2022 Local Government Community Satisfaction Survey

Benalla Rural City Council

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

Contents

Background and objectives

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

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

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

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

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 23 years

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

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

Key findings and recommendations

Benalla Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Benalla 53

State-wide 59

Small Rural 58

Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	Parking facilities	Local streets & footpaths Sealed local roads Consultation & engagement
Compared to group average	Parking facilities	Local streets & footpaths Consultation & engagement Community decisions

Summary of core measures

Index scores

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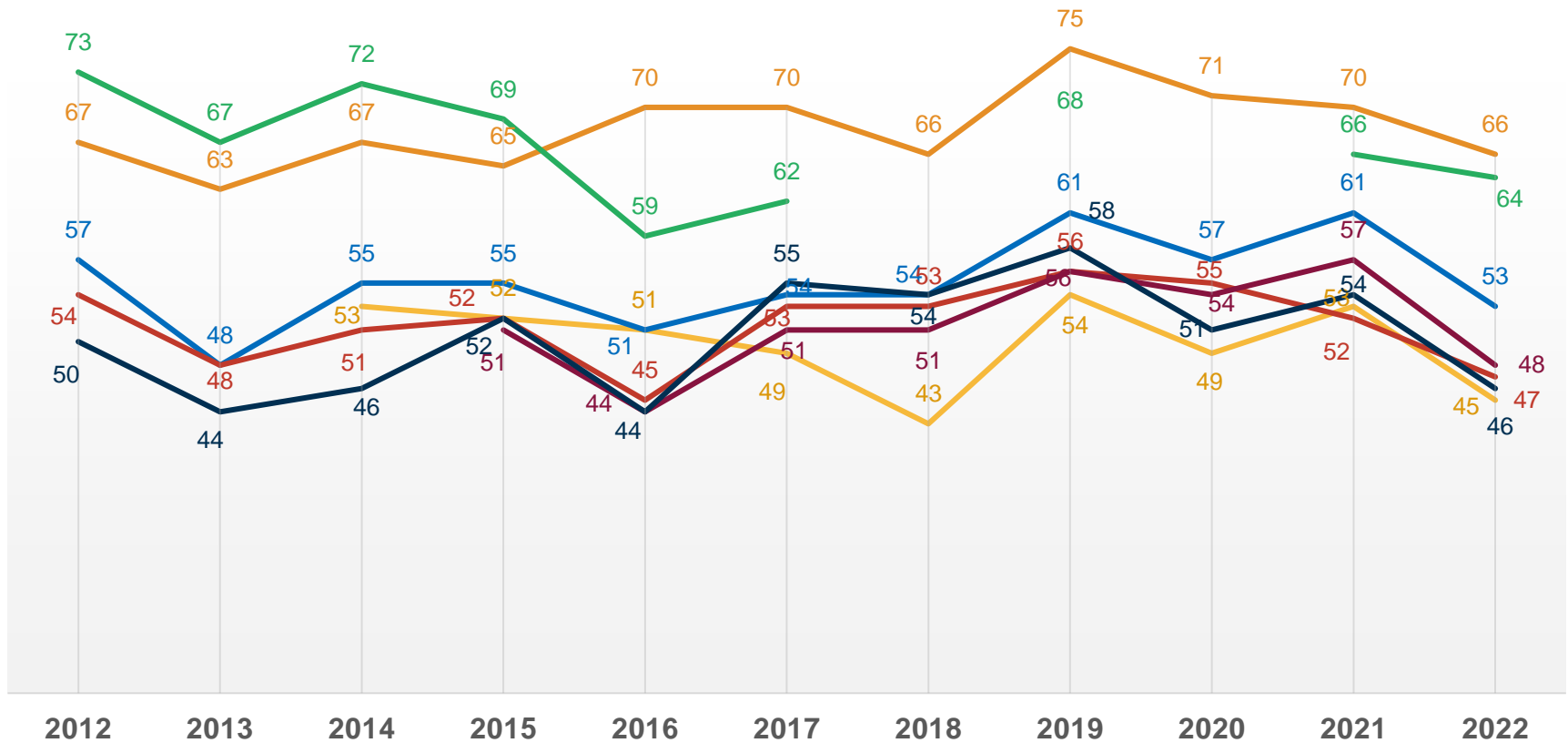
Summary of core measures

Core measures summary results (%)
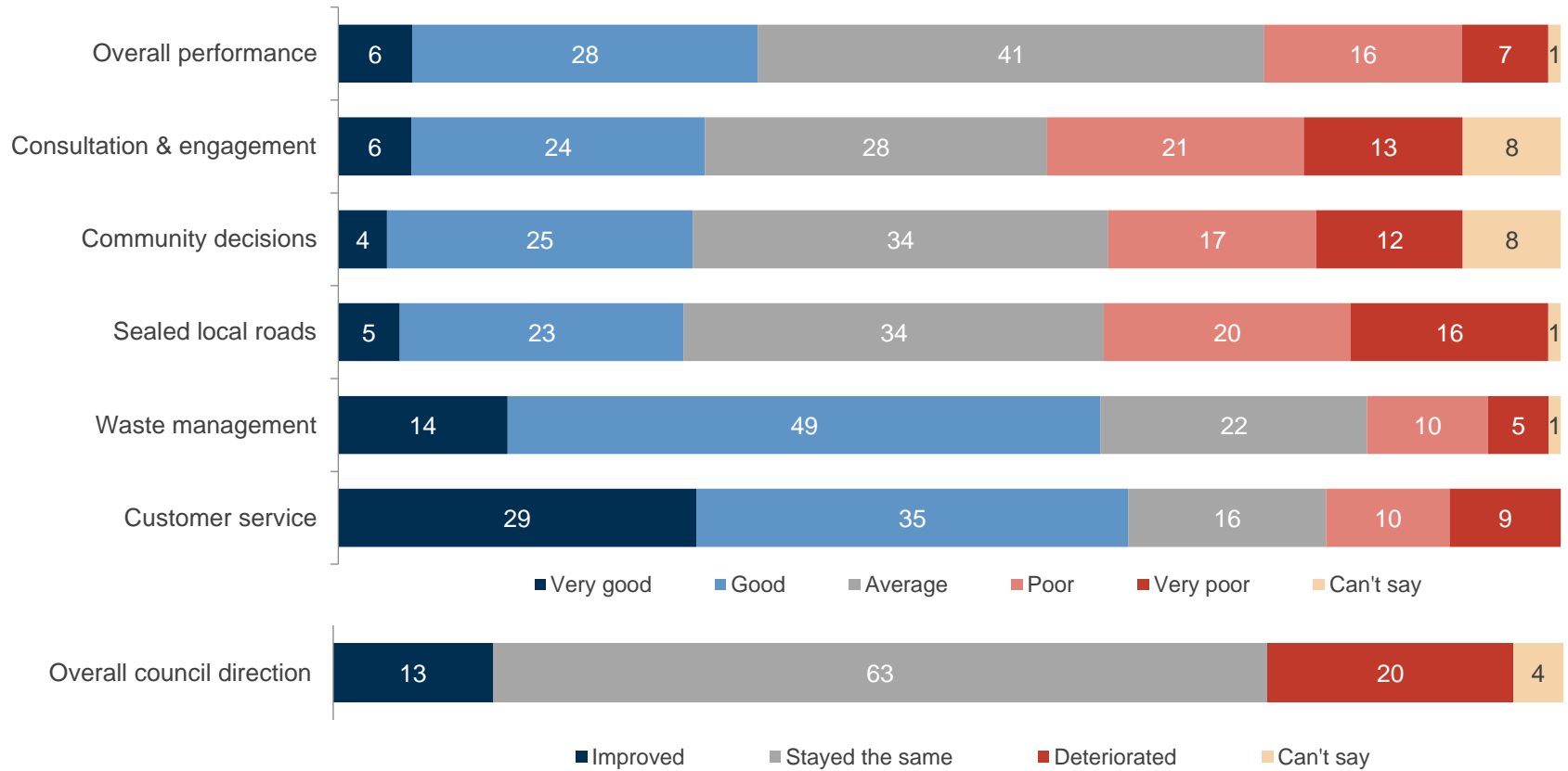
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	6	28	41	16	7	1
Consultation & engagement	6	24	28	21	13	8
Community decisions	4	25	34	17	12	8
Sealed local roads	5	23	34	20	16	1
Waste management	14	49	22	10	5	1
Customer service	29	35	16	10	9	

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	13	63	20	4

Summary of Benalla Rural City Council performance

Services	Benalla 2022	Benalla 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
Overall performance	**53**	61	58	59	Aged 18-34 years	Aged 35-64 years
Value for money	**45**	55	51	53	Aged 65+ years	Aged 35-49 years
Overall council direction	**46**	54	51	50	Aged 35-49 years, Men	Aged 50-64 years
Customer service	**66**	70	67	68	Women, Aged 65+ years	Aged 35-49 years
Appearance of public areas	**69**	75	73	71	Aged 50-64 years	Aged 18-49 years, Men
Emergency & disaster mngt	**66**	70	68	66	Aged 35-49 years	Men
Parking facilities	**66**	69	60	57	Rural residents, Women	Men
Recreational facilities	**65**	70	69	69	Aged 65+ years	Aged 35-49 years
Elderly support services	**65**	71	70	67	Urban residents, Women, Aged 18-34 years	Rural residents
COVID-19 response	**65**	70	69	69	Aged 18-34 years	Aged 35-49 years

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

Summary of Benalla Rural City Council performance

Services		Benalla 2022	Benalla 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Waste management	**64**	66	68	68	Aged 65+ years	Aged 50-64 years
	Family support services	**62**	64	64	65	Aged 65+ years	Aged 35-49 years
	Tourism development	**56**	60	62	60	Aged 35-49 years, Rural residents, Women	Men
	Environmental sustainability	**55**	62	59	61	Urban residents	Rural residents
	Lobbying	**48**	53	54	53	Aged 18-34 years	Aged 50-64 years
	Population growth	**48**	56	49	52	Aged 18-34 years	Aged 35-49 years
	Community decisions	**48**	57	54	54	Rural residents	Women, Urban residents
	Consultation & engagement	**47**	52	54	54	Aged 18-34 years	Aged 35-64 years, Men
	Sealed local roads	**45**	53	50	53	Urban residents, Aged 65+ years, Women	Rural residents

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

Summary of Benalla Rural City Council performance

Services		Benalla 2022	Benalla 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Slashing & weed control	45	51	50	49	Aged 18-34 years	Rural residents
	Local streets & footpaths	42	50	55	57	Men	Women
	Unsealed roads	36	48	42	41	Urban residents, Aged 65+ years	Rural residents

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

Focus areas for the next 12 months

Overview

Benalla Rural City Council's overall performance rating (index score of 53, down eight points) declined significantly in 2022, returning to lower levels last seen in 2017 to 2018. This reflects significant declines in perceptions of Council performance across the vast majority of service areas over the last 12 months.

Key influences on perceptions of overall performance

Decisions made in the community's interest is the strongest driver of perceptions of overall performance, yet it is among the lowest rated service areas, with significantly declining performance over the past year. Consultation and engagement also exerts a strong influence on overall performance, but is similarly a low rated area experiencing a significant decline in perceptions. Focusing on improvement in these areas represents the greatest opportunity for Council to strengthen overall performance.

Comparison to state and area grouping

On overall performance, overall direction and across the majority of service areas, Council rates significantly lower than both the State-wide and Small Rural group averages. Parking facilities is the only area where Council performs significantly higher than the State-wide and Small Rural group averages. On customer service, and emergency and disaster management, Council rates in line with both averages.

Strengthen current position

Council should look to arrest declining ratings of the appearance of public areas and environmental sustainability, and strengthen waste management performance, as improvements in these areas will also drive up perceptions of Council's performance. In addition, attention over the next year should focus on improving perceptions of Council's lowest rated areas – unsealed roads and local streets and footpaths – both of which have experienced significant declines in 2022 and are now at their lowest recorded levels.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 53 for Benalla Rural City Council represents a significant eight-point decline on the 2020 result.

- Overall performance ratings have returned to lower levels last seen in 2017 to 2018.

Benalla Rural City Council's overall performance is significantly lower than the Small Rural group and State-wide averages for councils (index scores of 58 and 59 respectively).

- Almost all demographic and geographic cohorts recorded a significant decrease in overall performance ratings over the past year.

- The largest declines in perceptions of overall performance are seen among residents aged 35 to 49 years (index score of 51, down 12 points), men (53, down 10), and Rural residents (52, down nine).

- Ratings are highest among residents aged 18 to 34 years (index score of 56), and lowest among those aged 50 to 64 years (51).

A quarter of residents (25%, down from 40%) rate value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Over a third (36%, up from 22%) now rate Council as 'very poor' or 'poor'. A further 35% (unchanged) continue to rate Council as 'average' on providing value for money.
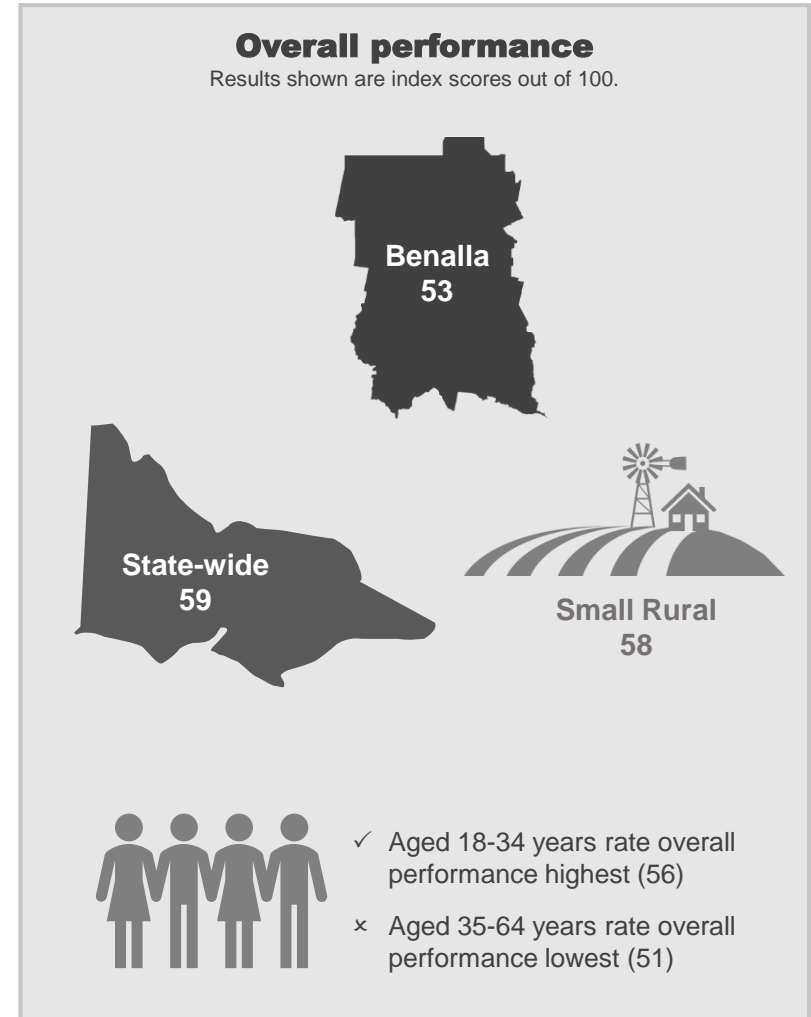
Overall performance
Results shown are index scores out of 100.
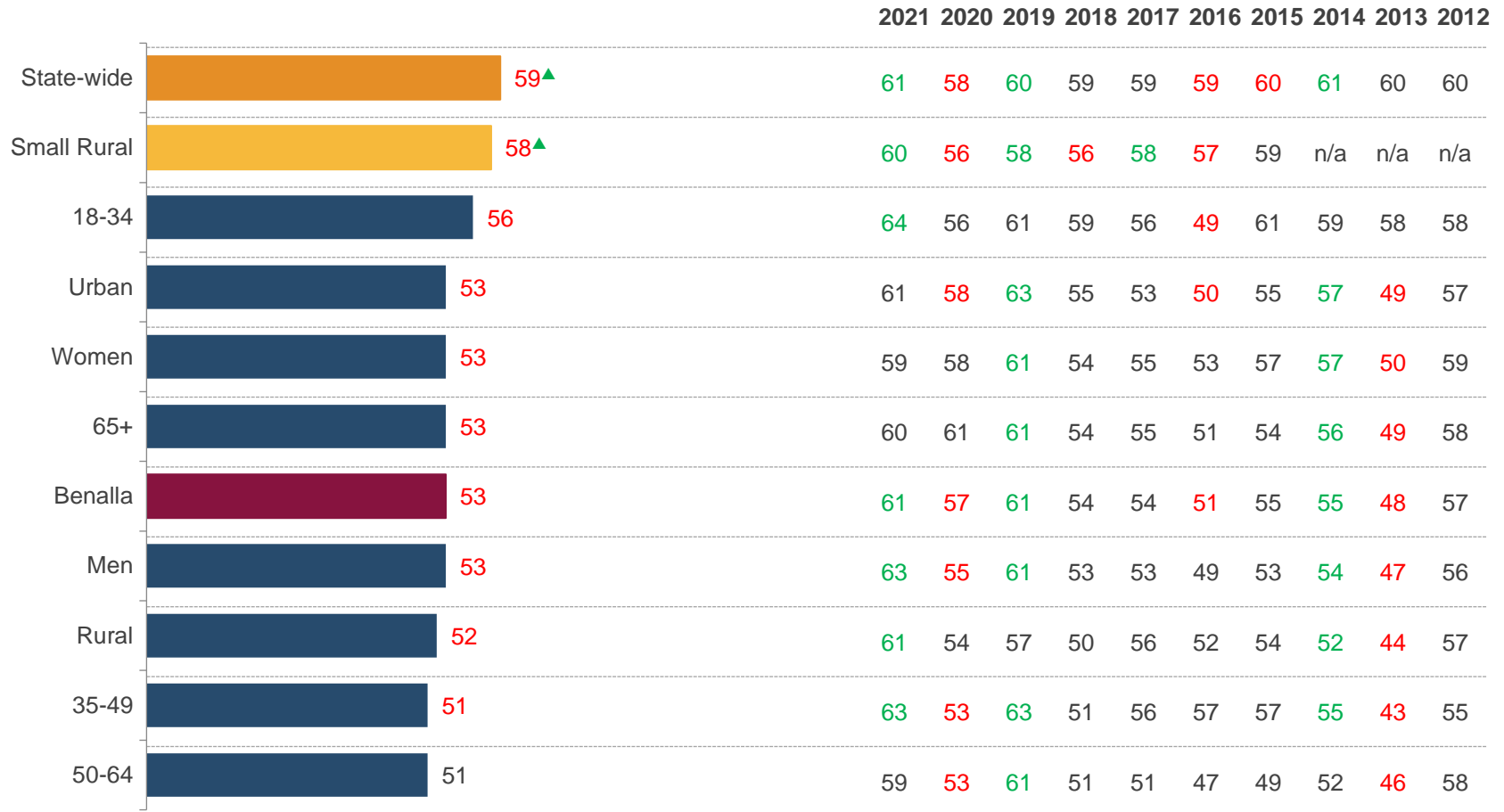
Benalla
53

State-wide
59

Small Rural
58

✓ Aged 18-34 years rate overall performance highest (56)

✕ Aged 35-64 years rate overall performance lowest (51)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59 ▲	61	58	60	59	59	59	60	61	60	60
Small Rural	58 ▲	60	56	58	56	58	57	59	n/a	n/a	n/a
18-34	56	64	56	61	59	56	49	61	59	58	58
Urban	53	61	58	63	55	53	50	55	57	49	57
Women	53	59	58	61	54	55	53	57	57	50	59
65+	53	60	61	61	54	55	51	54	56	49	58
Benalla	53	61	57	61	54	54	51	55	55	48	57
Men	53	63	55	61	53	53	49	53	54	47	56
Rural	52	61	54	57	50	56	52	54	52	44	57
35-49	51	63	53	63	51	56	57	57	55	43	55
50-64	51	59	53	61	51	51	47	49	52	46	58

