



2021 Local Government Community Satisfaction Survey

Buloke Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Maintenance of unsealed roads</u>	<u>80</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Response to Covid-19</u>	<u>84</u>
<u>Detailed findings</u>	<u>11</u>	<u>Detailed demographics</u>	<u>88</u>
<u>Overall performance</u>	<u>12</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>90</u>
<u>Customer service</u>	<u>30</u>	<u>Appendix B: Further project information</u>	<u>95</u>
<u>Council direction</u>	<u>39</u>		
<u>Individual service areas</u>	<u>43</u>		
<u>Community consultation and engagement</u>	<u>44</u>		
<u>Lobbying on behalf of the community</u>	<u>46</u>		
<u>Decisions made in the interest of the community</u>	<u>48</u>		
<u>Condition of sealed local roads</u>	<u>50</u>		
<u>Enforcement of local laws</u>	<u>52</u>		
<u>Elderly support services</u>	<u>56</u>		
<u>Recreational facilities</u>	<u>60</u>		
<u>Appearance of public areas</u>	<u>64</u>		
<u>Waste management</u>	<u>68</u>		
<u>Business and community development and tourism</u>	<u>72</u>		
<u>Environmental sustainability</u>	<u>76</u>		



Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



Key findings and recommendations



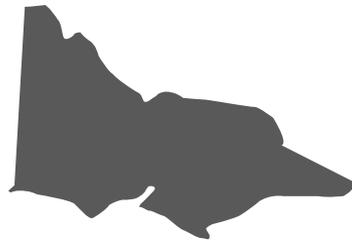
Buloke Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Buloke 62



State-wide 61



Small Rural 60

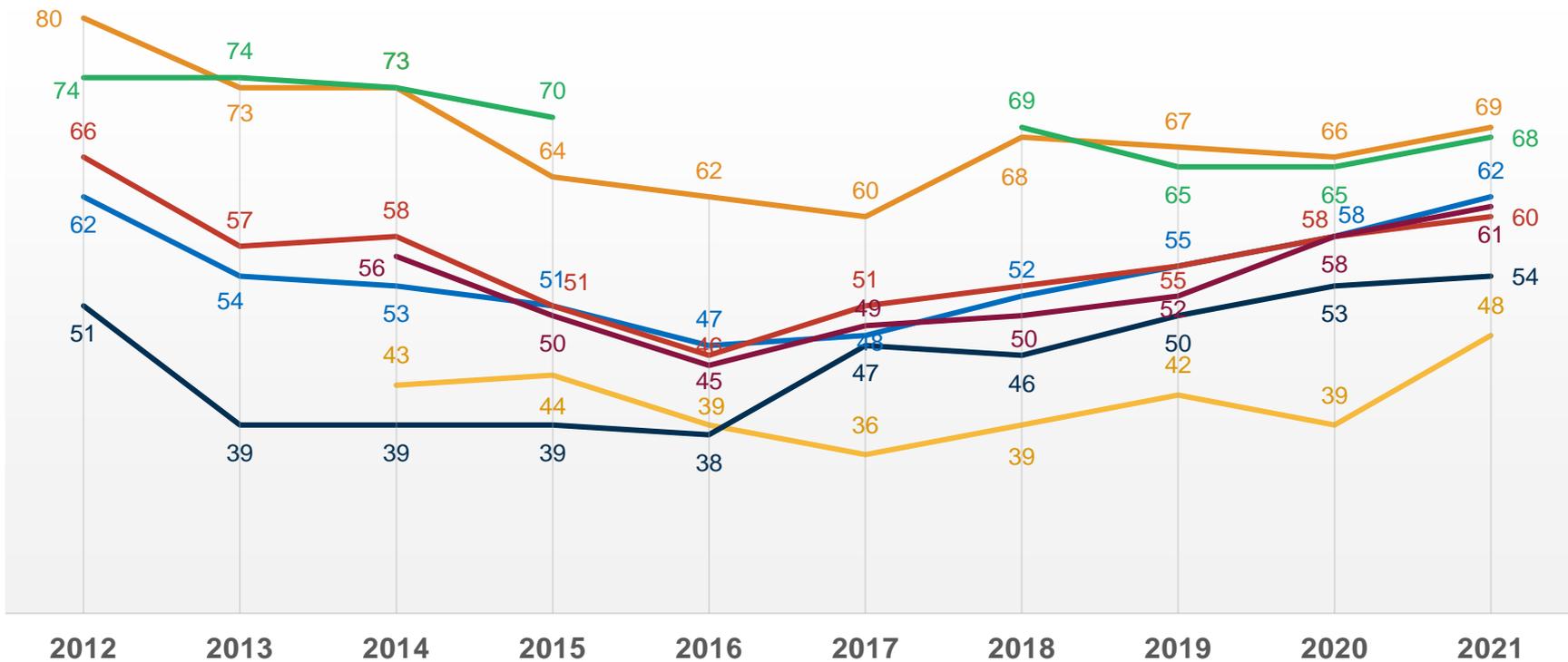
Council performance compared to State-wide and group averages

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



Summary of core measures

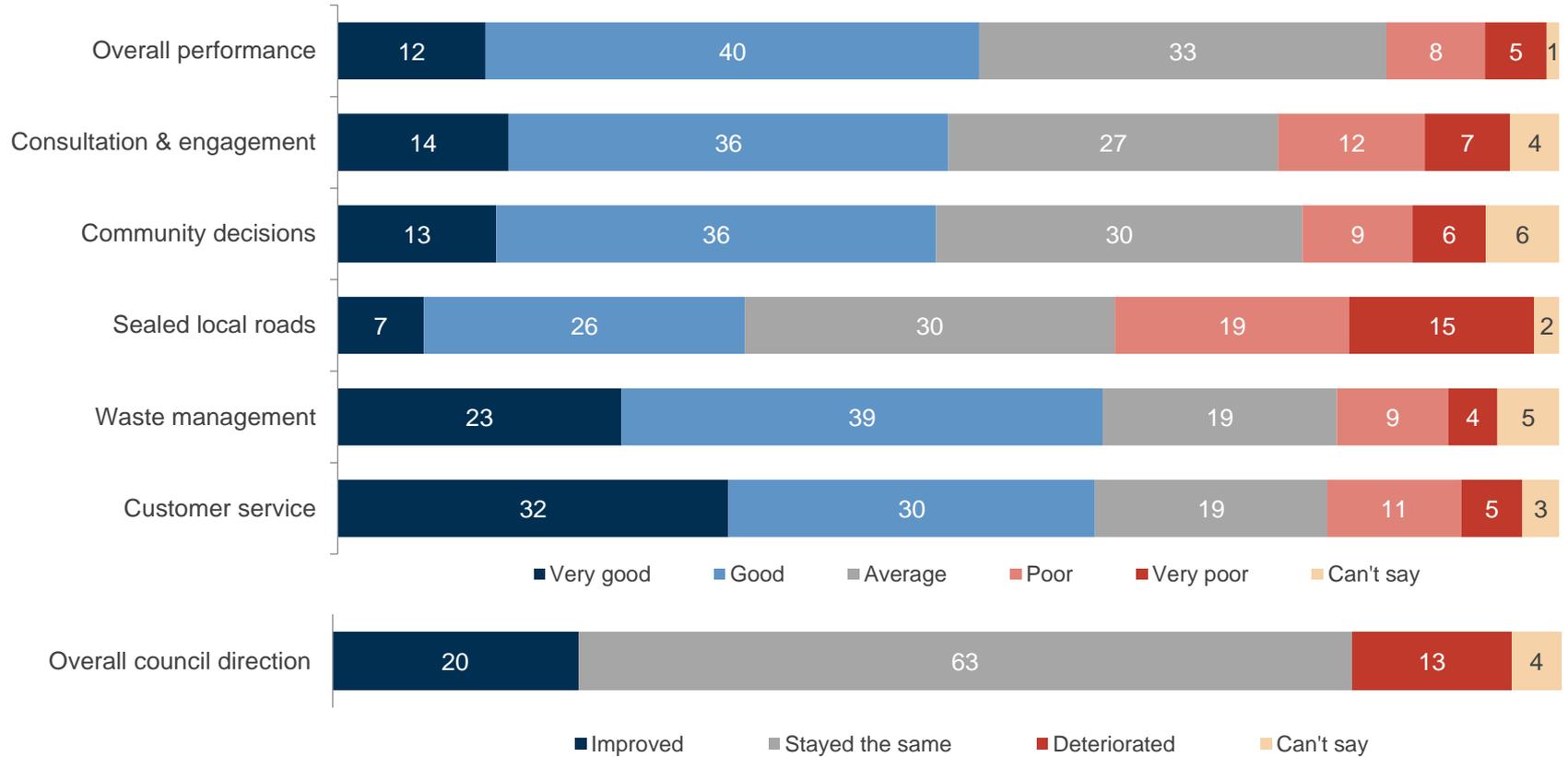
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Buloke Shire Council performance

