



2023 Local Government Community Satisfaction Survey

Latrobe City Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

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

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

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

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

Key findings and recommendations



Latrobe City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Latrobe 59



Regional Centres 56



State-wide 56

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

= on par



Recreational facilities

▲ higher



Waste management

= on par

Lowest 3 performing areas



Parking facilities

▼ lower



Local streets & footpaths

= on par



Consultation & engagement

▲ higher



Customer service

= on par



Summary of core measures

Index scores



Overall
Performance



Value for
money



Community
Consultation



Making
Community
Decisions



Sealed
Local
Roads



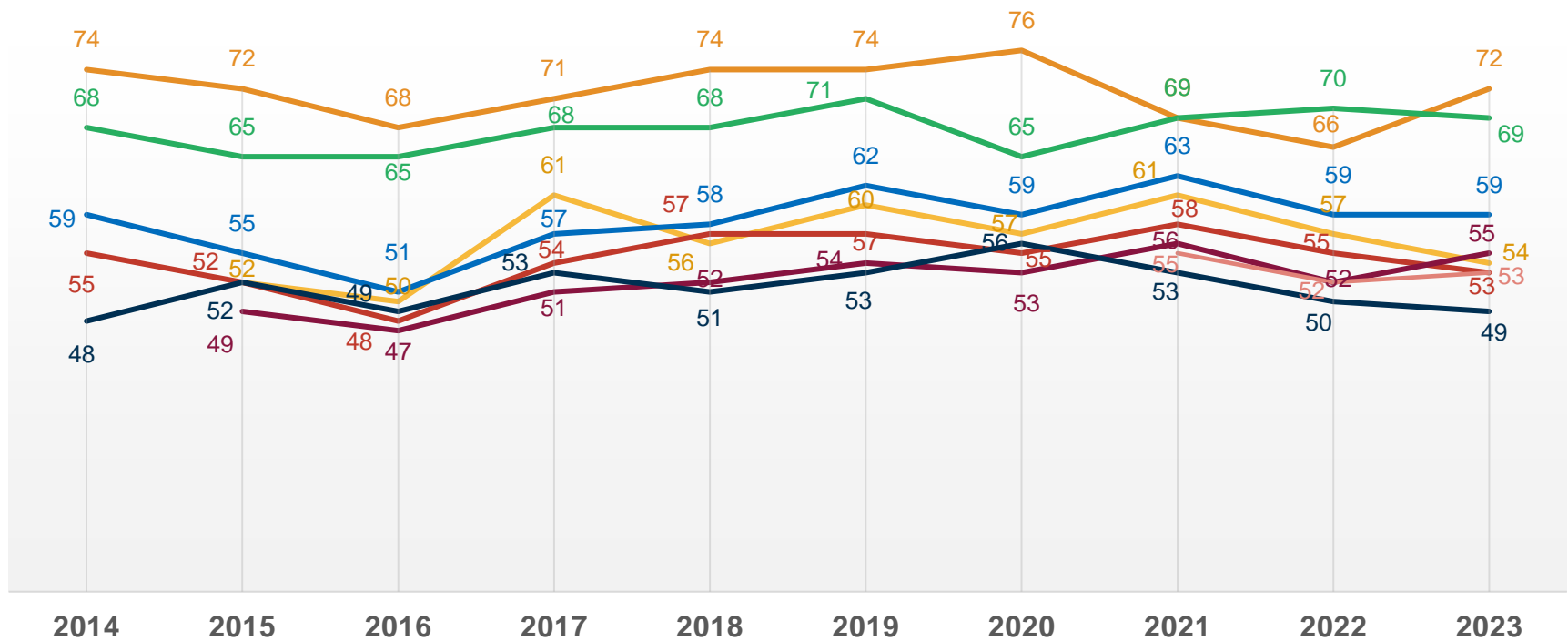
Waste
management



Customer
Service



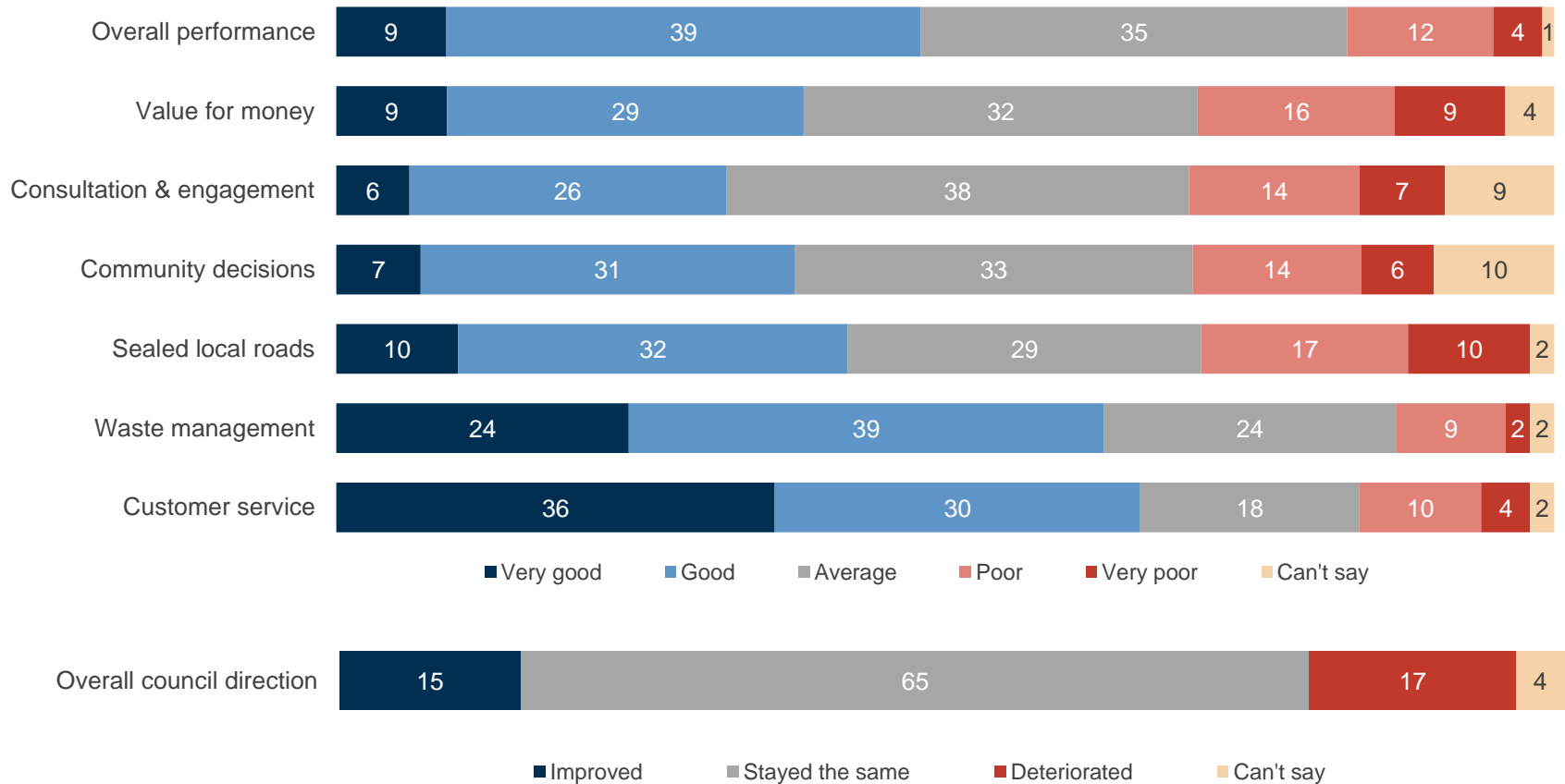
Overall
Council
Direction















Summary of core measures

Core measures summary results (%)













Summary of Latrobe City Council performance

Services		Latrobe 2023	Latrobe 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	59	59	56	56	Women, Aged 65+ years	Aged 50-64 years
	Value for money	53	52	50	49	Aged 65+ years	Aged 50-64 years
	Overall council direction	49	50	47	46	Women	Men
	Customer service	72	66	68	67	Central residents	East residents
	Art centres & libraries	79	79	77	73	West residents	Central residents
	Recreational facilities	72	74	69	68	Women	Aged 18-34 years, Men
	Waste management	69	70	67	66	Aged 18-34 years	Aged 35-64 years
	Community & cultural	66	66	66	66	Aged 35-49 years	Men
	Emergency & disaster mngt	64	65	65	65	Women	Men, Aged 18-34 years
	Appearance of public areas	64	67	71	67	Aged 65+ years	Aged 18-34 years









Summary of Latrobe City Council performance

Services		Latrobe 2023	Latrobe 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Family support services	64	66	64	63	Men, Aged 18-34 years, East residents	Aged 50-64 years
	Enforcement of local laws	62	63	64	61	Aged 18-49 years	Aged 50-64 years
	Business & community dev.	58	58	57	57	West residents	Central residents
	Environmental sustainability	58	60	61	60	Aged 35-49 years, Aged 65+ years	Aged 18-34 years
	Bus/community dev./tourism	56	56	61	59	West residents, Women	Central residents, Aged 50-64 years
	Population growth	56	54	56	48	Aged 65+ years	Aged 50-64 years
	Tourism development	55	57	61	61	Aged 18-34 years	Aged 50-64 years, Central residents
	Community decisions	55	52	50	51	West residents, Women	Aged 50-64 years
	Informing the community	55	57	55	57	East residents	Aged 50-64 years
	Planning & building permits	54	52	53	47	Aged 18-34 years, Women	Aged 50-64 years, Men



Summary of Latrobe City Council performance

Services		Latrobe 2023	Latrobe 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Lobbying	54	54	52	51	Aged 65+ years	Aged 50-64 years
	Sealed local roads	54	57	49	48	Aged 65+ years	Aged 35-49 years
	Town planning policy	53	55	50	50	Aged 65+ years	Aged 50-64 years
	Consultation & engagement	53	55	50	52	East residents	Central residents, Aged 50-64 years
	Local streets & footpaths	53	57	53	52	Aged 65+ years	Aged 18-34 years
	Parking facilities	49	52	53	55	East residents	West residents



Focus areas for the next 12 months

Overview

Latrobe City Council's overall performance rating (index score of 59) is unchanged from 2022 (when it reported a significant decline of four points). On almost all other metrics evaluated, Council's performance ratings are either identical or only a few points different to 2022 results. The exceptions are customer service (significantly improved by six index points) and local streets and footpaths (significantly declined by four index points).

Key influences on perceptions of overall performance

Community consultation and engagement, and town planning, are among Council's lower rated service areas and both have a relatively stronger influence on overall perceptions. Council should make these service areas a priority for improvement. The condition of local streets and footpaths also impacts on perceptions, albeit to a lesser degree. That said, Council's performance rating for the condition of local streets and footpaths suffered the only significant decline this year, and efforts to abate this decline should be made here too.

Comparison to state and area grouping

Council's performance in comparison with the State-wide and Regional Centres group averages varies. On individual service areas, Council performs significantly better than the two comparative groups for community decisions, sealed local roads, recreational facilities and town planning. Conversely, Council performs significantly lower for the appearance of public areas, business and community and tourism development and parking facilities. On overall performance, Council performs significantly better than both group averages.

Maintain stronger performing areas

Council's performance in arts centres and libraries has significantly improved in past years and remains its top performing area. While performance here is strong, ratings among Central residents are significantly lower than average, so improvement in this area would assist in lifting the overall art centres and libraries rating. On the appearance of public areas, patterns of small declines are beginning to emerge. This is a trend Council should seek to abate, as perceptions here have an influence on the overall performance rating.

DETAILED FINDINGS

Overall performance



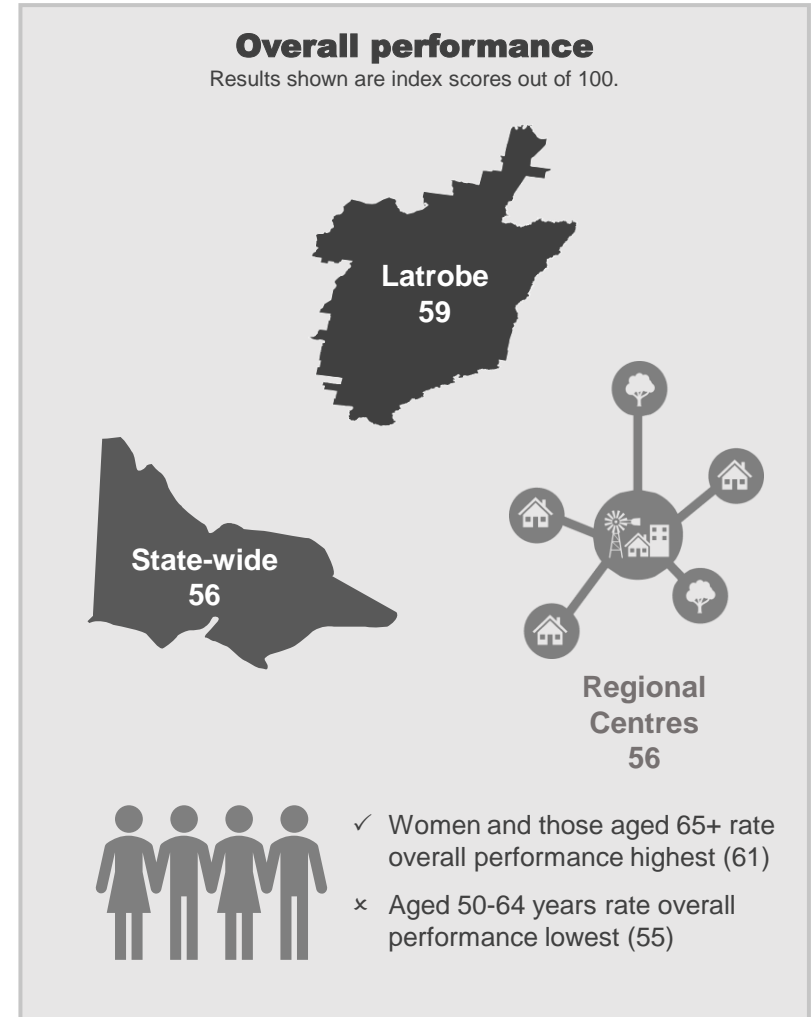
Overall performance

The overall performance index score of 59 for Latrobe City Council is the same as in 2022, having been unable to recover any ground following a significant decline in 2022. That said, Council's stability this year is positive, given both the Regional Centres and State-wide group overall performance averages both declined significantly. Latrobe City Council's 2023 overall performance rating is also higher than it has been in the past.

In addition, this year, Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Regional Centres group and the State-wide average for councils (index scores of 56 for both).

- Performance ratings across each of the demographic and geographic cohorts evaluated are not significantly different from the Council average.

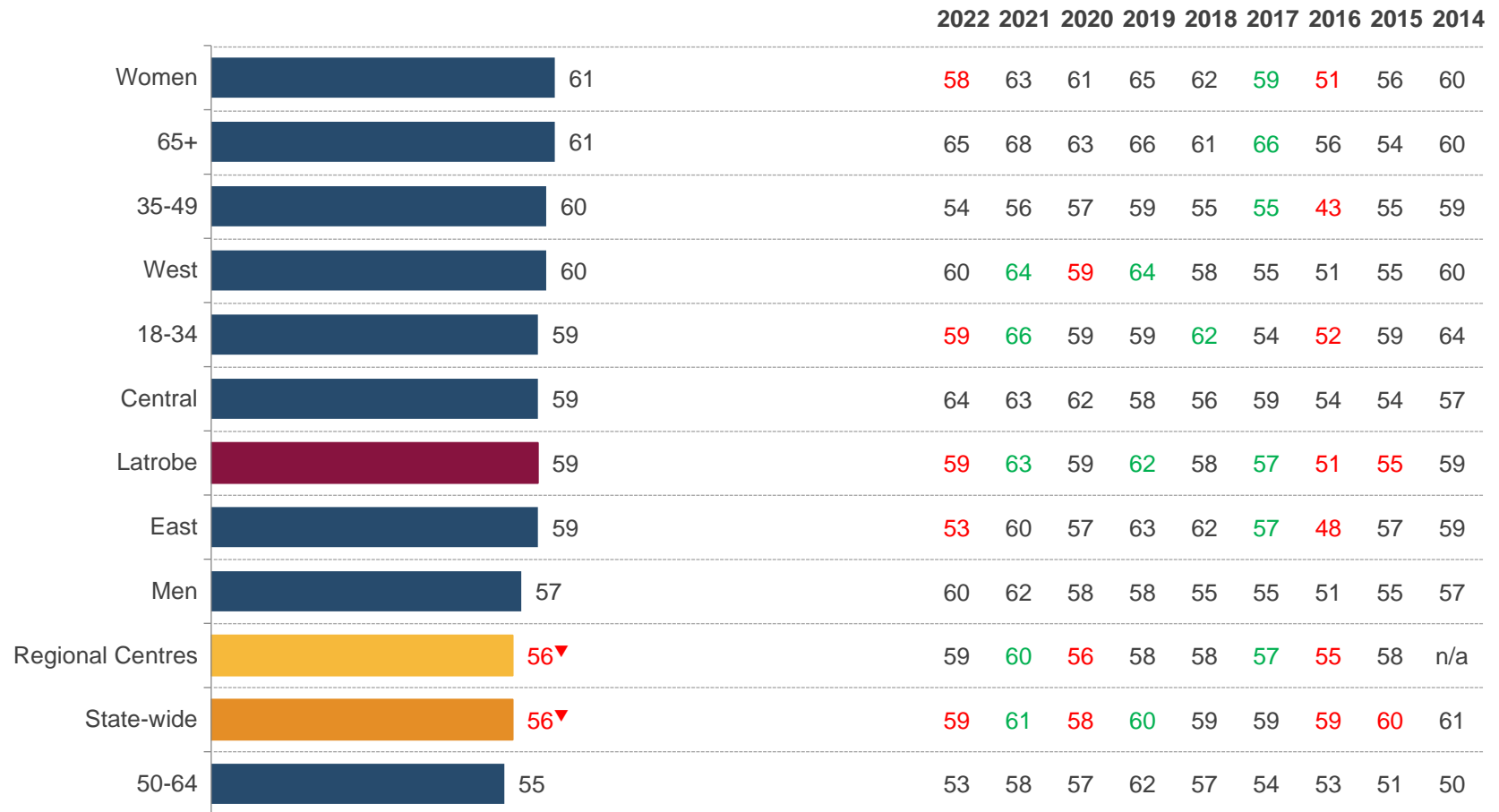
Nearly four in 10 residents (38%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. One quarter (25%) rate Council as 'very poor' or 'poor' on this metric, three percentage points less than last year. A further 32% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)



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

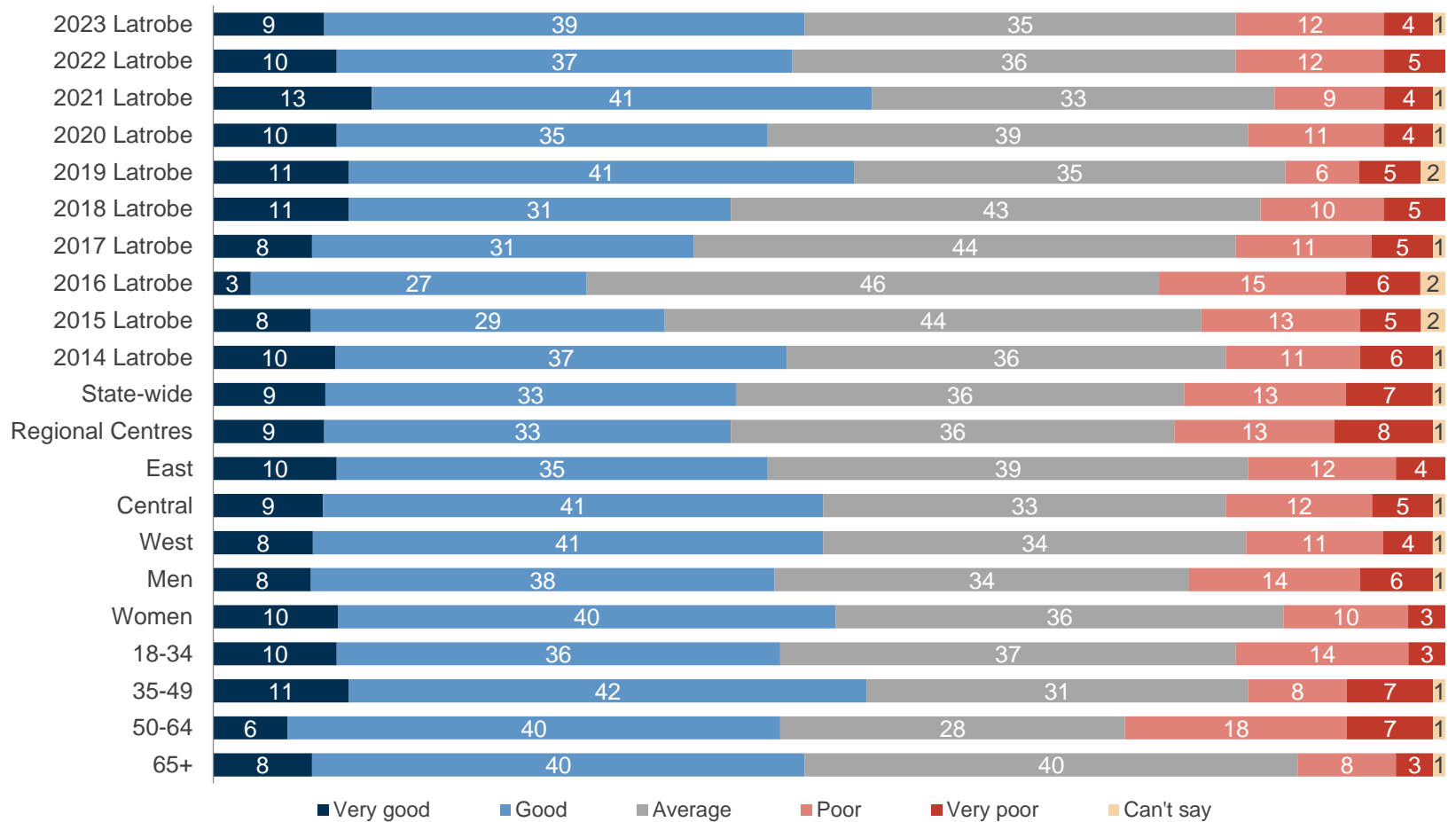
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall performance

2023 overall performance (%)



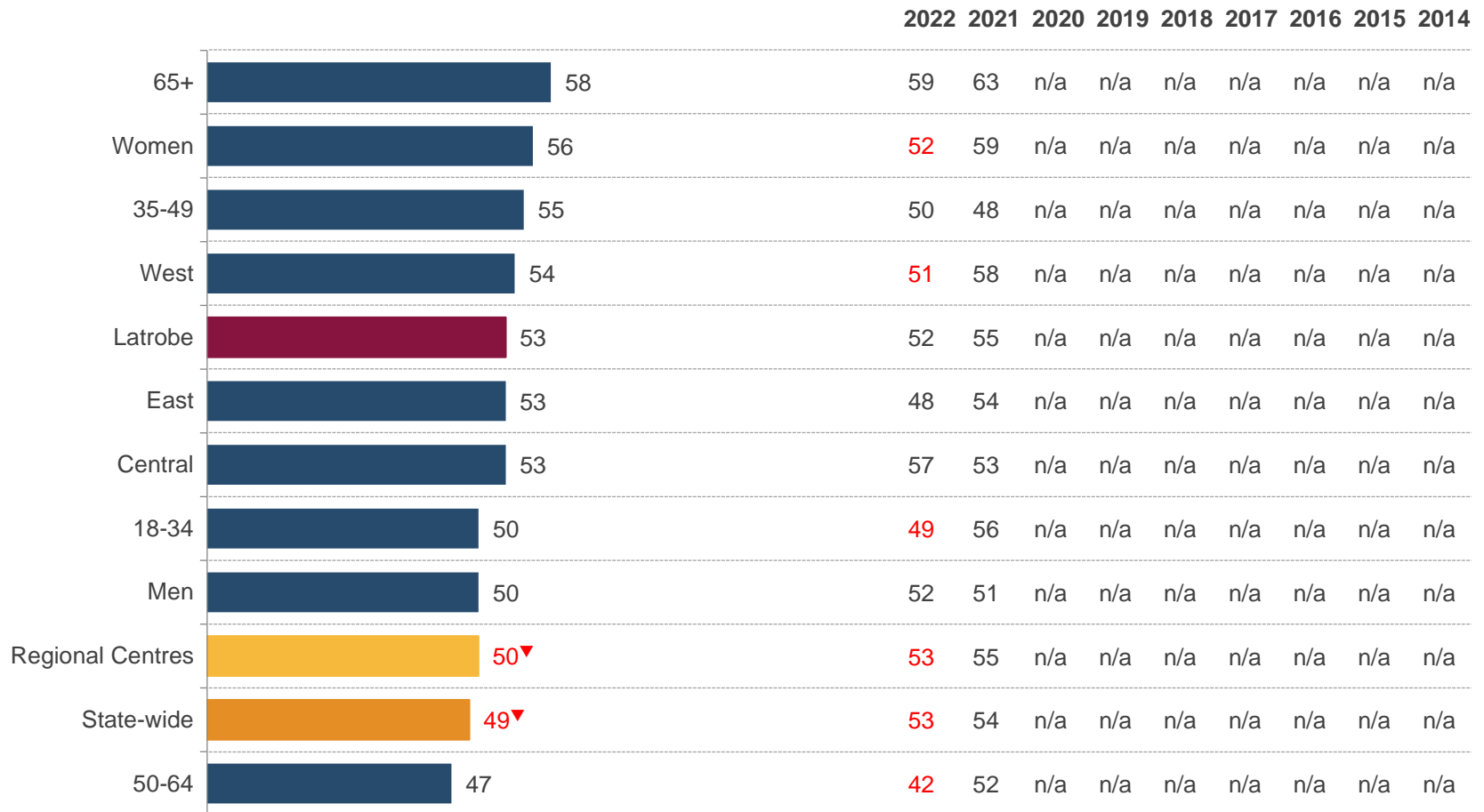
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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



Value for money in services and infrastructure

2023 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?

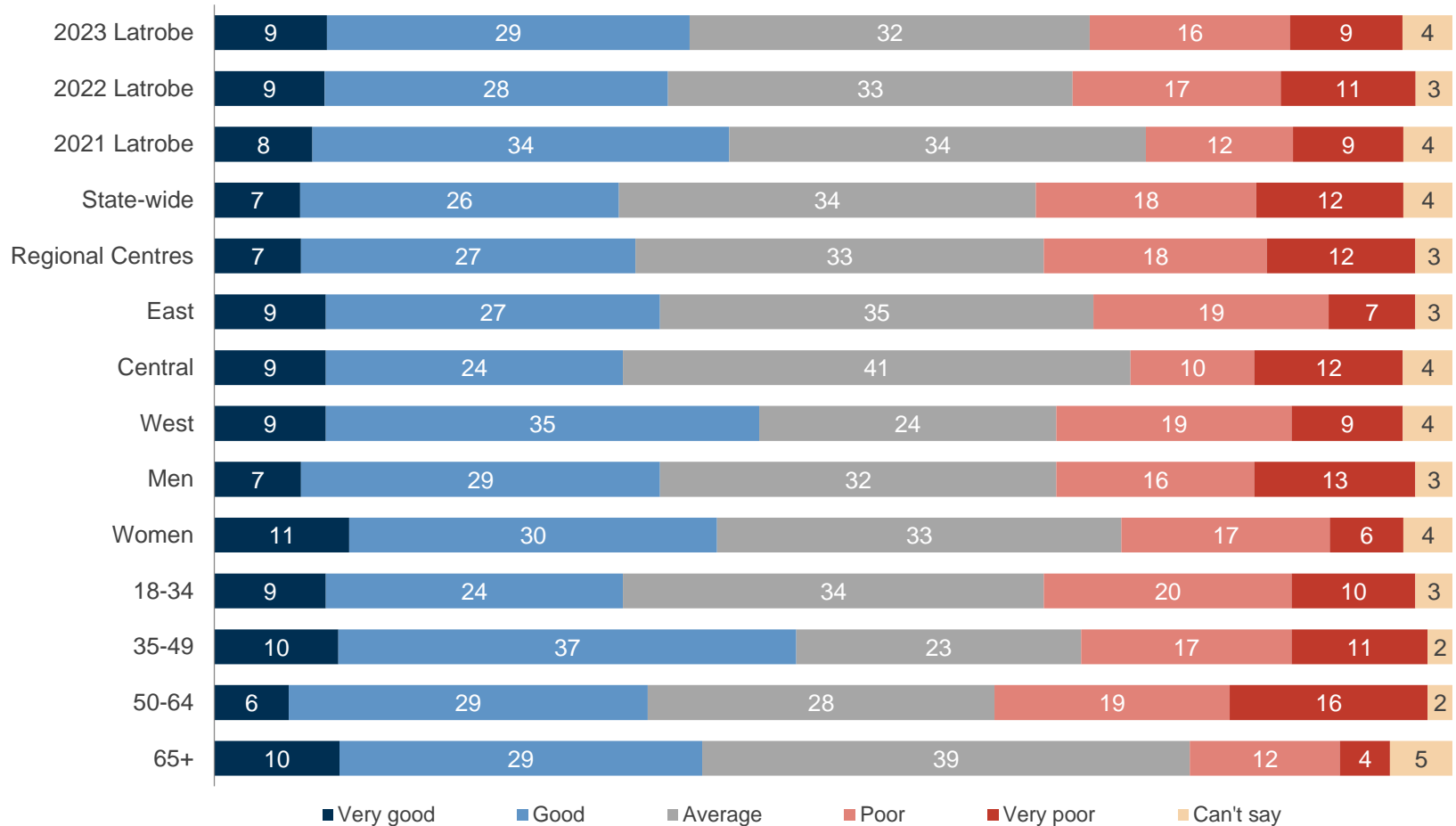
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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



Value for money in services and infrastructure

2023 value for money (%)



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

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



Top performing service areas

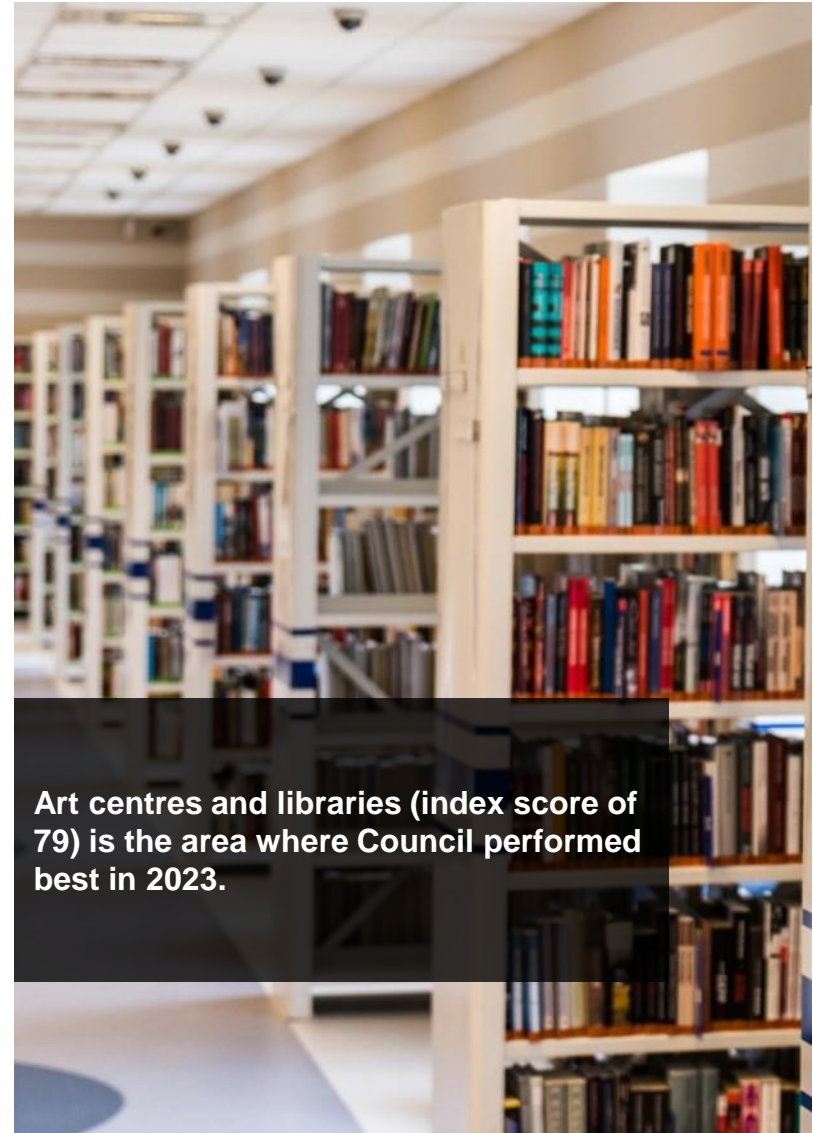
Art centres and libraries (index score of 79) continues to be Council's top-rated service area, maintaining the strong improvements made in 2021 and 2022. Council performs in line with the Regional Centres group average and significantly higher than the State-wide group average in this service area.

Recreational facilities is Council's next highest rated service (72), followed by waste management (69) and community and cultural activities (66).

Positively, community and cultural activities and waste management are key positive influences on overall performance and are both performing well. All geographic or demographic cohorts have similar ratings of waste management, none significantly higher or lower than last year or compared to Council's average.

Conversely, for community and cultural activities:

- Women rate performance significantly higher (70) compared to the Council average, while men rate performance significantly lower (62).
- Residents aged 35 to 49 years rate performance significantly higher than in 2022 (71 this year, up seven points on 2022) and compared to average.
- East residents report a significant six-point increase on their 2022 rating (up to 66 in 2023) and those in Central report a seven-point decline (down to 63).



Art centres and libraries (index score of 79) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of parking facilities (index score of 49).

Council rates lowest in parking facilities (index score of 49). Council's next lowest performing service areas (each with an index score of 53) are the condition of local streets and footpaths, consultation and engagement, and town planning policy.

- Council rates significantly lower than the State-wide and Regional Centres group averages for parking facilities, and is significantly higher than both in the area of town planning policy.

The condition of local streets and footpaths comprises the only area where Council's performance significantly declined this year, returning to a series low last seen in 2016. The decline is mostly driven by:

- Central residents (index score of 52, down a significant nine points on 2022)
- Residents aged 18 to 34 years (46, down 13 points and significantly lower than the Council average).