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

Overall performance
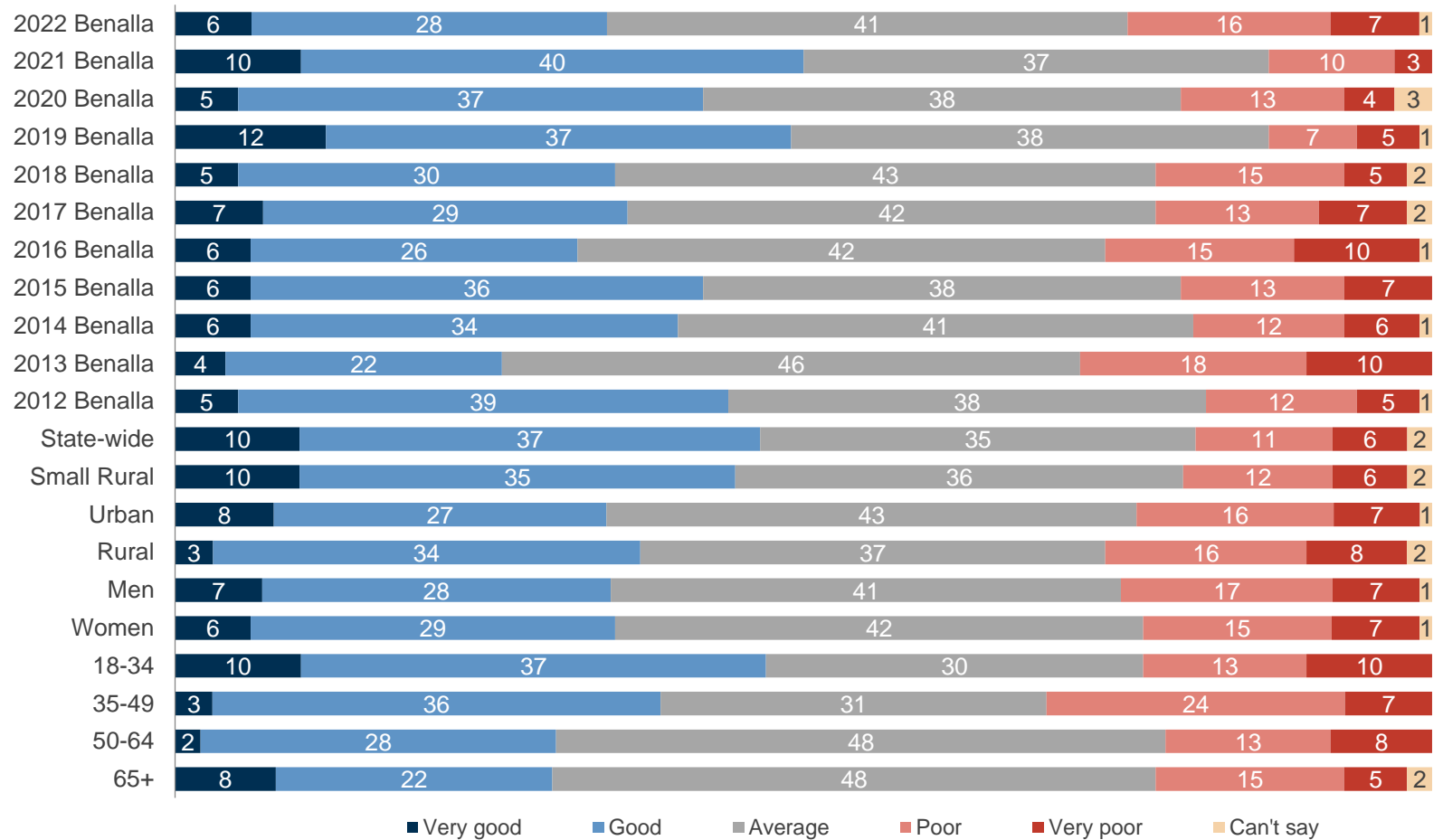
2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	6	28	41	16	7	1
2021 Benalla	10	40	37	10	3	
2020 Benalla	5	37	38	13	4	3
2019 Benalla	12	37	38	7	5	1
2018 Benalla	5	30	43	15	5	2
2017 Benalla	7	29	42	13	7	2
2016 Benalla	6	26	42	15	10	1
2015 Benalla	6	36	38	13	7	
2014 Benalla	6	34	41	12	6	1
2013 Benalla	4	22	46	18	10	
2012 Benalla	5	39	38	12	5	1
State-wide	10	37	35	11	6	2
Small Rural	10	35	36	12	6	2
Urban	8	27	43	16	7	1
Rural	3	34	37	16	8	2
Men	7	28	41	17	7	1
Women	6	29	42	15	7	1
18-34	10	37	30	13	10	
35-49	3	36	31	24	7	
50-64	2	28	48	13	8	
65+	8	22	48	15	5	2

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

Value for money in services and infrastructure

2022 value for money (index scores)
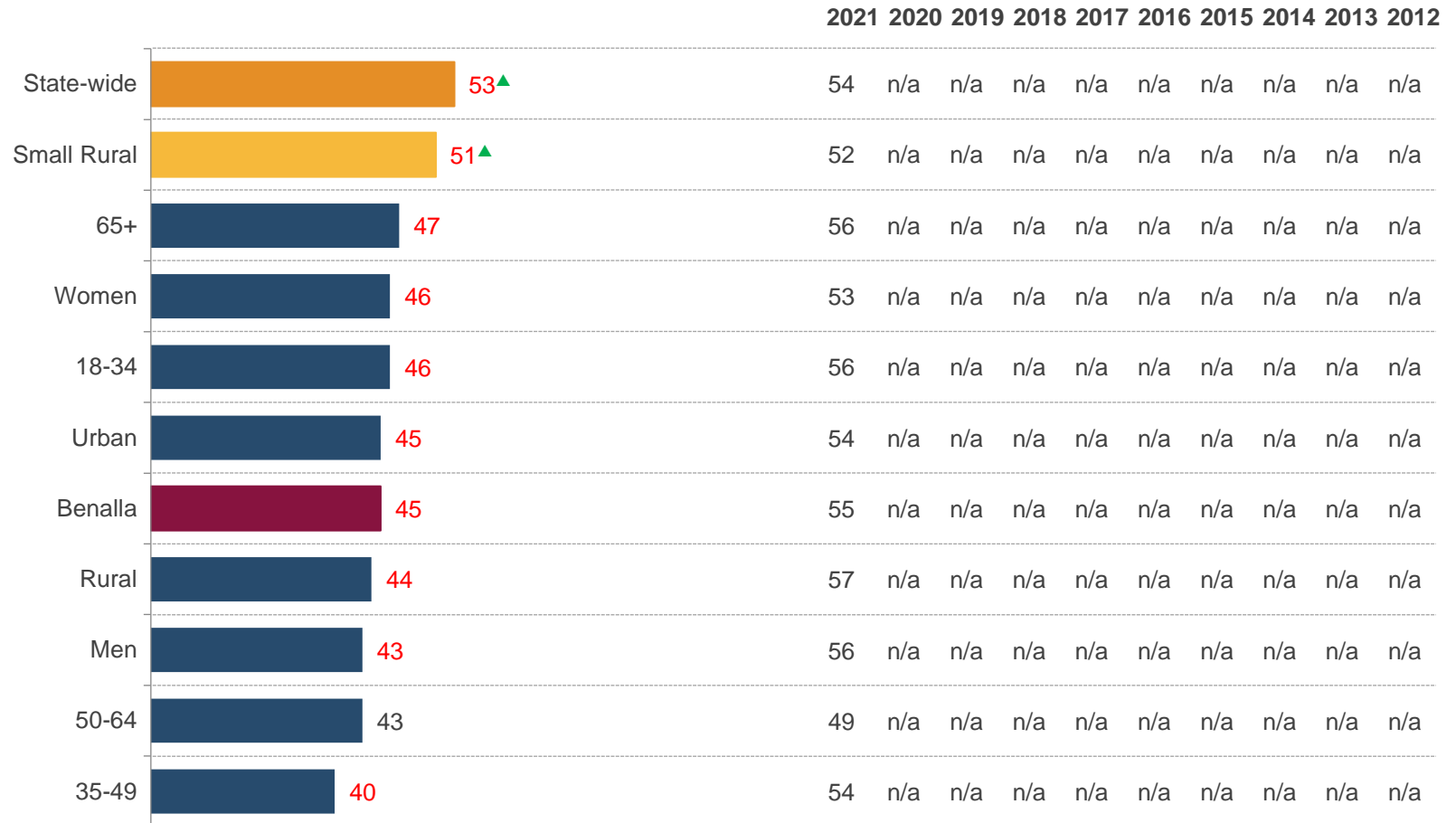
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51 ▲	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban	45	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Benalla	45	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural	44	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	43	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Value for money in services and infrastructure

2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	5	20	35	23	13	4
2021 Benalla	7	33	35	15	7	3
State-wide	7	29	34	16	9	4
Small Rural	7	27	35	18	10	4
Urban	5	21	34	23	13	3
Rural	6	15	37	23	13	6
Men	6	20	31	22	18	3
Women	4	20	38	24	9	5
18-34	7	30	20	13	23	7
35-49	2	17	37	28	16	
50-64	1	21	35	25	13	5
65+	7	16	41	25	8	4

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

Q3b. How would you rate Benalla Rural City 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

The appearance of public areas is Council's highest performing area in 2022 (index score of 69), although ratings have declined significantly over the past year (down six points).

Performance in this area is on par with the State-wide average, but significantly lower than the Small Rural group average (71 and 73 respectively). Ratings of this area among most demographic and geographic cohorts declined significantly in 2022.

Emergency and disaster management, and parking facilities, are Council's next highest rated areas (index score of 66 for each), followed by:

- Recreational facilities

- Elderly support services

- COVID-19 response (65 for each).

With the exception of parking facilities, ratings in all of these areas fell significantly in 2022.

Council performs significantly higher than the Small Rural group and State-wide averages on parking facilities, but significantly lower than both on recreational facilities and COVID-19 response.

For elderly support services, Council performs significantly lower than the Small Rural group average.

Appearance of public areas (index score of 69) is the area where Council performed best in 2022, decreasing by six index points from 2021.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 36) and local streets and footpaths (index score of 42).
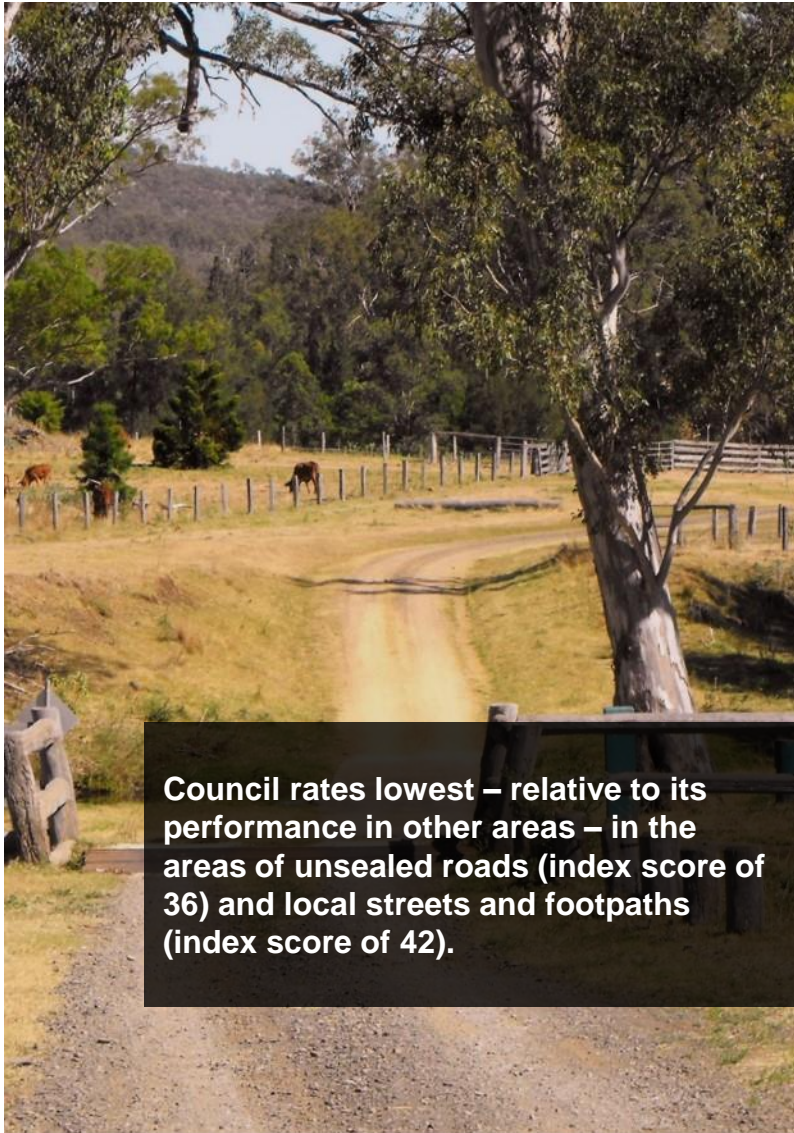
All but three of the 18 service areas evaluated experienced significant declines in performance over the past year.

Council rates lowest in the area of unsealed roads (index score of 36) which recorded the largest decline of all the service areas (down 12 points in the last year). Council's next lowest rated area, local streets and footpaths, fell by eight points to an index score of 42.

- In both areas, Council rates significantly lower than State-wide and Small Rural group averages.

- Perceptions of performance on unsealed roads declined significantly across all demographic and geographic groups, with ratings among Rural residents significantly lower than average (index score of 29).

- Ratings of local streets and footpaths fell significantly among urban residents, women, and those aged 18 to 49 years.

Large declines in performance were also seen in relation to community decisions (index score of 48, down nine points), population growth (48, down eight) and sealed local roads (45, down eight).

Individual service area performance

2022 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	69	75	n/a	76	n/a	73	72	75	77	72	74
Emergency & disaster mngt	66	70	n/a	74	n/a	71	69	69	69	66	n/a
Parking facilities	66	69	n/a	69	n/a	70	65	63	64	66	66
Recreational facilities	65	70	n/a	67	n/a	65	66	69	69	65	69
Elderly support services	65	71	n/a	74	n/a	69	68	72	76	71	74
COVID-19 response	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	64	66	n/a	68	n/a	62	59	69	72	67	73
Family support services	62	64	n/a	70	n/a	67	63	67	72	65	67
Tourism development	56	60	n/a	65	n/a	58	54	54	58	n/a	n/a
Environmental sustainability	55	62	n/a	58	n/a	59	56	60	60	56	n/a
Lobbying	48	53	55	56	54	55	48	52	53	47	54
Population growth	48	56	n/a	57	n/a	n/a	n/a	n/a	n/a	49	n/a
Community decisions	48	57	54	56	51	51	44	51	n/a	n/a	n/a
Consultation & engagement	47	52	55	56	53	53	45	52	51	48	54
Sealed local roads	45	53	49	54	43	49	51	52	53	n/a	n/a
Slashing & weed control	45	51	n/a	57	n/a	48	51	49	52	47	n/a
Local streets & footpaths	42	50	n/a	53	n/a	48	48	48	50	47	45
Unsealed roads	36	48	n/a	47	n/a	40	42	42	44	40	n/a

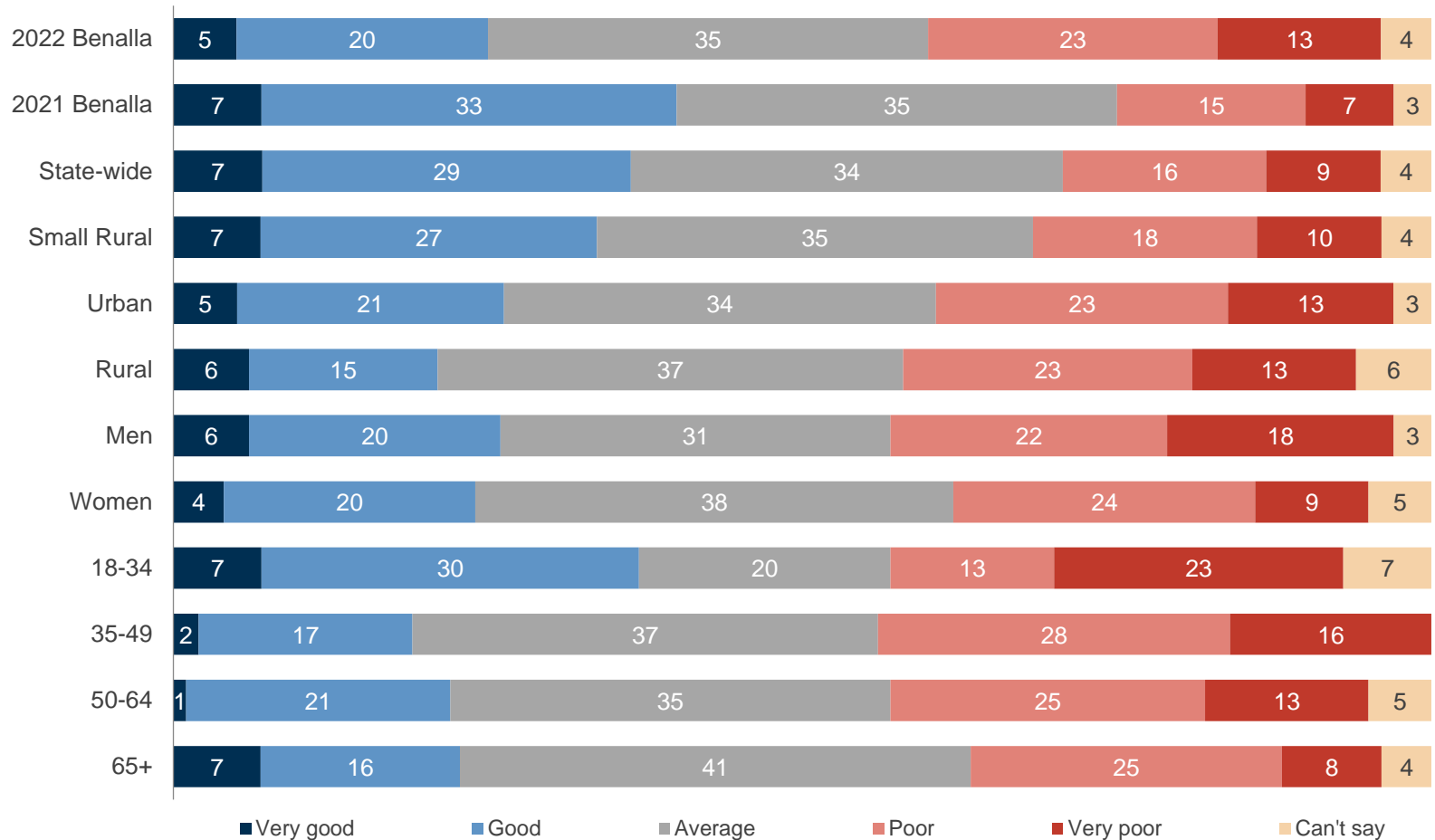*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2022 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	22	46	21	8	3	
Emergency & disaster mngt	14	38	25	6	2	14
Parking facilities	11	52	25	8	3	2
Recreational facilities	18	41	23	10	5	4
Elderly support services	12	36	18	6	4	23
COVID-19 response	15	37	25	7	4	10
Waste management	14	49	22	10	5	1
Family support services	9	28	23	8	2	29
Tourism development	7	30	33	13	5	12
Environmental sustainability	6	31	31	10	7	14
Lobbying	3	23	29	15	10	21
Population growth	4	21	32	16	10	16
Community decisions	4	25	34	17	12	8
Consultation & engagement	6	24	28	21	13	8
Sealed local roads	5	23	34	20	16	1
Slashing & weed control	4	27	31	17	19	3
Local streets & footpaths	5	19	31	23	18	3
Unsealed roads	2	15	29	24	21	10

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

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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, this is one of Council's poorest performing areas (index score of 48).

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 appearance of public areas

• Waste management

• Environmental sustainability.

Looking at these key service areas, the appearance of public areas and waste management have a high performance index (69 and 64 respectively) and are strong influences on the overall performance rating.

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

Another service area that has a moderate influence on overall perceptions, but performs relatively less well, is environmental sustainability (performance index of 55).

A focus on Council's sustainability programs can also help shore up positive overall opinion of Council.

However, in addition to its decision making processes, the area most in need of attention is Council's community consultation and engagement, which is poorly rated (performance index of 47) and a strong influence on overall community opinion.

