



2021 Local Government Community Satisfaction Survey

Benalla Rural City 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.

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

Key findings and recommendations



Benalla Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Benalla 61



State-wide 61



Small Rural 60

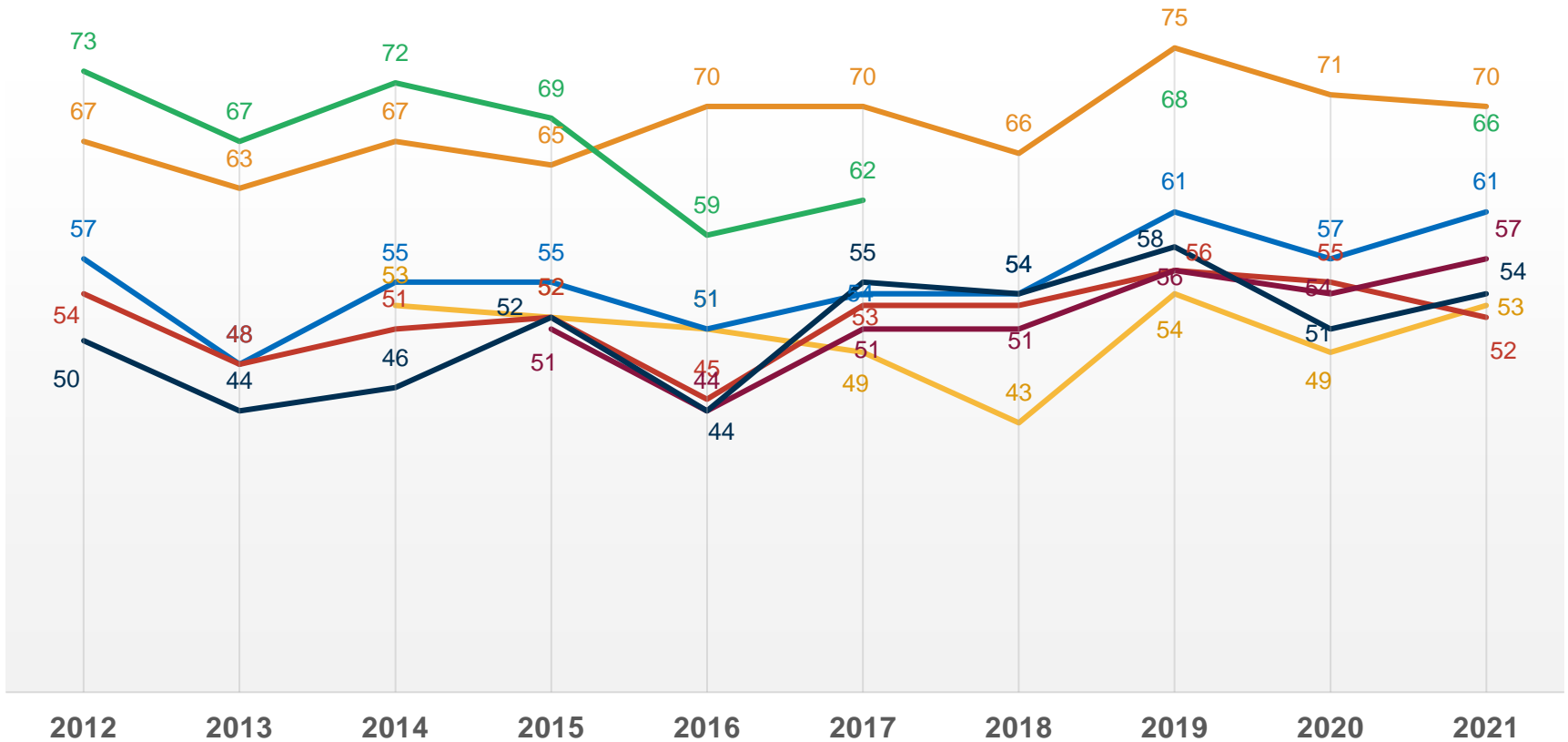
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Parking facilities Population growth Unsealed roads 	<ul style="list-style-type: none"> Local streets & footpaths Consultation & engagement Sealed local roads
Compared to group average	<ul style="list-style-type: none"> Parking facilities Population growth Unsealed roads 	<ul style="list-style-type: none"> Local streets & footpaths COVID-19 response Consultation & engagement



Summary of core measures

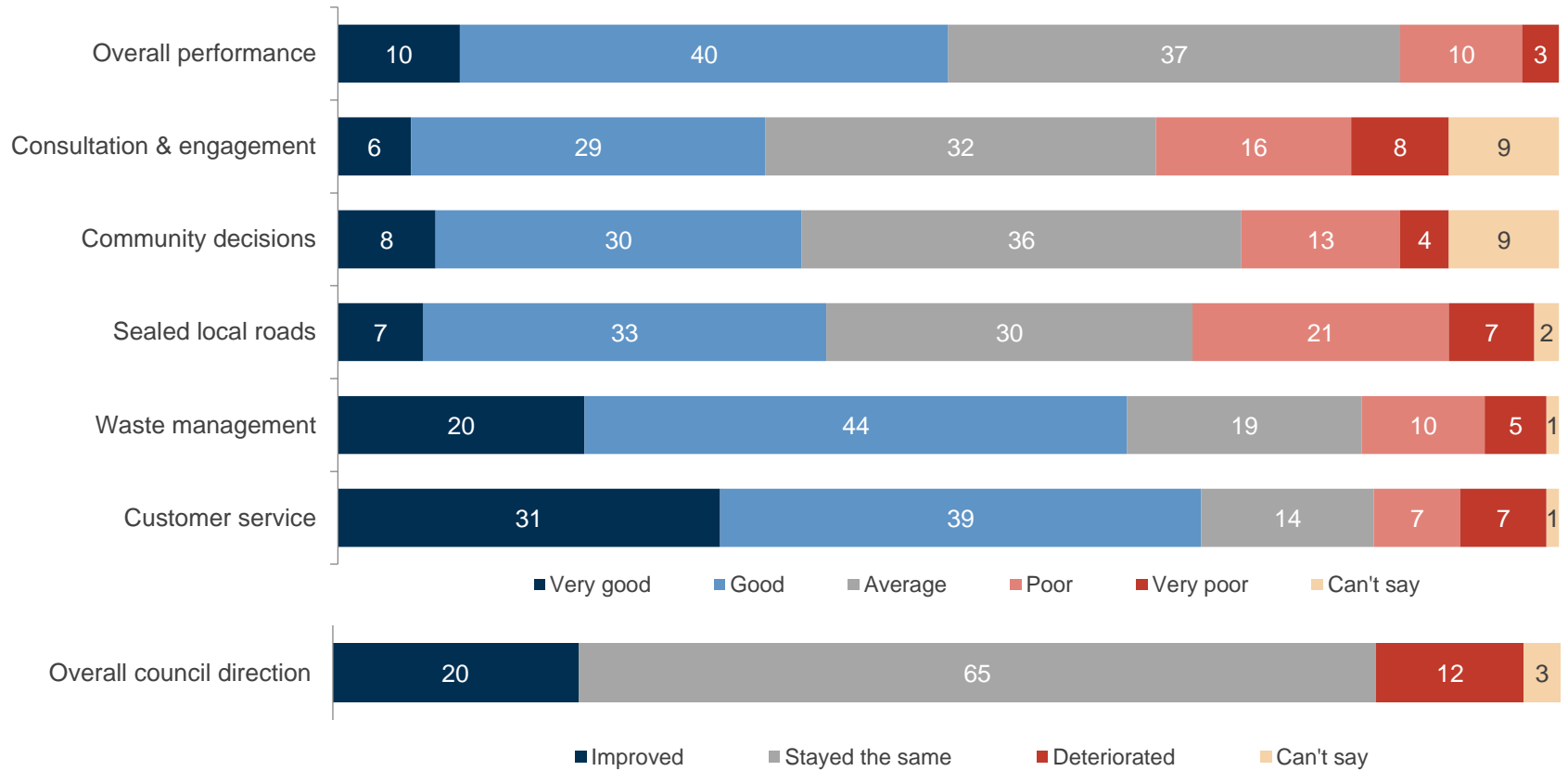
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Benalla Rural City Council performance

Services	Benalla 2021	Benalla 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	61	57	60	61	Aged 18-34 years	Women, Aged 50-64 years
 Value for money	55	-	52	54	Rural residents	Aged 50-64 years
 Overall council direction	54	51	53	53	Aged 18-34 years, Men	Women, aged 35-64 years
 Customer service	70	71	69	70	Rural residents, Aged 65+ years	Aged 18-34 years
 Appearance of public areas	75	-	75	73	Aged 50-64 years	Women
 Elderly support services	71	-	72	69	Aged 35-49 years	Rural residents
 Emergency & disaster mngt	70	-	72	71	Aged 35-49 years	Rural residents
 COVID-19 response	70	-	75	73	Aged 65+ years	Aged 50-64 years
 Recreational facilities	70	-	69	71	Aged 65+ years	Aged 18-34 years
 Parking facilities	69	-	62	58	Men	Rural residents





Summary of Benalla Rural City Council performance

Services		Benalla 2021	Benalla 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Waste management	66	-	68	69	Aged 65+ years	Aged 50-64 years
	Family support services	64	-	66	66	Aged 65+ years	Aged 50-64 years
	Environmental sustainability	62	-	61	62	Aged 35-49 years	Aged 50-64 years, Women
	Tourism development	60	-	63	62	Aged 65+ years, Men	Aged 18-34 years
	Community decisions	57	54	56	56	Aged 35-49 years	Aged 50+ years
	Population growth	56	-	52	53	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	53	49	53	57	Aged 18-49 years	Aged 65+ years, Rural residents
	Lobbying	53	55	55	55	Aged 35-49 years	Aged 65+ years
	Consultation & engagement	52	55	56	56	Aged 35-49 years	Aged 50+ years, Women
	Slashing & weed control	51	-	49	51	Aged 18-34 years	Rural residents



Summary of Benalla Rural City Council performance

Services		Benalla 2021	Benalla 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Local streets & footpaths	50	-	58	59	Aged 18-34 years	Aged 65+ years
	Unsealed roads	48	-	44	45	Men, Urban residents	Rural residents



Focus areas for the next 12 months

Overview

Benalla Rural City Council's overall performance rating (index score of 61, up four points) improved significantly from 2020 results, returning to higher levels experienced in 2019. However, perceptions of Council performance on most service areas evaluated have declined since 2019, when the majority of service areas were last tested (a more limited list of measures were tested in 2020).

Key influences on perceptions of overall performance

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up opinion of Council performance. Community decisions is the strongest driver of perceptions of overall performance but Council's performance in this area receives moderate ratings (albeit the highest rating Council has received in this service area to date).

Comparison to state and area grouping

In keeping with this, improvements in the areas of lobbying and community consultation also have the ability to drive up perceptions of Council performance. Consultation and engagement is also one of only a handful of measures where Council performs significantly lower than Small Rural group averages. Local streets and footpaths, tourism development, and COVID-19 response comprise the other areas.

Maintain gains achieved to date

Council should look to build upon its improved performance on sealed local roads, as well as the condition of unsealed roads. In addition to the areas identified above, sealed and unsealed roads comprise areas of key influence on perceptions of Council performance, but ratings for both hover around the 50-point mark. Tourism development is another area influencing perceptions of overall performance and where Council (understandably) declined in ratings since 2019. When the time is right, this is an area worth focusing on.

DETAILED FINDINGS



Overall performance



Overall performance

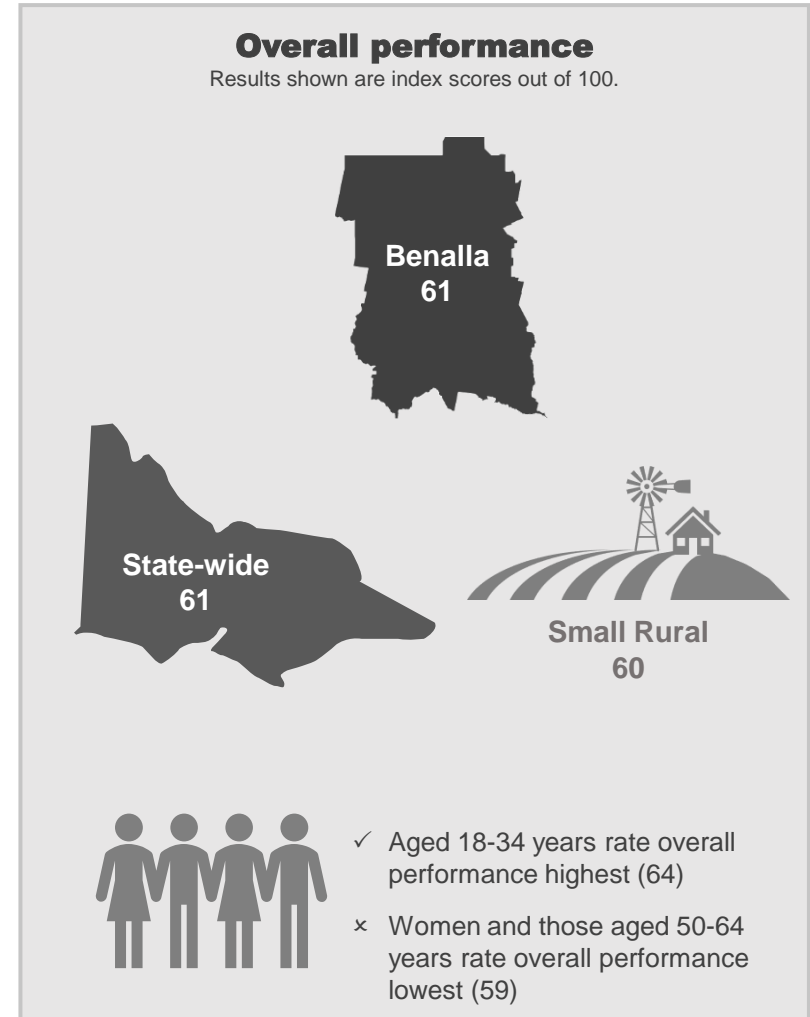
The overall performance index score of 61 for Benalla Rural City Council represents a significant four-point improvement on the 2019 result.

- Overall performance ratings have returned to 2019 levels, Council's highest rating since 2012.

Benalla Rural City Council's overall performance is in line with the Small Rural group and 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.
- Ratings improved most and significantly among residents aged 35 to 49 years (index score of 63, up 10 points) and 18 to 34 years (64, up eight), men (63, up eight), and Rural residents (61, up seven).
- Rural and Urban area residents rate Council's overall performance similarly (index score of 61 each).

Two in five residents (40%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. This is almost twice as many as those who rate Council as 'very poor' or 'poor' (22%). A further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2021 overall performance (index scores)

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

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?

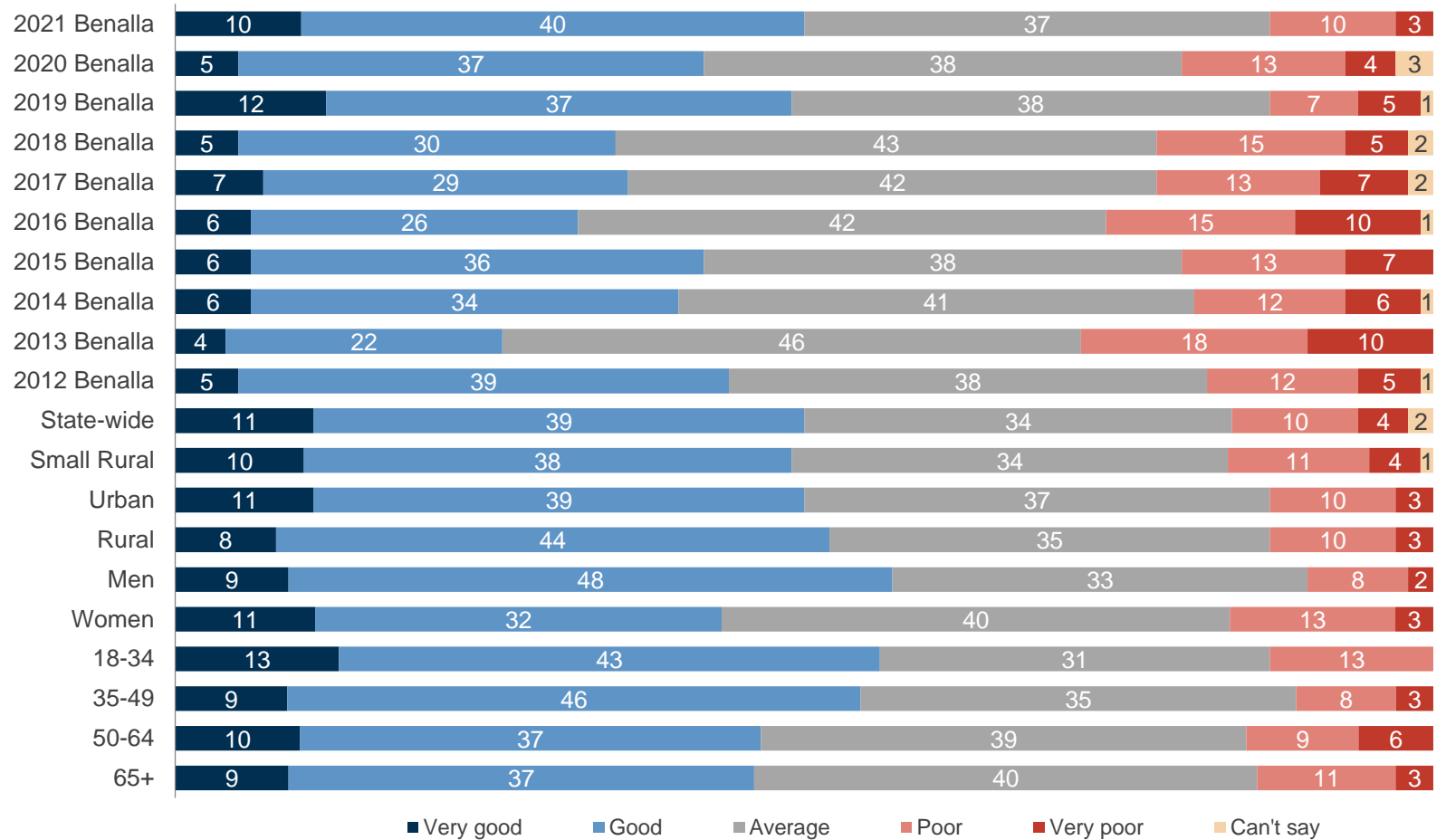
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

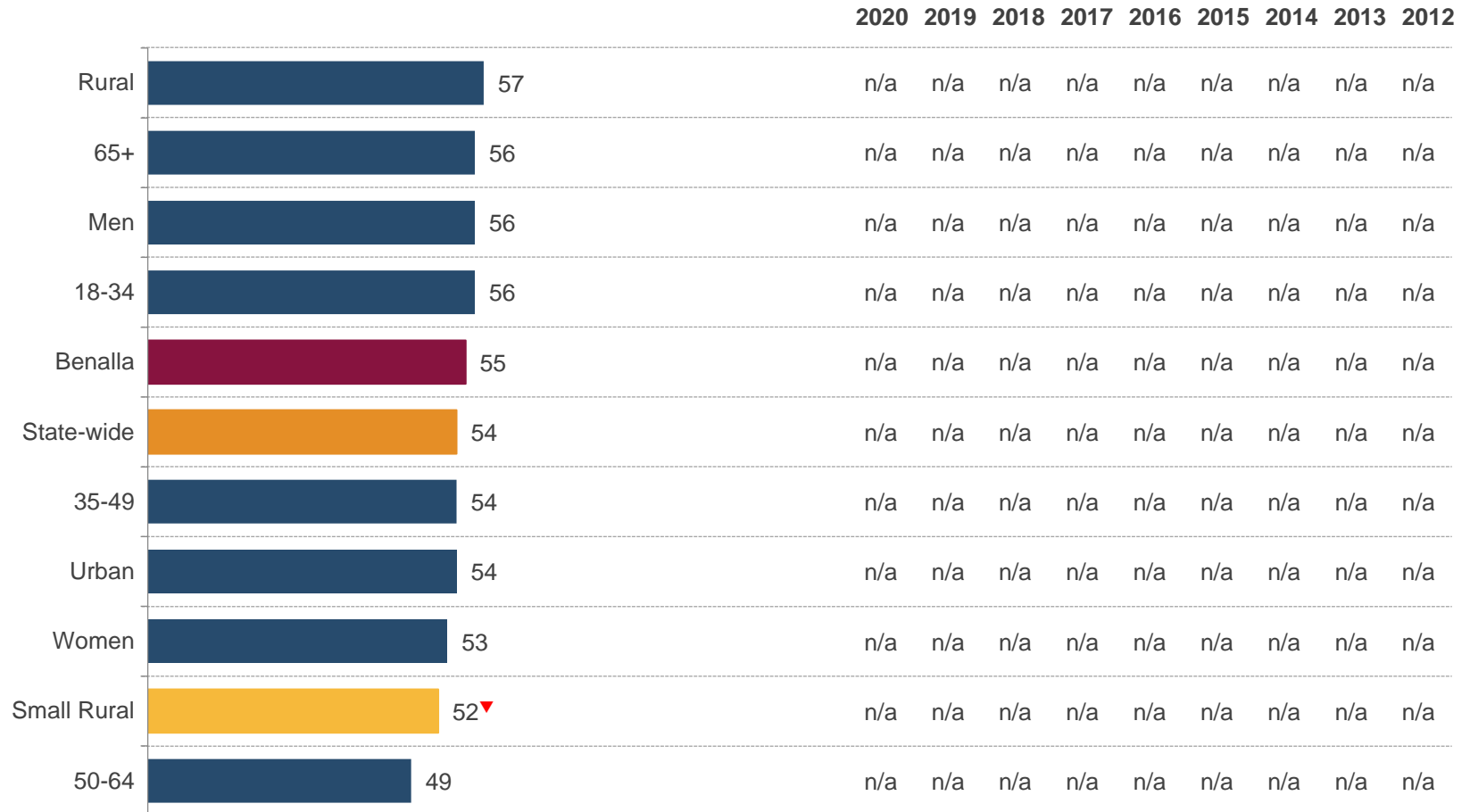


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Benalla Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils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



Value for money in services and infrastructure

2021 value for money (index scores)



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

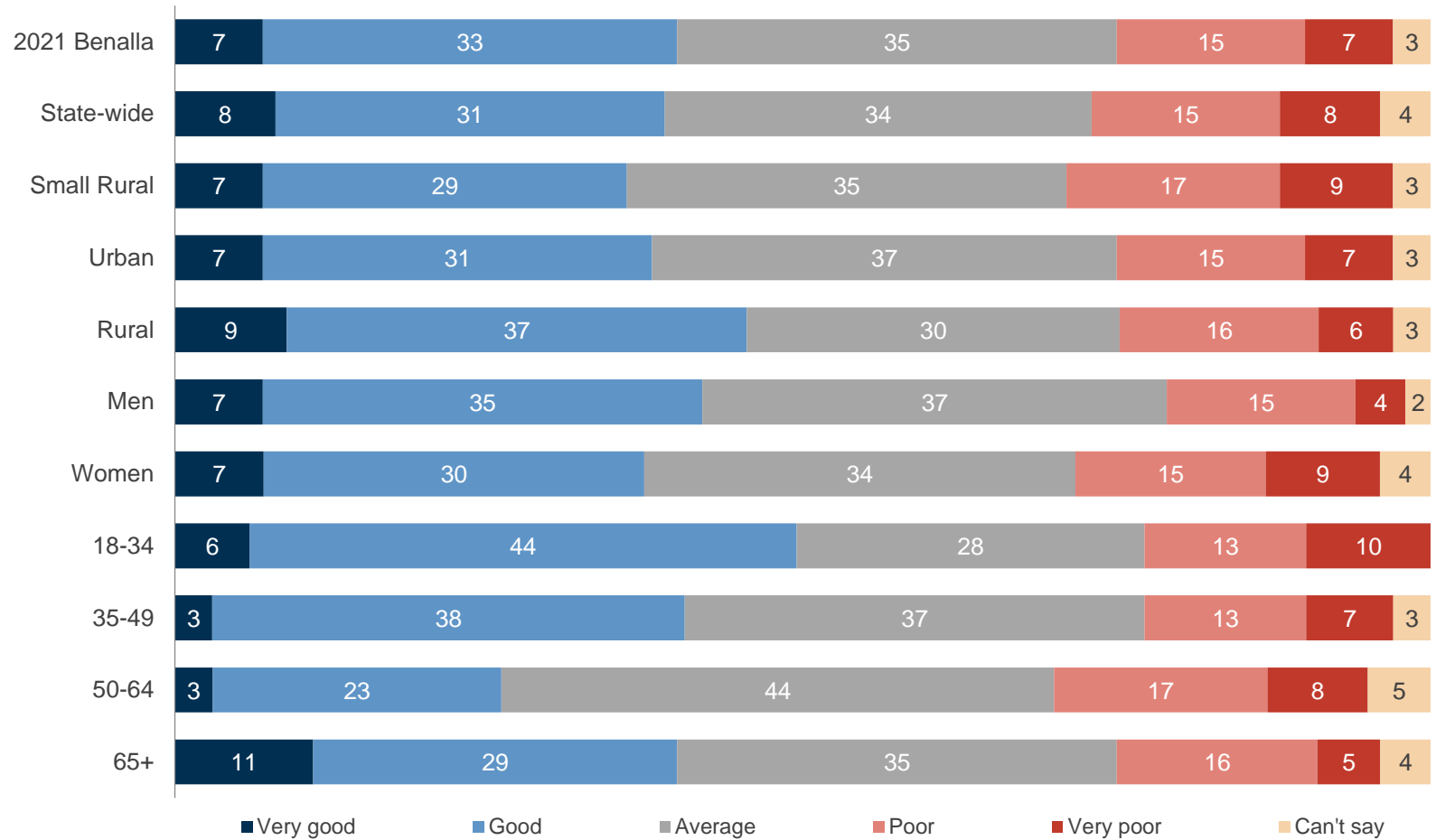
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 value for money (%)



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

Appearance of public areas (index score of 75) is the area where Council performed best in 2021. Council performs in line with 2019 results in this area (index score of 76), the last year this service was evaluated.

