2022 Local Government Community Satisfaction Survey

Moorabool Shire Council

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

JWS RESEARCH

Contents

Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 23 years

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

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

Key findings and recommendations

Moorabool Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Moorabool 50

State-wide 59

Large Rural 55

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	Local streets & footpaths Recreational facilities Sealed local roads
Compared to group average	None	Recreational facilities Elderly support services Local streets & footpaths

Summary of core measures

Index scores

Overall performance   **Consultation & engagement**   **Community decisions**   **Sealed local roads**   **Waste management**   **Customer service**   **Overall council direction**
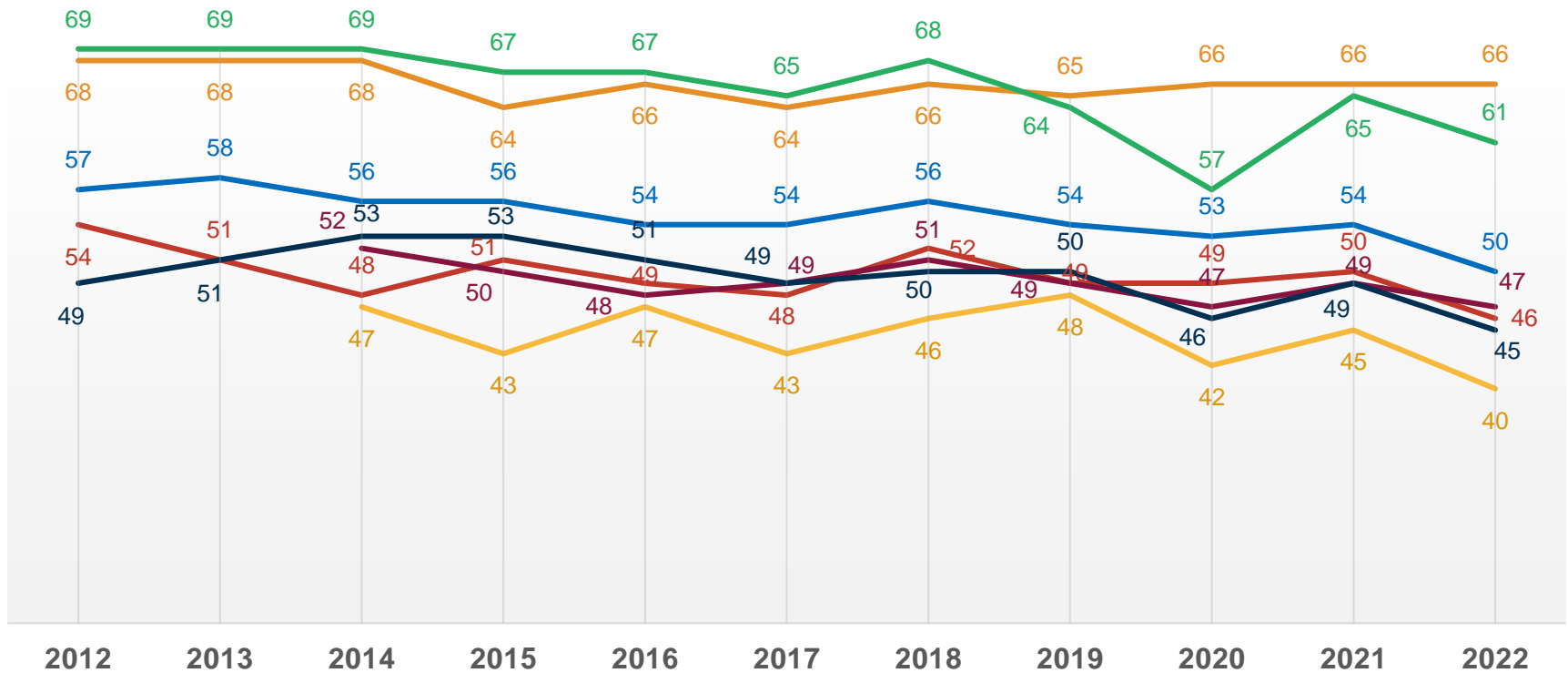
Summary of core measures

Core measures summary results (%)
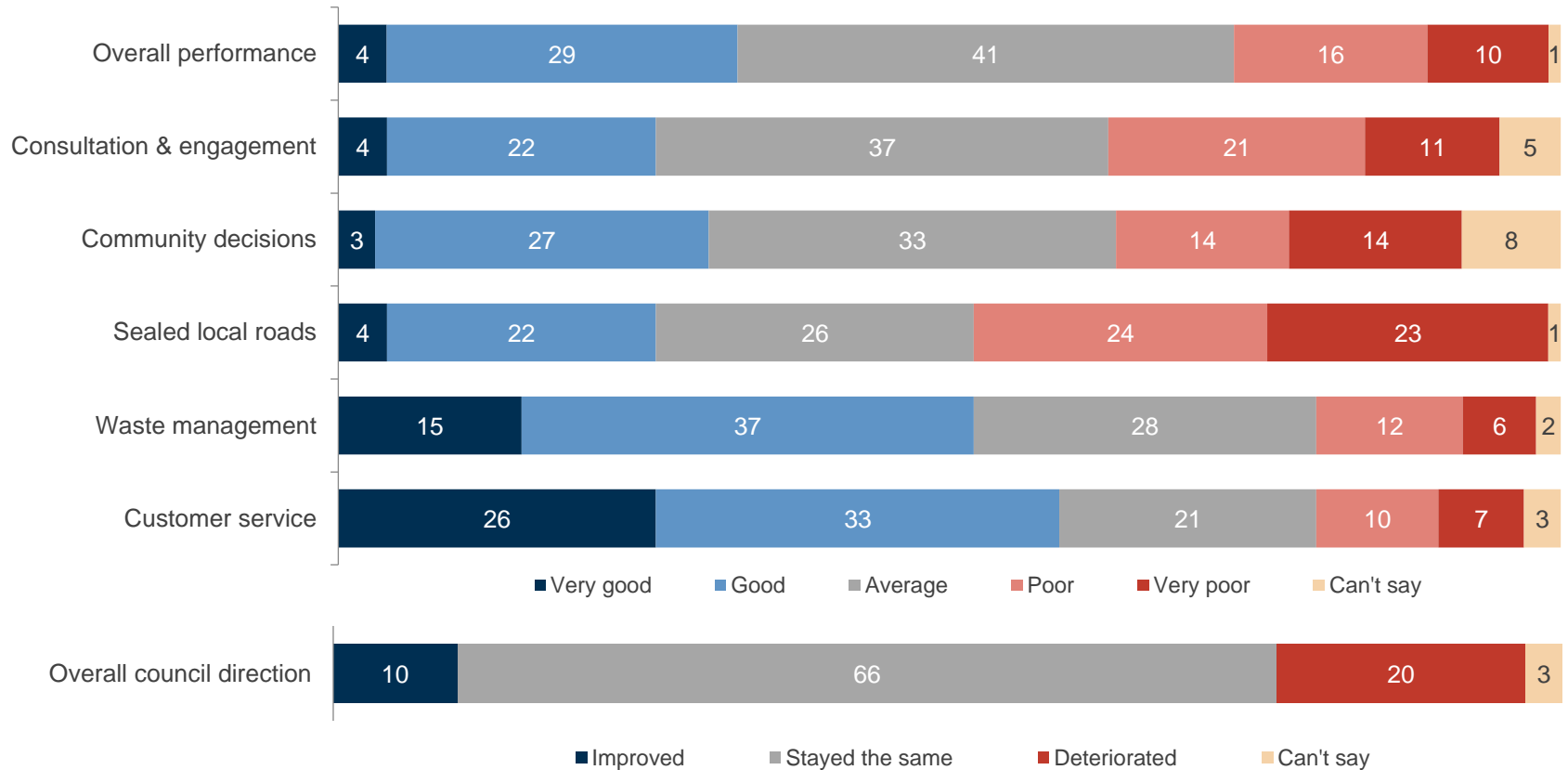
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	4	29	41	16	10	1
Consultation & engagement	4	22	37	21	11	5
Community decisions	3	27	33	14	14	8
Sealed local roads	4	22	26	24	23	1
Waste management	15	37	28	12	6	2
Customer service	26	33	21	10	7	3

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	10	66	20	3

■ Improved   ■ Stayed the same   ■ Deteriorated   ■ Can't say

Summary of Moorabool Shire Council performance

Services	Moorabool 2022	Moorabool 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
Overall performance	50	54	55	59	Aged 65+ years	Aged 35-49 years
Value for money	42	44	48	53	Aged 65+ years	Aged 50-64 years
Overall council direction	45	49	47	50	Aged 65+ years	Men, Aged 18-34 years
Customer service	66	66	67	68	Aged 50-64 years	Aged 18-34 years
Waste management	61	65	65	68	Remainder of Shire residents	Ballan residents, Aged 35-49 years
Appearance of public areas	61	66	67	71	Ballan residents	Aged 18-34 years, Women
Family support services	58	64	64	65	Aged 65+ years	Aged 50-64 years
Recreational facilities	55	57	66	69	Ballan residents	Aged 50-64 years
Elderly support services	55	67	65	67	Aged 65+ years	Aged 35-49 years
Bus/community dev./tourism	53	57	58	60	Ballan residents	Aged 65+ years

Significantly higher / lower than Moorabool Shire Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Summary of Moorabool Shire Council performance

Services		Moorabool 2022	Moorabool 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Community decisions	47	49	51	54	Ballan residents	Bacchus Marsh residents, Aged 50-64 years
	Consultation & engagement	46	50	51	54	Aged 18-34 years	Bacchus Marsh residents, Aged 50-64 years
	Lobbying	46	50	51	53	Remainder of Shire residents	Ballan residents
	Local streets & footpaths	41	48	51	57	Bacchus Marsh residents	Ballan residents
	Sealed local roads	40	45	45	53	Bacchus Marsh residents, Aged 65+ years	Ballan residents

Significantly higher / lower than Moorabool Shire Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Council performance declined significantly from 2021 on most service areas evaluated, as well as perceptions of overall performance. The largest declines occurred in the areas of elderly support services (down 12 points), local streets and footpaths (down seven points) and family support services (down six points). Ratings for overall performance, as well as most service areas, are at their lowest levels in the series.

Key influences on perceptions of overall performance

Moorabool Shire should focus on improving performance related to decisions made in the community's interest, the condition of local streets and lobbying efforts. All three strongly influence overall performance perceptions but are among its poorest performing areas. Demonstrating Council efforts to advance and defend local interests and ensuring that local streets and footpaths are well maintained provide the greatest opportunities to drive up satisfaction with Council performance.

Comparison to state and area grouping

Council's performance ratings are significantly lower than the Large Rural group and State-wide averages for councils on most measures. The key exception is customer service, where Council performs in line with both. Performance gaps between Moorabool and Large Rural group averages are widest in the areas of recreational facilities, elderly support services, and local streets and footpaths. The condition of local streets and footpaths requires particular attention over the next 12 months.

Abate declines

Council should also look to improve elderly support services and the condition of sealed local roads. Perceptions of elderly support services have a moderate influence on overall satisfaction levels, but Council's rating declined by twelve index points in the past year. In addition, three in ten Council residents (30%) volunteer sealed local roads as the Council area most in need of improvement. This is on top of a five-point decline from 2021 in Council's rating, with perceptions of sealed roads being lowest in the Ballan area.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 50 for Moorabool Shire Council represents a significant four-point decline on the 2021 result. Council's rating is now at it lowest level in the time series.

Moorabool Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Large Rural group and State-wide (index scores of 55 and 59 respectively).

- At the subgroup level, the largest decline occurred among residents of Bacchus Marsh (index score of 48, down seven points from 2021).

- Residents over 65 years of age rate overall performance significantly higher than the Council average. By comparison, residents aged 35 to 49 years rate overall performance 10 index points lower.

Two in five residents (39%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very poor' or 'poor'. This is almost twice as many as those who rate value for the money as 'very good' or 'good' (22%). A further 36% rate Council as 'average'.
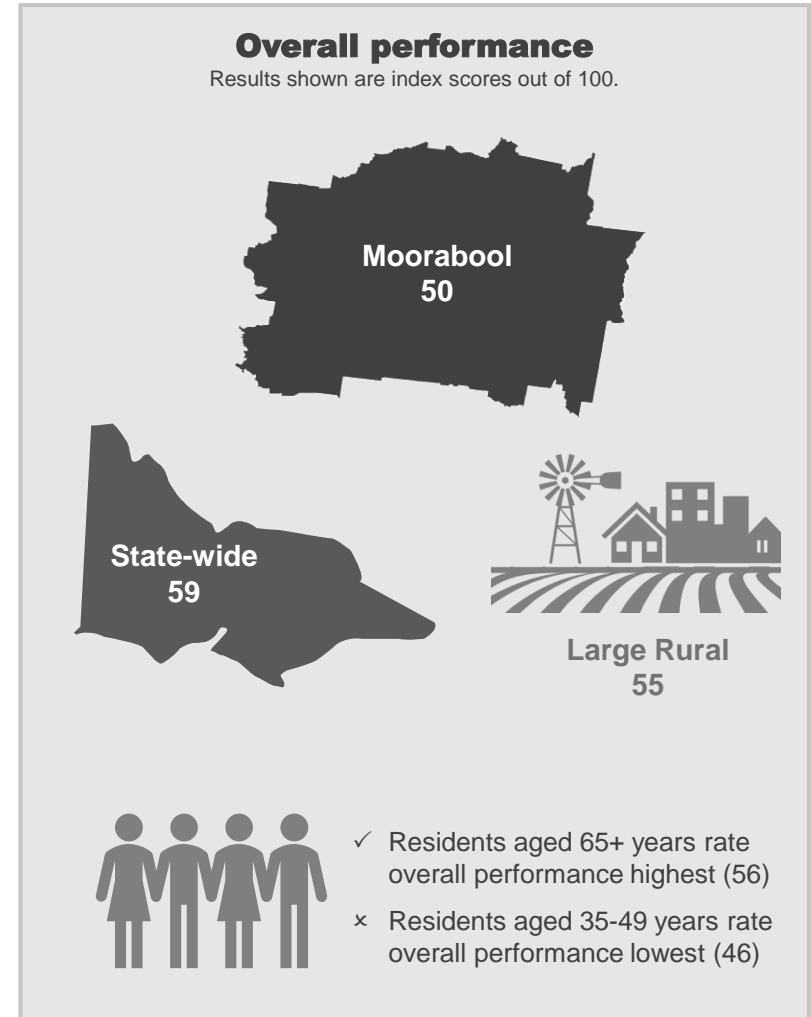
Overall performance
Results shown are index scores out of 100.

**Moorabool
50**

**State-wide
59**

**Large Rural
55**

✓ Residents aged 65+ years rate overall performance highest (56)

✗ Residents aged 35-49 years rate overall performance lowest (46)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59 ▲	61	58	60	59	59	59	60	61	60	60
65+	56 ▲	59	62	58	57	56	55	56	56	59	60
Remainder of Shire	55	54	50	52	58	52	53	52	54	60	n/a
Large Rural	55 ▲	58	55	56	56	54	54	56	n/a	n/a	n/a
Ballan	51	53	56	51	55	55	46	59	55	53	n/a
Women	50	54	55	54	58	55	54	55	55	57	57
Moorabool	50	54	53	54	56	54	54	56	56	58	57
Men	50	55	51	53	55	52	53	57	56	59	57
18-34	50	52	54	53	61	61	60	61	58	66	60
50-64	49	55	50	51	51	50	52	55	53	55	52
Bacchus Marsh	48	55	53	54	55	54	56	59	56	57	n/a
35-49	46	51	47	51	55	48	48	54	55	52	56

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moorabool Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	29	41	16	10	1
2021 Moorabool	6	33	40	13	7	1
2020 Moorabool	6	28	44	13	8	1
2019 Moorabool	6	29	43	12	8	2
2018 Moorabool	6	34	42	12	4	2
2017 Moorabool	6	32	41	12	9	
2016 Moorabool	8	26	45	11	9	2
2015 Moorabool	7	33	43	9	7	1
2014 Moorabool	7	35	38	10	9	1
2013 Moorabool	9	33	42	11	4	2
2012 Moorabool	5	36	44	8	6	
State-wide	10	37	35	11	6	2
Large Rural	7	33	38	13	8	2
Bacchus Marsh	3	27	39	18	12	1
Ballan		28	53	8	9	2
Remainder of Shire	7	33	41	12	8	
Men	3	31	39	17	10	
Women	5	26	43	14	10	2
18-34		38	35	15	12	
35-49	2	27	39	17	15	1
50-64	4	19	53	16	8	2
65+	10	29	40	14	6	1

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moorabool Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Value for money in services and infrastructure

2022 value for money (index scores)
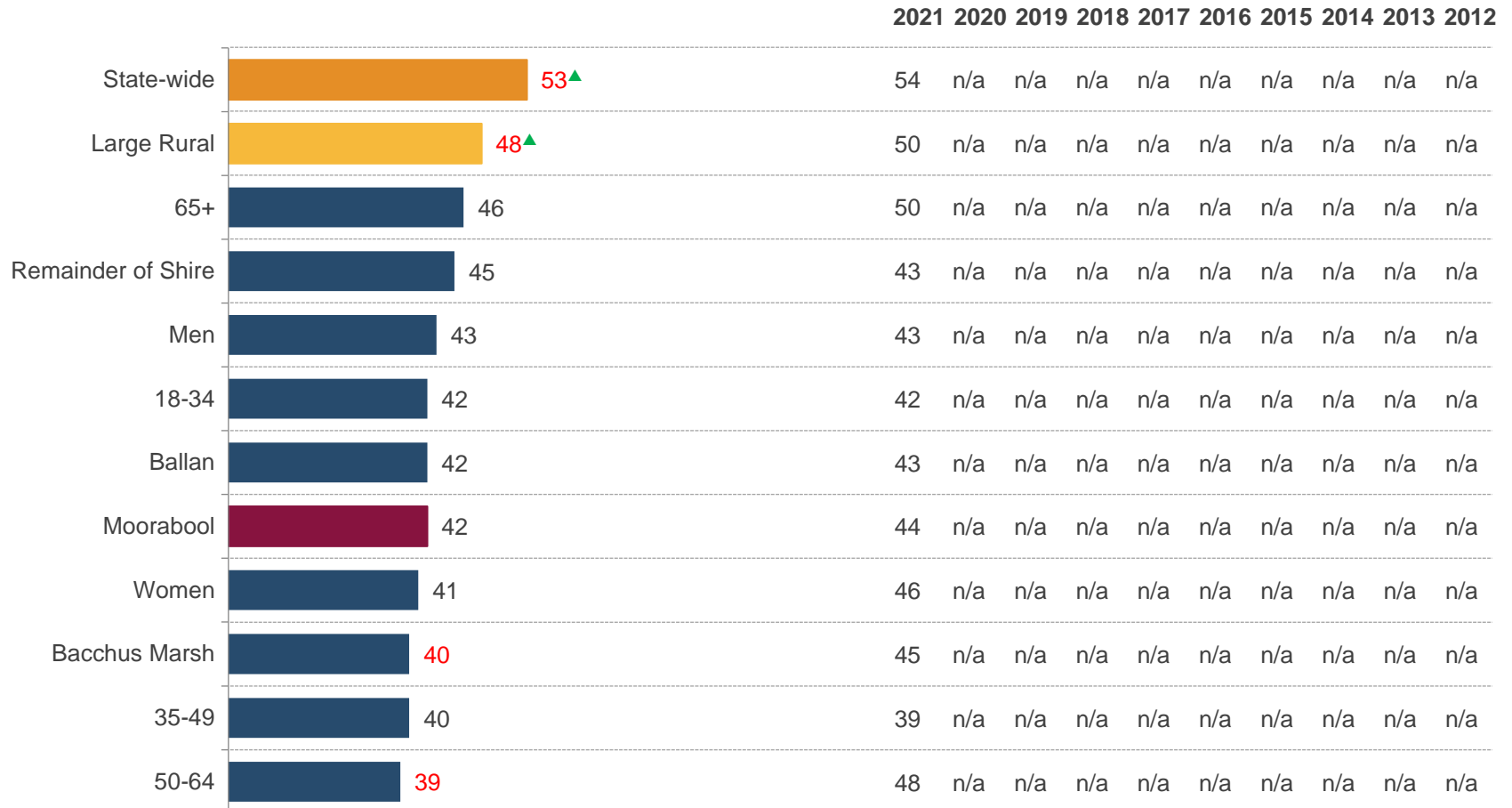
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide — 53 ▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural — 48 ▲	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 46	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire — 45	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 43	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 42	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan — 42	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool — 42	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 41	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh — 40	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 40	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 39	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Moorabool Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	3	19	36	22	17	3
2021 Moorabool	6	23	30	22	17	2
State-wide	7	29	34	16	9	4
Large Rural	6	25	35	19	13	3
Bacchus Marsh	3	19	31	27	18	3
Ballan	3	12	52	13	17	4
Remainder of Shire	2	22	41	17	14	3
Men	2	21	39	19	17	2
Women	3	18	34	25	16	5
18-34		26	35	19	18	2
35-49	4	17	34	21	22	2
50-64	1	16	32	31	15	6
65+	5	18	42	20	11	4

Q3b. How would you rate Moorabool Shire Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Top performing service areas

Waste management (down four points from 2021) and the appearance of public areas (down five points) are Council's highest rated service areas in 2022, with index scores of 61 each.

Council's rating for waste management still remains higher than in 2020, when Council's rating dropped to 57 index points after two years of declines. Council's rating for the appearance of public areas, though still positive, has dipped to its lowest point on record.

Council now performs significantly lower than the Large Rural group and State-wide averages for councils in these service areas.

- Residents of Bacchus Marsh and those aged 35 to 49 years are behind ratings' declines in both service areas.

- Residents of Ballan, women, and those aged 65 years or older also declined significantly in the past year in their impressions of the appearance of public areas.

Council performs best on the measures of waste management and the appearance of public areas in 2022 (each with an index score of 61).

Low performing service areas

Council rates lowest in the areas of sealed local roads (index score of 40) and local streets and footpaths (index score of 41).

Council's performance ratings declined significantly on most measures in the past year. The largest declines occurred in the areas of elderly support services (down 12 points), local streets and footpaths (down seven points), and family support services (down six points).

- Ratings have declined more, and across more service areas, in Bacchus Marsh than in other areas of Council.

Council rates lowest – relative to its performance in other areas – in the areas of sealed local roads (index score of 40, down five points from 2021) and local streets and footpaths (index score of 41, down seven points).

- Council rates significantly lower than Large Rural group and State-wide averages for both measures. The performance gap between Council and group and State-wide averages is widest when it comes to the condition of local streets and footpaths (index scores of 51 and 57 respectively).

Moreover, three in ten (30%) residents volunteer sealed road maintenance, and 10% volunteer footpaths/walking tracks as Council areas in need of improvement.

