



# **2022 Local Government Community Satisfaction Survey**

## **Greater Geelong City Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 23 years

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

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



# **Key findings and recommendations**



# Greater Geelong City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Greater Geelong 63



State-wide 59



Regional Centres 59

## Council performance compared to State-wide and group averages

The three areas where Council performance is significantly higher by the widest margin

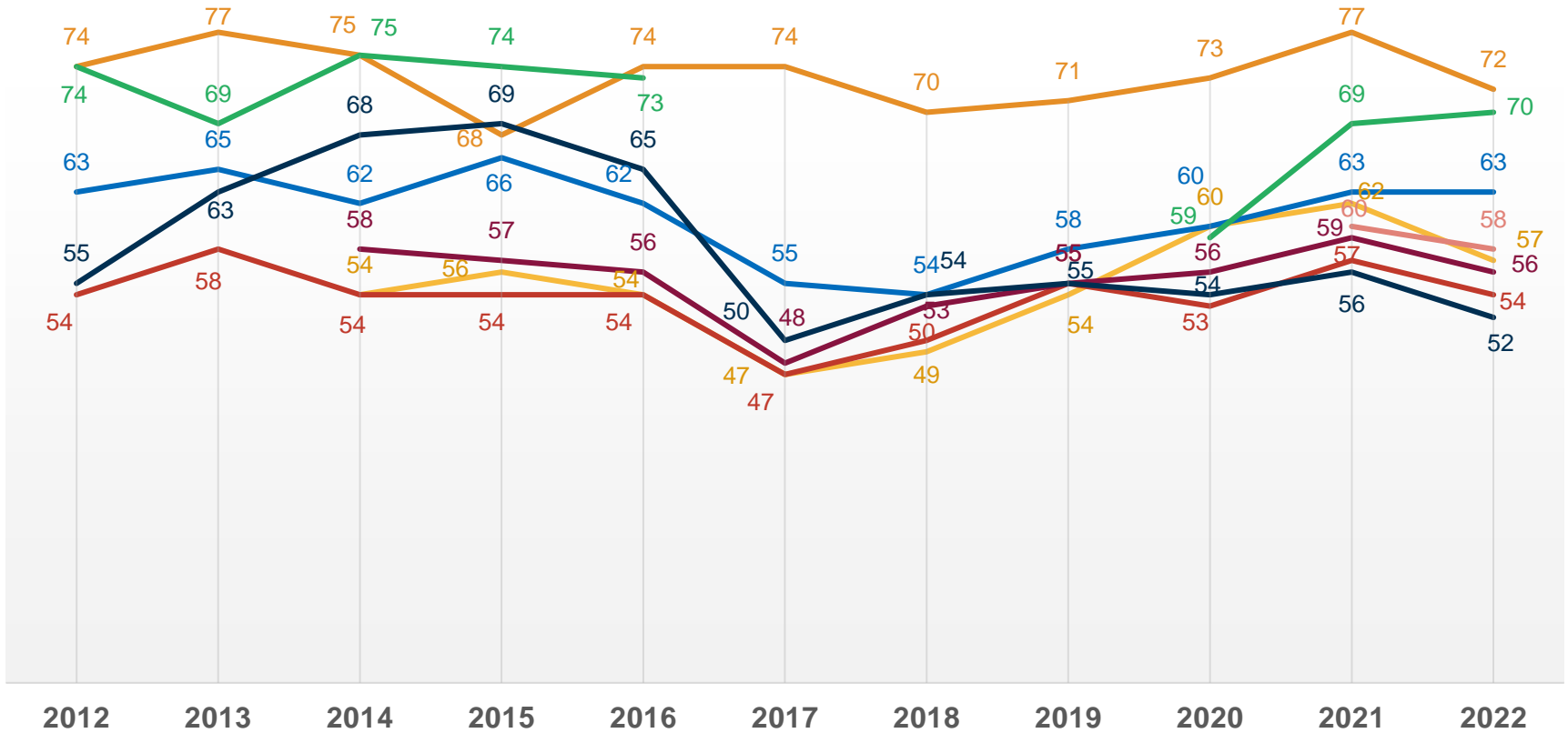
The three areas where Council performance is significantly lower by the widest margin

	Compared to State-wide average	Compared to group average
	<ul style="list-style-type: none"> <li>Unsealed roads</li> <li>Planning &amp; building permits</li> <li>Sealed local roads</li> </ul>	<ul style="list-style-type: none"> <li>Population growth</li> <li>Environmental sustainability</li> <li>Family support services</li> </ul>
	<ul style="list-style-type: none"> <li>Parking facilities</li> <li>Elderly support services</li> </ul>	<ul style="list-style-type: none"> <li>Tourism development</li> <li>COVID-19 response</li> </ul>



# Summary of core measures

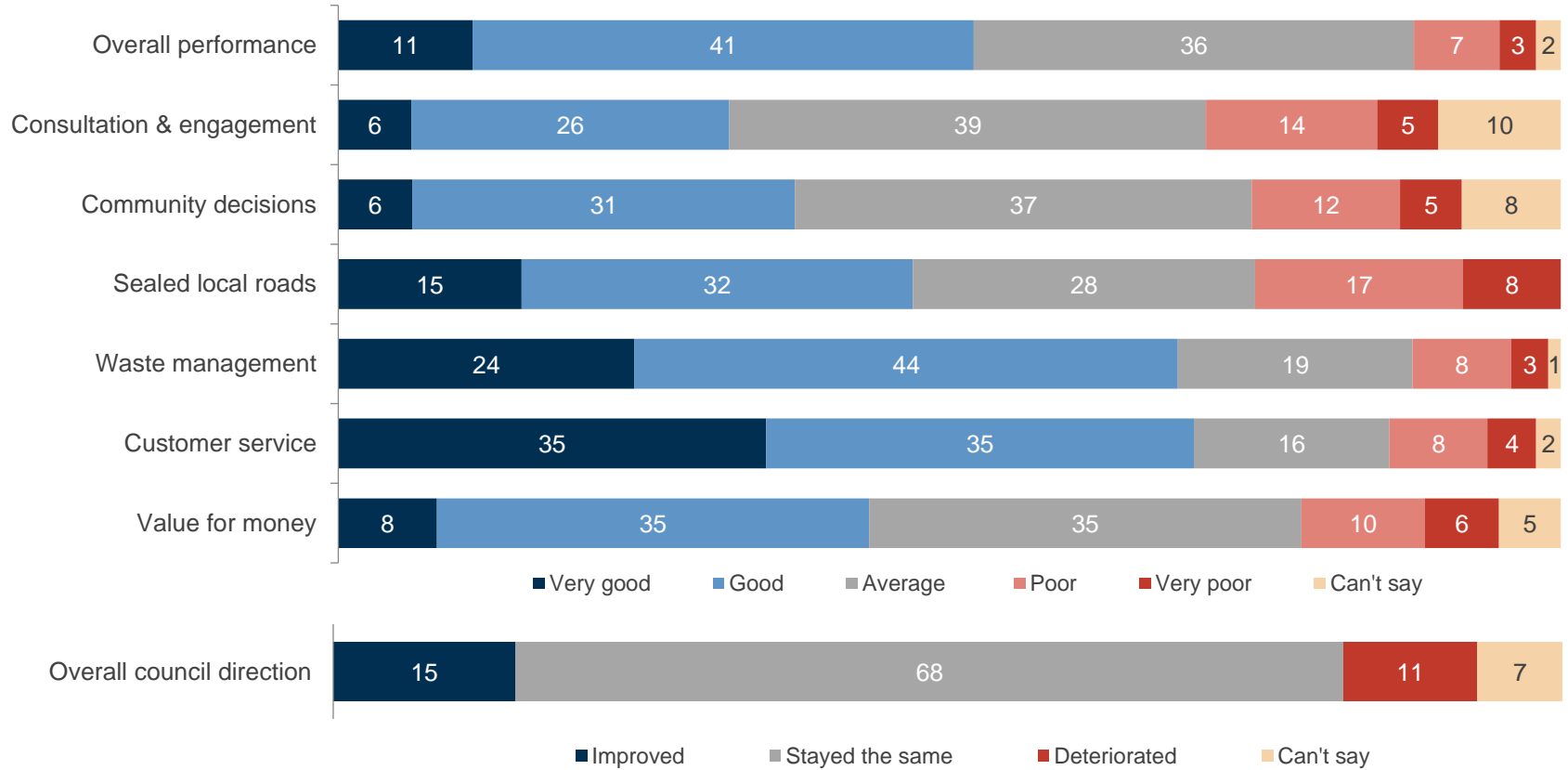
## Index scores















# Summary of core measures

Core measures summary results (%)





# Summary of Greater Geelong City Council performance

Services	Greater Geelong 2022	Greater Geelong 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	63	63	59	59	Kardinia Ward residents	Bellarine Ward residents
 Value for money	58	60	53	53	Kardinia Ward residents	Aged 50-64 years
 Overall council direction	52	56	52	50	Women	Aged 50-64 years, Men
 Customer service	72	77	69	68	Women	Men
 Art centres & libraries	75	77	76	73	Aged 65+ years	Windermere Ward residents
 COVID-19 response	72	76	69	69	Aged 65+ years	Aged 50-64 years
 Recreational facilities	72	75	72	69	Kardinia Ward residents, Windermere Ward residents	Bellarine Ward residents
 Appearance of public areas	70	71	73	71	Bellarine Ward residents	Aged 50-64 years
 Waste management	70	69	68	68	Aged 65+ years	Aged 18-34 years
 Enforcement of local laws	65	65	66	63	Aged 18-34 years, Kardinia Ward residents	Aged 50-64 years











# Summary of Greater Geelong City Council performance

Services		Greater Geelong 2022	Greater Geelong 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Community & cultural	64	65	65	65	Aged 65+ years	Windermere Ward residents
	Family support services	64	66	67	65	Windermere Ward residents, Kardinia Ward residents, Men	Brownbill Ward residents, Women
	Elderly support services	63	65	65	67	Aged 65+ years	Aged 18-34 years, Aged 50-64 years
	Tourism development	62	66	59	60	Aged 65+ years	Aged 18-34 years
	Disadvantaged support serv.	61	62	62	62	Kardinia Ward residents	Bellarine Ward residents, Windmere ward residents
	Traffic management	59	61	57	58	Aged 18-49 years, Windmere Ward residents	Aged 50-64 years
	Business & community dev.	59	64	58	58	Kardinia Ward residents, Windmere Ward residents	Brownbill Ward residents







# Summary of Greater Geelong City Council performance

Services		Greater Geelong 2022	Greater Geelong 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Local streets & footpaths	59	60	59	57	Aged 35-49 years	Aged 50-64 years
	Environmental sustainability	59	58	62	61	Aged 65+ years	Aged 18-34 years
	Informing the community	58	60	58	59	Kardinia Ward residents, Aged 65+ years, Bellarine Ward residents	Aged 50-64 years
	Sealed local roads	57	62	54	53	Brownbill Ward residents, Aged 65+ years, Men	Windermere Ward residents, Aged 50-64 years
	Community decisions	56	59	54	54	Kardinia Ward residents	Aged 50-64 years
	Lobbying	55	57	55	53	Aged 18-34 years	Aged 50-64 years
	Planning & building permits	55	55	54	50	Kardinia Ward residents	Aged 50-64 years, Bellarine Ward residents, Men
	Consultation & engagement	54	57	54	54	Women	Men, Aged 50-64 years



## Summary of Greater Geelong City Council performance

Services		Greater Geelong 2022	Greater Geelong 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Parking facilities	53	58	56	57	Aged 35-49 years	Aged 18-34 years, Aged 50-64 years
	Town planning policy	52	54	55	54	Kardinia Ward residents	Bellarine Ward residents
	Population growth	52	54	58	52	Windermere Ward residents	Bellarine Ward residents
	Unsealed roads	51	54	46	41	Brownbill Ward residents	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Council's overall performance have remained unchanged from 2021, thereby ending an upward trend from 2018. This is reflected in the fact that, on most of the individual service areas, there have not been any improvements in perceptions of performance.

### Key influences on perceptions of overall performance

Council should focus on maintaining and further improving performance in the individual service areas that most influence perception of overall performance, namely town planning, followed by the condition of local streets, lobbying and community decisions. COVID-19 response, waste management and the appearance of public areas are other areas that are influential in overall perceptions. While Council currently performs well here, efforts should be held firm.

### Comparison to state and area grouping

Importantly, Council performs as well as or significantly higher than the Regional Centres group average on 19 out of 25 service areas – a positive result. Council performs as well or significantly higher than the State-wide averages for councils on 23 out of 25 service areas.

### Opportunity to engage with residents

Further endeavours should be made to improve perceptions of customer service which decreased significantly in the past year. There is an opportunity to improve these perceptions by engaging with men in the first instance, as perceptions are lower among this cohort (although not significantly). Efforts should also be made to improve perceptions of Council's performance on parking facilities, sealed local roads, and business and community development, each suffering the greatest declines in perceptions this year.

# DETAILED FINDINGS



# Overall performance

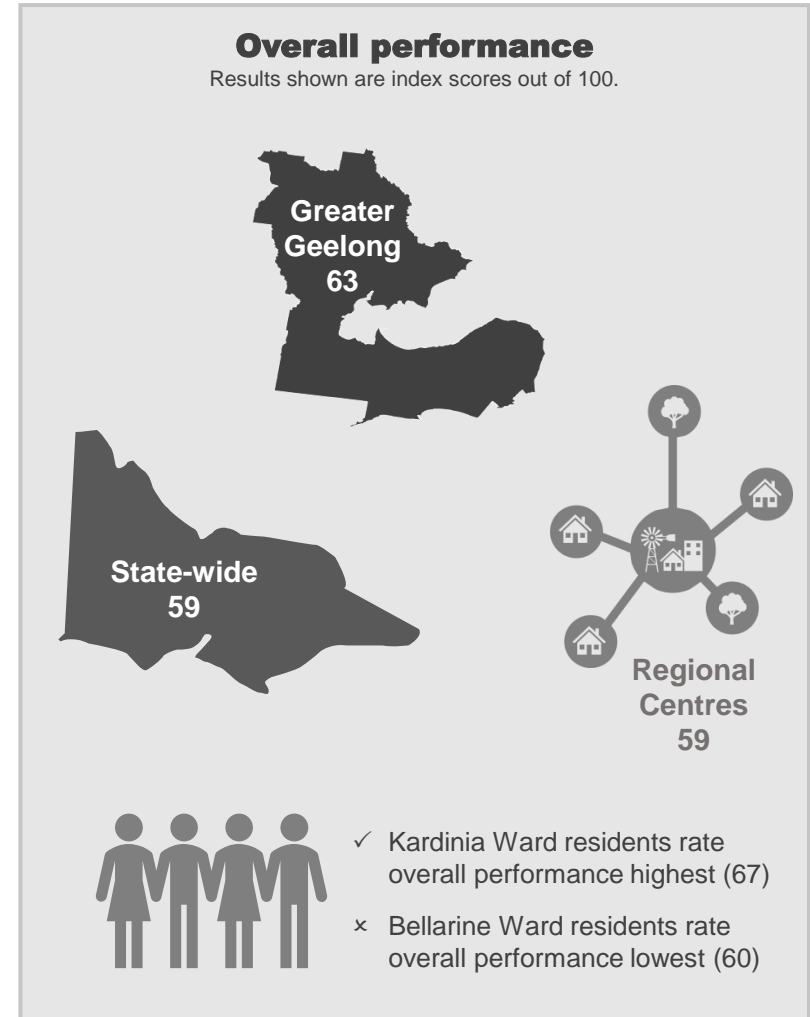
## Overall performance

The overall performance index score of 63 for Greater Geelong City Council has remained unchanged from 2021, thereby ending an upward trend since 2018.

- Council's overall performance is rated significantly higher (at the 95% confidence interval) than the Regional Centres group and State-wide averages for councils (both with an index score of 59).
- Overall performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

More than four in 10 residents (43%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. In contrast, 16% rate the value for money as 'very poor' or 'poor'. Just over third of residents (35%) rate Council 'average' in terms of providing value for money.

- Perceptions of value for money in services and infrastructure (index score of 58) are significantly higher than the Regional Centres group and State-wide averages (both with an index score of 53).





# Overall performance

## 2022 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Kardinia Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
18-34	65	62	59	62	58	58	67	71	69	70	67
Windermere Ward	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
35-49	64	63	60	58	58	54	62	70	61	66	62
Women	63	63	60	57	55	55	62	71	61	68	64
Greater Geelong	63	63	60	58	54	55	62	66	62	65	63
Men	63	62	59	58	52	54	61	62	63	63	62
Brownbill Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	62	64	62	56	52	55	58	62	58	63	64
50-64	61	62	56	54	45	50	60	62	58	62	58
Bellarine Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Regional Centres	59▼	60	56	58	58	57	55	58	n/a	n/a	n/a
State-wide	59▼	61	58	60	59	59	59	60	61	60	60

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?

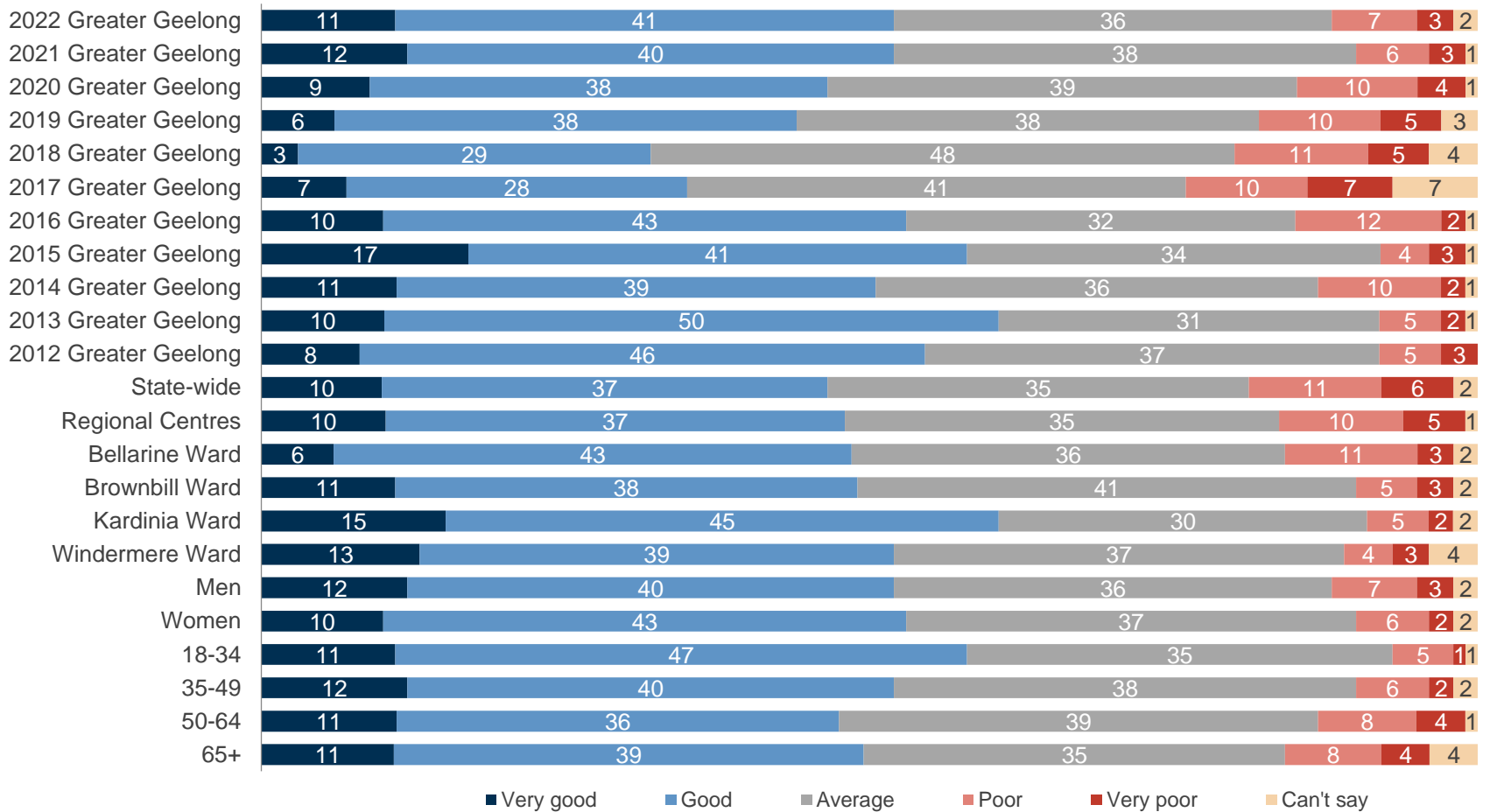
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



# Overall performance

## 2022 overall performance (%)

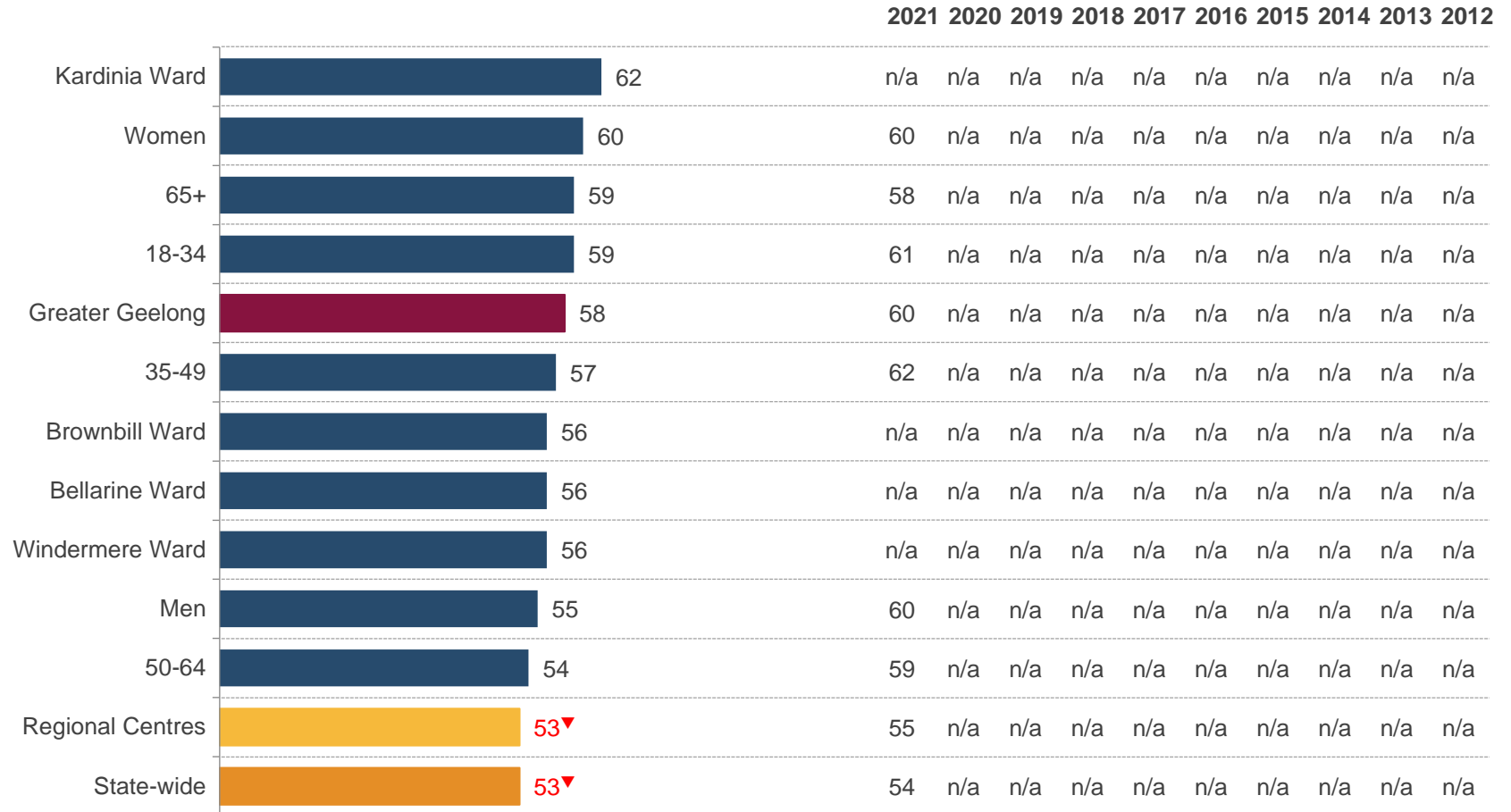


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Geelong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



# Value for money in services and infrastructure

## 2022 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?

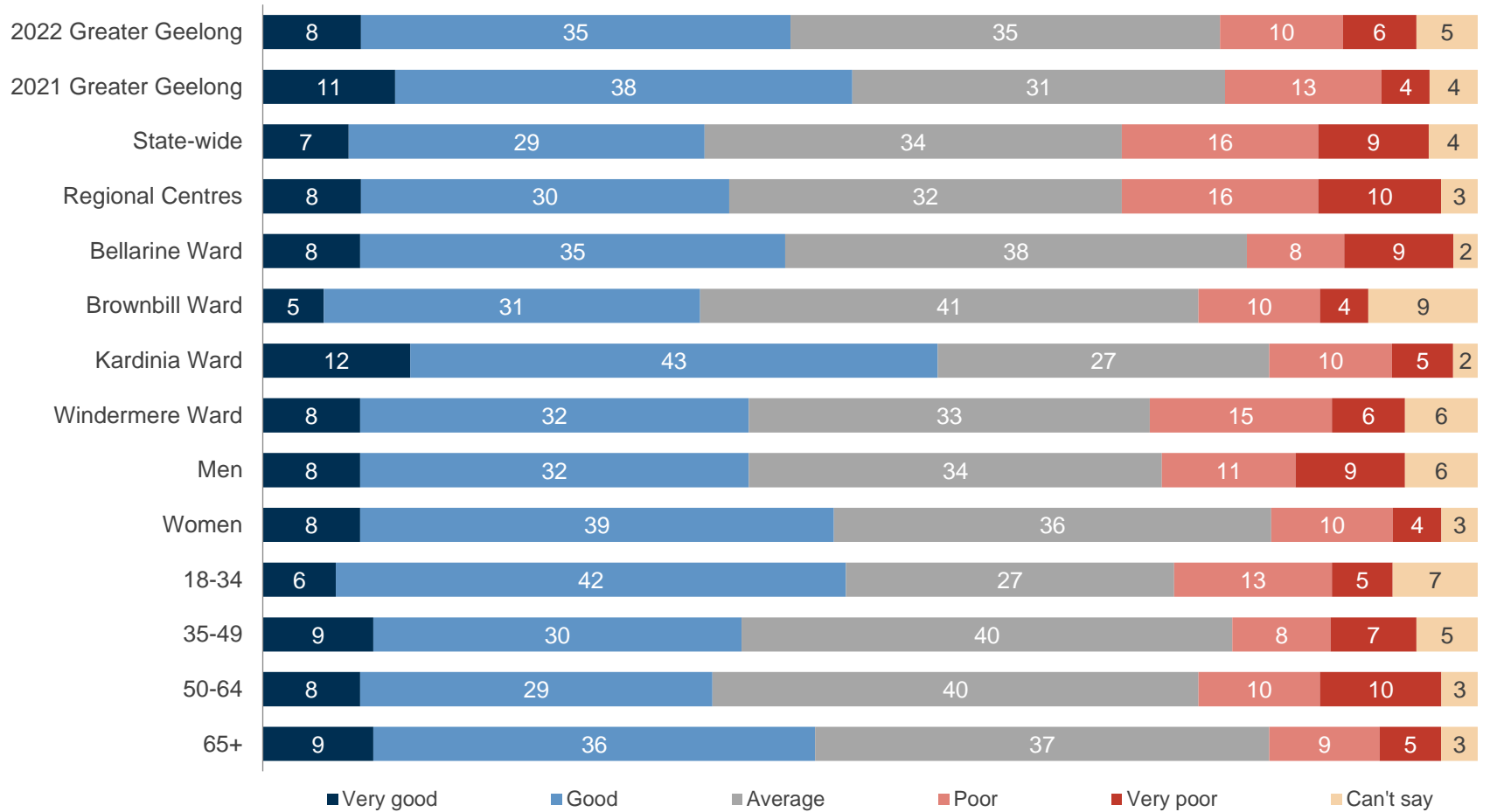
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



# Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate 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: 66 Councils asked group: 9



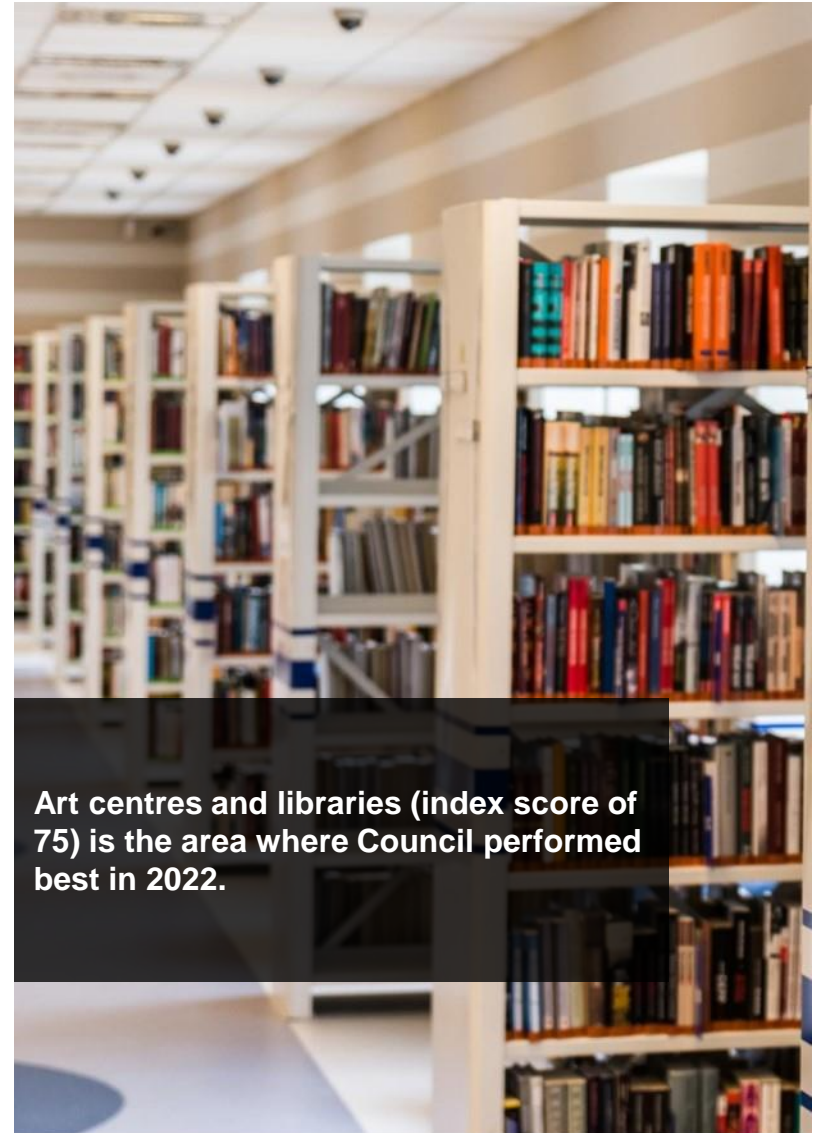
## Top performing service areas

Art centres and libraries (index score of 75) is the area where Council performed best in 2022, down two points from the last two years.

- Council performs in line with the Regional Centres group and State-wide averages for councils (index scores of 76 and 73 respectively).
- Performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

COVID-19 response and recreational facilities (both with an index score of 72) are Council's next highest rated service areas – although both experienced significant declines in performance in the last 12 months.

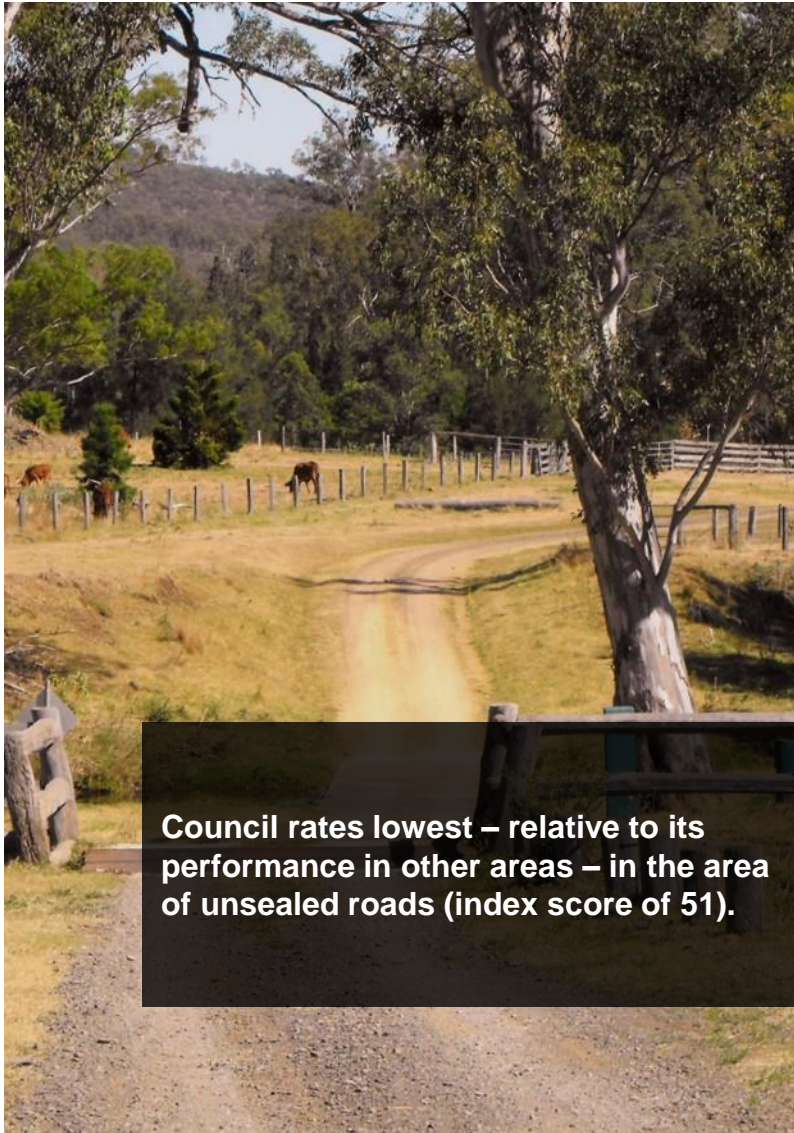
- Council performs significantly higher than the Regional Centres group and State-wide averages in the service area of COVID-19 response.
- Ratings of COVID-19 response declined significantly, and are significantly lower than the Council average, among residents aged 50 to 64 years.
- On recreational facilities, Council performs in line with the Regional Centres group average and significantly higher than the State-wide average.
- Ratings of Council's performance on recreational facilities decreased significantly among men.



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



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 51).**

Council rates lowest in the area of the maintenance of unsealed roads (index score of 51). This rating is down three points on 2021 and represents a record low.

- However, Council rates significantly higher than the Regional Centres group and State-wide averages (index scores of 46 and 41 respectively).
- Performance ratings across each of the demographic and geographic cohorts are not significantly different from the Council average.

Council's next lowest areas of service are population growth and general town planning policy (both with an index score of 52).

- On both of these service areas, Council performs significantly lower than the Regional Centres group average for councils.
- Town planning is the service area that has the strongest influence on Council's overall performance rating and so should be an area where Council focuses attention.

Ratings of Council's performance declined the most in three service areas: business and community development, sealed local roads and parking facilities (all down five points).



# Individual service area performance

## 2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	75	77	77	n/a	n/a	n/a	84	77	75	75
COVID-19 response	72	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	75	71	n/a	n/a	n/a	72	70	73	72
Appearance of public areas	70	71	69	n/a	n/a	n/a	73	70	68	69
Waste management	70	69	59	n/a	n/a	n/a	73	74	75	69
Enforcement of local laws	65	65	62	n/a	n/a	n/a	62	64	64	70
Community & cultural	64	65	68	n/a	n/a	n/a	72	70	68	70
Family support services	64	66	65	n/a	n/a	n/a	66	63	67	68
Elderly support services	63	65	64	n/a	n/a	n/a	66	63	69	67
Tourism development	62	66	70	n/a	n/a	62	n/a	n/a	n/a	n/a
Disadvantaged support serv.	61	62	59	n/a	n/a	n/a	58	60	64	62
Traffic management	59	61	58	n/a	n/a	n/a	59	61	58	59
Business & community dev.	59	64	64	n/a	n/a	54	n/a	n/a	n/a	n/a
Local streets & footpaths	59	60	61	n/a	n/a	50	55	58	59	59
Environmental sustainability	59	58	54	n/a	n/a	n/a	61	63	62	n/a
Informing the community	58	60	57	n/a	n/a	54	61	60	61	61
Sealed local roads	57	62	60	54	49	47	54	56	54	n/a
Community decisions	56	59	56	55	53	48	56	57	58	n/a
Lobbying	55	57	54	54	51	45	58	60	58	57
Planning & building permits	55	55	53	n/a	n/a	n/a	54	56	51	58
Consultation & engagement	54	57	53	55	50	47	54	54	54	58
Parking facilities	53	58	51	n/a	n/a	42	50	54	47	47
Town planning policy	52	54	53	n/a	n/a	n/a	52	55	53	55
Population growth	52	54	51	n/a	n/a	55	n/a	n/a	n/a	n/a
Unsealed roads	51	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

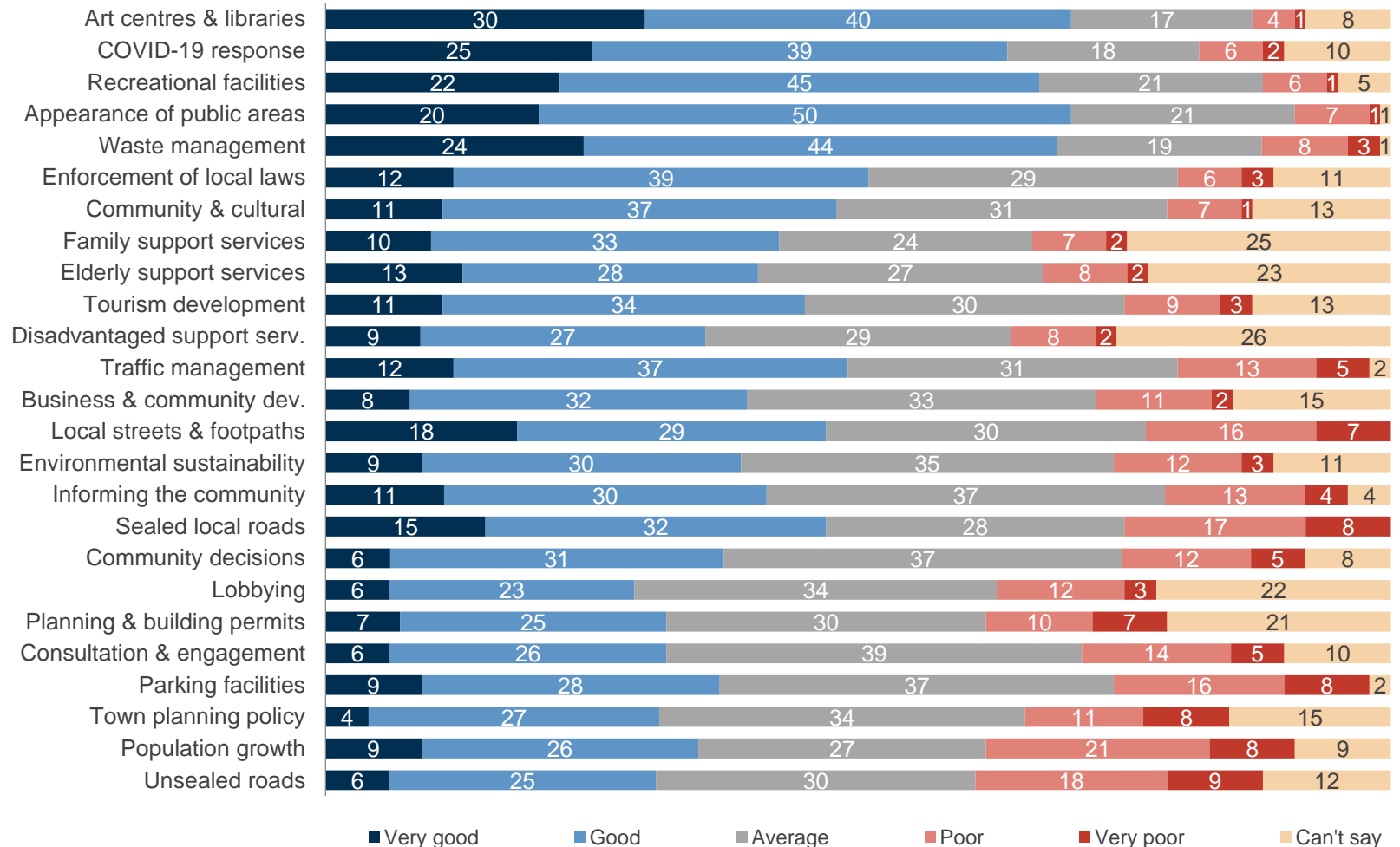
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



# Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



# Individual service area importance

## 2022 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Waste management	84	84	85	n/a	n/a	n/a	n/a	83	n/a	83	80
Elderly support services	82	81	81	n/a	n/a	n/a	n/a	79	n/a	81	82
Community decisions	81	80	80	n/a	n/a	n/a	n/a	78	82	n/a	n/a
Sealed local roads	81	77	79	n/a	n/a	n/a	n/a	77	78	n/a	n/a
Local streets & footpaths	79	77	78	n/a	n/a	n/a	n/a	77	n/a	78	76
Population growth	78	80	81	n/a	n/a	76	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	78	78	76	n/a	n/a	n/a	n/a	72	n/a	78	74
Family support services	77	78	76	n/a	n/a	n/a	n/a	73	n/a	78	75
Environmental sustainability	76	78	79	n/a	n/a	n/a	n/a	72	73	n/a	n/a
Informing the community	76	76	74	n/a	n/a	n/a	n/a	78	n/a	78	73
Unsealed roads	75	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	74	73	72	n/a	n/a	n/a	n/a	71	n/a	73	71
Appearance of public areas	74	73	75	n/a	n/a	n/a	n/a	75	n/a	76	73
Traffic management	74	74	75	n/a	n/a	n/a	n/a	72	n/a	75	74
Planning & building permits	73	74	71	n/a	n/a	n/a	n/a	70	n/a	71	70
Consultation & engagement	73	74	74	n/a	n/a	n/a	n/a	74	n/a	75	70
Town planning policy	73	76	74	n/a	n/a	n/a	n/a	71	n/a	72	72
Parking facilities	72	71	74	n/a	n/a	n/a	n/a	75	n/a	77	74
COVID-19 response	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	69	68	68	n/a	n/a	n/a	n/a	65	n/a	68	68
Business & community dev.	69	70	68	n/a	n/a	75	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	68	72	73	n/a	n/a	n/a	n/a	72	n/a	75	72
Art centres & libraries	68	72	67	n/a	n/a	n/a	n/a	68	n/a	64	67
Community & cultural	65	65	66	n/a	n/a	n/a	n/a	60	n/a	63	61
Tourism development	61	63	65	n/a	n/a	69	n/a	n/a	n/a	n/a	n/a