Council ratings are relatively similar to the Small Rural group and State-wide averages (index scores of 75 and 73 respectively) in this service area.

- Urban and Rural residents both provide high ratings for the appearance of public areas (index scores of 75 and 76 respectively).

Elderly support services is Council's next highest rated service area (index score of 71), followed by:

- emergency and disaster management,
- COVID-19 response, and
- recreational facilities (each with an index score of 70).

Notably, Council performs significantly higher than the Small Rural group and State-wide averages for councils in the areas of parking facilities, managing population growth, and unsealed roads.

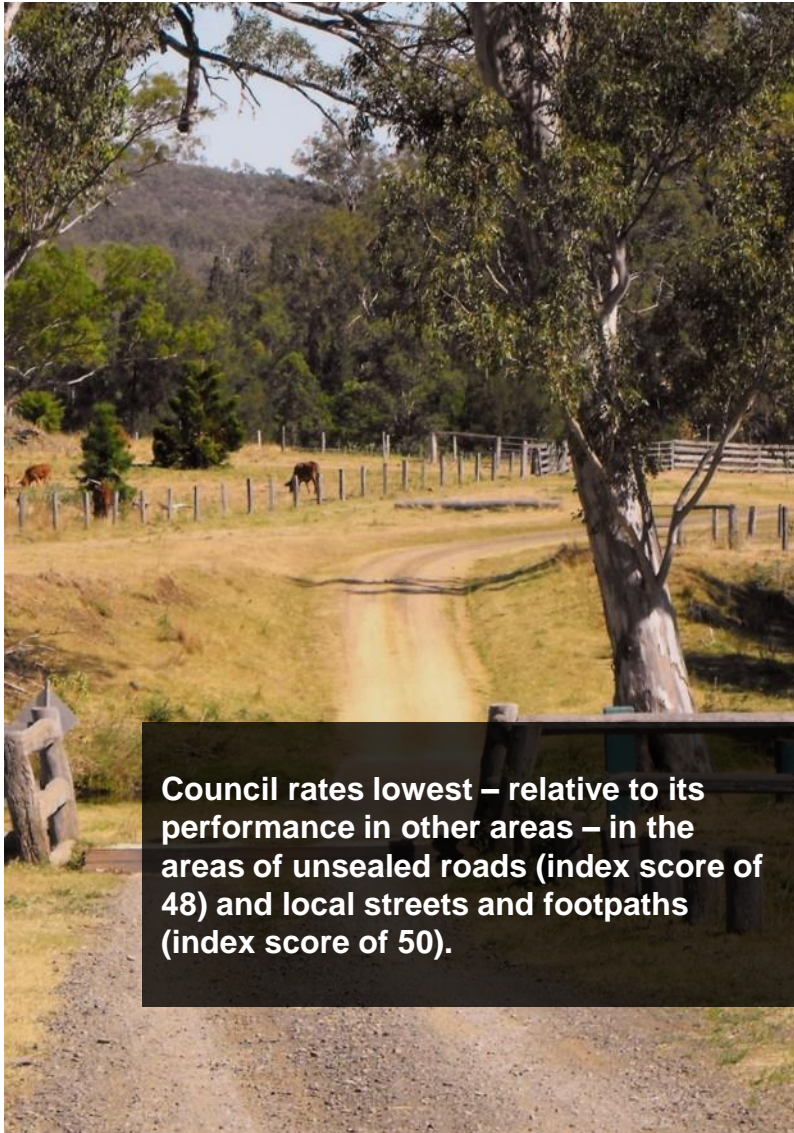
Sealed local roads (index score of 53, up four points) experienced significant growth in ratings in the past year, returning to previously achieved higher levels (index score of 54 in 2019).



Appearance of public areas (index score of 75) is the area where Council performed best in 2021, decreasing just one index point from 2019.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 48) and local streets and footpaths (index score of 50).

Council evaluated performance on a smaller number of measures in 2020, returning to a fuller evaluation of service areas in 2021. With this in mind, Council declined in ratings across a majority of measures since 2019. The largest declines relative to 2019 occurred in the areas of slashing and weed control (index score of 51, down six points), tourism development (60, down five), and family support services (64, down six).

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 48) and local streets and footpaths (50).

- Council rates significantly higher than Small Rural group and State-wide averages (index scores of 44 and 45 respectively) for unsealed roads, but significantly lower than both in the area of local streets and footpaths (index score of 58 and 59 respectively).
- Rural residents (index score of 37) rate Council significantly lower than average on unsealed roads – suggesting that this is the area where attention should be focused first.

Just under two in five residents also volunteer sealed road maintenance (18%) (despite improved ratings) and 12% footpaths, as Council areas in need of improvement.



Individual service area performance

2021 individual service area performance (index scores)

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

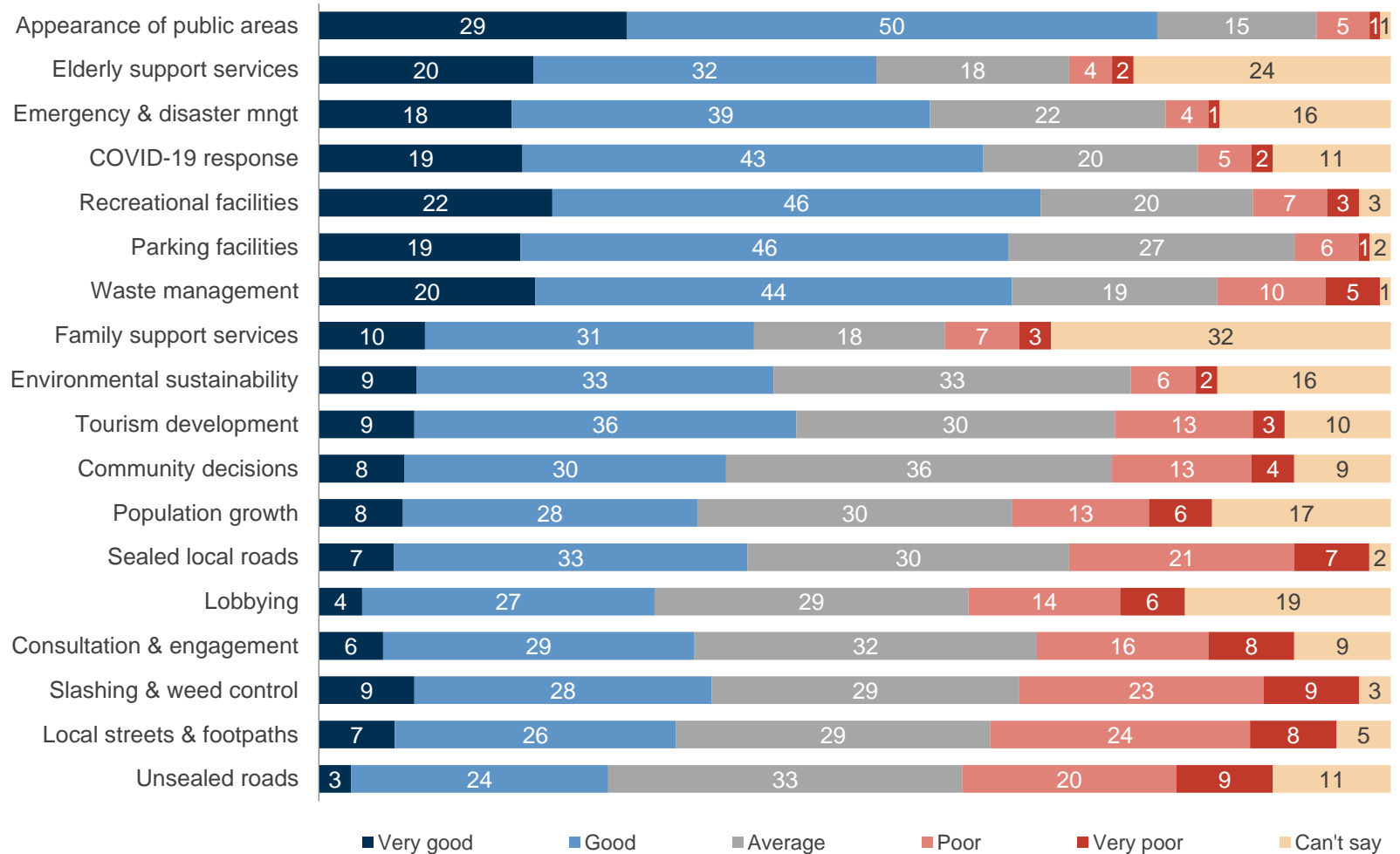
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



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.

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

- Lobbying on behalf of the community
- Community consultation and engagement
- Tourism development
- Emergency management
- Condition of sealed local roads
- Maintenance of unsealed roads.

Looking at these key service areas only, emergency management has a high performance index (70) and Council also performs relatively well in the area of tourism development (60).

Both service areas have a moderate influence on the overall performance rating and maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a positive influence on overall perceptions, but where Council is performing less well, are community consultation, lobbying and the condition of sealed local roads (performance index of 52, 53 and 53 respectively).

A focus on consulting local residents, demonstrating Council efforts to advocate on their behalf, and attending to their concerns about sealed local roads, can also help improve positive overall opinion of Council.

However, most in need of attention is Council's maintenance of unsealed roads, which is poorly rated (performance index of 48) and a moderate influence on overall community opinion.

It is therefore important to attend to resident concerns about unsealed local roads 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.

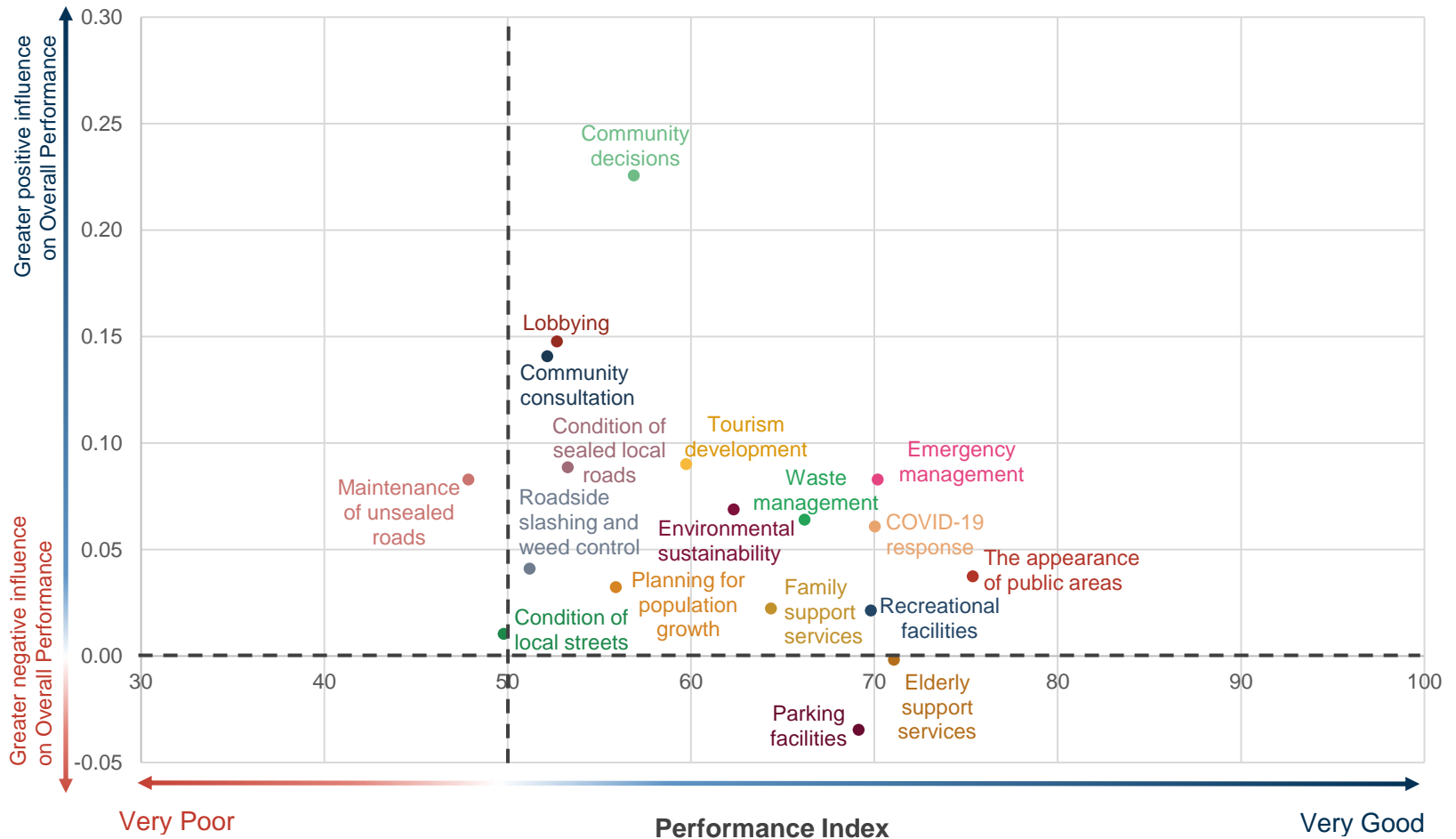
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

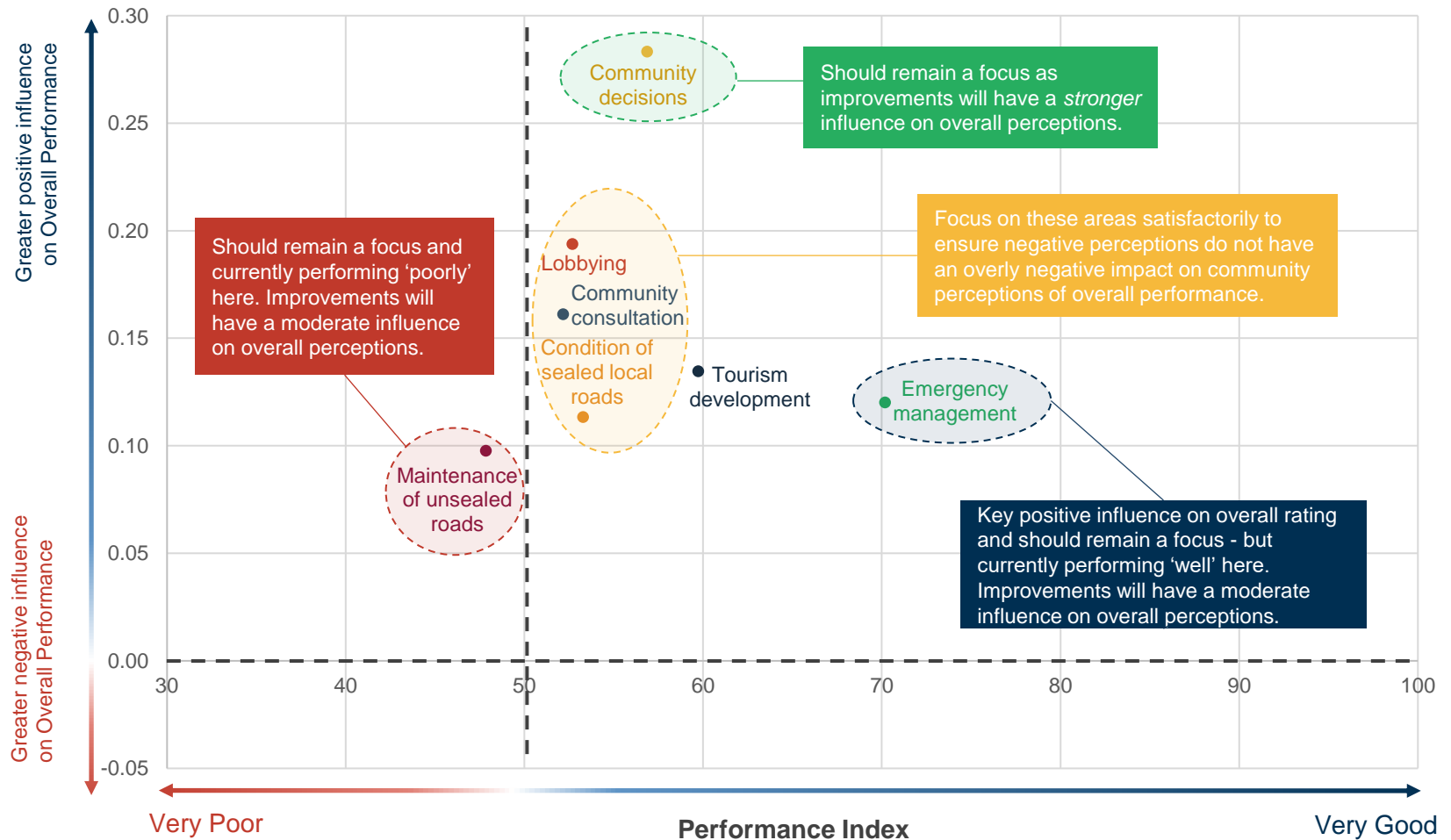


The multiple regression analysis model above (all service areas) has an R^2 value of 0.651 and adjusted R^2 value of 0.634, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 39.51$. 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)

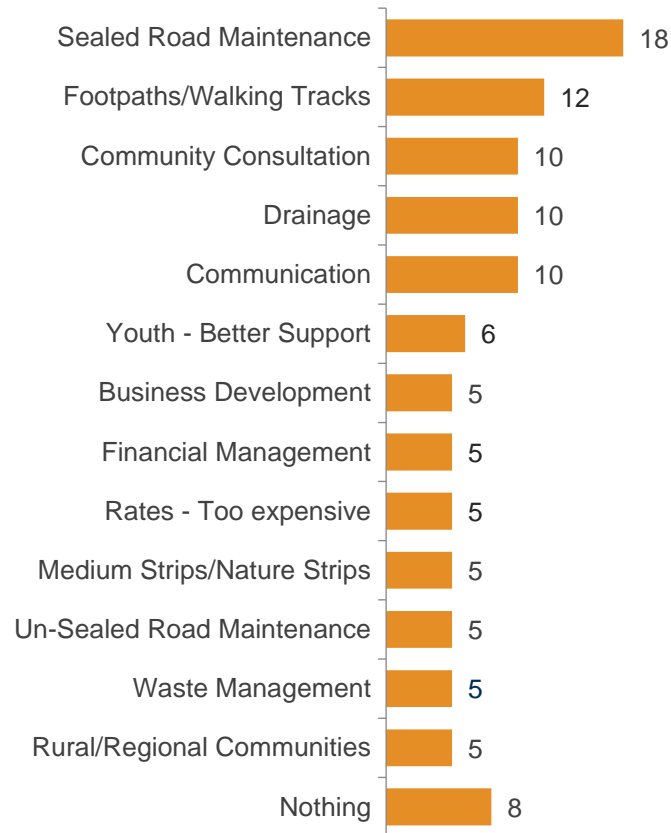


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.631 and adjusted R² value of 0.625, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 96.07.



Areas for improvement

2021 areas for improvement (%)
 - Top mentions only -



Q17. What does Benalla Rural City 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.

The image features a large, stylized graphic of the letters 'N' and 'W' in a dark blue color. The letters are filled with a blurred, low-angle photograph of a person, likely a customer service representative, looking down. The background is white.

Customer service



Contact with council and customer service

Contact with council

Just under seven in ten Council residents (68%) have had contact with Council in the last 12 months. Rate of contact has been trending up from a low of 59% in 2017 and is now at the highest level since 2012.



Among those who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 70 is relatively unchanged from 2020 (index score of 71).

Notwithstanding Council's positive result in this area, customer service ratings have failed to return to 2019 levels (index score of 75), which saw Council's highest customer service rating of the past decade. Customer service is rated in line with the Small Rural group and State-wide averages (index scores of 69 and 70 respectively).

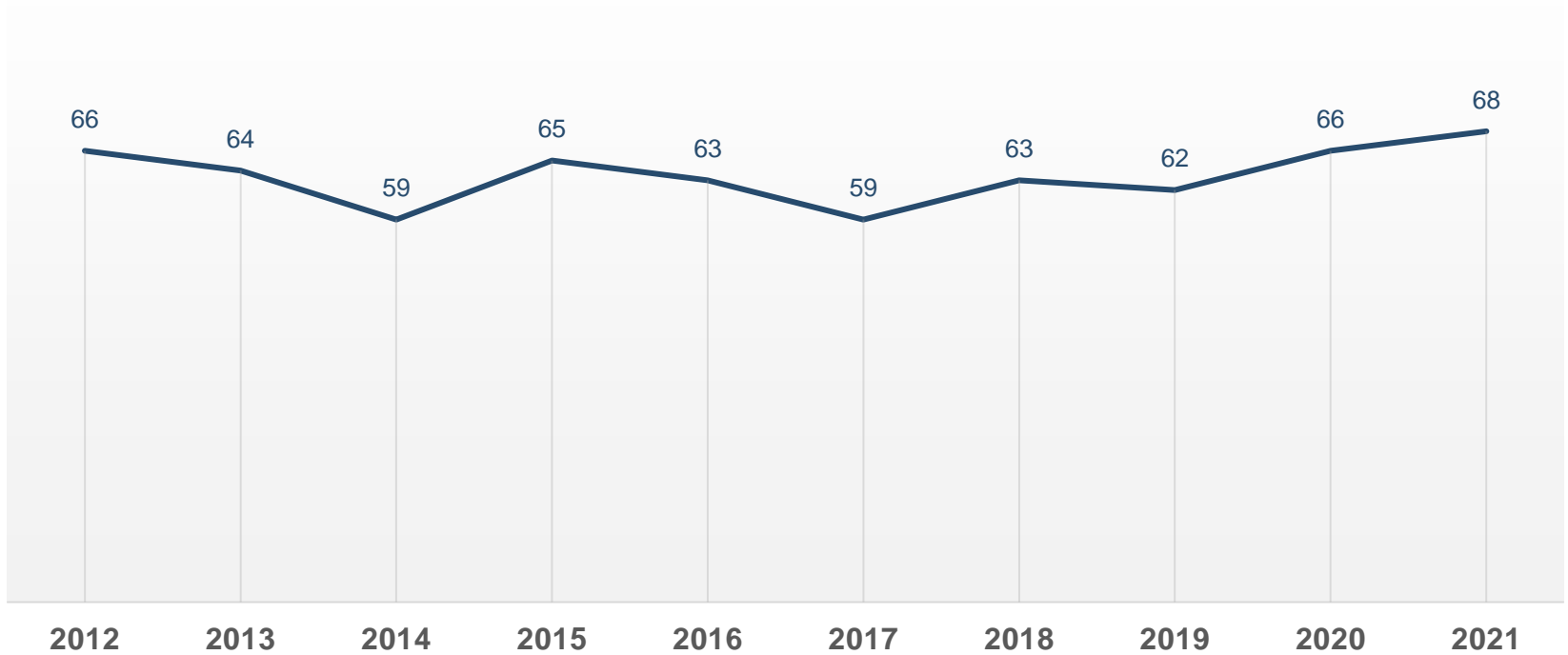
Seven in ten residents (70%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service are higher in Rural areas (index score of 74) compared to Urban areas (index score of 69).



