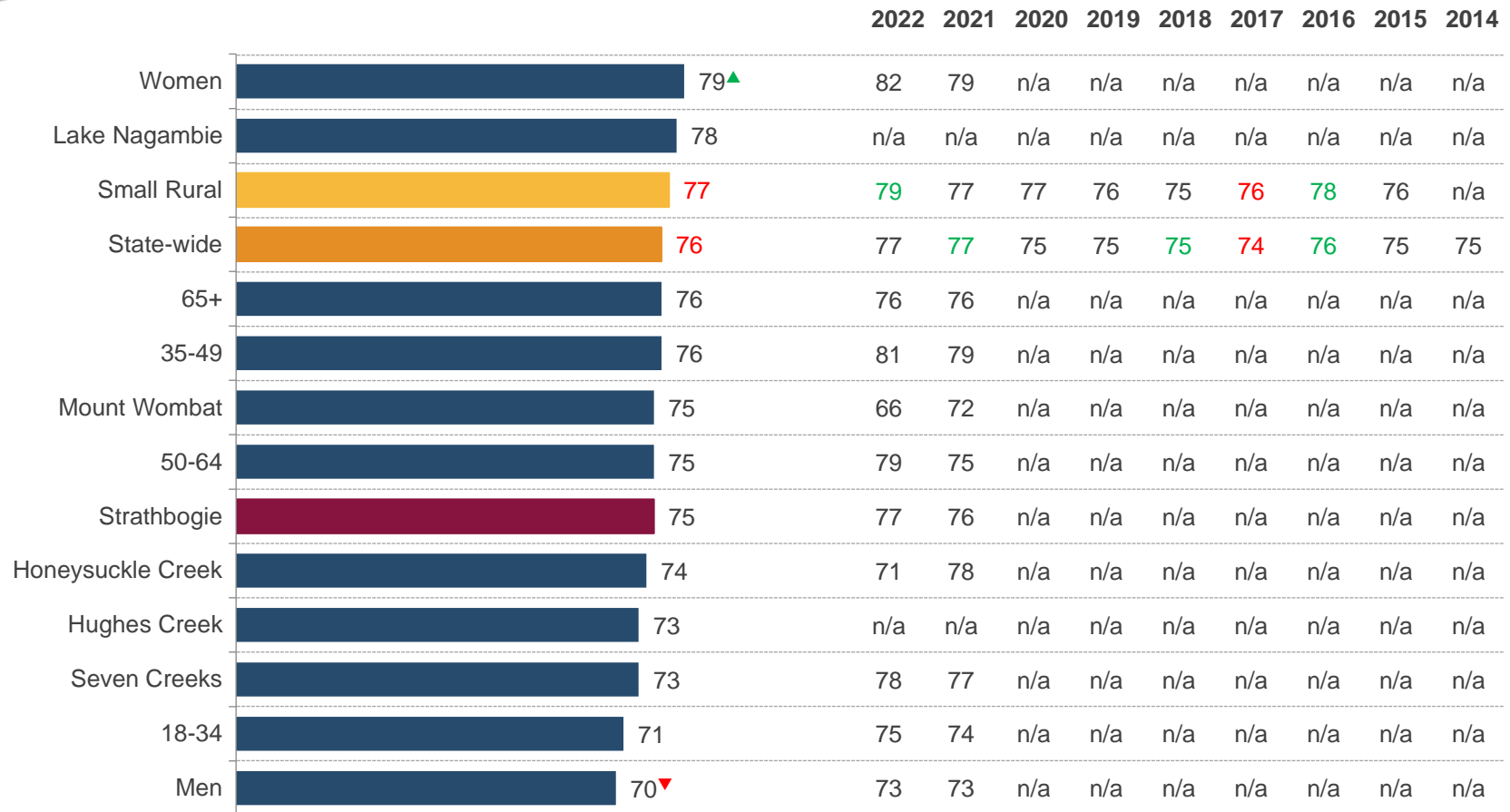




# Informing the community importance



## 2023 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: 4

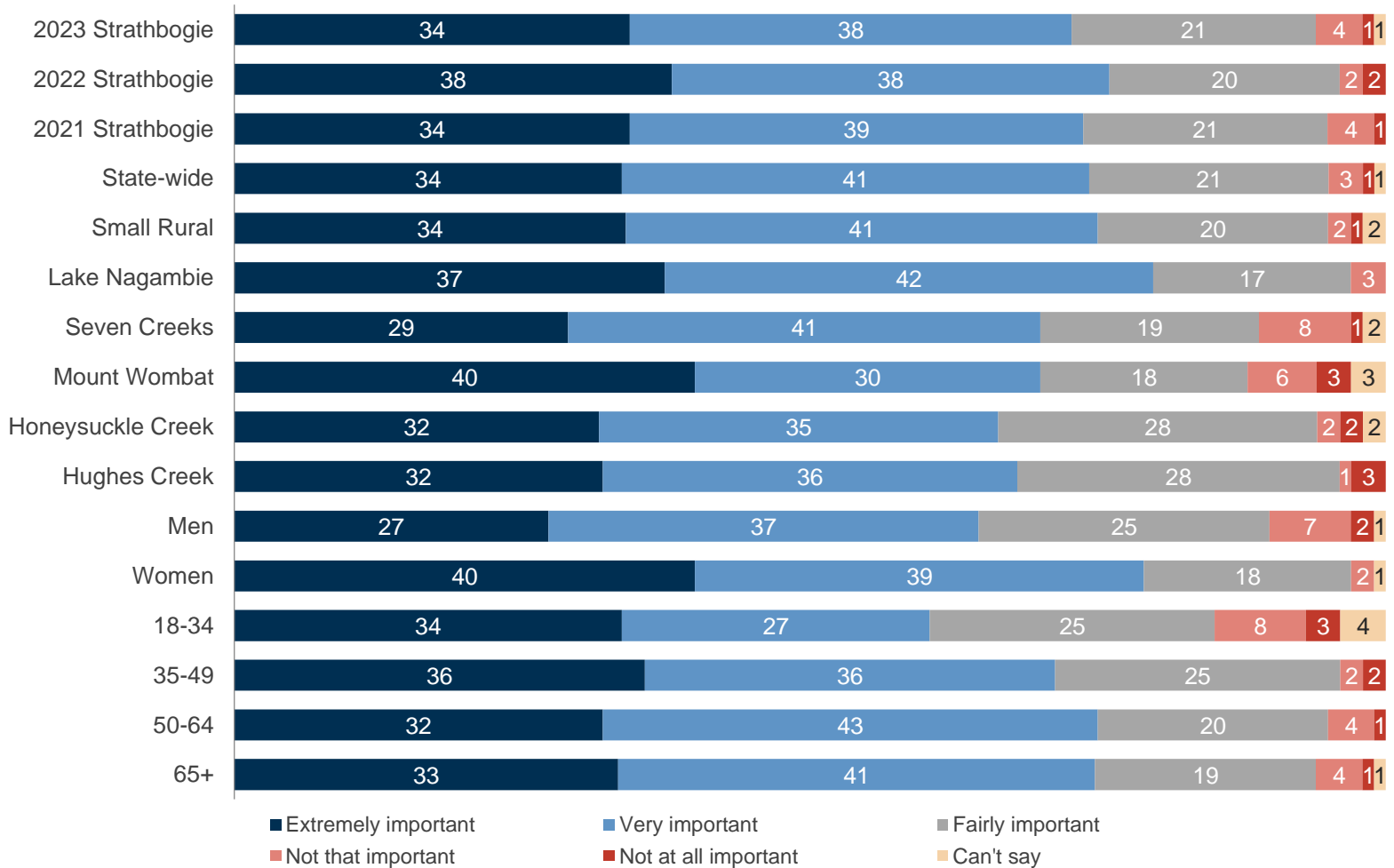
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2023 informing community importance (%)





# Informing the community performance



## 2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	58▲	59	61	58	58	56	58	58	60	n/a
65+	58▲	58	55	51	57	55	n/a	n/a	n/a	n/a
State-wide	57▲	59	60	59	60	59	59	59	61	62
Hughes Creek	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	54	56	55	59	57	n/a	n/a	n/a	n/a
18-34	54	57	63	64	67	61	n/a	n/a	n/a	n/a
Mount Wombat	54	53	49	n/a	n/a	57	n/a	n/a	n/a	n/a
Seven Creeks	54	56	55	55	57	55	n/a	n/a	n/a	n/a
Strathbogie	53	55	56	55	59	55	n/a	n/a	n/a	n/a
Lake Nagambie	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	56	57	55	60	54	n/a	n/a	n/a	n/a
Honeysuckle Creek	48	57	57	52	58	49	n/a	n/a	n/a	n/a
50-64	46▼	47	54	52	57	53	n/a	n/a	n/a	n/a
35-49	45▼	54	55	59	60	55	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: 38 Councils asked group: 10

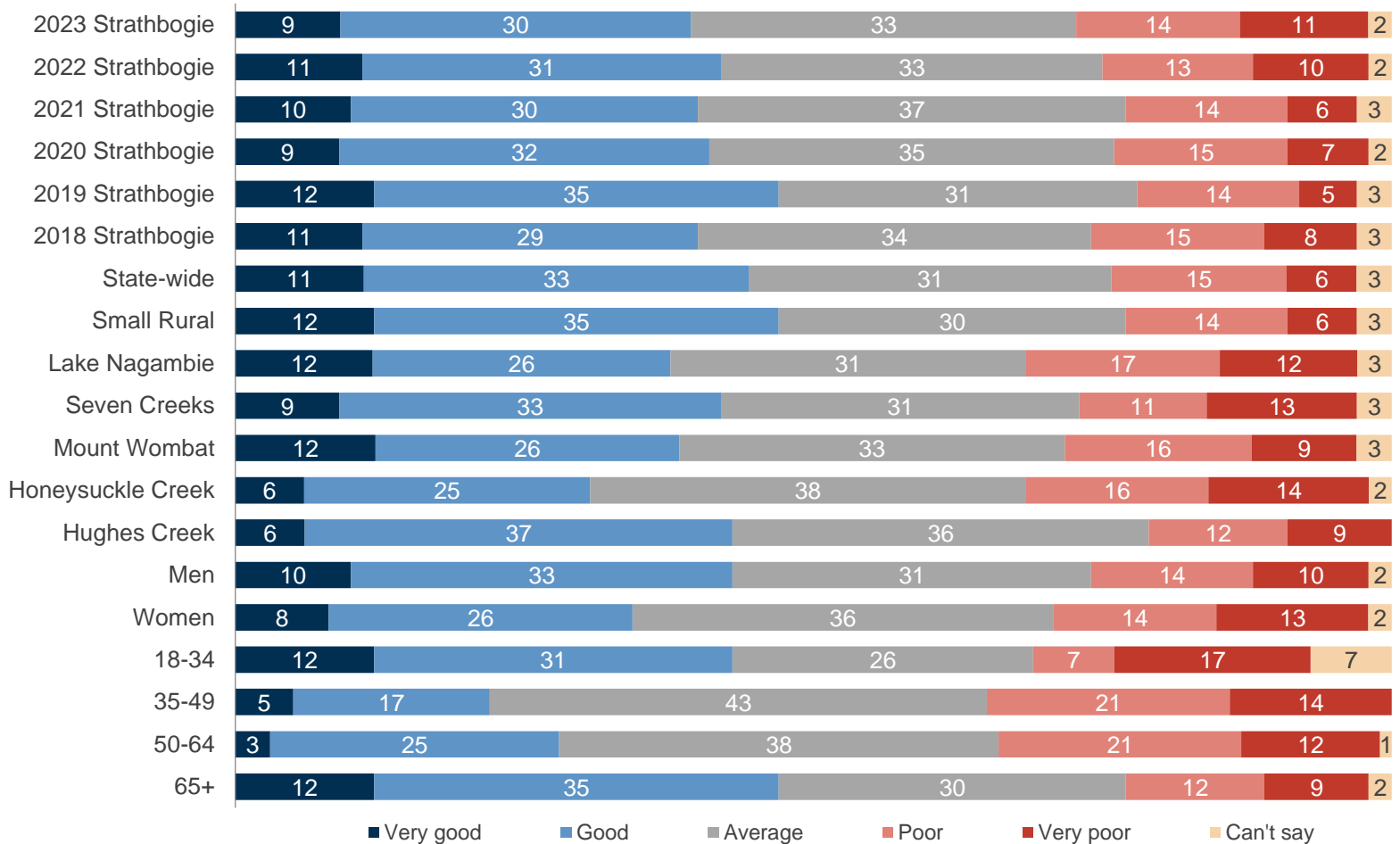
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2023 informing community performance (%)



# The condition of local streets and footpaths in your area importance



## 2023 streets and footpaths importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	84	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
65+	80	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	80	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	80	77	77	77	76	76	75	76	n/a
Strathbogie	80	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	83	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	77	83	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76▼	80	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	76	77	71	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?