Significant changes in index scores for parking facilities performance occurred among:

- East residents (59, which is up seven points on 2022 and is significantly higher than the Council average).
- Central residents (51, down seven points on 2022)
- West residents (41, down eight points on 2022). Ratings among West residents are also significantly lower than the Council average.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	79	79	76	73	n/a	n/a	71	64	66	70
Recreational facilities	72	74	74	72	70	65	66	64	65	68
Waste management	69	70	69	65	71	68	68	65	65	68
Community & cultural	66	66	64	68	67	66	63	64	65	67
Emergency & disaster mngt	64	65	72	68	75	69	70	62	62	74
Appearance of public areas	64	67	70	65	66	64	68	66	67	67
Family support services	64	66	63	63	67	62	63	64	66	66
Enforcement of local laws	62	63	65	62	65	64	64	63	66	67
Business & community dev.	58	58	58	57	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	58	60	57	60	62	60	61	59	60	62
Bus/community dev./tourism	56	56	58	57	59	52	56	55	58	58
Population growth	56	54	56	53	55	52	56	53	58	60
Tourism development	55	57	54	56	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	55	52	56	53	54	52	51	47	49	n/a
Informing the community	55	57	60	57	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	54	52	57	56	59	55	55	52	56	54
Lobbying	54	54	55	55	57	53	54	50	52	56
Sealed local roads	54	57	61	57	60	56	61	50	52	n/a
Town planning policy	53	55	57	54	59	54	54	53	56	54
Consultation & engagement	53	55	58	55	57	57	54	48	52	55
Local streets & footpaths	53	57	60	55	61	54	59	53	54	54
Parking facilities	49	52	50	46	52	52	53	51	56	54

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

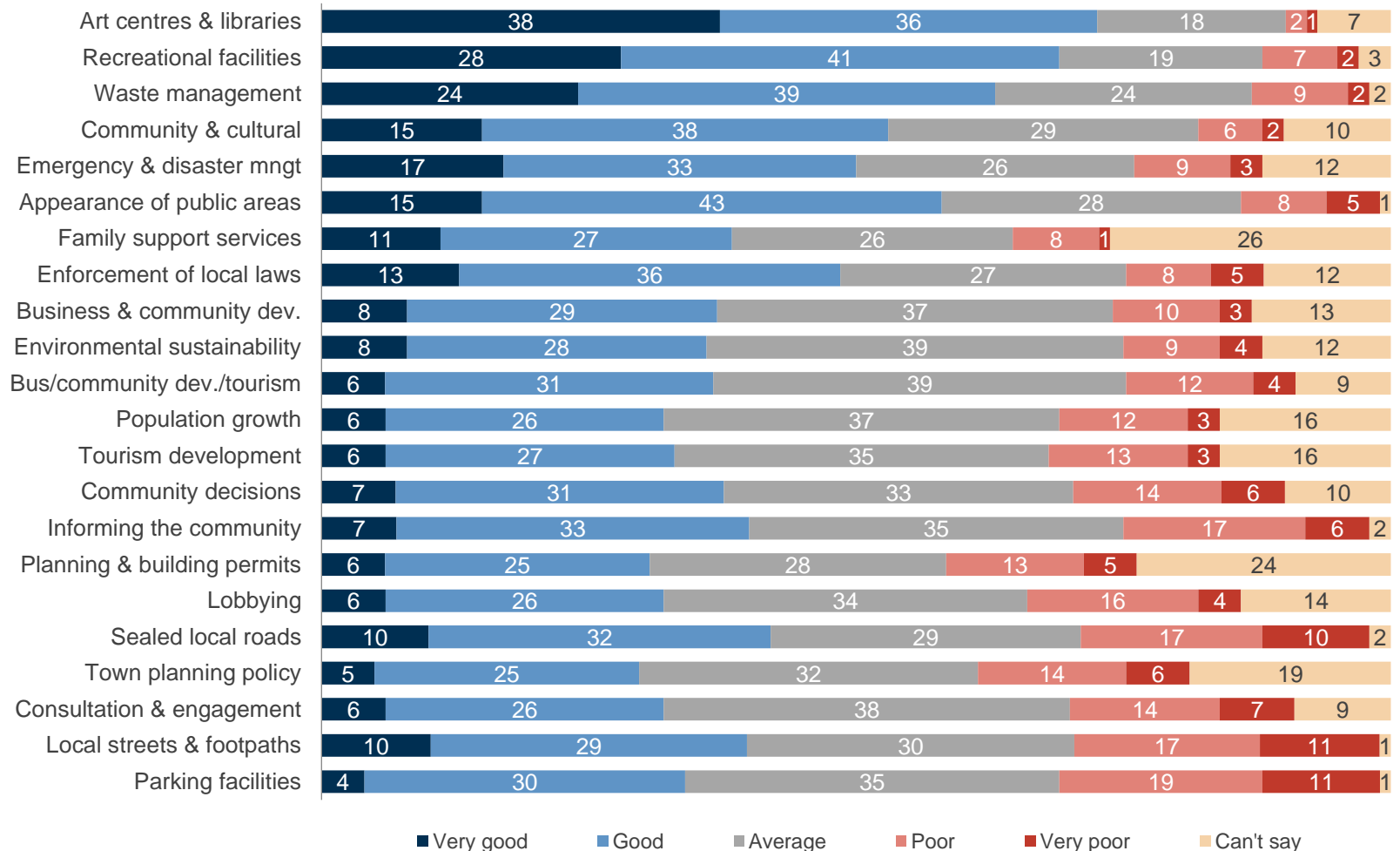
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Individual service area performance

2023 individual service area performance (%)





Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Local streets & footpaths	82	82	79	81	77	78	78	78	80	77
Emergency & disaster mngt	82	84	82	82	84	81	81	79	81	82
Sealed local roads	82	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	81	82	80	82	78	79	79	78	79	80
Community decisions	77	82	82	79	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	77	80	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	76	79	77	73	73	74	76	76	71	74
Family support services	75	77	77	74	75	74	76	74	73	76
Parking facilities	75	76	76	77	73	73	72	74	73	74
Population growth	75	76	75	76	74	73	73	75	75	73
Appearance of public areas	74	76	74	75	73	74	75	75	74	75
Recreational facilities	73	75	76	72	71	72	72	73	72	72
Business & community dev.	73	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Town planning policy	70	72	71	71	70	71	71	70	70	73
Lobbying	70	73	72	71	69	71	73	68	71	71
Enforcement of local laws	69	68	69	71	72	70	71	70	71	73
Bus/community dev./tourism	69	72	71	71	73	73	74	71	71	70
Planning & building permits	68	71	68	69	68	66	68	68	67	69
Environmental sustainability	67	70	71	70	73	71	70	70	73	70
Art centres & libraries	64	65	64	63	n/a	n/a	63	65	65	64
Community & cultural	63	64	63	61	60	60	62	61	63	62
Tourism development	63	63	66	64	n/a	n/a	n/a	n/a	n/a	n/a

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

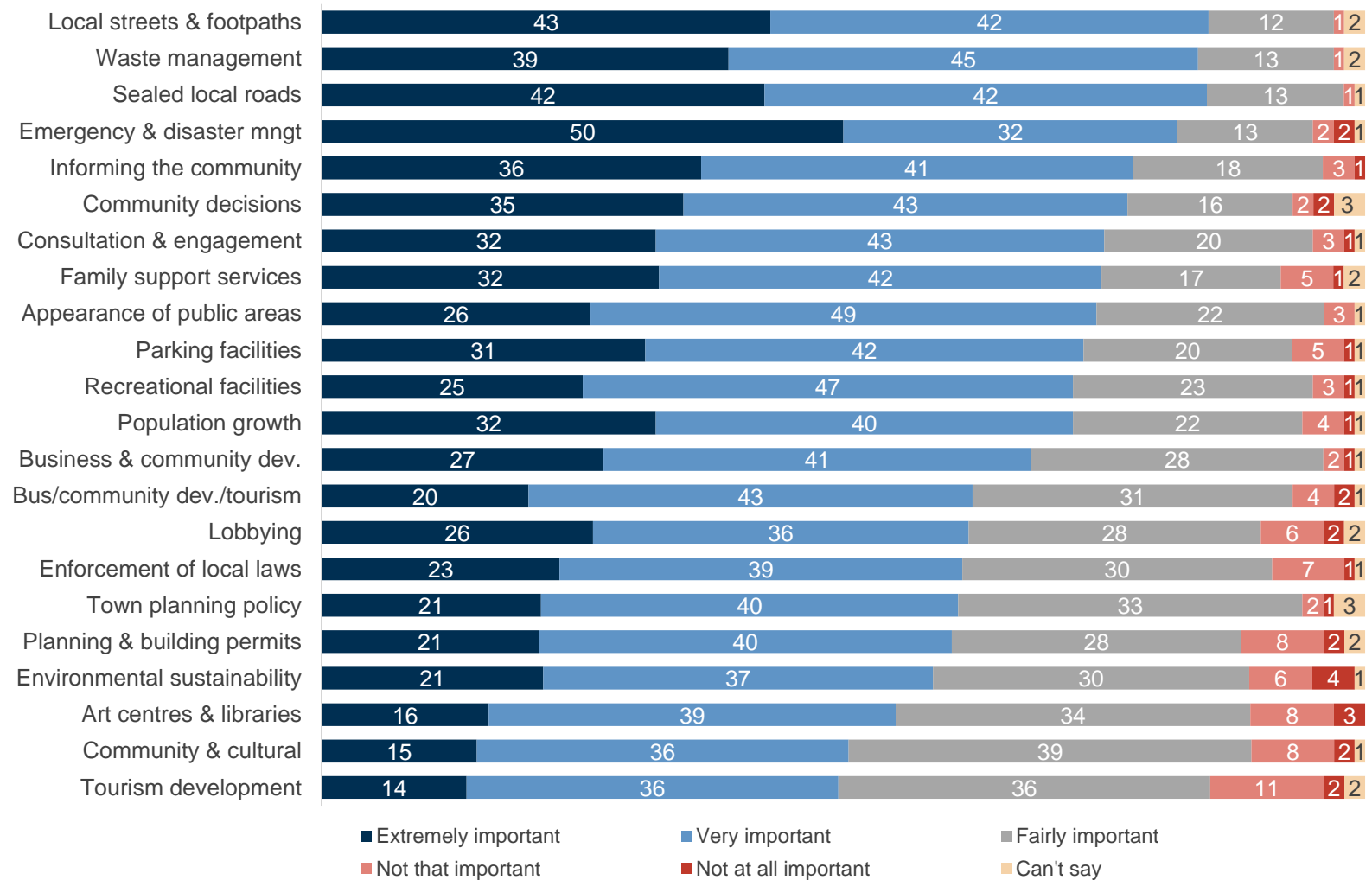
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

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



Individual service area importance

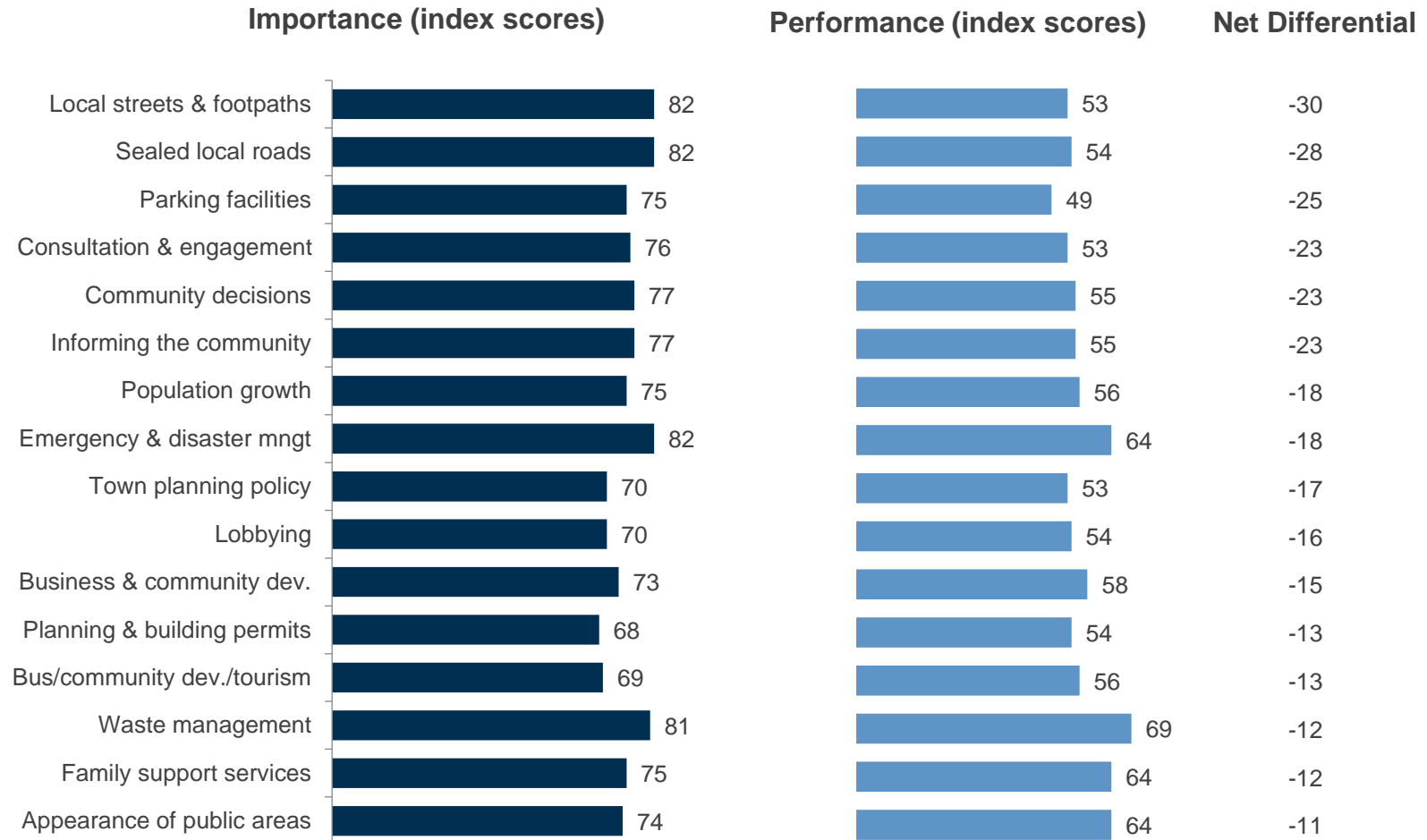
2023 individual service area importance (%)





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:

- Community consultation and engagement.

Greater focus on consulting with residents on key local issues and Council activities 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:

- Town planning
- Decisions made in the interest of the community
- The condition of sealed local roads
- The condition of local streets
- Waste management
- Community and cultural activities
- The appearance of public areas.

Looking at these key service areas only, waste management and community and cultural activities have a high performance index (69 and 66 respectively) and Council also performs relatively well on the appearance of public areas (64).

These service areas have a moderate influence on the overall performance rating and maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas with a stronger influence on overall perceptions but where Council performs relatively less well are the condition of local streets, town planning, the condition of sealed local roads, and decisions made in the interest of the community (index of 53, 53, 54 and 55 respectively).

Ensuring that sealed roads and local streets are well maintained and promoting good communication and transparency with residents in Council decision making, particularly around planning, can also help shore up positive overall opinion 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.

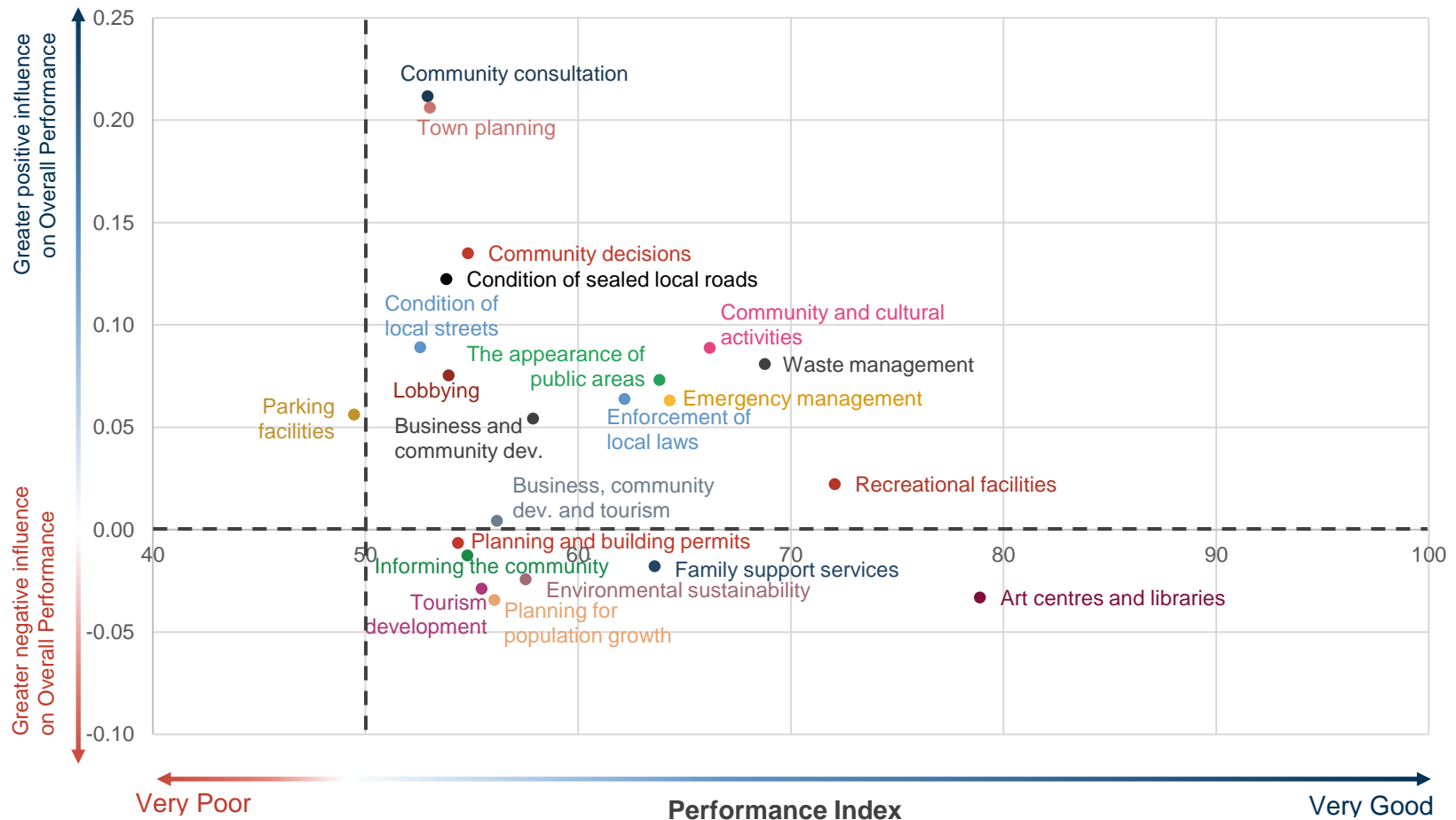
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2023 regression analysis (all service areas)

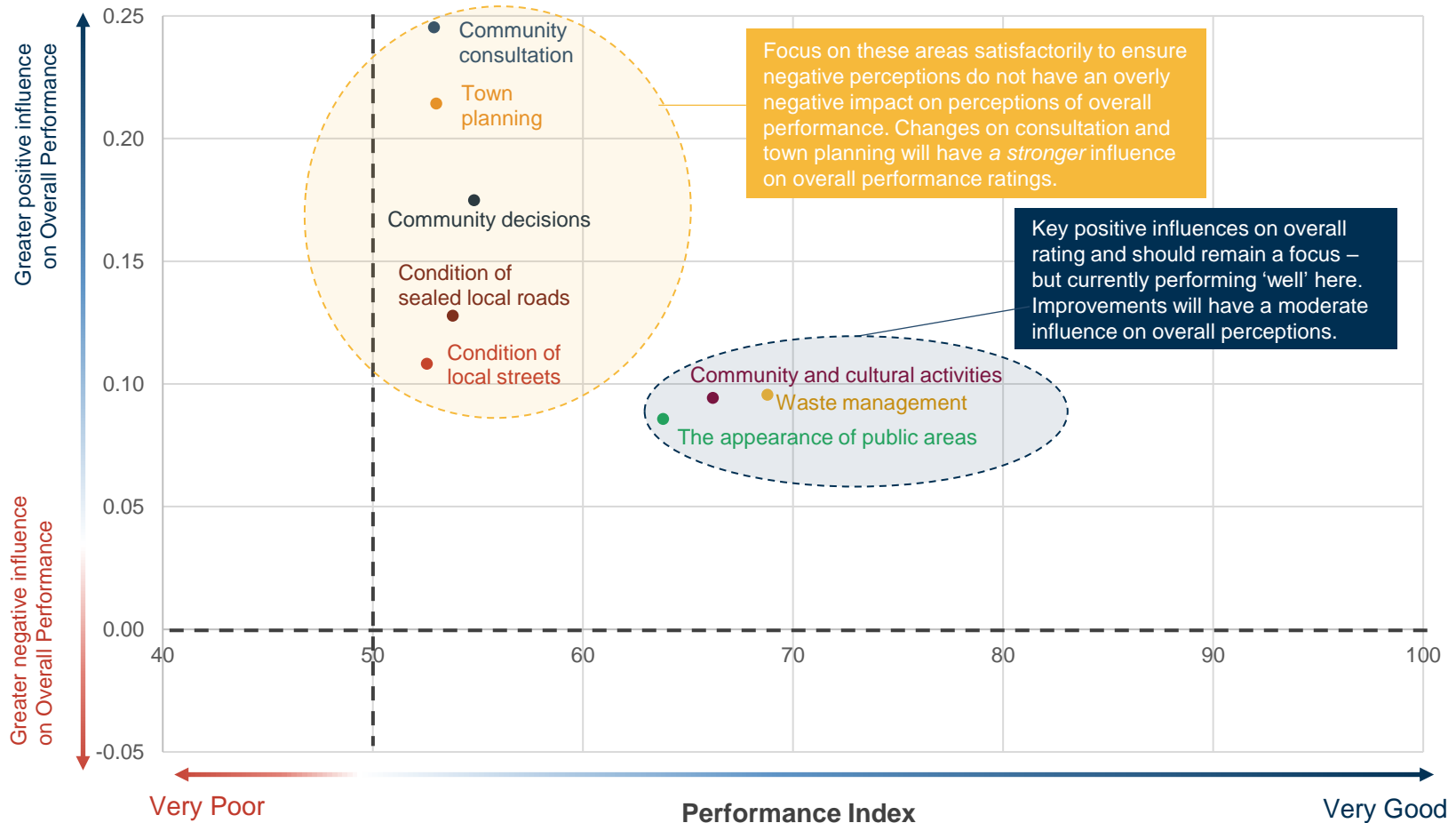


The multiple regression analysis model above (all service areas) has an R^2 value of 0.615 and adjusted R^2 value of 0.593, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 27.41$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.600 and adjusted R^2 value of 0.592, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 73.37$.

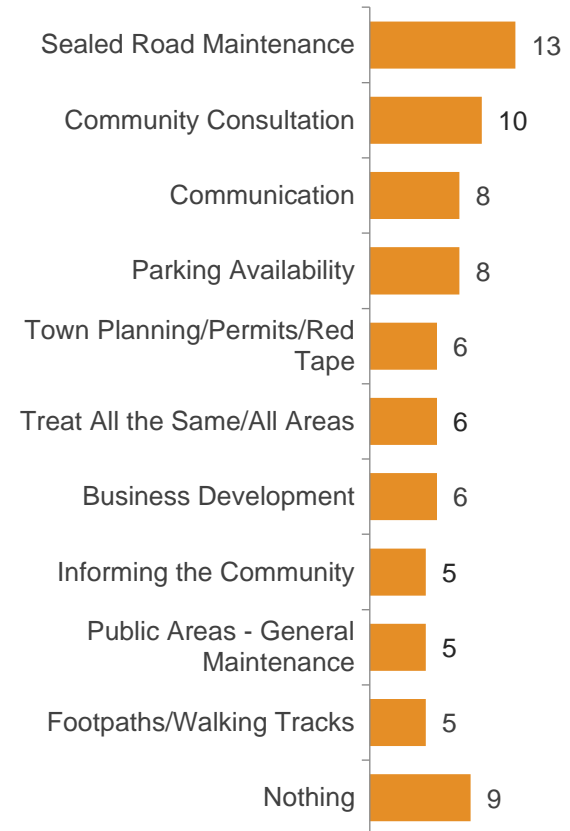


Best things about Council and areas for improvement

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



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



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

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

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

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

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

A little over half of Council residents or their household (55%) had contact with Council in the last 12 months, eight percentage points lower than last year. Rate of contact has been declining over time, down from a peak of 71% in 2020. Significant declines in the level of contact since 2022 were reported by:

- Residents aged 18 to 34 years (from 73% to 59%)
- Men (from 63% to 48%)
- West residents (66% to 51%).



Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 36% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index (72) is a significant six points higher than 2022. Customer service is rated in line with the Regional Centres group average and significantly higher than the State-wide group average.

Residents are most likely to contact Council by phone (31%) or in person (21%), followed by email (17%). All three channels declined in use by two percentage points since 2022. These small declines are in line with the declining rate of contact.

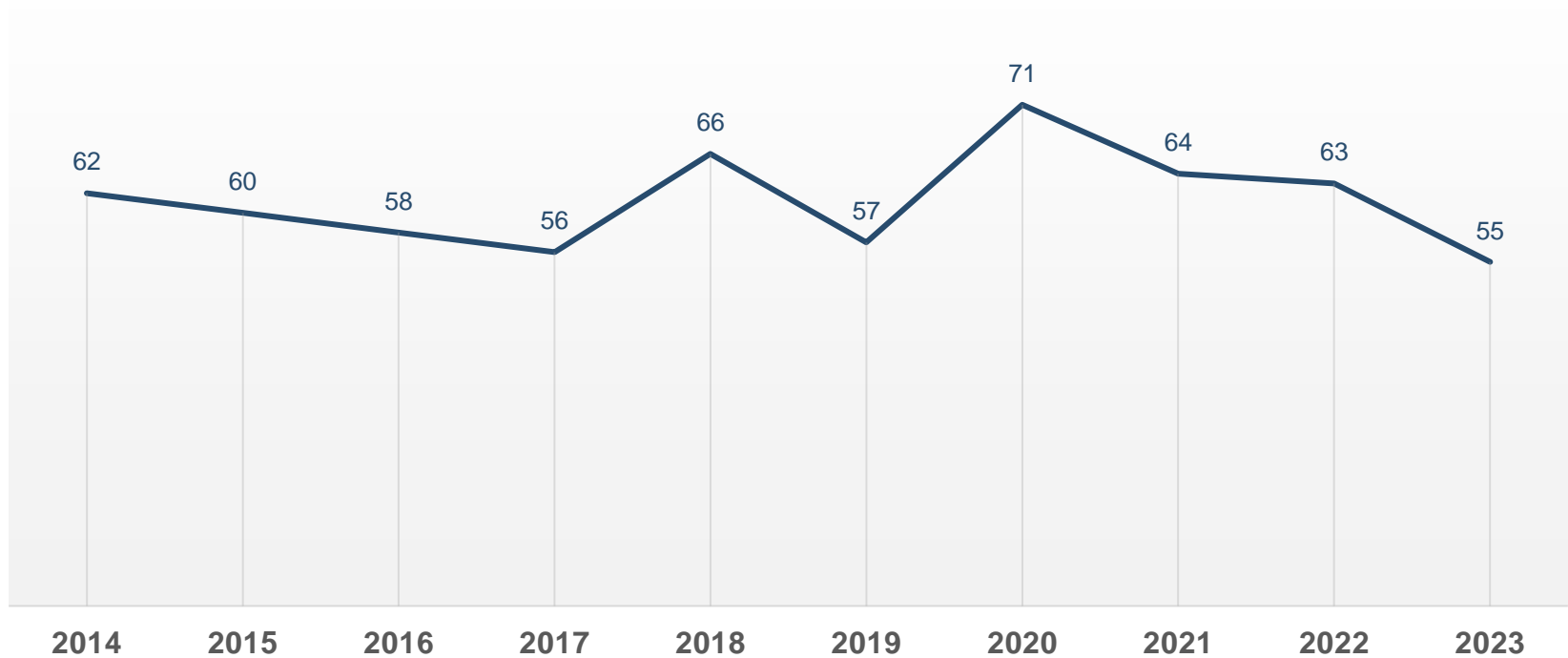
Customer service ratings are highest for those who communicated with Council via the website (index score of 85, although a small sample size), followed by in person (79) and telephone (72). Satisfaction with customer service for those who contacted Council via email has increased a significant 12 points to an index score of 64 in 2023.

Perceptions of customer service remained consistent among almost all geographic and demographic cohorts since 2022. The exception is residents aged 18 to 34 years, among who perceptions of customer service increased significantly (index score of 71, up 11 index points).



Contact with council

2023 contact with council (%)
Have had contact



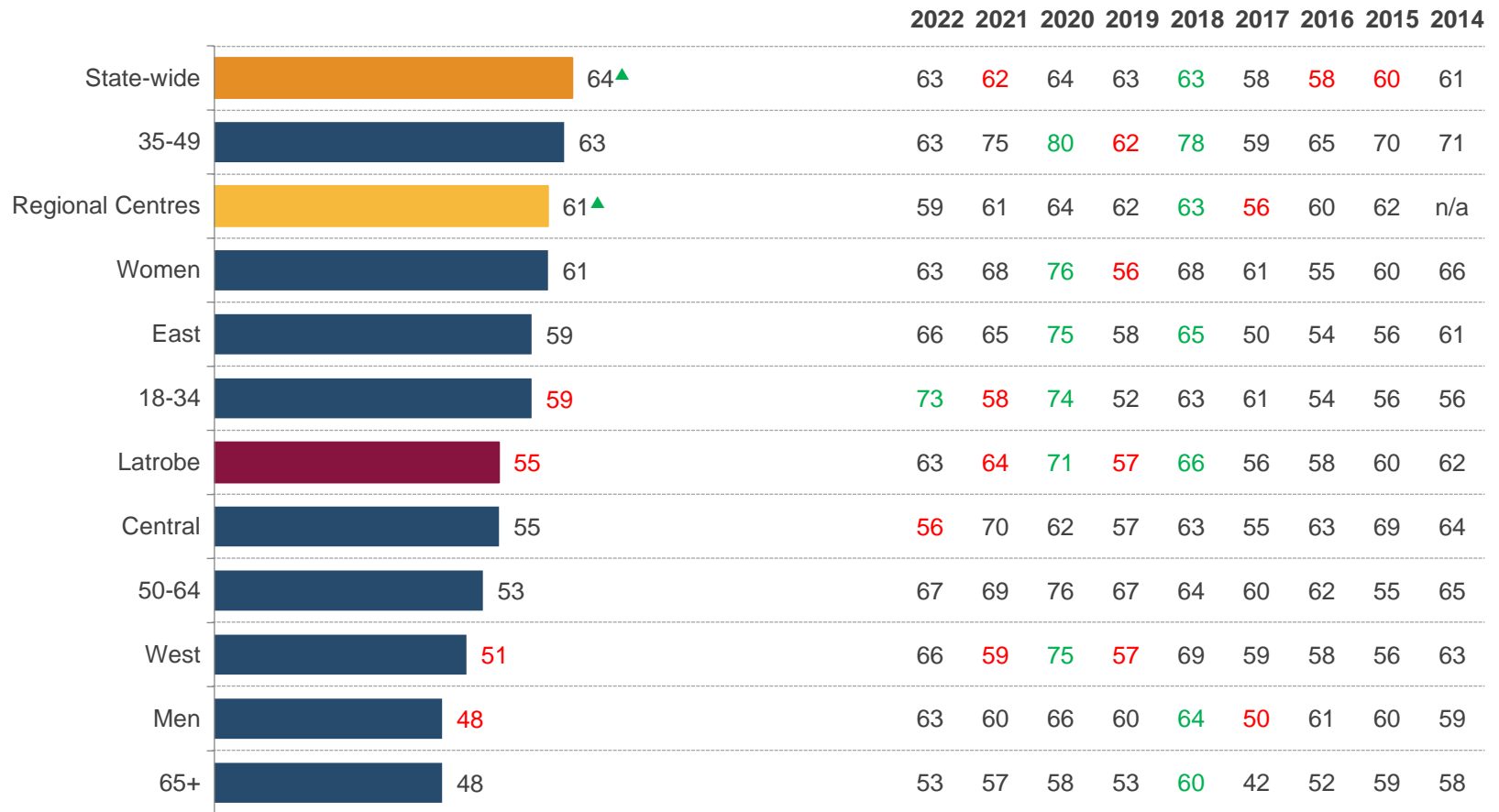
Q5a. Have you or any member of your household had any recent contact with Latrobe City Council in any of the following ways?

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



Contact with council

2023 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?

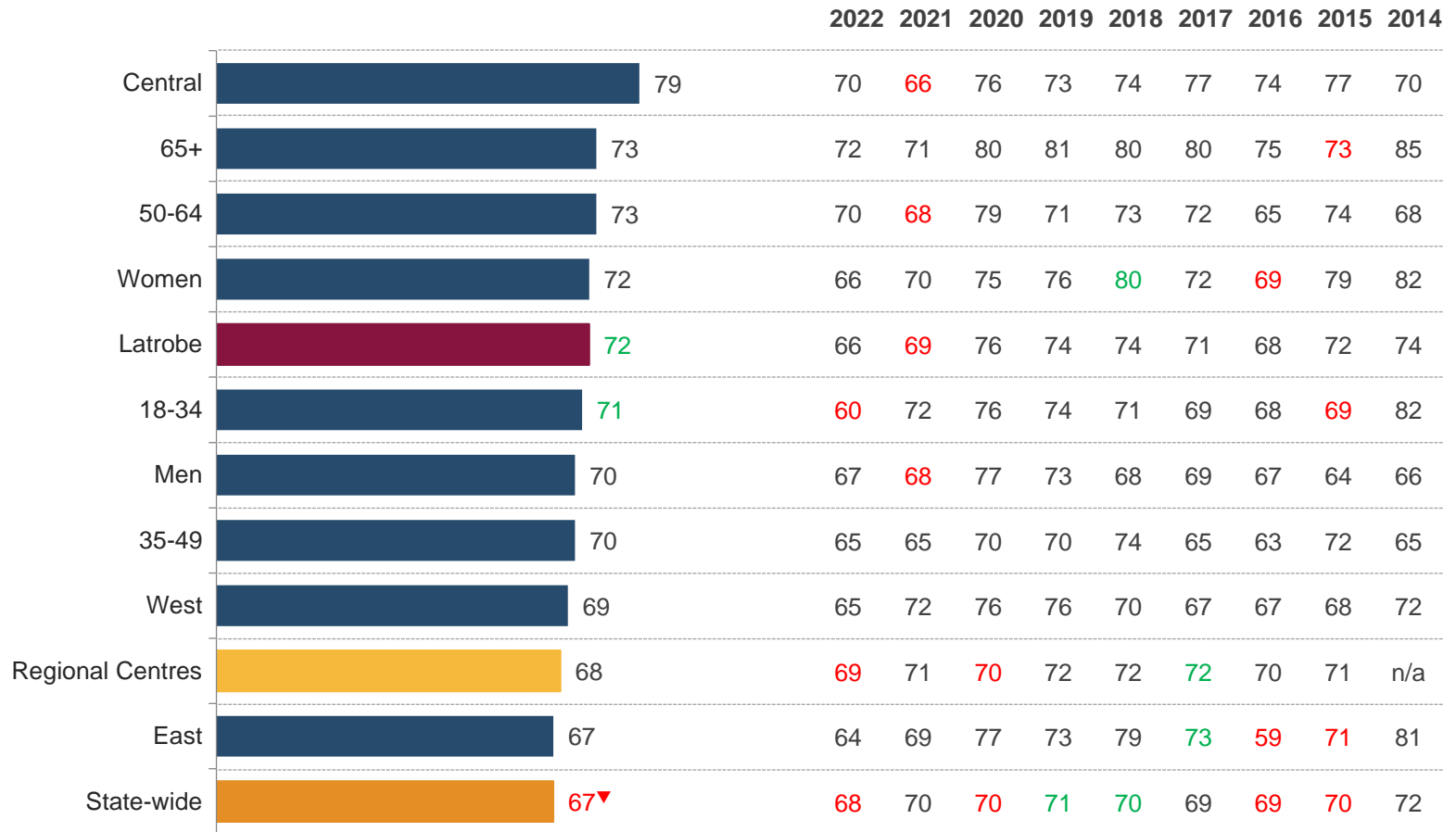
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating

2023 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.

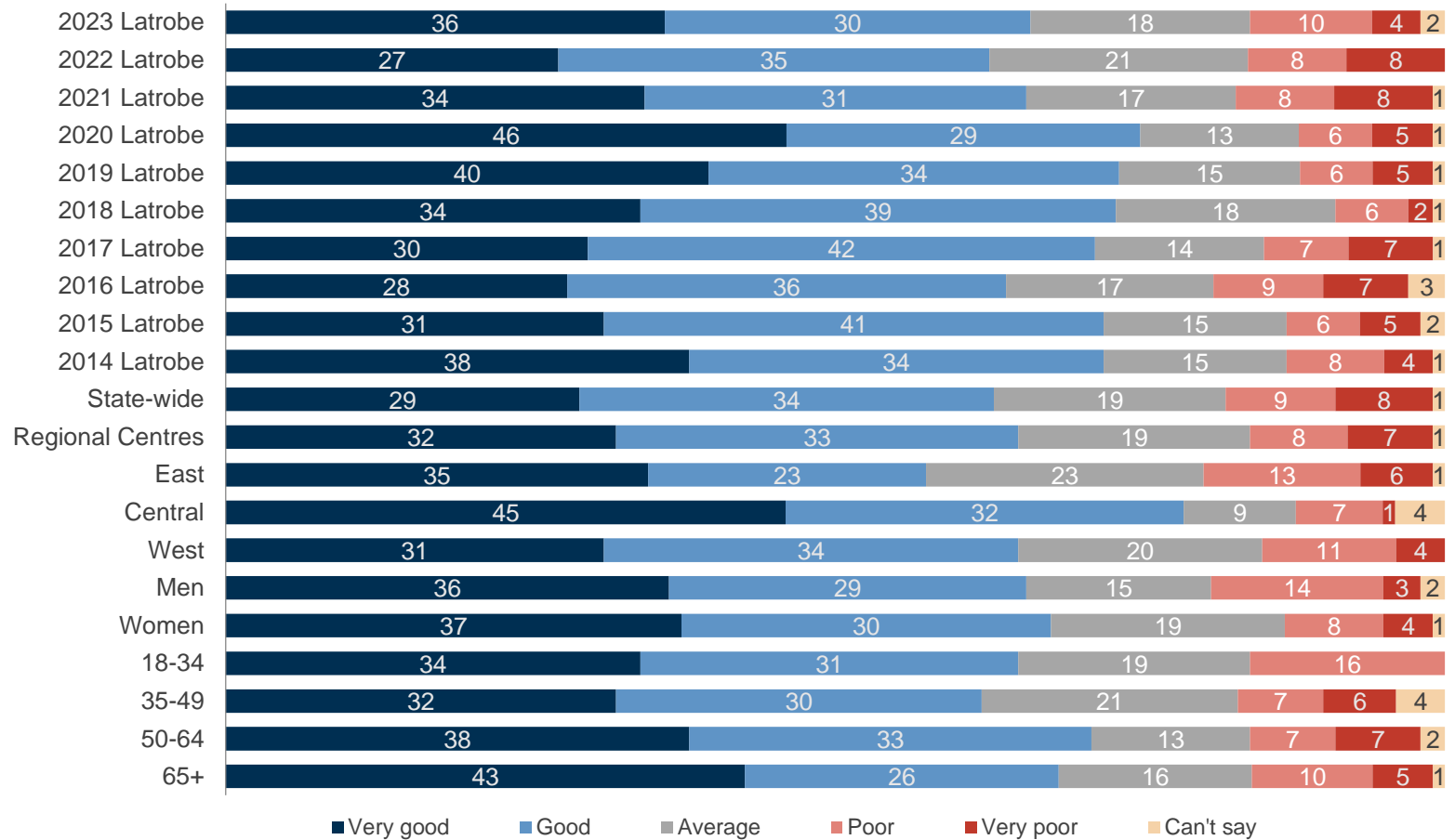
Councils asked State-wide: 66 Councils asked group: 9

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 66 Councils asked group: 9



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



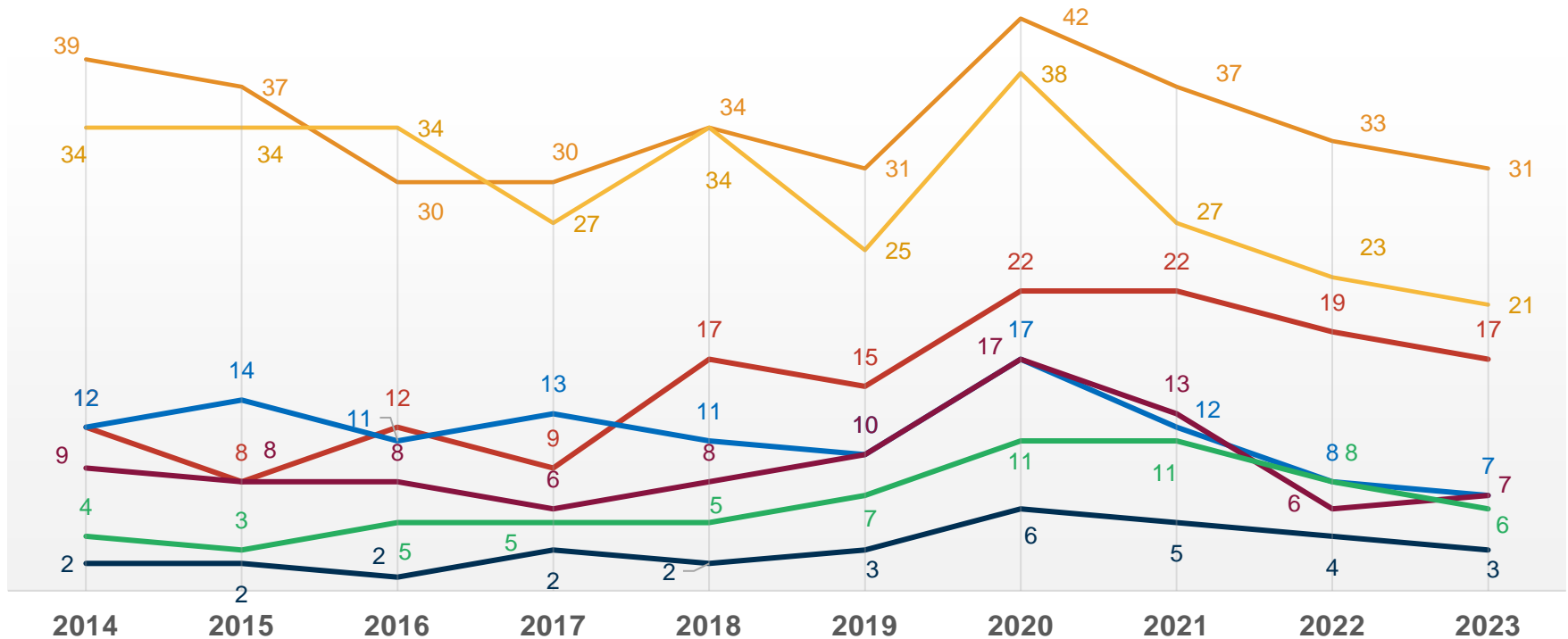
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with 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

2023 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

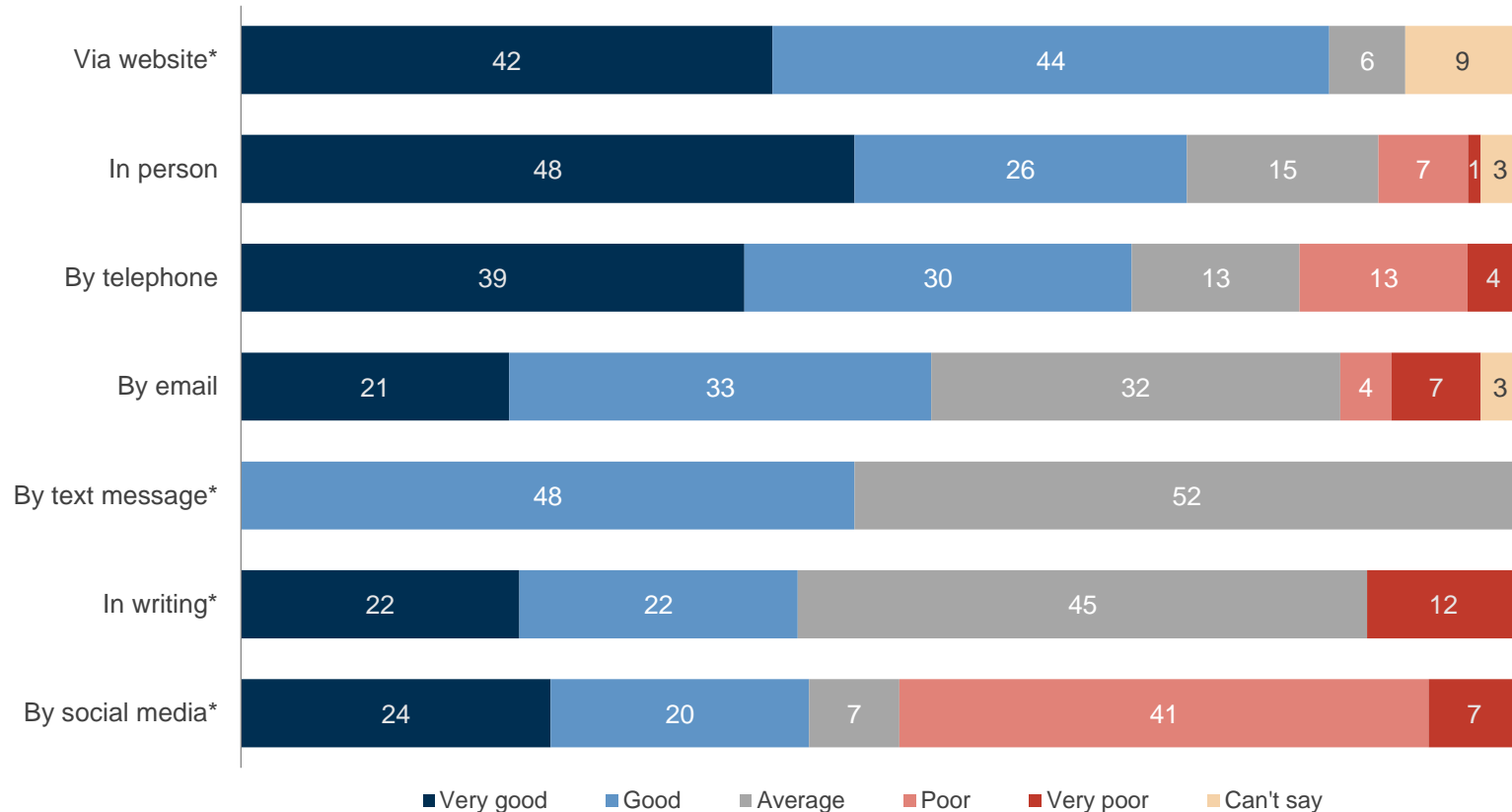
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 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

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via mail (23%). A close second (and increasing five percentage points since last year) is preference for a newsletter via email (20%).

