Appendix 2

16.1 Community Satisfaction Survey Results 2022

Community Satisfaction Survey Results 2022

Ordinary Meeting of Council

Wednesday 22 June 2022 at 7:00pm

Queenscliff Town Hall

2022 Local Government Community Satisfaction Survey

Borough of Queenscliffe

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

Borough of Queenscliffe – at a glance

Overall council performance

Results shown are index scores out of 100.

Borough of Queenscliffe 67

State-wide 59

Small Rural 58

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Elderly support services	None
	Sealed local roads	
	Consultation & engagement	
Compared to group average	Sealed local roads	None
	Consultation & engagement	
	Environmental sustainability	

Summary of core measures

Index scores

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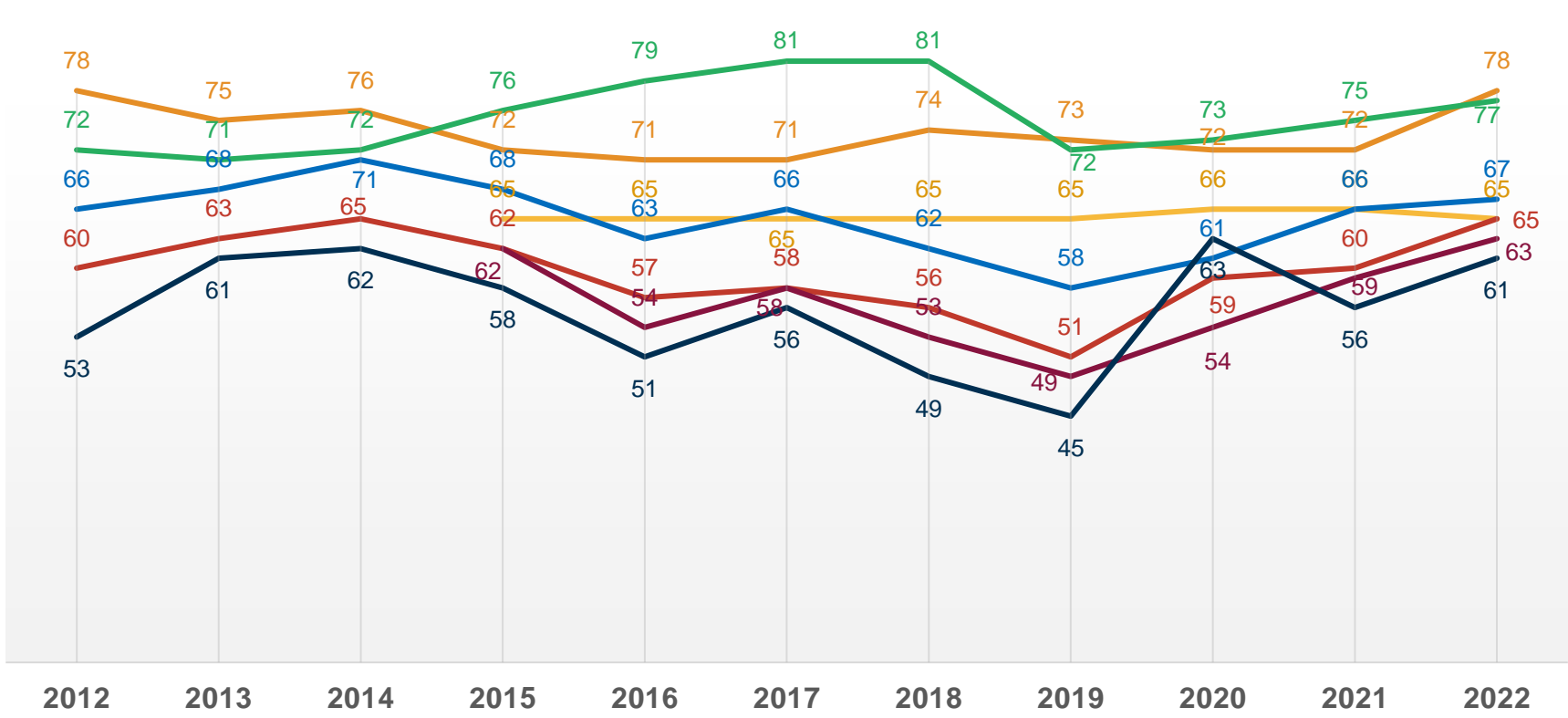
Summary of core measures

Core measures summary results (%)
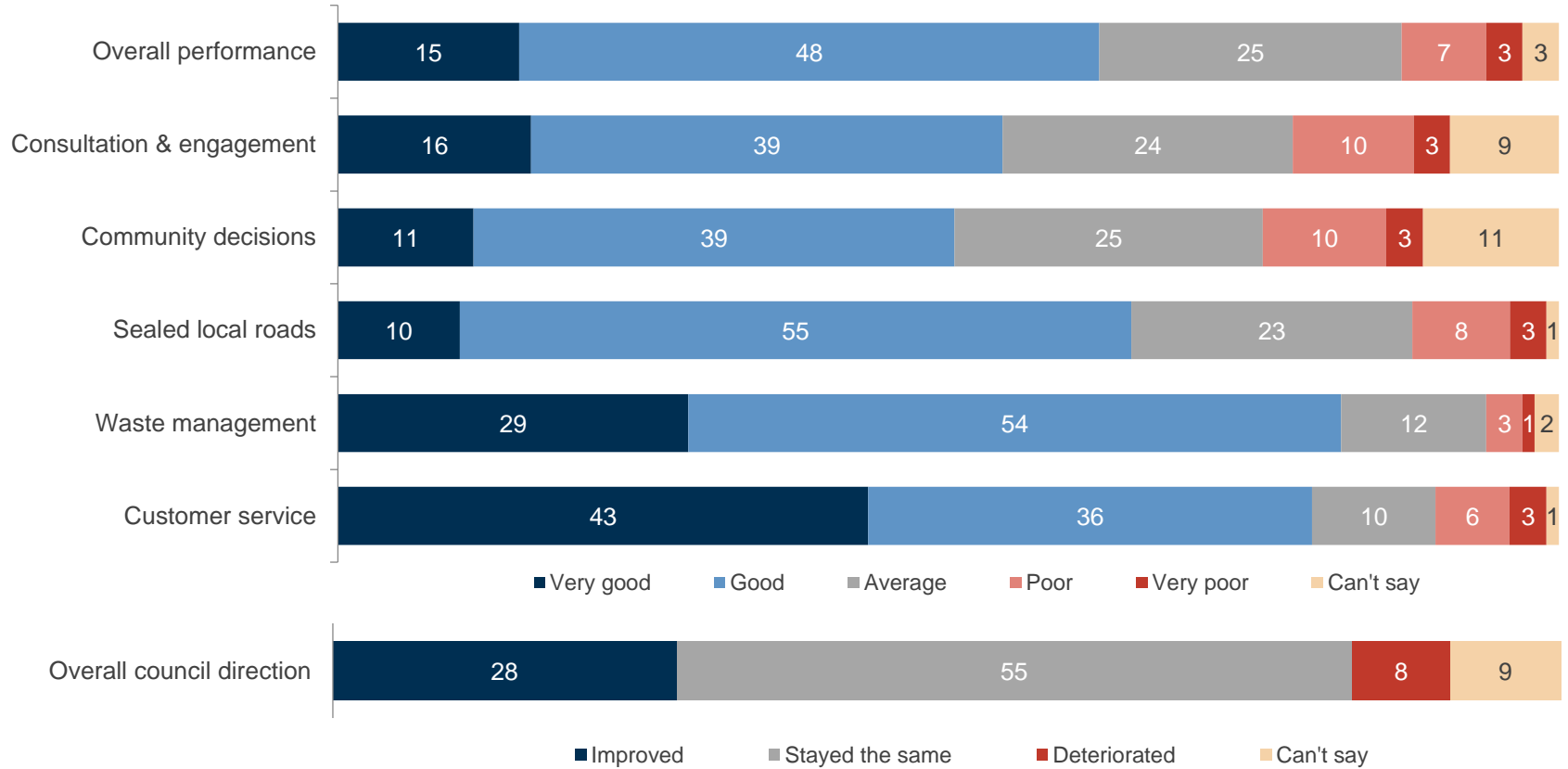
Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	15	48	25	7	3	3
Consultation & engagement	16	39	24	10	3	9
Community decisions	11	39	25	10	3	11
Sealed local roads	10	55	23	8	3	1
Waste management	29	54	12	3	1	2
Customer service	43	36	10	6	3	1

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

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	28	55	8	9

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

Summary of Borough of Queenscliffe performance

Services	Borough of Queenscliffe 2022	Borough of Queenscliffe 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
Overall performance	67	66	58	59	Aged 35-49 years	Men
Value for money	61	59	51	53	Aged 35-49 years	Aged 65+ years
Overall council direction	61	56	51	50	Aged 50-64 years	Aged 35-49 years
Customer service	78	72	67	68	Aged 35-49 years, Non-Residents	Men
Elderly support services	79	76	70	67	Aged 18-34 years	Men
Appearance of public areas	78	74	73	71	Aged 18-49 years, Non-Residents	Aged 65+ years
Waste management	77	75	68	68	Aged 35-49 years	Aged 50-64 years
Recreational facilities	74	72	69	69	Women	Men
Art centres & libraries	73	73	71	73	Women	Aged 18-34 years
Community & cultural	71	70	68	65	Non-Residents	Aged 18-34 years

Significantly higher / lower than Borough of Queenscliffe 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2022	Borough of Queenscliffe 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Family support services	69	66	64	65	Aged 50-64 years	Aged 18-34 years
	Environmental sustainability	69	67	59	61	Aged 35-49 years	Aged 18-34 years
	Informing the community	67	67	59	59	Aged 35-49 years	Aged 65+ years, Men, Residents
	Traffic management	66	67	66	58	Aged 50-64 years	Men, Aged 65+ years
	Sealed local roads	65	66	50	53	Non-Residents	Aged 65+ years
	Consultation & engagement	65	60	54	54	Aged 35-49 years	Men, Aged 65+ years
	Bus/community dev./tourism	65	61	63	60	Aged 18-34 years	Aged 65+ years
	Parking facilities	64	63	60	57	Aged 35-49 years	Aged 65+ years
	Community decisions	63	59	54	54	Aged 18-34 years	Men, Aged 65+ years
	Enforcement of local laws	62	59	62	63	Aged 18-34 years	Aged 65+ years

Significantly higher / lower than Borough of Queenscliffe 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2022	Borough of Queenscliffe 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Lobbying	**61**	57	54	53	Aged 18-34 years	Aged 65+ years, Men, Non-Residents
	Town planning policy	**59**	56	56	54	Aged 18-34 years	Aged 65+ years
	Planning & building permits	**52**	52	48	50	Aged 50-64 years, Non-Residents	Aged 18-34 years

Significantly higher / lower than Borough of Queenscliffe 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Council's performance ratings across all service areas are in line with or significantly higher than in 2021. Ratings in a number of evaluated areas have reached or returned to a series peak. Positive growth in the area of council direction in particular suggests increasing public confidence in Council's management of community issues. Perceptions of Council's overall performance are similarly encouraging and have been consistently improving over the last few years.

Key influences on perceptions of overall performance

Council should continue to focus on the areas of community decisions and town planning, which have the strongest influence on perceptions of overall performance of all individual service areas evaluated. Council should seek to maintain significant gains in the area of community decisions, where Council attained its highest rating in eight years. General town planning policy, however, is the second-lowest rated service area. Whilst ratings have inched upwards since 2019, there is room for further improvement in this area.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the Small Rural group and State-wide averages for councils in most service areas. Council outperforms both by the widest margins in the area of sealed local roads and consultation and engagement. On no measure evaluated does Council perform significantly lower than the group averages – a positive result.

Maintain gains achieved

Council should look to maintain its improved performance across service areas over the next 12 months. In particular, Council should work to maintain significant positive gains in the areas of customer service, consultation and engagement, and community decisions where ratings are at their highest levels in years. It may also serve Council well to attend to any concerns or issues relevant to older residents aged 65 years and over, who rate Council's performance lower than others in many instances.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 67 is in line with the 2021 result, increasing by one index point in the past year and continuing a multi-year trend of improvement. Council has maintained and built upon significant gains achieved between 2020 and 2021.

The Borough of Queenscliffe's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average ratings for councils in the Small Rural group and State-wide (index scores of 58 and 59 respectively).

- Impressions improved significantly among women (index score of 70, up six points from 2021) and those aged 50 to 64 years (also 70, up nine points). The next youngest age group, those aged 35 to 49 years (74), rate overall performance significantly higher compared to the Council average.

- In contrast, perceptions dropped by a significant 13 points among the youngest adults aged 18 to 34 years (index score of 68) from a high of 81 in 2021.

Half (51%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good' compared to just 13% who rate it as 'very poor' or 'poor'. A further 28% rate Council as 'average'.
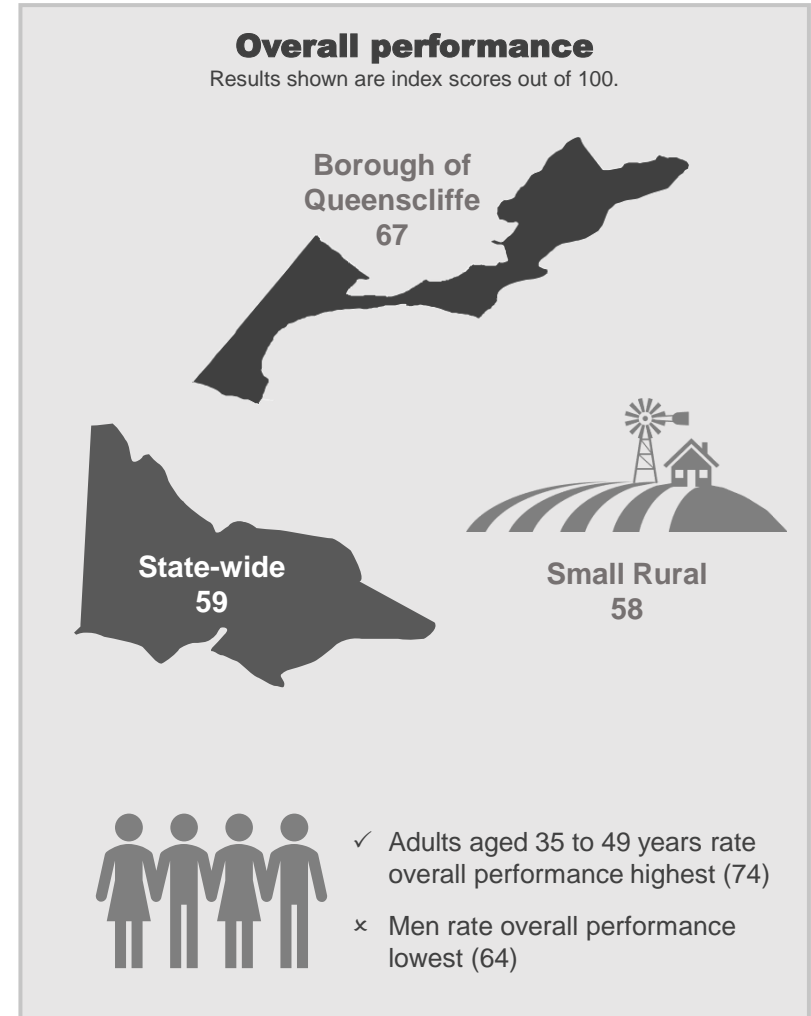
Overall performance
Results shown are index scores out of 100.

Borough of Queenscliffe
67

State-wide
59

Small Rural
58

✓ Adults aged 35 to 49 years rate overall performance highest (74)

✗ Men rate overall performance lowest (64)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74 ▲	69	58	62	66	62	62	68	70	64	64
Non-resident ratepayer	70	67	66	63	64	68	67	72	71	71	67
Women	70	64	62	58	64	68	65	67	70	69	65
50-64	70	61	62	59	60	65	60	64	68	65	63
18-34	68	81	53	51	67	75	66	67	75	79	72
Borough Of Queenscliffe	67	66	61	58	62	66	63	68	71	68	66
Residents	66	65	59	56	62	66	62	67	71	67	66
65+	65	64	63	58	62	66	63	71	73	68	67
Men	64	68	59	57	61	64	60	69	73	67	68
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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, 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 Borough Of Queenscliffe	15	48	25	7	3	3
2021 Borough Of Queenscliffe	12	51	24	8	3	2
2020 Borough Of Queenscliffe	11	40	33	9	5	1
2019 Borough Of Queenscliffe	9	36	36	12	6	1
2018 Borough Of Queenscliffe	14	38	33	9	4	1
2017 Borough Of Queenscliffe	16	43	29	6	3	3
2016 Borough Of Queenscliffe	14	40	32	9	4	2
2015 Borough Of Queenscliffe	17	45	32	5		1
2014 Borough Of Queenscliffe	22	46	26	4	1	1
2013 Borough Of Queenscliffe	16	47	27	5	2	2
2012 Borough Of Queenscliffe	12	50	28	7		2
State-wide	10	37	35	11	6	2
Small Rural	10	35	36	12	6	2
Residents	17	44	25	8	3	2
Non-resident ratepayer	12	57	23	3	1	4
Men	12	46	26	8	4	3
Women	18	50	23	6	1	3
18-34		64	27			9
35-49	21	64		7	4	4
50-64	20	49	20	6	3	2
65+	15	41	30	9	3	3

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, 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)
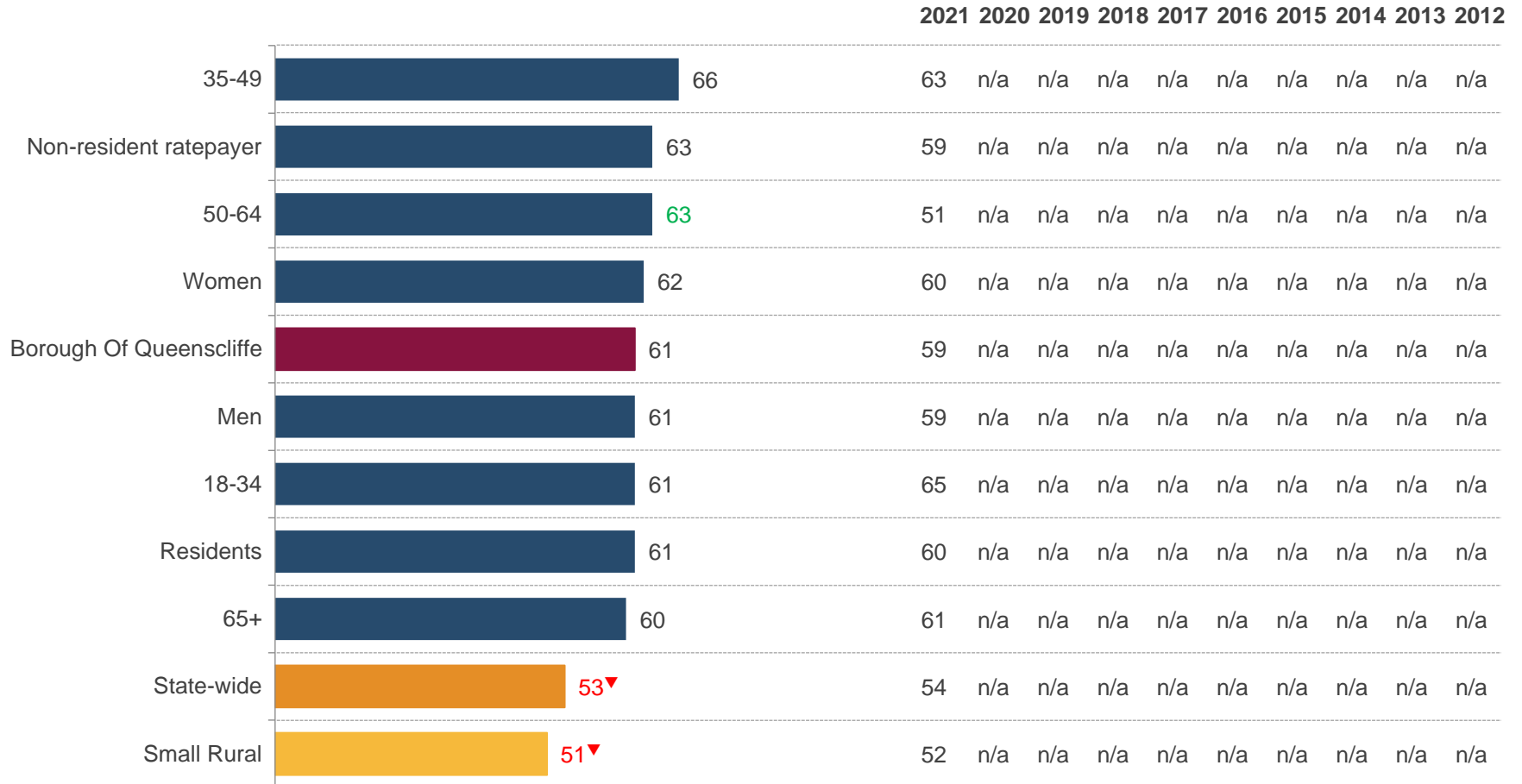
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	66	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Non-resident ratepayer	63	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Borough Of Queenscliffe	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residents	61	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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

Q3b. How would you rate Borough of Queenscliffe 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
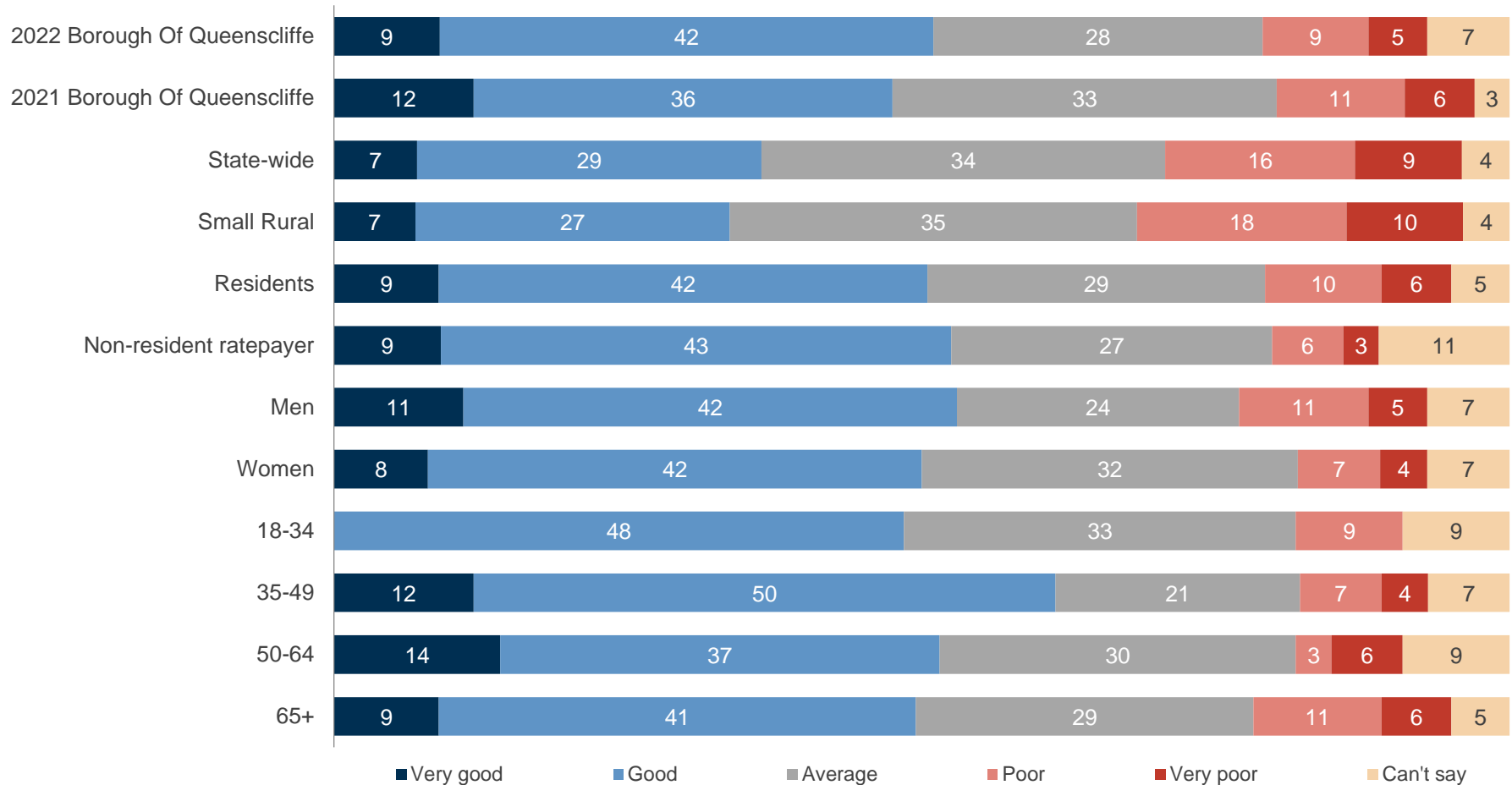
2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	9	42	28	9	5	7
2021 Borough Of Queenscliffe	12	36	33	11	6	3
State-wide	7	29	34	16	9	4
Small Rural	7	27	35	18	10	4
Residents	9	42	29	10	6	5
Non-resident ratepayer	9	43	27	6	3	11
Men	11	42	24	11	5	7
Women	8	42	32	7	4	7
18-34		48	33	9		9
35-49	12	50	21	7	4	7
50-64	14	37	30	3	6	9
65+	9	41	29	11	6	5

Q3b. How would you rate Borough of Queenscliffe 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

Council ratings improved significantly in a number of service areas, but its best performing service area remains elderly support services (index score of 79).