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

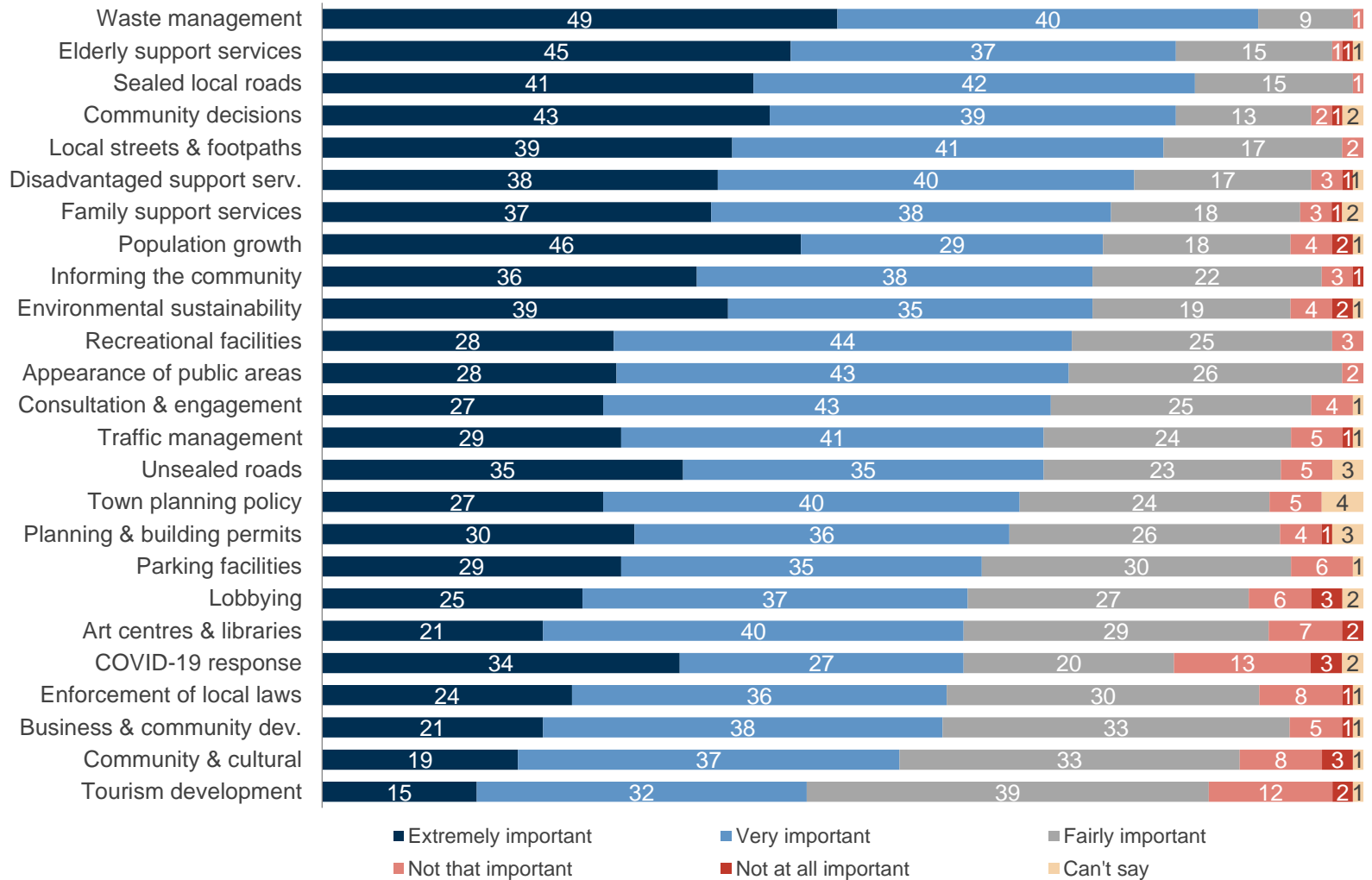
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 5

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



# Individual service area importance

2022 individual service area importance (%)

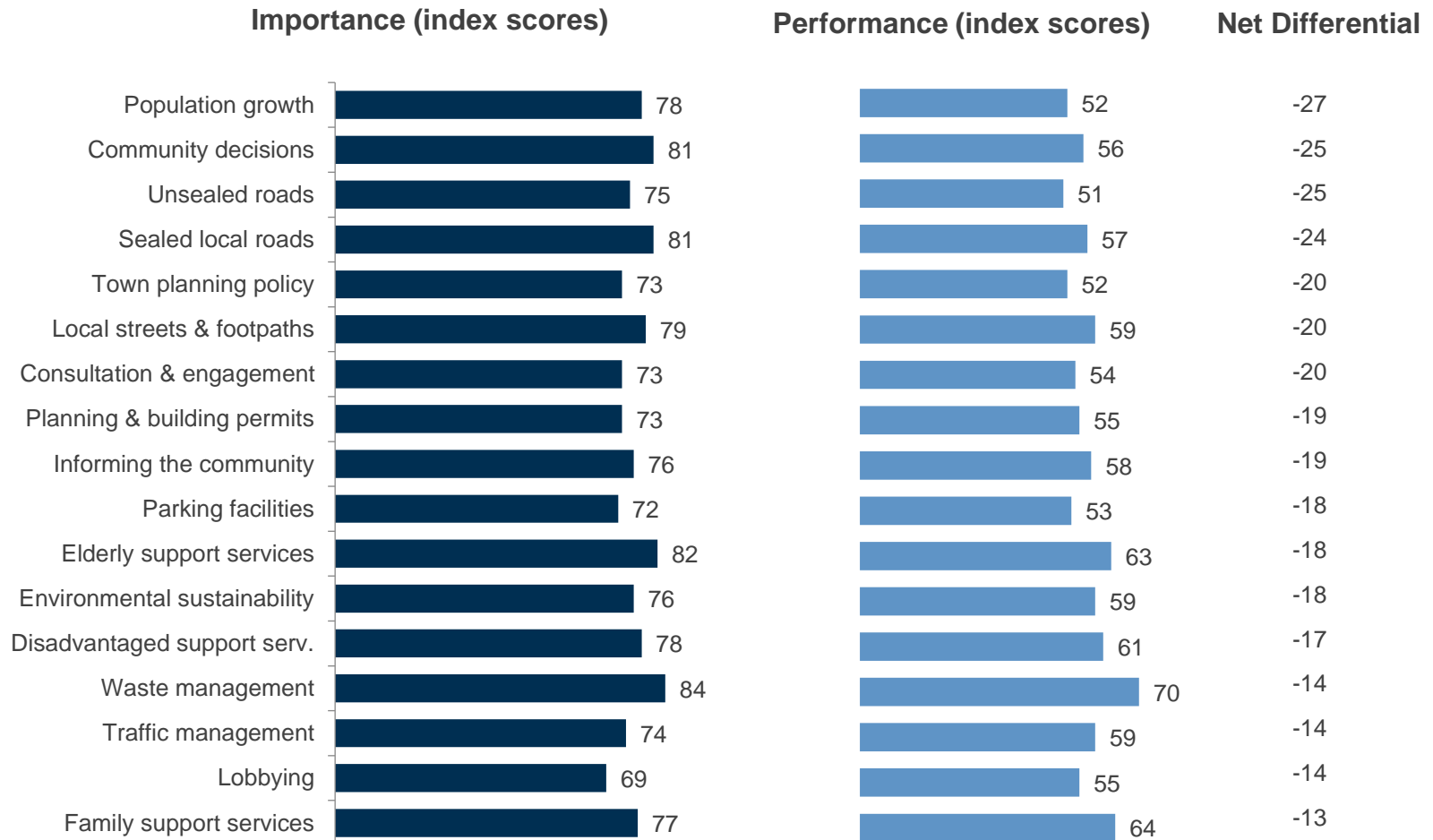


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 5



## 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

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

- Town planning.

**Good communication with residents and addressing their concerns about key planning issues 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:

- The condition of local streets
- Lobbying on behalf of the community
- Decisions made on behalf of the community
- Council's COVID-19 response
- Waste management
- Family support services
- The appearance of public areas.

Looking at these key service areas only, Council's COVID-19 response, waste management and the appearance of public areas have a high performance index (72, 70 and 70 respectively) and a moderate to strong influence on the overall performance rating.

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

The condition of local streets, decisions made on behalf of the community, and lobbying on behalf of the community have a stronger influence on overall perceptions but Council performs less well here (performance index of 59, 56 and 55 respectively).

**Continuing to maintain local streets, good communication and engagement with local residents on key issues, and demonstrating Council efforts to advocate for community interests, can also help to shore up positive overall perceptions of Council.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

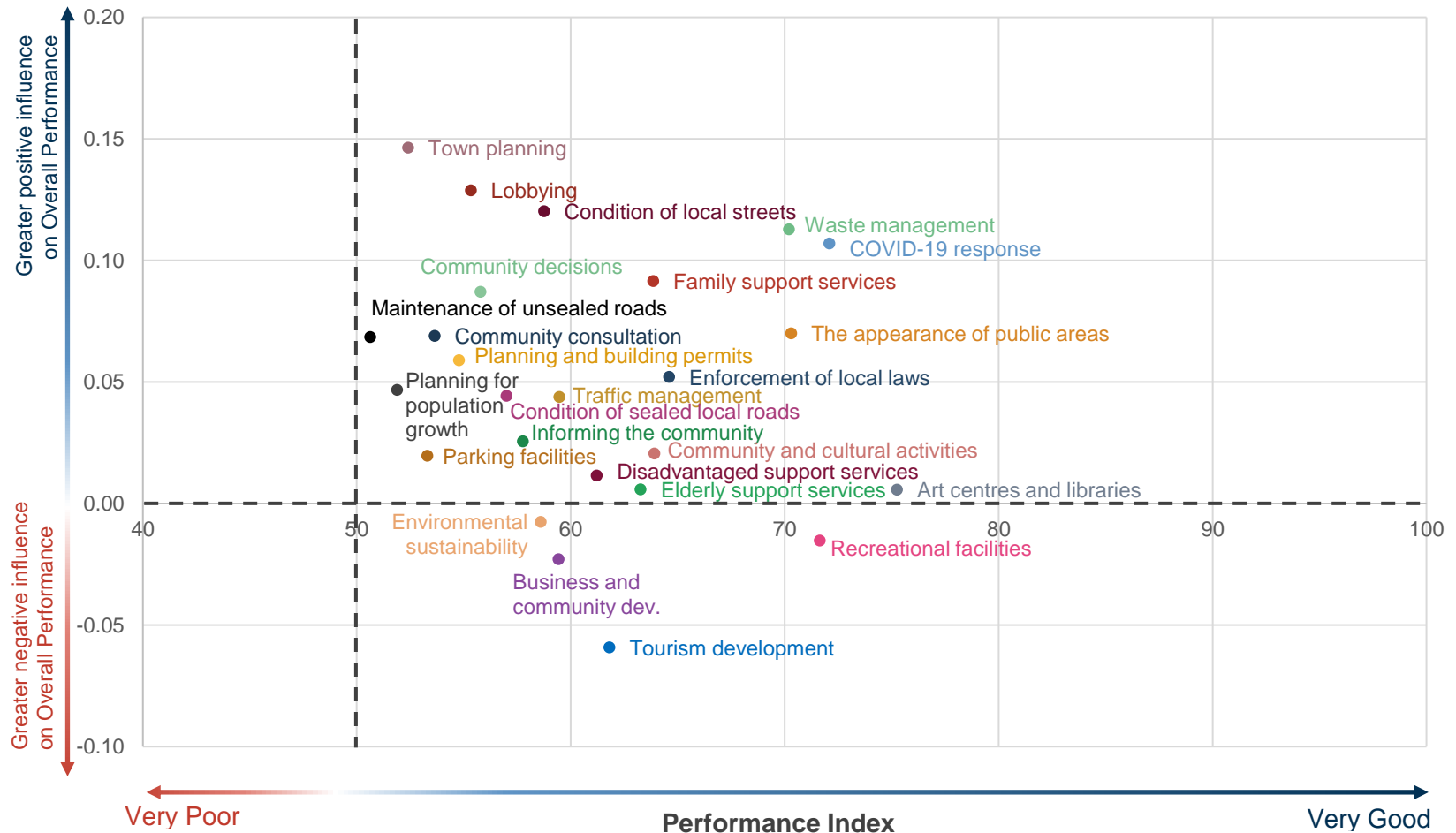
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

2022 regression analysis (all service areas)

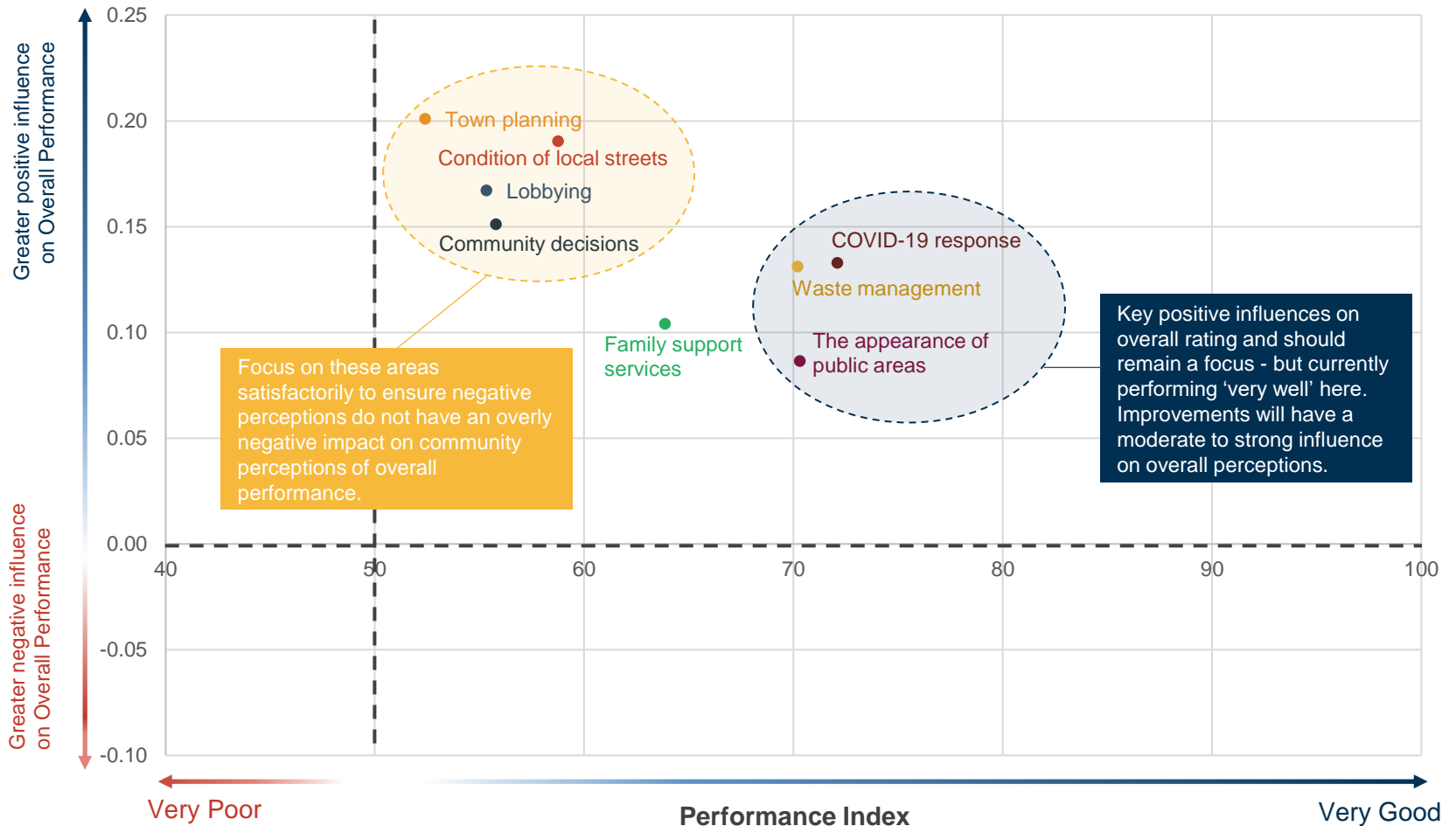


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.592 and adjusted  $R^2$  value of 0.574, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 33.35$ . 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

2022 regression analysis (key service areas)

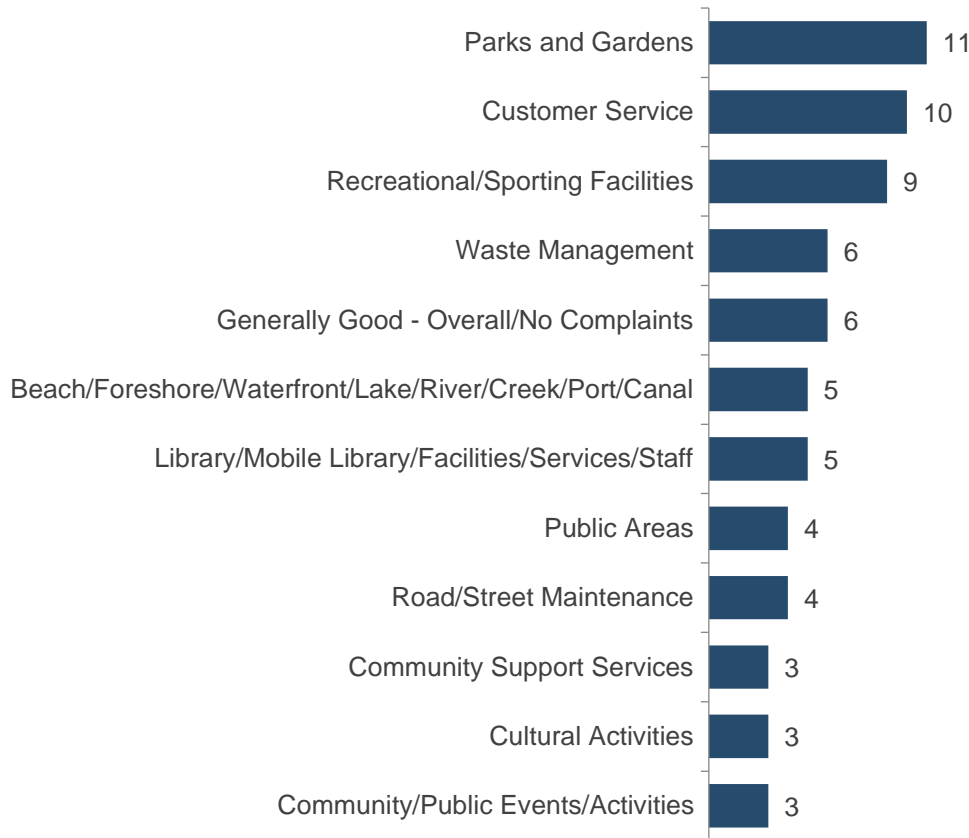


The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.567 and adjusted R<sup>2</sup> value of 0.561, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 96.66.



# Best things about Council and areas for improvement

**2022 best things about Council (%)**  
- Top mentions only -



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



Q16. Please tell me what is the ONE BEST thing about 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: 30 Councils asked group: 3

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

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 7

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

Six in 10 Council residents (60%) have had contact with Council in the last 12 months. While this represents a record high, rate of contact has remained relatively stable over time.

Telephone (36%) and email (23%) are the main methods for contacting Council, followed by contact via the website and in-person contact (both 13%).



**Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 35% of residents who rate councils' customer service as 'very good'.**

### Customer service

Perceptions of Council's customer service (index score of 72) slipped back this year into similar levels seen in 2019 and 2020 and are significantly lower than 2021 (down five index points).

- Notwithstanding this, these perceptions are higher than the Regional Centres group average and significantly higher than the State-wide average (index scores of 69 and 68 respectively).
- Customer service ratings across demographic and geographic cohorts are not significantly different from the Council average.

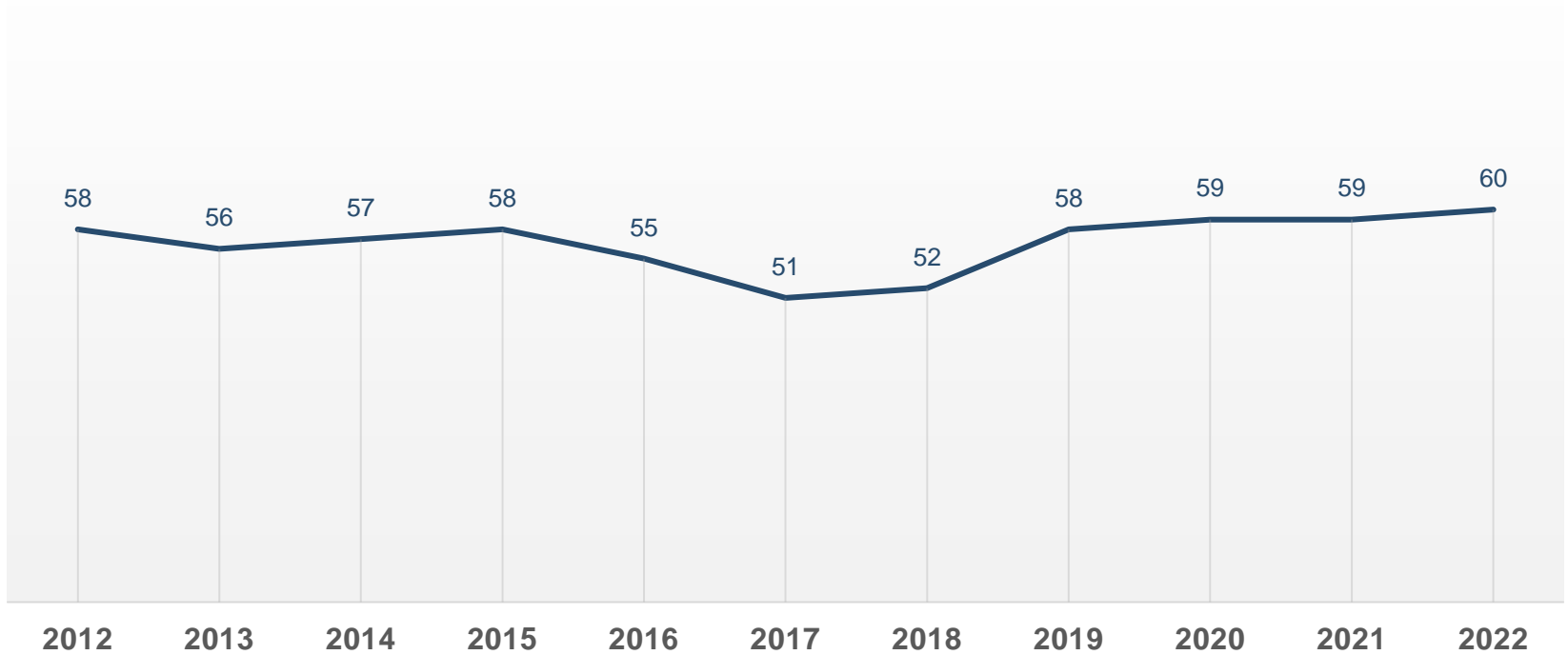
Seven in 10 residents (70%) provide a positive customer service rating of 'very good' or 'good'. This is almost six times higher than those who rate customer service as 'poor' or 'very poor' (12%).

Customer service ratings are highest among residents who communicated with Council in person (index score of 81) and by text message (index score of 80), noting that both index scores are based on a small sample size.



# Contact with council

**2022 contact with council (%)**  
Have had contact



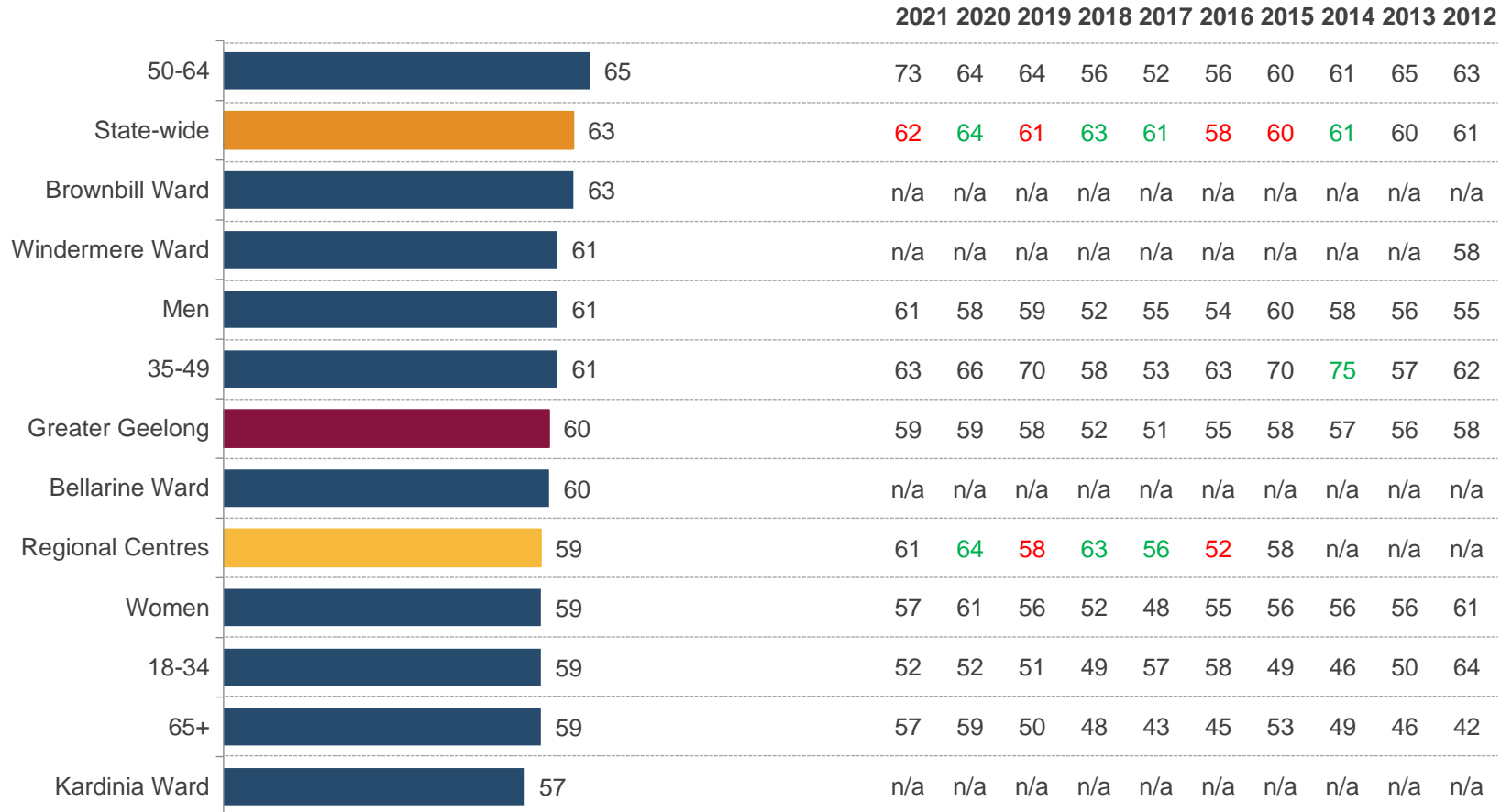
Q5a. Have you or any member of your household had any recent contact with Greater Geelong City Council in any of the following ways?

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



# Contact with council

## 2022 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

## 2022 customer service rating (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	77	82	75	74	73	77	73	69	76	80	76
35-49	76	76	77	77	70	64	76	67	76	80	81
Kardinia Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	72	77	73	71	70	74	74	68	75	77	74
Brownbill Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	80	73	63	70	74	79	68	75	74	75
65+	72	77	75	73	66	81	76	74	74	81	76
18-34	71	75	69	70	73	78	68	66	75	79	66
Bellarine Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	69	71	70	72	72	72	70	71	n/a	n/a	n/a
State-wide	68	70	70	71	70	69	69	70	72	71	71
Men	68	72	72	69	66	71	76	68	74	75	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.

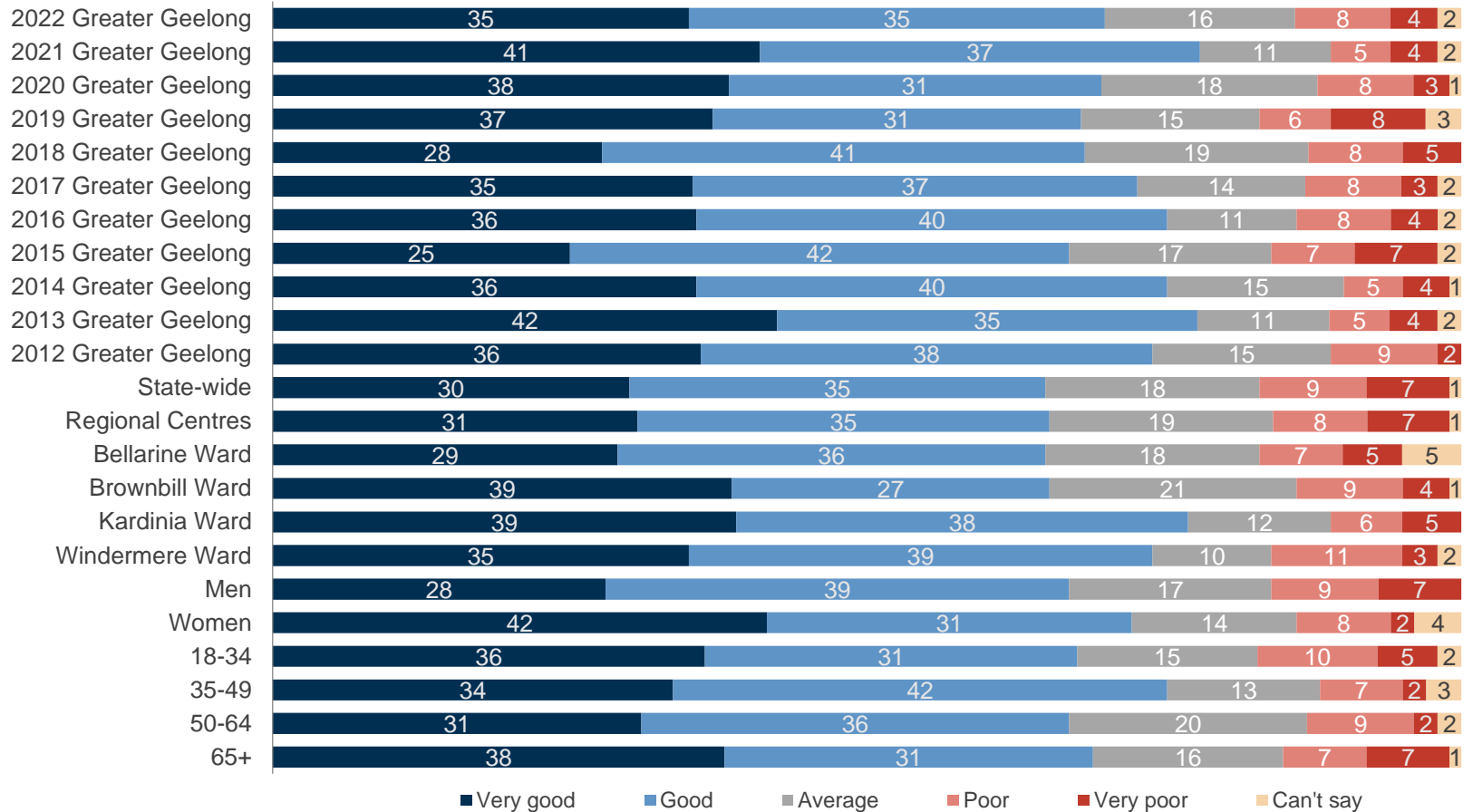
Councils asked State-wide: 67 Councils asked group: 9

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



# Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 67 Councils asked group: 9



# Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



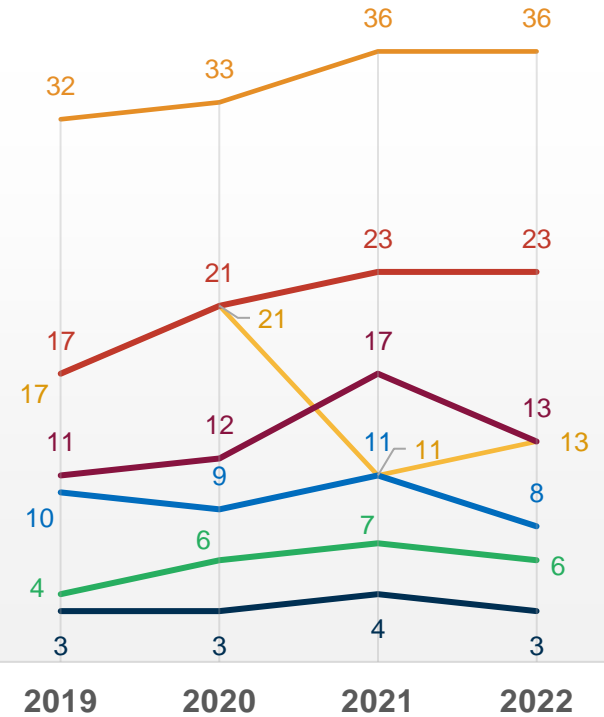
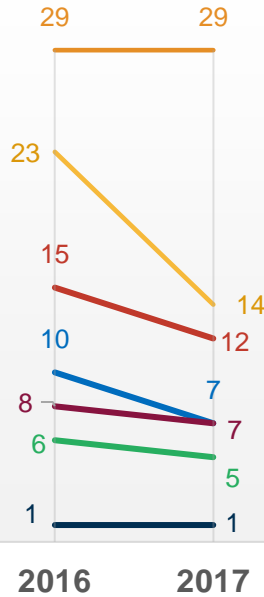
By Email



Via Website



By Social Media



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

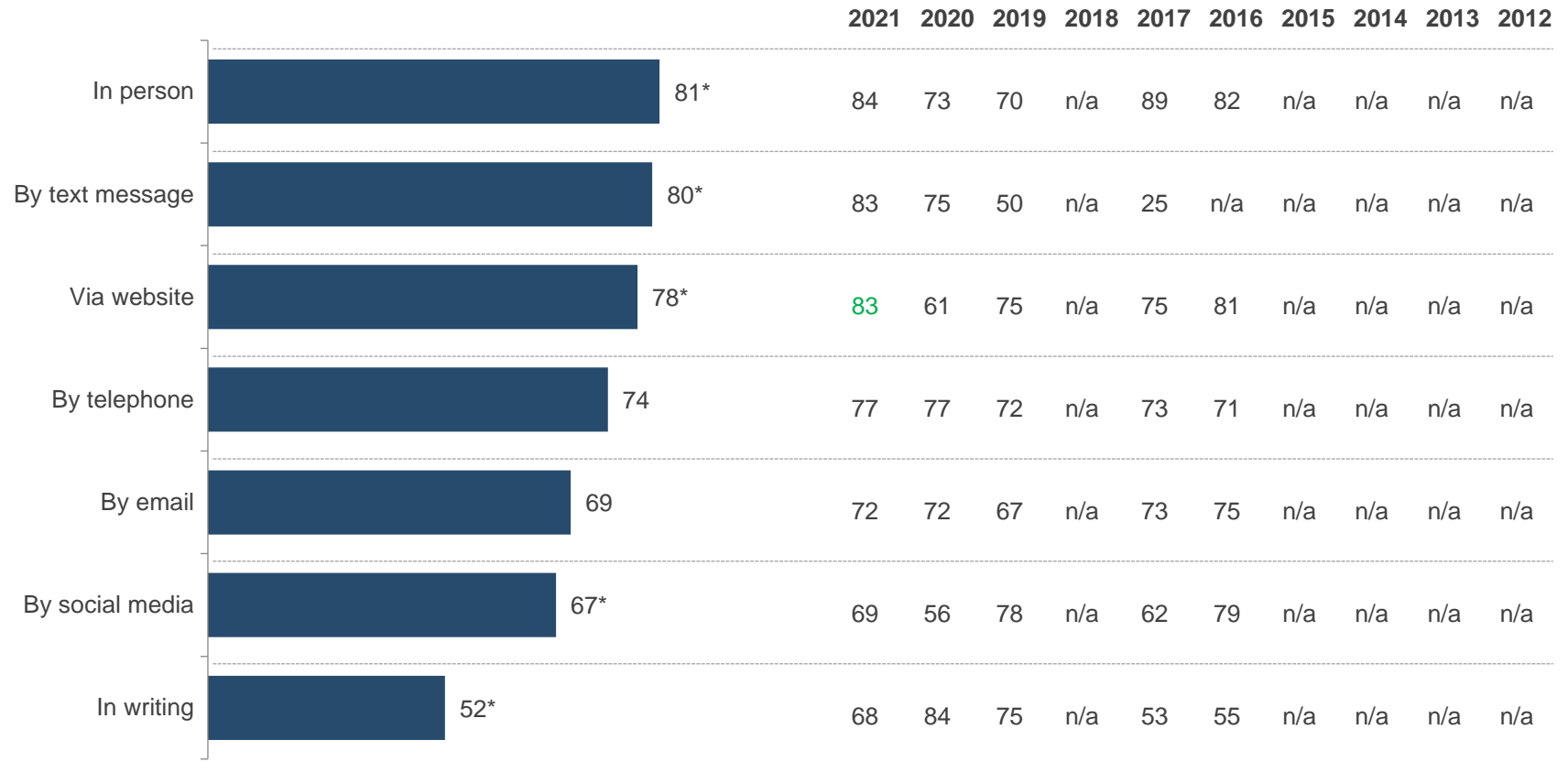
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



# Customer service rating by method of last contact

2022 customer service rating (index score 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

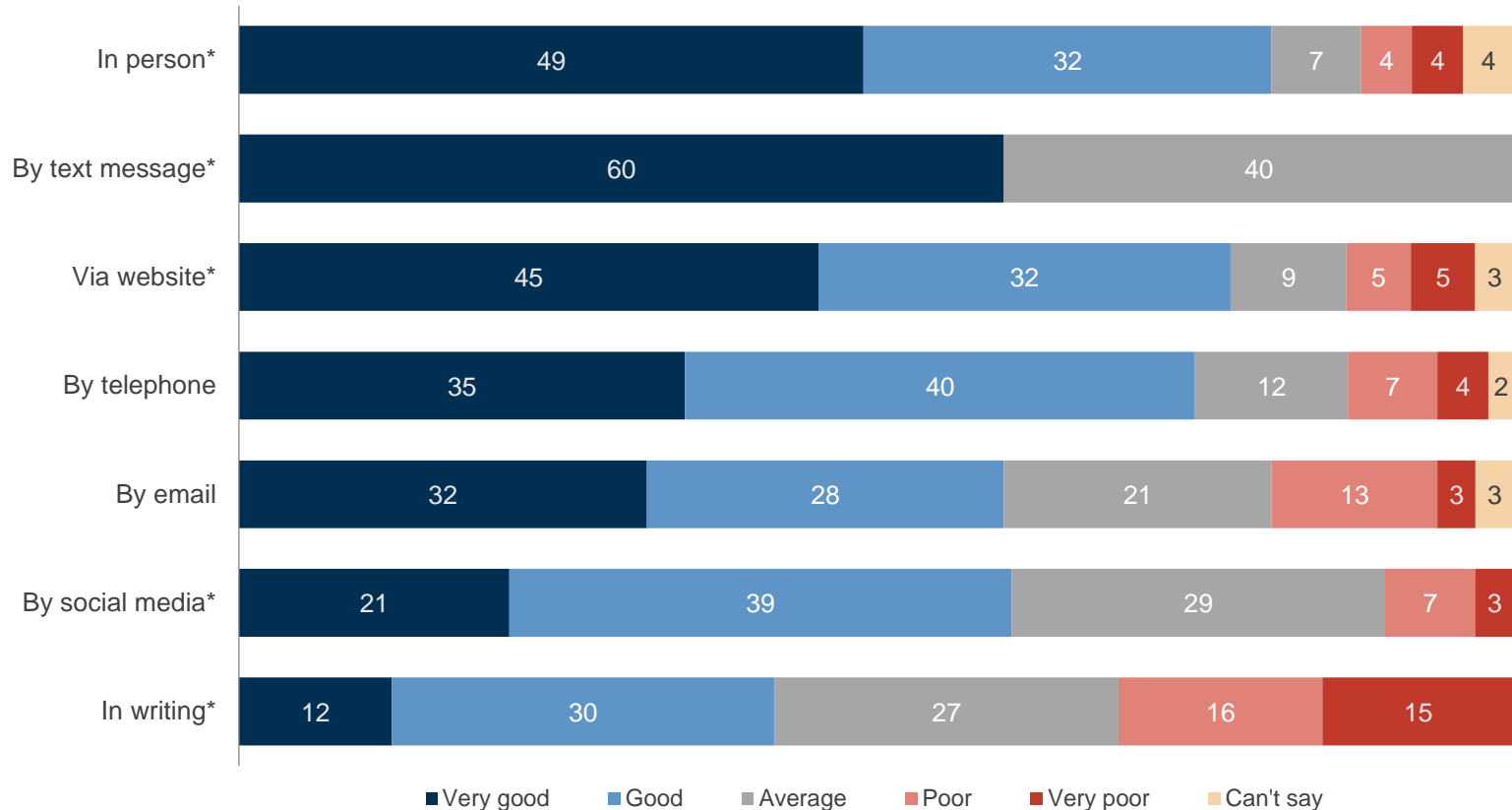
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

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



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

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The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (31%), followed by a newsletter sent via mail (26%). The greatest change since 2021 has been the four-point increase in preference for a newsletter via email.

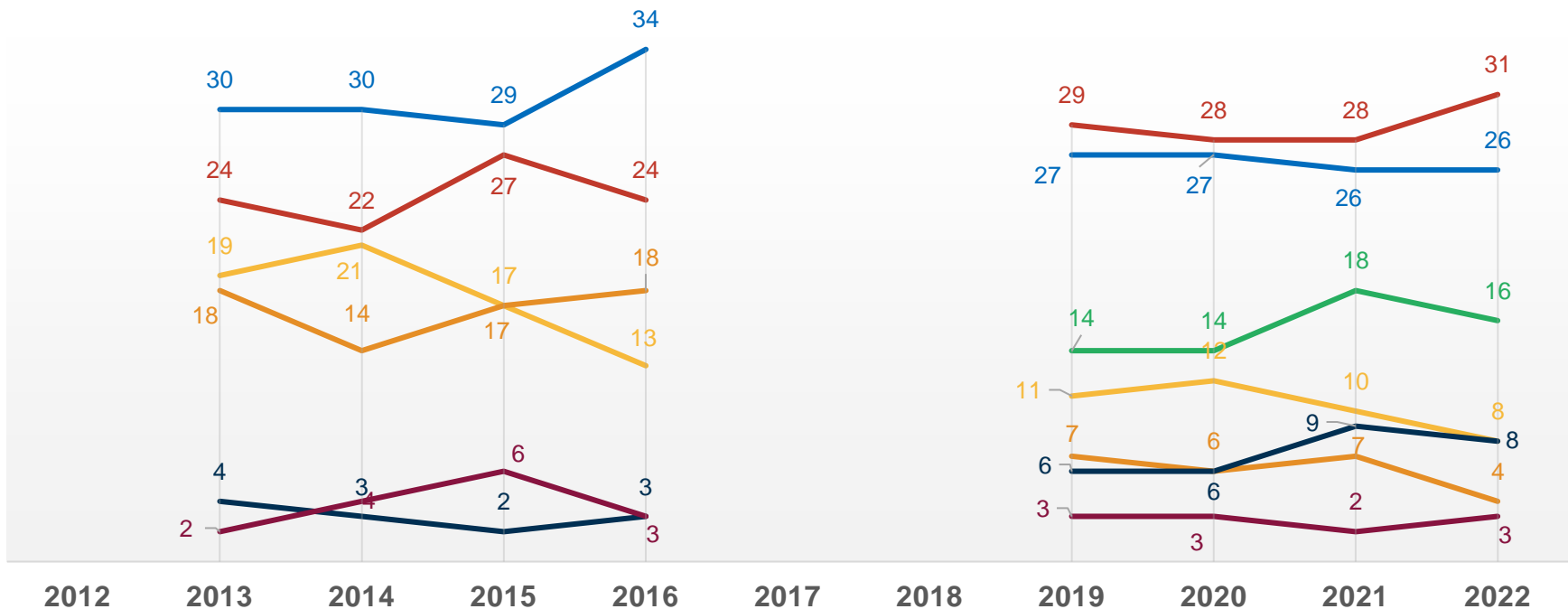
- Among residents aged under 50 years, a newsletter via email (31%) is the preferred form of communication from Council, followed by social media (26%).
- Among residents aged over 50 years, a newsletter via mail and a newsletter via email are equally the preferred forms of communication from Council (31% of residents in this age group nominate each one as the preferred form of communication).





