



2023 Local Government Community Satisfaction Survey

Greater Geelong City Council

Coordinated by the Department of
Government 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-fourth year, this survey provides insight into the community's views on:

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

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

Serving Victoria for 24 years

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



Greater Geelong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Greater Geelong 58



Regional Centres 56



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	≡ on par
	Waste management	▲ higher
	Recreational facilities	≡ on par
Lowest 3 performing areas		
	Unsealed roads	≡ on par
	Town planning policy	≡ on par
	Population growth	▼ lower
	Customer service	▲ higher



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

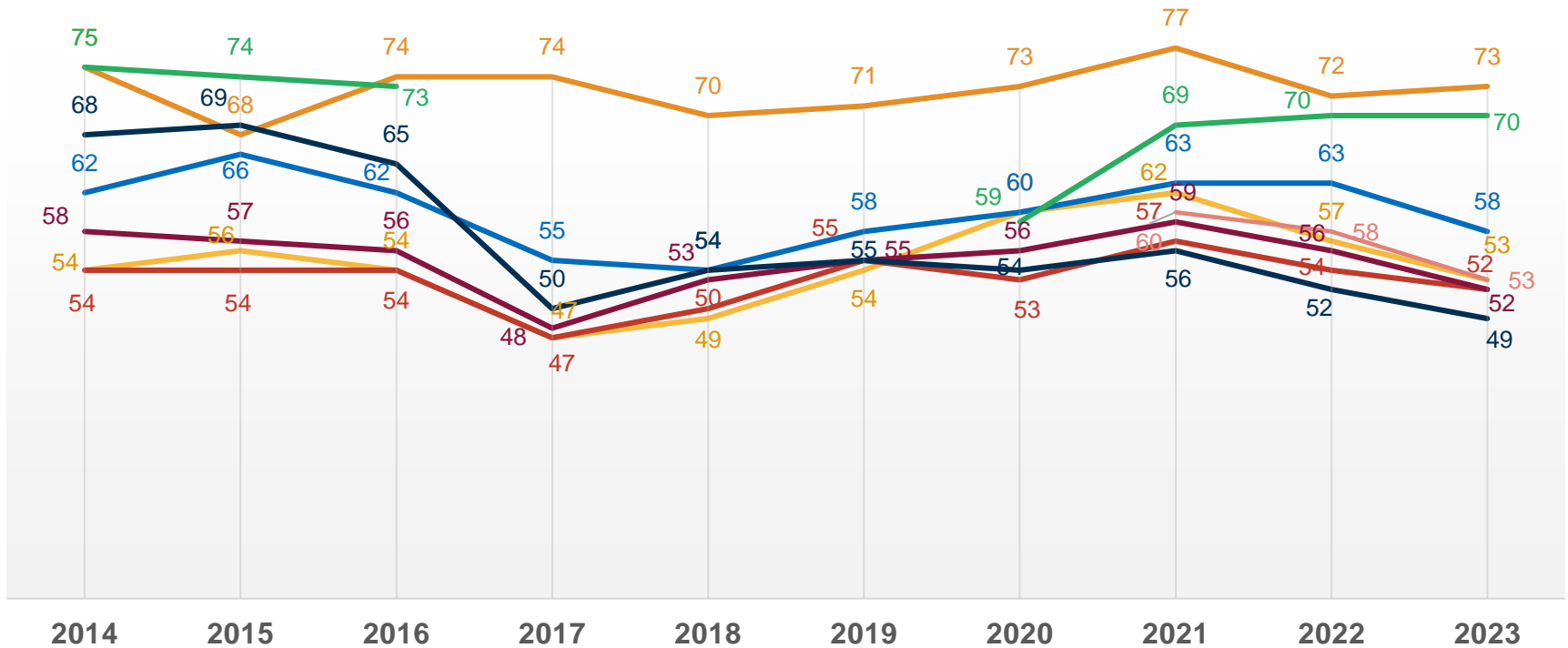
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

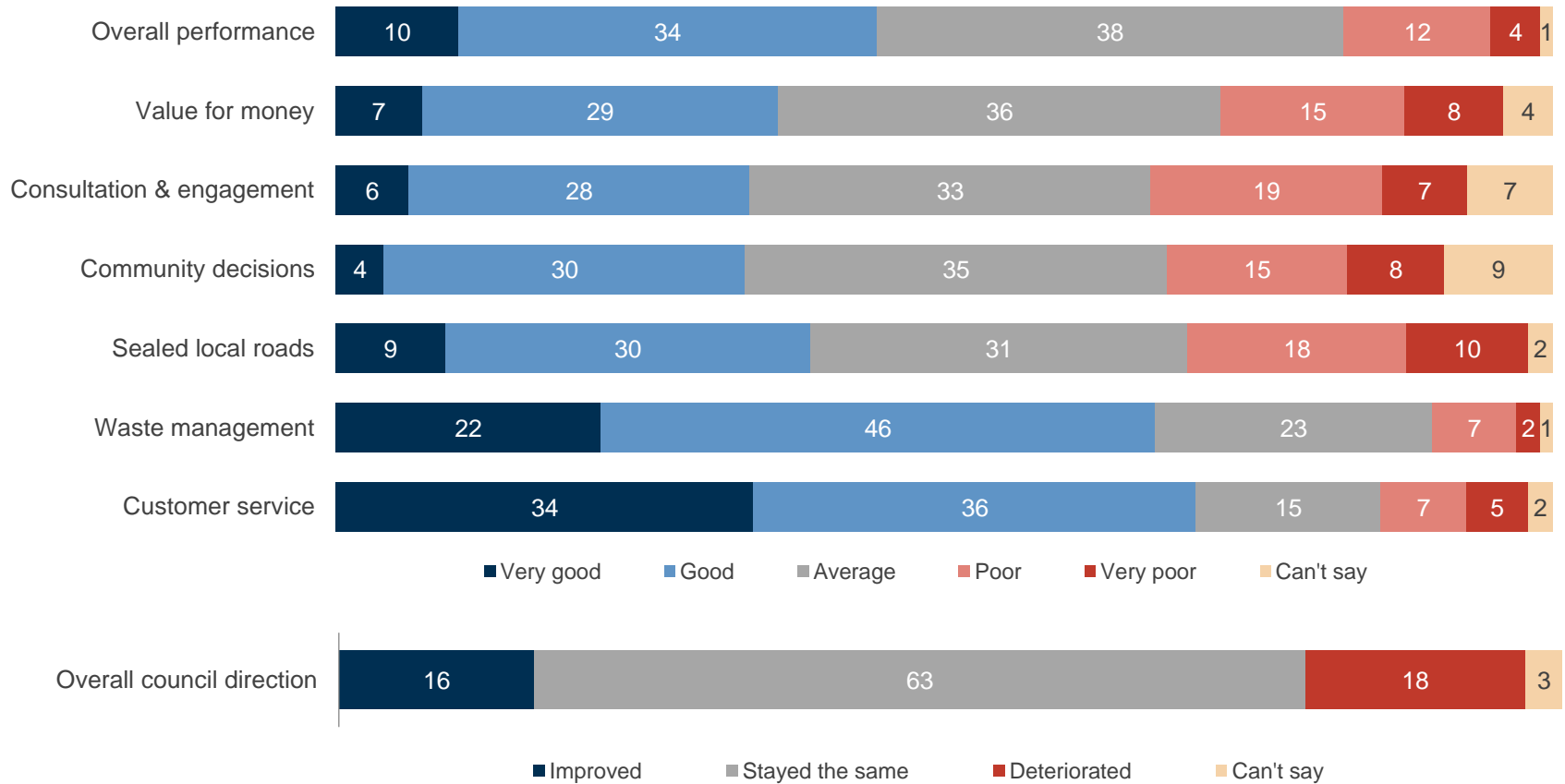
Overall Council Direction















Summary of core measures

Core measures summary results (%)





Summary of Greater Geelong City Council performance

Services		Greater Geelong 2023	Greater Geelong 2022	Regional Centres 2023	State wide 2023	Highest score	Lowest score
	Overall performance	58	63	56	56	Kardinia Ward residents	Aged 50-64 years
	Value for money	53	58	50	49	Kardinia Ward residents	Aged 50-64 years
	Overall council direction	49	52	47	46	Bellarine Ward residents, Aged 18-34 years	Aged 50-64 years
	Customer service	73	72	68	67	Bellarine Ward residents	Kardinia Ward residents, Windermere Ward residents, Aged 18-34 years
	Art centres & libraries	75	75	77	73	Brownbill Ward residents	Windermere Ward residents
	Waste management	70	70	67	66	Aged 65+ years	Aged 50-64 years
	Recreational facilities	69	72	69	68	Kardinia Ward residents	Aged 50-64 years
	COVID-19 response	67	72	68	67	Aged 18-34 years, Women, Kardinia Ward residents	Aged 50-64 years
	Tourism development	67	62	61	61	Aged 35-49 years	Aged 50-64 years
	Appearance of public areas	66	70	71	67	Aged 18-34 years	Aged 50-64 years



Summary of Greater Geelong City Council performance

Services	Greater Geelong 2023	Greater Geelong 2022	Regional Centres 2023	State wide 2023	Highest score	Lowest score
Community & cultural	66	64	66	66	Aged 35-49 years	Aged 50-64 years
Family support services	62	64	64	63	Aged 65+ years, Aged 35-49 years, Kardinia Ward residents	Aged 50-64 years
Enforcement of local laws	61	65	64	61	Kardinia Ward residents, Women	Aged 50-64 years, Men
Elderly support services	60	63	61	63	Men	Aged 50-64 years
Business & community dev.	59	59	57	57	Bellarine Ward residents, Kardinia Ward residents, Aged 18-34 years	Brownbill Ward residents
Disadvantaged support serv.	58	61	58	59	Windermere Ward residents, Men, Kardinia Ward residents	Aged 50-64 years
Environmental sustainability	57	59	61	60	Aged 35-49 years	Aged 50-64 years
Informing the community	56	58	55	57	Aged 35-49 years	Aged 50-64 years
Traffic management	54	59	55	55	Women, Aged 18-34 years	Aged 50-64 years
Sealed local roads	53	57	49	48	Brownbill Ward residents	Aged 50-64 years, Windermere Ward residents



Summary of Greater Geelong City Council performance

Services		Greater Geelong 2023	Greater Geelong 2022	Regional Centres 2023	State wide 2023	Highest score	Lowest score
	Community decisions	52	56	50	51	Aged 35-49 years, Kardinia Ward residents	Aged 50-64 years
	Consultation & engagement	52	54	50	52	Aged 35-49 years	Aged 50-64 years
	Local streets & footpaths	52	59	53	52	Kardinia Ward residents, Aged 35-49 years	Windermere Ward residents
	Parking facilities	51	53	53	55	Windermere Ward residents, Kardinia Ward residents, Aged 35-49 years	Brownbill Ward residents, Aged 50-64 years
	Planning & building permits	50	55	53	47	Windermere Ward residents	Brownbill Ward residents
	Lobbying	50	55	52	51	Aged 35-49 years	Aged 50-64 years
	Population growth	49	52	56	48	Kardinia Ward residents	Bellarine Ward residents
	Town planning policy	49	52	50	50	Windermere Ward residents	Brownbill Ward residents
	Unsealed roads	47	51	45	37	Aged 35-49 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have declined significantly from 2022, reversing the upward trend and stabilisation that Council experienced from 2017 to 2022. This decline is reflected in significant declines on ten of the 25 individual service areas measured. Encouragingly, Council's top two performing service areas (arts centres and libraries, and waste management) remain as positive as they were in 2022, with a significant improvement also noted on tourism development.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Decisions made in the interest of the community has the strongest influence overall – communicating with residents about decision making is important to ensure residents feel heard. Informing the community, the condition of local streets and sealed local roads, elderly support services and the appearance of public areas are other influential areas that should be a focus for Council.

Comparison to state and area grouping

Council performs as well or significantly higher than the Regional Centres group and State-wide averages on most service areas evaluated. This is a positive result, although Council performance does lag the Regional Centres group significantly in the appearance of public areas, the enforcement of local laws, environmental sustainability, planning and building permits and population growth.

Prevent further declines on key service areas that impact perceptions of overall performance

Year-on-year declines on key service measures are now negatively impacting perceptions of Council's overall performance, so efforts are required to halt this trend. Key measures which have experienced year-on-year declines and that are also influential but rated relatively poor so negatively influence overall performance include: making decisions in the interest of the community, informing the community, the condition of local streets and footpaths, the condition of sealed local roads, parking facilities and lobbying.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 58 for Greater Geelong City Council represents a significant five-point decline on the 2022 result.

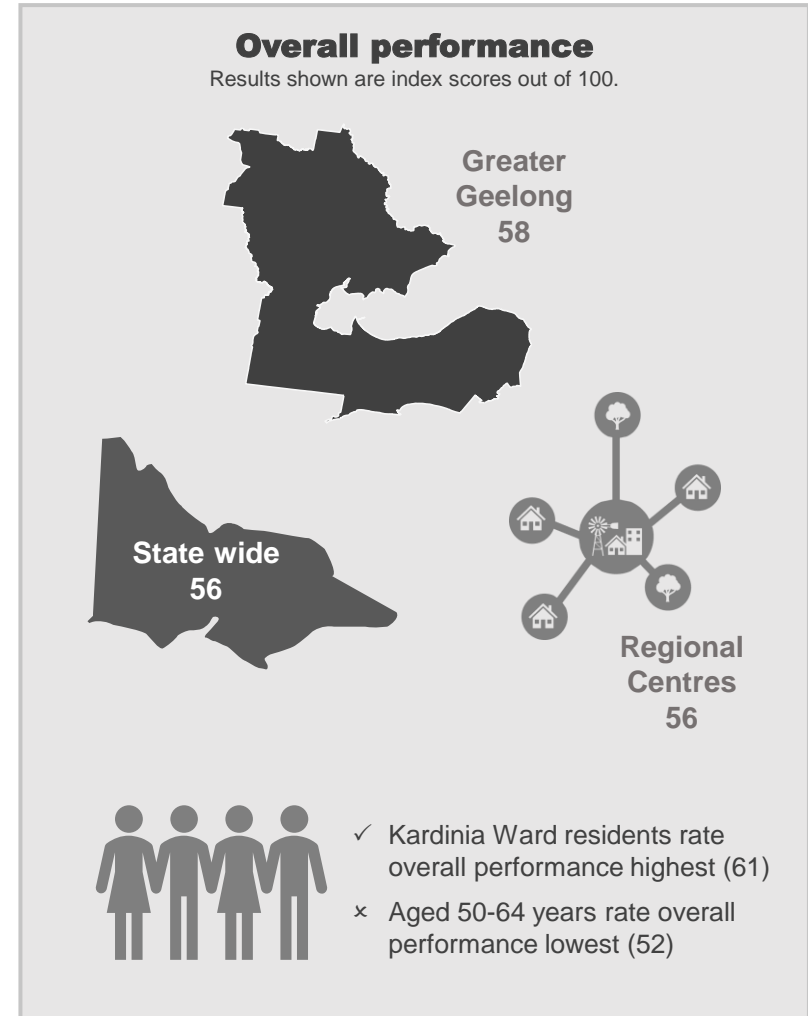
- Overall performance in 2023 reverses the general upward trend that Council has enjoyed since 2018.

Greater Geelong City Council's overall performance is rated (at the 95% confidence interval) in line with the Regional Centres group and State-wide averages (both with an index score of 56 and both of which experienced significant declines in 2023).

- Overall performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

More than one in three residents (36%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is slightly more than those who rate value for money as 'very poor' or 'poor' (23%). A further 36% rate Council as 'average' in terms of providing value for money.

- Council's index score on value for money declined significantly in 2023 (down five points to 53).
- Council performs significantly above the Regional Centres group and State-wide averages (index scores of 50 and 49 respectively) on this measure.





Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Kardinia Ward	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	64	63	60	58	58	54	62	70	61
18-34	59	65	62	59	62	58	58	67	71	69
Men	59	63	62	59	58	52	54	61	62	63
Windermere Ward	59	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	58	63	63	60	58	54	55	62	66	62
65+	58	62	64	62	56	52	55	58	62	58
Bellarine Ward	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	63	63	60	57	55	55	62	71	61
Regional Centres	56	59	60	56	58	58	57	55	58	n/a
State-wide	56	59	61	58	60	59	59	59	60	61
Brownbill Ward	55	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	61	62	56	54	45	50	60	62	58

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Geelong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

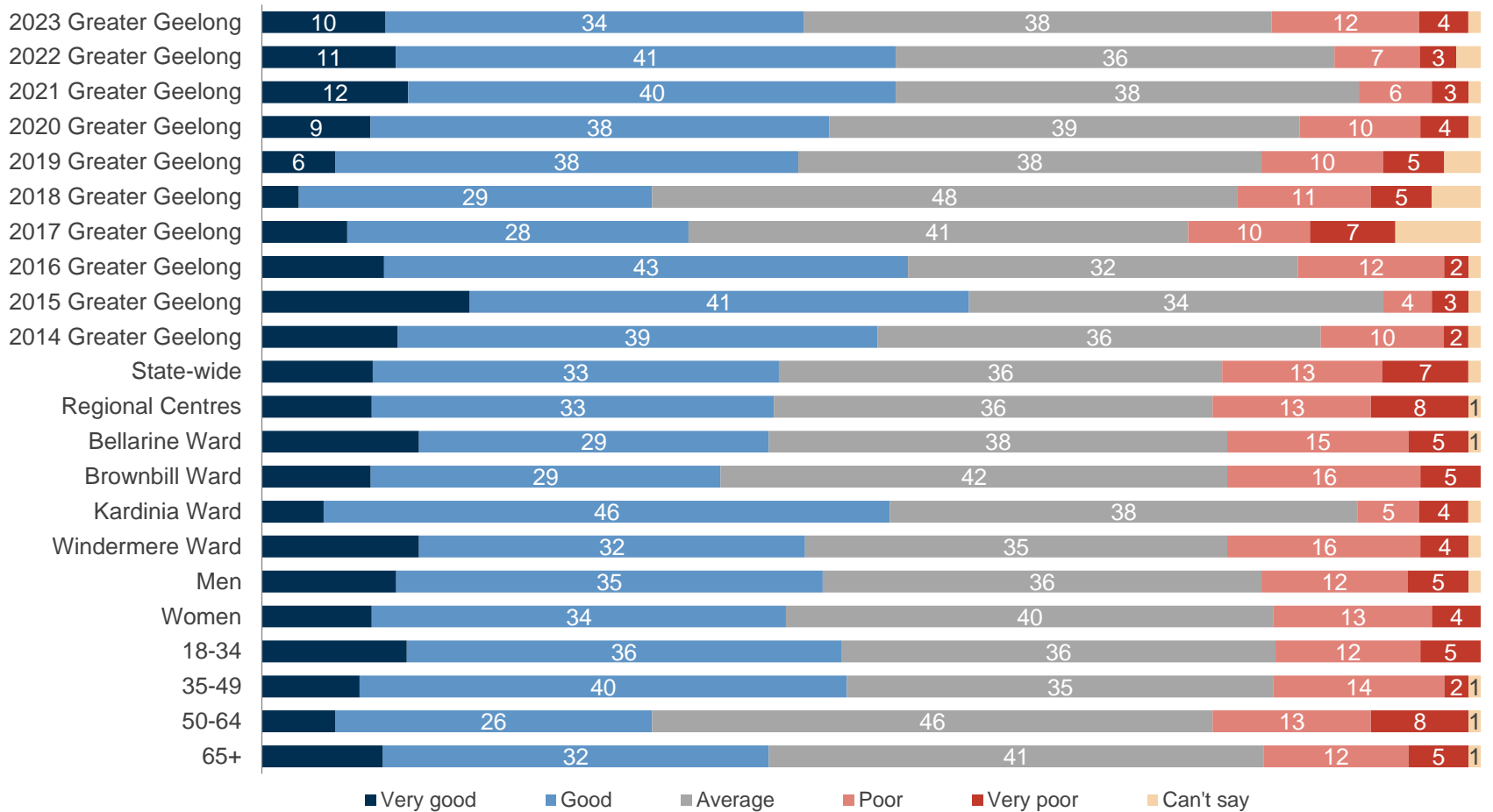
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall performance

2023 overall performance (%)

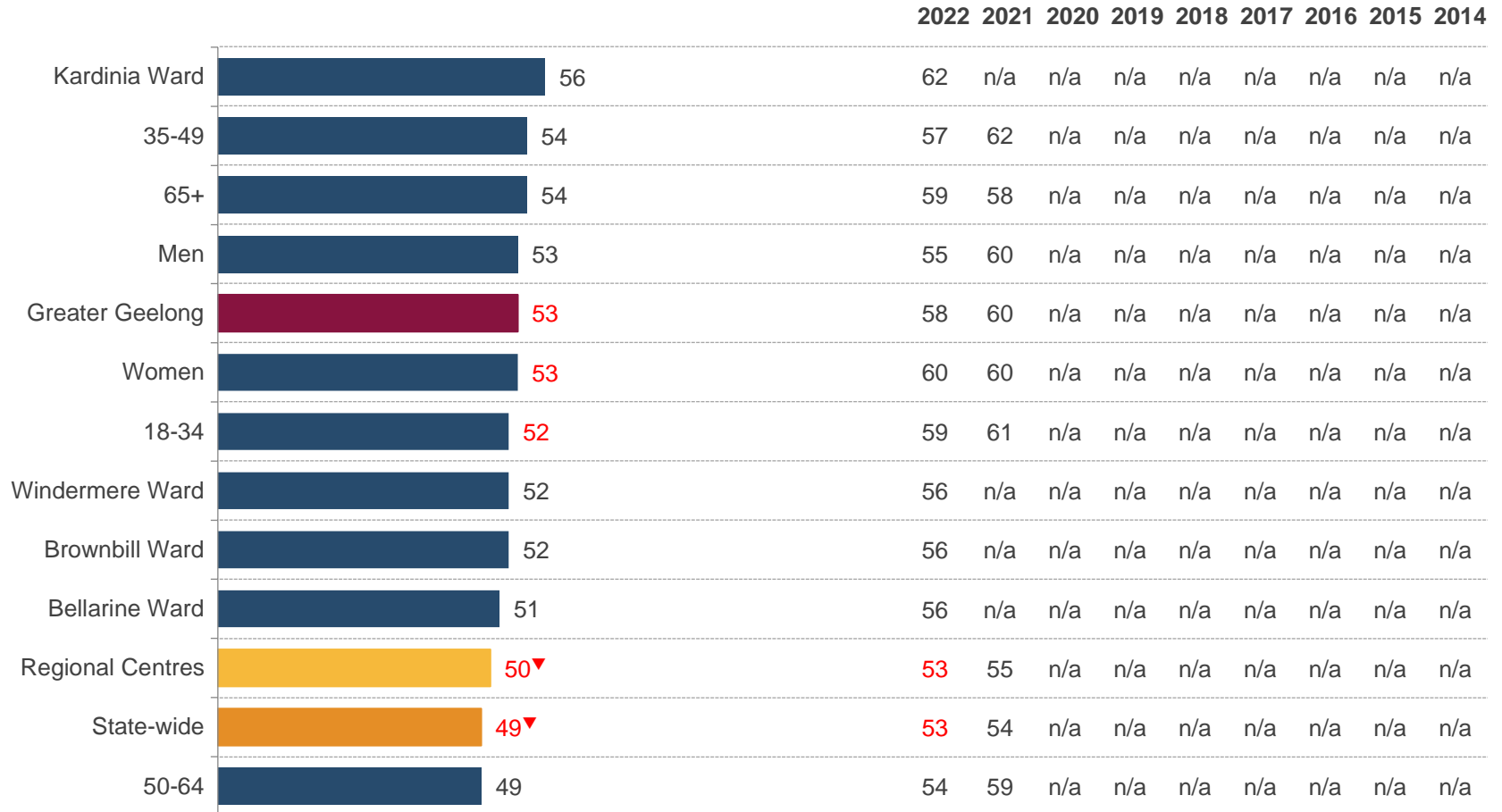


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Geelong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Value for money in services and infrastructure

2023 value for money (index scores)



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

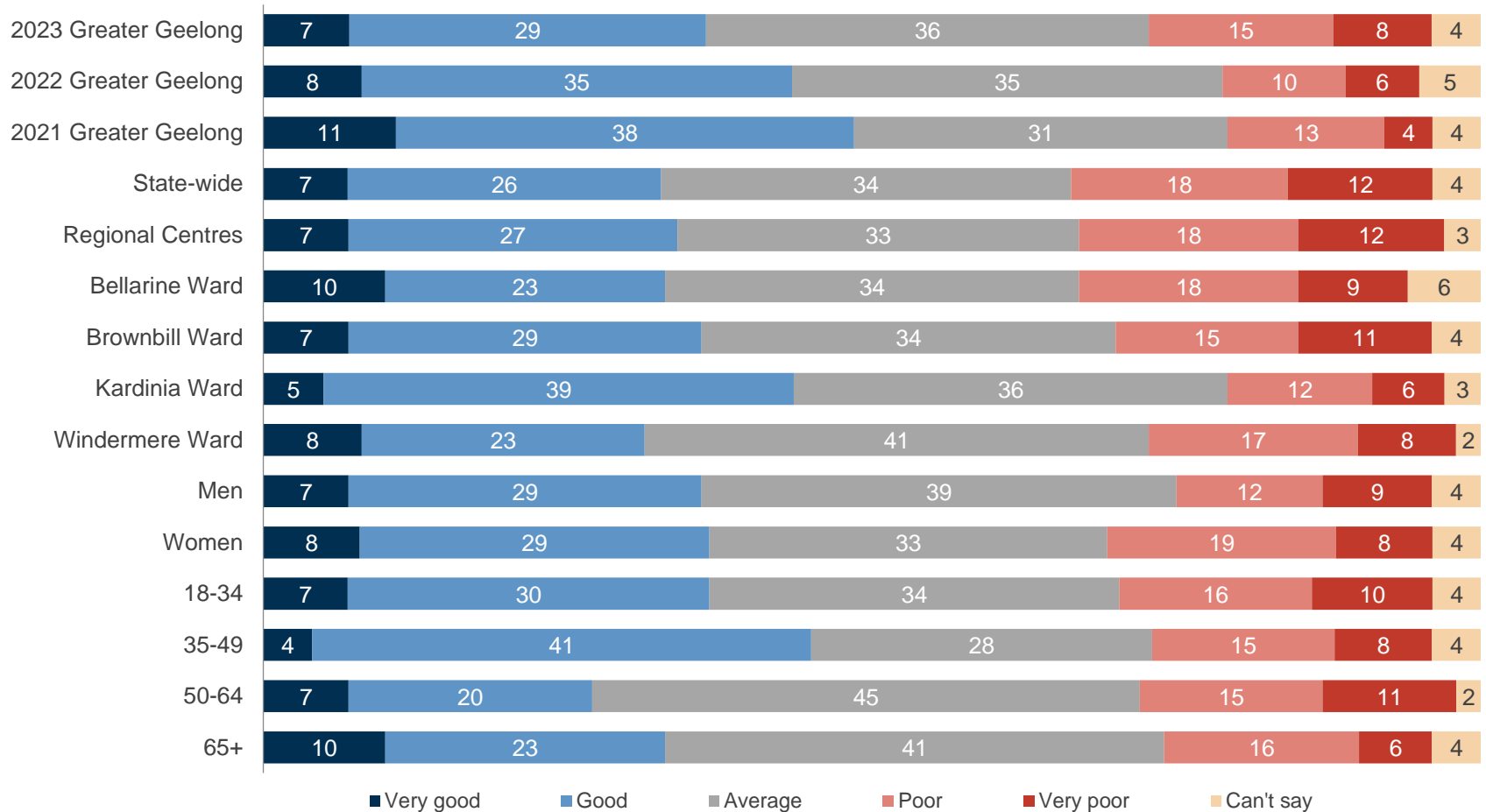
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9



Top performing service areas

Art centres and libraries (index score of 75) is the area where Council performed best in 2023, unchanged from 2022.

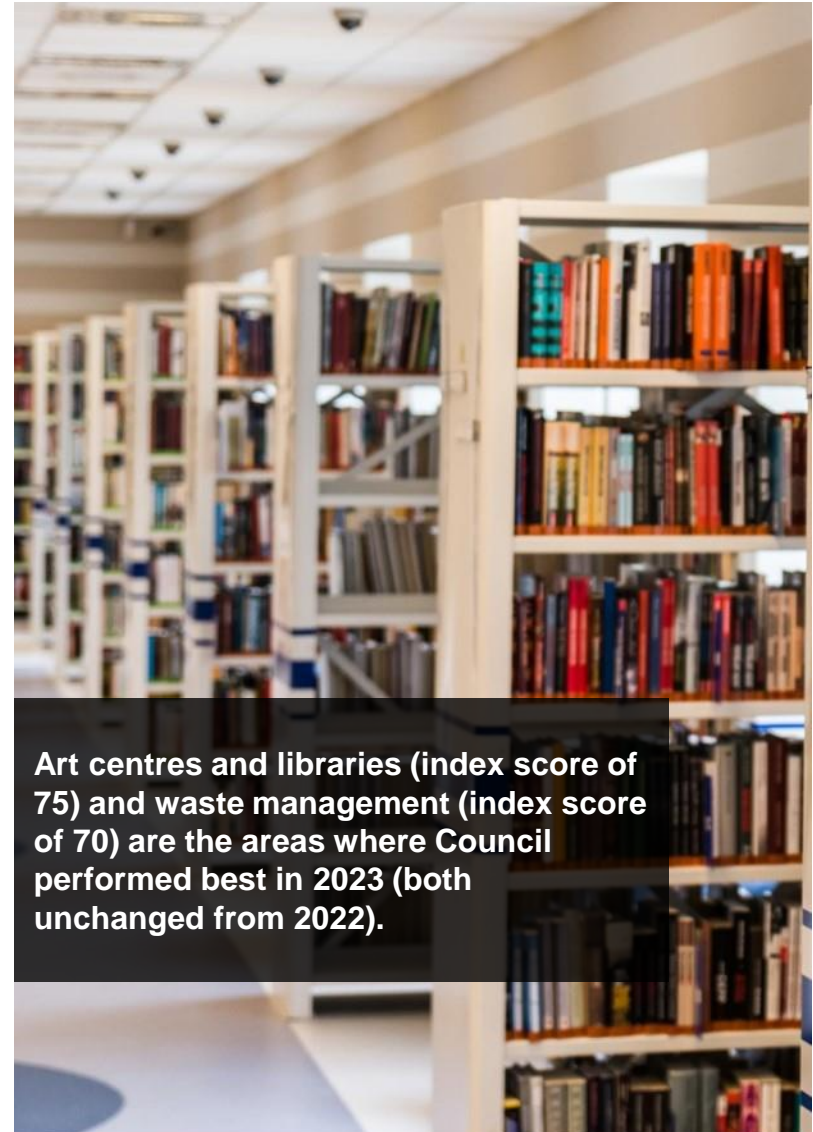
- Council performs in line with the Regional Centres group and State-wide averages in this service area.

Waste management is Council's next best service area (index score of 70 and also unchanged from 2022).

- Council's performance in this service area is rated significantly higher than the Regional Centres group and State-wide averages (index scores of 67 and 66 respectively) – noting there has been a significant decline on this measure at the State-wide level (down two index points to 66).
- 8% of residents offer waste management as one of the best things Council does (although 5% of residents consider it an area for improvement).

After two years of significant declines, and as the only measure that improved significantly from 2022, tourism development bounces back to near pre-pandemic levels (index score of 67, 70 in 2020).

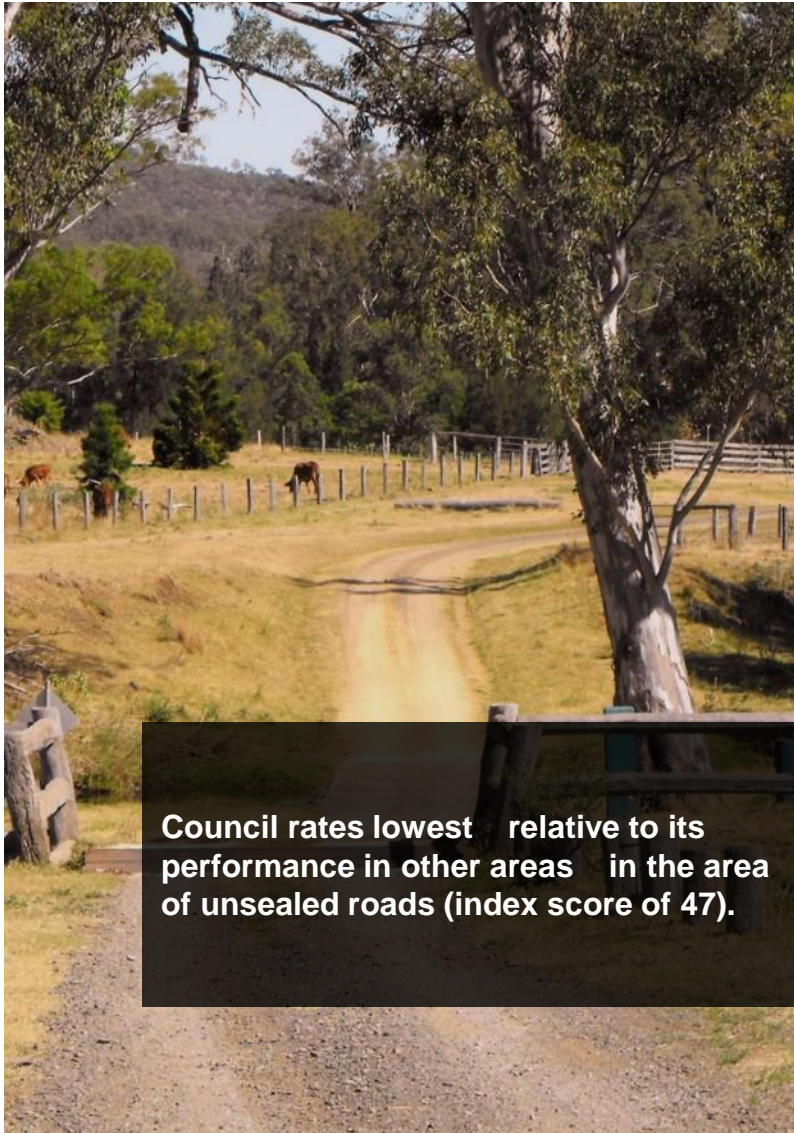
- Council's performance in this service area is rated significantly higher than the Regional Centres group and State-wide averages (both index scores of 61).



Art centres and libraries (index score of 75) and waste management (index score of 70) are the areas where Council performed best in 2023 (both unchanged from 2022).



Low performing service areas



Council rates lowest relative to its performance in other areas in the area of unsealed roads (index score of 47).

Council rates lowest – relative to its performance in other areas – in the area of the maintenance of unsealed roads (index score of 47, down a significant four points on 2022).

- The fall on Council performance in this service area continues a trend decline since an index score of 55 in 2020.
- Council rates significantly higher than State-wide and in line with Regional Centres group averages for unsealed roads (37 and 45 respectively).

Council's next lowest performing areas include town planning policy and population growth (both 49).

- In the area of town planning policy, Council performs in line with the State-wide and Regional Centres (both with an index score of 50).
- On population growth, Council has the largest differential on any service area between perceived importance and rated performance.

Also of concern is Council's performance on the condition of sealed local roads, which has declined significantly two years in a row (from 62 in 2021 to 57 in 2022 and now down to 53 in 2023).

- Moreover, 17% of residents volunteer sealed road maintenance as an area most in need of improvement.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Art centres & libraries	75	75	77	77	n/a	n/a	n/a	84	77	75
Waste management	70	70	69	59	n/a	n/a	n/a	73	74	75
Recreational facilities	69	72	75	71	n/a	n/a	n/a	72	70	73
COVID-19 response	67	72	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	67	62	66	70	n/a	n/a	62	n/a	n/a	n/a
Appearance of public areas	66	70	71	69	n/a	n/a	n/a	73	70	68
Community & cultural	66	64	65	68	n/a	n/a	n/a	72	70	68
Family support services	62	64	66	65	n/a	n/a	n/a	66	63	67
Enforcement of local laws	61	65	65	62	n/a	n/a	n/a	62	64	64
Elderly support services	60	63	65	64	n/a	n/a	n/a	66	63	69
Business & community dev.	59	59	64	64	n/a	n/a	54	n/a	n/a	n/a
Disadvantaged support serv.	58	61	62	59	n/a	n/a	n/a	58	60	64
Environmental sustainability	57	59	58	54	n/a	n/a	n/a	61	63	62
Informing the community	56	58	60	57	n/a	n/a	54	61	60	61
Traffic management	54	59	61	58	n/a	n/a	n/a	59	61	58
Sealed local roads	53	57	62	60	54	49	47	54	56	54
Community decisions	52	56	59	56	55	53	48	56	57	58
Consultation & engagement	52	54	57	53	55	50	47	54	54	54
Local streets & footpaths	52	59	60	61	n/a	n/a	50	55	58	59
Parking facilities	51	53	58	51	n/a	n/a	42	50	54	47
Planning & building permits	50	55	55	53	n/a	n/a	n/a	54	56	51
Lobbying	50	55	57	54	54	51	45	58	60	58
Population growth	49	52	54	51	n/a	n/a	55	n/a	n/a	n/a
Town planning policy	49	52	54	53	n/a	n/a	n/a	52	55	53
Unsealed roads	47	51	54	55	n/a	n/a	n/a	n/a	n/a	n/a

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

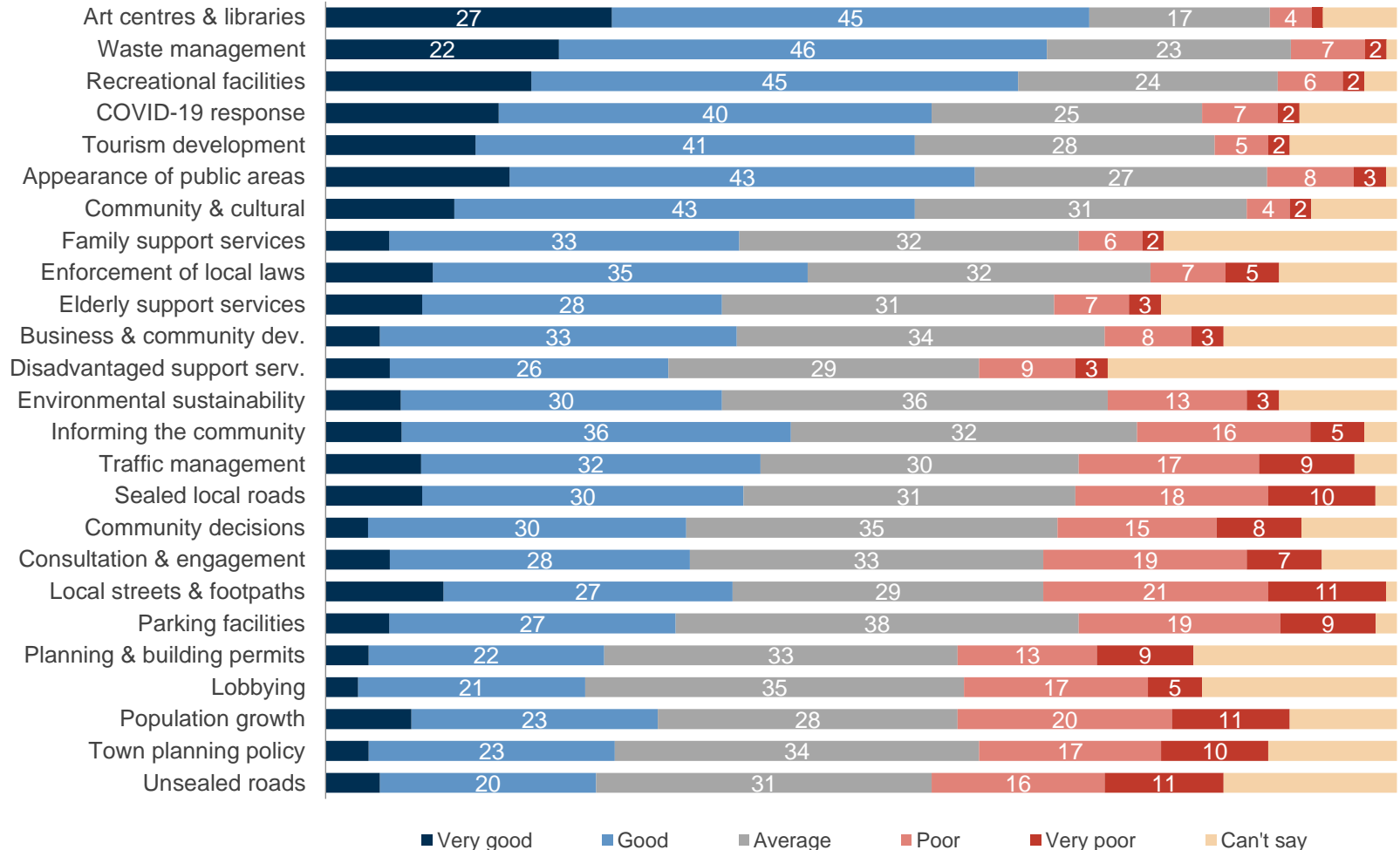
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Individual service area importance

2023 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	83	84	84	85	n/a	n/a	n/a	83	n/a
Sealed local roads	81	81	77	79	n/a	n/a	n/a	77	78
Local streets & footpaths	80	79	77	78	n/a	n/a	n/a	77	n/a
Population growth	80	78	80	81	n/a	n/a	76	n/a	n/a
Community decisions	79	81	80	80	n/a	n/a	n/a	78	82
Elderly support services	79	82	81	81	n/a	n/a	n/a	79	n/a
Consultation & engagement	75	73	74	74	n/a	n/a	n/a	74	n/a
Family support services	74	77	78	76	n/a	n/a	n/a	73	n/a
Town planning policy	74	73	76	74	n/a	n/a	n/a	71	n/a
Appearance of public areas	74	74	73	75	n/a	n/a	n/a	75	n/a
Informing the community	74	76	76	74	n/a	n/a	n/a	78	n/a
Unsealed roads	73	75	75	74	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	73	78	78	76	n/a	n/a	n/a	72	n/a
Traffic management	73	74	74	75	n/a	n/a	n/a	72	n/a
Recreational facilities	72	74	73	72	n/a	n/a	n/a	71	n/a
Parking facilities	72	72	71	74	n/a	n/a	n/a	75	n/a
Environmental sustainability	72	76	78	79	n/a	n/a	n/a	72	73
Planning & building permits	72	73	74	71	n/a	n/a	n/a	70	n/a
Enforcement of local laws	67	68	72	73	n/a	n/a	n/a	72	n/a
Art centres & libraries	67	68	72	67	n/a	n/a	n/a	68	n/a
Business & community dev.	66	69	70	68	n/a	n/a	75	n/a	n/a
Lobbying	65	69	68	68	n/a	n/a	n/a	65	n/a
Tourism development	62	61	63	65	n/a	n/a	69	n/a	n/a
Community & cultural	60	65	65	66	n/a	n/a	n/a	60	n/a
COVID-19 response	56	69	74	n/a	n/a	n/a	n/a	n/a	n/a