It is therefore important to focus on consulting and engaging with the community on key issues to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

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

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

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

Influence on overall performance: all service areas

2022 regression analysis (all service areas)
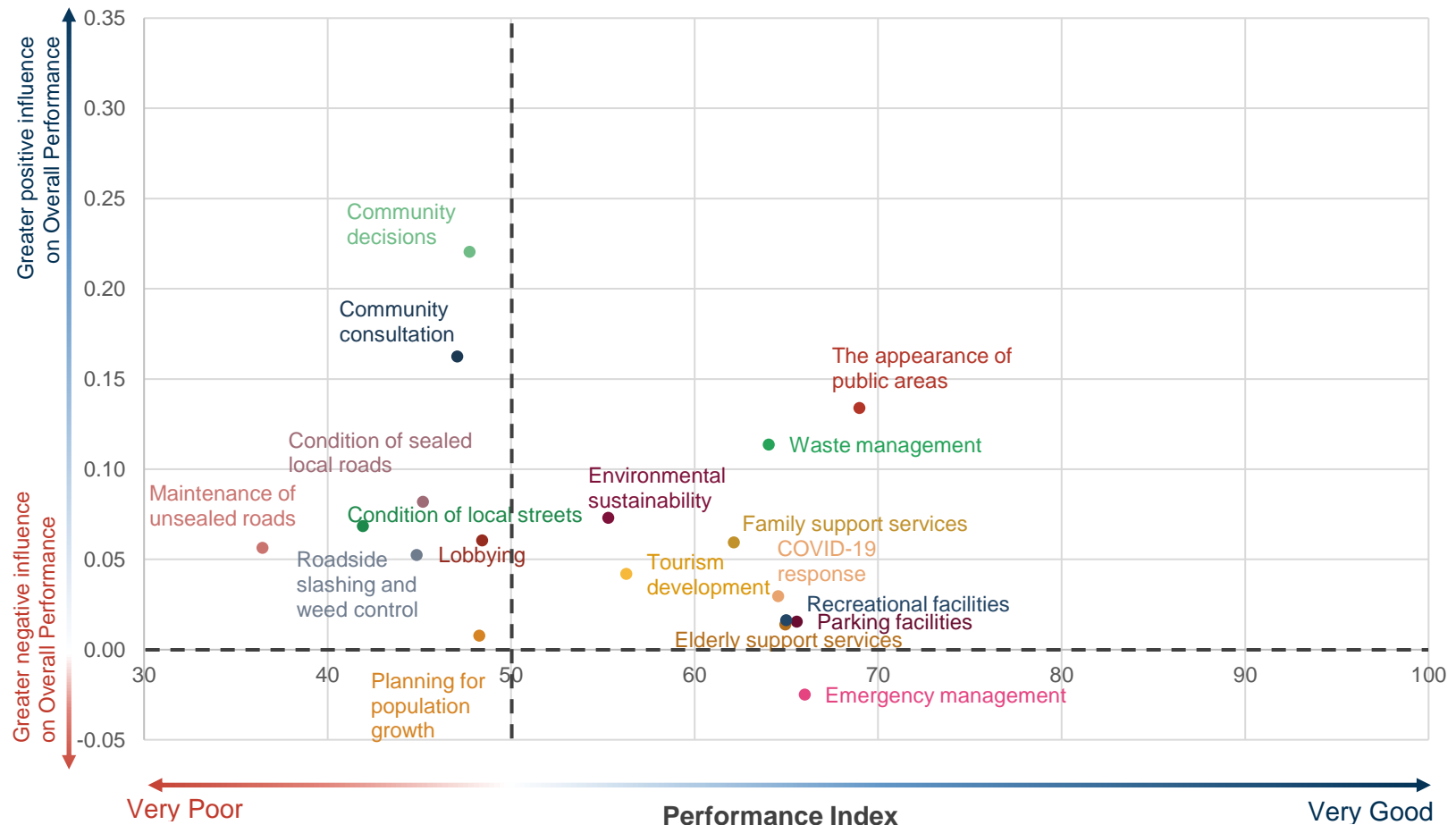
The multiple regression analysis model above (all service areas) has an R^2 value of 0.640 and adjusted R^2 value of 0.623, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 37.67$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2022 regression analysis (key service areas)

Greater positive influence on Overall Performance ↑

Greater negative influence on Overall Performance ↓

Community decisions

Community consultation

Key positive influences on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions.

The appearance of public areas

Waste management

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

Environmental sustainability

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

Very Poor ← **Performance Index** → Very Good

Customer service

Contact with council and customer service

Contact with council

Just over three in five (63%) residents have had contact with Council in the last 12 month. Rate of contact has fallen, arresting an upward trend seen since 2017.

In 2022, residents aged 35 to 49 years have a significantly higher rate of contact with Council, compared to average.

Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 29% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 remains relatively stable on the 2021 result (index score of 70). Despite this positive result, Council continues to lose ground, with customer service ratings slipping further from their highest recorded index score of 75 in 2019.

Notwithstanding this, customer service continues to be rated in line with State-wide and Small Rural group averages (index scores of 68 and 67 respectively).

- Customer service ratings among Rural residents declined significantly over the last 12 months (62, down 12 index points), and, in contrast to 2021 results, are now lower than for Urban residents (68).

Contact with council

2022 contact with council (%)
Have had contact
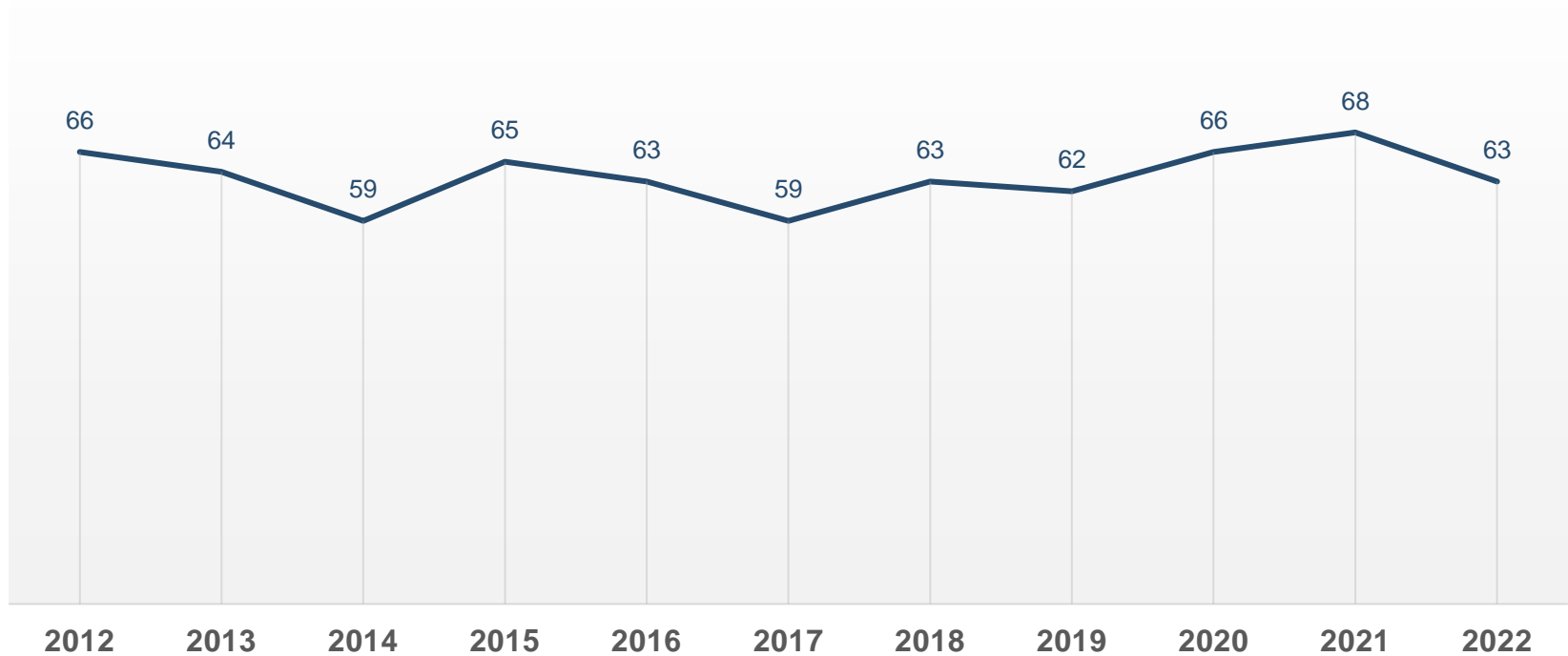
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
66	64	59	65	63	59	63	62	66	68	63

Q5. Over the last 12 months, have you or any member of your household had any contact with Benalla Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15

Contact with council
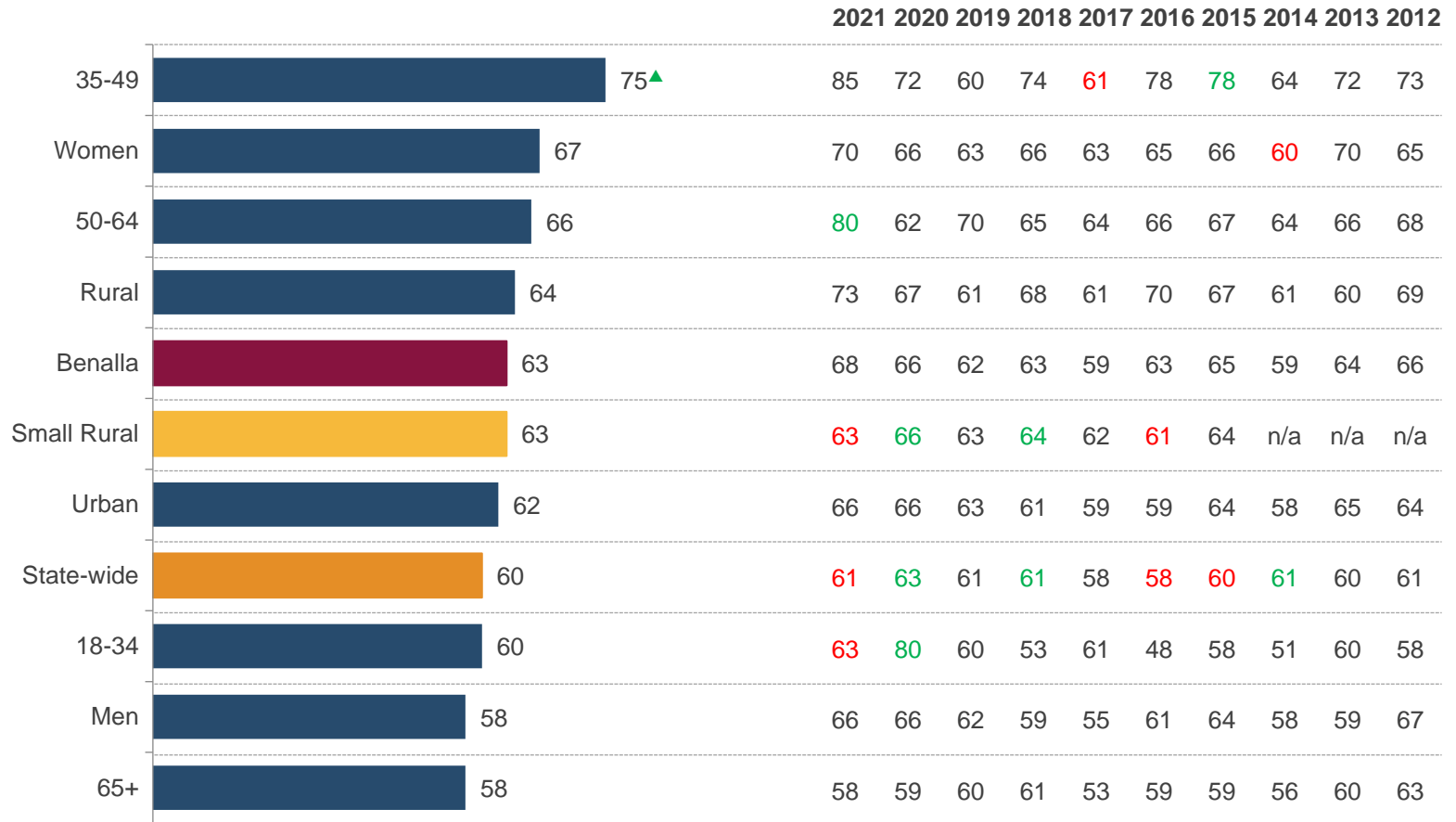
2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	75▲	85	72	60	74	61	78	78	64	72	73
Women	67	70	66	63	66	63	65	66	60	70	65
50-64	66	80	62	70	65	64	66	67	64	66	68
Rural	64	73	67	61	68	61	70	67	61	60	69
Benalla	63	68	66	62	63	59	63	65	59	64	66
Small Rural	63	63	66	63	64	62	61	64	n/a	n/a	n/a
Urban	62	66	66	63	61	59	59	64	58	65	64
State-wide	60	61	63	61	61	58	58	60	61	60	61
18-34	60	63	80	60	53	61	48	58	51	60	58
Men	58	66	66	62	59	55	61	64	58	59	67
65+	58	58	59	60	61	53	59	59	56	60	63

Q5. Over the last 12 months, have you or any member of your household had any contact with Benalla Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	70	71	70	76	70	72	71	68	68	64	67
65+	70	74	75	72	68	71	71	63	72	66	65
State-wide	68	70	70	71	70	69	69	70	72	71	71
Urban	68	69	72	76	66	68	71	64	69	66	65
50-64	67	72	68	76	66	70	67	62	67	64	71
Small Rural	67	69	70	70	69	69	69	70	n/a	n/a	n/a
18-34	67	63	69	75	65	73	64	64	64	65	63
Benalla	66	70	71	75	66	70	70	65	67	63	67
Rural	62	74	67	71	66	73	66	68	62	53	71
Men	62	70	72	74	62	67	68	62	65	62	67
35-49	59	70	69	78	66	65	73	73	61	59	67

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

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	29	35	16	10	9	
2021 Benalla	31	39	14	7	7	1
2020 Benalla	30	42	15	9	4	
2019 Benalla	40	37	12	6	6	1
2018 Benalla	21	43	23	7	6	2
2017 Benalla	28	37	22	7	5	1
2016 Benalla	31	32	22	9	4	2
2015 Benalla	27	37	17	9	11	
2014 Benalla	27	40	16	10	8	
2013 Benalla	16	42	25	10	6	2
2012 Benalla	22	45	16	9	7	1
State-wide	30	35	18	9	7	1
Small Rural	29	34	18	10	8	1
Urban	30	37	15	11	7	
Rural	28	31	17	9	15	1
Men	27	31	17	14	12	
Women	31	39	15	8	7	1
18-34	28	45	11		16	
35-49	26	27	13	25	9	
50-64	29	36	18	7	9	
65+	32	34	18	9	6	1

Q5c. Thinking of the most recent contact, how would you rate Benalla Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 67 Councils asked group: 19

Communication

Communication

The preferred form of communication from Council about Council news and information and upcoming events remains a newsletter sent via mail (36%, 35% in 2021).

• A newsletter sent via mail continues to be preferred by both residents under 50 years (33%, up slightly from 30%) and over 50 years of age (38%, unchanged).

• Among those aged under 50 years, preference for an emailed newsletter has increased by six points since 2021 (to 22%), while the preference for social media updates has declined by four points (to 20%).

• Preference for emailed newsletters among those aged over 50 years remains steady (19%, 17% in 2021), while preference for social media remains marginal (4%, unchanged).

• Among those aged over 50 years, preference for advertising in a local newspaper has increased (up four points to 17%).

Best form of communication

2022 best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Council Newsletter via Mail		40	49	36	37	41		34		35	36
Advertising in a Local Newspaper		25	17	22	14	16		16		11	9
Council Newsletter via Email		9	15	13	16	16		18		17	20
Council Newsletter as Local Paper Insert		20	14	21	26	17		14		12	14
Social Media								9		12	10
Text Message		2	2	4	2	3		5		5	5
Council Website		1	0	2	2	2		1		3	2
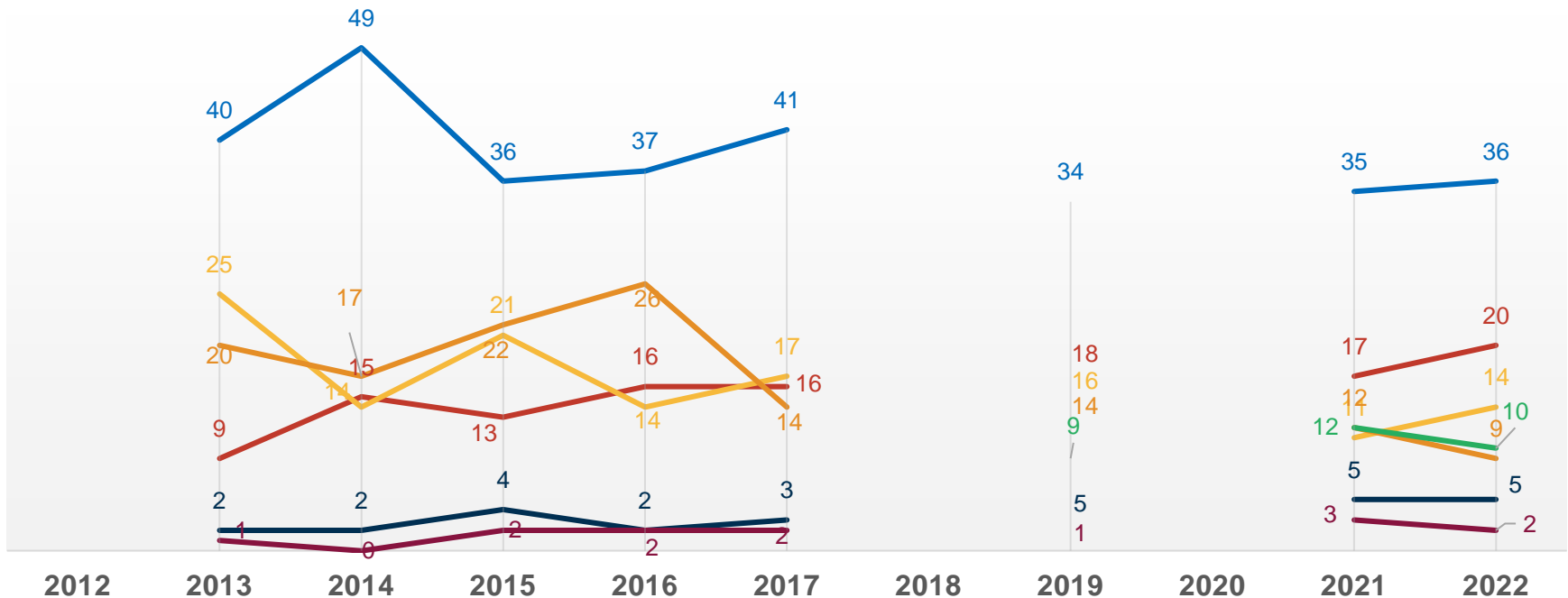
Q13. If Benalla Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2022 under 50s best form of communication (%)
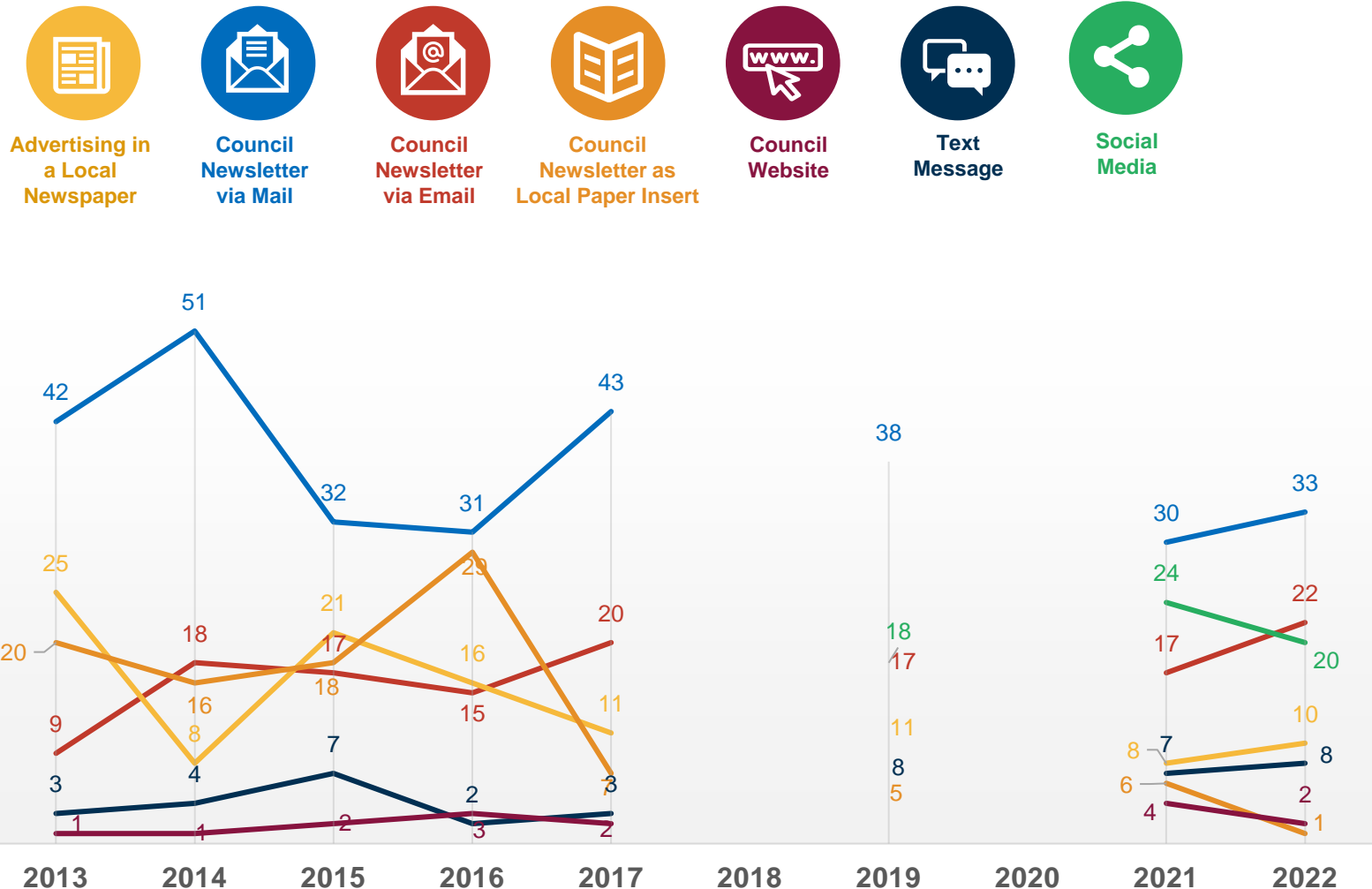
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