Services	Buloke 2021	Buloke 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	62	58	60	61	Aged 18-34 years	Aged 35-49 years
 Value for money	52	-	52	54	Aged 65+ years	Aged 35-49 years
 Overall council direction	54	53	53	53	Charlton residents	Donald residents
 Customer service	69	66	69	70	Aged 18-34 years	Aged 35-64 years
 COVID-19 response	78	-	75	73	Women	Aged 50-64 years
 Appearance of public areas	75	71	75	73	Aged 18-34 years	Sea Lake residents
 Recreational facilities	74	74	69	71	Charlton residents, Aged 65+ years	Sea Lake residents
 Elderly support services	71	69	72	69	Men, Aged 65+ years	Sea Lake residents
 Waste management	68	65	68	69	Aged 65+ years	Aged 50-64 years
 Enforcement of local laws	65	62	63	64	Aged 18-34 years	Aged 50-64 years



Summary of Buloke Shire Council performance

Services		Buloke 2021	Buloke 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Bus/community dev./tourism	64	62	62	61	Women, Aged 65+ years	Aged 50-64 years
	Environmental sustainability	63	59	61	62	Aged 65+ years	Aged 18-34 years
	Community decisions	61	58	56	56	Aged 65+ years	Aged 50-64 years
	Consultation & engagement	60	58	56	56	Aged 18-34 years	Aged 50-64 years
	Lobbying	58	54	55	55	Charlton residents	Sea Lake residents
	Sealed local roads	48	39	53	57	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	38	35	44	45	Charlton residents	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance increased significantly over the past year (index score of 62, up four points) to their highest level since 2012. In addition to overall performance, Council experienced ratings increases on almost all service areas compared to 2020 results. Performance on the core measures of sealed local roads, community decisions, and council direction are now at their highest levels in ten years, as is overall performance. This is a positive result for Council.

Key influences on perceptions of overall performance

Perceptions of Council's ability to make decisions in the best interests of the community, as well as advocacy efforts on residents' behalf, have the strongest influence on overall opinions. Clearly communicating Council's efforts to advance residents' interests will be important to improving community opinions. Another moderate to strong influence on overall performance perceptions is Council's COVID-19 response, on which it performs highly.

Comparison to state and area grouping

Buloke Shire Council performs significantly higher than Small Rural group and State-wide averages on a number of measures. The highest positive differences between Council and group averages occur in the areas of community decisions, recreational facilities, and consultation and engagement. Council performs significantly lower than both group and State-wide averages regarding the condition of sealed and unsealed roads.

Maintain gains achieved to date

In addition to the aforementioned areas, the condition of sealed and unsealed roads has a moderate influence on overall community opinions. Council is performing less well in these areas, despite recent gains (up nine and three points respectively). In the area of unsealed roads specifically, there is a sizeable gap between the rated importance and perceived performance of Council in this service area (-48 index points). Further improvements are required in these areas to combat their negative influence on opinions.

DETAILED FINDINGS



Overall performance

Overall performance

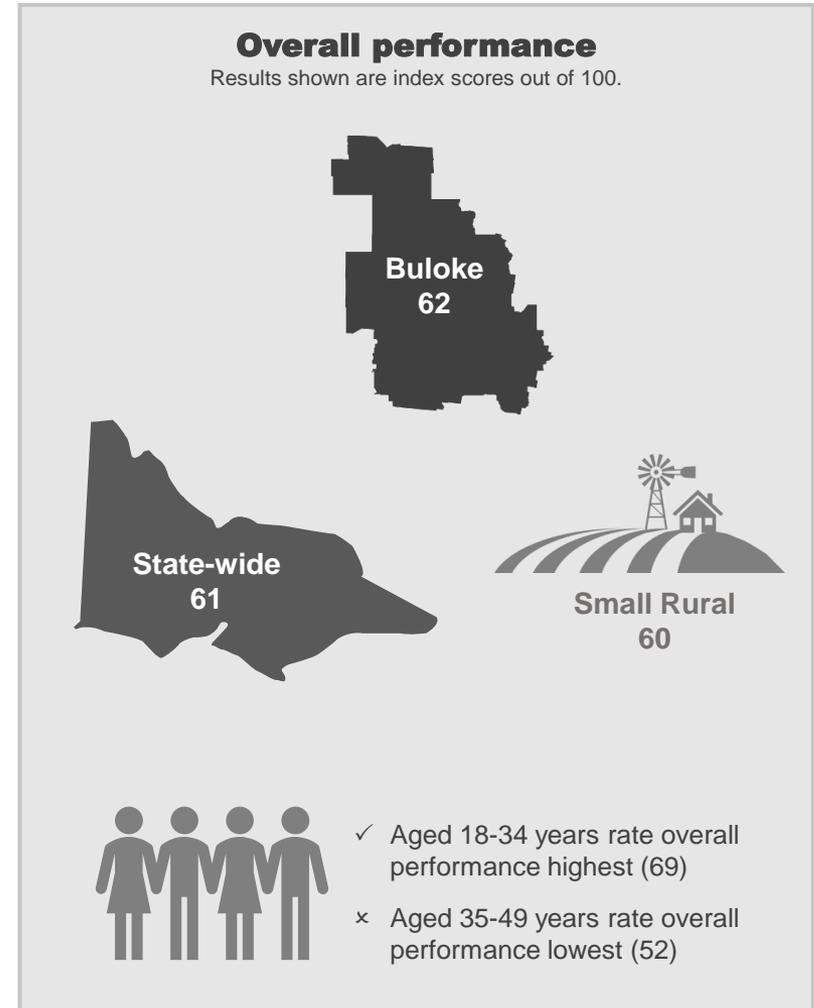
The overall performance index score of 62 for Buloke Shire Council represents a significant four-point improvement on the 2020 result, continuing a multi-year improvement trend since 2016.

- Overall performance is at its highest level since 2012.

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

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year.
- Perceptions of overall performance are highest – and significantly higher than the average rating for Council – among residents aged 18 to 34 years (index score of 69, up 11 points from 2020).
- Perceptions are lowest – and significantly lower – among residents aged 35 to 64 years (index score of 52 among residents aged 35 to 49 and 55 among residents aged 50 to 64 years).

One-third (34%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A further 26% rate Council as 'very poor' or 'poor' and 36% as 'average' on this measure.





Overall performance

2021 overall performance (index scores)

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

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?

