



2024 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

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-fifth 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 25 years

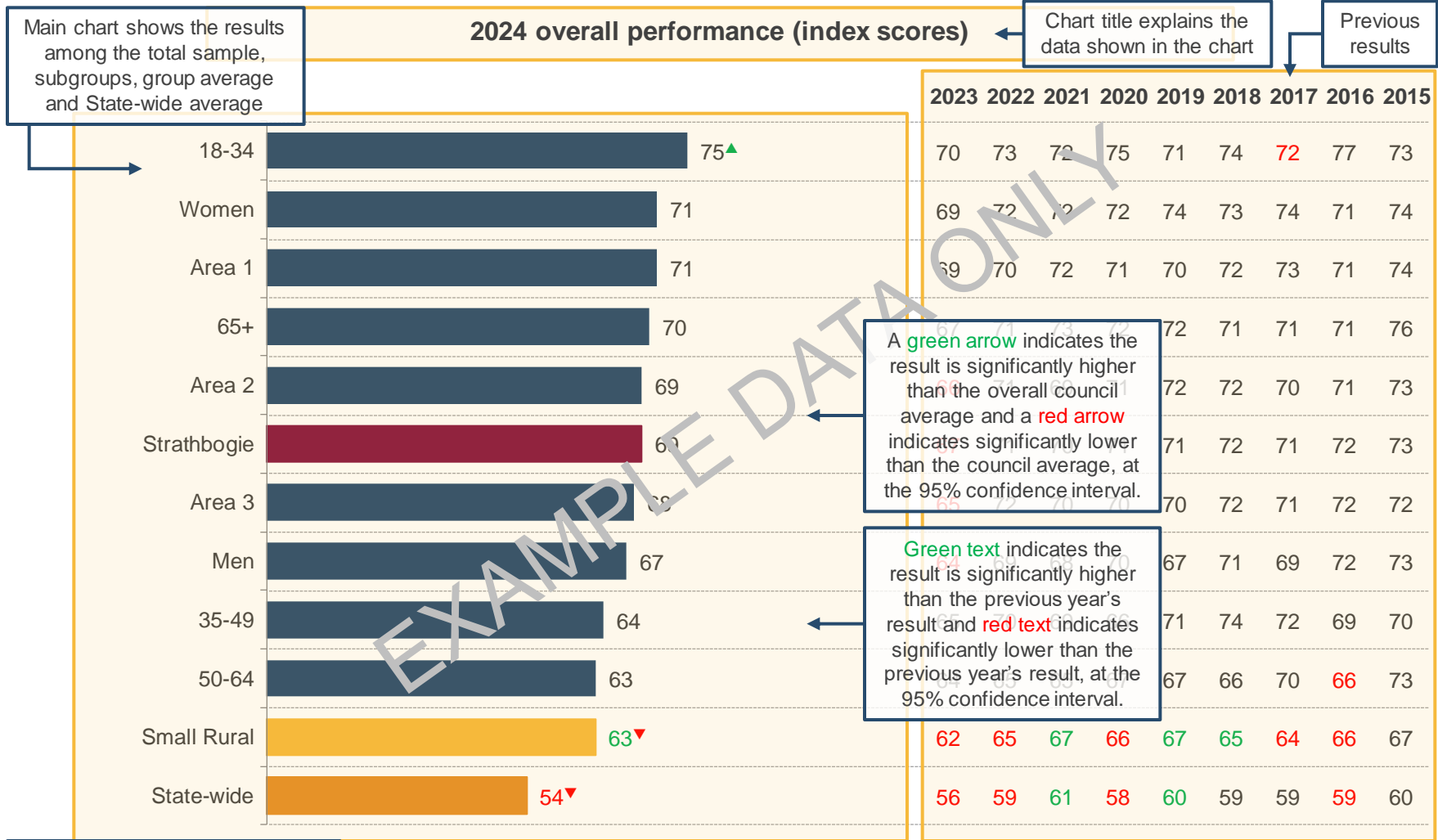
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report

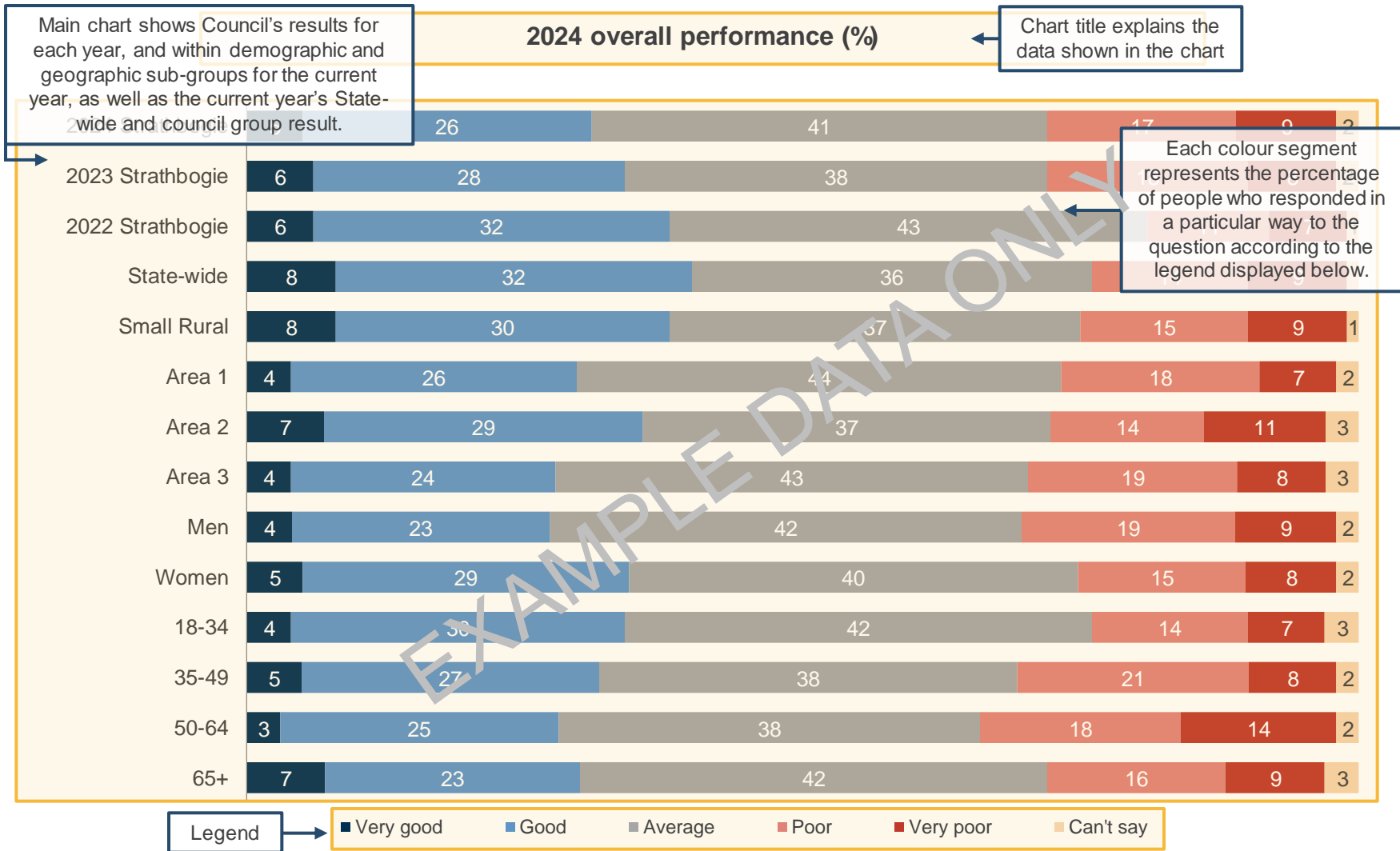


Question asked and base size(s)

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: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



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: 62 Councils asked group: 9



Key findings and recommendations



Strathbogie Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Strathbogie 36



Small Rural 53



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Appearance of public areas	⚖️ on par
	Waste management	▲ higher
	Art centres & libraries	▼ lower
Bottom 3 performing areas		
	Unsealed roads	▼ lower
	Community decisions	▼ lower
	Sealed local roads	⚖️ on par
	Customer service	⚖️ on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

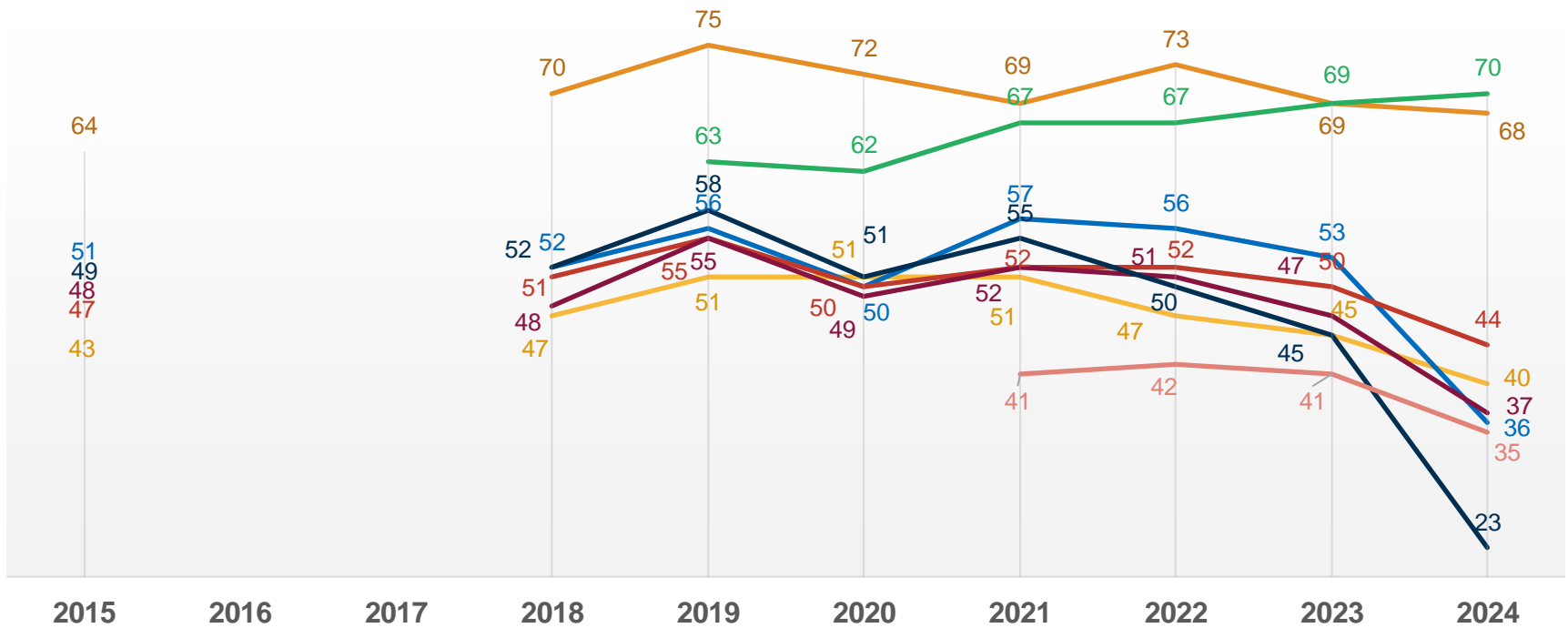
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

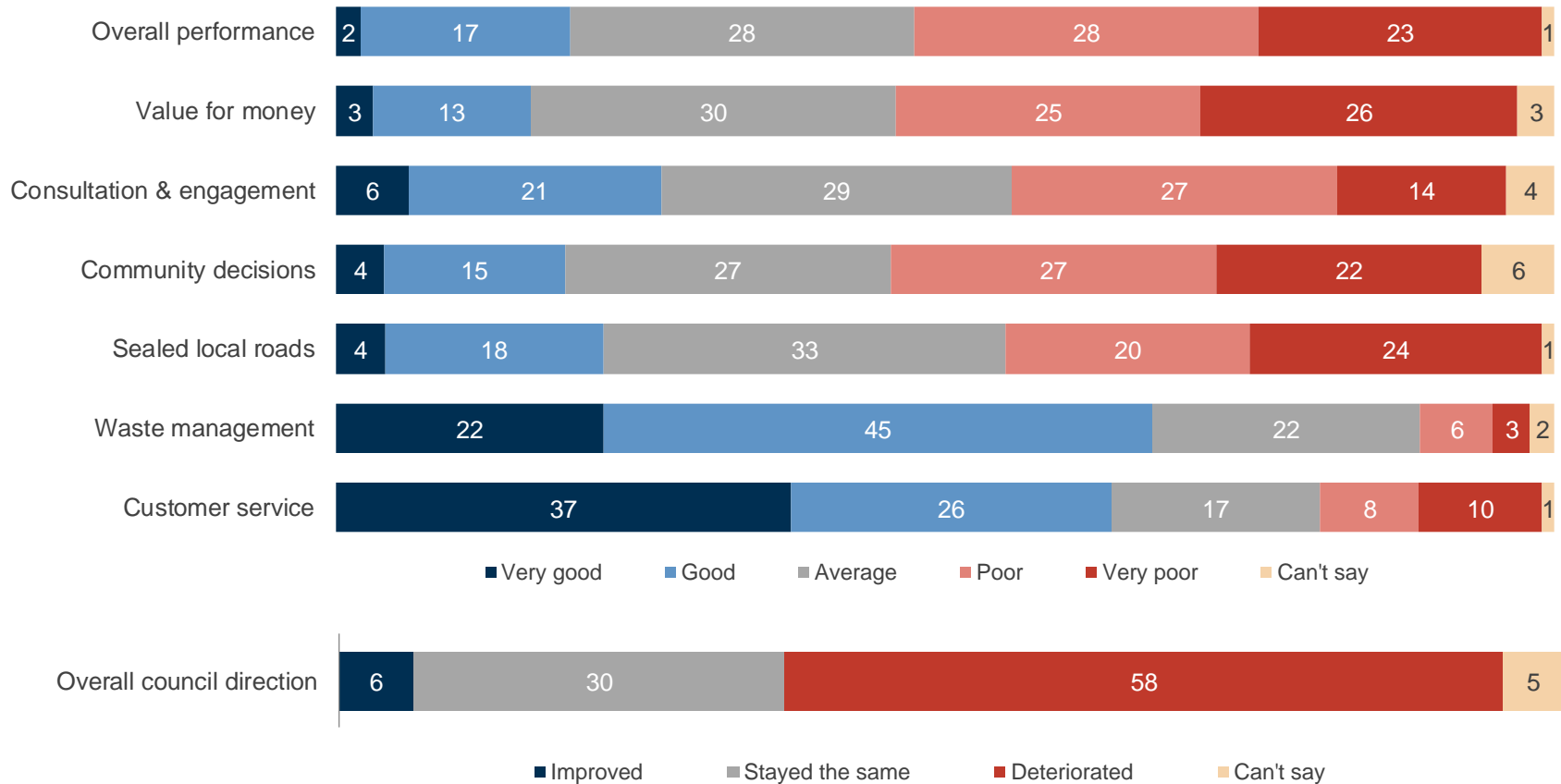
Overall Council Direction















Summary of core measures

Core measures summary results (%)












Summary of Strathbogie Shire Council performance

Services	Strathbogie 2024	Strathbogie 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	36	53	53	54	Hughes Creek residents	Mount Wombat residents
 Value for money	35	41	47	48	Seven Creeks residents	50-64 years
 Overall council direction	23	45	44	45	18-34 years	50-64 years, Honeysuckle Creek residents
 Customer service	68	69	66	67	18-34 years	Men
 Appearance of public areas	73	74	71	68	Seven Creeks residents	Hughes Creek residents
 Waste management	70	69	67	67	Seven Creeks residents	50-64 years
 Art centres & libraries	68	71	73	73	Seven Creeks residents	Lake Nagambie residents
 Recreational facilities	67	67	67	68	Seven Creeks residents	35-49 years, Lake Nagambie residents
 Enforcement of local laws	57	59	60	61	18-34 years	Seven Creeks residents
 Environmental sustainability	57	57	59	60	18-34 years	Mount Wombat residents



Summary of Strathbogie Shire Council performance

Services		Strathbogie 2024	Strathbogie 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Tourism development	57	61	61	59	18-34 years	Mount Wombat residents
	Bus/community dev./tourism	57	60	59	57	18-34 years	35-49 years
	Informing the community	49	53	56	56	18-34 years	50-64 years
	Local streets & footpaths	45	47	51	52	Lake Nagambie residents	35-49 years
	Consultation & engagement	44	50	51	51	18-34 years	Mount Wombat residents
	Lobbying	44	52	50	50	Hughes Creek residents	50-64 years
	Planning & building permits	42	47	43	45	Hughes Creek residents, 18-34 years	Honeysuckle Creek residents
	Sealed local roads	40	45	41	45	Lake Nagambie residents	50-64 years
	Community decisions	37	47	50	50	Hughes Creek residents	50-64 years
	Unsealed roads	32	36	35	36	Seven Creeks residents	Honeysuckle Creek residents



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance, value for money and overall council direction declined significantly this year and are now at their lowest levels. Perceptions of close to half of the 16 service areas evaluated have also declined significantly this year and none have shown significant improvements. This will require a concerted effort from Council to correct.

Key influences on perceptions of overall performance

Community decisions is the area that has the greatest influence on overall perceptions of Council performance and is the second-lowest performing area evaluated, with perceptions declining significantly this year. It remains Council's key priority to address. The related areas of informing the community, and community consultation and engagement should also be a priority. Environmental sustainability also has a moderate influence on overall performance perceptions – Council's relatively good performance should be maintained.

Comparison to state and area grouping

Council rates significantly lower than the Small Rural group and State-wide average for Councils in three of four core metrics (customer service is the exception). For nine of the 16 service areas evaluated, Council is rated significantly lower than the Small Rural group average – on most other areas, it is rated in line with the group. Perceptions of Council's performance exceed both group averages for waste management and exceeds the State-wide average for the appearance of public areas.

Attend to roads

Perceptions of the condition of sealed local roads and the maintenance of unsealed roads have both declined for the third year in a row, significantly so this year for sealed local roads. These are among Council's lowest performing service areas. It should be a priority for Council to reverse this trend, particularly as these areas are also a key influence on overall performance perceptions. Sealed road maintenance is also the area most commonly identified as an area of improvement for Council (by 26% of residents).

DETAILED FINDINGS



Overall performance



Overall performance

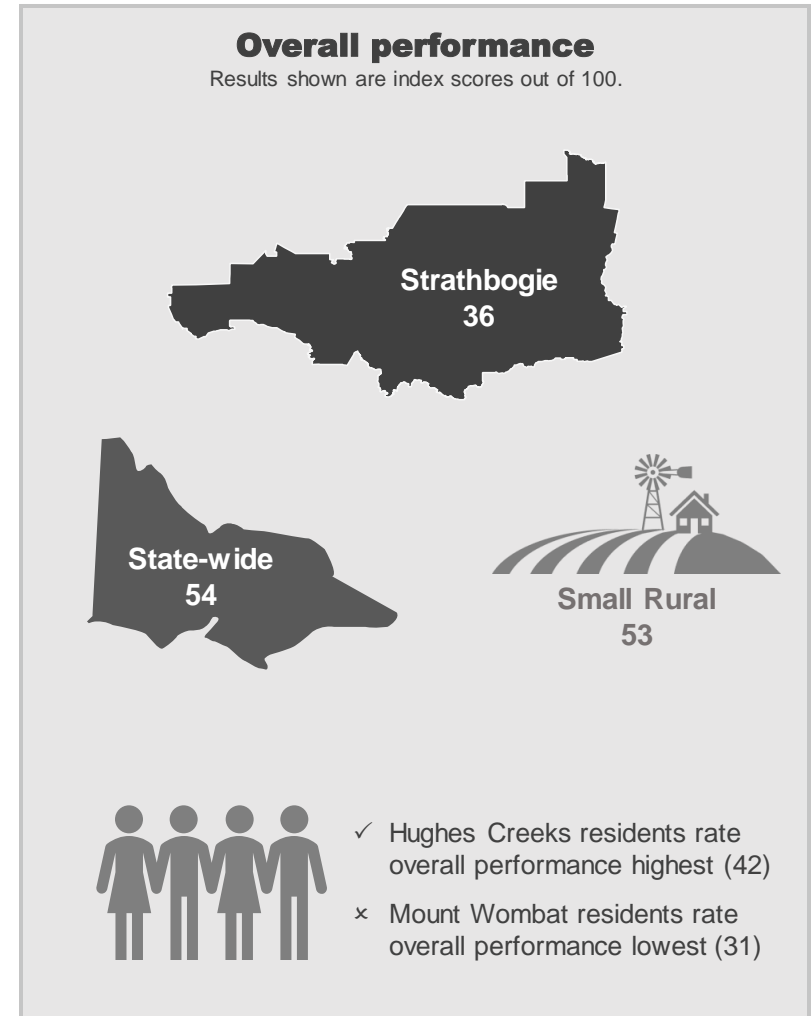
The overall performance index score of 36 for Strathbogie Shire Council represents a significant 17-point decline on the 2023 result. This is the lowest score recorded across the eight years of measurement (from 2015).

Strathbogie Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Small Rural group and the State-wide average for councils (index scores of 53 and 54 respectively).

- All but two demographic and geographic cohorts report significant falls in their perceptions of overall performance. Declines of 20 index points or more are reported by residents of Mount Wombat and Honeysuckle Creek as well as men and residents aged 65 years and older.

The value for money index score of 35 for Council has fallen a significant six points. This is significantly lower than the Small Rural or State-wide average for councils (index scores of 47 and 48 respectively).

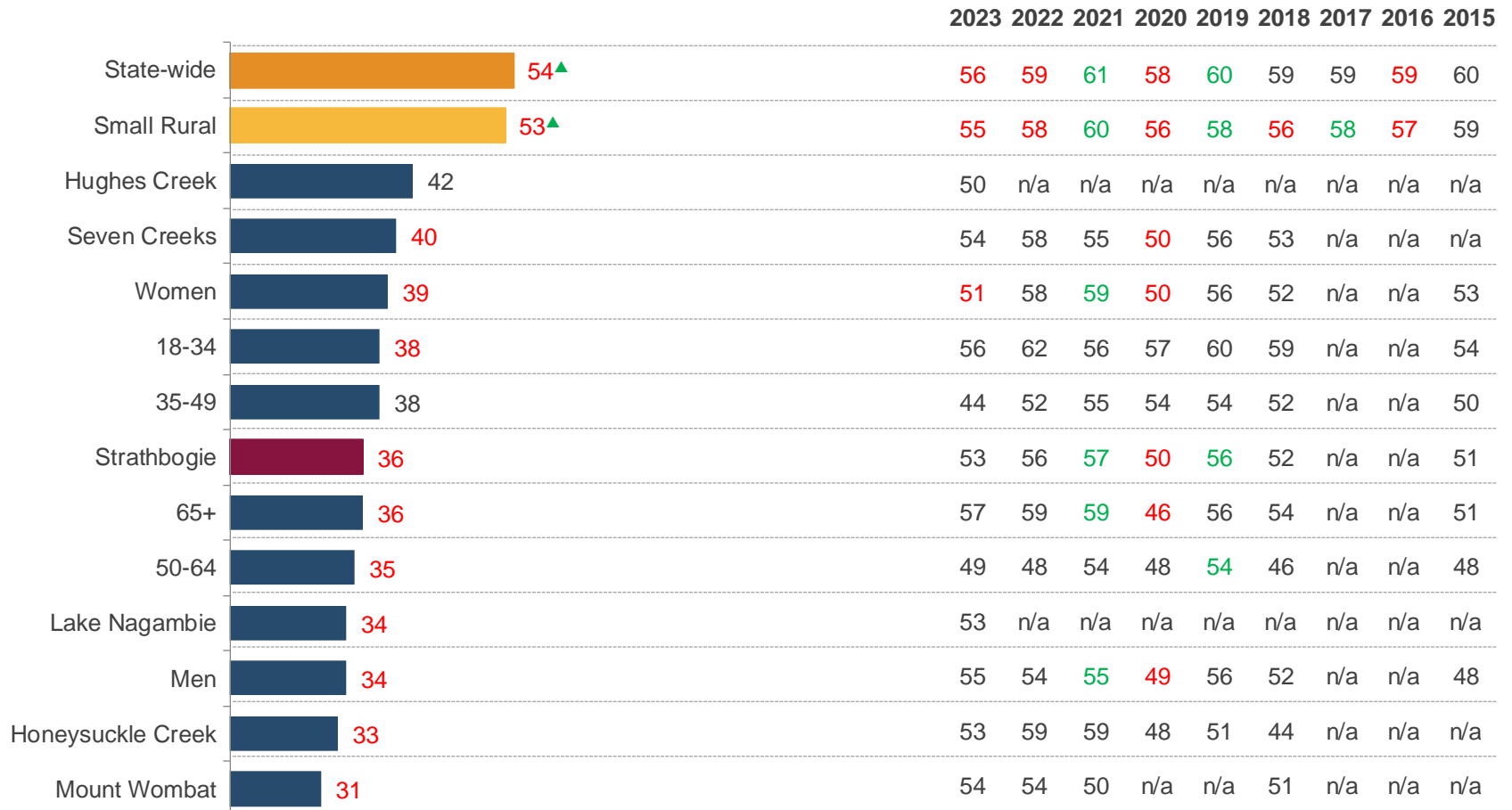
Around one in six residents (16%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Half (51%) rate Council as 'very poor' or 'poor'. A further 30% rate Council as 'average' in providing value for money.





Overall performance

2024 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?

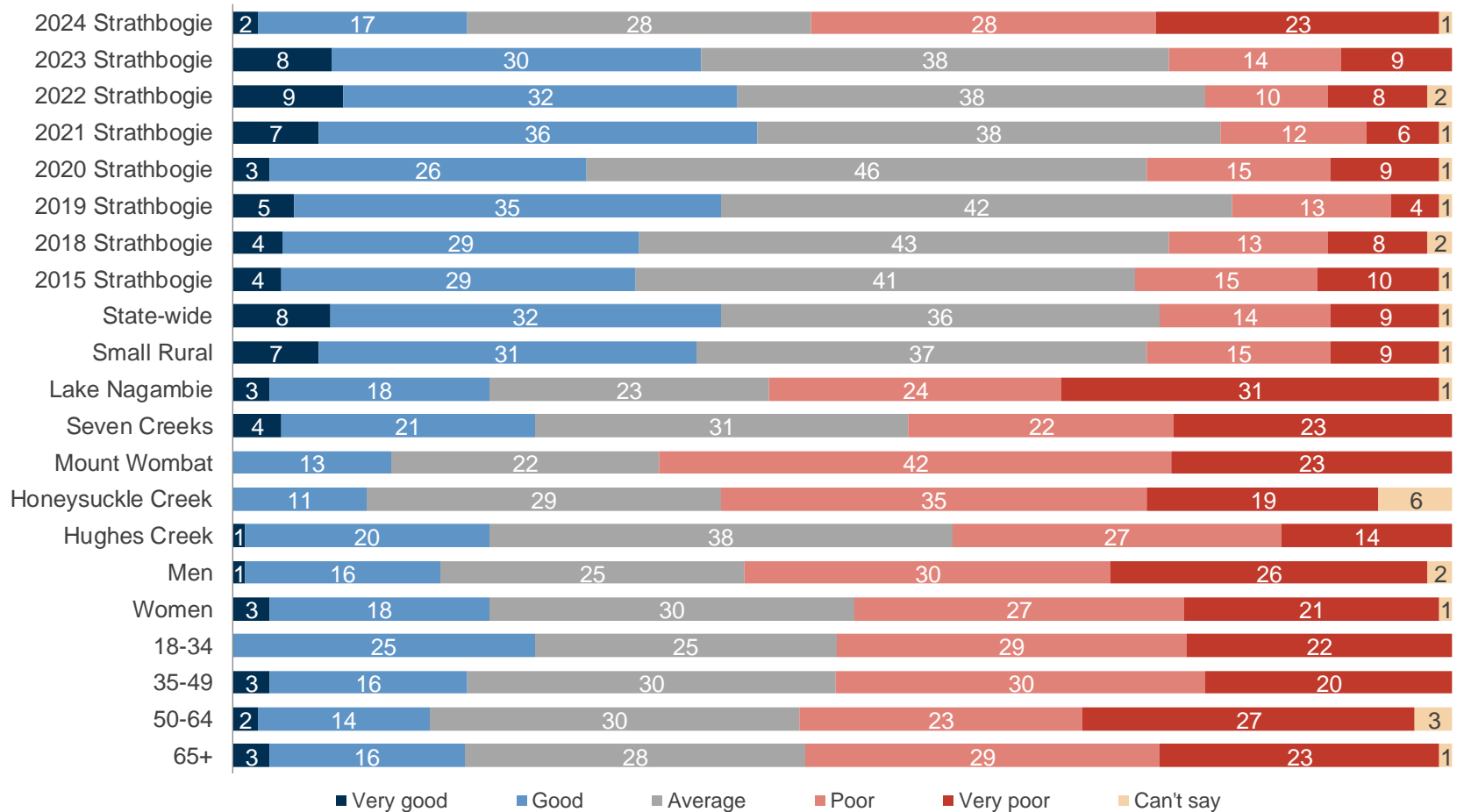
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall performance

2024 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: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48▲	49	53	54	n/a	n/a	n/a	n/a	n/a
Small Rural	47▲	49	51	52	n/a	n/a	n/a	n/a	n/a
Seven Creeks	38	41	41	43	n/a	n/a	n/a	n/a	n/a
18-34	37	39	44	42	n/a	n/a	n/a	n/a	n/a
Women	37	41	43	43	n/a	n/a	n/a	n/a	n/a
35-49	37	30	36	30	n/a	n/a	n/a	n/a	n/a
65+	36	47	46	47	n/a	n/a	n/a	n/a	n/a
Hughes Creek	35	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	35	42	50	51	n/a	n/a	n/a	n/a	n/a
Strathbogie	35	41	42	41	n/a	n/a	n/a	n/a	n/a
Men	33	42	40	39	n/a	n/a	n/a	n/a	n/a
Mount Wombat	33	41	41	34	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	32	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	29	39	36	39	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?