- The preferred form of communication among residents under 50 years of age is social media (31%), followed by a newsletter via mail (24%) and then email (18%). Preferences among under 50s appear to fluctuate greatly from year to year, with either social media or newsletter via mail switching positions each year since 2021.
- The preferred form of communication among those aged 50 years or older is tied between three different methods of distribution; advertising in local newspapers, or a newsletter via email or mail (all 21%). A newsletter as an insert in the local paper is almost equally popular, preferred by 18% of older residents.

The greatest change since 2022 in communication preferences has been a decline in the preference from all residents for a newsletter as an insert in a local newspaper (down six percentage points to 11%)





Best form of communication

2023 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



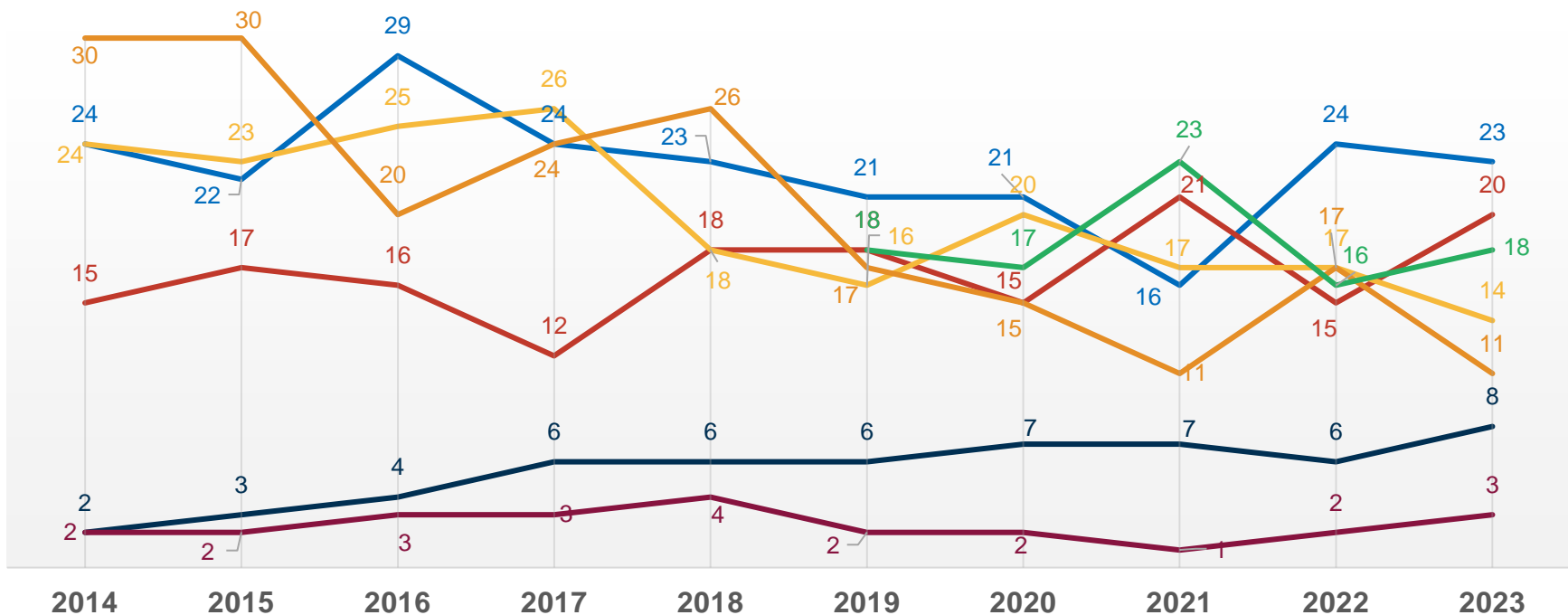
Council
Website



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?

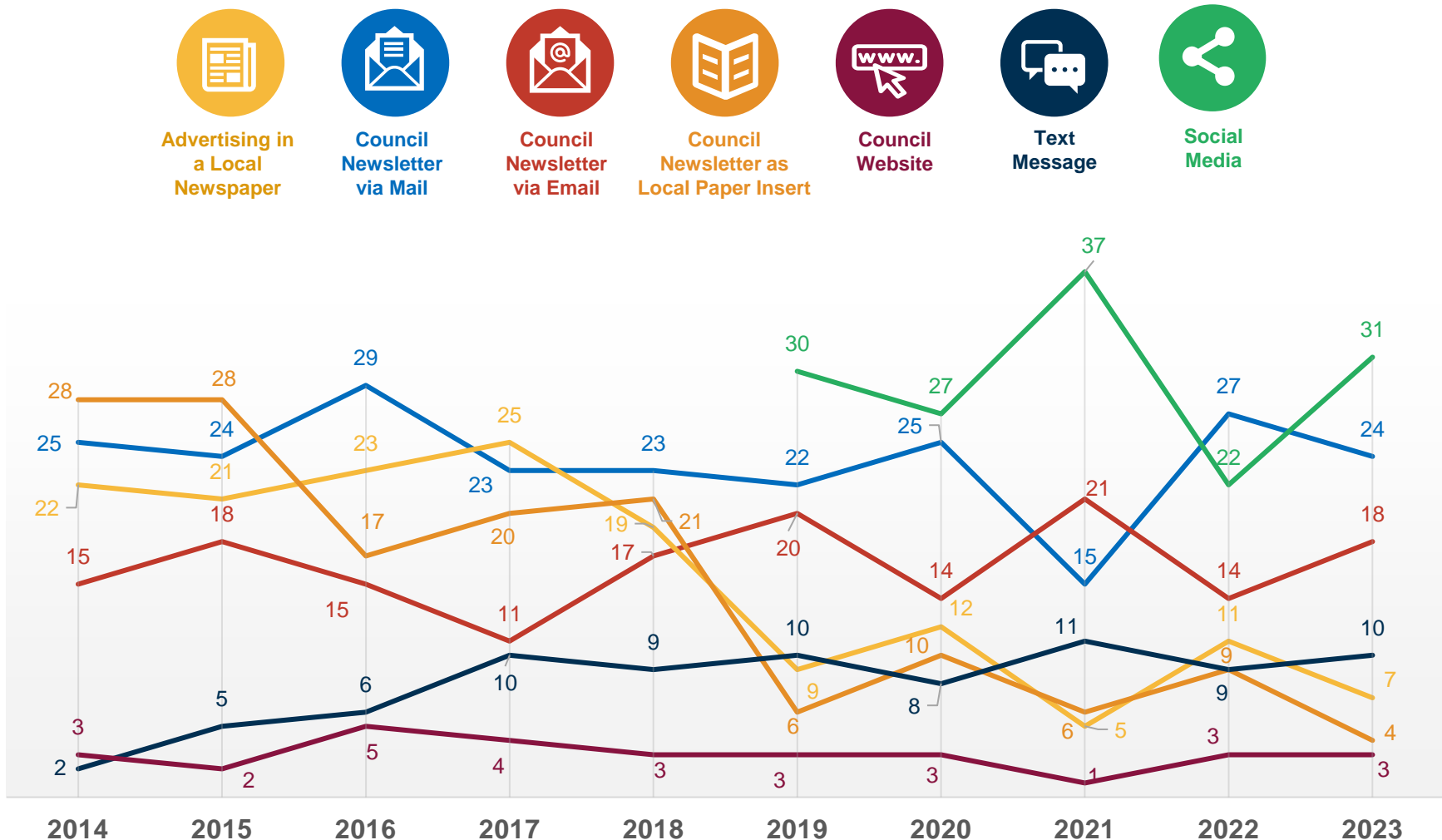
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If 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?

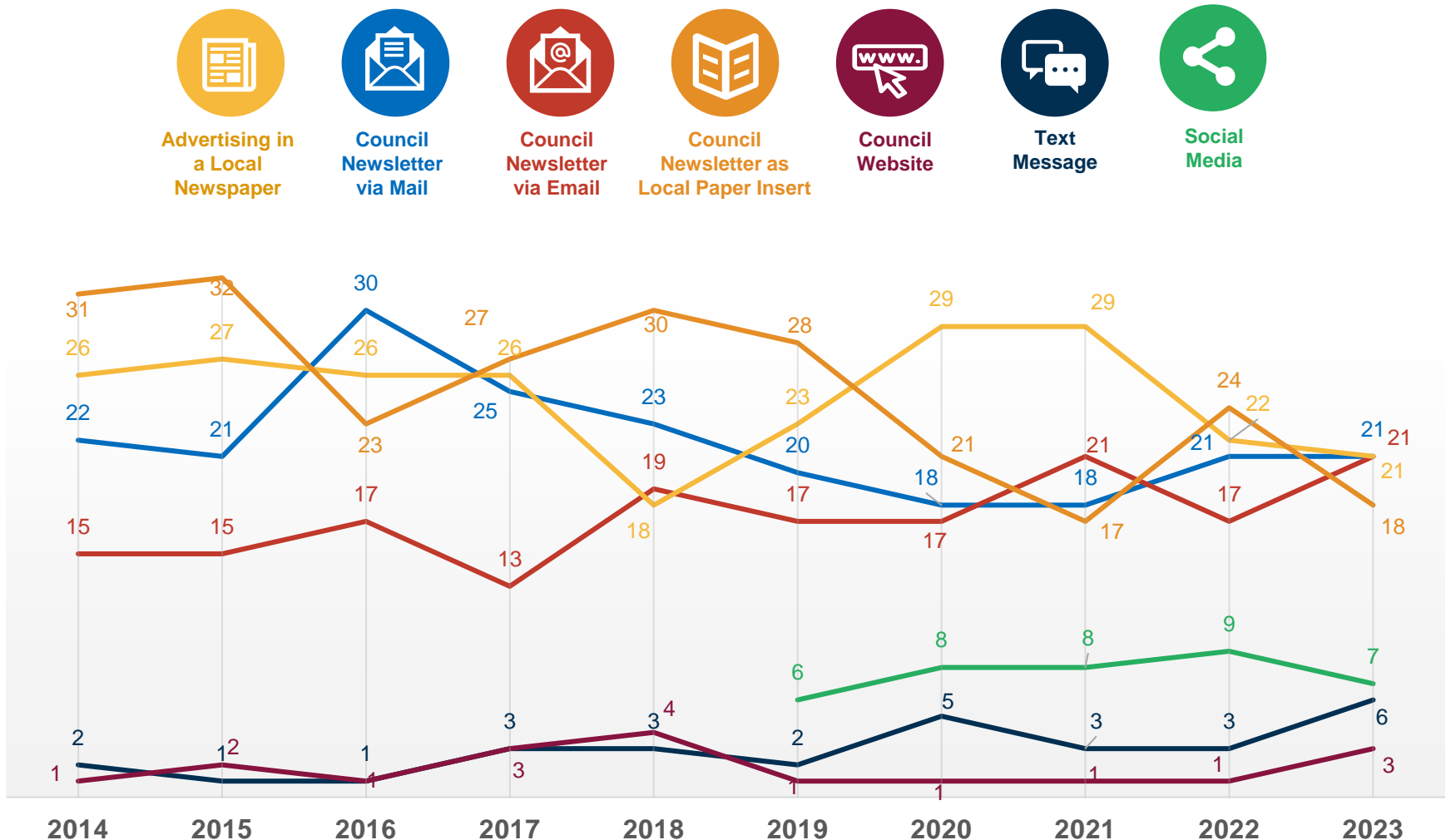
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If 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: 40 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



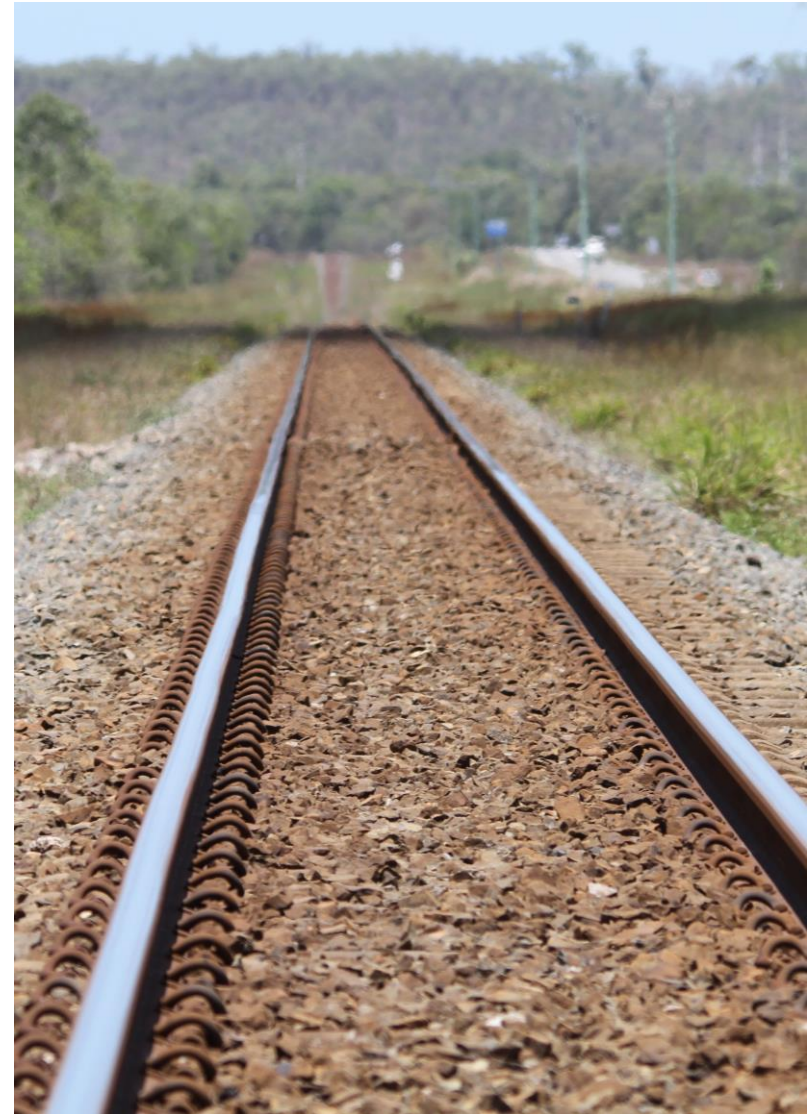
Council direction

Perceptions of the direction of Council's overall performance, with an index score of 49, have declined marginally (not significantly) since 2022, down one index point. Though the decline this year or in recent years has not been statistically significant, since 2021, perceptions of Council's overall direction have incrementally decreased from a peak rating of 56 in 2020.

That said, Latrobe City Council's index score for overall Council direction is rated in line with the Regional Centres group average and significantly higher than the State-wide average.

Over the last 12 months, almost two thirds of residents (65%) believe the direction of Council's overall performance has stayed the same, down one percentage point since last year.

- 15% believe the direction has improved in the last 12 months (unchanged since 2022).
- 17% believe it has deteriorated, up two percentage points.
- The most satisfied with council direction are women (index score of 53).
- In contrast, the least satisfied with council direction are men (index score of 45).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	53	50	56	57	58	55	55	53	53	50
Central	52	51	49	54	50	51	57	50	52	49
35-49	52	46	50	51	45	54	51	48	51	47
18-34	49	51	57	56	57	53	54	42	52	52
Latrobe	49	50	53	56	53	51	53	49	52	48
65+	48	51	56	61	54	51	57	57	54	51
East	48	48	51	55	55	54	49	49	50	47
West	48	51	57	57	53	50	54	49	53	48
Regional Centres	47	52	54	50	52	53	55	51	53	n/a
State-wide	46▼	50	53	51	53	52	53	51	53	53
50-64	46	50	48	52	54	48	52	51	49	40
Men	45	49	51	54	48	48	52	46	50	46

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

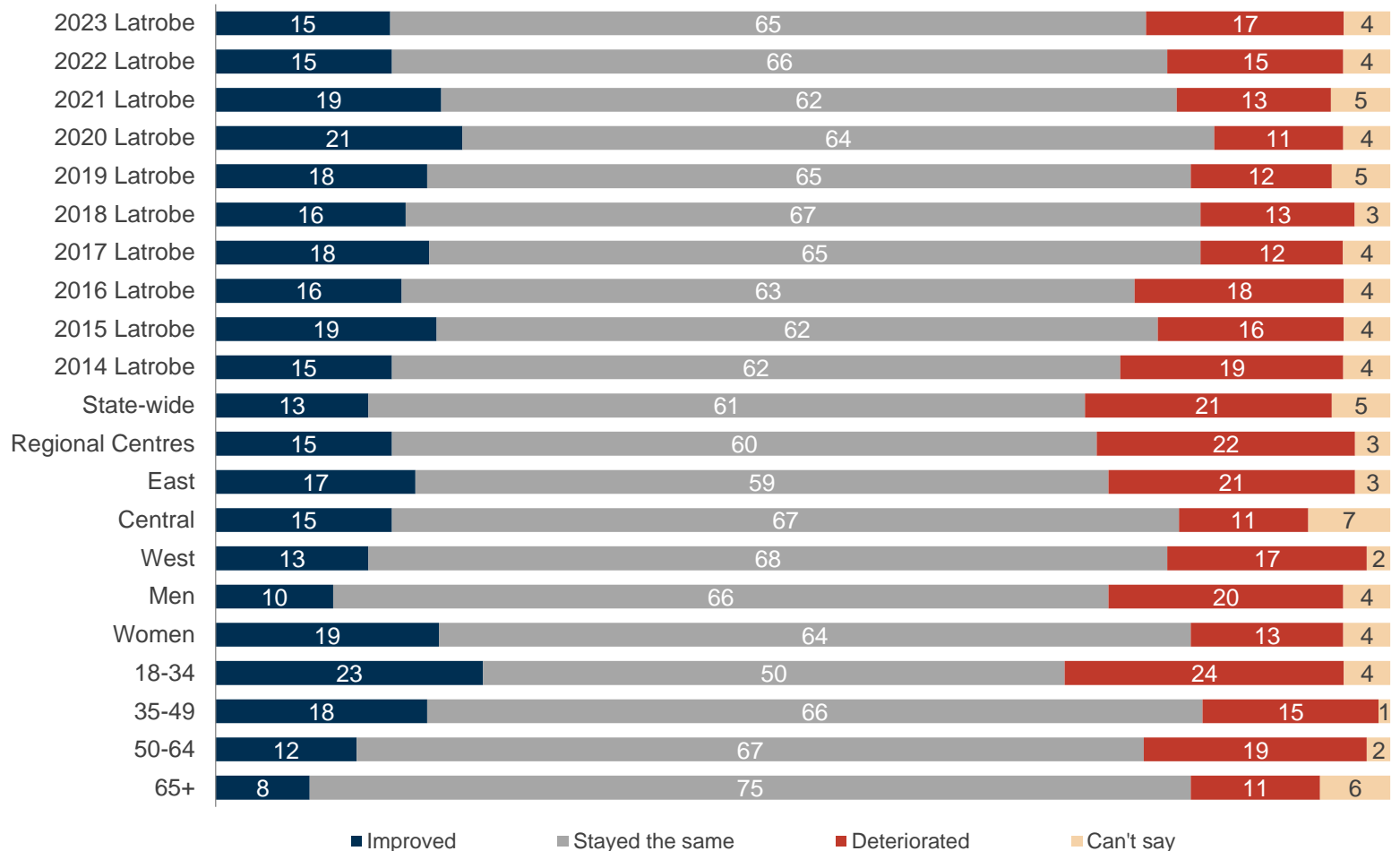
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Overall council direction last 12 months

2023 overall council direction (%)



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

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	79	75	80	78	74	76	75	79	78	76
Regional Centres	77	77	76	75	76	75	76	75	74	n/a
Women	77	82	78	74	76	74	77	76	74	76
East	76	79	77	71	71	74	75	77	69	73
West	76	80	75	74	76	75	76	75	73	76
35-49	76	79	75	77	76	78	81	77	73	78
State-wide	76	76	75	74	74	74	74	75	74	74
Latrobe	76	79	77	73	73	74	76	76	71	74
Central	75	78	79	73	72	73	77	76	71	73
18-34	75	82	75	63	67	69	72	71	64	71
65+	75	77	77	75	77	75	79	77	73	73
Men	75	76	75	71	71	75	75	75	69	72

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

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

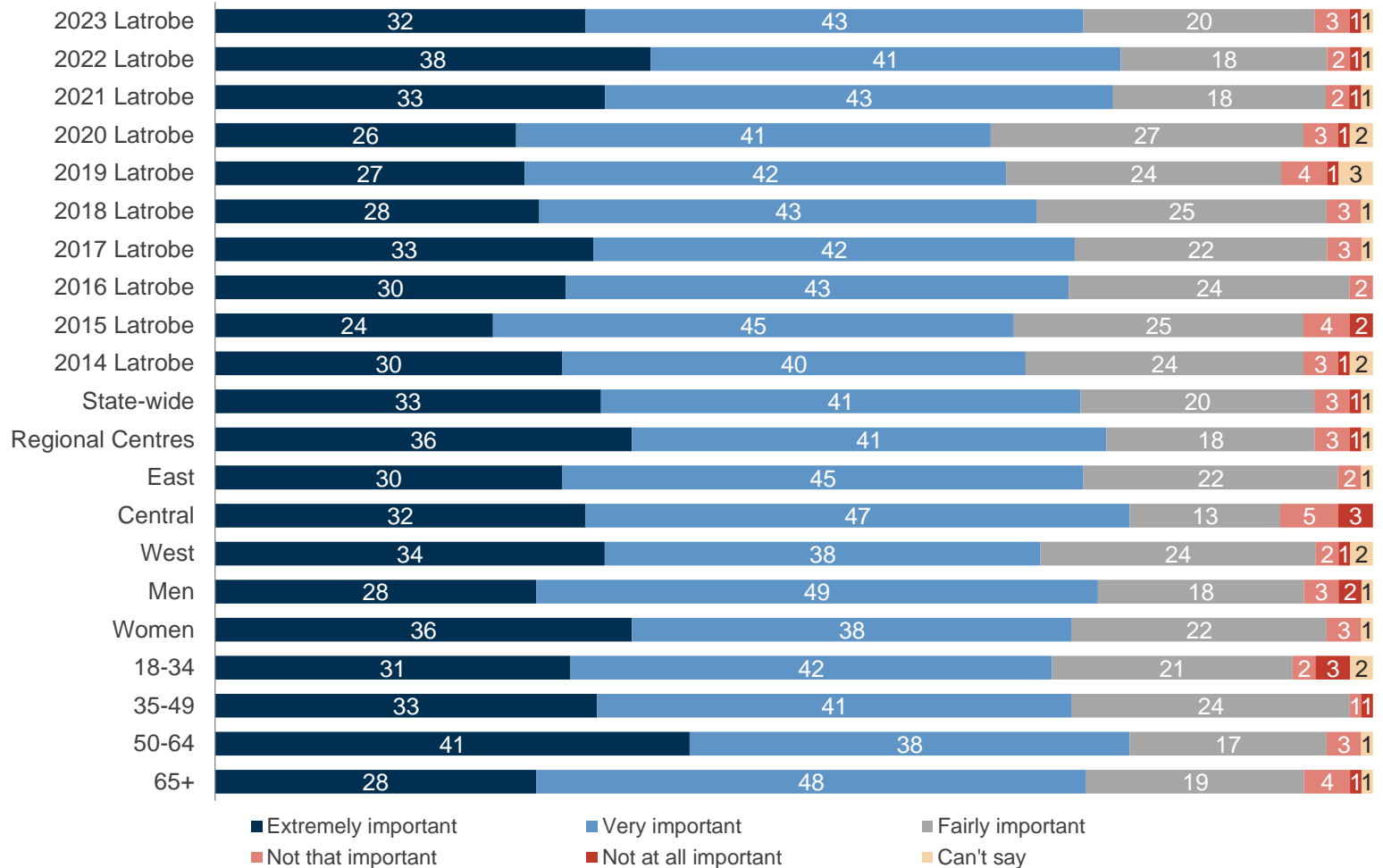
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East	56	50	57	51	57	57	51	47	51	54
18-34	55	58	56	52	57	66	49	52	52	62
West	53	54	58	58	59	56	54	47	53	55
Women	53	56	60	56	57	58	55	49	53	57
65+	53	57	63	59	59	56	62	53	52	56
Latrobe	53	55	58	55	57	57	54	48	52	55
35-49	53	53	54	55	55	52	52	40	53	58
Men	53	54	55	54	57	57	52	47	50	54
State-wide	52	54	56	55	56	55	55	54	56	57
Regional Centres	50▼	54	54	51	54	55	54	52	53	n/a
50-64	50	43	56	55	56	53	53	46	49	44
Central	50	61	57	56	55	59	56	50	51	57

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

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

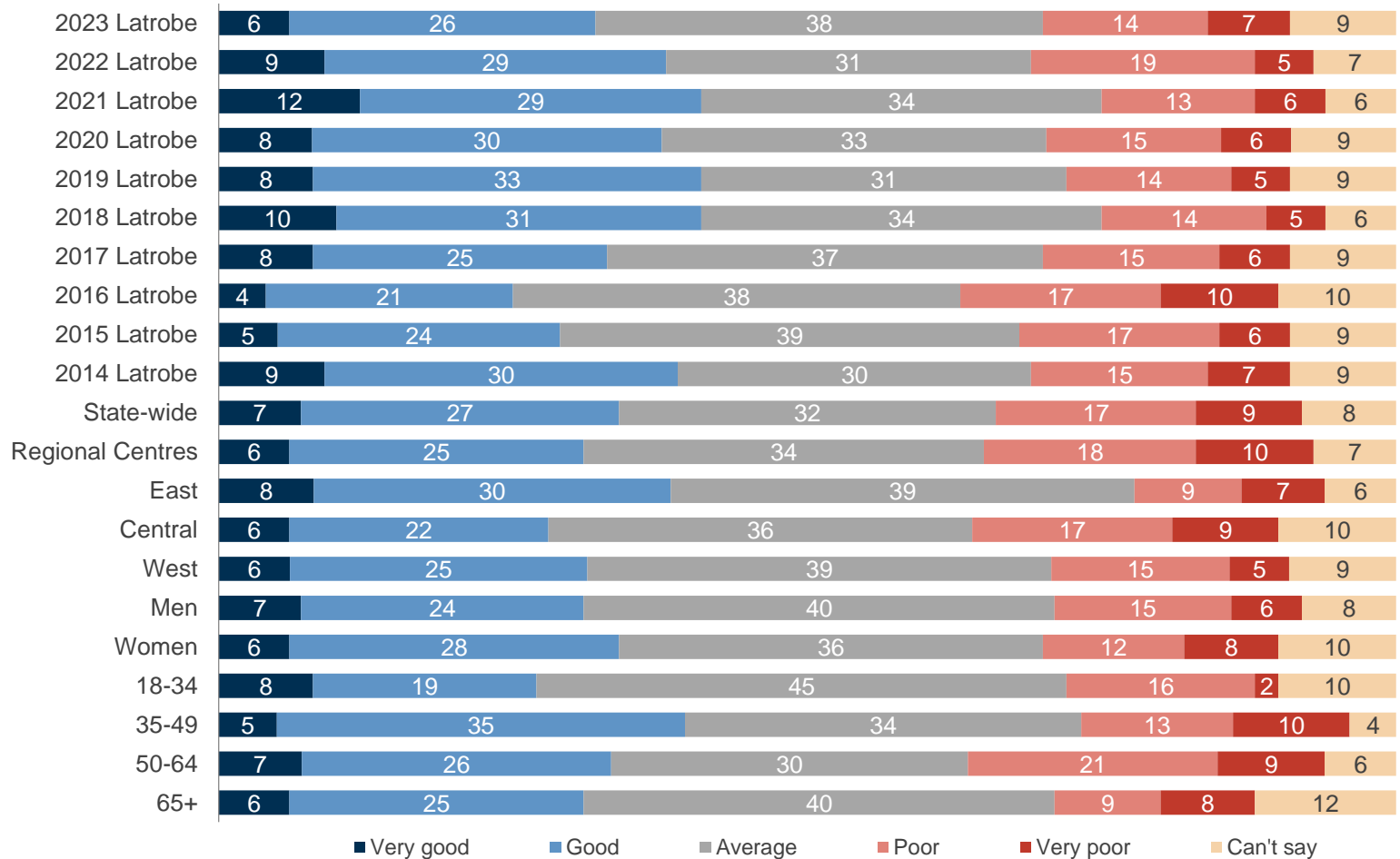
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2023 lobbying importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	75▲	74	72	71	70	77	78	67	70	75
Women	74▲	74	77	74	72	73	78	70	74	72
Central	74	73	77	71	70	74	75	72	71	72
Latrobe	70	73	72	71	69	71	73	68	71	71
65+	70	70	71	72	70	66	71	67	66	73
50-64	70	72	69	78	71	72	73	71	72	72
Regional Centres	70	71	70	70	70	70	72	69	68	n/a
West	69	73	69	70	69	69	72	68	72	70
State-wide	68	71	69	68	67	68	69	69	69	70
East	67	73	70	74	69	69	74	65	69	70
18-34	67	76	74	66	66	69	71	69	74	65
Men	66	72	66	68	66	69	68	67	67	69

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

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

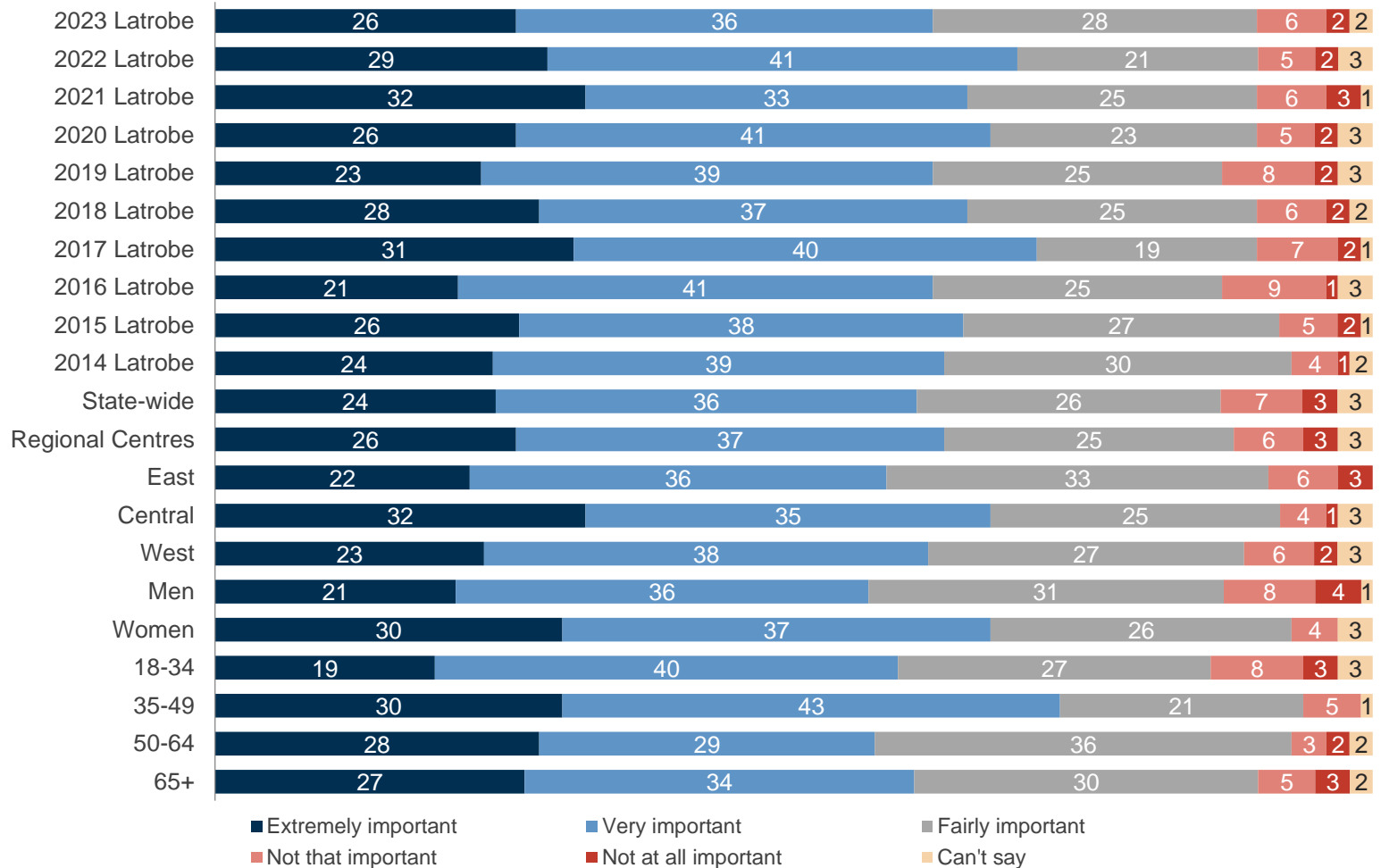
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	58	58	62	59	62	58	63	54	54	56
West	57	54	58	56	57	54	54	51	52	59
Women	57	53	55	56	58	53	57	53	53	56
35-49	55	53	50	51	51	49	53	41	49	56
Latrobe	54	54	55	55	57	53	54	50	52	56
East	54	47	54	51	60	53	52	52	52	55
18-34	52	57	55	54	59	57	50	53	53	61
Regional Centres	52	55	56	52	54	54	54	52	55	n/a
Men	51	56	55	54	56	53	51	48	51	56
State-wide	51	53	55	53	54	54	54	53	55	56
Central	50	61	52	58	55	51	55	47	51	50
50-64	48	43	52	57	54	47	51	53	51	48

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

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

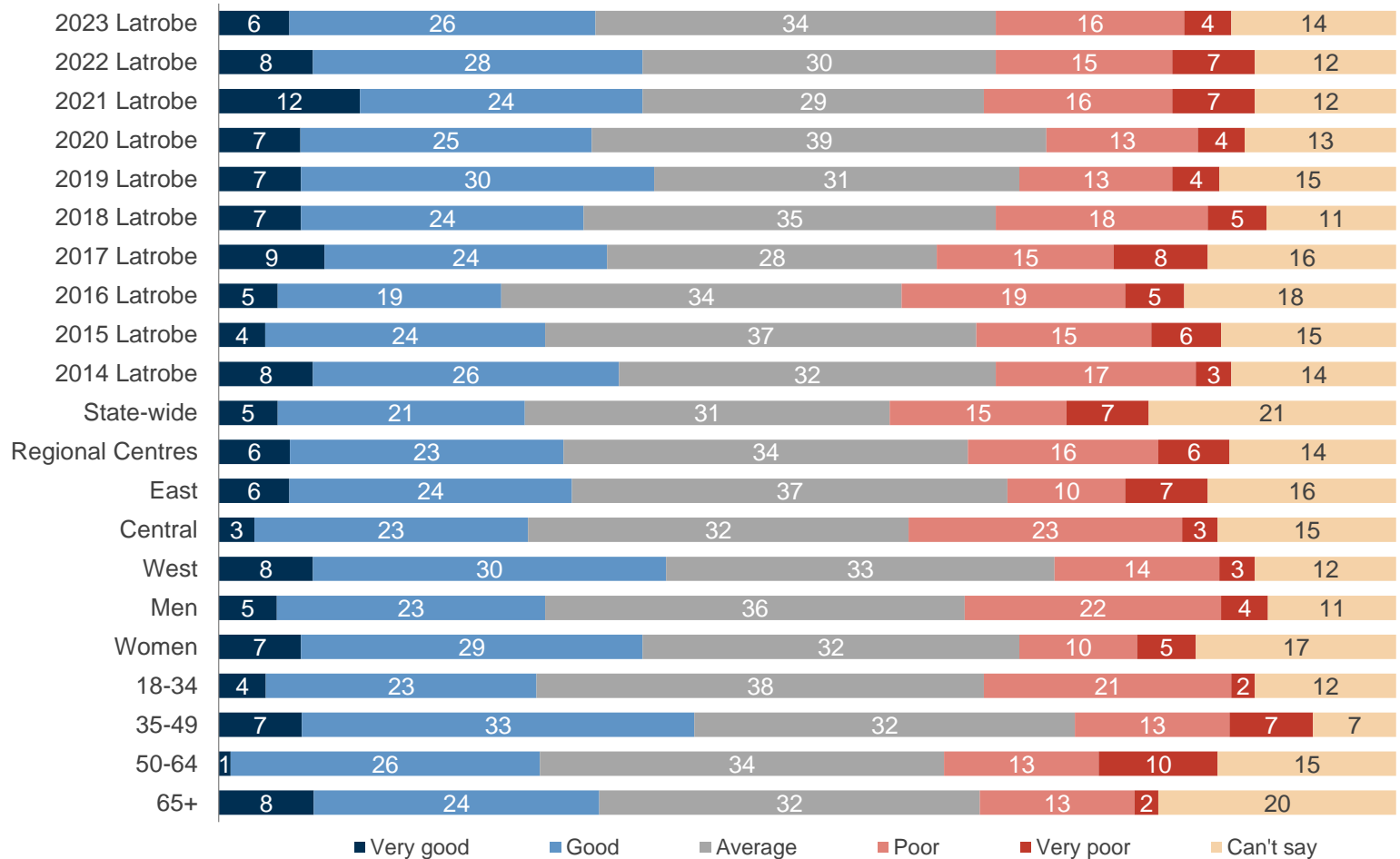
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	82▲	83	84	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	84	85	81	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	80▲	82	81	80	82	81	82	82	80	n/a
State-wide	80▲	81	81	80	80	80	79	80	80	79
Central	78	82	83	77	n/a	n/a	n/a	n/a	n/a	n/a
West	78	83	82	81	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	77	82	82	79	n/a	n/a	n/a	n/a	n/a	n/a
East	77	80	82	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	75	80	82	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	79	81	80	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	89	84	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	80	80	76	n/a	n/a	n/a	n/a	n/a	n/a