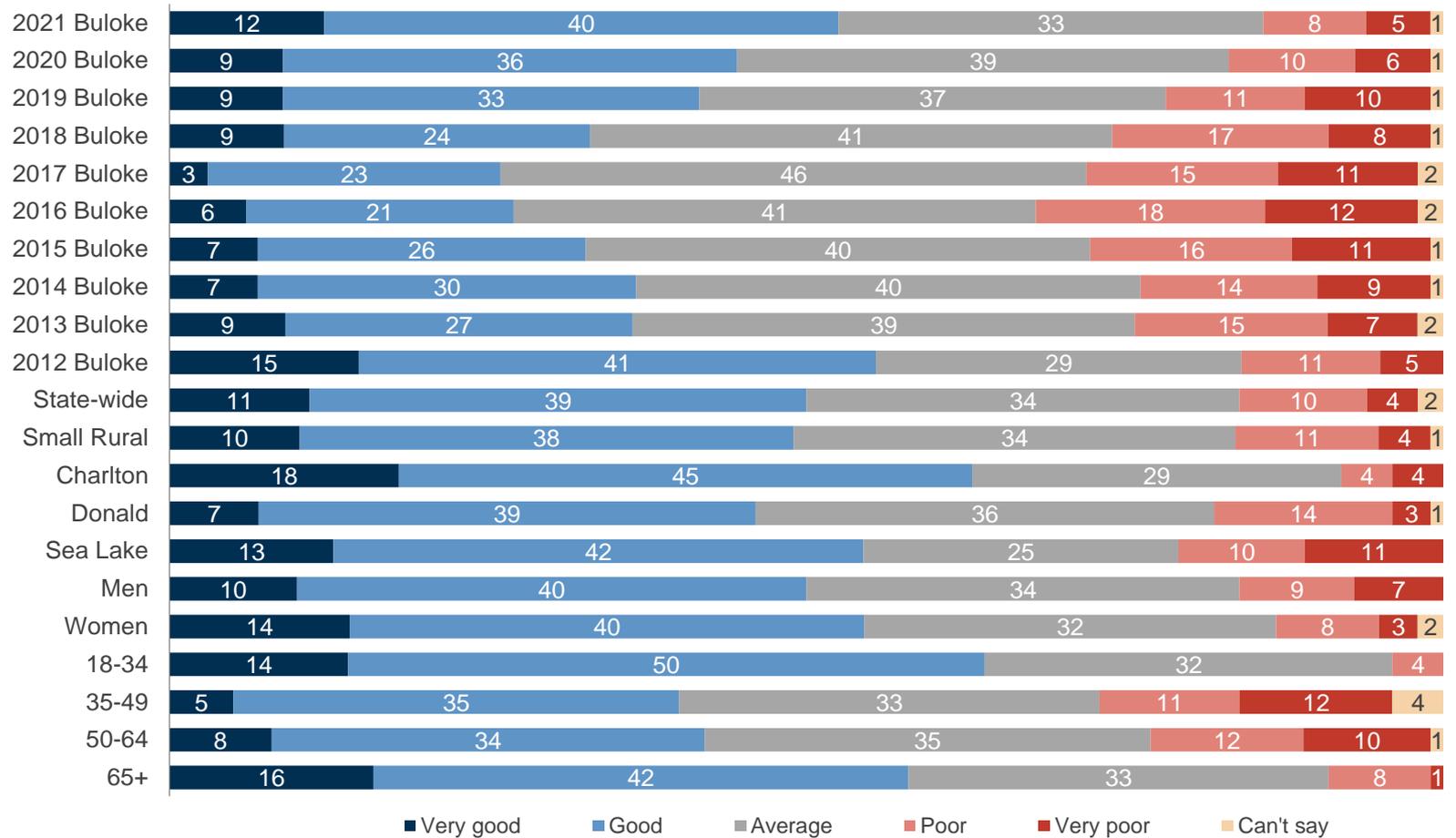
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

2021 overall performance (%)

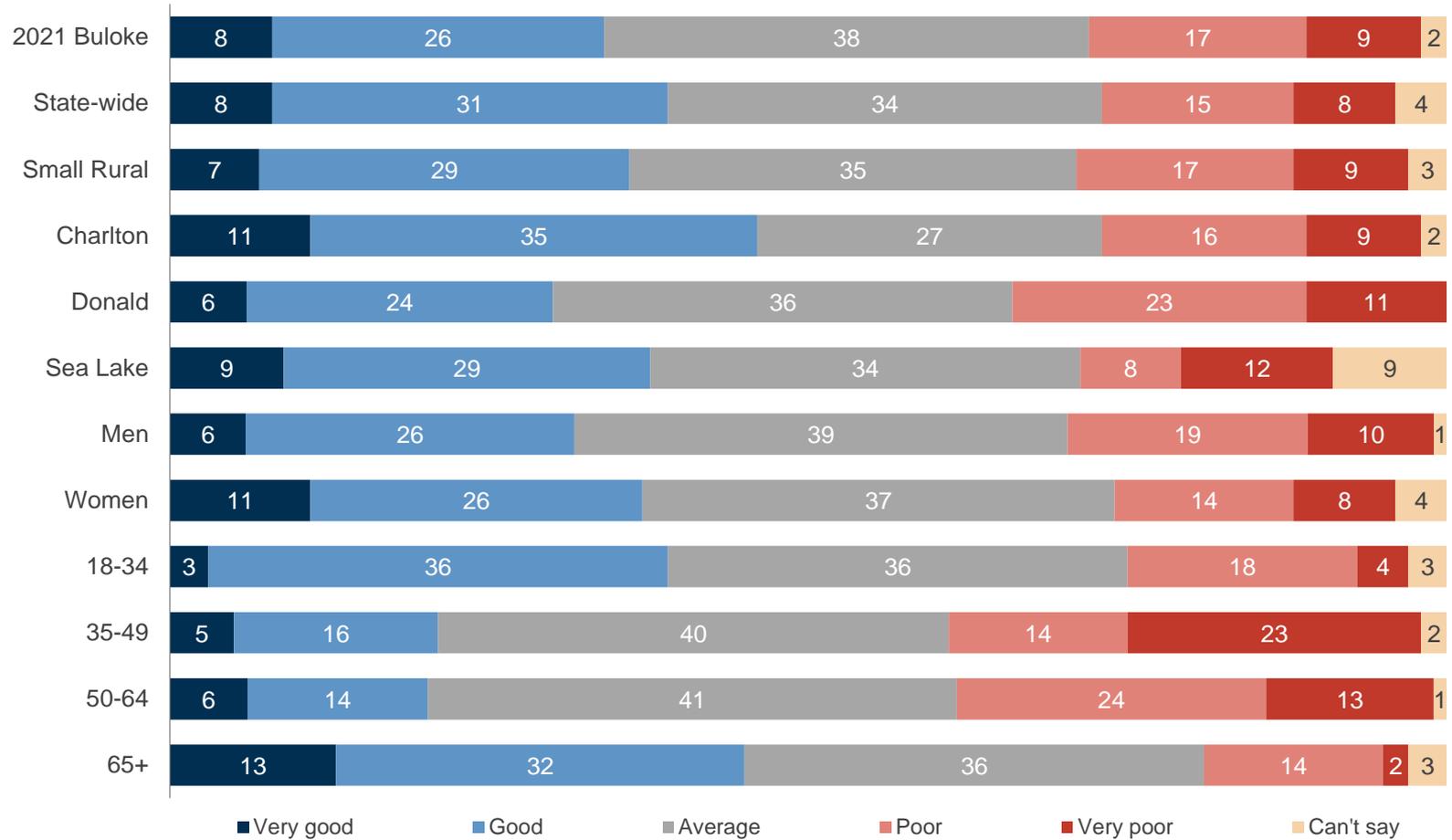


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils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



Value for money in services and infrastructure

2021 value for money (%)