Contact with council

2021 contact with council (%)
Have had contact

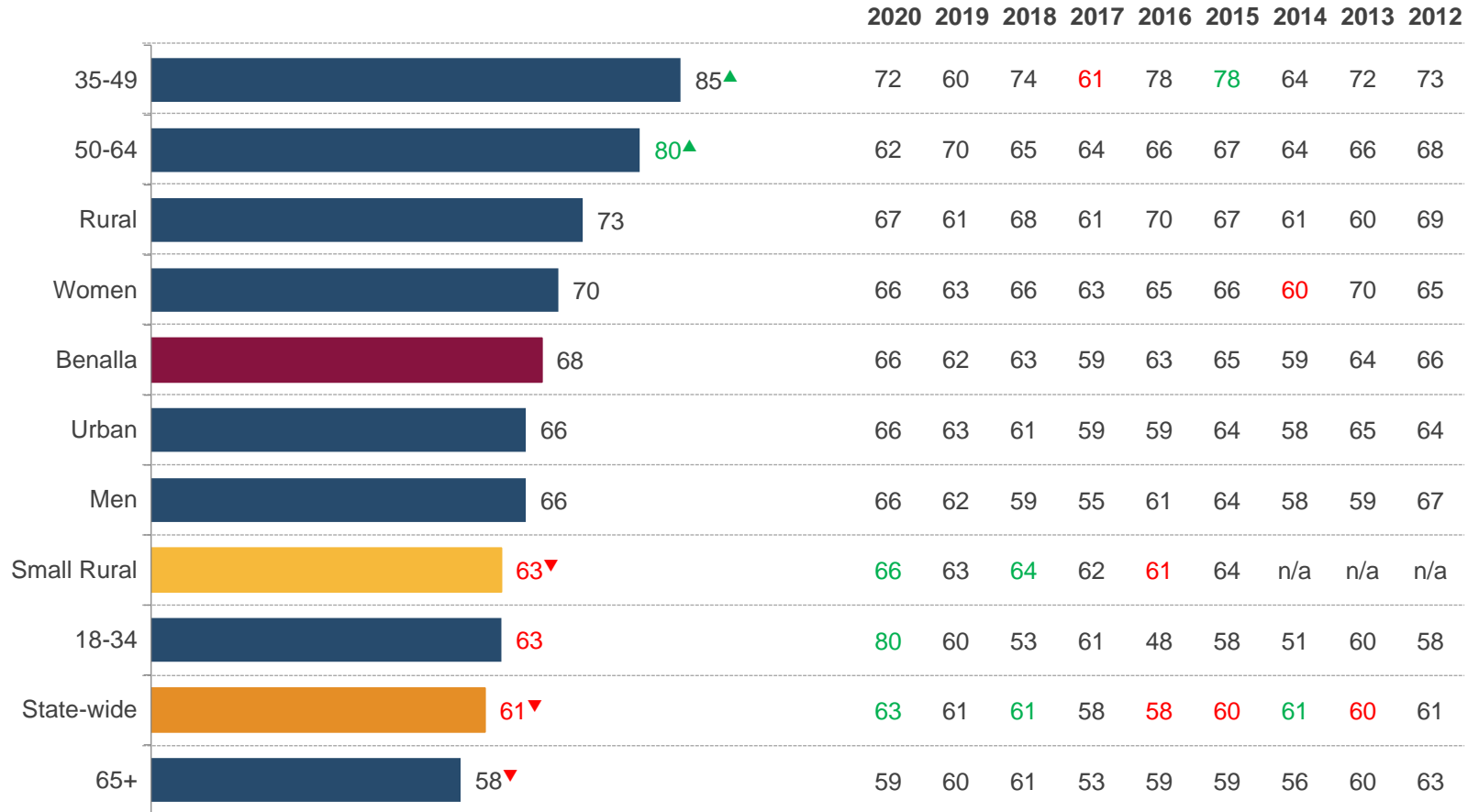


Q5. Over the last 12 months, have you or any member of your household had any contact with Benalla Rural City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15



Contact with council

2021 contact with council (%)



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?

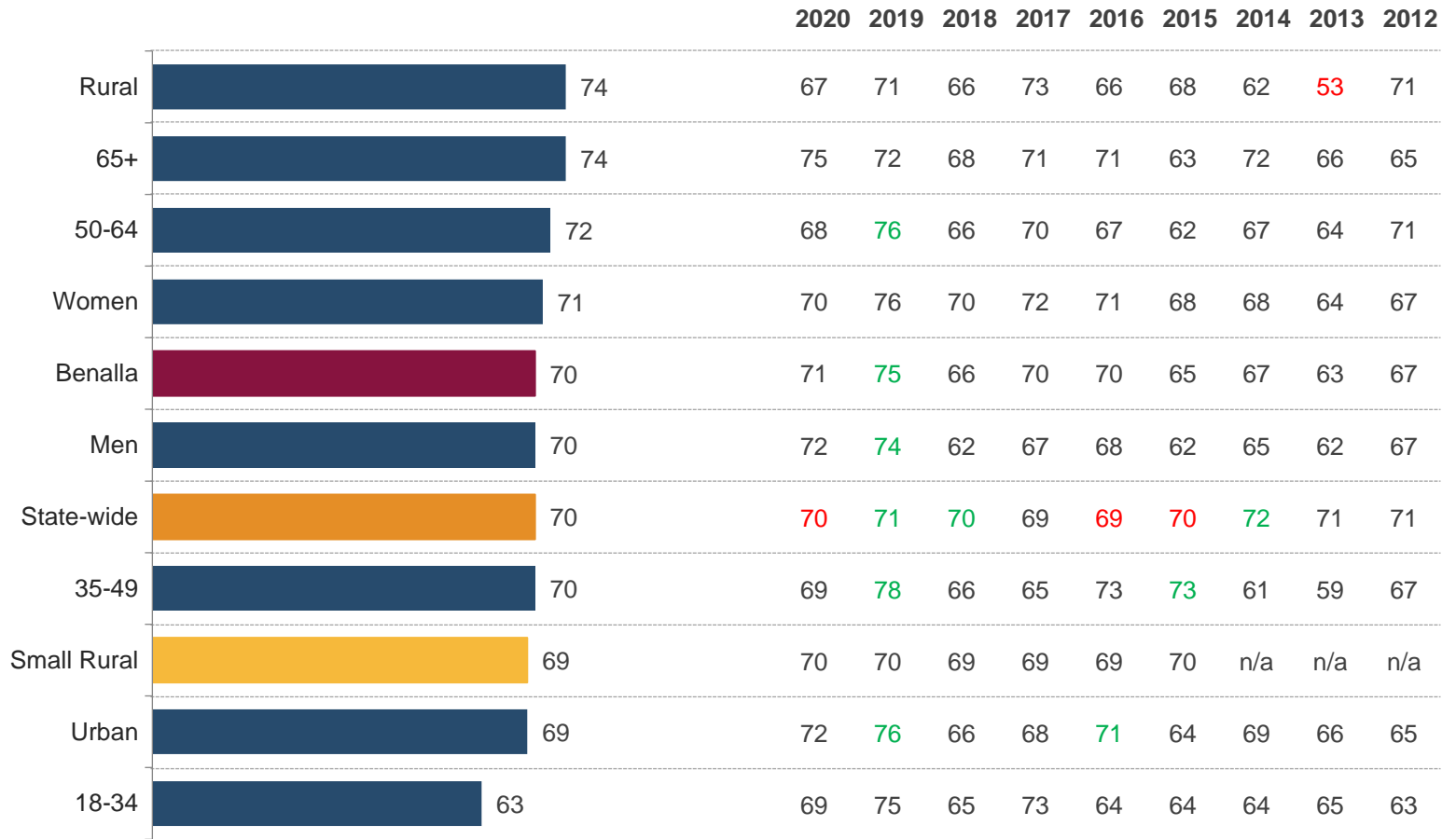
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 15

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



Customer service rating

2021 customer service rating (index scores)

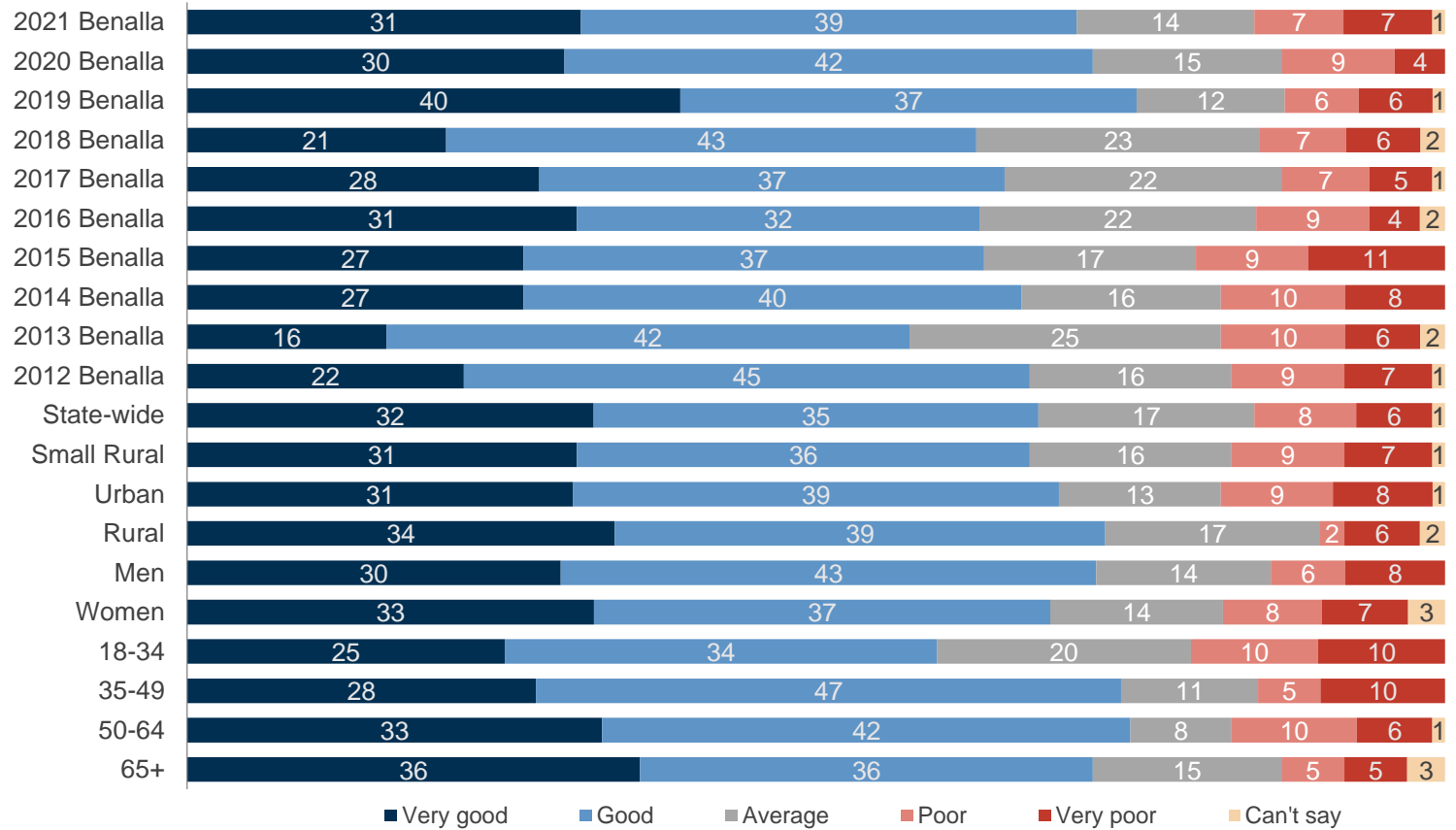


Q5c. Thinking of the most recent contact, how would you rate Benalla Rural City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 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 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: 66 Councils asked group: 19



Communication

Communication

The preferred form of communication from Council is a newsletter sent via mail (35%).

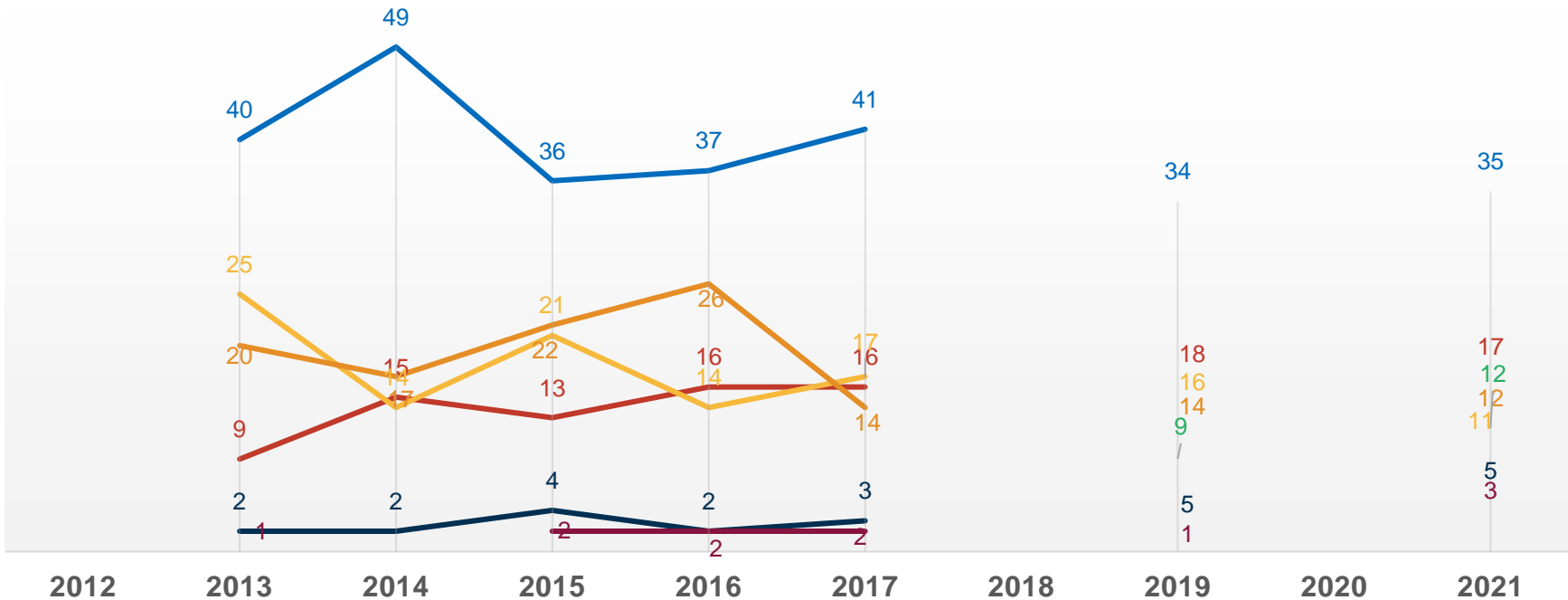
- A newsletter sent via mail is preferred by both residents under (30%) and over (38%) 50 years of age.
- Notably, another 24% of residents under 50 years of age request social media updates from Council, compared to only 4% amongst over 50s.
- Among those aged under 50 years, the popularity of social media as a source of Council news has increased six points since 2019, while the popularity of a print newsletter in the mail has declined eight points.
- Among those aged over 50 years, there has been a decline since 2019 in preference for advertising in a local newspaper (down seven points to 13%).





Best form of communication

2021 best form of communication (%)

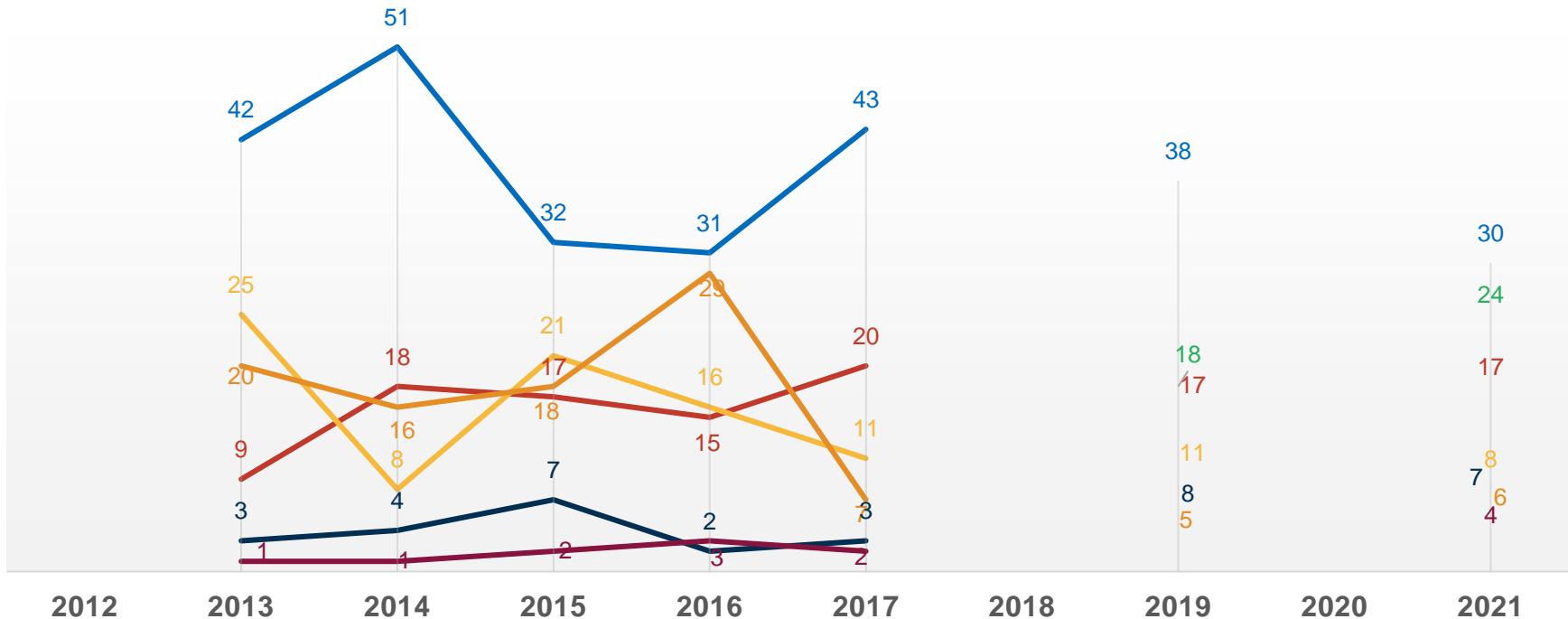


Q13. If Benalla Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 under 50s best form of communication (%)

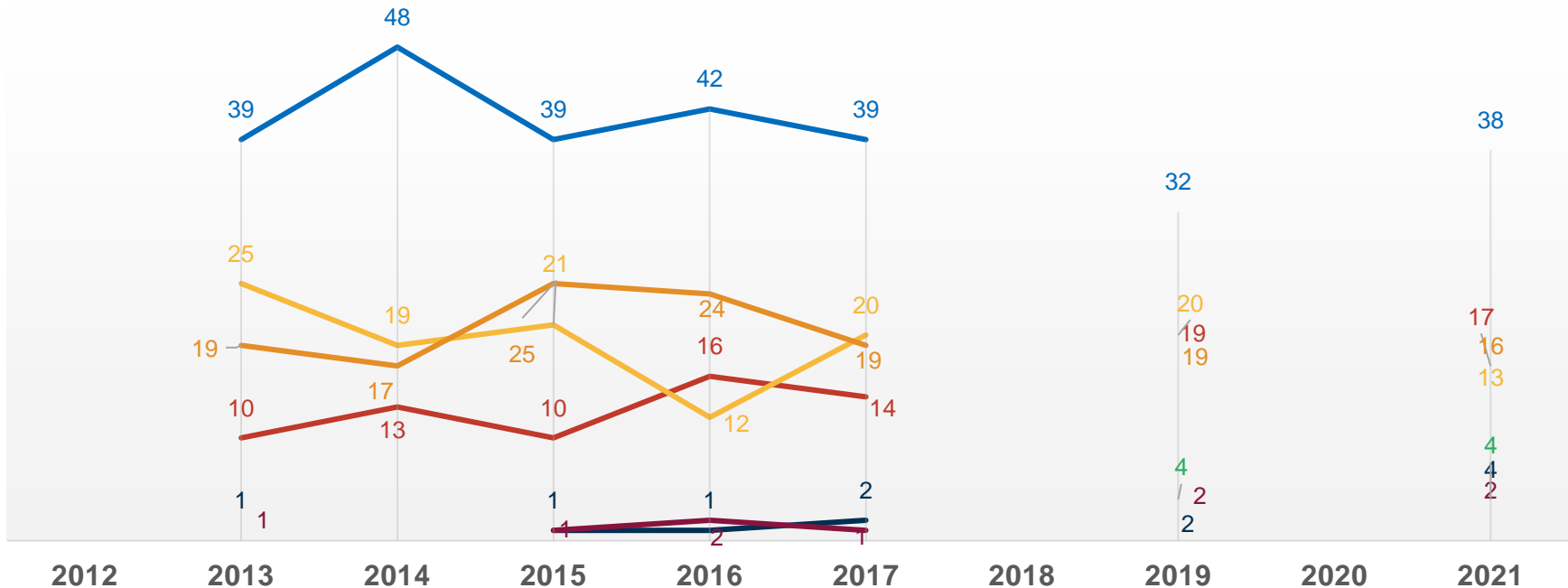


Q13. If Benalla Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 over 50s best form of communication (%)



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: 35 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



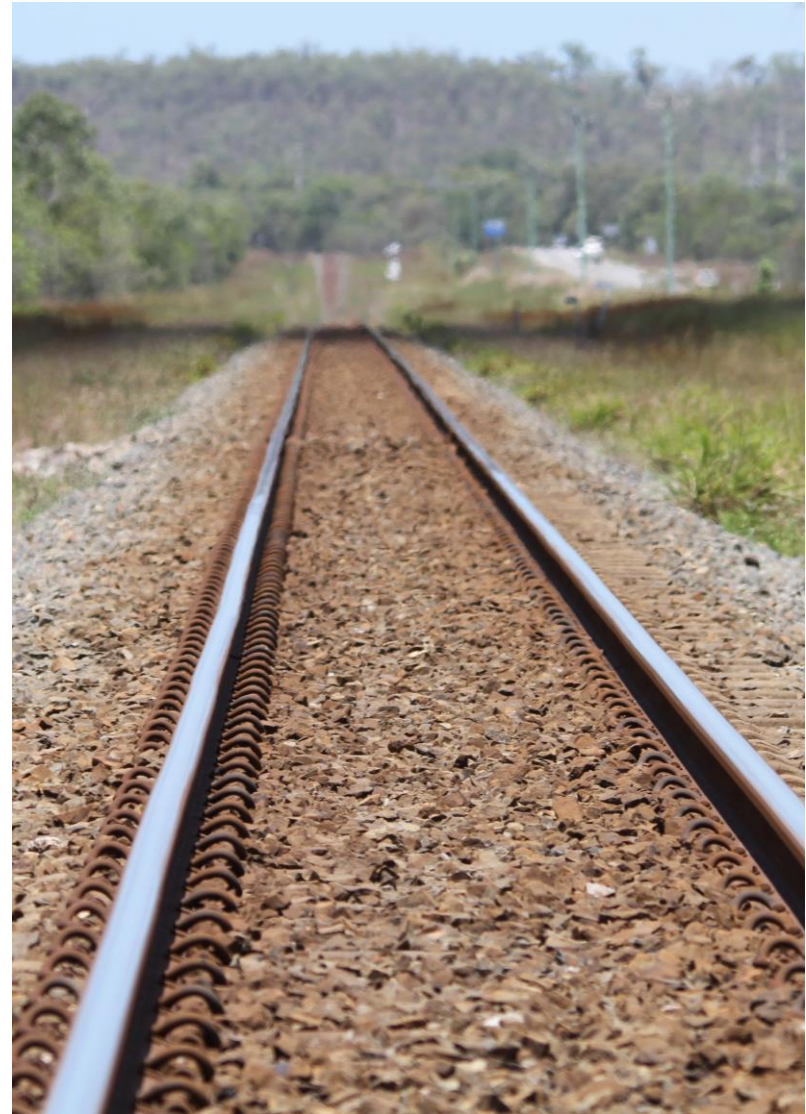
Council direction



Council direction

Over the last 12 months, 65% believe the direction of Council's overall performance has remained the same (69% in 2020). More residents describe the direction of Council performance as having improved in 2021 (20%) than in 2020 (14%).

- A further 12% believe it has deteriorated.
- Perceptions of council direction are largely similar across demographic and geographic subgroups.
- The most satisfied with council direction are men and those aged 18 to 34 years.
- The least satisfied with council direction are women and those aged 35 to 64 years.