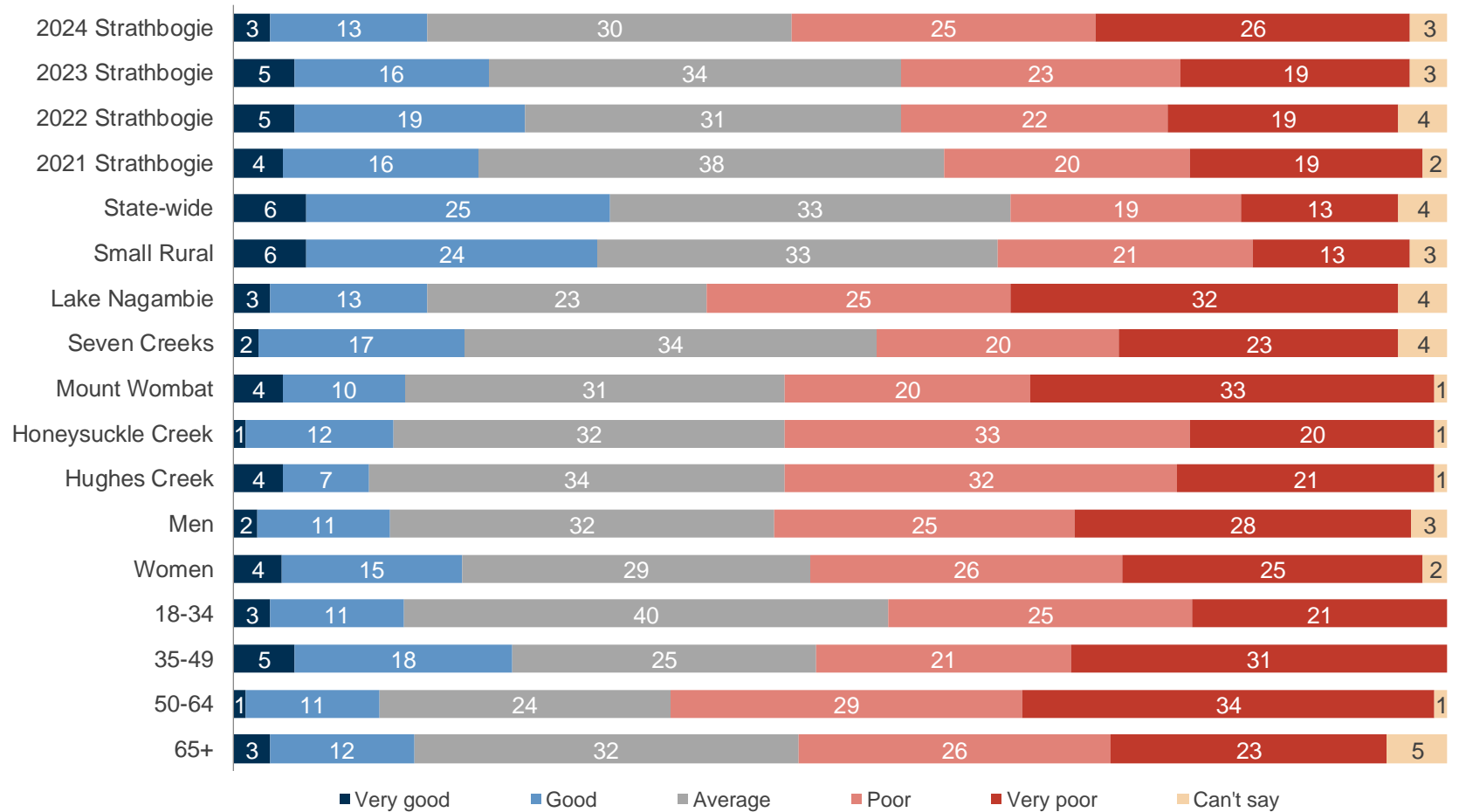
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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



Value for money in services and infrastructure

2024 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: 61 Councils asked group: 19



Top performing service areas

Appearance of public areas (index score of 73) is the area where Council performed best in 2024.

Perceptions of this service area have been stable over the four years that it has been measured.

- Council performs in line with the Small Rural group average and significantly higher than the State-wide average in this service area.
- Residents of Hughes Creek (index score of 66) rate Council significantly lower than average. This is the only cohort where perceptions of Council's performance on the appearance of public areas declined significantly this year.

Waste management is Council's next highest rated service area (index score of 70), achieving the highest score for this service areas since measurement began in 2019.

- Council performs significantly above both the Small Rural group and the State-wide averages here.

Art centres and libraries (index score of 68) is Council's next top performing service area.

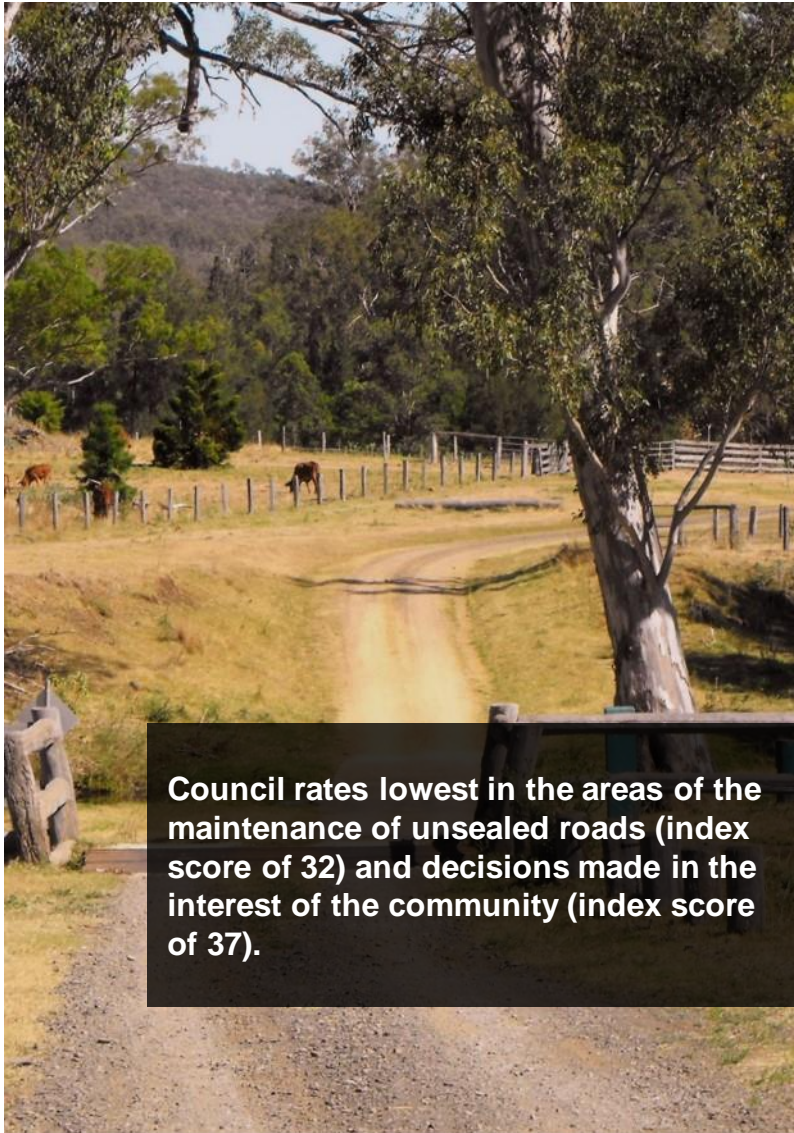
- Residents in Seven Creeks (index score of 73) rate Council significantly higher than average on this service area, while residents from Lake Nagambie give a significantly lower than average score (61).



Appearance of public areas (index score of 73) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of the maintenance of unsealed roads (index score of 32) and decisions made in the interest of the community (index score of 37).

Council rates lowest in the areas of unsealed roads (index score of 32), community decisions (index score of 37) and sealed local roads (index score of 40). The latter two measures fell significantly in 2024.

- Council rates significantly lower than State-wide and Small Rural group averages for both unsealed roads and community decisions.

Index scores for the maintenance of unsealed roads have fallen incrementally (but not significantly) every year since 2021. Results in this service area differ by location.

- Residents in Seven Creeks (index score of 40) rate unsealed roads significantly higher than average. Honeysuckle Creek residents (23) rate Council significantly lower than average. This suggests a need to focus on the Honeysuckle Creek area in the first instance.

Sealed local roads are rated at their lowest level in a decade. Here, perceptions across the locations do not differ significantly from the Council average.

- Sealed road maintenance is however most frequently identified as the area where Council needs to improve its performance (by 26% of residents). Notwithstanding this, Council rates in line with the Small Rural group average.



Individual service area performance

2024 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Appearance of public areas	73	74	73	74	n/a	n/a	n/a	n/a	n/a
Waste management	70	69	67	67	62	63	n/a	n/a	n/a
Art centres & libraries	68	71	67	67	n/a	n/a	n/a	n/a	n/a
Recreational facilities	67	67	68	65	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	57	59	57	61	59	59	56	n/a	n/a
Environmental sustainability	57	57	59	57	56	n/a	n/a	n/a	n/a
Tourism development	57	61	62	61	62	64	63	n/a	n/a
Bus/community dev./tourism	57	60	60	59	n/a	n/a	n/a	n/a	n/a
Informing the community	49	53	55	56	55	59	55	n/a	n/a
Local streets & footpaths	45	47	47	52	46	48	46	n/a	n/a
Consultation & engagement	44	50	52	52	50	55	51	n/a	n/a
Lobbying	44	52	54	51	50	54	48	n/a	n/a
Planning & building permits	42	47	44	51	n/a	n/a	n/a	n/a	n/a
Sealed local roads	40	45	47	51	51	51	47	n/a	n/a
Community decisions	37	47	51	52	49	55	48	n/a	n/a
Unsealed roads	32	36	40	42	41	43	37	n/a	n/a

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

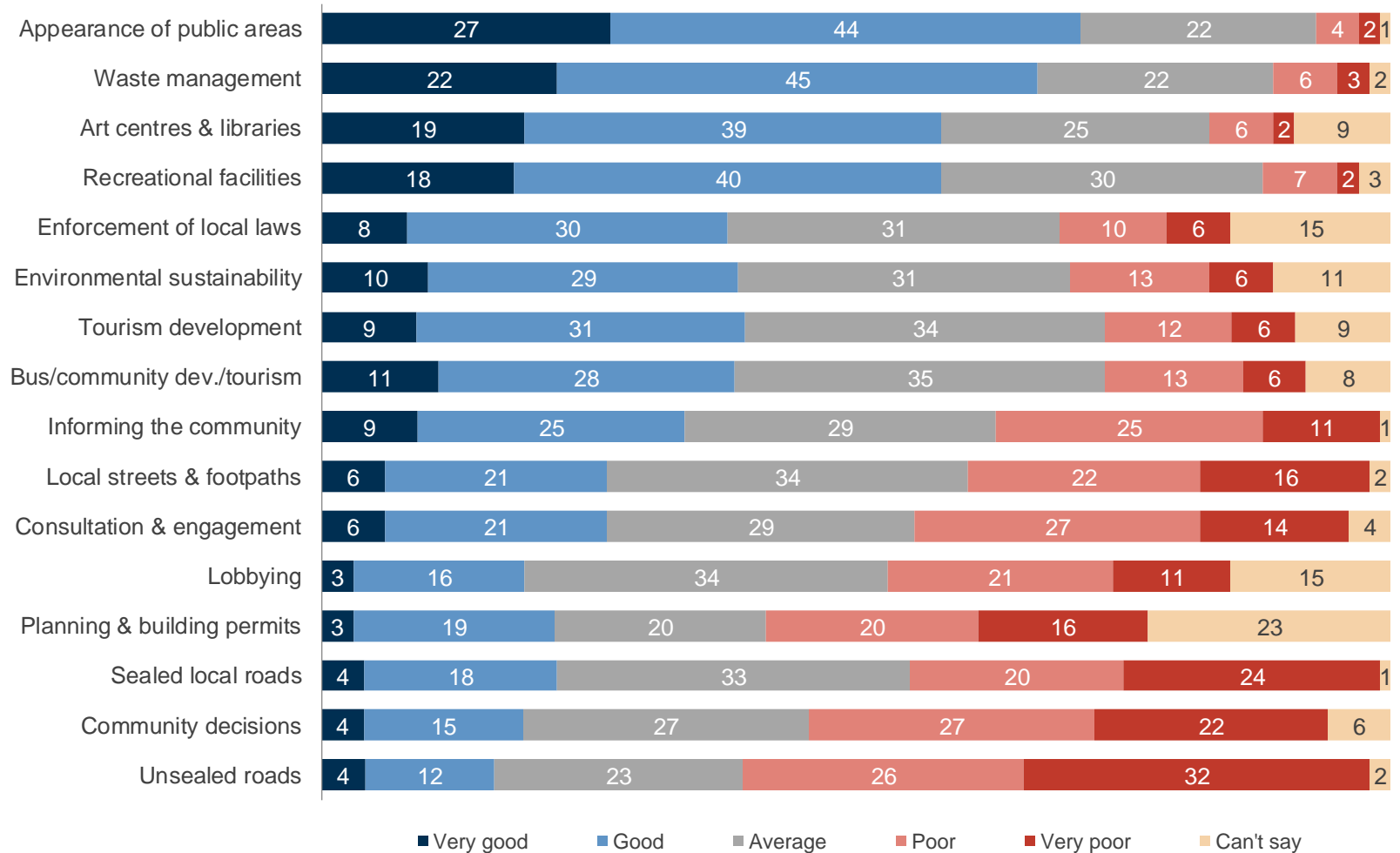
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Individual service area importance

2024 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Unsealed roads	86	85	83	84	n/a	n/a	n/a	n/a	n/a
Sealed local roads	86	84	83	83	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	80	80	81	78	n/a	n/a	n/a	n/a	n/a
Waste management	79	77	79	78	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	77	77	78	75	n/a	n/a	n/a	n/a	n/a
Informing the community	77	75	77	76	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	72	76	75	n/a	n/a	n/a	n/a	n/a
Planning & building permits	73	73	75	71	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	73	74	74	n/a	n/a	n/a	n/a	n/a
Lobbying	69	67	71	68	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	67	67	70	73	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	66	66	67	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	60	61	65	63	n/a	n/a	n/a	n/a	n/a

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

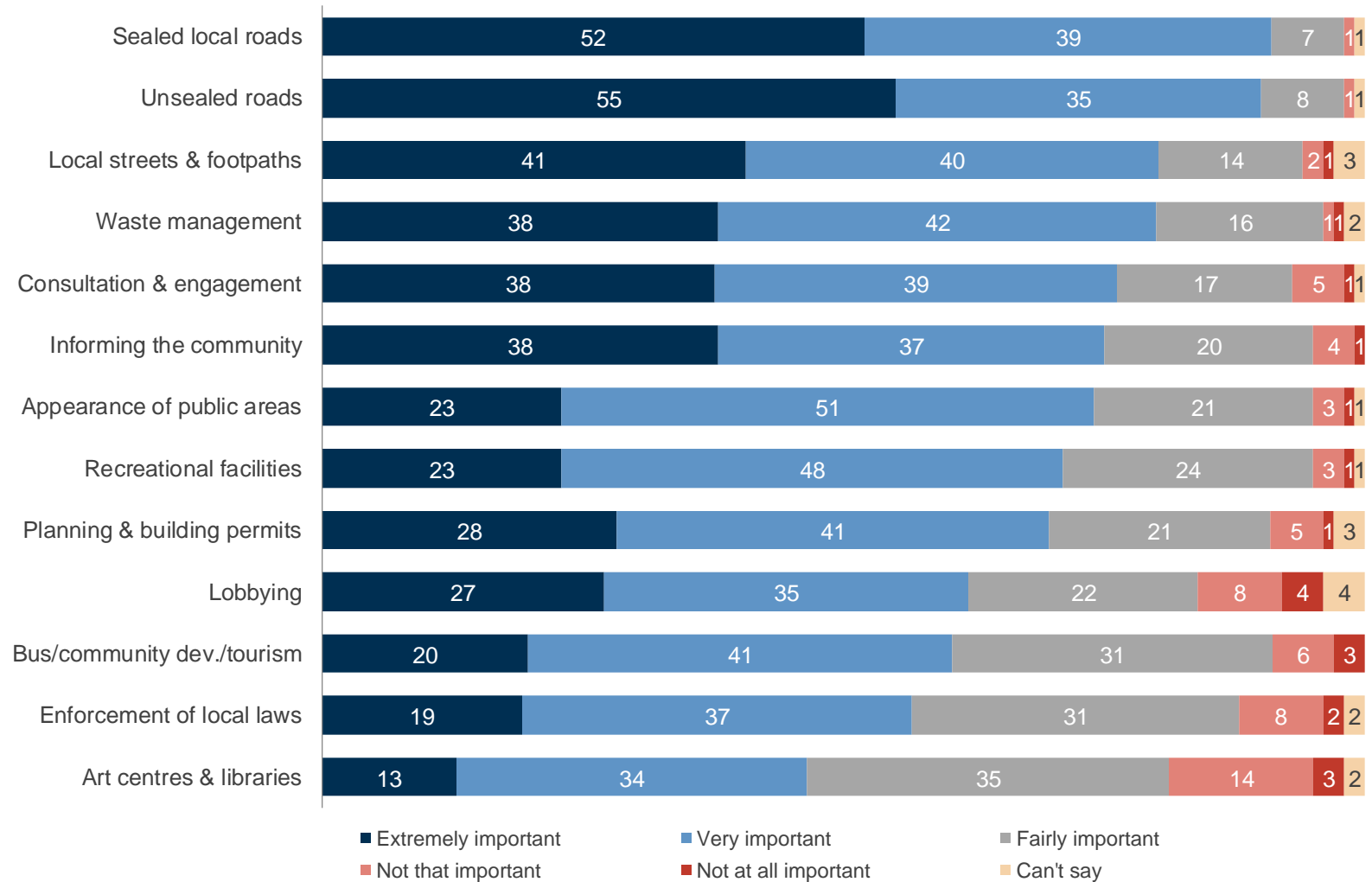
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6

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



Individual service area importance

2024 individual service area importance (%)

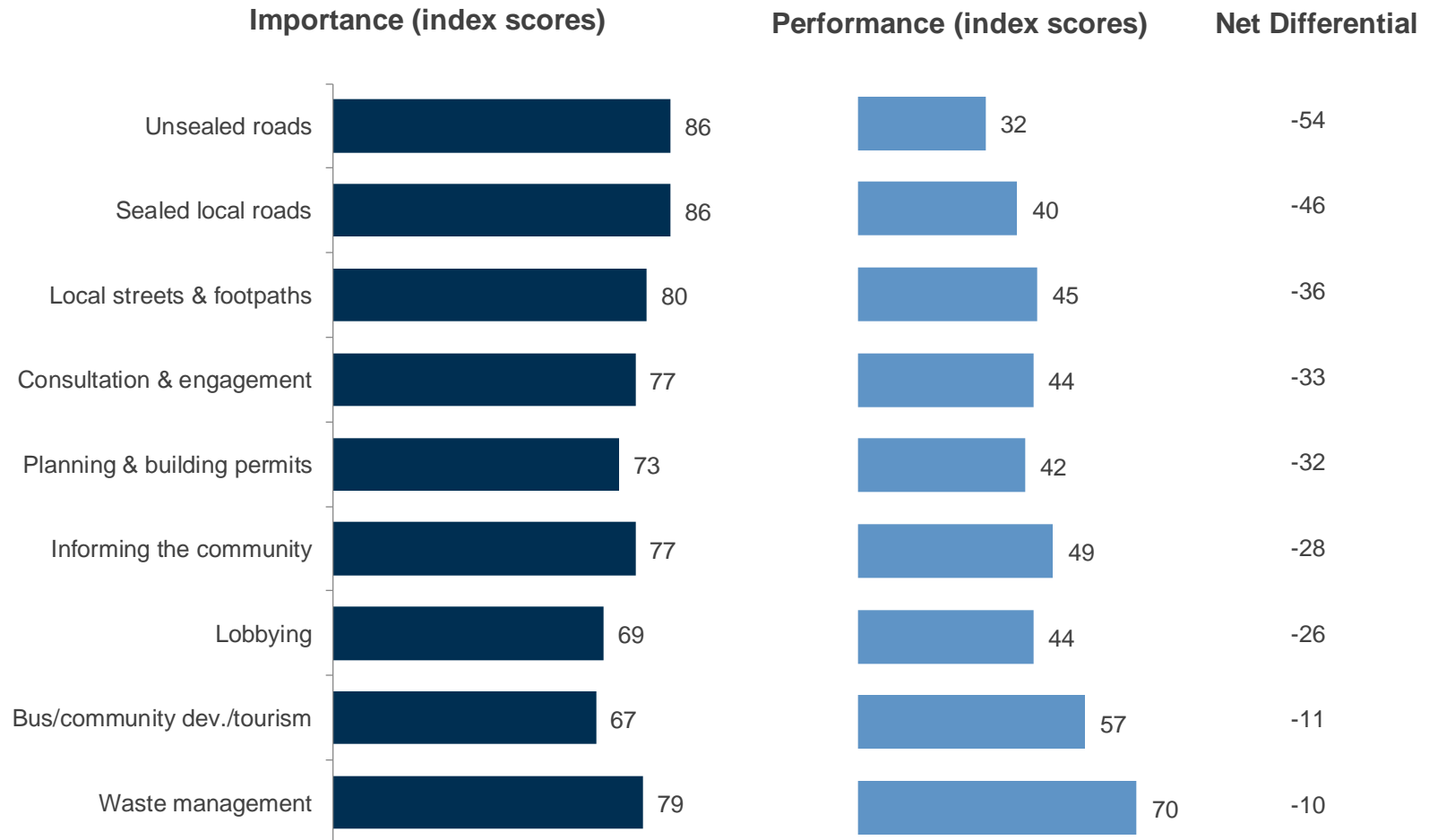


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6



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 performance. Currently, this is among Council's poorer performing areas (index score of 37).

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

- The condition of sealed local roads
- Informing the community
- Environmental sustainability
- Community consultation and engagement
- Maintenance of unsealed roads.

Looking at these key service areas only, Council is performing well on environmental sustainability (index score of 57), which is a moderate influence on the overall performance rating.

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

In addition to Council's decision making, most in need of attention is its poorly rated performance on unsealed roads, sealed local roads, community consultation and informing the community (index scores of 32, 40, 44 and 49 respectively). Performance in these areas has a more moderate influence on overall perceptions of Council performance.

It will be important to attend to the maintenance of Council roads, and to ensure residents are kept well informed and consulted by Council on key local issues, policies and initiatives, to improve overall perceptions of performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

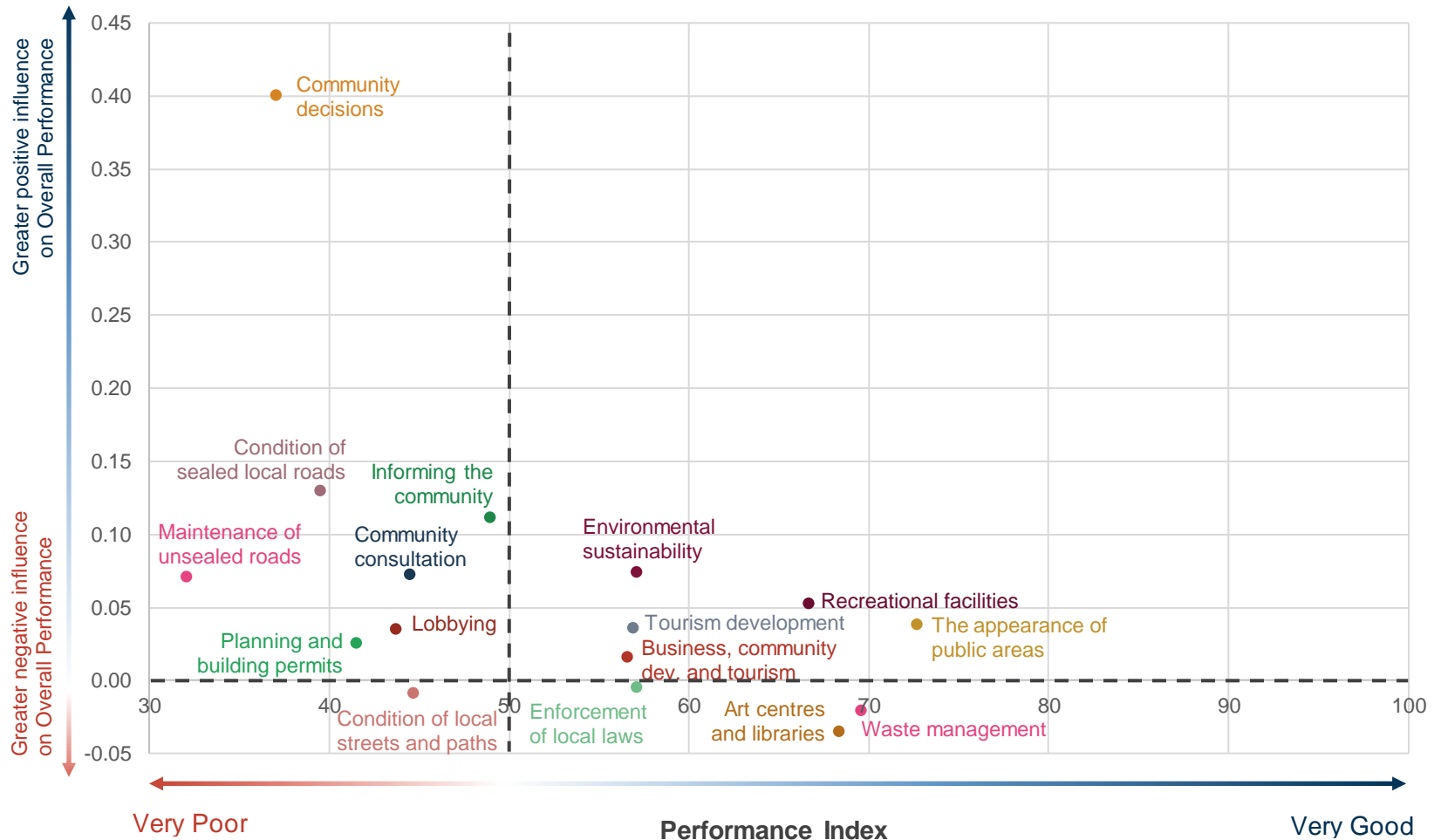
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2024 regression analysis (all service areas)

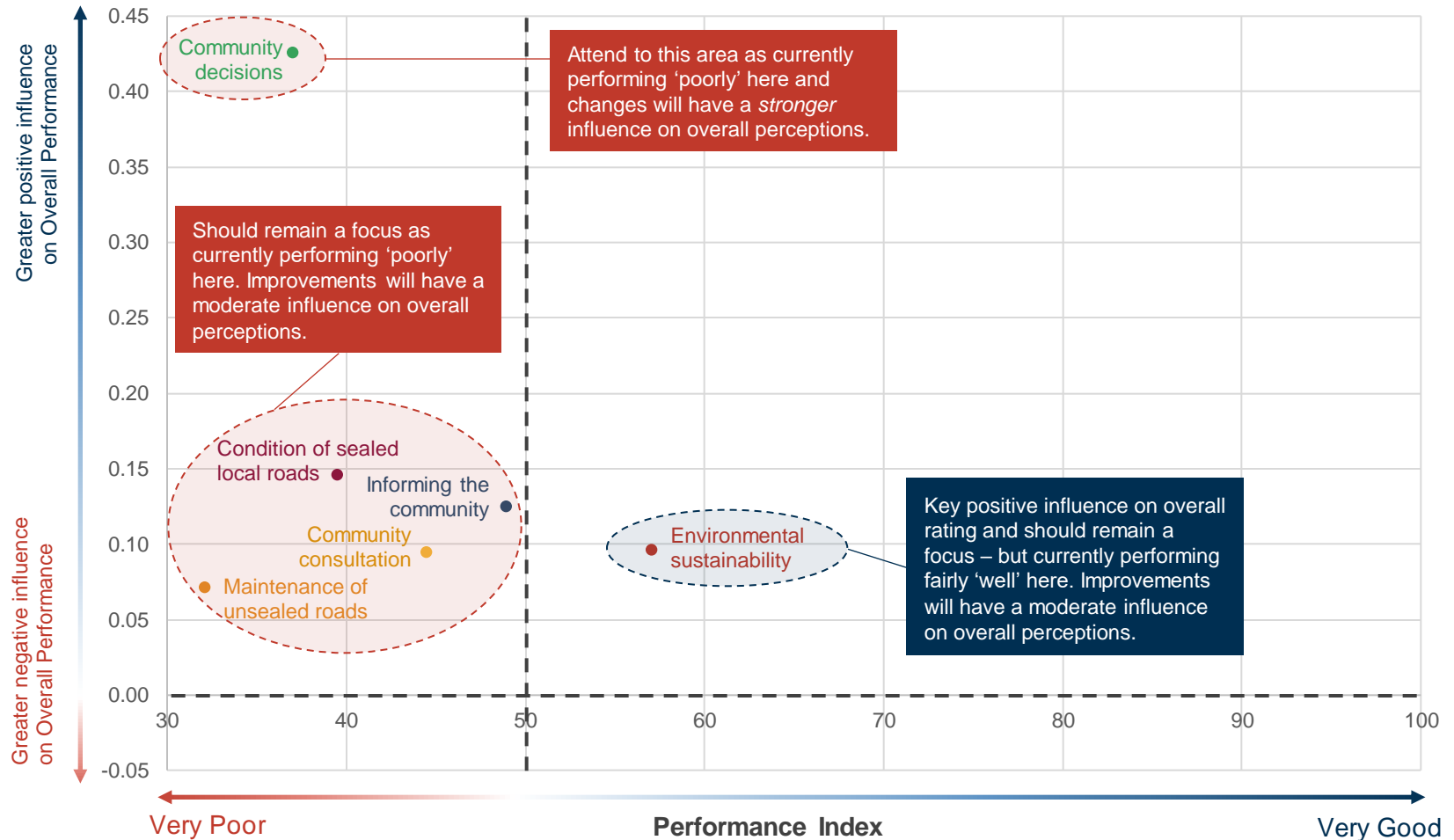


The multiple regression analysis model above (all service areas) has an R^2 value of 0.547 and adjusted R^2 value of 0.528, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 28.93$. 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

2024 regression analysis (key service areas)



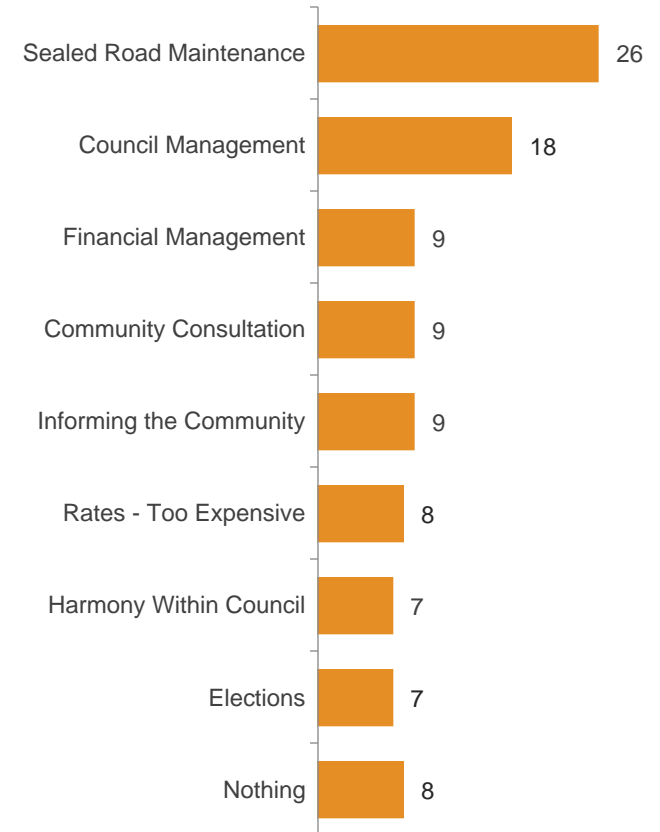
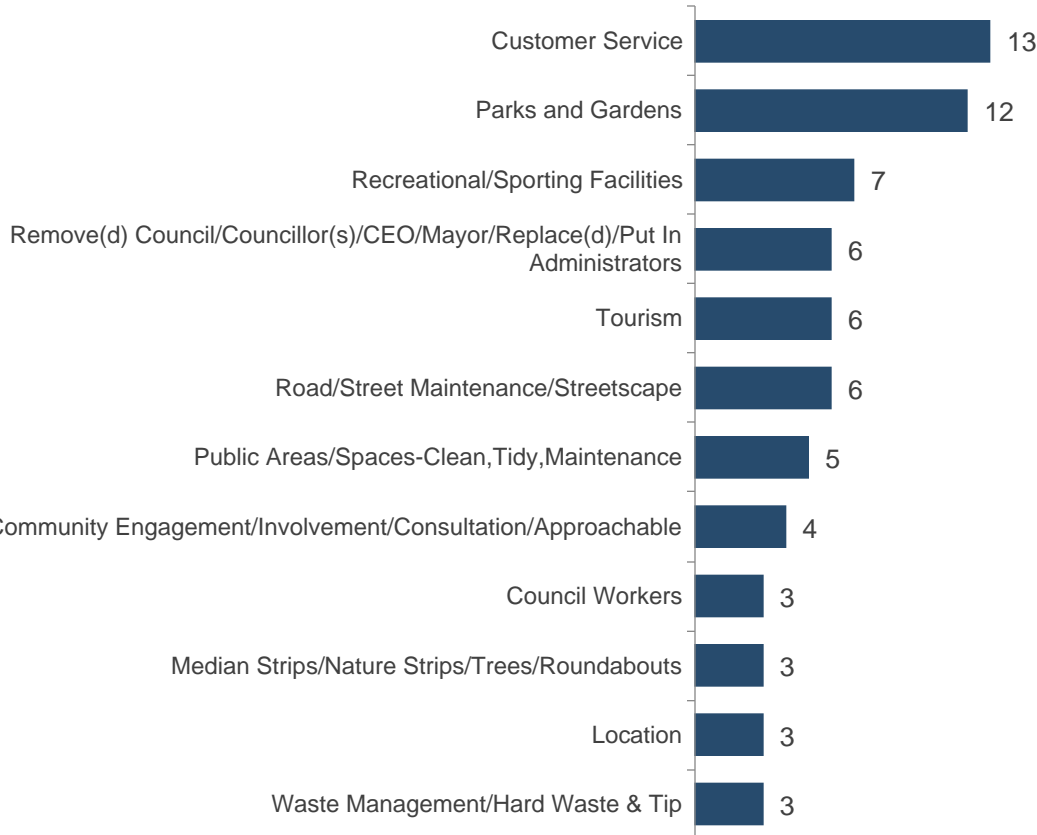
The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.538 and adjusted R^2 value of 0.531, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 76.30$.



Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -

2024 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: 31 Councils asked group: 8

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

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

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

Two thirds of Council residents (66%) have had contact with Council in the last 12 months. Rate of contact has been relatively stable over time.

- Contact is significantly higher than average among residents aged 35 to 49 years and significantly lower among residents aged 18 to 34 years.
- The top three methods of contacting Council are telephone (40%), in person (35%) or email (26%) and remain virtually unchanged from 2023.



Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 37% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 68 is one (not significant) point lower than 2023.

Customer service is rated in line with the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

- Residents of Honeysuckle Creek, who report a significant increase in their rate of contact (from 55% in 2023 to 73% in 2024) report the second lowest level of satisfaction with customer service (index score of 64), although this is not significantly lower than Council's average.

Nearly two thirds of residents (63%) provide a positive customer service rating of 'very good' or 'good'. Just 18% provide a rating of 'very poor' or 'poor'.

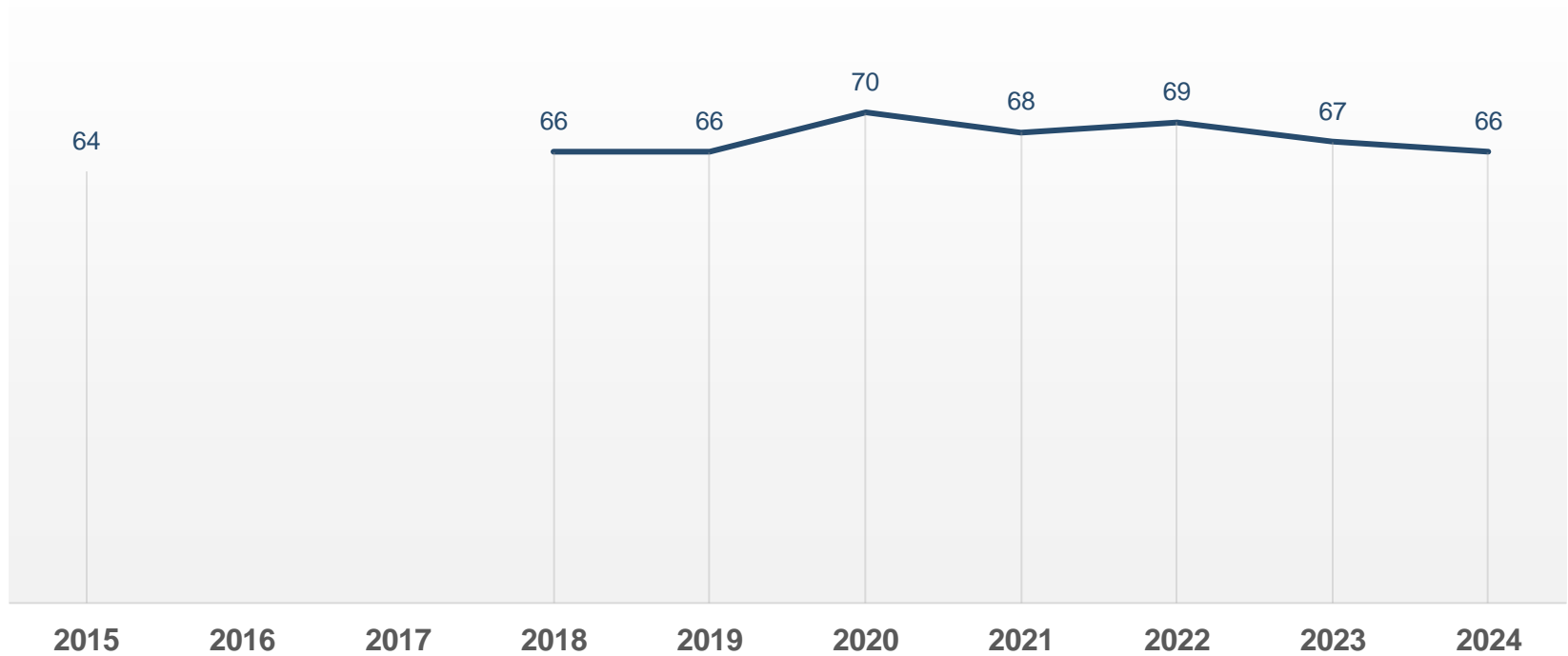
Among the three most used contact methods, customer service index scores are not significantly different from 2023.

- For contact in person or by telephone the customer service index scores are 74 and 73 respectively.
- Those contacting Council by email provide a customer service rating index score of 55. This would suggest that attention be first focused on email service interactions.



Contact with council

2024 contact with council (%)
Have had contact

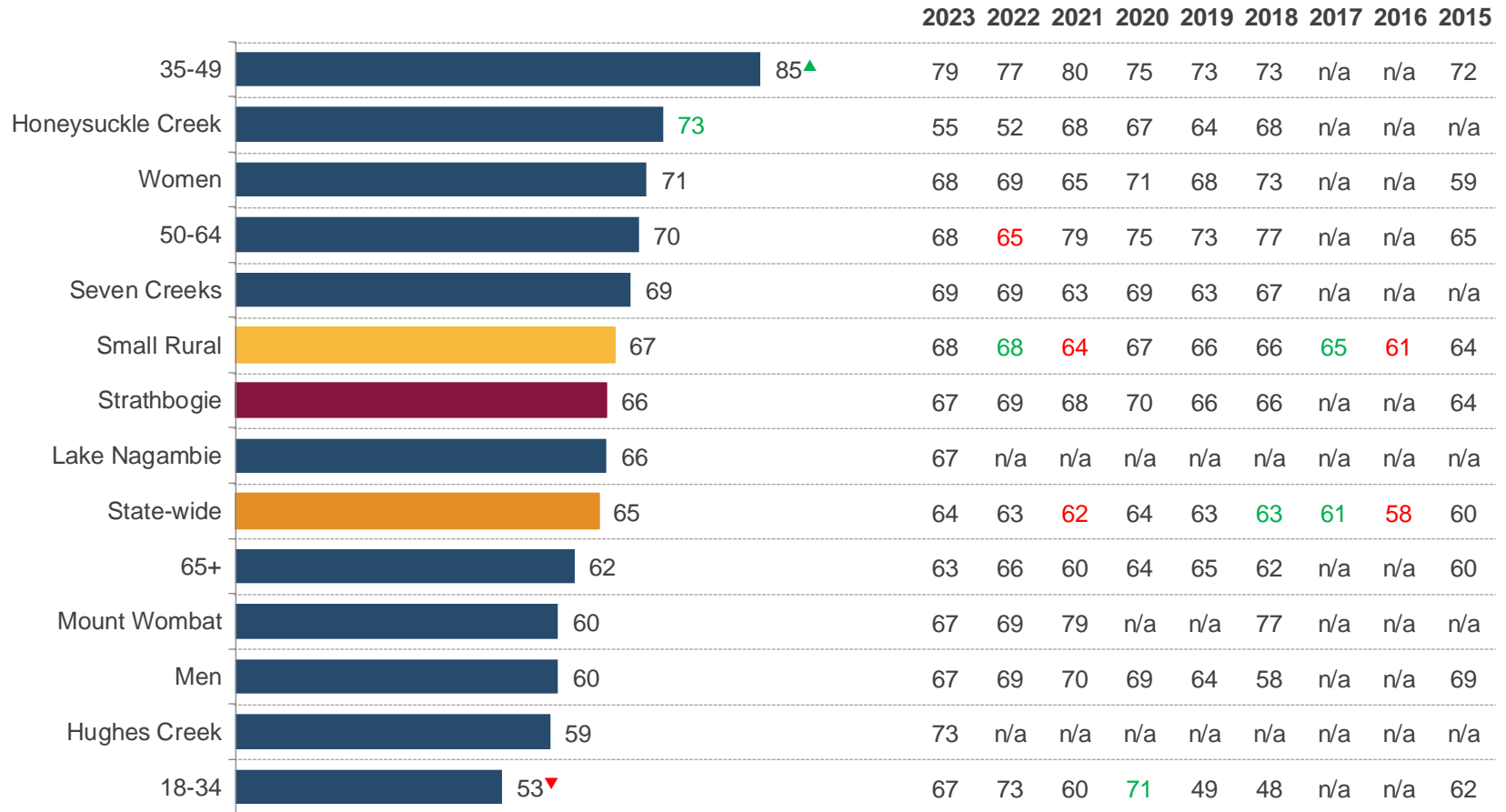


Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4



Contact with council

2024 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: 26 Councils asked group: 4

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



Customer service rating

2024 customer service rating (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	73	73	79	62	78	81	69	n/a	n/a	50
Women	72	71	77	71	73	78	71	n/a	n/a	69
Mount Wombat	70	64	72	74	n/a	n/a	67	n/a	n/a	n/a
Lake Nagambie	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	70	73	73	68	72	70	n/a	n/a	69
Strathbogie	68	69	73	69	72	75	70	n/a	n/a	64
Seven Creeks	68	68	71	72	72	75	68	n/a	n/a	n/a
State-wide	67	67	68	70	70	71	70	69	69	70
35-49	67	64	78	63	78	77	70	n/a	n/a	63
Small Rural	66	65	67	69	70	70	69	69	69	70
50-64	65	70	61	72	68	75	69	n/a	n/a	68
Honeysuckle Creek	64	71	71	71	77	75	65	n/a	n/a	n/a
Men	63	67	69	66	70	71	68	n/a	n/a	60

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.

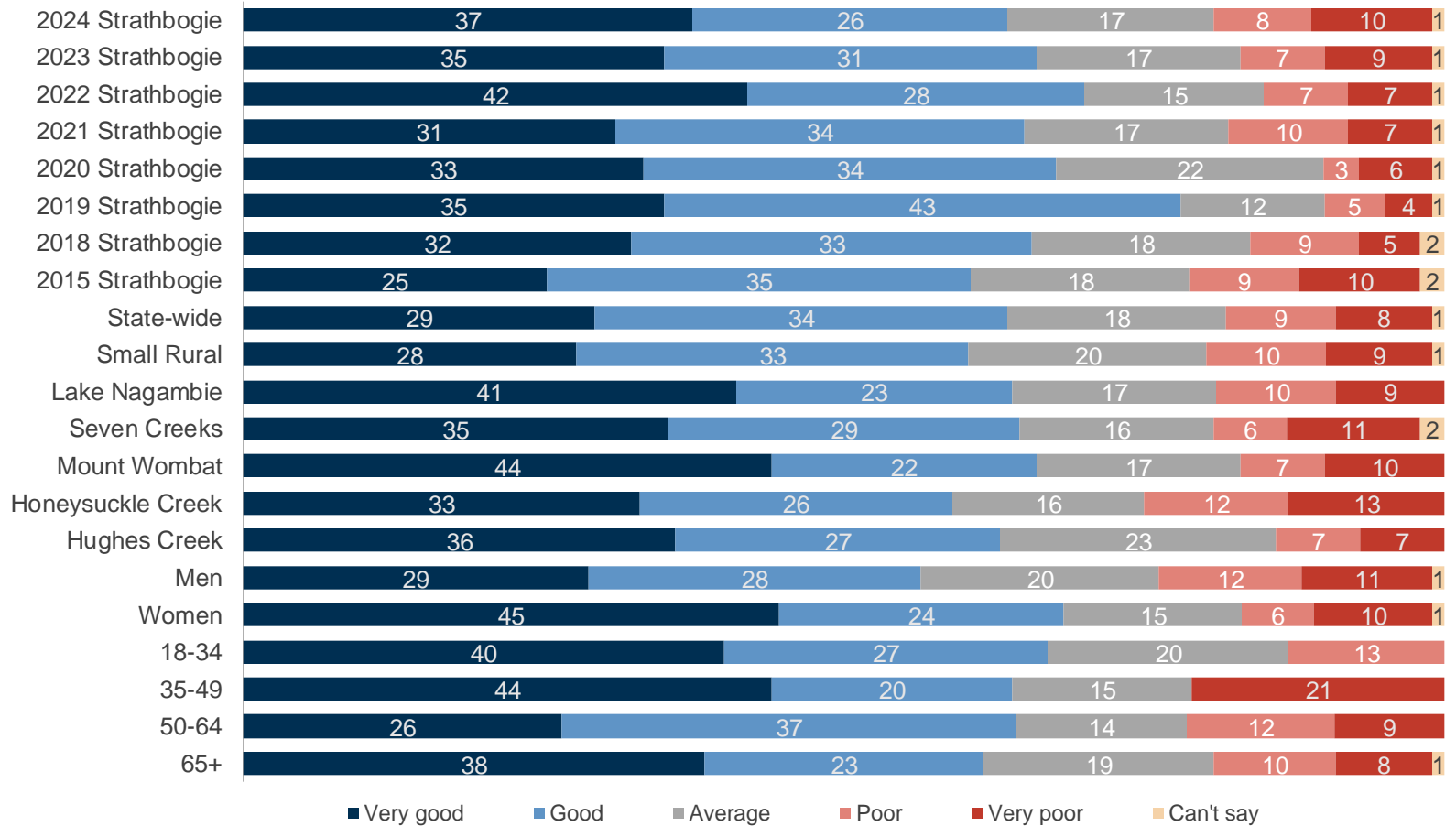
Councils asked State-wide: 62 Councils asked group: 19

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



Customer service rating

2024 customer service rating (%)

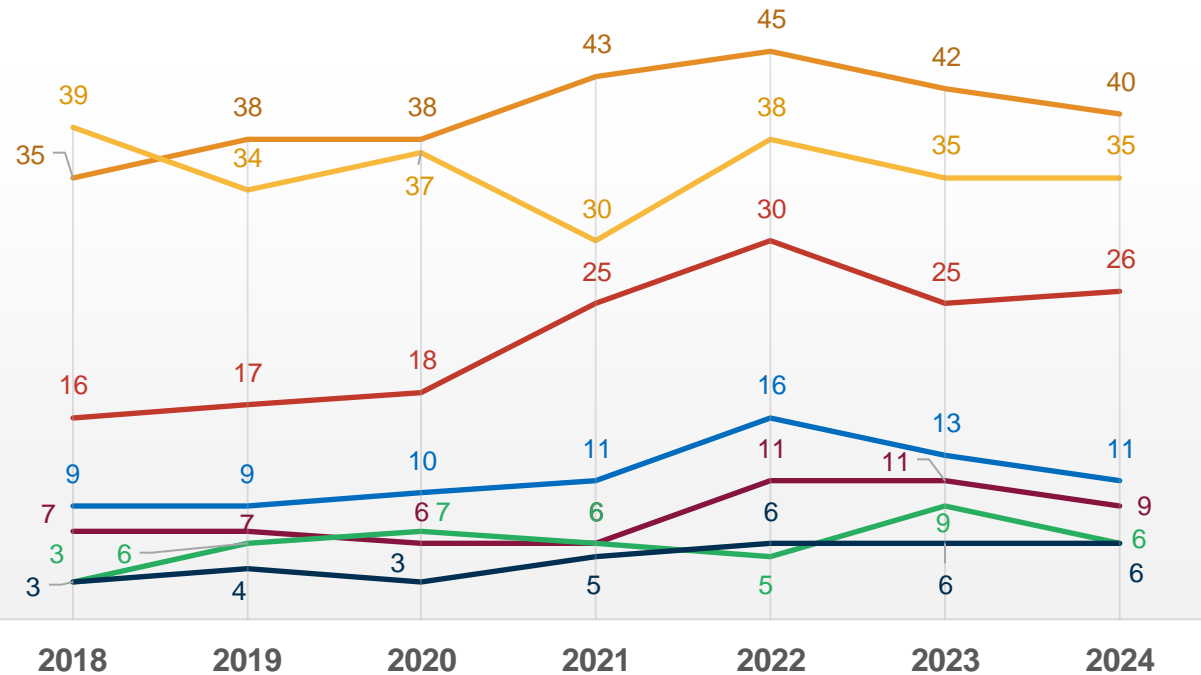
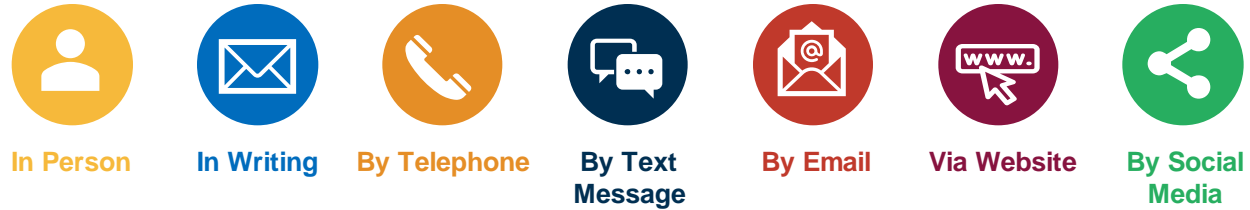


Q5c. Thinking of the most recent contact, how would you rate Strathbogrie Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 19



Method of contact with council

2024 method of contact (%)

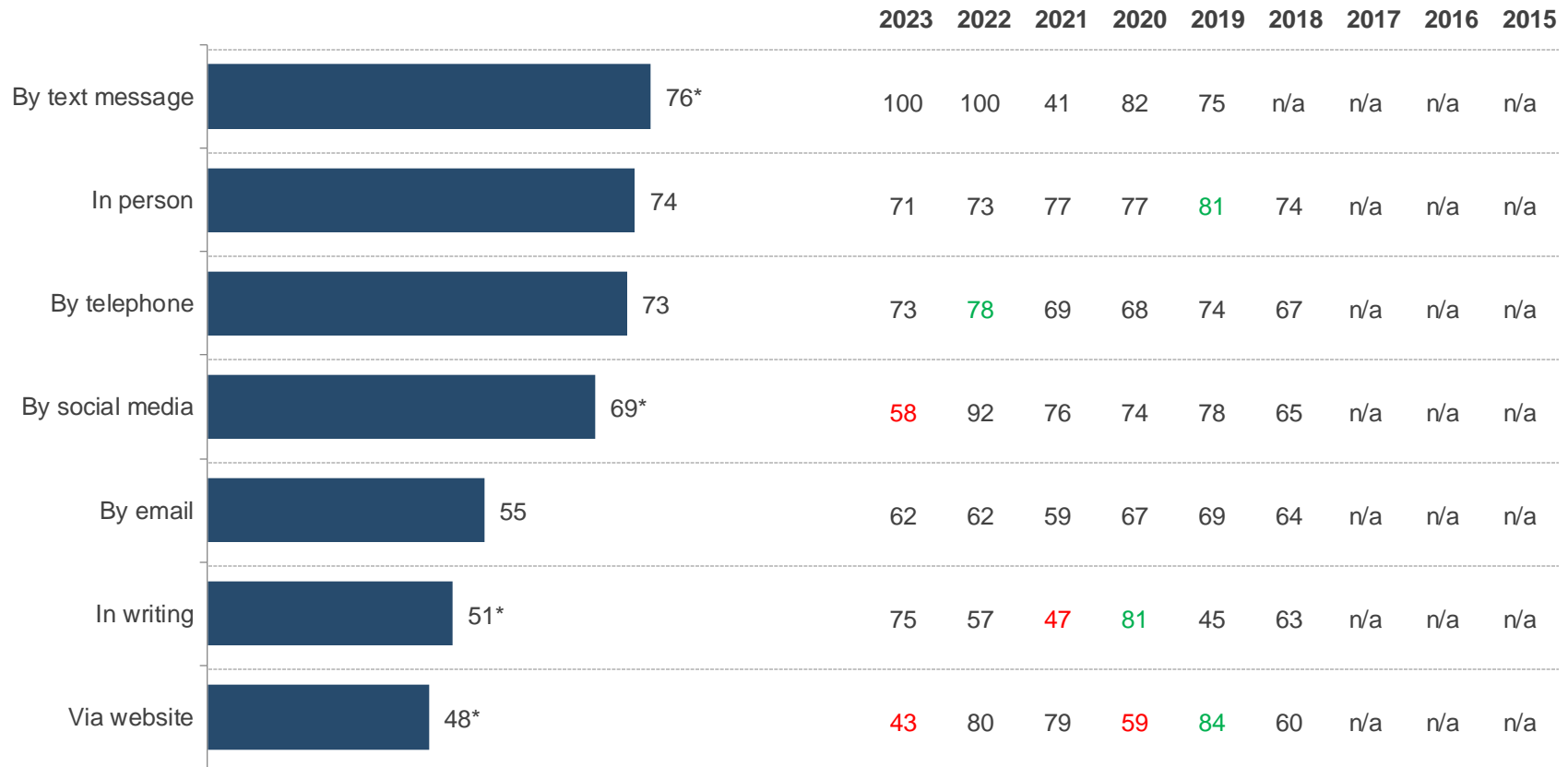


Q5a. Have you or any member of your household had any recent contact with Strathbogie Shire Council in any of the following ways?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4
 Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2024 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: 26 Councils asked group: 4

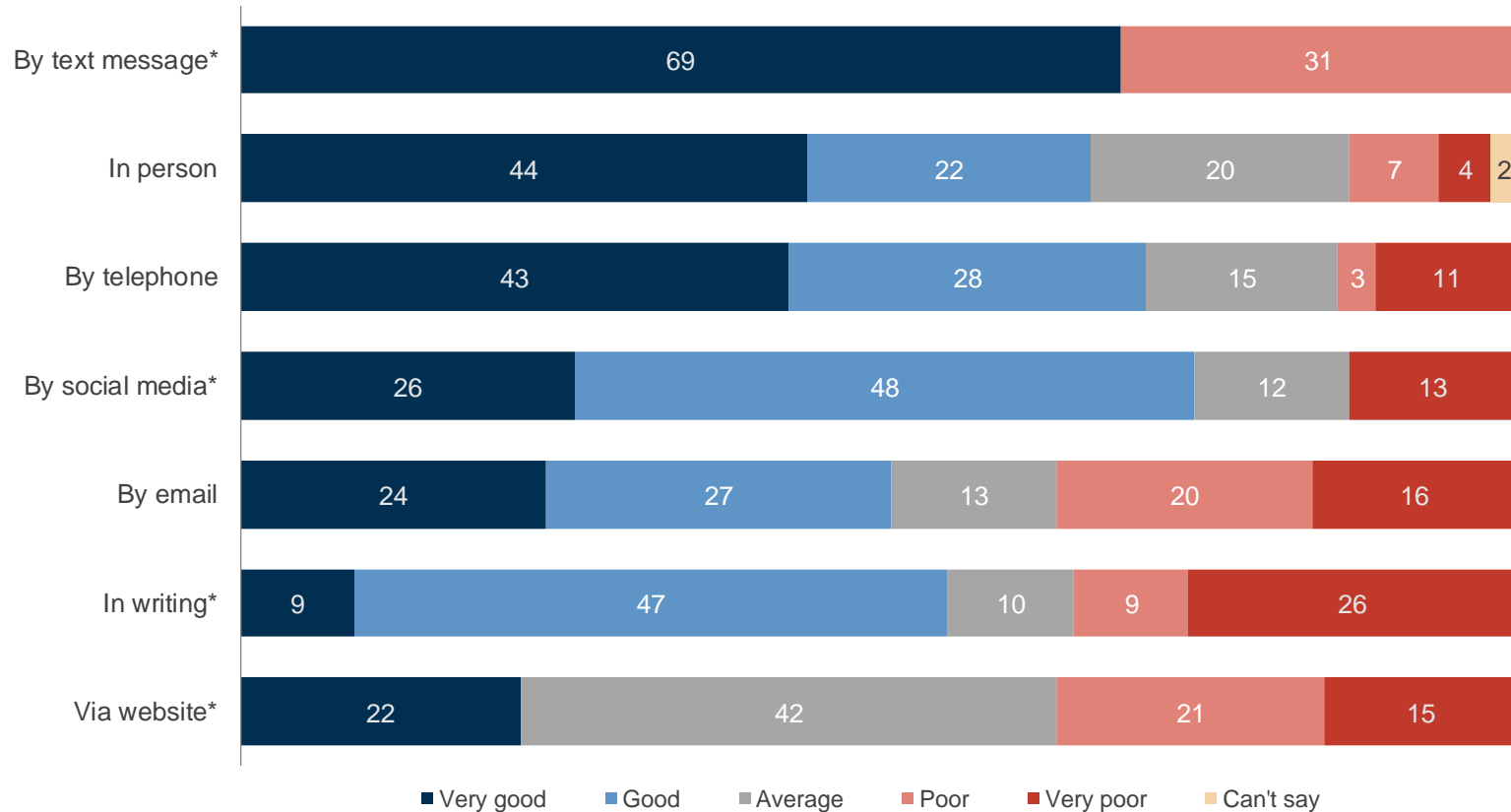
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 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: 26 Councils asked group: 4
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a Council newsletter sent via email (30%). This has overtaken the previously preferred option, a newsletter via mail, now preferred by 26% of residents.

There are different communications preferences by age group.

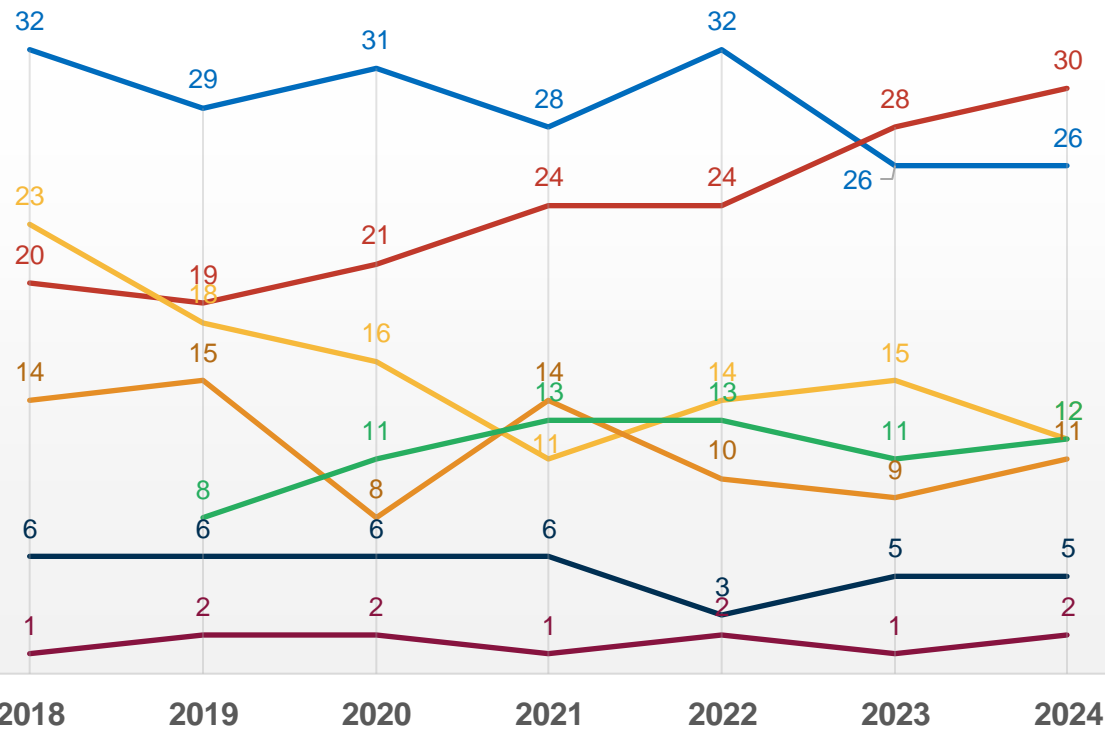
- For residents under 50 years of age there is virtually no change since 2023 in the most preferred communication methods. First preference is for a Council newsletter via email (32%), followed by social media (23%) and the third preference is for a Council newsletter via mail (19%). Preferences in this age group, after some fluctuations in previous years, have stabilised in 2024.
- For residents aged 50 years or older, the preferred form of communication is a Council newsletter sent via mail (29%), nearly equalled by the proportion of residents who opt for a newsletter via email (28%). The options of advertising in a local newspaper or a newsletter as an insert in a local paper hold equal third place (13%).