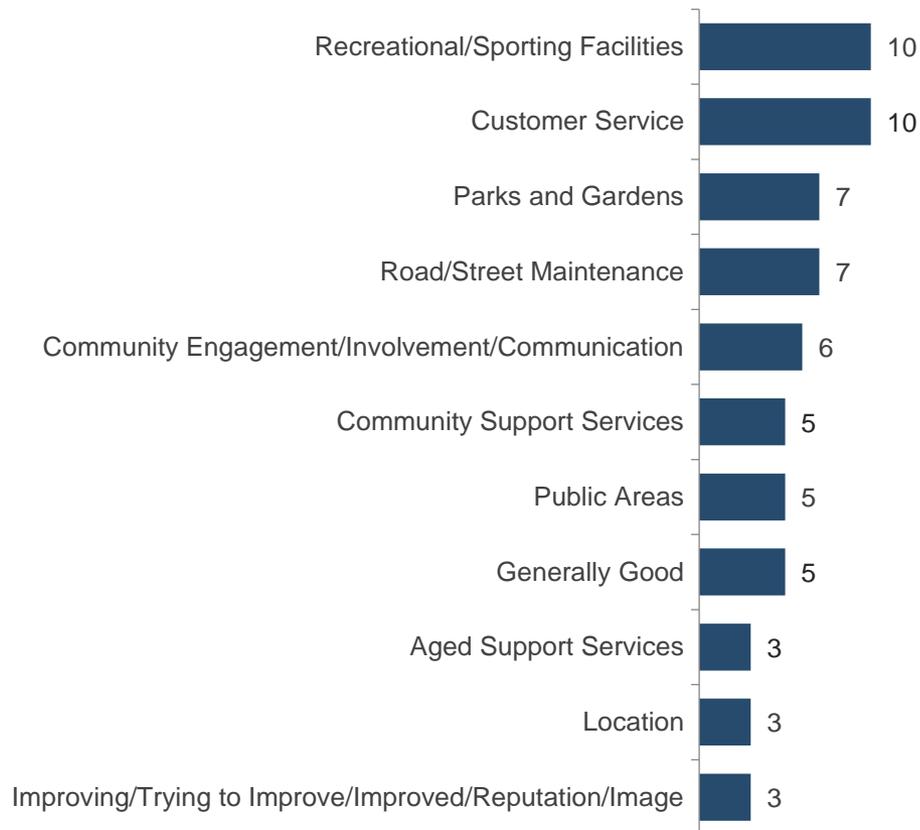
Q3b. How would you rate Buloke Shire Council at providing good value for money in infrastructure and services provided to your community?

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



Best things about Council

2021 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: 28 Councils asked group: 9

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Top performing service areas

COVID-19 response (index score of 78) is the area where Council performed best in 2021.

Council performs significantly higher than the Small Rural group average and significantly higher than the State-wide average in this service area (index scores of 75 and 73 respectively).

Appearance of public areas is Council's next highest rated service area (index score of 75), followed by recreational facilities (index score of 74).

Council performs significantly higher than the Small Rural group and State-wide averages in the area of recreational facilities (index scores of 69 and 71 respectively), although its rating on the appearance of public areas is a significant increase on 2020.

Moreover, 10% of residents volunteer recreational facilities as one of the best things about the area.

- Charlton residents rate recreational facilities highest (index score of 79) and significantly higher than the average, whereas residents in Sea Lake rate this service lowest (index score of 66).

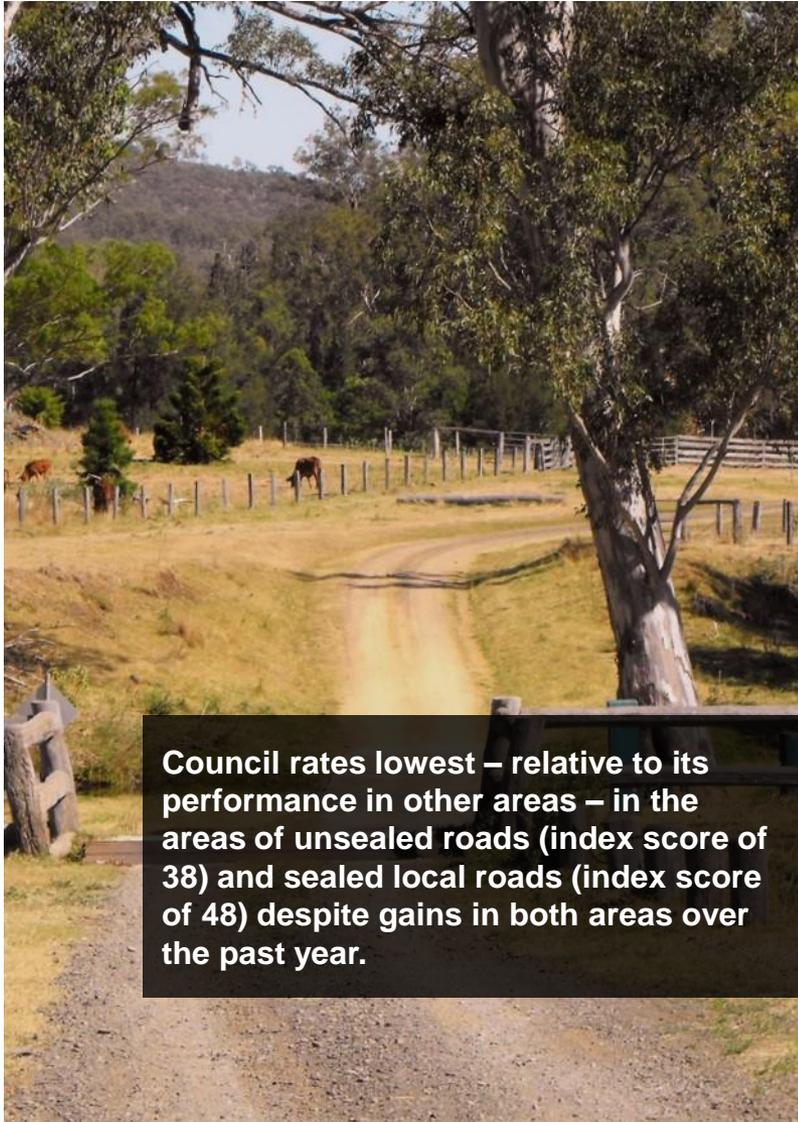
Council experienced the greatest ratings' increase in the area of sealed local roads (index score of 48, up nine points from 2020). Ratings for sealed local roads are at a peak high level.



COVID-19 response (index score of 78) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 38) and sealed local roads (index score of 48) despite gains in both areas over the past year.

Council did not experience any declines in performance ratings in 2021, it maintained or improved its performance in all service areas.

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 38, up three points from 2020) and sealed local roads (index score of 48, up nine points). Perceptions of Council's performance in both areas improved in the last year despite lower ratings.

- In the area of unsealed roads specifically, a substantial 48-point gap exists between the perceived importance of the service and Council performance in that area.
- Council rates significantly lower than the Small Rural group and State-wide averages for both unsealed (index scores of 44 and 45 respectively) and sealed local roads (index scores of 53 and 57 respectively).

Recreational facilities, despite being highly rated and rated significantly higher than the Small Rural group and State-wide averages, is the only service area where Council did not record an increased rating.



Individual service area performance

2021 individual service area performance (index scores)

