



2022 Local Government Community Satisfaction Survey

Latrobe City Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

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

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

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

Key findings and recommendations



Latrobe City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Latrobe 59



State-wide 59



Regional Centres 59

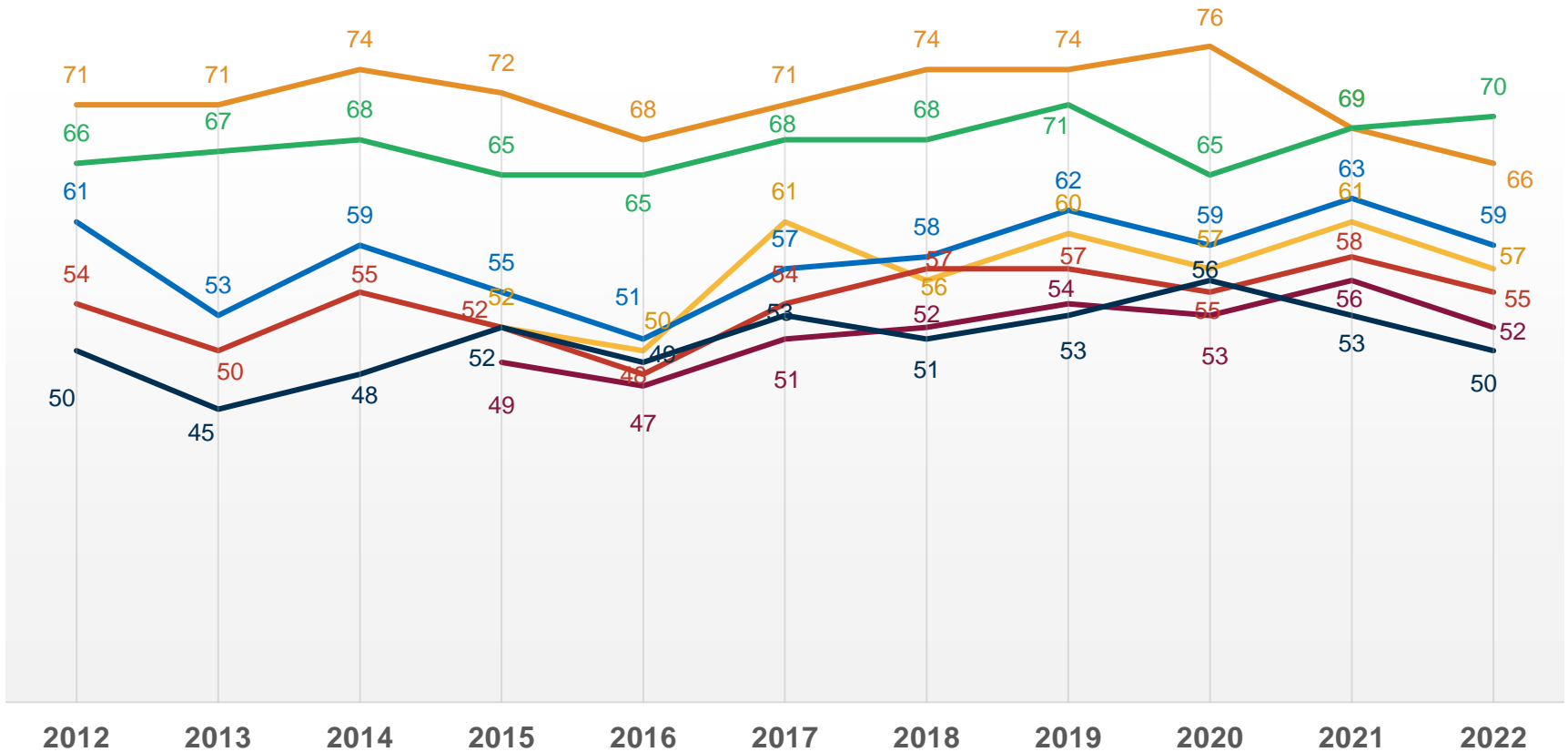
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Art centres & libraries Sealed local roads Recreational facilities 	<ul style="list-style-type: none"> COVID-19 response Parking facilities Appearance of public areas
Compared to group average	<ul style="list-style-type: none"> Sealed local roads Art centres & libraries 	<ul style="list-style-type: none"> COVID-19 response Appearance of public areas Bus/community dev./tourism



Summary of core measures

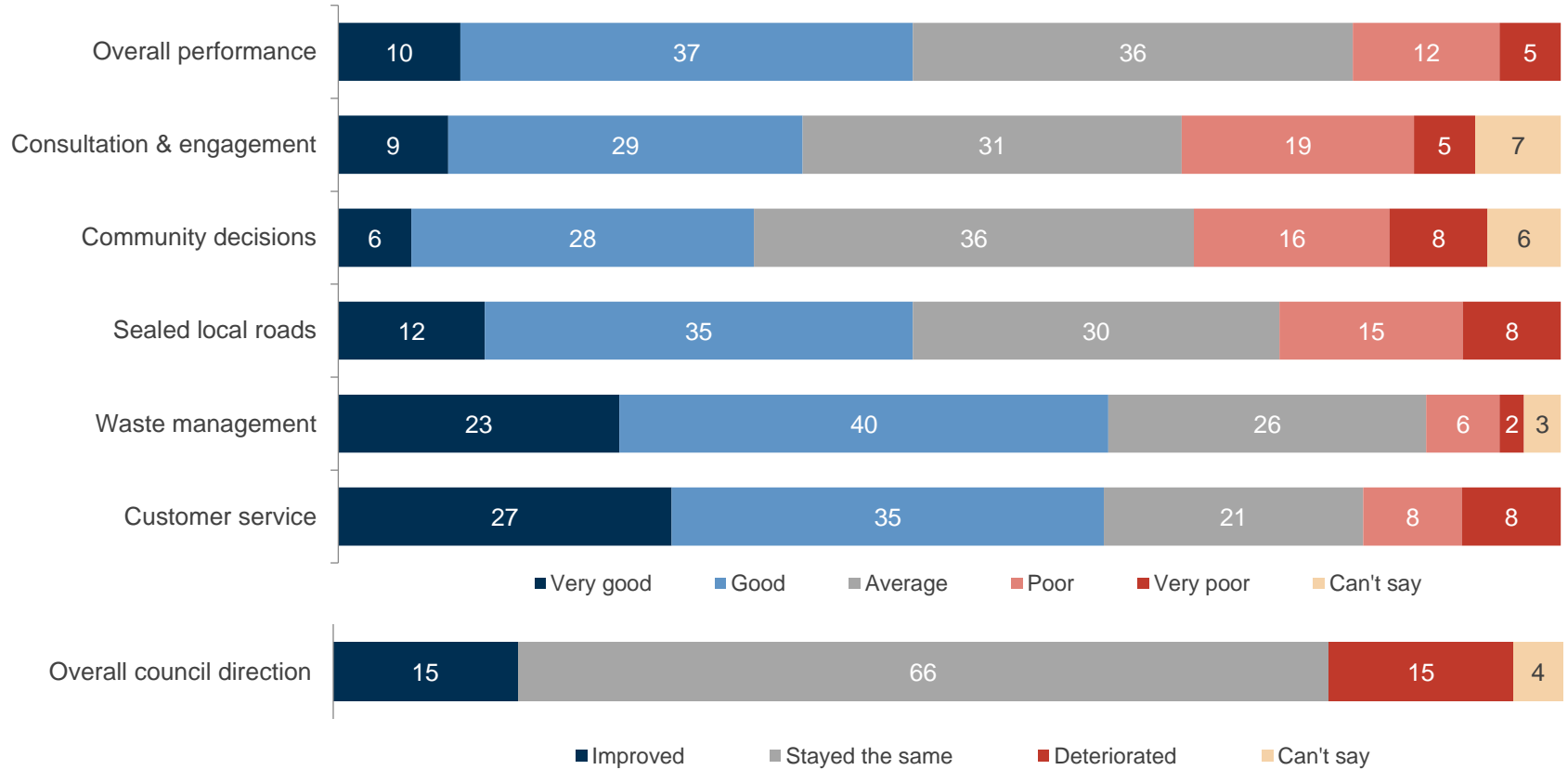
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Latrobe City Council performance

Services		Latrobe 2022	Latrobe 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	59	63	59	59	Aged 65+ years	East residents, Aged 50-64 years
	Value for money	52	55	53	53	Aged 65+ years	Aged 50-64 years
	Overall council direction	50	53	52	50	Aged 18-34 years, Central residents, Aged 65+ years	Aged 35-49 years
	Customer service	66	69	69	68	Aged 65+ years	Aged 18-34 years
	Art centres & libraries	79	76	76	73	West residents	East residents
	Recreational facilities	74	74	72	69	Central residents, Aged 65+ years	Aged 50-64 years
	Waste management	70	69	68	68	Aged 18-34 years	Aged 50-64 years
	Appearance of public areas	67	70	73	71	Aged 65+ years	Aged 50-64 years
	Community & cultural	66	64	65	65	Aged 65+ years, Central residents	East residents
	Family support services	66	63	67	65	Aged 18-34 years	Aged 50-64 years











Summary of Latrobe City Council performance

Services	Latrobe 2022	Latrobe 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
 Emergency & disaster mngt	65	72	67	66	Aged 65+ years	Aged 35-49 years
 Enforcement of local laws	63	65	66	63	Aged 18-34 years	Aged 50-64 years
 Elderly support services	63	62	65	67	Aged 65+ years, West residents	Aged 50-64 years
 COVID-19 response	62	70	69	69	Aged 65+ years	Aged 35-49 years
 Environmental sustainability	60	57	62	61	Central residents	East residents
 Business & community dev.	58	58	58	58	Aged 18-34 years, Men, West residents	Aged 50-64 years
 Informing the community	57	60	58	59	Central residents	East residents
 Sealed local roads	57	61	54	53	Central residents	East residents
 Tourism development	57	54	59	60	Aged 65+ years	Aged 50-64 years
 Local streets & footpaths	57	60	59	57	Central residents	Aged 50-64 years



Summary of Latrobe City Council performance

Services		Latrobe 2022	Latrobe 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Bus/community dev./tourism	56	58	62	60	Aged 65+ years	Aged 50-64 years
	Town planning policy	55	57	55	54	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	55	58	54	54	Central residents	Aged 50-64 years
	Lobbying	54	55	55	53	Central residents	Aged 50-64 years
	Population growth	54	56	58	52	Aged 65+ years, Central residents	Aged 50-64 years, East residents
	Parking facilities	52	50	56	57	Central residents	Aged 50-64 years
	Community decisions	52	56	54	54	Aged 65+ years	Aged 50-64 years
	Planning & building permits	52	57	54	50	Aged 65+ years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance declined in more than half of areas evaluated over the past year, some significantly so. This includes a significant four-point decline on overall performance. That said, Council's overall performance rating remains in line with, and in some cases well above, previous years' results and the same is true for many individual service areas that have recorded performance declines this year.

Key influences on perceptions of overall performance

Council should focus on improving performance in those areas that influence its overall rating and have recorded significant declines in the last 12 months: community decisions, emergency management, the condition of sealed local roads and Council's COVID-19 response. These declines have resulted in a fall in Council's overall performance rating, with Council decision-making the strongest influence on overall ratings of Council but one of its lowest performing areas.

Comparison to state and area grouping

Council performs in line with the Regional Centres group and State-wide averages on most measures. Notably, Council performs significantly higher than both group and State-wide averages for art centres and libraries and sealed local roads. Conversely, Council performs significantly lower than group and State-wide averages for its parking facilities and COVID-19 response. Parking facilities remains one of Council's lowest rated service areas.

Maintain gains and abate declines

Council should look to maintain its improved performance in the area of arts centres and libraries over the next 12 months. It should also seek to halt the declines recorded in other key areas this year. To do so, attention may best be focused on issues impacting residents aged 50 years and older, who rate Council significantly lower in many areas compared to 2021 and often record Council's lowest ratings compared to younger cohorts.

DETAILED FINDINGS



Overall performance



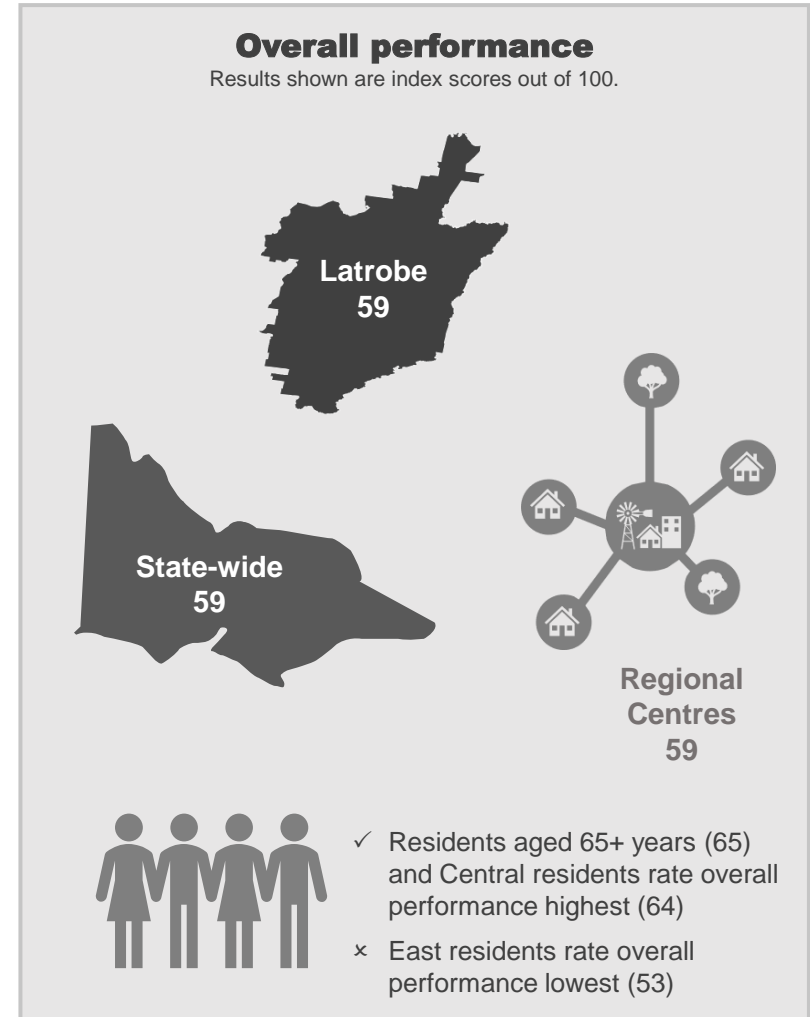
Overall performance

The overall performance score of 59 for Latrobe City Council is significantly lower (at the 95% confidence interval) than 2021, down four points. Council has been unable to maintain the significant gains it made in 2021, returning to its 2020 result this year.

Council's overall performance rating is equal to the average ratings for councils in the Regional Centres group and State-wide (index scores of 59 each).

- Significant declines occurred among residents aged 18 to 34 years (down seven points), women (down five points), and residents of Council's East area (down seven points).
- Residents aged 65 years and over are most satisfied with Council's overall performance (index score of 65, significantly higher compared to the Council average).
- Similarly, Central residents (index score of 64) rate overall performance significantly higher than the Council average. In stark contrast, residents of the East rate overall performance lowest (index score of 53) and significantly lower than the Council average.

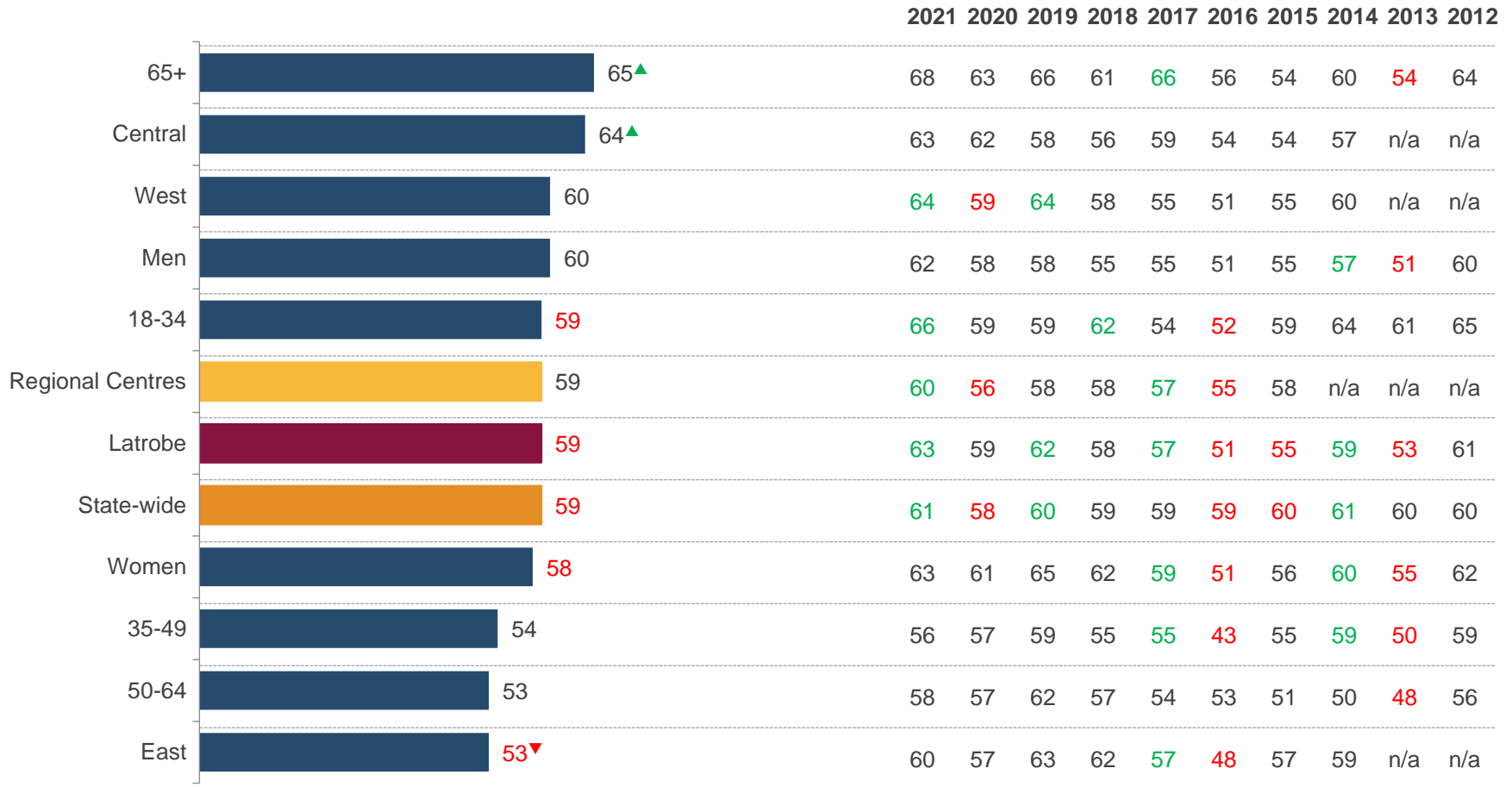
Almost four in 10 residents (37%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Fewer (28%) rate this as 'very poor' or 'poor'. A further 33% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)

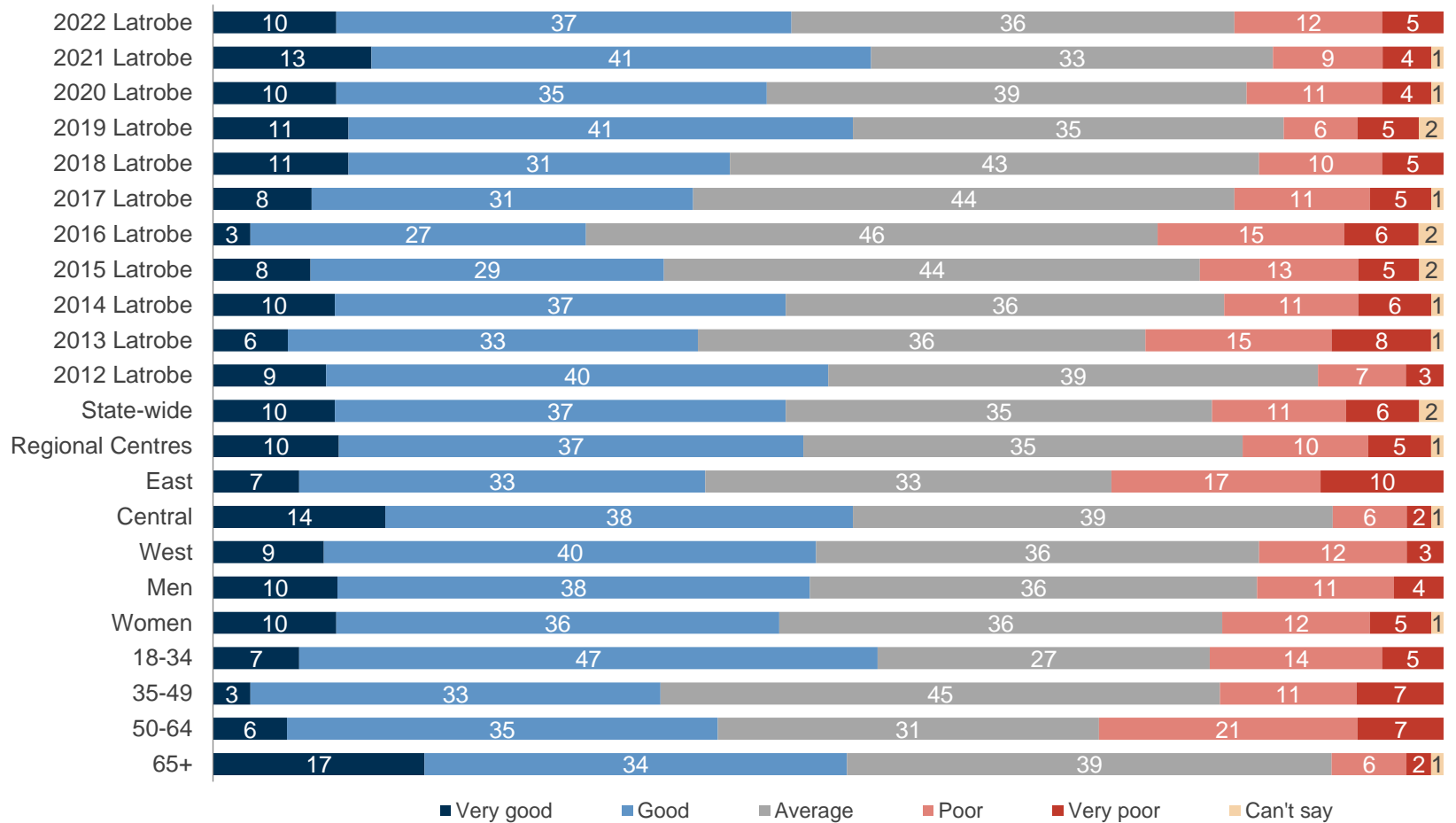


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils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



Overall performance

2022 overall performance (%)

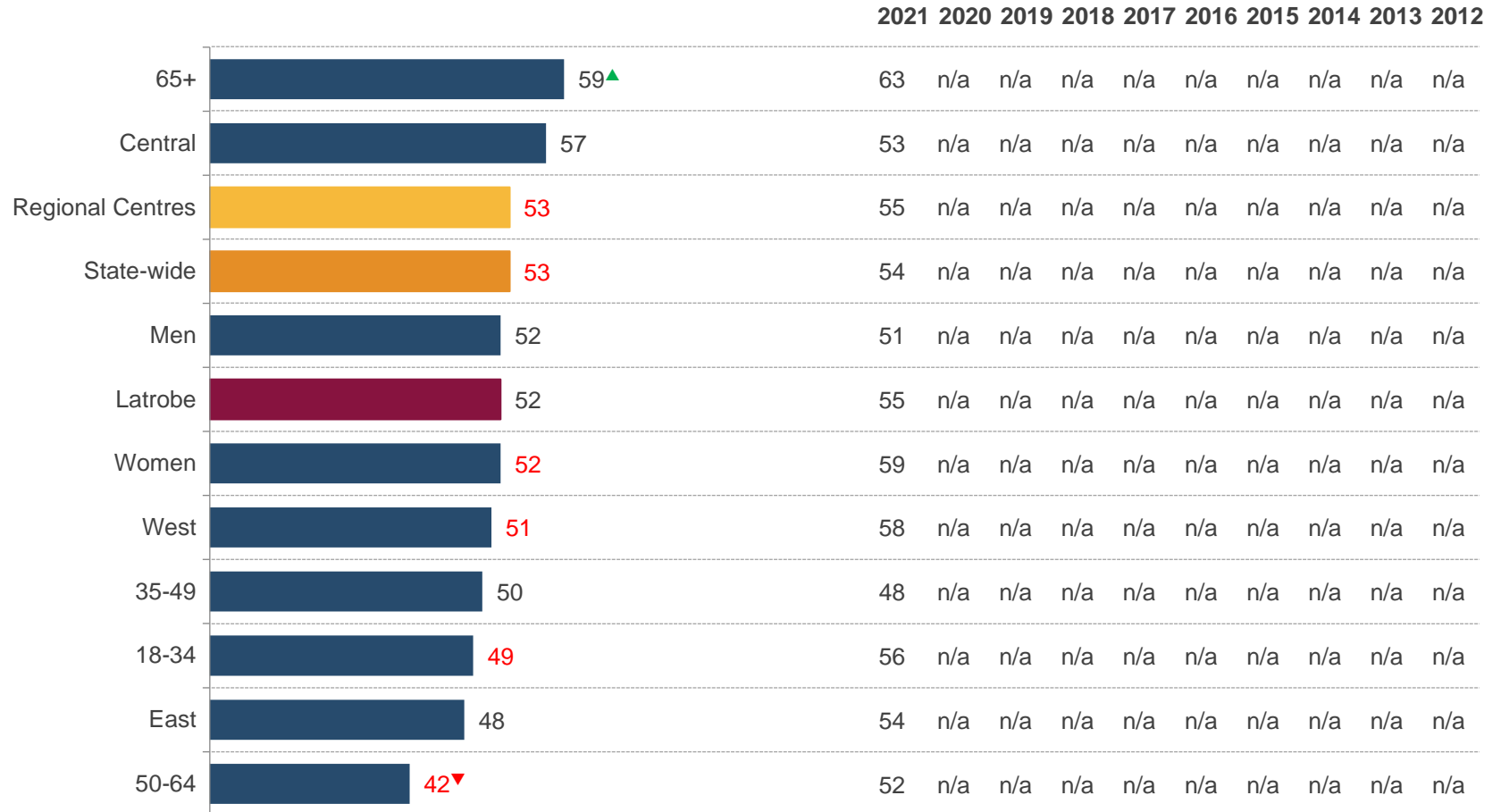


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils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



Value for money in services and infrastructure

2022 value for money (index scores)



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

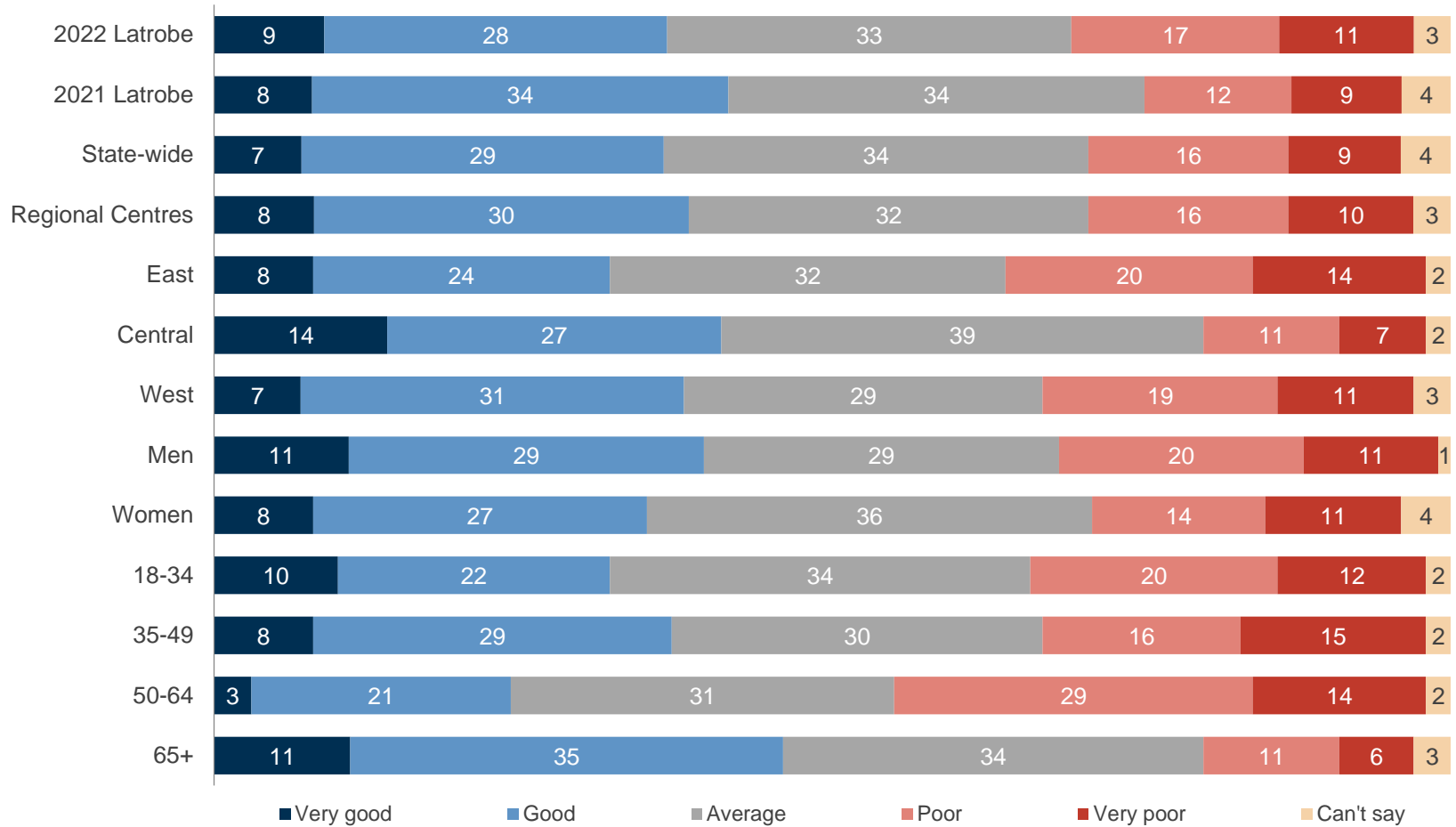
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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 Latrobe 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



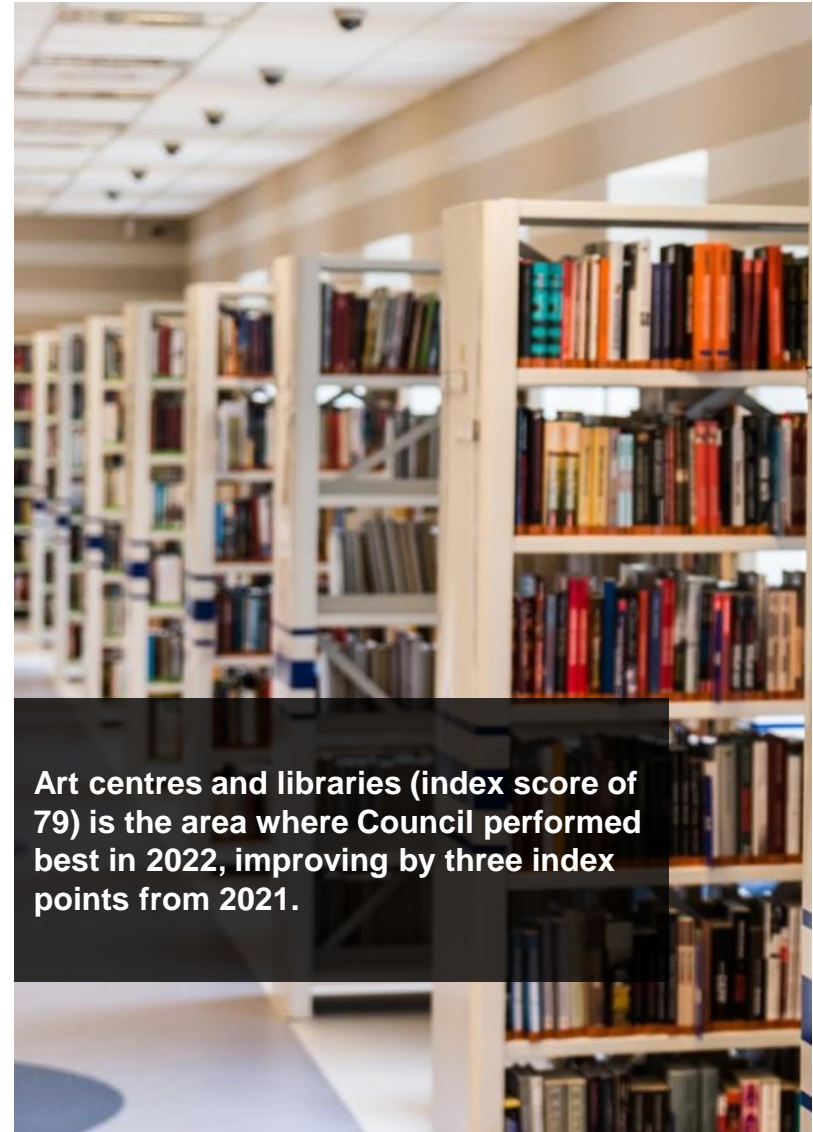
Top performing service areas

Art centres and libraries (index score of 79) remains Council's top performing area. For the second year in a row, perceptions have significantly improved (up a further three points from 2021) and are now at a series high.

- Council's rating in this service area is significantly higher than the Regional Centres and State-wide group averages (index scores of 76 and 73 respectively).
- Residents in the West continued to improve their impressions this year (up six points) to an index score of 84, significantly higher than the Council average.

Recreational facilities is Council's next highest rated service area (index score of 74), followed by waste management (index score of 70).

- Recreational facilities remains at peak performance this year and is a key positive influence on Council's overall performance rating. Maintaining strong results here should be a focus for Council.
- Positively, Council has been able to maintain and build on significant gains made in the area of waste management in 2021. Ratings in this service area are now one point away from the series peak seen in 2019.



Art centres and libraries (index score of 79) is the area where Council performed best in 2022, improving by three index points from 2021.



Low performing service areas



Council declined significantly from its 2021 ratings in the areas of emergency and disaster management (down seven points), COVID-19 response (down eight), sealed local roads (down four), community decisions (down four), and planning and building permits (down five).

Overall, Council rates lowest in 2022 in the areas of planning and building permits and community decisions (index score of 52 each). Despite a two-point improvement, parking facilities also remains one of Council's lowest rated areas (index score of 52 also).

- Council rates in line with the Regional Centres group and State-wide averages for building and planning permits and community decisions. It rates significantly lower than both for parking facilities.

In the area of community decisions – which has a strong influence on views of overall performance – ratings' declines were statistically significant among residents aged 65 years and over (down seven points) and women (down six points).

- In addition, residents aged 35 to 64 years rate community decisions lowest and significantly lower than the Council average. Ensuring Council is mindful of the impacts of its decisions on residents aged over 35 years may help to improve ratings of Council decision making and lift overall performance ratings.



Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Art centres & libraries	79	76	73	n/a	n/a	71	64	66	70	64	67
Recreational facilities	74	74	72	70	65	66	64	65	68	67	71
Waste management	70	69	65	71	68	68	65	65	68	67	66
Appearance of public areas	67	70	65	66	64	68	66	67	67	67	69
Community & cultural	66	64	68	67	66	63	64	65	67	64	67
Family support services	66	63	63	67	62	63	64	66	66	66	66
Emergency & disaster mngt	65	72	68	75	69	70	62	62	74	72	73
Enforcement of local laws	63	65	62	65	64	64	63	66	67	63	67
Elderly support services	63	62	60	64	63	64	63	65	68	63	67
COVID-19 response	62	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	60	57	60	62	60	61	59	60	62	60	61
Business & community dev.	58	58	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	57	60	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	57	61	57	60	56	61	50	52	n/a	n/a	n/a
Tourism development	57	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	57	60	55	61	54	59	53	54	54	55	57
Bus/community dev./tourism	56	58	57	59	52	56	55	58	58	56	60
Town planning policy	55	57	54	59	54	54	53	56	54	52	56
Consultation & engagement	55	58	55	57	57	54	48	52	55	50	54
Lobbying	54	55	55	57	53	54	50	52	56	49	56
Population growth	54	56	53	55	52	56	53	58	60	57	n/a
Parking facilities	52	50	46	52	52	53	51	56	54	54	53
Community decisions	52	56	53	54	52	51	47	49	n/a	n/a	n/a
Planning & building permits	52	57	56	59	55	55	52	56	54	54	54

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

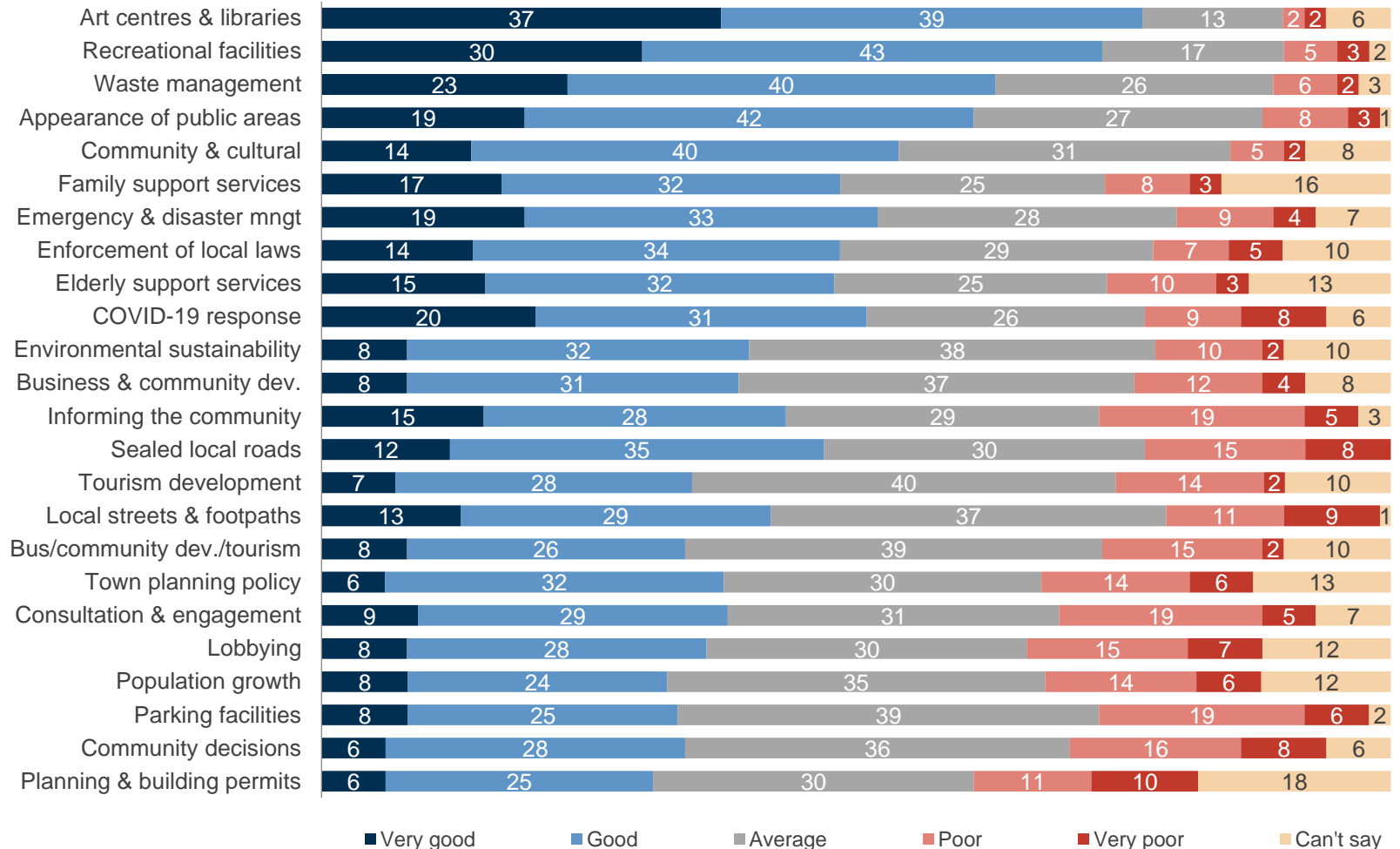
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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
Elderly support services	85	84	81	82	81	81	81	81	80	78
Emergency & disaster mngt	84	82	82	84	81	81	79	81	82	80
Sealed local roads	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	82	79	81	77	78	78	80	77	78	75
Community decisions	82	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	82	80	82	78	79	79	78	79	80	78
Informing the community	80	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	79	77	73	73	74	76	76	71	74	74
Family support services	77	77	74	75	74	76	74	73	76	75
Parking facilities	76	76	77	73	73	72	74	73	74	72
Population growth	76	75	76	74	73	73	75	75	73	73
Appearance of public areas	76	74	75	73	74	75	75	74	75	75
Recreational facilities	75	76	72	71	72	72	73	72	72	71
Lobbying	73	72	71	69	71	73	68	71	71	71
Business & community dev.	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Town planning policy	72	71	71	70	71	71	70	70	73	71
Bus/community dev./tourism	72	71	71	73	73	74	71	71	70	72
Planning & building permits	71	68	69	68	66	68	68	67	69	67
Environmental sustainability	70	71	70	73	71	70	70	73	70	70
Enforcement of local laws	68	69	71	72	70	71	70	71	73	71
Art centres & libraries	65	64	63	n/a	n/a	63	65	65	64	66
Community & cultural	64	63	61	60	60	62	61	63	62	62
Tourism development	63	66.00	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COVID-19 response	60	70.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

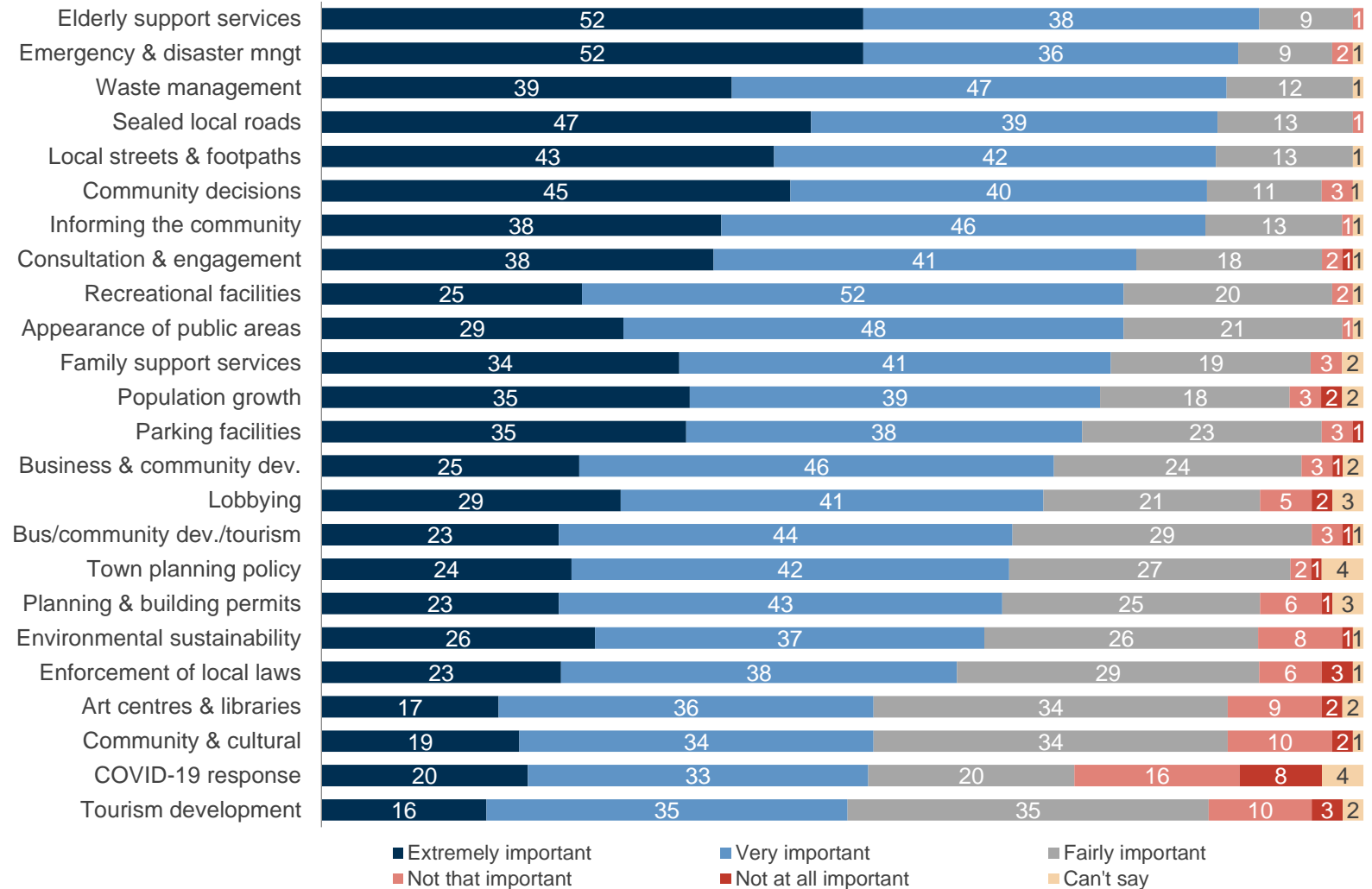
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 5

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



Individual service area importance

2022 individual service area importance (%)

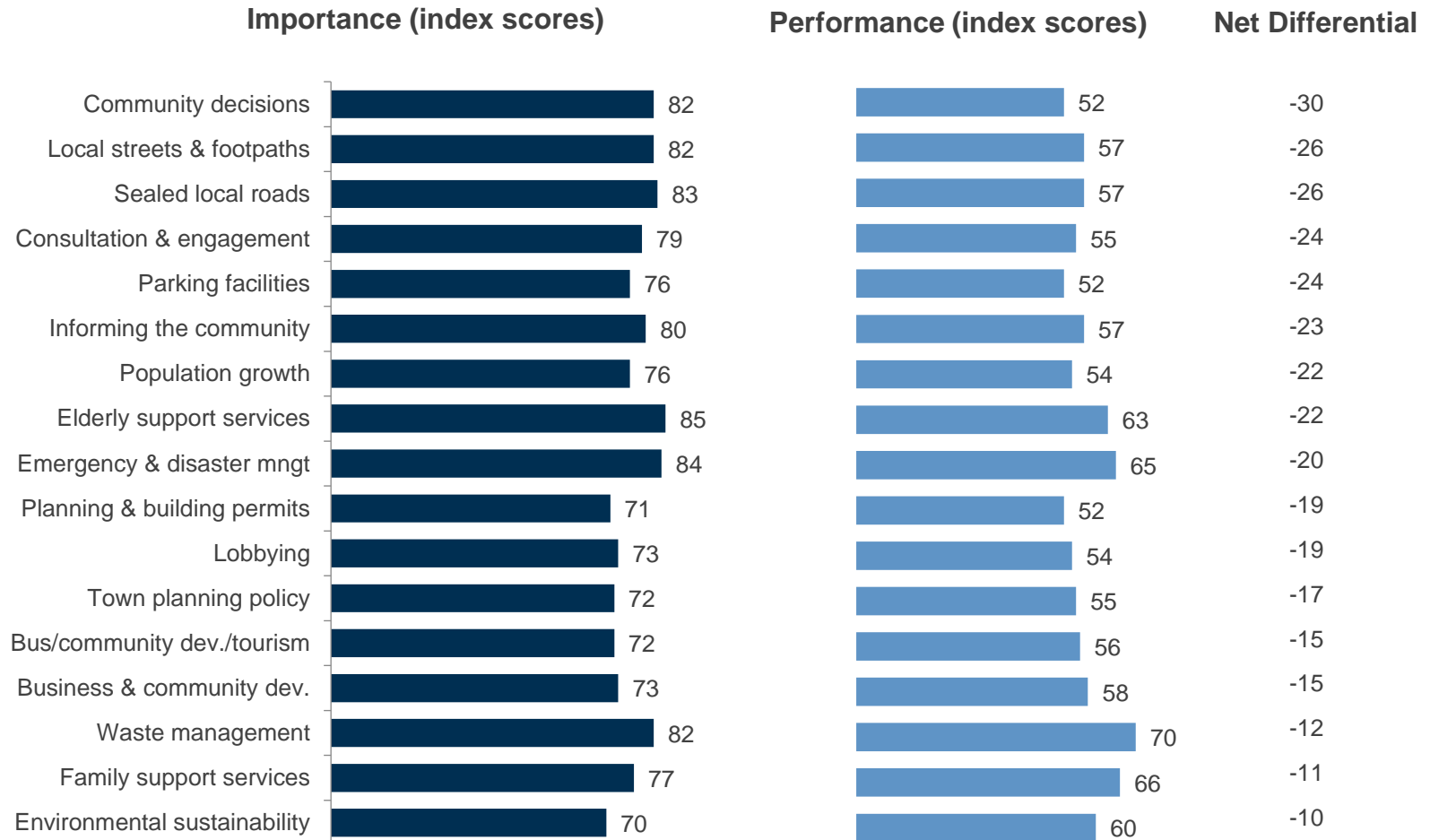


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 5



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

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

- Decisions made in the interest of the community.