Overall council direction last 12 months

2021 overall council direction (index scores)

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

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

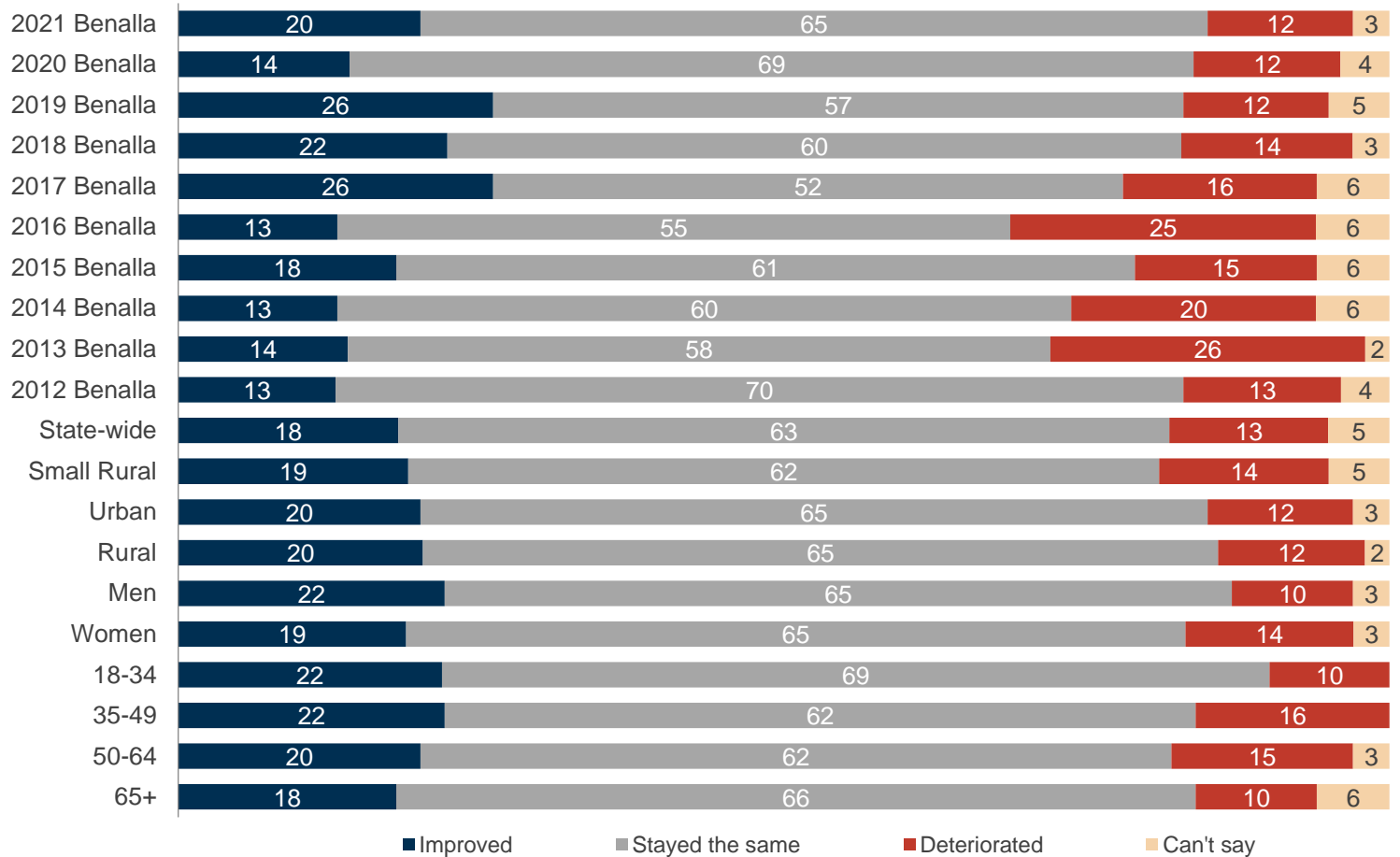
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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 Benalla Rural City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

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

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

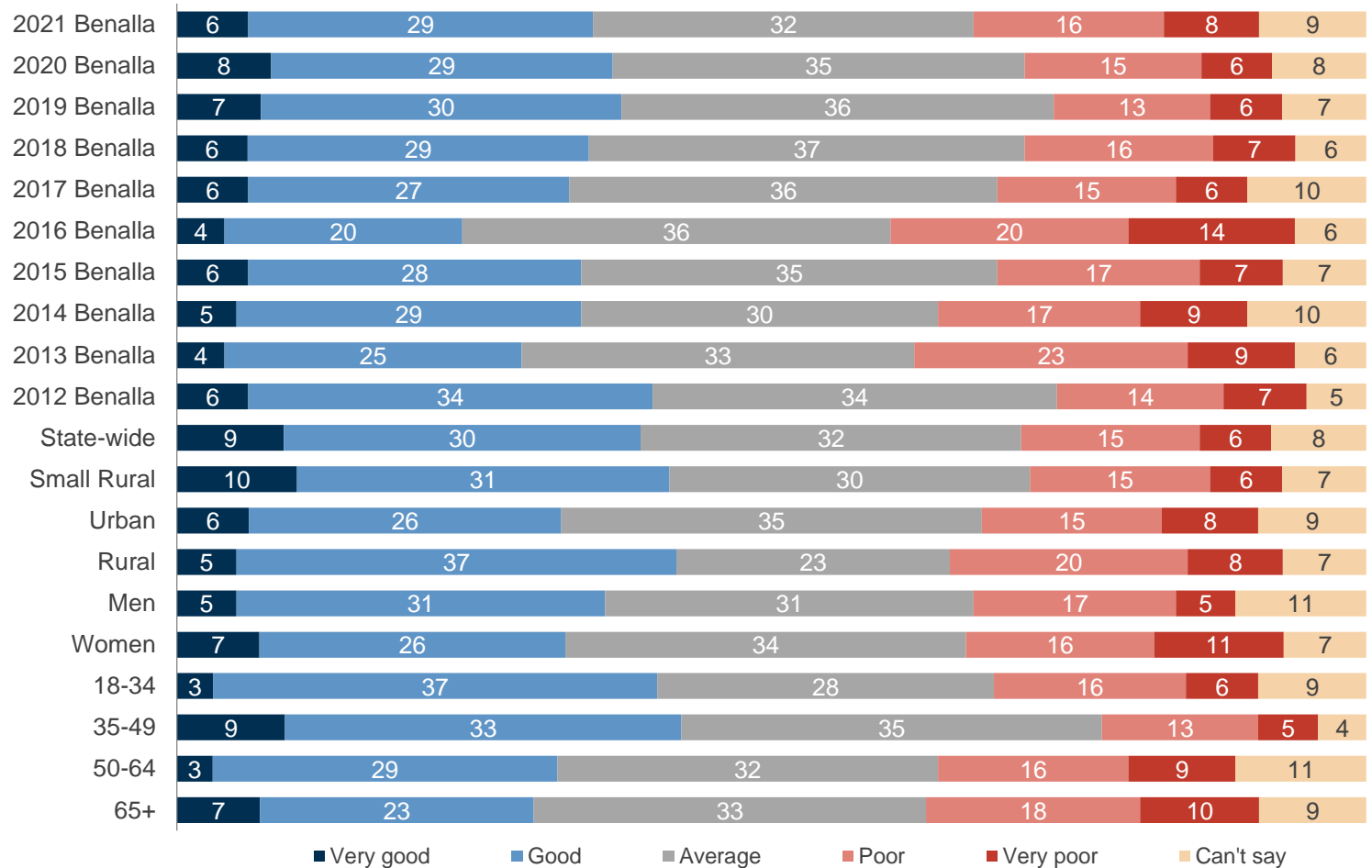
Note: Please see Appendix A for explanation of significant differences.



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



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

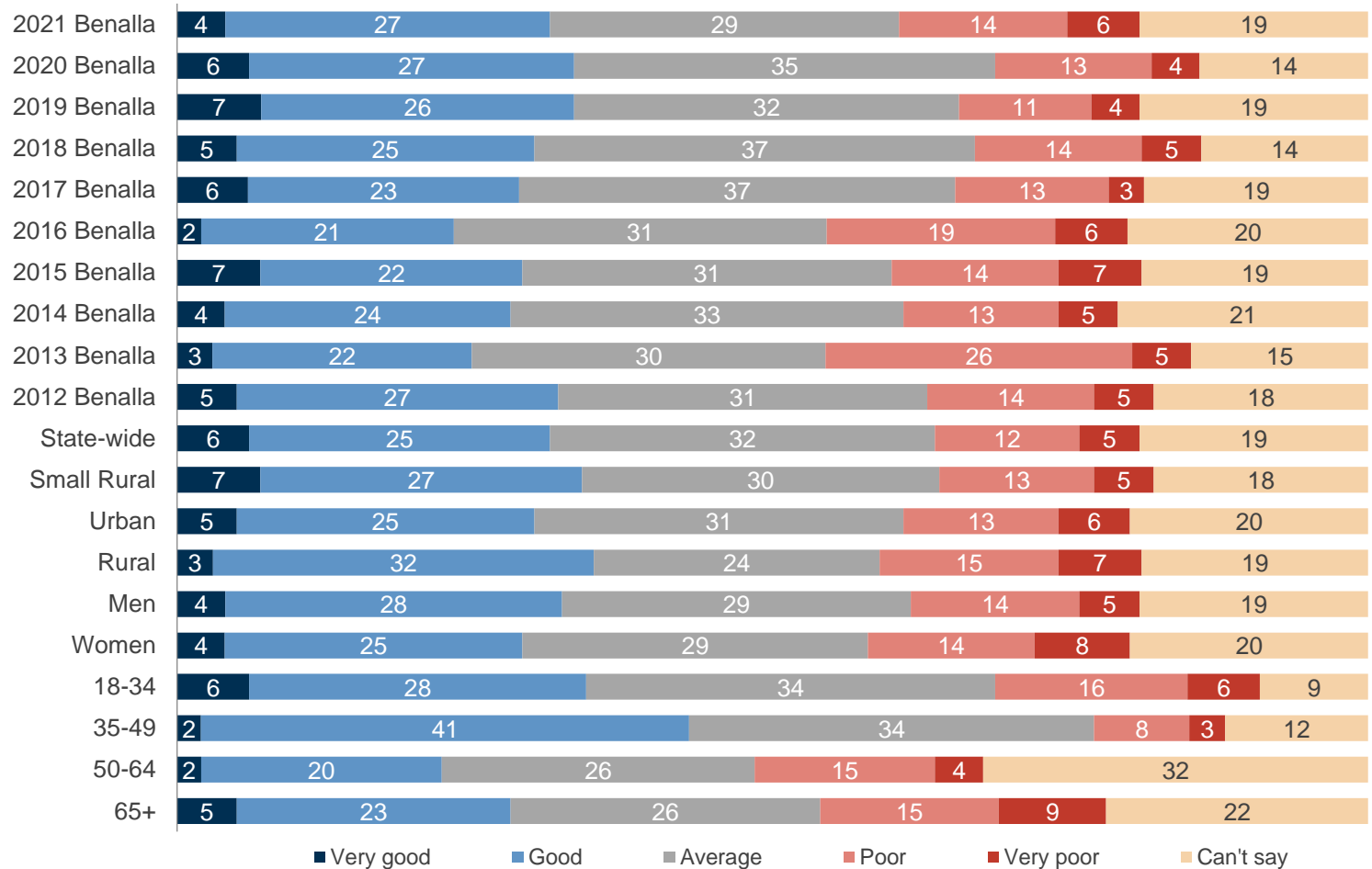
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

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
35-49	54	54▲	44	48	53	54	n/a	n/a	n/a
Rural	51	53	49	55	45	51	n/a	n/a	n/a
18-34	51	58	54	52	43	58	n/a	n/a	n/a
Men	53	56	53	49	43	52	n/a	n/a	n/a
Benalla	54	56	51	51	44	51	n/a	n/a	n/a
Urban	56	57	52	49	44	50	n/a	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
Women	55	57	49	52	45	50	n/a	n/a	n/a
65+	58	56	54	52	42	48	n/a	n/a	n/a
50-64	52	56	52	50	40	46	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?

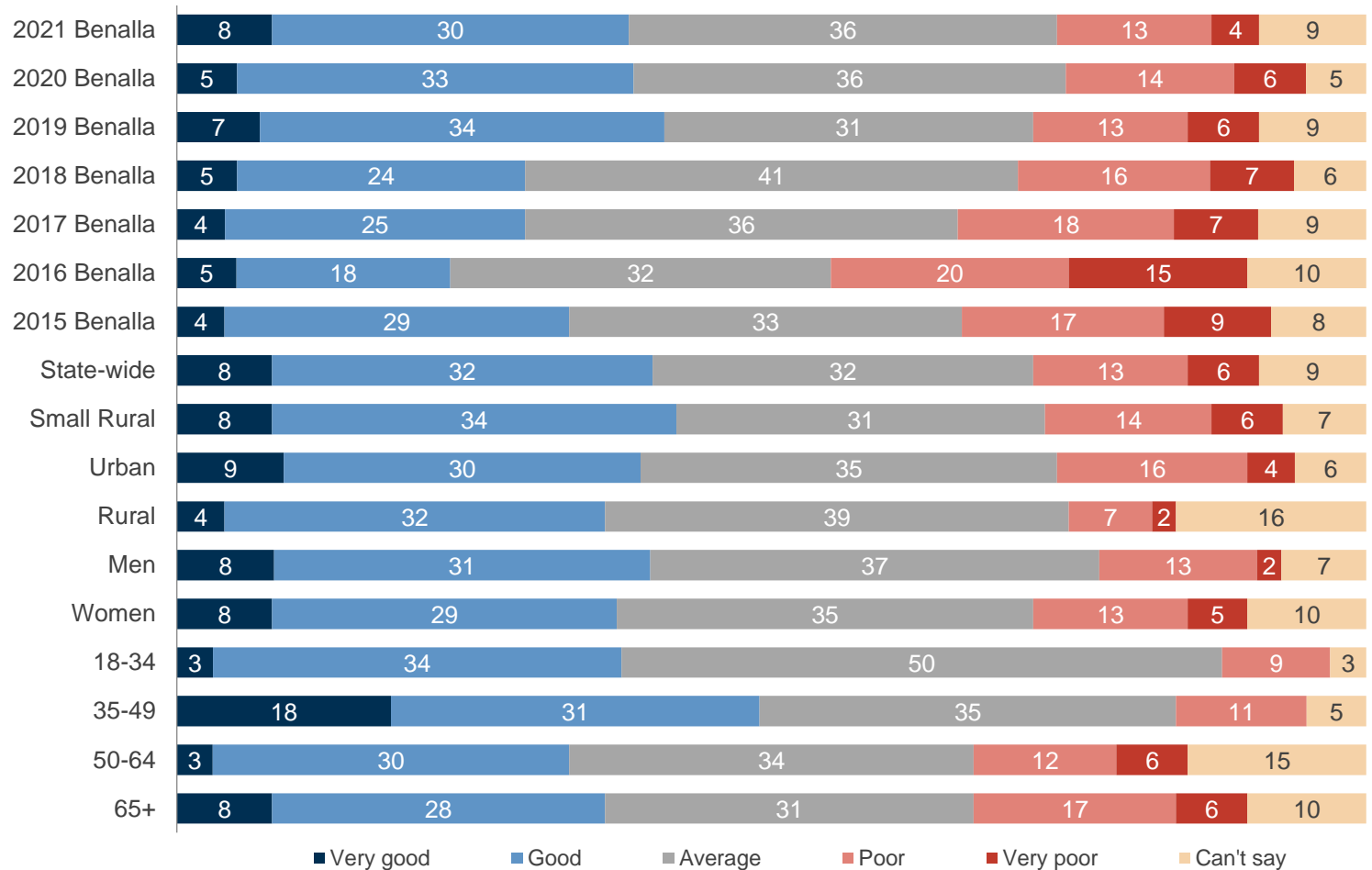
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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
State-wide	54	56	53	53	54	55	55	n/a	n/a
35-49	52	50	43	50	56	54	53	n/a	n/a
18-34	44	52	50	55	55	52	54	n/a	n/a
Urban	51	56	47	51	53	54	57	n/a	n/a
Small Rural	51	53	49	50	52	52	n/a	n/a	n/a
Men	50	53	44	49	51	51	49	n/a	n/a
Benalla	49	54	43	49	51	52	53	n/a	n/a
Women	48	55	42	49	52	52	56	n/a	n/a
50-64	44	54	39	46	47	50	53	n/a	n/a
Rural	42	49	30	45	47	47	44	n/a	n/a
65+	52	57	43	47	49	51	52	n/a	n/a

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

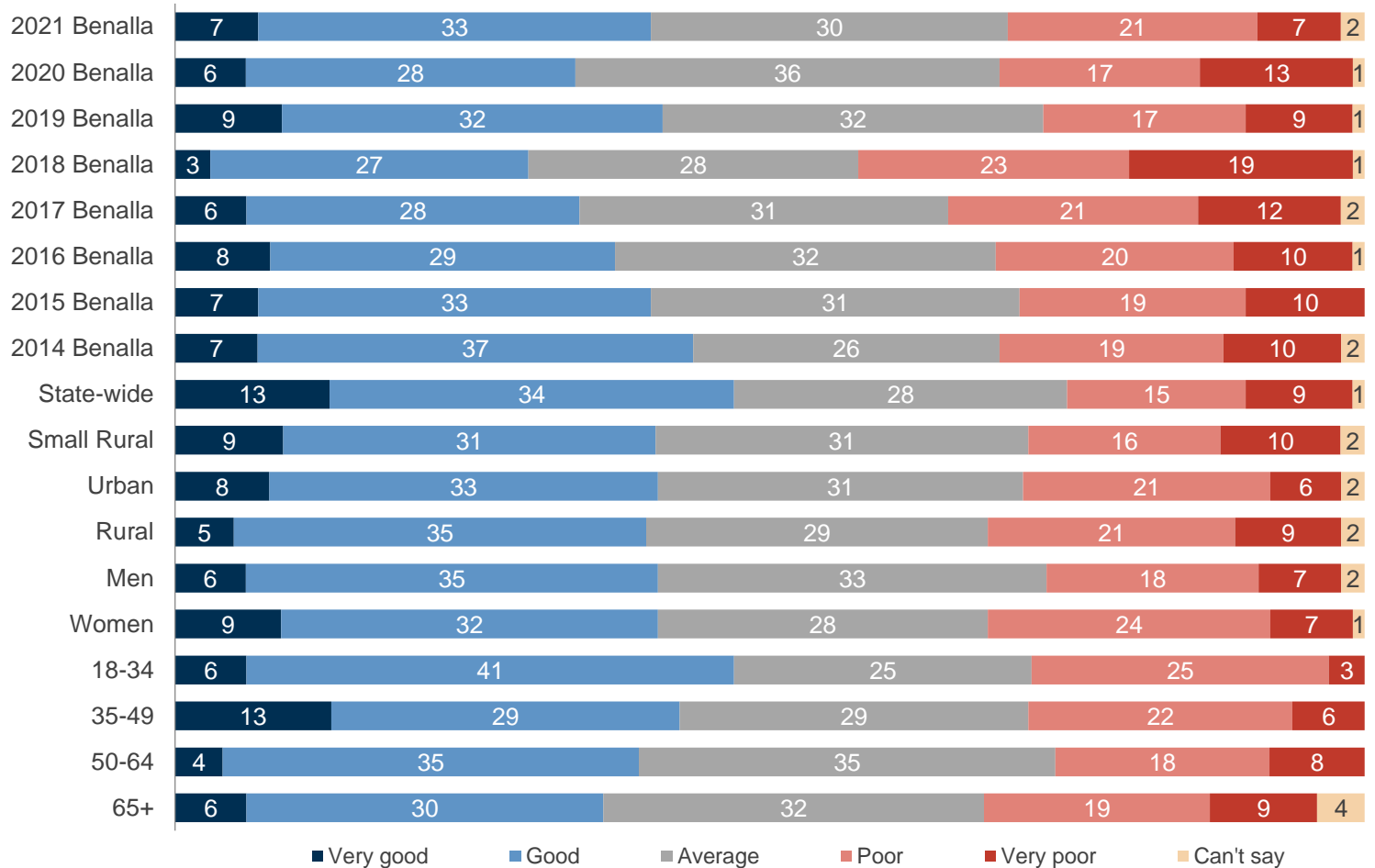
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

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

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

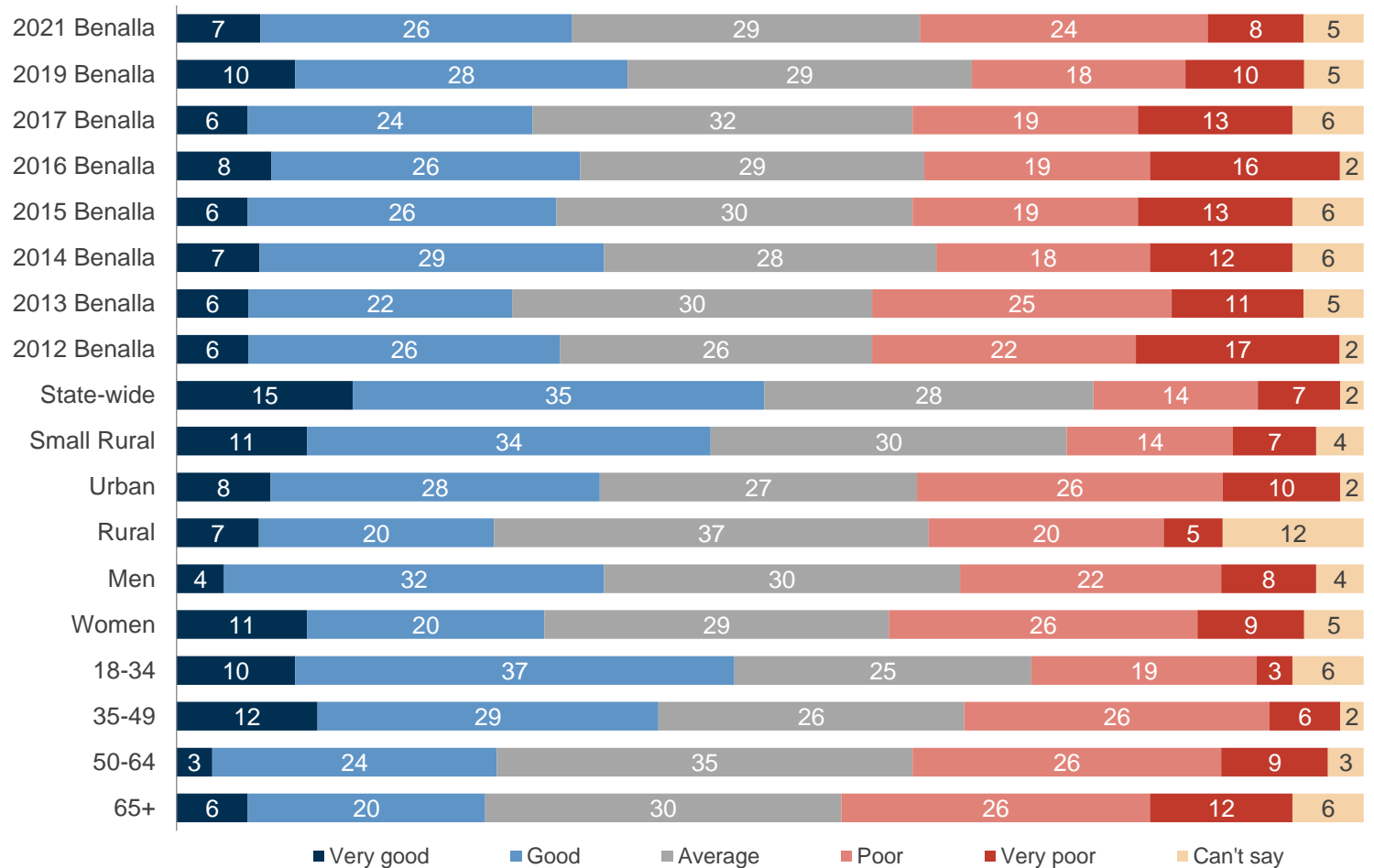
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)



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: 32 Councils asked group: 7



Parking facilities performance



2021 parking performance (index scores)