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

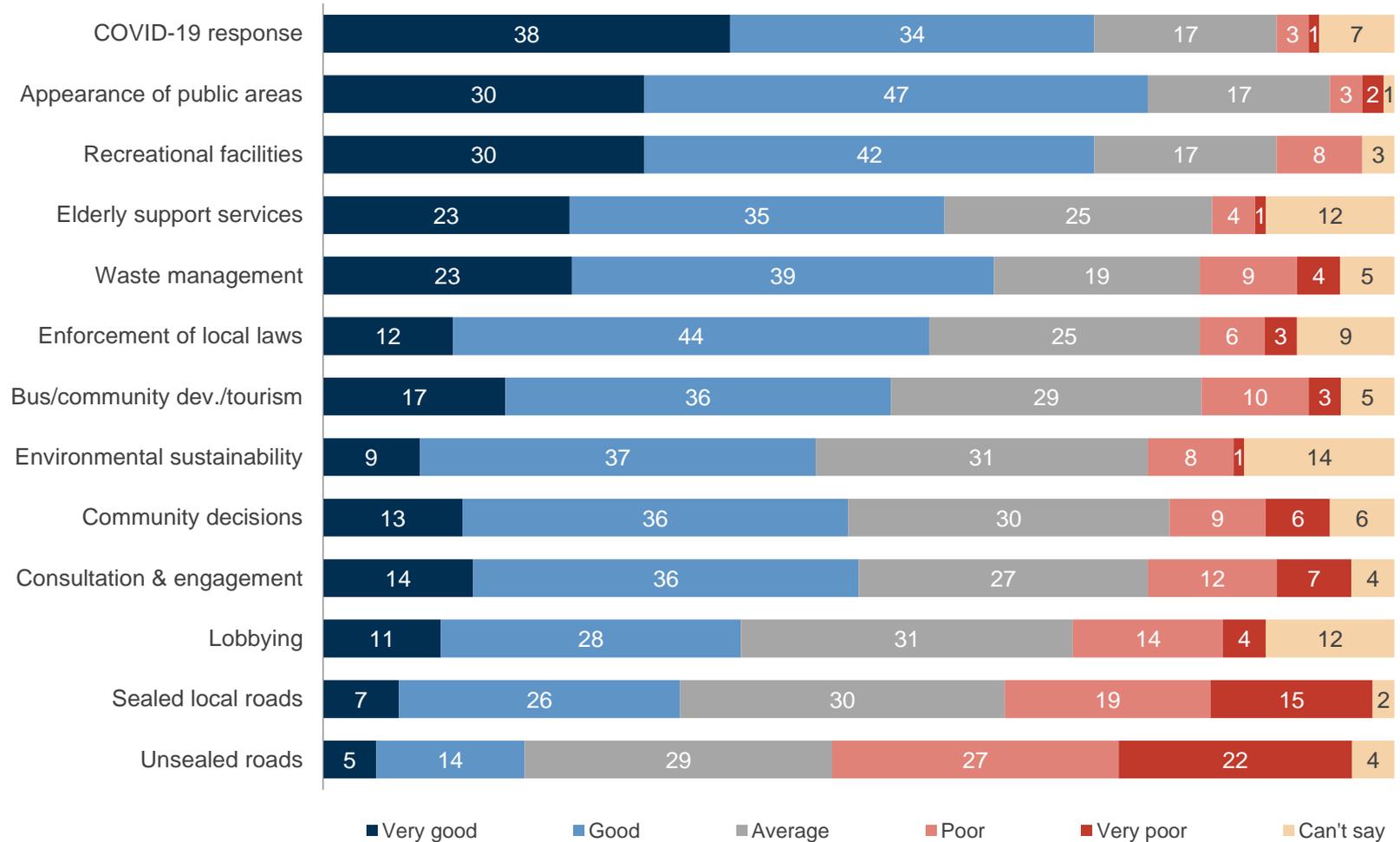
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19



Individual service area importance

2021 individual service area importance (index scores)

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

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

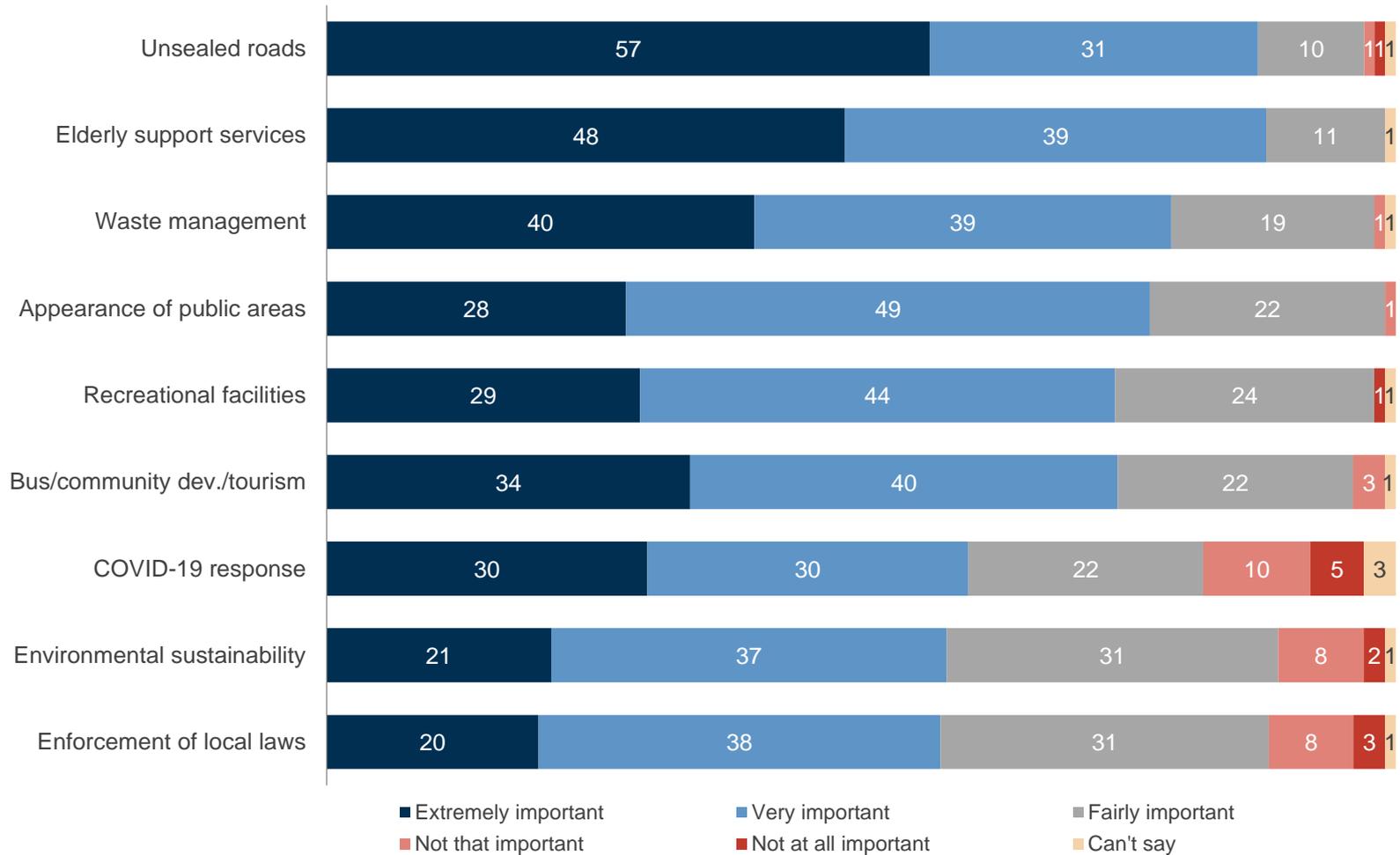
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8

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



Individual service area importance

2021 individual service area importance (%)