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

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

- Council's COVID-19 response
- Condition of sealed local roads
- Emergency and disaster management
- Recreational facilities
- The appearance of public areas
- Community and cultural activities
- Enforcement of local laws.

Looking at these key service areas only, recreational facilities has a high performance index (74) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate to strong influence on overall perceptions, but perform relatively less well, are the condition of sealed local roads and Council's COVID-19 response (index scores of 57 and 62 respectively).

Ensuring sealed roads are in good condition and maintaining local efforts in the ongoing response to COVID-19 can also help shore up Council's overall performance rating.

Enforcement of local laws (performance index of 63) has a moderate negative influence on overall performance. Improving perceptions in this area will ensure opinion does not have an overly negative impact on overall ratings of Council.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

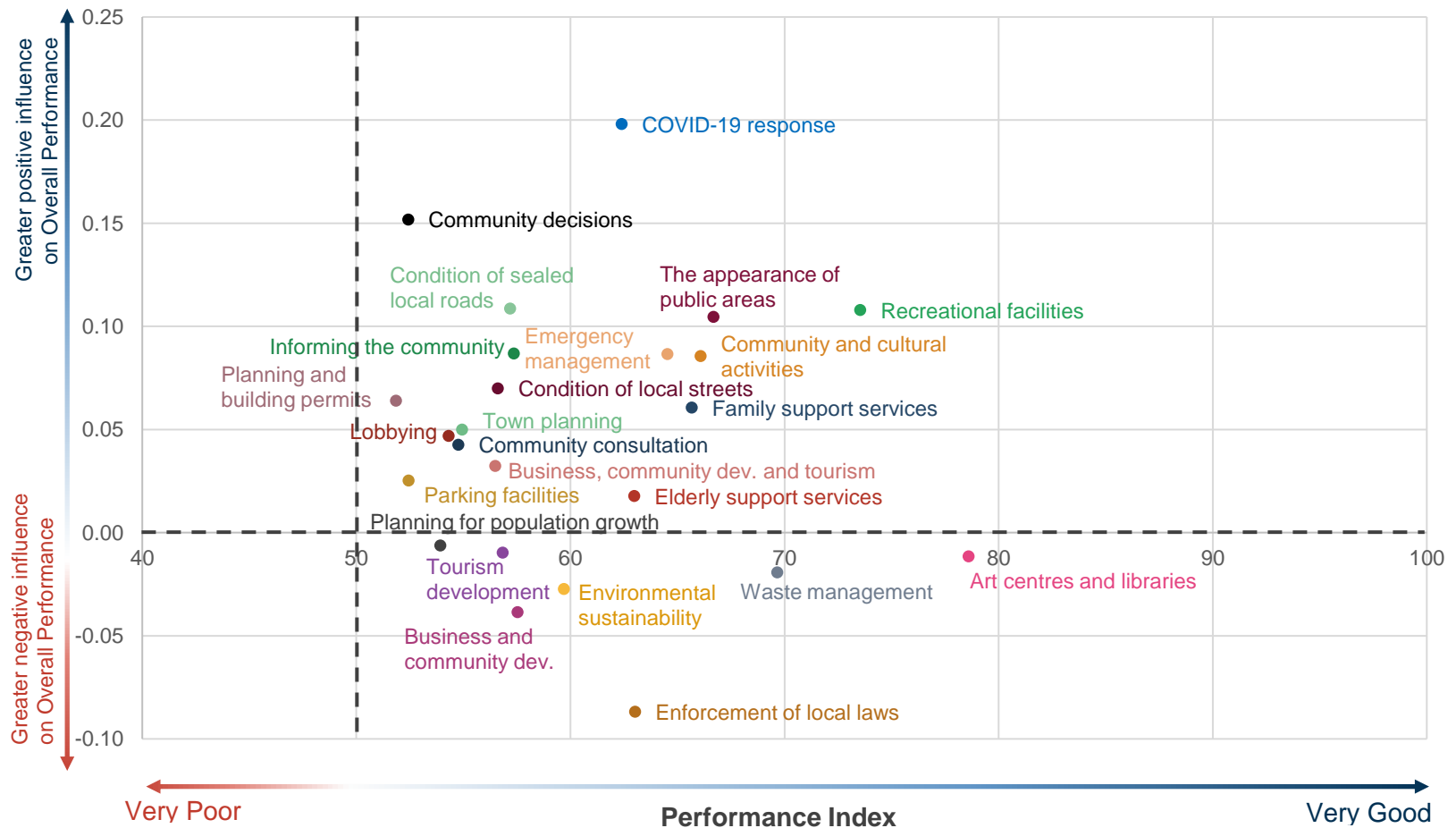
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

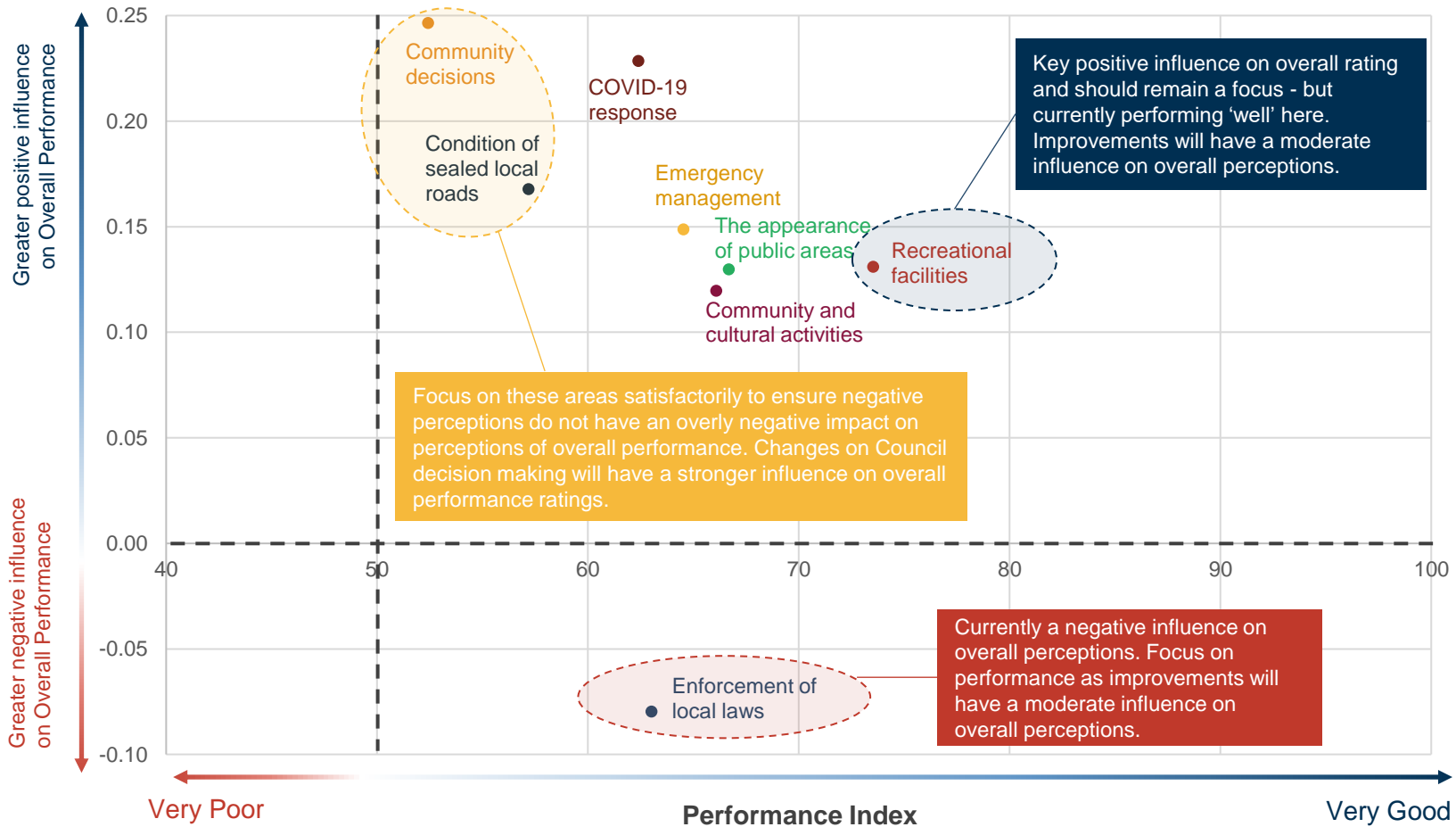


The multiple regression analysis model above (all service areas) has an R^2 value of 0.633 and adjusted R^2 value of 0.610, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 26.95$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

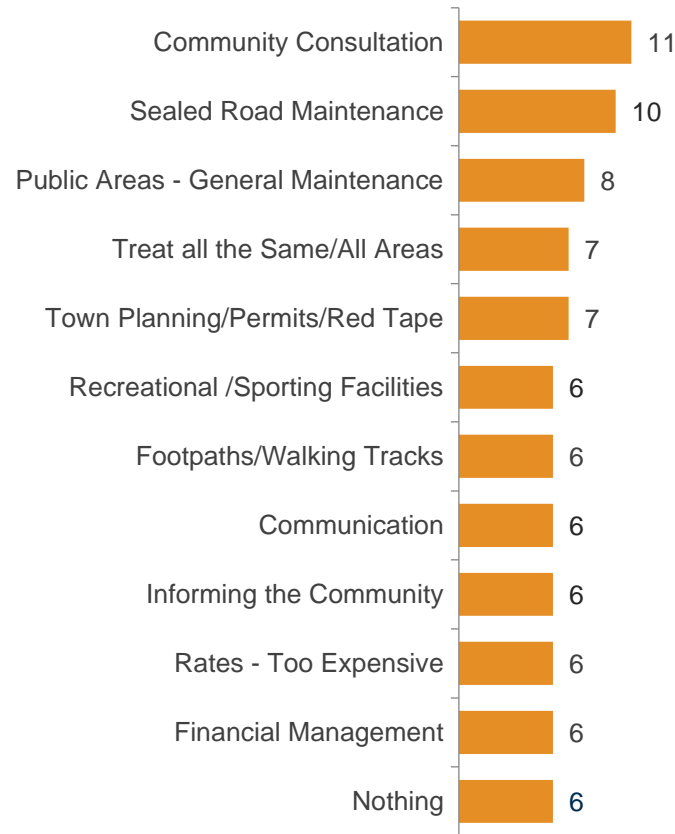


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.606 and adjusted R^2 value of 0.598, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 75.08$.



Areas for improvement

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



Q17. What does Latrobe 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 this question can be found in the accompanying dashboard.

The image features a large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a blurred, low-angle photograph of a person, likely a customer service representative, looking down. The background is white.

Customer service



Contact with council and customer service

Contact with council

Just over three in five Council residents (63%) had contact with Council in the previous 12 months. Rate of contact is similar to 2021 and remains lower than its highest recorded rate of 71% in 2020.

- Residents aged 18 to 34 years (73%) were significantly more likely to have had contact with Council compared to the Council average.
- In contrast, those 65 years and over are significantly less likely to have contacted Council (53%).

Residents who contacted Council were still most likely to do so by telephone (33%), followed by in-person (23%) and email communications (19%).



Among those residents who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 is slightly lower (three points) than in 2021. After declining by ten index points since 2020, Council's customer service rating is now at a series low. Nonetheless, customer service is still rated in line with the Regional Centres group and State-wide averages for councils (index scores of 69 and 68 respectively).

Among those who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good' compared to only 16% that provide a negative rating of 'very poor' or 'poor'.

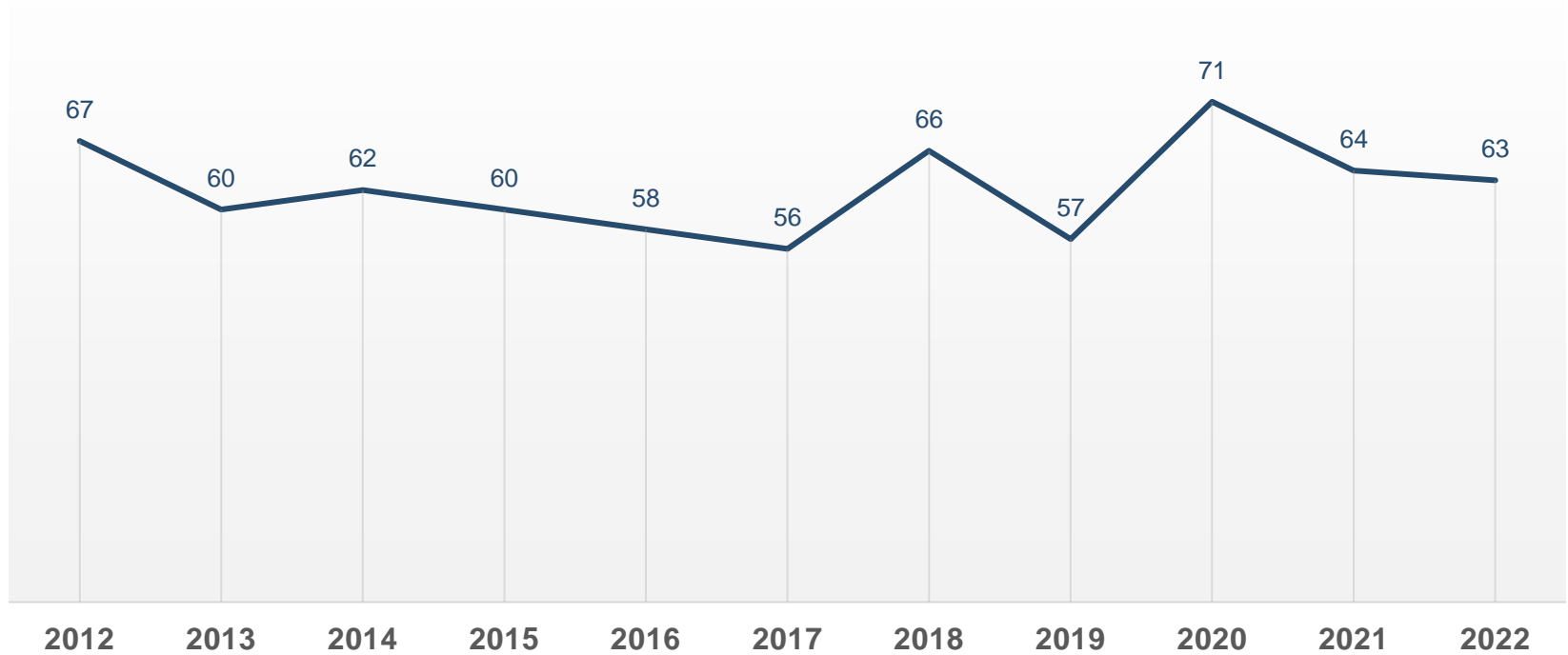
- Perceptions of customer service among residents aged 18 to 34 years, who had the most contact with Council, declined significantly this year (index score of 60, down 12 points).

Residents who contacted Council via email were much less satisfied with the response (index score of 51) than those who corresponded with Council in person (index score of 75) or by telephone (index score of 70).



Contact with council

2022 contact with council (%)
Have had contact



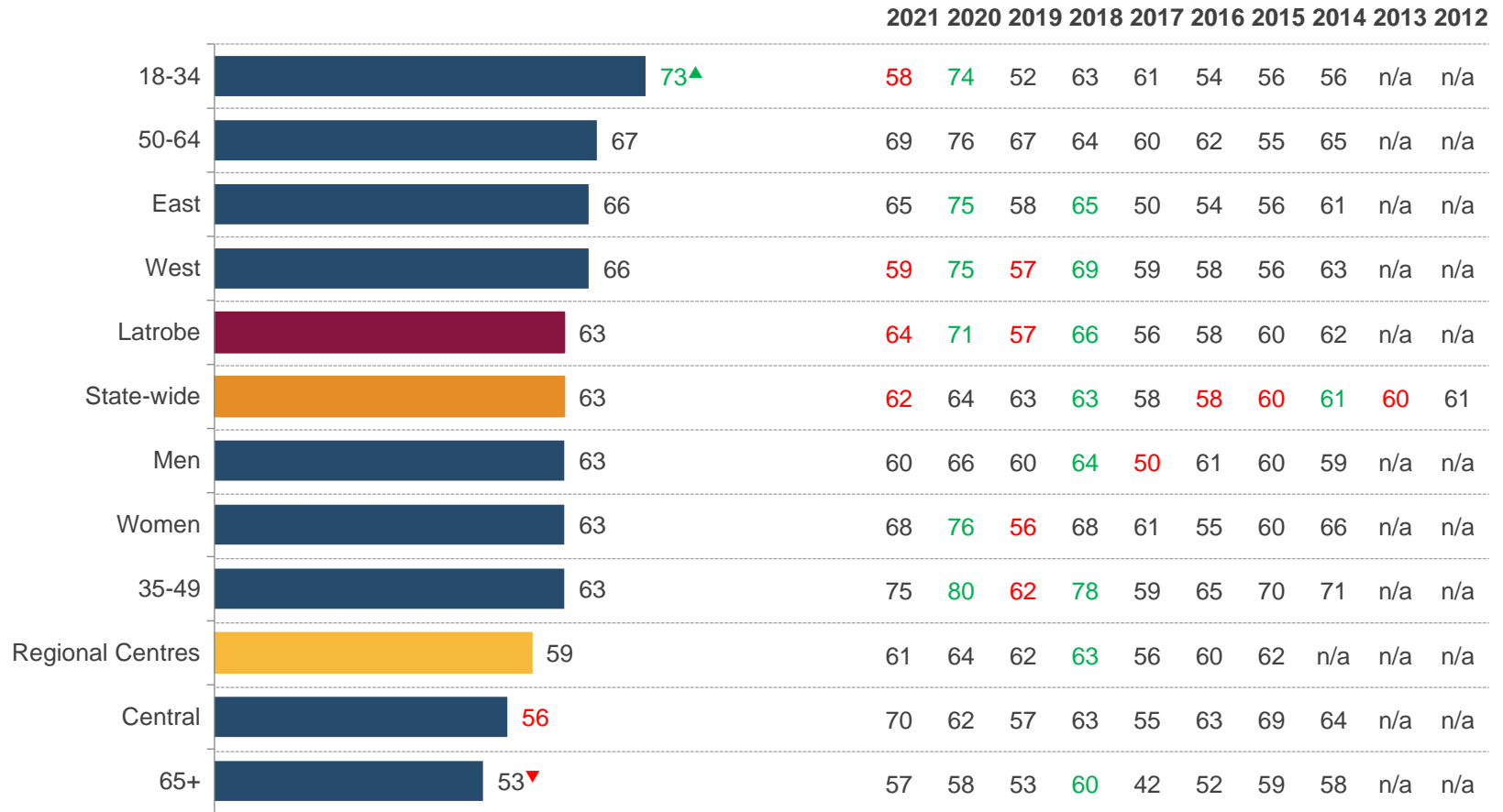
Q5a. Have you or any member of your household had any recent contact with Latrobe City Council in any of the following ways?

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 Latrobe City Council in any of the following ways?

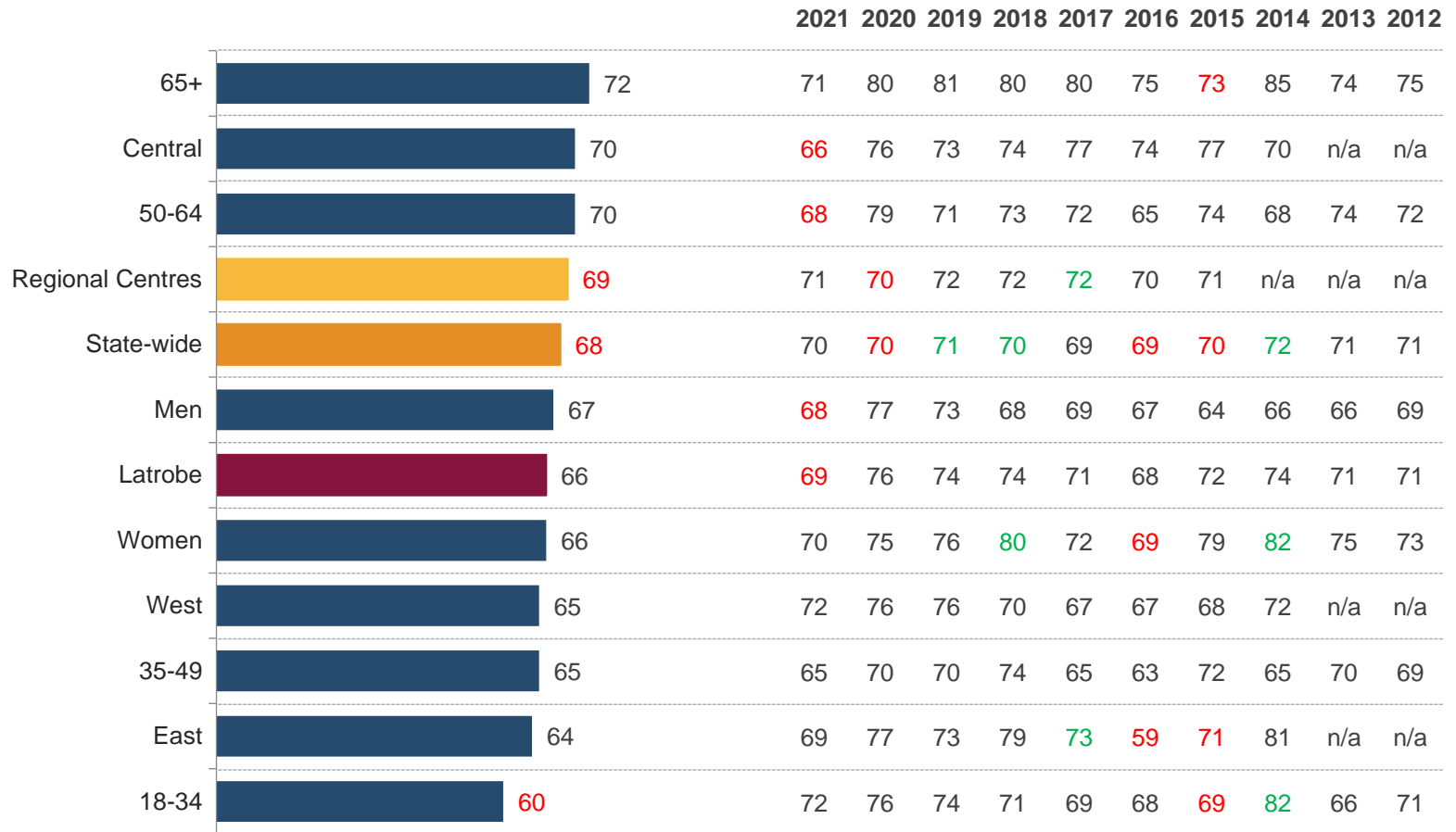
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating

2022 customer service rating (index scores)



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

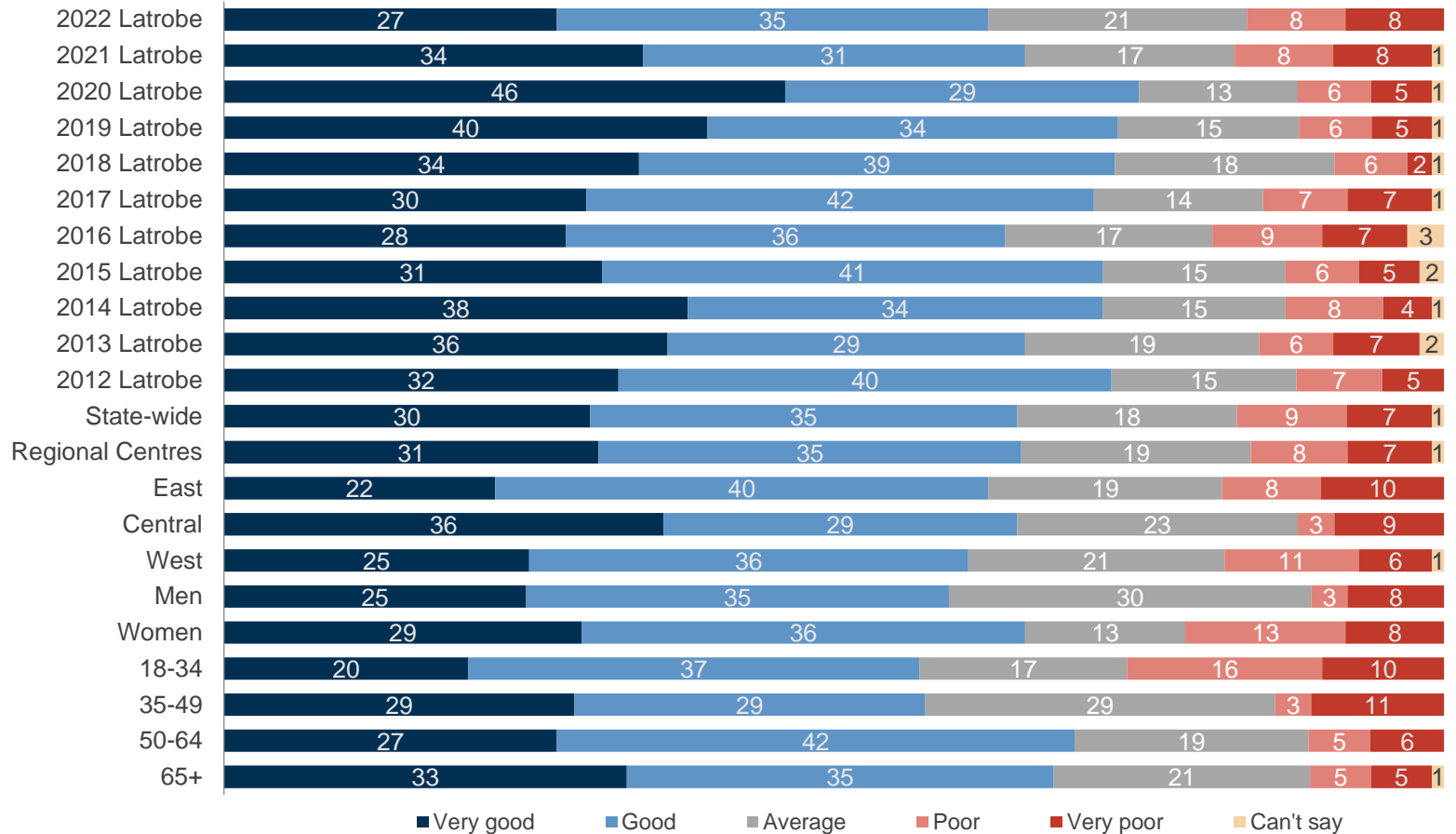
Councils asked State-wide: 67 Councils asked group: 9

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 Latrobe 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



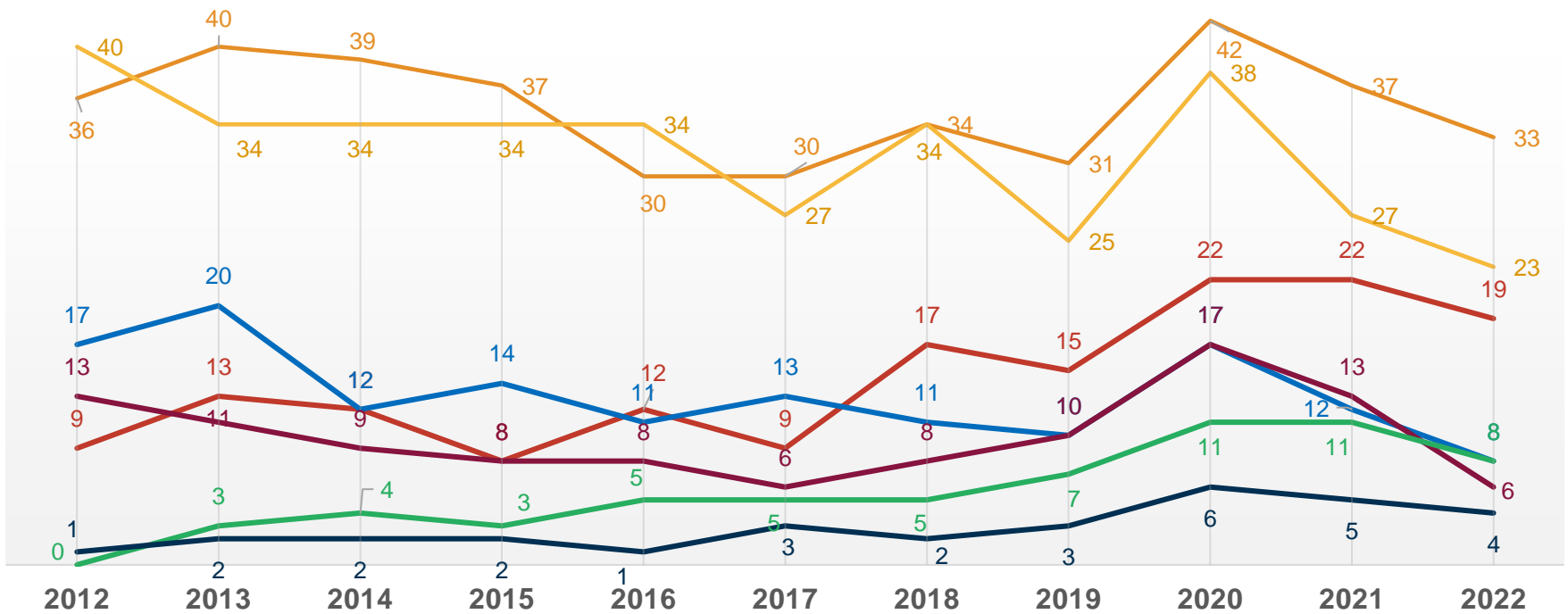
By Email



Via Website



By Social Media



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

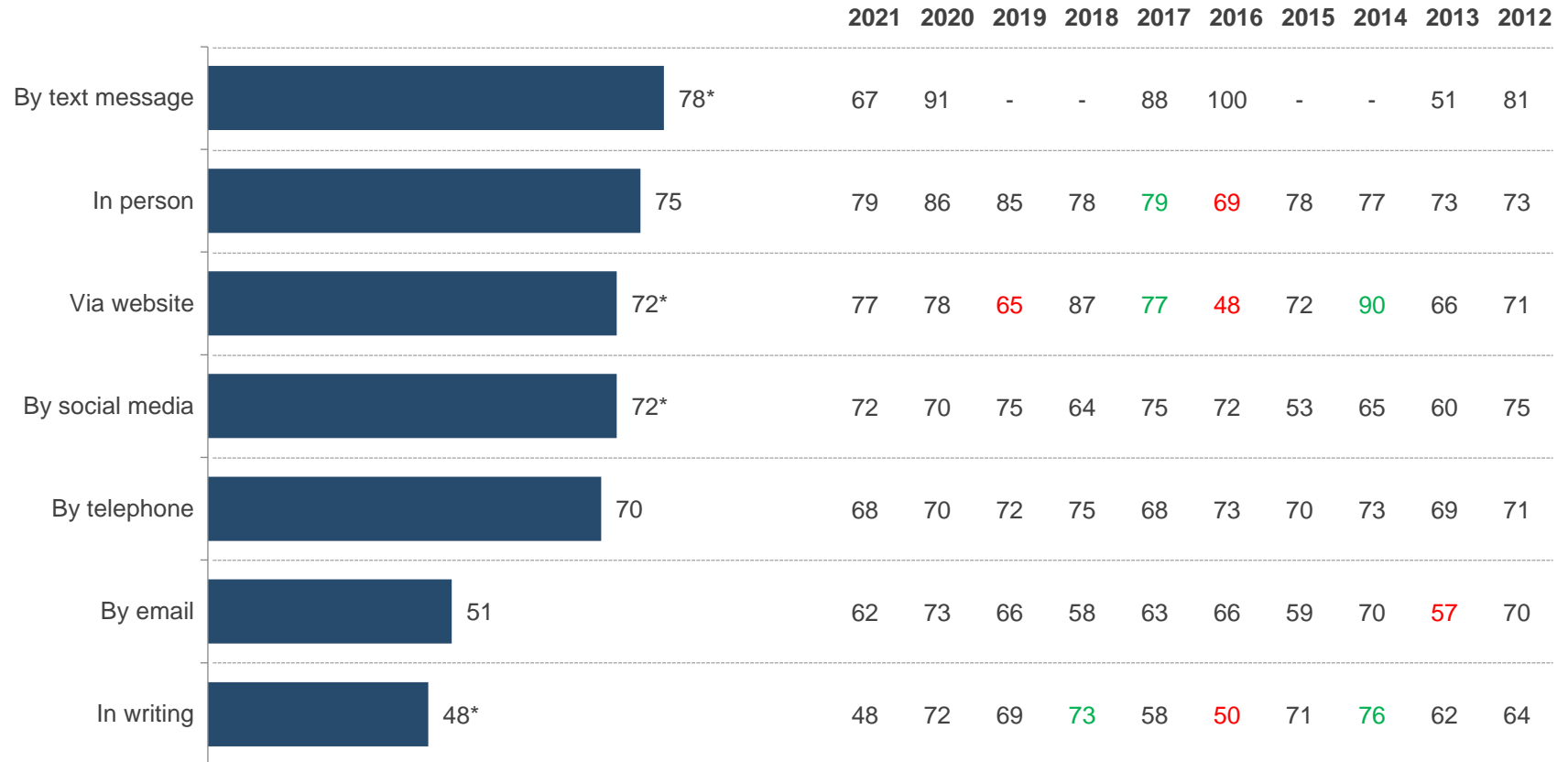
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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 Latrobe 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

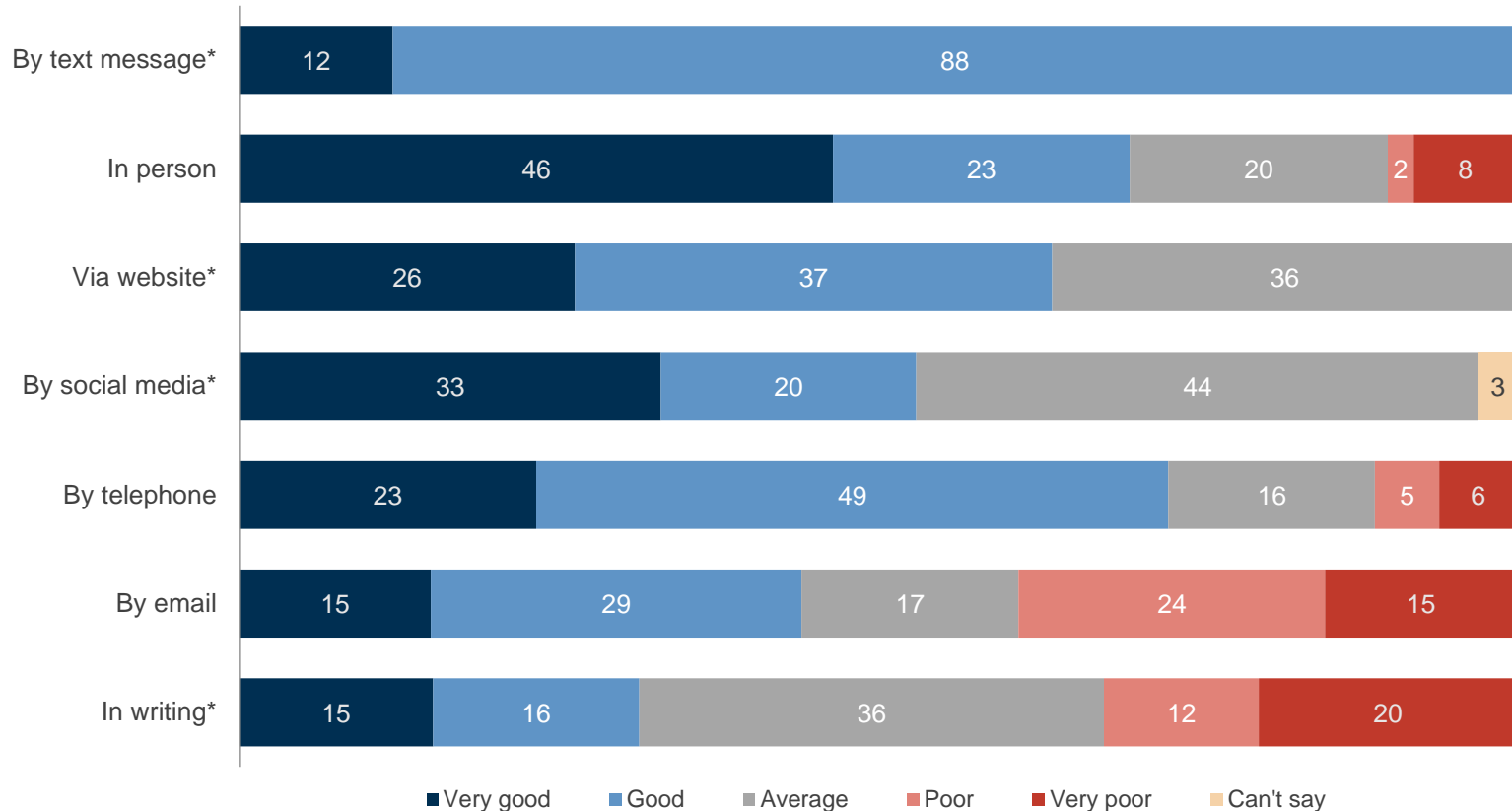
Note: Please see Appendix A for explanation of significant differences.

*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 Latrobe 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

This year, more residents prefer to receive Council news and information about upcoming events from a newsletter sent via mail (24%, up eight points). This is a departure from 2021, when a mailed newsletter was the fourth highest preference overall, however communication preferences have greatly fluctuated in recent years.

Preferences for social media (16%, down seven points) and an emailed newsletter (15%, down six points) have declined over the last 12 months but there is increased appetite for newsletters inserted into a local newspaper (17%, up six points).

- Residents aged under 50 years are more likely to prefer a newsletter sent via mail this year (27%, up 12 points on 2021), and less likely to prefer communication via social media (22%, down 15 points) or via email (14%, down seven points).
- Among residents aged over 50 years, print communications are preferred – newsletter inserts (24%, up seven points) and advertising (22%, down seven points) in a local newspaper, and newsletters sent via mail (21%) over via email (17%).