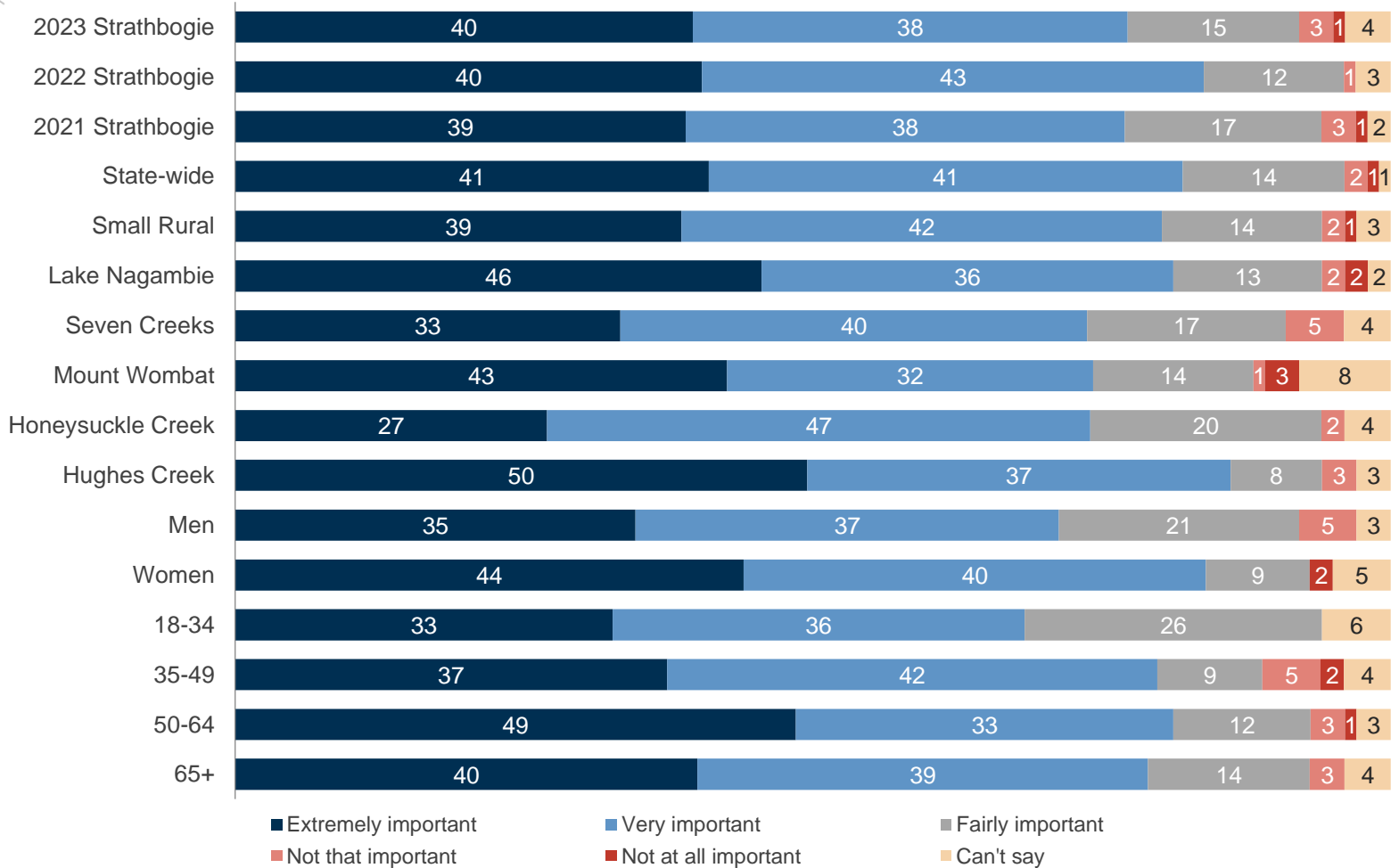
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

# The condition of local streets and footpaths in your area importance



## 2023 streets and footpaths importance (%)



# The condition of local streets and footpaths in your area performance



## 2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	53	46	64	n/a	n/a	53	n/a	n/a	n/a	n/a
State-wide	52▲	57	59	58	59	58	57	57	58	58
Small Rural	52▲	55	58	57	57	57	57	58	59	n/a
Men	51	47	52	46	51	49	n/a	n/a	n/a	n/a
Lake Nagambie	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	49	49	41	46	45	n/a	n/a	n/a	n/a
Strathbogie	47	47	52	46	48	46	n/a	n/a	n/a	n/a
Honeysuckle Creek	47	58	59	51	46	42	n/a	n/a	n/a	n/a
50-64	47	44	51	44	47	43	n/a	n/a	n/a	n/a
35-49	46	48	52	48	48	47	n/a	n/a	n/a	n/a
Seven Creeks	46	47	46	46	49	49	n/a	n/a	n/a	n/a
18-34	45	46	59	56	53	51	n/a	n/a	n/a	n/a
Women	44	48	52	45	45	43	n/a	n/a	n/a	n/a
Hughes Creek	41	n/a	n/a	n/a	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?

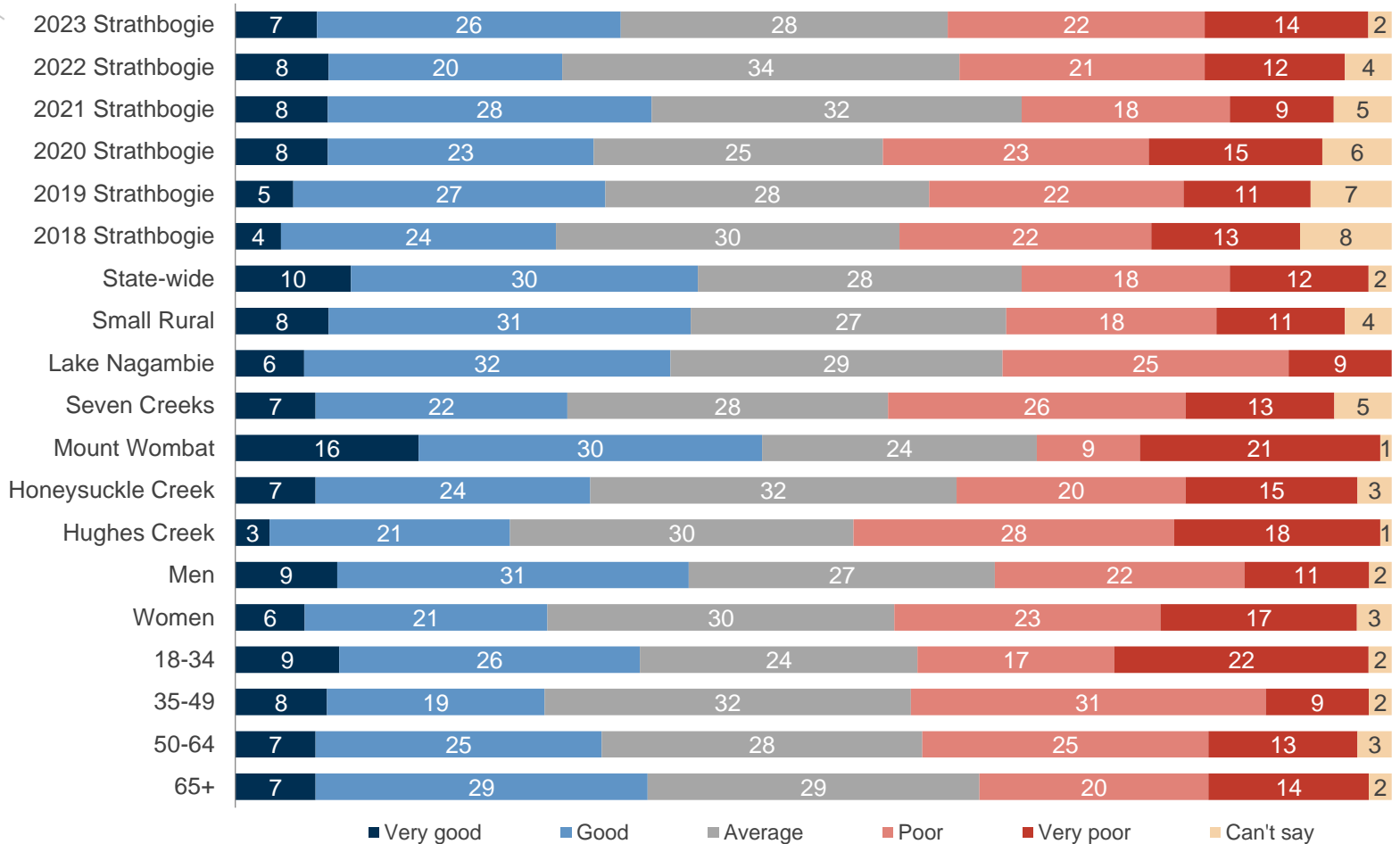
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

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

# The condition of local streets and footpaths in your area performance



## 2023 streets and footpaths performance (%)







## Enforcement of local laws importance



### 2023 law enforcement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	69	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	68	70	70	71	71	71	70	71	70
Women	67	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	63	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	66	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	66	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	65	65	67	66	68	66	67	69	68	n/a
Men	64	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	64	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	62	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	62	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	62	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

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

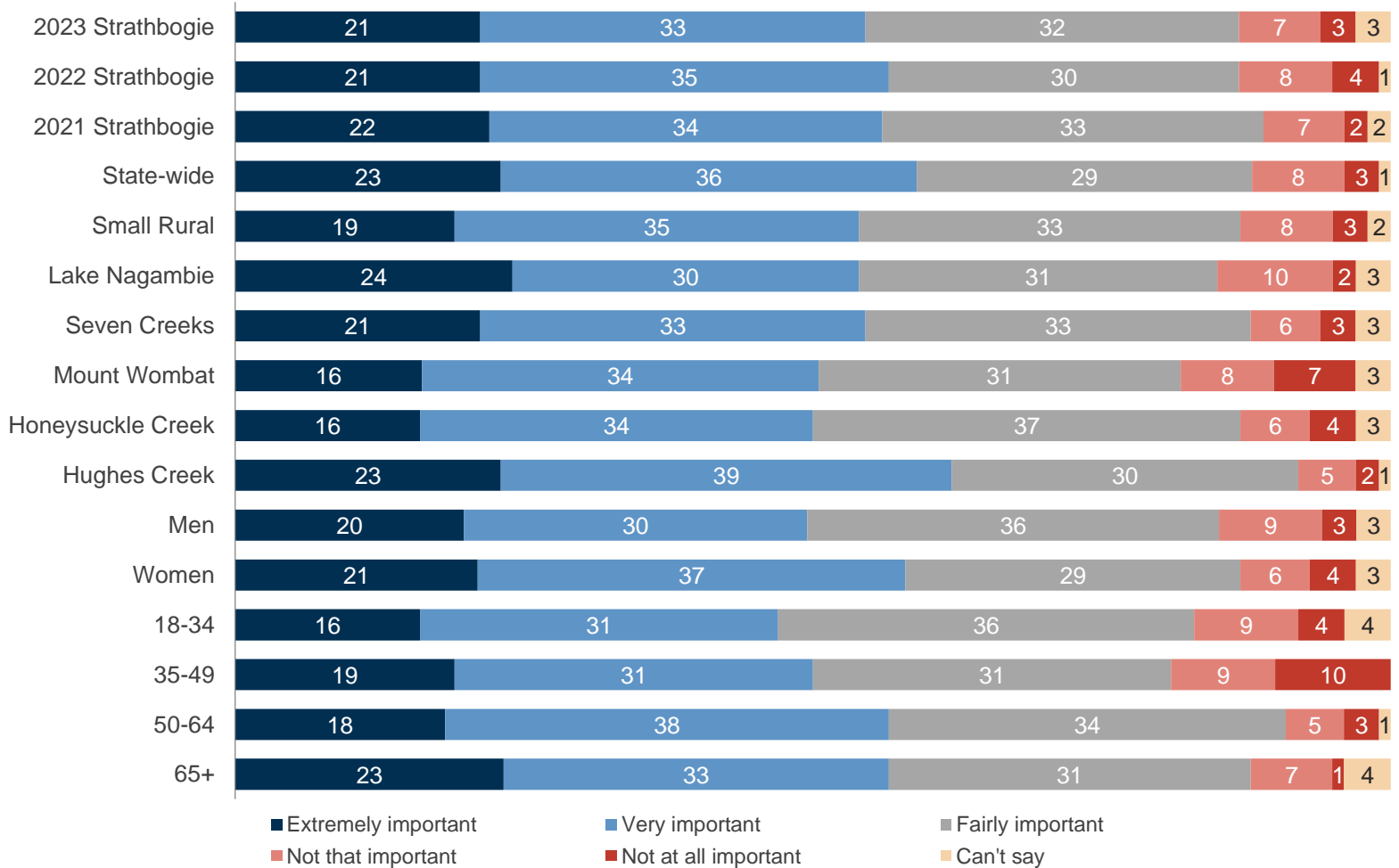
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2023 law enforcement importance (%)





## Enforcement of local laws performance



### 2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	59	58	55	56	55	n/a	n/a	n/a	n/a
State-wide	61	63	64	63	64	64	64	63	66	66
Lake Nagambie	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	55	60	58	58	54	n/a	n/a	n/a	n/a
Seven Creeks	61	58	58	57	59	55	n/a	n/a	n/a	n/a
Small Rural	61	62	63	62	63	63	65	64	66	n/a
18-34	61	52	70	70	65	64	n/a	n/a	n/a	n/a
Strathbogie	59	57	61	59	59	56	n/a	n/a	n/a	n/a
50-64	59	54	59	55	57	53	n/a	n/a	n/a	n/a
Mount Wombat	59	55	66	n/a	n/a	57	n/a	n/a	n/a	n/a
Women	58	60	62	60	60	59	n/a	n/a	n/a	n/a
35-49	55	62	60	59	60	57	n/a	n/a	n/a	n/a
Honeysuckle Creek	52▼	64	64	57	61	55	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

