



2022 Local Government Community Satisfaction Survey

Buloke Shire Council

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



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Background and objectives

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

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

Now in its twenty-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.

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

Key findings and recommendations



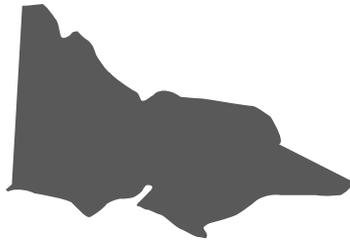
Buloke Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Buloke 55



State-wide 59



Small Rural 58

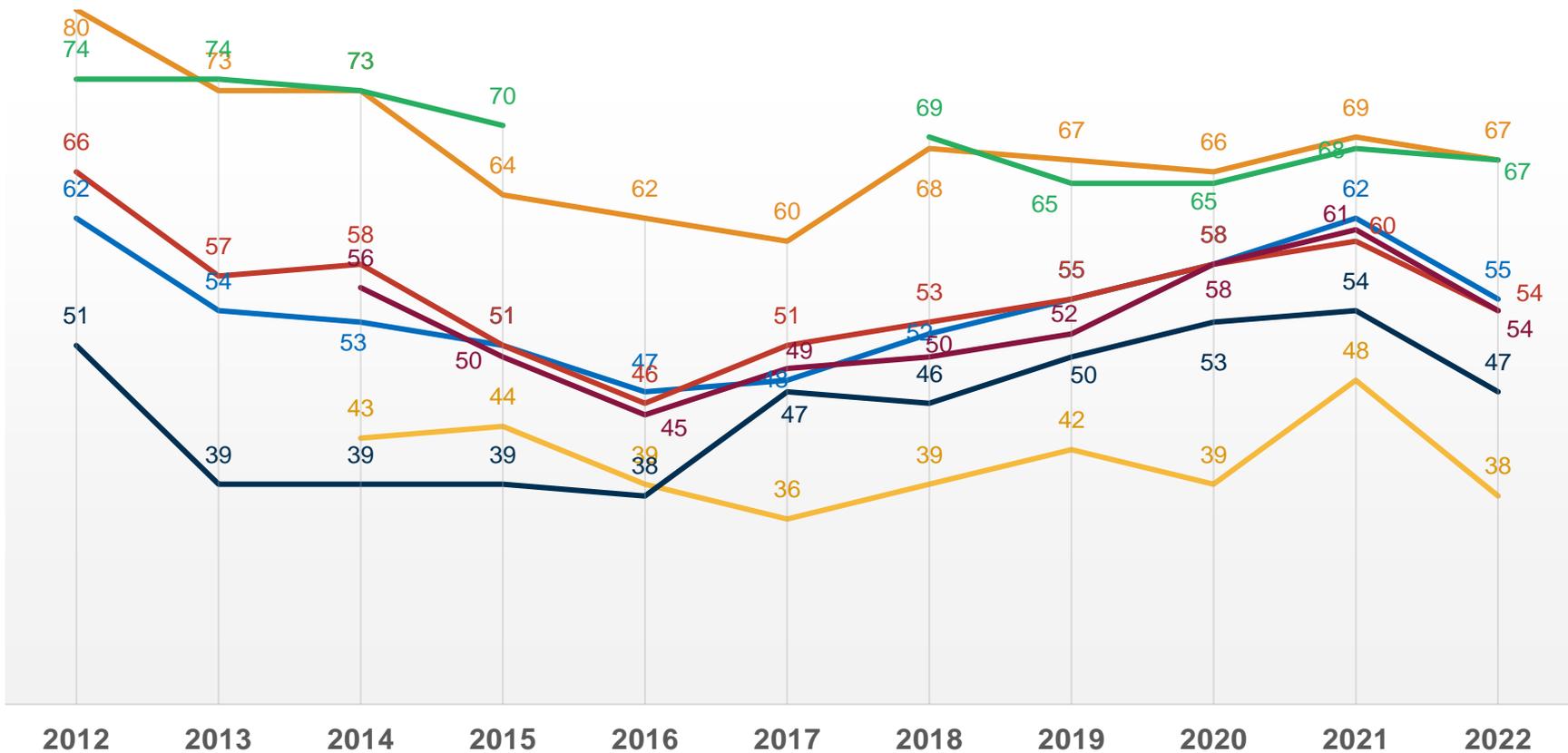
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	Areas where Council performance is significantly lower
Compared to State-wide average	COVID-19 response	Sealed local roads Unsealed roads Environmental sustainability
Compared to group average	COVID-19 response	Sealed local roads Unsealed roads



Summary of core measures

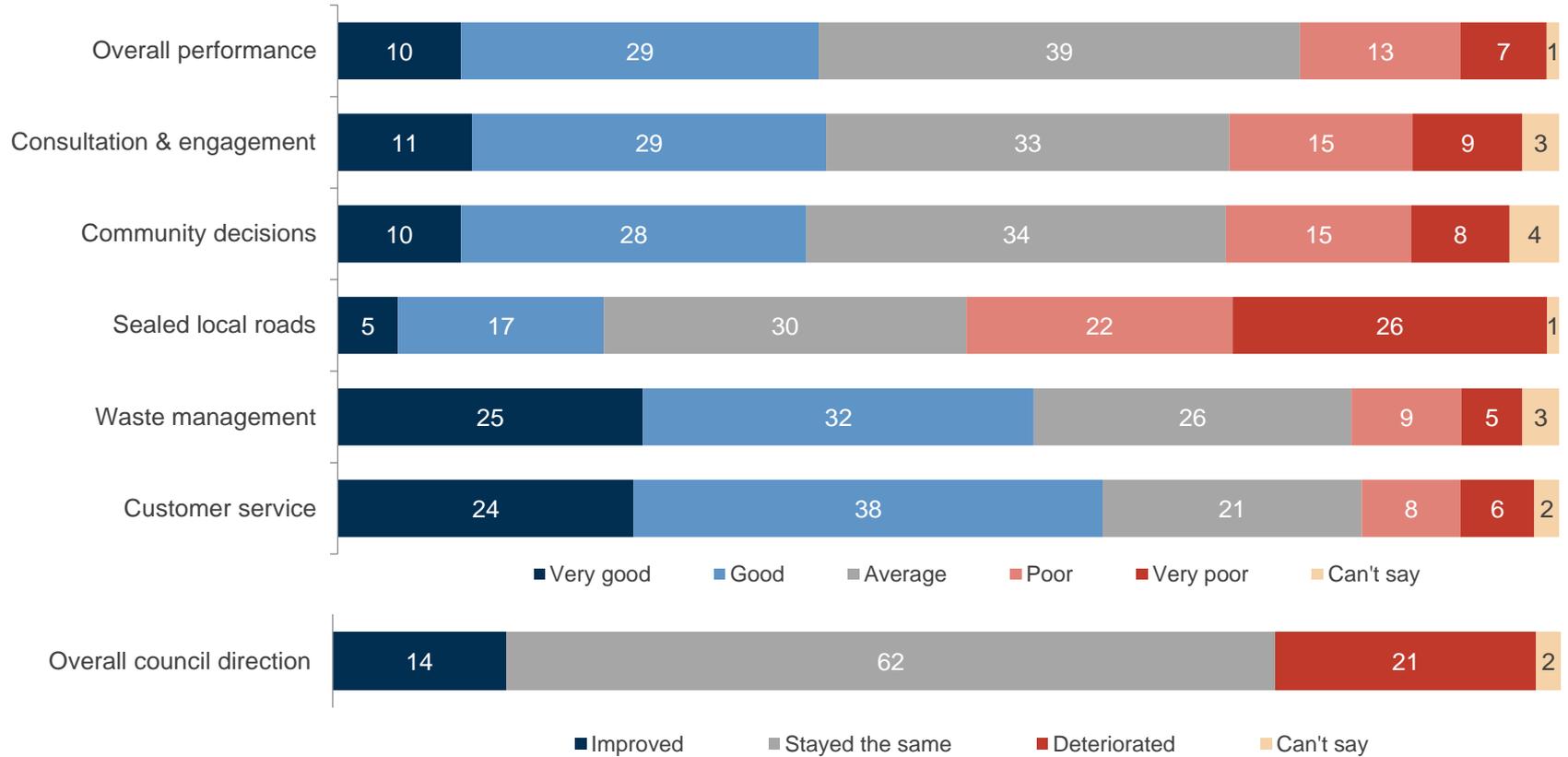
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Buloke Shire Council performance

Services		Buloke 2022	Buloke 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	55	62	58	59	Aged 65+ years	Sea Lake residents, Aged 35-49 years
	Value for money	48	52	51	53	Aged 65+ years	Sea Lake residents
	Overall council direction	47	54	51	50	Aged 18-34 years	Sea Lake residents, Aged 35-49 years
	Customer service	67	69	67	68	Aged 18-34 years, Sea Lake residents	Charlton residents
	COVID-19 response	72	78	69	69	Aged 18-34 years	Aged 50-64 years
	Recreational facilities	71	74	69	69	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	71	75	73	71	Aged 65+ years	Aged 50-64 years
	Elderly support services	69	71	70	67	Aged 18-34 years	Aged 50-64 years
	Waste management	67	68	68	68	Aged 65+ years	Aged 50-64 years



Summary of Buloke Shire Council performance

Services		Buloke 2022	Buloke 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Bus/community dev./tourism	62	64	63	60	Aged 18-34 years	Aged 50-64 years
	Enforcement of local laws	62	65	62	63	Women	Sea Lake residents
	Environmental sustainability	58	63	59	61	Aged 65+ years	Donald residents
	Consultation & engagement	54	60	54	54	Aged 18-34 years	Sea Lake residents, Aged 35-49 years
	Community decisions	54	61	54	54	Aged 65+ years	Sea Lake residents
	Lobbying	53	58	54	53	Aged 65+ years	Sea Lake residents
	Sealed local roads	38	48	50	53	Aged 65+ years	Aged 35-49 years
	Unsealed roads	31	38	42	41	Sea Lake residents	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Buloke Shire Council's overall performance have declined significantly over the past 12 months (index score of 55, down seven points), arresting a trend of steady improvement seen since 2016. This reflects significantly declining performance in eight of the fourteen service areas evaluated – including core measures of consultation and engagement, community decisions and sealed local roads. While a mixed result for Council, not all of the previous gains achieved over time have been lost.

Key influences on perceptions of overall performance

Decisions made in the community's interest, consultation and engagement, and lobbying have the strongest influence on overall opinions. Environmental sustainability also exerts a moderate to strong influence on performance. These are all lower rated areas with significantly declining performance in 2022. Improving engagement, and communication around Council decisions and efforts to advance residents' interests – together with promoting sustainability initiatives – will help strengthen overall performance.

Comparison to state and area grouping

Across the vast majority of service areas, Buloke Shire Council's performance is in line with Small Rural group and State-wide averages. COVID-19 response is the area where Council rates significantly higher than both averages. On both sealed and unsealed roads, Council performs significantly lower than both averages.

Maintain strengths and improve lower performing areas

In addition to the aforementioned areas, COVID-19 response and recreational facilities have a moderate influence on opinions. As the highest rated areas, Council should look to abate declining COVID-19 response ratings and uphold its strong performance in these areas. Improving perceptions of Council's lowest rated areas – unsealed roads and sealed local roads – should be a priority over the next 12 months. Both have experienced significant declines, with unsealed roads now at its lowest recorded level.

DETAILED FINDINGS



Overall performance

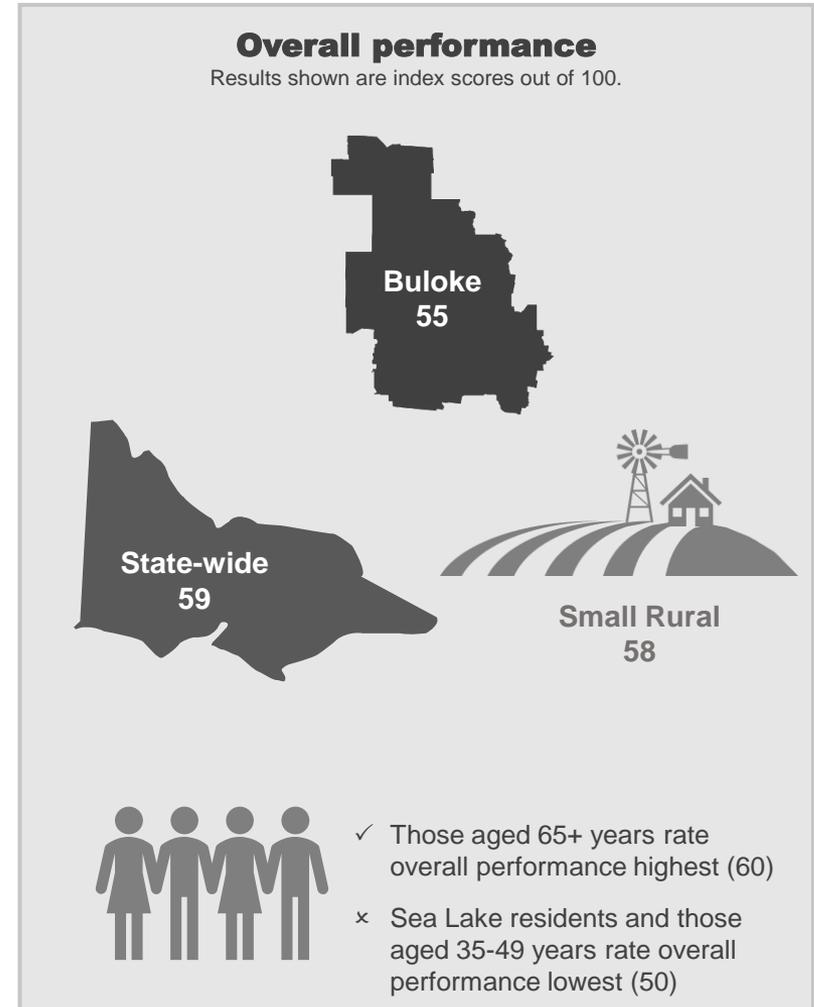
Overall performance

The overall performance index score of 55 for Buloke Shire Council represents a significant seven-point decline on the 2021 result, arresting a trend of steady improvement seen since 2016.

Buloke Shire Council's overall performance is rated significantly lower than both the Small Rural group and State-wide averages (index scores of 58 and 59 respectively).

- Significant declines in overall performance ratings are seen across the majority of demographic and geographic cohorts in 2022, with the largest drop recorded among those aged 18 to 34 years (down 12 points) and Charlton residents (down nine points).
- Perceptions of overall performance are highest – and significantly higher than average – among residents aged 65+ years (index score of 60, down six points).
- While ratings have remained relatively steady over the past year, perceptions are lowest among Sea Lake residents and those aged 35 to 64 years (although not significantly lower to the average).

Close to three in 10 residents (29%) rate value for money they receive from Council in infrastructure and service as 'very good' or 'good'. This is lower than the 33% rating it as 'very poor' or 'poor'. A further 36% rate Council as 'average' on this measure.





Overall performance

2022 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	60▲	66	63	62	55	51	51	56	58	58	71
State-wide	59▲	61	58	60	59	59	59	60	61	60	60
Charlton	58	67	60	57	51	46	n/a	n/a	n/a	n/a	n/a
Small Rural	58▲	60	56	58	56	58	57	59	n/a	n/a	n/a
Women	57	64	61	56	55	53	48	52	57	55	66
18-34	57	69	58	57	55	49	47	56	59	60	67
Buloke	55	62	58	55	52	48	47	51	53	54	62
Men	54	60	54	54	49	44	47	50	49	53	59
Donald	53	58	57	54	48	48	n/a	n/a	n/a	n/a	n/a
50-64	51	55	51	50	42	44	41	44	48	53	59
35-49	50	52	55	46	59	50	50	48	46	47	54
Sea Lake	50	59	53	55	52	51	n/a	n/a	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues,

BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

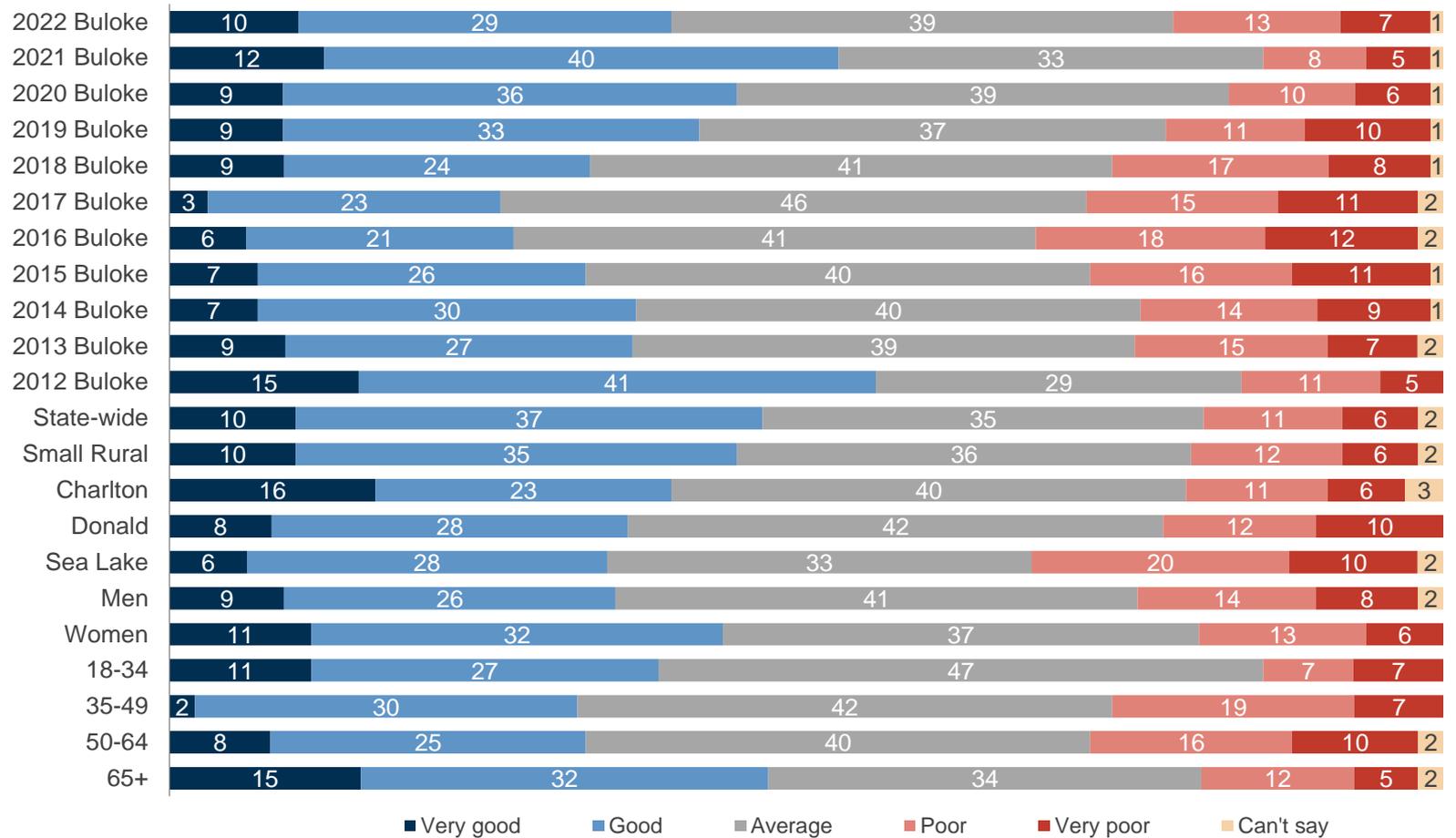
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall performance

2022 overall performance (%)

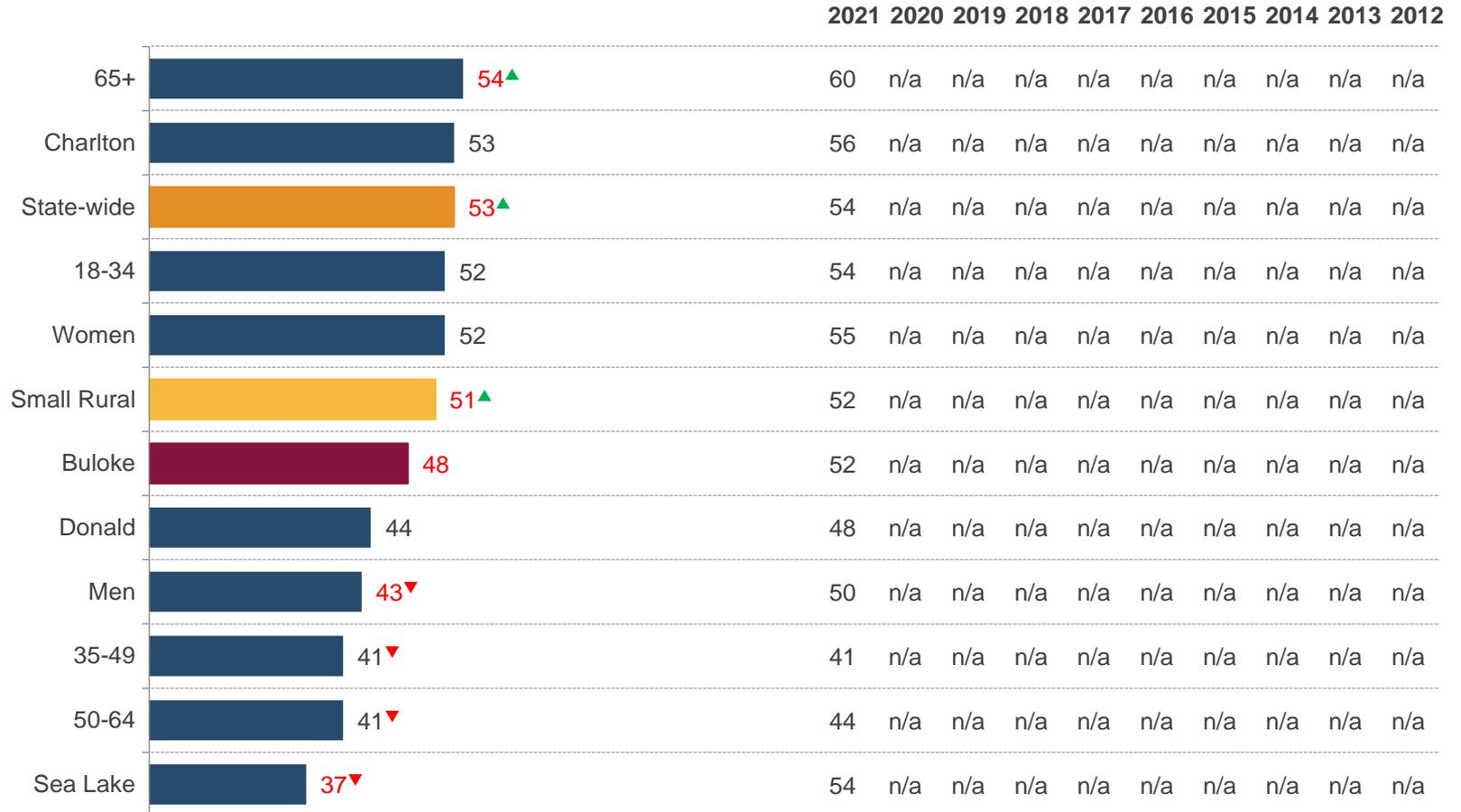


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils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



Value for money in services and infrastructure

2022 value for money (index scores)



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

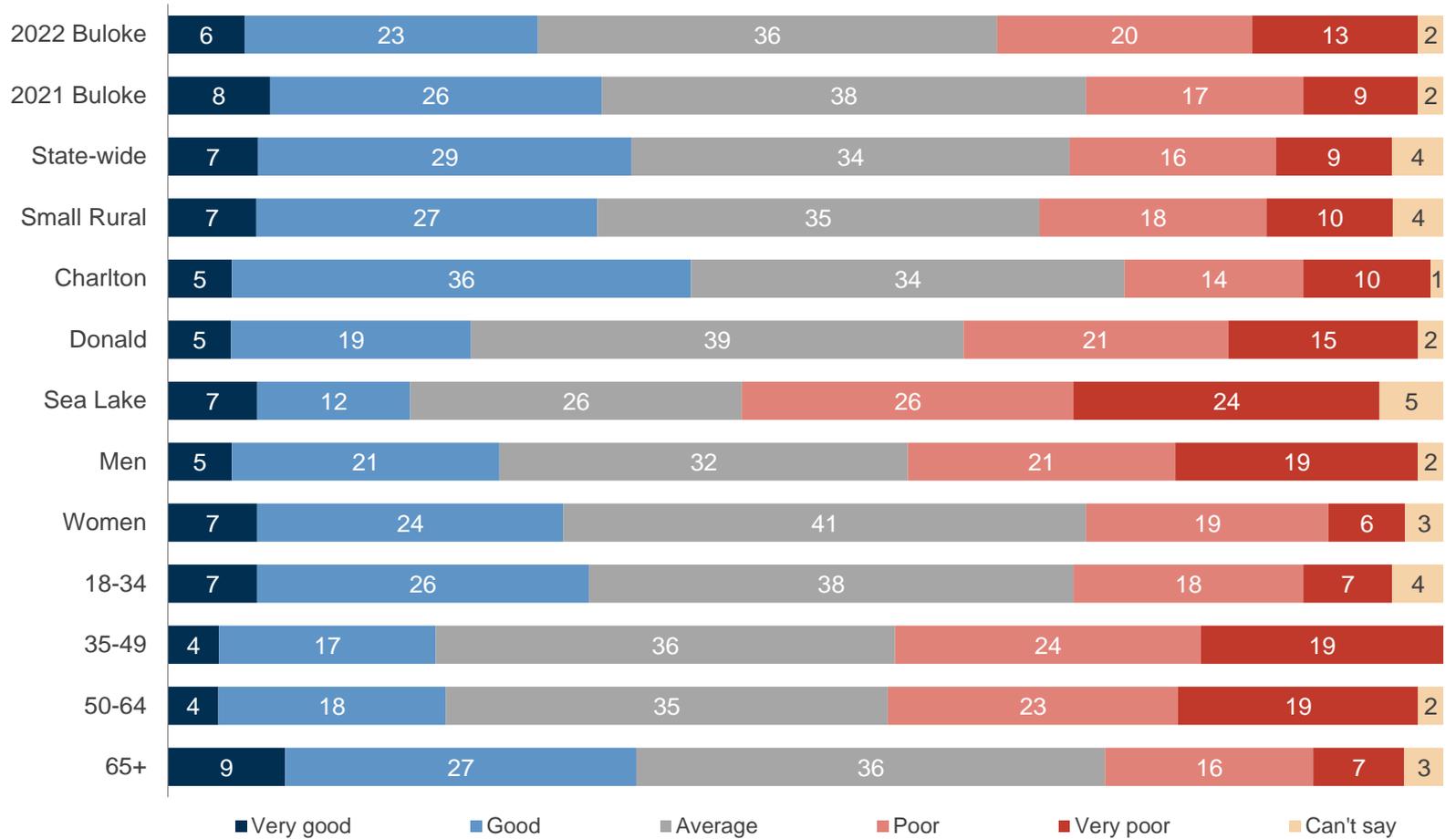
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



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

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

Top performing service areas

COVID-19 response is Council's highest performing area (index score of 72), although ratings declined significantly over the past year (down six points).