Best form of communication

2022 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



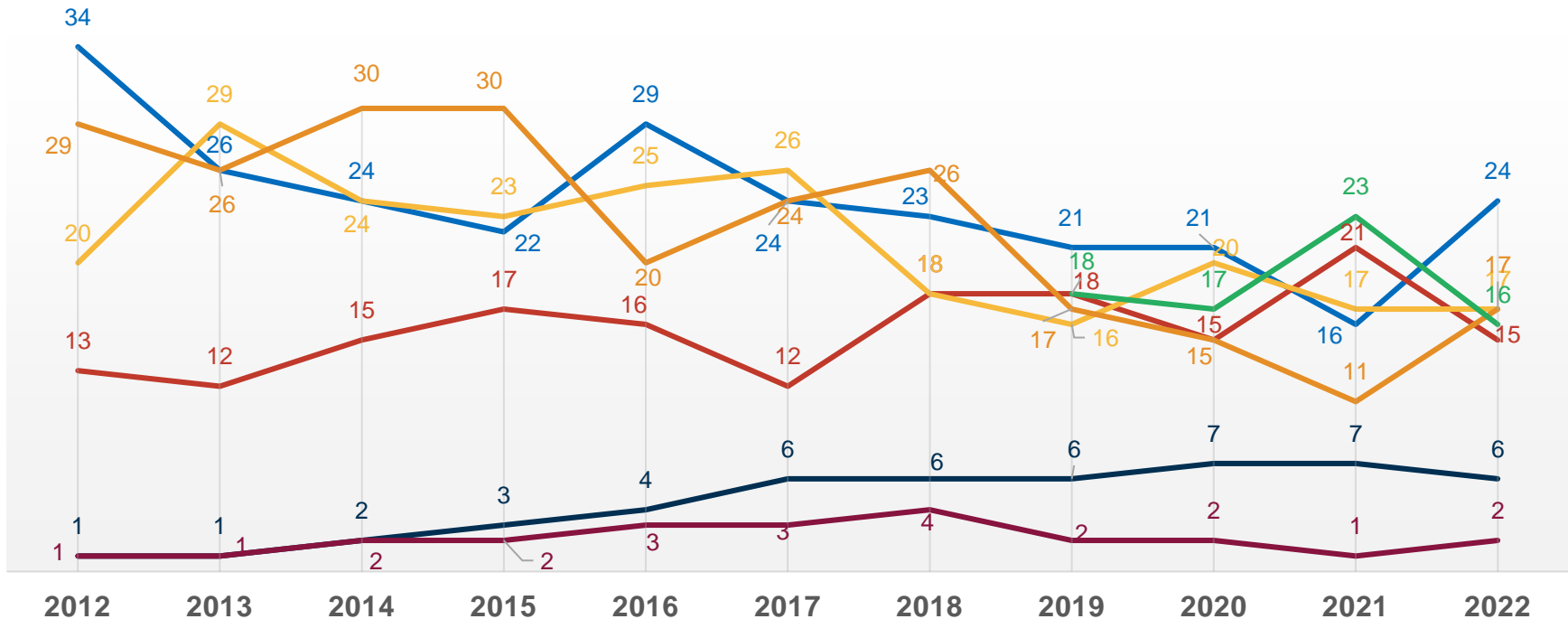
Council Website



Text Message



Social Media



Q13. If Latrobe 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 (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



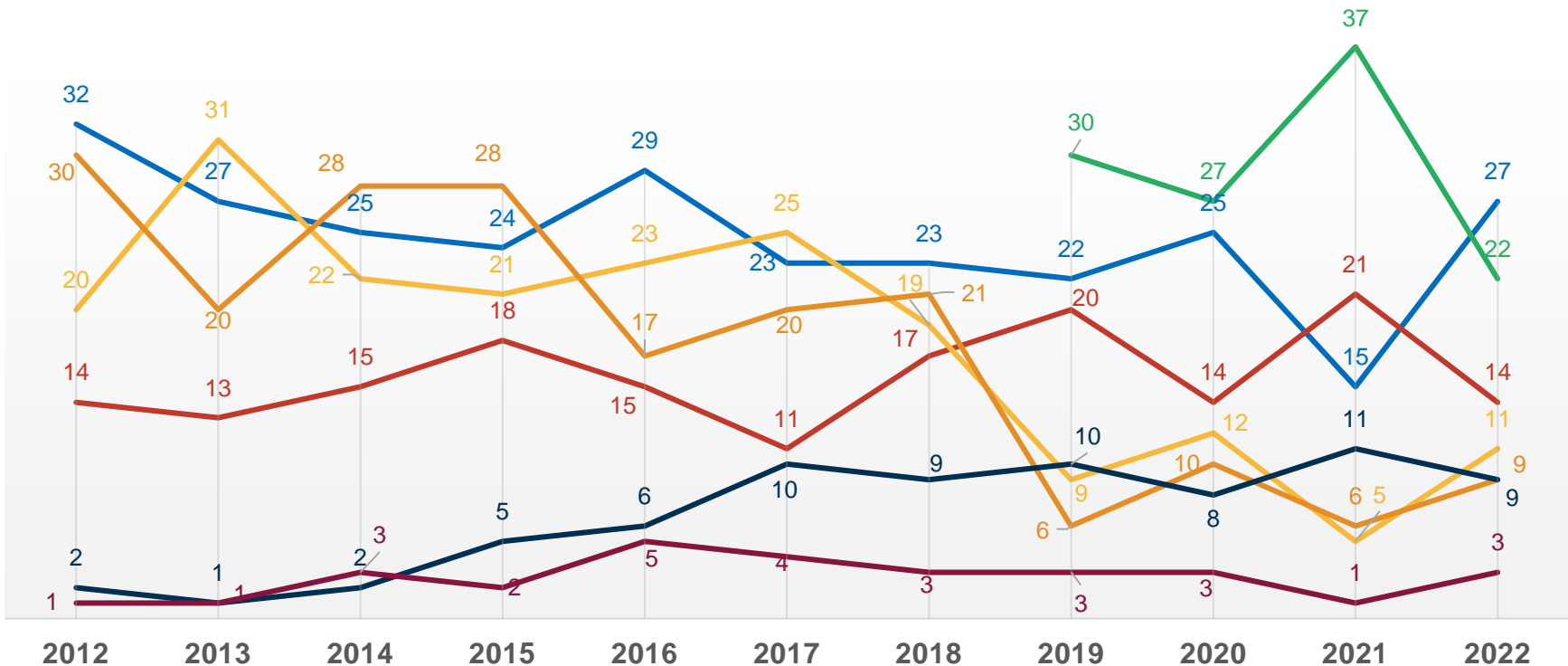
Council Website



Text Message



Social Media



Q13. If Latrobe 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 group: 6
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



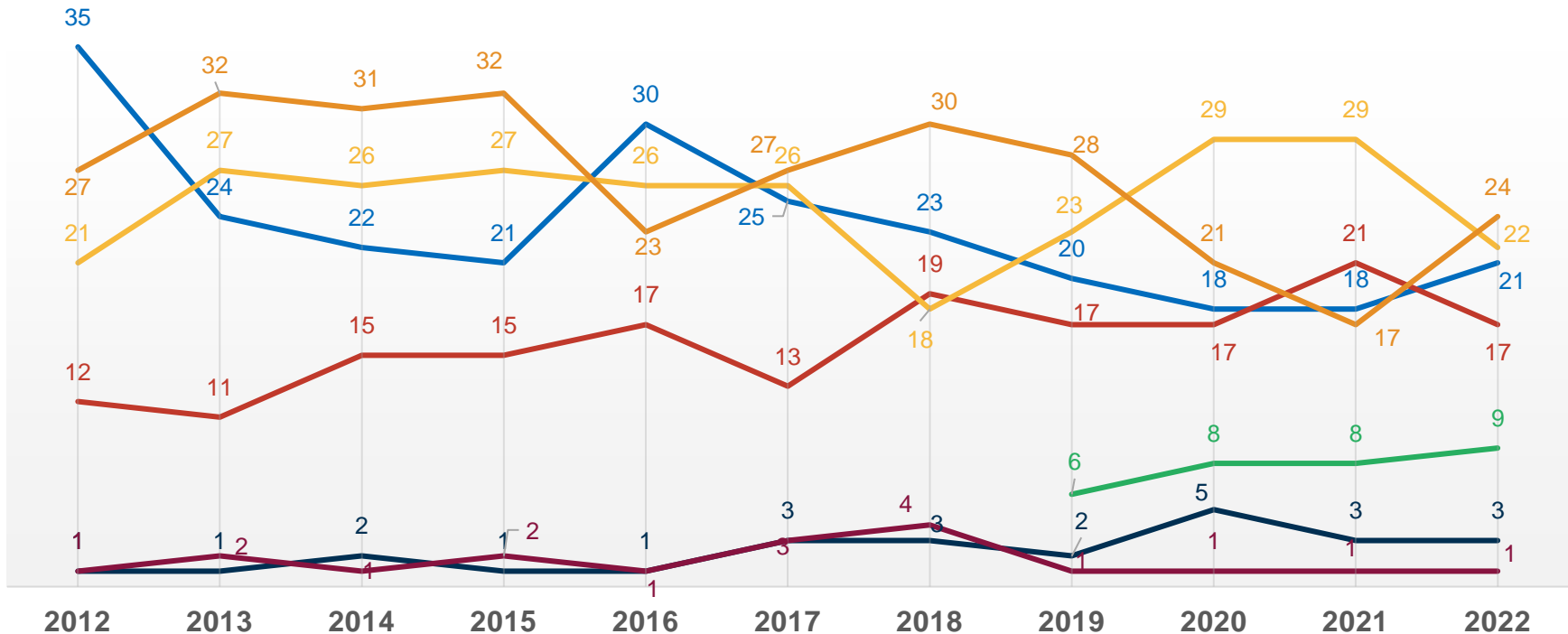
Council Website



Text Message



Social Media



Q13. If Latrobe 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 group: 6

Note: 'Social Media' was included in 2019.



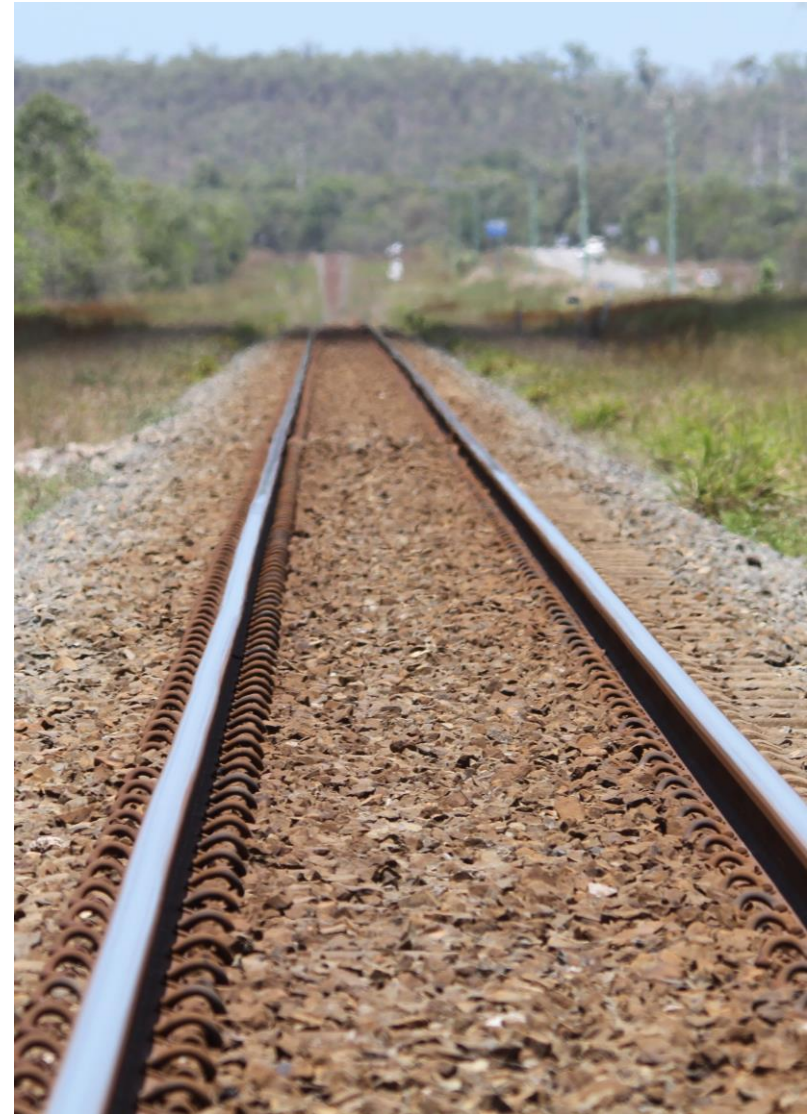
Council direction

Council direction

Perceptions of the direction of Council's overall performance (index score of 50) have declined slightly by a further three index points in 2022.

Most residents (66%, up 4 points on 2021) believe the direction of Council's overall performance has stayed the same over the last 12 months.

- 15% believe it has improved (down 4 points on 2021).
- An equal proportion, 15%, think it has deteriorated (up 2 points).
- Residents aged 35 to 49 years have been least satisfied with the direction of Council's overall performance over the past year.
- Perceptions of Council's overall direction have declined significantly since 2021 among women and residents of the West area of Council.
- Despite this decline, residents of the West area are among the most complimentary of council direction, along with 18 to 34 year olds, Central residents and residents aged 65 years and over (each with an index score of 51).





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Regional Centres	52	54	50	52	53	55	51	53	n/a	n/a	n/a
18-34	51	57	56	57	53	54	42	52	52	56	54
Central	51	49	54	50	51	57	50	52	49	n/a	n/a
65+	51	56	61	54	51	57	57	54	51	46	56
West	51	57	57	53	50	54	49	53	48	n/a	n/a
50-64	50	48	52	54	48	52	51	49	40	37	48
Women	50	56	57	58	55	55	53	53	50	45	52
State-wide	50	53	51	53	52	53	51	53	53	53	52
Latrobe	50	53	56	53	51	53	49	52	48	45	50
Men	49	51	54	48	48	52	46	50	46	44	48
East	48	51	55	55	54	49	49	50	47	n/a	n/a
35-49	46	50	51	45	54	51	48	51	47	40	44

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

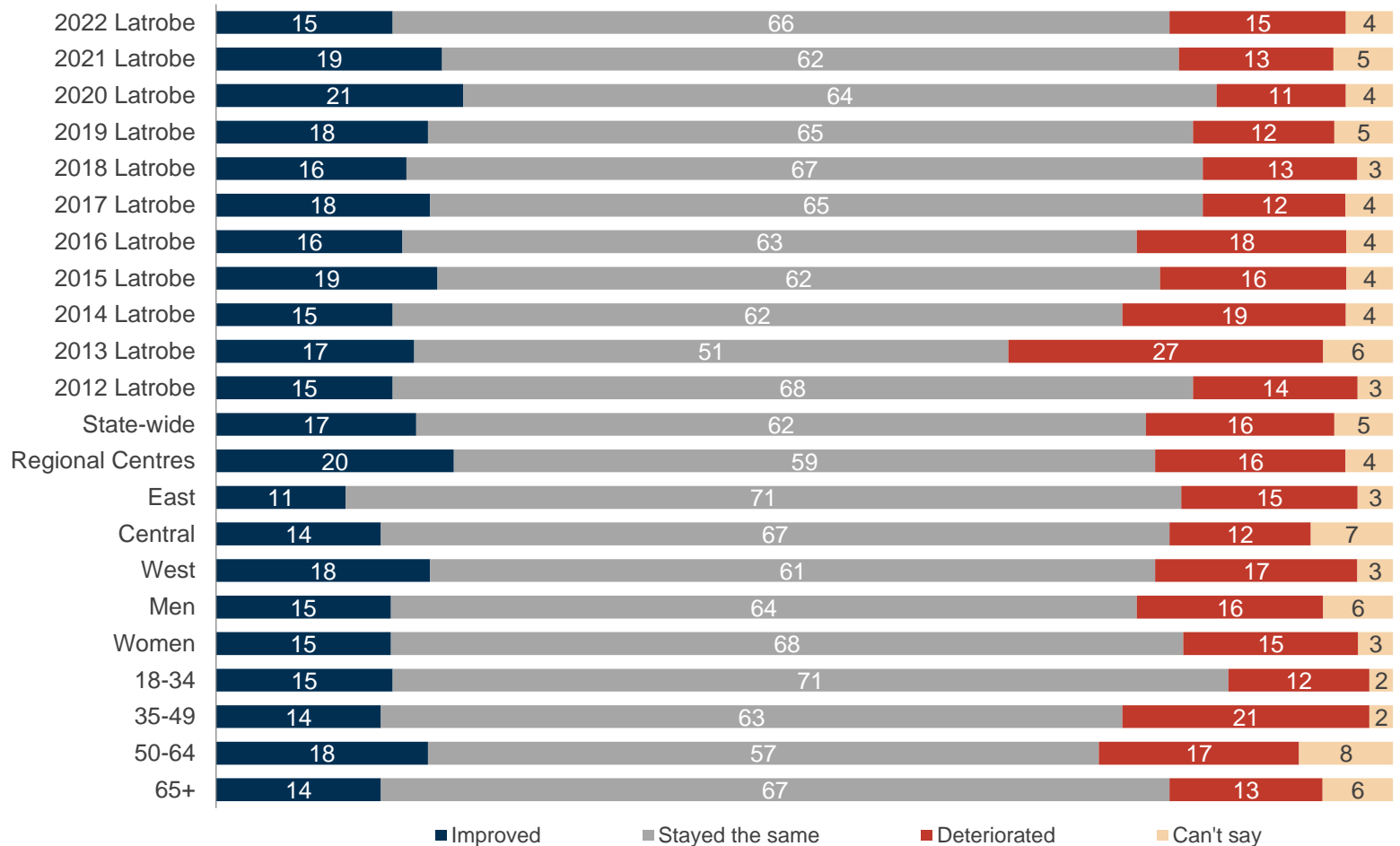
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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 Latrobe City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	82	75	63	67	69	72	71	64	71	67	63
Women	82	78	74	76	74	77	76	74	76	75	73
West	80	75	74	76	75	76	75	73	76	n/a	n/a
35-49	79	75	77	76	78	81	77	73	78	73	76
Latrobe	79	77	73	73	74	76	76	71	74	74	72
East	79	77	71	71	74	75	77	69	73	n/a	n/a
Central	78	79	73	72	73	77	76	71	73	n/a	n/a
Regional Centres	77	76	75	76	75	76	75	74	n/a	n/a	n/a
65+	77	77	75	77	75	79	77	73	73	79	72
State-wide	76	75	74	74	74	74	75	74	74	73	73
Men	76	75	71	71	75	75	75	69	72	73	70
50-64	75	80	78	74	76	75	79	78	76	79	78

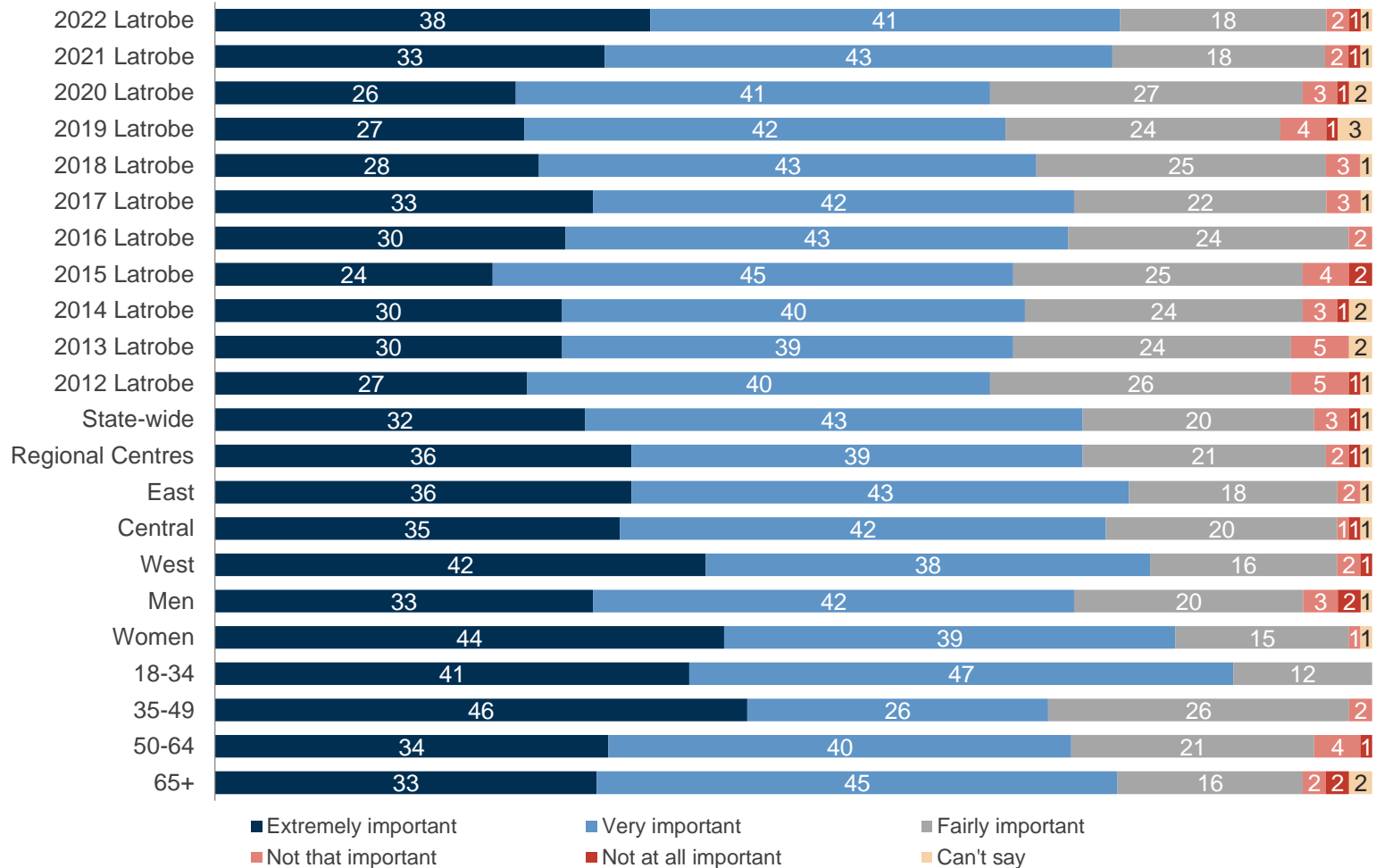
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
Central	61▲	57	56	55	59	56	50	51	57	n/a	n/a
18-34	58	56	52	57	66	49	52	52	62	54	60
65+	57	63	59	59	56	62	53	52	56	48	56
Women	56	60	56	57	58	55	49	53	57	54	54
Latrobe	55	58	55	57	57	54	48	52	55	50	54
West	54	58	58	59	56	54	47	53	55	n/a	n/a
Men	54	55	54	57	57	52	47	50	54	46	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
35-49	53	54	55	55	52	52	40	53	58	50	48
East	50	57	51	57	57	51	47	51	54	n/a	n/a
50-64	43▼	56	55	56	53	53	46	49	44	47	51

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

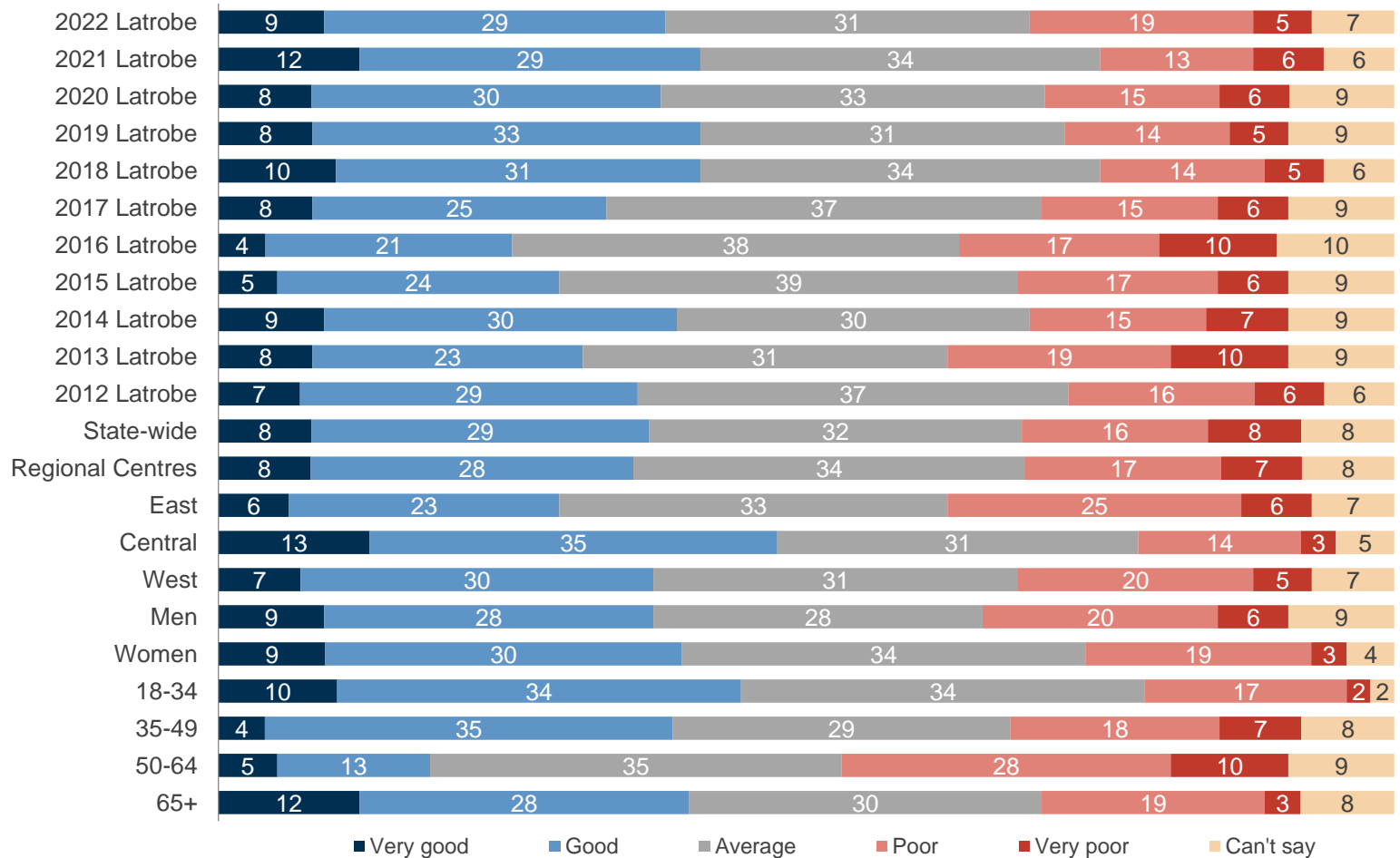
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



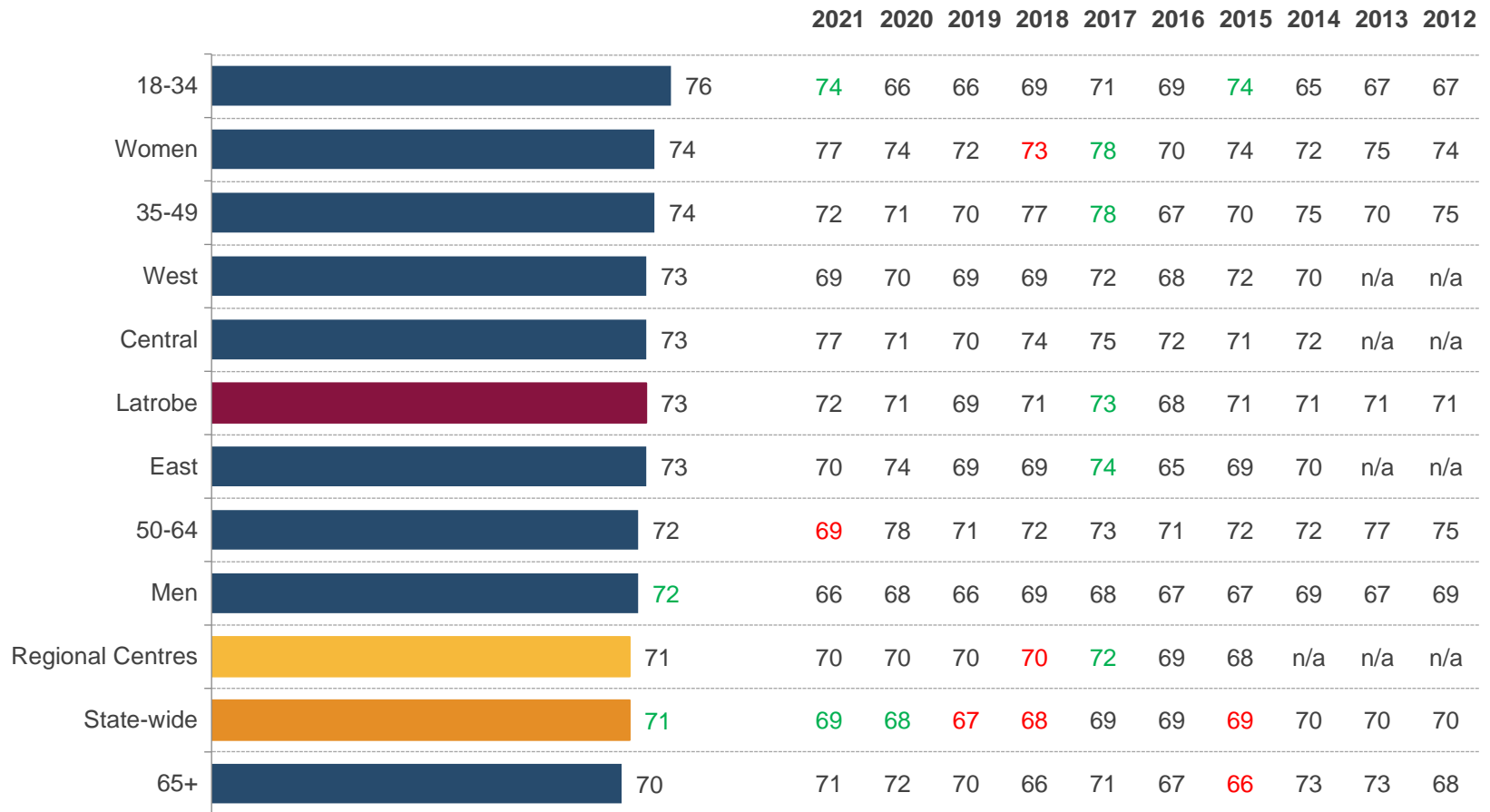
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



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

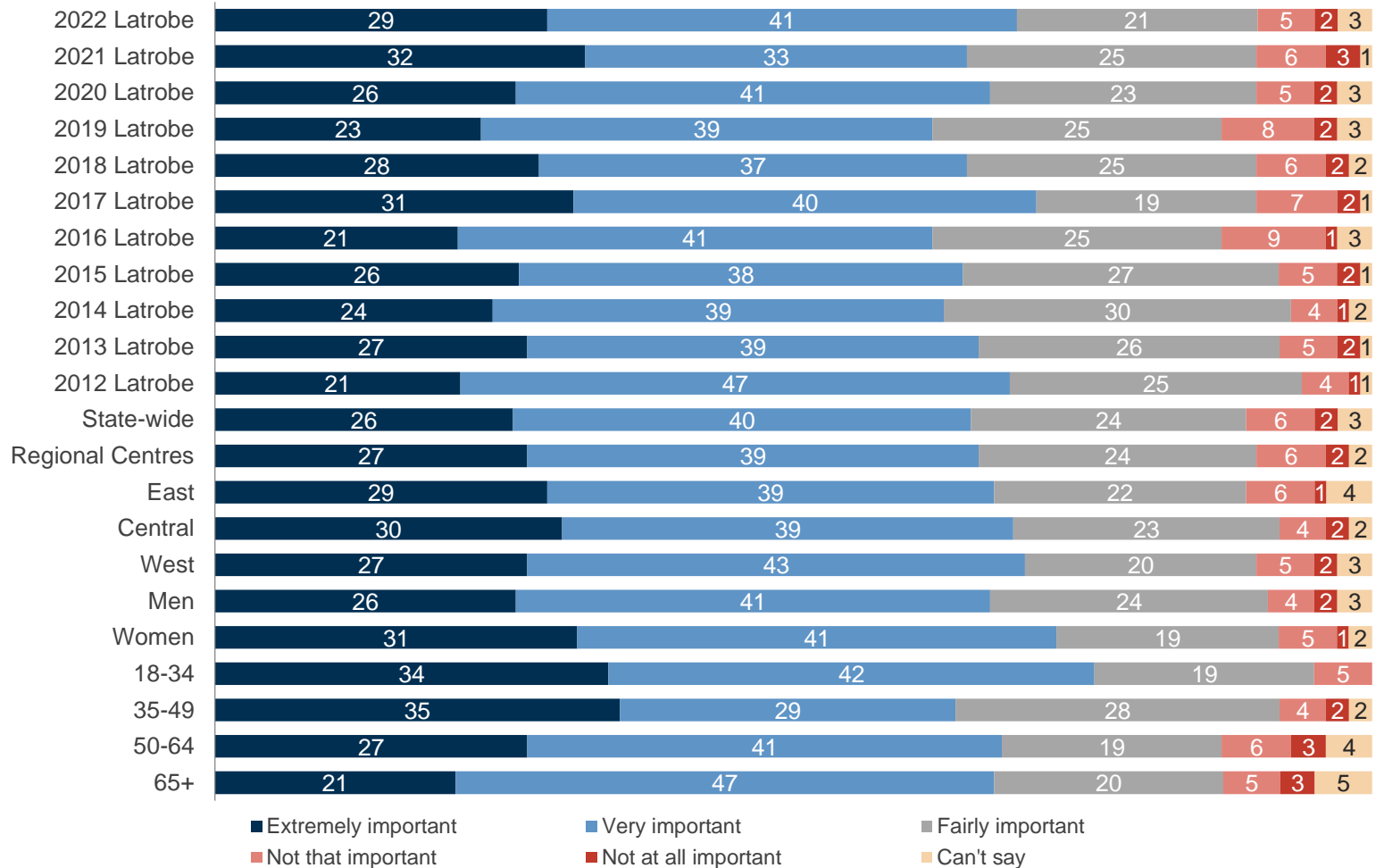
Note: Please see Appendix A for explanation of significant differences.



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
Central	52	58	55	51	55	47	51	50	n/a	n/a
65+	62	59	62	58	63	54	54	56	56	57
18-34	55	54	59	57	50	53	53	61	51	60
Men	55	54	56	53	51	48	51	56	48	57
Regional Centres	56	52	54	54	54	52	55	n/a	n/a	n/a
Latrobe	55	55	57	53	54	50	52	56	49	56
West	58	56	57	54	54	51	52	59	n/a	n/a
State-wide	55	53	54	54	54	53	55	56	55	55
Women	55	56	58	53	57	53	53	56	50	55
35-49	50	51	51	49	53	41	49	56	46	52
East	54	51	60	53	52	52	52	55	n/a	n/a
50-64	52	57	54	47	51	53	51	48	46	54

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

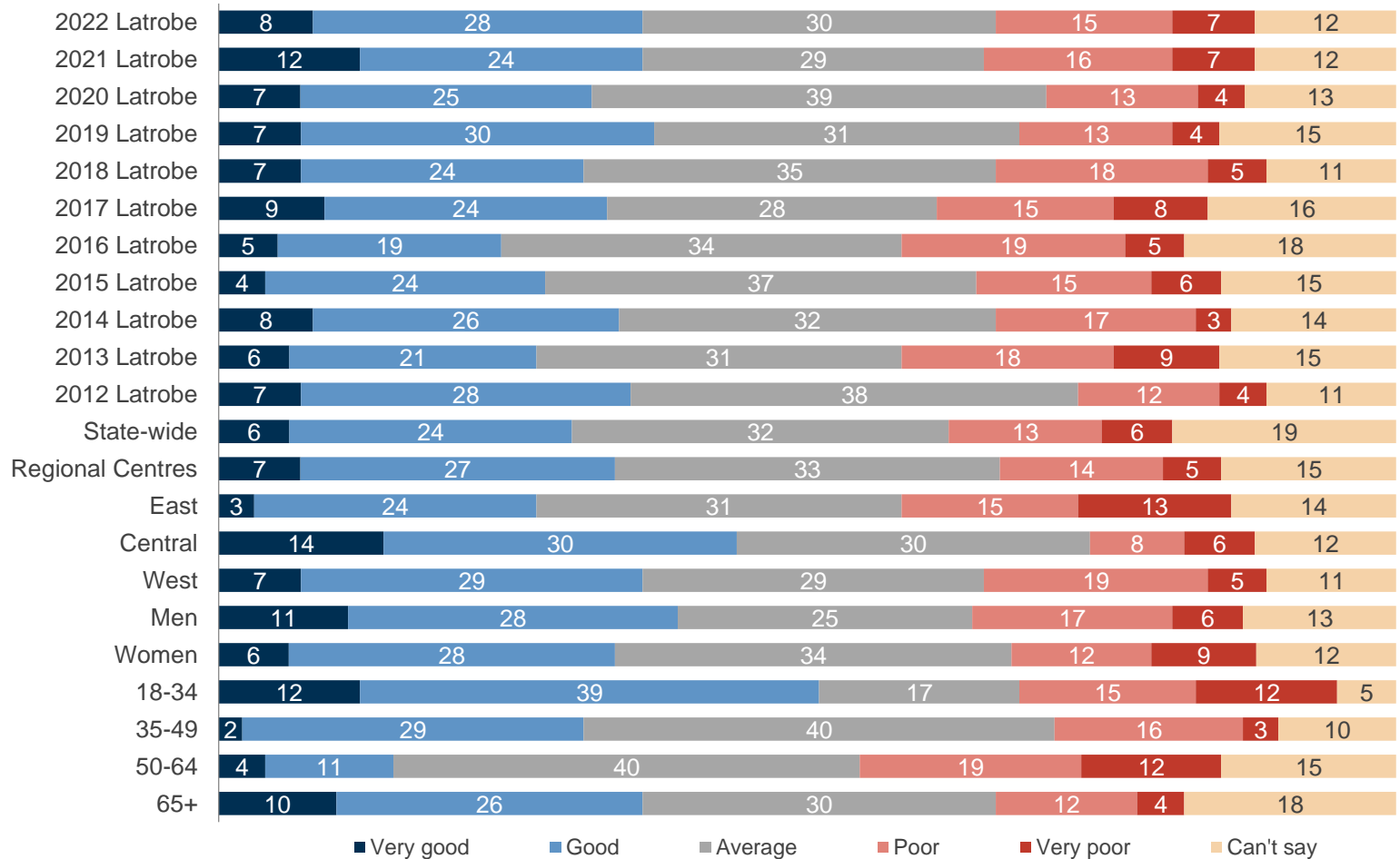
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)

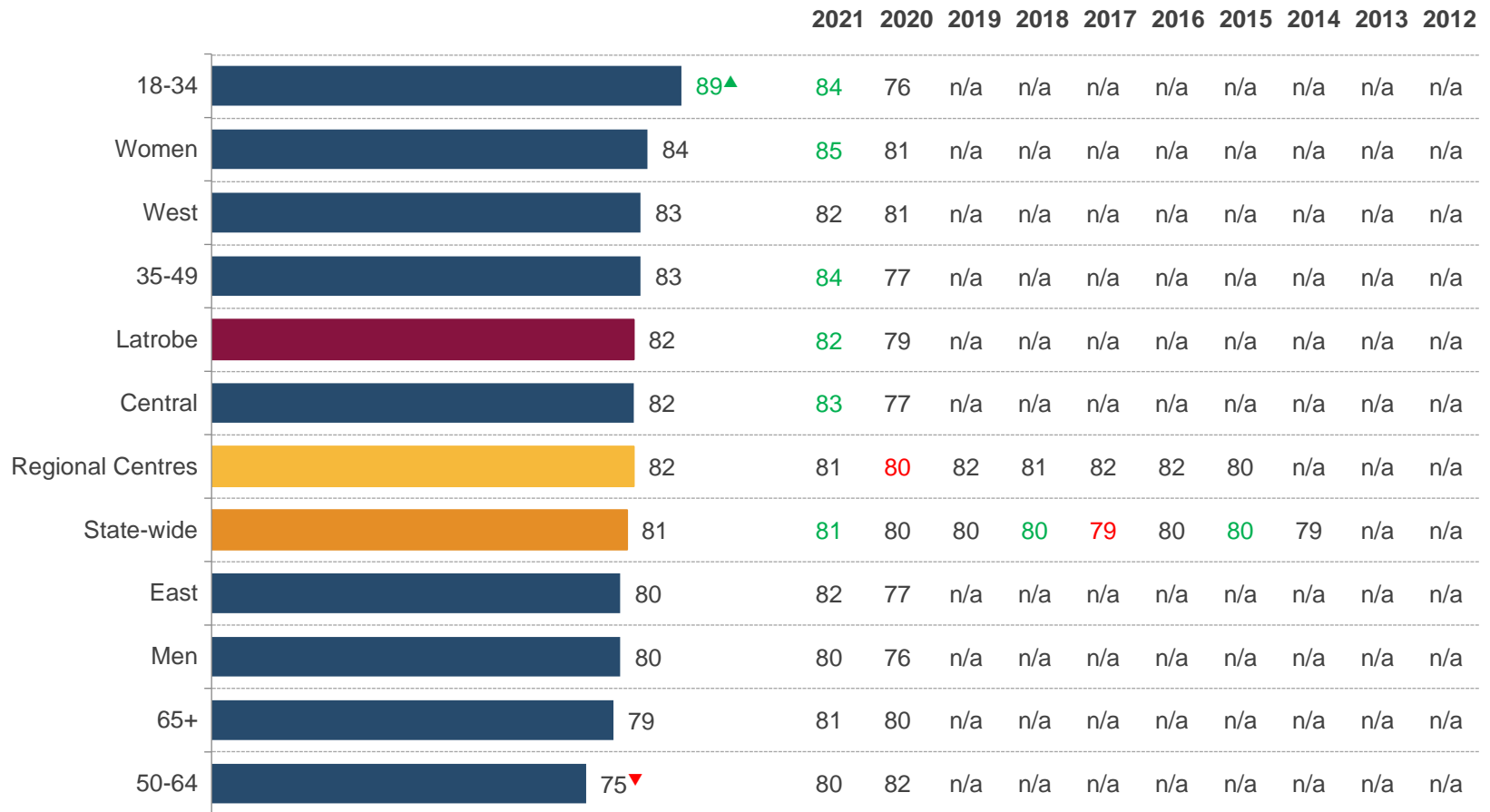


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6

Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



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

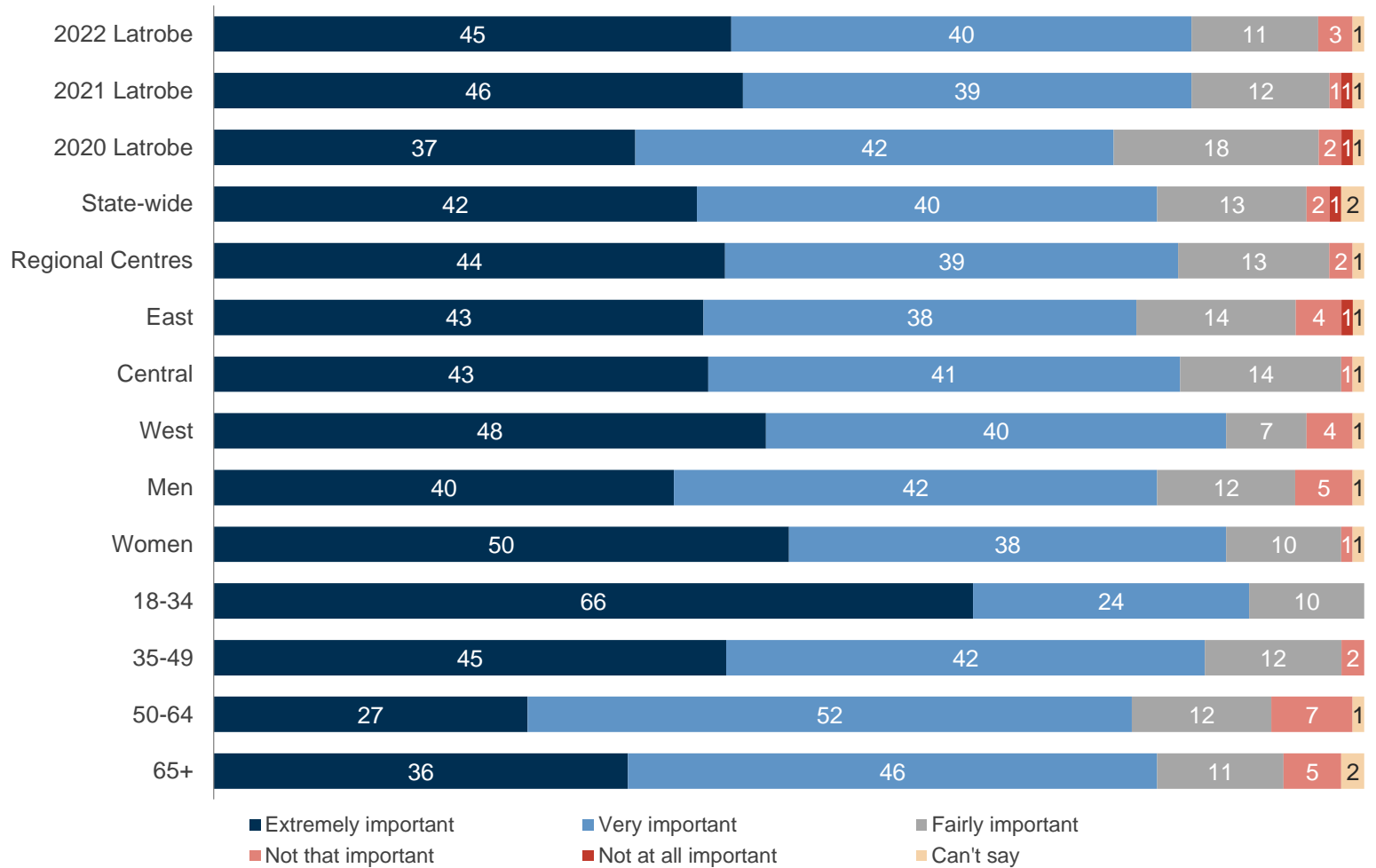
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

Decisions made in the interest of the community importance



2022 community decisions made importance (%)

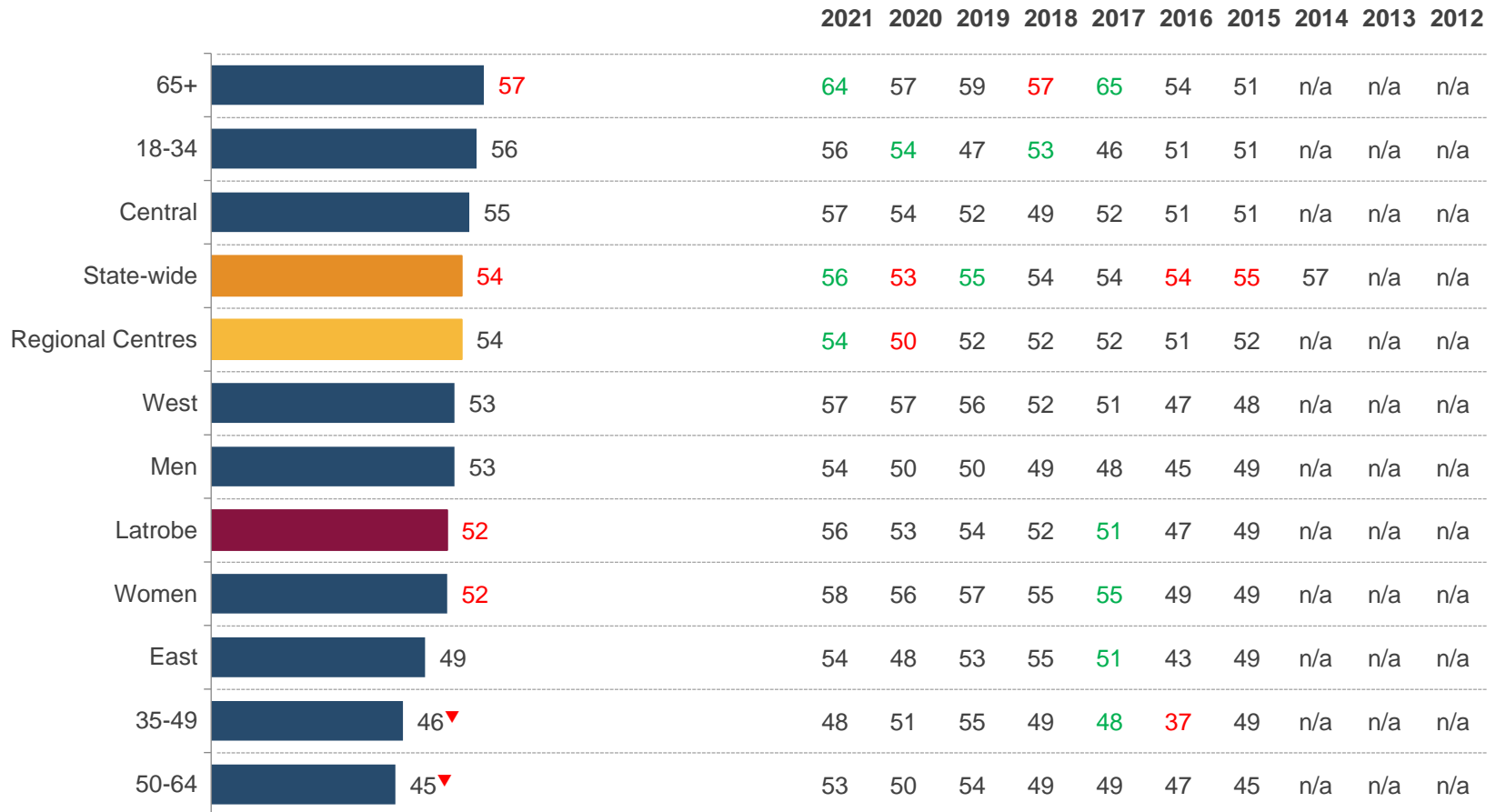


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)



