



2021 Local Government Community Satisfaction Survey

Pyrenees Shire Council

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



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Background and objectives

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

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

Now in its twenty-second 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 22 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 22 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.



Key findings and recommendations



Pyrenees Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Pyrenees 61



State-wide 61



Small Rural 60

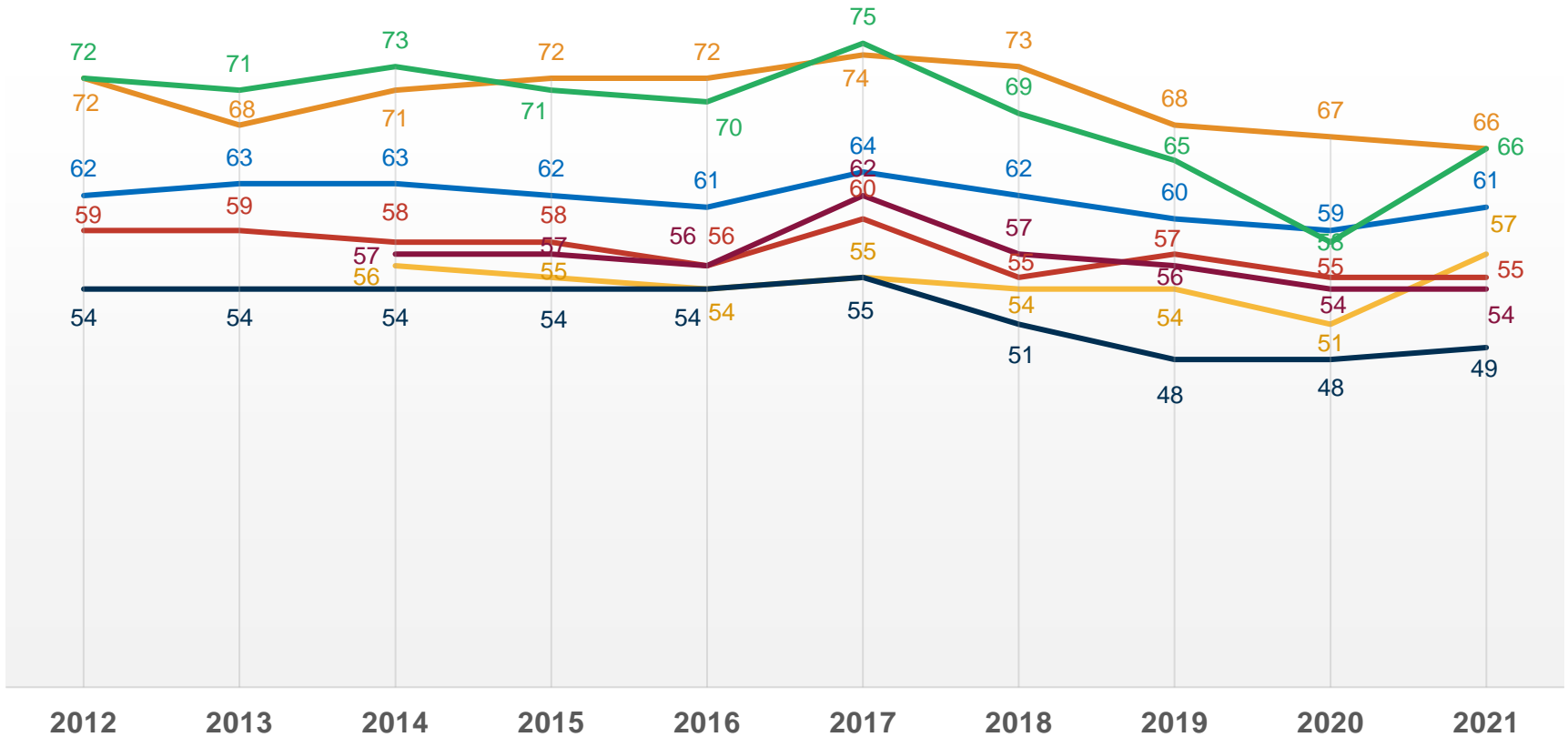
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	<p>Elderly support services</p>	<p>Art centres & libraries</p> <p>Appearance of public areas</p> <p>Waste management</p>
Compared to group average	<p>Sealed local roads</p>	<p>Appearance of public areas</p> <p>Art centres & libraries</p>



Summary of core measures

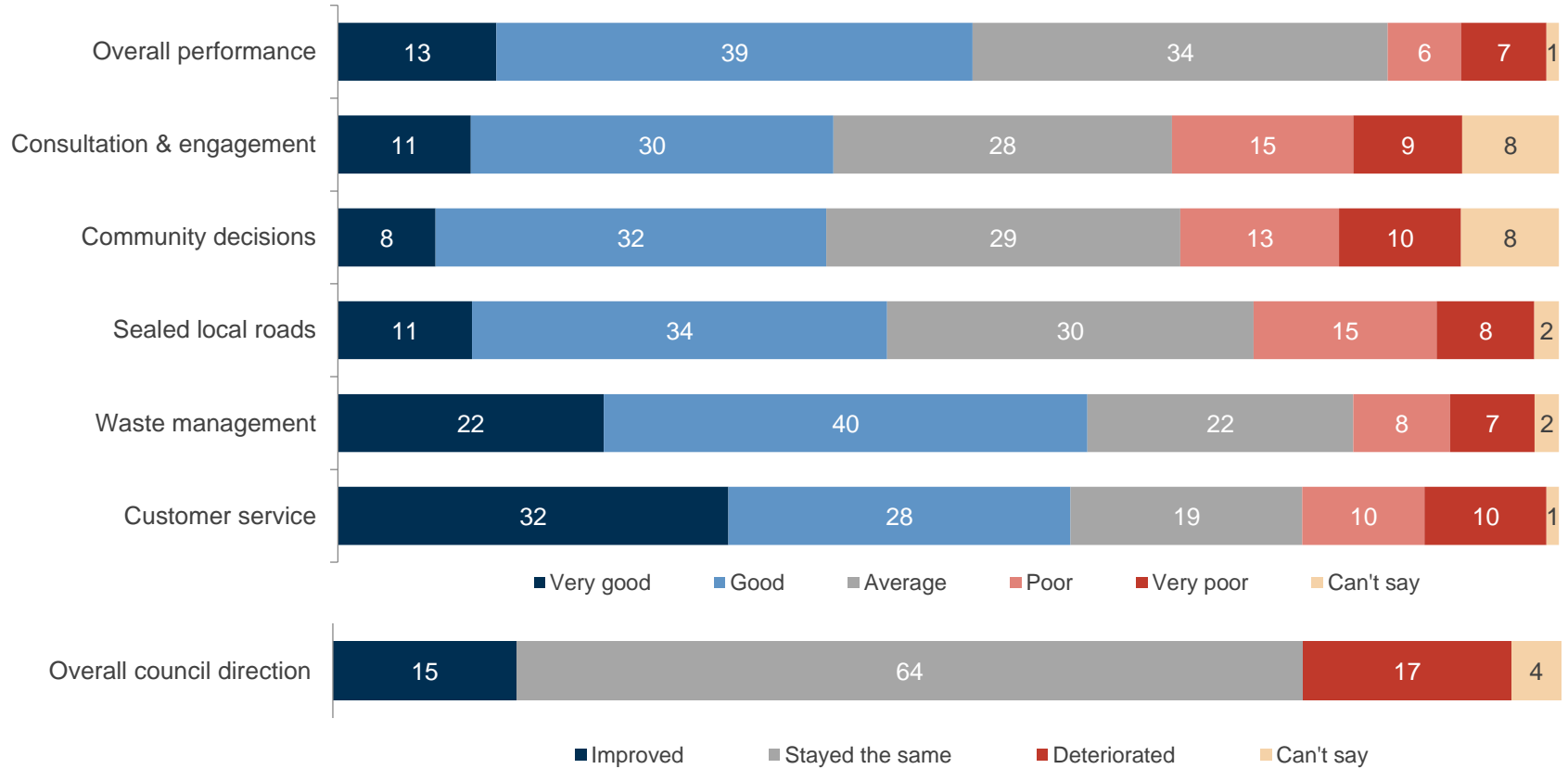
Index scores















Summary of core measures

Core measures summary results (%)












Summary of Pyrenees Shire Council performance

Services	Pyrenees 2021	Pyrenees 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	61	59	60	61	Women, Aged 35-49 years	Aged 50-64 years
 Value for money	54	-	52	54	Women, Aged 65+ years	Aged 35-49 years
 Overall council direction	49	48	53	53	Aged 18-34 years, Aged 65+ years, Avoca, DeCameron residents	Aged 50-64 years
 Customer service	66	67	69	70	Women	Men
 Emergency & disaster mngt	72	72	72	71	Aged 18-34 years	Mt Emu residents
 Elderly support services	72	68	72	69	Avoca, DeCameron residents	Aged 18-34 years
 Appearance of public areas	70	69	75	73	Aged 18-34 years	Aged 50+ years, Women
 Art centres & libraries	69	-	72	73	Aged 35-49 years	Mt Emu residents
 Recreational facilities	69	68	69	71	Avoca, DeCameron residents	Aged 18-34 years
 Family support services	68	65	66	66	Aged 65+ years	Mt Emu residents



Summary of Pyrenees Shire Council performance

Services		Pyrenees 2021	Pyrenees 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Waste management	66	58	68	69	Aged 65+ years	Aged 18-49 years
	Enforcement of local laws	62	-	63	64	Aged 18-34 years	Beaufort, Ercildoune residents, Men
	Bus/community dev./tourism	60	60	62	61	Aged 18-34 years	Beaufort, Ercildoune residents
	Sealed local roads	57	51	53	57	Avoca, DeCameron residents	Mt Emu residents
	Consultation & engagement	55	55	56	56	Aged 18-34 years	Aged 50-64 years
	Community decisions	54	54	56	56	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	44	43	44	45	Aged 65+ years	Aged 18-34 years



Focus areas for the next 12 months

Overview

Perceptions of Council's performance on all service areas evaluated remained stable or significantly improved over the past year. This is likely to have contributed to a two-point (not statistically significant) improvement in perceptions of Council's overall performance (index score of 61). Waste management is Council's most improved area in 2021. Ratings increased by a significant eight points, reversing a multi-year downward trend. Sealed local roads also improved to its highest point to date.

Key influences on perceptions of overall performance

Pyrenees Shire Council should focus on improving performance in the individual service areas where performance is relatively low, but that have a moderate-to-strong influence on perceptions of overall performance. These include making decisions in the interest of the community, community consultation and engagement, and maintaining unsealed roads. Council should aim to maintain its strong ratings in waste management which also has a moderate influence on the overall performance result.

Comparison to state and area grouping

Council is rated in-line with the Small Rural group average on most measures, with the exception of sealed local roads, where Council performs significantly above the group average. On two service areas, the appearance of public areas and art centres and libraries, Council performance is significantly below both the Small Rural group and State-wide averages.

Maintain gains achieved to date

Over the past 12 months, Council has seen significant improvements in three areas – elderly support services, waste management and sealed local roads. Council should look to consolidate and build on its current position, with a view to maintaining these significant gains and improving on areas that have stagnated since the highs that were achieved in 2017 – evidence that there is opportunity for further improvement in many cases.

DETAILED FINDINGS



Overall performance

Overall performance

The overall performance index score of 61 for Pyrenees Shire Council represents a two-point improvement on the 2020 result.

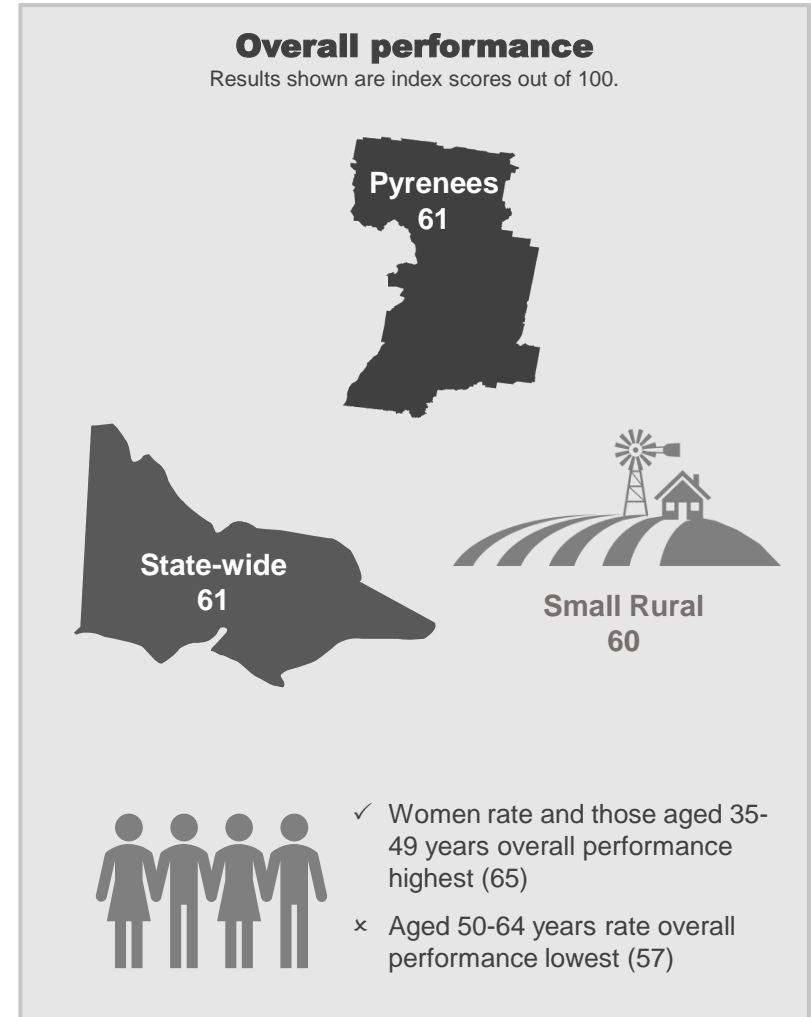
- Overall performance reached a peak rating of 64 index points in 2017 and has been steadily declining over the past three years. However, Council has managed to reverse this trend in 2021.

Pyrenees Shire Council's overall performance is rated in line with the Small Rural group and the State-wide averages for councils (index scores of 60 and 61 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year. However, ratings among women (index score of 65, up six points) improved significantly (at the 95% confidence interval).

More than a third of residents (35%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is more than the proportion who rate Council as 'very poor' or 'poor' (20%). A further 42% rate Council as 'average' in terms of providing value for money.

- Differences across demographic and geographic cohorts compared to the 2021 Council average are not statistically significant.





Overall performance

2021 overall performance (index scores)

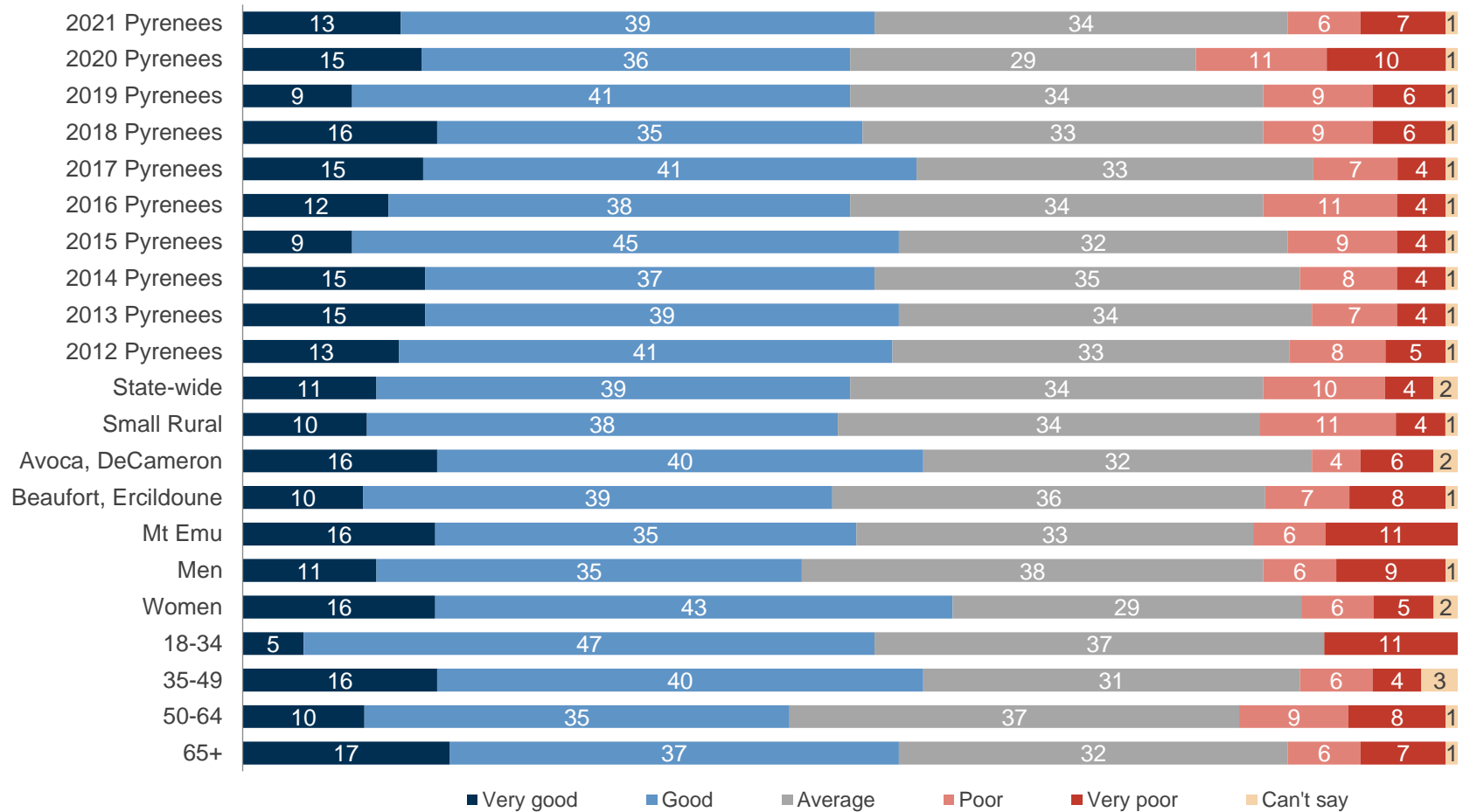
		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	65	59	61	60	65	61	64	63	64	63
35-49	65	61	57	68	65	60	64	62	61	60
Avoca, DeCameron	64	62	63	66	63	61	63	67	n/a	n/a
65+	63	62	63	64	66	62	63	61	70	64
Pyrenees	61	59	60	62	64	61	62	63	63	62
State-wide	61	58	60	59	59	59	60	61	60	60
Small Rural	60	56	58	56	58	57	59	n/a	n/a	n/a
Mt Emu	60	54	48	50	64	57	59	61	n/a	n/a
Beaufort, Ercildoune	59	56	58	63	66	64	61	59	n/a	n/a
18-34	59	56	59	59	70	62	54	68	61	62
Men	59	59	59	63	63	61	59	62	63	62
50-64	57	53	57	55	58	60	62	61	61	63

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

2021 overall performance (%)

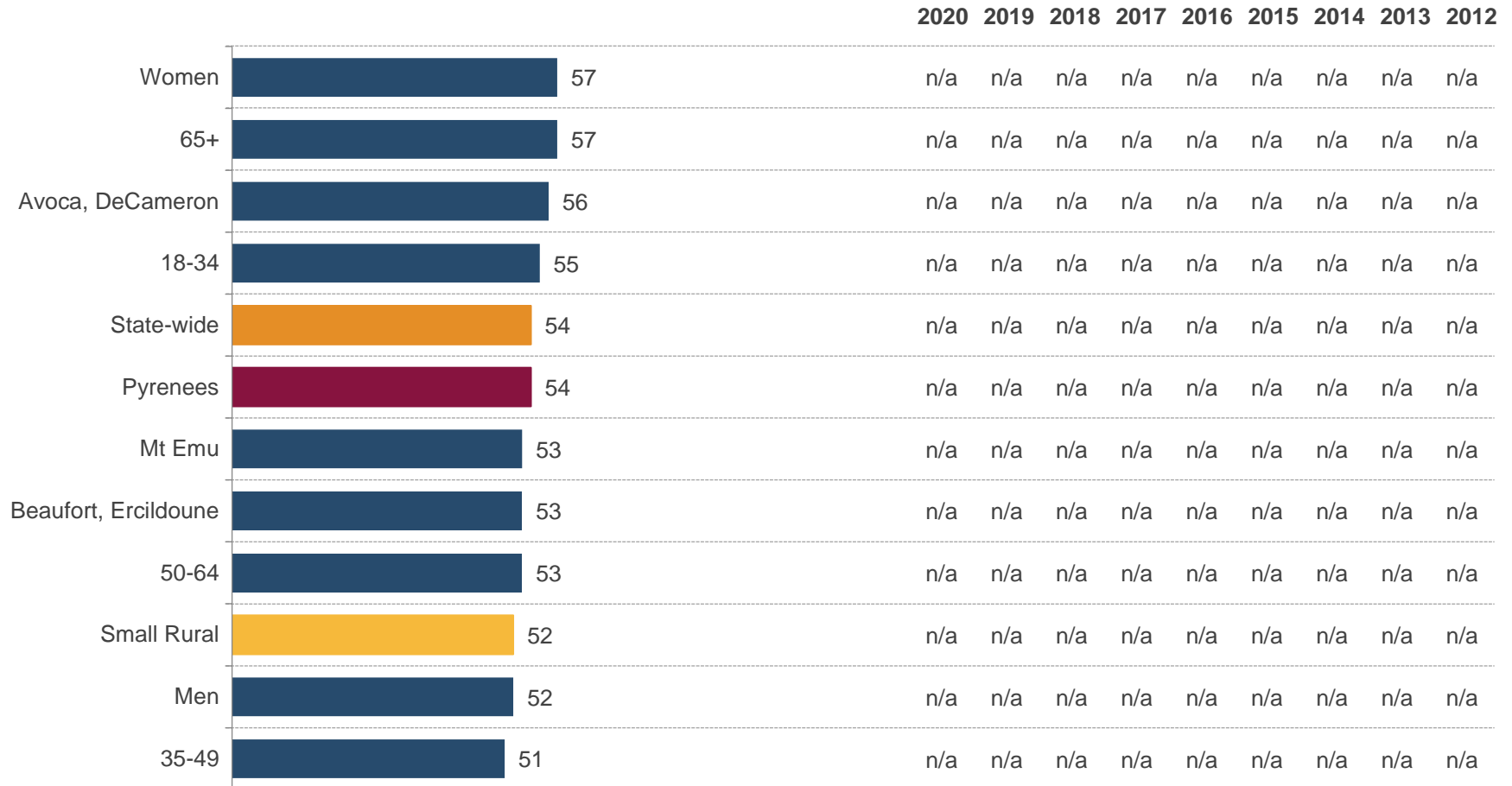


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Pyrenees Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils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



Value for money in services and infrastructure

2021 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?