- Over the last 12 months, perceptions of Council's rating in this area increased three index points. From a low point in 2016, perceptions have improved or remained steady – a positive result for Council.

- Council's rating in this area improved significantly among most groups, with the exception of men (74), whose rating declined a significant four points.

- Men also rate elderly support services significantly lower than the Council average, but more importantly, so do residents aged 65 years and over who are likely to be the users of these services. This is a departure from recent years, where their views have either been in line with or higher than average.

The appearance of public areas is Council's next highest rated service area (78). Perceptions improved significantly in the last 12 months. One in five (21%) say Council's location is the best thing about the area.

Waste management follows closely behind (77). Like many other of Council's service areas, perceptions here have been steadily improving since 2019.

Council also performs significantly higher than the Small Rural group and State-wide averages in all its top performing service areas.
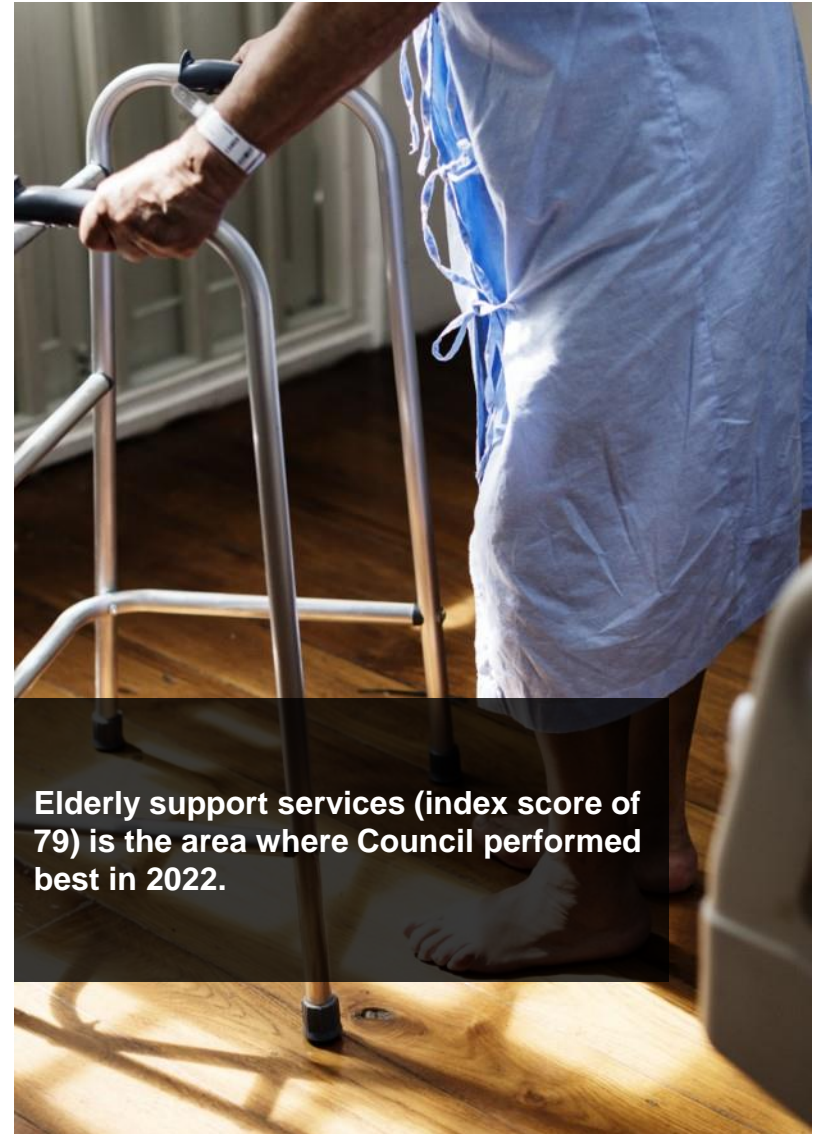
Elderly support services (index score of 79) is the area where Council performed best in 2022.

Lower performing service areas

Council rates lowest – relative to its performance in other areas – in the areas of building and planning permits (index score of 52) and town planning policy (index score of 59).

Council did not experience any significant declines in performance ratings in 2022 – this is a positive result.

Council rates lowest in the related areas of building and planning permits (52) and town planning policy (59).

- That said, Council performs significantly higher than State-wide and Small Rural group averages in the area of town planning, and significantly higher than the Small Rural average for building and planning permits.

- Encouragingly, Council has maintained gains achieved in the area of planning and building permits between 2020 and 2021, while performance in the area of town planning has steadily improved since 2020.

- Continuing to strengthen performance in town planning will be more effective at shoring up overall positive sentiment, as this service area is proven to have a strong influence on Council's overall performance rating.

- This year and in years past, residents aged 65 years and over have lower ratings of Council's town planning. Addressing their concerns in particular may assist.

- In contrast, to try and lift perceptions in the lowest rated area of building and planning permits, attention is best focused on younger residents aged 18 to 34 years, whose rating declined 16 points in the last year.

Individual service area performance

2022 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	79	76	75	75	75	71	68	72	71	77	75
Appearance of public areas	78	74	74	73	75	80	74	78	77	73	74
Waste management	77	75	73	72	81	81	79	76	72	71	72
Recreational facilities	74	72	73	70	74	72	72	75	70	73	72
Art centres & libraries	73	73	73	71	73	72	69	71	71	70	73
Community & cultural	71	70	73	68	69	72	68	71	72	73	72
Family support services	69	66	70	67	69	67	64	68	67	70	70
Environmental sustainability	69	67	62	60	66	66	63	64	67	66	63
Informing the community	67	67	65	57	59	60	63	65	69	68	60
Traffic management	66	67	64	66	65	66	65	69	68	66	66
Sealed local roads	65	66	66	65	65	65	65	65	n/a	n/a	n/a
Consultation & engagement	65	60	59	51	56	58	57	62	65	63	60
Bus/community dev./tourism	65	61	59	57	62	66	63	67	67	68	64
Parking facilities	64	63	64	62	63	63	61	64	64	62	60
Community decisions	63	59	54	49	53	58	54	62	n/a	n/a	n/a
Enforcement of local laws	62	59	62	59	63	66	61	66	67	66	67
Lobbying	61	57	56	55	58	59	55	63	61	61	61
Town planning policy	59	56	53	53	54	57	55	57	59	59	56
Planning & building permits	52	52	47	51	51	53	50	55	55	55	54

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
Elderly support services	21	25	8	1	1	44
Appearance of public areas	37	44	13	4	2	1
Waste management	29	54	12	3	1	2
Recreational facilities	28	43	19	5	1	4
Art centres & libraries	18	44	18	3		17
Community & cultural	16	44	22	4		13
Family support services	7	21	15	1		56
Environmental sustainability	20	39	21	8	2	11
Informing the community	20	41	23	8	3	5
Traffic management	14	47	23	9	3	4
Sealed local roads	10	55	23	8	3	1
Consultation & engagement	16	39	24	10	3	9
Bus/community dev./tourism	13	36	25	7	3	16
Parking facilities	14	44	24	9	5	5
Community decisions	11	39	25	10	3	11
Enforcement of local laws	10	37	21	10	4	17
Lobbying	7	29	24	8	2	30
Town planning policy	6	37	22	11	4	20
Planning & building permits	5	19	25	9	7	36

■ 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

J W S R E S E A R C H   22

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:

- Town planning

- Informing the community

- Community and cultural activities

- Traffic management

- Environmental sustainability

- Recreational facilities.

Looking at these key service areas only, Council's recreational facilities and community and cultural activities have a high performance index (74 and 71 respectively) and a moderate influence on the overall performance rating.

Council is also performing well in the areas of environmental sustainability, informing the community and traffic management (performance index of 69, 67 and 66 respectively).

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

Town planning has a stronger influence on overall community perceptions and Council performs less well in this service area (performance index of 59).

A focus on keeping residents well informed and addressing their concerns about local planning issues can help to shore up positive opinion 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)
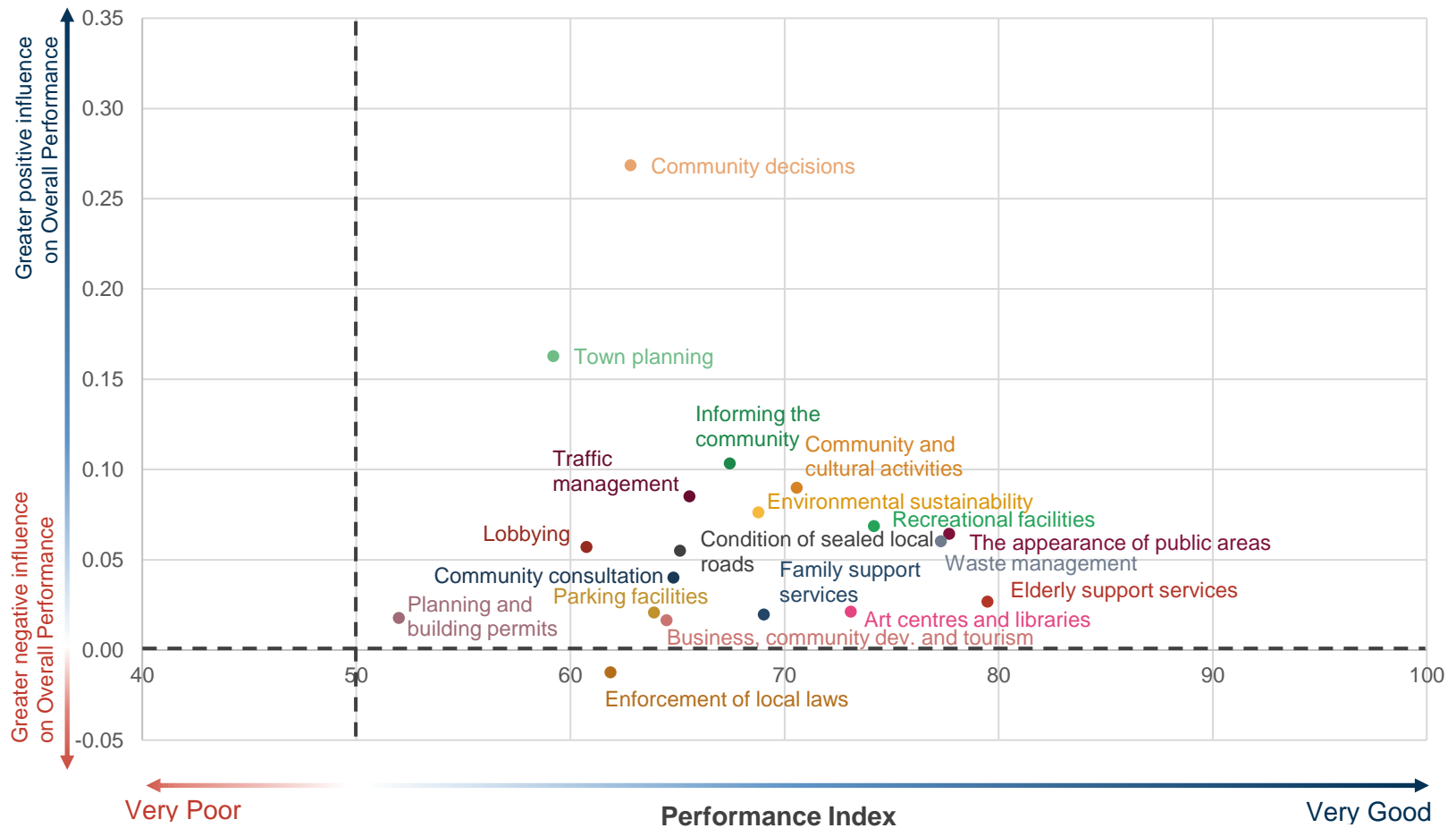
The multiple regression analysis model above (all service areas) has an R² value of 0.731 and adjusted R² value of 0.718, which means that 73% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 54.37. 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)

Community decisions — Should remain a focus as currently performing fairly well here and changes will have a stronger influence on overall perceptions.

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.

Town planning — Focus on this area satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Informing the community

Community and cultural activities

Recreational facilities

Traffic management

Environmental sustainability

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

Performance Index

Very Poor

Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.715 and adjusted R² value of 0.710, which means that 72% 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 = 140.62.

Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -

Category	%
Location	21
The Community/Community Feeling/Neighbourhood	11
Beach/Foreshore/Waterfront/Lake	10
Environmental	10
Small/Independent	9
Customer Service	8
Community Engagement/Involvement/Communication	7
Community Support Services	5
Development	4
Recreational/Sporting Facilities	4
Generally Good - Overall/No Complaints	4
Community/Public Events/Activities	4

2022 areas for improvement (%)
- Top mentions only -

Category	%
Community Consultation	9
Public Areas - General Maintenance	6
Environmental Issues	6
Communication	6
Informing the Community	6
Beach/Foreshore/Creeks/Rivers/Lakes	5
Decision Making Processes	5
Council Management	5
Nothing	9
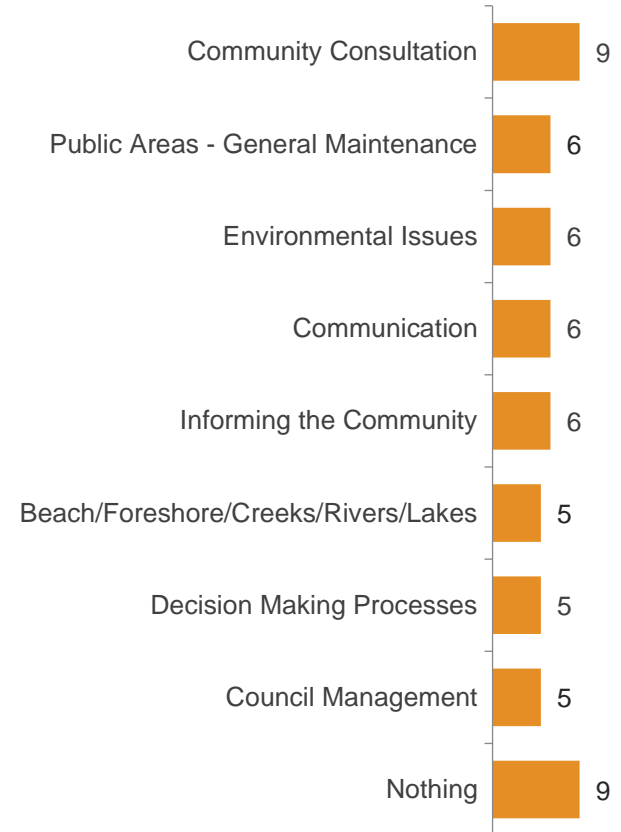
Q16. Please tell me what is the ONE BEST thing about Borough of Queenscliffe? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 9
A verbatim listing of responses to this question can be found in the accompanying dashboard.
Q17. What does Borough of Queenscliffe MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Just under two-thirds of residents (65%) had contact with Council in the last 12 months. Rate of contact is down eight percentage points on 2021, which is the greatest shift in contact with Council in five years.

- Adults aged 35 to 49 years and 65 years and over had the highest rates of contact with Council (75% and 73% respectively – the latter is significantly higher compared to the Council average).

- Adults aged 18 to 34 years had relatively little contact with Council (12%).

Among those residents who have had contact with Council, 79% provide a positive customer service rating of 'very good' or 'good', including 43% of residents who rate Council's customer service as 'very good'.

Customer service

While rate of contact declined, Council's customer service index of 78 increased by a significant six points from 2021. It is the first time in the series that perceptions have improved significantly in this service area. Council's rating is at its highest point since 2012, when it last achieved this peak index score.

- The increase is mostly driven by women (index score of 82, up eight points from 2021), non-resident ratepayers (84, up 13 points), and residents aged 50 to 64 (82, up 16 points), whose perceptions all improved significantly in the last 12 months. Non-resident ratepayers are particularly positive and rate Council's customer service performance significantly higher compared to the Council average.

- Conversely, men now rate customer service performance significantly lower (72) compared to the Council average. Men also have had significantly less contact with Council this year compared to last (down 10 percentage points to 59%).

Customer service is now rated significantly higher than the State-wide and Small Rural group averages (index scores of 68 and 67 respectively).

Contact with council

2022 contact with council (%)
Have had contact

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

J W S R E S E A R C H   30

Contact with council

2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	65	72	85	68	77	55	78	89	75	77
65+	73▲	71	72	72	74	67	65	61	69	65	68
Women	71	76	72	74	73	69	65	65	68	72	71
50-64	69	74	78	74	76	76	70	69	70	76	75
Residents	66	76	73	77	74	75	n/a	n/a	66	72	76
Borough Of Queenscliffe	65	73	71	75	73	73	62	69	67	69	69
Non-resident ratepayer	64	65	67	67	69	66	n/a	n/a	70	59	49
Small Rural	63	63	66	63	64	62	61	64	n/a	n/a	n/a
State-wide	60▼	61	63	61	61	58	58	60	61	60	61
Men	59	69	71	76	72	78	57	74	66	65	67
18-34	12▼	87	54	73	67	82	45	83	28	61	55

Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe? 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)
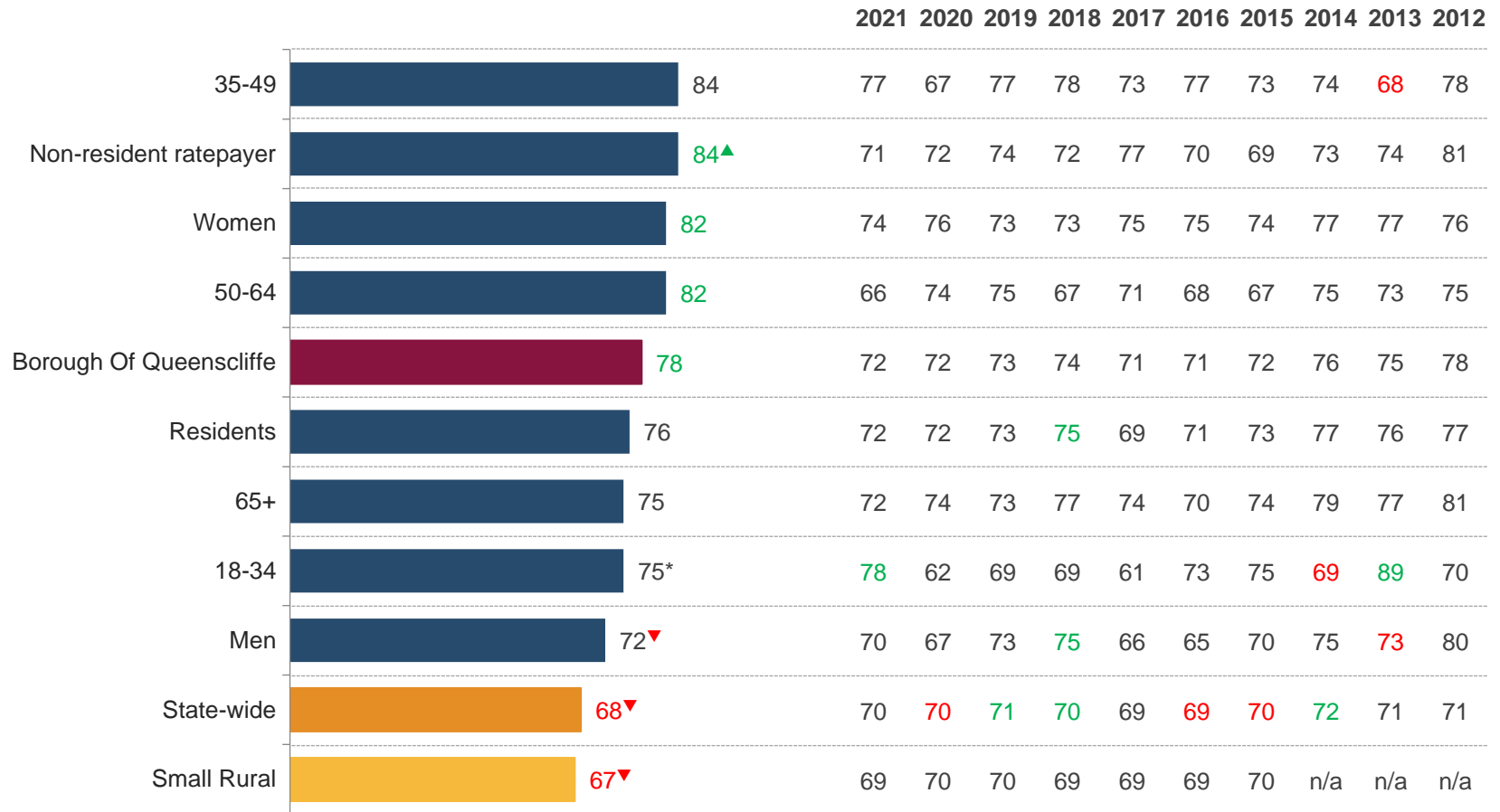
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	84	77	67	77	78	73	77	73	74	68	78
Non-resident ratepayer	84 ▲	71	72	74	72	77	70	69	73	74	81
Women	82	74	76	73	73	75	75	74	77	77	76
50-64	82	66	74	75	67	71	68	67	75	73	75
Borough Of Queenscliffe	78	72	72	73	74	71	71	72	76	75	78
Residents	76	72	72	73	75	69	71	73	77	76	77
65+	75	72	74	73	77	74	70	74	79	77	81
18-34	75*	78	62	69	69	61	73	75	69	89	70
Men	72 ▼	70	67	73	75	66	65	70	75	73	80
State-wide	68 ▼	70	70	71	70	69	69	70	72	71	71
Small Rural	67 ▼	69	70	70	69	69	69	70	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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.
*Caution: small sample size < n=30

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	43	36	10	6	3	1
2021 Borough Of Queenscliffe	33	39	16	6	5	
2020 Borough Of Queenscliffe	34	37	16	6	6	1
2019 Borough Of Queenscliffe	31	43	14	6	4	2
2018 Borough Of Queenscliffe	39	33	18	5	5	
2017 Borough Of Queenscliffe	34	38	12	9	7	1
2016 Borough Of Queenscliffe	35	31	20	7	6	1
2015 Borough Of Queenscliffe	30	41	20	5	3	1
2014 Borough Of Queenscliffe	43	31	15	5	4	2
2013 Borough Of Queenscliffe	36	40	12	5	4	3
2012 Borough Of Queenscliffe	41	41	9	5	4	1
State-wide	30	35	18	9	7	1
Small Rural	29	34	18	10	8	1
Residents	40	36	10	8	4	1
Non-resident ratepayer	50	36	11	3		1
Men	31	40	17	6	4	1
Women	52	33	5	6	2	1
18-34*		100				
35-49	56	28	10	5		
50-64	50	36	5	7	1	1
65+	40	36	13	6	4	1

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

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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
*Caution: small sample size < n=30

Communication

Communication

Residents still prefer hearing about Council news and information and upcoming events from a newsletter sent via email (47%). They are almost twice as likely to prefer a newsletter sent via email to a newsletter sent via mail (24%). The gap between mail and email preference continues to widen. Over the last decade, appetite for mail communications has incrementally fallen while the opposite has occurred for email communications.

- Looking those aged under 50 years versus those over 50 years individually, the top preference for each remains emailed newsletter.