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

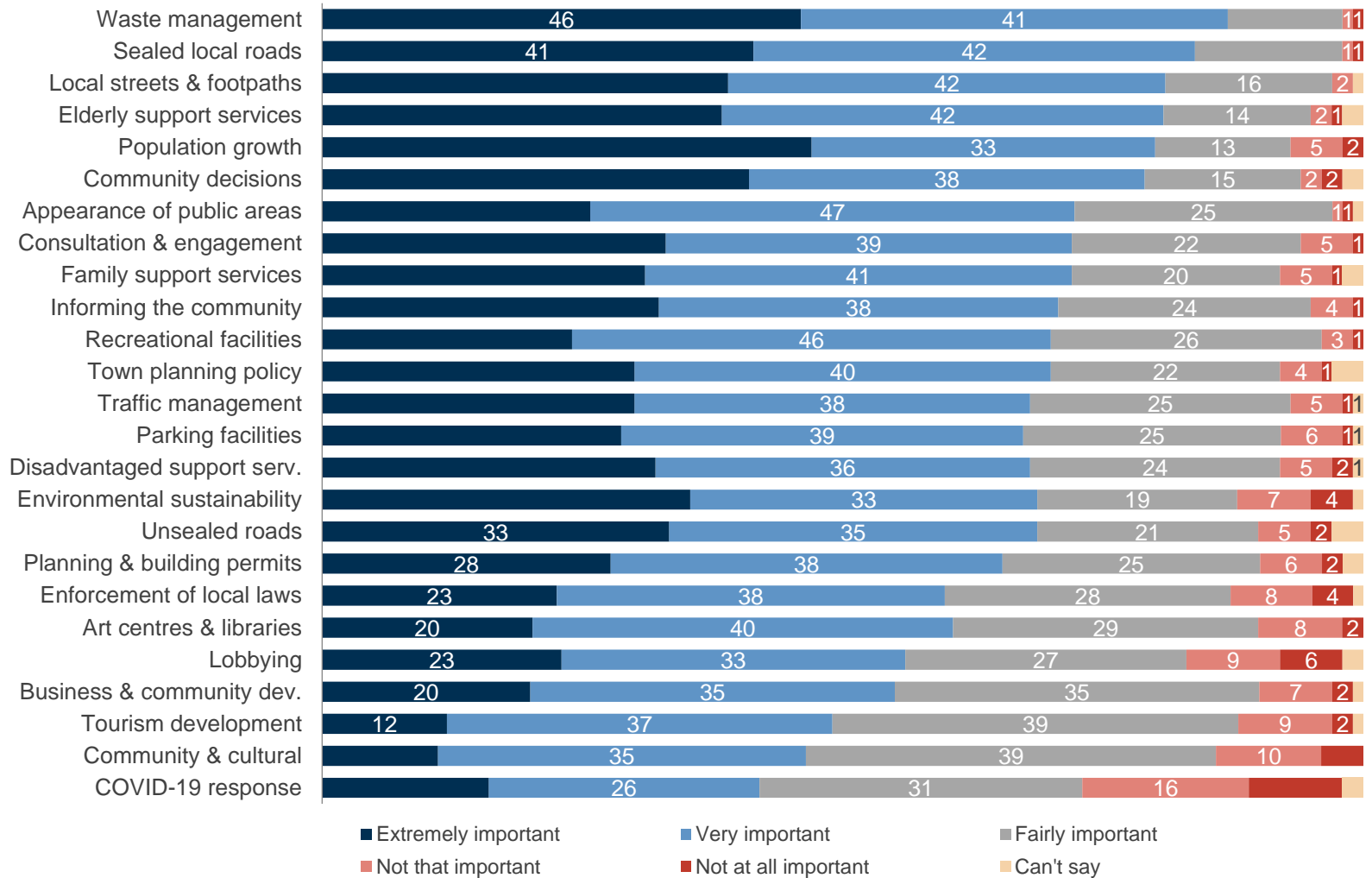
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

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



Individual service area importance

2023 individual service area importance (%)

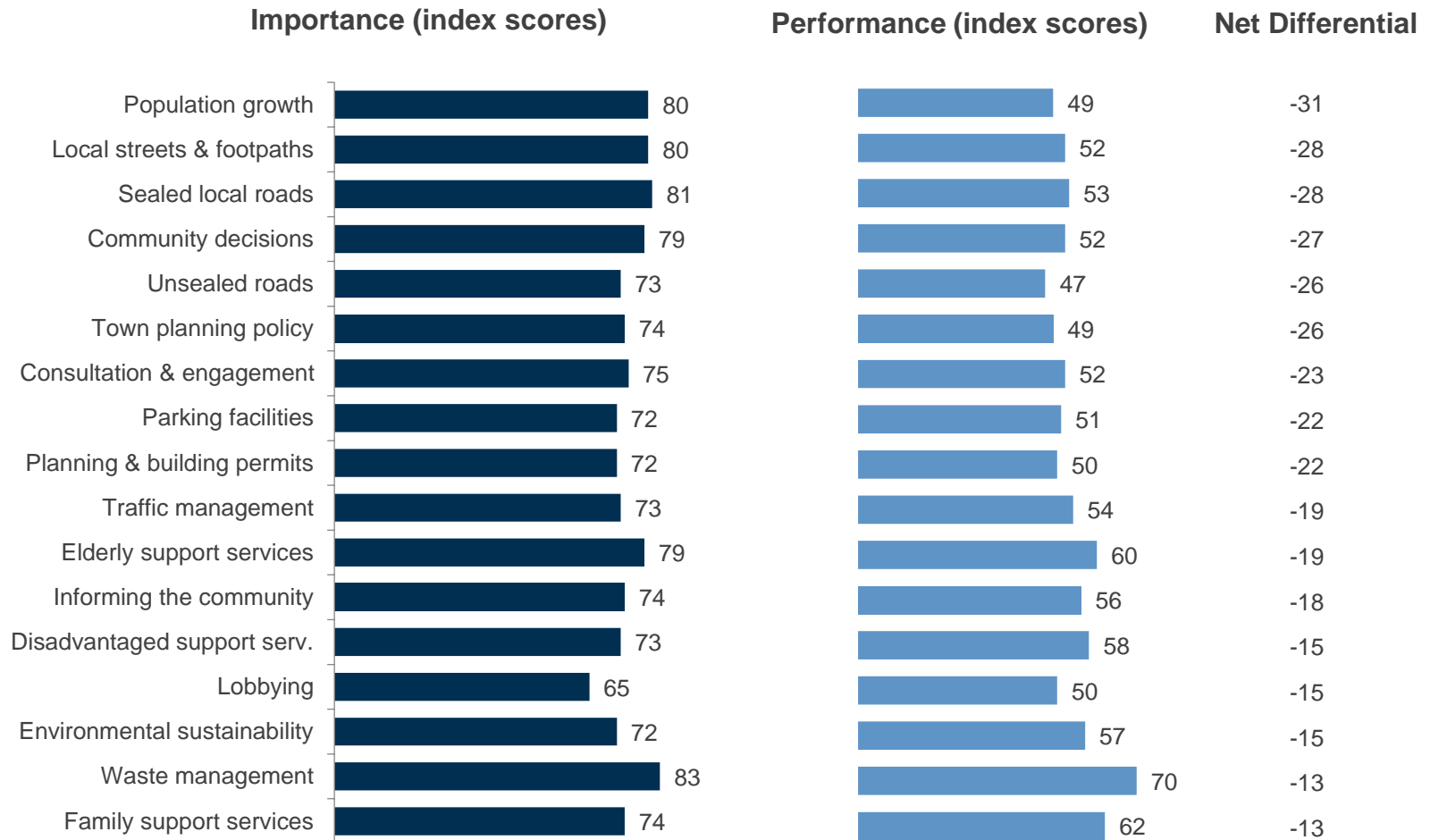


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Informing the community
- The condition of local streets
- Elderly support services
- The appearance of public areas
- The condition of sealed local roads
- Parking facilities
- Lobbying
- Business and community development
- Environmental sustainability
- Council's COVID-19 response.

Looking at these key service areas only, Council's COVID-19 response and the appearance of public areas have a high performance index (67 and 66 respectively) and a moderate influence on the overall performance rating.

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

Service areas that have a moderate influence on overall perceptions, but where Council performs relatively less well are lobbying, parking facilities and the condition of sealed local streets and footpaths and sealed local roads (performance index of 50, 51, 52 and 53 respectively).

A focus on demonstrating efforts to advocate for the community, attending to the maintenance of local streets and roads, and addressing resident concerns around parking can help improve overall perceptions of Council.

Council also performs relatively poorly on the stronger influence of informing the community (performance index of 56).

It is therefore important to keep residents well informed about Council activities and decisions, to help shore up positive community opinion.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

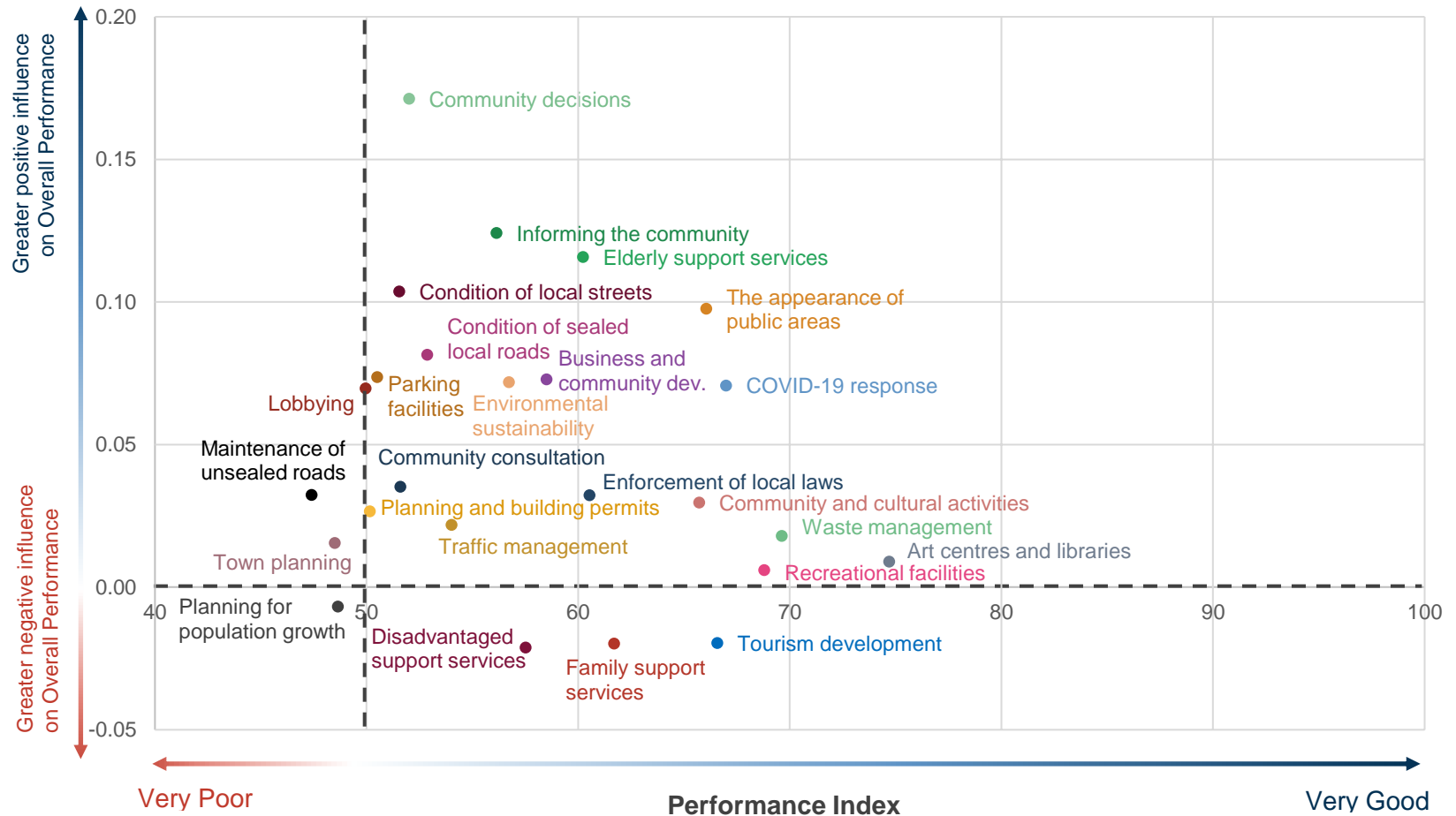
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

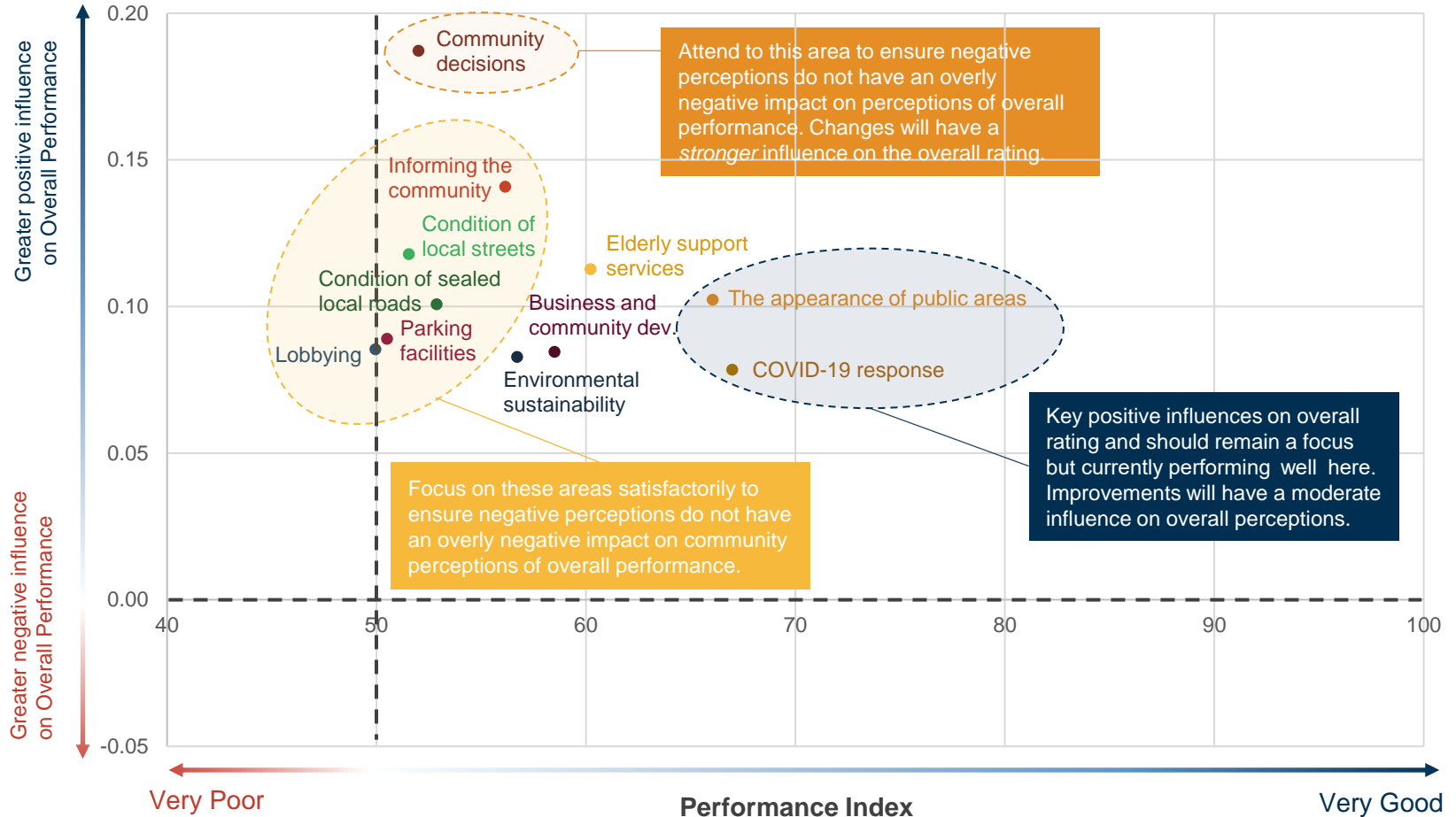


The multiple regression analysis model above (all service areas) has an R^2 value of 0.606 and adjusted R^2 value of 0.589, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 35.35$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

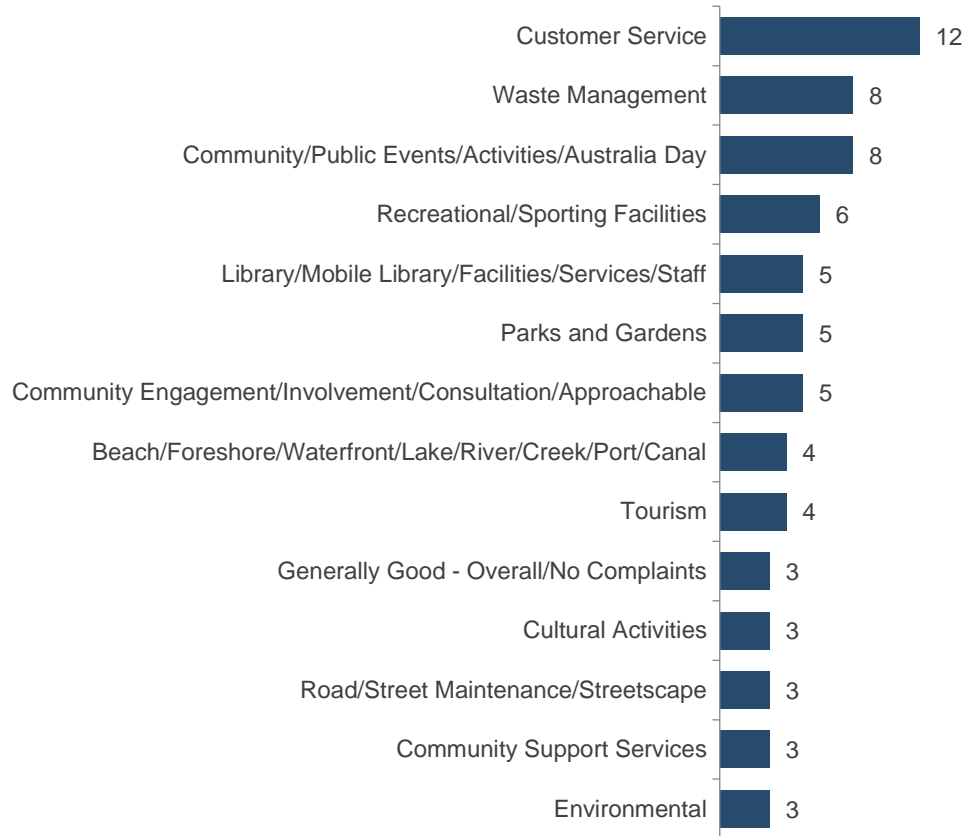


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.601 and adjusted R^2 value of 0.593, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 80.49$.

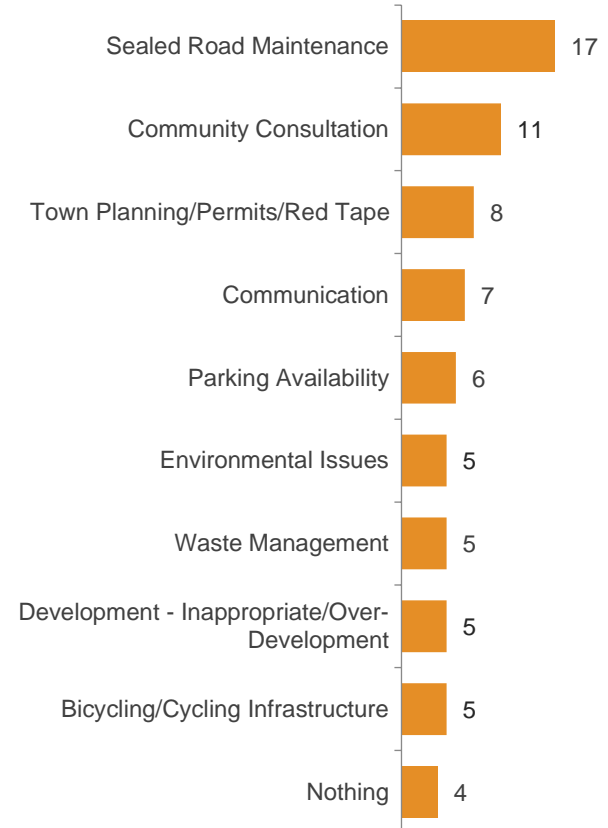


Best things about Council and areas for improvement

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



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



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 4

Q17. What does Greater Geelong City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 8

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

Almost two in three residents (65%) have had contact with Council in the last 12 months. Rate of contact is higher than last year by five percentage points and at its highest rate in a decade.

- Residents aged 35 to 49 years are significantly more likely than average, and more likely compared to last year, to contact Council (79%).

The main method of contacting Council continues to be by telephone (36%), followed by email (25%).



Among those residents who have had contact with Council, 70% provide a positive customer service rating of very good or good, including 34% of residents who rate Council's customer service as very good.

Customer service

Council's customer service index of 73 is significantly above the Regional Centres group and State-wide averages (index scores of 68 and 67 respectively).

Seven in ten residents (70%) provide a positive customer service rating of 'very good' or 'good', including 34% of residents who rate Council's customer service as 'very good'.

- Perceptions of customer service are equally positive among residents from different demographic and geographical cohorts compared to the Council average.
- It is worth noting that while no significant differences were found among residents from different geographic areas compared to the average, residents from the Bellarine Ward (index score of 77) are the most positive about Council's performance on customer service, while those from Kardinia Ward and Windermere Ward (both with an index score of 71) are the least positive.



Contact with council

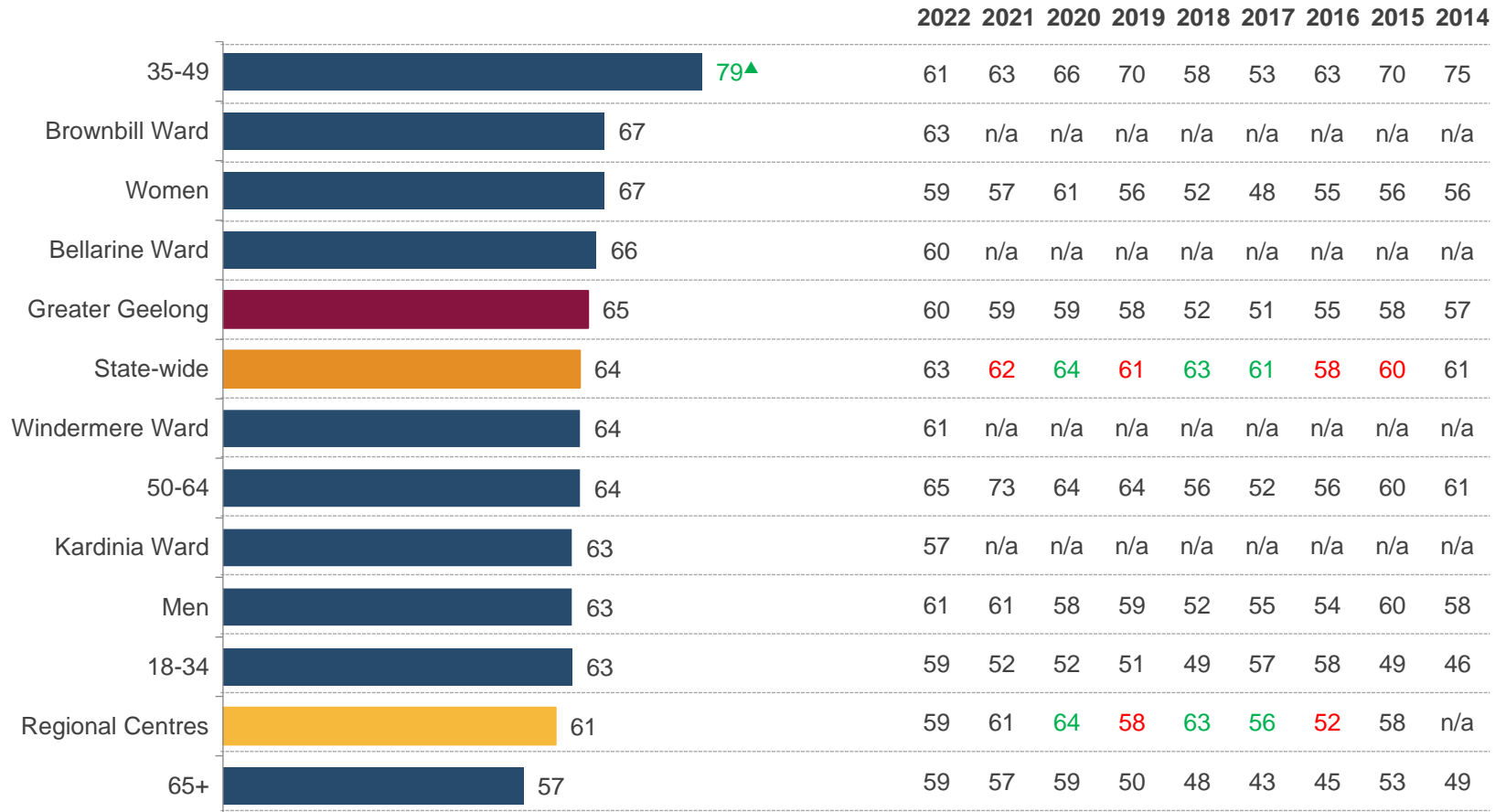
2023 contact with council (%)

Have had contact



Contact with council

2023 contact with council (%)



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

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

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



Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bellarine Ward	77	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	76	76	77	77	70	64	76	67	76
65+	73	72	77	75	73	66	81	76	74	74
Men	73	68	72	72	69	66	71	76	68	74
Greater Geelong	73	72	77	73	71	70	74	74	68	75
Women	72	77	82	75	74	73	77	73	69	76
50-64	72*	72	80	73	63	70	74	79	68	75
Brownbill Ward	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	71	75	69	70	73	78	68	66	75
Windermere Ward	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	68▼	69	71	70	72	72	72	70	71	n/a
State-wide	67▼	68	70	70	71	70	69	69	70	72

Q5c. Thinking of the most recent contact, how would you rate Greater Geelong City Council for customer service?

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

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

Councils asked State-wide: 66 Councils asked group: 9

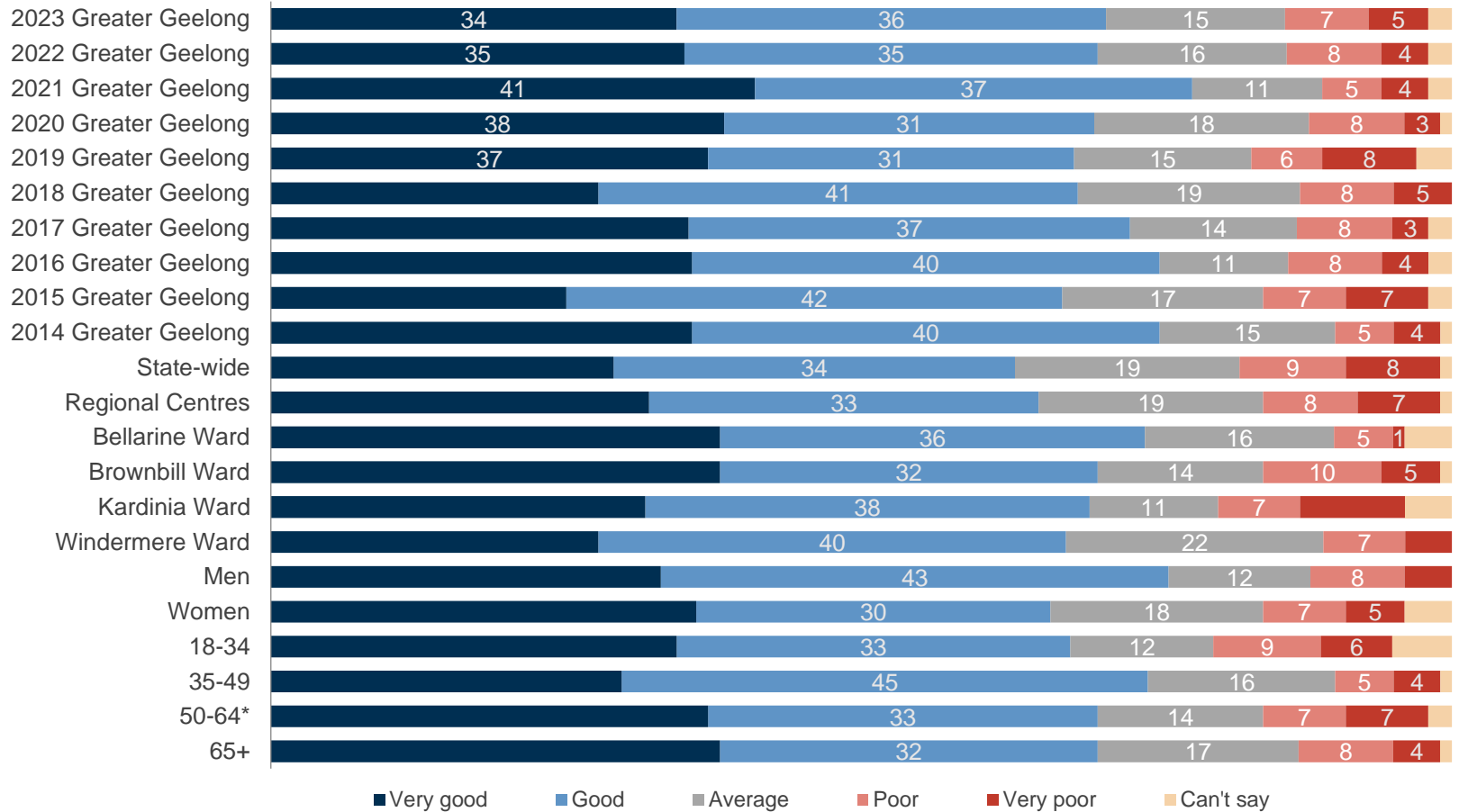
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2023 customer service rating (%)

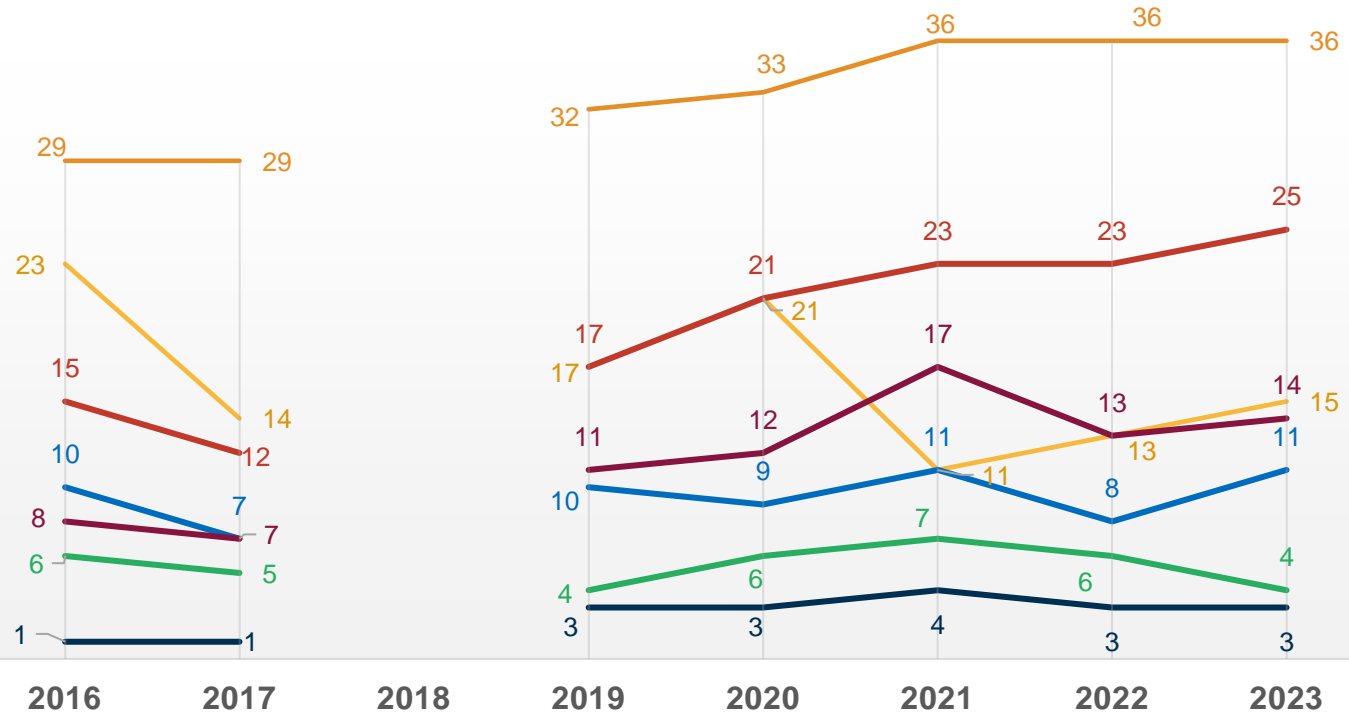
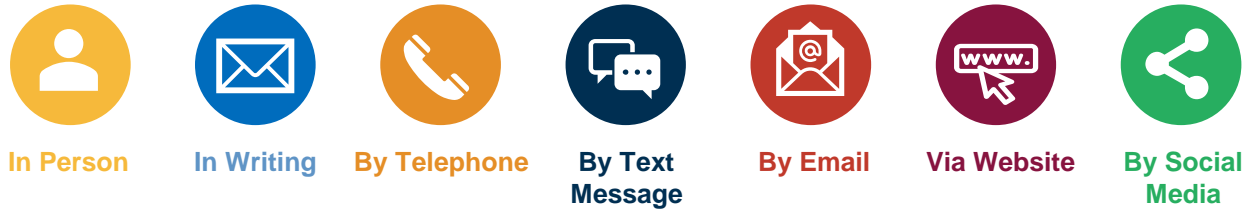


Q5c. Thinking of the most recent contact, how would you rate Greater Geelong City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 9
 *Caution: small sample size < n=30



Method of contact with council

2023 method of contact (%)



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

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

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



Customer service rating by method of last contact

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

	2022	2021	2020	2019	2018	2017	2016	2015	2014
By social media	67	69	56	78	n/a	62	79	n/a	n/a
By telephone	74	77	77	72	n/a	73	71	n/a	n/a
Via website	78	83	61	75	n/a	75	81	n/a	n/a
In writing	52	68	84	75	n/a	53	55	n/a	n/a
In person	81	84	73	70	n/a	89	82	n/a	n/a
By email	69	72	72	67	n/a	73	75	n/a	n/a
By text message	80	83	75	50	n/a	25	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Greater Geelong City Council for customer service?

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

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

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

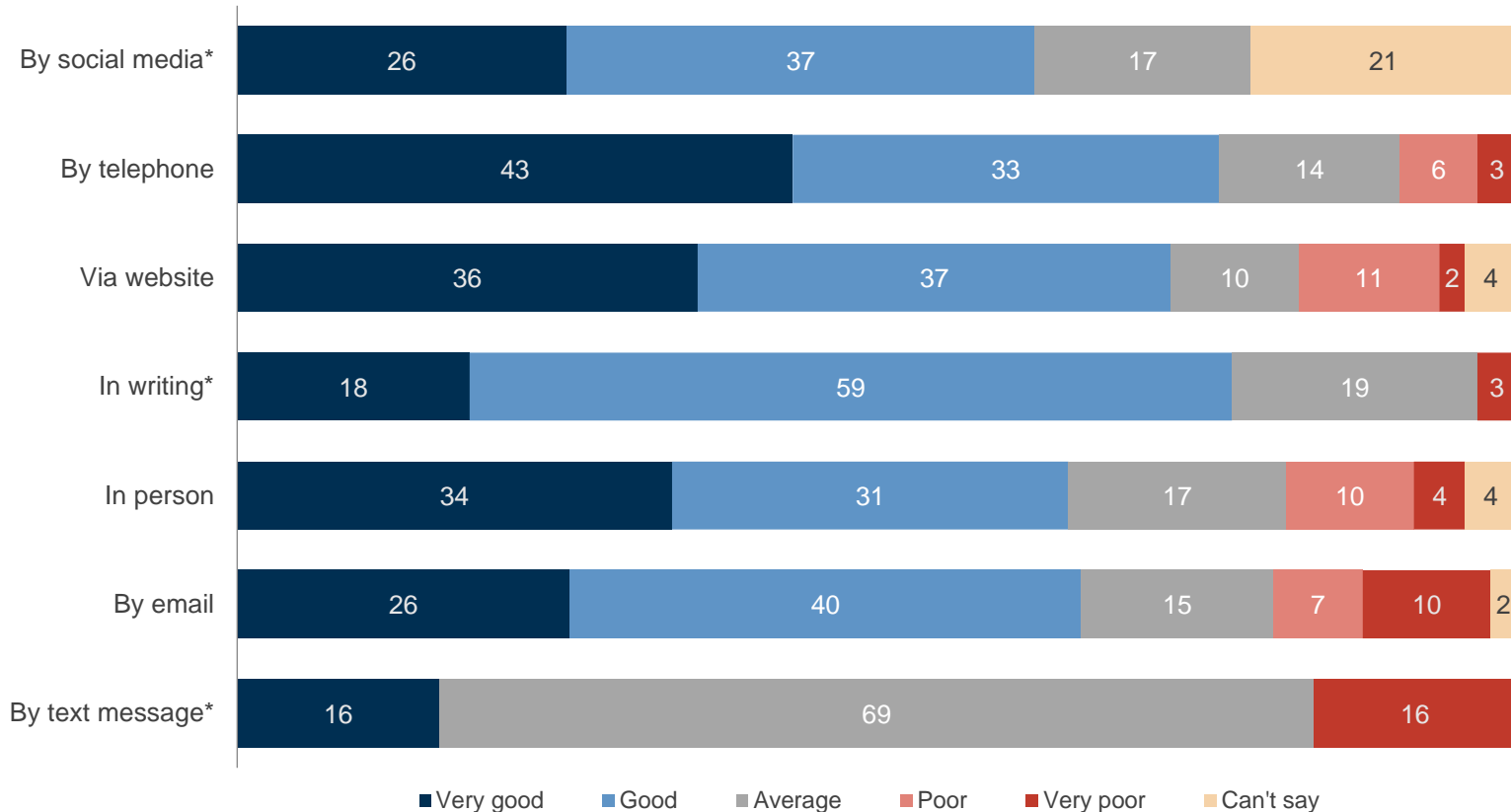
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate Greater Geelong City Council for customer service?

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

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

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

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (32%) or mail (30%).

The greatest changes since 2022 have been an increase in preference for newsletter sent via mail (from 26% to 30%), with a commensurate decrease in preference for social media (from 16% to 12%). Appetite to receive information through the Council website continues to be the lowest (3%).

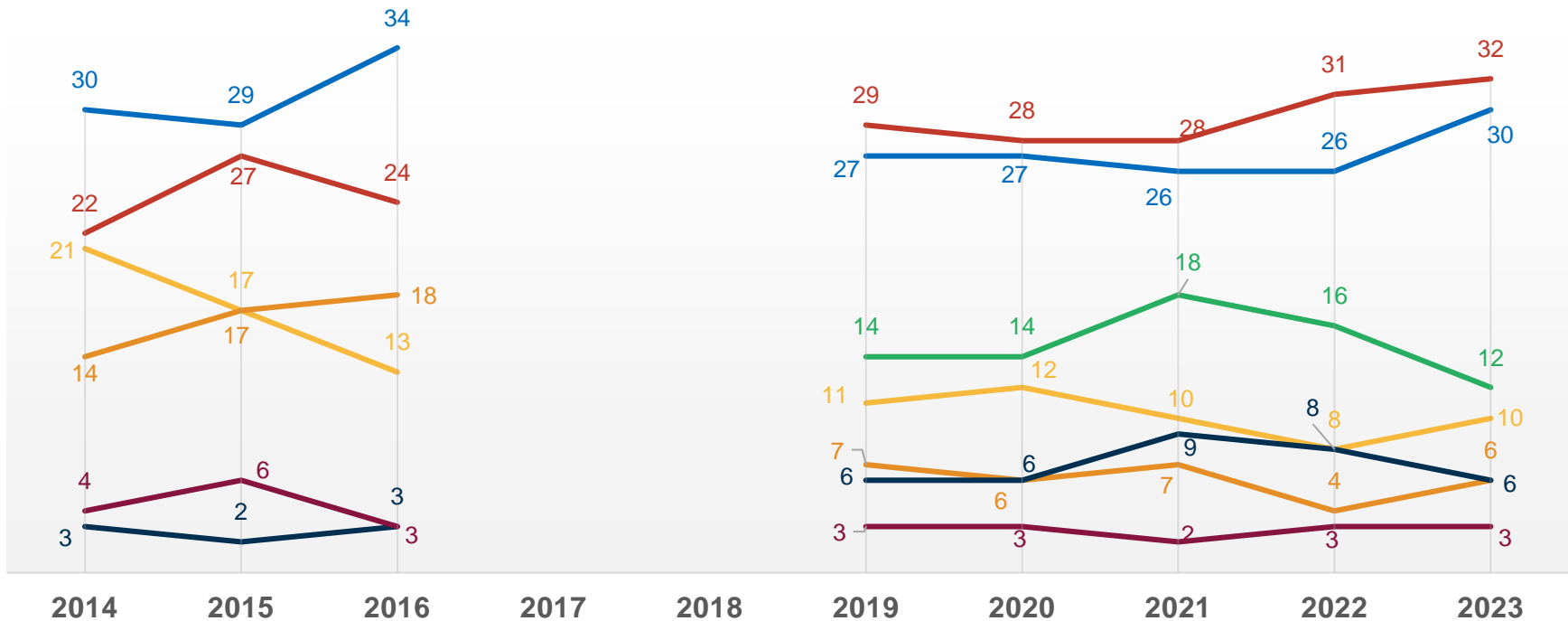
- The preferred forms of communication among residents under 50 years of age are a newsletter sent via email (33%, up six points since 2020), a newsletter sent via mail (27%, up nine points since 2021) or social media (19%, down nine points since 2021).
- The preferred forms of communication among those aged 50 years or older are a newsletter sent either via mail (33%) or email (30%), with preference for each relatively steady over the last few years.