Individual service area performance

2022 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	61	65	57	64	68	65	67	67	69	69	69
Appearance of public areas	61	66	64	64	64	64	64	63	65	64	69
Family support services	58	64	62	61	62	62	62	64	64	64	65
Recreational facilities	55	57	58	54	55	55	56	60	61	57	61
Elderly support services	55	67	62	64	67	63	62	66	67	67	68
Bus/community dev./tourism	53	57	58	60	60	54	57	55	56	57	57
Community decisions	47	49	47	49	51	49	48	50	52	n/a	n/a
Consultation & engagement	46	50	49	49	52	48	49	51	48	51	54
Lobbying	46	50	47	47	48	47	48	49	51	52	54
Local streets & footpaths	41	48	46	53	49	48	47	49	48	50	49
Sealed local roads	40	45	42	48	46	43	47	43	47	n/a	n/a

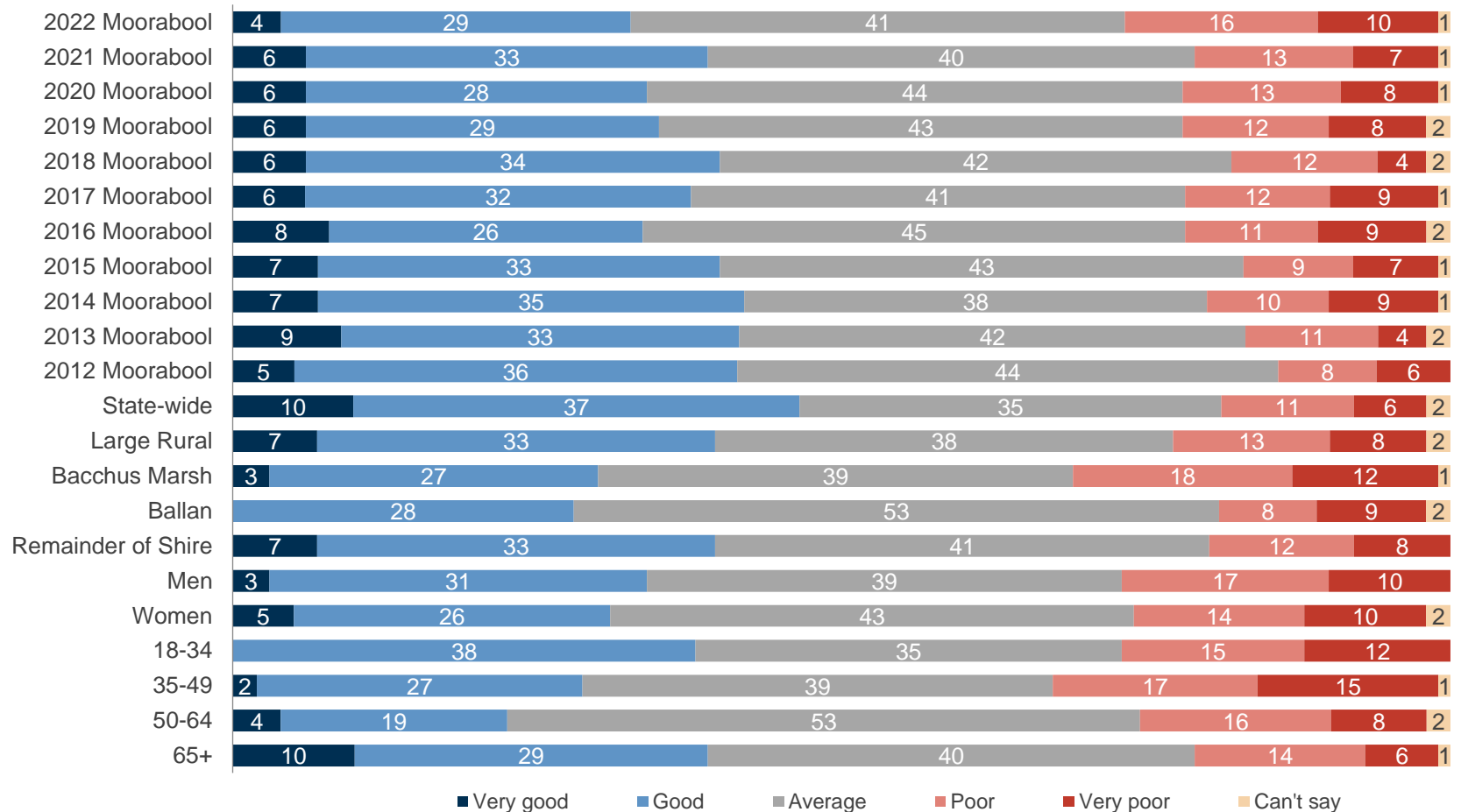*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

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Individual service area performance

2022 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	15	37	28	12	6	2
Appearance of public areas	13	39	31	11	6	1
Family support services	6	26	30	7	3	28
Recreational facilities	9	33	32	16	7	3
Elderly support services	6	22	29	10	5	29
Bus/community dev./tourism	4	26	39	15	4	12
Community decisions	3	27	33	14	14	8
Consultation & engagement	4	22	37	21	11	5
Lobbying	4	17	37	18	11	14
Local streets & footpaths	4	24	25	22	22	2
Sealed local roads	4	22	26	24	23	1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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Individual service area importance

2022 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	83	83	84	80	82	80	78	79	79	80	78
Local streets & footpaths	83	81	82	79	80	78	79	79	79	81	81
Community decisions	82	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	79	79	80	80	79	78	80	79	77	78	81
Consultation & engagement	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	76	74	75	73	73	75	75	72	72	74	72
Lobbying	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	75	74	75	73	73	74	75	71	73	75	76
Recreational facilities	74	73	75	72	74	73	73	72	72	74	73
Business & community dev.	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	68	65	66	64	65	67	67	67	65	69	68

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
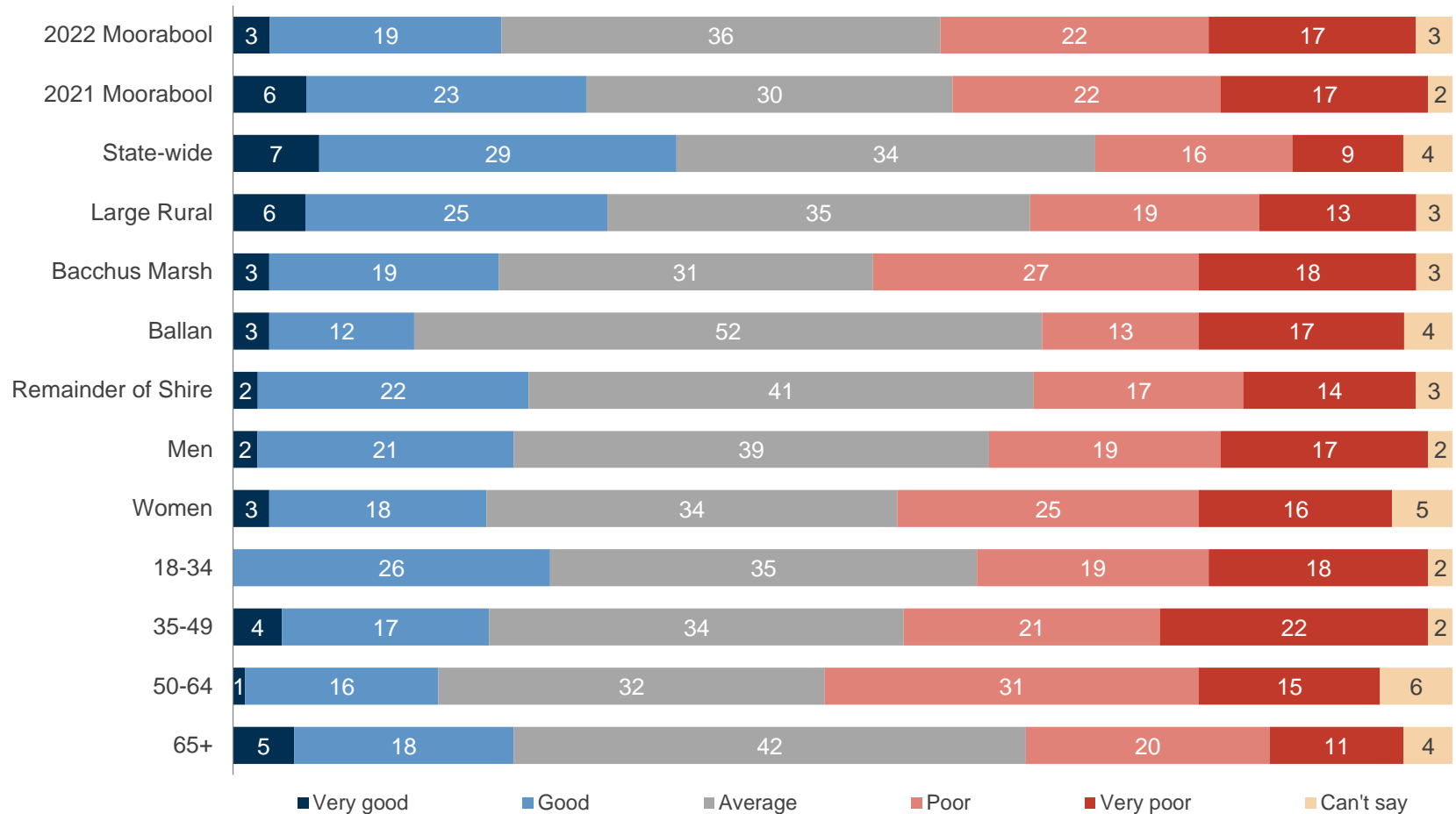*Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2022 individual service area importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	47	42	10	1	1	
Local streets & footpaths	48	38	11	1	1	1
Community decisions	46	39	11	1	1	2
Elderly support services	39	43	14	2	1	1
Consultation & engagement	36	43	17	3		1
Appearance of public areas	31	45	22			1
Lobbying	35	38	21	3	2	1
Family support services	31	42	22	3	1	1
Recreational facilities	28	45	22	3	1	1
Business & community dev.	22	42	28	5	1	1
Bus/community dev./tourism	20	41	29	7	1	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Local streets & footpaths	83	41	-42
Community decisions	82	47	-35
Consultation & engagement	77	46	-31
Lobbying	76	46	-30
Elderly support services	79	55	-25
Waste management	83	61	-23
Recreational facilities	74	55	-19
Family support services	75	58	-17
Appearance of public areas	76	61	-16
Bus/community dev./tourism	68	53	-15

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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

Currently, this is among Council's poorer performing areas (index score of 47).

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

• The condition of local streets and footpaths

• Lobbying on behalf of the community

• The appearance of public areas

• Elderly support services

• Waste management.

Looking at these key service areas only, Council performs relatively well on the appearance of public areas and waste management (index of 61 for each), and also on elderly support services (index of 55). These are all moderate influences on Council's overall performance rating.

Improving community perceptions of services for elderly residents, ensuring public areas are well kept, and maintaining service levels on waste management, can help to shore up positive overall ratings of Council.

However, in addition to its decision making, most in need of attention are the condition of local streets and Council's lobbying efforts, which are poorly rated (performance index scores of 41 and 46 respectively) and have a stronger influence on overall community opinion.

It will be important to attend to the maintenance of streets and footpaths, and to demonstrate efforts to advocate for residents' interests, to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.

- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2022 regression analysis (all service areas)
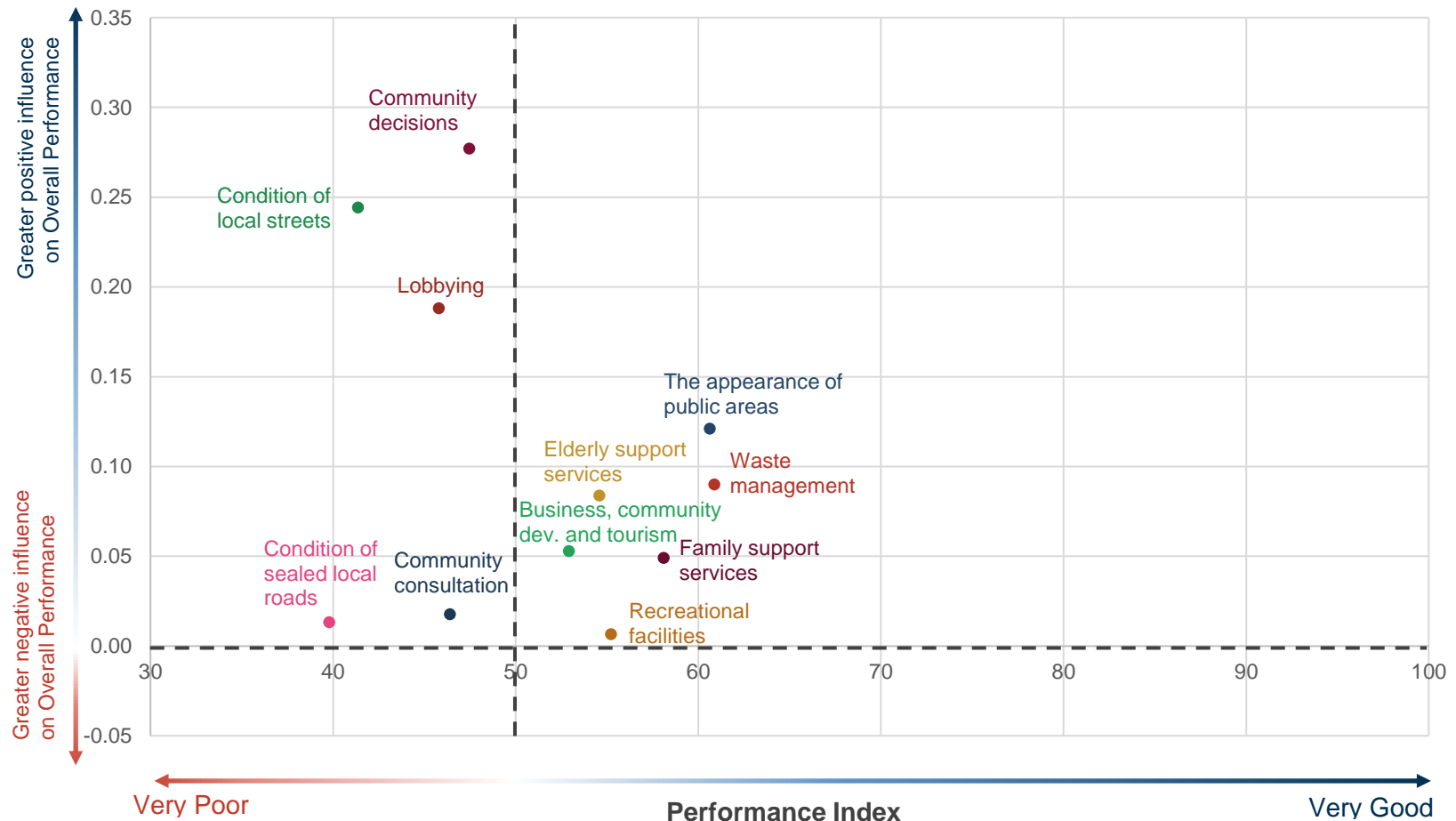
The multiple regression analysis model above (all service areas) has an R² value of 0.617 and adjusted R² value of 0.606, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 56.90. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2022 regression analysis (key service areas)

Greater positive influence on Overall Performance

0.35

Community decisions — 0.30

Condition of local streets — 0.26

Lobbying ● 0.20

Attend to these areas as currently performing 'poorly' here and changes will have a stronger influence on overall perceptions.

Elderly support services — 0.15

The appearance of public areas ● 0.14

Waste management — 0.10

Should remain a focus but currently performing fairly 'well' here. Improvements will have a moderate influence on overall perceptions.

Focus on this area satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Greater negative influence on Overall Performance

0.05

0.00

-0.05

30   40   50   60   70   80   90   100

Very Poor   **Performance Index**   Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.613 and adjusted R² value of 0.607, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 103.67.

Areas for improvement

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

Area	%
Sealed Road Maintenance	30
Waste Management	11
Footpaths/Walking Tracks	10
Community Consultation	9
Recreational / Sporting Facilities	8
Public Areas - General Maintenance	7
Address Issues/Keep Promises	7
Council Management	7
Financial Management	7
Nothing	3

Q17. What does Moorabool Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Two-thirds of Council residents (67%) had contact with Council in the previous 12 months. Rate of contact remains relatively high after peaking at 69% in 2020.

- Residents outside of Ballan and Bacchus Marsh had the most contact with Council (73% in the Remainder of the Shire). Comparatively, 55% of residents of Ballan and 67% of residents of Bacchus Marsh had contact with Council.

Among those residents who have had contact with Council, 59% provide a positive customer service rating of 'very good' or 'good', including 26% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 is unchanged from 2021. This is a positive result for Council. Customer service ratings have been relatively stable for the past decade. Customer service is rated in line with the Large Rural group and State-wide averages (index scores of 67 and 68 respectively).

A majority of residents who had contact with Council (59%) provide a positive customer service rating of 'very good' or 'good' compared to 17% who provide a rating of 'very poor' or 'poor'.

- Perceptions of customer service are equally positive across Council areas.

- Residents aged 18 to 34 years (index score of 55) rate Council's customer service significantly lower than the Council average, having significantly declined in their impressions in the past year (down 11 points).

Contact with council

2022 contact with council (%)
Have had contact
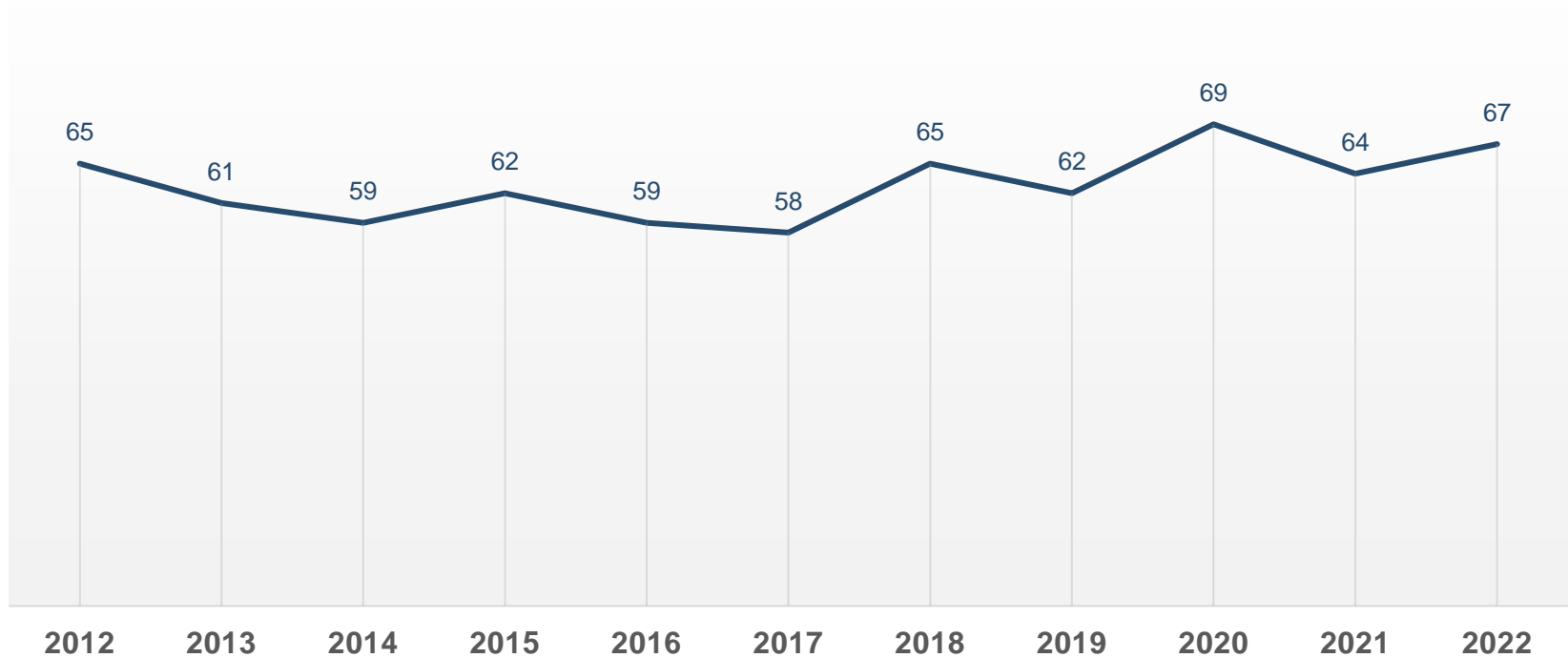
Q5. Over the last 12 months, have you or any member of your household had any contact with Moorabool Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

Contact with council
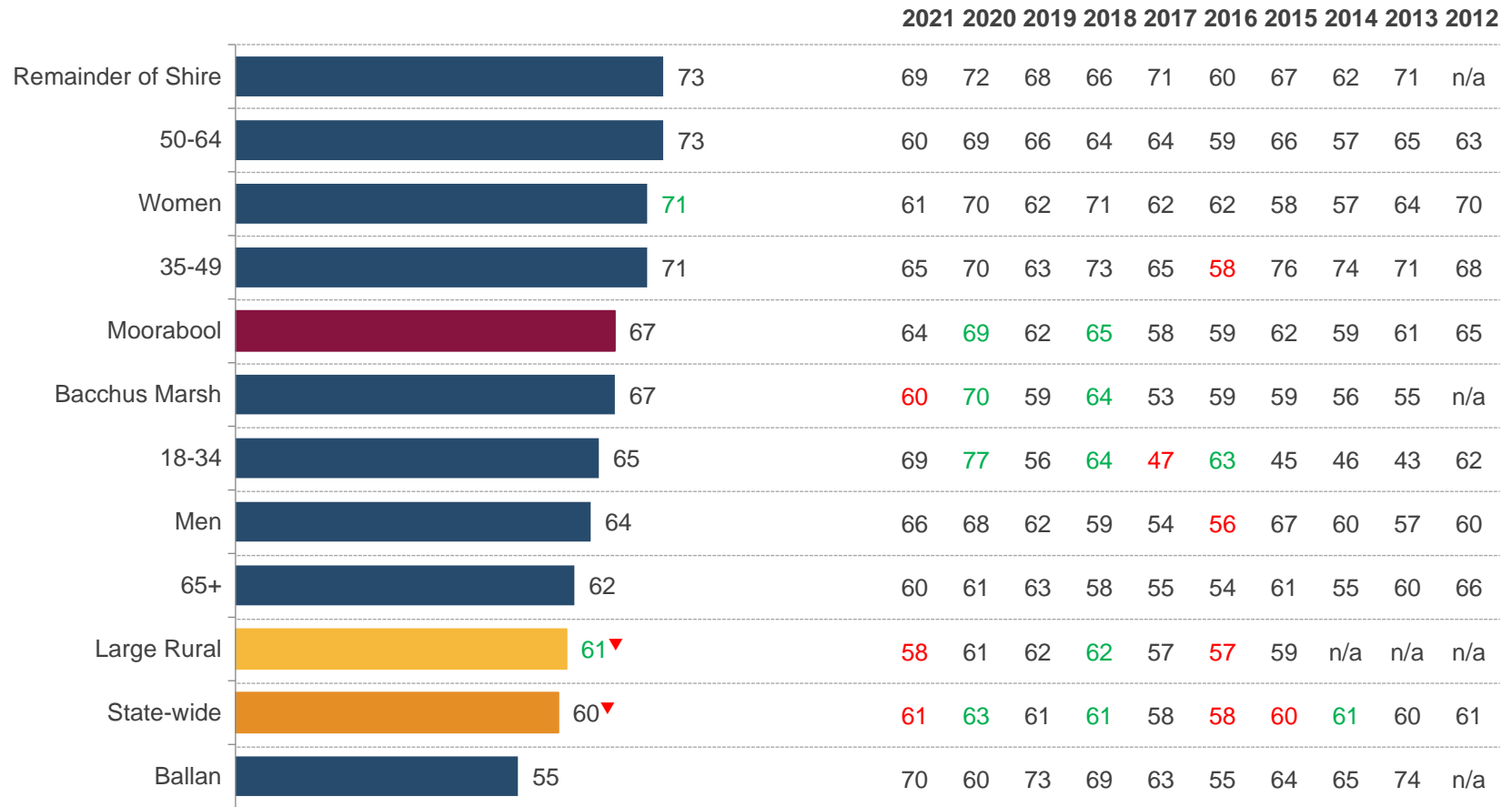
2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Remainder of Shire	73	69	72	68	66	71	60	67	62	71	n/a
50-64	73	60	69	66	64	64	59	66	57	65	63
Women	71	61	70	62	71	62	62	58	57	64	70
35-49	71	65	70	63	73	65	58	76	74	71	68
Moorabool	67	64	69	62	65	58	59	62	59	61	65
Bacchus Marsh	67	60	70	59	64	53	59	59	56	55	n/a
18-34	65	69	77	56	64	47	63	45	46	43	62
Men	64	66	68	62	59	54	56	67	60	57	60
65+	62	60	61	63	58	55	54	61	55	60	66
Large Rural	61 ▼	58	61	62	62	57	57	59	n/a	n/a	n/a
State-wide	60 ▼	61	63	61	61	58	58	60	61	60	61
Ballan	55	70	60	73	69	63	55	64	65	74	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Moorabool Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	69	60	58	64	64	64	64	72	68	67
65+	70	72	74	68	70	69	69	66	69	70	77
State-wide	68	70	70	71	70	69	69	70	72	71	71
Women	68	71	69	66	69	68	68	65	67	69	69
Large Rural	67	68	68	69	67	66	67	67	n/a	n/a	n/a
Remainder of Shire	67	73	60	71	68	66	63	59	67	67	n/a
Ballan	67*	76	66	58	63	71	69	60	70	62	n/a
Moorabool	66	66	66	65	66	64	66	64	68	68	68
35-49	66	59	63	63	65	61	70	64	67	63	68
Bacchus Marsh	65	61	68	65	66	62	67	67	67	69	n/a
Men	63	62	63	63	63	60	64	62	68	67	66
18-34	55▼	66	68	70	66	65	62	61	63	75	61