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

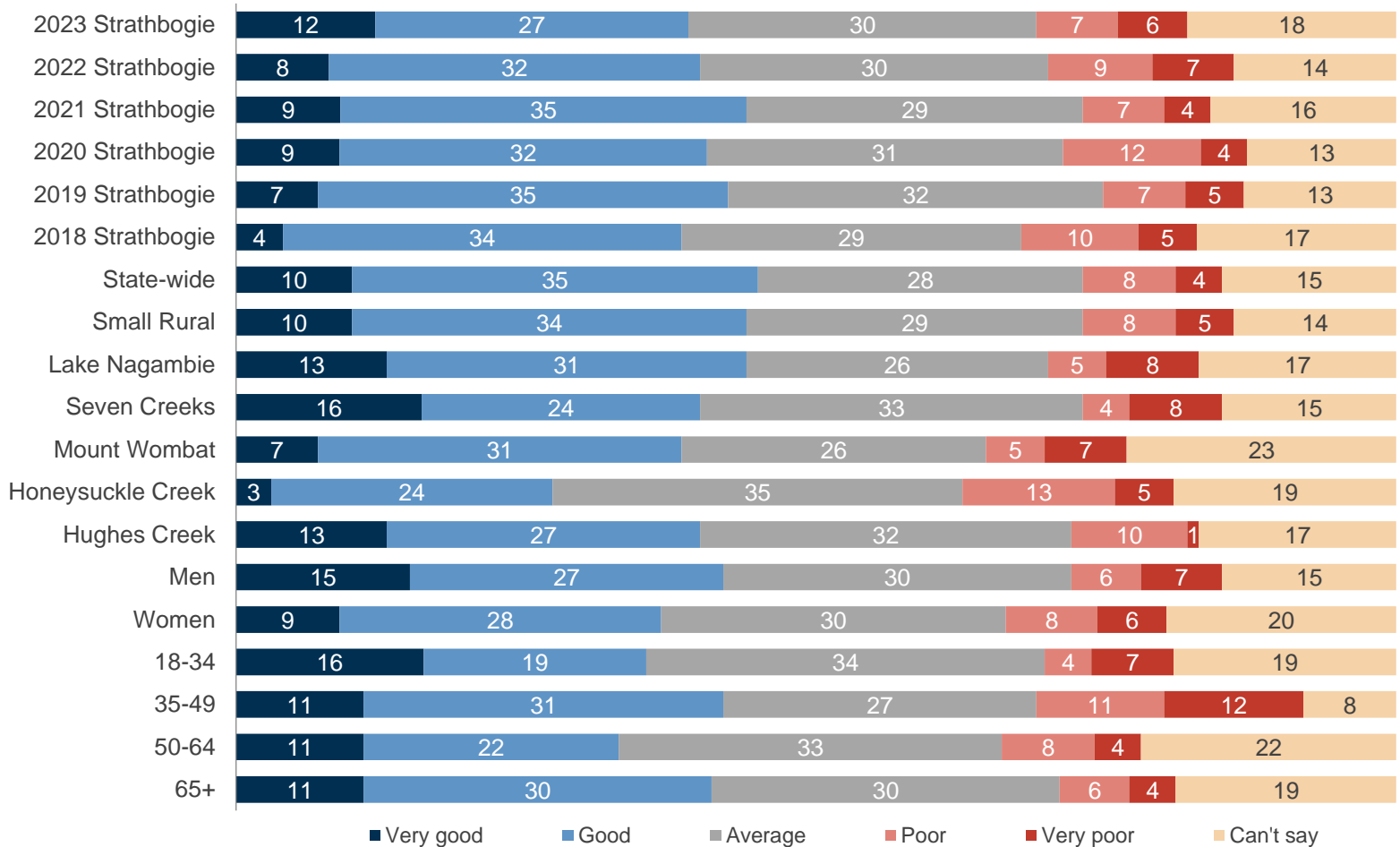
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2023 law enforcement performance (%)





# Recreational facilities importance



## 2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	77	75	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	74	74	72	72	73	72	73	72	72
Strathbogie	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	80	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	73	74	73	73	72	72	71	72	73	n/a
50-64	73	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	70	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	70	74	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

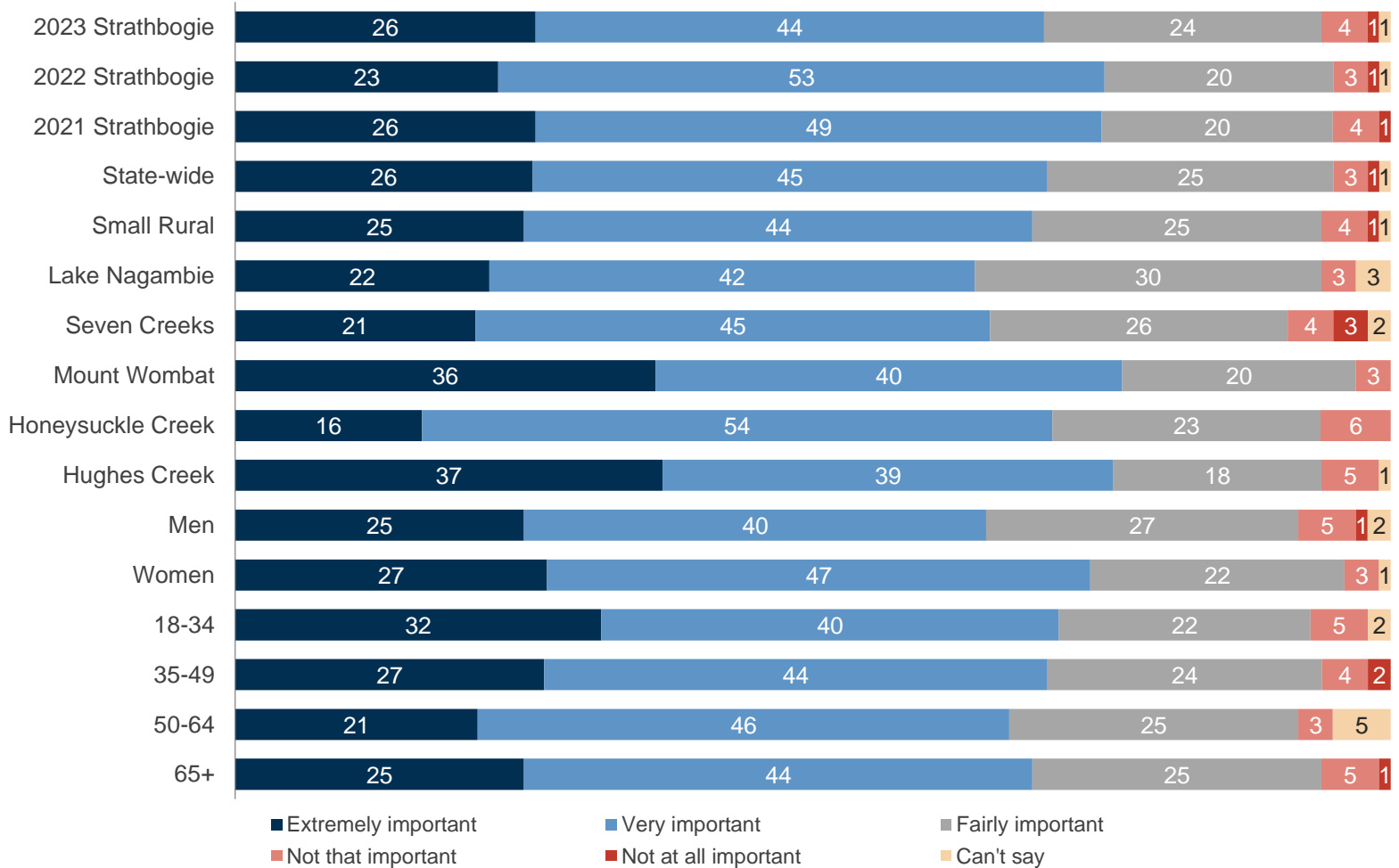
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



2023 recreational facilities importance (%)





## Recreational facilities performance



### 2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71	71	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	70	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	70	67	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70	71
Strathbogie	67	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	67	69	69	68	68	69	69	68	70	n/a
50-64	66	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	66	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	68	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	69	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	62	61	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

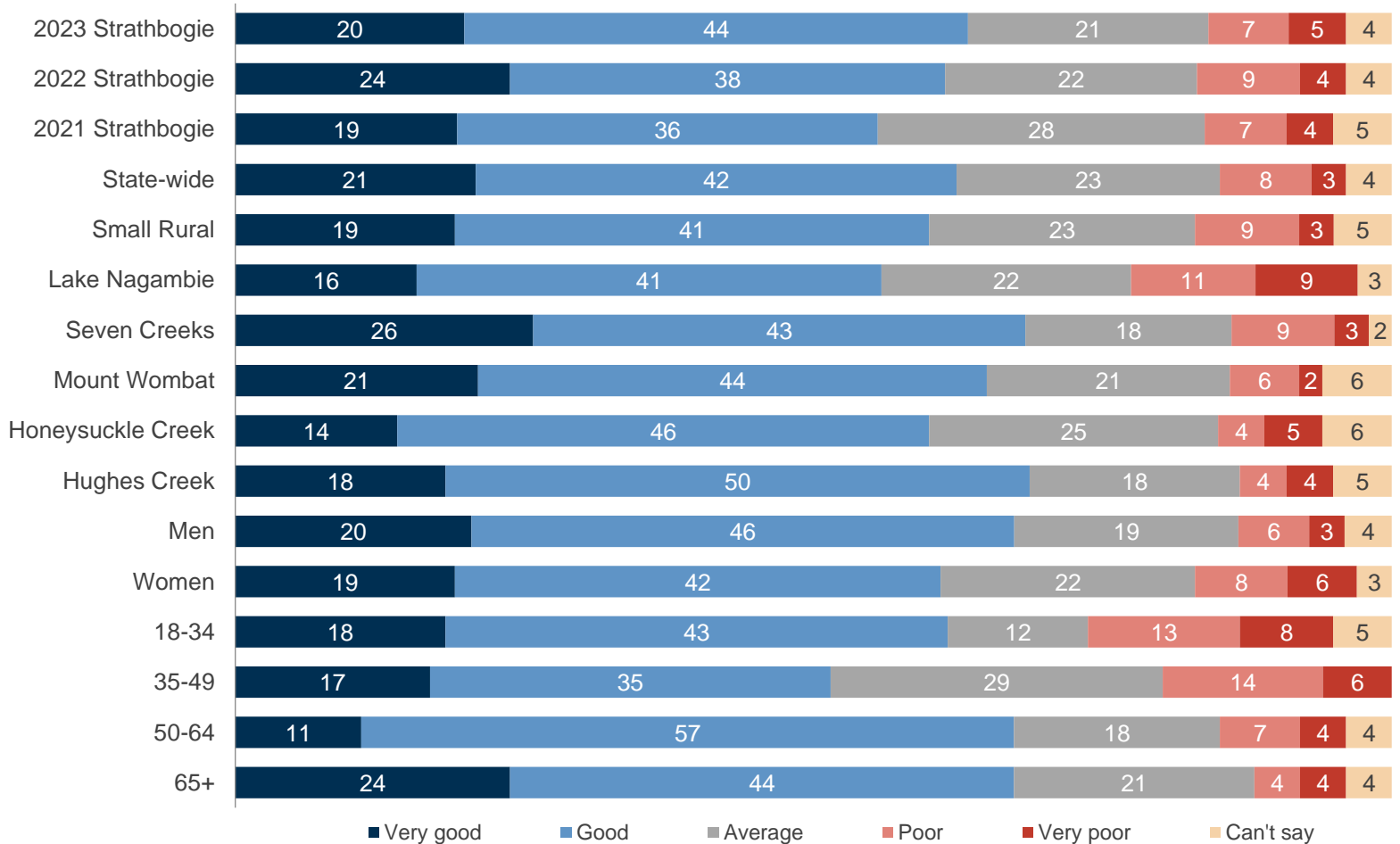
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2023 recreational facilities performance (%)







# The appearance of public areas importance



## 2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	77	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	75	75	74	73	74	74	74	73	73
Small Rural	74	74	74	74	74	74	74	74	73	n/a
65+	74	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	74	74	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	71	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	70	76	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66▼	73	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	66▼	75	73	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: 31 Councils asked group: 7

