



# **2023 Local Government Community Satisfaction Survey**

## **Pyrenees Shire Council**

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



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 24 years

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

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

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

# **Key findings and recommendations**



# Pyrenees Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Pyrenees 55



Small Rural 55



State-wide 56

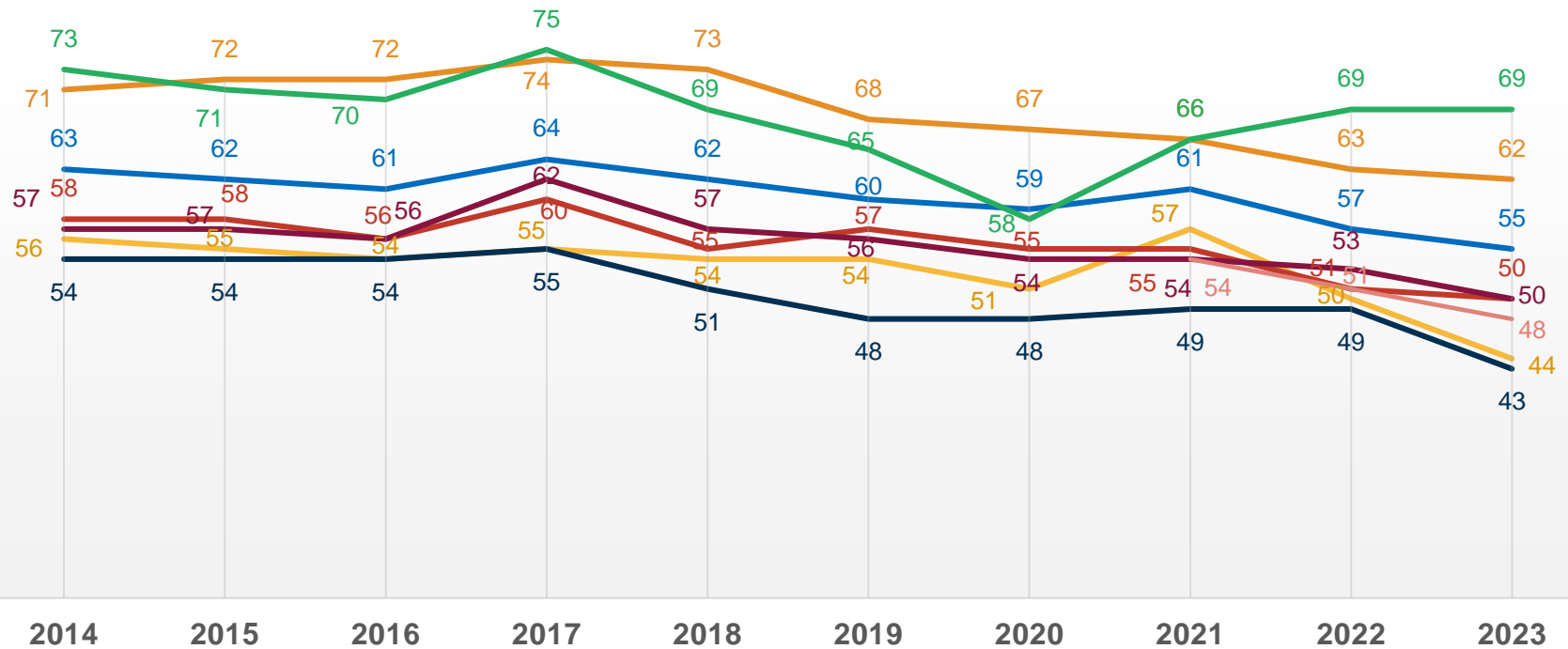
## Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	▼ lower
	Waste management	▲ higher
	Recreational facilities	= on par
Lowest 3 performing areas		
	Unsealed roads	▼ lower
	Sealed local roads	= on par
	Consultation & engagement	▼ lower
	Customer service	= on par



# Summary of core measures

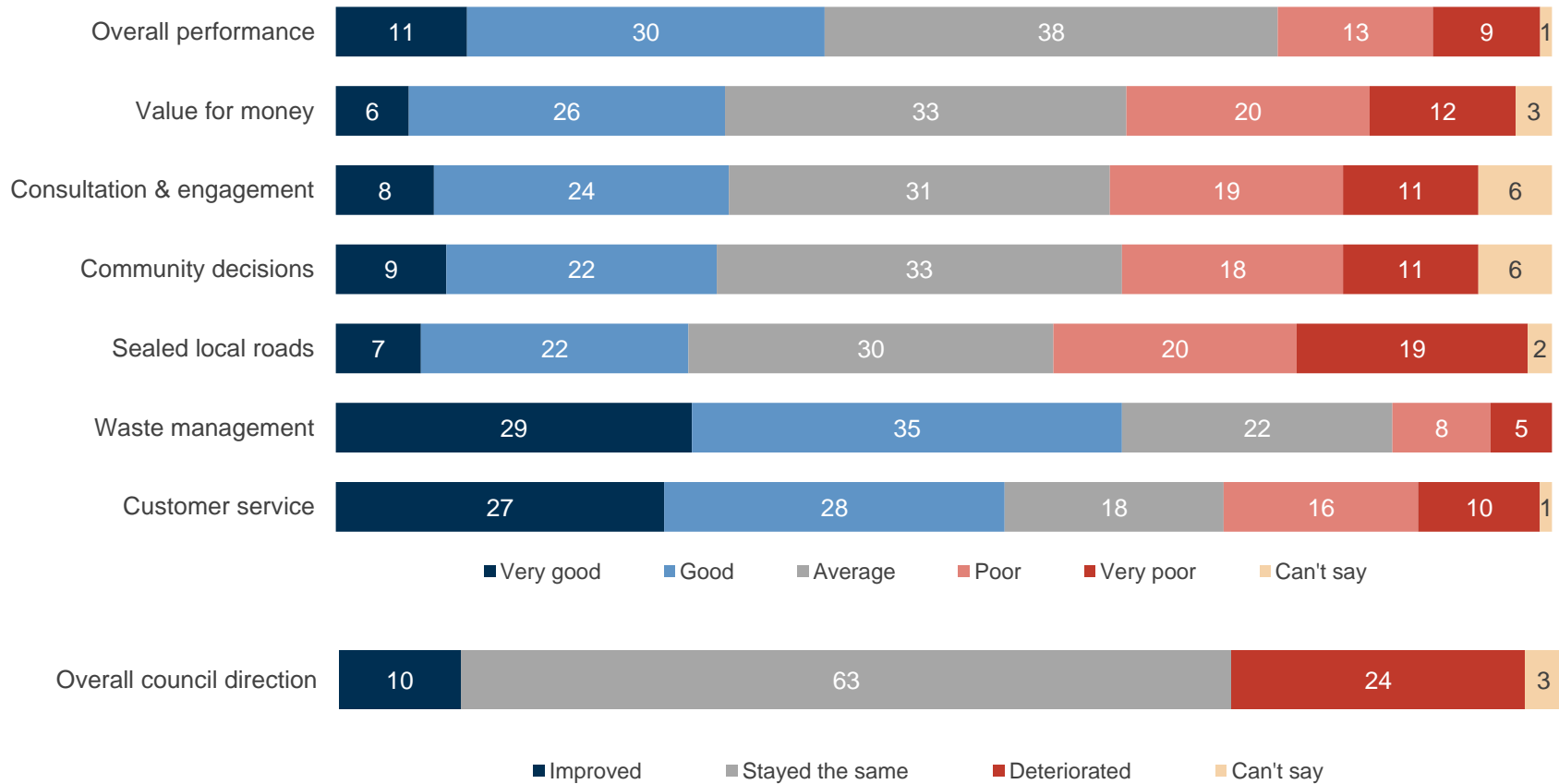
## Index scores














# Summary of core measures

Core measures summary results (%)













## Summary of Pyrenees Shire Council performance

Services	Pyrenees 2023	Pyrenees 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	55	57	55	56	Aged 35-49 years	Aged 50-64 years
 Value for money	48	51	49	49	Avoca, DeCameron residents, Aged 18-34 years, Women	Aged 50-64 years
 Overall council direction	43	49	47	46	Aged 18-34 years	Aged 50-64 years
 Customer service	62	63	65	67	Mt Emu residents	Beaufort, Ercildoune residents
 Art centres & libraries	70	68	73	73	Aged 18-34 years	Mt Emu residents
 Waste management	69	69	66	66	Aged 65+ years	Aged 18-34 years
 Recreational facilities	65	68	67	68	Avoca, DeCameron residents	Beaufort, Ercildoune residents, Aged 35-49 years
 Appearance of public areas	65	68	71	67	Aged 35-49 years	Mt Emu residents
 Family support services	63	64	62	63	Mt Emu residents, Aged 35-49 years	Aged 50-64 years





## Summary of Pyrenees Shire Council performance

Services		Pyrenees 2023	Pyrenees 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Emergency & disaster mngt	62	65	66	65	Avoca, DeCameron residents	Aged 18-34 years, Beaufort, Ercildoune residents
	Enforcement of local laws	61	59	61	61	Aged 35-49 years, Aged 18-34 years, Women	Aged 65+ years
	Elderly support services	60	68	66	63	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	57	60	61	59	Aged 35-49 years	Aged 50-64 years
	Community decisions	50	53	52	51	Mt Emu residents, Aged 18-34 years	Aged 50-64 years, Avoca, DeCameron residents, Men
	Consultation & engagement	50	51	53	52	Aged 18-34 years	Men
	Sealed local roads	44	50	44	48	Avoca, DeCameron residents	Aged 50-64 years, Beaufort, Ercildoune residents
	Unsealed roads	35	39	38	37	Aged 35-49 years, Avoca, DeCameron residents	Aged 18-34 years



## Focus areas for the next 12 months

### Overview

Perceptions of overall performance in Pyrenees Shire Council are at their lowest level recorded in the last decade, after a significant decline was recorded last year and backed by a small drop this year. That said, Council performs in line with the Small Rural and the State-wide average for councils. Otherwise, performance is in line with last year on most of the service areas evaluated, except for elderly support services and sealed local roads, where performance is significantly lower than last year.

### Key influences on perceptions of overall performance

The condition of sealed local roads has the strongest influence on overall performance. Performance ratings declined significantly on sealed roads in the last 12 months and so it should be a priority for Council, as improvements here will have the greatest influence on overall performance. Along with sealed roads, community decisions is a strong influence on overall performance but relatively poor on performance, so Council should attend to it as a priority.

### Comparison to state and area grouping

Council performs in line with or significantly lower than the Small Rural group and the State-wide average for councils across core measures and almost all service areas evaluated. The exception is waste management, where Council performs significantly higher than both the Small Rural and the State-wide average for councils.

### Attend to roads

Council's lowest performing service areas are those that relate to the condition of roads. Both unsealed and sealed local roads recorded all time lows in performance ratings in the last 12 months, with sealed local roads declining significantly for the second year in a row. 26% of residents volunteer sealed road maintenance as a top area for improvement for Council. These have always been Council's lowest performing service areas, although past performance has been higher.

# DETAILED FINDINGS



# Overall performance



## Overall performance

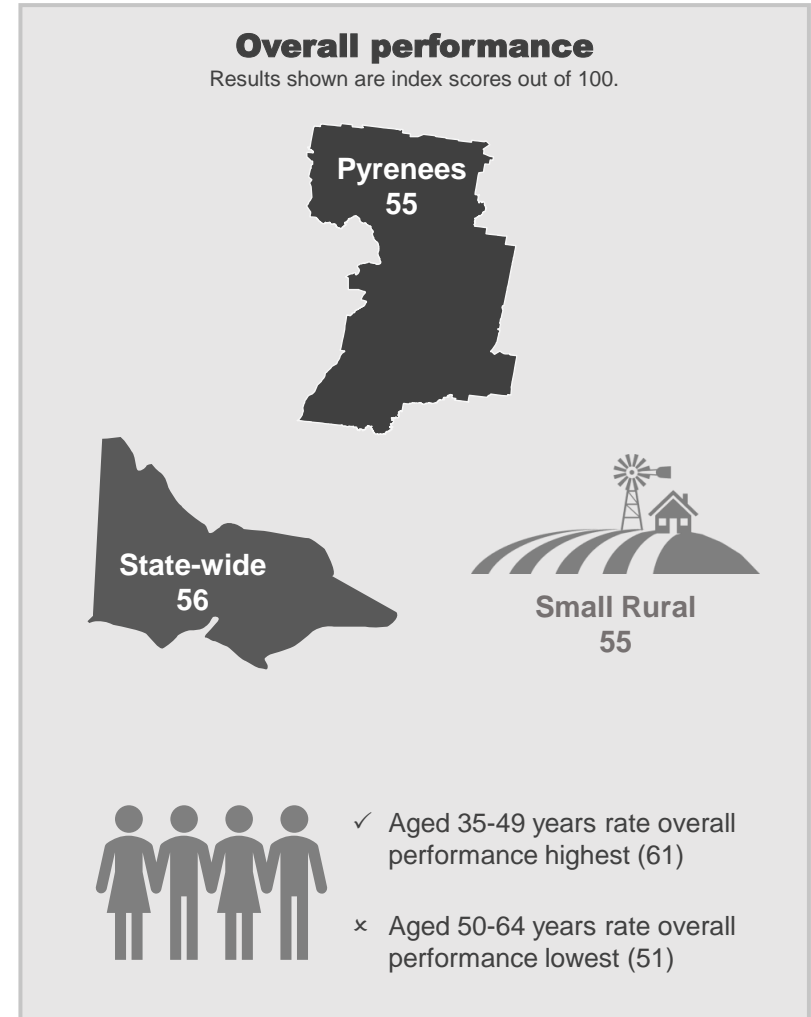
The overall performance index score of 55 for Pyrenees Shire Council is only slightly less than last year, but occurs on the back of a significant decline in overall performance last year.

- Overall performance is now at its lowest level recorded in the last decade.

It is worth noting that overall performance for the Small Rural group and the State-wide average for councils are both rated statistically significantly lower (at the 95% confidence interval) than last year.

- Perceptions of overall performance for Pyrenees Shire Council do not differ significantly between demographic and geographic cohorts and likewise there are no significant changes by these groups against the 2022 results.
- Residents aged 35 to 49 years rate overall performance the highest (index score of 61), whilst residents aged 50 to 64 years rate overall performance the lowest (index score of 51).

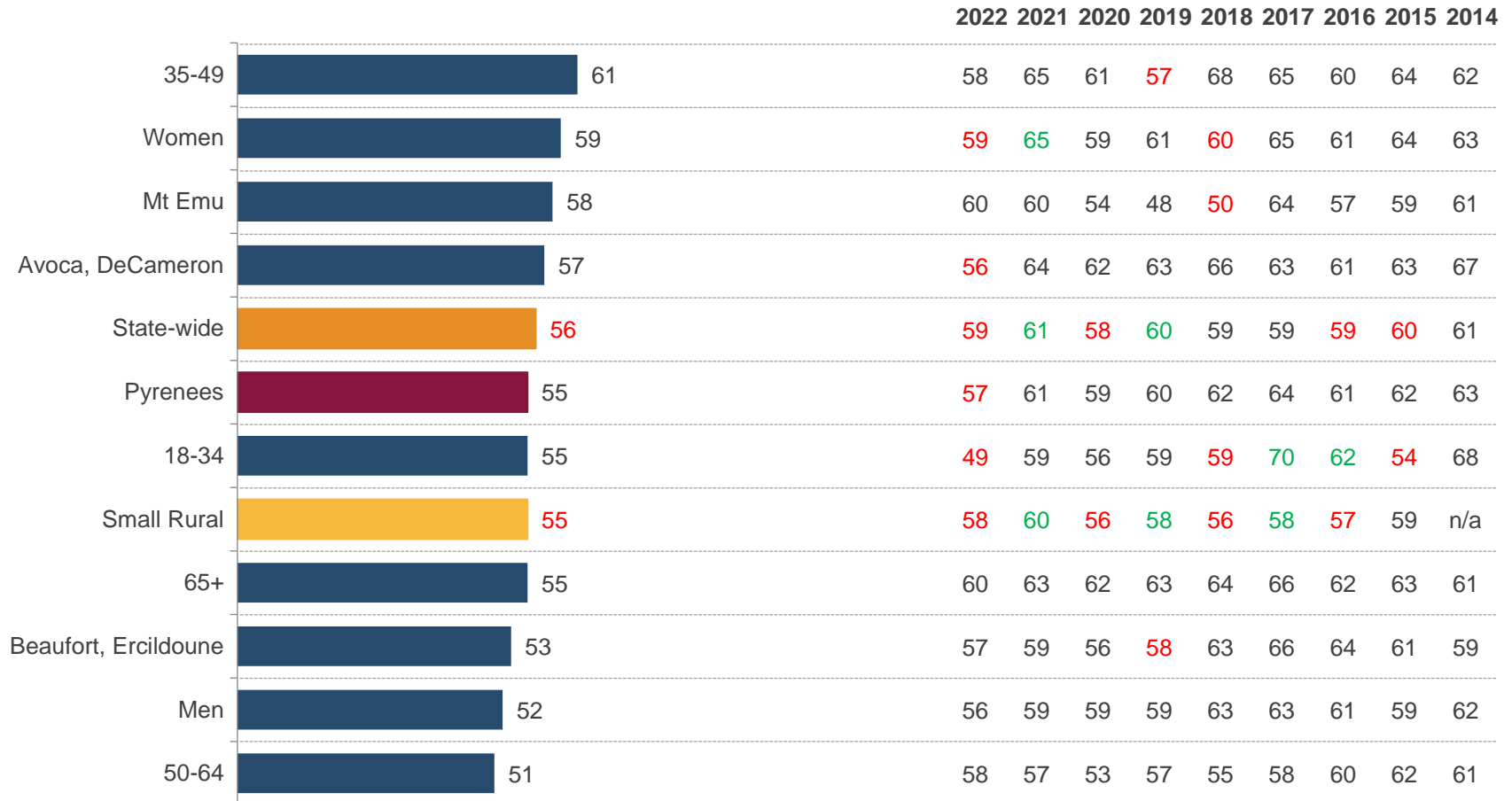
Nearly a third of residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good' and a further 33% rate it as 'average'. Similarly, 32% rate Council 'very poor' or 'poor' in terms of providing value for money.





# Overall performance

## 2023 overall performance (index scores)

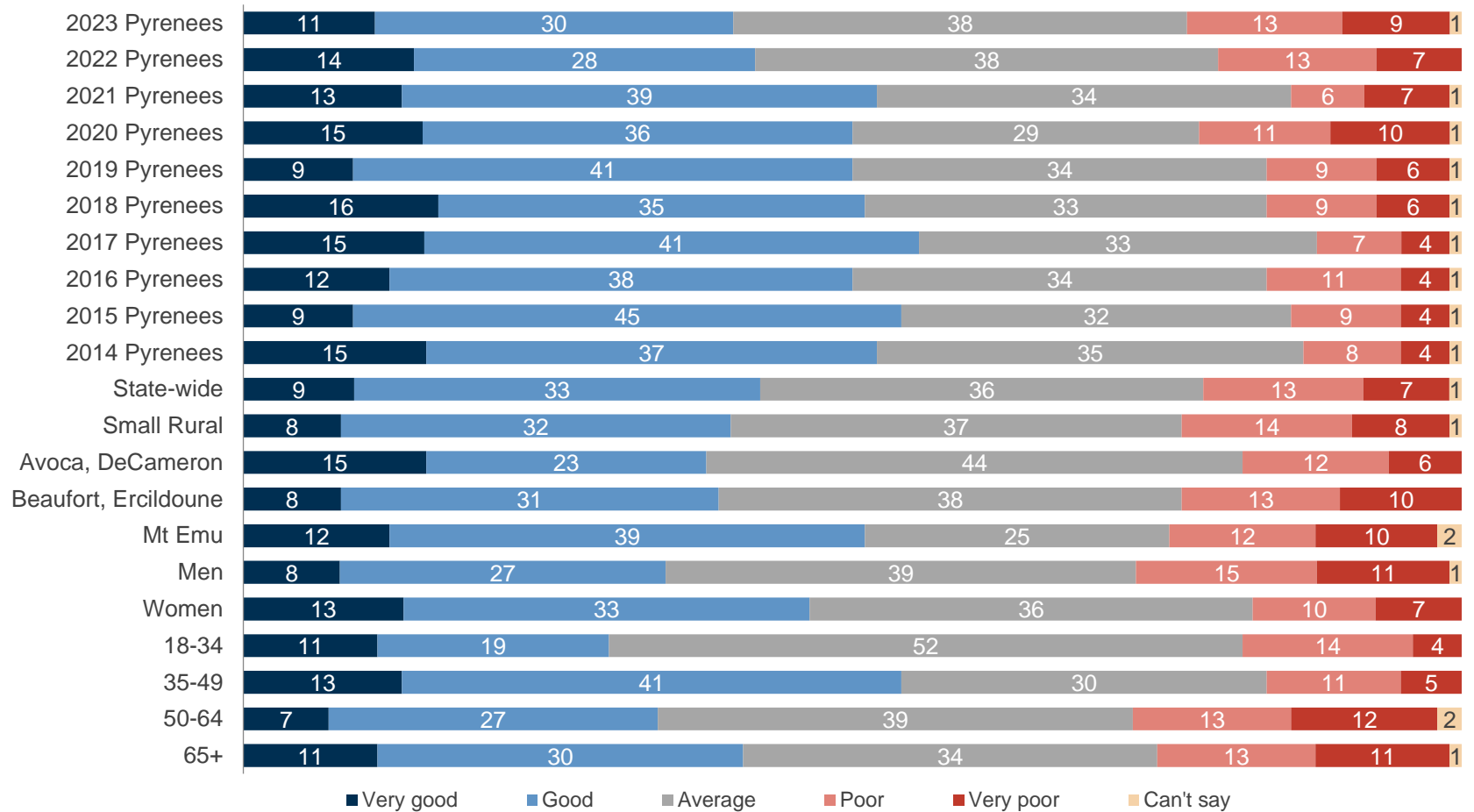


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.



# Overall performance

## 2023 overall performance (%)

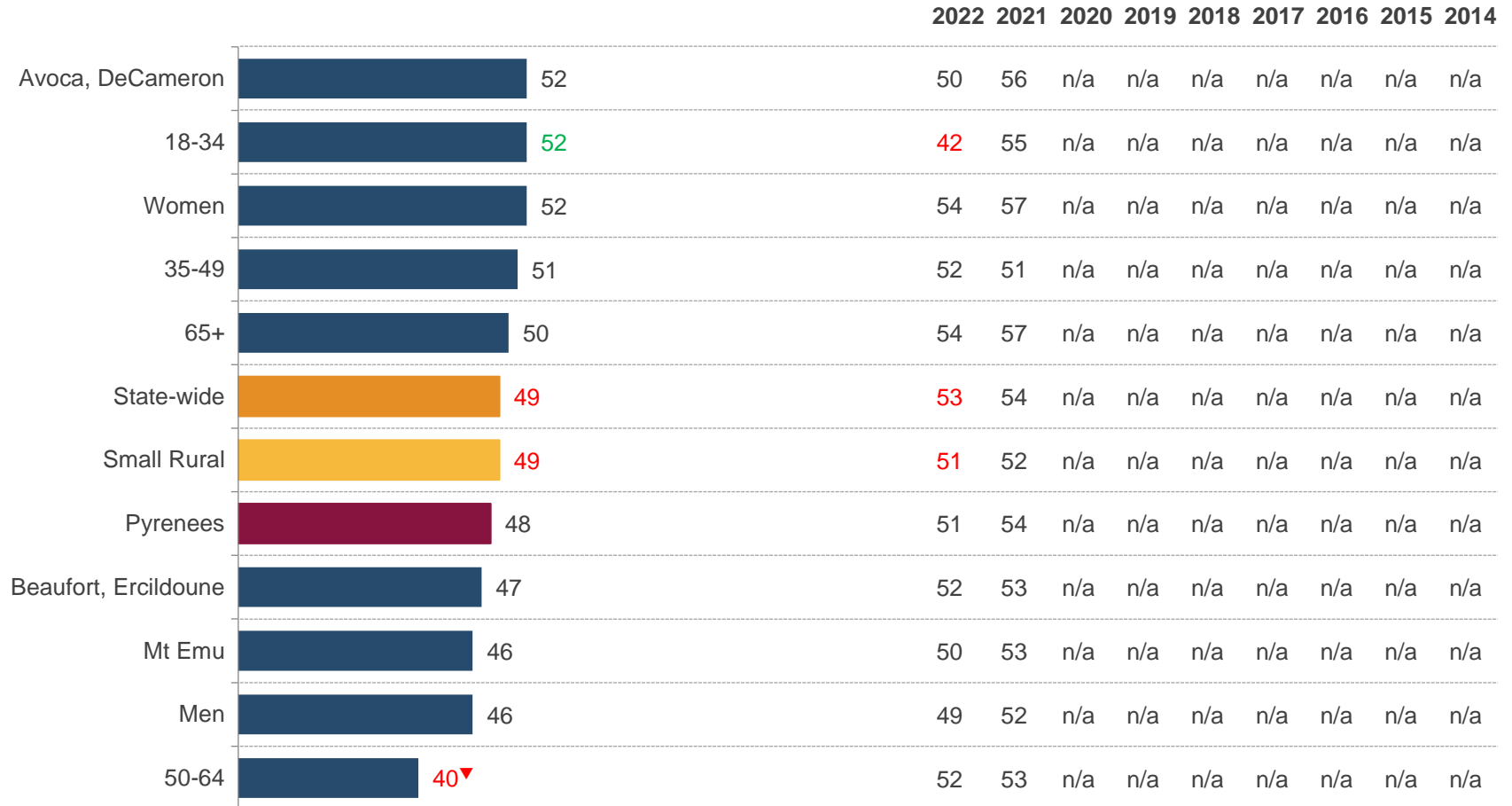


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Value for money in services and infrastructure

## 2023 value for money (index scores)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

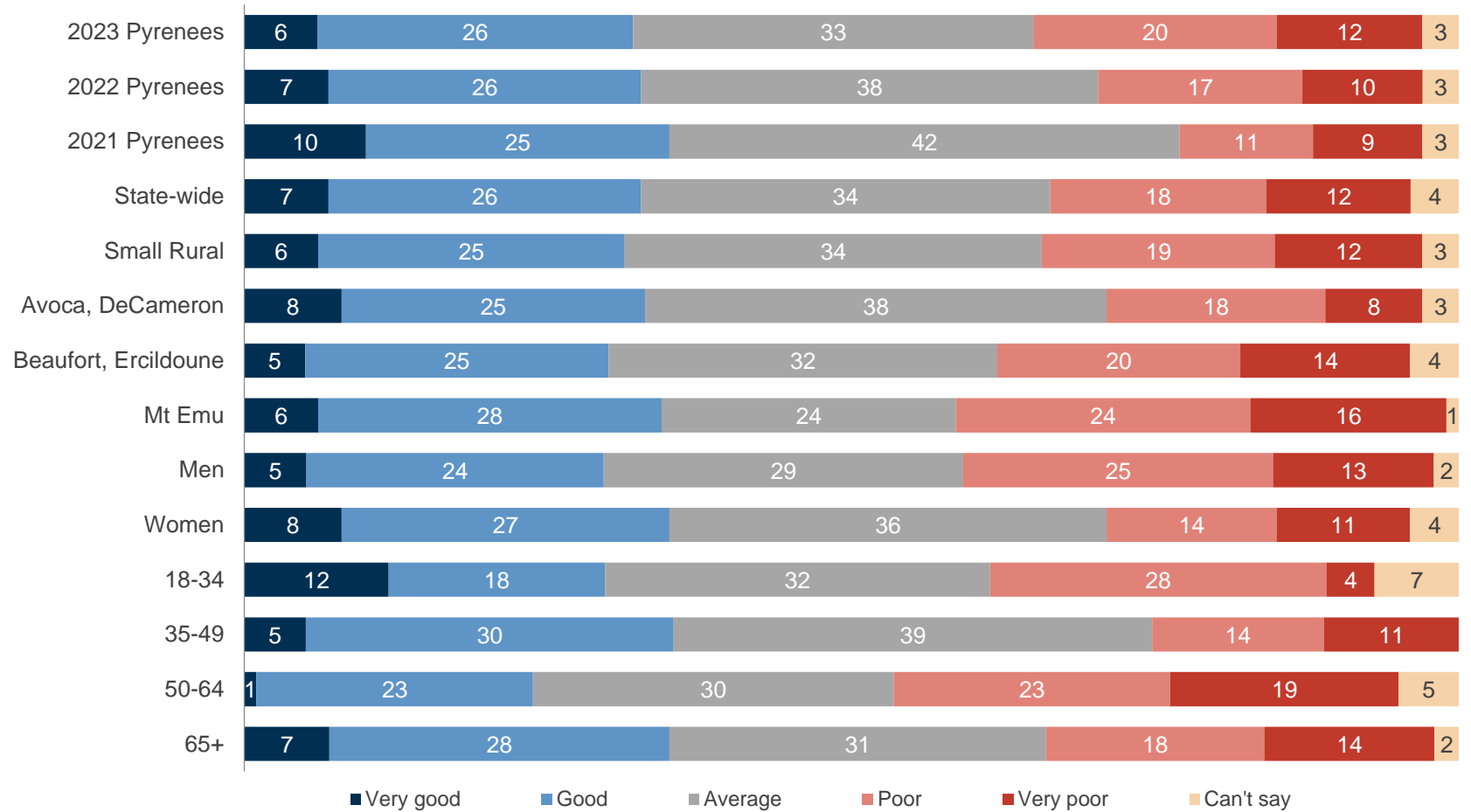
Note: Please see Appendix A for explanation of significant differences.





# Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19



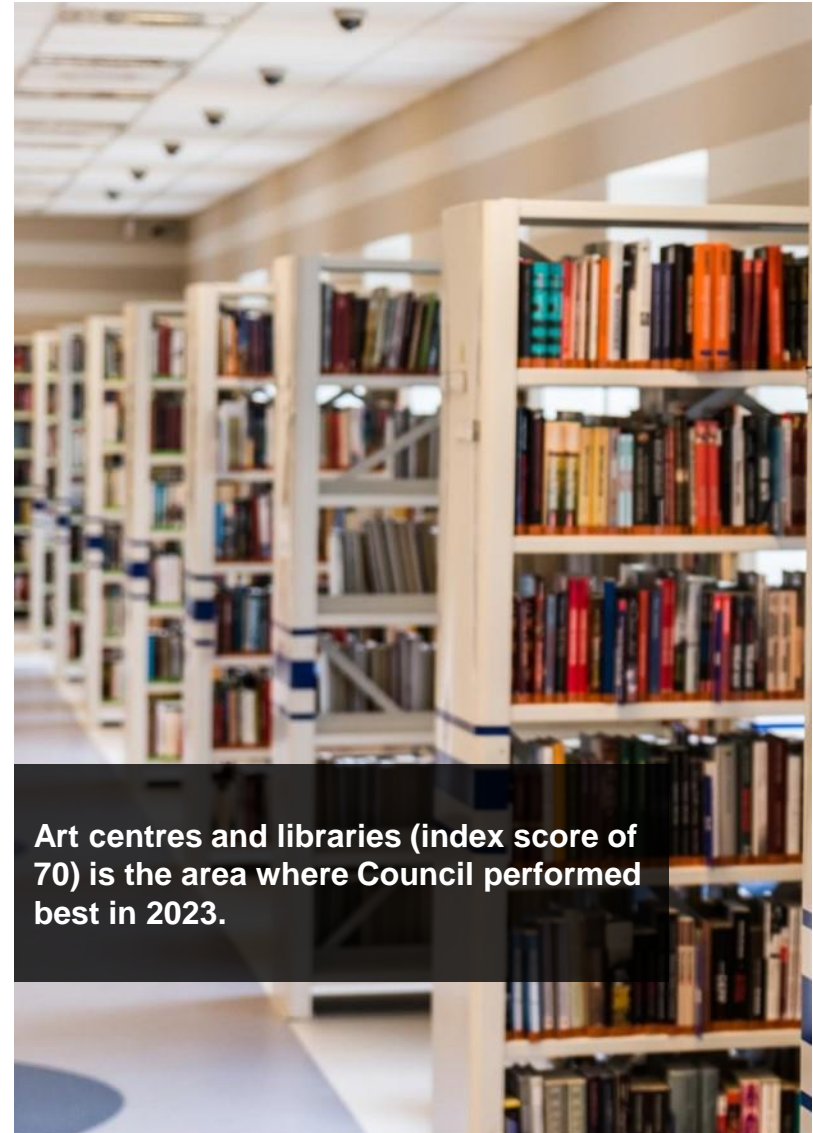
## Top performing service areas

Art centres and libraries (index score of 70) is the area where Council performed best in 2023. That said, performance is rated significantly lower than the Small Rural and the State-wide average for councils (index scores of 73 each).

- Residents aged 18 to 34 years and women rate Council the highest in this service area (index scores of 74 and 73 respectively) – both significantly higher than last year although not significantly different to the Council average this year.
- Residents in the Mt Emu region (index score of 63) rate significantly lower than the Council average.

Waste management is Council's next best performing service area (index score of 69).

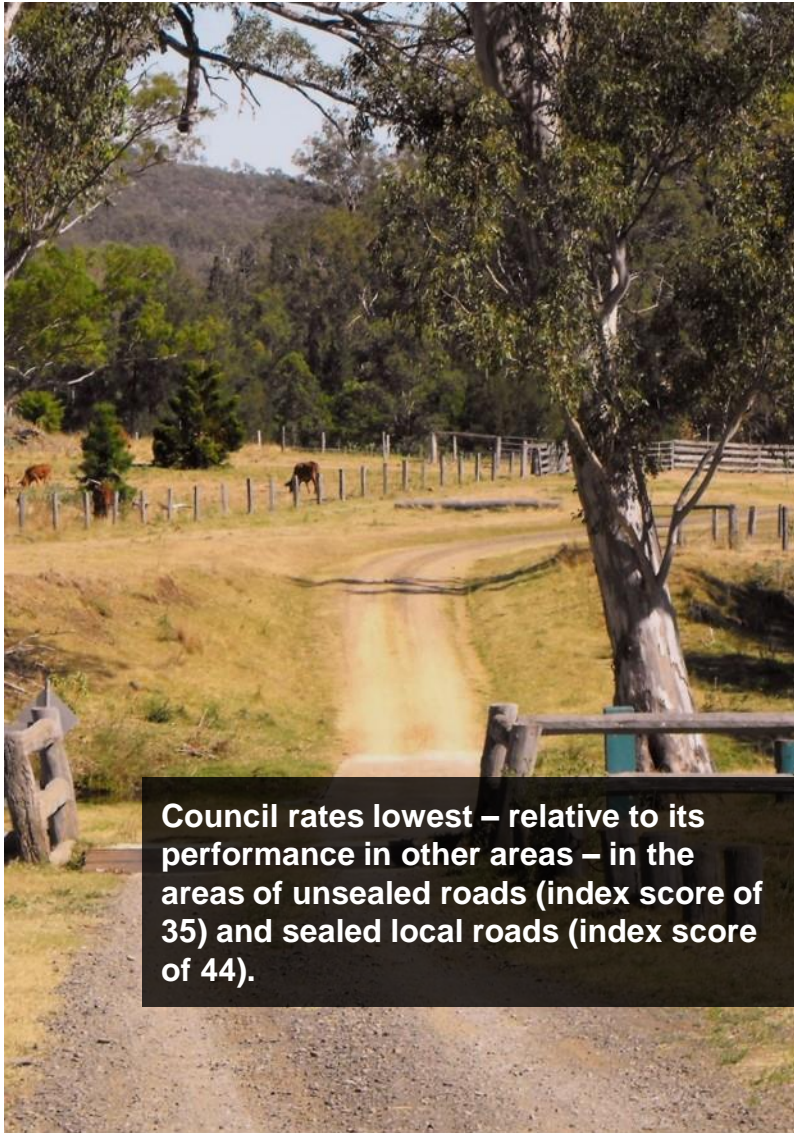
- Although Council is still below its waste management peak performance (index score of 75 in 2017), it does perform significantly higher than the Small Rural and State-wide average for councils (index scores of 66 each).
- Performance in this service area is highest among residents aged 65 years and over (index score of 73) and lowest among residents aged 18 to 34 years (index score of 64), neither being significantly different to the Council average.



**Art centres and libraries (index score of 70) is the area where Council performed best in 2023.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 35) and sealed local roads (index score of 44).**

Council performs lowest on the maintenance of unsealed roads and the condition of sealed local roads (index scores of 35 and 44 respectively).

Council's performance on both sealed and unsealed roads is at its lowest in the last decade.

- Council performs significantly lower than the Small Rural group and in line with the State-wide average for councils (index scores of 38 and 37 respectively) on unsealed roads.
- Performance on sealed roads is in line with the Small Rural group and significantly lower than the State-wide average (index scores of 44 and 48 respectively).

Council's performance on sealed local roads declined significantly for the second year running and perceptions of performance declined significantly across several demographic and geographic groups, including 50+ year olds, women and residents of Pyrenees and Beaufort, Ercildoune.

- Sealed roads is volunteered as the top area of improvement for Council, by 26% of residents.
- Residents in the Avoca, DeCameron region rate Council significantly higher than the council average, although this rating is at a decade low.



# Individual service area performance

## 2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	70	68	69	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	69	66	58	65	69	75	70	71	73
Recreational facilities	65	68	69	68	69	68	72	65	69
Appearance of public areas	65	68	70	69	69	69	73	70	71
Family support services	63	64	68	65	68	68	70	68	68
Emergency & disaster mngt	62	65	72	72	72	73	74	73	69
Enforcement of local laws	61	59	62	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	60	68	72	68	69	70	74	69	70
Bus/community dev./tourism	57	60	60	60	61	62	67	60	62
Community decisions	50	53	54	54	56	57	62	56	57
Consultation & engagement	50	51	55	55	57	55	60	56	58
Sealed local roads	44	50	57	51	54	54	55	54	55
Unsealed roads	35	39	44	43	43	44	44	45	43

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

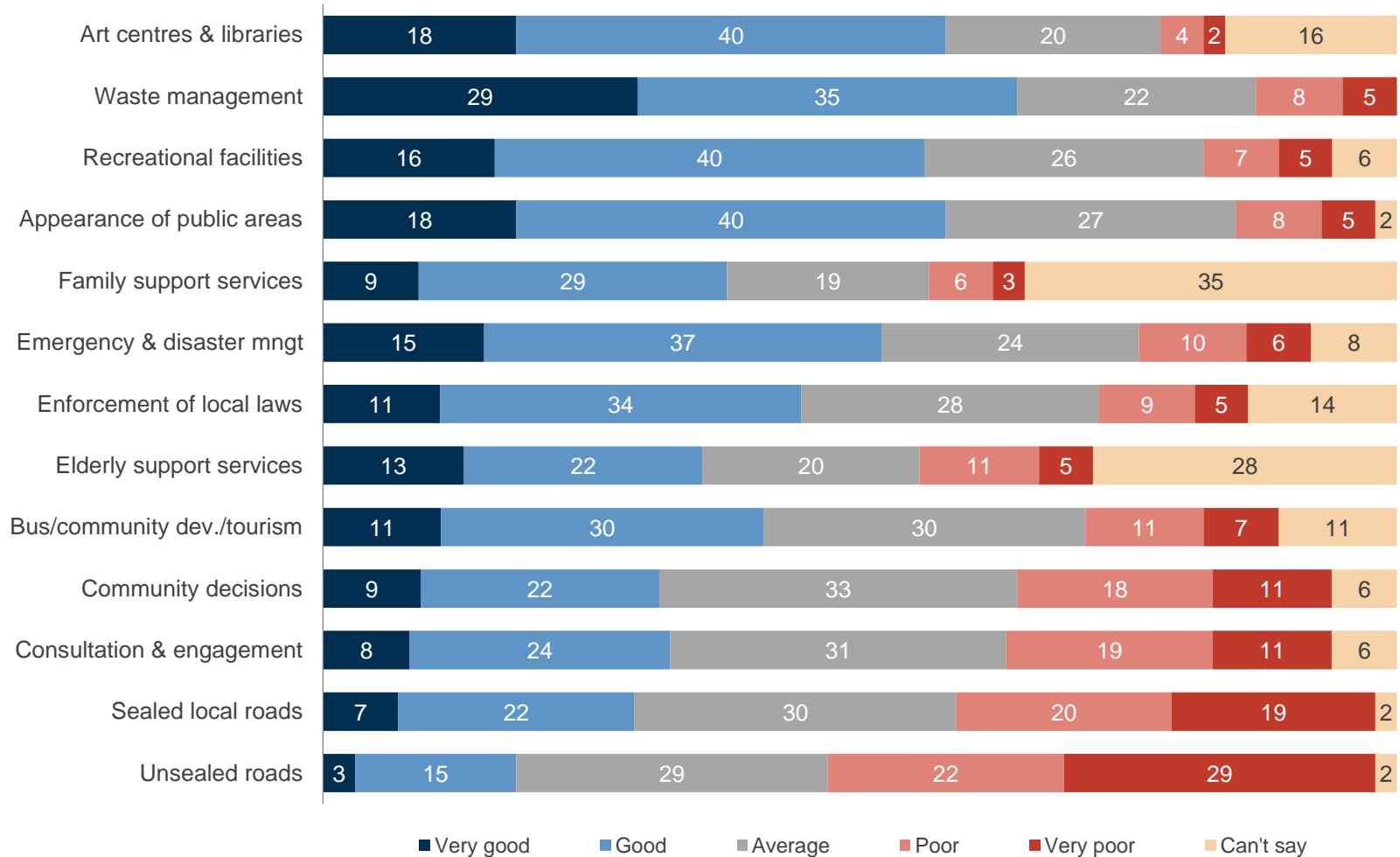
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Individual service area importance

## 2023 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Unsealed roads	86	85	85	n/a	80	83	81	82	82	79
Elderly support services	82	79	82	81	80	79	79	79	77	78
Emergency & disaster mngt	81	80	83	n/a	82	82	83	84	81	n/a
Family support services	74	73	75	74	72	72	70	71	70	72
Appearance of public areas	71	71	72	n/a	71	72	72	71	70	71
Recreational facilities	69	71	71	n/a	69	71	67	68	67	67
Bus/community dev./tourism	66	68	72	75	72	70	70	68	67	n/a
Enforcement of local laws	64	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	59	60	62	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?

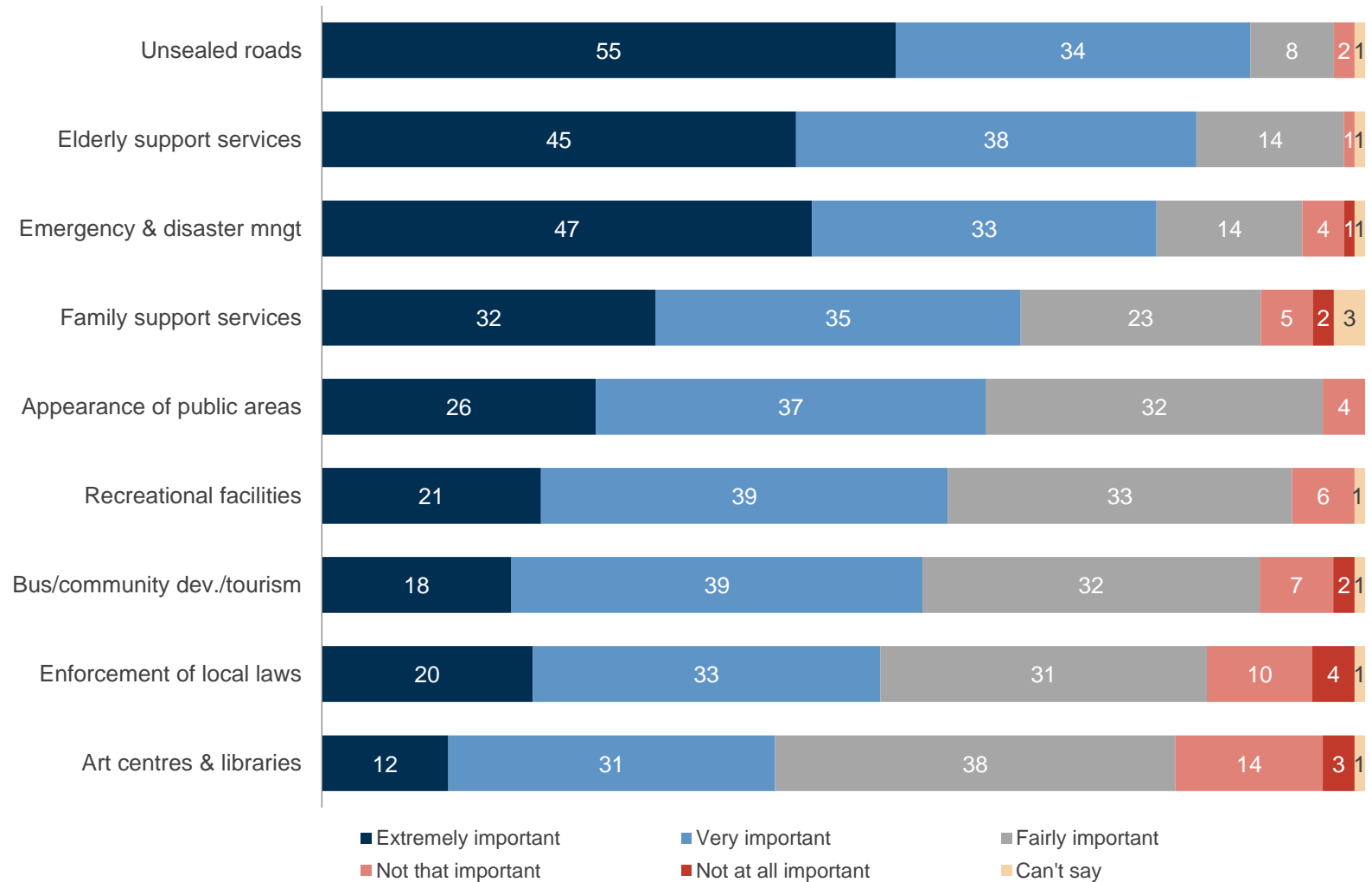
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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



# Individual service area importance

2023 individual service area importance (%)

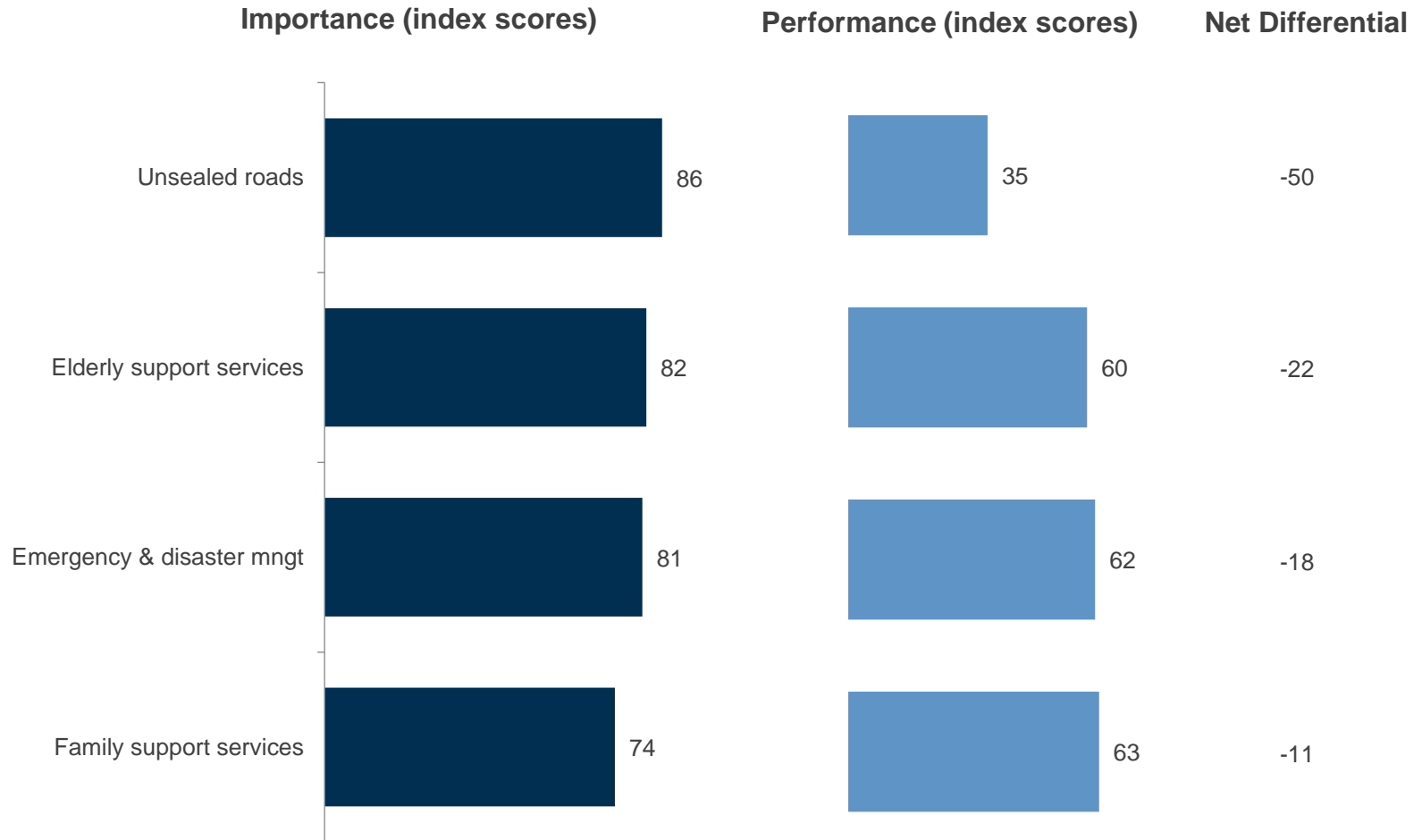


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7



# Individual service areas importance vs performance

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



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





## Influences on perceptions of overall performance

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The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- The condition of sealed local roads
- Decisions made on behalf of the community.

**Attending to resident concerns about Council's sealed roads and ensuring these are well maintained, as well as providing good communication and transparency with residents about Council decision making, provide the greatest opportunities to drive up overall ratings of Council performance.**

**Currently, both sealed roads and community decisions are among Council's weakest performing areas (index of 44 and 50 respectively).**

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

- Elderly support services
- The appearance of public areas
- Community consultation and engagement
- The enforcement of local laws
- Business, community development and tourism
- Waste management.

Looking at these key service areas only, Council performs best on waste management and the appearance of public areas (index of 69 and 65 respectively), which have a moderate influence on the overall performance rating.

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

While a more moderate influence than Council decision making, Council's consultation and engagement with residents is also rated just 'average' (index of 50).