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

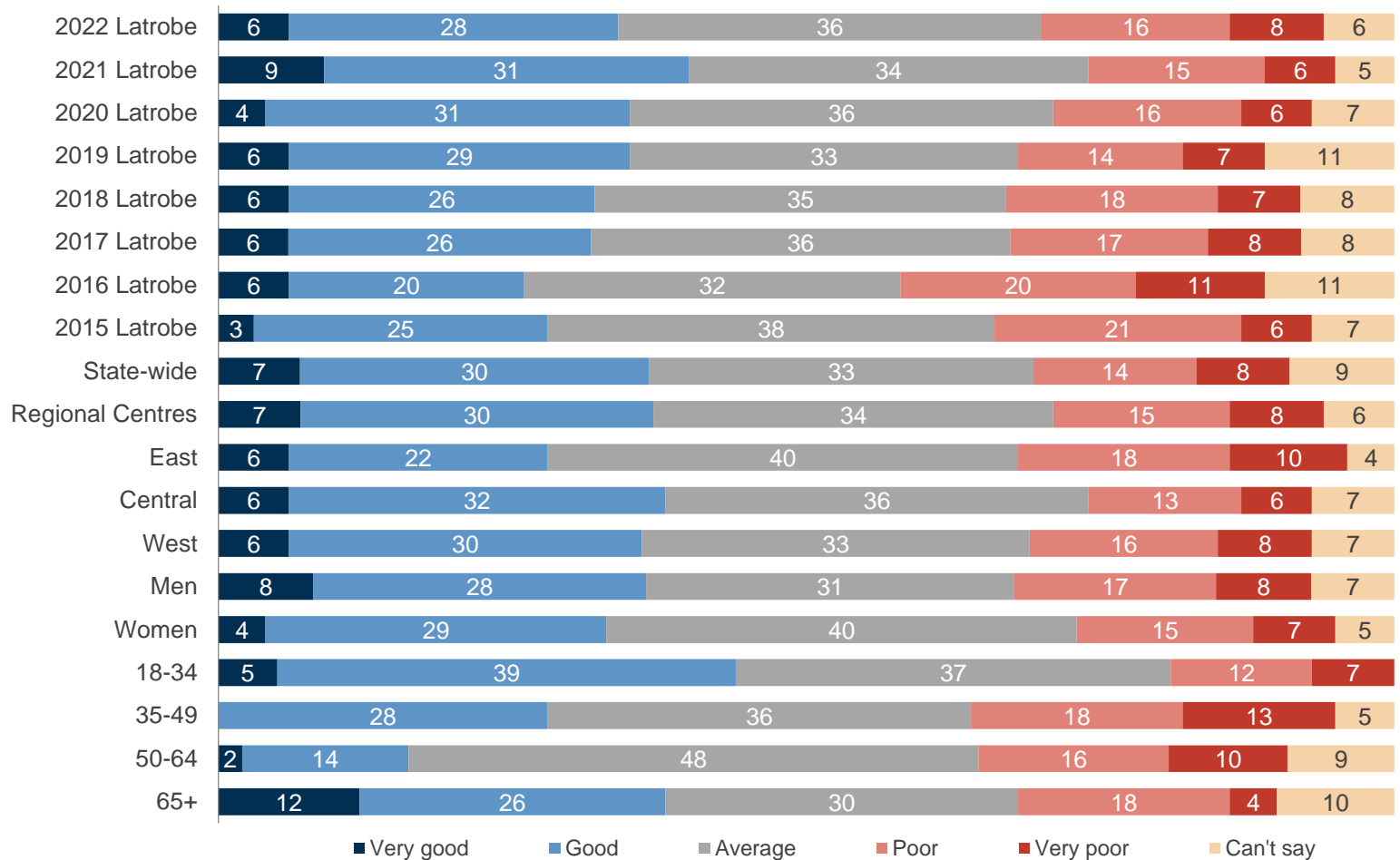
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)

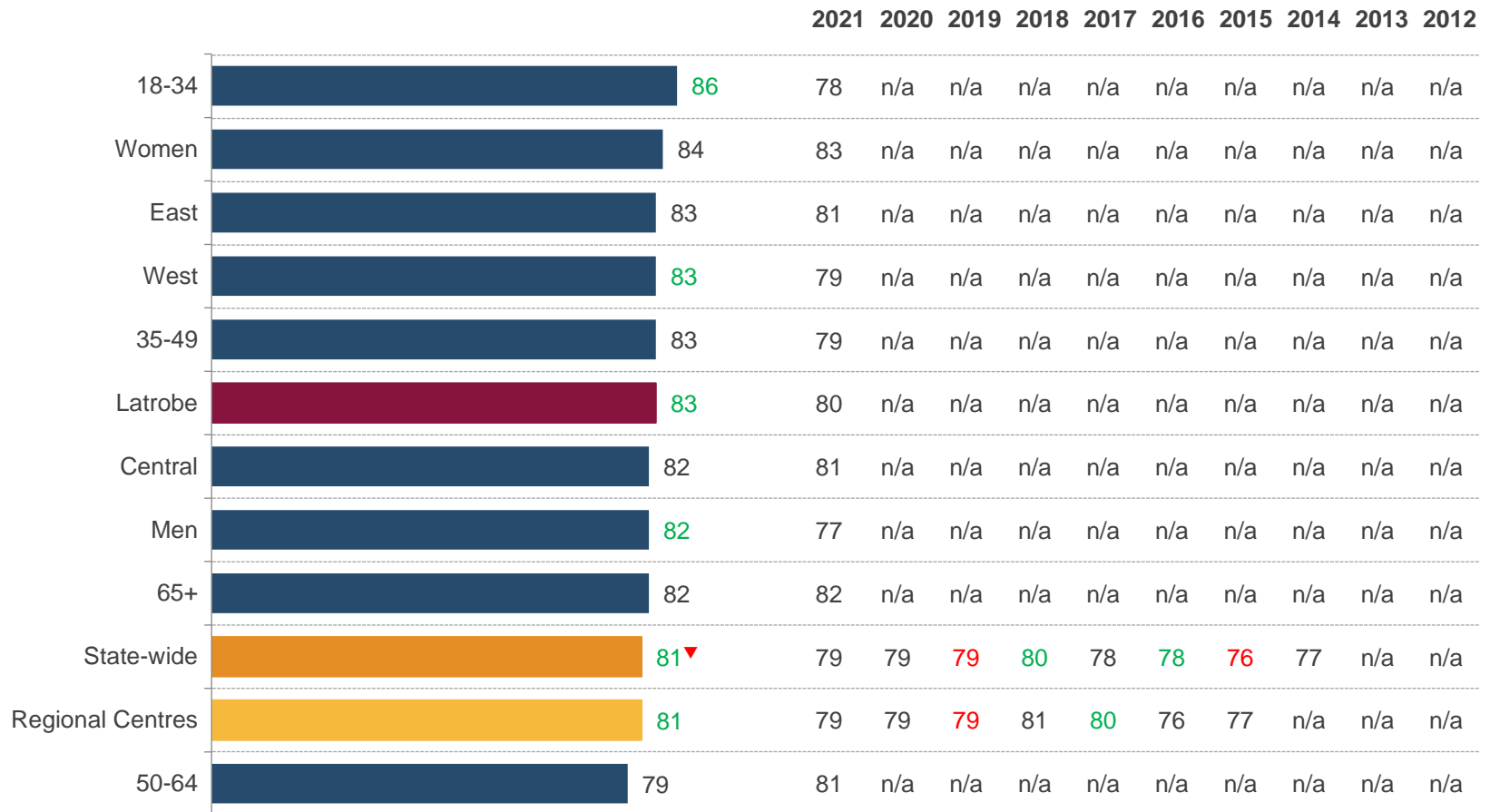


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)



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

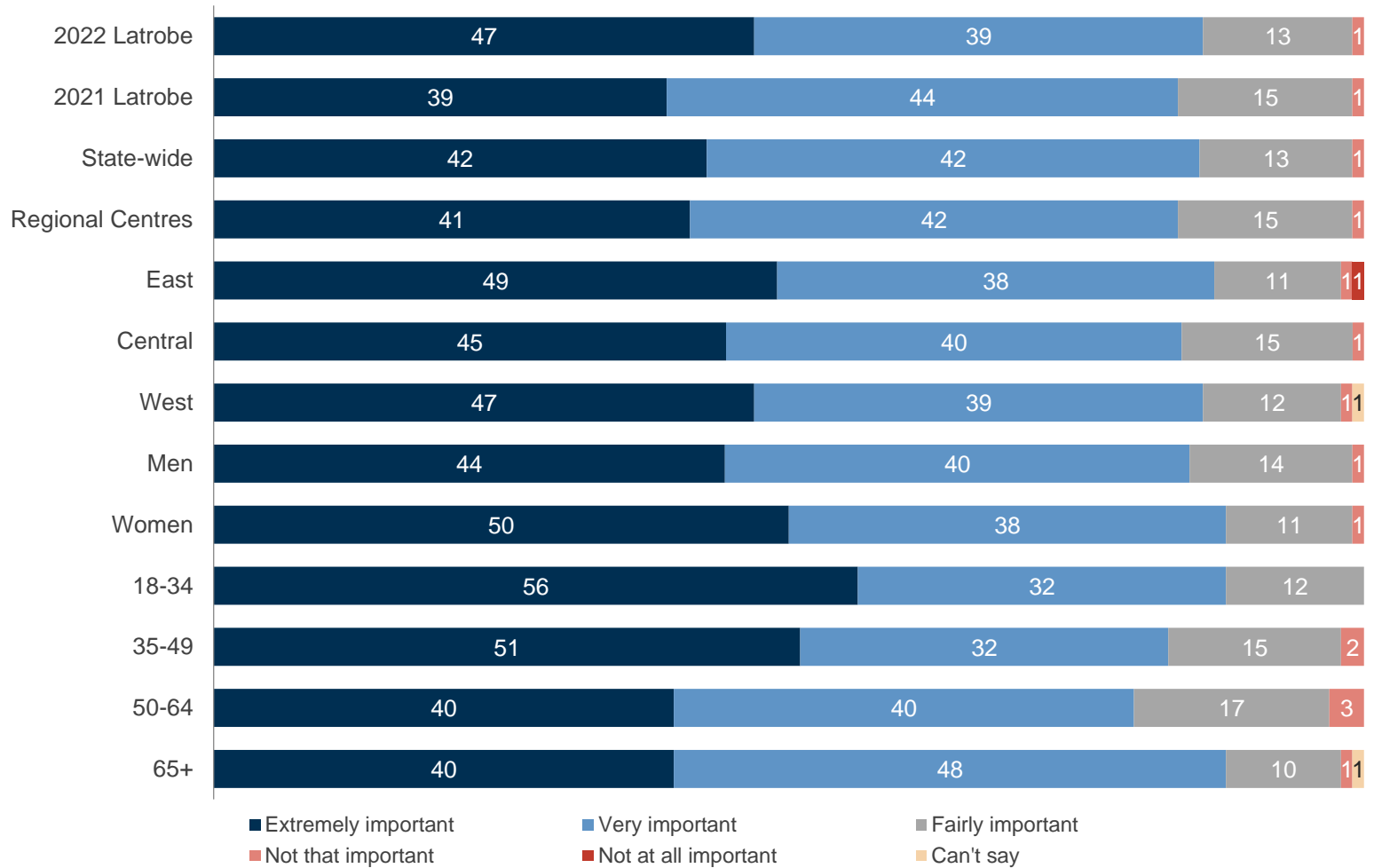
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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	
Central	61	58	56	54	53	60	51	51	n/a	n/a	n/a
18-34	60	56	53	53	55	58	49	48	n/a	n/a	n/a
West	59	64	59	63	60	66	51	56	n/a	n/a	n/a
65+	58	71	63	65	60	69	58	56	n/a	n/a	n/a
Women	58	62	58	61	57	61	51	52	n/a	n/a	n/a
Latrobe	57	61	57	60	56	61	50	52	n/a	n/a	n/a
Men	57	59	56	58	54	62	50	53	n/a	n/a	n/a
Regional Centres	54▼	60	55	57	54	53	54	55	n/a	n/a	n/a
35-49	54	52	55	57	47	60	45	54	n/a	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a
50-64	53	62	55	62	60	59	49	52	n/a	n/a	n/a
East	51▼	59	54	60	54	55	49	49	n/a	n/a	n/a

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

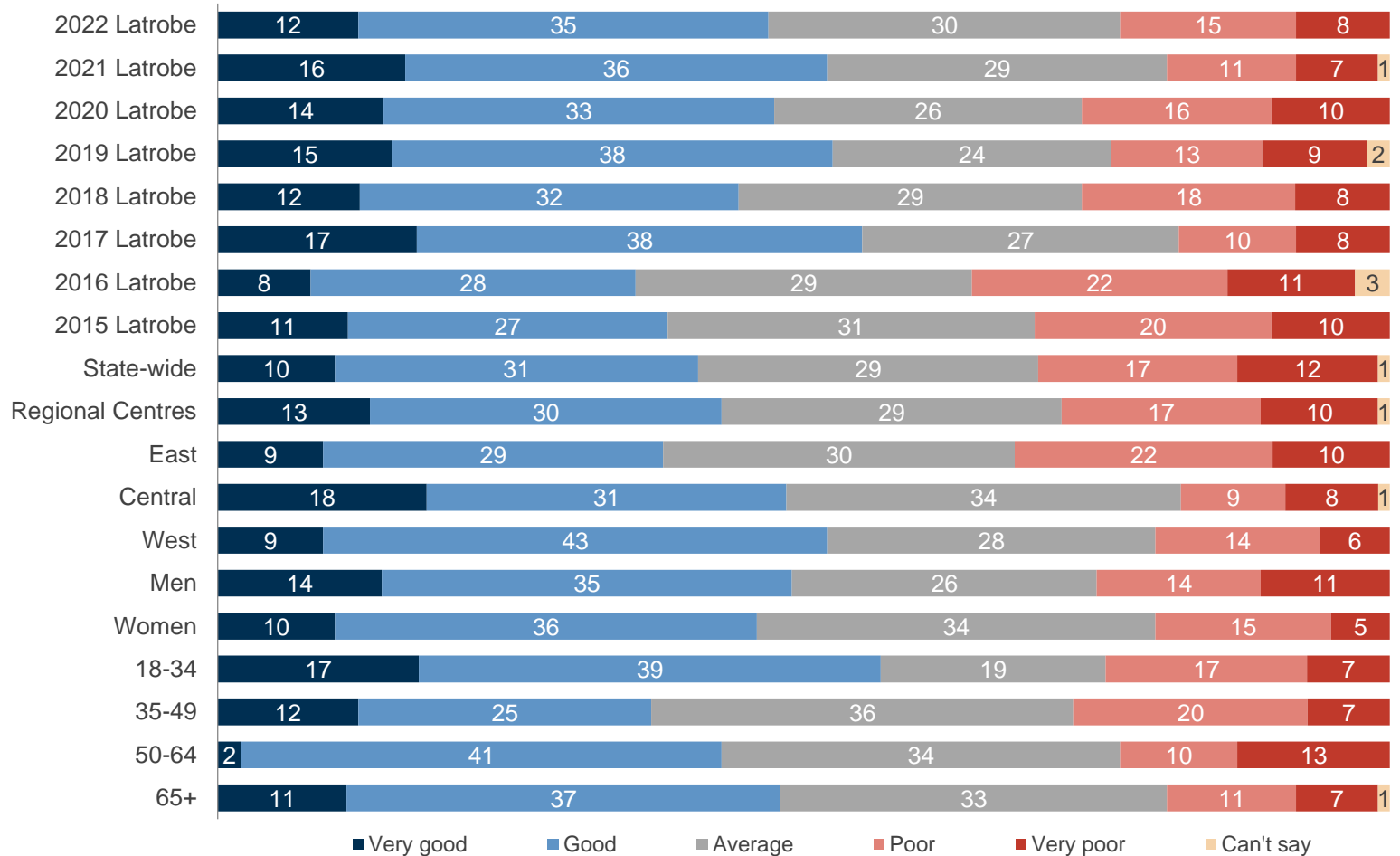
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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 (%)



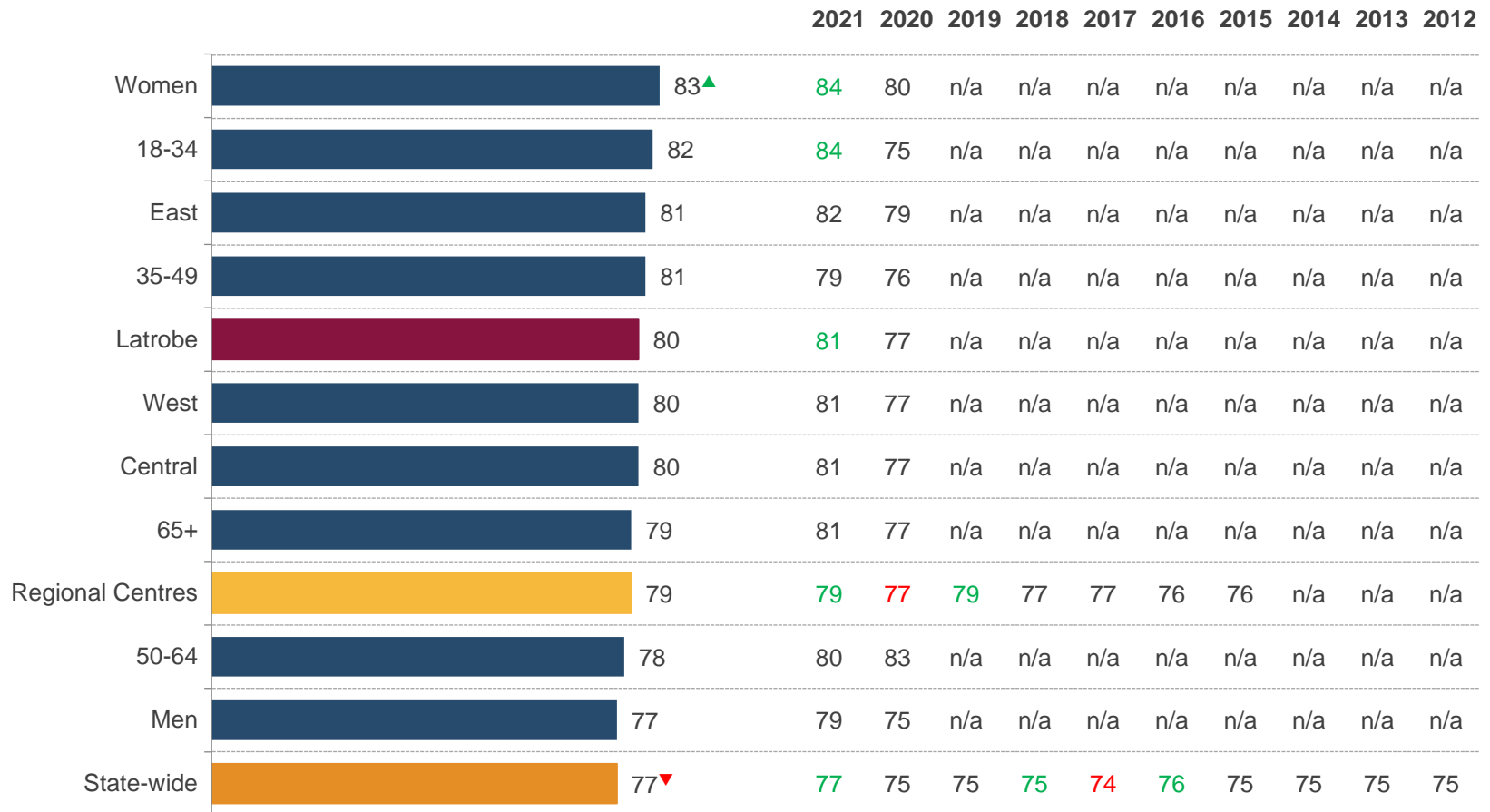
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



Informing the community importance



2022 informing community importance (index scores)



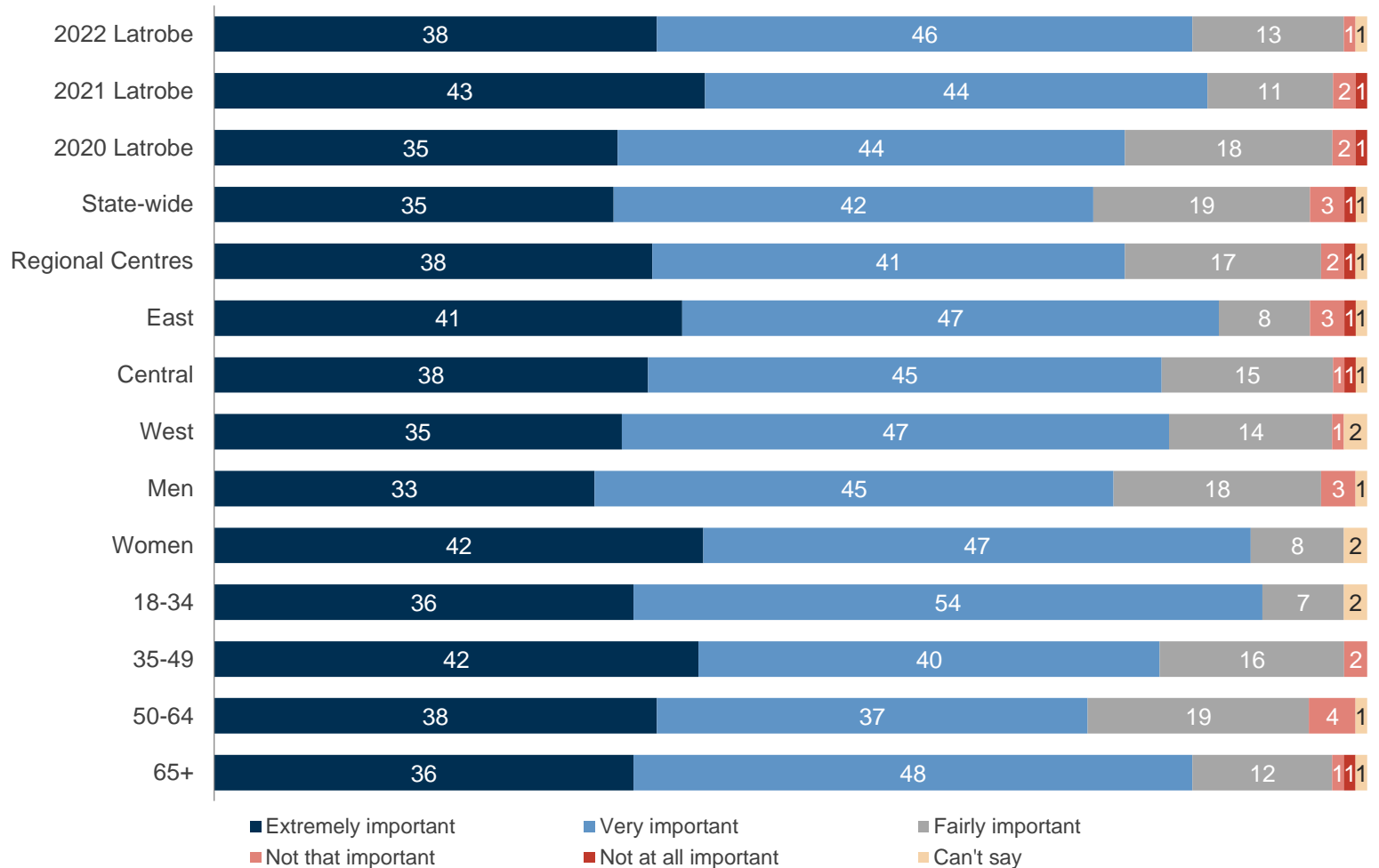
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)



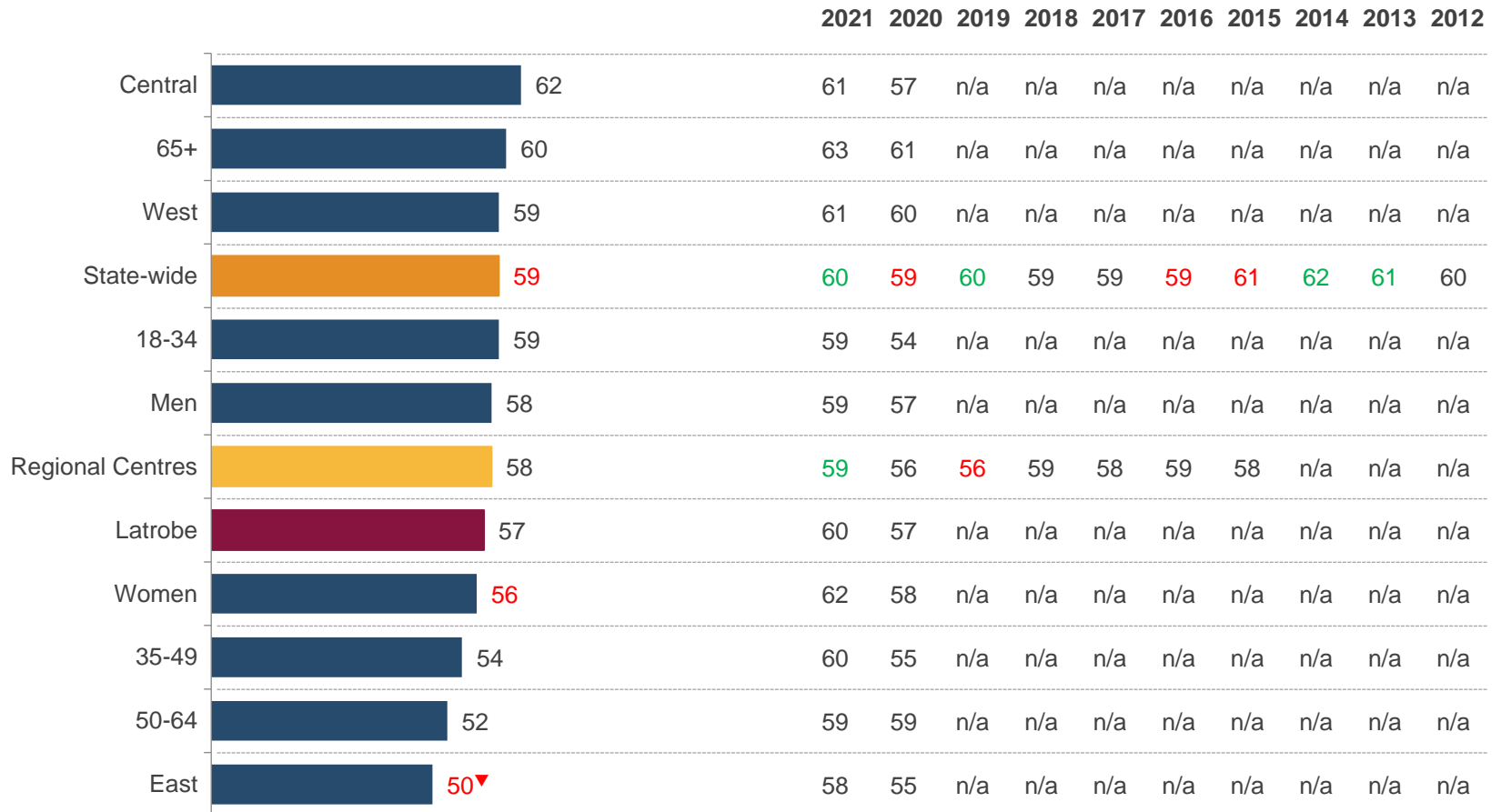
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Informing the community performance



2022 informing community performance (index scores)



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

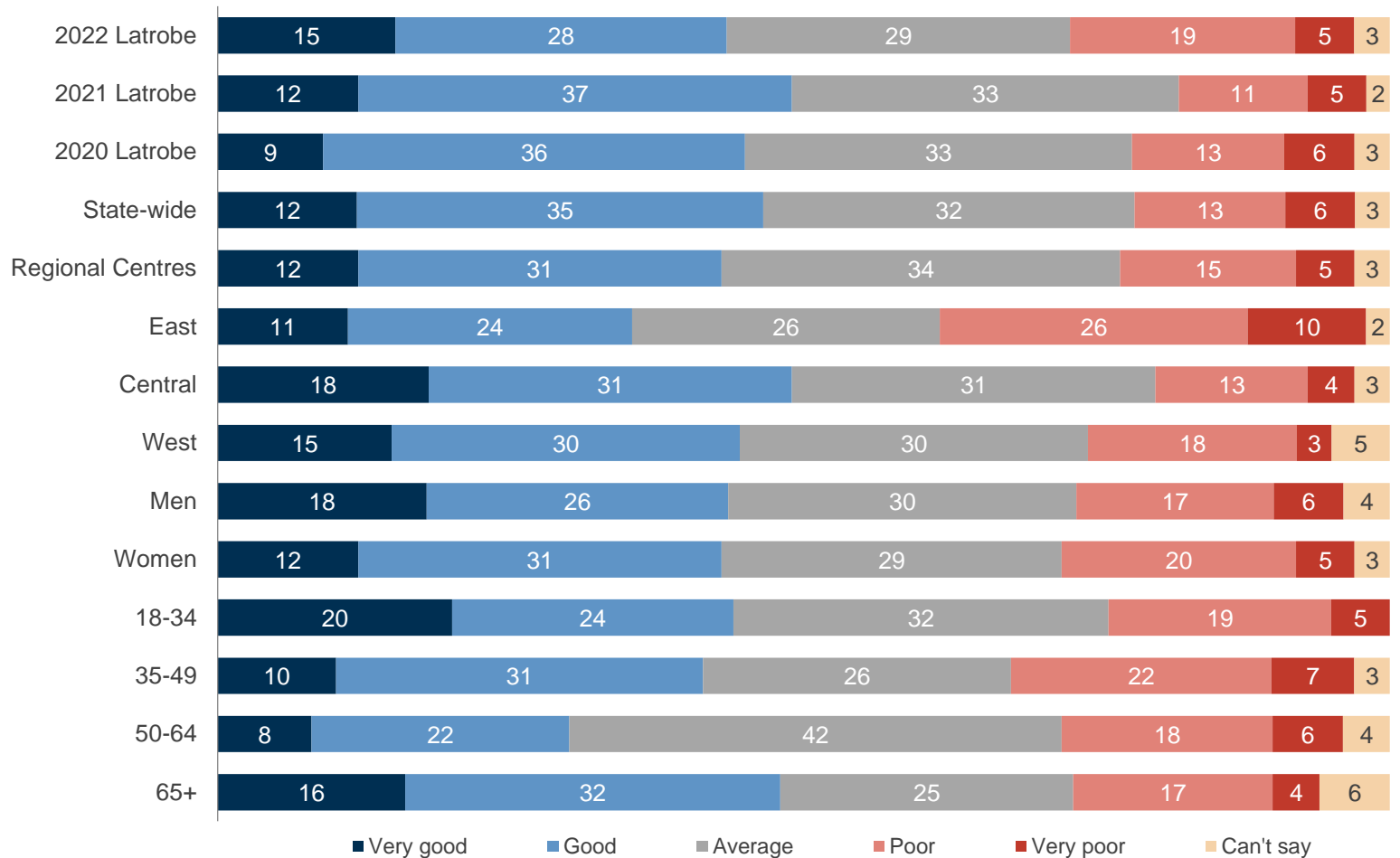
Note: Please see Appendix A for explanation of significant differences.



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	
18-34	85	76	77	75	75	76	76	77	71	73	67
East	84	81	80	75	80	80	79	79	78	n/a	n/a
Women	84	80	81	78	80	79	81	85	80	80	78
West	83	77	81	77	77	77	76	80	77	n/a	n/a
Latrobe	82	79	81	77	78	78	78	80	77	78	75
65+	82	80	82	78	77	78	81	81	78	82	81
35-49	81	81	80	74	83	81	75	84	84	77	78
50-64	81	78	84	80	78	76	80	79	77	81	79
State-wide	81	79	78	77	78	77	77	77	77	78	77
Men	80	77	80	75	76	76	75	76	75	76	73
Regional Centres	80	78	78	77	79	77	77	77	n/a	n/a	n/a
Central	80	80	81	77	78	76	79	82	76	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?

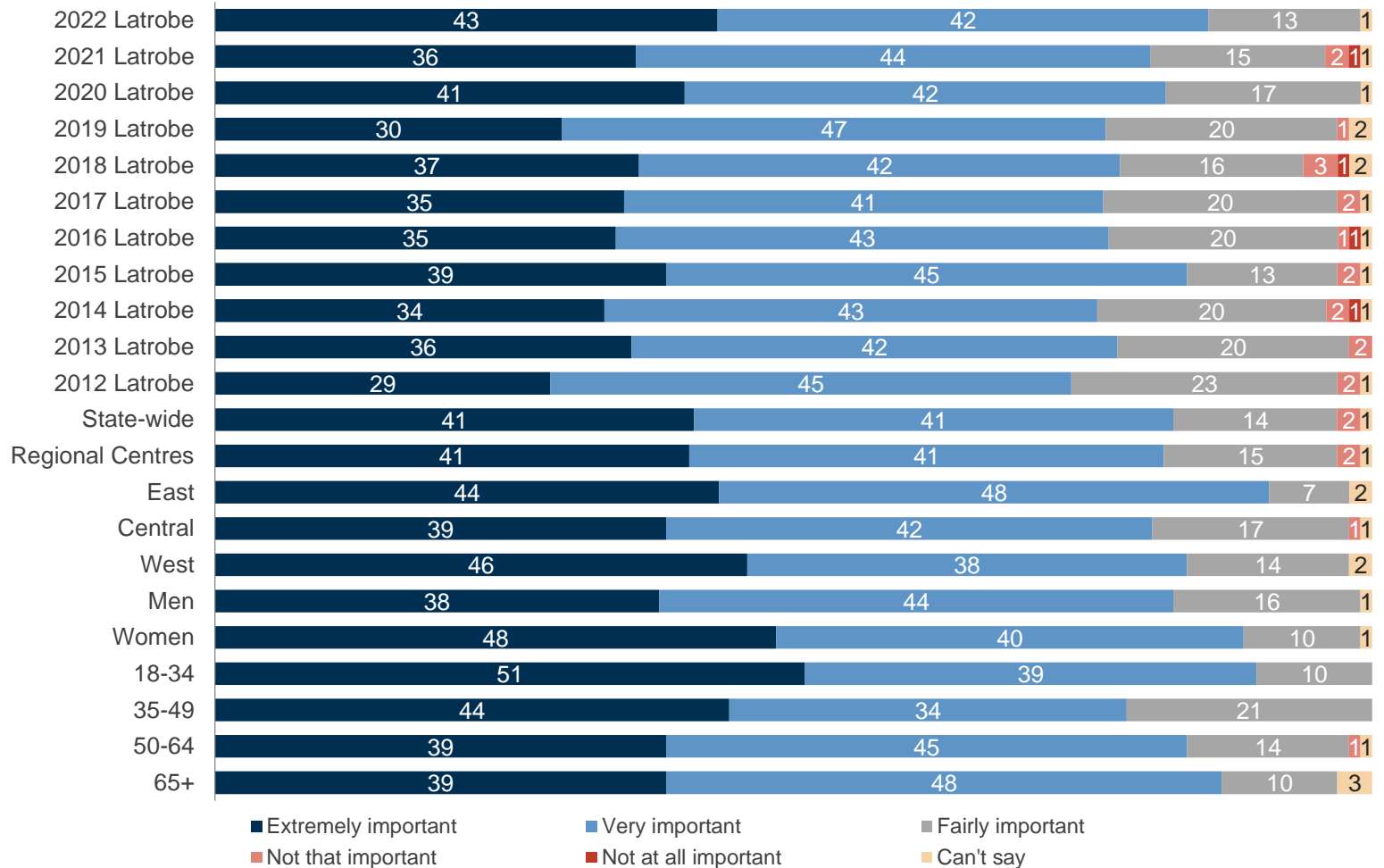
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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	
Central	61	59	52	56	52	61	53	54	55	n/a	n/a
65+	60	67	59	63	59	64	57	57	58	56	60
18-34	59	56	55	57	55	59	49	52	60	63	59
Regional Centres	59	62	59	61	59	57	58	58	n/a	n/a	n/a
Women	58	58	55	60	53	58	53	52	53	55	56
West	57	63	60	62	58	60	56	56	56	n/a	n/a
State-wide	57	59	58	59	58	57	57	58	58	58	57
Latrobe	57	60	55	61	54	59	53	54	54	55	57
Men	55	61	56	61	55	61	53	56	55	56	59
35-49	52	57	54	62	49	56	53	56	48	52	55
East	52	55	53	63	51	57	48	52	51	n/a	n/a
50-64	50▼	58	52	60	53	58	52	53	50	50	56

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

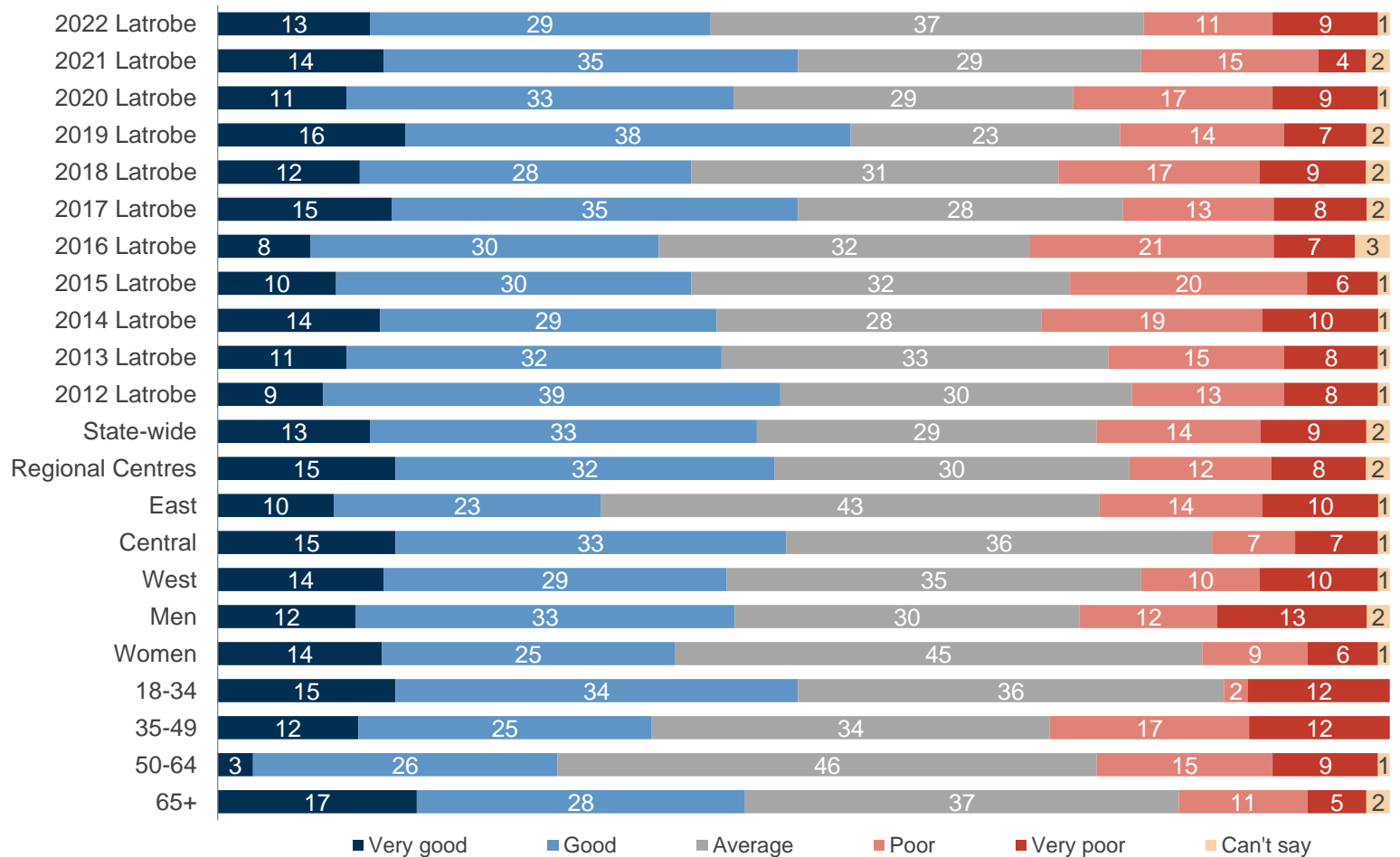
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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



Parking facilities importance



2022 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	80▲	81	82	78	79	76	76	78	76	78	76
Women	78	80	79	77	76	75	77	76	76	76	75
West	78	78	82	75	79	78	77	76	78	n/a	n/a
East	77	74	72	72	73	67	73	69	71	n/a	n/a
Latrobe	76	76	77	73	73	72	74	73	74	72	72
35-49	75	74	76	71	74	74	74	74	75	67	72
18-34	74	74	69	66	66	68	69	67	73	69	67
Men	74	72	75	69	69	69	71	69	71	69	69
Regional Centres	74	73	75	75	75	72	73	74	n/a	n/a	n/a
Central	73	76	75	71	65	68	69	71	69	n/a	n/a
50-64	72	76	82	77	74	73	76	72	71	77	76
State-wide	72▼	72	71	71	71	70	70	70	70	71	71

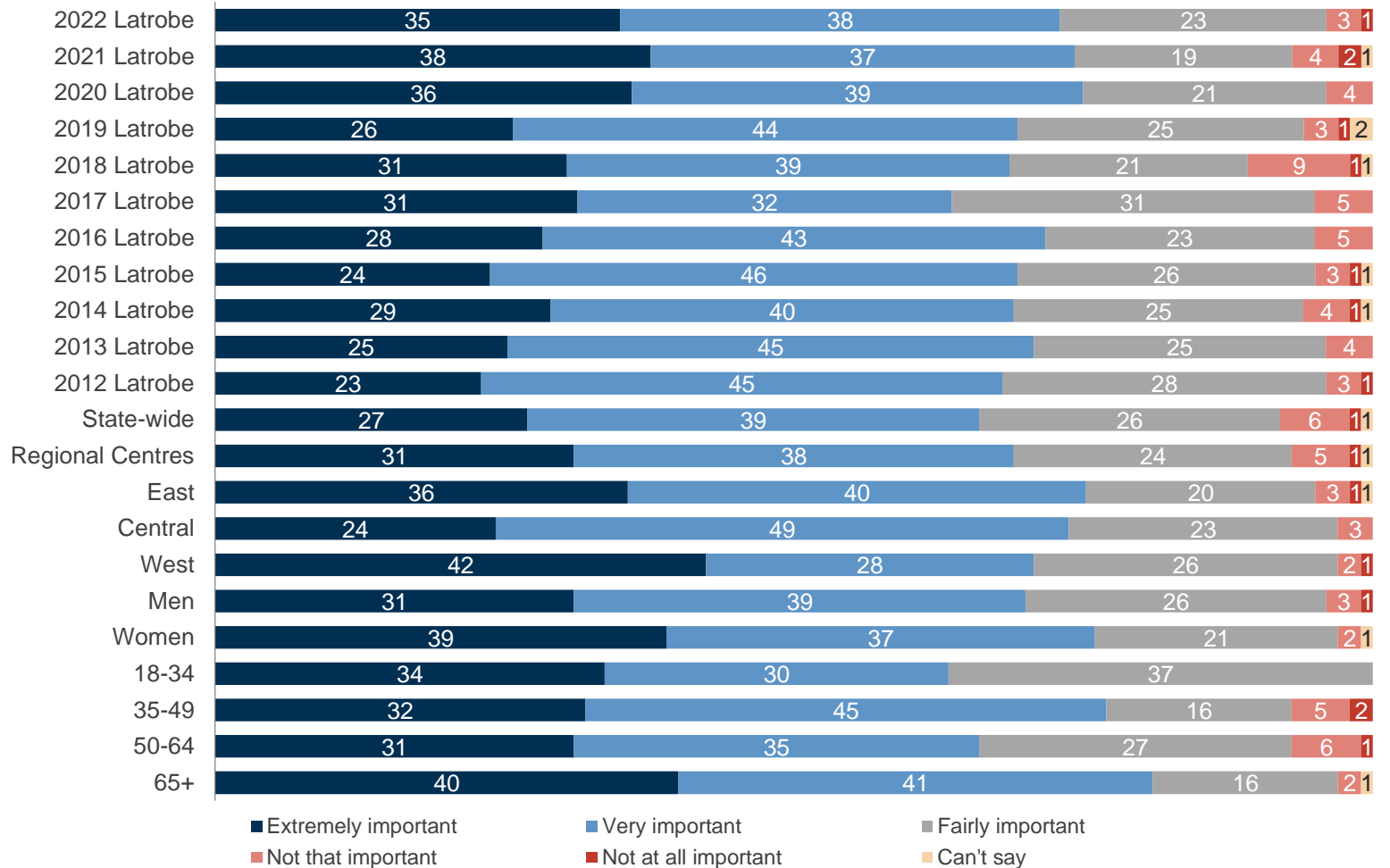
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
Central	58▲	52	44	54	58	61	59	58	58	n/a	n/a
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
18-34	55	47	49	52	58	53	53	62	54	59	52
65+	54	53	48	53	48	57	52	50	54	52	59
Men	53	51	47	53	54	53	52	55	56	54	53
Latrobe	52	50	46	52	52	53	51	56	54	54	53
East	52	55	52	57	55	59	56	59	61	n/a	n/a
Women	52	48	45	50	50	54	49	57	53	54	52
35-49	51	50	43	50	49	50	46	56	59	55	52
West	49	45	43	47	44	46	42	53	48	n/a	n/a
50-64	47	49	43	52	51	54	51	55	52	49	49