Q5c. Thinking of the most recent contact, how would you rate Moorabool Shire Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating
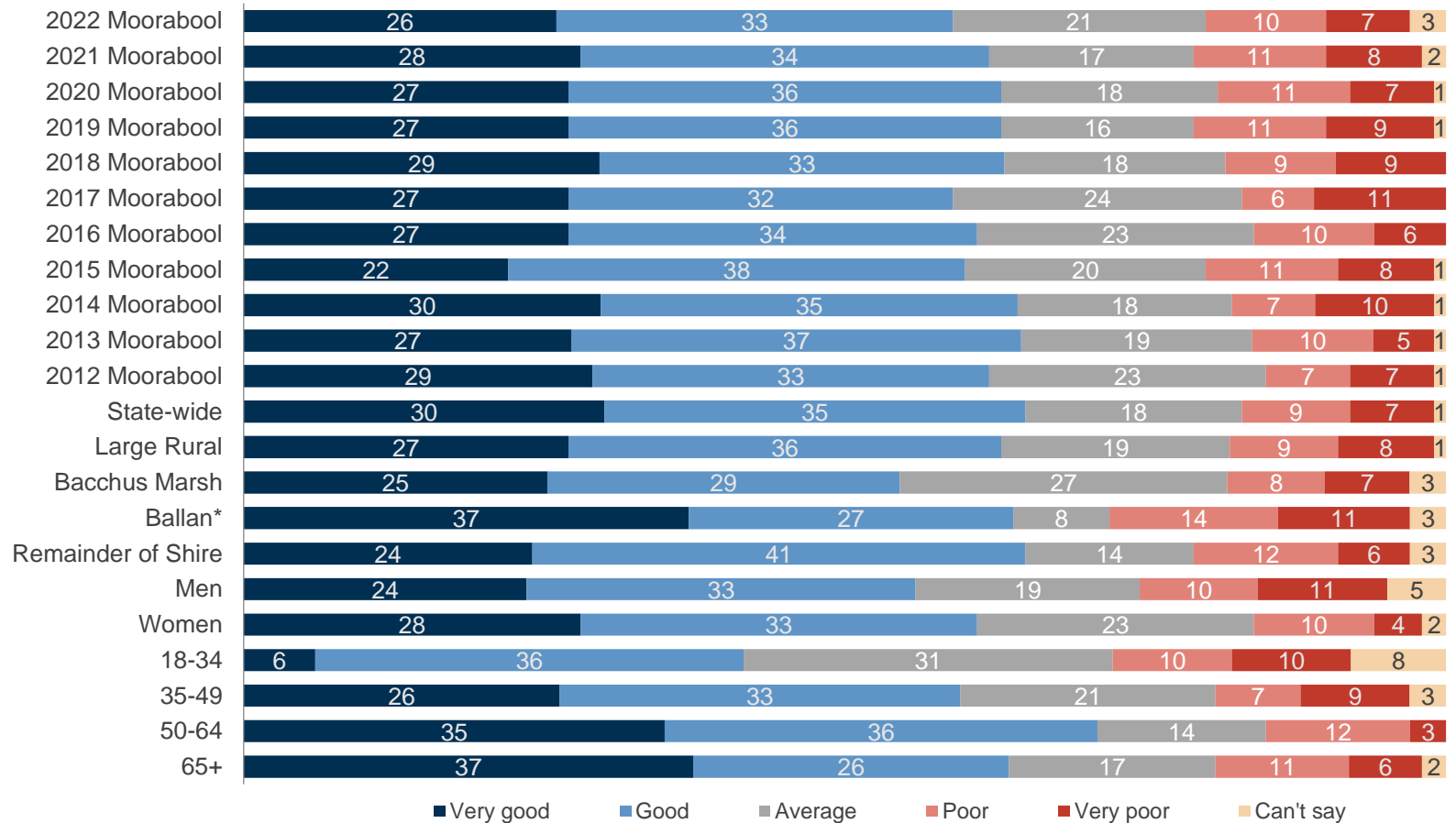
2022 customer service rating (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	26	33	21	10	7	3
2021 Moorabool	28	34	17	11	8	2
2020 Moorabool	27	36	18	11	7	1
2019 Moorabool	27	36	16	11	9	1
2018 Moorabool	29	33	18	9	9	
2017 Moorabool	27	32	24	6	11	
2016 Moorabool	27	34	23	10	6	
2015 Moorabool	22	38	20	11	8	1
2014 Moorabool	30	35	18	7	10	1
2013 Moorabool	27	37	19	10	5	1
2012 Moorabool	29	33	23	7	7	1
State-wide	30	35	18	9	7	1
Large Rural	27	36	19	9	8	1
Bacchus Marsh	25	29	27	8	7	3
Ballan*	37	27	8	14	11	3
Remainder of Shire	24	41	14	12	6	3
Men	24	33	19	10	11	5
Women	28	33	23	10	4	2
18-34	6	36	31	10	10	8
35-49	26	33	21	7	9	3
50-64	35	36	14	12	3	
65+	37	26	17	11	6	2

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q5c. Thinking of the most recent contact, how would you rate Moorabool Shire Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19
*Caution: small sample size < n=30

Communication

Communication

Residents prefer to receive Council news and information about upcoming events either from a newsletter sent via email (29%) or mail (26%). Preferences are relatively unchanged from 2021.

• Social media updates (24%) have much greater appeal among residents under 50 years of age. Residents under 50 years of age are slightly more likely to prefer a newsletter sent via email (31%) to social media updates.

• Residents over 50 years of age are much more likely to prefer a newsletter sent via mail (31%) to their counterparts (19% among residents under 50 years of age). Like their younger counterparts they also prefer emailed newsletters, but they are as not as keen on social media.
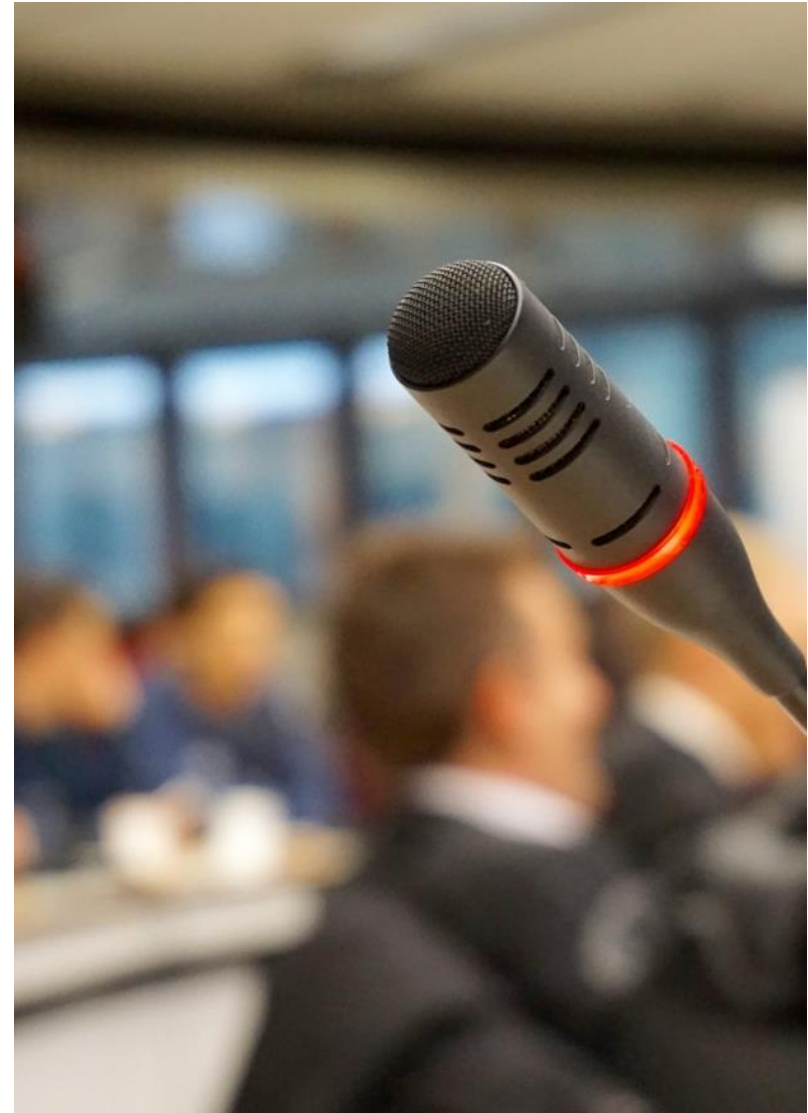
Best form of communication

2022 best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media
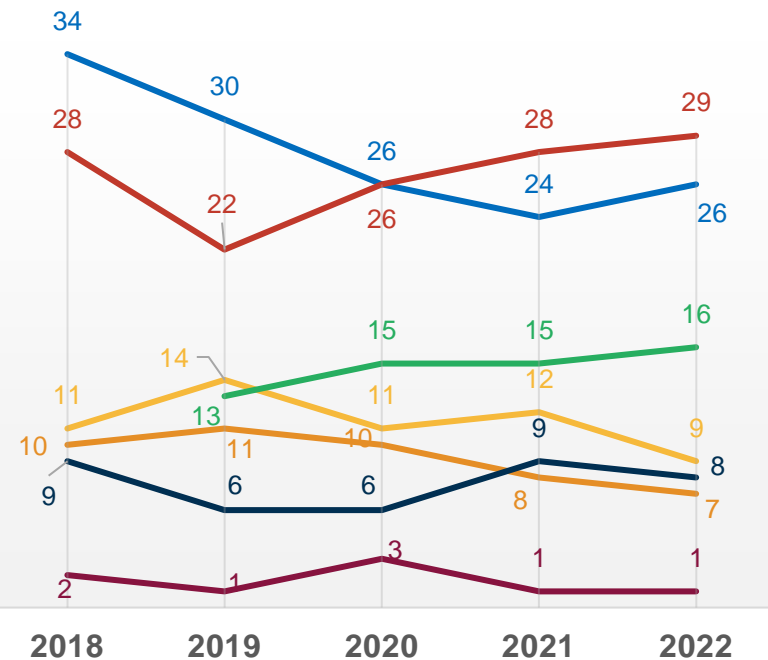
Q13. If Moorabool Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2022 under 50s best form of communication (%)

Advertising in a Local Newspaper **Council Newsletter via Mail** **Council Newsletter via Email** **Council Newsletter as Local Paper Insert** **Council Website** **Text Message** **Social Media**

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022

Council Newsletter via Mail: 31, 27, 23, 20, 19
Council Newsletter via Email: 31, 22, 27, 27, 31
Social Media: 22, 23, 26, 24
Text Message: 12, 11, 6, 14, 12
Council Newsletter as Local Paper Insert: 6, 10, 7, 8, 8, 4, 5
Advertising in a Local Newspaper: 9, ... 5
Council Website: 2, 1, 3, 1, 1
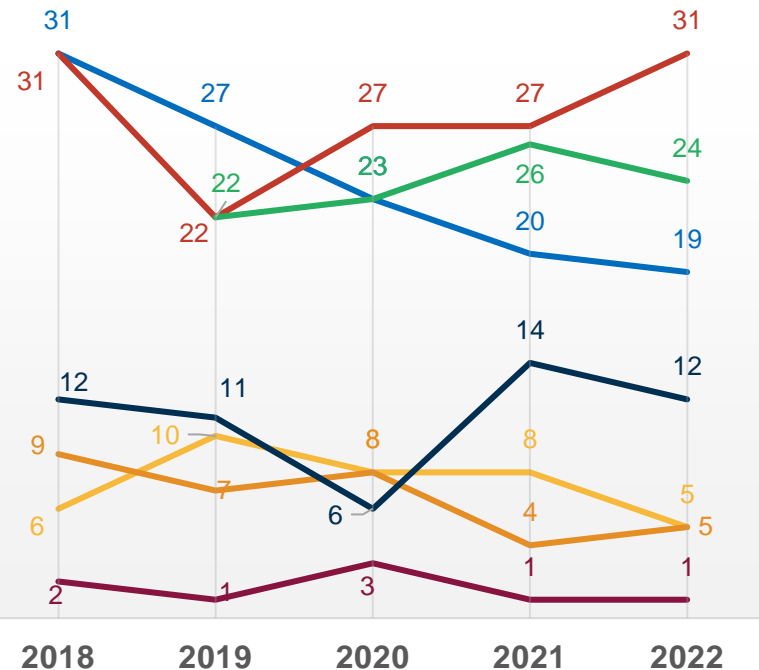
Q13. If Moorabool Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2022 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
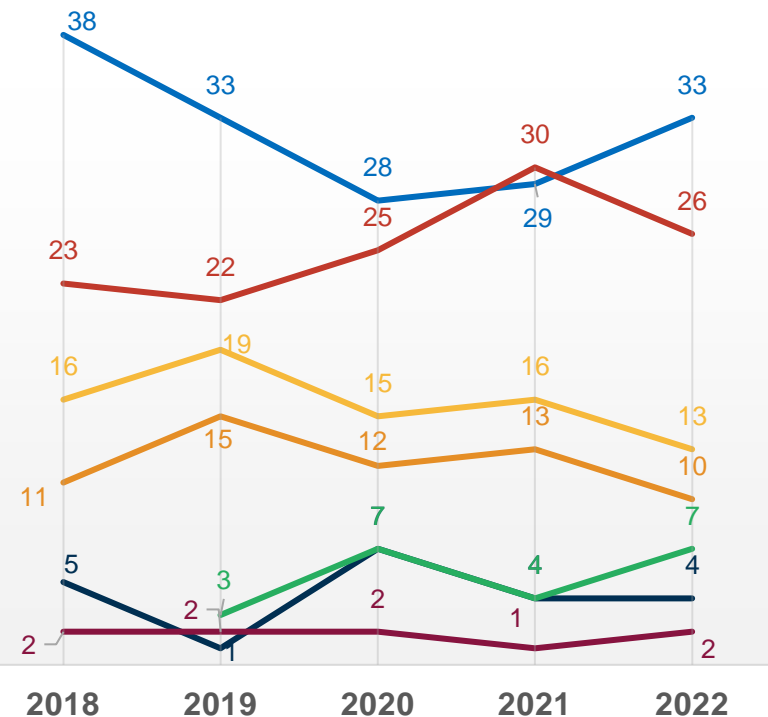
Q13. If Moorabool Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Most residents (66%) believe the direction of Council's overall performance stayed the same over the previous 12 months.

- One in five residents (20%) believe the direction of Council's performance deteriorated, up five percentage points from 2021.

- Another one in ten residents (10%, down three points) describe it as having improved.

- The <u>most satisfied</u> with council direction are residents over 65 years of age and women.

- The <u>least satisfied</u> with council direction are residents aged 18 to 34 years and men.

When it comes to the trade off between rates and services, residents have a preference for cuts in council services to keep council rates at the same level as they are now (51%) over rate rises to improve local services (27% would prefer this).
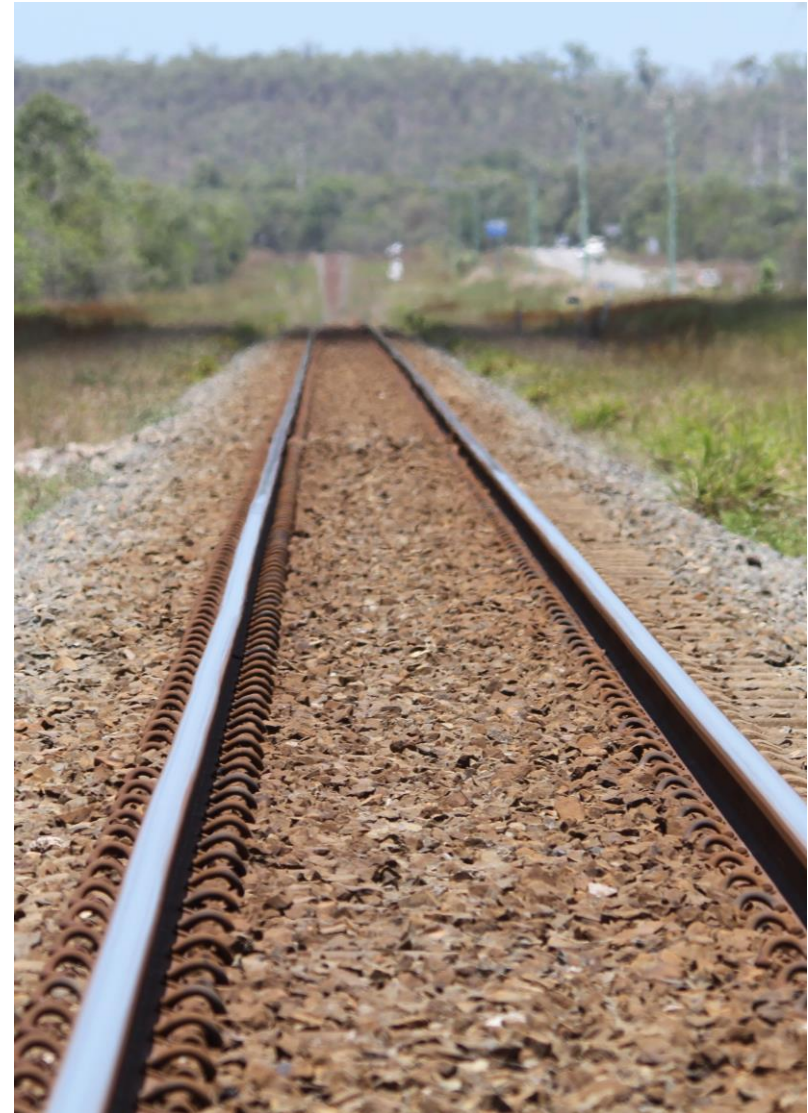
Overall council direction last 12 months

2022 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50 ▲	53	51	53	52	53	51	53	53	53	52
65+	48	51	54	51	47	52	52	54	54	55	53
Large Rural	47	51	50	51	52	52	48	51	n/a	n/a	n/a
Women	47	49	49	50	50	48	54	53	51	53	50
Remainder of Shire	46	49	45	57	54	53	50	52	54	52	n/a
Moorabool	45	49	46	50	50	49	51	53	53	51	49
35-49	45	48	43	48	48	45	52	51	51	49	47
Bacchus Marsh	45	49	45	49	49	48	53	54	53	51	n/a
Ballan	44	44	55	47	49	48	45	53	55	50	n/a
50-64	44	49	47	48	46	46	46	47	52	46	46
Men	43	48	43	50	50	51	48	54	55	48	49
18-34	43	48	41	53	59	54	53	62	57	55	53

Q6. Over the last 12 months, what is your view of the direction of Moorabool Shire Council's overall performance?
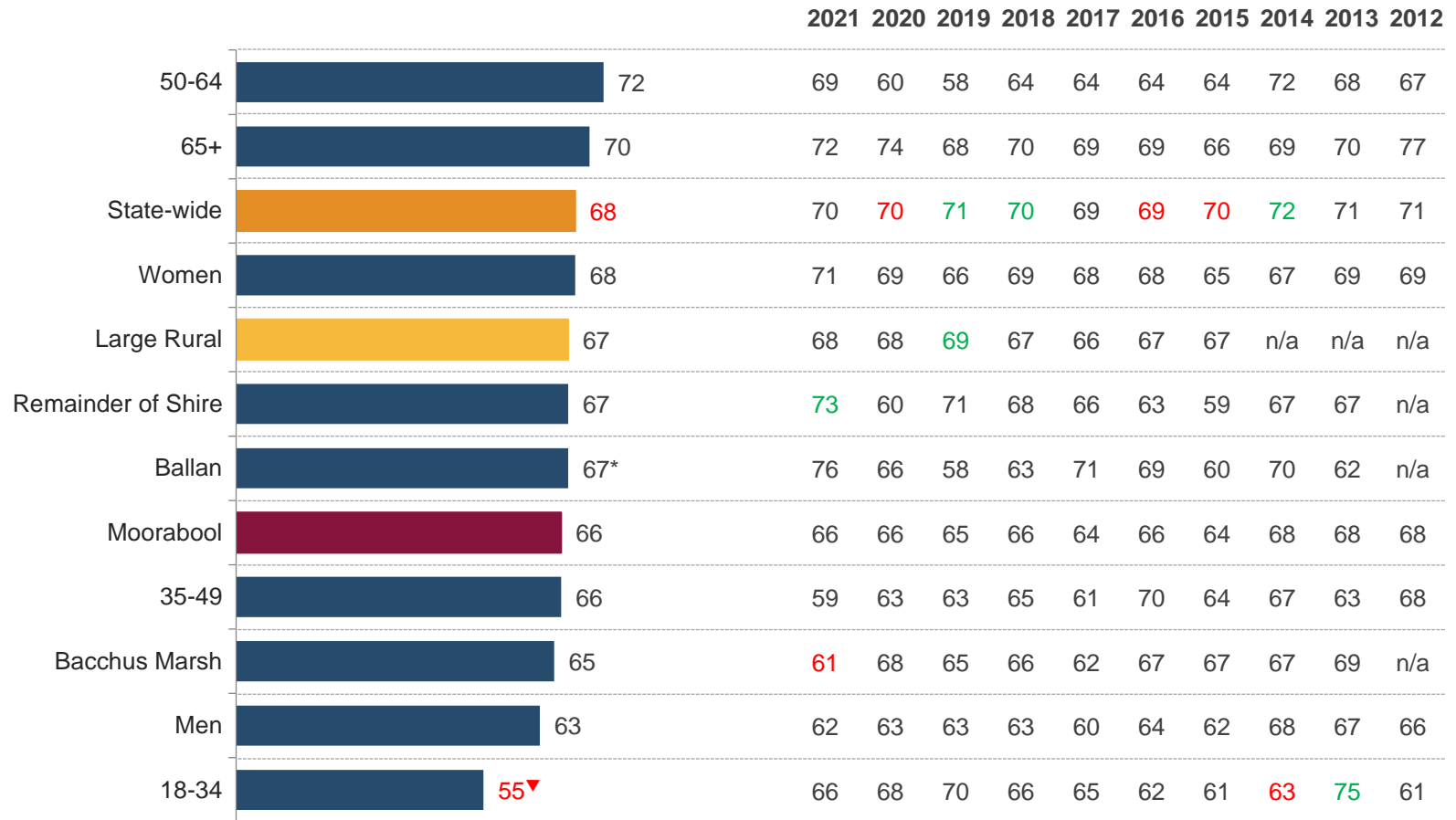*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19*
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Moorabool	10	66	20	3
2021 Moorabool	13	68	15	4
2020 Moorabool	12	64	19	4
2019 Moorabool	14	68	14	4
2018 Moorabool	13	70	13	4
2017 Moorabool	16	60	18	6
2016 Moorabool	15	67	13	5
2015 Moorabool	16	69	9	6
2014 Moorabool	19	65	13	3
2013 Moorabool	15	68	13	4
2012 Moorabool	14	67	16	2
State-wide	17	62	16	5
Large Rural	13	64	19	4
Bacchus Marsh	11	63	22	4
Ballan	10	64	22	5
Remainder of Shire	8	74	15	3
Men	11	63	24	1
Women	9	70	15	6
18-34	6	72	20	2
35-49	14	58	24	4
50-64	8	68	20	4
65+	12	69	15	5