**It will be important to inform and engage residents on key local issues, initiatives and policy decisions to help improve overall ratings of Council performance.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

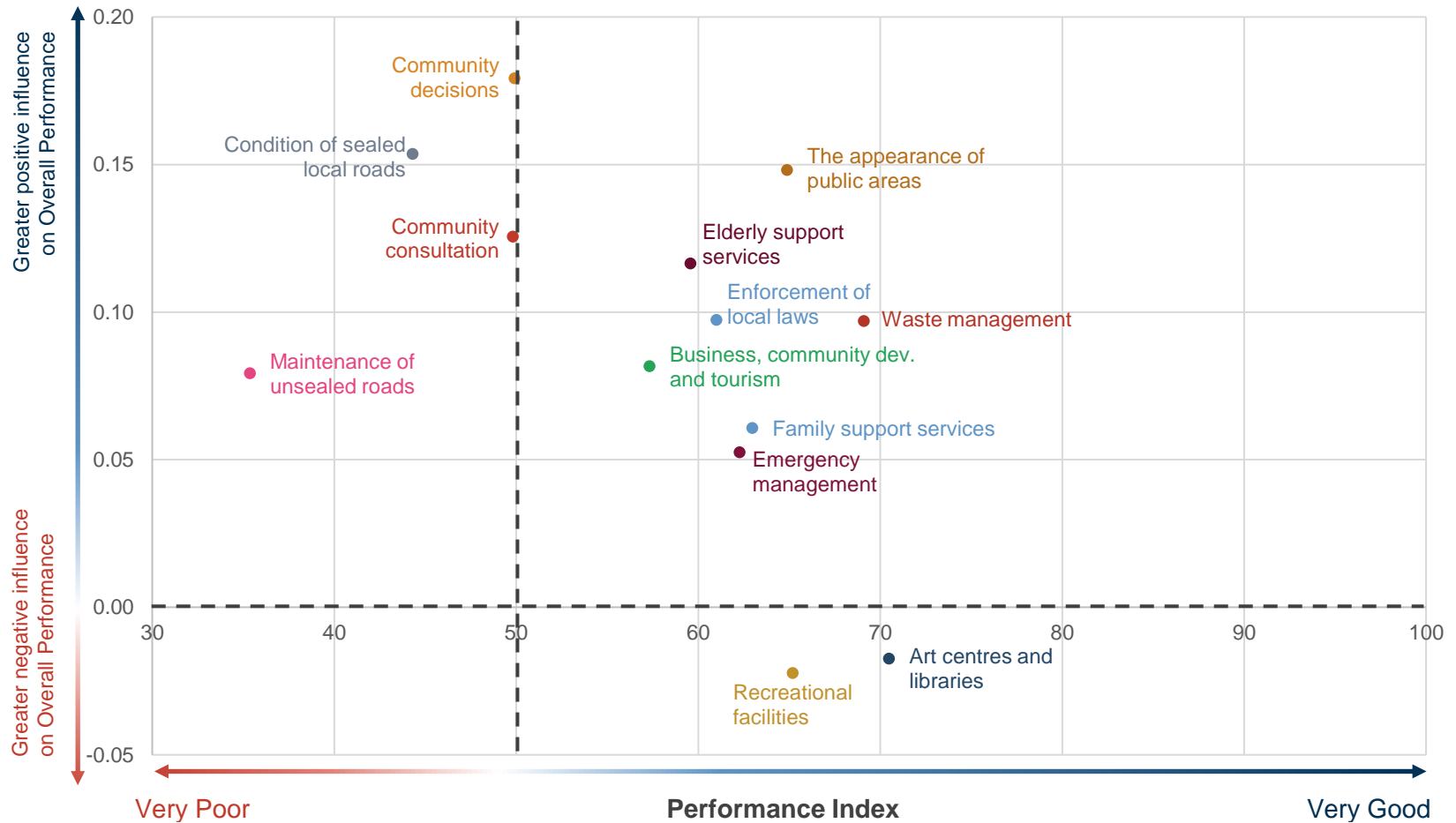
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

2023 regression analysis (all service areas)

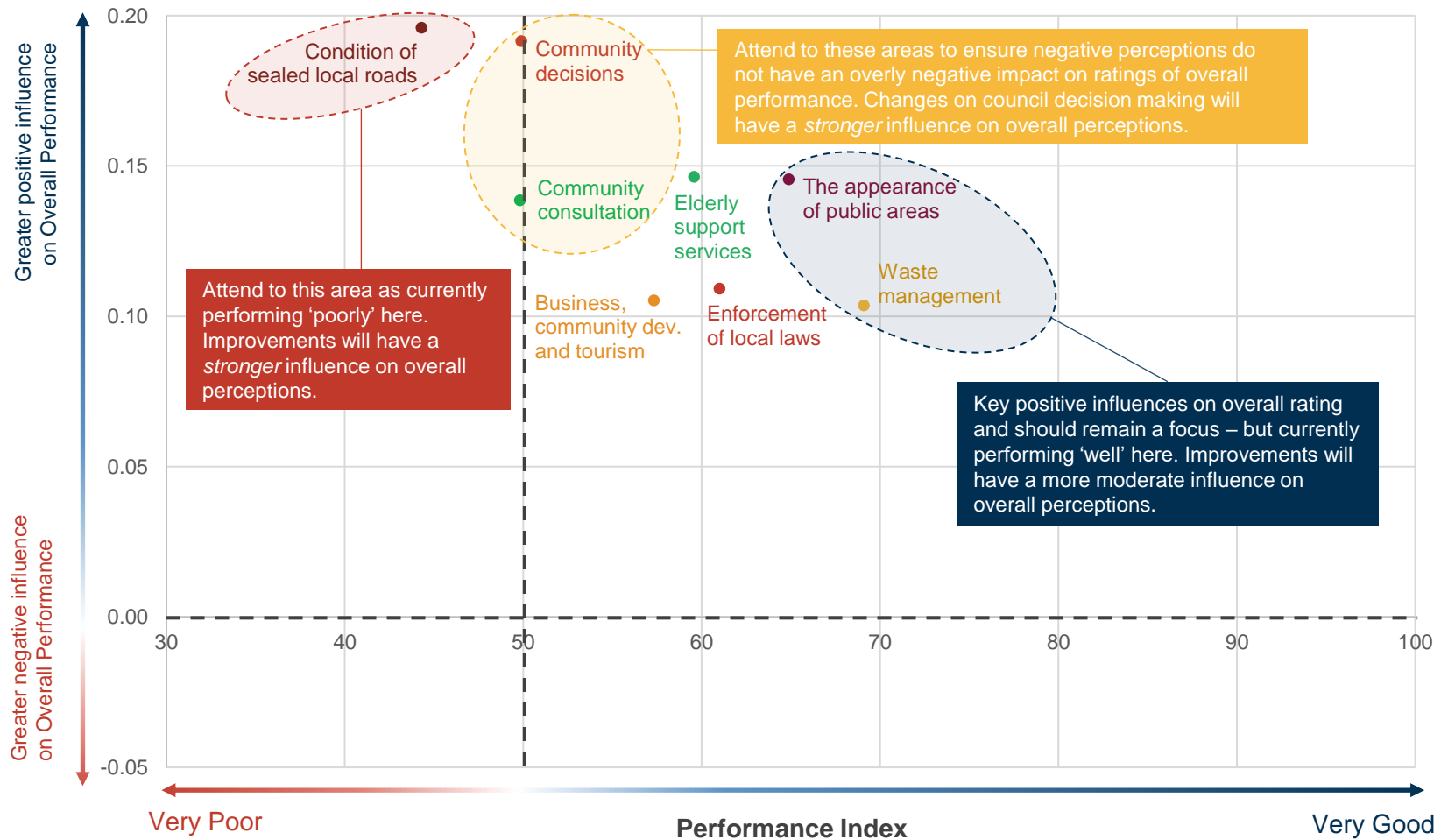


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.603 and adjusted  $R^2$  value of 0.589, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 45.06$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

2023 regression analysis (key service areas)

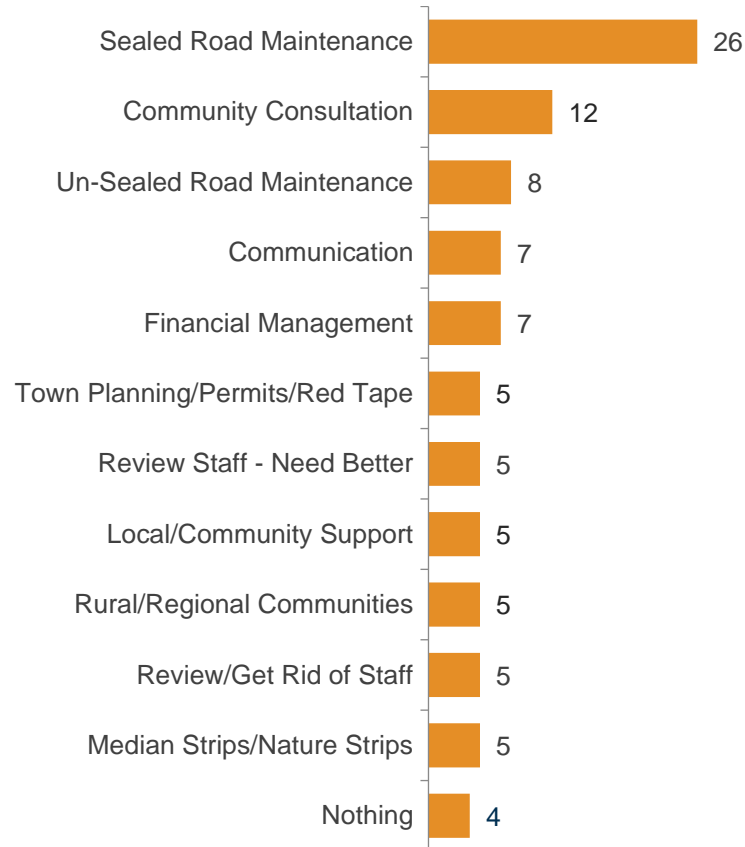


The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.594 and adjusted R<sup>2</sup> value of 0.586, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 71.62.



# Areas for improvement

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



Q17. What does Pyrenees Shire Council MOST need to do to improve its performance?  
 Base: All respondents. Councils asked State-wide: 53 Councils asked group: 12  
 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

Three in four Council residents (75%) have had contact with Council in the last 12 months. Rate of contact is at its highest level yet, increasing five points in 2023 and up eight points over the last two years.

- Rate of contact is significantly higher than for the Small Rural group and the State-wide average.
- Rate of contact is slightly (but not significantly) above average for residents aged 50 to 64 years, Mt Emu residents and those aged 35 to 49 years.



**Among those residents who have had contact with Council, 55% provide a positive customer service rating of 'very good' or 'good', including 27% who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 62 is at its lowest level yet. Customer service ratings declined significantly in 2019 and have continued declining year on year since.

Customer service is rated in line with the Small Rural group and significantly lower than the State-wide average for councils (index scores of 65 and 67 respectively).

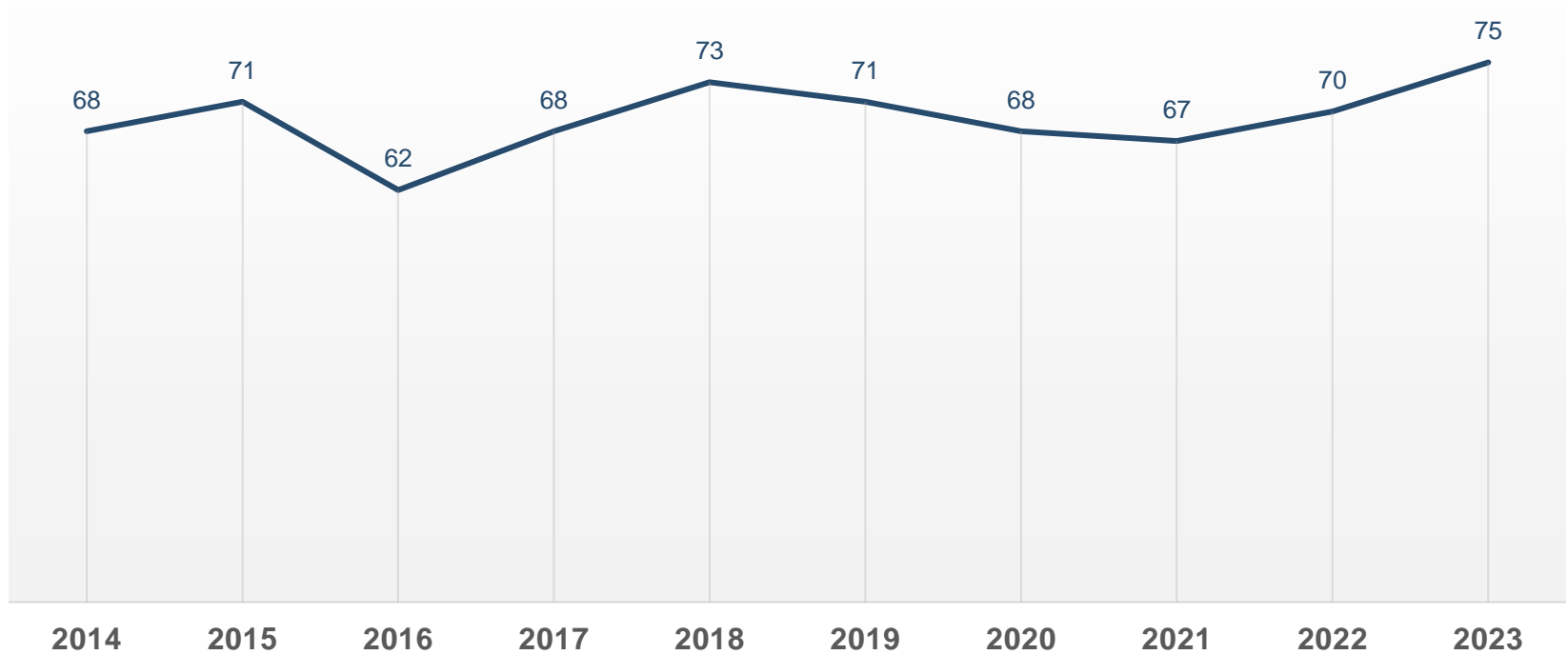
- Residents of Beaufort, Ercildoune (index score of 55) rate customer service significantly lower than Council average.
- Residents of Mt Emu rate customer service the highest (index score of 71), although this is not significantly higher than the Council average.

Over half of residents (55%) provide a customer service rating of 'very good' or 'good'. This is twice as many who rate Council's customer service as 'very poor' or 'poor' (26%). A further 18% rate Council as 'average'.



# Contact with council

**2023 contact with council (%)**  
Have had contact



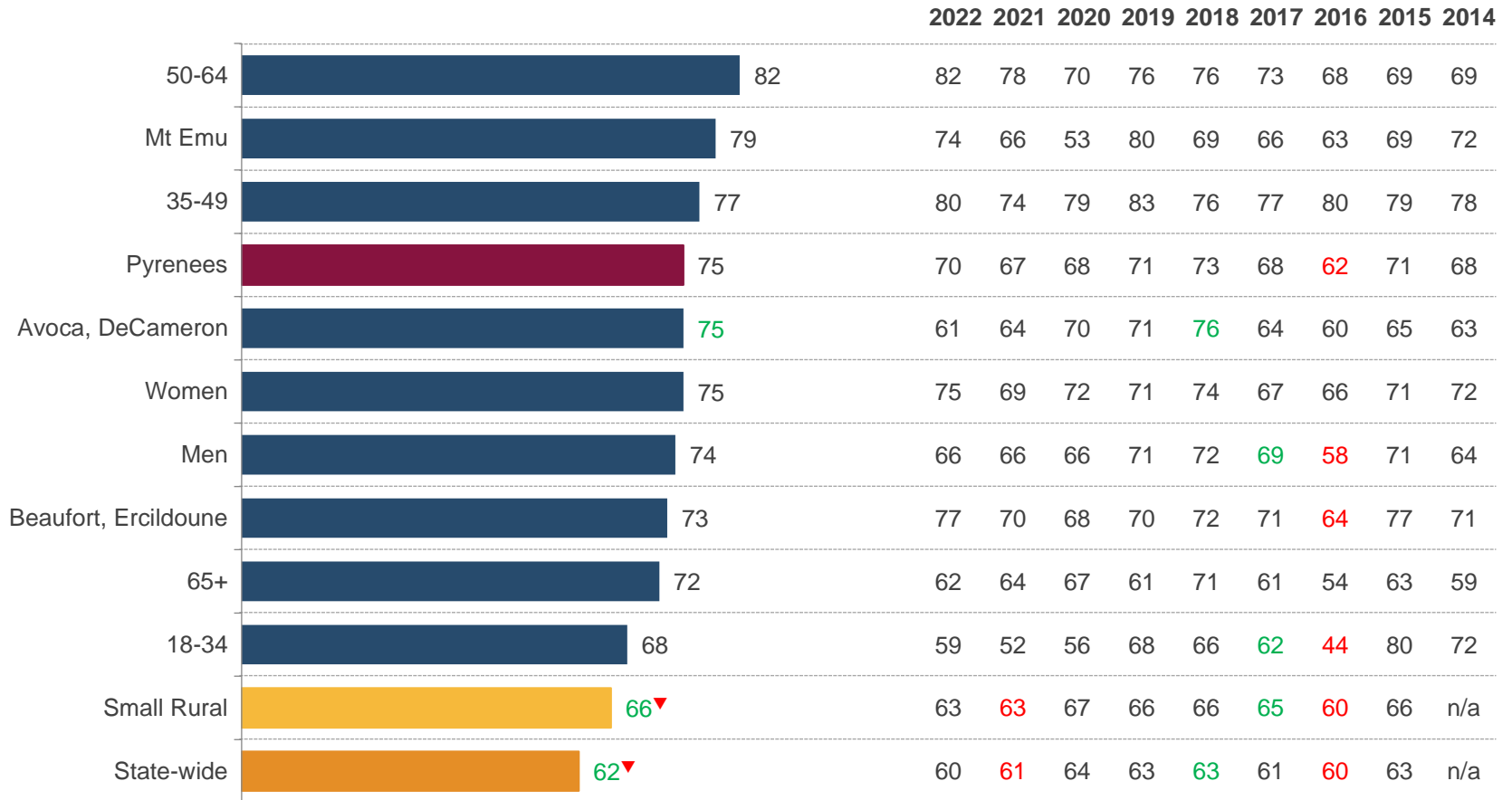
Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees Shire Council?  
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?  
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16





# Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Pyrenees 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?

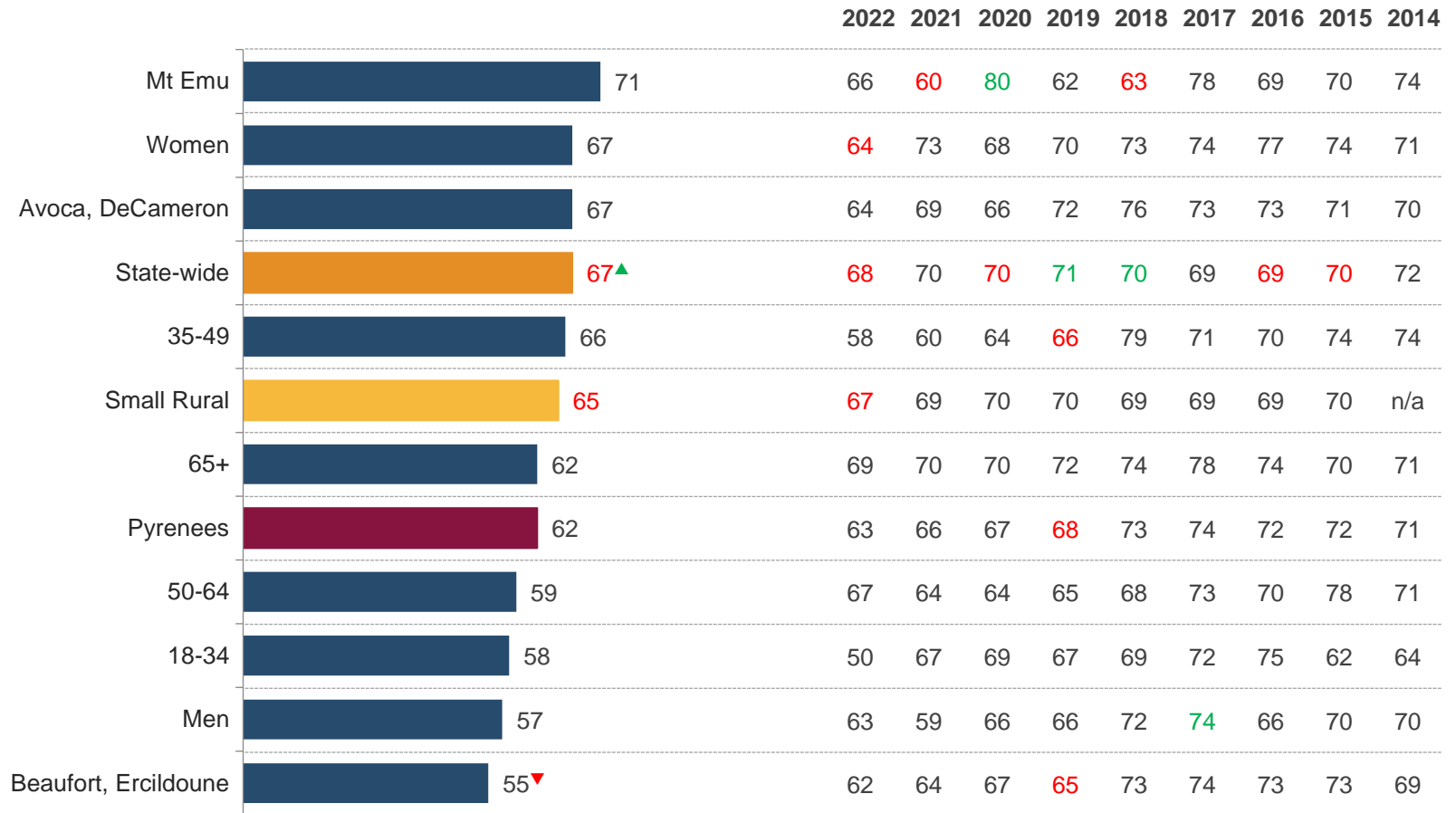
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16

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



# Customer service rating

2023 customer service rating (index scores)



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

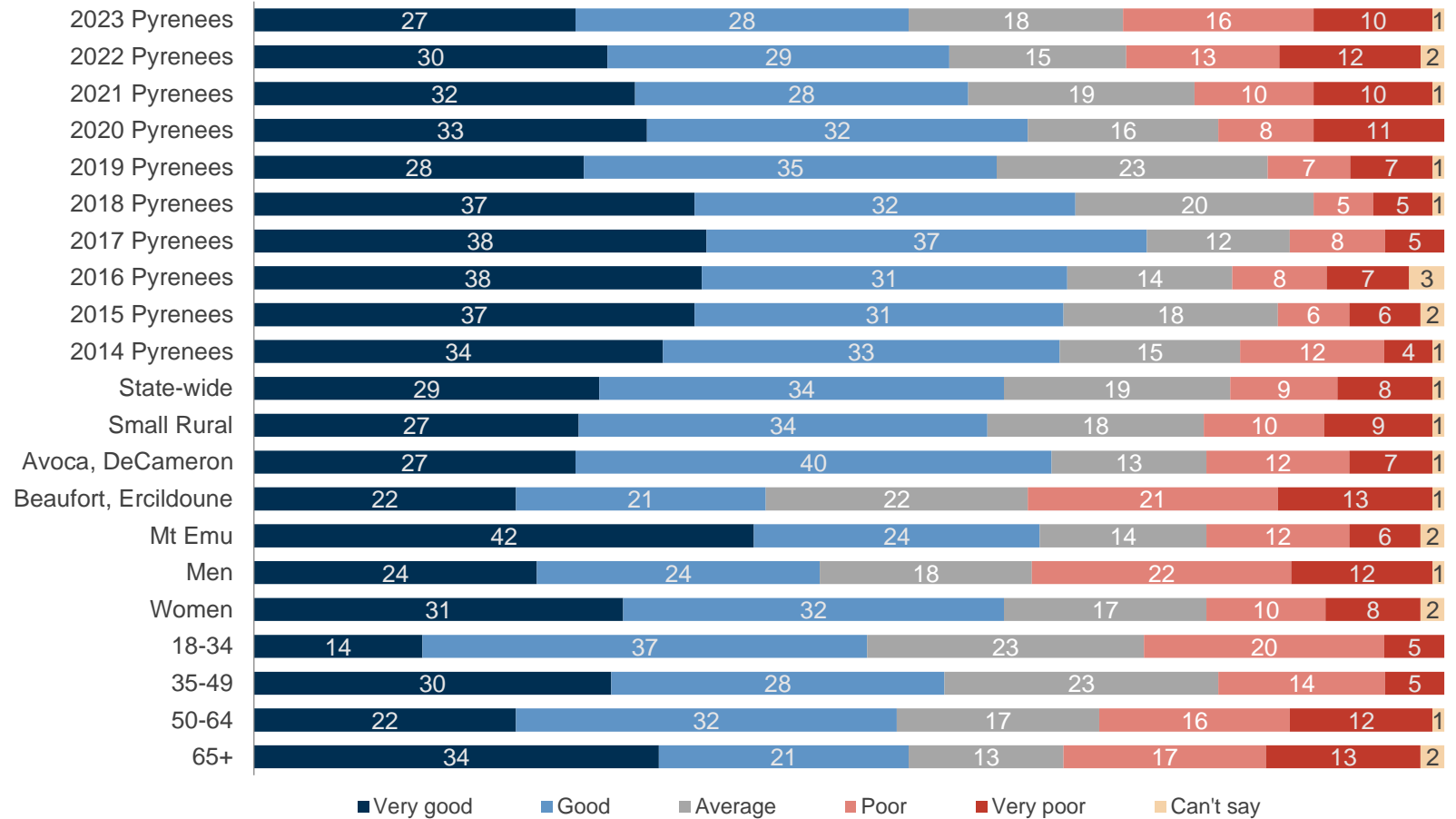
Councils asked State-wide: 66 Councils asked group: 19

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



# Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Pyrenees 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: 66 Councils asked group: 19



# Council direction



## Council direction

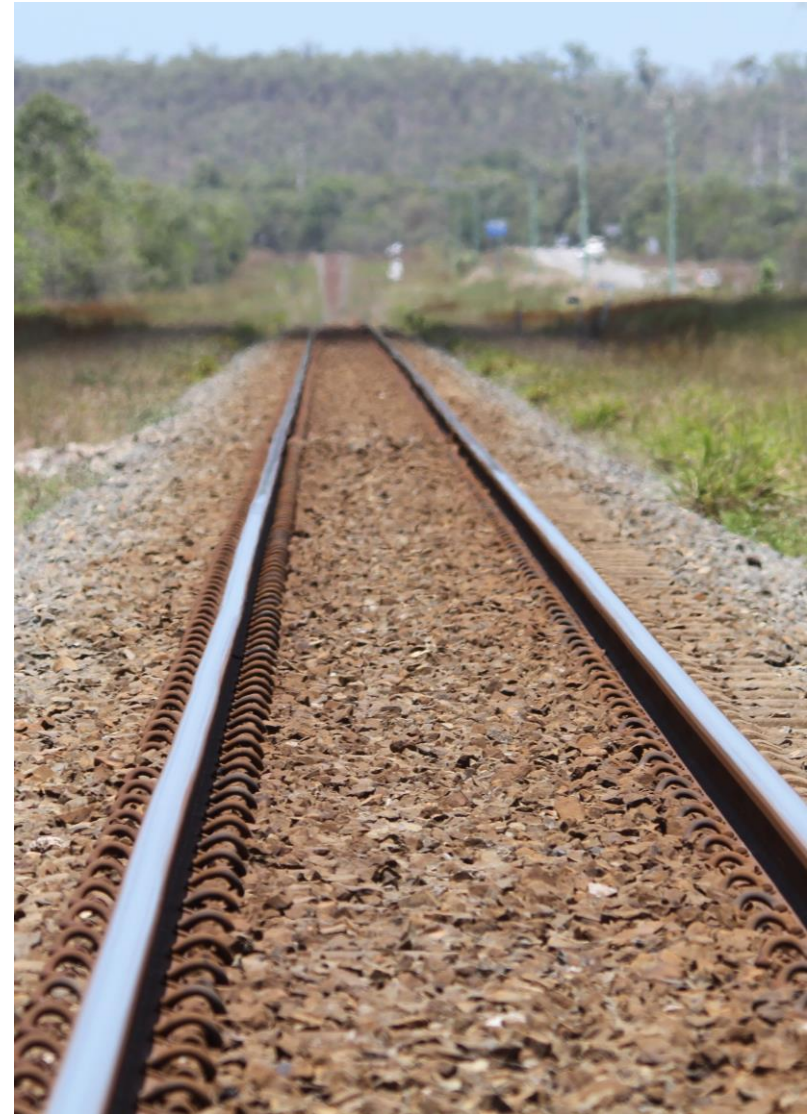
Council's overall direction index score of 43 is significantly lower than last year, representing its lowest score recorded in the last decade.