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

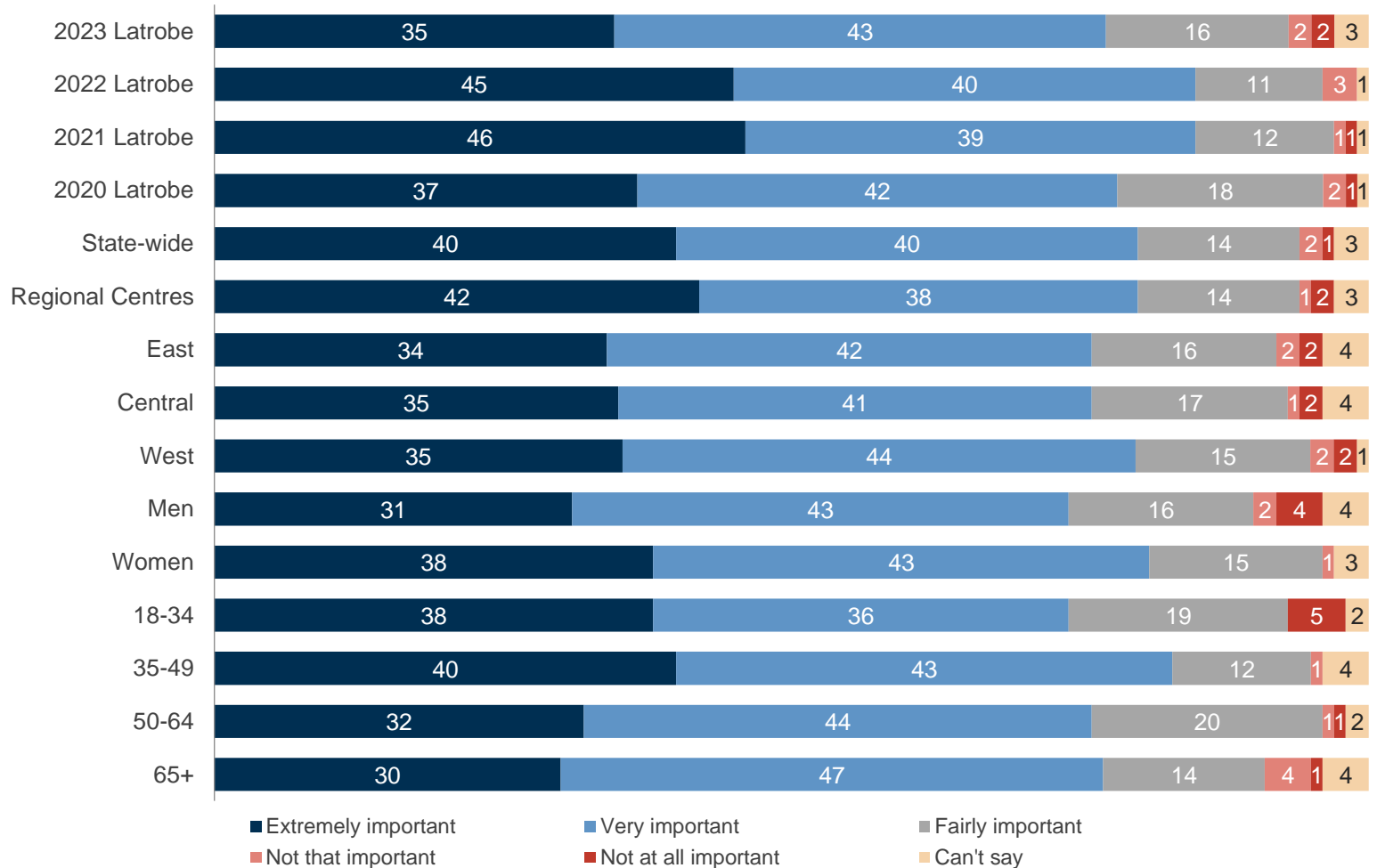
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West	58	53	57	57	56	52	51	47	48	n/a
Women	58	52	58	56	57	55	55	49	49	n/a
65+	56	57	64	57	59	57	65	54	51	n/a
18-34	56	56	56	54	47	53	46	51	51	n/a
35-49	55	46	48	51	55	49	48	37	49	n/a
Latrobe	55	52	56	53	54	52	51	47	49	n/a
East	53	49	54	48	53	55	51	43	49	n/a
Central	52	55	57	54	52	49	52	51	51	n/a
Men	52	53	54	50	50	49	48	45	49	n/a
State-wide	51▼	54	56	53	55	54	54	54	55	57
50-64	51	45	53	50	54	49	49	47	45	n/a
Regional Centres	50▼	54	54	50	52	52	52	51	52	n/a

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

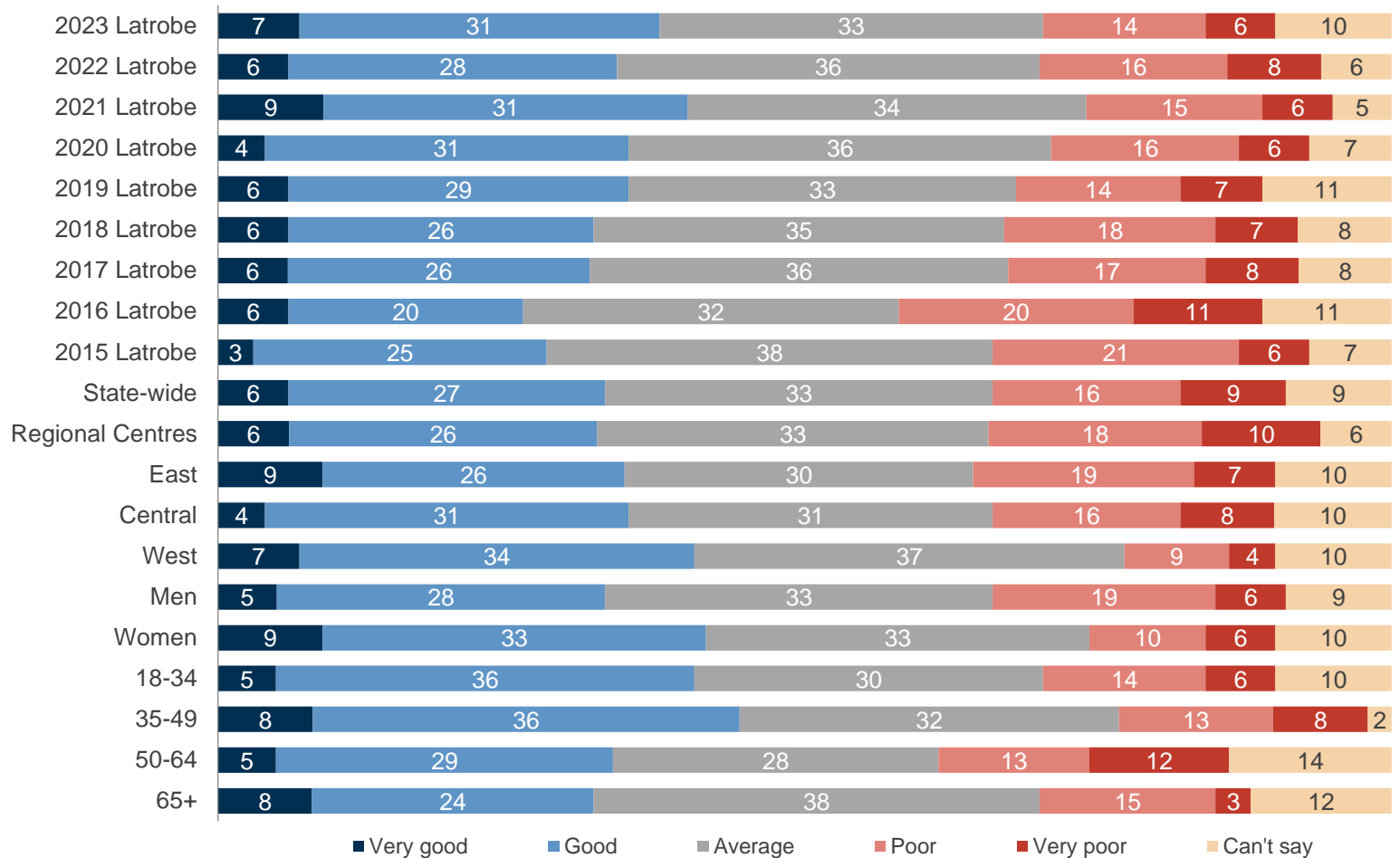
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	85	86	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East	82	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	82	81	79	79	79	81	80	76	77	n/a
50-64	82	79	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	82	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82	81	79	79	79	80	78	78	76	77
Latrobe	82	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	81	83	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	82	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
West	81	83	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

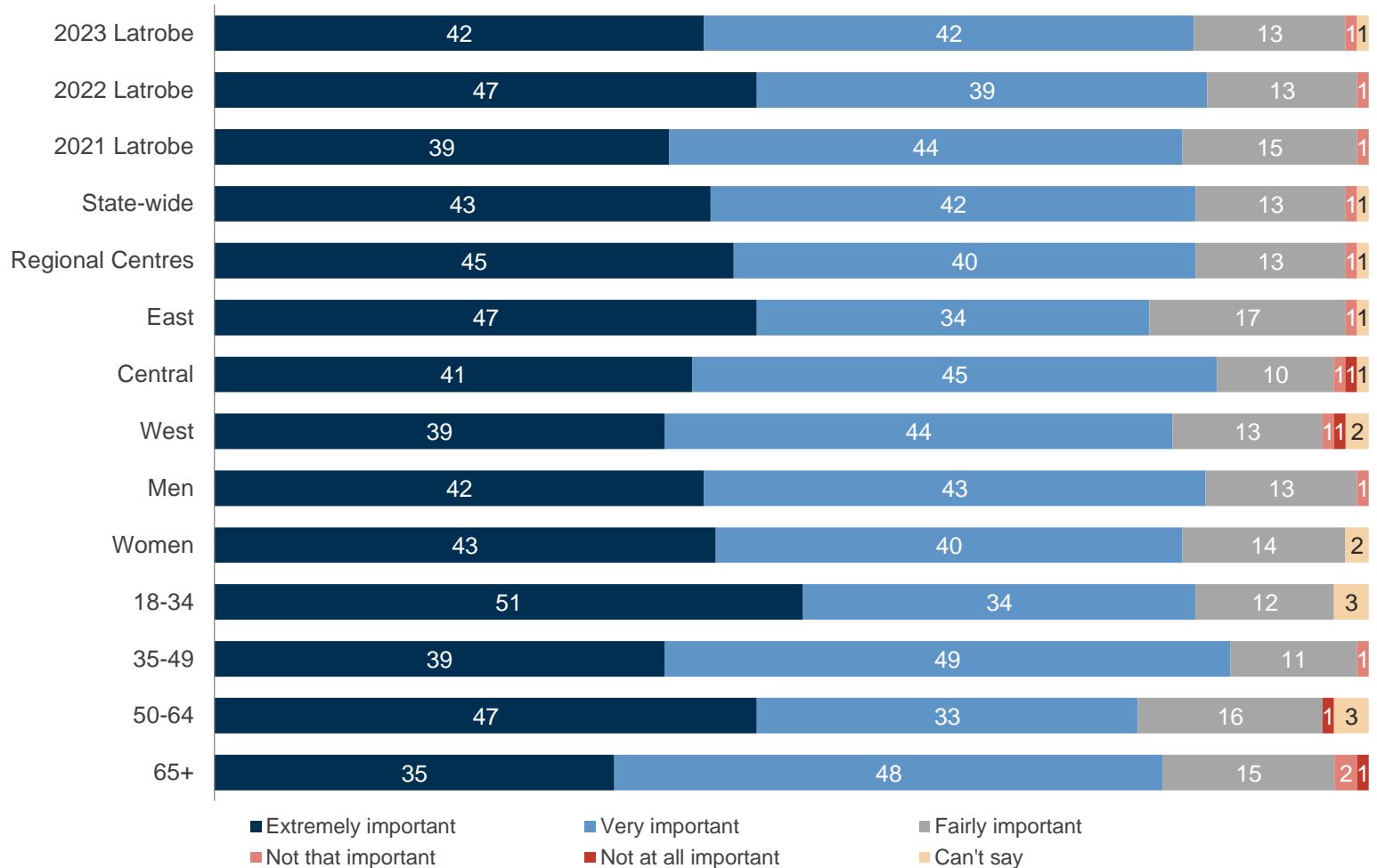
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	59	58	71	63	65	60	69	58	56	n/a
West	55	59	64	59	63	60	66	51	56	n/a
Men	54	57	59	56	58	54	62	50	53	n/a
Central	54	61	58	56	54	53	60	51	51	n/a
Latrobe	54	57	61	57	60	56	61	50	52	n/a
Women	53	58	62	58	61	57	61	51	52	n/a
18-34	52	60	56	53	53	55	58	49	48	n/a
50-64	52	53	62	55	62	60	59	49	52	n/a
East	52	51	59	54	60	54	55	49	49	n/a
35-49	49	54	52	55	57	47	60	45	54	n/a
Regional Centres	49▼	54	60	55	57	54	53	54	55	n/a
State-wide	48▼	53	57	54	56	53	53	54	55	55

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

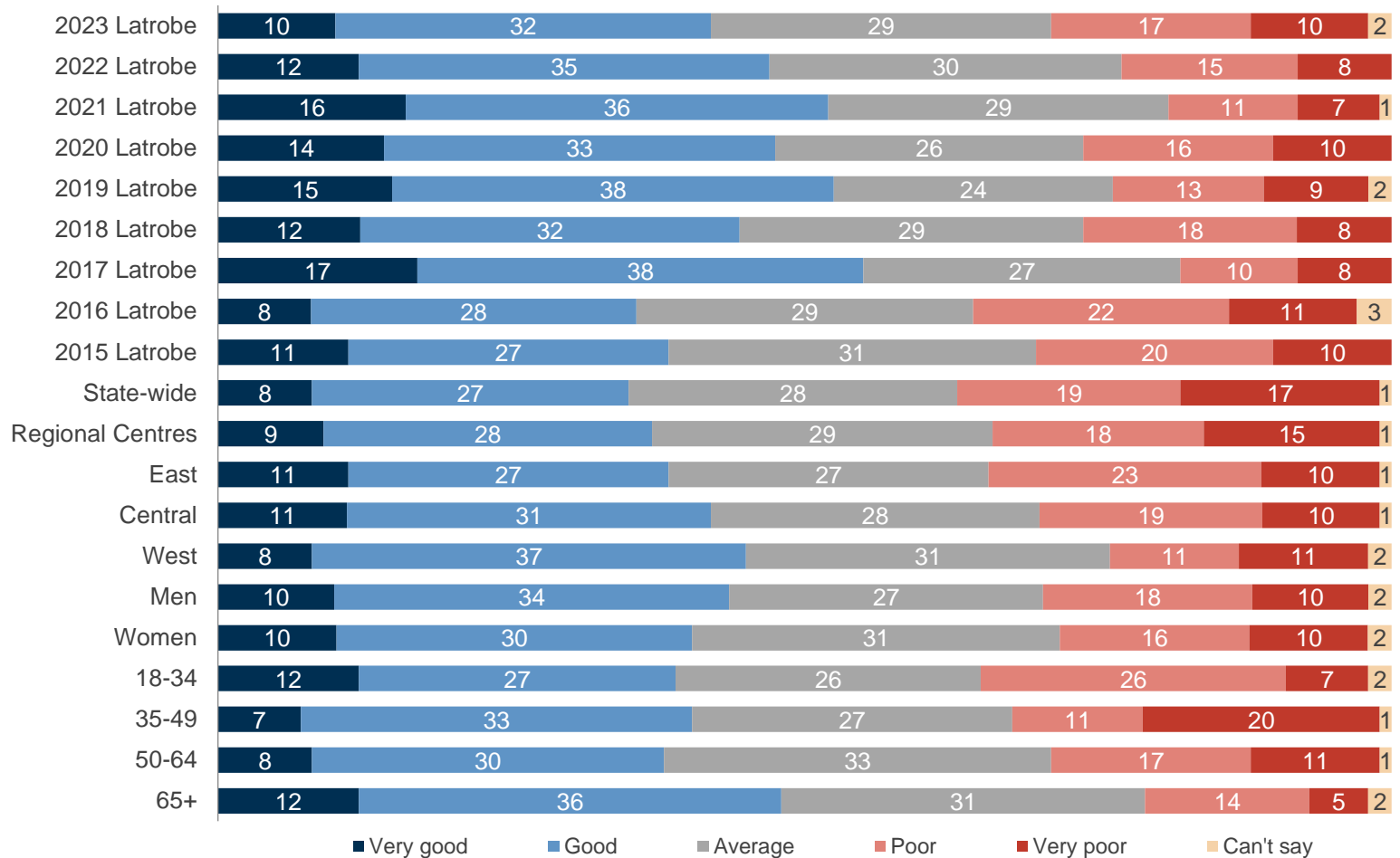
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)





Informing the community importance



2023 informing community importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	80	83	84	80	n/a	n/a	n/a	n/a	n/a	n/a
Central	79	80	81	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	81	79	76	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	78	79	79	77	79	77	77	76	76	n/a
East	78	81	82	79	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	77	80	81	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	79	81	77	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	82	84	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	78	80	83	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	77	77	75	75	75	74	76	75	75
West	75	80	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	77	79	75	n/a	n/a	n/a	n/a	n/a	n/a

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

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

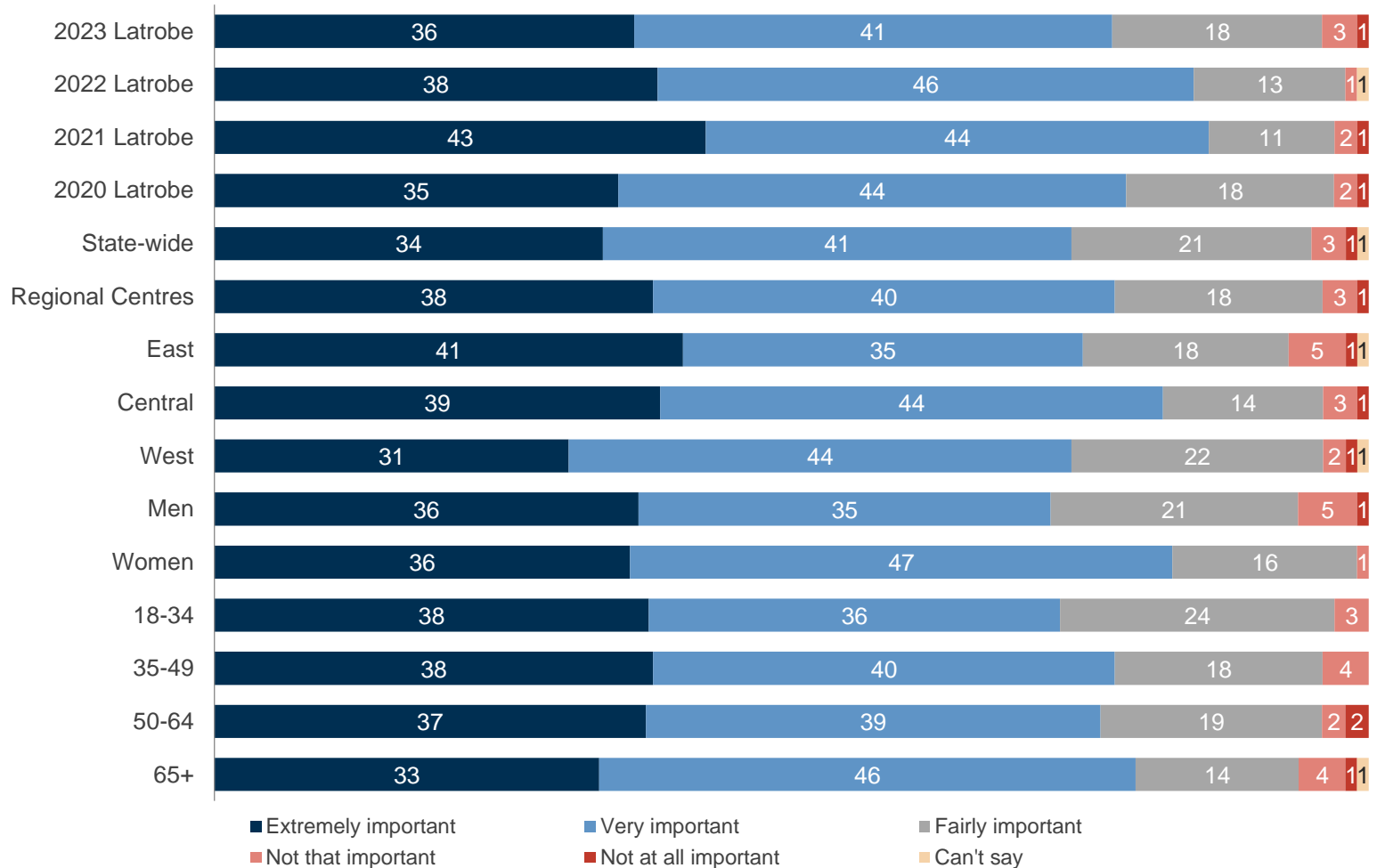
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)





Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East	59	50	58	55	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	60	59	60	59	59	59	61	62
65+	56	60	63	61	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	59	59	54	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	58	59	57	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	55	58	59	56	56	59	58	59	58	n/a
Latrobe	55	57	60	57	n/a	n/a	n/a	n/a	n/a	n/a
Women	54	56	62	58	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	54	60	55	n/a	n/a	n/a	n/a	n/a	n/a
West	54	59	61	60	n/a	n/a	n/a	n/a	n/a	n/a
Central	53	62	61	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	52	59	59	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

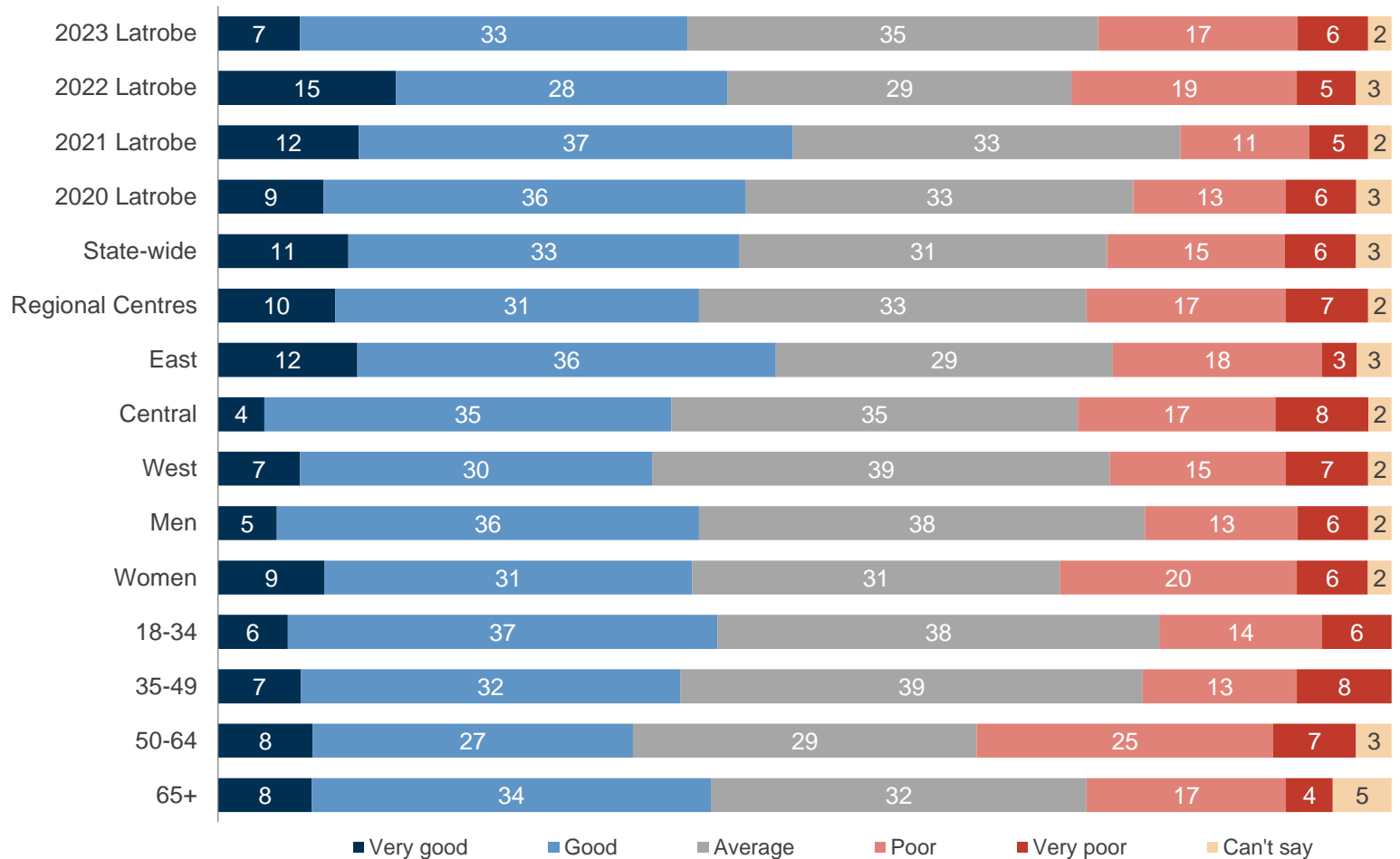
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East	85	84	81	80	75	80	80	79	79	78
18-34	85	85	76	77	75	75	76	76	77	71
50-64	84	81	78	84	80	78	76	80	79	77
Women	83	84	80	81	78	80	79	81	85	80
Latrobe	82	82	79	81	77	78	78	78	80	77
Men	82	80	77	80	75	76	76	75	76	75
West	82	83	77	81	77	77	77	76	80	77
35-49	82	81	81	80	74	83	81	75	84	84
Regional Centres	81	80	78	78	77	79	77	77	77	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
65+	81	82	80	82	78	77	78	81	81	78
Central	80	80	80	81	77	78	76	79	82	76

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

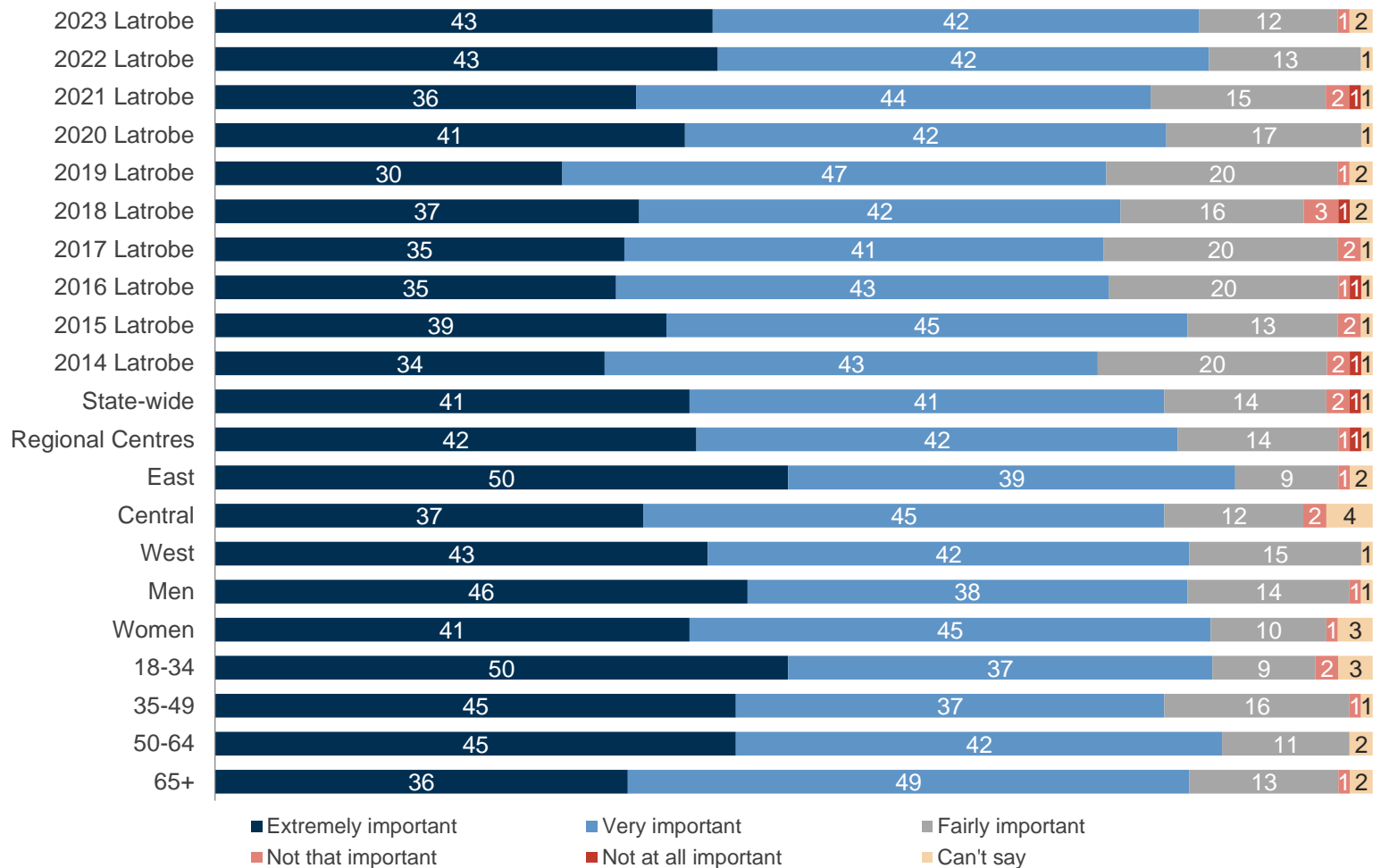
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	59▲	60	67	59	63	59	64	57	57	58
Regional Centres	53	59	62	59	61	59	57	58	58	n/a
Women	53	58	58	55	60	53	58	53	52	53
35-49	53	52	57	54	62	49	56	53	56	48
East	53	52	55	53	63	51	57	48	52	51
Latrobe	53	57	60	55	61	54	59	53	54	54
West	52	57	63	60	62	58	60	56	56	56
Central	52	61	59	52	56	52	61	53	54	55
State-wide	52	57	59	58	59	58	57	57	58	58
Men	52	55	61	56	61	55	61	53	56	55
50-64	50	50	58	52	60	53	58	52	53	50
18-34	46▼	59	56	55	57	55	59	49	52	60

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

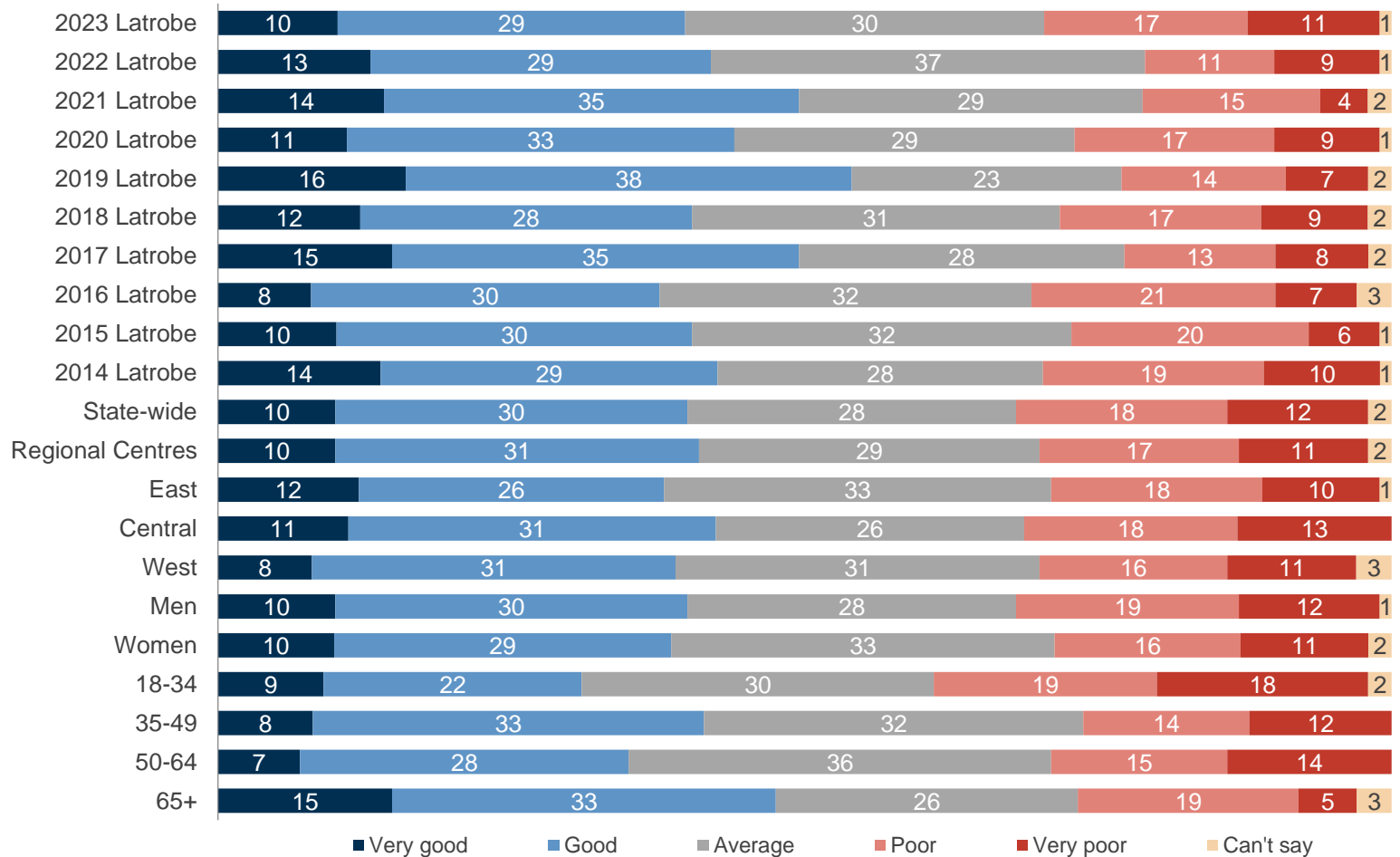
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)





Parking facilities importance



2023 parking importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West	80▲	78	78	82	75	79	78	77	76	78
Women	78	78	80	79	77	76	75	77	76	76
65+	77	80	81	82	78	79	76	76	78	76
35-49	75	75	74	76	71	74	74	74	74	75
Latrobe	75	76	76	77	73	73	72	74	73	74
Regional Centres	74	74	73	75	75	75	72	73	74	n/a
Central	73	73	76	75	71	65	68	69	71	69
50-64	73	72	76	82	77	74	73	76	72	71
18-34	73	74	74	69	66	66	68	69	67	73
Men	71	74	72	75	69	69	69	71	69	71
State-wide	70▼	72	72	71	71	71	70	70	70	70
East	70	77	74	72	72	73	67	73	69	71

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

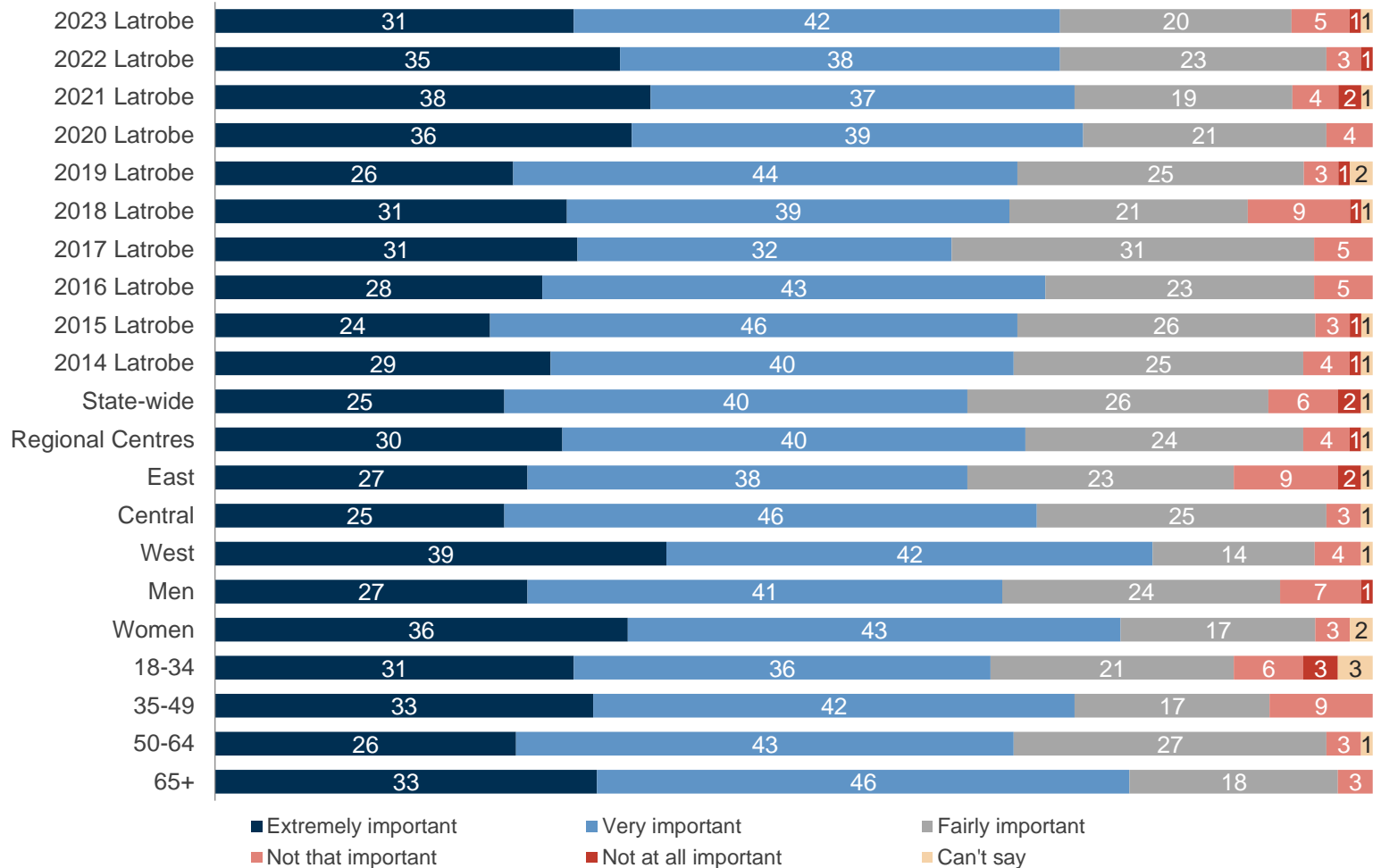
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2023 parking importance (%)