Best form of communication

2023 best form of communication (%)

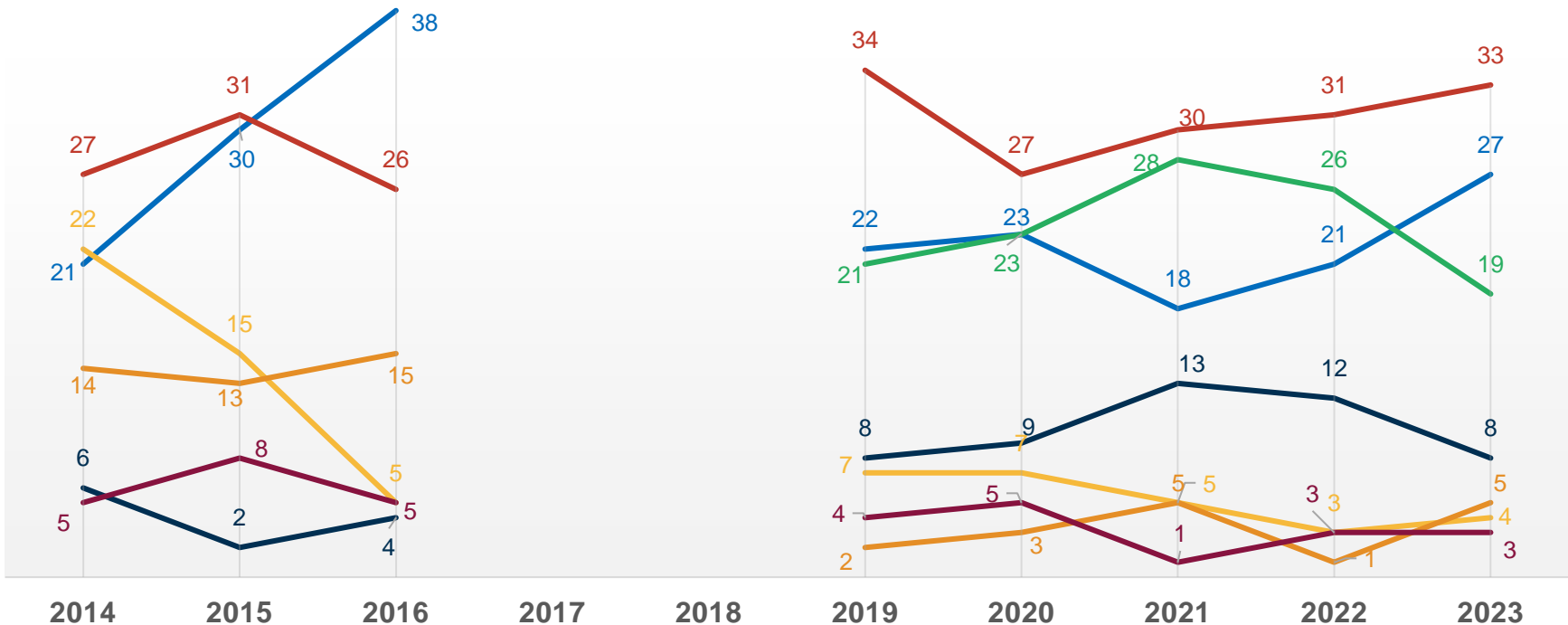


Q13. If Greater Geelong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 6
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)

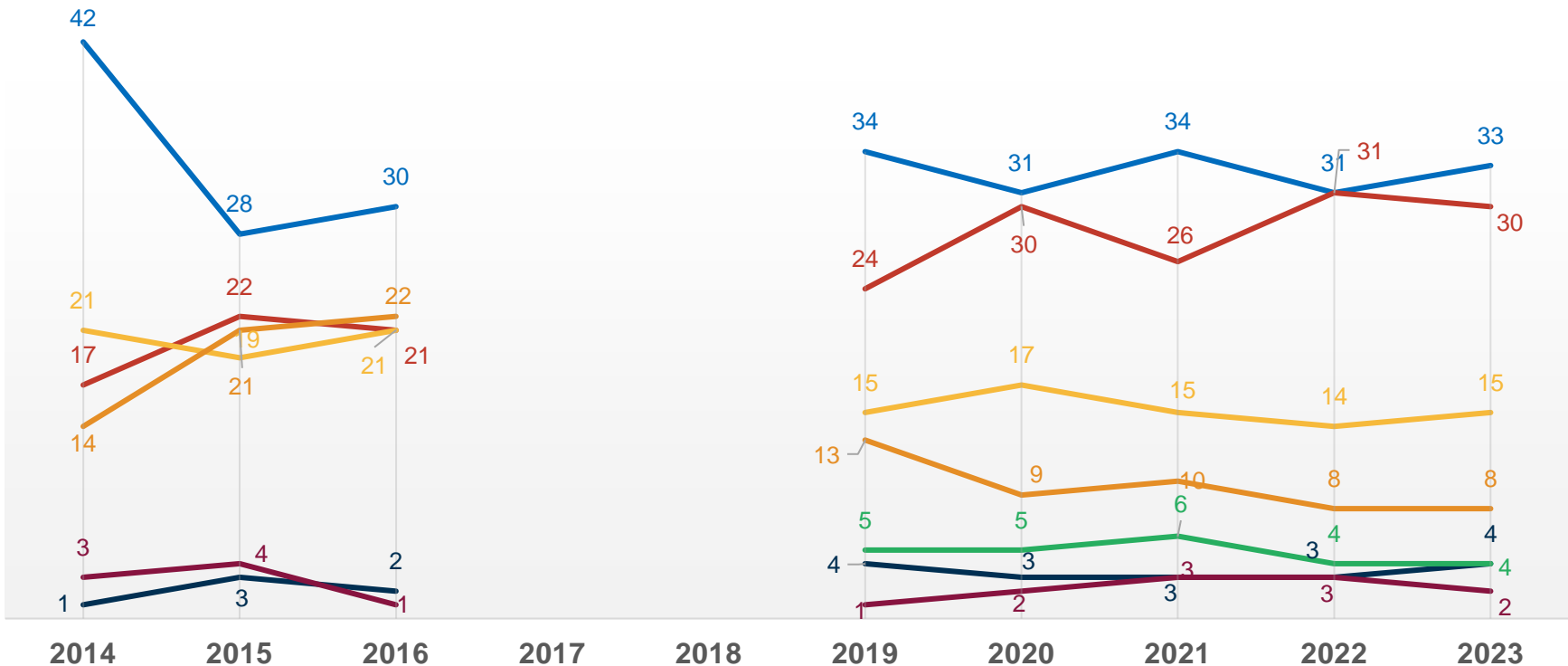


Q13. If Greater Geelong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 6
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Greater Geelong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 6
 Note: 'Social Media' was included in 2019.



Council direction

Council direction

Over the last 12 months, 63% of residents believe the direction of Council's overall performance stayed the same, down five percentage points on 2022.

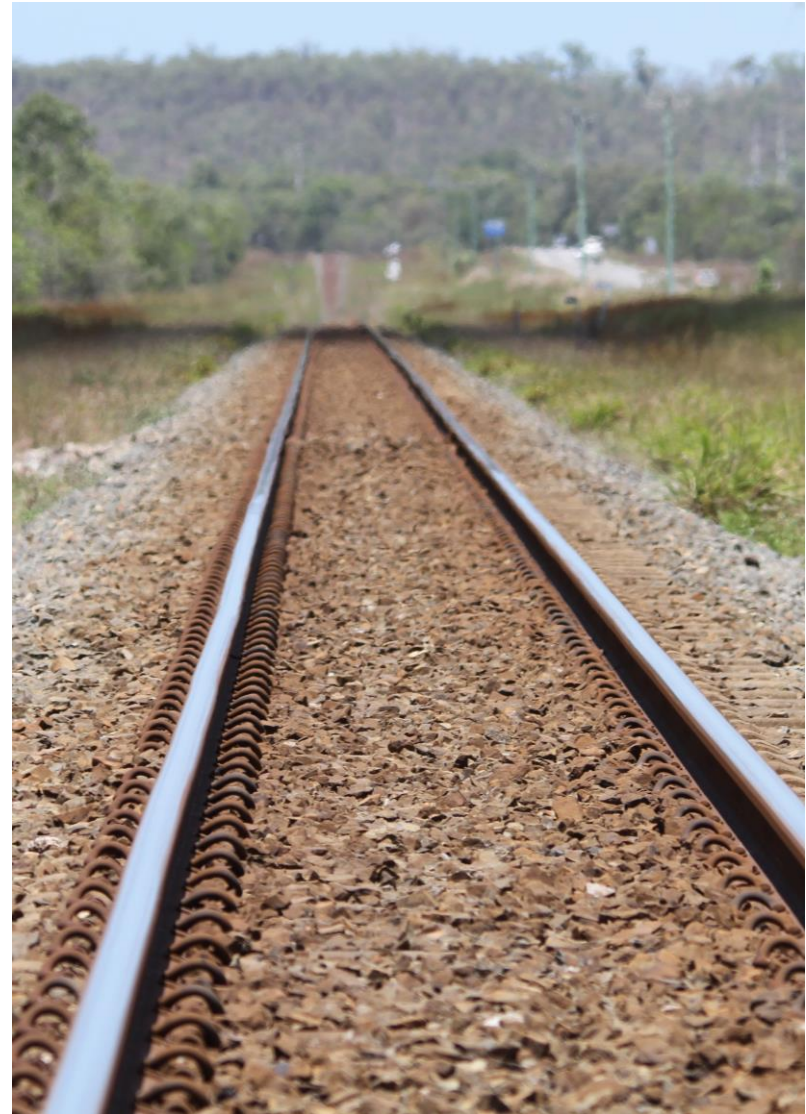
- 16% believe the direction has improved (up one percentage point on 2022) in the last 12 months, while 18% believe it has deteriorated (up seven percentage points on 2022).

The index score on the direction of Council's overall performance is 49, representing a three point (not significant) decrease from 2022.

- This is in line with the Regional Centres group average and significantly higher than State-wide group average (index scores of 47 and 46 respectively, and which have both declined significantly since last year).

While no significant differences were found among residents from different geographic and demographic groups:

- The most satisfied with council direction are Bellarine Ward residents and residents aged 18 to 34 years (both with an index score of 51).
- The least satisfied with council direction are residents aged 50 to 64 years and Brownbill Ward residents (index scores of 45 and 46 respectively).





Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bellarine Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	51	60	58	59	61	57	70	73	75
35-49	50	54	52	52	52	45	64	73	68
Men	50	56	51	57	56	49	62	64	68
Windermere Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	49	56	54	55	54	50	65	69	68
Women	48	55	57	53	53	51	68	73	69
65+	47	52	54	57	55	53	60	64	64
Regional Centres	47	52	54	50	52	53	55	51	n/a
Brownbill Ward	46	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	46▼	50	53	51	53	52	53	51	53
50-64	45	49	56	52	51	47	43	67	63

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

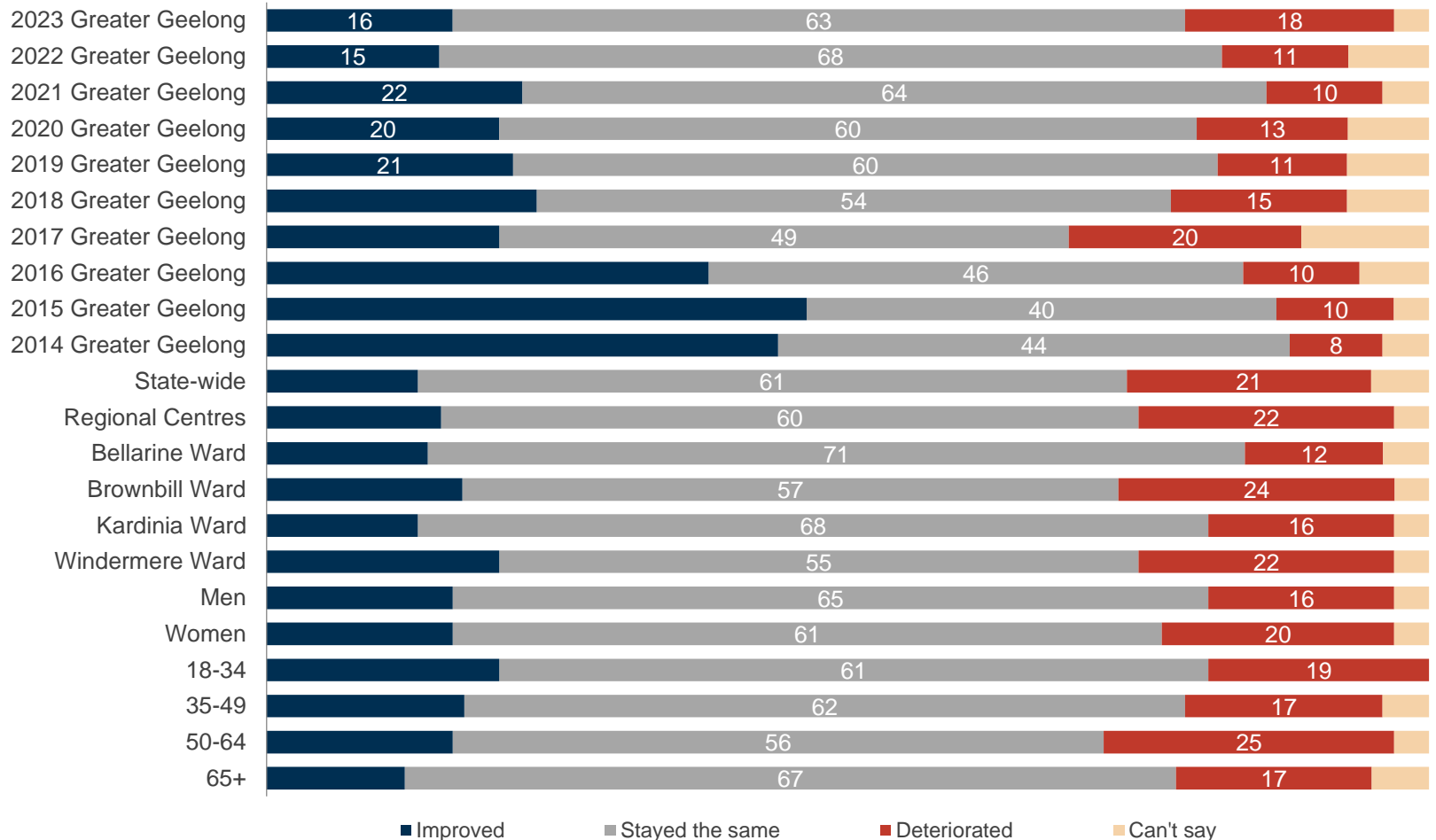
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Greater Geelong City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	79	76	78	79	n/a	n/a	n/a	n/a	78	n/a
50-64	78	74	82	80	n/a	n/a	n/a	n/a	78	n/a
Regional Centres	77	77	76	75	76	75	76	75	74	n/a
Women	77	75	76	76	n/a	n/a	n/a	n/a	75	n/a
State-wide	76	76	75	74	74	74	74	75	74	74
Windermere Ward	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	75	73	74	74	n/a	n/a	n/a	n/a	74	n/a
Kardinia Ward	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	75	73	74	n/a	n/a	n/a	n/a	80	n/a
Men	72	72	72	72	n/a	n/a	n/a	n/a	73	n/a
18-34	69	69	67	66	n/a	n/a	n/a	n/a	64	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

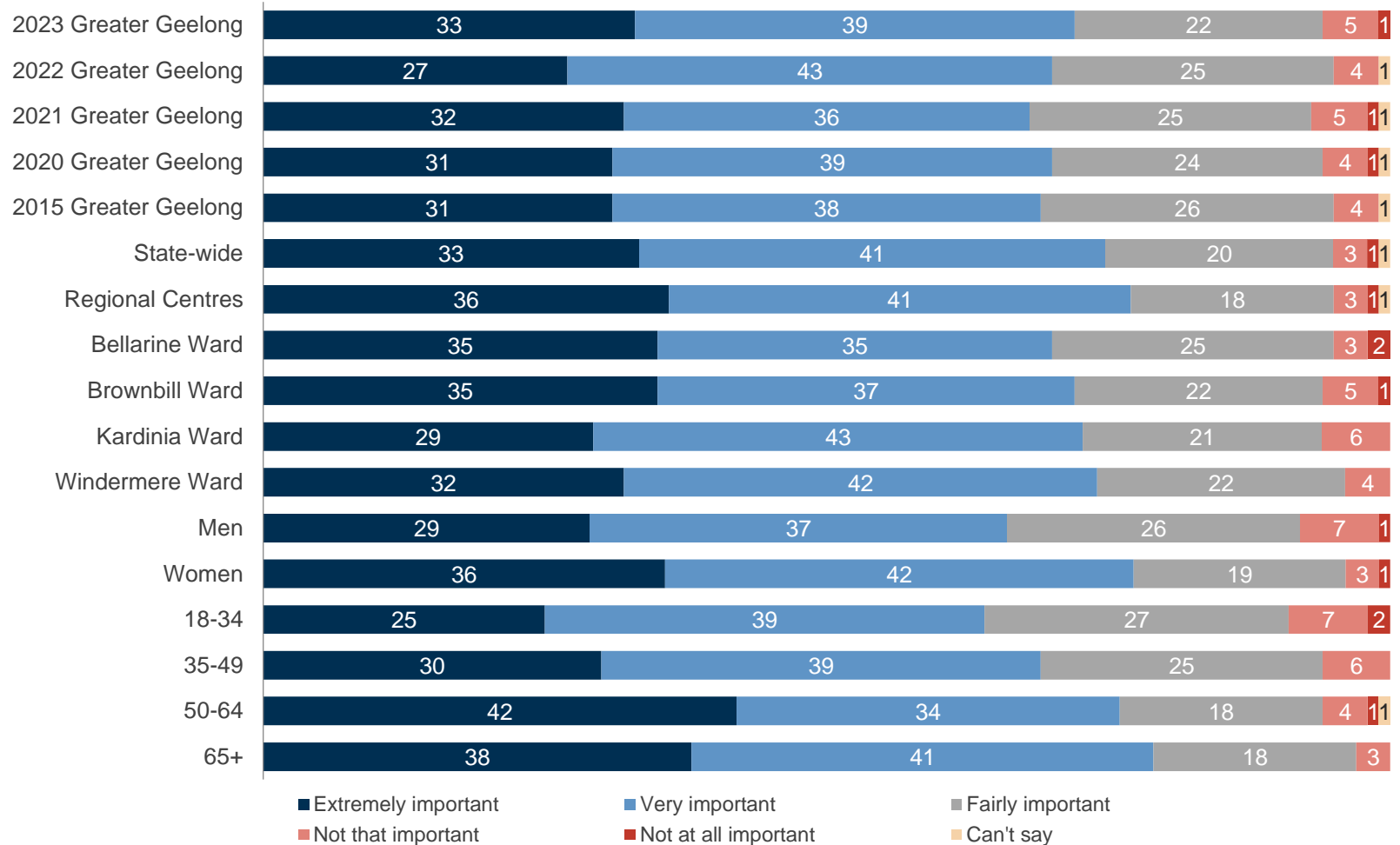
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	56	52	58	52	52	51	56	54	54
Kardinia Ward	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	55	59	54	62	57	52	55	59
Men	52	51	55	52	55	49	47	55	51
Bellarine Ward	52	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52	54	56	55	56	55	55	54	56
Greater Geelong	52	54	57	53	55	50	47	54	54
Windermere Ward	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	56	59	53	55	52	48	53	56
Regional Centres	50	54	54	51	54	55	54	52	53
65+	50	55	56	53	51	47	44	52	49
Brownbill Ward	49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	51	56	51	53	44	41	50	51

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

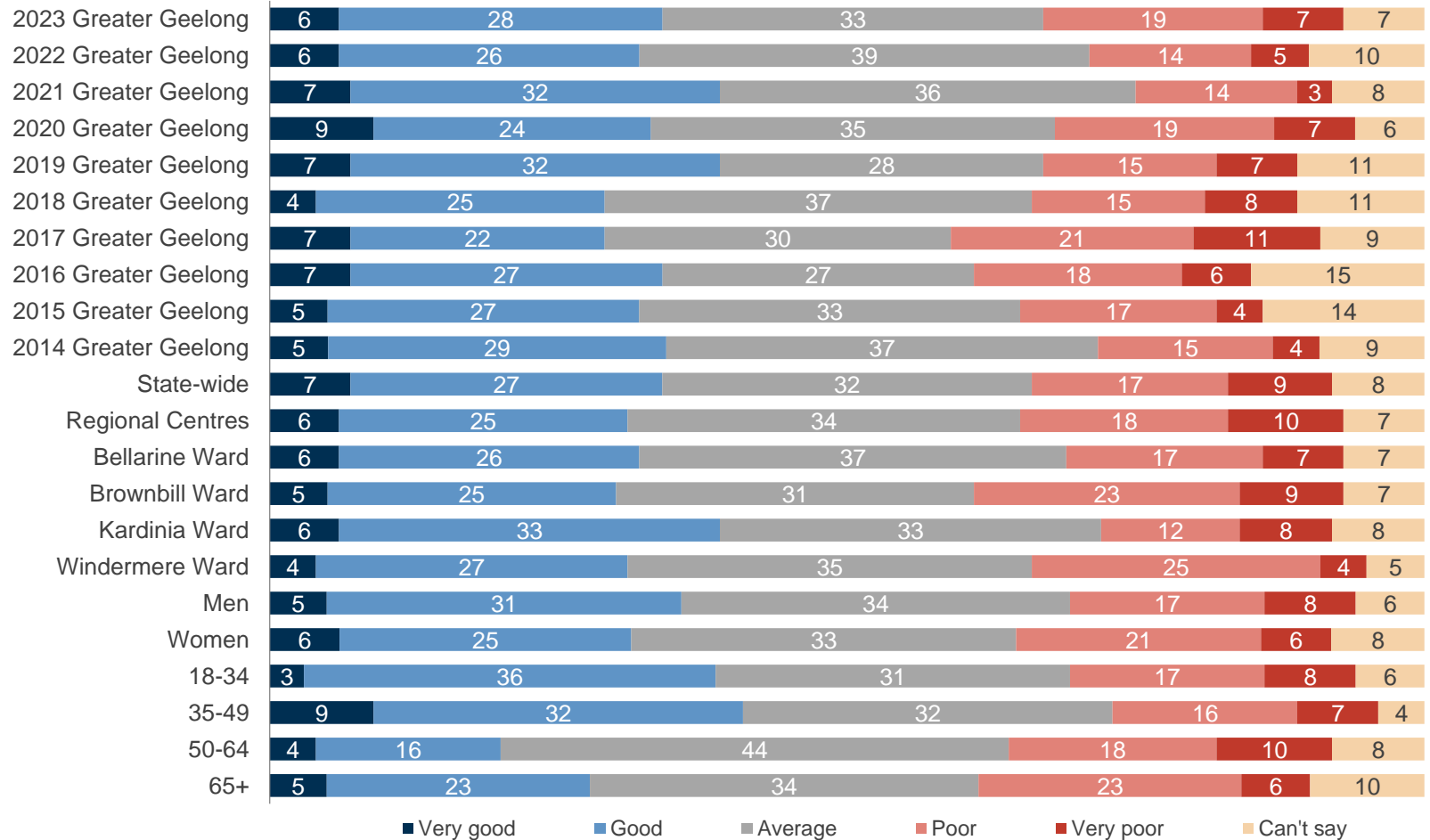
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 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: 66 Councils asked group: 9



Lobbying on behalf of the community importance



2023 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	70▲	71	70	70	70	72	69	68	n/a
Women	69	71	70	73	n/a	n/a	n/a	68	n/a
State-wide	68▲	71	69	68	67	68	69	69	70
Brownbill Ward	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	69	67	71	n/a	n/a	n/a	67	n/a
50-64	66	67	76	69	n/a	n/a	n/a	68	n/a
Windermere Ward	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	67	68	68	n/a	n/a	n/a	67	n/a
Greater Geelong	65	69	68	68	n/a	n/a	n/a	65	n/a
Kardinia Ward	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	64	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	71	65	67	n/a	n/a	n/a	57	n/a
Men	61	67	67	64	n/a	n/a	n/a	61	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: 25 Councils asked group: 5

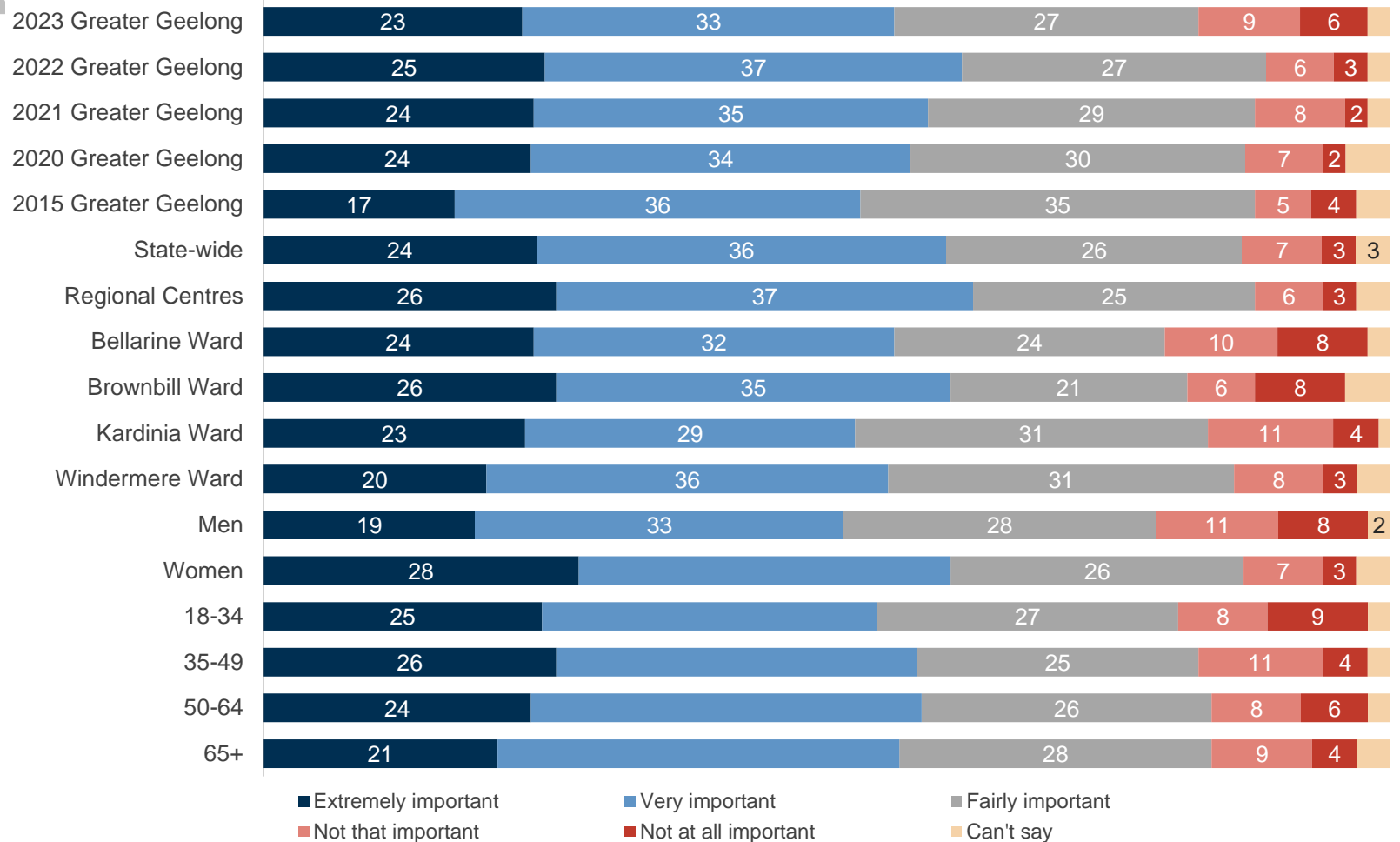
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	53	55	55	55	51	47	60	57	56
Women	52	56	54	54	53	46	59	62	57
Regional Centres	52	56	52	54	54	54	52	55	n/a
Bellarine Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	55	53	54	54	54	53	55	56
Windermere Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	50	59	53	61	57	48	58	65	64
65+	50	57	55	52	51	43	56	61	57
Greater Geelong	50	57	54	54	51	45	58	60	58
Brownbill Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	58	55	54	49	45	58	59	60
50-64	43	55	54	46	44	42	61	59	55

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 6

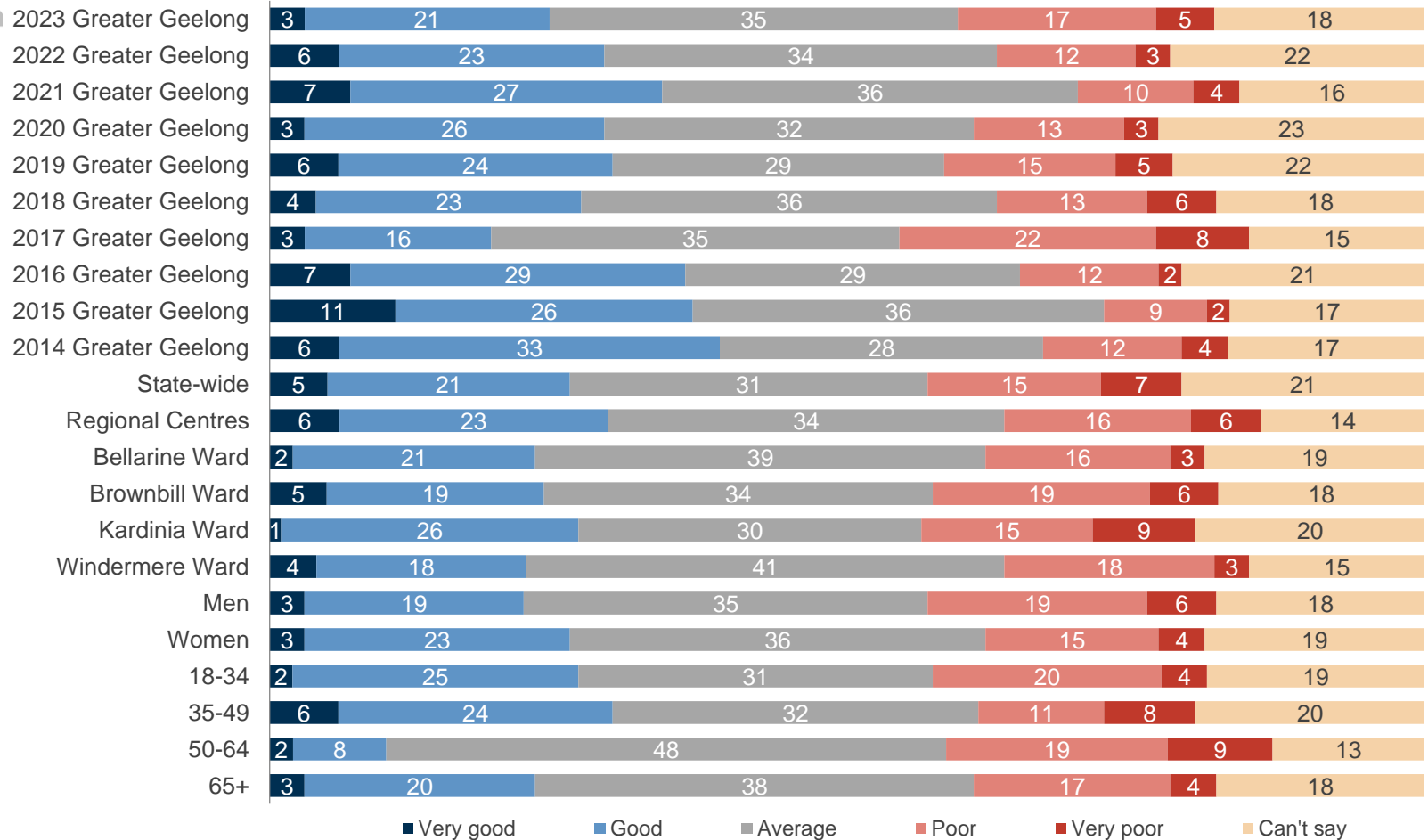
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 6

Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	83	78	83	82	n/a	n/a	n/a	n/a	81	83
Women	82	84	80	82	n/a	n/a	n/a	n/a	82	85
Brownbill Ward	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	80	83	81	n/a	n/a	n/a	n/a	79	83
Regional Centres	80	82	81	80	82	81	82	82	80	n/a
Windermere Ward	80	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
Greater Geelong	79	81	80	80	n/a	n/a	n/a	n/a	78	82
65+	79	81	81	80	n/a	n/a	n/a	n/a	83	83
Kardinia Ward	78	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	77	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	83	74	77	n/a	n/a	n/a	n/a	71	79
Men	76	78	79	78	n/a	n/a	n/a	n/a	74	79

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

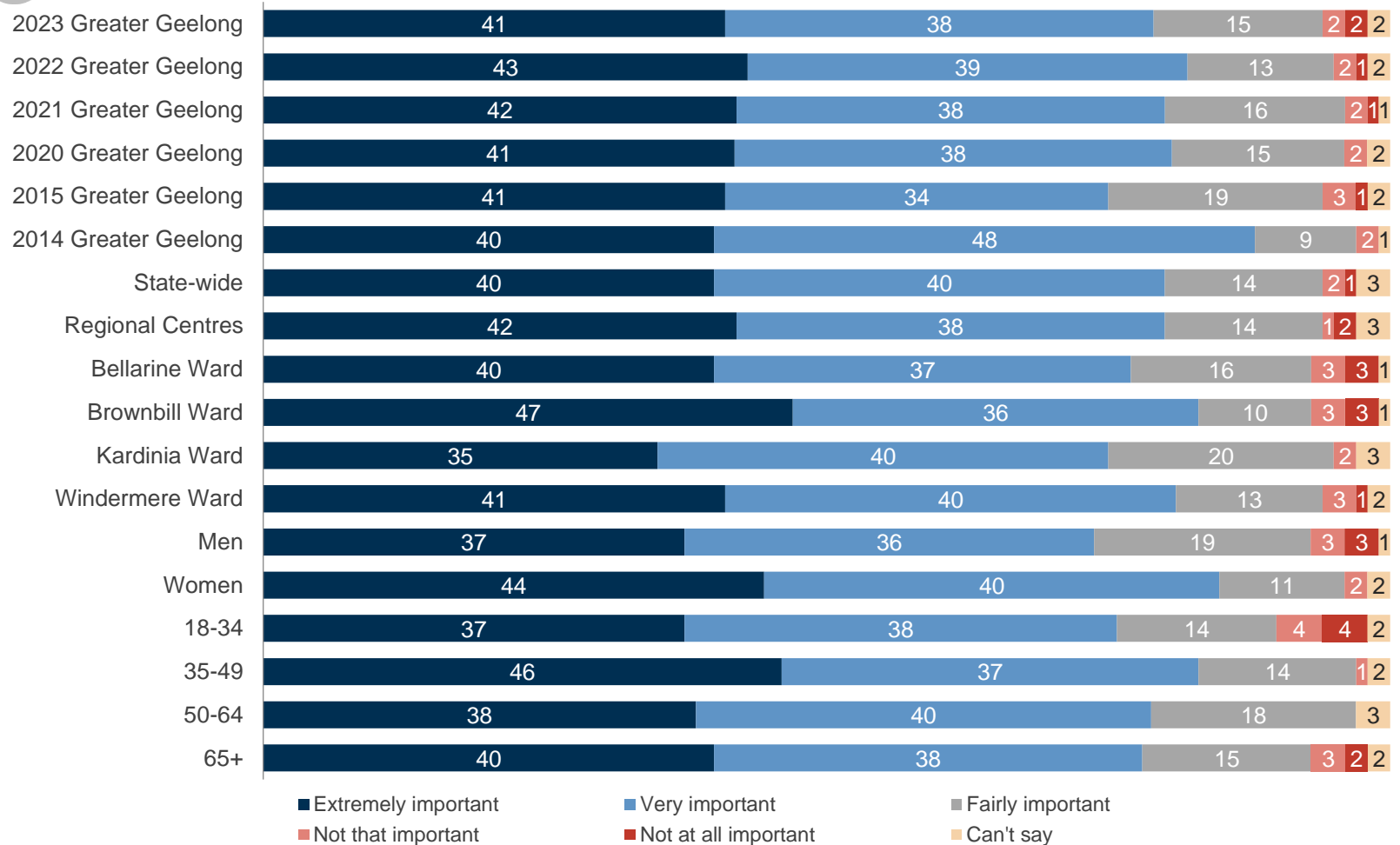
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	56	57	61	56	55	53	47	57	57
Kardinia Ward	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	58	60	55	56	54	46	56	60
Greater Geelong	52	56	59	56	55	53	48	56	57
Windermere Ward	52	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	55	56	57	53	51	44	50	53
18-34	52	58	61	58	61	60	56	59	63
State-wide	51	54	56	53	55	54	54	54	55
Men	51	53	59	56	54	51	50	56	55
Bellarine Ward	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	50	54	54	50	52	52	52	51	52
Brownbill Ward	49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	52	59	48	51	44	42	59	54

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

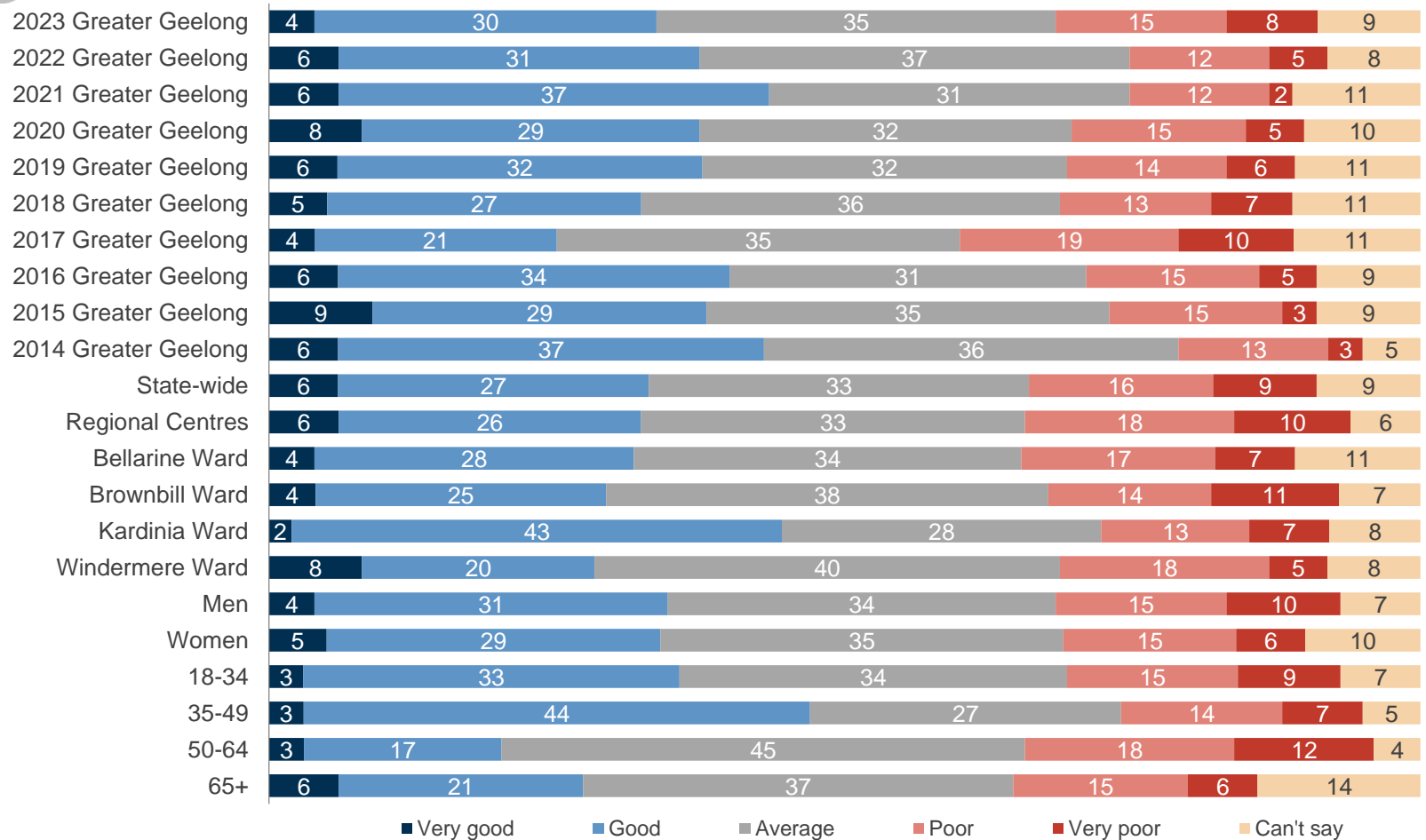
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Decisions made in the interest of the community performance



2023 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: 66 Councils asked group: 9

The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	85	82	79	83	n/a	n/a	n/a	n/a	77	81
Regional Centres	82	81	79	79	79	81	80	76	77	n/a
Windermere Ward	82	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	82	78	80	n/a	n/a	n/a	n/a	77	80
State-wide	82	81	79	79	79	80	78	78	76	77
Bellarine Ward	81	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	80	76	77	n/a	n/a	n/a	n/a	74	72
Kardinia Ward	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	81	81	77	79	n/a	n/a	n/a	n/a	77	78
65+	80	81	79	78	n/a	n/a	n/a	n/a	77	79
35-49	80	80	76	79	n/a	n/a	n/a	n/a	81	82
Men	80	79	76	77	n/a	n/a	n/a	n/a	77	77
Brownbill Ward	79	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