# Best form of communication

2022 best form of communication (%)

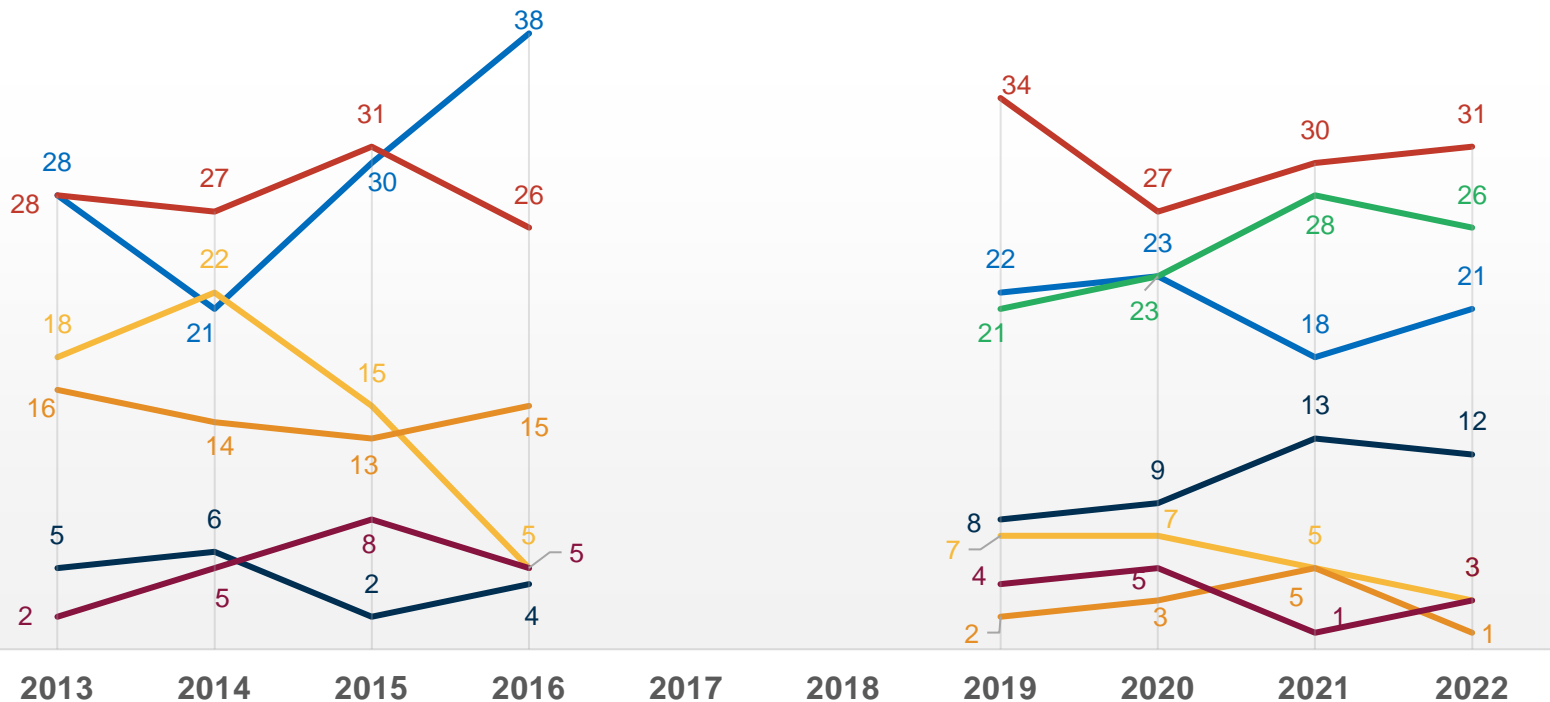


Q13. If Greater Geelong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6  
 Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2022 under 50s best form of communication (%)

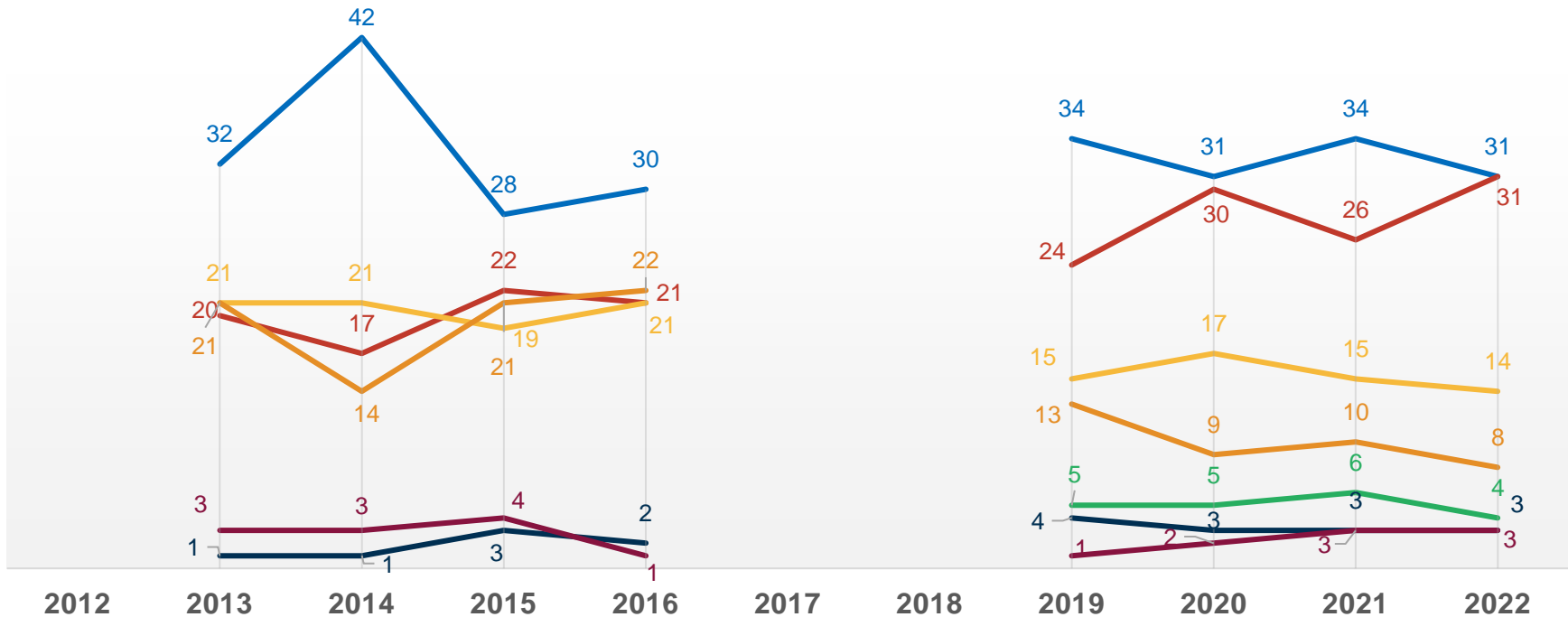


Q13. If Greater Geelong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked  
 Note: 'Social Media' was included in 2019.



# Best form of communication: over 50s

2022 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: 39 Councils asked  
 Note: 'Social Media' was included in 2019.



# Council direction



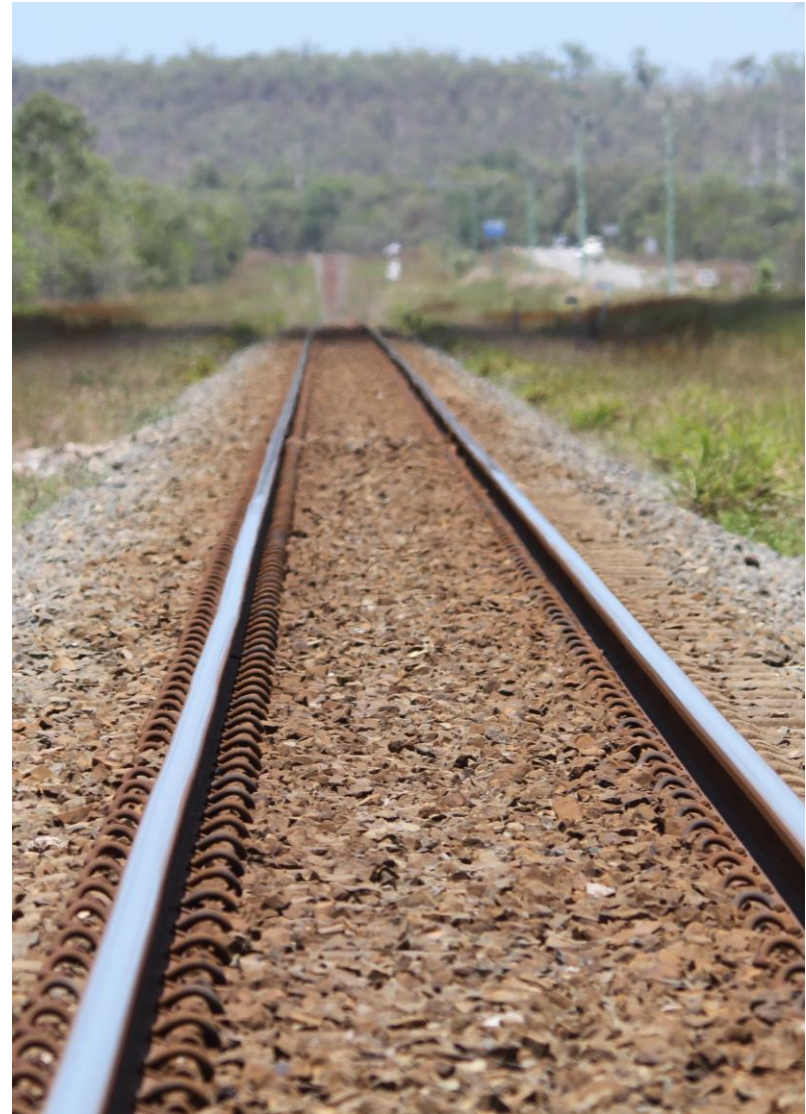
## Council direction

Over the last 12 months, a majority of residents (68%) believe the direction of Council's overall performance has stayed the same – up four percentage points since 2021.

- 15% believe Council's direction has improved in the last 12 months, down seven percentage points on 2021.
- 11% believe it has deteriorated, up one percentage point on 2021.

Perceptions of the direction of Council's overall performance (index score of 52) are almost back to the record low level seen in 2017.

- These perceptions are in line with the Regional Centres group and State-wide averages (index scores of 52 and 50 respectively).
- The most satisfied with Council direction are women.
- The least satisfied with Council direction are residents aged 50 to 64 years and men. Among men, perceptions of the performance of Council's overall direction have declined significantly in the last 12 months.





# Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	55	57	57	53	53	51	68	73	69	63	57
18-34	54	60	58	59	61	57	70	73	75	66	57
Brownbill Ward	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	52	54	50	52	53	55	51	53	n/a	n/a	n/a
Greater Geelong	52	56	54	55	54	50	65	69	68	63	55
35-49	52	54	52	52	52	45	64	73	68	60	54
65+	52	54	54	57	55	53	60	64	64	63	57
Kardinia Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50	53	51	53	52	53	51	53	53	53	52
Men	49	56	51	57	56	49	62	64	68	62	52
50-64	49	56	52	51	47	43	67	63	64	61	49

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

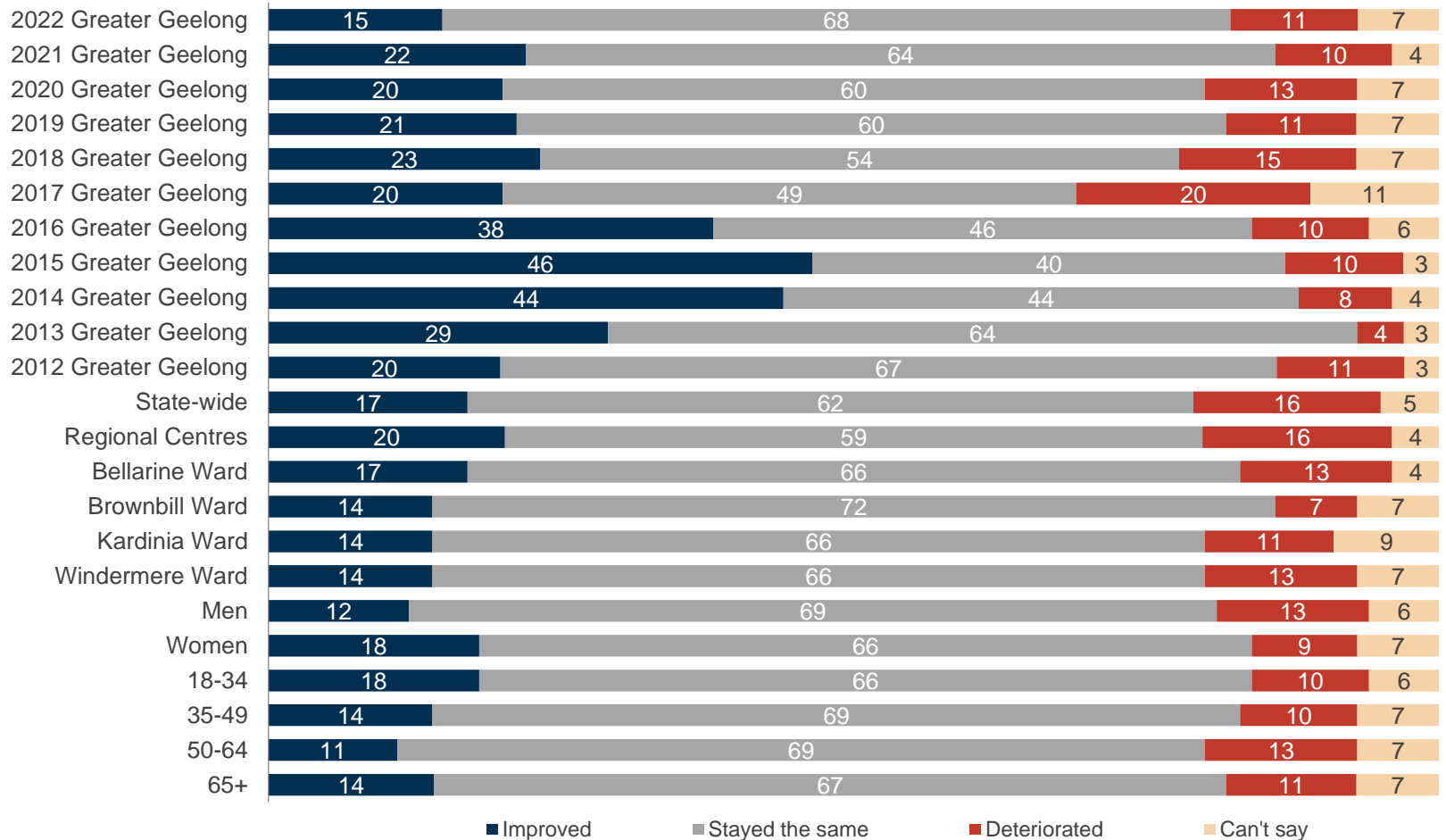
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



# Overall council direction last 12 months

2022 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Greater Geelong City Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

A large, stylized letter 'W' in a dark blue color, filled with a glowing, interconnected 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



2022 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Regional Centres	77▲	76	75	76	75	76	75	74	n/a	n/a	n/a
65+	76	78	79	n/a	n/a	n/a	n/a	78	n/a	75	69
State-wide	76▲	75	74	74	74	74	75	74	74	73	73
35-49	75	73	74	n/a	n/a	n/a	n/a	80	n/a	77	73
Women	75	76	76	n/a	n/a	n/a	n/a	75	n/a	76	73
Brownbill Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	82	80	n/a	n/a	n/a	n/a	78	n/a	80	75
Greater Geelong	73	74	74	n/a	n/a	n/a	n/a	74	n/a	75	70
Men	72	72	72	n/a	n/a	n/a	n/a	73	n/a	74	67
Windermere Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	67	66	n/a	n/a	n/a	n/a	64	n/a	68	66

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

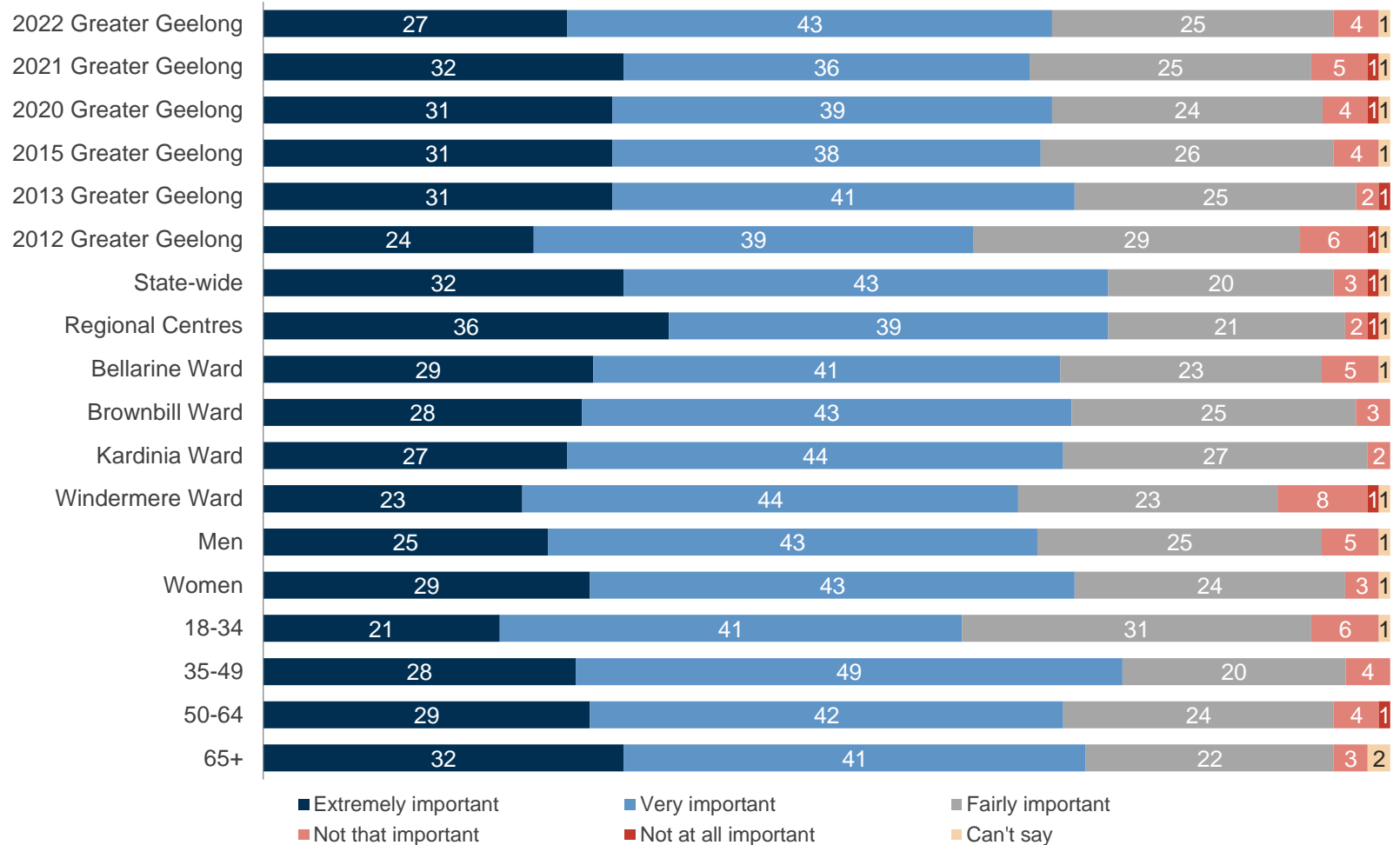
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



2022 consultation and engagement importance (%)



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



# Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	56	59	53	55	52	48	53	56	54	58	54
65+	55	56	53	51	47	44	52	49	54	57	57
18-34	55	59	54	62	57	52	55	59	55	59	52
Brownbill Ward	54	n/a	n/a	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	n/a	n/a
Bellarine Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	54	57	53	55	50	47	54	54	54	58	54
State-wide	54	56	55	56	55	55	54	56	57	57	57
Regional Centres	54	54	51	54	55	54	52	53	n/a	n/a	n/a
Windermere Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	58	52	52	52	51	56	54	54	60	54
50-64	51	56	51	53	44	41	50	51	52	55	52
Men	51	55	52	55	49	47	55	51	54	58	53

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

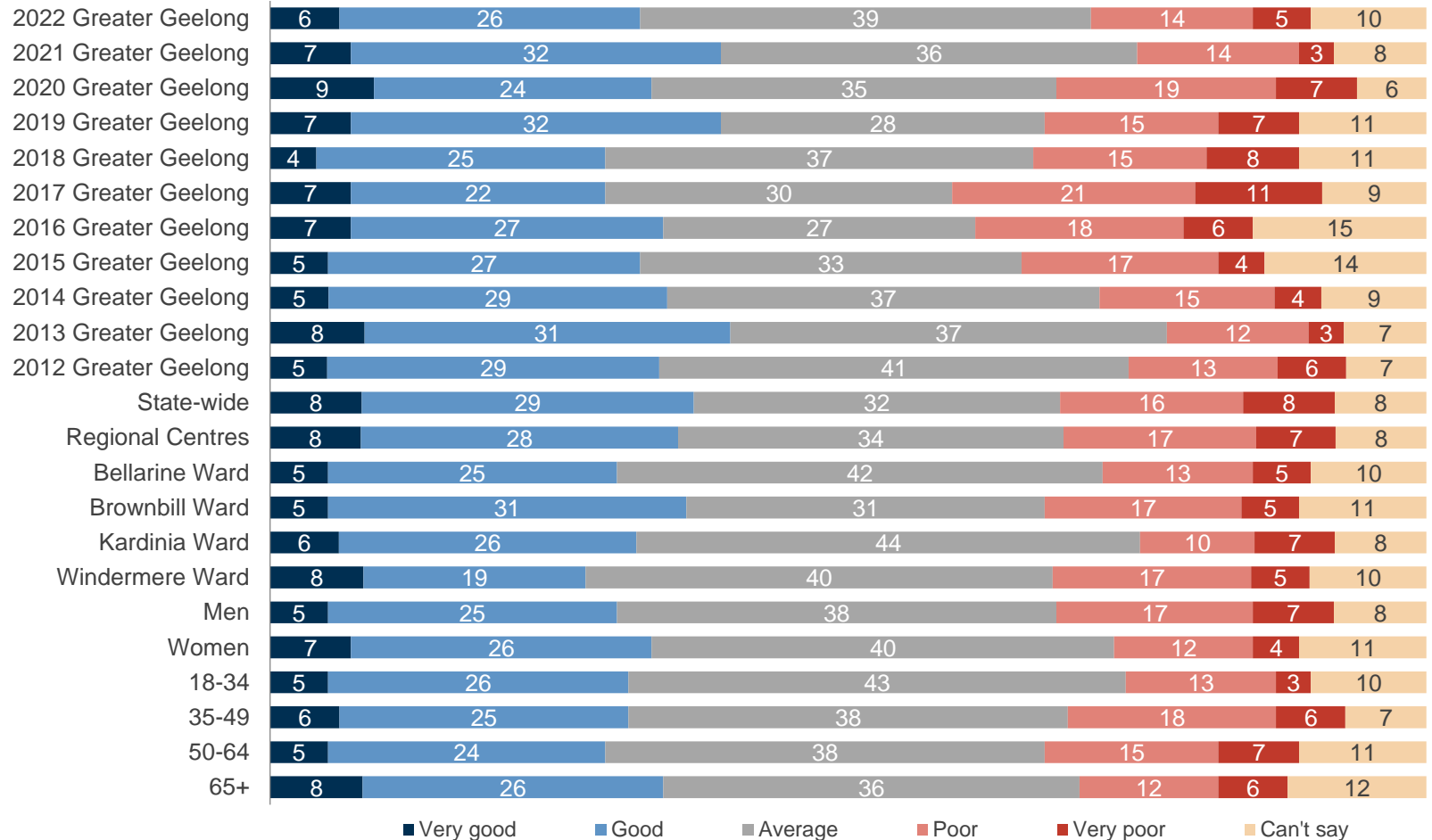
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2022 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



# Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71	70	73	n/a	n/a	n/a	68	n/a	69	71
18-34	71	65	67	n/a	n/a	n/a	57	n/a	64	64
Regional Centres	71	70	70	70	72	69	68	n/a	n/a	n/a
State-wide	71	69	68	67	68	69	69	70	70	70
Windermere Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	67	71	n/a	n/a	n/a	67	n/a	67	71
Greater Geelong	69	68	68	n/a	n/a	n/a	65	n/a	68	68
Kardinia Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	68	68	n/a	n/a	n/a	67	n/a	73	67
50-64	67	76	69	n/a	n/a	n/a	68	n/a	71	71
Bellarine Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	67	64	n/a	n/a	n/a	61	n/a	67	64

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

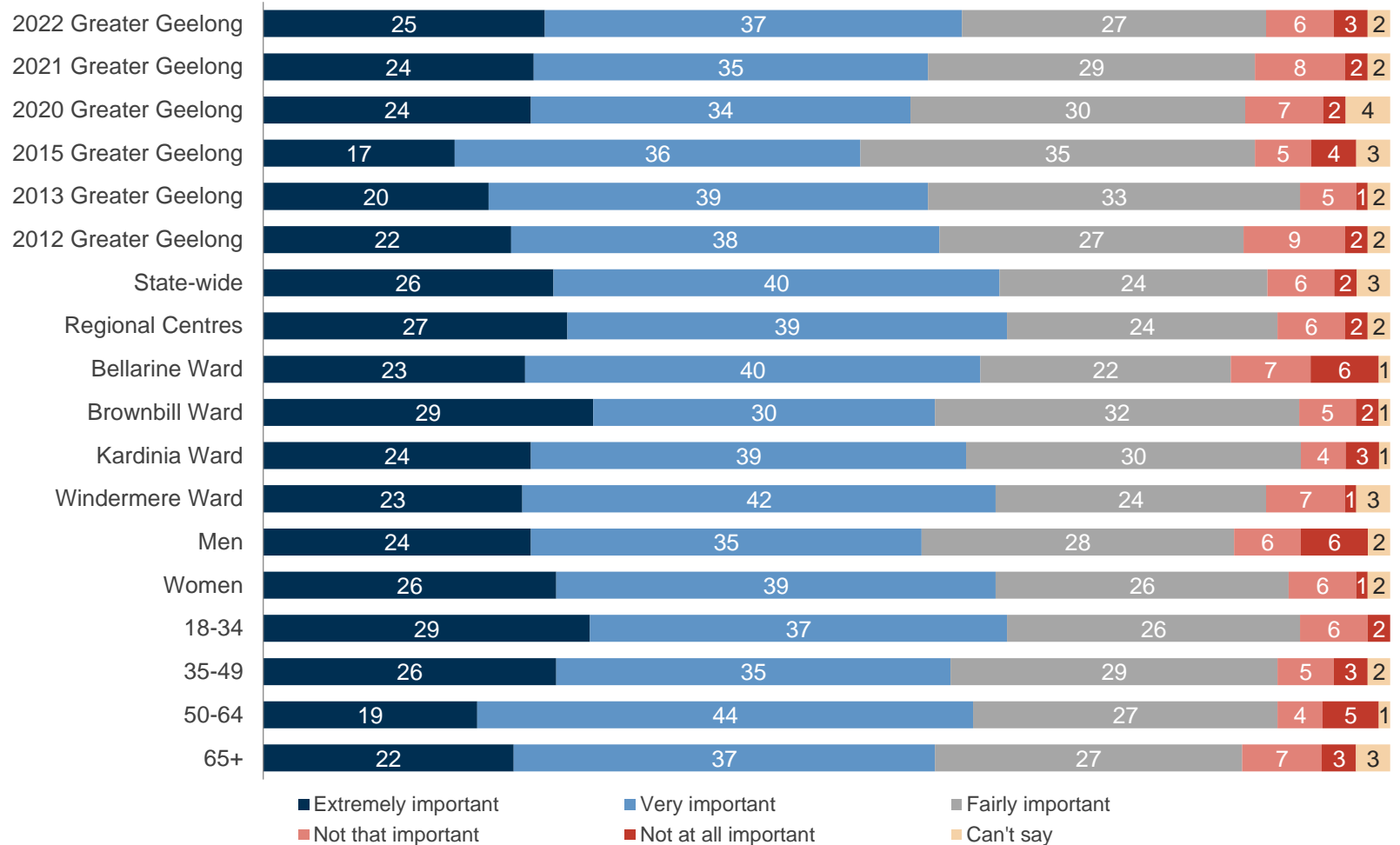
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2022 lobbying importance (%)



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



# Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	58	59	53	61	57	48	58	65	64	59	58
Kardinia Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	57	55	52	51	43	56	61	57	57	58
Windermere Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	56	54	54	53	46	59	62	57	58	56
Greater Geelong	55	57	54	54	51	45	58	60	58	57	57
Brownbill Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	55	56	52	54	54	54	52	55	n/a	n/a	n/a
Men	55	58	55	54	49	45	58	59	60	55	57
Bellarine Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	55	55	55	51	47	60	57	56	56	57
State-wide	53	55	53	54	54	54	53	55	56	55	55
50-64	51	55	54	46	44	42	61	59	55	55	53

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6

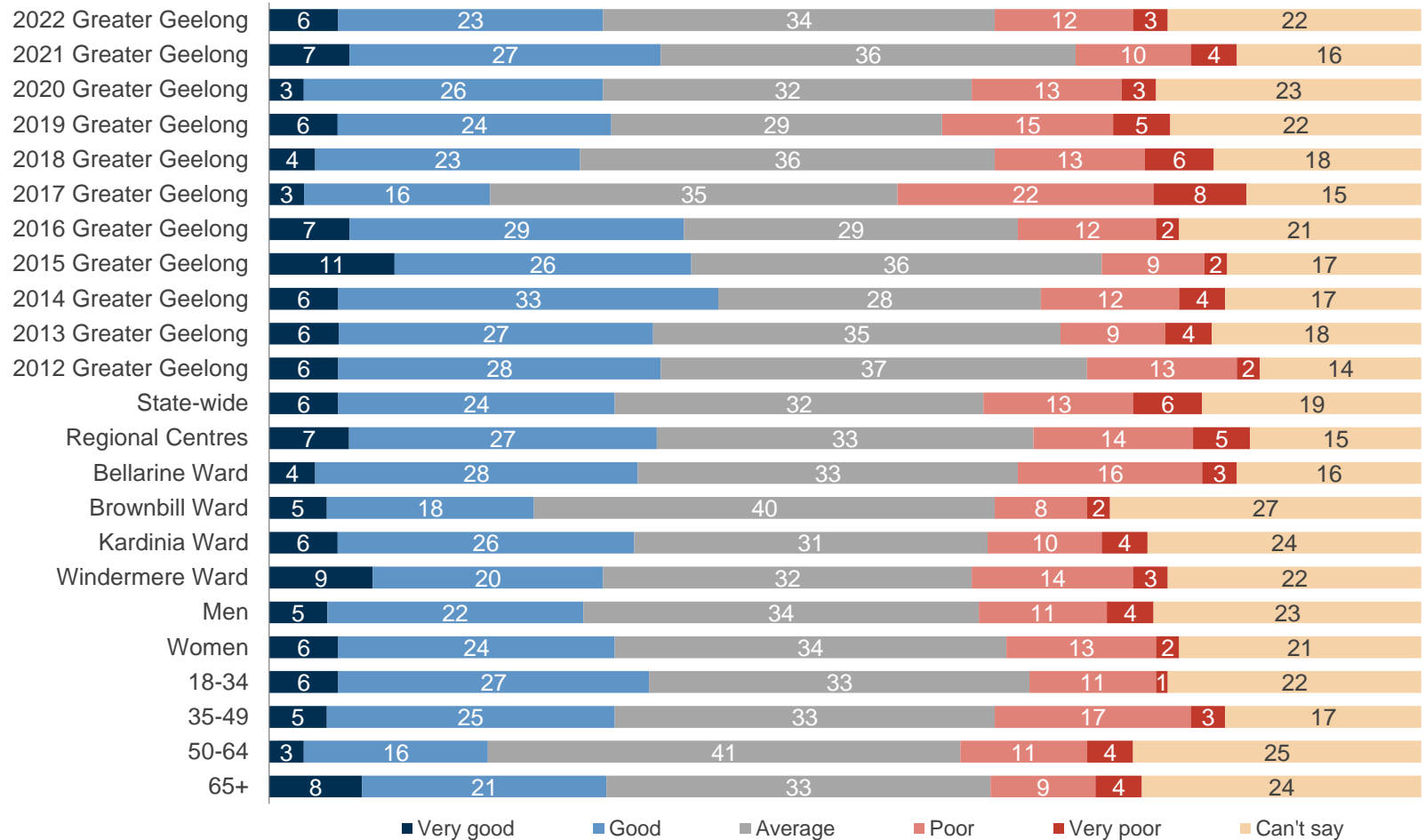
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2022 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6

# Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	84	80	82	n/a	n/a	n/a	82	85	n/a	n/a
18-34	83	74	77	n/a	n/a	n/a	71	79	n/a	n/a
Brownbill Ward	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	82	81	80	82	81	82	82	80	n/a	n/a
Kardinia Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	81	80	n/a	n/a	n/a	83	83	n/a	n/a
Greater Geelong	81	80	80	n/a	n/a	n/a	78	82	n/a	n/a
State-wide	81	81	80	80	79	80	80	79	n/a	n/a
50-64	80	83	81	n/a	n/a	n/a	79	83	n/a	n/a
35-49	78	83	82	n/a	n/a	n/a	81	83	n/a	n/a
Men	78	79	78	n/a	n/a	n/a	74	79	n/a	n/a
Windermere Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

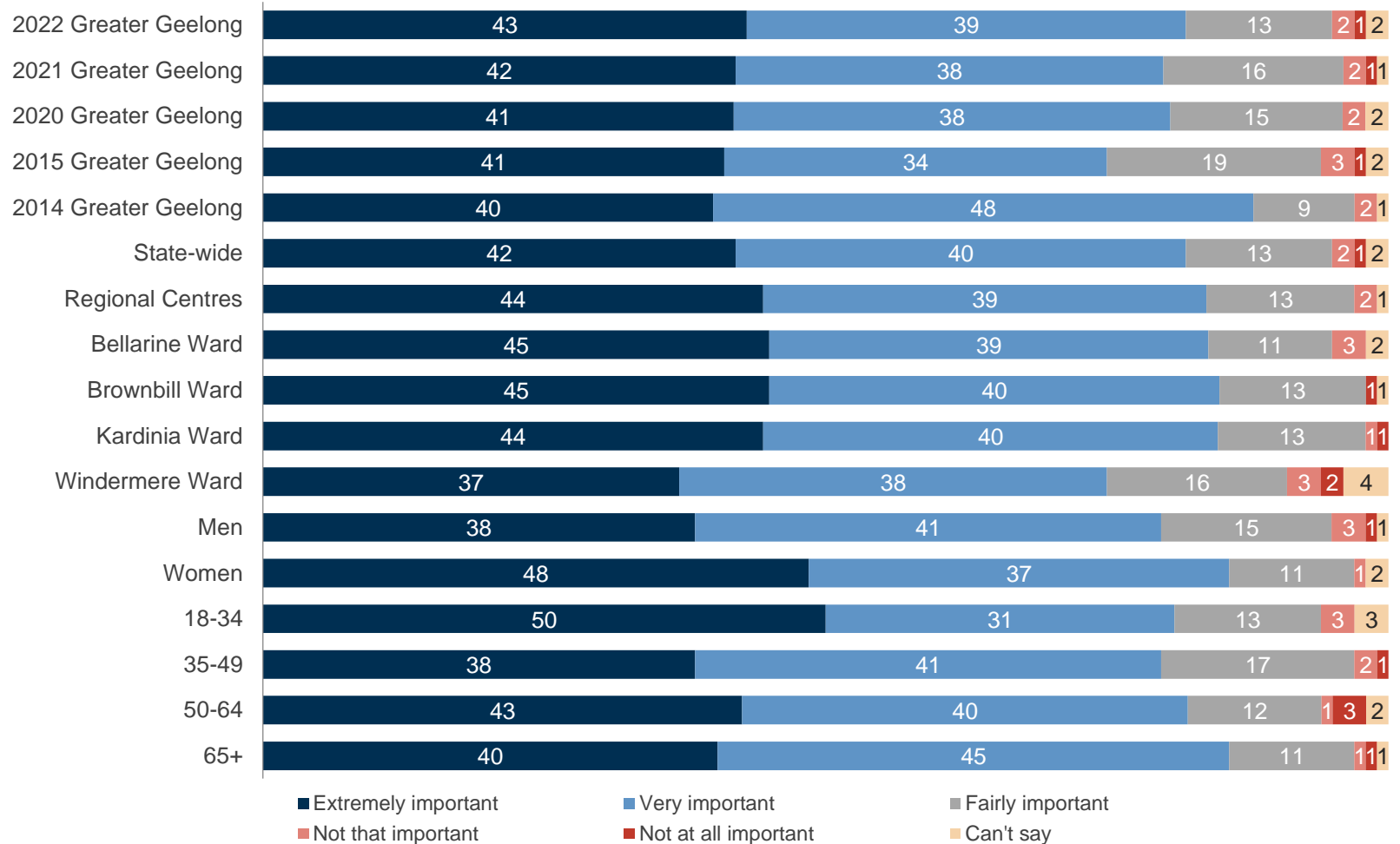
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

# Decisions made in the interest of the community importance



2022 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



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Kardinia Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	60	55	56	54	46	56	60	58	n/a
18-34	58	61	58	61	60	56	59	63	63	n/a
35-49	57	61	56	55	53	47	57	57	57	n/a
Greater Geelong	56	59	56	55	53	48	56	57	58	n/a
Bellarine Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	56	57	53	51	44	50	53	54	n/a
Brownbill Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	56	53	55	54	54	54	55	57	n/a
Windermere Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	54	54	50	52	52	52	51	52	n/a	n/a
Men	53	59	56	54	51	50	56	55	58	n/a
50-64	52	59	48	51	44	42	59	54	57	n/a

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

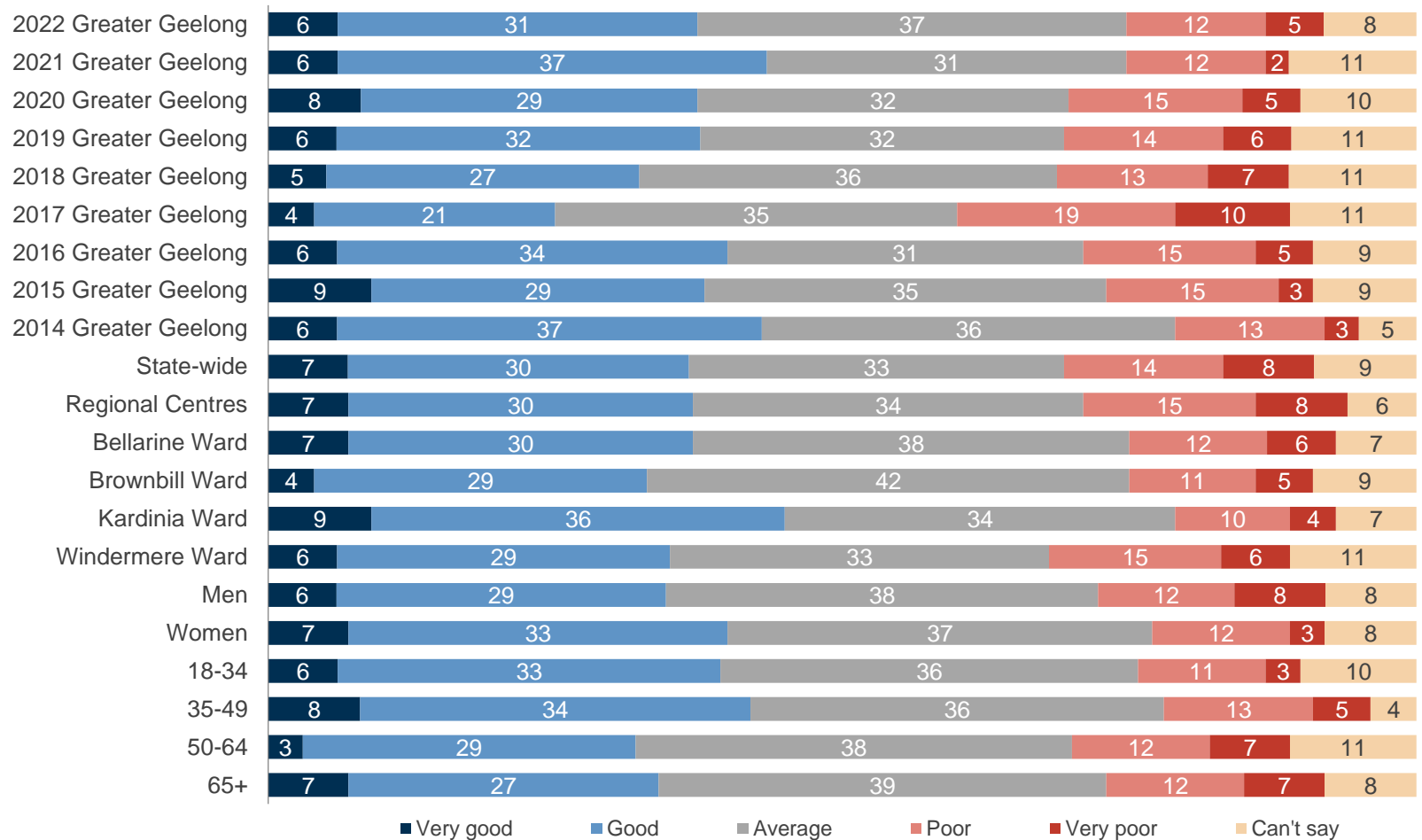
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

# Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

# The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Windermere Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	79	83	n/a	n/a	n/a	77	81	n/a	n/a
Women	82	78	80	n/a	n/a	n/a	77	80	n/a	n/a
State-wide	81	79	79	79	80	78	78	76	77	n/a
Regional Centres	81	79	79	79	81	80	76	77	n/a	n/a
65+	81	79	78	n/a	n/a	n/a	77	79	n/a	n/a
Greater Geelong	81	77	79	n/a	n/a	n/a	77	78	n/a	n/a
35-49	80	76	79	n/a	n/a	n/a	81	82	n/a	n/a
18-34	80	76	77	n/a	n/a	n/a	74	72	n/a	n/a
Men	79	76	77	n/a	n/a	n/a	77	77	n/a	n/a
Bellarine Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