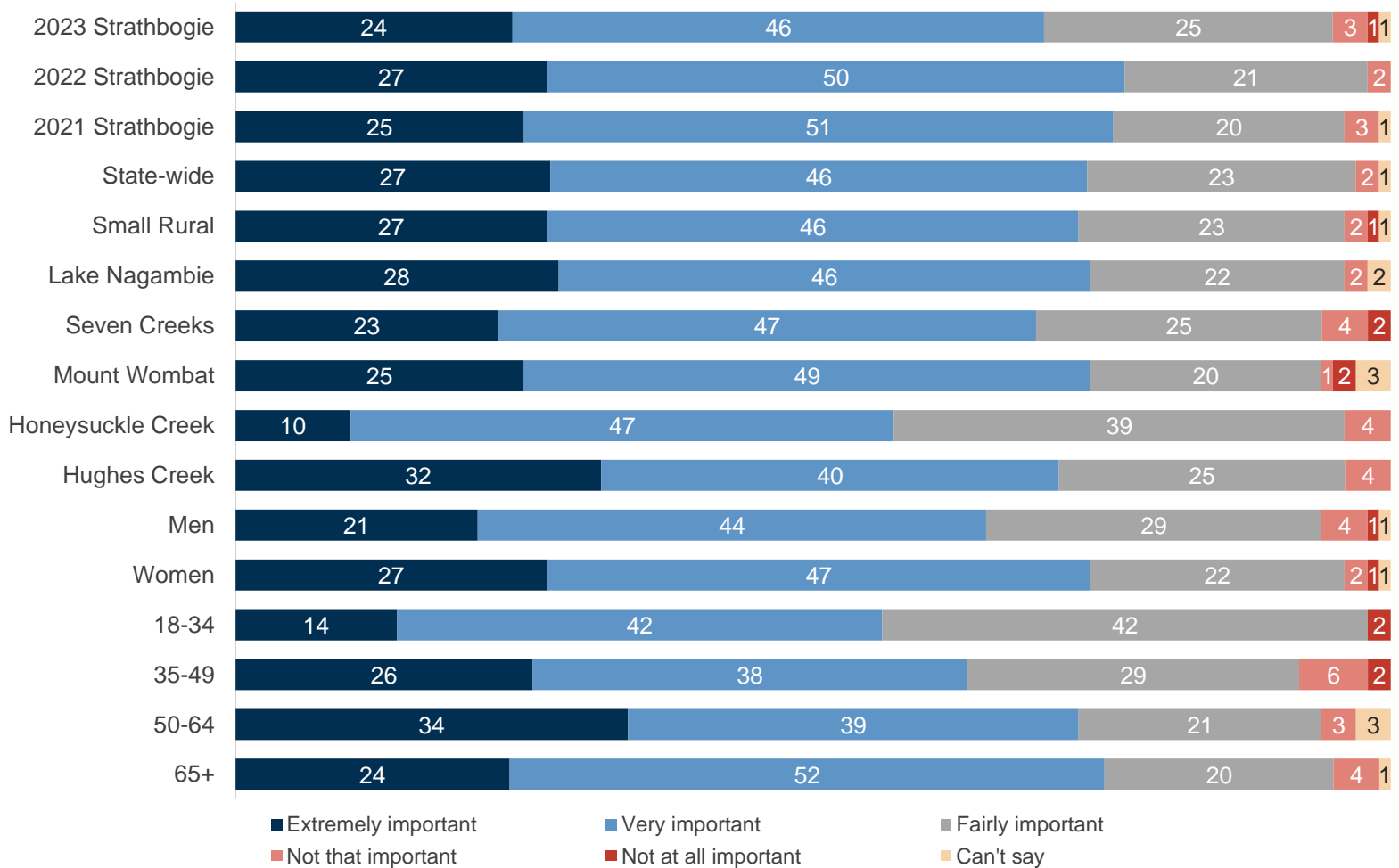
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2023 public areas importance (%)





# The appearance of public areas performance



## 2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Seven Creeks	76	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	75	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	74	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	79	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	70	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	71	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71▼	73	75	72	73	72	74	73	74	n/a
State-wide	67▼	71	73	72	72	71	71	71	72	72

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

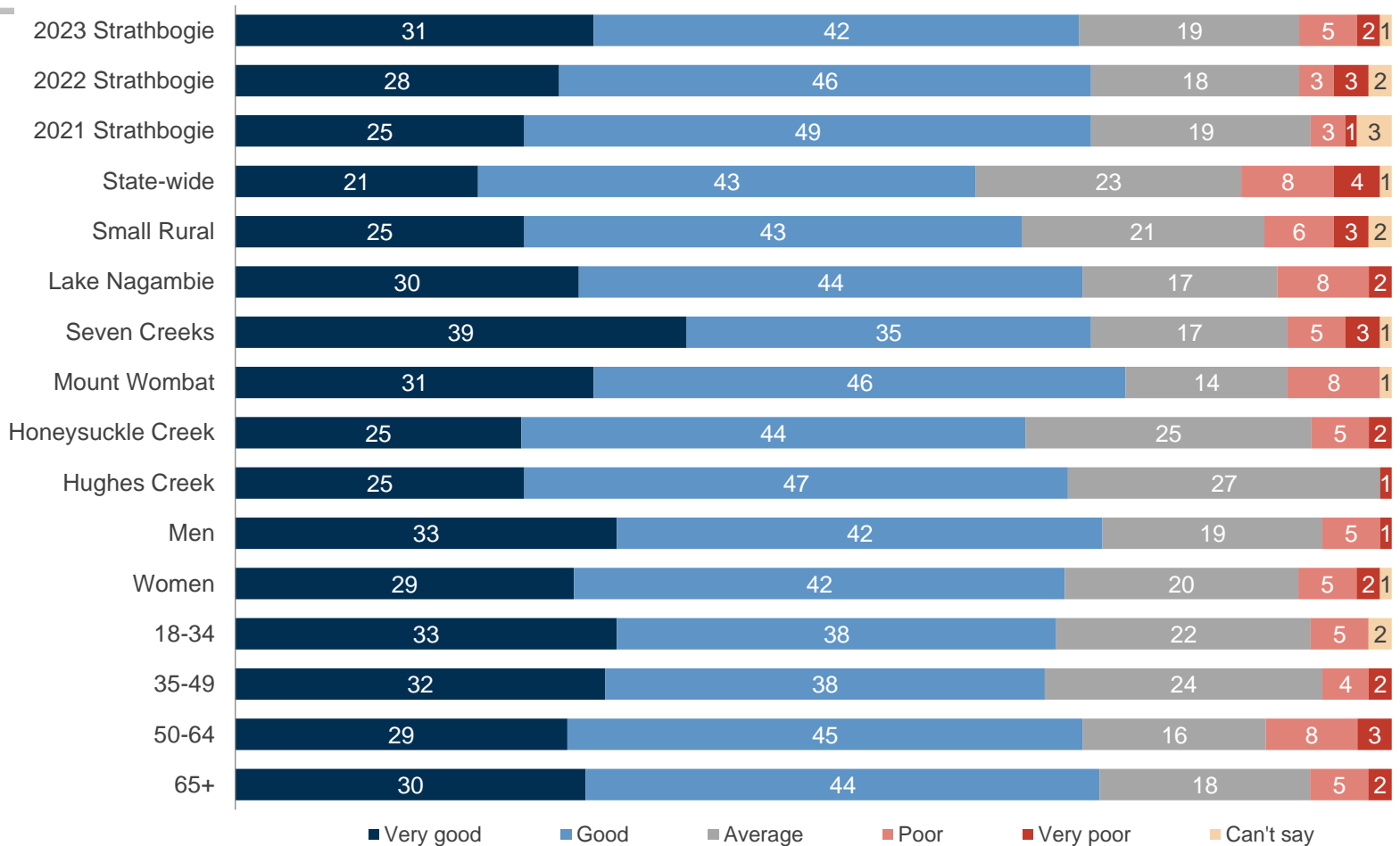
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2023 public areas performance (%)





# Art centres and libraries importance



## 2023 art centres and libraries importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	66	62	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66▲	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	67	67	65	65	65	64	66	65	66
Hughes Creek	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	61	65	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	63	63	60	63	61	61	65	62	n/a
Lake Nagambie	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	60	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	62	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	56	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55▼	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53▼	67	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

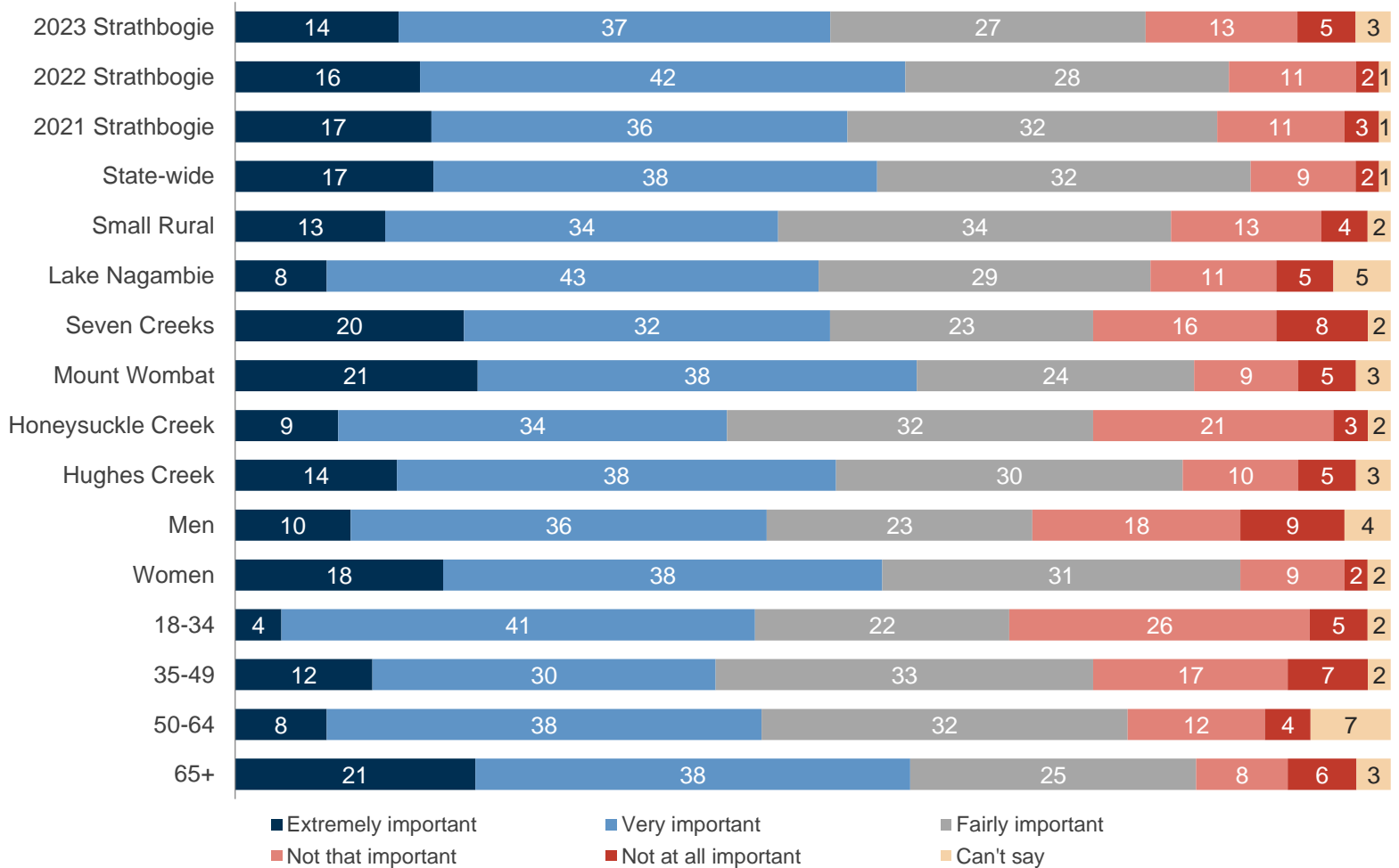
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2023 art centres and libraries importance (%)





## Art centres and libraries performance



### 2023 art centres and libraries performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	77▲	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	70	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	73	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	73	74	74	74	73	72	73	75
Small Rural	73	71	72	74	74	73	72	71	69	n/a
Women	73	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	71	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	67	68	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

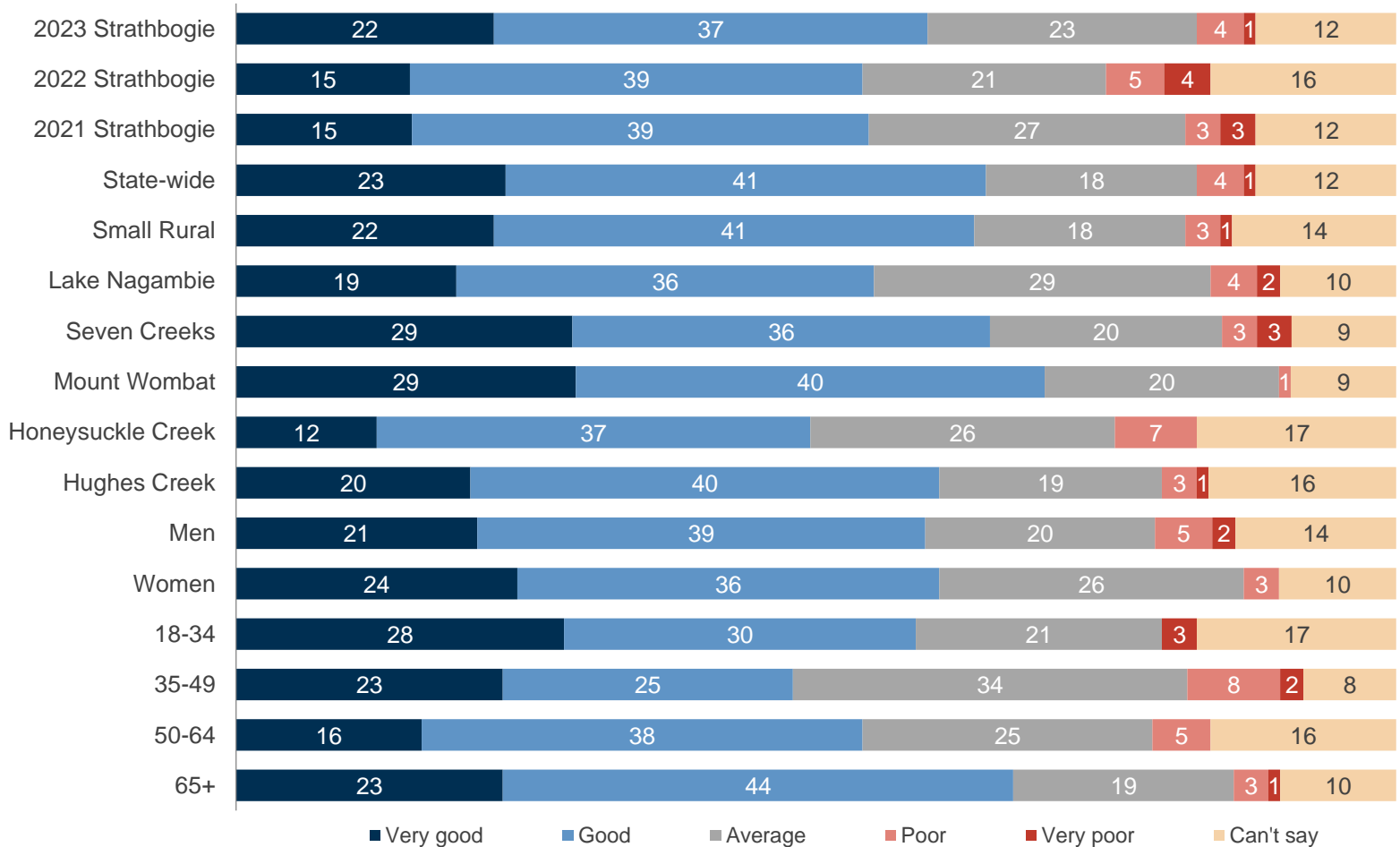
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries performance