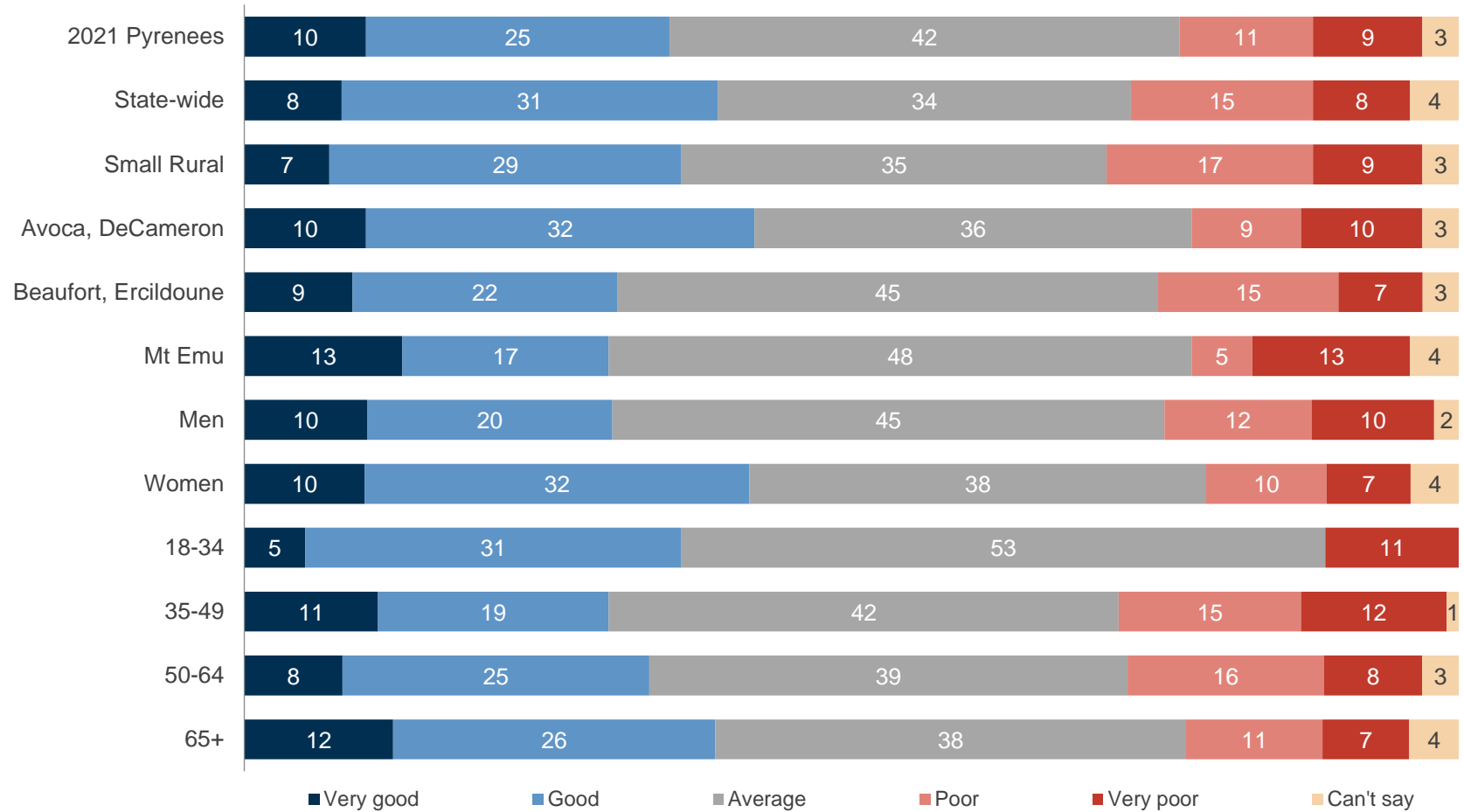
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 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: 66 Councils asked group: 19



Top performing service areas

Emergency and disaster management, and elderly support services (index score of 72 for each) are the areas where Council performed best in 2021. Ratings on elderly support services improved by a significant four points in the last year, following a series of steady declines since 2017.

- Council performs in line with the Small Rural average on both measures but significantly above the State-wide average on elderly support services.
- Emergency and disaster management, and elderly support services are the second and third most important service areas according to residents.
- Ratings of emergency and disaster management among 18 to 34 year olds, and Avoca and DeCameron residents are significantly above the Council average.

Appearance of public areas is the next highest rated area (index score of 70).

- Ratings in this area improved by one point since 2020, but Council still performs significantly below the Small Rural and State-wide average.

In addition to elderly support services, performance ratings significantly improved on waste management and sealed local roads in the last year. Waste management ratings had been declining in recent years and sealed local roads is now at its highest point to date.



Emergency and disaster management and elderly support services (index score of 72 for each) are the areas where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 44).

Council did not experience any declines in performance ratings in 2021.

Council rates lowest in the area of maintenance of unsealed roads (index score of 44, up one index point). Council rates in line with the Small Rural and State-wide average on this measure.

- More than one in ten residents volunteer unsealed road maintenance (13%) as a Council area in need of improvement, equal to sealed road maintenance.
- Unsealed roads has a moderate influence on overall performance and so Council should ensure ratings in this area do not deteriorate.
- Residents aged 18 to 34 years (index score of 35) rate unsealed roads significantly below average.
- Additionally, perceptions of unsealed roads differ by area suggesting the issue may be localised. Ratings among Mt Emu residents (index score of 39) are lower than residents of Avoca and DeCameron (47).

Council is also perceived to perform less well when it comes to making decisions in the interest of the community (index score of 54). Ratings in this area remain at their equal lowest, following a steadily decline from a high of 62 achieved in 2017. This service area has a stronger influence on overall perceptions of Council.



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	72	72	72	73	74	73	69	71	73	69
Elderly support services	72	68	69	70	74	69	70	70	71	72
Appearance of public areas	70	69	69	69	73	70	71	72	70	73
Art centres & libraries	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	69	68	69	68	72	65	69	72	72	70
Family support services	68	65	68	68	70	68	68	67	66	n/a
Waste management	66	58	65	69	75	70	71	73	71	72
Enforcement of local laws	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	60	60	61	62	67	60	62	n/a	66	64
Sealed local roads	57	51	54	54	55	54	55	56	n/a	n/a
Consultation & engagement	55	55	57	55	60	56	58	58	59	59
Community decisions	54	54	56	57	62	56	57	57	n/a	n/a
Unsealed roads	44	43	43	44	44	45	43	46	44	47

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

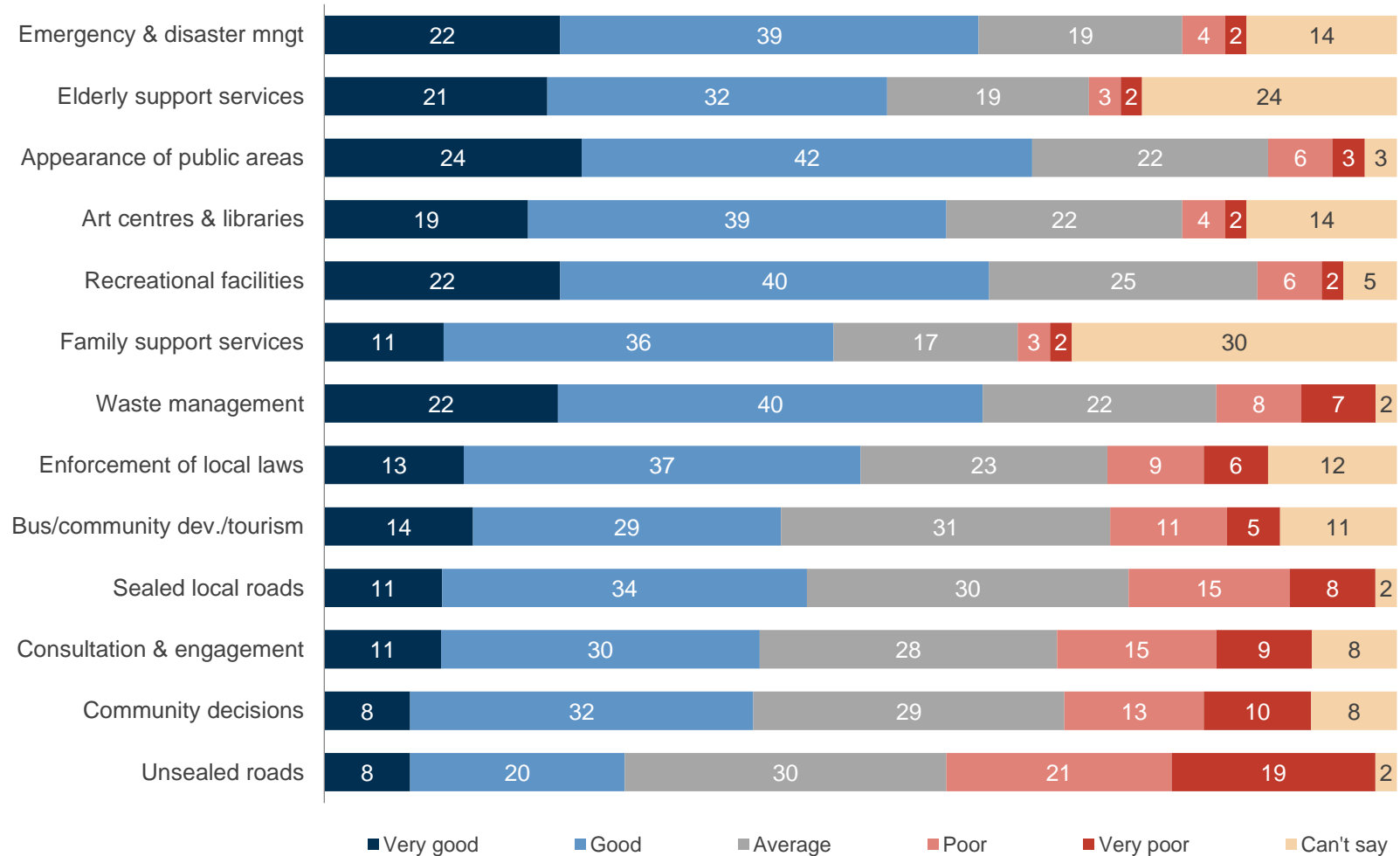
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 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

2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Unsealed roads	85	n/a	80	83	81	82	82	79	82	82
Emergency & disaster mngt	83	n/a	82	82	83	84	81	n/a	82	80
Elderly support services	82	81	80	79	79	79	77	78	78	80
Family support services	75	74	72	72	70	71	70	72	70	n/a
Appearance of public areas	72	n/a	71	72	72	71	70	71	69	72
Bus/community dev./tourism	72	75	72	70	70	68	67	n/a	68	70
Recreational facilities	71	n/a	69	71	67	68	67	67	67	71
Enforcement of local laws	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	62	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?

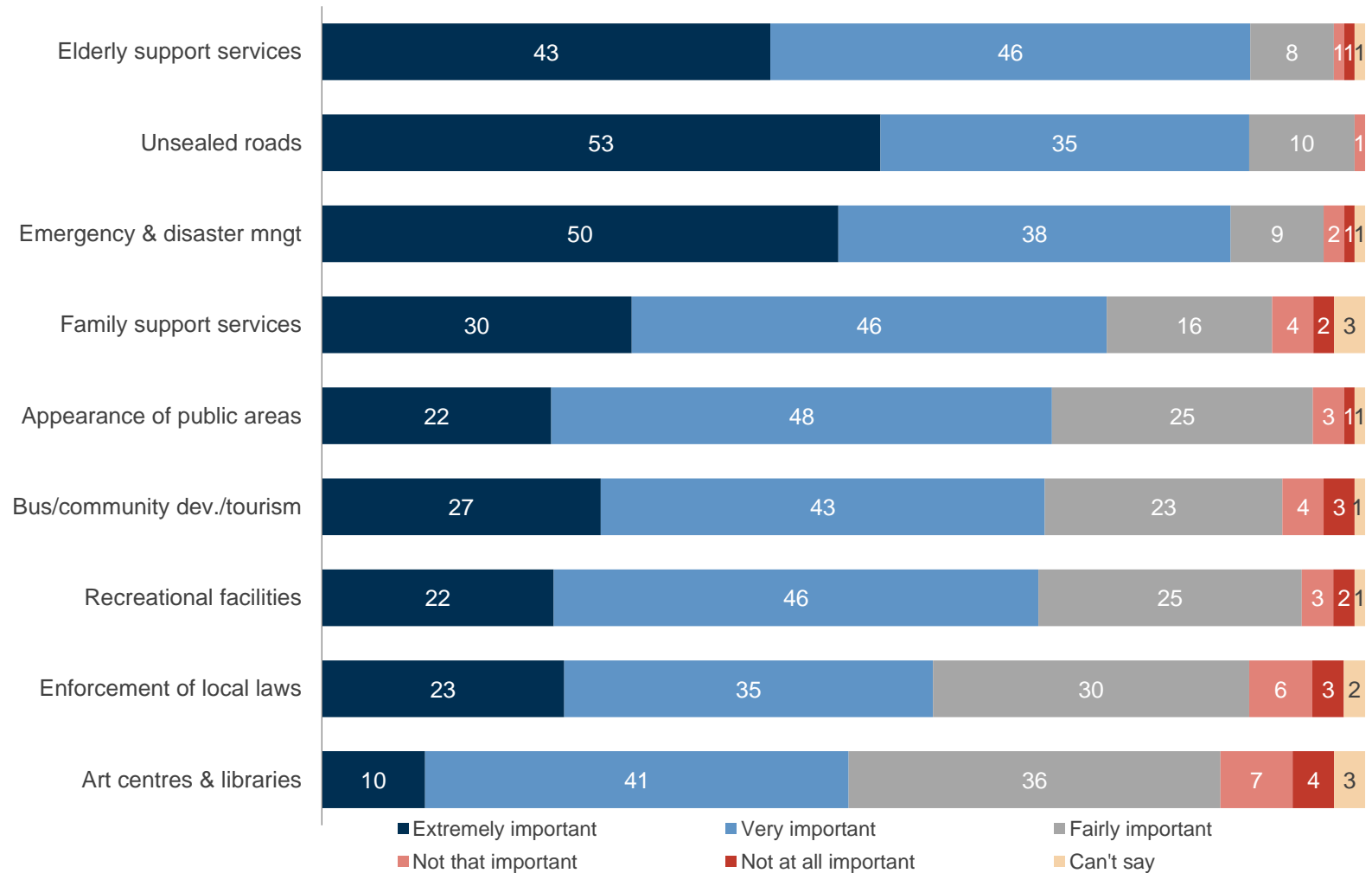
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



Individual service area importance

2021 individual service area importance (%)

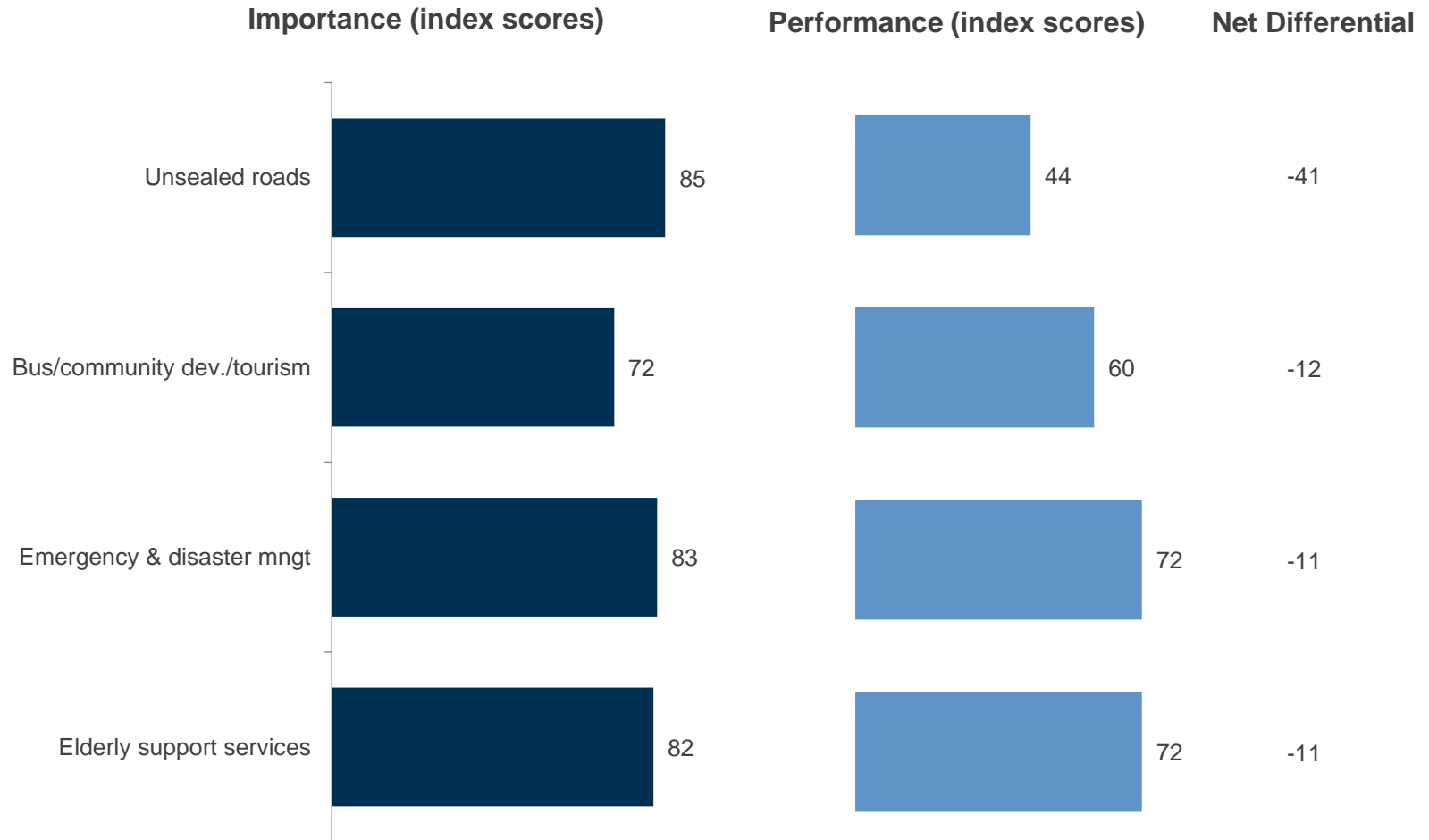


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



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 performance. Currently, this is one of Council's lower performing areas.

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

- Community consultation and engagement
- The condition of sealed local roads
- Business, community development and tourism
- Waste management
- The maintenance of unsealed roads.

Looking at these key service areas only, waste management has a relatively high performance index (66) and a moderate influence on the overall performance rating. Maintaining this positive result should remain a focus but there is greater work to be done elsewhere.

Other service areas with a stronger influence on overall perceptions, but where Council is performing less well, are community consultation and the condition of sealed local roads (performance index score of 55 and 57 respectively).

Demonstrating Council efforts to consult with residents and ensuring sealed local roads are well maintained can also help shore up positive opinion of Council.

However, most in need of attention is the maintenance of unsealed roads, which is poorly rated (performance index score of 44) and has a moderate influence on overall community opinion.

It will be important to attend to the maintenance of unsealed roads to help improve Council's overall performance rating.



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.

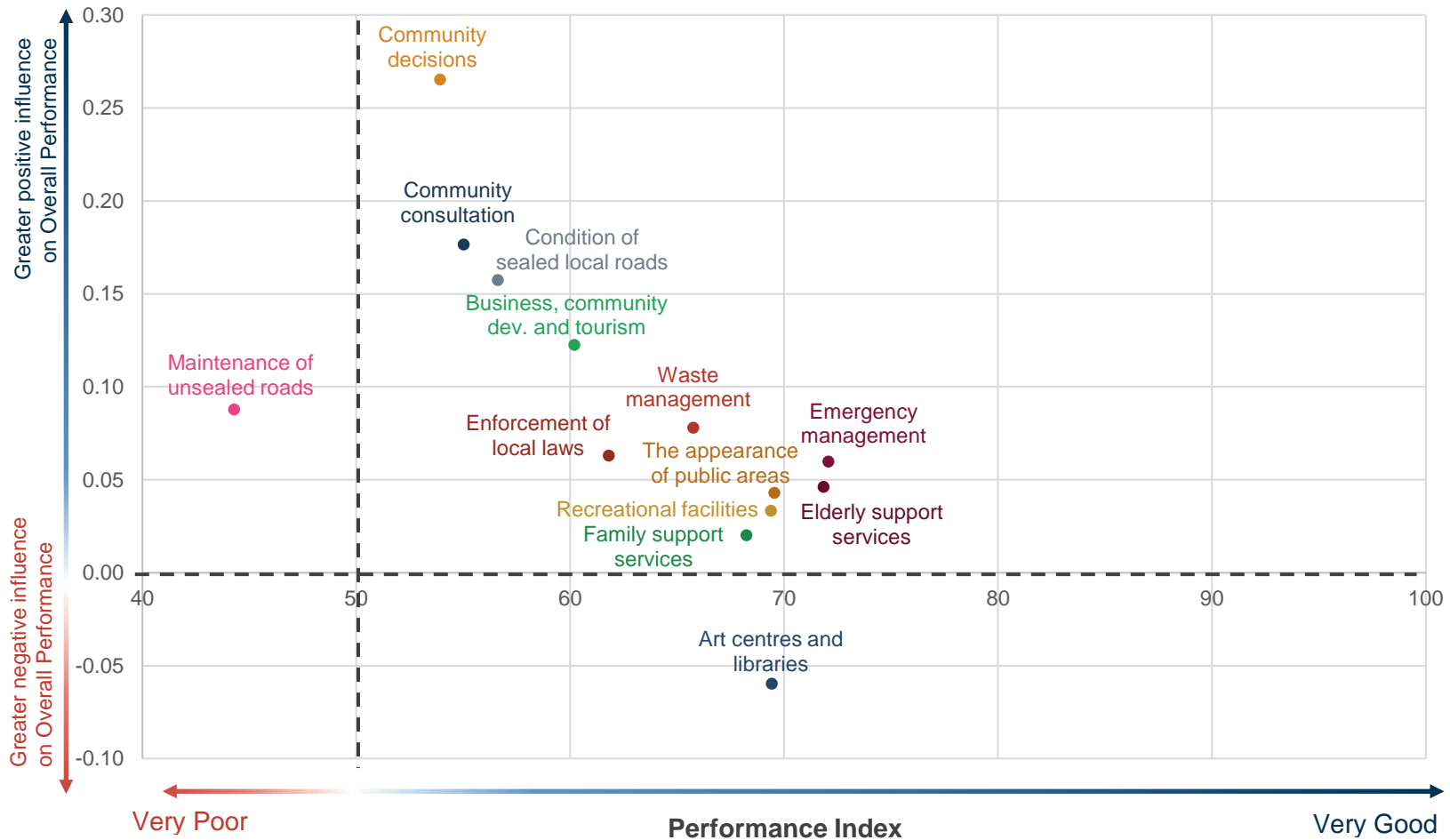
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

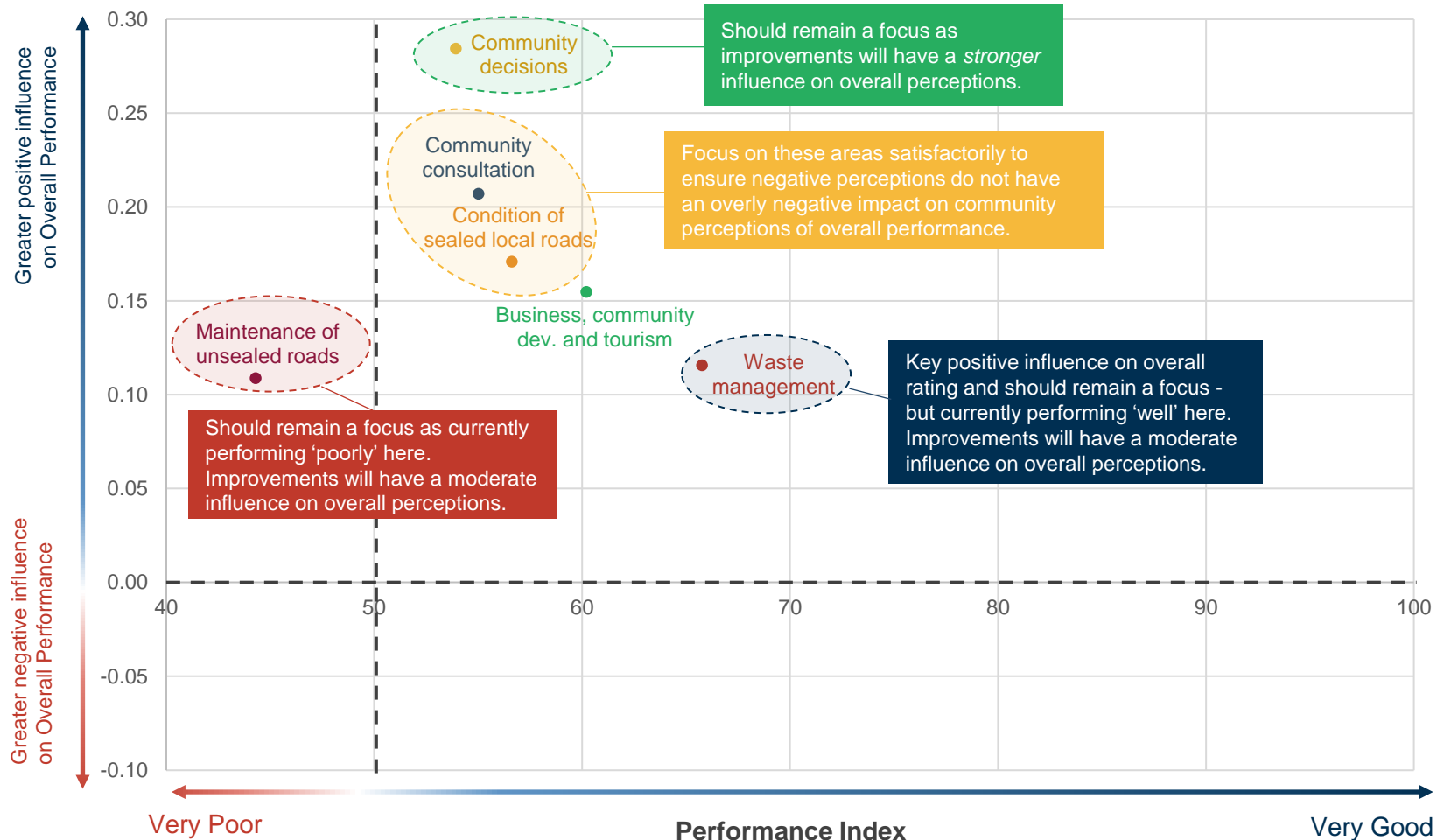


The multiple regression analysis model above (all service areas) has an R^2 value of 0.575 and adjusted R^2 value of 0.561, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 40.15$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.560 and adjusted R² value of 0.554, which means that 56% 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 = 83.50.