- That said, social media updates are much more popular (increasingly so) among adults under 50 years of age (26%) than the population overall (8%). More than one-third of those under 50 years of age want to receive Council updates from a newsletter sent via email (37%), while only 17% want to receive something in the mail.

- When looking at those aged over 50 years, the gap between email and mail preference follows the overall pattern and has widened in the past year. Half want to receive information from a newsletter sent via email (50%, up seven percentage points on 2021) compared to 27% who want to receive a newsletter sent via email (down from 30% in 2021).

Best form of communication

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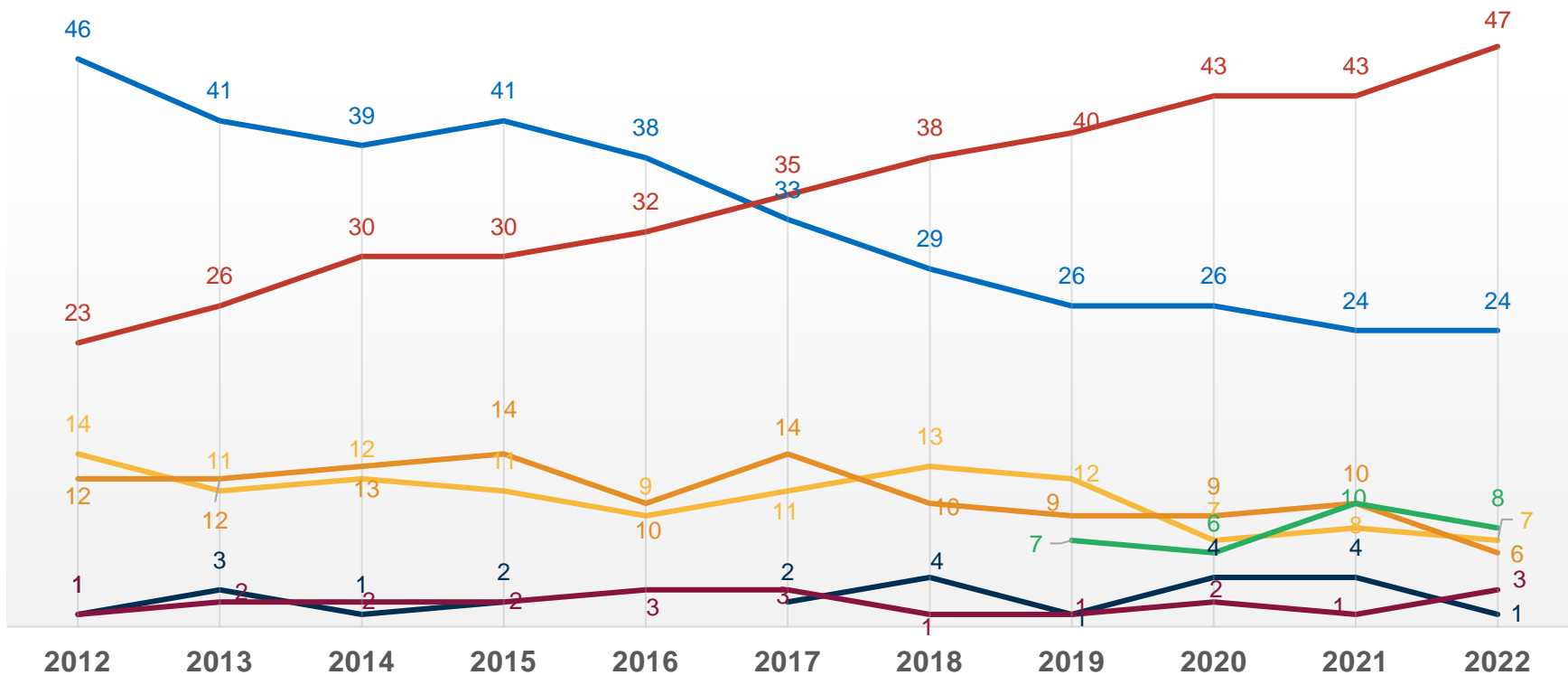
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

Q13. If Borough of Queenscliffe 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 (%)
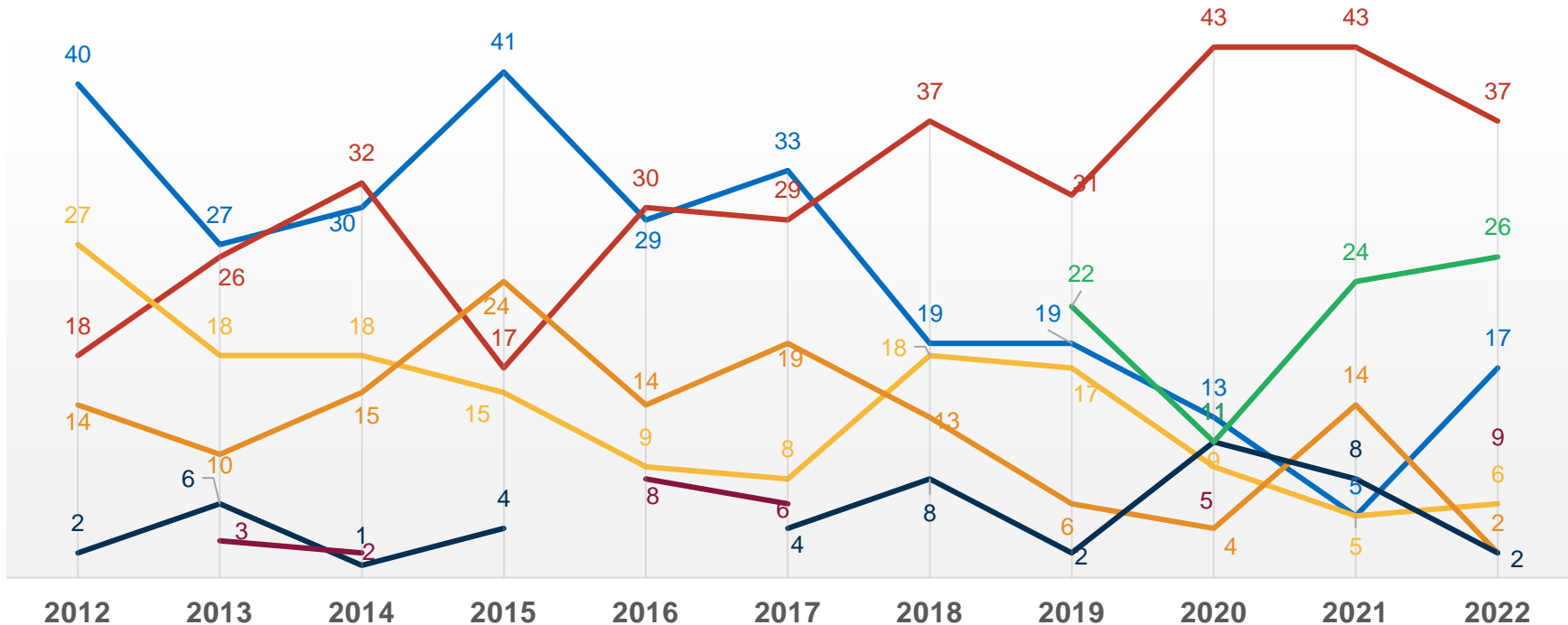
Advertising in a Local Newspaper **Council Newsletter via Mail** **Council Newsletter via Email** **Council Newsletter as Local Paper Insert** **Council Website** **Text Message** **Social Media**

Q13. If Borough of Queenscliffe 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 (%)
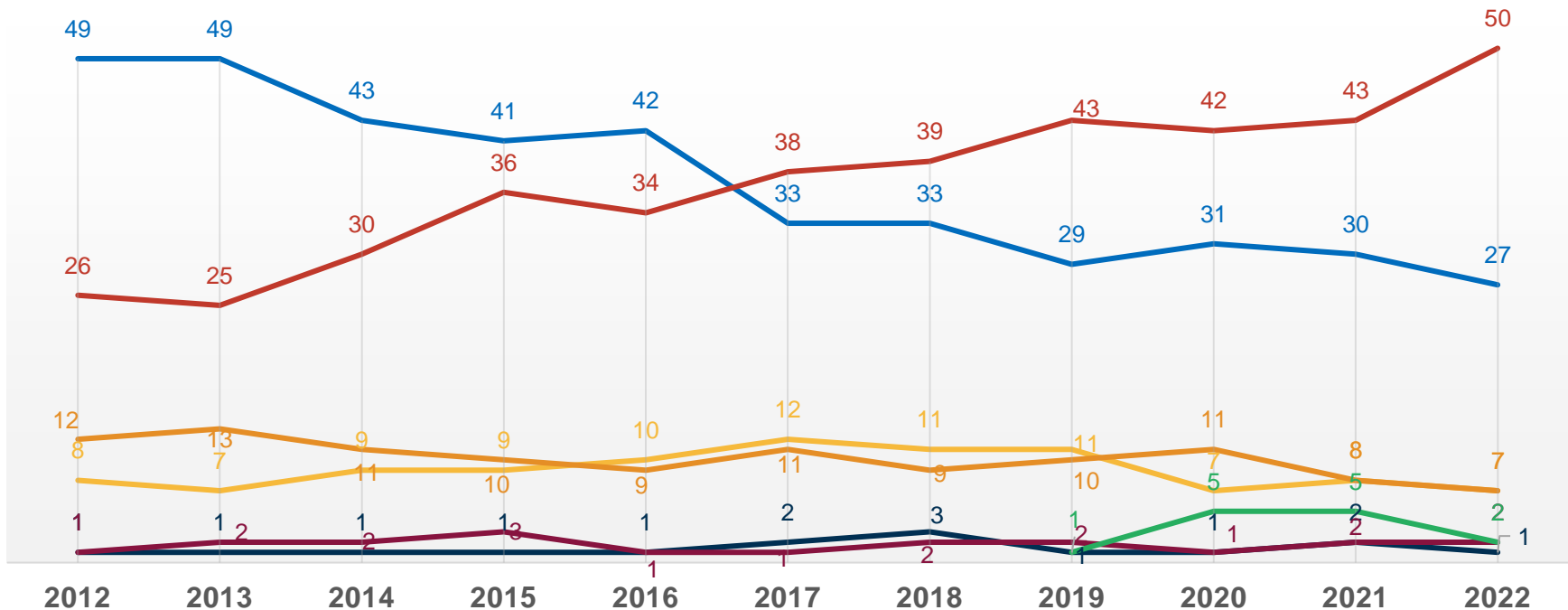
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

Q13. If Borough of Queenscliffe 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.

Council direction

Council direction

The overall council direction index score has rebounded this year and significantly improved (61, up five index points) following a significant decline in 2021. Council's overall direction index has now returned to a higher level only observed a few times in the last decade.

- The improvement can largely be attributed to the views of 50 to 64 year olds (index score of 65, up 11 points) and women (62, up nine points). Ratings in both groups increased significantly in the last year.

- The direction of Council's overall performance continues to rate significantly higher than both the State-wide and Small Rural group averages.

People are more likely to describe the direction of Council's overall performance as having improved in the 12 months leading up to the survey than in 2021 (28% in 2022 and 21% in 2021).

- A majority (55%) describe council direction as having stayed the same (down from 64% last year).

- Fewer than one in ten (8%) believe it deteriorated.

When it comes to the trade off between rates and services, there is a preference for cuts in council services to keep council rates at the same level as they are now (43%) over rate rises to improve local services (35% would prefer this).
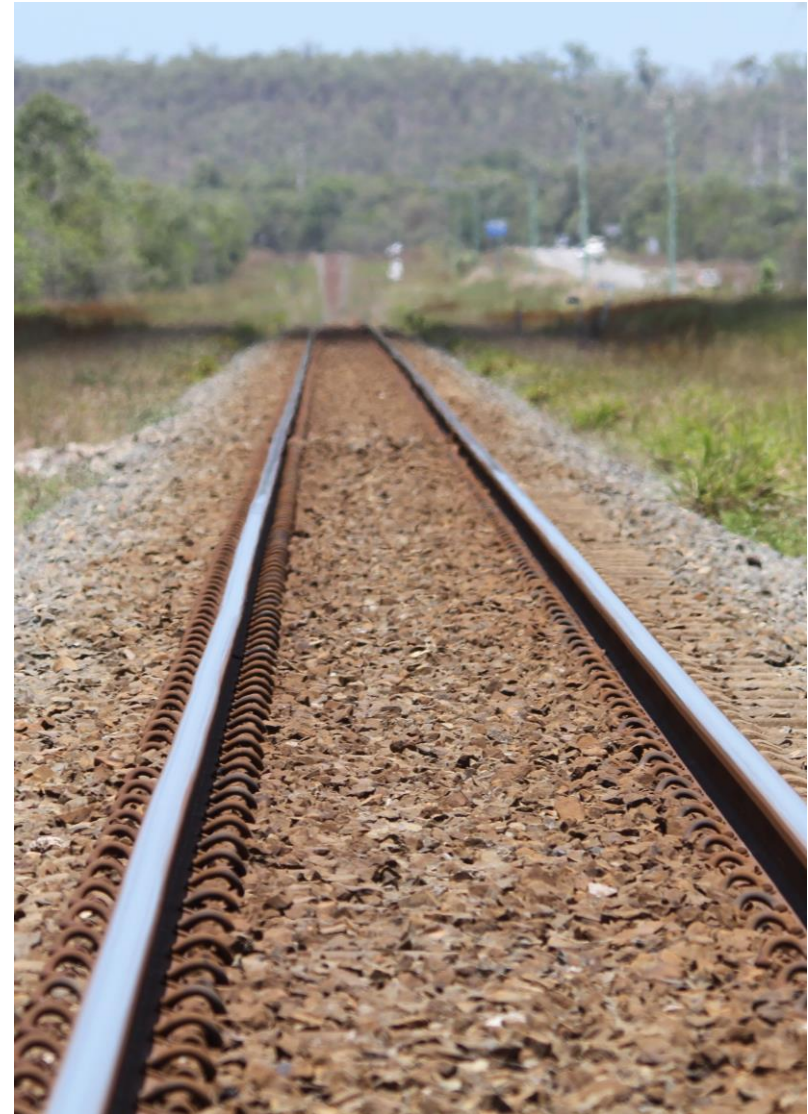
Overall council direction last 12 months

2022 overall council direction (index scores)
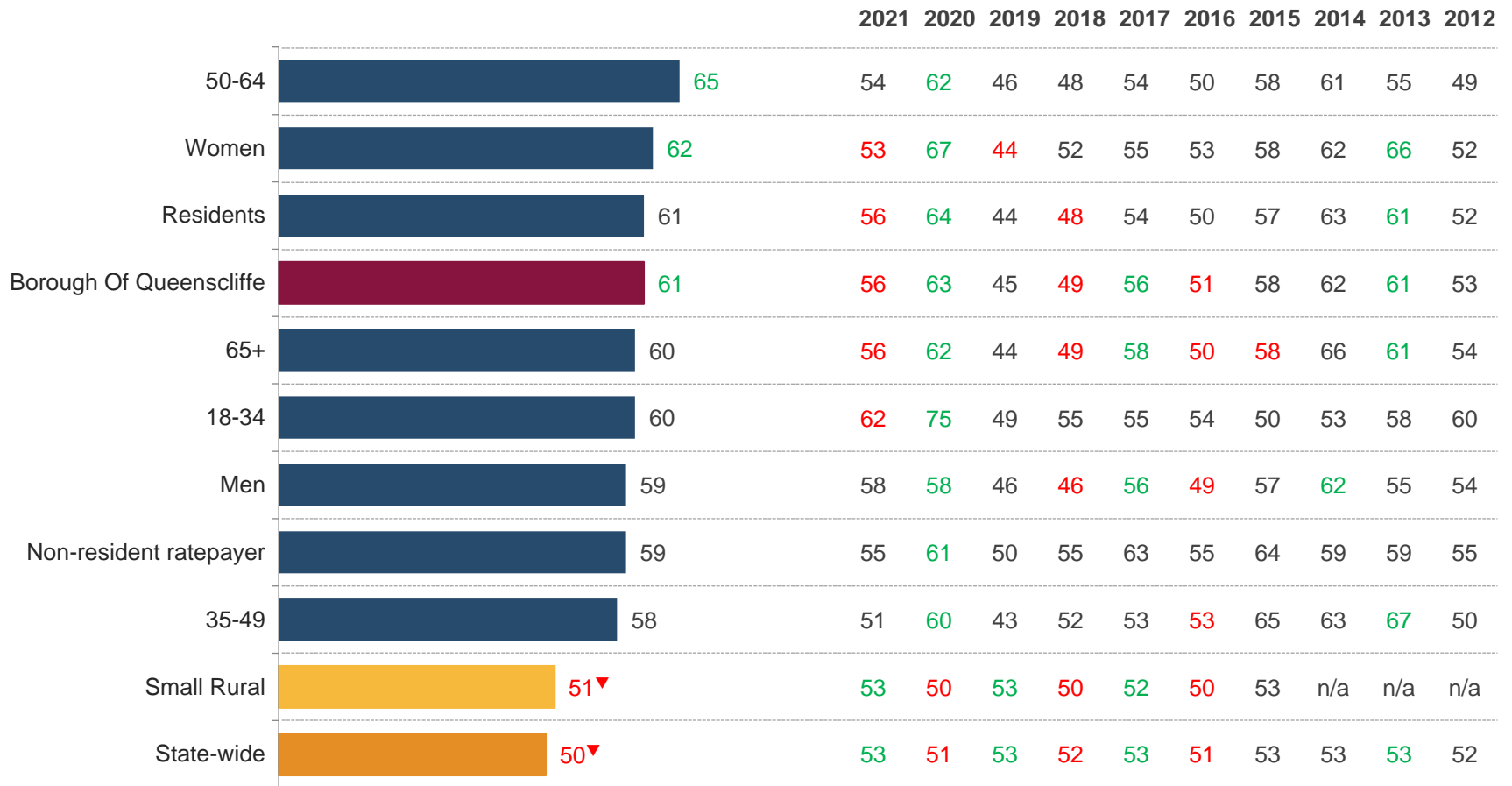
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	65	54	62	46	48	54	50	58	61	55	49
Women	62	53	67	44	52	55	53	58	62	66	52
Residents	61	56	64	44	48	54	50	57	63	61	52
Borough Of Queenscliffe	61	56	63	45	49	56	51	58	62	61	53
65+	60	56	62	44	49	58	50	58	66	61	54
18-34	60	62	75	49	55	55	54	50	53	58	60
Men	59	58	58	46	46	56	49	57	62	55	54
Non-resident ratepayer	59	55	61	50	55	63	55	64	59	59	55
35-49	58	51	60	43	52	53	53	65	63	67	50
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

Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe'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 Borough Of Queenscliffe	28	55	8	9
2021 Borough Of Queenscliffe	21	64	10	5
2020 Borough Of Queenscliffe	32	57	7	5
2019 Borough Of Queenscliffe	12	62	22	4
2018 Borough Of Queenscliffe	17	59	18	5
2017 Borough Of Queenscliffe	22	60	12	6
2016 Borough Of Queenscliffe	18	61	16	5
2015 Borough Of Queenscliffe	25	63	9	3
2014 Borough Of Queenscliffe	33	54	10	3
2013 Borough Of Queenscliffe	27	60	7	6
2012 Borough Of Queenscliffe	18	64	12	7
State-wide	17	62	16	5
Small Rural	19	58	18	4
Residents	32	52	11	5
Non-resident ratepayer	18	62	3	17
Men	24	61	8	7
Women	31	50	9	11
18-34	18	73		9
35-49	17	66	3	14
50-64	32	49	6	12
65+	31	51	12	7

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

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

Rates / services trade-off

2022 rates / services trade-off (%)

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2022 Borough Of Queenscliffe	10	25	20	23	22
2021 Borough Of Queenscliffe	11	22	17	27	22
2020 Borough Of Queenscliffe	11	25	24	22	19
2019 Borough Of Queenscliffe	11	24	21	28	17
2018 Borough Of Queenscliffe	10	31	26	18	15
2017 Borough Of Queenscliffe	17	22	18	28	16
2016 Borough Of Queenscliffe	12	22	18	24	24
2015 Borough Of Queenscliffe	19	24	24	19	15
2014 Borough Of Queenscliffe	16	28	22	20	14
2013 Borough Of Queenscliffe	14	29	23	21	14
2012 Borough Of Queenscliffe	11	35	20	16	18
State-wide	8	23	24	24	22
Small Rural	7	24	22	23	24
Residents	11	26	19	22	22
Non-resident ratepayer	7	23	22	27	22
Men	12	23	21	26	19
Women	8	26	19	21	25
18-34		18	30	30	21
35-49	14	28	25	12	21
50-64	9	29	24	20	18
65+	11	24	15	26	24

■ Definitely prefer rate rise ■ Probably prefer rate rise ■ Probably prefer service cuts
■ Definitely prefer service cuts ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

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
35-49	72	64	57	52	63	58	68	64	64	63	54
18-34	69	75	59	43	48	59	54	55	54	56	60
Non-resident ratepayer	69	62	66	61	60	59	63	70	65	67	61
Women	67	59	59	50	55	58	59	61	64	65	58
50-64	66	58	60	54	58	58	52	59	62	62	59
Borough Of Queenscliffe	65	60	59	51	56	58	57	62	65	63	60
Residents	63	59	56	49	55	58	55	60	65	62	60
Men	62	61	60	54	57	59	54	63	66	61	62
65+	62	56	60	52	54	59	57	64	70	67	63
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

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 Borough Of Queenscliffe	16	39	24	10	3	9
2021 Borough Of Queenscliffe	11	39	26	13	6	6
2020 Borough Of Queenscliffe	12	39	21	10	10	8
2019 Borough Of Queenscliffe	9	28	28	18	12	6
2018 Borough Of Queenscliffe	11	29	30	15	7	8
2017 Borough Of Queenscliffe	11	35	28	12	7	6
2016 Borough Of Queenscliffe	10	32	31	16	5	7
2015 Borough Of Queenscliffe	12	37	31	10	4	7
2014 Borough Of Queenscliffe	20	34	25	11	4	8
2013 Borough Of Queenscliffe	12	41	29	10	3	5
2012 Borough Of Queenscliffe	8	40	32	11	3	6
State-wide	8	29	32	16	8	8
Small Rural	9	29	31	16	8	7
Residents	16	36	23	12	4	8
Non-resident ratepayer	14	46	25	5	1	10
Men	15	32	26	13	3	12
Women	16	46	22	7	3	6
18-34	9	55	9	9		18
35-49	28	35	18	11		8
50-64	19	38	22	8	4	9
65+	13	37	29	11	4	6