2012   2013   2014   2015   2016   2017   2018   2019   2020   2021   2022

Q13. If Benalla Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: over 50s

2022 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022

Council Newsletter via Mail: 39, 48, 39, 42, 39 (2013–2017); 32 (2019); 38, 38 (2021–2022)

Advertising in Local Newspaper: 25, 19, 25, 24, 20 (2013–2017); 19 (2019); 13, 17 (2021–2022)

Council Newsletter as Local Paper Insert: 19, 17, 21, 12, 19 (2013–2017); 20 (2019); 16, 14 (2021–2022)

Council Newsletter via Email: 10, 13, 10, 16, 14 (2013–2017); 19 (2019); 17, 19 (2021–2022)

Social Media: 4 (2019); 4, 4 (2021–2022)

Text Message: 1, 1, 1, 2 (2013–2017); 2 (2019); 2 (2022)

Council Website: 1, 2, 1 (2015–2017); 2 (2019); 2, 1 (2021–2022)
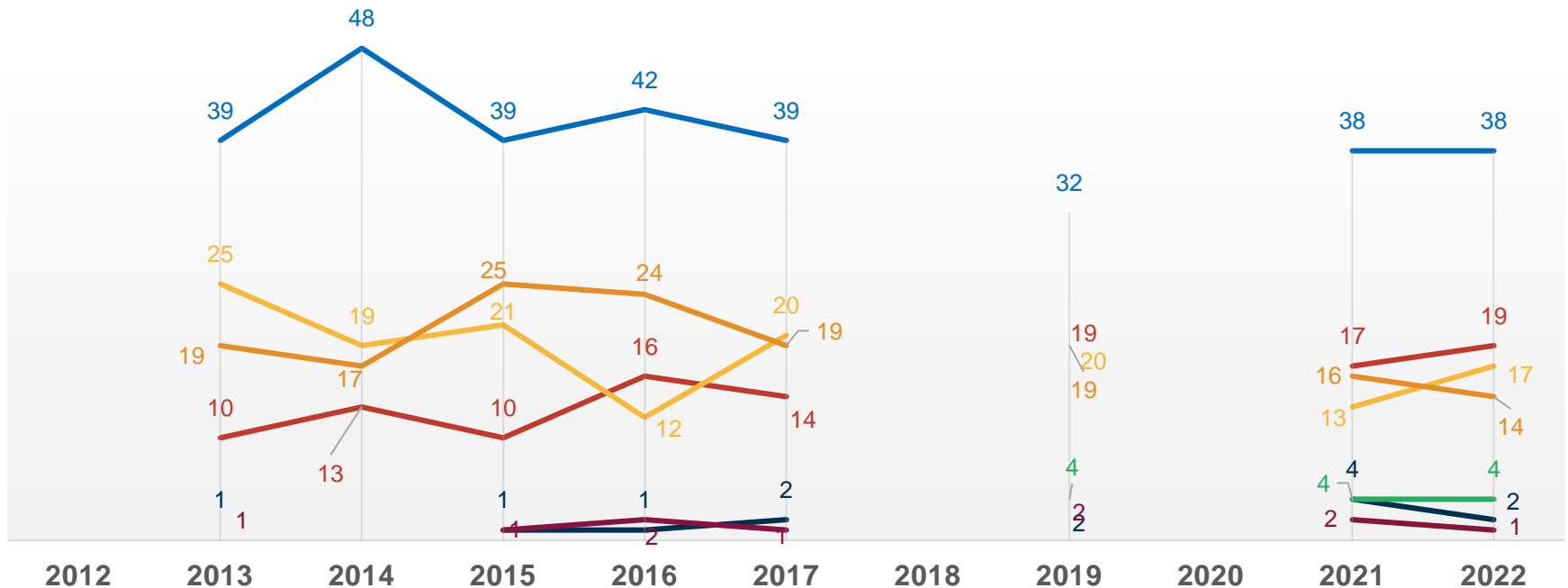
Q13. If Benalla Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.

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Council direction

Council direction

Over the last 12 months, 63% believe the direction of Council's overall performance has remained the same (65% in 2021). Fewer residents describe the direction of Council performance as having improved in 2022 (13%) than in 2021 (20%).

- A further 20% believe it has deteriorated, up eight points on 2021

- Most demographic and geographic cohorts recorded a significant decline in perceptions of the direction of Council's overall performance

- The <u>most</u> satisfied with Council direction are men and those aged 35 to 49 years

- The <u>least</u> satisfied with Council direction are women and those aged 50 to 64 years

Council rates significantly lower than both the State-wide and Small Rural group averages on council direction.
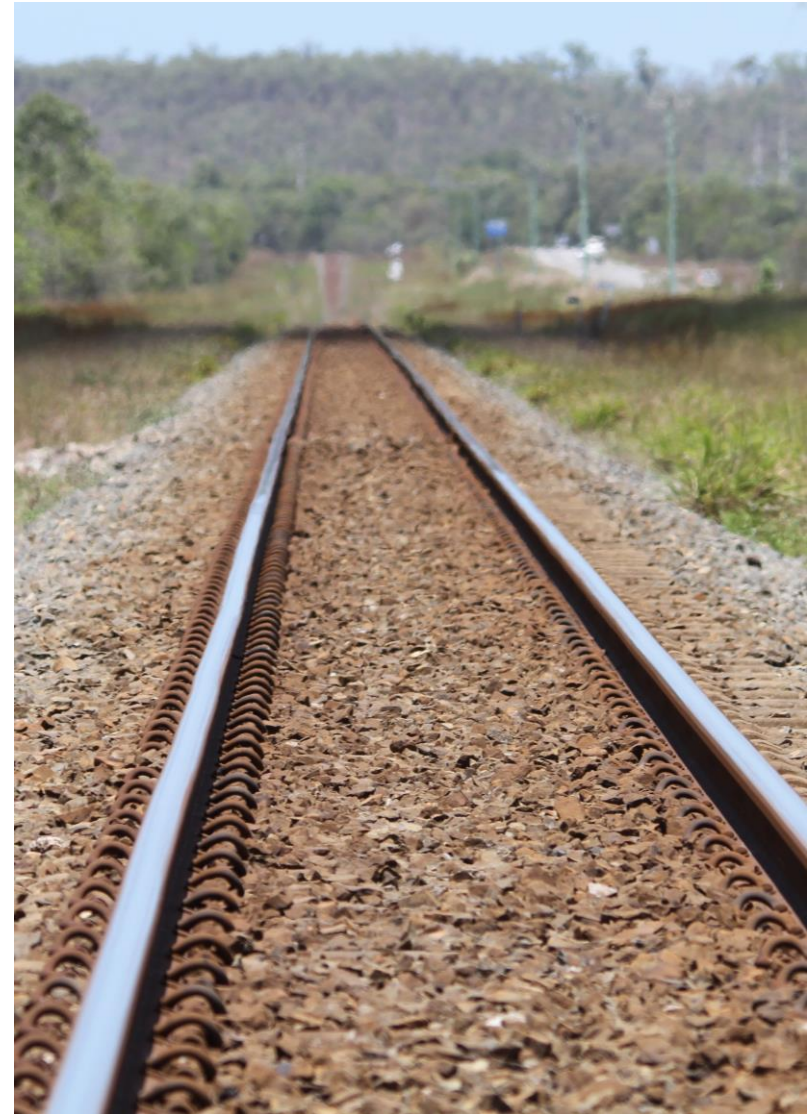
Overall council direction last 12 months

2022 overall council direction (index scores)
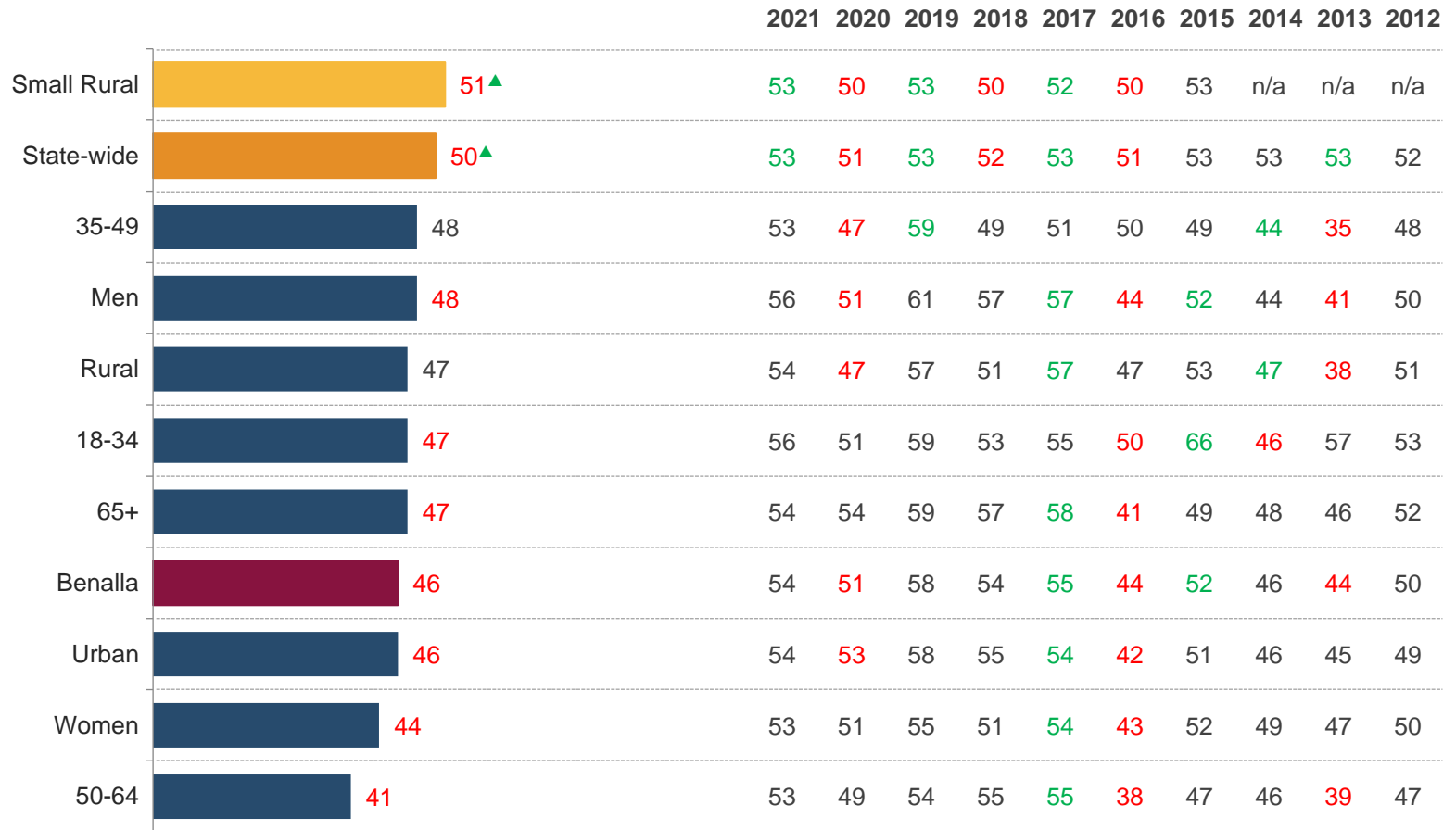
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	51 ▲	53	50	53	50	52	50	53	n/a	n/a	n/a
State-wide	50 ▲	53	51	53	52	53	51	53	53	53	52
35-49	48	53	47	59	49	51	50	49	44	35	48
Men	48	56	51	61	57	57	44	52	44	41	50
Rural	47	54	47	57	51	57	47	53	47	38	51
18-34	47	56	51	59	53	55	50	66	46	57	53
65+	47	54	54	59	57	58	41	49	48	46	52
Benalla	46	54	51	58	54	55	44	52	46	44	50
Urban	46	54	53	58	55	54	42	51	46	45	49
Women	44	53	51	55	51	54	43	52	49	47	50
50-64	41	53	49	54	55	55	38	47	46	39	47

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

Overall council direction last 12 months
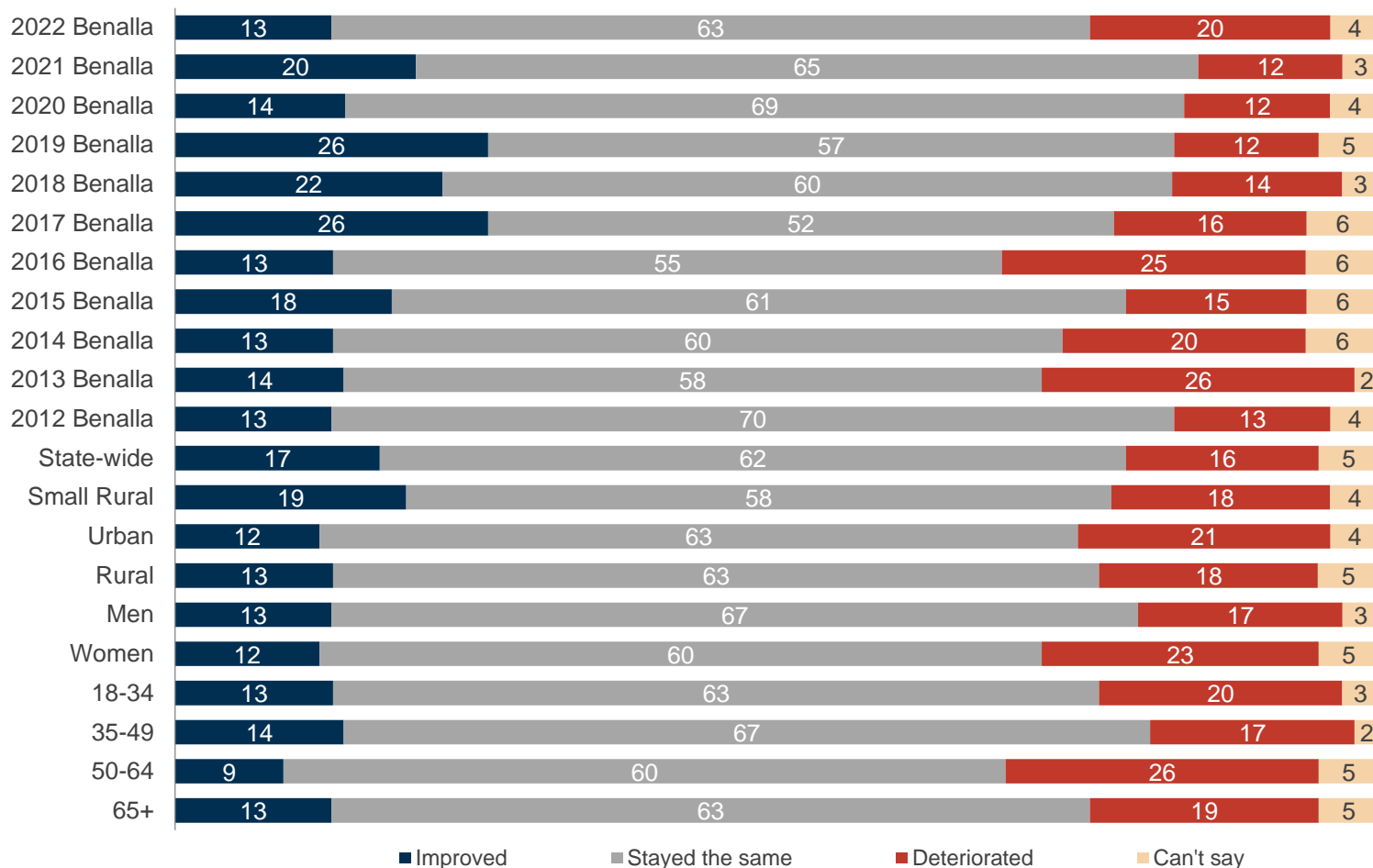
2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Benalla	13	63	20	4
2021 Benalla	20	65	12	3
2020 Benalla	14	69	12	4
2019 Benalla	26	57	12	5
2018 Benalla	22	60	14	3
2017 Benalla	26	52	16	6
2016 Benalla	13	55	25	6
2015 Benalla	18	61	15	6
2014 Benalla	13	60	20	6
2013 Benalla	14	58	26	2
2012 Benalla	13	70	13	4
State-wide	17	62	16	5
Small Rural	19	58	18	4
Urban	12	63	21	4
Rural	13	63	18	5
Men	13	67	17	3
Women	12	60	23	5
18-34	13	63	20	3
35-49	14	67	17	2
50-64	9	60	26	5
65+	13	63	19	5

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

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

Individual service areas

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54 ▲		54	55	57	61	52	39	60	56	53	54
State-wide	54 ▲		56	55	56	55	55	54	56	57	57	57
Small Rural	54 ▲		56	54	56	54	55	55	56	n/a	n/a	n/a
Women	49		50	55	57	52	53	46	53	53	48	57
Rural	48		54	54	56	49	55	48	53	49	44	51
Benalla	47		52	55	56	53	53	45	52	51	48	54
Urban	47		52	55	55	54	53	43	52	52	49	55
65+	46		50	56	55	51	56	42	50	56	49	57
35-49	45		57	55	53	55	54	53	56	46	43	52
Men	45		54	55	54	54	54	44	52	48	48	52
50-64	45		50	52	56	48	51	44	46	46	47	53

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

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	6	24	28	21	13	8
2021 Benalla	6	29	32	16	8	9
2020 Benalla	8	29	35	15	6	8
2019 Benalla	7	30	36	13	6	7
2018 Benalla	6	29	37	16	7	6
2017 Benalla	6	27	36	15	6	10
2016 Benalla	4	20	36	20	14	6
2015 Benalla	6	28	35	17	7	7
2014 Benalla	5	29	30	17	9	10
2013 Benalla	4	25	33	23	9	6
2012 Benalla	6	34	34	14	7	5
State-wide	8	29	32	16	8	8
Small Rural	9	29	31	16	8	7
Urban	6	24	29	21	13	7
Rural	6	24	25	22	10	13
Men	5	25	24	23	15	7
Women	7	23	32	19	10	9
18-34	7	33	27	14	10	10
35-49	5	22	25	30	9	10
50-64	5	20	36	20	15	4
65+	6	22	28	21	14	9

