



2024 Local Government Community Satisfaction Survey

Moorabool Shire Council

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



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Background and objectives

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

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

Now in its twenty-fifth 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 25 years

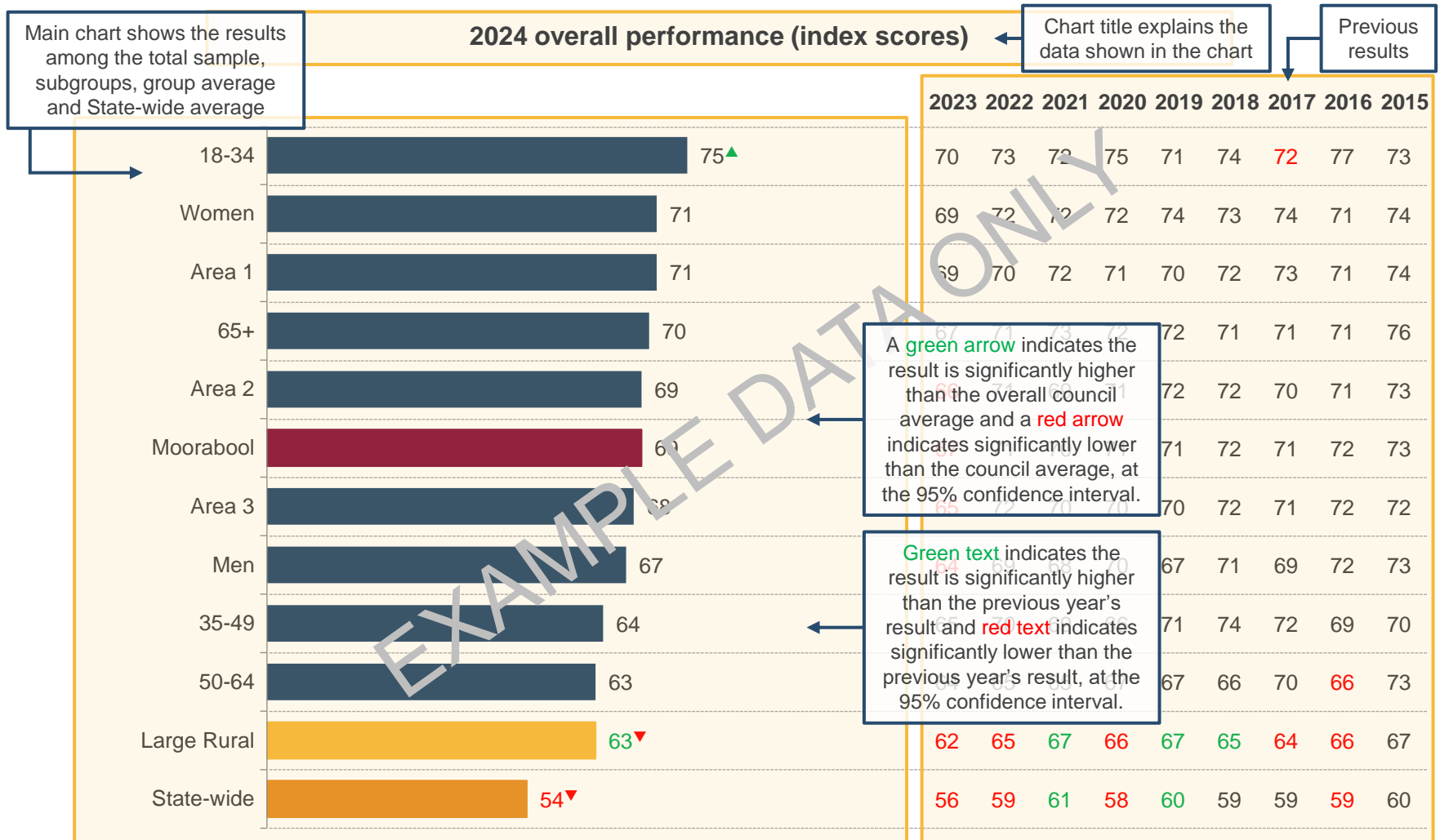
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



How to read index score charts in this report



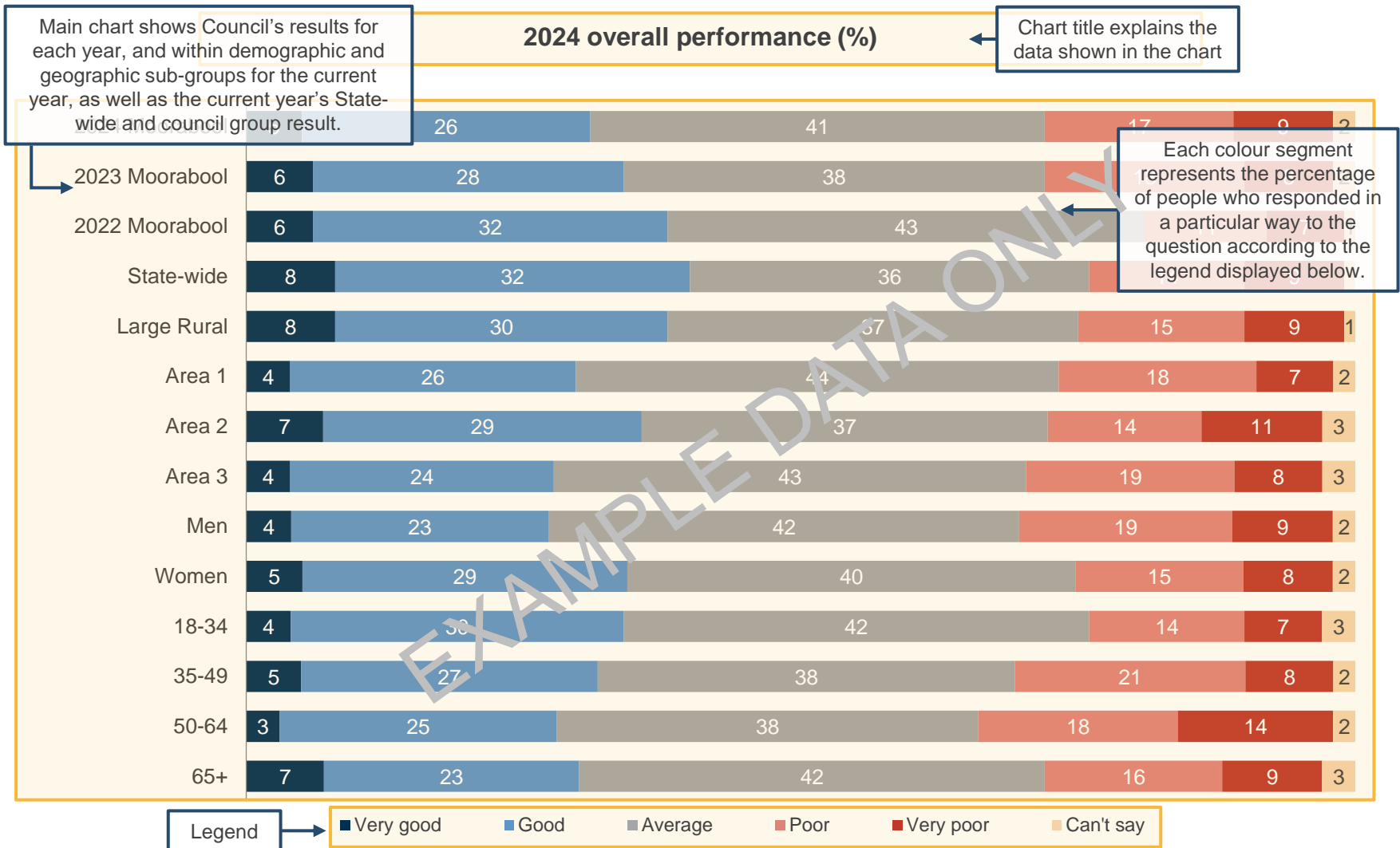
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moorabool Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



How to read stacked bar charts in this report



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: 62 Councils asked group: 9

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

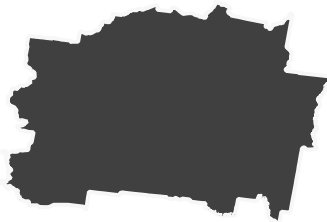
Key findings and recommendations



Moorabool Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Moorabool 49



Large Rural 50



State-wide 54

Council performance compared to group average

Top 3 performing areas



Waste management

▼ lower



Appearance of public areas

▼ lower



Family support services

= on par

Bottom 3 performing areas



Unsealed roads

▼ lower



Sealed local roads

▼ lower



Local streets & footpaths

▼ lower



Customer service

= on par



Summary of core measures

Index scores



**Overall
Performance**



**Value for
money**



**Community
Consultation**



**Making
Community
Decisions**



**Sealed
Local
Roads**



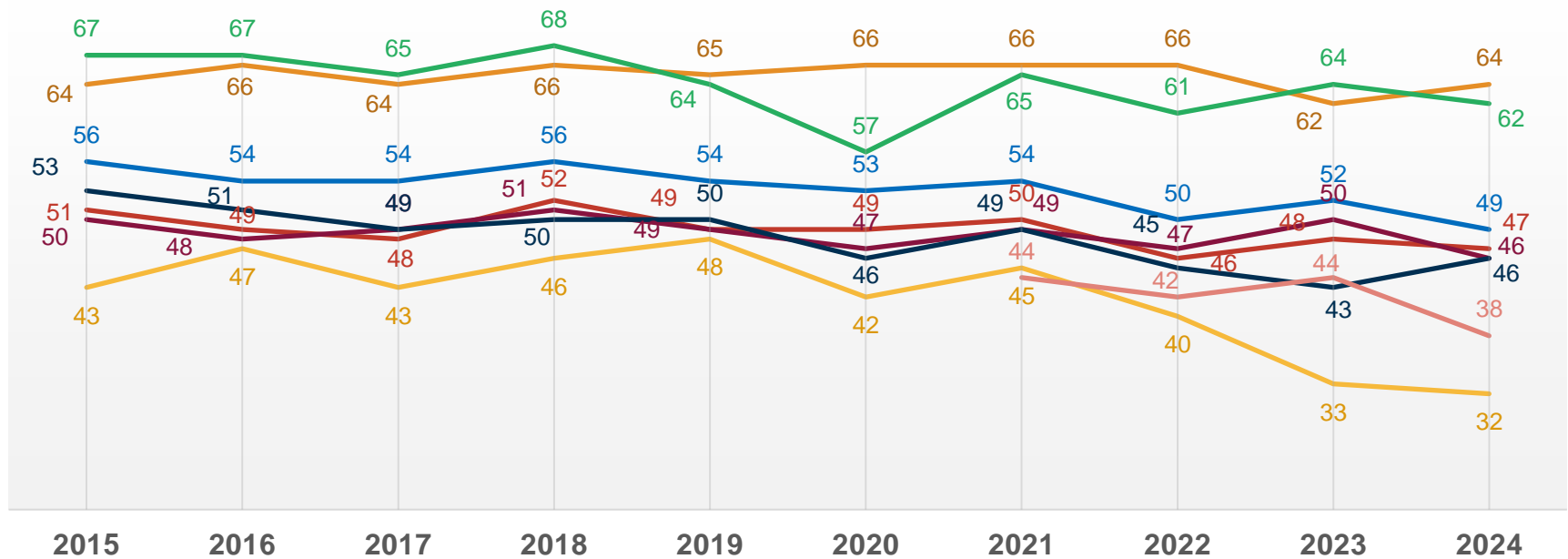
**Waste
management**



**Customer
Service**



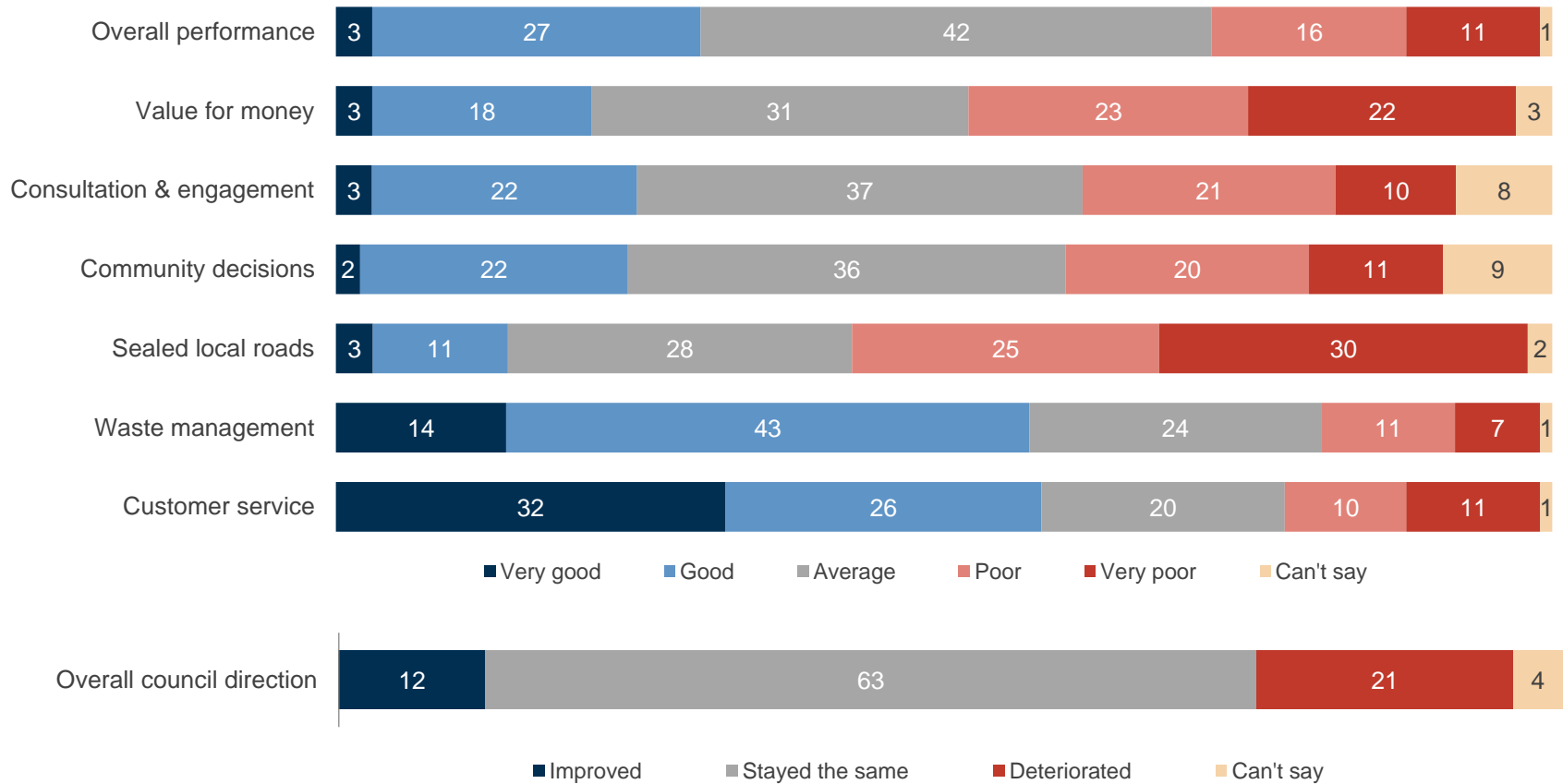
**Overall
Council
Direction**






Summary of core measures

Core measures summary results (%)










Summary of Moorabool Shire Council performance

Services		Moorabool 2024	Moorabool 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	49	52	50	54	65+ years	Ballan residents
	Value for money	38	44	43	48	65+ years	Ballan residents
	Overall council direction	46	43	42	45	18-34 years	Ballan residents
	Customer service	64	62	65	67	65+ years	35-49 years
	Waste management	62	64	65	67	65+ years	50-64 years
	Appearance of public areas	60	60	66	68	65+ years, Bacchus Marsh residents	Ballan residents
	Family support services	60	58	62	63	18-34 years	50-64 years
	Recreational facilities	58	59	64	68	65+ years, Men	35-49 years
	Bus/community dev./tourism	52	53	55	57	65+ years	18-34 years, Ballan residents, 50-64 years, Remainder of Shire residents, Women
	Consultation & engagement	47	48	48	51	18-34 years	35-49 years



Summary of Moorabool Shire Council performance

Services		Moorabool 2024	Moorabool 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Community decisions	46	50	46	50	65+ years	35-49 years
	Lobbying	45	52	47	50	Ballan residents	35-49 years
	Local streets & footpaths	39	37	46	52	65+ years	35-49 years
	Sealed local roads	32	33	38	45	65+ years	Ballan residents
	Unsealed roads	30	-	34	36	65+ years	Ballan residents



Focus areas for the next 12 months

Overview

Moorabool Shire Council's overall performance score is not significantly different from last year, but is now at its lowest level (index score 49) in 10 years. Perceptions of performance across most service areas have held steady on last year's result. Upholding strong performance with customer service and waste management will be important, particularly given the moderate to strong impact that the latter has on perceptions of overall performance.

Key influences on perceptions of overall performance

Decisions made in the interest of the community has the greatest impact on perceptions of overall performance, but Council's performance in this area is relatively low and declined significantly over the past 12 months. Council's lowest performing areas – maintenance of unsealed roads and the condition of sealed local roads – also have a moderate to strong influence on overall performance. These areas should be prioritised over the coming 12 months.

Comparison to state and area grouping

Council rates significantly lower than the Large Rural group in many service areas, including among others: waste management, appearance of public areas, recreational facilities, sealed local roads and unsealed roads. On overall council direction, Council rates significantly higher than the Large Rural group. Council performs significantly lower than the State-wide average across all individual service areas evaluated.

Ballan residents are an area of concern

Ballan residents warrant attention over the coming 12 months. Their ratings of Council performance across many areas are among the lowest, and are significantly lower than average in the areas of overall council direction, appearance of public areas and maintenance of unsealed roads.

DETAILED FINDINGS

Overall performance



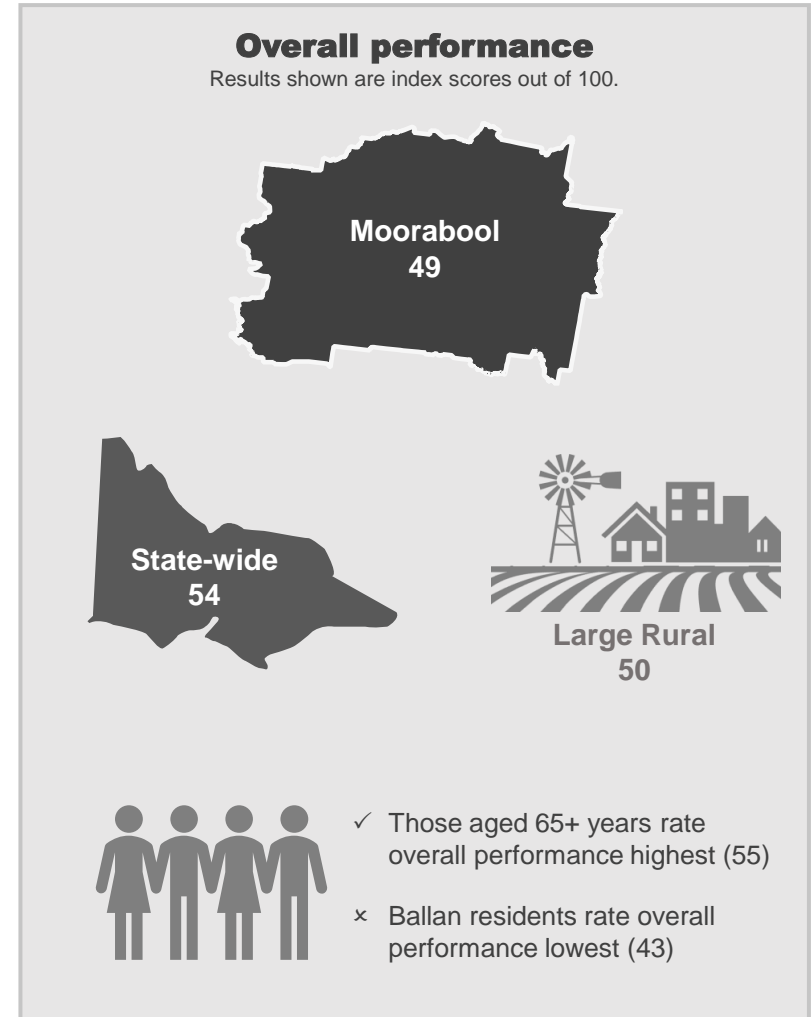
Overall performance

The overall performance index score for Moorabool Shire Council is now at its lowest level (49) in 10 years but remains in line with the 2023 result (52).

Moorabool Shire Council's overall performance is rated in line with the Large Rural group and statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index scores of 50 and 54 respectively, and which both declined significantly for the third year running).

- Perceptions of Council's overall performance are highest and significantly higher than average among residents aged 65+ years (index score of 55), and lower among residents aged 50 to 64 years and 35 to 49 years (index scores of 44 and 46 respectively).
- Perceptions of Council's overall performance declined significantly among women (index score of 46, down seven points), and are lowest among Ballan residents (index score of 43).

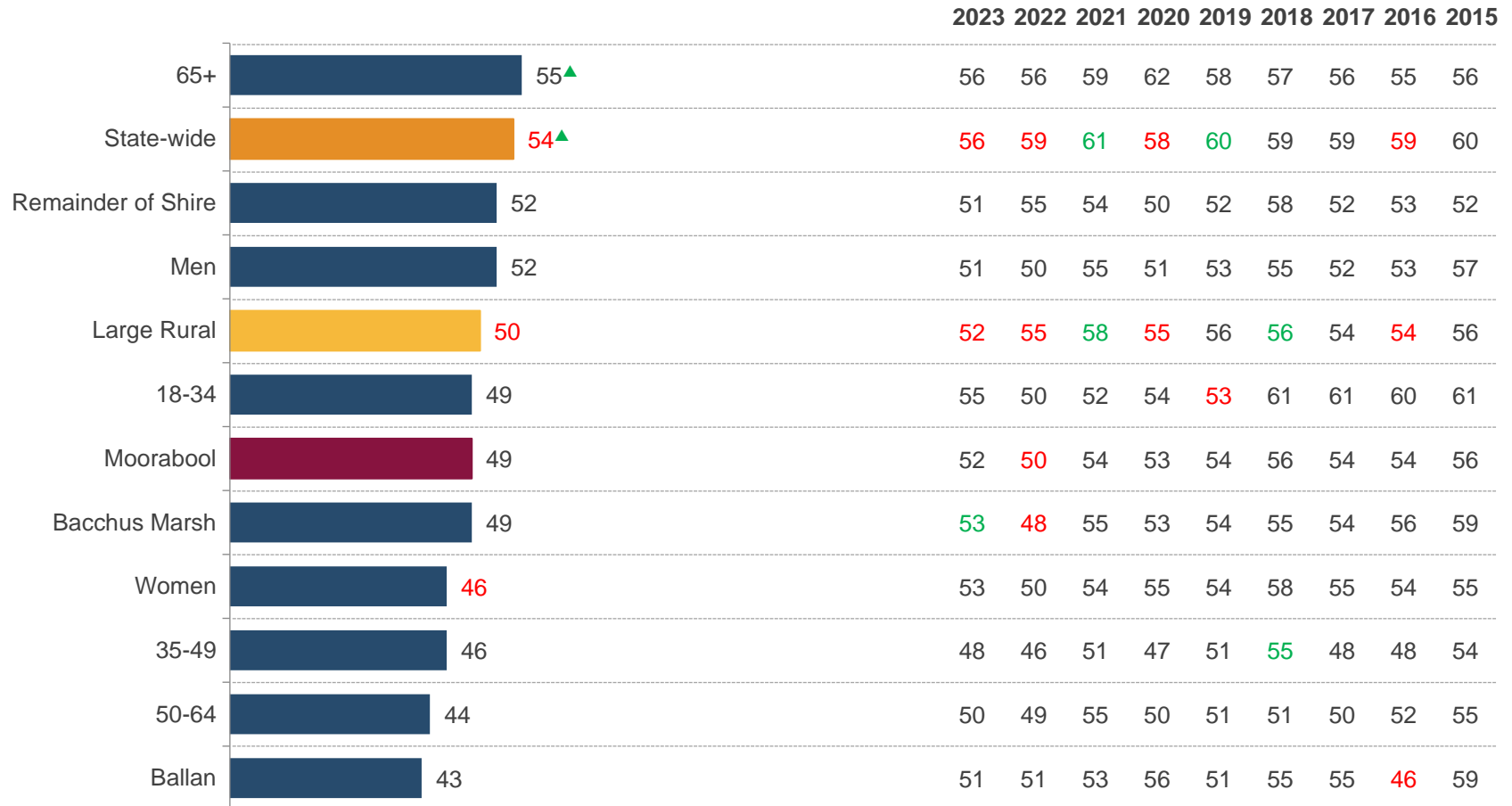
Two in five residents (21%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Close to half of residents (45%) rate value for money as 'very poor' or 'poor' in 2024. A further 31% rate Council as 'average' in this regard.





Overall performance

2024 overall performance (index scores)



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?