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)
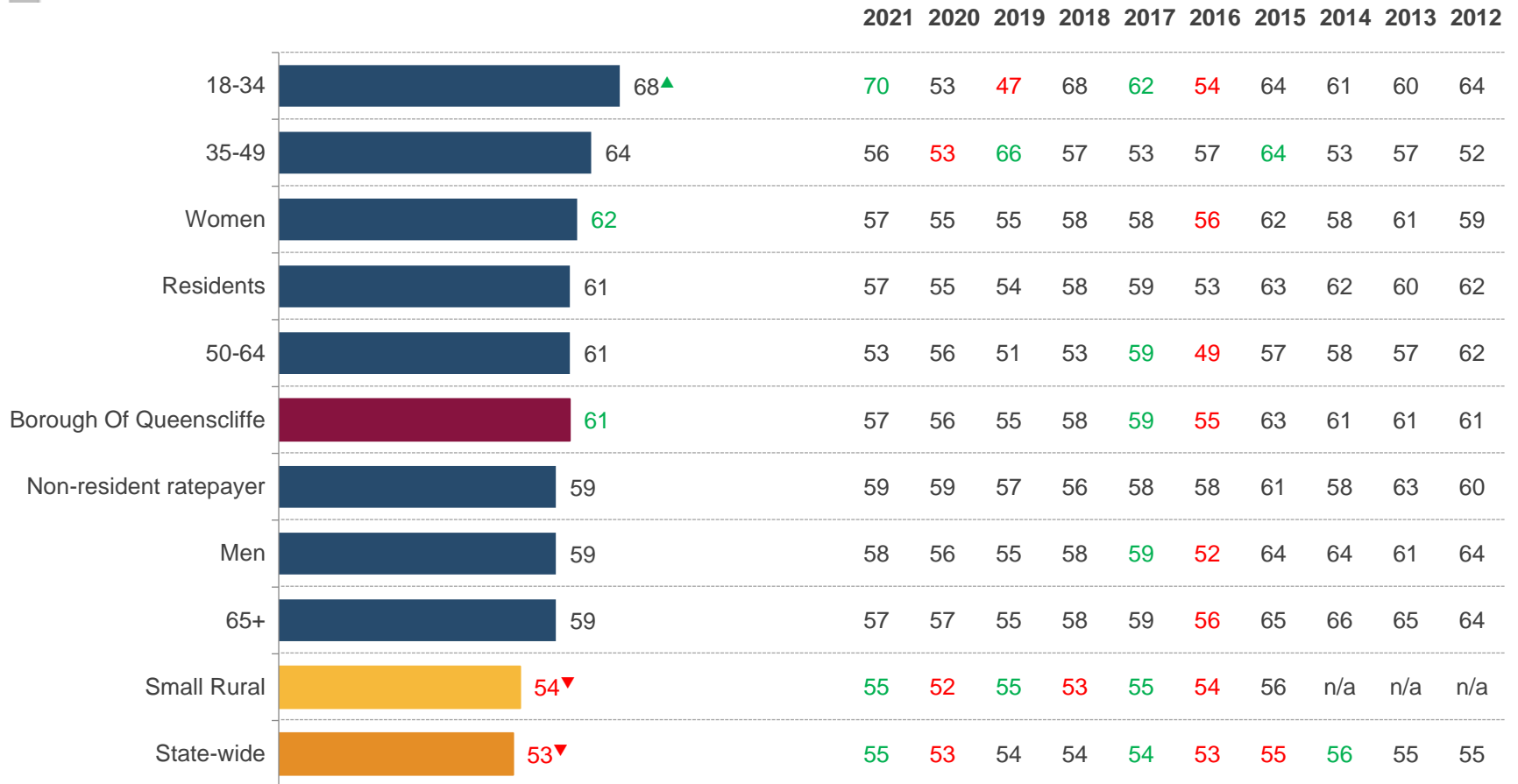
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68 ▲	70	53	47	68	62	54	64	61	60	64
35-49	64	56	53	66	57	53	57	64	53	57	52
Women	62	57	55	55	58	58	56	62	58	61	59
Residents	61	57	55	54	58	59	53	63	62	60	62
50-64	61	53	56	51	53	59	49	57	58	57	62
Borough Of Queenscliffe	61	57	56	55	58	59	55	63	61	61	61
Non-resident ratepayer	59	59	59	57	56	58	58	61	58	63	60
Men	59	58	56	55	58	59	52	64	64	61	64
65+	59	57	57	55	58	59	56	65	66	65	64
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

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 Borough Of Queenscliffe	7	29	24	8	2	30
2021 Borough Of Queenscliffe	8	23	26	10	4	30
2020 Borough Of Queenscliffe	7	26	26	10	7	24
2019 Borough Of Queenscliffe	8	25	28	14	6	20
2018 Borough Of Queenscliffe	7	25	32	7	4	24
2017 Borough Of Queenscliffe	8	28	28	11	3	23
2016 Borough Of Queenscliffe	4	25	29	14	3	25
2015 Borough Of Queenscliffe	10	32	27	7	2	22
2014 Borough Of Queenscliffe	12	26	29	10	2	20
2013 Borough Of Queenscliffe	10	27	35	8	2	18
2012 Borough Of Queenscliffe	6	33	29	8	1	22
State-wide	6	24	32	13	6	19
Small Rural	7	25	31	14	6	18
Residents	8	31	26	9	2	24
Non-resident ratepayer	4	23	20	6	2	45
Men	5	30	25	11	2	27
Women	8	27	23	6	3	33
18-34		42	18			39
35-49	3	36	14	8		39
50-64	10	26	21	7	5	32
65+	8	25	28	10	3	26

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

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
18-34	70▲	75	51	49	63	61	54	73	n/a	n/a	n/a
Women	66	57	54	48	54	59	56	61	n/a	n/a	n/a
35-49	66	66	53	54	54	52	60	63	n/a	n/a	n/a
Non-resident ratepayer	65	60	60	53	53	62	61	63	n/a	n/a	n/a
50-64	65	55	55	50	52	56	48	56	n/a	n/a	n/a
Borough Of Queenscliffe	63	59	54	49	53	58	54	62	n/a	n/a	n/a
Residents	62	58	51	48	53	56	51	62	n/a	n/a	n/a
65+	60	54	54	47	51	59	54	61	n/a	n/a	n/a
Men	60	60	54	50	51	55	50	63	n/a	n/a	n/a
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

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.

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

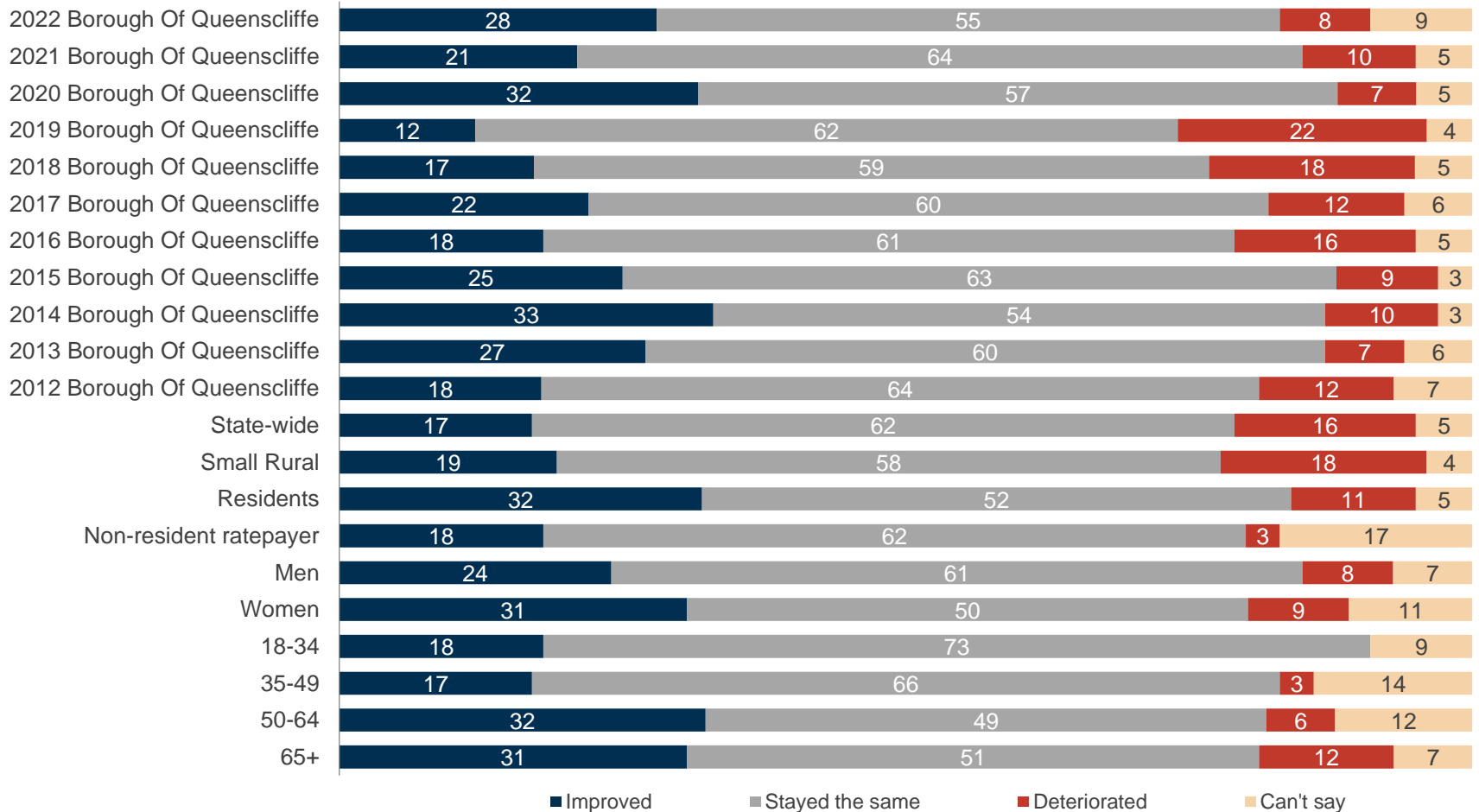|	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	11	39	25	10	3	11
2021 Borough Of Queenscliffe	7	40	27	14	4	8
2020 Borough Of Queenscliffe	9	29	30	16	8	8
2019 Borough Of Queenscliffe	5	22	37	18	9	9
2018 Borough Of Queenscliffe	8	27	32	15	10	8
2017 Borough Of Queenscliffe	9	31	35	11	5	10
2016 Borough Of Queenscliffe	6	28	36	11	8	11
2015 Borough Of Queenscliffe	14	34	30	9	4	8
State-wide	7	30	33	14	8	9
Small Rural	8	30	32	15	8	8
Residents	12	38	24	13	4	10
Non-resident ratepayer	9	43	26	5	2	14
Men	8	37	28	11	4	12
Women	14	42	21	10	2	10
18-34	12	52	9	9		18
35-49	11	49	18	7	4	11
50-64	10	45	20	9	3	13
65+	12	33	31	12	4	9

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

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
Non-resident ratepayer	71 ▲	68	73	69	68	69	68	72	n/a	n/a	n/a
50-64	70 ▲	63	69	65	65	69	65	65	n/a	n/a	n/a
35-49	69	71	72	66	64	63	66	71	n/a	n/a	n/a
Women	66	64	65	65	64	68	68	63	n/a	n/a	n/a
18-34	66	75	58	69	71	72	67	56	n/a	n/a	n/a
Borough Of Queenscliffe	65	66	66	65	65	65	65	65	n/a	n/a	n/a
Men	64	67	66	65	66	62	62	67	n/a	n/a	n/a
Residents	63	65	63	64	64	64	64	63	n/a	n/a	n/a
65+	62	63	64	63	64	62	65	64	n/a	n/a	n/a
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

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 Borough Of Queenscliffe	10	55	23	8	3	1
2021 Borough Of Queenscliffe	14	47	24	11	2	2
2020 Borough Of Queenscliffe	11	52	27	7	2	2
2019 Borough Of Queenscliffe	14	44	31	7	3	1
2018 Borough Of Queenscliffe	18	37	32	10	2	1
2017 Borough Of Queenscliffe	19	42	24	9	5	1
2016 Borough Of Queenscliffe	15	43	28	9	2	2
2015 Borough Of Queenscliffe	14	45	29	8	4	
State-wide	10	31	29	17	12	1
Small Rural	8	28	32	18	13	2
Residents	9	53	24	10	5	
Non-resident ratepayer	13	59	21	3		4
Men	8	58	22	7	5	
Women	12	52	23	9	2	2
18-34		82	9	9		
35-49	11	63	18	8		
50-64	16	55	23	5	1	1
65+	10	47	27	11	4	2

■ 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

J W S R E S E A R C H   52

Informing the community performance

2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49 — 73	72	60	61	64	60	66	66	67	71	60
Non-resident ratepayer — 72 ▲	72	72	67	64	66	69	70	69	74	64
50-64 — 71	66	67	62	56	59	59	63	69	64	65
Women — 70	65	65	56	60	62	65	66	67	68	63
18-34 — 69	75	55	46	58	52	64	56	65	63	64
Borough Of Queenscliffe — 67	67	65	57	59	60	63	65	69	68	65
Residents — 65	65	63	54	58	59	61	63	69	66	65
Men — 65	68	66	58	59	58	60	63	72	68	67
65+ — 65	63	68	56	60	64	63	68	72	70	67
Small Rural — 59 ▼	61	58	58	56	58	58	60	n/a	n/a	n/a
State-wide — 59 ▼	60	59	60	59	59	59	61	62	61	60

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2022 informing community performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	20	41	23	8	3	5
2021 Borough Of Queenscliffe	15	50	21	8	4	1
2020 Borough Of Queenscliffe	19	41	24	9	5	3
2019 Borough Of Queenscliffe	14	30	31	15	8	1
2018 Borough Of Queenscliffe	14	34	35	10	7	1
2017 Borough Of Queenscliffe	15	36	27	13	6	3
2016 Borough Of Queenscliffe	14	41	27	9	5	4
2015 Borough Of Queenscliffe	16	40	31	9	2	2
2014 Borough Of Queenscliffe	22	41	24	8	1	3
2013 Borough Of Queenscliffe	17	45	29	6	2	2
State-wide	12	35	32	13	6	3
Small Rural	13	35	31	13	6	3
Residents	18	39	25	10	3	5
Non-resident ratepayer	23	47	19	5	2	5
Men	15	41	22	10	4	8
Women	23	41	24	7	2	2
18-34	12	48	12	9		18
35-49	25	56	4	8	4	4
50-64	24	41	22	4	3	6
65+	18	36	31	10	3	1

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

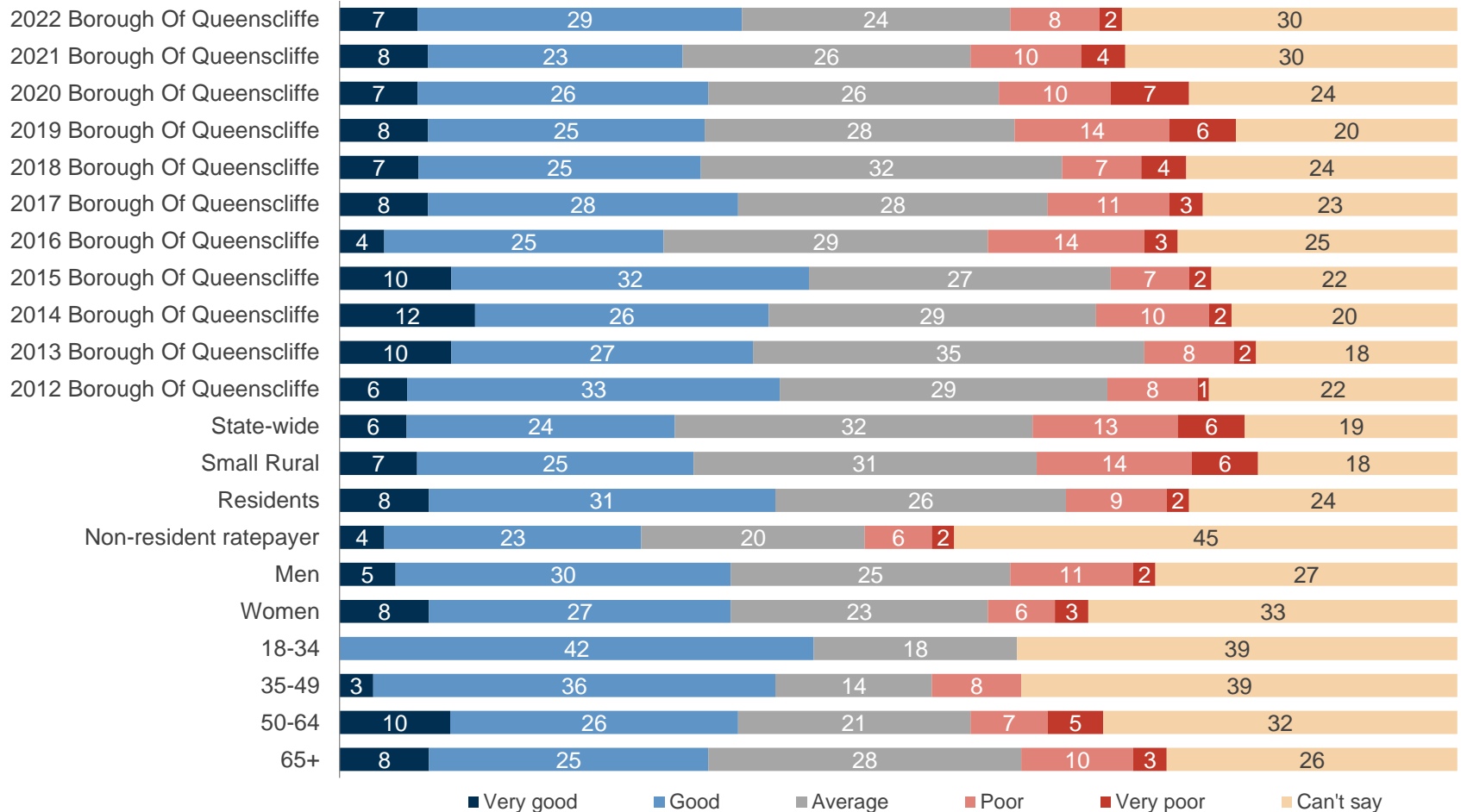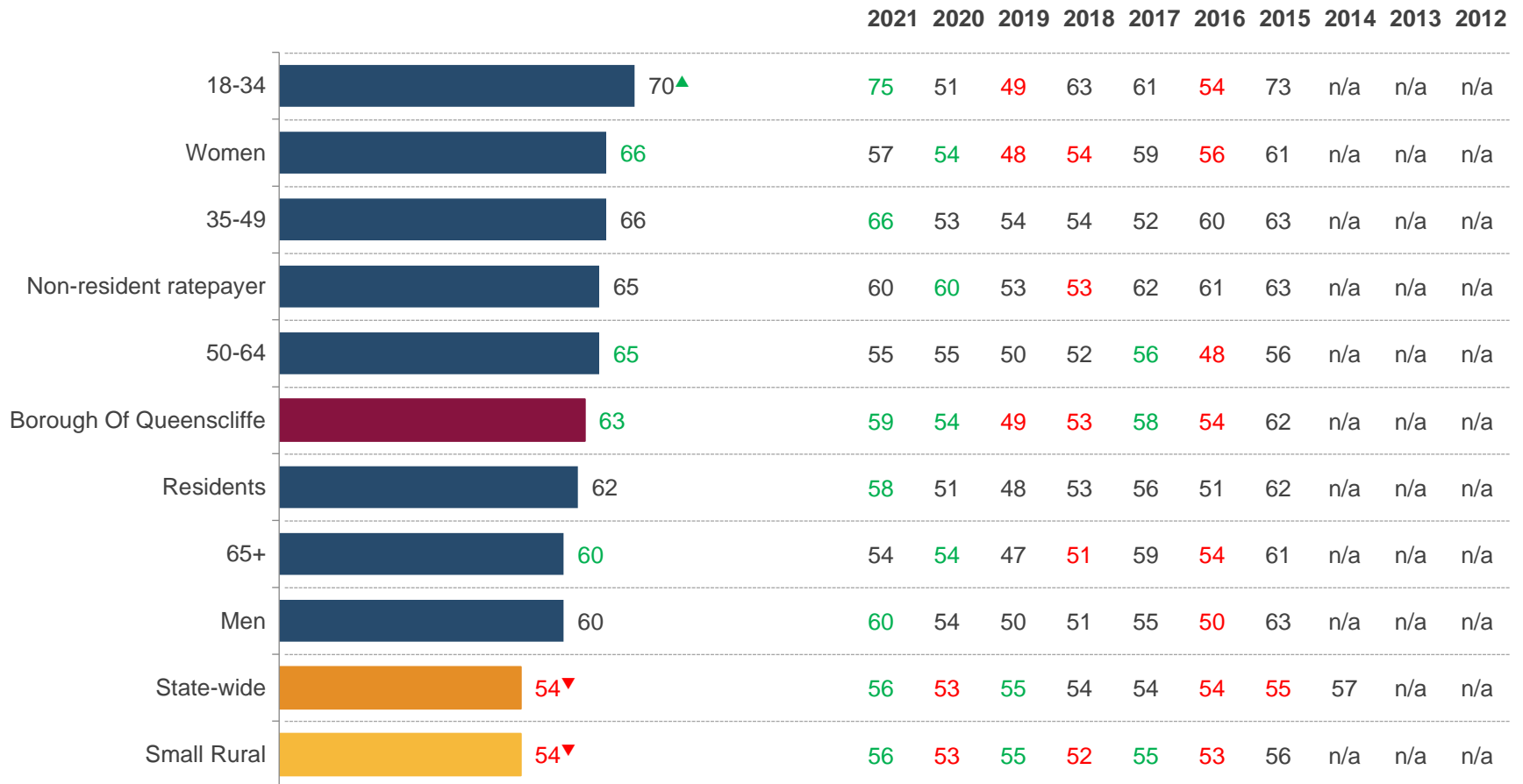# Traffic management performance

2022 traffic management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64 — **71**	62	66	65	66	68	66	67	65	65	65
35-49 — 70	76	57	72	70	64	65	69	69	61	61
Non-resident ratepayer — 69	68	68	69	68	70	71	71	69	66	65
Women — 68	65	64	68	66	69	68	69	69	66	64
18-34 — **68**	78	60	58	54	65	64	71	74	71	71
Borough Of Queenscliffe — 66	67	64	66	65	66	65	69	68	66	66
Small Rural — 66	67	64	66	65	67	65	67	n/a	n/a	n/a
Residents — 64	66	62	64	64	65	64	69	68	66	66
Men — **62**	68	63	63	64	63	62	70	68	66	68
65+ — 62▼	63	65	66	65	66	66	70	69	67	67
State-wide — 58▼	59	58	58	57	59	59	60	60	60	58