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

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

Lobbying on behalf of the community performance

2022 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	54 ▲	55	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53 ▲	55	53	54	54	54	53	55	56	55	55
18-34	51	54	59	57	56	59	46	55	58	47	49
Women	49	51	55	56	53	55	50	52	55	48	55
Urban	49	53	55	57	54	55	48	52	53	49	53
Benalla	48	53	55	56	54	55	48	52	53	47	54
65+	48	50	56	58	52	55	48	55	58	52	58
Rural	48	53	54	54	51	56	48	54	54	42	54
35-49	48	59	51	54	53	54	52	54	47	43	56
Men	47	54	55	56	55	55	47	53	52	47	52
50-64	46	51	51	55	53	53	47	45	48	47	51

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2022 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	3	23	29	15	10	21
2021 Benalla	4	27	29	14	6	19
2020 Benalla	6	27	35	13	4	14
2019 Benalla	7	26	32	11	4	19
2018 Benalla	5	25	37	14	5	14
2017 Benalla	6	23	37	13	3	19
2016 Benalla	2	21	31	19	6	20
2015 Benalla	7	22	31	14	7	19
2014 Benalla	4	24	33	13	5	21
2013 Benalla	3	22	30	26	5	15
2012 Benalla	5	27	31	14	5	18
State-wide	6	24	32	13	6	19
Small Rural	7	25	31	14	6	18
Urban	2	25	30	15	9	19
Rural	7	16	25	14	11	26
Men	2	23	29	14	11	21
Women	4	23	28	15	9	20
18-34	3	30	30	13	10	13
35-49	3	20	36	19	7	16
50-64		20	38	13	11	18
65+	4	22	22	14	11	27

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54 ▲	56	53	55	54	54	54	55	57	n/a	n/a
Small Rural	54 ▲	56	53	55	52	55	53	56	n/a	n/a	n/a
Rural	51	58	51	53	49	55	45	51	n/a	n/a	n/a
18-34	50	58	51	58	54	52	43	58	n/a	n/a	n/a
Men	49	58	53	56	53	49	43	52	n/a	n/a	n/a
50-64	48	54	52	56	52	50	40	46	n/a	n/a	n/a
Benalla	48	57	54	56	51	51	44	51	n/a	n/a	n/a
35-49	48	65	54	54	44	48	53	54	n/a	n/a	n/a
65+	47	54	58	56	54	52	42	48	n/a	n/a	n/a
Urban	47	56	56	57	52	49	44	50	n/a	n/a	n/a
Women	47	56	55	57	49	52	45	50	n/a	n/a	n/a

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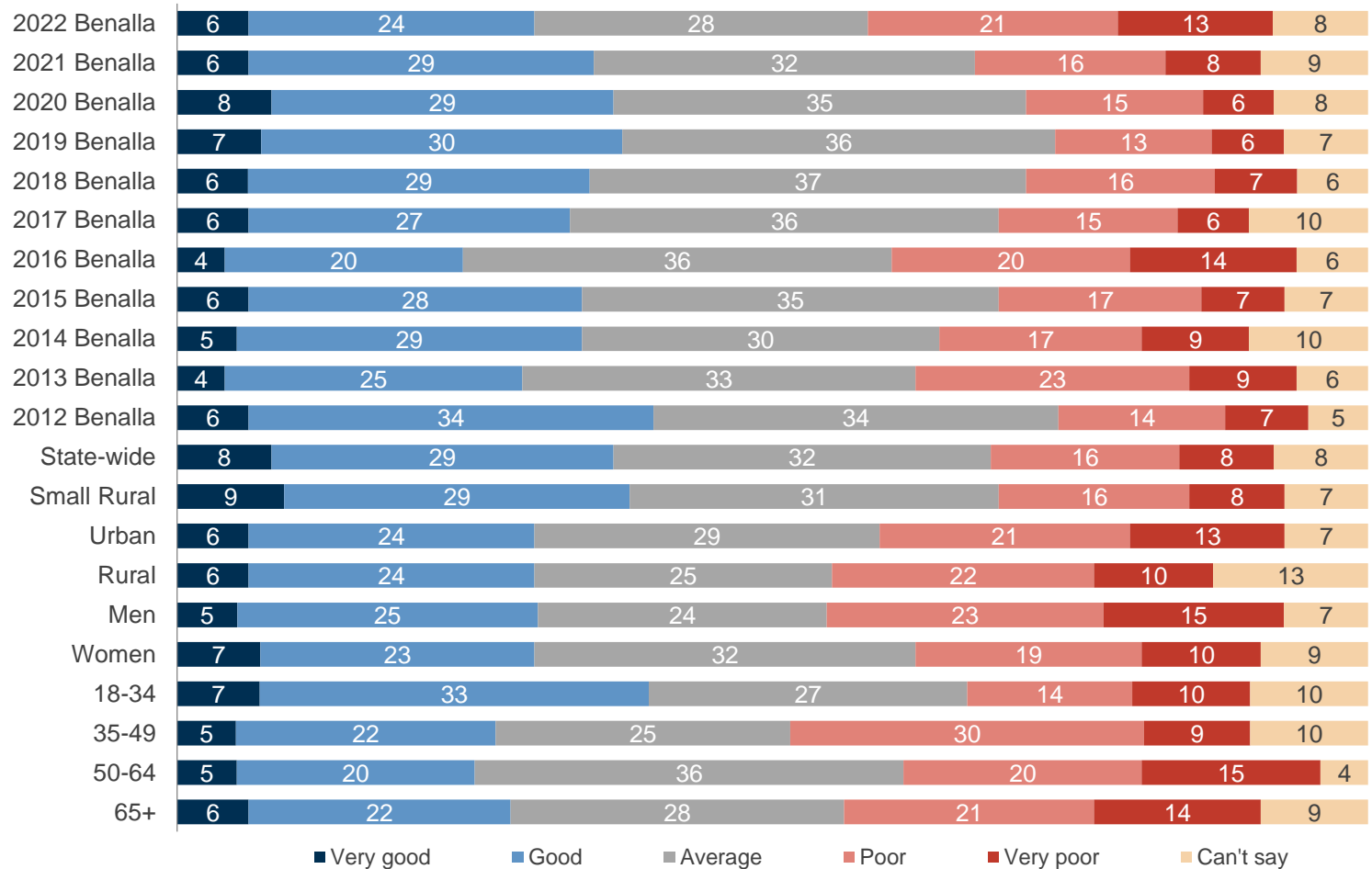*Note: Please see Appendix A for explanation of significant differences.*

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Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	4	25	34	17	12	8
2021 Benalla	8	30	36	13	4	9
2020 Benalla	5	33	36	14	6	5
2019 Benalla	7	34	31	13	6	9
2018 Benalla	5	24	41	16	7	6
2017 Benalla	4	25	36	18	7	9
2016 Benalla	5	18	32	20	15	10
2015 Benalla	4	29	33	17	9	8
State-wide	7	30	33	14	8	9
Small Rural	8	30	32	15	8	8
Urban	4	24	34	17	14	6
Rural	2	28	35	15	7	13
Men	4	26	34	17	11	8
Women	4	24	35	17	13	8
18-34	3	37	27	10	17	7
35-49	5	20	40	19	10	7
50-64	1	23	49	12	11	5
65+	5	23	31	21	11	10

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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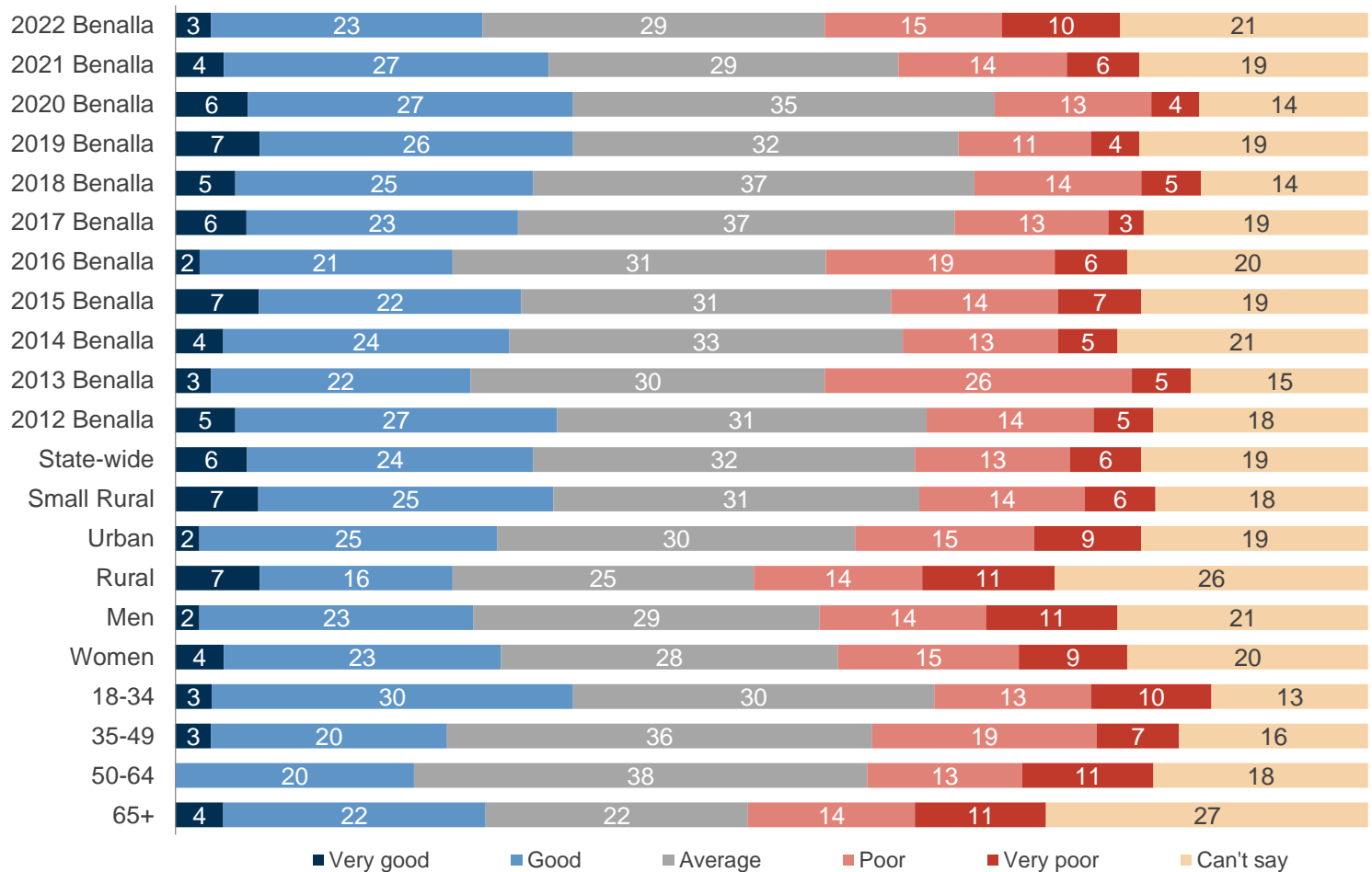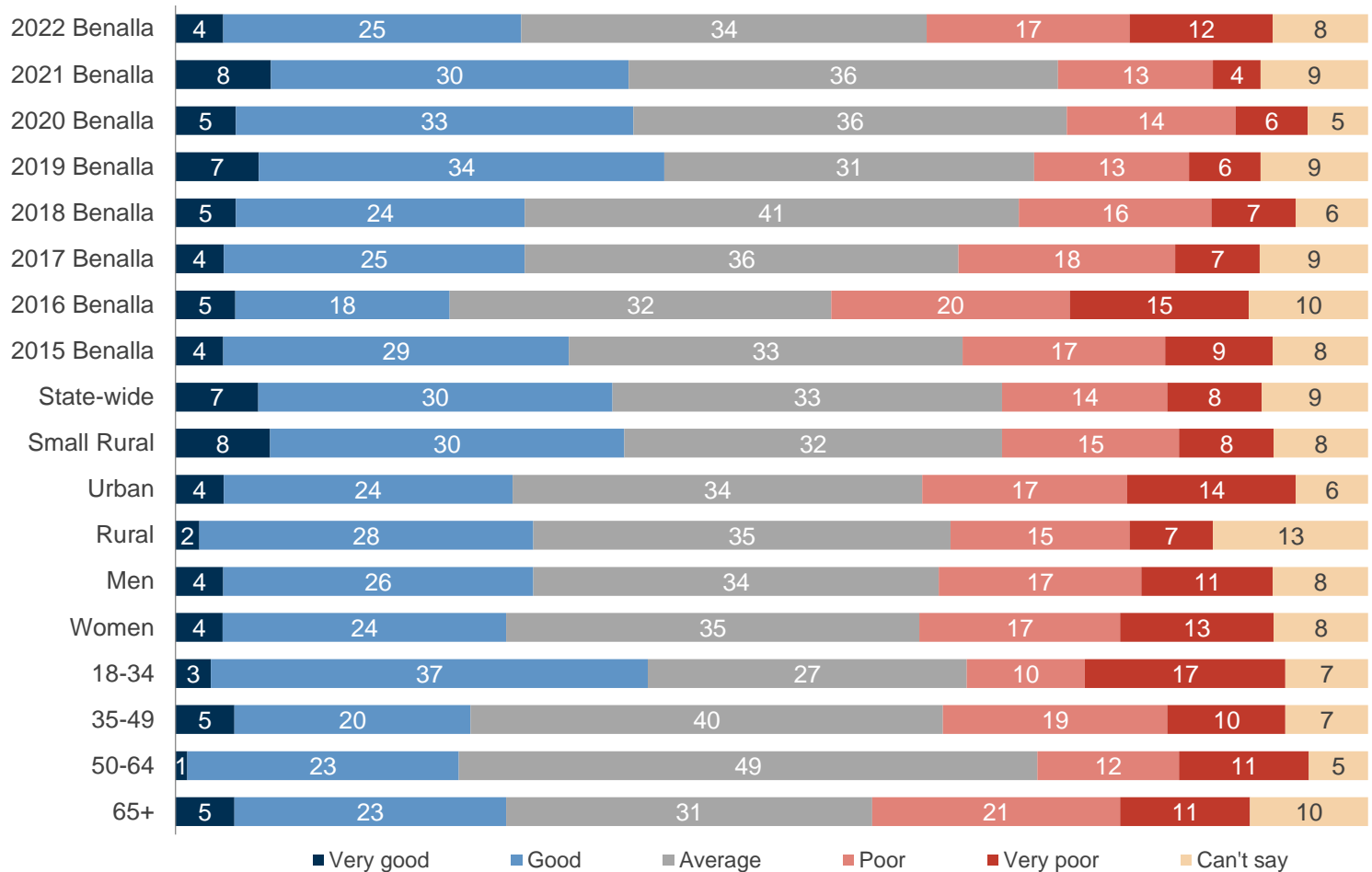
The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53 ▲	57	54	56	53	53	54	55	55	n/a	n/a
Small Rural	50 ▲	53	51	53	49	50	52	52	n/a	n/a	n/a
Urban	47	54	51	56	47	51	53	54	57	n/a	n/a
65+	47	52	52	57	43	47	49	51	52	n/a	n/a
Women	47	53	48	55	42	49	52	52	56	n/a	n/a
35-49	46	56	52	50	43	50	56	54	53	n/a	n/a
Benalla	45	53	49	54	43	49	51	52	53	n/a	n/a
Men	44	53	50	53	44	49	51	51	49	n/a	n/a
18-34	43	56	44	52	50	55	55	52	54	n/a	n/a
50-64	43	53	44	54	39	46	47	50	53	n/a	n/a
Rural	40	52	42	49	30	45	47	47	44	n/a	n/a

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

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	5	23	34	20	16	1
2021 Benalla	7	33	30	21	7	2
2020 Benalla	6	28	36	17	13	1
2019 Benalla	9	32	32	17	9	1
2018 Benalla	3	27	28	23	19	1
2017 Benalla	6	28	31	21	12	2
2016 Benalla	8	29	32	20	10	1
2015 Benalla	7	33	31	19	10	
2014 Benalla	7	37	26	19	10	2
State-wide	10	31	29	17	12	1
Small Rural	8	28	32	18	13	2
Urban	6	24	35	19	15	1
Rural	3	19	32	23	20	2
Men	4	24	32	20	19	1
Women	6	22	37	20	14	1
18-34	3	17	44	23	13	
35-49	7	27	29	16	21	
50-64	5	18	37	23	17	1
65+	6	26	31	19	16	2

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

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

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57 ▲	59	58	59	58	57	57	58	58	58	57
Small Rural	55 ▲	58	57	57	57	57	58	59	n/a	n/a	n/a
Men	45	50	n/a	54	n/a	48	44	48	50	50	47
50-64	44	47	n/a	52	n/a	46	47	43	48	41	44
Rural	44	51	n/a	52	n/a	50	52	43	46	44	41
Benalla	42	50	n/a	53	n/a	48	48	48	50	47	45
35-49	42	54	n/a	50	n/a	51	53	53	48	49	43
18-34	41	58	n/a	56	n/a	48	50	51	58	58	52
Urban	41	49	n/a	53	n/a	47	46	49	52	48	47
65+	41	46	n/a	53	n/a	46	43	46	48	44	43
Women	40	49	n/a	51	n/a	47	51	47	51	44	44

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
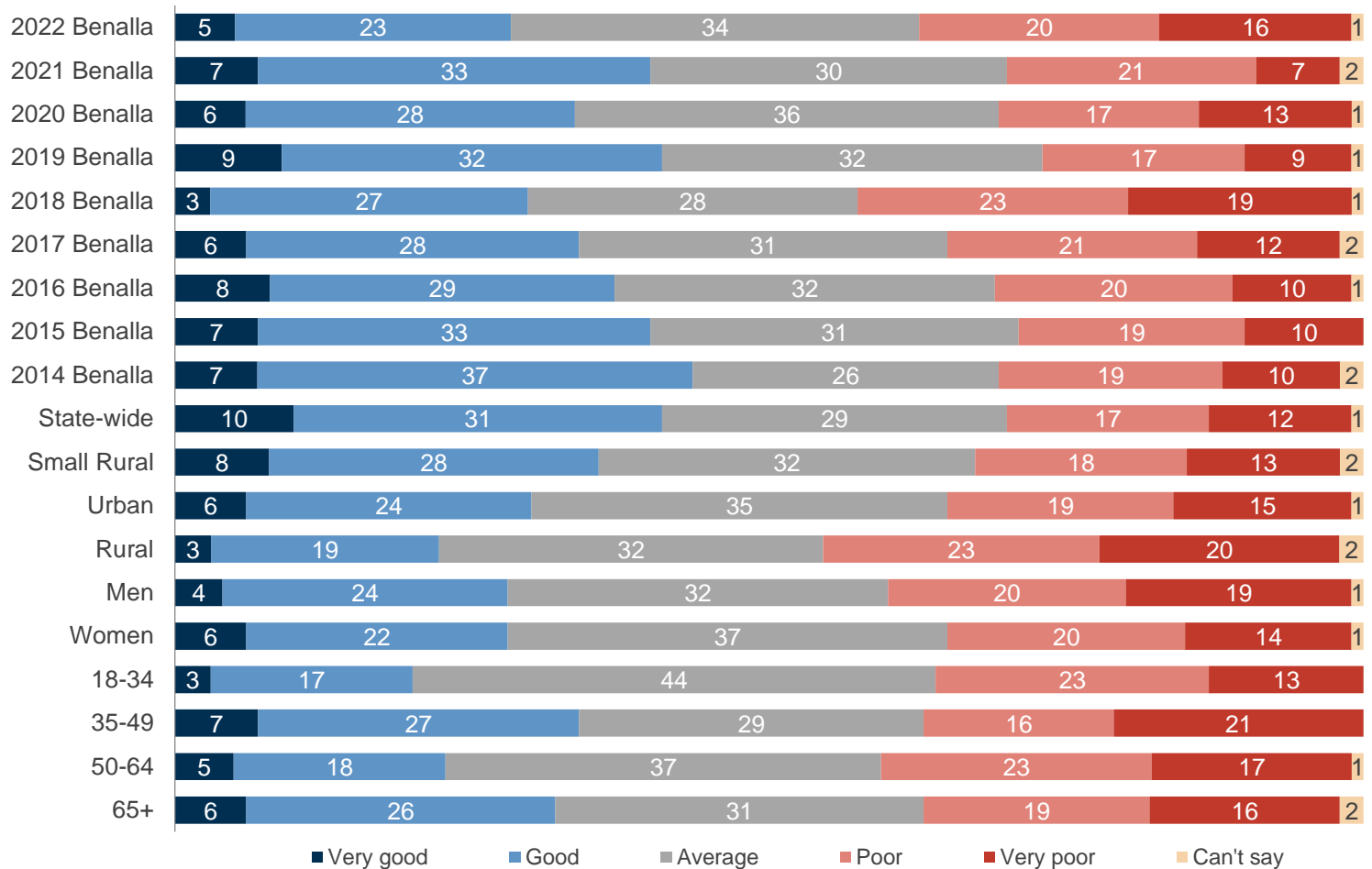*Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	5	19	31	23	18	3
2021 Benalla	7	26	29	24	8	5
2019 Benalla	10	28	29	18	10	5
2017 Benalla	6	24	32	19	13	6
2016 Benalla	8	26	29	19	16	2
2015 Benalla	6	26	30	19	13	6
2014 Benalla	7	29	28	18	12	6
2013 Benalla	6	22	30	25	11	5
2012 Benalla	6	26	26	22	17	2
State-wide	13	33	29	14	9	2
Small Rural	11	31	31	15	9	4
Urban	5	19	32	25	19	
Rural	5	20	29	17	17	12
Men	6	23	29	20	18	4
Women	4	16	33	26	19	3
18-34	6	16	34	24	20	
35-49	3	24	33	14	24	2
50-64	7	20	26	30	13	4
65+	4	18	32	24	17	5