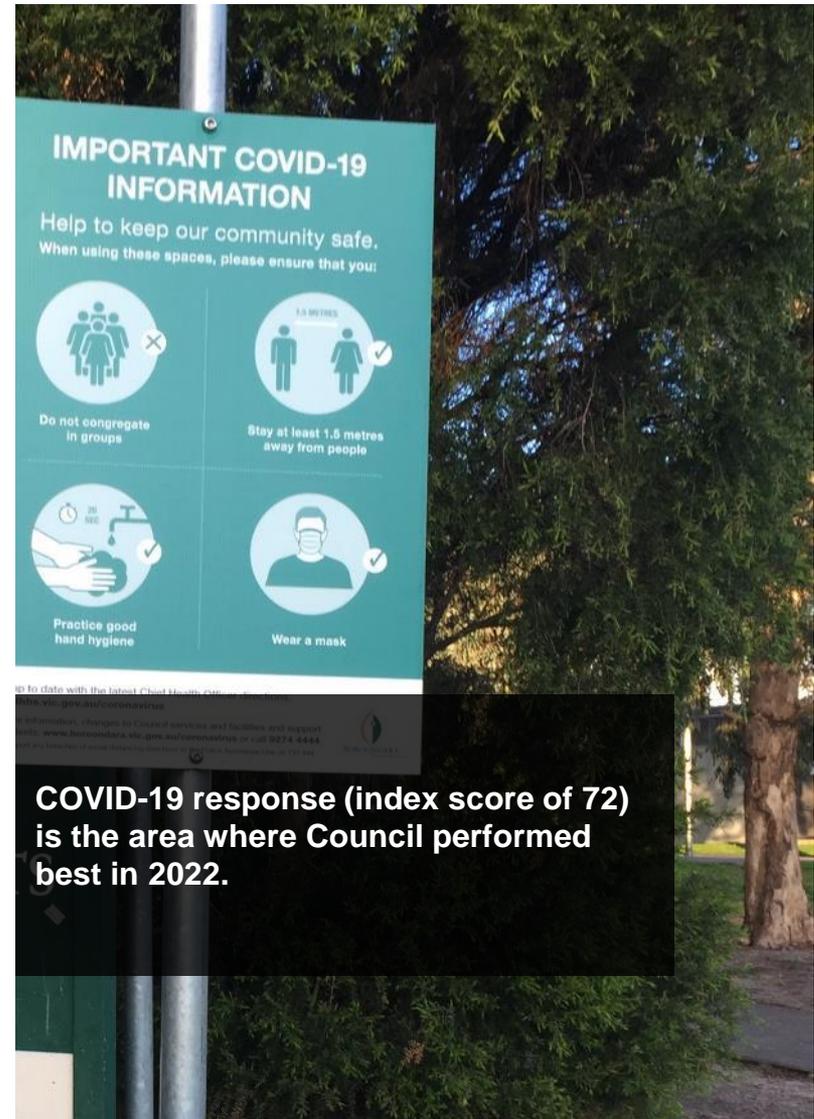
Council performs significantly higher than the Small Rural group and State-wide averages in this area.

Recreational facilities and appearance of public areas are Council's next highest rated service areas (index score of 71 for each).

- Ratings of recreational facilities held steady in 2022 (down three index points, which is not a statistically significant decline). Residents aged 65+ years rate this service highest (index score of 77), and significantly higher than average, whereas residents aged 35 to 49 years rate this service the lowest (65).
- Ratings of the appearance of public areas fell significantly over the past year (down four points). Ratings of this area are lowest – and significantly lower than average – among residents aged 50 to 64 years (64).

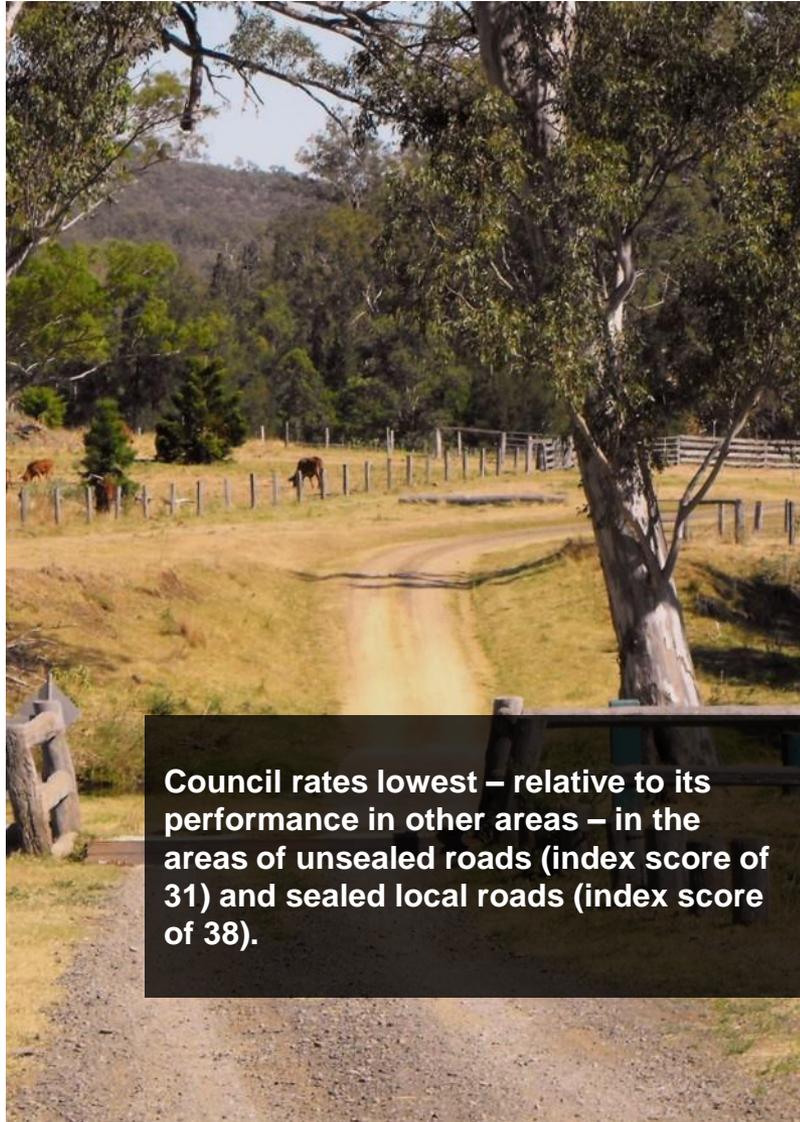
Council performs in line with the Small Rural group and State-wide averages for both recreational facilities and appearance of public areas.

One in ten residents (9%) volunteer recreational and sporting facilities as one of the best things about Buloke Shire Council.





Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 31) and sealed local roads (index score of 38).

Eight of the 13 service areas evaluated experienced significant declines in performance over the past year.

Council rates lowest in the area of unsealed roads (index score of 31), which fell by a significant seven points in 2022. Council's next lowest rated area, sealed local roads, recorded the largest significant decline (down 10 points to an index score of 38).

- Council rates significantly lower than the Small Rural group and State-wide averages for both of these service areas.
- On unsealed roads, a substantial 55-point gap (up from 48 in 2021) exists between the perceived importance of the service and Council performance in that area.
- Ratings of sealed local roads among Charlton residents, and ratings of unsealed roads among Sea Lake residents are significantly higher than average. This suggests Council should focus on other geographic areas first to lift perceptions.

Consultation and engagement, and community decisions are among lower rated areas experiencing significant and relatively large declines in performance over the past year (each 54, down six and seven points respectively).



Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
COVID-19 response	72	78	n/a								
Recreational facilities	71	74	74	69	67	n/a	n/a	63	69	70	72
Appearance of public areas	71	75	71	68	67	n/a	n/a	71	74	74	76
Elderly support services	69	71	69	67	63	n/a	n/a	64	71	71	72
Waste management	67	68	65	65	69	n/a	n/a	70	73	74	74
Bus/community dev./tourism	62	64	62	56	54	n/a	n/a	56	60	58	62
Enforcement of local laws	62	65	62	61	58	n/a	n/a	63	65	63	66
Environmental sustainability	58	63	59	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	54	60	58	55	53	51	46	51	58	57	66
Community decisions	54	61	58	52	50	49	45	50	56	n/a	n/a
Lobbying	53	58	54	52	52	49	48	50	54	55	62
Sealed local roads	38	48	39	42	39	36	39	44	43	n/a	n/a
Unsealed roads	31	38	35	37	35	n/a	n/a	40	41	39	43

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

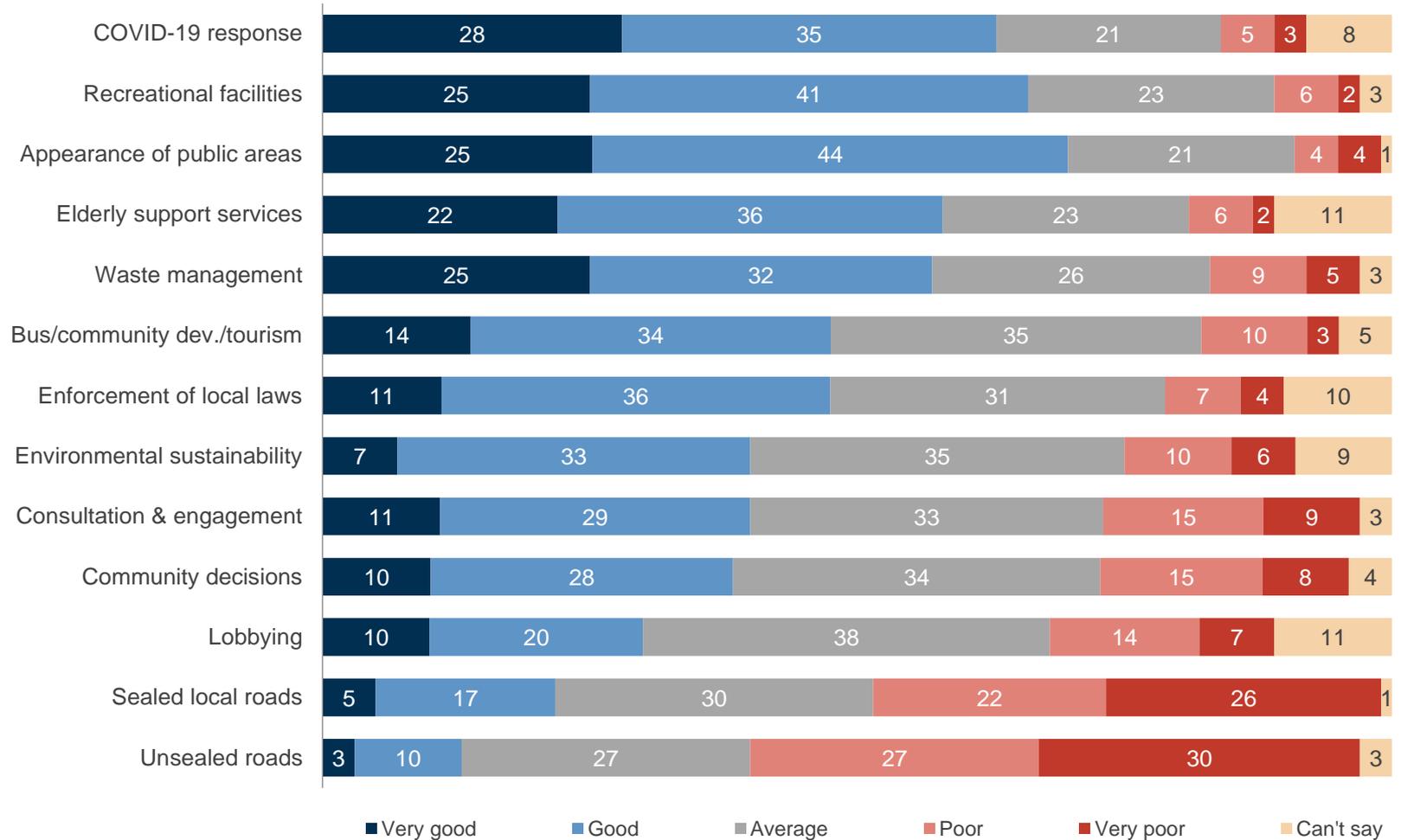
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)



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



Individual service area importance

2022 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Unsealed roads	86	86	84	82	85	n/a	n/a	81	82	81	83
Elderly support services	82	84	82	81	83	n/a	n/a	83	82	81	82
Waste management	79	80	80	77	78	n/a	n/a	76	76	76	76
Recreational facilities	76	76	76	74	77	n/a	n/a	75	76	73	77
Appearance of public areas	75	76	76	75	74	n/a	n/a	74	74	74	75
Bus/community dev./tourism	73	76	73	72	76	n/a	n/a	72	72	71	73
Environmental sustainability	66	67	67	65	65	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	64	66	66	66	64	n/a	n/a	69	70	69	71
COVID-19 response	62	68	n/a	n/a							

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

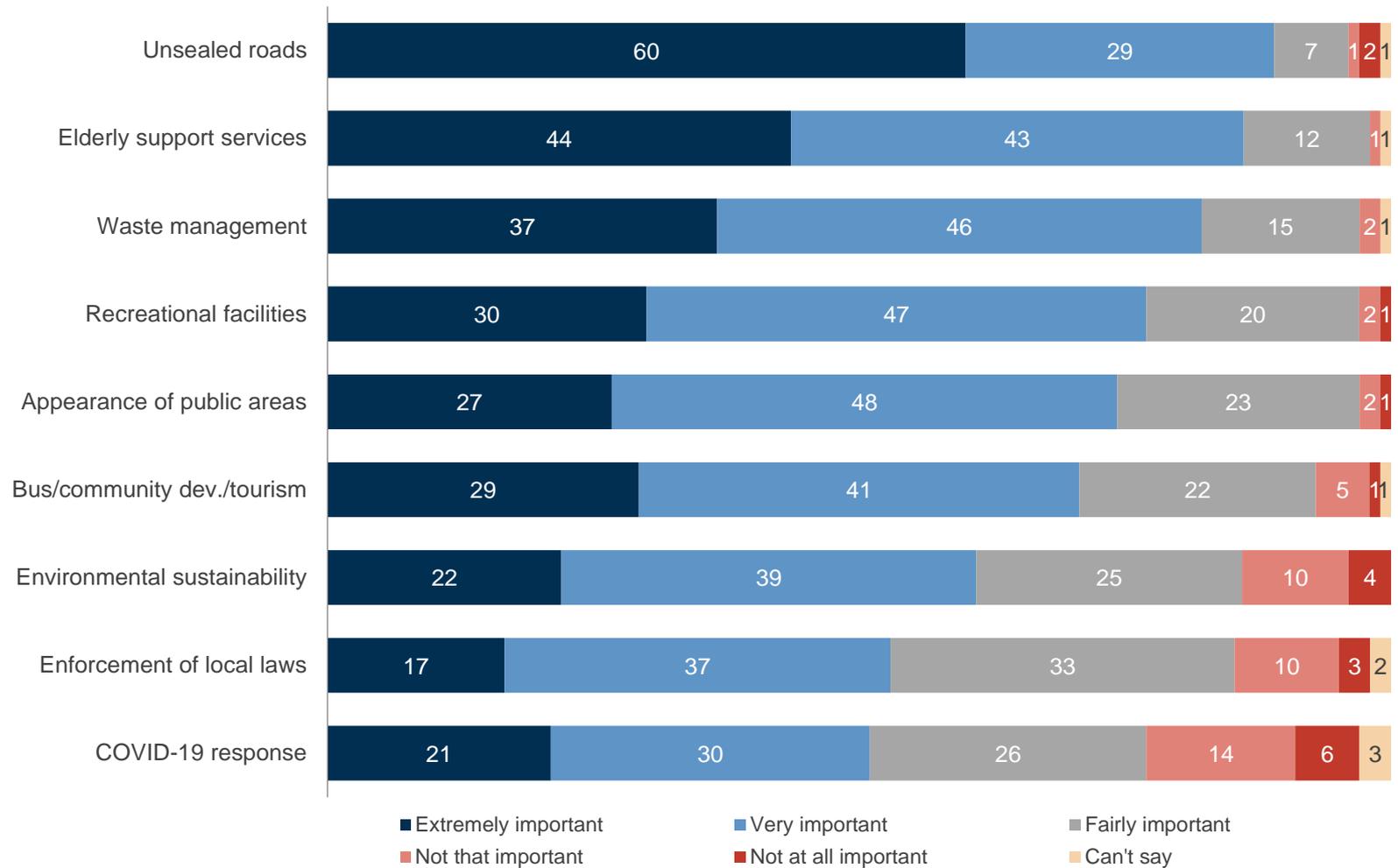
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

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



Individual service area importance

2022 individual service area importance (%)

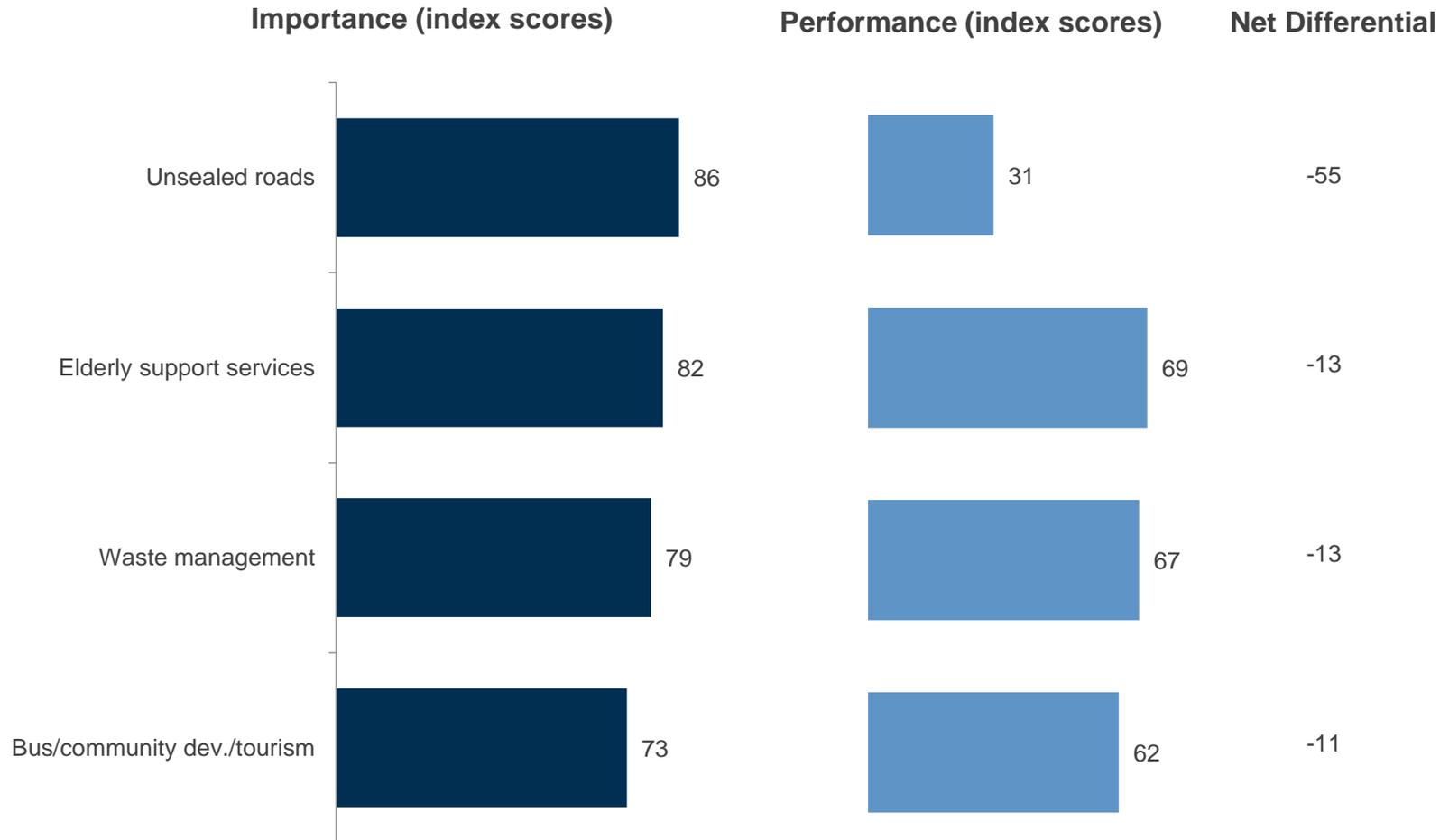


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Community consultation and engagement
- Lobbying on behalf of the community
- Recreational facilities.
- Environmental sustainability
- Council's COVID-19 response.

Looking at these key service areas only, Council's COVID-19 response and recreational facilities have a high performance index (72 and 71 respectively) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate to strong influence on overall perceptions, but perform relatively less well, are lobbying on behalf of the community, community consultation and engagement, and environmental sustainability (performance index of 53, 54 and 58 respectively).