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Q6. Over the last 12 months, what is your view of the direction of Moorabool Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Rates / services trade-off

2022 rates / services trade-off (%)

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2022 Moorabool	6	21	26	25	23
2021 Moorabool	7	23	20	24	26
2020 Moorabool	8	23	17	30	23
2019 Moorabool	10	19	25	23	23
2018 Moorabool	8	21	19	27	24
State-wide	8	23	24	24	22
Large Rural	7	20	25	25	23
Bacchus Marsh	6	24	26	22	22
Ballan	9	22	19	32	18
Remainder of Shire	3	14	29	28	26
Men	6	20	25	26	24
Women	6	22	26	24	22
18-34	5	25	30	31	10
35-49	5	20	25	26	25
50-64	8	21	22	19	30
65+	5	18	26	22	29

■ Definitely prefer rate rise ■ Probably prefer rate rise ■ Probably prefer service cuts
■ Definitely prefer service cuts ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

Individual service areas

Community consultation and engagement importance

2022 consultation and engagement importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	76	75	76	75	76	75	n/a	n/a	n/a
65+	77	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	75	74	74	74	74	75	74	74	73	73
18-34	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2022 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	36	43	17	3	1	
2021 Moorabool	40	38	15	5	1	1
State-wide	32	43	20	3	1	1
Large Rural	34	43	18	3	1	1
Bacchus Marsh	39	41	16	3	2	
Ballan	27	53	18		2	
Remainder of Shire	32	44	20	3	1	
Men	34	48	14	3	2	
Women	38	39	20	2	1	
18-34	26	47	19	4	4	
35-49	46	35	18	2		
50-64	41	43	14	2		
65+	31	48	17	2	1	1

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

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: 10

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54 ▲	56	55	56	55	55	54	56	57	57	57
18-34	51 ▲	48	51	48	58	53	53	55	48	61	59
Large Rural	51 ▲	54	54	54	54	52	52	54	n/a	n/a	n/a
Remainder of Shire	49	51	48	50	55	49	50	50	51	51	n/a
Ballan	49	47	49	42	61	50	43	43	50	52	n/a
Women	46	49	49	49	51	50	53	51	47	54	53
Moorabool	46	50	49	49	52	48	49	51	48	51	54
Men	46	51	48	49	52	45	45	51	50	48	55
65+	45	55	55	51	53	49	53	50	52	49	58
35-49	45	48	43	49	49	45	43	51	46	46	54
Bacchus Marsh	44	50	49	50	49	47	49	53	47	50	n/a
50-64	44	49	46	46	47	44	47	49	50	47	46

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	22	37	21	11	5
2021 Moorabool	8	20	36	21	7	9
2020 Moorabool	7	20	37	22	9	6
2019 Moorabool	7	19	33	17	11	13
2018 Moorabool	7	25	32	19	7	9
2017 Moorabool	6	17	38	18	9	12
2016 Moorabool	6	23	35	16	11	9
2015 Moorabool	6	25	36	17	7	8
2014 Moorabool	5	21	35	21	8	10
2013 Moorabool	9	22	31	20	9	8
2012 Moorabool	9	25	35	17	6	8
State-wide	8	29	32	16	8	8
Large Rural	6	27	33	17	10	8
Bacchus Marsh	1	21	39	21	12	6
Ballan	5	29	32	15	13	6
Remainder of Shire	9	21	36	22	10	3
Men	5	23	34	21	13	5
Women	3	20	41	21	10	6
18-34	2	26	51	13	6	2
35-49	8	22	25	22	17	6
50-64	3	20	33	27	12	6
65+	2	18	39	23	9	8

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Lobbying on behalf of the community importance

2022 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Ballan	78	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71 ▼	69	68	67	68	69	69	69	70	70	70
Large Rural	71 ▼	71	69	67	68	69	70	70	n/a	n/a	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2022 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	35	38	21	3	2	1
2021 Moorabool	34	36	21	3	2	4
State-wide	26	40	24	6	2	3
Large Rural	26	39	24	6	2	2
Bacchus Marsh	38	35	20	3	2	1
Ballan	31	55	11	3		
Remainder of Shire	30	38	26	3	2	1
Men	33	41	19	3	3	1
Women	37	35	22	3	1	2
18-34	33	39	25		4	
35-49	43	28	23	3	2	1
50-64	38	35	17	5	2	3
65+	28	50	17	4		1

Legend:
- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

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: 8

Lobbying on behalf of the community performance

2022 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ▲	55	53	54	54	54	53	55	56	55	55
Large Rural	51 ▲	54	53	52	52	51	50	53	n/a	n/a	n/a
Remainder of Shire	50	53	52	49	52	44	47	49	49	51	n/a
65+	49	57	54	52	52	50	53	45	51	54	56
18-34	47	45	50	50	57	51	55	52	54	61	60
Men	46	48	46	46	46	45	48	51	50	54	55
Moorabool	46	50	47	47	48	47	48	49	51	52	54
Women	46	51	49	47	51	48	49	47	51	51	53
Bacchus Marsh	45	49	46	45	47	46	54	49	50	53	n/a
50-64	45	51	46	41	39	46	43	53	51	49	49
35-49	42	48	41	42	45	40	44	45	47	47	52
Ballan	41	48	50	51	49	51	32	51	58	50	n/a

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
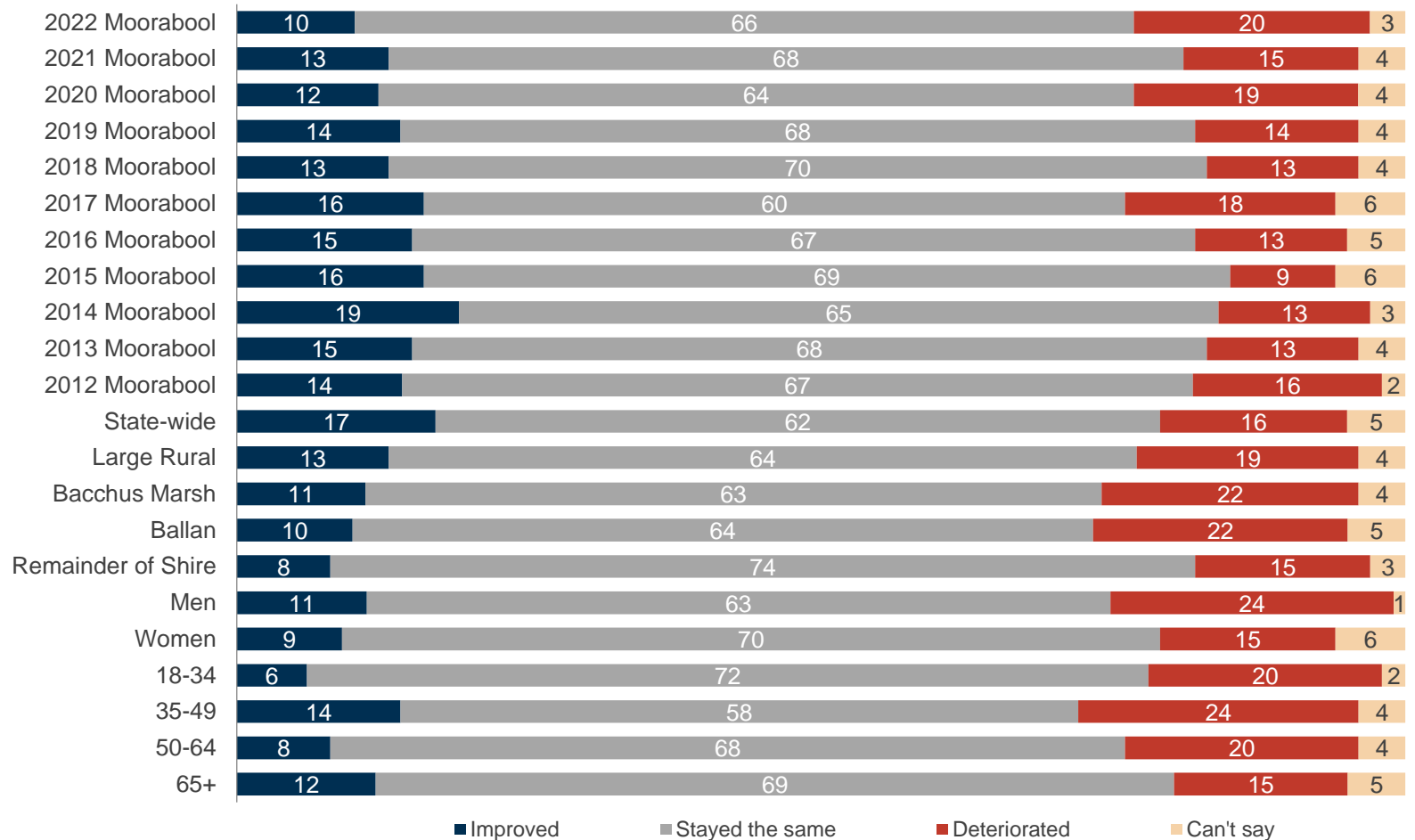Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2022 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	17	37	18	11	14
2021 Moorabool	10	20	30	21	10	10
2020 Moorabool	7	17	33	20	10	12
2019 Moorabool	4	16	33	17	9	20
2018 Moorabool	3	18	33	17	6	24
2017 Moorabool	4	14	37	16	8	21
2016 Moorabool	6	14	34	16	7	23
2015 Moorabool	3	20	33	17	7	20
2014 Moorabool	5	22	32	19	5	17
2013 Moorabool	5	26	32	18	5	13
2012 Moorabool	8	24	35	14	6	14
State-wide	6	24	32	13	6	19
Large Rural	5	23	33	15	7	17
Bacchus Marsh	4	17	36	19	12	12
Ballan	2	9	42	22	11	13
Remainder of Shire	5	20	36	14	8	17
Men	4	18	37	15	12	14
Women	4	16	36	21	10	13
18-34		18	53	12	8	9
35-49	5	18	28	22	16	11
50-64	6	13	33	25	9	14
65+	5	18	34	14	9	21

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

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Decisions made in the interest of the community importance

2022 community decisions made importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Remainder of Shire	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	83	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	83	87	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	82	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	80	80	80	79	80	80	79	n/a	n/a
Large Rural	81	82	79	80	80	80	80	80	n/a	n/a	n/a
65+	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
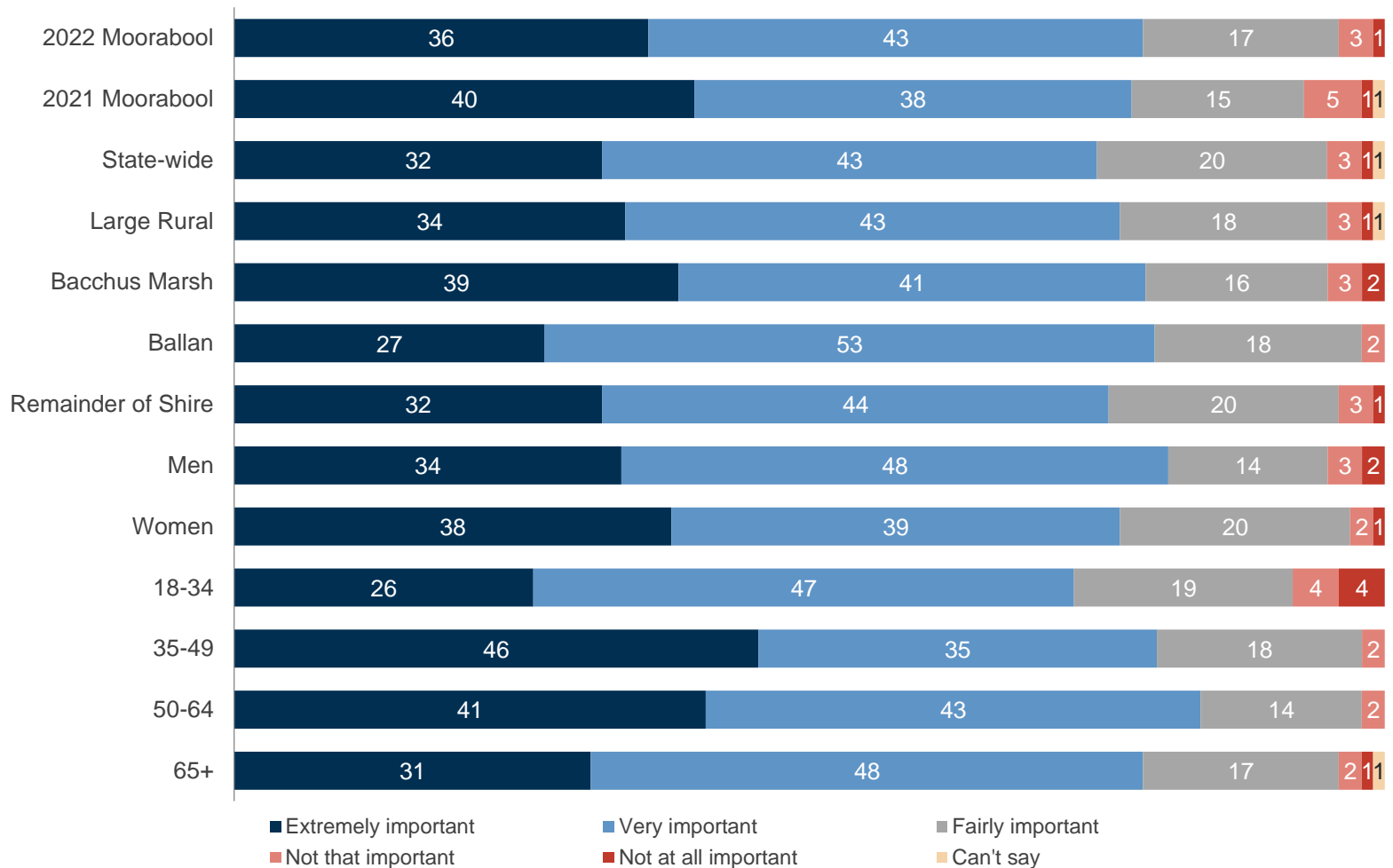*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2022 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	46	39	11	1	1	2
2021 Moorabool	48	37	12	1	1	1
State-wide	42	40	13	2	1	2
Large Rural	42	39	14	2	1	2
Bacchus Marsh	46	36	14	1	1	1
Ballan	39	52	3	2	2	2
Remainder of Shire	48	39	9	2		2
Men	46	40	11			2
Women	45	38	12	2	1	2
18-34	47	41	10			2
35-49	48	36	13	1	1	1
50-64	48	34	11	3		5
65+	40	43	12	2	1	1

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
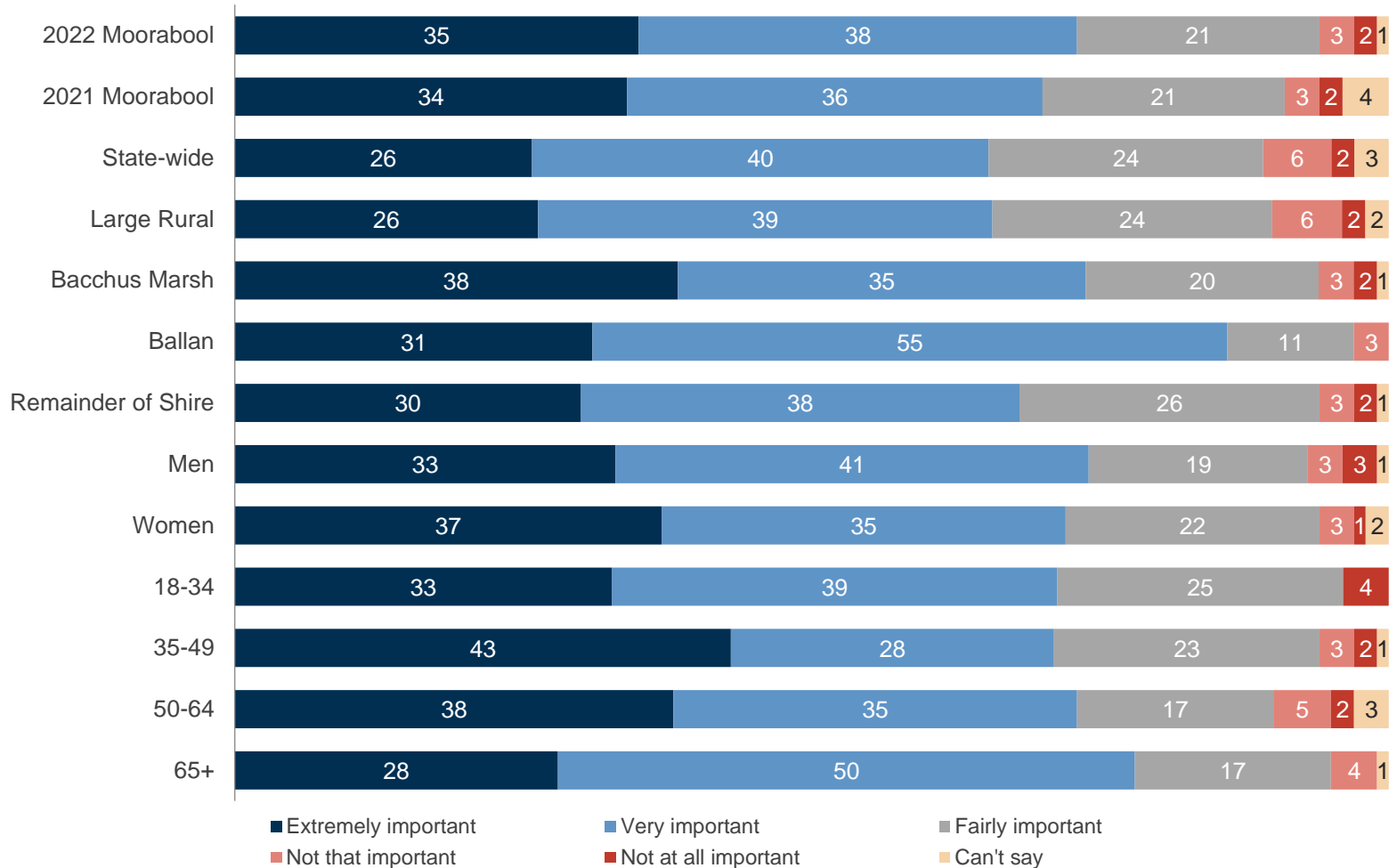*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9*

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54 ▲	56	53	55	54	54	54	55	57	n/a	n/a
Ballan	53	45	51	49	52	53	38	43	52	n/a	n/a
Remainder of Shire	52	51	46	47	59	50	52	49	53	n/a	n/a
65+	51	55	55	53	51	50	51	47	53	n/a	n/a
Large Rural	51 ▲	54	52	52	52	51	50	52	n/a	n/a	n/a
Men	48	51	46	49	50	48	47	51	53	n/a	n/a
18-34	48	44	48	50	60	52	53	59	54	n/a	n/a
Moorabool	47	49	47	49	51	49	48	50	52	n/a	n/a
Women	47	48	47	49	52	50	49	49	51	n/a	n/a
35-49	46	46	40	45	48	47	41	45	51	n/a	n/a
50-64	44	53	45	46	45	47	50	49	50	n/a	n/a
Bacchus Marsh	44	49	46	49	47	48	49	52	51	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	3	27	33	14	14	8
2021 Moorabool	7	22	35	21	9	7
2020 Moorabool	6	19	37	21	11	6
2019 Moorabool	6	21	36	16	11	11
2018 Moorabool	6	23	36	17	7	10
2017 Moorabool	6	20	36	16	10	12
2016 Moorabool	6	22	34	19	10	10
2015 Moorabool	5	24	38	15	9	9
2014 Moorabool	5	25	39	16	6	9
State-wide	7	30	33	14	8	9
Large Rural	6	27	34	16	9	8
Bacchus Marsh	2	24	33	14	18	9
Ballan	4	35	36	9	12	4
Remainder of Shire	4	31	32	17	7	9
Men	2	32	27	12	16	10
Women	4	22	38	16	12	7
18-34		35	33	9	18	5
35-49	5	25	27	15	17	10
50-64	3	18	38	18	12	11
65+	5	28	35	14	9	8