Parking facilities performance



2023 parking performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East	59▲	52	55	52	57	55	59	56	59	61
State-wide	55▲	57	58	55	56	56	55	56	57	57
Regional Centres	53▲	56	55	49	50	51	52	54	53	n/a
18-34	51	55	47	49	52	58	53	53	62	54
Men	51	53	51	47	53	54	53	52	55	56
Central	51	58	52	44	54	58	61	59	58	58
65+	51	54	53	48	53	48	57	52	50	54
Latrobe	49	52	50	46	52	52	53	51	56	54
Women	48	52	48	45	50	50	54	49	57	53
35-49	47	51	50	43	50	49	50	46	56	59
50-64	47	47	49	43	52	51	54	51	55	52
West	41▼	49	45	43	47	44	46	42	53	48

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

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

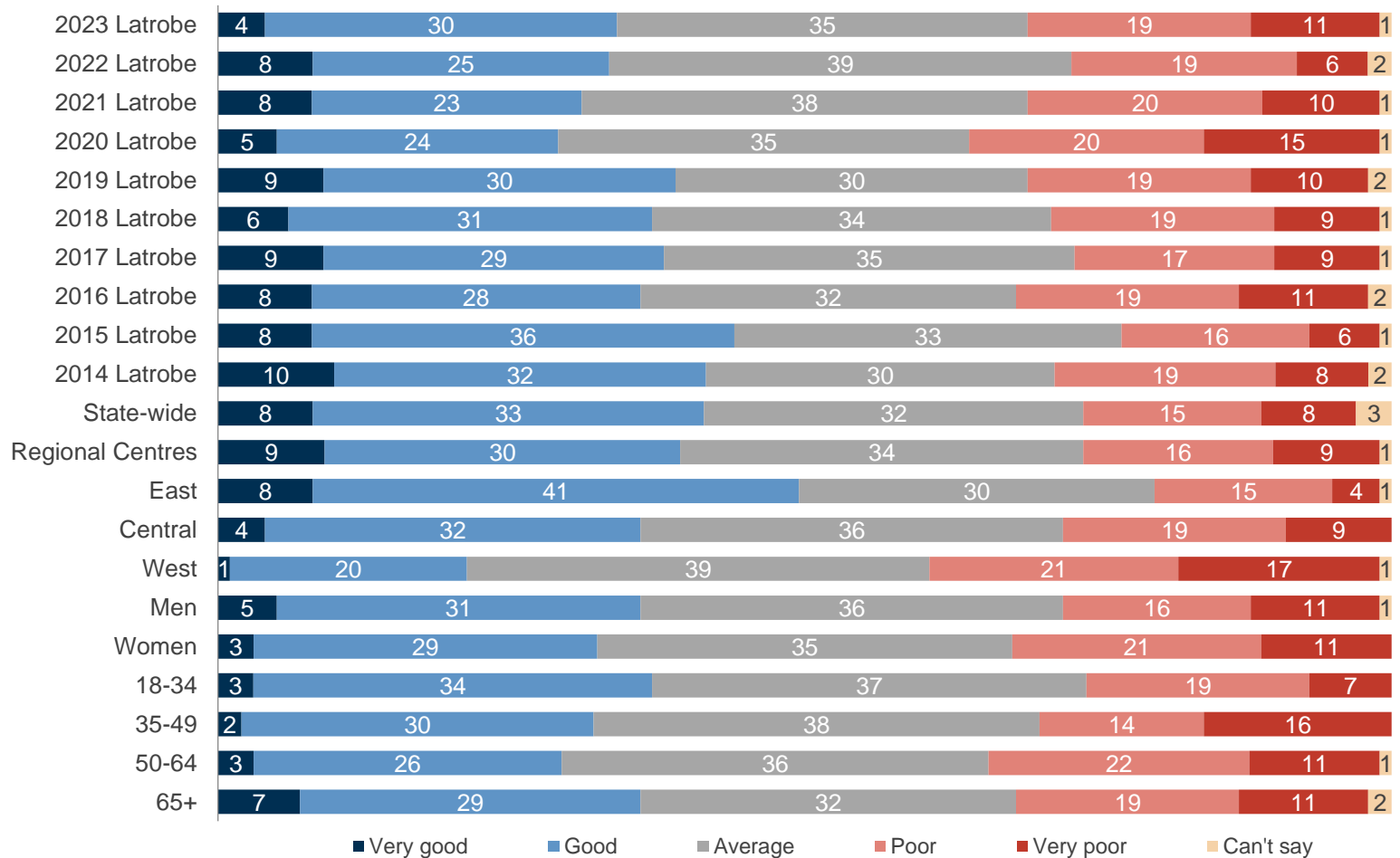
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)

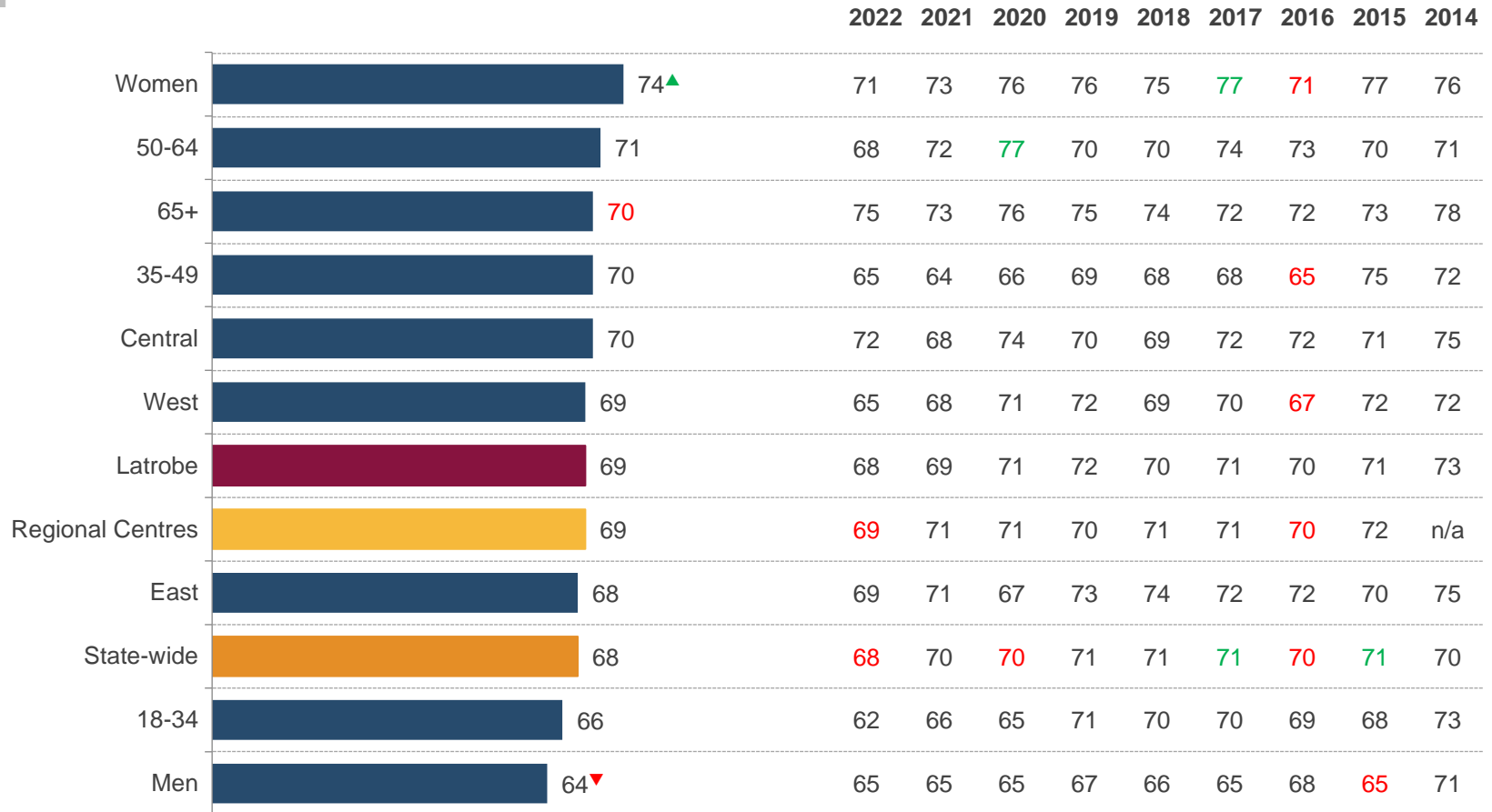




Enforcement of local laws importance



2023 law enforcement importance (index scores)



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

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

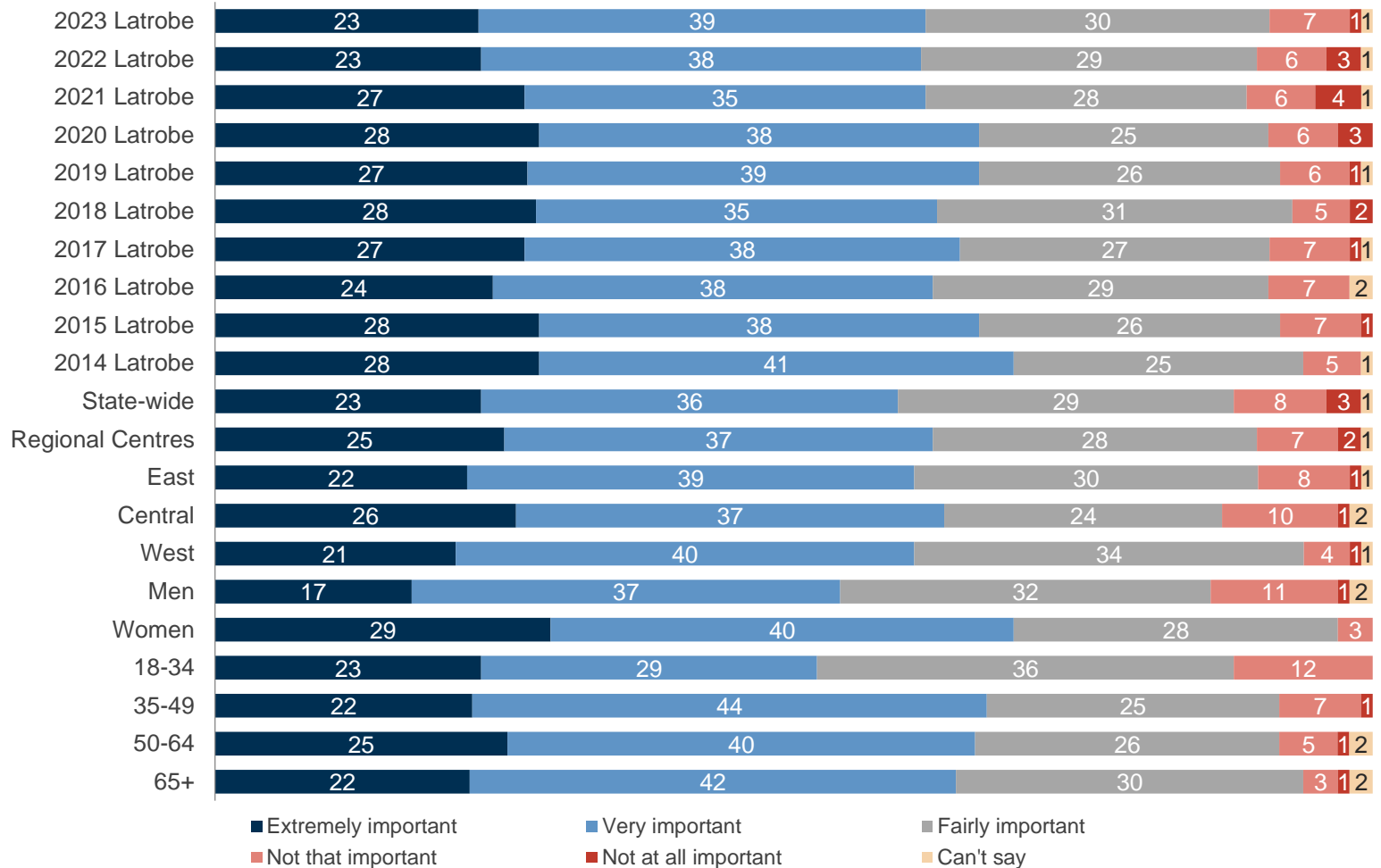
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 law enforcement importance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	64	67	66	62	63	62	58	67	67	69
35-49	64	60	63	62	67	65	69	59	66	68
Regional Centres	64	66	67	64	66	66	66	64	67	n/a
Women	63	65	65	65	66	66	64	64	68	66
West	63	66	67	63	68	64	68	65	65	67
Latrobe	62	63	65	62	65	64	64	63	66	67
Central	62	60	64	65	61	64	63	65	68	64
East	62	61	62	59	65	62	58	55	66	69
Men	61	61	65	59	64	61	65	61	63	68
State-wide	61	63	64	63	64	64	64	63	66	66
65+	61	65	67	62	67	63	69	62	66	66
50-64	58	53	63	63	63	64	62	62	64	64

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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 4

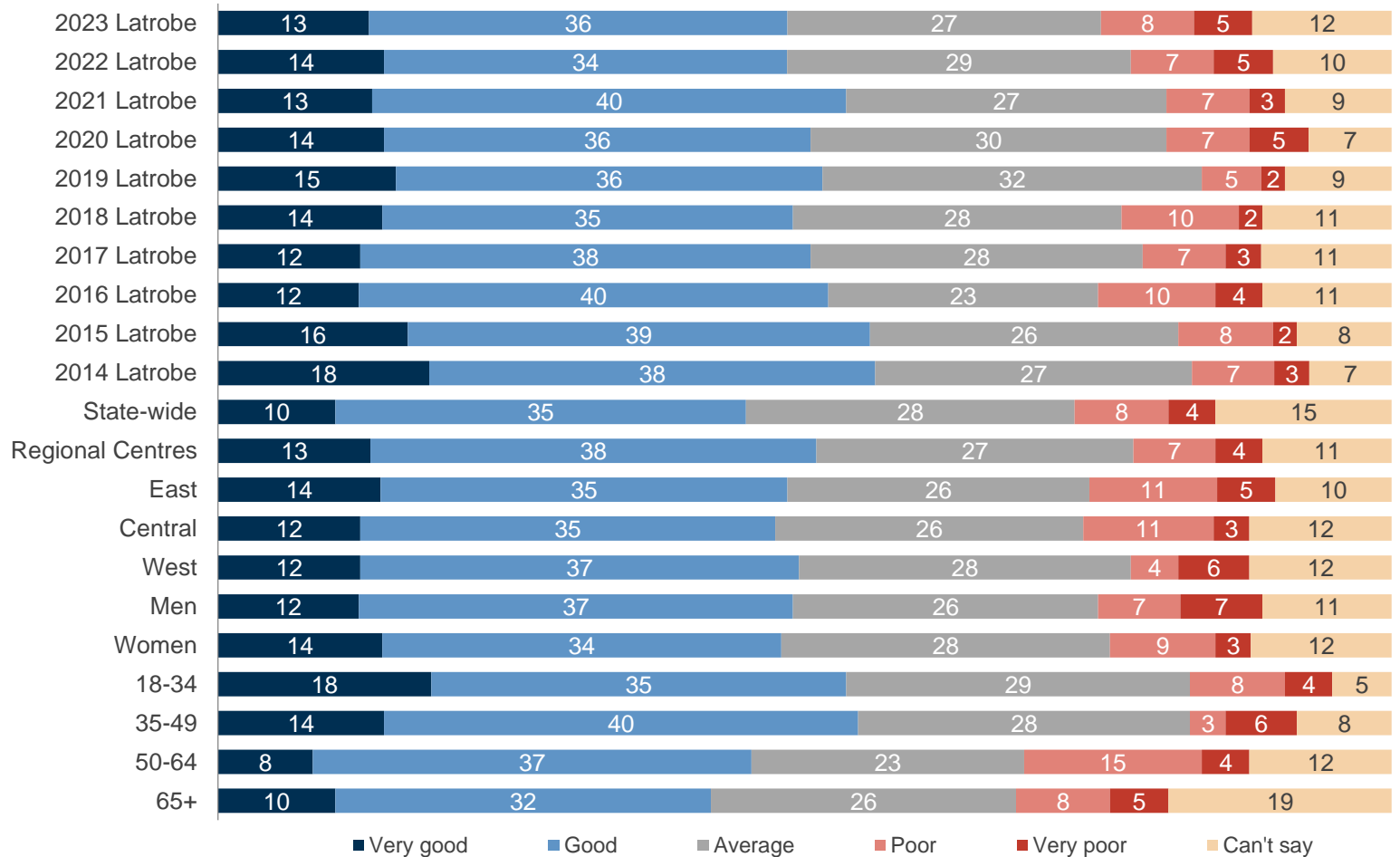
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)

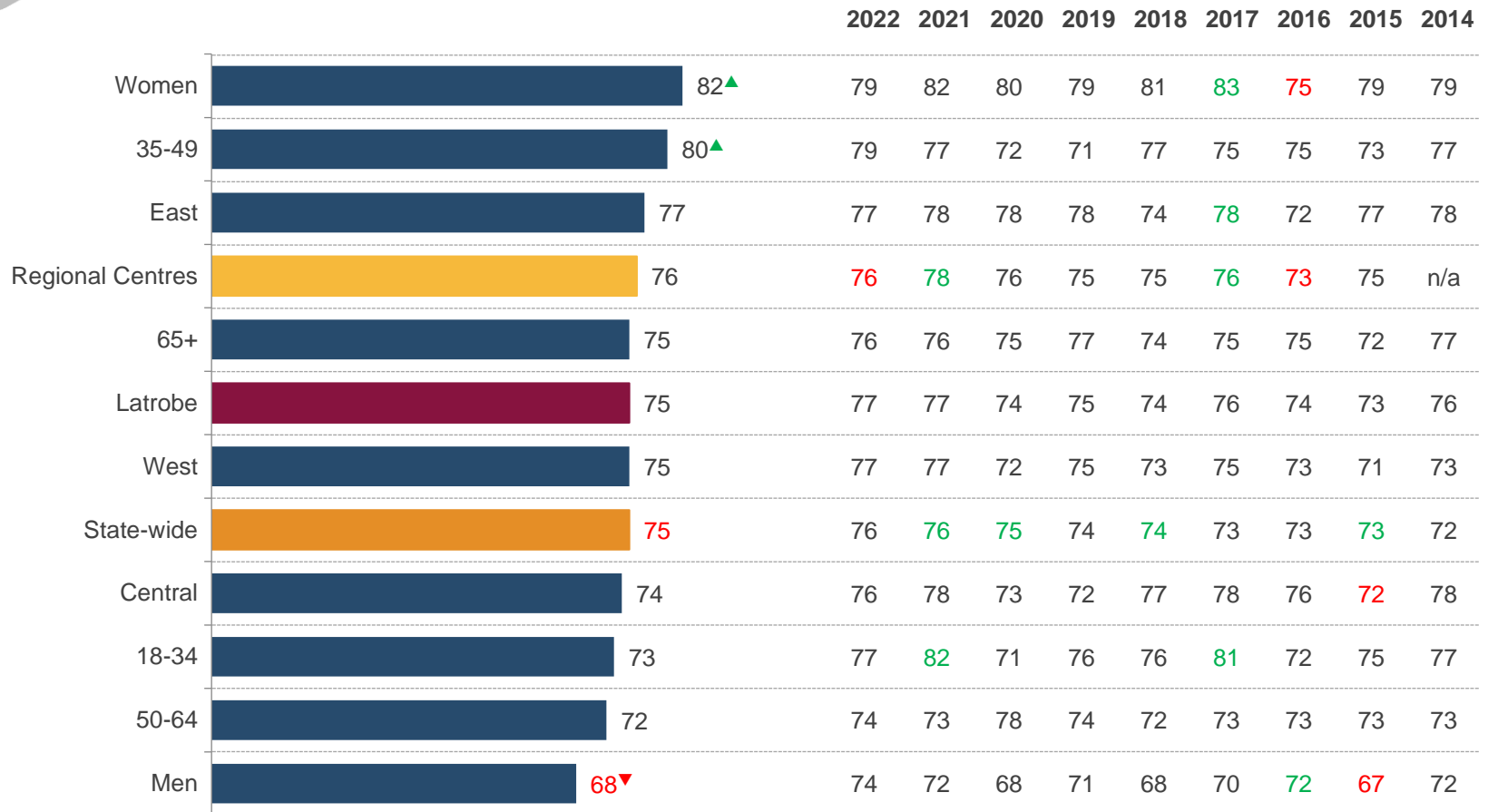




Family support services importance



2023 family support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

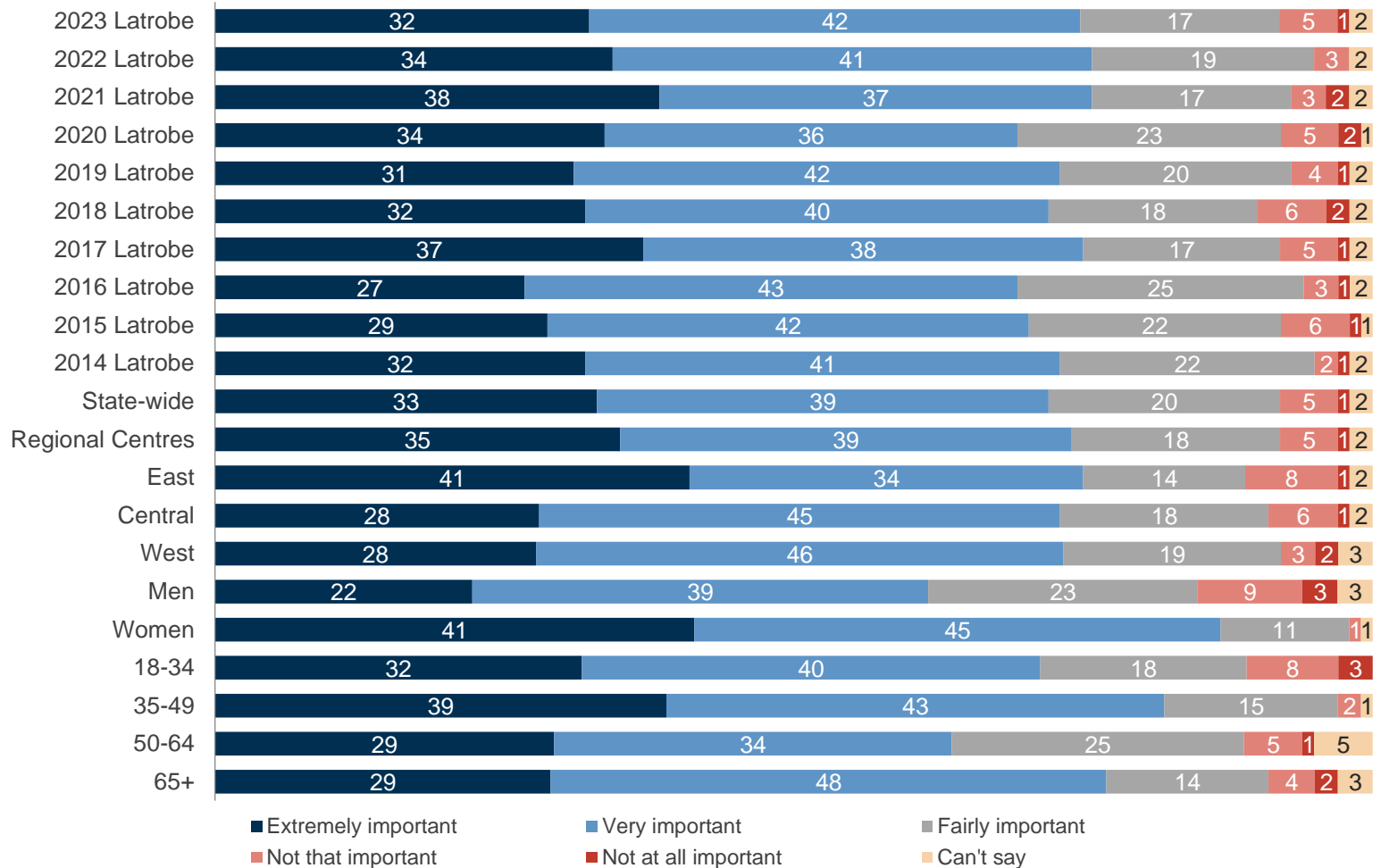
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2023 family support importance (%)





Family support services performance



2023 family support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Men	66	65	66	63	68	61	62	66	66	65
18-34	66	71	61	60	67	60	62	63	68	66
East	66	59	61	59	72	64	67	58	65	67
35-49	65	63	56	64	64	61	62	62	67	65
Regional Centres	64	67	66	65	68	66	67	66	66	n/a
Latrobe	64	66	63	63	67	62	63	64	66	66
West	63	68	66	64	68	65	61	67	67	68
State-wide	63	65	66	66	67	66	67	66	67	68
Central	62	69	60	66	59	57	65	64	67	62
65+	62	67	69	64	71	68	70	68	69	71
Women	62	66	60	63	66	63	65	63	67	67
50-64	61	55	66	65	63	59	61	64	60	63

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

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

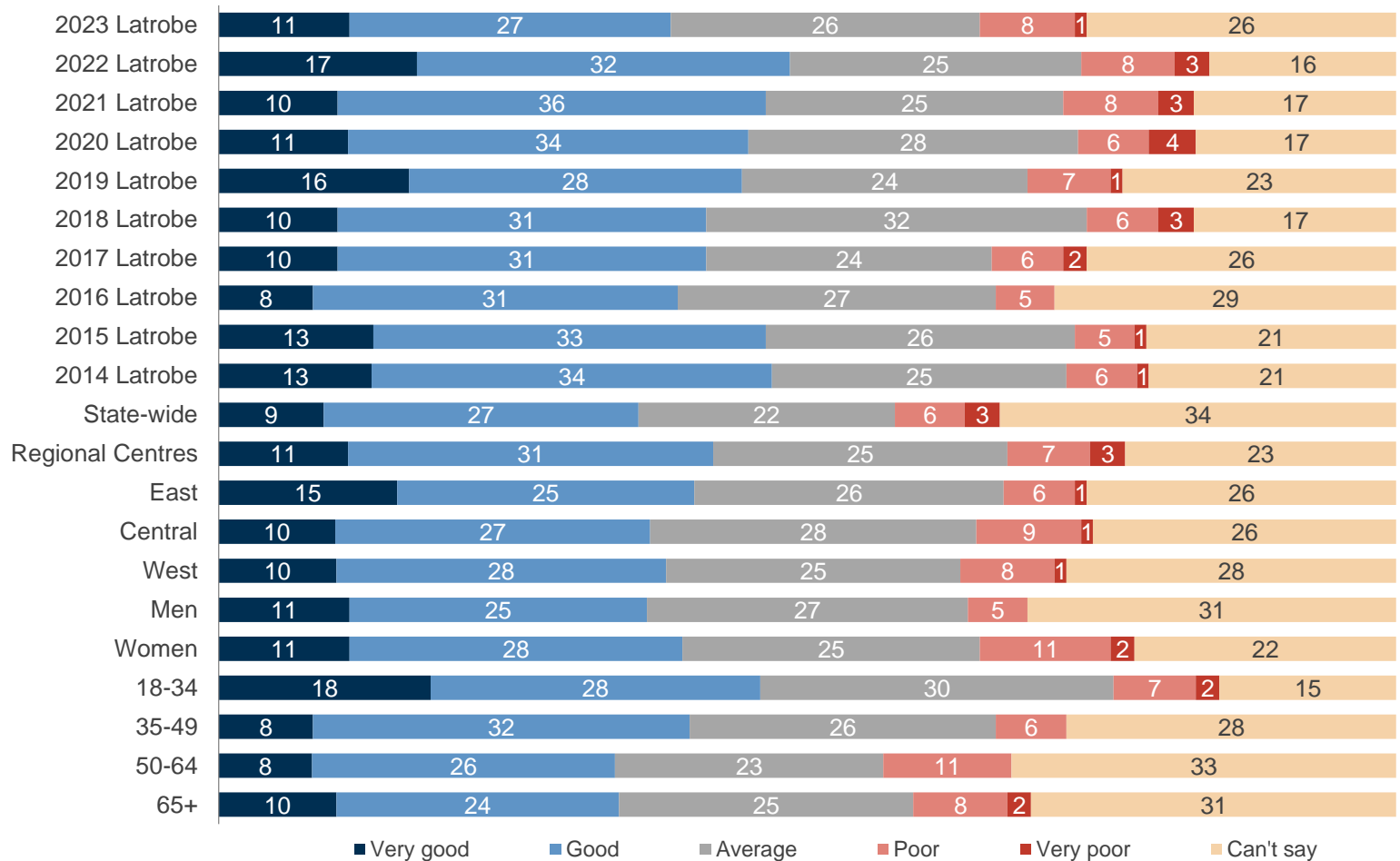
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)





Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	75	73	76	70	71	77	73	74	73	73
East	74	75	75	70	70	75	71	72	66	73
50-64	74	73	76	76	76	72	73	76	75	70
Men	73	74	74	71	71	71	70	72	70	72
Latrobe	73	75	76	72	71	72	72	73	72	72
State-wide	73	74	74	72	72	73	72	73	72	72
Women	73	76	77	73	70	73	73	75	73	73
Central	73	76	75	73	67	69	72	72	73	70
Regional Centres	73	75	74	72	72	74	73	73	72	n/a
West	73	74	77	72	74	72	73	75	76	73
18-34	72	76	75	68	65	67	68	70	67	73
65+	72	76	77	74	72	72	75	75	72	74

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

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

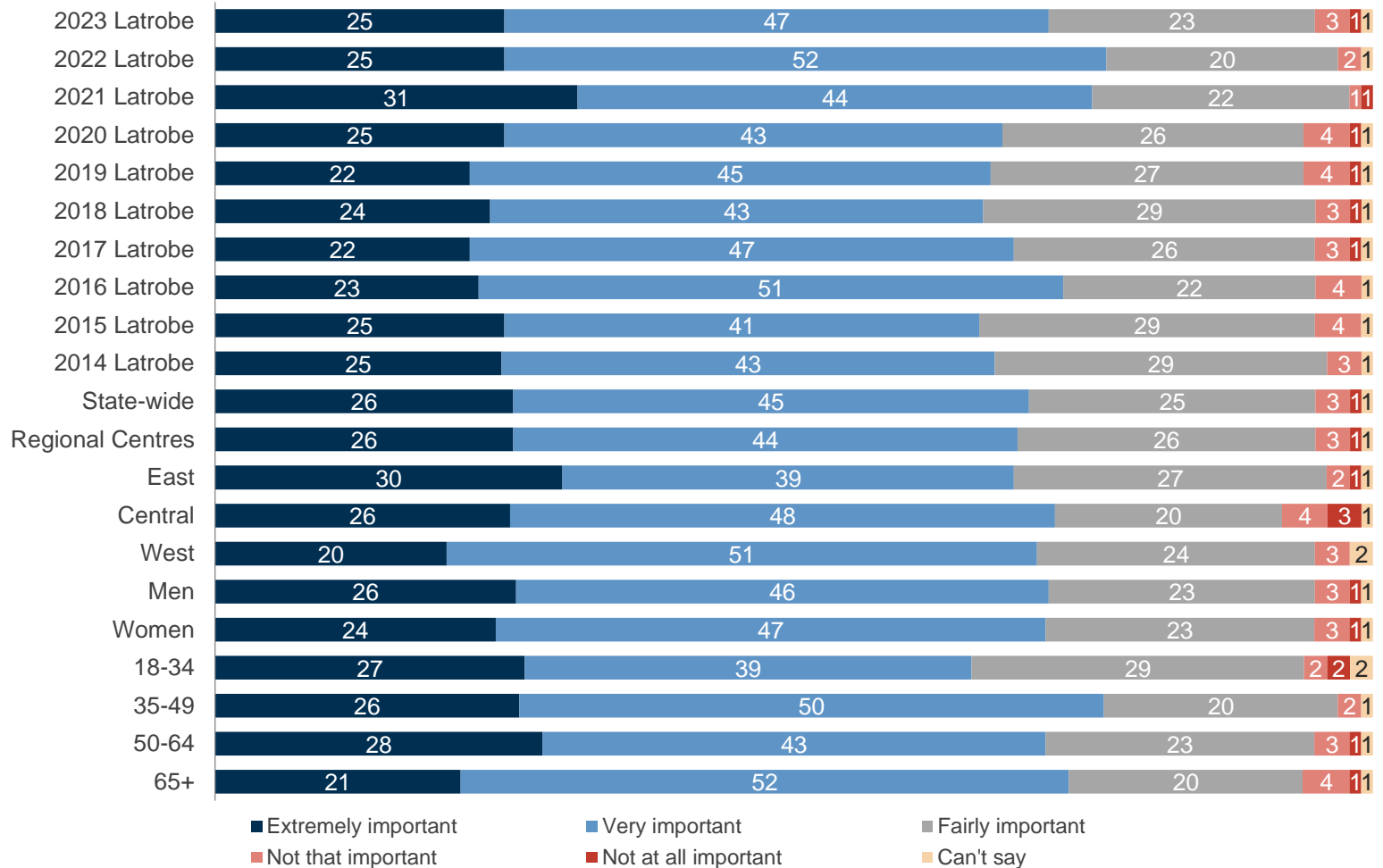
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	74	74	75	73	71	64	66	62	67	68
65+	73	76	78	76	74	71	77	74	70	73
West	73	74	75	73	71	67	64	60	63	64
35-49	73	73	68	71	69	62	61	63	63	68
Latrobe	72	74	74	72	70	65	66	64	65	68
50-64	72	66	72	72	71	66	65	61	67	65
East	71	70	70	71	76	65	72	69	66	75
Central	71	76	74	71	64	64	65	67	65	65
Men	70	73	72	71	69	66	66	66	62	68
18-34	70	74	74	69	68	64	63	60	59	66
Regional Centres	69▼	72	74	70	71	70	69	70	69	n/a
State-wide	68▼	69	71	70	70	69	70	69	70	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

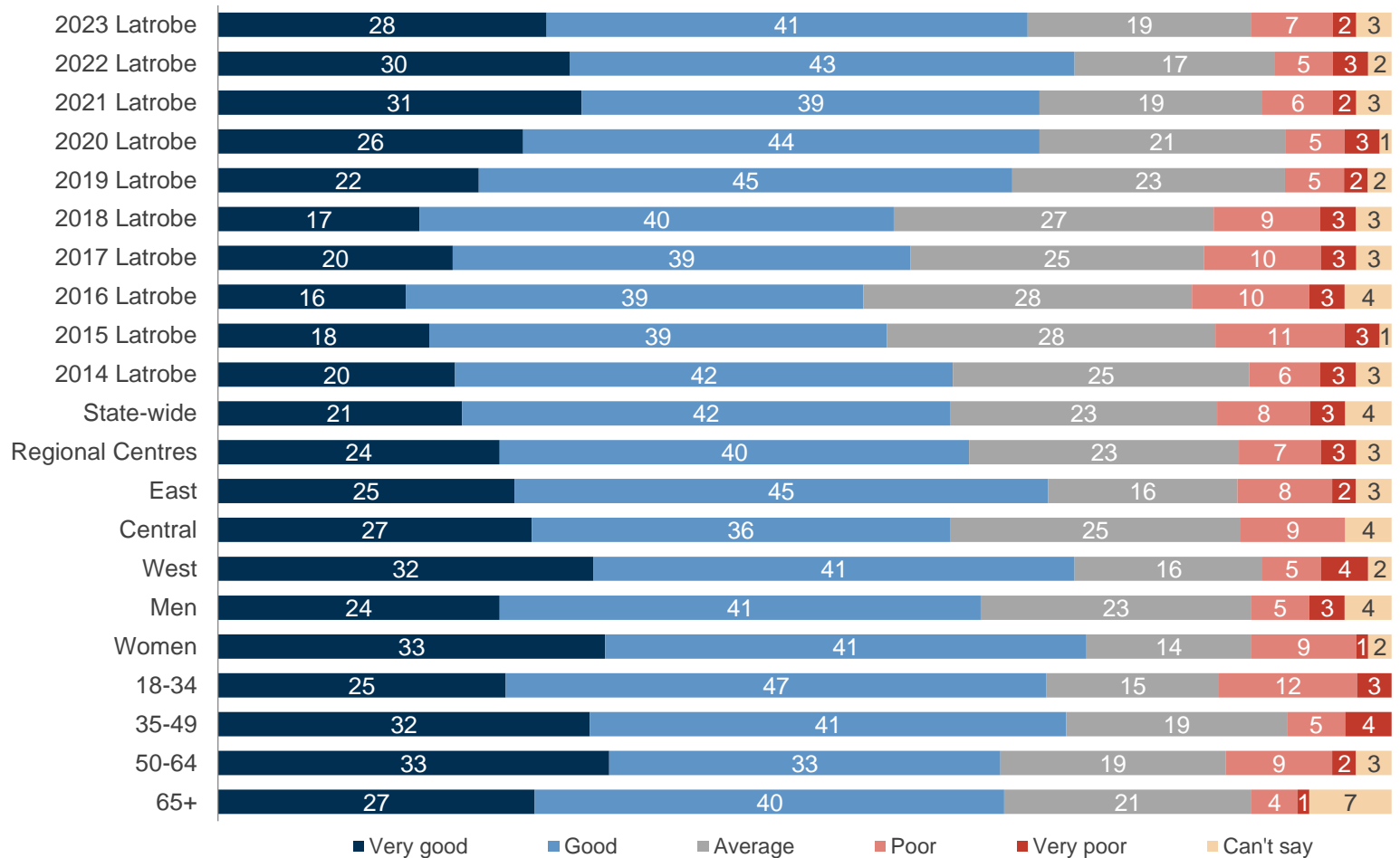
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	75	76	79	76	75	71	75	75	73
35-49	76	70	76	76	71	80	79	77	76	77
East	76	76	73	76	73	74	75	76	76	77
Women	75	76	76	76	73	75	76	76	78	77
Regional Centres	75	75	74	74	73	74	74	74	74	n/a
Latrobe	74	76	74	75	73	74	75	75	74	75
State-wide	74	75	75	74	73	74	74	74	73	73
West	74	77	73	77	73	75	75	72	75	74
65+	74	77	75	76	75	75	75	77	78	77
Men	74	75	71	73	73	73	73	73	71	73
Central	73	74	76	70	73	73	75	78	73	74
18-34	71	79	69	68	70	68	75	71	70	73