A focus on consulting local residents and demonstrating Council efforts to advance and defend their interests, as well as promoting Council's sustainability initiatives, can also help shore up overall ratings of Council.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

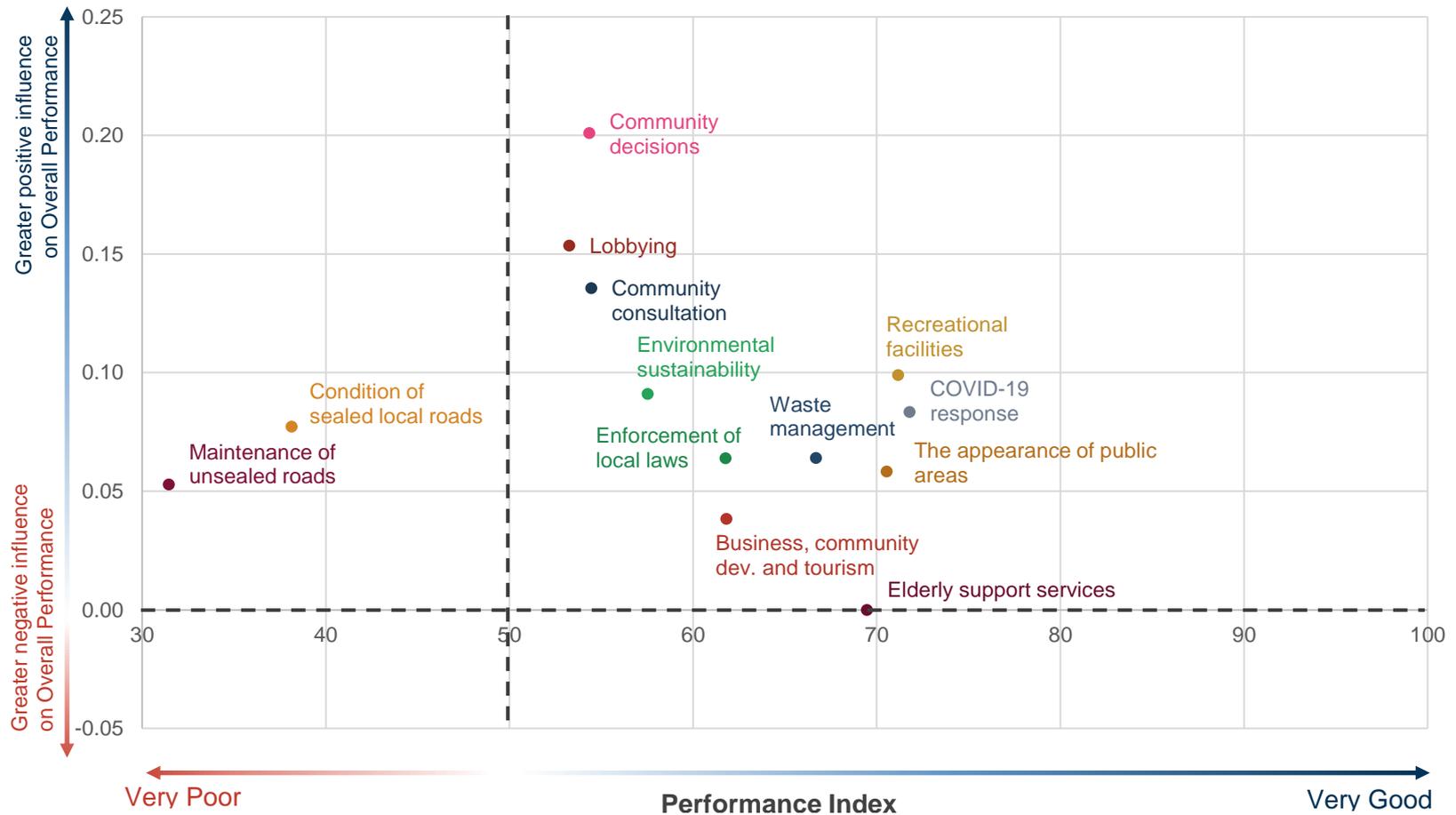
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

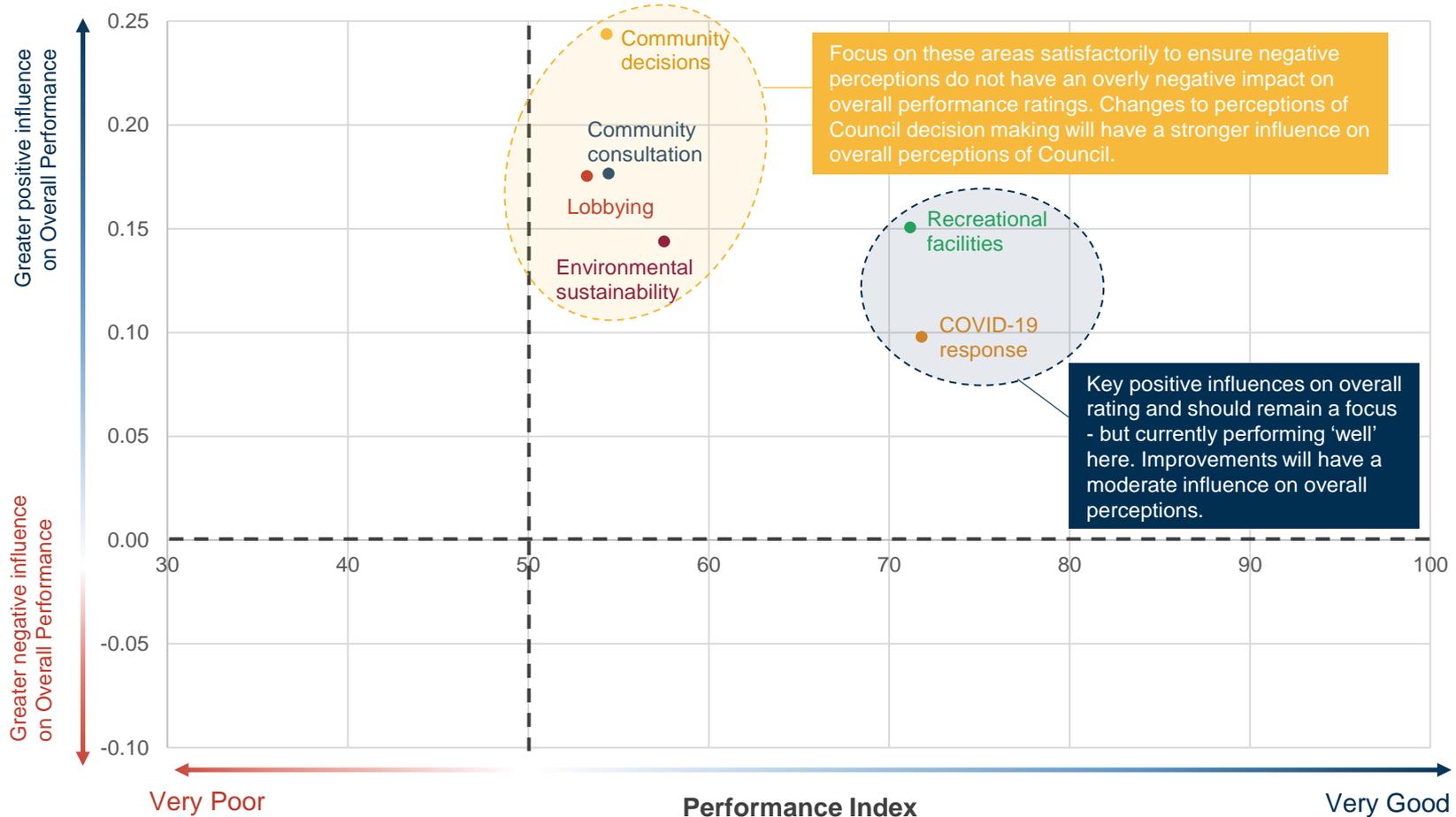


The multiple regression analysis model above (all service areas) has an R^2 value of 0.580 and adjusted R^2 value of 0.566, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 41.05$. 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)

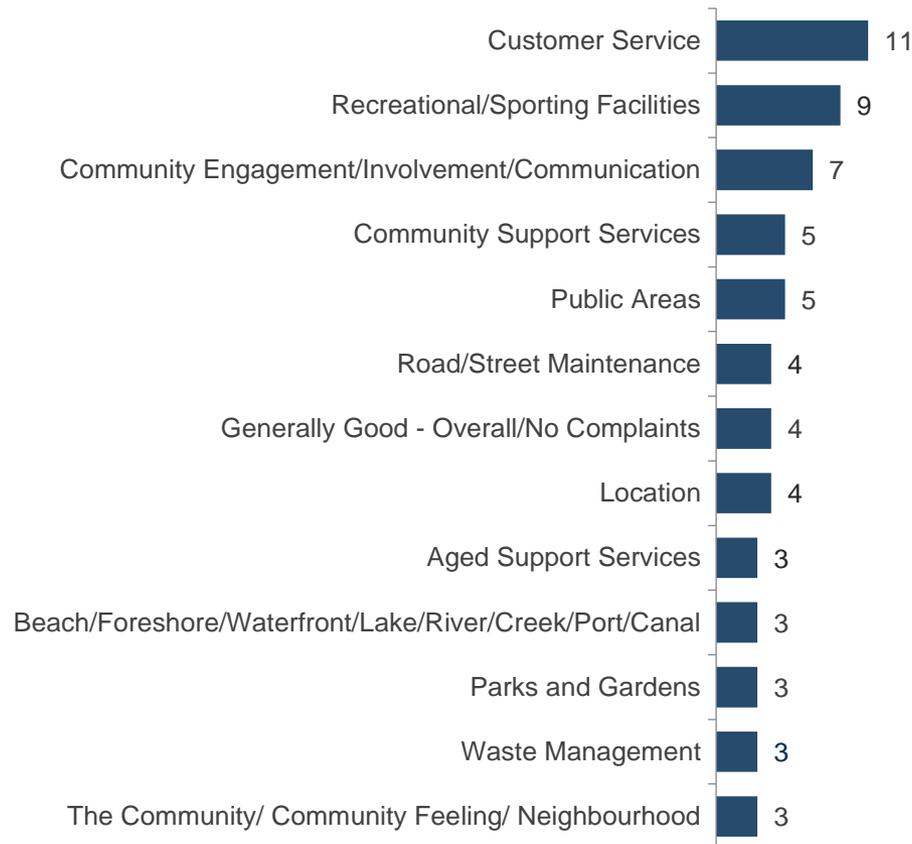


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.556 and adjusted R² value of 0.549, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 81.90.



Best things about Council

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



Q16. Please tell me what is the ONE BEST thing about Buloke Shire Council? 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.



Customer service



Contact with council and customer service

Contact with council

Seven in ten residents (69%) have had contact with Council in the last 12 months, a significant increase of 10 percentage points on last year. Rate of contact is highest and has increased significantly among residents aged 18 to 34 years (75%, up 28 percentage points) and women (74%, up 13 percentage points).

Telephone (48%), in-person communications (23%) and email (22%) comprise the main methods of contacting Council. Both telephone and email contact with Council increased by seven percentage points from 2021.



Among those residents who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 67 is just slightly lower than its 2021 rating (index score of 69). Since 2018, Council's customer service ratings have remained relatively consistent, and continue to be lower than the peak level achieved in 2012 (80).

Customer service is rated in line with the Small Rural group and State-wide averages (index scores of 67 and 68 respectively).

- Perceptions of customer service among residents aged 18 to 34 years declined significantly (70, down 11 points). In 2021, this age group recorded the highest rating for customer service, and despite the significant decline in ratings this year, remain among the groups providing the highest rating.
- Significant declines in perceptions of customer service are also seen among Charlton residents (62, down 15 points) and women (65, down eight points).

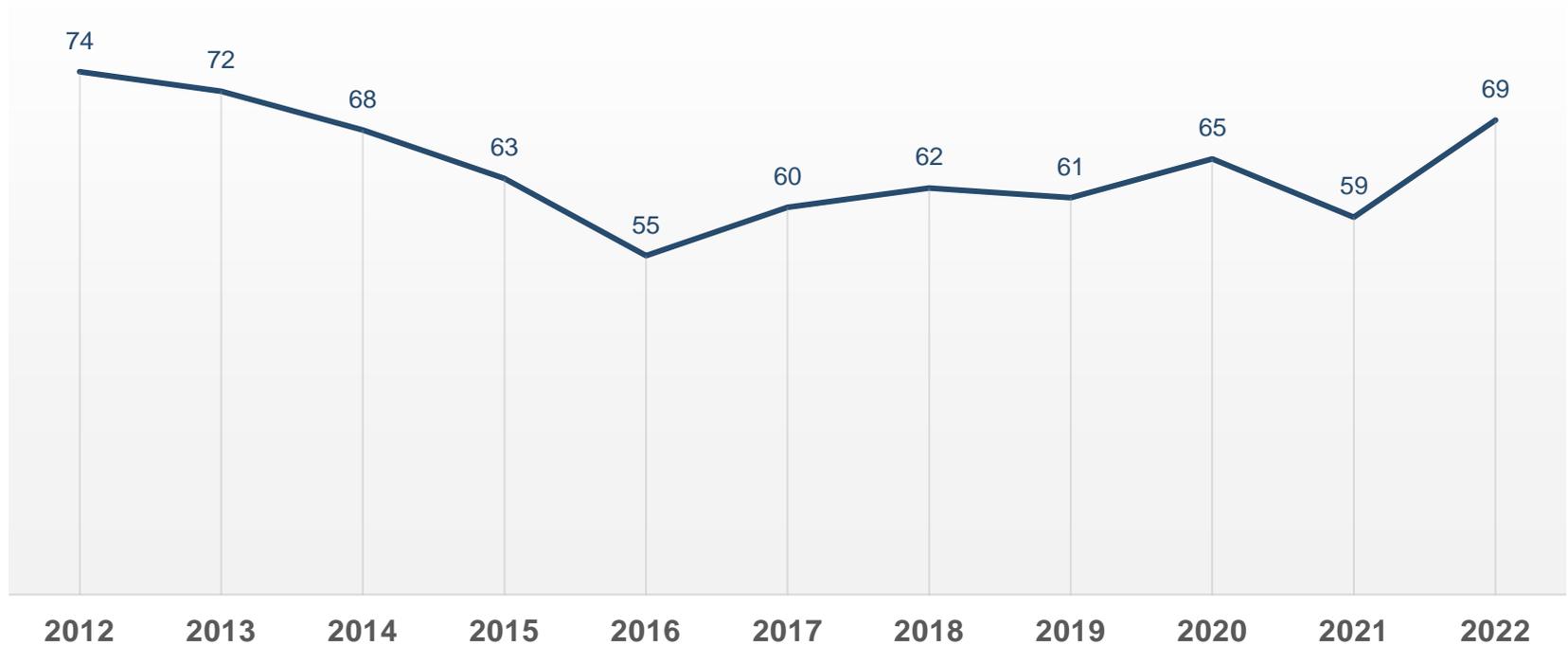
Customer service ratings among those having in-person contact with Council have declined significantly (67, down 13 points). Ratings among those communicating via telephone (69, unchanged) and email (58*, up one point) remain consistent with 2021 results.

** Caution: small sample size.*



Contact with council

2022 contact with council (%)
Have had contact

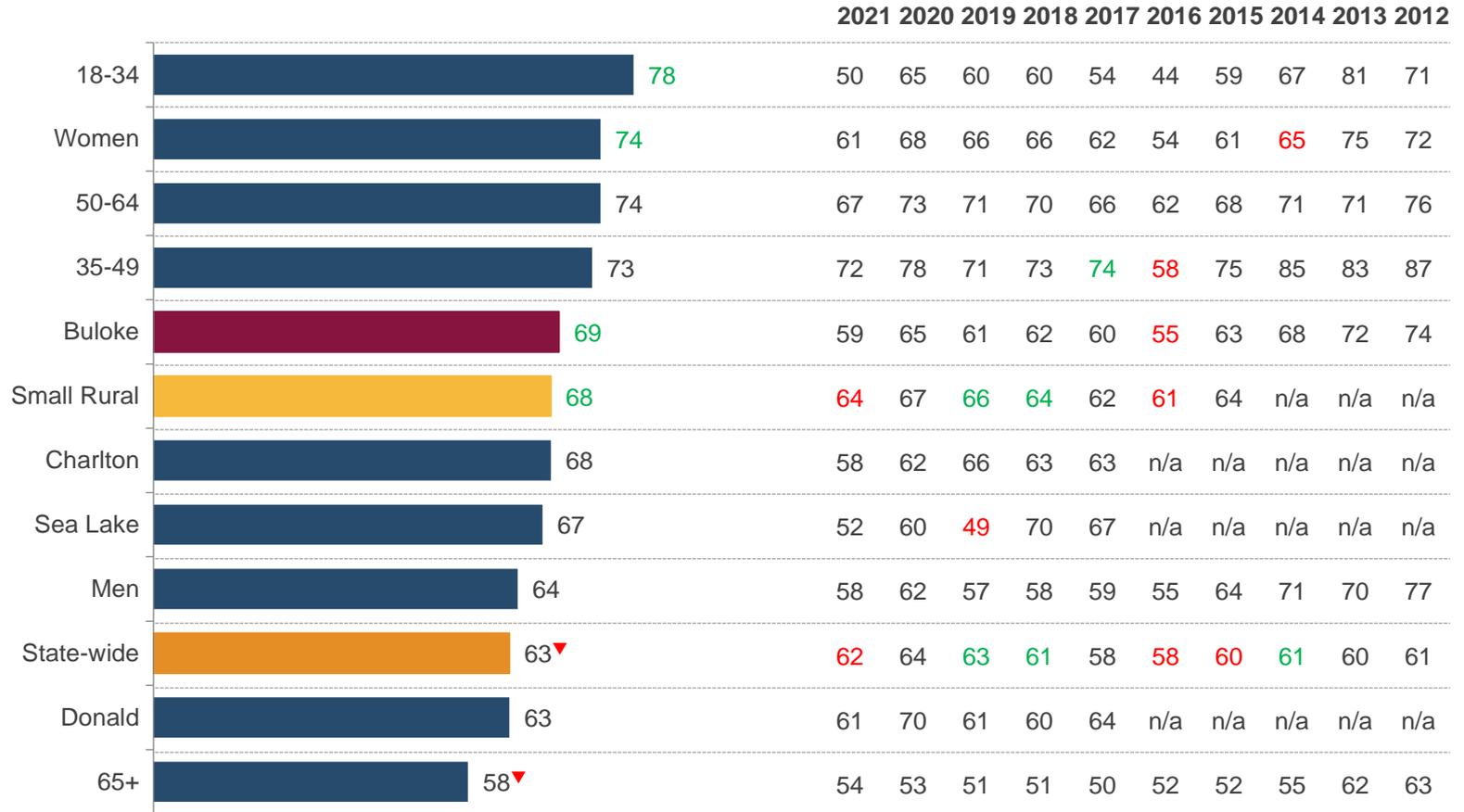


Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



Contact with council

2022 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



Customer service rating

2022 customer service rating (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	70	81	77	73	72	63	60	68	81	76	81
Sea Lake	70*	64	76	68	73	60	n/a	n/a	n/a	n/a	n/a
Men	69	65	62	63	64	53	61	58	74	69	79
State-wide	68	70	70	71	70	69	69	70	72	71	71
65+	68	72	66	78	70	58	67	67	75	76	81
Donald	67	66	63	60	63	61	n/a	n/a	n/a	n/a	n/a
Small Rural	67	69	70	70	69	69	69	70	n/a	n/a	n/a
Buloke	67	69	66	67	68	60	62	64	73	73	80
50-64	65	63	60	62	57	61	60	57	69	73	81
Women	65	73	69	72	72	65	62	70	73	77	81
35-49	65	63	65	57	77	59	58	66	71	70	78
Charlton	62	77	71	72	73	62	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 67 Councils asked group: 19

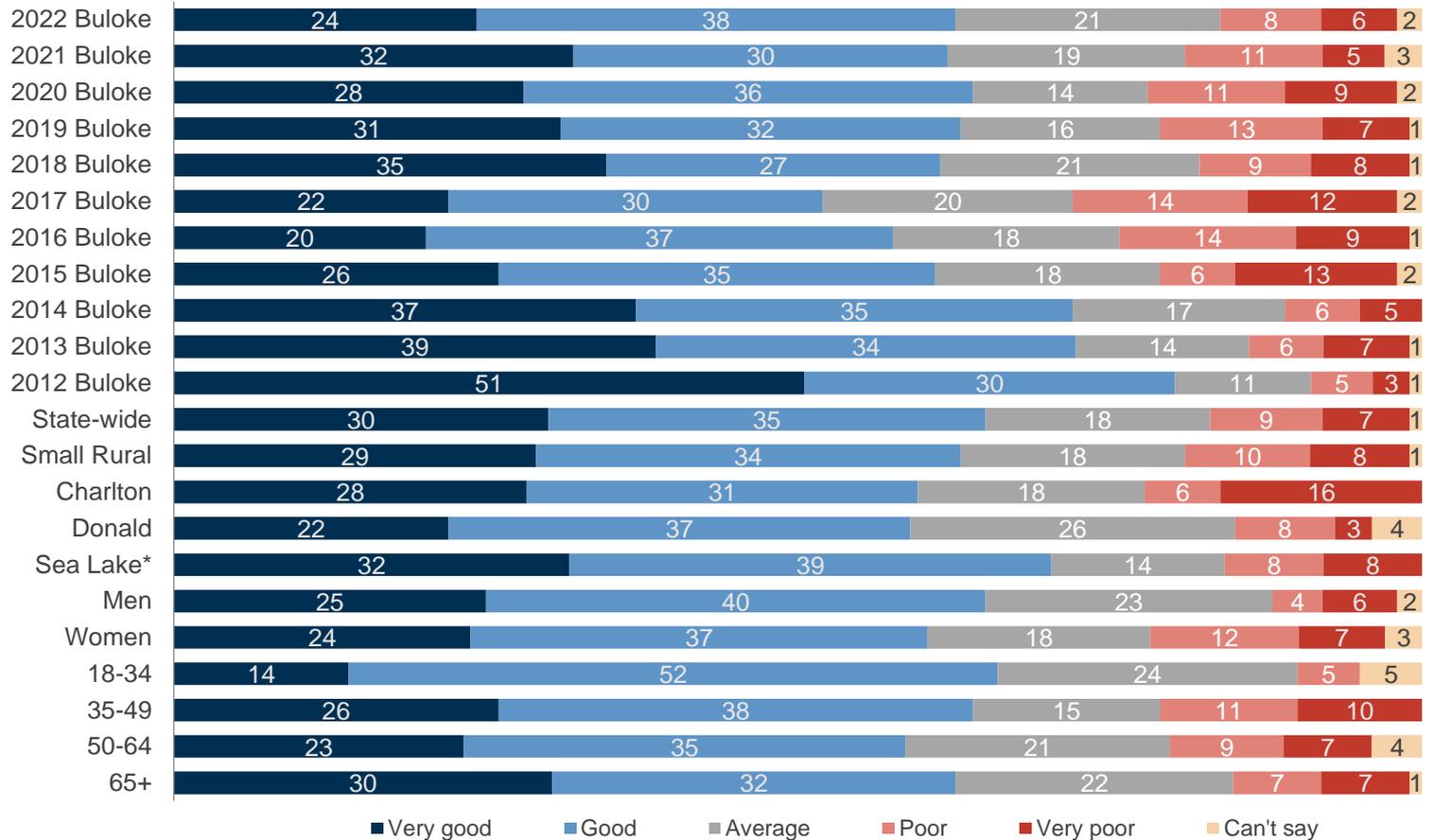
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 customer service rating (%)

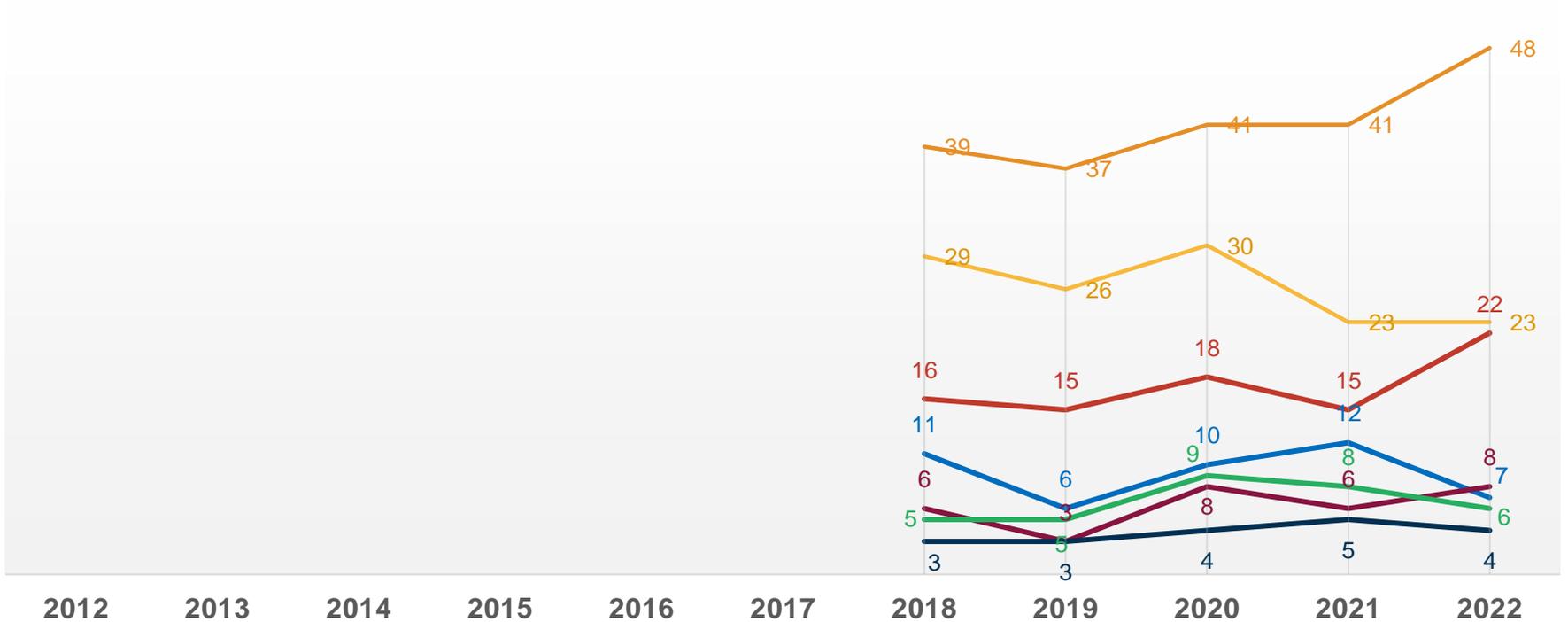


Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 67 Councils asked group: 19
 *Caution: small sample size < n=30



Method of contact with council

2022 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 4

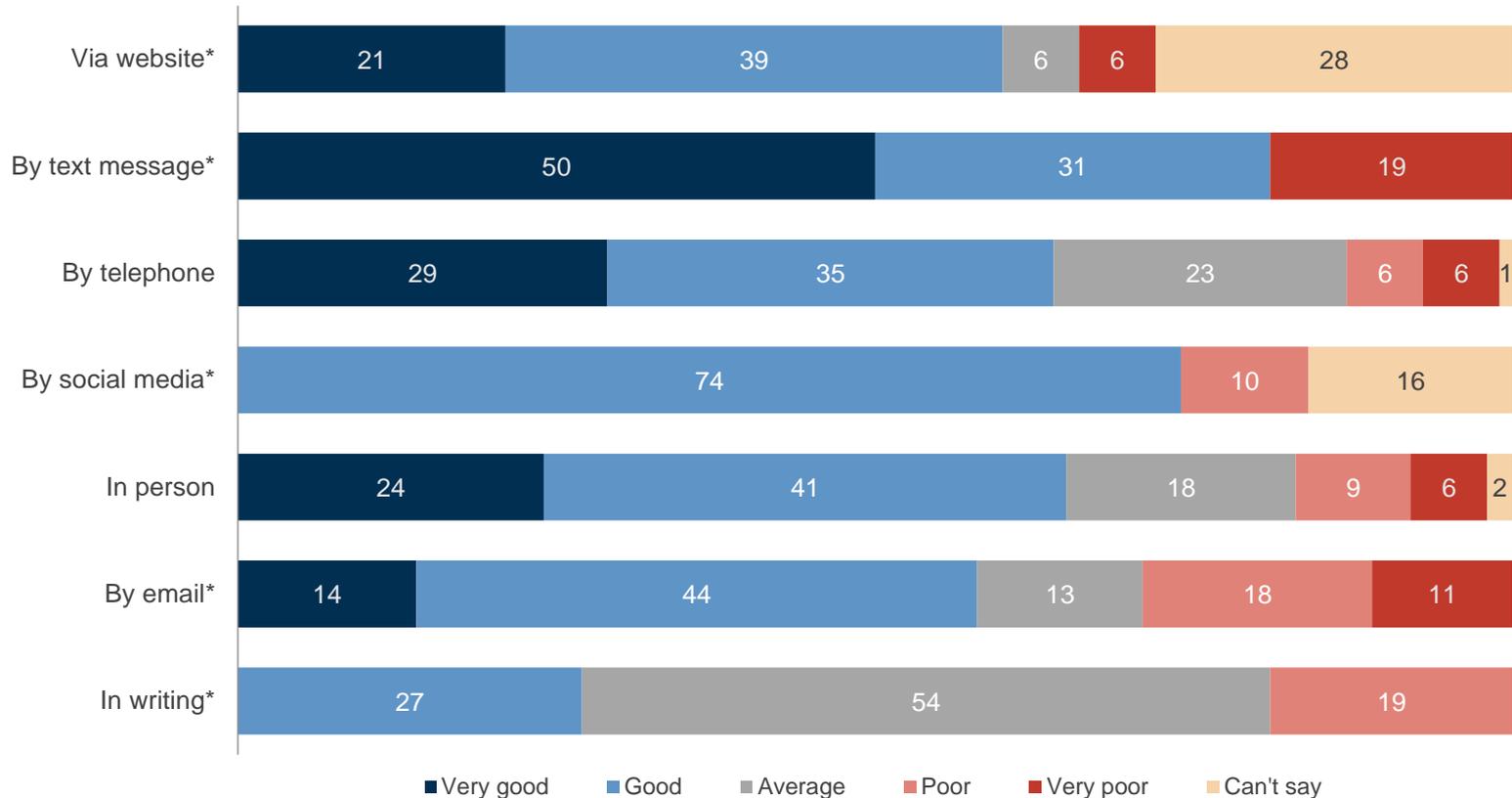
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 25 Councils asked group: 4
 *Caution: small sample size < n=30