2023 art centres and libraries performance (%)



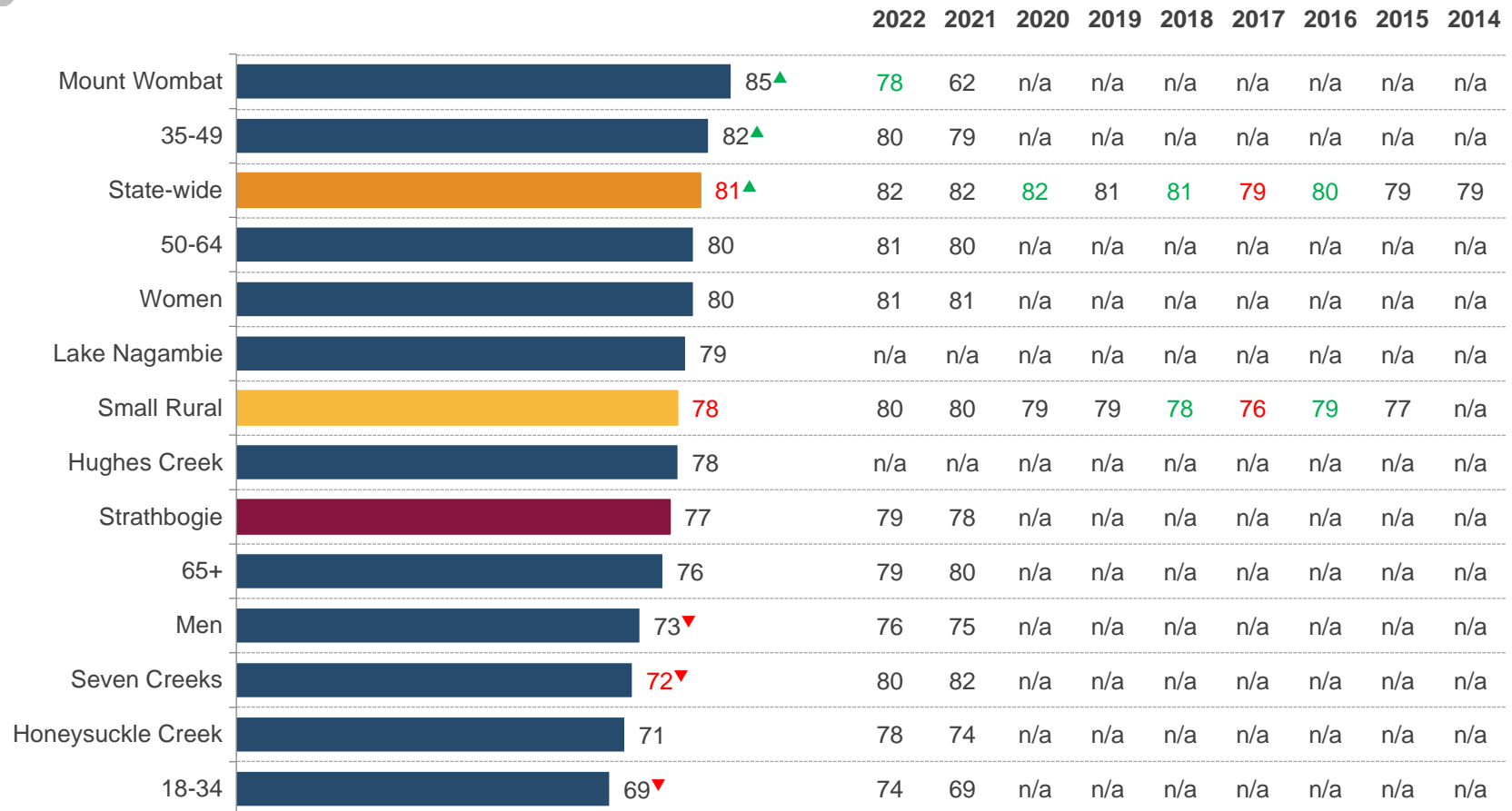




# Waste management importance



## 2023 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6

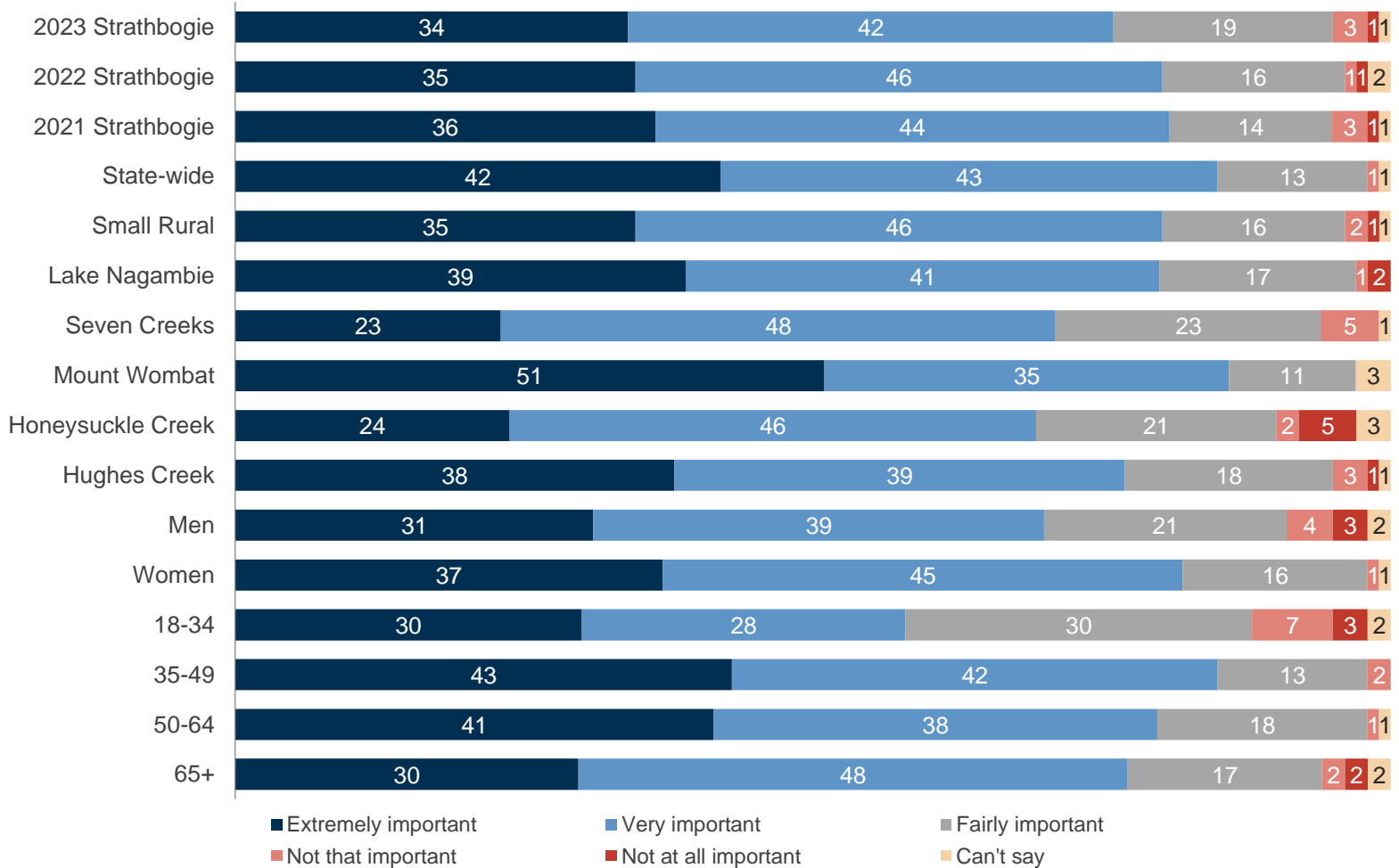
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2023 waste management importance (%)





# Waste management performance



## 2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	74	67	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	72	74	73	60	59	n/a	n/a	n/a	n/a	n/a
65+	71	73	70	68	70	n/a	n/a	n/a	n/a	n/a
Women	71	65	68	61	63	n/a	n/a	n/a	n/a	n/a
Seven Creeks	69	69	67	66	66	n/a	n/a	n/a	n/a	n/a
Strathbogie	69	67	67	62	63	n/a	n/a	n/a	n/a	n/a
Hughes Creek	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	60	66	61	56	n/a	n/a	n/a	n/a	n/a
50-64	67	65	70	56	60	n/a	n/a	n/a	n/a	n/a
Men	67	69	67	63	64	n/a	n/a	n/a	n/a	n/a
State-wide	66▼	68	69	65	68	70	71	70	72	73
35-49	66	63	60	59	59	n/a	n/a	n/a	n/a	n/a
Small Rural	66▼	68	68	64	66	69	70	69	71	n/a
Lake Nagambie	65	n/a	n/a	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: 66 Councils asked group: 19

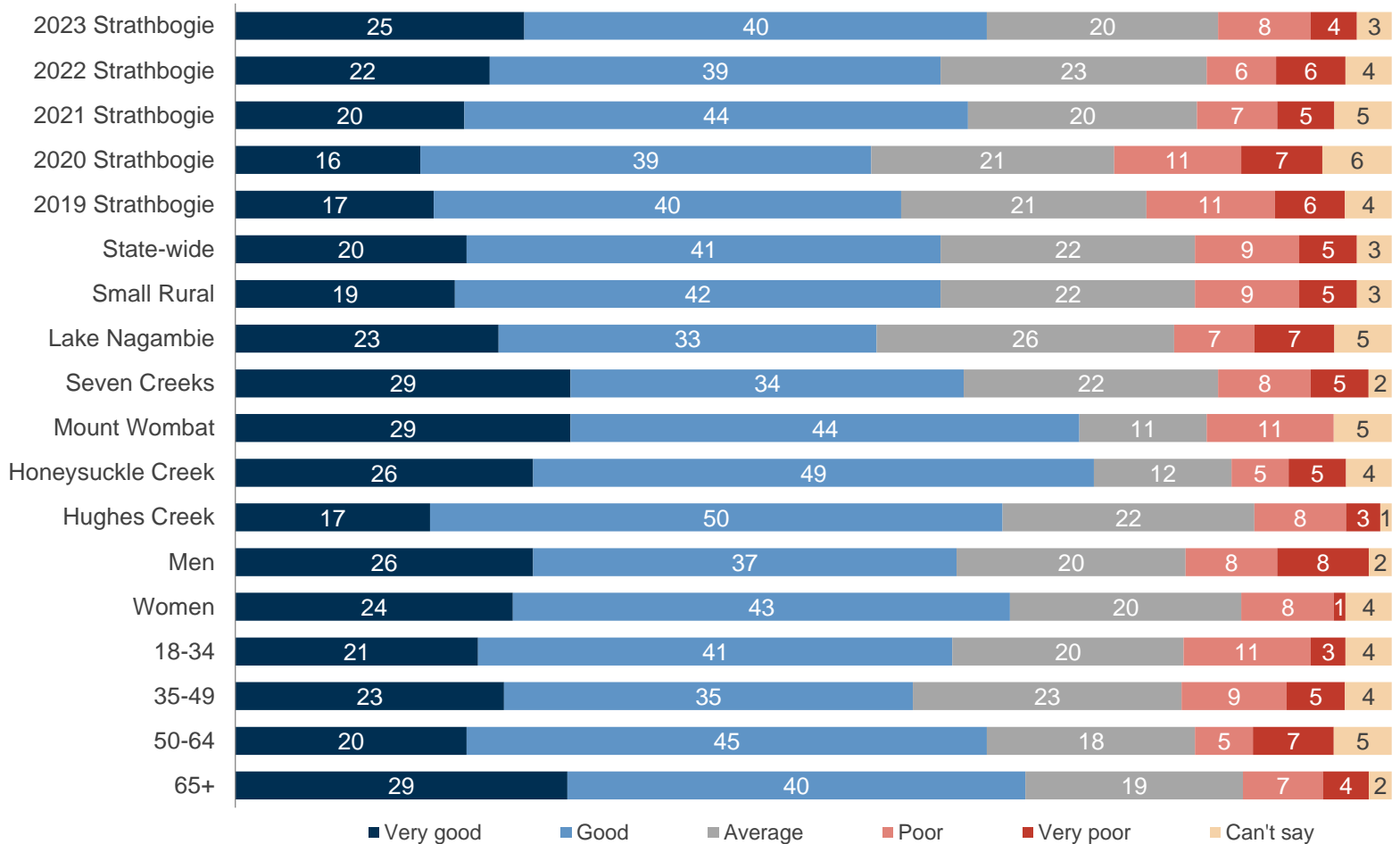
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2023 waste management performance (%)



# Business and community development and tourism importance



## 2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Hughes Creek	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71▲	72	74	74	71	71	72	71	70	n/a
Women	70	72	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	69	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	67	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	67	71	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	70	67	65	66	67	67	67	67
35-49	66	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	60▼	69	70	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?