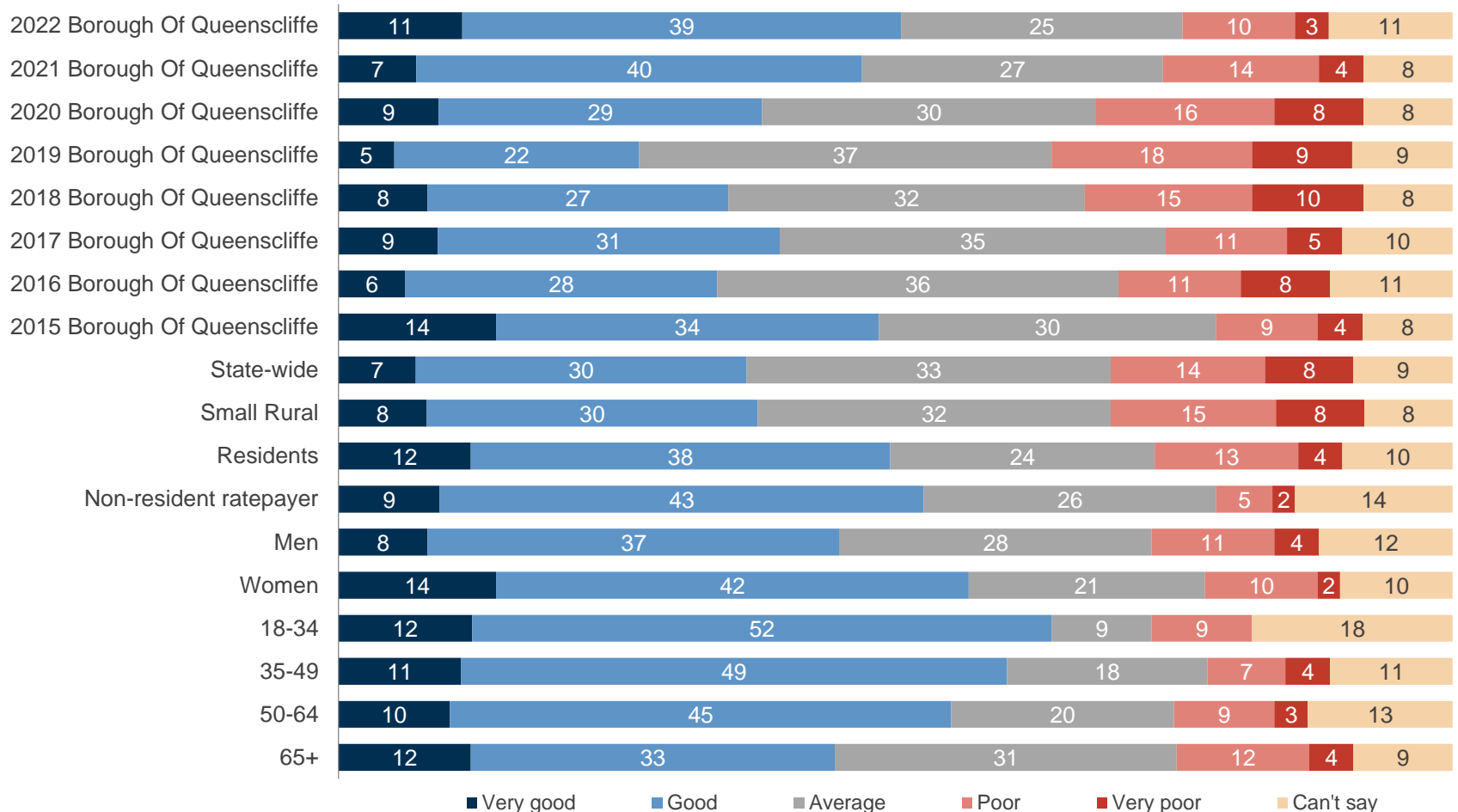*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
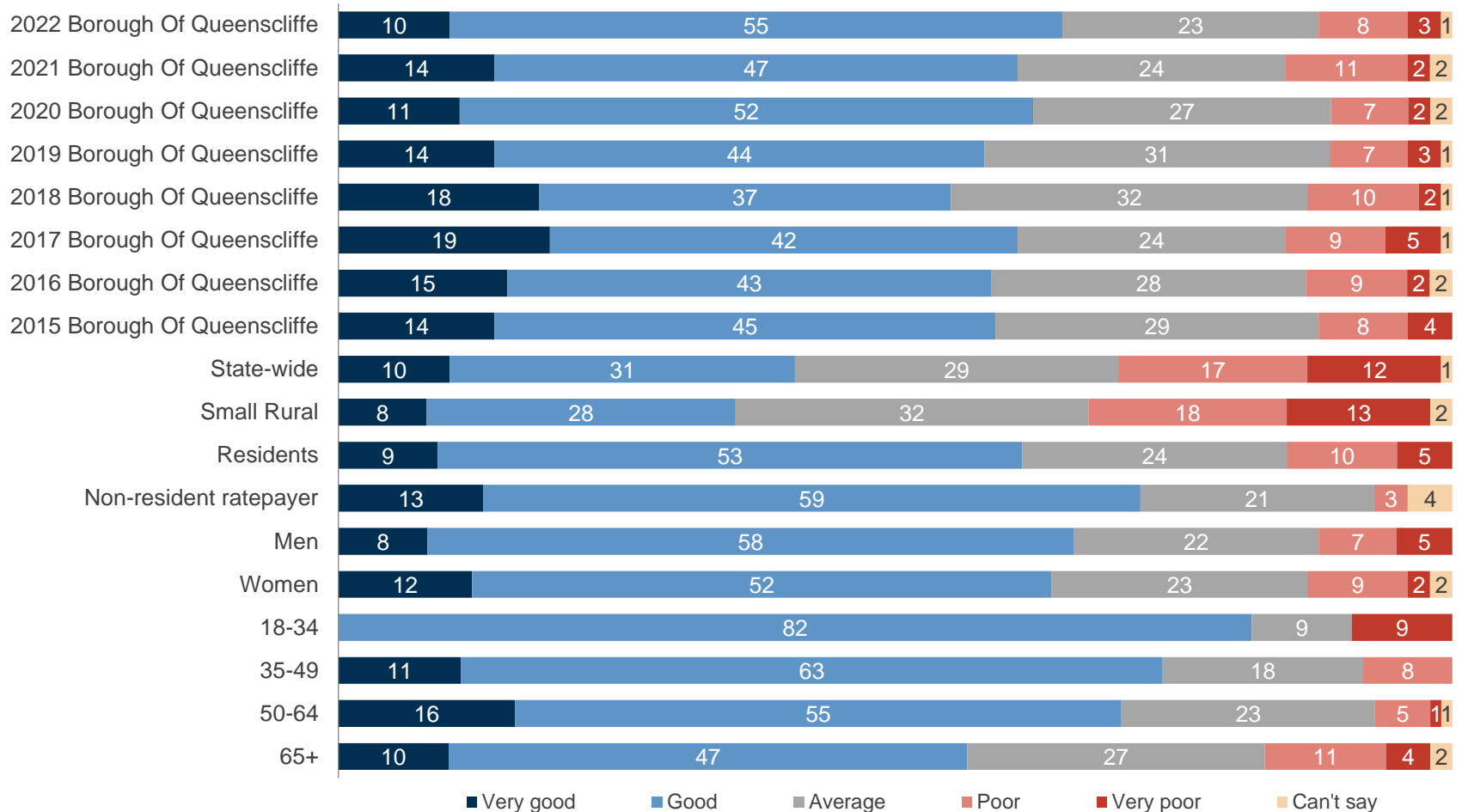*Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1*
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

2022 traffic management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	14	47	23	9	3	4
2021 Borough Of Queenscliffe	13	47	24	7	2	6
2020 Borough Of Queenscliffe	10	47	28	7	3	4
2019 Borough Of Queenscliffe	11	47	31	7	1	4
2018 Borough Of Queenscliffe	14	44	25	10	2	5
2017 Borough Of Queenscliffe	15	44	27	5	3	6
2016 Borough Of Queenscliffe	16	40	30	8	3	3
2015 Borough Of Queenscliffe	16	49	24	5	1	4
2014 Borough Of Queenscliffe	17	47	24	5	3	4
2013 Borough Of Queenscliffe	14	42	34	6	2	3
2012 Borough Of Queenscliffe	11	51	25	7	2	4
State-wide	10	36	30	14	6	3
Small Rural	14	47	23	9	3	4
Residents	14	46	20	12	4	4
Non-resident ratepayer	13	50	29	3		5
Men	9	45	25	13	2	6
Women	19	49	21	6	4	2
18-34	12	52	18	9		9
35-49	18	55	7	15		4
50-64	20	50	20	3	3	4
65+	11	43	28	10	4	3

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

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1

Parking facilities performance

2022 parking performance (index scores)

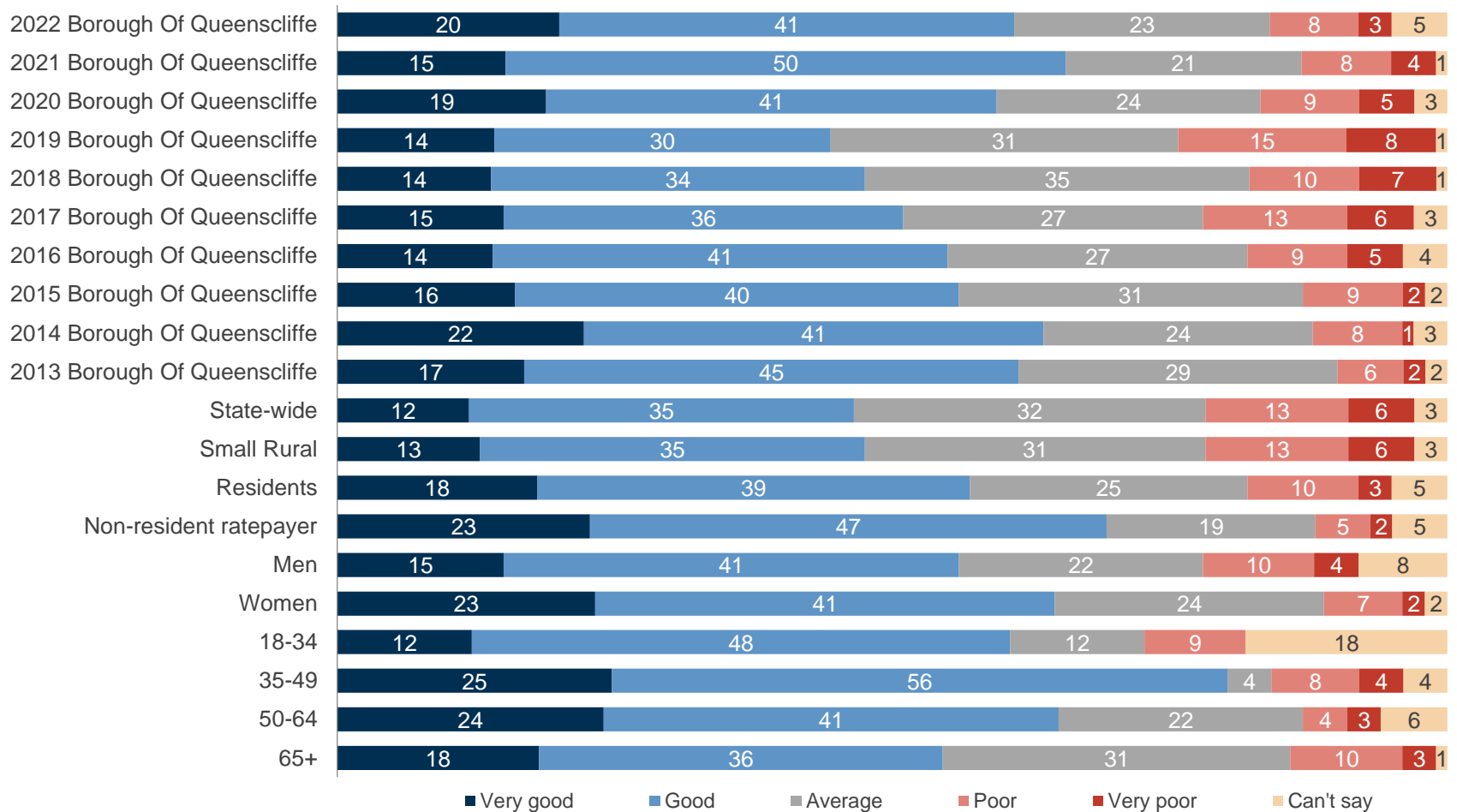|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	71 ▲	73	65	71	65	62	64	66	67	60	56
18-34	70	66	60	63	60	63	55	67	65	67	63
50-64	69	63	68	63	65	67	64	65	62	64	60
Non-resident ratepayer	66	66	68	66	64	65	67	68	70	64	60
Women	65	62	64	63	65	66	63	64	65	62	60
Borough Of Queenscliffe	64	63	64	62	63	63	61	64	64	62	60
Residents	63	62	63	62	63	62	59	63	62	62	60
Men	63	64	64	62	61	58	60	64	62	63	61
Small Rural	60 ▼	62	60	60	60	63	61	62	n/a	n/a	n/a
65+	59 ▼	60	64	60	62	61	60	62	62	61	62
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 Borough Of Queenscliffe	14	44	24	9	5	5
2021 Borough Of Queenscliffe	14	39	32	12	2	2
2020 Borough Of Queenscliffe	12	45	28	8	3	4
2019 Borough Of Queenscliffe	10	38	40	8	1	3
2018 Borough Of Queenscliffe	13	40	33	9	3	1
2017 Borough Of Queenscliffe	15	39	31	8	5	2
2016 Borough Of Queenscliffe	8	44	30	10	4	4
2015 Borough Of Queenscliffe	12	48	28	8	3	1
2014 Borough Of Queenscliffe	13	41	31	9	3	2
2013 Borough Of Queenscliffe	9	45	31	10	3	2
2012 Borough Of Queenscliffe	9	39	34	13	2	3
State-wide	9	35	33	13	7	3
Small Rural	10	42	28	11	6	3
Residents	15	42	22	11	5	6
Non-resident ratepayer	12	49	29	5	3	2
Men	11	43	26	7	5	7
Women	16	46	22	11	4	2
18-34	12	52	9	9		18
35-49	18	53	21		4	4
50-64	18	46	26	6	2	2
65+	11	40	27	13	7	3

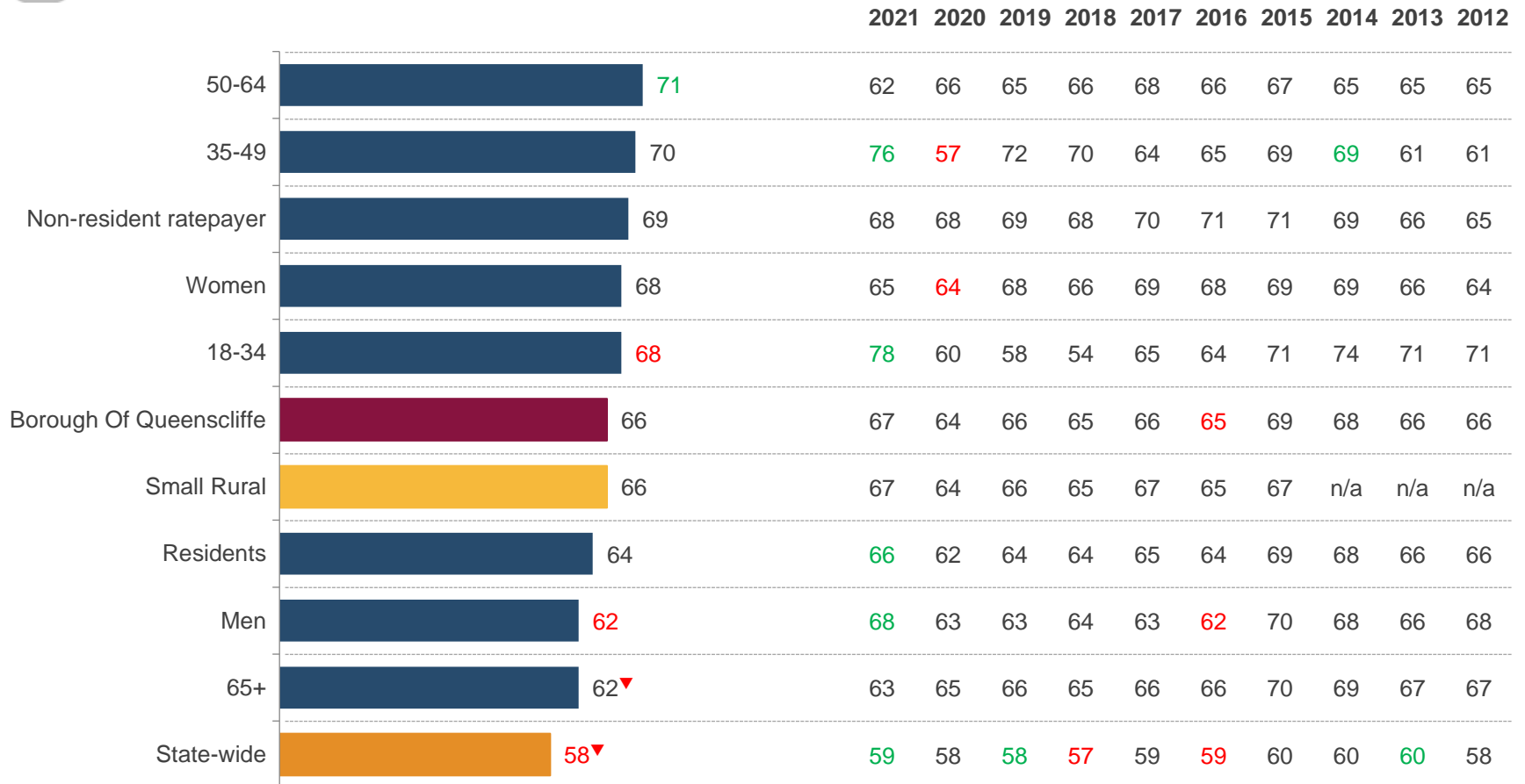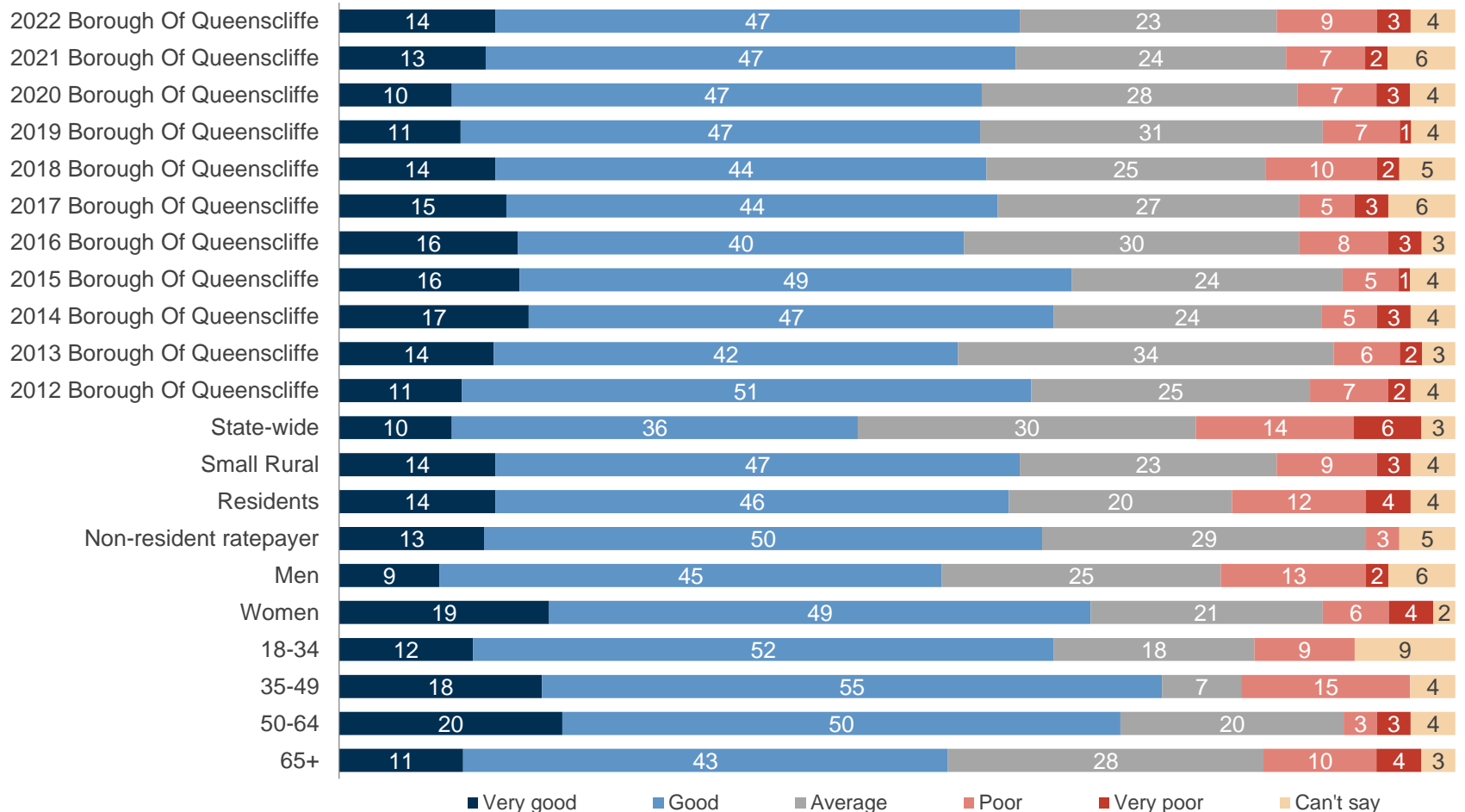■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

Enforcement of local laws performance

2022 law enforcement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70 ▲	72	68	54	75	72	63	68	71	70	69
35-49	68	63	67	70	67	71	64	64	73	67	69
Non-resident ratepayer	67 ▲	63	66	61	60	67	66	72	68	64	69
50-64	66	56	58	59	59	65	59	65	62	64	68
Women	65	57	64	61	63	70	62	67	67	68	67
State-wide	63	64	63	64	64	64	63	66	66	65	65
Borough Of Queenscliffe	62	59	62	59	63	66	61	66	67	66	67
Small Rural	62	63	62	63	63	65	64	66	n/a	n/a	n/a
Residents	60	58	61	59	63	66	60	65	67	66	67
Men	59	62	61	58	63	61	60	65	68	64	68
65+	57 ▼	57	61	58	60	62	61	67	67	65	66

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance

2022 law enforcement performance (%)