- Performance is significantly lower than the Small Rural group and the State-wide average for councils (index scores of 46 and 47 respectively), both of which also declined significantly.
- All demographic and geographic cohorts declined in their perceptions of overall council direction, several of these significantly.
- Residents aged 18 to 34 years and 35 to 49 years are the most satisfied with overall council direction (index scores of 49 and 48 respectively).
- Residents aged 50 to 64 years and 65 years and over are the least satisfied with overall council direction (index scores of 39 and 40 respectively).

63% of residents describe the overall direction of Council as having 'stayed the same'.

- 10% of residents believe overall direction has improved, down five percentage points on 2022.
- 24% of residents believe overall direction has deteriorated, up seven percentage points on 2022.

When it comes to the trade off between rates and services, residents have a preference for cuts in council services (55%) over rate rises to improve local services (29% would prefer this).





# Overall council direction last 12 months

2023 overall council direction (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	49	50	52	45	45	49	57	58	54	59
35-49	48	49	48	52	49	53	53	54	58	54
Small Rural	47▲	51	53	50	53	50	52	50	53	n/a
State-wide	46▲	50	53	51	53	52	53	51	53	53
Avoca, DeCameron	44	51	52	49	52	55	53	55	56	56
Women	44	51	51	50	50	52	56	57	55	56
Pyrenees	43	49	49	48	48	51	55	54	54	54
Mt Emu	43	54	51	55	48	49	53	56	62	55
Men	43	47	47	47	47	51	53	51	53	53
Beaufort, Ercildoune	43	46	46	47	45	50	56	52	49	52
65+	40	51	52	49	52	54	55	56	54	56
50-64	39	46	42	47	44	48	54	49	52	50

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

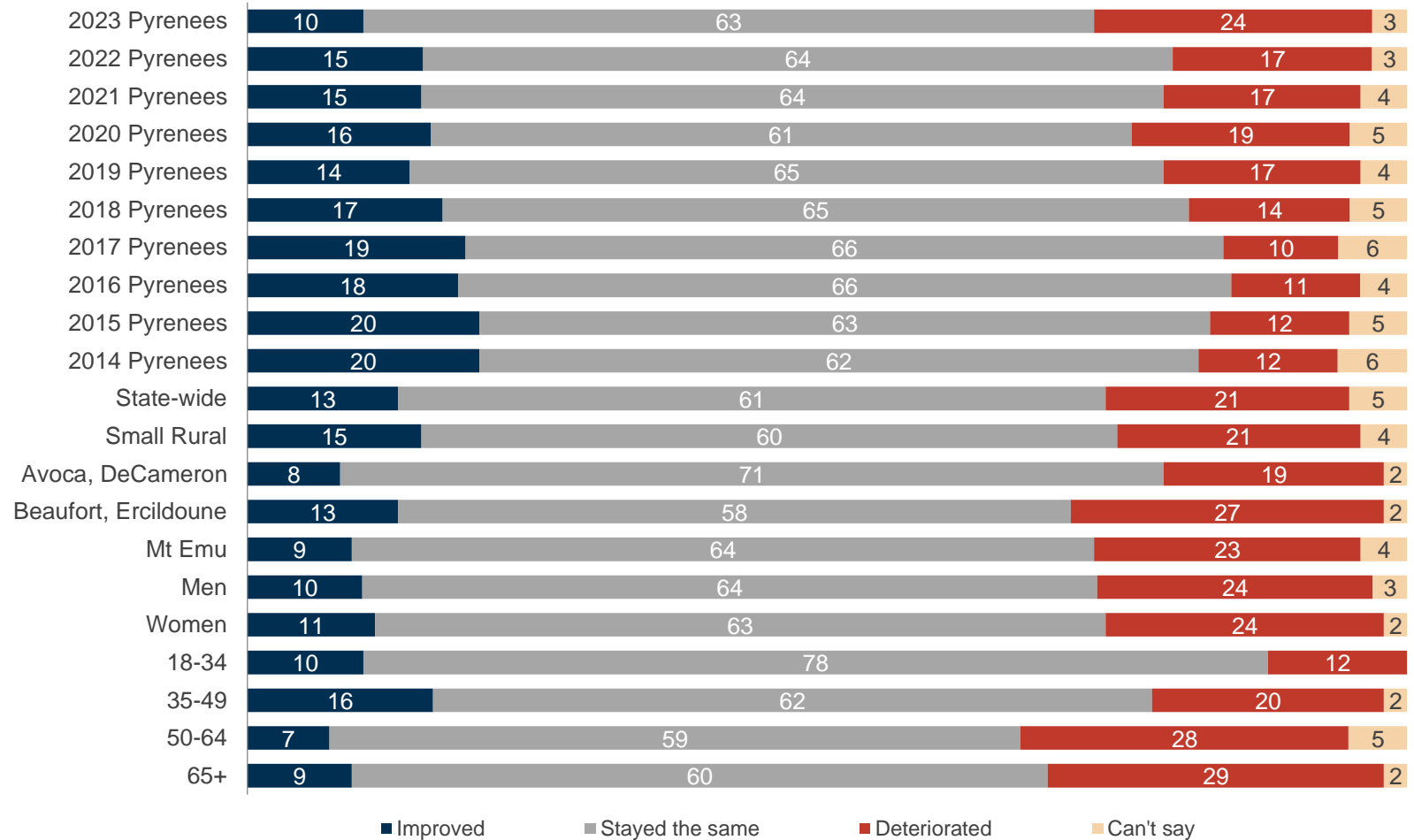
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



# Overall council direction last 12 months

2023 overall council direction (%)

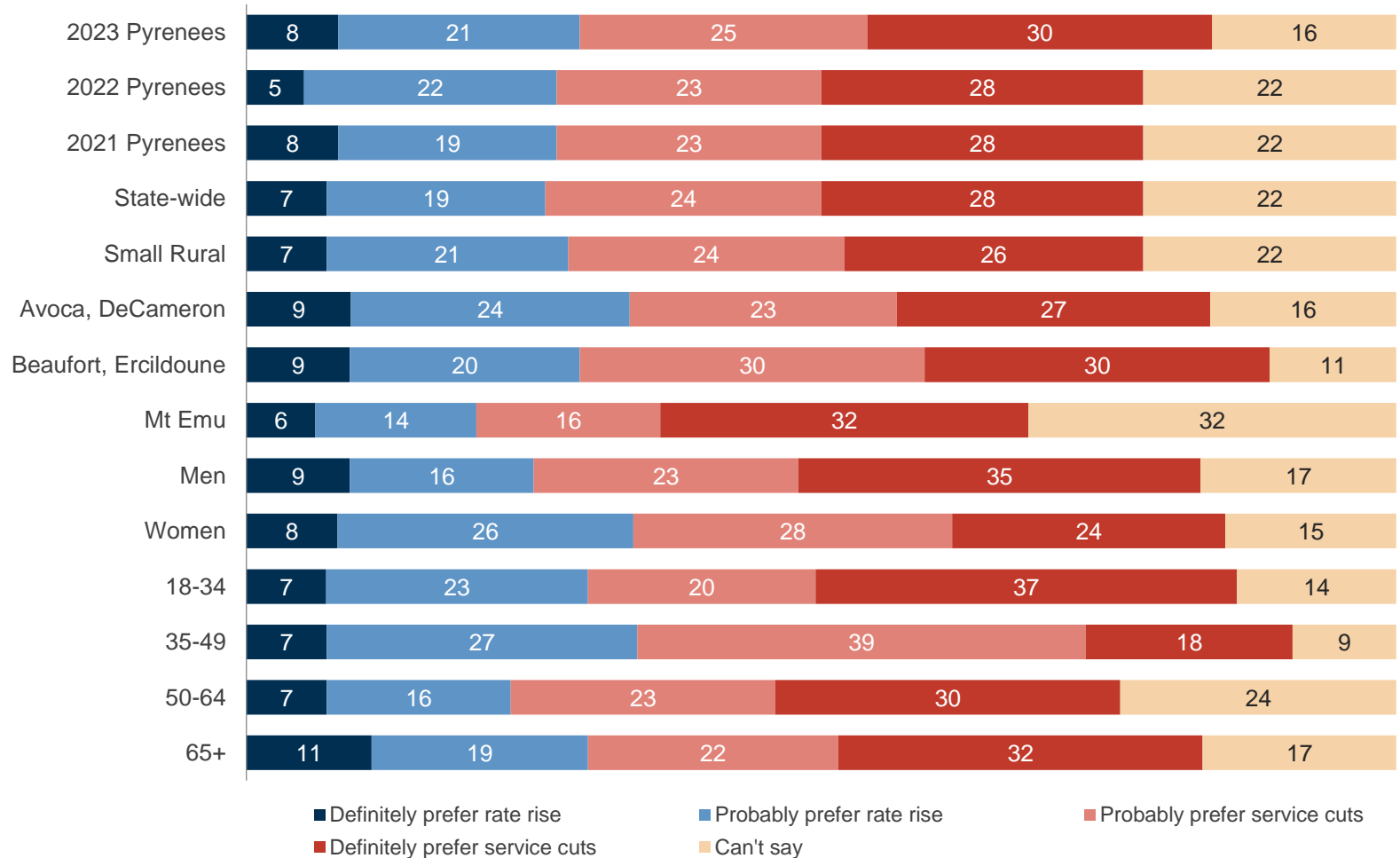


Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Rates / services trade-off

2023 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: 21 Councils asked group: 6



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

# **Individual service areas**



# Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	57▲	42	63	54	61	53	63	58	57	63
Women	53	53	57	57	57	55	61	58	60	59
Small Rural	53▲	54	56	54	56	54	55	55	56	n/a
State-wide	52	54	56	55	56	55	55	54	56	57
35-49	51	49	52	57	53	60	59	59	61	58
Mt Emu	50	52	54	45	63	39	57	56	54	58
Beaufort, Ercildoune	50	51	54	53	54	55	58	57	57	56
Pyrenees	50	51	55	55	57	55	60	56	58	58
Avoca, DeCameron	50	50	57	57	60	65	63	56	62	60
50-64	47	54	50	53	55	48	56	51	60	60
65+	47	53	56	55	59	59	61	59	56	54
Men	46	48	54	53	58	56	58	55	57	58

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

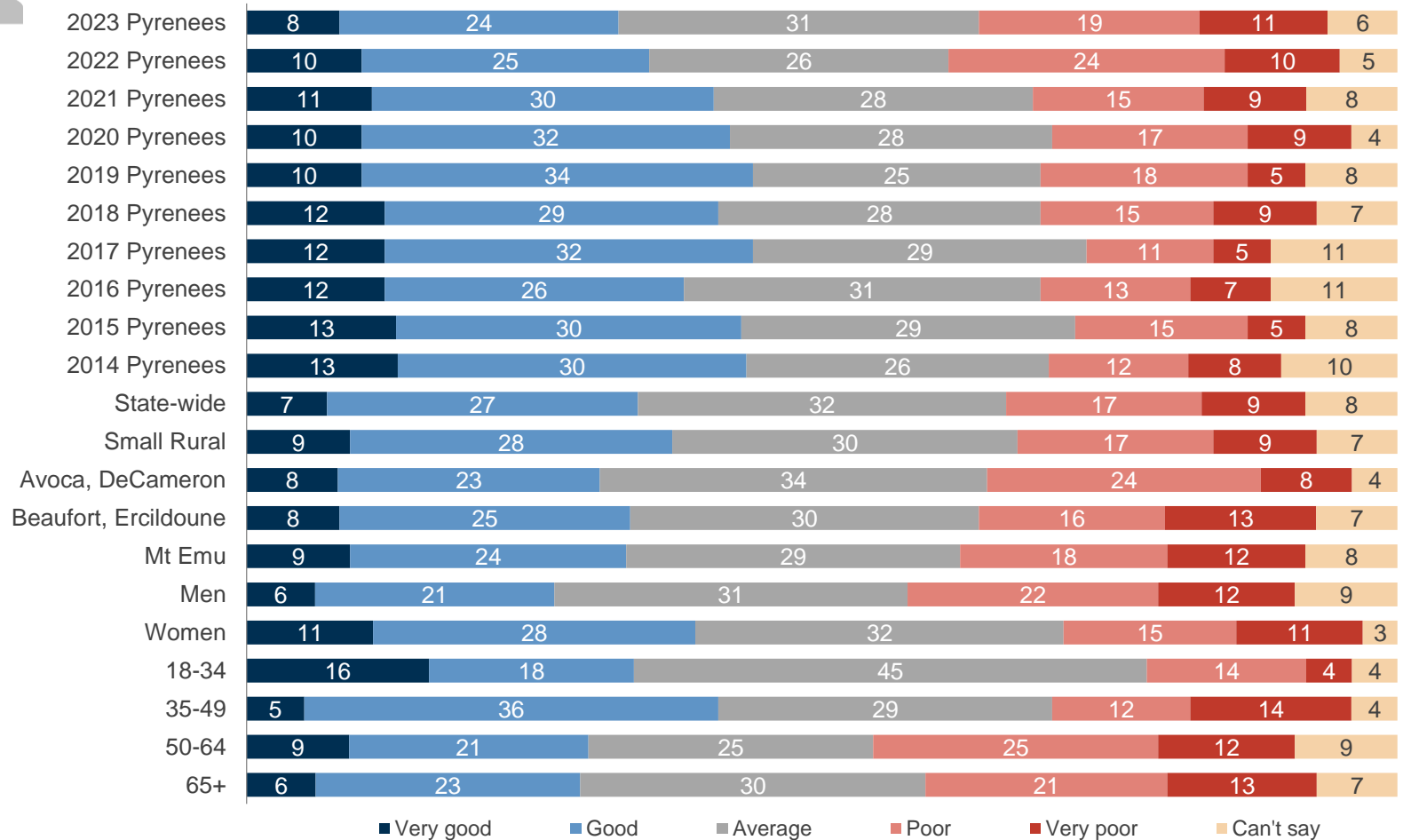
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

# Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mt Emu	55	53	51	61	48	59	50	55	59
18-34	55	47	62	58	62	59	63	55	56
Women	54	55	57	57	57	56	61	56	59
Small Rural	52	54	56	53	55	52	55	53	56
State-wide	51	54	56	53	55	54	54	54	55
Beaufort, Ercildoune	50	55	54	55	54	56	62	57	53
Pyrenees	50	53	54	54	56	57	62	56	57
65+	50	53	53	54	57	58	66	59	58
35-49	49	54	55	55	55	62	61	55	55
Men	47	51	51	52	56	58	62	57	54
Avoca, DeCameron	47	49	54	54	54	60	65	62	58
50-64	47	54	48	50	54	50	55	54	57

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

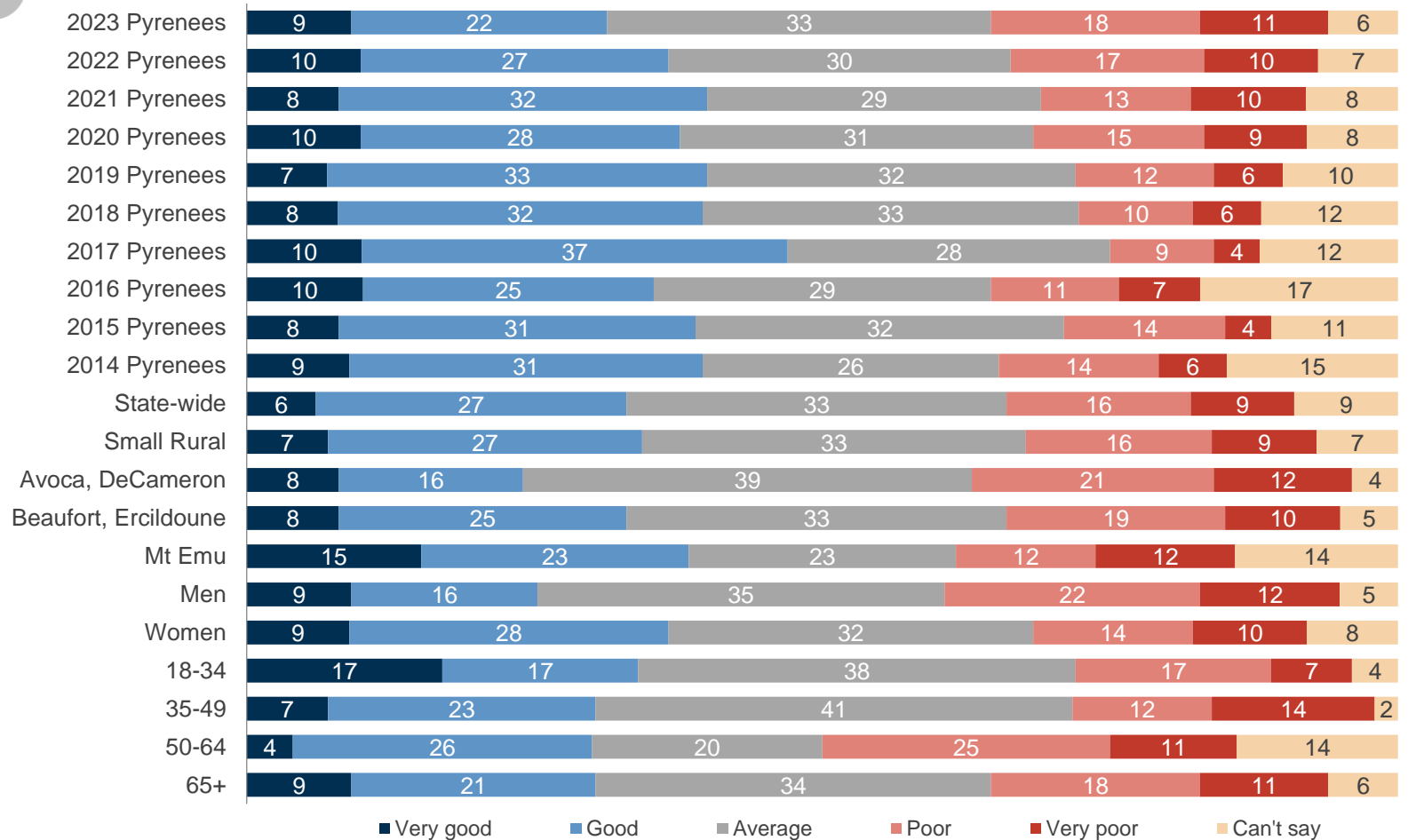
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

# The condition of sealed local roads in your area performance



## 2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Avoca, DeCameron	50▲	51	61	52	59	58	52	56	58	61
State-wide	48▲	53	57	54	56	53	53	54	55	55
65+	47	56	58	56	60	58	59	57	59	56
18-34	44	36	52	40	46	42	50	55	46	50
Men	44	49	56	52	54	54	54	55	56	56
Pyrenees	44	50	57	51	54	54	55	54	55	56
Women	44	51	57	51	55	53	55	54	55	56
Small Rural	44	50	53	51	53	49	50	52	52	n/a
Mt Emu	43	49	48	34	33	50	55	53	49	51
35-49	43	50	59	51	47	59	54	53	55	59
Beaufort, Ercildoune	41	50	55	52	52	52	56	54	56	54
50-64	41	50	54	52	58	51	51	52	57	57

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

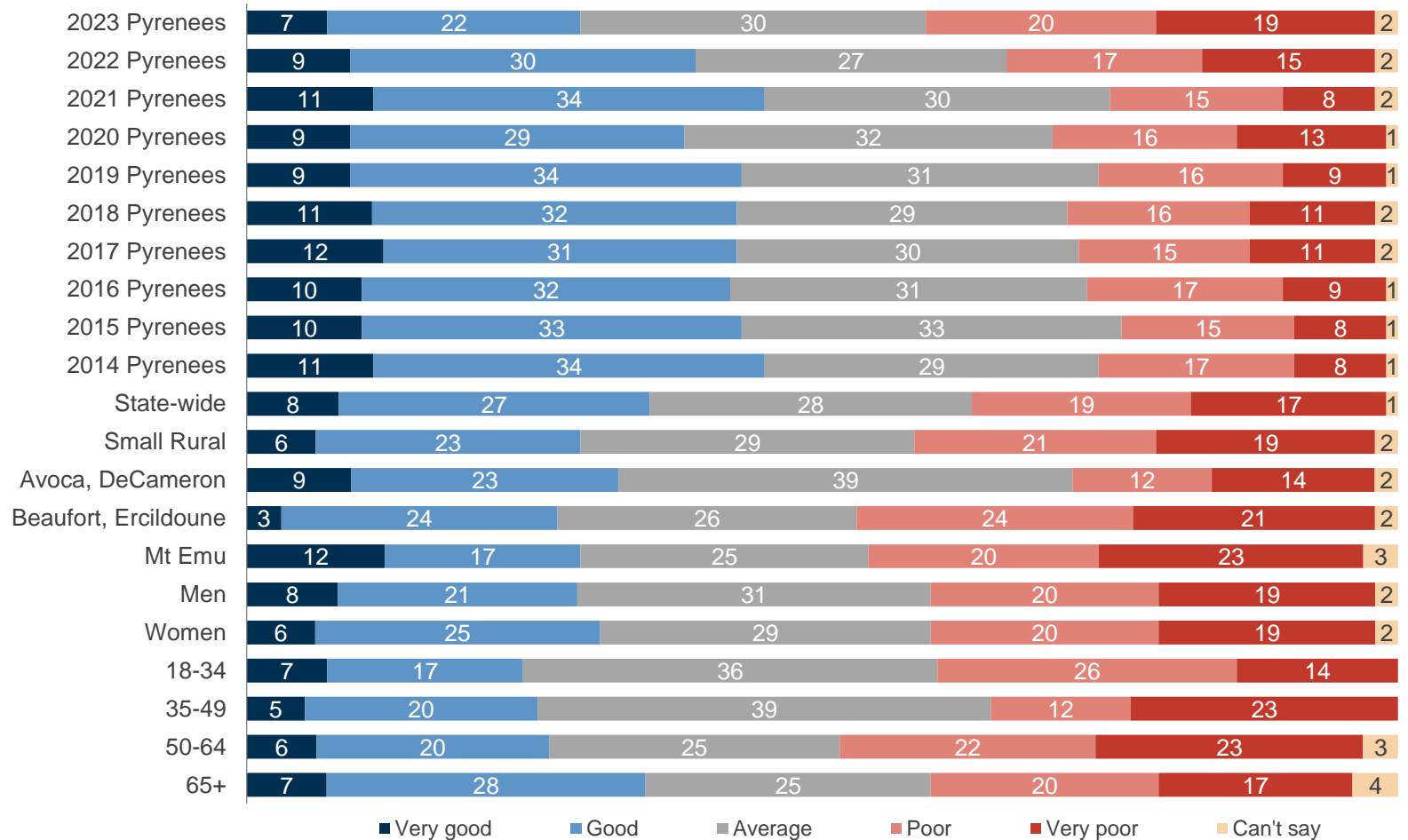
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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

# The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



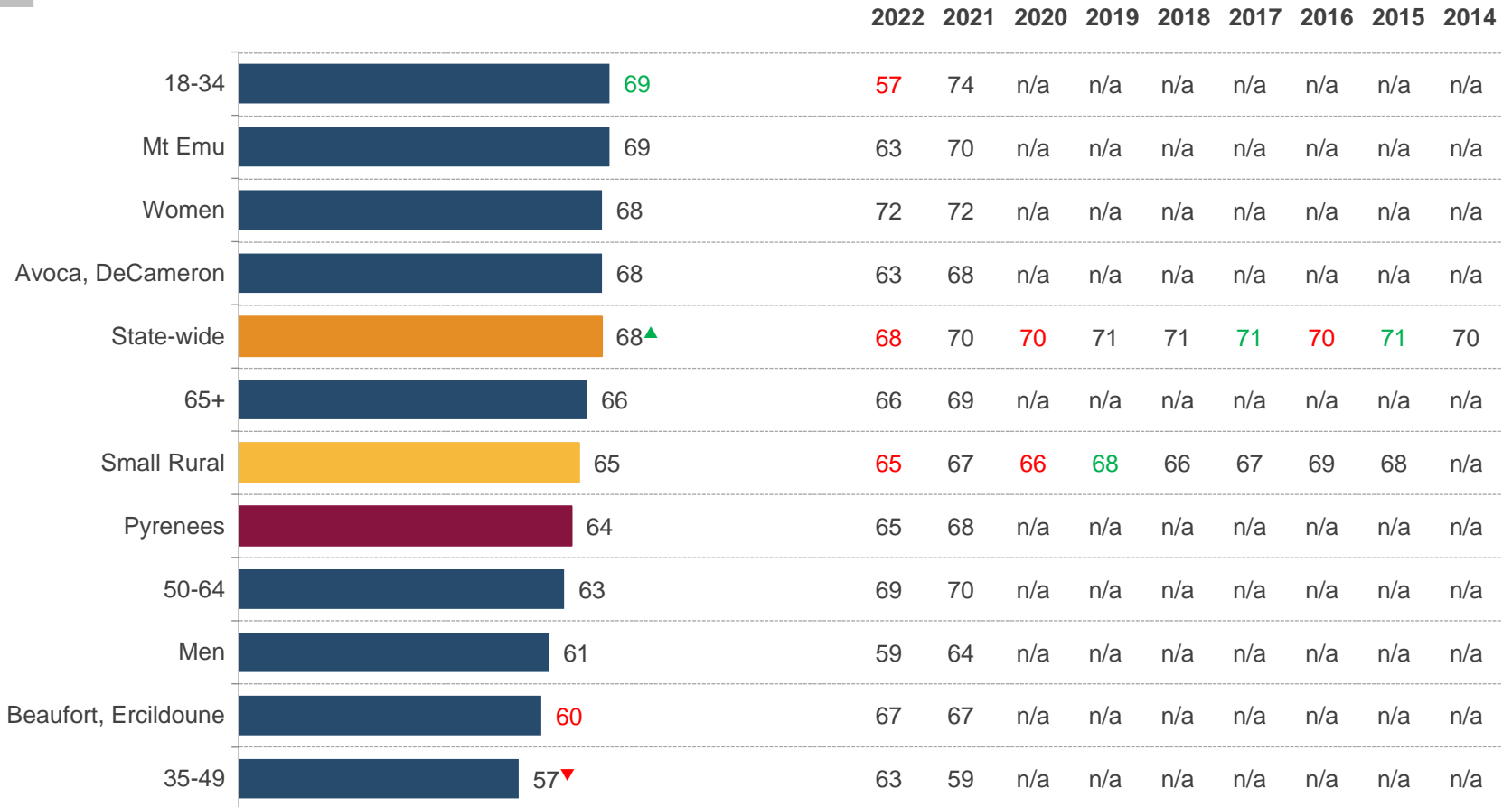
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



# Enforcement of local laws importance



2023 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.