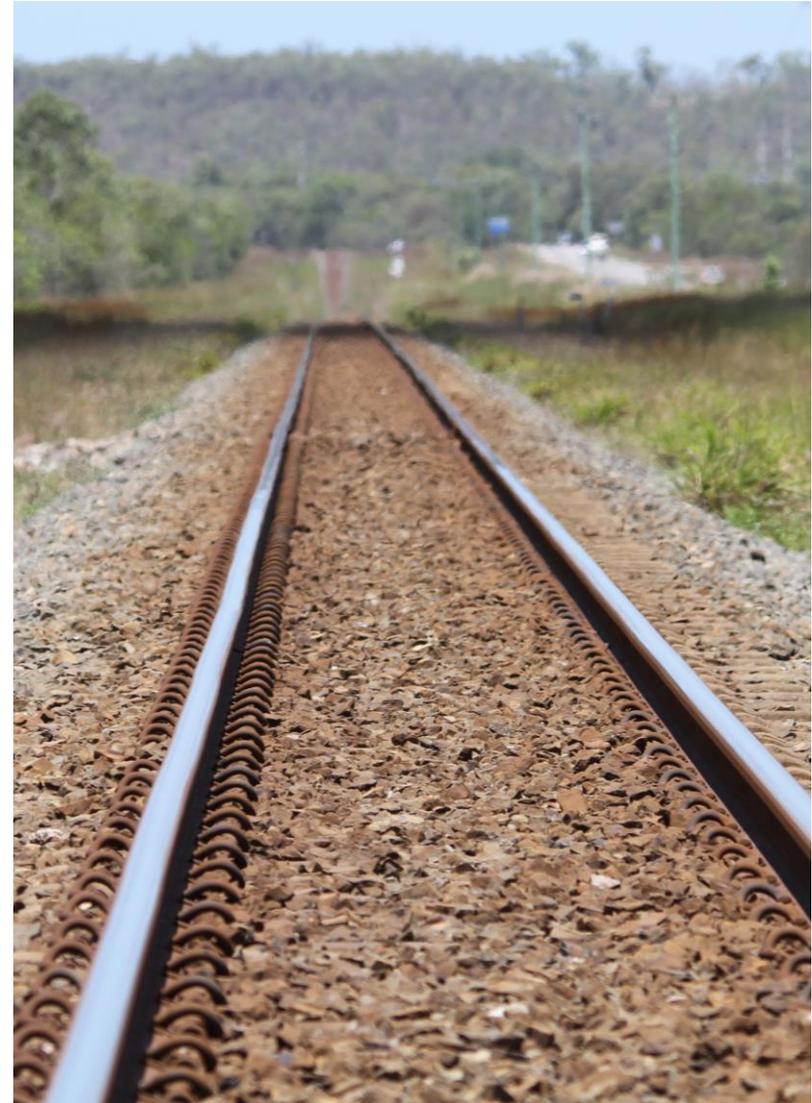
Council direction

Council direction

A clear majority of residents (62%, down one percentage point since 2020) believe the direction of Council's overall performance has 'stayed the same' over the past 12 months.

- 14% believe the direction has improved (down six percentage points on 2021).
- Comparatively, 21% believe it has deteriorated, an increase of eight percentage points from 2021.
- The most satisfied with Council direction (and significantly higher than the Council average) are residents aged 18 to 34 years.
- The least satisfied with Council direction are Sea Lake residents and those aged 35 to 49 years (both significantly lower than the average).

Perceptions of Buloke Shire Council's overall direction (index score of 47) are significantly lower than the Small Rural group and State-wide averages (index scores of 51 and 50 respectively).





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	57▲	59	61	47	46	52	35	43	47	49	51
Small Rural	51▲	53	50	53	50	52	50	53	n/a	n/a	n/a
Charlton	51	65	62	54	46	47	n/a	n/a	n/a	n/a	n/a
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
65+	50	55	56	55	50	48	46	39	41	37	56
Men	48	53	49	48	42	42	38	39	37	36	47
Donald	47	47	46	52	42	44	n/a	n/a	n/a	n/a	n/a
Buloke	47	54	53	50	46	47	38	39	39	39	51
Women	46	55	56	51	49	52	38	38	41	42	54
50-64	43	48	45	50	37	40	30	37	36	39	46
35-49	36▼	52	50	42	48	51	37	36	36	33	48
Sea Lake	36▼	51	54	42	42	43	n/a	n/a	n/a	n/a	n/a

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

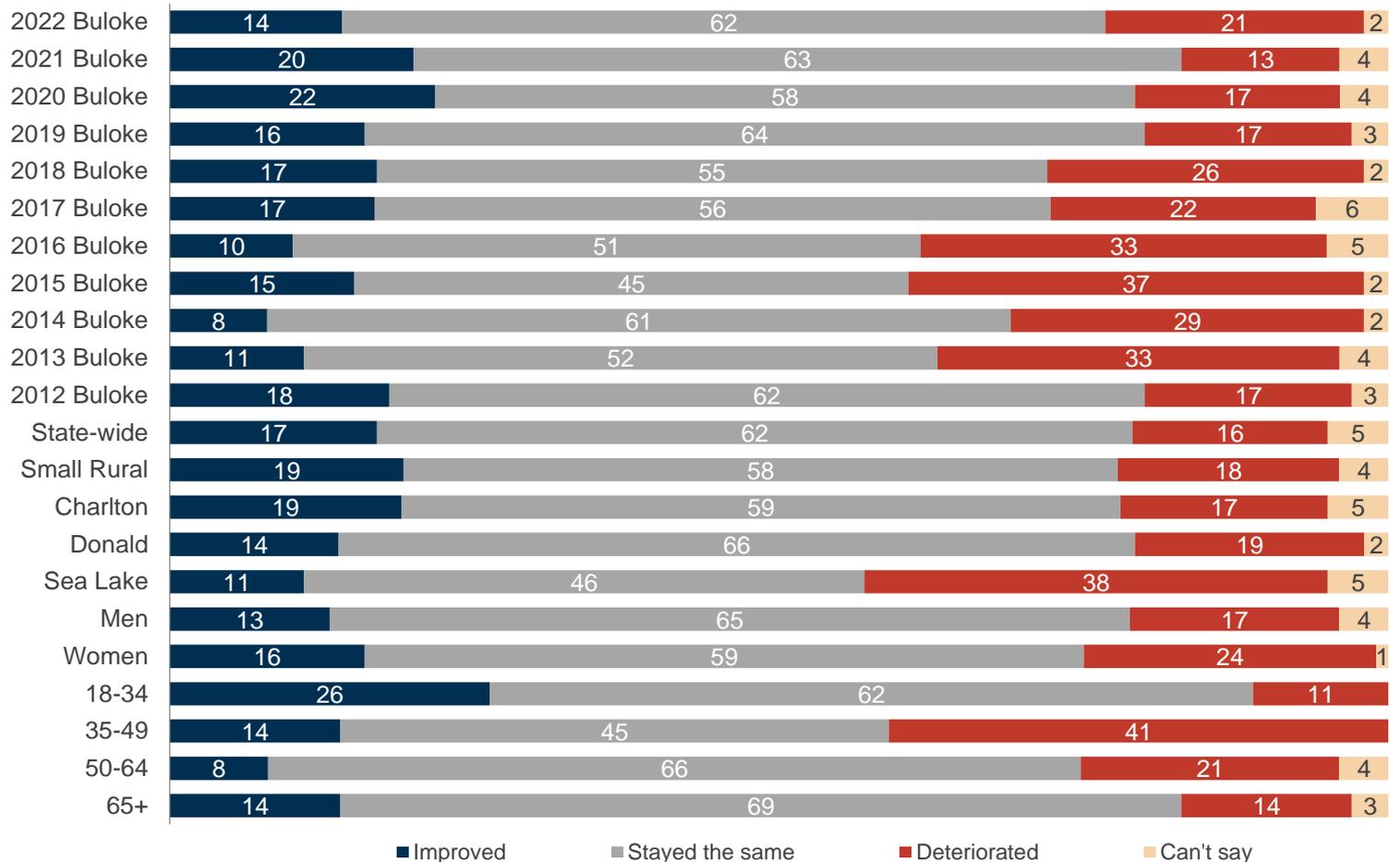
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Overall council direction last 12 months

2022 overall council direction (%)



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

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

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	67 [▲]	66	68	62	59	49	44	58	61	63	66
65+	57	63	59	60	57	52	49	53	61	59	71
Women	56	62	60	56	55	54	48	51	57	59	67
Charlton	55	64	60	50	51	46	n/a	n/a	n/a	n/a	n/a
Buloke	54	60	58	55	53	51	46	51	58	57	66
Donald	54	54	58	57	54	51	n/a	n/a	n/a	n/a	n/a
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
Men	53	58	55	53	51	47	44	50	58	56	64
50-64	49	51	49	48	43	45	41	45	55	56	62
35-49	46 [▼]	56	57	50	55	55	50	48	55	50	62
Sea Lake	43 [▼]	58	64	53	48	58	n/a	n/a	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

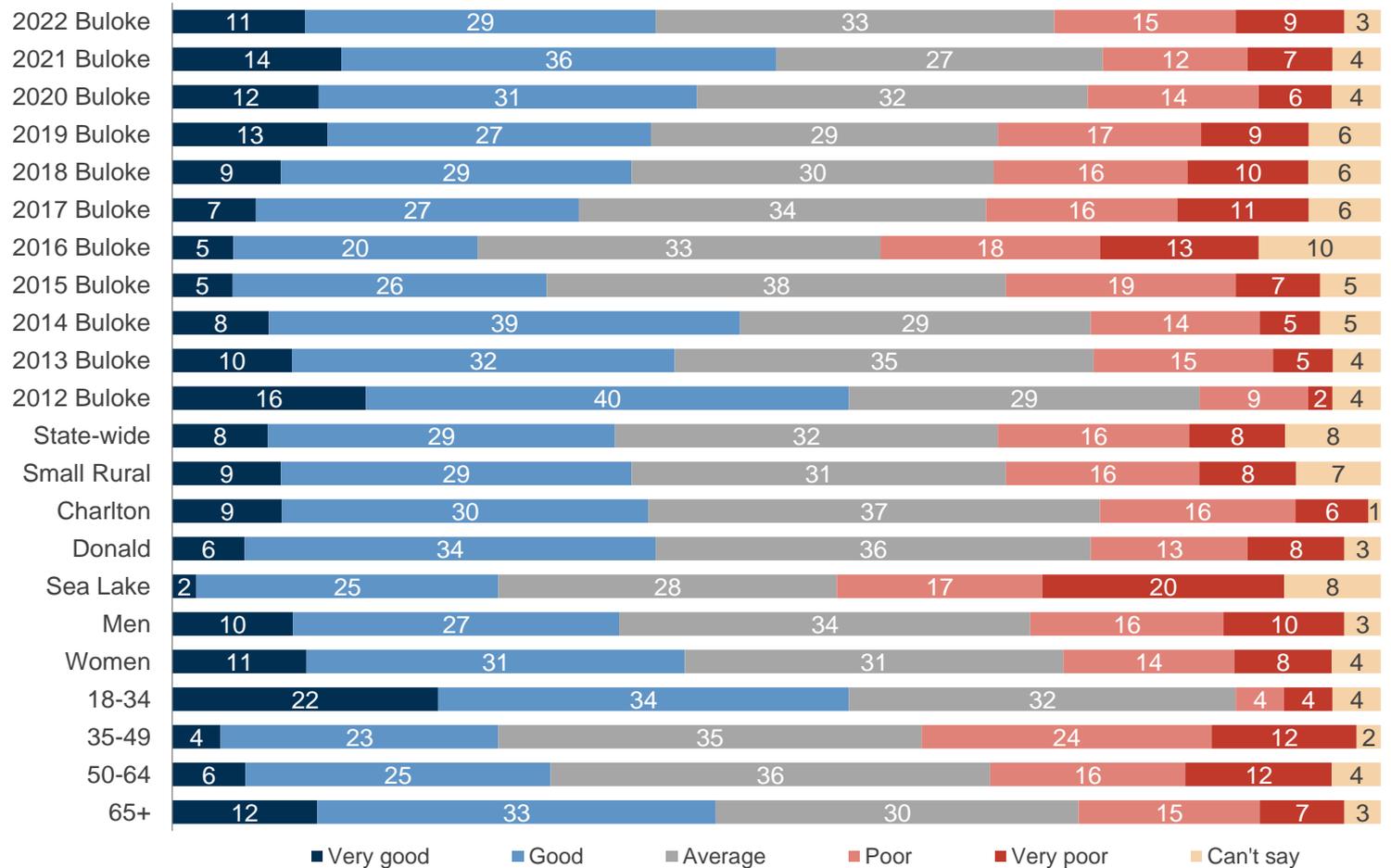
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



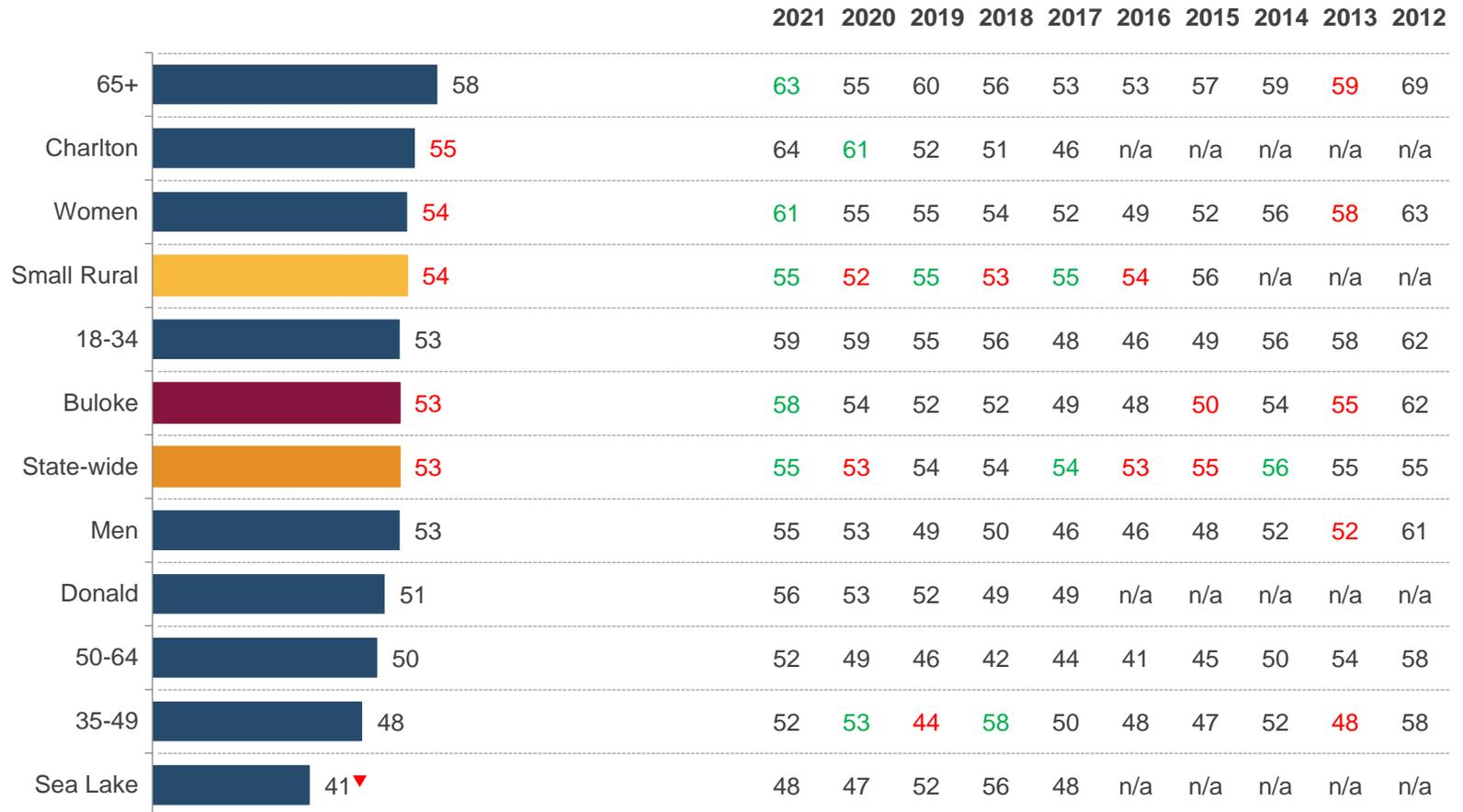
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)



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

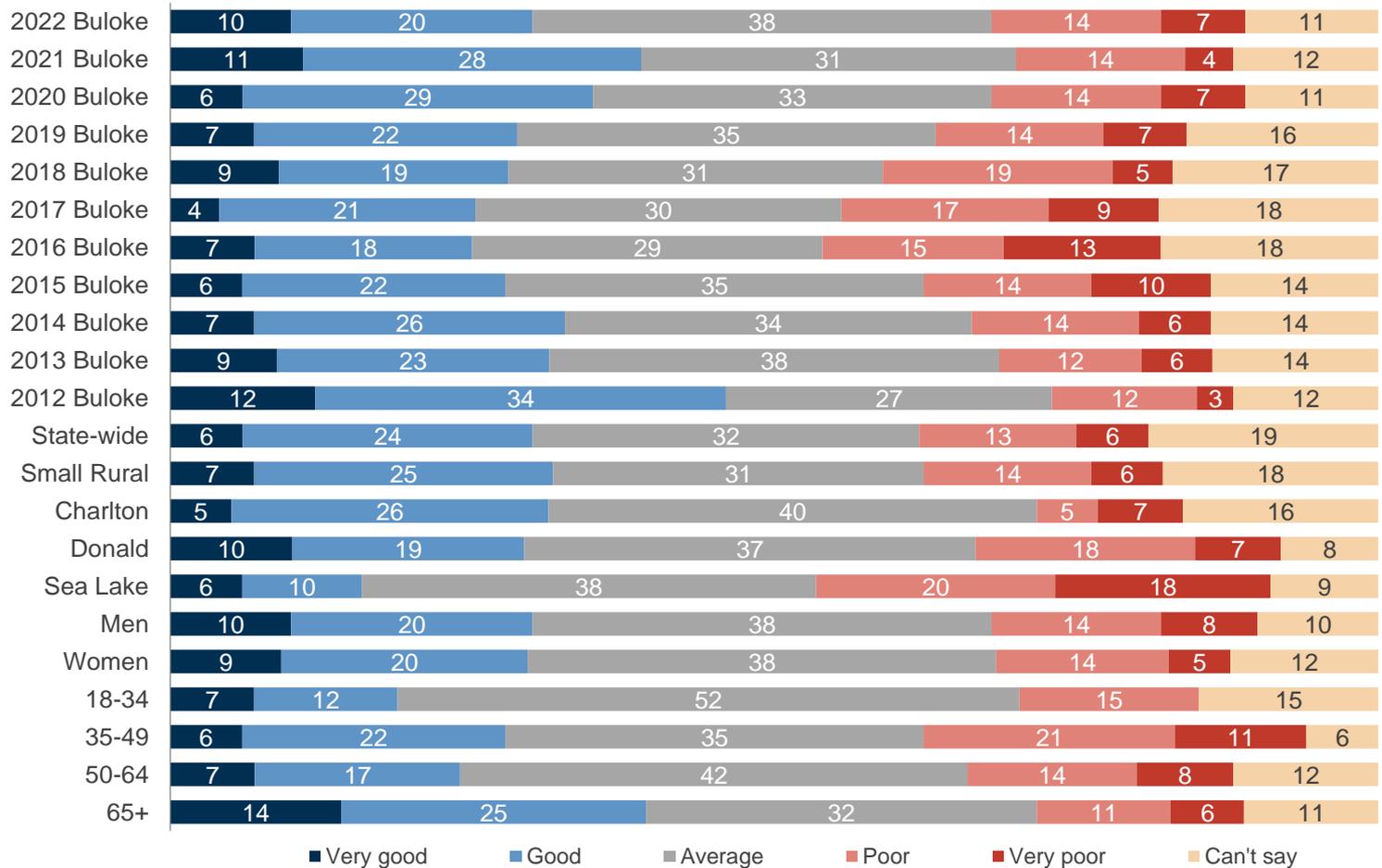
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



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)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	61▲	68	62	59	54	51	49	56	60	n/a	n/a
Charlton	60▲	65	61	52	47	43	n/a	n/a	n/a	n/a	n/a
18-34	58	64	61	58	47	48	43	57	61	n/a	n/a
Women	56	64	59	56	52	52	46	50	57	n/a	n/a
Buloke	54	61	58	52	50	49	45	50	56	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
Donald	53	60	58	54	47	51	n/a	n/a	n/a	n/a	n/a
Men	53	59	56	49	48	47	44	50	54	n/a	n/a
50-64	50	52	48	46	41	46	39	42	52	n/a	n/a
35-49	44▼	53	59	43	56	52	48	46	49	n/a	n/a
Sea Lake	44	58	56	52	45	50	n/a	n/a	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?