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
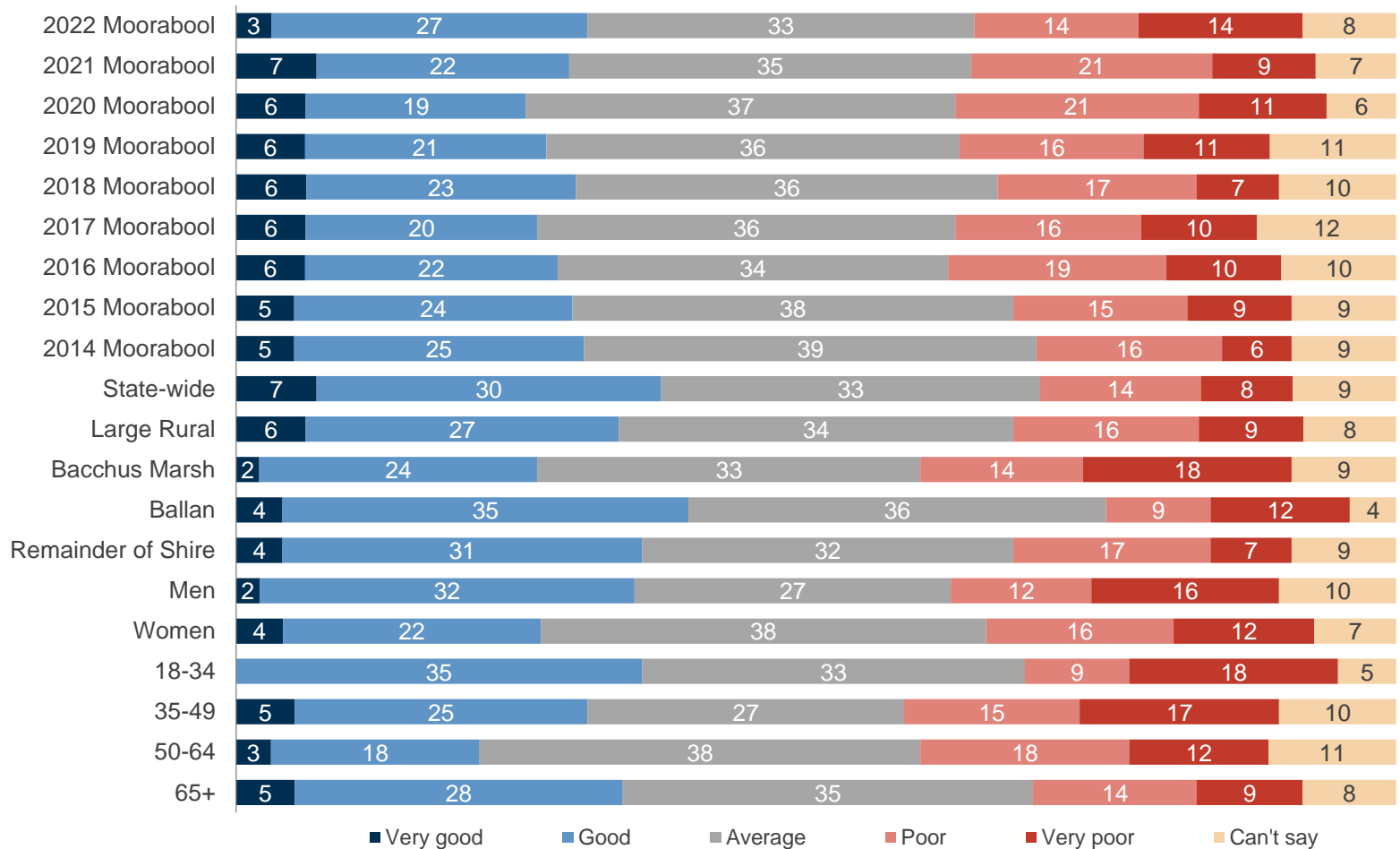
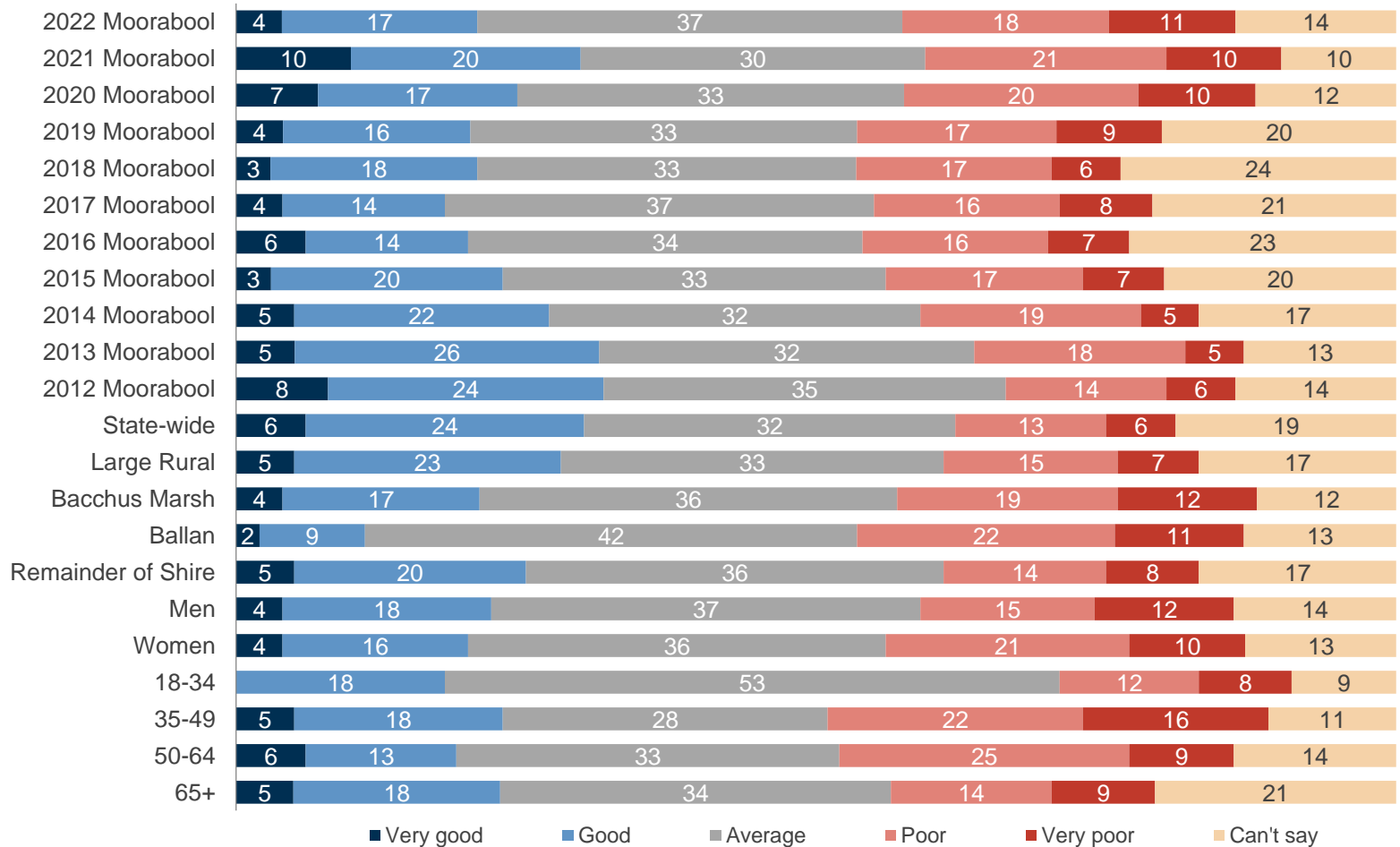# The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ▲	57	54	56	53	53	54	55	55	n/a	n/a
Large Rural	45 ▲	50	47	47	45	43	44	45	n/a	n/a	n/a
Bacchus Marsh	44	49	45	51	48	47	52	49	51	n/a	n/a
65+	44	48	49	52	48	45	55	42	49	n/a	n/a
Men	40	43	40	47	45	43	48	48	45	n/a	n/a
Moorabool	40	45	42	48	46	43	47	43	47	n/a	n/a
Women	40	47	43	48	46	43	45	39	49	n/a	n/a
35-49	39	40	35	48	48	38	41	41	47	n/a	n/a
50-64	38	49	40	45	37	41	45	44	42	n/a	n/a
18-34	38	45	42	45	50	47	48	46	48	n/a	n/a
Remainder of Shire	35	40	32	43	43	32	44	34	40	n/a	n/a
Ballan	29 ▼	34	29	35	41	40	33	43	42	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
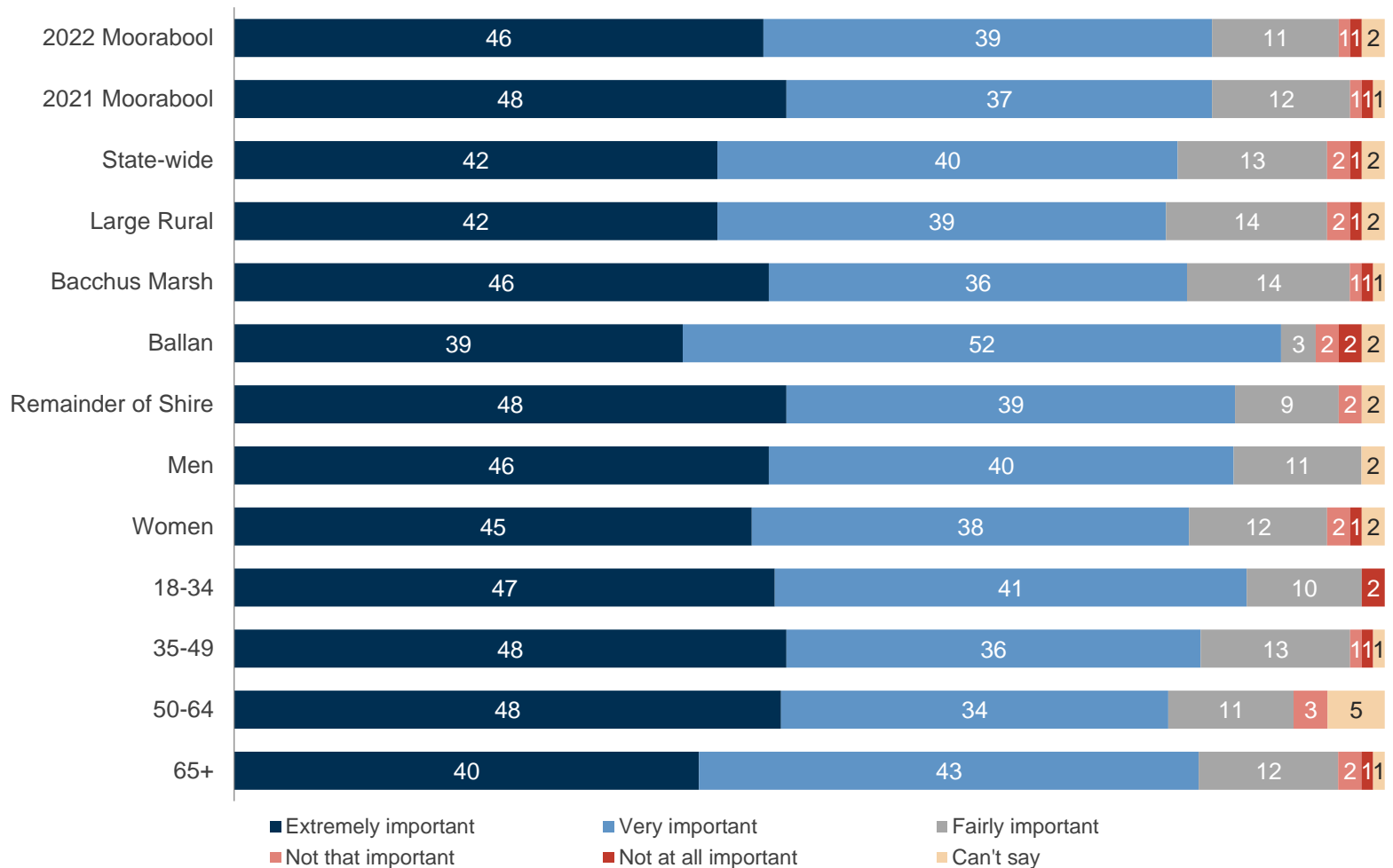*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	22	26	24	23	1
2021 Moorabool	10	22	26	21	20	
2020 Moorabool	5	22	28	25	20	
2019 Moorabool	8	21	36	20	14	1
2018 Moorabool	9	20	29	24	16	1
2017 Moorabool	7	20	30	23	20	
2016 Moorabool	8	25	29	18	18	2
2015 Moorabool	4	20	36	26	14	1
2014 Moorabool	6	23	35	22	14	
State-wide	10	31	29	17	12	1
Large Rural	6	24	29	22	17	1
Bacchus Marsh	6	25	27	22	19	
Ballan	3	13	25	13	43	4
Remainder of Shire	1	17	25	32	24	1
Men	5	23	24	21	26	1
Women	3	21	28	26	21	1
18-34	2	19	32	19	27	
35-49	5	25	21	23	27	
50-64	2	18	30	29	20	1
65+	7	23	24	26	18	2

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Ballan	88	84	83	74	80	75	82	77	78	89	n/a
35-49	85	82	83	81	77	80	79	80	82	83	81
Women	84	84	83	83	81	80	82	81	81	83	83
50-64	84	82	83	78	85	79	80	84	83	82	84
Bacchus Marsh	84	79	83	80	79	79	79	80	79	81	n/a
18-34	83	79	78	77	77	75	79	77	72	75	80
Moorabool	83	81	82	79	80	78	79	79	79	81	81
Men	82	77	80	74	78	75	76	77	76	78	79
65+	81	80	84	78	80	78	76	77	77	82	78
State-wide	81	79	78	77	78	77	77	77	77	78	77
Large Rural	80 ▼	79	78	77	77	75	77	77	n/a	n/a	n/a
Remainder of Shire	80	83	75	74	81	77	76	79	77	78	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
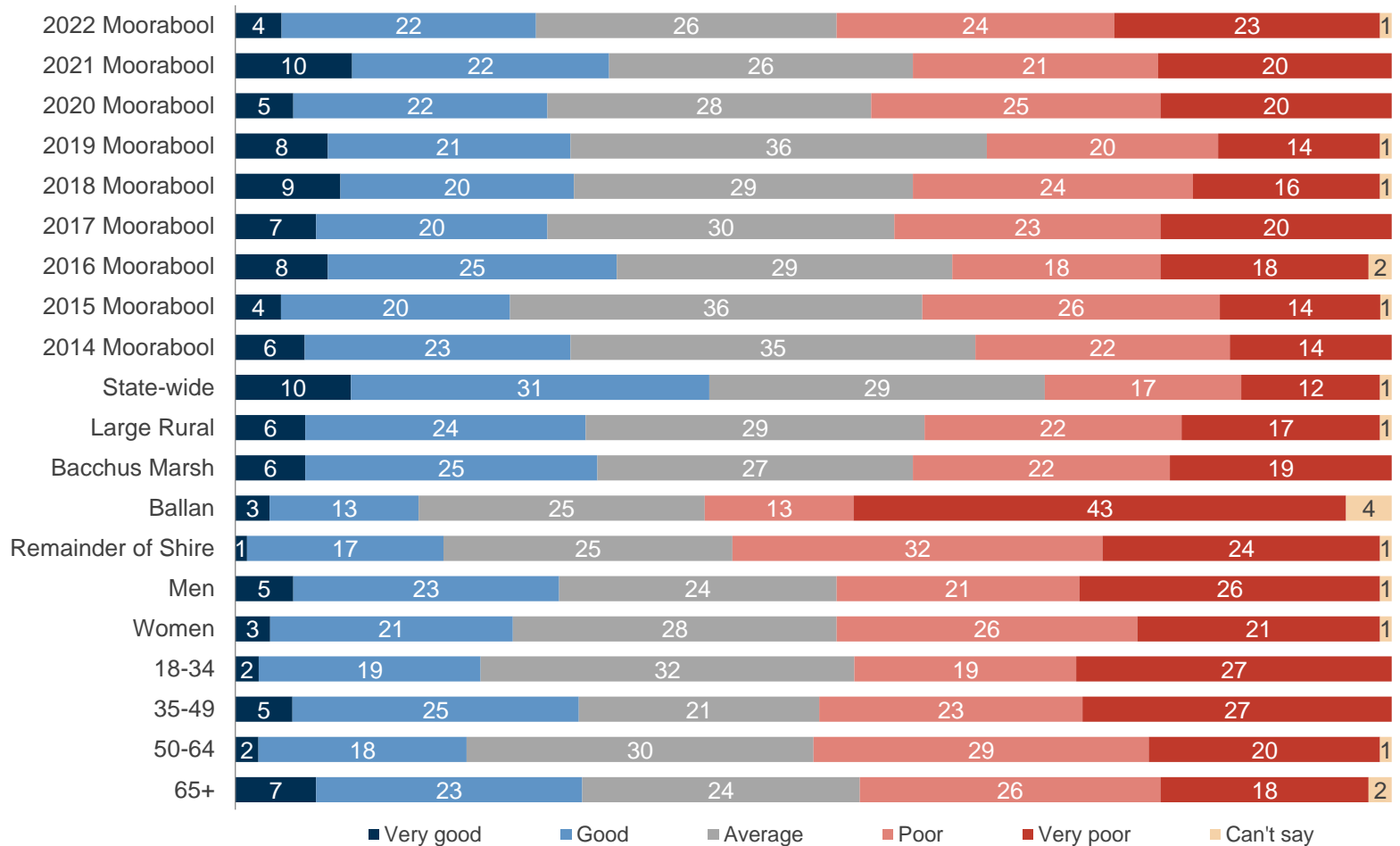*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	48	38	11	1	1	1
2021 Moorabool	43	39	16		2	1
2020 Moorabool	48	34	14	2	1	1
2019 Moorabool	38	43	13	3	1	1
2018 Moorabool	40	41	14	3	1	1
2017 Moorabool	36	41	17	4		2
2016 Moorabool	40	37	17	1	2	3
2015 Moorabool	38	41	17		2	2
2014 Moorabool	39	40	16	3	1	1
2013 Moorabool	43	39	14	2	1	1
2012 Moorabool	44	38	15	1	1	1
State-wide	41	41	14	2		1
Large Rural	42	39	15	2	1	2
Bacchus Marsh	49	39	11			1
Ballan	56	33	7			4
Remainder of Shire	44	37	12	3	2	3
Men	44	41	12		1	1
Women	51	35	10	1		2
18-34	48	40	10		2	
35-49	54	33	9	2	1	1
50-64	52	31	13	2		2
65+	38	45	13	1		3

- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

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: 7

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57 ▲	59	58	59	58	57	57	58	58	58	57
Large Rural	51 ▲	55	54	55	54	53	53	54	n/a	n/a	n/a
Bacchus Marsh	45	51	47	55	52	50	54	53	51	52	n/a
65+	43	48	52	57	49	47	53	46	51	48	55
18-34	42	46	48	56	55	56	51	57	51	57	53
Men	42	47	44	53	48	49	46	52	49	50	49
Moorabool	41	48	46	53	49	48	47	49	48	50	49
35-49	41	46	41	49	50	46	40	43	48	47	46
Women	41	48	48	53	50	48	47	45	46	49	48
50-64	38	52	43	47	41	44	43	51	41	46	42
Remainder of Shire	37	43	42	45	43	44	38	40	44	45	n/a
Ballan	34	40	47	48	46	47	38	53	43	42	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
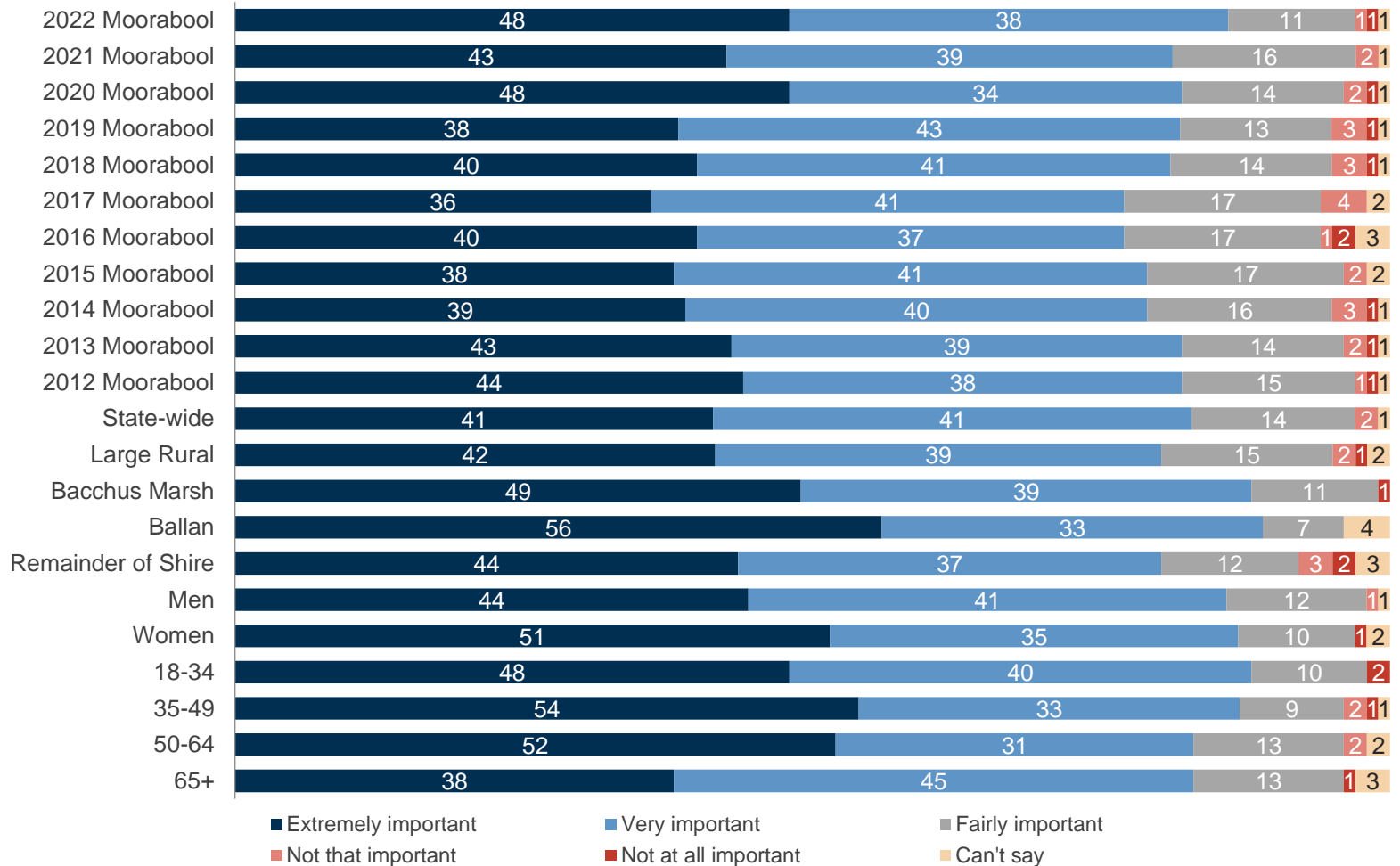*Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	24	25	22	22	2
2021 Moorabool	11	24	27	19	17	2
2020 Moorabool	7	23	28	23	15	3
2019 Moorabool	11	26	33	17	10	3
2018 Moorabool	8	26	29	21	12	3
2017 Moorabool	9	21	35	18	14	3
2016 Moorabool	6	23	33	18	15	5
2015 Moorabool	7	25	33	19	12	4
2014 Moorabool	5	25	36	18	13	3
2013 Moorabool	12	24	29	18	15	1
2012 Moorabool	8	24	35	17	15	1
State-wide	13	33	29	14	9	2
Large Rural	9	28	30	16	14	3
Bacchus Marsh	6	28	24	21	20	1
Ballan	2	17	24	27	29	2
Remainder of Shire	2	19	27	23	24	4
Men	4	28	24	20	24	1
Women	5	21	26	24	21	3
18-34	2	28	34	12	25	
35-49	6	27	19	21	26	2
50-64	4	18	23	36	18	1
65+	6	23	24	23	19	4

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 9
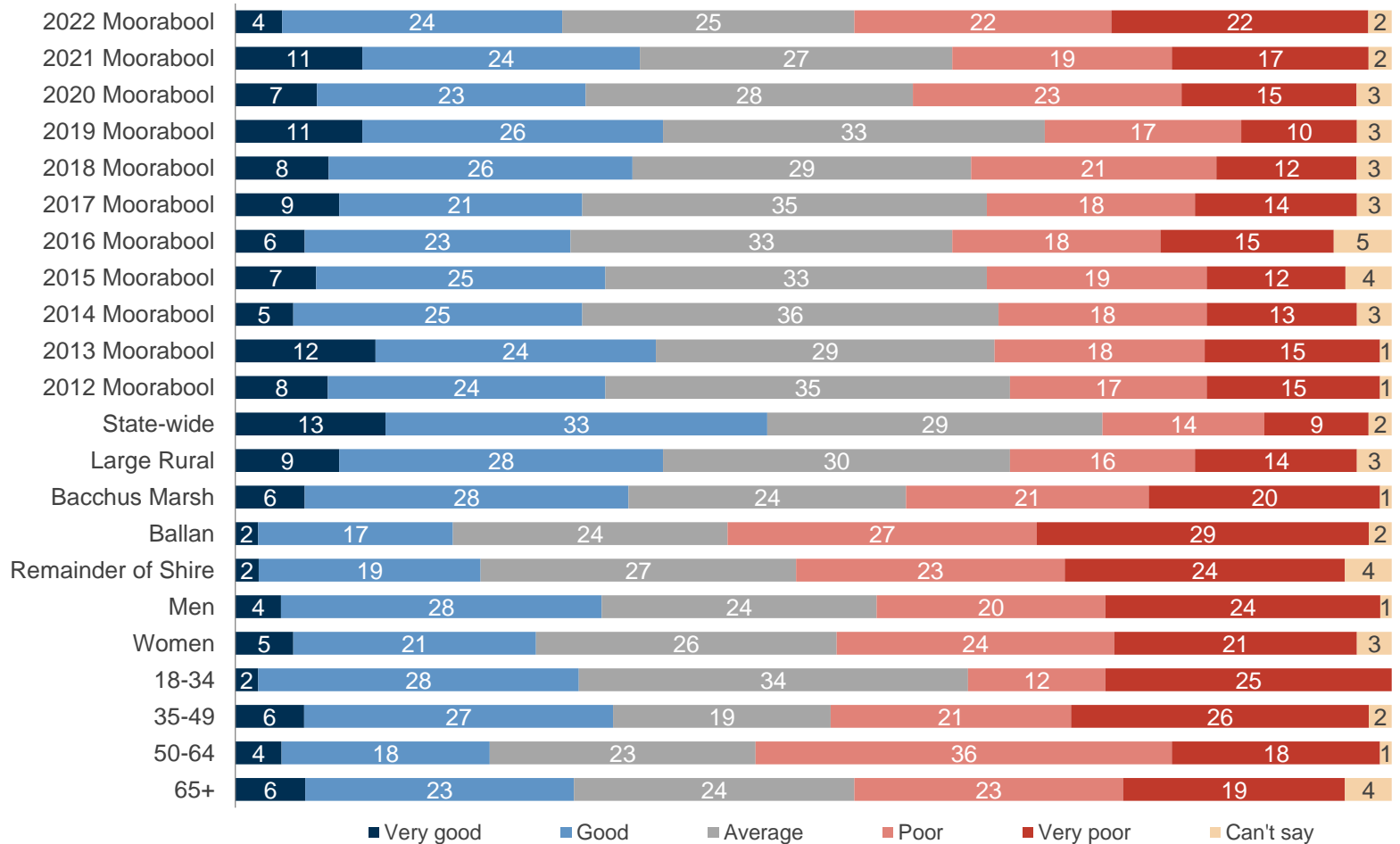
Family support services importance