Areas for improvement

2021 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: 45 Councils asked group: 13
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of residents (67%) have had contact with Council in the last 12 months. Rate of contact is one percentage point lower than last year and similar to the rate of contact in the Small Rural group.

Rate of contact is lowest among residents aged 18 to 34 years and significantly below average, while rate of contact is highest among 50 to 64 year olds, significantly above average.



Among those who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 24% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 represents a one-point decline on the 2020 result. Though this is not a significant change, the customer service index score has been declining year-on-year after reaching a peak index score of 74 in 2017. Customer service ratings are now at their lowest point to date.

Customer service is rated in line with the Small Rural group average but significantly lower than the State-wide average (index scores of 69 and 70 respectively).

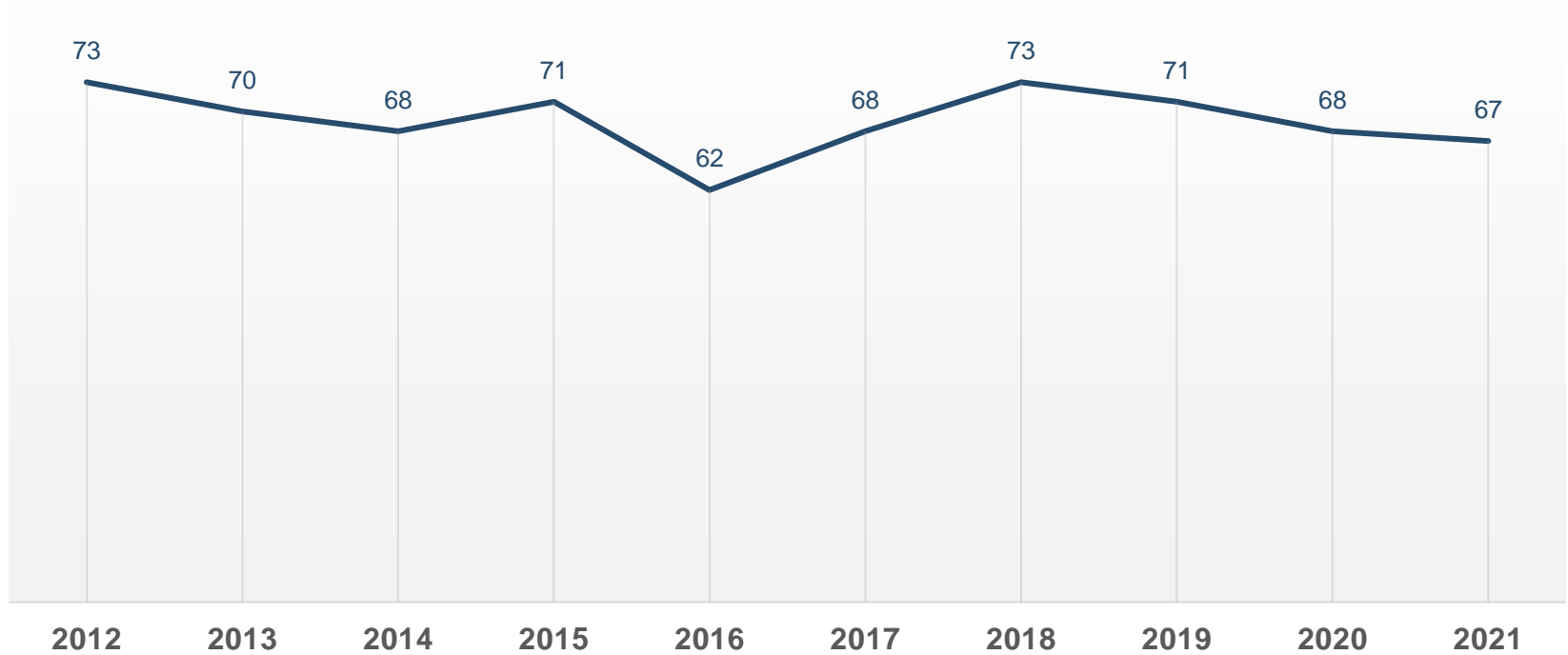
Among those residents who have had contact with Council, six in ten (61%) provide a positive customer service rating of 'very good' or 'good'.

- Ratings among several demographic cohorts are at their lowest point to date, particularly among men who rate Council's customer service significantly below average.
- Conversely, customer service ratings among women are significantly above average and have improved by five points since 2020.
- Ratings among Mt. Emu residents (index score of 60, down 20 points) declined significantly in the past year and are back in line with ratings seen in 2018 and 2019.



Contact with council

2021 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: 39 Councils asked group: 15



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	78▲	70	76	76	73	68	69	69	n/a	n/a
35-49	74	79	83	76	77	80	79	78	n/a	n/a
Beaufort, Ercildoune	70	68	70	72	71	64	77	71	n/a	n/a
Women	69	72	71	74	67	66	71	72	n/a	n/a
Pyrenees	67	68	71	73	68	62	71	68	n/a	n/a
Mt Emu	66	53	80	69	66	63	69	72	n/a	n/a
Men	66	66	71	72	69	58	71	64	n/a	n/a
Avoca, DeCameron	64	70	71	76	64	60	65	63	n/a	n/a
65+	64	67	61	71	61	54	63	59	n/a	n/a
Small Rural	63	67	66	66	65	60	66	n/a	n/a	n/a
State-wide	61▼	64	63	63	58	58	60	61	60	61
18-34	52▼	56	68	66	62	44	80	72	n/a	n/a

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: 39 Councils asked group: 15

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

Some data may be missing for 2012 and 2013 due to a change in demographic analysis.



Customer service rating

2021 customer service rating (index scores)

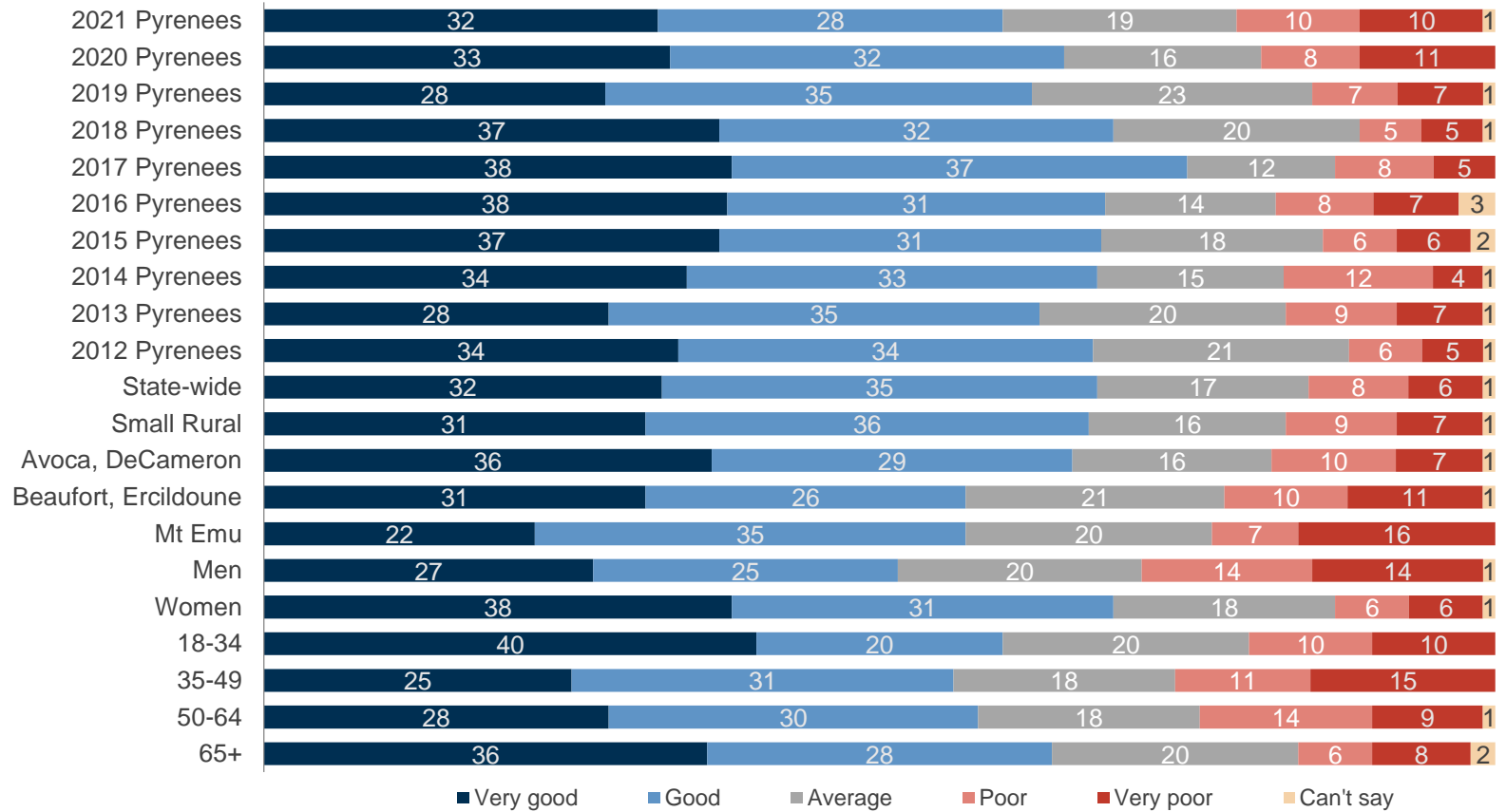
	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	73▲	68	70	73	74	77	74	71	66	73
State-wide	70▲	70	71	70	69	69	70	72	71	71
65+	70	70	72	74	78	74	70	71	73	76
Small Rural	69	70	70	69	69	69	70	n/a	n/a	n/a
Avoca, DeCameron	69	66	72	76	73	73	71	70	n/a	n/a
18-34	67	69	67	69	72	75	62	64	49	67
Pyrenees	66	67	68	73	74	72	72	71	68	72
Beaufort, Ercildoune	64	67	65	73	74	73	73	69	n/a	n/a
50-64	64	64	65	68	73	70	78	71	72	75
35-49	60	64	66	79	71	70	74	74	67	68
Mt Emu	60	80	62	63	78	69	70	74	n/a	n/a
Men	59▼	66	66	72	74	66	70	70	69	71

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

2021 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

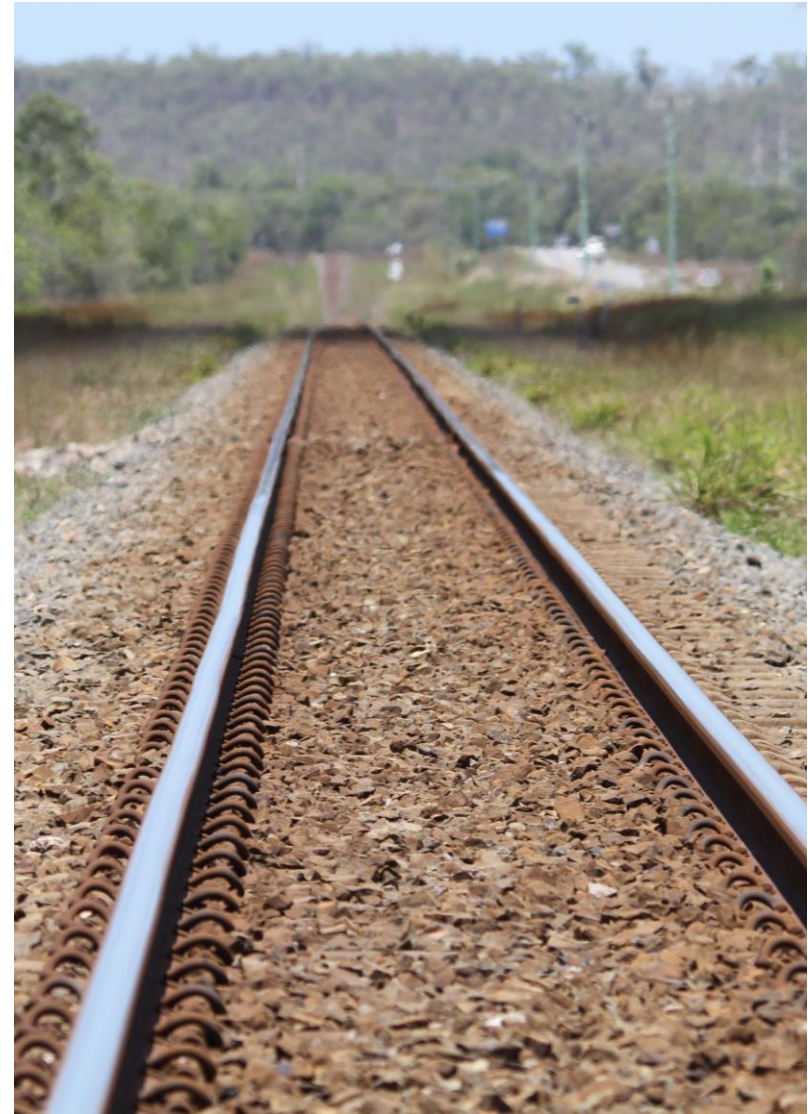
Council direction

Perceptions of Council's overall direction have improved by one point to an index score of 49. Perceptions of Council direction had been declining since 2017. However, following consistent results last year, ratings are now moving upward.

- Council is rated significantly below the Small Rural and State-wide average on Council direction.

Over the last 12 months, 64% of residents believe the direction of Council's overall performance has stayed the same, up three percentage points on 2020.

- 15% believe the direction has improved, down one point on 2020.
- 17% believe it has deteriorated, down two points on 2020.
- The most satisfied with Council direction are residents aged 18 to 34 years, 65 years and over, and residents from Avoca and DeCameron.
- The least satisfied with Council direction are residents aged 50 to 64 years, significantly lower than the Council average.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	51	53	52	53	51	53	53	52
Small Rural	53▲	50	53	50	52	50	53	n/a	n/a
18-34	52	45	45	49	57	58	54	59	52
65+	52	49	52	54	55	56	54	56	60
Avoca, DeCameron	52	49	52	55	53	55	56	56	n/a
Women	51	50	50	52	56	57	55	56	55
Mt Emu	51	55	48	49	53	56	62	55	n/a
Pyrenees	49	48	48	51	55	54	54	54	54
35-49	48	52	49	53	53	54	58	54	53
Men	47	47	47	51	53	51	53	53	53
Beaufort, Ercildoune	46	47	45	50	56	52	49	52	n/a
50-64	42▼	47	44	48	54	49	52	50	51

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

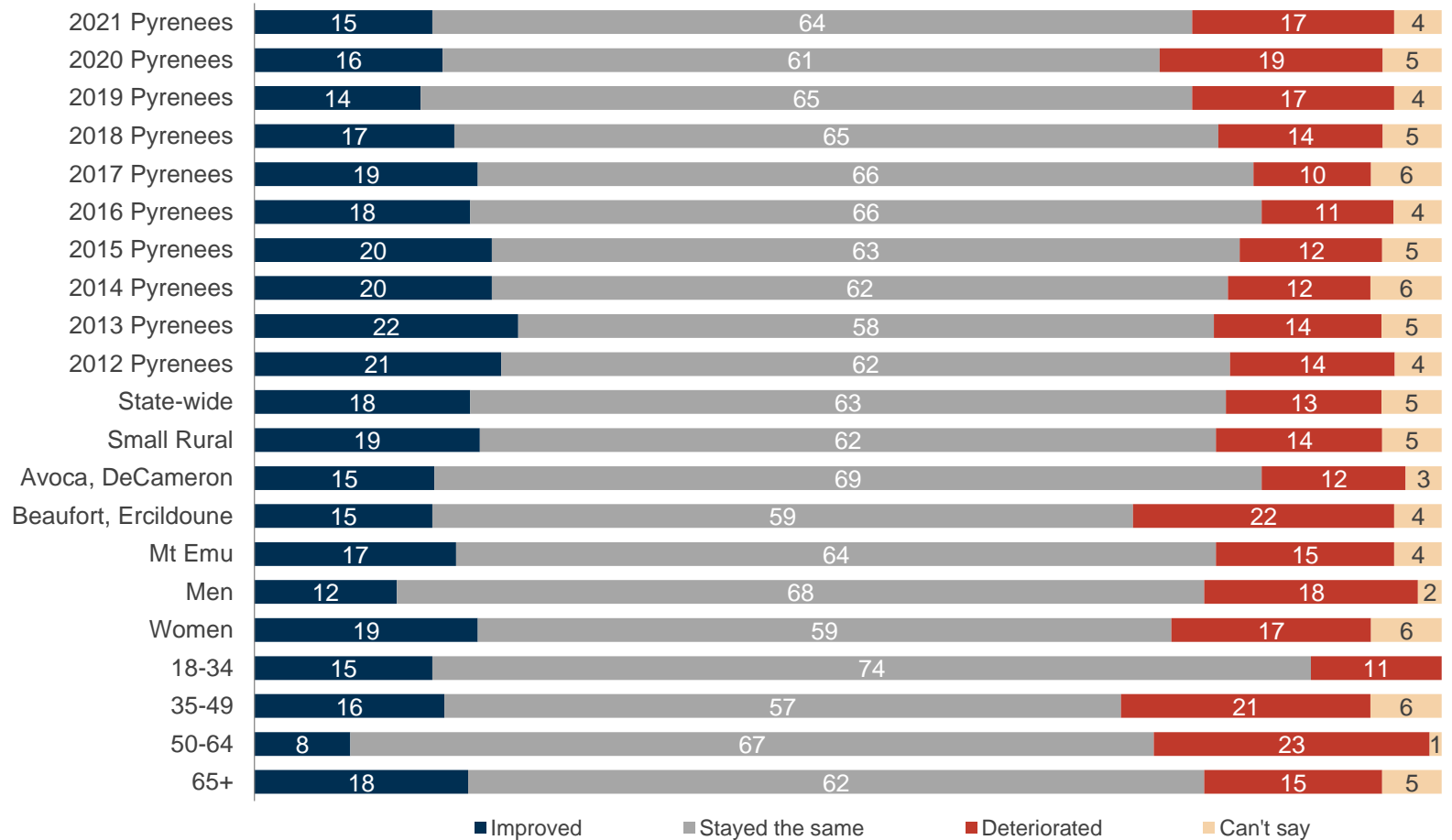
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)

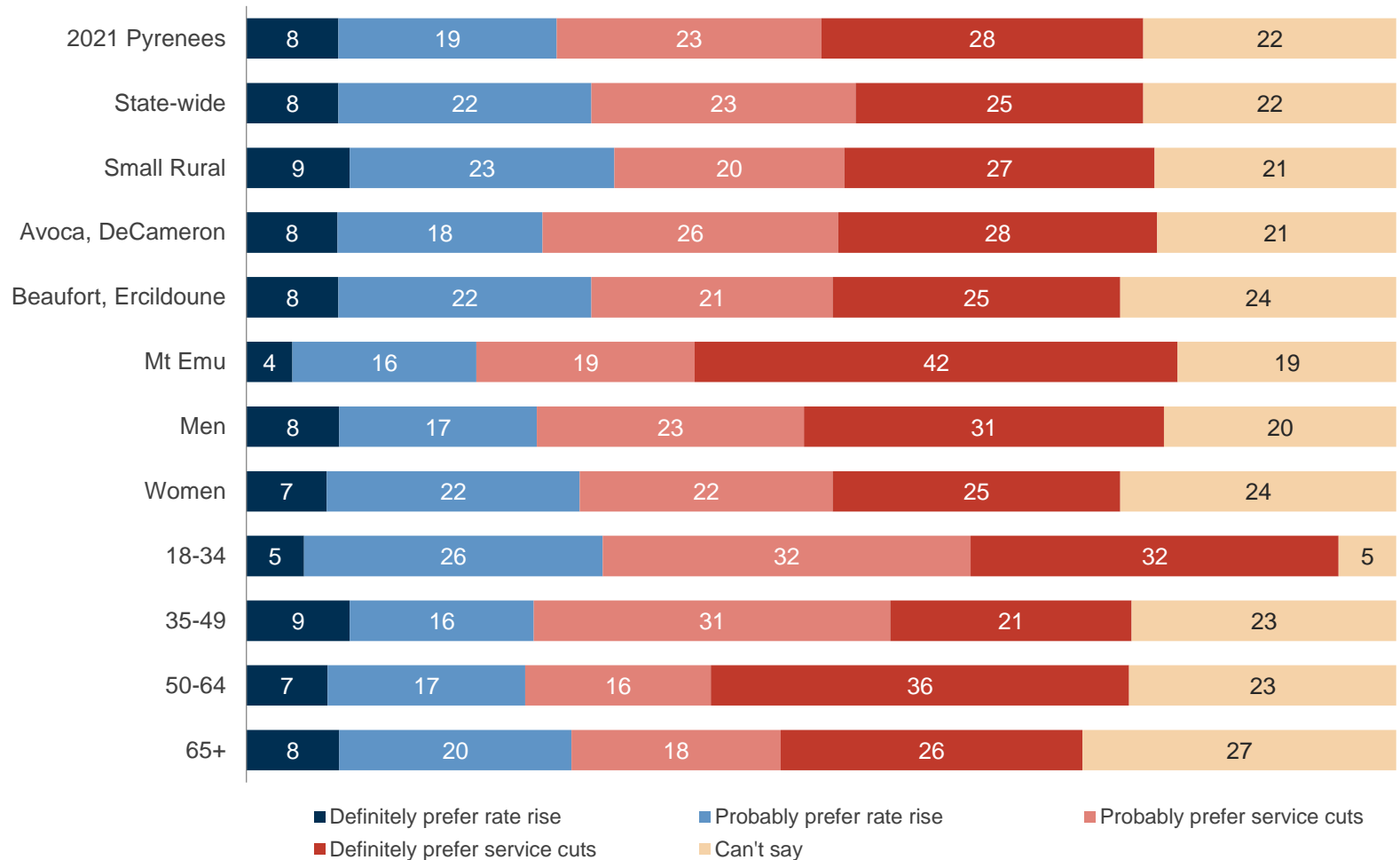


Q6. Over the last 12 months, what is your view of the direction of Pyrenees Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Rates / services trade-off

2021 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: 16 Councils asked group: 4

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

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54	61	53	63	58	57	63	58	56
Avoca, DeCameron	57	60	65	63	56	62	60	n/a	n/a
Women	57	57	55	61	58	60	59	60	59
65+	55	59	59	61	59	56	54	64	62
Small Rural	54	56	54	55	55	56	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	57	57
Pyrenees	55	57	55	60	56	58	58	59	59
Mt Emu	45	63	39	57	56	54	58	n/a	n/a
Men	53	58	56	58	55	57	58	57	60
Beaufort, Ercildoune	53	54	55	58	57	57	56	n/a	n/a
35-49	57	53	60	59	59	61	58	55	53
50-64	53	55	48	56	51	60	60	57	64

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

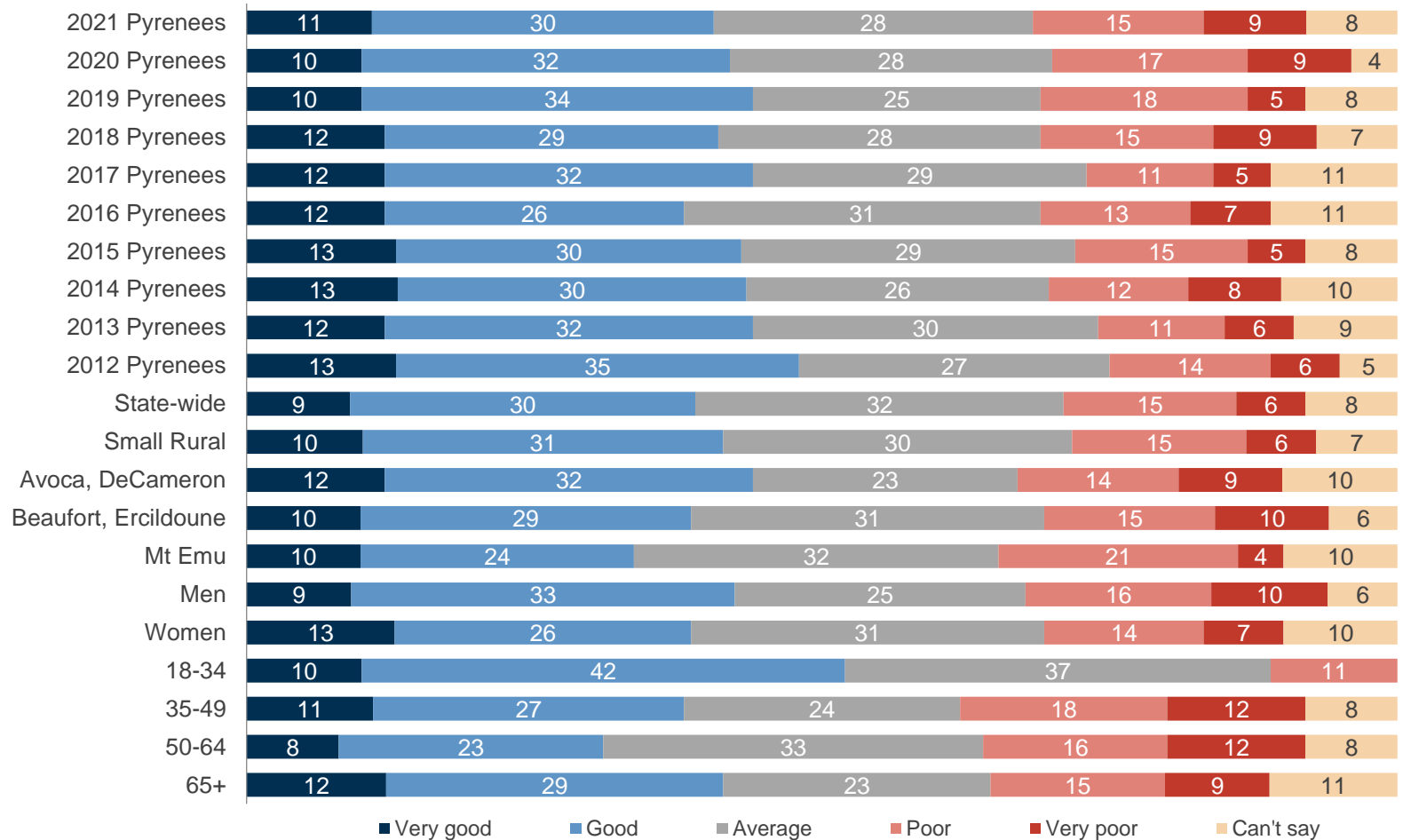
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 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