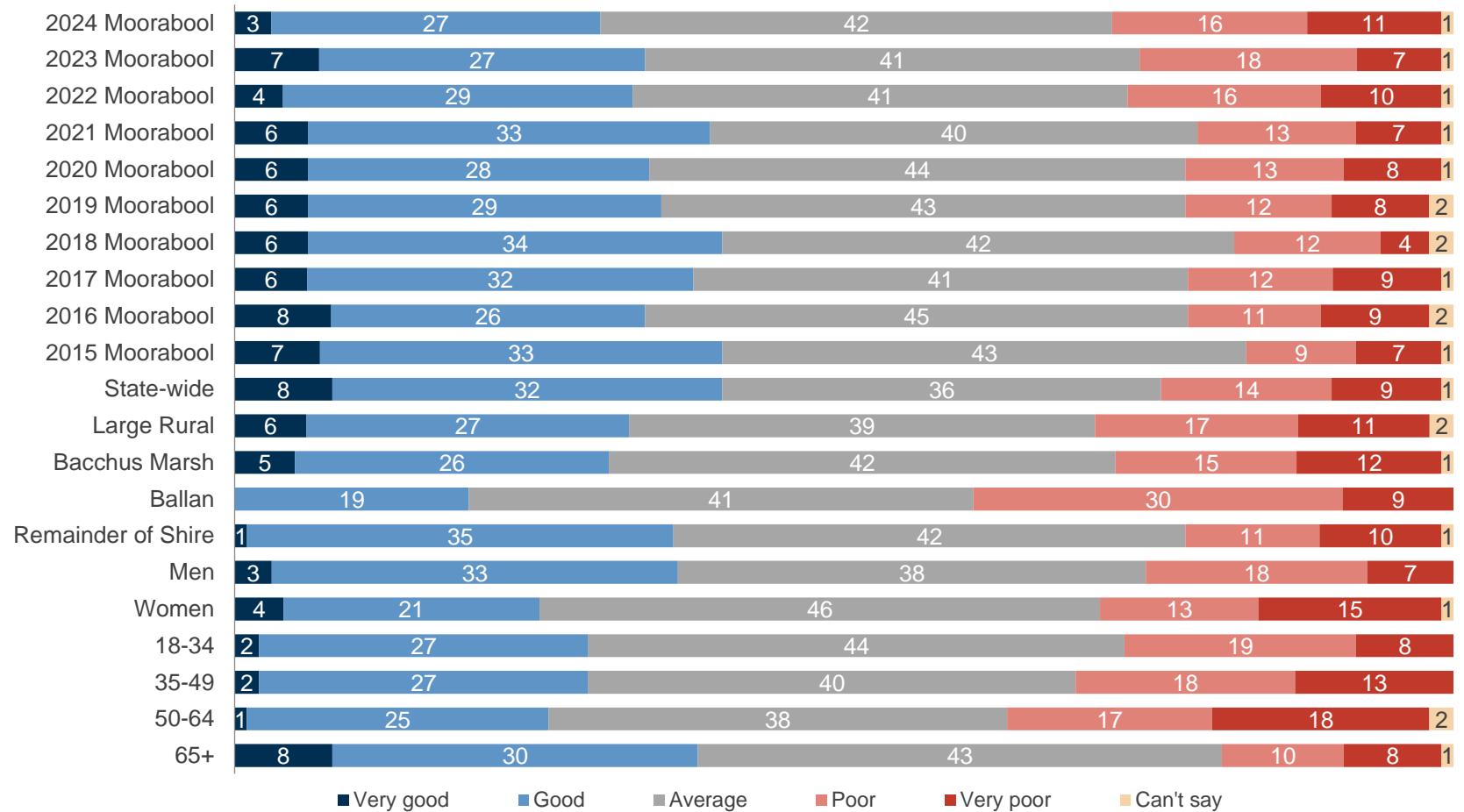
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

2024 overall performance (%)

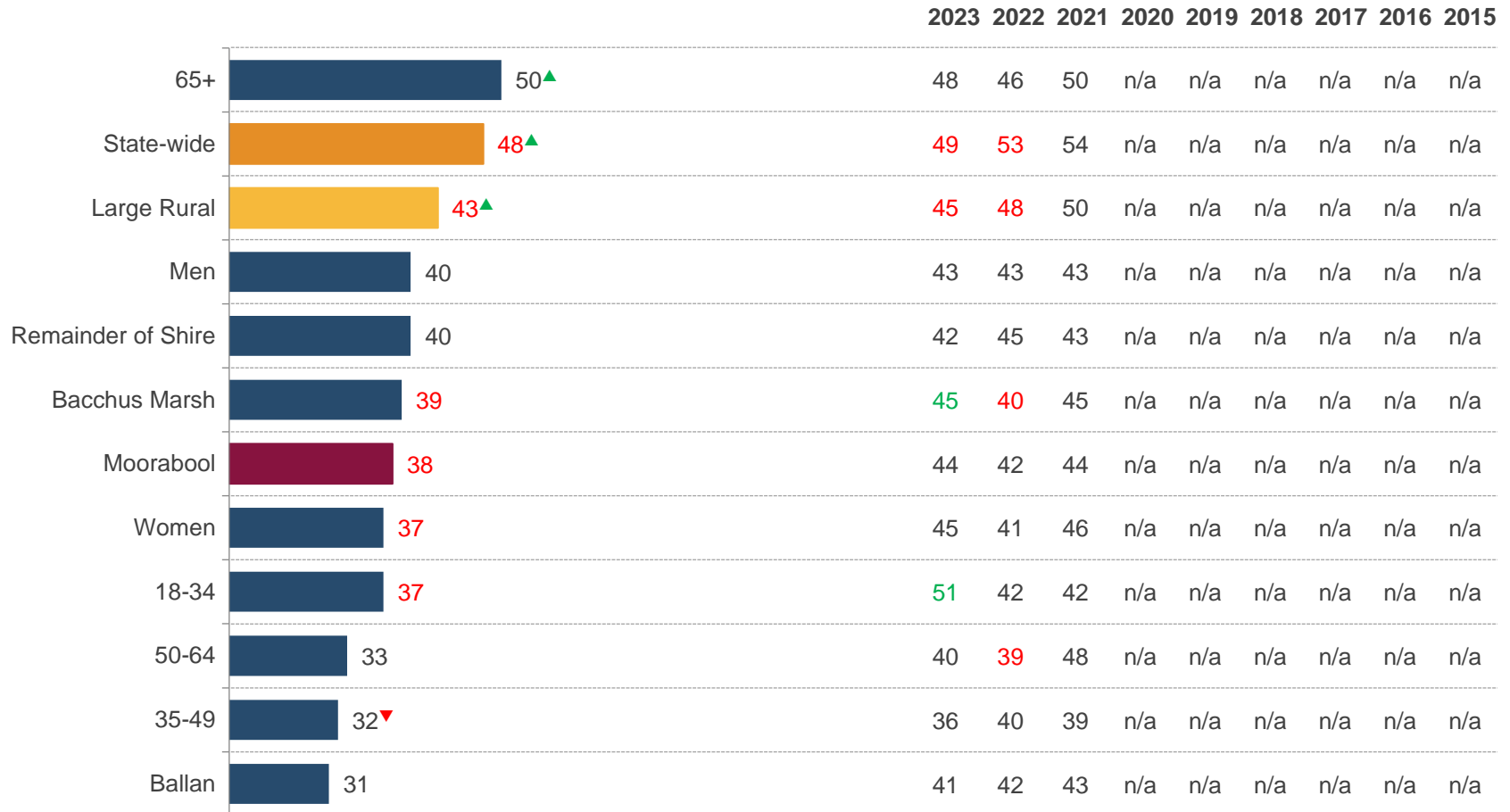


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moorabool Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18



Value for money in services and infrastructure

2024 value for money (index scores)



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

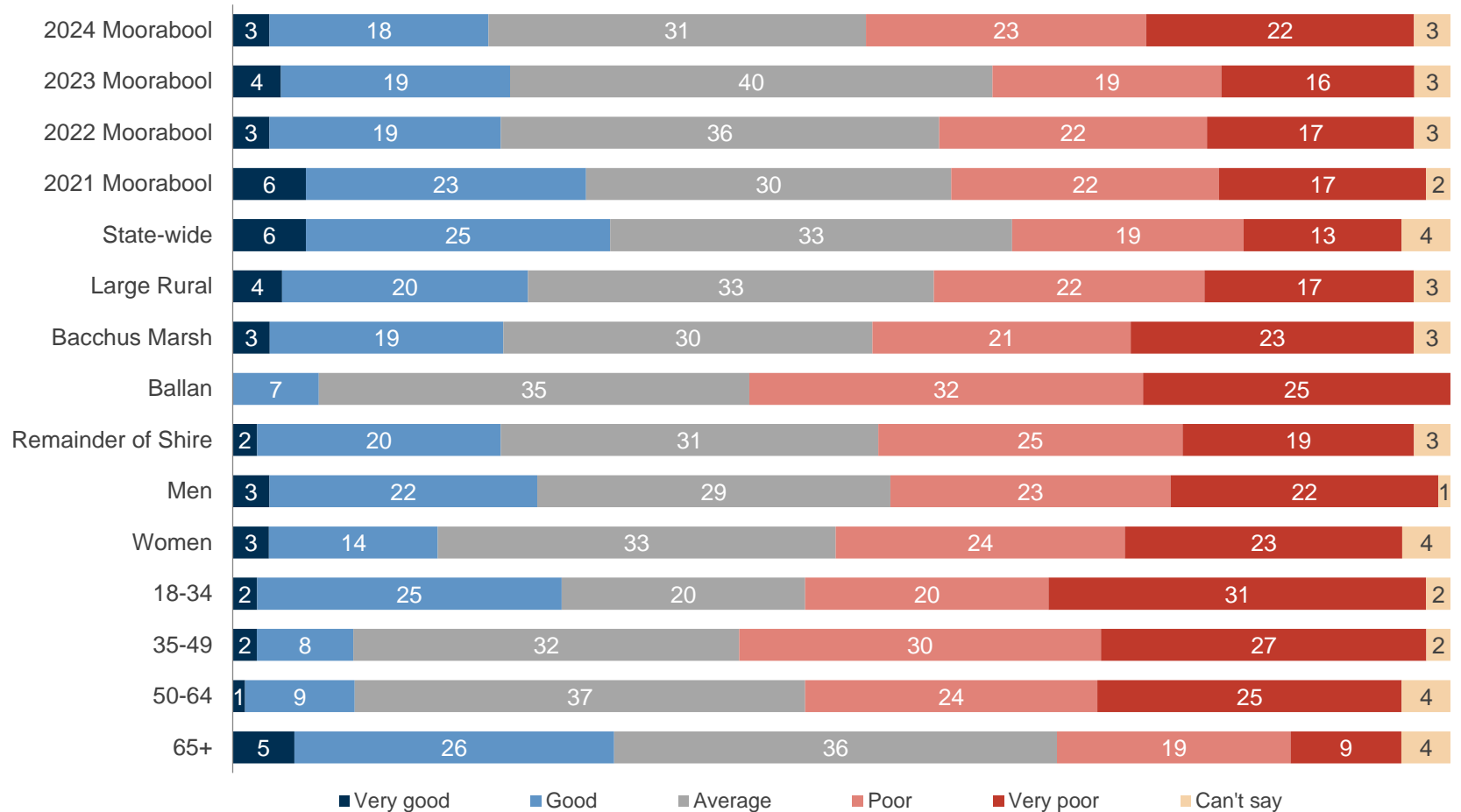
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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Value for money in services and infrastructure

2024 value for money (%)



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: 61 Councils asked group: 18



Top performing service areas

Waste management (index score of 62) is the area where Council performed best in 2024. Despite this, Council's performance is significantly lower than the Large Rural group and State-wide average (index scores of 65 and 67 respectively).

- Rating of this service area is significantly lower than average among residents aged 50 to 64 years (52).

The appearance of public areas and family support services are Council's equal next best performing service areas (index score of 60 for both).

For appearance of public areas, Council performs significantly lower than the Large Rural group and State-wide average (index scores of 66 and 68 respectively).

- Rating of this service area is significantly lower than average among Ballan residents (48, down 10 points from last year) – suggesting Council should focus attention in this area first.

For family support services, Council's performs in-line with the Large Rural group but significantly lower than the State-wide average (index scores of 62 and 63 respectively).

- Ratings are highest for residents aged 18 to 34 years (62) and lowest, and significantly lower than average this year among residents aged 50 to 64 years (54).



Waste management (index score of 62) is the area where Council performed best in 2024.



Low performing service areas



The maintenance of unsealed roads, a new measure added in 2024, is Council's lowest performing service area (index score of 30).

- This is the service area considered most important by residents (importance index score of 85).
- Ballan residents (index score of 21) rate this area significantly lower than the Council average.

The condition of sealed local roads (index score of 32) is Council's next lowest performing area.

- A third of residents (32%) volunteer sealed road maintenance as the top area of improvement.

Council's performance is significantly lower than both the Large Rural group and State-wide average in both unsealed roads and sealed local roads.

Council's performance on decisions made in the interests of the community and lobbying declined significantly in 2024 to all time lows (index scores of 46 and 45 respectively).

- Performance in both areas is on par with the Large Rural group, but significantly lower than the State-wide average.
- Perceptions of performance in both areas declined significantly among Bacchus Marsh residents, women and those aged 18 to 34 years.



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	62	64	61	65	57	64	68	65	67	67
Appearance of public areas	60	60	61	66	64	64	64	64	64	63
Family support services	60	58	58	64	62	61	62	62	62	64
Recreational facilities	58	59	55	57	58	54	55	55	56	60
Bus/community dev./tourism	52	53	53	57	58	60	60	54	57	55
Consultation & engagement	47	48	46	50	49	49	52	48	49	51
Community decisions	46	50	47	49	47	49	51	49	48	50
Lobbying	45	52	46	50	47	47	48	47	48	49
Local streets & footpaths	39	37	41	48	46	53	49	48	47	49
Sealed local roads	32	33	40	45	42	48	46	43	47	43
Unsealed roads	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

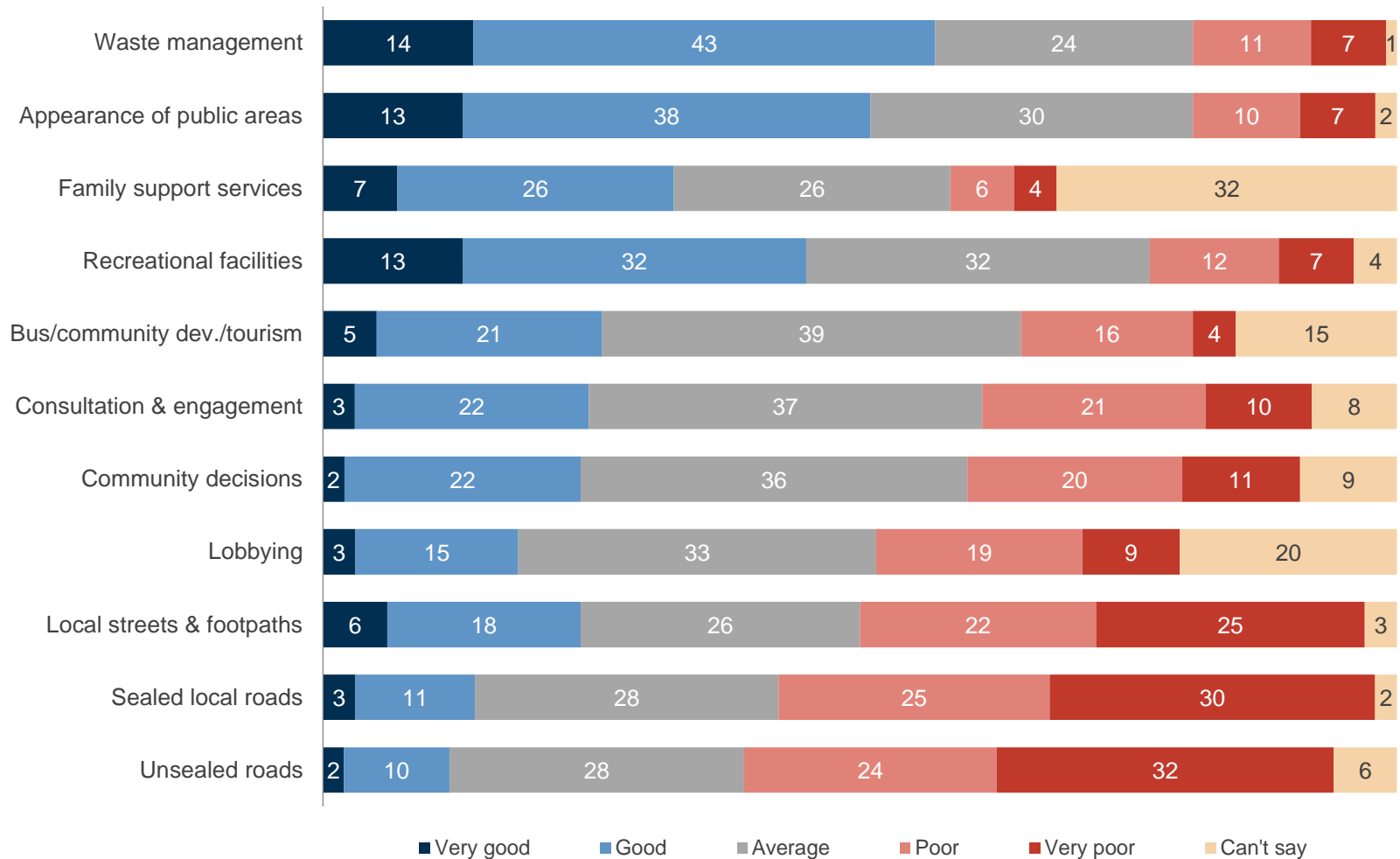
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Individual service area performance

2024 individual service area performance (%)





Individual service area importance

2024 individual service area importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Unsealed roads	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	84	82	83	81	82	79	80	78	79	79
Community decisions	82	80	82	83	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	81	83	83	83	84	80	82	80	78	79
Family support services	78	75	75	74	75	73	73	74	75	71
Consultation & engagement	77	77	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	76	76	74	73	75	72	74	73	73	72
Appearance of public areas	76	75	76	74	75	73	73	75	75	72
Lobbying	69	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Business & community dev.	69	68	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	63	65	68	65	66	64	65	67	67	67
Tourism development	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

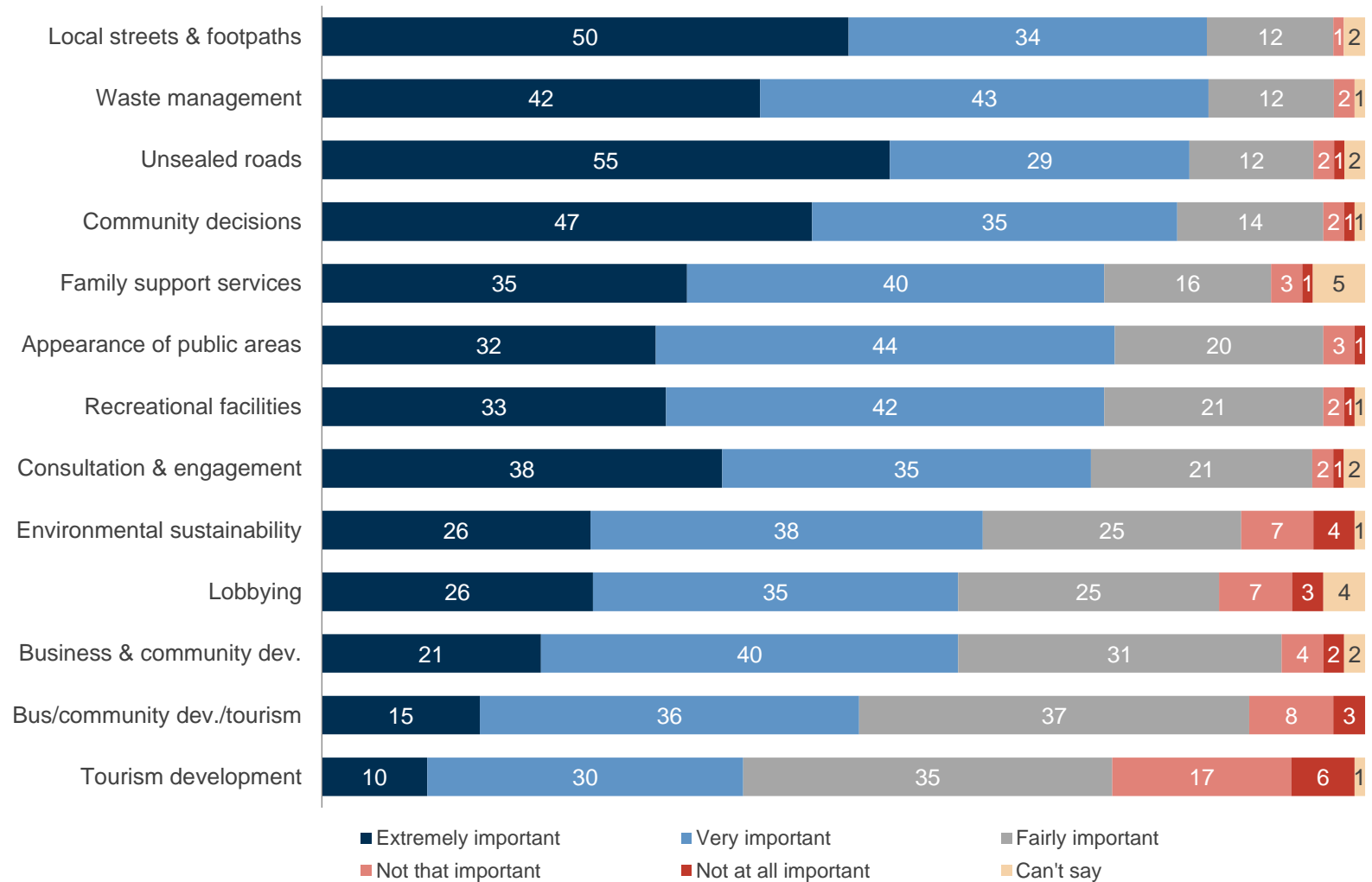
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9

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



Individual service area importance

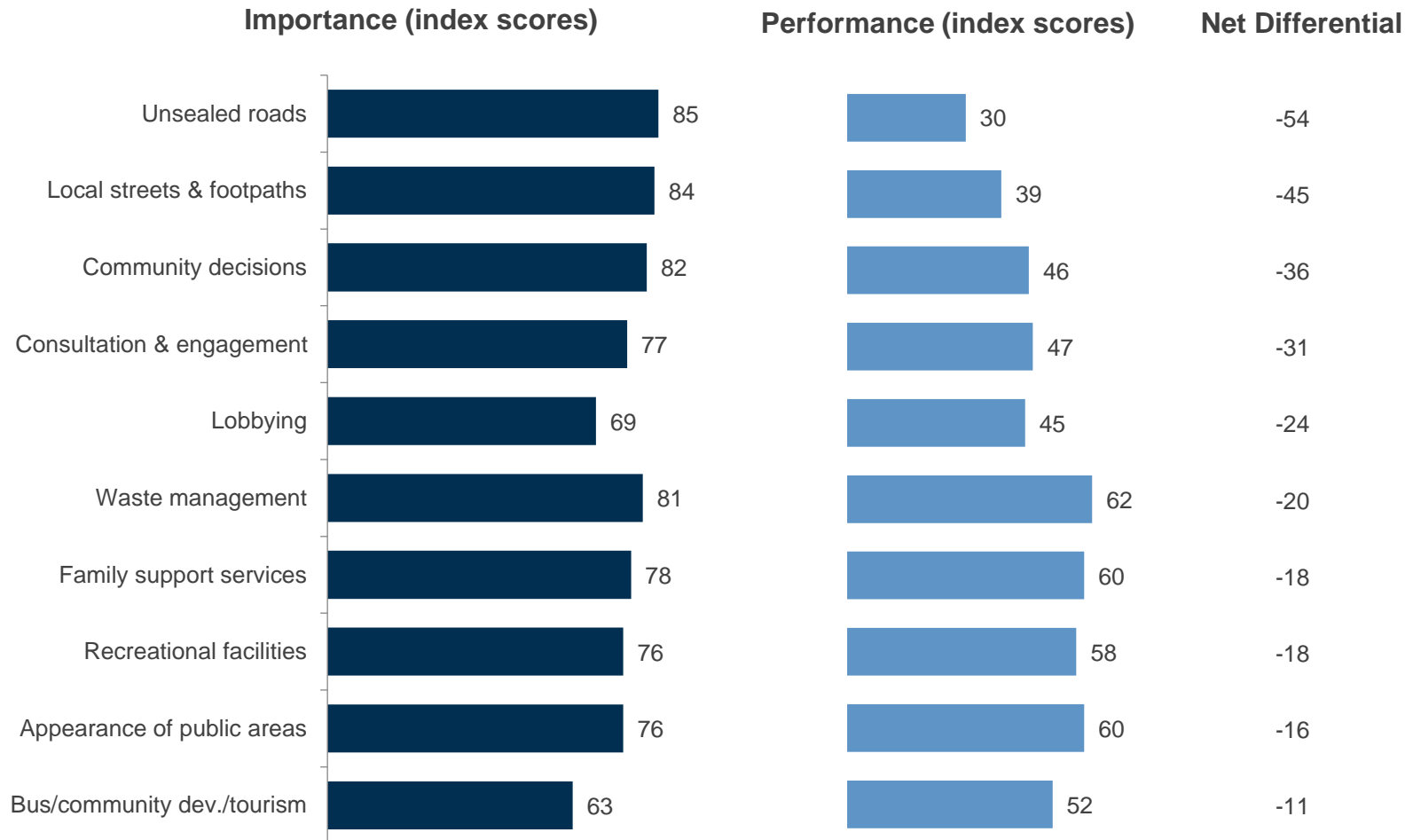
2024 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. This is currently among Council's poorer performing areas (index score of 46).

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

- Community consultation and engagement
- Waste management
- The condition of sealed local roads
- Maintenance of unsealed roads.

Looking at these key service areas only, waste management is Council's best performing area (index score of 62) and among the stronger influences on ratings of overall performance.

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

Similar to its decision making processes, Council's community consultation is a strong influence on overall ratings but performance in this area is currently rated as poor (index score of 47).

Ensuring residents feel heard on key local issues and Council activities can help to improve overall perceptions of performance.

Also in need of attention are the condition of Council's unsealed and sealed roads. Performance in these areas is rated as very poor (index scores of 30 and 32 respectively) and is a moderate influence on the overall rating.

It will be important to attend to resident concerns about Council roads to help improve overall ratings of Council's 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

2024 regression analysis (all service areas)

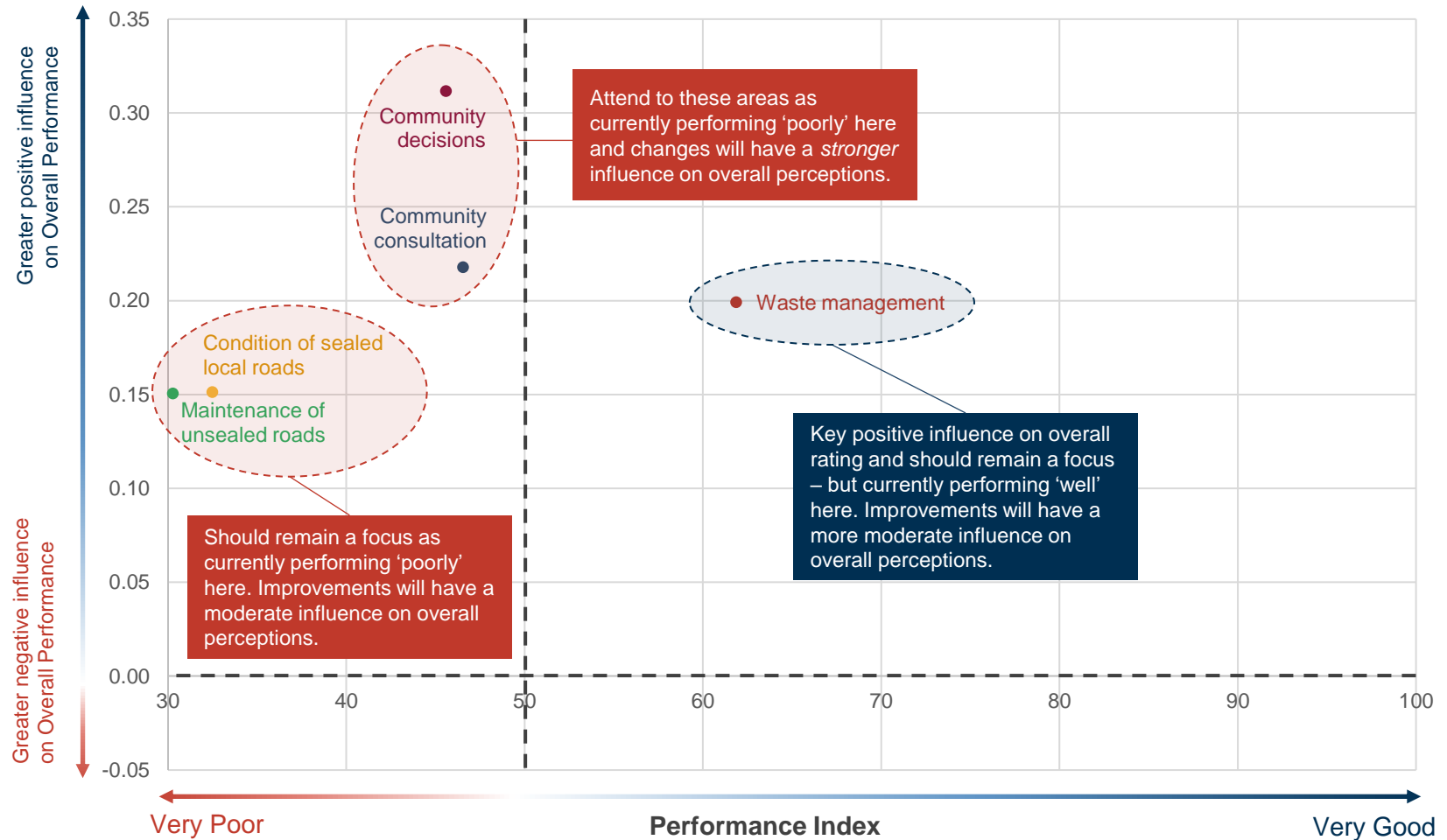


The multiple regression analysis model above (all service areas) has an R^2 value of 0.601 and adjusted R^2 value of 0.590, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 53.14$. 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

2024 regression analysis (key service areas)

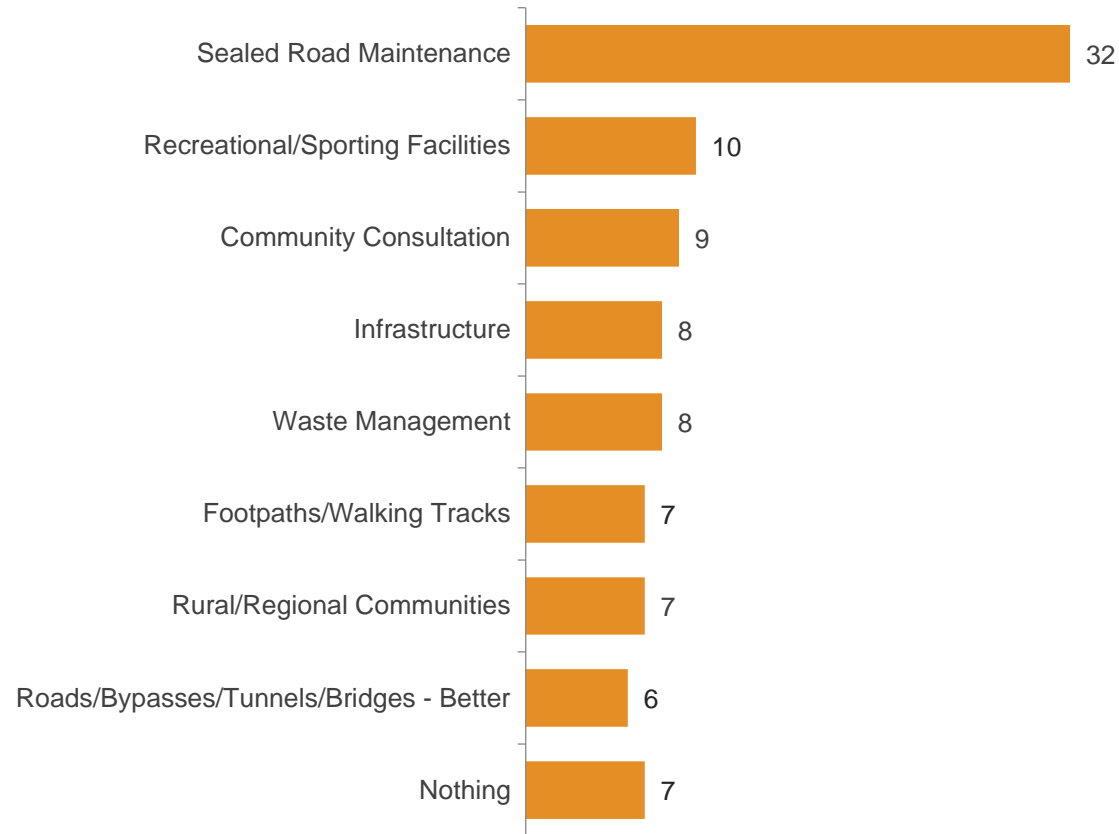


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.582 and adjusted R^2 value of 0.577, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 109.73$.