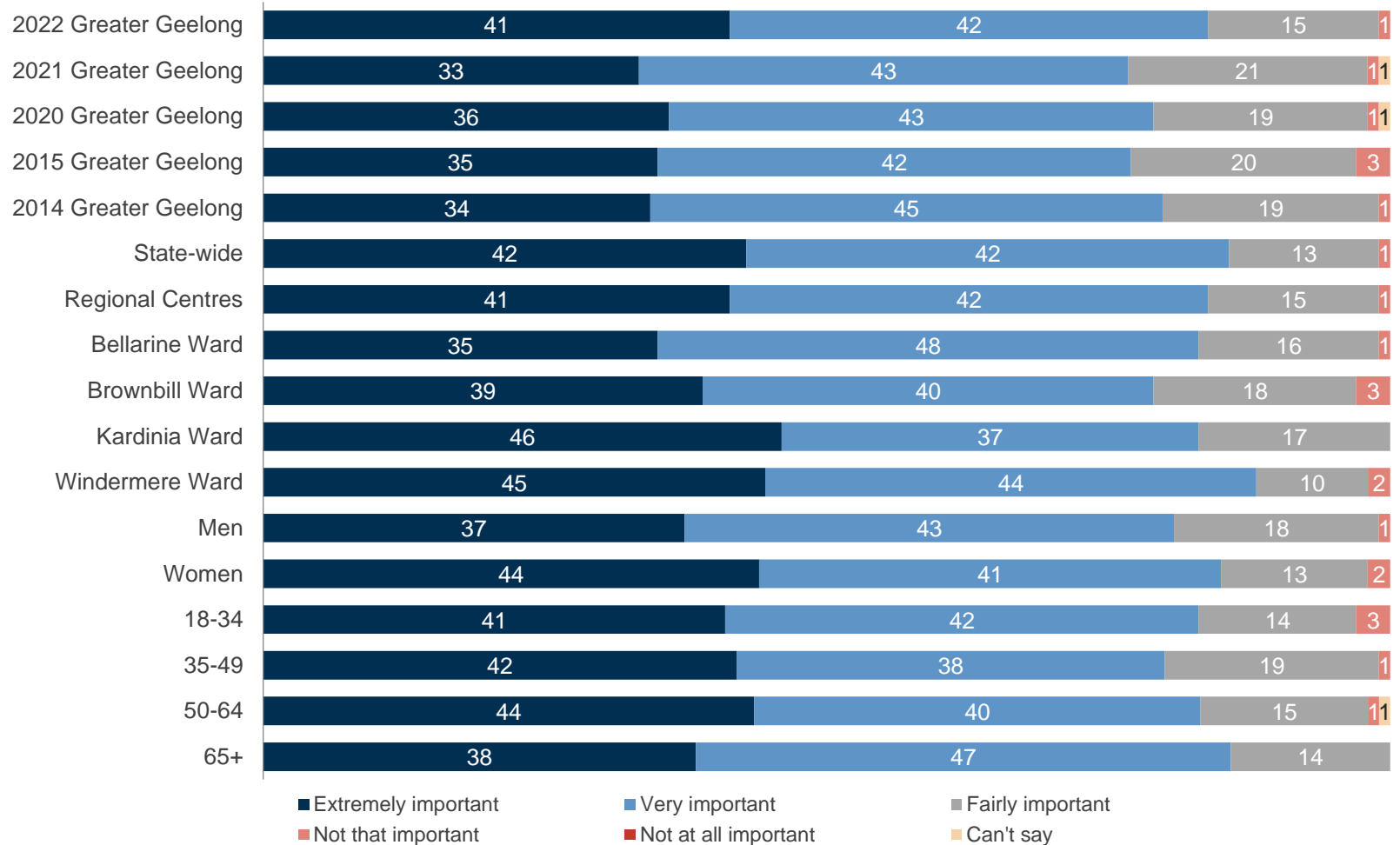
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

# The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Brownbill Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	64	63	53	48	47	51	57	54	n/a
Men	59	65	60	51	48	46	56	55	56	n/a
Kardinia Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	58	58	52	54	44	57	52	52	n/a
Greater Geelong	57	62	60	54	49	47	54	56	54	n/a
Bellarine Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	60	64	59	47	50	57	61	58	n/a
Women	56	59	60	57	49	47	53	56	53	n/a
Regional Centres	54	60	55	57	54	53	54	55	n/a	n/a
50-64	54	66	53	50	44	44	52	52	52	n/a
Windermere Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55	n/a

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

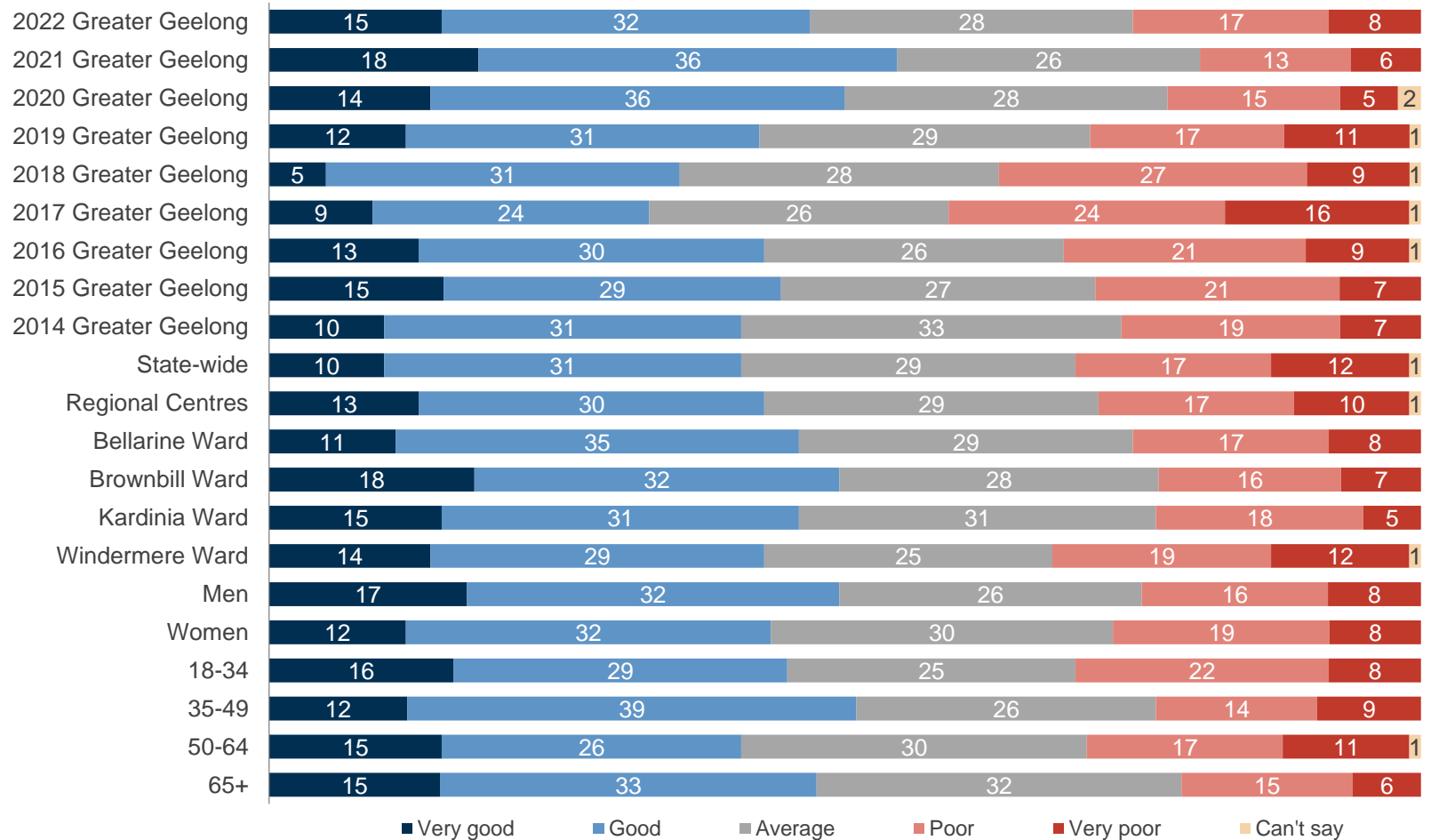
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



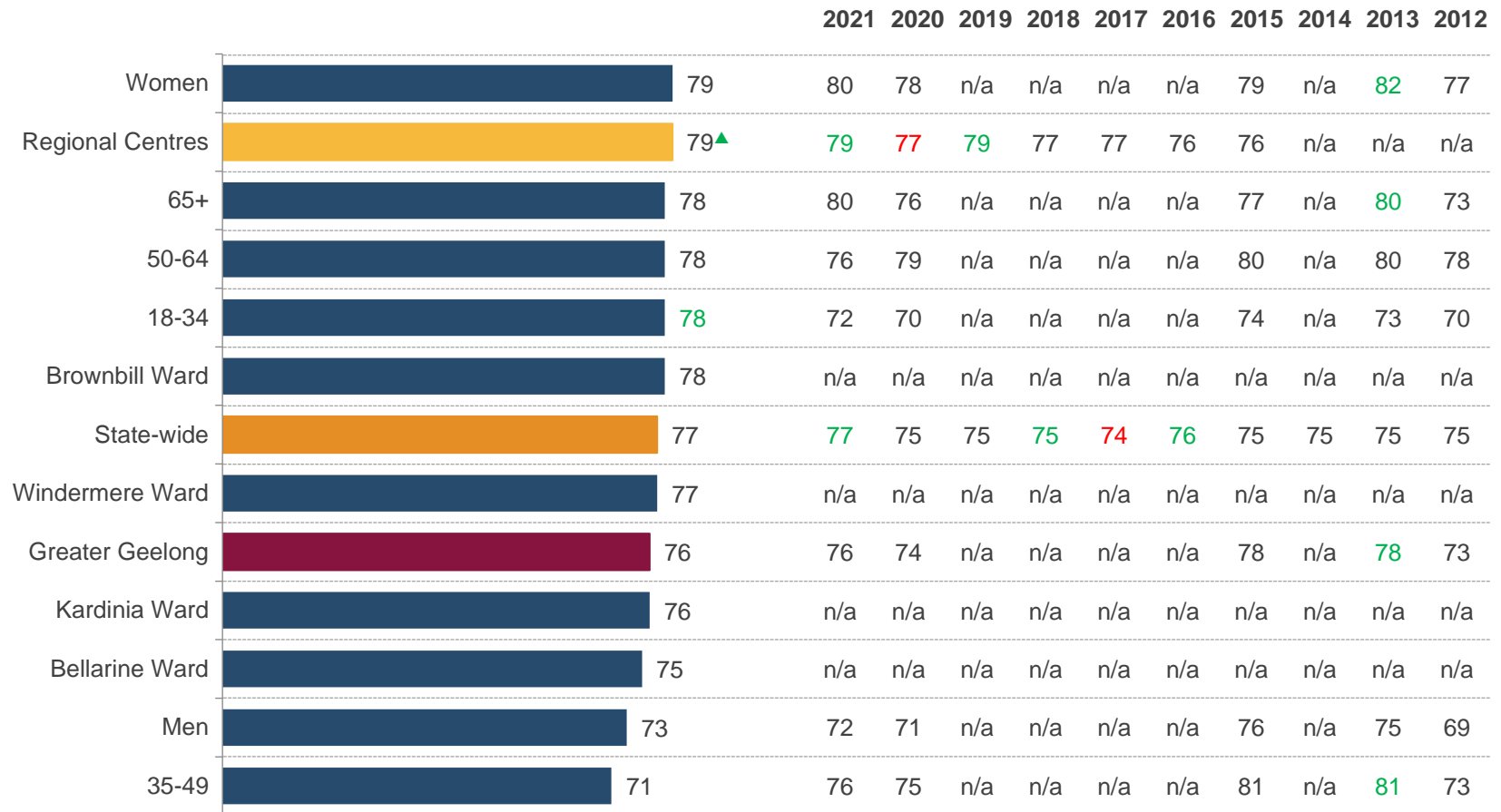
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



# Informing the community importance



2022 informing community importance (index scores)



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

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

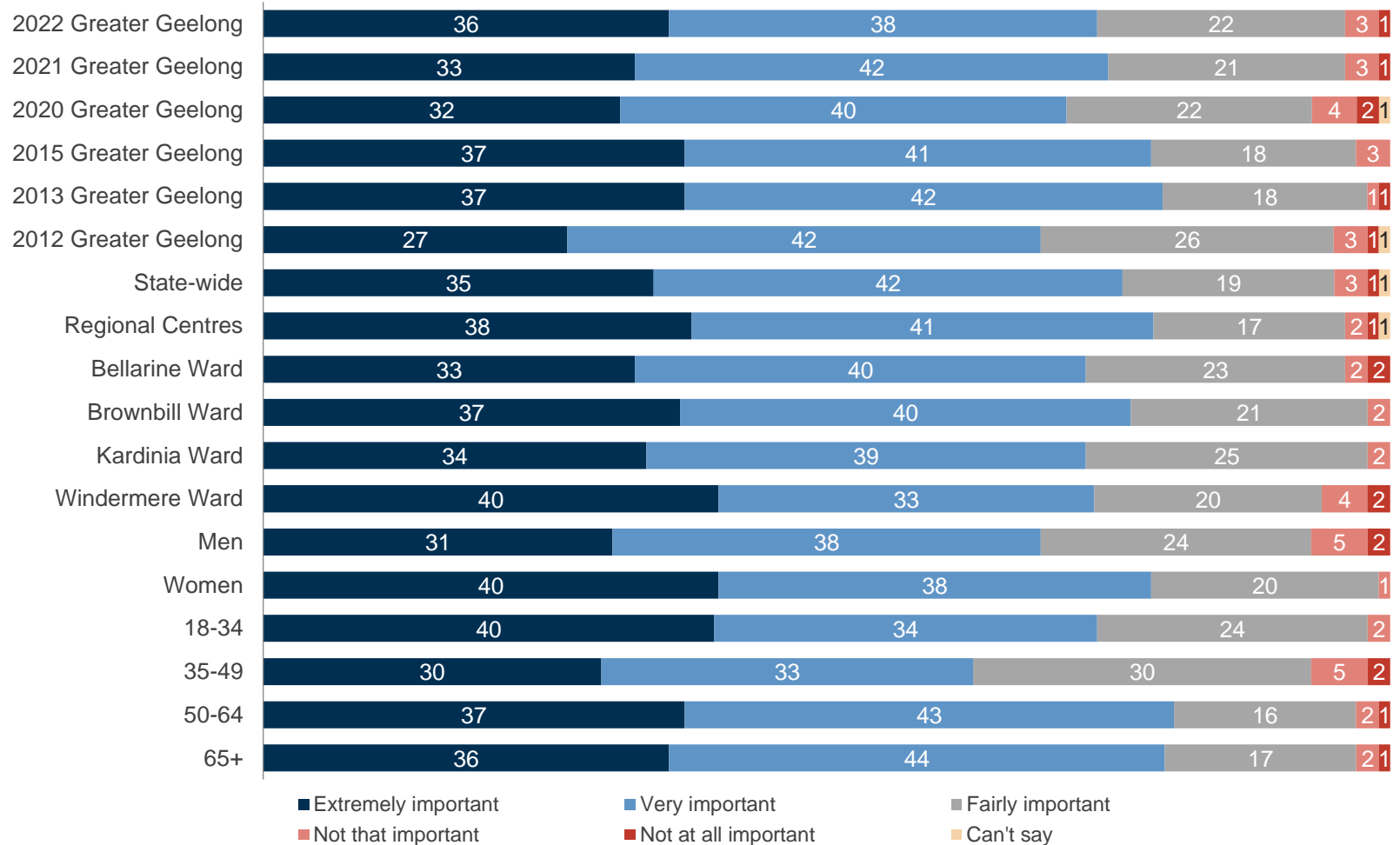
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



2022 informing community importance (%)



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



# Informing the community performance



## 2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Kardinia Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
State-wide	59	60	59	60	59	59	61	62	61	60	
65+	59	60	58	n/a	n/a	52	60	56	64	61	63
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
35-49	59	60	60	n/a	n/a	55	63	62	62	62	60
18-34	58	61	55	n/a	n/a	60	60	61	58	61	62
Women	58	60	56	n/a	n/a	52	63	60	59	62	59
Brownbill Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Regional Centres	58	59	56	56	59	58	59	58	n/a	n/a	n/a
Greater Geelong	58	60	57	n/a	n/a	54	61	60	61	61	60
Men	57	59	57	n/a	n/a	56	60	59	63	59	61
Windermere Ward	54	n/a	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	59	55

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

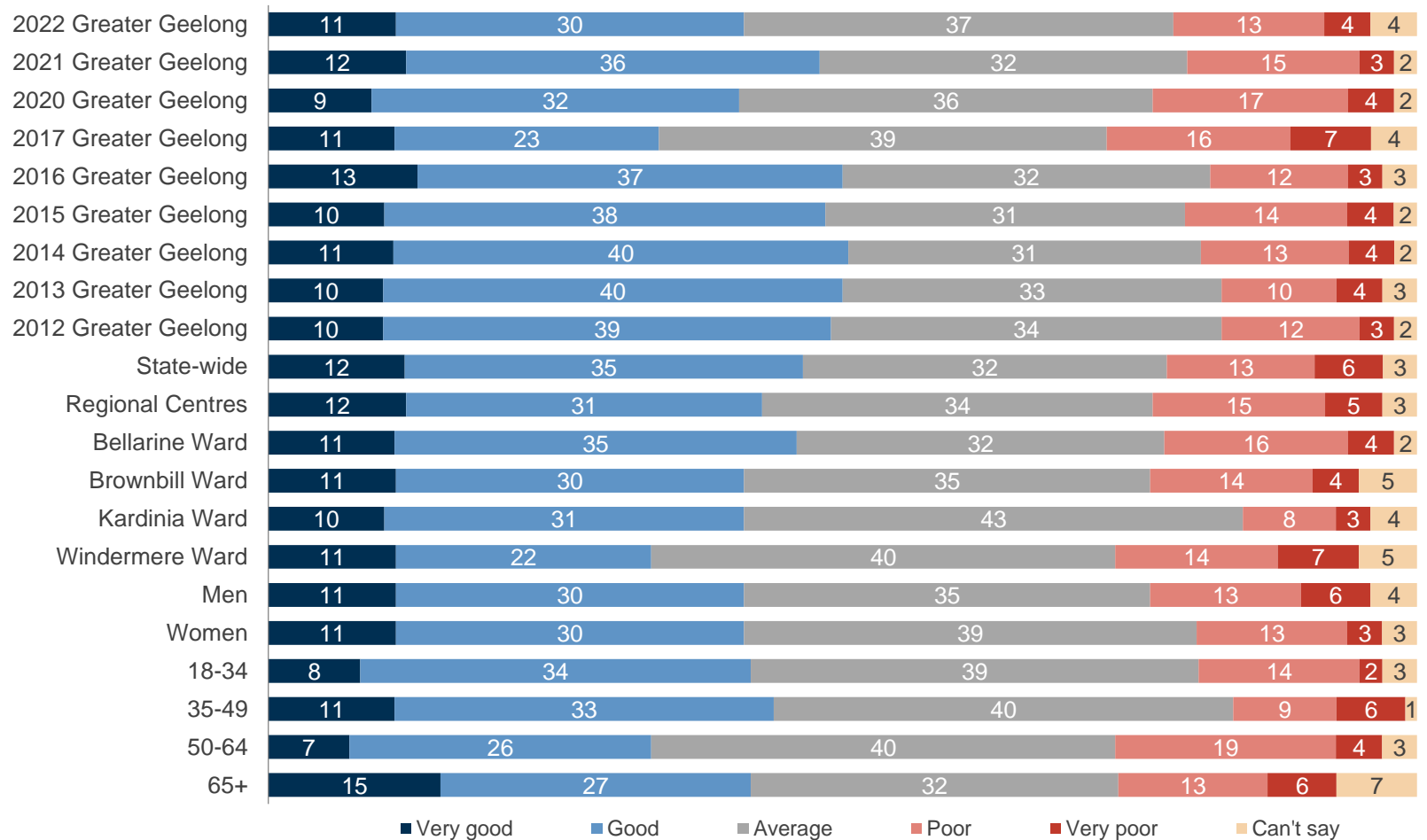
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

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



2022 streets and footpaths importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Windermere Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	81	83	n/a	n/a	n/a	79	n/a	80	77
65+	81	78	79	n/a	n/a	n/a	78	n/a	76	80
State-wide	81	79	78	77	78	77	77	77	77	77
Regional Centres	80	78	78	77	79	77	77	n/a	n/a	n/a
Kardinia Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	80	79	n/a	n/a	n/a	81	n/a	81	78
Brownbill Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	79	77	78	n/a	n/a	n/a	77	n/a	78	76
Men	78	73	77	n/a	n/a	n/a	73	n/a	75	74
35-49	78	75	79	n/a	n/a	n/a	81	n/a	79	76
18-34	76	74	74	n/a	n/a	n/a	72	n/a	76	72
Bellarine Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

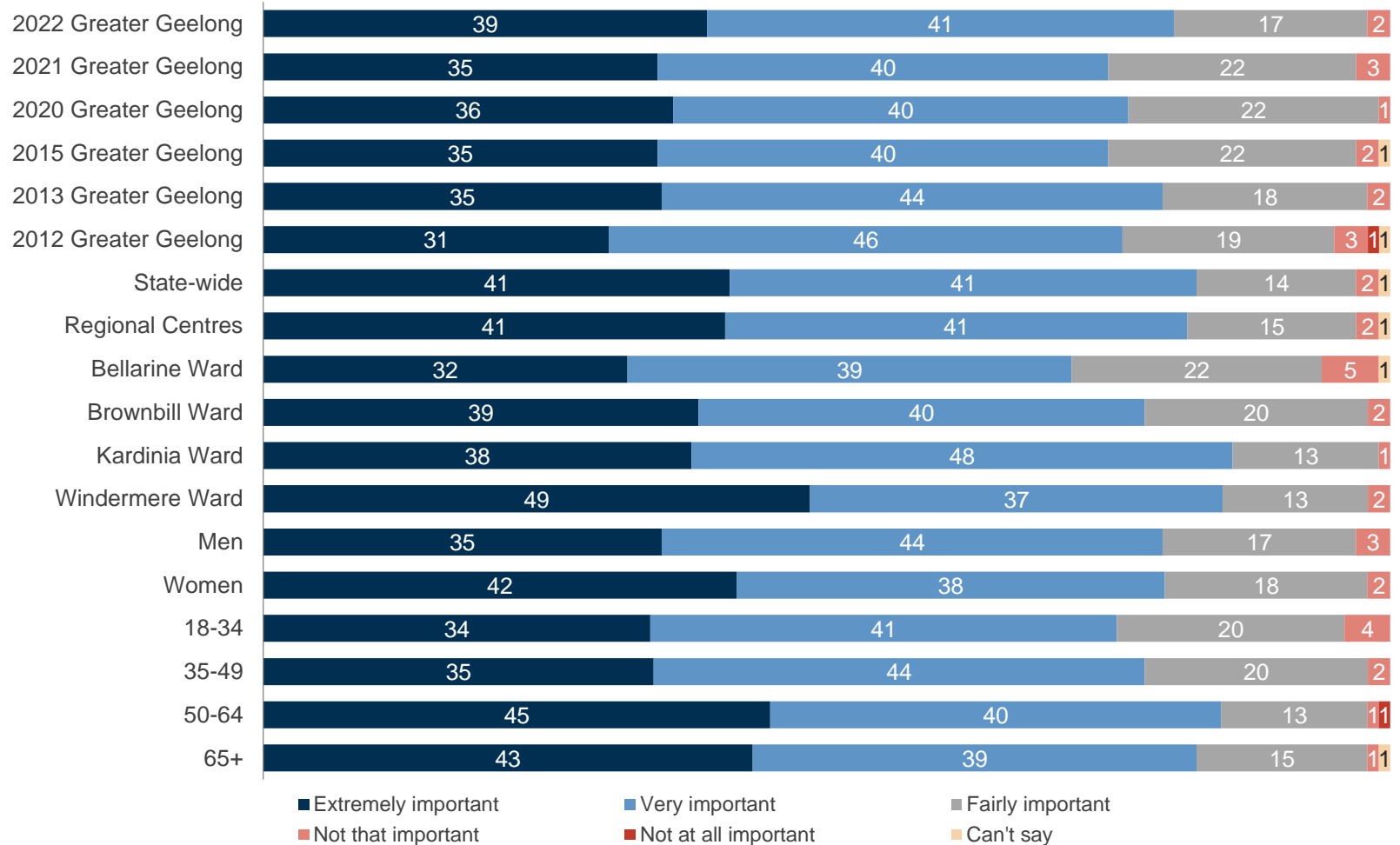
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

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



2022 streets and footpaths importance (%)



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

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



2022 streets and footpaths performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	63	59	62	n/a	n/a	49	53	55	58	60	57
Brownbill Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	63	62	n/a	n/a	55	60	64	69	62	63
Men	60	61	63	n/a	n/a	52	58	59	64	61	55
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	59	60	61	n/a	n/a	50	55	58	59	59	58
Regional Centres	59	62	59	61	59	57	58	58	n/a	n/a	n/a
Women	58	59	59	n/a	n/a	48	52	57	55	57	61
Windermere Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	57	62	n/a	n/a	50	51	58	55	56	55
State-wide	57	59	58	59	58	57	57	58	58	58	57
Kardinia Ward	57	n/a	n/a	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	57	55

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

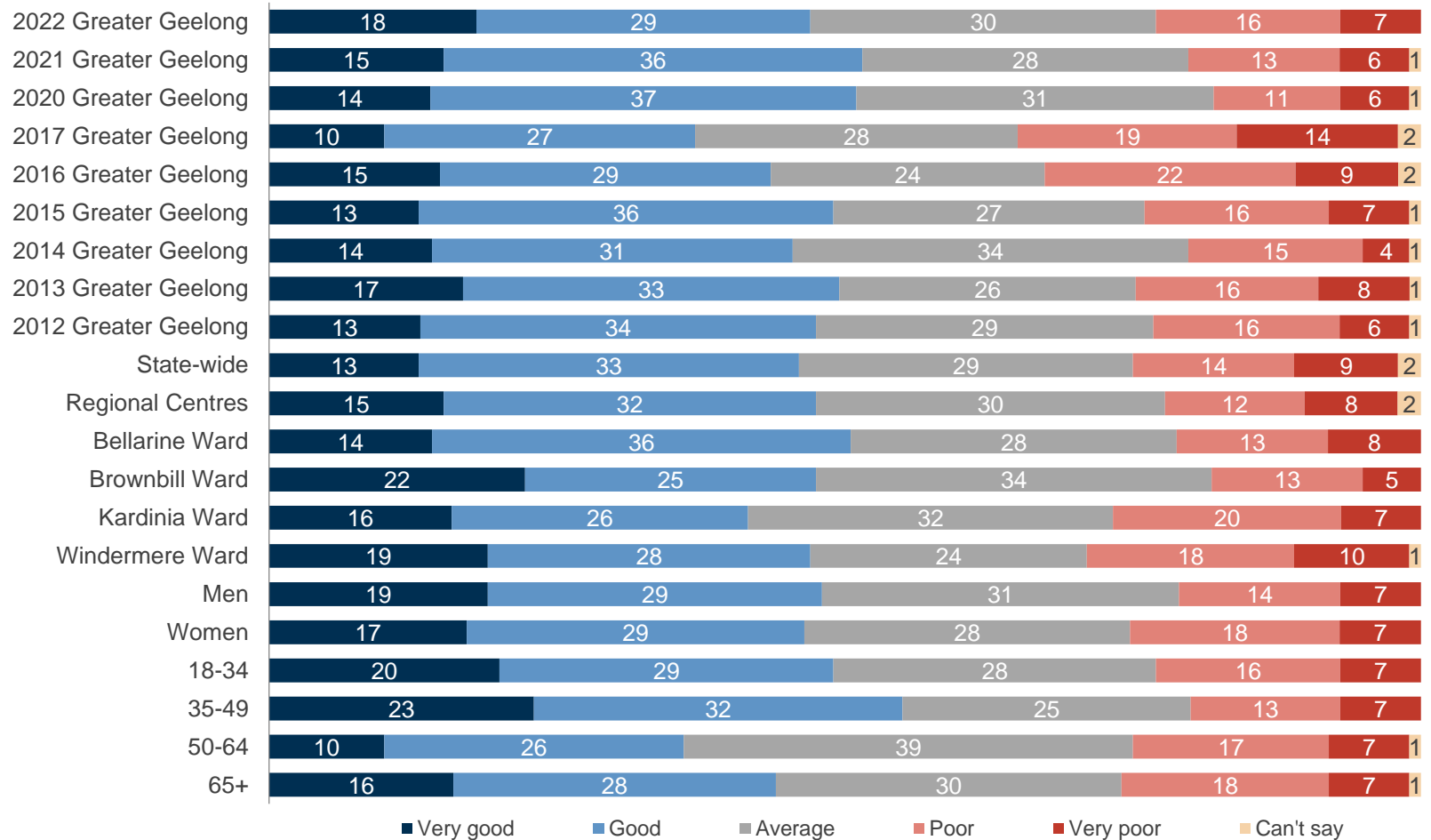
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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

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



2022 streets and footpaths performance (%)



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



# Traffic management importance



2022 traffic management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Windermere Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	78	76	n/a	n/a	n/a	77	n/a	81	78
Women	76	75	78	n/a	n/a	n/a	74	n/a	78	76
50-64	75	79	75	n/a	n/a	n/a	73	n/a	80	76
Brownbill Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	74	74	75	n/a	n/a	n/a	72	n/a	75	74
State-wide	73	73	73	73	74	72	72	71	70	72
Bellarine Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	72	74	72	73	74	71	72	72	n/a	n/a
18-34	72	69	73	n/a	n/a	n/a	67	n/a	67	70
Men	71	73	71	n/a	n/a	n/a	69	n/a	73	72
35-49	71	73	75	n/a	n/a	n/a	71	n/a	75	73
Kardinia Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2

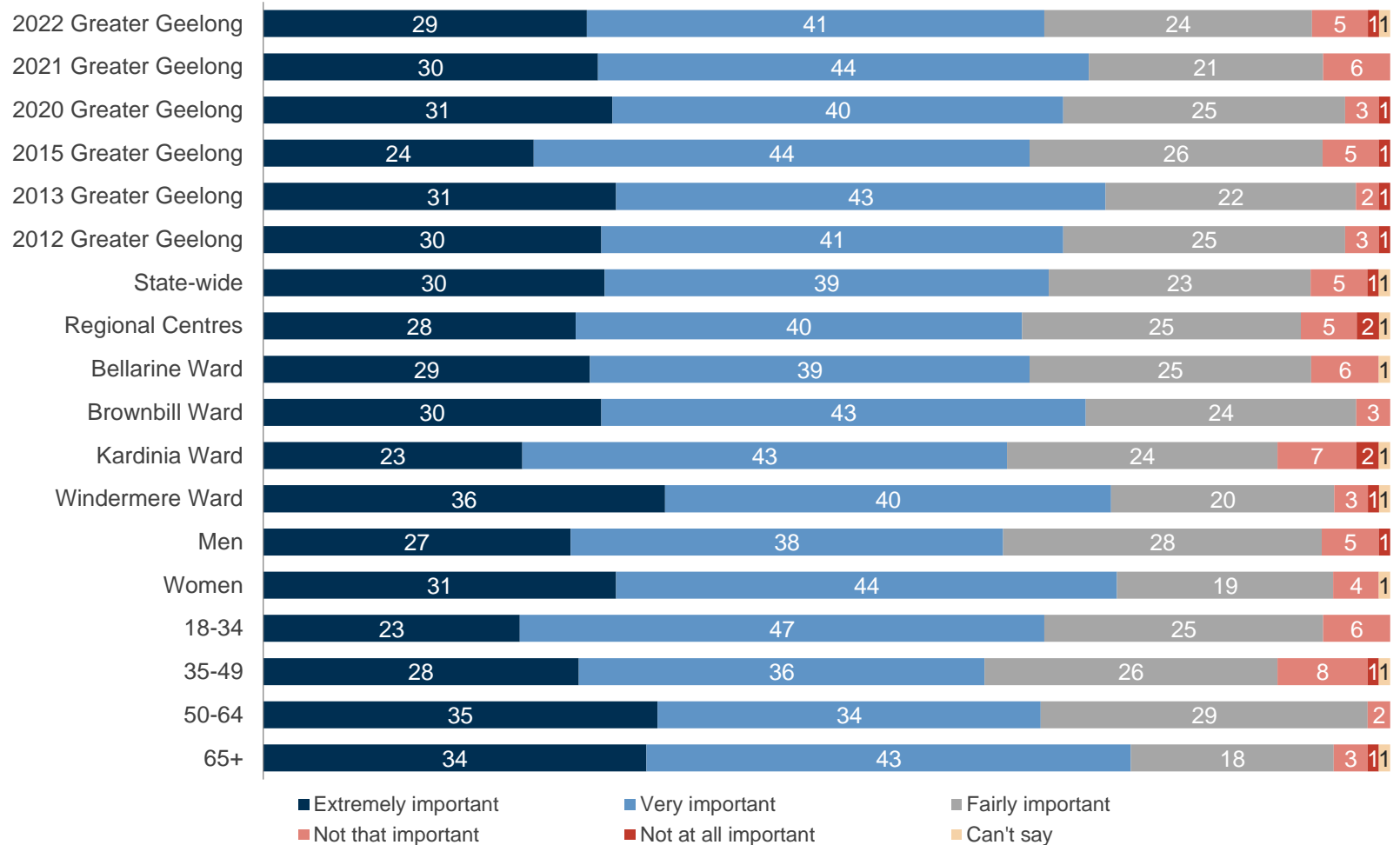
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



2022 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2



# Traffic management performance



2022 traffic management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	62	n/a	n/a	n/a	65	64	62	65	62
Windermere Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	57	n/a	n/a	n/a	56	59	60	60	60
Women	60	62	57	n/a	n/a	59	63	59	62	60
Kardinia Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	59	61	58	n/a	n/a	59	61	58	59	59
Bellarine Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	60	59	n/a	n/a	58	58	57	57	57
Brownbill Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	58	59	58	57	59	59	60	60	60	58
Regional Centres	57	60	56	60	56	61	59	62	n/a	n/a
65+	57	62	58	n/a	n/a	57	60	56	56	59
50-64	55	60	54	n/a	n/a	56	60	52	55	51

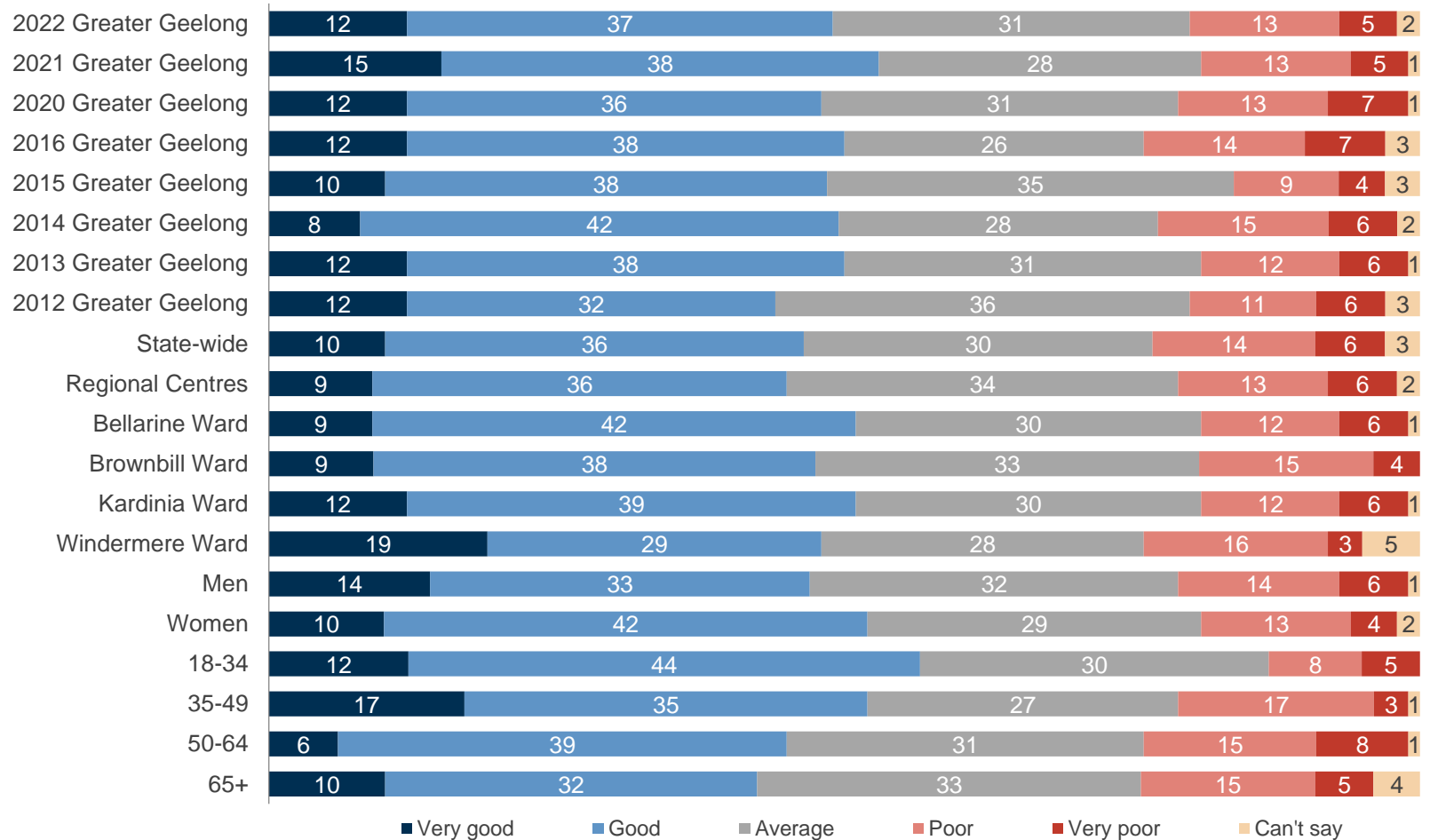
Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2  
 Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



2022 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



# Parking facilities importance



2022 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	76	72	74	n/a	n/a	n/a	74	n/a	80	77
65+	76	75	79	n/a	n/a	n/a	77	n/a	78	80
Regional Centres	74	73	75	75	72	73	74	n/a	n/a	n/a
Windermere Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	73	80	n/a	n/a	n/a	78	n/a	82	77
Brownbill Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	72	71	71	70	70	70	70	71	71
Kardinia Ward	72	n/a	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	75	n/a	77	74
Men	71	69	67	n/a	n/a	n/a	72	n/a	72	70
Bellarine Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	65	70	n/a	n/a	n/a	73	n/a	70	71
35-49	67	72	72	n/a	n/a	n/a	76	n/a	80	69

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

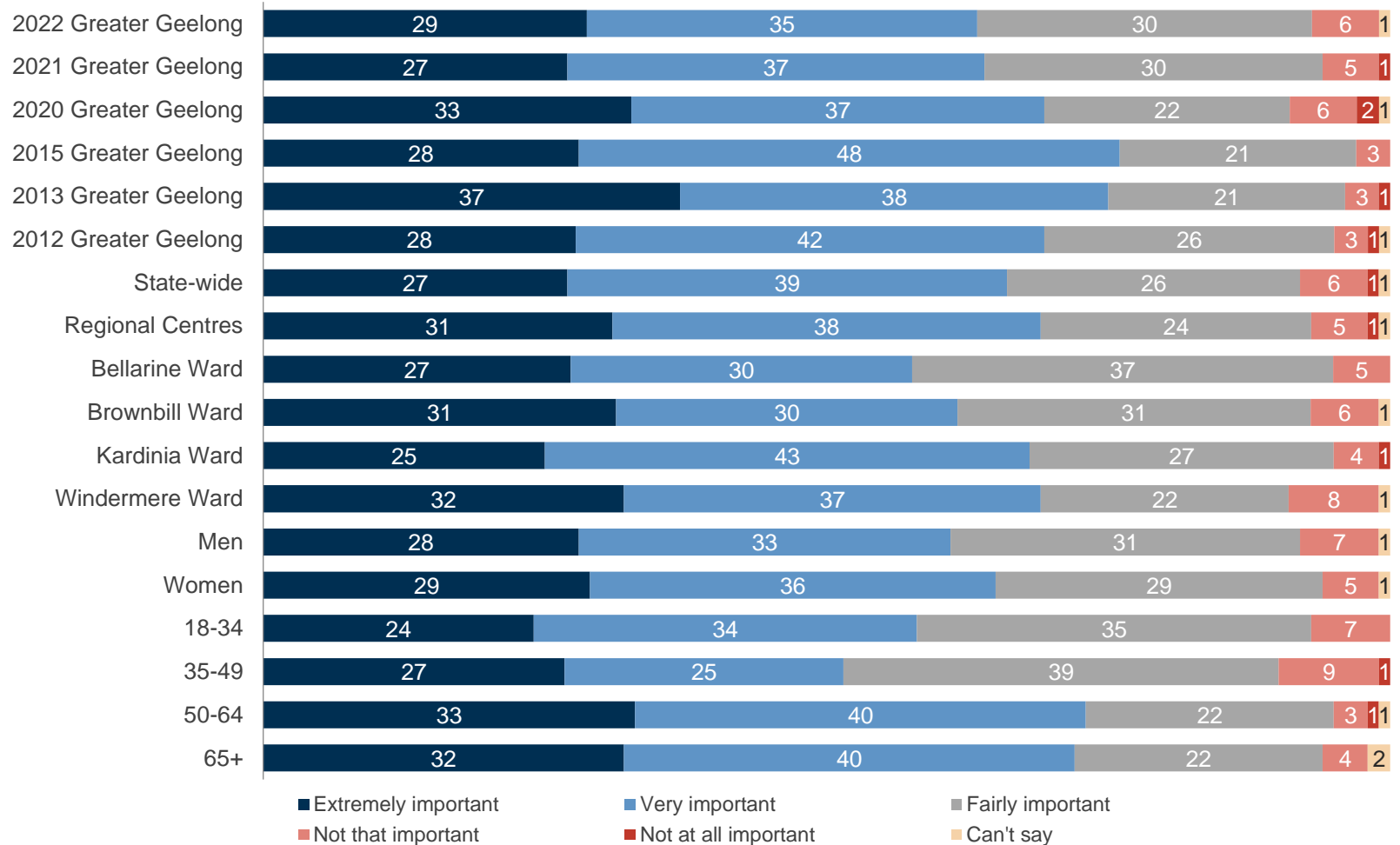
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



2022 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5



# Parking facilities performance



2022 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	59	60	53	n/a	n/a	44	53	57	49	47	51
State-wide	57▲	58	55	56	56	55	56	57	57	57	56
Regional Centres	56▲	55	49	50	51	52	54	53	n/a	n/a	n/a
Bellarine Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	55	51	n/a	n/a	37	45	50	48	47	46
Men	54	59	54	n/a	n/a	45	51	54	51	49	51
Kardinia Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	53	58	51	n/a	n/a	42	50	54	47	47	49
Women	52	56	47	n/a	n/a	39	48	54	44	45	46
Windermere Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	50	60	46	n/a	n/a	41	46	51	43	45	42
18-34	50	58	52	n/a	n/a	46	53	58	49	50	53