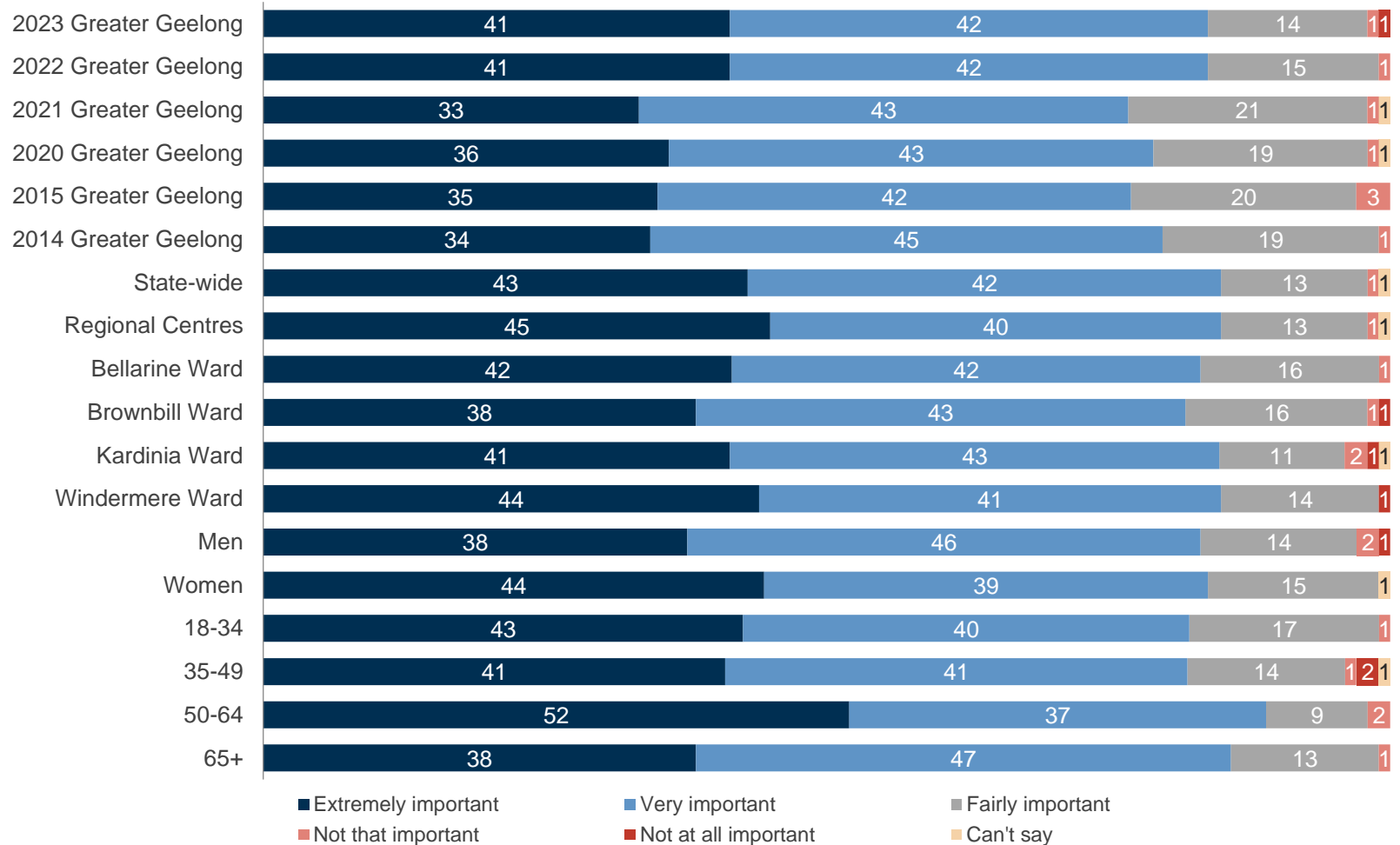
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Brownbill Ward	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	58	58	52	54	44	57	52	52
Kardinia Ward	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	56	60	64	59	47	50	57	61
Women	53	56	59	60	57	49	47	53	56
Greater Geelong	53	57	62	60	54	49	47	54	56
Men	52	59	65	60	51	48	46	56	55
65+	51	59	64	63	53	48	47	51	57
Bellarine Ward	51	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	49▼	54	60	55	57	54	53	54	55
State-wide	48▼	53	57	54	56	53	53	54	55
Windermere Ward	46▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	54	66	53	50	44	44	52	52

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

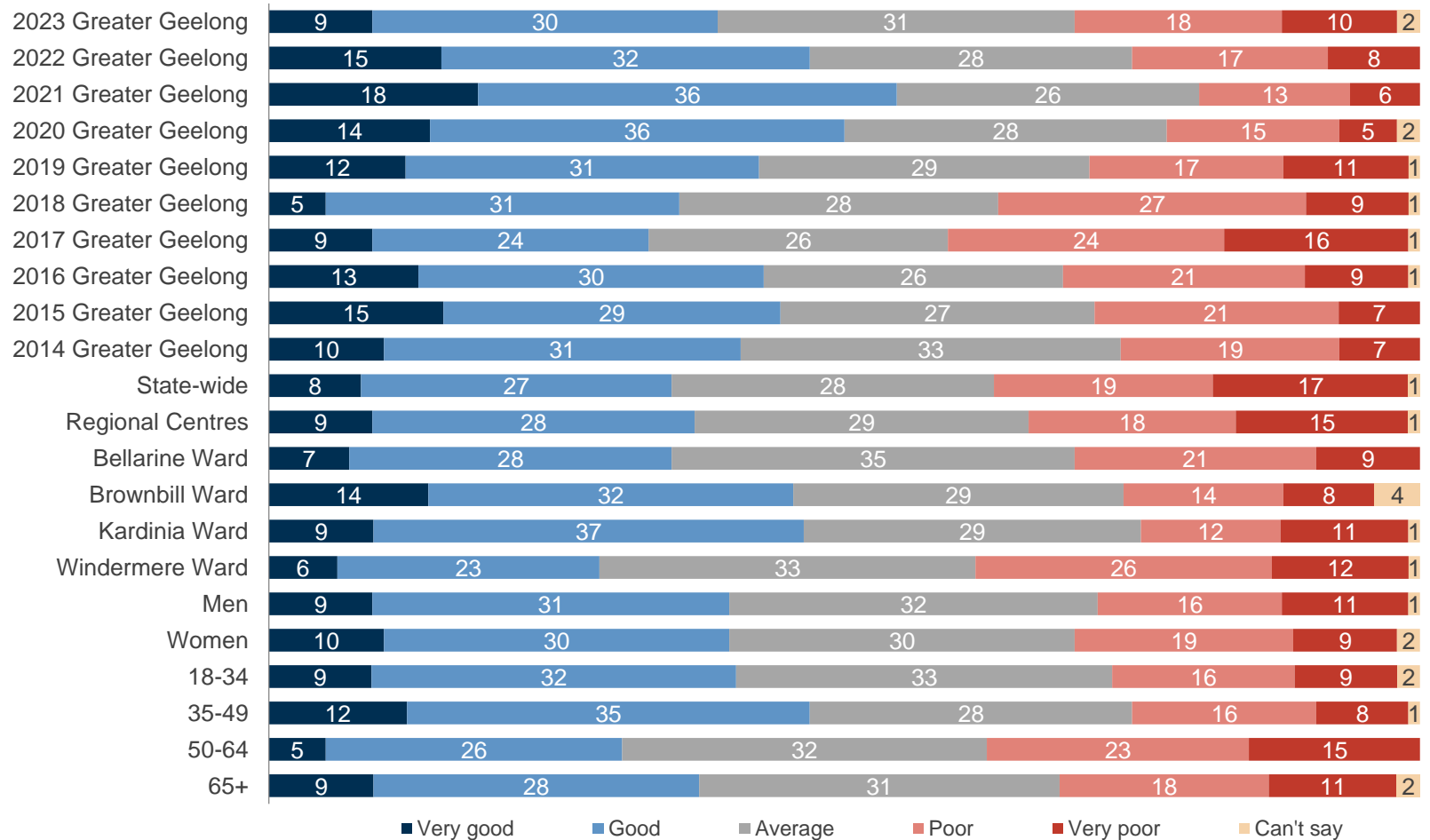
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



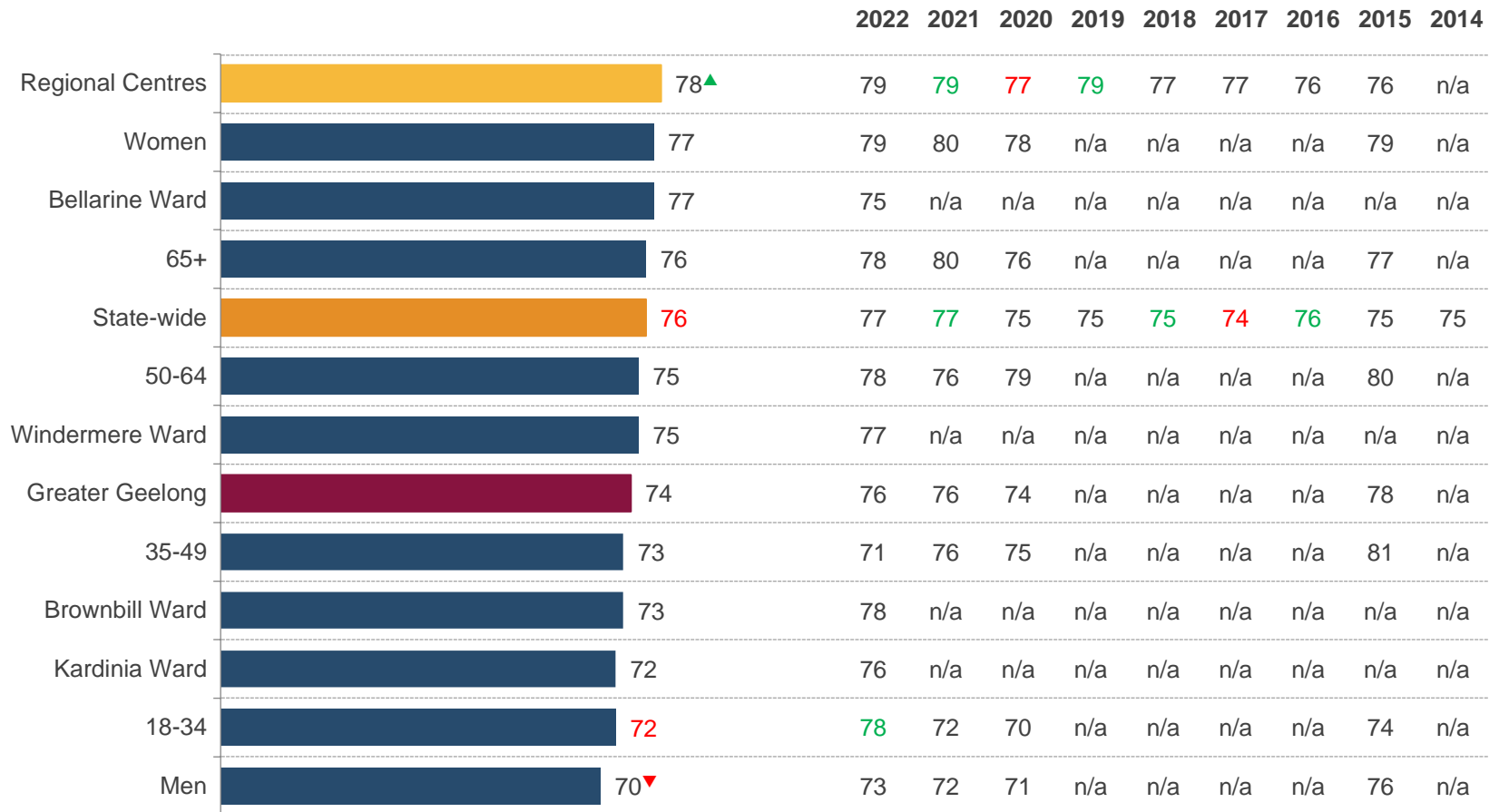
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Informing the community importance



2023 informing community importance (index scores)



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

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

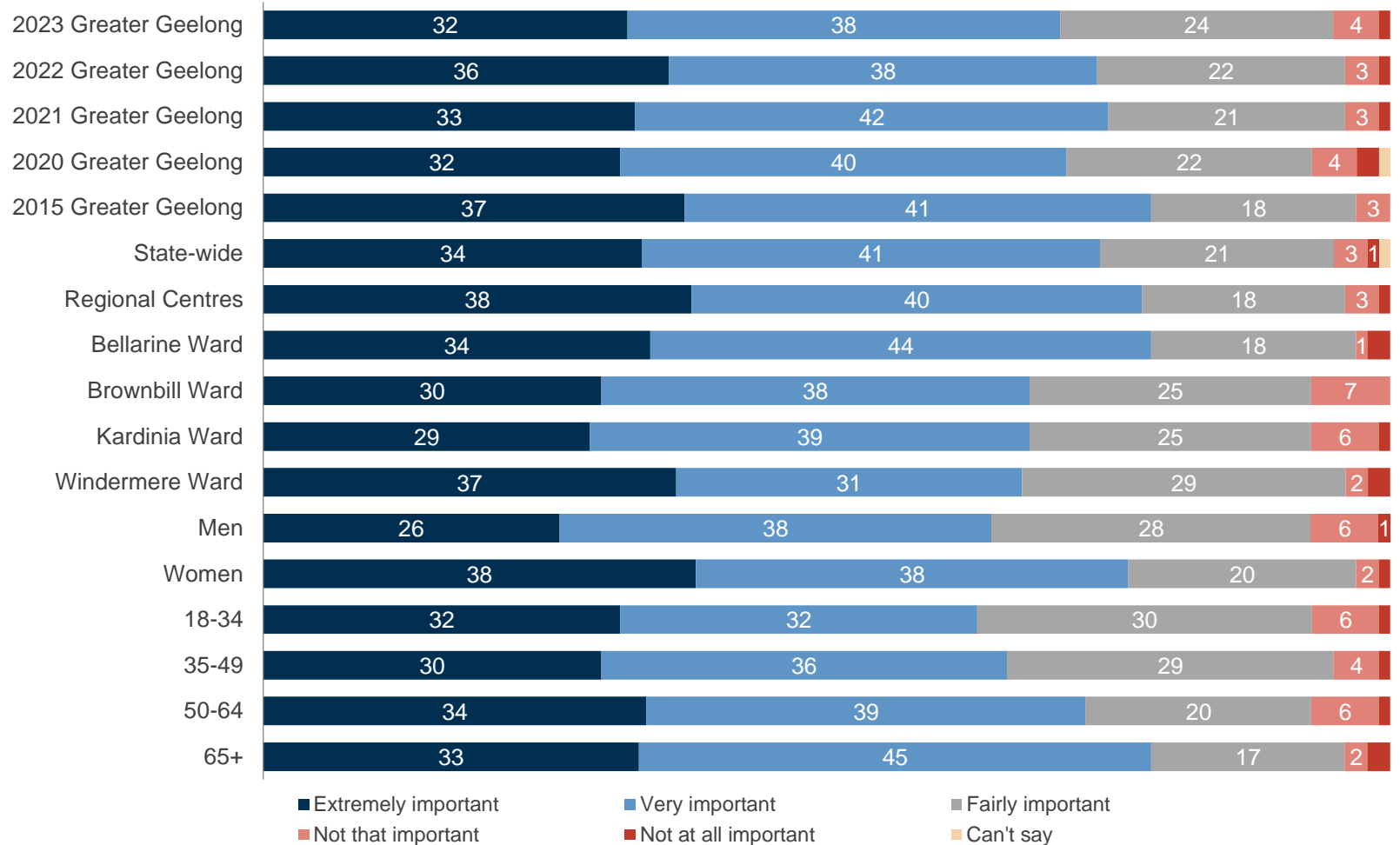
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Informing the community performance



2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	59	60	60	n/a	n/a	55	63	62	62
Kardinia Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58	61	55	n/a	n/a	60	60	61	58
State-wide	59	60	59	60	59	59	59	61	62
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	59	57	n/a	n/a	56	60	59	63
Greater Geelong	58	60	57	n/a	n/a	54	61	60	61
Women	58	60	56	n/a	n/a	52	63	60	59
Regional Centres	58	59	56	56	59	58	59	58	n/a
65+	59	60	58	n/a	n/a	52	60	56	64
Windermere Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	57	53	n/a	n/a	49	63	59	58

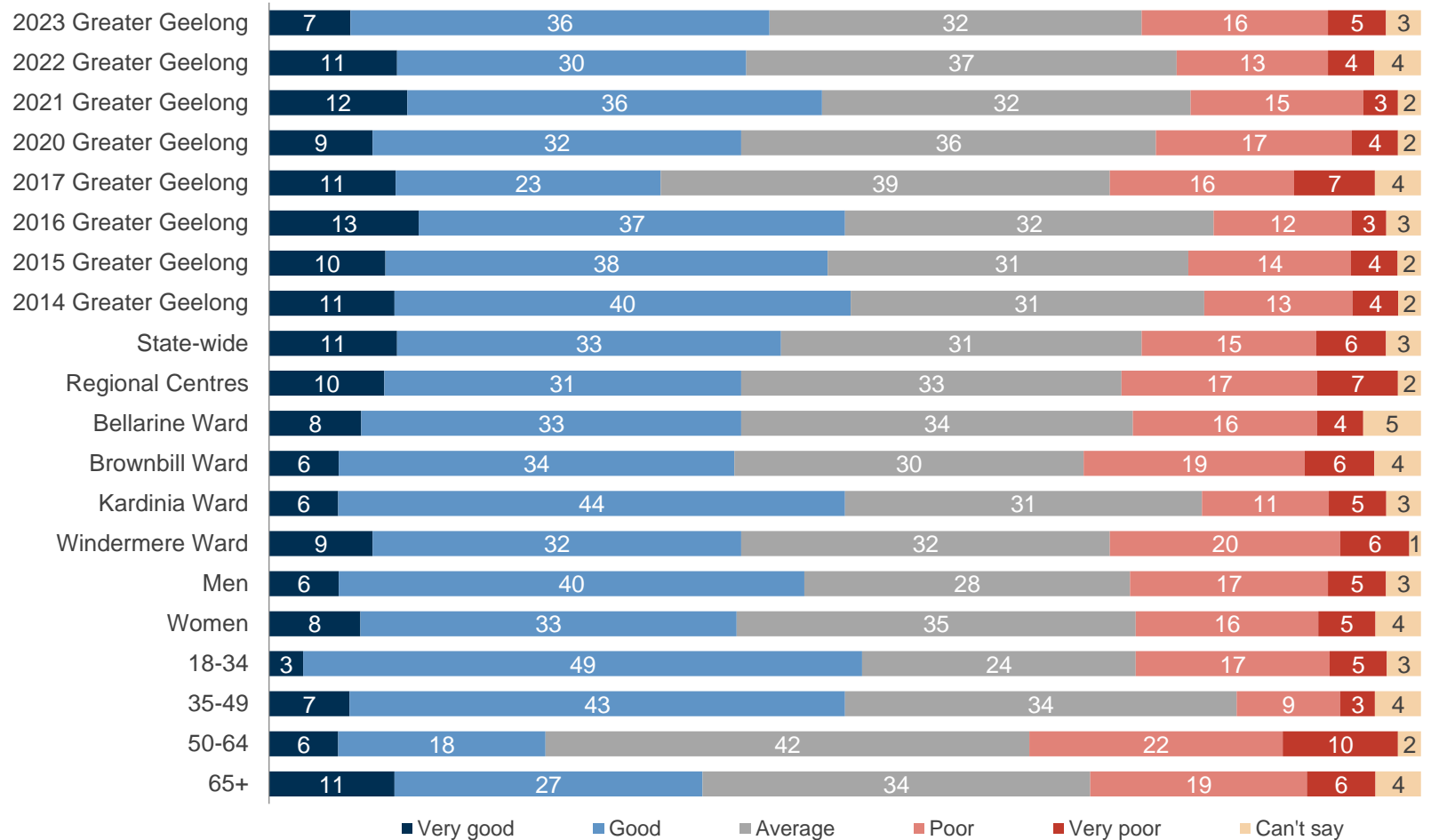
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Brownbill Ward	83	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	81	80	78	78	77	79	77	77	77	n/a
Women	81	80	80	79	n/a	n/a	n/a	n/a	81	n/a
Windermere Ward	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
18-34	80	76	74	74	n/a	n/a	n/a	n/a	72	n/a
Greater Geelong	80	79	77	78	n/a	n/a	n/a	n/a	77	n/a
65+	80	81	78	79	n/a	n/a	n/a	n/a	78	n/a
35-49	79	78	75	79	n/a	n/a	n/a	n/a	81	n/a
50-64	79	82	81	83	n/a	n/a	n/a	n/a	79	n/a
Men	79	78	73	77	n/a	n/a	n/a	n/a	73	n/a
Kardinia Ward	78	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	78	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

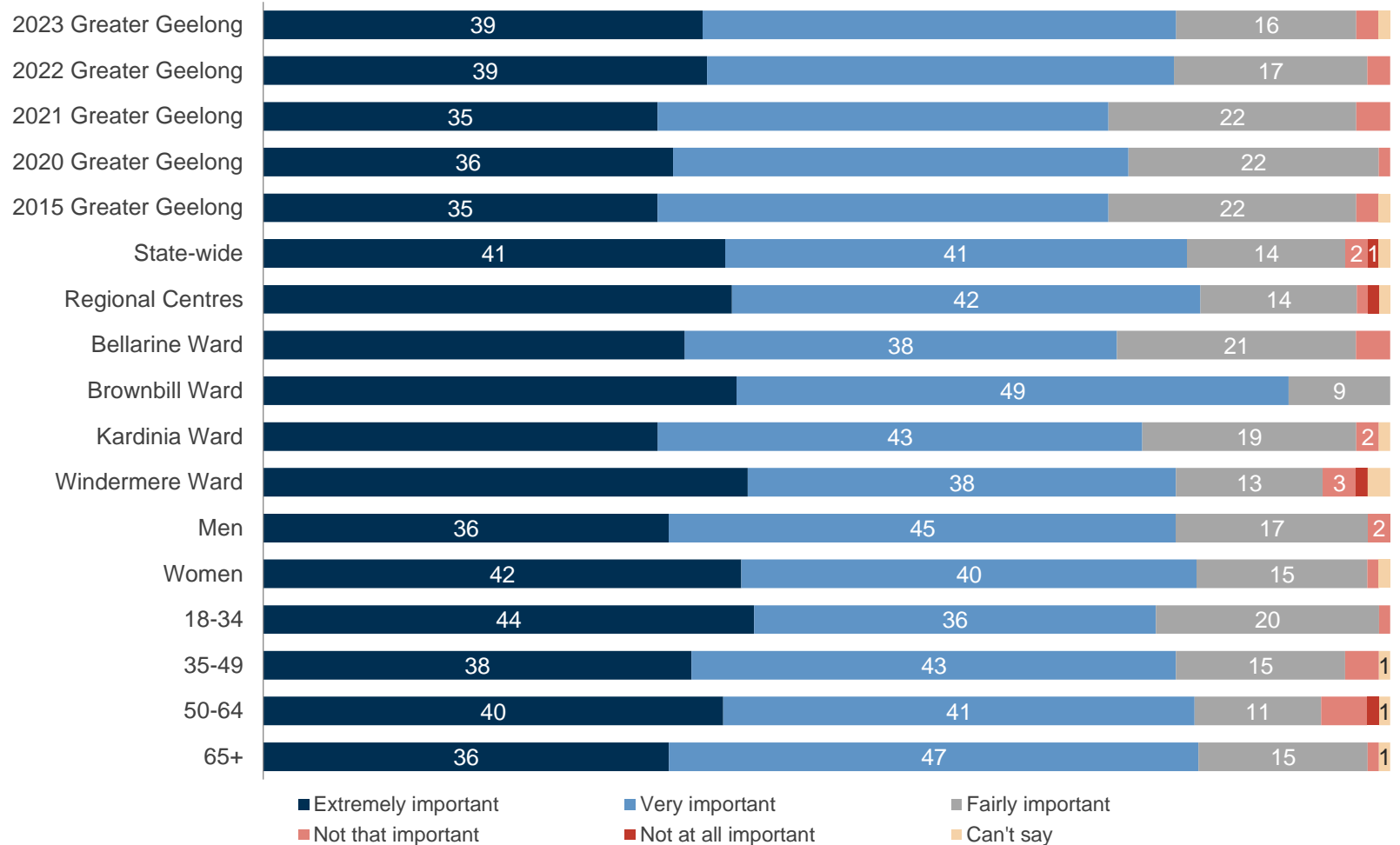
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Kardinia Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	59	62	n/a	n/a	49	53	55	58
Regional Centres	59	62	59	61	59	57	58	58	n/a
Brownbill Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	59	59	n/a	n/a	48	52	57	55
State-wide	57	59	58	59	58	57	57	58	58
Greater Geelong	59	60	61	n/a	n/a	50	55	58	59
65+	57	57	62	n/a	n/a	50	51	58	55
18-34	60	63	62	n/a	n/a	55	60	64	69
Men	60	61	63	n/a	n/a	52	58	59	64
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	64	56	n/a	n/a	44	55	55	53
Windermere Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

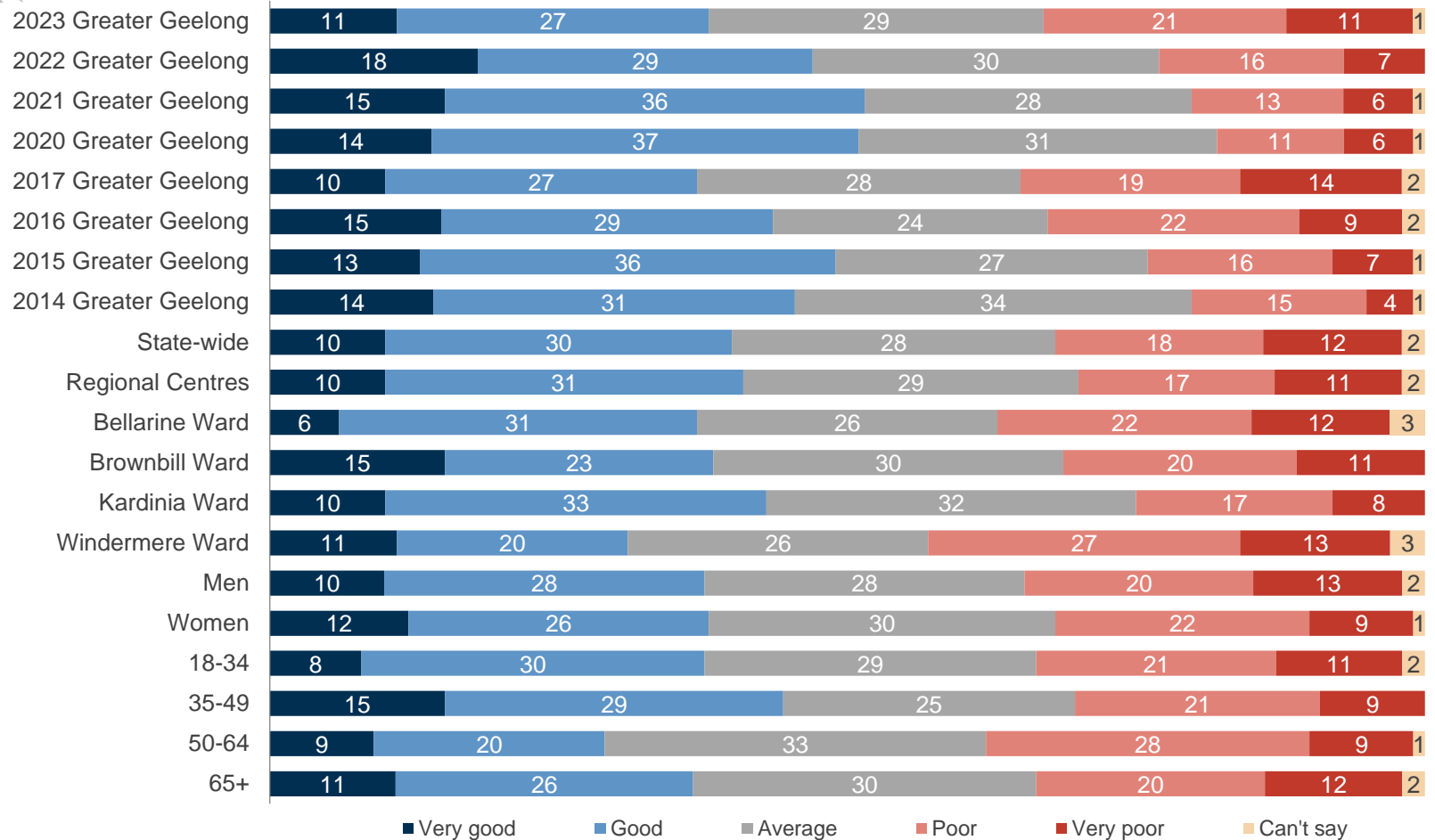
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6



Traffic management importance



2023 traffic management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	77	78	76	n/a	n/a	n/a	77	n/a
Windermere Ward	74	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	73	73	73	73	74	72	72	71
Women	74	76	75	78	n/a	n/a	n/a	n/a	74
Brownbill Ward	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	75	79	75	n/a	n/a	n/a	n/a	73
Regional Centres	73	72	74	72	73	74	71	72	72
Greater Geelong	73	74	74	75	n/a	n/a	n/a	n/a	72
Bellarine Ward	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	71	73	71	n/a	n/a	n/a	n/a	69
Kardinia Ward	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	71	73	75	n/a	n/a	n/a	n/a	71
18-34	70	72	69	73	n/a	n/a	n/a	n/a	67

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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2

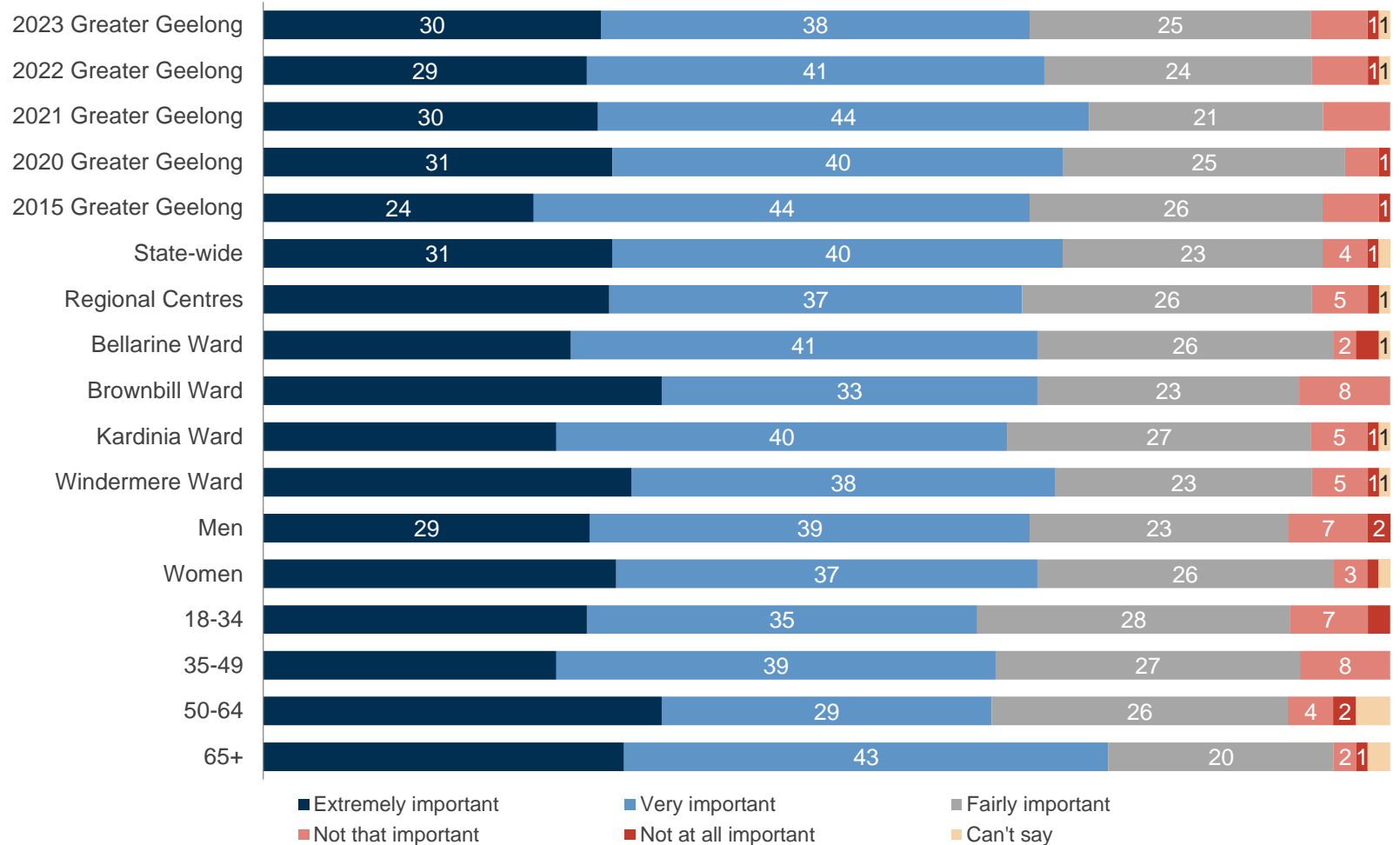
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2023 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2



Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	60	62	57	n/a	n/a	n/a	59	63	59
18-34	62	62	62	n/a	n/a	n/a	65	64	62
Kardinia Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	57	60	56	60	56	61	59	62	n/a
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	58	59	58	58	57	59	59	60	60
Greater Geelong	59	61	58	n/a	n/a	n/a	59	61	58
35-49	62	62	57	n/a	n/a	n/a	56	59	60
65+	57	62	58	n/a	n/a	n/a	57	60	56
Windermere Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	60	59	n/a	n/a	n/a	58	58	57
50-64	55	60	54	n/a	n/a	n/a	56	60	52

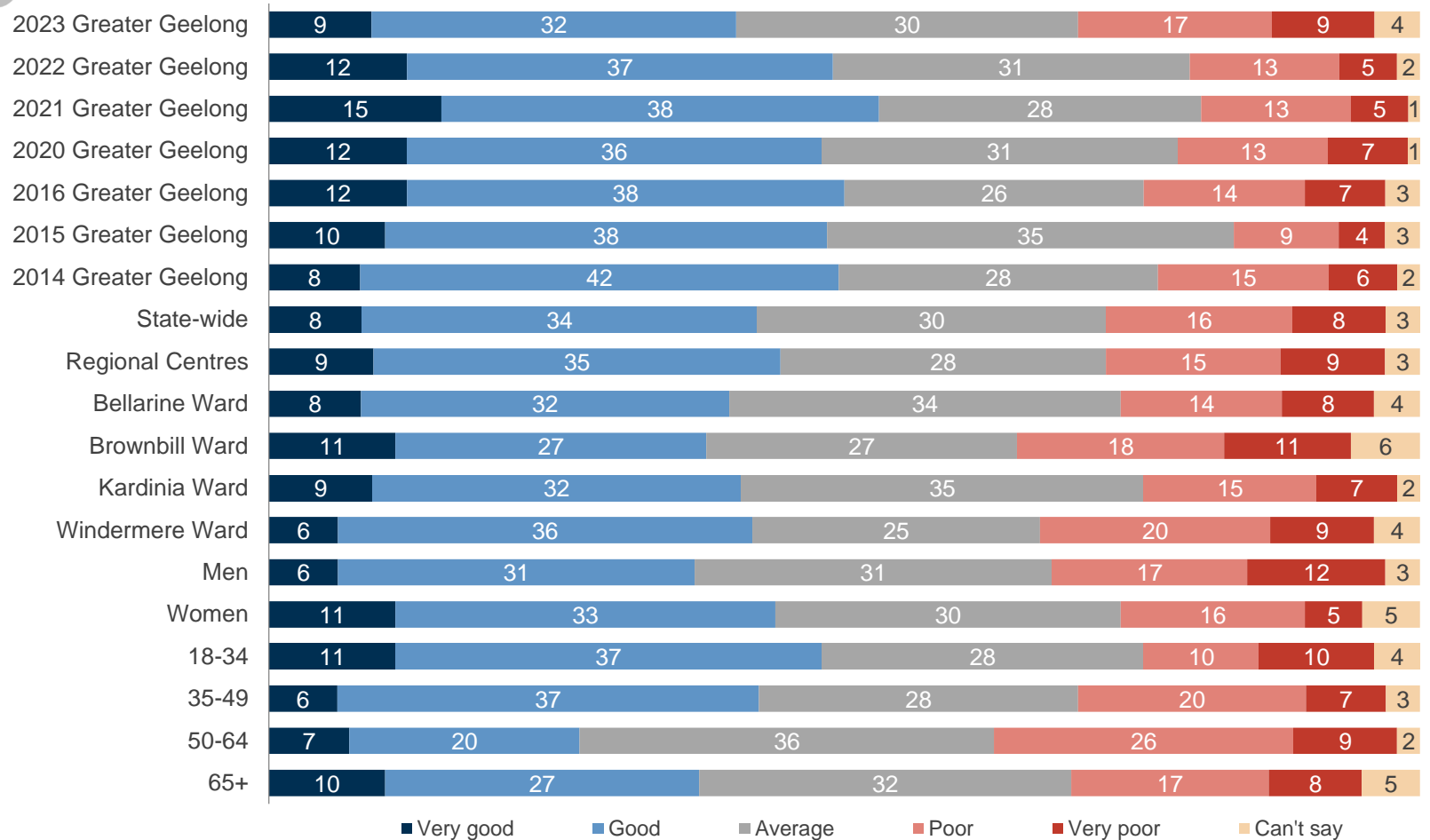
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2



Parking facilities importance



2023 parking importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	76	72	74	n/a	n/a	n/a	n/a	74	n/a
Women	75	73	80	n/a	n/a	n/a	n/a	78	n/a
65+	75	75	79	n/a	n/a	n/a	n/a	77	n/a
Brownbill Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	74	73	75	75	75	72	73	74	n/a
Bellarine Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	72	71	74	n/a	n/a	n/a	n/a	75	n/a
Kardinia Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	72	72	n/a	n/a	n/a	n/a	76	n/a
State-wide	70	72	71	71	71	70	70	70	70
Men	69	69	67	n/a	n/a	n/a	n/a	72	n/a
18-34	69	65	70	n/a	n/a	n/a	n/a	73	n/a

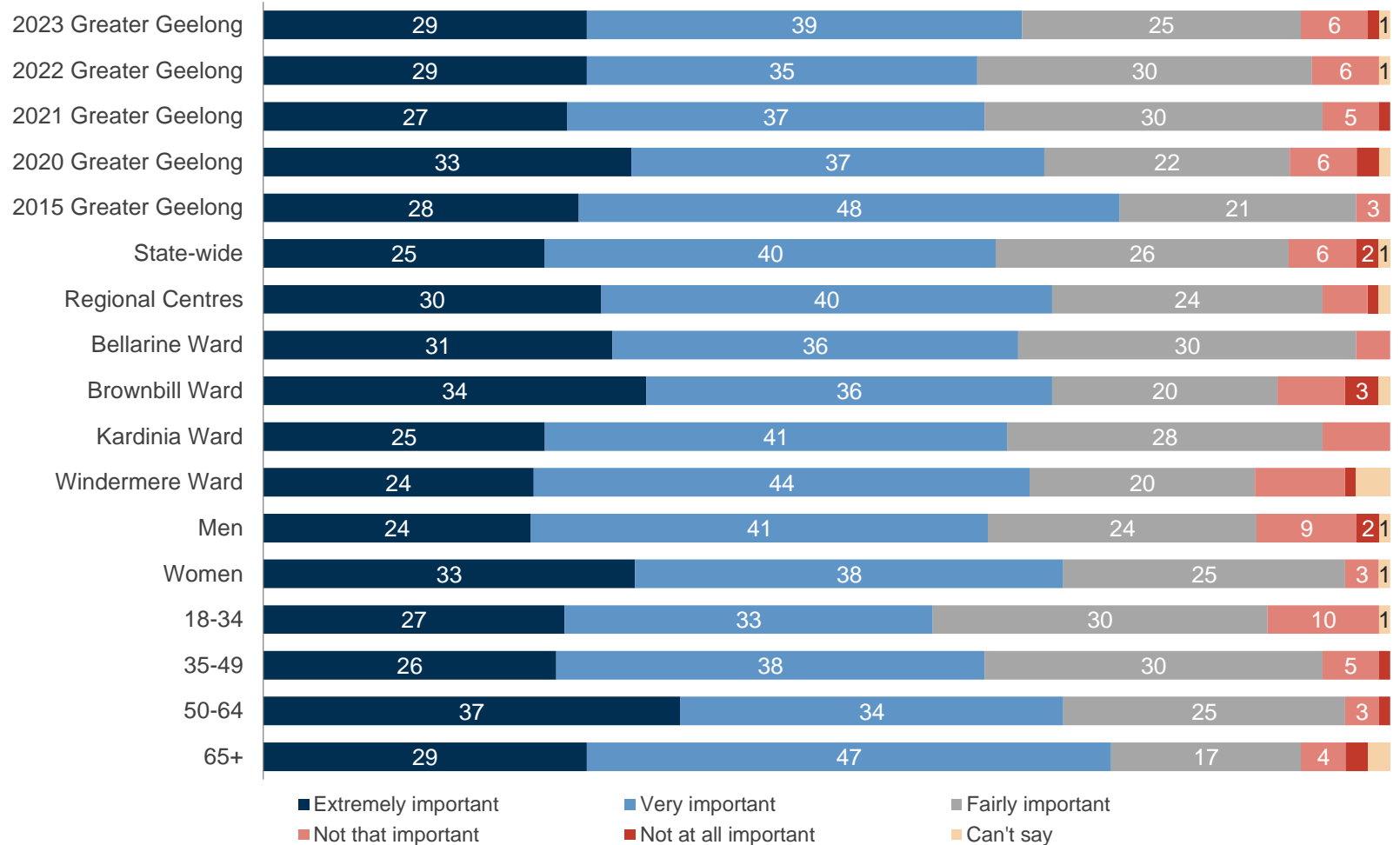
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2023 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5