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

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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Parking facilities performance

2022 parking performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rural	69	66	n/a	70	n/a	71	65	63	64	65	65
Women	69	67	n/a	71	n/a	68	67	64	63	66	67
65+	68	69	n/a	70	n/a	68	65	62	65	67	64
Benalla	66	69	n/a	69	n/a	70	65	63	64	66	66
35-49	65	69	n/a	72	n/a	73	72	68	69	64	66
Urban	64	70	n/a	69	n/a	69	65	63	64	66	66
18-34	63	69	n/a	67	n/a	73	61	65	64	70	67
50-64	63	70	n/a	67	n/a	69	62	59	61	63	66
Men	62	71	n/a	68	n/a	72	63	62	65	66	65
Small Rural	60 ▼	62	60	60	60	63	61	62	n/a	n/a	n/a
State-wide	57 ▼	58	55	56	56	55	56	57	57	57	56

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
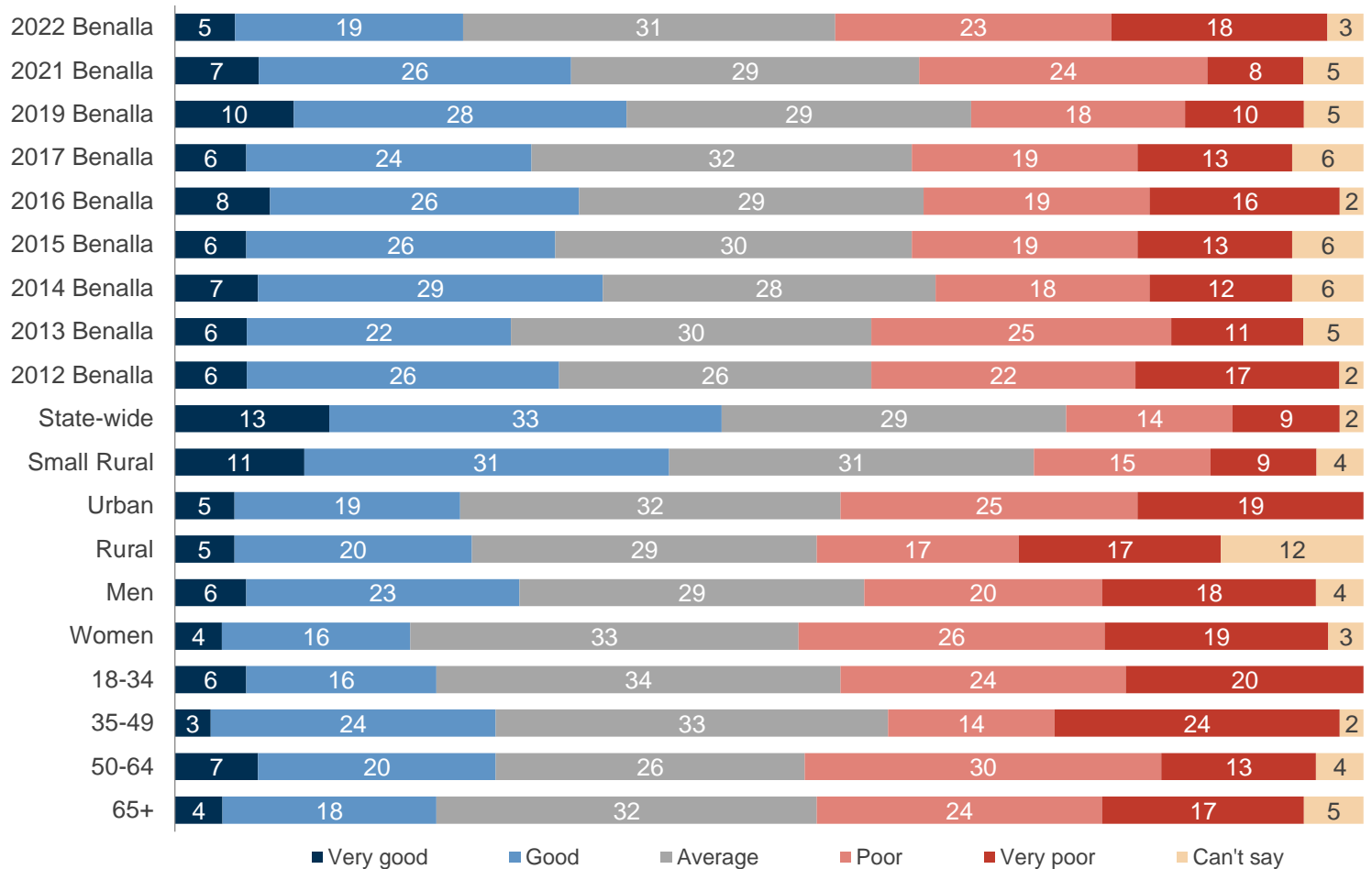*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2022 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	11	52	25	8	3	2
2021 Benalla	19	46	27	6	1	2
2019 Benalla	19	46	24	6	1	4
2017 Benalla	20	48	22	6	2	3
2016 Benalla	16	45	20	10	5	4
2015 Benalla	14	44	26	10	5	3
2014 Benalla	13	47	24	9	4	3
2013 Benalla	11	50	29	7	1	2
2012 Benalla	12	53	22	9	3	1
State-wide	9	35	33	13	7	3
Small Rural	10	42	28	11	6	3
Urban	9	53	26	8	3	2
Rural	18	48	22	7	1	5
Men	9	47	28	10	4	2
Women	13	56	22	6	1	2
18-34	7	60	13	16	3	
35-49	7	46	35	2	2	7
50-64	9	52	24	12	4	
65+	15	50	26	5	2	2

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
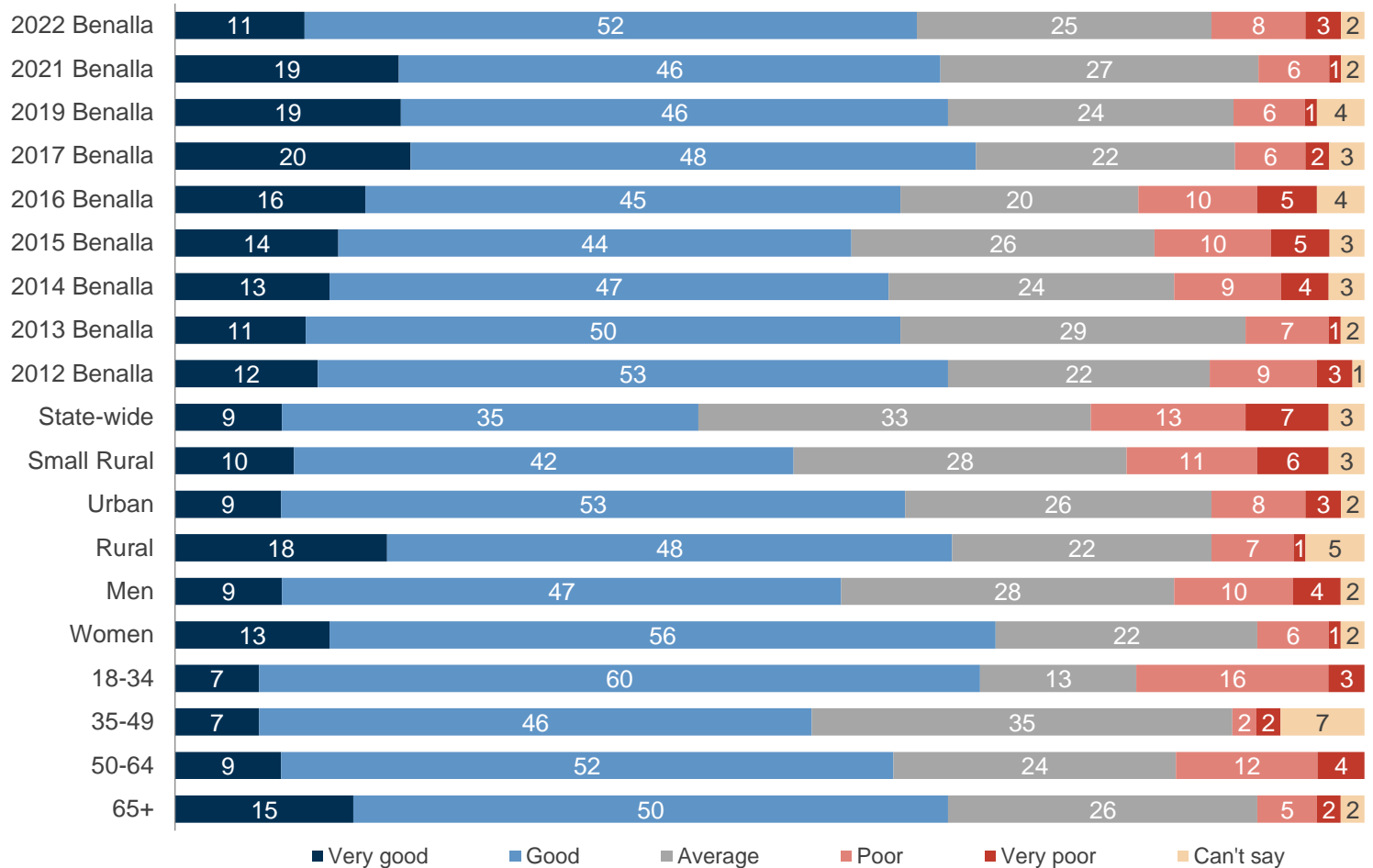*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3*

Family support services performance

2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+ — 65	69	n/a	73	n/a	68	68	68	76	70	70
State-wide — 65 ▲	66	66	67	66	67	66	67	68	67	67
Small Rural — 64	66	66	68	67	68	66	67	n/a	n/a	n/a
18-34 — 64	59	n/a	67	n/a	65	57	67	70	68	68
Women — 64	62	n/a	71	n/a	68	62	67	73	65	70
Urban — 62	64	n/a	72	n/a	66	62	68	73	66	68
Benalla — 62	64	n/a	70	n/a	67	63	67	72	65	67
Rural — 61	66	n/a	65	n/a	71	64	63	68	62	64
Men — 61	67	n/a	69	n/a	65	64	66	70	65	65
50-64 — 59	58	n/a	68	n/a	64	60	63	66	64	65
35-49 — 55 ▼	67	n/a	70	n/a	69	65	68	74	58	66

Q2. How has Council performed on 'Family support services' over the last 12 months?
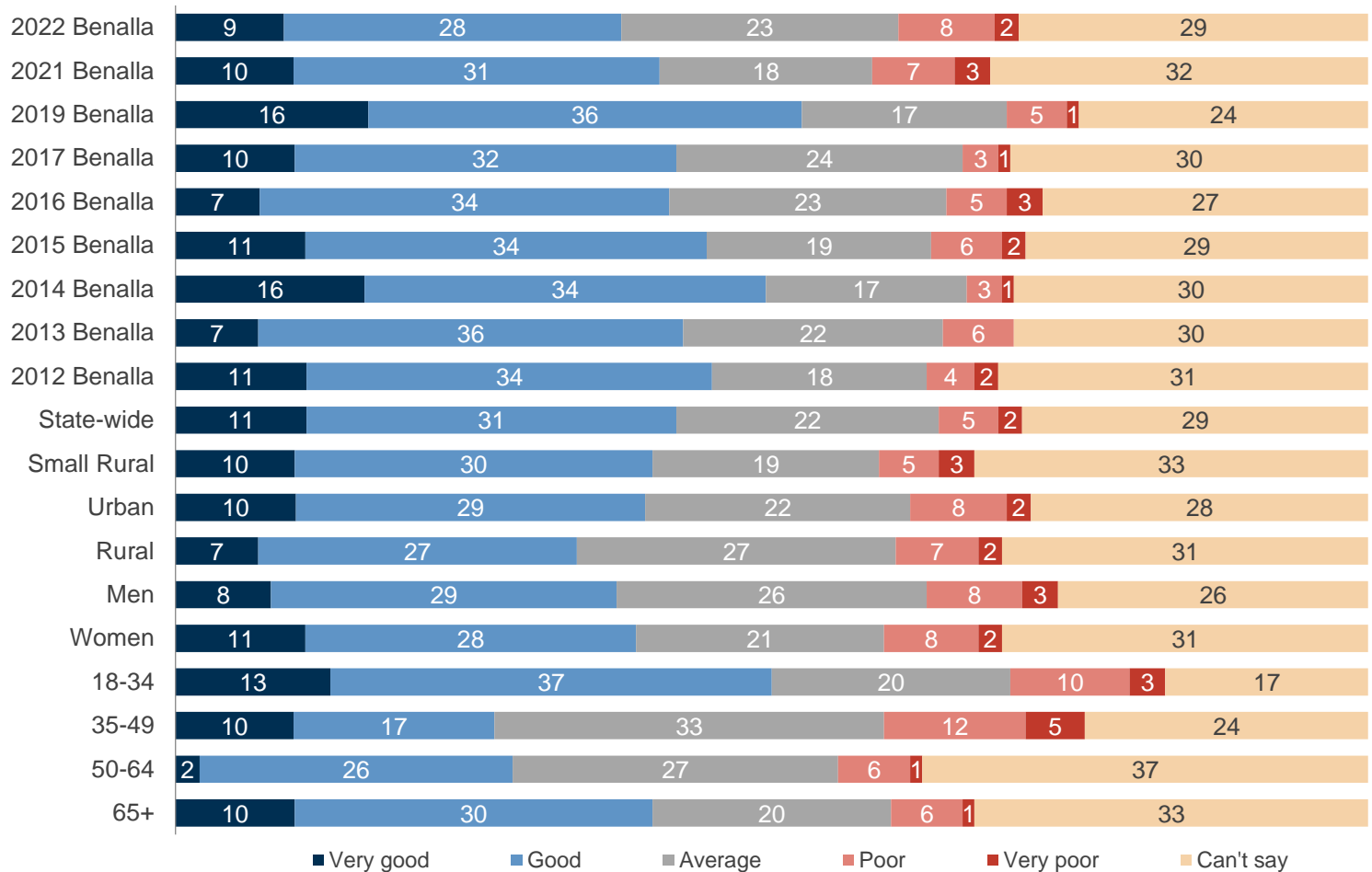*Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2022 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	9	28	23	8	2	29
2021 Benalla	10	31	18	7	3	32
2019 Benalla	16	36	17	5	1	24
2017 Benalla	10	32	24	3	1	30
2016 Benalla	7	34	23	5	3	27
2015 Benalla	11	34	19	6	2	29
2014 Benalla	16	34	17	3	1	30
2013 Benalla	7	36	22	6		30
2012 Benalla	11	34	18	4	2	31
State-wide	11	31	22	5	2	29
Small Rural	10	30	19	5	3	33
Urban	10	29	22	8	2	28
Rural	7	27	27	7	2	31
Men	8	29	26	8	3	26
Women	11	28	21	8	2	31
18-34	13	37	20	10	3	17
35-49	10	17	33	12	5	24
50-64	2	26	27	6	1	37
65+	10	30	20	6	1	33

Elderly support services performance

2022 elderly support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	70 ▲	72	71	71	69	71	70	72	n/a	n/a	n/a
State-wide	67	69	68	68	68	68	68	69	70	69	69
Urban	66	73	n/a	75	n/a	69	68	75	77	71	75
Women	66	69	n/a	73	n/a	69	71	73	77	69	75
18-34	66	67	n/a	71	n/a	61	62	72	75	76	69
65+	65	71	n/a	76	n/a	73	72	75	77	71	75
Benalla	65	71	n/a	74	n/a	69	68	72	76	71	74
35-49	64	78	n/a	72	n/a	72	70	68	76	62	74
50-64	64	68	n/a	73	n/a	68	67	72	74	72	75
Men	64	73	n/a	74	n/a	70	65	72	74	72	72
Rural	61	64	n/a	70	n/a	70	69	66	72	66	68

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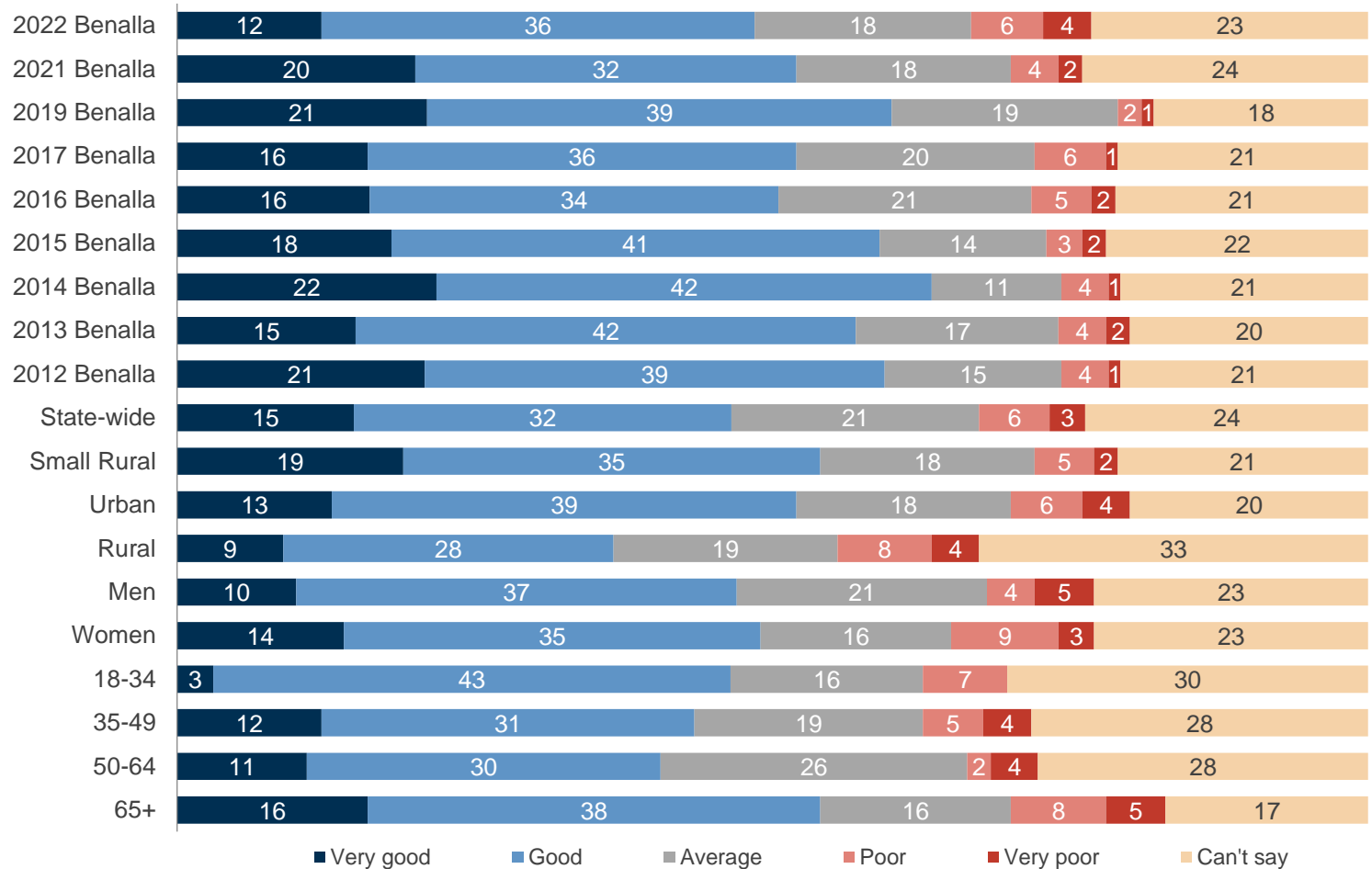*Note: Please see Appendix A for explanation of significant differences.*