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	58	62	59	63	55	56	63	n/a	n/a
Women	57	57	56	61	56	59	59	n/a	n/a
Small Rural	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
35-49	55	55	62	61	55	55	56	n/a	n/a
Avoca, DeCameron	54	60	65	62	58	61	61	n/a	n/a
Pyrenees	54	56	57	62	56	57	57	n/a	n/a
Beaufort, Ercildoune	55	54	56	62	57	53	51	n/a	n/a
Mt Emu	51	61	48	59	50	55	59	n/a	n/a
65+	54	57	58	66	59	58	55	n/a	n/a
Men	52	56	58	62	57	54	55	n/a	n/a
50-64	50	54	50	55	54	57	56	n/a	n/a

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

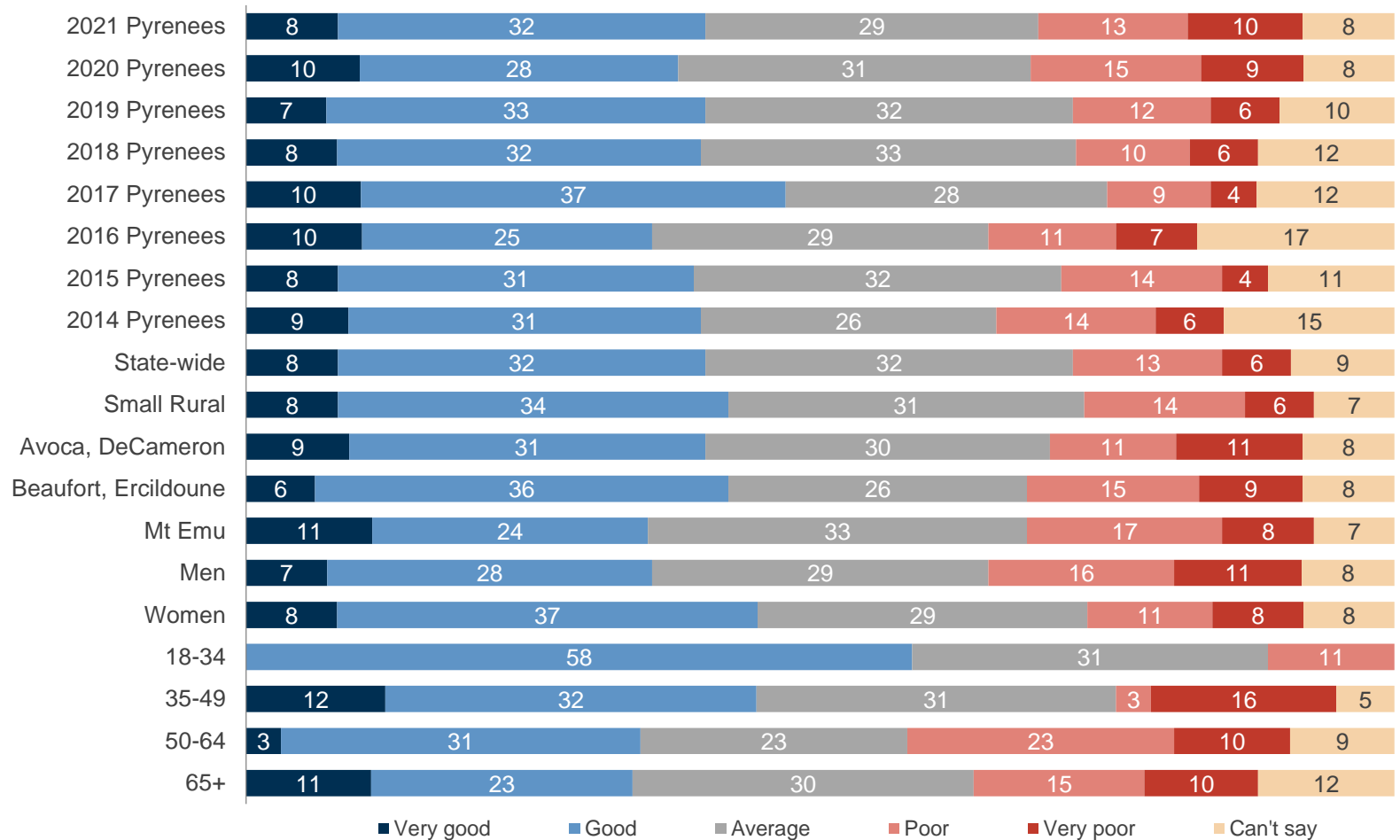
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 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



2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Avoca, DeCameron	52	59	58	52	56	58	61	n/a	n/a
35-49	51	47	59	54	53	55	59	n/a	n/a
65+	56	60	58	59	57	59	56	n/a	n/a
Women	51	55	53	55	54	55	56	n/a	n/a
Pyrenees	51	54	54	55	54	55	56	n/a	n/a
State-wide	54	56	53	53	54	55	55	n/a	n/a
Men	52	54	54	54	55	56	56	n/a	n/a
Beaufort, Ercildoune	52	52	52	56	54	56	54	n/a	n/a
50-64	52	58	51	51	52	57	57	n/a	n/a
Small Rural	51	53	49	50	52	52	n/a	n/a	n/a
18-34	40	46	42	50	55	46	50	n/a	n/a
Mt Emu	34	33	50	55	53	49	51	n/a	n/a

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

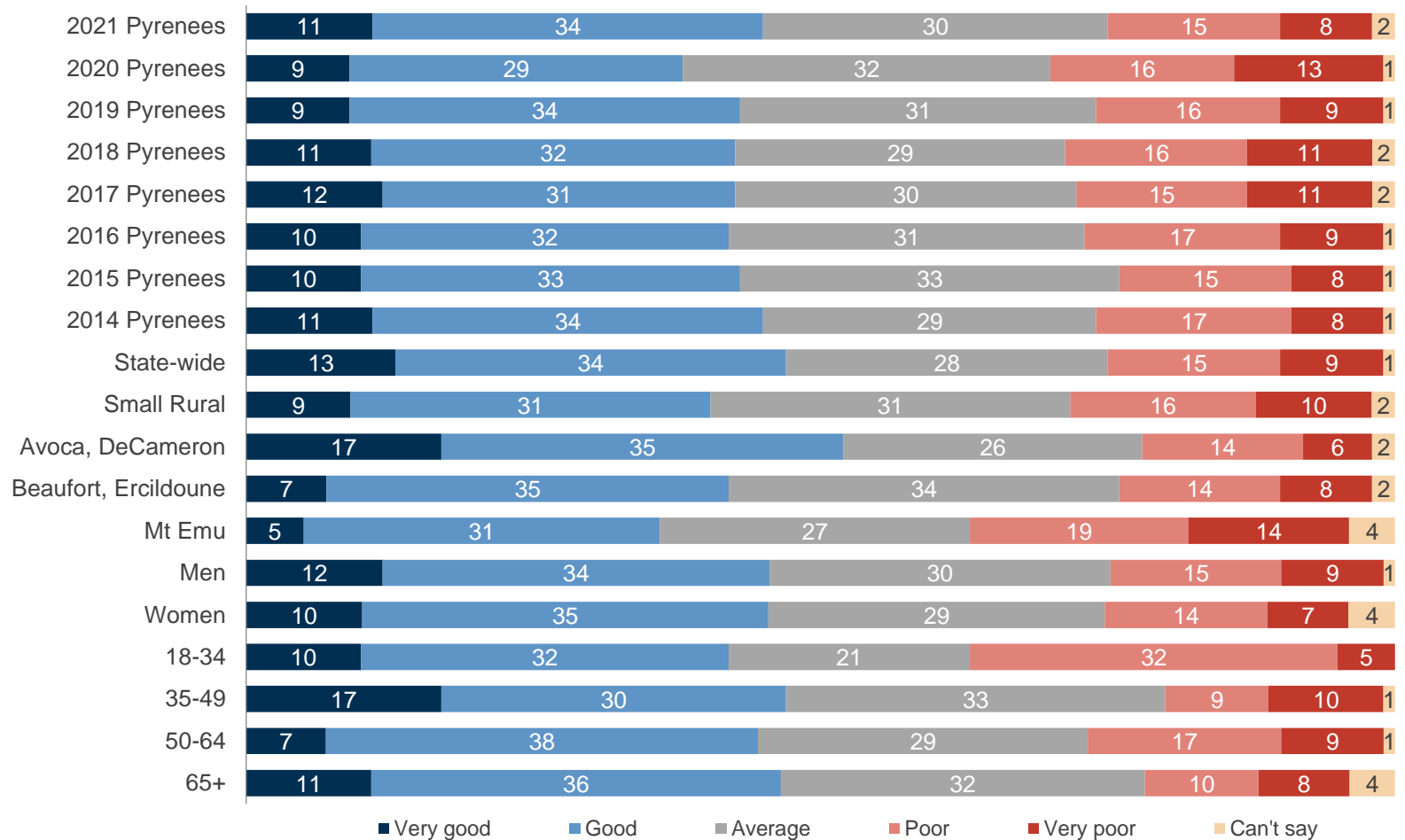
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



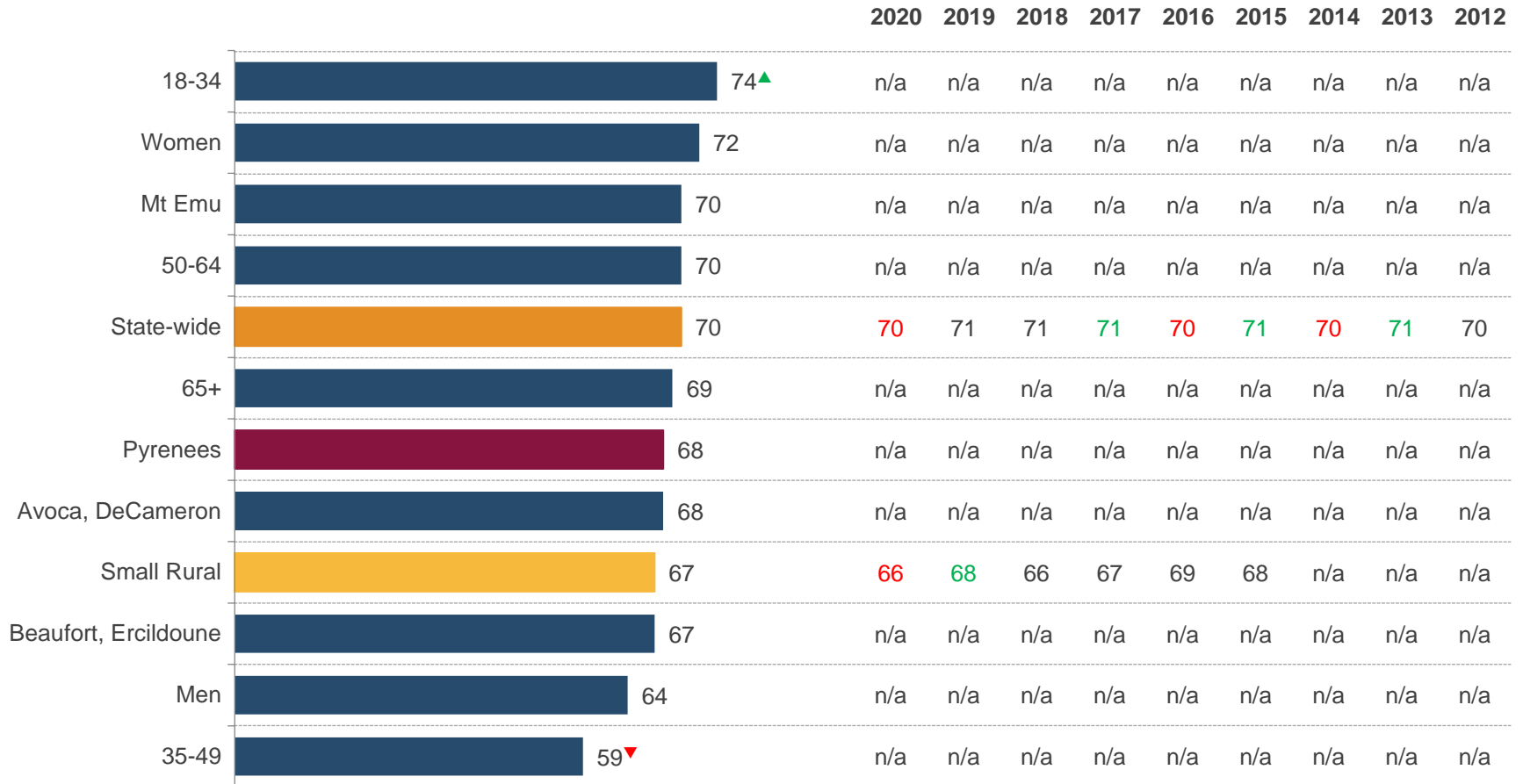
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Enforcement of local laws importance



2021 law enforcement importance (index scores)



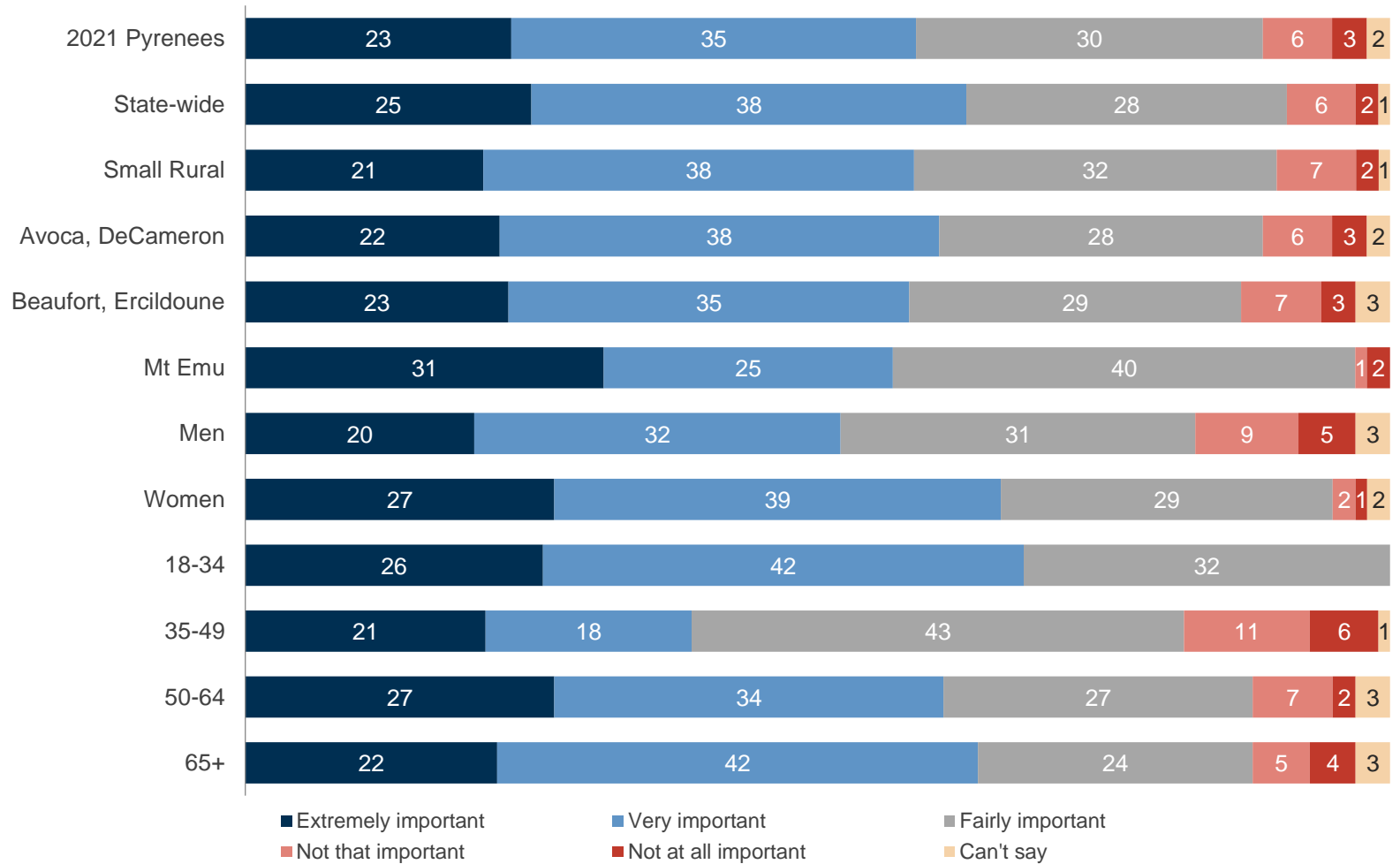
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)



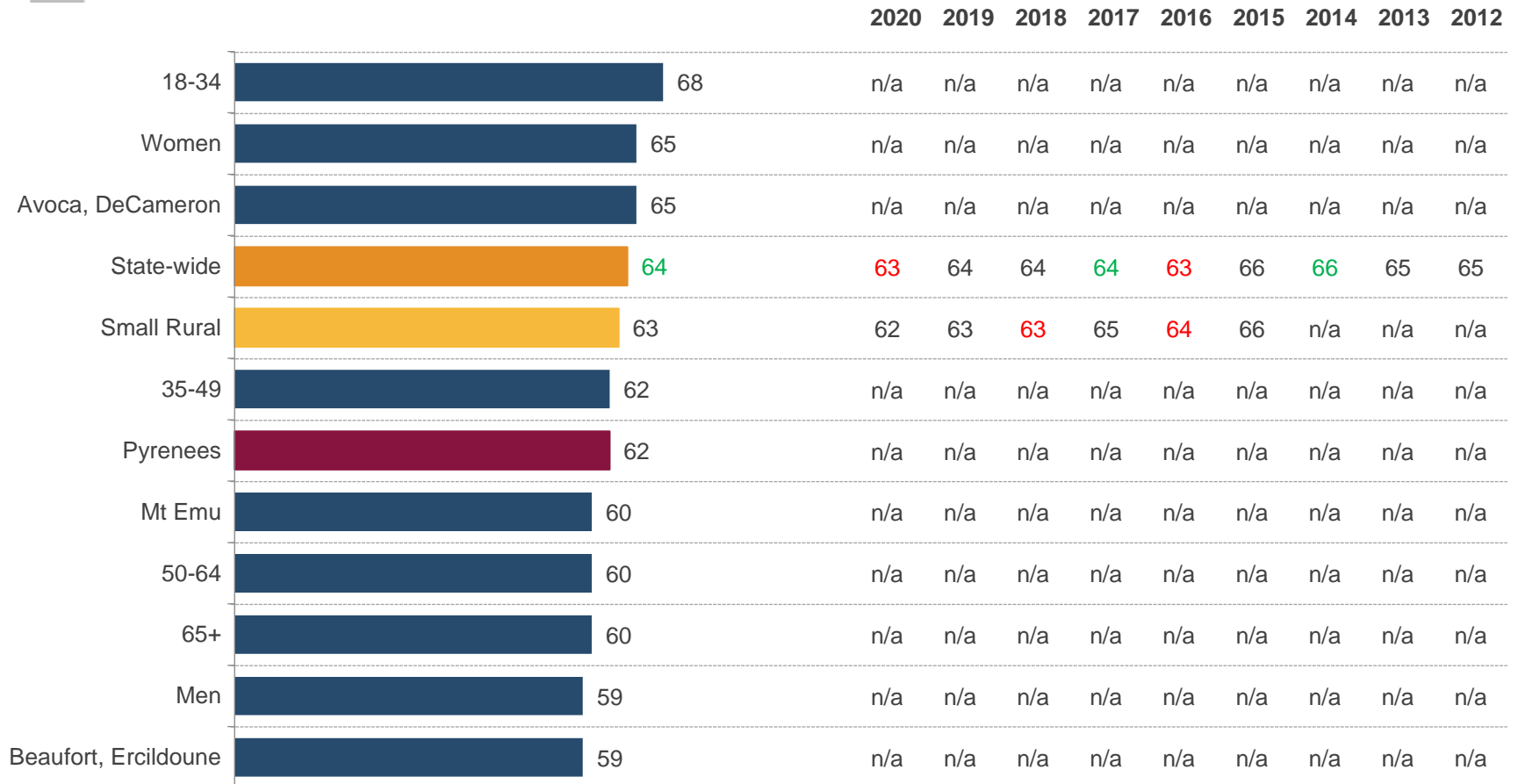
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7



Enforcement of local laws performance



2021 law enforcement performance (index scores)



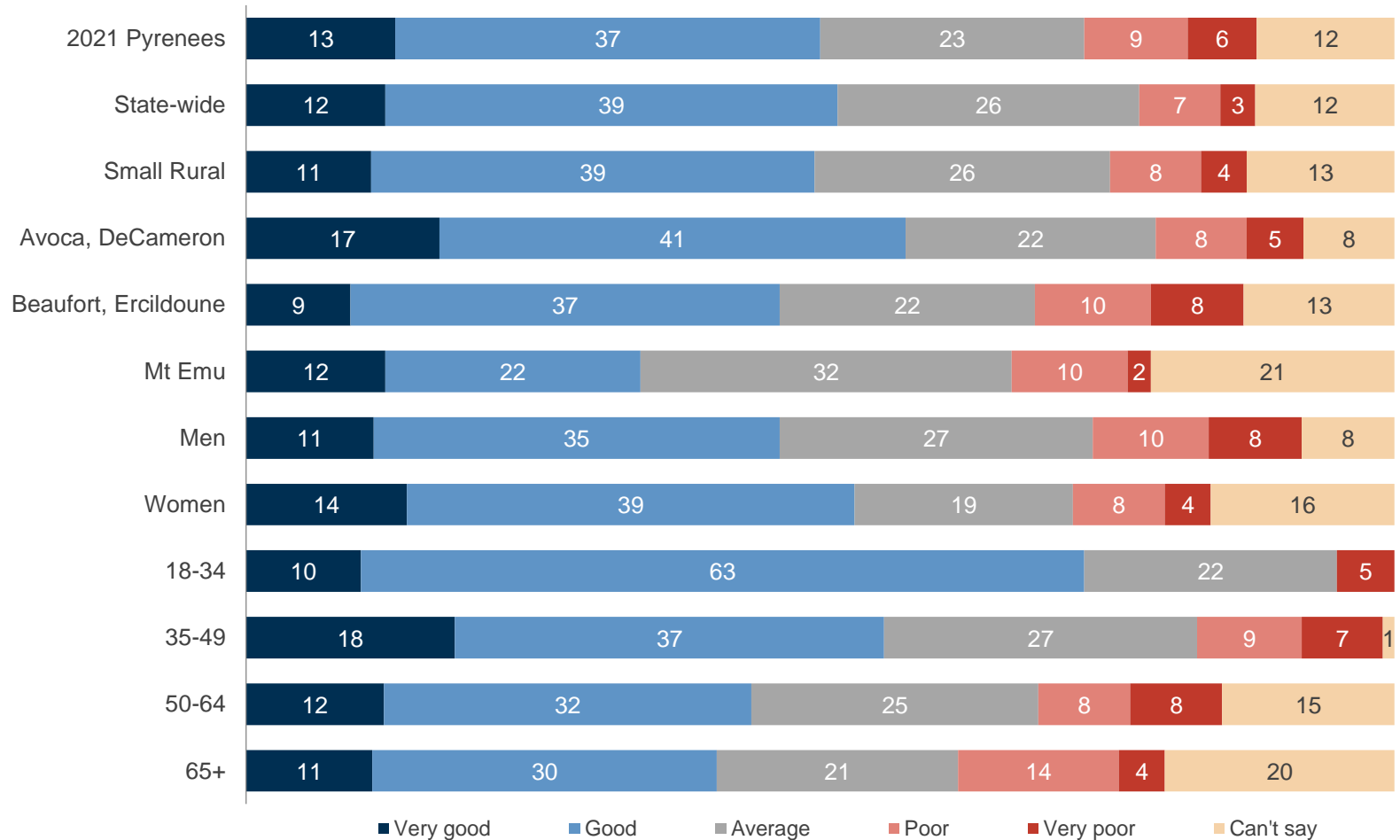
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 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