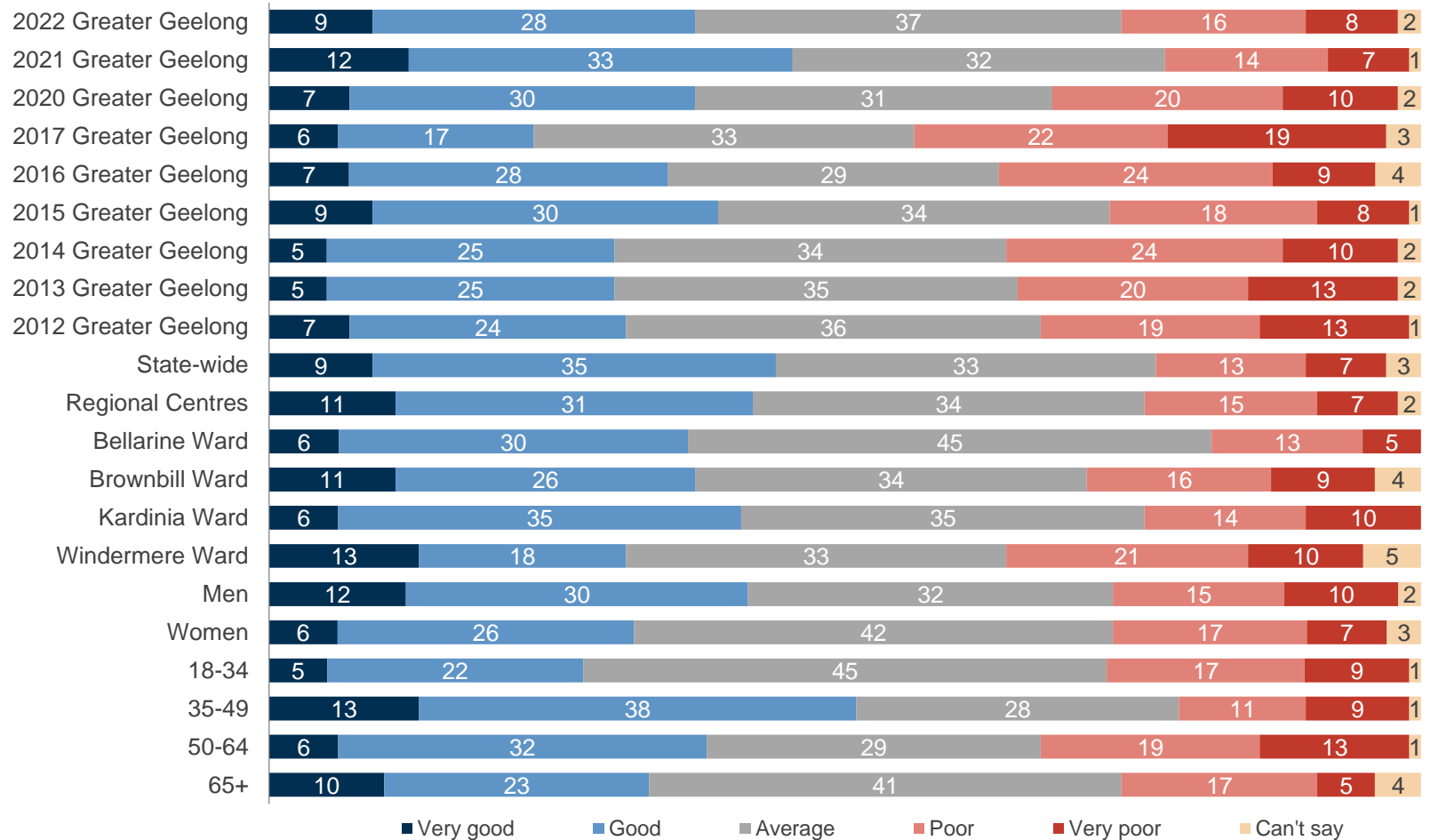
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



2022 parking performance (%)



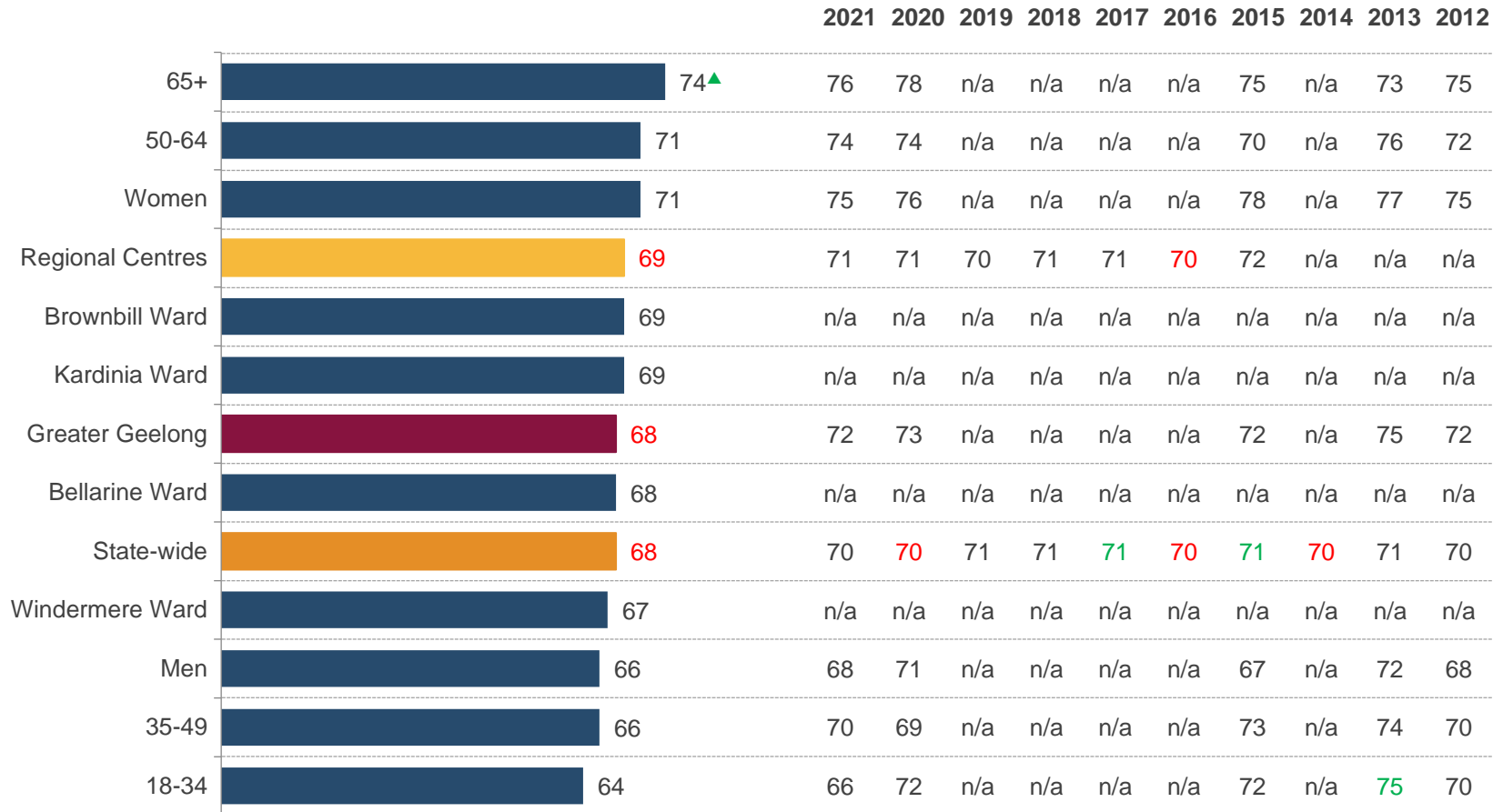
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5



# Enforcement of local laws importance



2022 law enforcement importance (index scores)



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

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

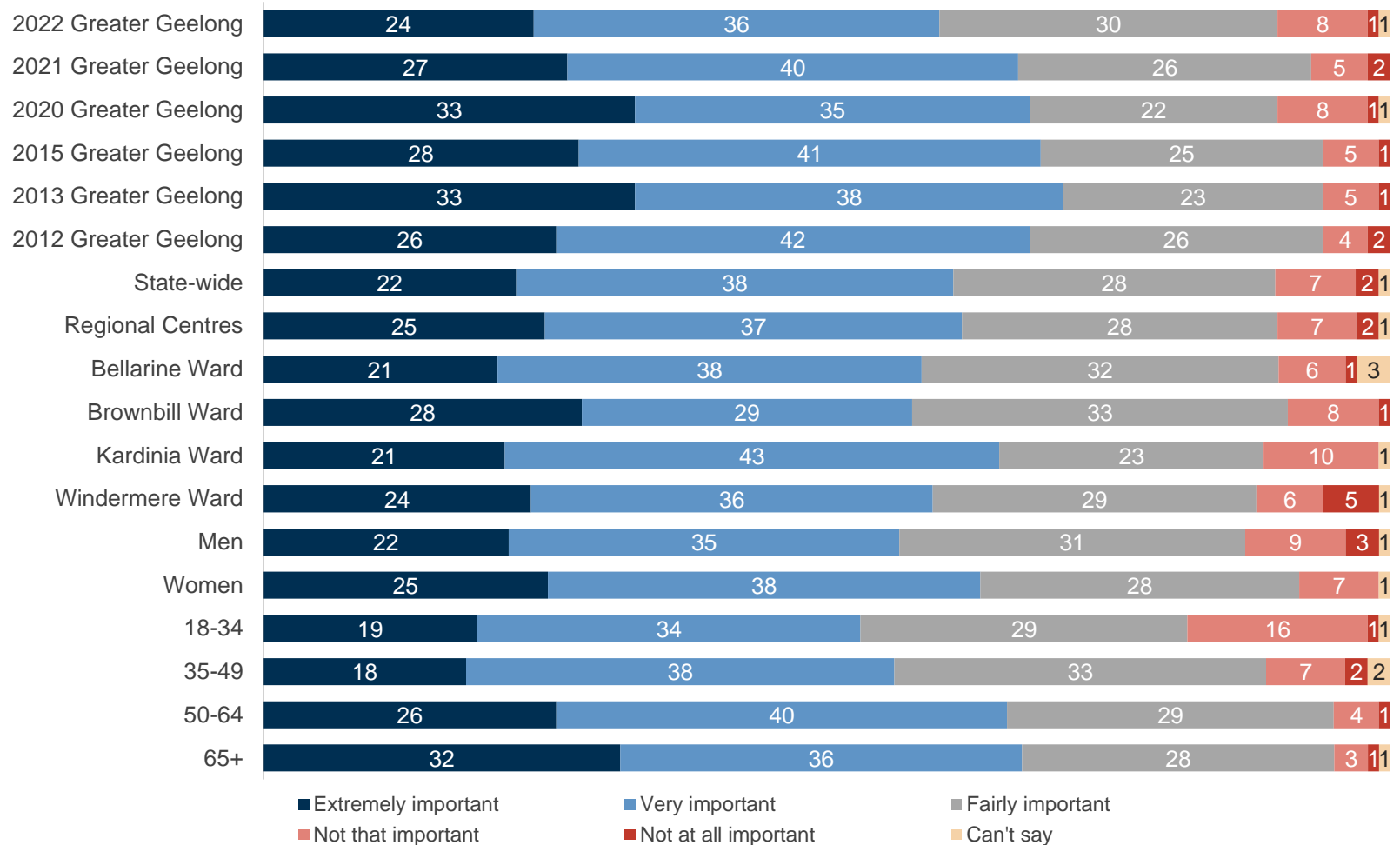
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2022 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4



# Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68	70	64	n/a	n/a	n/a	65	71	70	73	70
Kardinia Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	65	61	n/a	n/a	n/a	62	68	65	71	70
Regional Centres	66	67	64	66	66	66	64	67	n/a	n/a	n/a
Windermere Ward	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	65	67	n/a	n/a	n/a	63	65	64	76	71
Greater Geelong	65	65	62	n/a	n/a	n/a	62	64	64	70	68
State-wide	63	64	63	64	64	64	63	66	66	65	65
Men	63	65	63	n/a	n/a	n/a	63	61	62	69	66
Brownbill Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	61	58	n/a	n/a	n/a	58	59	58	66	62
50-64	60	64	58	n/a	n/a	n/a	63	61	62	64	68

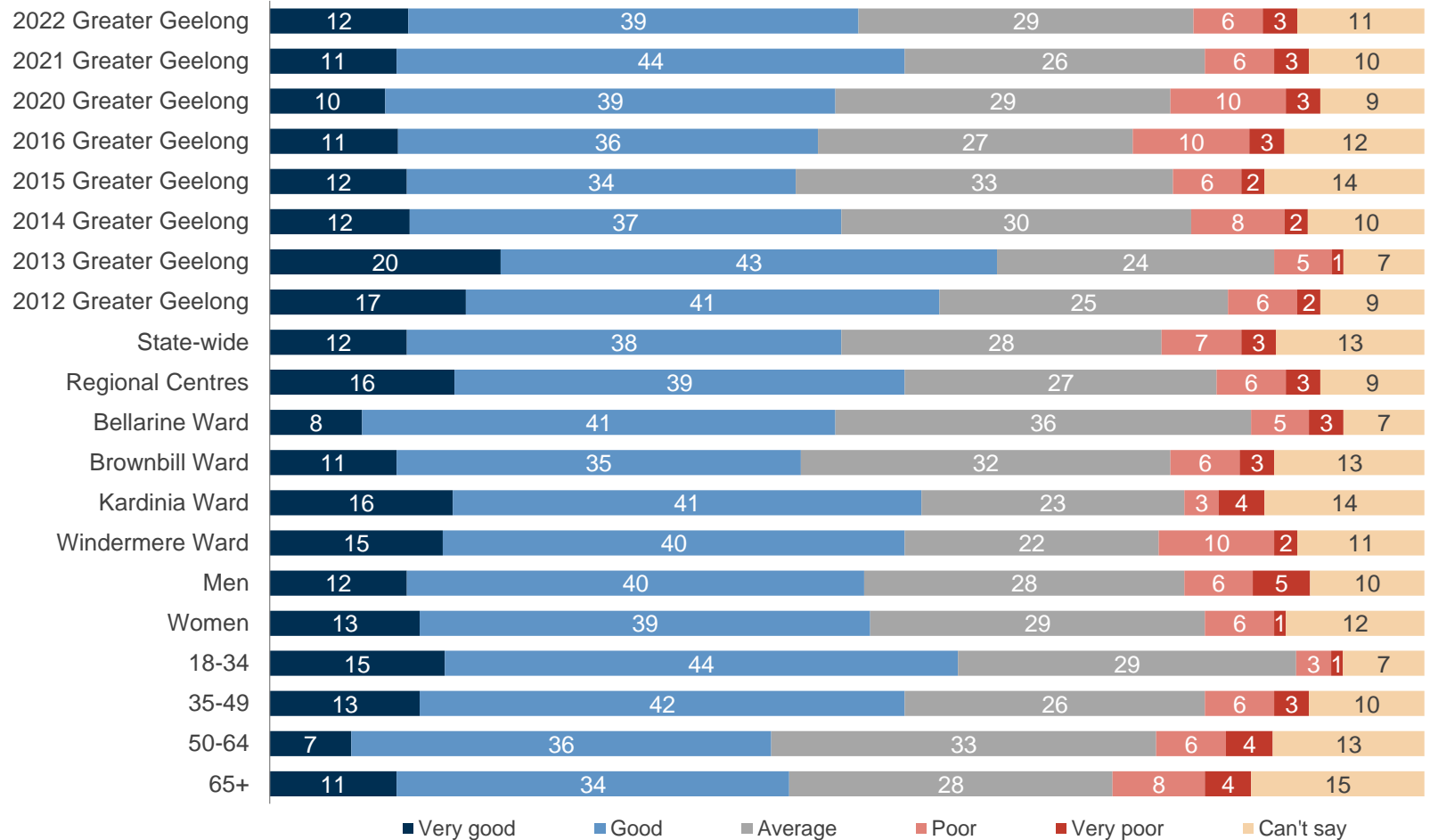
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2022 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4



# Family support services importance



2022 family support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	83▲	83	79	n/a	n/a	n/a	71	n/a	82	75
Women	82▲	83	80	n/a	n/a	n/a	78	n/a	82	78
Brownbill Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	77	78	76	n/a	n/a	n/a	73	n/a	78	75
Kardinia Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	77	73	n/a	n/a	n/a	75	n/a	80	74
State-wide	76	76	75	74	74	73	73	73	72	73
Regional Centres	76	78	76	75	75	76	73	75	n/a	n/a
Bellarine Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	76	75	n/a	n/a	n/a	73	n/a	75	75
50-64	73	76	76	n/a	n/a	n/a	73	n/a	73	76
Men	72▼	73	71	n/a	n/a	n/a	68	n/a	74	71

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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4

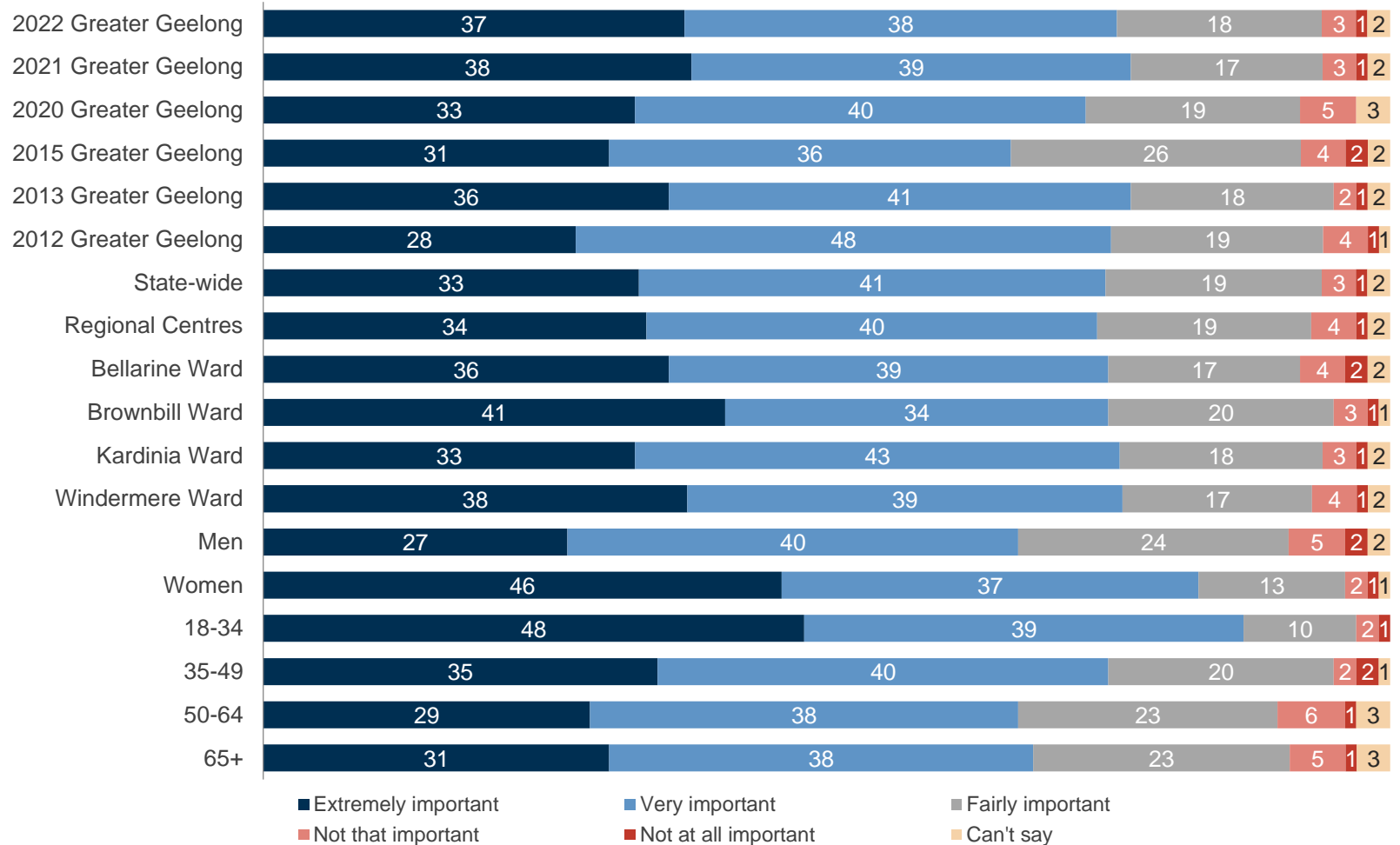
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



2022 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4



# Family support services performance



2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Windermere Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	67▲	66	65	68	66	67	66	66	n/a	n/a
Kardinia Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67	66	65	n/a	n/a	n/a	68	62	68	68
65+	66	68	65	n/a	n/a	n/a	67	66	68	70
State-wide	65	66	66	67	66	67	66	67	68	67
35-49	64	65	67	n/a	n/a	n/a	65	62	65	67
Greater Geelong	64	66	65	n/a	n/a	n/a	66	63	67	68
50-64	62	69	60	n/a	n/a	n/a	67	61	68	63
18-34	62	64	66	n/a	n/a	n/a	66	65	67	71
Bellarine Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	67	65	n/a	n/a	n/a	64	65	66	67
Brownbill Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

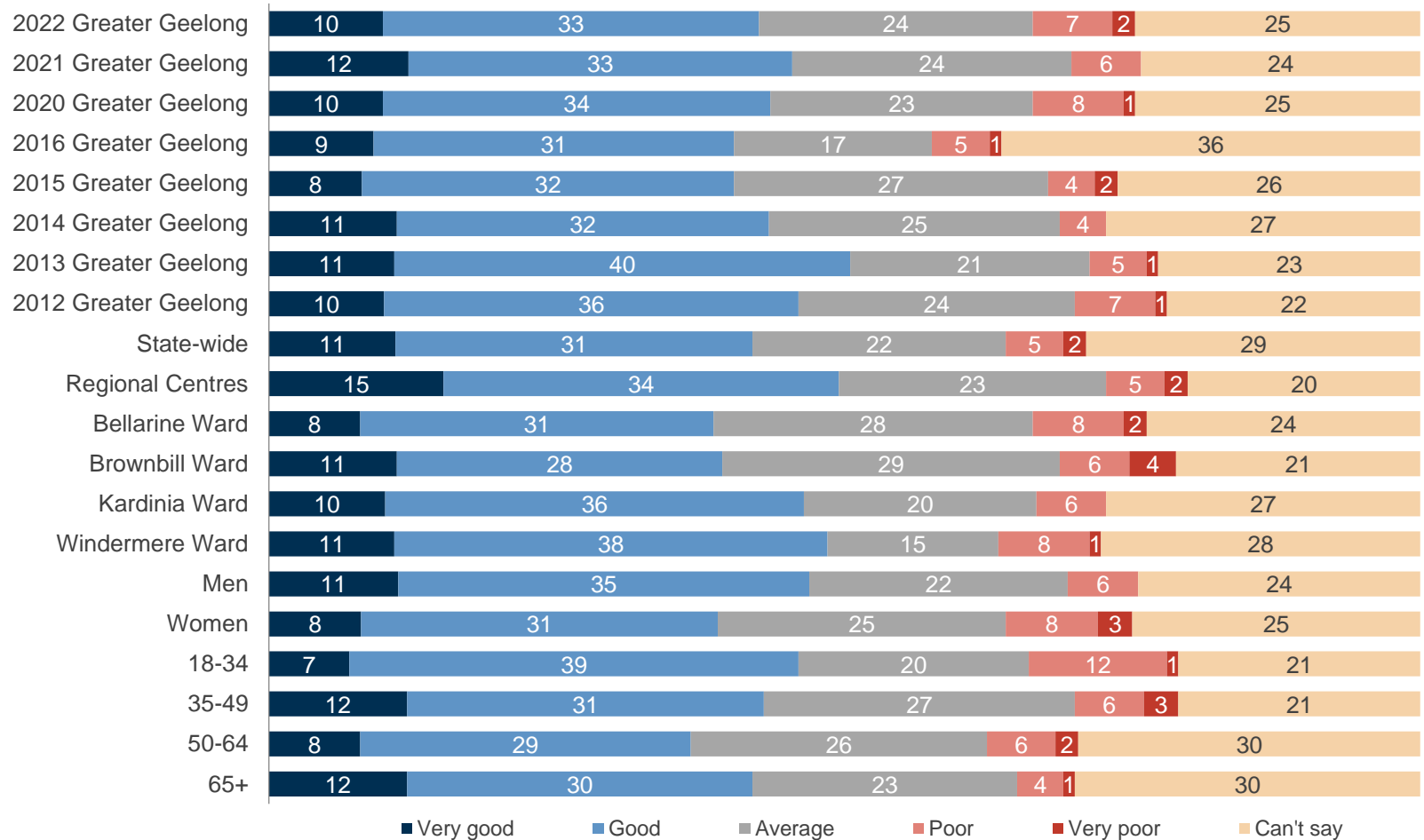
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2022 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5



# Elderly support services importance



2022 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85	84	84	n/a	n/a	n/a	83	n/a	87	85
Brownbill Ward	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	83	82	80	81	80	80	78	80	n/a	n/a
Windermere Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	83	83	n/a	n/a	n/a	82	n/a	81	85
35-49	82	79	79	n/a	n/a	n/a	77	n/a	82	80
State-wide	82	82	80	80	79	78	78	79	79	80
Greater Geelong	82	81	81	n/a	n/a	n/a	79	n/a	81	82
50-64	81	82	84	n/a	n/a	n/a	81	n/a	82	84
Bellarine Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	81	79	n/a	n/a	n/a	76	n/a	80	78
Kardinia Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78▼	78	77	n/a	n/a	n/a	75	n/a	75	78

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3

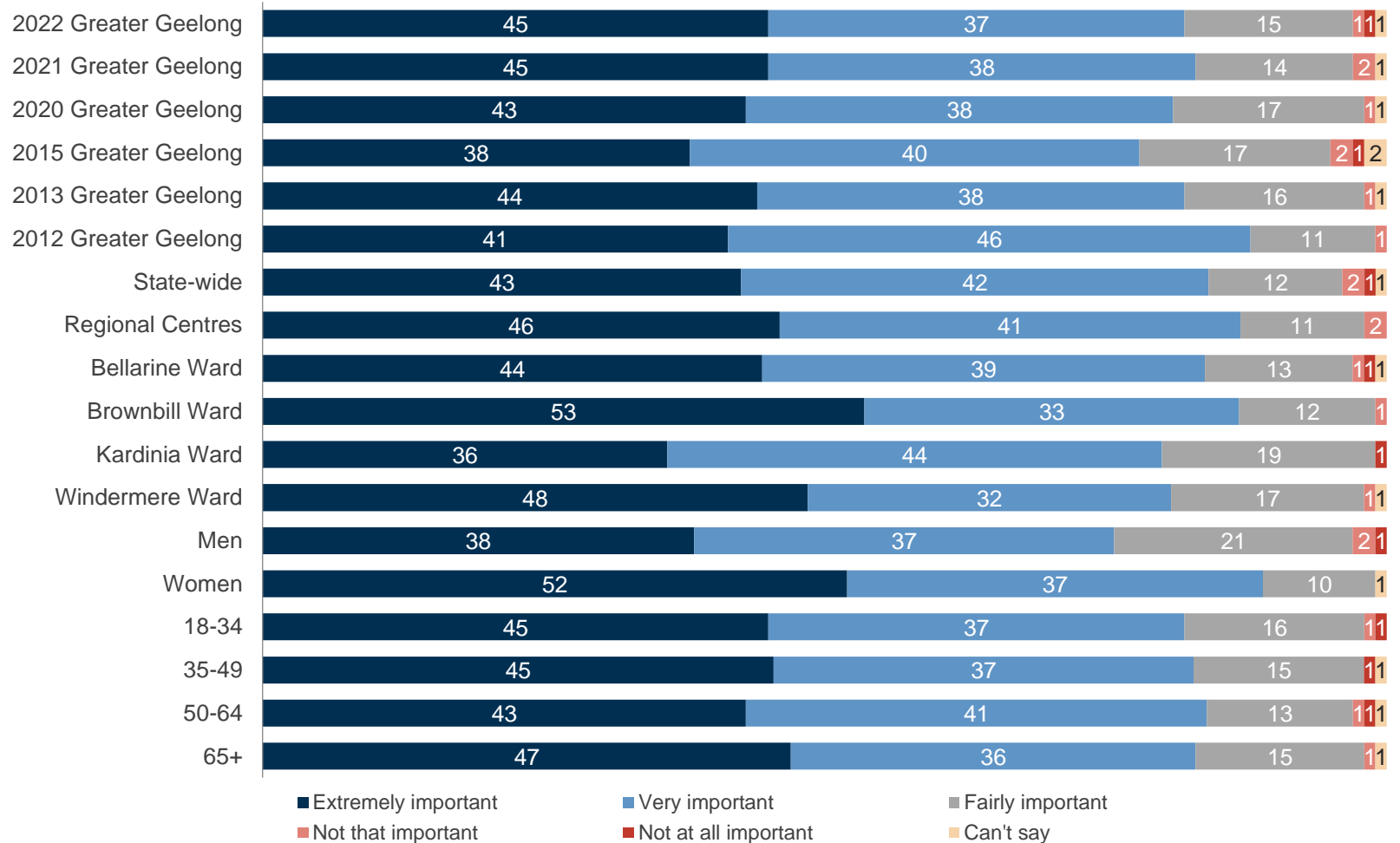
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2022 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3



# Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	68▲	70	66	n/a	n/a	n/a	69	68	68	70	73
Kardinia Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67▲	69	68	68	68	68	68	69	70	69	69
Regional Centres	65	65	63	67	66	68	66	66	n/a	n/a	n/a
Men	64	66	64	n/a	n/a	n/a	65	63	69	66	65
Greater Geelong	63	65	64	n/a	n/a	n/a	66	63	69	67	66
Brownbill Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	65	63	n/a	n/a	n/a	66	64	69	67	66
Windermere Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	60	63	n/a	n/a	n/a	59	61	69	68	62
Bellarine Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	67	59	n/a	n/a	n/a	65	63	68	64	65
18-34	60	64	65	n/a	n/a	n/a	68	62	70	67	63

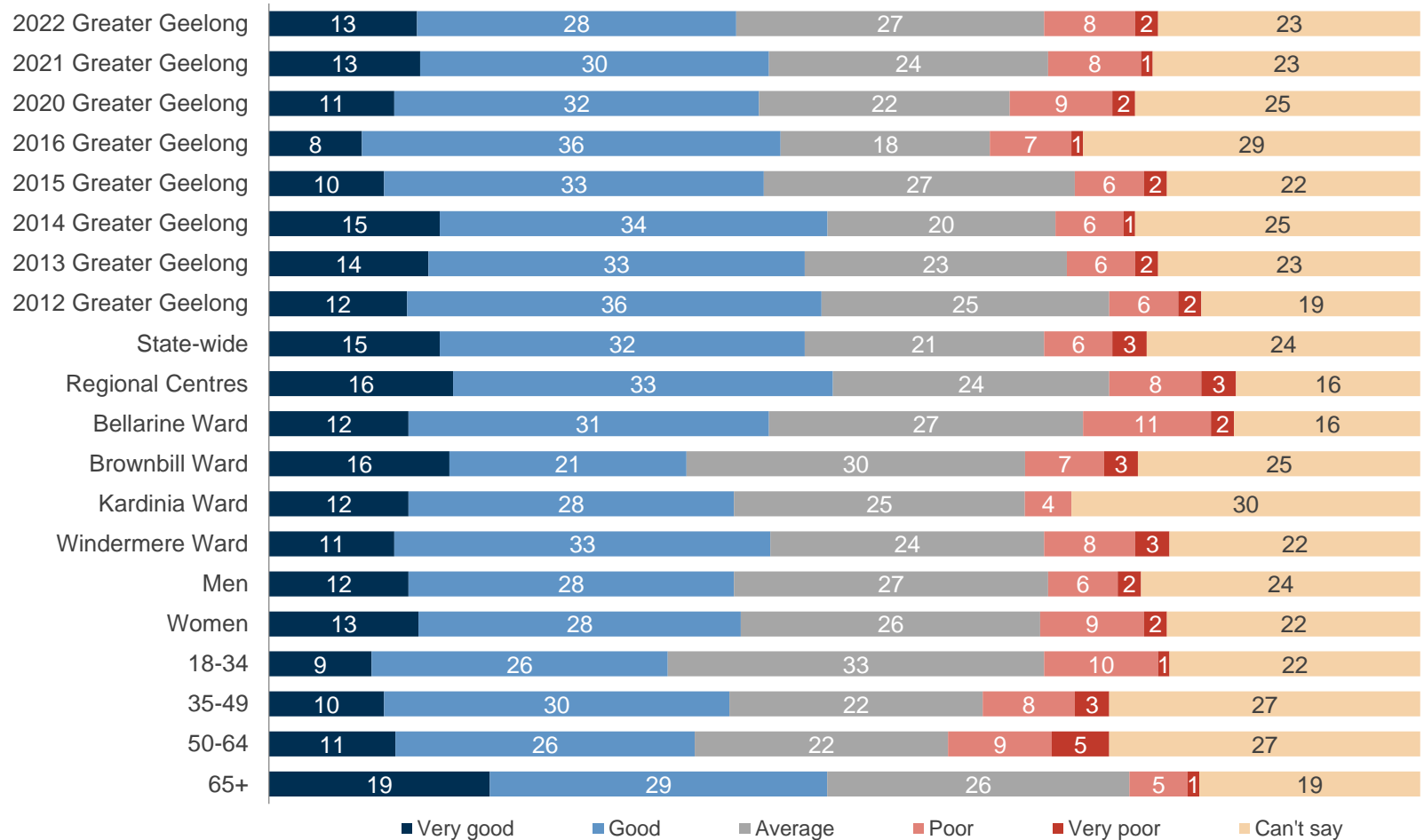
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2022 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4



# Disadvantaged support services importance



2022 disadvantaged support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81	83	81	n/a	n/a	n/a	75	n/a	82	77
18-34	81	79	80	n/a	n/a	n/a	69	n/a	79	72
Windermere Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	79	72	n/a	n/a	n/a	73	n/a	77	75
Brownbill Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	78	78	76	n/a	n/a	n/a	72	n/a	78	74
Regional Centres	78	78	76	n/a	n/a	75	73	74	n/a	n/a
Bellarine Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	77	77	74	74	72	71	73	73	72	73
65+	76	79	75	n/a	n/a	n/a	76	n/a	80	74
Kardinia Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	73	71	n/a	n/a	n/a	69	n/a	73	71
50-64	73	75	79	n/a	n/a	n/a	72	n/a	77	74

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

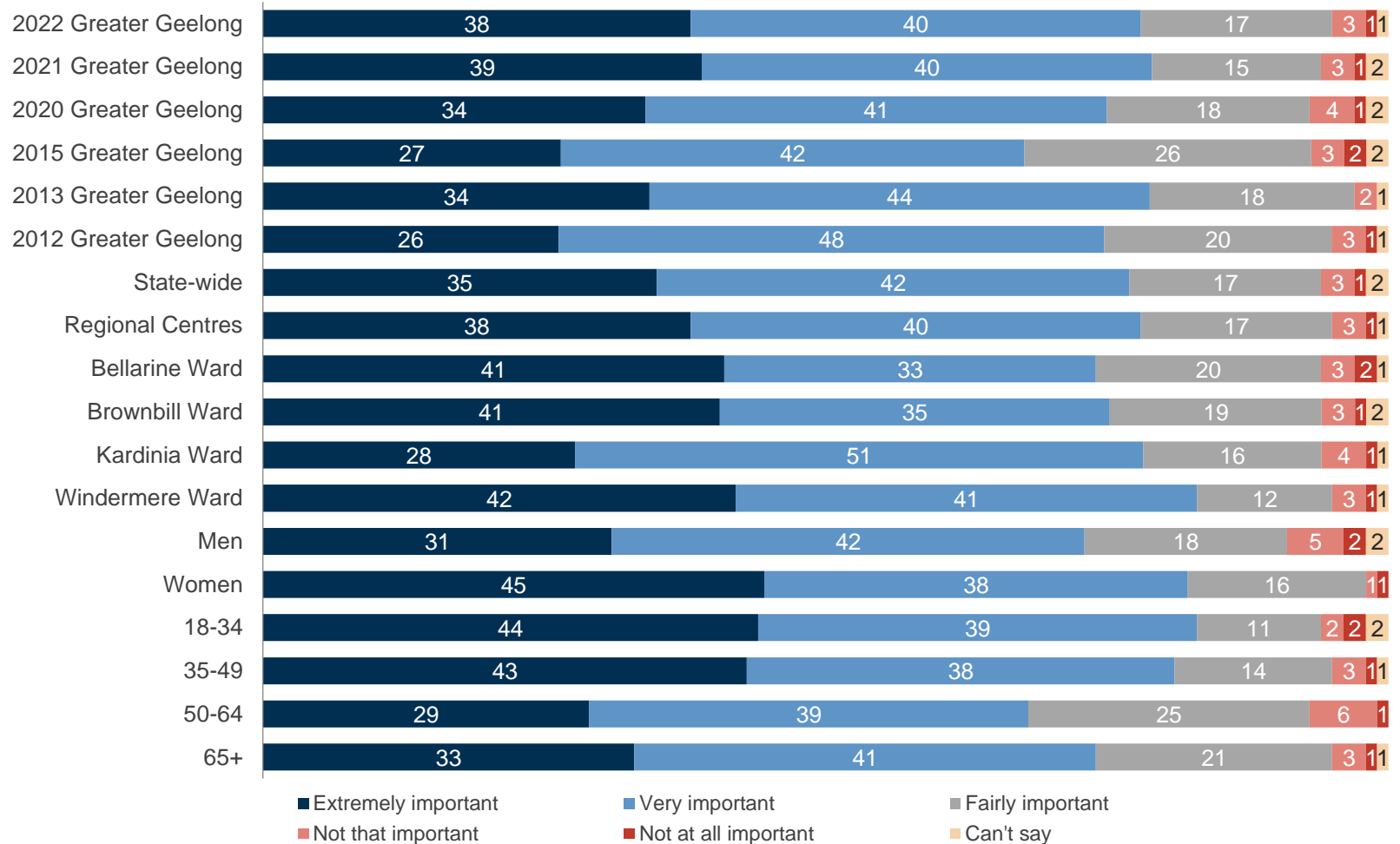
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services importance



2022 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



2022 disadvantaged support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Kardinia Ward	68▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	64	61	n/a	n/a	60	58	64	65	61
Regional Centres	62	63	59	63	61	63	59	61	n/a	n/a
State-wide	62	63	60	62	61	61	61	62	64	62
65+	62	64	57	n/a	n/a	61	61	63	58	70
50-64	61	65	58	n/a	n/a	63	60	56	58	57
Greater Geelong	61	62	59	n/a	n/a	58	60	64	62	62
35-49	61	60	59	n/a	n/a	54	57	64	63	61
18-34	61	61	60	n/a	n/a	57	61	67	68	61
Women	60	61	57	n/a	n/a	57	61	63	60	63
Brownbill Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a

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

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

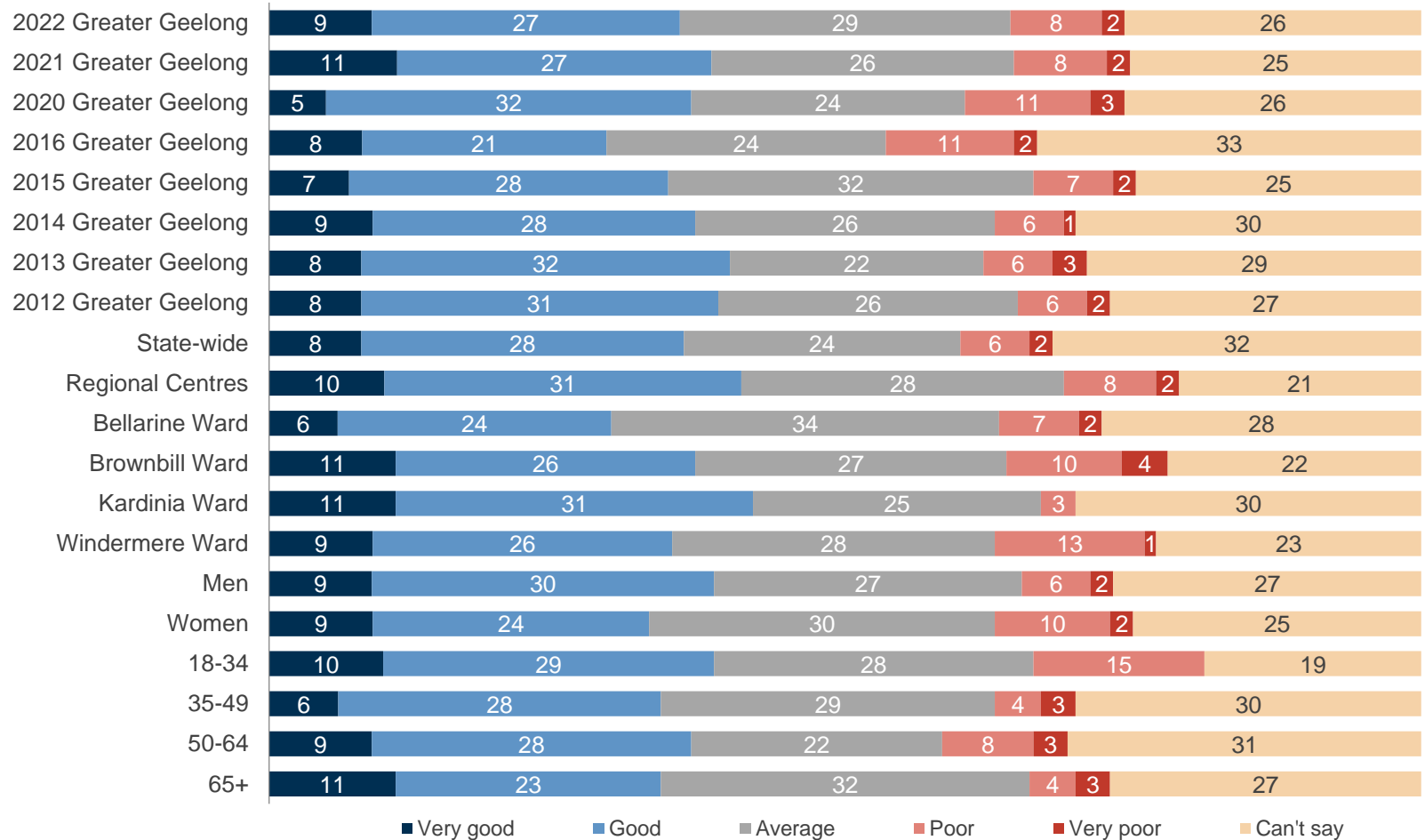
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services performance



2022 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



# Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	75	n/a	n/a	n/a	n/a	75	n/a	75	71
65+	76	73	n/a	n/a	n/a	n/a	71	n/a	74	72
Windermere Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	73	n/a	n/a	n/a	n/a	71	n/a	75	73
Bellarine Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	75	74	72	74	73	73	72	n/a	n/a	n/a
35-49	75	75	76	n/a	n/a	n/a	73	n/a	76	76
Kardinia Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	72	73	72	73	72	72	72	72
Greater Geelong	74	73	72	n/a	n/a	n/a	71	n/a	73	71
Men	73	72	72	n/a	n/a	n/a	70	n/a	70	70
Brownbill Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	70	67	n/a	n/a	n/a	64	n/a	67	67