Best form of communication

2024 best form of communication (%)

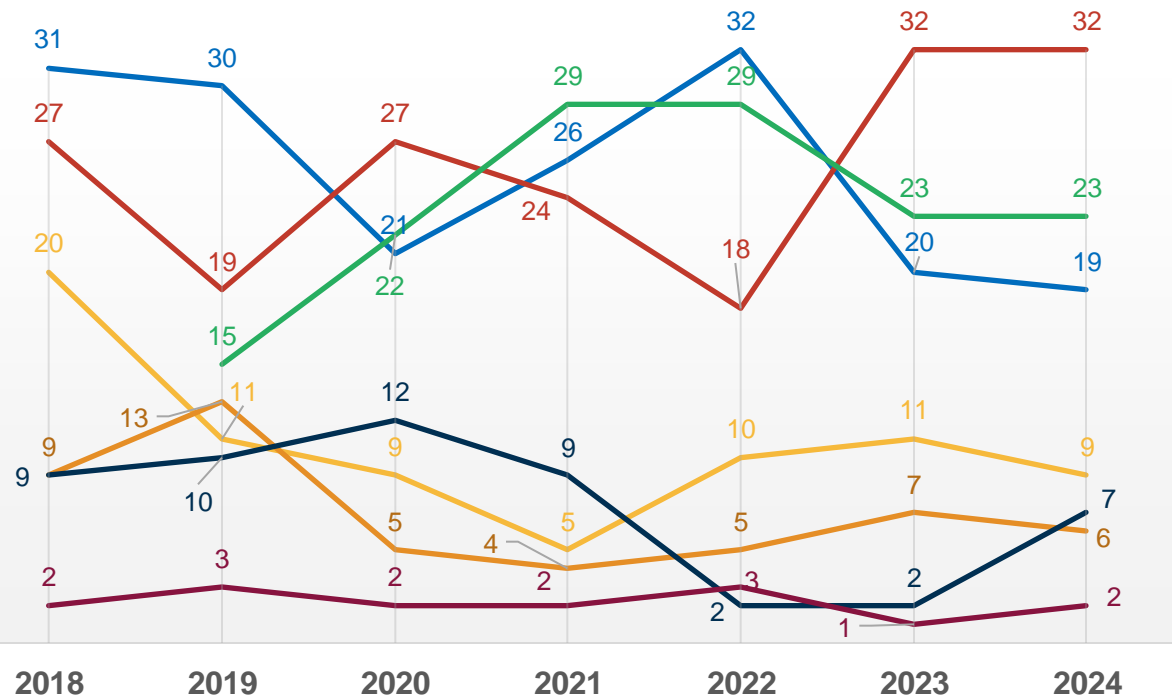


Q13. If Strathbogrie Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 11
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 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: 38 Councils asked group: 11
 Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



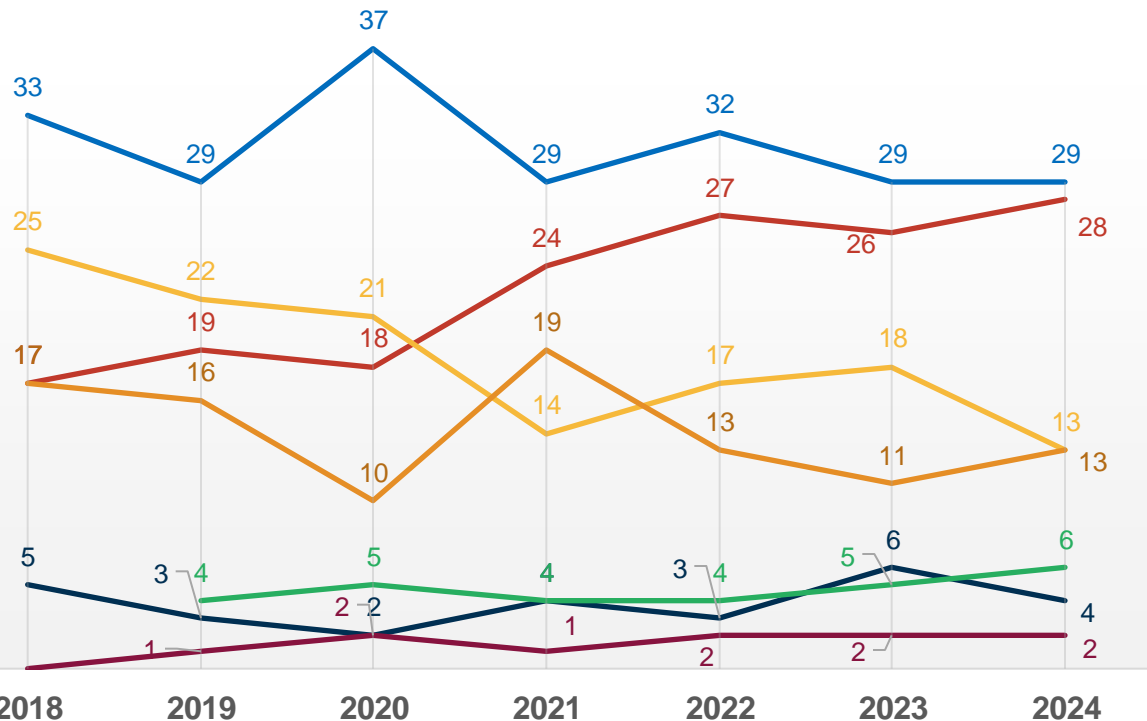
Council Website



Text Message



Social Media



Q13. If Strathbogie Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 11
 Note: 'Social Media' was included in 2019.



Council direction



Council direction

Council's overall direction index score has declined significantly for the third year running. The index score of 23 is a large and significant decline from last year, barely half what it was 12 months ago (45 in 2023).

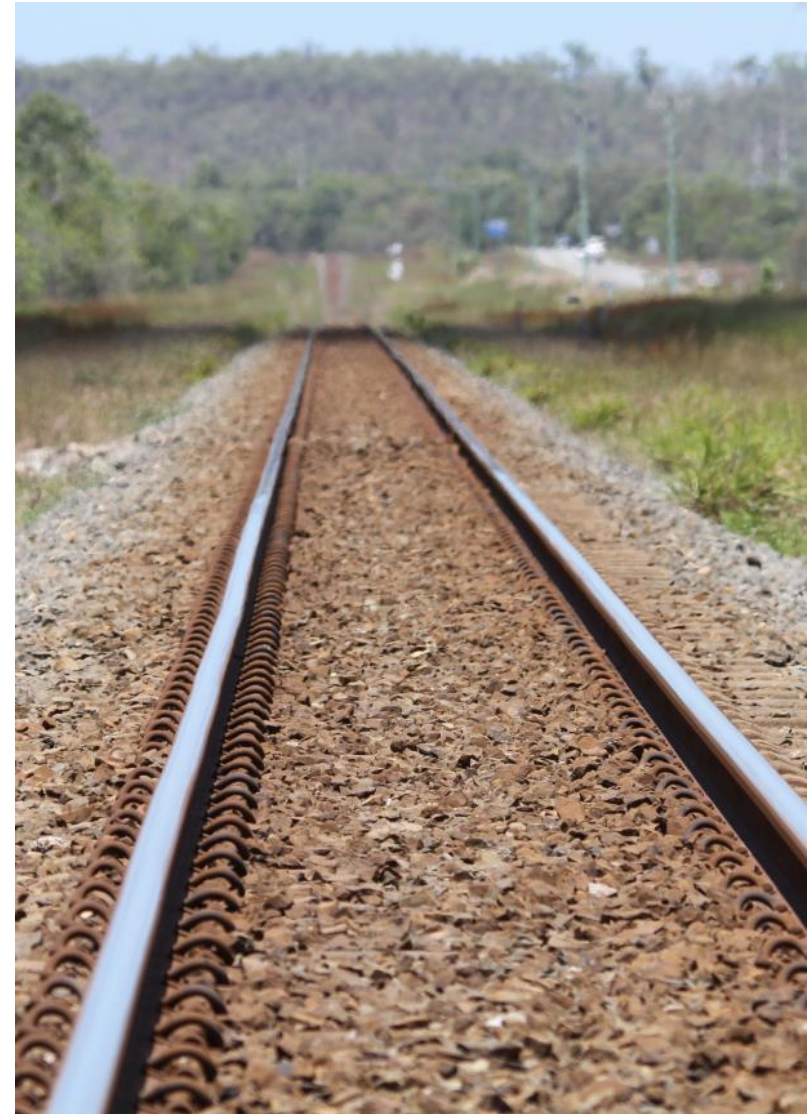
- The overall direction of Council's performance is rated significantly lower than both the Small Rural group and State-wide average for councils (index scores of 44 and 45 respectively).

Perceptions of Council's overall direction declined significantly among every geographic and demographic cohort (as much as 30 index points in some instances).

- The lowest scores are from residents aged 50 to 64 years or those living in Honeysuckle Creek (index score of 16 for both).

Over the last 12 months, 30% of residents believe the direction of Council's overall performance has stayed the same, down 24 percentage points. Just 6% believe the direction has improved and the largest group (58%) believe it has deteriorated, up 32 percentage points.

In a trade-off between rates and services, 57% of residents 'definitely' or 'probably' prefer cuts in council services to keep council rates at the same level as they are now and just 18% 'definitely' or 'probably' prefer rate rises to improve local services.





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
State-wide	45▲	46	50	53	51	53	52	53	51	53
Small Rural	44▲	47	51	53	50	53	50	52	50	53
18-34	30	45	50	57	67	62	57	n/a	n/a	50
Hughes Creek	27	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	26	44	53	58	54	57	49	n/a	n/a	n/a
35-49	23	38	40	54	52	56	51	n/a	n/a	55
Women	23	46	55	61	53	59	54	n/a	n/a	51
Strathbogrie	23	45	50	55	51	58	52	n/a	n/a	49
65+	22	48	56	60	46	60	50	n/a	n/a	47
Men	22	44	45	50	50	57	51	n/a	n/a	47
Lake Nagambie	22	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	21	54	44	53	n/a	n/a	52	n/a	n/a	n/a
Honeysuckle Creek	16	46	53	58	42	56	49	n/a	n/a	n/a
50-64	16▼	40	45	47	47	54	52	n/a	n/a	46

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

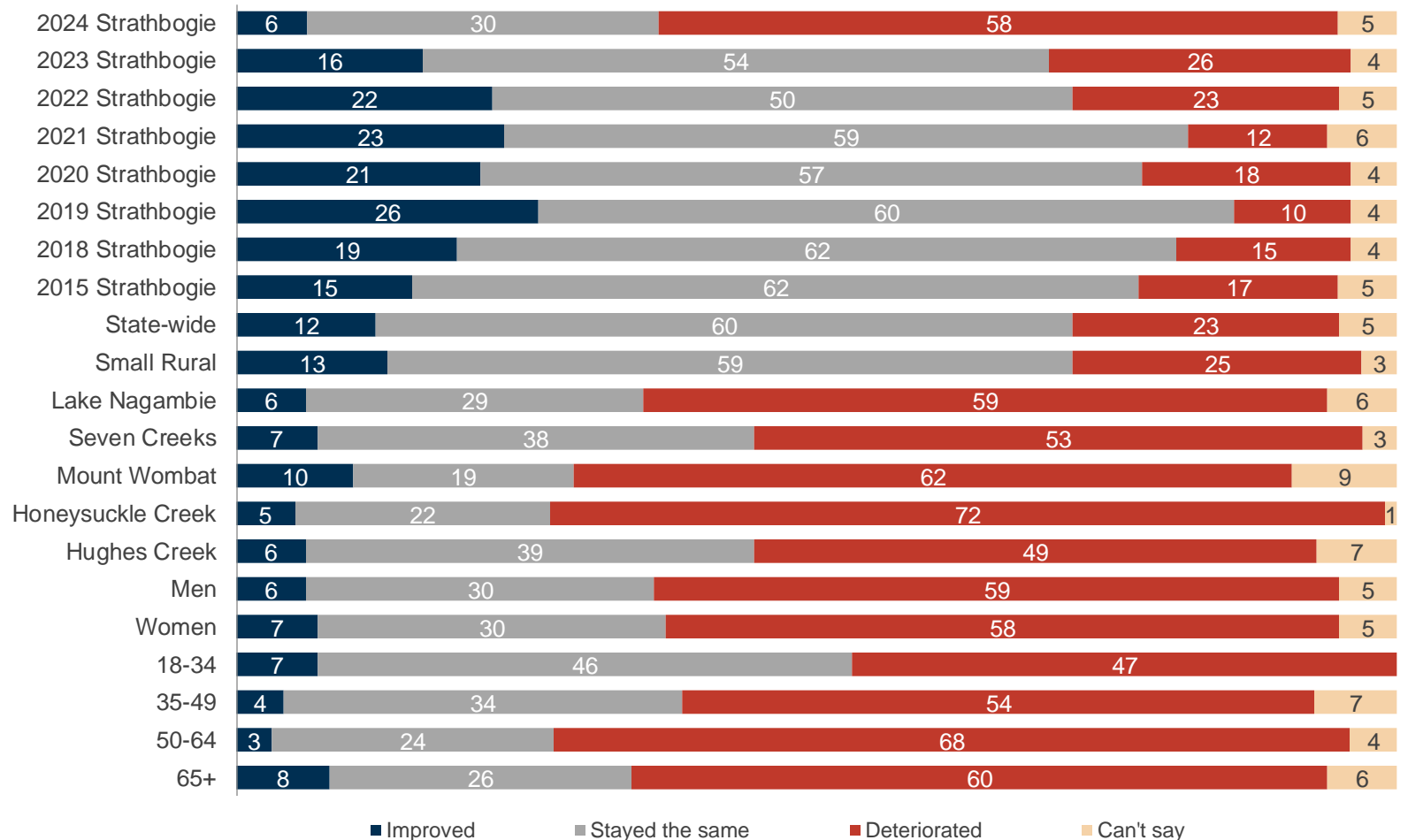
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall council direction last 12 months

2024 overall council direction (%)

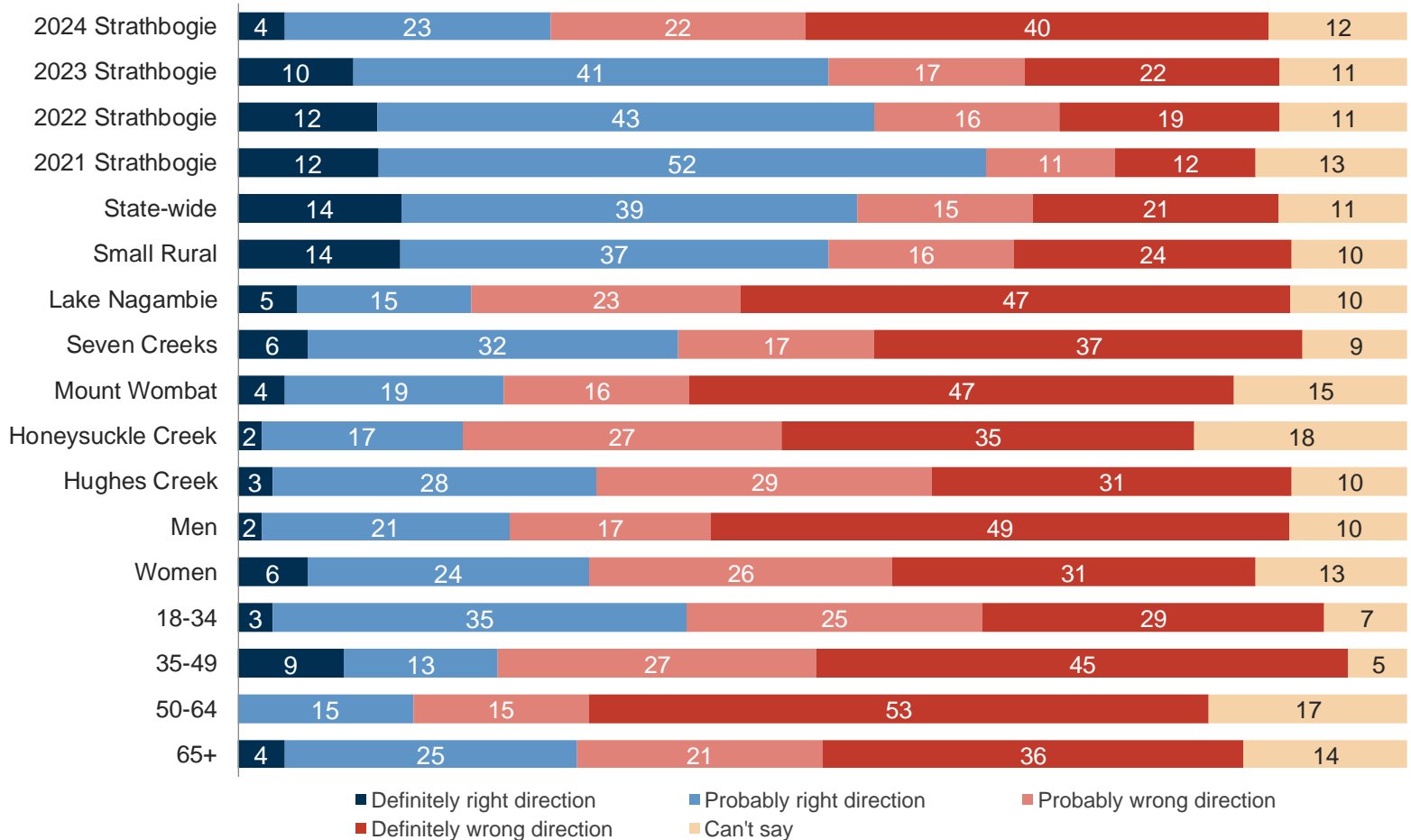


Q6. Over the last 12 months, what is your view of the direction of Strathbogie Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Right / wrong direction

2024 right / wrong direction (%)

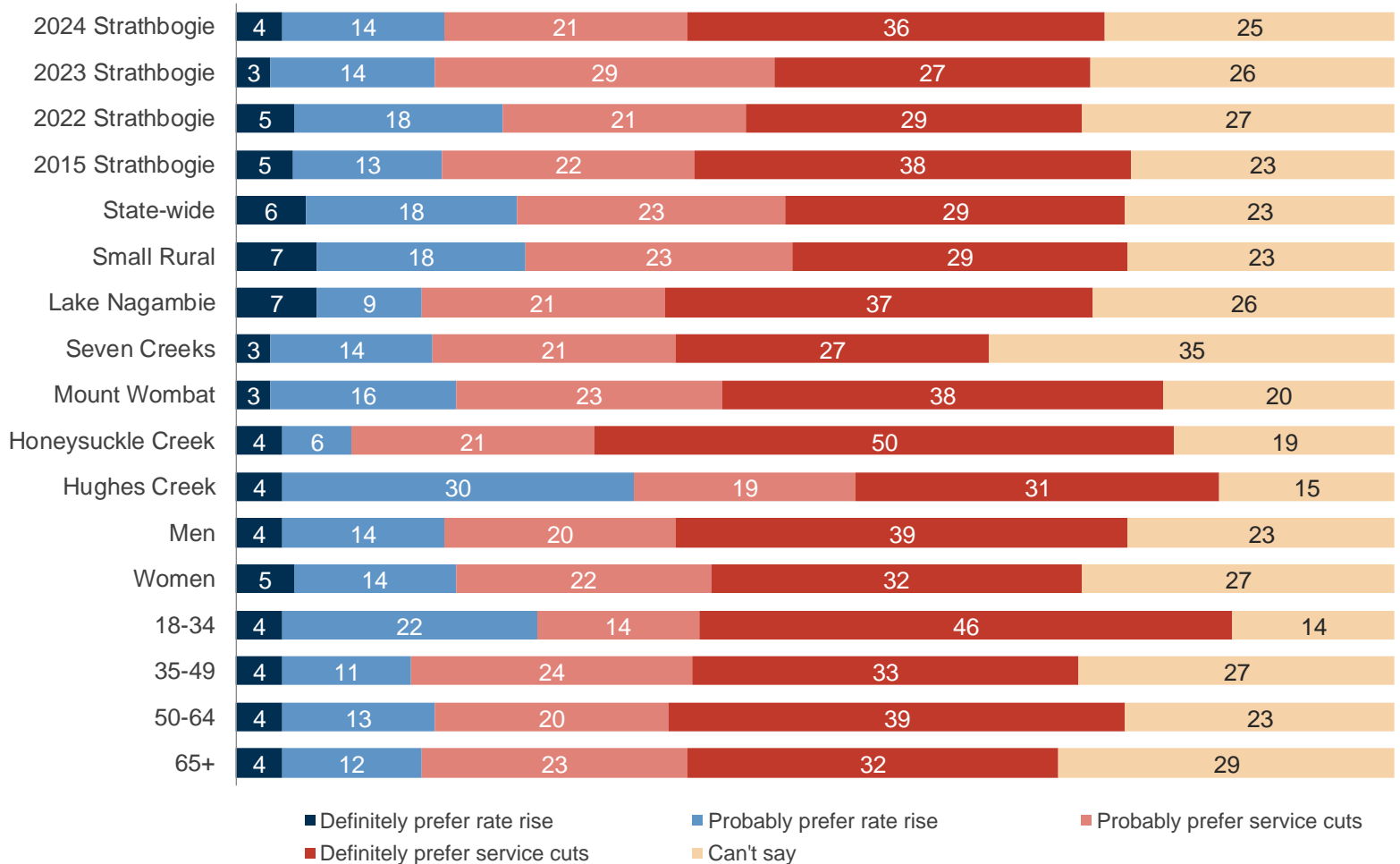


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3



Rates / services trade-off

2024 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: 19 Councils asked group: 6



Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	81▲	82	80	80	n/a	n/a	n/a	n/a	n/a
50-64	80	78	80	76	n/a	n/a	n/a	n/a	n/a
35-49	80	79	78	79	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	79	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	78	73	77	76	n/a	n/a	n/a	n/a	n/a
65+	78	76	77	77	n/a	n/a	n/a	n/a	n/a
Strathbogrie	77	77	78	75	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	77	74	78	75	n/a	n/a	n/a	n/a	n/a
Small Rural	77	77	78	77	76	76	74	75	77
State-wide	76	76	76	75	74	74	74	74	75
Hughes Creek	75	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	73	76	70	n/a	n/a	n/a	n/a	n/a
Mount Wombat	73	82	83	73	n/a	n/a	n/a	n/a	n/a
18-34	70▼	76	78	64	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: 25 Councils asked group: 5

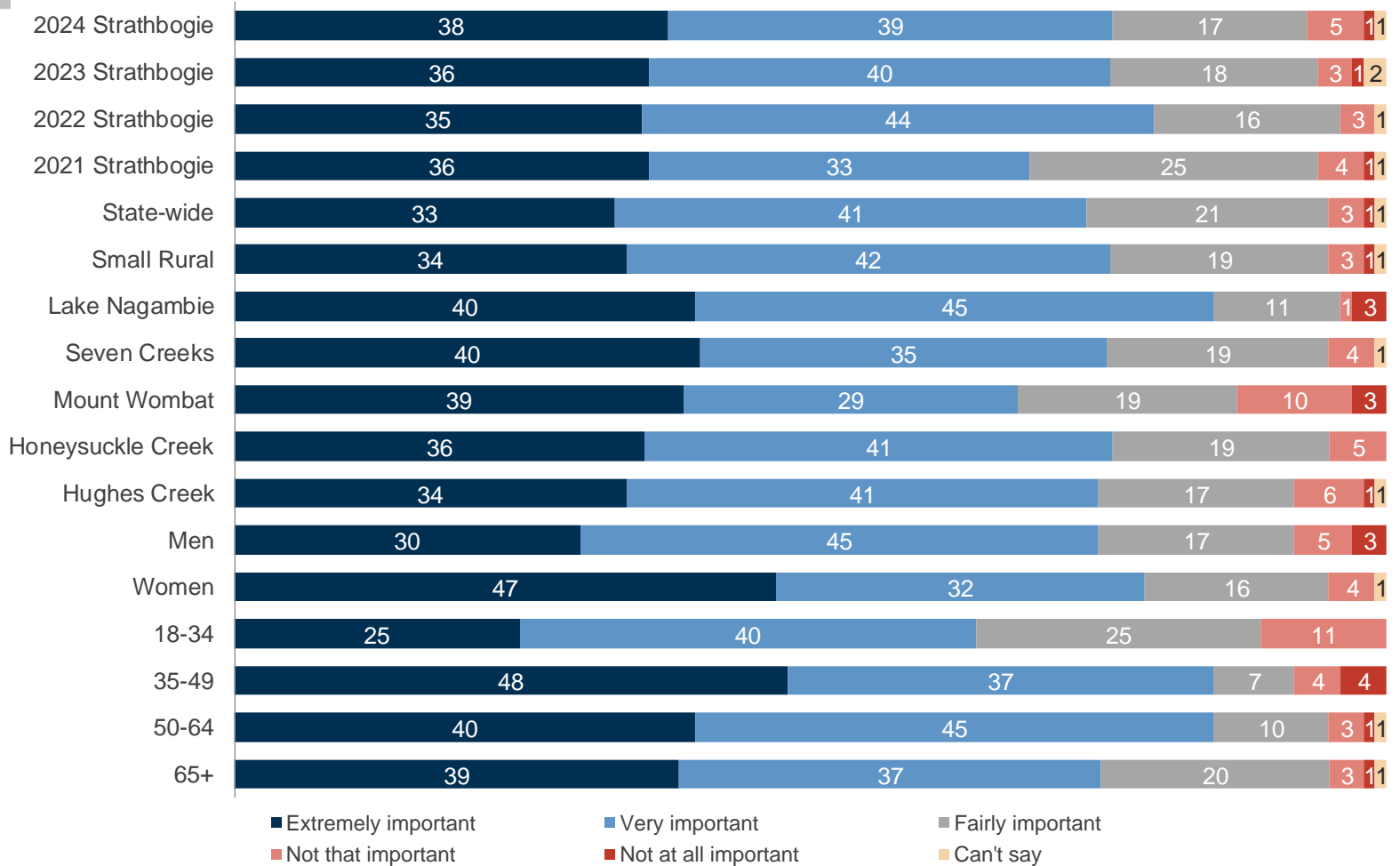
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	51▲	53	54	56	54	56	54	55	56
State-wide	51▲	52	54	56	55	56	55	55	56
18-34	50	51	53	58	56	57	58	n/a	n/a
35-49	48	38	48	51	57	57	50	n/a	n/a
Seven Creeks	48	50	51	48	51	53	50	n/a	n/a
Hughes Creek	46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	49	56	55	51	57	53	n/a	n/a
Honeysuckle Creek	45	49	55	58	48	55	51	n/a	n/a
Strathbogie	44	50	52	52	50	55	51	n/a	n/a
Lake Nagambie	43	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	43	54	56	52	47	55	50	n/a	n/a
Men	43	51	48	49	50	54	49	n/a	n/a
50-64	39	50	46	48	46	53	47	n/a	n/a
Mount Wombat	37	50	49	49	n/a	n/a	48	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

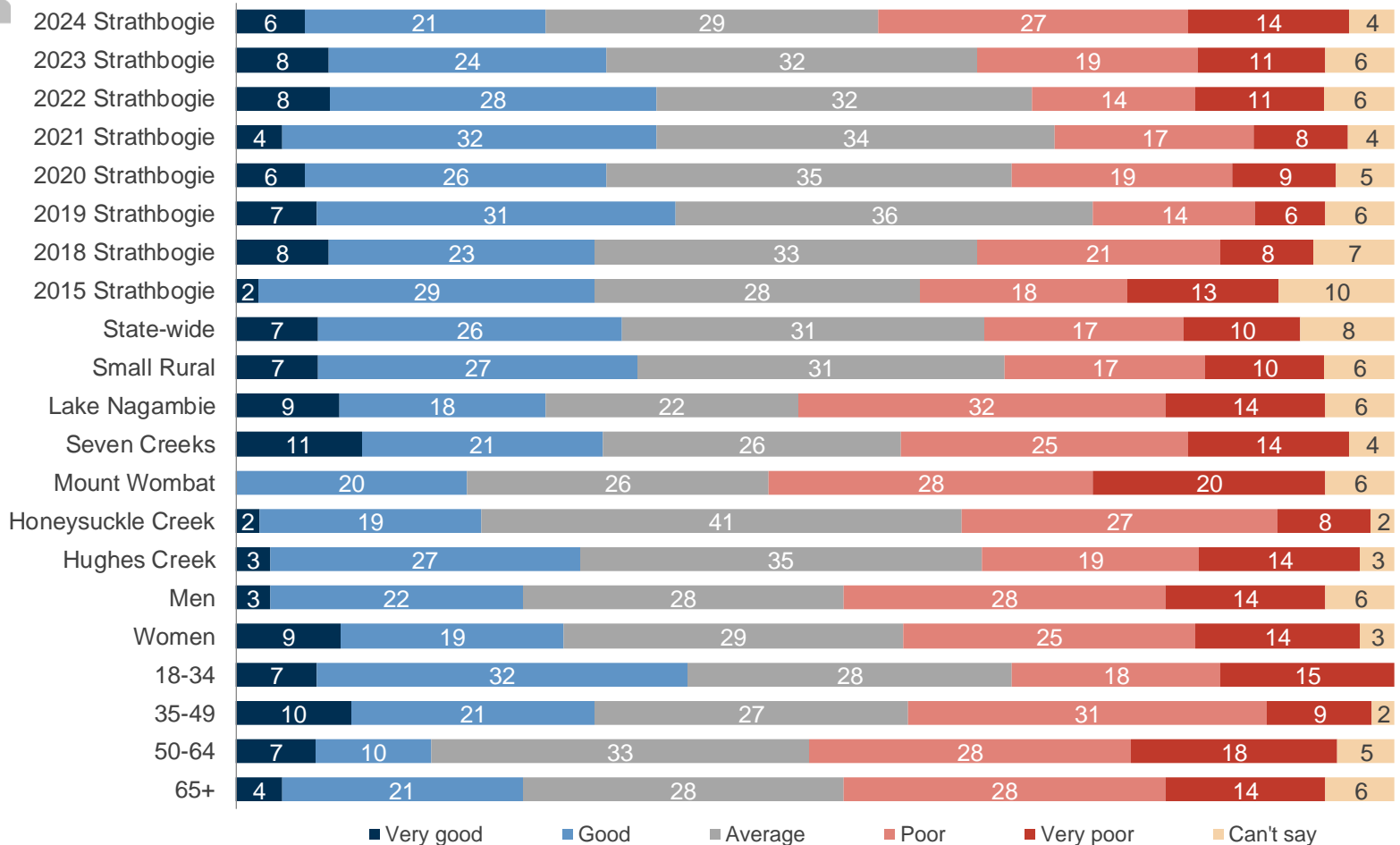
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	65	70	69	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	73	74	71	73	70	70	70	71	72
Women	70	77	72	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	62	66	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	71	70	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	68	75	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	67	71	68	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	70	67	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	78	59	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	67	n/a	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
State-wide	68	71	69	68	67	68	69	69	69
Men	64	66	65	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	73	68	68	n/a	n/a	n/a	n/a	n/a	n/a

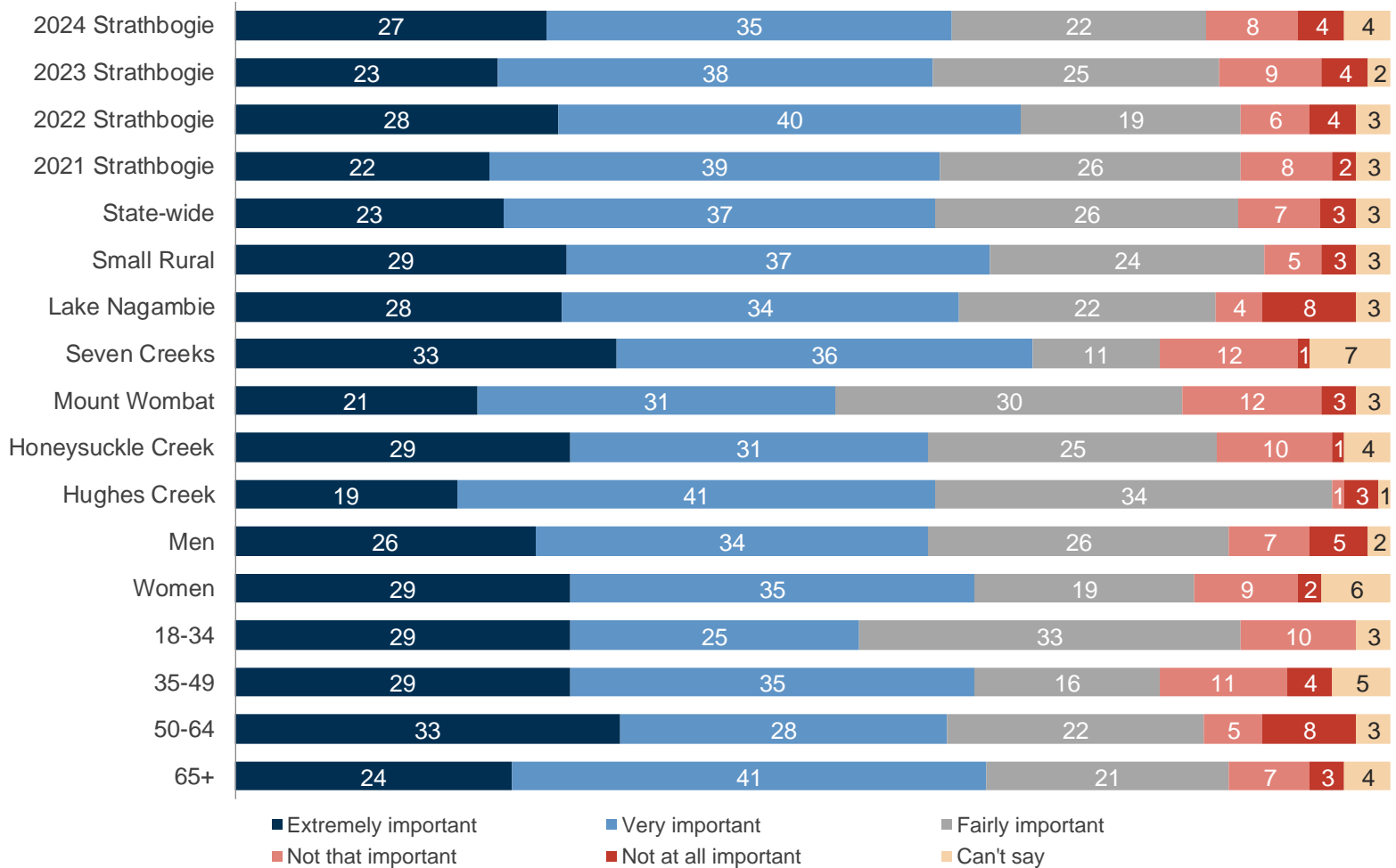
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Small Rural	52	54	55	52	55	53	55	54	56
State-wide	51	53	55	53	54	54	54	53	55
Hughes Creek	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	60	49	57	58	50	n/a	n/a	50
65+	57	56	54	47	55	47	n/a	n/a	48
Women	53	54	53	49	56	48	n/a	n/a	51
Seven Creeks	51	52	49	49	51	47	n/a	n/a	n/a
Strathbogie	52	54	51	50	54	48	n/a	n/a	49
Lake Nagambie	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	55	50	50	52	48	n/a	n/a	47
Mount Wombat	50	54	44	n/a	n/a	46	n/a	n/a	n/a
35-49	47	52	50	51	55	49	n/a	n/a	50
Honeysuckle Creek	52	55	48	51	56	42	n/a	n/a	n/a
50-64	49	46	49	47	50	47	n/a	n/a	50