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

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

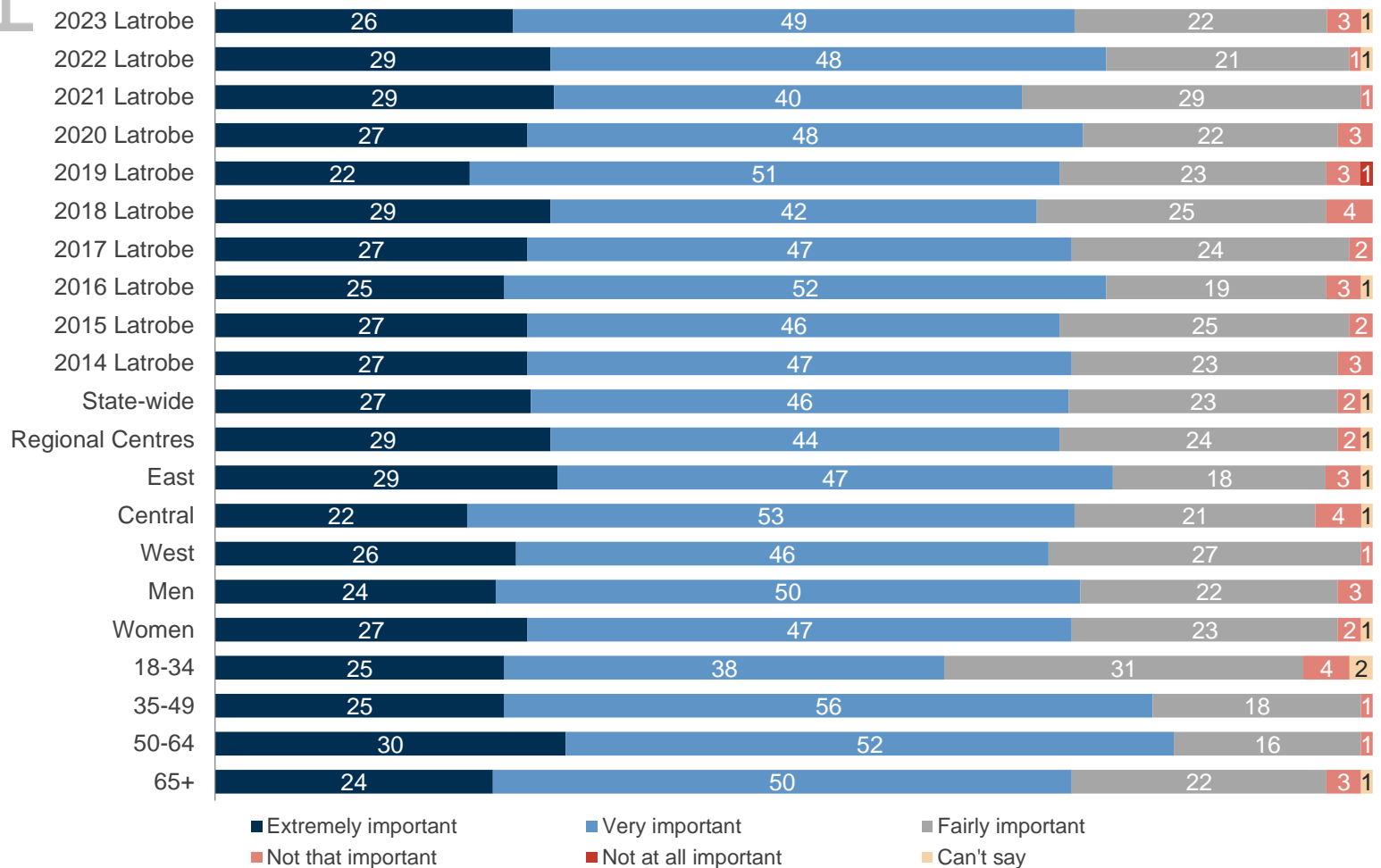
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	71▲	73	75	72	74	73	73	73	72	n/a
65+	70▲	71	77	71	68	67	75	71	66	67
Women	67	67	69	65	67	66	68	66	68	67
State-wide	67▲	71	73	72	72	71	71	71	72	72
West	66	68	71	66	69	65	69	70	69	69
Latrobe	64	67	70	65	66	64	68	66	67	67
East	63	62	68	62	69	65	65	62	63	65
35-49	63	65	65	64	67	66	64	63	66	66
Central	62	69	70	67	60	62	68	65	67	67
50-64	62	60	69	65	71	64	69	67	67	66
Men	60	66	71	66	65	62	67	67	65	67
18-34	59	66	67	61	61	60	64	65	68	69

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

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

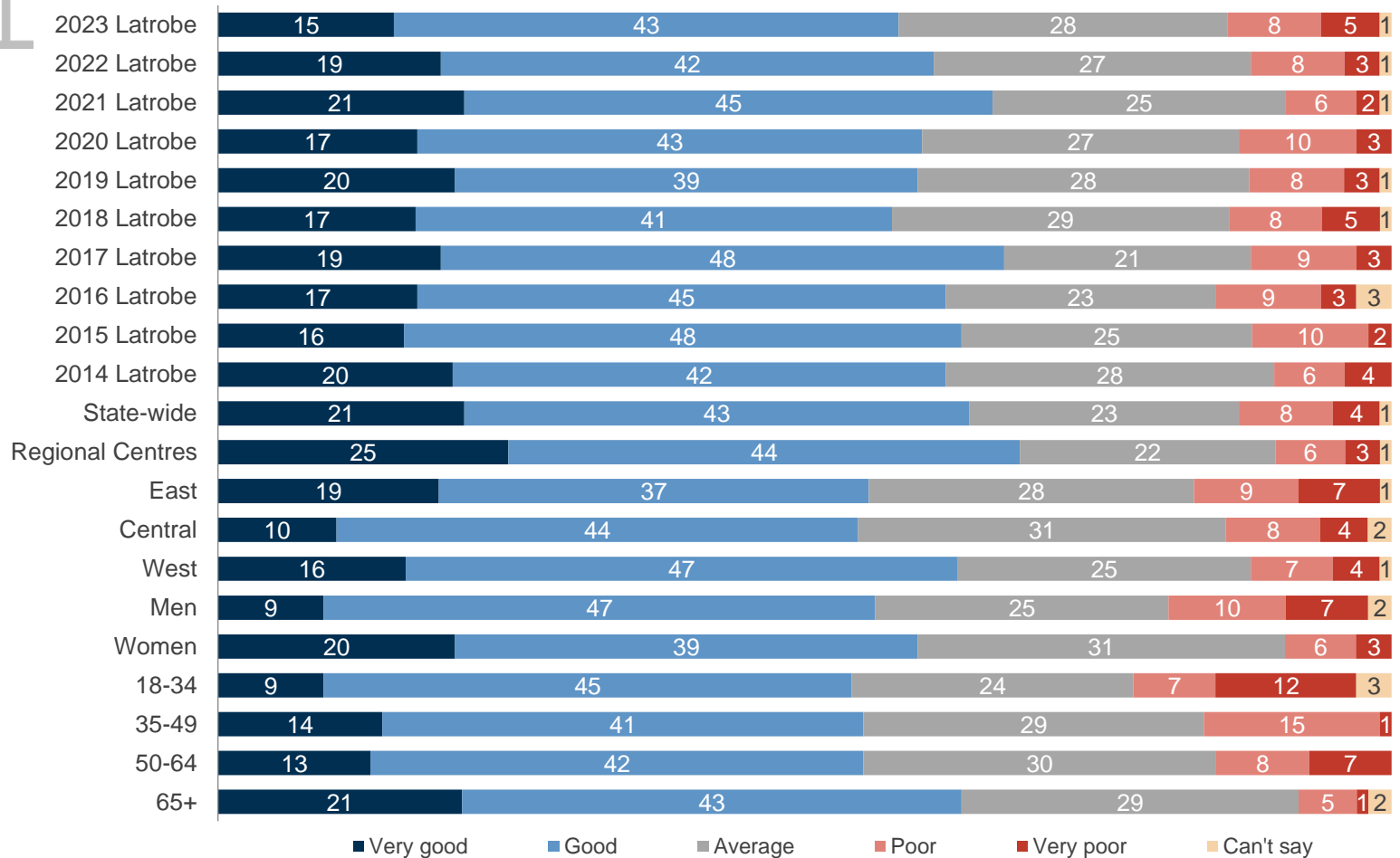
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)





Art centres and libraries importance



2023 art centres and libraries importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	69▲	68	67	68	n/a	n/a	69	70	68	66
35-49	67	65	59	59	n/a	n/a	63	67	67	65
65+	66	66	69	71	n/a	n/a	67	67	69	68
East	65	64	63	62	n/a	n/a	61	64	64	64
State-wide	65	67	67	65	65	65	64	66	65	66
Central	65	64	61	61	n/a	n/a	66	63	66	61
Latrobe	64	65	64	63	n/a	n/a	63	65	65	64
Regional Centres	64	66	66	63	63	63	62	64	66	n/a
50-64	63	60	61	69	n/a	n/a	63	64	66	61
West	63	66	66	66	n/a	n/a	63	67	64	65
18-34	60	64	65	55	n/a	n/a	59	62	59	62
Men	59▼	61	61	59	n/a	n/a	57	60	62	61

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

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

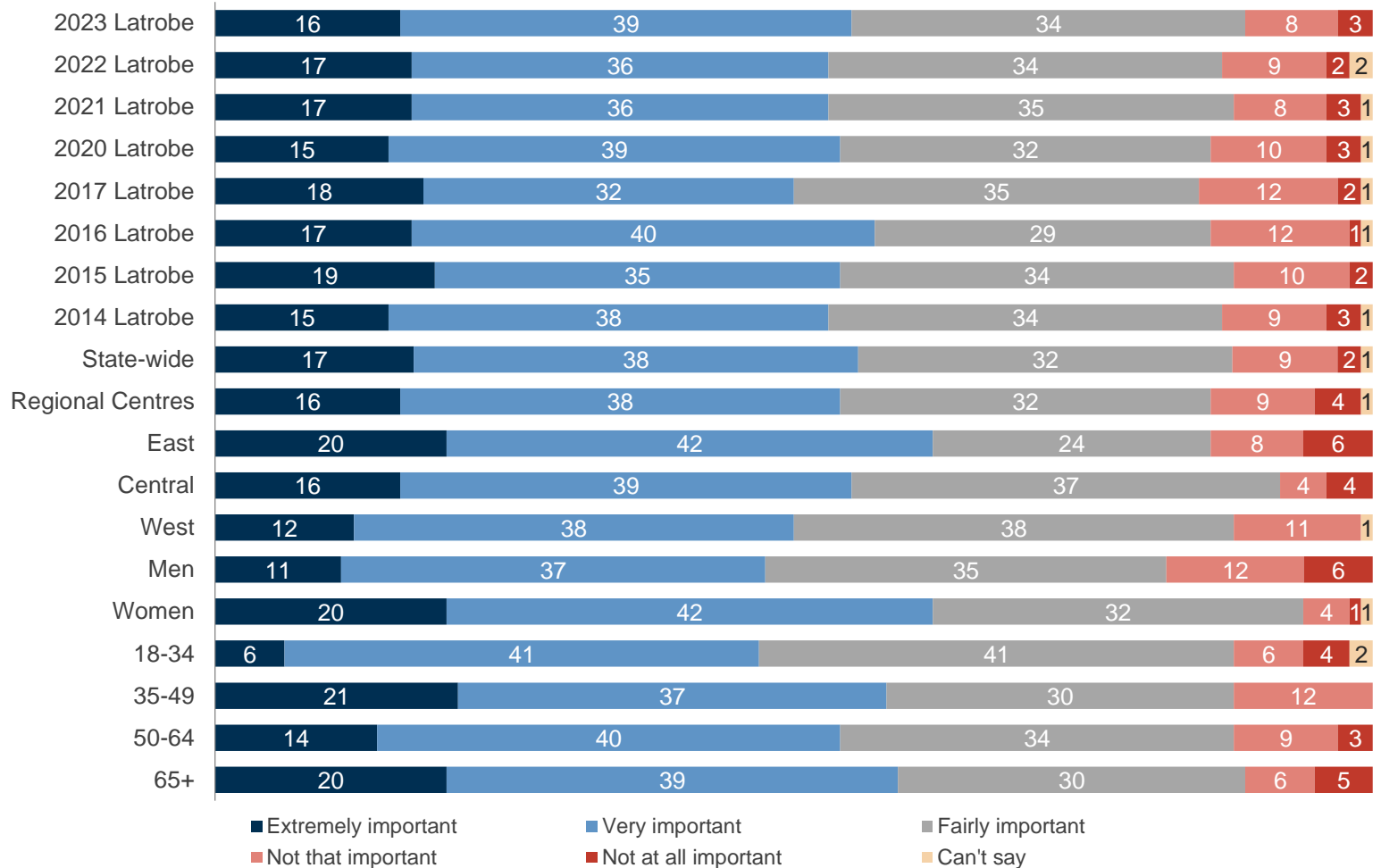
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)





Art centres and libraries performance



2023 art centres and libraries performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West	84▲	84	78	72	n/a	n/a	68	62	65	70
Women	82	77	76	74	n/a	n/a	72	64	69	72
35-49	80	76	75	77	n/a	n/a	74	58	66	73
65+	79	80	80	73	n/a	n/a	76	72	66	68
Latrobe	79	79	76	73	n/a	n/a	71	64	66	70
50-64	79	77	74	74	n/a	n/a	66	62	62	66
18-34	78	79	76	72	n/a	n/a	70	66	68	74
East	77	70	75	74	n/a	n/a	78	62	63	69
Regional Centres	77	76	75	74	74	76	75	75	75	n/a
Men	75▼	80	77	73	n/a	n/a	71	65	63	69
Central	74▼	79	75	75	n/a	n/a	71	70	70	74
State-wide	73▼	73	73	74	74	74	73	72	73	75

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

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

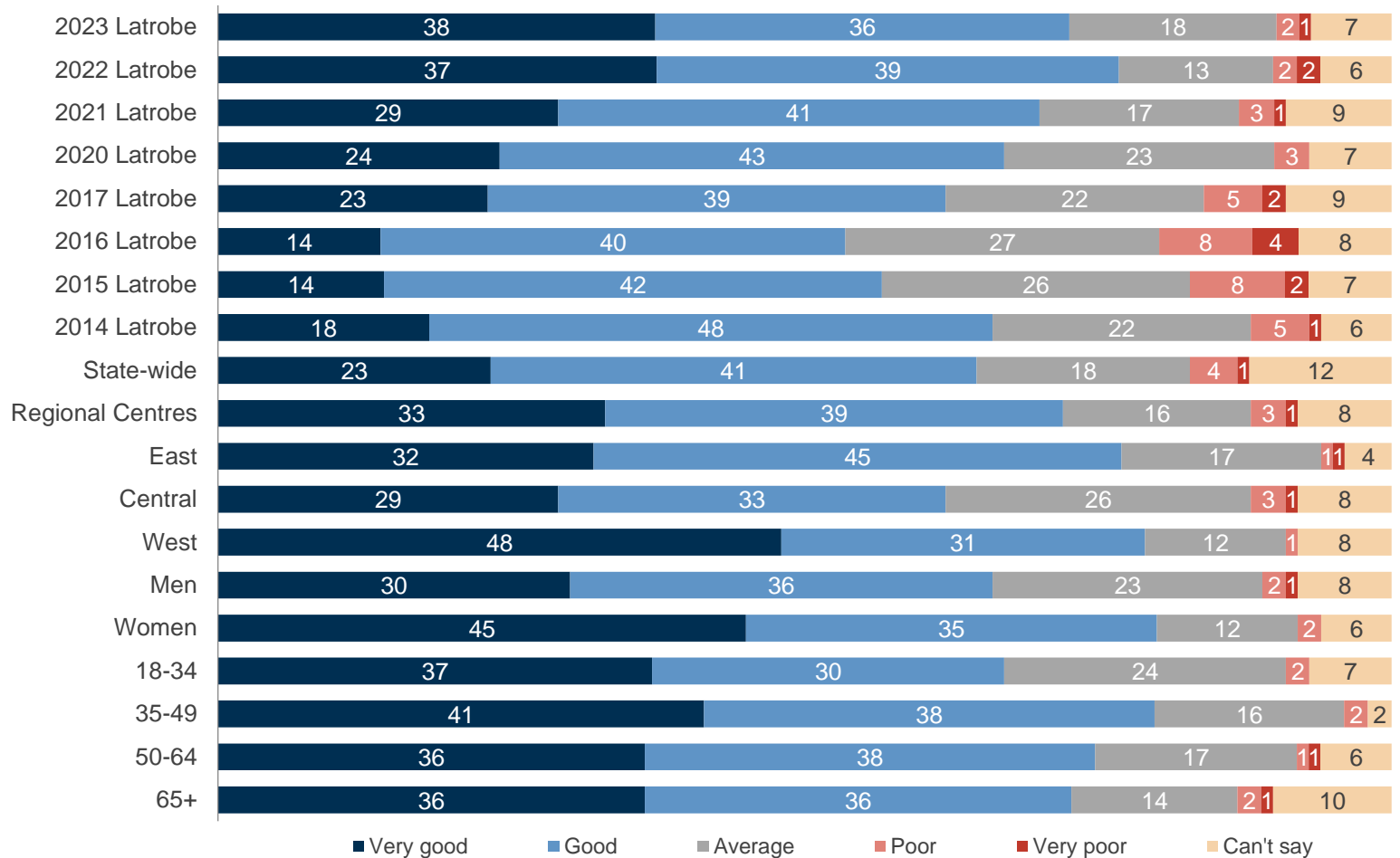
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)





Community and cultural activities importance



2023 community and cultural activities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	70▲	64	58	60	58	60	64	57	63	62
Women	67▲	68	68	67	63	63	67	64	66	67
East	64	64	61	60	59	61	62	58	63	63
Latrobe	63	64	63	61	60	60	62	61	63	62
West	63	63	63	61	61	57	60	58	62	63
Regional Centres	63	65	65	63	62	62	62	62	63	n/a
Central	63	68	67	63	60	64	66	68	64	59
65+	62	65	62	62	66	61	62	62	66	64
18-34	62	65	69	58	55	62	64	63	61	63
State-wide	62	64	64	62	61	61	61	62	62	62
Men	59▼	61	58	55	58	57	57	59	60	57
50-64	58	60	64	66	62	59	59	63	61	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

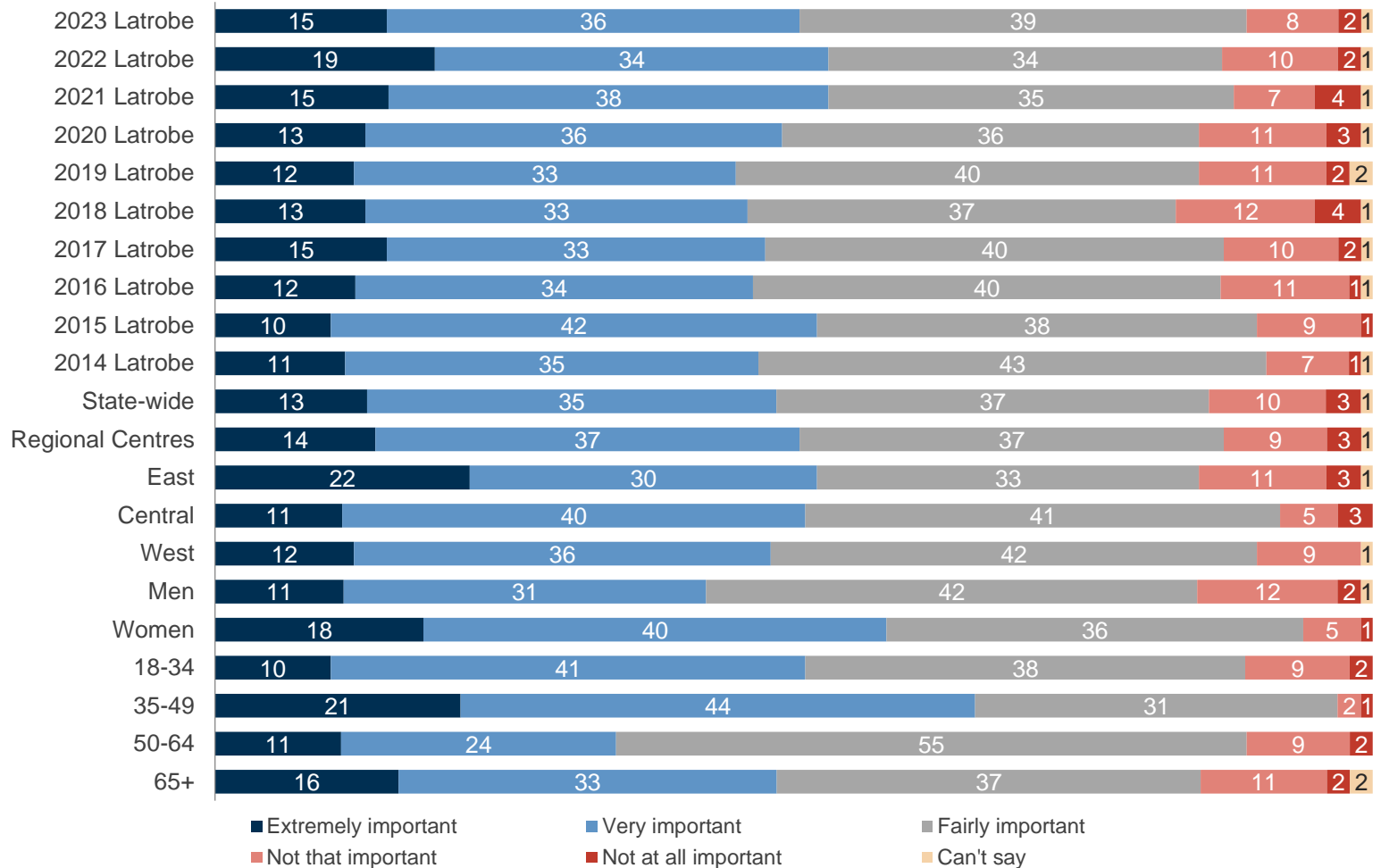
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)





Community and cultural activities performance



2023 community and cultural activities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	71▲	64	61	73	69	65	65	61	67	68
Women	70▲	67	64	68	68	68	65	64	67	69
West	69	68	65	70	69	66	63	66	65	69
65+	66	70	69	69	69	63	71	68	67	64
Latrobe	66	66	64	68	67	66	63	64	65	67
East	66	60	65	65	65	63	62	61	64	65
State-wide	66	65	65	68	69	69	69	69	69	70
Regional Centres	66	65	65	69	69	68	69	69	69	n/a
50-64	65	61	67	69	68	65	62	66	65	64
18-34	63	66	60	64	62	69	58	62	62	71
Central	63	70	61	69	66	67	65	65	66	66
Men	62▼	66	64	69	66	63	62	65	64	66

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

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

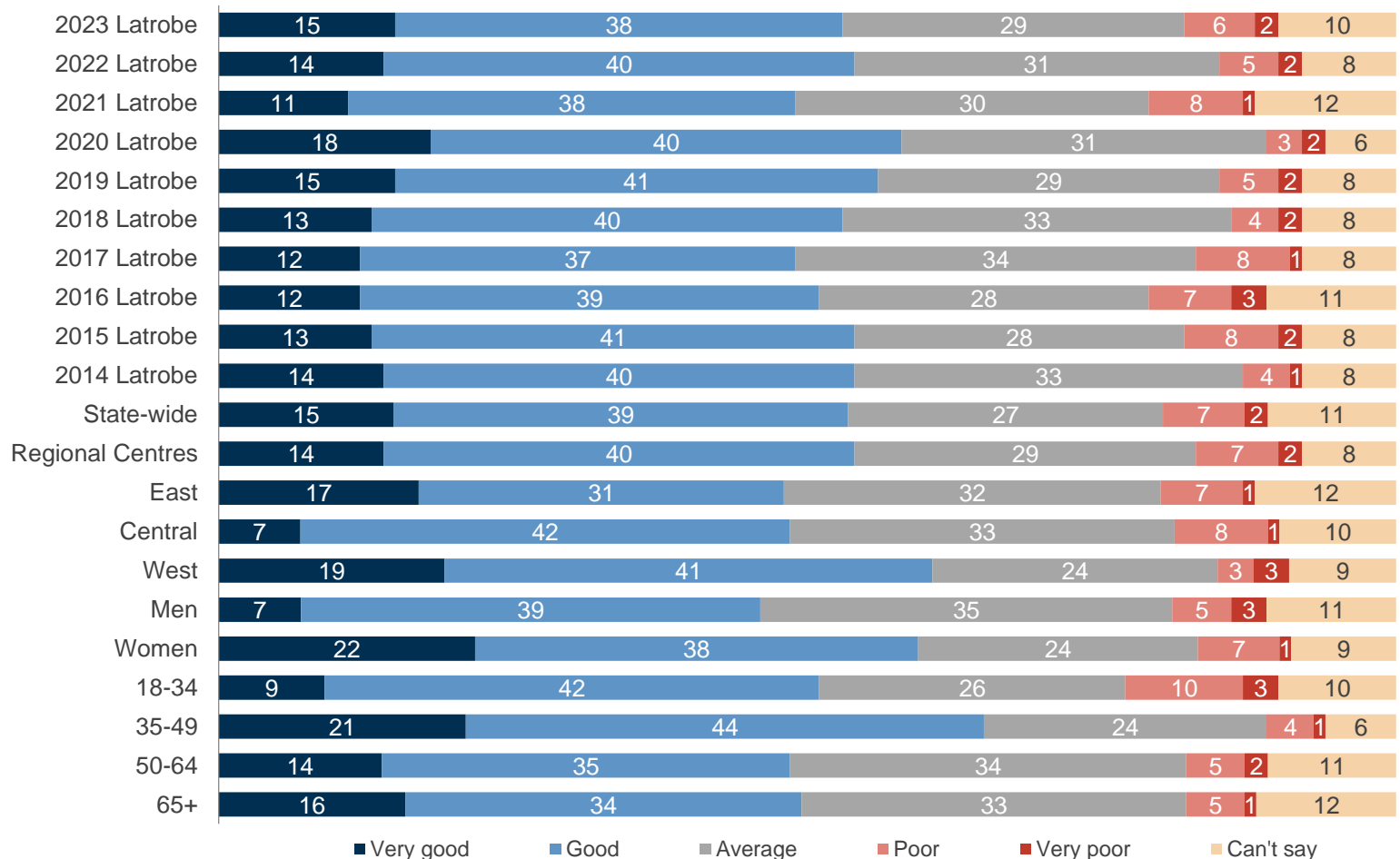
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)





Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
East	83	83	81	79	77	82	77	80	77	83
35-49	83	81	81	81	75	79	80	74	78	78
Women	82	81	82	83	80	81	80	79	82	80
65+	82	82	83	84	82	80	79	80	79	82
State-wide	81	82	82	82	81	81	79	80	79	79
Central	81	80	80	80	76	77	79	79	79	77
Latrobe	81	82	80	82	78	79	79	78	79	80
Regional Centres	81	83	82	82	80	81	79	79	80	n/a
50-64	81	81	81	84	79	80	79	83	82	80
Men	81	83	78	82	77	78	77	77	76	80
West	80	82	80	86	81	79	79	75	81	79
18-34	79	82	77	80	76	77	76	74	78	79

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

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

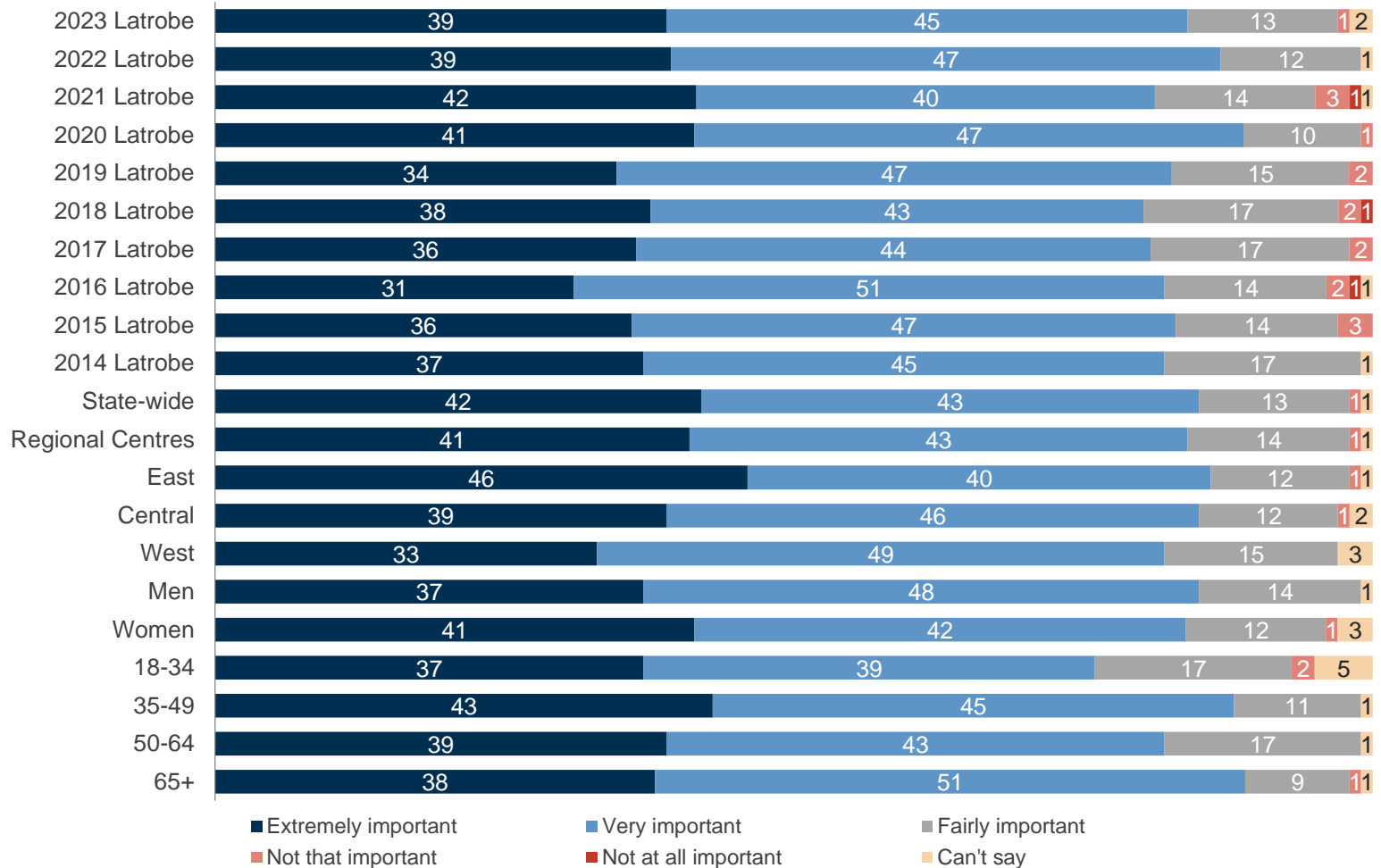
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	72	74	70	67	70	73	67	63	65	73
Central	69	73	72	65	71	70	68	68	64	68
Men	69	69	69	65	70	68	66	65	63	69
East	69	68	66	64	71	70	68	60	68	69
Latrobe	69	70	69	65	71	68	68	65	65	68
Women	68	70	68	66	71	68	69	64	68	67
65+	68	72	75	64	73	69	75	74	66	70
West	68	68	69	67	70	64	68	65	64	67
Regional Centres	67	68	69	66	68	70	69	69	71	n/a
35-49	67	66	62	65	69	62	63	58	66	66
50-64	67	62	67	66	69	65	67	64	63	62
State-wide	66▼	68	69	65	68	70	71	70	72	73

Q2. How has Council performed on 'Waste management' over the last 12 months?

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

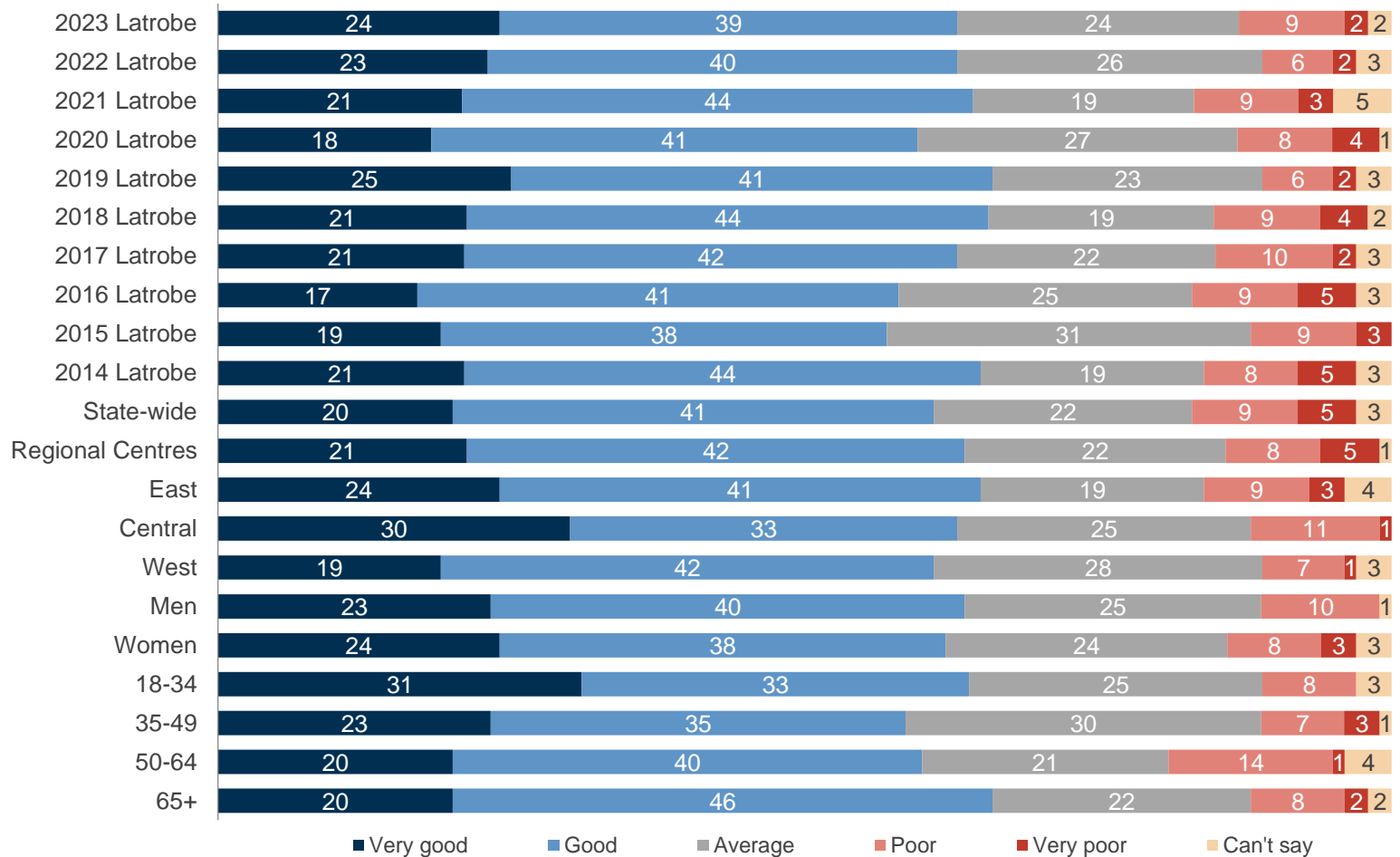
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	72	76	69	71	72	76	79	67	73	70
Regional Centres	72▲	73	73	73	73	74	74	73	73	n/a
East	71	70	72	71	75	75	72	71	72	69
Women	70	72	74	73	73	74	75	72	73	73
Central	70	72	71	71	70	74	76	73	73	71
65+	69	73	71	73	74	71	73	72	73	72
Latrobe	69	72	71	71	73	73	74	71	71	70
Men	68	72	69	69	72	72	73	69	69	67
18-34	68	71	70	66	71	71	72	70	68	69
50-64	67	64	76	73	74	75	74	74	71	67
State-wide	67	69	70	67	65	66	67	67	67	67
West	67	73	71	71	73	70	75	69	69	70

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

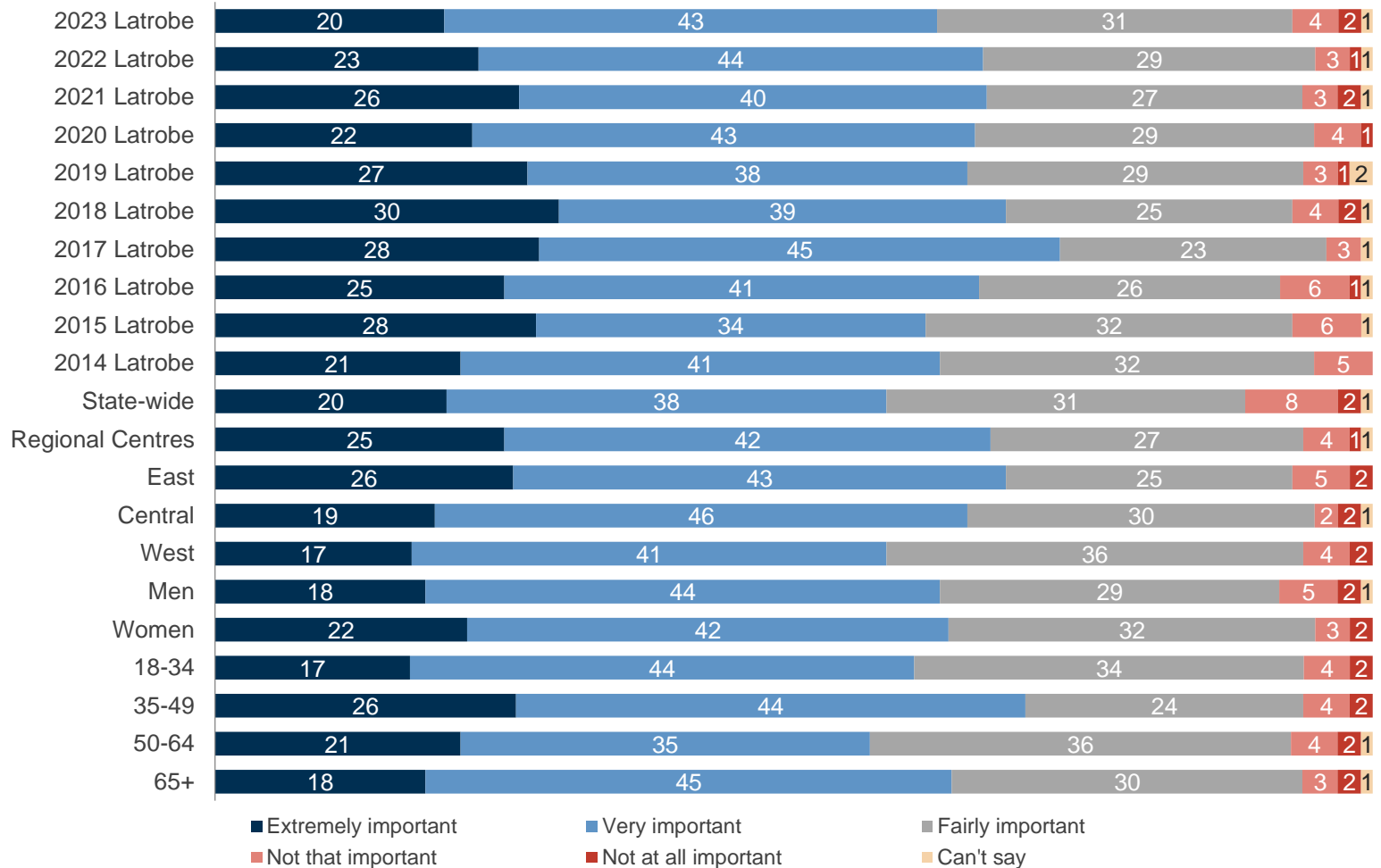
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	61▲	62	62	60	61	59	61	62	63	n/a
West	59	59	59	60	60	56	58	55	60	61
Women	59	58	59	60	61	55	60	55	59	58
State-wide	59▲	60	61	59	61	60	61	60	61	62
35-49	58	58	55	55	54	50	51	46	56	57
18-34	57	54	57	59	60	52	56	53	57	60
Latrobe	56	56	58	57	59	52	56	55	58	58
65+	56	60	64	58	61	56	63	61	61	57
East	56	55	57	51	61	51	53	52	58	56
Men	54	55	56	54	57	49	51	54	57	58
50-64	53	49	54	55	60	50	53	58	57	56
Central	53	55	57	58	55	49	55	55	55	55