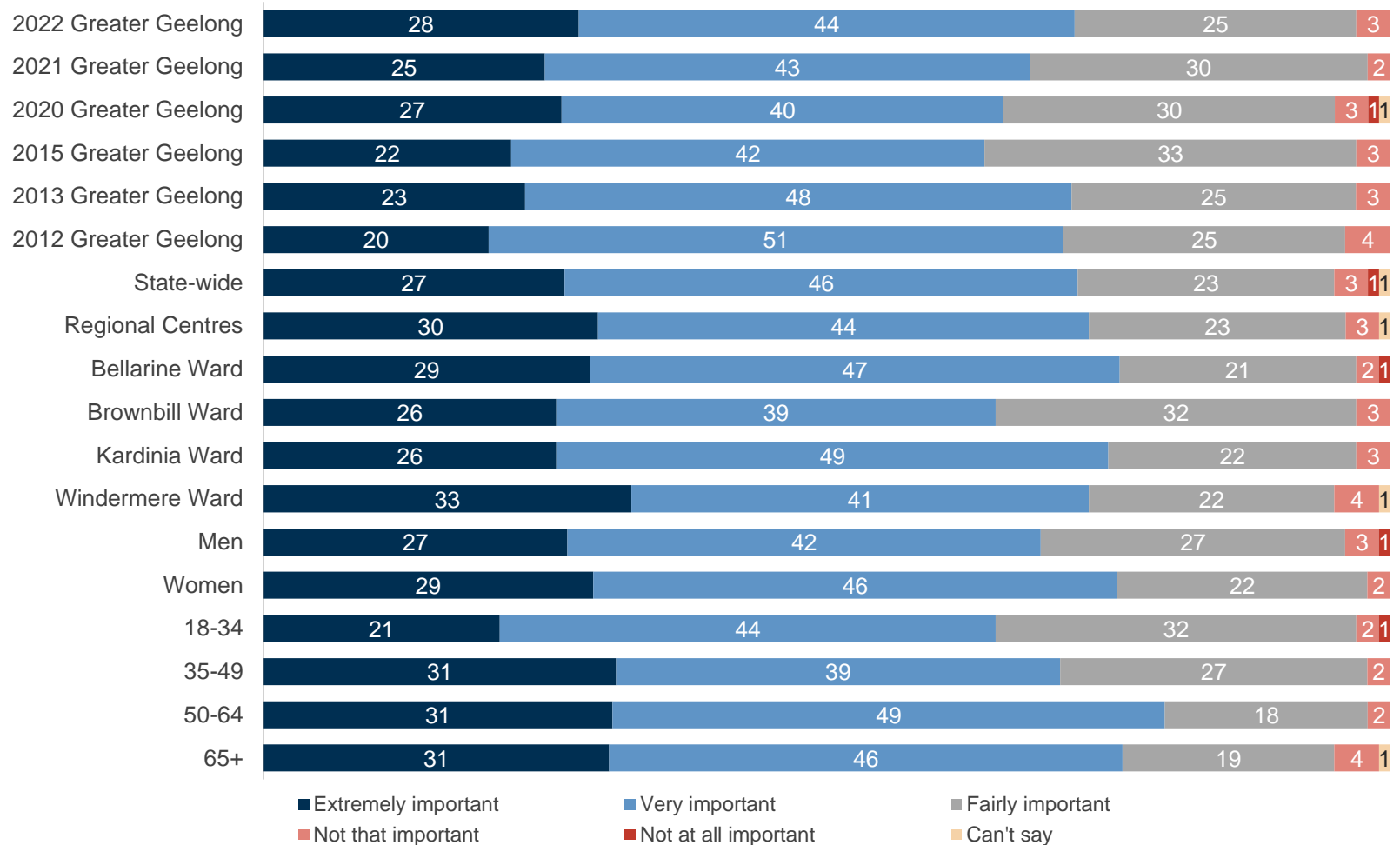
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2022 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5



# Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Kardinia Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Windermere Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	73	75	74	n/a	n/a	n/a	73	71	76	73	74
35-49	72	76	74	n/a	n/a	n/a	69	73	72	73	69
Men	72	77	72	n/a	n/a	n/a	72	65	74	74	71
Greater Geelong	72	75	71	n/a	n/a	n/a	72	70	73	73	72
Brownbill Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	72	74	70	71	70	69	70	69	n/a	n/a	n/a
Women	71	73	71	n/a	n/a	n/a	73	75	71	73	72
18-34	70	74	69	n/a	n/a	n/a	74	67	74	73	75
State-wide	69▼	71	70	70	69	70	69	70	71	70	70
50-64	69	76	69	n/a	n/a	n/a	73	70	67	74	69
Bellarine Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

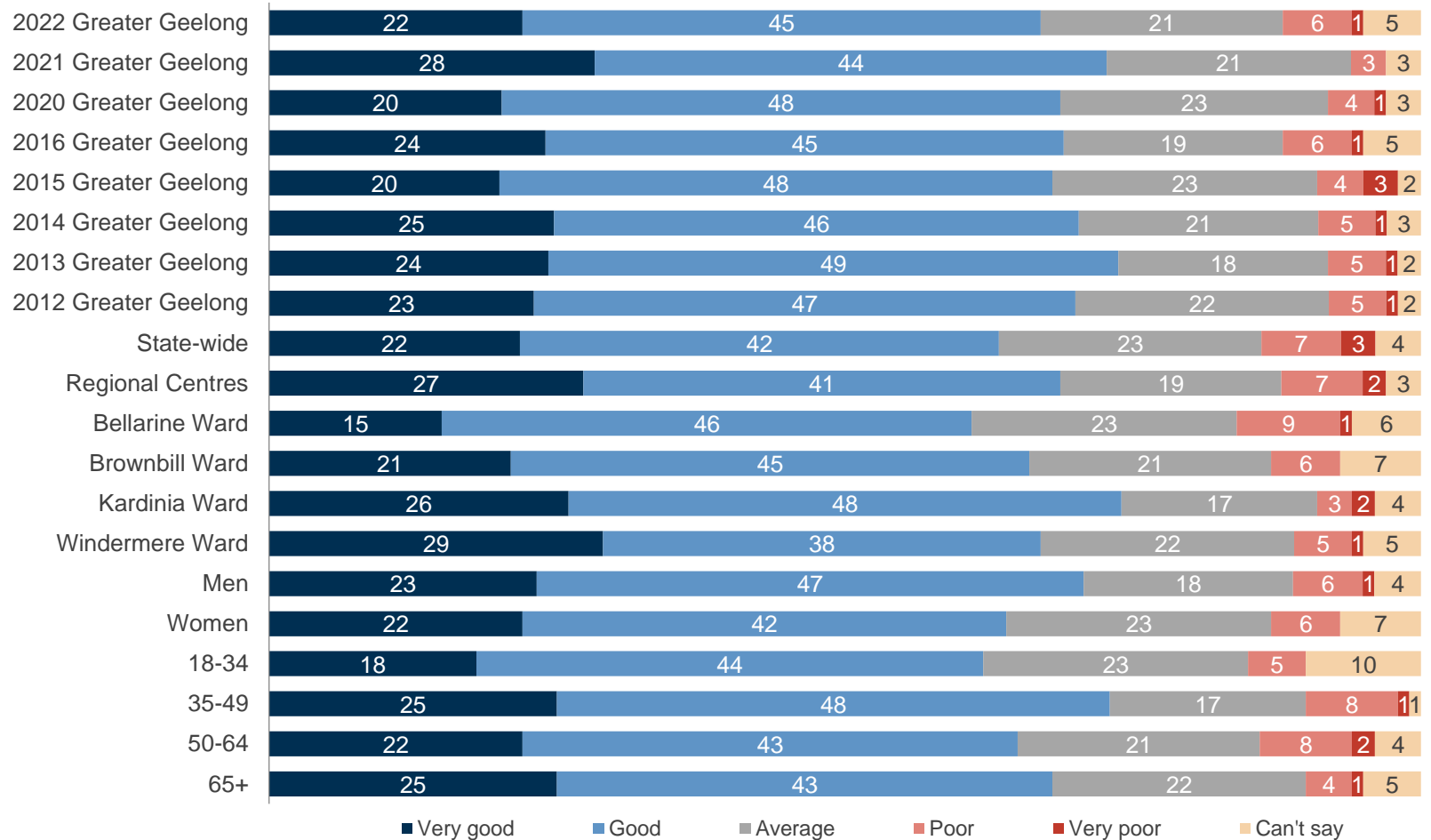
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2022 recreational facilities performance (%)



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



# The appearance of public areas importance



2022 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	78▲	76	75	n/a	n/a	n/a	n/a	74	n/a	78	74
50-64	77	78	80	n/a	n/a	n/a	n/a	76	n/a	79	74
Windermere Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	75	74	74	73	74	74	74	74	n/a	n/a	n/a
Women	75	73	77	n/a	n/a	n/a	n/a	79	n/a	78	76
State-wide	75	75	74	73	74	74	74	73	73	74	73
Greater Geelong	74	73	75	n/a	n/a	n/a	n/a	75	n/a	76	73
Bellarine Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	73	77	n/a	n/a	n/a	n/a	76	n/a	77	71
Brownbill Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	73	73	n/a	n/a	n/a	n/a	71	n/a	74	69
18-34	69▼	66	70	n/a	n/a	n/a	n/a	73	n/a	71	72

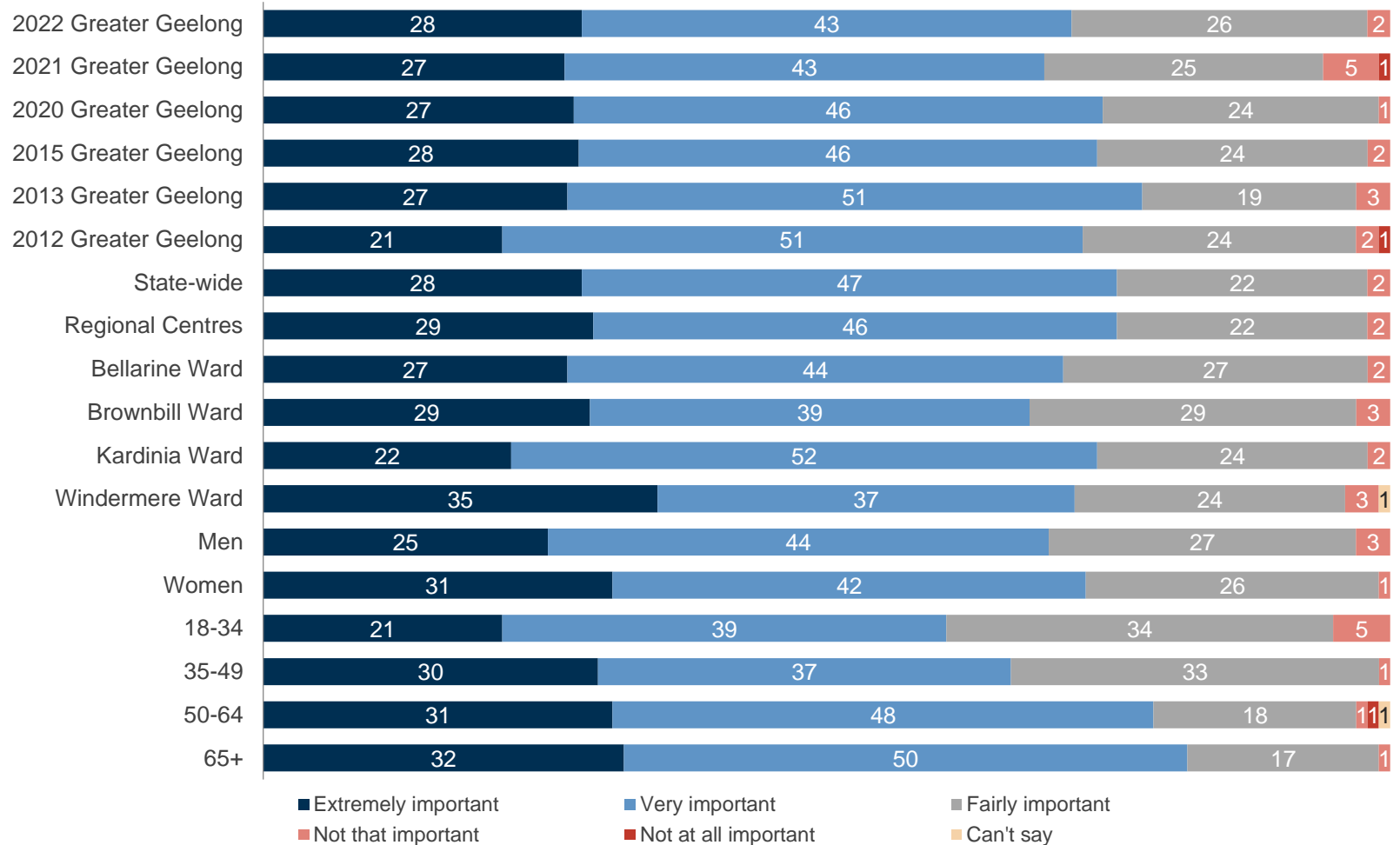
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2022 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



# The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	73▲	75	72	74	73	73	72	n/a	n/a	n/a
Bellarine Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	69	67	n/a	n/a	n/a	75	72	70	71
Women	71	71	69	n/a	n/a	n/a	73	71	67	70
35-49	71	71	72	n/a	n/a	n/a	73	73	70	69
State-wide	71	73	72	72	71	71	71	72	72	71
65+	71	72	69	n/a	n/a	n/a	72	69	68	70
Greater Geelong	70	71	69	n/a	n/a	n/a	73	70	68	69
Men	70	71	69	n/a	n/a	n/a	73	69	69	67
Brownbill Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	73	67	n/a	n/a	n/a	72	65	64	66

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 5

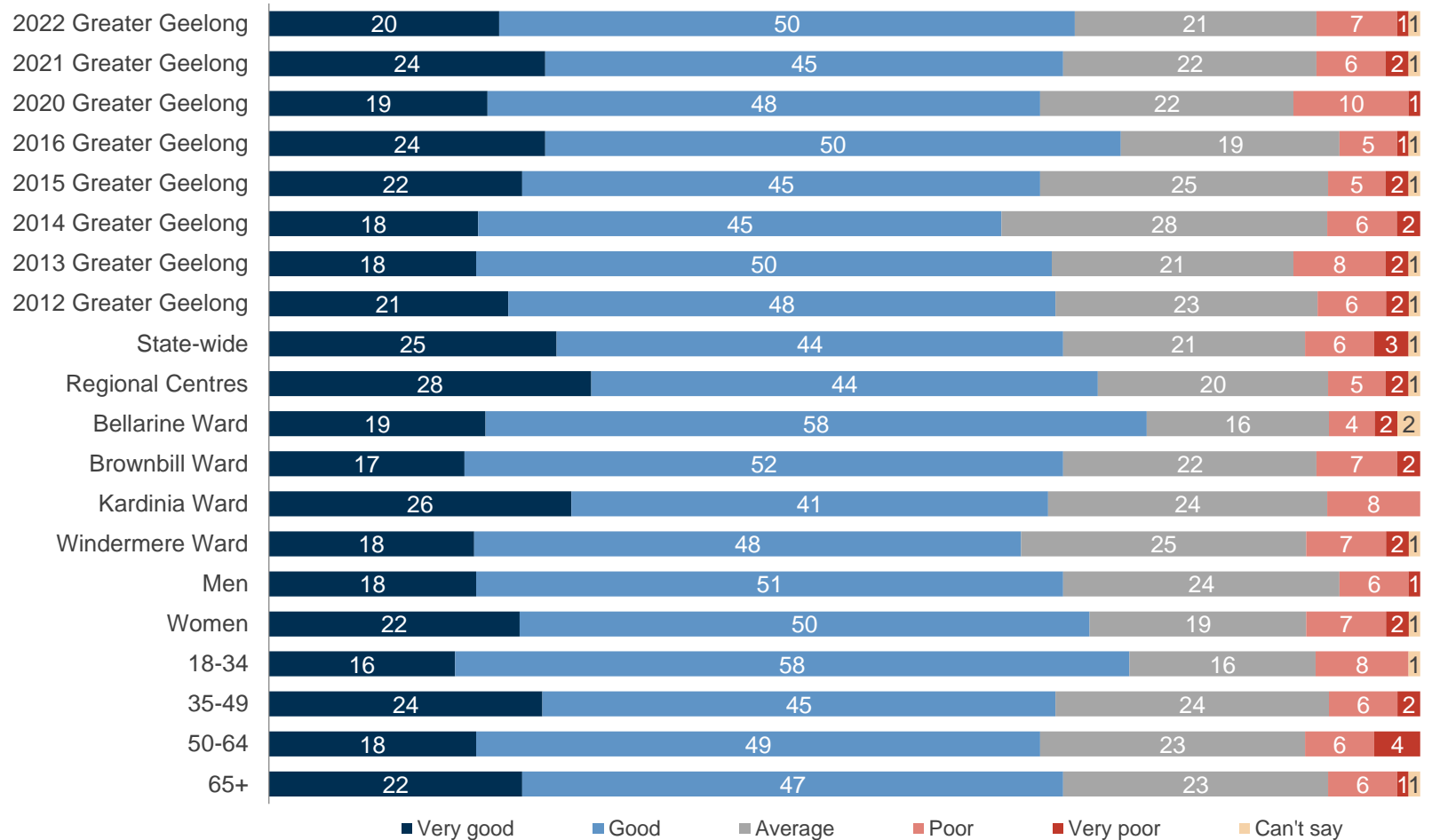
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2022 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 5



# Art centres and libraries importance



2022 art centres and libraries importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72	74	71	n/a	n/a	n/a	70	n/a	66	70
Women	71	74	71	n/a	n/a	n/a	71	n/a	68	71
Brownbill Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	68	72	67	n/a	n/a	n/a	68	n/a	64	67
Bellarine Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	75	72	n/a	n/a	n/a	67	n/a	64	66
State-wide	67	67	65	65	64	66	65	66	66	66
18-34	66	69	59	n/a	n/a	n/a	66	n/a	62	64
35-49	66	71	69	n/a	n/a	n/a	68	n/a	65	68
Regional Centres	66	66	63	63	62	64	66	n/a	n/a	n/a
Kardinia Ward	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	69	64	n/a	n/a	n/a	64	n/a	60	62

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

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

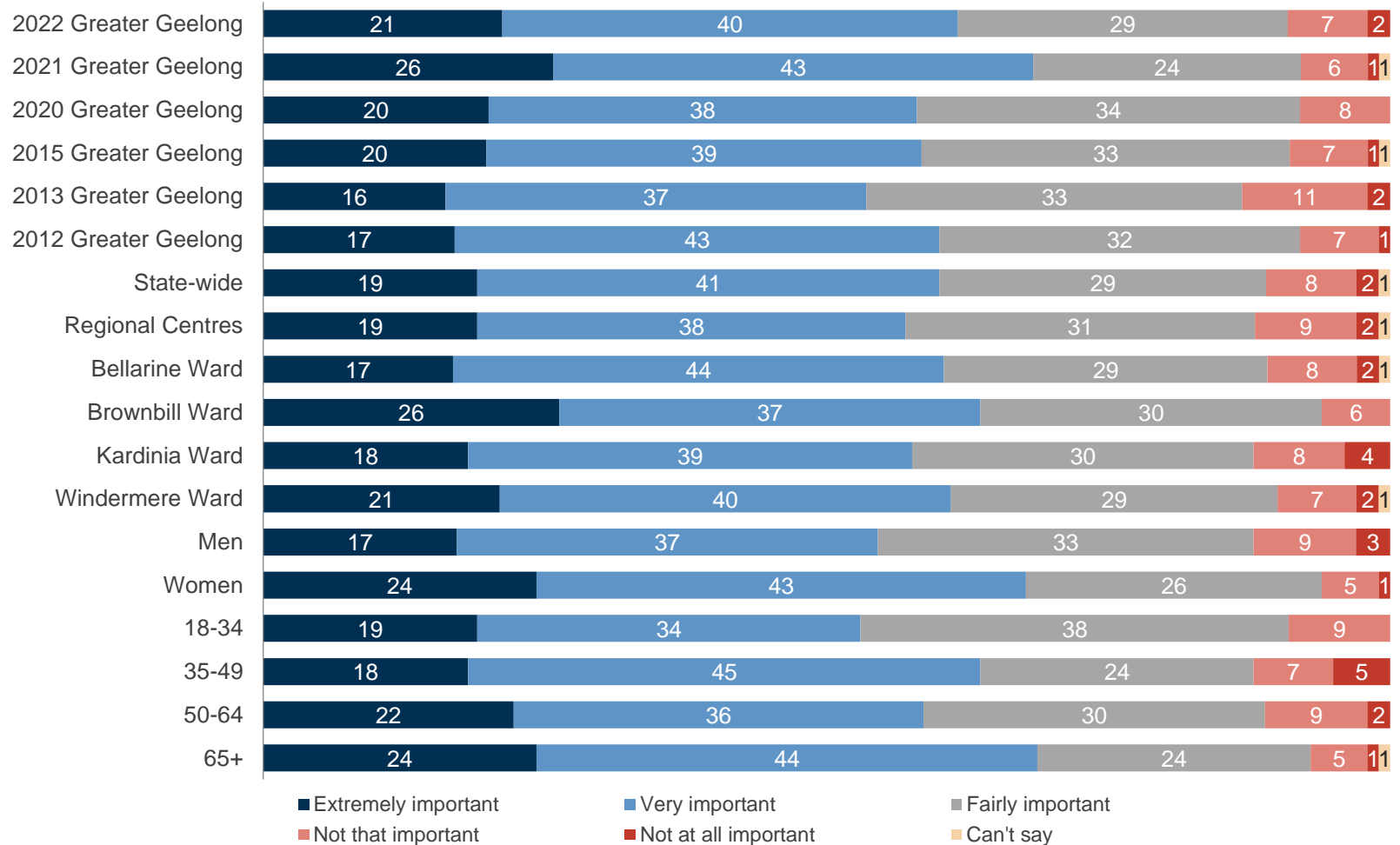
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2022 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5



# Art centres and libraries performance



2022 art centres and libraries performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	79	80	79	n/a	n/a	n/a	83	75	78	78	76
Kardinia Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	77	79	n/a	n/a	n/a	85	79	77	76	77
Regional Centres	76	75	74	74	76	75	75	75	n/a	n/a	n/a
Bellarine Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	75	77	77	n/a	n/a	n/a	84	77	75	75	75
35-49	75	81	80	n/a	n/a	n/a	85	78	79	78	77
Men	74	78	76	n/a	n/a	n/a	83	75	73	74	73
18-34	74	72	74	n/a	n/a	n/a	84	79	68	73	72
State-wide	73	73	74	74	74	73	72	73	75	73	73
50-64	71	77	77	n/a	n/a	n/a	85	76	75	74	75
Windermere Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

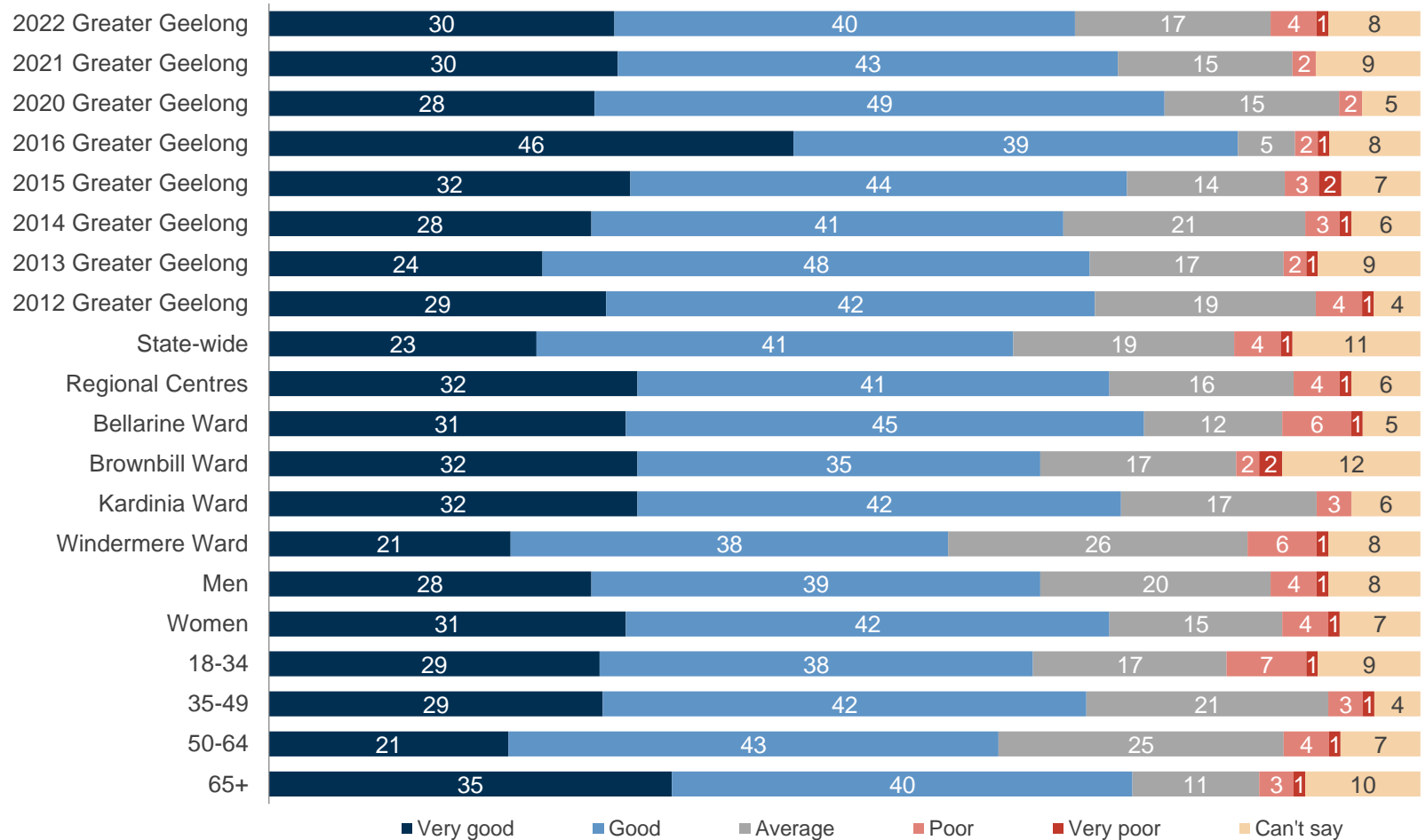
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2022 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5



# Community and cultural activities importance



2022 community and cultural activities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	69▲	68	71	n/a	n/a	n/a	n/a	63	n/a	66	64
Windermere Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	67	64	n/a	n/a	n/a	n/a	58	n/a	59	57
Kardinia Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	63	67	n/a	n/a	n/a	n/a	62	n/a	63	63
Greater Geelong	65	65	66	n/a	n/a	n/a	n/a	60	n/a	63	61
Regional Centres	65	65	63	62	62	62	62	63	n/a	n/a	n/a
50-64	65	65	68	n/a	n/a	n/a	n/a	62	n/a	65	63
State-wide	64	64	62	61	61	61	62	62	62	62	62
35-49	64	64	65	n/a	n/a	n/a	n/a	58	n/a	65	63
Bellarine Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	61	61	n/a	n/a	n/a	n/a	56	n/a	60	58

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

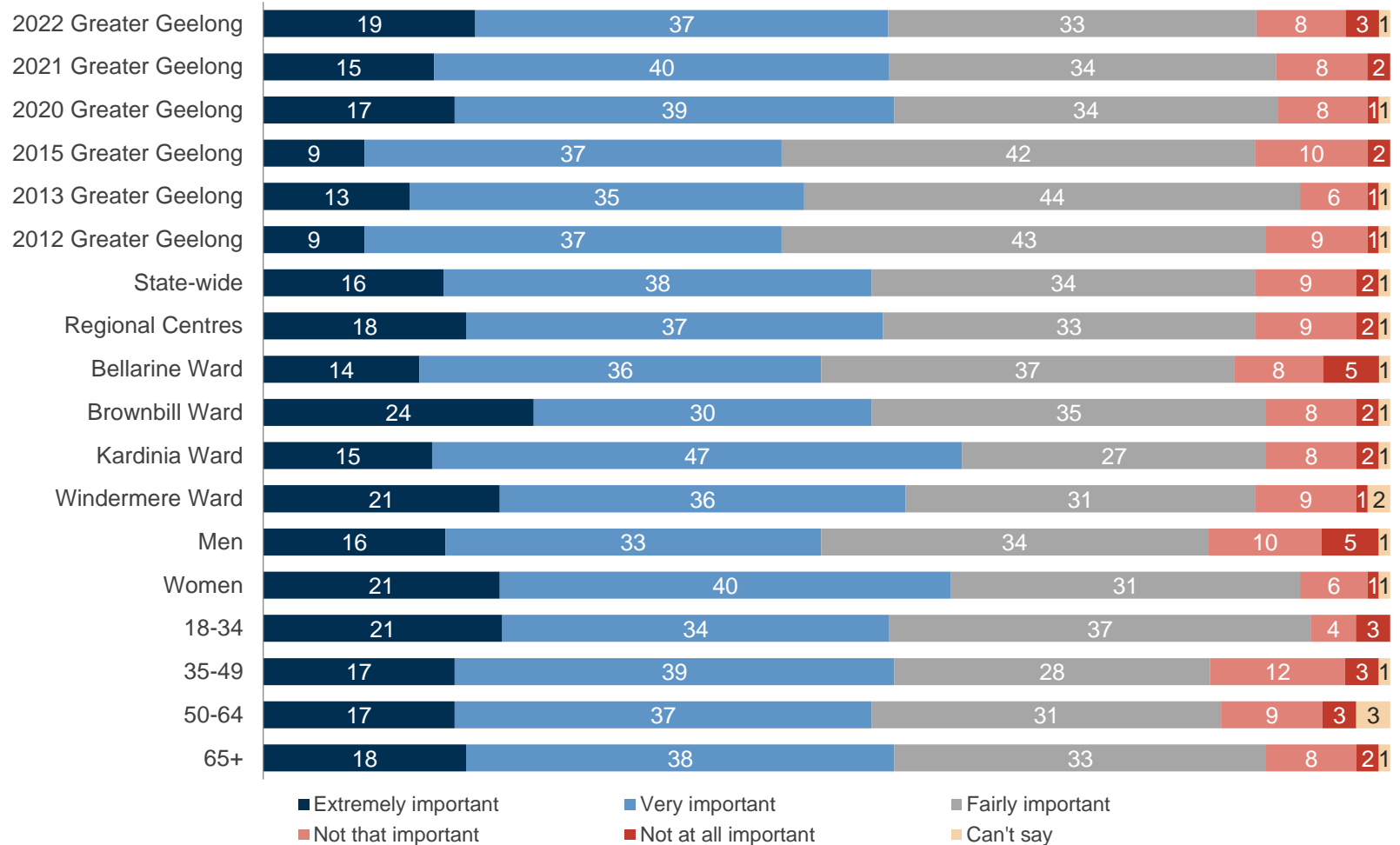
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2022 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



2022 community and cultural activities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	67	69	68	n/a	n/a	n/a	71	72	72	72
Kardinia Ward	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	65	65	69	68	69	69	69	n/a	n/a	n/a
Women	65	64	66	n/a	n/a	n/a	73	74	70	72
Bellarine Ward	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	65	68	69	69	69	69	69	70	69
Greater Geelong	64	65	68	n/a	n/a	n/a	72	70	68	70
Brownbill Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	63	74	n/a	n/a	n/a	79	72	71	66
Men	63	66	70	n/a	n/a	n/a	70	66	66	68
18-34	62	62	63	n/a	n/a	n/a	65	67	63	72
50-64	62	68	67	n/a	n/a	n/a	73	70	66	71
Windermere Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

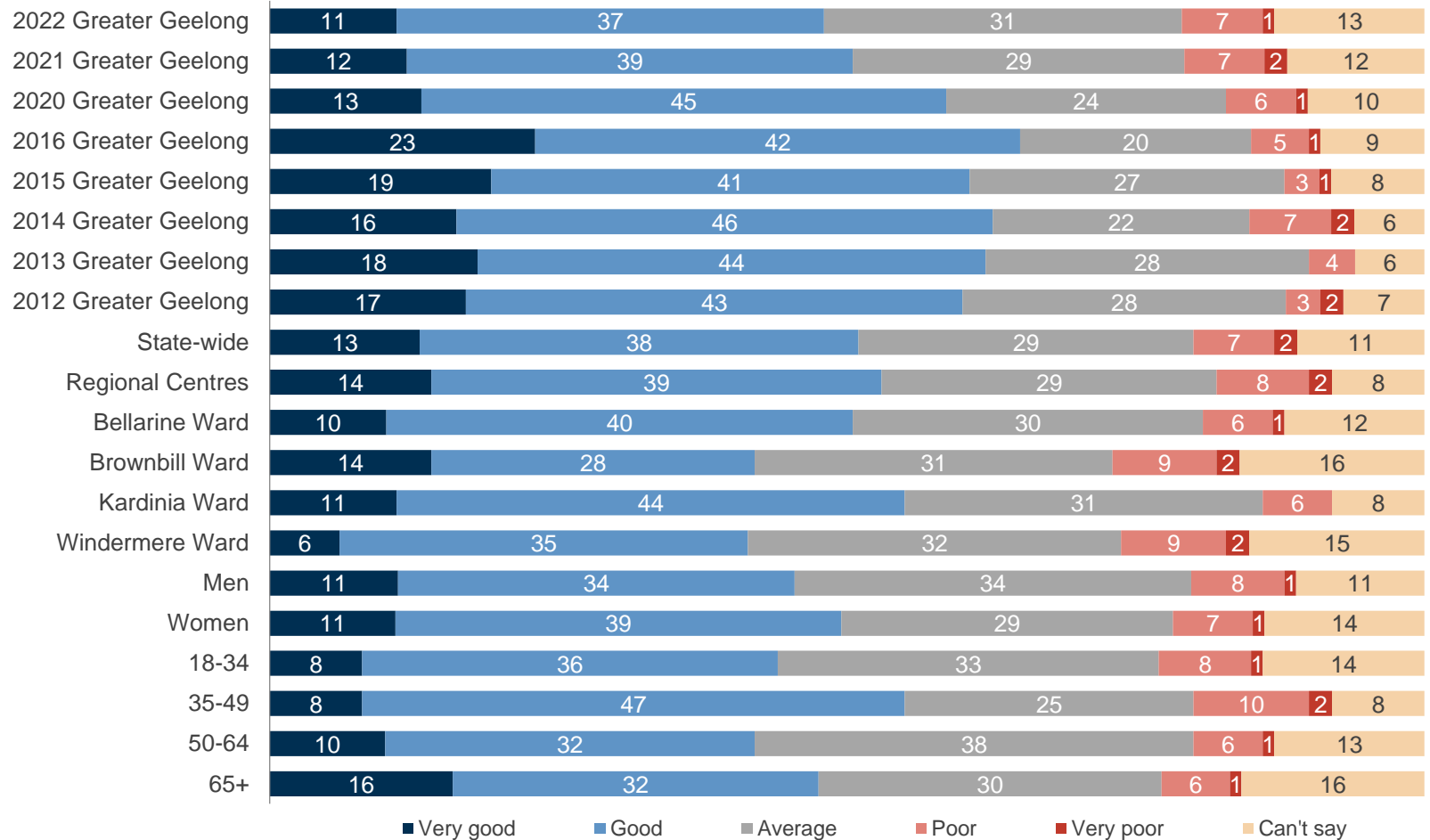
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2022 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: 30 Councils asked group: 6



# Waste management importance



2022 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	87	83	87	n/a	n/a	n/a	n/a	82	n/a	87	80
Windermere Ward	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	85	86	88	n/a	n/a	n/a	n/a	85	n/a	85	81
Brownbill Ward	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	85	85	87	n/a	n/a	n/a	n/a	83	n/a	82	82
Greater Geelong	84	84	85	n/a	n/a	n/a	n/a	83	n/a	83	80
18-34	84	84	81	n/a	n/a	n/a	n/a	82	n/a	80	75
Kardinia Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	83	82	82	n/a	n/a	n/a	n/a	81	n/a	81	78
Regional Centres	83	82	82	80	81	79	79	80	n/a	n/a	n/a
35-49	82	85	85	n/a	n/a	n/a	n/a	84	n/a	83	82
State-wide	82	82	81	81	79	80	79	79	79	79	78

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

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

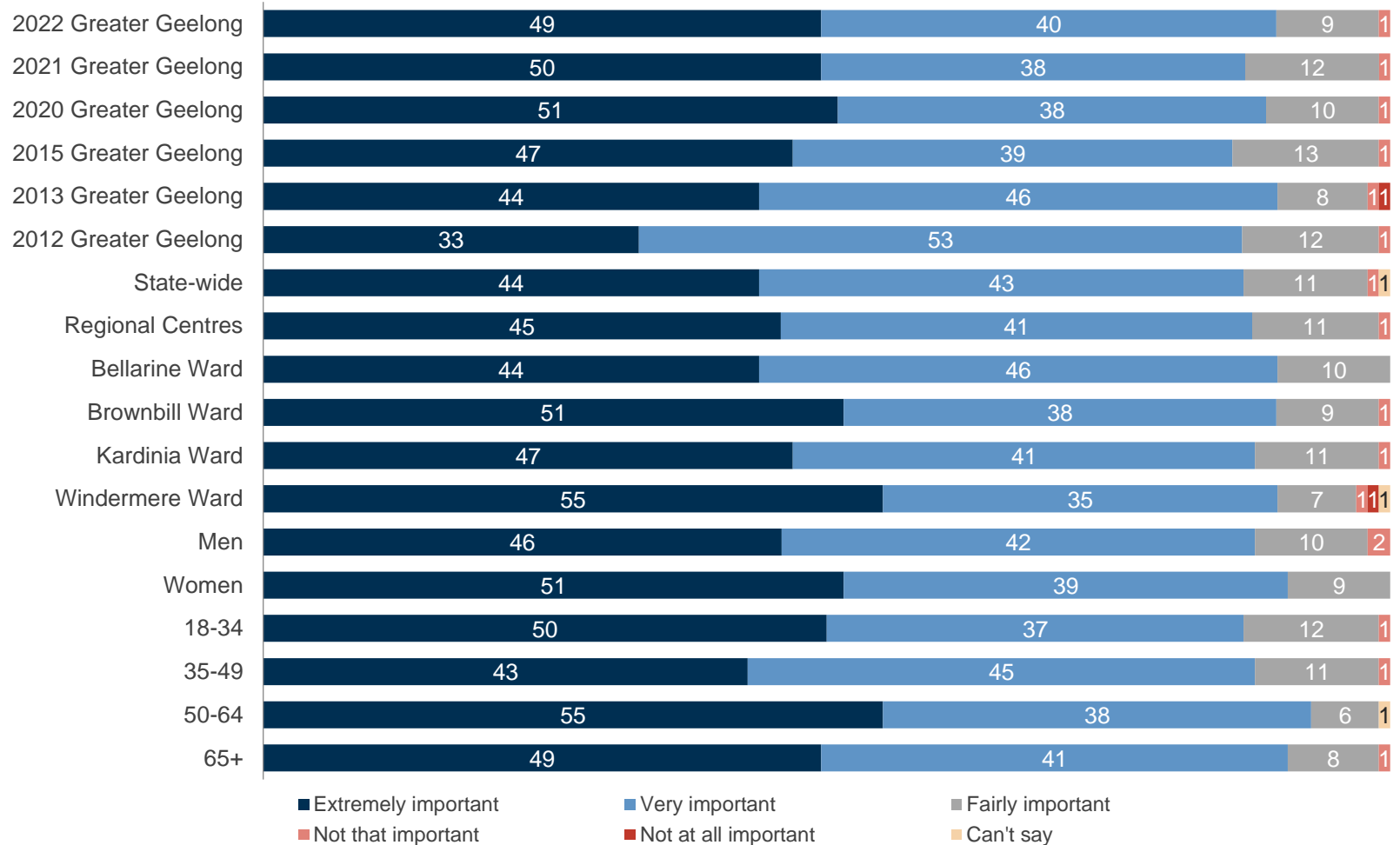
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



2022 waste management importance (%)



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



# Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	74	74	67	n/a	n/a	n/a	72	73	75	71	78
Men	71	69	64	n/a	n/a	n/a	73	73	76	70	74
Brownbill Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	70	69	59	n/a	n/a	n/a	73	74	75	69	74
50-64	70	74	53	n/a	n/a	n/a	74	74	72	65	66
Women	69	69	54	n/a	n/a	n/a	73	76	74	69	74
Kardinia Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	70	59	n/a	n/a	n/a	73	77	73	67	74
Regional Centres	68	69	66	68	70	69	69	71	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
18-34	68	62	54	n/a	n/a	n/a	73	73	79	76	77

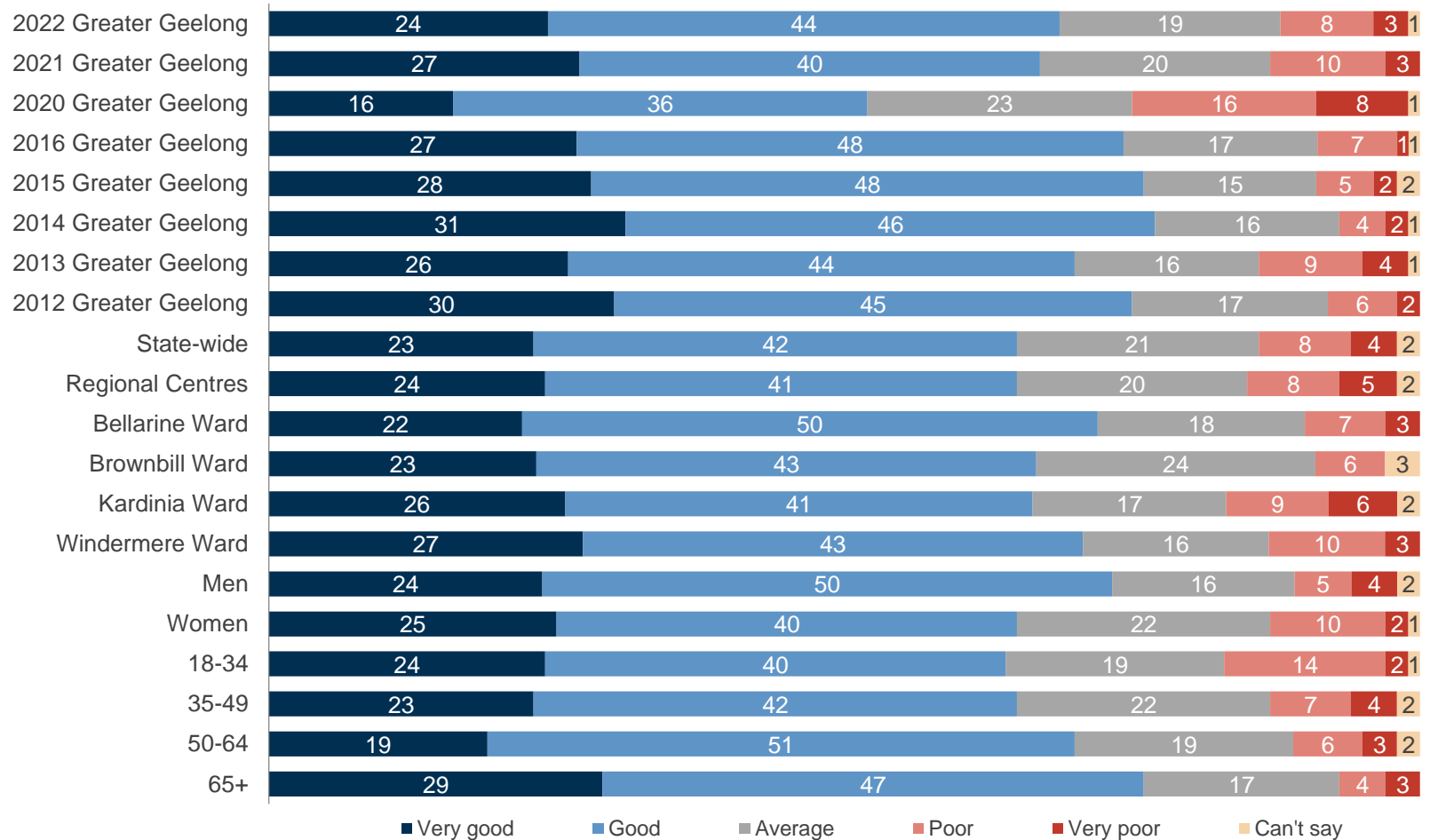
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