Areas for improvement

2024 areas for improvement (%)
- Top mentions only -





Customer service



Contact with council and customer service

Contact with council

Close to seven in ten residents (67%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than last year and remains consistent with results seen since 2018.

Residents aged 35 to 49 years and 50 to 64 years have the highest rate of contact with Council (both 73%), but neither group differs significantly from the Council average. Contact by men increased significantly over the last 12 months (70%, up from 57%).



Among those residents who have had contact with Council, 58% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service rating of 64 is in-line with the Large Rural group and the State-wide averages (65 and 67 respectively). Although Council's customer service rating improved by two index points, this is not significant and remains steady with last year's result and over time.

- Residents aged 65 years and over rate customer service the highest (index score of 77), significantly higher than the Council average.
- Customer service ratings among all demographic and geographic groups remain consistent with last year's result.

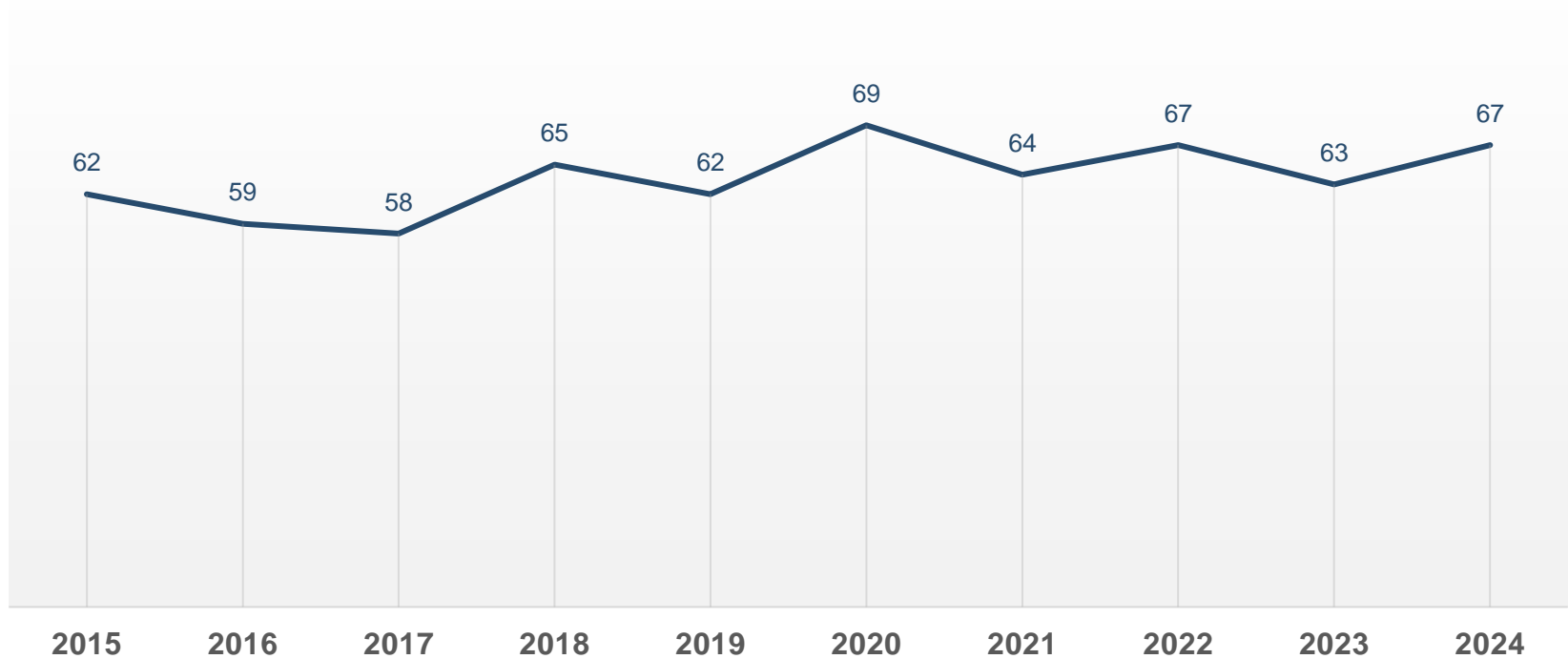
Nearly three in five residents (58%) provide a customer service rating of 'very good' or 'good', while 21% of residents provide a rating of 'very poor' or 'poor'. A further 20% rate customer service as 'average'.

Regarding methods of contact with Council (a new measure added this year), telephone should be the priority for performance improvement. This is the main form of contact (44%), but customer service ratings here are low (index score of 61), particularly compared to ratings of in-person interactions (79). The low customer service rating for interactions via email (58) also warrants attention.



Contact with council

2024 contact with council (%)
Have had contact



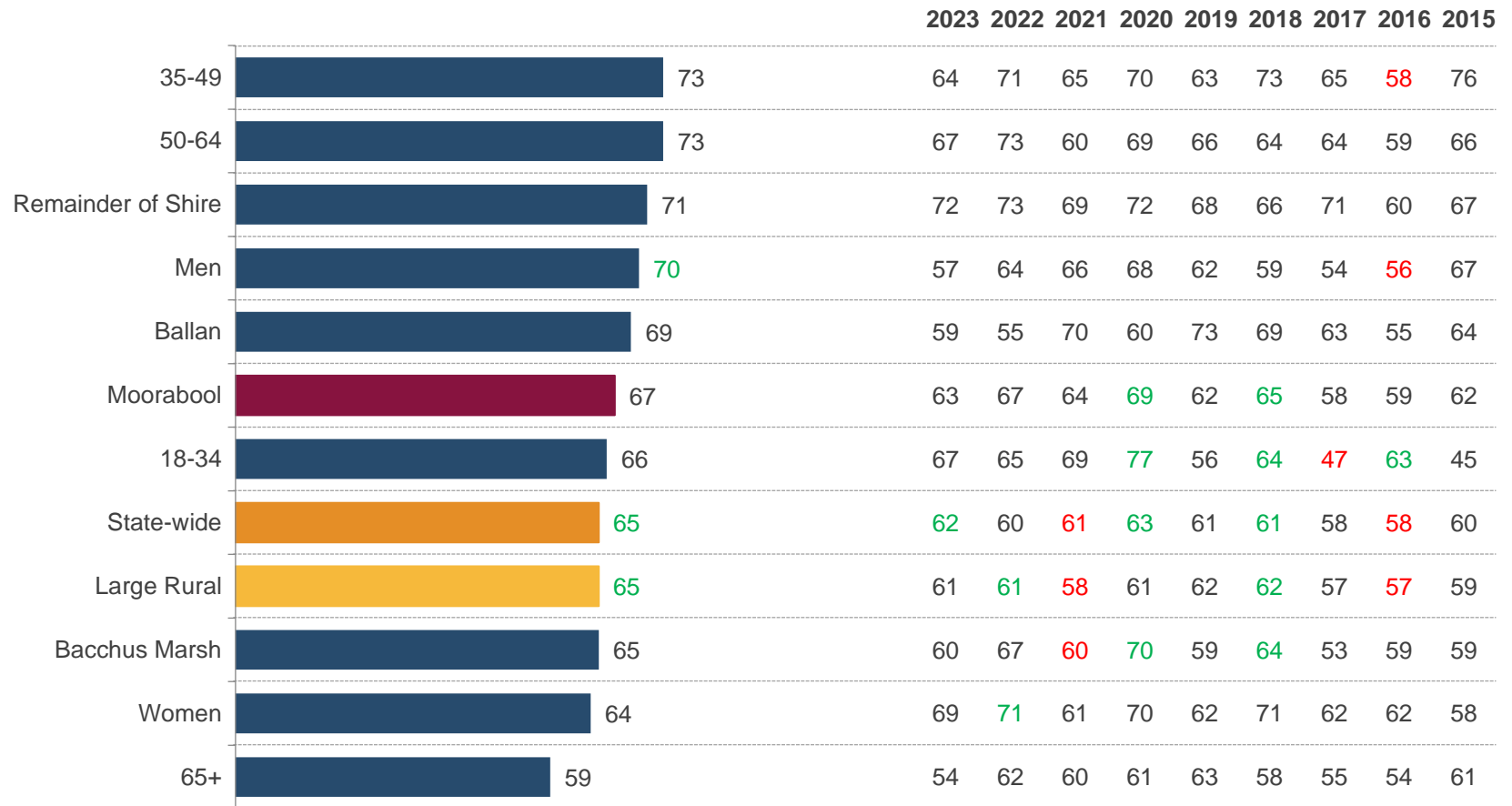
Q5a. Have you or any member of your household had any recent contact with Moorabool Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



Contact with council

2024 contact with council (%)



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

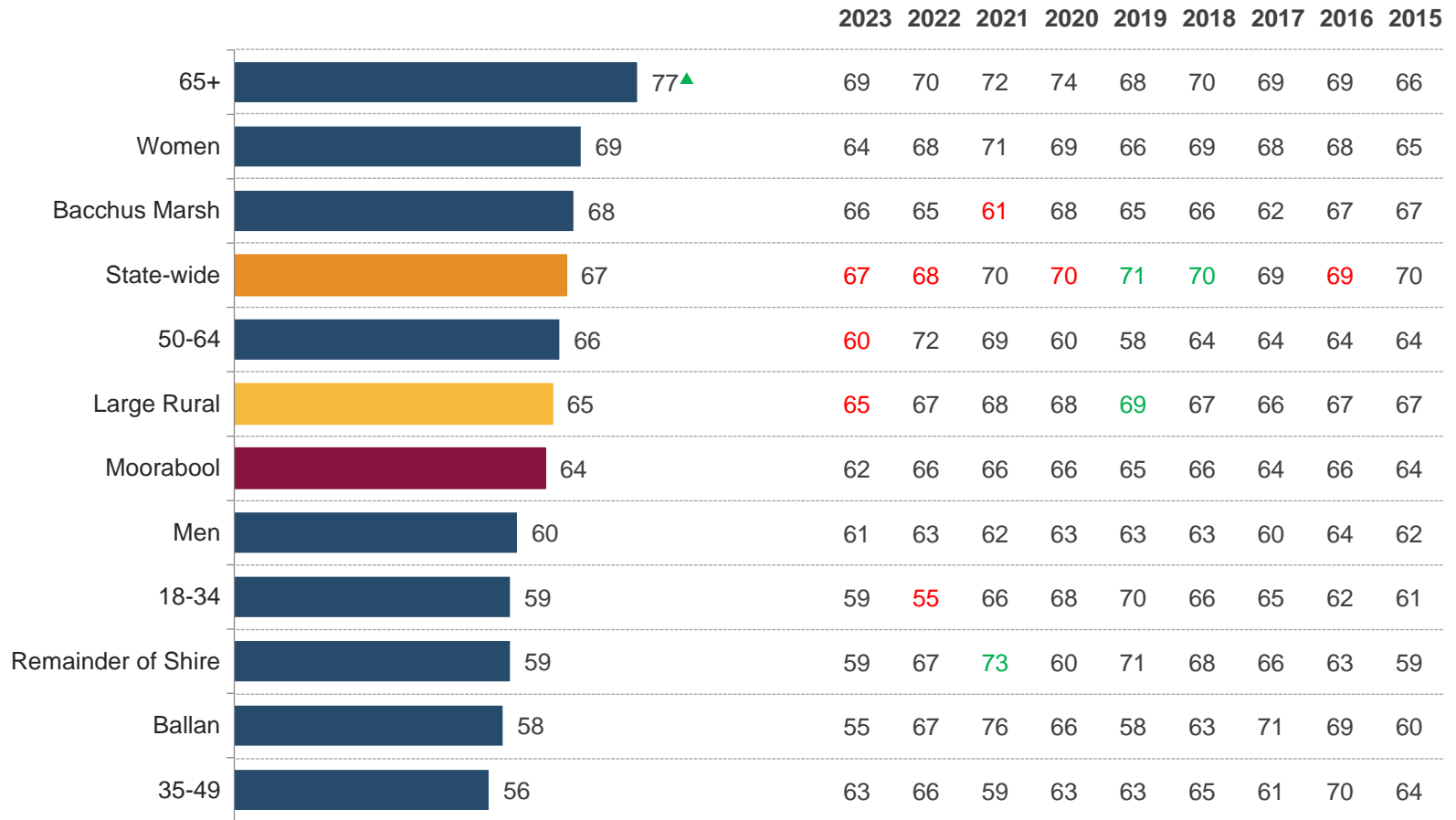
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Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (index scores)



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.

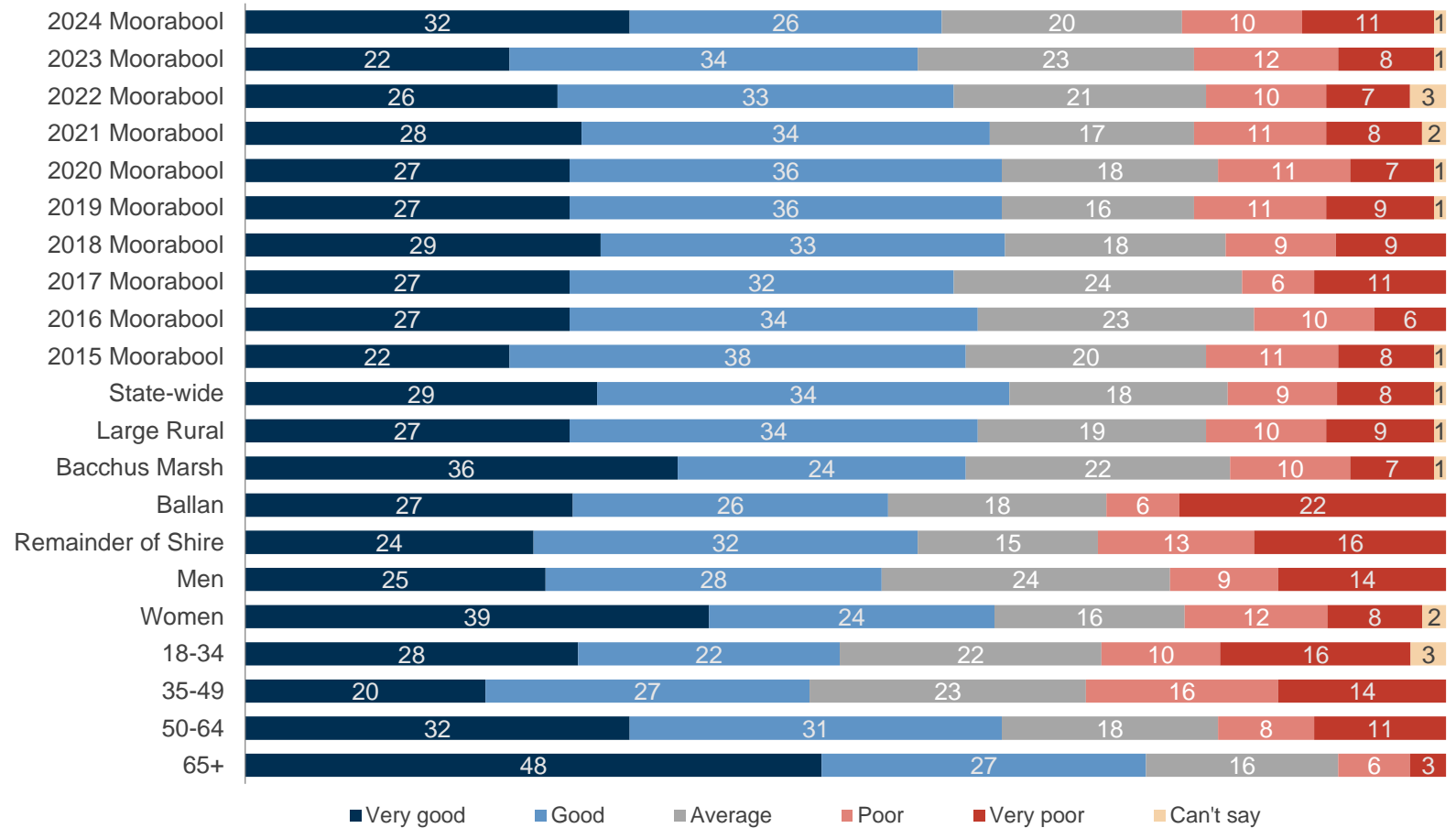
Councils asked State-wide: 62 Councils asked group: 18

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Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Moorabool Shire Council for customer service?

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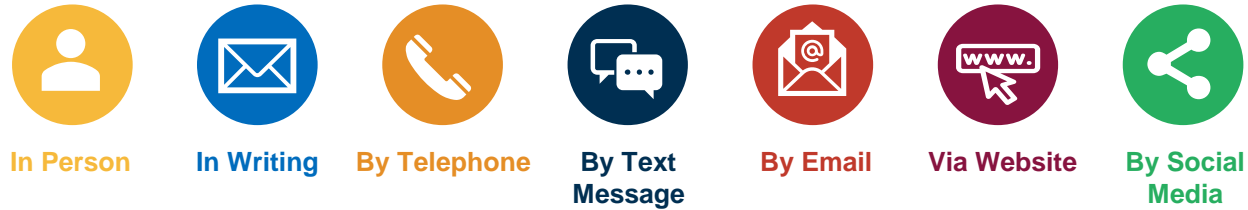
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 62 Councils asked group: 18



Method of contact with council

2024 method of contact (%)



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

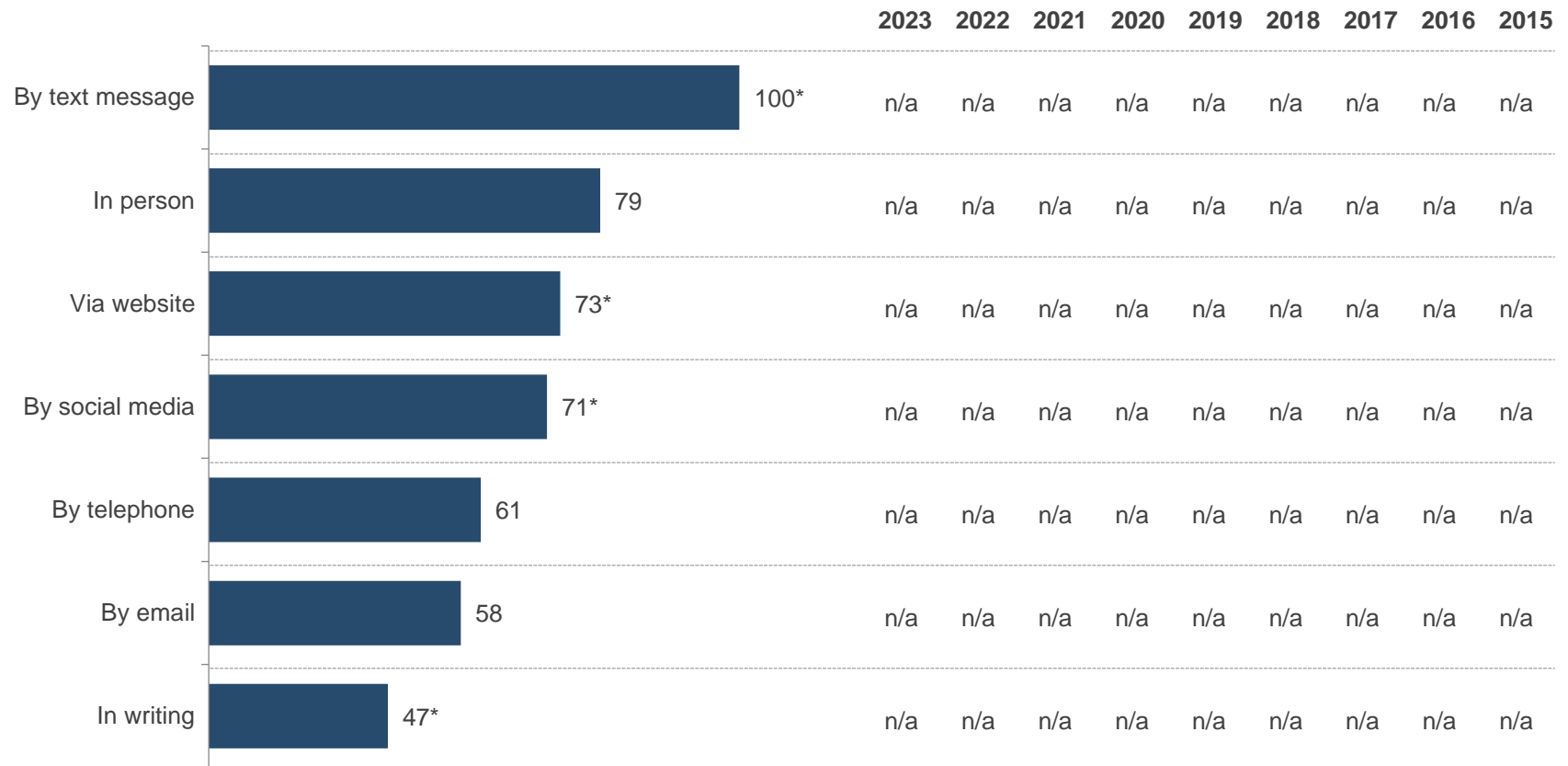
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Moorabool Shire Council for customer service?

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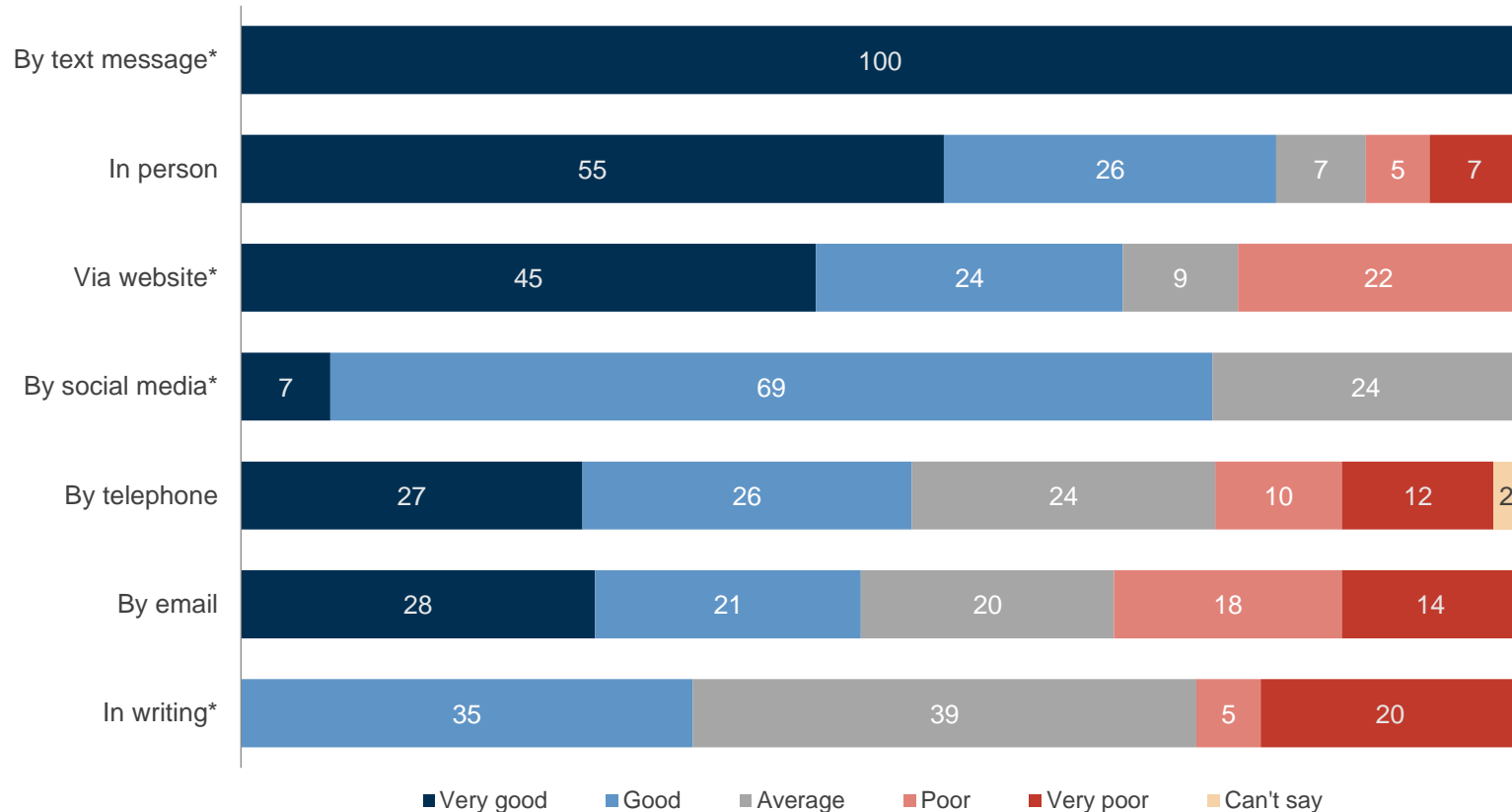
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



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.

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Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a Council newsletter sent via email (25%), followed closely by a Council newsletter sent via mail (23%) and social media (23%, up seven percentage points since 2023).