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

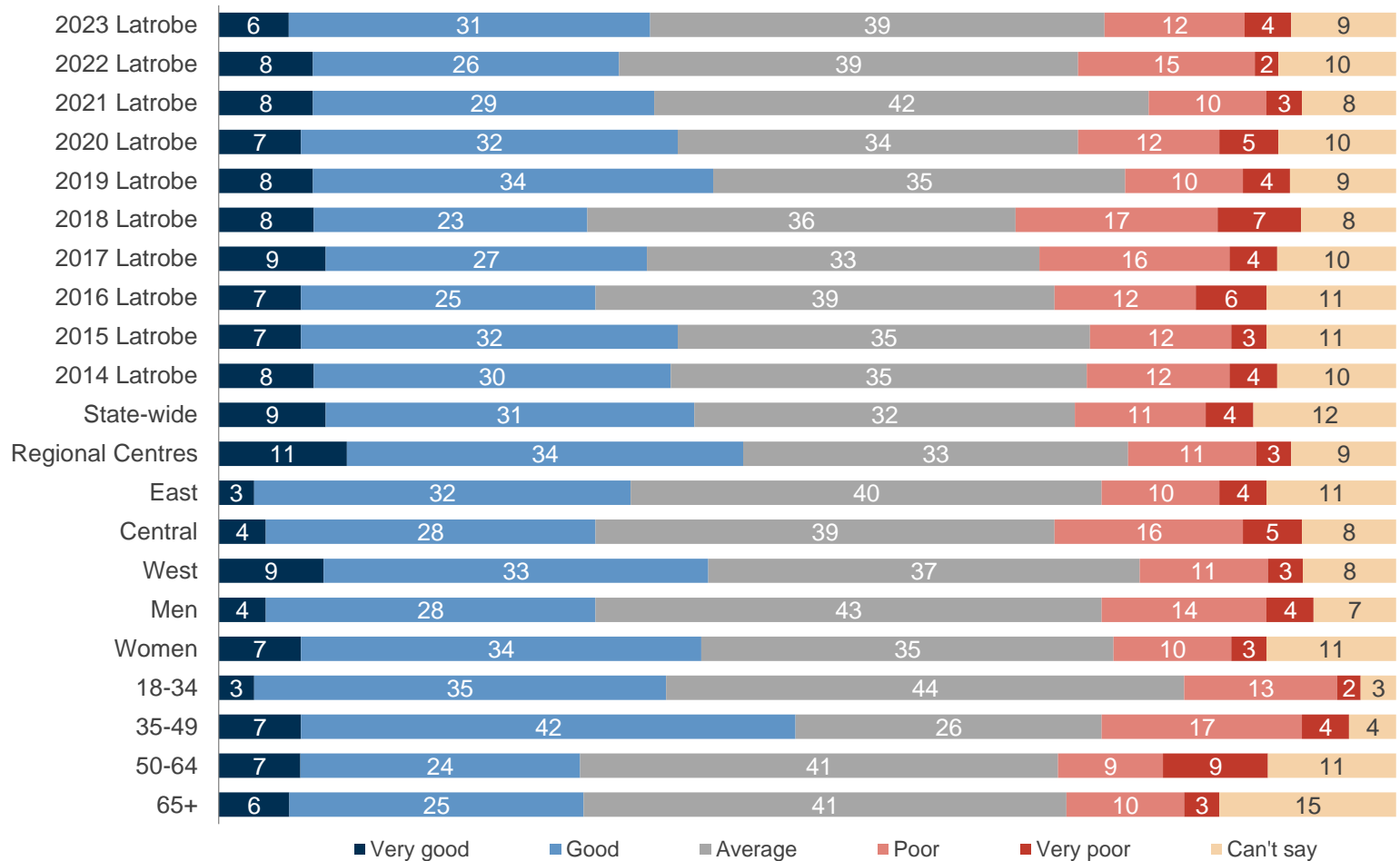
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 4

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)





Council's general town planning policy importance



2023 town planning importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	73▲	74	74	72	73	73	72	73	72	72
Regional Centres	73▲	73	74	72	71	72	71	72	73	n/a
Women	73	73	74	72	71	71	73	70	73	73
50-64	72	69	75	78	72	69	74	75	75	74
East	71	73	71	68	66	75	69	73	69	73
65+	71	74	75	75	75	74	74	75	72	77
35-49	71	73	71	71	68	73	73	66	73	76
Latrobe	70	72	71	71	70	71	71	70	70	73
West	70	72	71	72	73	68	72	68	72	73
Central	69	72	71	72	70	71	73	69	70	73
Men	68	71	68	70	70	71	69	69	68	73
18-34	67	71	65	62	66	69	64	63	64	66

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

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

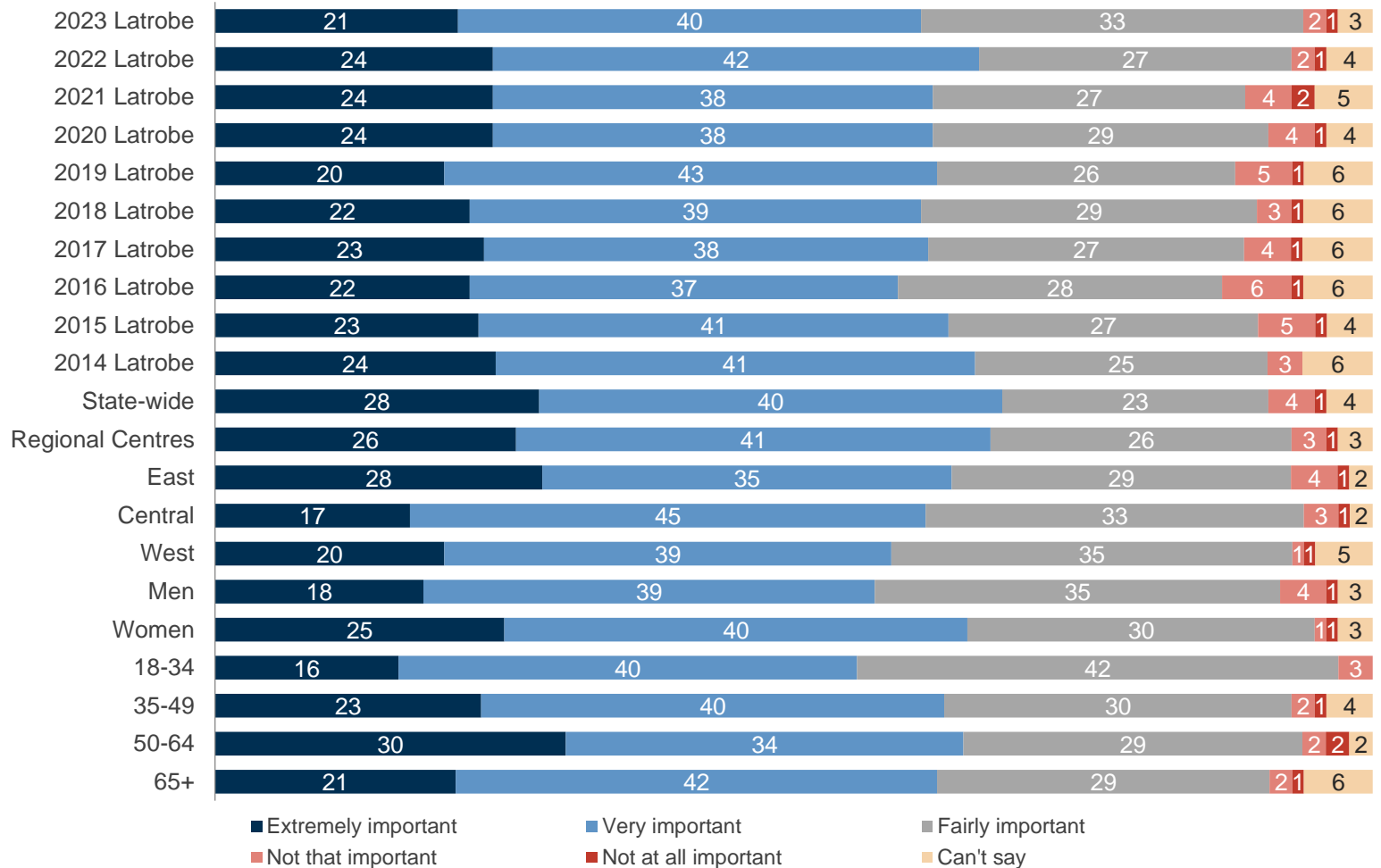
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2023 town planning importance (%)





Council's general town planning policy performance



2023 town planning performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	56	58	63	59	61	56	61	54	56	53
Central	54	58	60	52	57	53	55	53	54	52
35-49	54	50	53	53	57	51	49	47	56	55
West	54	55	57	56	61	55	52	55	54	55
Women	54	55	59	55	62	54	56	54	57	57
18-34	53	59	56	52	60	55	54	57	57	61
Latrobe	53	55	57	54	59	54	54	53	56	54
Men	52	55	55	52	56	53	52	51	55	52
East	51	52	54	53	57	53	56	47	59	56
State-wide	50▼	54	55	54	55	54	53	52	54	55
Regional Centres	50▼	55	55	52	57	54	56	54	55	n/a
50-64	47	47	52	51	56	52	52	50	54	46

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

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

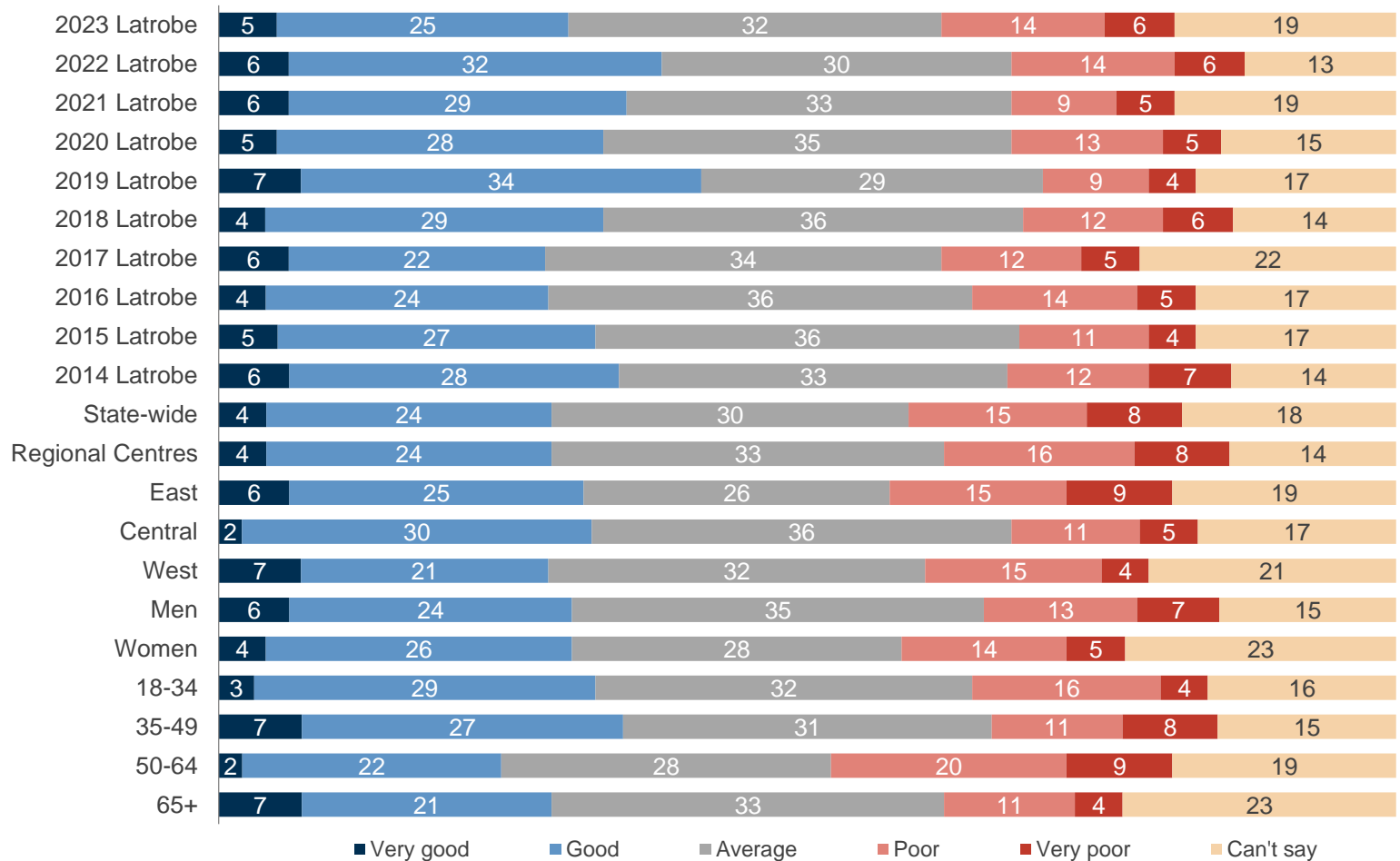
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)





Planning and building permits importance



2023 planning and building permits importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	72▲	73	73	71	71	71	72	71	71	71
Regional Centres	72▲	73	72	70	71	71	69	69	70	n/a
Women	71	71	71	68	70	67	71	70	70	71
65+	70	74	73	73	72	72	72	72	71	74
50-64	70	66	71	73	72	68	69	72	68	70
East	69	68	66	65	69	69	64	72	66	66
Latrobe	68	71	68	69	68	66	68	68	67	69
Central	68	71	67	68	65	59	69	63	67	69
West	67	72	71	73	70	71	69	68	67	72
35-49	66	68	64	65	65	67	68	65	67	70
18-34	65	71	64	64	64	59	63	63	63	65
Men	64	70	65	69	66	65	65	65	64	67

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

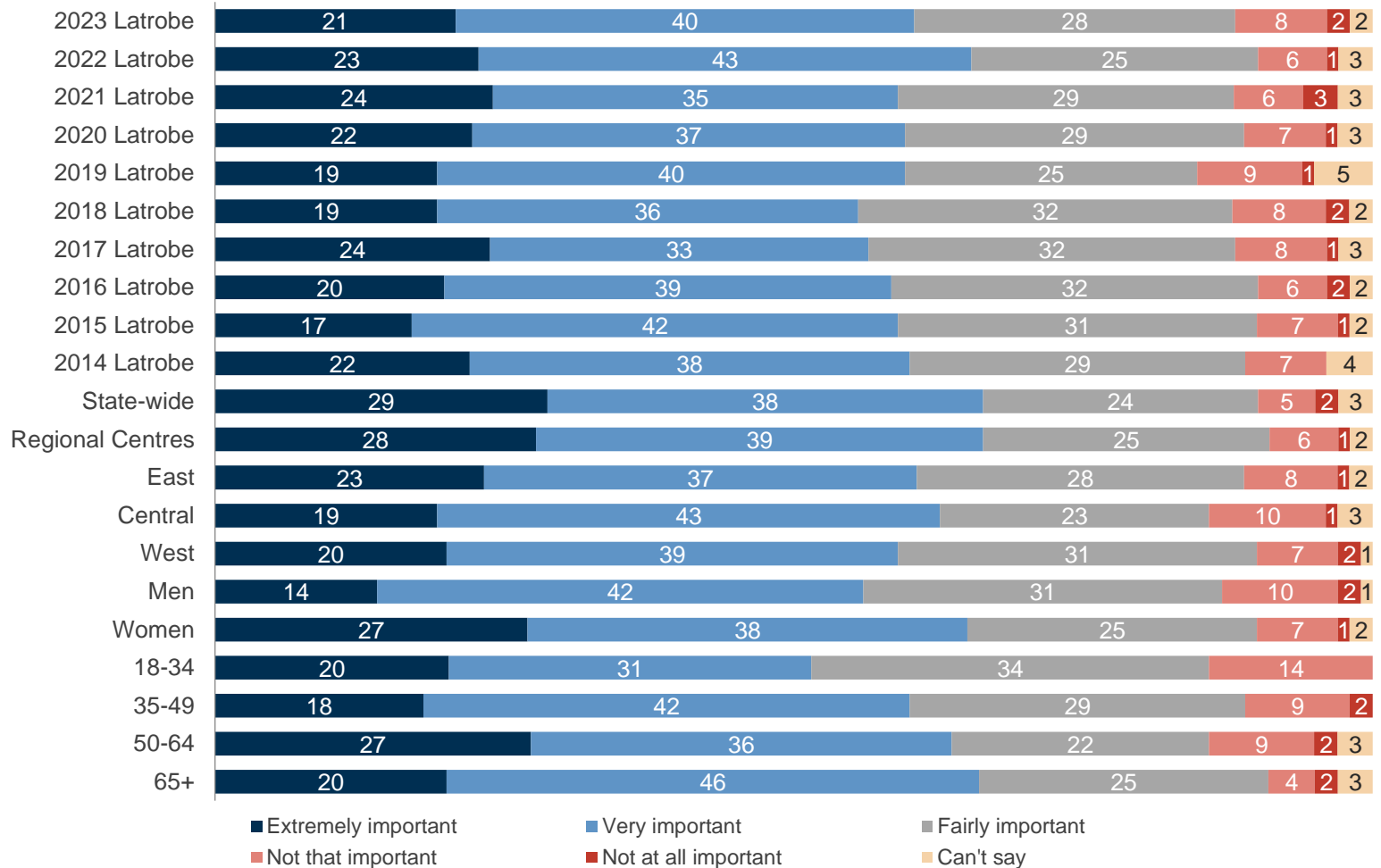
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)





Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	57	50	61	54	60	59	57	55	56	60
Women	57	54	58	56	62	60	60	55	59	56
Central	56	55	57	57	54	59	56	55	56	52
Latrobe	54	52	57	56	59	55	55	52	56	54
65+	54	58	61	58	60	53	60	57	58	56
35-49	54	49	53	55	57	53	51	42	57	52
East	53	50	56	55	60	57	51	45	58	56
West	53	50	58	55	61	51	56	55	55	54
Regional Centres	53	54	58	57	58	57	60	55	57	n/a
Men	52	49	56	55	55	51	50	50	54	52
50-64	52	46	51	56	57	55	52	54	56	48
State-wide	47▼	50	51	51	52	52	51	50	54	53

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

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

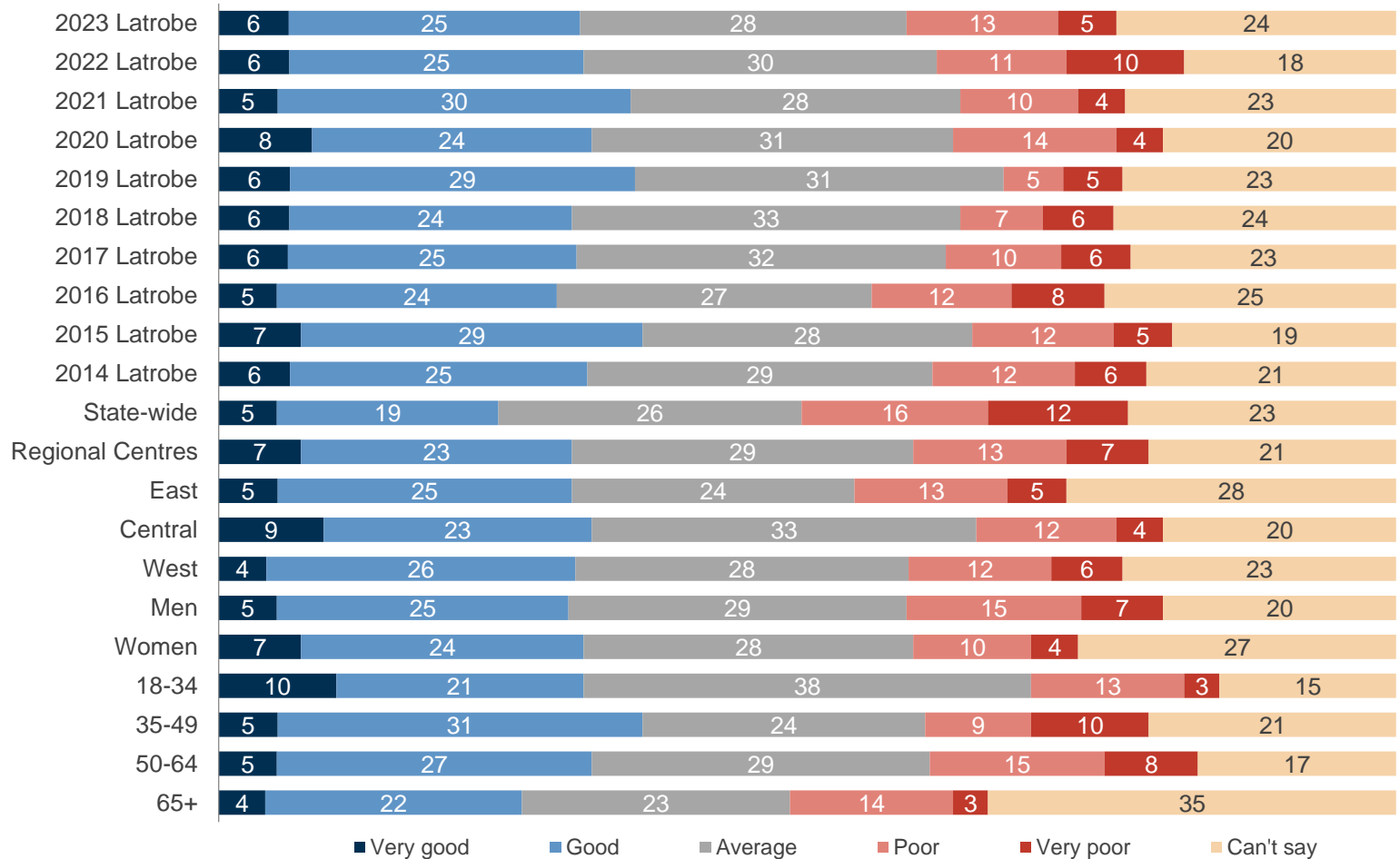
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)

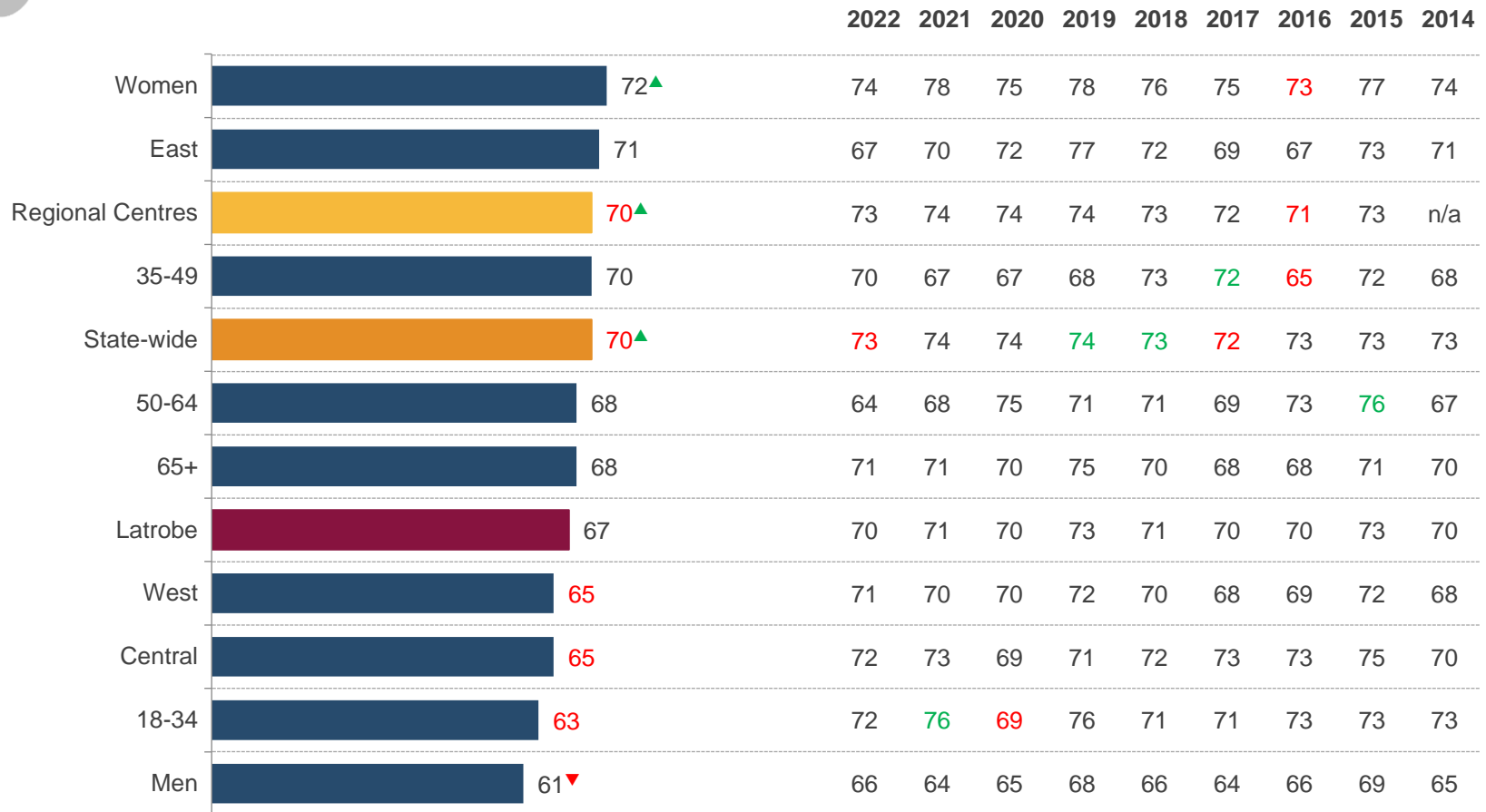




Environmental sustainability importance



2023 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: 28 Councils asked group: 5

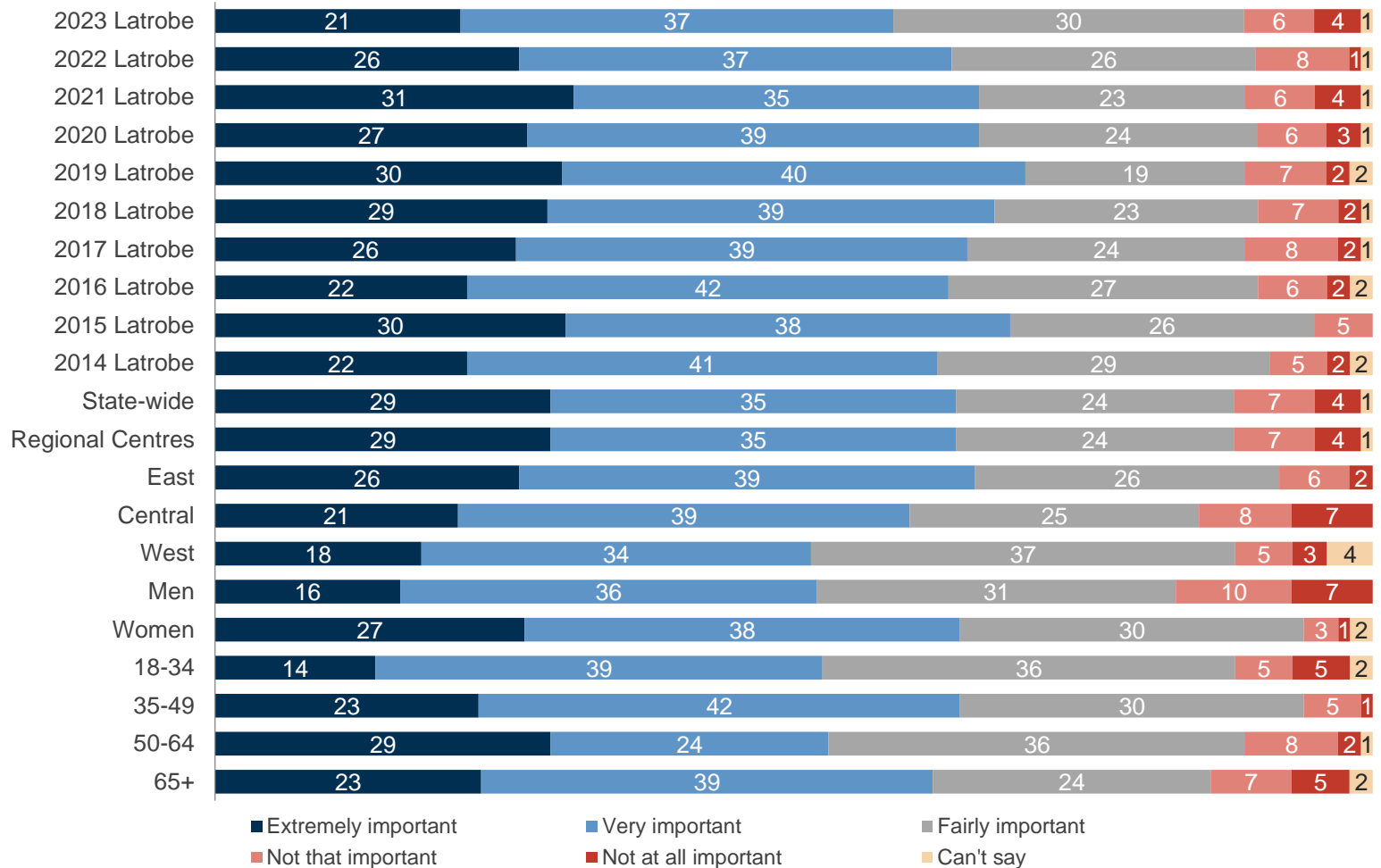
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	61▲	62	62	61	63	64	65	63	63	n/a
35-49	61	58	53	61	61	57	58	52	58	61
65+	61	61	62	62	63	62	67	61	61	64
State-wide	60	61	62	60	62	63	64	63	64	64
West	60	61	59	61	60	61	62	59	59	63
Women	58	59	56	62	62	62	60	56	60	62
Latrobe	58	60	57	60	62	60	61	59	60	62
East	57	55	57	54	62	61	64	58	63	62
Men	57	60	58	57	61	58	62	62	60	62
50-64	55	57	58	56	61	56	58	61	58	58
Central	54	62	54	64	64	57	58	60	58	60
18-34	52▼	61	55	59	61	63	62	61	62	64

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6

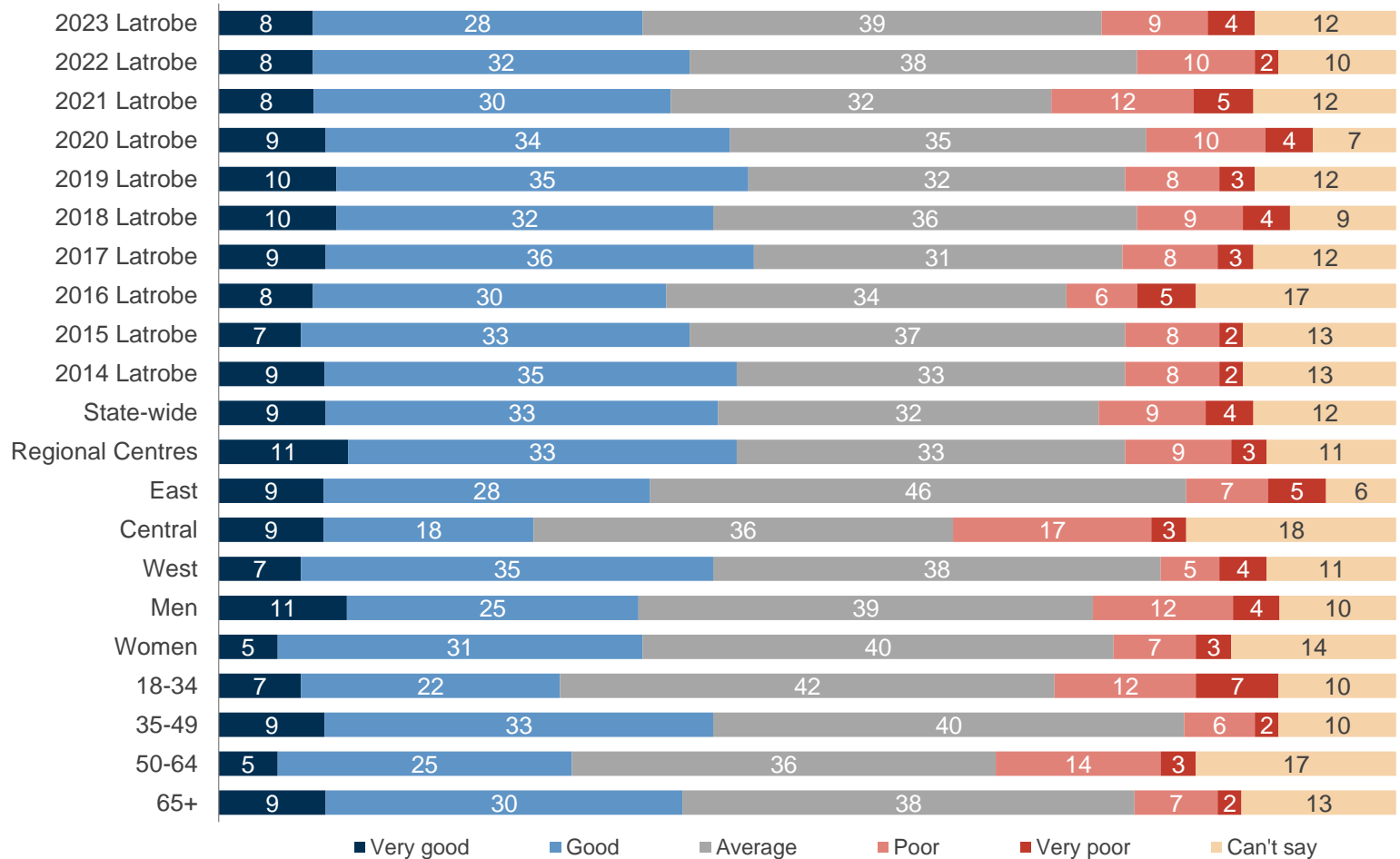
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)

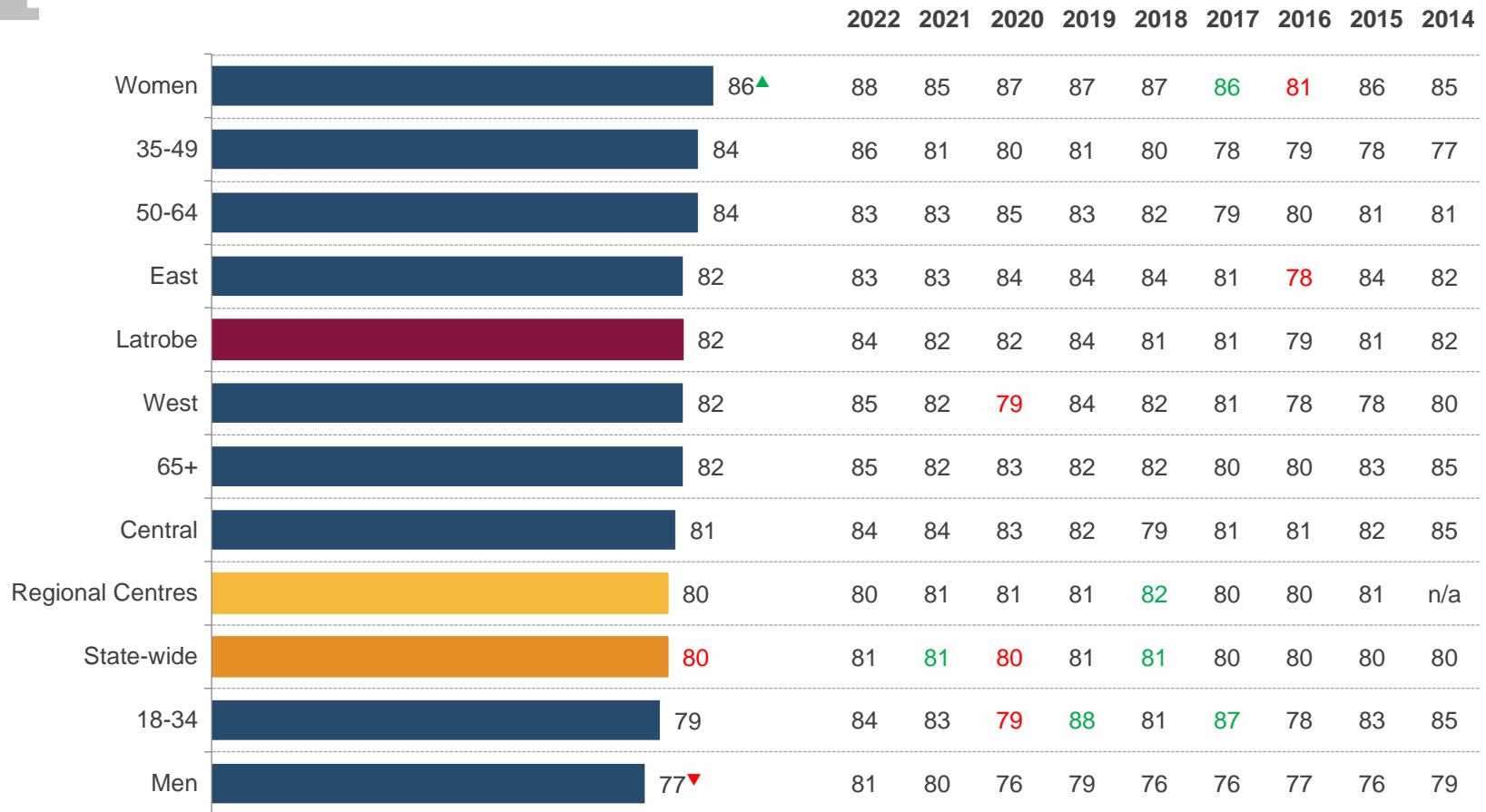




Emergency and disaster management importance



2023 emergency and disaster management importance (index scores)



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

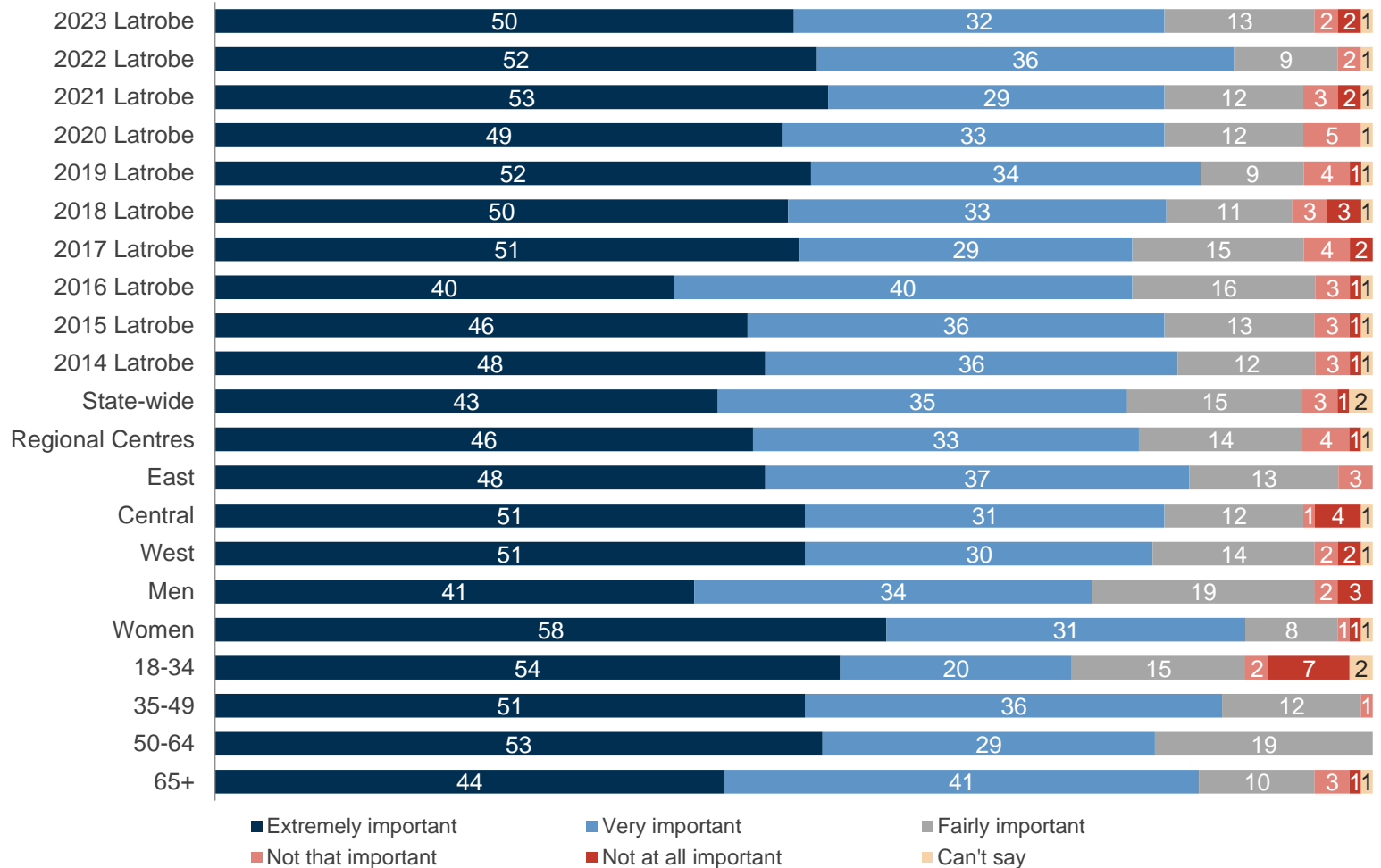
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2023 emergency and disaster management importance (%)





Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	69▲	66	74	70	74	71	72	61	62	77
East	68	62	69	68	78	69	70	59	60	76
65+	68	70	74	73	75	74	74	71	64	75
50-64	66	60	73	66	76	71	68	61	60	68
Regional Centres	65	67	72	70	75	73	70	68	68	n/a
State-wide	65	66	71	68	72	71	70	69	70	71
Central	65	67	72	70	74	67	69	63	59	71
Latrobe	64	65	72	68	75	69	70	62	62	74
35-49	63	58	67	69	71	61	67	53	63	74
West	61	65	73	67	74	70	71	63	64	75
18-34	60	65	72	64	78	69	72	63	60	79
Men	60	63	70	66	77	66	69	63	61	72

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 4

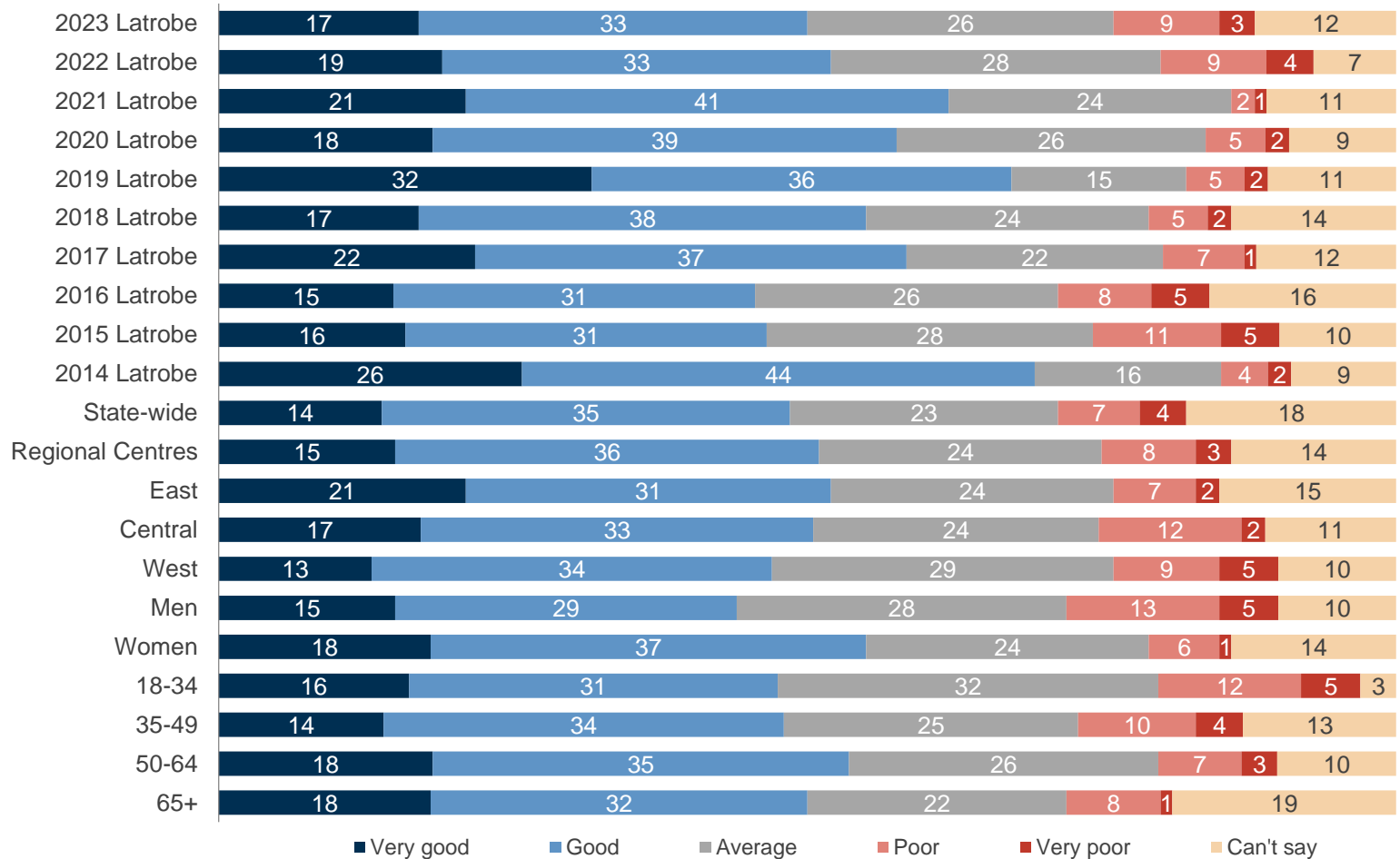
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)





Planning for population growth in the area importance



2023 population growth importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	78	77	77	78	77	74	76	75	77	74
Regional Centres	78▲	78	77	77	75	75	75	76	76	n/a
35-49	78	78	75	75	73	74	76	76	77	76
State-wide	76	77	76	76	77	77	76	76	75	75
50-64	76	74	77	80	75	74	76	78	77	75
West	75	76	76	75	76	72	76	77	77	74
65+	75	77	77	76	77	75	72	76	76	75
Latrobe	75	76	75	76	74	73	73	75	75	73
Central	74	75	74	77	71	72	74	75	75	74
East	74	77	74	76	75	75	66	74	72	71
18-34	70	74	71	73	72	70	69	72	71	67
Men	70▼	75	73	73	72	73	70	76	73	72

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

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

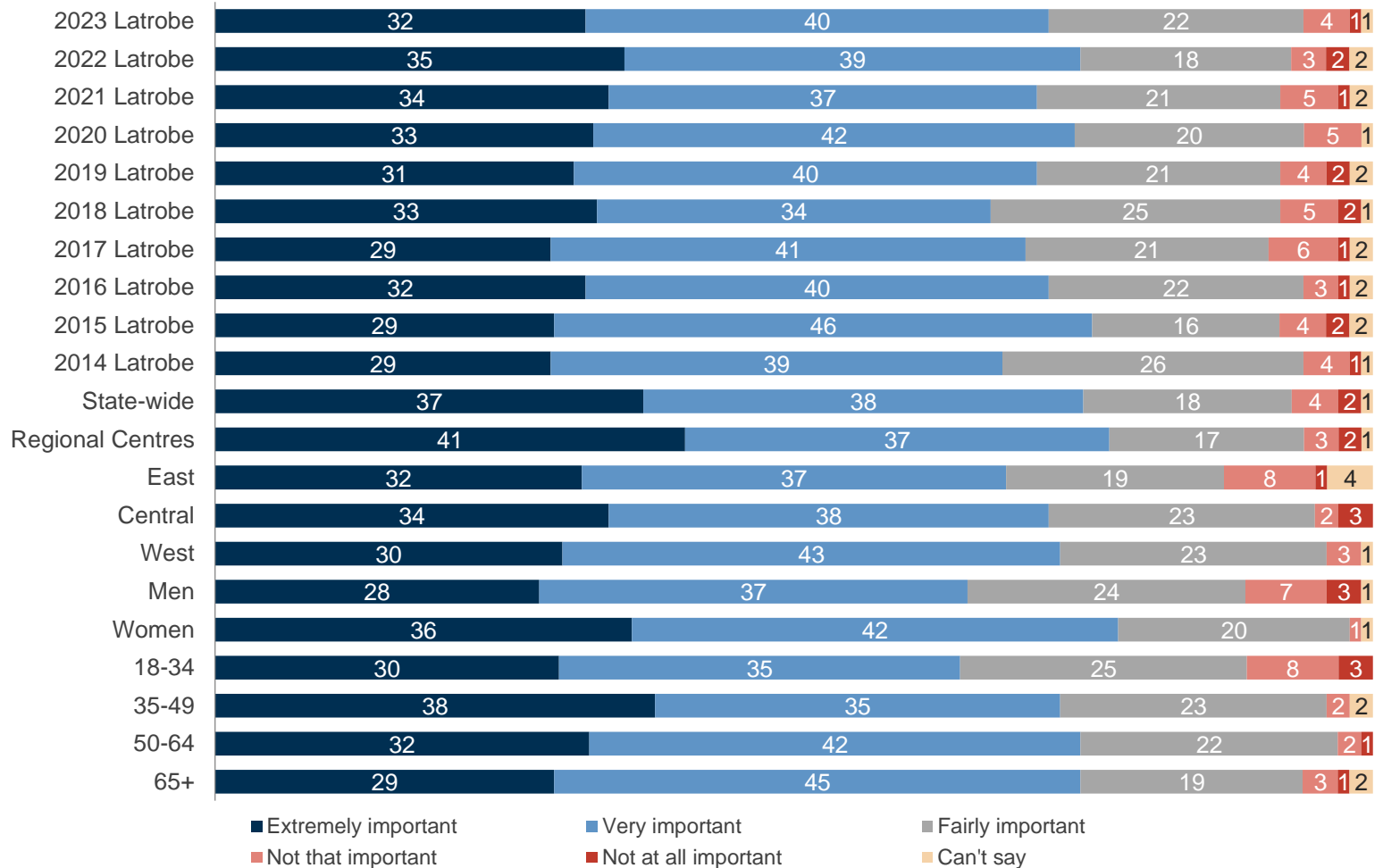
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2023 population growth importance (%)





Planning for population growth in the area performance



2023 population growth performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	59	58	63	57	60	53	60	56	59	61
Central	57	58	59	52	55	50	54	54	55	59
18-34	57	53	55	51	56	52	57	56	62	60
Men	56	53	56	51	54	49	55	54	56	61
West	56	55	56	56	55	54	59	54	60	61
Latrobe	56	54	56	53	55	52	56	53	58	60
Women	56	55	56	56	56	55	57	52	59	60
Regional Centres	56	58	59	57	62	62	62	59	61	n/a
35-49	55	52	52	51	51	52	52	43	53	63
East	54	48	54	51	55	52	53	48	58	60
50-64	51	48	52	54	54	52	55	53	55	58
State-wide	48▼	52	53	51	52	52	52	51	54	54

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

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

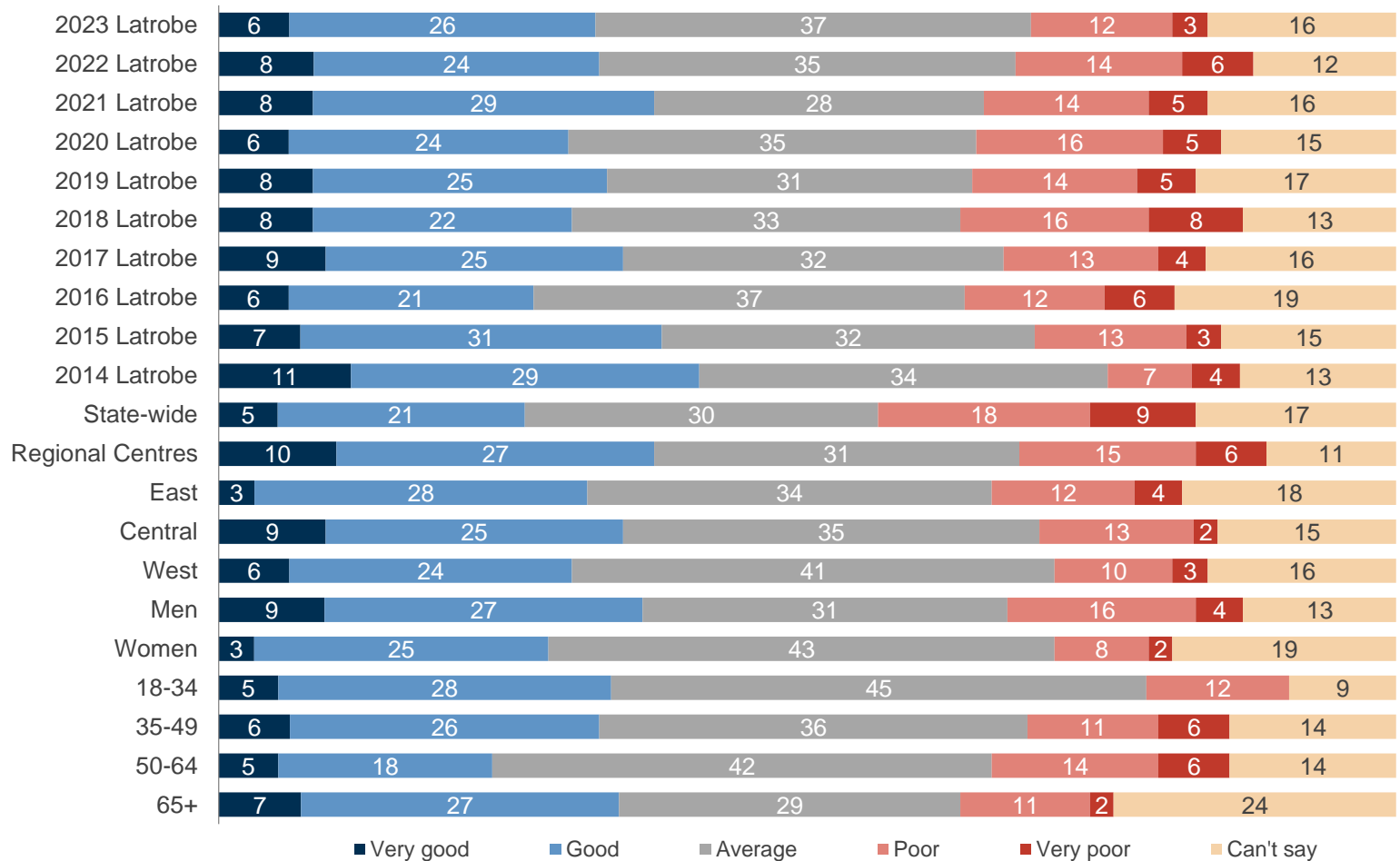
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)





Business and community development importance



2023 business/community development importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	75	75	74	76	n/a	n/a	n/a	n/a	n/a	n/a
East	74	75	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Central	74	73	77	74	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	78	73	73	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	68	73	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	72	74	72	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	73	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	72	76	76	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	70▼	71	73	71	72	71	73	n/a	n/a	n/a
West	70	71	72	73	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	71	74	72	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68▼	70	70	69	69	69	70	70	69	69

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

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

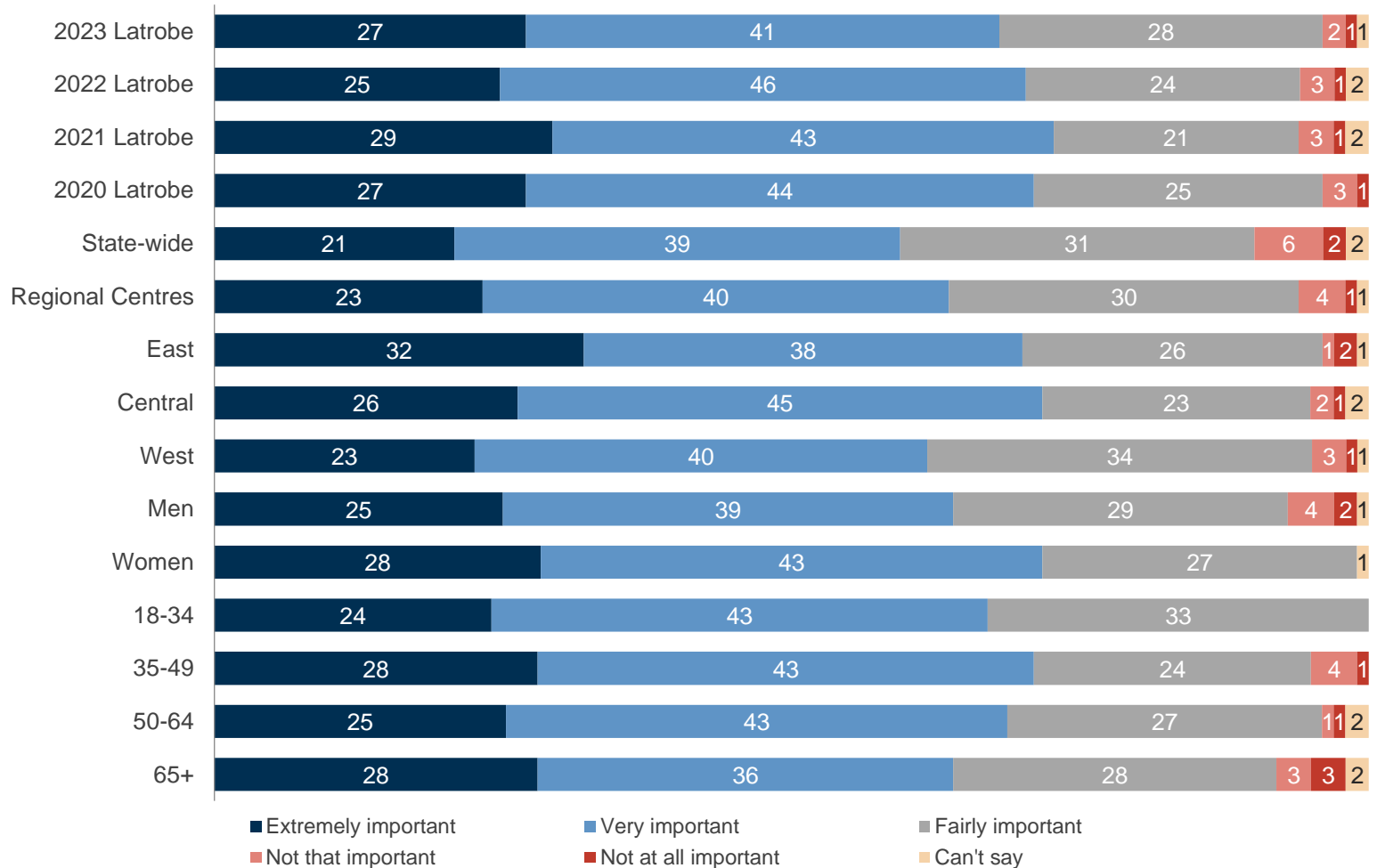
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2023 business/community development importance (%)





Business and community development performance



2023 business/community development performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
West	64▲	60	62	62	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	55	59	57	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	60	61	59	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	54	54	55	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	58	58	58	57	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	57	58	61	58	61	55	58	61	54	n/a
State-wide	57	58	60	59	61	60	60	60	60	62
65+	57	59	60	58	n/a	n/a	n/a	n/a	n/a	n/a
East	56	55	56	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	54▼	60	57	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	53	55	55	n/a	n/a	n/a	n/a	n/a	n/a
Central	53▼	57	55	58	n/a	n/a	n/a	n/a	n/a	n/a

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

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

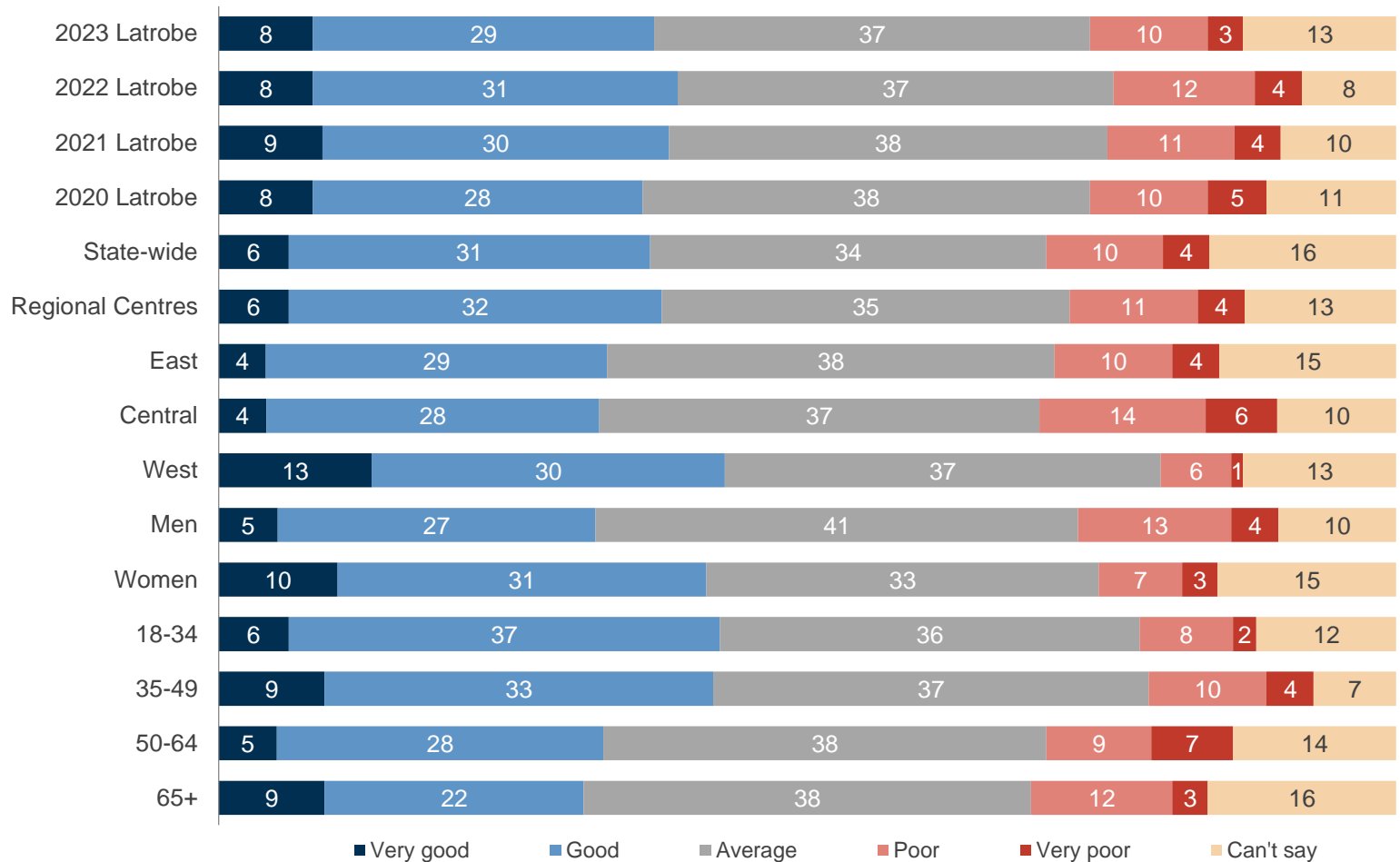
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2023 business/community development performance (%)





Tourism development importance



2023 tourism development importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	65	65	67	67	69	71	70	n/a	64	n/a
35-49	64	64	63	65	n/a	n/a	n/a	n/a	n/a	n/a
East	63	62	65	65	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	66	65	69	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	63	63	66	64	n/a	n/a	n/a	n/a	n/a	n/a
Central	62	66	68	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	63	69	56	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	57	68	70	n/a	n/a	n/a	n/a	n/a	n/a
West	62	62	66	63	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	64	65	68	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	60	68	60	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60▼	62	63	62	59	61	62	63	65	65

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

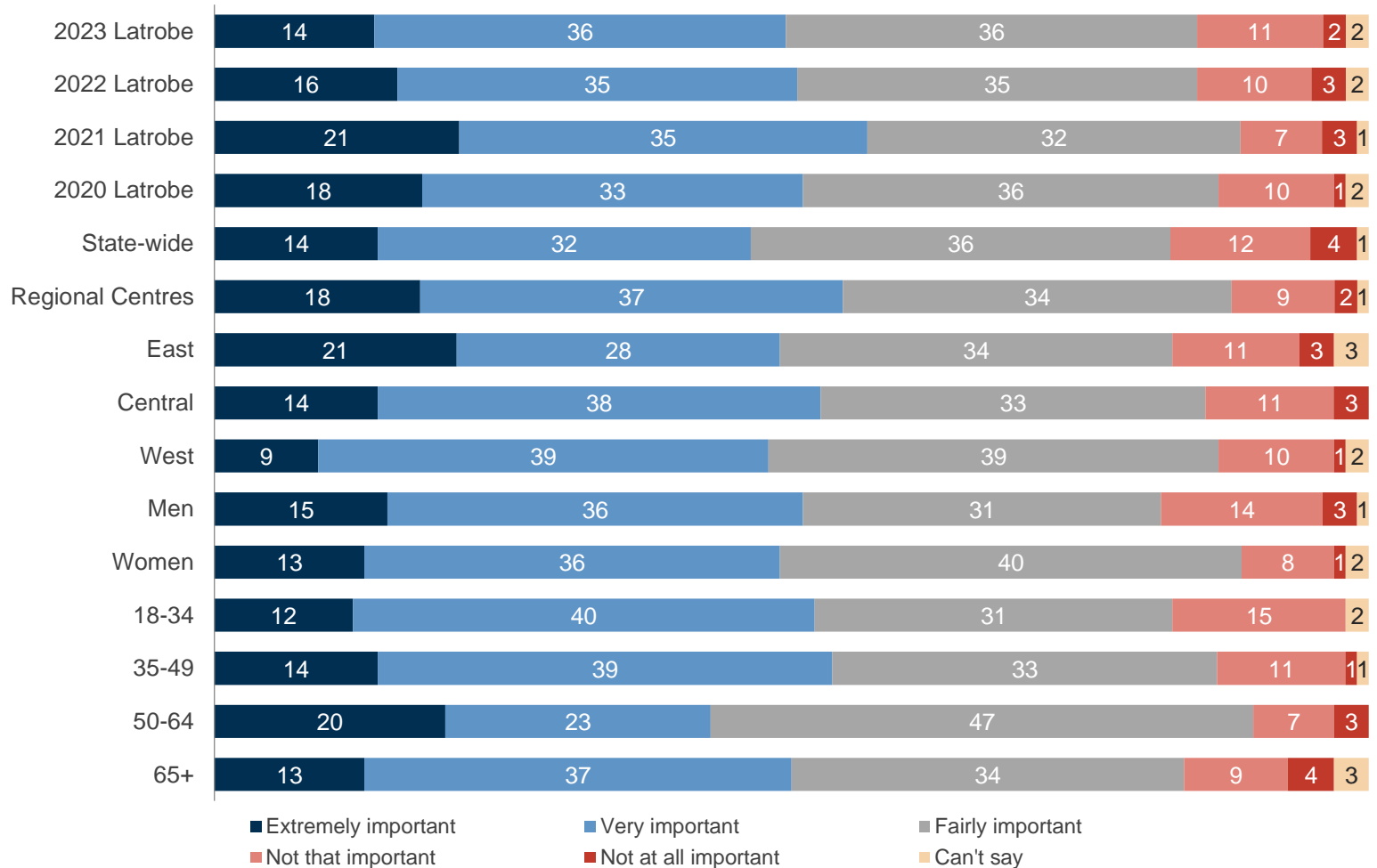
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2023 tourism development importance (%)





Tourism development performance



2023 tourism development performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	61▲	60	62	62	63	63	63	63	63	64
Regional Centres	61▲	59	60	63	70	64	65	71	67	n/a
18-34	58	57	53	54	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	58	55	59	n/a	n/a	n/a	n/a	n/a	n/a
West	57	59	54	58	n/a	n/a	n/a	n/a	n/a	n/a
East	56	54	54	52	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	57	51	53	n/a	n/a	n/a	n/a	n/a	n/a
Latrobe	55	57	54	56	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	60	61	59	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	56	54	52	n/a	n/a	n/a	n/a	n/a	n/a
Central	52	56	55	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	48	52	57	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

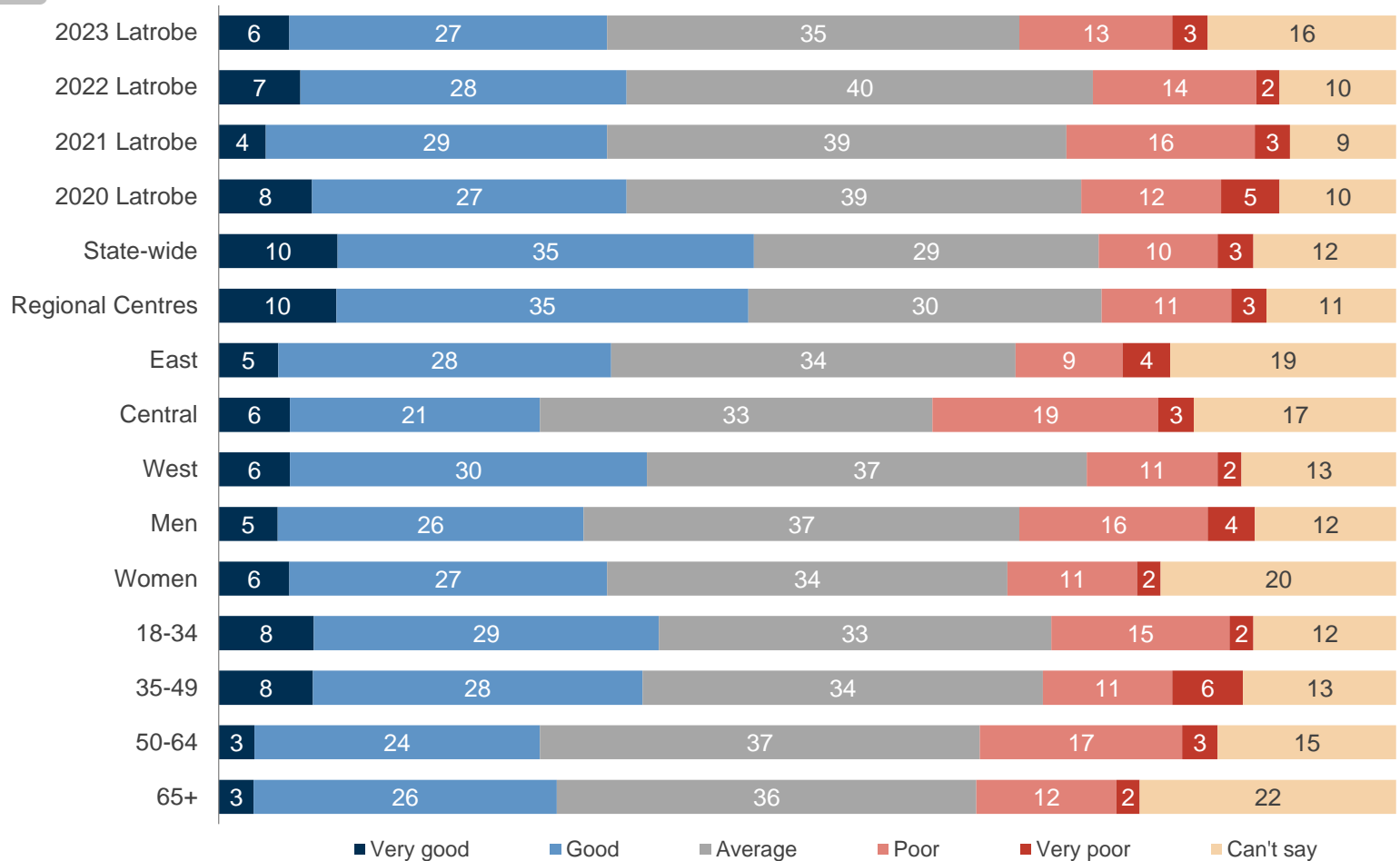
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2023 tourism development performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, suggesting a large gathering or event.

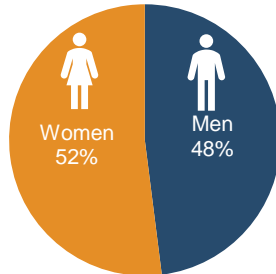
Detailed demographics



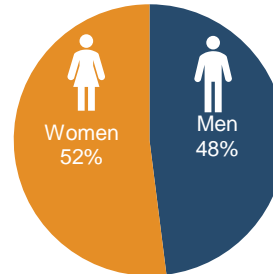
Gender and age profile

2023 gender

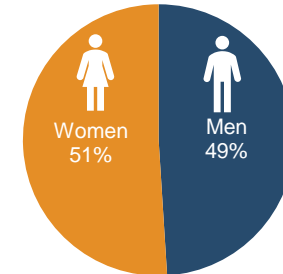
Latrobe



Regional Centres

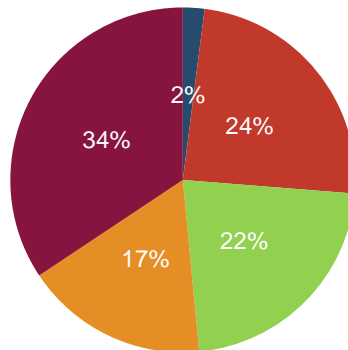


State-wide

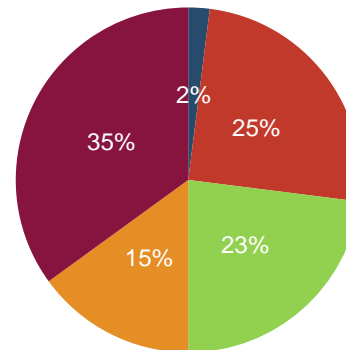


2023 age

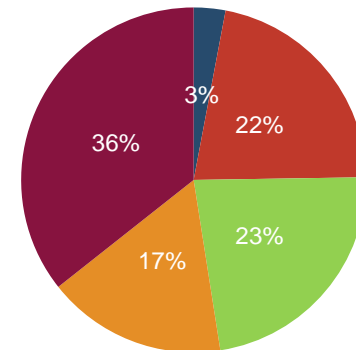
Latrobe



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?

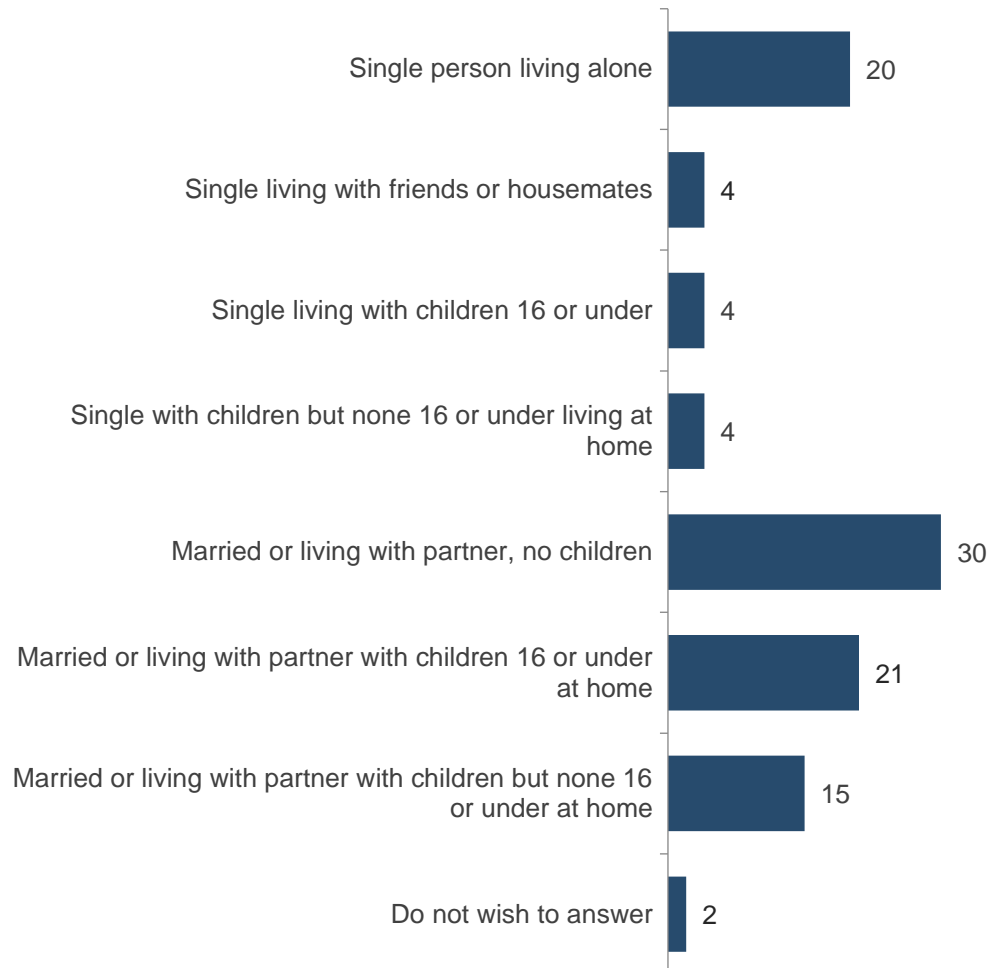
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Household structure

2023 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 2023 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 60,600 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	195	194	+/-7.0
Women	205	206	+/-6.8
East	120	118	+/-9.0
Central	122	124	+/-8.9
West	158	158	+/-7.8
18-34 years	51	106	+/-13.9
35-49 years	84	88	+/-10.7
50-64 years	88	69	+/-10.5
65+ years	177	137	+/-7.4



Appendix A: Significant difference reporting notation

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

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

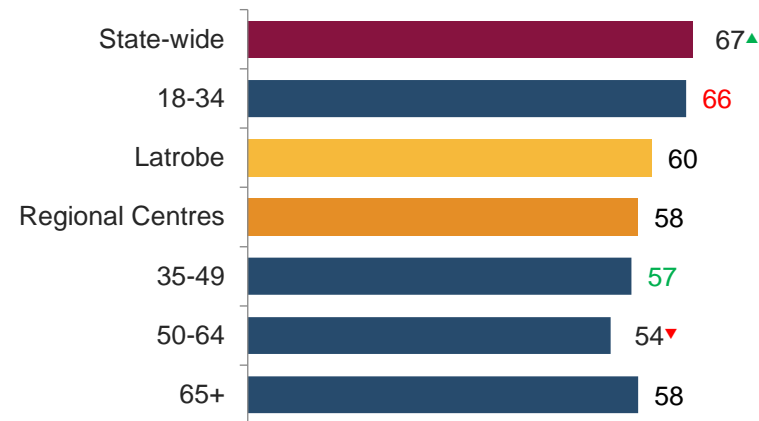
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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.

A large, dark blue, stylized letter 'W' dominates the right side of the page. Within the strokes of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the top left, a bar chart with three bars of increasing height in the bottom left, and another line graph with an upward trend in the top right.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 – 19th March, 2023.



Appendix B: Analysis and reporting

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

Council Groups

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

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2023 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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