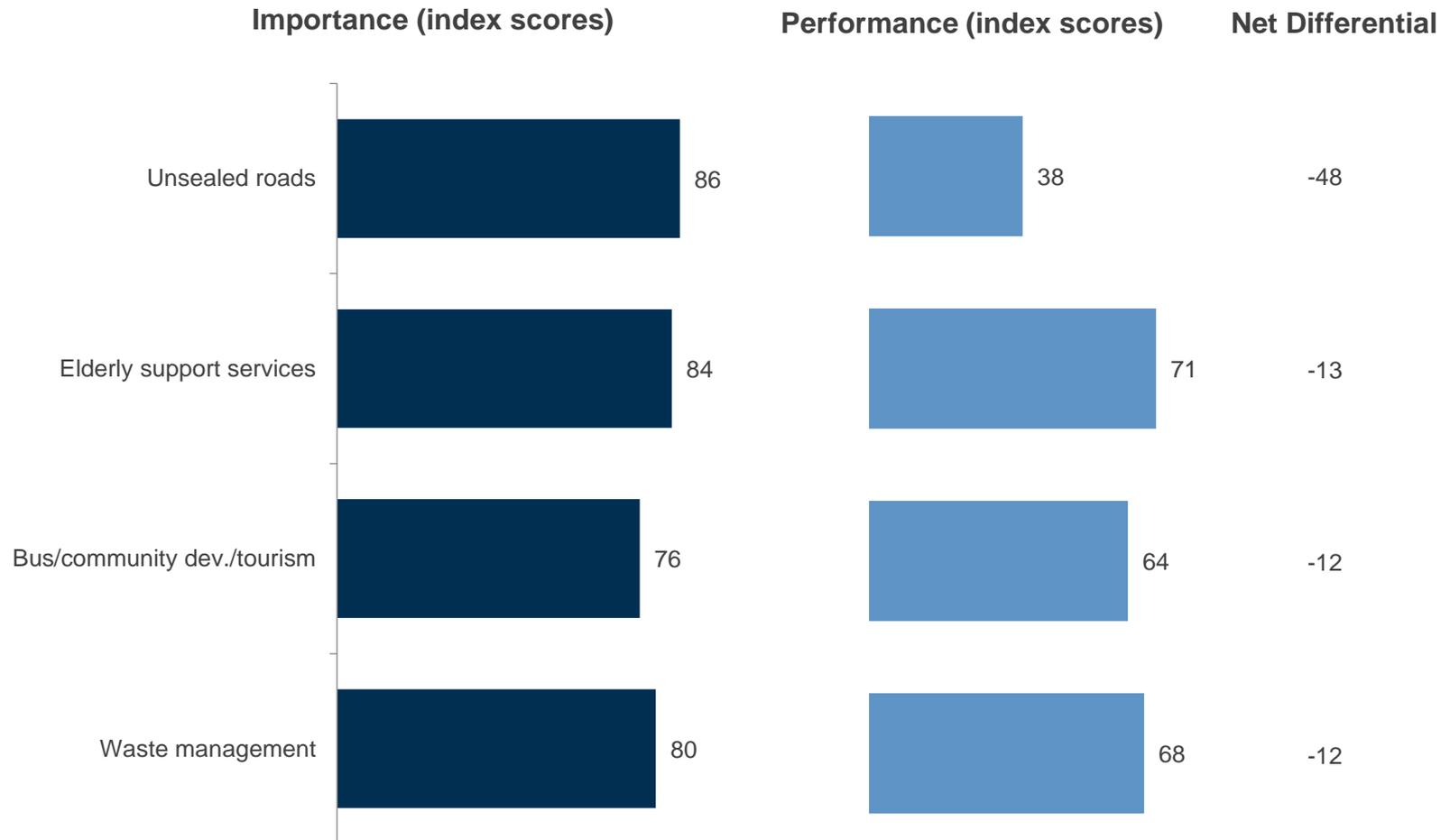


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8



Individual service areas importance vs performance

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





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:

- Council's COVID-19 response
- Lobbying on behalf of the community
- Condition of sealed local roads
- Maintenance of unsealed roads.

Looking at these key service areas only, Council's COVID-19 response has a high performance index (78) and a reasonably strong influence on the overall performance rating.

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

Lobbying on behalf of the community has a similarly strong influence on overall perceptions, but Council performs relatively less well in this service area (performance index of 58).

Demonstrating Council efforts to advance and defend resident interests will also be important to improving community opinion overall.

However, most in need of attention is Council's maintenance of unsealed roads and the condition of sealed local roads. Both are poorly rated (performance index of 38 and 48 respectively) and have a moderate influence on overall community satisfaction.

It is therefore important to attend to resident concerns about unsealed and sealed local roads to help shore up overall satisfaction with 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 weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

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



Influence on overall performance: all service areas

2021 regression analysis (all service areas)

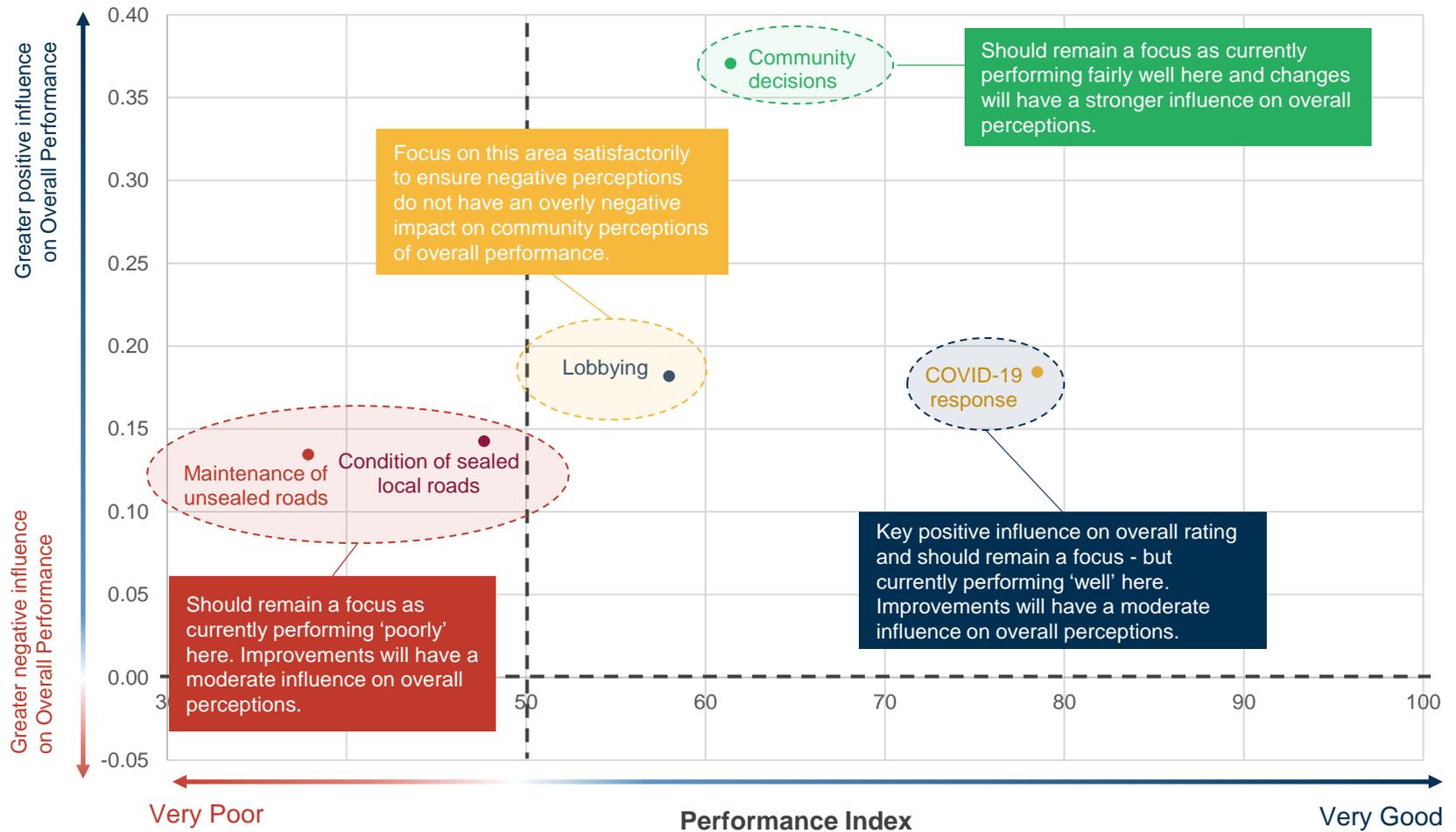


The multiple regression analysis model above (all service areas) has an R^2 value of 0.553 and adjusted R^2 value of 0.538, which means that 55% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 36.68$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2021 regression analysis (key service areas)