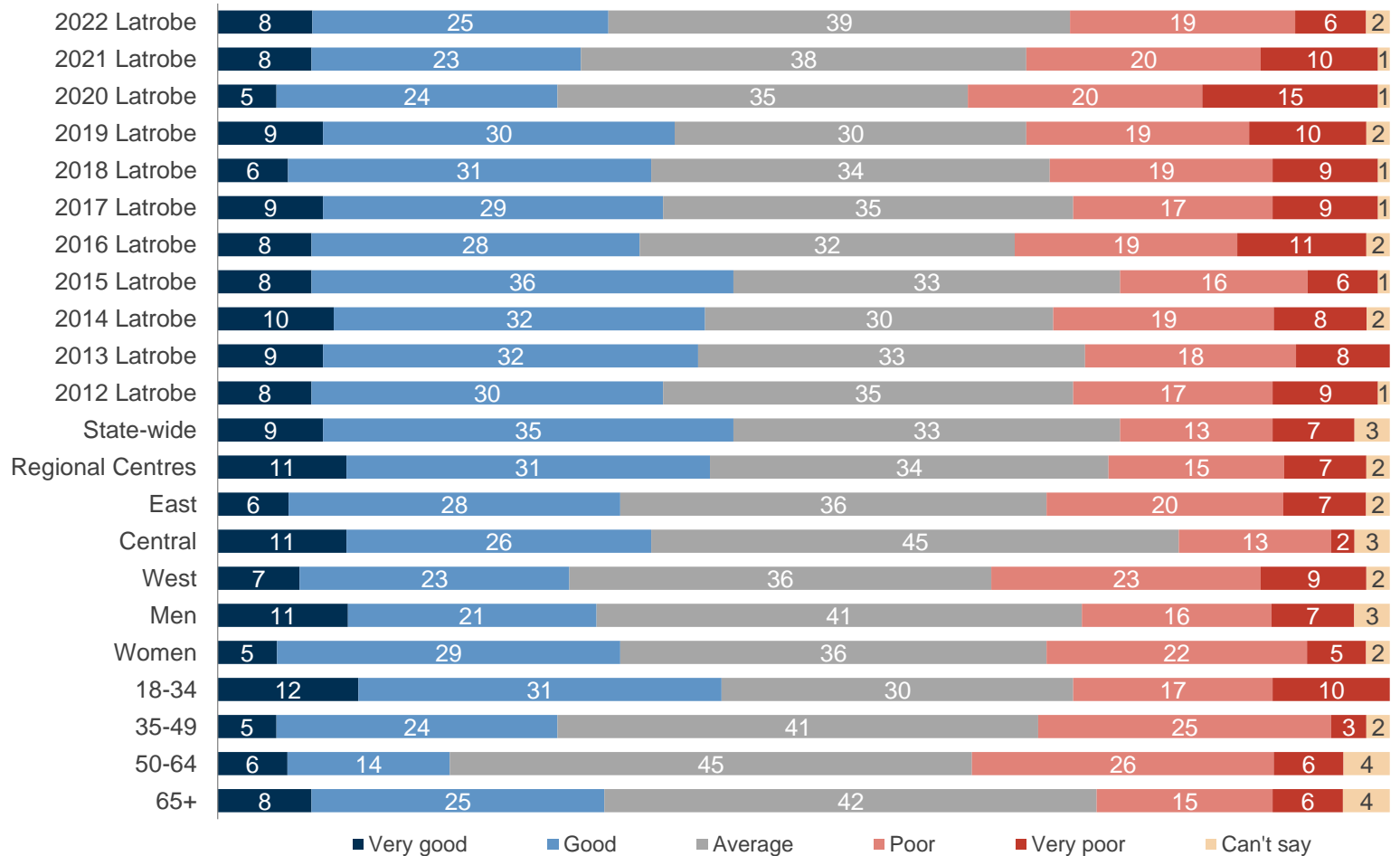
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)



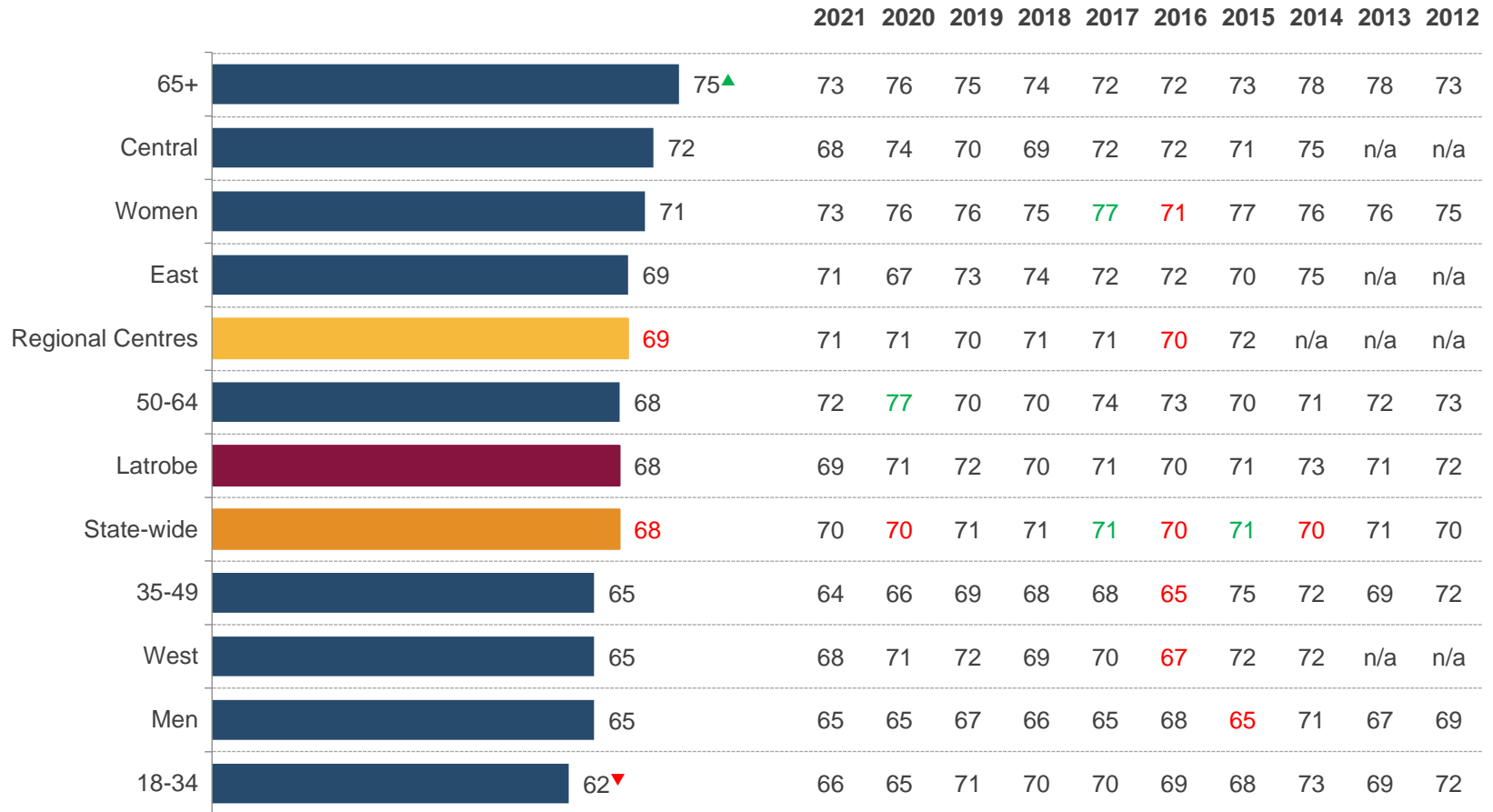
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5



Enforcement of local laws importance



2022 law enforcement importance (index scores)



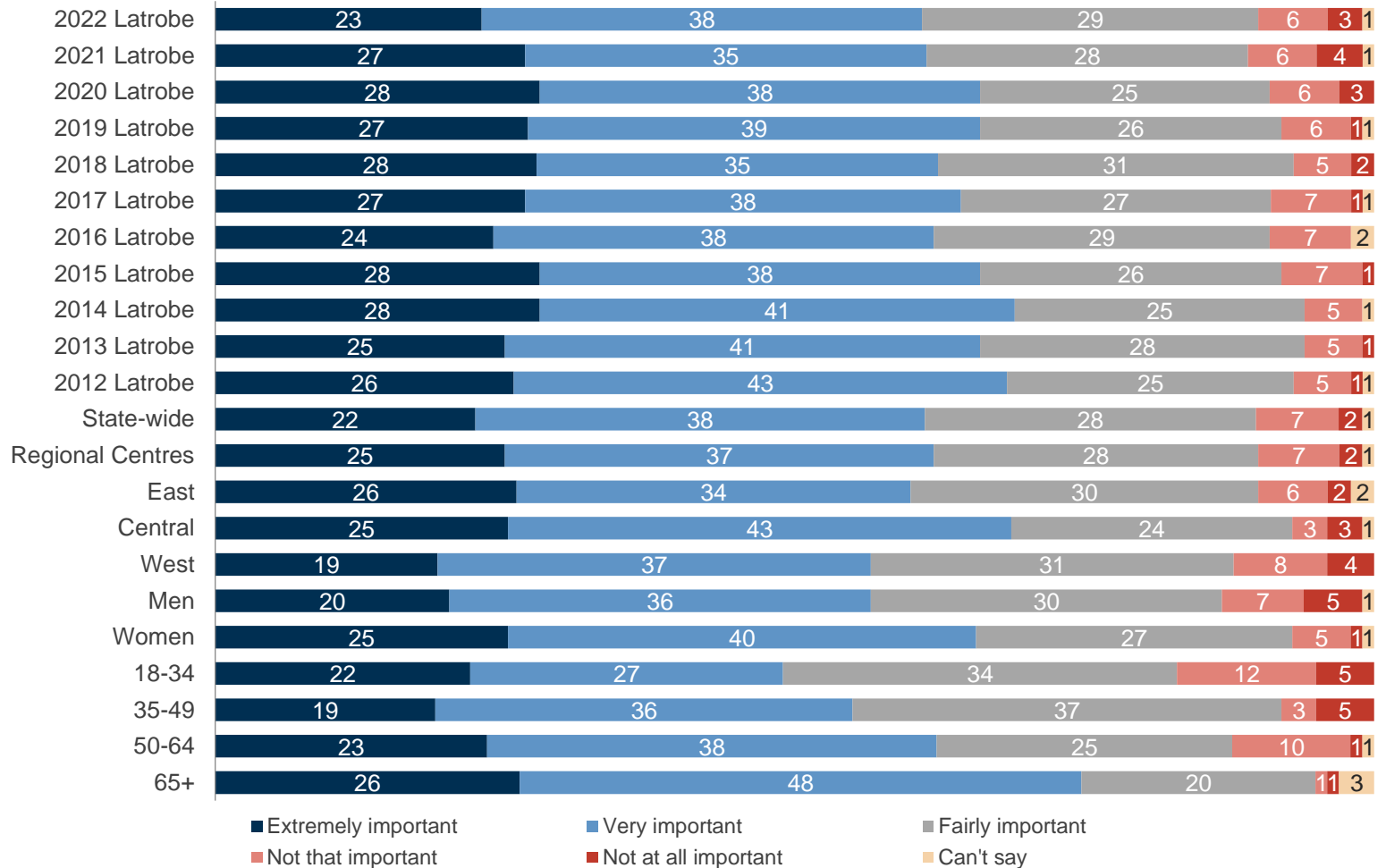
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



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	67	66	62	63	62	58	67	67	69	63	70
West	66	67	63	68	64	68	65	65	67	n/a	n/a
Regional Centres	66▲	67	64	66	66	66	64	67	n/a	n/a	n/a
Women	65	65	65	66	66	64	64	68	66	63	70
65+	65	67	62	67	63	69	62	66	66	63	68
State-wide	63	64	63	64	64	64	63	66	66	65	65
Latrobe	63	65	62	65	64	64	63	66	67	63	67
East	61	62	59	65	62	58	55	66	69	n/a	n/a
Men	61	65	59	64	61	65	61	63	68	62	65
Central	60	64	65	61	64	63	65	68	64	n/a	n/a
35-49	60	63	62	67	65	69	59	66	68	62	66
50-64	53▼	63	63	63	64	62	62	64	64	63	65

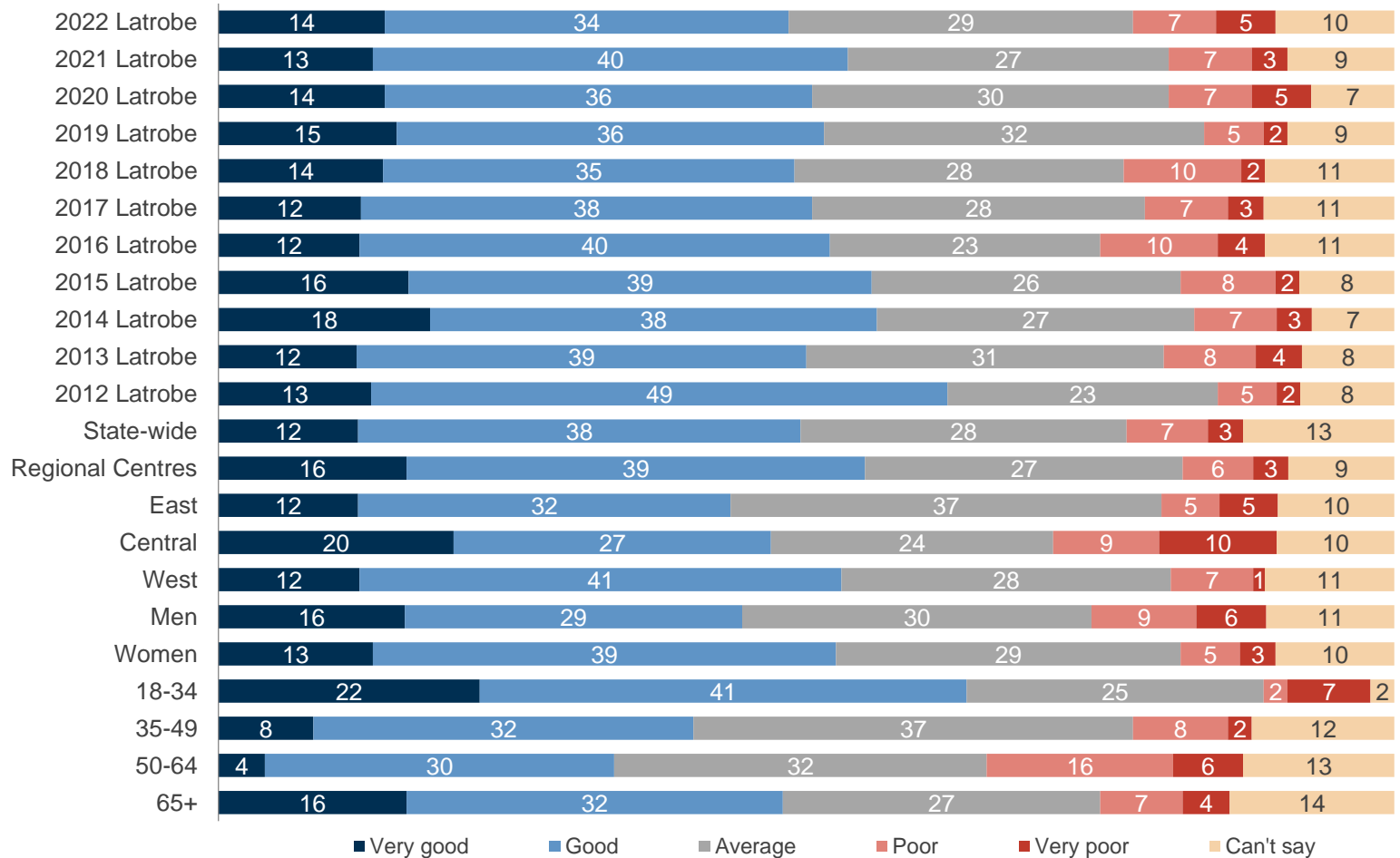
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



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	
Women	79	82	80	79	81	83	75	79	79	81	77
35-49	79	77	72	71	77	75	75	73	77	74	74
West	77	77	72	75	73	75	73	71	73	n/a	n/a
18-34	77	82	71	76	76	81	72	75	77	77	75
Latrobe	77	77	74	75	74	76	74	73	76	75	73
East	77	78	78	78	74	78	72	77	78	n/a	n/a
State-wide	76	76	75	74	74	73	73	73	72	73	73
Regional Centres	76	78	76	75	75	76	73	75	n/a	n/a	n/a
65+	76	76	75	77	74	75	75	72	77	78	73
Central	76	78	73	72	77	78	76	72	78	n/a	n/a
50-64	74	73	78	74	72	73	73	73	73	73	71
Men	74	72	68	71	68	70	72	67	72	70	69

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

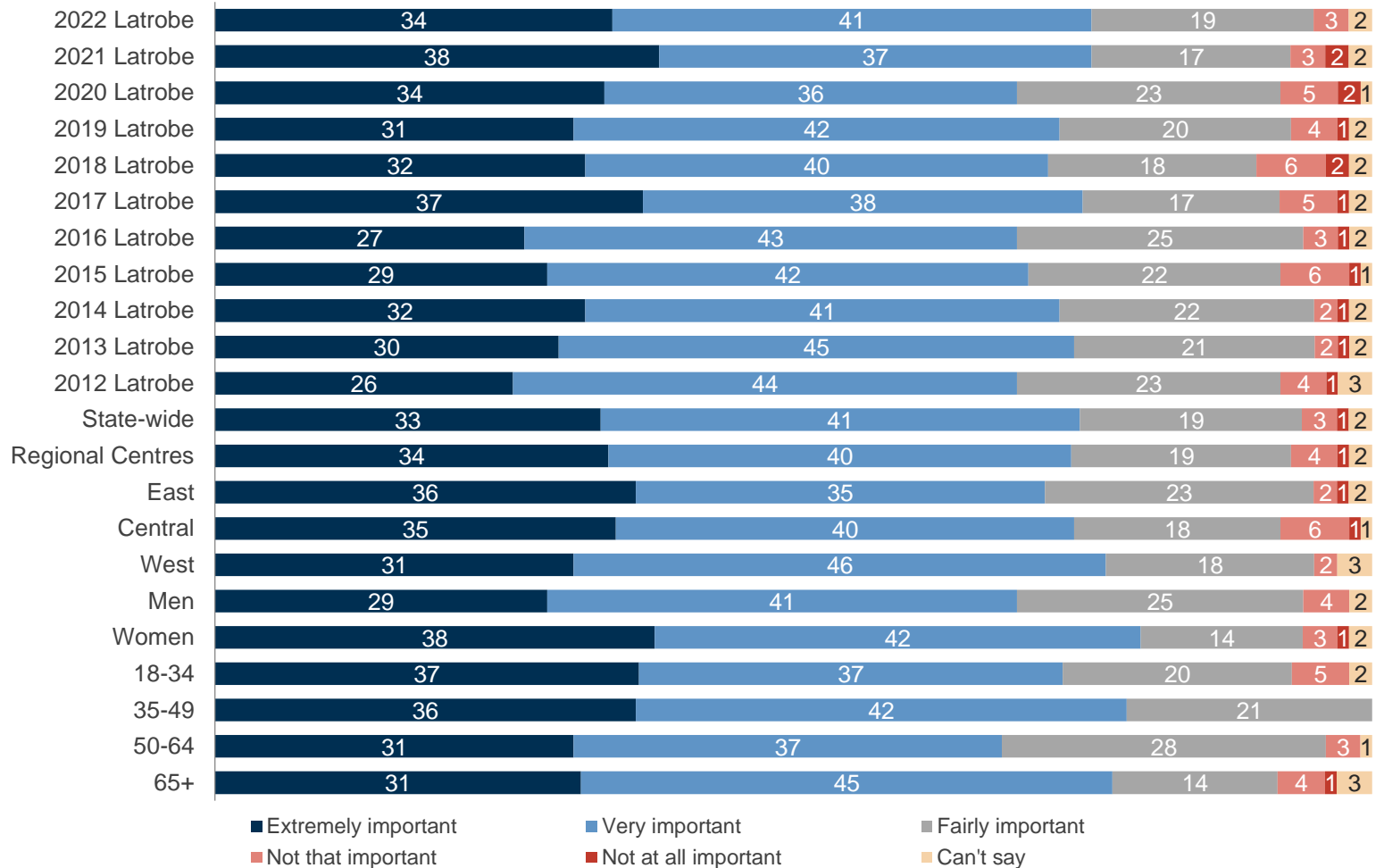
Note: Please see Appendix A for explanation of significant differences.



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	
18-34	71▲	61	60	67	60	62	63	68	66	69	70
Central	69	60	66	59	57	65	64	67	62	n/a	n/a
West	68	66	64	68	65	61	67	67	68	n/a	n/a
65+	67	69	64	71	68	70	68	69	71	72	72
Regional Centres	67	66	65	68	66	67	66	66	n/a	n/a	n/a
Women	66	60	63	66	63	65	63	67	67	67	66
Latrobe	66	63	63	67	62	63	64	66	66	66	66
Men	65	66	63	68	61	62	66	66	65	65	66
State-wide	65	66	66	67	66	67	66	67	68	67	67
35-49	63	56	64	64	61	62	62	67	65	65	60
East	59▼	61	59	72	64	67	58	65	67	n/a	n/a
50-64	55▼	66	65	63	59	61	64	60	63	60	63

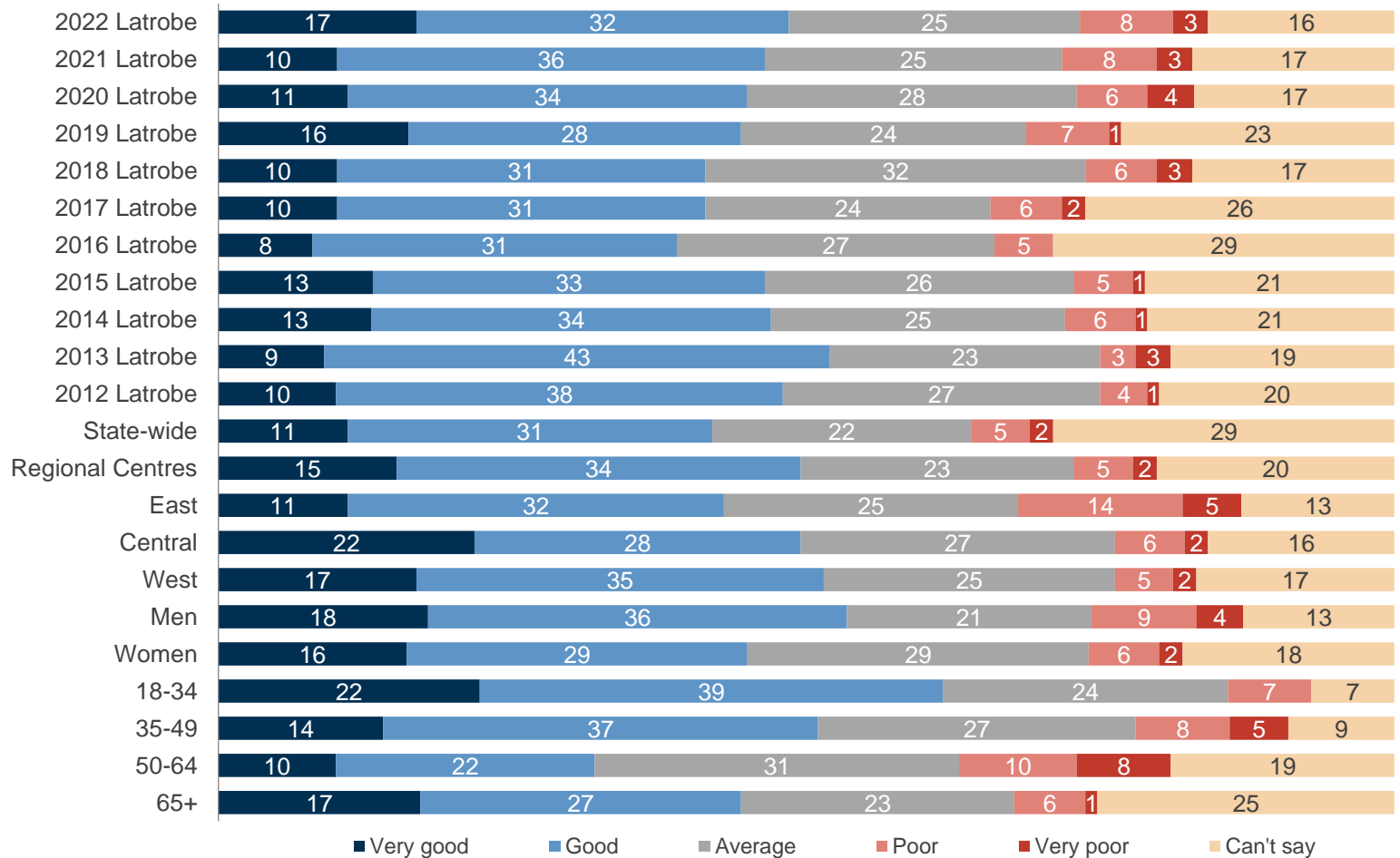
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	87	86	86	83	85	84	83	84	84	81
18-34	87	84	77	79	77	78	82	79	81	74
East	86	86	83	83	86	83	79	83	84	n/a
50-64	86	84	85	83	81	80	82	83	80	84
Central	85	84	81	77	82	83	82	80	81	n/a
Latrobe	85	84	81	82	81	81	81	81	81	80
65+	84	83	84	83	83	83	80	81	81	84
West	84	82	81	84	76	78	81	80	79	n/a
35-49	83	83	80	81	83	82	80	81	82	80
Regional Centres	83	82	80	81	80	80	78	80	n/a	n/a
Men	82	81	77	80	77	77	78	77	78	77
State-wide	82	82	80	80	79	78	78	79	79	79

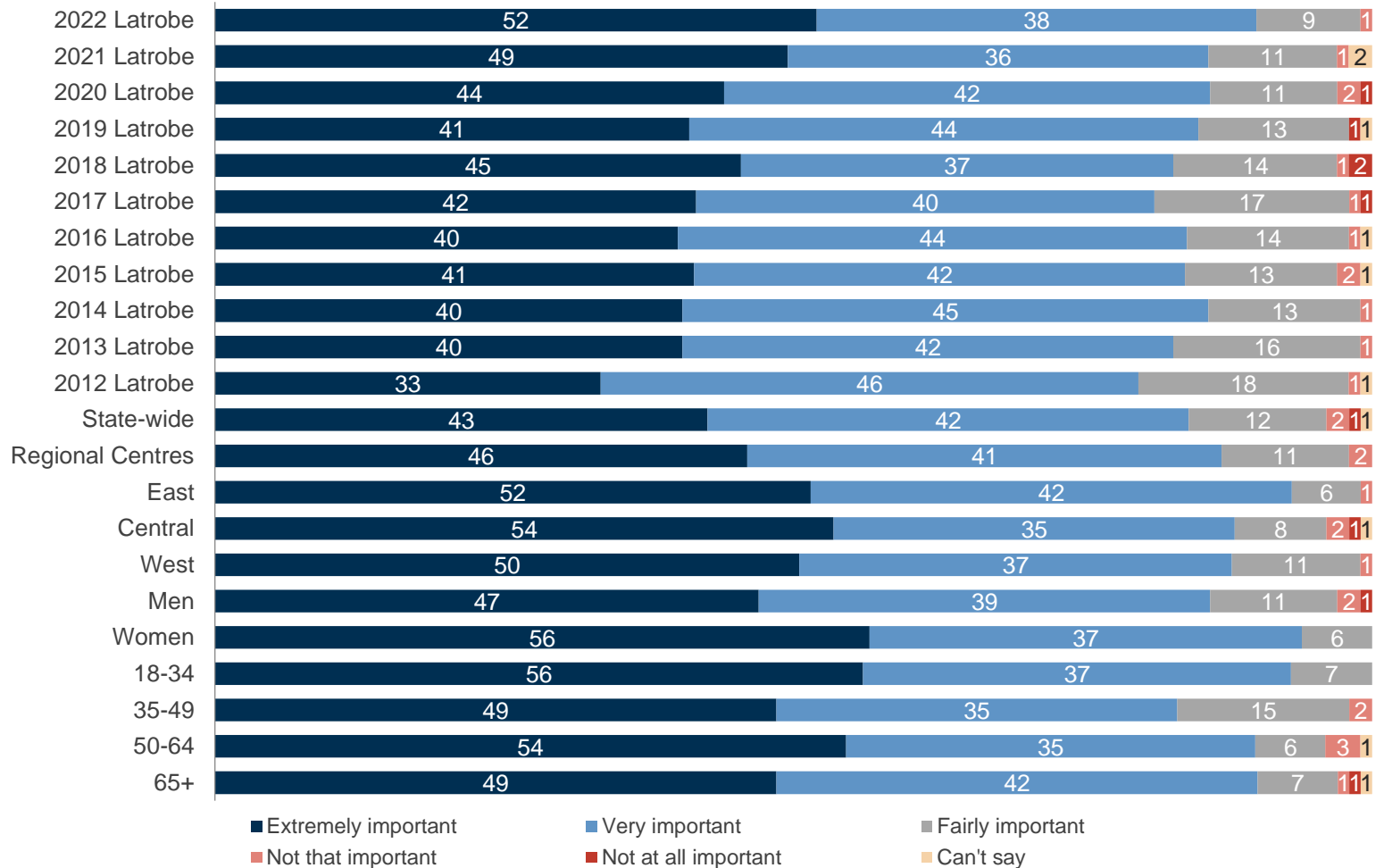
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



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+	67	63	72	68	76	69	70	75	71	72
State-wide	67▲	68	68	68	68	68	69	70	69	69
West	67	60	62	65	64	64	65	69	n/a	n/a
18-34	66	59	61	61	60	61	63	68	64	68
Men	66	59	65	64	63	63	63	67	62	68
Regional Centres	65	63	67	66	68	66	66	n/a	n/a	n/a
Central	64	63	57	61	64	64	64	65	n/a	n/a
Latrobe	63	60	64	63	64	63	65	68	63	67
Women	60	60	62	63	66	63	66	70	64	66
East	57▼	57	73	62	65	61	66	70	n/a	n/a
35-49	56▼	57	56	63	59	58	64	67	61	63
50-64	55▼	60	62	61	61	64	60	62	60	65

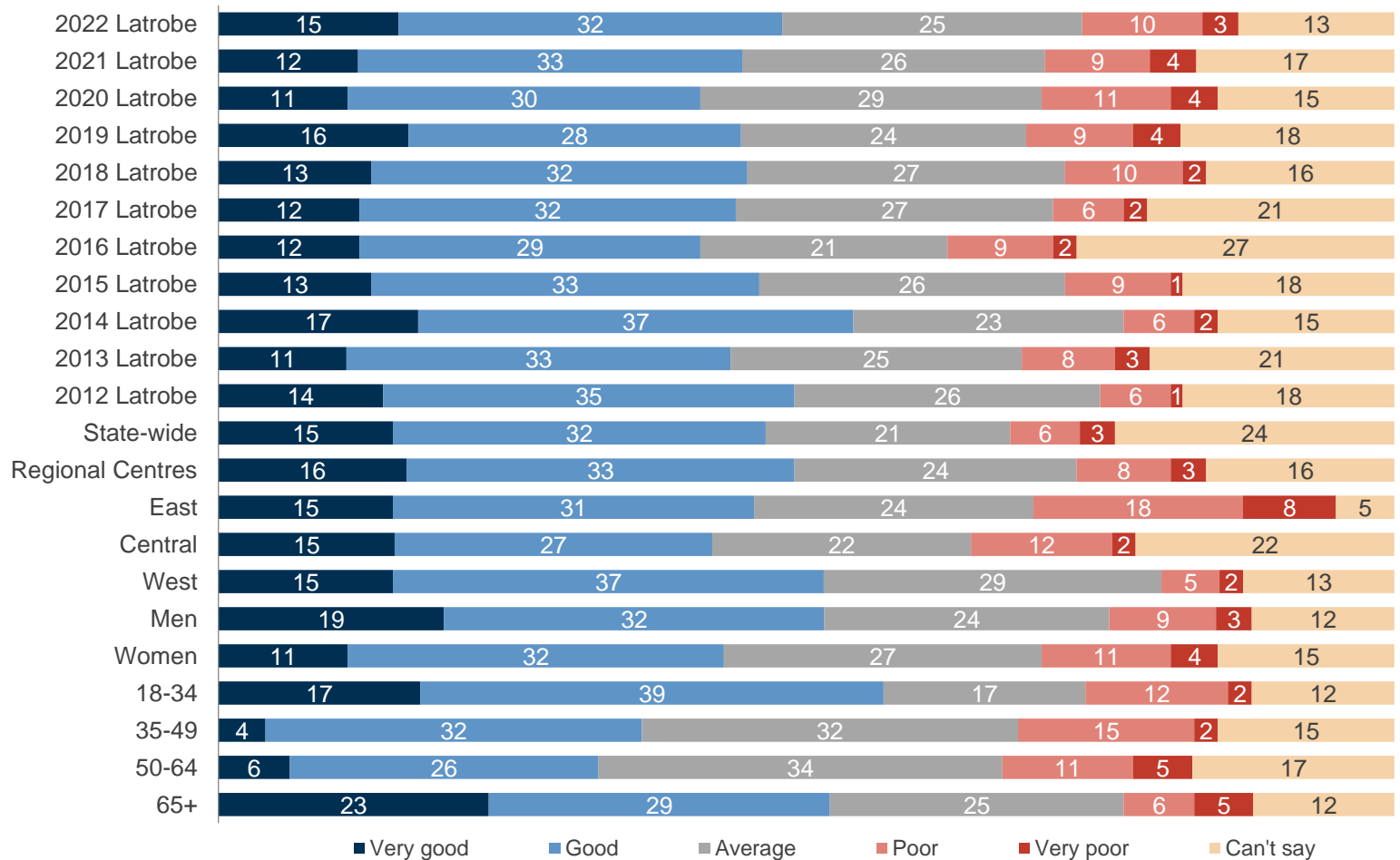
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



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



Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Central	76	75	73	67	69	72	72	73	70	n/a	n/a
Women	76	77	73	70	73	73	75	73	73	72	73
18-34	76	75	68	65	67	68	70	67	73	71	66
65+	76	77	74	72	72	75	75	72	74	76	73
Regional Centres	75	74	72	72	74	73	73	72	n/a	n/a	n/a
Latrobe	75	76	72	71	72	72	73	72	72	71	71
East	75	75	70	70	75	71	72	66	73	n/a	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
West	74	77	72	74	72	73	75	76	73	n/a	n/a
Men	74	74	71	71	71	70	72	70	72	69	70
35-49	73	76	70	71	77	73	74	73	73	66	76
50-64	73	76	76	76	72	73	76	75	70	72	72

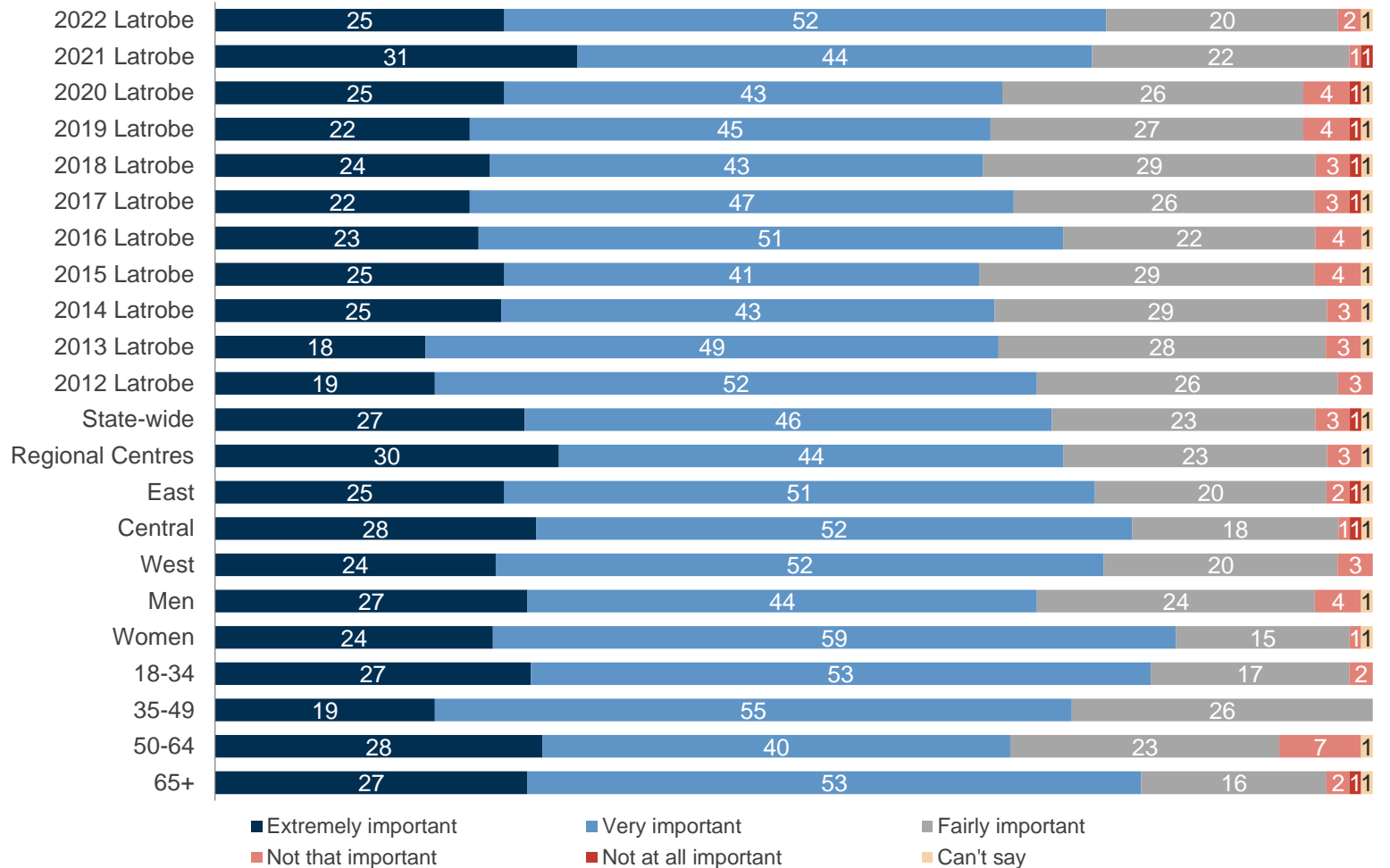
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
Central	76	74	71	64	64	65	67	65	65	n/a	n/a
65+	76	78	76	74	71	77	74	70	73	69	76
18-34	74	74	69	68	64	63	60	59	66	68	76
West	74	75	73	71	67	64	60	63	64	n/a	n/a
Women	74	75	73	71	64	66	62	67	68	68	69
Latrobe	74	74	72	70	65	66	64	65	68	67	71
Men	73	72	71	69	66	66	66	62	68	66	73
35-49	73	68	71	69	62	61	63	63	68	64	62
Regional Centres	72	74	70	71	70	69	70	69	n/a	n/a	n/a
East	70	70	71	76	65	72	69	66	75	n/a	n/a
State-wide	69	71	70	70	69	70	69	70	71	70	70
50-64	66	72	72	71	66	65	61	67	65	67	71

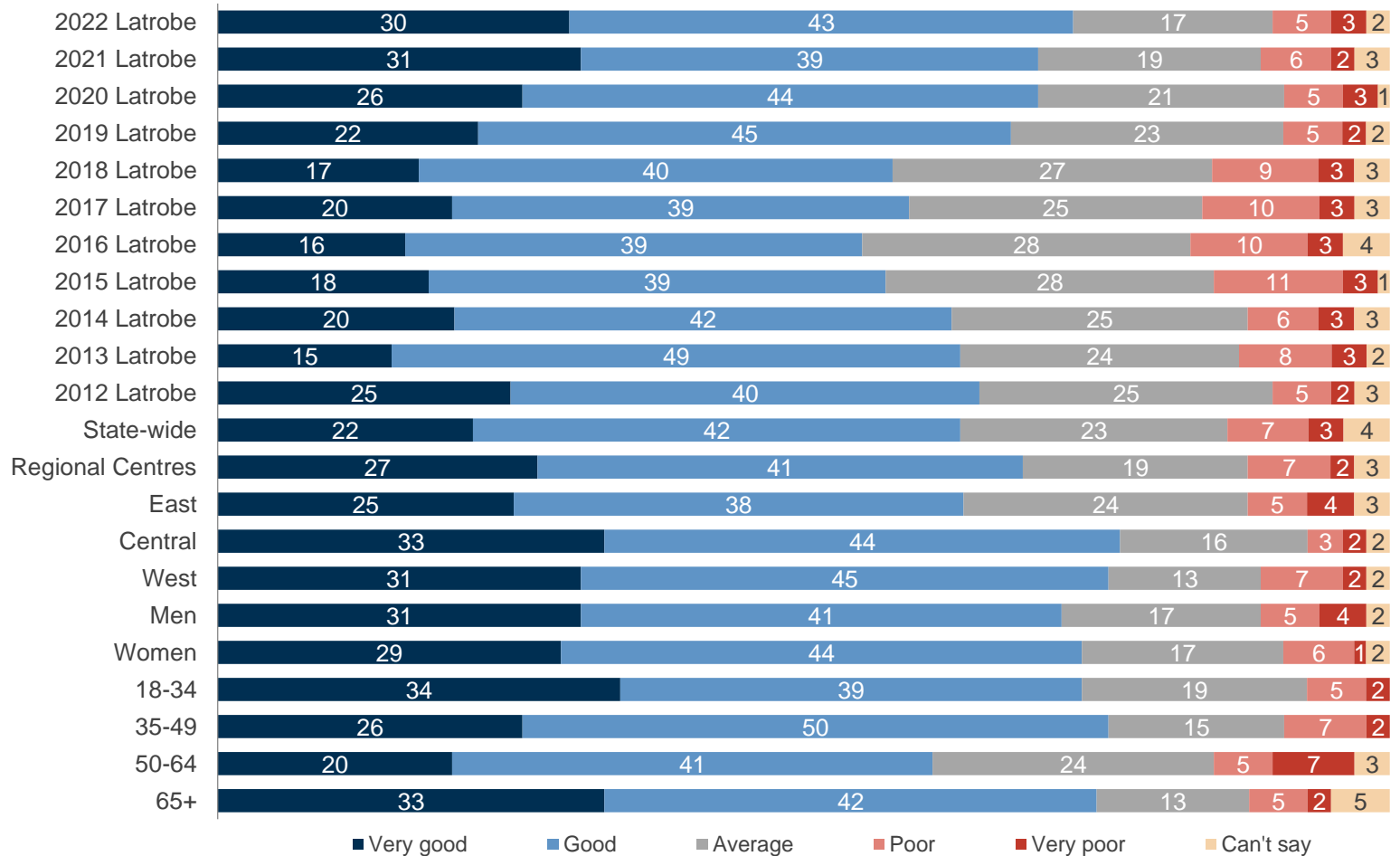
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



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	
18-34	79	69	68	70	68	75	71	70	73	73	68
West	77	73	77	73	75	75	72	75	74	n/a	n/a
65+	77	75	76	75	75	75	77	78	77	81	75
East	76	73	76	73	74	75	76	76	77	n/a	n/a
Women	76	76	76	73	75	76	76	78	77	78	75
Latrobe	76	74	75	73	74	75	75	74	75	75	72
Regional Centres	75	74	74	73	74	74	74	74	n/a	n/a	n/a
Men	75	71	73	73	73	73	73	71	73	73	70
50-64	75	76	79	76	75	71	75	75	73	76	74
State-wide	75	75	74	73	74	74	74	73	73	74	73
Central	74	76	70	73	73	75	78	73	74	n/a	n/a
35-49	70	76	76	71	80	79	77	76	77	73	73

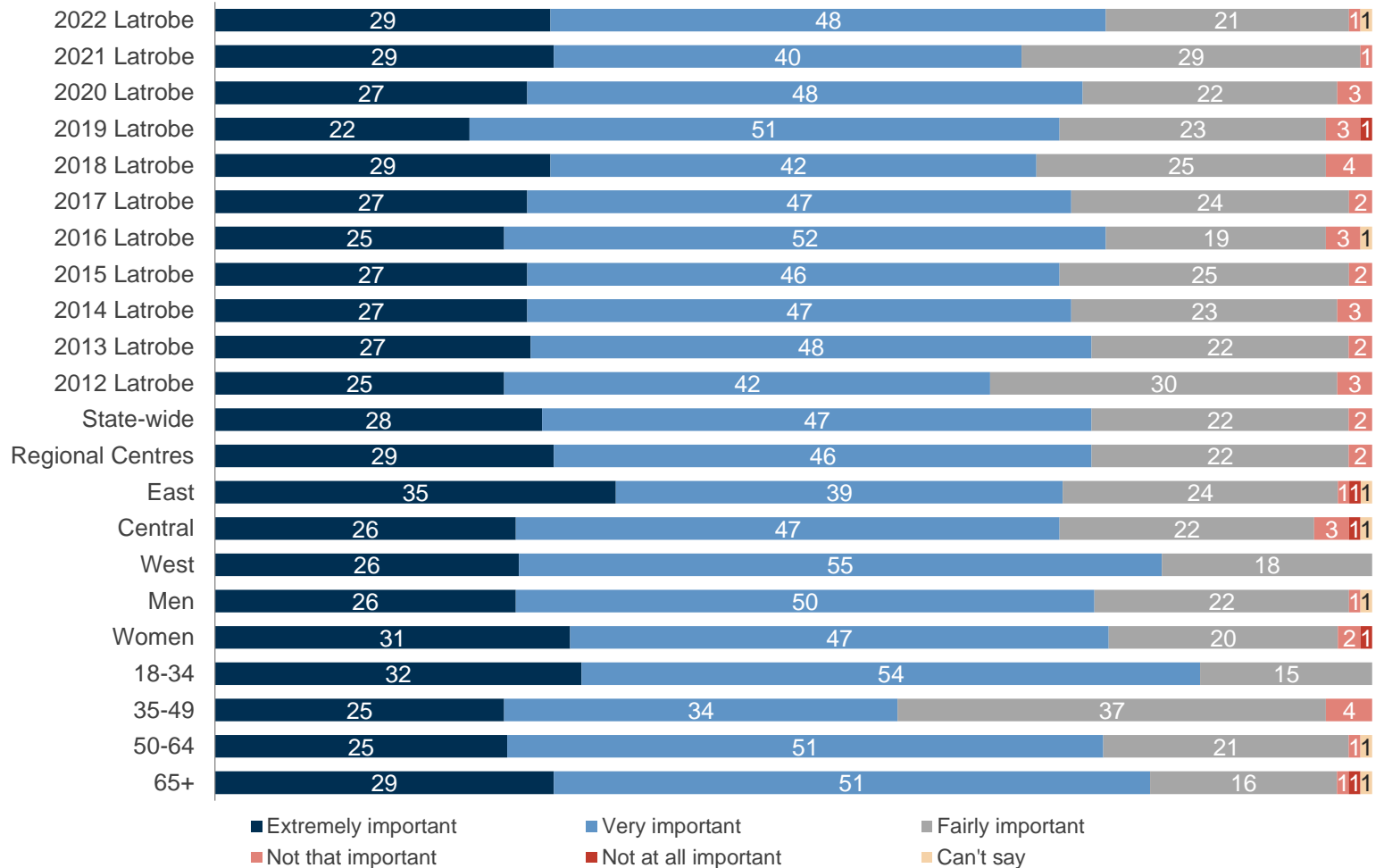
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
65+	71	77	71	68	67	75	71	66	67	66	70
State-wide	71▲	73	72	72	71	71	71	72	72	71	71
Central	69	70	67	60	62	68	65	67	67	n/a	n/a
West	68	71	66	69	65	69	70	69	69	n/a	n/a
Women	67	69	65	67	66	68	66	68	67	68	70
Latrobe	67	70	65	66	64	68	66	67	67	67	69
Men	66	71	66	65	62	67	67	65	67	65	68
18-34	66	67	61	61	60	64	65	68	69	69	68
35-49	65	65	64	67	66	64	63	66	66	66	70
East	62	68	62	69	65	65	62	63	65	n/a	n/a
50-64	60	69	65	71	64	69	67	67	66	66	69

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

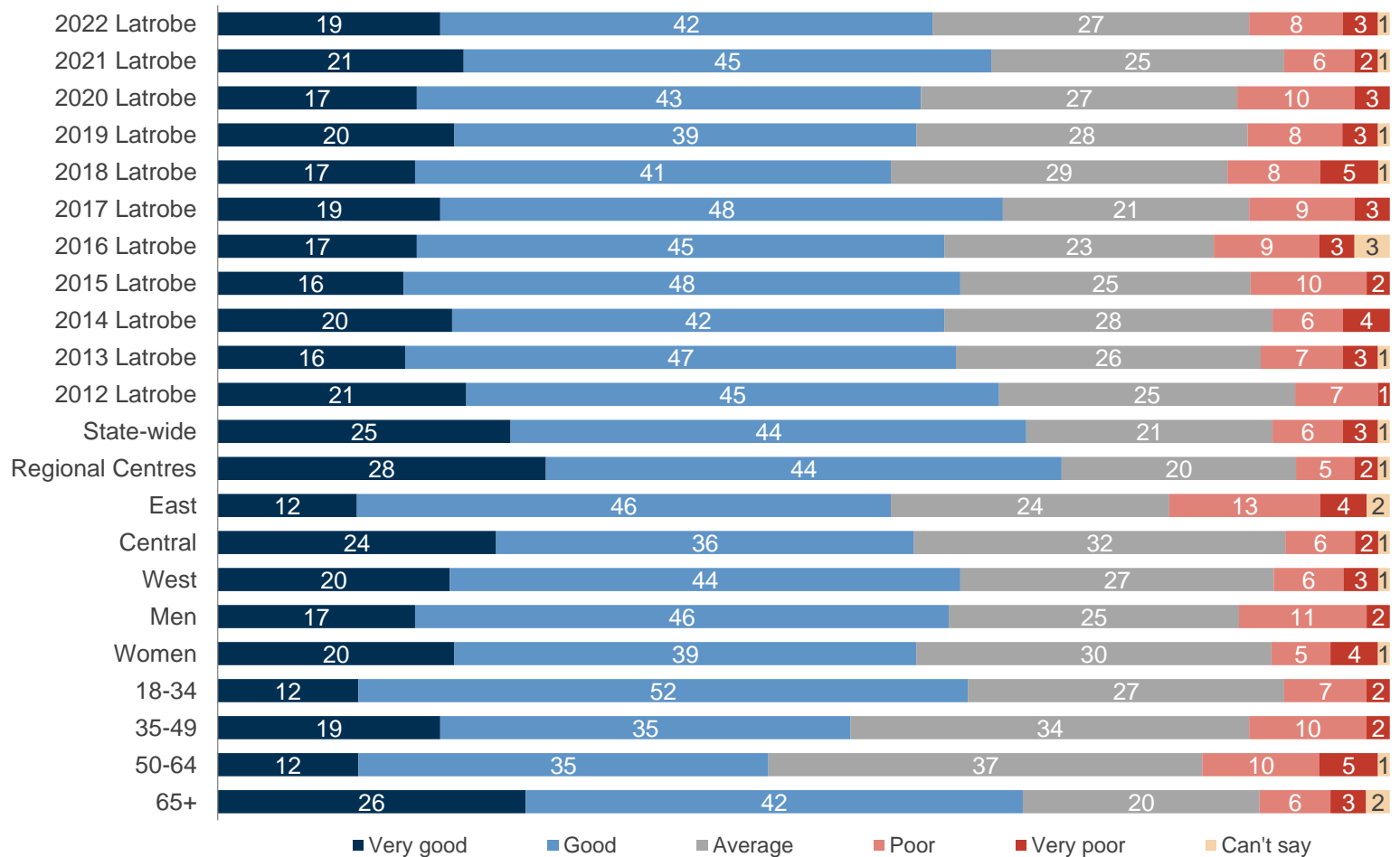
Note: Please see Appendix A for explanation of significant differences.