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

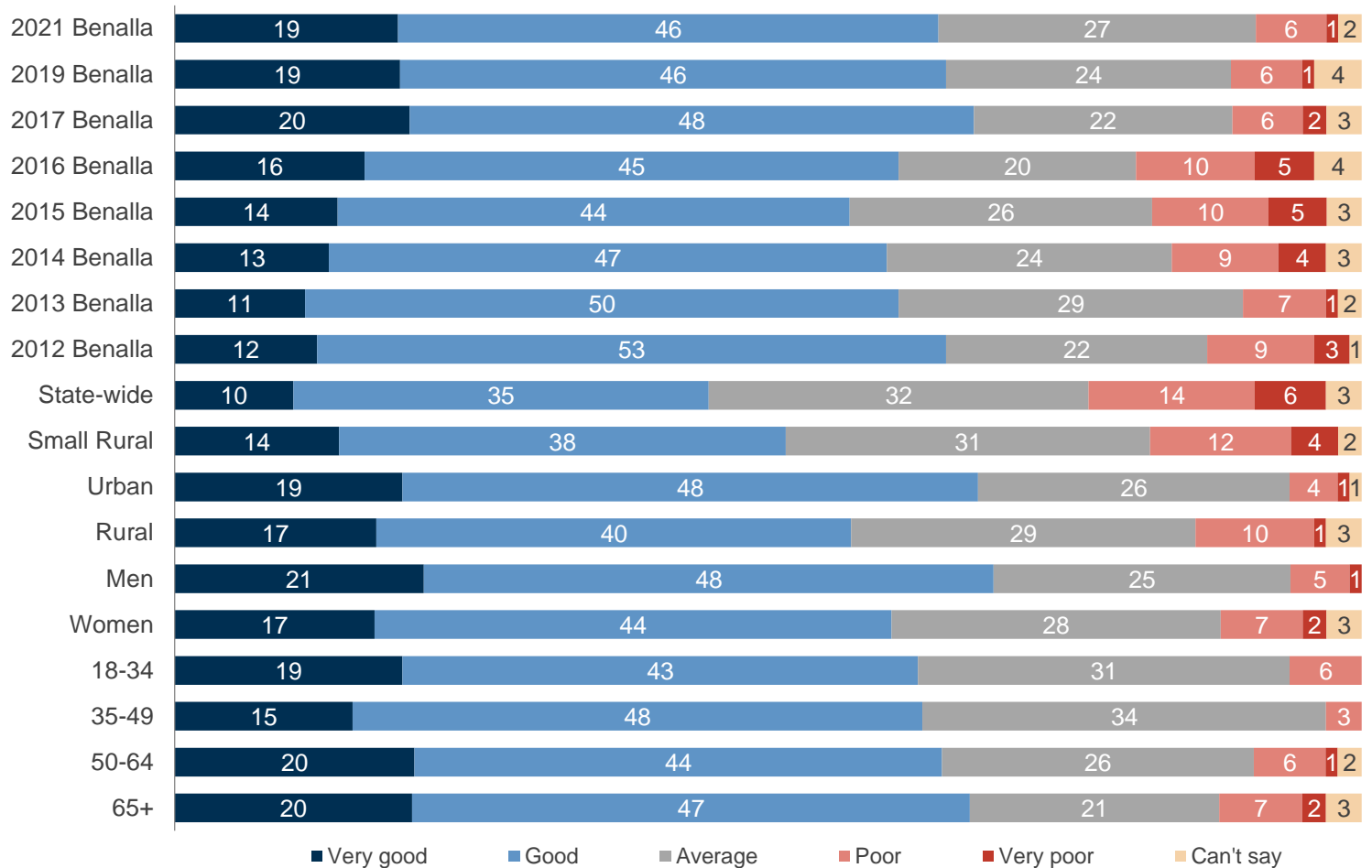
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2021 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3



Family support services performance



2021 family support performance (index scores)

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

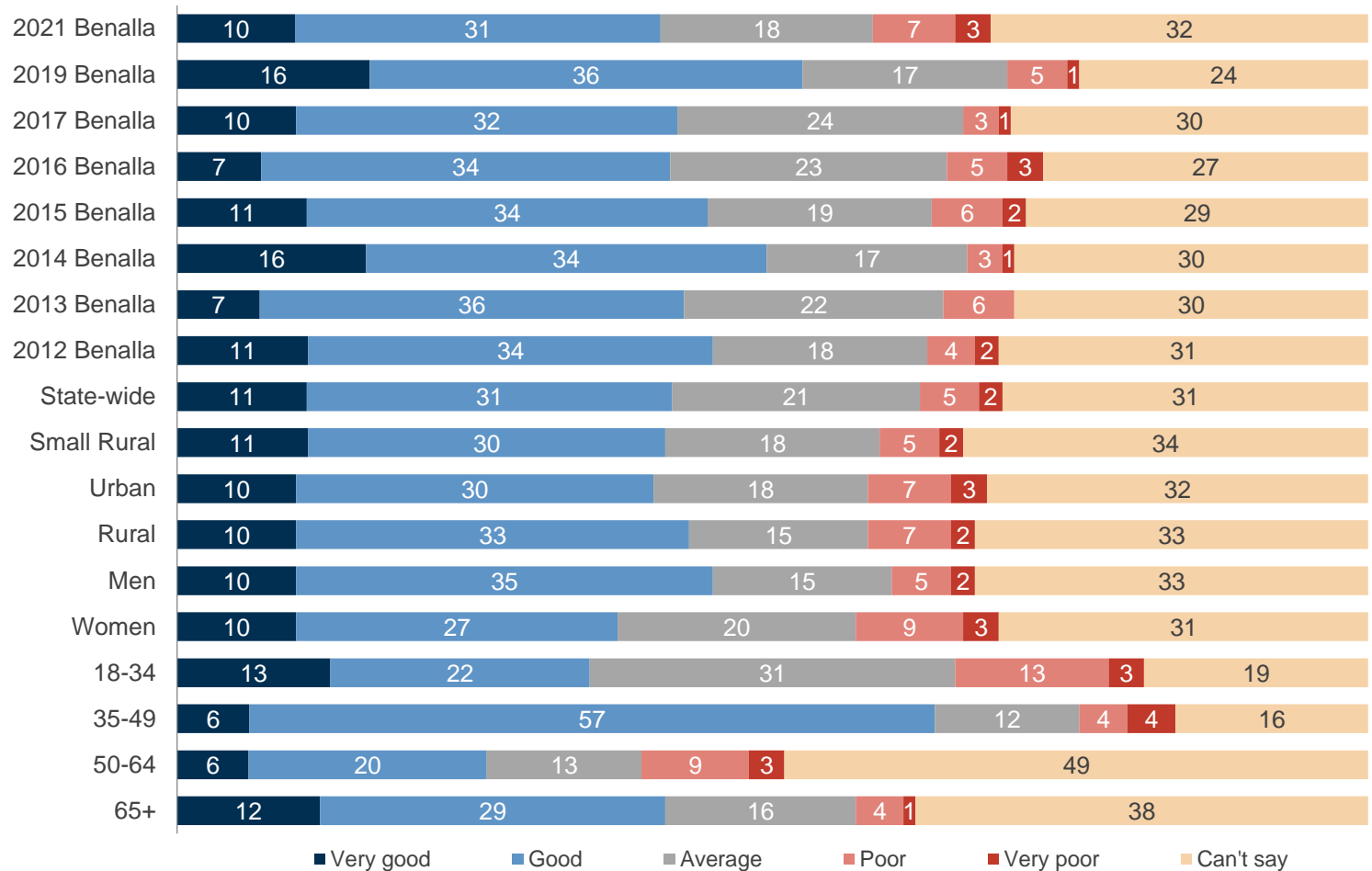
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



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 performance



2021 elderly support performance (index scores)

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

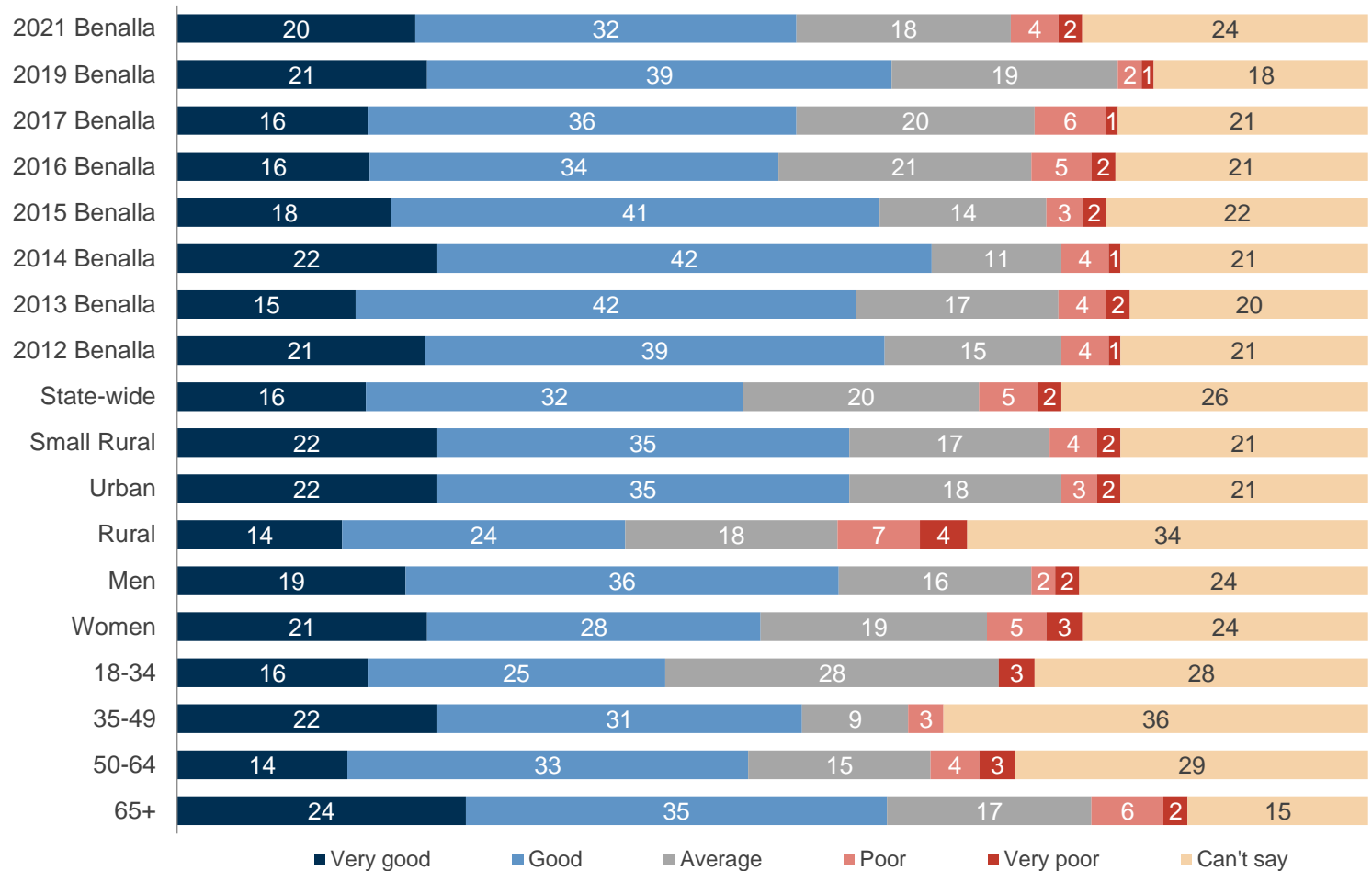
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



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 performance



2021 recreational facilities performance (index scores)

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

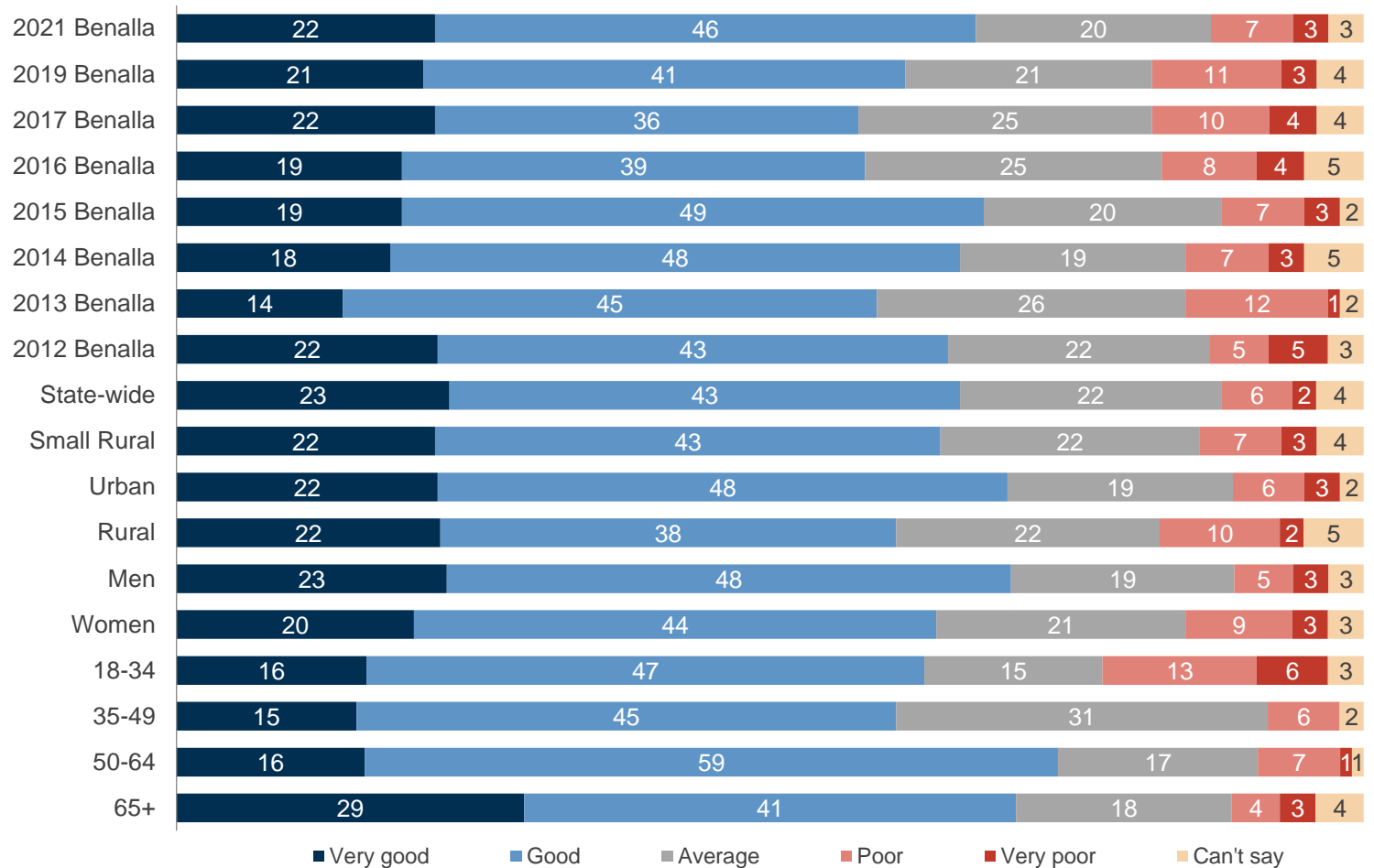
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



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 performance



2021 public areas performance (index scores)

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

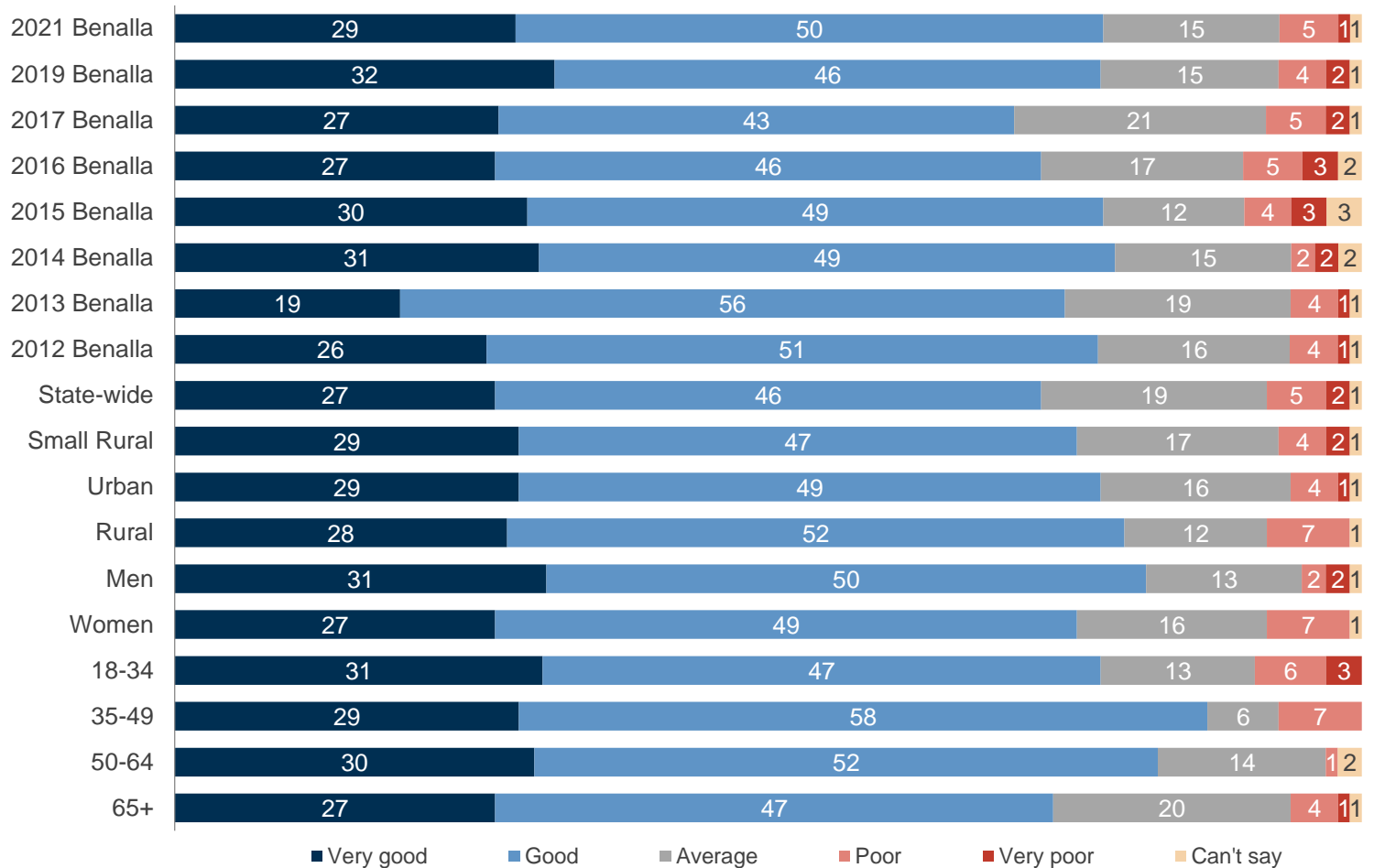
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



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



Waste management performance



2021 waste management performance (index scores)

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

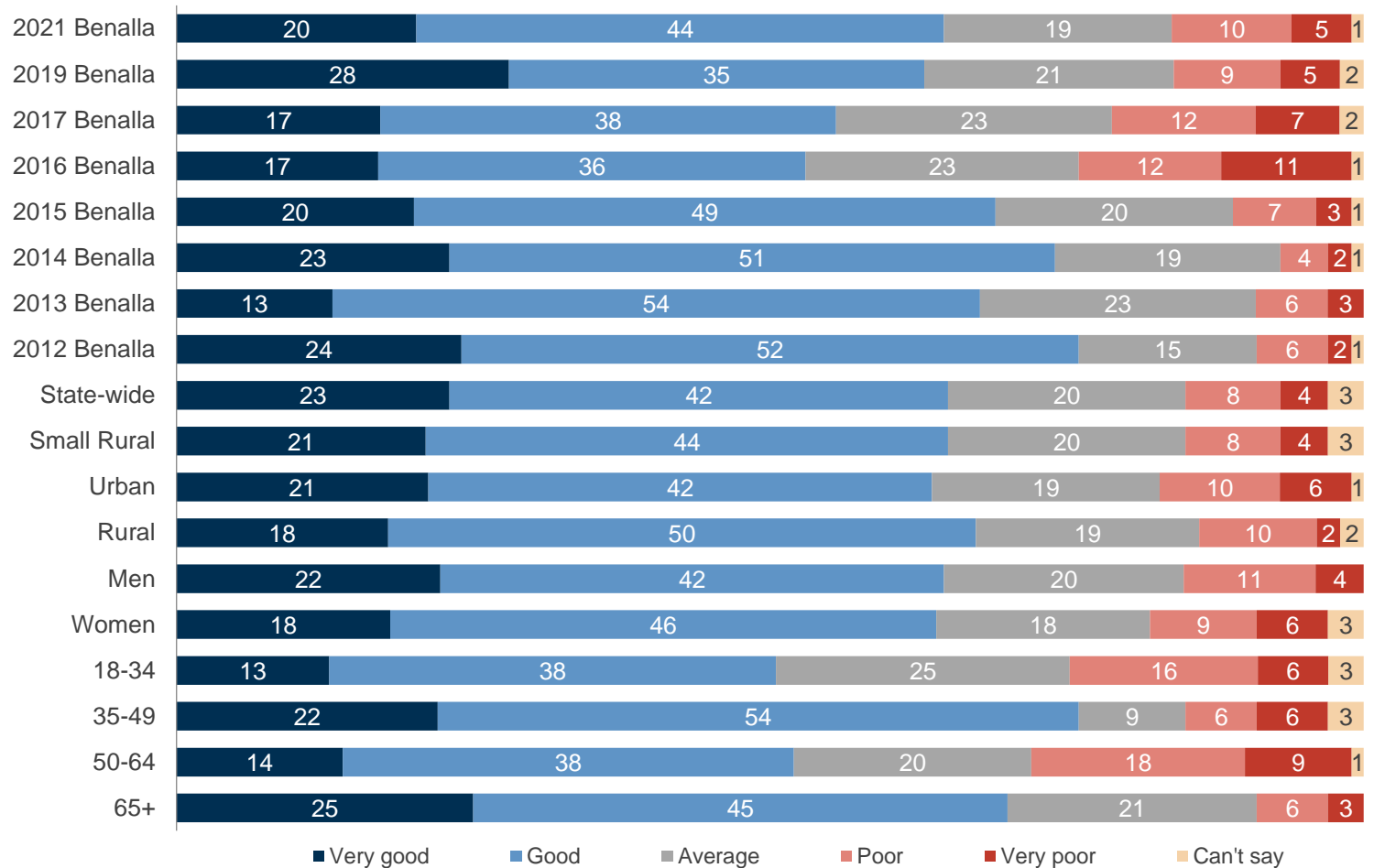
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



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



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

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

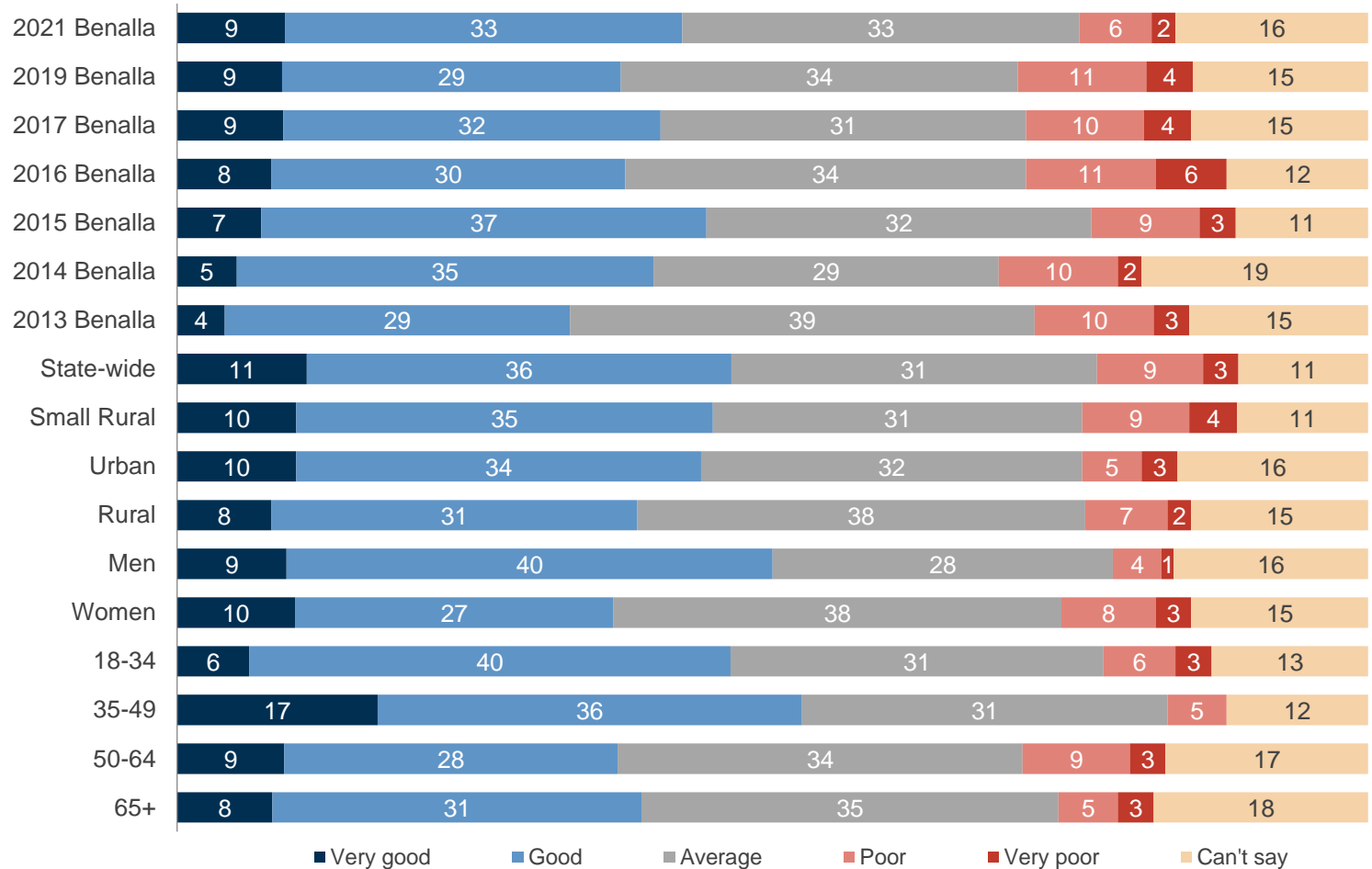
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