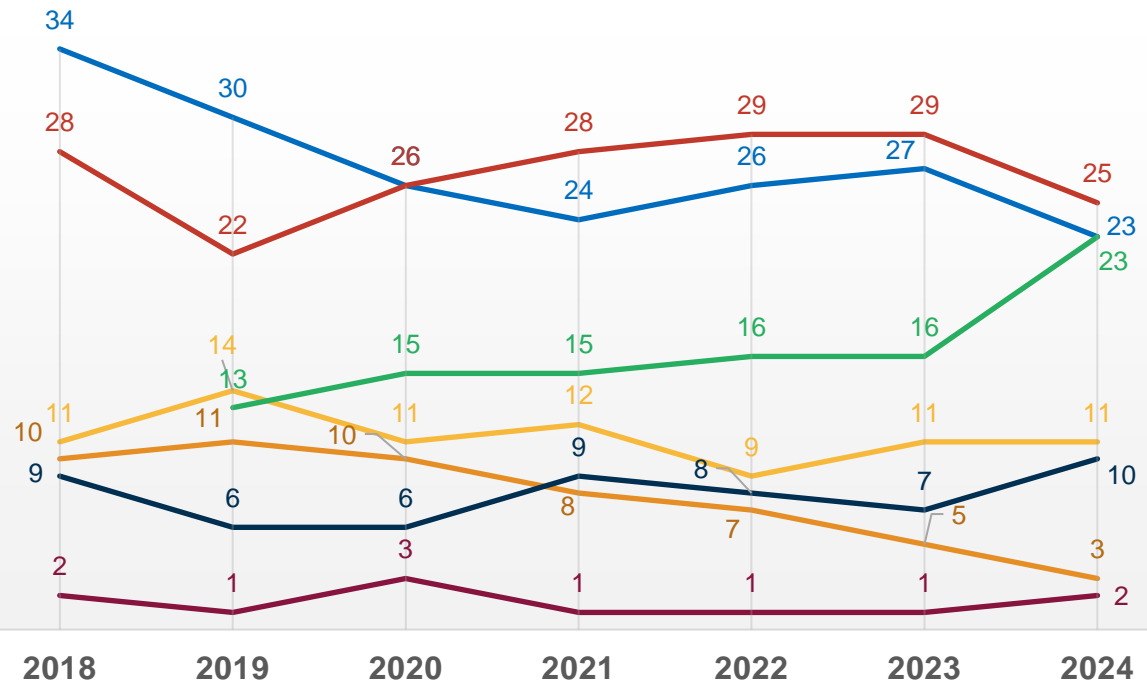
- For residents aged under 50 years, social media is now the dominant preferred form of communication from Council (36%, up 13 percentage points since 2023), followed by a Council newsletter sent via email (23%) or mail (17%).
- For residents aged 50 years and over, the preferred form of communication is a Council newsletter sent via mail (30%) or email (28%). Advertising in a local newspaper (18%) is the next preferred form of communication.





Best form of communication

2024 best form of communication (%)



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?

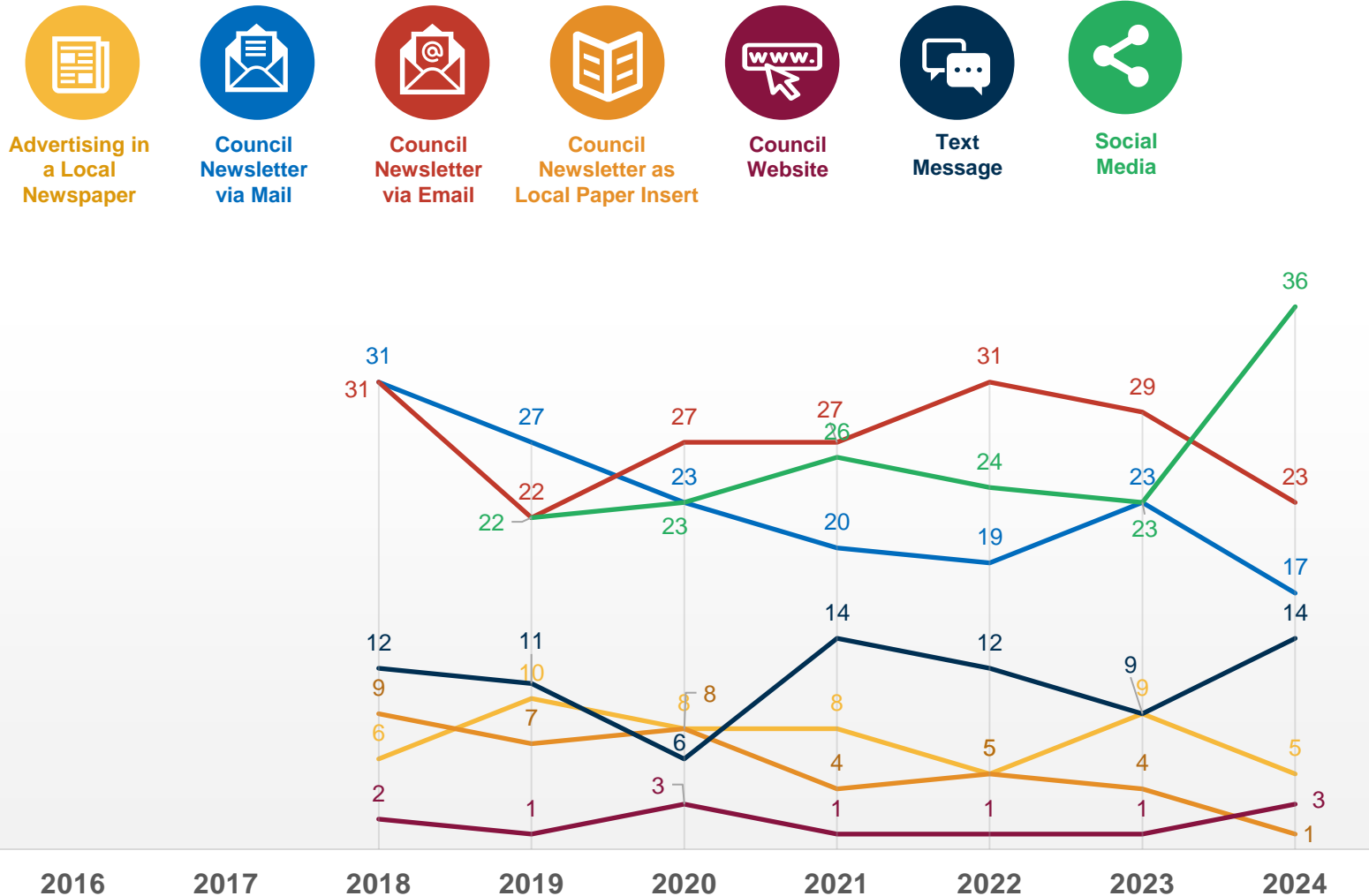
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 50s best form of communication (%)



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: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



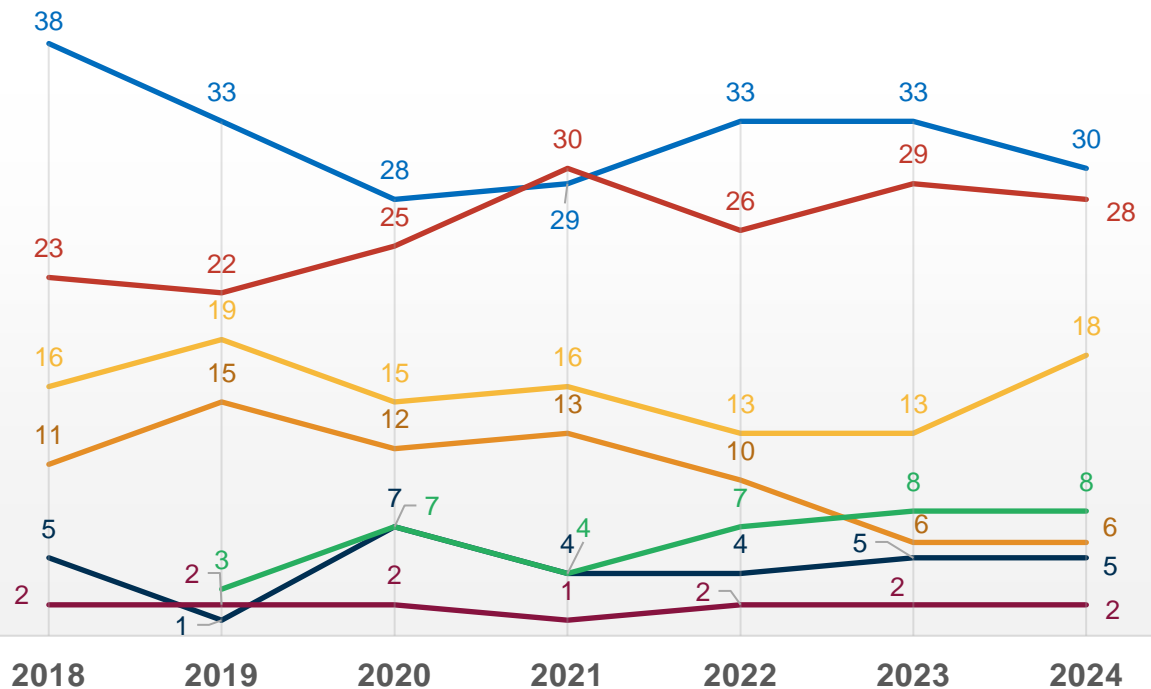
Council
Website



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 aged 50+ years. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Council direction



Council direction

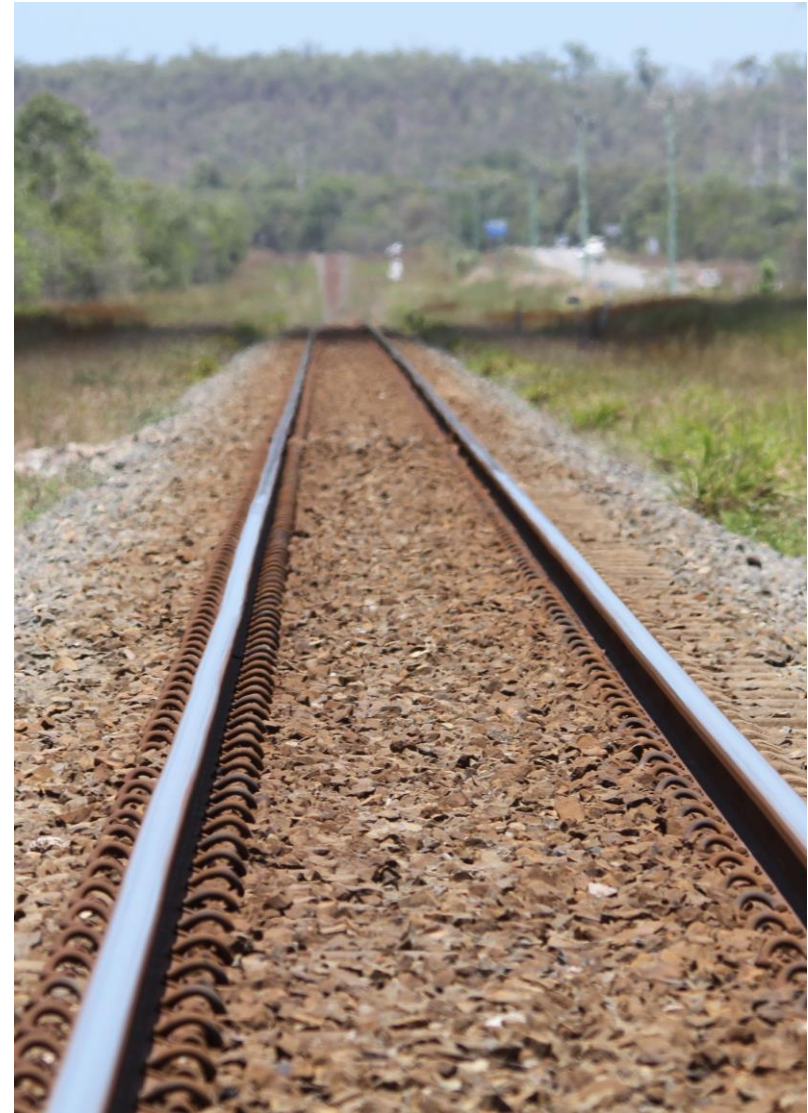
With an index score of 46, the direction of Moorabool Shire Council's overall performance represents a three-point improvement on the 2023 result, but not a significant change.

Overall council direction is rated significantly higher than the Large Rural group and on par with the State-wide average (index scores of 42 and 45 respectively, both of which declined significantly for the third year running).

- The most satisfied with Council's overall direction are residents aged 18 to 34 years (index score of 52).
- Satisfaction with council direction improved significantly over the past 12 months among residents living in the 'Remainder of Shire' (index score of 48, up nine points).
- Ballan residents are the least satisfied with council direction (index score of 32) – and are significantly less satisfied than average.

Almost two thirds of residents (63%) describe Council's overall direction as having 'stayed the same'.

- 12% of residents believe Council's overall direction has improved.
- 21% of residents believe Council's overall direction has deteriorated.





Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	52	45	43	48	41	53	59	54	53	62
Remainder of Shire	48	39	46	49	45	57	54	53	50	52
Bacchus Marsh	47	46	45	49	45	49	49	48	53	54
65+	46	42	48	51	54	51	47	52	52	54
Moorabool	46	43	45	49	46	50	50	49	51	53
Women	46	43	47	49	49	50	50	48	54	53
Men	46	43	43	48	43	50	50	51	48	54
State-wide	45	46	50	53	51	53	52	53	51	53
Large Rural	42▼	44	47	51	50	51	52	52	48	51
35-49	42	45	45	48	43	48	48	45	52	51
50-64	41	40	44	49	47	48	46	46	46	47
Ballan	32▼	42	44	44	55	47	49	48	45	53

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

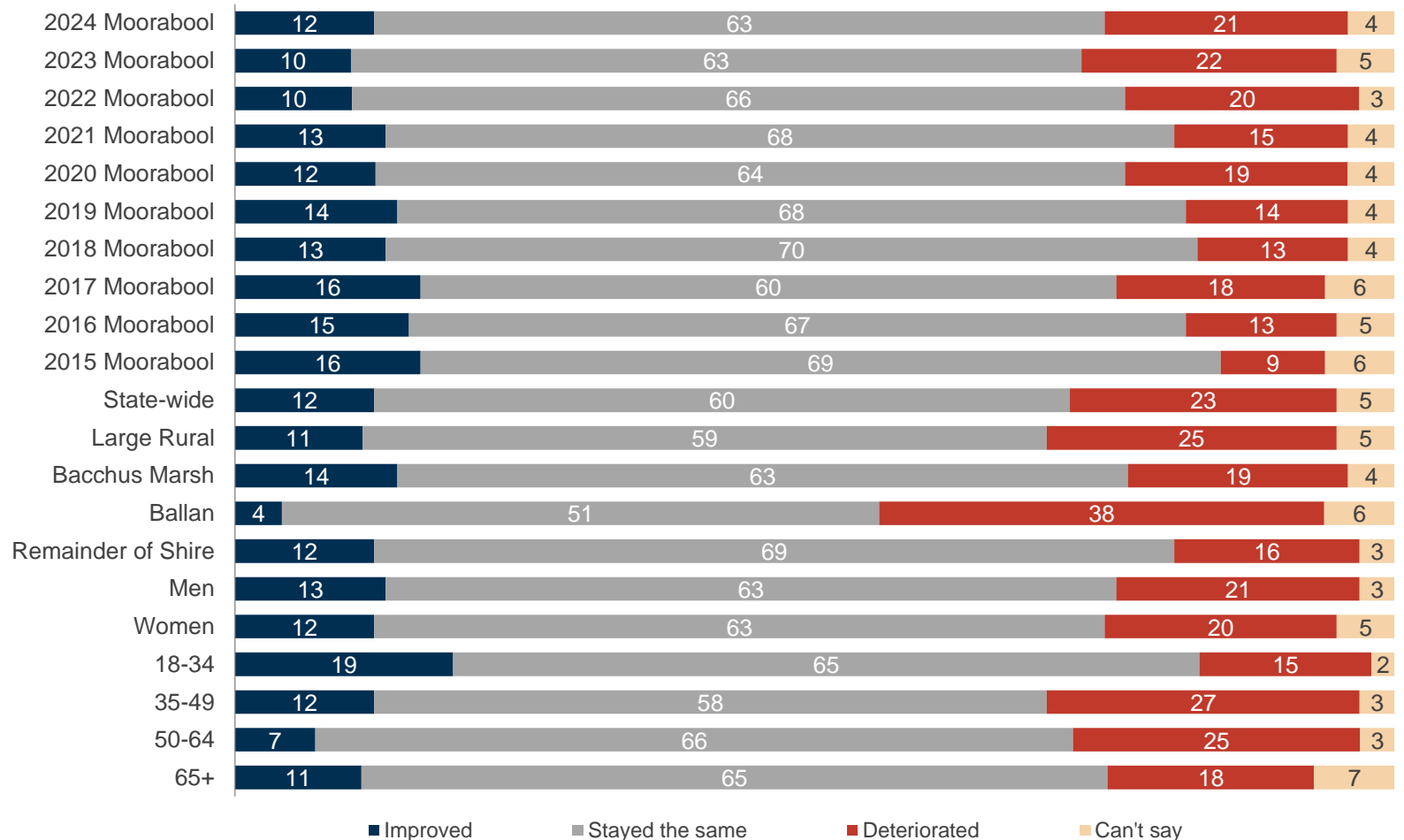
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

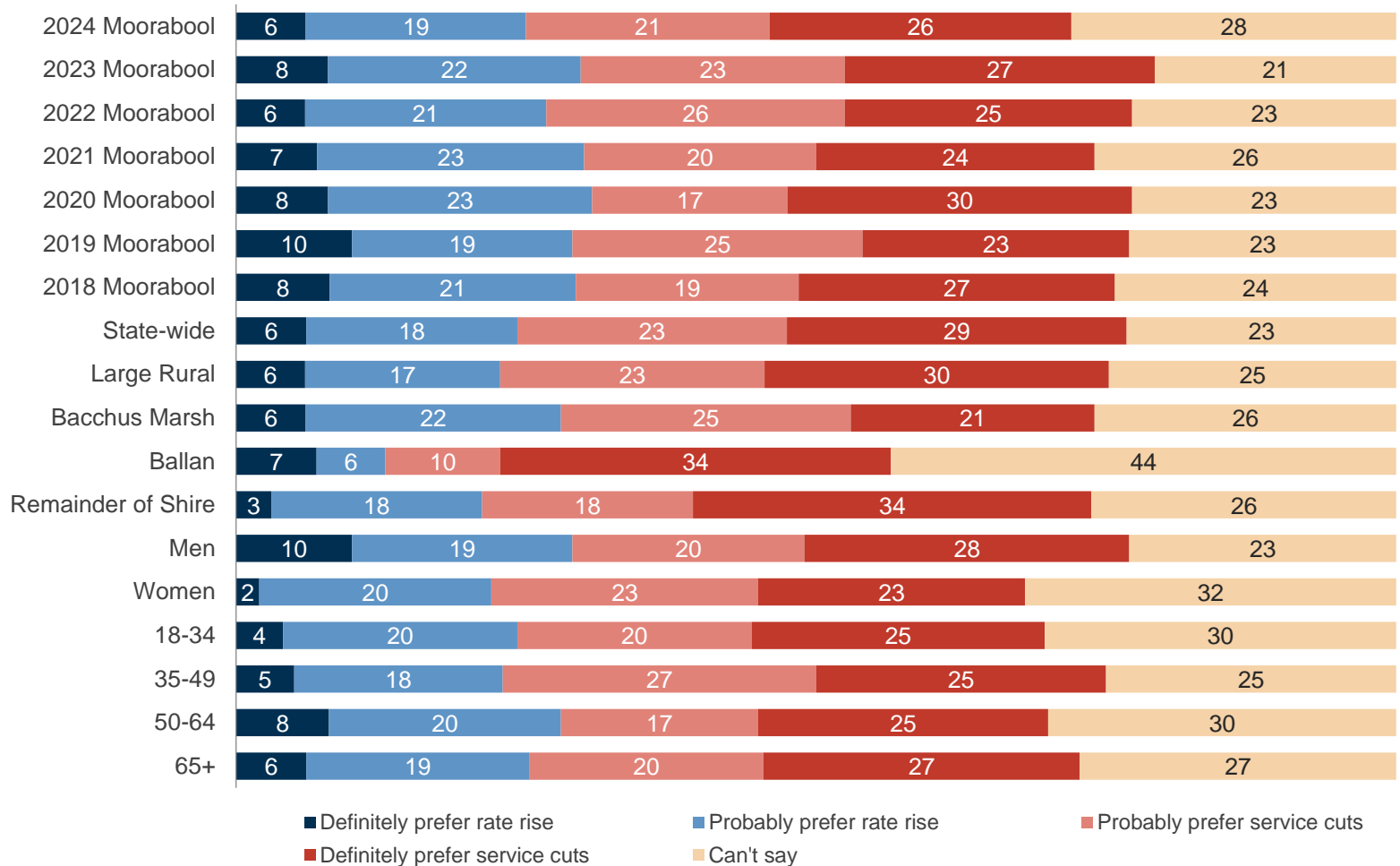
2024 overall council direction (%)





Rates / services trade-off

2024 rates / services trade-off (%)



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: 19 Councils asked group: 6

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

Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	82	79	81	82	n/a	n/a	n/a	n/a	n/a	n/a
Women	81▲	79	78	82	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	79	76	76	76	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	78	78	78	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	72	72	72	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	77	77	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	77	77	76	75	76	75	76	75
35-49	77	80	81	79	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	76	75	74	74	74	74	75	74
65+	75	79	77	80	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	76	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	72	80	76	77	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: 25 Councils asked group: 9

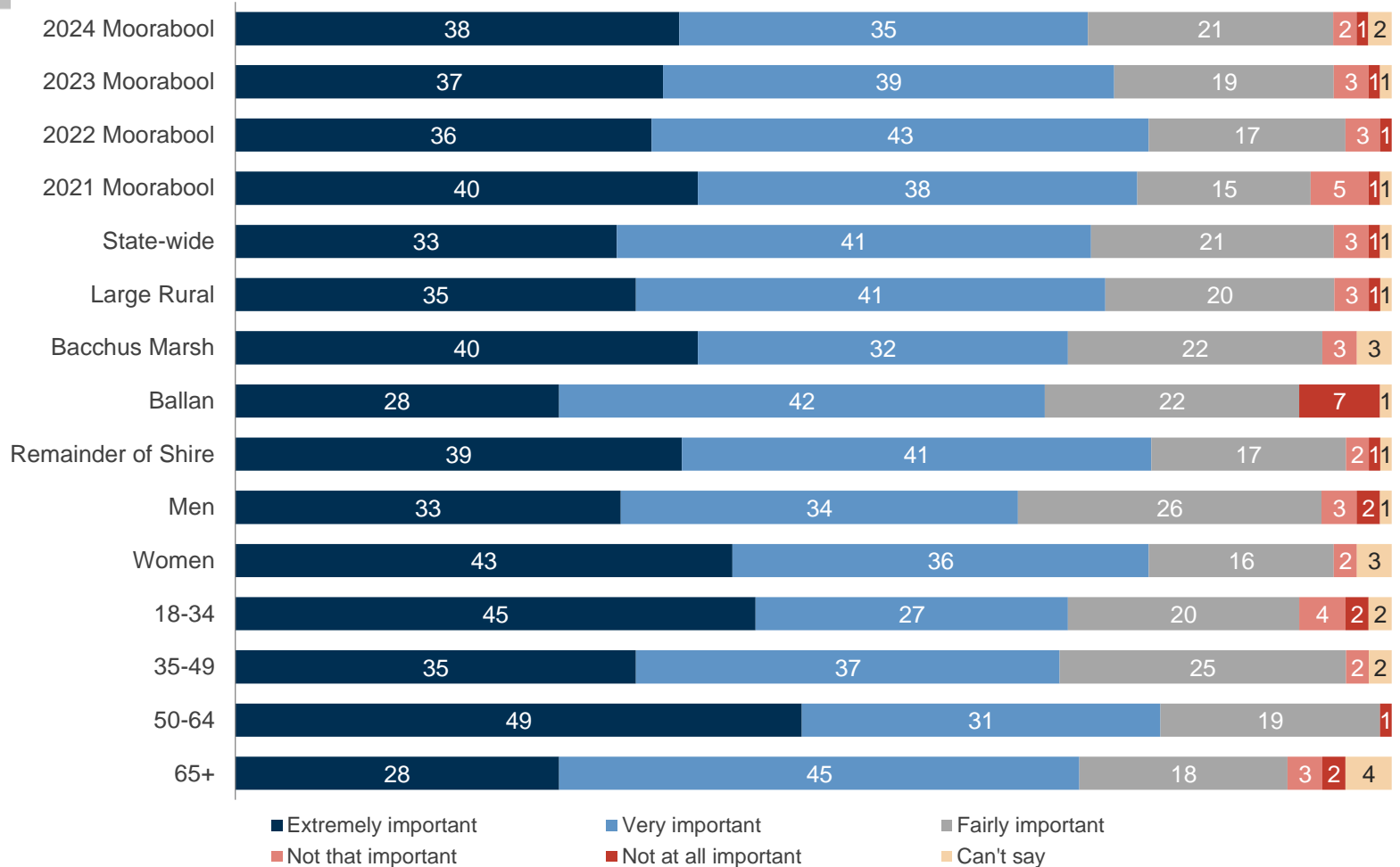
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)





Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	51	49	51	48	51	48	58	53	53	55
State-wide	51▲	52	54	56	55	56	55	55	54	56
Ballan	50	41	49	47	49	42	61	50	43	43
Men	50	46	46	51	48	49	52	45	45	51
Large Rural	48	49	51	54	54	54	54	52	52	54
Remainder of Shire	47	46	49	51	48	50	55	49	50	50
65+	47	51	45	55	55	51	53	49	53	50
Moorabool	47	48	46	50	49	49	52	48	49	51
Bacchus Marsh	46	50	44	50	49	50	49	47	49	53
50-64	45	47	44	49	46	46	47	44	47	49
Women	44	50	46	49	49	49	51	50	53	51
35-49	43	44	45	48	43	49	49	45	43	51

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

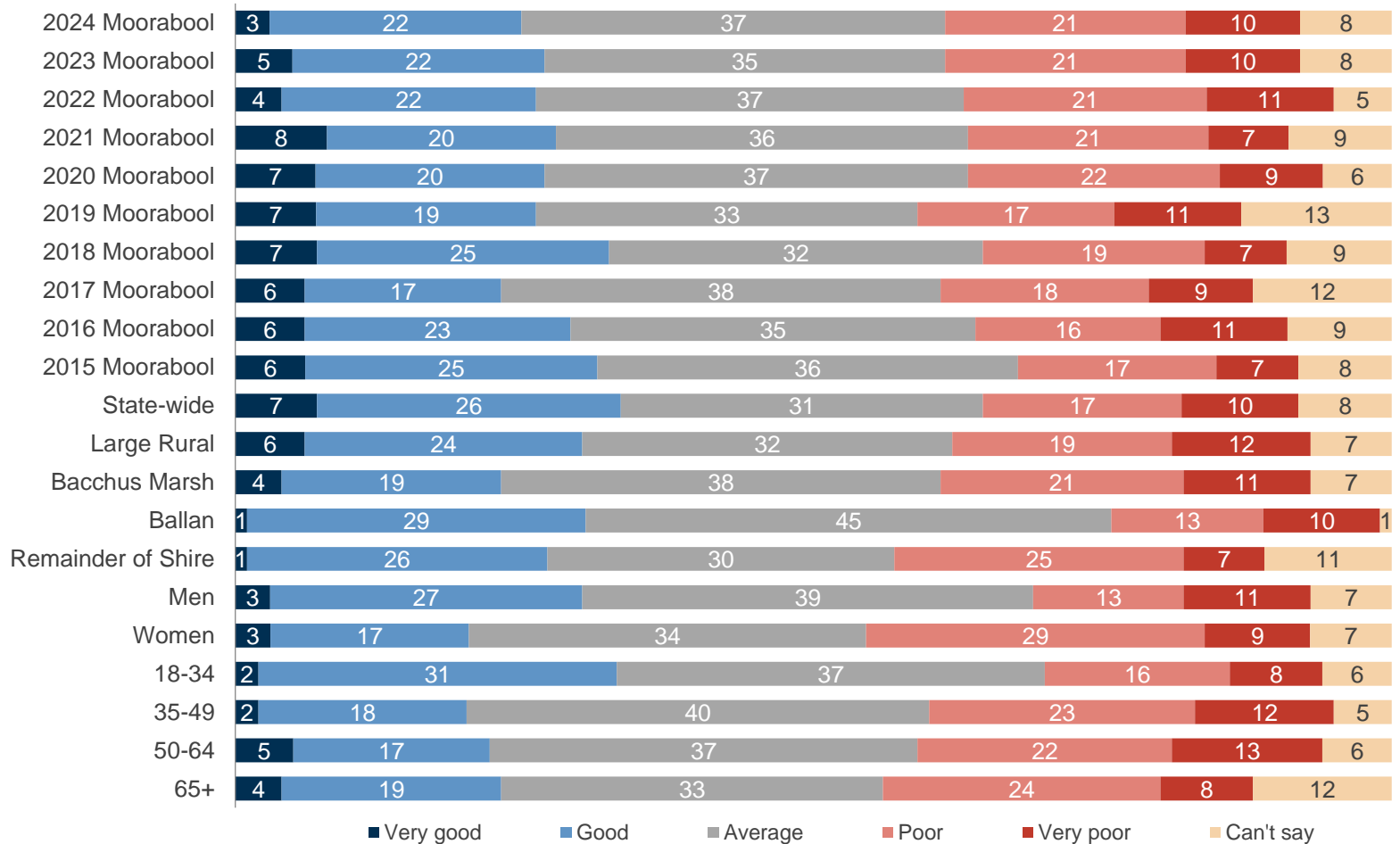
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	73	75	77	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	71	74	74	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	72	77	79	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	75	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	70	72	76	77	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	69	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	69	71	73	74	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	69	69	71	71	69	67	68	69	70	70
State-wide	68	68	71	69	68	67	68	69	69	69
Men	66	69	75	72	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	70	76	73	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	64	71	78	71	n/a	n/a	n/a	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: 21 Councils asked group: 7