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	
Women	68	67	68	n/a	n/a	69	70	68	66	70	66
State-wide	67	67	65	65	65	64	66	65	66	66	66
65+	66	69	71	n/a	n/a	67	67	69	68	72	71
Regional Centres	66	66	63	63	63	62	64	66	n/a	n/a	n/a
West	66	66	66	n/a	n/a	63	67	64	65	n/a	n/a
35-49	65	59	59	n/a	n/a	63	67	67	65	65	64
Latrobe	65	64	63	n/a	n/a	63	65	65	64	66	64
18-34	64	65	55	n/a	n/a	59	62	59	62	64	59
East	64	63	62	n/a	n/a	61	64	64	64	n/a	n/a
Central	64	61	61	n/a	n/a	66	63	66	61	n/a	n/a
Men	61	61	59	n/a	n/a	57	60	62	61	61	62
50-64	60	61	69	n/a	n/a	63	64	66	61	64	64

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

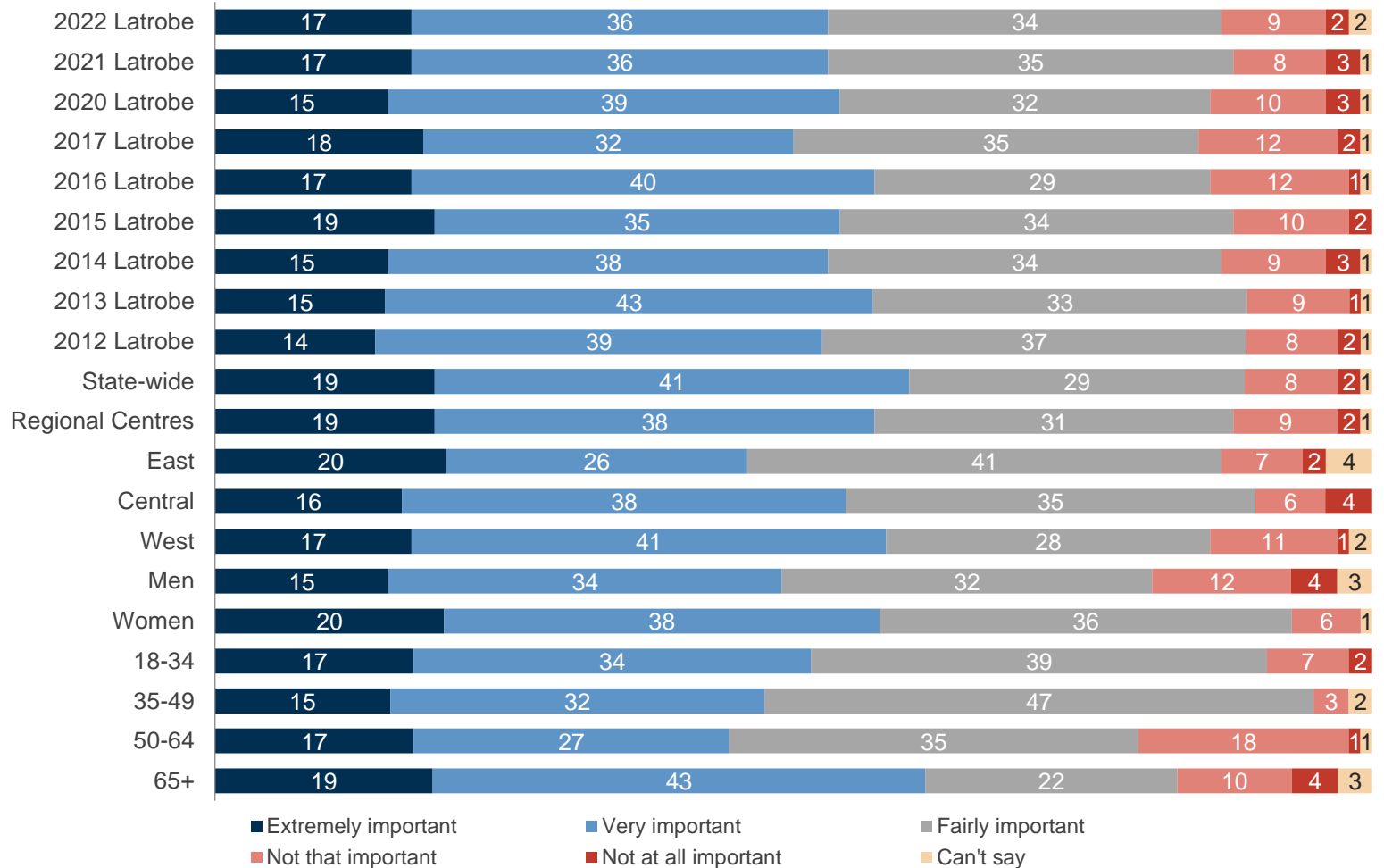
Note: Please see Appendix A for explanation of significant differences.



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	
West	84▲	78	72	n/a	n/a	68	62	65	70	n/a	n/a
65+	80	80	73	n/a	n/a	76	72	66	68	67	70
Men	80	77	73	n/a	n/a	71	65	63	69	62	66
18-34	79	76	72	n/a	n/a	70	66	68	74	71	69
Central	79	75	75	n/a	n/a	71	70	70	74	n/a	n/a
Latrobe	79	76	73	n/a	n/a	71	64	66	70	64	67
Women	77	76	74	n/a	n/a	72	64	69	72	67	67
50-64	77	74	74	n/a	n/a	66	62	62	66	61	63
35-49	76	75	77	n/a	n/a	74	58	66	73	60	65
Regional Centres	76▼	75	74	74	76	75	75	75	n/a	n/a	n/a
State-wide	73▼	73	74	74	74	73	72	73	75	73	73
East	70▼	75	74	n/a	n/a	78	62	63	69	n/a	n/a

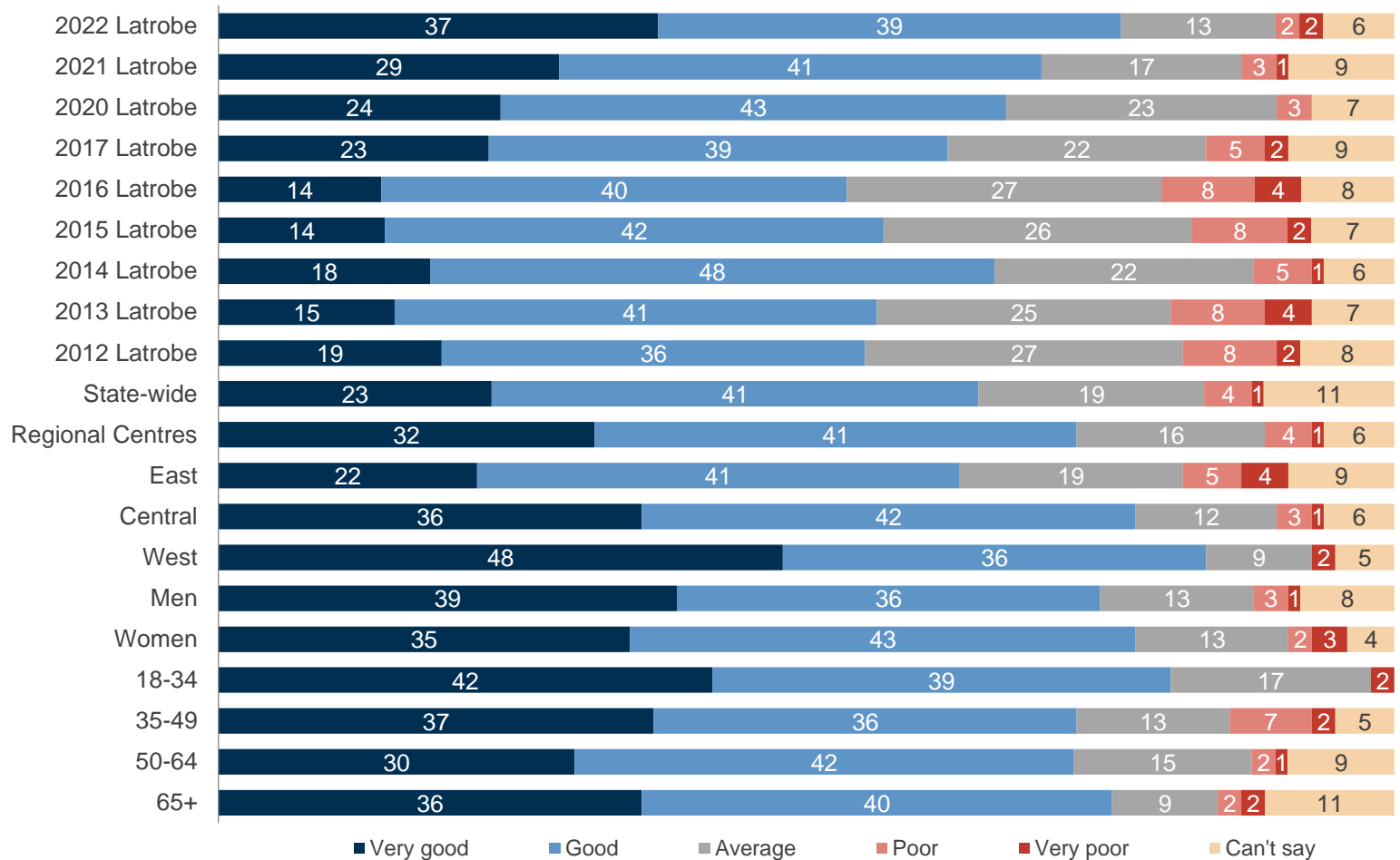
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
Central	68	67	63	60	64	66	68	64	59	n/a	n/a
Women	68▲	68	67	63	63	67	64	66	67	66	63
65+	65	62	62	66	61	62	62	66	64	68	63
18-34	65	69	58	55	62	64	63	61	63	63	58
Regional Centres	65	65	63	62	62	62	62	63	n/a	n/a	n/a
Latrobe	64	63	61	60	60	62	61	63	62	62	60
State-wide	64	64	62	61	61	61	62	62	62	62	62
35-49	64	58	60	58	60	64	57	63	62	57	61
East	64	61	60	59	61	62	58	63	63	n/a	n/a
West	63	63	61	61	57	60	58	62	63	n/a	n/a
Men	61	58	55	58	57	57	59	60	57	57	57
50-64	60	64	66	62	59	59	63	61	59	62	59

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

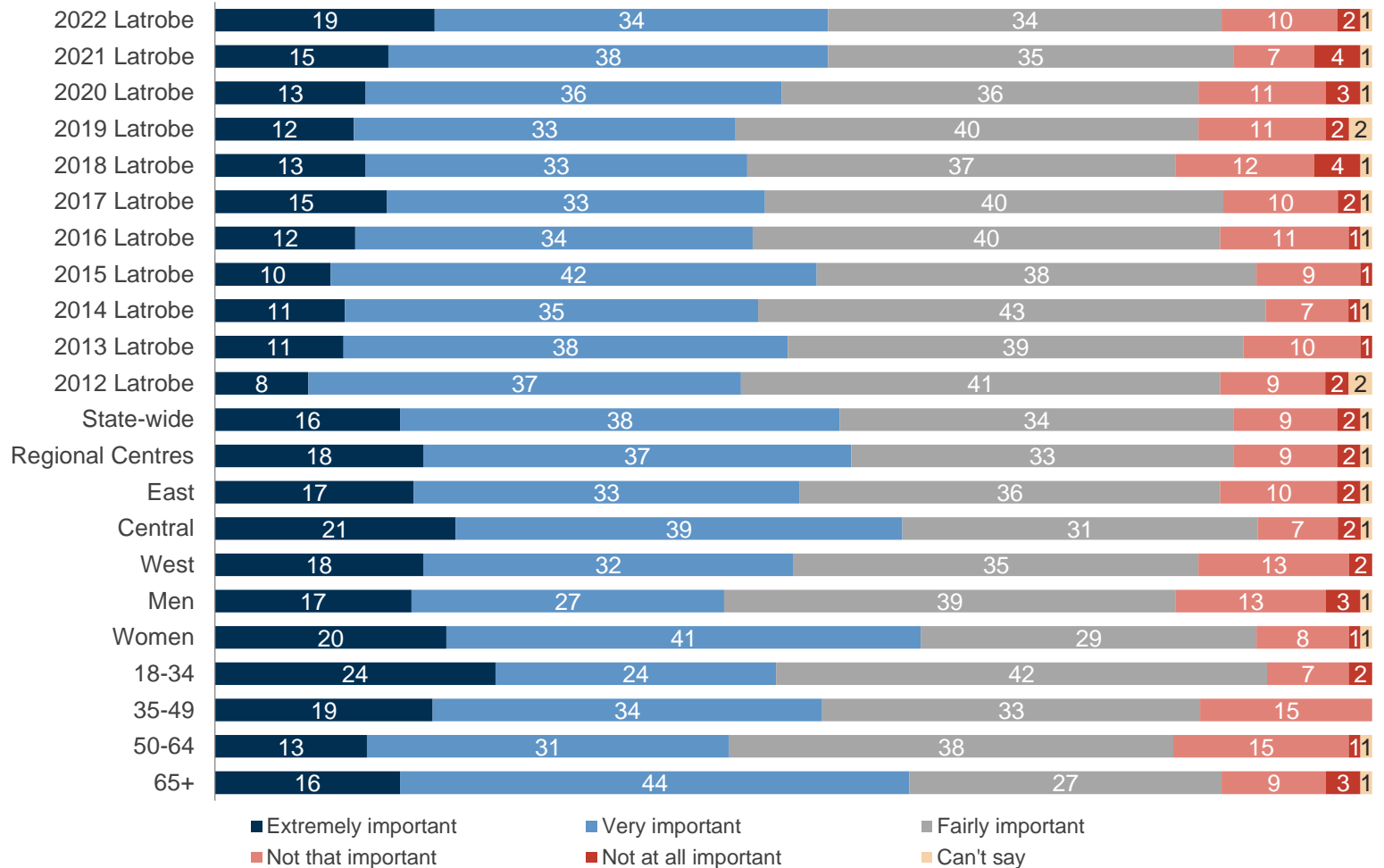
Note: Please see Appendix A for explanation of significant differences.



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+	70	69	69	69	63	71	68	67	64	66	68	
Central	70	61	69	66	67	65	65	66	66	n/a	n/a	
West	68	65	70	69	66	63	66	65	69	n/a	n/a	
Women	67	64	68	68	68	65	64	67	69	67	70	
Latrobe	66	64	68	67	66	63	64	65	67	64	67	
18-34	66	60	64	62	69	58	62	62	71	63	67	
Men	66	64	69	66	63	62	65	64	66	61	63	
Regional Centres	65	65	69	69	68	69	69	69	n/a	n/a	n/a	
State-wide	65	65	68	69	69	69	69	69	69	70	69	68
35-49	64	61	73	69	65	65	61	67	68	64	66	
50-64	61	67	69	68	65	62	66	65	64	63	65	
East	60	65	65	65	63	62	61	64	65	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

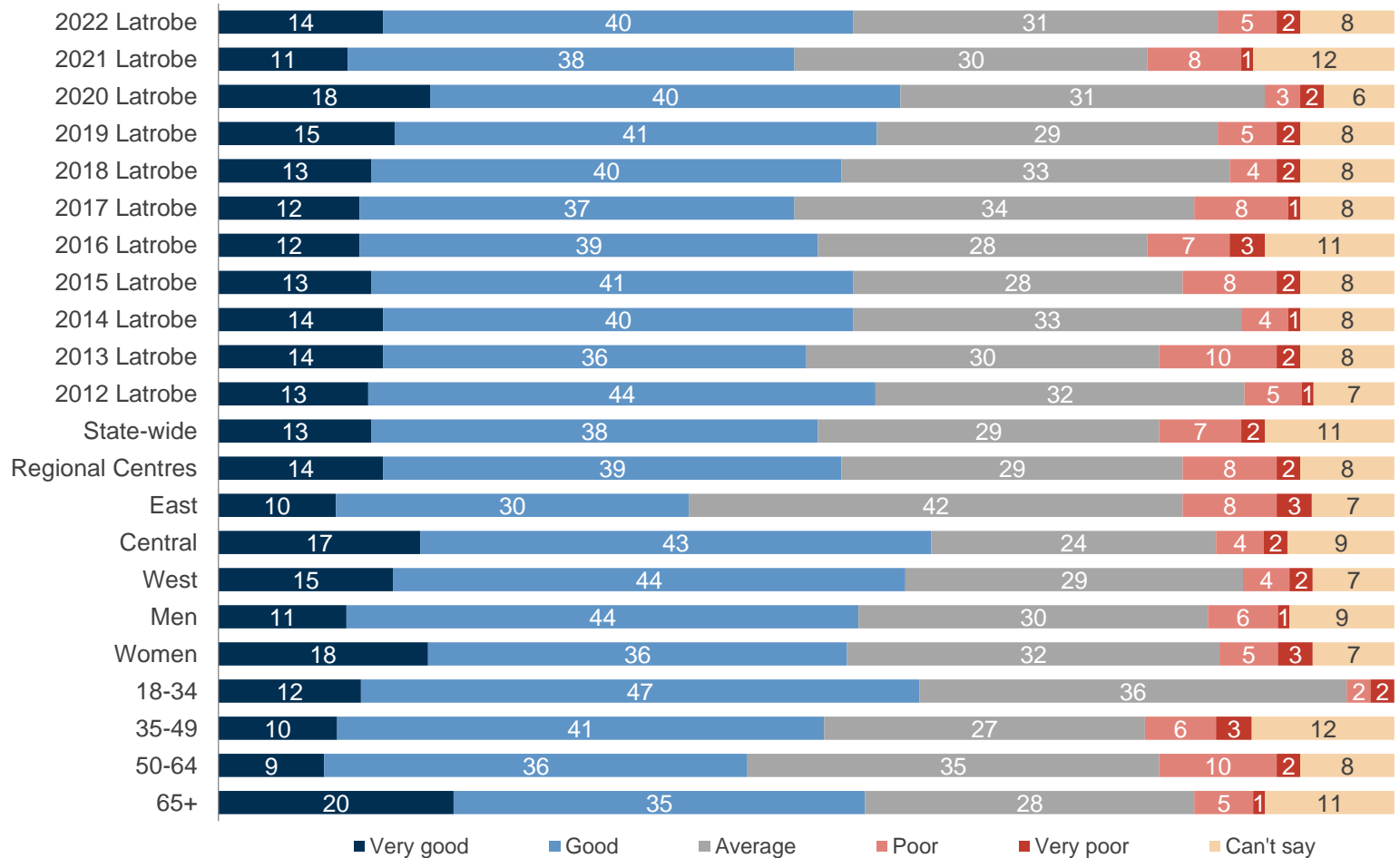
Note: Please see Appendix A for explanation of significant differences.



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
East	83	81	79	77	82	77	80	77	83	n/a	n/a
Regional Centres	83	82	82	80	81	79	79	80	n/a	n/a	n/a
Men	83	78	82	77	78	77	77	76	80	77	76
State-wide	82	82	82	81	81	79	80	79	79	79	78
65+	82	83	84	82	80	79	80	79	82	84	82
18-34	82	77	80	76	77	76	74	78	79	74	70
West	82	80	86	81	79	79	75	81	79	n/a	n/a
Latrobe	82	80	82	78	79	79	78	79	80	78	77
35-49	81	81	81	75	79	80	74	78	78	76	79
50-64	81	81	84	79	80	79	83	82	80	79	79
Women	81	82	83	80	81	80	79	82	80	78	78
Central	80	80	80	76	77	79	79	79	77	n/a	n/a

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

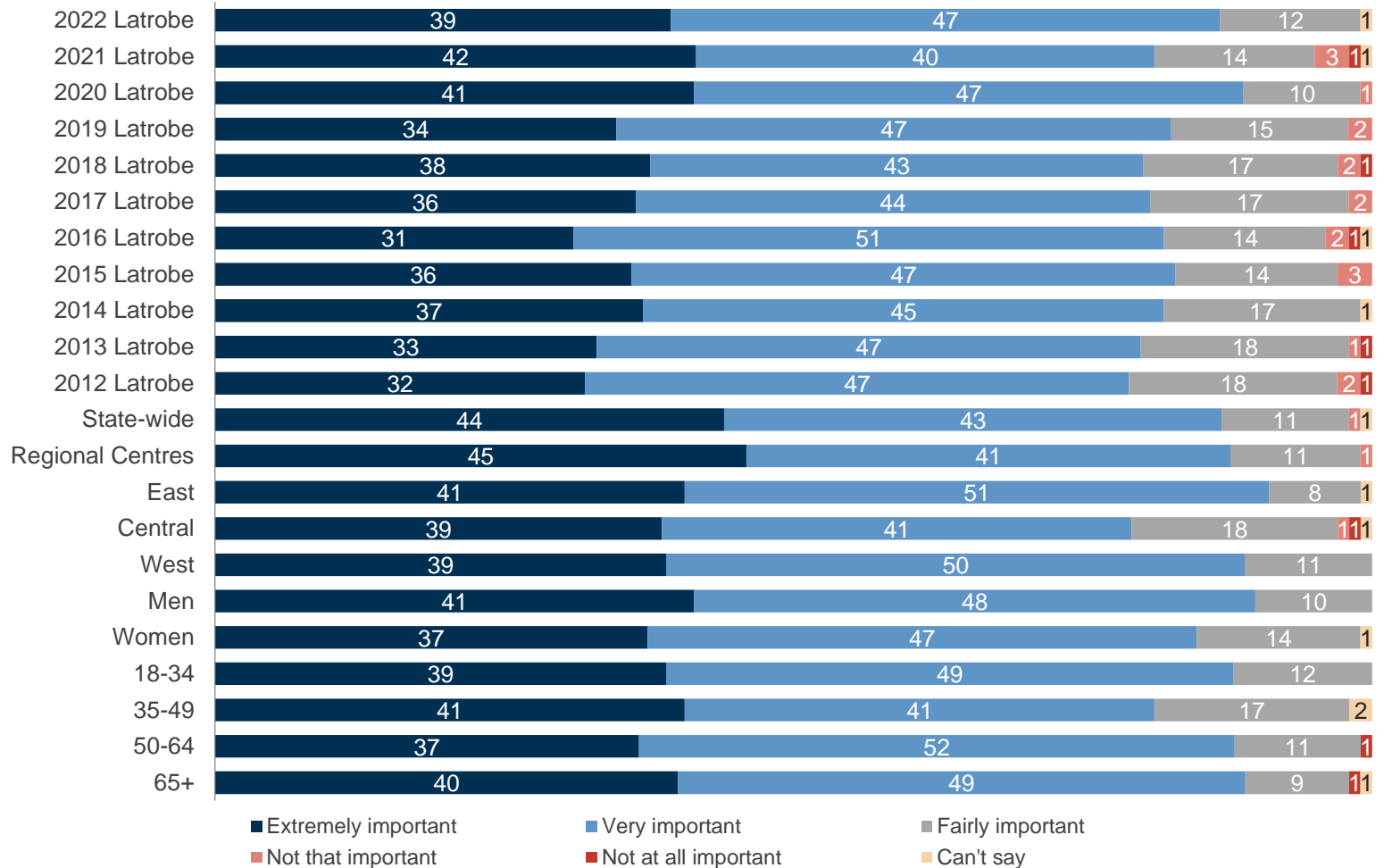
Note: Please see Appendix A for explanation of significant differences.



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	
18-34	74	70	67	70	73	67	63	65	73	71	71
Central	73	72	65	71	70	68	68	64	68	n/a	n/a
65+	72	75	64	73	69	75	74	66	70	70	67
Women	70	68	66	71	68	69	64	68	67	66	65
Latrobe	70	69	65	71	68	68	65	65	68	67	66
Men	69	69	65	70	68	66	65	63	69	68	67
Regional Centres	68	69	66	68	70	69	69	71	n/a	n/a	n/a
West	68	69	67	70	64	68	65	64	67	n/a	n/a
East	68	66	64	71	70	68	60	68	69	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
35-49	66	62	65	69	62	63	58	66	66	64	67
50-64	62	67	66	69	65	67	64	63	62	64	60

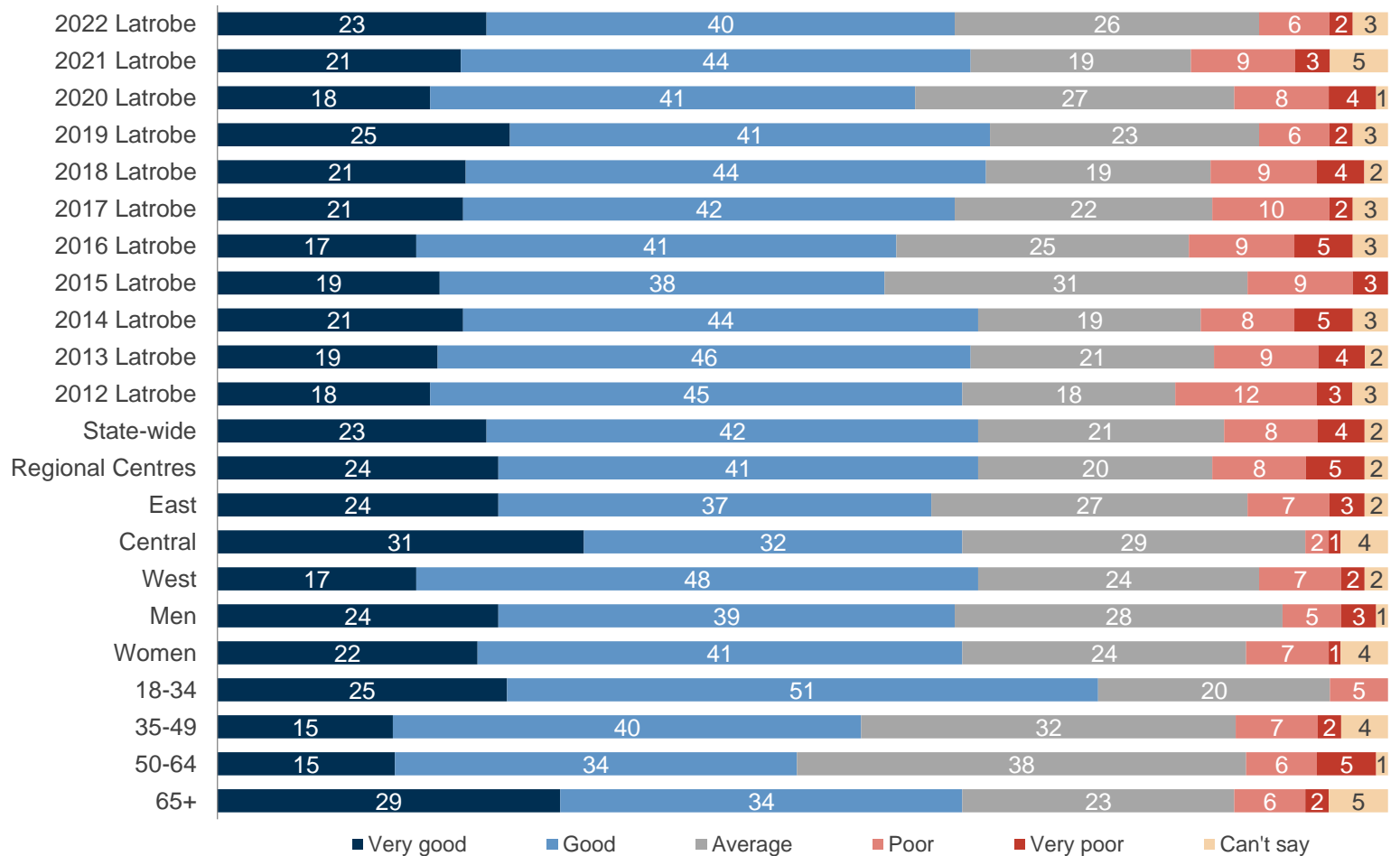
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)

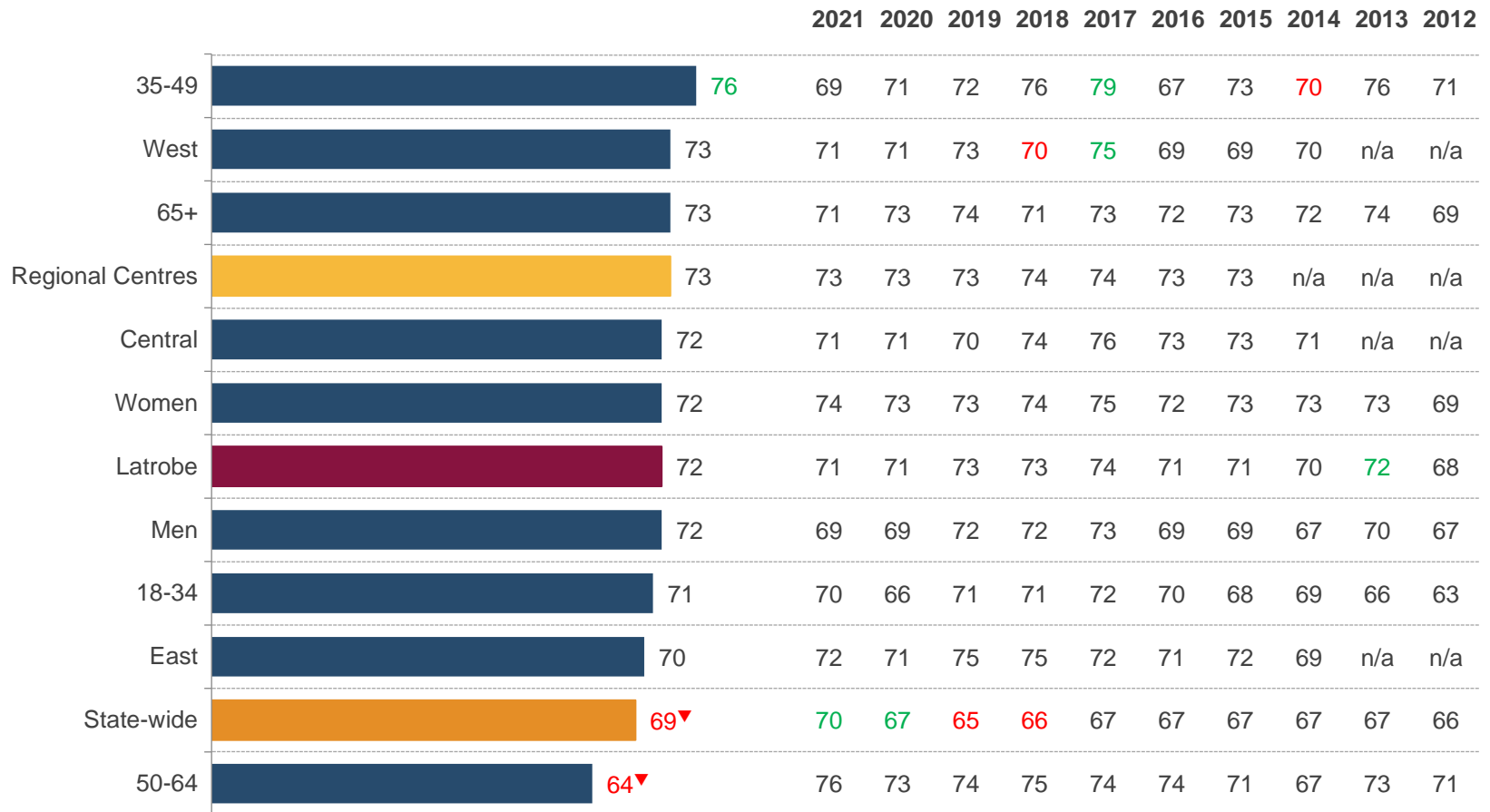


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)



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

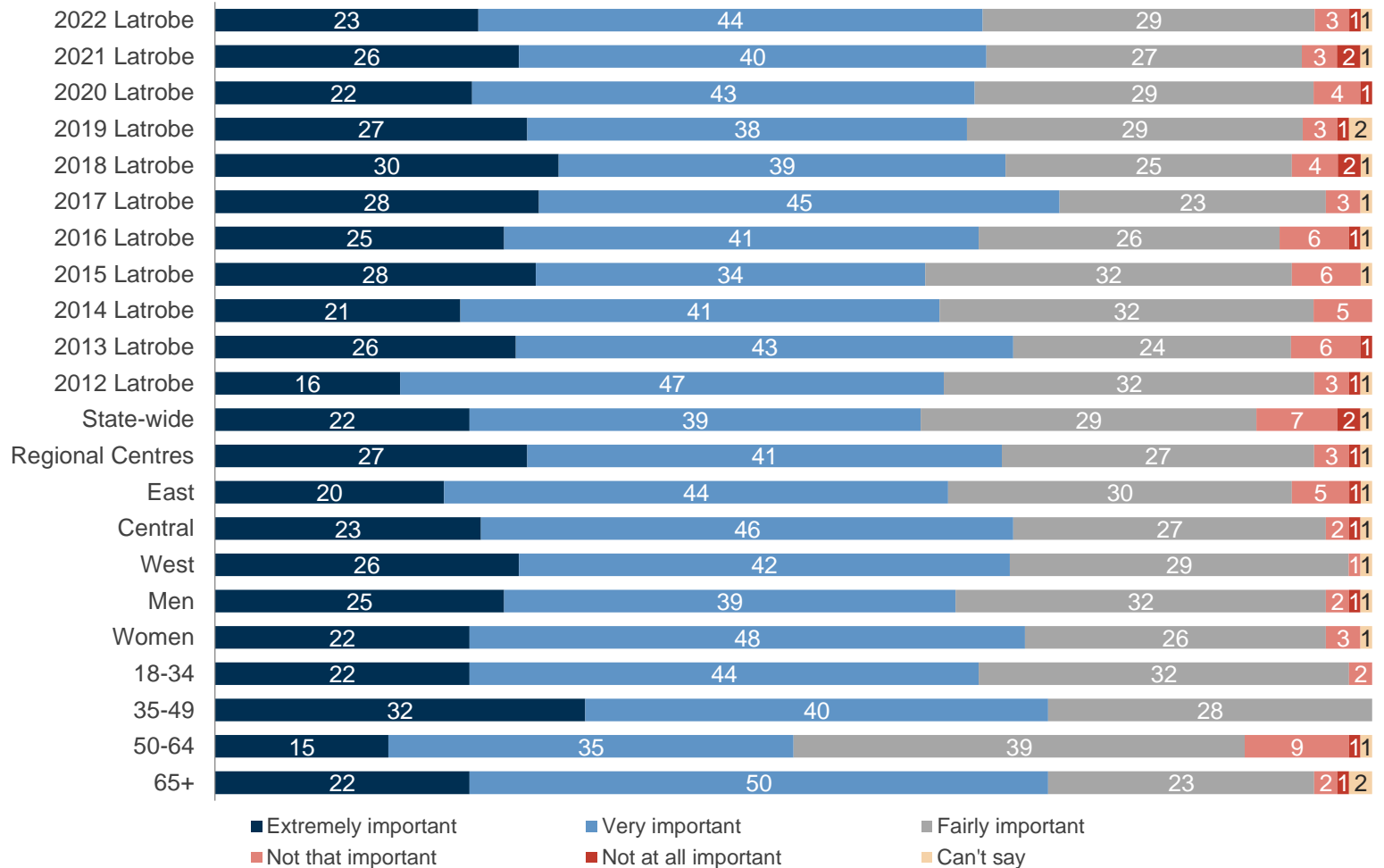
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Regional Centres	62▲	60	61	59	61	62	63	n/a	n/a	n/a	
65+	60	64	58	61	56	63	61	61	57	56	66
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
West	59	59	60	60	56	58	55	60	61	n/a	n/a
35-49	58	55	55	54	50	51	46	56	57	56	57
Women	58	59	60	61	55	60	55	59	58	60	62
Latrobe	56	58	57	59	52	56	55	58	58	56	60
Central	55	57	58	55	49	55	55	55	55	n/a	n/a
Men	55	56	54	57	49	51	54	57	58	52	57
East	55	57	51	61	51	53	52	58	56	n/a	n/a
18-34	54	57	59	60	52	56	53	57	60	58	61
50-64	49▼	54	55	60	50	53	58	57	56	52	57

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

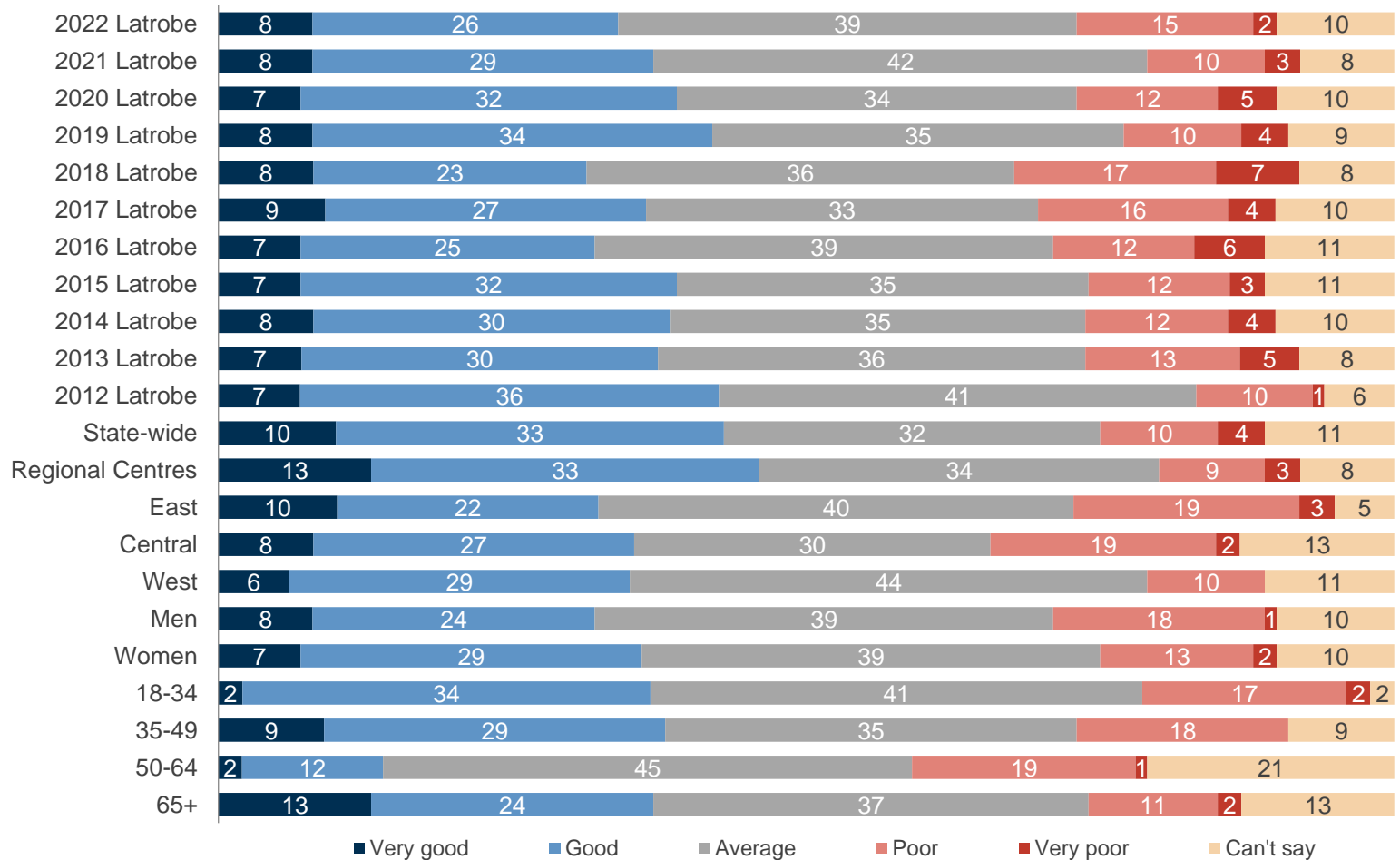
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 4

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 4



Council's general town planning policy importance



2022 town planning importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	74	74	72	73	73	72	73	72	72	73	72
65+	74	75	75	75	74	74	75	72	77	76	76
Women	73	74	72	71	71	73	70	73	73	74	73
35-49	73	71	71	68	73	73	66	73	76	70	75
East	73	71	68	66	75	69	73	69	73	n/a	n/a
Regional Centres	73	74	72	71	72	71	72	73	n/a	n/a	n/a
Latrobe	72	71	71	70	71	71	70	70	73	71	72
West	72	71	72	73	68	72	68	72	73	n/a	n/a
Central	72	71	72	70	71	73	69	70	73	n/a	n/a
Men	71	68	70	70	71	69	69	68	73	69	71
18-34	71	65	62	66	69	64	63	64	66	65	64
50-64	69	75	78	72	69	74	75	75	74	76	75

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

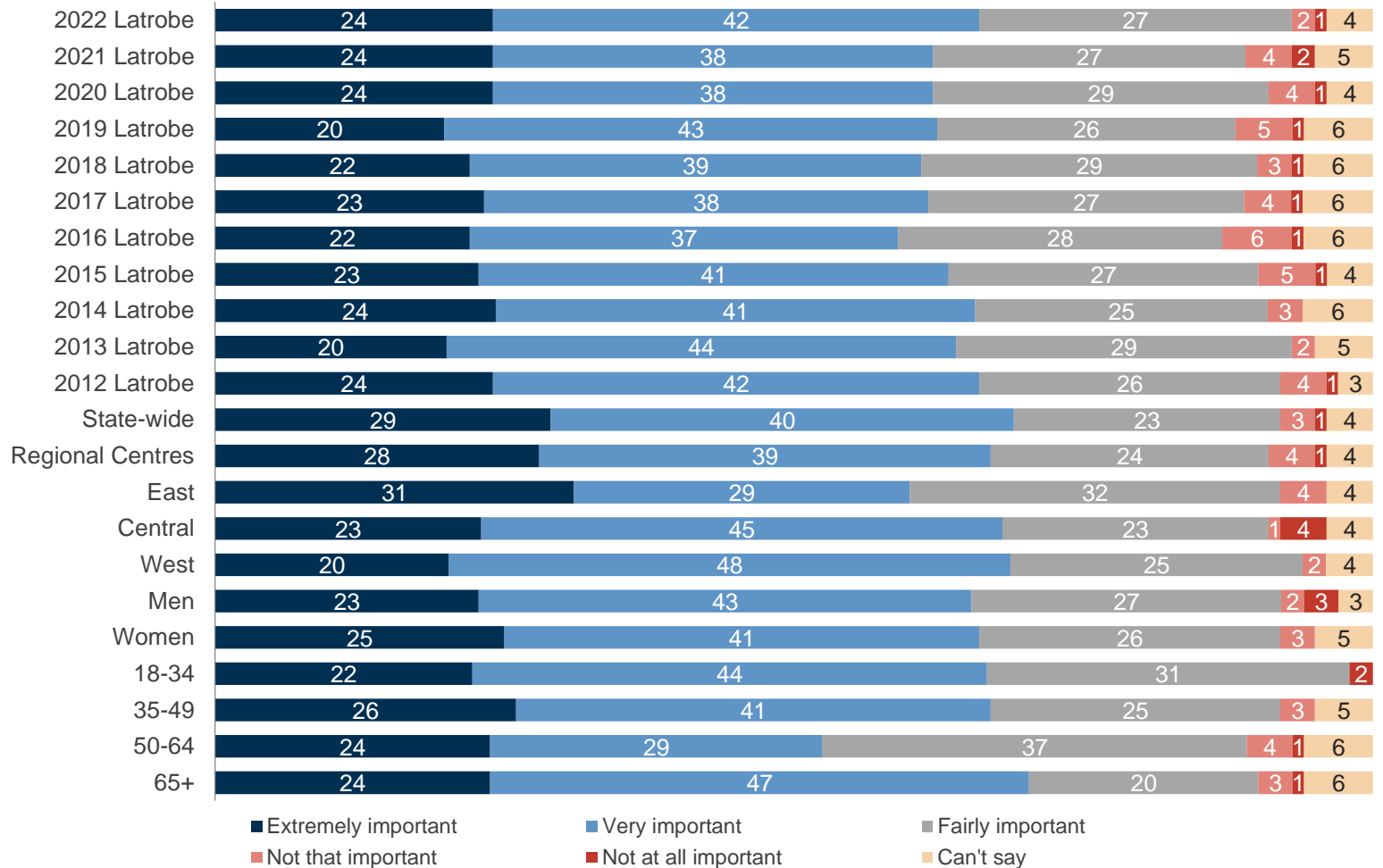
Note: Please see Appendix A for explanation of significant differences.