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

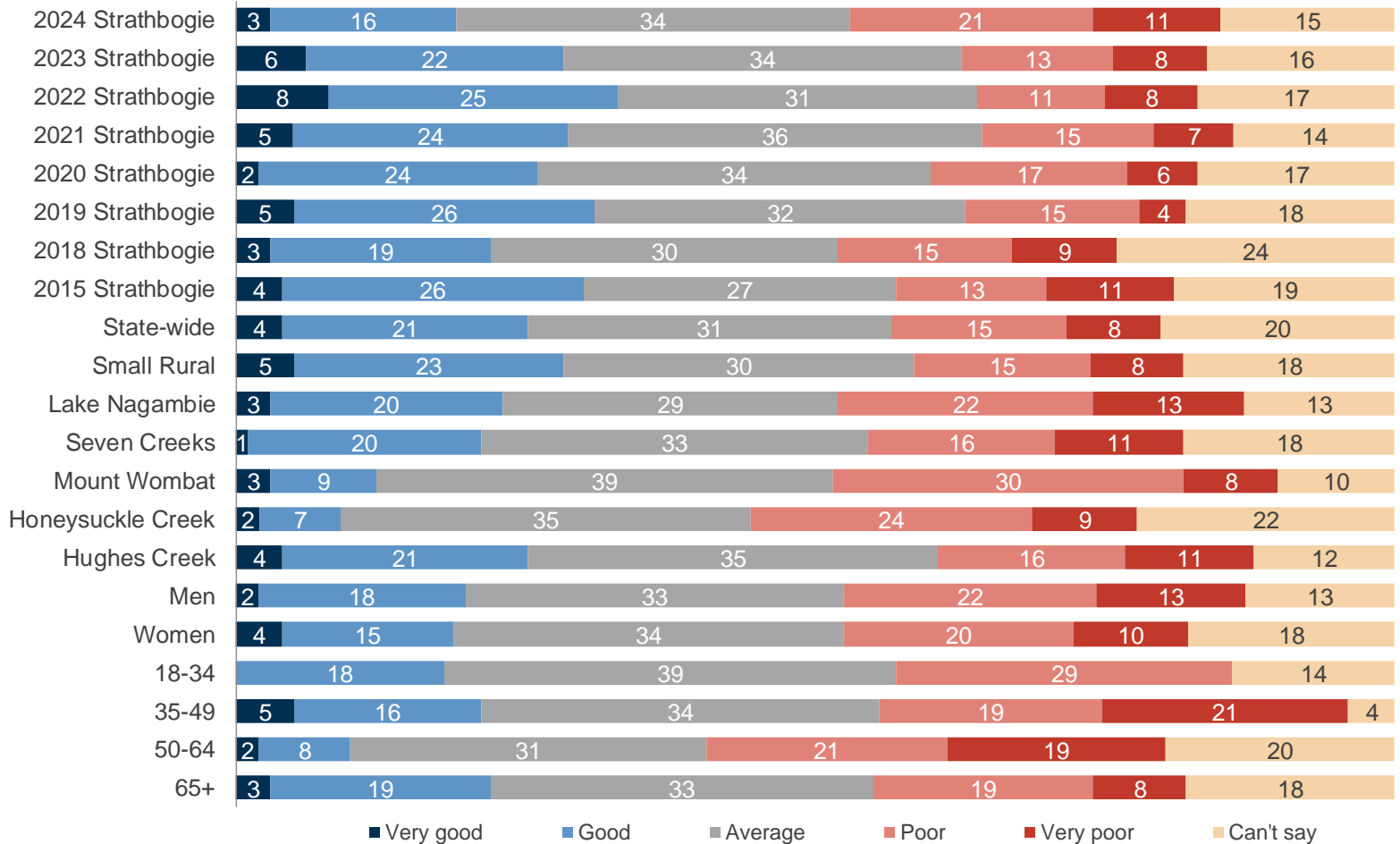
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	54	56	53	55	54	54	54	55
Small Rural	50▲	54	56	53	55	52	55	53	56
Hughes Creek	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	41	54	57	60	63	55	n/a	n/a	48
65+	40	54	53	46	56	47	n/a	n/a	48
Women	39	54	54	50	55	48	n/a	n/a	50
Honeysuckle Creek	39	47	55	51	46	55	43	n/a	n/a
Seven Creeks	38	45	51	49	49	54	48	n/a	n/a
Strathbogie	37	47	51	52	49	55	48	n/a	48
Lake Nagambie	35	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	34	47	49	50	48	56	48	n/a	47
35-49	33	37	48	49	53	53	47	n/a	51
Mount Wombat	32	50	41	48	n/a	n/a	50	n/a	n/a
50-64	31	45	45	47	43	50	46	n/a	47

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

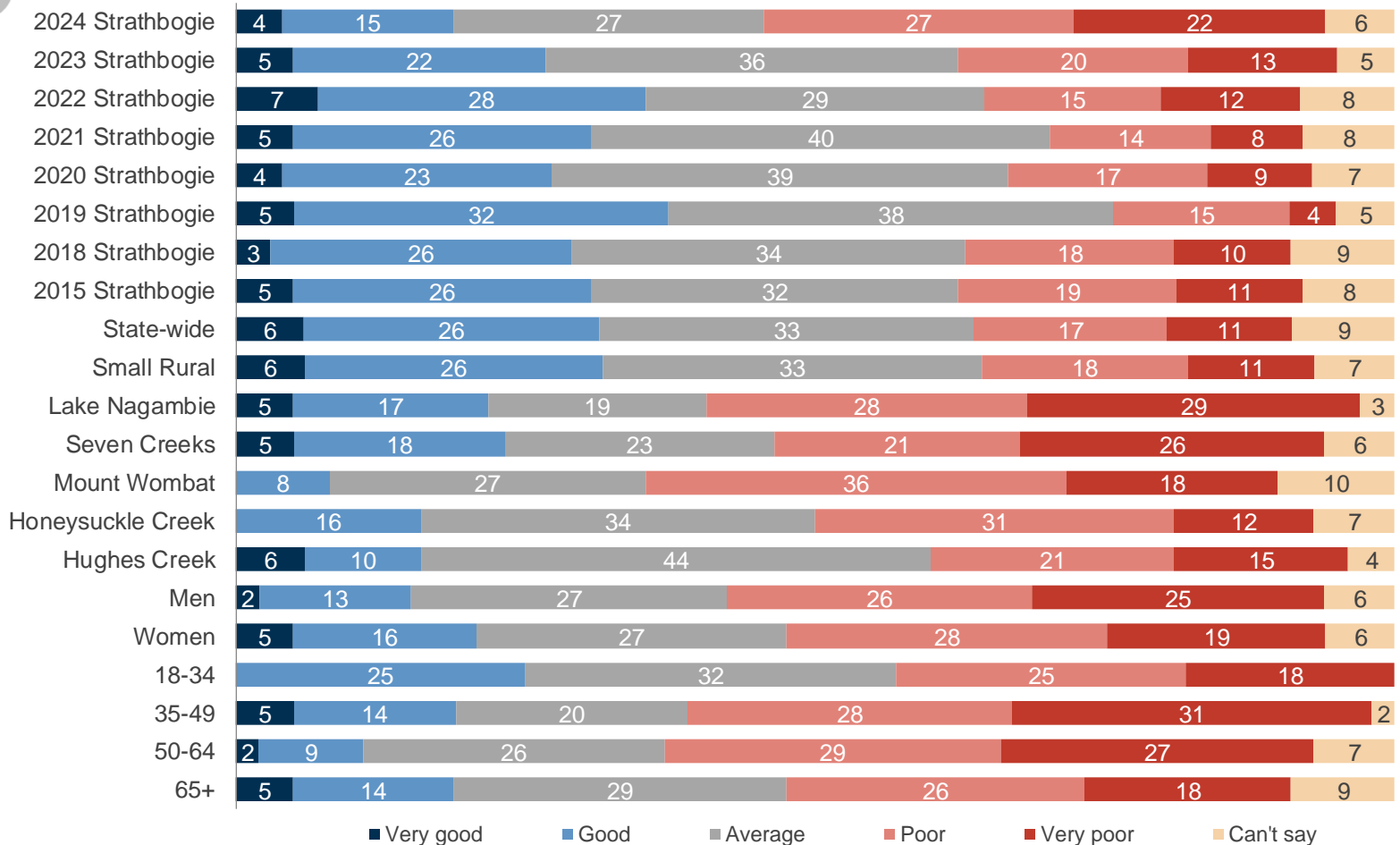
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
50-64	89	86	83	83	n/a	n/a	n/a	n/a	n/a	
Mount Wombat	89	85	73	75	n/a	n/a	n/a	n/a	n/a	
Honeysuckle Creek	88	82	81	82	n/a	n/a	n/a	n/a	n/a	
Women	88	86	87	84	n/a	n/a	n/a	n/a	n/a	
18-34	87	86	84	87	n/a	n/a	n/a	n/a	n/a	
Strathbogrie	86	84	83	83	n/a	n/a	n/a	n/a	n/a	
Lake Nagambie	85	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	85	81	81	80	n/a	n/a	n/a	n/a	n/a	
Small Rural	85	84	82	81	83	82	84	81	n/a	78
Seven Creeks	84	79	84	82	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	84	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	81	78	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	83	82	81	79	79	79	80	78	78	76
35-49	82	86	86	85	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?

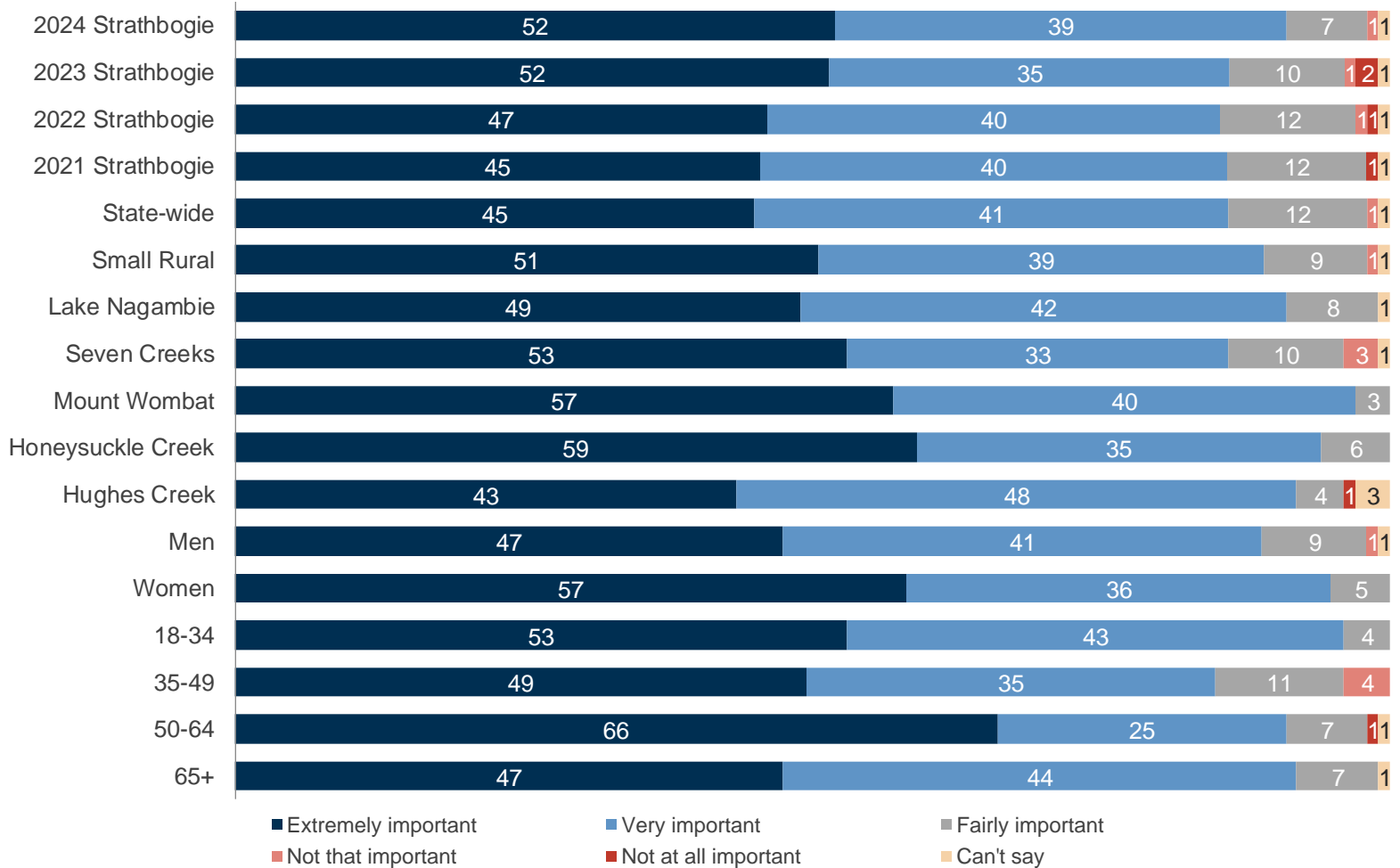
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	48	53	57	54	56	53	53	54	55
Lake Nagambie	46	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
65+	51	51	53	47	52	53	n/a	n/a	47
Small Rural	44	50	53	51	53	49	50	52	52
Men	47	47	49	49	52	47	n/a	n/a	42
Seven Creeks	44	46	48	50	51	48	n/a	n/a	n/a
Strathbogie	45	47	51	51	51	47	n/a	n/a	43
Women	42	48	52	52	50	48	n/a	n/a	44
18-34	35	44	48	58	55	49	n/a	n/a	36
Hughes Creek	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	48	51	40	n/a	n/a	45	n/a	n/a	n/a
Honeysuckle Creek	44	56	61	54	47	41	n/a	n/a	n/a
50-64	43	44	53	46	49	43	n/a	n/a	42

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

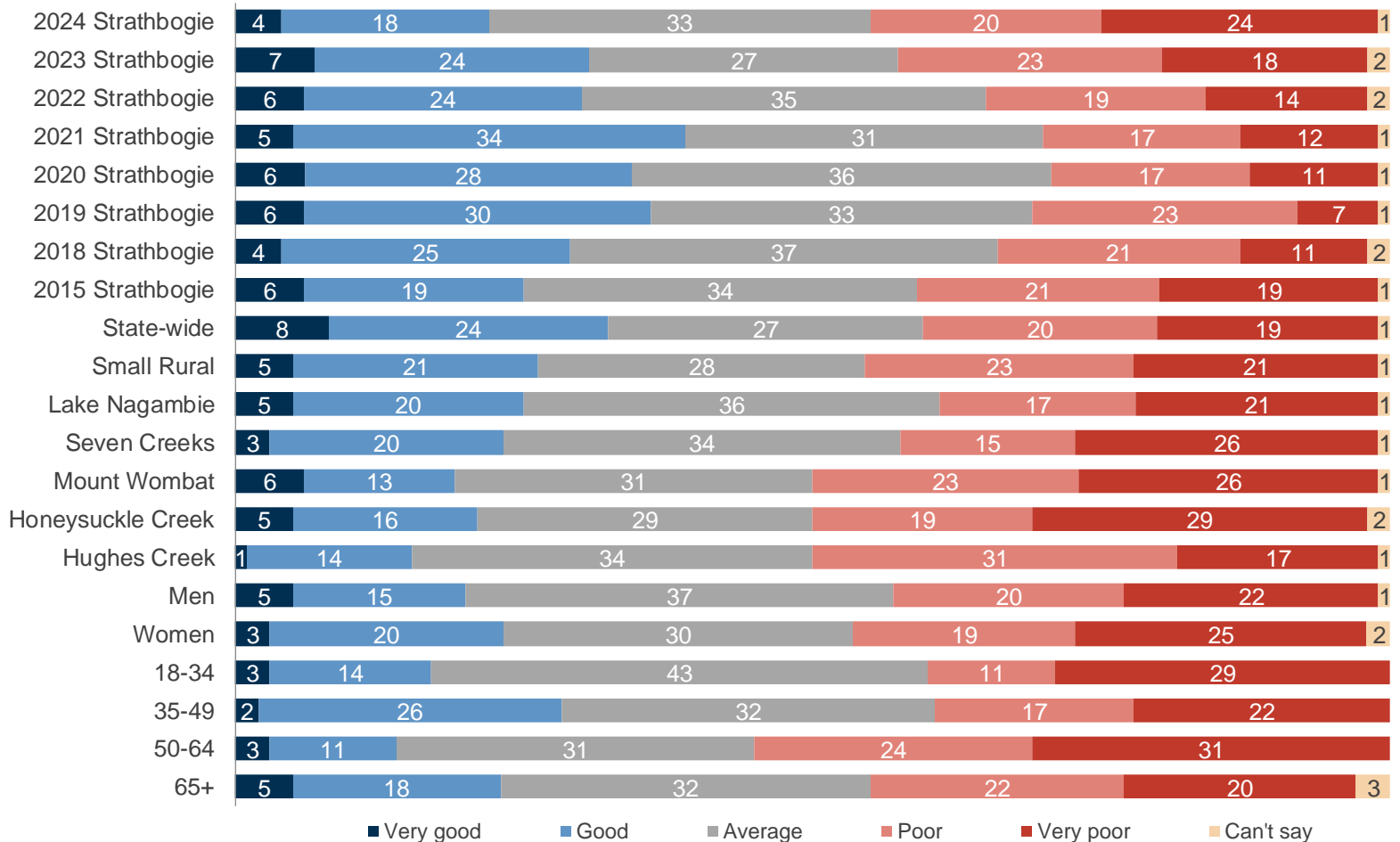
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Informing the community importance



2024 informing community importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	80	79	82	79	n/a	n/a	n/a	n/a	n/a
Mount Wombat	79	75	66	72	n/a	n/a	n/a	n/a	n/a
35-49	78	76	81	79	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	78	74	71	78	n/a	n/a	n/a	n/a	n/a
Small Rural	78	77	79	77	76	75	76	78	76
65+	78	76	76	76	n/a	n/a	n/a	n/a	n/a
Seven Creeks	77	73	78	77	n/a	n/a	n/a	n/a	n/a
Strathbogie	77	75	77	76	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	77	75	75	75	74	76	75
Lake Nagambie	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	71	75	74	n/a	n/a	n/a	n/a	n/a
Hughes Creek	74	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	70	73	73	n/a	n/a	n/a	n/a	n/a
50-64	74	75	79	75	n/a	n/a	n/a	n/a	n/a

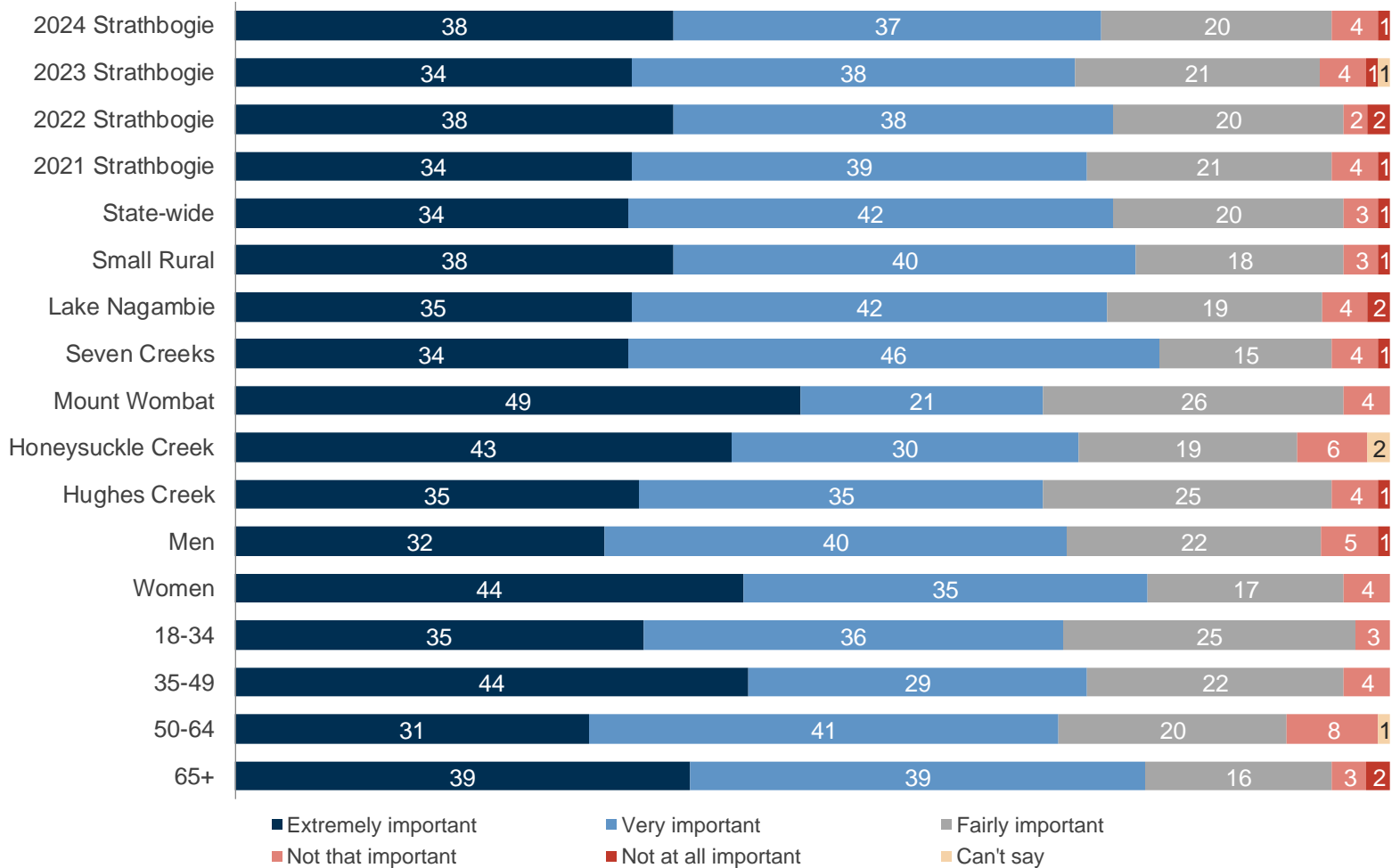
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)



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



Informing the community performance



2024 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	56▲	57	59	60	59	60	59	59	61
Small Rural	56▲	58	59	61	58	58	56	58	60
18-34	55	54	57	63	64	67	61	n/a	n/a
Mount Wombat	51	54	53	49	n/a	n/a	57	n/a	n/a
Men	50	55	54	56	55	59	57	n/a	n/a
Lake Nagambie	50	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	49	54	56	55	55	57	55	n/a	n/a
65+	49	58	58	55	51	57	55	n/a	n/a
Hughes Creek	49	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogie	49	53	55	56	55	59	55	n/a	n/a
35-49	48	45	54	55	59	60	55	n/a	n/a
Women	48	51	56	57	55	60	54	n/a	n/a
Honeysuckle Creek	45	48	57	57	52	58	49	n/a	n/a
50-64	43	46	47	54	52	57	53	n/a	n/a

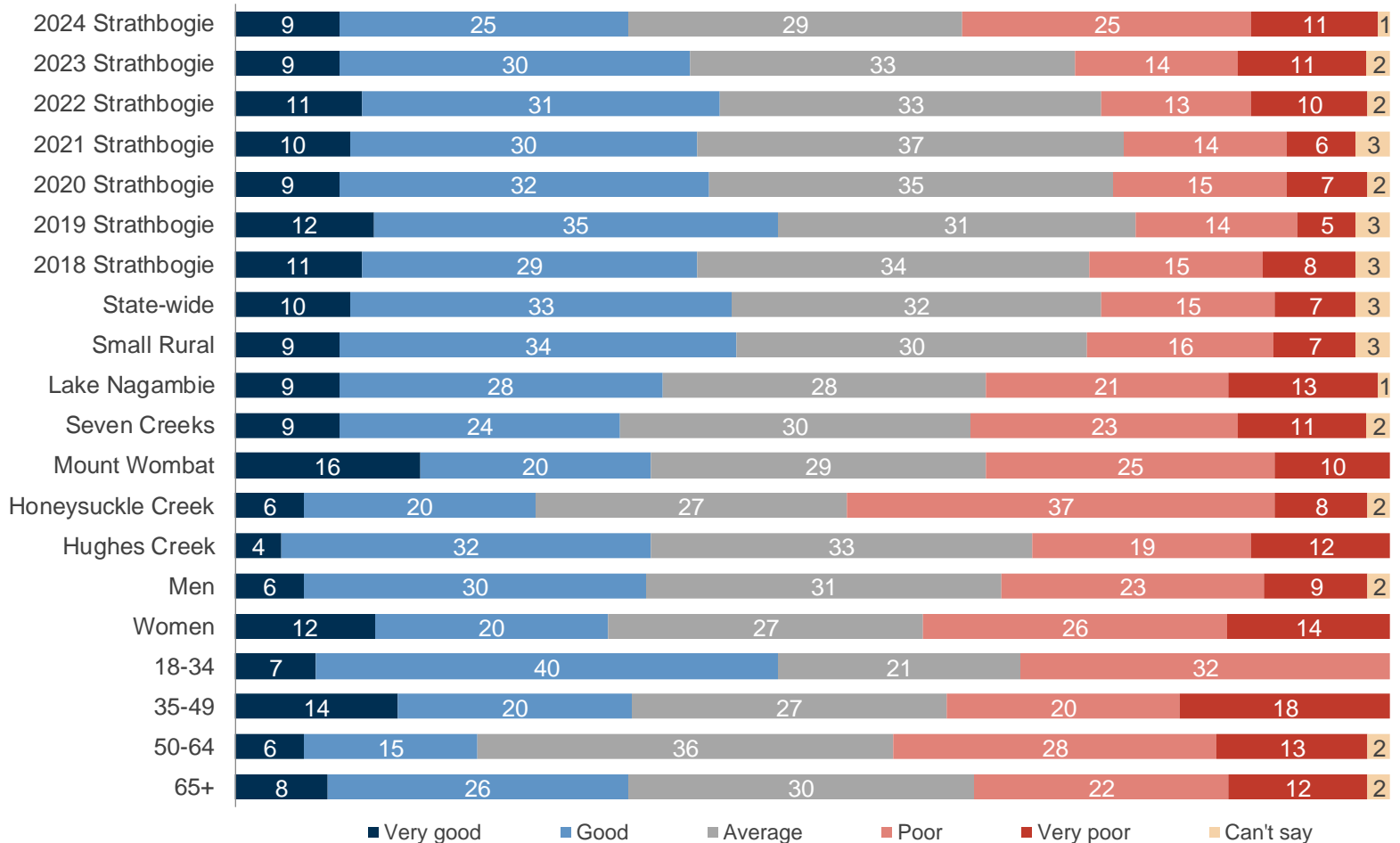
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	84▲	77	83	79	n/a	n/a	n/a	n/a	n/a
18-34	84	77	81	82	n/a	n/a	n/a	n/a	n/a
Mount Wombat	81	80	74	68	n/a	n/a	n/a	n/a	n/a
Women	81	83	83	82	n/a	n/a	n/a	n/a	n/a
Strathbogrie	80	80	81	78	n/a	n/a	n/a	n/a	n/a
65+	80	80	79	78	n/a	n/a	n/a	n/a	n/a
State-wide	80	81	81	79	78	77	78	77	77
Men	80	76	80	74	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	80	80	77	77	77	76	76	75
50-64	80	82	84	78	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	79	76	77	71	n/a	n/a	n/a	n/a	n/a
35-49	78	78	83	73	n/a	n/a	n/a	n/a	n/a
Hughes Creek	75	84	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?