2022 family support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	80	81	81	79	81	79	77	78	81	81
35-49	76	76	75	76	74	72	77	71	74	74	77
State-wide	76	76	75	74	74	73	73	73	72	73	73
18-34	76	73	74	71	72	78	74	73	72	77	78
Bacchus Marsh	76	76	75	73	73	74	76	73	75	77	n/a
50-64	76	73	73	72	73	72	73	74	77	74	75
Large Rural	75	75	74	73	72	72	72	72	n/a	n/a	n/a
Moorabool	75	74	75	73	73	74	75	71	73	75	76
Remainder of Shire	75	69	76	72	72	74	72	69	70	70	n/a
65+	73	74	78	73	75	73	76	67	70	76	75
Men	72	68	69	66	67	66	71	66	68	69	71
Ballan	72	73	71	74	76	71	78	70	71	74	n/a

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

Family support services importance

2022 family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	31	42	22	3	1	1
2021 Moorabool	30	41	23	2	2	2
2020 Moorabool	32	41	21	3	1	1
2019 Moorabool	25	46	23	3	1	2
2018 Moorabool	28	40	26	4		2
2017 Moorabool	30	40	22	5	1	3
2016 Moorabool	28	46	19	3	1	3
2015 Moorabool	26	40	25	3	3	3
2014 Moorabool	28	38	27	4	1	3
2013 Moorabool	30	43	21	3	1	2
2012 Moorabool	31	44	19	3		3
State-wide	33	41	19	3	1	2
Large Rural	31	43	20	3	1	2
Bacchus Marsh	34	39	21	3	1	1
Ballan	21	48	27	2		2
Remainder of Shire	28	45	22	4		1
Men	26	43	25	4	1	1
Women	37	41	19	2	1	1
18-34	33	39	29			
35-49	36	41	17	4		2
50-64	31	43	21	2	1	1
65+	26	45	20	5	1	3

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
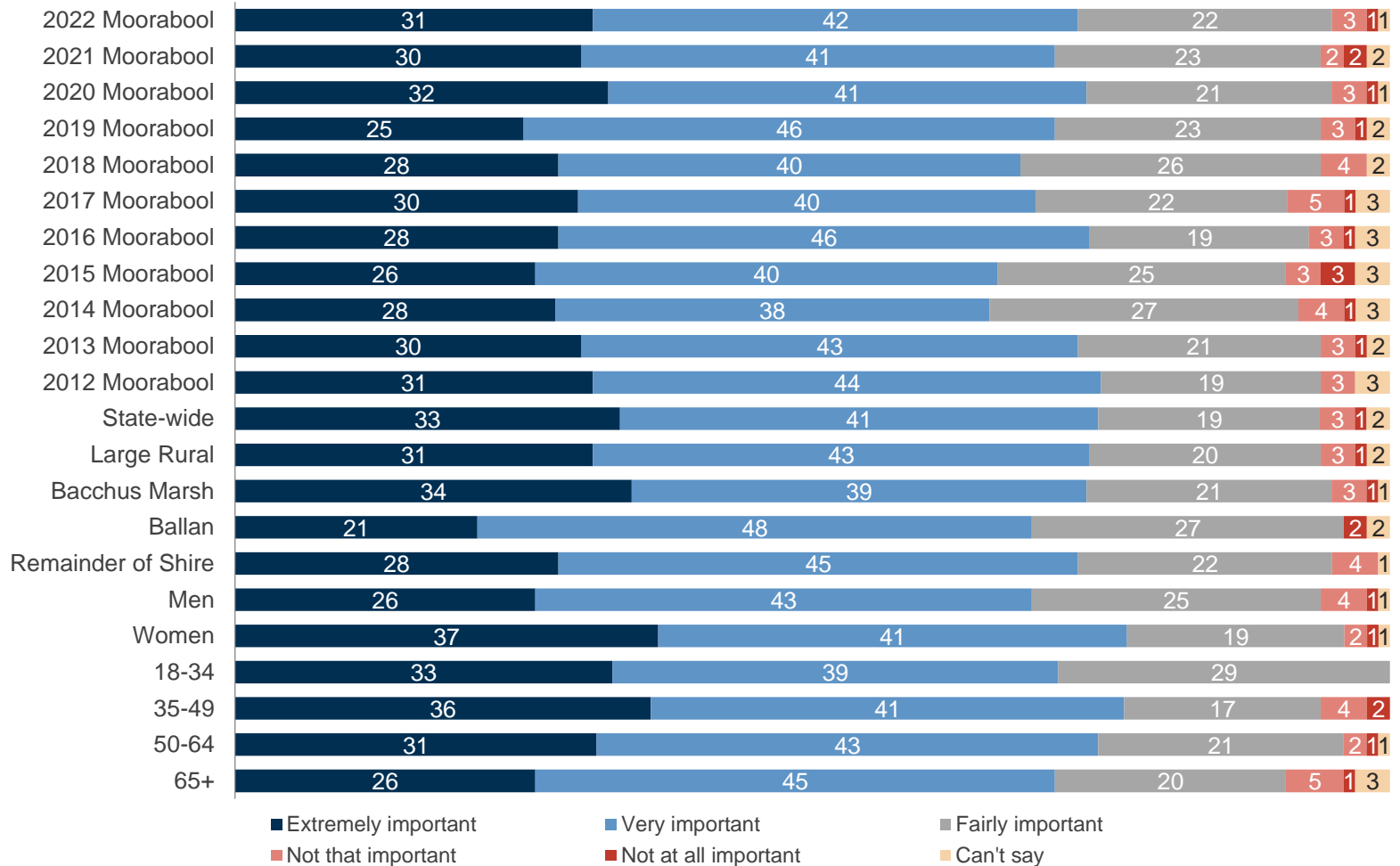
Family support services performance

2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65 ▲ 66	66	67	66	67	66	67	68	67	67
Large Rural	64 ▲ 66	64	65	65	65	64	67	n/a	n/a	n/a
65+	62 65	67	66	64	65	62	61	64	66	67
Women	59 64	64	61	63	63	61	63	65	65	65
35-49	59 63	60	64	62	58	63	65	63	62	66
Bacchus Marsh	58 65	62	62	61	62	63	64	65	66	n/a
Moorabool	58 64	62	61	62	62	62	64	64	64	65
Remainder of Shire	58 62	61	62	63	59	61	64	61	63	n/a
Ballan	58 59	61	55	65	65	62	59	67	60	n/a
Men	58 63	59	61	62	61	64	64	64	64	66
18-34	57 63	62	59	65	64	64	63	69	70	68
50-64	55 63	59	55	58	62	60	64	60	59	61

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2022 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	6	26	30	7	3	28
2021 Moorabool	9	29	27	6	1	28
2020 Moorabool	9	27	29	5	3	27
2019 Moorabool	7	26	25	6	3	33
2018 Moorabool	8	25	25	5	2	35
2017 Moorabool	7	25	24	6	2	36
2016 Moorabool	10	26	25	3	4	31
2015 Moorabool	7	28	25	4	1	35
2014 Moorabool	9	34	22	6	2	27
2013 Moorabool	11	28	29	6	1	26
2012 Moorabool	12	30	25	5	1	26
State-wide	11	31	22	5	2	29
Large Rural	11	32	24	5	3	26
Bacchus Marsh	5	27	28	7	4	30
Ballan	5	22	28	7	2	35
Remainder of Shire	7	24	34	9	3	23
Men	5	29	28	8	4	26
Women	6	23	32	7	2	30
18-34	6	24	47	4	4	15
35-49	9	26	27	8	5	26
50-64	1	26	26	11	2	34
65+	6	28	18	7	2	38

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7
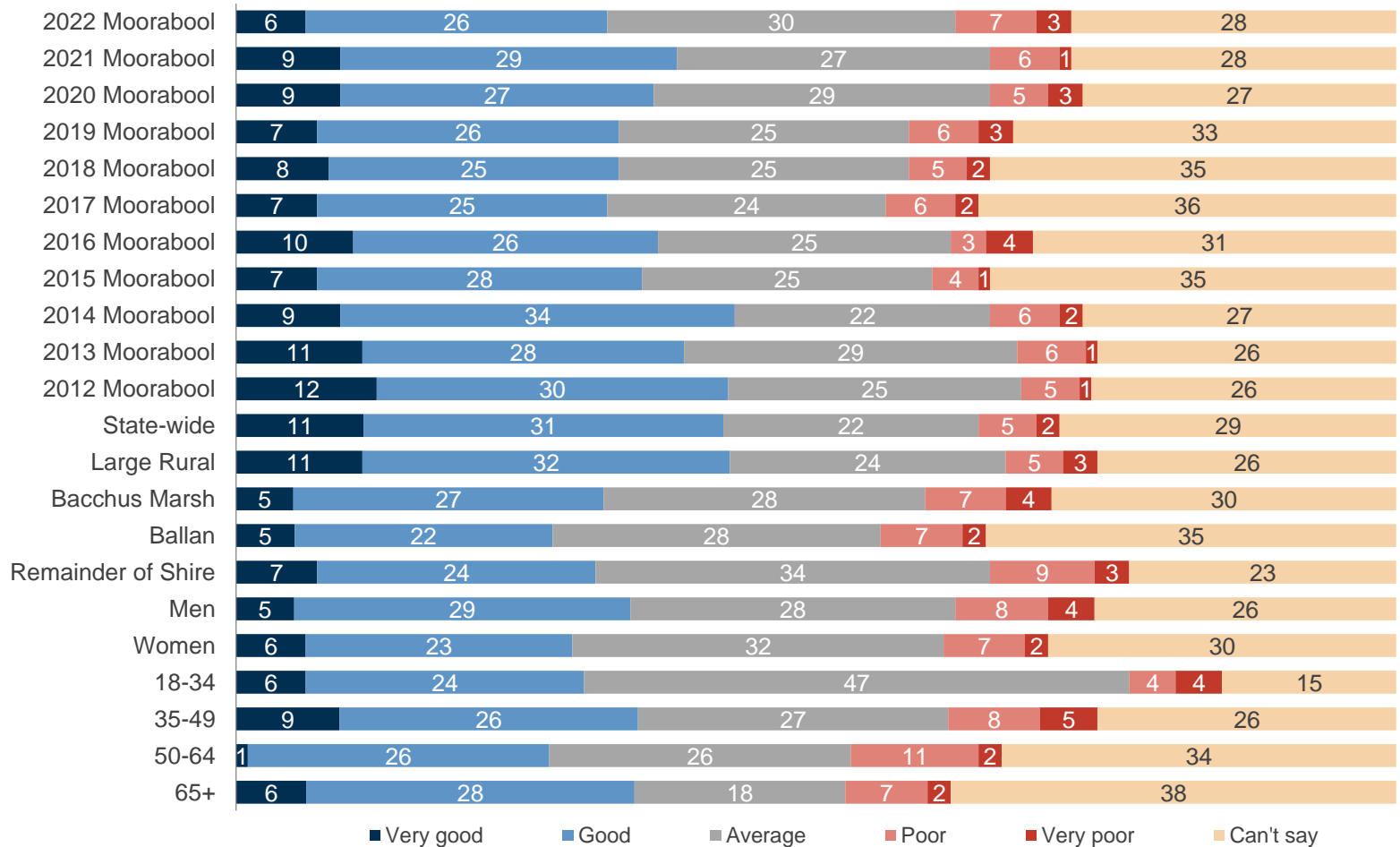
Elderly support services importance

2022 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women — 83 ▲	83	83	86	85	85	84	83	83	81	87
State-wide — 82 ▲	82	80	80	79	78	78	79	79	79	80
Large Rural — 81	80	80	79	78	78	78	78	n/a	n/a	n/a
65+ — 81	80	82	80	82	78	81	74	77	83	83
Bacchus Marsh — 80	80	81	80	79	79	81	79	78	79	n/a
50-64 — 80	83	81	83	80	80	79	82	82	80	83
18-34 — 80	77	77	77	76	80	79	80	71	76	78
Remainder of Shire — 80	76	77	82	78	77	77	79	76	74	n/a
Moorabool — 79	79	80	80	79	78	80	79	77	78	81
35-49 — 77	78	80	82	78	77	81	79	78	75	82
Men — 76	75	77	75	72	72	76	74	71	74	76
Ballan — 75	79	78	79	82	77	81	78	72	80	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
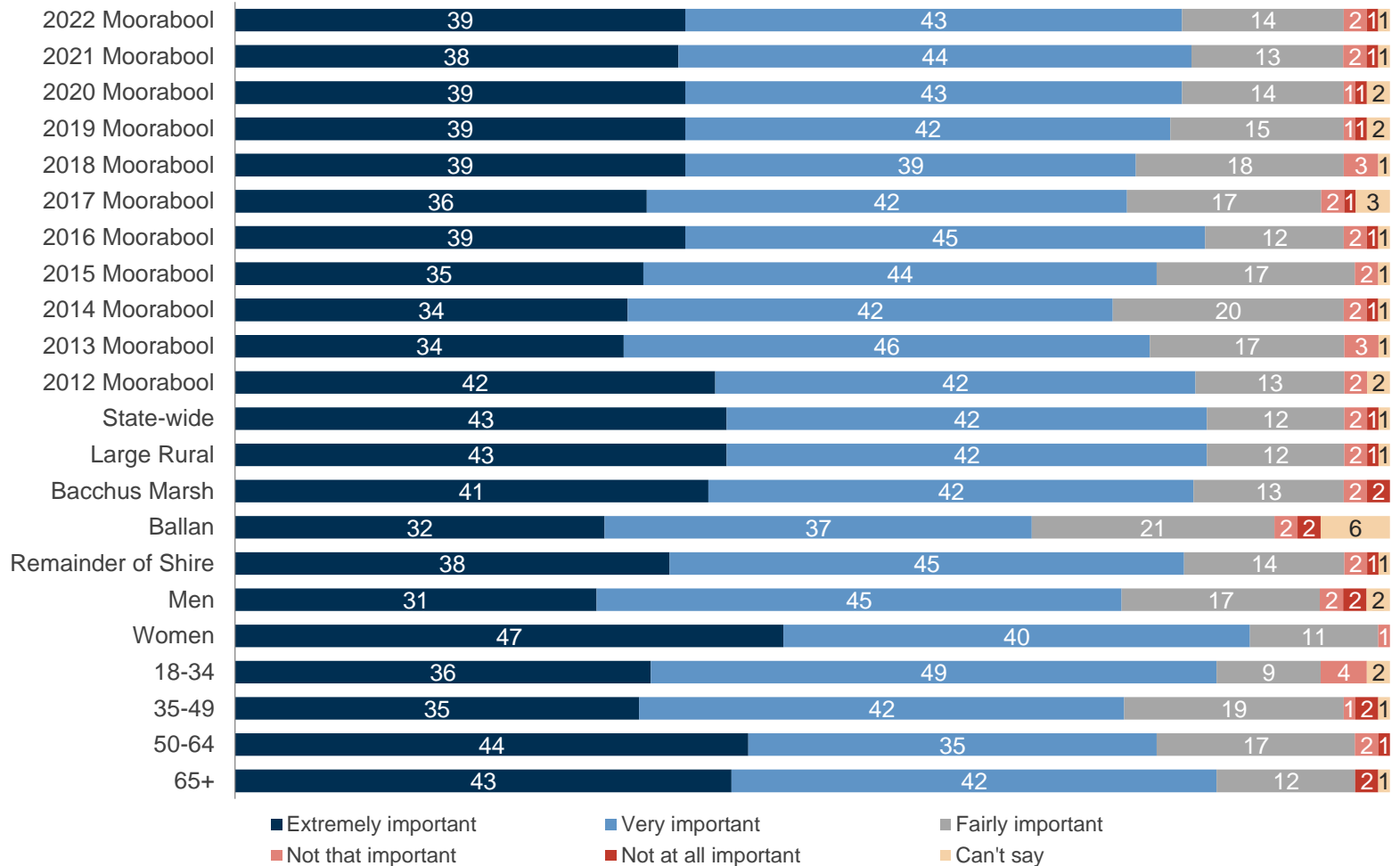*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

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Elderly support services importance

2022 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	39	43	14	2	1	1
2021 Moorabool	38	44	13	2	1	1
2020 Moorabool	39	43	14	1	1	2
2019 Moorabool	39	42	15	1	1	2
2018 Moorabool	39	39	18	3		1
2017 Moorabool	36	42	17	2	1	3
2016 Moorabool	39	45	12	2	1	1
2015 Moorabool	35	44	17	2		1
2014 Moorabool	34	42	20	2	1	1
2013 Moorabool	34	46	17	3		1
2012 Moorabool	42	42	13	2		2
State-wide	43	42	12	2	1	1
Large Rural	43	42	12	2	1	1
Bacchus Marsh	41	42	13	2		2
Ballan	32	37	21	2	2	6
Remainder of Shire	38	45	14	2	1	1
Men	31	45	17	2	2	2
Women	47	40	11			1
18-34	36	49	9	4		2
35-49	35	42	19	1	2	1
50-64	44	35	17	2		1
65+	43	42	12	2	1	

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

Elderly support services performance

2022 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	67 ▲	69	68	68	68	68	68	69	70	69	69
Large Rural	65 ▲	68	67	67	67	67	66	69	n/a	n/a	n/a
65+	59	68	66	72	69	63	65	64	68	72	70
50-64	58	66	58	56	64	62	59	66	67	64	63
Men	56	67	63	65	67	62	63	66	67	67	68
Ballan	55	69	68	66	66	71	66	71	77	75	n/a
Bacchus Marsh	55	67	63	65	67	62	64	65	69	68	n/a
Moorabool	55	67	62	64	67	63	62	66	67	67	68
Remainder of Shire	53	64	57	59	67	63	56	65	57	63	n/a
Women	53	66	62	63	67	65	62	66	66	68	69
18-34	52	67	64	59	73	66	69	69	67	74	70
35-49	50	64	60	68	61	62	56	63	66	61	70

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
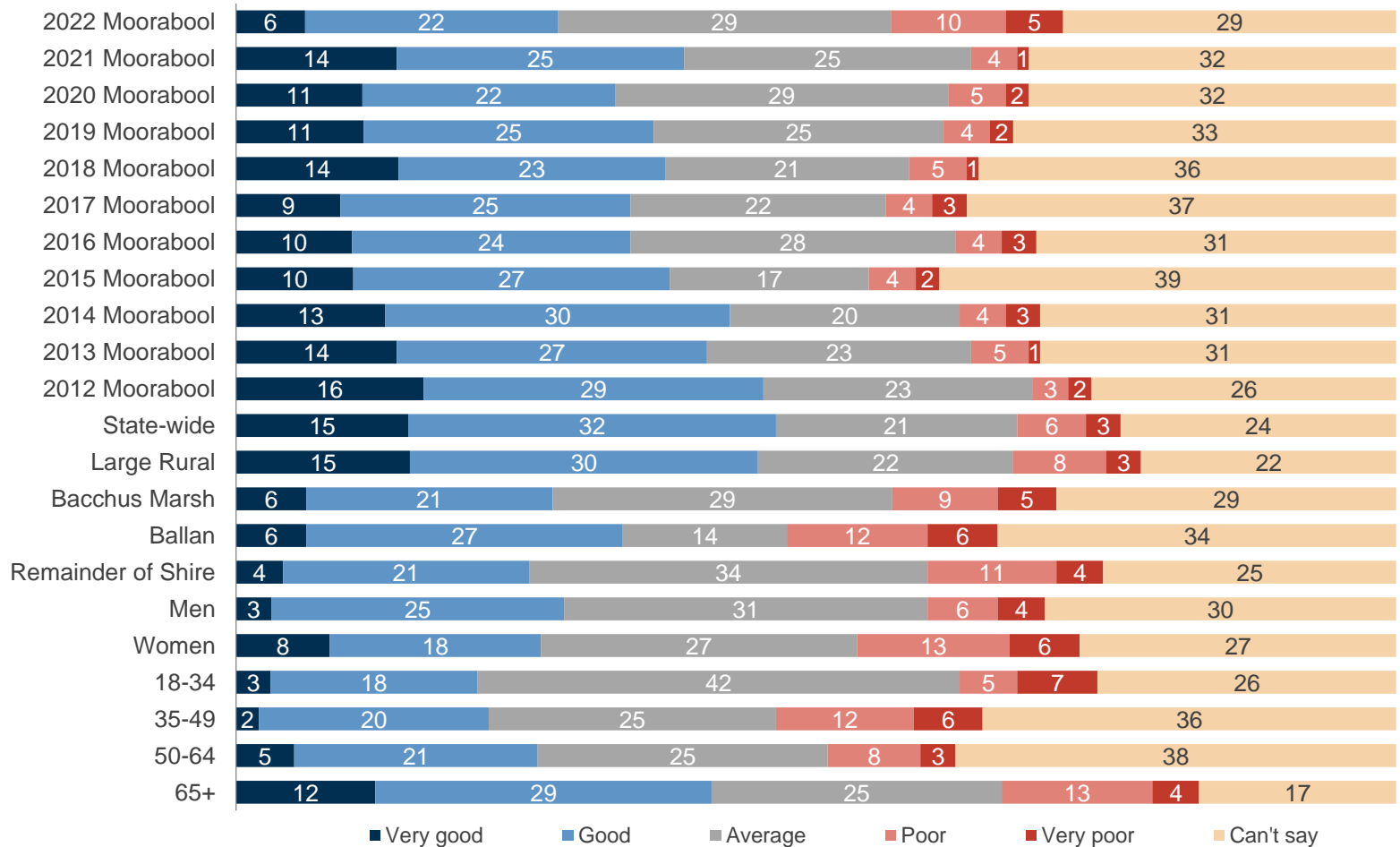*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2022 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	6	22	29	10	5	29
2021 Moorabool	14	25	25	4	1	32
2020 Moorabool	11	22	29	5	2	32
2019 Moorabool	11	25	25	4	2	33
2018 Moorabool	14	23	21	5	1	36
2017 Moorabool	9	25	22	4	3	37
2016 Moorabool	10	24	28	4	3	31
2015 Moorabool	10	27	17	4	2	39
2014 Moorabool	13	30	20	4	3	31
2013 Moorabool	14	27	23	5	1	31
2012 Moorabool	16	29	23	3	2	26
State-wide	15	32	21	6	3	24
Large Rural	15	30	22	8	3	22
Bacchus Marsh	6	21	29	9	5	29
Ballan	6	27	14	12	6	34
Remainder of Shire	4	21	34	11	4	25
Men	3	25	31	6	4	30
Women	8	18	27	13	6	27
18-34	3	18	42	5	7	26
35-49	2	20	25	12	6	36
50-64	5	21	25	8	3	38
65+	12	29	25	13	4	17