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	
18-34	59	56	52	60	55	54	57	57	61	58	61
Central	58	60	52	57	53	55	53	54	52	n/a	n/a
65+	58	63	59	61	56	61	54	56	53	47	58
Men	55	55	52	56	53	52	51	55	52	50	57
Latrobe	55	57	54	59	54	54	53	56	54	52	56
Regional Centres	55	55	52	57	54	56	54	55	n/a	n/a	n/a
West	55	57	56	61	55	52	55	54	55	n/a	n/a
Women	55	59	55	62	54	56	54	57	57	55	55
State-wide	54	55	54	55	54	53	52	54	55	55	54
East	52	54	53	57	53	56	47	59	56	n/a	n/a
35-49	50	53	53	57	51	49	47	56	55	52	52
50-64	47	52	51	56	52	52	50	54	46	50	53

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

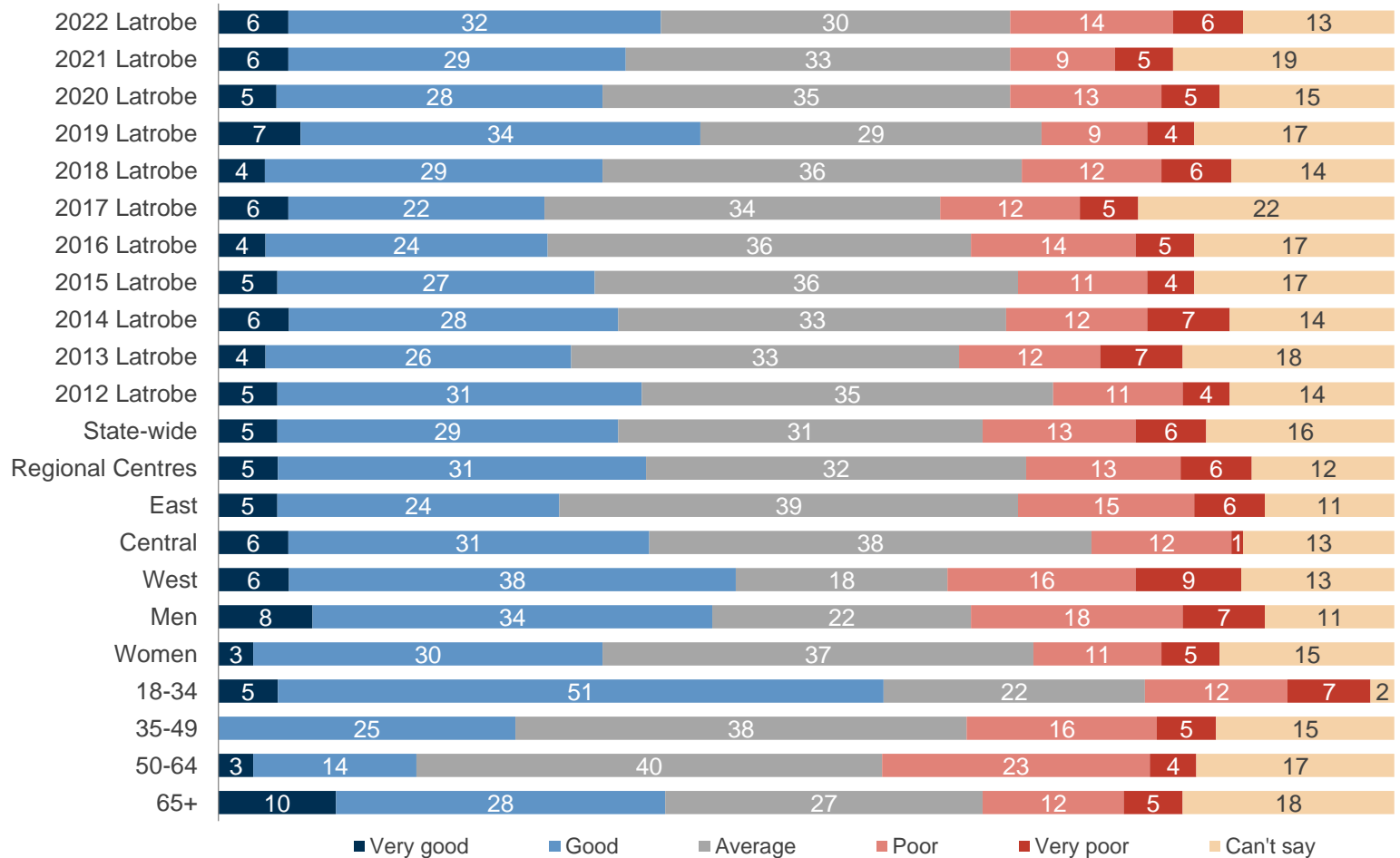
Note: Please see Appendix A for explanation of significant differences.



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)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	74	73	73	72	72	72	71	74	72	71
State-wide	73	73	71	71	71	72	71	71	71	71
Regional Centres	73	72	70	71	69	69	70	n/a	n/a	n/a
West	72	71	73	70	71	69	68	67	72	n/a
18-34	71	64	64	64	59	63	63	63	65	63
Women	71	71	68	70	67	71	70	70	71	71
Central	71	67	68	65	59	69	63	67	69	n/a
Latrobe	71	68	69	68	66	68	68	67	69	67
Men	70	65	69	66	65	65	65	64	67	63
East	68	66	65	69	69	64	72	66	66	n/a
35-49	68	64	65	65	67	68	65	67	70	66
50-64	66	71	73	72	68	69	72	68	70	69

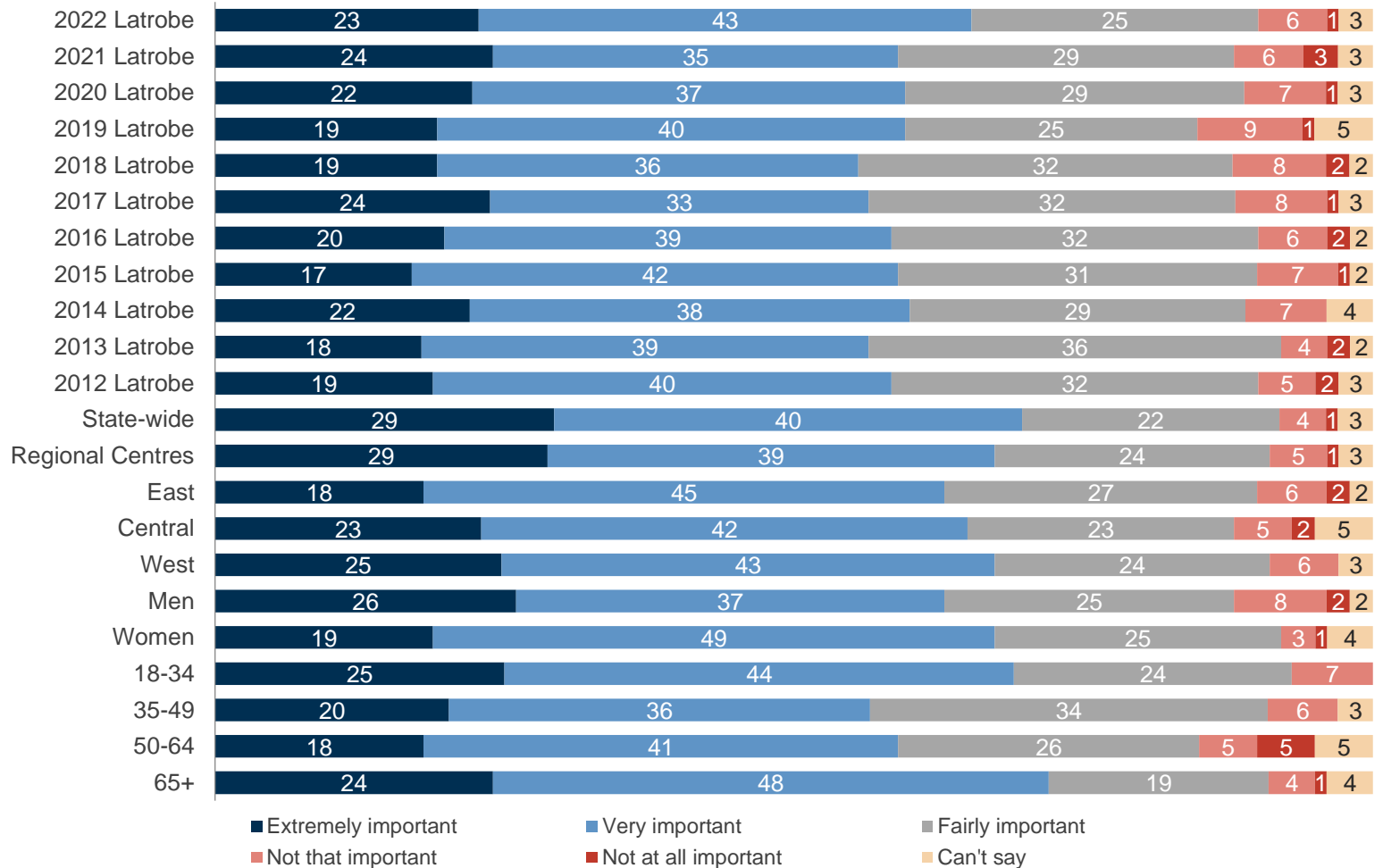
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



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	
65+	58▲	61	58	60	53	60	57	58	56	58	56
Central	55	57	57	54	59	56	55	56	52	n/a	n/a
Women	54	58	56	62	60	60	55	59	56	59	57
Regional Centres	54	58	57	58	57	60	55	57	n/a	n/a	n/a
Latrobe	52	57	56	59	55	55	52	56	54	54	54
West	50	58	55	61	51	56	55	55	54	n/a	n/a
East	50	56	55	60	57	51	45	58	56	n/a	n/a
State-wide	50	51	51	52	52	51	50	54	53	55	54
18-34	50	61	54	60	59	57	55	56	60	54	60
Men	49	56	55	55	51	50	50	54	52	50	51
35-49	49	53	55	57	53	51	42	57	52	54	51
50-64	46	51	56	57	55	52	54	56	48	52	50

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

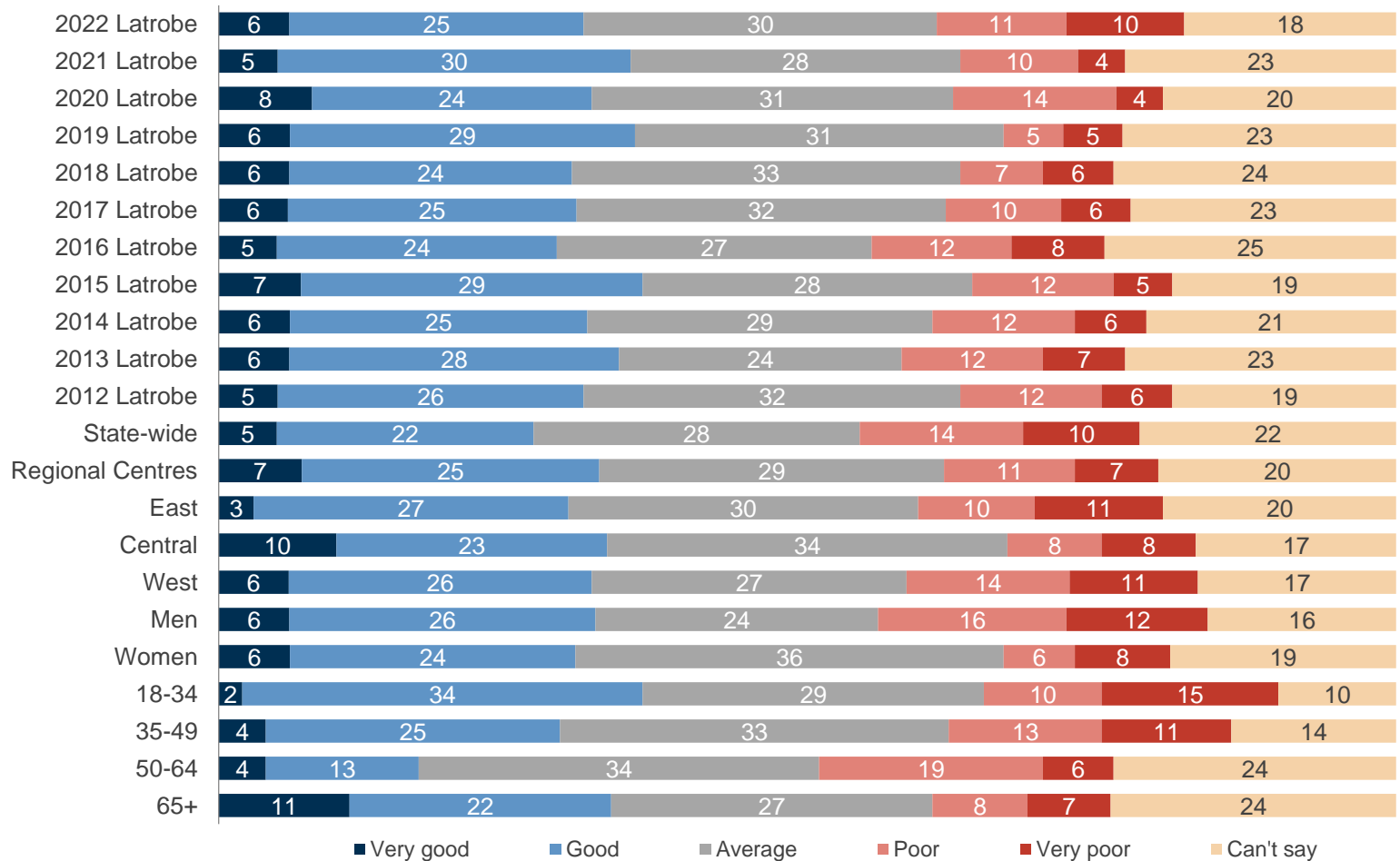
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)



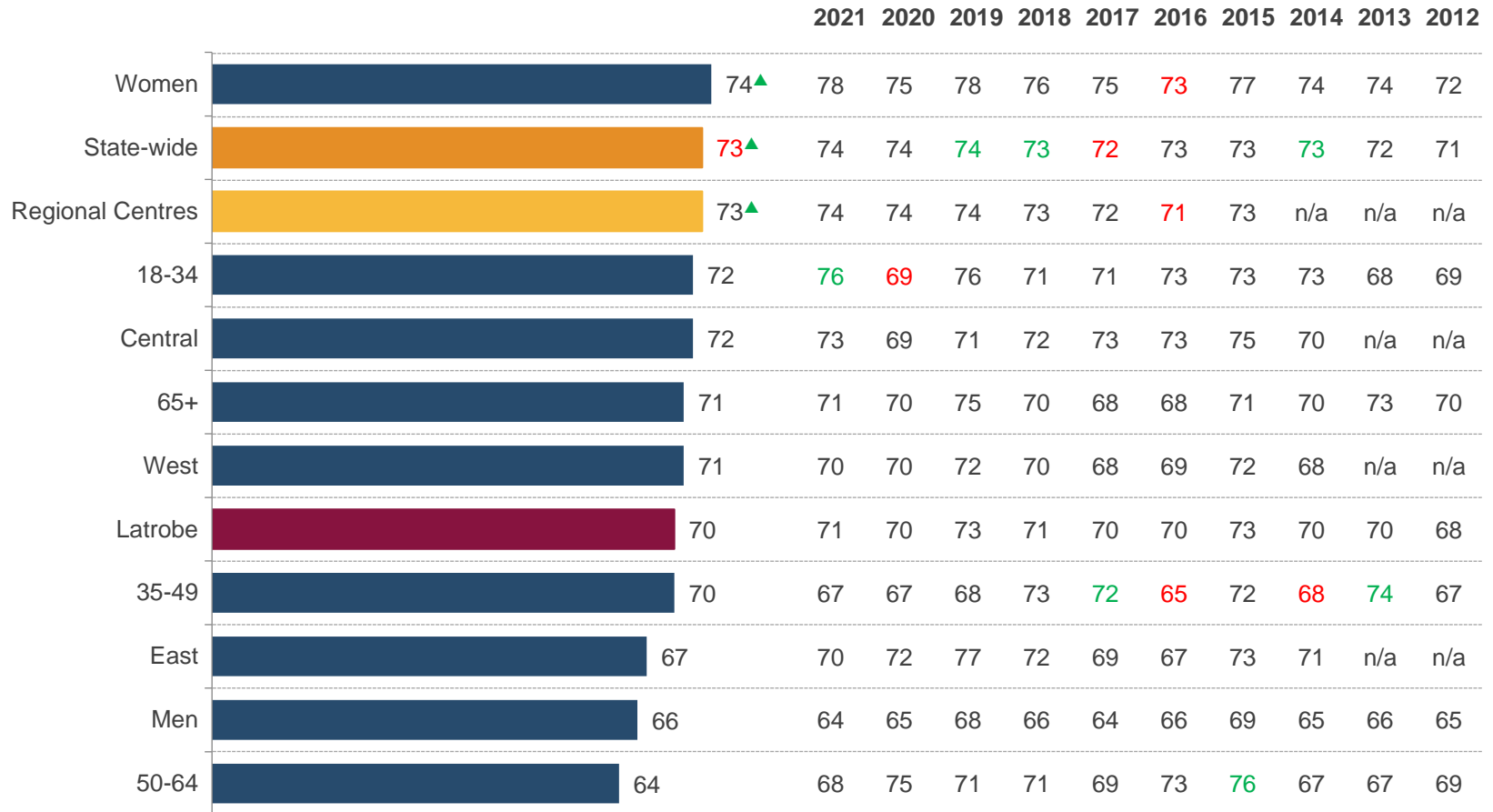
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



Environmental sustainability importance



2022 environmental sustainability importance (index scores)



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

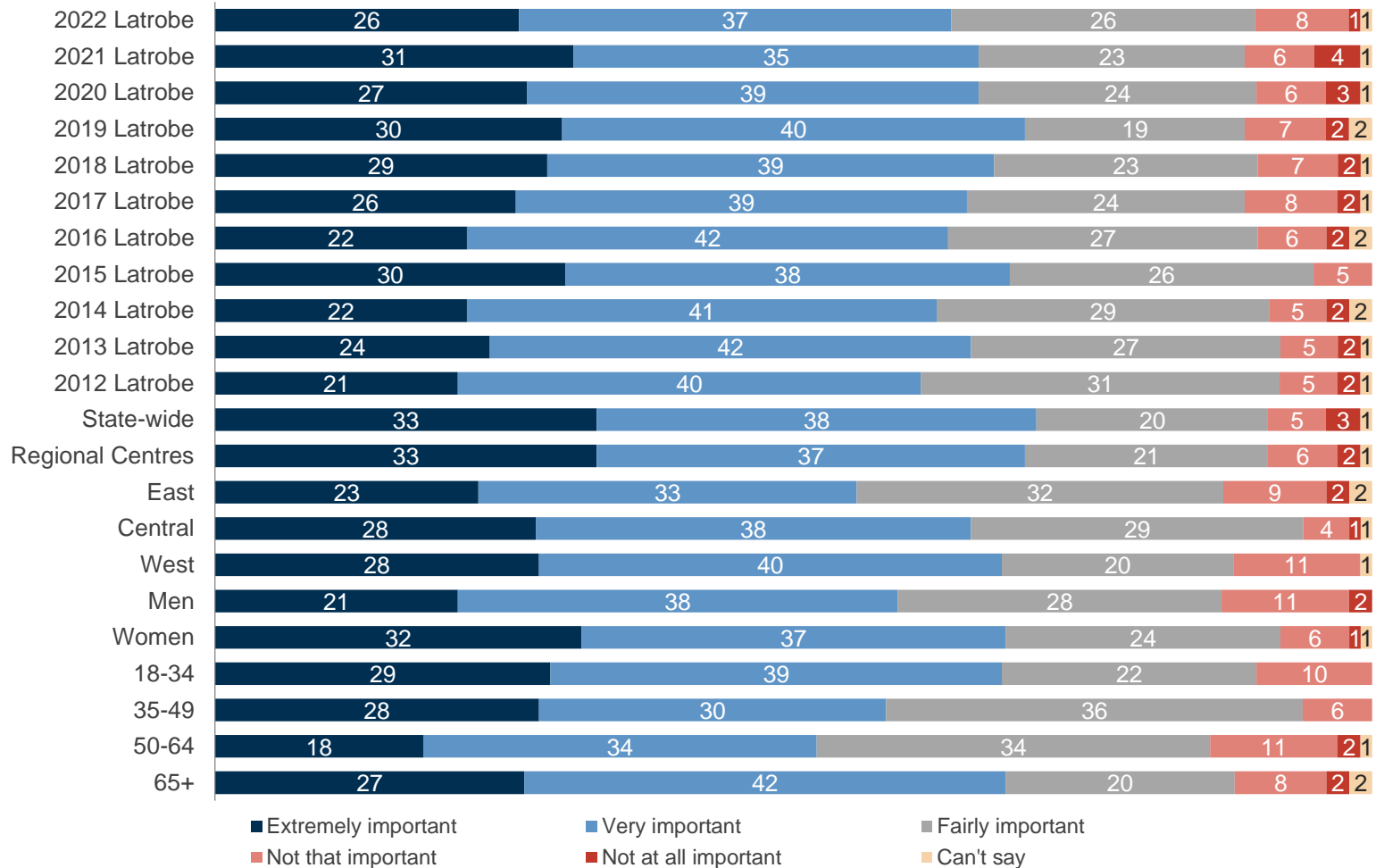
Note: Please see Appendix A for explanation of significant differences.



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	
Central	62	54	64	64	57	58	60	58	60	n/a	n/a
Regional Centres	62	62	61	63	64	65	63	63	n/a	n/a	n/a
State-wide	61	62	60	62	63	64	63	64	64	64	64
West	61	59	61	60	61	62	59	59	63	n/a	n/a
65+	61	62	62	63	62	67	61	61	64	60	64
18-34	61	55	59	61	63	62	61	62	64	62	63
Men	60	58	57	61	58	62	62	60	62	61	61
Latrobe	60	57	60	62	60	61	59	60	62	60	61
Women	59	56	62	62	62	60	56	60	62	60	61
35-49	58	53	61	61	57	58	52	58	61	60	59
50-64	57	58	56	61	56	58	61	58	58	59	58
East	55	57	54	62	61	64	58	63	62	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

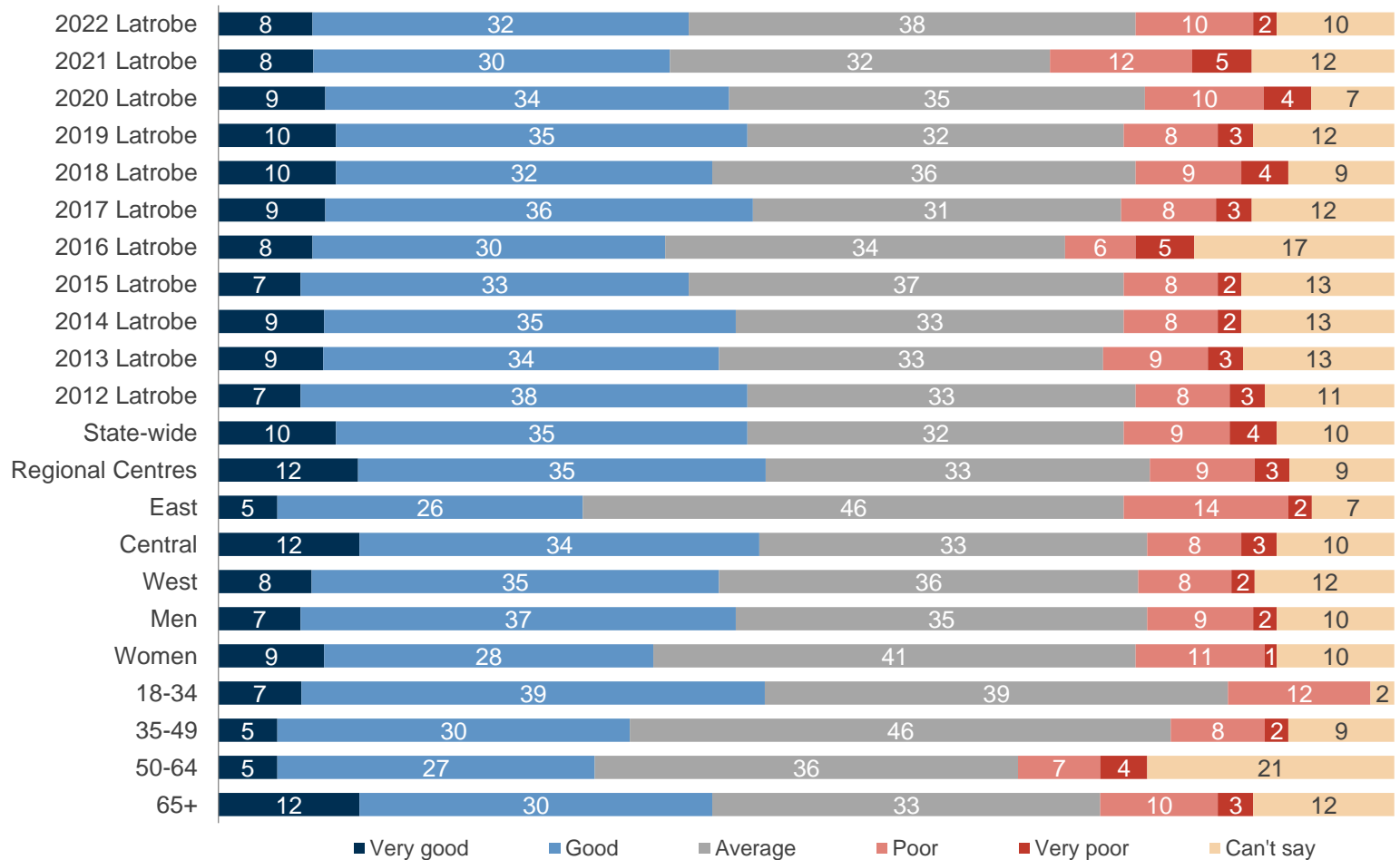
Note: Please see Appendix A for explanation of significant differences.



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



Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	88▲	85	87	87	87	86	81	86	85	84	83
35-49	86	81	80	81	80	78	79	78	77	80	84
West	85	82	79	84	82	81	78	78	80	n/a	n/a
65+	85	82	83	82	82	80	80	83	85	85	78
Latrobe	84	82	82	84	81	81	79	81	82	80	81
Central	84	84	83	82	79	81	81	82	85	n/a	n/a
18-34	84	83	79	88	81	87	78	83	85	78	79
50-64	83	83	85	83	82	79	80	81	81	79	82
East	83	83	84	84	84	81	78	84	82	n/a	n/a
Men	81	80	76	79	76	76	77	76	79	75	79
State-wide	81▼	81	80	81	81	80	80	80	80	80	80
Regional Centres	80▼	81	81	81	82	80	80	81	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

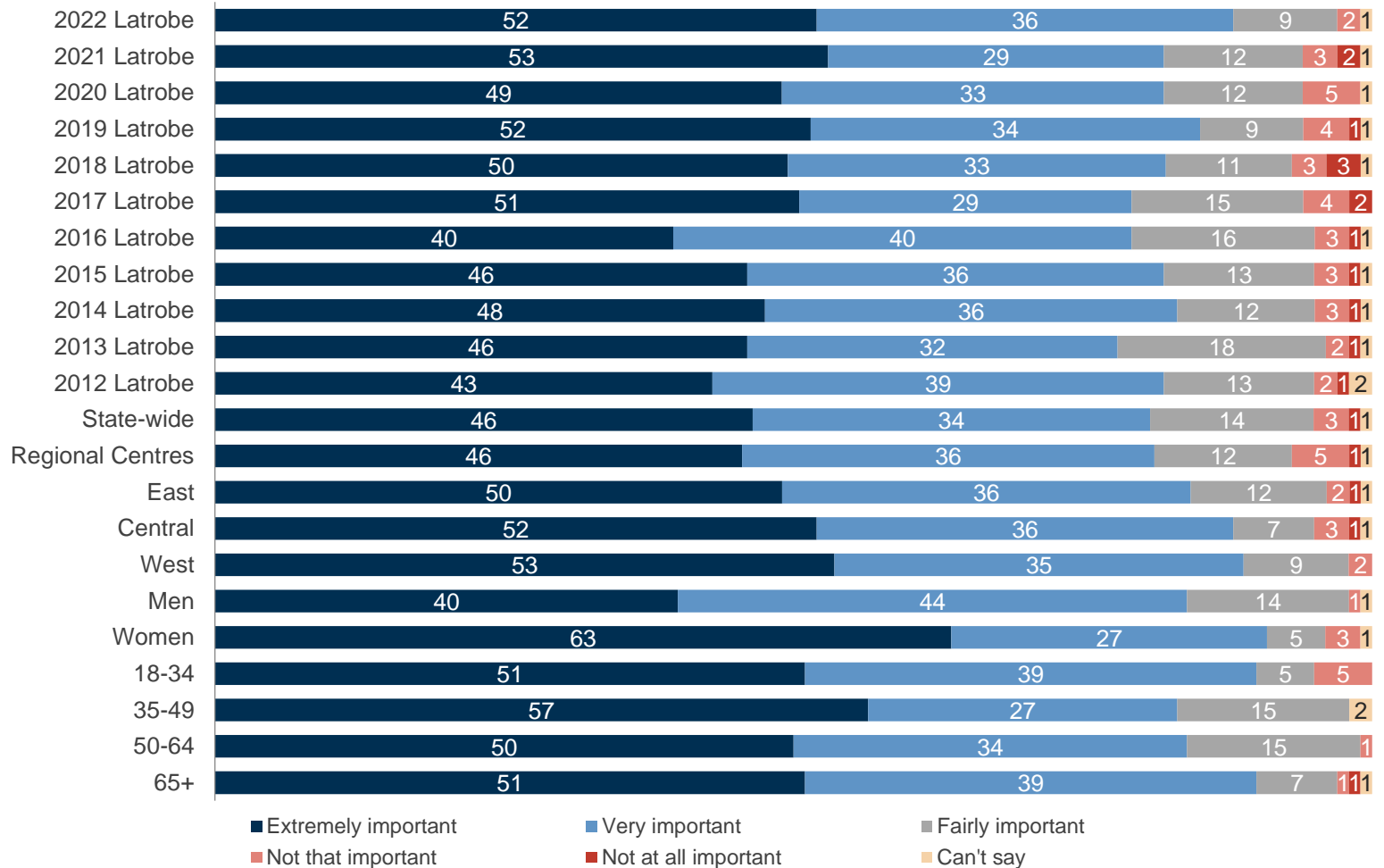
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	70▲	74	73	75	74	74	71	64	75	73	75
Central	67	72	70	74	67	69	63	59	71	n/a	n/a
Regional Centres	67	72	70	75	73	70	68	68	n/a	n/a	n/a
State-wide	66	71	68	72	71	70	69	70	71	70	70
Women	66	74	70	74	71	72	61	62	77	72	73
18-34	65	72	64	78	69	72	63	60	79	74	75
West	65	73	67	74	70	71	63	64	75	n/a	n/a
Latrobe	65	72	68	75	69	70	62	62	74	72	73
Men	63	70	66	77	66	69	63	61	72	71	72
East	62	69	68	78	69	70	59	60	76	n/a	n/a
50-64	60	73	66	76	71	68	61	60	68	67	70
35-49	58▼	67	69	71	61	67	53	63	74	72	71

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

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

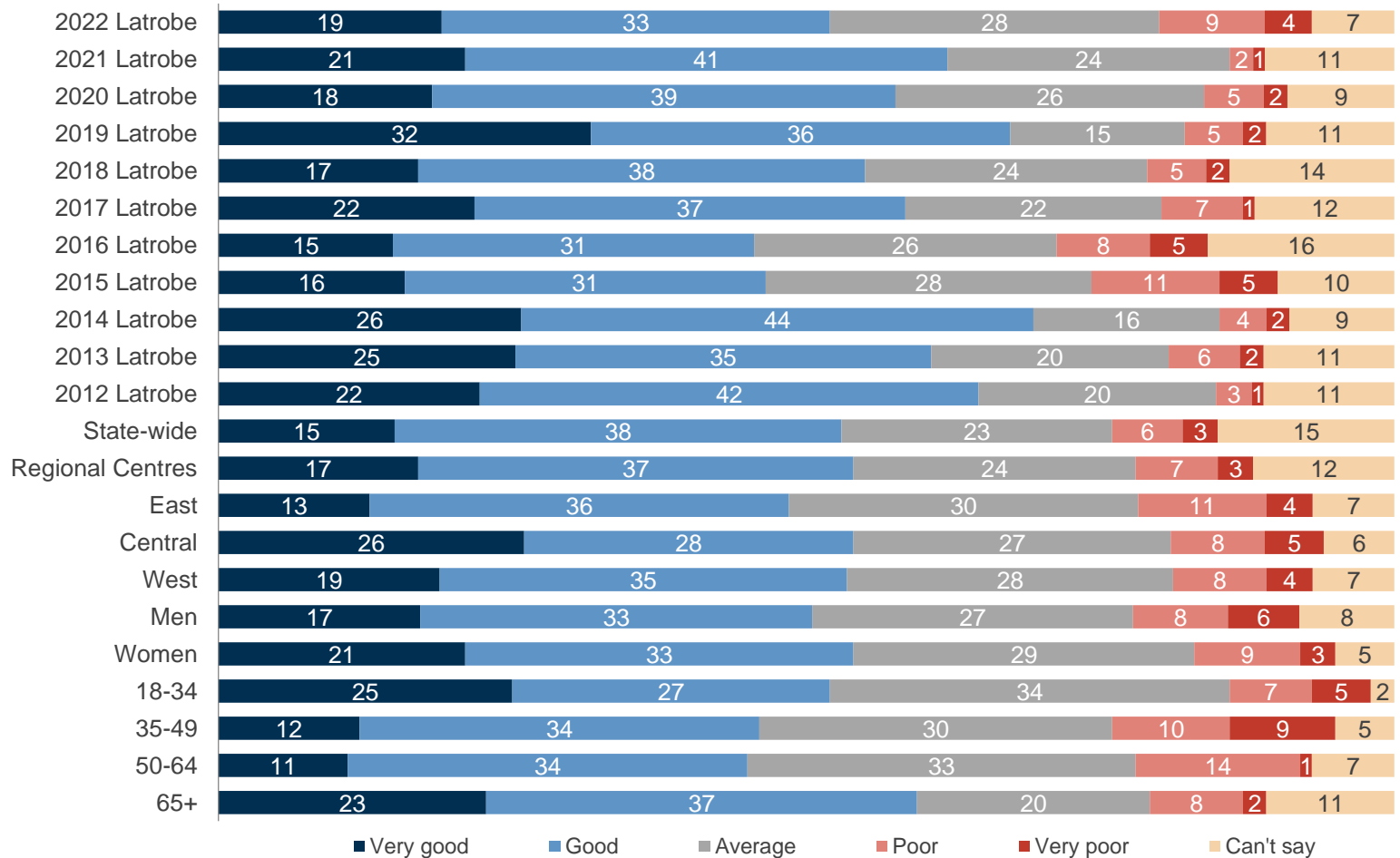
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



Planning for population growth in the area importance



2022 population growth importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	78	77	77	75	75	75	76	76	n/a	n/a
35-49	78	75	75	73	74	76	76	77	76	73
East	77	74	76	75	75	66	74	72	71	n/a
65+	77	77	76	77	75	72	76	76	75	76
Women	77	77	78	77	74	76	75	77	74	76
State-wide	77	76	76	77	77	76	76	75	75	75
Latrobe	76	75	76	74	73	73	75	75	73	73
West	76	76	75	76	72	76	77	77	74	n/a
Men	75	73	73	72	73	70	76	73	72	70
Central	75	74	77	71	72	74	75	75	74	n/a
50-64	74	77	80	75	74	76	78	77	75	77
18-34	74	71	73	72	70	69	72	71	67	69

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

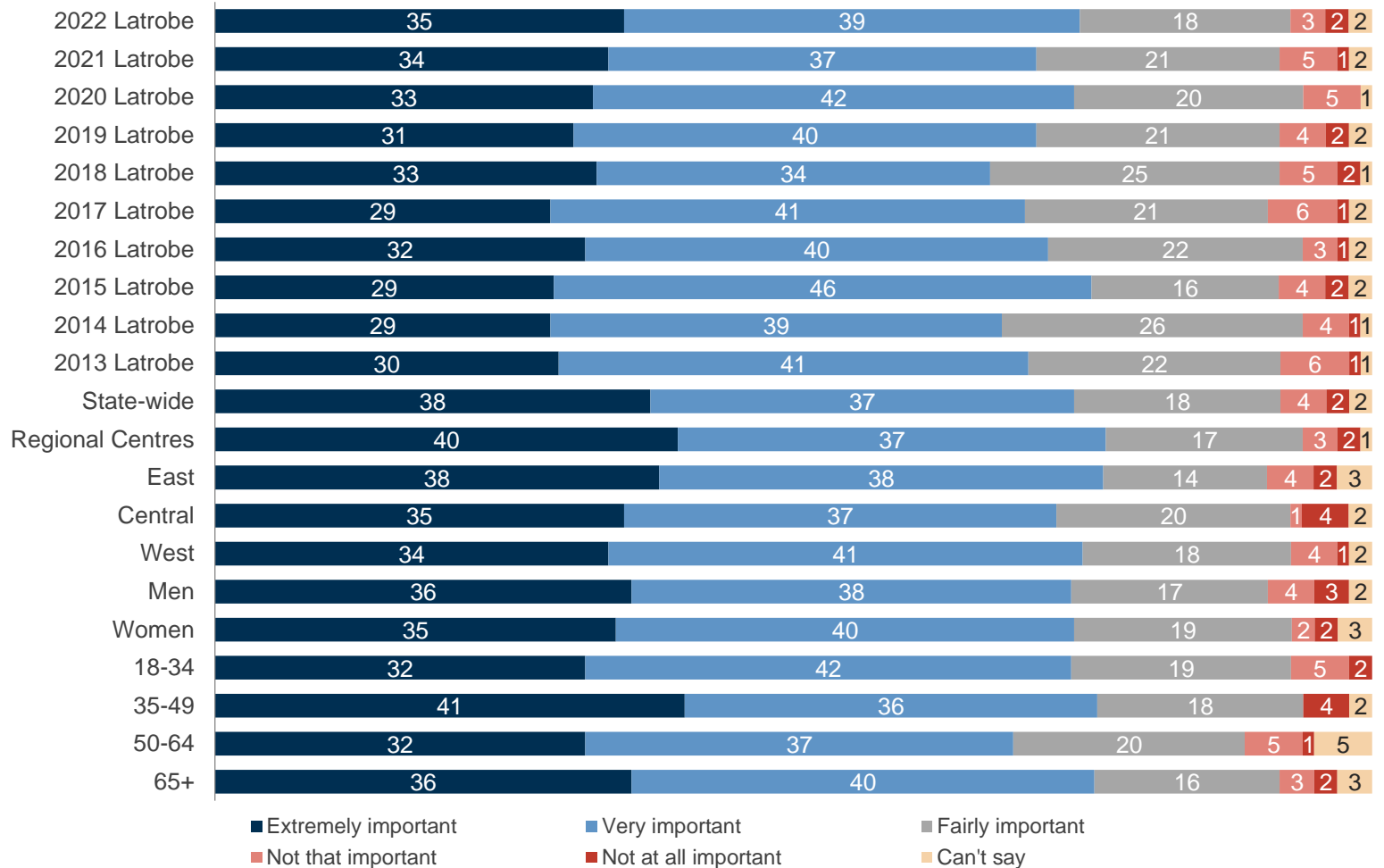
Note: Please see Appendix A for explanation of significant differences.