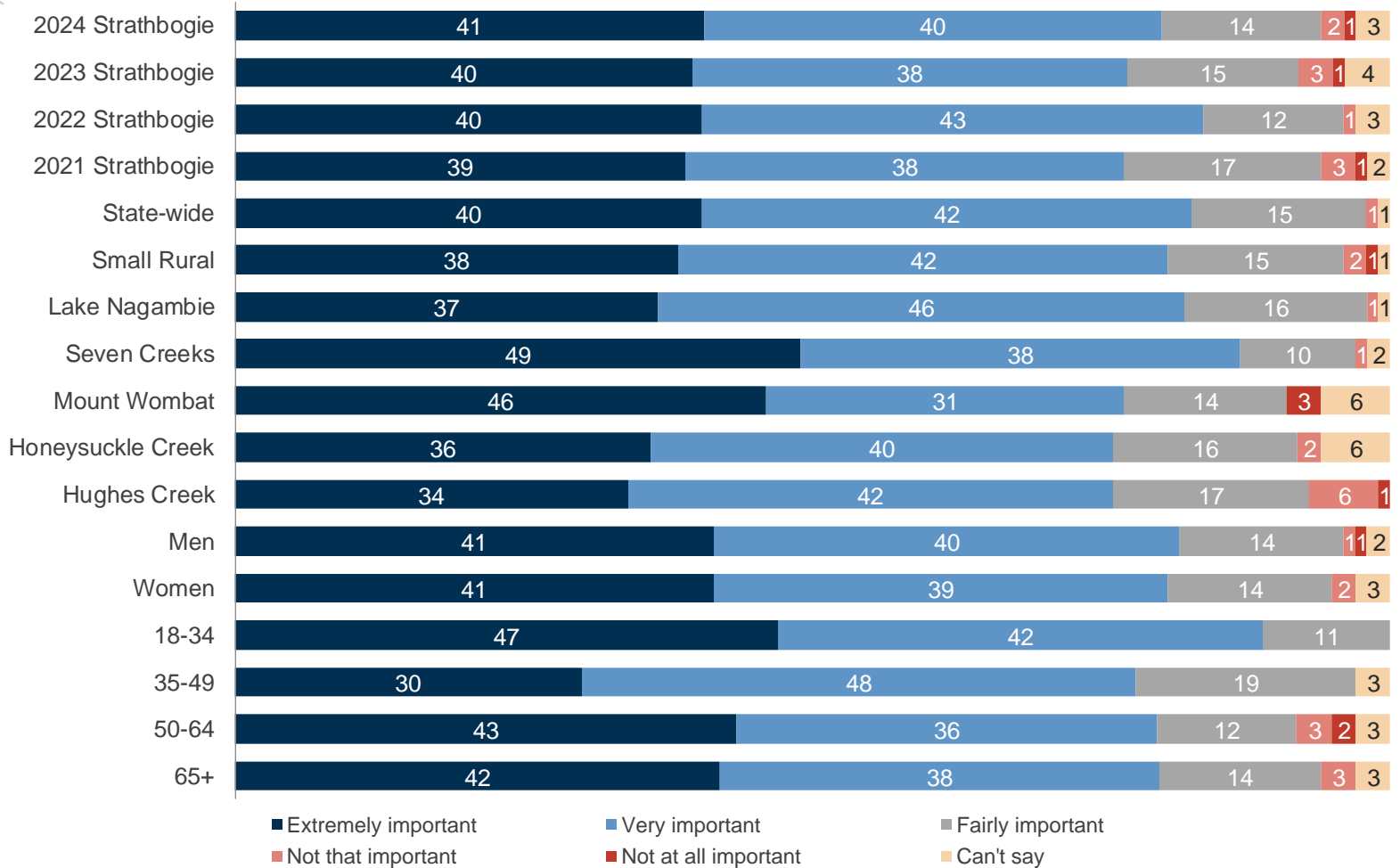
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

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

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	52▲	57	59	58	59	58	57	57	58
Small Rural	51▲	55	58	57	57	57	57	58	59
Lake Nagambie	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	49	49	41	46	45	n/a	n/a	n/a
Men	47	47	52	46	51	49	n/a	n/a	n/a
18-34	45	46	59	56	53	51	n/a	n/a	n/a
Strathbogie	45	47	52	46	48	46	n/a	n/a	n/a
Honeysuckle Creek	44	47	58	51	46	42	n/a	n/a	n/a
Hughes Creek	43	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	43	46	47	46	49	49	n/a	n/a	n/a
Mount Wombat	43	53	46	64	n/a	n/a	53	n/a	n/a
Women	43	44	48	52	45	45	43	n/a	n/a
50-64	43	47	44	51	44	47	43	n/a	n/a
35-49	41	46	48	52	48	48	47	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?

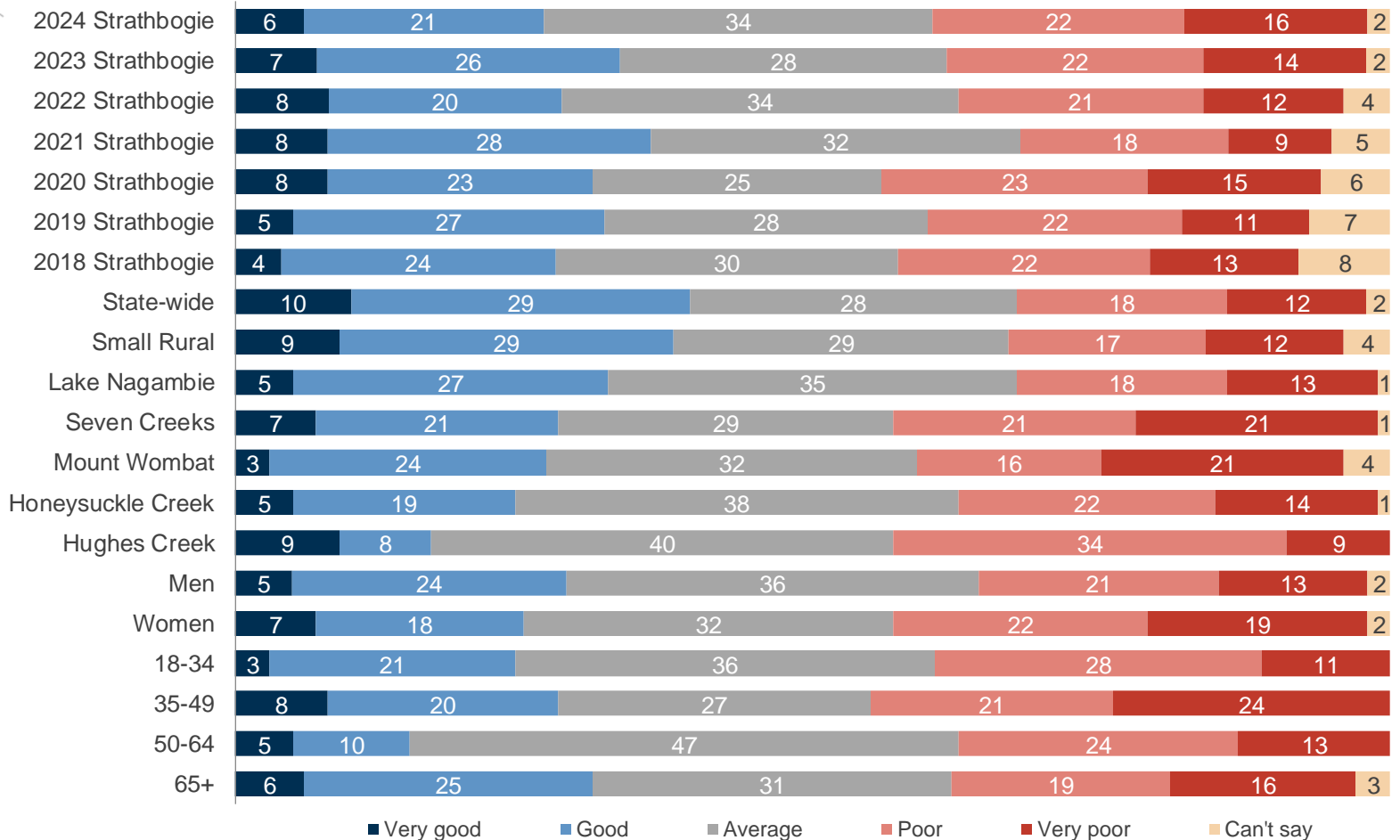
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



Enforcement of local laws importance



2024 law enforcement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	70▲	69	69	72	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	70	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	67	71	71	n/a	n/a	n/a	n/a	n/a
Seven Creeks	68	66	65	67	n/a	n/a	n/a	n/a	n/a
State-wide	67	68	70	70	71	71	71	70	71
Strathbogrie	66	66	66	67	n/a	n/a	n/a	n/a	n/a
Small Rural	65	65	67	66	68	66	67	69	68
Honeysuckle Creek	65	64	61	65	n/a	n/a	n/a	n/a	n/a
Men	65	64	60	64	n/a	n/a	n/a	n/a	n/a
Hughes Creek	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	62	62	59	n/a	n/a	n/a	n/a	n/a
50-64	64	66	63	65	n/a	n/a	n/a	n/a	n/a
35-49	61	60	62	69	n/a	n/a	n/a	n/a	n/a
Mount Wombat	61	62	62	68	n/a	n/a	n/a	n/a	n/a

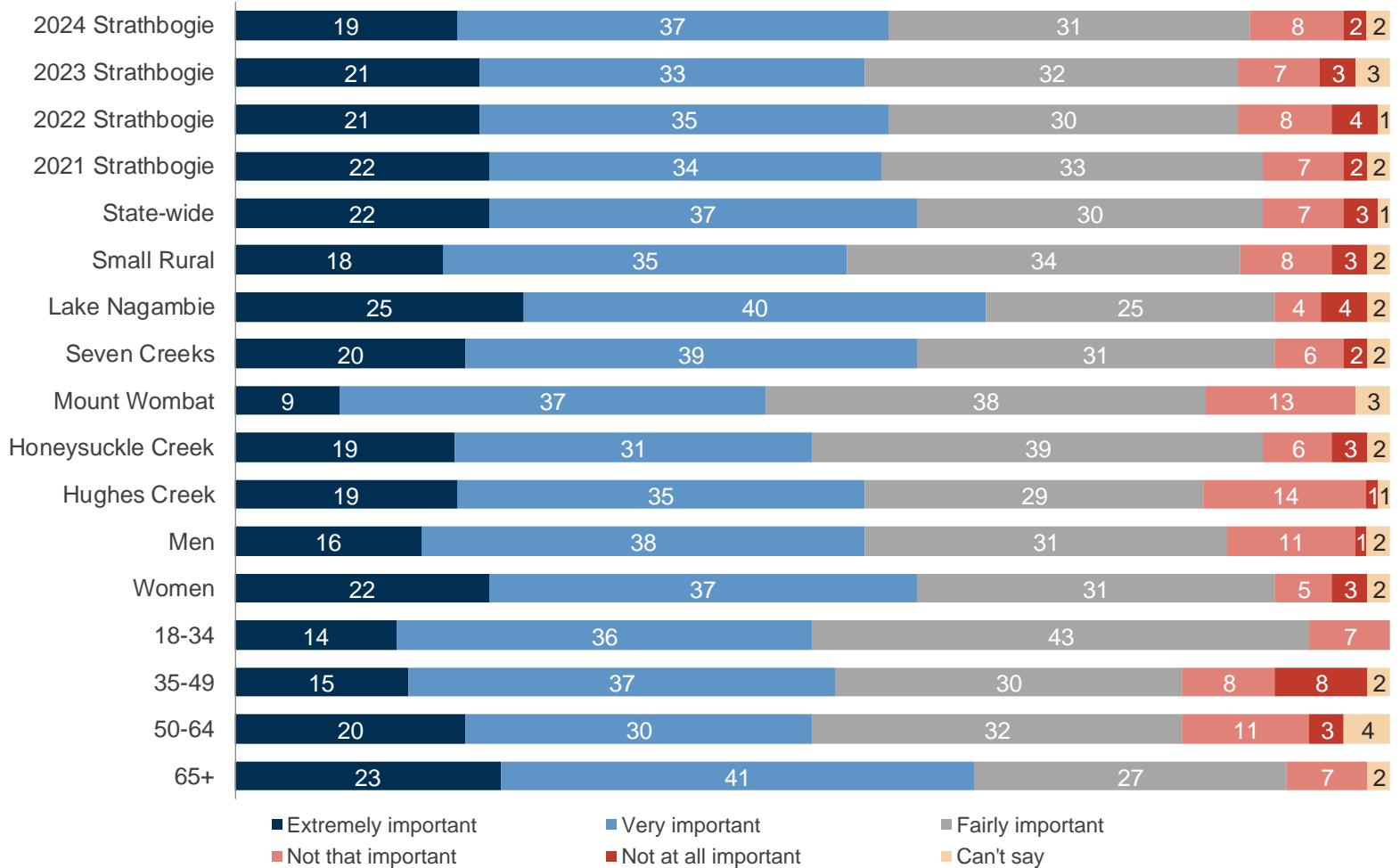
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Enforcement of local laws performance



2024 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	64▲	52	70	70	65	64	n/a	n/a	n/a
Honeysuckle Creek	62	64	64	57	61	55	n/a	n/a	n/a
35-49	61	62	60	59	60	57	n/a	n/a	n/a
State-wide	61▲	63	64	63	64	64	64	63	66
Small Rural	60▲	62	63	62	63	63	65	64	66
Lake Nagambie	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	55	60	58	58	54	n/a	n/a	n/a
Strathbogie	57	57	61	59	59	56	n/a	n/a	n/a
Hughes Creek	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	60	62	60	60	59	n/a	n/a	n/a
Mount Wombat	56	55	66	n/a	n/a	57	n/a	n/a	n/a
50-64	55	54	59	55	57	53	n/a	n/a	n/a
65+	54	59	58	55	56	55	n/a	n/a	n/a
Seven Creeks	53	58	58	57	59	55	n/a	n/a	n/a

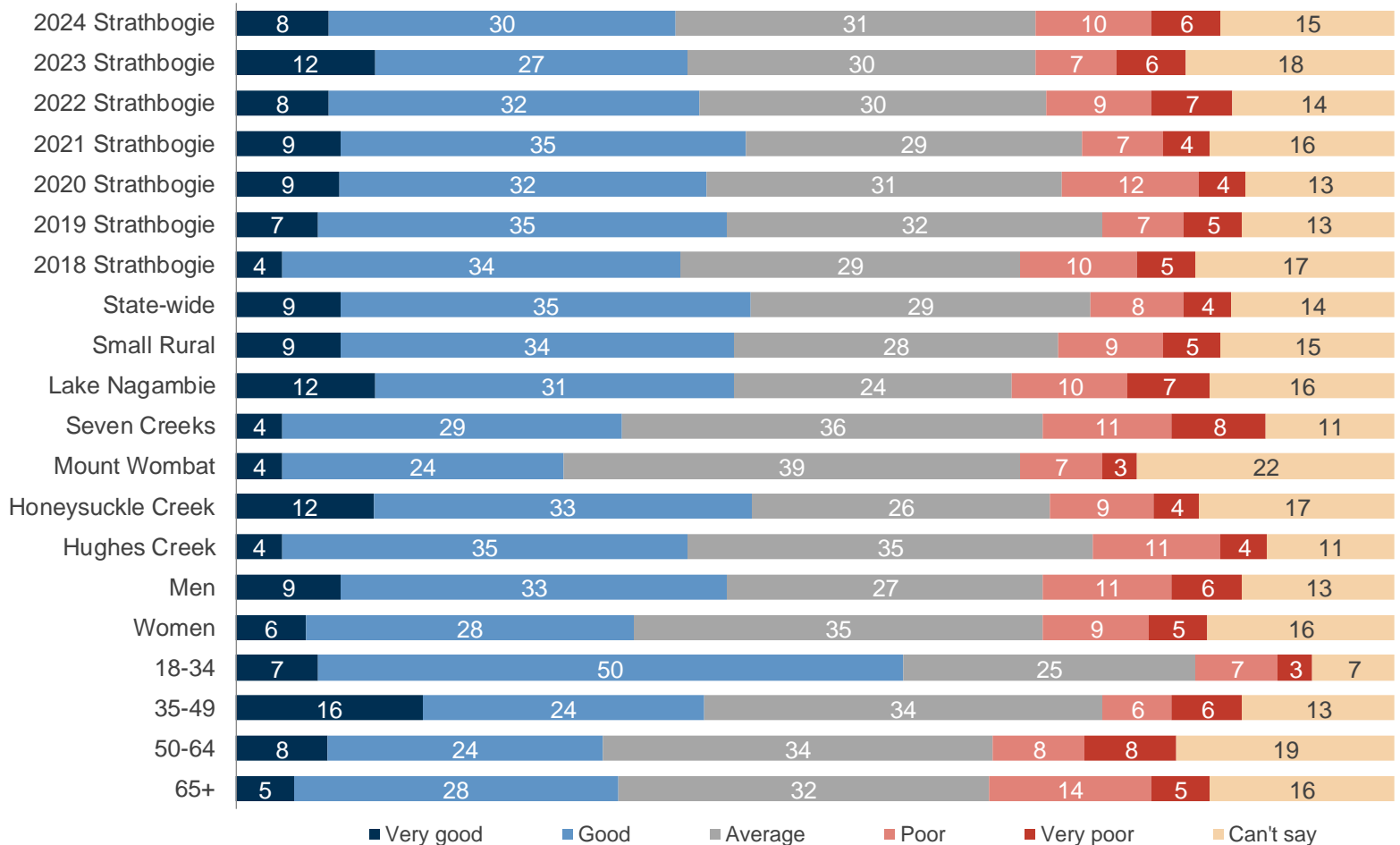
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Recreational facilities importance



2024 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	79▲	73	80	77	n/a	n/a	n/a	n/a	n/a
Hughes Creek	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	74	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	73	70	74	78	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	74	74	72	72	73	72	73
Small Rural	73	73	74	73	73	72	72	71	72
50-64	73	73	76	75	n/a	n/a	n/a	n/a	n/a
Women	73	74	76	76	n/a	n/a	n/a	n/a	n/a
Strathbogie	72	73	74	74	n/a	n/a	n/a	n/a	n/a
Men	71	71	72	71	n/a	n/a	n/a	n/a	n/a
65+	71	72	72	72	n/a	n/a	n/a	n/a	n/a
Mount Wombat	71	77	75	66	n/a	n/a	n/a	n/a	n/a
18-34	67	75	71	72	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	63▼	70	75	71	n/a	n/a	n/a	n/a	n/a

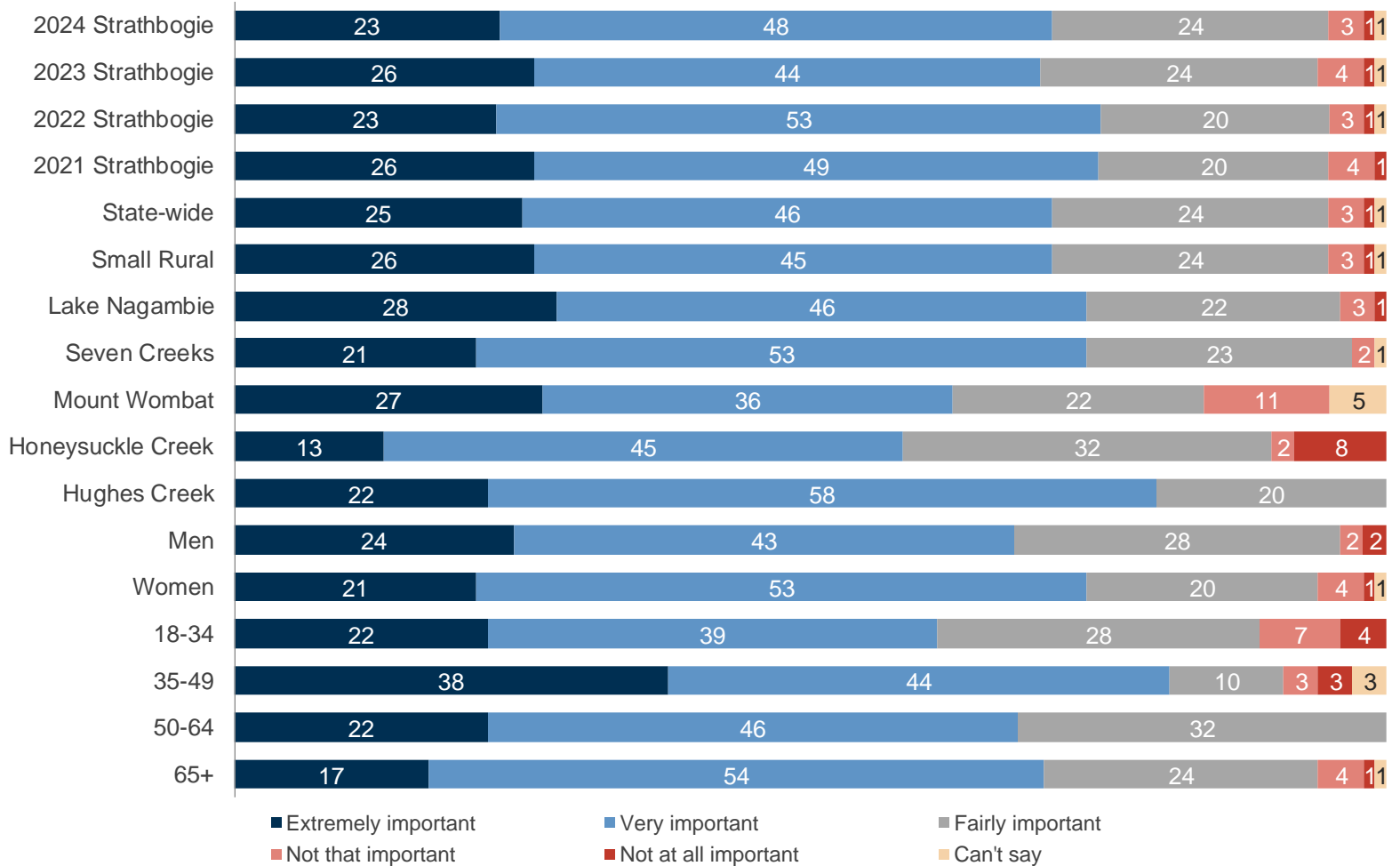
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	73▲	70	70	65	n/a	n/a	n/a	n/a	n/a
65+	71▲	71	70	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70
Honeysuckle Creek	68	66	71	69	n/a	n/a	n/a	n/a	n/a
Hughes Creek	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	67	67	69	68	68	69	69	68	70
Women	67	65	68	64	n/a	n/a	n/a	n/a	n/a
18-34	67	63	69	60	n/a	n/a	n/a	n/a	n/a
Strathbogie	67	67	68	65	n/a	n/a	n/a	n/a	n/a
Men	66	69	68	67	n/a	n/a	n/a	n/a	n/a
Mount Wombat	64	70	67	56	n/a	n/a	n/a	n/a	n/a
50-64	63	66	66	65	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	61▼	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	61	62	61	n/a	n/a	n/a	n/a	n/a

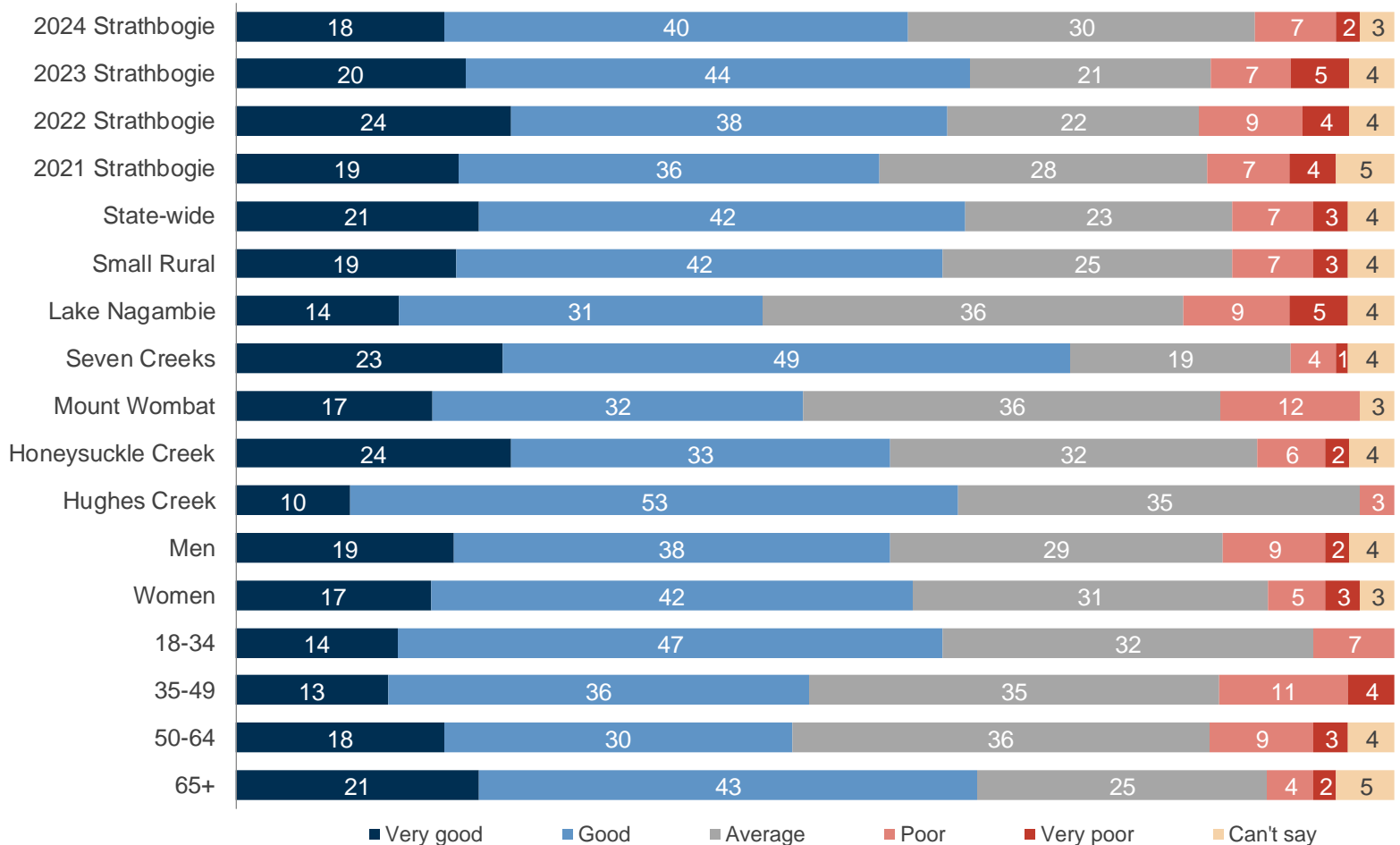
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13



The appearance of public areas importance



2024 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	76	71	75	76	n/a	n/a	n/a	n/a	n/a
65+	75	74	76	75	n/a	n/a	n/a	n/a	n/a
Hughes Creek	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	70	74	72	n/a	n/a	n/a	n/a	n/a
50-64	75	77	78	76	n/a	n/a	n/a	n/a	n/a
35-49	75	70	76	72	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	75	75	74	73	74	74	74
Small Rural	74	74	74	74	74	74	74	74	74
Strathbogie	73	72	76	75	n/a	n/a	n/a	n/a	n/a
Women	72	75	77	77	n/a	n/a	n/a	n/a	n/a
Mount Wombat	71	74	74	66	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	67	66	75	73	n/a	n/a	n/a	n/a	n/a
18-34	65	66	73	75	n/a	n/a	n/a	n/a	n/a

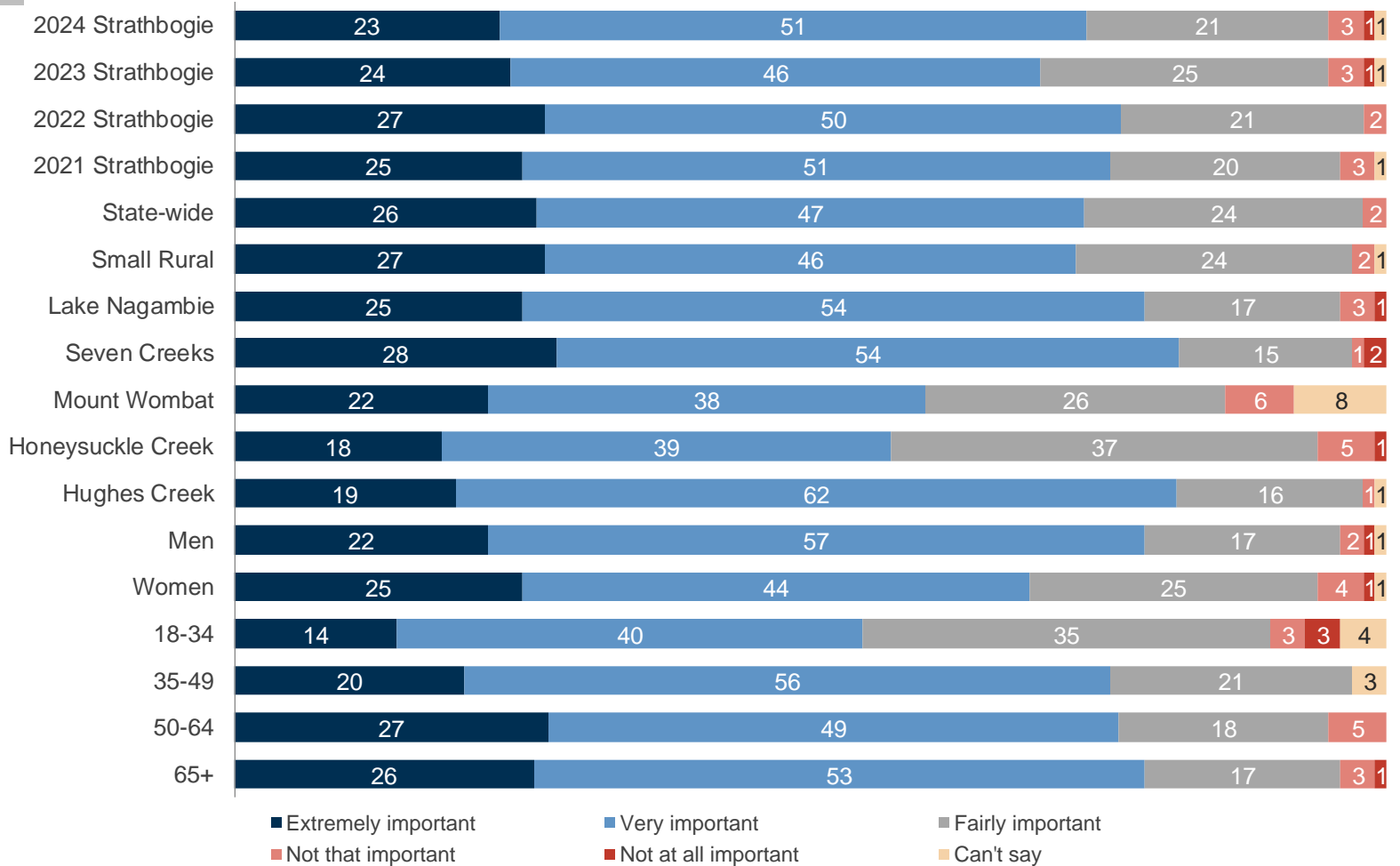
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Seven Creeks	75	76	75	75	n/a	n/a	n/a	n/a	n/a	
Mount Wombat	74	75	74	76	n/a	n/a	n/a	n/a	n/a	
35-49	74	74	79	75	n/a	n/a	n/a	n/a	n/a	
Lake Nagambie	74	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Women	74	73	74	76	n/a	n/a	n/a	n/a	n/a	
Strathbogie	73	74	73	74	n/a	n/a	n/a	n/a	n/a	
65+	73	74	73	72	n/a	n/a	n/a	n/a	n/a	
18-34	72	75	73	72	n/a	n/a	n/a	n/a	n/a	
Honeysuckle Creek	72	71	73	74	n/a	n/a	n/a	n/a	n/a	
Men	72	75	73	72	n/a	n/a	n/a	n/a	n/a	
50-64	72	72	70	79	n/a	n/a	n/a	n/a	n/a	
Small Rural	71	71	73	75	72	73	72	74	73	74
State-wide	68▼	67	71	73	72	72	71	71	71	72
Hughes Creek	66▼	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