Parking facilities performance



2023 parking performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	57	58	55	56	56	55	56	57	57
Regional Centres	56	55	49	50	51	52	54	53	n/a
Windermere Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	60	53	n/a	n/a	44	53	57	49
18-34	50	58	52	n/a	n/a	46	53	58	49
Women	52	56	47	n/a	n/a	39	48	54	44
Greater Geelong	53	58	51	n/a	n/a	42	50	54	47
Bellarine Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	59	54	n/a	n/a	45	51	54	51
65+	55	55	51	n/a	n/a	37	45	50	48
50-64	50	60	46	n/a	n/a	41	46	51	43
Brownbill Ward	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

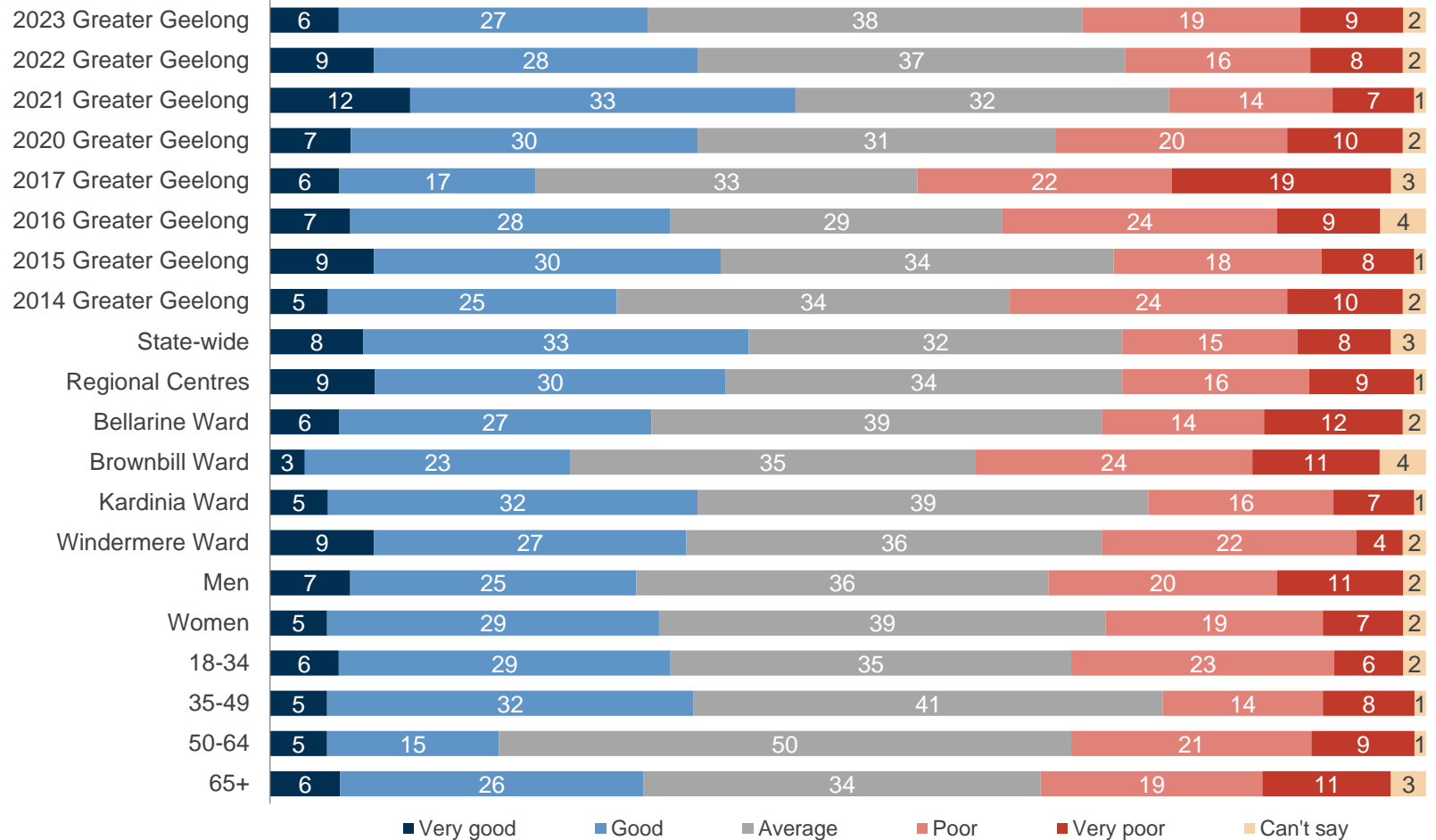
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)



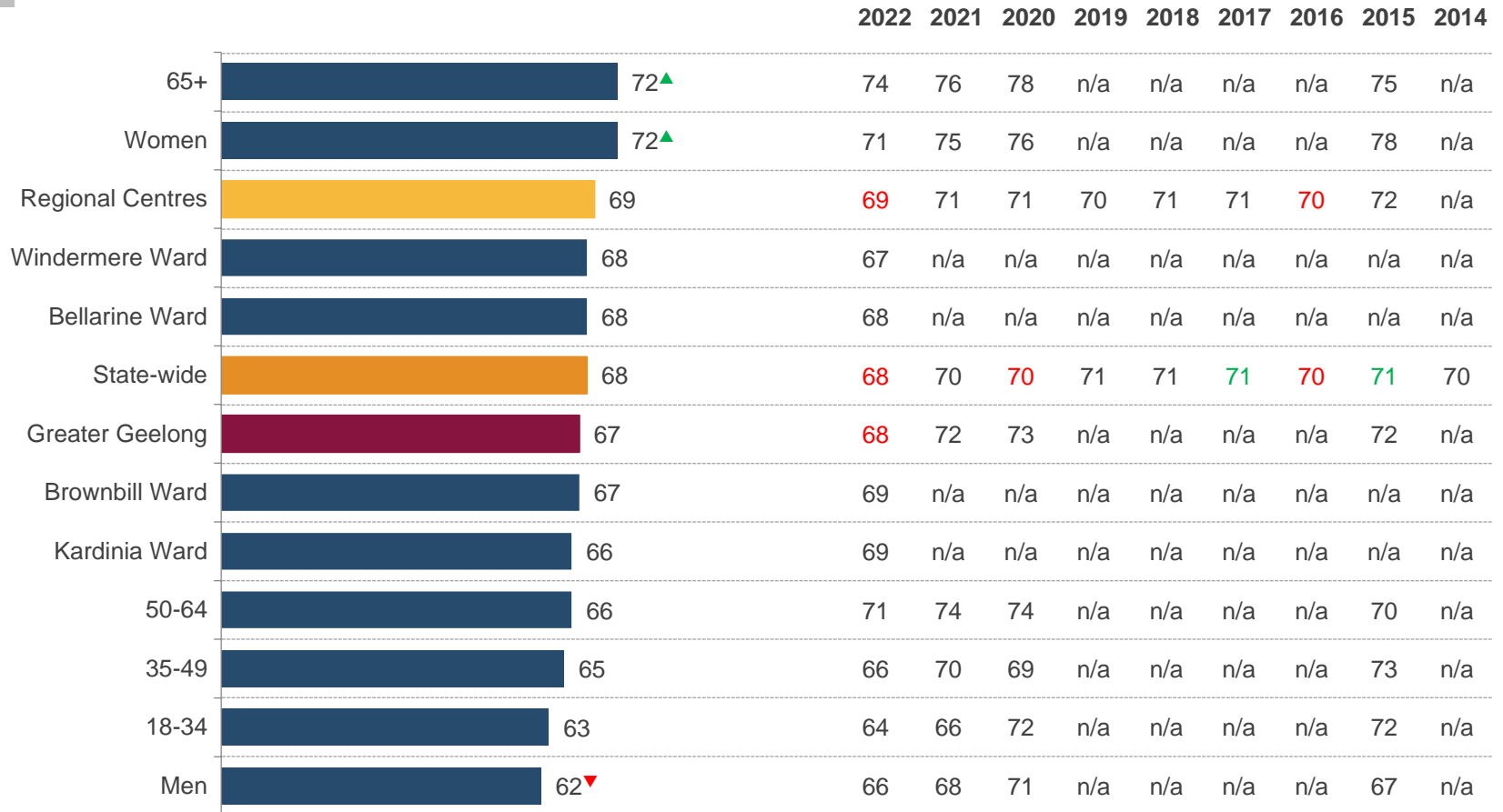
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



Enforcement of local laws importance



2023 law enforcement importance (index scores)



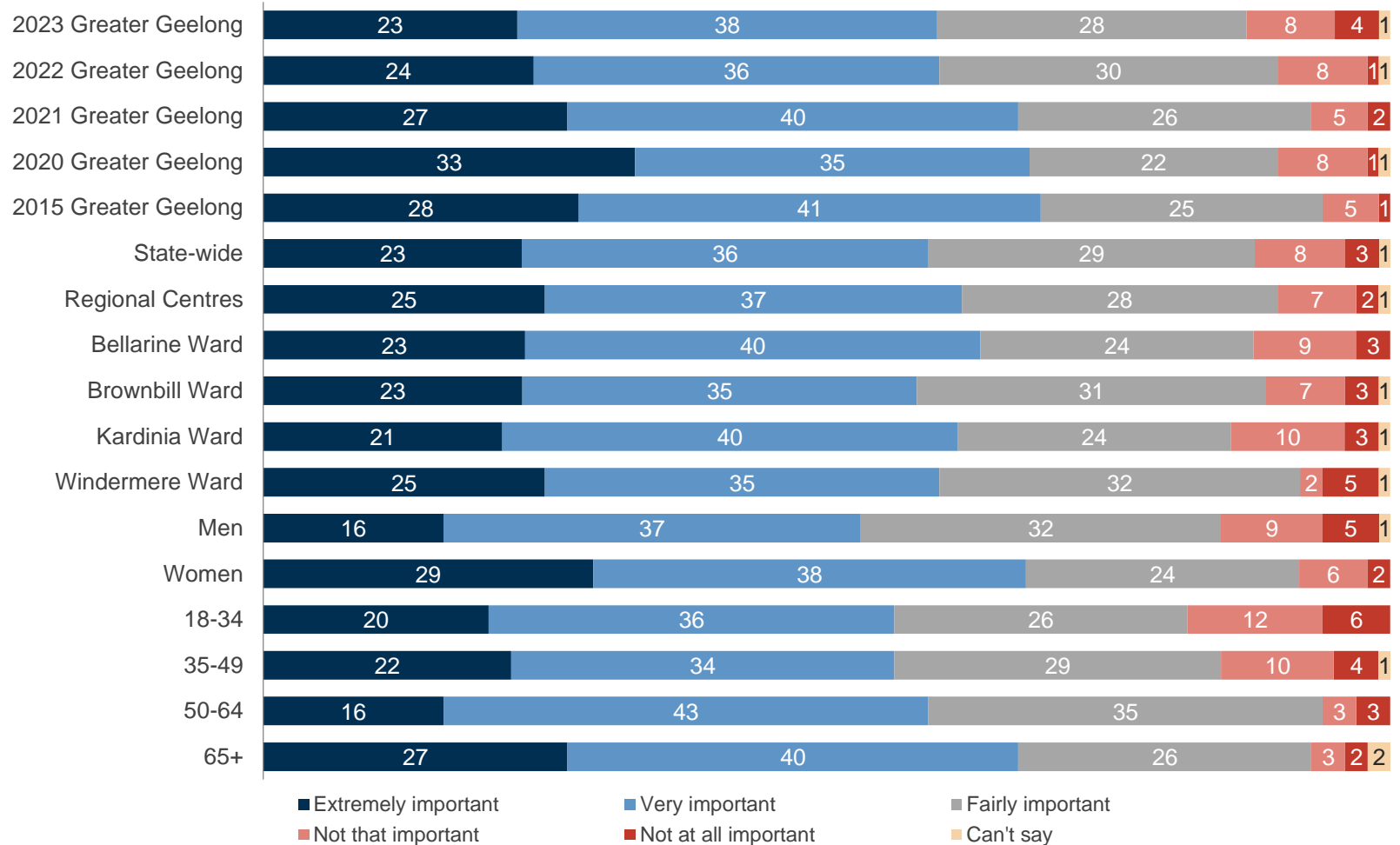
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 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: 23 Councils asked group: 4



Enforcement of local laws performance



2023 law enforcement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	64▲	66	67	64	66	66	66	64	67	n/a
Kardinia Ward	63	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	66	65	61	n/a	n/a	n/a	62	68	65
State-wide	61	63	64	63	64	64	64	63	66	66
65+	61	62	61	58	n/a	n/a	n/a	58	59	58
18-34	61	68	70	64	n/a	n/a	n/a	65	71	70
Greater Geelong	61	65	65	62	n/a	n/a	n/a	62	64	64
35-49	60	65	65	67	n/a	n/a	n/a	63	65	64
Bellarine Ward	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	59	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	63	65	63	n/a	n/a	n/a	63	61	62
50-64	57	60	64	58	n/a	n/a	n/a	63	61	62

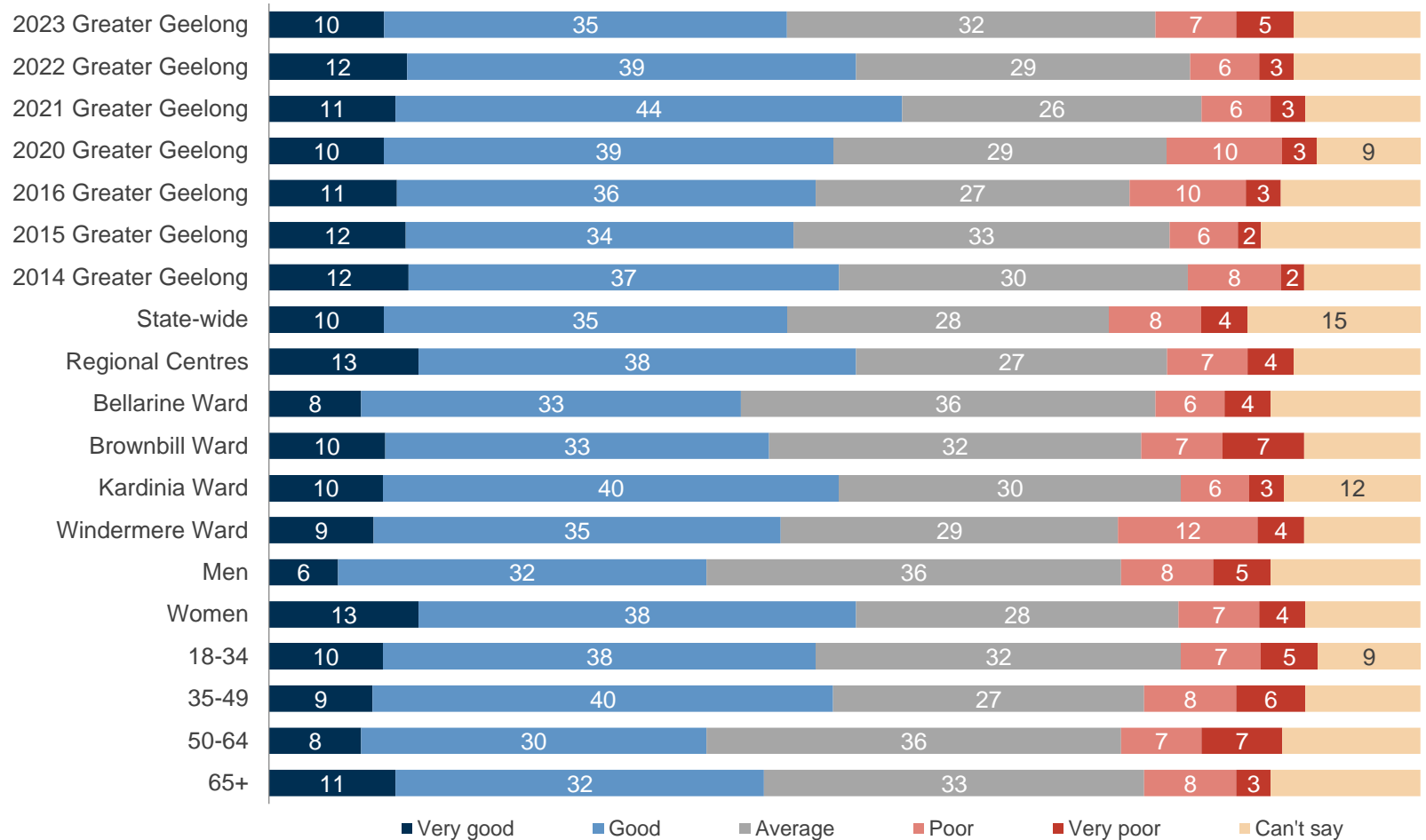
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 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: 34 Councils asked group: 4



Family support services importance



2023 family support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Women	79▲	82	83	80	n/a	n/a	n/a	n/a	78	n/a
Bellarine Ward	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	76	76	78	76	75	75	76	73	75	n/a
35-49	75	76	77	73	n/a	n/a	n/a	n/a	75	n/a
50-64	75	73	76	76	n/a	n/a	n/a	n/a	73	n/a
State-wide	75	76	76	75	74	74	73	73	73	72
65+	75	74	76	75	n/a	n/a	n/a	n/a	73	n/a
Greater Geelong	74	77	78	76	n/a	n/a	n/a	n/a	73	n/a
Brownbill Ward	74	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	73	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	83	83	79	n/a	n/a	n/a	n/a	71	n/a
Men	69▼	72	73	71	n/a	n/a	n/a	n/a	68	n/a

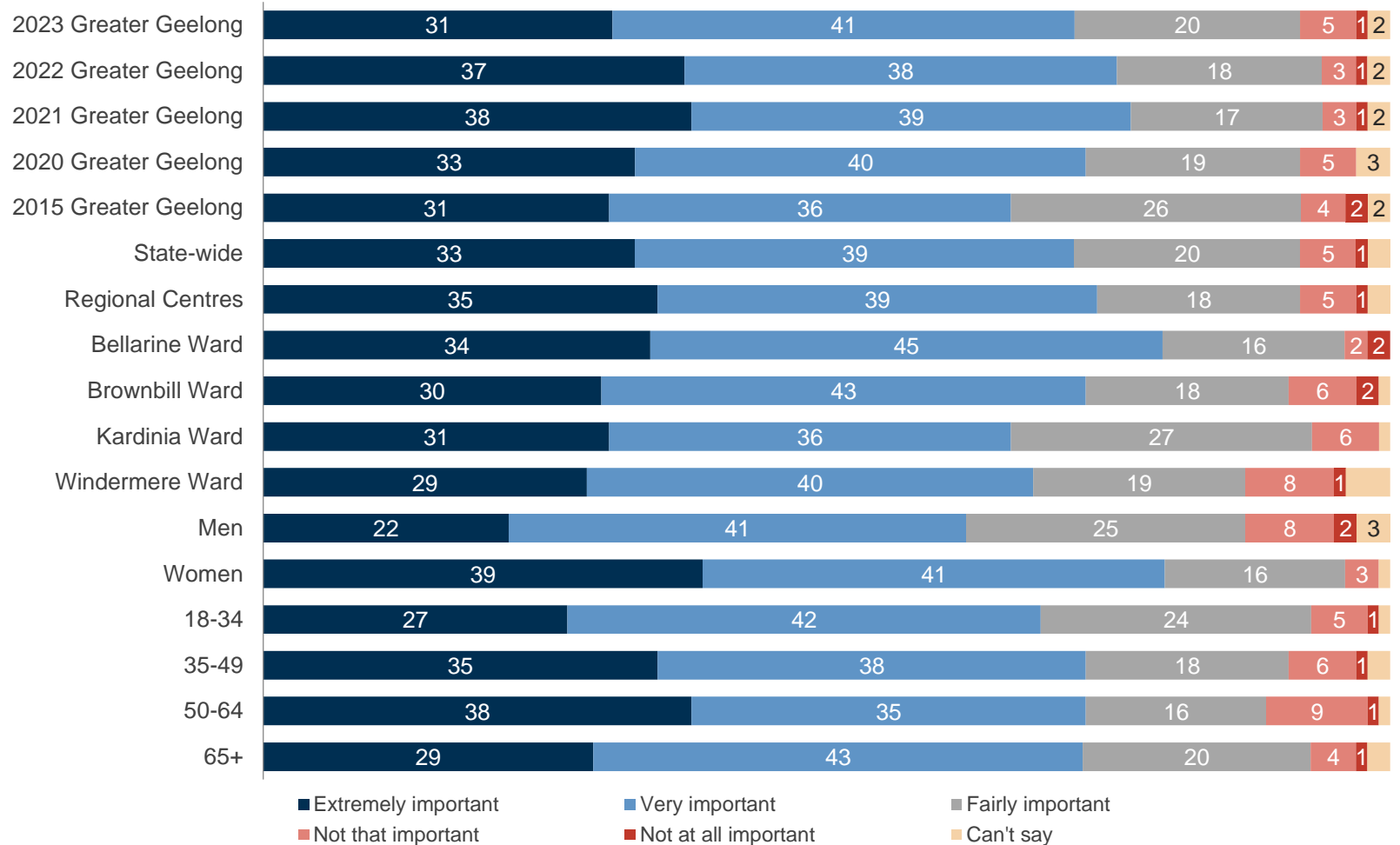
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2023 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4



Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	64	67	66	65	68	66	67	66	n/a
65+	63	66	68	65	n/a	n/a	n/a	67	66
35-49	63	64	65	67	n/a	n/a	n/a	65	62
Kardinia Ward	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	65	66	66	67	66	67	66	67
Men	62	67	66	65	n/a	n/a	n/a	68	62
Greater Geelong	62	64	66	65	n/a	n/a	n/a	66	63
18-34	62	62	64	66	n/a	n/a	n/a	66	65
Windermere Ward	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	61	67	65	n/a	n/a	n/a	64	65
Brownbill Ward	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	62	69	60	n/a	n/a	n/a	67	61

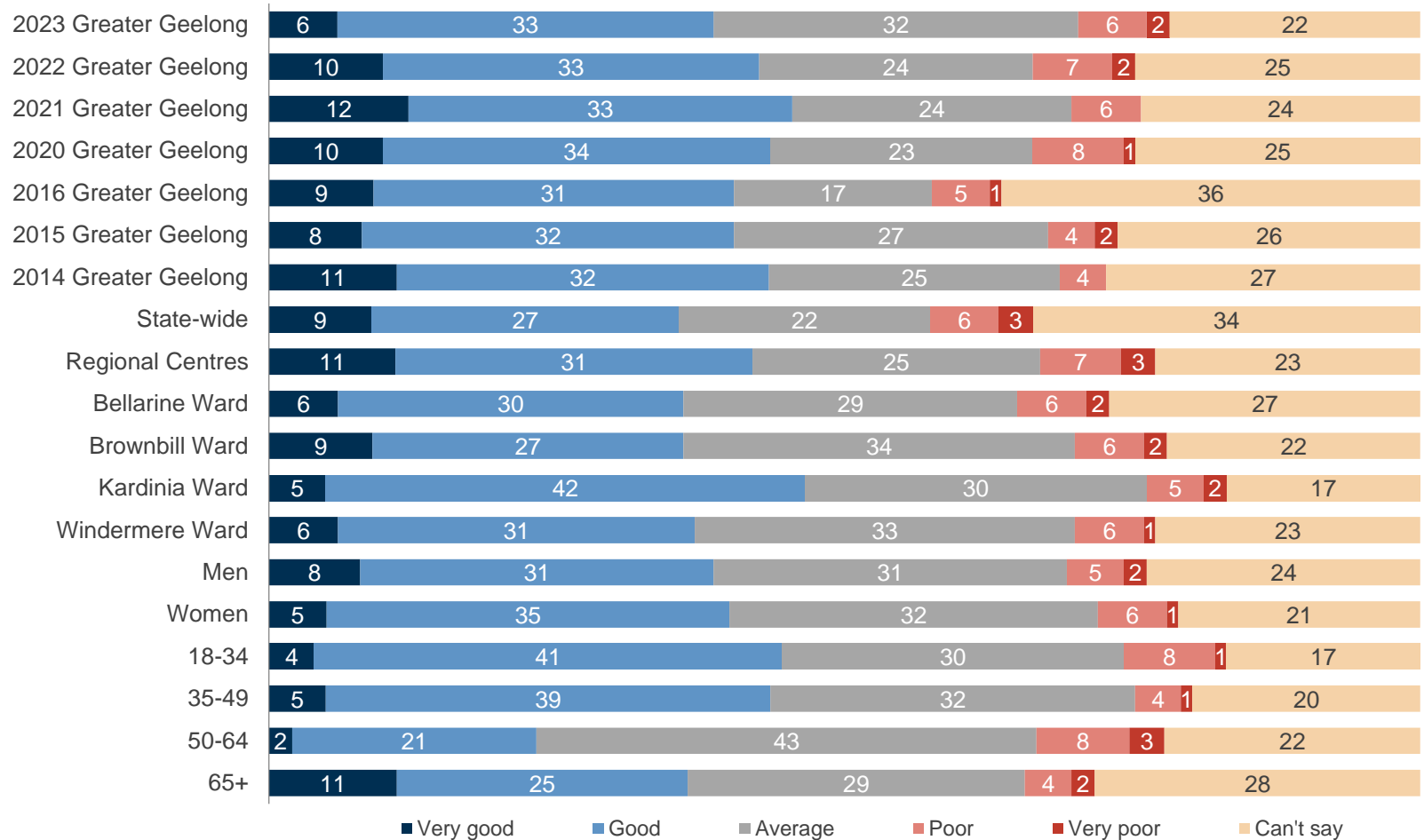
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



Elderly support services importance



2023 elderly support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	84▲	85	84	84	n/a	n/a	n/a	83	n/a
Windermere Ward	83	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	82	83	83	n/a	n/a	n/a	82	n/a
Bellarine Ward	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	80	83	82	80	81	80	80	78	80
State-wide	80	82	82	80	80	79	78	78	79
50-64	80	81	82	84	n/a	n/a	n/a	81	n/a
Greater Geelong	79	82	81	81	n/a	n/a	n/a	79	n/a
Brownbill Ward	78	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	81	81	79	n/a	n/a	n/a	76	n/a
35-49	77	82	79	79	n/a	n/a	n/a	77	n/a
Kardinia Ward	76	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73▼	78	78	77	n/a	n/a	n/a	75	n/a

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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2

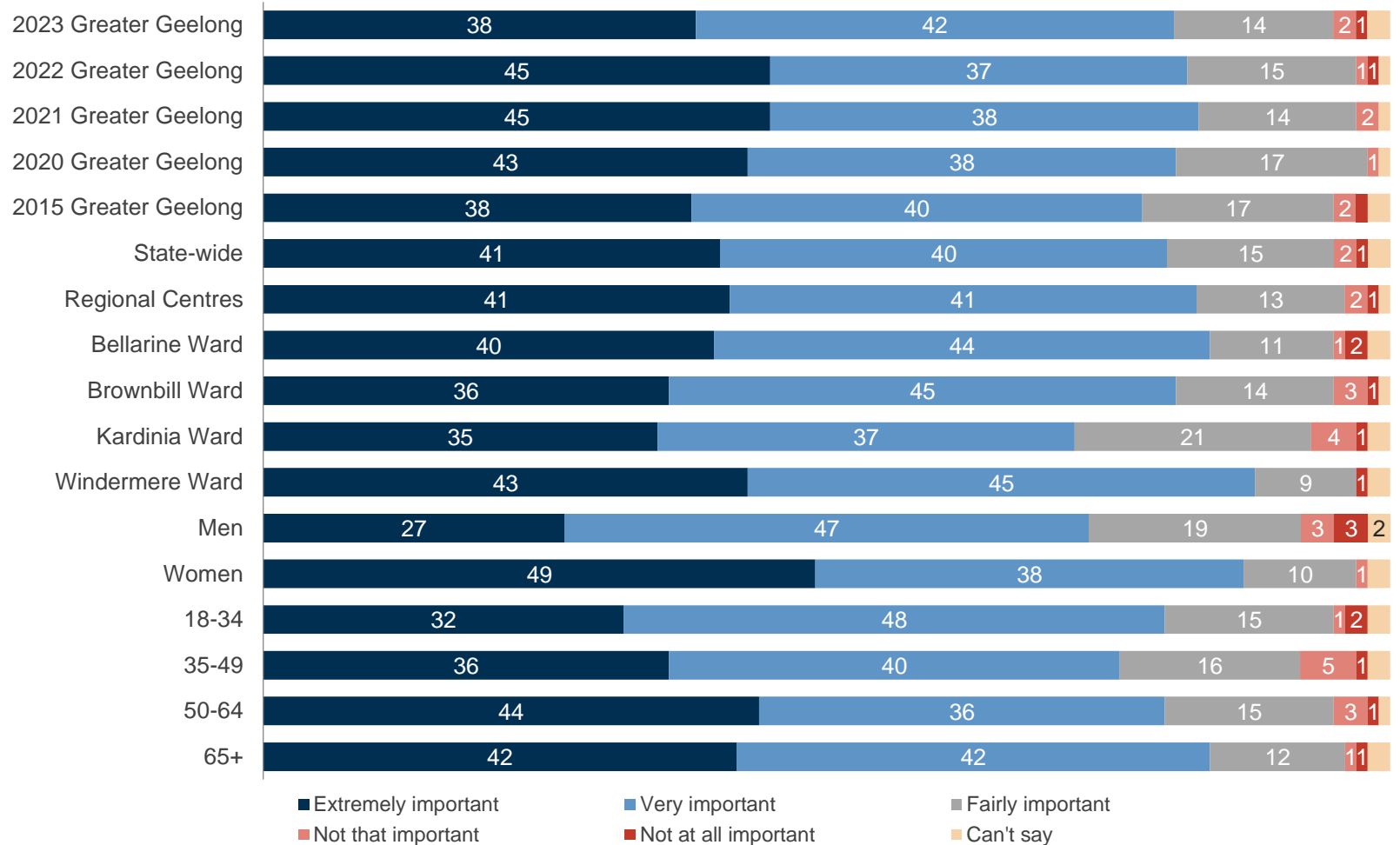
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2023 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Men	64	66	64	n/a	n/a	n/a	65	63	69
State-wide	63▲	69	68	68	68	68	68	69	70
65+	62	70	66	n/a	n/a	n/a	69	68	68
35-49	62	60	63	n/a	n/a	n/a	59	61	69
Regional Centres	61	65	63	67	66	68	66	66	n/a
Windermere Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	60	65	64	n/a	n/a	n/a	66	63	69
18-34	59	64	65	n/a	n/a	n/a	68	62	70
Kardinia Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	65	63	n/a	n/a	n/a	66	64	69
50-64	52▼	67	59	n/a	n/a	n/a	65	63	68

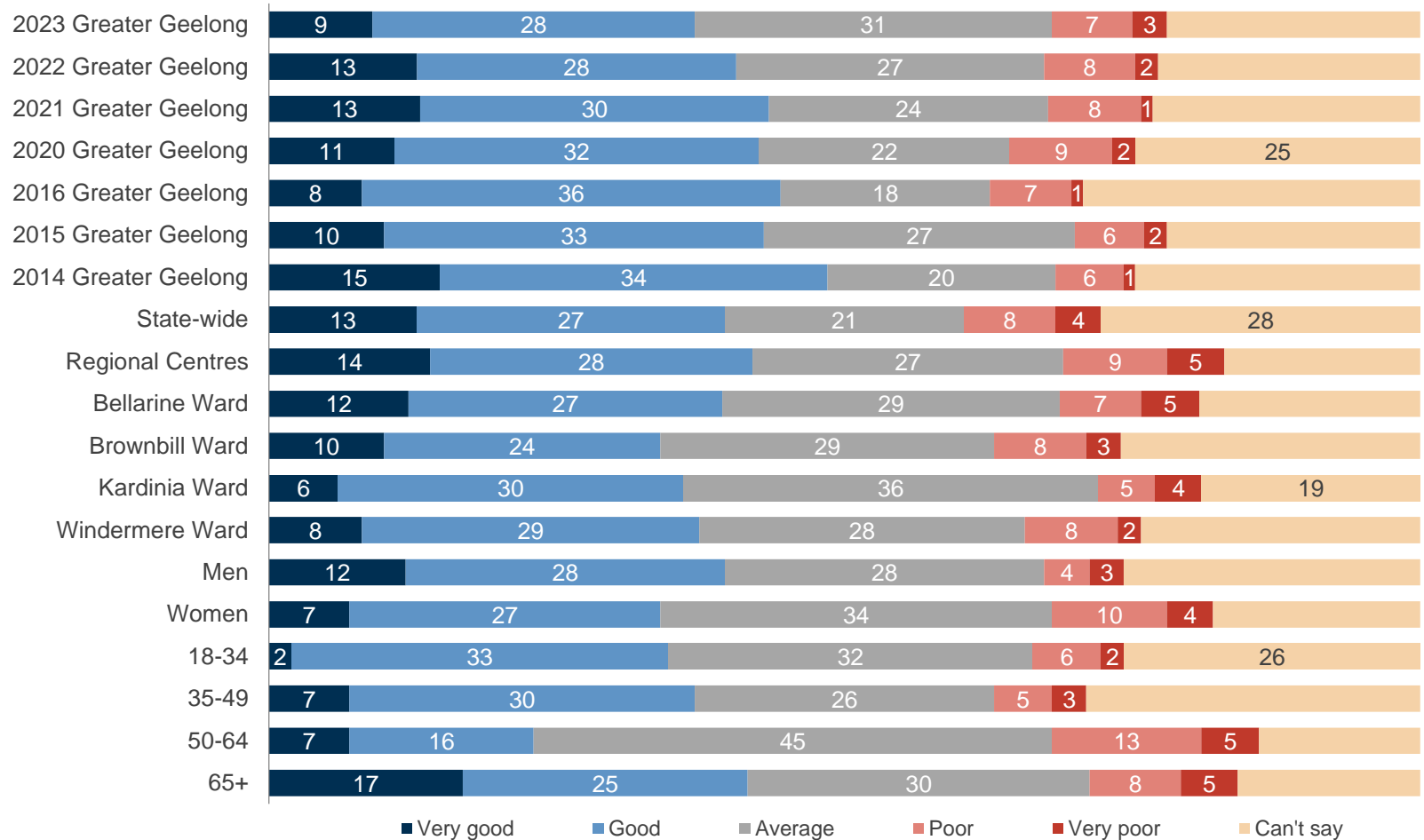
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3



Disadvantaged support services importance



2023 disadvantaged support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	78▲	81	83	81	n/a	n/a	n/a	75	n/a
Windermere Ward	75	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	76	79	75	n/a	n/a	n/a	76	n/a
35-49	74	80	79	72	n/a	n/a	n/a	73	n/a
State-wide	74	77	77	74	74	72	71	73	73
Brownbill Ward	74	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	73	78	78	76	n/a	n/a	n/a	72	n/a
Regional Centres	73	78	78	76	n/a	n/a	75	73	74
Bellarine Ward	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	81	79	80	n/a	n/a	n/a	69	n/a
Kardinia Ward	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	73	75	79	n/a	n/a	n/a	72	n/a
Men	67▼	74	73	71	n/a	n/a	n/a	69	n/a

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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1

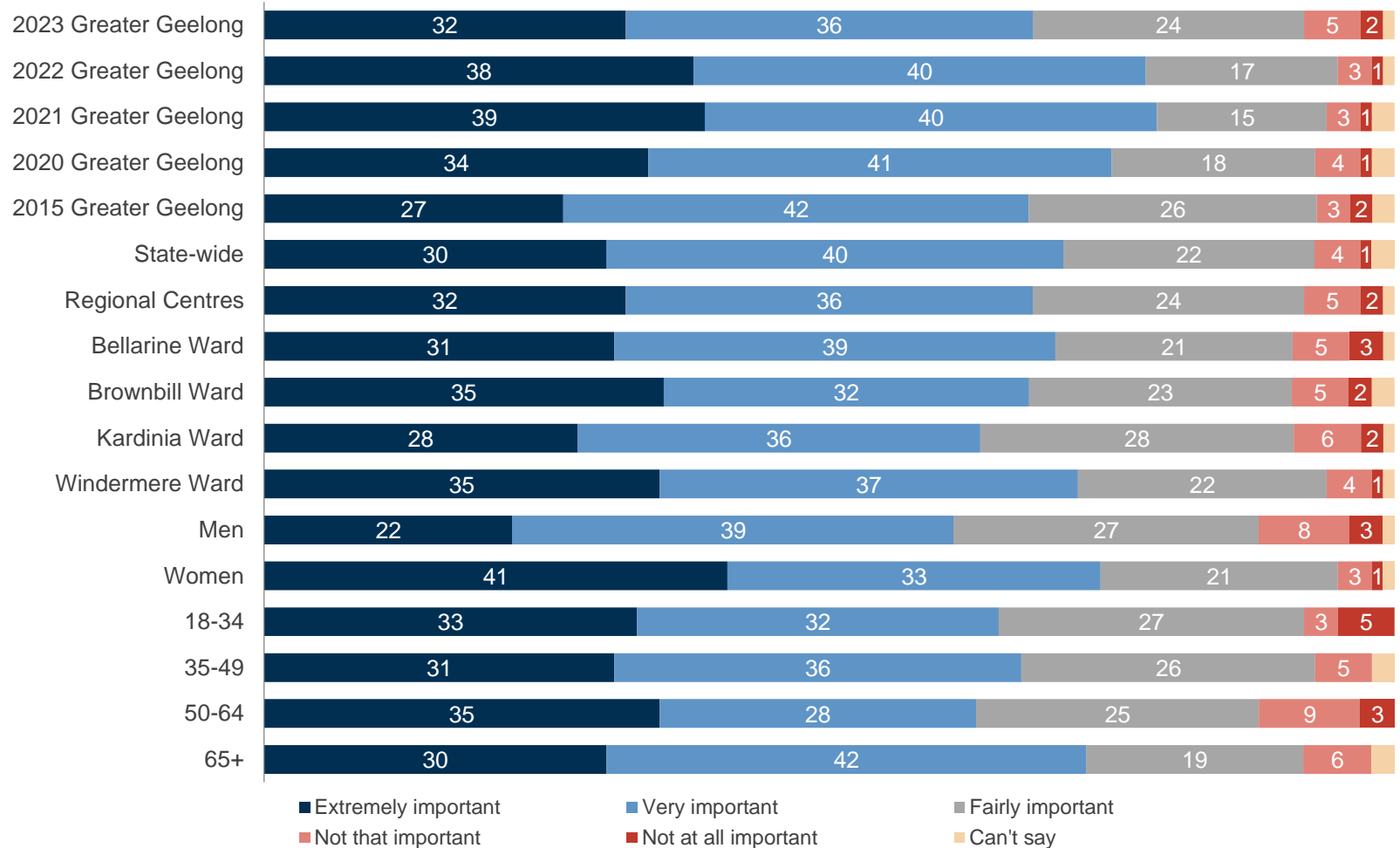
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2023 disadvantaged support importance (%)



Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1



Disadvantaged support services performance



2023 disadvantaged support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Windermere Ward	60	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Men	60	63	64	61	n/a	n/a	n/a	60	58	64
Kardinia Ward	60	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
18-34	59	61	61	60	n/a	n/a	n/a	57	61	67
State-wide	59	62	63	60	62	61	61	61	62	64
65+	59	62	64	57	n/a	n/a	n/a	61	61	63
Regional Centres	58	62	63	59	63	61	63	59	61	n/a
35-49	58	61	60	59	n/a	n/a	n/a	54	57	64
Greater Geelong	58	61	62	59	n/a	n/a	n/a	58	60	64
Brownbill Ward	57	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	60	61	57	n/a	n/a	n/a	57	61	63
Bellarine Ward	53	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	50	61	65	58	n/a	n/a	n/a	63	60	56

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

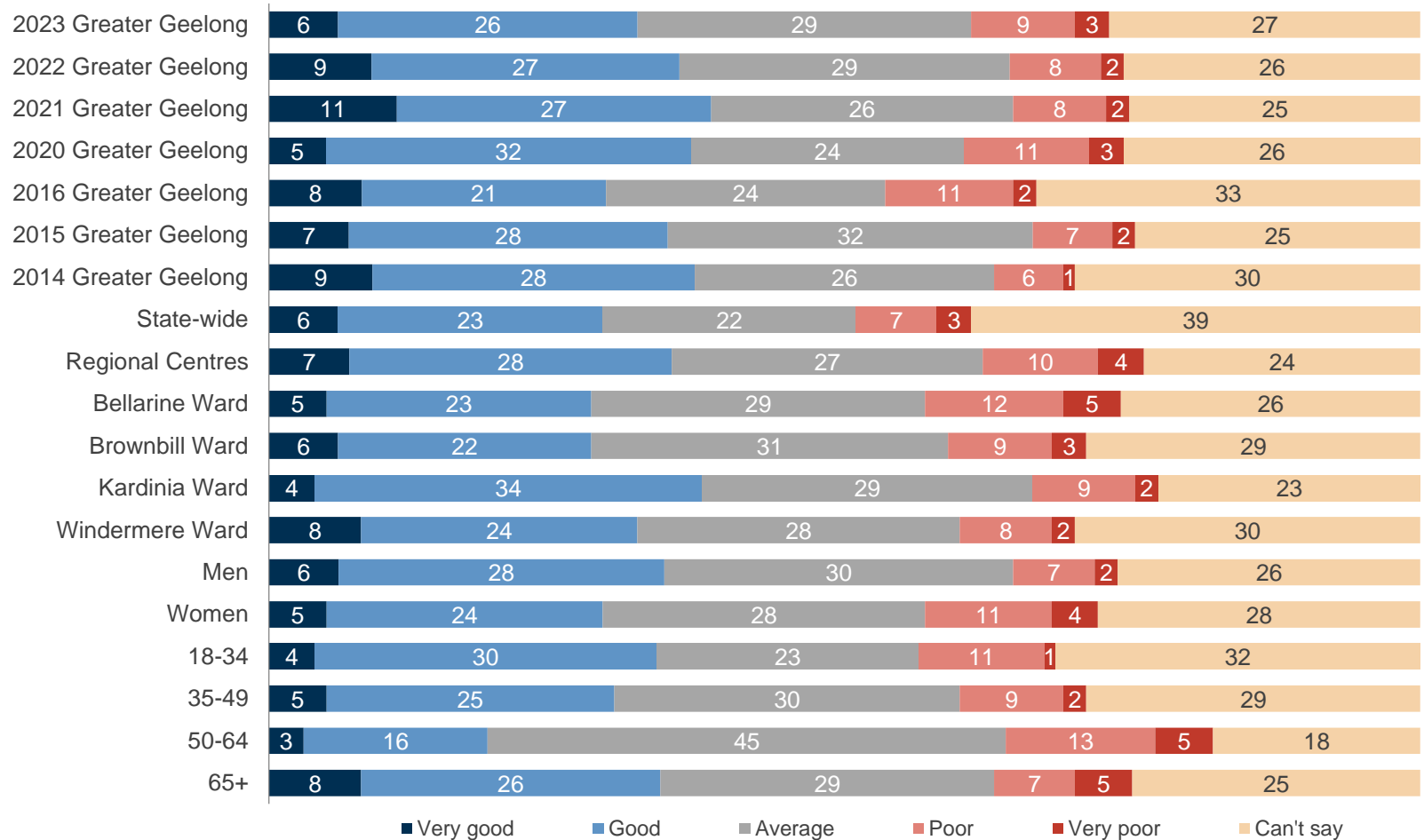
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2023 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Recreational facilities importance