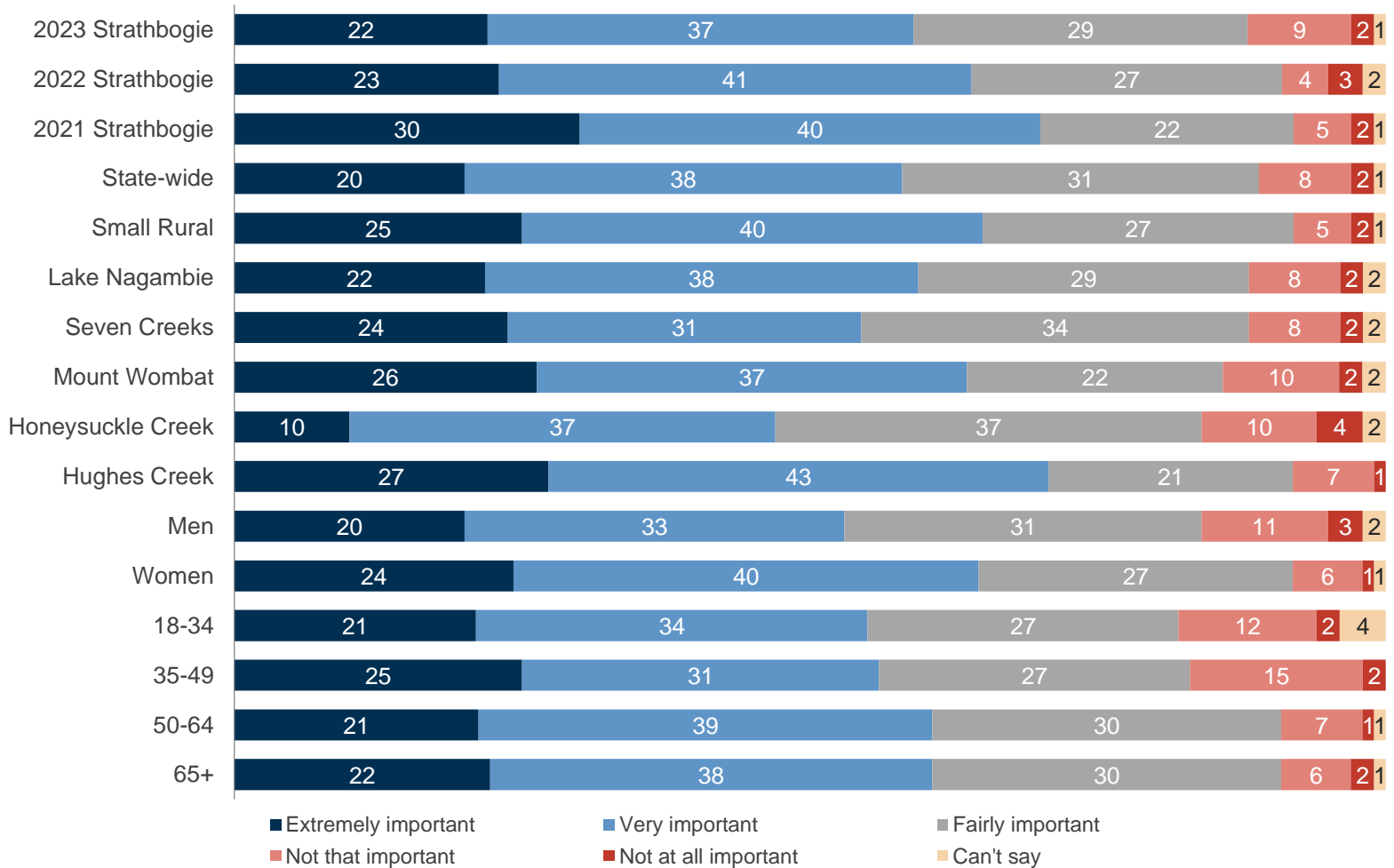
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

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

# Business and community development and tourism importance



2023 business/development/tourism importance (%)



# Business and community development and tourism performance



## 2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Nagambie	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	67	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	61	63	62	58	59	59	64	61	63	n/a
Seven Creeks	61	60	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	60	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	60	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	60	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	60	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Mount Wombat	58	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	56	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55	55	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	55	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?

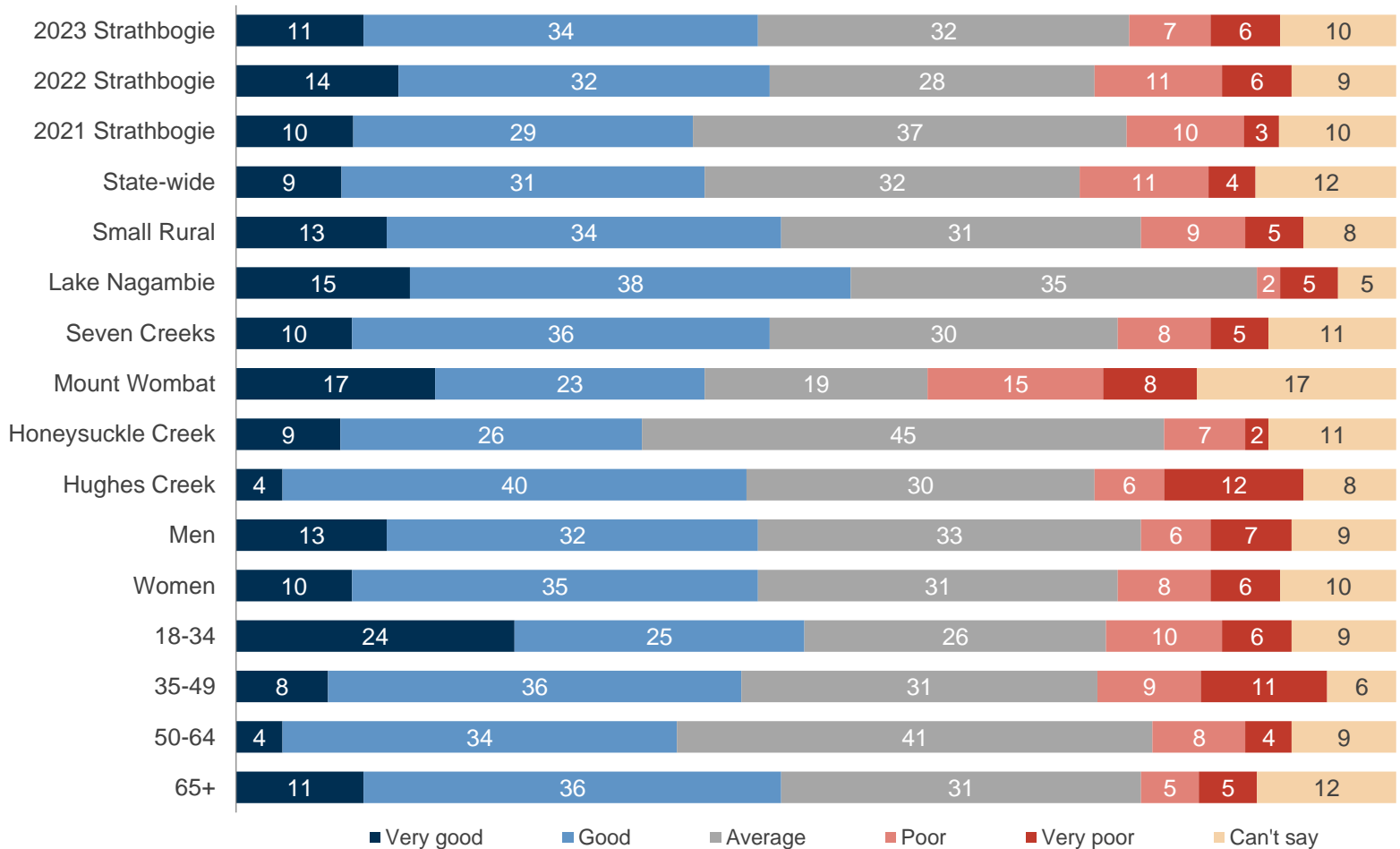
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

# Business and community development and tourism performance



2023 business/development/tourism performance (%)







# Planning and building permits importance



## 2023 planning and building permits importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	76	65	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	76	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	73	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	73	73	71	71	71	72	71	71	71
35-49	72	78	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71	73	71	68	70	68	68	71	70	n/a
Seven Creeks	71	79	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	73	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	68	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

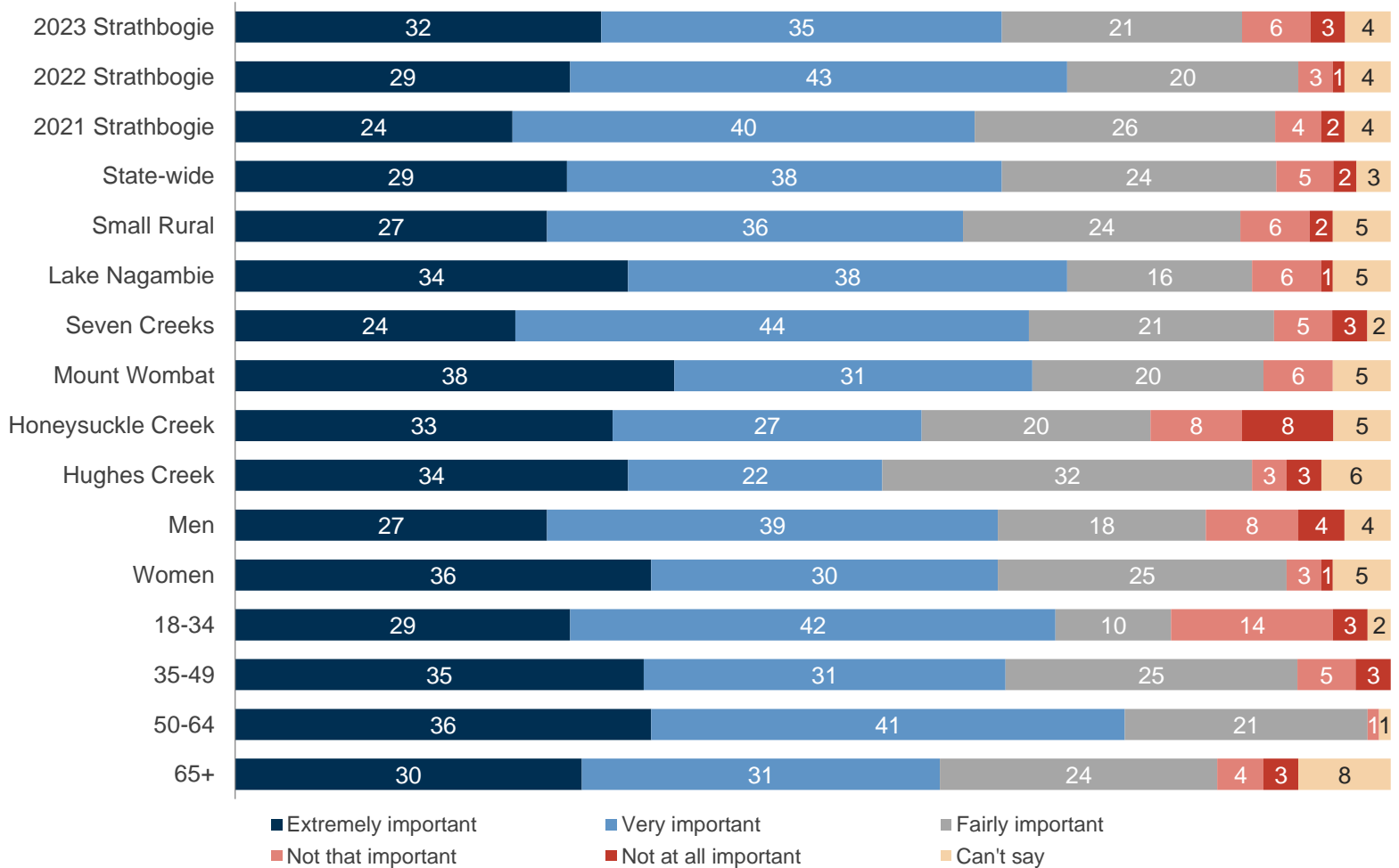
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



2023 planning and building permits importance (%)