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7

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Recreational facilities importance

2022 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	76	74	78	79	74	74	76	75	76	77	77
Bacchus Marsh	75	73	76	73	75	75	76	74	74	77	n/a
65+	75	72	76	68	75	68	70	65	70	73	74
Women	75	75	78	76	77	77	74	74	73	77	76
State-wide	74	74	72	72	73	72	73	72	72	72	72
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
Moorabool	74	73	75	72	74	73	73	72	72	74	73
Men	74	71	72	68	70	68	71	70	70	70	70
18-34	74	73	73	68	70	74	70	74	66	70	70
Ballan	73	72	74	72	72	70	72	67	72	74	n/a
50-64	72	73	73	72	76	74	73	73	75	73	70
Remainder of Shire	72	73	73	63	71	66	66	70	67	65	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9
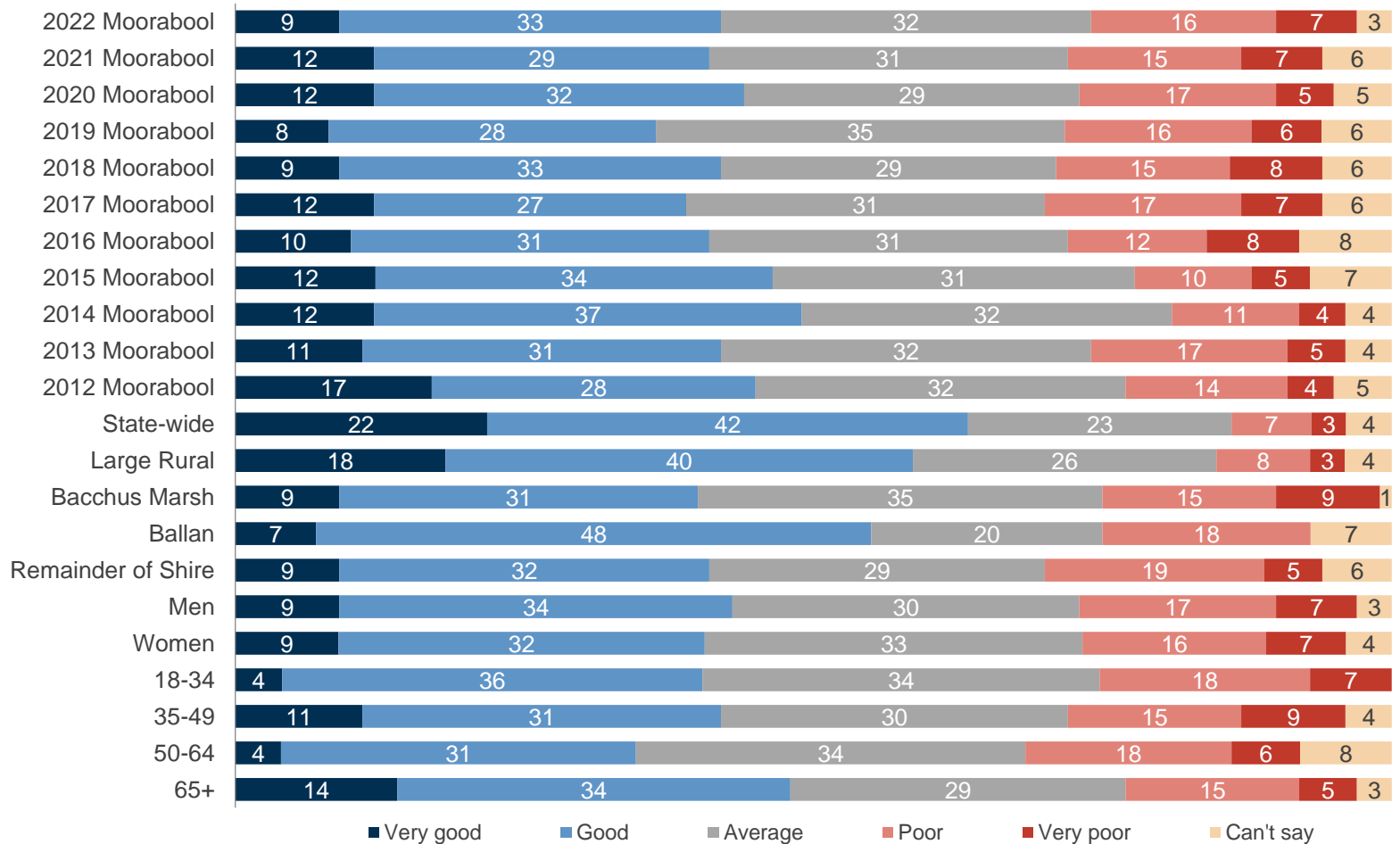*Note: Please see Appendix A for explanation of significant differences.*

Recreational facilities importance

2022 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	28	45	22	3	1	1
2021 Moorabool	26	45	24	3		2
2020 Moorabool	31	43	21	4		
2019 Moorabool	25	42	25	5	1	1
2018 Moorabool	25	46	25	3		1
2017 Moorabool	27	43	24	5	1	1
2016 Moorabool	26	45	21	6	1	2
2015 Moorabool	21	52	20	4	1	1
2014 Moorabool	24	43	28	5		1
2013 Moorabool	25	47	25	2		1
2012 Moorabool	24	47	23	3	1	2
State-wide	27	46	23	3	1	1
Large Rural	27	45	23	3	1	1
Bacchus Marsh	32	44	19	4		1
Ballan	25	39	32			3
Remainder of Shire	21	48	26	3	1	1
Men	25	49	22	3		1
Women	31	41	23	4		1
18-34	24	49	21	4		2
35-49	35	38	22	4		1
50-64	27	37	31	3	1	1
65+	25	53	18	3	1	1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

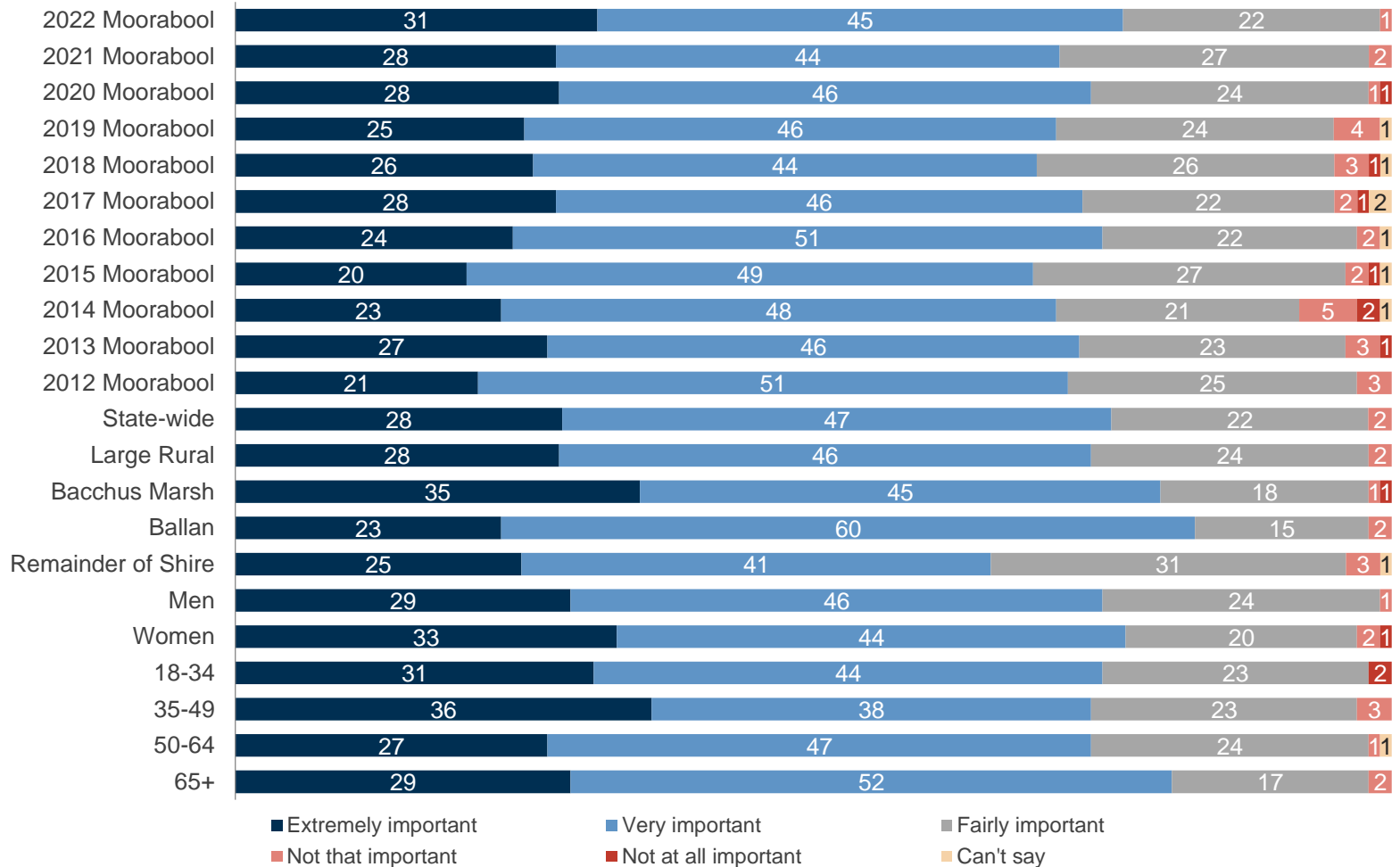# Recreational facilities performance

2022 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69 ▲	71	70	70	69	70	69	70	71	70	70
Large Rural	66 ▲	68	67	68	66	66	65	66	n/a	n/a	n/a
Ballan	62	52	63	53	58	58	53	59	60	59	n/a
65+	60	62	67	64	56	61	60	61	65	62	66
Men	56	56	60	56	56	60	56	63	61	58	65
Remainder of Shire	56	58	59	58	63	59	57	62	65	63	n/a
35-49	55	53	51	51	52	52	52	53	58	54	62
Moorabool	55	57	58	54	55	55	56	60	61	57	61
Women	55	58	55	52	54	51	56	57	61	56	57
Bacchus Marsh	54	57	57	54	51	54	57	60	60	55	n/a
18-34	53	56	55	49	57	56	60	65	64	60	59
50-64	52	57	60	54	56	55	55	64	58	55	57

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2022 recreational facilities performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	9	33	32	16	7	3
2021 Moorabool	12	29	31	15	7	6
2020 Moorabool	12	32	29	17	5	5
2019 Moorabool	8	28	35	16	6	6
2018 Moorabool	9	33	29	15	8	6
2017 Moorabool	12	27	31	17	7	6
2016 Moorabool	10	31	31	12	8	8
2015 Moorabool	12	34	31	10	5	7
2014 Moorabool	12	37	32	11	4	4
2013 Moorabool	11	31	32	17	5	4
2012 Moorabool	17	28	32	14	4	5
State-wide	22	42	23	7	3	4
Large Rural	18	40	26	8	3	4
Bacchus Marsh	9	31	35	15	9	1
Ballan	7	48	20	18		7
Remainder of Shire	9	32	29	19	5	6
Men	9	34	30	17	7	3
Women	9	32	33	16	7	4
18-34	4	36	34	18	7	
35-49	11	31	30	15	9	4
50-64	4	31	34	18	6	8
65+	14	34	29	15	5	3

■ Very good　■ Good　■ Average　■ Poor　■ Very poor　■ Can't say

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

# The appearance of public areas importance

2022 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Bacchus Marsh	78	75	75	76	74	77	76	74	74	76	n/a
35-49	77	75	77	74	74	76	74	75	74	77	75
65+	77	73	78	72	72	73	73	67	72	73	72
Women	77	74	75	77	76	78	77	73	74	74	74
Moorabool	76	74	75	73	73	75	75	72	72	74	72
Ballan	76	75	80	68	75	75	76	72	68	75	n/a
Men	76	74	75	69	70	72	73	70	69	74	71
18-34	76	74	70	71	70	75	76	71	65	71	70
50-64	75	76	75	75	76	76	75	73	77	75	72
State-wide	75	75	74	73	74	74	74	73	73	74	73
Large Rural	75	75	73	73	73	73	74	73	n/a	n/a	n/a
Remainder of Shire	72	72	73	64	69	72	73	68	67	68	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
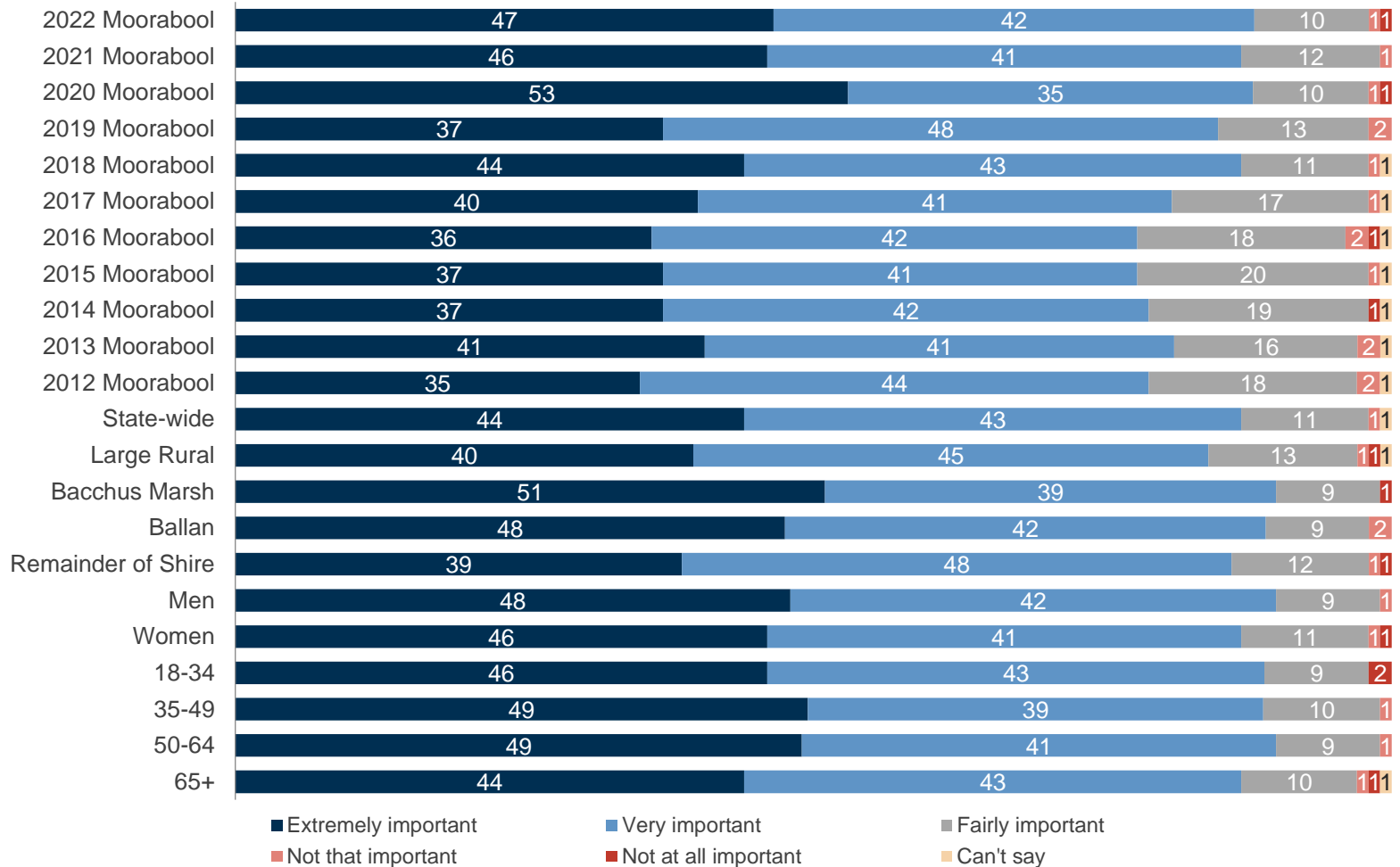*Note: Please see Appendix A for explanation of significant differences.*

The appearance of public areas importance

2022 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	31	45	22	1		
2021 Moorabool	28	44	27	2		
2020 Moorabool	28	46	24	1	1	
2019 Moorabool	25	46	24	4		1
2018 Moorabool	26	44	26	3	1	1
2017 Moorabool	28	46	22	2	1	2
2016 Moorabool	24	51	22	2	1	
2015 Moorabool	20	49	27	2	1	1
2014 Moorabool	23	48	21	5	2	1
2013 Moorabool	27	46	23	3	1	
2012 Moorabool	21	51	25	3		
State-wide	28	47	22	2		
Large Rural	28	46	24	2		
Bacchus Marsh	35	45	18	1	1	
Ballan	23	60	15	2		
Remainder of Shire	25	41	31	3	1	
Men	29	46	24	1		
Women	33	44	20	2	1	
18-34	31	44	23	2		
35-49	36	38	23	3		
50-64	27	47	24	1	1	
65+	29	52	17	2		

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

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The appearance of public areas performance

2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	71 ▲	73	72	72	71	71	71	72	72	71	71
Large Rural	67 ▲	70	71	70	69	69	69	69	n/a	n/a	n/a
Ballan	63	73	69	67	64	63	62	59	69	58	n/a
Men	62	66	66	64	62	63	64	65	63	64	68
50-64	62	67	64	61	63	61	60	63	60	62	63
65+	61	68	65	65	61	64	66	63	65	61	71
35-49	61	68	62	64	65	66	64	63	67	61	68
Remainder of Shire	61	66	63	62	67	66	65	62	64	67	n/a
Moorabool	61	66	64	64	64	64	64	63	65	64	69
Bacchus Marsh	60	65	64	64	62	64	65	64	64	64	n/a
18-34	59	61	66	66	65	66	67	64	66	72	72
Women	59	67	63	65	65	66	65	61	67	64	69

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
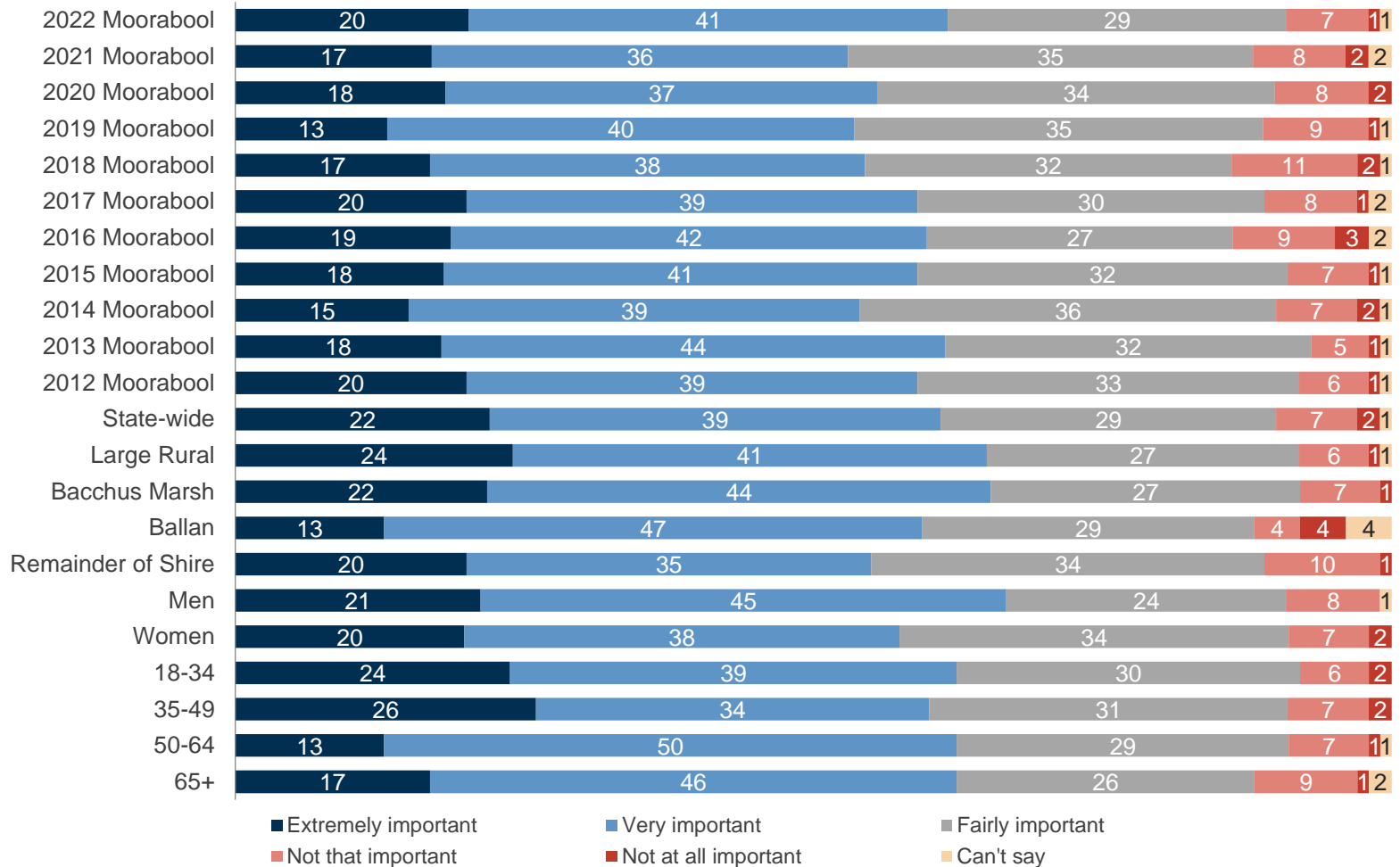*Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11*
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2022 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	13	39	31	11	6	1
2021 Moorabool	18	39	29	10	1	2
2020 Moorabool	16	39	32	9	3	1
2019 Moorabool	15	40	35	6	3	1
2018 Moorabool	14	38	36	7	3	2
2017 Moorabool	14	41	31	8	3	4
2016 Moorabool	13	43	30	9	3	3
2015 Moorabool	11	44	33	5	4	2
2014 Moorabool	15	44	28	9	3	1
2013 Moorabool	17	35	35	10	2	2
2012 Moorabool	20	41	32	4	2	1
State-wide	25	44	21	6	3	1
Large Rural	21	42	24	8	4	1
Bacchus Marsh	13	39	30	11	7	
Ballan	18	36	30	12	4	
Remainder of Shire	10	40	33	10	4	2
Men	12	46	26	11	5	
Women	13	32	36	11	6	1
18-34	8	54	17	9	13	
35-49	16	33	33	15	3	
50-64	14	32	44	9	1	1
65+	14	36	32	11	5	1