2021 family support importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	87▲	82	73	79	67	69	71	74	72	n/a
Women	80▲	78	76	78	78	76	74	78	75	n/a
Beaufort, Ercildoune	77	72	72	72	69	70	70	72	n/a	n/a
State-wide	76	75	74	74	73	73	73	72	73	73
35-49	76	74	74	78	78	79	70	72	71	n/a
Small Rural	76	74	71	69	71	72	72	n/a	n/a	n/a
Pyrenees	75	74	72	72	70	71	70	72	70	n/a
Mt Emu	74	84	77	71	70	74	65	73	n/a	n/a
Avoca, DeCameron	74	76	71	74	72	70	73	71	n/a	n/a
50-64	73	72	70	66	69	66	70	71	68	n/a
65+	71	73	71	71	68	73	70	72	70	n/a
Men	71▼	71	68	68	63	66	66	67	65	n/a

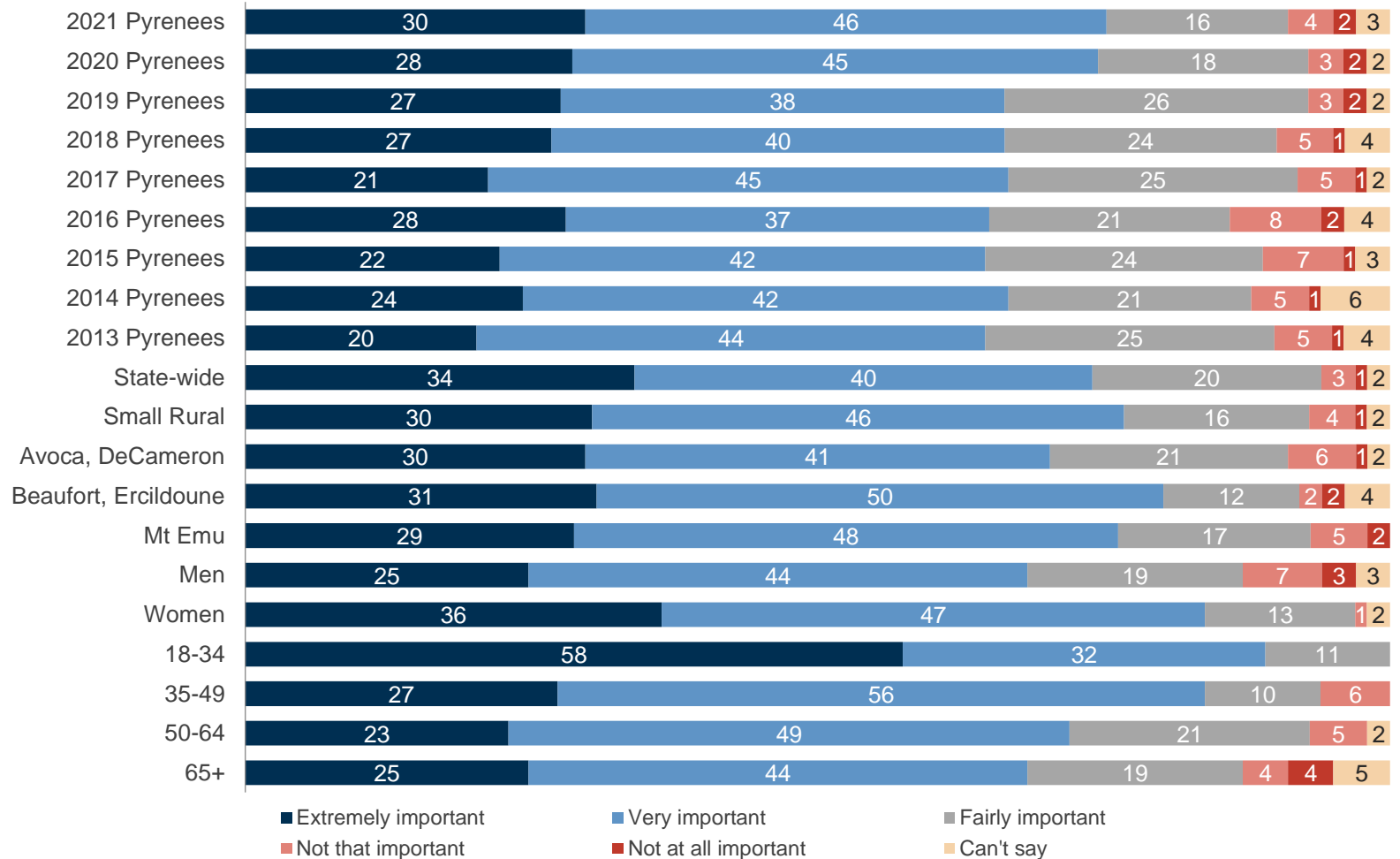
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2021 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3



Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72▲	68	70	69	71	72	67	69	72	n/a
Men	71	64	67	69	71	69	69	68	67	n/a
Avoca, DeCameron	70	67	70	73	71	66	70	69	n/a	n/a
Beaufort, Ercildoune	69	65	67	66	70	71	70	64	n/a	n/a
Pyrenees	68	65	68	68	70	68	68	67	66	n/a
50-64	67	62	64	64	63	62	68	69	67	n/a
Small Rural	66	66	68	67	68	66	67	n/a	n/a	n/a
State-wide	66	66	67	66	67	66	67	68	67	67
Women	66	67	68	67	69	66	68	66	66	n/a
18-34	66	62	69	66	74	71	69	65	60	n/a
35-49	65	67	67	72	71	66	70	63	64	n/a
Mt Emu	60▼	48	46	66	68	64	61	66	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

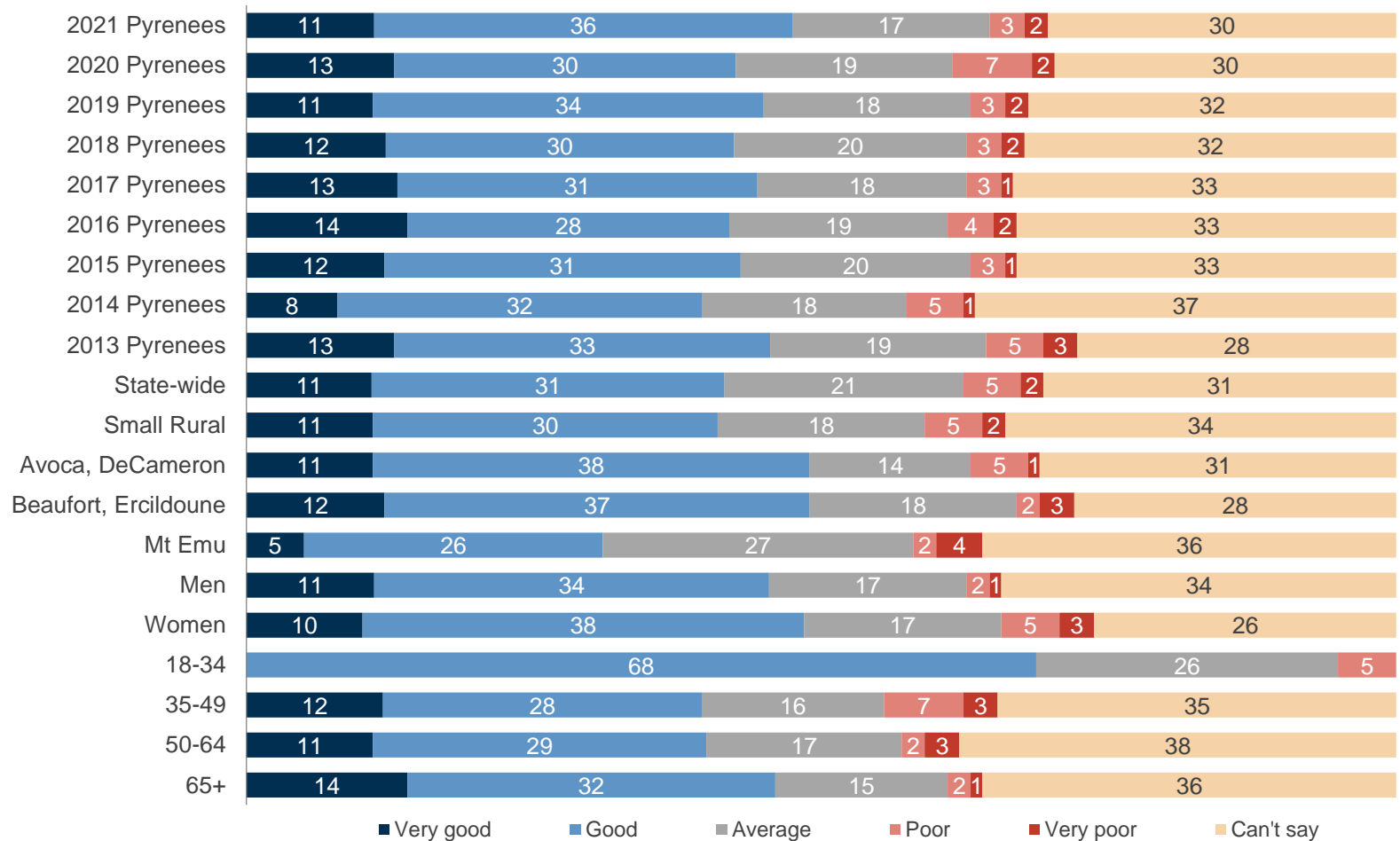
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 family support performance (%)



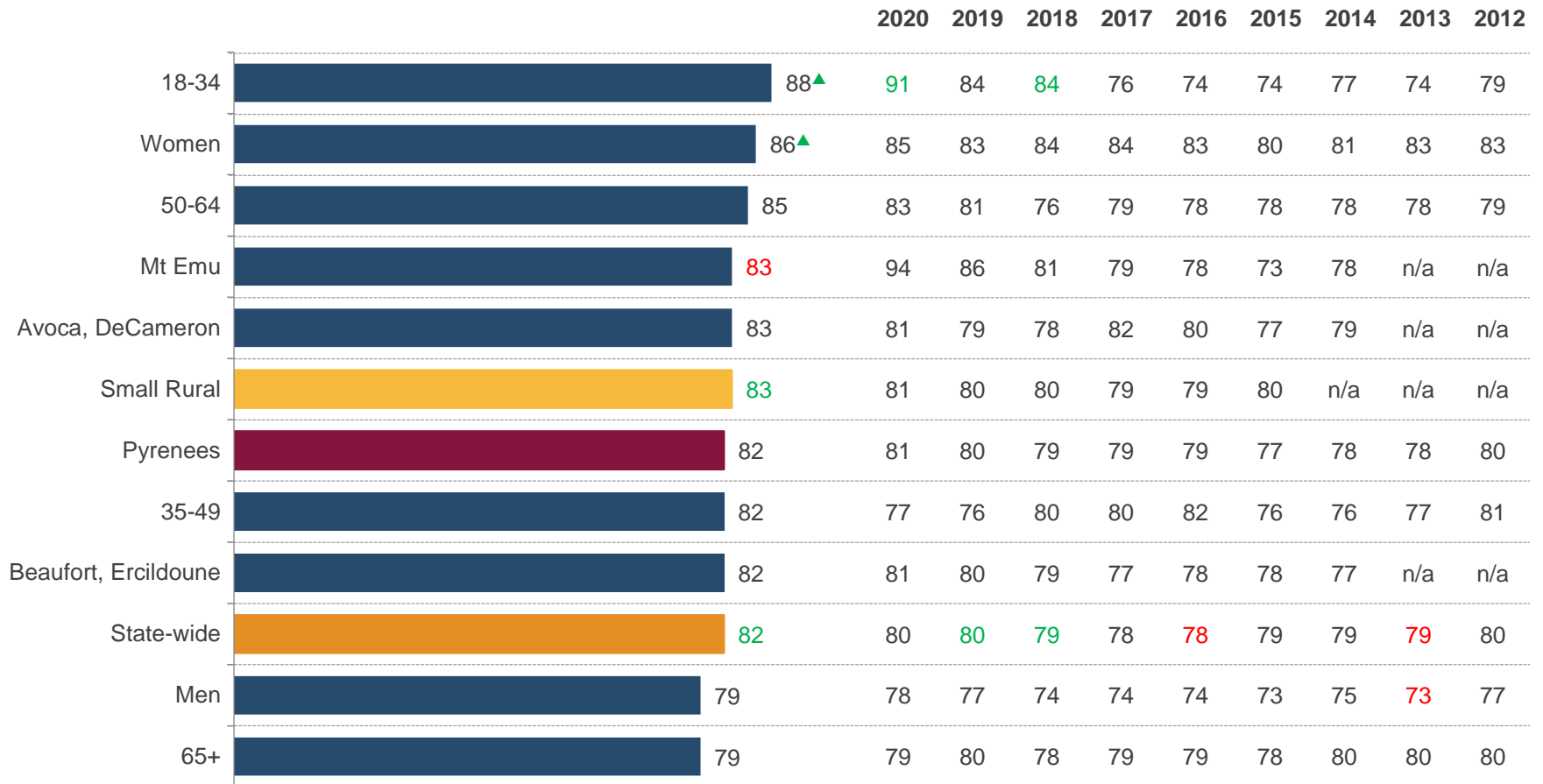
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



Elderly support services importance



2021 elderly support importance (index scores)



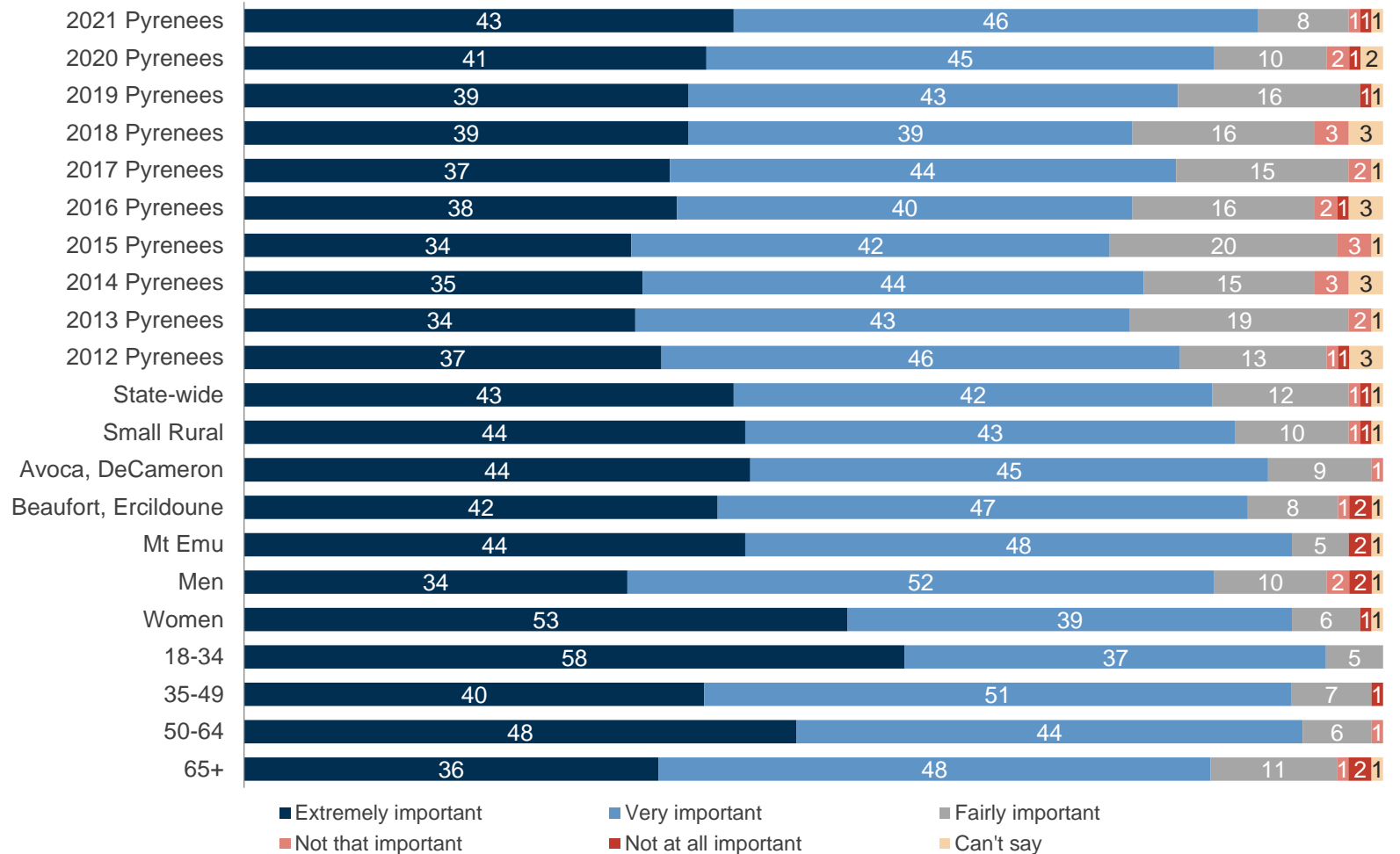
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2021 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6



Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Avoca, DeCameron	74	70	70	70	73	70	72	n/a	n/a	
65+	73	69	70	70	75	71	71	69	74	76
35-49	73	72	71	75	76	69	70	67	72	72
Men	73	68	70	73	75	71	70	71	71	73
Small Rural	72	71	71	69	71	70	72	n/a	n/a	n/a
Mt Emu	72	44	64	63	69	66	61	66	n/a	n/a
Pyrenees	72	68	69	70	74	69	70	70	71	72
Women	71	68	68	65	73	68	70	69	71	71
50-64	70	66	67	65	69	65	71	74	70	74
Beaufort, Ercildoune	70	68	68	71	76	71	72	70	n/a	n/a
State-wide	69▼	68	68	68	68	68	69	70	69	69
18-34	68	64	67	68	75	75	67	70	67	63

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

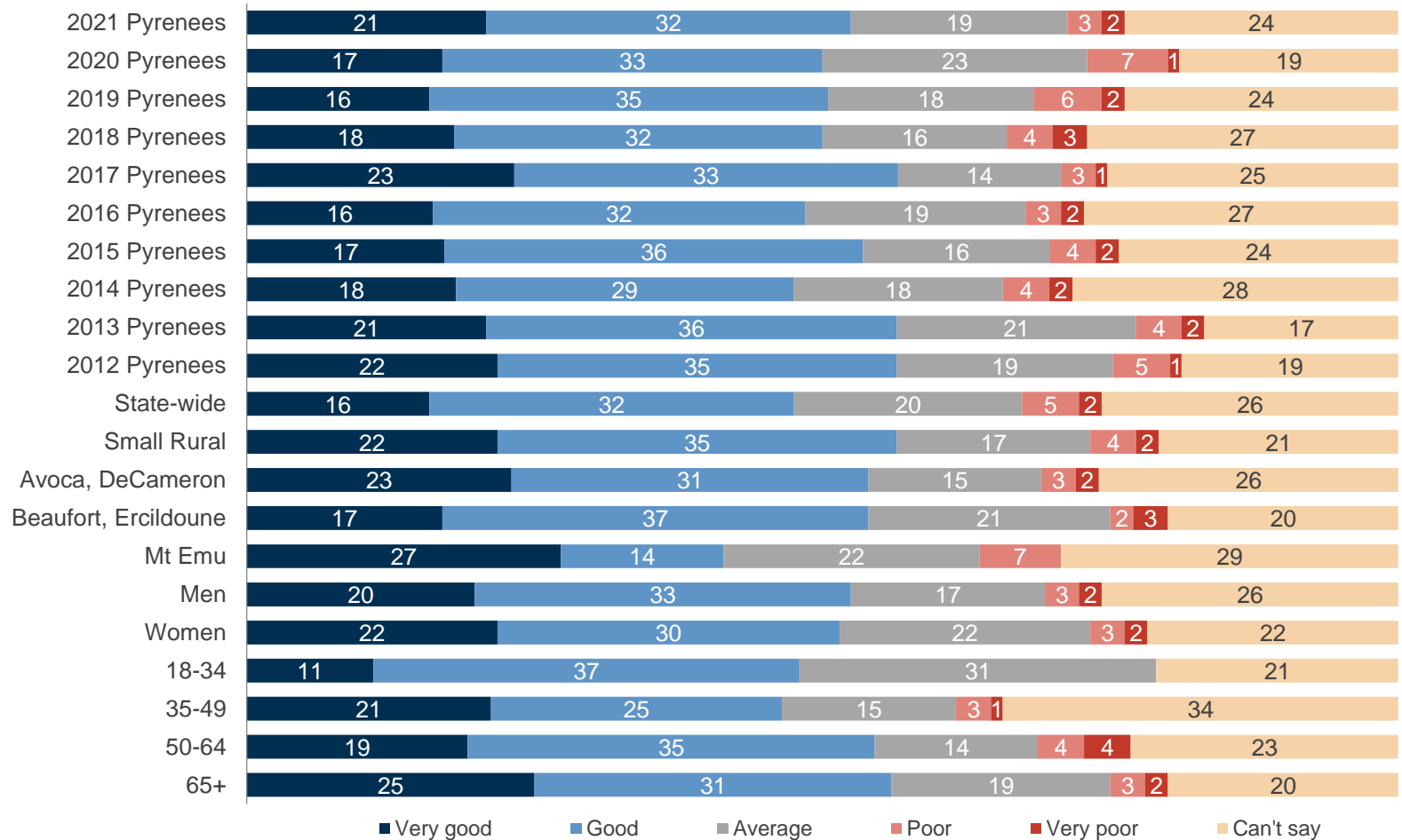
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 elderly support performance (%)



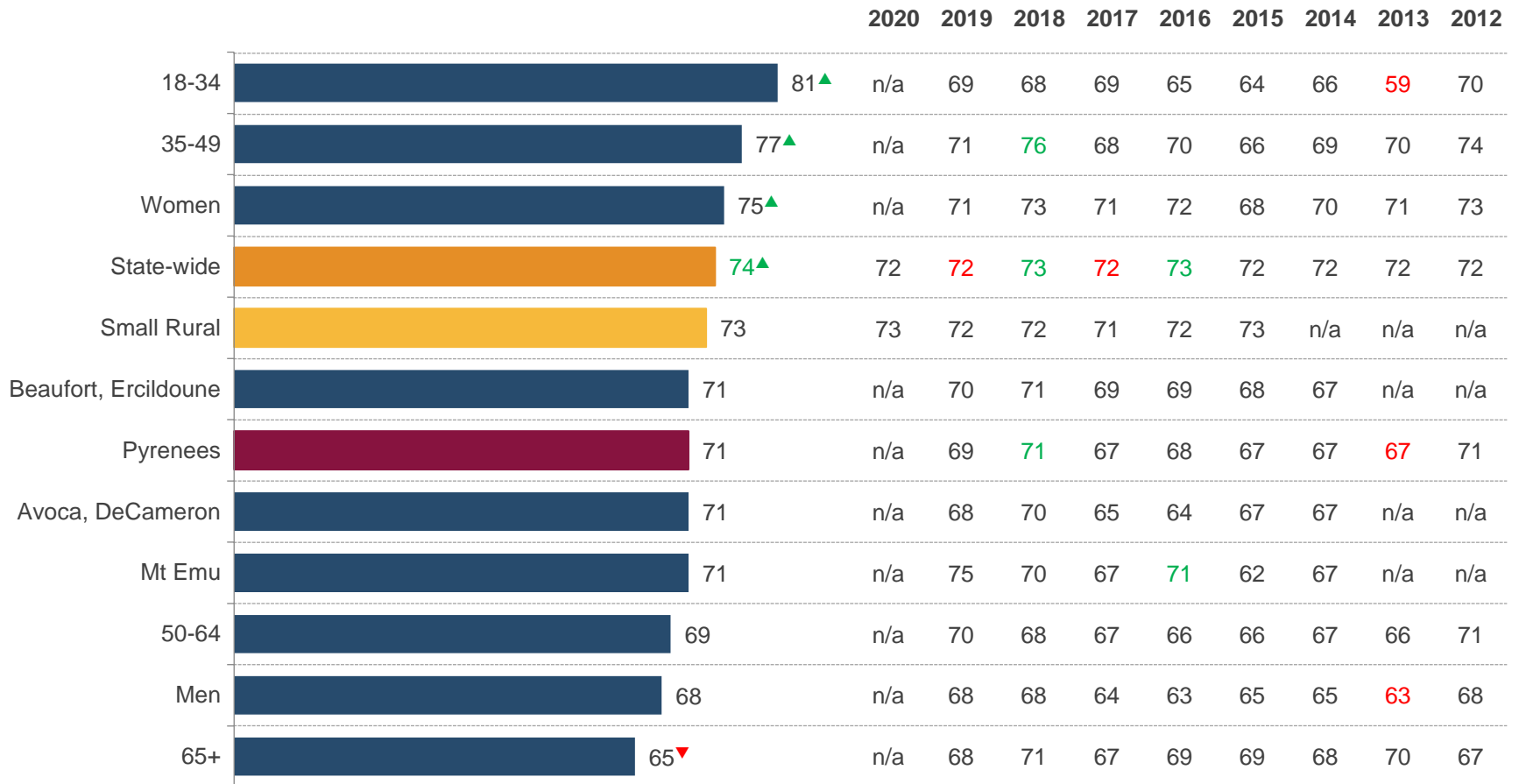
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11