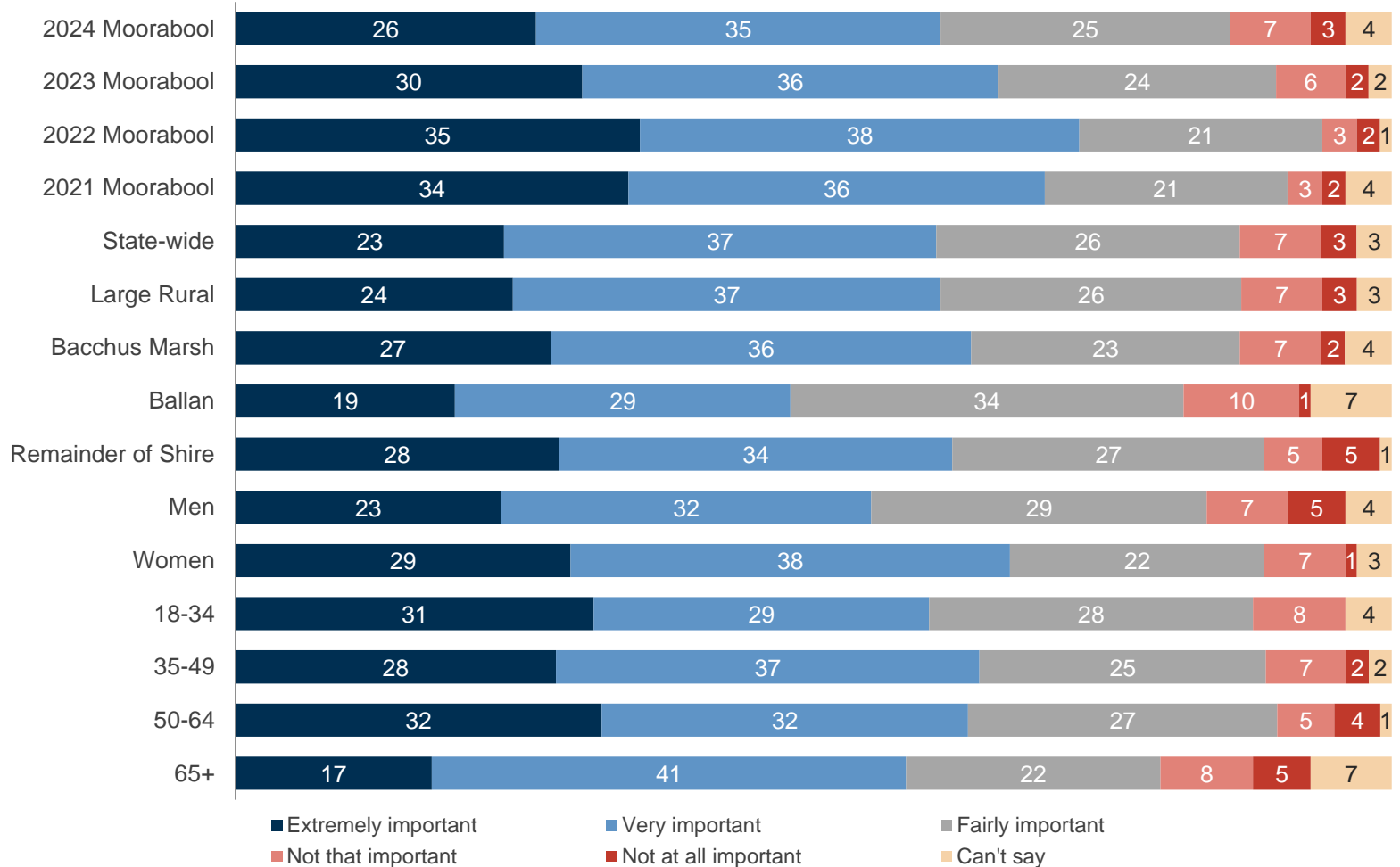
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)





Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Ballan	53▲	51	41	48	50	51	49	51	32	51
State-wide	50▲	51	53	55	53	54	54	54	53	55
65+	49	53	49	57	54	52	52	50	53	45
Large Rural	47	49	51	54	53	52	52	51	50	53
18-34	46	59	47	45	50	50	57	51	55	52
Remainder of Shire	46	49	50	53	52	49	52	44	47	49
Men	46	51	46	48	46	46	46	45	48	51
Moorabool	45	52	46	50	47	47	48	47	48	49
Women	44	52	46	51	49	47	51	48	49	47
Bacchus Marsh	43	53	45	49	46	45	47	46	54	49
50-64	43	46	45	51	46	41	39	46	43	53
35-49	42	48	42	48	41	42	45	40	44	45

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

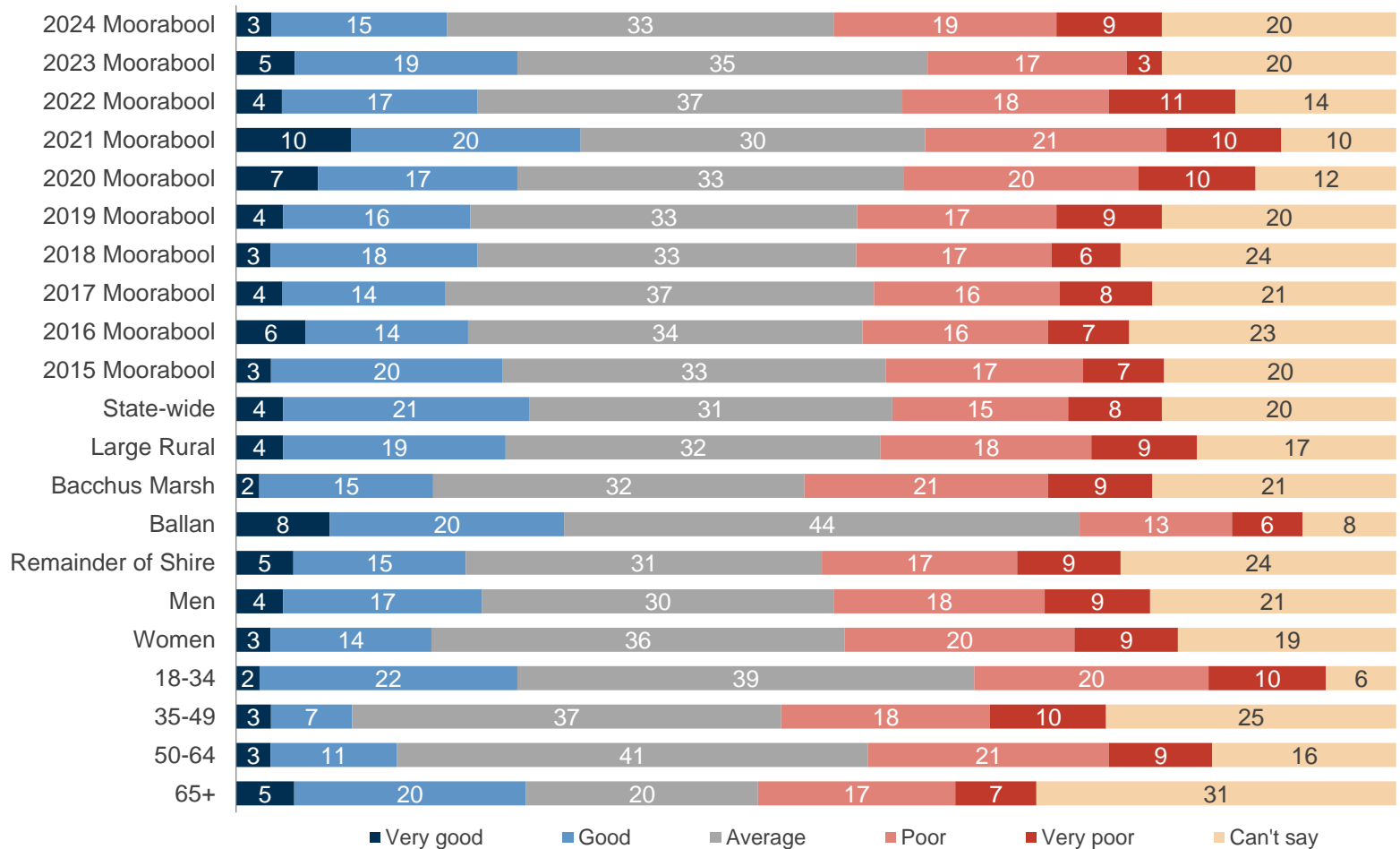
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	85	84	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	83	82	82	84	n/a	n/a	n/a	n/a	n/a	n/a
35-49	83	84	83	87	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	82	81	86	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	76	83	84	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	82	80	82	83	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	81	82	79	80	80	80	80	80
Men	80	79	83	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	80	81	81	80	80	80	79	80	80
Remainder of Shire	78	80	84	81	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	77	75	81	84	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	79	80	78	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?

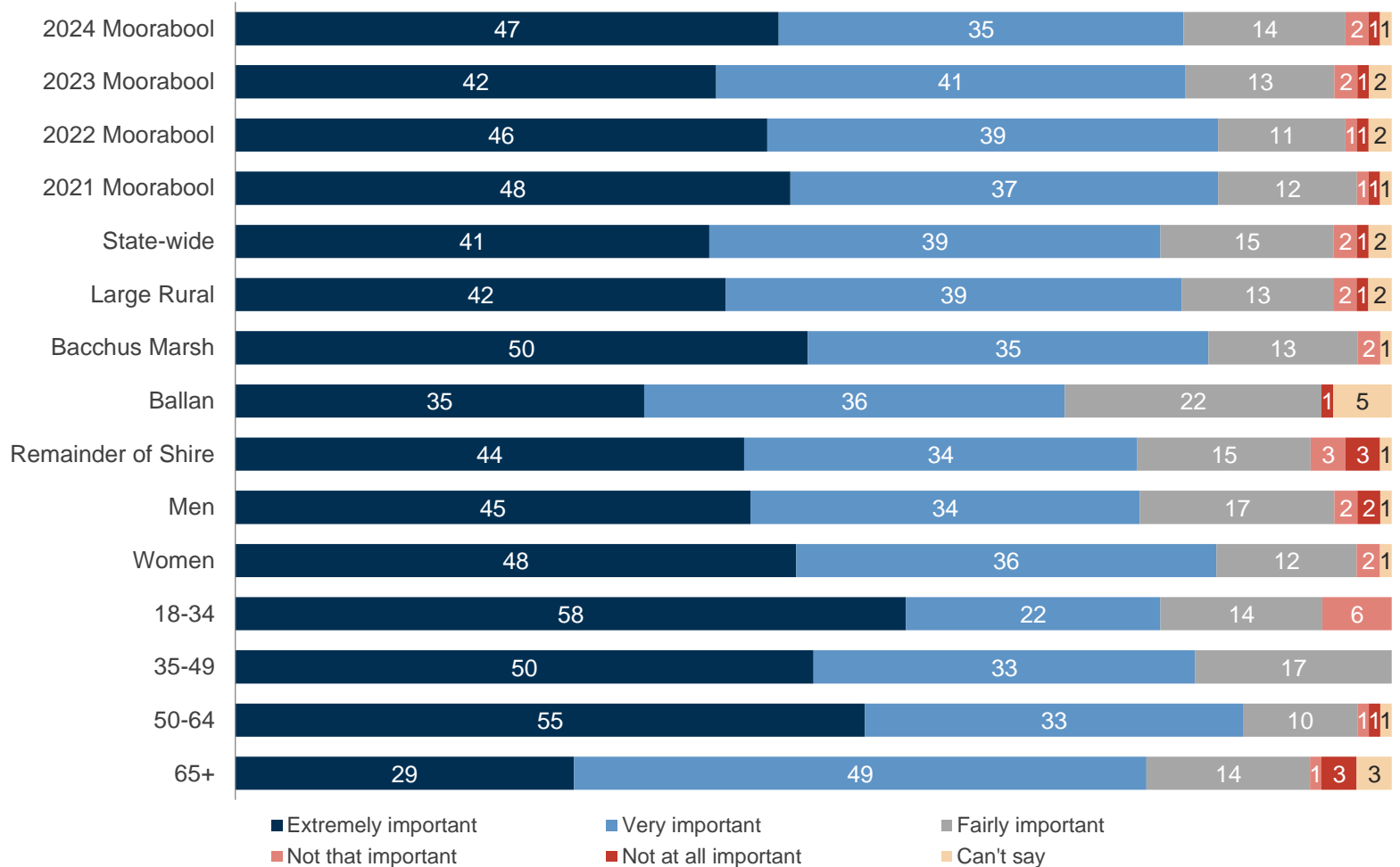
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	51	52	51	55	55	53	51	50	51	47
State-wide	50▲	51	54	56	53	55	54	54	54	55
Men	49	50	48	51	46	49	50	48	47	51
Large Rural	46	48	51	54	52	52	52	51	50	52
Remainder of Shire	46	47	52	51	46	47	59	50	52	49
Ballan	46	55	53	45	51	49	52	53	38	43
18-34	46	53	48	44	48	50	60	52	53	59
Moorabool	46	50	47	49	47	49	51	49	48	50
Bacchus Marsh	45	50	44	49	46	49	47	48	49	52
50-64	44	45	44	53	45	46	45	47	50	49
Women	42	51	47	48	47	49	52	50	49	49
35-49	41	49	46	46	40	45	48	47	41	45

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

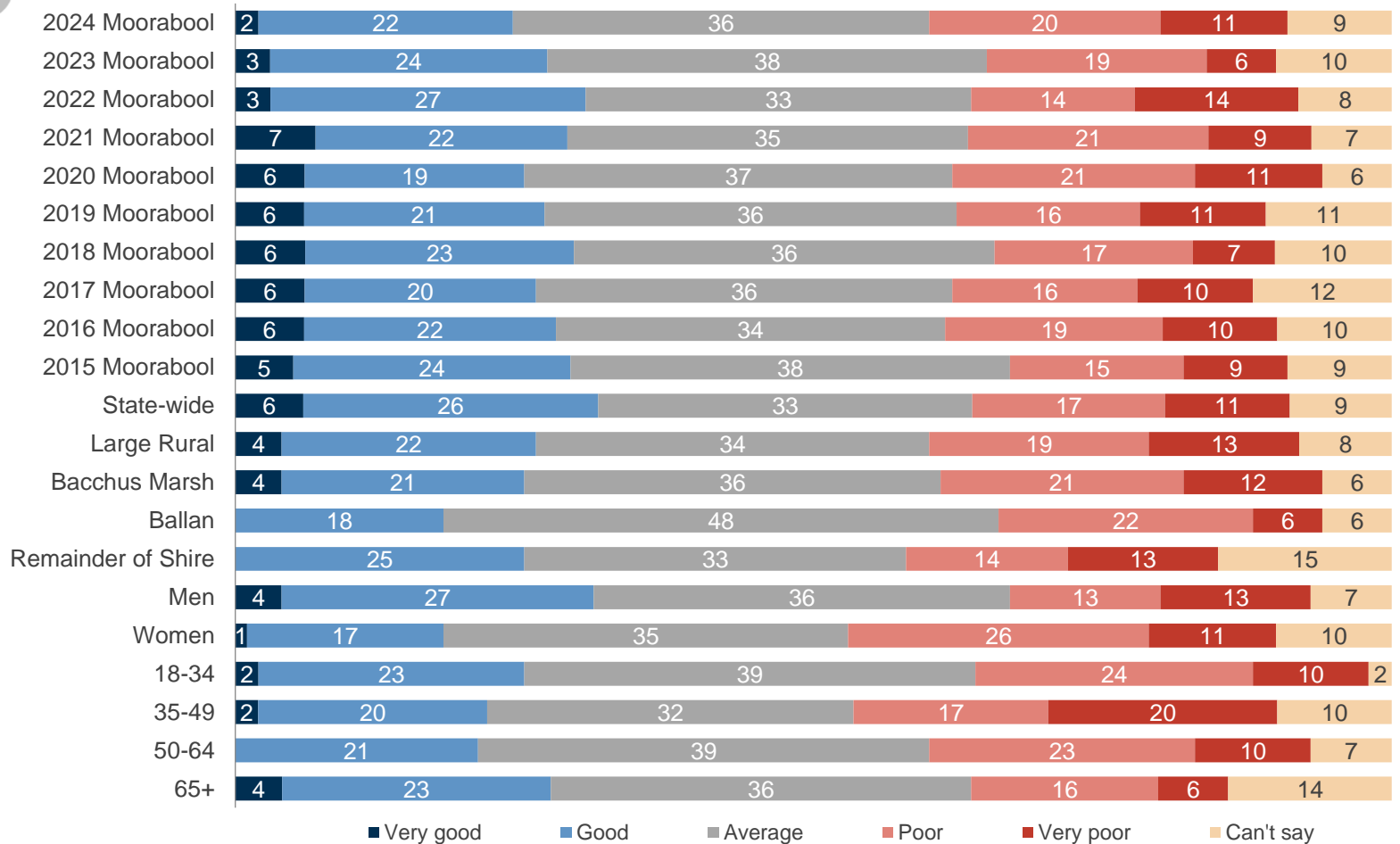
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	48	53	57	54	56	53	53	54	55
65+	41▲	41	44	48	49	52	48	45	55	42
Large Rural	38▲	40	45	50	47	47	45	43	44	45
Bacchus Marsh	34	38	44	49	45	51	48	47	52	49
Women	33	32	40	47	43	48	46	43	45	39
Moorabool	32	33	40	45	42	48	46	43	47	43
Men	31	34	40	43	40	47	45	43	48	48
Remainder of Shire	31	27	35	40	32	43	43	32	44	34
35-49	30	28	39	40	35	48	48	38	41	41
50-64	29	34	38	49	40	45	37	41	45	44
18-34	28	30	38	45	42	45	50	47	48	46
Ballan	25	22	29	34	29	35	41	40	33	43

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

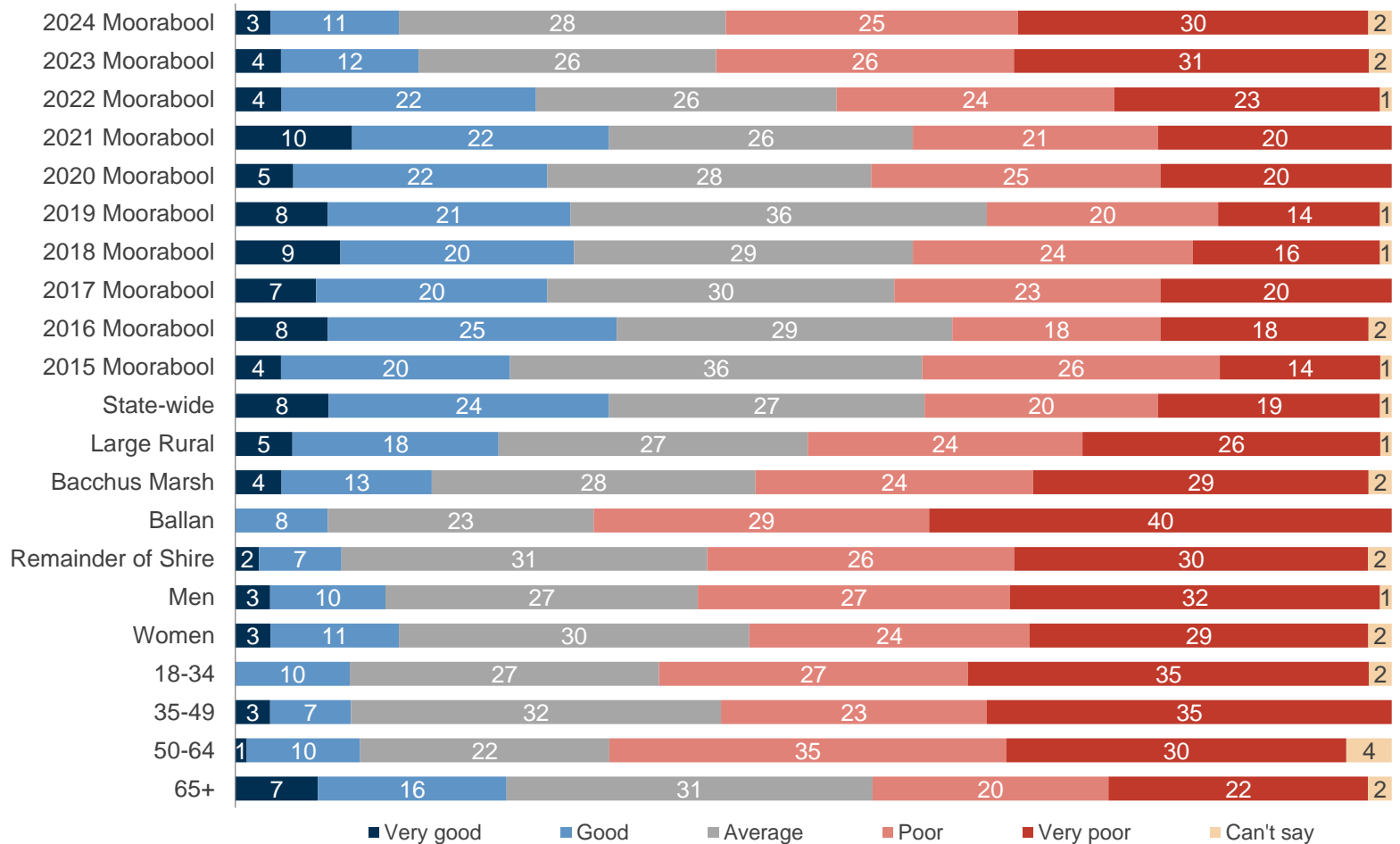
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

The condition of sealed local roads in your area performance



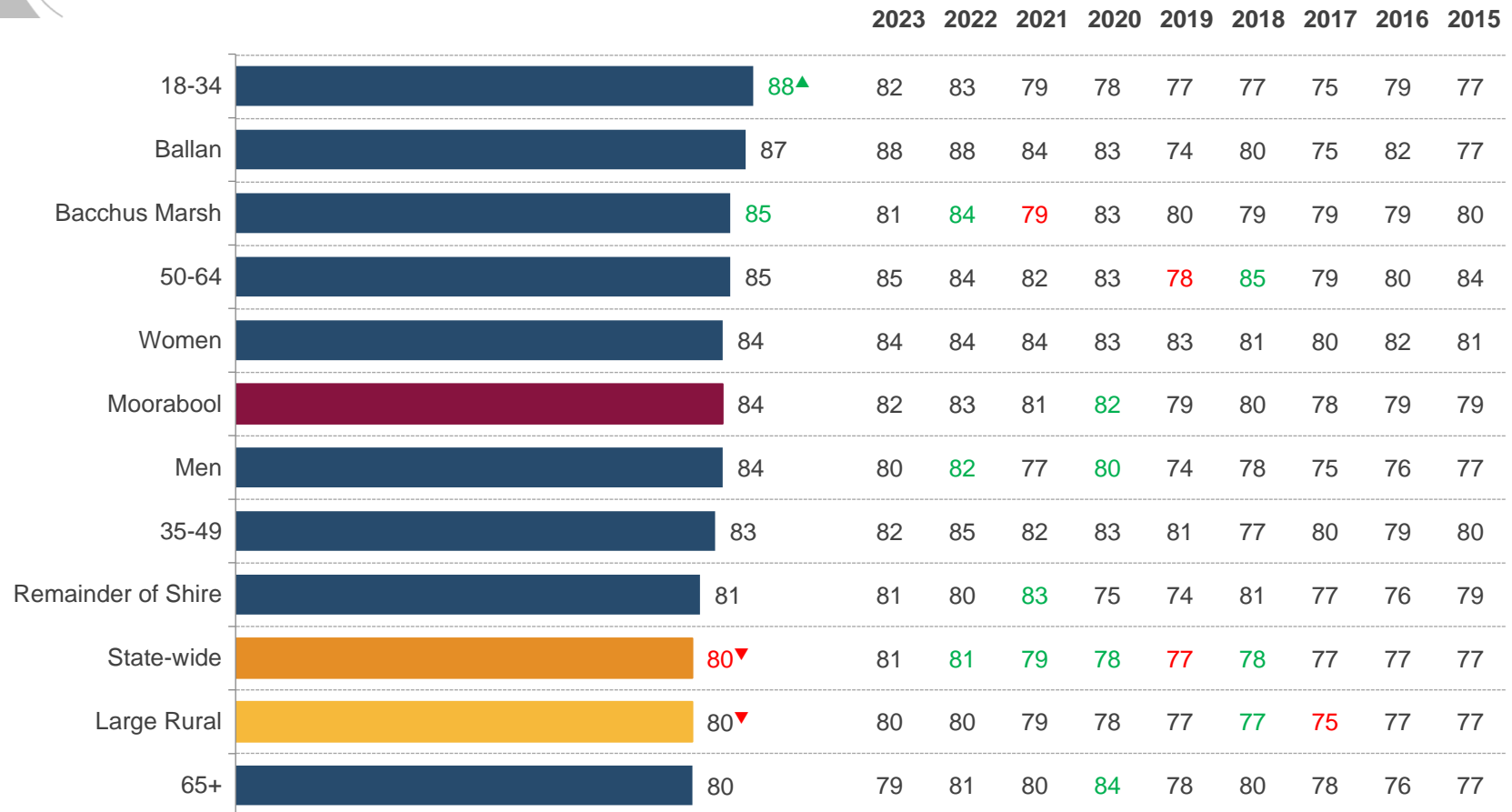
2024 sealed local roads performance (%)



The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (index scores)