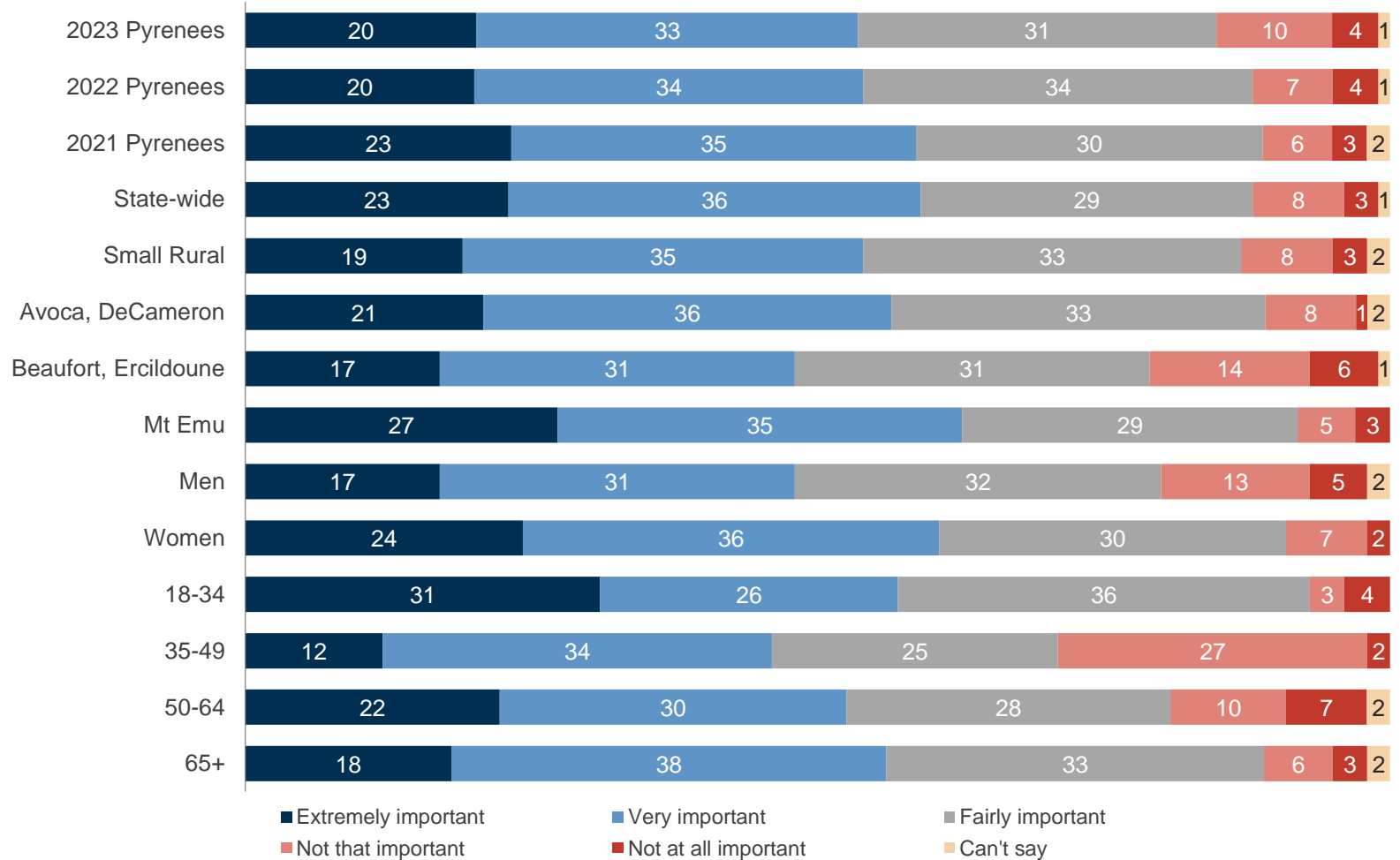




# Enforcement of local laws importance



2023 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6



# Enforcement of local laws performance



2023 law enforcement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	58	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Avoca, DeCameron	57	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	64	63	64	64	64	63	66	66
Pyrenees	59	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	62	63	62	63	63	65	64	66	n/a
Mt Emu	63	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a

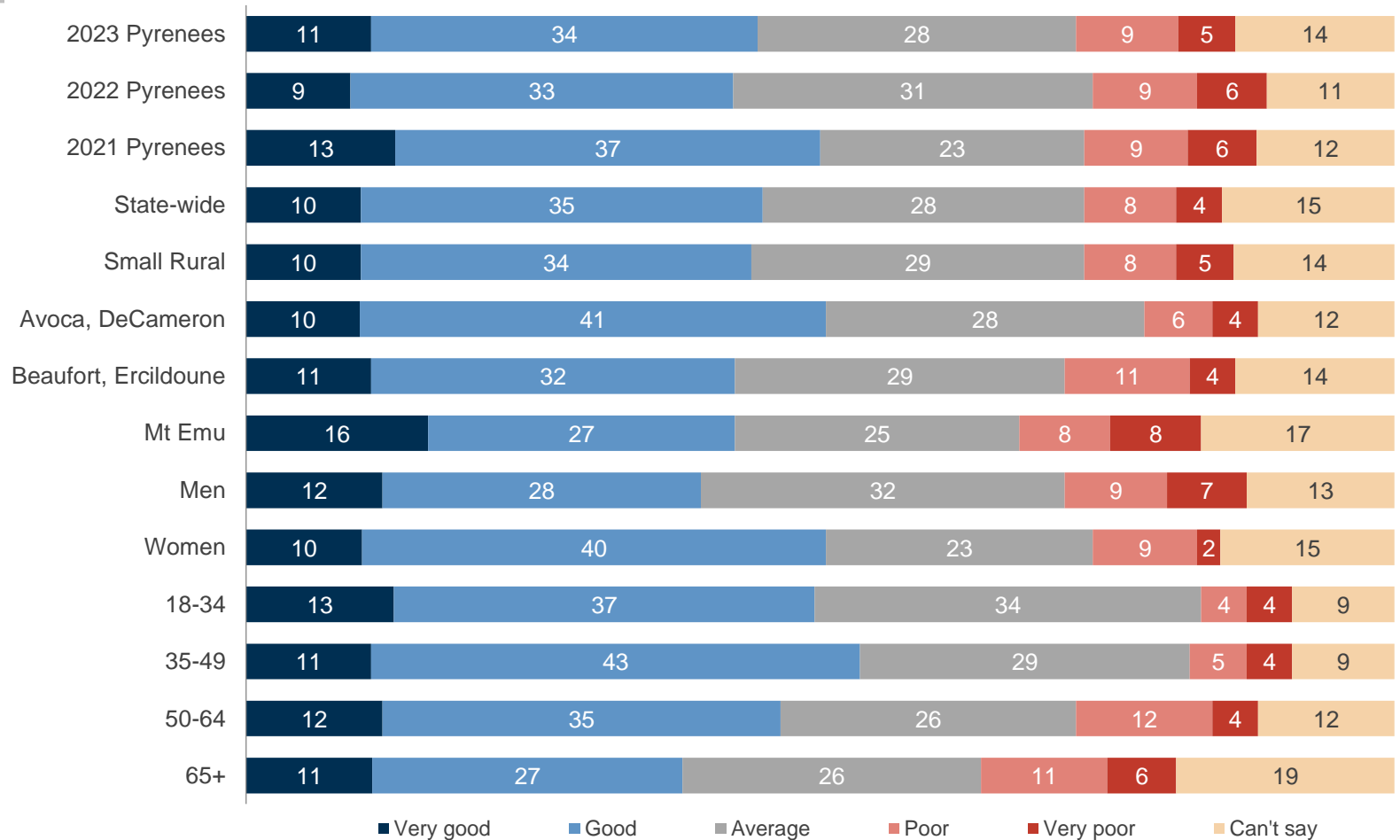
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2023 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



# Family support services importance



2023 family support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	80	79	87	82	73	79	67	69	71	74
Women	77	77	80	78	76	78	78	76	74	78
State-wide	75	76	76	75	74	74	73	73	73	72
Beaufort, Ercildoune	74	73	77	72	72	72	69	70	70	72
35-49	74	72	76	74	74	78	78	79	70	72
Pyrenees	74	73	75	74	72	72	70	71	70	72
Small Rural	74	75	76	74	71	69	71	72	72	n/a
Avoca, DeCameron	73	73	74	76	71	74	72	70	73	71
50-64	73	71	73	72	70	66	69	66	70	71
Mt Emu	72	70	74	84	77	71	70	74	65	73
65+	71	72	71	73	71	71	68	73	70	72
Men	70	69	71	71	68	68	63	66	66	67

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 2

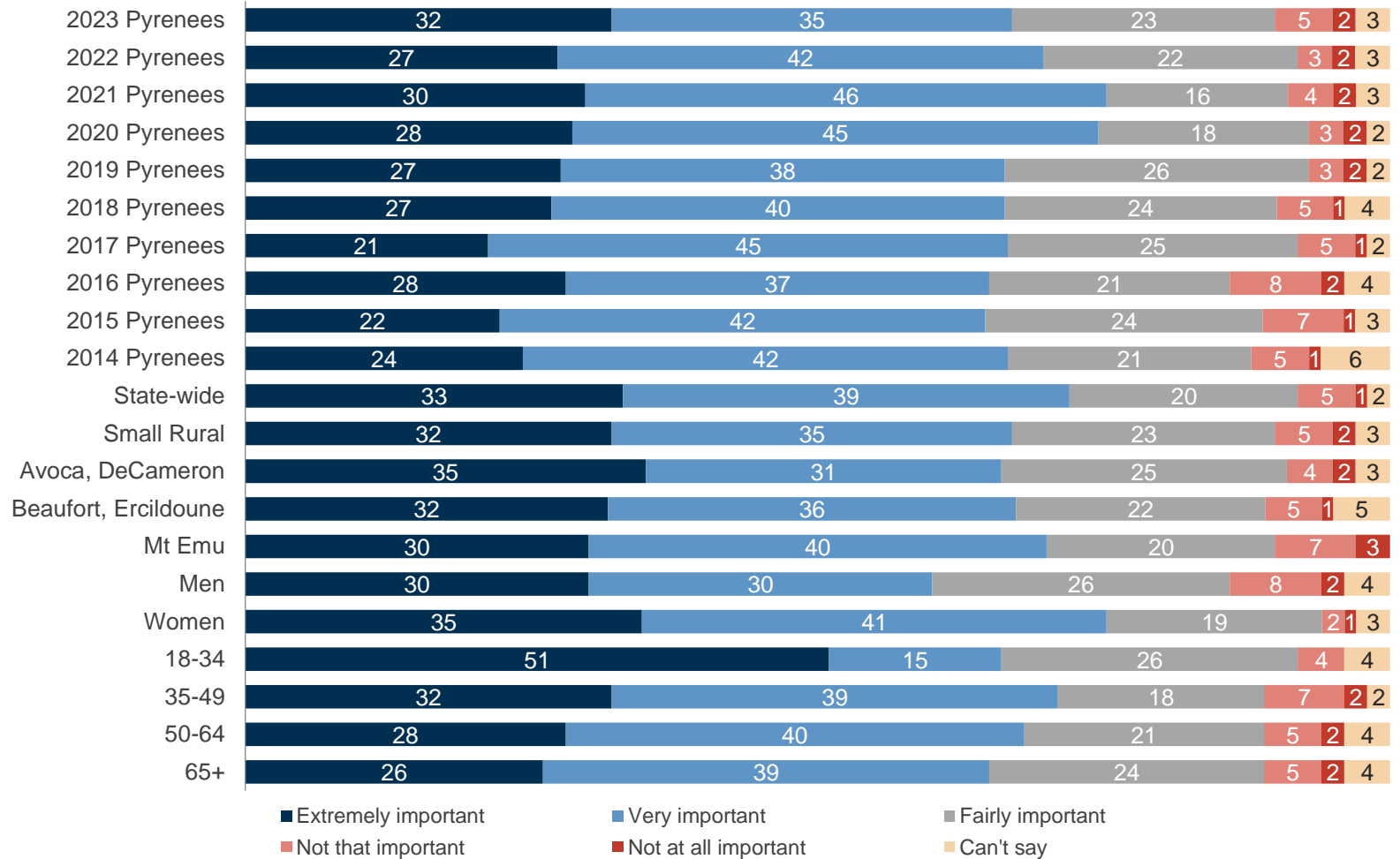
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



2023 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 2



# Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mt Emu	66	60	48	46	66	68	64	61	66
35-49	66	65	67	67	72	71	66	70	63
18-34	65	66	62	69	66	74	71	69	65
Men	63	71	64	67	69	71	69	69	68
Pyrenees	63	68	65	68	68	70	68	68	67
Women	63	66	67	68	67	69	66	68	66
State-wide	63	66	66	67	66	67	66	67	68
Beaufort, Ercildoune	63	69	65	67	66	70	71	70	64
Small Rural	62	66	66	68	67	68	66	67	n/a
65+	62	72	68	70	69	71	72	67	69
Avoca, DeCameron	62	70	67	70	73	71	66	70	69
50-64	58	67	62	64	64	63	62	68	69

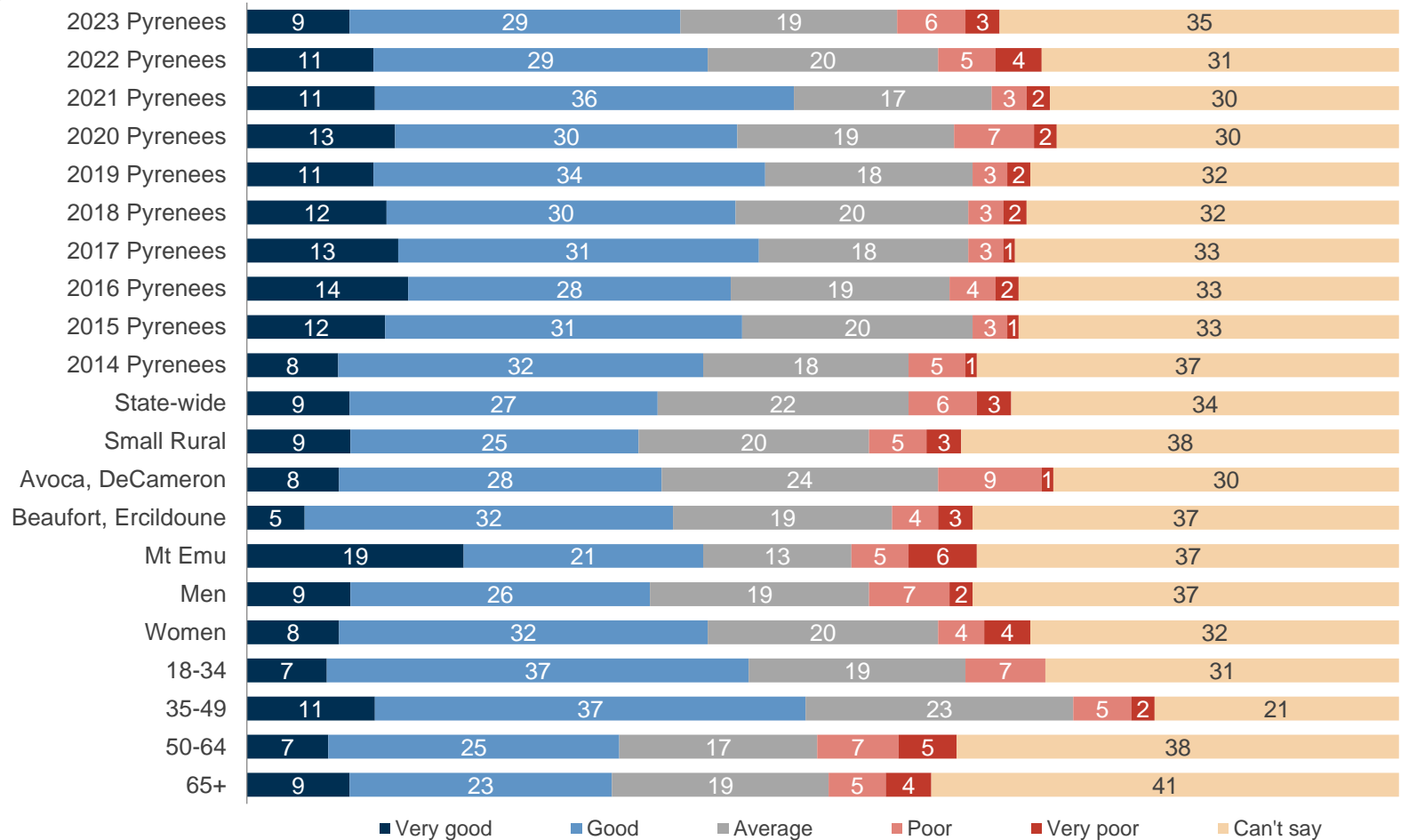
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2023 family support performance (%)



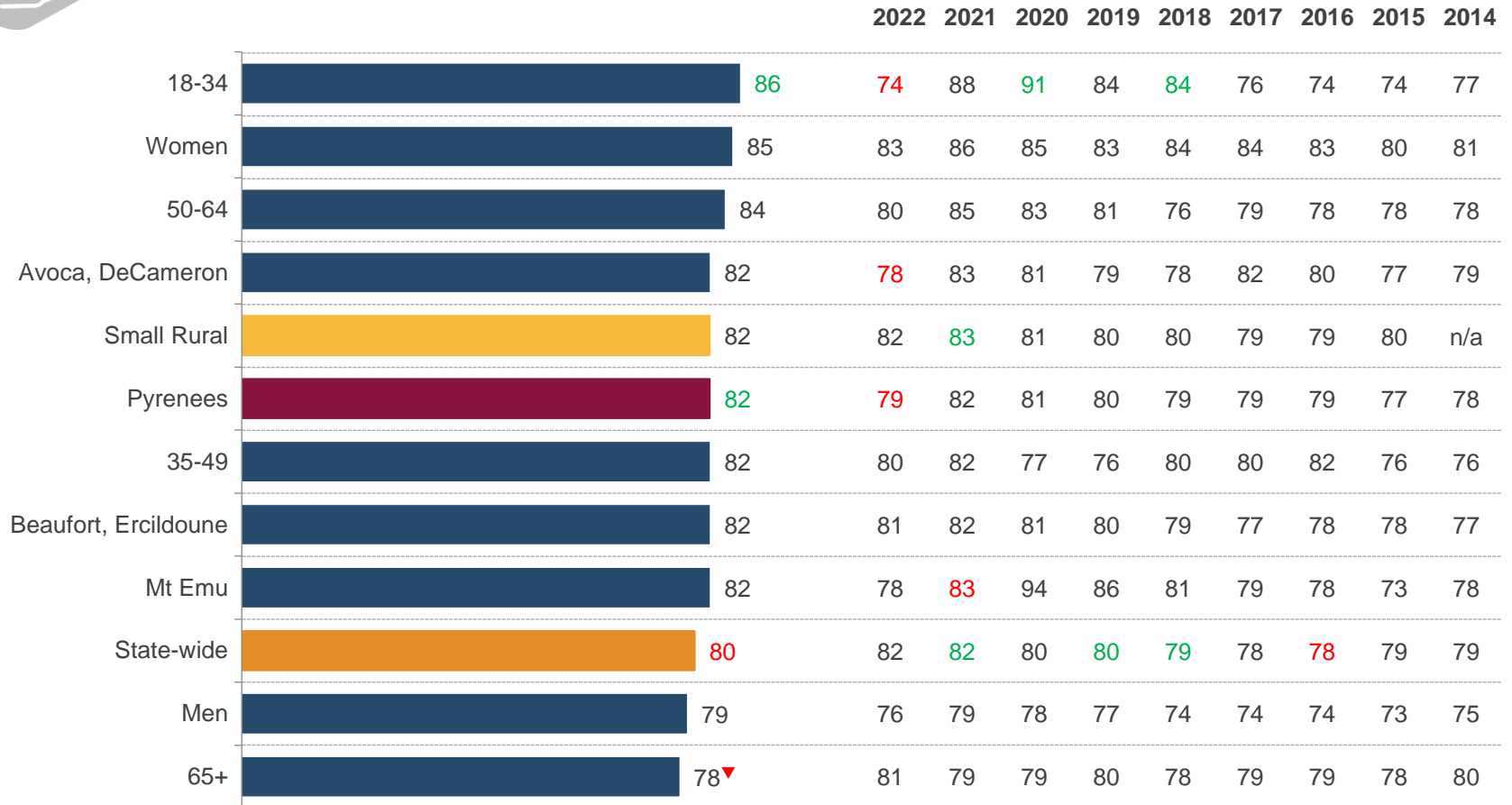
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



# Elderly support services importance



2023 elderly support importance (index scores)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5  
 Note: Please see Appendix A for explanation of significant differences.

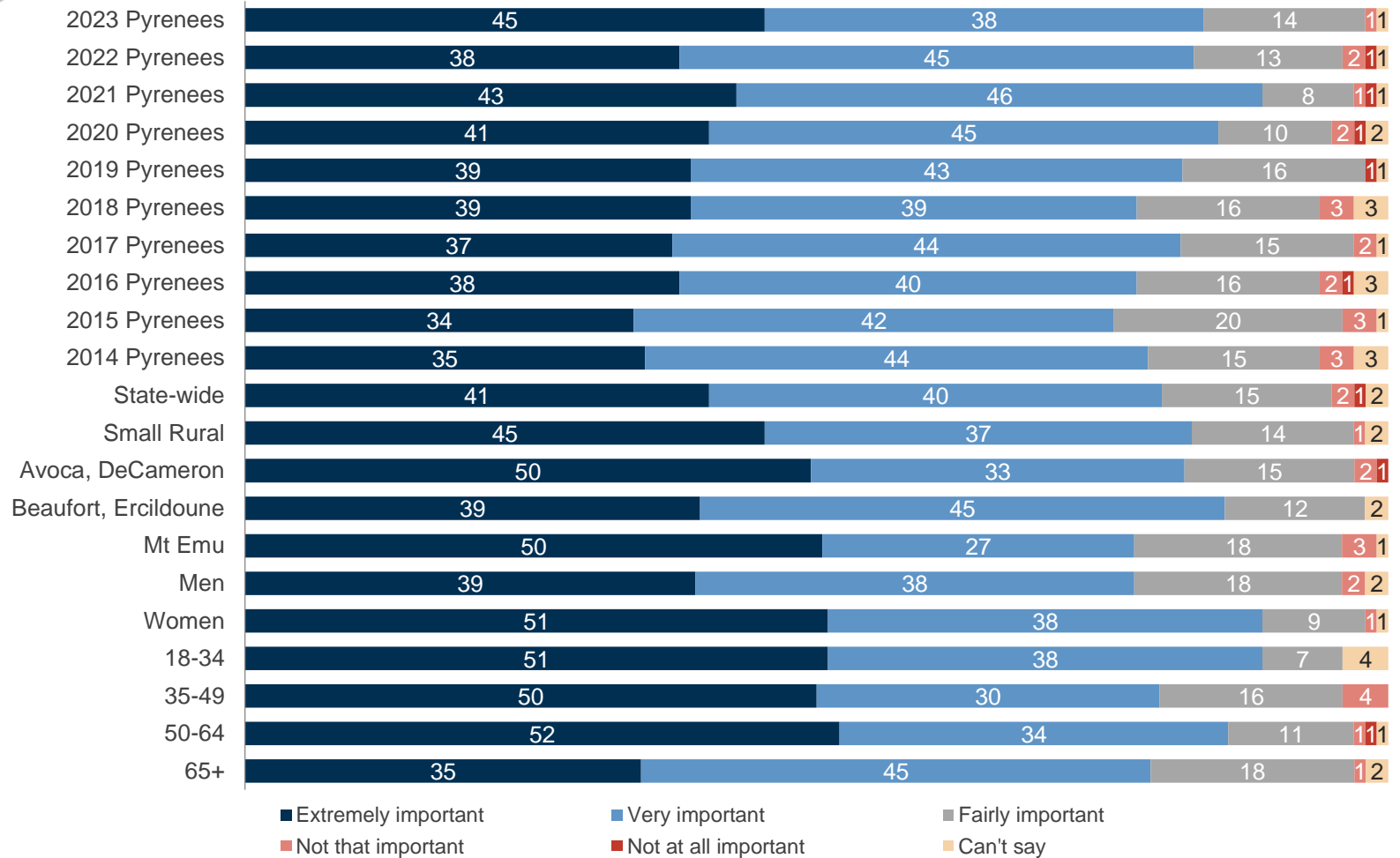




# Elderly support services importance



2023 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5



# Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Small Rural	66▲	70	72	71	71	69	71	70	72	n/a
State-wide	63▲	67	69	68	68	68	68	68	69	70
18-34	63	58	68	64	67	68	75	75	67	70
Avoca, DeCameron	62	68	74	70	70	70	73	70	72	72
35-49	62	69	73	72	71	75	76	69	70	67
Mt Emu	61	66	72	44	64	63	69	66	61	66
Men	61	69	73	68	70	73	75	71	70	71
Pyrenees	60	68	72	68	69	70	74	69	70	70
65+	60	70	73	69	70	70	75	71	71	69
Women	59	67	71	68	68	65	73	68	70	69
Beaufort, Ercildoune	57	69	70	68	68	71	76	71	72	70
50-64	55	70	70	66	67	65	69	65	71	74