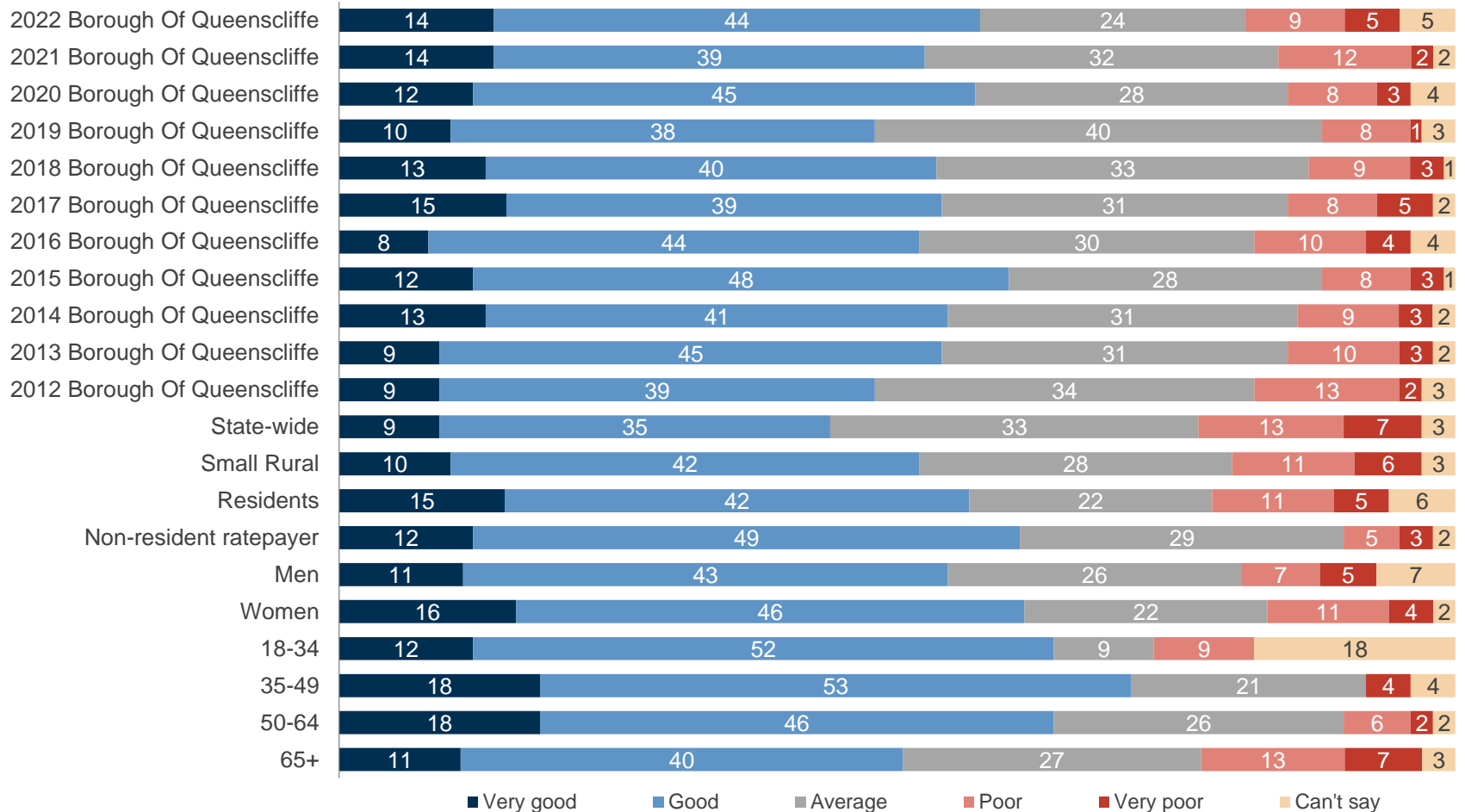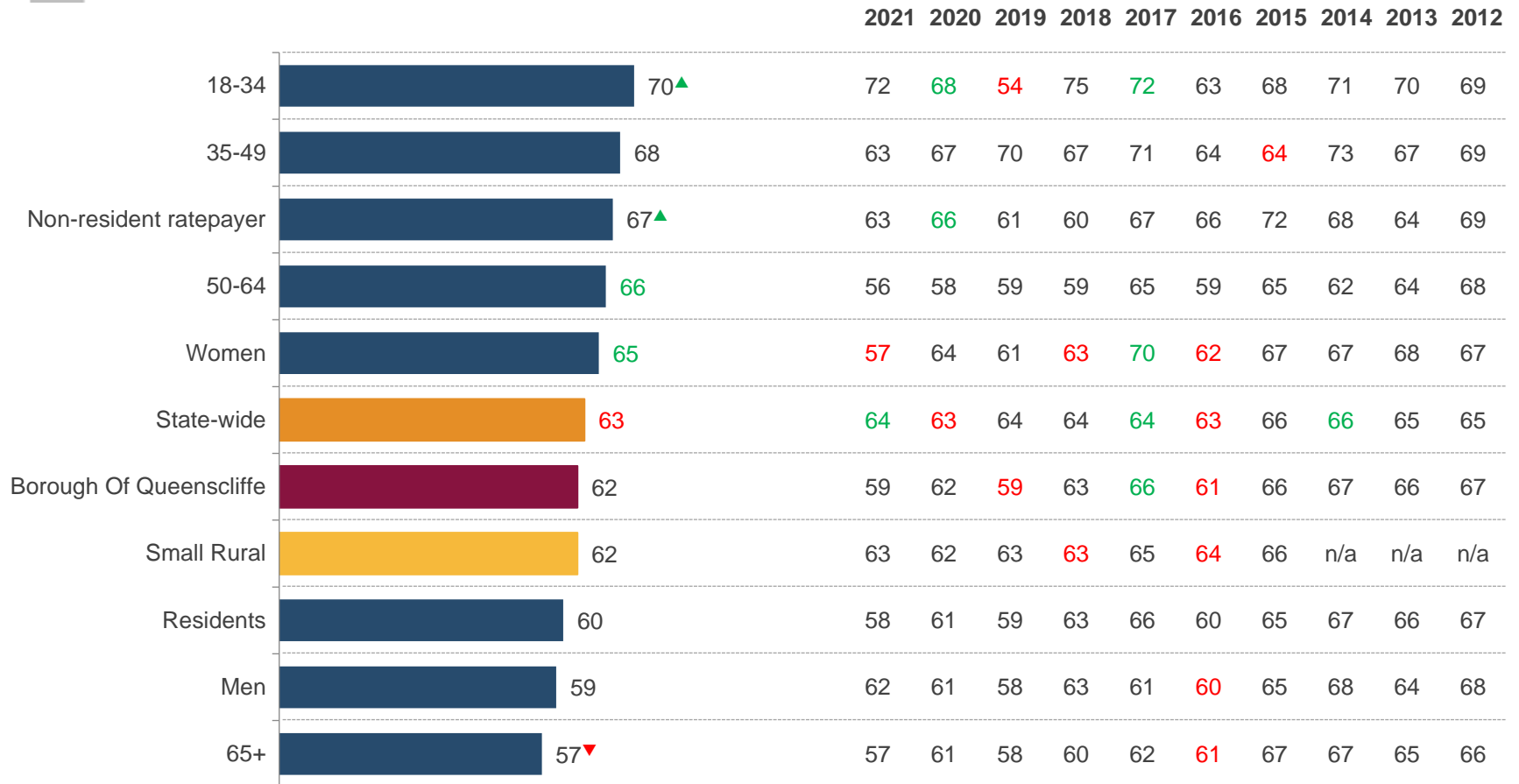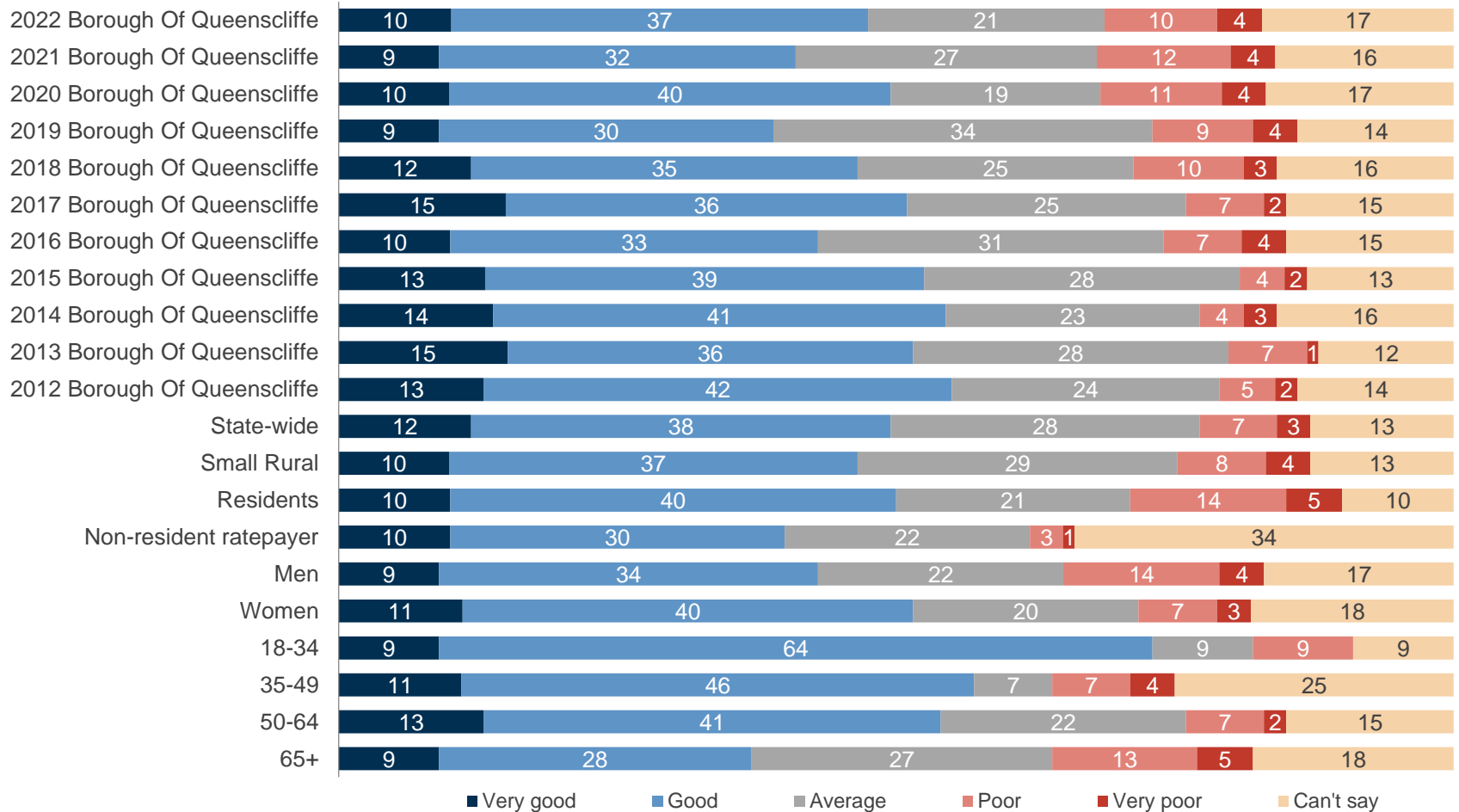|	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	10	37	21	10	4	17
2021 Borough Of Queenscliffe	9	32	27	12	4	16
2020 Borough Of Queenscliffe	10	40	19	11	4	17
2019 Borough Of Queenscliffe	9	30	34	9	4	14
2018 Borough Of Queenscliffe	12	35	25	10	3	16
2017 Borough Of Queenscliffe	15	36	25	7	2	15
2016 Borough Of Queenscliffe	10	33	31	7	4	15
2015 Borough Of Queenscliffe	13	39	28	4	2	13
2014 Borough Of Queenscliffe	14	41	23	4	3	16
2013 Borough Of Queenscliffe	15	36	28	7	1	12
2012 Borough Of Queenscliffe	13	42	24	5	2	14
State-wide	12	38	28	7	3	13
Small Rural	10	37	29	8	4	13
Residents	10	40	21	14	5	10
Non-resident ratepayer	10	30	22	3	1	34
Men	9	34	22	14	4	17
Women	11	40	20	7	3	18
18-34	9	64	9	9		9
35-49	11	46	7	7	4	25
50-64	13	41	22	7	2	15
65+	9	28	27	13	5	18

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10

Family support services performance

2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	64	63	61	69	65	58	66	62	68	69
65+	68	75	71	70	73	71	74	75	75	73
Women	67	74	68	69	70	66	69	65	71	69
Borough Of Queenscliffe	66	70	67	69	67	64	68	67	70	70
Residents	66	71	68	69	68	64	67	67	n/a	71
Non-resident ratepayer	68	65	65	67	62	61	71	62	67	67
Men	65	66	66	68	64	62	67	69	68	72
State-wide	66	66	67	66	67	66	67	68	67	67
35-49	63	63	70	64	62	61	59	61	61	68
Small Rural	66	66	68	67	68	66	67	n/a	n/a	n/a
18-34	65	70	60	69	64	56	64	60	69	70

Index scores (2022): 50-64: 75▲; 65+: 71; Women: 70; Borough Of Queenscliffe: 69; Residents: 69; Non-resident ratepayer: 69; Men: 68; State-wide: 65▼; 35-49: 65; Small Rural: 64▼; 18-34: 60▼

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 (%)

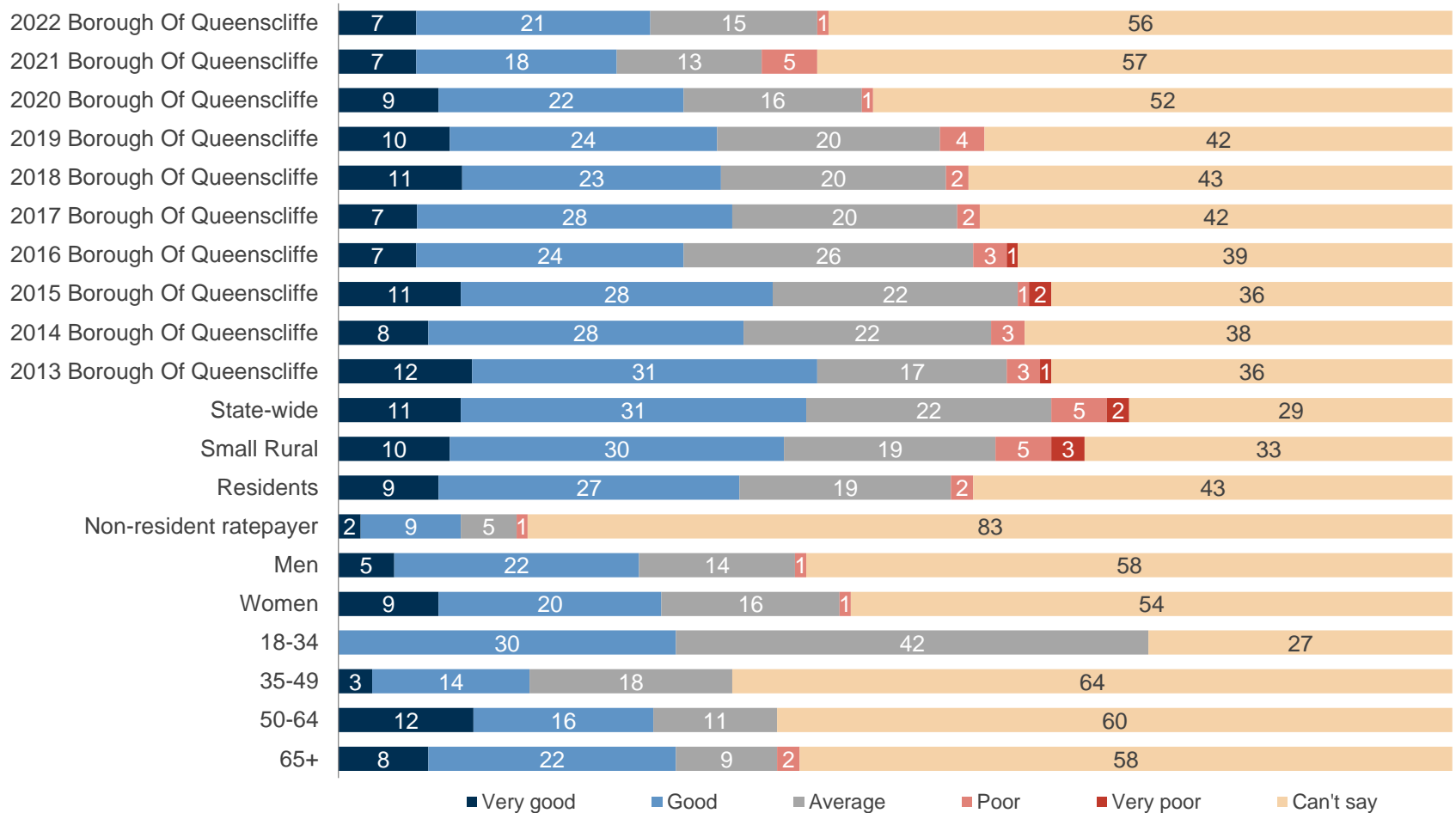|	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	7	21	15	1		56
2021 Borough Of Queenscliffe	7	18	13	5		57
2020 Borough Of Queenscliffe	9	22	16	1		52
2019 Borough Of Queenscliffe	10	24	20	4		42
2018 Borough Of Queenscliffe	11	23	20	2		43
2017 Borough Of Queenscliffe	7	28	20	2		42
2016 Borough Of Queenscliffe	7	24	26	3	1	39
2015 Borough Of Queenscliffe	11	28	22	1	2	36
2014 Borough Of Queenscliffe	8	28	22	3		38
2013 Borough Of Queenscliffe	12	31	17	3	1	36
State-wide	11	31	22	5	2	29
Small Rural	10	30	19	5	3	33
Residents	9	27	19	2		43
Non-resident ratepayer	2	9	5	1		83
Men	5	22	14	1		58
Women	9	20	16	1		54
18-34		30	42			27
35-49	3	14	18			64
50-64	12	16	11			60
65+	8	22	9	2		58

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

2022 elderly support performance (index scores)

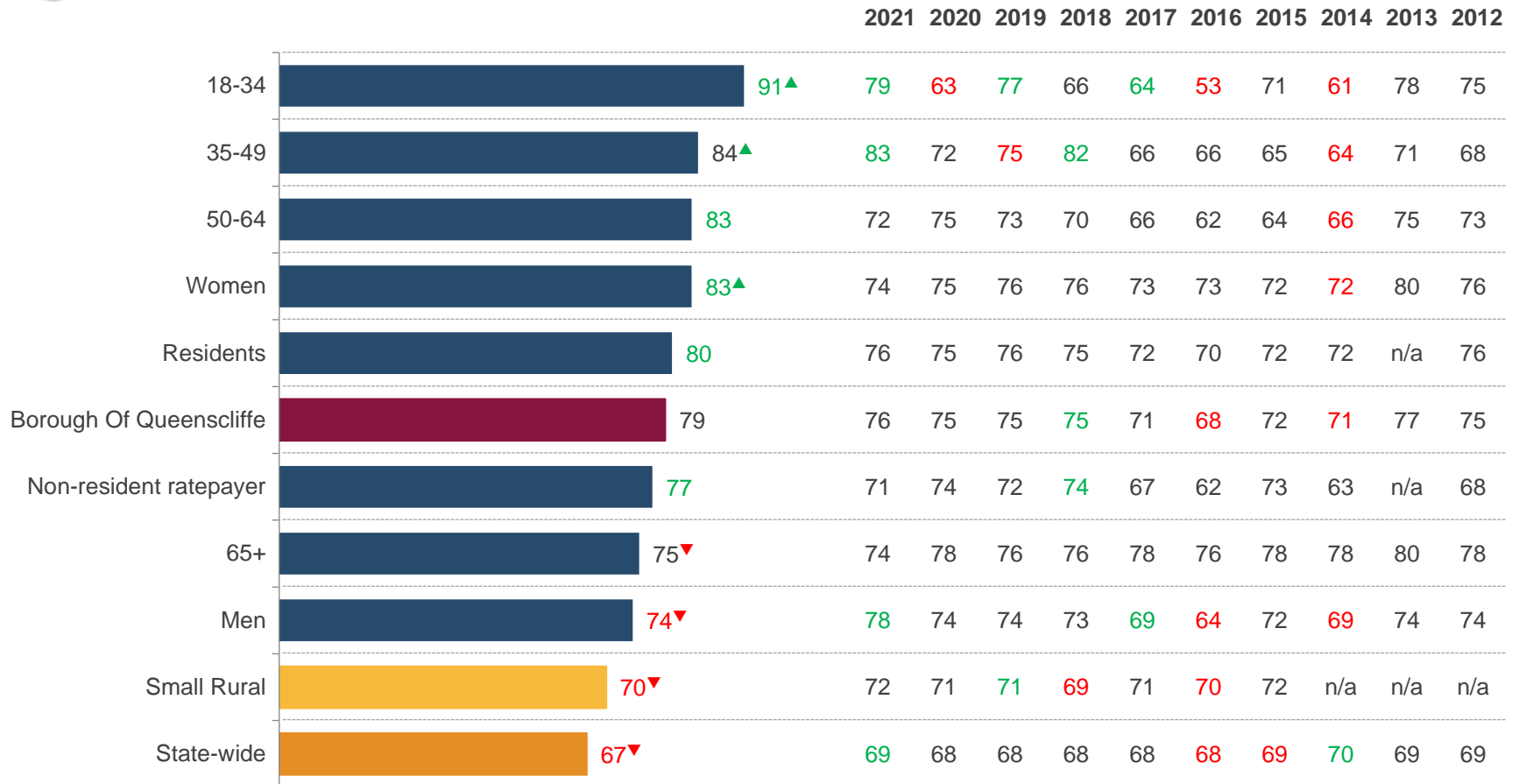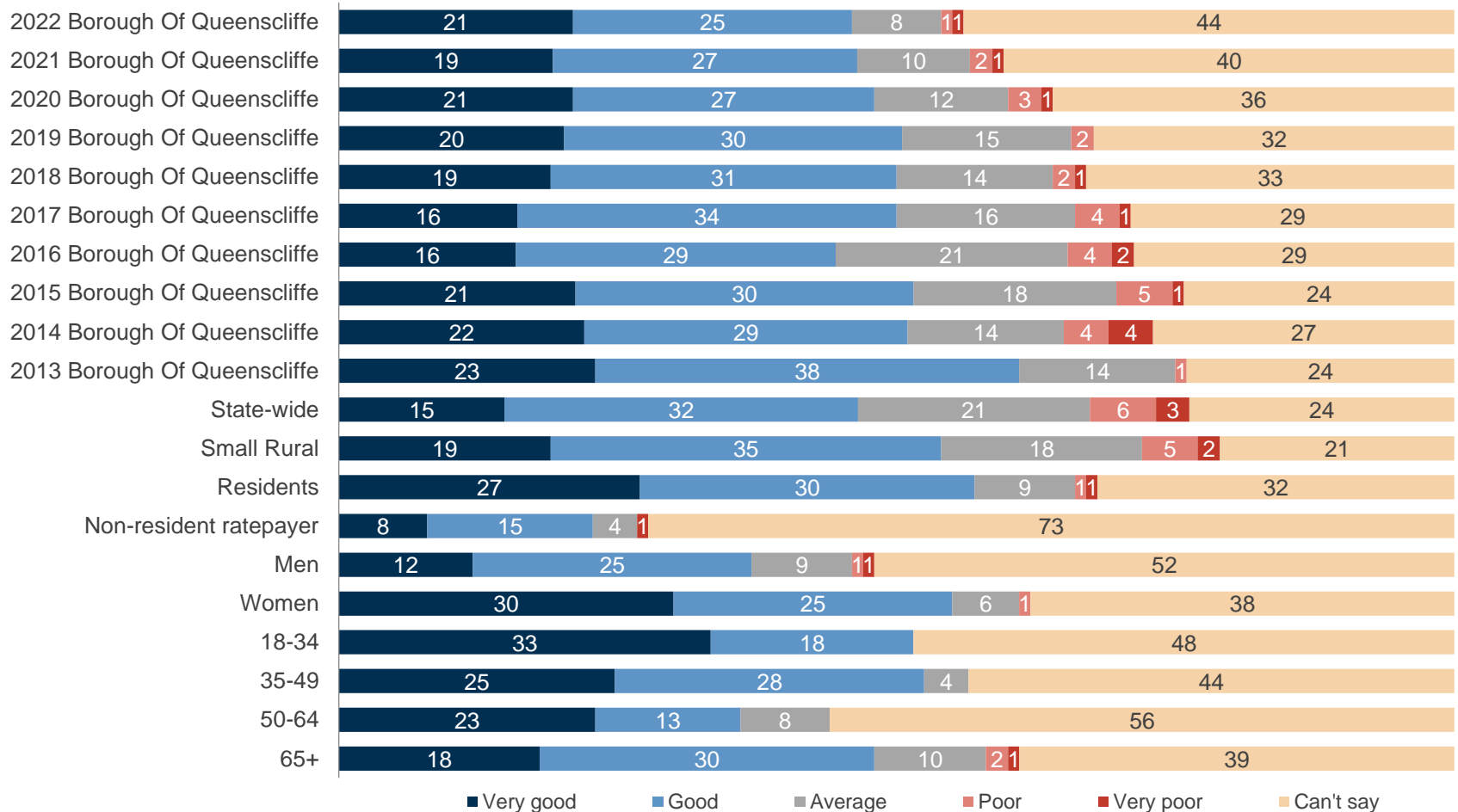|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34 — 91▲	79	63	77	66	64	53	71	61	78	75
35-49 — 84▲	83	72	75	82	66	66	65	64	71	68
50-64 — 83	72	75	73	70	66	62	64	66	75	73
Women — 83▲	74	75	76	76	73	73	72	72	80	76
Residents — 80	76	75	76	75	72	70	72	72	n/a	76
Borough Of Queenscliffe — 79	76	75	75	75	71	68	72	71	77	75
Non-resident ratepayer — 77	71	74	72	74	67	62	73	63	n/a	68
65+ — 75▼	74	78	76	76	78	76	78	78	80	78
Men — 74▼	78	74	74	73	69	64	72	69	74	74
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

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 Borough Of Queenscliffe	21	25	8	1	1	44
2021 Borough Of Queenscliffe	19	27	10	2	1	40
2020 Borough Of Queenscliffe	21	27	12	3	1	36
2019 Borough Of Queenscliffe	20	30	15	2		32
2018 Borough Of Queenscliffe	19	31	14	2	1	33
2017 Borough Of Queenscliffe	16	34	16	4	1	29
2016 Borough Of Queenscliffe	16	29	21	4	2	29
2015 Borough Of Queenscliffe	21	30	18	5	1	24
2014 Borough Of Queenscliffe	22	29	14	4	4	27
2013 Borough Of Queenscliffe	23	38	14	1		24
State-wide	15	32	21	6	3	24
Small Rural	19	35	18	5	2	21
Residents	27	30	9	1	1	32
Non-resident ratepayer	8	15	4	1		73
Men	12	25	9	1	1	52
Women	30	25	6	1		38
18-34	33	18				48
35-49	25	28	4			44
50-64	23	13	8			56
65+	18	30	10	2	1	39

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

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

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Recreational facilities performance

2022 recreational facilities performance (index scores)

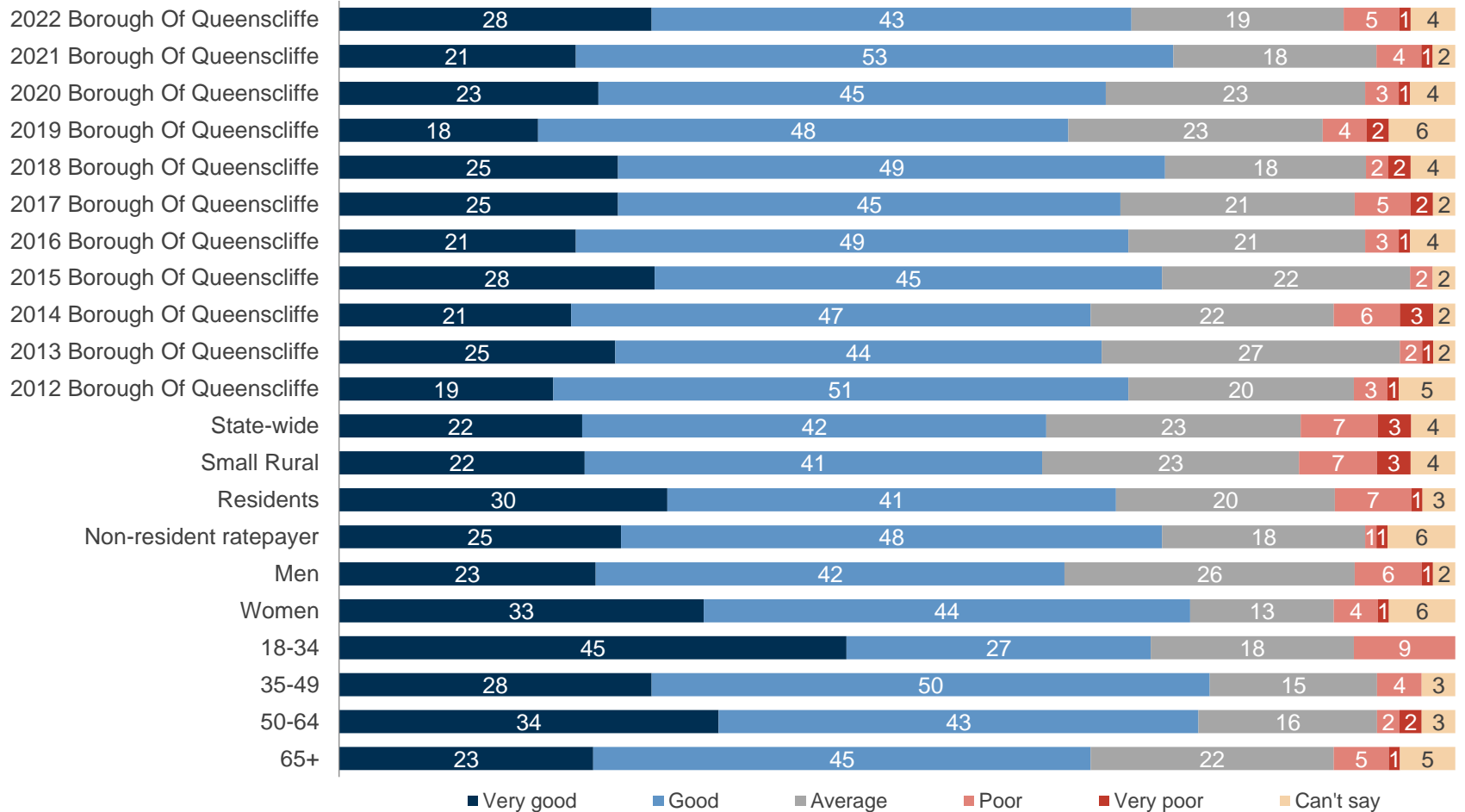|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women **78**▲	72	73	72	77	74	74	74	71	75	72
18-34 **77**	72	73	68	73	61	77	75	53	79	80
50-64 **77**	70	72	68	73	76	66	72	70	72	70
35-49 **77**	75	75	70	69	62	73	74	71	66	67
Non-resident ratepayer **75**	72	74	69	77	74	71	74	72	73	68
Borough Of Queenscliffe **74**	72	73	70	74	72	72	75	70	73	72
Residents **74**	72	72	70	74	71	73	75	69	73	73
65+ **72**	73	72	72	76	76	74	77	75	74	73
Men **70**▼	72	72	68	71	69	70	77	68	71	73
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