# Council's general town planning policy importance



2022 town planning importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77	80	81	n/a	n/a	n/a	76	n/a	77	75
50-64	75	80	79	n/a	n/a	n/a	74	n/a	78	76
Kardinia Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	72	73	73	72	73	72	72	73
Women	73	75	76	n/a	n/a	n/a	73	n/a	73	73
Brownbill Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	73	76	74	n/a	n/a	n/a	71	n/a	72	72
Regional Centres	73	74	72	71	72	71	72	73	n/a	n/a
Bellarine Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	77	71	n/a	n/a	n/a	70	n/a	71	70
35-49	72	77	75	n/a	n/a	n/a	77	n/a	72	72
Windermere Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68▼	69	64	n/a	n/a	n/a	60	n/a	64	66

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3

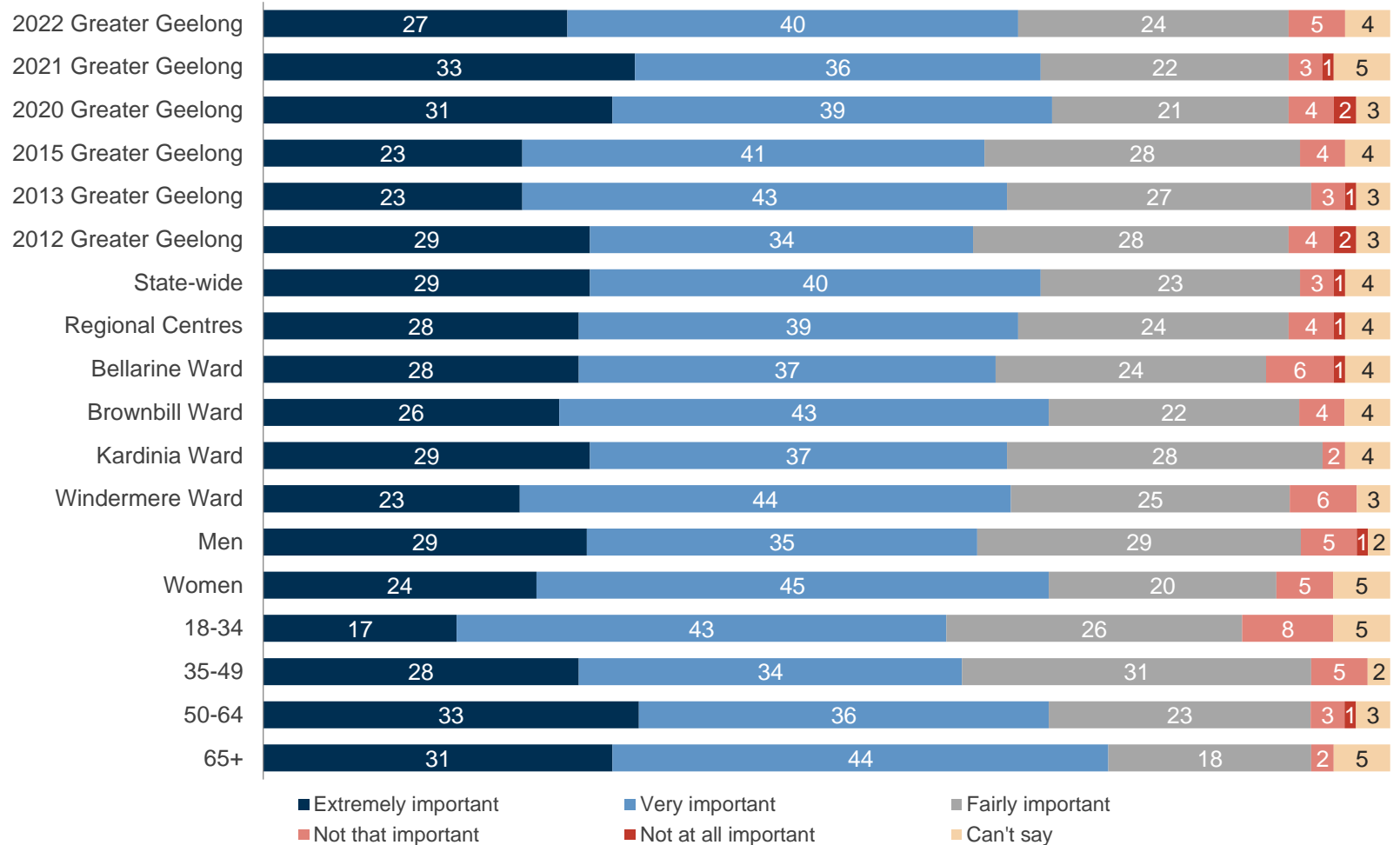
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



2022 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: 14 Councils asked group: 3



# Council's general town planning policy performance



## 2022 town planning performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Kardinia Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a
Regional Centres	55▲	55	52	57	54	56	54	55	n/a	n/a
18-34	55	56	57	n/a	n/a	n/a	55	61	64	60
State-wide	54	55	54	55	54	53	52	54	55	55
Women	53	55	53	n/a	n/a	n/a	52	58	52	57
35-49	53	52	52	n/a	n/a	n/a	53	50	51	55
Greater Geelong	52	54	53	n/a	n/a	n/a	52	55	53	55
Men	52	53	54	n/a	n/a	n/a	52	52	55	54
Windermere Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	52	53	n/a	n/a	n/a	49	53	51	55
50-64	50	54	51	n/a	n/a	n/a	52	54	47	52
Bellarine Ward	47	n/a	n/a	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: 22 Councils asked group: 3

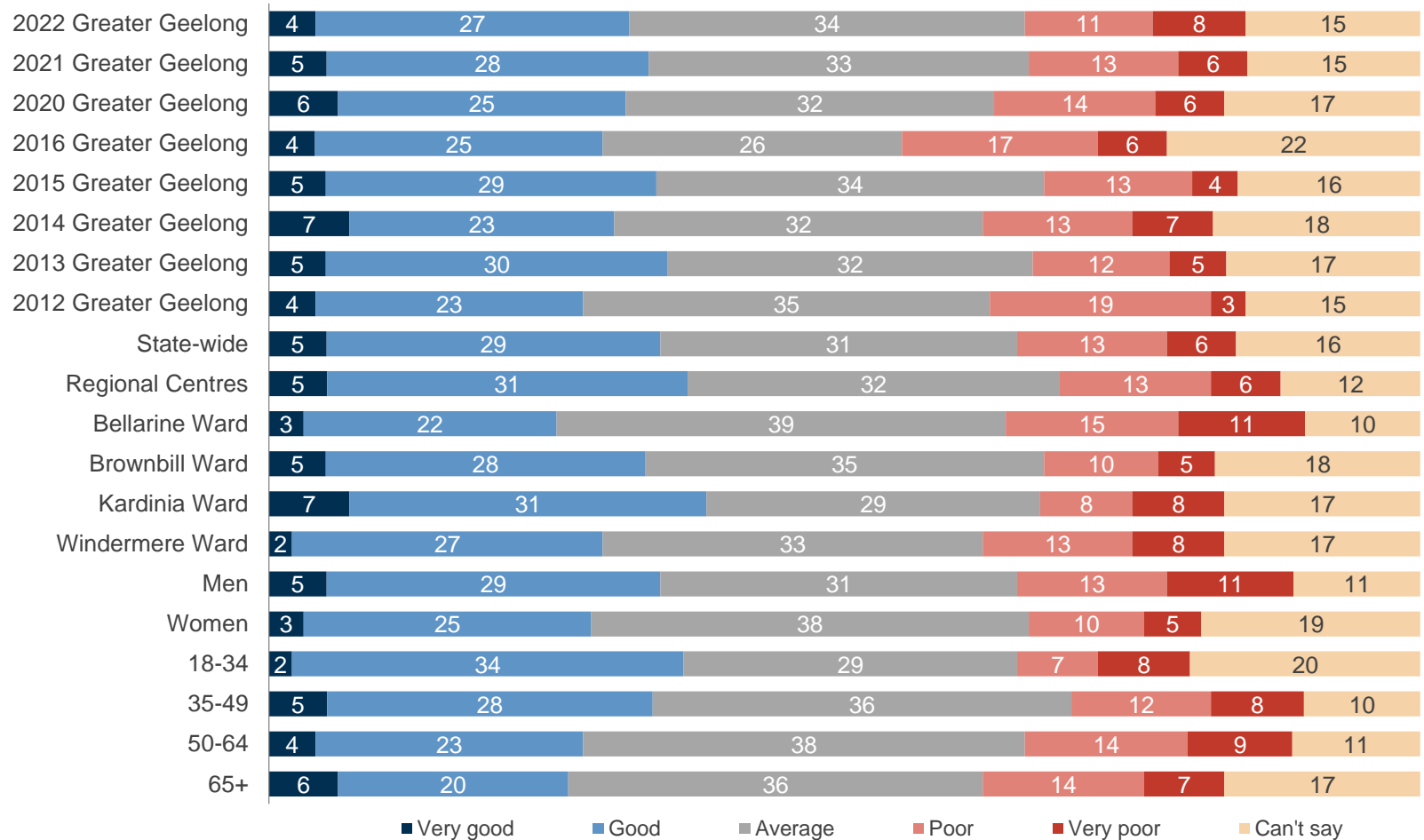
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2022 town planning performance (%)



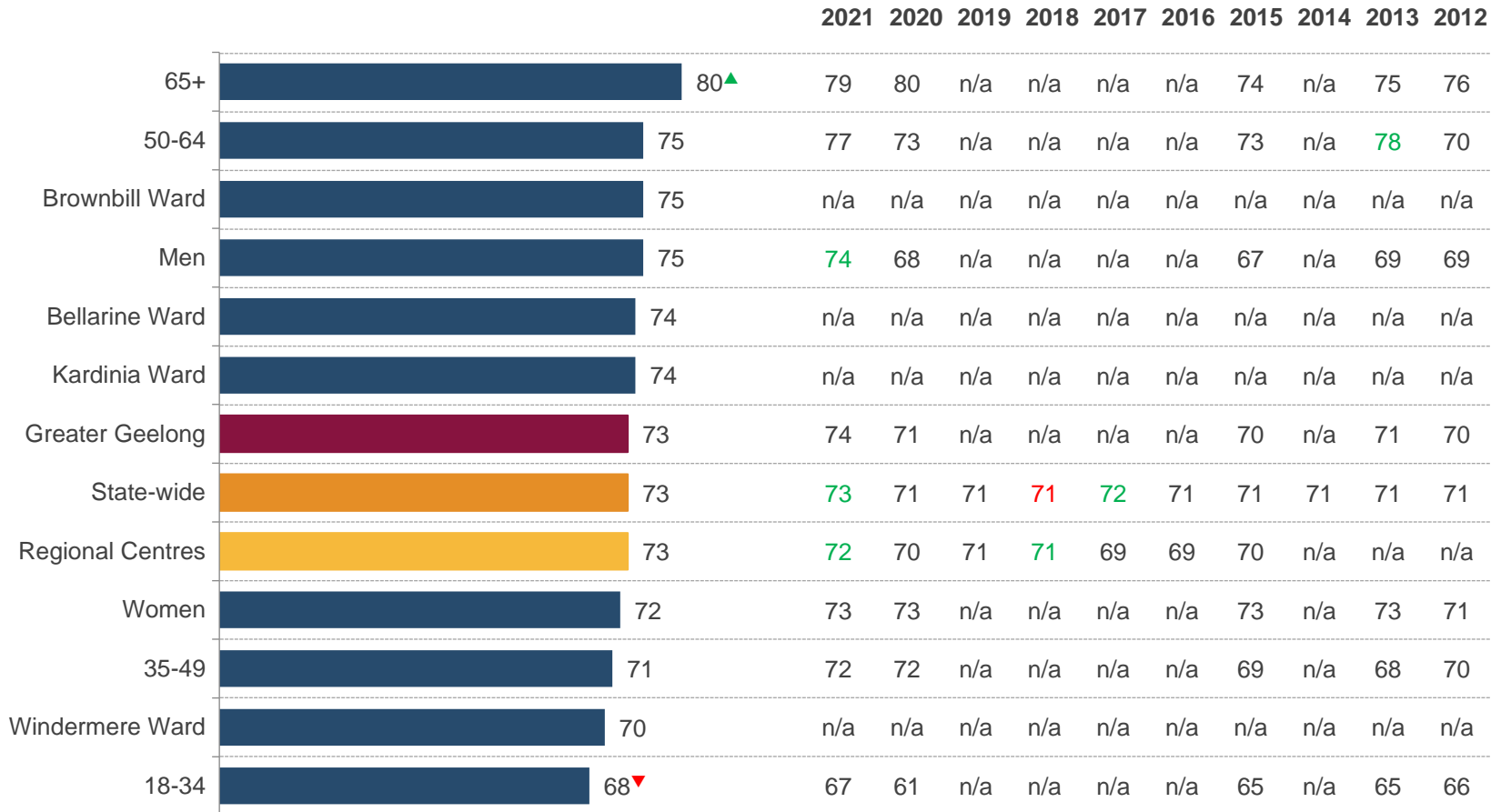
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3



# Planning and building permits importance



2022 planning and building permits importance (index scores)



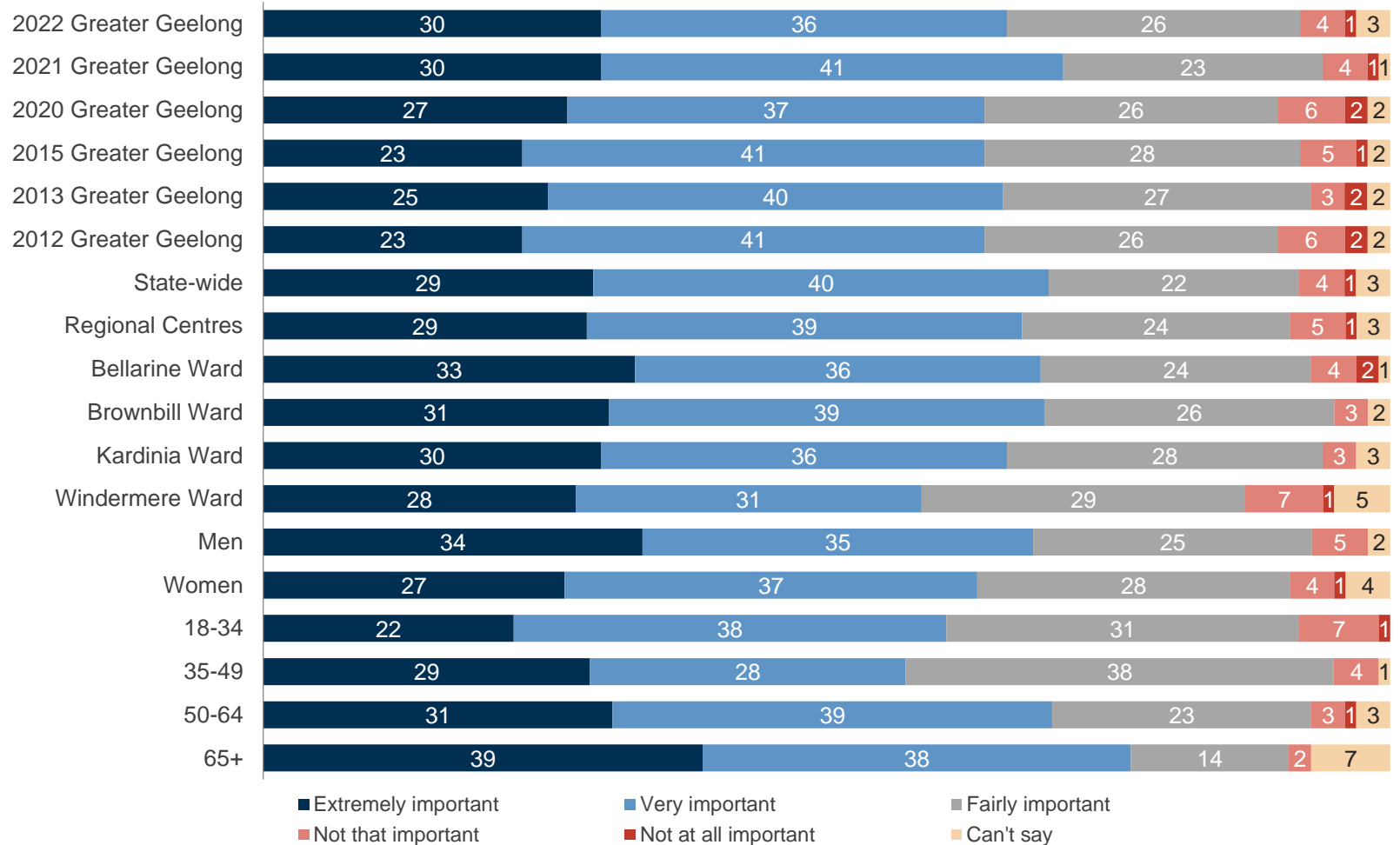
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



2022 planning and building permits importance (%)



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



# Planning and building permits performance



2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Kardinia Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
18-34	58	60	56	n/a	n/a	n/a	60	58	57	65	63
Women	57	57	53	n/a	n/a	n/a	52	59	51	59	57
Windermere Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Greater Geelong	55	55	53	n/a	n/a	n/a	54	56	51	58	55
35-49	55	56	54	n/a	n/a	n/a	51	56	51	58	51
Regional Centres	54	58	57	58	57	60	55	57	n/a	n/a	n/a
Brownbill Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
65+	53	49	51	n/a	n/a	n/a	50	56	48	53	58
Men	52	53	52	n/a	n/a	n/a	55	54	51	56	54
Bellarine Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
50-64	52	55	48	n/a	n/a	n/a	52	56	46	52	47
State-wide	50▼	51	51	52	52	51	50	54	53	55	54

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

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

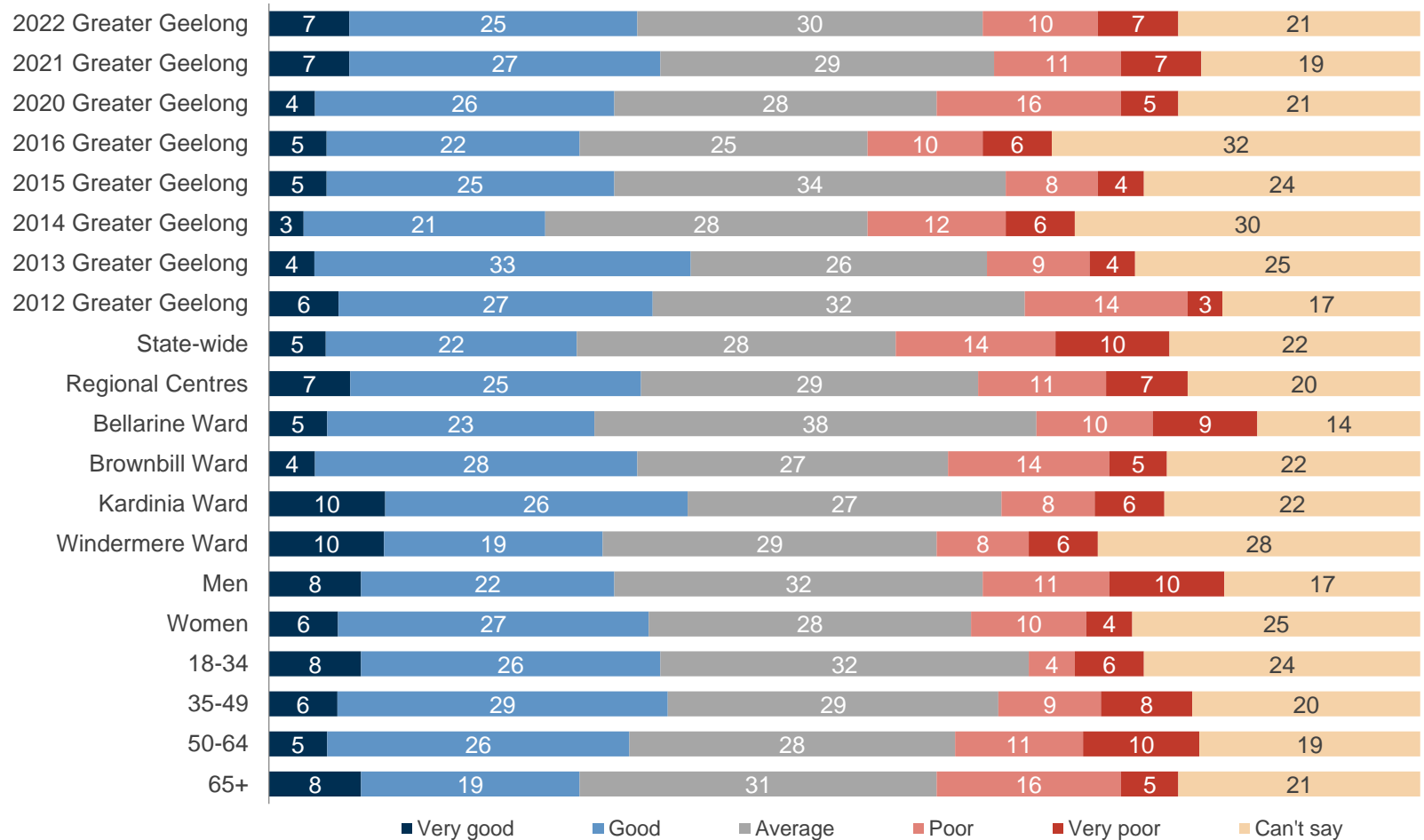
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2022 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



# Environmental sustainability importance



2022 environmental sustainability importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	79	82	82	n/a	n/a	n/a	n/a	75	77	n/a	n/a
18-34	79	81	81	n/a	n/a	n/a	n/a	73	72	n/a	n/a
Brownbill Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	72	78	n/a	n/a	n/a	n/a	73	75	n/a	n/a
Greater Geelong	76	78	79	n/a	n/a	n/a	n/a	72	73	n/a	n/a
65+	75	76	78	n/a	n/a	n/a	n/a	71	75	n/a	n/a
35-49	75	81	78	n/a	n/a	n/a	n/a	72	73	n/a	n/a
Men	74	75	76	n/a	n/a	n/a	n/a	69	69	n/a	n/a
State-wide	73▼	74	74	74	73	72	73	73	73	72	71
Regional Centres	73▼	74	74	74	73	72	71	73	n/a	n/a	n/a
Bellarine Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

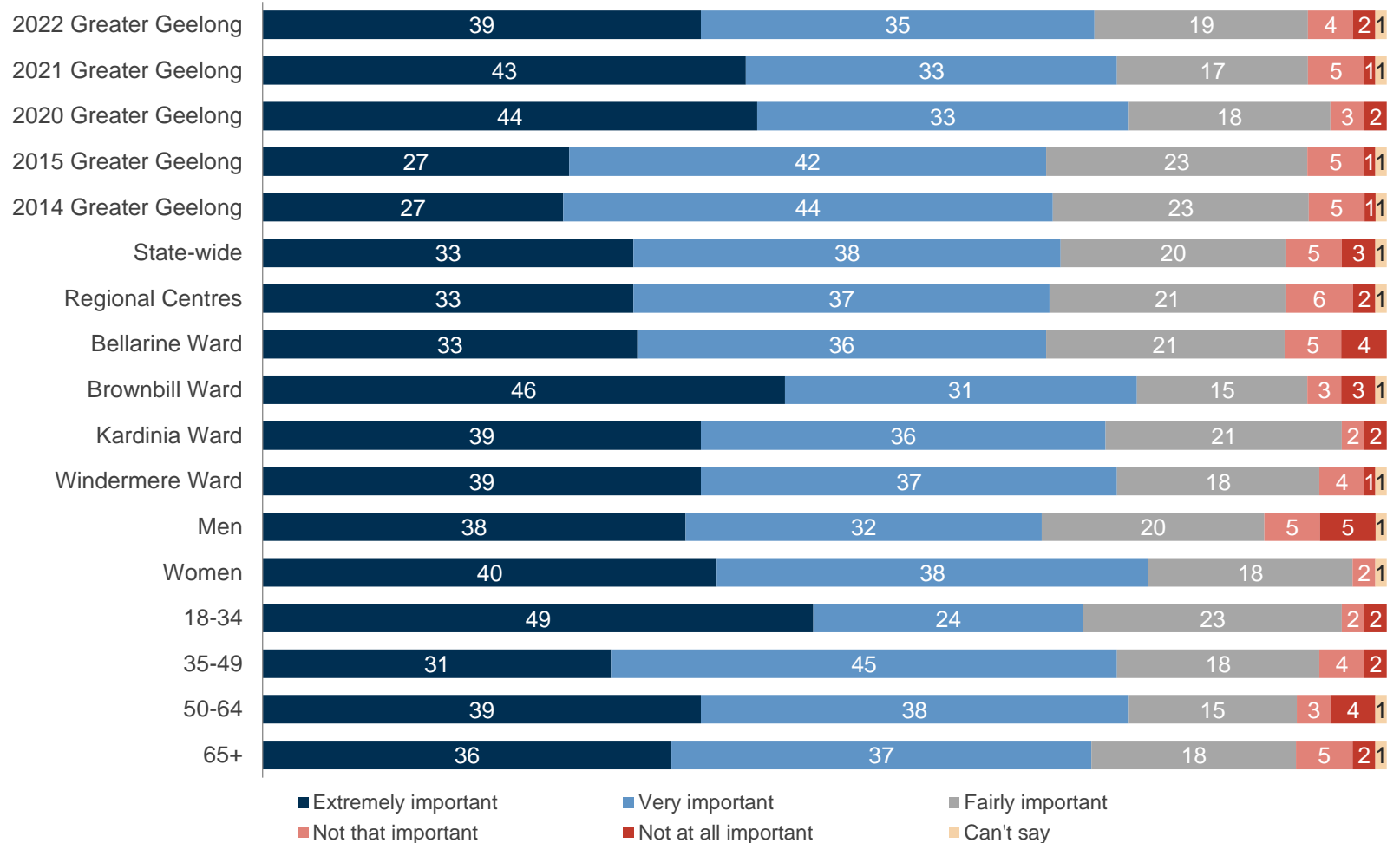
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2022 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5



# Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	62▲	61	63	64	65	63	63	n/a	n/a	n/a
State-wide	61	60	62	63	64	63	64	64	64	64
65+	61	59	n/a	n/a	n/a	59	62	61	n/a	n/a
Kardinia Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	58	n/a	n/a	n/a	64	62	62	n/a	n/a
Greater Geelong	59	54	n/a	n/a	n/a	61	63	62	n/a	n/a
Women	58	51	n/a	n/a	n/a	59	64	62	n/a	n/a
Bellarine Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	56	50	n/a	n/a	60	61	62	n/a	n/a
Windermere Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	58	62	57	n/a	n/a	65	64	62	n/a	n/a
Brownbill Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	52	53	n/a	n/a	63	65	63	n/a	n/a

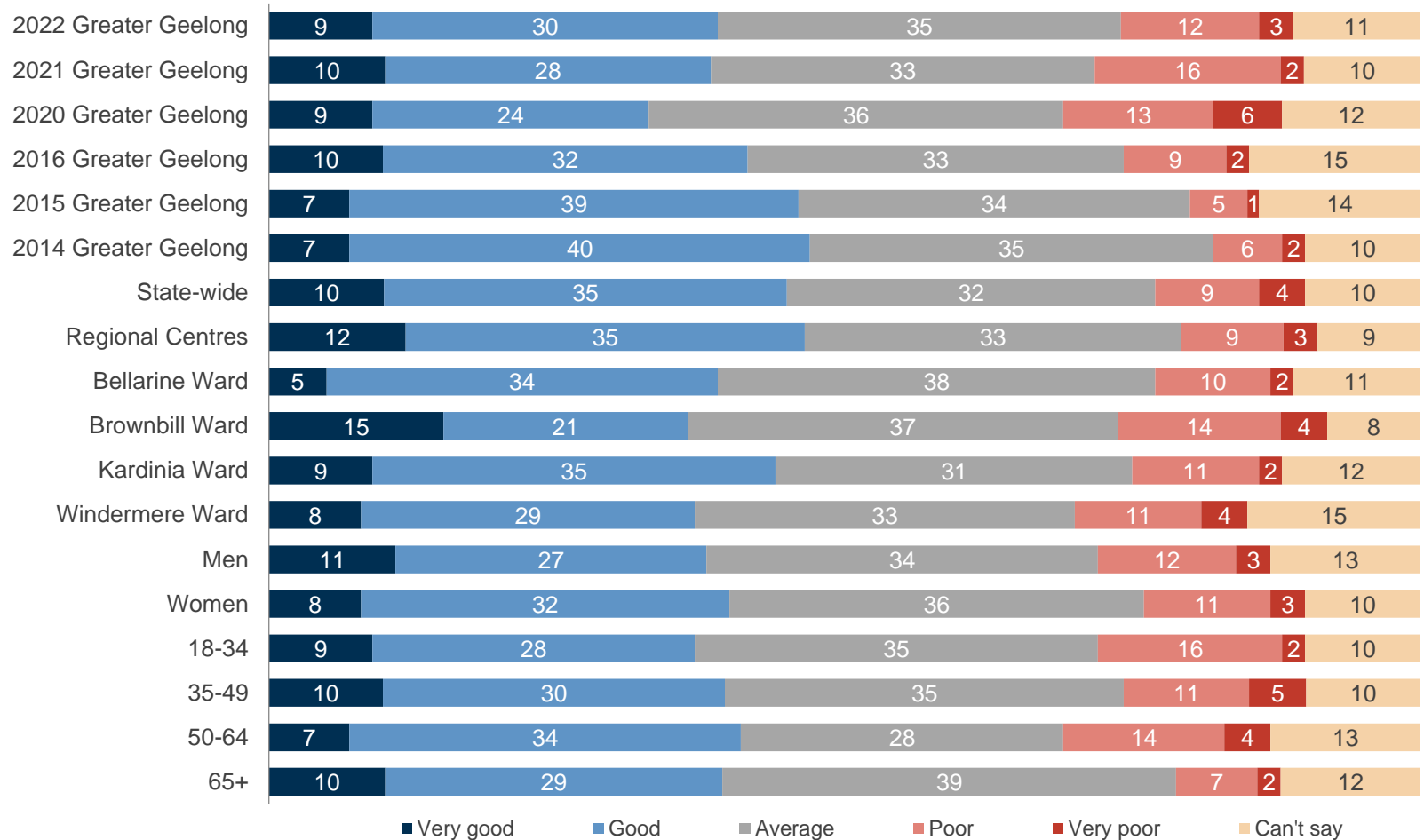
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2022 environmental sustainability performance (%)



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



# Planning for population growth in the area importance



2022 population growth importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	81	84	85	n/a	n/a	81	n/a	n/a	n/a	n/a
Brownbill Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	84	85	n/a	n/a	77	n/a	n/a	n/a	n/a
Women	79	80	82	n/a	n/a	77	n/a	n/a	n/a	n/a
Greater Geelong	78	80	81	n/a	n/a	76	n/a	n/a	n/a	n/a
Regional Centres	78	77	77	75	75	75	76	76	n/a	n/a
Men	78	81	80	n/a	n/a	75	n/a	n/a	n/a	n/a
35-49	77	83	84	n/a	n/a	80	n/a	n/a	n/a	n/a
18-34	77	73	73	n/a	n/a	67	n/a	n/a	n/a	n/a
State-wide	77	76	76	77	77	76	76	75	75	75
Windermere Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

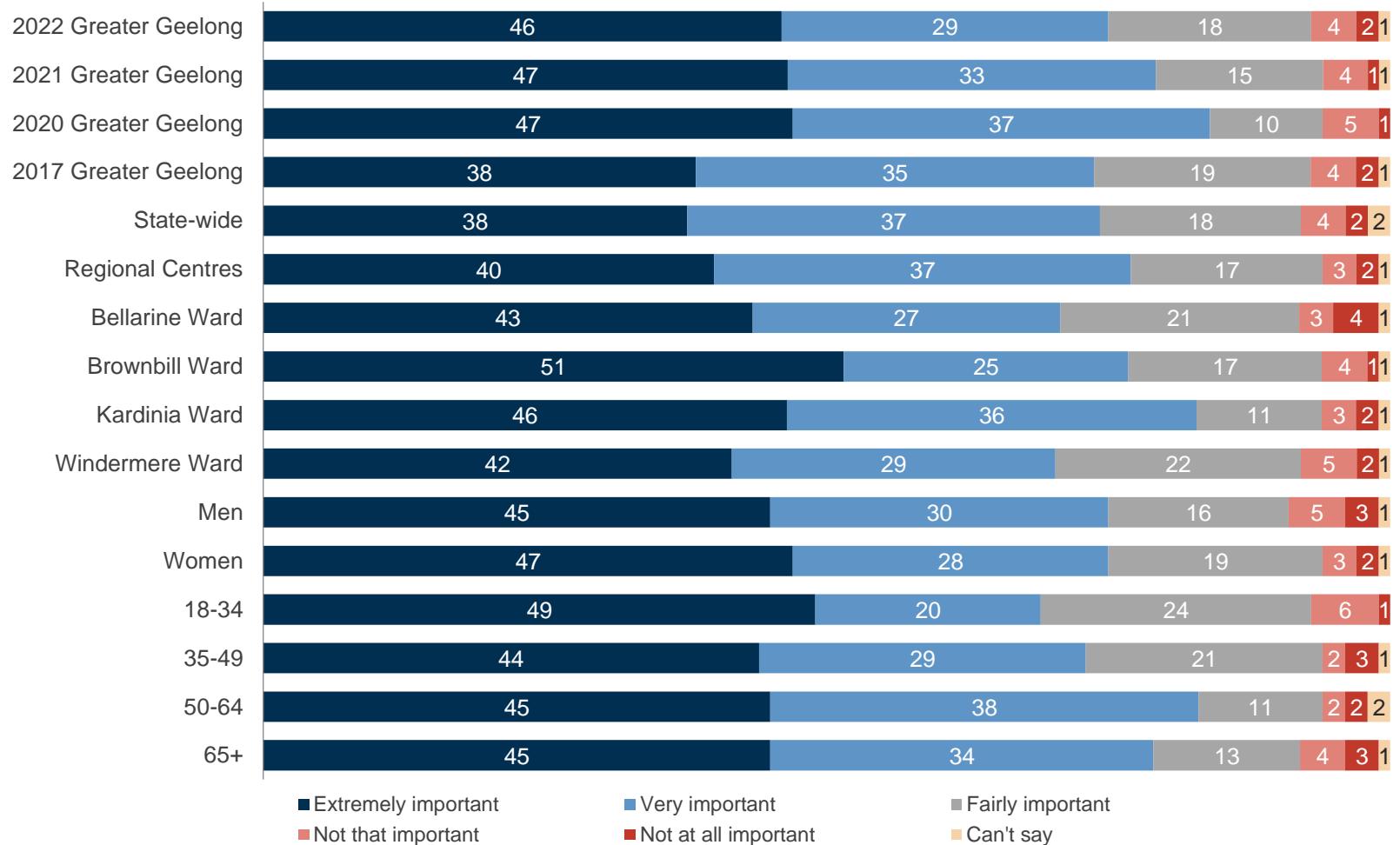
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



2022 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



## 2022 population growth performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Regional Centres	58▲	59	57	62	62	62	59	61	n/a	n/a	n/a
Windermere Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	60	55	n/a	n/a	65	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	n/a	n/a
Women	52	52	52	n/a	n/a	53	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	52	54	51	n/a	n/a	55	n/a	n/a	n/a	n/a	n/a
State-wide	52	53	51	52	52	52	51	54	54	54	52
35-49	52	52	50	n/a	n/a	48	n/a	n/a	n/a	n/a	n/a
Men	51	56	50	n/a	n/a	56	n/a	n/a	n/a	n/a	n/a
65+	51	49	49	n/a	n/a	55	n/a	n/a	n/a	n/a	n/a
50-64	49	56	47	n/a	n/a	49	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4

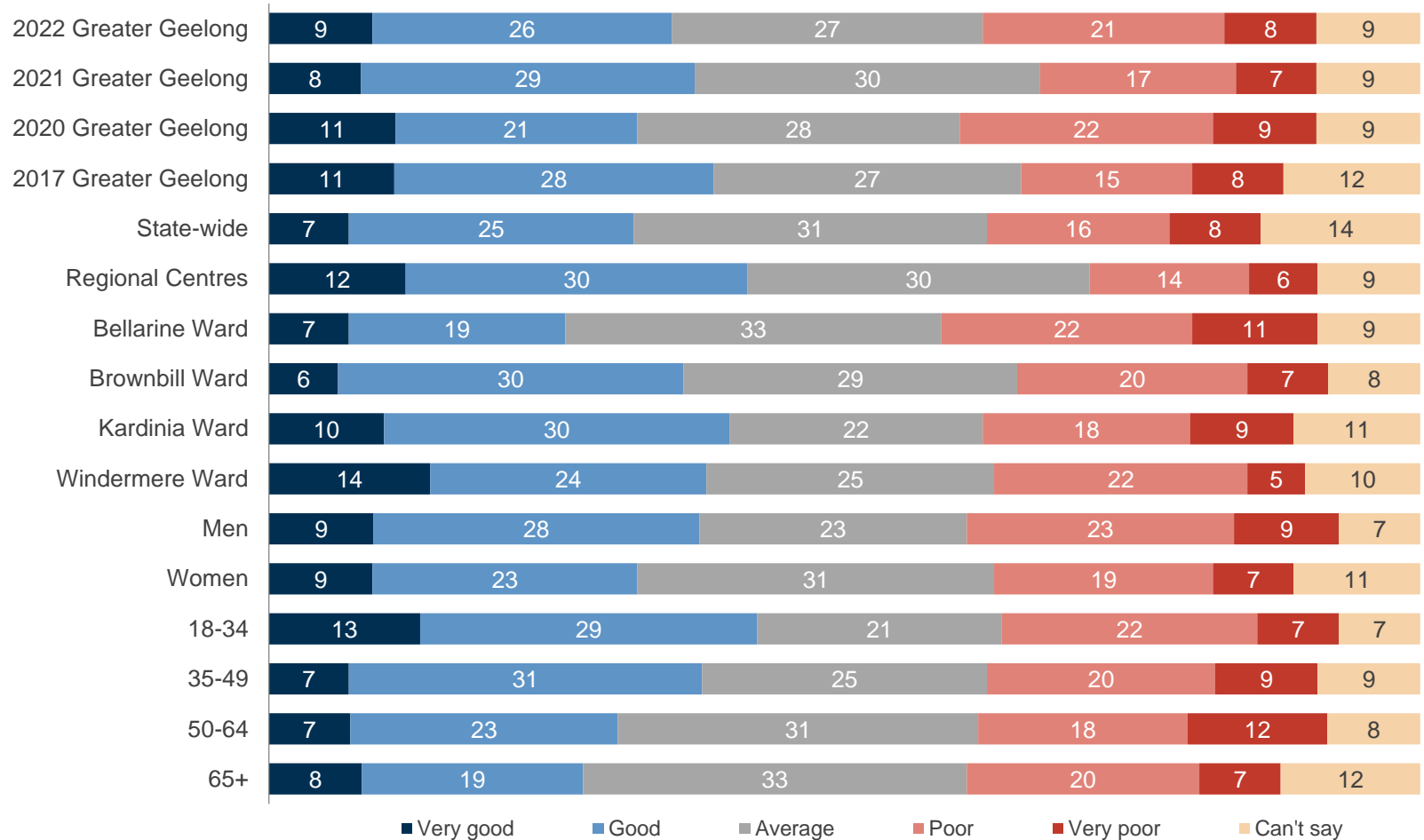
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



2022 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: 18 Councils asked group: 4



# Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	83▲	81	80	80	79	79	78	78	81	80
Regional Centres	79▲	78	76	75	77	76	70	72	n/a	n/a
65+	78	77	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	75	75	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	75	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2

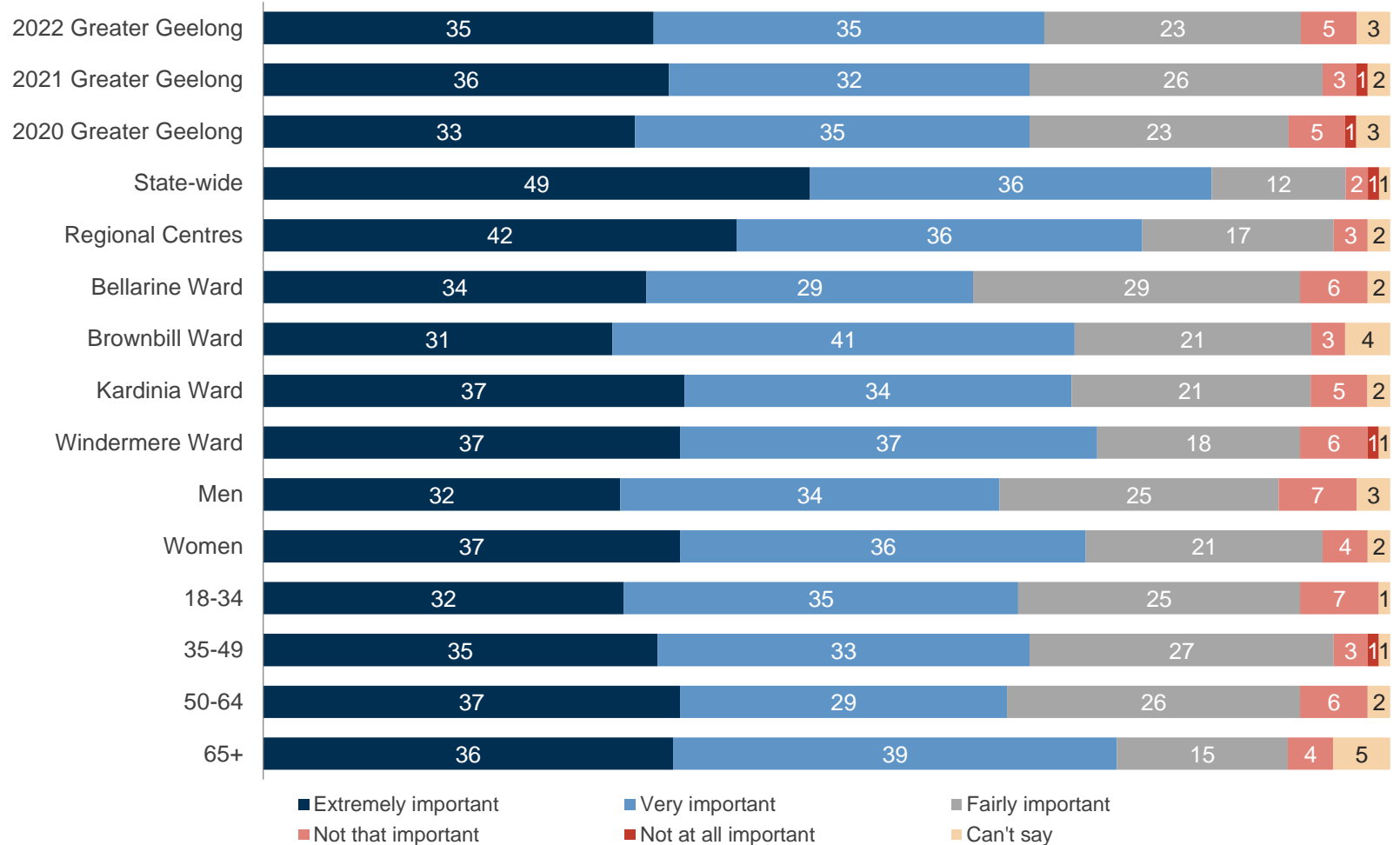
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2



# Maintenance of unsealed roads in your area performance



## 2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Brownbill Ward	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	56	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	51	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	52	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47	57	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	46▼	53	55	52	52	52	n/a	51	n/a	n/a
State-wide	41▼	45	44	44	43	44	43	45	45	44