# Planning and building permits performance



## 2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Nagambie	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	50	44	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	45	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	40	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	48	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	47	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	47	46	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54	53
Women	45	43	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	45	48	49	46	48	51	51	50	53	n/a
Seven Creeks	44	39	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42	40	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	41	50	52	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: 32 Councils asked group: 8

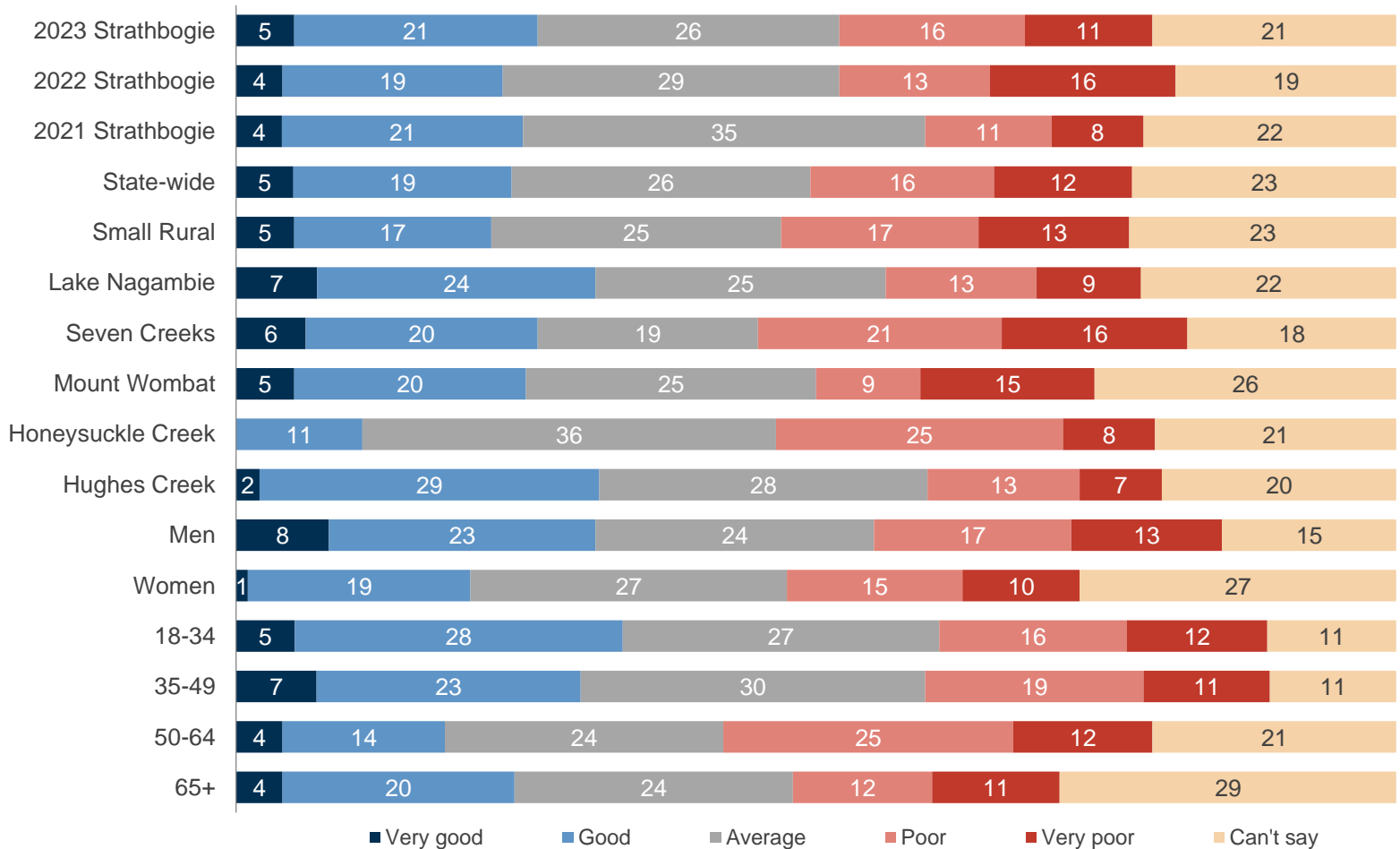
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits performance



2023 planning and building permits performance (%)





# Environmental sustainability performance



## 2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	62	54	67	61	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	61	62	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60▲	61	62	60	62	63	64	63	64	64
Small Rural	59	59	61	57	59	62	63	61	63	n/a
Men	58	59	58	55	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	64	57	53	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	57	58	56	58	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	57	59	57	56	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	57	70	60	48	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	53	52	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	58	57	56	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	57	55	60	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8

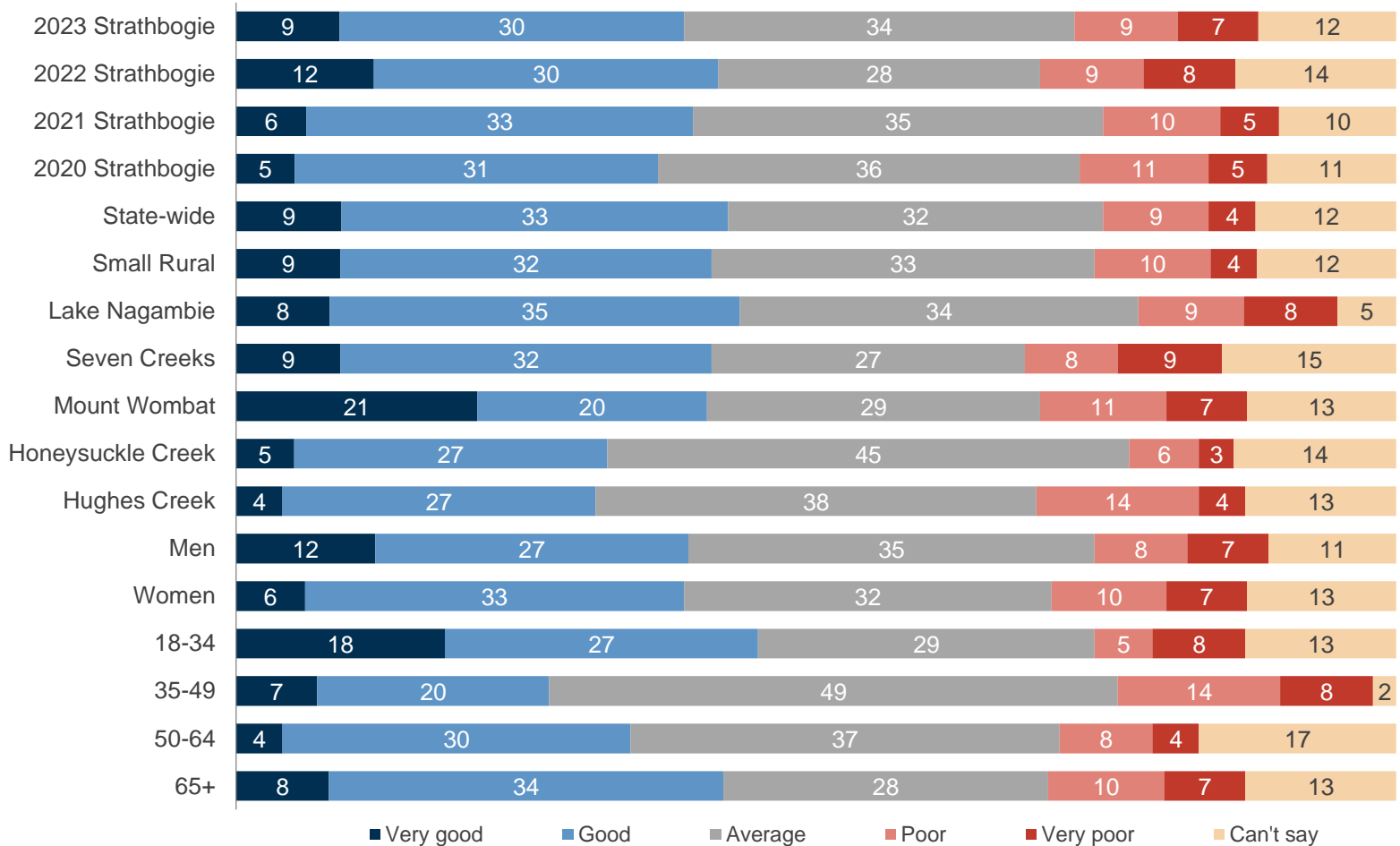
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2023 environmental sustainability performance (%)





# Maintenance of unsealed roads in your area importance



## 2023 unsealed roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	91▲	85	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	88	79	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	88	86	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	87	83	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	87	86	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	85	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	85	85	84	83	82	84	81	81	82	n/a
State-wide	83	83	81	80	80	80	79	79	78	78
Men	82	79	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	82	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	81	79	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 14 Councils asked group: 6

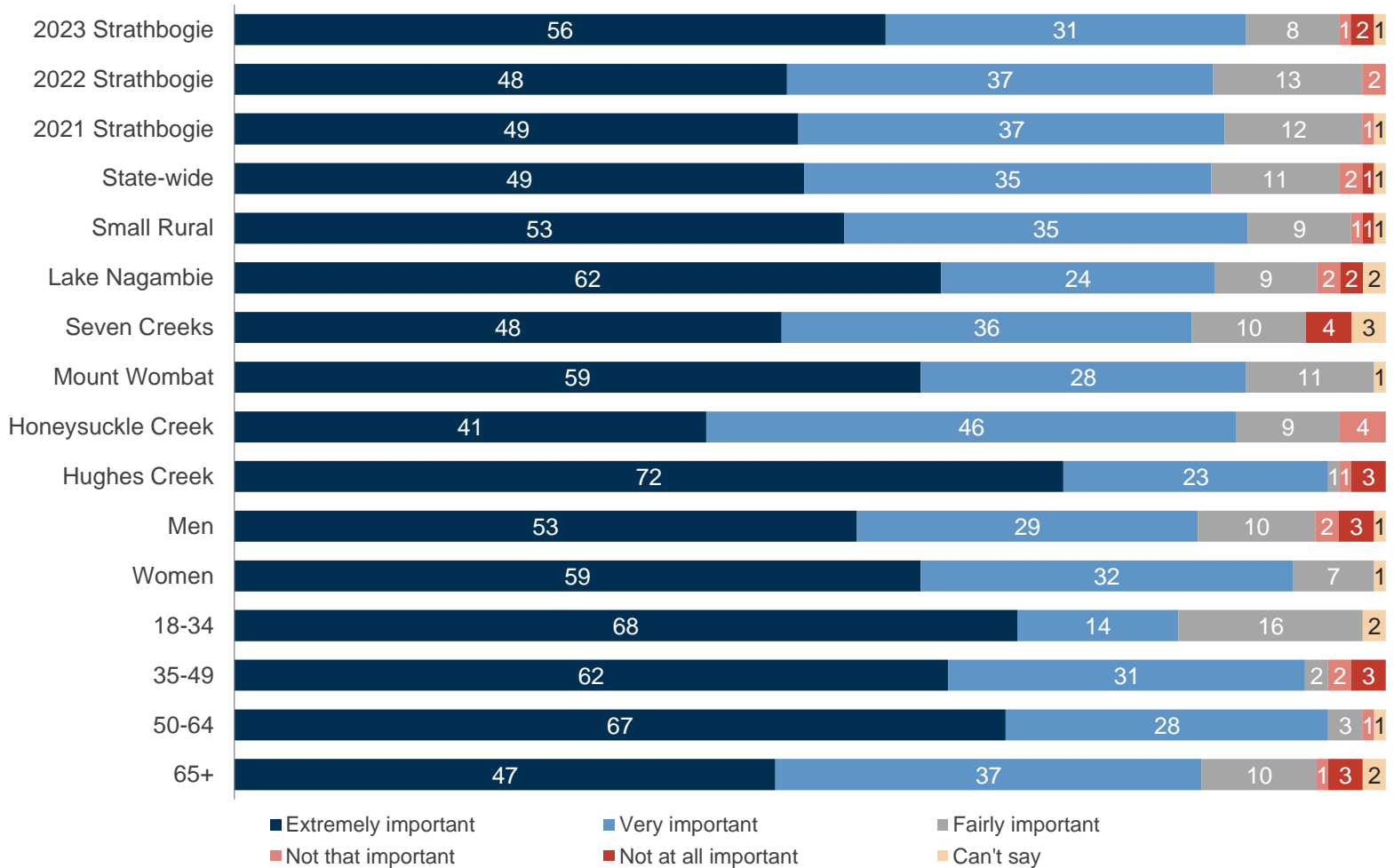
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



## 2023 unsealed roads importance (%)







# Maintenance of unsealed roads in your area performance



## 2023 unsealed roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mount Wombat	48▲	49	35	n/a	n/a	41	n/a	n/a	n/a	n/a
65+	42▲	43	46	41	44	43	n/a	n/a	n/a	n/a
Small Rural	38	42	44	43	43	40	43	44	45	n/a
State-wide	37	41	45	44	44	43	44	43	45	45
Men	37	44	43	42	44	40	n/a	n/a	n/a	n/a
Seven Creeks	36	44	43	44	46	40	n/a	n/a	n/a	n/a
Strathbogie	36	40	42	41	43	37	n/a	n/a	n/a	n/a
Hughes Creek	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	34	36	40	40	41	35	n/a	n/a	n/a	n/a
50-64	31	34	44	38	43	32	n/a	n/a	n/a	n/a
Lake Nagambie	31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	30	45	50	34	38	28	n/a	n/a	n/a	n/a
35-49	30	39	38	45	39	31	n/a	n/a	n/a	n/a
18-34	28▼	40	33	42	45	42	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: 25 Councils asked group: 10