Recreational facilities importance



2021 recreational facilities importance (index scores)



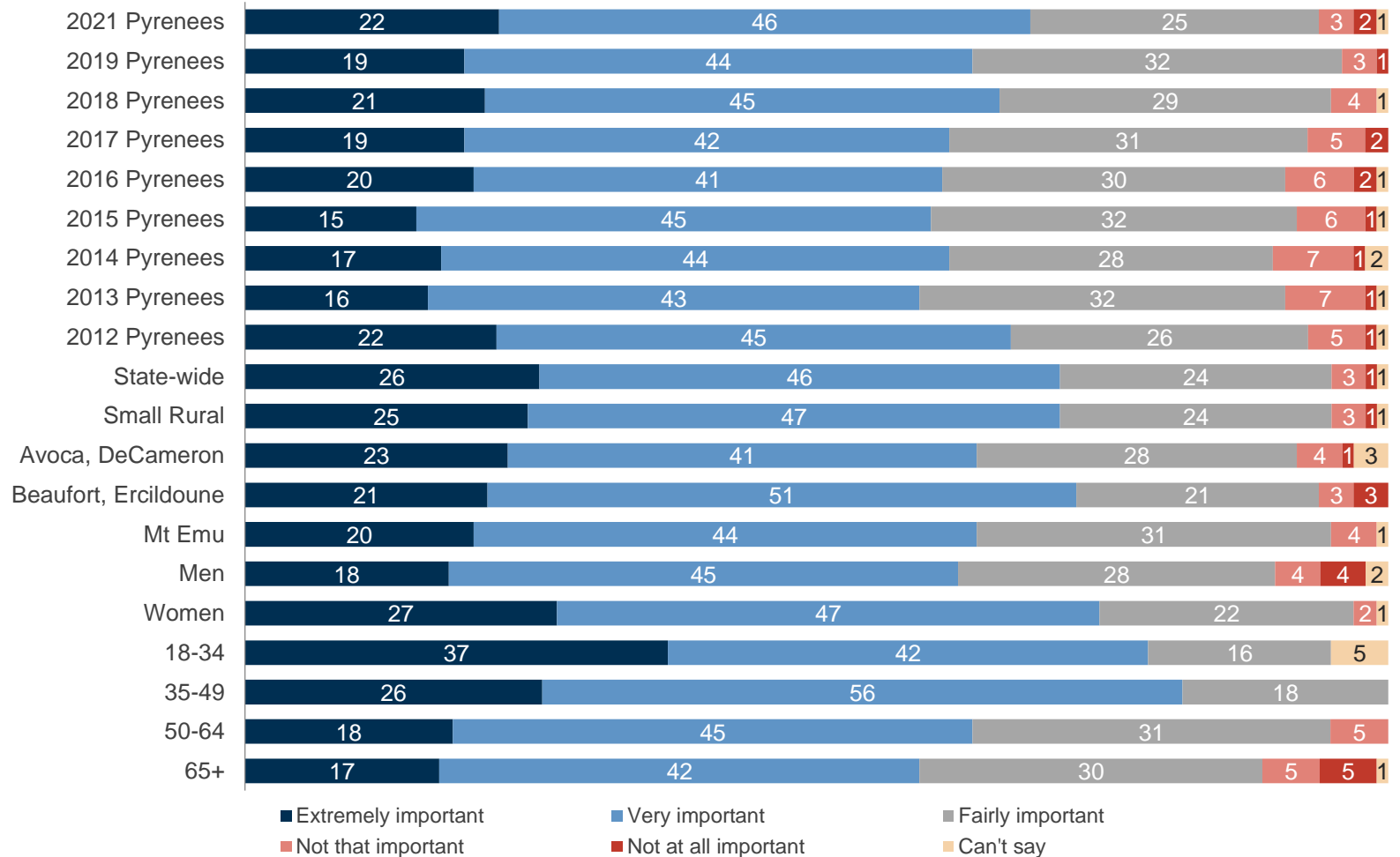
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8



Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Avoca, DeCameron	73	72	72	71	71	69	73	75	n/a	n/a
65+	72	68	70	72	73	68	69	74	77	72
State-wide	71	70	70	69	70	69	70	71	70	70
Men	71	70	71	70	73	69	68	75	70	72
50-64	70	68	66	68	69	68	72	69	68	72
35-49	70	69	70	70	72	62	70	71	70	68
Small Rural	69	68	68	69	69	68	70	n/a	n/a	n/a
Pyrenees	69	68	69	68	72	65	69	72	72	70
Women	68	65	67	66	72	61	71	70	73	68
Mt Emu	68	64	60	61	68	57	65	69	n/a	n/a
Beaufort, Ercildoune	67	63	67	68	74	67	68	71	n/a	n/a
18-34	62▼	65	71	57	75	60	65	77	72	68

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

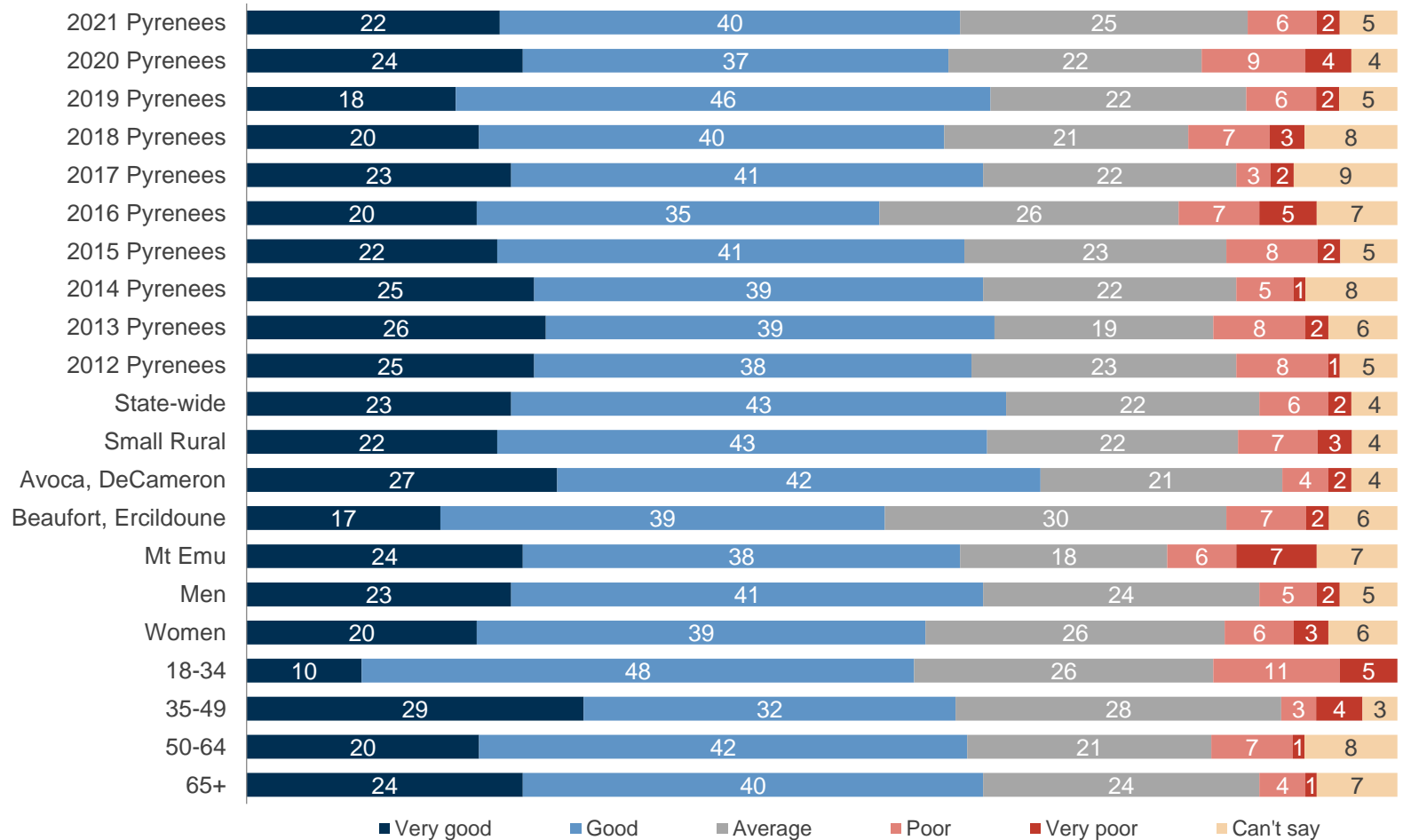
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



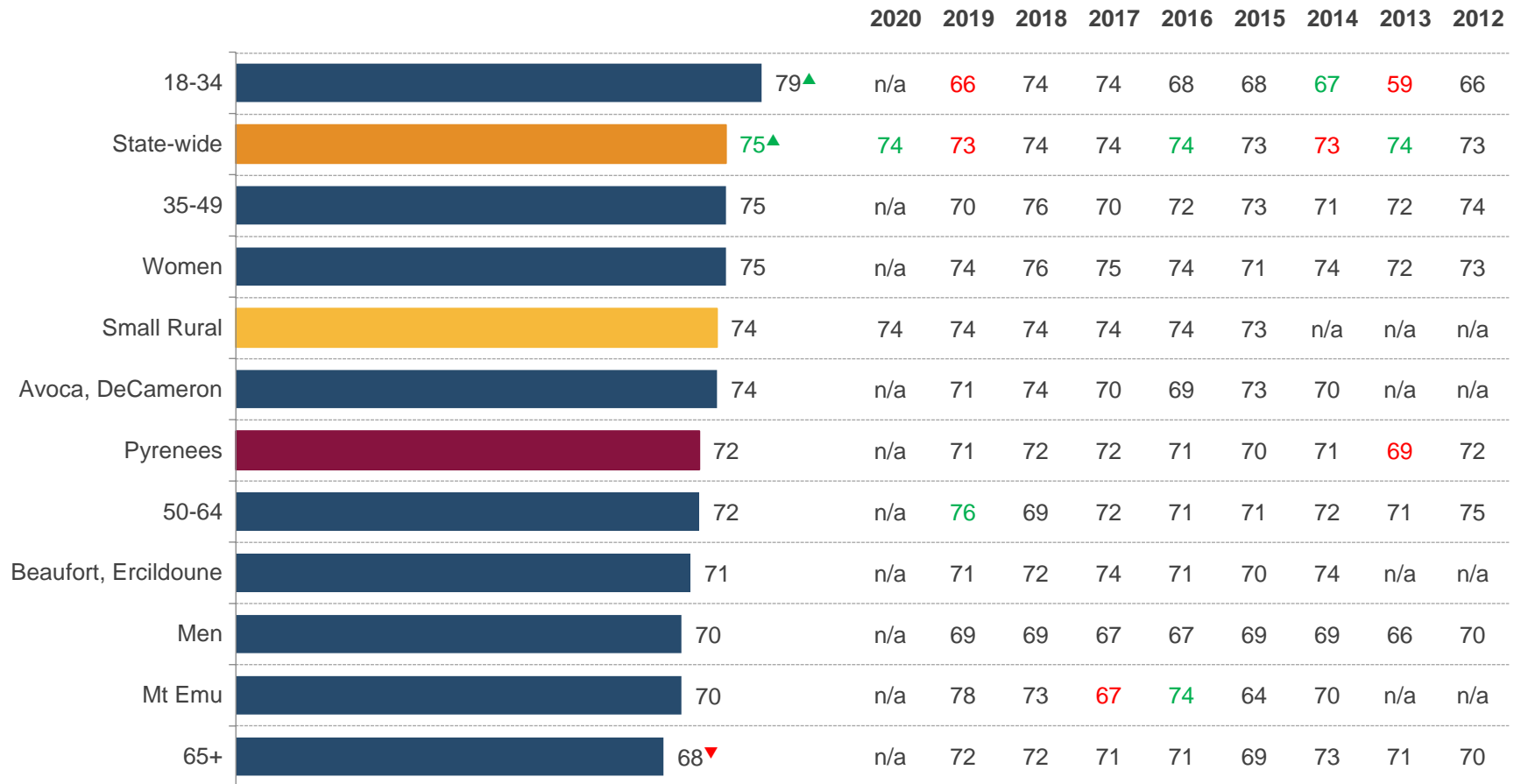
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13



The appearance of public areas importance



2021 public areas importance (index scores)



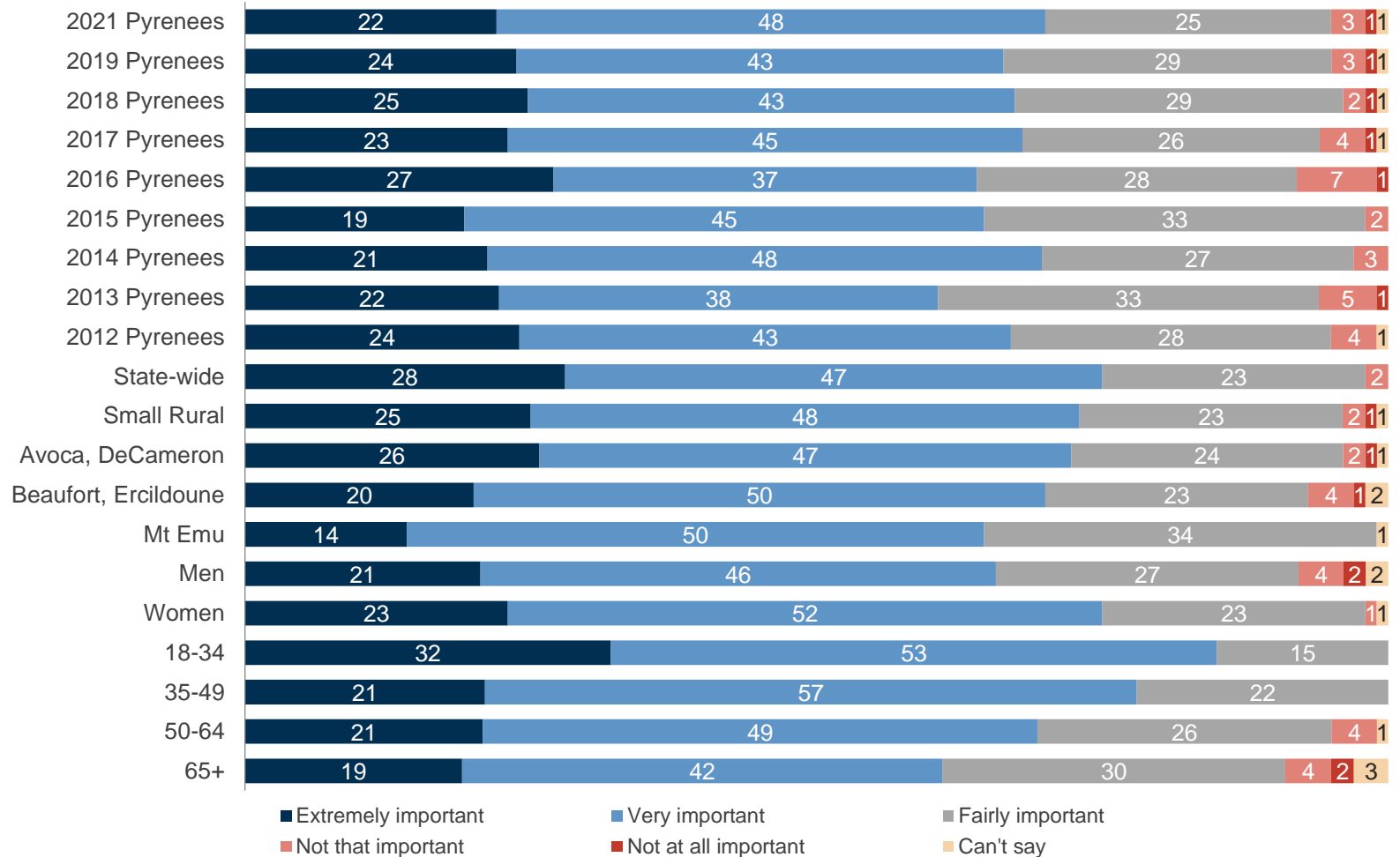
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 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: 8



The appearance of public areas performance



2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	75▲	72	73	72	74	73	74	n/a	n/a
18-34	74	73	67	68	78	66	70	77	63
State-wide	73▲	72	72	71	71	71	72	72	71
35-49	72	72	72	74	76	71	71	67	70
Mt Emu	72	68	70	61	66	65	58	67	n/a
Men	71	69	69	70	70	72	71	72	70
Avoca, DeCameron	70	72	71	70	74	72	75	75	n/a
Pyrenees	70	69	69	69	73	70	71	72	70
Beaufort, Ercildoune	69	66	67	71	74	71	72	73	n/a
Women	68	68	69	67	75	68	71	73	70
50-64	68	63	66	67	69	73	73	73	69
65+	68	68	70	68	72	68	70	73	76

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

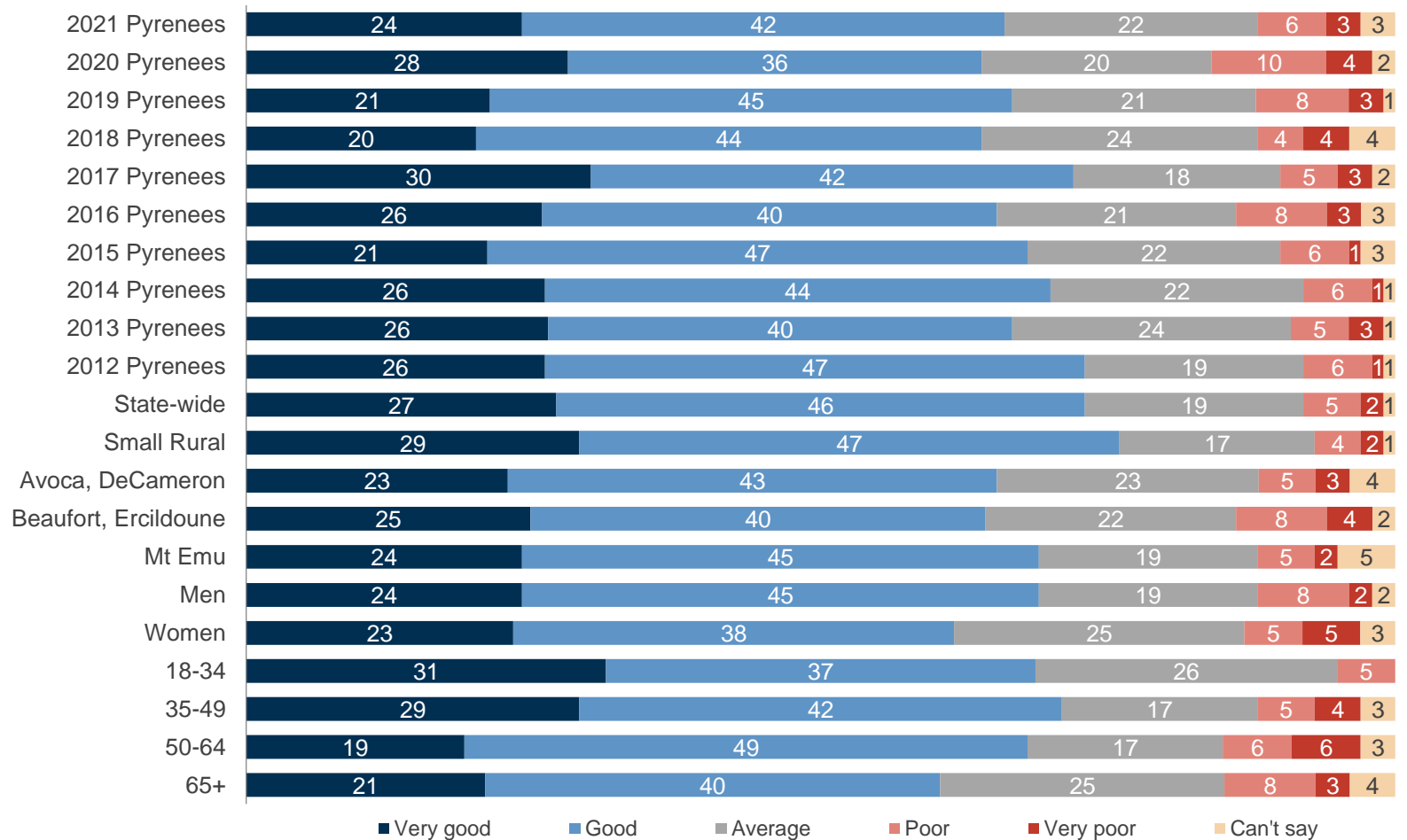
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)



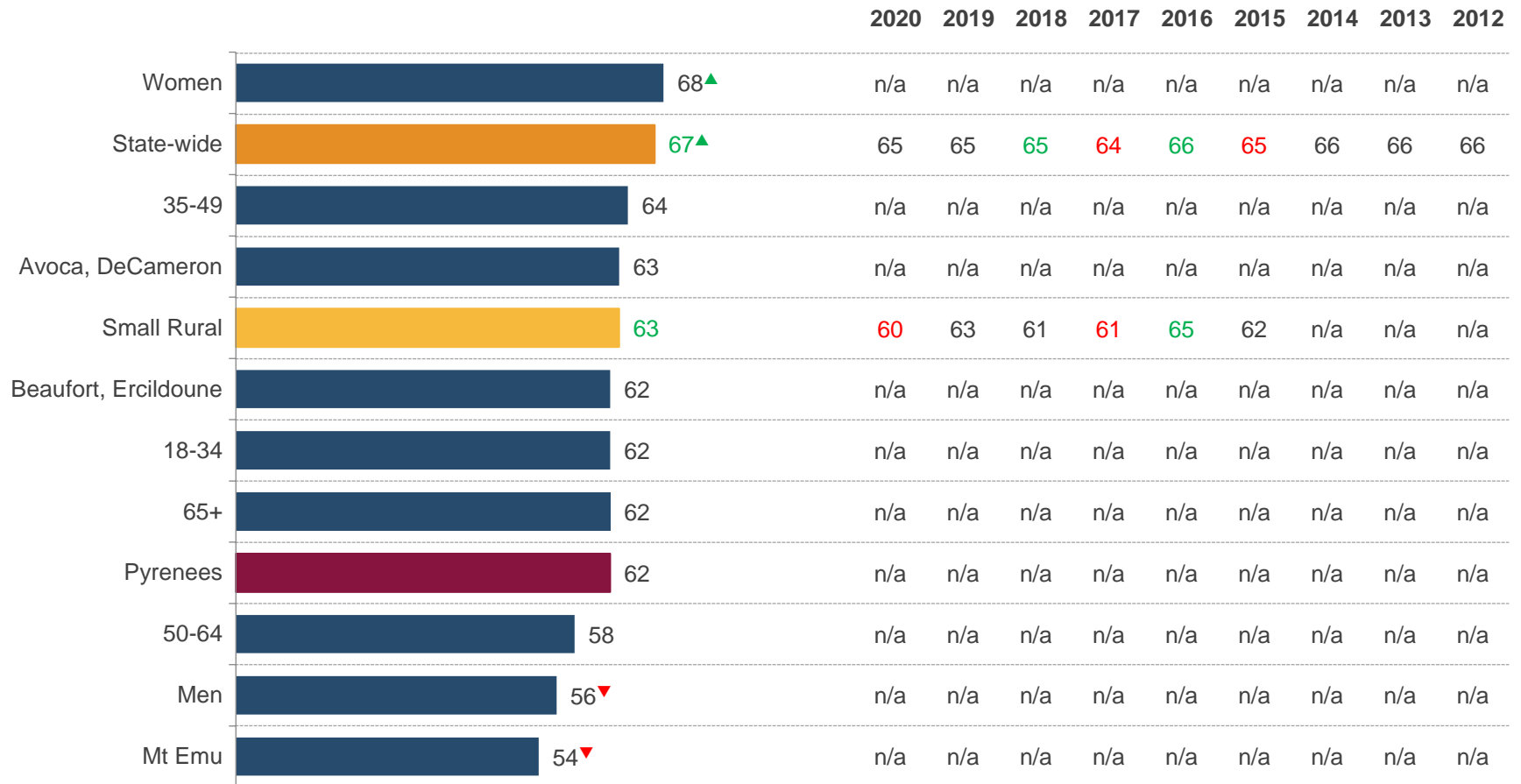
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13