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

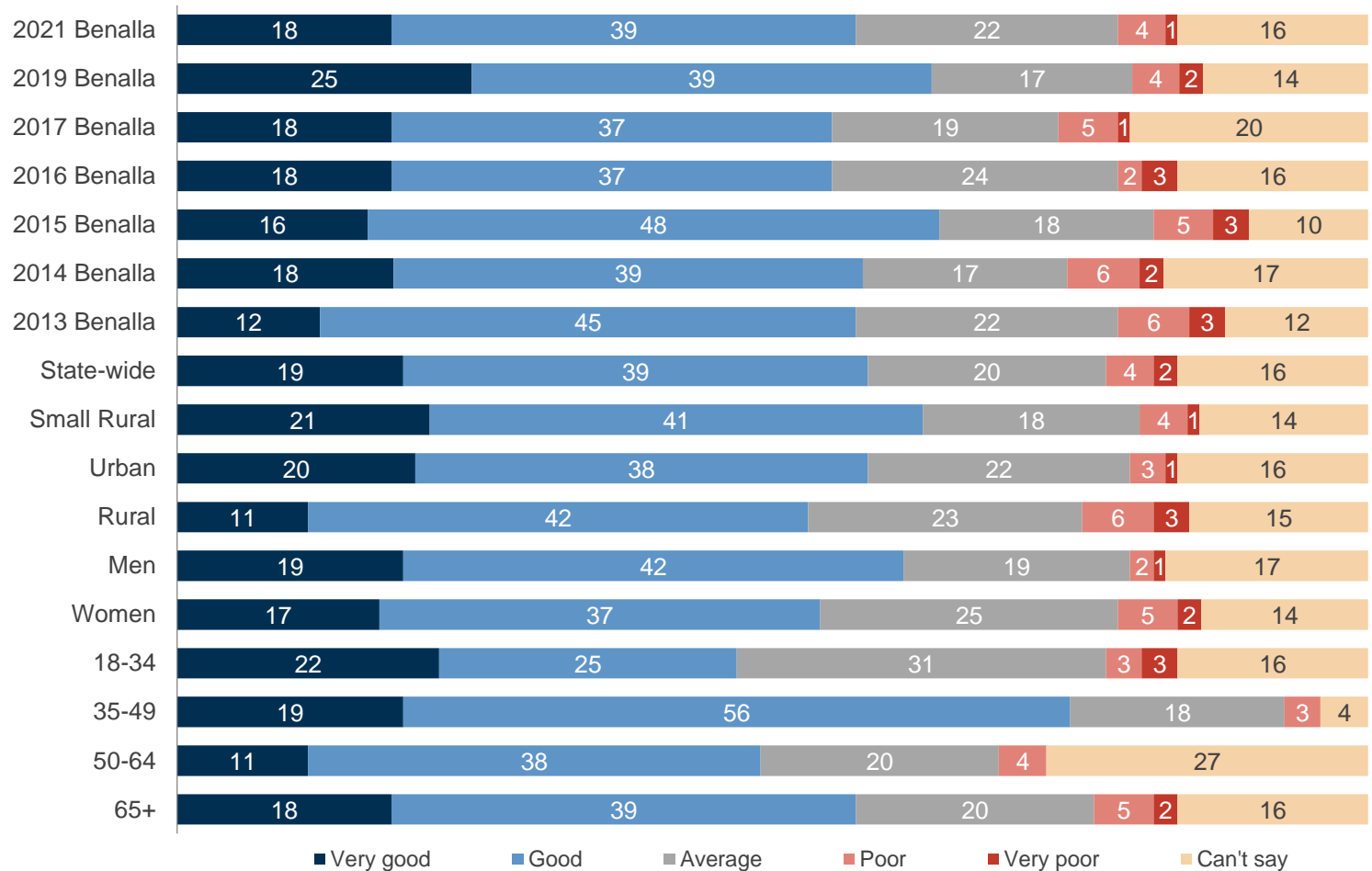
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



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



Planning for population growth in the area performance



2021 population growth performance (index scores)

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

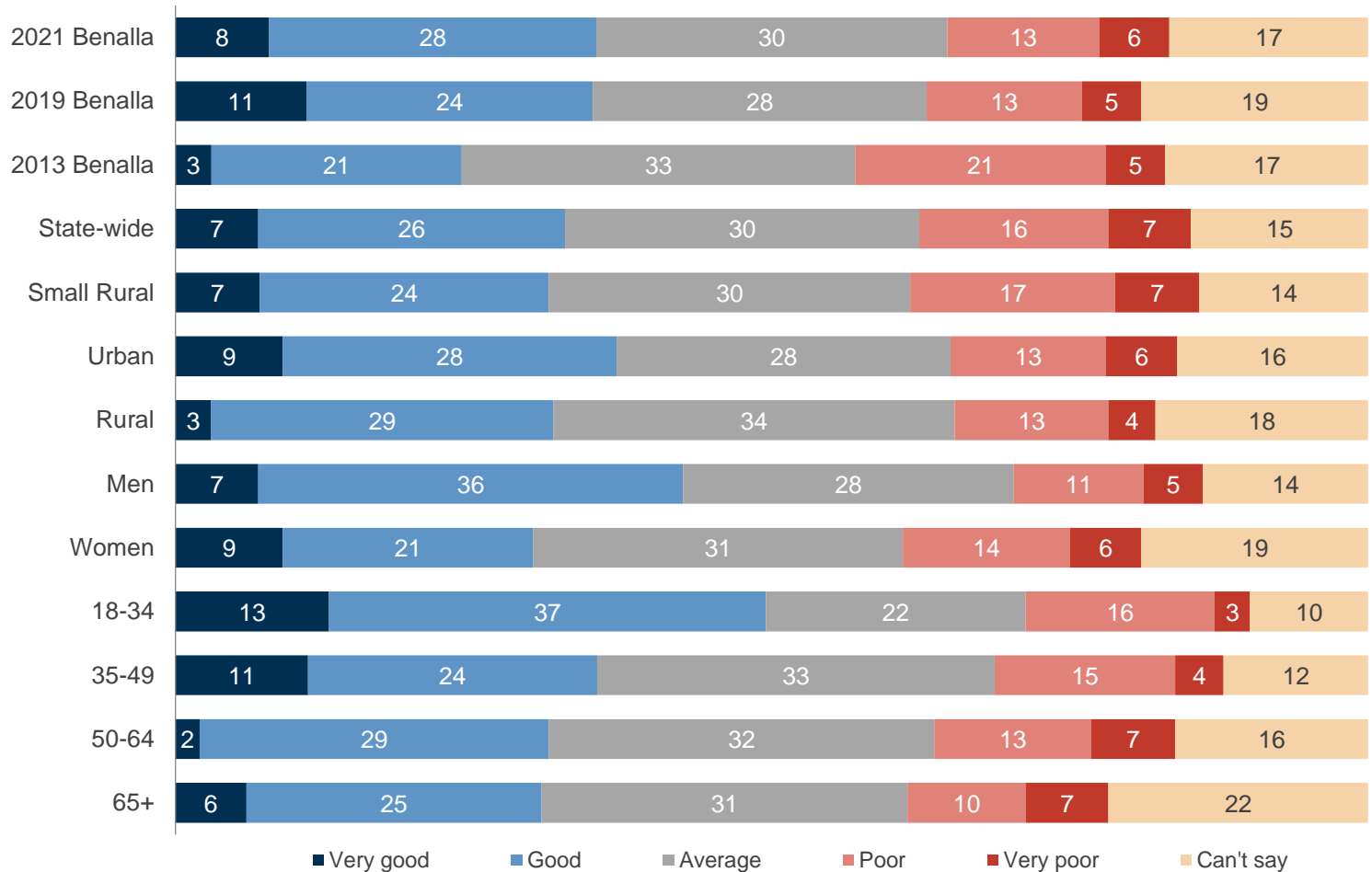
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2021 population growth performance (%)



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



2021 roadside slashing and weed control performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	n/a	59	n/a	49	61	61	64	57	n/a
35-49	n/a	67	n/a	56	57	56	51	49	n/a
Urban	n/a	61	n/a	49	53	53	58	49	n/a
Men	n/a	56	n/a	49	50	50	50	49	n/a
State-wide	49	56	55	53	56	55	55	56	61
Benalla	n/a	57	n/a	48	51	49	52	47	n/a
50-64	n/a	51	n/a	48	45	43	46	41	n/a
Women	n/a	58	n/a	47	52	48	54	45	n/a
Small Rural	48	55	54	51	51	52	n/a	n/a	n/a
65+	n/a	56	n/a	44	47	42	49	44	n/a
Rural	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: 13 Councils asked group: 5

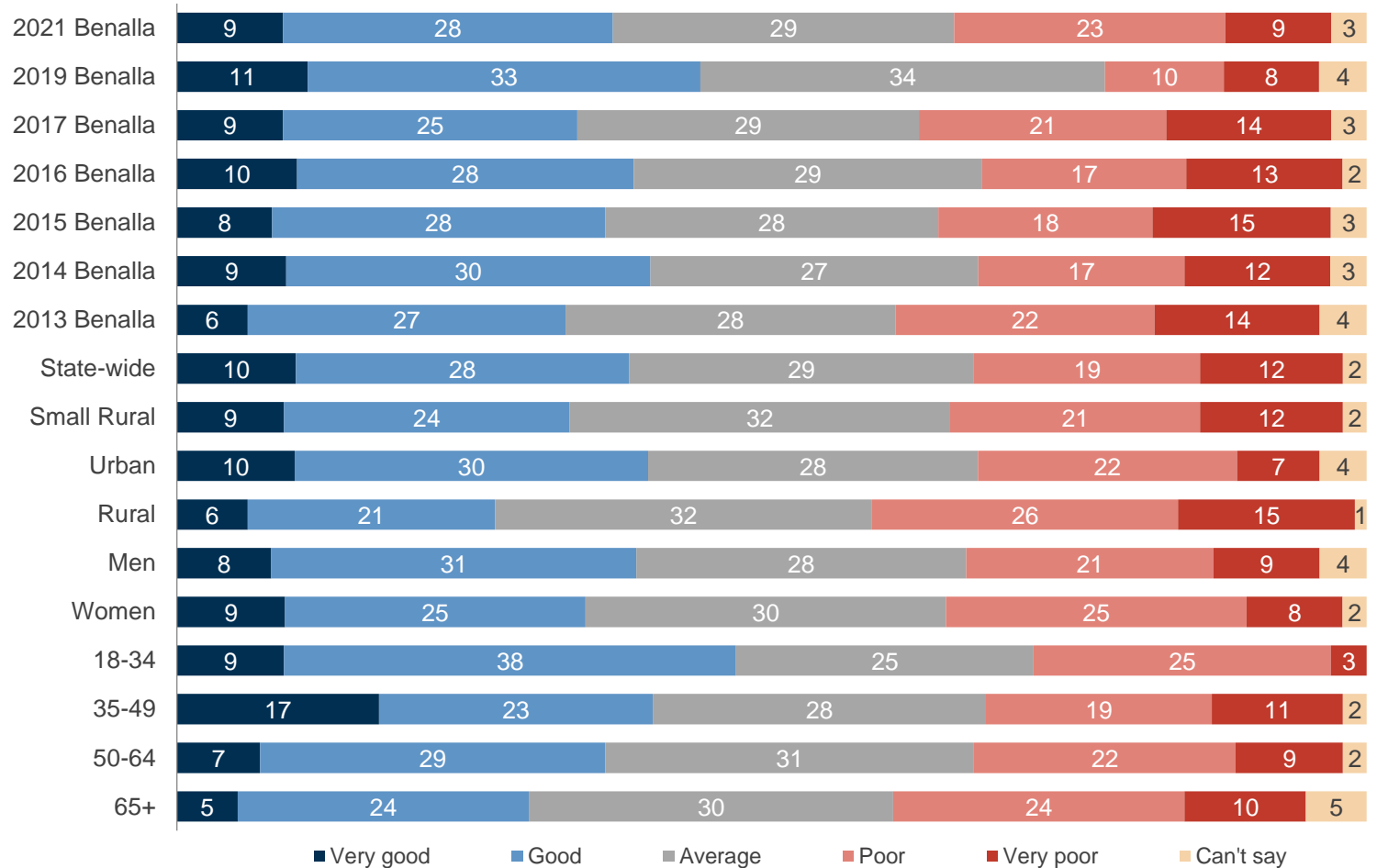
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

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

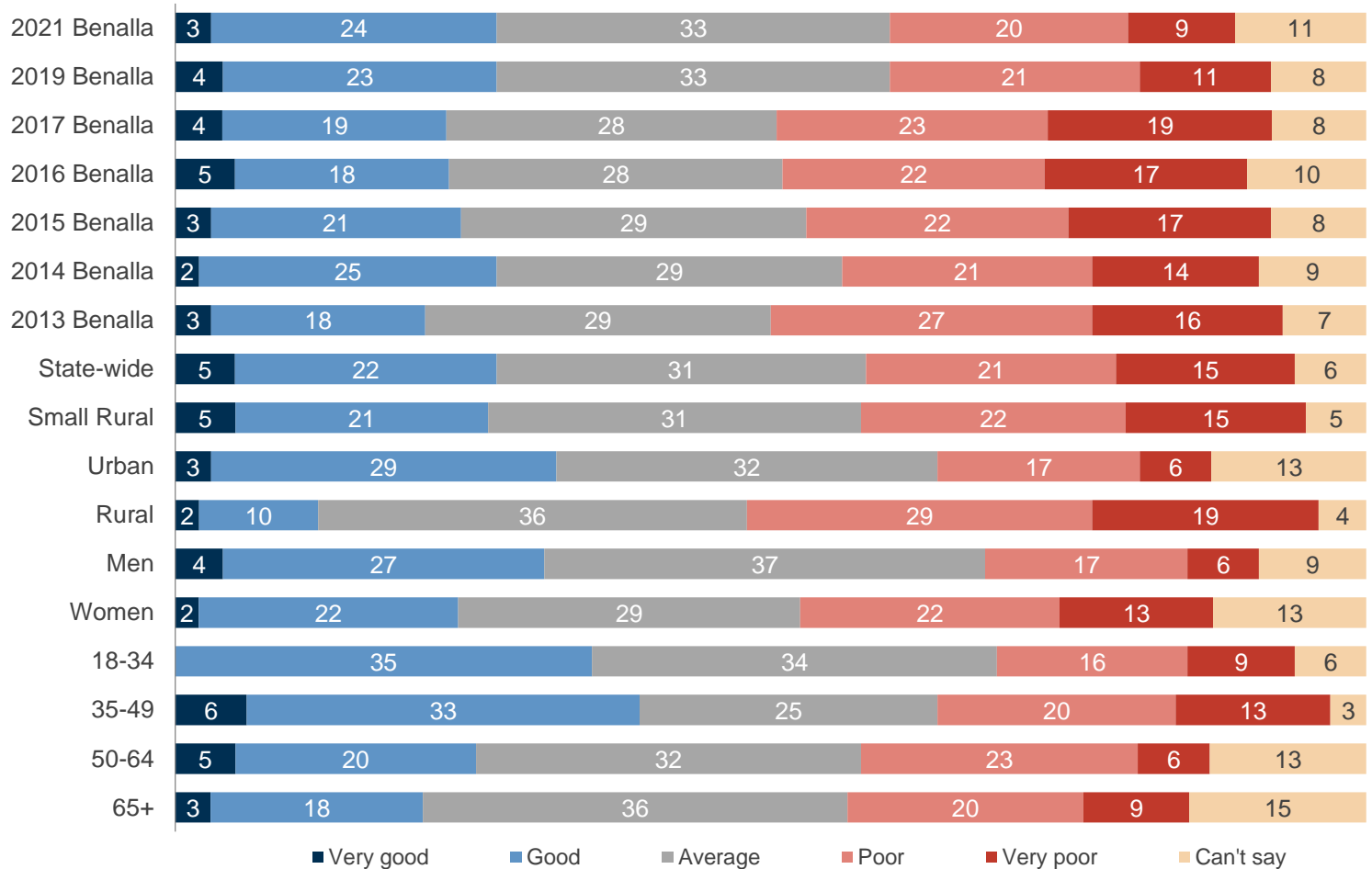
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



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



Tourism development performance



2021 tourism development performance (index scores)

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

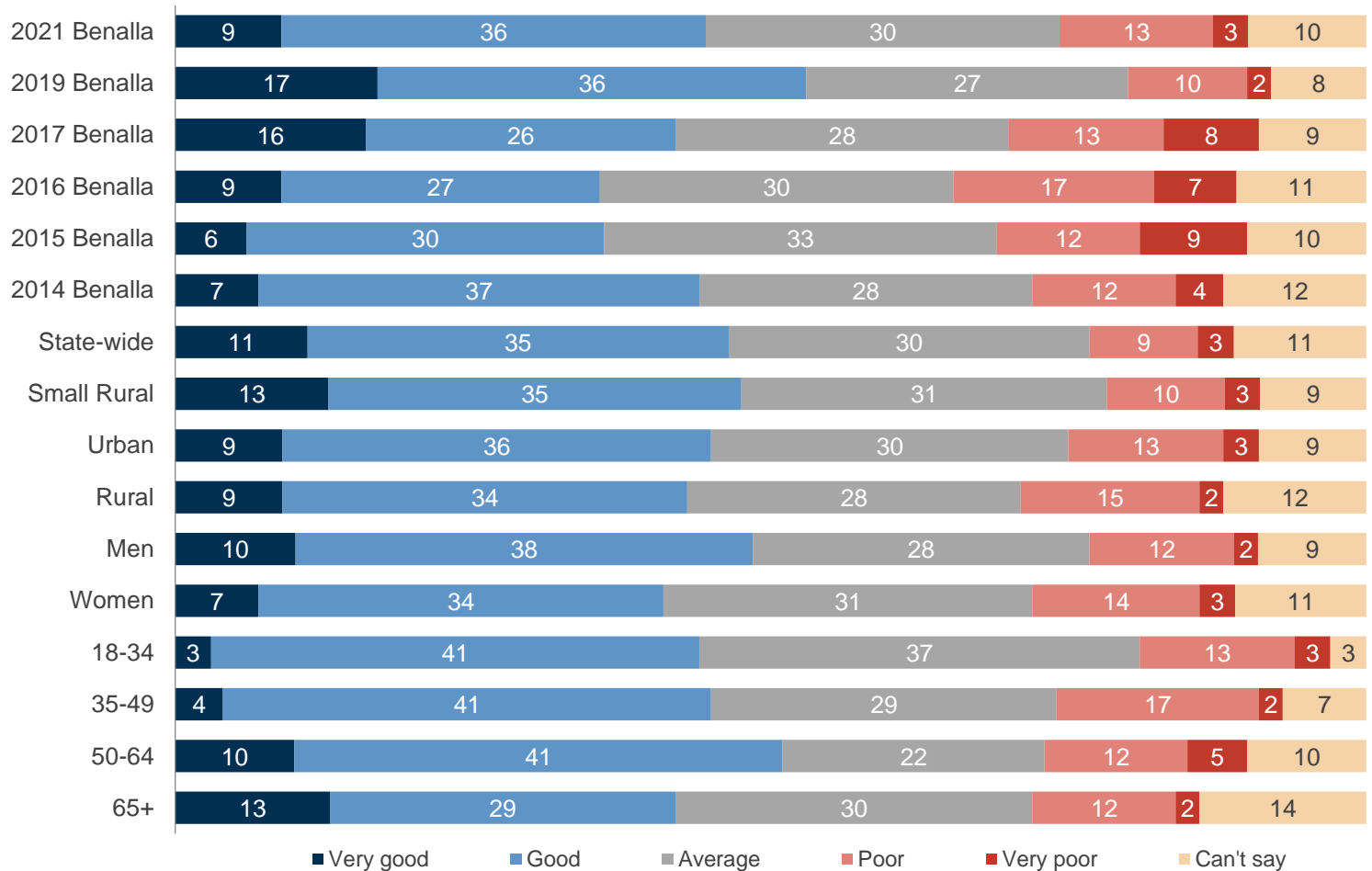
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2021 tourism development performance (%)



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



COVID-19 response performance



2021 COVID-19 response performance (index scores)

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

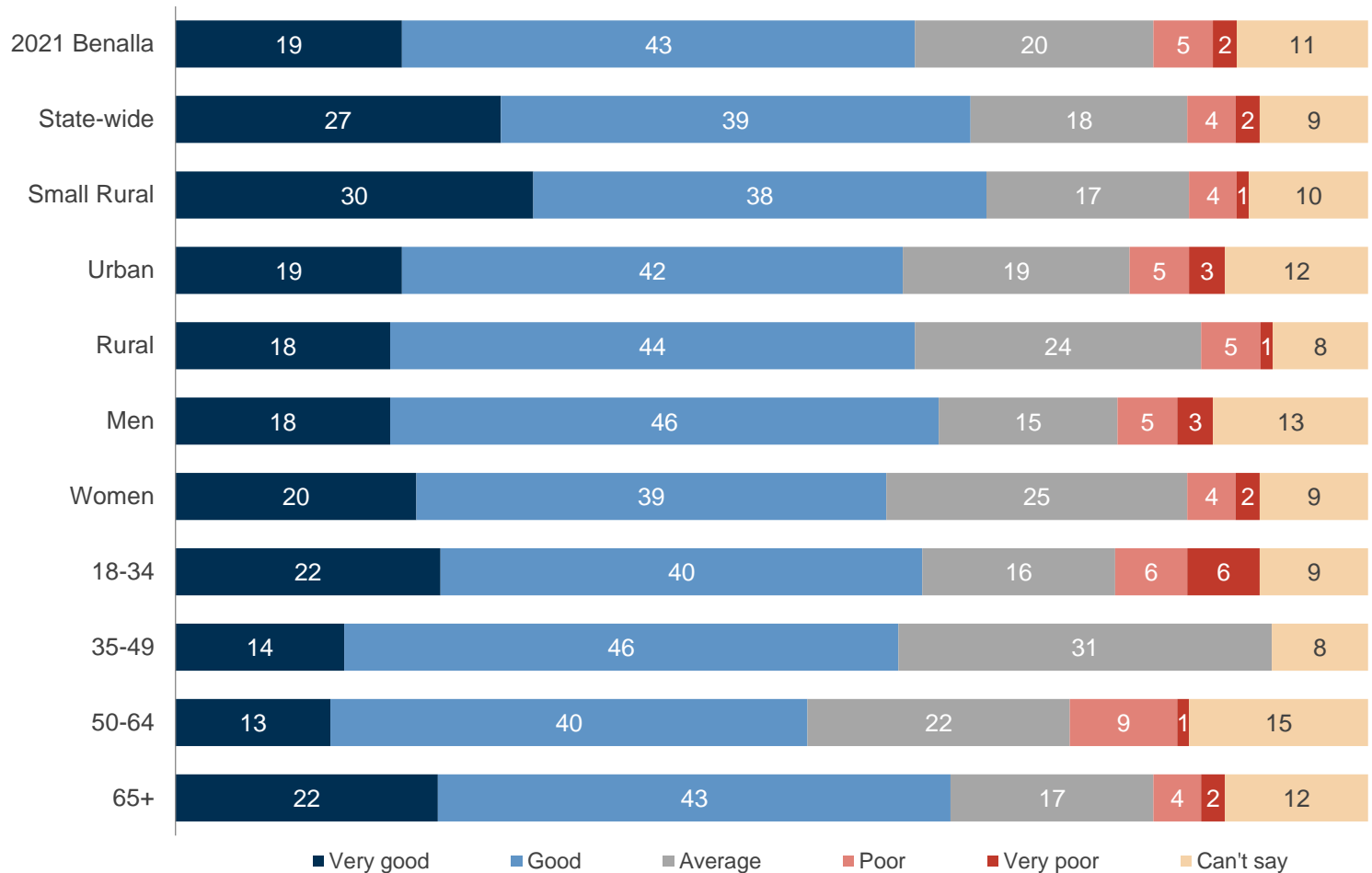
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2021 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6



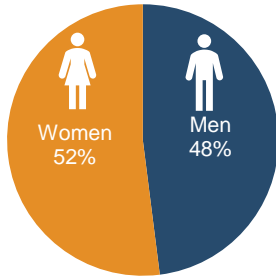
Detailed demographics



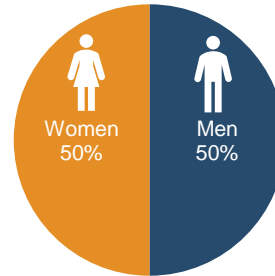
Gender and age profile

2021 gender

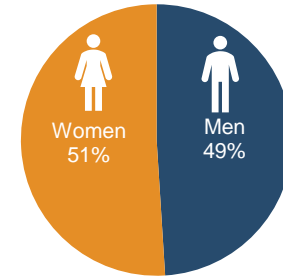
Benalla



Small Rural

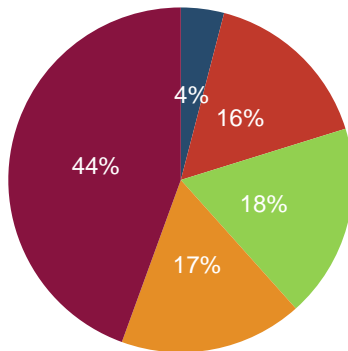


State-wide

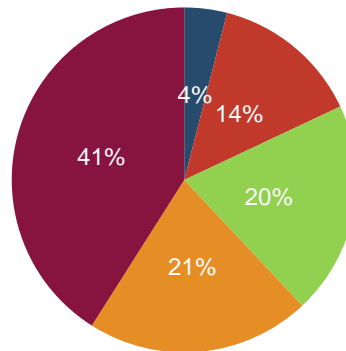


2021 age

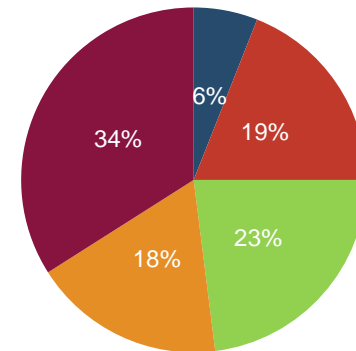
Benalla



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 Benalla Rural City Council was n=401. 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=401 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 11,300 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	401	400	+/-4.8
Men	187	193	+/-7.1
Women	214	207	+/-6.7
Urban	307	305	+/-5.5
Rural	94	95	+/-10.1
18-34 years	32	82	+/-17.6
35-49 years	45	73	+/-14.7
50-64 years	90	68	+/-10.3
65+ years	234	177	+/-6.4



Appendix A: Significant difference reporting notation

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

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

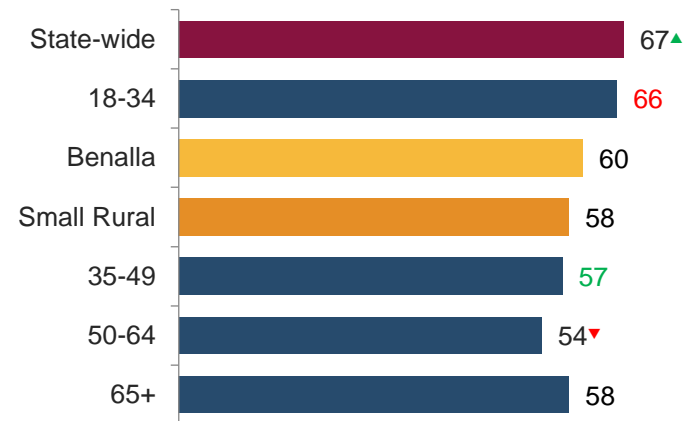
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 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=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% mobilephone numbers to cater to the diversity of residents within Benalla Rural City Council, particularly younger people.