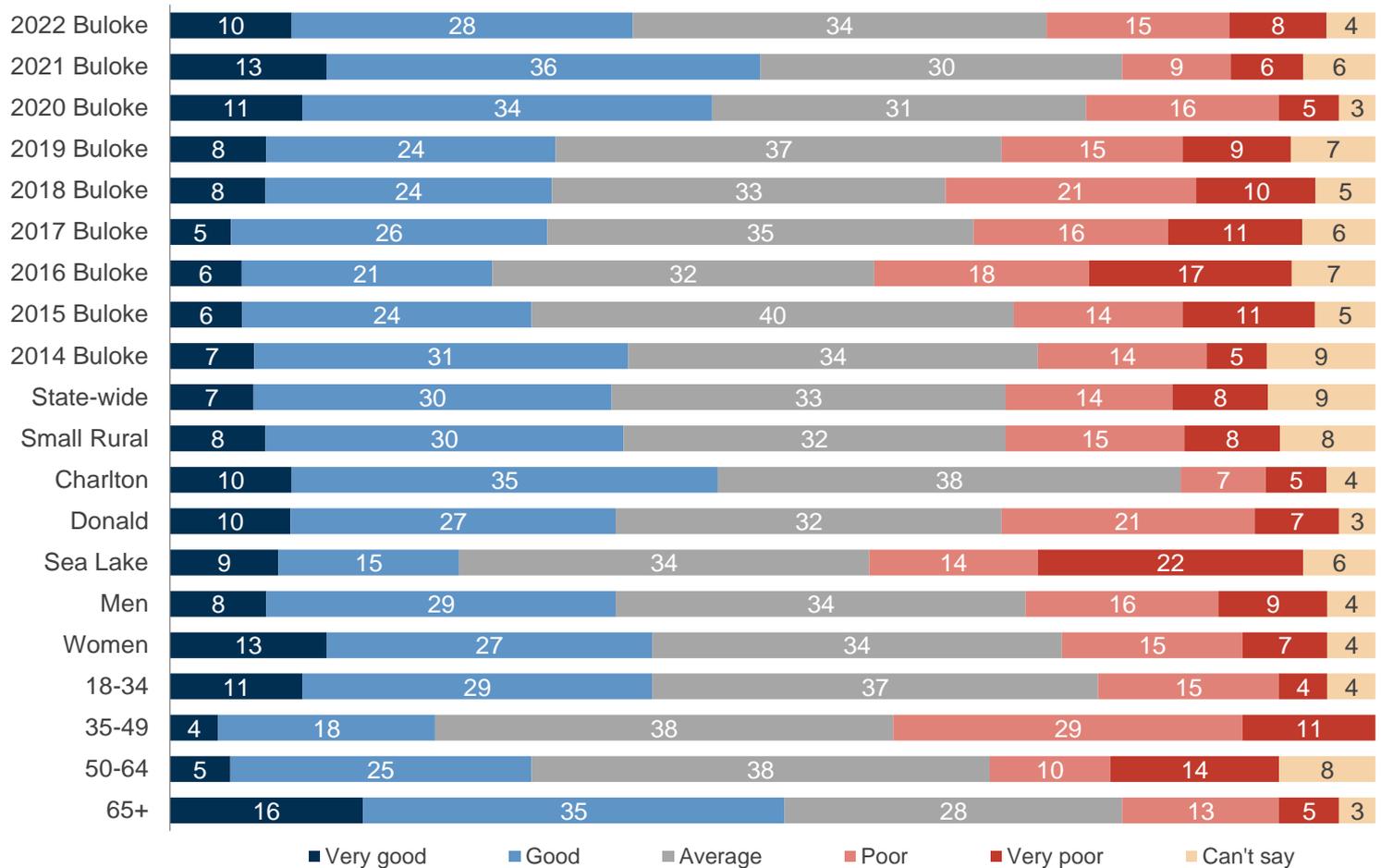
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



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)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Small Rural	53	51	53	49	50	52	52	n/a	n/a	n/a
65+	51	48	51	47	41	46	53	54	n/a	n/a
Charlton	57	51	51	45	38	n/a	n/a	n/a	n/a	n/a
Women	50	39	38	40	39	38	46	44	n/a	n/a
18-34	59	35	40	32	39	32	41	40	n/a	n/a
Buloke	48	39	42	39	36	39	44	43	n/a	n/a
Donald	46	34	36	35	35	n/a	n/a	n/a	n/a	n/a
Men	46	40	45	38	34	41	42	41	n/a	n/a
50-64	44	35	36	35	33	36	42	41	n/a	n/a
Sea Lake	37	34	40	38	38	n/a	n/a	n/a	n/a	n/a
35-49	36	31	32	36	32	38	34	31	n/a	n/a

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

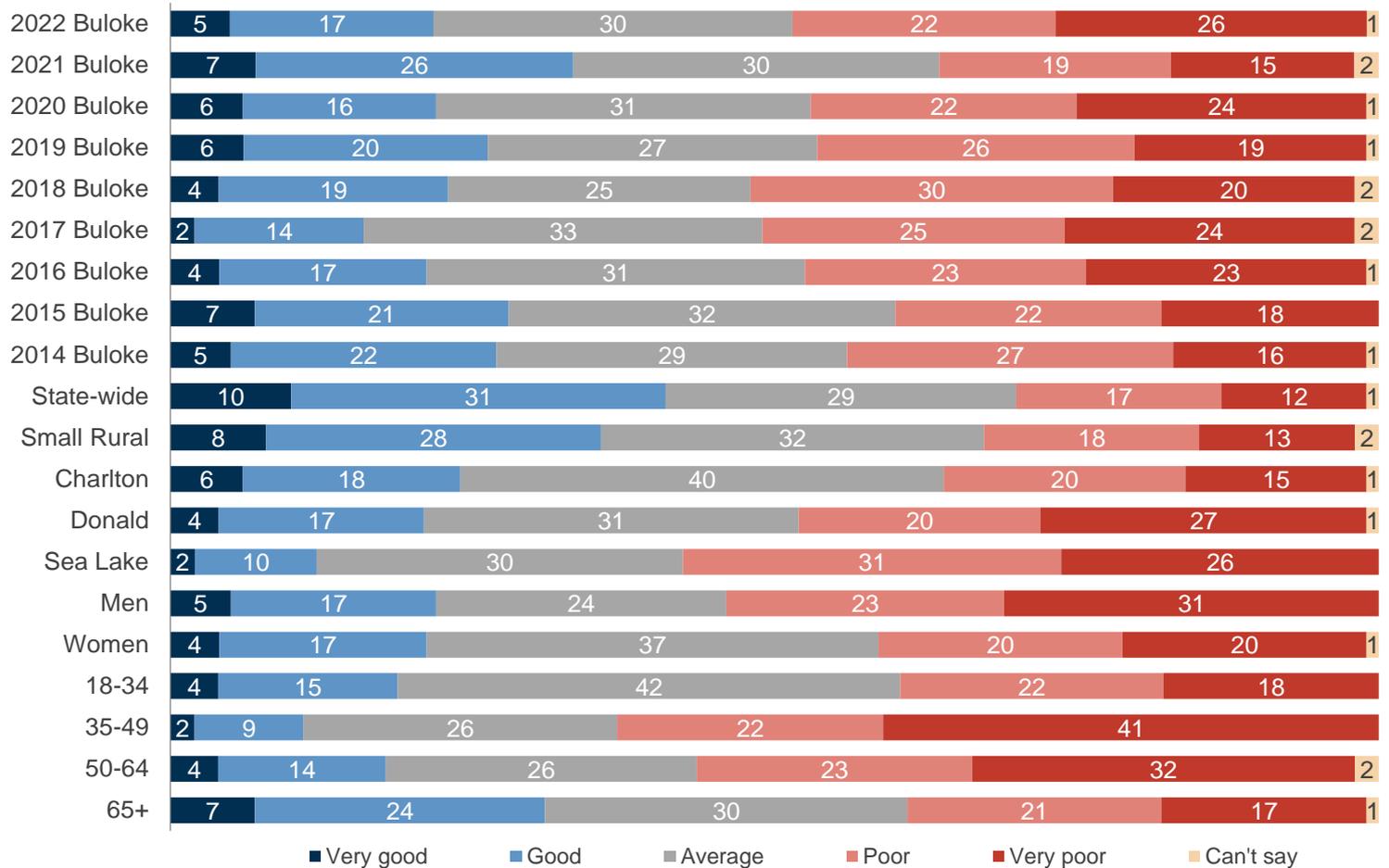
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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 (%)



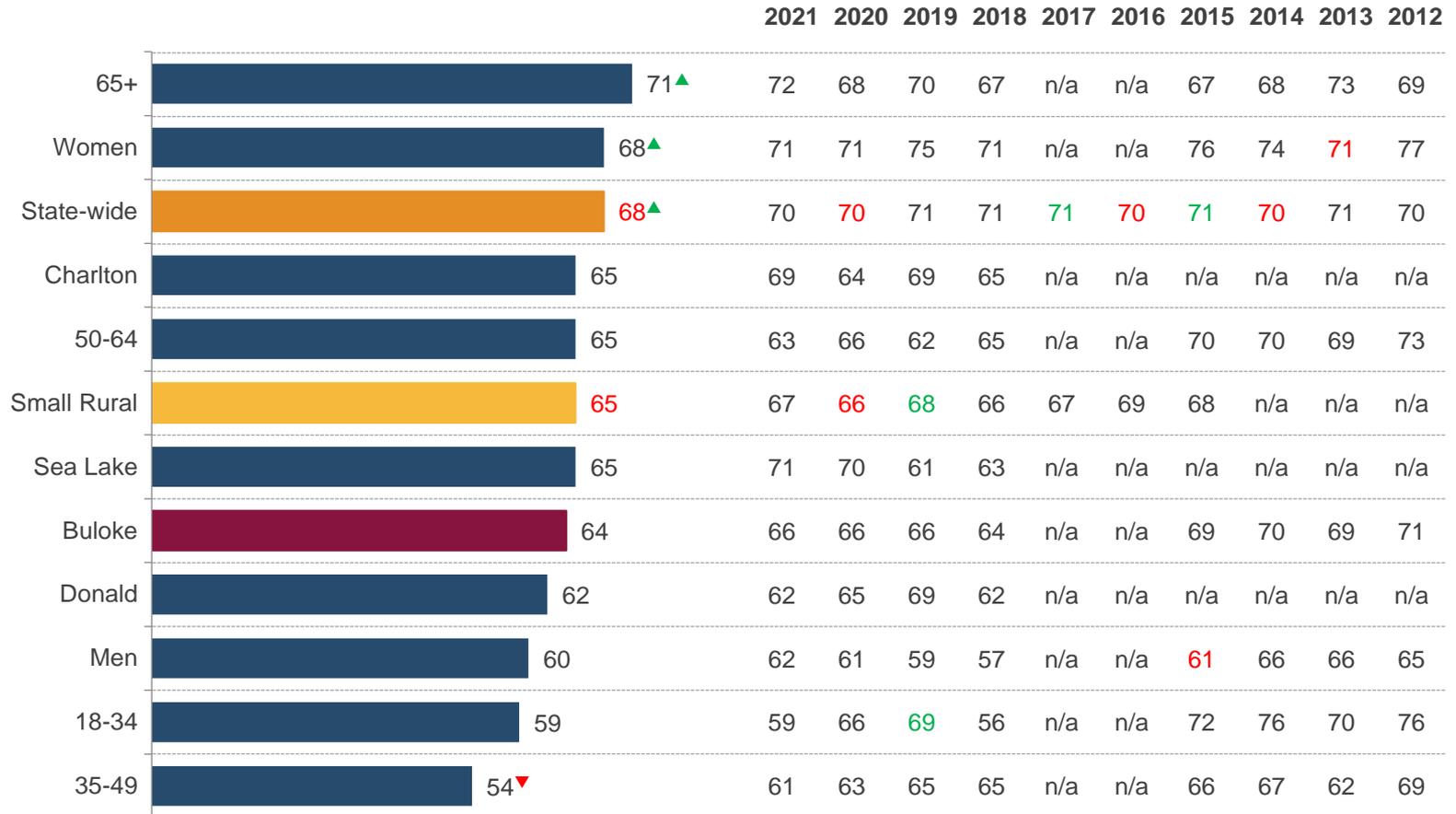
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Enforcement of local laws importance



2022 law enforcement importance (index scores)



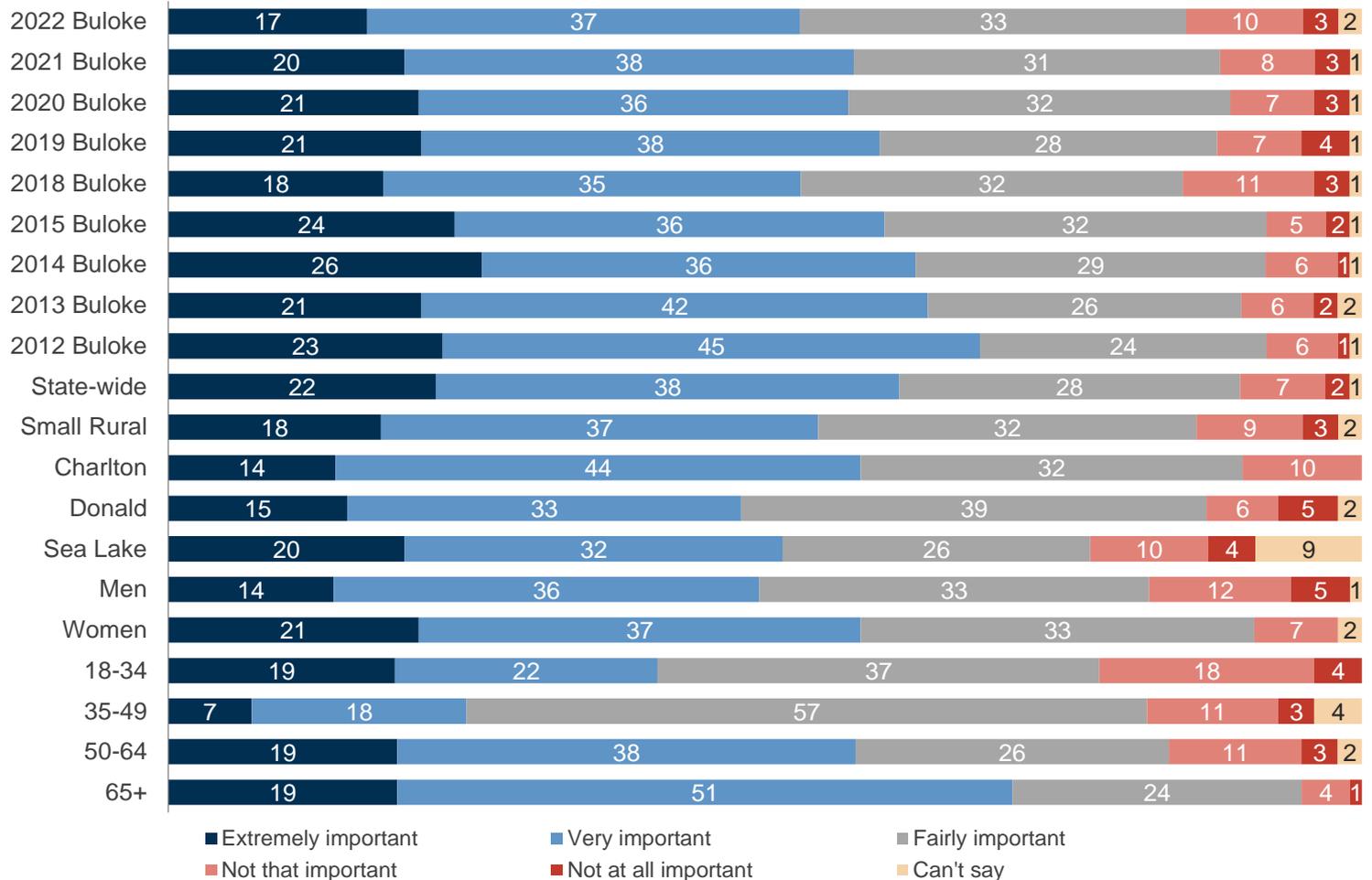
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7



Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	66	67	62	63	61	n/a	n/a	66	65	66	68
Charlton	65	61	63	60	50	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	70	72	63	54	n/a	n/a	72	70	70	73
65+	64	66	63	65	61	n/a	n/a	63	62	66	68
State-wide	63	64	63	64	64	64	63	66	66	65	65
Buloke	62	65	62	61	58	n/a	n/a	63	65	63	66
Small Rural	62	63	62	63	63	65	64	66	n/a	n/a	n/a
Donald	61	68	61	60	61	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	63	60	57	65	n/a	n/a	61	68	57	61
Men	58	64	63	58	56	n/a	n/a	61	65	60	63
50-64	58	60	57	56	52	n/a	n/a	59	62	62	64
Sea Lake	53	65	62	59	58	n/a	n/a	n/a	n/a	n/a	n/a

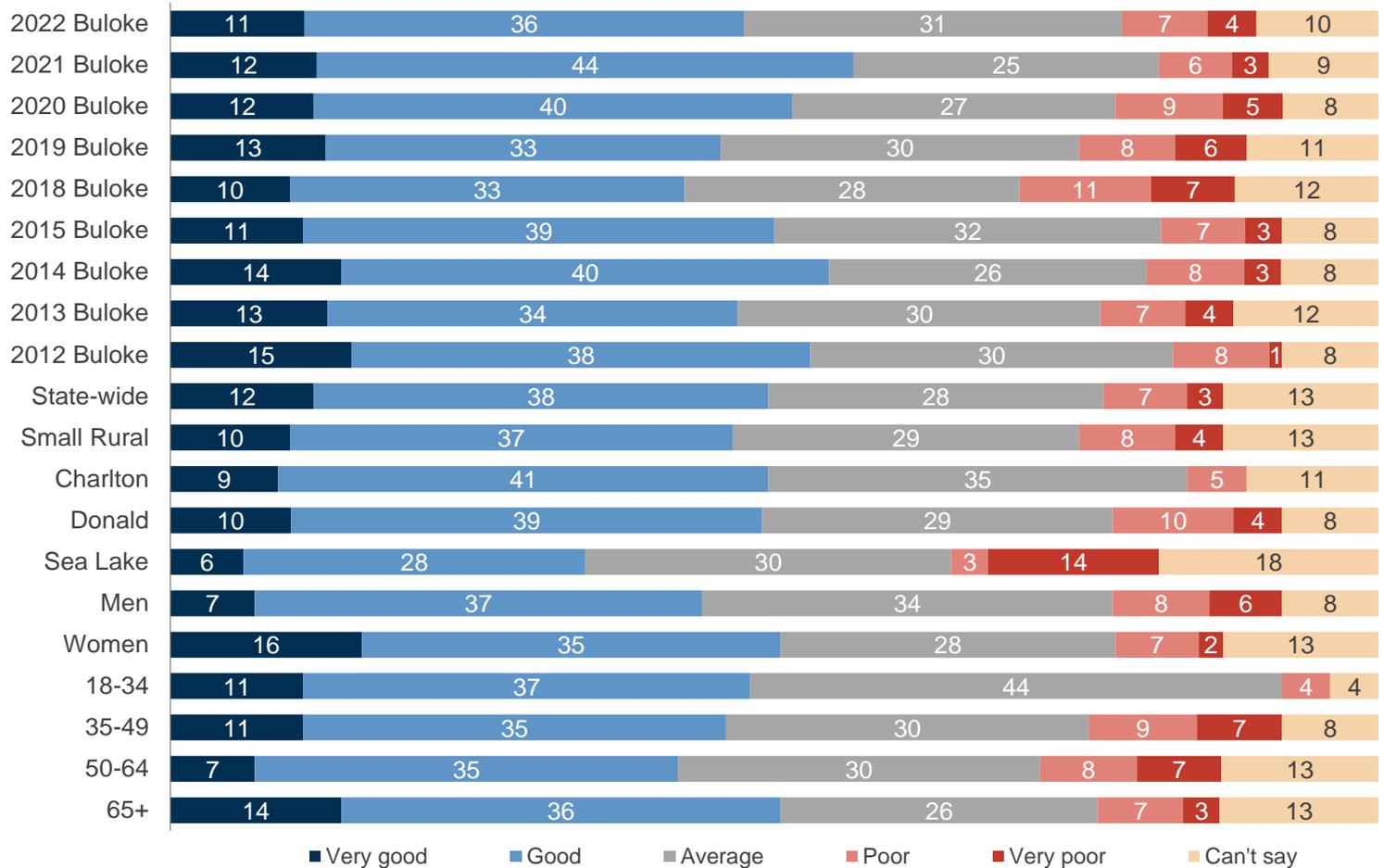
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)



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



Elderly support services importance



2022 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Sea Lake	87▲	87	83	80	83	n/a	n/a	n/a	n/a	n/a
18-34	86	83	73	82	86	n/a	n/a	80	84	84
Women	85	87	87	85	87	n/a	n/a	88	87	85
50-64	83	86	82	81	83	n/a	n/a	85	82	80
Buloke	82	84	82	81	83	n/a	n/a	83	82	81
Donald	82	83	81	80	82	n/a	n/a	n/a	n/a	n/a
Small Rural	82	83	81	80	80	79	79	80	n/a	n/a
Charlton	82	86	80	80	83	n/a	n/a	n/a	n/a	n/a
35-49	82	88	85	80	85	n/a	n/a	86	84	85
State-wide	82	82	80	80	79	78	78	79	79	79
65+	81	82	84	80	80	n/a	n/a	81	80	78
Men	80	82	77	76	79	n/a	n/a	77	78	78

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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

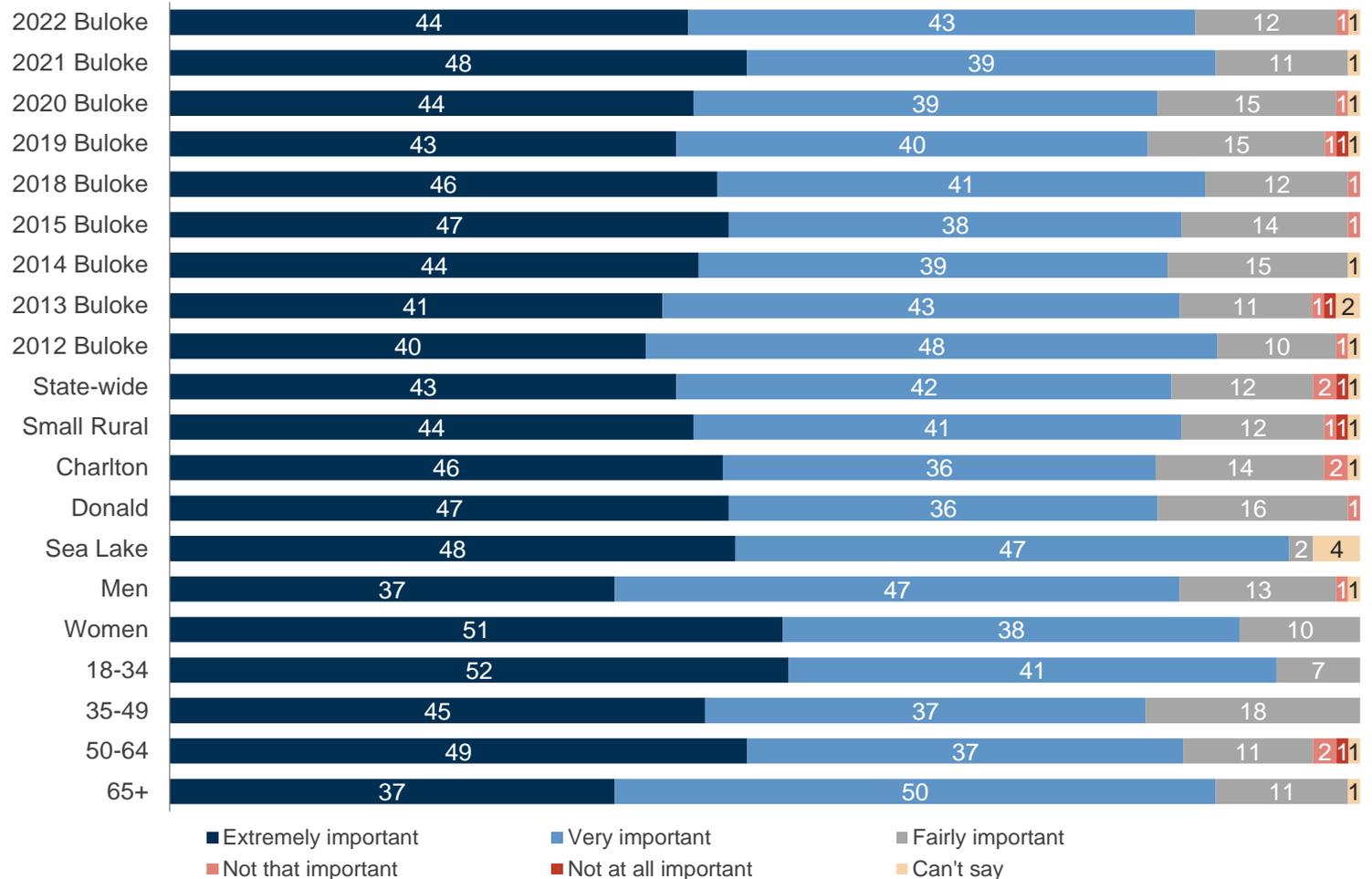
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6



Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74	68	74	66	61	n/a	n/a	73	75	80	69
65+	72	75	74	70	65	n/a	n/a	67	73	75	80
Small Rural	70	72	71	71	69	71	70	72	n/a	n/a	n/a
Women	70	74	69	67	60	n/a	n/a	64	70	71	75
Buloke	69	71	69	67	63	n/a	n/a	64	71	71	72
Men	69	68	69	68	66	n/a	n/a	65	72	71	69
Charlton	68	72	74	66	60	n/a	n/a	n/a	n/a	n/a	n/a
Donald	68	74	73	74	59	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	67	61	68	70	n/a	n/a	61	69	63	65
Sea Lake	67	63	58	56	66	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	68	68	68	68	68	69	70	69	69
50-64	64	67	64	64	57	n/a	n/a	58	67	67	71

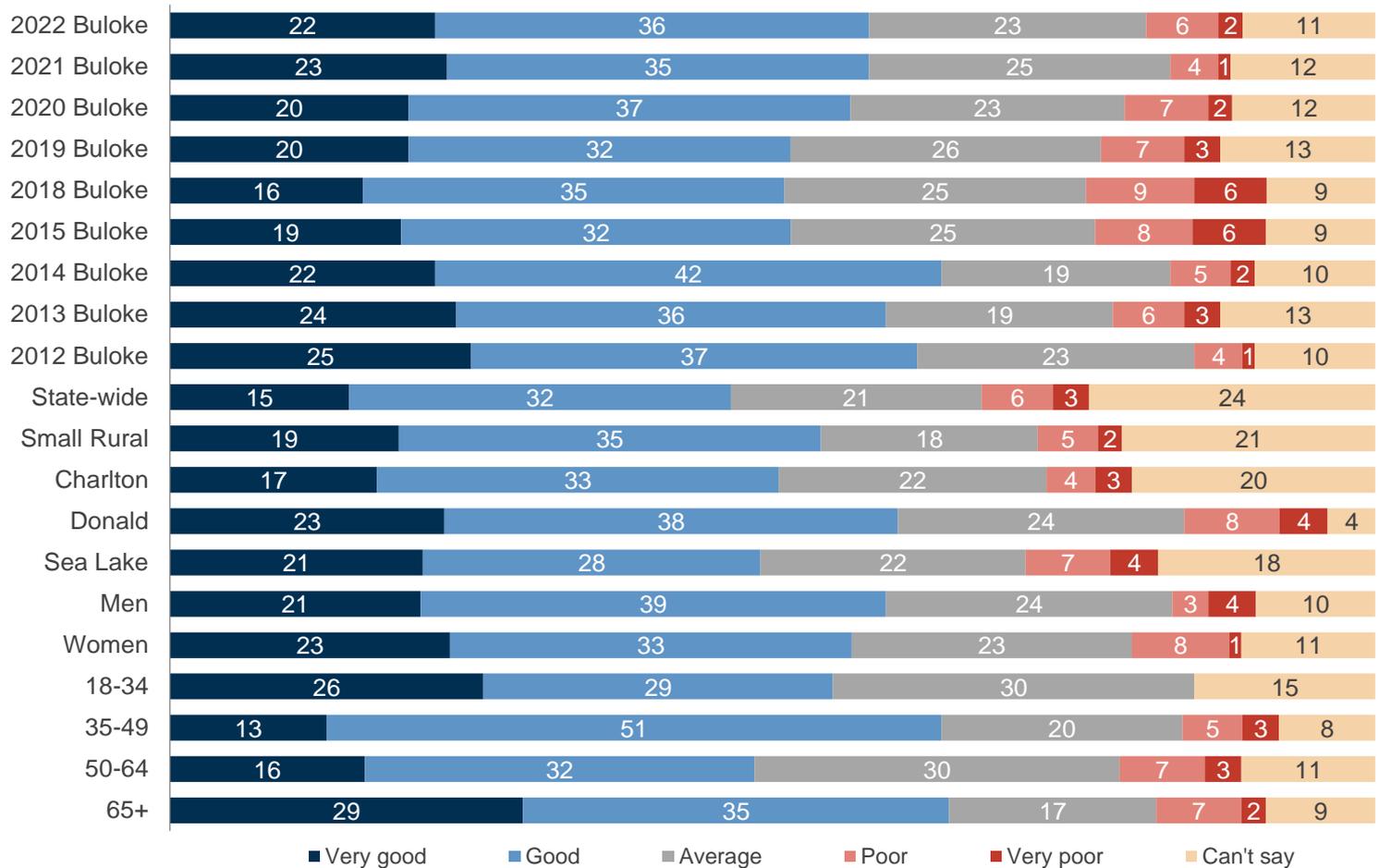
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)