Art centres and libraries importance



2021 art centres and libraries importance (index scores)



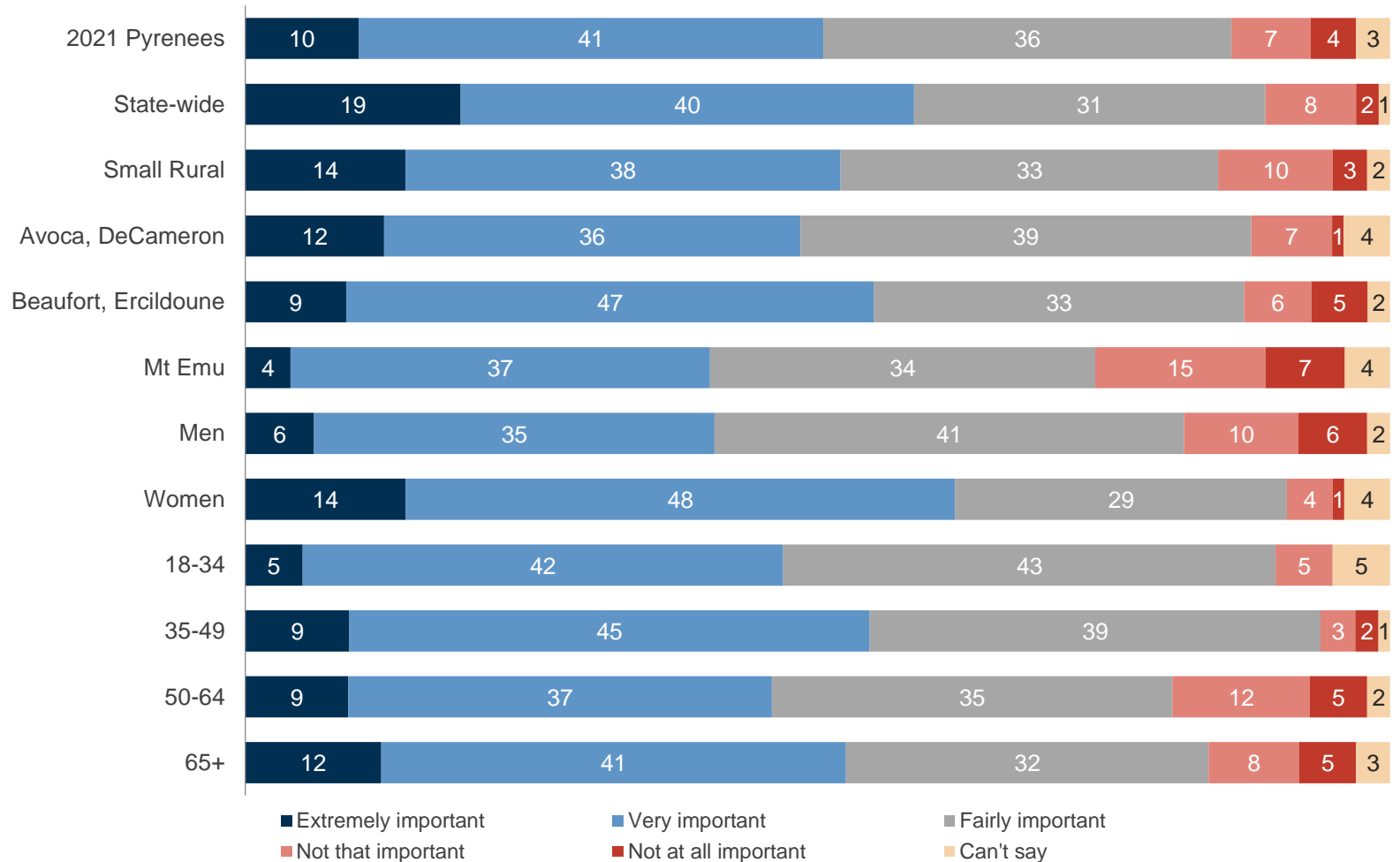
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2021 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: 4



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	74	74	74	73	72	73	75	73	73
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	74	74	73	72	71	69	n/a	n/a	n/a
Avoca, DeCameron	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Beaufort, Ercildoune	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pyrenees	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mt Emu	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

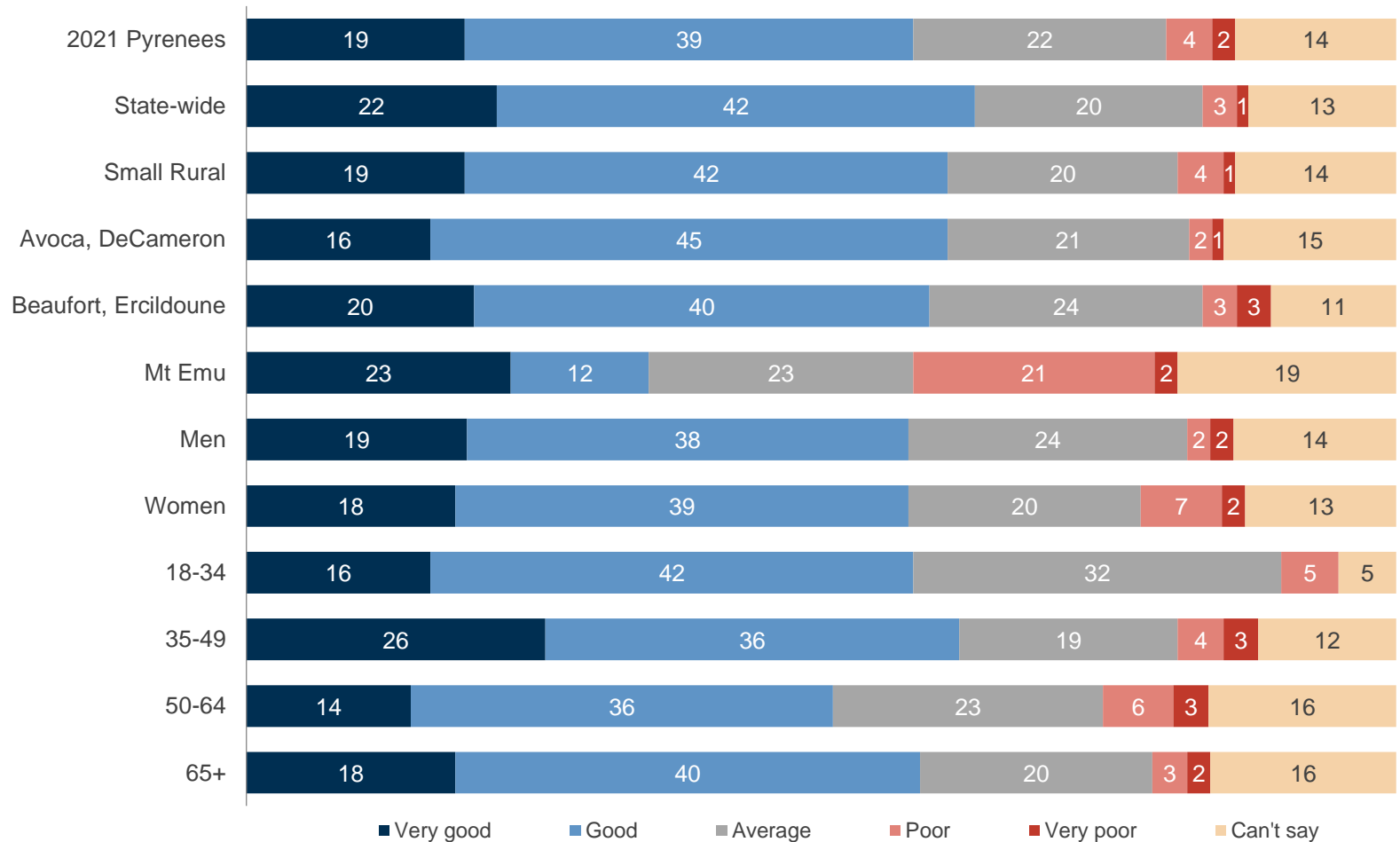
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	65	70	73	77	73	76	74	78	76
Avoca, DeCameron	58	68	74	75	74	76	76	n/a	n/a
State-wide	65	68	70	71	70	72	73	71	72
Small Rural	64	66	69	70	69	71	n/a	n/a	n/a
Men	59	66	68	77	71	71	76	73	74
Pyrenees	58	65	69	75	70	71	73	71	72
Mt Emu	46	76	59	72	67	62	73	n/a	n/a
Women	56	64	69	74	69	72	70	69	70
Beaufort, Ercildoune	58	62	68	77	67	70	69	n/a	n/a
50-64	53	65	66	72	67	72	71	71	76
18-34	57	61	60	80	72	65	71	61	64
35-49	50	59	70	75	66	68	76	69	67

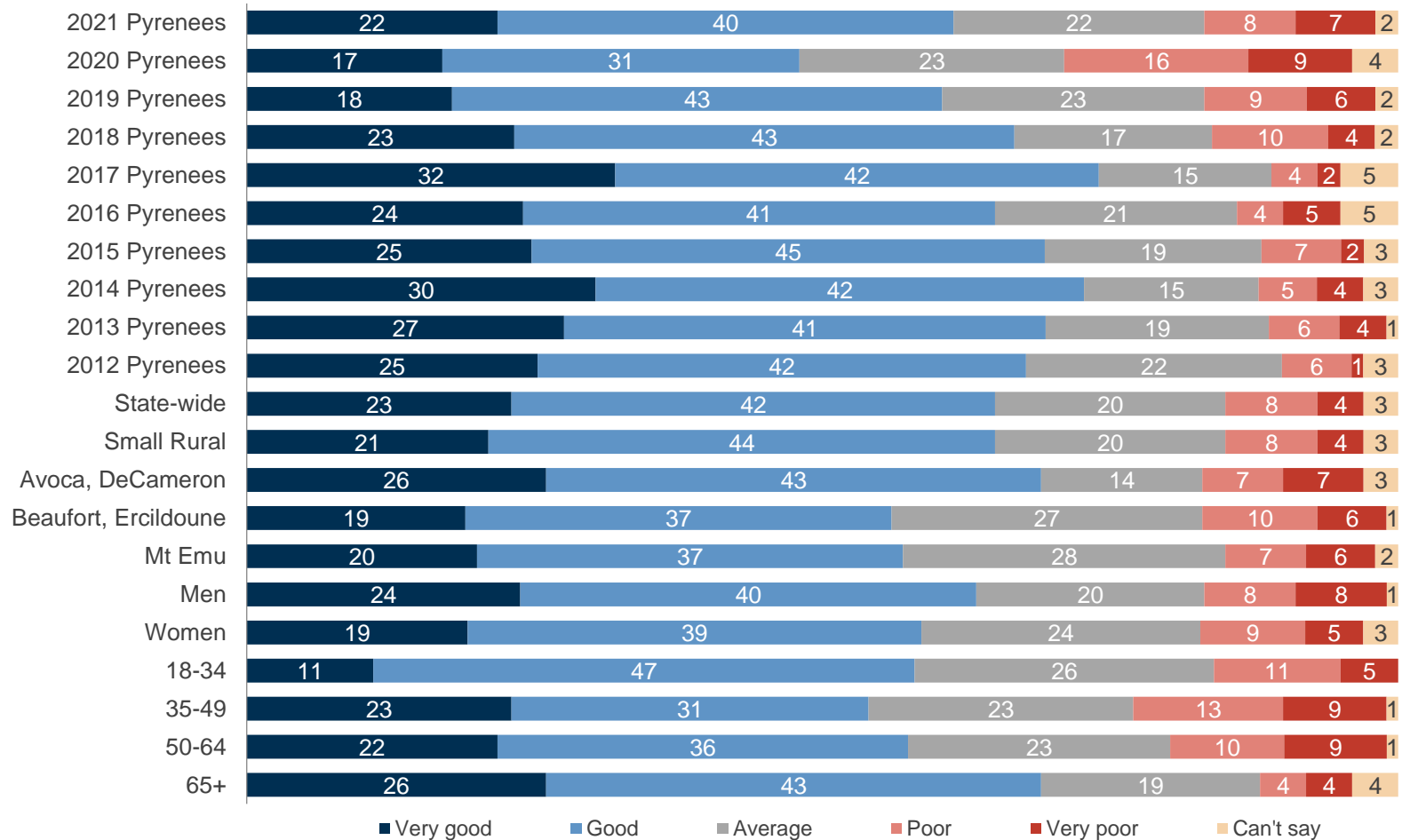
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)

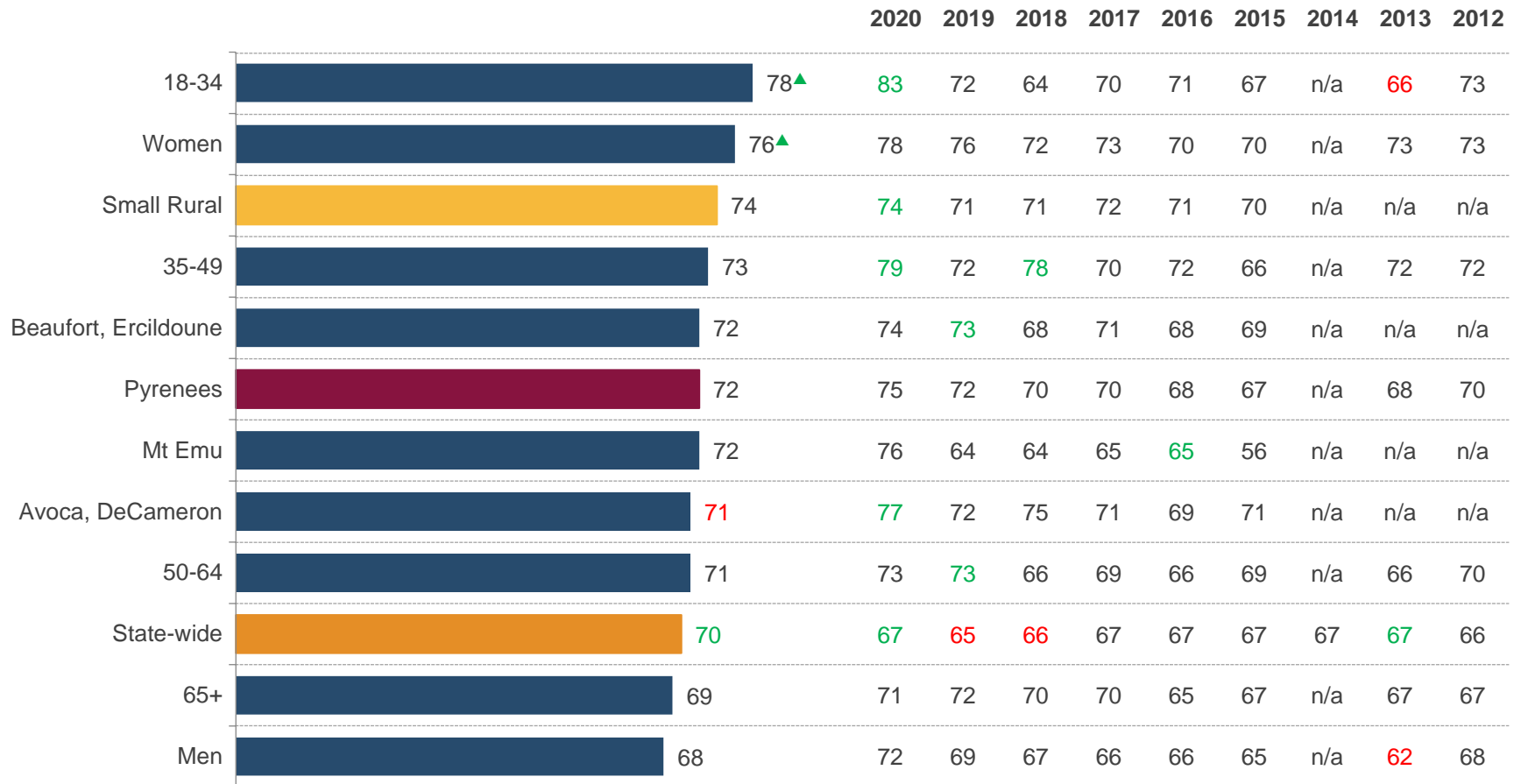


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)



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

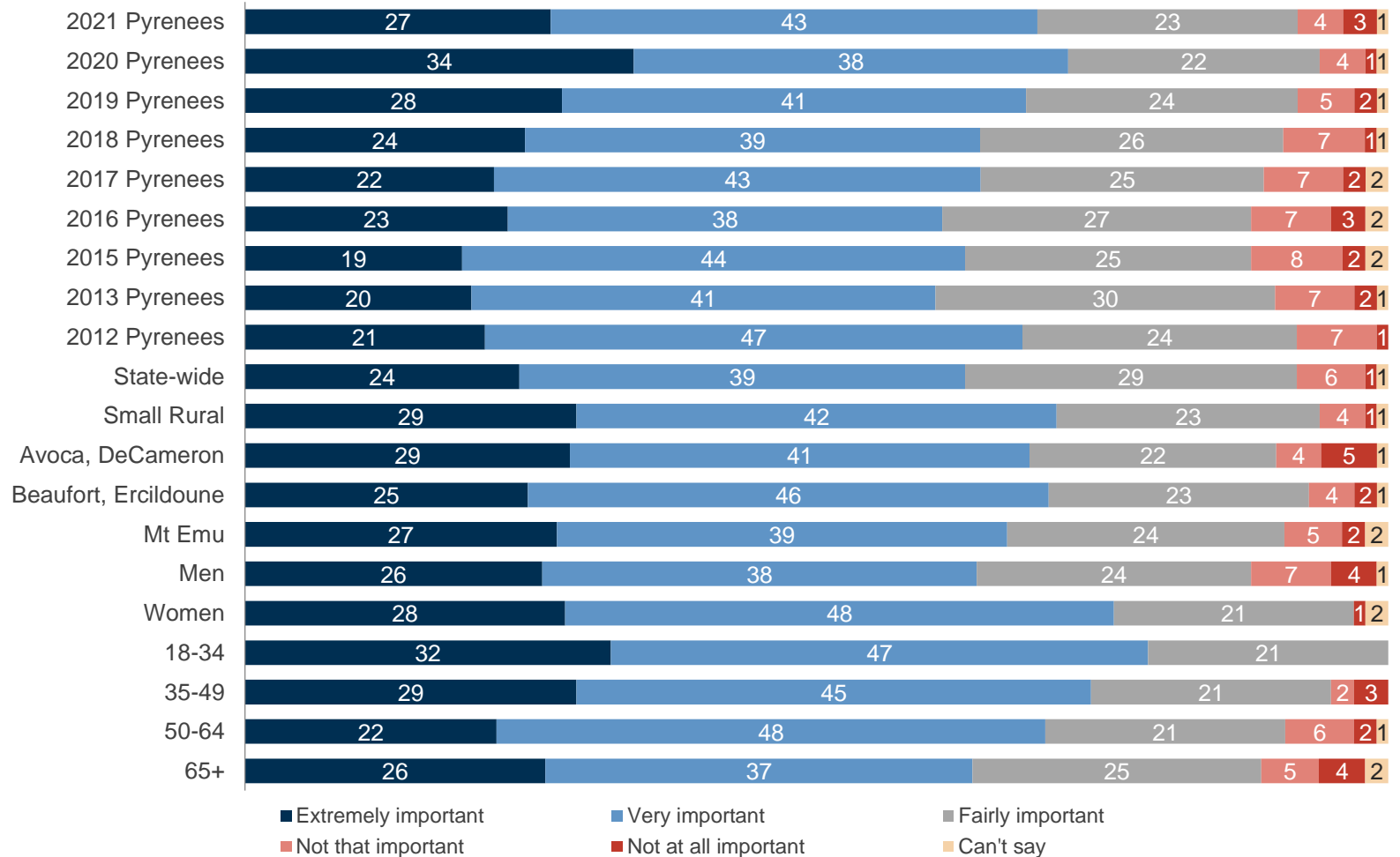
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism importance



2021 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: 22 Councils asked group: 6

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	56	59	70	52	58	n/a	67	64
Mt Emu	52	46	56	65	53	53	n/a	n/a	n/a
Avoca, DeCameron	61	66	69	71	63	63	n/a	n/a	n/a
Women	62	63	62	68	59	65	n/a	68	60
Small Rural	58	59	59	64	61	63	n/a	n/a	n/a
State-wide	59	61	60	61	60	61	62	62	62
Pyrenees	60	61	62	67	60	62	n/a	66	64
35-49	56	64	59	67	61	61	n/a	64	63
50-64	62	61	60	62	63	63	n/a	63	65
65+	60	62	66	69	61	63	n/a	70	63
Men	58	60	61	66	61	59	n/a	64	68
Beaufort, Ercildoune	59	58	59	64	61	63	n/a	n/a	n/a

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

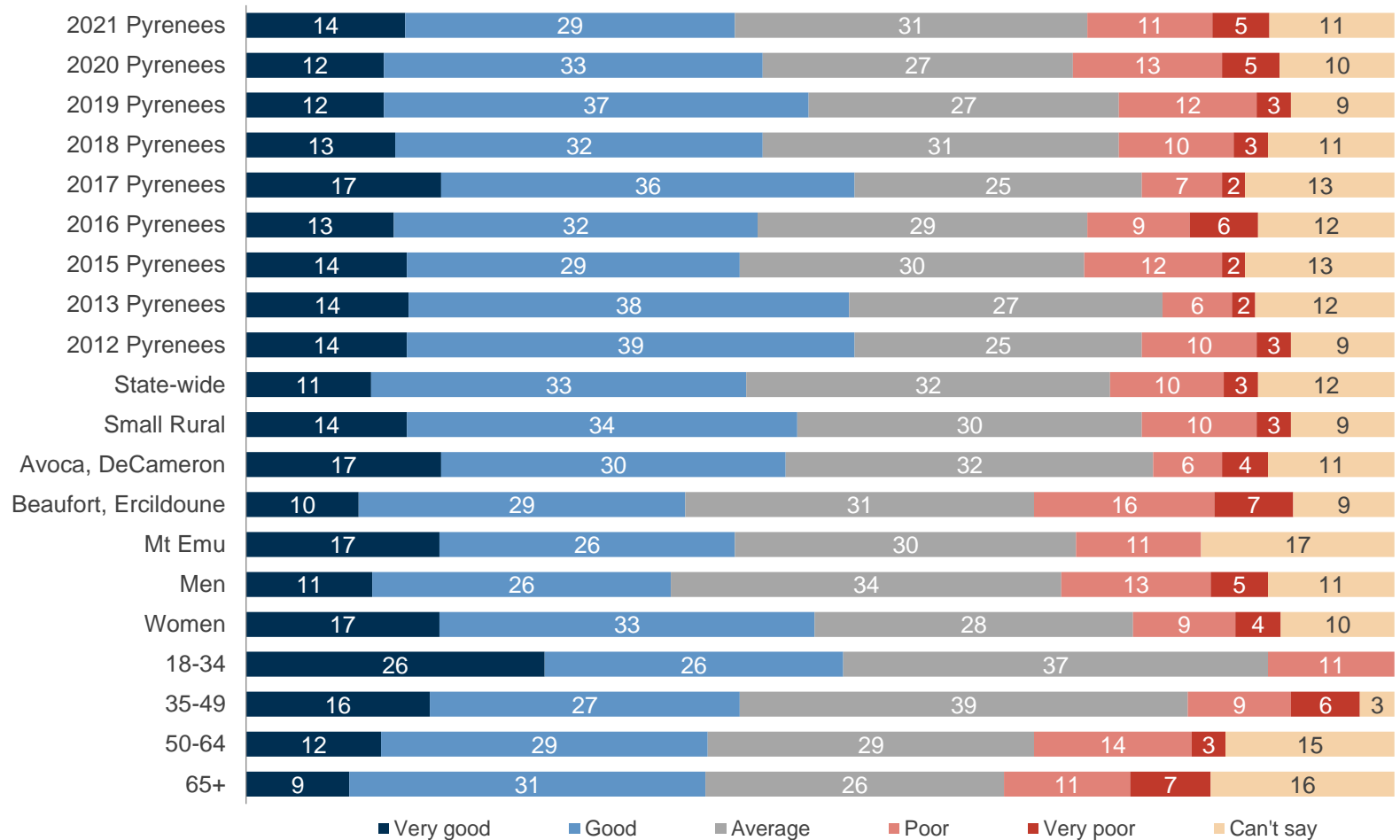
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

Business and community development and tourism performance



2021 business/development/tourism performance (%)