2023 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	75	77	77	75	n/a	n/a	n/a	75	n/a
Brownbill Ward	74	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	73	72	72	n/a	n/a	n/a	70	n/a
Windermere Ward	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	76	72	73	n/a	n/a	n/a	71	n/a
State-wide	73	74	72	72	73	72	73	72	72
Regional Centres	73	75	74	72	72	74	73	73	72
Greater Geelong	72	74	73	72	n/a	n/a	n/a	n/a	71
35-49	72	75	75	76	n/a	n/a	n/a	n/a	73
Kardinia Ward	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	76	73	73	n/a	n/a	n/a	n/a	71
Bellarine Ward	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	70	70	67	n/a	n/a	n/a	n/a	64

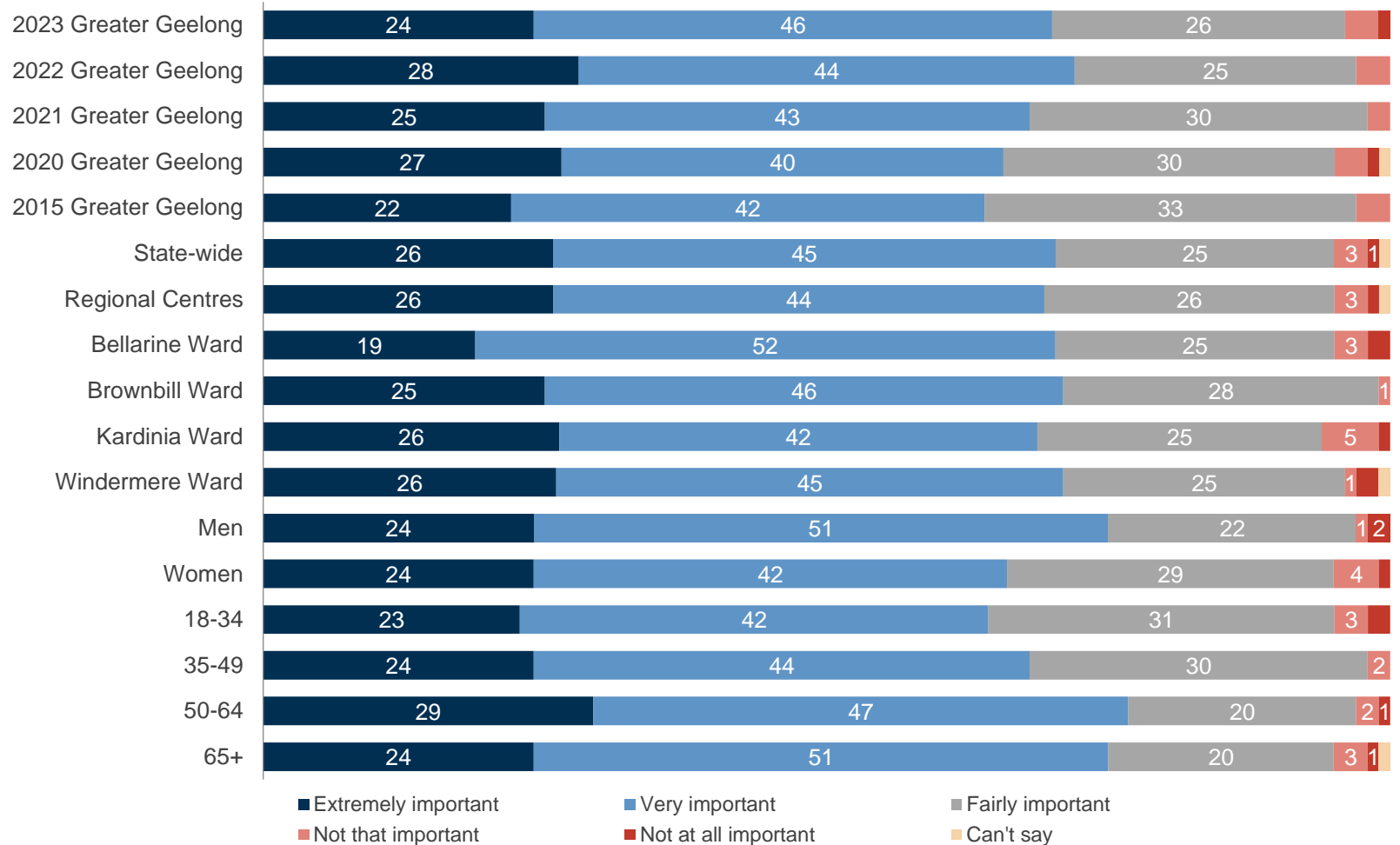
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Kardinia Ward	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	71	73	75	74	n/a	n/a	n/a	73	71	76
35-49	70	72	76	74	n/a	n/a	n/a	69	73	72
Men	70	72	77	72	n/a	n/a	n/a	72	65	74
Regional Centres	69	72	74	70	71	70	69	70	69	n/a
Greater Geelong	69	72	75	71	n/a	n/a	n/a	72	70	73
Windermere Ward	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	68	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70	71
18-34	68	70	74	69	n/a	n/a	n/a	74	67	74
Women	68	71	73	71	n/a	n/a	n/a	73	75	71
Brownbill Ward	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	69	76	69	n/a	n/a	n/a	73	70	67

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6

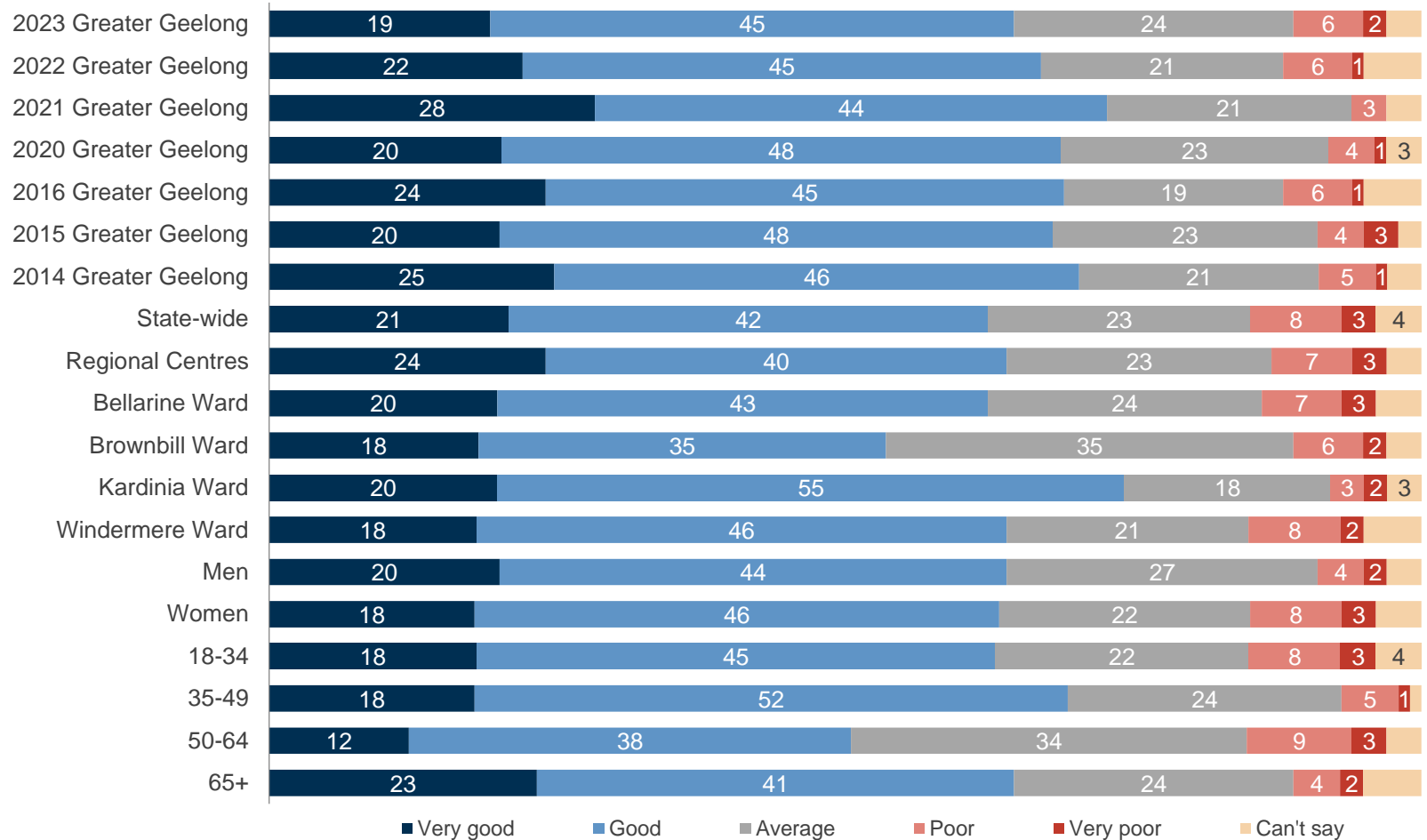
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6



The appearance of public areas importance



2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Brownbill Ward	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	74	73	77	n/a	n/a	n/a	n/a	76	n/a
65+	75	78	76	75	n/a	n/a	n/a	n/a	74	n/a
Women	75	75	73	77	n/a	n/a	n/a	n/a	79	n/a
Regional Centres	75	75	74	74	73	74	74	74	74	n/a
State-wide	74	75	75	74	73	74	74	74	73	73
Greater Geelong	74	74	73	75	n/a	n/a	n/a	n/a	75	n/a
50-64	74	77	78	80	n/a	n/a	n/a	n/a	76	n/a
Men	73	73	73	73	n/a	n/a	n/a	n/a	71	n/a
Kardinia Ward	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	69	66	70	n/a	n/a	n/a	n/a	73	n/a

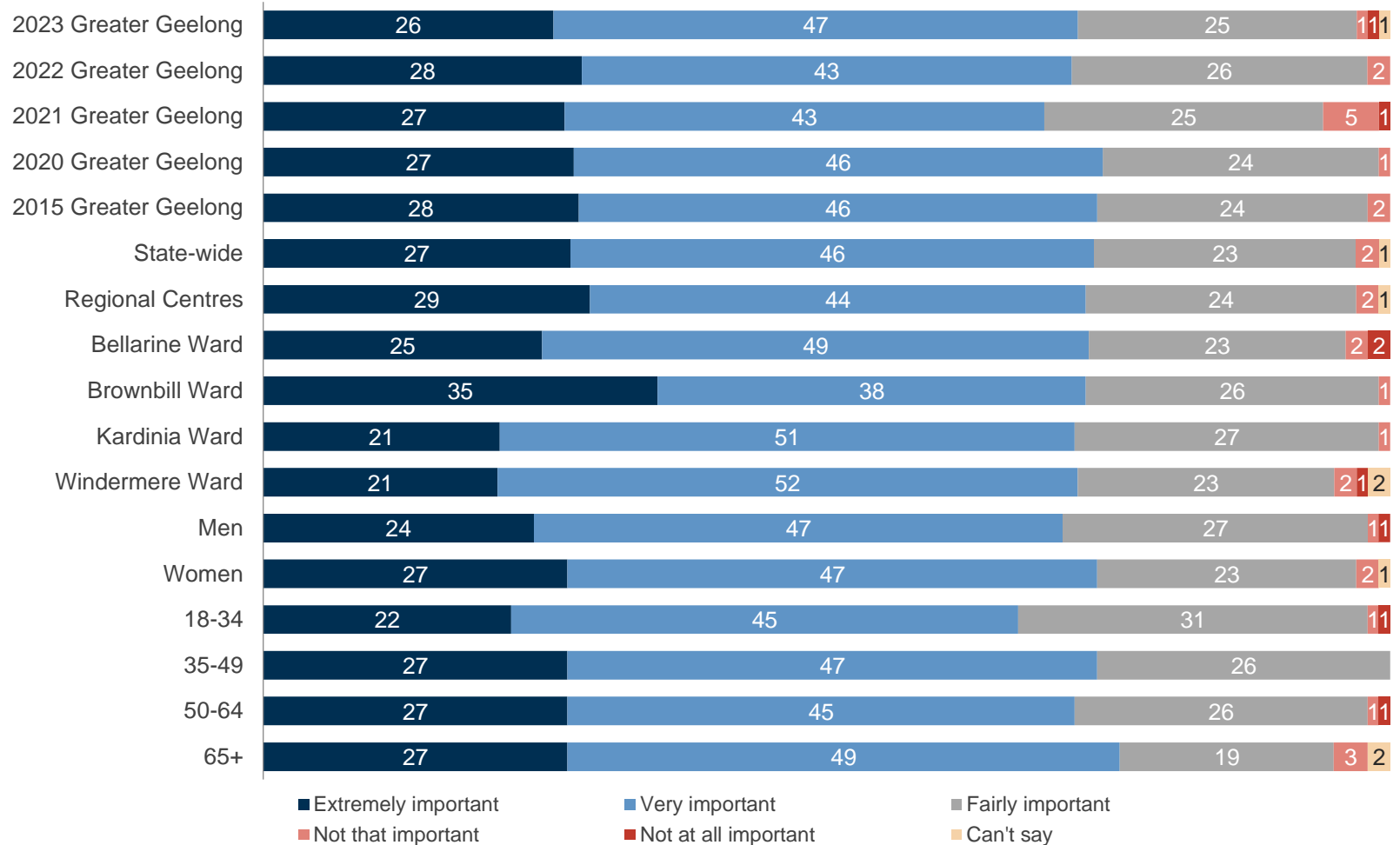
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 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: 31 Councils asked group: 5



The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	71▲	73	75	72	74	73	73	72	n/a	
18-34	69	71	69	67	n/a	n/a	n/a	75	72	70
Kardinia Ward	68	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	71	73	72	72	71	71	71	72	72
Men	67	70	71	69	n/a	n/a	n/a	73	69	69
Bellarine Ward	67	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	66	70	71	69	n/a	n/a	n/a	73	70	68
35-49	65	71	71	72	n/a	n/a	n/a	73	73	70
65+	65	71	72	69	n/a	n/a	n/a	72	69	68
Brownbill Ward	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	71	71	69	n/a	n/a	n/a	73	71	67
Windermere Ward	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	68	73	67	n/a	n/a	n/a	72	65	64

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 5

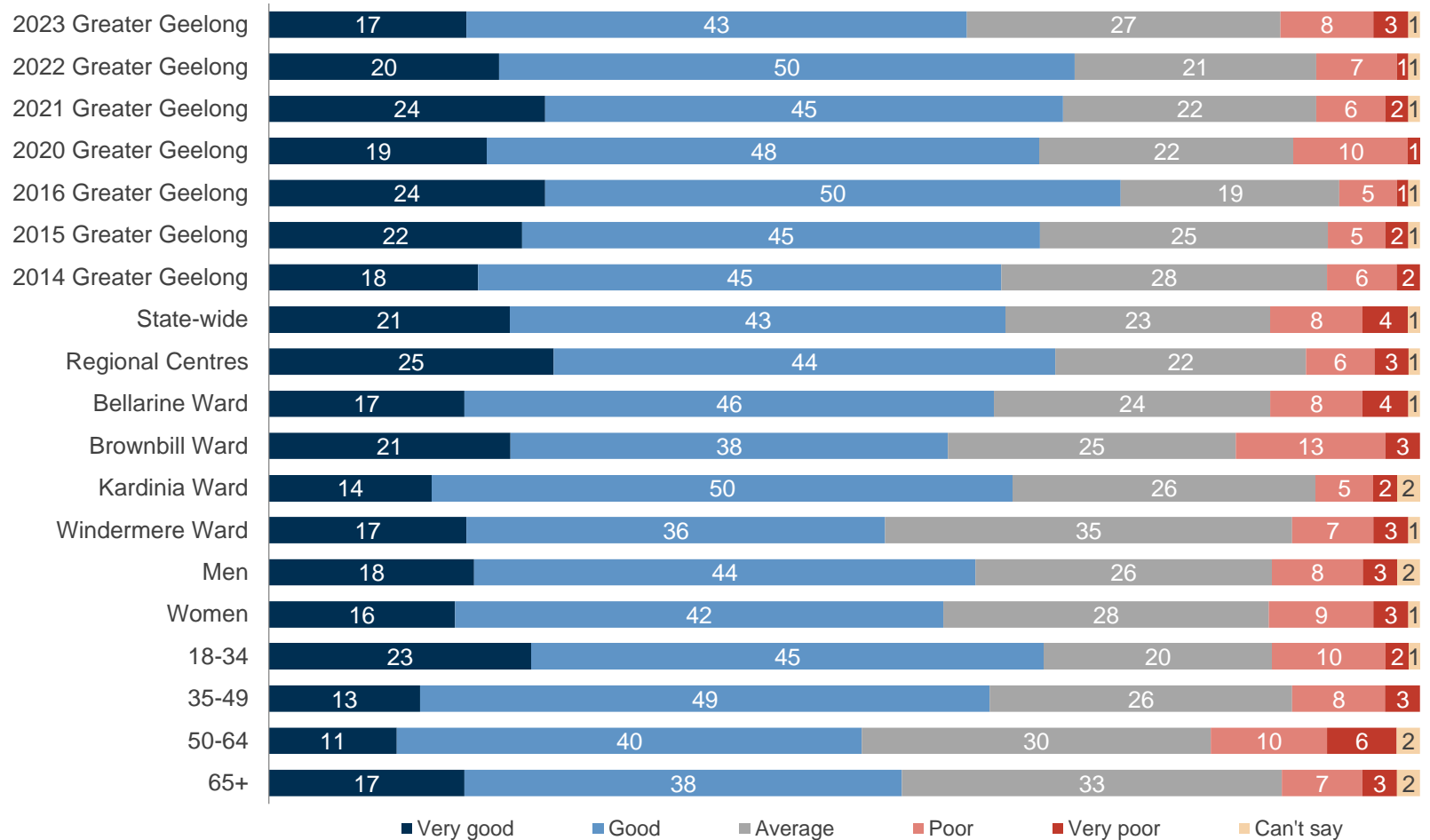
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 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: 45 Councils asked group: 5



Art centres and libraries importance



2023 art centres and libraries importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Brownbill Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	74	71	n/a	n/a	n/a	n/a	71	n/a
35-49	69	71	69	n/a	n/a	n/a	n/a	68	n/a
65+	68	74	71	n/a	n/a	n/a	n/a	70	n/a
Greater Geelong	67	72	67	n/a	n/a	n/a	n/a	68	n/a
Bellarine Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	75	72	n/a	n/a	n/a	n/a	67	n/a
State-wide	65	67	65	65	65	64	66	65	66
Windermere Ward	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	69	59	n/a	n/a	n/a	n/a	66	n/a
Men	64	69	64	n/a	n/a	n/a	n/a	64	n/a
Regional Centres	64▼	66	63	63	63	62	64	66	n/a

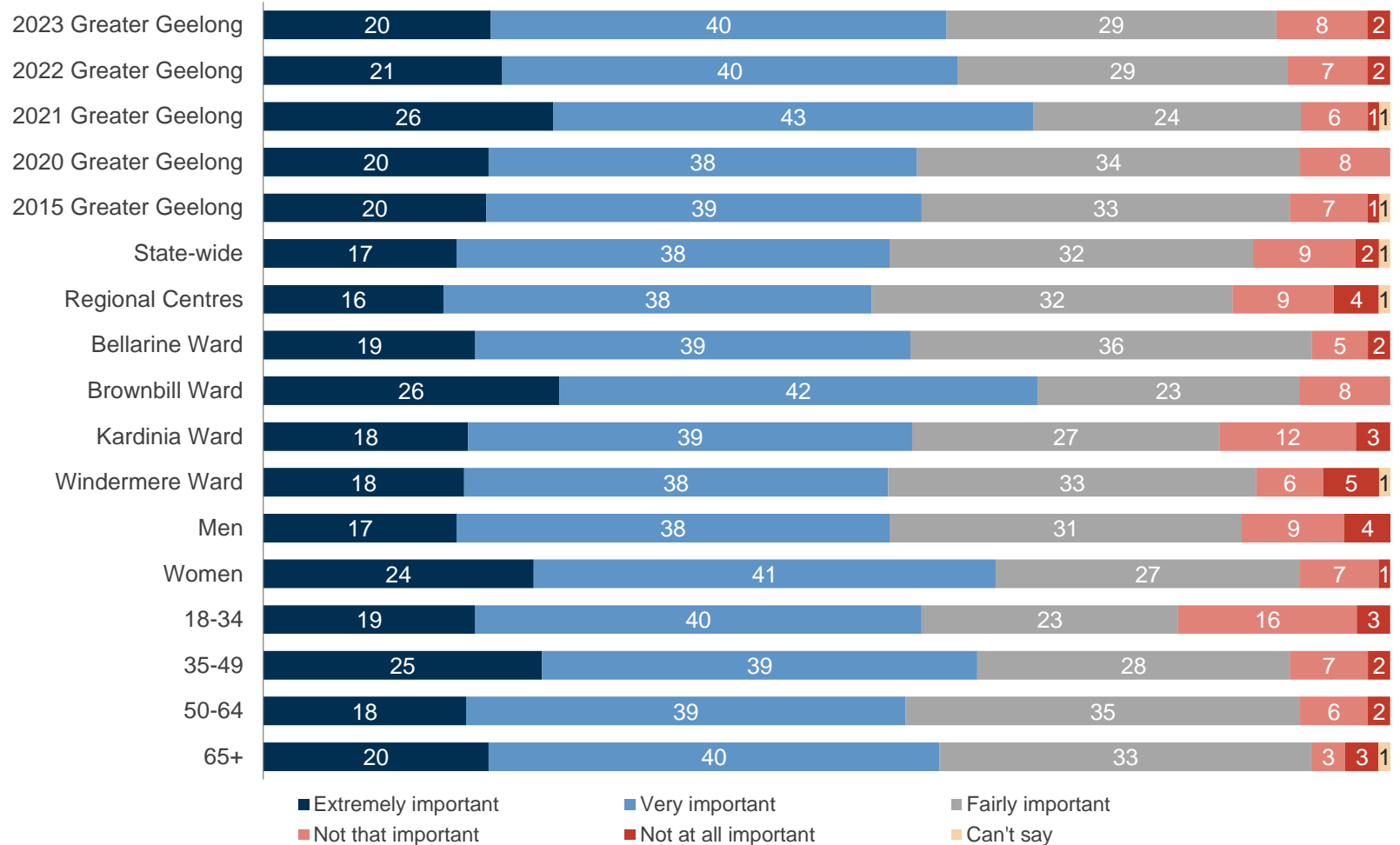
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 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: 22 Councils asked group: 5



Art centres and libraries performance



2023 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Brownbill Ward	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	77	76	75	74	74	75	75	75	n/a
Kardinia Ward	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	77	77	79	n/a	n/a	85	79	77
18-34	75	74	72	74	n/a	n/a	84	79	68
65+	75	79	80	79	n/a	n/a	83	75	78
35-49	75	75	81	80	n/a	n/a	85	78	79
Greater Geelong	75	75	77	77	n/a	n/a	84	77	75
Men	74	74	78	76	n/a	n/a	83	75	73
Bellarine Ward	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	73	74	74	74	73	72	73
50-64	71	71	77	77	n/a	n/a	85	76	75
Windermere Ward	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

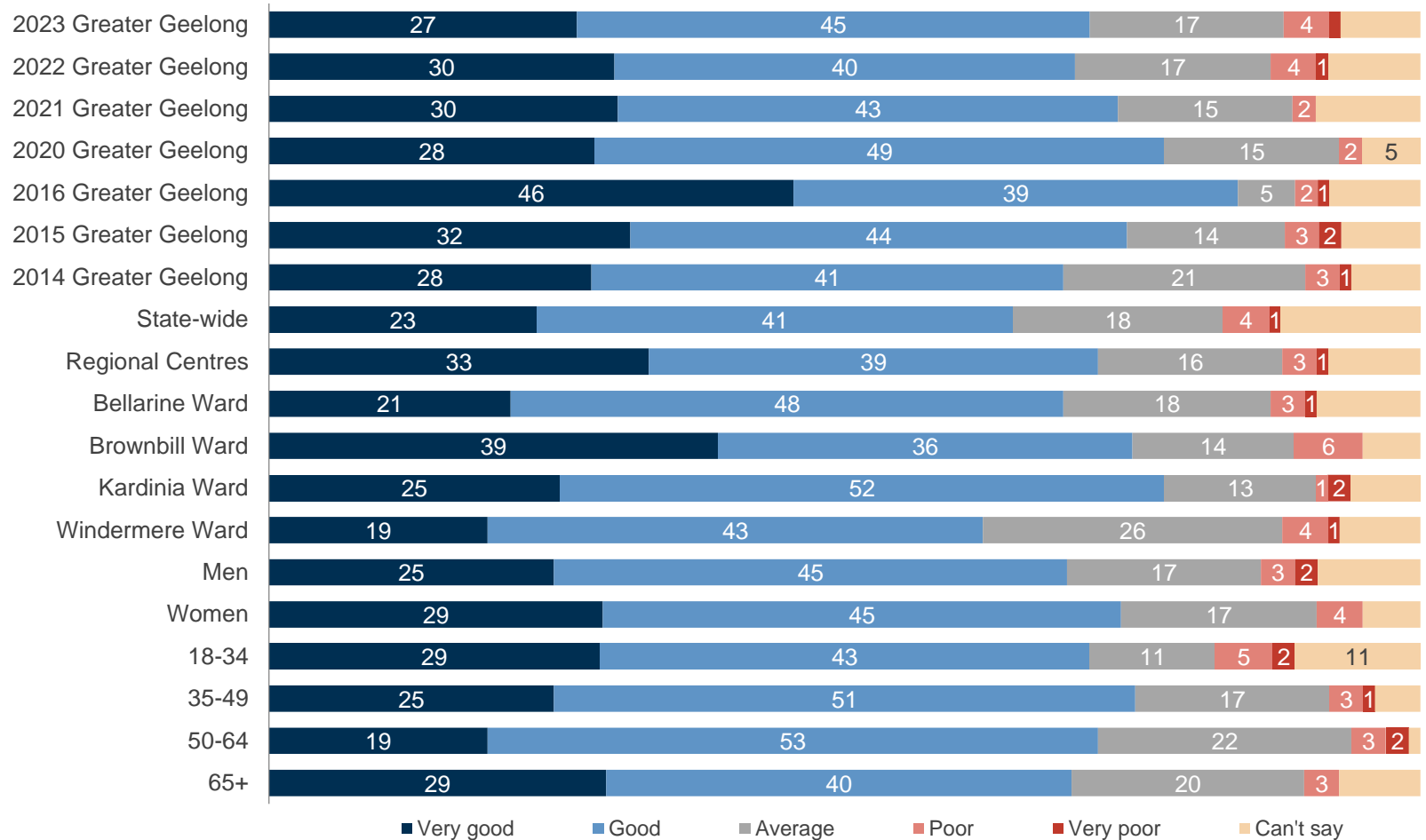
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 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: 30 Councils asked group: 5



Community and cultural activities importance



2023 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	65▲	69	68	71	n/a	n/a	n/a	63	n/a
35-49	63	64	64	65	n/a	n/a	n/a	58	n/a
Regional Centres	63▲	65	63	62	62	62	62	63	n/a
Windermere Ward	62	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	64	62	61	61	61	62	62	62
Bellarine Ward	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	61	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	65	63	67	n/a	n/a	n/a	62	n/a
Greater Geelong	60	65	65	66	n/a	n/a	n/a	60	n/a
50-64	60	65	65	68	n/a	n/a	n/a	62	n/a
18-34	57	67	67	64	n/a	n/a	n/a	58	n/a
Kardinia Ward	56	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55▼	61	61	61	n/a	n/a	n/a	56	n/a

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

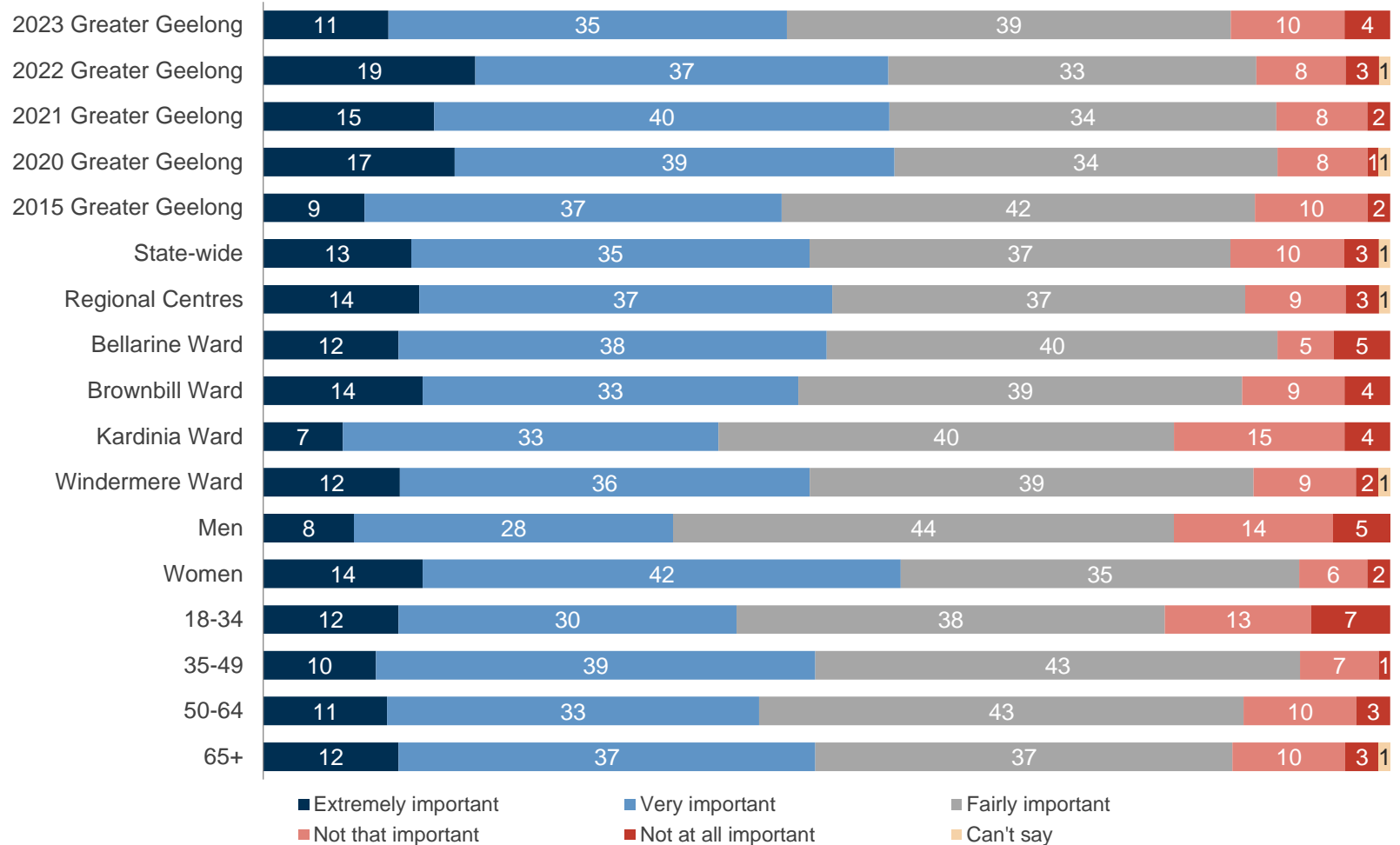
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	70	63	63	74	n/a	n/a	n/a	79	72	71
Kardinia Ward	67	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	67	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	65	64	66	n/a	n/a	n/a	73	74	70
State-wide	66	65	65	68	69	69	69	69	69	70
Greater Geelong	66	64	65	68	n/a	n/a	n/a	72	70	68
Regional Centres	66	65	65	69	69	68	69	69	69	n/a
Men	65	63	66	70	n/a	n/a	n/a	70	66	66
65+	65	67	69	68	n/a	n/a	n/a	71	72	72
Windermere Ward	64	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	62	62	63	n/a	n/a	n/a	65	67	63
50-64	61	62	68	67	n/a	n/a	n/a	73	70	66

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

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

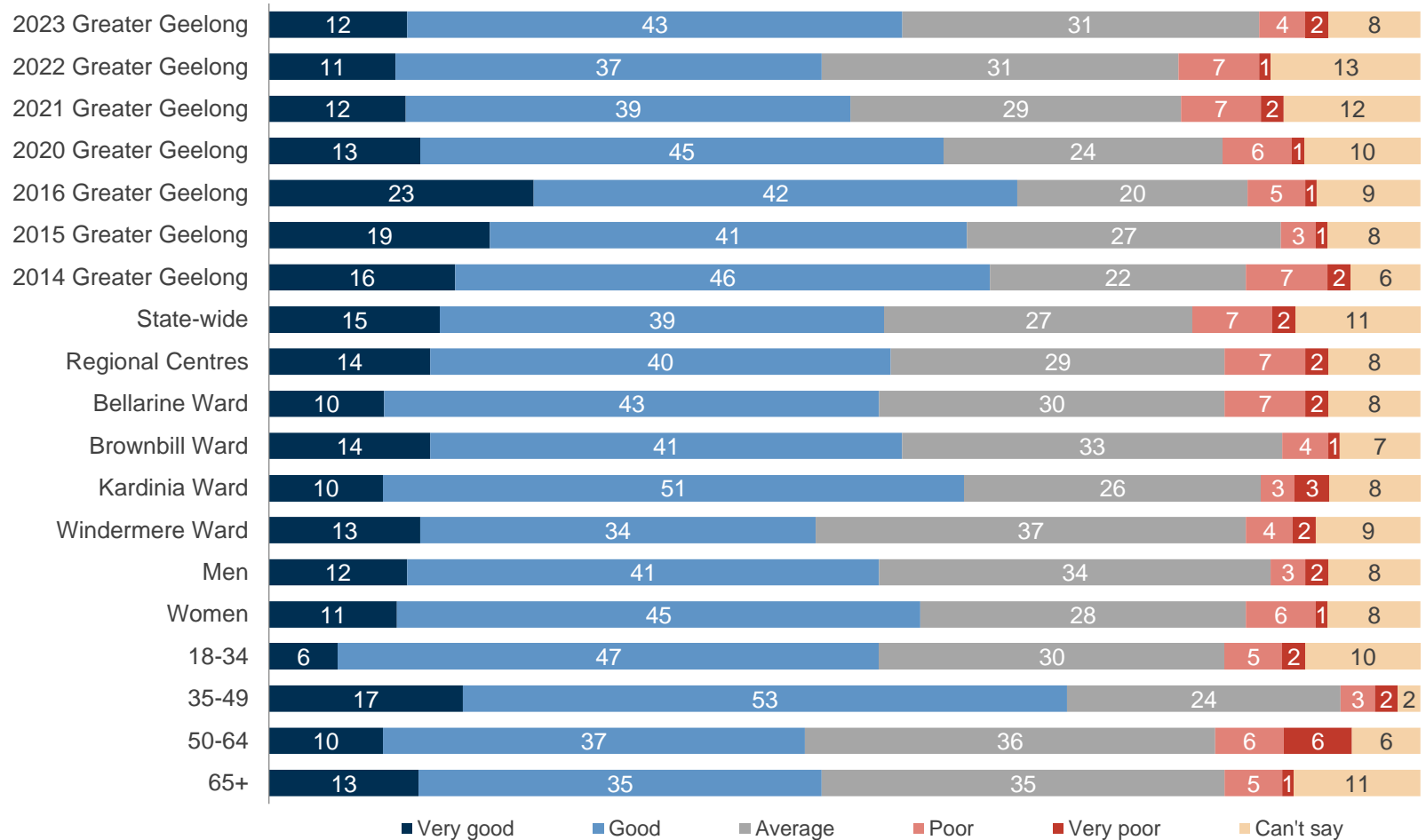
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6



Waste management importance



2023 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	86	84	84	81	n/a	n/a	n/a	82	n/a
Brownbill Ward	85	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	84	85	85	87	n/a	n/a	n/a	83	n/a
Women	83	85	86	88	n/a	n/a	n/a	85	n/a
Greater Geelong	83	84	84	85	n/a	n/a	n/a	83	n/a
Men	82	83	82	82	n/a	n/a	n/a	81	n/a
State-wide	81▼	82	82	82	81	81	79	80	79
Regional Centres	81	83	82	82	80	81	79	79	80
Windermere Ward	81	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	87	83	87	n/a	n/a	n/a	n/a	82
35-49	78▼	82	85	85	n/a	n/a	n/a	n/a	84

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5

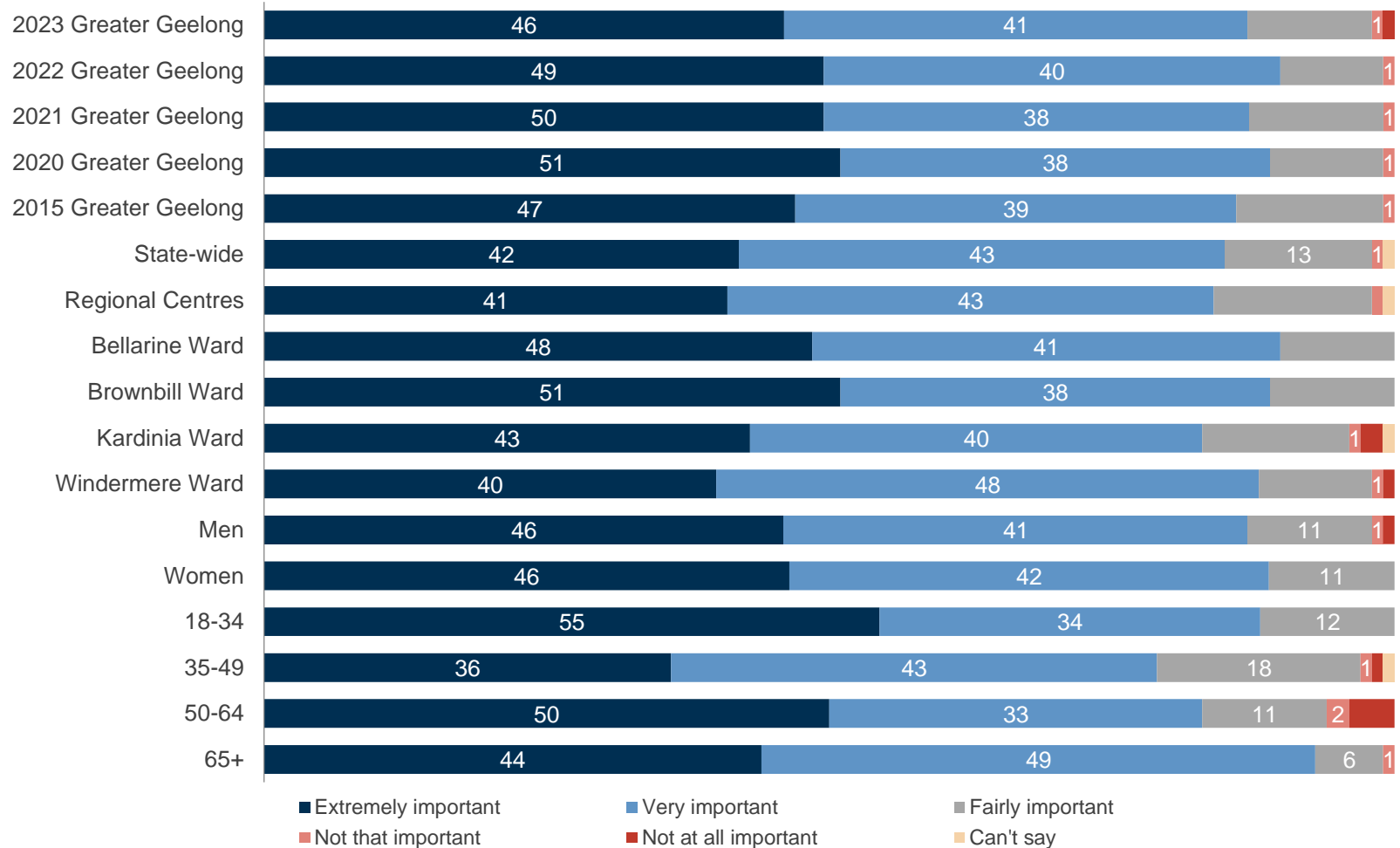
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	72	74	74	67	n/a	n/a	n/a	72	73	75
Kardinia Ward	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	71	69	64	n/a	n/a	n/a	73	73	76
Bellarine Ward	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	70	70	69	59	n/a	n/a	n/a	73	74	75
35-49	69	69	70	59	n/a	n/a	n/a	73	77	73
18-34	69	68	62	54	n/a	n/a	n/a	73	73	79
Windermere Ward	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	69	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	69	69	54	n/a	n/a	n/a	73	76	74
Regional Centres	67	68	69	66	68	70	69	69	71	n/a
State-wide	66	68	69	65	68	70	71	70	72	73
50-64	65	70	74	53	n/a	n/a	n/a	74	74	72