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

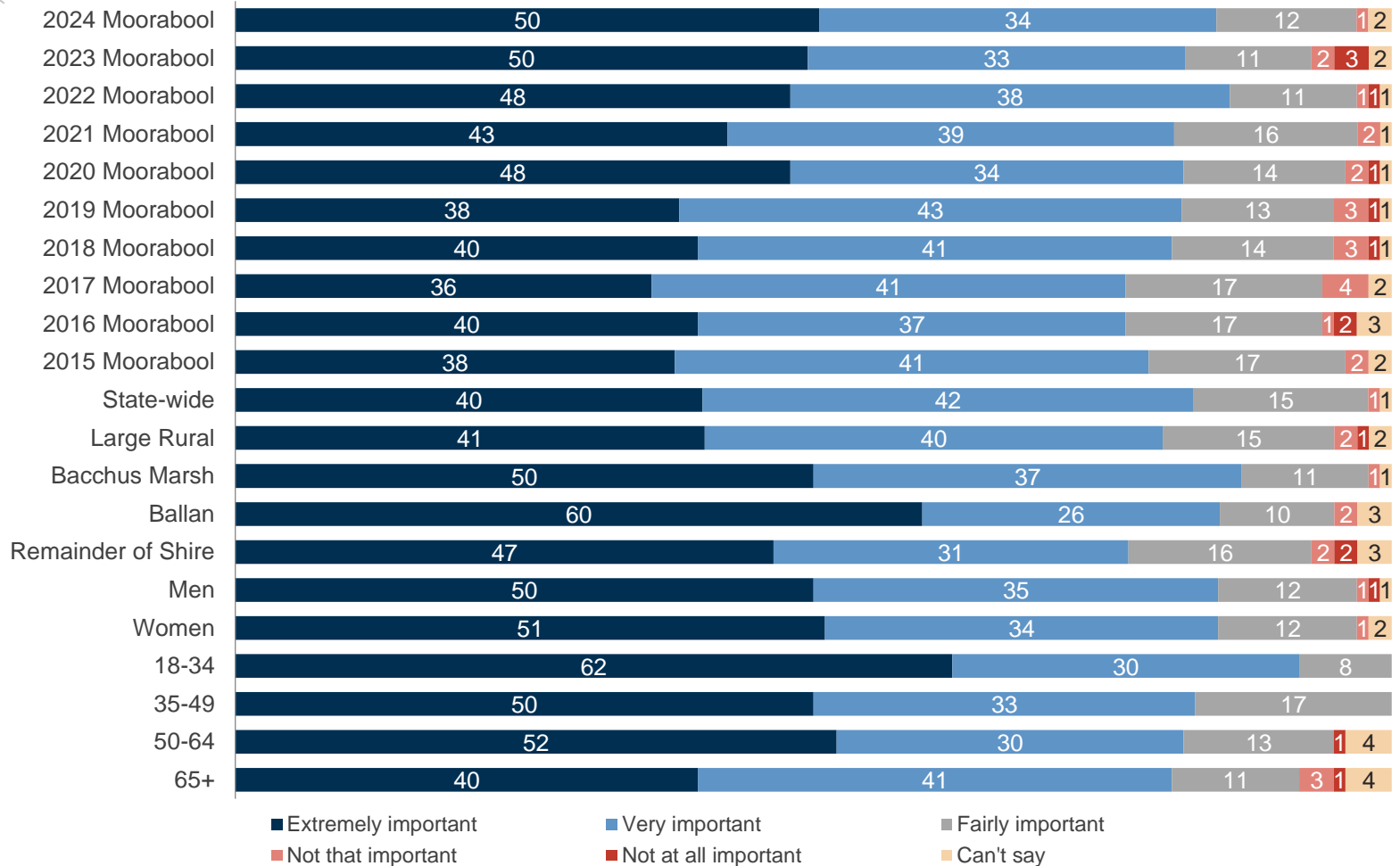
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	52▲	52	57	59	58	59	58	57	57	58
Large Rural	46▲	47	51	55	54	55	54	53	53	54
65+	45	44	43	48	52	57	49	47	53	46
Women	41	37	41	48	48	53	50	48	47	45
Remainder of Shire	41	32	37	43	42	45	43	44	38	40
18-34	40	37	42	46	48	56	55	56	51	57
Bacchus Marsh	40	41	45	51	47	55	52	50	54	53
Moorabool	39	37	41	48	46	53	49	48	47	49
Men	38	38	42	47	44	53	48	49	46	52
50-64	36	38	38	52	43	47	41	44	43	51
Ballan	36	31	34	40	47	48	46	47	38	53
35-49	35	31	41	46	41	49	50	46	40	43

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

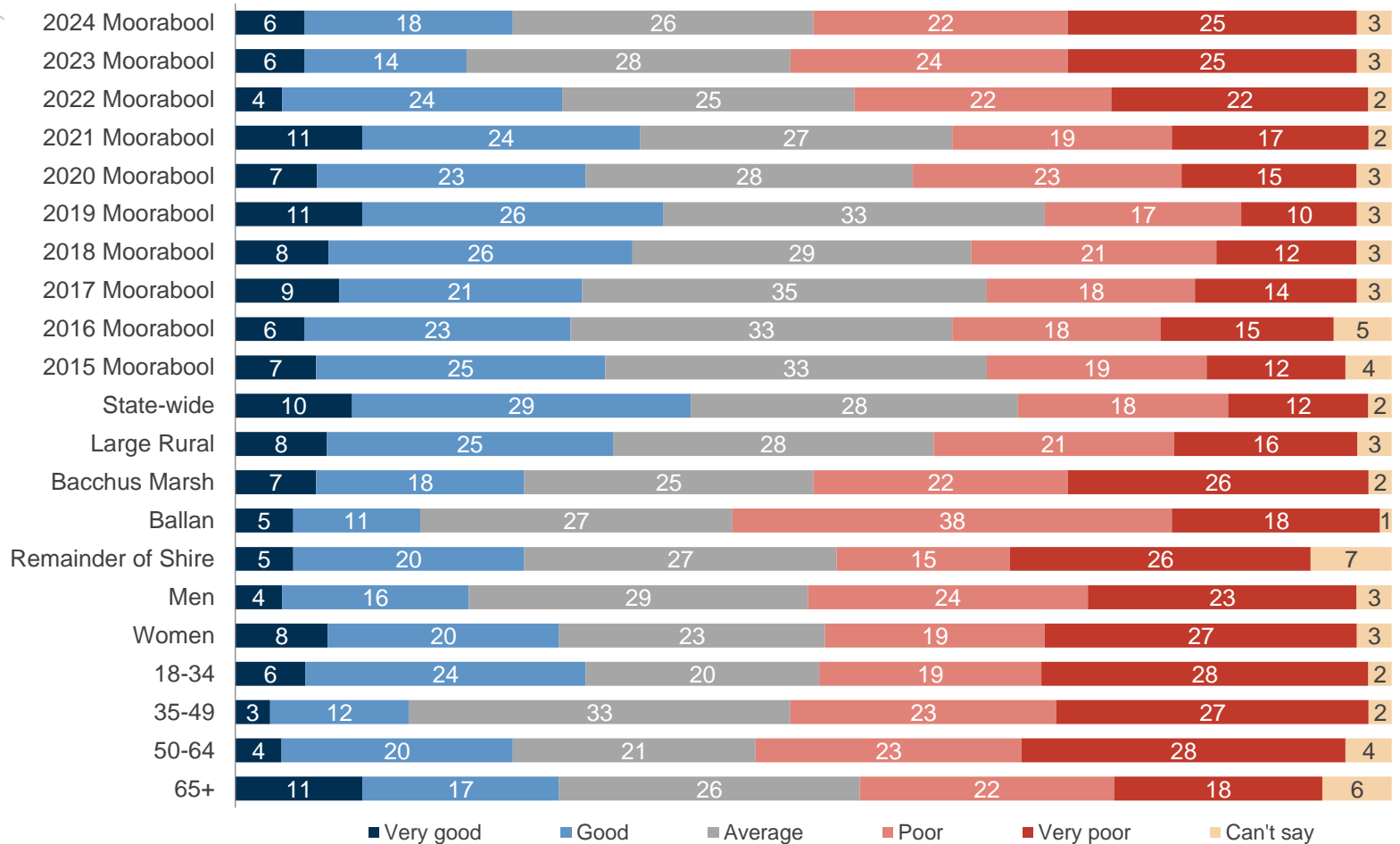
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)





Family support services importance



2024 family support importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82▲	79	78	80	81	81	79	81	79	77
18-34	82	76	76	73	74	71	72	78	74	73
Bacchus Marsh	80	76	76	76	75	73	73	74	76	73
35-49	80	76	76	76	75	76	74	72	77	71
Moorabool	78	75	75	74	75	73	73	74	75	71
State-wide	74▼	75	76	76	75	74	74	73	73	73
65+	74	75	73	74	78	73	75	73	76	67
Large Rural	74▼	74	75	75	74	73	72	72	72	72
Ballan	74	75	72	73	71	74	76	71	78	70
50-64	74	72	76	73	73	72	73	72	73	74
Remainder of Shire	73▼	72	75	69	76	72	72	74	72	69
Men	73▼	70	72	68	69	66	67	66	71	66

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

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

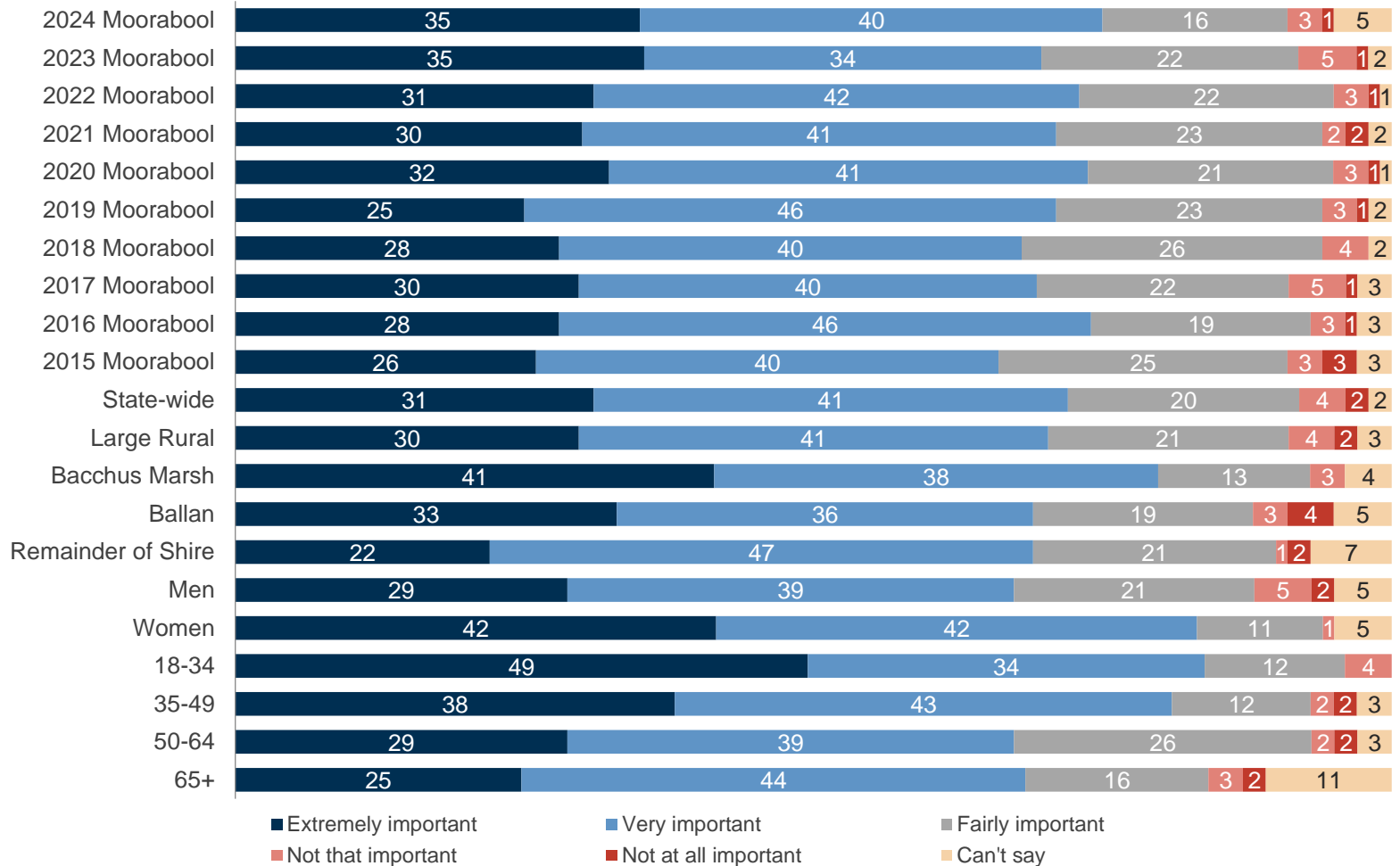
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2024 family support importance (%)





Family support services performance



2024 family support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	63▲	63	65	66	66	67	66	67	66	67
18-34	62	60	57	63	62	59	65	64	64	63
Large Rural	62	61	64	66	64	65	65	65	64	67
Bacchus Marsh	61	60	58	65	62	62	61	62	63	64
Men	60	57	58	63	59	61	62	61	64	64
35-49	60	59	59	63	60	64	62	58	63	65
65+	60	55	62	65	67	66	64	65	62	61
Moorabool	60	58	58	64	62	61	62	62	62	64
Women	59	58	59	64	64	61	63	63	61	63
Ballan	57	54	58	59	61	55	65	65	62	59
Remainder of Shire	55	54	58	62	61	62	63	59	61	64
50-64	54▼	56	55	63	59	55	58	62	60	64

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

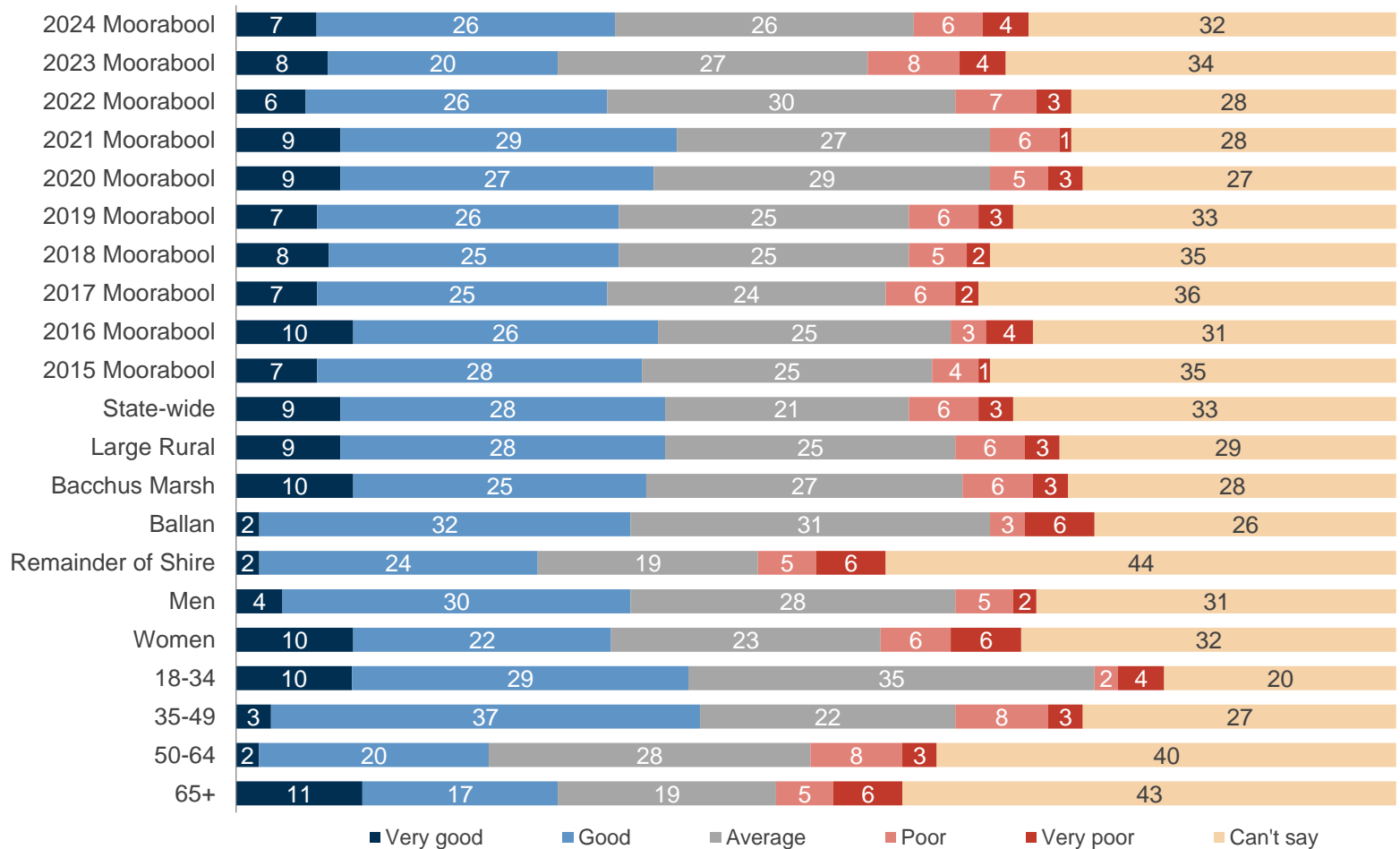
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)





Recreational facilities importance



2024 recreational facilities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	80	80	76	74	78	79	74	74	76	75
Ballan	78	72	73	72	74	72	72	70	72	67
Bacchus Marsh	78	78	75	73	76	73	75	75	76	74
Women	77	78	75	75	78	76	77	77	74	74
50-64	77	76	72	73	73	72	76	74	73	73
Moorabool	76	76	74	73	75	72	74	73	73	72
18-34	75	74	74	73	73	68	70	74	70	74
Men	74	73	74	71	72	68	70	68	71	70
State-wide	73▼	73	74	74	72	72	73	72	73	72
Large Rural	73▼	73	74	73	72	72	74	72	72	72
65+	72	72	75	72	76	68	75	68	70	65
Remainder of Shire	71▼	72	72	73	73	63	71	66	66	70

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

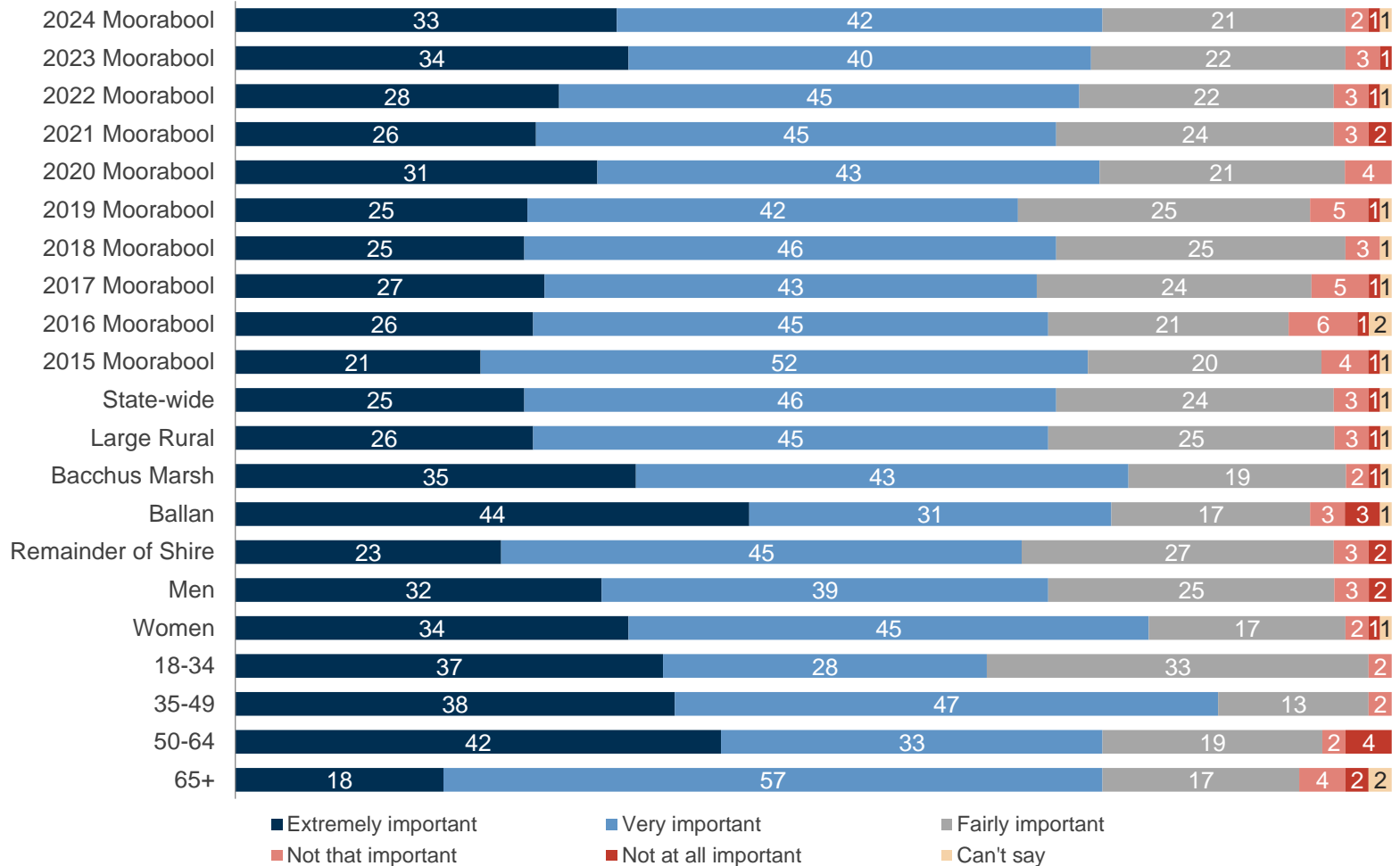
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	68	69	71	70	70	69	70	69	70
Large Rural	64▲	65	66	68	67	68	66	66	65	66
65+	62	62	60	62	67	64	56	61	60	61
Men	62	59	56	56	60	56	56	60	56	63
18-34	61	58	53	56	55	49	57	56	60	65
50-64	60	60	52	57	60	54	56	55	55	64
Remainder of Shire	60	58	56	58	59	58	63	59	57	62
Moorabool	58	59	55	57	58	54	55	55	56	60
Bacchus Marsh	58	59	54	57	57	54	51	54	57	60
Ballan	56	62	62	52	63	53	58	58	53	59
Women	55	59	55	58	55	52	54	51	56	57
35-49	51▼	57	55	53	51	51	52	52	52	53

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

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

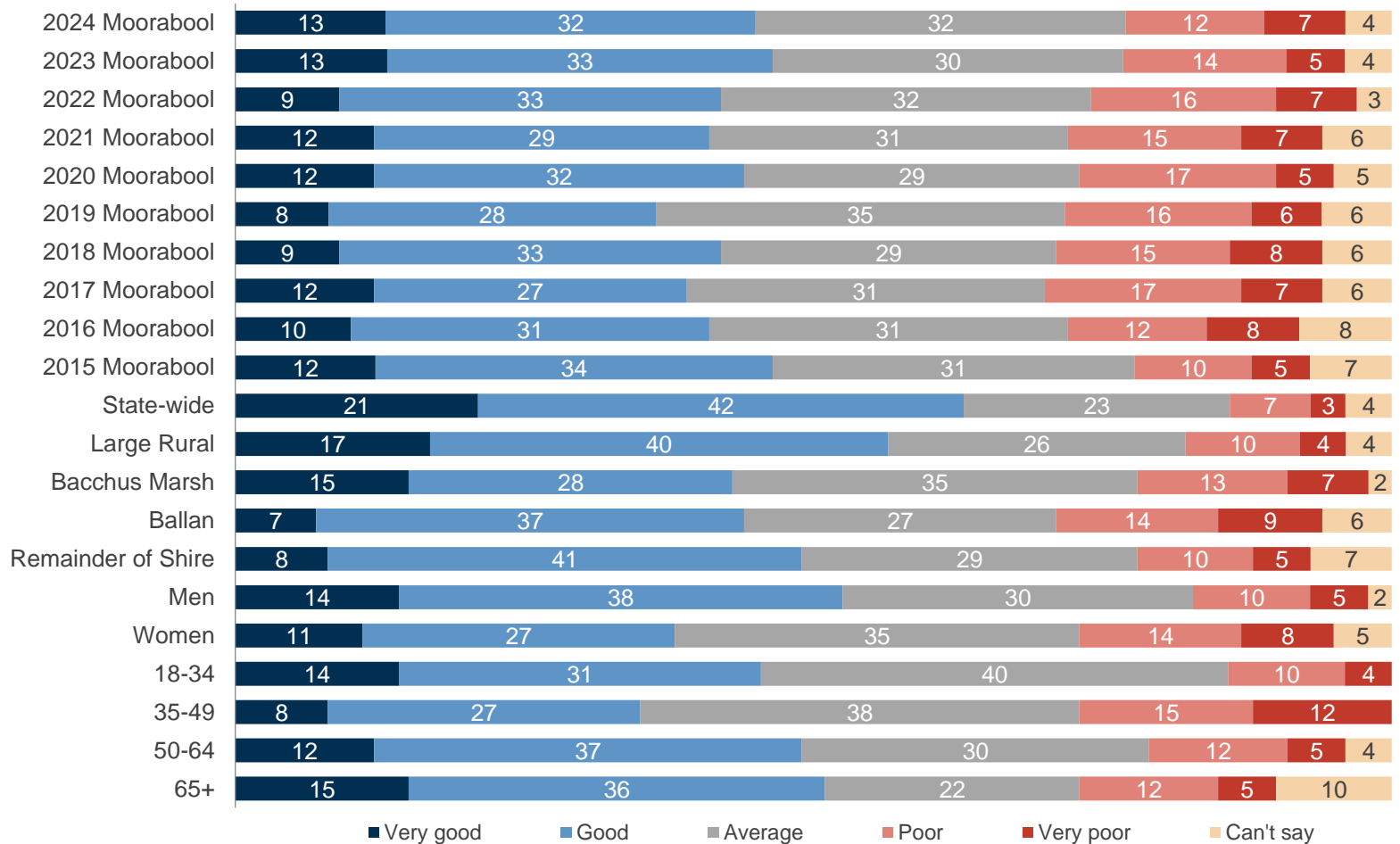
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas importance



2024 public areas importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	79	76	75	76	75	75	76	76	75	73
Bacchus Marsh	78	76	78	75	75	76	74	77	76	74
35-49	77	78	77	75	77	74	74	76	74	75
18-34	76	73	76	74	70	71	70	75	76	71
Men	76	75	76	74	75	69	70	72	73	70
Moorabool	76	75	76	74	75	73	73	75	75	72
Women	75	74	77	74	75	77	76	78	77	73
State-wide	74	74	75	75	74	73	74	74	74	73
Large Rural	74	73	75	75	73	73	73	73	74	73
Ballan	73	77	76	75	80	68	75	75	76	72
65+	72	72	77	73	78	72	72	73	73	67
Remainder of Shire	72	70	72	72	73	64	69	72	73	68

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

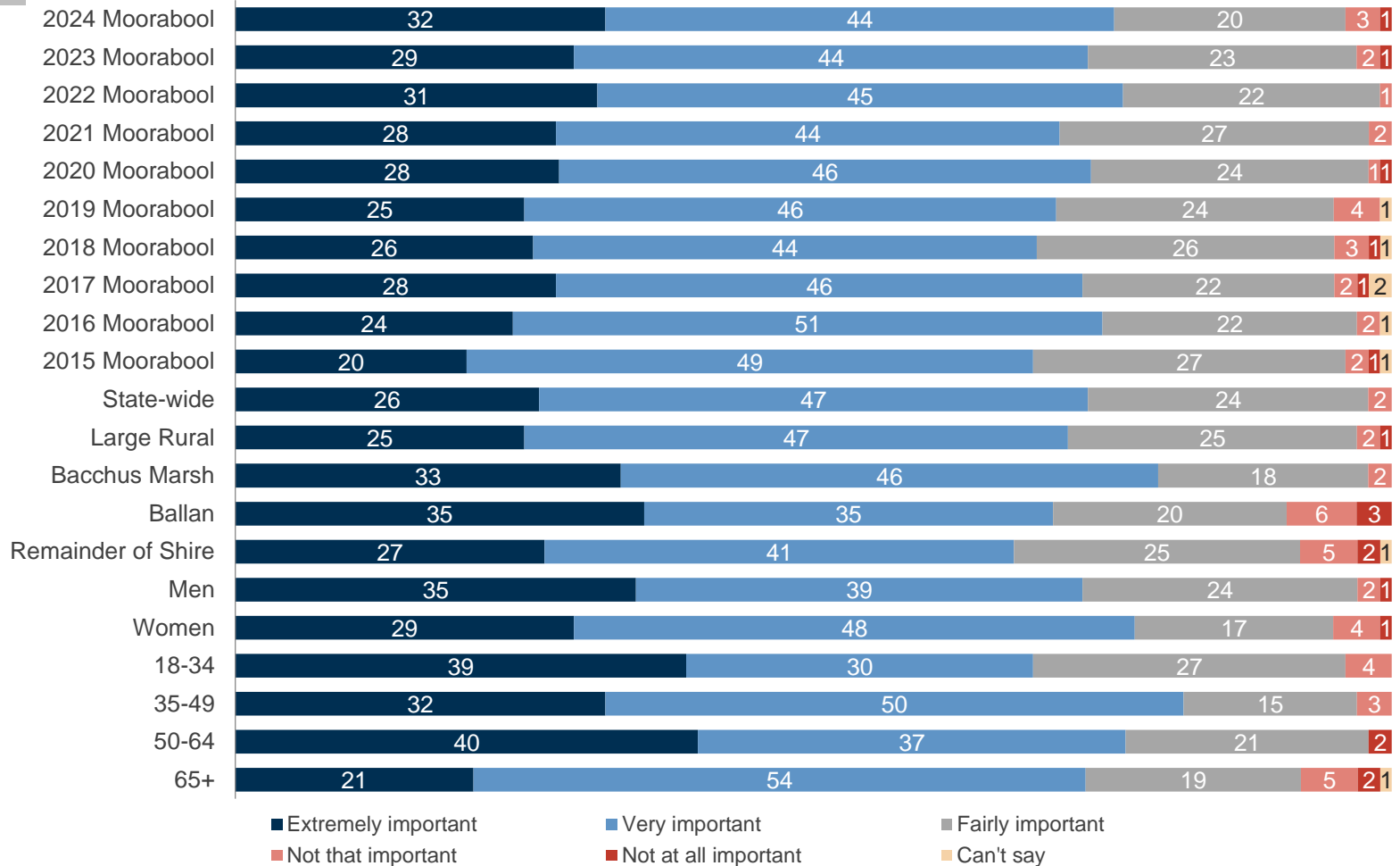
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	67	71	73	72	72	71	71	71	72
Large Rural	66▲	65	67	70	71	70	69	69	69	69
65+	63	61	61	68	65	65	61	64	66	63
Bacchus Marsh	63	61	60	65	64	64	62	64	65	64
Women	61	63	59	67	63	65	65	66	65	61
18-34	60	61	59	61	66	66	65	66	67	64
Moorabool	60	60	61	66	64	64	64	64	64	63
Remainder of Shire	59	59	61	66	63	62	67	66	65	62
Men	59	57	62	66	66	64	62	63	64	65
50-64	59	61	62	67	64	61	63	61	60	63
35-49	57	56	61	68	62	64	65	66	64	63
Ballan	48▼	58	63	73	69	67	64	63	62	59