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



Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	81▲	72	75	76	82	n/a	n/a	78	76	75	80
Women	78	76	78	77	75	n/a	n/a	78	78	75	80
35-49	78	77	80	80	82	n/a	n/a	80	75	76	79
Donald	76	76	73	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	76	76	74	77	n/a	n/a	75	76	73	77	
65+	75	76	74	72	73	n/a	n/a	70	74	70	74
State-wide	74▼	74	72	72	73	72	73	72	72	72	72
Small Rural	74	73	73	72	72	71	72	73	n/a	n/a	n/a
Men	74	75	74	72	78	n/a	n/a	73	73	71	73
Sea Lake	74	77	78	76	76	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	76	76	72	74	n/a	n/a	77	77	72	75
Charlton	73	72	73	73	74	n/a	n/a	n/a	n/a	n/a	n/a

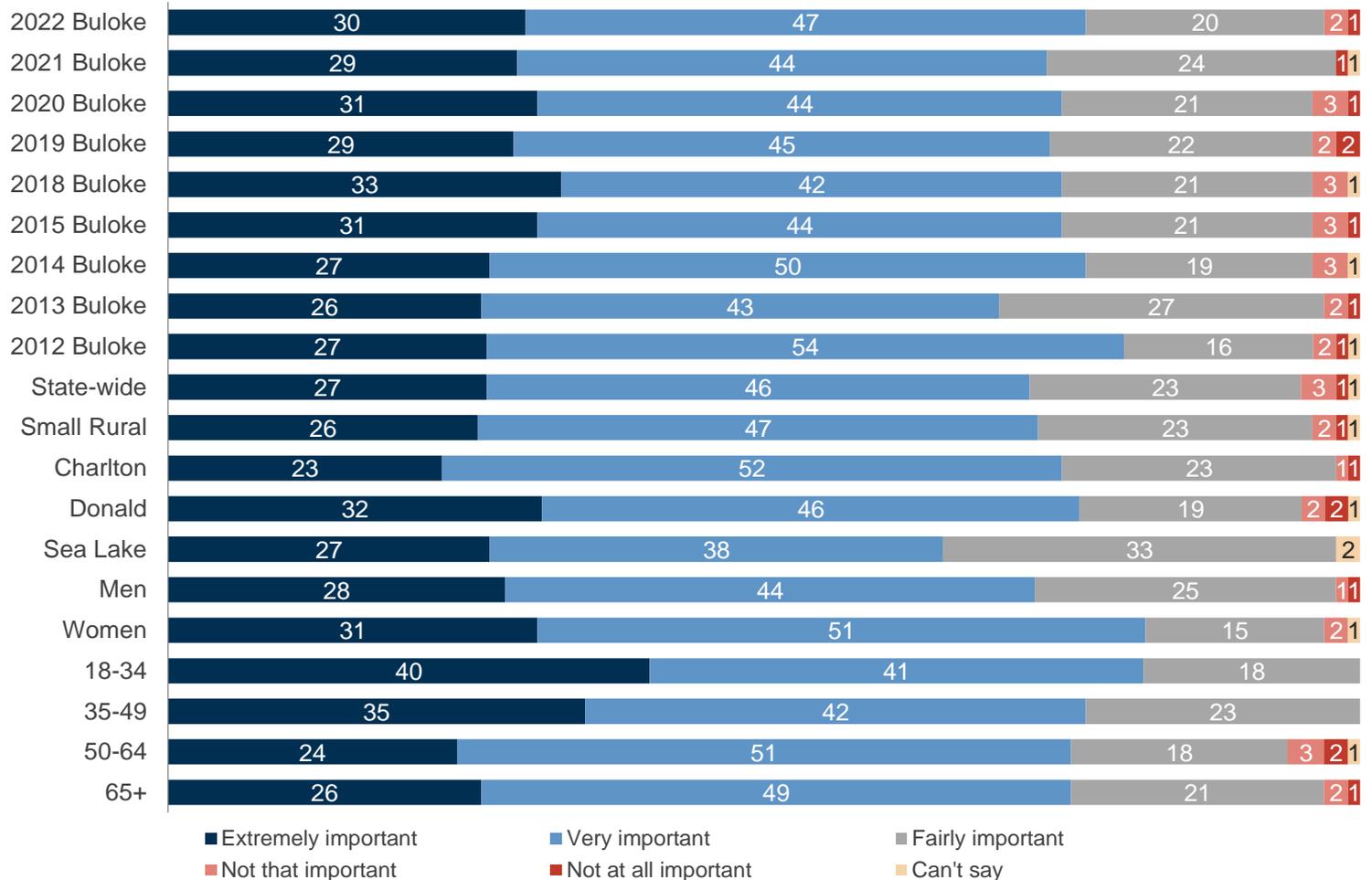
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)



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



Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	77▲	79	80	75	72	n/a	n/a	74	74	78	79
Charlton	74	79	83	71	63	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	72	78	70	61	n/a	n/a	52	73	73	73
Men	72	73	72	68	65	n/a	n/a	62	69	70	71
Buloke	71	74	74	69	67	n/a	n/a	63	69	70	72
Donald	71	73	72	68	60	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	75	77	70	68	n/a	n/a	65	69	70	74
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
50-64	68	70	66	67	59	n/a	n/a	62	65	69	73
Sea Lake	67	66	69	67	62	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	71	72	58	72	n/a	n/a	59	64	58	65

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

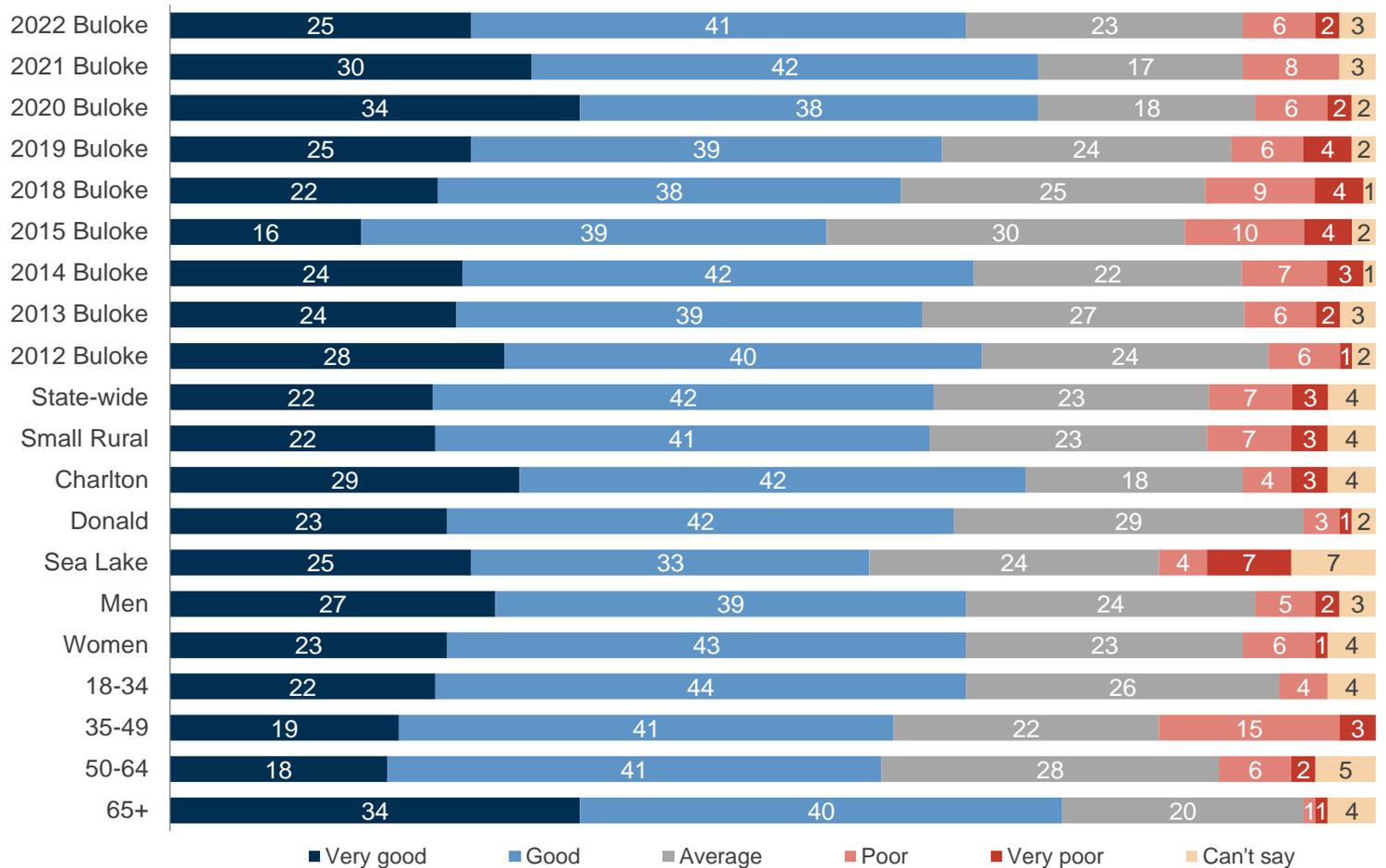
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



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



The appearance of public areas importance



2022 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	78	78	81	77	76	n/a	n/a	77	77	78	78
Charlton	75	75	77	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	75	75	80	75	73	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	73	73	74	73	
18-34	75	73	74	79	73	n/a	n/a	72	71	75	74
50-64	75	77	75	71	74	n/a	n/a	78	77	76	74
65+	75	75	75	76	73	n/a	n/a	73	72	73	74
Buloke	75	76	76	75	74	n/a	n/a	74	74	74	75
Small Rural	74	74	74	74	74	74	74	73	n/a	n/a	n/a
Donald	74	77	74	73	75	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	79	81	73	79	n/a	n/a	75	78	71	77
Men	72	74	72	73	73	n/a	n/a	72	72	69	72

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

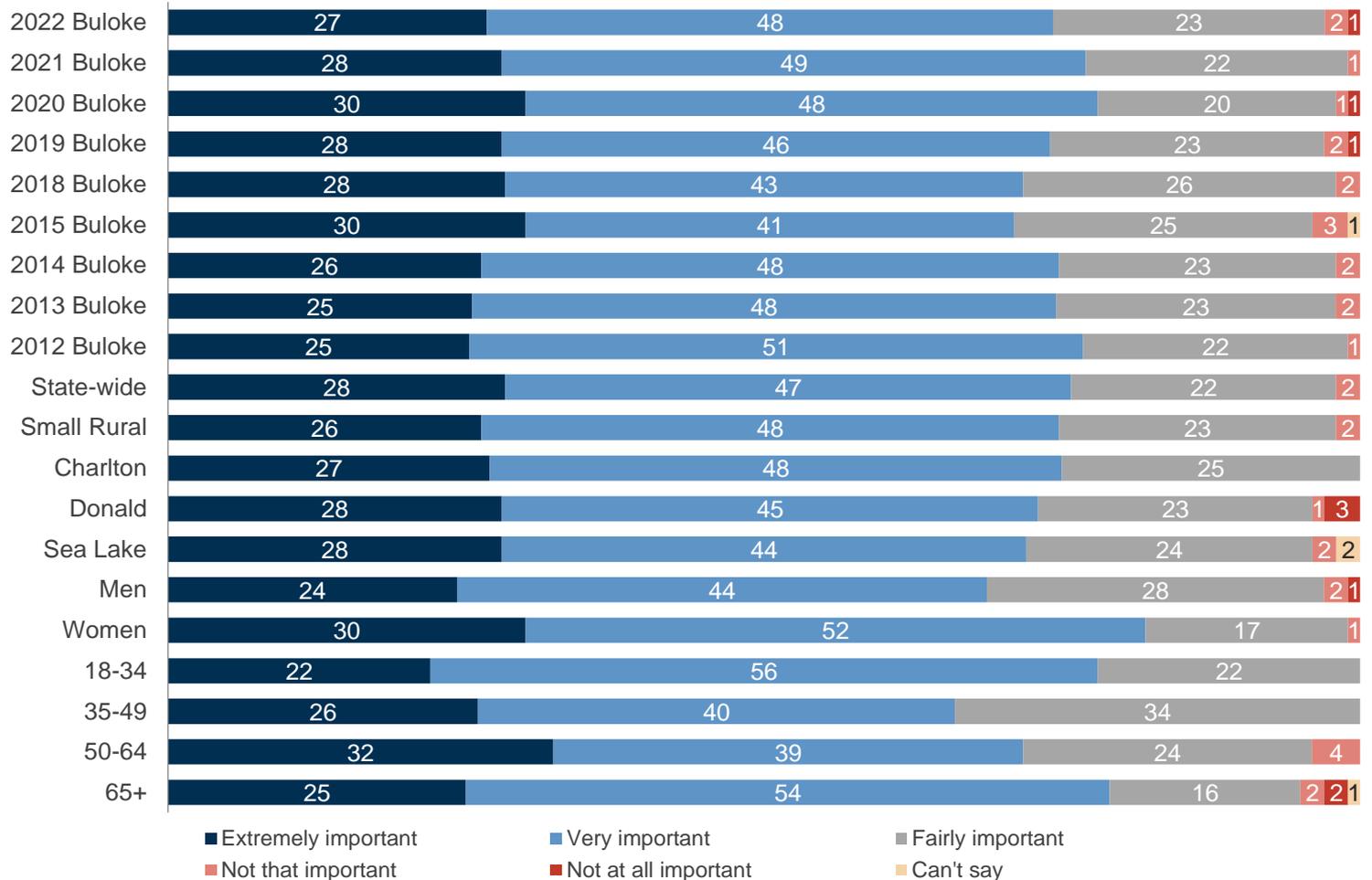
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8



The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75	76	74	72	69	n/a	n/a	73	75	76	80
18-34	73	80	72	72	62	n/a	n/a	78	75	80	76
Small Rural	73	75	72	73	72	74	73	74	n/a	n/a	n/a
Donald	72	76	71	70	62	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	72	78	75	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	75	71	67	65	n/a	n/a	68	74	73	74
State-wide	71	73	72	72	71	71	71	72	72	71	71
Buloke	71	75	71	68	67	n/a	n/a	71	74	74	76
Women	70	76	71	69	69	n/a	n/a	74	73	75	77
35-49	68	75	68	55	70	n/a	n/a	66	75	68	72
Sea Lake	67	68	64	58	60	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	71	67	69	65	n/a	n/a	69	70	72	74

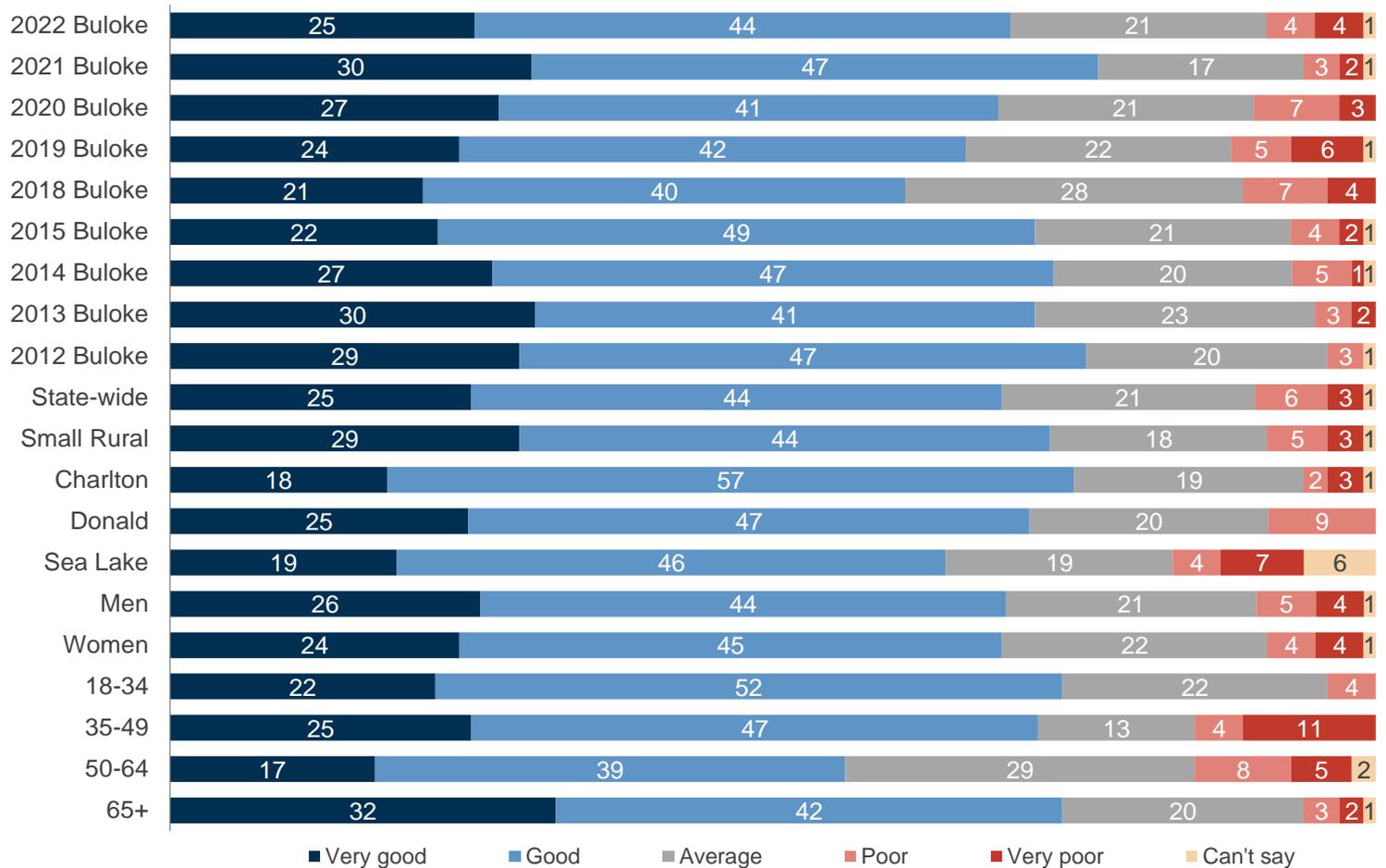
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)



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



Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	84▲	83	84	79	82	n/a	n/a	79	81	80	80
18-34	83	74	81	77	78	n/a	n/a	72	77	78	79
State-wide	82▲	82	82	81	81	79	80	79	79	79	78
Sea Lake	81	78	82	70	79	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	80	79	79	78	76	79	77	n/a	n/a	n/a
65+	80	80	79	78	79	n/a	n/a	76	75	77	75
Buloke	79	80	80	77	78	n/a	n/a	76	76	76	76
Donald	79	82	80	77	78	n/a	n/a	n/a	n/a	n/a	n/a
50-64	79	80	77	72	78	n/a	n/a	76	77	75	78
Charlton	79	81	78	81	80	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	82	84	80	79	n/a	n/a	78	75	75	74
Men	75▼	76	75	74	75	n/a	n/a	73	71	72	73

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

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

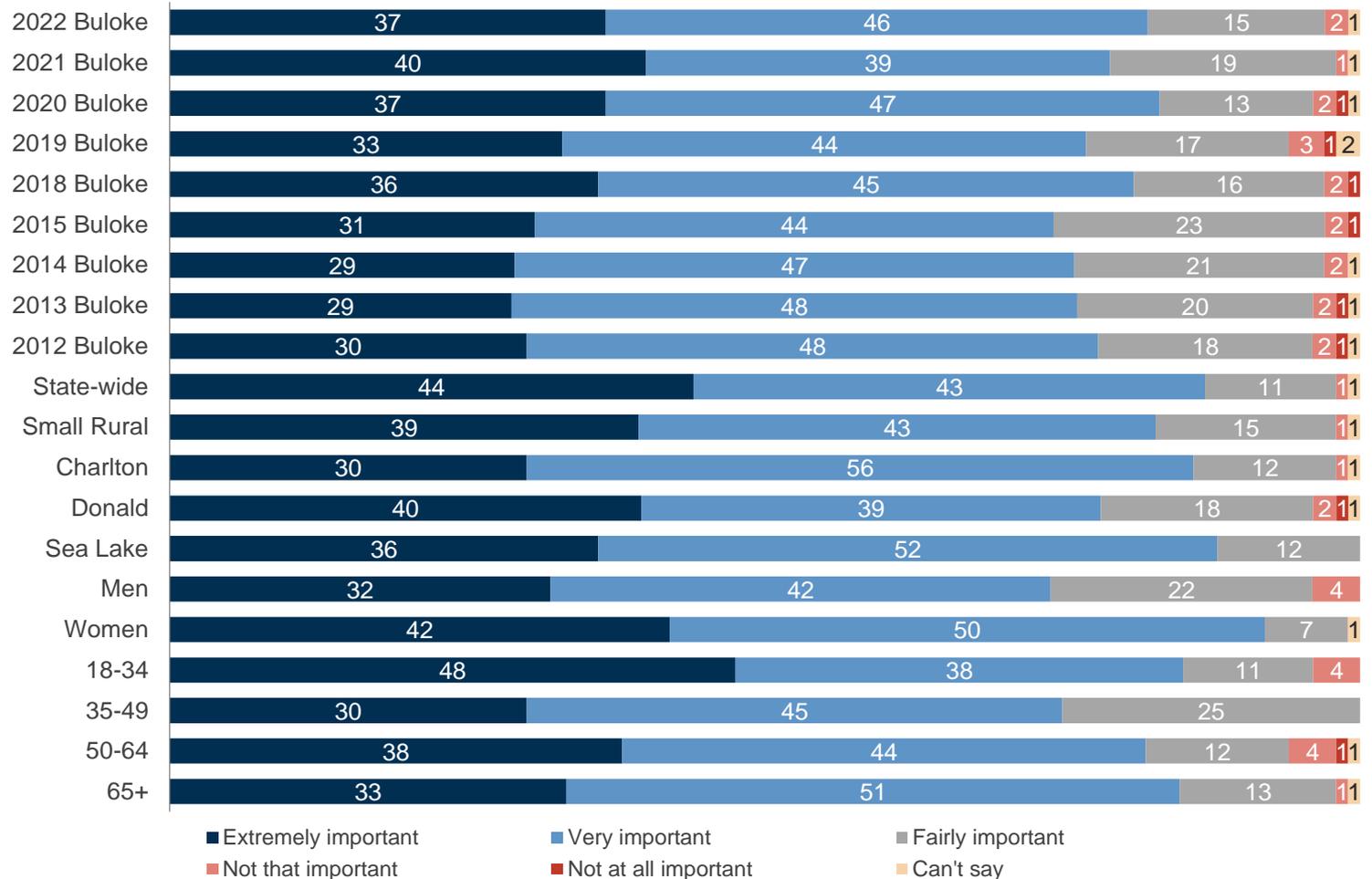
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)



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



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	73▲	75	72	73	70	n/a	n/a	76	76	79	78
Sea Lake	72	70	64	69	73	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	67	63	67	74	n/a	n/a	70	76	78	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
Donald	67	69	66	67	65	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	65	67	65	69	n/a	n/a	71	73	75	76
Buloke	67	68	65	65	69	n/a	n/a	70	73	74	74
Men	67	70	64	66	68	n/a	n/a	68	73	73	73
35-49	66	60	62	58	74	n/a	n/a	65	71	65	71
Charlton	62	66	63	61	71	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57▼	59	59	60	59	n/a	n/a	65	69	73	74