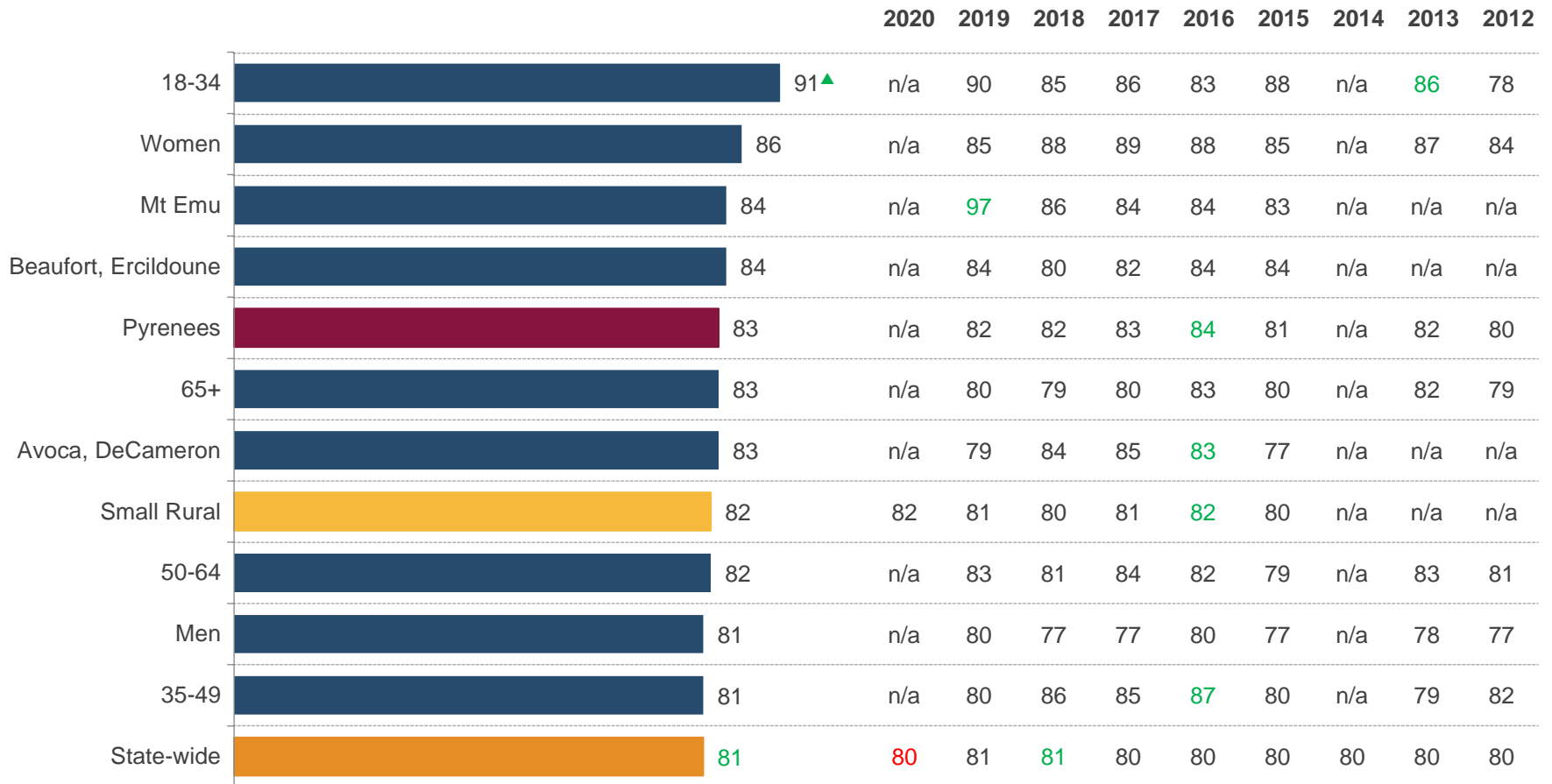
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8



Emergency and disaster management importance



2021 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

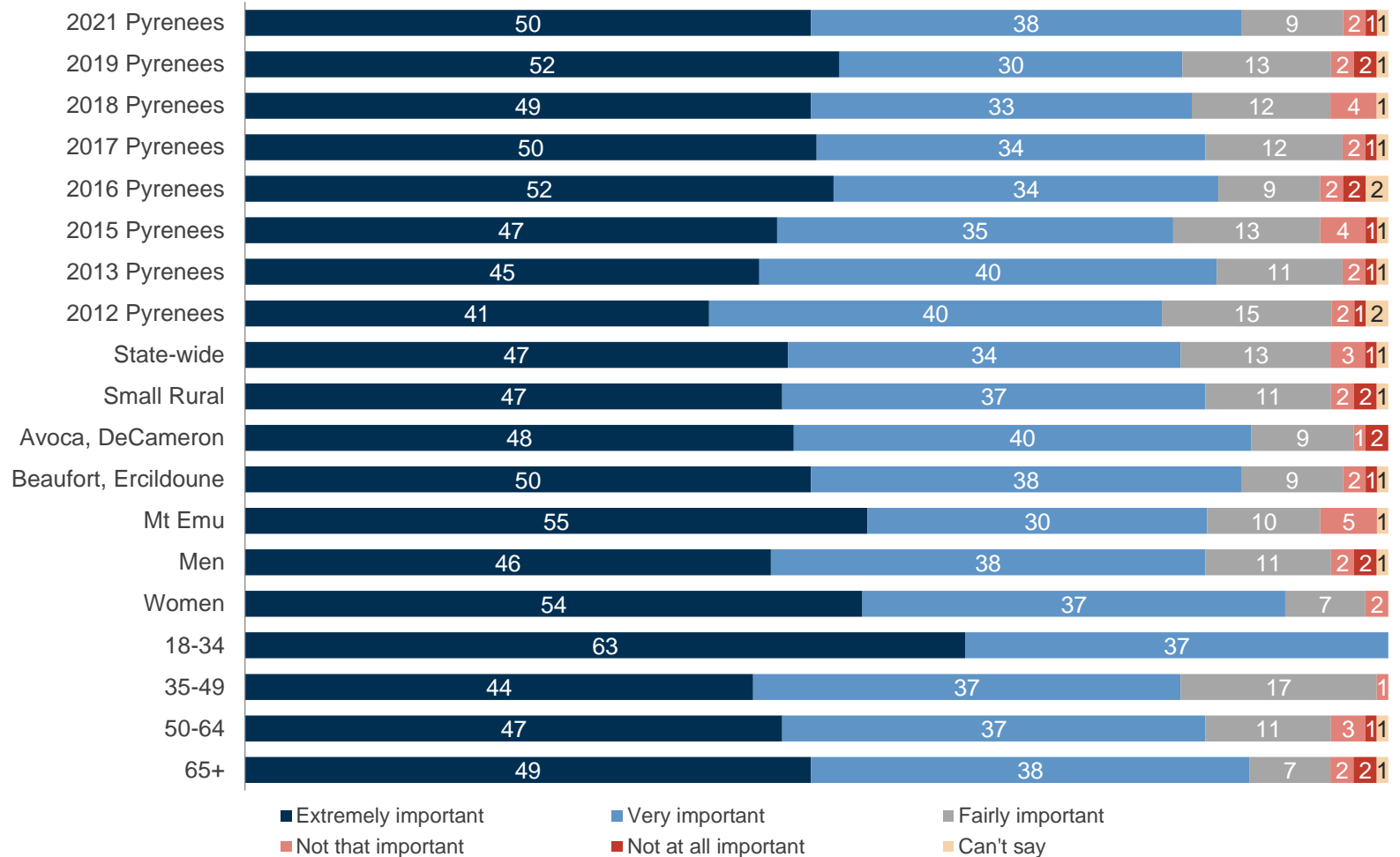
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2021 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



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	78▲	72	70	71	78	70	67	78	71	72
Avoca, DeCameron	76▲	72	73	75	74	73	69	73	n/a	n/a
Men	72	71	69	73	72	74	66	69	72	71
Small Rural	72	70	72	72	71	70	n/a	n/a	n/a	n/a
Pyrenees	72	72	72	73	74	73	69	71	73	69
50-64	72	69	68	67	71	71	69	69	71	72
Women	72	74	76	72	76	72	72	74	73	68
35-49	72	75	76	78	71	76	69	73	73	65
State-wide	71	68	72	71	70	69	70	71	70	70
Beaufort, Ercildoune	70	72	70	73	75	76	68	70	n/a	n/a
65+	70	72	73	75	77	75	70	69	75	69
Mt Emu	66	69	84	69	74	71	73	72	n/a	n/a

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

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

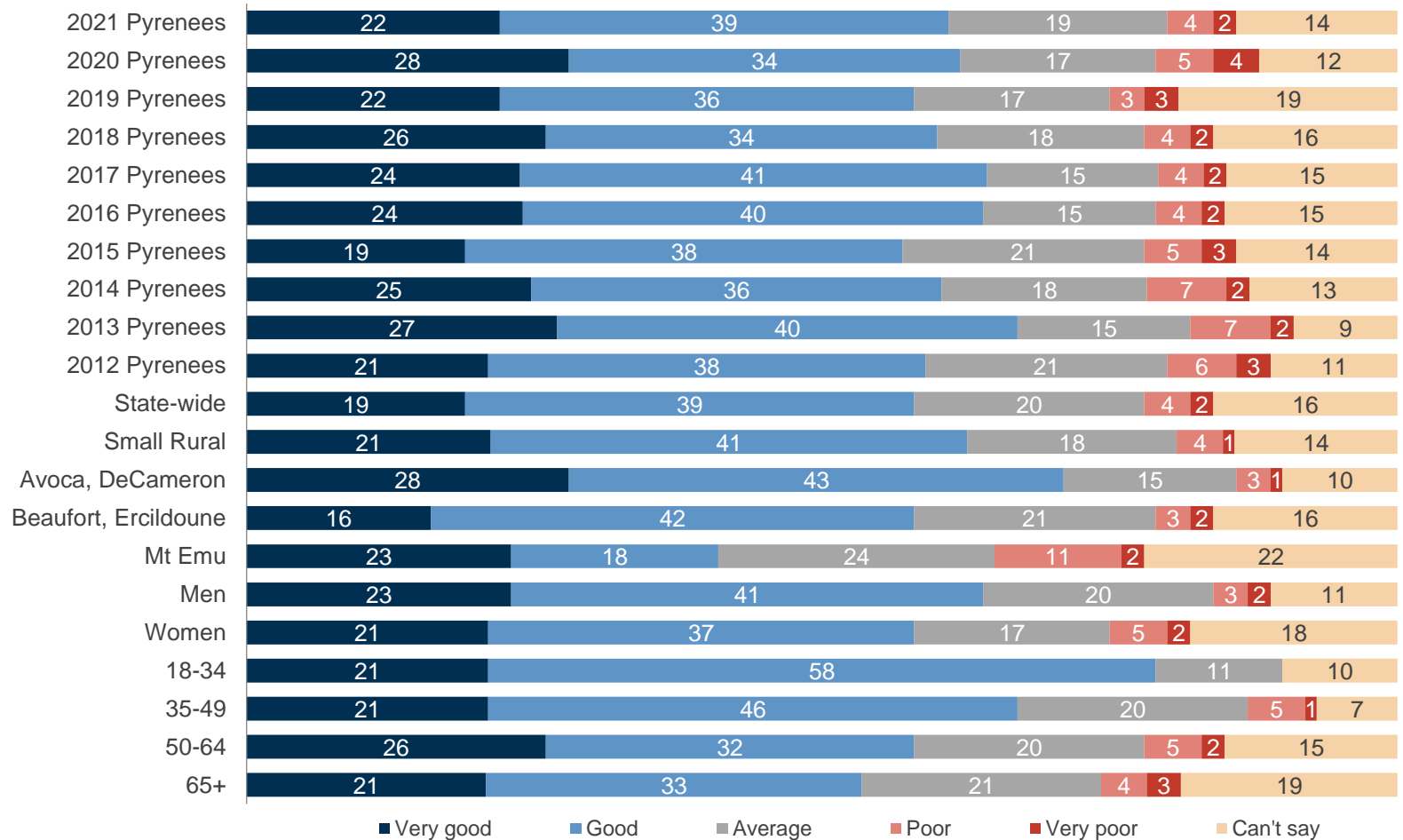
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	88	n/a	81	82	80	78	80	81	81	78
50-64	88	n/a	79	84	82	84	83	79	83	82
Beaufort, Ercildoune	86	n/a	80	80	80	82	82	80	n/a	n/a
Men	86	n/a	78	80	77	79	80	77	80	81
Pyrenees	85	n/a	80	83	81	82	82	79	82	82
Mt Emu	85	n/a	94	87	85	86	84	83	n/a	n/a
Women	84	n/a	82	85	85	84	83	82	84	83
35-49	84	n/a	83	81	84	83	82	82	83	86
Avoca, DeCameron	84	n/a	78	84	80	78	79	77	n/a	n/a
Small Rural	84	83	82	84	81	81	82	n/a	n/a	n/a
65+	83	n/a	77	82	79	80	81	77	80	81
State-wide	81	80	80	79	79	78	78	81	80	80

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: 16 Councils asked group: 7

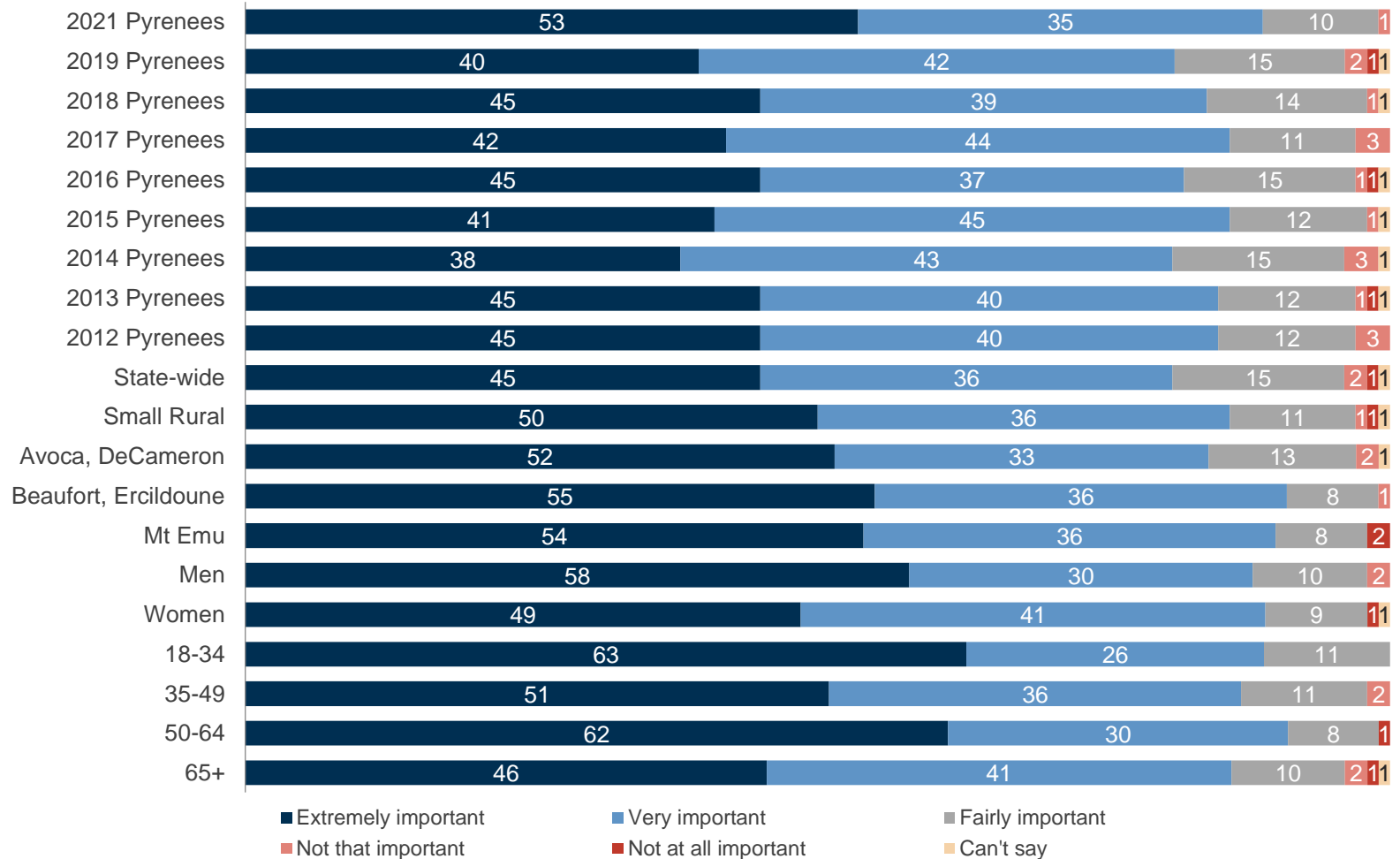
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2021 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: 16 Councils asked group: 7



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	48	47	48	47	45	44	48	51	51
35-49	38	40	43	39	48	43	47	44	43
Avoca, DeCameron	44	45	48	42	45	46	47	n/a	n/a
State-wide	44	44	43	44	43	45	45	44	46
Women	43	44	45	45	43	43	44	42	44
Pyrenees	43	43	44	44	45	43	46	44	47
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
Men	43	43	43	44	48	44	48	46	49
Beaufort, Ercildoune	43	43	43	48	48	42	44	n/a	n/a
50-64	44	46	40	44	41	45	45	43	47
Mt Emu	35	23	39	41	41	39	47	n/a	n/a
18-34	38	37	44	48	50	39	42	35	45

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: 24 Councils asked group: 10

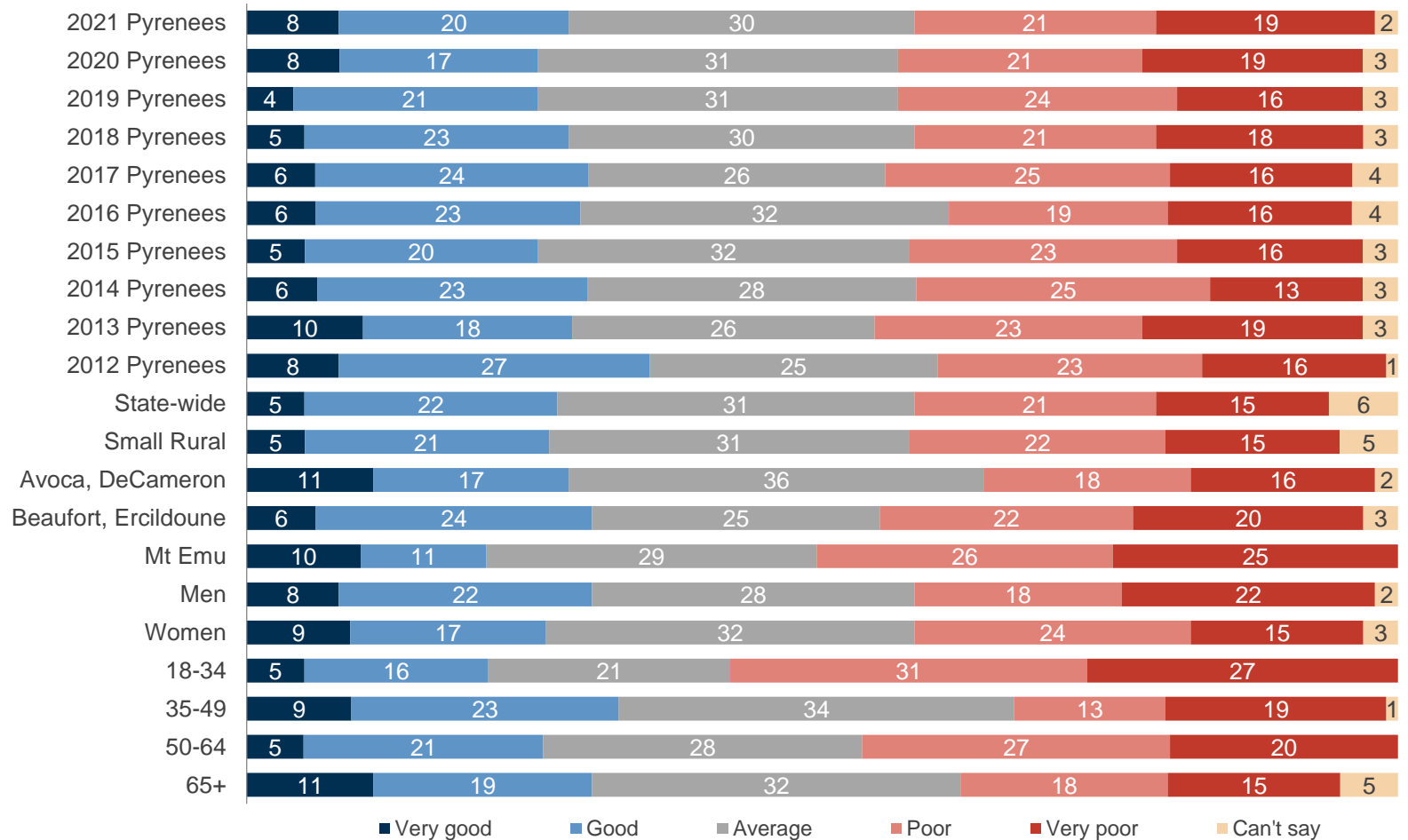
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 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: 24 Councils asked group: 10



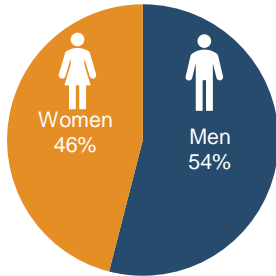
Detailed demographics



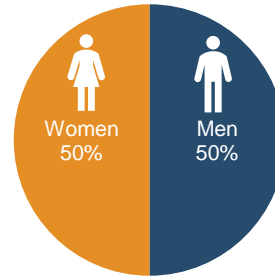
Gender and age profile

2021 gender

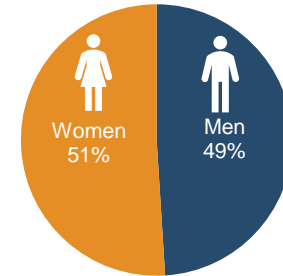
Pyrenees



Small Rural

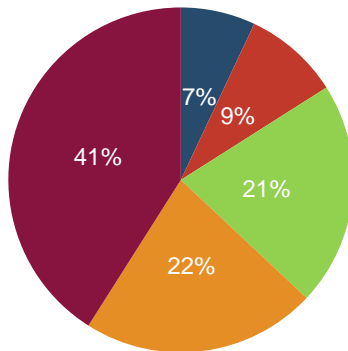


State-wide

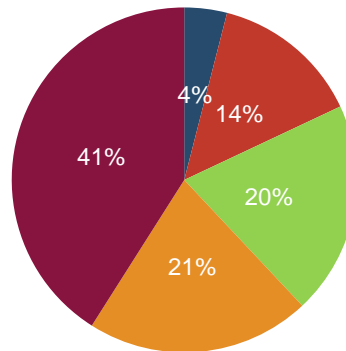


2021 age

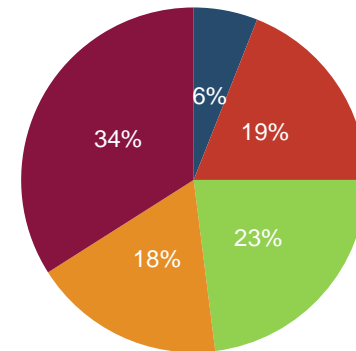
Pyrenees



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.



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 2021 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 6,100 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	160	217	+/-7.7
Women	240	183	+/-6.2
Avoca, DeCameron	170	171	+/-7.4
Beaufort, Ercildoune	179	181	+/-7.2
Mt Emu	51	48	+/-13.8
18-34 years	19	63	+/-23.1
35-49 years	59	85	+/-12.8
50-64 years	112	87	+/-9.2
65+ years	210	165	+/-6.7



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:

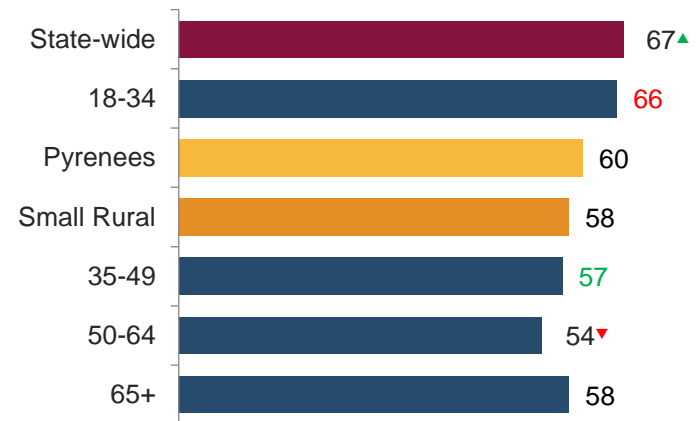
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 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 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=402 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=402 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 4th February – 21st March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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 2021 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

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 2012-2021 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 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 2021 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 2021 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: 2021 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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