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

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

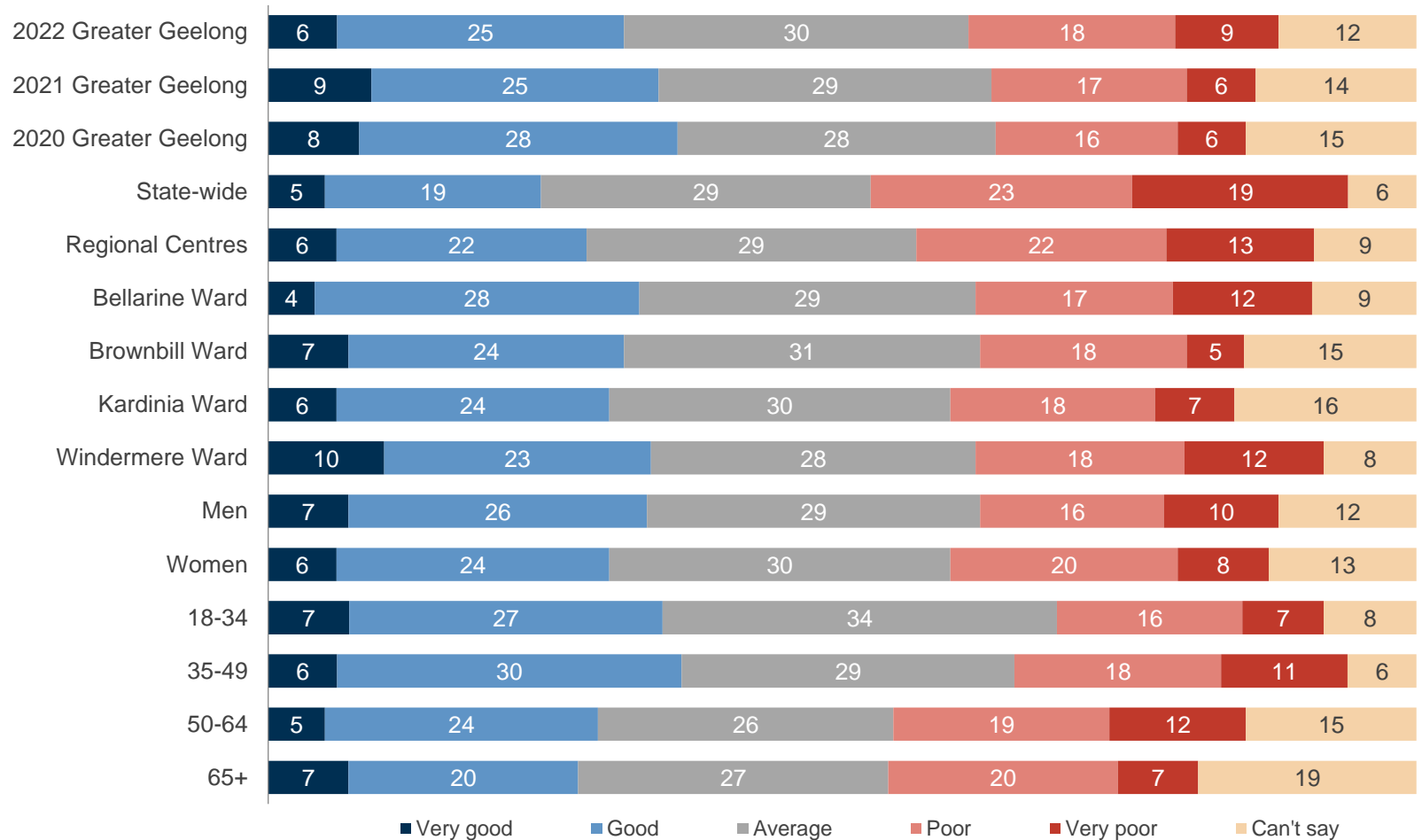
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



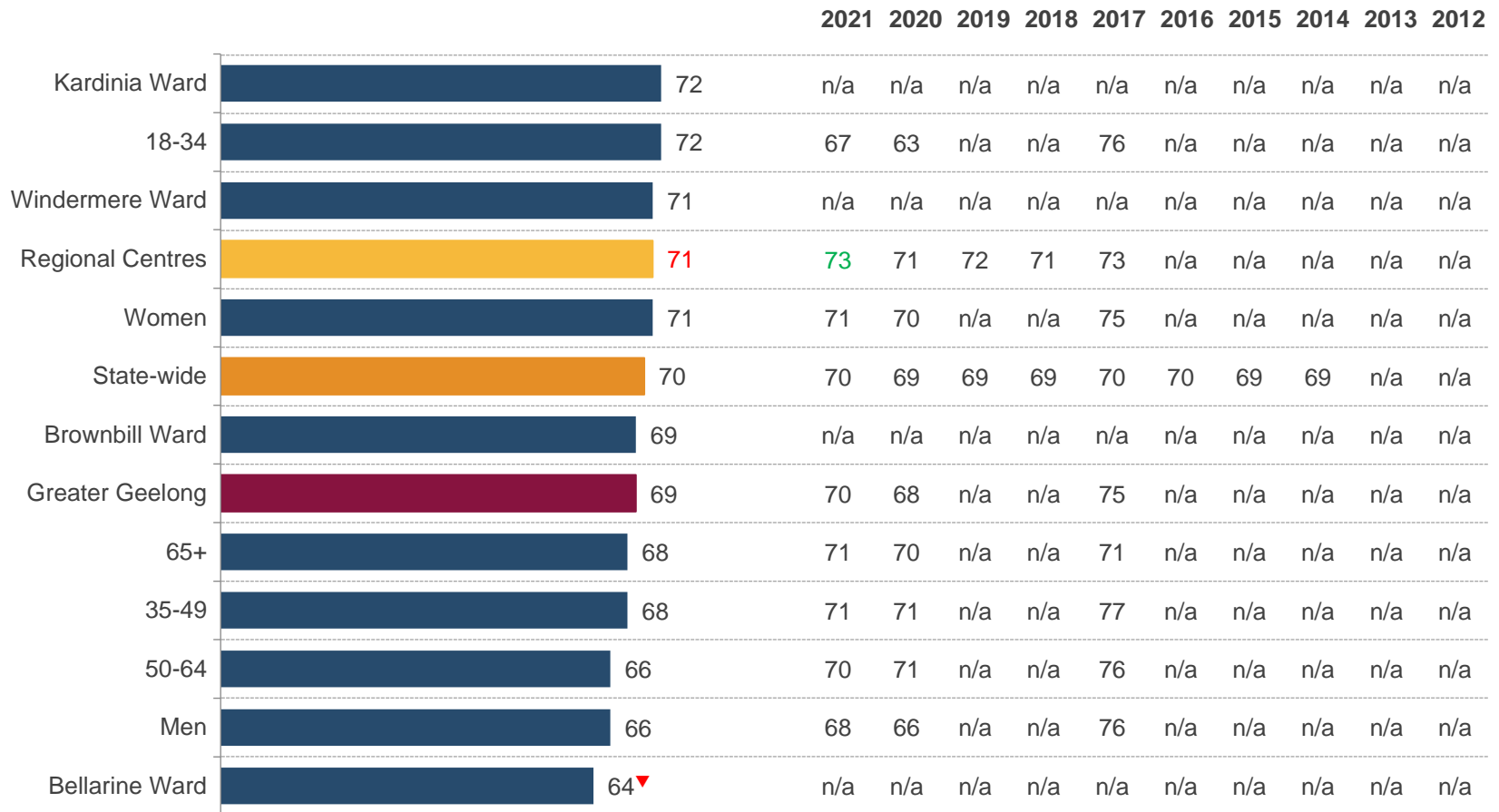
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3



# Business and community development importance



2022 business/community development importance (index scores)



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

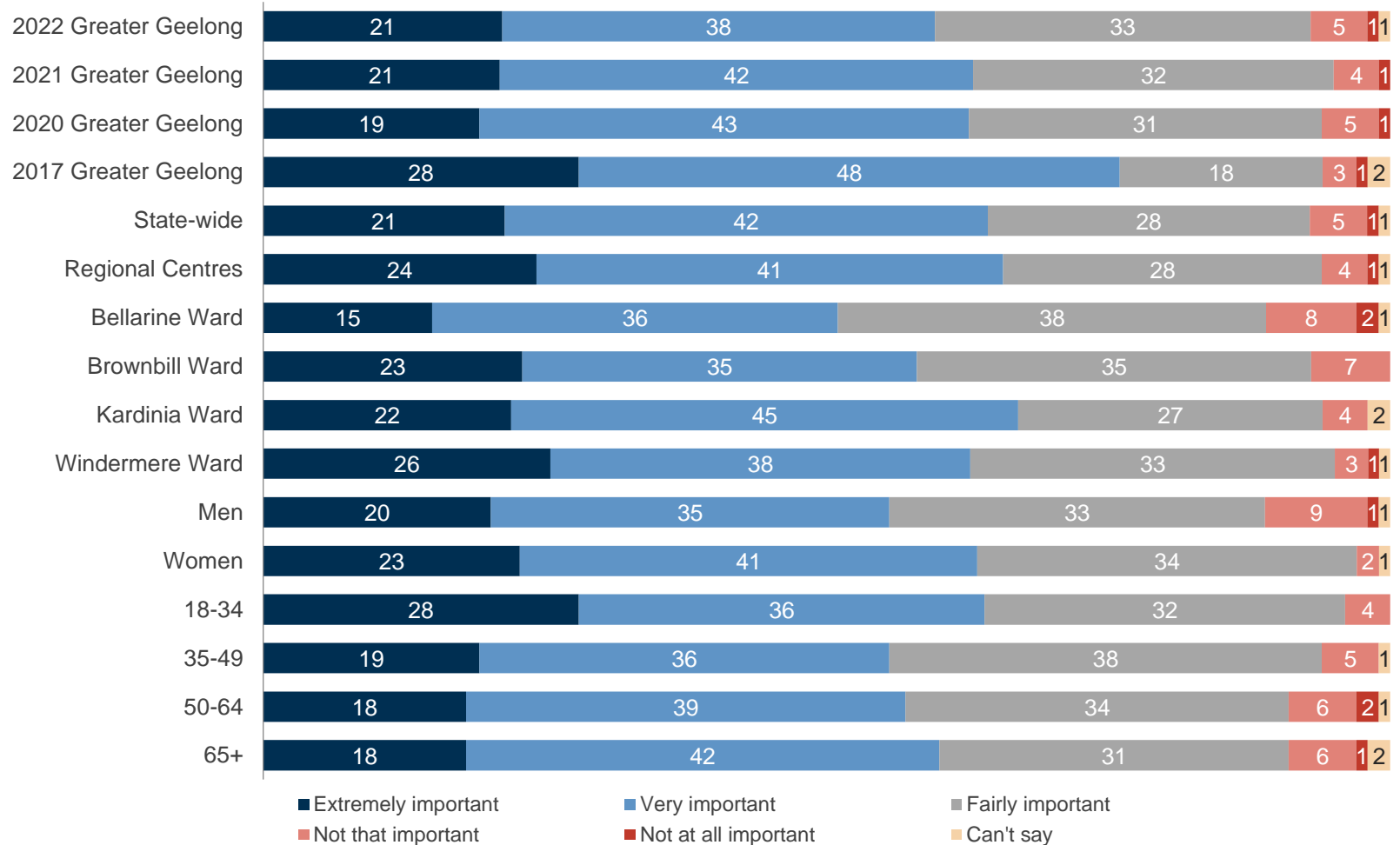
Note: Please see Appendix A for explanation of significant differences.



# Business and community development importance



2022 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



2022 business/community development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Kardinia Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a
35-49	61	61	63	n/a	n/a	54	n/a	n/a	n/a	n/a
18-34	60	66	69	n/a	n/a	57	n/a	n/a	n/a	n/a
Women	60	64	62	n/a	n/a	54	n/a	n/a	n/a	n/a
Greater Geelong	59	64	64	n/a	n/a	54	n/a	n/a	n/a	n/a
Men	59	64	66	n/a	n/a	55	n/a	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	n/a
65+	58	63	63	n/a	n/a	56	n/a	n/a	n/a	n/a
50-64	58	65	57	n/a	n/a	49	n/a	n/a	n/a	n/a
Regional Centres	58	61	58	61	55	58	61	54	n/a	n/a
State-wide	58	60	59	61	60	60	60	60	62	n/a
Brownbill Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

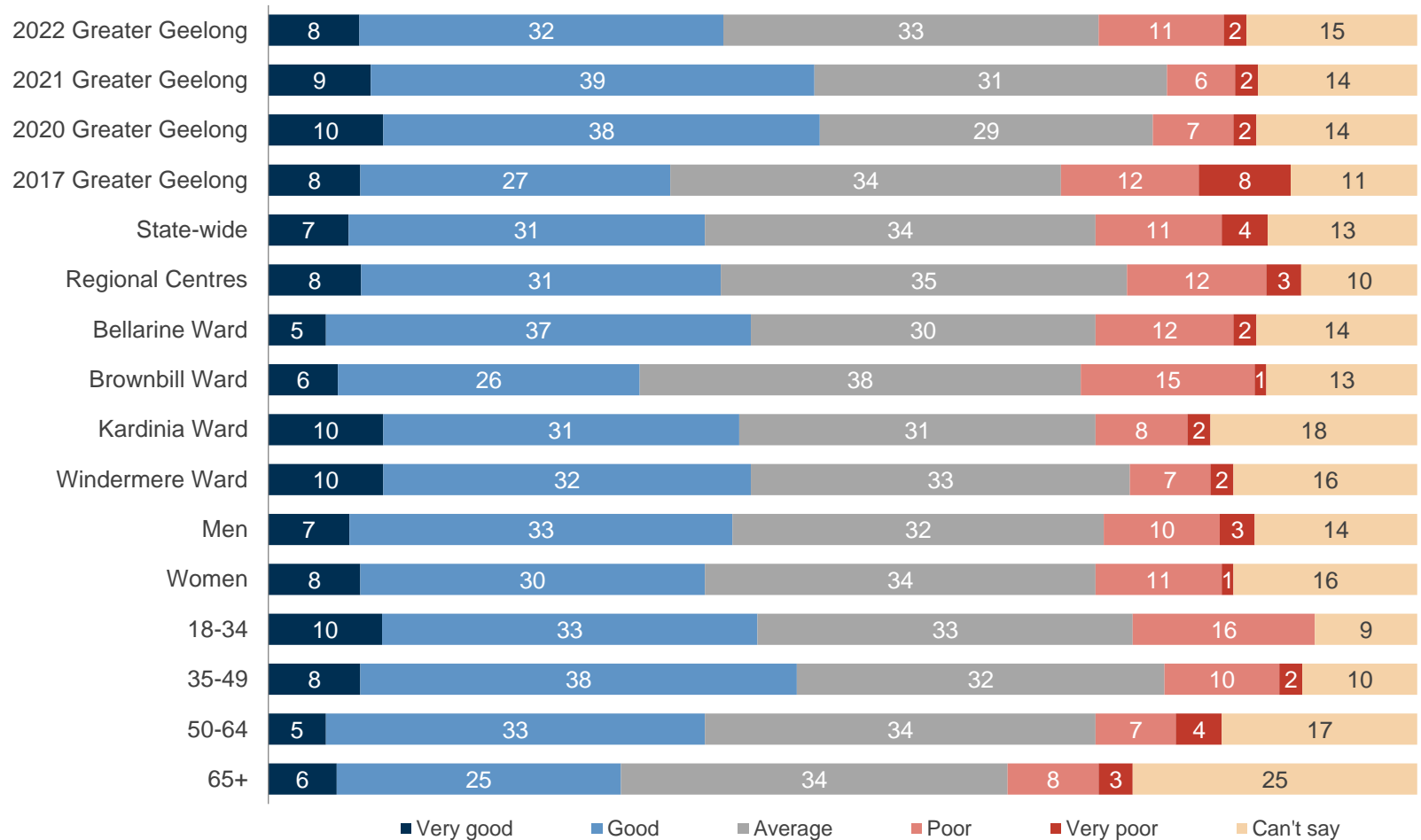
Note: Please see Appendix A for explanation of significant differences.



# Business and community development performance



2022 business/community development performance (%)



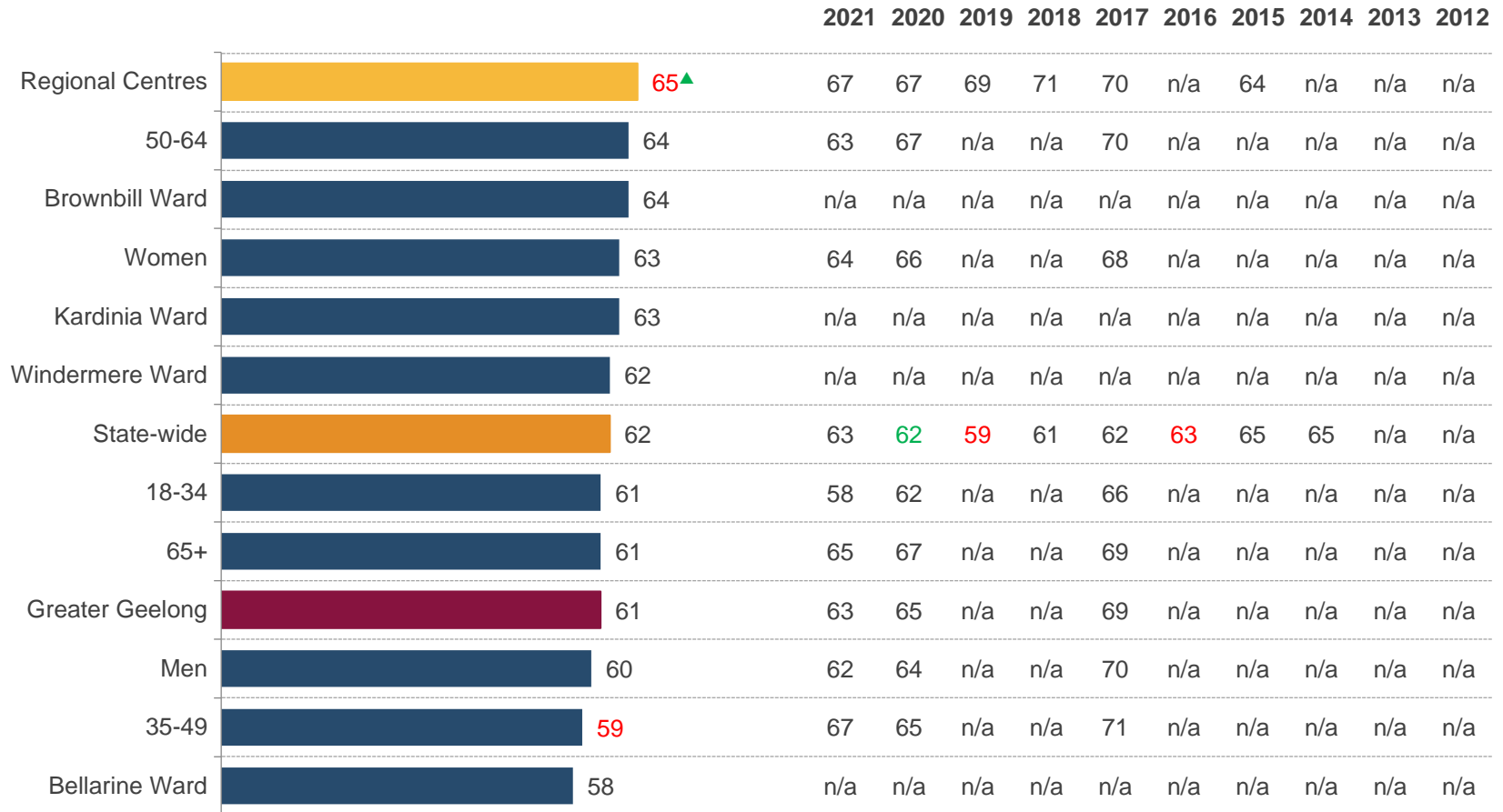
Q2. How has Council performed on 'Business and community development' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4



# Tourism development importance



2022 tourism development importance (index scores)



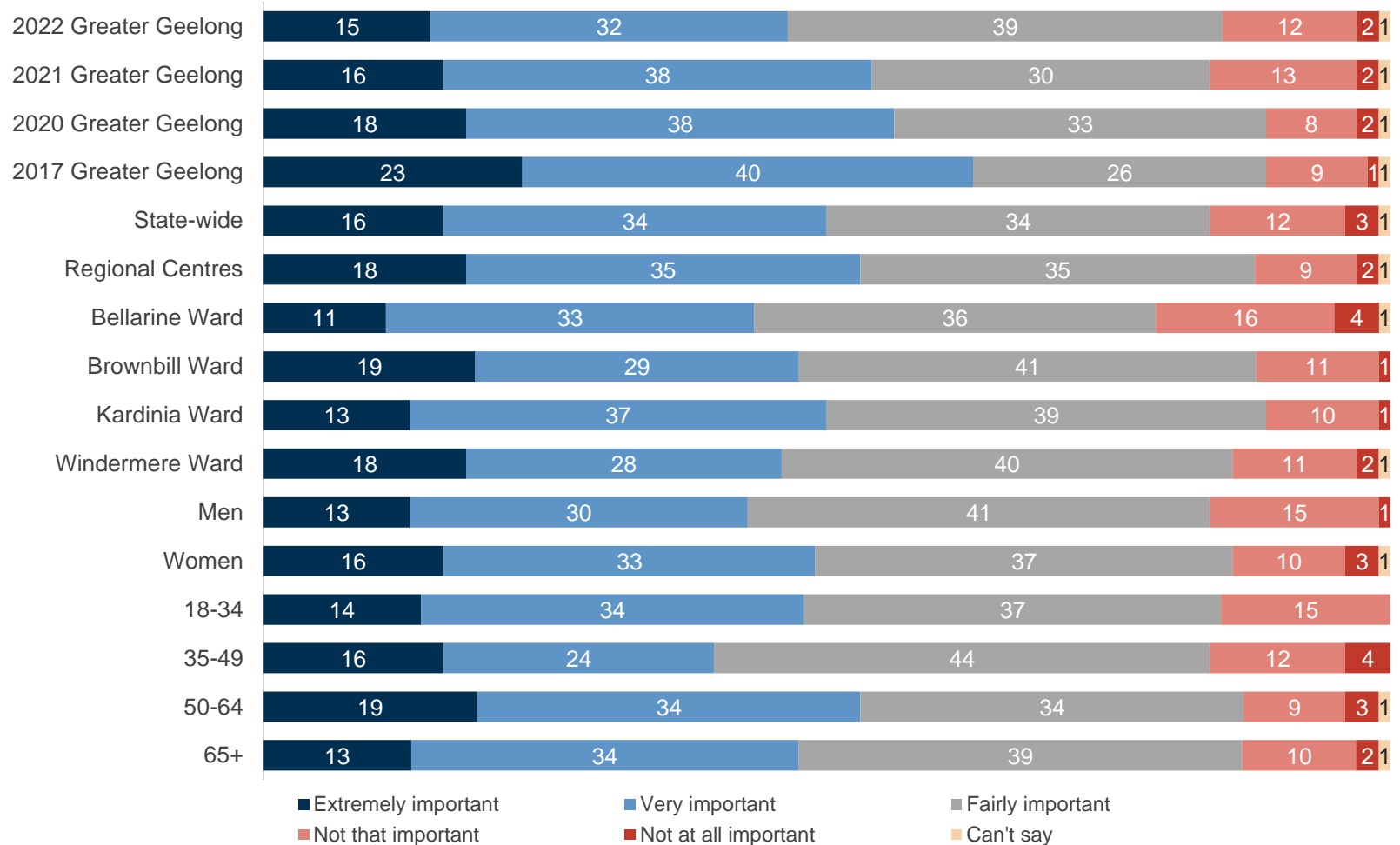
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Tourism development importance



2022 tourism development importance (%)



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



# Tourism development performance



2022 tourism development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	64	67	68	n/a	n/a	62	n/a	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	n/a
50-64	63	69	63	n/a	n/a	57	n/a	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	n/a
Women	63	67	71	n/a	n/a	61	n/a	n/a	n/a	n/a
Greater Geelong	62	66	70	n/a	n/a	62	n/a	n/a	n/a	n/a
35-49	62	65	75	n/a	n/a	63	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	n/a
Men	61	65	68	n/a	n/a	62	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	n/a
State-wide	60	62	63	63	63	63	63	64	n/a	n/a
18-34	59	64	71	n/a	n/a	64	n/a	n/a	n/a	n/a
Regional Centres	59	60	63	70	64	65	71	67	n/a	n/a

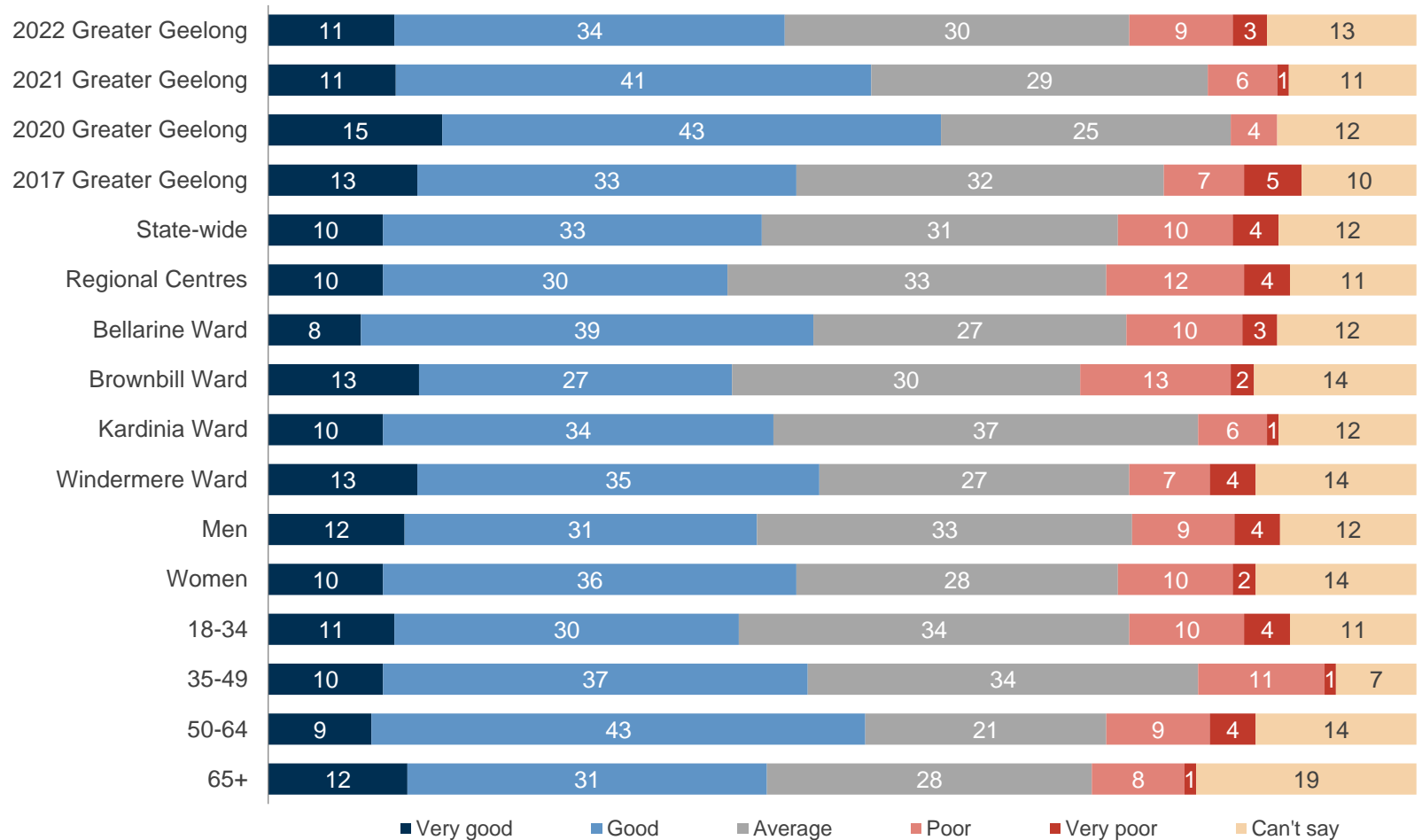
Q2. How has Council performed on 'Tourism development' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Tourism development performance



2022 tourism development performance (%)



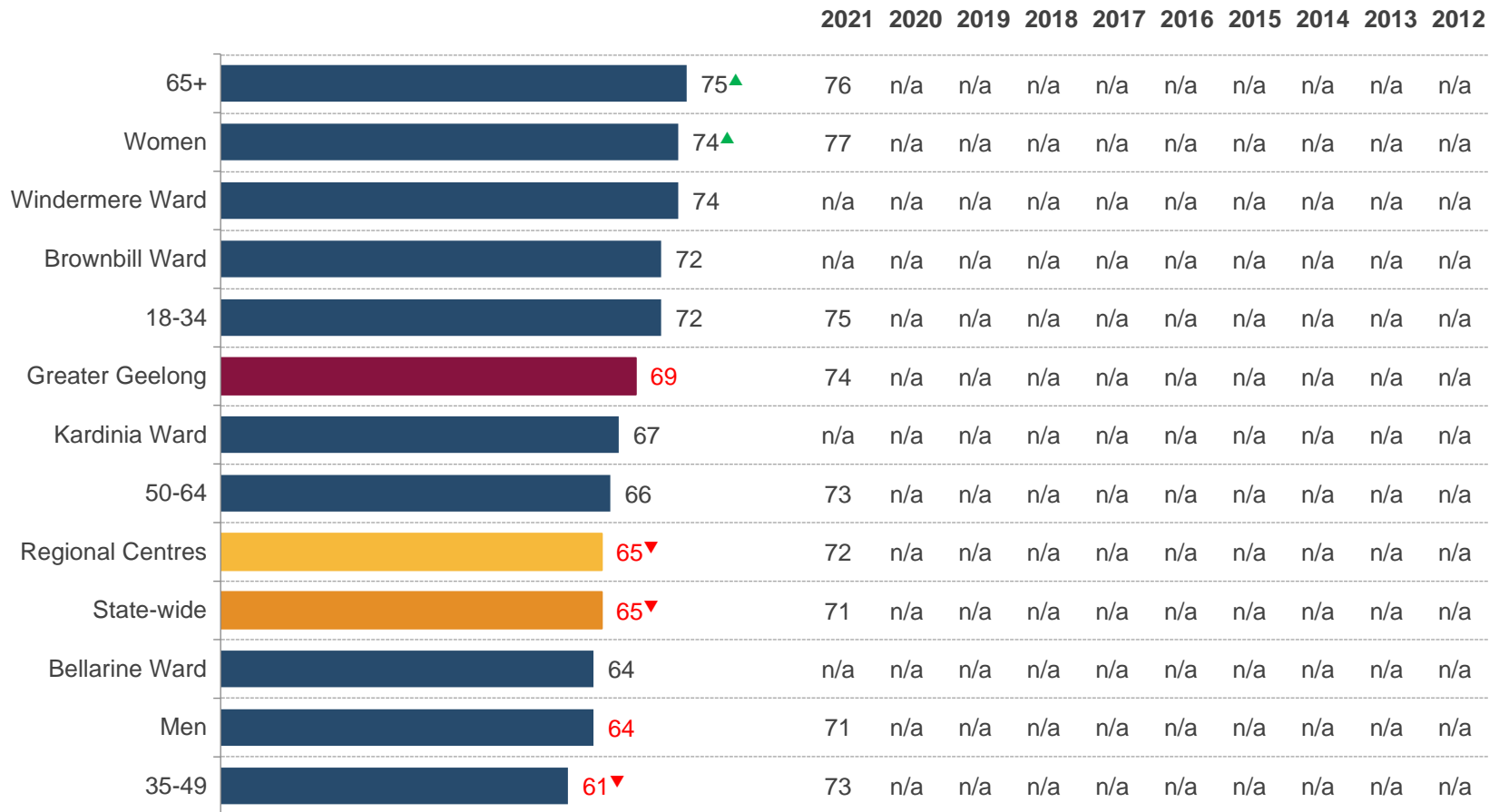
Q2. How has Council performed on 'Tourism development' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



# COVID-19 response importance



2022 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: 16 Councils asked group: 3

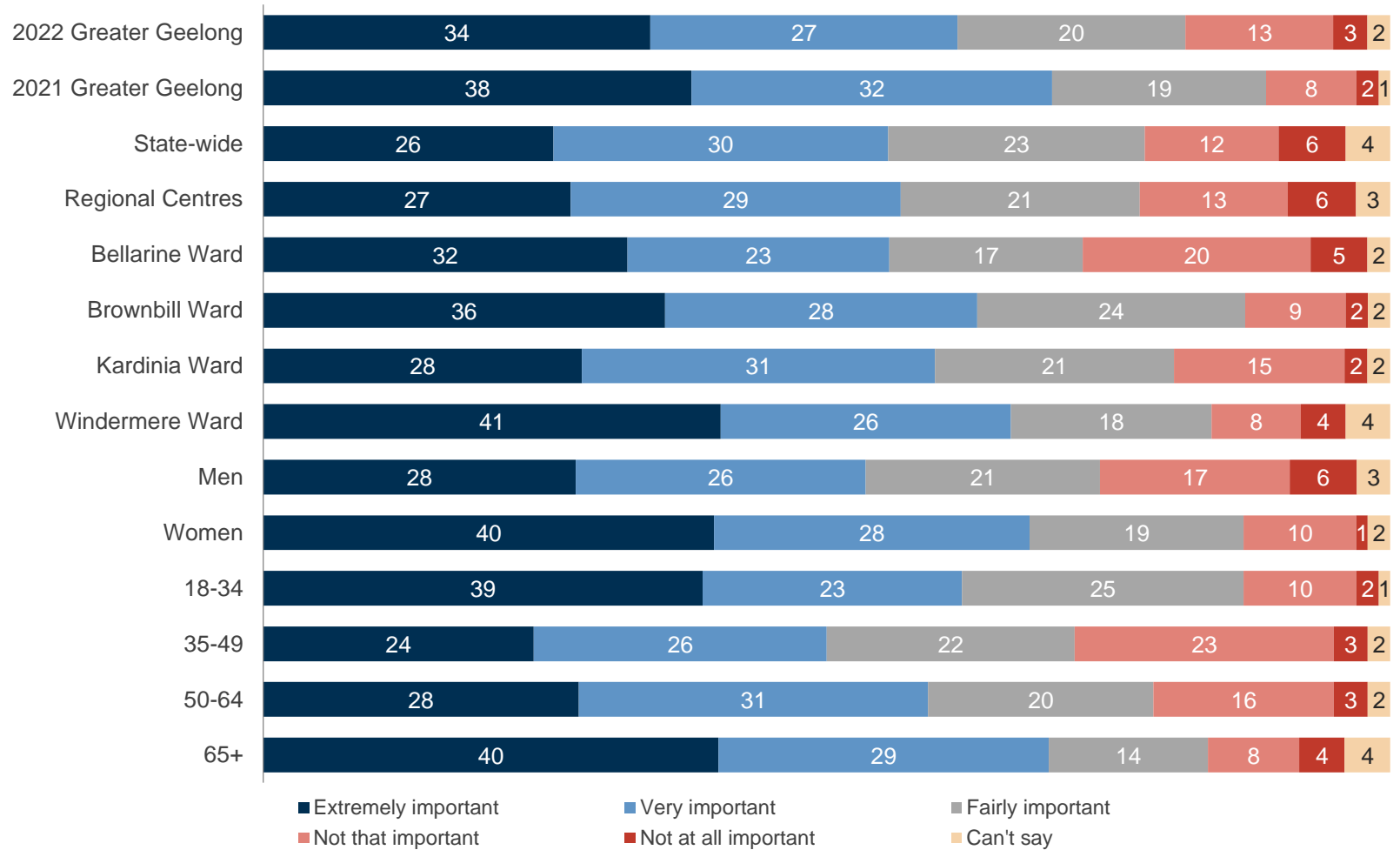
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



2022 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: 16 Councils asked group: 3



# COVID-19 response performance



## 2022 COVID-19 response performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kardinia Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Windermere Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Geelong	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bellarine Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Brownbill Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	69▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

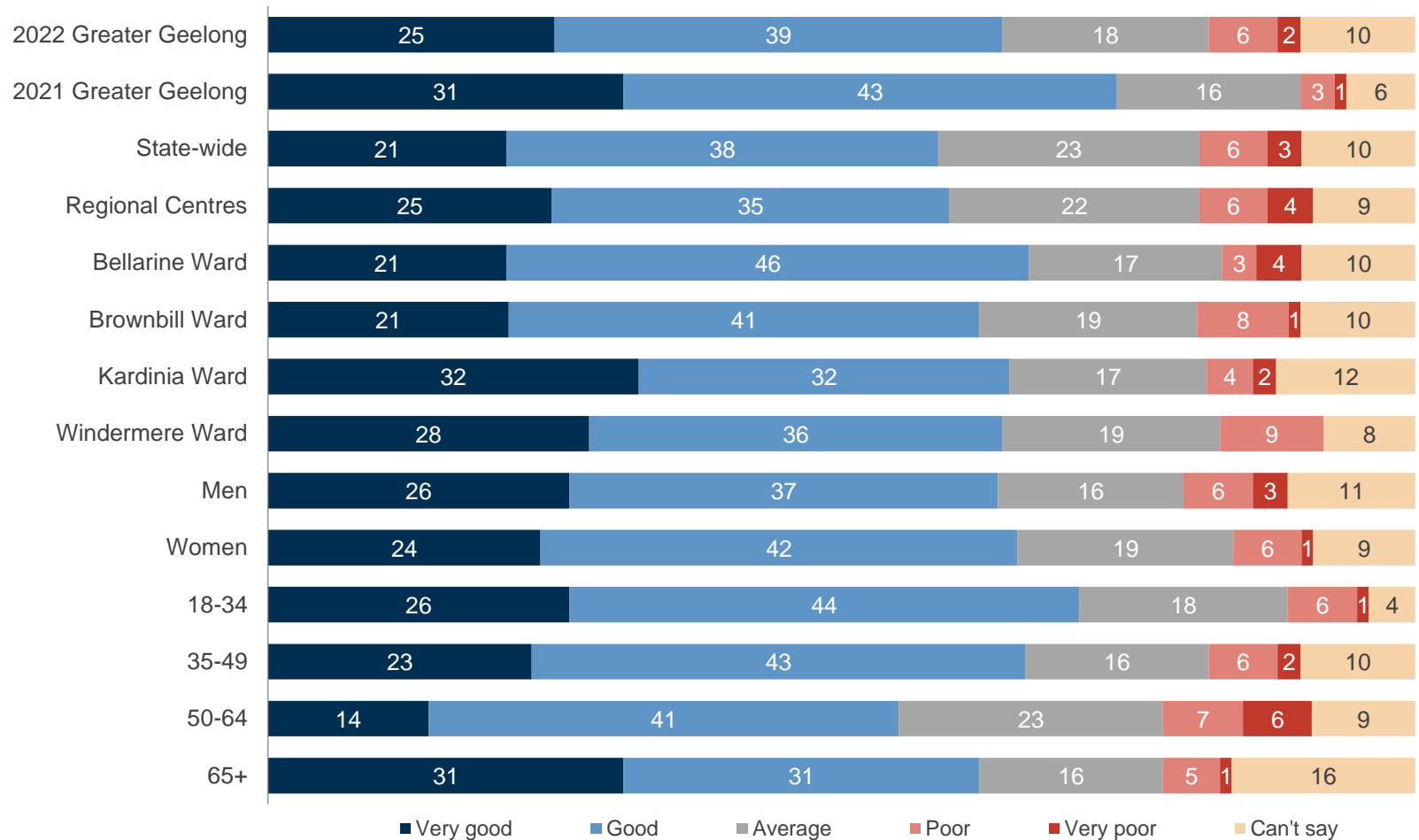
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



2022 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: 30 Councils asked group: 3



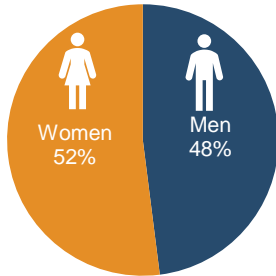
# **Detailed demographics**



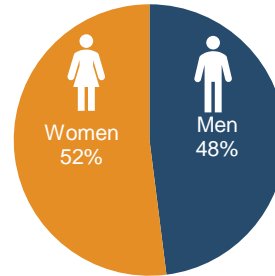
# Gender and age profile

## 2022 gender

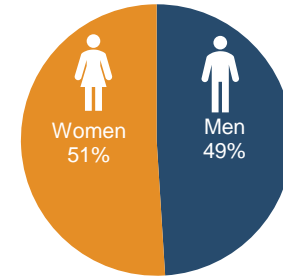
Greater Geelong



Regional Centres

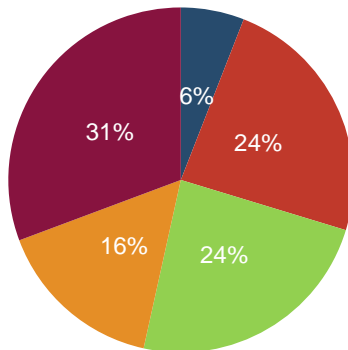


State-wide

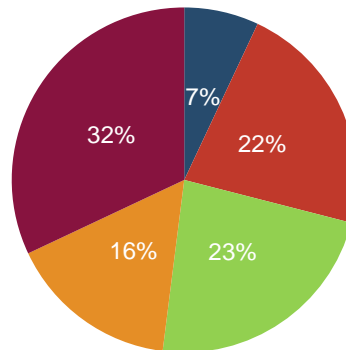


## 2022 age

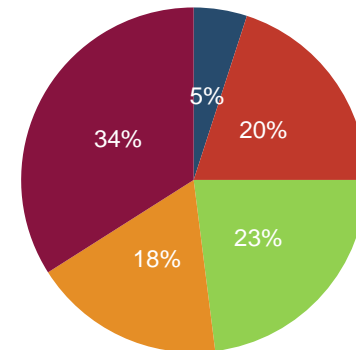
Greater Geelong



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: 67 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualizations, including bar charts, line graphs, and a grid pattern.

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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for 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 206,100 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	293	193	+/-5.7
Women	307	207	+/-5.6
Bellarine Ward	175	113	+/-7.4
Brownbill Ward	151	109	+/-8.0
Kardinia Ward	145	96	+/-8.2
Windermere Ward	129	82	+/-8.7
18-34 years	85	120	+/-10.7
35-49 years	100	95	+/-9.8
50-64 years	141	63	+/-8.3
65+ years	274	122	+/-5.9



## Appendix A: Significant difference reporting notation

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

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

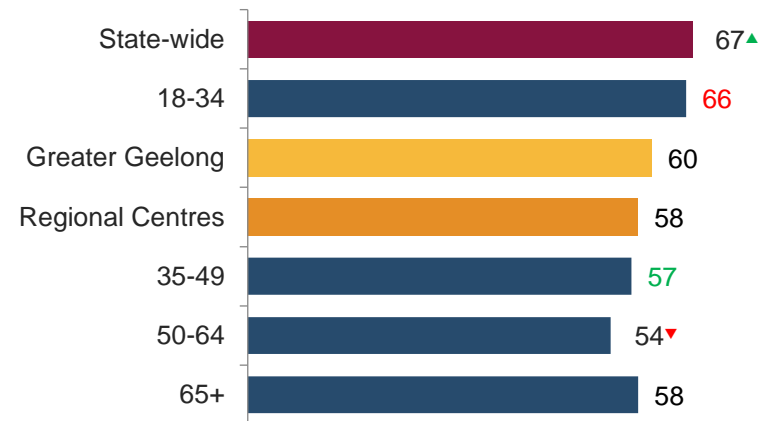
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

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

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



## Appendix B: Survey methodology and sampling

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

- 2021, n=600 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 8<sup>th</sup> June, 2021 – 24<sup>th</sup> March, 2022.



## Appendix B: Analysis and reporting

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

### Council Groups

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 2022 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

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The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2022 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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