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	
65+	58	63	57	60	53	60	56	59	61	59	n/a
Central	58	59	52	55	50	54	54	55	59	n/a	n/a
Regional Centres	58▲	59	57	62	62	62	59	61	n/a	n/a	n/a
West	55	56	56	55	54	59	54	60	61	n/a	n/a
Women	55	56	56	56	55	57	52	59	60	60	n/a
Latrobe	54	56	53	55	52	56	53	58	60	57	n/a
Men	53	56	51	54	49	55	54	56	61	55	n/a
18-34	53	55	51	56	52	57	56	62	60	67	n/a
35-49	52	52	51	51	52	52	43	53	63	52	n/a
State-wide	52	53	51	52	52	52	51	54	54	54	52
50-64	48	52	54	54	52	55	53	55	58	52	n/a
East	48▼	54	51	55	52	53	48	58	60	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

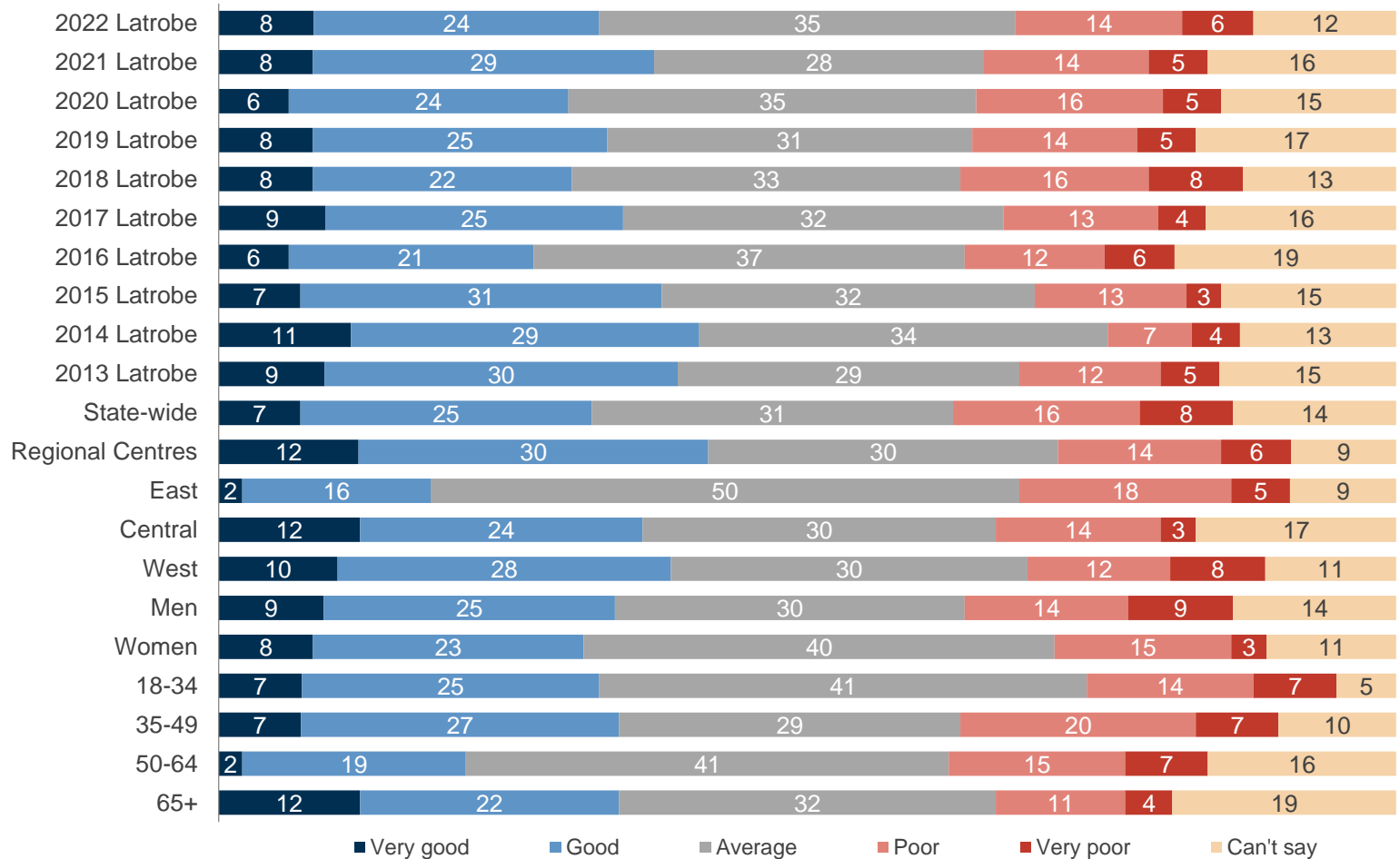
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)



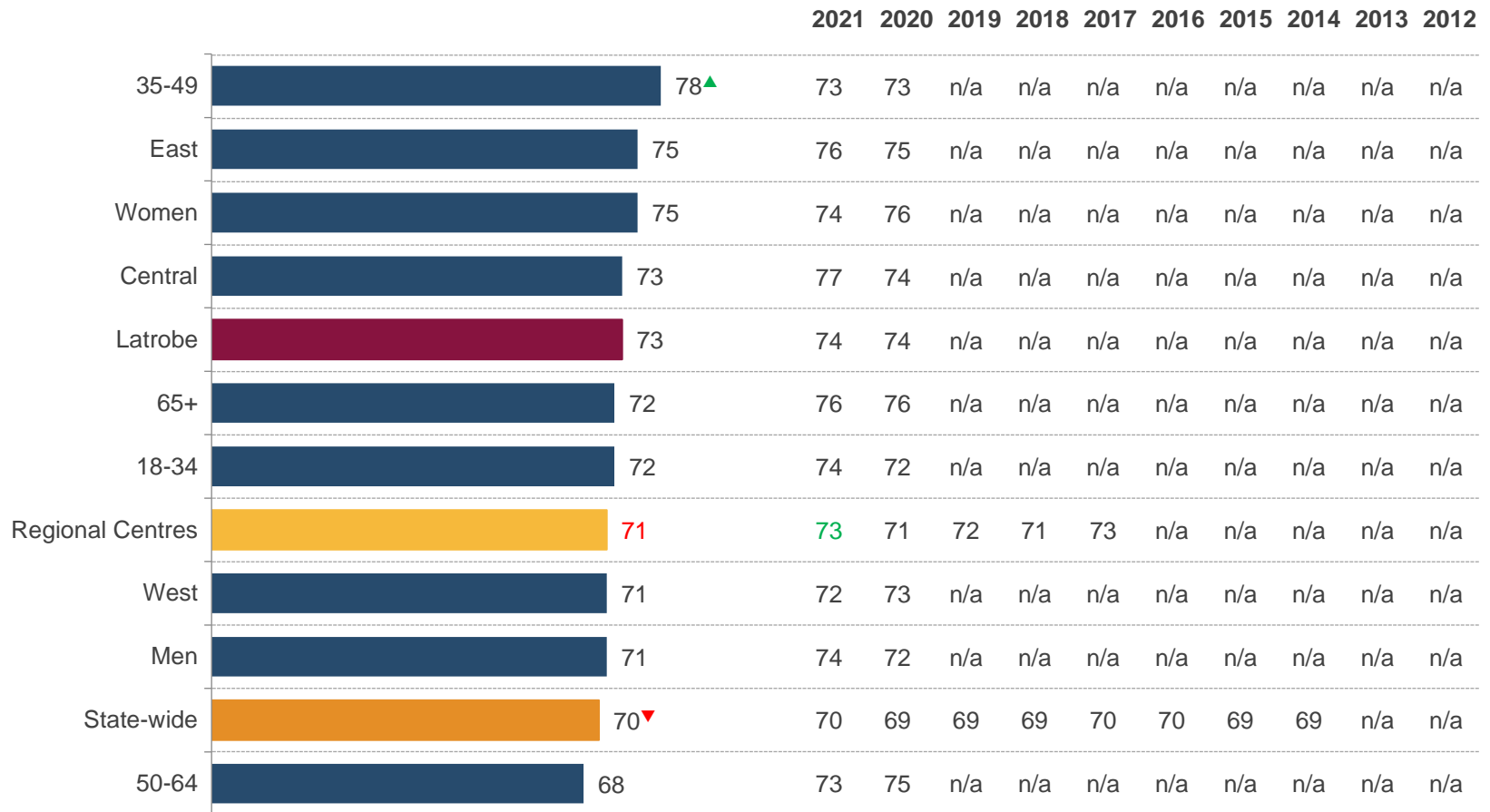
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4



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

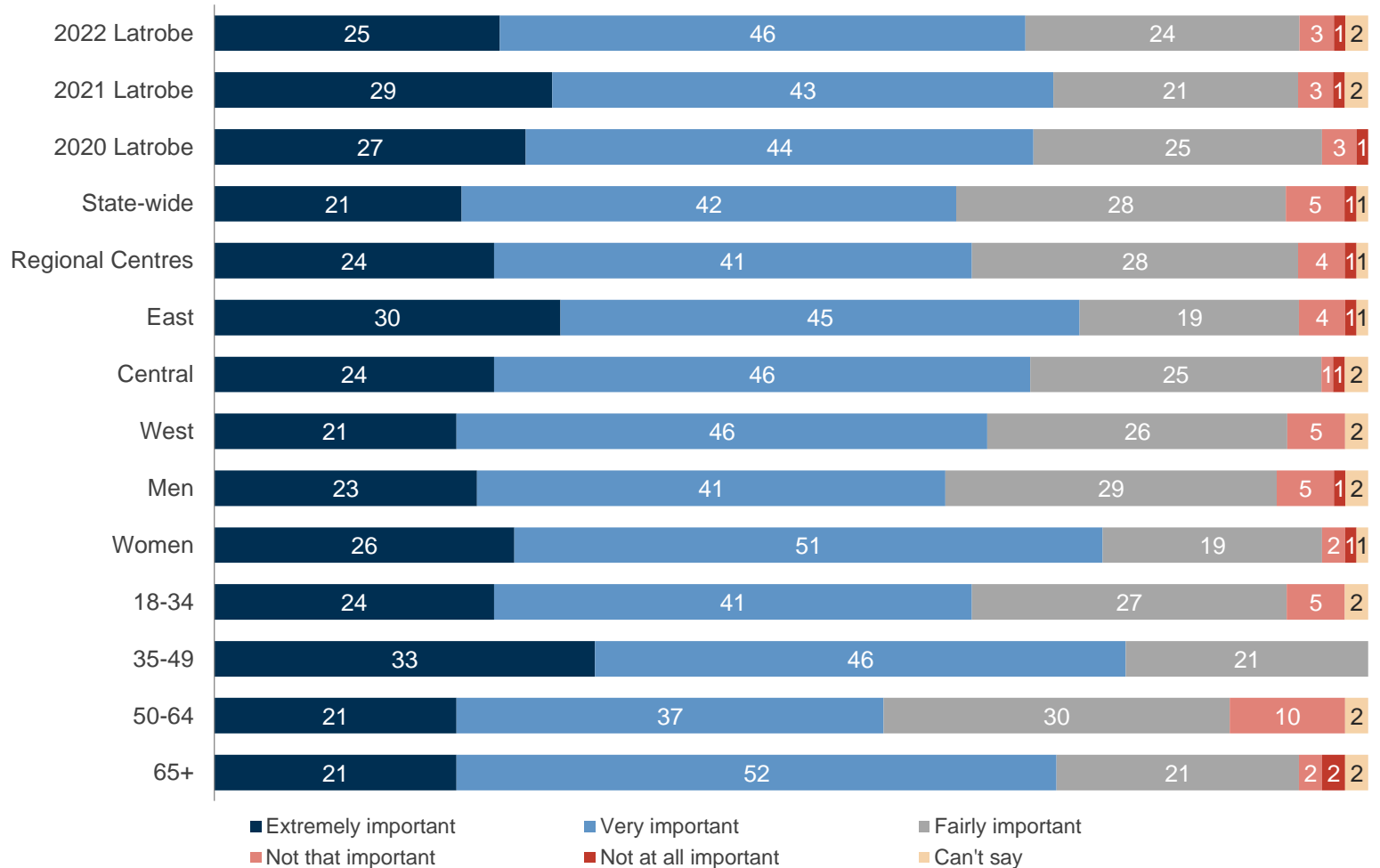
Note: Please see Appendix A for explanation of significant differences.



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
18-34	60	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West	60	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	60	58	n/a	n/a	n/a	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
Latrobe	58	58	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	57	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East	55	56	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	55	55	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

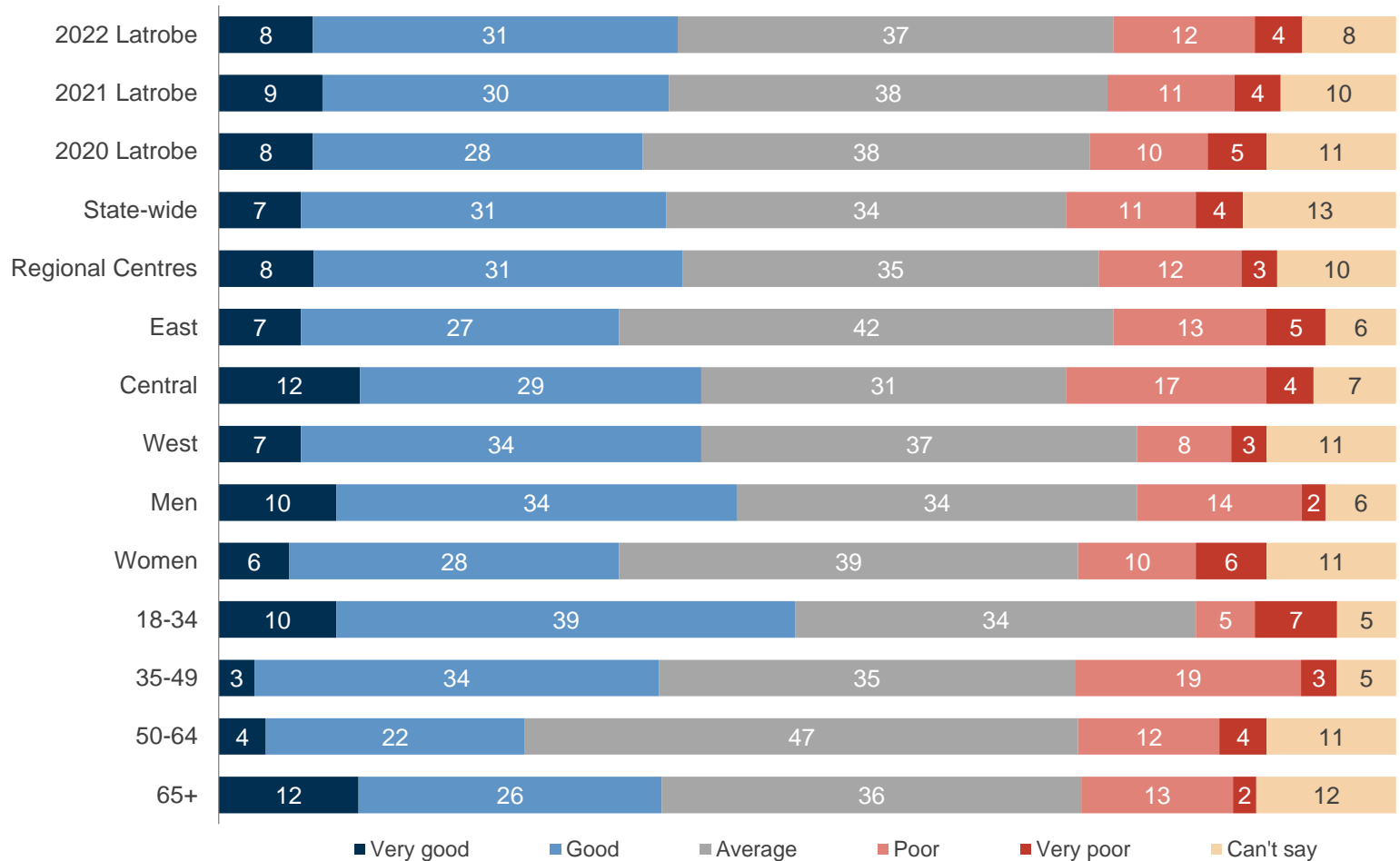
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)



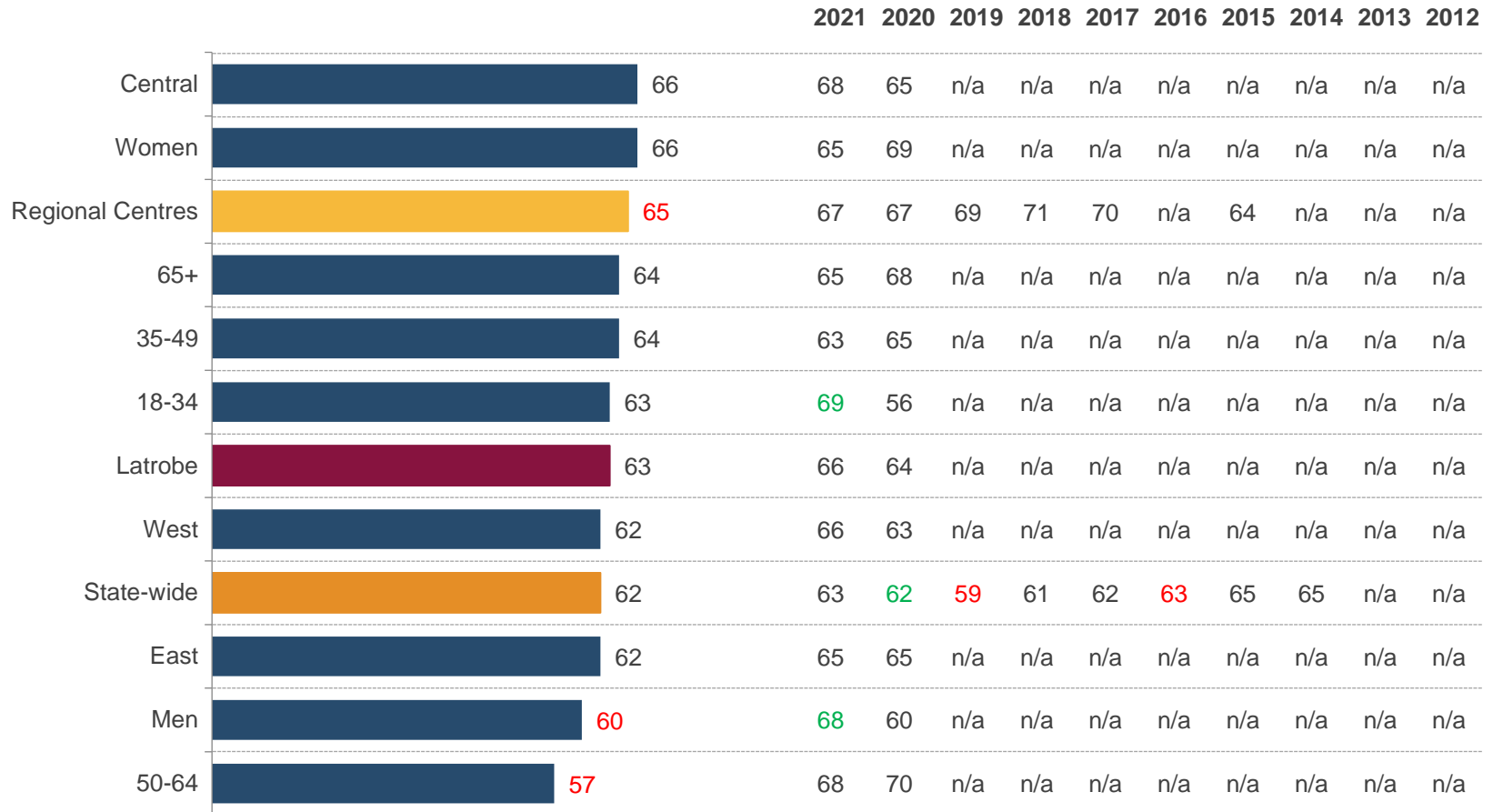
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4



Tourism development importance



2022 tourism development importance (index scores)



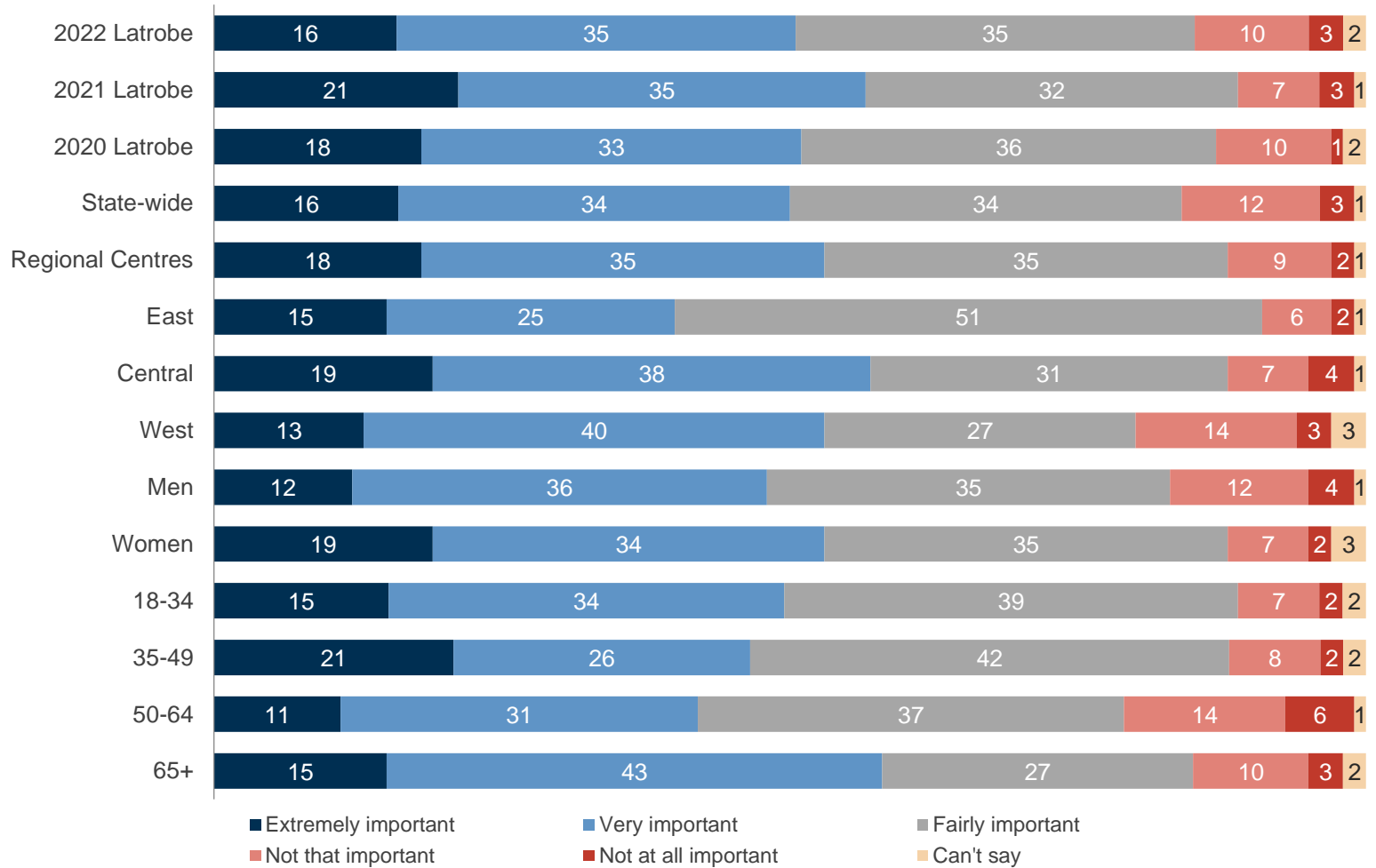
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



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
State-wide	62	62	63	63	63	63	63	64	n/a	n/a
65+	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West	54	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	60	63	70	64	65	71	67	n/a	n/a	n/a
Women	55	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East	54	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

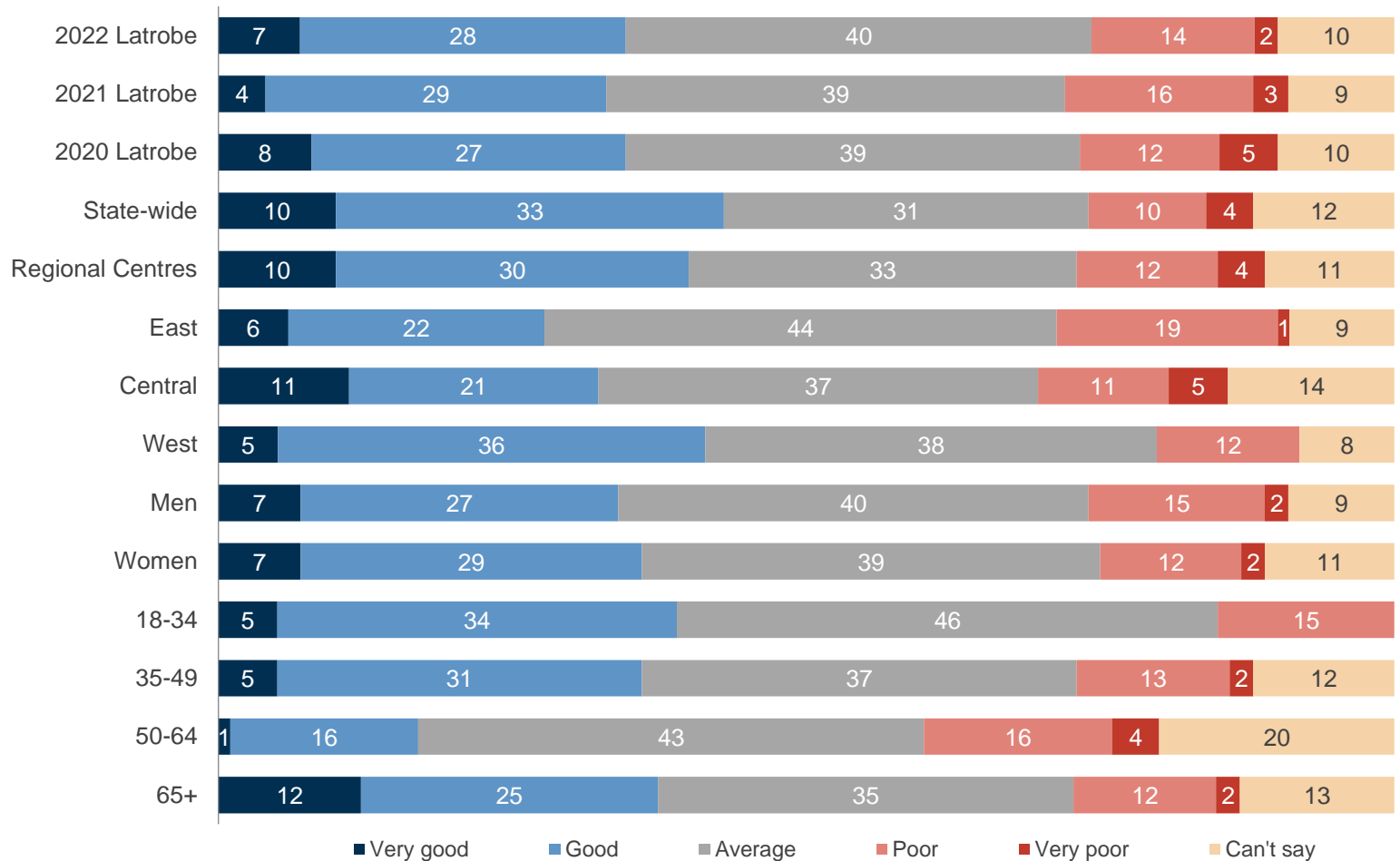
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2022 tourism development performance (%)



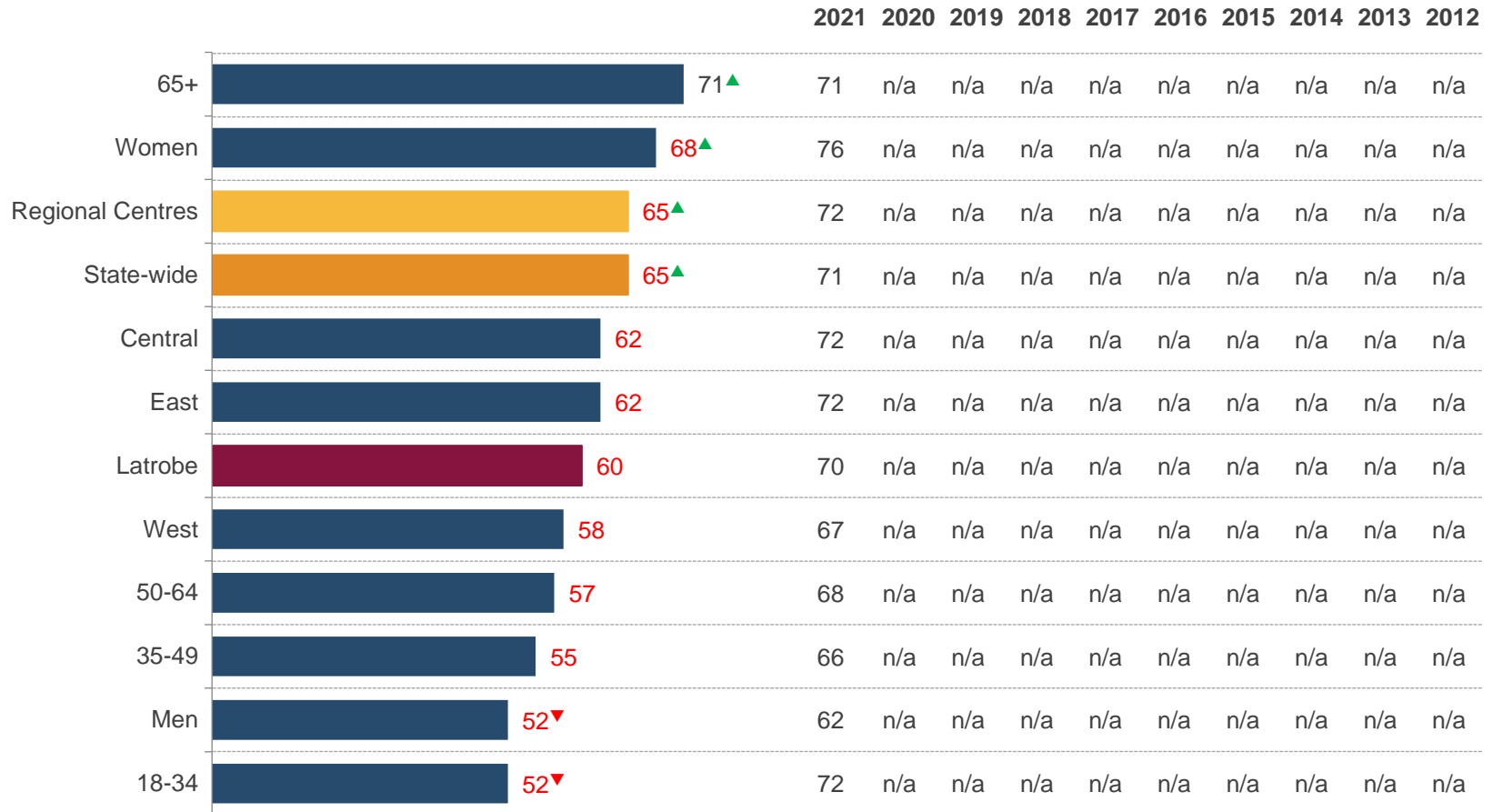
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



COVID-19 response importance



2022 COVID-19 response importance (index scores)



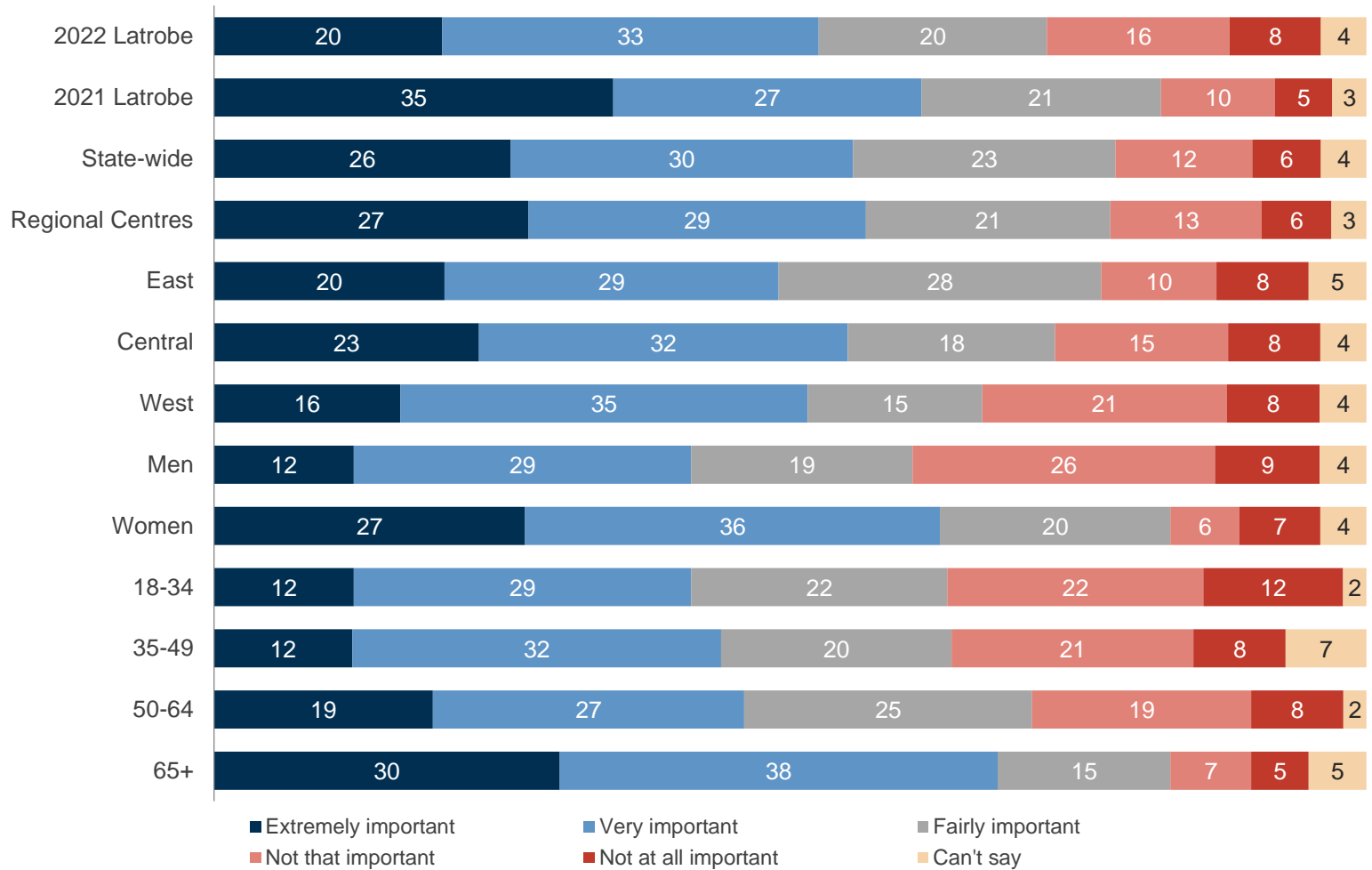
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2022 COVID-19 response importance (%)



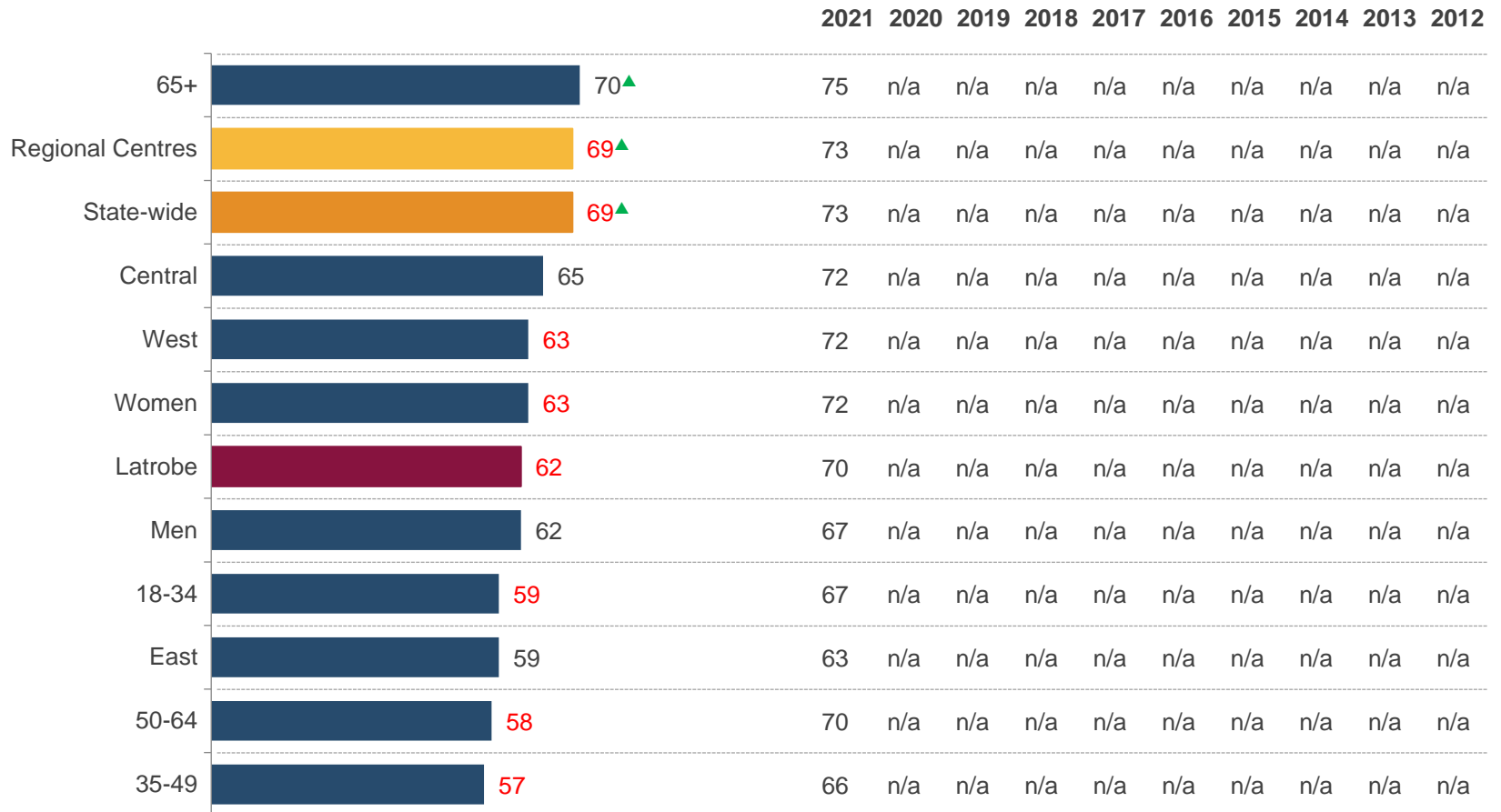
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3



COVID-19 response performance



2022 COVID-19 response performance (index scores)



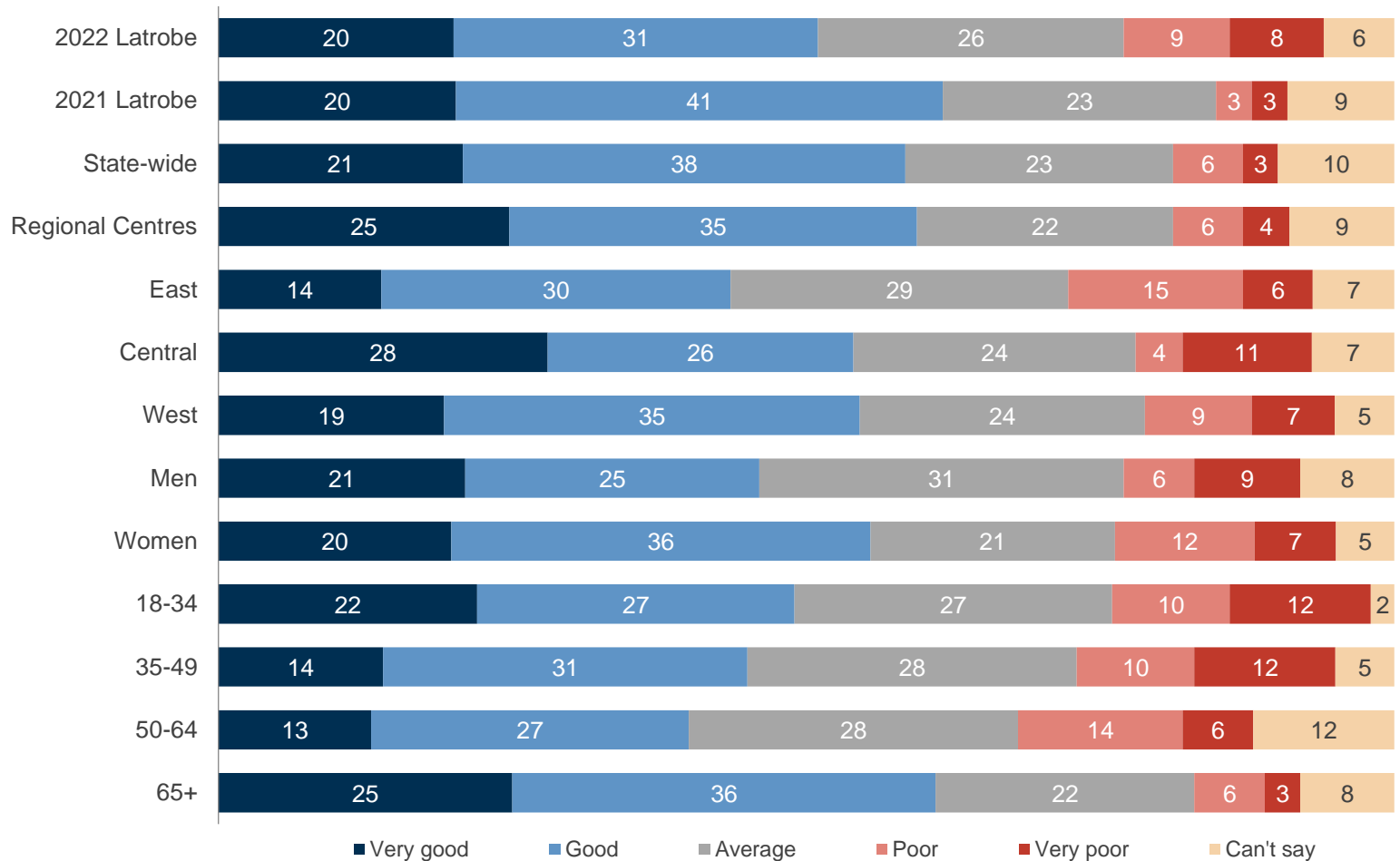
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



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

A large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a blurred image of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing. The background is white.

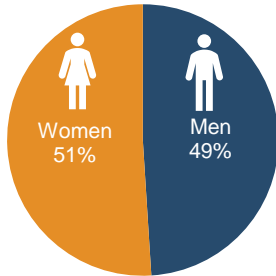
Detailed demographics



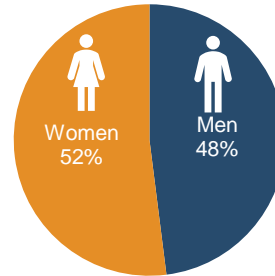
Gender and age profile

2022 gender

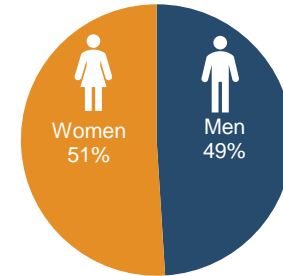
Latrobe



Regional Centres

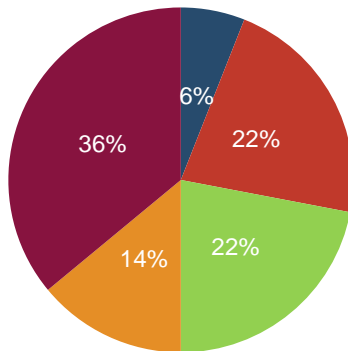


State-wide

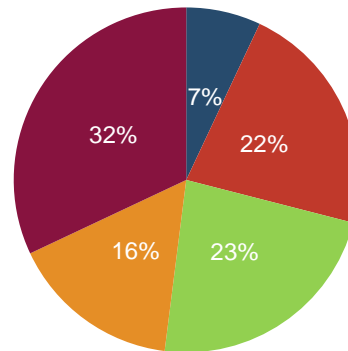


2022 age

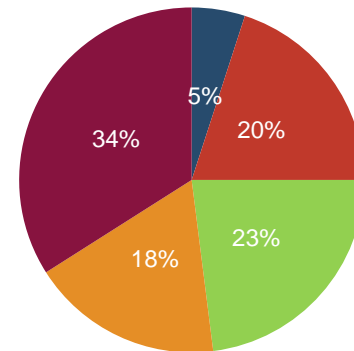
Latrobe



Regional Centres



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

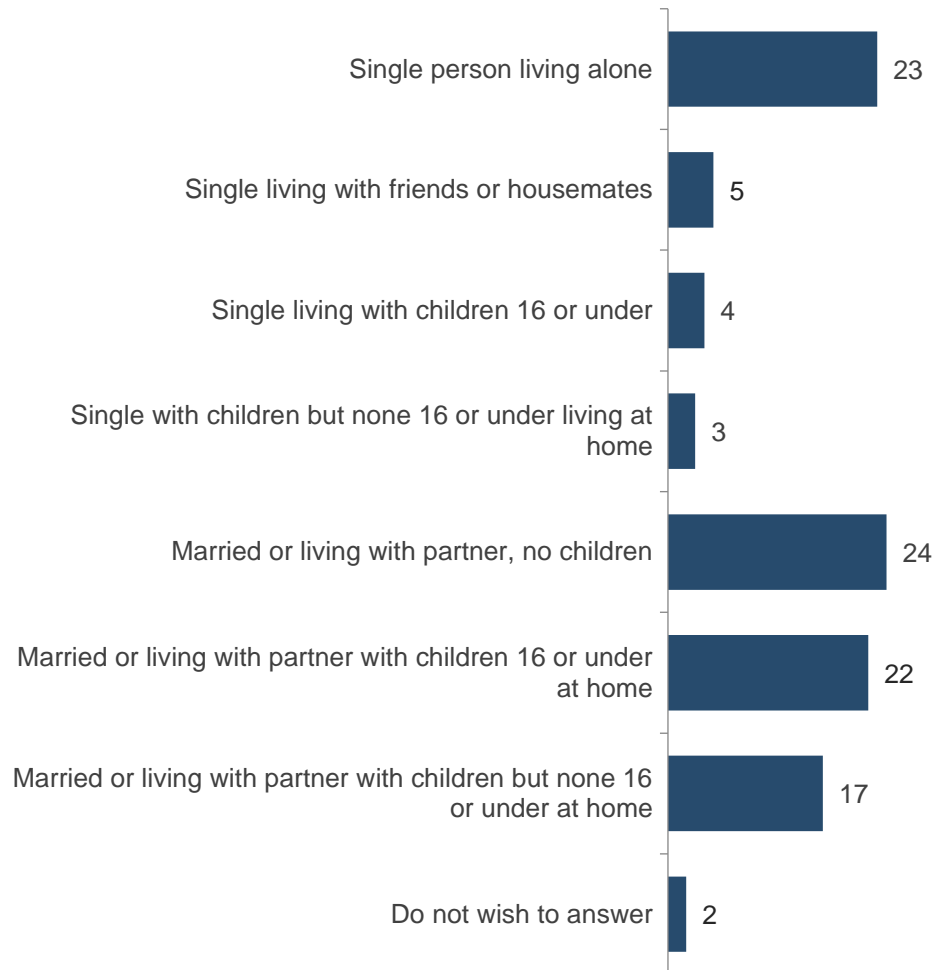
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


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.



Household structure

2022 household structure (%)





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 Latrobe City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 59,300 people aged 18 years or over for Latrobe City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Latrobe City Council	400	400	+/-4.9
Men	176	195	+/-7.4
Women	224	205	+/-6.6
East	112	111	+/-9.3
Central	119	118	+/-9.0
West	169	171	+/-7.6
18-34 years	41	112	+/-15.5
35-49 years	59	88	+/-12.9
50-64 years	81	55	+/-10.9
65+ years	219	145	+/-6.6



Appendix A: Significant difference reporting notation

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

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

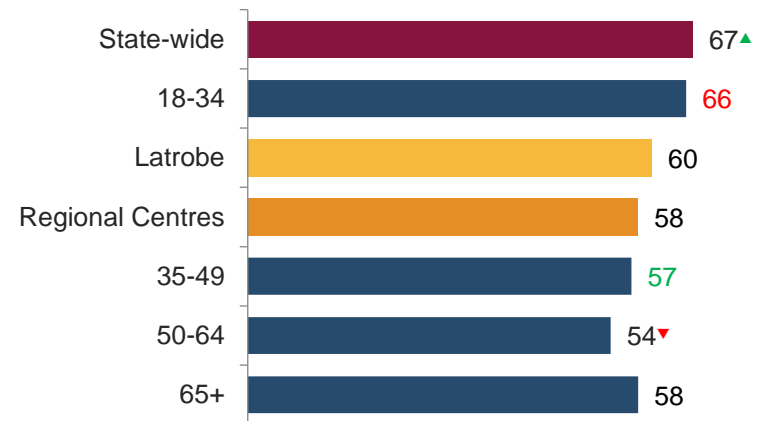
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

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

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

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

A total of n=400 completed interviews were achieved in Latrobe City Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

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

Council Groups

Latrobe 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 Latrobe 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

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 Latrobe 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

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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