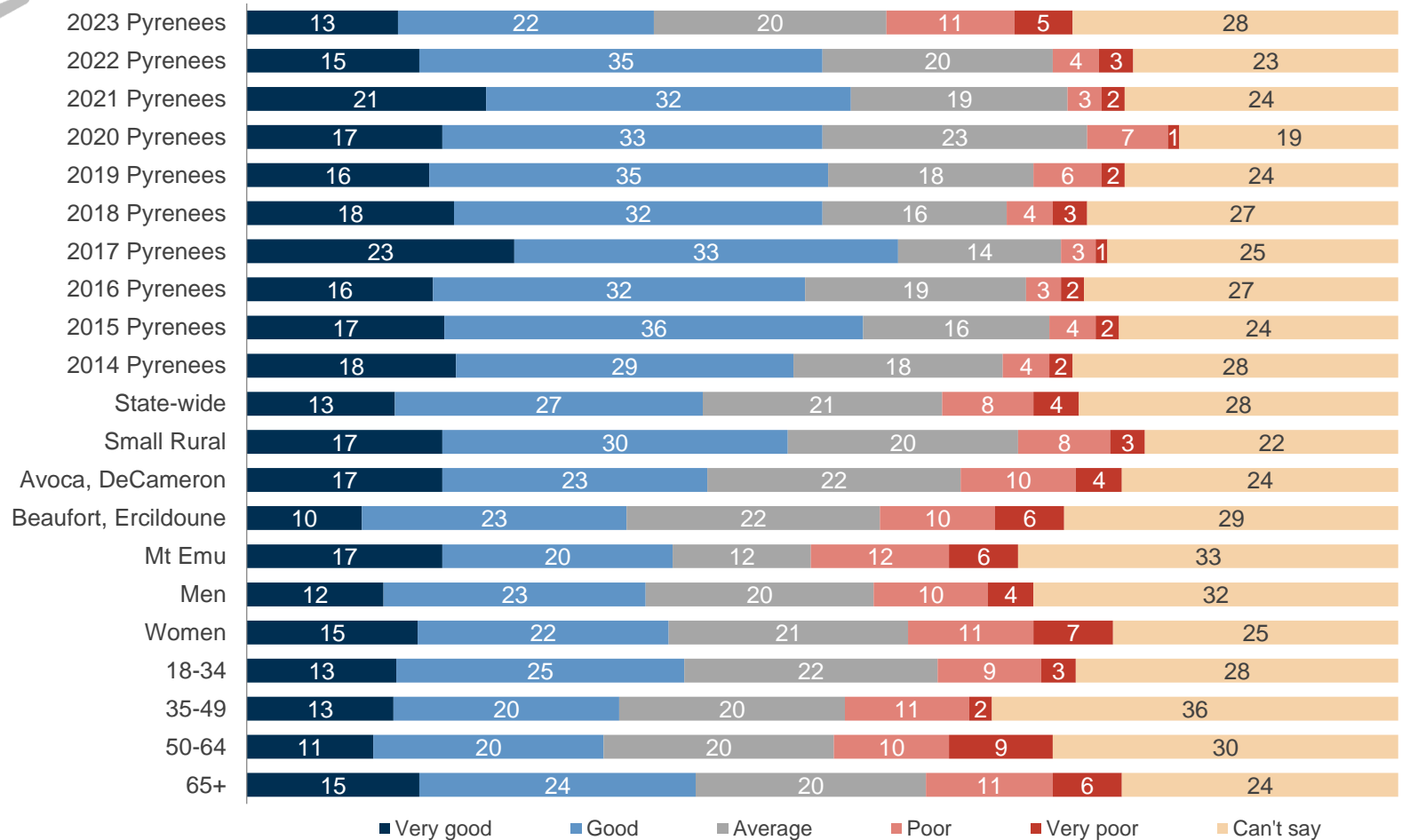
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



# Recreational facilities importance



2023 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	73▲	74	72	72	73	72	73	72	72	
Small Rural	73▲	74	73	72	72	71	72	73	n/a	
Women	73▲	72	75	n/a	71	73	71	72	68	70
50-64	72	72	69	n/a	70	68	67	66	66	67
18-34	71	67	81	n/a	69	68	69	65	64	66
Beaufort, Ercildoune	69	74	71	n/a	70	71	69	69	68	67
Avoca, DeCameron	69	71	71	n/a	68	70	65	64	67	67
Pyrenees	69	71	71	n/a	69	71	67	68	67	67
65+	68	71	65	n/a	68	71	67	69	69	68
Mt Emu	65	64	71	n/a	75	70	67	71	62	67
Men	65▼	71	68	n/a	68	68	64	63	65	65
35-49	64	76	77	n/a	71	76	68	70	66	69

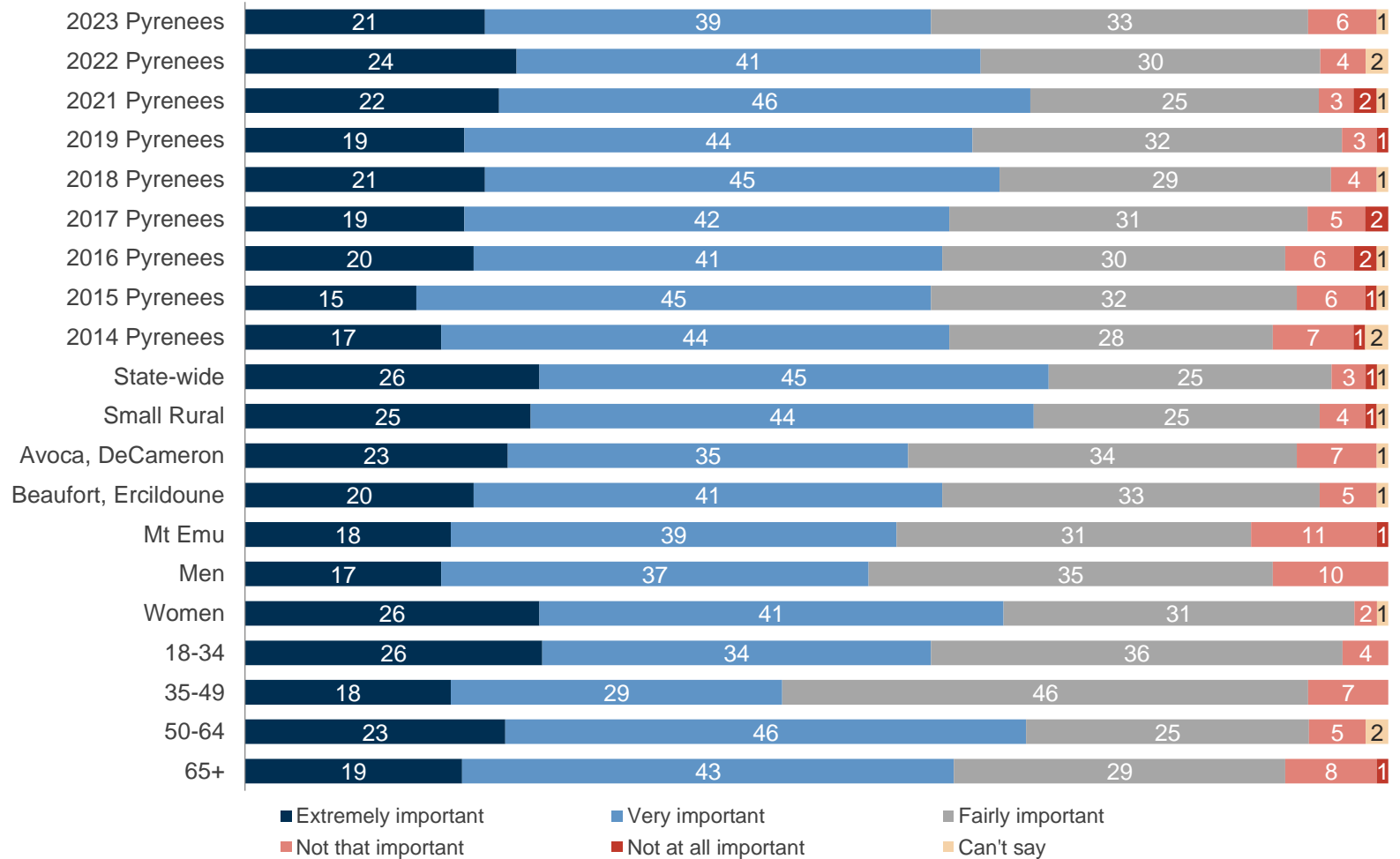
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7



# Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	68▲	69	71	70	70	69	70	69	70
Avoca, DeCameron	68	67	73	72	72	71	71	69	73
Women	67	68	68	65	67	66	72	61	71
Small Rural	67	69	69	68	68	69	69	68	70
65+	66	70	72	68	70	72	73	68	69
Mt Emu	66	74	68	64	60	61	68	57	65
50-64	66	70	70	68	66	68	69	68	72
Pyrenees	65	68	69	68	69	68	72	65	69
18-34	65	66	62	65	71	57	75	60	65
Men	64	69	71	70	71	70	73	69	68
35-49	63	66	70	69	70	70	72	62	70
Beaufort, Ercildoune	63	68	67	63	67	68	74	67	68

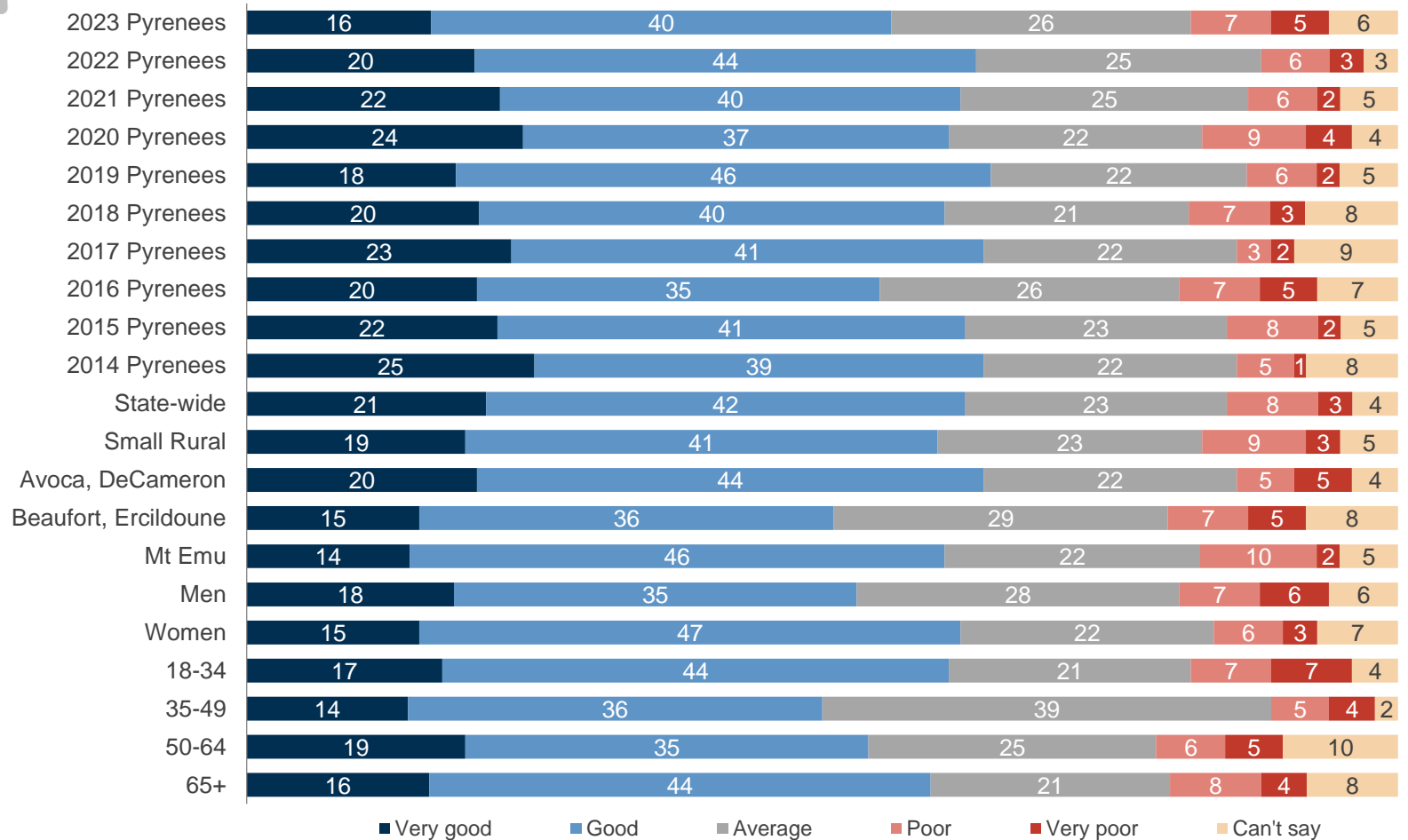
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13



# The appearance of public areas importance



2023 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	75	75▲	74	73	74	74	74	73	73
Small Rural	74	74	74	74	74	74	74	73	n/a
50-64	74	72	n/a	76	69	72	71	71	72
Women	74	75	n/a	74	76	75	74	71	74
Avoca, DeCameron	72	74	n/a	71	74	70	69	73	70
Beaufort, Ercildoune	71	71	n/a	71	72	74	71	70	74
Pyrenees	71	72	n/a	71	72	72	71	70	71
18-34	71	57	n/a	66	74	74	68	68	67
65+	70	72	n/a	72	72	71	71	69	73
35-49	70	76	n/a	70	76	70	72	73	71
Men	69	68	n/a	69	69	67	67	69	69
Mt Emu	68	66	n/a	78	73	67	74	64	70

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.

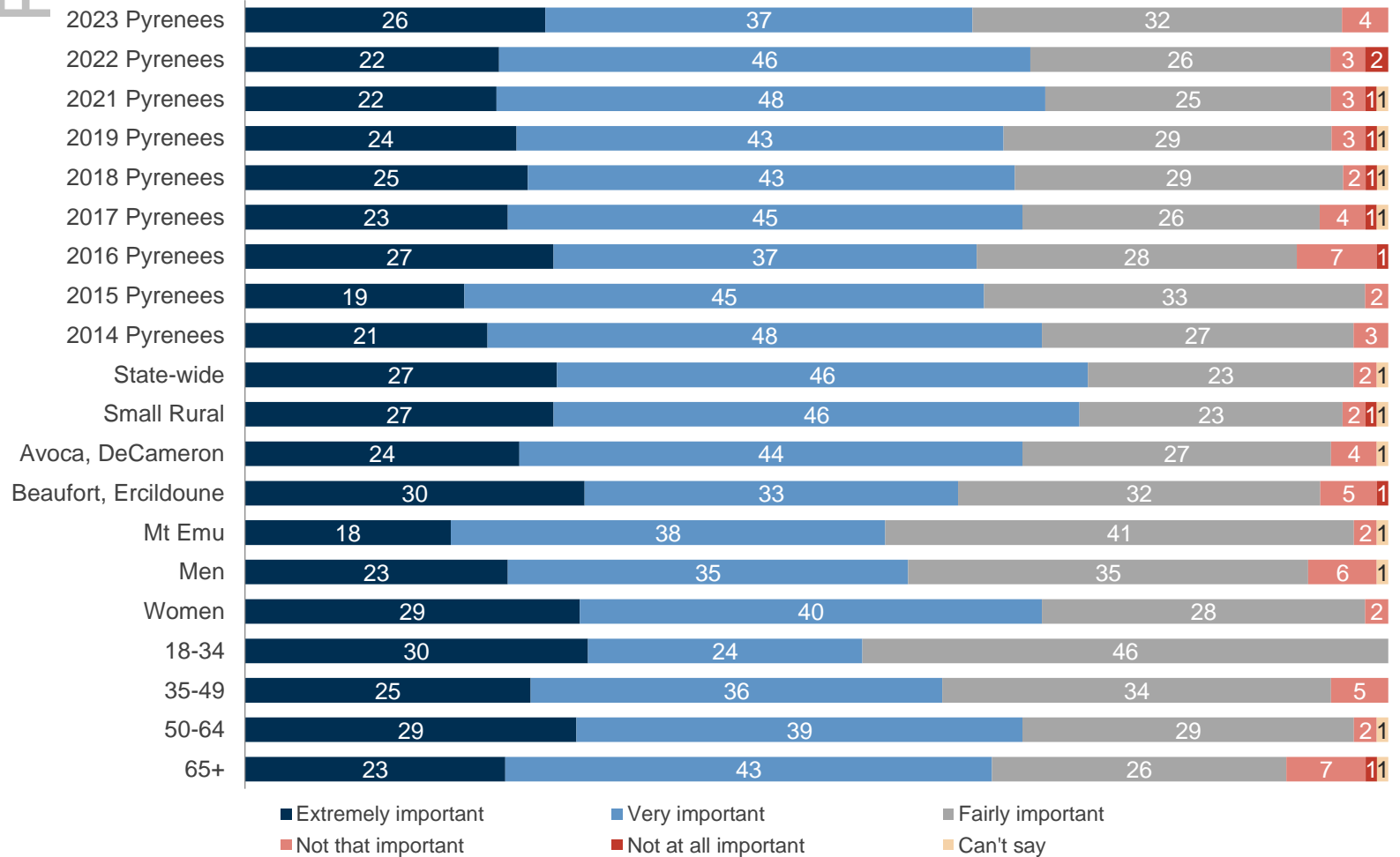




# The appearance of public areas importance



2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7



# The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Small Rural	71▲	73	75	72	73	72	74	73	74	n/a
35-49	68	72	72	72	72	74	76	71	71	67
Avoca, DeCameron	67	65	70	72	71	70	74	72	75	75
State-wide	67	71	73	72	72	71	71	71	72	72
Women	66	69	68	68	69	67	75	68	71	73
18-34	65	65	74	73	67	68	78	66	70	77
Pyrenees	65	68	70	69	69	69	73	70	71	72
Beaufort, Ercildoune	65	71	69	66	67	71	74	71	72	73
65+	64	68	68	68	70	68	72	68	70	73
Men	64	68	71	69	69	70	70	72	71	72
50-64	63	68	68	63	66	67	69	73	73	73
Mt Emu	61	68	72	68	70	61	66	65	58	67

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

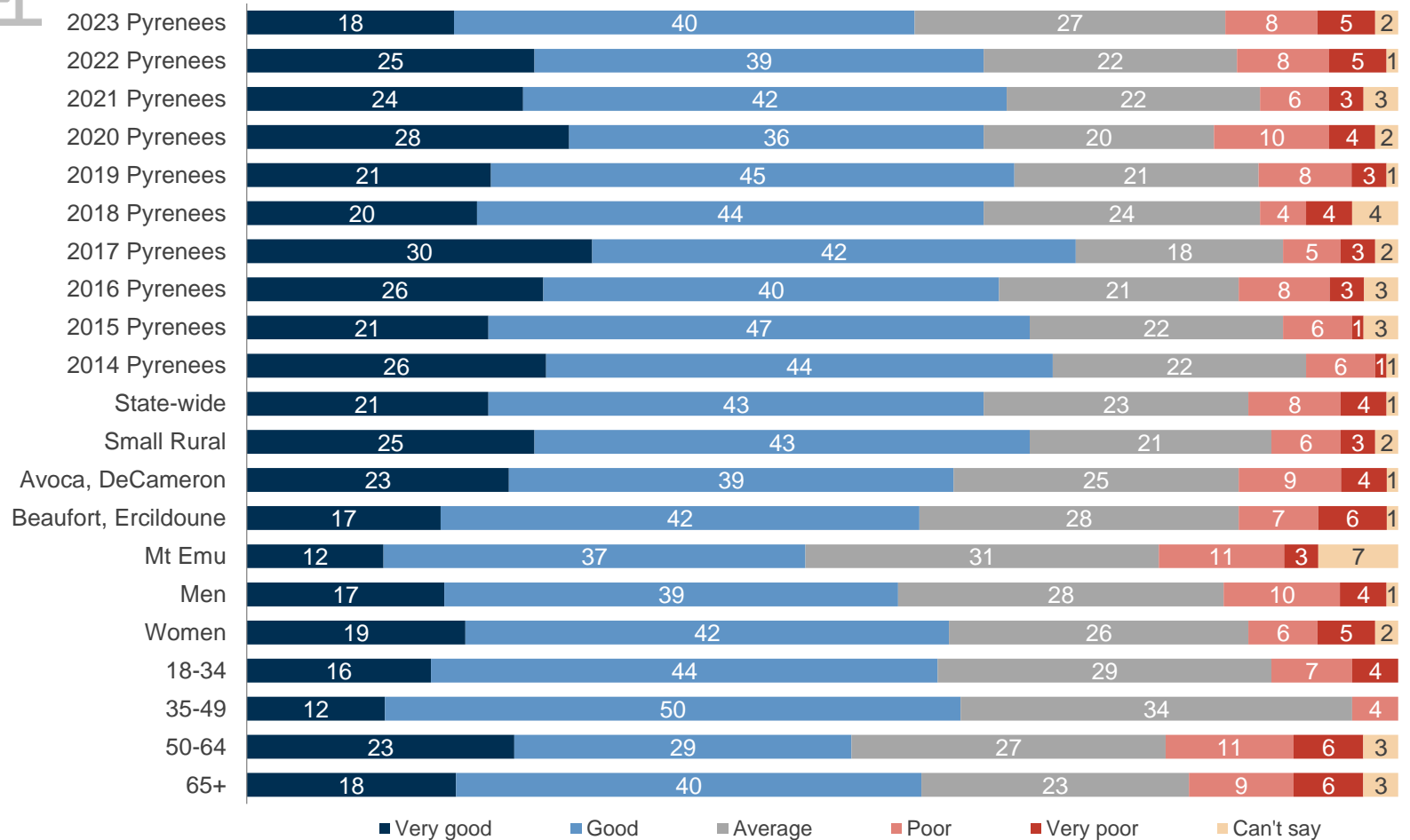
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2023 public areas performance (%)



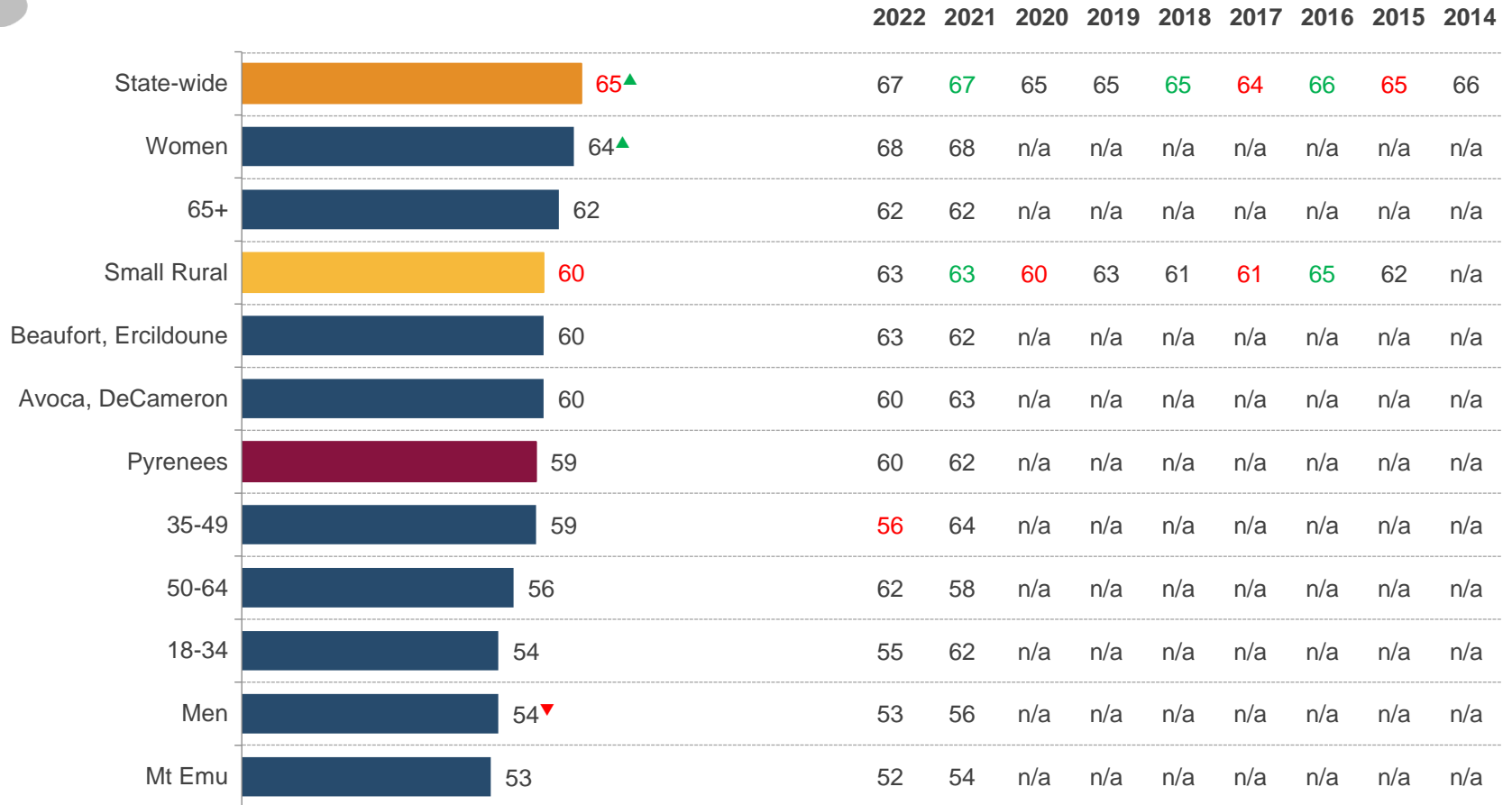
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14



# Art centres and libraries importance



2023 art centres and libraries importance (index scores)