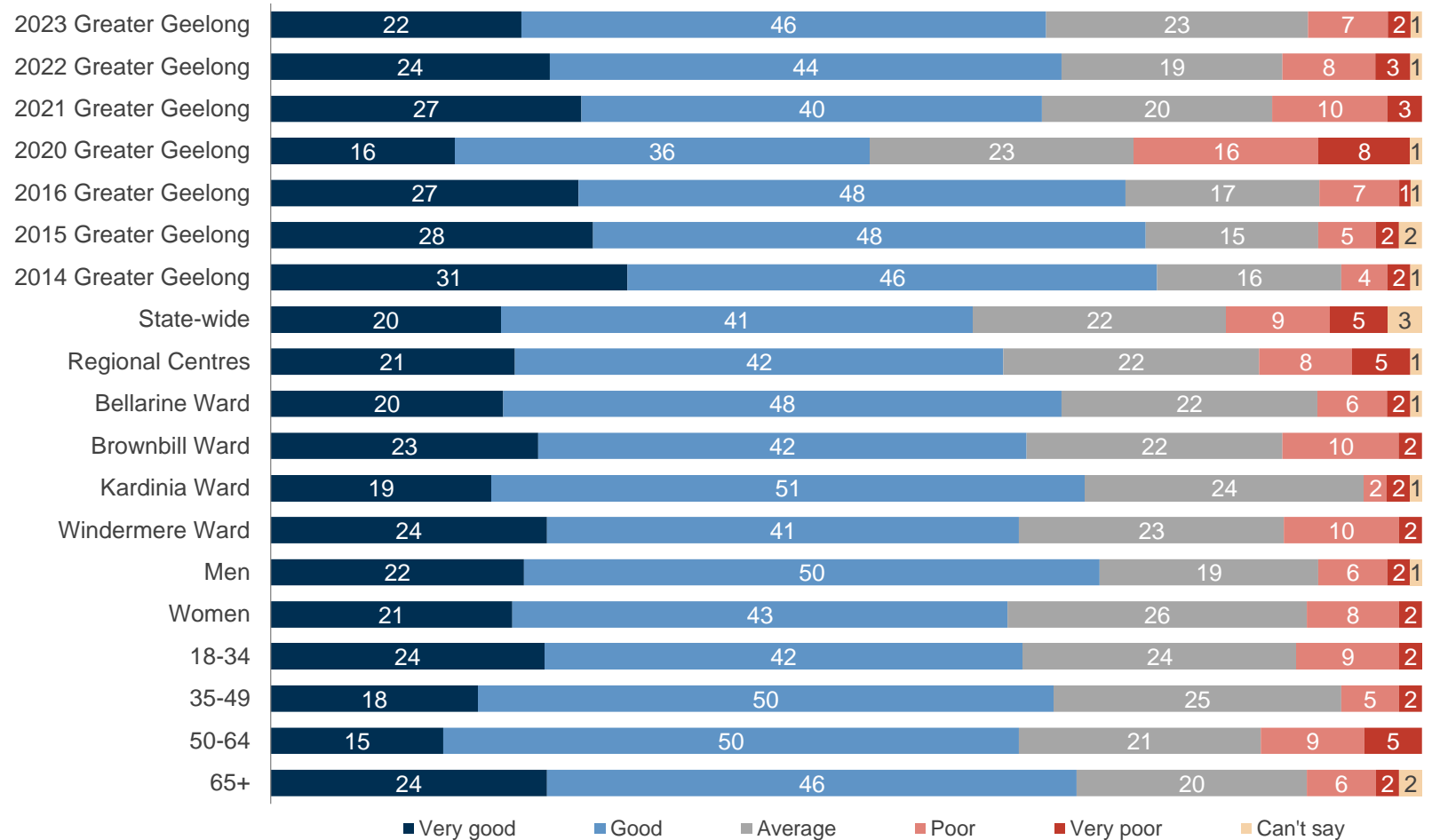
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Council's general town planning policy importance



2023 town planning importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	78	77	80	81	n/a	n/a	n/a	n/a	76	n/a
50-64	76	75	80	79	n/a	n/a	n/a	n/a	74	n/a
Brownbill Ward	76	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	72	77	75	n/a	n/a	n/a	n/a	77	n/a
Women	75	73	75	76	n/a	n/a	n/a	n/a	73	n/a
Bellarine Ward	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	74	73	76	74	n/a	n/a	n/a	n/a	71	n/a
State-wide	73	74	72	73	73	72	73	72	72	72
Windermere Ward	73	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	72	77	71	n/a	n/a	n/a	n/a	70	n/a
Regional Centres	73	73	74	72	71	72	71	72	73	n/a
Kardinia Ward	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	68	69	64	n/a	n/a	n/a	n/a	60	n/a

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

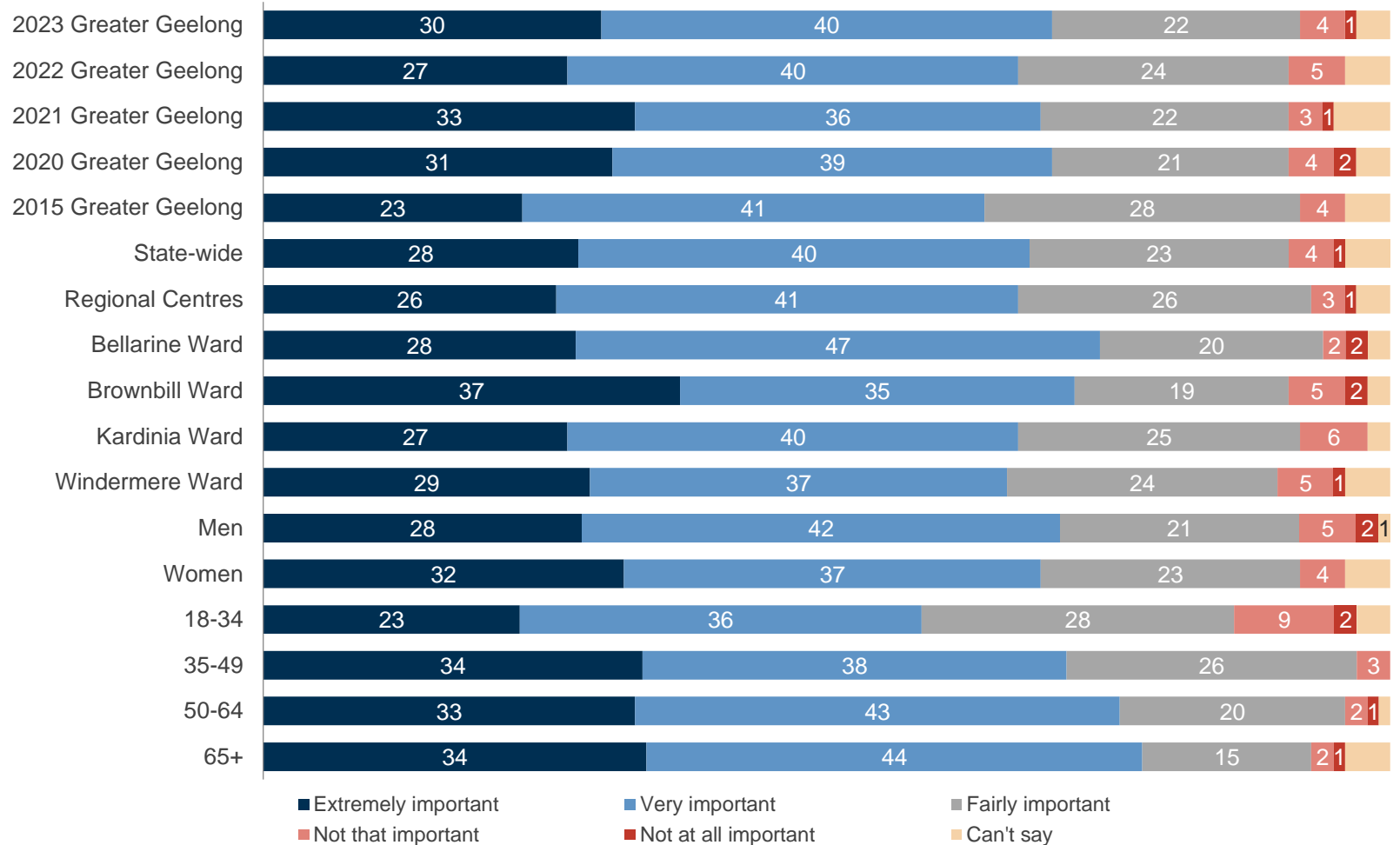
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2023 town planning importance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



Council's general town planning policy performance



2023 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Windermere Ward	52	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	53	55	53	n/a	n/a	n/a	52	58
50-64	51	50	54	51	n/a	n/a	n/a	52	54
State-wide	50	54	55	54	55	54	53	52	54
Regional Centres	50	55	55	52	57	54	56	54	55
35-49	49	53	52	52	n/a	n/a	n/a	53	50
18-34	49	55	56	57	n/a	n/a	n/a	55	61
Greater Geelong	49	52	54	53	n/a	n/a	n/a	52	55
65+	47	51	52	53	n/a	n/a	n/a	49	53
Bellarine Ward	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	46	52	53	54	n/a	n/a	n/a	52	52
Brownbill Ward	45	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

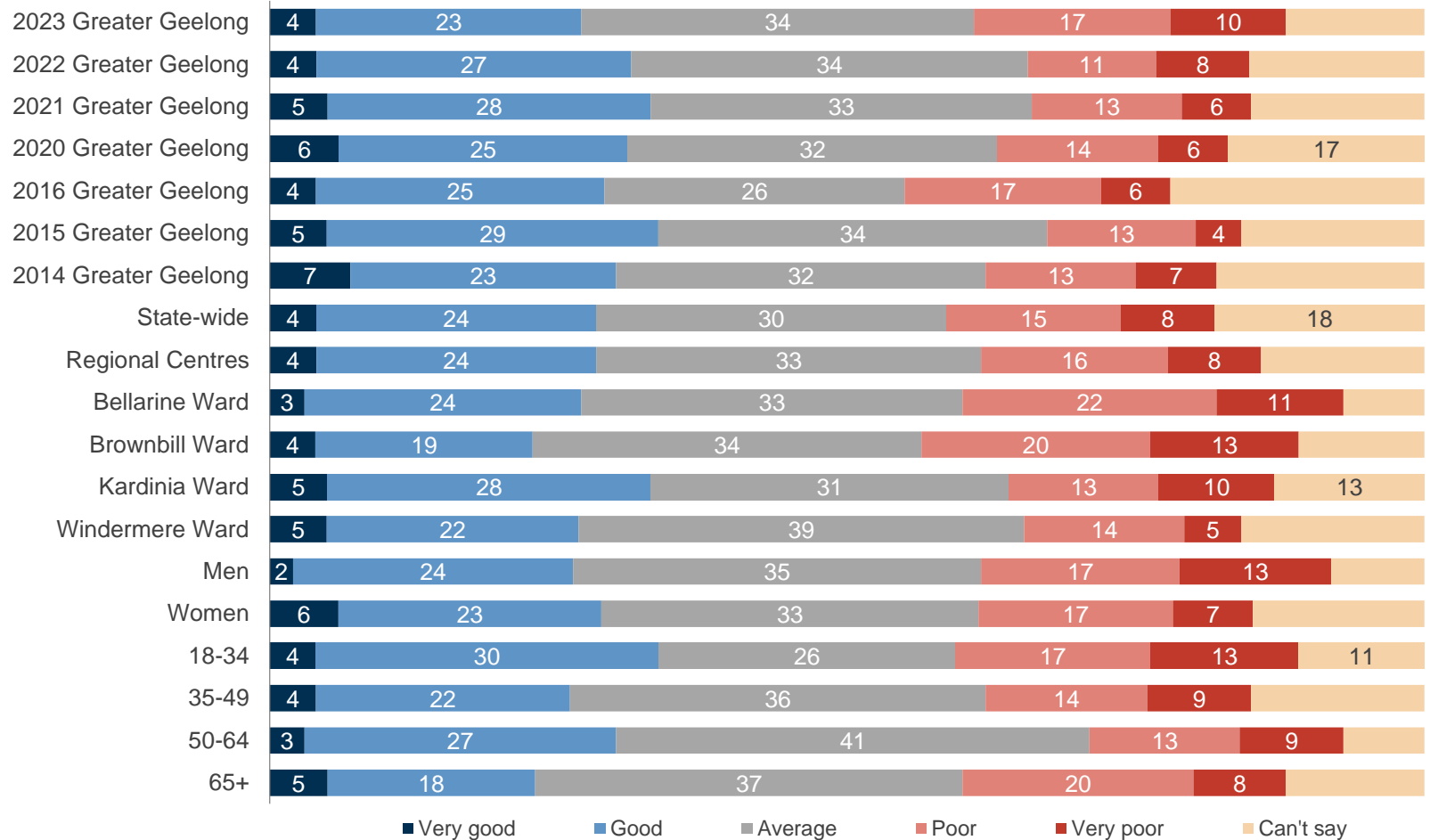
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3



Planning and building permits importance



2023 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	77▲	80	79	80	n/a	n/a	n/a	n/a	74	n/a
Bellarine Ward	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	75	77	73	n/a	n/a	n/a	n/a	73	n/a
Brownbill Ward	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	72	73	73	n/a	n/a	n/a	n/a	73	n/a
State-wide	72	73	73	71	71	71	72	71	71	71
35-49	72	71	72	72	n/a	n/a	n/a	n/a	69	n/a
Regional Centres	72	73	72	70	71	71	69	69	70	n/a
Greater Geelong	72	73	74	71	n/a	n/a	n/a	n/a	70	n/a
Kardinia Ward	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	75	74	68	n/a	n/a	n/a	n/a	67	n/a
Windermere Ward	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64▼	68	67	61	n/a	n/a	n/a	n/a	65	n/a

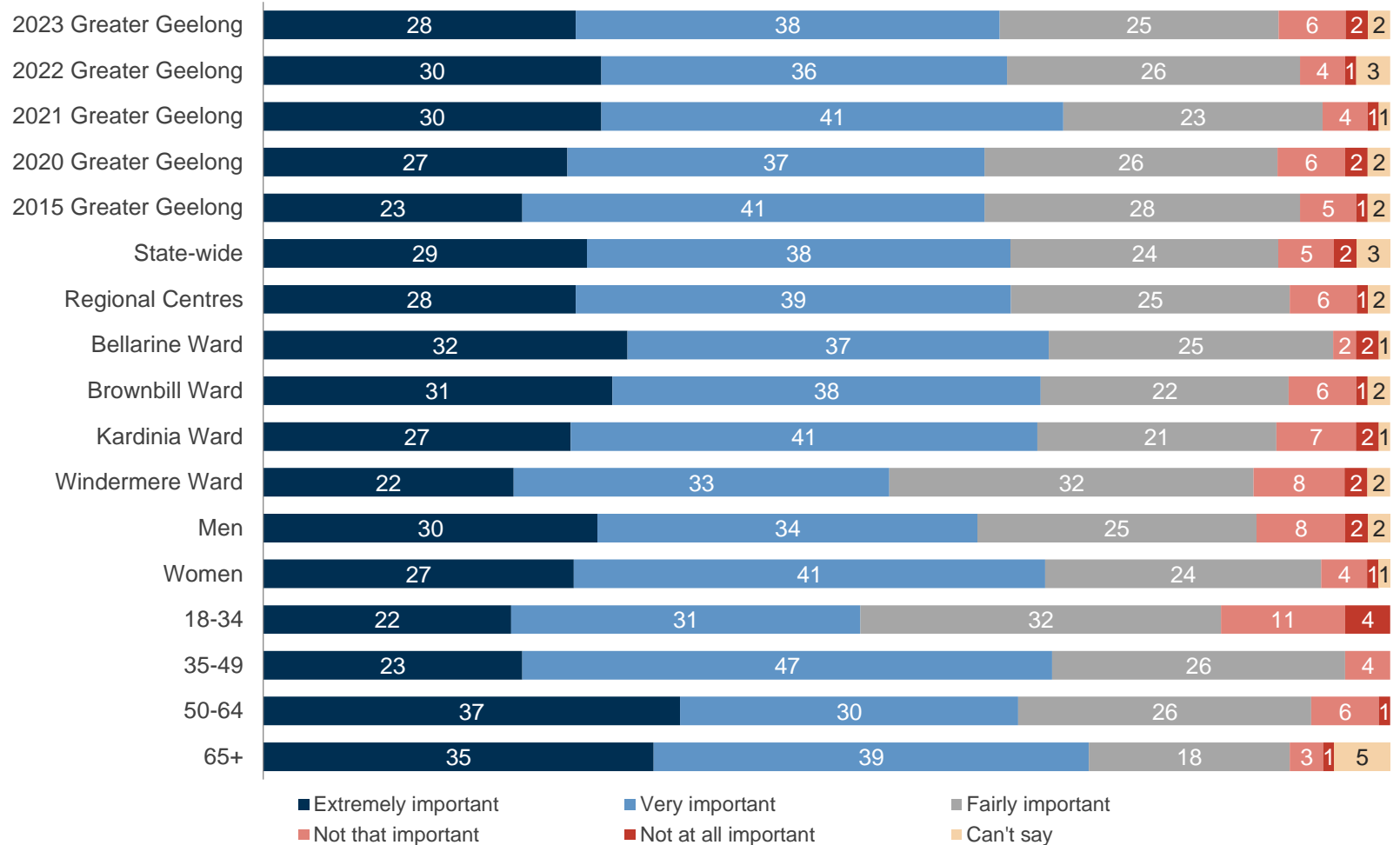
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)



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



Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Windermere Ward	54	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
18-34	53	58	60	56	n/a	n/a	n/a	60	58	57
Kardinia Ward	53	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Regional Centres	53▲	54	58	57	58	57	60	55	57	n/a
Women	53	57	57	53	n/a	n/a	n/a	52	59	51
50-64	51	52	55	48	n/a	n/a	n/a	52	56	46
Greater Geelong	50	55	55	53	n/a	n/a	n/a	54	56	51
35-49	50	55	56	54	n/a	n/a	n/a	51	56	51
Men	48	52	53	52	n/a	n/a	n/a	55	54	51
Bellarine Ward	48	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	53	49	51	n/a	n/a	n/a	50	56	48
Brownbill Ward	47	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47▼	50	51	51	52	52	51	50	54	53

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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5

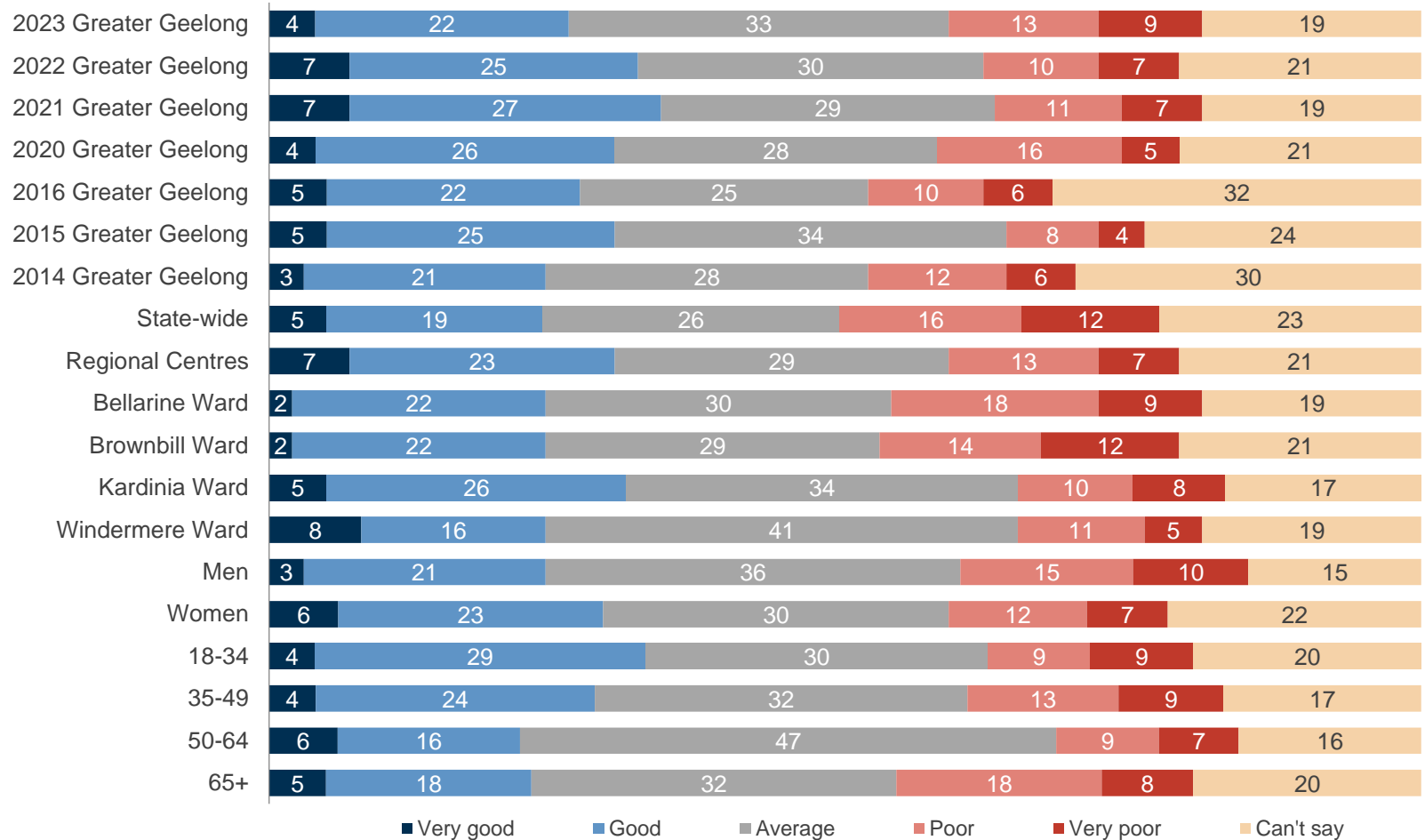
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 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: 32 Councils asked group: 5



Environmental sustainability importance



2023 environmental sustainability importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	77▲	79	82	82	n/a	n/a	n/a	n/a	75 77
Bellarine Ward	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	75	76	78	n/a	n/a	n/a	n/a	71 75
Brownbill Ward	73	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	79	81	81	n/a	n/a	n/a	n/a	73 72
Greater Geelong	72	76	78	79	n/a	n/a	n/a	n/a	72 73
35-49	72	75	81	78	n/a	n/a	n/a	n/a	72 73
Kardinia Ward	71	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	71	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	70	73	74	74	74	73	72	71	73 n/a
State-wide	70	73	74	74	74	73	72	73	73 73
50-64	68	77	72	78	n/a	n/a	n/a	n/a	73 75
Men	67▼	74	75	76	n/a	n/a	n/a	n/a	69 69

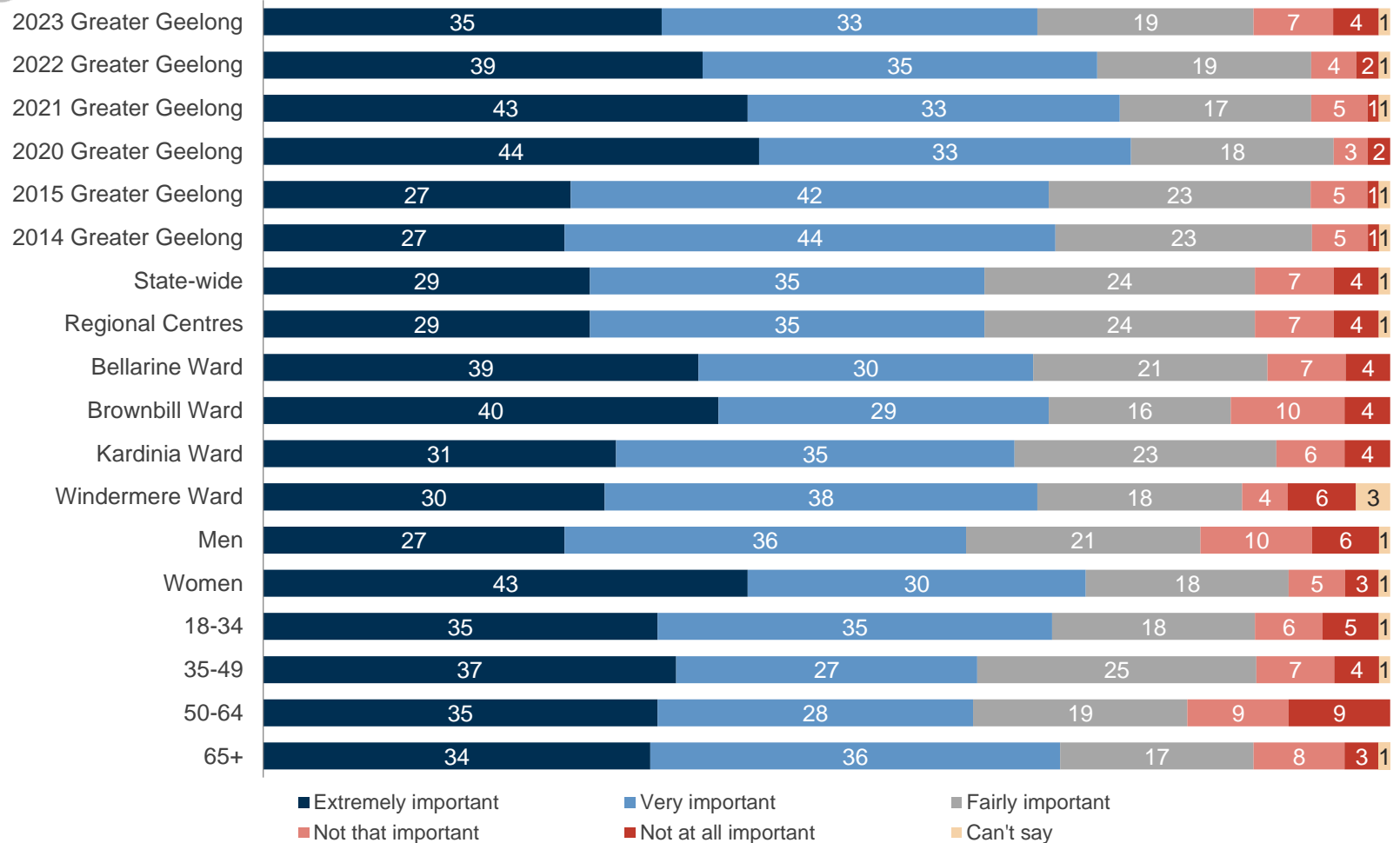
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	61▲	62	62	61	63	64	65	63	63	n/a
35-49	60	58	56	50	n/a	n/a	n/a	60	61	62
State-wide	60▲	61	62	60	62	63	64	63	64	64
65+	59	61	63	59	n/a	n/a	n/a	59	62	61
Windermere Ward	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	58	56	51	n/a	n/a	n/a	59	64	62
Kardinia Ward	57	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	57	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	57	59	58	54	n/a	n/a	n/a	61	63	62
Men	55	59	59	58	n/a	n/a	n/a	64	62	62
Brownbill Ward	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	57	52	53	n/a	n/a	n/a	63	65	63
50-64	51	58	62	57	n/a	n/a	n/a	65	64	62

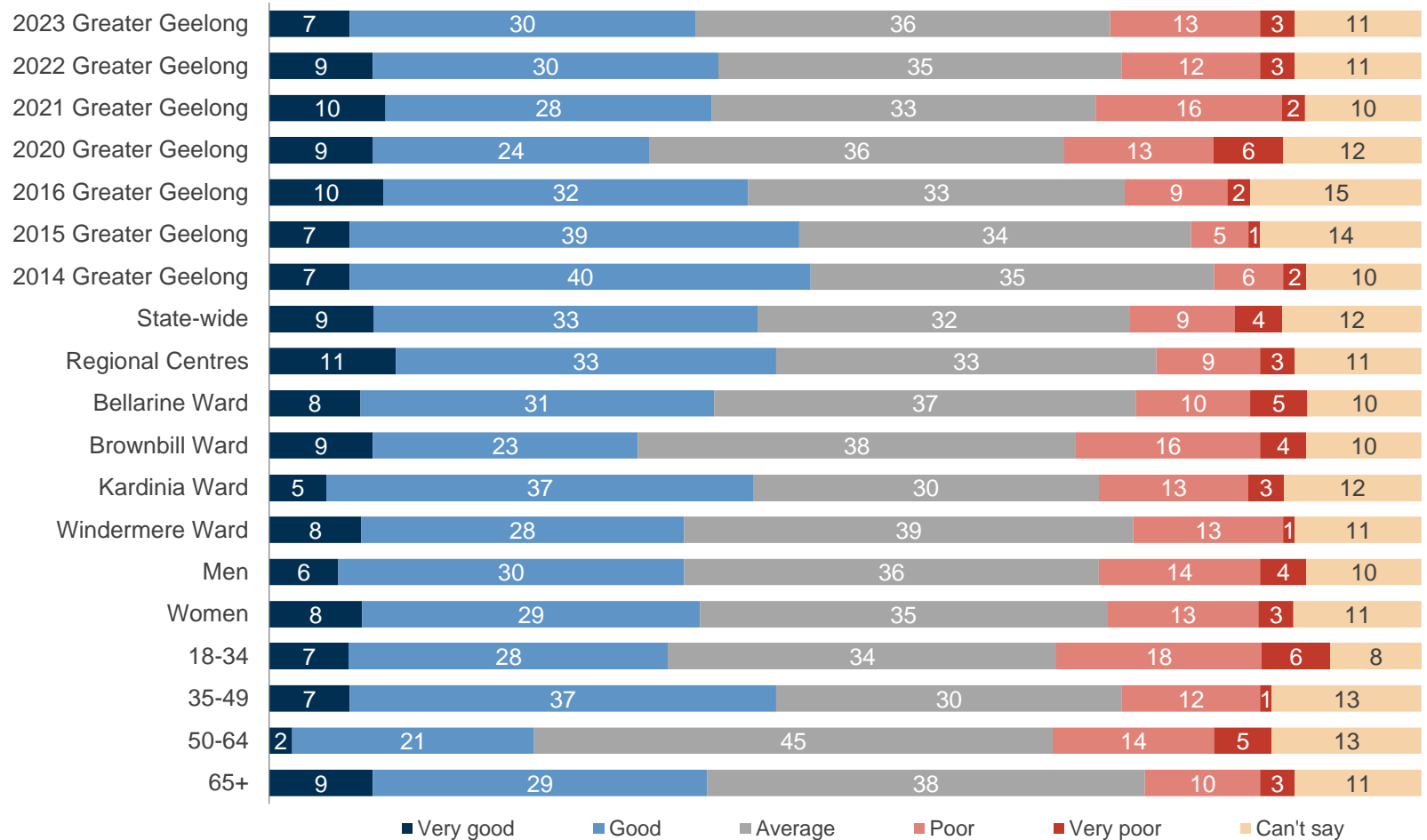
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6



Planning for population growth in the area importance



2023 population growth importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	82	77	83	84	n/a	n/a	80	n/a	n/a
Brownbill Ward	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	79	80	82	n/a	n/a	77	n/a	n/a
Windermere Ward	80	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	80	78	80	81	n/a	n/a	76	n/a	n/a
65+	80	79	84	85	n/a	n/a	77	n/a	n/a
Men	79	78	81	80	n/a	n/a	75	n/a	n/a
18-34	79	77	73	73	n/a	n/a	67	n/a	n/a
Regional Centres	78	78	77	77	75	75	75	76	76
50-64	78	81	84	85	n/a	n/a	81	n/a	n/a
Bellarine Ward	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76▼	77	76	76	77	77	76	76	75

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

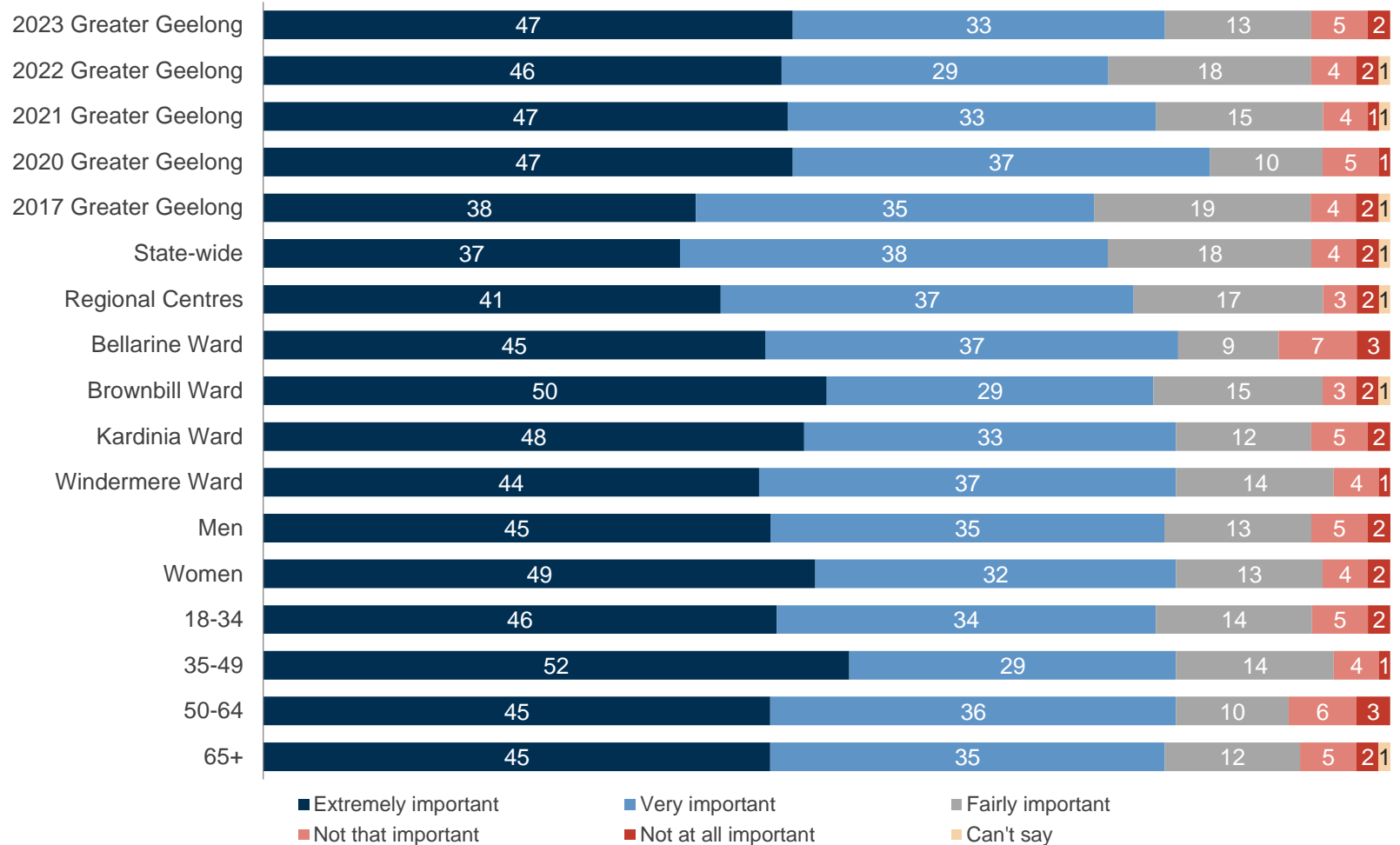
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2023 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4



Planning for population growth in the area performance



2023 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	58	59▲	57	62	62	62	59	61	n/a
Kardinia Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	51	60	55	n/a	n/a	65	n/a	n/a	n/a
Brownbill Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	52	52	n/a	n/a	53	n/a	n/a	n/a
65+	49	49	49	n/a	n/a	55	n/a	n/a	n/a
Greater Geelong	49	54	51	n/a	n/a	55	n/a	n/a	n/a
State-wide	48	53	51	52	52	52	51	54	54
Men	47	56	50	n/a	n/a	56	n/a	n/a	n/a
Windermere Ward	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	52	50	n/a	n/a	48	n/a	n/a	n/a
50-64	45	49	47	n/a	n/a	49	n/a	n/a	n/a
Bellarine Ward	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

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

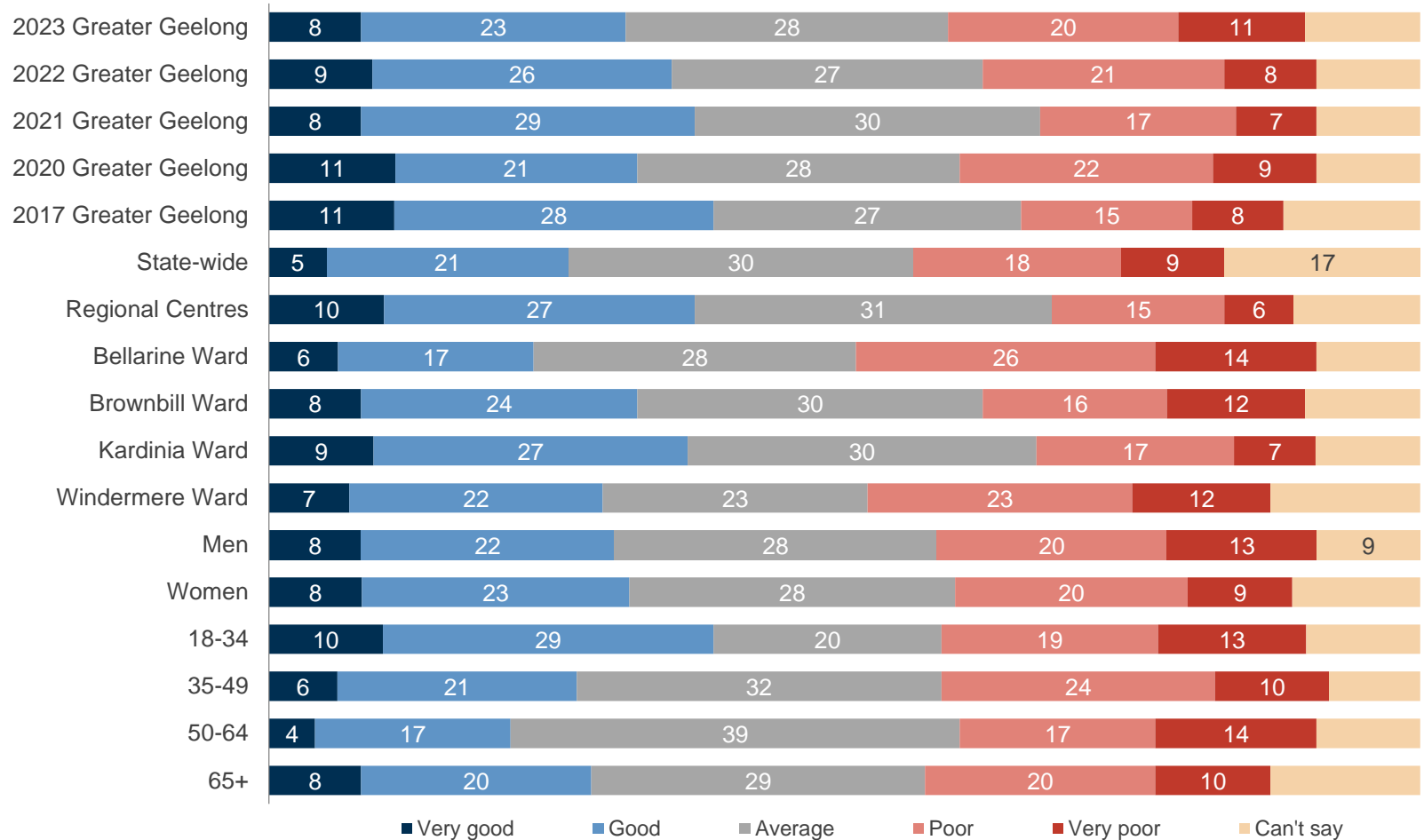
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	83▲	81	80	80	80	79	79	78	78
Regional Centres	79▲	78	76	75	77	76	70	72	n/a
Bellarine Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	75	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	73	75	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	78	77	73	n/a	n/a	n/a	n/a	n/a
Greater Geelong	73	75	75	74	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	71	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	71	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	73	73	72	n/a	n/a	n/a	n/a	n/a
35-49	69	75	76	74	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

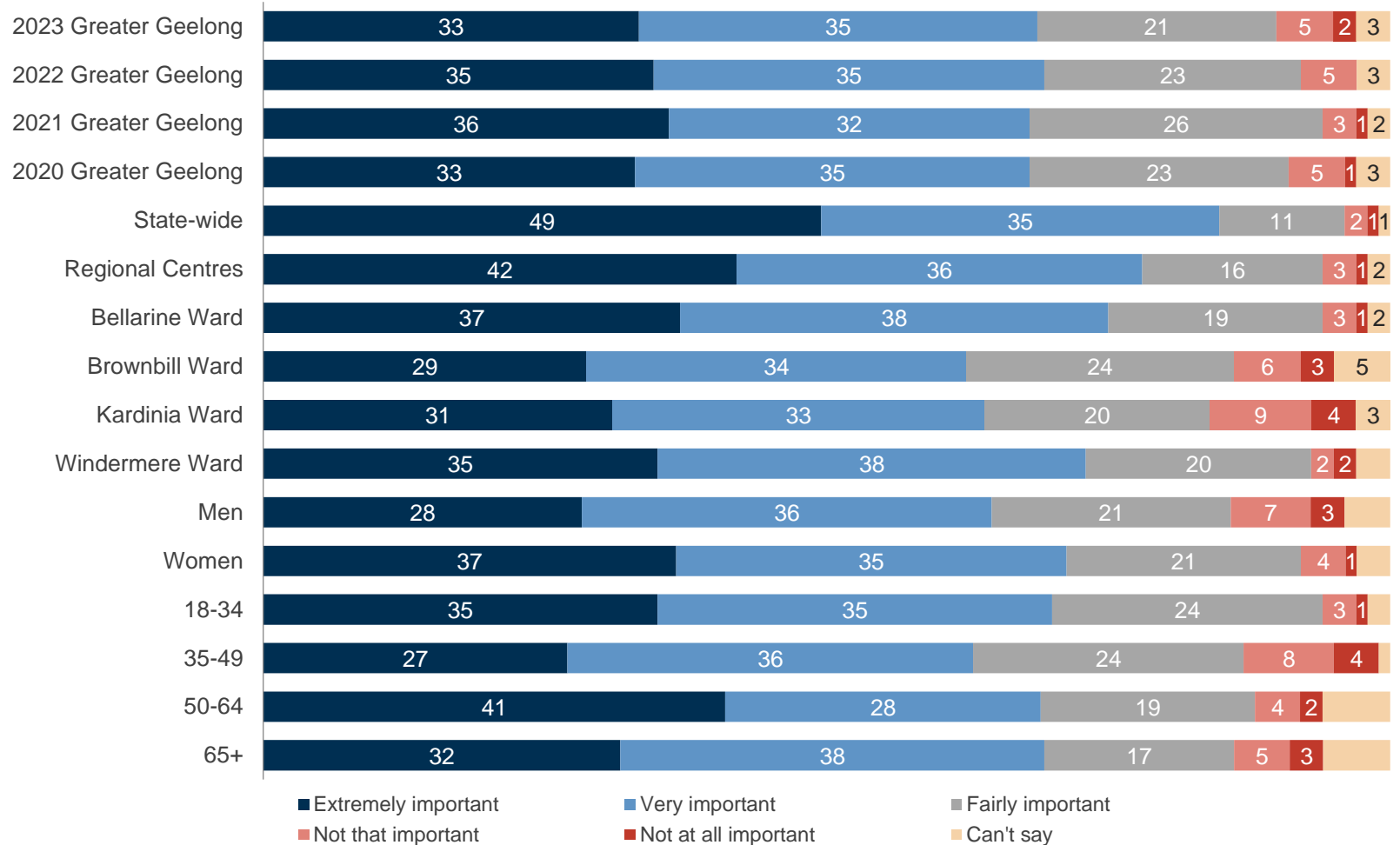
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)