A total of n=401 completed interviews were achieved in Benalla Rural City Council. Survey fieldwork was conducted in the period of 10th February – 18th 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

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 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 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 2012-2021 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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**Local
Government
Community
Satisfaction Survey**

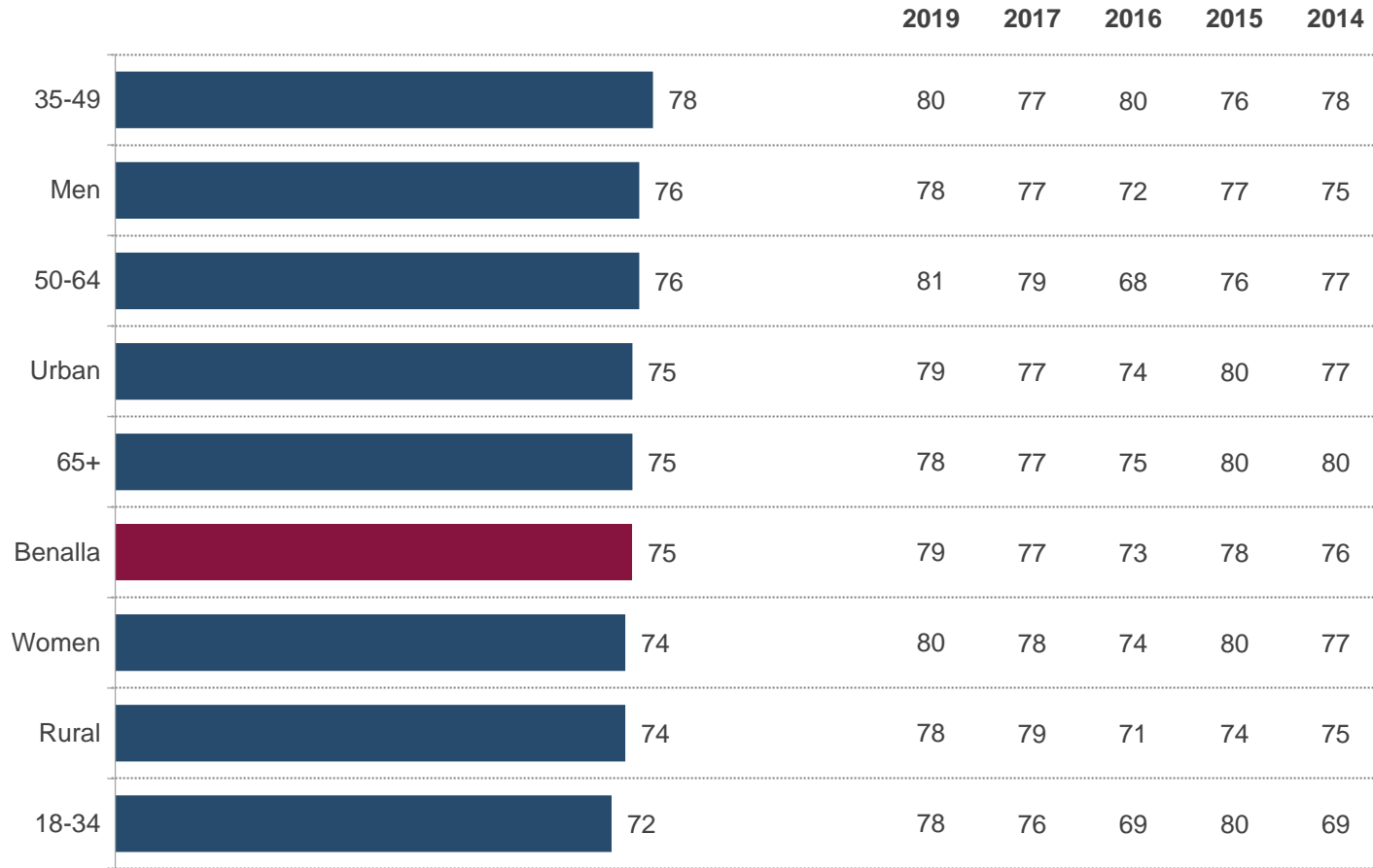
**Benalla Rural City
Council
2021 Tailored Questions**

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



Providing art centres

2021 Providing art centres performance (index scores)

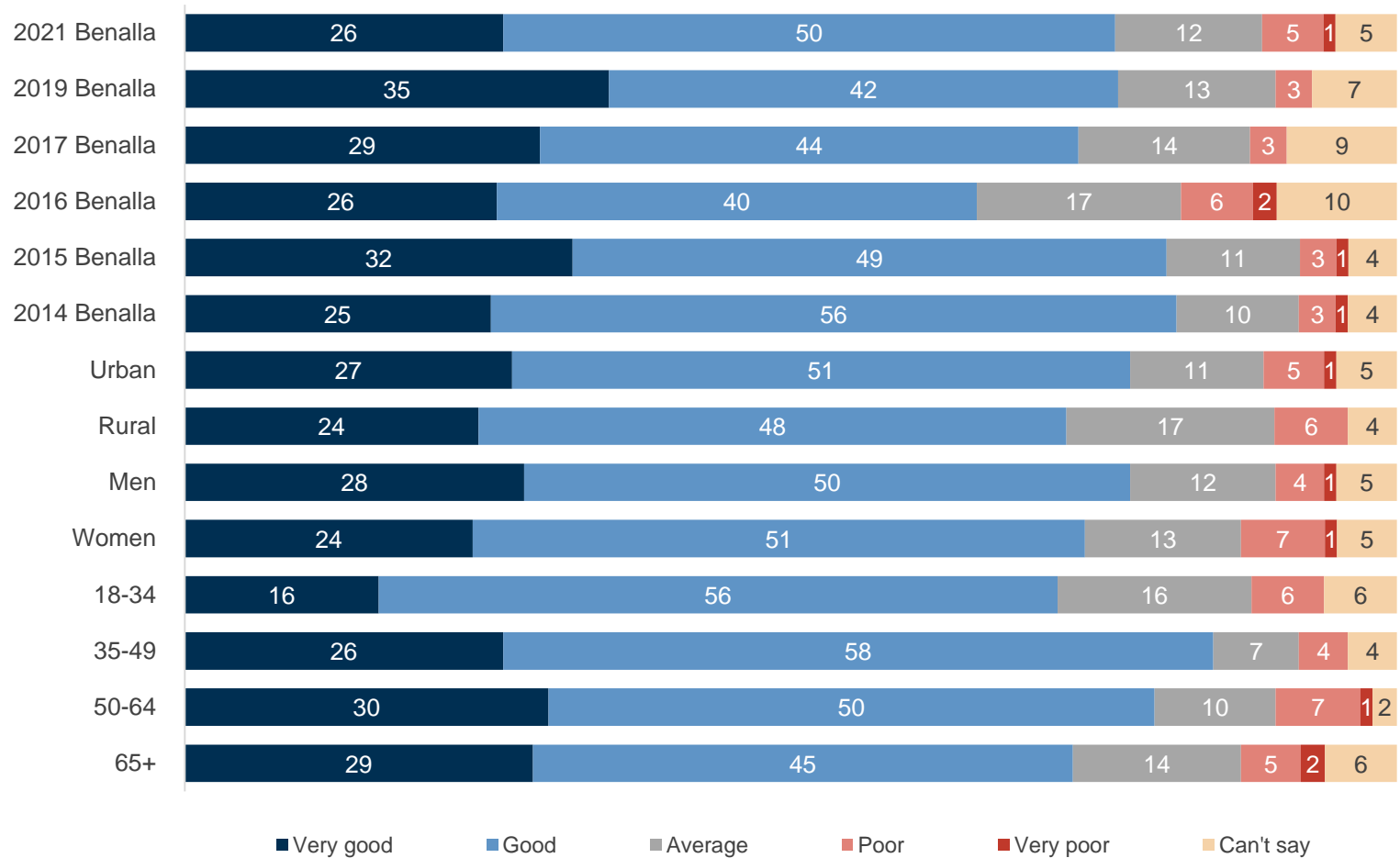


BN1. How has Benalla Rural City Council performed on providing arts centres over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Providing art centres

2021 Providing art centres performance (%)

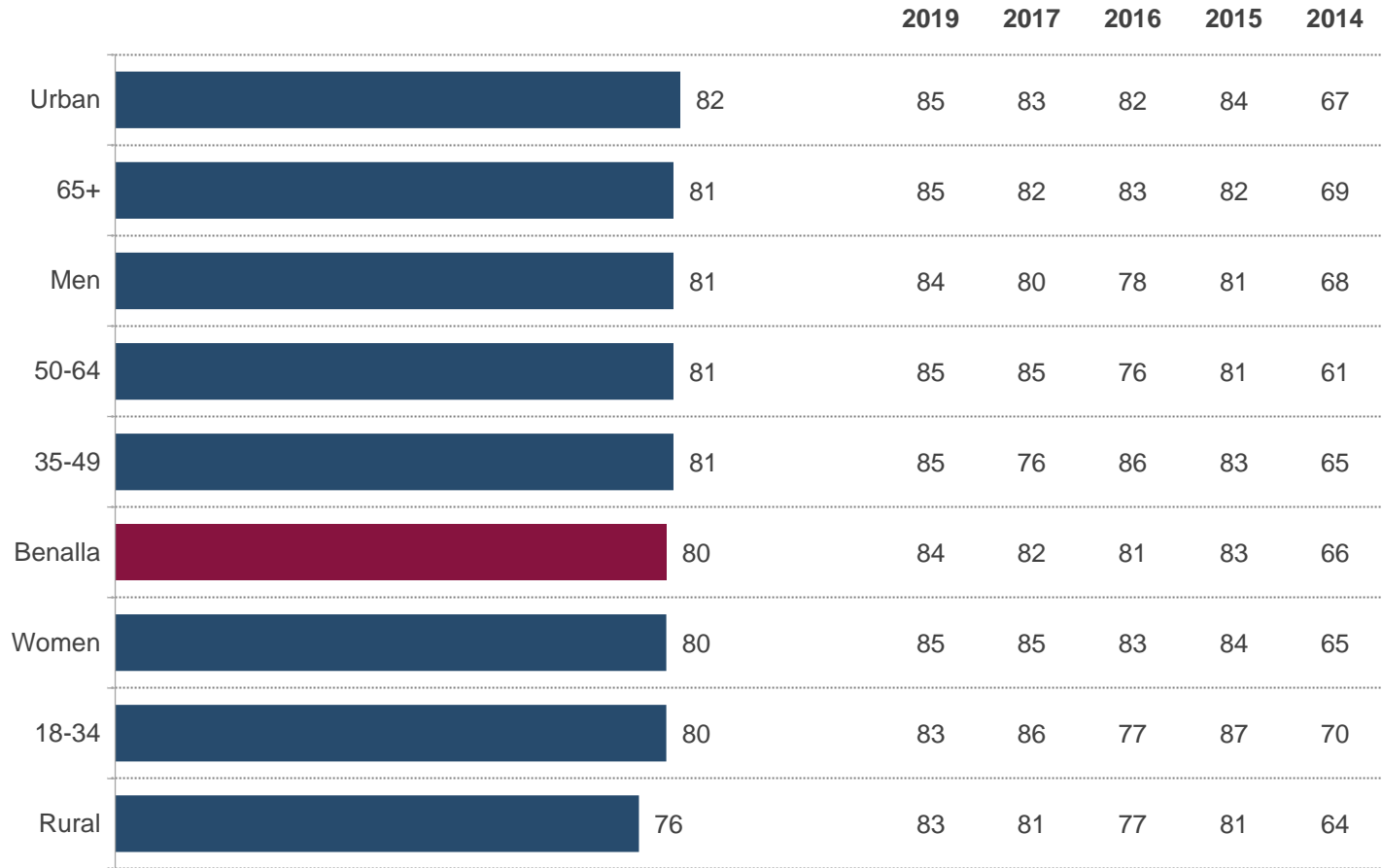


BN1. How has Benalla Rural City Council performed on providing arts centres over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Providing libraries

2021 Providing libraries performance (index scores)

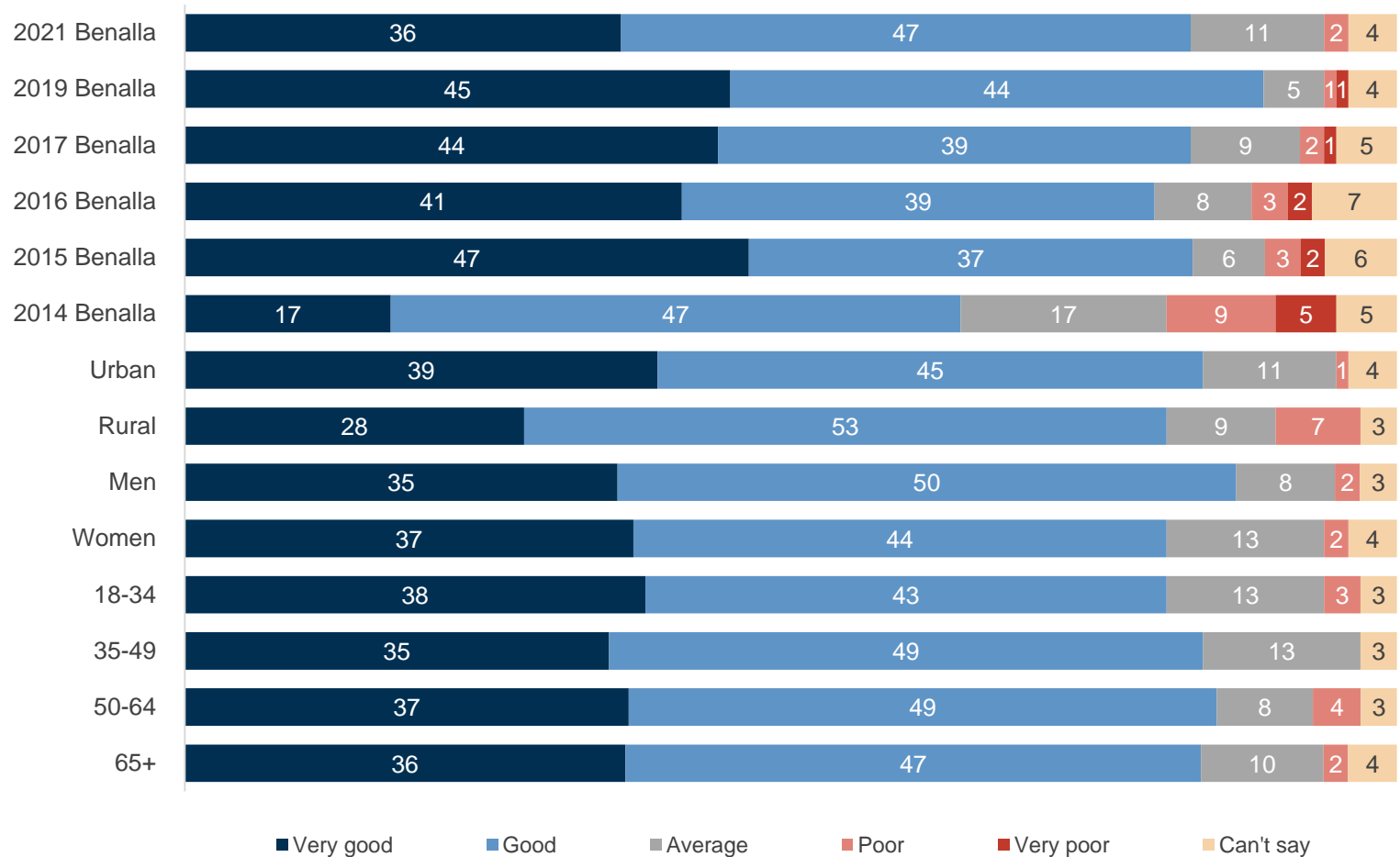


BN2. How has Benalla Rural City Council performed on providing libraries over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Providing libraries

2021 Providing libraries performance (%)

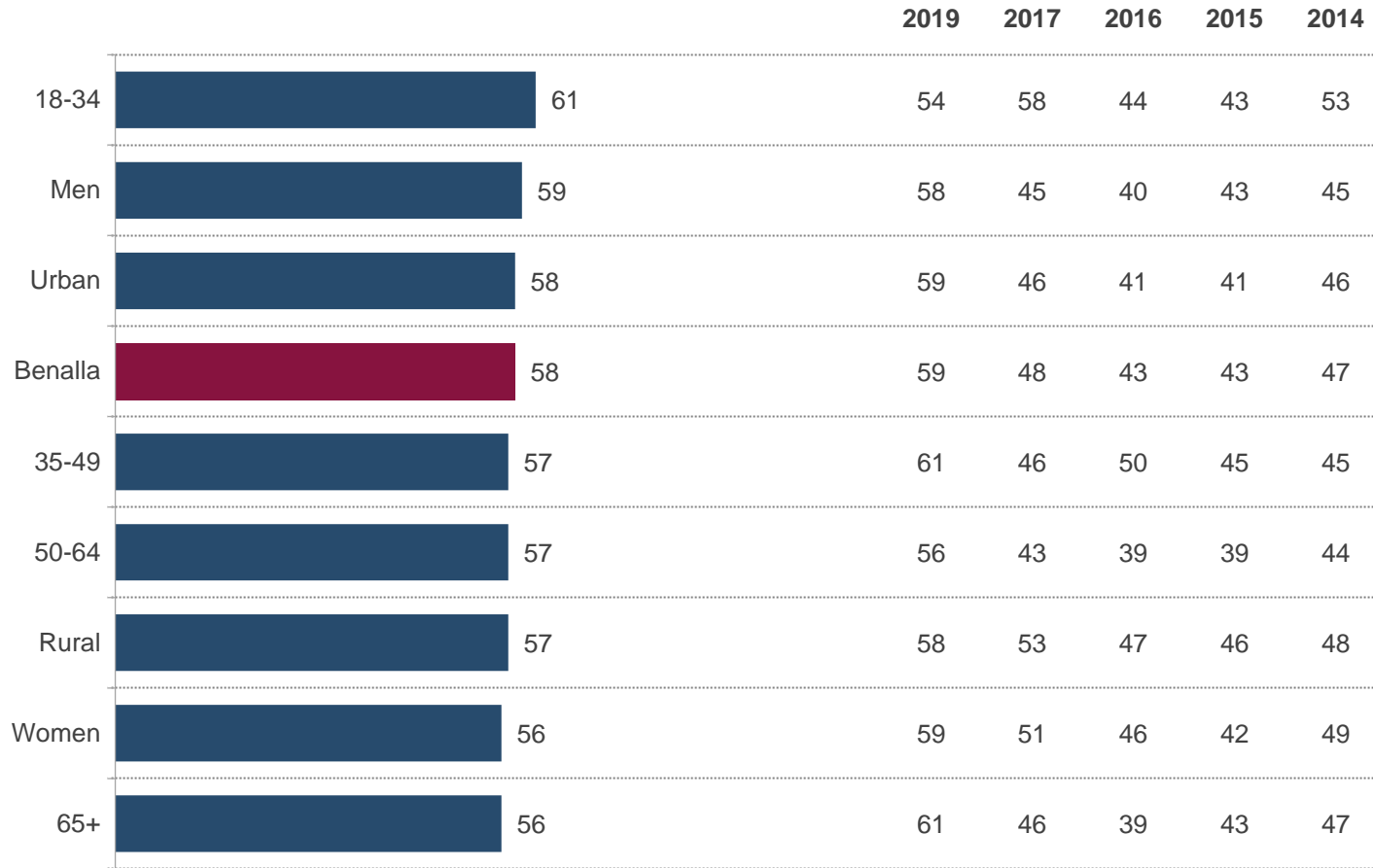


BN2. How has Benalla Rural City Council performed on providing libraries over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Economic or business development

2021 Economic or business development performance (index scores)

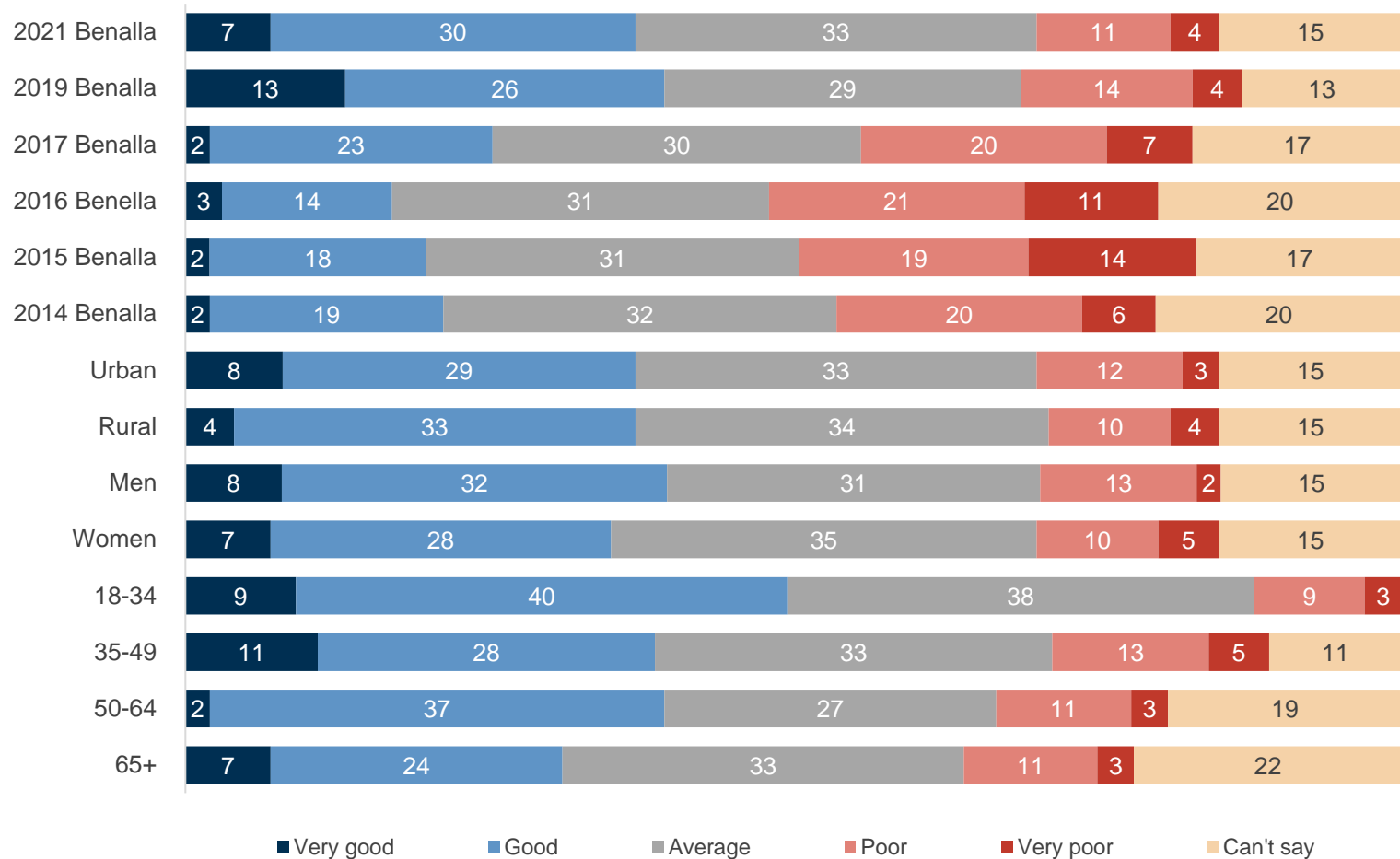


BN3. How has Benalla Rural City Council performed on economic or business development over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Economic or business development