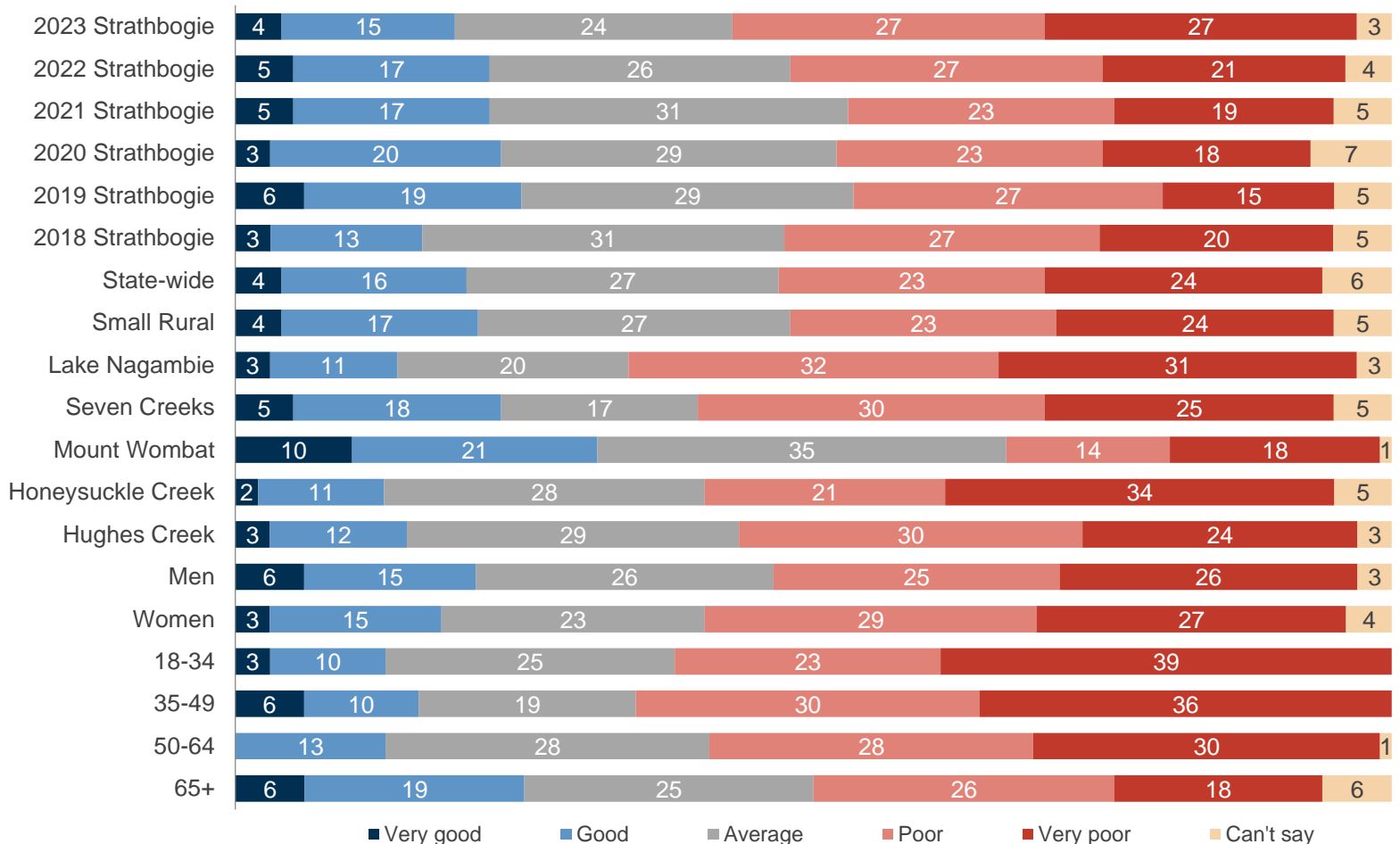
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



## 2023 unsealed roads performance (%)





# Tourism development performance



## 2023 tourism development performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Nagambie	68▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	68	64	74	69	74	n/a	n/a	n/a	n/a
Mount Wombat	64	55	47	n/a	n/a	58	n/a	n/a	n/a	n/a
Men	62	61	59	62	62	62	n/a	n/a	n/a	n/a
50-64	62	60	63	60	62	59	n/a	n/a	n/a	n/a
Strathbogie	61	62	61	62	64	63	n/a	n/a	n/a	n/a
65+	61	62	59	57	63	61	n/a	n/a	n/a	n/a
State-wide	61	60	62	62	63	63	63	63	63	64
Small Rural	61	62	63	63	66	67	67	64	63	n/a
Seven Creeks	60	59	52	57	59	62	n/a	n/a	n/a	n/a
Women	60	63	63	62	66	64	n/a	n/a	n/a	n/a
35-49	58	59	57	63	63	61	n/a	n/a	n/a	n/a
Honeysuckle Creek	56	68	60	58	65	54	n/a	n/a	n/a	n/a
Hughes Creek	55	n/a	n/a	n/a	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

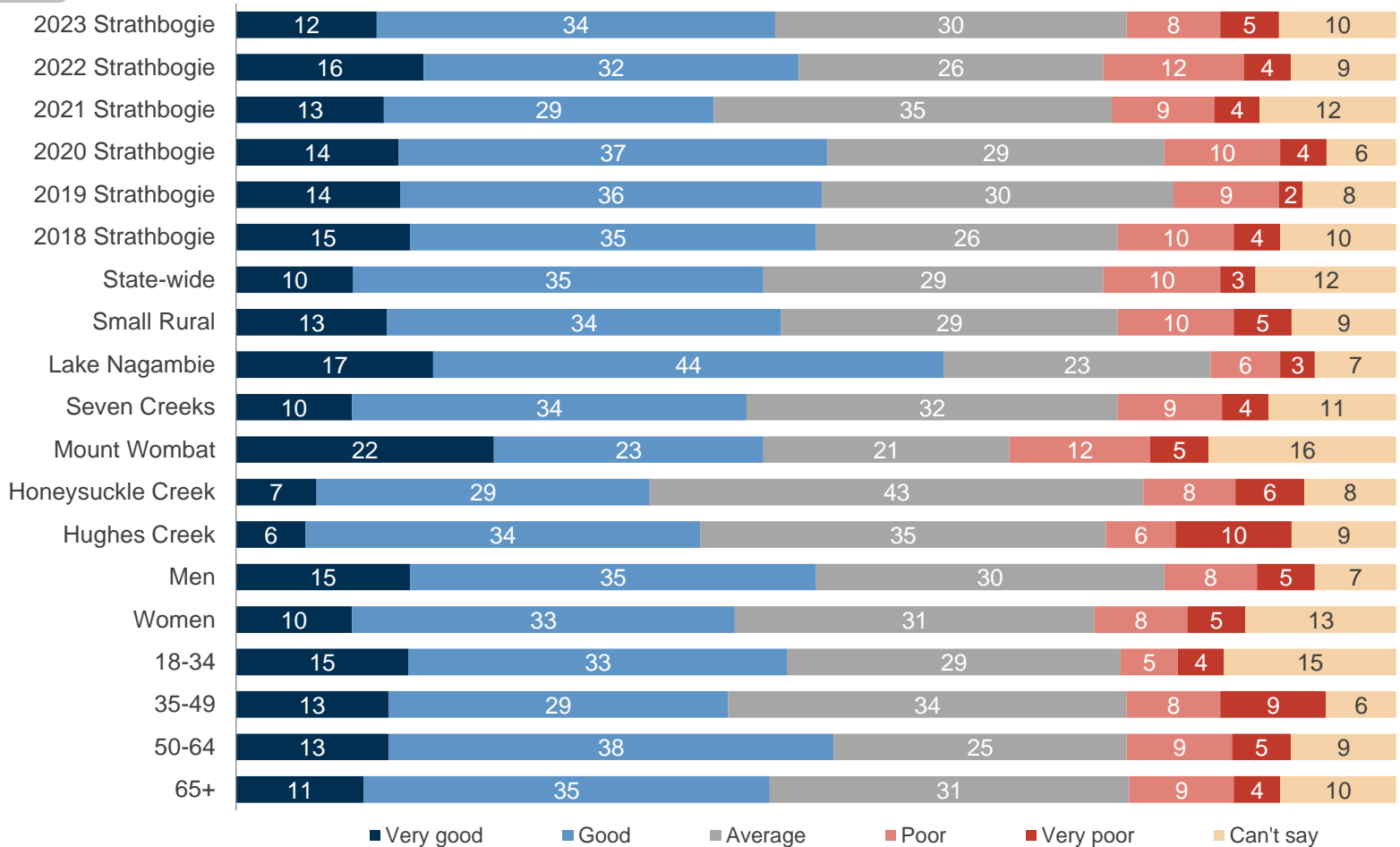
Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



2023 tourism development performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, possibly at a sporting event or festival, wearing various hats and clothing.

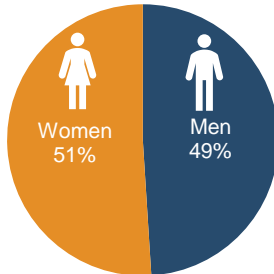
## **Detailed demographics**



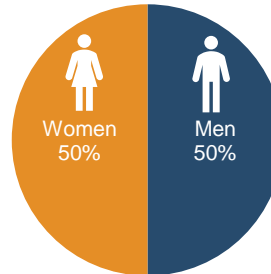
## Gender and age profile

### 2023 gender

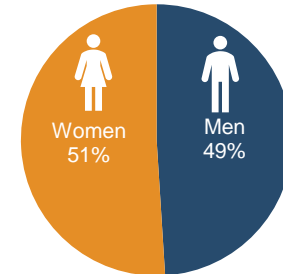
Strathbogie



Small Rural

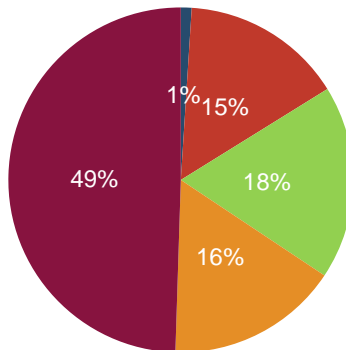


State-wide

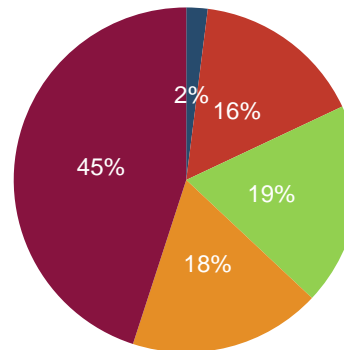


### 2023 age

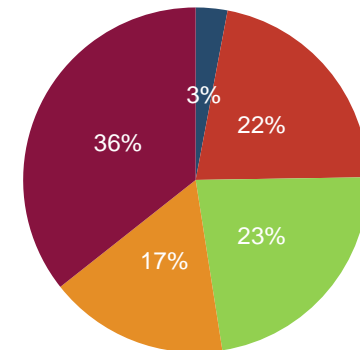
Strathbogie



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: 66 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 2023 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 9,400 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
<b>Strathbogie Shire Council</b>	400	400	+/-4.8
<b>Men</b>	197	198	+/-6.9
<b>Women</b>	203	202	+/-6.8
<b>Lake Nagambie</b>	104	101	+/-9.6
<b>Seven Creeks</b>	112	113	+/-9.2
<b>Mount Wombat</b>	59	61	+/-12.8
<b>Honeysuckle Creek</b>	56	57	+/-13.2
<b>Hughes Creek</b>	69	68	+/-11.8
<b>18-34 years</b>	45	65	+/-14.7
<b>35-49 years</b>	52	73	+/-13.7
<b>50-64 years</b>	76	66	+/-11.3
<b>65+ years</b>	227	196	+/-6.4



## Appendix A: Significant difference reporting notation

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

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

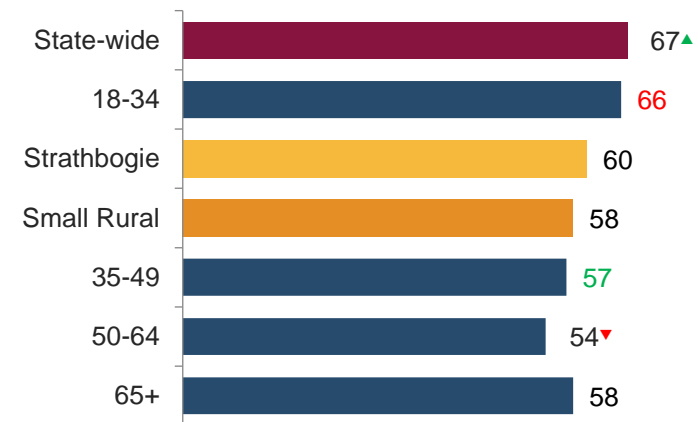
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

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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

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 across four quarters from 16<sup>th</sup> June 2022 – 19<sup>th</sup> March 2023.



## Appendix B: Analysis and reporting

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

### Council Groups

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 2023 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

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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 2012-2023 have been made throughout this report as appropriate.





## Appendix B:

### Core, optional and tailored questions

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#### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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