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

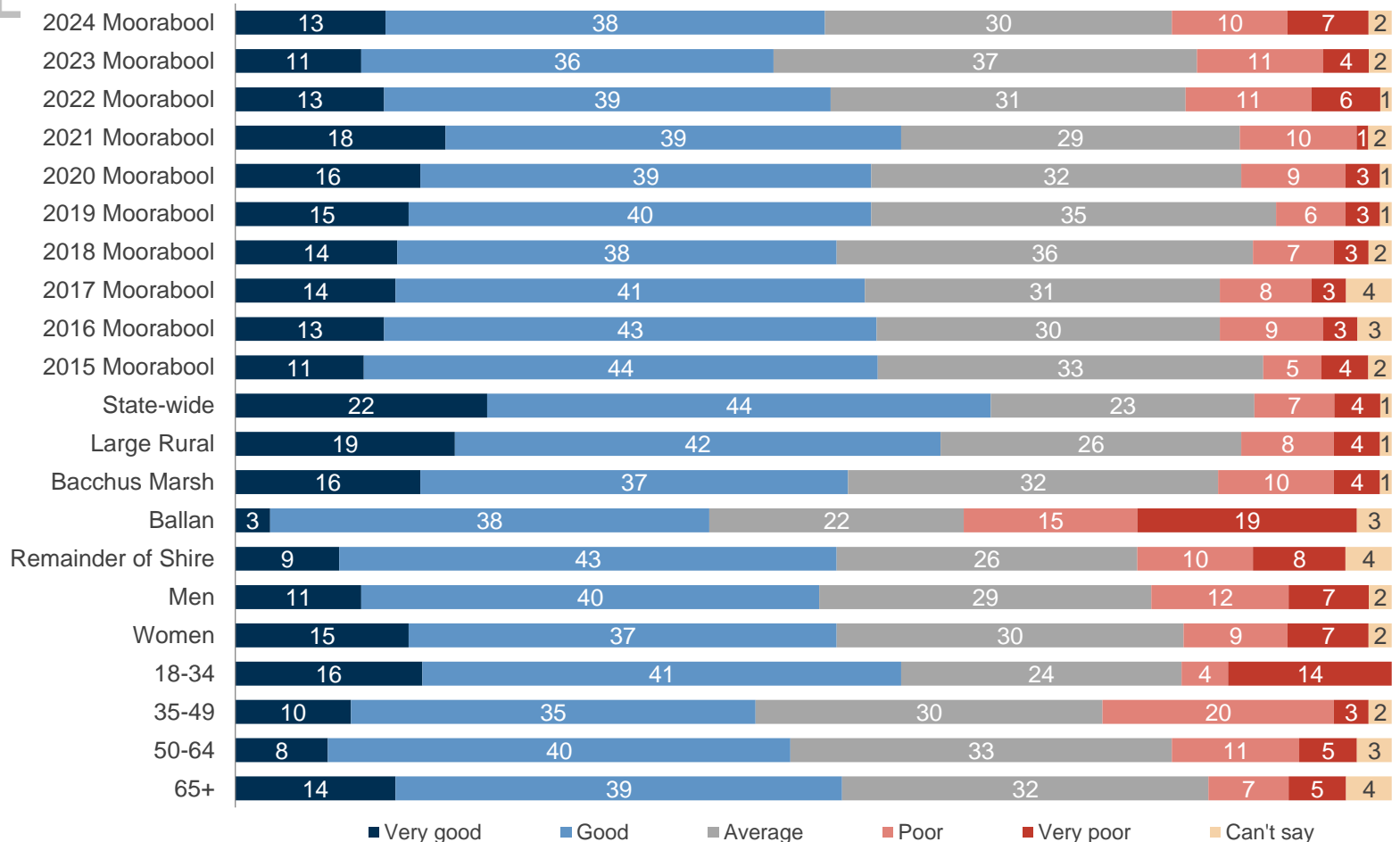
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Waste management importance



2024 waste management importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	84	84	82	85	87	84	86	82	79	80
Bacchus Marsh	83	84	85	82	85	80	83	82	79	79
50-64	82	86	85	85	87	79	86	83	80	83
35-49	82	84	84	82	85	83	82	80	77	83
Moorabool	81	83	83	83	84	80	82	80	78	79
65+	81	81	82	82	85	81	83	79	82	78
State-wide	81	81	82	82	82	81	81	79	80	79
18-34	81	82	83	82	81	76	79	79	75	71
Large Rural	80	80	81	81	81	80	81	78	79	78
Ballan	79	86	84	85	84	78	84	79	79	76
Men	79	82	84	80	82	76	79	78	77	78
Remainder of Shire	78	81	81	84	81	79	80	77	76	79

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

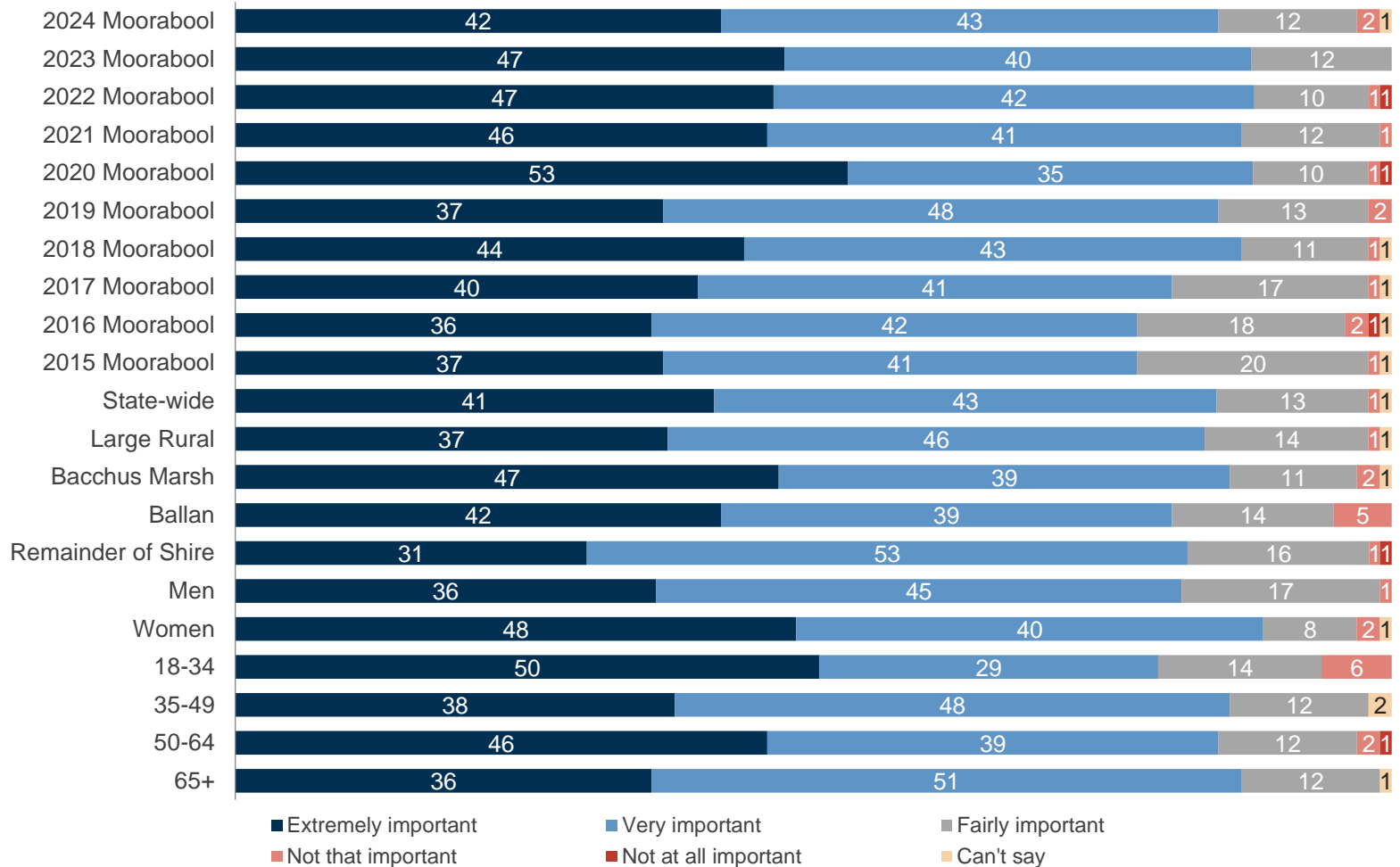
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)





Waste management performance



2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	69▲	68	64	69	69	68	70	69	70	68
State-wide	67▲	66	68	69	65	68	70	71	70	72
Large Rural	65▲	65	65	66	62	64	67	68	66	68
Men	64	65	63	66	58	67	66	64	68	68
Bacchus Marsh	63	64	59	66	57	66	68	65	67	66
Remainder of Shire	63	67	65	62	54	62	69	66	68	68
Moorabool	62	64	61	65	57	64	68	65	67	67
35-49	62	62	57	65	55	66	65	66	66	65
18-34	60	67	62	61	49	63	66	61	64	67
Women	60	64	59	64	56	62	69	67	65	66
Ballan	54	61	57	65	64	59	62	66	62	66
50-64	52▼	59	61	65	57	59	70	65	66	67

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

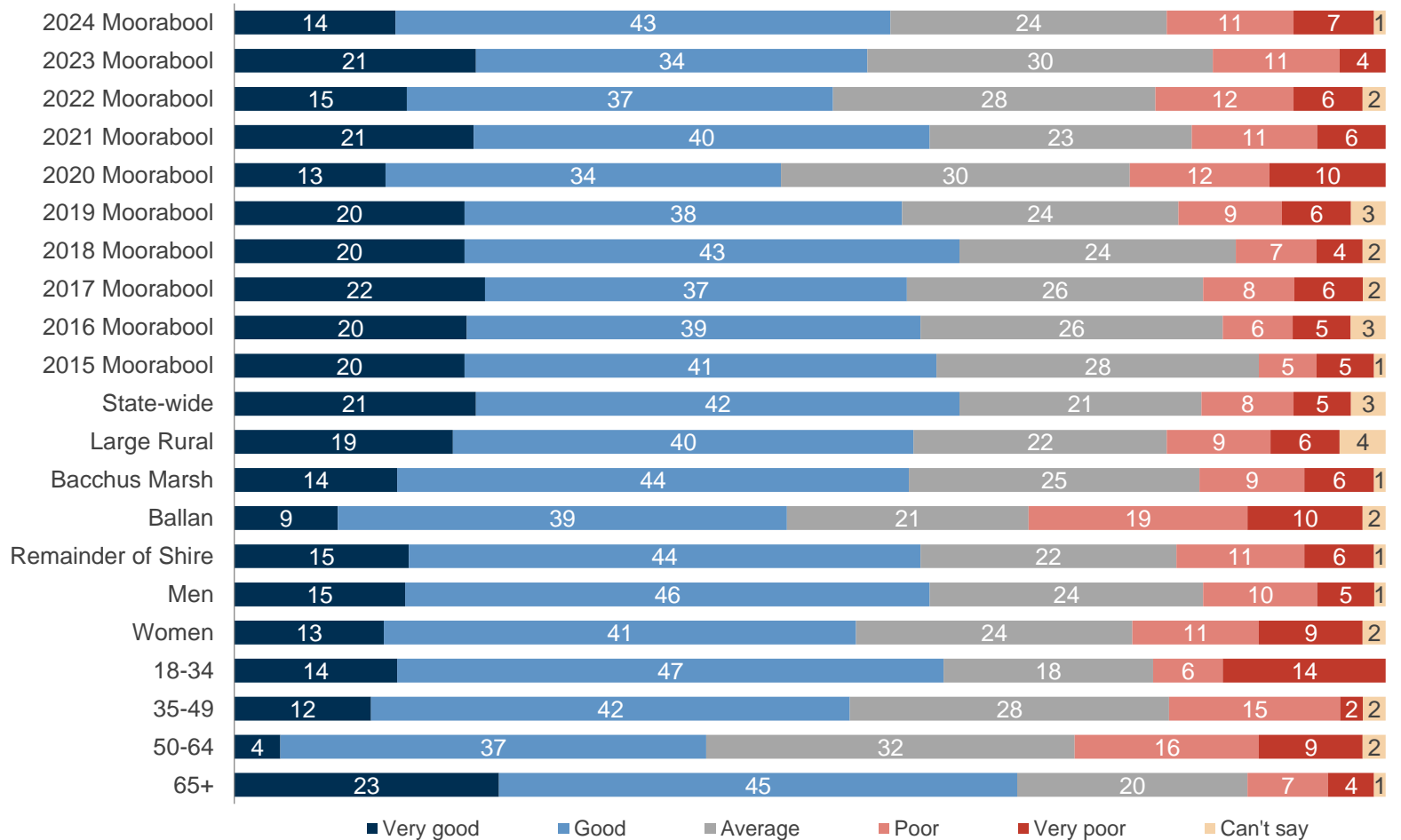
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Large Rural	69▲	68	70	71	68	64	65	67	69	70
State-wide	67▲	67	69	70	67	65	66	67	67	67
Bacchus Marsh	66	66	70	65	66	64	66	70	71	69
Ballan	66	66	66	68	68	63	66	66	58	67
Women	65	67	67	69	67	67	67	71	69	67
50-64	64	67	67	69	67	66	63	68	65	67
35-49	63	66	69	65	67	66	69	68	70	69
Moorabool	63	65	68	65	66	64	65	67	67	67
65+	63	64	67	67	67	63	66	61	65	62
18-34	63	63	69	60	62	61	61	71	65	70
Men	61	62	70	61	64	60	62	64	64	67
Remainder of Shire	55▼	63	66	64	61	63	61	62	62	64

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

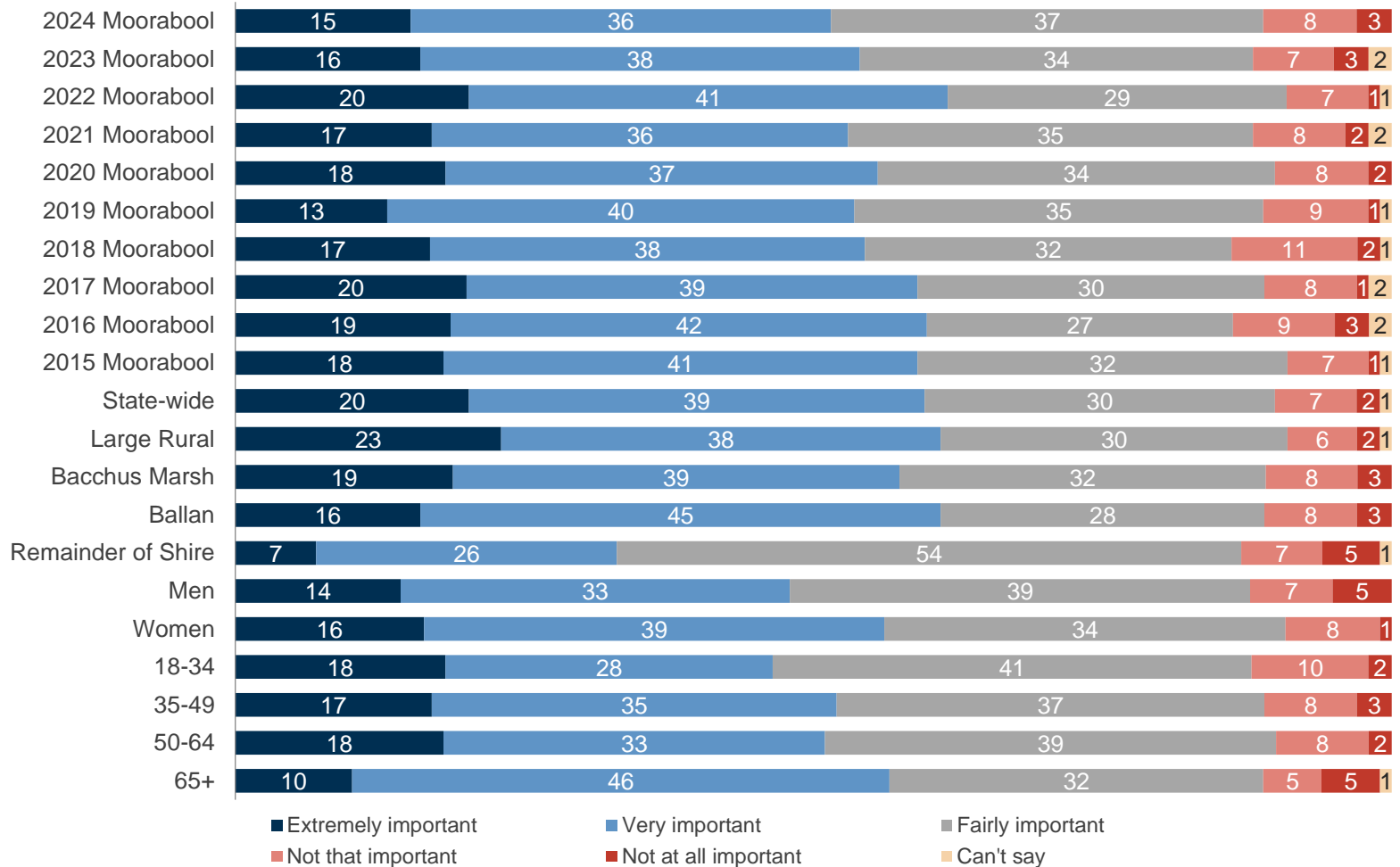
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	57▲	59	60	61	59	61	60	61	60	61
Large Rural	55▲	56	58	59	61	62	61	60	59	59
65+	53	51	51	58	59	63	58	58	59	53
35-49	52	53	54	55	56	59	59	55	54	53
Men	52	53	53	57	56	58	61	52	57	52
Bacchus Marsh	52	53	52	57	59	60	58	57	61	58
Moorabool	52	53	53	57	58	60	60	54	57	55
Women	51	52	53	57	59	61	59	57	58	58
Remainder of Shire	51	52	54	56	54	57	63	49	53	49
50-64	51	53	54	55	56	54	54	54	54	54
Ballan	51	53	57	56	57	59	61	54	52	54
18-34	51	55	53	59	59	61	67	52	63	60

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

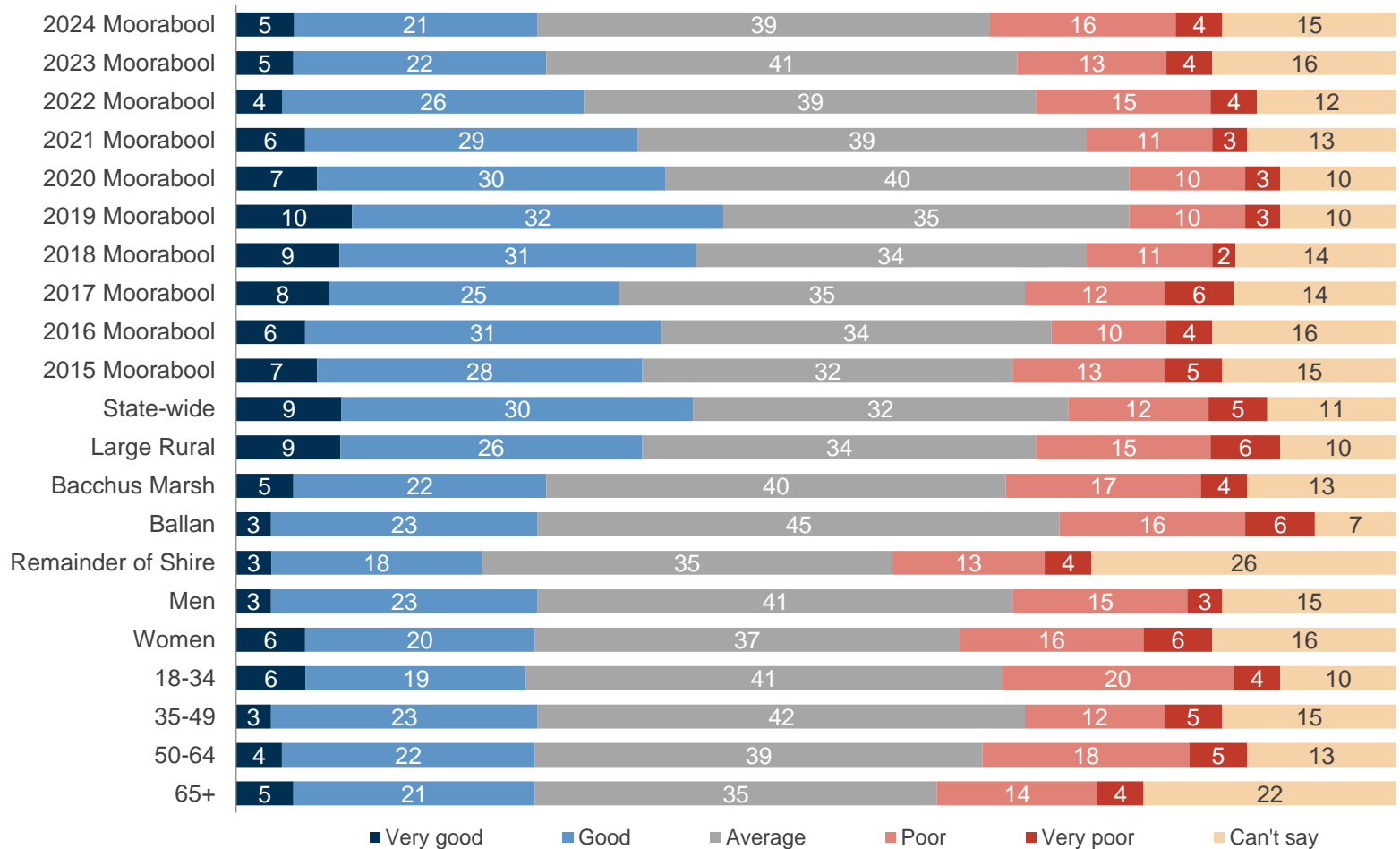
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)





Environmental sustainability importance



2024 environmental sustainability importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	74▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	73	74	74	74	73	72	73	73
Remainder of Shire	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	67	68	71	72	73	74	73	72	73	72
35-49	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	59▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

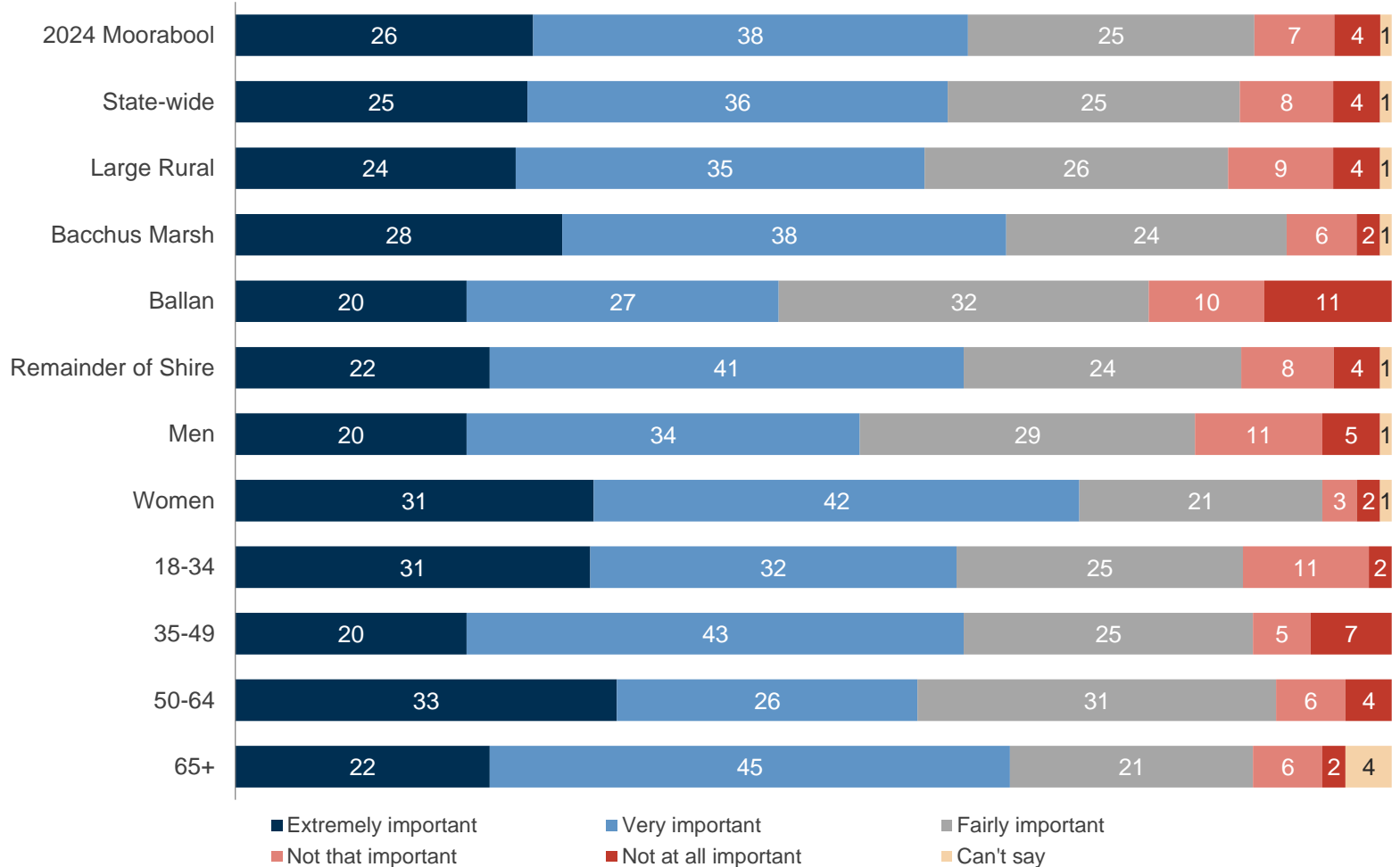
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)





Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Ballan	92▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	84	83	83	81	80	80	80	79	79	78
Large Rural	84	83	82	80	79	79	78	77	78	76
Men	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