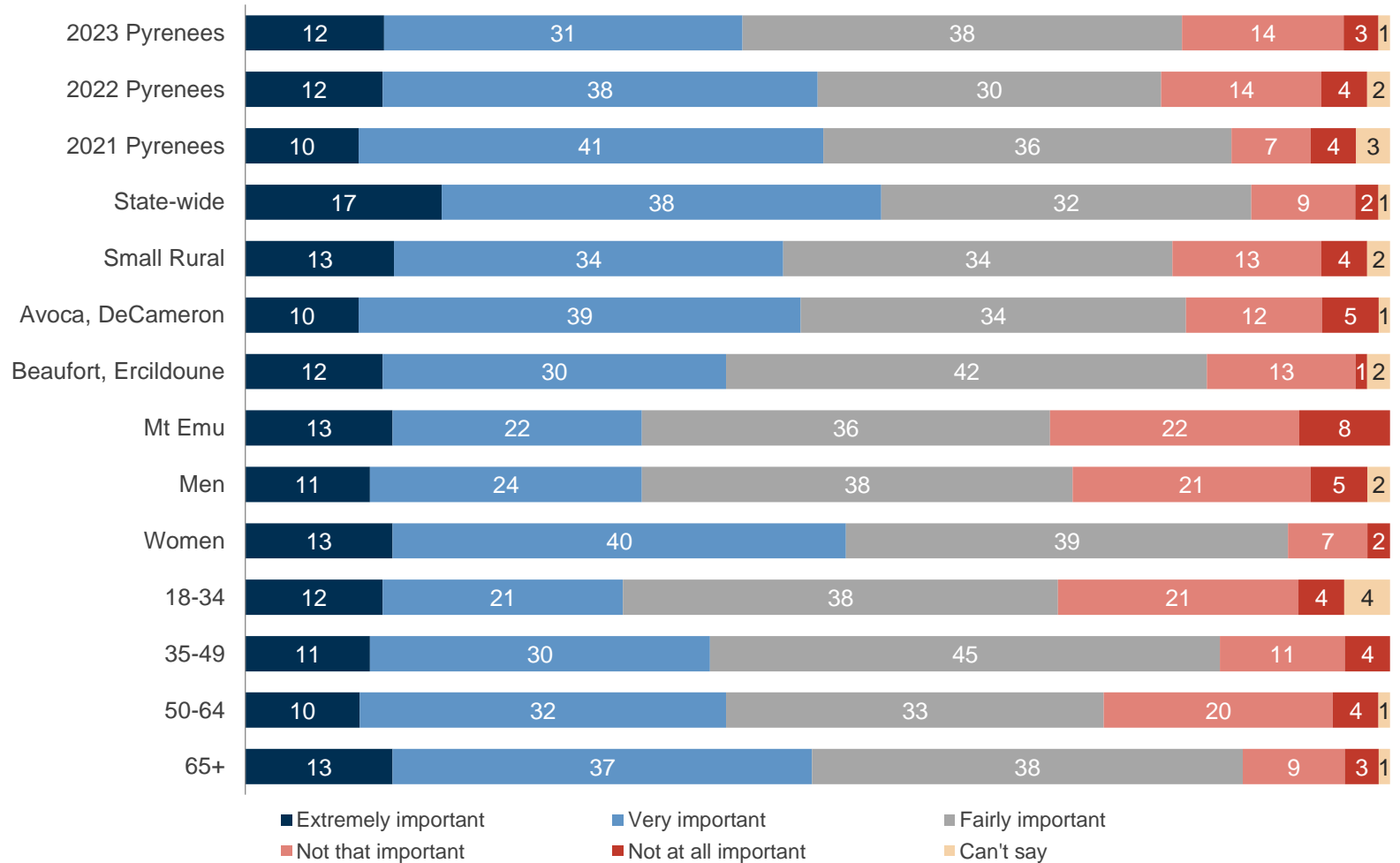
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2023 art centres and libraries importance (%)



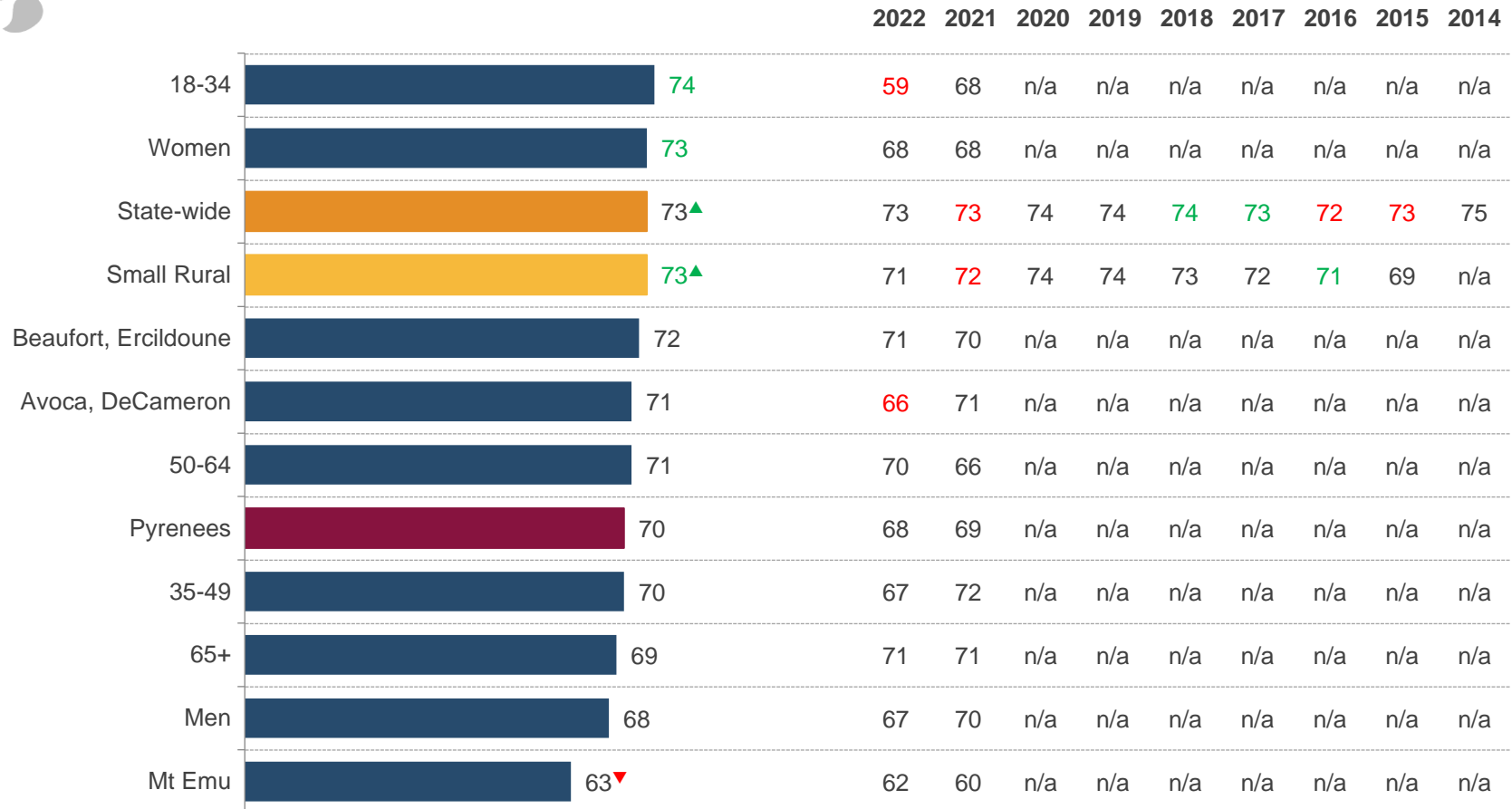
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3



# Art centres and libraries performance



2023 art centres and libraries performance (index scores)



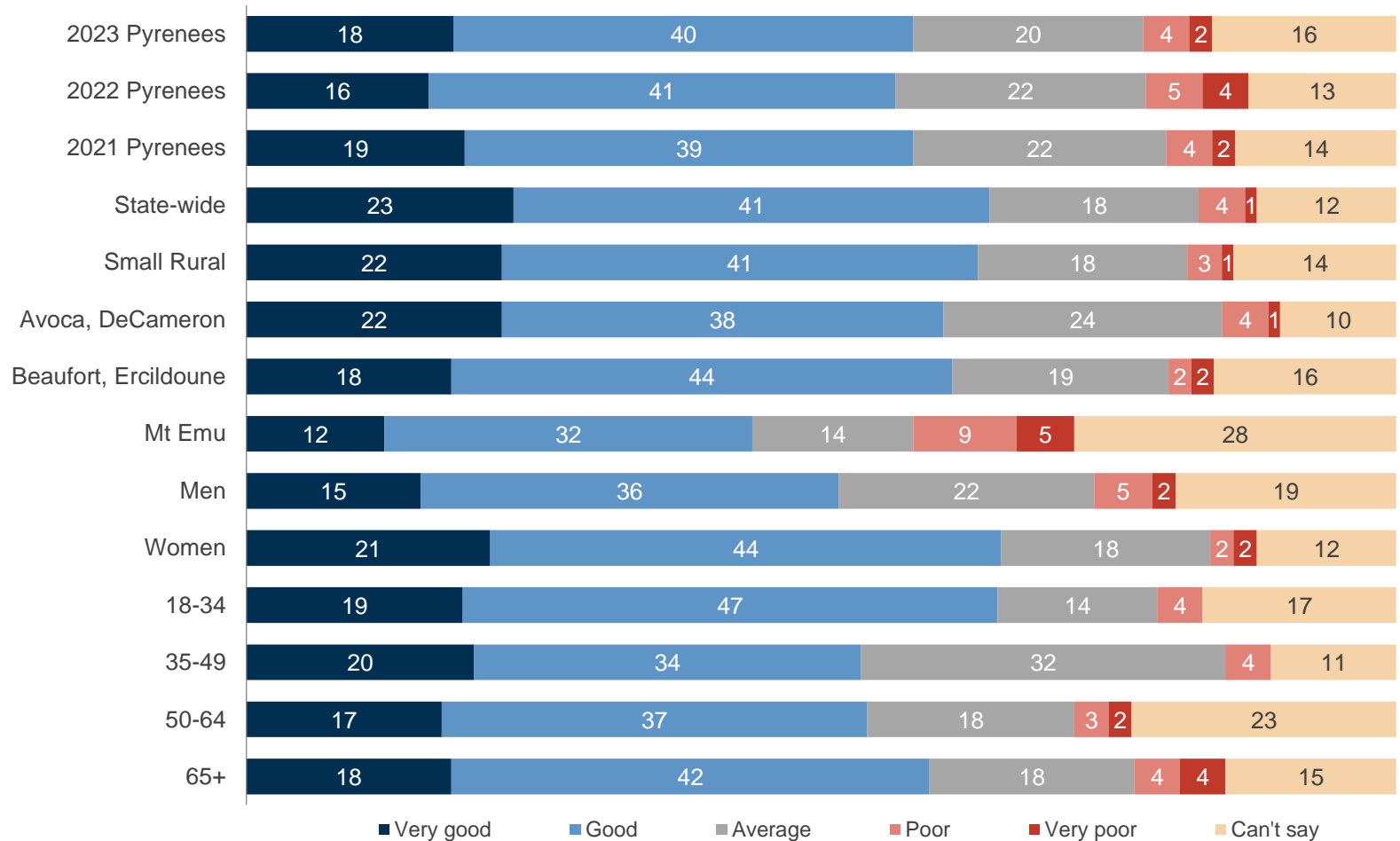
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2023 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6



# Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	73	72	71	65	70	73	77	73	76	74
Avoca, DeCameron	72	69	69	58	68	74	75	74	76	76
Mt Emu	71	72	65	46	76	59	72	67	62	73
Women	69	68	65	56	64	69	74	69	72	70
Pyrenees	69	69	66	58	65	69	75	70	71	73
Men	69	69	67	59	66	68	77	71	71	76
35-49	68	67	62	50	59	70	75	66	68	76
50-64	68	68	63	53	65	66	72	67	72	71
Beaufort, Ercildoune	67	67	63	58	62	68	77	67	70	69
State-wide	66▼	68	69	65	68	70	71	70	72	73
Small Rural	66▼	68	68	64	66	69	70	69	71	n/a
18-34	64	63	62	57	61	60	80	72	65	71

Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19  
 Note: Please see Appendix A for explanation of significant differences.

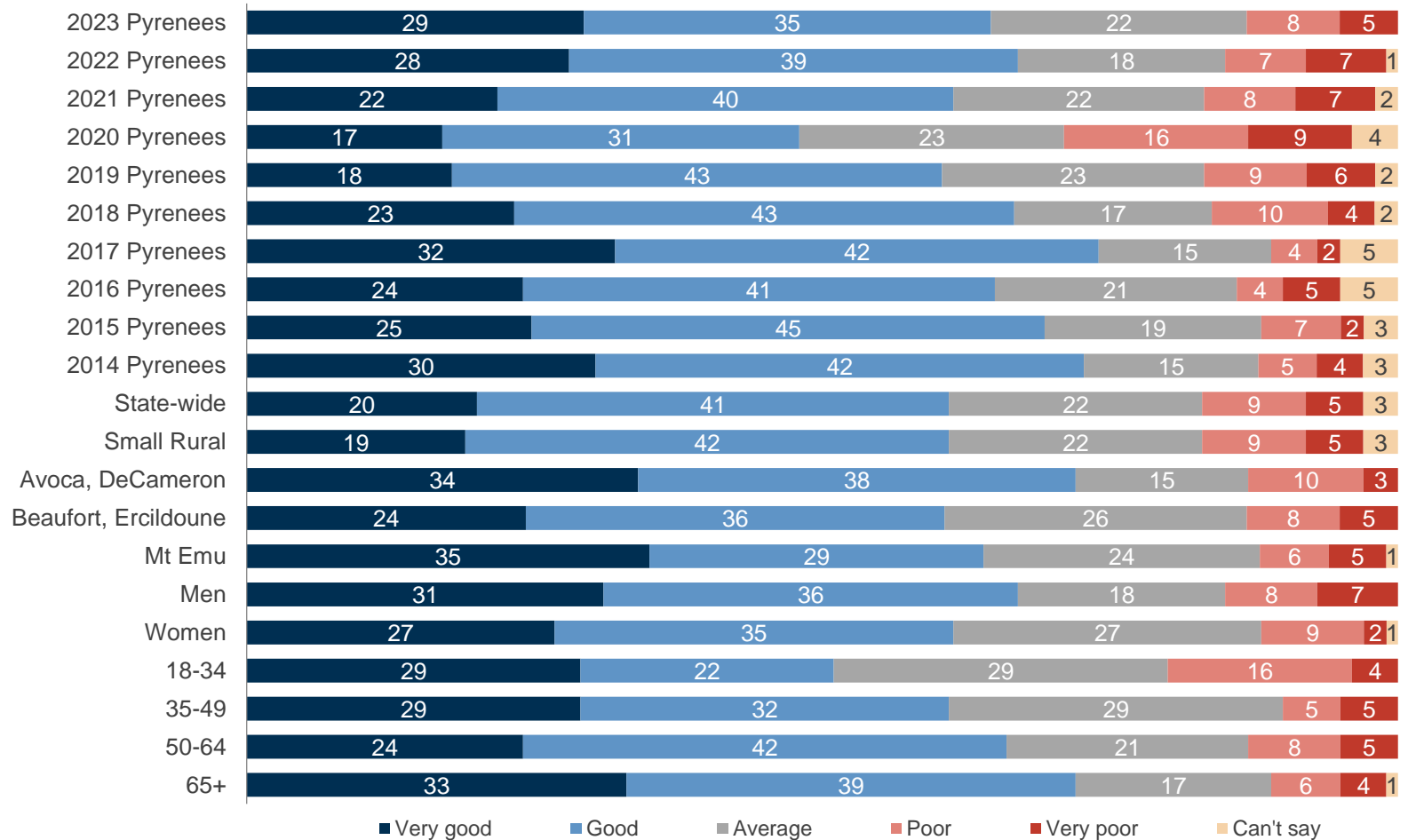




# Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

# Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Avoca, DeCameron	72▲	71	77	72	75	71	69	71	n/a
Women	71▲	71	78	76	72	73	70	70	n/a
Small Rural	71▲	72	74	71	71	72	71	70	n/a
50-64	68	69	71	73	66	69	66	69	n/a
State-wide	67	69	70	67	65	66	67	67	67
Pyrenees	66	68	72	75	72	70	70	68	67
35-49	66	75	73	79	72	78	70	72	66
18-34	66	65	78	83	72	64	70	71	67
65+	66	66	69	71	72	70	70	65	67
Beaufort, Ercildoune	64	68	72	74	73	68	71	68	69
Men	62	66	68	72	69	67	66	66	65
Mt Emu	61	61	72	76	64	64	65	65	56

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

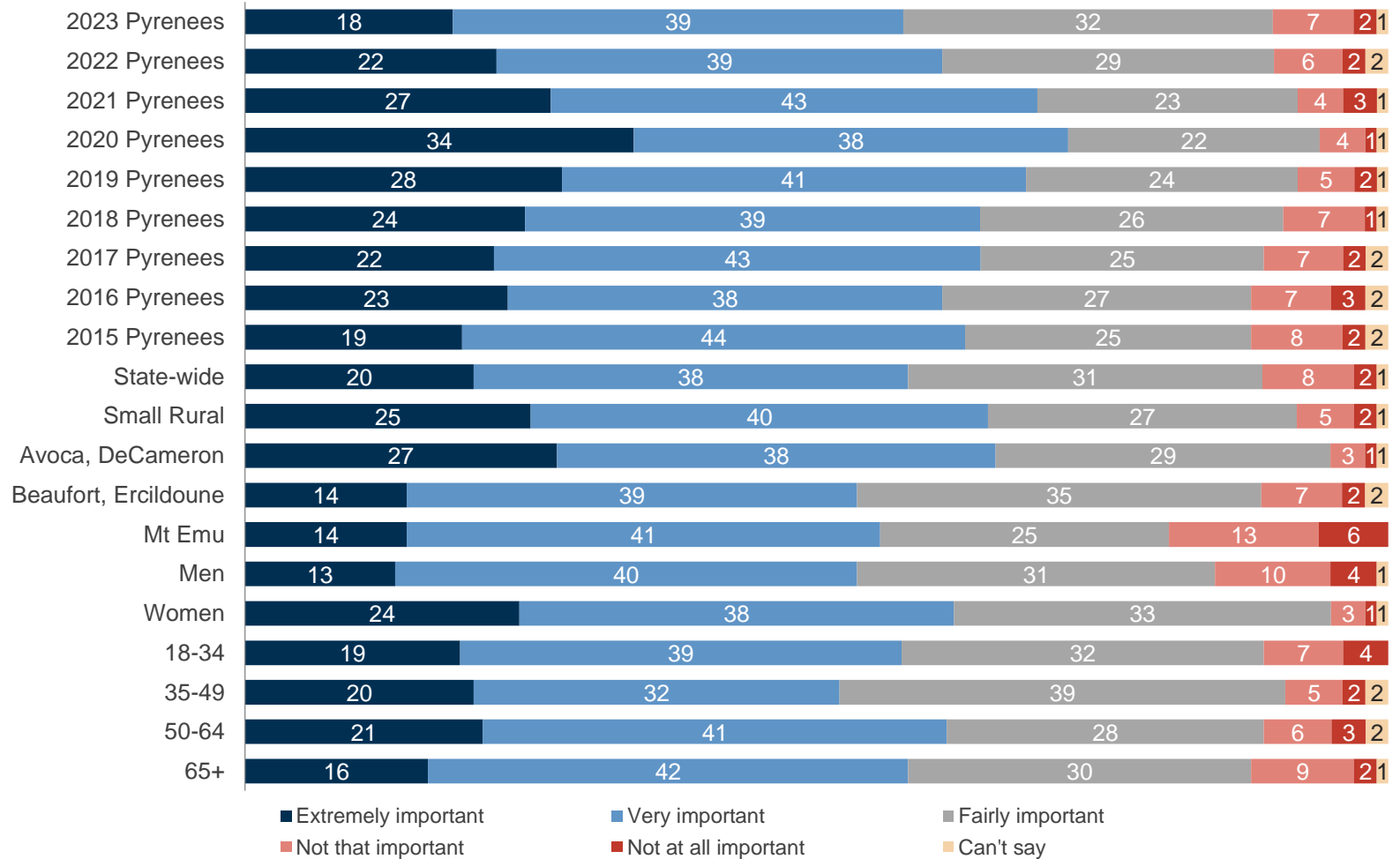
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

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

# Business and community development and tourism importance



2023 business/development/tourism importance (%)



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

# Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	61	62	60	56	64	59	67	61	61	n/a
Small Rural	61▲	63	62	58	59	59	64	61	63	n/a
18-34	59	60	67	63	56	59	70	52	58	n/a
Women	59	63	64	62	63	62	68	59	65	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Beaufort, Ercildoune	58	61	55	59	58	59	64	61	63	n/a
Avoca, DeCameron	58	58	64	61	66	69	71	63	63	n/a
Pyrenees	57	60	60	60	61	62	67	60	62	n/a
65+	56	58	58	60	62	66	69	61	63	n/a
Mt Emu	56	62	65	52	46	56	65	53	53	n/a
Men	56	57	57	58	60	61	66	61	59	n/a
50-64	53	60	60	62	61	60	62	63	63	n/a

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

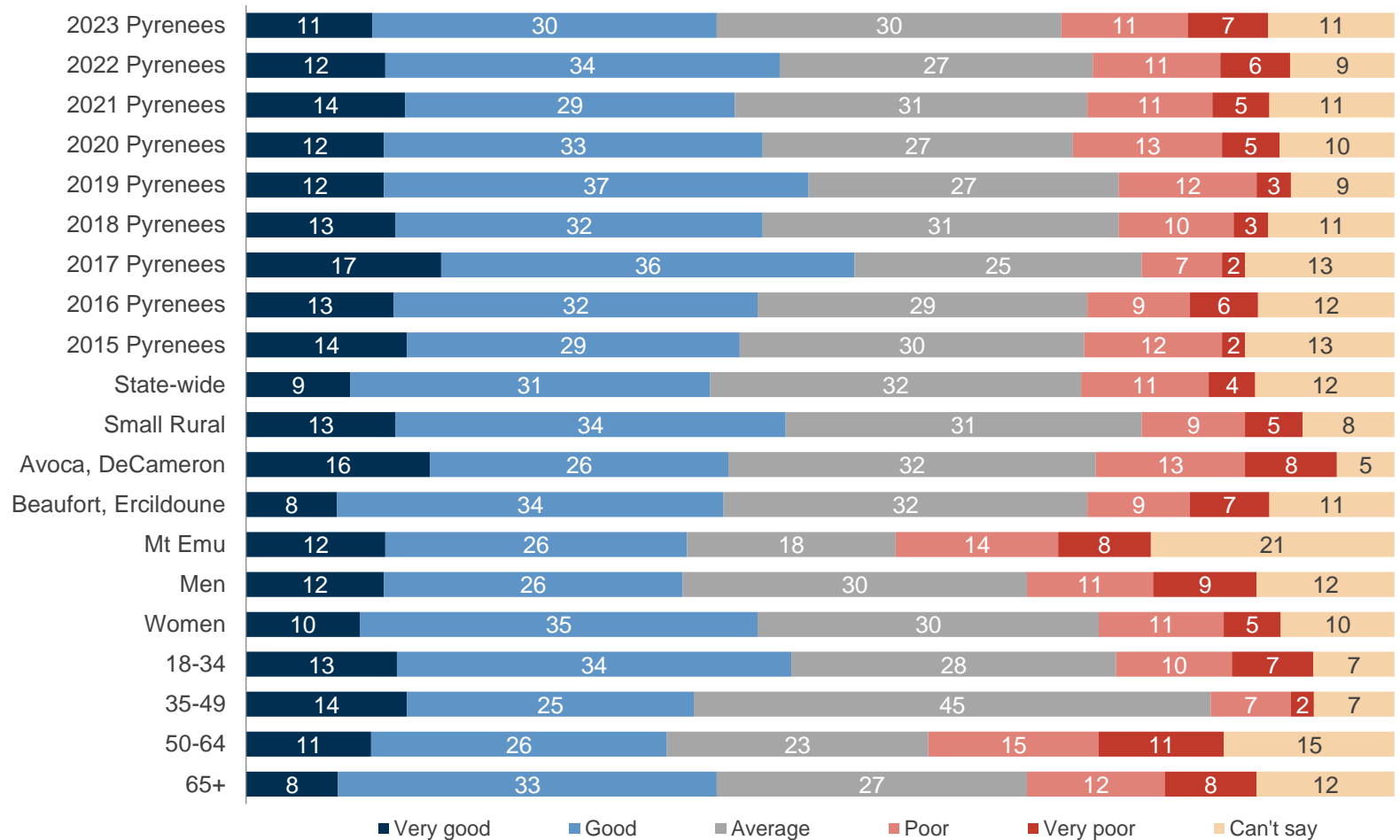
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

# Business and community development and tourism performance



2023 business/development/tourism performance (%)



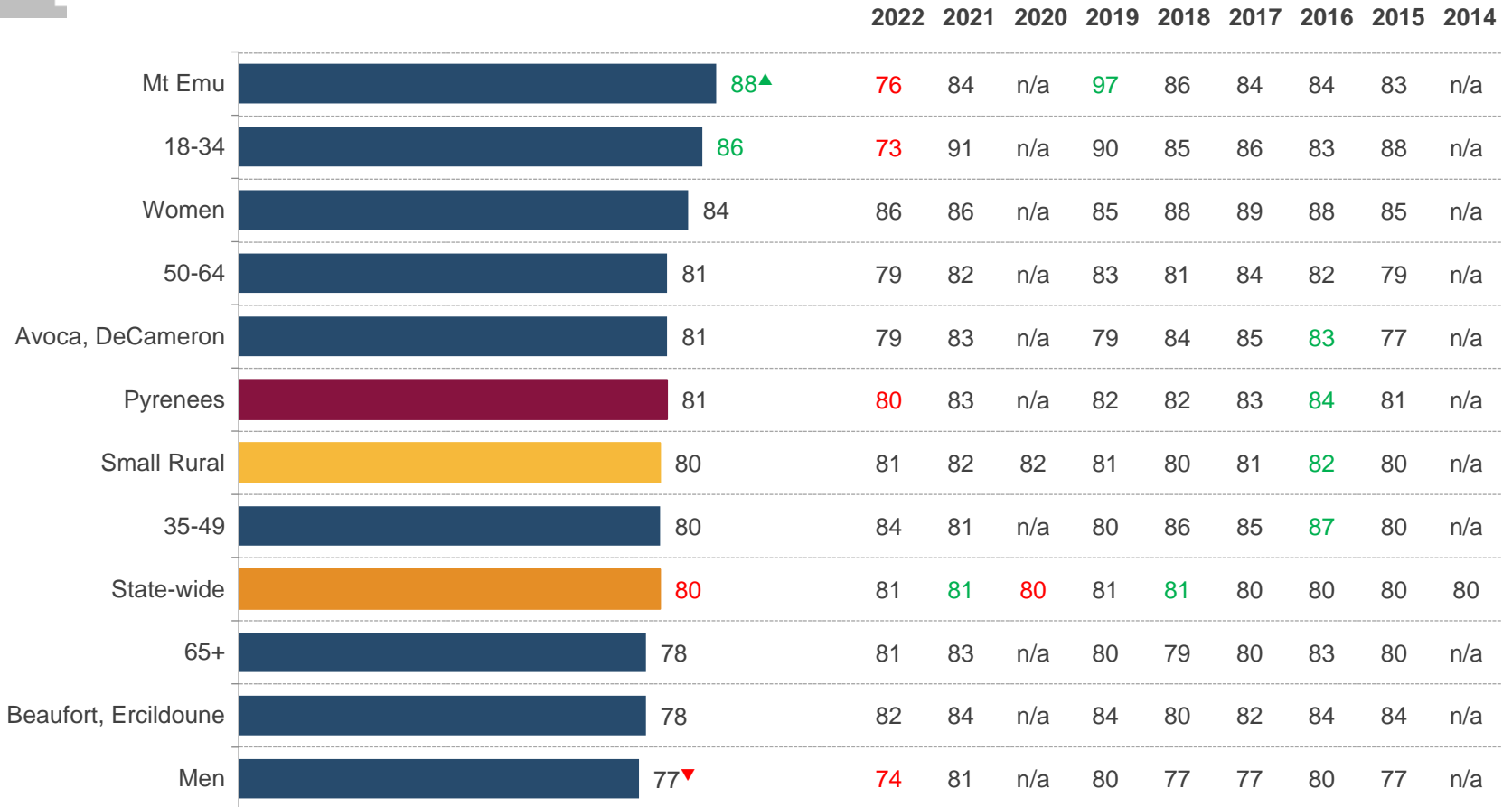
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