Elderly support services performance

2022 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	12	36	18	6	4	23
2021 Benalla	20	32	18	4	2	24
2019 Benalla	21	39	19	2	1	18
2017 Benalla	16	36	20	6	1	21
2016 Benalla	16	34	21	5	2	21
2015 Benalla	18	41	14	3	2	22
2014 Benalla	22	42	11	4	1	21
2013 Benalla	15	42	17	4	2	20
2012 Benalla	21	39	15	4	1	21
State-wide	15	32	21	6	3	24
Small Rural	19	35	18	5	2	21
Urban	13	39	18	6	4	20
Rural	9	28	19	8	4	33
Men	10	37	21	4	5	23
Women	14	35	16	9	3	23
18-34	3	43	16	7		30
35-49	12	31	19	5	4	28
50-64	11	30	26	2	4	28
65+	16	38	16	8	5	17

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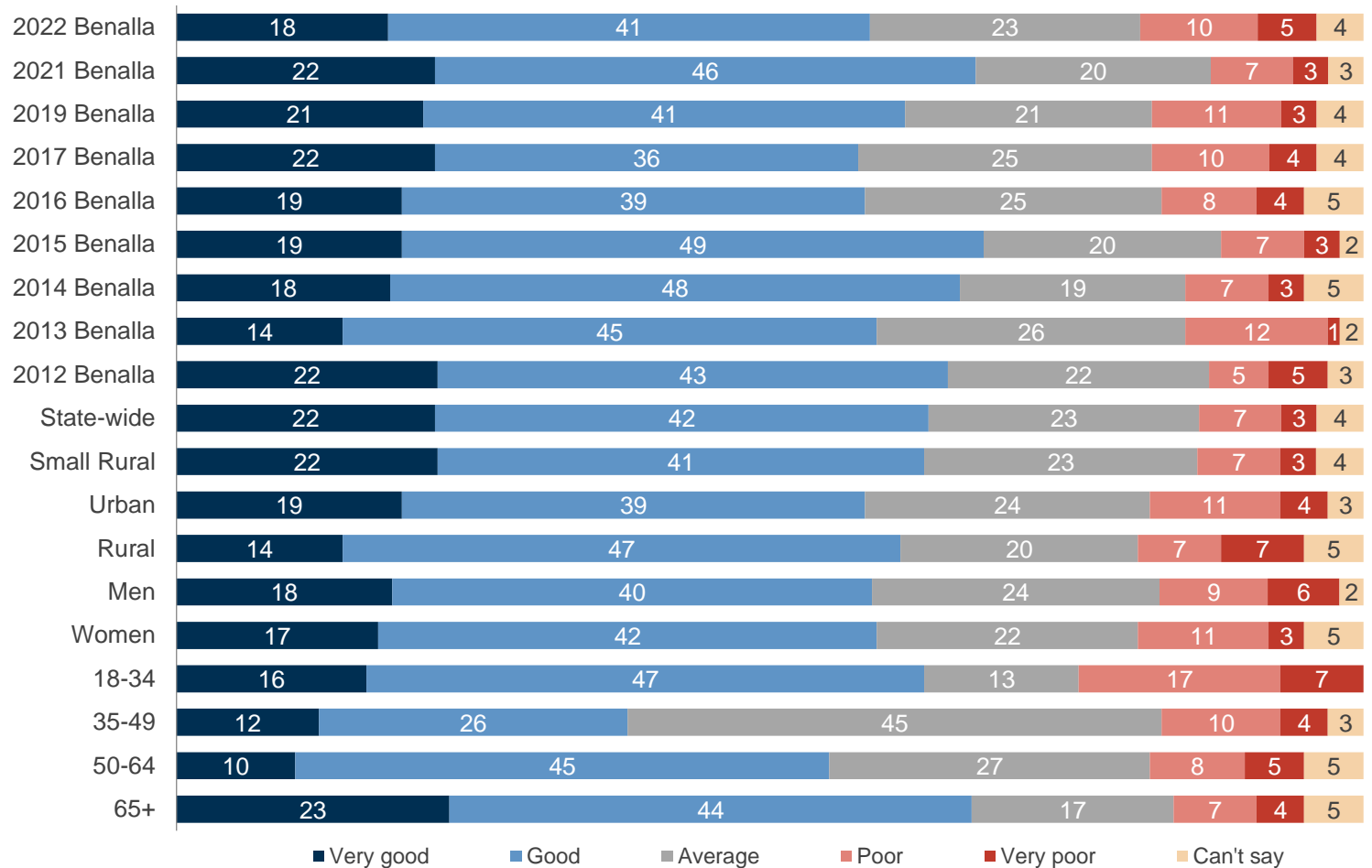*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11*

Recreational facilities performance

2022 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	70 ▲	73	n/a	72	n/a	73	72	73	75	72	76
State-wide	69 ▲	71	70	70	69	70	69	70	71	70	70
Small Rural	69 ▲	69	68	68	69	69	68	70	n/a	n/a	n/a
Women	66	68	n/a	68	n/a	65	65	69	69	65	70
Urban	65	70	n/a	69	n/a	64	66	71	71	66	70
Benalla	65	70	n/a	67	n/a	65	66	69	69	65	69
Rural	64	68	n/a	62	n/a	70	66	64	66	59	66
Men	64	72	n/a	66	n/a	65	67	69	69	64	68
18-34	62	64	n/a	58	n/a	55	62	66	67	63	65
50-64	62	70	n/a	69	n/a	69	60	66	67	65	69
35-49	58 ▼	68	n/a	65	n/a	58	70	68	67	57	62

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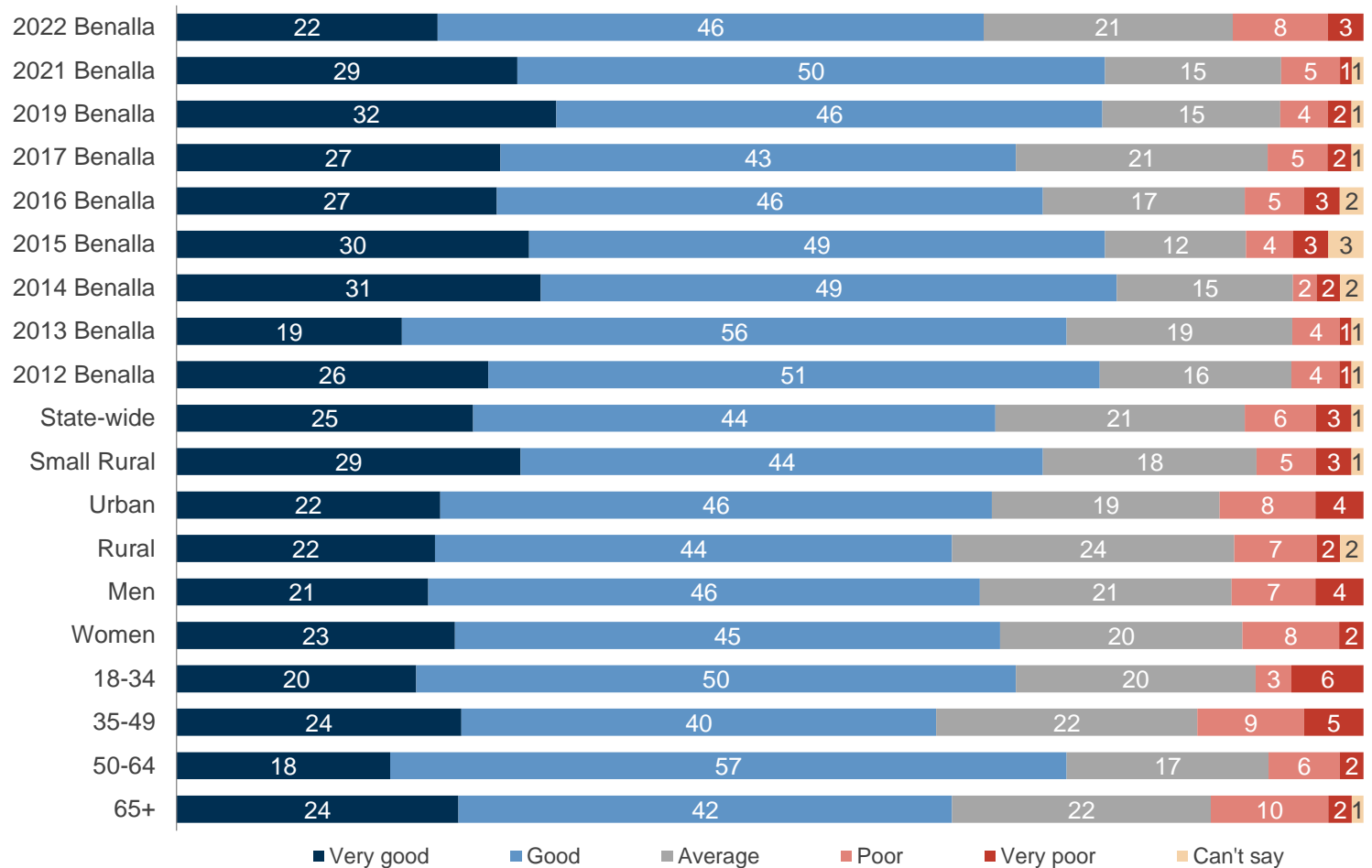*Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13*
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2022 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	18	41	23	10	5	4
2021 Benalla	22	46	20	7	3	3
2019 Benalla	21	41	21	11	3	4
2017 Benalla	22	36	25	10	4	4
2016 Benalla	19	39	25	8	4	5
2015 Benalla	19	49	20	7	3	2
2014 Benalla	18	48	19	7	3	5
2013 Benalla	14	45	26	12	1	2
2012 Benalla	22	43	22	5	5	3
State-wide	22	42	23	7	3	4
Small Rural	22	41	23	7	3	4
Urban	19	39	24	11	4	3
Rural	14	47	20	7	7	5
Men	18	40	24	9	6	2
Women	17	42	22	11	3	5
18-34	16	47	13	17	7	
35-49	12	26	45	10	4	3
50-64	10	45	27	8	5	5
65+	23	44	17	7	4	5

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 performance

2022 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	73 ▲	75	72	73	72	74	73	74	n/a	n/a	n/a
State-wide	71	73	72	72	71	71	71	72	72	71	71
50-64	71	78	n/a	78	n/a	75	70	74	75	72	75
Rural	70	76	n/a	72	n/a	76	72	69	75	70	73
Women	70	74	n/a	77	n/a	73	74	76	77	73	75
65+	69	74	n/a	75	n/a	72	72	73	76	71	72
Benalla	69	75	n/a	76	n/a	73	72	75	77	72	74
Urban	69	75	n/a	77	n/a	71	72	78	78	72	75
18-34	68	74	n/a	70	n/a	67	69	78	79	72	72
Men	68	77	n/a	74	n/a	72	70	75	76	71	74
35-49	68	77	n/a	80	n/a	77	78	79	77	73	77

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2022 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	22	46	21	8	3	
2021 Benalla	29	50	15	5	1	1
2019 Benalla	32	46	15	4	2	1
2017 Benalla	27	43	21	5	2	1
2016 Benalla	27	46	17	5	3	2
2015 Benalla	30	49	12	4	3	3
2014 Benalla	31	49	15	2	2	2
2013 Benalla	19	56	19	4	1	1
2012 Benalla	26	51	16	4	1	1
State-wide	25	44	21	6	3	1
Small Rural	29	44	18	5	3	1
Urban	22	46	19	8	4	
Rural	22	44	24	7	2	2
Men	21	46	21	7	4	
Women	23	45	20	8	2	
18-34	20	50	20	3	6	
35-49	24	40	22	9	5	
50-64	18	57	17	6	2	
65+	24	42	22	10	2	1

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14

Waste management performance

2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	68 ▲	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68 ▲	69	65	68	70	71	70	72	73	71	72
65+	67	71	n/a	72	n/a	66	66	70	75	67	73
Rural	66	68	n/a	65	n/a	64	62	66	74	67	73
Women	66	65	n/a	72	n/a	65	61	70	72	65	72
Benalla	64	66	n/a	68	n/a	62	59	69	72	67	73
18-34	64	59	n/a	67	n/a	62	53	72	70	71	76
Urban	63	66	n/a	69	n/a	61	58	71	71	67	73
Men	62	67	n/a	64	n/a	59	57	69	72	69	73
35-49	60	70	n/a	63	n/a	57	62	70	72	66	70
50-64	59	58	n/a	68	n/a	60	53	65	70	65	73

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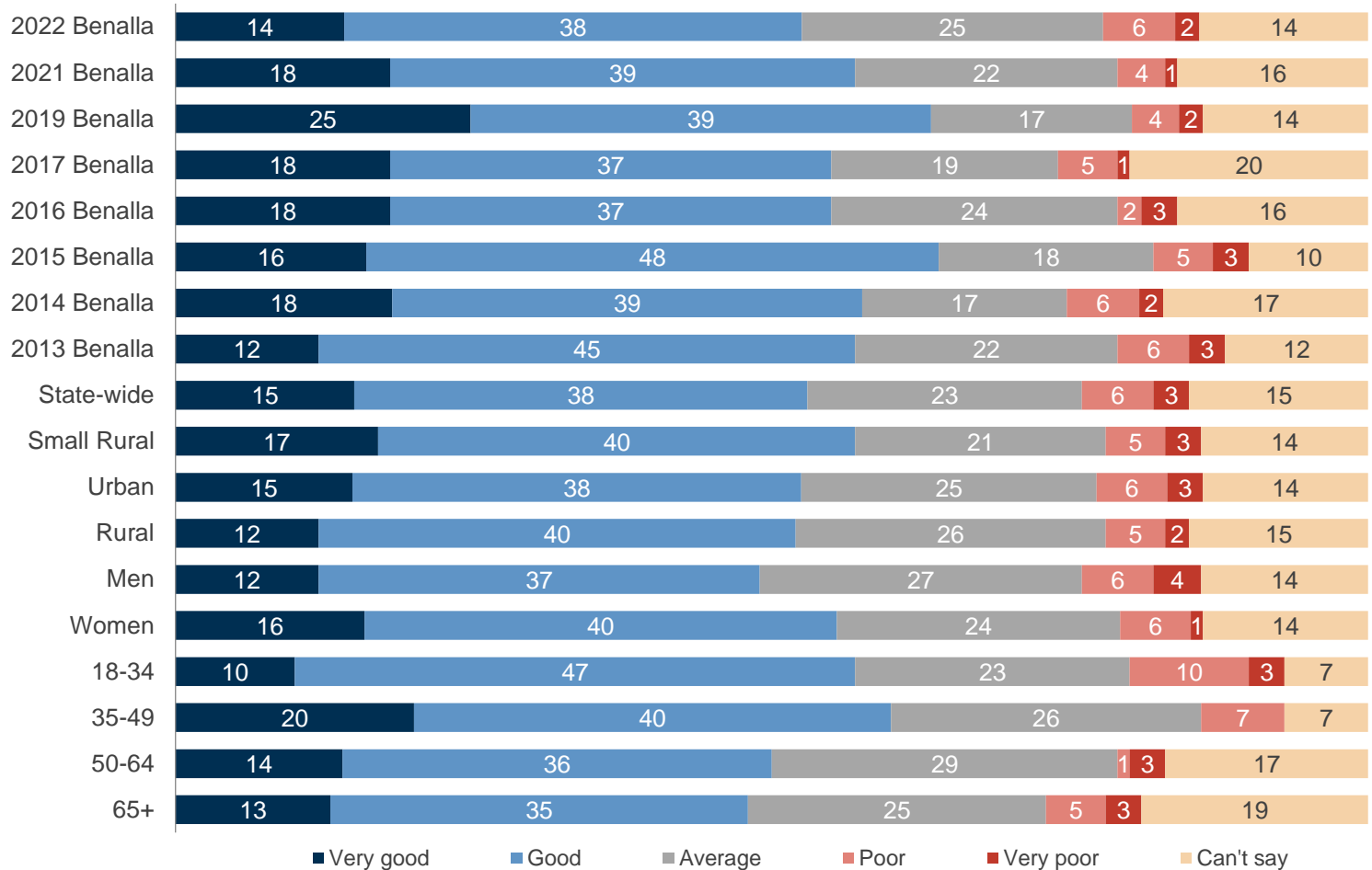*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2022 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	14	49	22	10	5	1
2021 Benalla	20	44	19	10	5	1
2019 Benalla	28	35	21	9	5	2
2017 Benalla	17	38	23	12	7	2
2016 Benalla	17	36	23	12	11	1
2015 Benalla	20	49	20	7	3	1
2014 Benalla	23	51	19	4	2	1
2013 Benalla	13	54	23	6	3	
2012 Benalla	24	52	15	6	2	1
State-wide	23	42	21	8	4	2
Small Rural	21	43	22	7	4	3
Urban	15	46	22	10	6	1
Rural	11	58	20	7	4	
Men	13	45	23	11	7	2
Women	15	52	20	8	4	
18-34	3	67	13	7	6	3
35-49	15	41	21	16	7	
50-64	12	38	31	11	7	1
65+	18	48	22	8	4	

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

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

Environmental sustainability performance

2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide 61▲	62	60	62	63	64	63	64	64	64	64
Small Rural 59▲	61	57	59	62	63	61	63	n/a	n/a	n/a
Urban 57	63	n/a	58	n/a	60	55	60	62	57	n/a
35-49 56	68	n/a	54	n/a	61	61	61	58	52	n/a
65+ 56	61	n/a	61	n/a	57	57	58	60	60	n/a
Women 56	59	n/a	61	n/a	58	58	62	60	55	n/a
Benalla 55	62	n/a	58	n/a	59	56	60	60	56	n/a
Men 55	66	n/a	55	n/a	60	54	58	59	58	n/a
18-34 55	62	n/a	54	n/a	65	50	69	64	59	n/a
50-64 54	59	n/a	60	n/a	57	57	54	57	55	n/a
Rural 50	60	n/a	57	n/a	58	59	59	55	52	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2022 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	6	31	31	10	7	14
2021 Benalla	9	33	33	6	2	16
2019 Benalla	9	29	34	11	4	15
2017 Benalla	9	32	31	10	4	15
2016 Benalla	8	30	34	11	6	12
2015 Benalla	7	37	32	9	3	11
2014 Benalla	5	35	29	10	2	19
2013 Benalla	4	29	39	10	3	15
State-wide	10	35	32	9	4	10
Small Rural	10	33	30	10	6	12
Urban	6	33	31	10	6	14
Rural	4	27	30	12	12	14
Men	8	27	33	12	7	13
Women	4	35	30	8	8	15
18-34	10	40	17	3	20	10
35-49	7	31	28	14	5	14
50-64	2	27	45	9	5	11
65+	5	28	34	12	3	17

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8

Emergency and disaster management performance

2022 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	69	74	n/a	77	n/a	73	74	72	72	66	n/a
Women	68	68	n/a	74	n/a	71	70	69	70	69	n/a
Small Rural	68	72	70	72	72	72	71	70	n/a	n/a	n/a
50-64	67	69	n/a	73	n/a	69	64	63	65	61	n/a
State-wide	66	71	68	72	71	70	69	70	71	70	70
Urban	66	72	n/a	76	n/a	72	69	71	71	67	n/a
Benalla	66	70	n/a	74	n/a	71	69	69	69	66	n/a
Rural	66	66	n/a	68	n/a	67	68	65	65	63	n/a
65+	65	70	n/a	74	n/a	69	69	69	71	68	n/a
18-34	64	67	n/a	70	n/a	73	70	72	70	73	n/a
Men	63	73	n/a	73	n/a	70	68	69	68	63	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