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 Borough Of Queenscliffe	28	43	19	5	1	4
2021 Borough Of Queenscliffe	21	53	18	4	1	2
2020 Borough Of Queenscliffe	23	45	23	3	1	4
2019 Borough Of Queenscliffe	18	48	23	4	2	6
2018 Borough Of Queenscliffe	25	49	18	2	2	4
2017 Borough Of Queenscliffe	25	45	21	5	2	2
2016 Borough Of Queenscliffe	21	49	21	3	1	4
2015 Borough Of Queenscliffe	28	45	22		2	2
2014 Borough Of Queenscliffe	21	47	22	6	3	2
2013 Borough Of Queenscliffe	25	44	27	2	1	2
2012 Borough Of Queenscliffe	19	51	20	3	1	5
State-wide	22	42	23	7	3	4
Small Rural	22	41	23	7	3	4
Residents	30	41	20	7	1	3
Non-resident ratepayer	25	48	18	1	1	6
Men	23	42	26	6	1	2
Women	33	44	13	4	1	6
18-34	45	27	18	9		
35-49	28	50	15	4		3
50-64	34	43	16	2	2	3
65+	23	45	22	5	1	5

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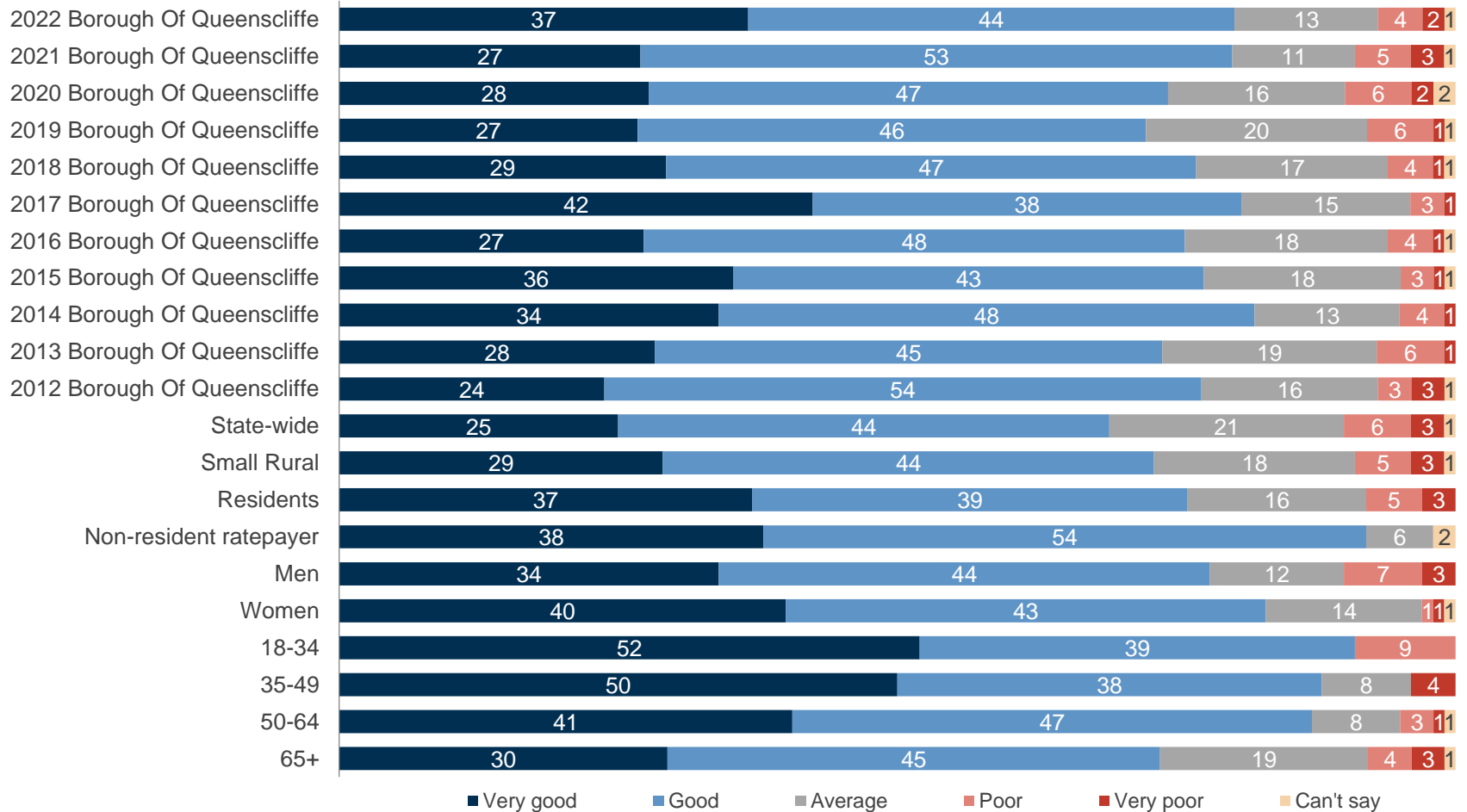*Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13*

J W S R E S E A R C H   66

The appearance of public areas performance

2022 public areas performance (index scores)

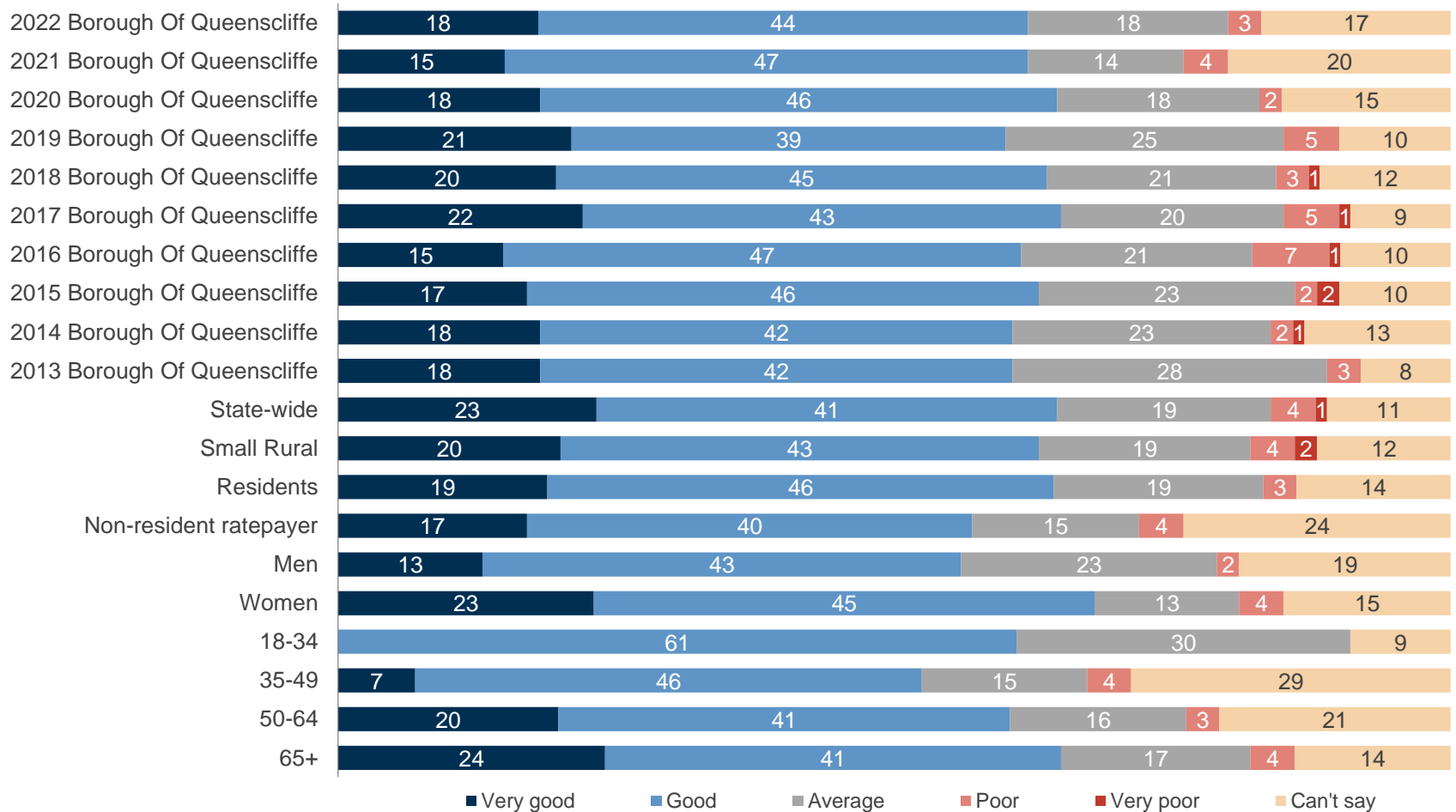|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	83	88	78	68	73	88	72	77	82	83	80
Non-resident ratepayer	83 ▲	78	77	79	78	84	78	81	79	76	74
35-49	83	73	71	79	78	79	74	77	78	65	68
50-64	81	73	75	76	75	79	72	76	74	74	71
Women	80	72	74	73	75	83	74	76	78	73	73
Borough Of Queenscliffe	78	74	74	73	75	80	74	78	77	73	74
Residents	75	73	73	71	74	79	73	77	77	72	73
Men	75	77	73	72	75	76	73	79	77	73	74
65+	74 ▼	72	74	71	74	78	75	79	78	73	75
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

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 Borough Of Queenscliffe	37	44	13	4	2	1
2021 Borough Of Queenscliffe	27	53	11	5	3	1
2020 Borough Of Queenscliffe	28	47	16	6	2	2
2019 Borough Of Queenscliffe	27	46	20	6	1	1
2018 Borough Of Queenscliffe	29	47	17	4	1	1
2017 Borough Of Queenscliffe	42	38	15	3		1
2016 Borough Of Queenscliffe	27	48	18	4	1	1
2015 Borough Of Queenscliffe	36	43	18	3	1	1
2014 Borough Of Queenscliffe	34	48	13	4		1
2013 Borough Of Queenscliffe	28	45	19	6		1
2012 Borough Of Queenscliffe	24	54	16	3	3	1
State-wide	25	44	21	6	3	1
Small Rural	29	44	18	5	3	1
Residents	37	39	16	5	3	
Non-resident ratepayer	38	54	6			2
Men	34	44	12	7	3	
Women	40	43	14	1	1	1
18-34	52	39		9		
35-49	50	38	8		4	
50-64	41	47	8	3	1	1
65+	30	45	19	4	3	1

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

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

J W S R E S E A R C H   68

Art centres and libraries performance

2022 art centres and libraries performance (index scores)

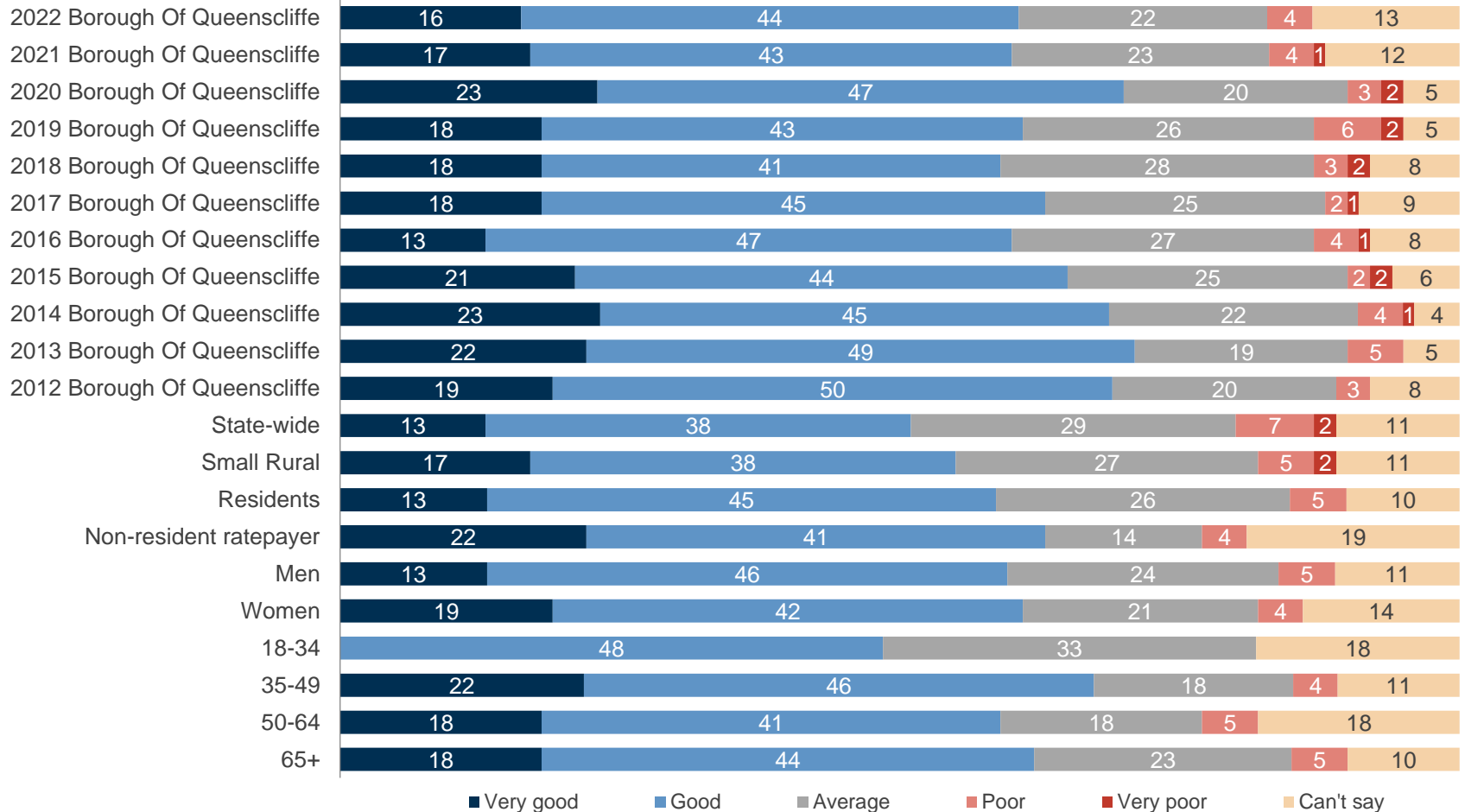|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	73	75	71	74	75	72	70	72	72	73
65+	75	74	76	72	78	76	73	75	75	74	75
50-64	75	68	68	68	66	70	66	70	68	71	71
Residents	73	73	74	72	73	73	70	70	72	n/a	74
Borough Of Queenscliffe	73	73	73	71	73	72	69	71	71	70	73
Non-resident ratepayer	73	71	71	67	70	69	67	73	68	n/a	68
State-wide	73	73	74	74	74	73	72	73	75	73	73
Small Rural	71	72	74	74	73	72	71	69	n/a	n/a	n/a
Men	70	73	71	72	71	70	66	72	71	68	72
35-49	69	73	72	76	72	65	68	72	68	69	67
18-34	67 ▼	75	72	68	63	73	63	60	71	57	77

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

Art centres and libraries performance

2022 art centres and libraries performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	18	44	18	3		17
2021 Borough Of Queenscliffe	15	47	14	4		20
2020 Borough Of Queenscliffe	18	46	18	2		15
2019 Borough Of Queenscliffe	21	39	25	5		10
2018 Borough Of Queenscliffe	20	45	21	3	1	12
2017 Borough Of Queenscliffe	22	43	20	5	1	9
2016 Borough Of Queenscliffe	15	47	21	7	1	10
2015 Borough Of Queenscliffe	17	46	23	2	2	10
2014 Borough Of Queenscliffe	18	42	23	2	1	13
2013 Borough Of Queenscliffe	18	42	28		3	8
State-wide	23	41	19	4	1	11
Small Rural	20	43	19	4	2	12
Residents	19	46	19	3		14
Non-resident ratepayer	17	40	15	4		24
Men	13	43	23	2		19
Women	23	45	13	4		15
18-34		61	30			9
35-49	7	46	15	4		29
50-64	20	41	16	3		21
65+	24	41	17	4		14

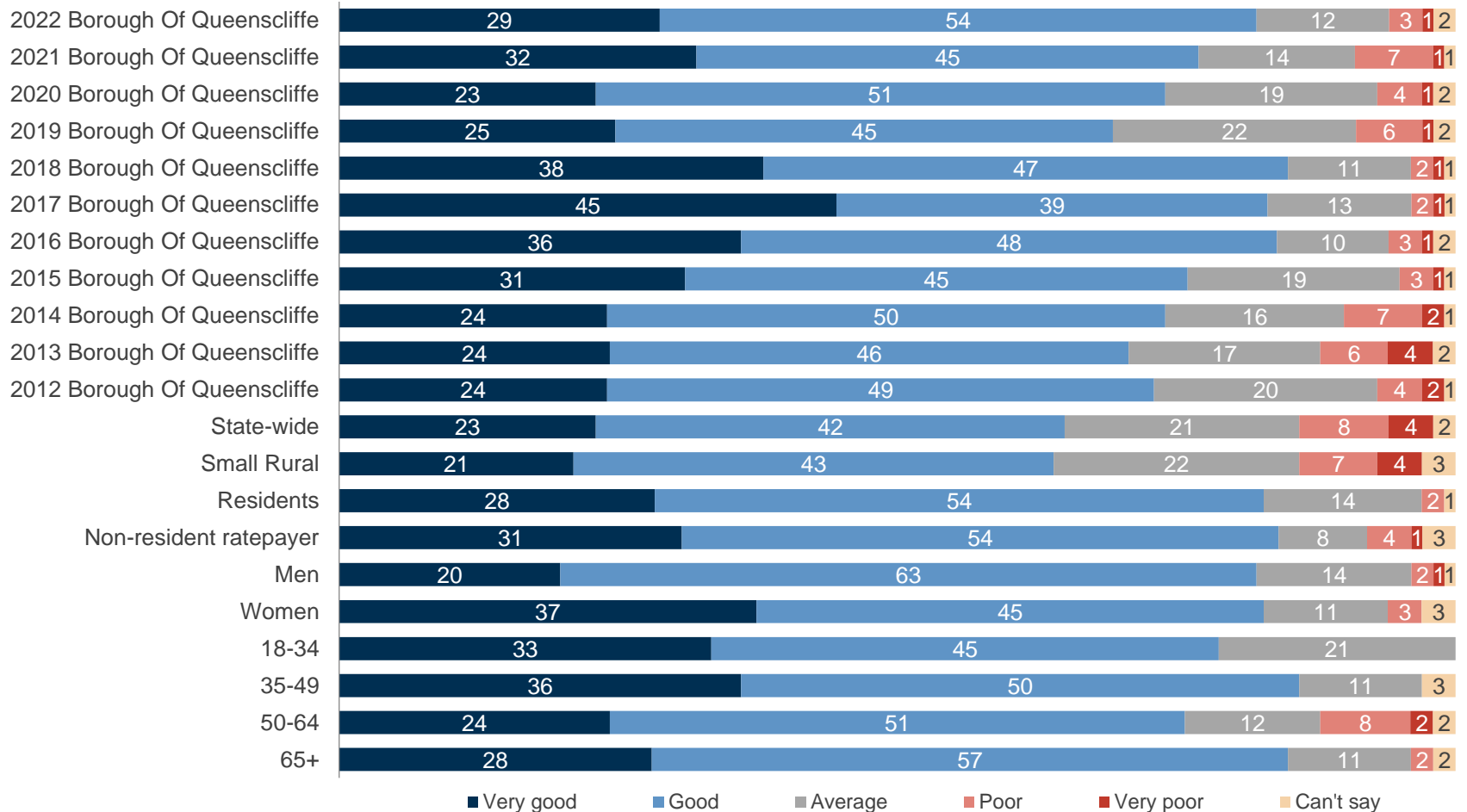Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

Community and cultural activities performance

2022 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Non-resident ratepayer	75	72	77	69	71	71	69	75	73	75	70
35-49	74	77	72	74	68	72	66	72	72	76	70
Women	72	69	75	70	72	73	70	72	72	76	74
50-64	72	66	74	70	69	70	67	72	71	74	74
Borough Of Queenscliffe	71	70	73	68	69	72	68	71	72	73	72
65+	70	69	77	70	72	73	69	74	75	73	73
Men	69	71	71	67	66	70	65	69	72	70	71
Residents	69	69	71	68	69	72	67	70	72	73	73
Small Rural	68 ▼	67	68	66	69	69	65	68	n/a	n/a	n/a
18-34	65 ▼	72	53	54	59	70	66	57	68	67	70
State-wide	65 ▼	65	68	69	69	69	69	69	70	69	68