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

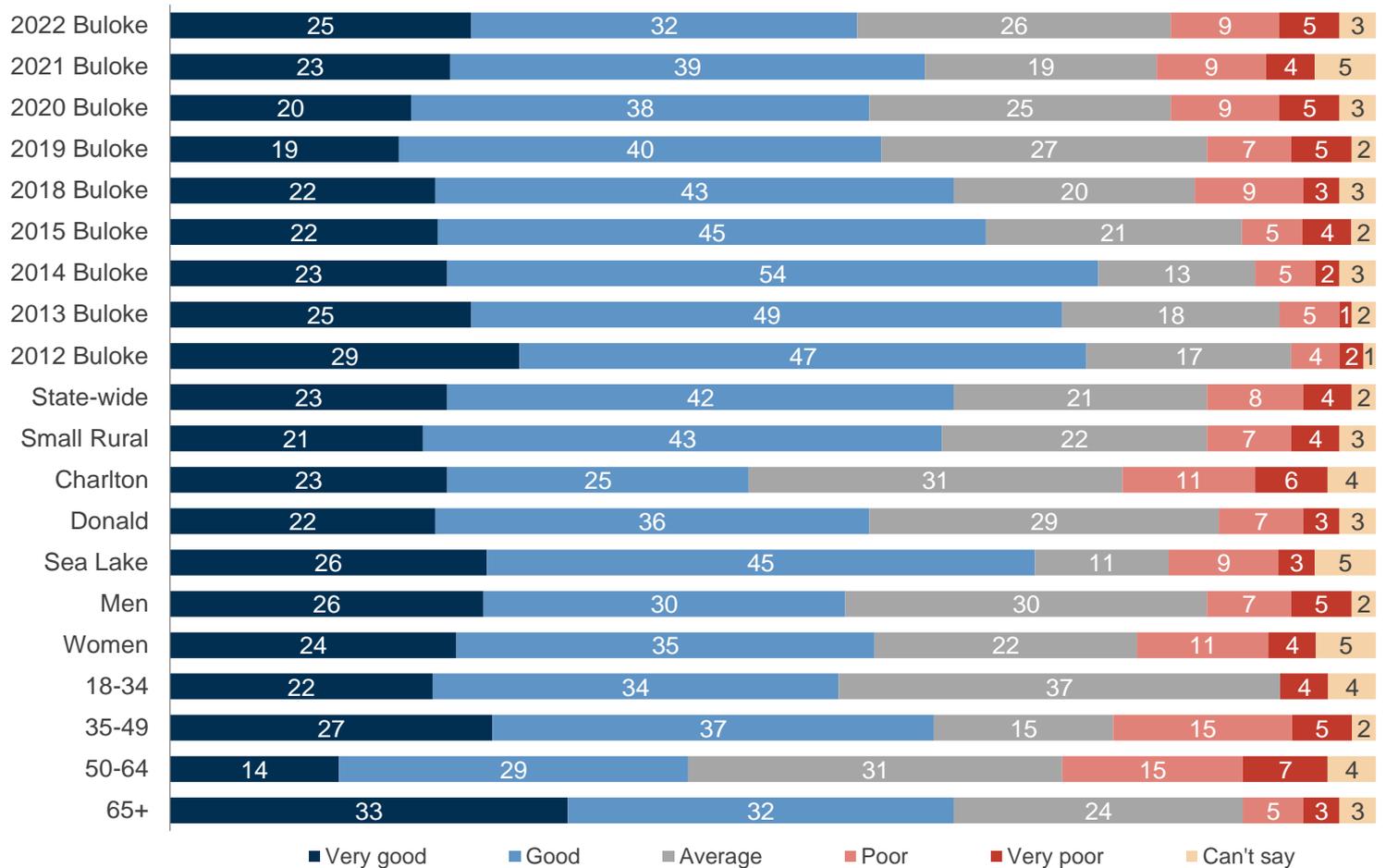
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



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 importance



2022 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	82▲	77	70	71	78	n/a	n/a	71	75	74	68
Women	77▲	78	76	74	78	n/a	n/a	76	75	75	74
Donald	73	78	71	75	77	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	73	76	73	72	76	n/a	n/a	72	72	71	73
50-64	73	75	73	72	75	n/a	n/a	75	75	72	76
35-49	72	81	78	77	78	n/a	n/a	72	73	76	76
Small Rural	72	74	74	71	71	72	71	70	n/a	n/a	n/a
65+	70	75	70	71	74	n/a	n/a	69	67	66	70
Men	69	75	69	70	74	n/a	n/a	67	70	68	72
Charlton	69	78	76	75	78	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69▼	70	67	65	66	67	67	67	67	67	66
Sea Lake	67	75	75	68	79	n/a	n/a	n/a	n/a	n/a	n/a

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

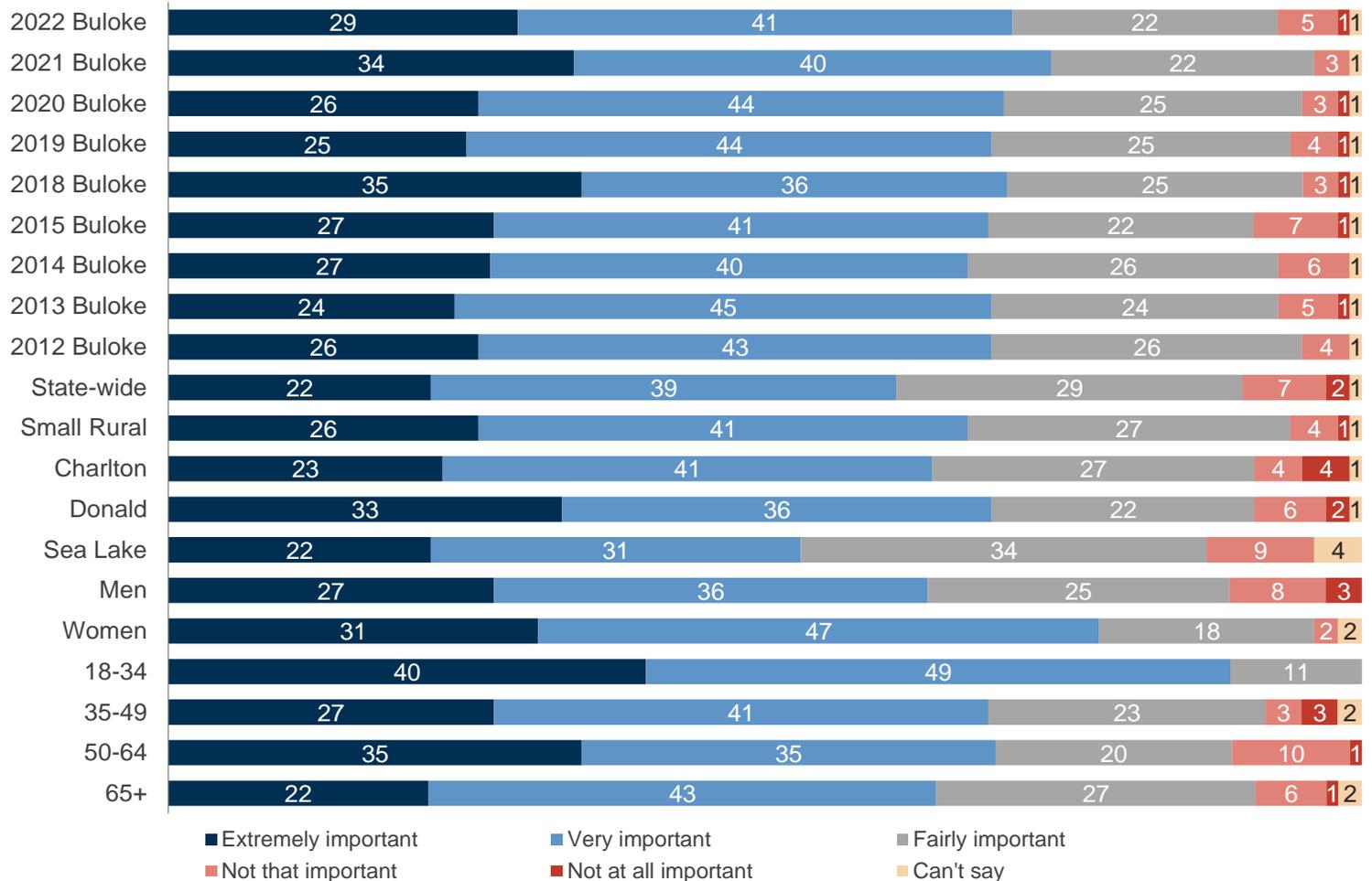
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	67	69	53	54	n/a	n/a	57	64	62	65
65+	65	66	60	56	n/a	n/a	60	63	65	67
Small Rural	63	58	59	59	64	61	63	n/a	n/a	n/a
Men	62	59	55	52	n/a	n/a	54	57	57	58
Buloke	62	62	56	54	n/a	n/a	56	60	58	62
Women	62	65	57	56	n/a	n/a	58	62	60	65
Donald	60	61	56	53	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60	59	61	60	61	60	61	62	62	62
35-49	60	63	52	60	n/a	n/a	53	57	55	57
Sea Lake	60	73	61	60	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	57	61	54	46	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	52	56	47	n/a	n/a	52	55	53	58

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

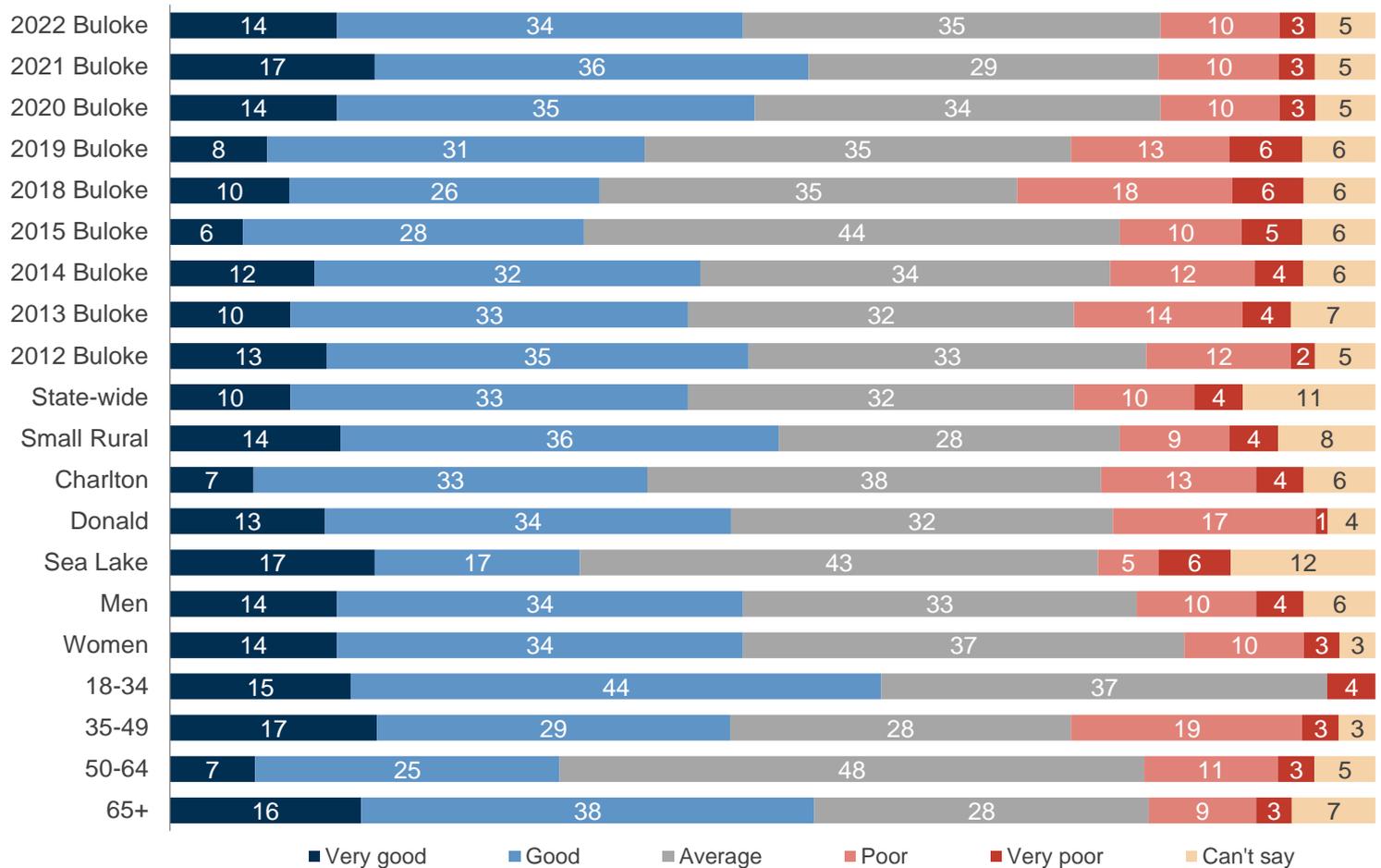
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)



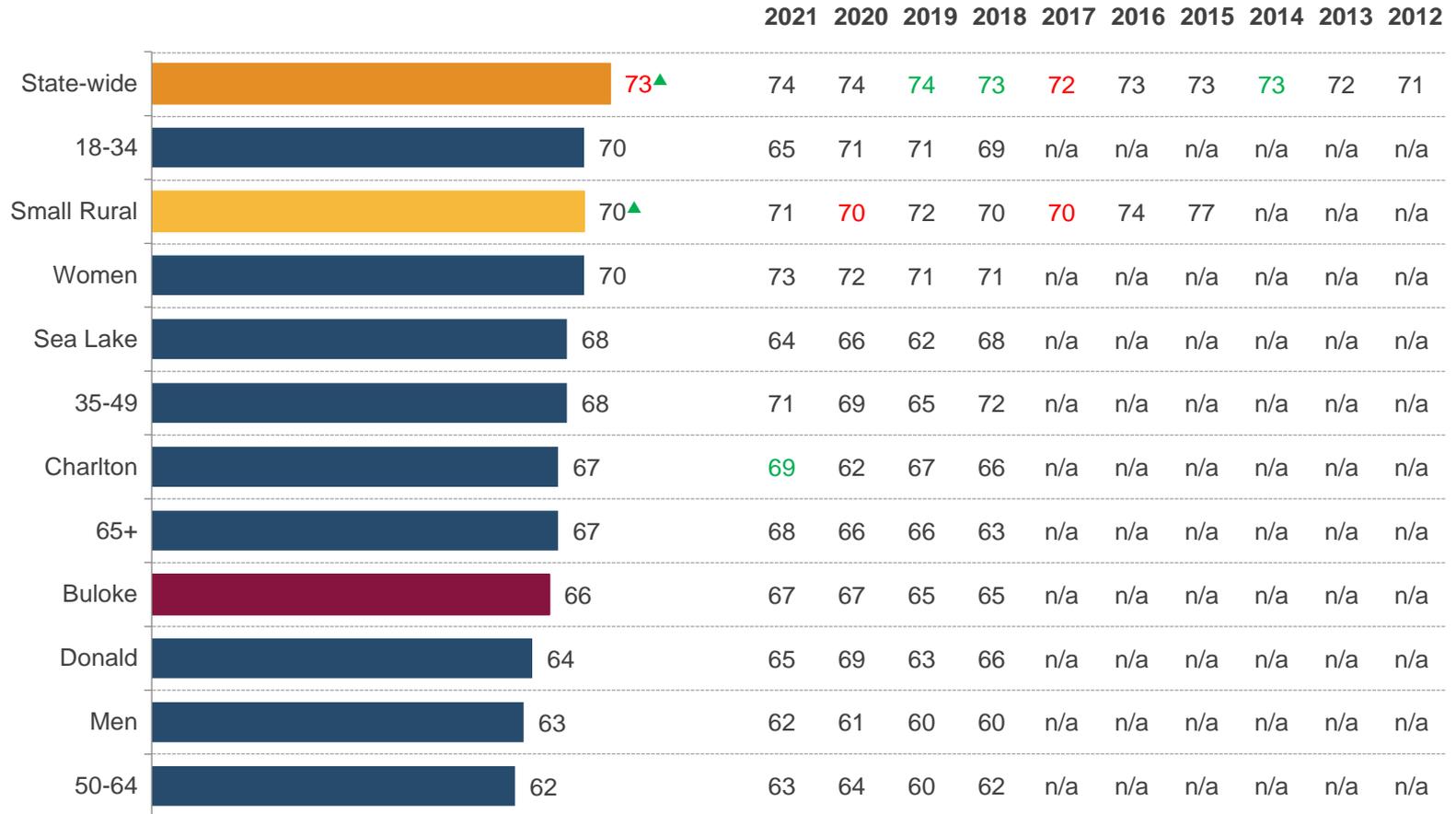
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



Environmental sustainability importance



2022 environmental sustainability importance (index scores)



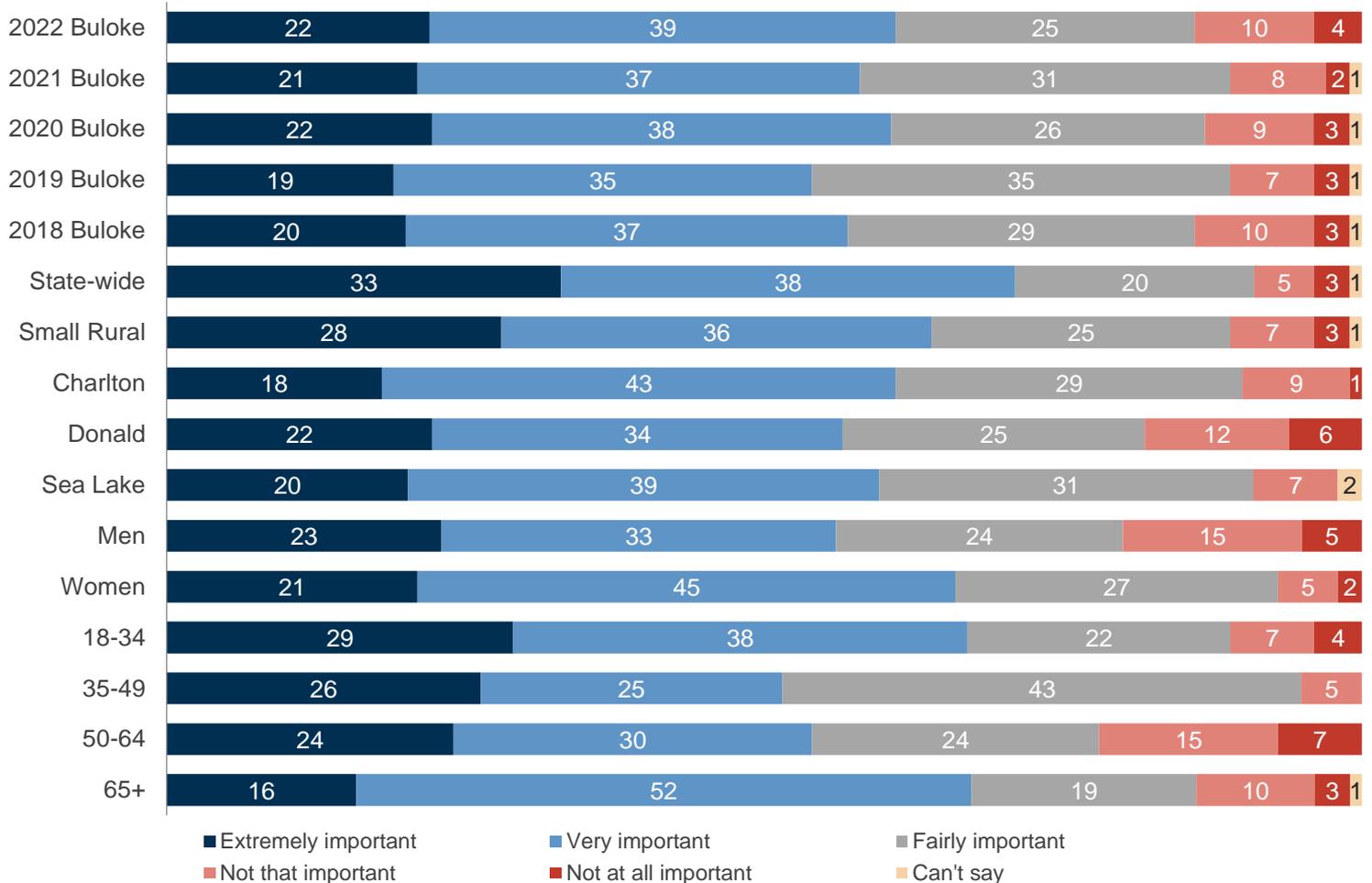
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	66	64	60	61	n/a	n/a	n/a	n/a	n/a
State-wide	61▲	62	60	62	63	64	63	64	64	64
Charlton	60	61	61	58	55	n/a	n/a	n/a	n/a	n/a
Women	60	65	63	57	58	n/a	n/a	n/a	n/a	n/a
Small Rural	59	61	57	59	62	63	61	63	n/a	n/a
18-34	58	58	64	56	57	n/a	n/a	n/a	n/a	n/a
Buloke	58	63	59	57	58	n/a	n/a	n/a	n/a	n/a
Sea Lake	57	61	59	57	55	n/a	n/a	n/a	n/a	n/a
35-49	56	62	57	53	58	n/a	n/a	n/a	n/a	n/a
Men	56	61	56	56	58	n/a	n/a	n/a	n/a	n/a
50-64	52▼	60	51	55	54	n/a	n/a	n/a	n/a	n/a
Donald	51▼	61	57	57	57	n/a	n/a	n/a	n/a	n/a

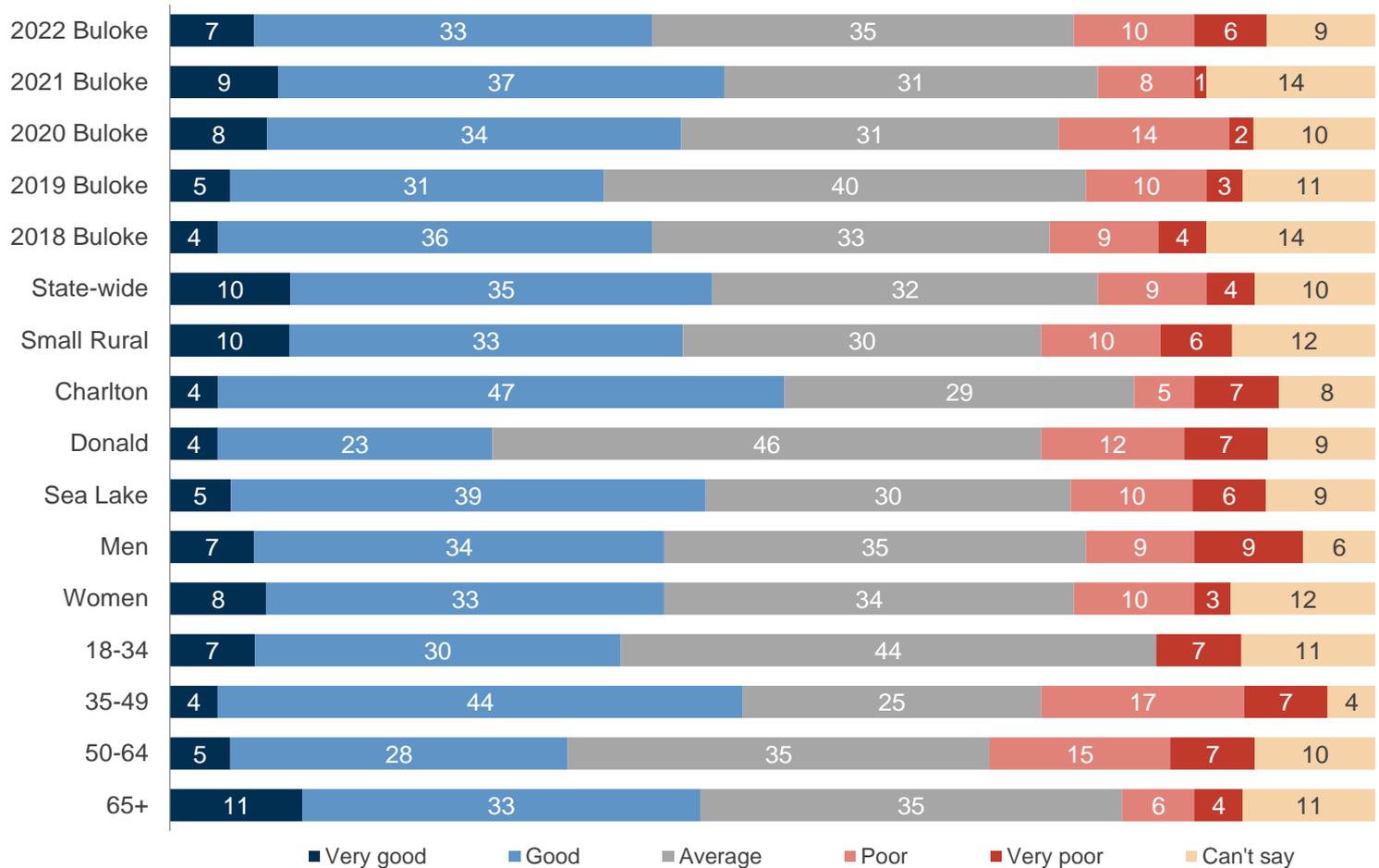
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)



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



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	91	87	75	88	86	n/a	n/a	83	80	84	83
Women	90▲	89	87	85	85	n/a	n/a	83	84	84	84
35-49	89	91	90	80	87	n/a	n/a	79	87	84	83
Buloke	86	86	84	82	85	n/a	n/a	81	82	81	83
Charlton	86	83	79	80	81	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	88	85	81	86	n/a	n/a	83	83	80	86
Small Rural	85	84	83	82	84	81	81	82	n/a	n/a	n/a
Donald	84	86	83	82	88	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	83	88	89	81	82	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	83▼	81	80	80	80	79	79	78	78	81	80
65+	83	82	84	80	82	n/a	n/a	78	77	79	79
Men	83	83	81	78	84	n/a	n/a	78	79	79	81