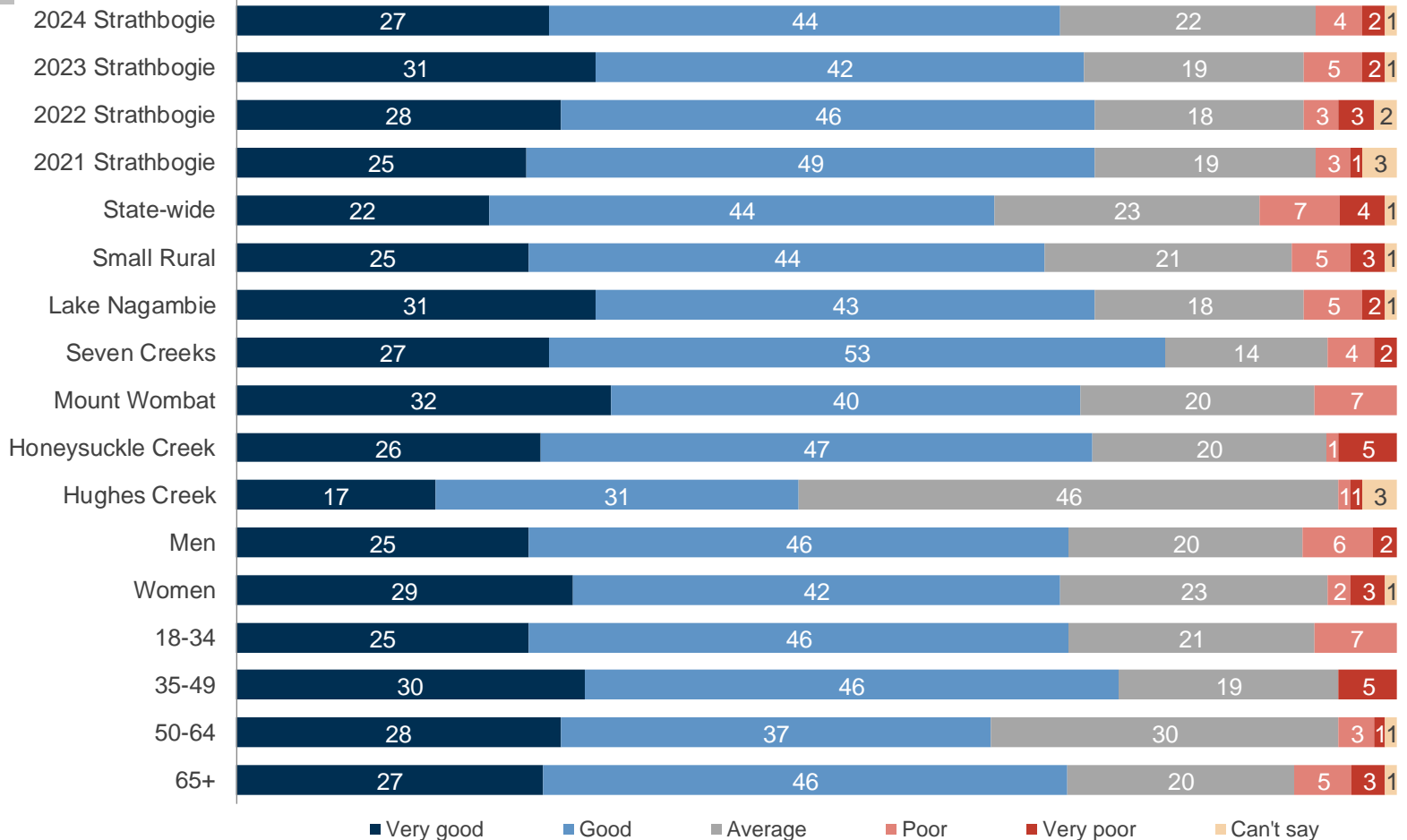
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



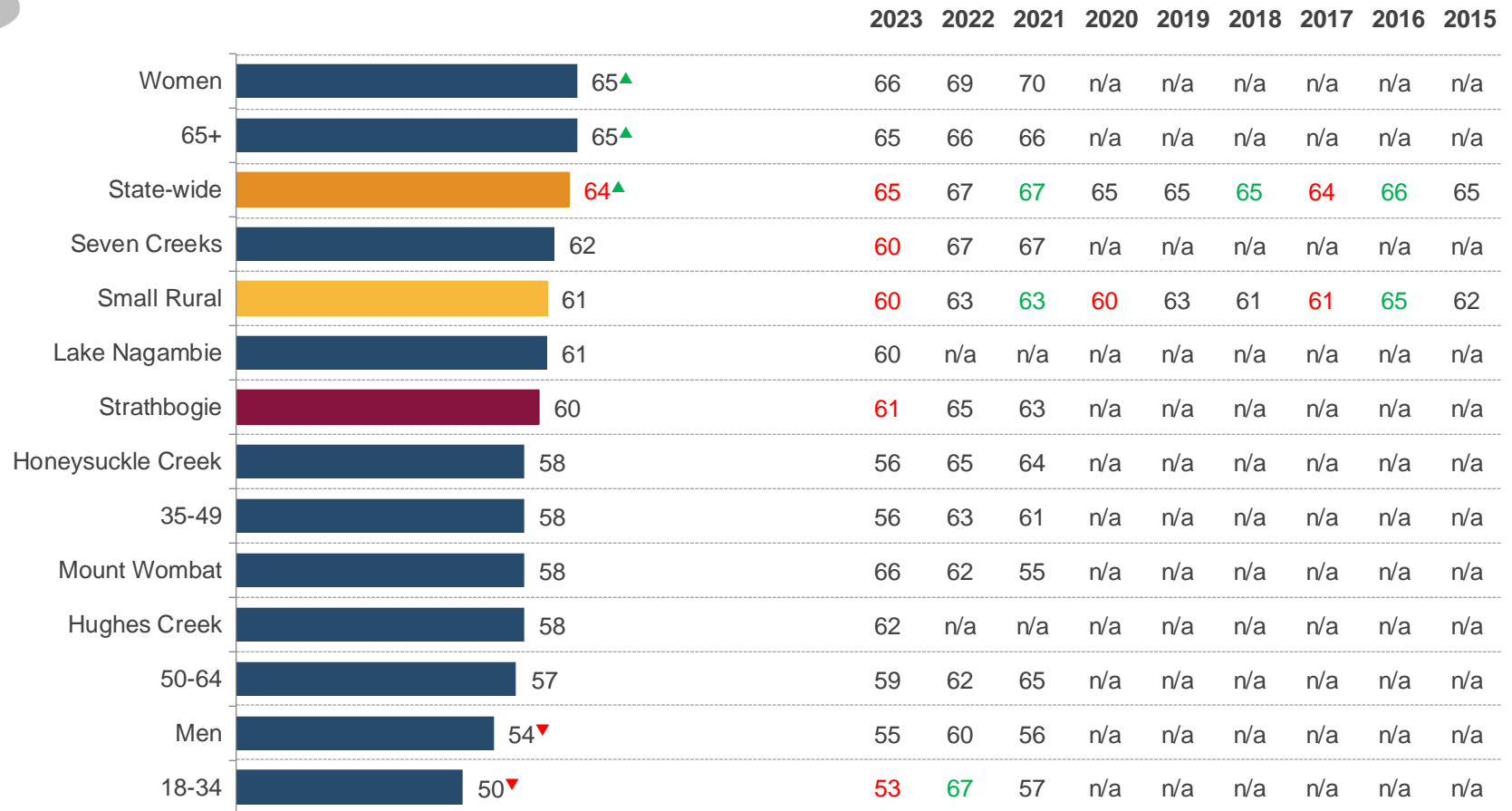
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14



Art centres and libraries importance



2024 art centres and libraries importance (index scores)



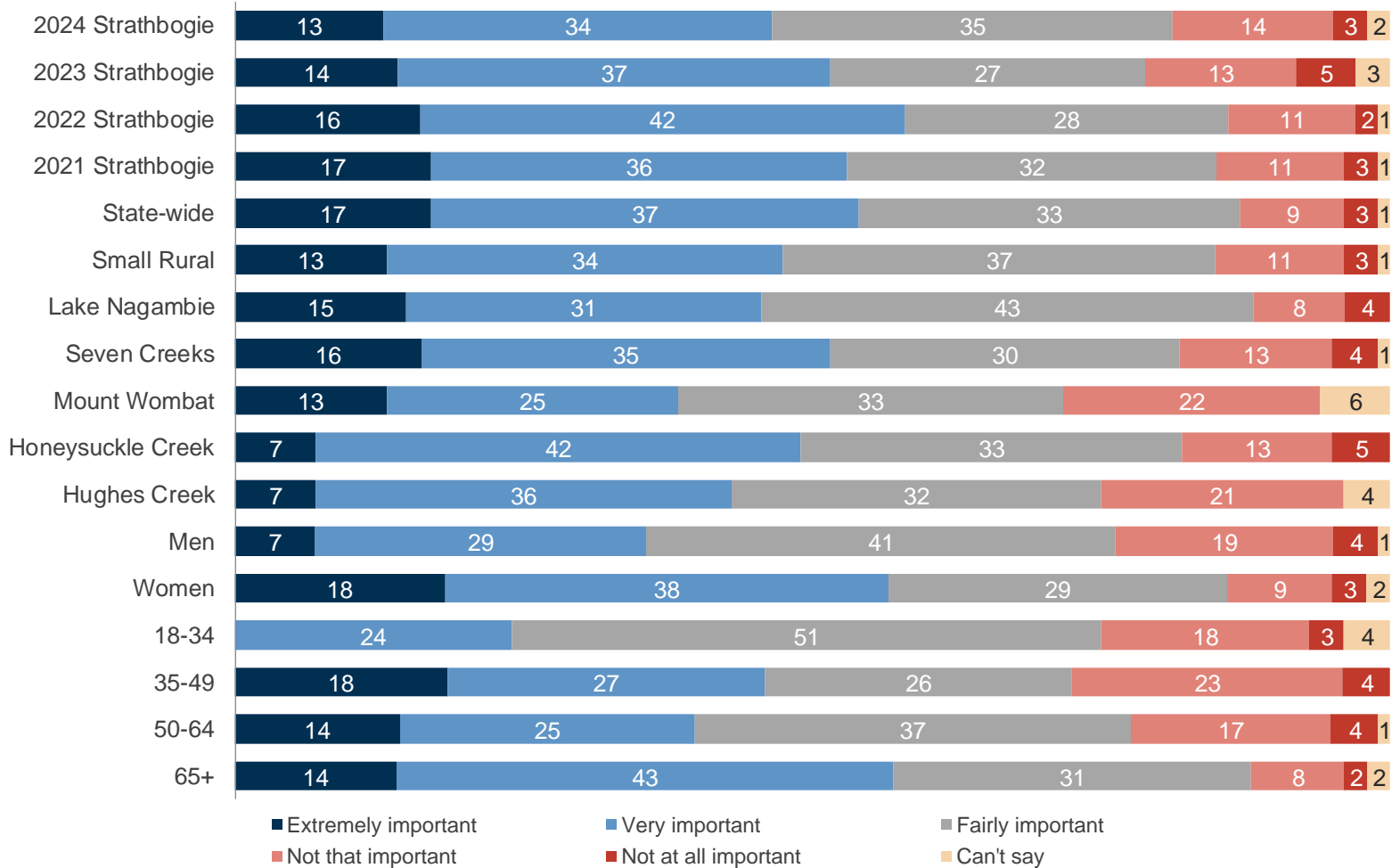
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3



Art centres and libraries performance



2024 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	73▲	73	73	74	74	74	73	72	73
Small Rural	73▲	73	71	74	74	73	72	71	69
Seven Creeks	73▲	73	70	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	72	67	68	66	n/a	n/a	n/a	n/a	n/a
Women	70	73	68	69	n/a	n/a	n/a	n/a	n/a
Mount Wombat	69	77	65	66	n/a	n/a	n/a	n/a	n/a
65+	69	73	70	73	n/a	n/a	n/a	n/a	n/a
35-49	69	66	62	62	n/a	n/a	n/a	n/a	n/a
18-34	69	75	70	61	n/a	n/a	n/a	n/a	n/a
Strathbogie	68	71	67	67	n/a	n/a	n/a	n/a	n/a
Hughes Creek	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	70	66	66	n/a	n/a	n/a	n/a	n/a
50-64	65	69	63	67	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	61▼	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a

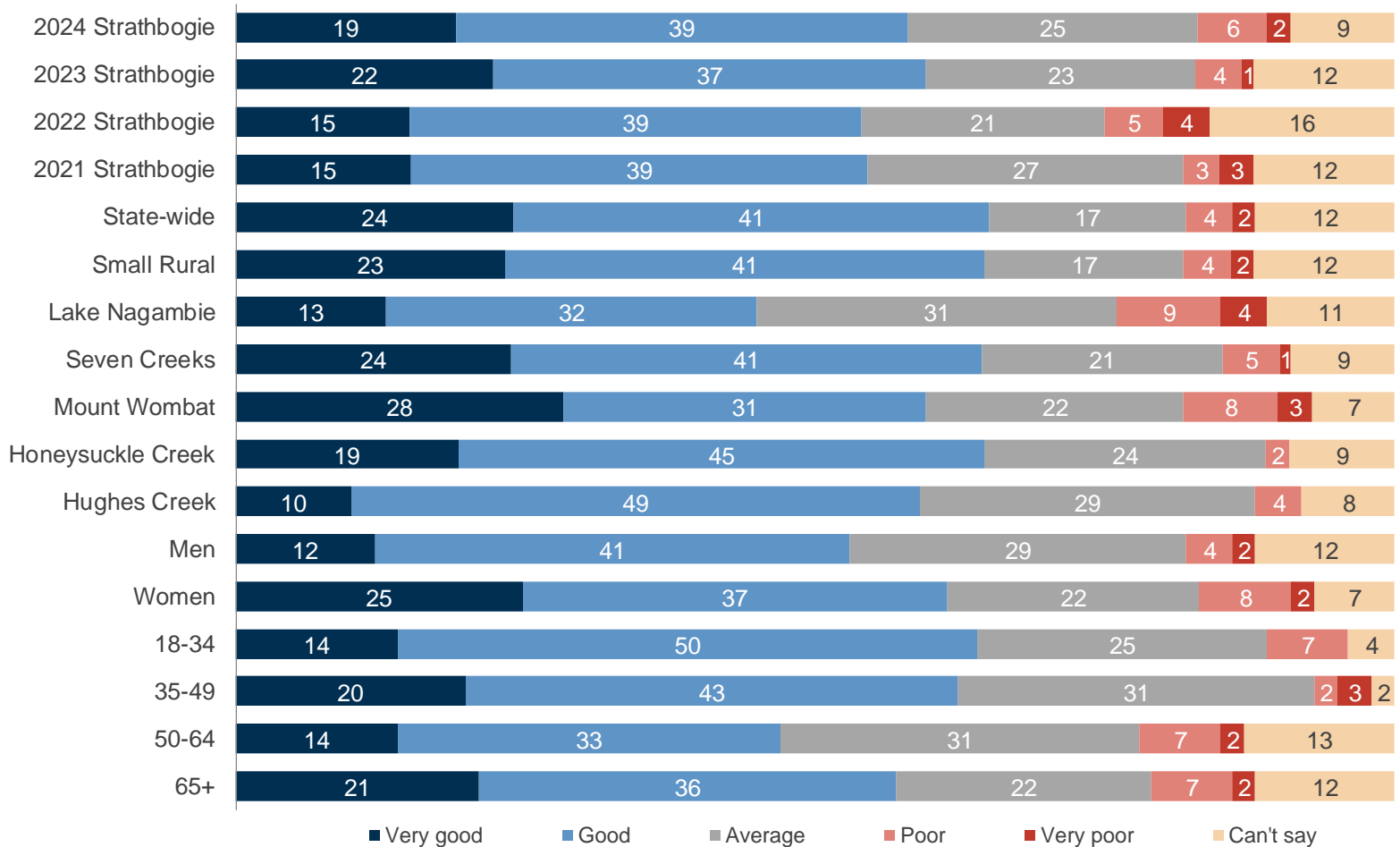
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7



Waste management importance



2024 waste management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	82	76	79	80	n/a	n/a	n/a	n/a	n/a
State-wide	81▲	81	82	82	81	81	79	80	79
Women	81	80	81	81	n/a	n/a	n/a	n/a	n/a
Mount Wombat	80	85	78	62	n/a	n/a	n/a	n/a	n/a
Hughes Creek	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	80	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	80	81	80	n/a	n/a	n/a	n/a	n/a
Strathbogrie	79	77	79	78	n/a	n/a	n/a	n/a	n/a
Small Rural	79	78	80	80	79	79	78	76	79
Seven Creeks	79	72	80	82	n/a	n/a	n/a	n/a	n/a
Men	78	73	76	75	n/a	n/a	n/a	n/a	n/a
35-49	78	82	80	79	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	77	71	78	74	n/a	n/a	n/a	n/a	n/a
18-34	74	69	74	69	n/a	n/a	n/a	n/a	n/a

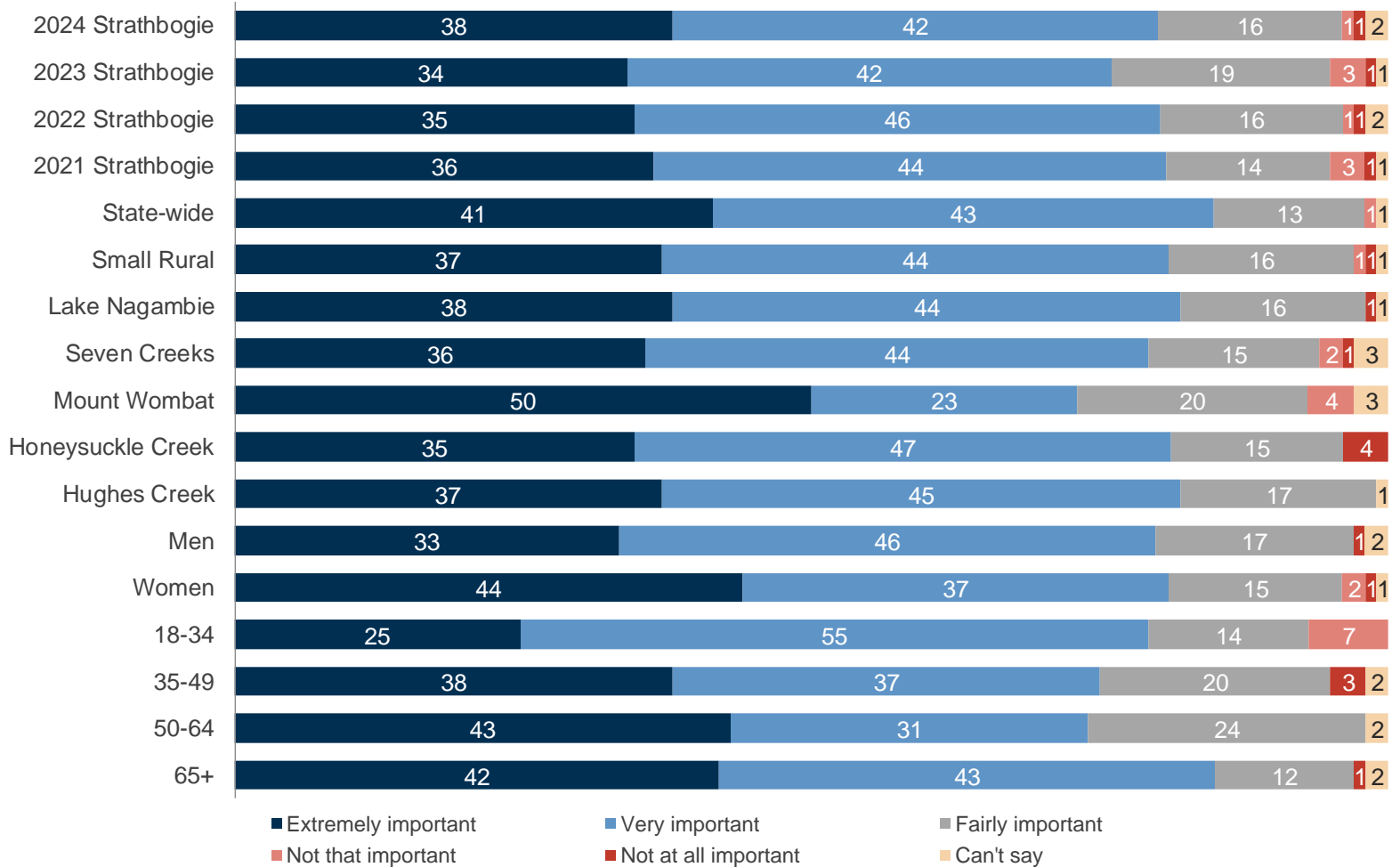
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	73	69	69	67	66	66	n/a	n/a	n/a
65+	72	71	73	70	68	70	n/a	n/a	n/a
Strathbogie	70	69	67	67	62	63	n/a	n/a	n/a
Women	70	71	65	68	61	63	n/a	n/a	n/a
Men	70	67	69	67	63	64	n/a	n/a	n/a
18-34	69	67	60	66	61	56	n/a	n/a	n/a
Hughes Creek	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	69	74	67	61	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	66	63	60	59	59	n/a	n/a	n/a
Honeysuckle Creek	67	72	74	73	60	59	n/a	n/a	n/a
Small Rural	67▼	66	68	68	64	66	69	70	69
State-wide	67▼	66	68	69	65	68	70	71	70
50-64	65	67	65	70	56	60	n/a	n/a	n/a

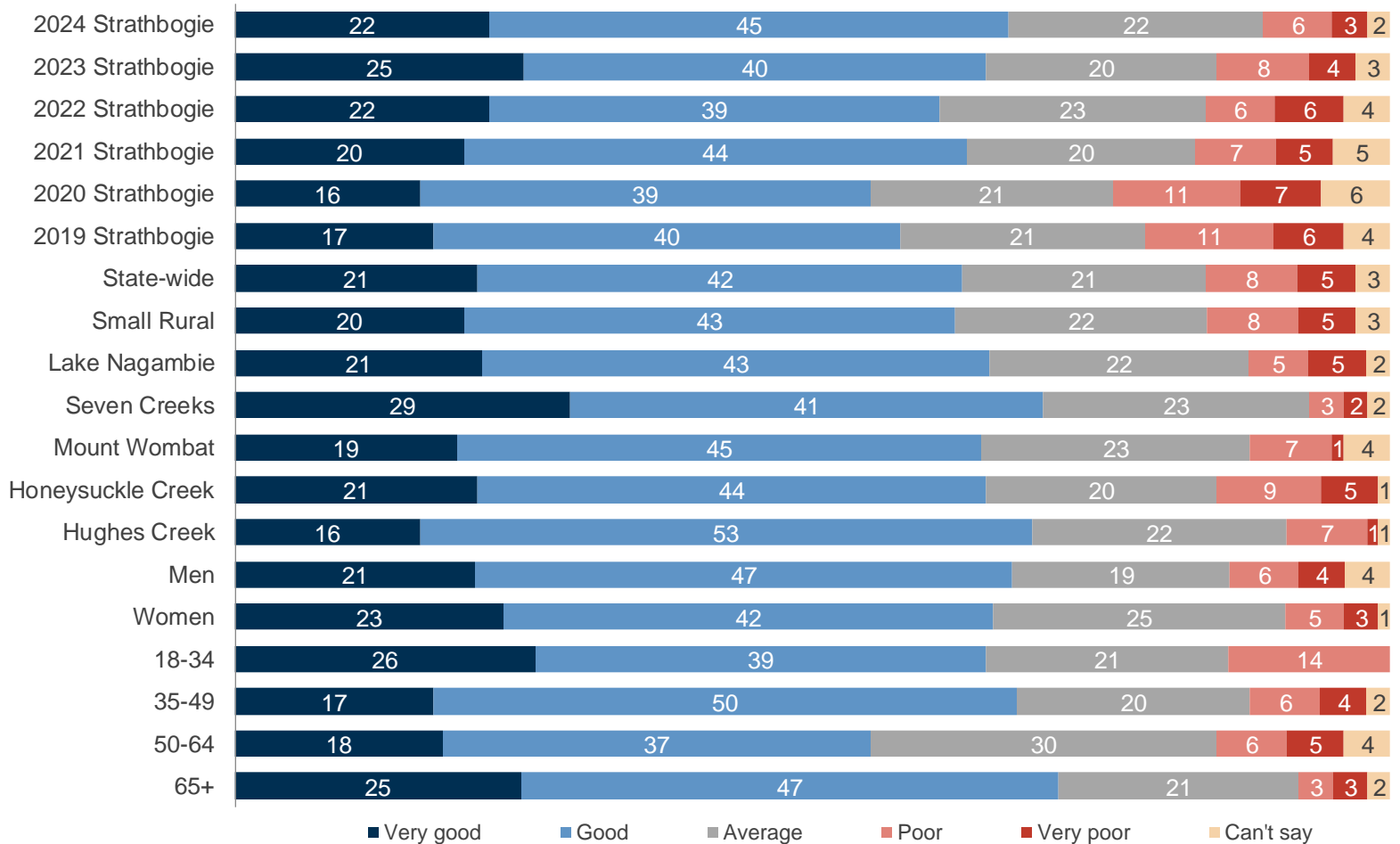
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	67	71	76	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	71	72	74	74	71	71	72	71	70
Hughes Creek	72	n/a	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
Women	70	72	77	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
Mount Wombat	69	66	70	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
35-49	66	68	74	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	70	67	65	66	67	67	67
65+	68	70	72	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
Lake Nagambie	68	n/a	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

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

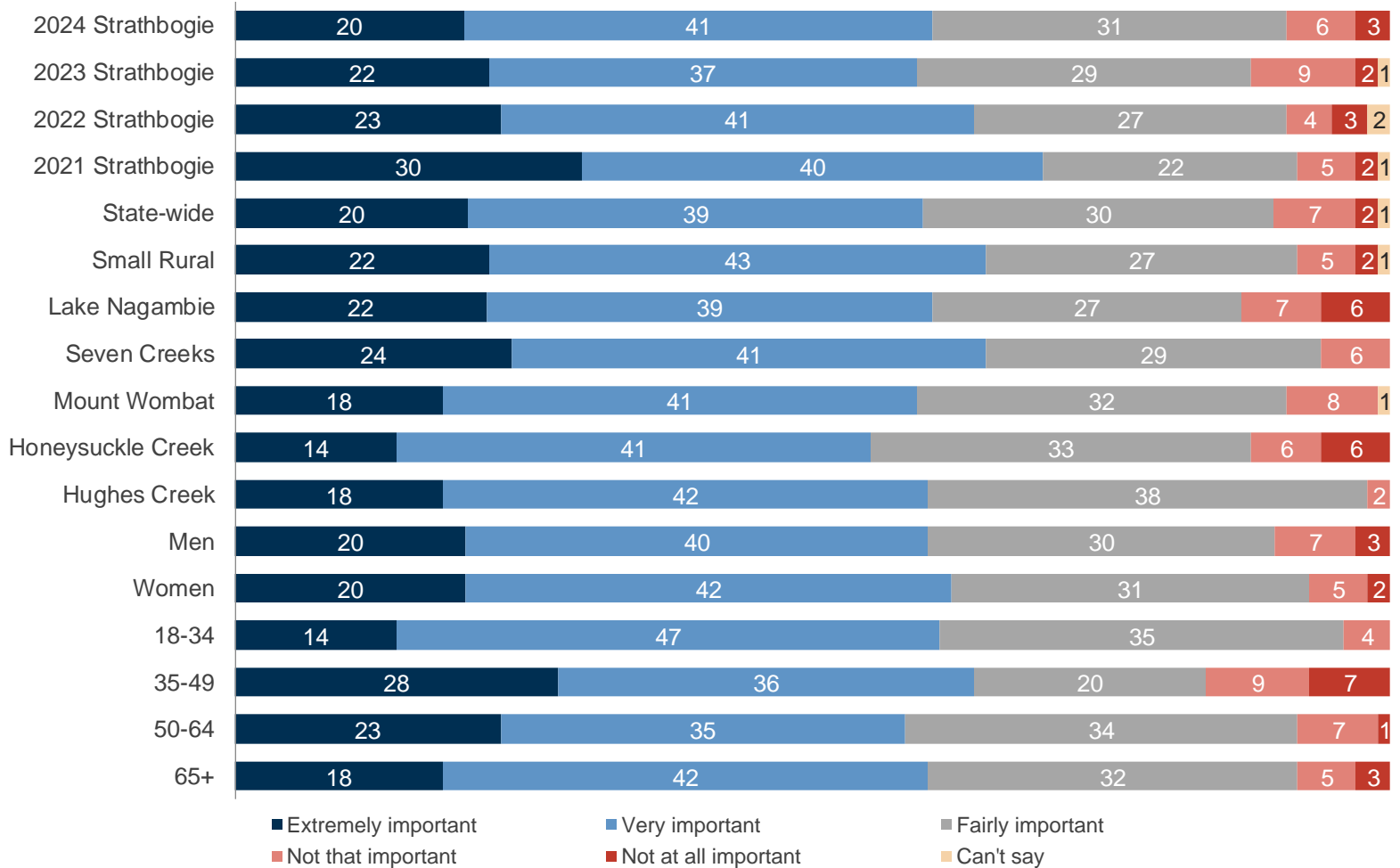
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	67▲	64	67	59	n/a	n/a	n/a	n/a	n/a	
Lake Nagambie	60	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Small Rural	59	61	63	62	58	59	59	64	61	63
Women	58	60	60	61	n/a	n/a	n/a	n/a	n/a	
State-wide	57	59	60	61	59	61	60	61	60	61
Strathbogie	57	60	60	59	n/a	n/a	n/a	n/a	n/a	
Honeysuckle Creek	56	60	59	58	n/a	n/a	n/a	n/a	n/a	
65+	56	62	62	61	n/a	n/a	n/a	n/a	n/a	
Hughes Creek	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Men	55	61	60	58	n/a	n/a	n/a	n/a	n/a	
Seven Creeks	55	61	60	52	n/a	n/a	n/a	n/a	n/a	
Mount Wombat	55	58	50	52	n/a	n/a	n/a	n/a	n/a	
50-64	53	57	56	63	n/a	n/a	n/a	n/a	n/a	
35-49	52	55	55	53	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?