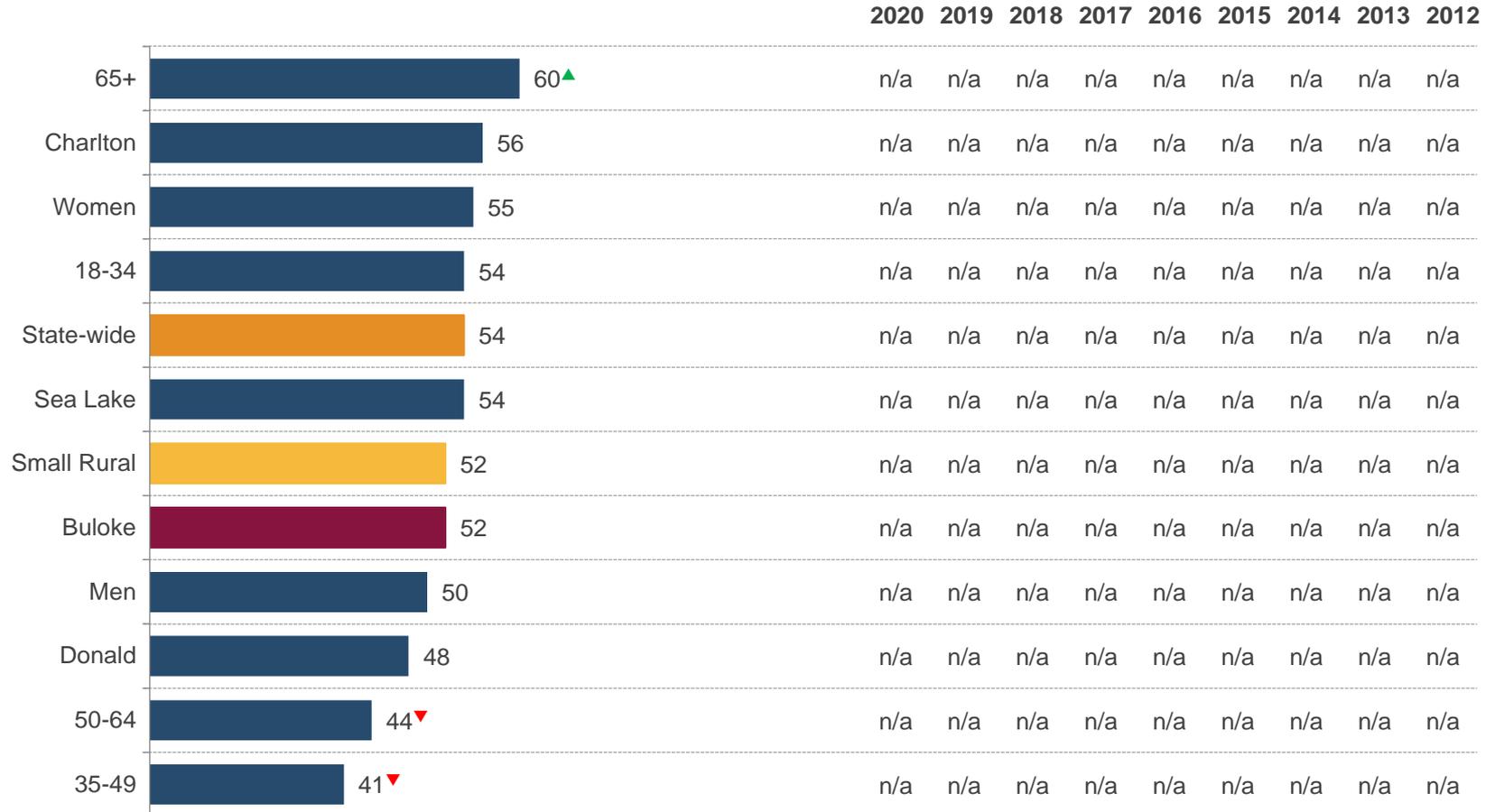


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.523 and adjusted R² value of 0.517, which means that 52% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 86.30.



Value for money in services and infrastructure

2021 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.



Customer service



Contact with council and customer service

Contact with council

Fewer than three in five Council residents (59%) have had contact with Council in the last 12 months. Rate of contact is down six percentage points from last year, although reduced contact is consistent with the group trend.

Telephone (41%) and in person communications (23%) comprise the main methods of contacting Council. In-person contact with Council decreased by seven percentage points from 2020.



Among those who have had contact with Council, 62% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is just slightly higher than its 2020 rating (index score of 66). Council's customer service ratings have been fairly consistent since 2018 and remain lower than the peak level achieved in 2012 (index score of 80).

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

Seven in ten residents (62%) provide a positive customer service rating of 'very good' or 'good'.

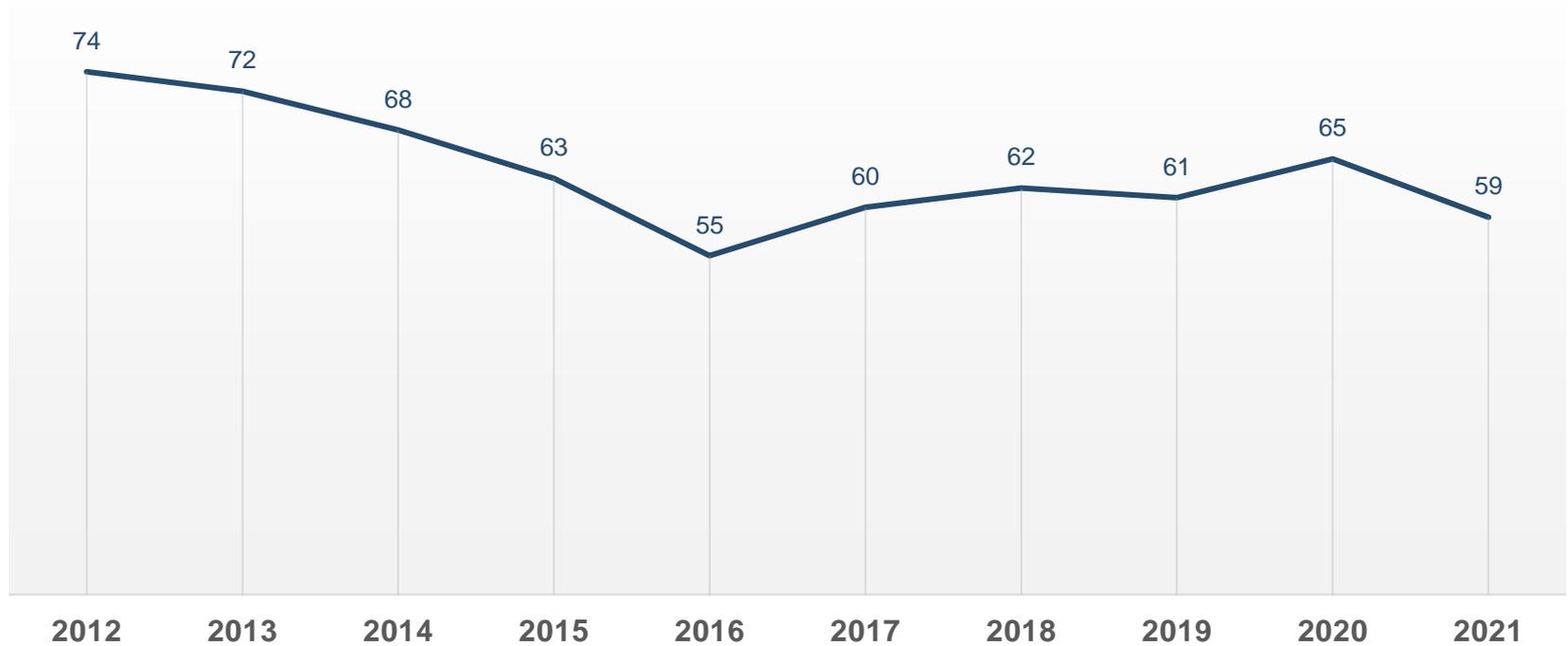
- Perceptions of customer service are highest and significantly higher than the average among residents aged 18 to 34 years and in Charlton (index scores of 81 and 77 respectively).

Among those who communicated with Council through the two most popular channels – telephone and in person – customer service ratings are even higher in response to face-to-face (index score of 80, up significantly by 13 points) than telephone (index score of 69, unchanged) contact.