2022 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	14	38	25	6	2	14
2021 Benalla	18	39	22	4	1	16
2019 Benalla	25	39	17	4	2	14
2017 Benalla	18	37	19	5	1	20
2016 Benalla	18	37	24	2	3	16
2015 Benalla	16	48	18	5	3	10
2014 Benalla	18	39	17	6	2	17
2013 Benalla	12	45	22	6	3	12
State-wide	15	38	23	6	3	15
Small Rural	17	40	21	5	3	14
Urban	15	38	25	6	3	14
Rural	12	40	26	5	2	15
Men	12	37	27	6	4	14
Women	16	40	24	6	1	14
18-34	10	47	23	10	3	7
35-49	20	40	26	7		7
50-64	14	36	29	1	3	17
65+	13	35	25	5	3	19

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

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

JWS RESEARCH

Planning for population growth in the area performance

2022 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	61	n/a	58	n/a	n/a	n/a	n/a	n/a	56	n/a
State-wide	52 ▲	53	51	52	52	52	51	54	54	54	52
Women	49	54	n/a	56	n/a	n/a	n/a	n/a	n/a	49	n/a
Small Rural	49	52	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	55	n/a	59	n/a	n/a	n/a	n/a	n/a	52	n/a
Urban	49	56	n/a	58	n/a	n/a	n/a	n/a	n/a	48	n/a
Benalla	48	56	n/a	57	n/a	n/a	n/a	n/a	n/a	49	n/a
50-64	48	52	n/a	55	n/a	n/a	n/a	n/a	n/a	48	n/a
Men	47	58	n/a	58	n/a	n/a	n/a	n/a	n/a	48	n/a
Rural	46	55	n/a	54	n/a	n/a	n/a	n/a	n/a	49	n/a
35-49	42	56	n/a	53	n/a	n/a	n/a	n/a	n/a	39	n/a

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

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Planning for population growth in the area performance

2022 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	4	21	32	16	10	16
2021 Benalla	8	28	30	13	6	17
2019 Benalla	11	24	28	13	5	19
2013 Benalla	3	21	33	21	5	17
State-wide	7	25	31	16	8	14
Small Rural	6	21	32	17	9	15
Urban	4	24	31	17	10	14
Rural	6	11	33	15	10	24
Men	4	23	30	16	12	15
Women	5	20	33	17	7	18
18-34	7	30	33	6	13	10
35-49	3	16	41	19	16	5
50-64	5	17	33	21	6	18
65+	4	21	27	18	7	23

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2
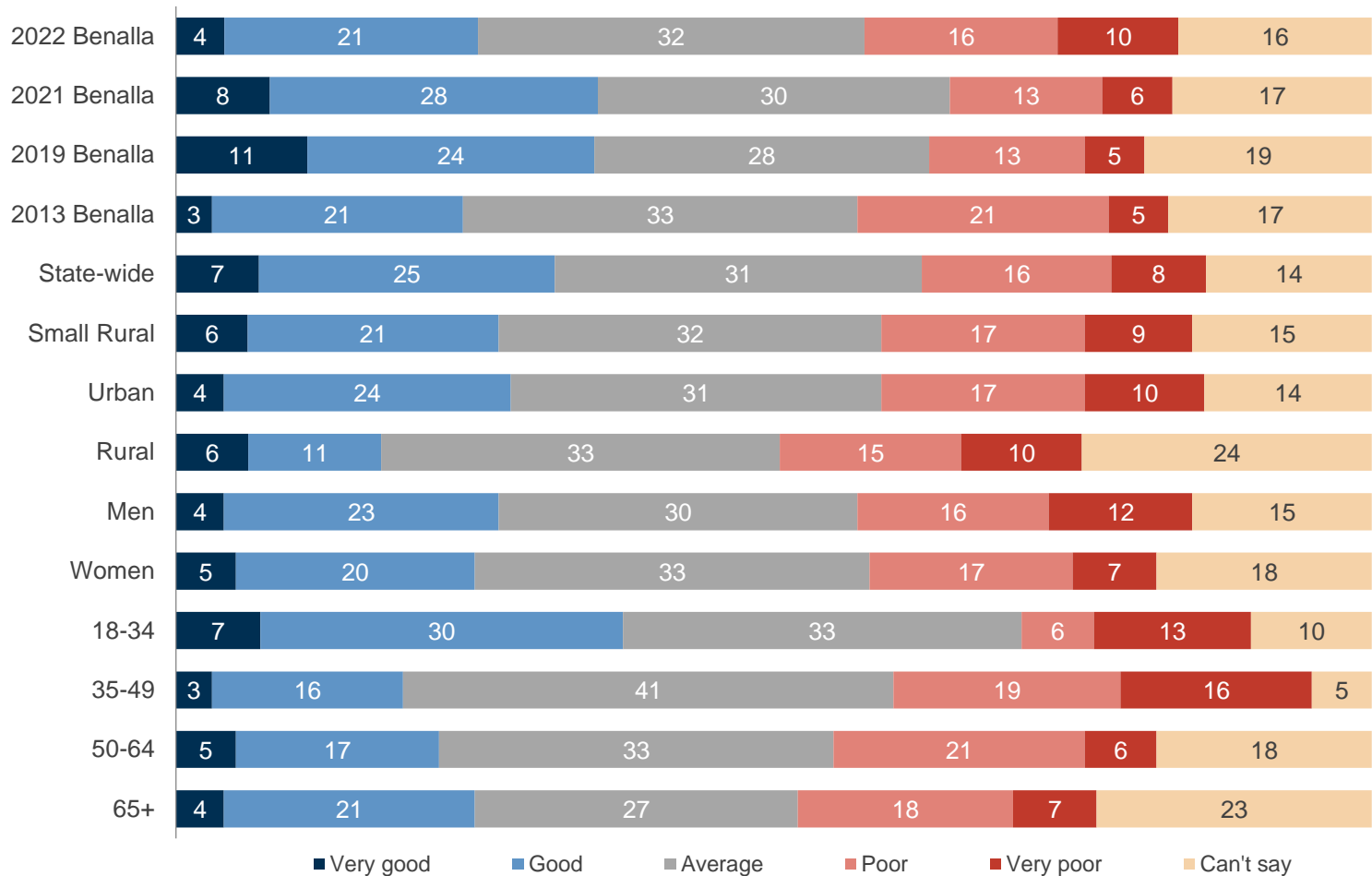
Roadside slashing and weed control performance

2022 roadside slashing and weed control performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	50 ▲	49	48	55	54	51	51	52	n/a	n/a	n/a
18-34	49	56	n/a	59	n/a	49	61	61	64	57	n/a
State-wide	49 ▲	51	49	56	55	53	56	55	55	56	61
Urban	48	53	n/a	61	n/a	49	53	53	58	49	n/a
Women	47	51	n/a	58	n/a	47	52	48	54	45	n/a
65+	45	48	n/a	56	n/a	44	47	42	49	44	n/a
Benalla	45	51	n/a	57	n/a	48	51	49	52	47	n/a
Men	43	52	n/a	56	n/a	49	50	50	50	49	n/a
50-64	43	51	n/a	51	n/a	48	45	43	46	41	n/a
35-49	41	54	n/a	67	n/a	56	57	56	51	49	n/a
Rural	36 ▼	44	n/a	48	n/a	45	46	40	41	37	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Roadside slashing and weed control performance

2022 roadside slashing and weed control performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	4	27	31	17	19	3
2021 Benalla	9	28	29	23	9	3
2019 Benalla	11	33	34	10	8	4
2017 Benalla	9	25	29	21	14	3
2016 Benalla	10	28	29	17	13	2
2015 Benalla	8	28	28	18	15	3
2014 Benalla	9	30	27	17	12	3
2013 Benalla	6	27	28	22	14	4
State-wide	8	27	29	19	15	2
Small Rural	8	28	30	17	14	3
Urban	4	29	32	18	14	3
Rural	2	19	27	17	32	2
Men	5	24	29	17	23	2
Women	3	29	32	18	15	4
18-34	3	40	27	3	23	3
35-49	5	22	25	28	18	3
50-64	1	26	37	13	23	
65+	5	23	33	21	15	3

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	42 ▲	44	43	43	40	43	44	45	n/a	n/a	n/a
State-wide	41 ▲	45	44	44	43	44	43	45	45	44	46
Urban	39	52	n/a	51	n/a	44	47	48	49	43	n/a
65+	39	46	n/a	48	n/a	40	38	38	43	41	n/a
Women	37	44	n/a	46	n/a	39	44	42	45	40	n/a
Benalla	36	48	n/a	47	n/a	40	42	42	44	40	n/a
35-49	36	49	n/a	50	n/a	43	49	45	43	39	n/a
Men	36	52	n/a	47	n/a	41	41	43	43	41	n/a
50-64	35	48	n/a	45	n/a	36	37	39	40	36	n/a
18-34	31	50	n/a	45	n/a	43	51	51	52	47	n/a
Rural	29 ▼	37	n/a	37	n/a	31	33	30	35	32	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2022 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	2	15	29	24	21	10
2021 Benalla	3	24	33	20	9	11
2019 Benalla	4	23	33	21	11	8
2017 Benalla	4	19	28	23	19	8
2016 Benalla	5	18	28	22	17	10
2015 Benalla	3	21	29	22	17	8
2014 Benalla	2	25	29	21	14	9
2013 Benalla	3	18	29	27	16	7
State-wide	5	19	29	23	19	6
Small Rural	5	18	30	23	19	4
Urban	2	16	30	22	17	13
Rural	2	10	25	29	34	
Men	1	14	30	26	21	8
Women	2	15	28	22	22	12
18-34		6	30	33	20	10
35-49	3	22	15	32	23	5
50-64	1	14	26	22	23	13
65+	2	16	35	16	21	10

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

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

Tourism development performance

2022 tourism development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	62 ▲	63	63	66	67	67	64	63	n/a	n/a	n/a
State-wide	60 ▲	62	62	63	63	63	63	63	64	n/a	n/a
35-49	59	58	n/a	62	n/a	58	60	54	54	n/a	n/a
Rural	59	60	n/a	67	n/a	64	56	56	52	n/a	n/a
Women	59	58	n/a	66	n/a	61	55	54	62	n/a	n/a
Benalla	56	60	n/a	65	n/a	58	54	54	58	n/a	n/a
18-34	56	57	n/a	67	n/a	62	49	53	60	n/a	n/a
65+	55	62	n/a	65	n/a	55	55	53	62	n/a	n/a
Urban	55	60	n/a	64	n/a	56	53	52	61	n/a	n/a
50-64	55	61	n/a	65	n/a	58	52	54	57	n/a	n/a
Men	54	62	n/a	63	n/a	54	53	53	55	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2022 tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	7	30	33	13	5	12
2021 Benalla	9	36	30	13	3	10
2019 Benalla	17	36	27	10	2	8
2017 Benalla	16	26	28	13	8	9
2016 Benalla	9	27	30	17	7	11
2015 Benalla	6	30	33	12	9	10
2014 Benalla	7	37	28	12	4	12
State-wide	10	33	31	10	4	12
Small Rural	12	36	29	10	3	10
Urban	7	30	33	14	5	11
Rural	8	31	33	11	2	14
Men	6	27	33	15	5	14
Women	9	34	33	12	4	10
18-34	3	30	37	10	3	17
35-49	15	24	40	9	5	7
50-64	6	32	34	12	7	10
65+	6	32	28	17	4	12

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

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

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COVID-19 response performance

2022 COVID-19 response performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34 — 69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 69 ▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 69 ▲	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rural — 66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Benalla — 65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban — 64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 62	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 53 ▼	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' 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.

COVID-19 response performance
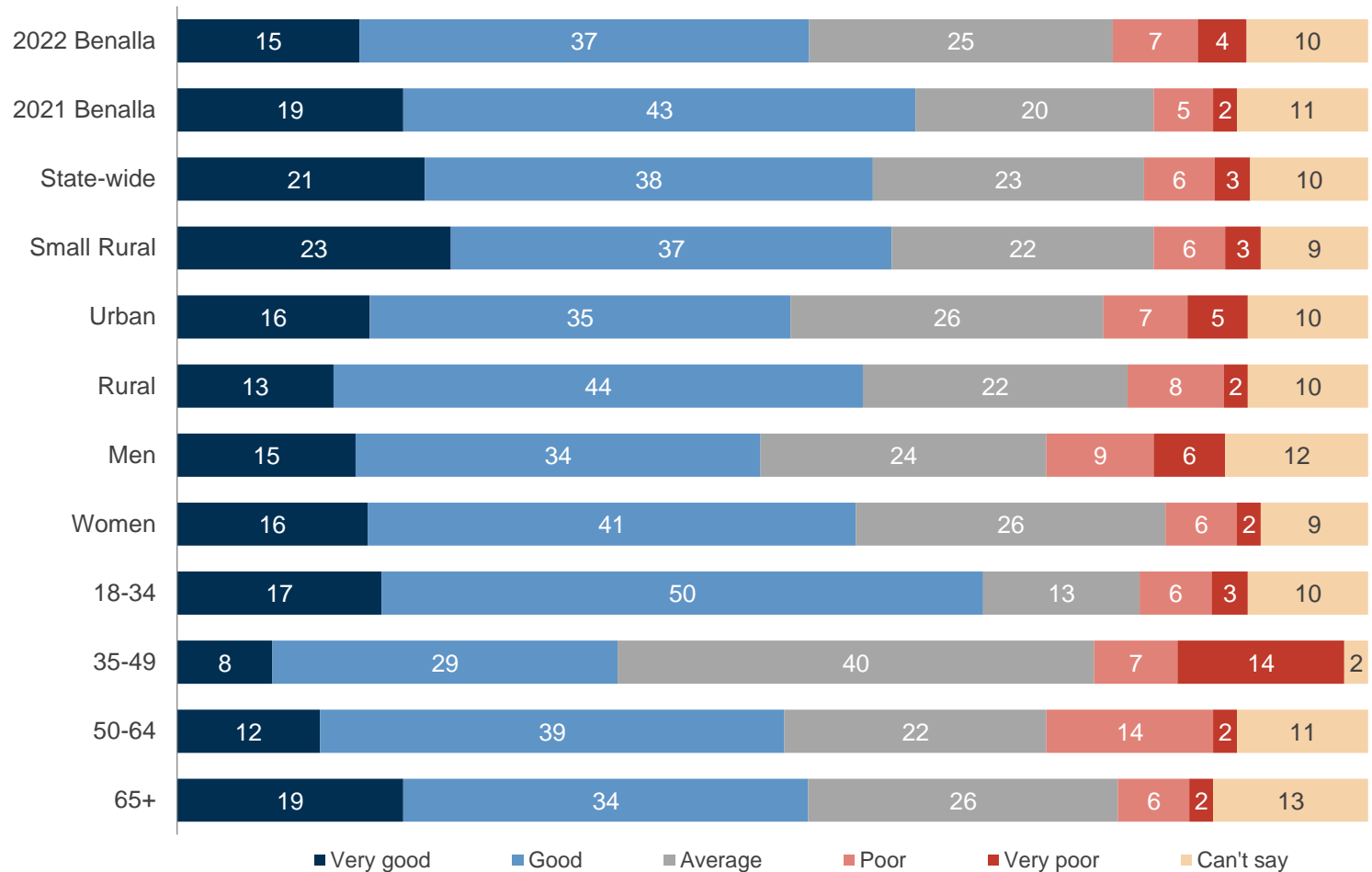
2022 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Benalla	15	37	25	7	4	10
2021 Benalla	19	43	20	5	2	11
State-wide	21	38	23	6	3	10
Small Rural	23	37	22	6	3	9
Urban	16	35	26	7	5	10
Rural	13	44	22	8	2	10
Men	15	34	24	9	6	12
Women	16	41	26	6	2	9
18-34	17	50	13	6	3	10
35-49	8	29	40	7	14	2
50-64	12	39	22	14	2	11
65+	19	34	26	6	2	13

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

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

Detailed demographics

Gender and age profile

2022 gender

Benalla
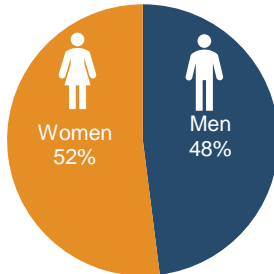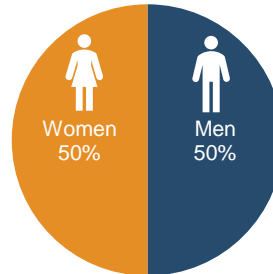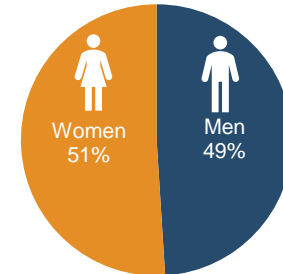
Women 52%
Men 48%

Small Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%

2022 age

Benalla

5%
16%
18%
16%
46%

Small Rural

4%
14%
20%
20%
42%

State-wide

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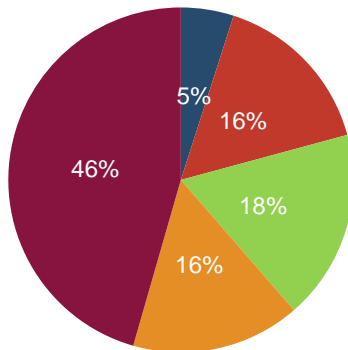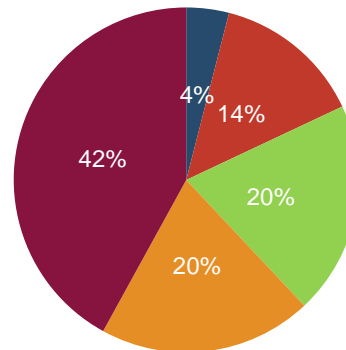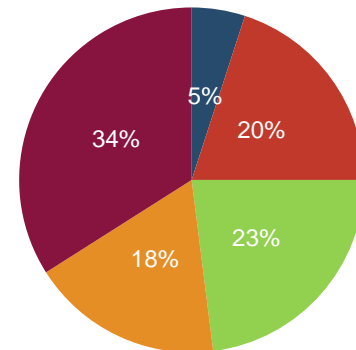
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking
age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

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

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% 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 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 11,400 people aged 18 years or over for Benalla Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Benalla Rural City Council	400	400	+/-4.8
Men	198	193	+/-6.9
Women	202	207	+/-6.9
Urban	298	302	+/-5.6
Rural	102	98	+/-9.7
18-34 years	30	82	+/-18.2
35-49 years	42	73	+/-15.3
50-64 years	84	63	+/-10.7
65+ years	244	183	+/-6.2

Appendix A:
Significant difference reporting notation

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

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

*   ▲ The state-wide result is significantly higher than the overall result for the council.

*   ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021. Therefore in the example below:

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

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

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

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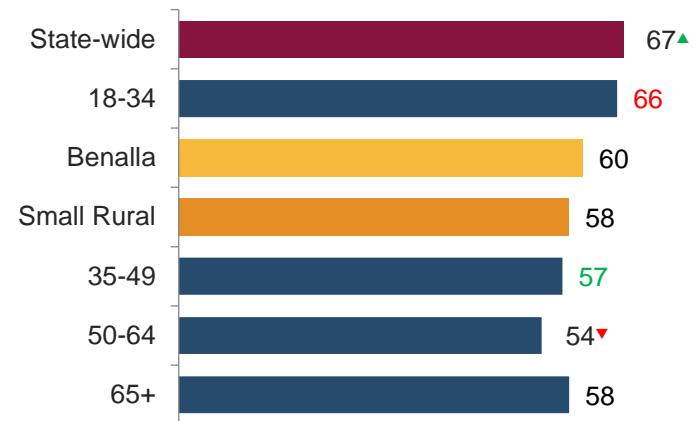
Appendix A:
Index score significant difference calculation

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

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

Where:

- $1 = Index Score 1

- $2 = Index Score 2

- $3 = unweighted sample count 1

- $4 = unweighted sample count 2

- $5 = standard deviation 1

- $6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B:
Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 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 Benalla Rural City Council area.

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

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

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

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

Appendix B:
Analysis and reporting

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

Council Groups

Benalla Rural City 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 Benalla Rural City Council for this 2022 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 Benalla Rural City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

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

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

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

• Overall performance last 12 months (Overall performance)

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

• Contact in last 12 months (Contact)

• Rating of contact (Customer service)

• Overall council direction last 12 months (Council direction)

• Community consultation and engagement (Consultation)

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

• Condition of sealed local roads (Sealed local roads)

• Waste management

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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