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11
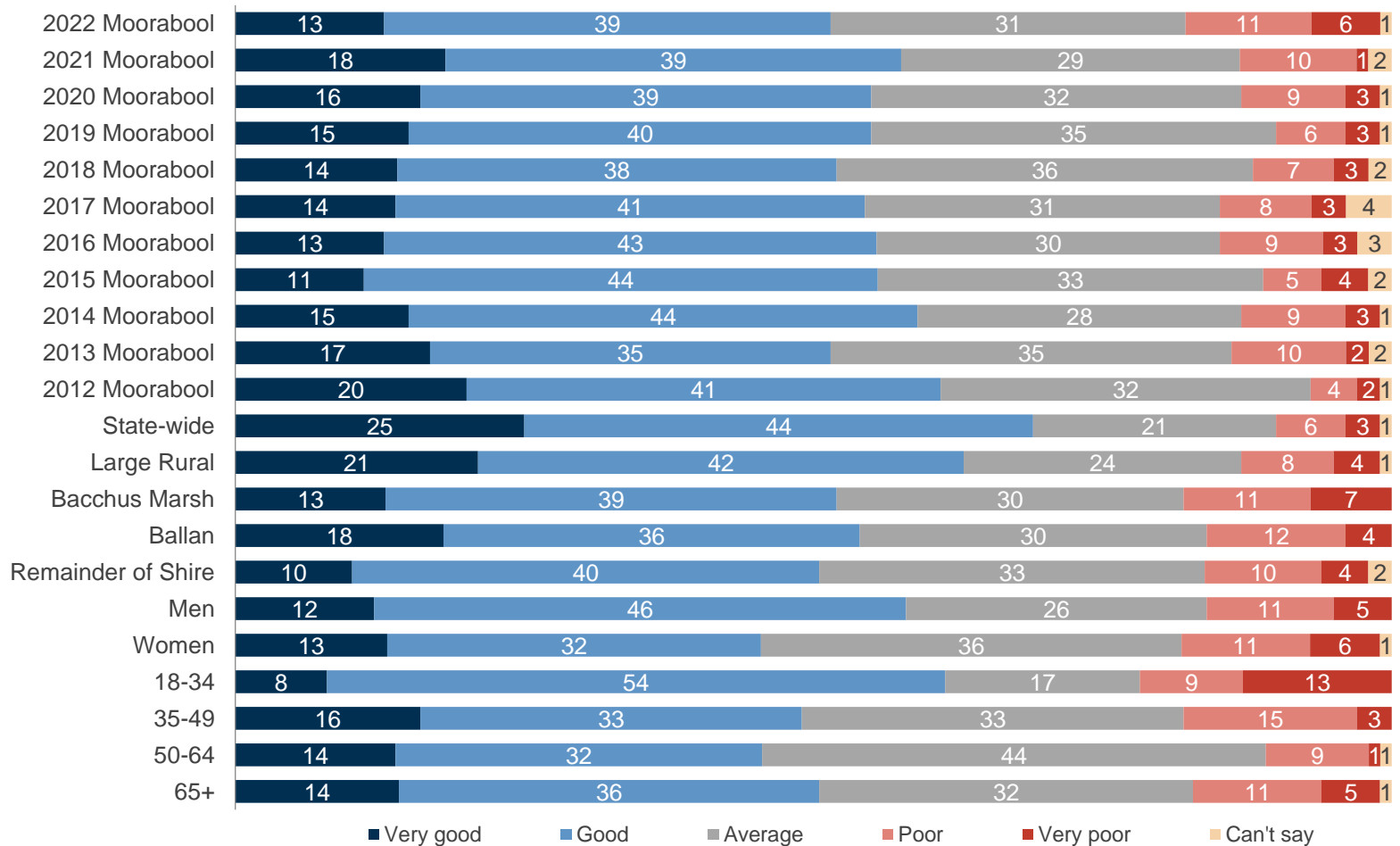
Waste management importance

2022 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Bacchus Marsh	85	82	85	80	83	82	79	79	81	80	n/a
50-64	85	85	87	79	86	83	80	83	83	82	81
Men	84	80	82	76	79	78	77	78	76	77	76
35-49	84	82	85	83	82	80	77	83	80	81	80
Ballan	84	85	84	78	84	79	79	76	77	82	n/a
Moorabool	83	83	84	80	82	80	78	79	79	80	78
18-34	83	82	81	76	79	79	75	71	75	76	73
Women	82	85	87	84	86	82	79	80	82	83	81
State-wide	82	82	82	81	81	79	80	79	79	79	78
65+	82	82	85	81	83	79	82	78	79	82	80
Large Rural	81 ▼	81	81	80	81	78	79	78	n/a	n/a	n/a
Remainder of Shire	81	84	81	79	80	77	76	79	76	79	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
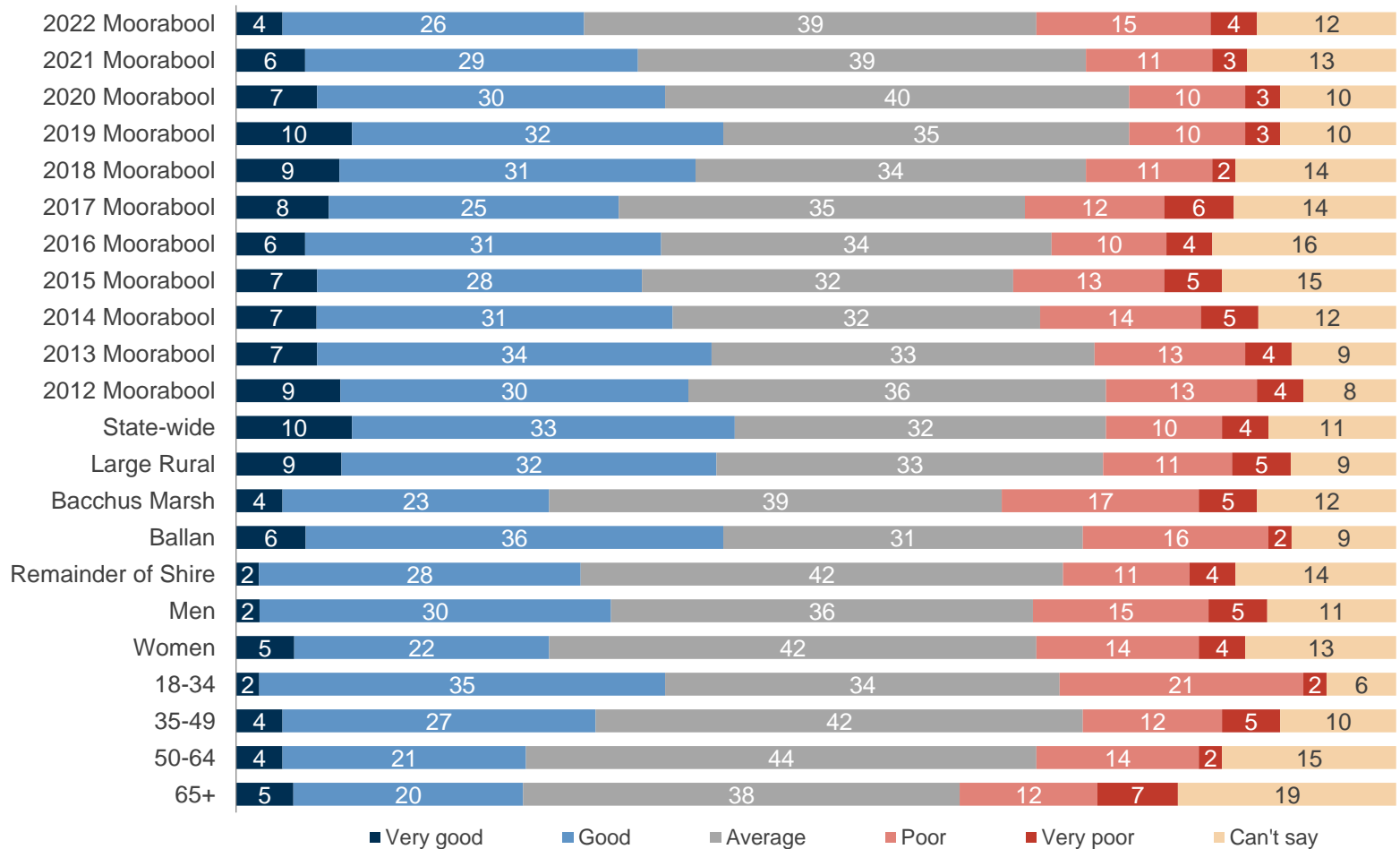*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2022 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	47	42	10	1	1	
2021 Moorabool	46	41	12		1	
2020 Moorabool	53	35	10	1	1	
2019 Moorabool	37	48	13		2	
2018 Moorabool	44	43	11	1	1	
2017 Moorabool	40	41	17	1	1	
2016 Moorabool	36	42	18	2	1	1
2015 Moorabool	37	41	20	1	1	
2014 Moorabool	37	42	19	1	1	
2013 Moorabool	41	41	16	2	1	
2012 Moorabool	35	44	18	2	1	
State-wide	44	43	11	1	1	
Large Rural	40	45	13	1	1	1
Bacchus Marsh	51	39	9		1	
Ballan	48	42	9		2	
Remainder of Shire	39	48	12	1	1	
Men	48	42	9		1	
Women	46	41	11	1	1	
18-34	46	43	9		2	
35-49	49	39	10			
50-64	49	41	9		1	
65+	44	43	10	1	1	1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

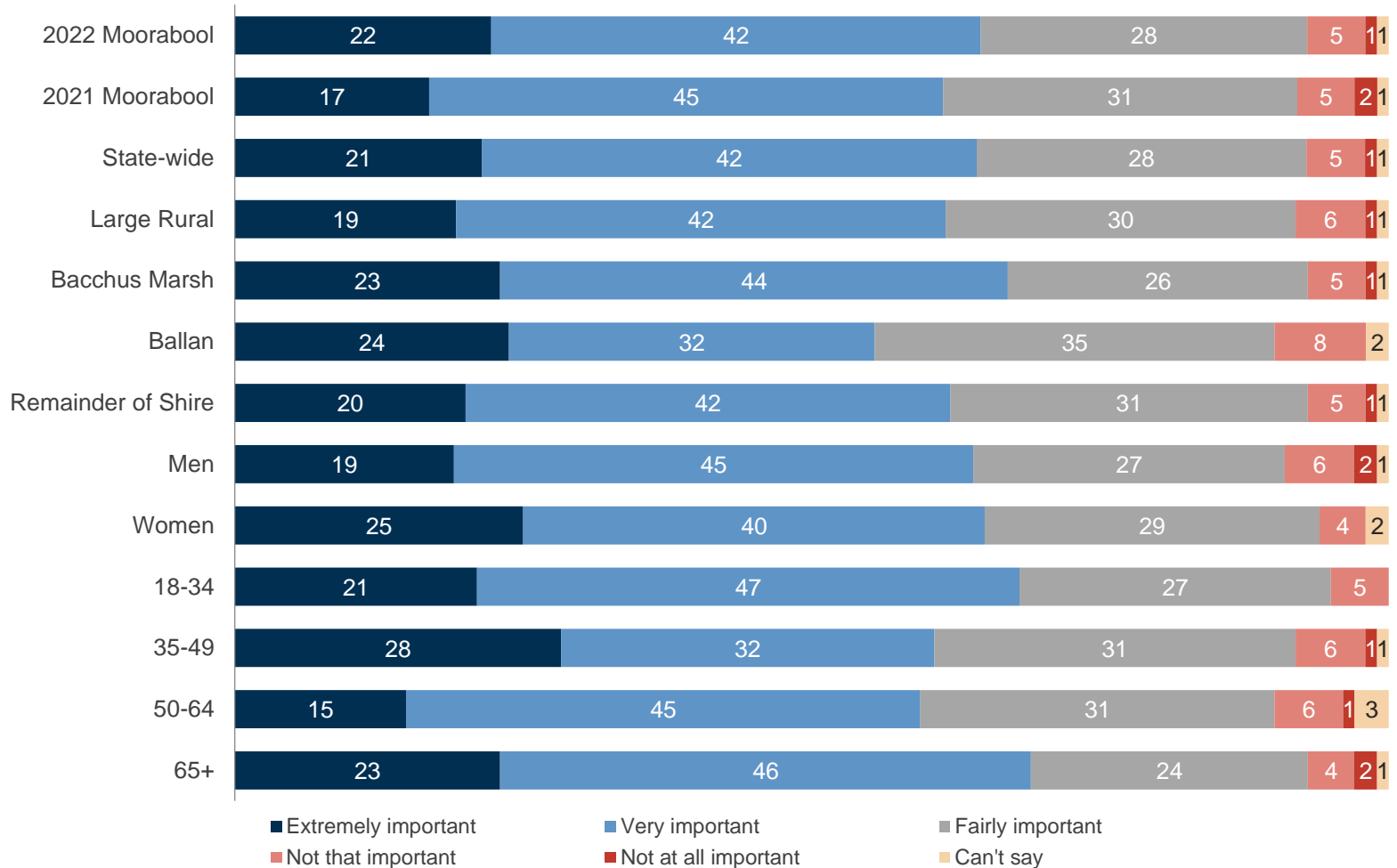# Waste management performance

2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68 ▲	69	65	68	70	71	70	72	73	71	72
Large Rural	65 ▲	66	62	64	67	68	66	68	n/a	n/a	n/a
Remainder of Shire	65	62	54	62	69	66	68	68	69	75	n/a
65+	64	69	69	68	70	69	70	68	68	71	75
Men	63	66	58	67	66	64	68	68	70	70	70
18-34	62	61	49	63	66	61	64	67	73	75	68
50-64	61	65	57	59	70	65	66	67	67	65	68
Moorabool	61	65	57	64	68	65	67	67	69	69	69
Bacchus Marsh	59	66	57	66	68	65	67	66	69	67	n/a
Women	59	64	56	62	69	67	65	66	68	68	69
35-49	57	65	55	66	65	66	66	65	68	67	68
Ballan	57	65	64	59	62	66	62	66	68	63	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

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Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	15	37	28	12	6	2
2021 Moorabool	21	40	23	11	6	
2020 Moorabool	13	34	30	12	10	
2019 Moorabool	20	38	24	9	6	3
2018 Moorabool	20	43	24	7	4	2
2017 Moorabool	22	37	26	8	6	2
2016 Moorabool	20	39	26	6	5	3
2015 Moorabool	20	41	28	5	5	1
2014 Moorabool	26	39	21	9	4	1
2013 Moorabool	24	41	23	8	3	1
2012 Moorabool	23	42	23	8	2	2
State-wide	23	42	21	8	4	2
Large Rural	21	39	21	9	6	4
Bacchus Marsh	14	34	30	13	6	3
Ballan	17	29	23	18	10	4
Remainder of Shire	16	45	25	9	4	1
Men	19	36	25	11	6	4
Women	11	38	31	14	6	1
18-34	14	42	24	10	7	2
35-49	14	28	34	14	7	3
50-64	13	39	29	12	5	2
65+	18	39	25	12	4	1

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Business and community development and tourism importance

2022 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Large Rural	70	71	68	64	65	67	69	70	n/a	n/a	n/a
Men	70	61	64	60	62	64	64	67	63	66	65
Bacchus Marsh	70	65	66	64	66	70	71	69	66	71	n/a
18-34	69	60	62	61	61	71	65	70	62	68	66
35-49	69	65	67	66	69	68	70	69	66	69	71
State-wide	69	70	67	65	66	67	67	67	67	67	66
Moorabool	68	65	66	64	65	67	67	67	65	69	68
65+	67	67	67	63	66	61	65	62	64	67	67
50-64	67	69	67	66	63	68	65	67	67	69	66
Women	67	69	67	67	67	71	69	67	66	71	70
Remainder of Shire	66	64	61	63	61	62	62	64	62	62	n/a
Ballan	66	68	68	63	66	66	58	67	64	71	n/a

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2022 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	20	41	29	7	1	1
2021 Moorabool	17	36	35	8	2	2
2020 Moorabool	18	37	34	8		2
2019 Moorabool	13	40	35	9	1	1
2018 Moorabool	17	38	32	11	2	1
2017 Moorabool	20	39	30	8	1	2
2016 Moorabool	19	42	27	9	3	2
2015 Moorabool	18	41	32	7	1	1
2014 Moorabool	15	39	36	7	2	1
2013 Moorabool	18	44	32	5	1	1
2012 Moorabool	20	39	33	6	1	1
State-wide	22	39	29	7	2	1
Large Rural	24	41	27	6	1	1
Bacchus Marsh	22	44	27	7		1
Ballan	13	47	29	4	4	4
Remainder of Shire	20	35	34	10		1
Men	21	45	24	8		1
Women	20	38	34	7		2
18-34	24	39	30	6		2
35-49	26	34	31	7		2
50-64	13	50	29	7	1	1
65+	17	46	26	9	1	2

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

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: 7

Business and community development and tourism performance

2022 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60 ▲	61	59	61	60	61	60	61	62	62	62
Large Rural	58 ▲	59	61	62	61	60	59	59	n/a	n/a	n/a
Ballan	57	56	57	59	61	54	52	54	56	51	n/a
Remainder of Shire	54	56	54	57	63	49	53	49	53	55	n/a
50-64	54	55	56	54	54	54	54	54	54	52	51
35-49	54	55	56	59	59	55	54	53	57	54	60
18-34	53	59	59	61	67	52	63	60	58	62	59
Women	53	57	59	61	59	57	58	58	59	57	58
Moorabool	53	57	58	60	60	54	57	55	56	57	57
Men	53	57	56	58	61	52	57	52	53	57	57
Bacchus Marsh	52	57	59	60	58	57	61	58	57	59	n/a
65+	51	58	59	63	58	58	59	53	55	62	60

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

Business and community development and tourism performance

2022 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Moorabool	4	26	39	15	4	12
2021 Moorabool	6	29	39	11	3	13
2020 Moorabool	7	30	40	10	3	10
2019 Moorabool	10	32	35	10	3	10
2018 Moorabool	9	31	34	11	2	14
2017 Moorabool	8	25	35	12	6	14
2016 Moorabool	6	31	34	10	4	16
2015 Moorabool	7	28	32	13	5	15
2014 Moorabool	7	31	32	14	5	12
2013 Moorabool	7	34	33	13	4	9
2012 Moorabool	9	30	36	13	4	8
State-wide	10	33	32	10	4	11
Large Rural	9	32	33	11	5	9
Bacchus Marsh	4	23	39	17	5	12
Ballan	6	36	31	16	2	9
Remainder of Shire	2	28	42	11	4	14
Men	2	30	36	15	5	11
Women	5	22	42	14	4	13
18-34	2	35	34	21	2	6
35-49	4	27	42	12	5	10
50-64	4	21	44	14	2	15
65+	5	20	38	12	7	19

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

Business and community development importance

2022 business/community development importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	72	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70	70	69	69	69	70	70	69	69	n/a	n/a
Remainder of Shire	69	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	68	68	68	70	69	70	71	72	n/a	n/a	n/a
Ballan	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Business and community development importance

2022 business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Moorabool	22	42	28	5	1	1
2021 Moorabool	17	45	31	5	2	1
State-wide	21	42	28	5	1	1
Large Rural	19	42	30	6	1	1
Bacchus Marsh	23	44	26	5	1	1
Ballan	24	32	35	8		2
Remainder of Shire	20	42	31	5	1	1
Men	19	45	27	6	2	1
Women	25	40	29	4		2
18-34	21	47	27	5		
35-49	28	32	31	6	1	1
50-64	15	45	31	6	1	3
65+	23	46	24	4	2	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

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

JWS RESEARCH   90

Detailed demographics

Gender and age profile

2022 gender

Moorabool
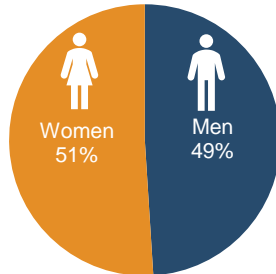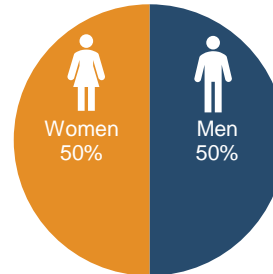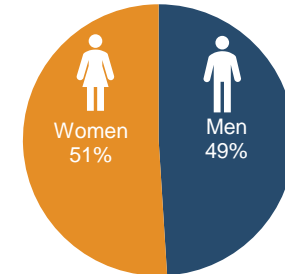
Women 51% Men 49%

Large Rural

Women 50% Men 50%

State-wide

Women 51% Men 49%

2022 age

Moorabool

4% 22% 27% 20% 27%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Large Rural

5% 18% 23% 19% 36%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

5% 20% 23% 18% 34%
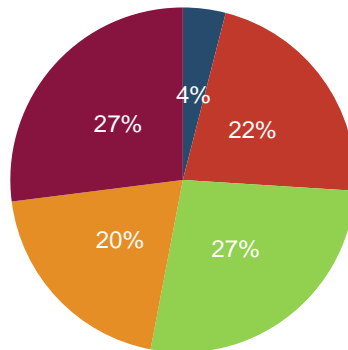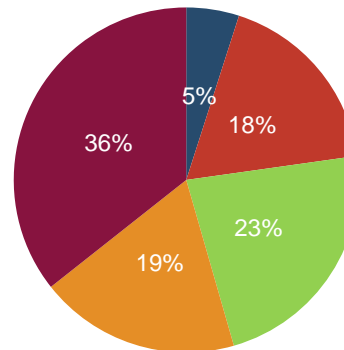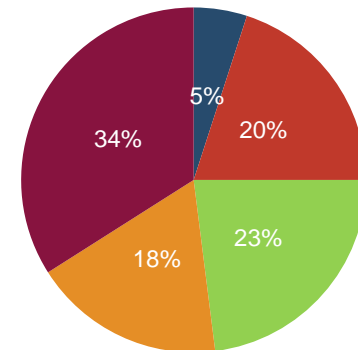
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
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.

Years lived in area

2022 years lived in area (%)

	0-5 years	5-10 years	10-20 years	20-30 years	30+ years
2022 Moorabool	7	13	26	19	35
2021 Moorabool	6	17	25	22	30
State-wide	14	15	22	19	30
Large Rural	8	13	23	20	37
Bacchus Marsh	6	14	30	18	32
Ballan	5	10	21	23	42
Remainder of Shire	8	14	20	19	39
Men	6	11	28	19	35
Women	7	16	24	18	35
18-34	15	18	18	25	23
35-49	5	16	41	14	24
50-64	4	13	28	19	36
65+	2	6	18	18	57

Legend: ■ 0-5 years ■ 5-10 years ■ 10-20 years ■ 20-30 years ■ 30+ years ■ Can't say

S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Moorabool Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% 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 27,200 people aged 18 years or over for Moorabool Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Moorabool Shire Council	400	400	+/-4.9
Men	175	197	+/-7.4
Women	225	203	+/-6.5
Bacchus Marsh	239	242	+/-6.3
Ballan	41	41	+/-15.5
Remainder of Shire	120	117	+/-9.0
18-34 years	52	104	+/-13.7
35-49 years	105	108	+/-9.6
50-64 years	105	81	+/-9.6
65+ years	138	106	+/-8.4

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 2021. Therefore in the example below:

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

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

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

Group	Score
State-wide	67 ▲
18-34	66
Moorabool	60
Large Rural	58
35-49	57
50-64	54 ▼
65+	58
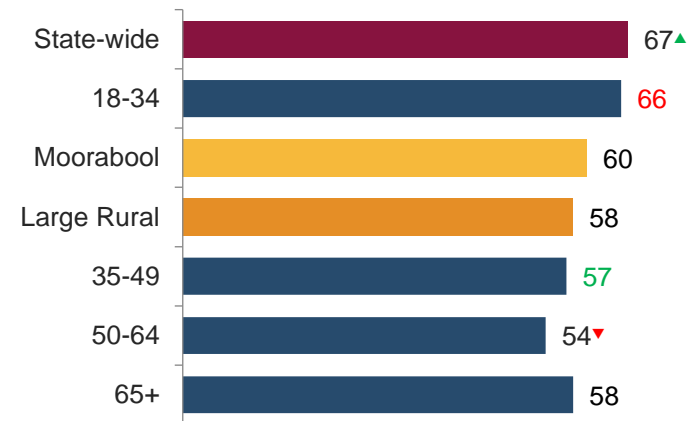
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=401 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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

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

Appendix B:
Analysis and reporting

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

Council Groups

Moorabool Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Moorabool Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
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 Moorabool Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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