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
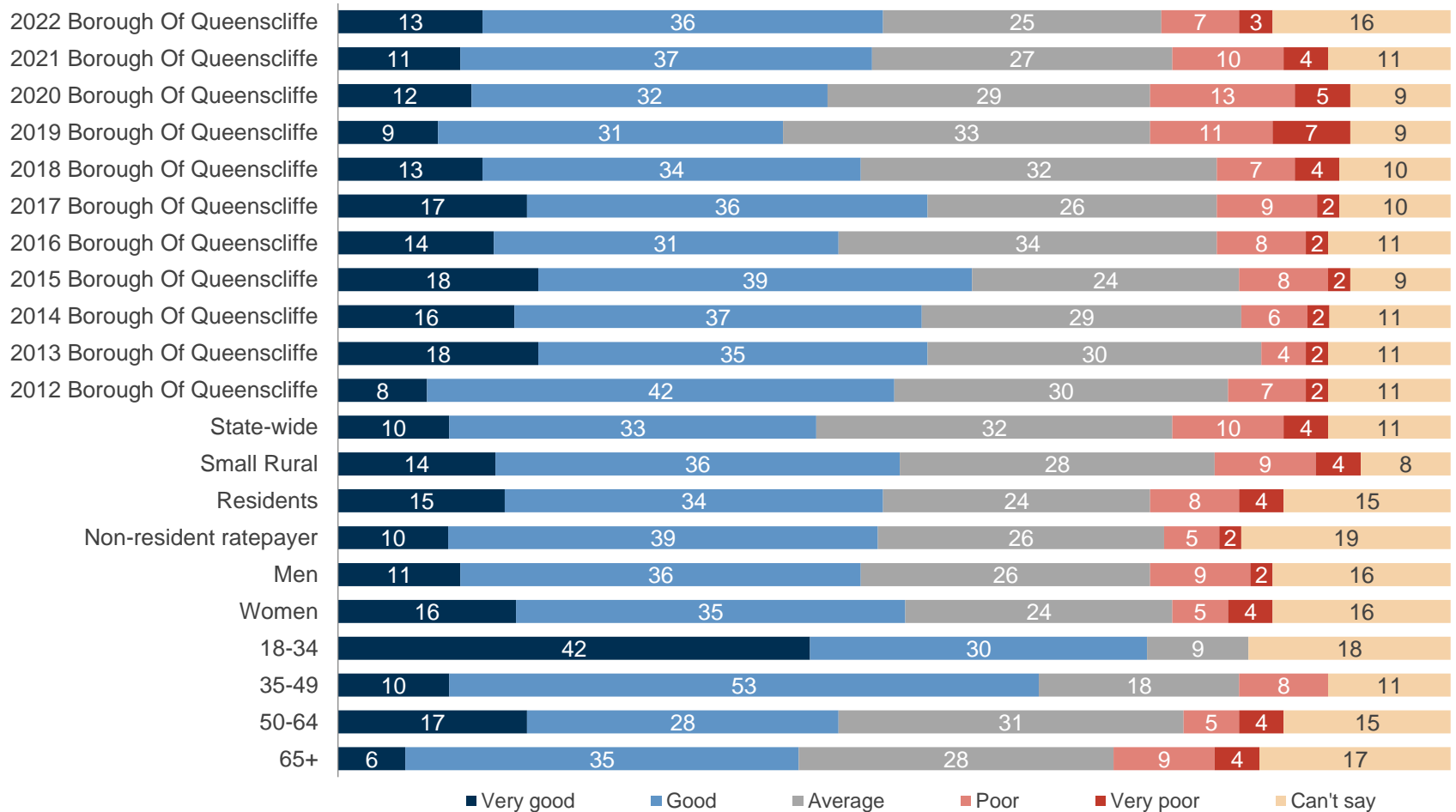*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2022 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	16	44	22	4		13
2021 Borough Of Queenscliffe	17	43	23	4	1	12
2020 Borough Of Queenscliffe	23	47	20	3	2	5
2019 Borough Of Queenscliffe	18	43	26	6	2	5
2018 Borough Of Queenscliffe	18	41	28	3	2	8
2017 Borough Of Queenscliffe	18	45	25	2	1	9
2016 Borough Of Queenscliffe	13	47	27	4	1	8
2015 Borough Of Queenscliffe	21	44	25	2	2	6
2014 Borough Of Queenscliffe	23	45	22	4	1	4
2013 Borough Of Queenscliffe	22	49	19	5		5
2012 Borough Of Queenscliffe	19	50	20	3		8
State-wide	13	38	29	7	2	11
Small Rural	17	38	27	5	2	11
Residents	13	45	26	5		10
Non-resident ratepayer	22	41	14	4		19
Men	13	46	24	5		11
Women	19	42	21	4		14
18-34		48	33			18
35-49	22	46	18	4		11
50-64	18	41	18	5		18
65+	18	44	23	5		10

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3

Waste management performance

2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	80	74	71	86	77	75	72	68	62	68
Women	80	73	74	72	82	83	82	76	70	69	71
Non-resident ratepayer	78	72	74	71	75	76	79	72	70	71	70
18-34	78	85	73	79	79	84	84	81	69	77	72
65+	78	75	74	74	80	83	81	77	76	75	74
Borough Of Queenscliffe	77	75	73	72	81	81	79	76	72	71	72
Residents	77	76	73	73	82	83	80	77	72	71	73
Men	75	77	72	73	79	79	77	75	74	73	75
50-64	72	68	71	67	79	80	76	72	71	67	73
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

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 Borough Of Queenscliffe	29	54	12	3	1	2
2021 Borough Of Queenscliffe	32	45	14	7	1	1
2020 Borough Of Queenscliffe	23	51	19	4	1	2
2019 Borough Of Queenscliffe	25	45	22	6	1	2
2018 Borough Of Queenscliffe	38	47	11	2	1	1
2017 Borough Of Queenscliffe	45	39	13	2	1	1
2016 Borough Of Queenscliffe	36	48	10	3	1	2
2015 Borough Of Queenscliffe	31	45	19	3	1	1
2014 Borough Of Queenscliffe	24	50	16	7	2	1
2013 Borough Of Queenscliffe	24	46	17	6	4	2
2012 Borough Of Queenscliffe	24	49	20	4	2	1
State-wide	23	42	21	8	4	2
Small Rural	21	43	22	7	4	3
Residents	28	54	14	2		1
Non-resident ratepayer	31	54	8	4	1	3
Men	20	63	14	2	1	1
Women	37	45	11	3		3
18-34	33	45	21			
35-49	36	50	11			3
50-64	24	51	12	8	2	2
65+	28	57	11	2		2

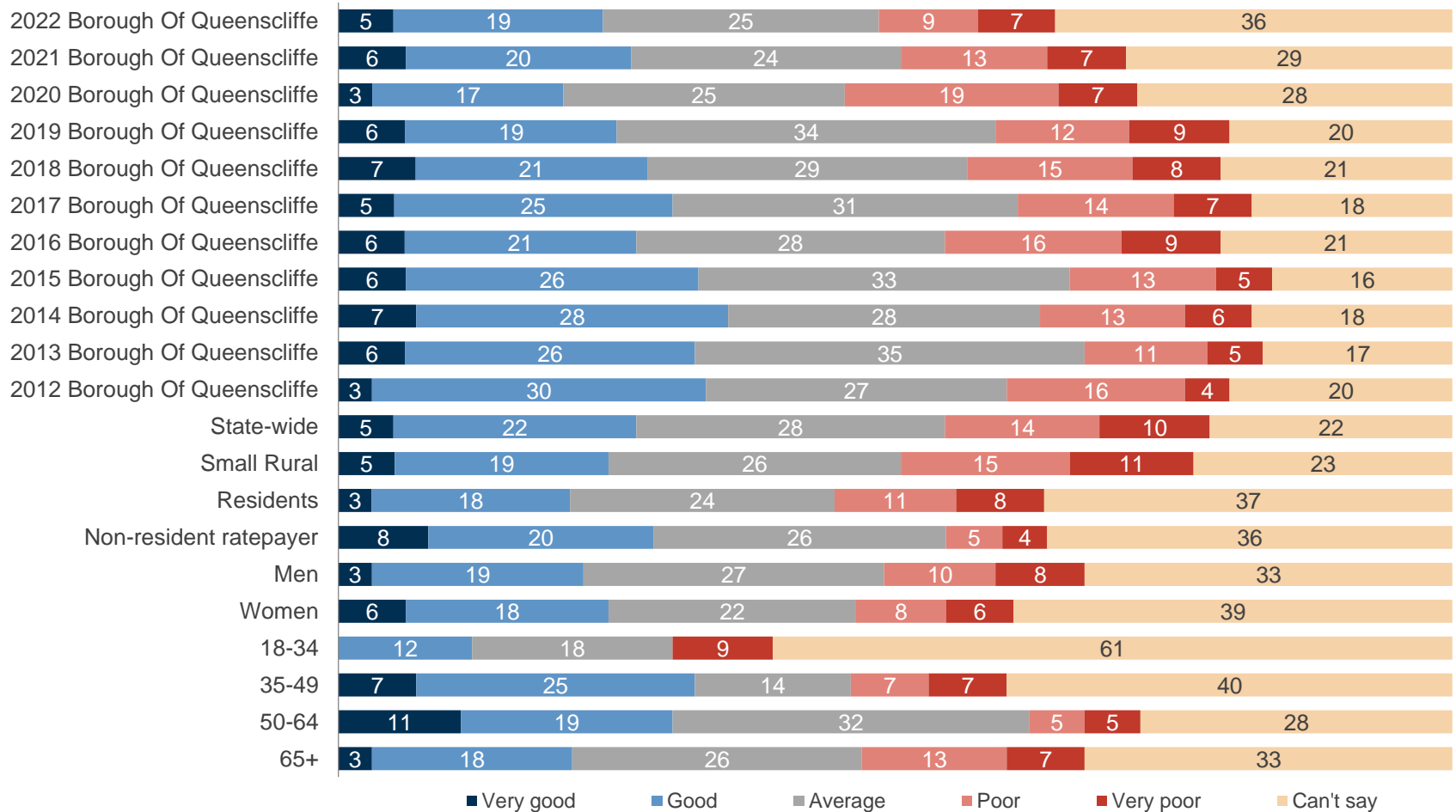*Q2. How has Council performed on 'Waste management' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

Business and community development and tourism performance

2022 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	85 ▲	65	51	56	71	68	62	75	71	77	70
35-49	69	69	57	54	63	65	67	62	67	66	57
Women	66	63	59	58	64	69	67	68	68	70	64
Non-resident ratepayer	65	61	60	62	63	64	61	65	63	65	63
Borough Of Queenscliffe	65	61	59	57	62	66	63	67	67	68	64
50-64	64	57	56	54	60	63	57	62	62	62	63
Residents	64	62	58	55	62	66	64	68	68	69	64
Men	63	59	58	55	61	62	59	66	65	66	63
Small Rural	63	62	58	59	59	64	61	63	n/a	n/a	n/a
State-wide	60 ▼	61	59	61	60	61	60	61	62	62	62
65+	59 ▼	60	62	59	61	67	65	69	68	69	65

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

Business and community development and tourism performance

W

2022 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	13	36	25	7	3	16
2021 Borough Of Queenscliffe	11	37	27	10	4	11
2020 Borough Of Queenscliffe	12	32	29	13	5	9
2019 Borough Of Queenscliffe	9	31	33	11	7	9
2018 Borough Of Queenscliffe	13	34	32	7	4	10
2017 Borough Of Queenscliffe	17	36	26	9	2	10
2016 Borough Of Queenscliffe	14	31	34	8	2	11
2015 Borough Of Queenscliffe	18	39	24	8	2	9
2014 Borough Of Queenscliffe	16	37	29	6	2	11
2013 Borough Of Queenscliffe	18	35	30	4	2	11
2012 Borough Of Queenscliffe	8	42	30	7	2	11
State-wide	10	33	32	10	4	11
Small Rural	14	36	28	9	4	8
Residents	15	34	24	8	4	15
Non-resident ratepayer	10	39	26	5	2	19
Men	11	36	26	9	2	16
Women	16	35	24	5	4	16
18-34	42	30	9			18
35-49	10	53	18	8		11
50-64	17	28	31	5	4	15
65+	6	35	28	9	4	17

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

Council's general town planning policy performance

2022 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69 ▲	72	50	52	60	59	61	56	61	69	64
Non-resident ratepayer	63	58	57	55	55	60	60	60	57	60	55
35-49	62	63	53	60	61	61	56	60	57	56	51
Women	61	55	52	51	54	59	54	57	61	59	54
50-64	61	51	50	51	51	55	51	52	56	55	53
Borough Of Queenscliffe	59	56	53	53	54	57	55	57	59	59	56
Residents	58	55	51	52	54	56	53	56	60	59	56
Men	57	57	54	54	54	54	56	56	57	59	58
65+	56	52	54	51	52	56	54	59	61	60	57
Small Rural	56 ▼	55	50	48	53	51	49	53	n/a	n/a	n/a
State-wide	54 ▼	55	54	55	54	53	52	54	55	55	54

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2022 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	6	37	22	11	4	20
2021 Borough Of Queenscliffe	6	34	29	12	6	13
2020 Borough Of Queenscliffe	7	26	31	19	5	12
2019 Borough Of Queenscliffe	6	28	33	13	8	12
2018 Borough Of Queenscliffe	8	26	32	15	6	13
2017 Borough Of Queenscliffe	7	30	33	10	6	14
2016 Borough Of Queenscliffe	5	29	31	12	6	18
2015 Borough Of Queenscliffe	6	30	35	10	4	14
2014 Borough Of Queenscliffe	10	32	29	12	5	12
2013 Borough Of Queenscliffe	8	35	32	10	4	11
2012 Borough Of Queenscliffe	5	33	35	12	5	11
State-wide	5	29	31	13	6	16
Small Rural	6	29	27	14	4	18
Residents	6	36	21	14	5	18
Non-resident ratepayer	6	37	25	6	2	24
Men	4	37	22	12	5	19
Women	7	36	22	10	3	21
18-34		64		9		27
35-49	7	40	11	11	4	28
50-64	9	40	24	9	5	13
65+	6	29	30	13	4	18

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2

Planning and building permits performance

2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64 — 59 ▲	46	49	48	48	52	47	53	54	47	48
Non-resident ratepayer — 59 ▲	51	52	52	47	54	55	59	57	54	53
35-49 — 57	56	49	54	57	55	50	56	53	49	53
Women — 54	51	45	51	52	55	53	54	55	54	53
Borough Of Queenscliffe — 52	52	47	51	51	53	50	55	55	55	54
State-wide — 50	51	51	52	52	51	50	54	53	55	54
Men — 50	53	49	51	50	50	47	55	56	56	54
Residents — 49	52	44	51	52	52	48	53	55	55	54
65+ — 49	50	47	50	50	52	50	54	57	56	54
Small Rural — 48 ▼	49	46	48	51	51	50	53	n/a	n/a	n/a
18-34 — 46	62	39	54	53	54	56	58	57	75	62

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2022 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	5	19	25	9	7	36
2021 Borough Of Queenscliffe	6	20	24	13	7	29
2020 Borough Of Queenscliffe	3	17	25	19	7	28
2019 Borough Of Queenscliffe	6	19	34	12	9	20
2018 Borough Of Queenscliffe	7	21	29	15	8	21
2017 Borough Of Queenscliffe	5	25	31	14	7	18
2016 Borough Of Queenscliffe	6	21	28	16	9	21
2015 Borough Of Queenscliffe	6	26	33	13	5	16
2014 Borough Of Queenscliffe	7	28	28	13	6	18
2013 Borough Of Queenscliffe	6	26	35	11	5	17
2012 Borough Of Queenscliffe	3	30	27	16	4	20
State-wide	5	22	28	14	10	22
Small Rural	5	19	26	15	11	23
Residents	3	18	24	11	8	37
Non-resident ratepayer	8	20	26	5	4	36
Men	3	19	27	10	8	33
Women	6	18	22	8	6	39
18-34		12	18		9	61
35-49	7	25	14	7	7	40
50-64	11	19	32	5	5	28
65+	3	18	26	13	7	33

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

Environmental sustainability performance

2022 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78▲	74	62	63	72	68	68	59	67	65	56
50-64	75▲	62	61	61	65	66	61	64	66	62	61
Women	71	65	61	59	65	67	64	64	65	67	61
Non-resident ratepayer	71	65	65	62	70	71	66	68	69	65	62
Borough Of Queenscliffe	69	67	62	60	66	66	63	64	67	66	63
Residents	68	68	60	59	65	65	62	63	67	66	63
65+	66	65	64	59	66	66	64	69	68	66	64
Men	66	70	63	60	66	66	61	65	70	64	64
State-wide	61▼	62	60	62	63	64	63	64	64	64	64
18-34	61▼	81	52	59	56	64	56	57	68	69	69
Small Rural	59▼	61	57	59	62	63	61	63	n/a	n/a	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.

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Environmental sustainability performance

2022 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Borough Of Queenscliffe	20	39	21	8	2	11
2021 Borough Of Queenscliffe	18	41	24	7	3	8
2020 Borough Of Queenscliffe	10	38	30	8	4	9
2019 Borough Of Queenscliffe	9	34	35	9	4	10
2018 Borough Of Queenscliffe	15	37	28	7	2	11
2017 Borough Of Queenscliffe	17	37	31	6	2	8
2016 Borough Of Queenscliffe	9	38	30	5	3	15
2015 Borough Of Queenscliffe	12	36	33	6	2	10
2014 Borough Of Queenscliffe	15	42	24	6	2	11
2013 Borough Of Queenscliffe	10	46	27	4	3	9
2012 Borough Of Queenscliffe	9	40	26	10	2	13
State-wide	10	35	32	9	4	10
Small Rural	10	33	30	10	6	12
Residents	21	41	19	11	2	5
Non-resident ratepayer	16	34	26	11		23
Men	13	40	24	8	2	12
Women	25	38	18	8	1	9
18-34		61	9	21		9
35-49	24	50	14			11
50-64	30	28	19	2	2	18
65+	19	35	26	9	2	9

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

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

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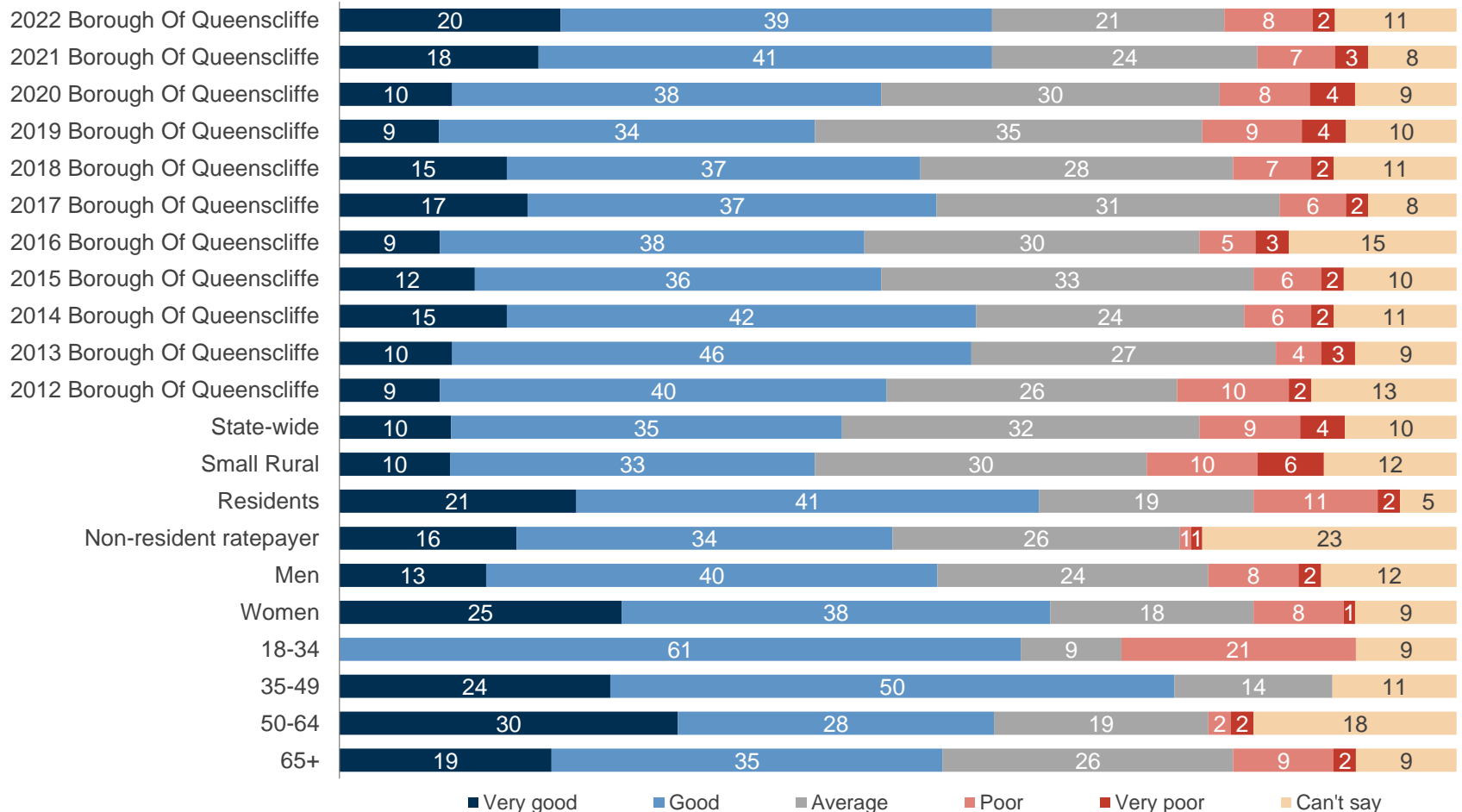
Detailed demographics

Gender and age profile

2022 gender

Borough Of Queenscliffe

Women 53%
Men 47%

Small Rural

Women 50%
Men 50%

State-wide

Women 51%
Men 49%
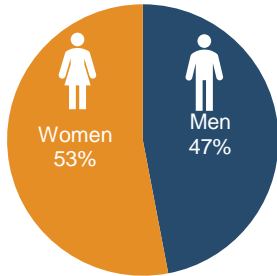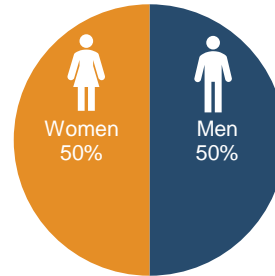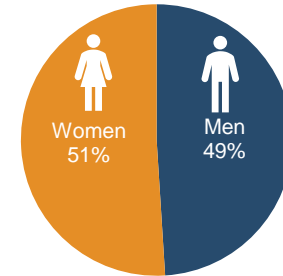
2022 age

Borough Of Queenscliffe

6%
6%
13%
55%
20%

Small Rural

4%
14%
20%
42%
20%

State-wide

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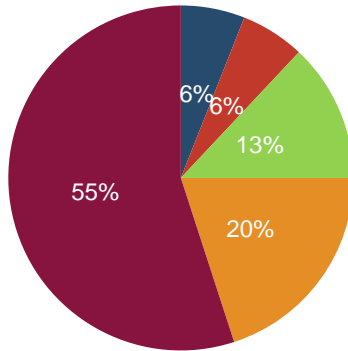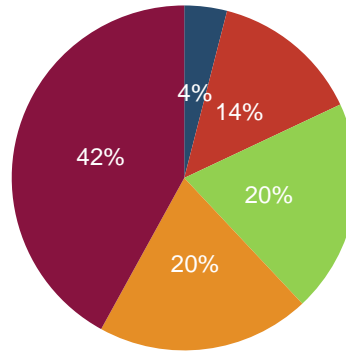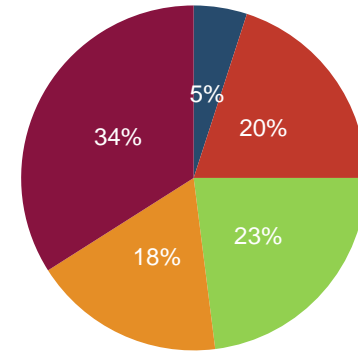
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

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 Borough of Queenscliffe 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 +/-4.5% 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 45.5% - 54.5%.

Maximum margins of error are listed in the table below, based on a population of 2,600 people aged 18 years or over for Borough of Queenscliffe, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Borough of Queenscliffe	400	400	+/-4.5
Men	215	189	+/-6.4
Women	185	211	+/-7.0
18-34 years	10	48	+/-32.6
35-49 years	28	54	+/-18.8
50-64 years	93	79	+/-10.0
65+ years	269	219	+/-5.7

Appendix A:
Significant difference reporting notation

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

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

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

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

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

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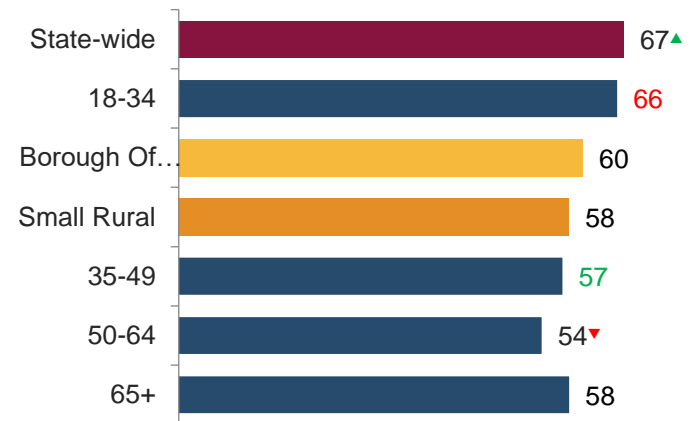
Appendix A:
Index score significant difference calculation

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=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=402 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=401 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 Borough of Queenscliffe 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 and non-residents aged 18+ years in Borough of Queenscliffe.

Survey sample matched to the demographic profile of Borough of Queenscliffe 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 and non-residents within Borough of Queenscliffe, particularly younger people.

A total of n=400 completed interviews were achieved in Borough of Queenscliffe. Survey fieldwork was conducted over four quarters across 9th June, 2021 – 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

Borough of Queenscliffe 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 Borough of Queenscliffe 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 and non-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 Borough of Queenscliffe 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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