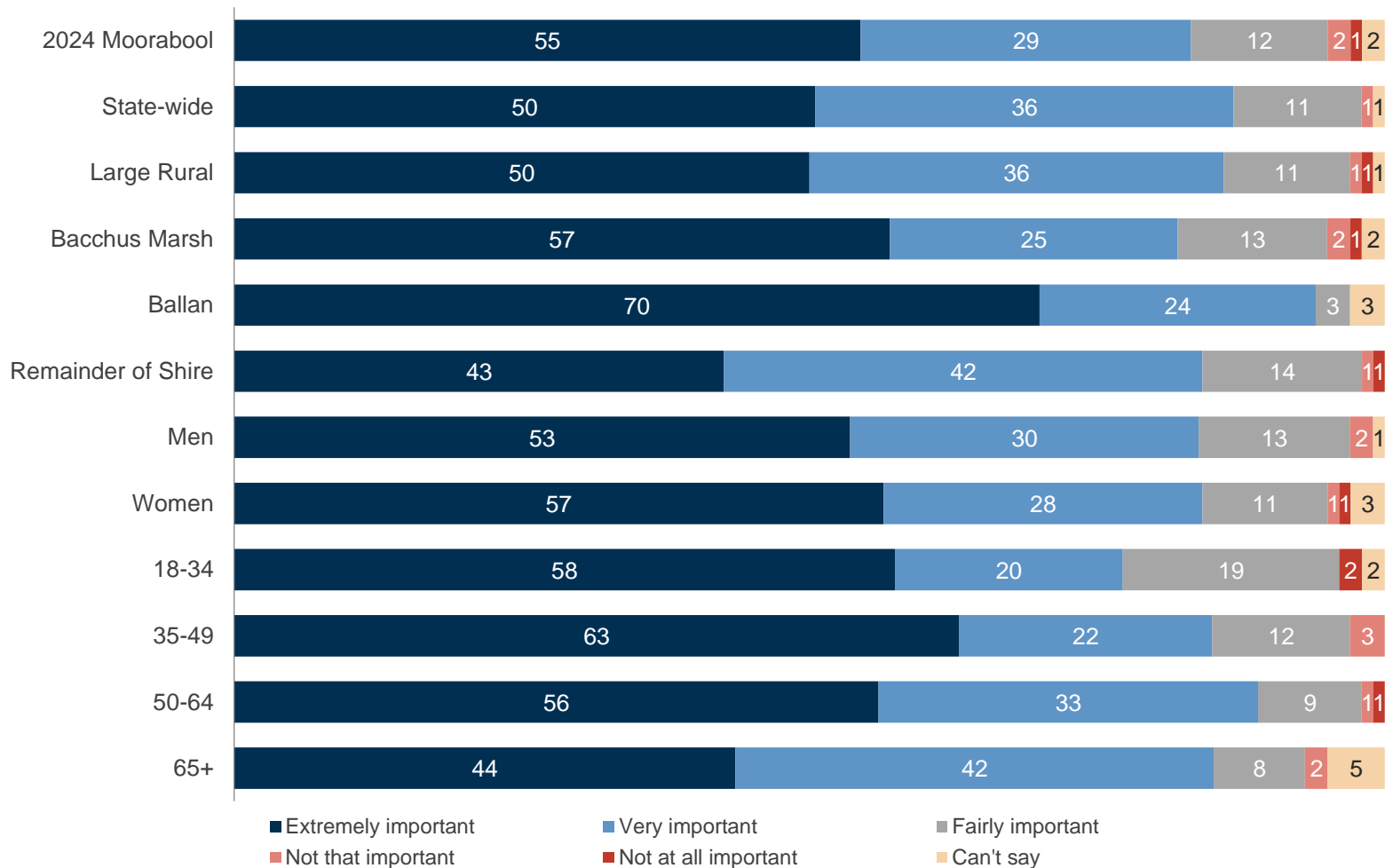
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (%)





Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	36▲	37	41	45	44	44	43	44	43	45
65+	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	34▲	35	39	44	42	41	41	42	43	44
Bacchus Marsh	32	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	30	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	29	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	29	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	27	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	21▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 11

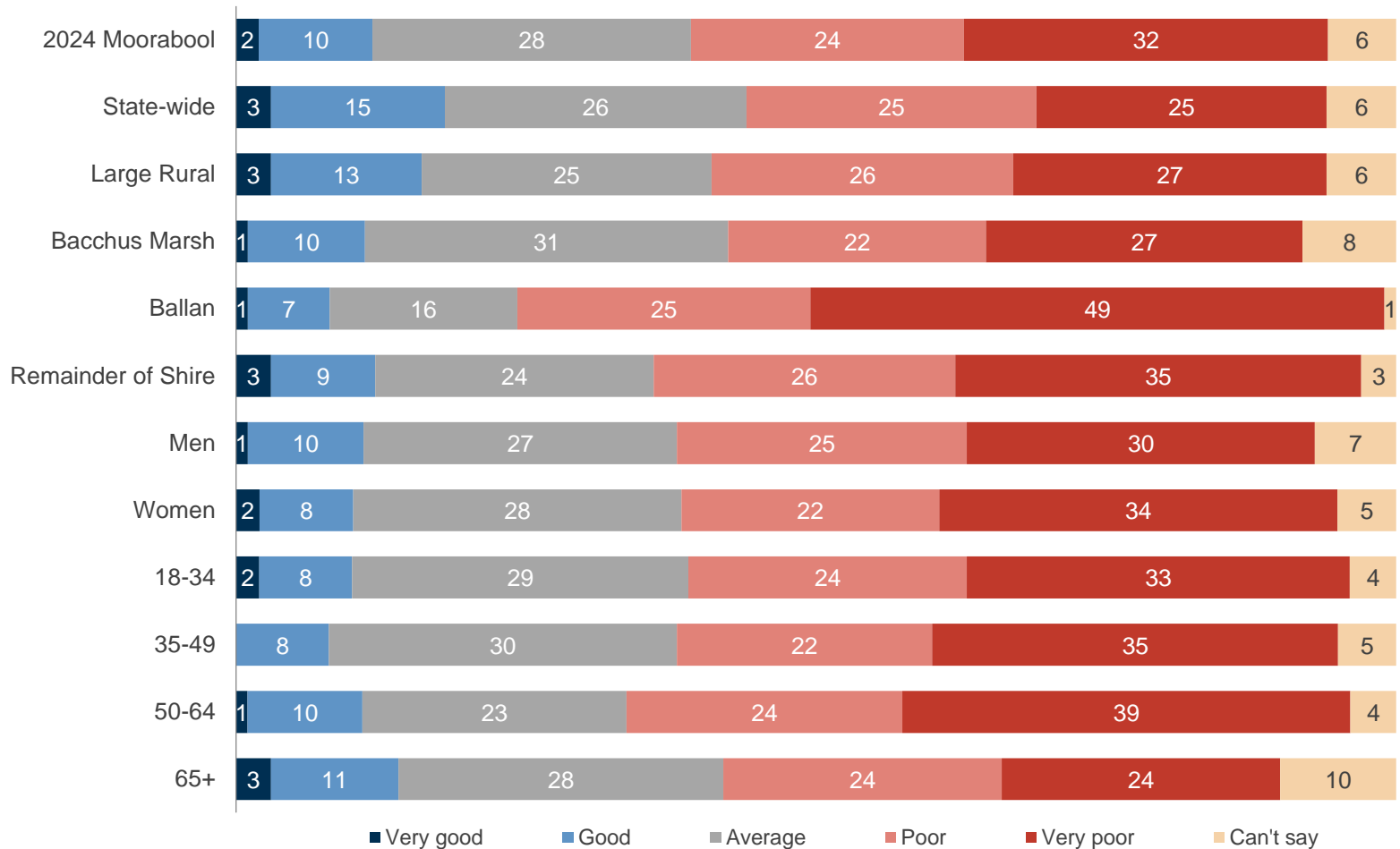
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)





Business and community development importance



2024 business/community development importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Bacchus Marsh	71	70	71	69	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	67	71	66	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	70	72	70	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	72	67	71	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	69	66	68	69	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	69	67	68	68	68	70	69	70	71	72
State-wide	69	68	70	70	69	69	69	70	70	69
Moorabool	69	68	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	66	69	64	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	68	71	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	68	71	67	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	62▼	66	69	63	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: 8 Councils asked group: 4

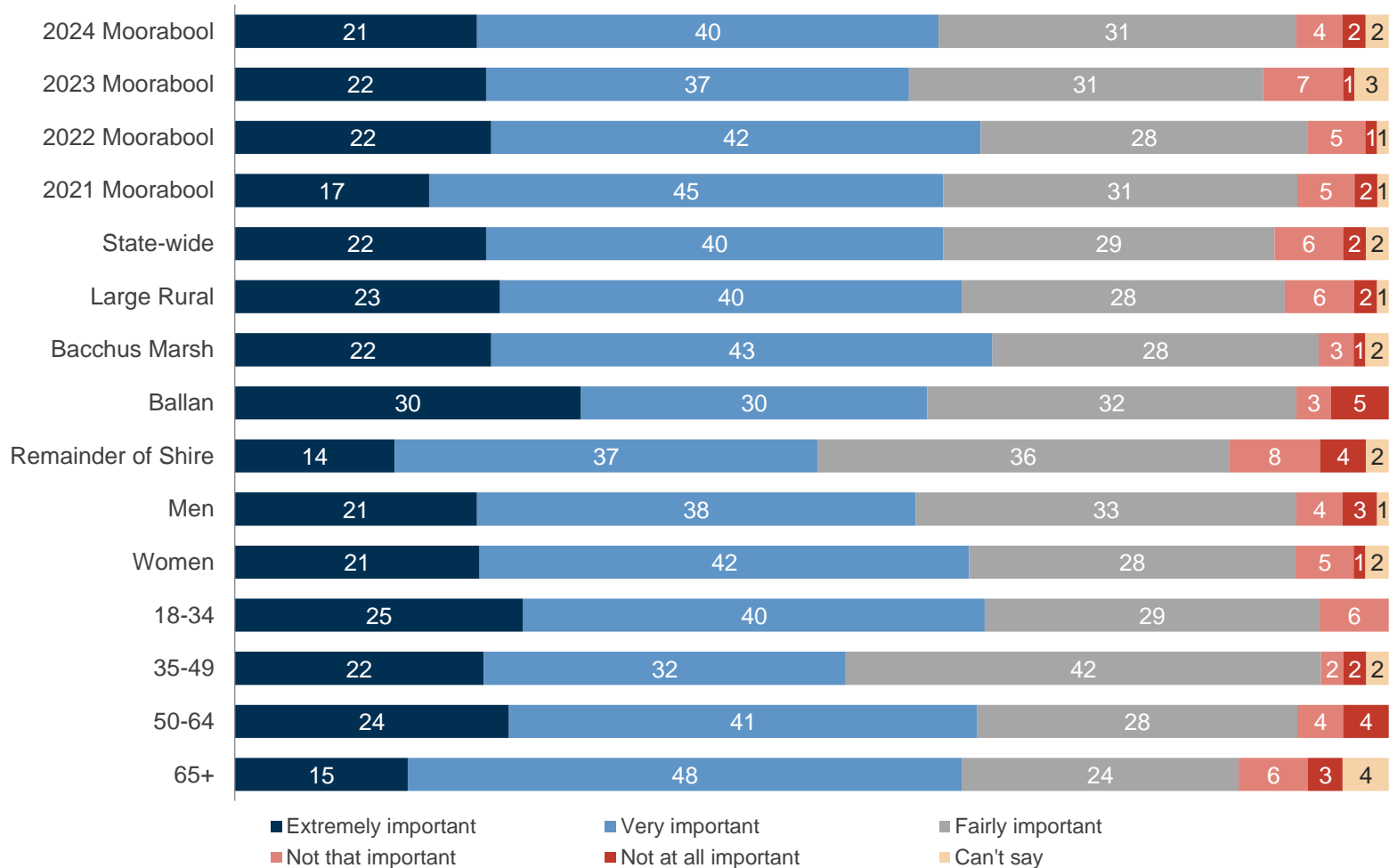
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2024 business/community development importance (%)





Tourism development importance



2024 tourism development importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	59▲	60	62	63	62	59	61	62	63	65
Women	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bacchus Marsh	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	57	58	60	62	62	60	62	63	67	67
65+	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moorabool	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ballan	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Remainder of Shire	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3

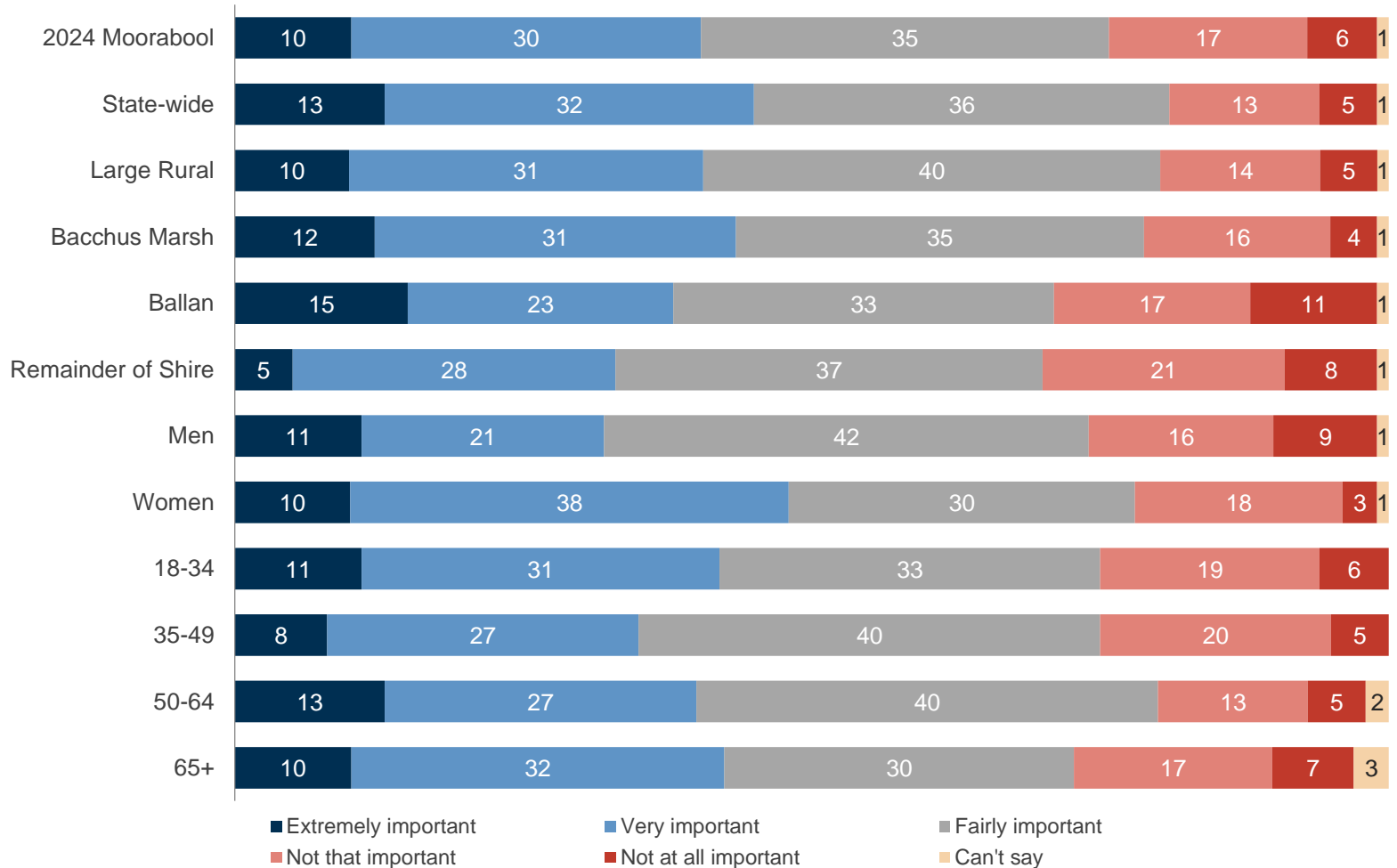
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2024 tourism development importance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or festival, with some individuals wearing red and white clothing.

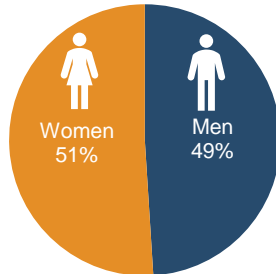
Detailed demographics



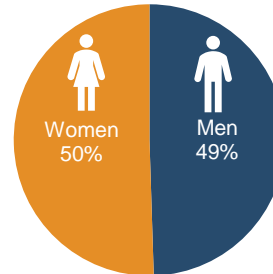
Gender and age profile

2024 gender

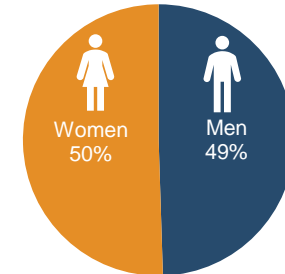
Moorabool



Large Rural

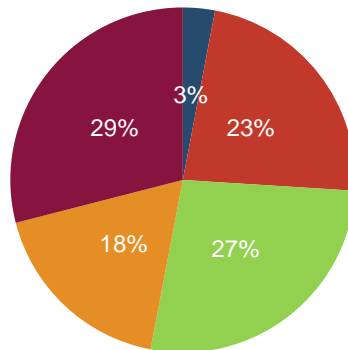


State-wide

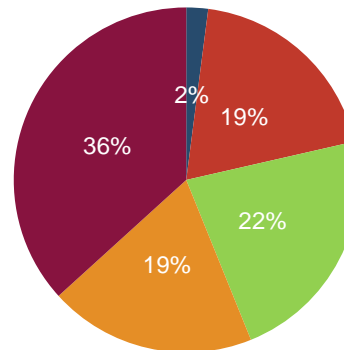


2024 age

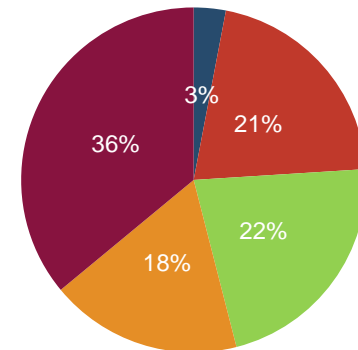
Moorabool



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

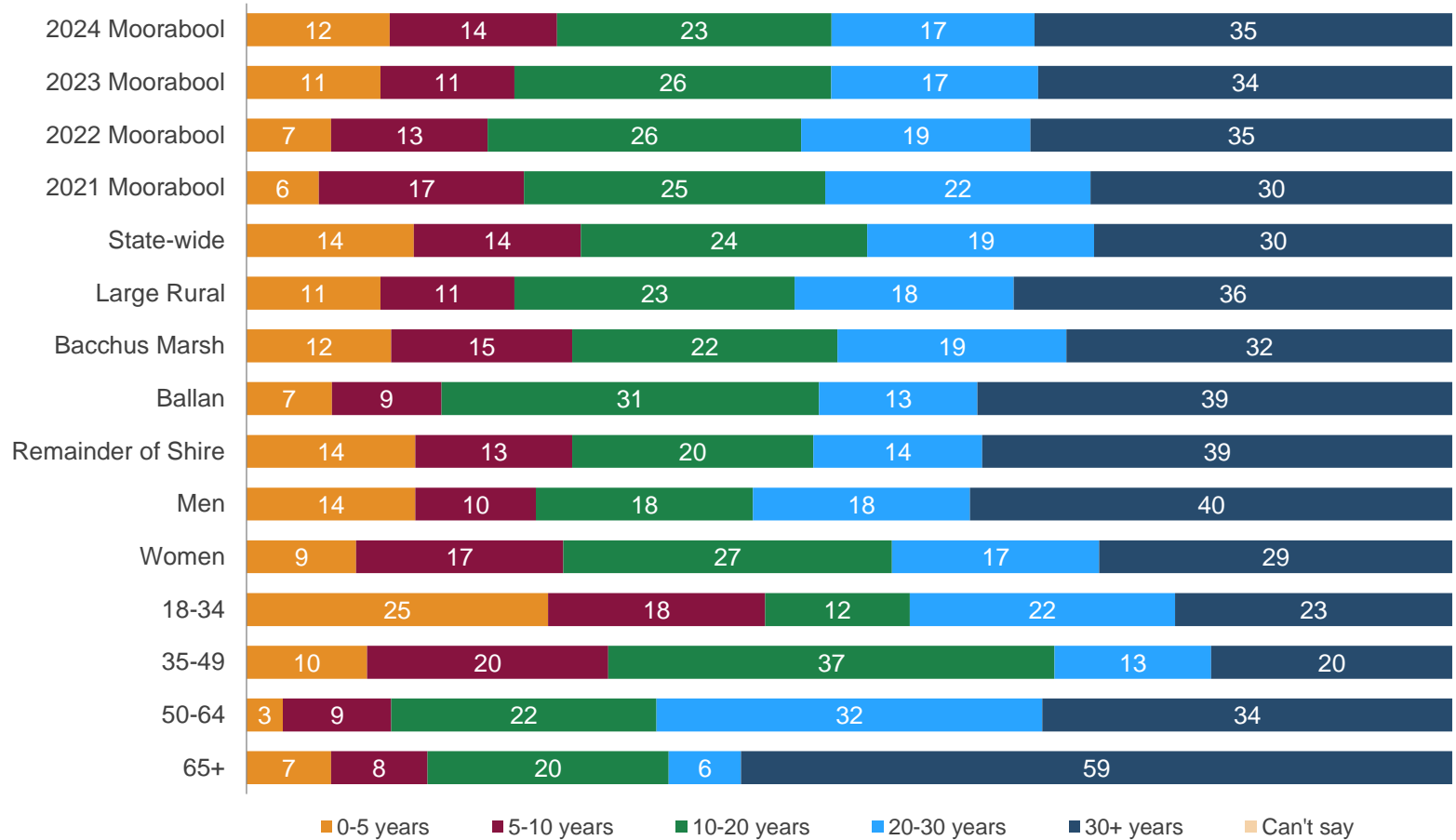
<1% of respondents in each of Moorabool Shire Council, Large Rural and State-wide did not describe their gender as male or female.


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

2024 years lived in area (%)





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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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 29,300 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	206	195	+/-6.8
Women	190	203	+/-7.1
Bacchus Marsh	245	255	+/-6.2
Ballan	46	43	+/-14.6
Remainder of Shire	109	102	+/-9.4
18-34 years	49	104	+/-14.1
35-49 years	60	106	+/-12.7
50-64 years	112	73	+/-9.3
65+ years	179	116	+/-7.3



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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, Colac Otway, Corangamite, East Gippsland, 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 2024 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 cannot be made within the reported charts.



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 2024 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 2024 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 2024 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: 2024 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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Local Government Community Satisfaction Survey

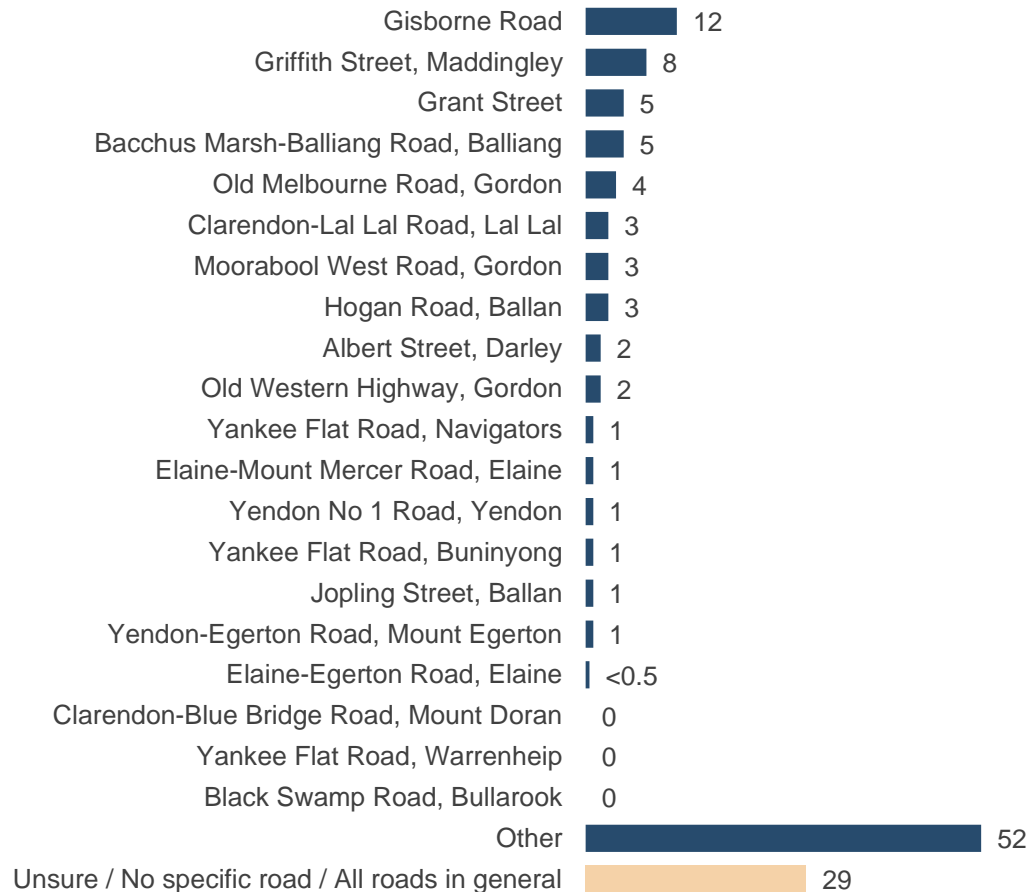
Moorabool Shire Council 2024 Tailored Questions

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



Sealed local roads

2024 sealed local roads (%)
(Multiple response allowed)
 (among those who gave a 'poor' or 'very poor' rating)



MOO1. You earlier rated the performance of sealed local roads as [INSERT RESPONSE FROM Q2(Y): poor/ very poor], can you specify which particular road or roads are of concern?

Base: Respondents that rate sealed local roads as poor or very poor (n=213).

To further investigate the 52% 'Other' responses, please refer to verbatim responses in additional data file.

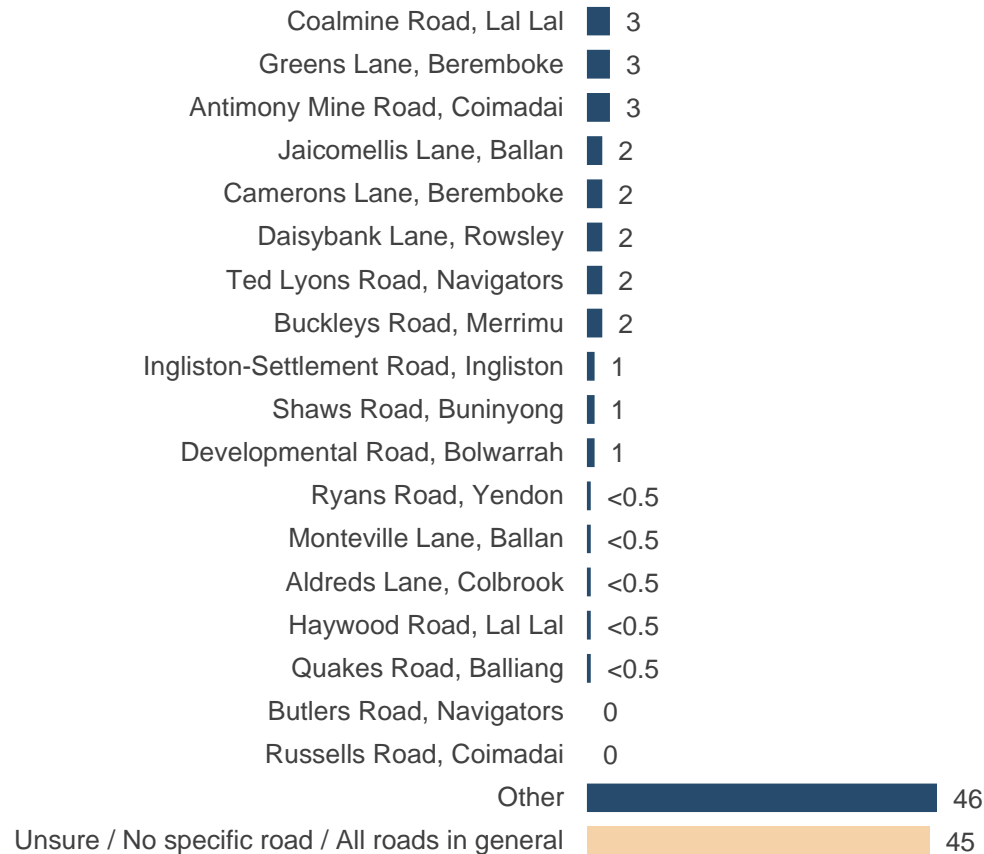


Unsealed local roads

2024 unsealed local roads (%)

(Multiple response allowed)

(among those who gave a 'poor' or 'very poor' rating)



MOO2. Now thinking about unsealed roads. You earlier rated the performance of unsealed roads in your area as [INSERT RESPONSE FROM

Q2(W): poor/ very poor), can you specify which particular road or roads are of concern?

Base: Respondents that rate unsealed local roads as poor or very poor (n=216).

To further investigate the 46% 'Other' responses, please refer to verbatim responses in additional data file.

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