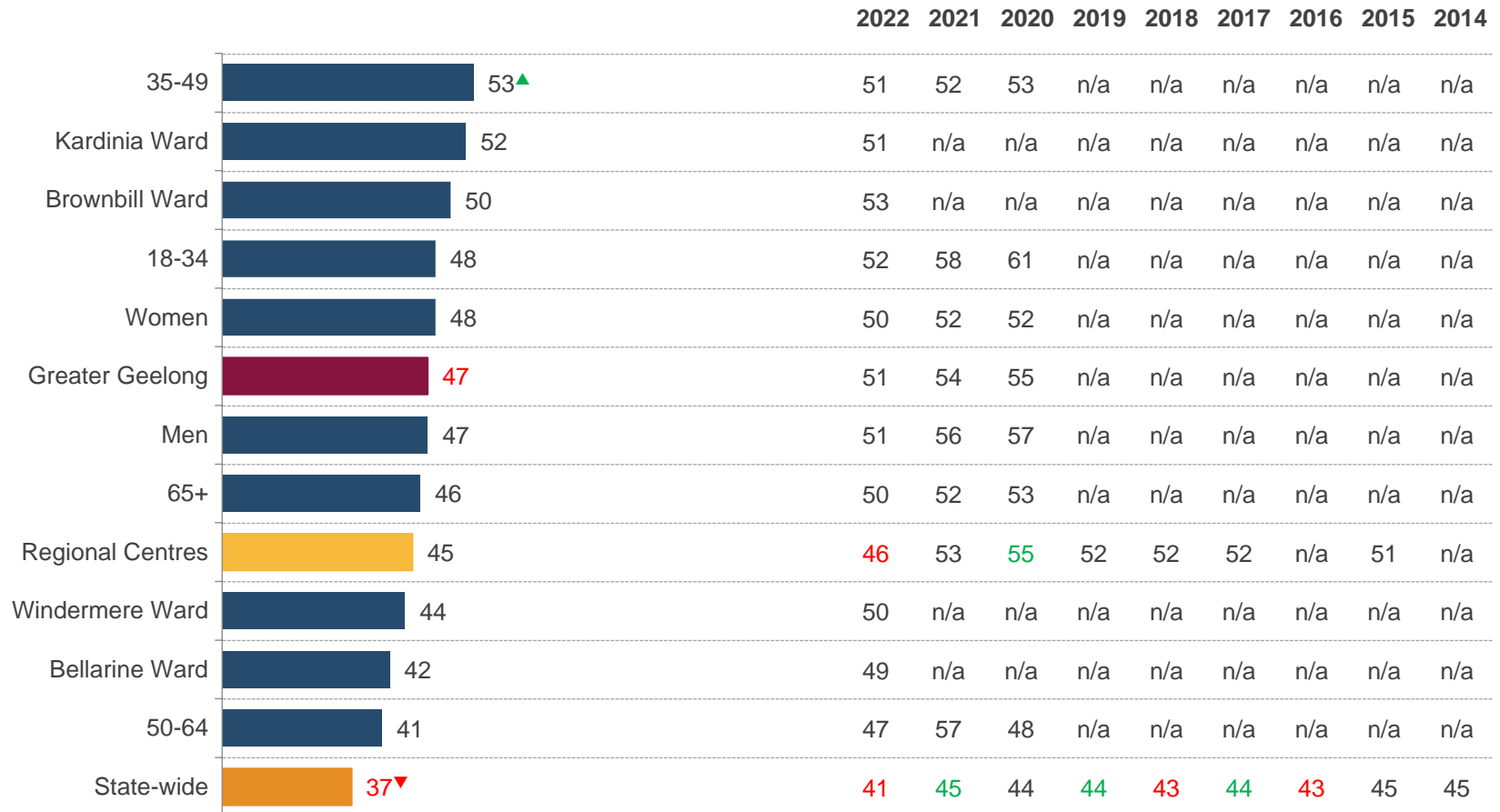
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)



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

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

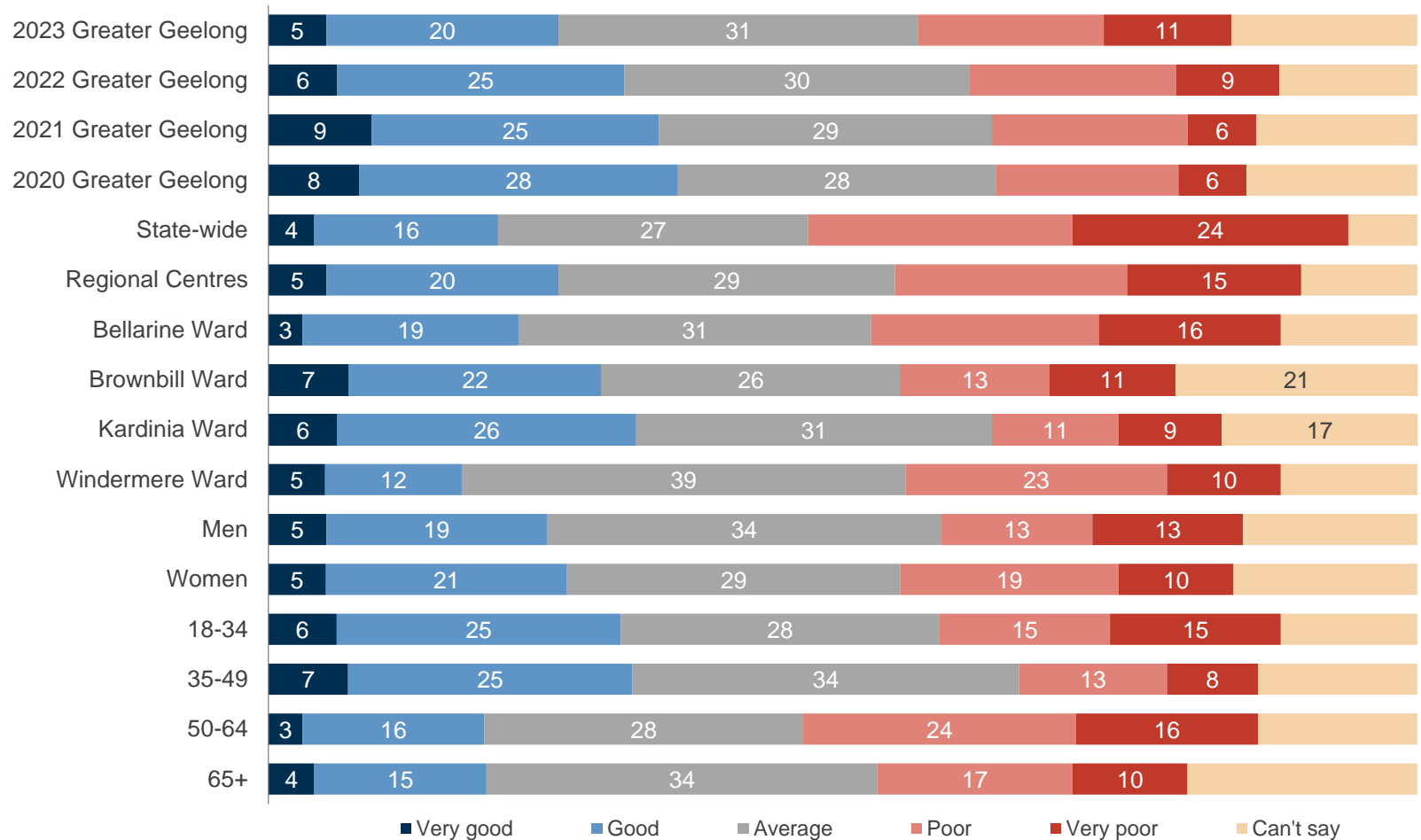
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 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: 25 Councils asked group: 3



Business and community development importance



2023 business/community development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Regional Centres	70▲	71	73	71	72	71	73	n/a	n/a	n/a
Windermere Ward	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70▲	71	71	70	n/a	n/a	75	n/a	n/a	n/a
35-49	70	68	71	71	n/a	n/a	77	n/a	n/a	n/a
50-64	68	66	70	71	n/a	n/a	76	n/a	n/a	n/a
State-wide	68	70	70	69	69	69	70	70	69	69
Greater Geelong	66	69	70	68	n/a	n/a	75	n/a	n/a	n/a
Kardinia Ward	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	68	71	70	n/a	n/a	71	n/a	n/a	n/a
18-34	65	72	67	63	n/a	n/a	76	n/a	n/a	n/a
Bellarine Ward	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	66	68	66	n/a	n/a	76	n/a	n/a	n/a

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

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

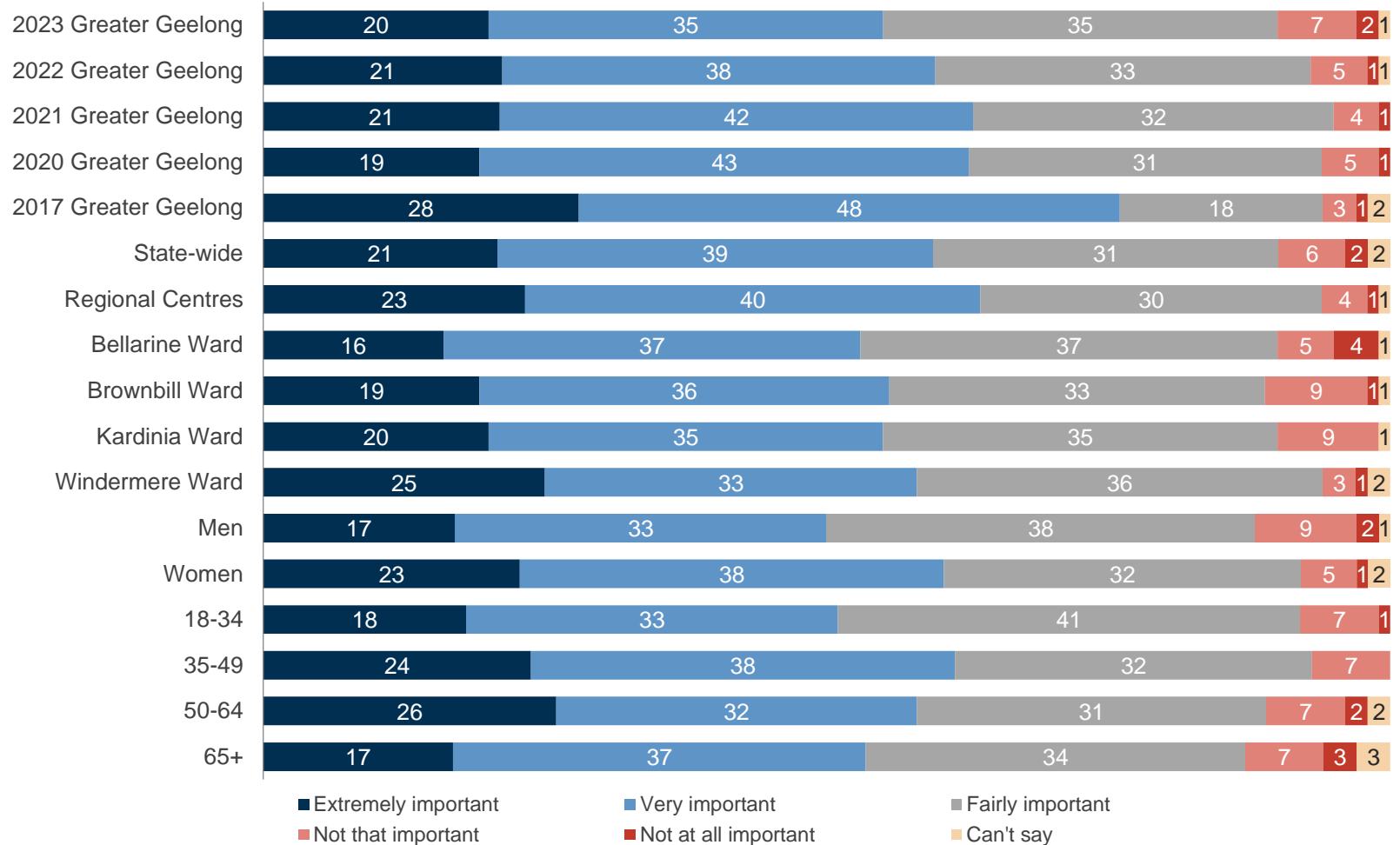
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2023 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3



Business and community development performance



2023 business/community development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	66	69	n/a	n/a	57	n/a	n/a	n/a
Women	60	64	62	n/a	n/a	54	n/a	n/a	n/a
Windermere Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	59	64	64	n/a	n/a	54	n/a	n/a	n/a
35-49	61	61	63	n/a	n/a	54	n/a	n/a	n/a
65+	58	63	63	n/a	n/a	56	n/a	n/a	n/a
Regional Centres	58	61	58	61	55	58	61	54	n/a
State-wide	58	60	59	61	60	60	60	60	62
Men	59	64	66	n/a	n/a	55	n/a	n/a	n/a
50-64	58	65	57	n/a	n/a	49	n/a	n/a	n/a
Brownbill Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4

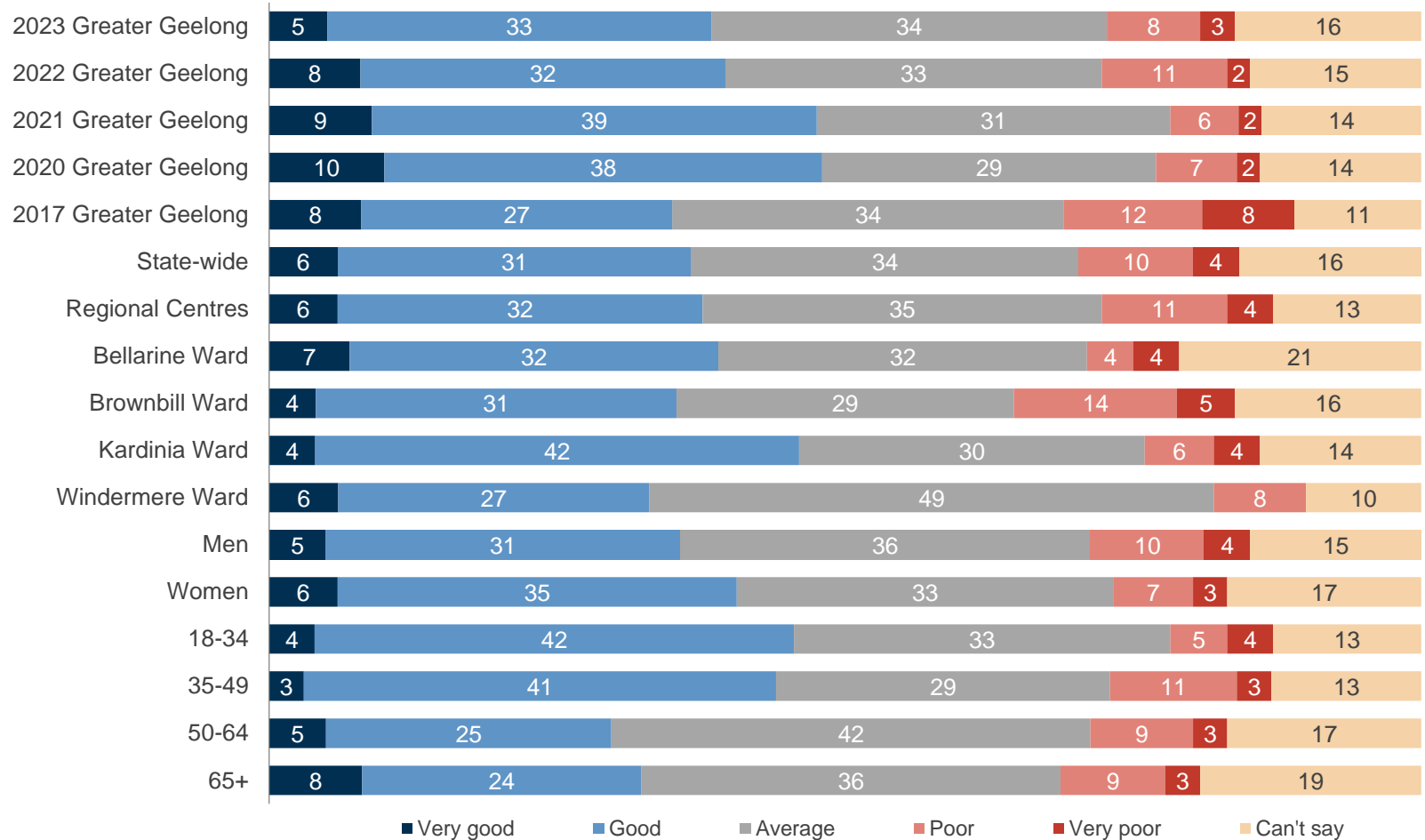
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2023 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4



Tourism development importance



2023 tourism development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	65▲	67	67	69	71	70	n/a	64	n/a
Windermere Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	64	66	n/a	n/a	68	n/a	n/a	n/a
35-49	64	67	65	n/a	n/a	71	n/a	n/a	n/a
65+	64	65	67	n/a	n/a	69	n/a	n/a	n/a
Kardinia Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	62	63	65	n/a	n/a	69	n/a	n/a	n/a
Brownbill Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	63	62	59	61	62	63	65	65
18-34	60	58	62	n/a	n/a	66	n/a	n/a	n/a
Men	60	62	64	n/a	n/a	70	n/a	n/a	n/a
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	63	67	n/a	n/a	70	n/a	n/a	n/a

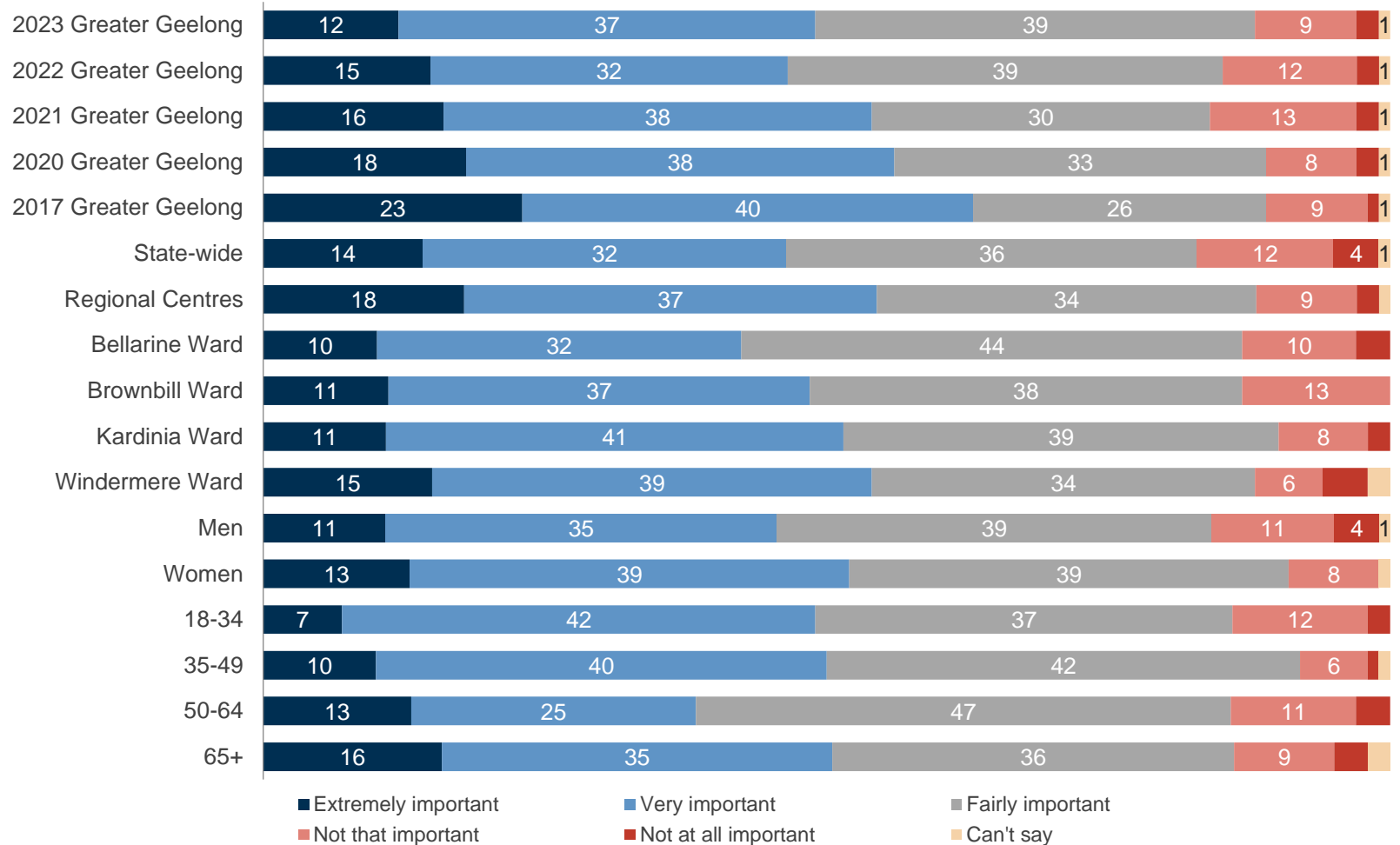
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2023 tourism development importance (%)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3



Tourism development performance



2023 tourism development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	62	65	75	n/a	n/a	63	n/a	n/a	n/a
Kardinia Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	67	71	n/a	n/a	61	n/a	n/a	n/a
Bellarine Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	62	66	70	n/a	n/a	62	n/a	n/a	n/a
65+	64	67	68	n/a	n/a	62	n/a	n/a	n/a
18-34	59	64	71	n/a	n/a	64	n/a	n/a	n/a
Men	61	65	68	n/a	n/a	62	n/a	n/a	n/a
Windermere Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	69	63	n/a	n/a	57	n/a	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64
Regional Centres	59	60	63	70	64	65	71	67	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

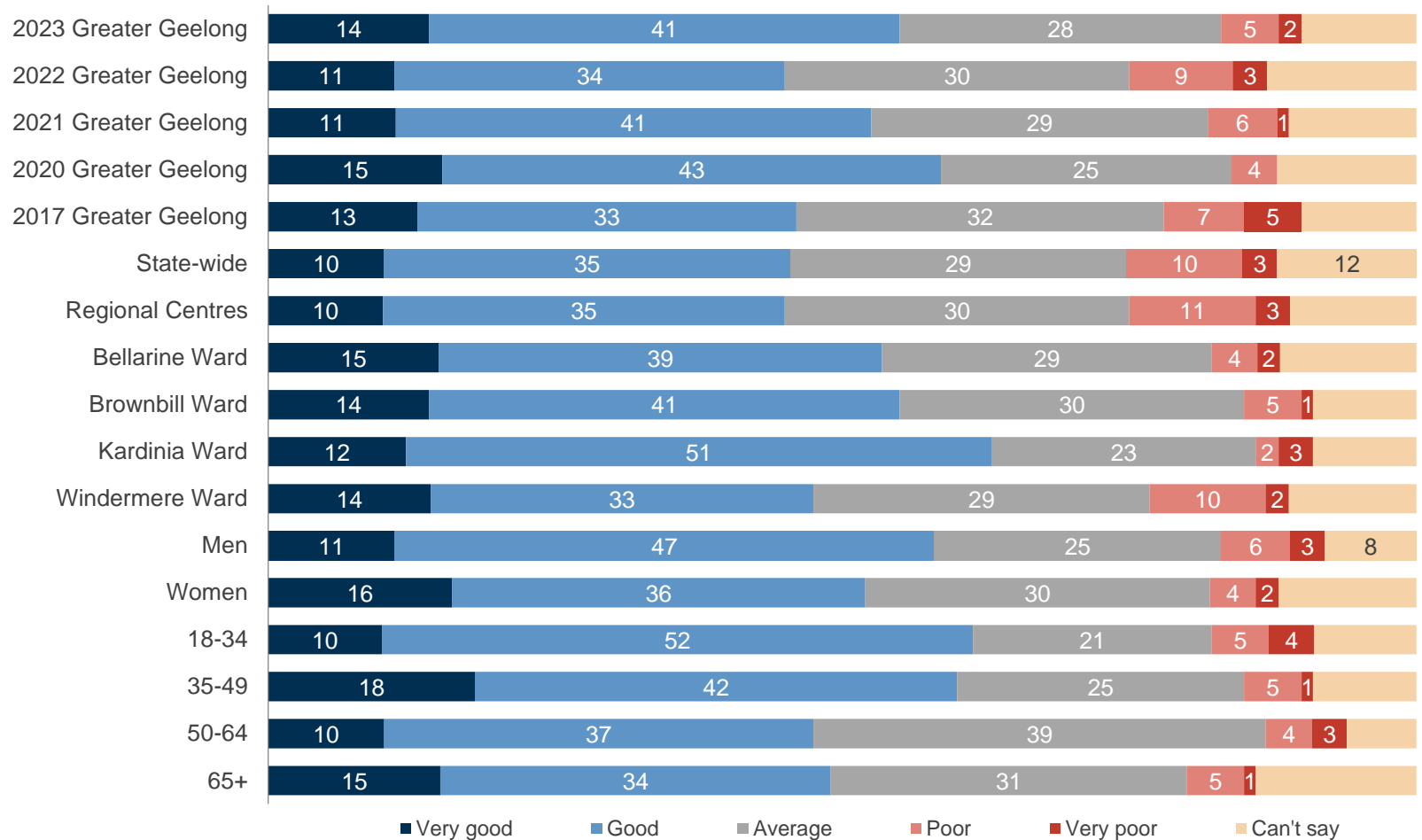
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2023 tourism development performance (%)



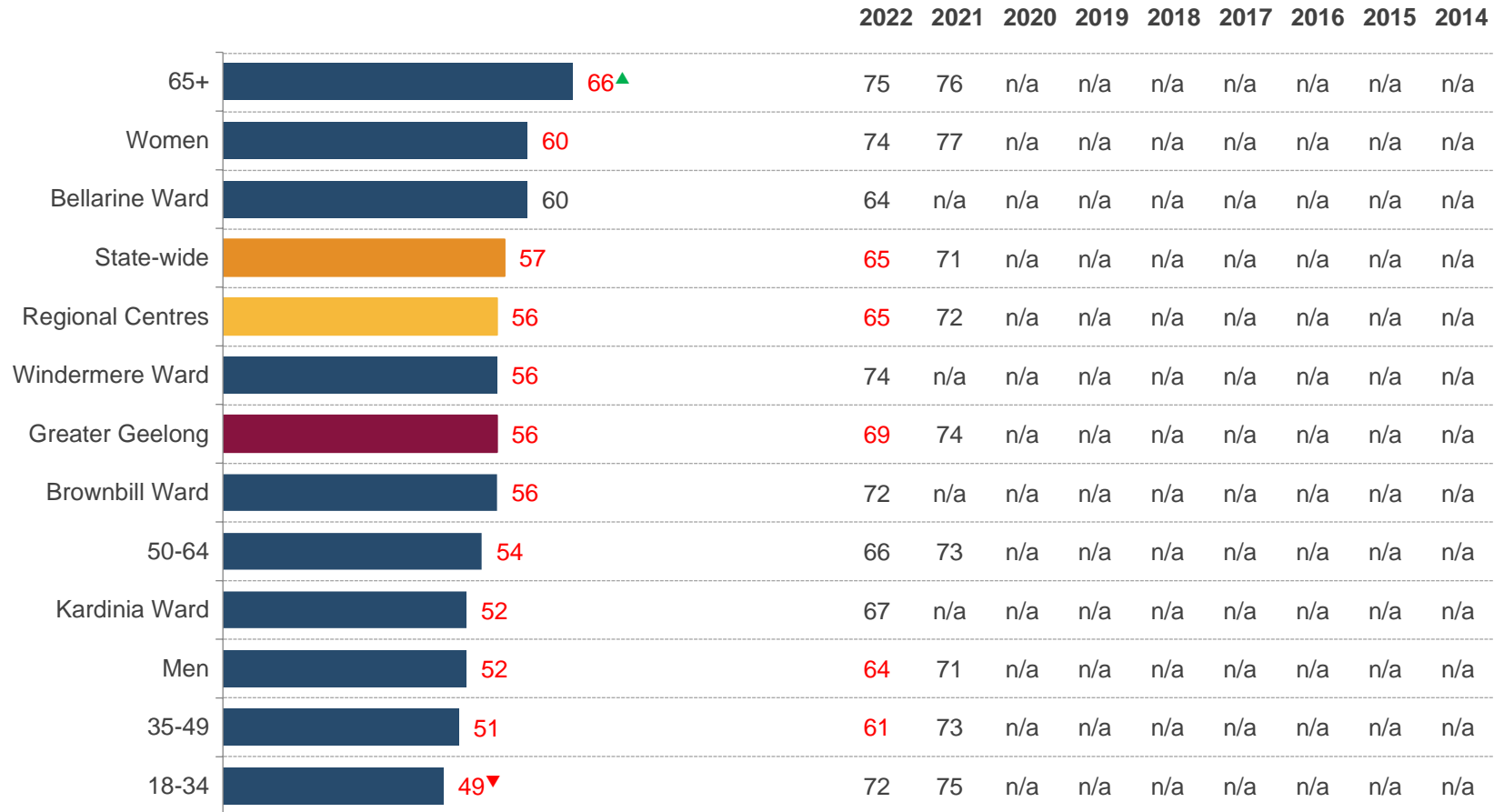
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



COVID-19 response importance



2023 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

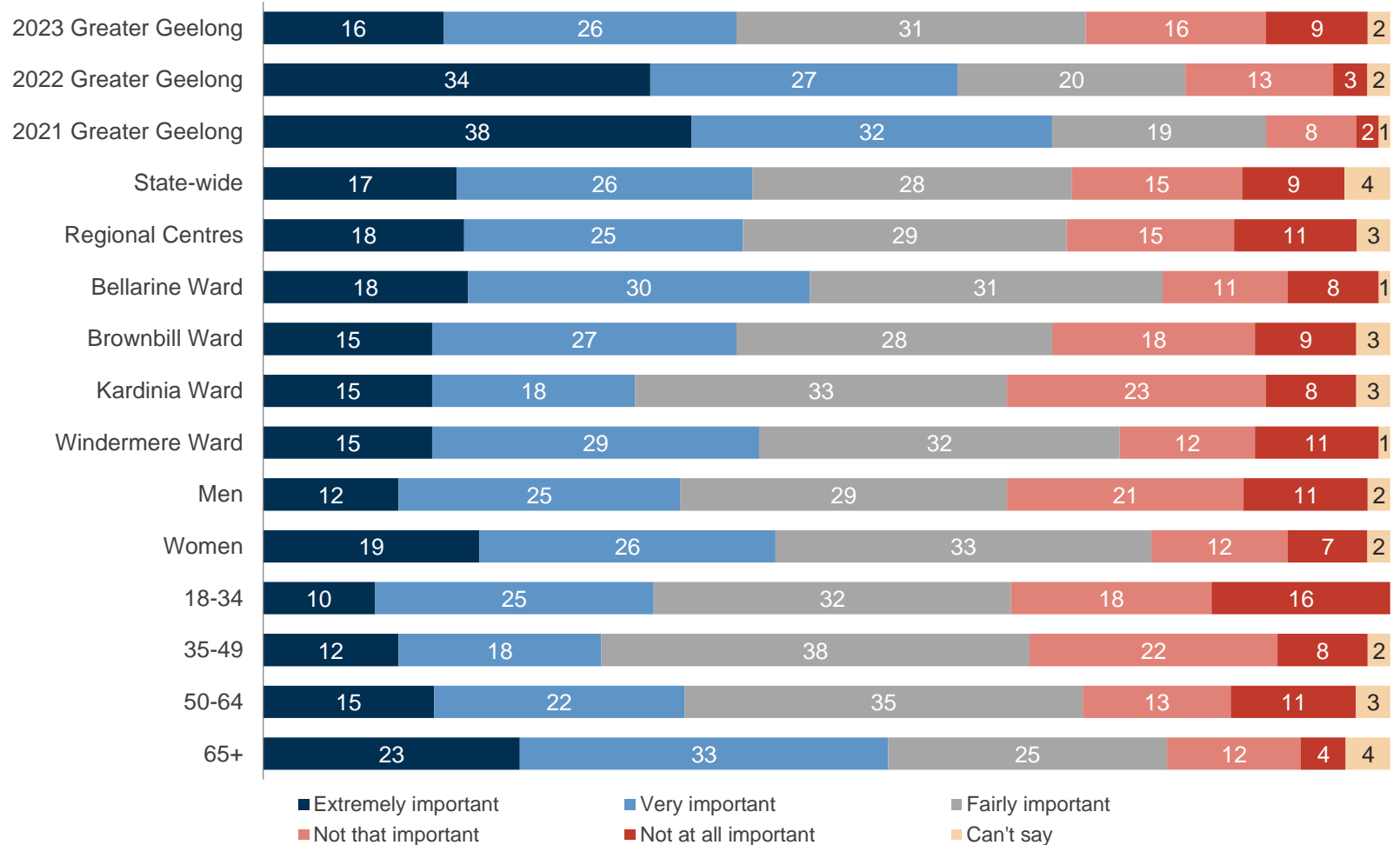
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2023 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



COVID-19 response performance



2023 COVID-19 response performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	68	73	78	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	73	77	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	68	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	68	69	73	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	72	75	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	67	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	67	72	76	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	67	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	76	76	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	71	76	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	64	75	n/a	n/a	n/a	n/a	n/a	n/a

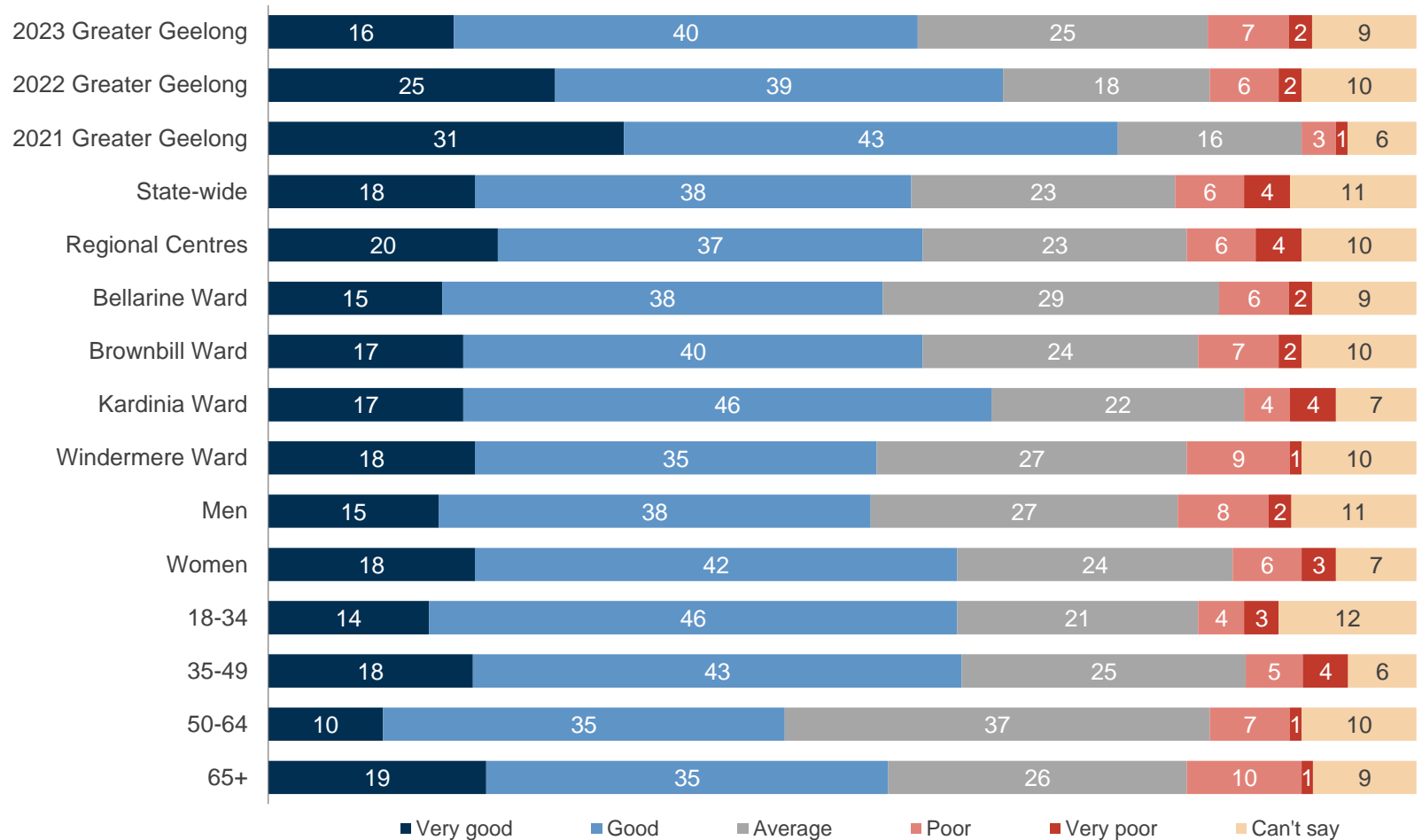
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2023 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 2



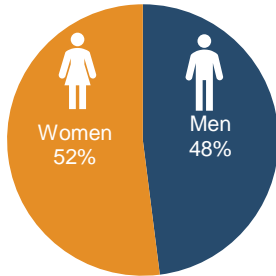
Detailed demographics



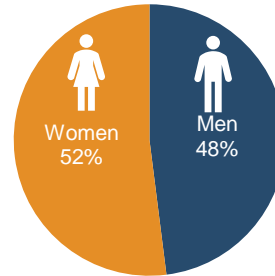
Gender and age profile

2023 gender

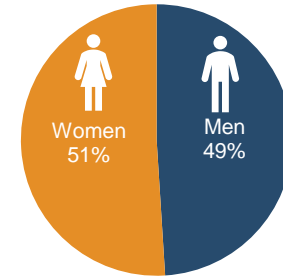
Greater Geelong



Regional Centres

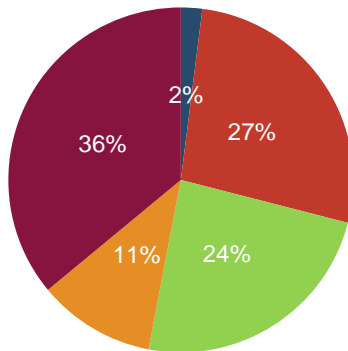


State-wide

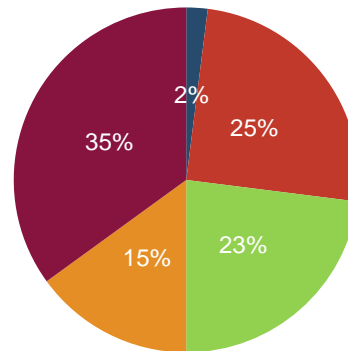


2023 age

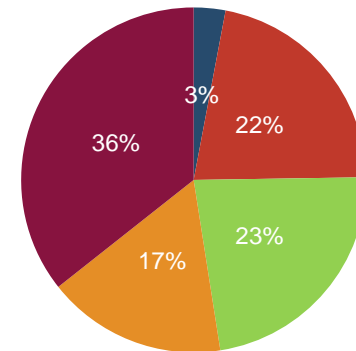
Greater Geelong



Regional Centres



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Greater Geelong City Council was n=600. 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=600 interviews is +/-4.0% 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 46.0% - 54.0%.

Maximum margins of error are listed in the table below, based on a population of 213,200 people aged 18 years or over for Greater Geelong City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Greater Geelong City Council	600	400	+/-4.0
Men	289	193	+/-5.8
Women	311	207	+/-5.6
Bellarine Ward	166	98	+/-7.6
Brownbill Ward	154	108	+/-7.9
Kardinia Ward	152	111	+/-8.0
Windermere Ward	128	83	+/-8.7
18 34 years	101	117	+/-9.8
35 49 years	106	96	+/-9.6
50 64 years	89	42	+/-10.4
65+ years	304	144	+/-5.6



Appendix A: Significant difference reporting notation

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

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

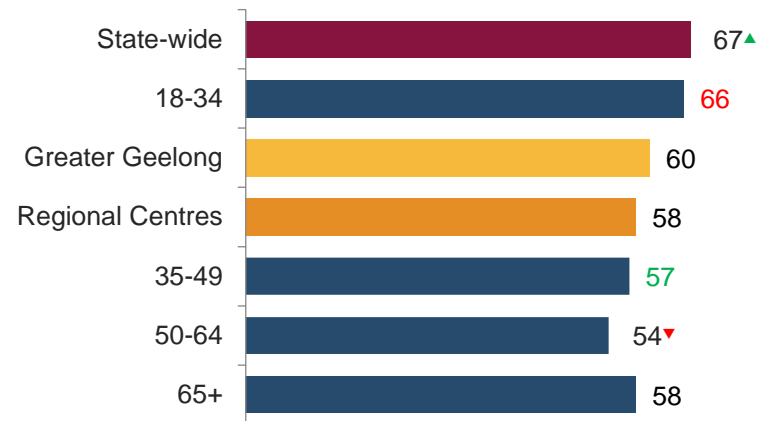
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

- 2022, n=600 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=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

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 Greater Geelong City 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 Greater Geelong City Council.

Survey sample matched to the demographic profile of Greater Geelong City 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 Greater Geelong City Council, particularly younger people.

A total of n=600 completed interviews were achieved in Greater Geelong City Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

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

Council Groups

Greater Geelong City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

- Ballarat, Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Greater Geelong City Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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