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

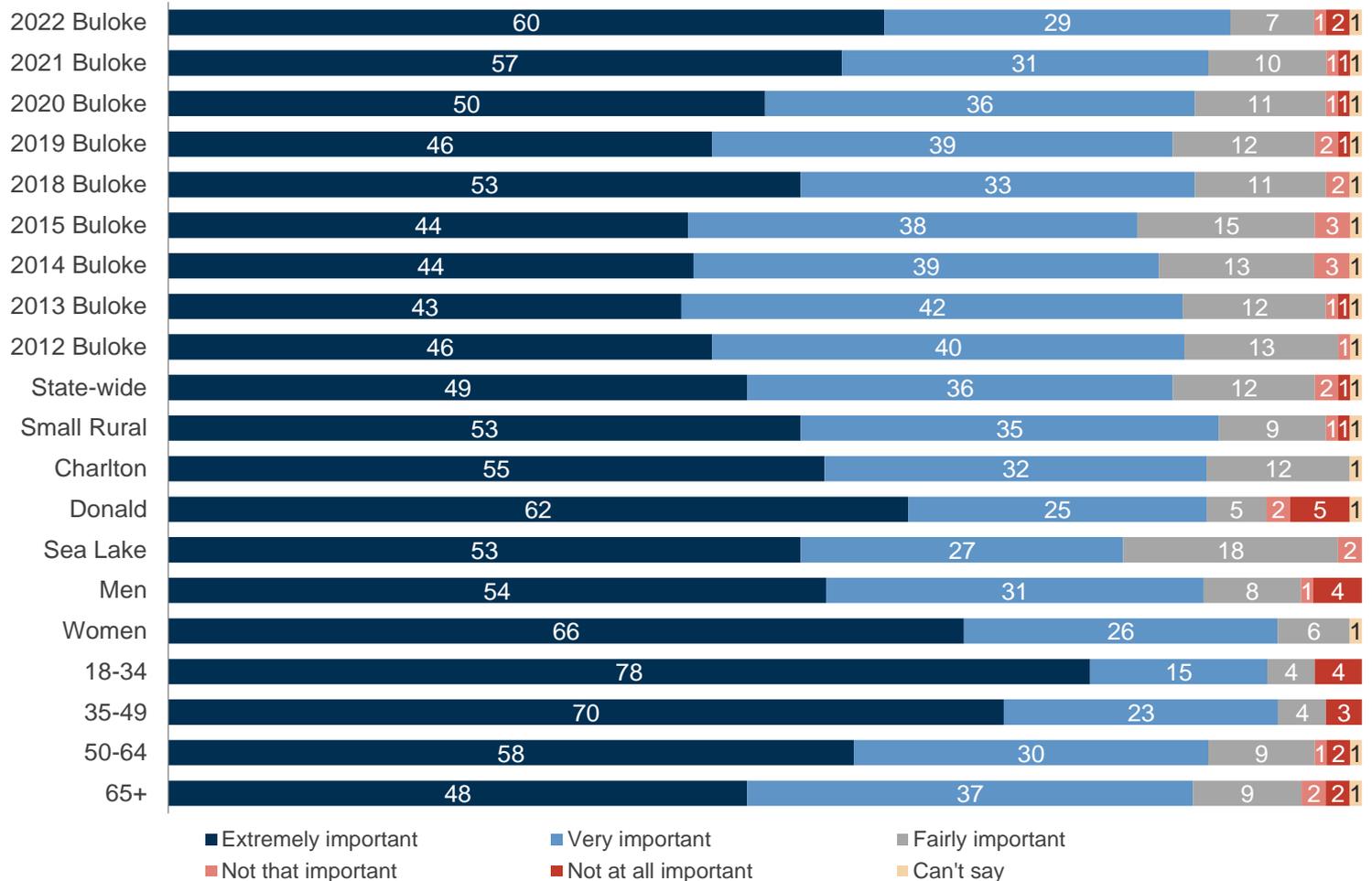
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	42▲	44	43	43	40	43	44	45	n/a	n/a
State-wide	41▲	45	44	44	43	44	43	45	45	44
Sea Lake	40▲	35	29	36	37	n/a	n/a	n/a	n/a	n/a
Charlton	37	47	41	40	38	n/a	n/a	n/a	n/a	n/a
65+	36	43	39	44	38	n/a	n/a	44	48	44
Women	32	36	36	35	35	n/a	n/a	42	42	41
Buloke	31	38	35	37	35	n/a	n/a	40	41	39
Men	31	40	35	38	35	n/a	n/a	38	40	36
18-34	30	41	37	34	36	n/a	n/a	41	40	41
50-64	29	36	33	32	31	n/a	n/a	36	39	38
Donald	29	37	34	32	30	n/a	n/a	n/a	n/a	n/a
35-49	26	26	31	33	35	n/a	n/a	37	34	30

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

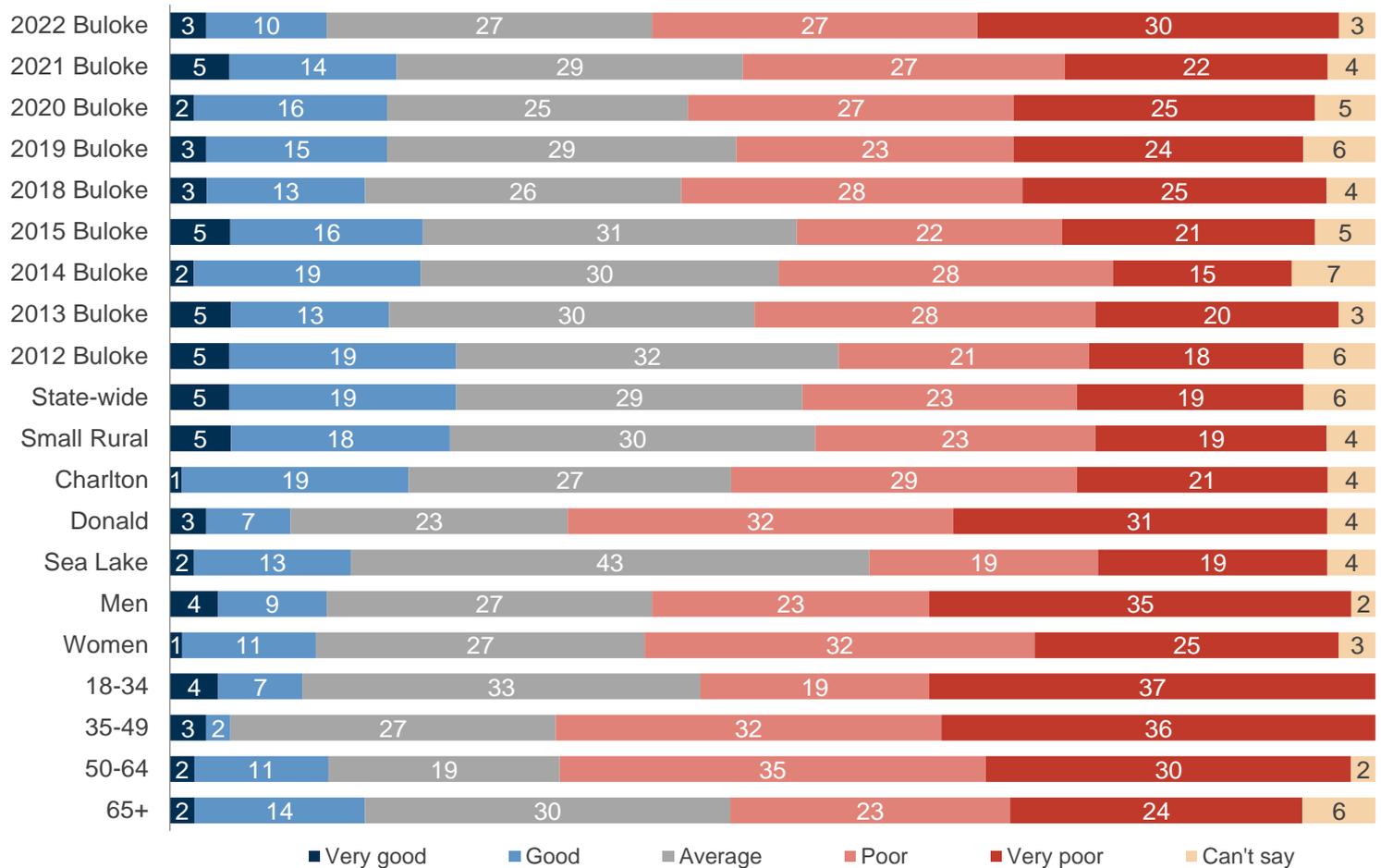
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



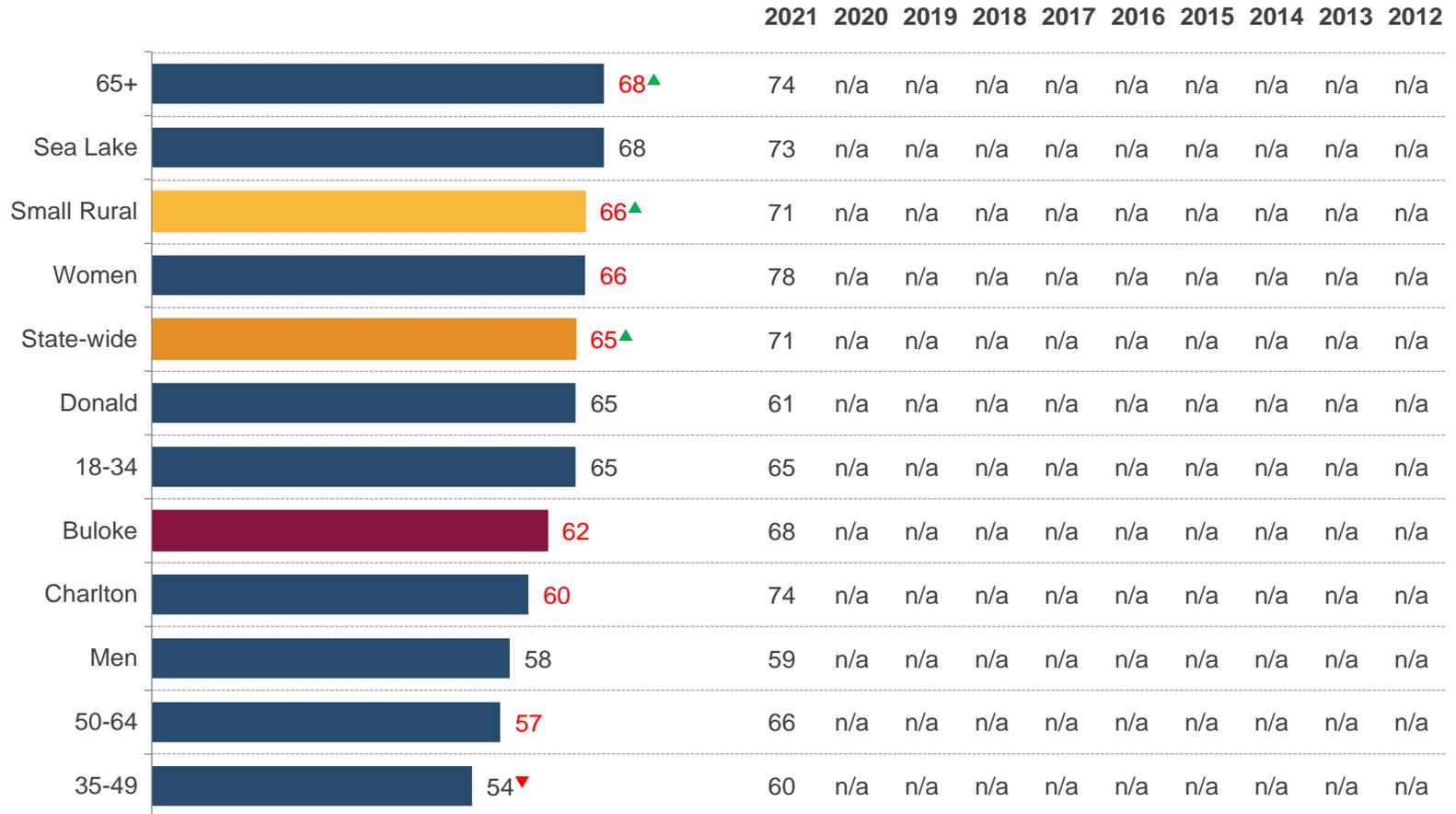
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10



COVID-19 response importance



2022 COVID-19 response importance (index scores)



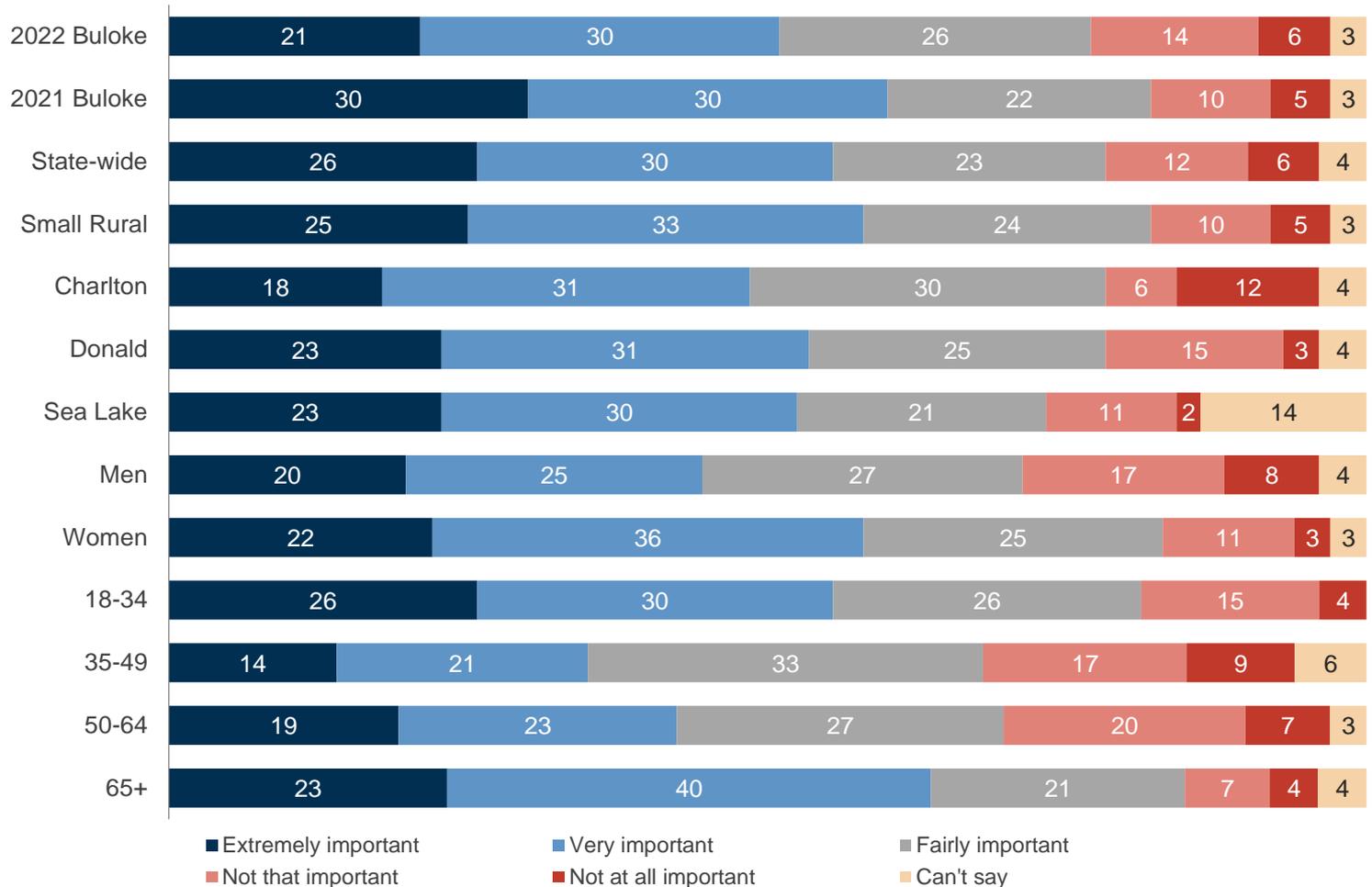
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2022 COVID-19 response importance (%)



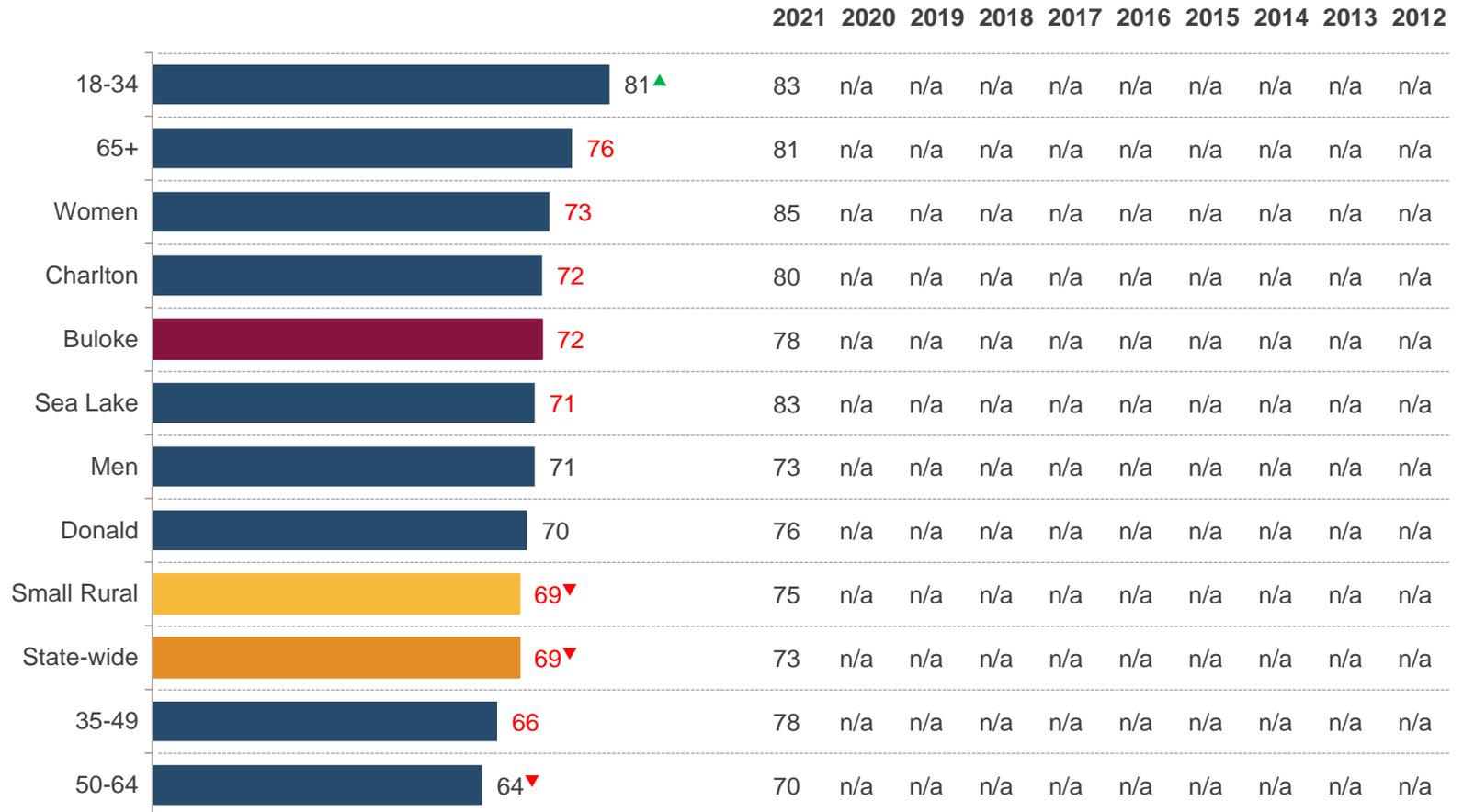
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4



COVID-19 response performance



2022 COVID-19 response performance (index scores)



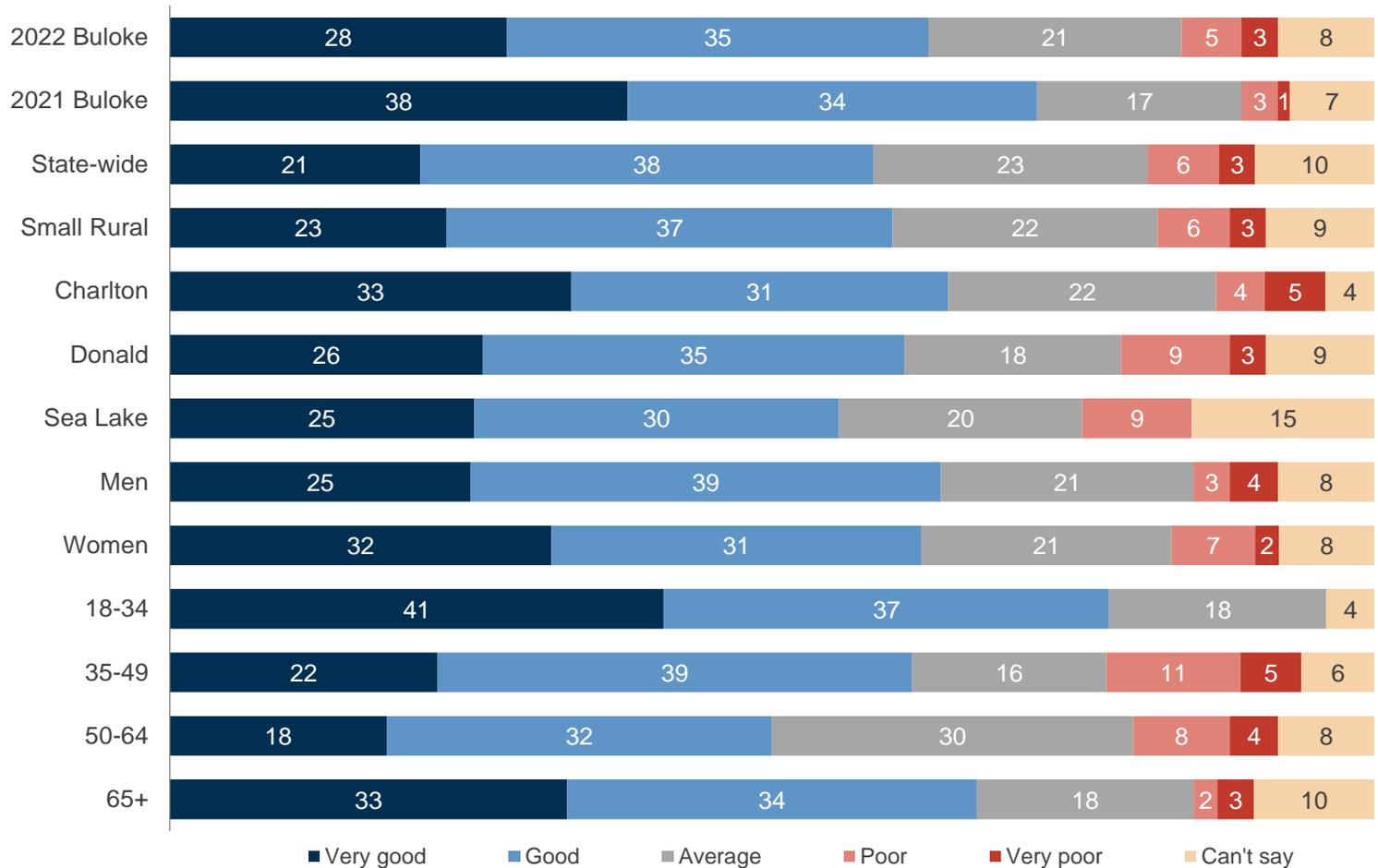
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



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



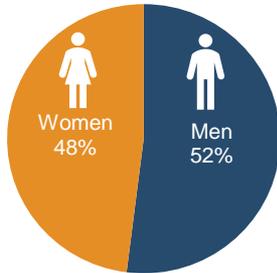
Detailed demographics



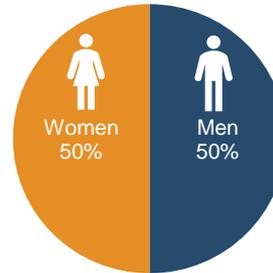
Gender and age profile

2022 gender

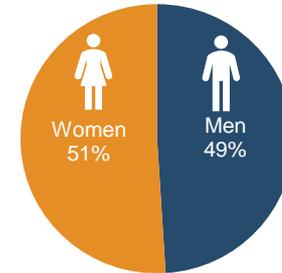
Buloke



Small Rural

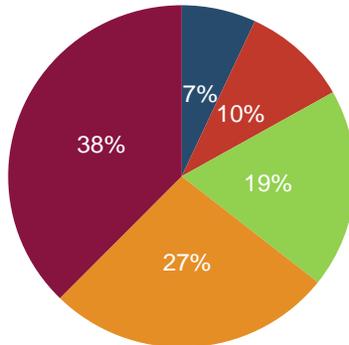


State-wide

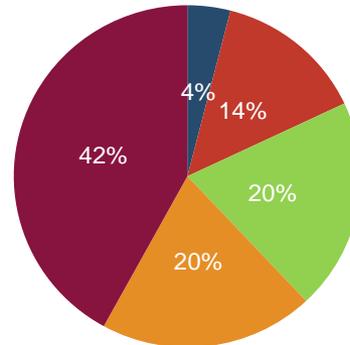


2022 age

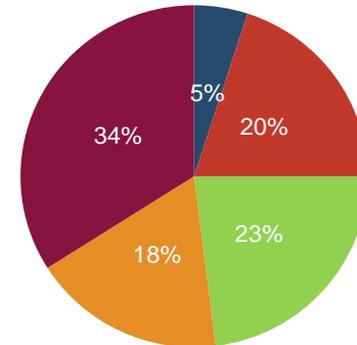
Buloke



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 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 Buloke Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 4,900 people aged 18 years or over for Buloke Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Buloke Shire Council	400	400	+/-4.7
Men	165	207	+/-7.5
Women	235	193	+/-6.3
Charlton	84	83	+/-10.7
Donald	125	119	+/-8.7
Sea Lake	44	41	+/-14.9
18-34 years	27	67	+/-19.2
35-49 years	40	75	+/-15.6
50-64 years	134	107	+/-8.4
65+ years	199	152	+/-6.8



Appendix A: Significant difference reporting notation

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

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

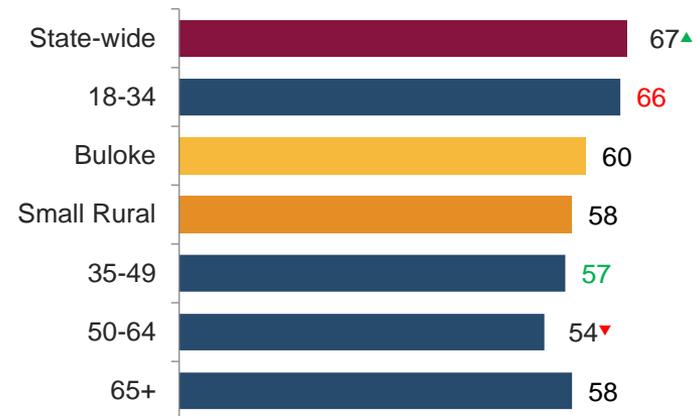
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 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=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Buloke Shire Council area.

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

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

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

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



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

Wherever appropriate, results for Buloke Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Buloke Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

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