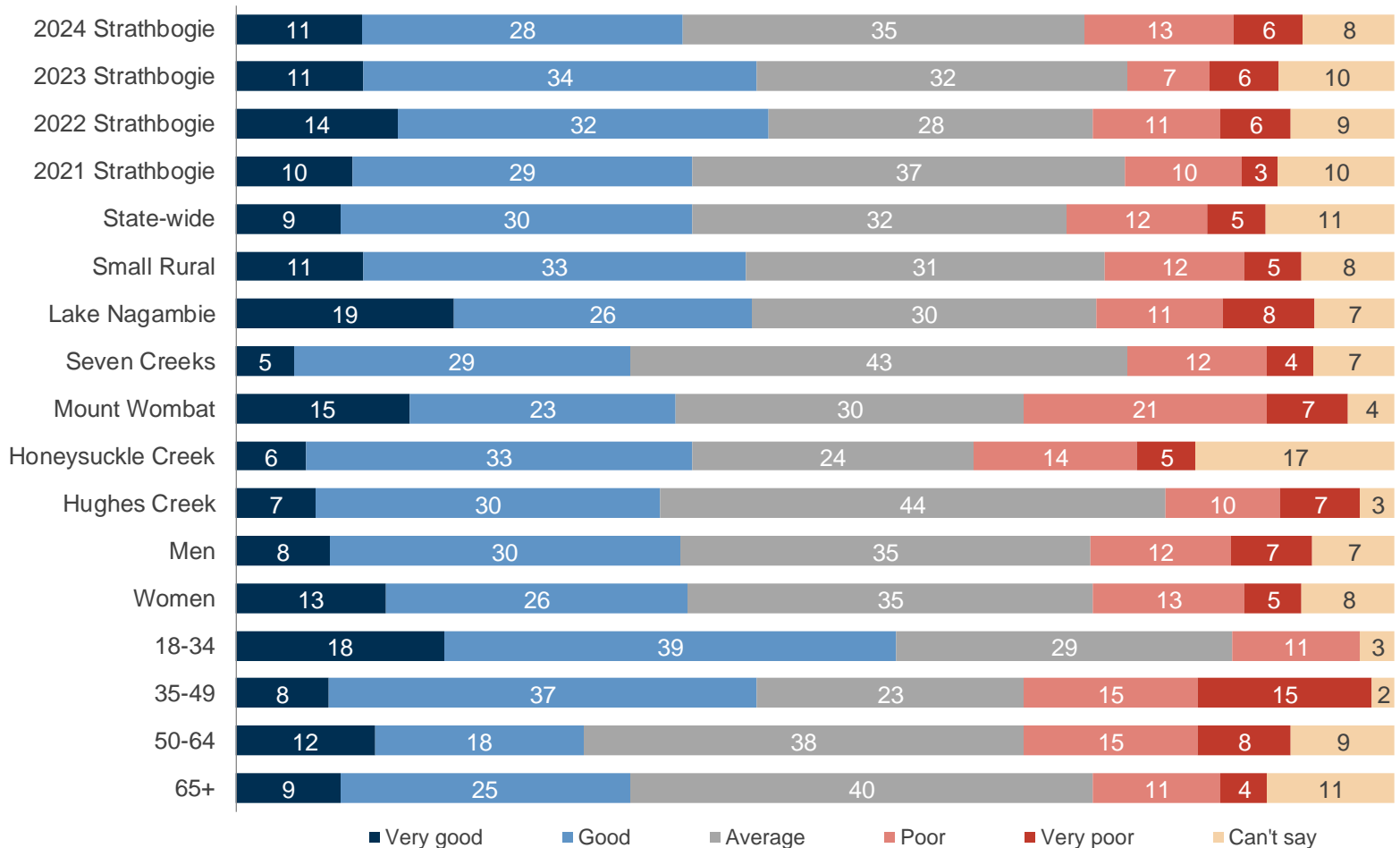
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



Planning and building permits importance



2024 planning and building permits importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Seven Creeks	77	71	79	74	n/a	n/a	n/a	n/a	n/a
35-49	77	72	78	67	n/a	n/a	n/a	n/a	n/a
65+	75	72	74	72	n/a	n/a	n/a	n/a	n/a
Mount Wombat	75	76	65	58	n/a	n/a	n/a	n/a	n/a
Men	74	70	73	70	n/a	n/a	n/a	n/a	n/a
Strathbogrie	73	73	75	71	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	76	76	72	n/a	n/a	n/a	n/a	n/a
State-wide	72	72	73	73	71	71	71	72	71
Honeysuckle Creek	71	68	69	66	n/a	n/a	n/a	n/a	n/a
Small Rural	70	71	73	71	68	70	68	68	71
18-34	70	71	73	69	n/a	n/a	n/a	n/a	n/a
50-64	69	78	75	72	n/a	n/a	n/a	n/a	n/a
Hughes Creek	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

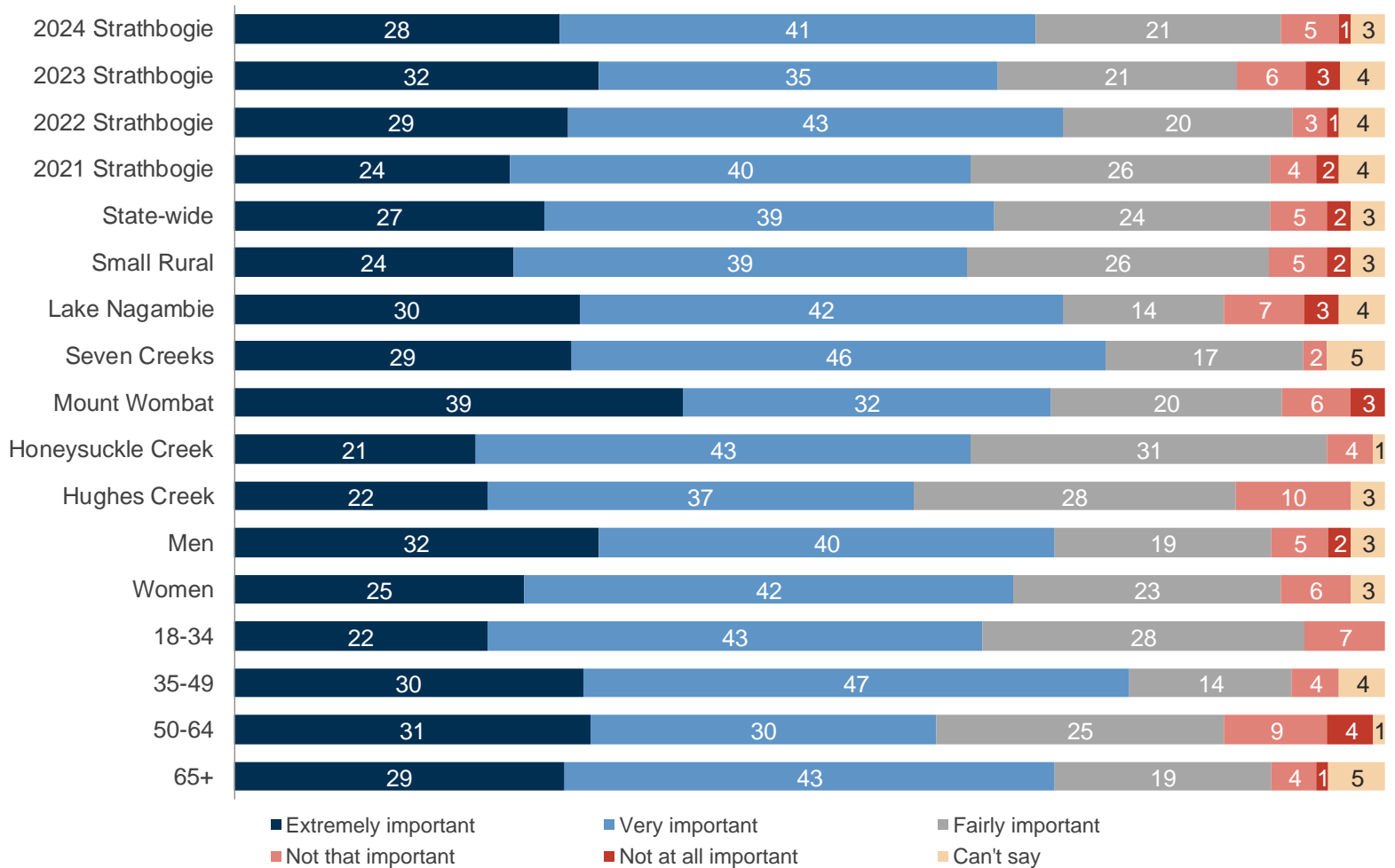
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Hughes Creek	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	44	56	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	45▲	50	51	51	52	52	51	50	54
Lake Nagambie	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	43	52	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	43	48	49	46	48	51	51	50	53
Strathbogie	42	44	51	n/a	n/a	n/a	n/a	n/a	n/a
65+	41	48	51	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	41	46	53	n/a	n/a	n/a	n/a	n/a	n/a
35-49	39	40	48	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	40	48	n/a	n/a	n/a	n/a	n/a	n/a
Men	38	45	49	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	38	39	48	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	35▼	50	52	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: 29 Councils asked group: 8

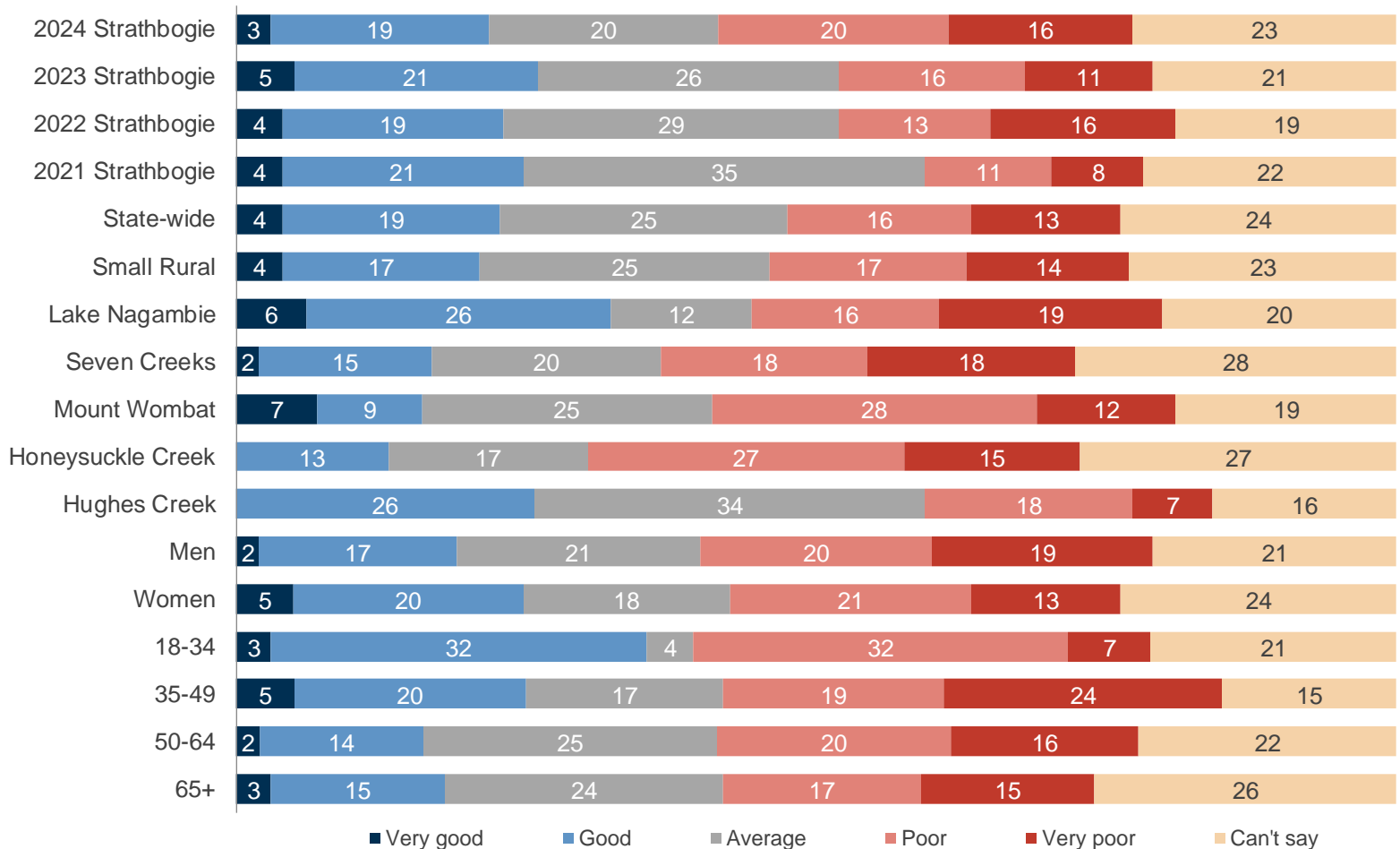
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	61	62	54	67	61	n/a	n/a	n/a	n/a
State-wide	60▲	60	61	62	60	62	63	64	63
35-49	59	51	57	55	60	n/a	n/a	n/a	n/a
Lake Nagambie	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seven Creeks	59	57	58	56	58	n/a	n/a	n/a	n/a
Small Rural	59	59	59	61	57	59	62	63	61
Honeysuckle Creek	58	57	70	60	48	n/a	n/a	n/a	n/a
Men	57	58	59	58	55	n/a	n/a	n/a	n/a
Strathbogie	57	57	59	57	56	n/a	n/a	n/a	n/a
Women	57	56	58	57	56	n/a	n/a	n/a	n/a
Hughes Creek	57	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	58	64	57	53	n/a	n/a	n/a	n/a
50-64	54	57	53	52	53	n/a	n/a	n/a	n/a
Mount Wombat	49▼	61	62	47	n/a	n/a	n/a	n/a	n/a

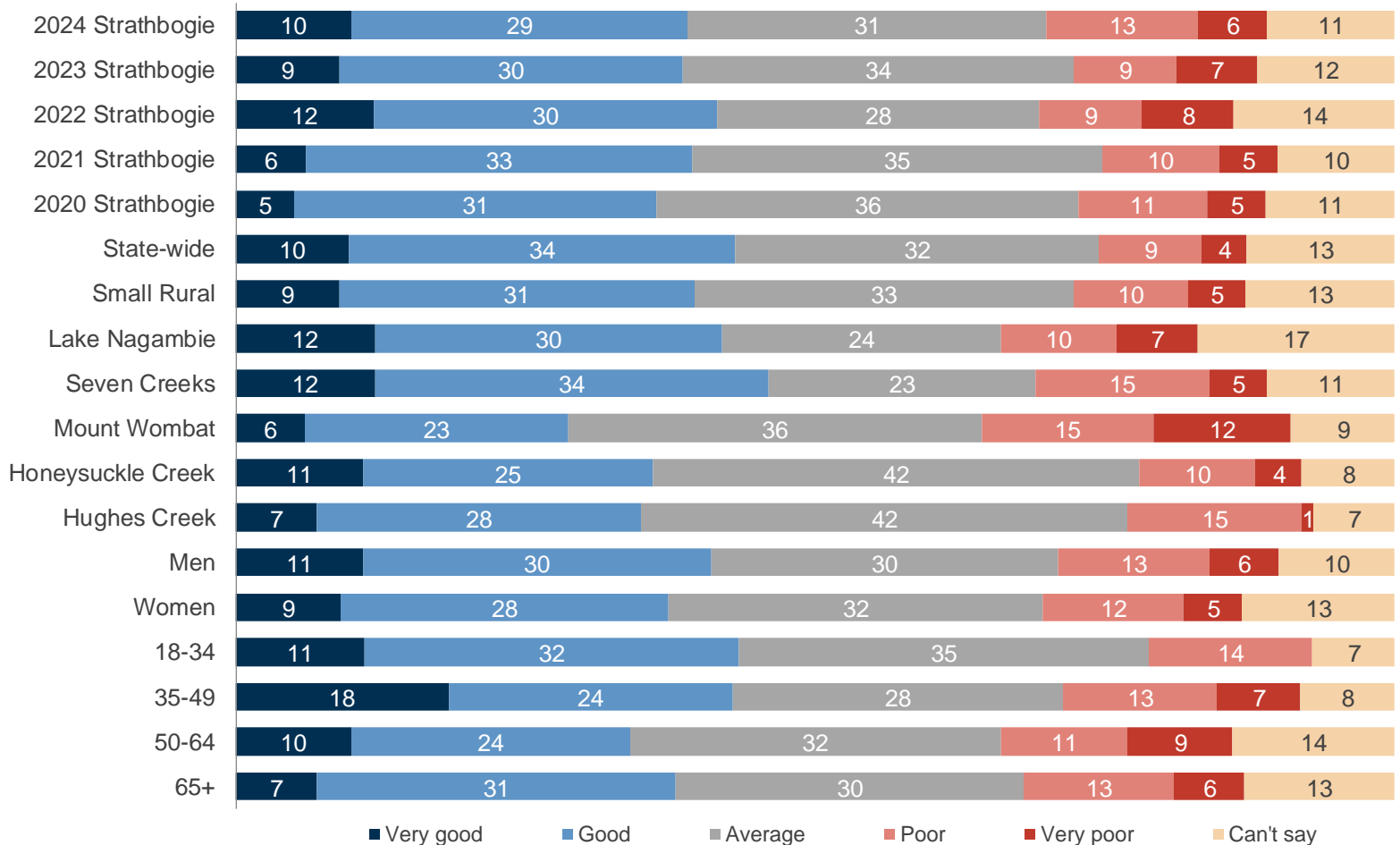
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 7



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	91▲	85	83	n/a	n/a	n/a	n/a	n/a	n/a
Lake Nagambie	91▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mount Wombat	89	83	89	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	86	79	83	n/a	n/a	n/a	n/a	n/a	n/a
Strathbogrie	86	83	84	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	86	85	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	86	87	n/a	n/a	n/a	n/a	n/a	n/a
18-34	86	79	83	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	85	85	84	83	82	84	81	81	82
65+	85	83	83	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	84▼	83	81	80	80	80	79	79	78
Seven Creeks	83	82	84	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	83	79	79	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: 13 Councils asked group: 5

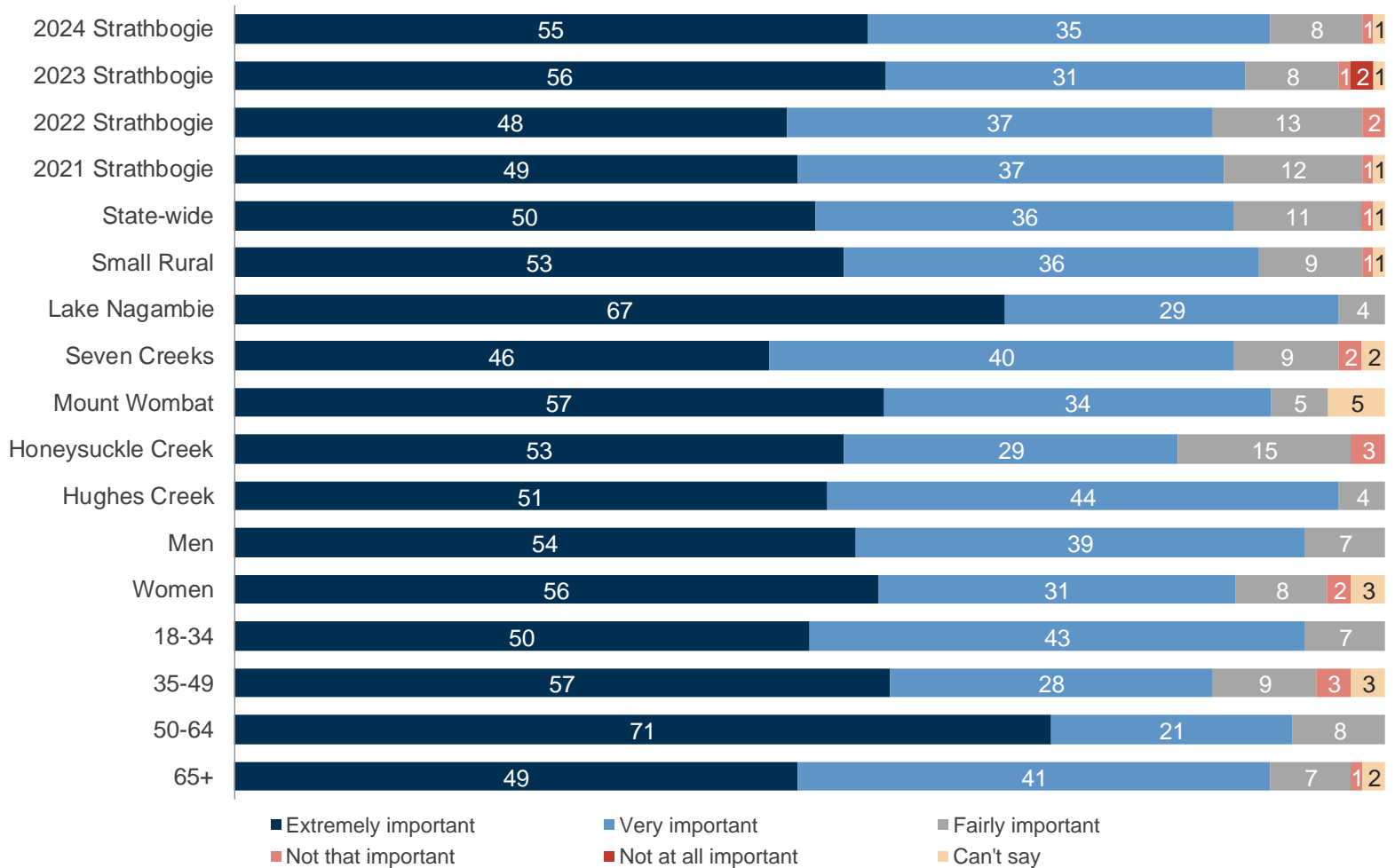
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Seven Creeks	40▲	36	44	43	44	46	40	n/a	n/a	n/a
Mount Wombat	38	48	49	35	n/a	n/a	41	n/a	n/a	n/a
State-wide	36▲	37	41	45	44	44	43	44	43	45
Small Rural	35▲	38	42	44	43	43	40	43	44	45
65+	35	42	43	46	41	44	43	n/a	n/a	n/a
18-34	33	28	40	33	42	45	42	n/a	n/a	n/a
Men	32	37	44	43	42	44	40	n/a	n/a	n/a
Strathbogie	32	36	40	42	41	43	37	n/a	n/a	n/a
Women	32	34	36	40	40	41	35	n/a	n/a	n/a
35-49	30	30	39	38	45	39	31	n/a	n/a	n/a
Lake Nagambie	29	31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hughes Creek	27	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	27	31	34	44	38	43	32	n/a	n/a	n/a
Honeysuckle Creek	23▼	30	45	50	34	38	28	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: 27 Councils asked group: 10

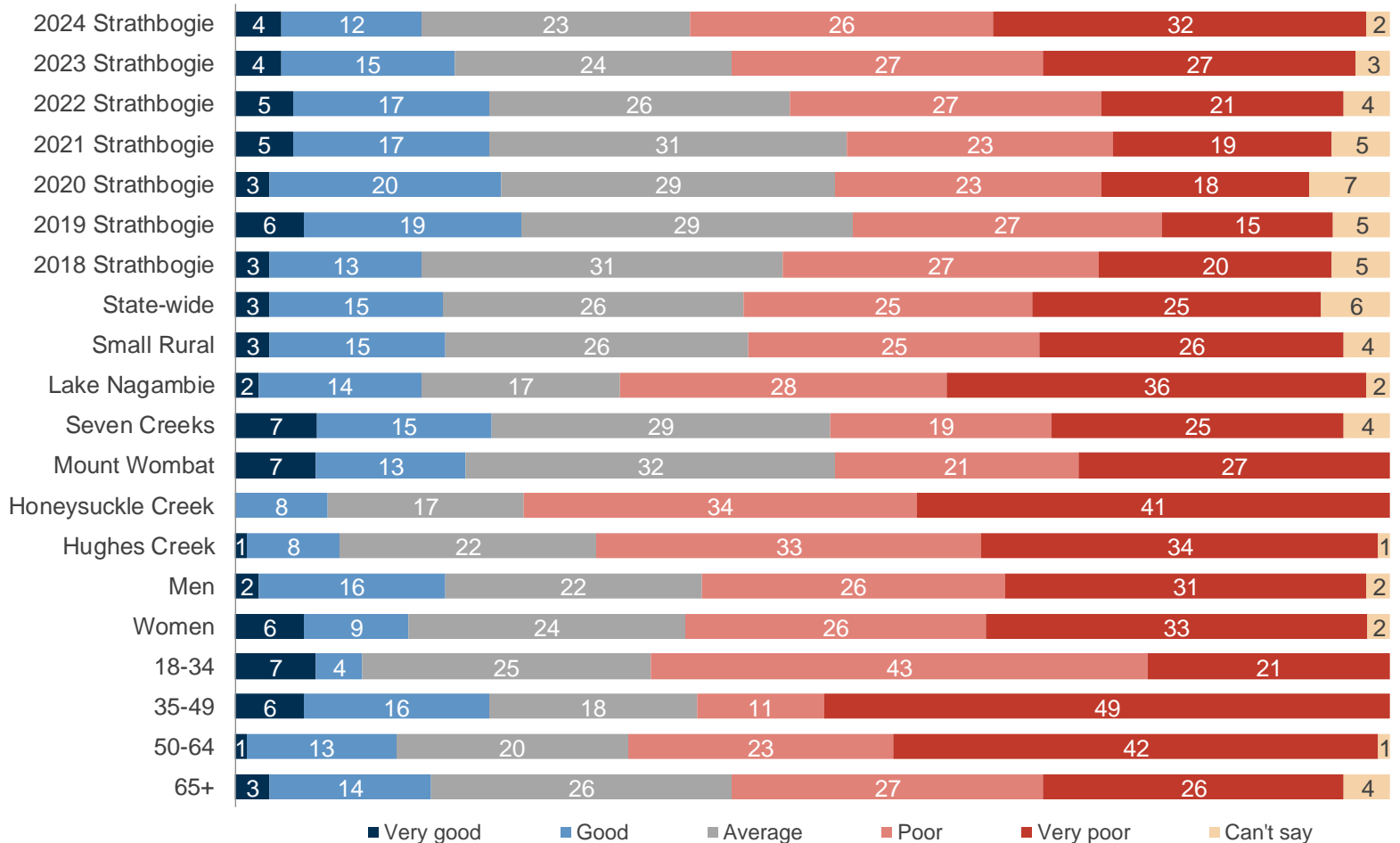
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10



Tourism development performance



2024 tourism development performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	62	65	68	64	74	69	74	n/a	n/a	n/a
Lake Nagambie	61	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	61▲	61	62	63	63	66	67	67	64	63
Seven Creeks	60	60	59	52	57	59	62	n/a	n/a	n/a
State-wide	59	61	60	62	62	63	63	63	63	63
Women	58	60	63	63	62	66	64	n/a	n/a	n/a
65+	57	61	62	59	57	63	61	n/a	n/a	n/a
Strathbogie	57	61	62	61	62	64	63	n/a	n/a	n/a
50-64	56	62	60	63	60	62	59	n/a	n/a	n/a
Men	56	62	61	59	62	62	62	n/a	n/a	n/a
Hughes Creek	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Honeysuckle Creek	54	56	68	60	58	65	54	n/a	n/a	n/a
35-49	52	58	59	57	63	63	61	n/a	n/a	n/a
Mount Wombat	51	64	55	47	n/a	n/a	58	n/a	n/a	n/a

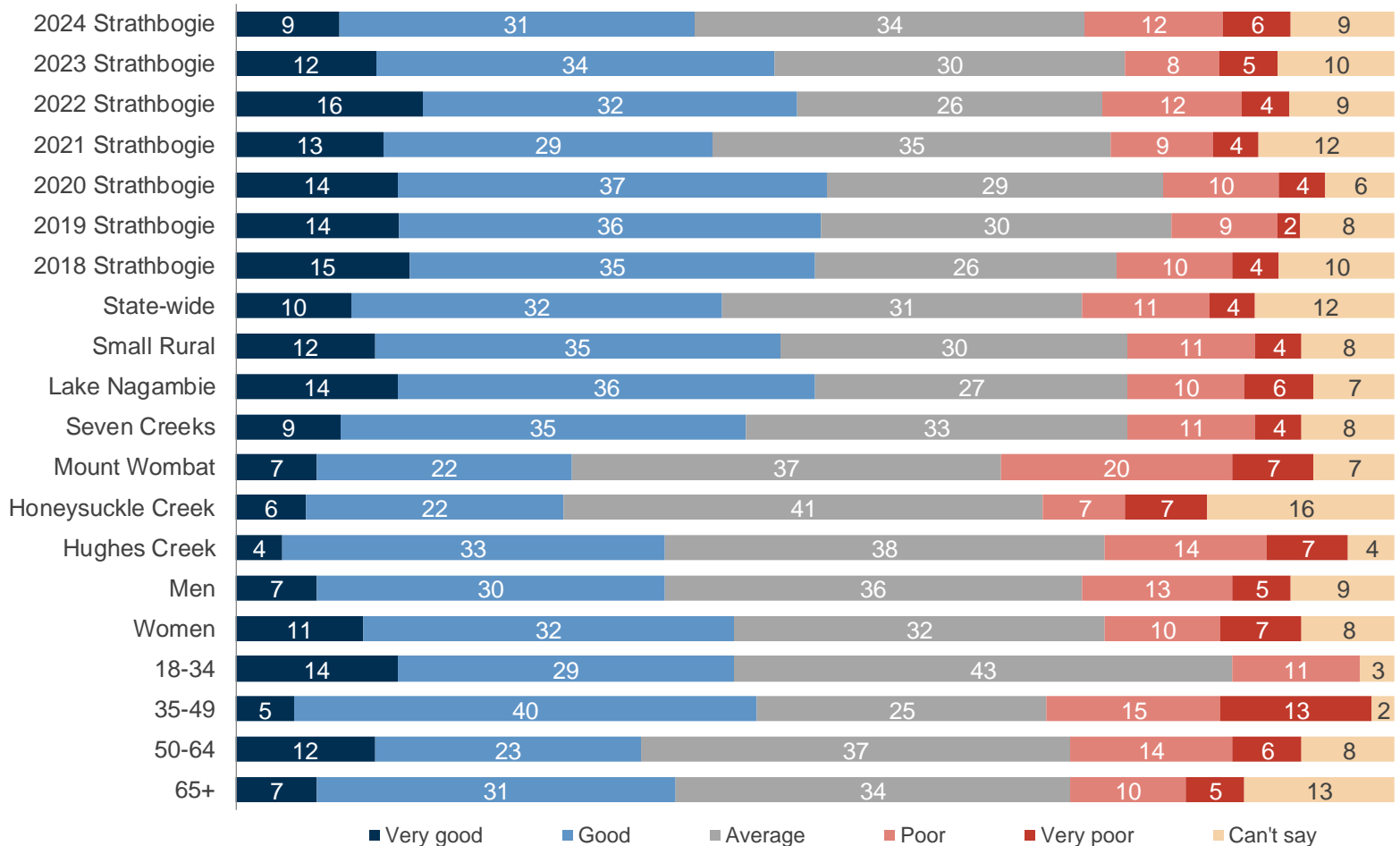
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2024 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4



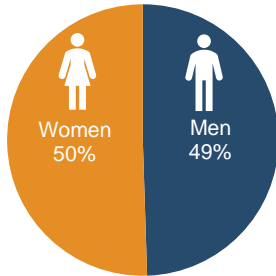
Detailed demographics



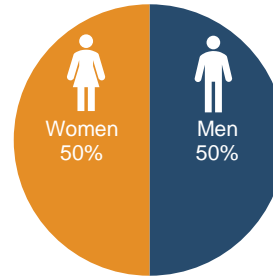
Gender and age profile

2024 gender

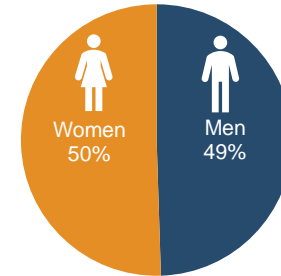
Strathbogie



Small Rural

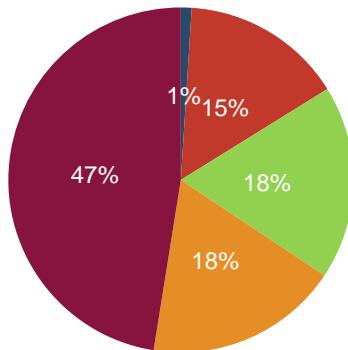


State-wide

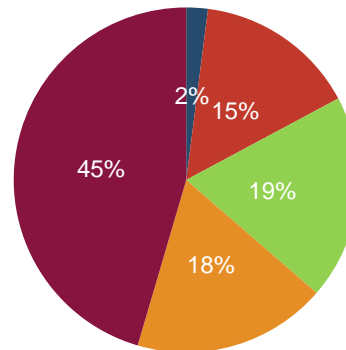


2024 age

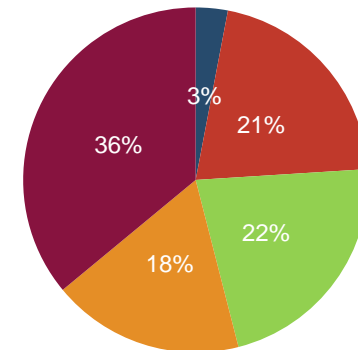
Strathbogie



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. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

<1% of respondents in each of Strathbogie Shire Council, Small Rural and State-wide did not describe their gender as male or female.

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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, semi-transparent images of various data visualization elements: a line graph with a downward trend, a bar chart with several bars of varying heights, and a grid pattern. The overall aesthetic is professional and data-oriented.

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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 9,500 people aged 18 years or over for Strathbogie Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Strathbogie Shire Council	400	400	+/-4.8
Men	202	197	+/-6.8
Women	196	201	+/-6.9
Lake Nagambie	106	107	+/-9.5
Seven Creeks	116	113	+/-9.1
Mount Wombat	53	55	+/-13.6
Honeysuckle Creek	66	67	+/-12.1
Hughes Creek	59	58	+/-12.8
18-34 years	28	66	+/-18.8
35-49 years	45	72	+/-14.7
50-64 years	91	73	+/-10.3
65+ years	236	190	+/-6.3



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n= completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n= completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Strathbogie Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Strathbogie Shire Council.

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

A total of n=400 completed interviews were achieved in Strathbogie Shire Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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 2024 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: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 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 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2024 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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