# Emergency and disaster management importance



2023 emergency and disaster management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

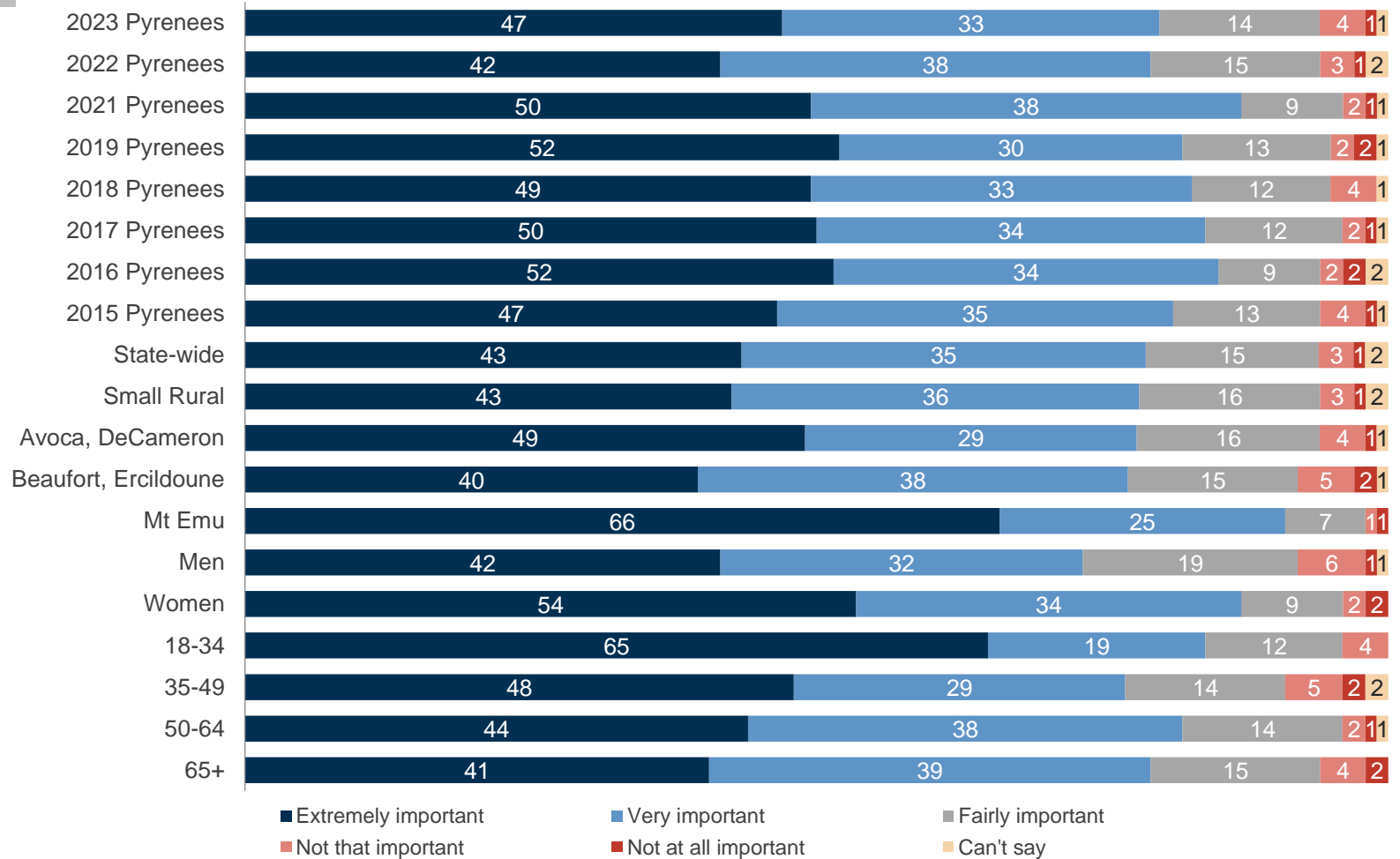
Note: Please see Appendix A for explanation of significant differences.



# Emergency and disaster management importance



2023 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4



# Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	66▲	68	72	70	72	72	71	70	n/a
Avoca, DeCameron	66	62	76	72	73	75	74	73	69
State-wide	65▲	66	71	68	72	71	70	69	70
65+	64	69	70	72	73	75	77	75	70
Women	63	65	72	74	76	72	76	72	72
35-49	63	70	72	75	76	78	71	76	69
Pyrenees	62	65	72	72	72	73	74	73	69
Men	62	65	72	71	69	73	72	74	66
50-64	62	66	72	69	68	67	71	71	69
Mt Emu	61	64	66	69	84	69	74	71	73
Beaufort, Ercildoune	60	68	70	72	70	73	75	76	68
18-34	60	49	78	72	70	71	78	70	67

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

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

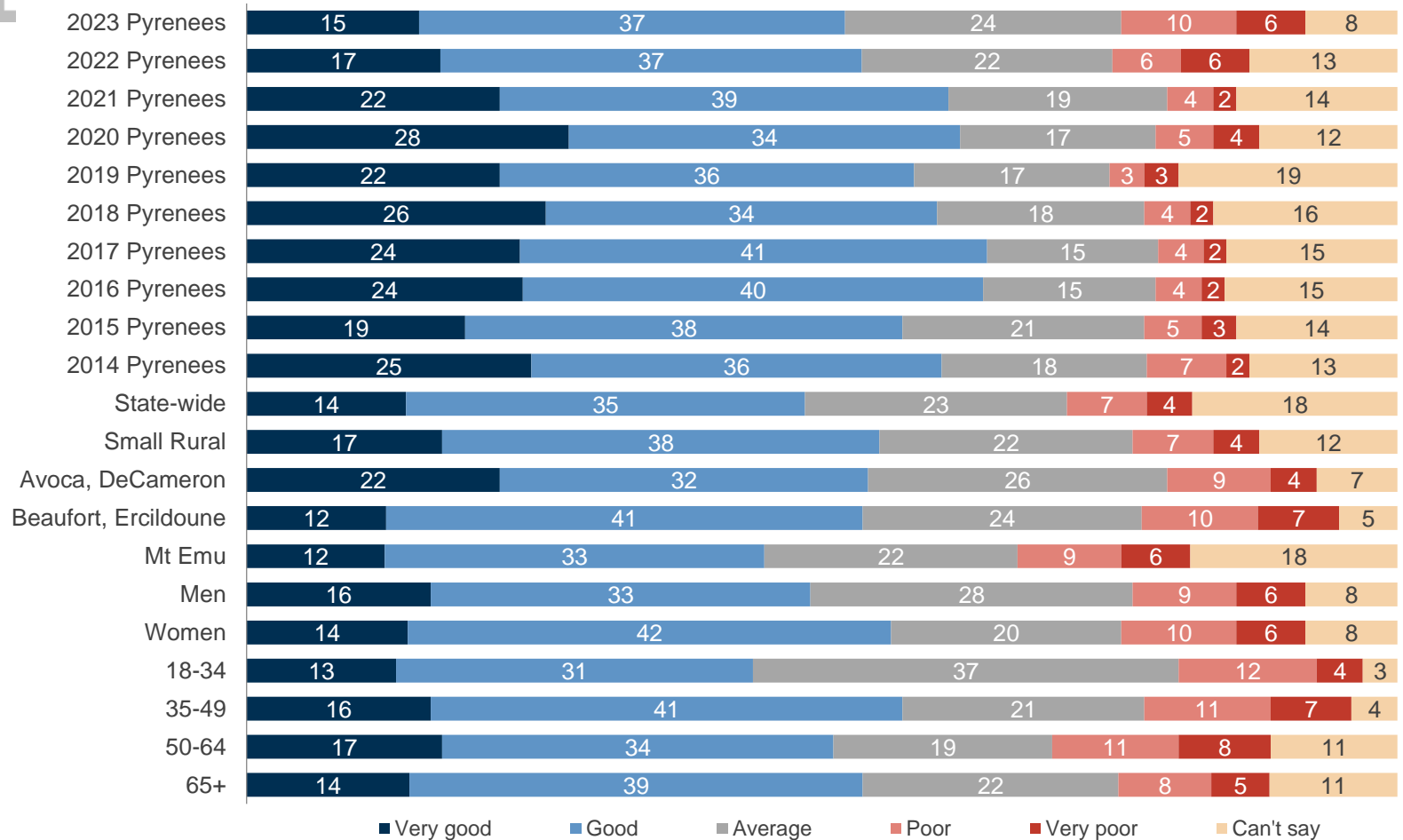




# Emergency and disaster management performance



2023 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



# Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	90▲	88	84	n/a	83	81	84	83	82	82
Mt Emu	89	86	85	n/a	94	87	85	86	84	83
18-34	88	81	88	n/a	81	82	80	78	80	81
Women	87	86	84	n/a	82	85	85	84	83	82
50-64	86	87	88	n/a	79	84	82	84	83	79
Pyrenees	86	85	85	n/a	80	83	81	82	82	79
Beaufort, Ercildoune	85	84	86	n/a	80	80	80	82	82	80
Men	85	84	86	n/a	78	80	77	79	80	77
Small Rural	85	85	84	83	82	84	81	81	82	n/a
Avoca, DeCameron	85	85	84	n/a	78	84	80	78	79	77
State-wide	83▼	83	81	80	80	80	79	79	78	78
65+	83	83	83	n/a	77	82	79	80	81	77

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: 14 Councils asked group: 6

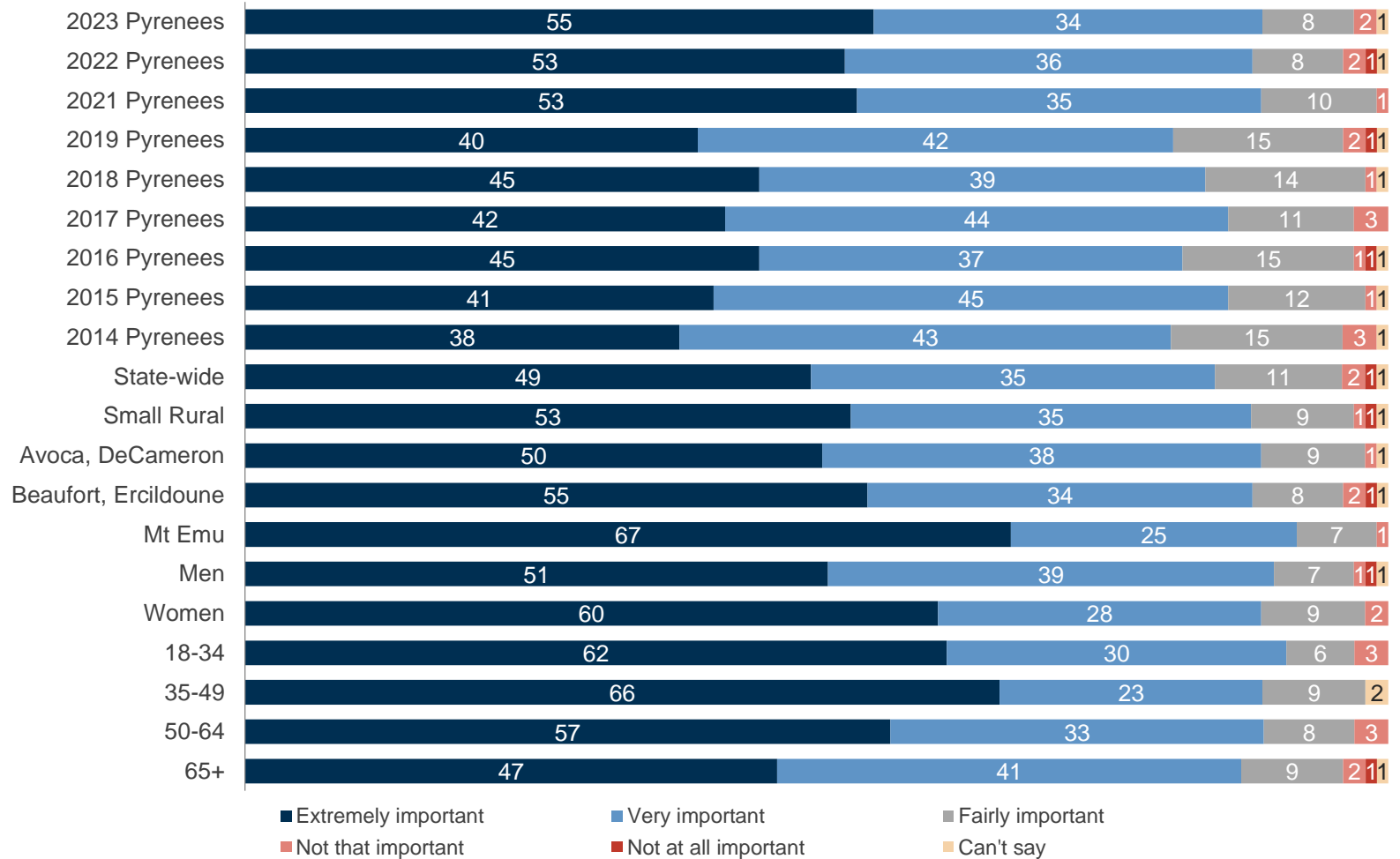
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6



# Maintenance of unsealed roads in your area performance



## 2023 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	38	39	47	38	40	43	39	48	43	47
Small Rural	38▲	42	44	43	43	40	43	44	45	n/a
Avoca, DeCameron	38	38	47	44	45	48	42	45	46	47
State-wide	37	41	45	44	44	43	44	43	45	45
Mt Emu	37	33	39	35	23	39	41	41	39	47
Women	36	38	45	43	44	45	45	43	43	44
50-64	36	41	41	44	46	40	44	41	45	45
65+	36	41	48	48	47	48	47	45	44	48
Pyrenees	35	39	44	43	43	44	44	45	43	46
Men	35	39	44	43	43	43	44	48	44	48
Beaufort, Ercildoune	33	41	43	43	43	43	48	48	42	44
18-34	31	29	35	38	37	44	48	50	39	42

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: 25 Councils asked group: 10

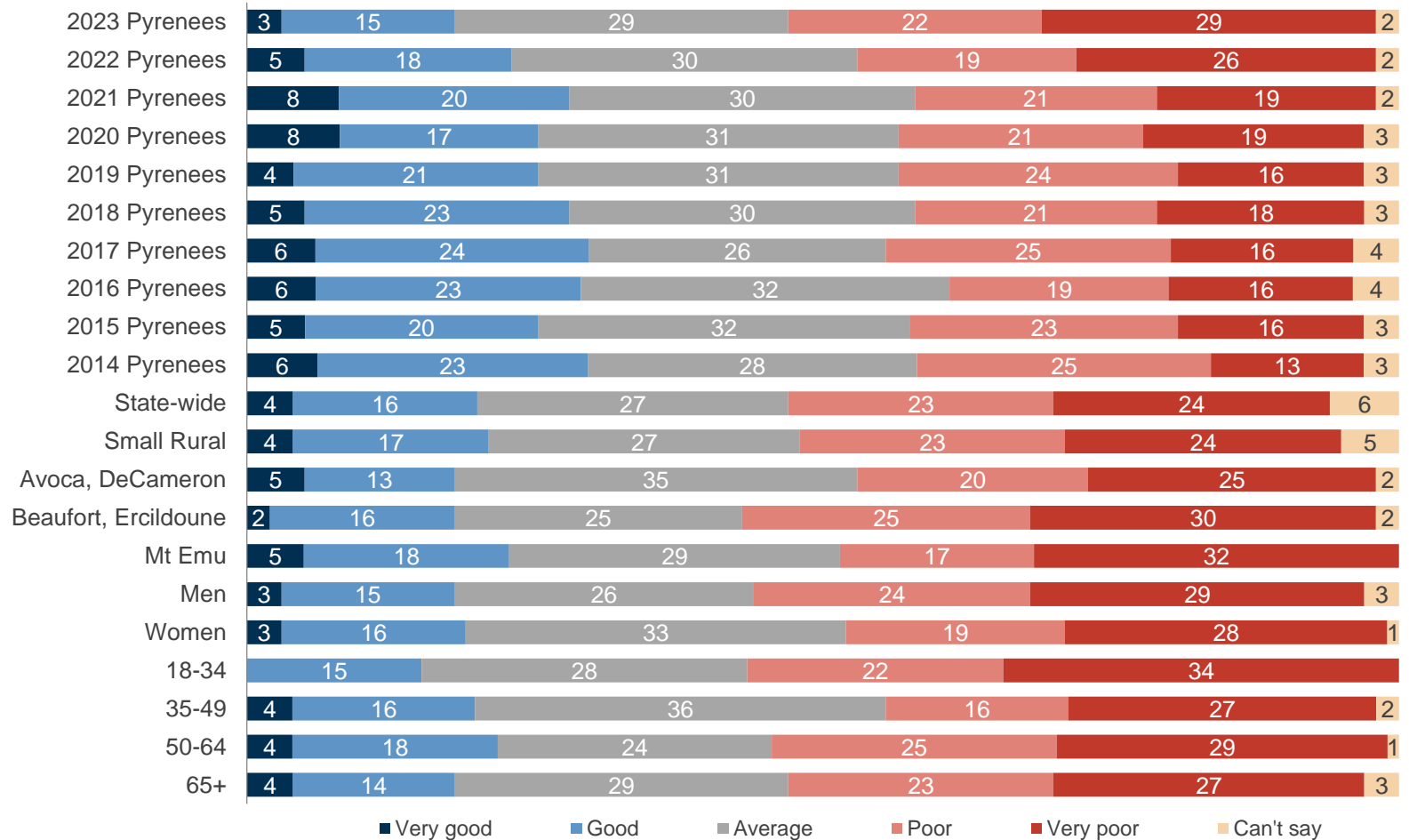
Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10



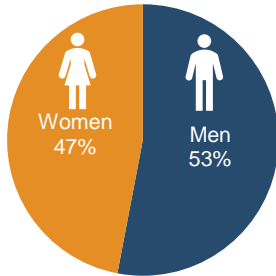
# **Detailed demographics**



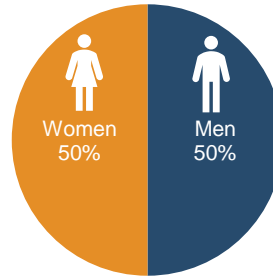
# Gender and age profile

## 2023 gender

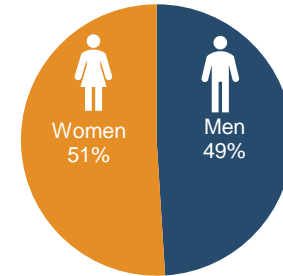
Pyrenees



Small Rural

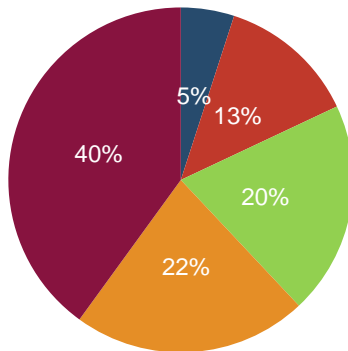


State-wide

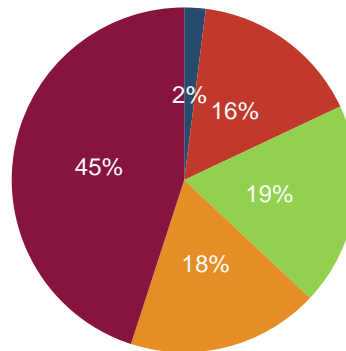


## 2023 age

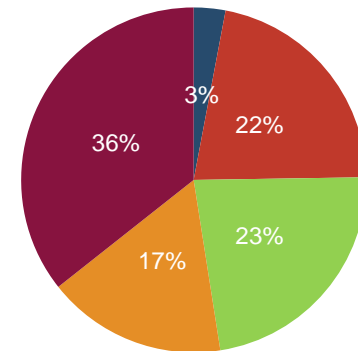
Pyrenees



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

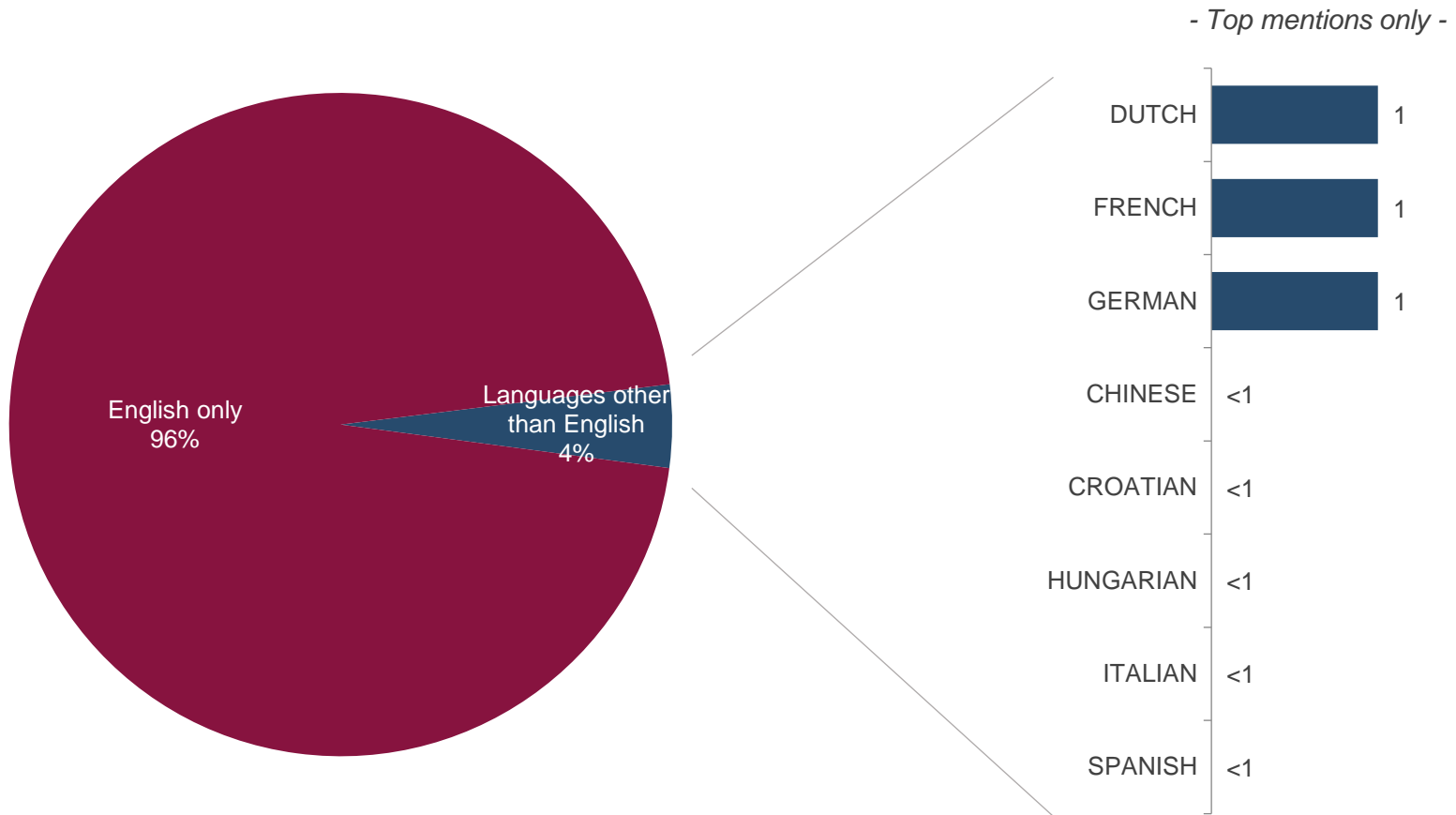
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked State-wide: 66 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.




# Languages spoken at home

2023 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?  
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 1  
 Note: Respondents could name multiple languages so responses may add to more than 100%



A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualization elements: a bar chart, a line graph with a downward trend, and a grid pattern.

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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Pyrenees 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 6,200 people aged 18 years or over for Pyrenees Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Pyrenees Shire Council	400	400	+/-4.7
Men	202	212	+/-6.8
Women	198	188	+/-6.9
Avoca, DeCameron	129	128	+/-8.6
Beaufort, Ercildoune	200	202	+/-6.8
Mt Emu	71	70	+/-11.6
18-34 years	31	72	+/-17.8
35-49 years	56	81	+/-13.2
50-64 years	110	86	+/-9.3
65+ years	203	160	+/-6.8



## Appendix A: Significant difference reporting notation

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

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

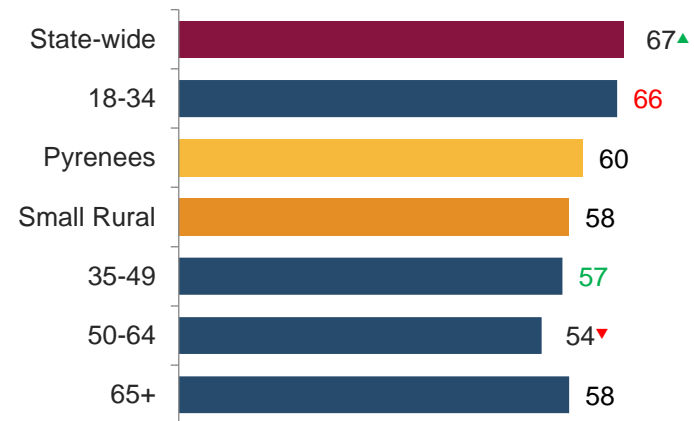
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

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

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



## Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.

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 Pyrenees 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 Pyrenees Shire Council.

Survey sample matched to the demographic profile of Pyrenees 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 Pyrenees Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Pyrenees Shire Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March, 2023.





## Appendix B: Analysis and reporting

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

### Council Groups

Pyrenees Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Pyrenees Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small 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

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The survey was revised in 2012. As a result:

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



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

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

These core questions comprised:

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

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



## Appendix B: Analysis and reporting

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### Reporting

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

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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