2021 Economic or business development performance (%)

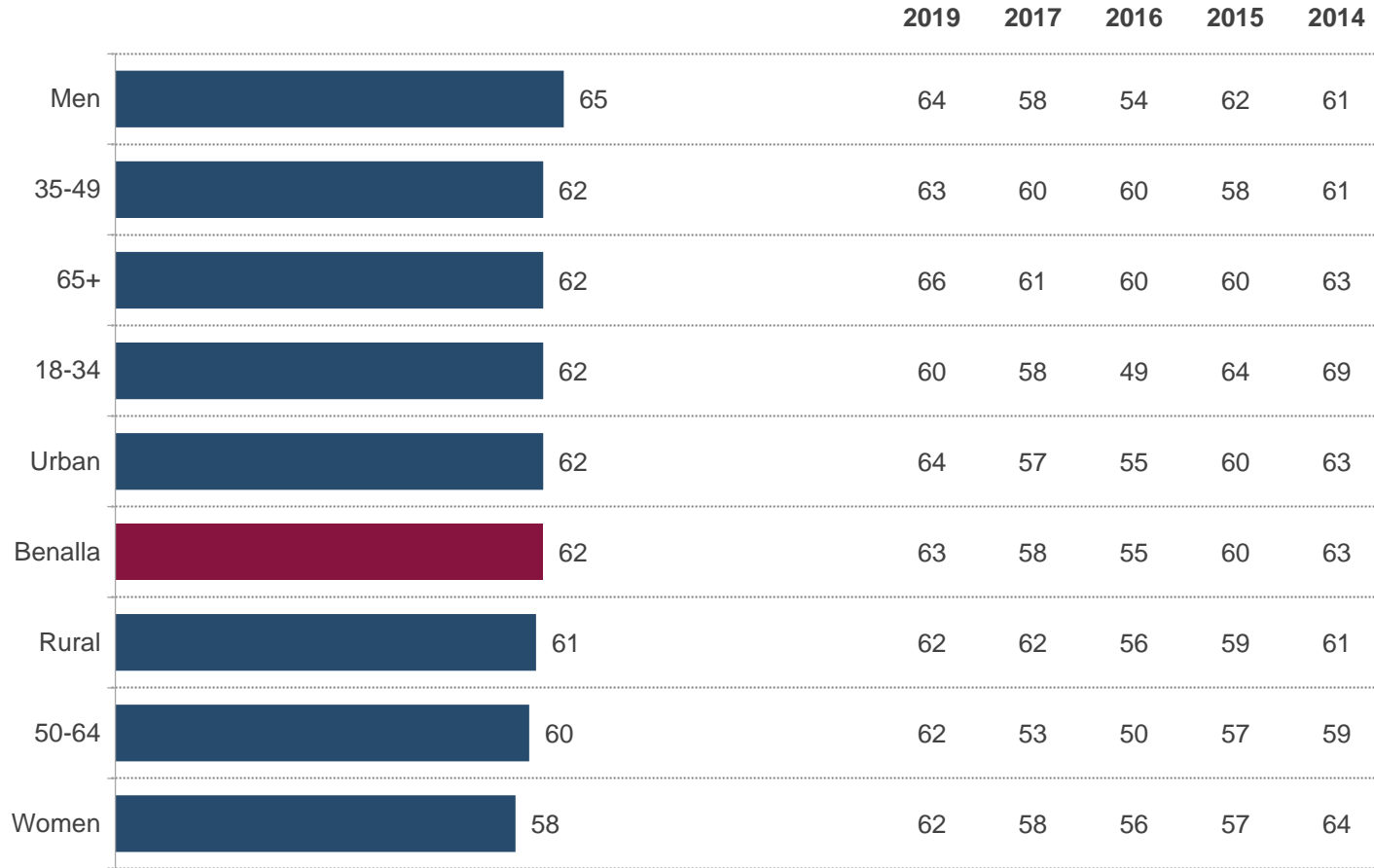


BN3. How has Benalla Rural City Council performed on economic or business development over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Community development activities

2021 Community development activities performance (index scores)

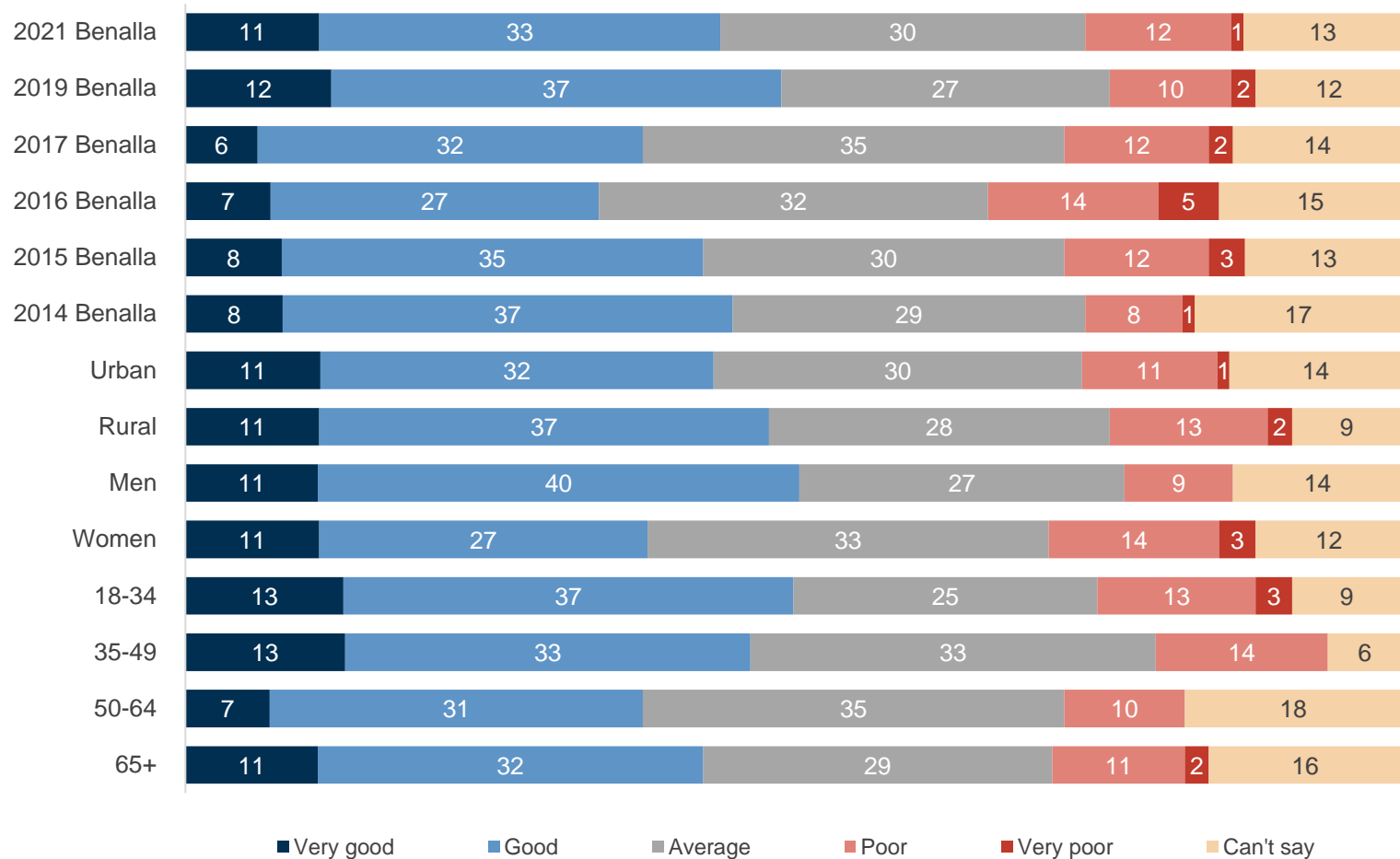


BN4. How has Benalla Rural City Council performed on community development activities over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Community development activities

2021 Community development activities performance (%)

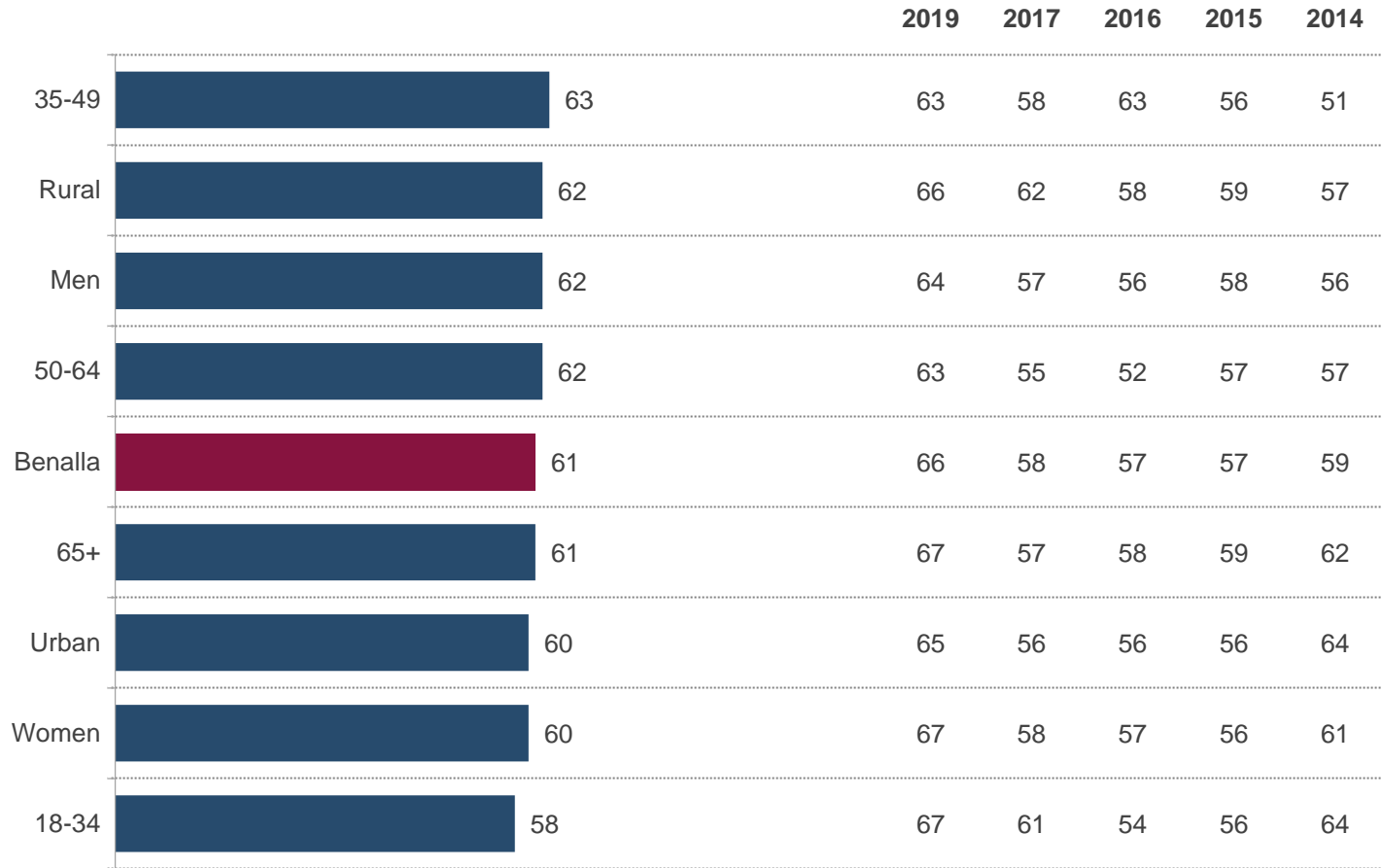


BN4. How has Benalla Rural City Council performed on community development activities over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Tourism promotion and support

2021 Tourism promotion and support performance (index scores)

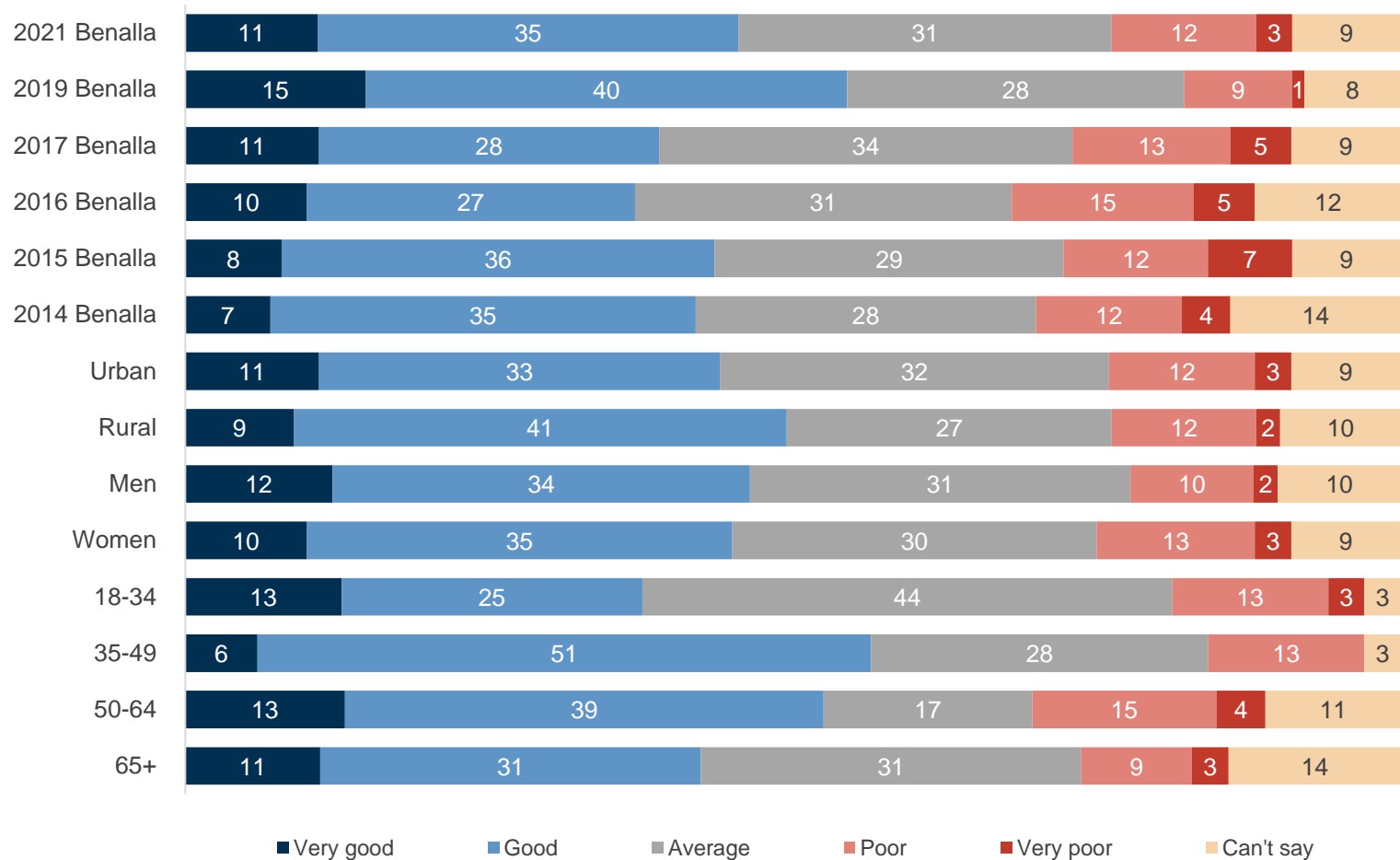


BN5. How has Benalla Rural City Council performed on tourism promotion and support over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Tourism promotion and support

2021 Tourism promotion and support performance (%)

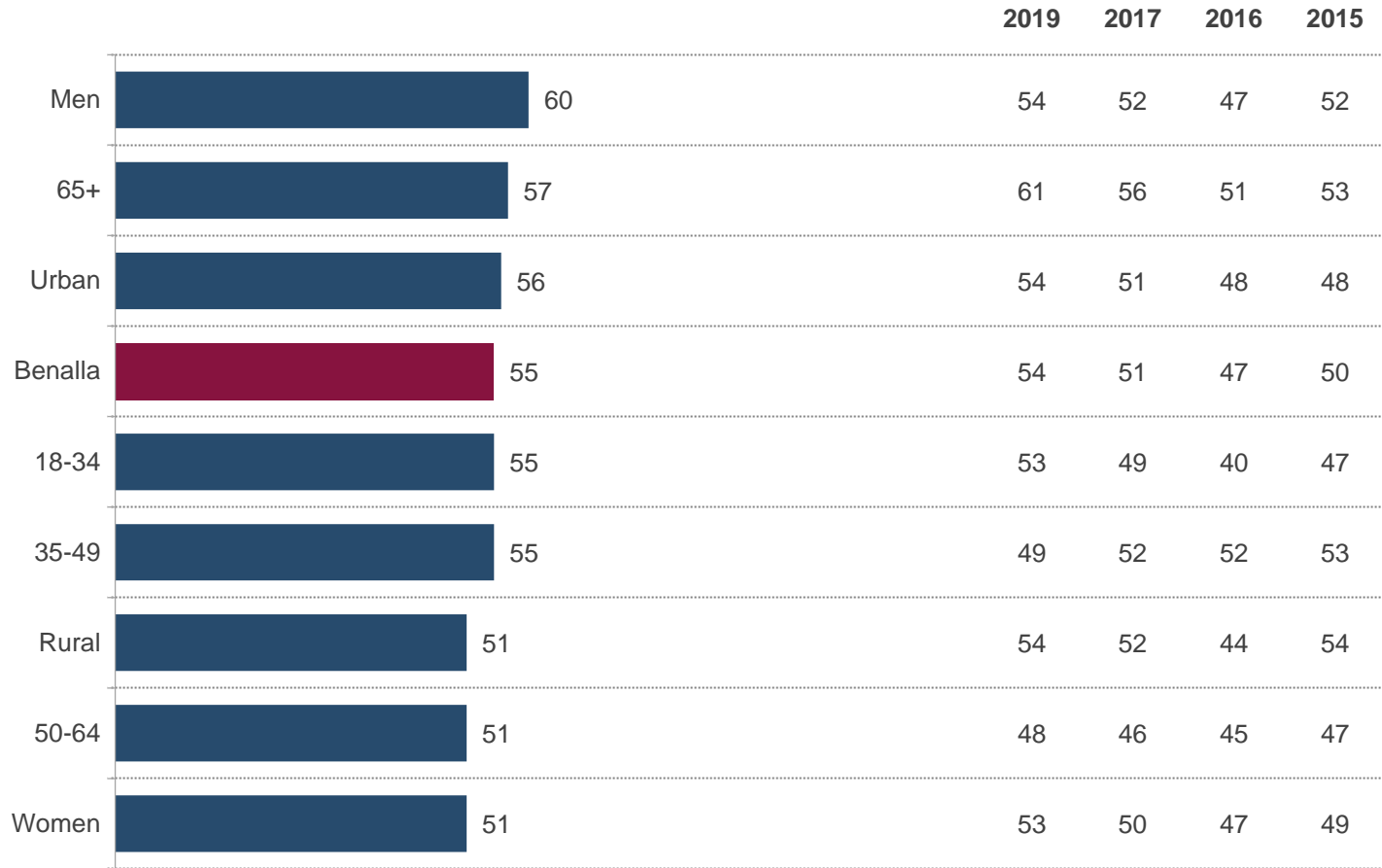


BN5. How has Benalla Rural City Council performed on tourism promotion and support over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Providing youth services and activities

2021 Providing youth services and activities performance (index scores)

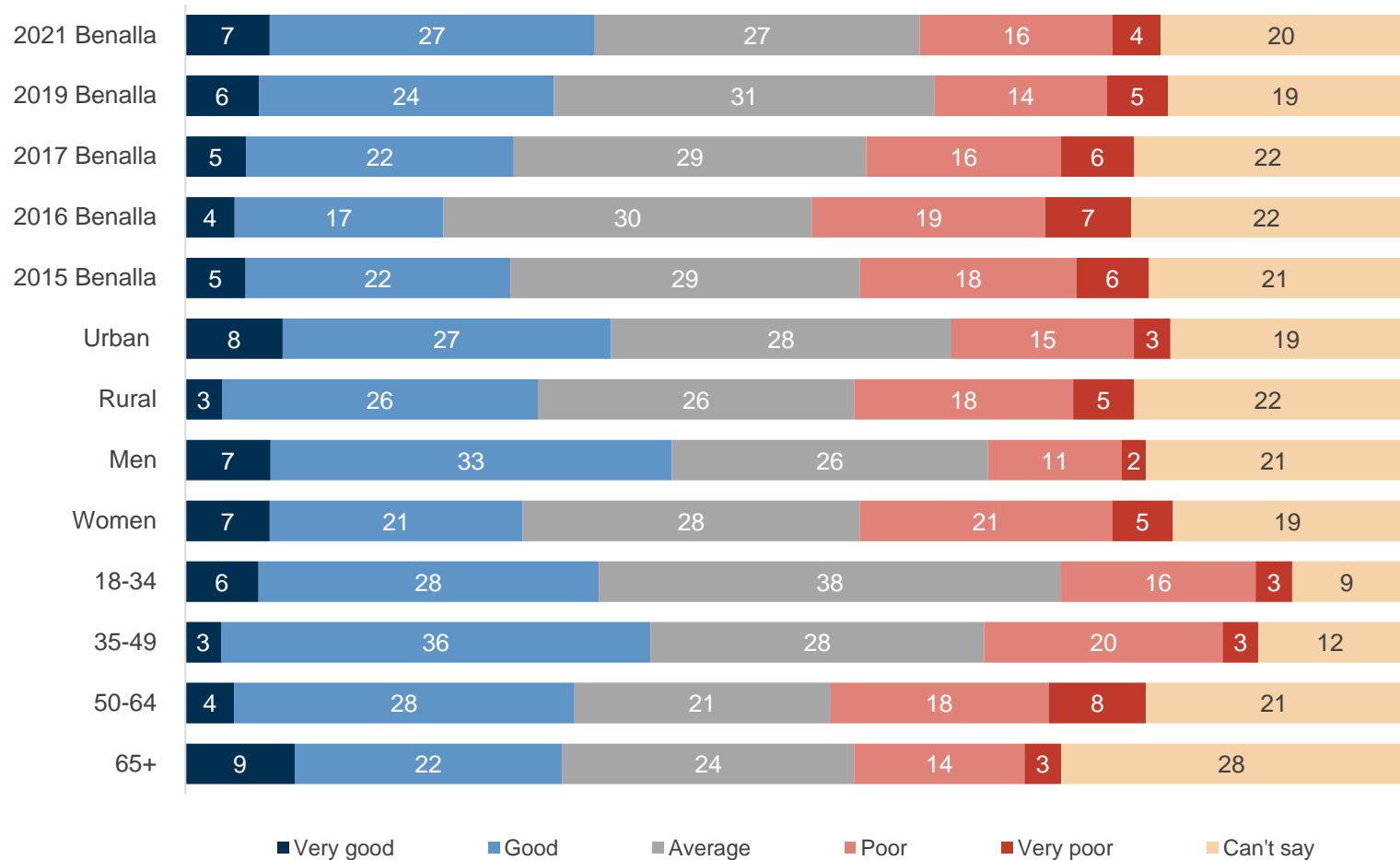


BN6. How has Benalla Rural City Council performed on providing youth services and activities over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).



Providing youth services and activities

2021 Providing youth services and activities performance (%)



BN6. How has Benalla Rural City Council performed on providing youth services and activities over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
 Base: All respondents (n=401).

**THERE ARE
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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