Contact with council

2021 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: 27 Councils asked group: 4



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	72▲	78	71	73	74	58	75	85	83	87
50-64	67	73	71	70	66	62	68	71	71	76
Small Rural	64	67	66	66	62	61	64	n/a	n/a	n/a
State-wide	62	64	63	63	58	58	60	61	60	61
Donald	61	70	61	60	64	n/a	n/a	n/a	n/a	n/a
Women	61	68	66	66	62	54	61	65	75	72
Buloke	59	65	61	62	60	55	63	68	72	74
Charlton	58	62	66	63	63	n/a	n/a	n/a	n/a	n/a
Men	58	62	57	58	59	55	64	71	70	77
65+	54	53	51	51	50	52	52	55	62	63
Sea Lake	52	60	49	70	67	n/a	n/a	n/a	n/a	n/a
18-34	50	65	60	60	54	44	59	67	81	71

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: 27 Councils asked group: 4

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



Customer service rating

2021 customer service rating (index scores)

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

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: 66 Councils asked group: 19

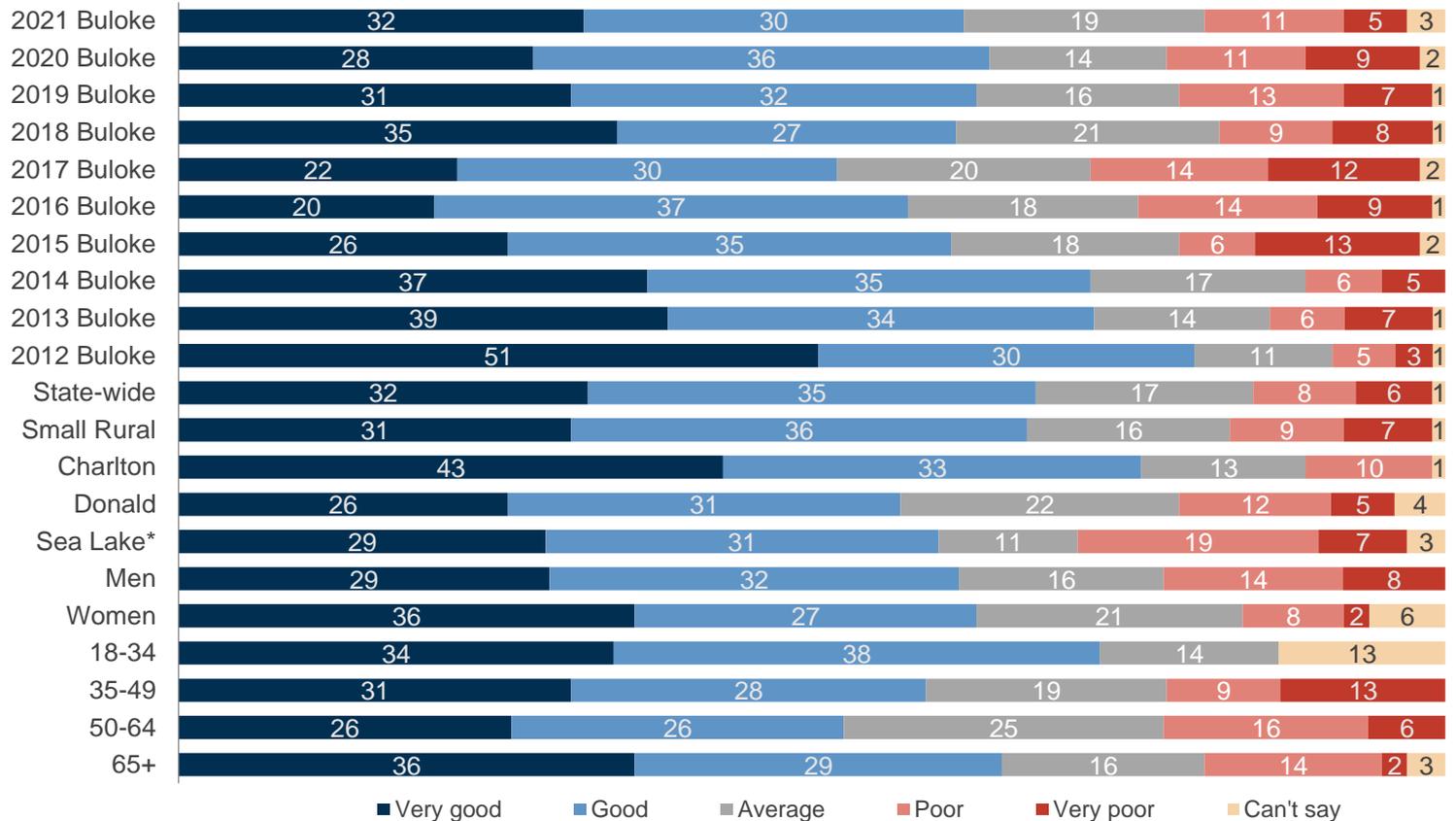
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 customer service rating (%)

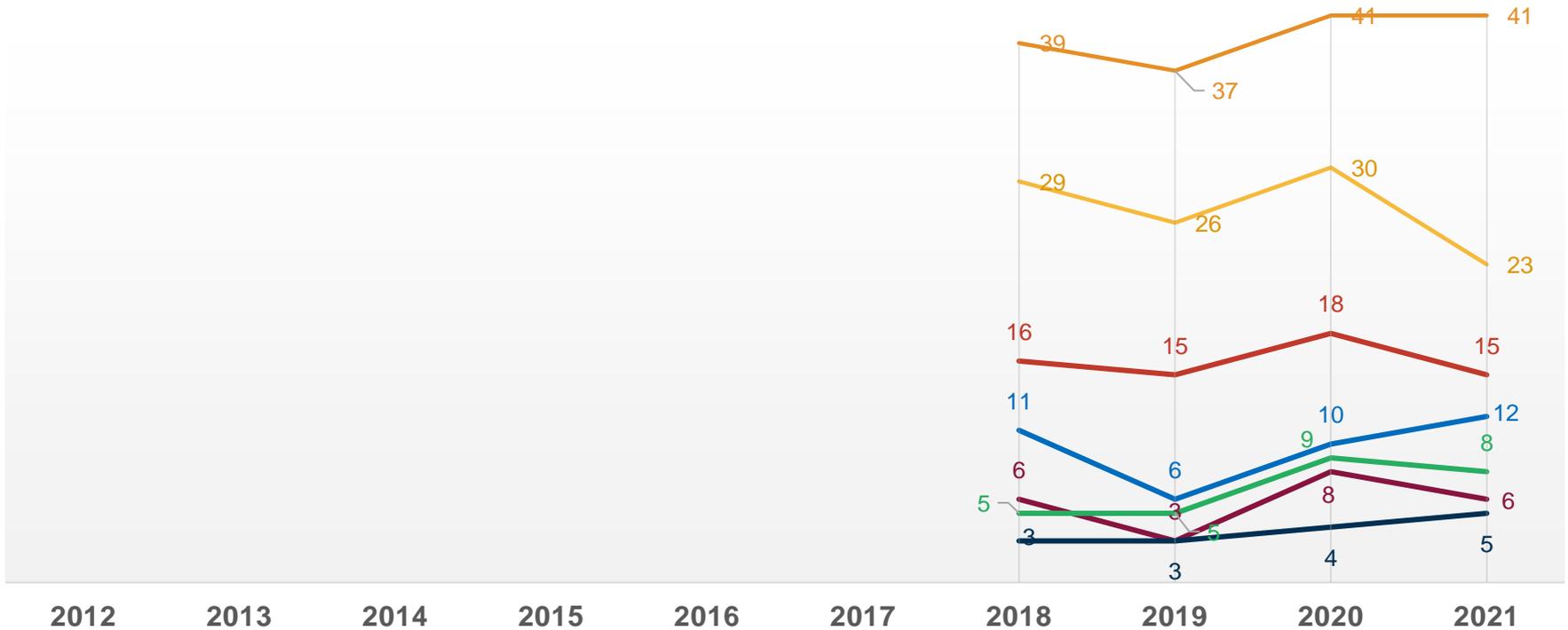


Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 19
 *Caution: small sample size < n=30



Method of contact with council

2021 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: 27 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

2021 customer service rating (index score by method of last contact)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
By text message	n/a	75	n/a						
In person	67	71	73	n/a	n/a	n/a	n/a	n/a	n/a
By social media	74	79	45	n/a	n/a	n/a	n/a	n/a	n/a
By telephone	69	67	68	n/a	n/a	n/a	n/a	n/a	n/a
Via website	54	n/a	58	n/a	n/a	n/a	n/a	n/a	n/a
By email	55	59	72	n/a	n/a	n/a	n/a	n/a	n/a
In writing	49	58	44	n/a	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: 27 Councils asked group: 4

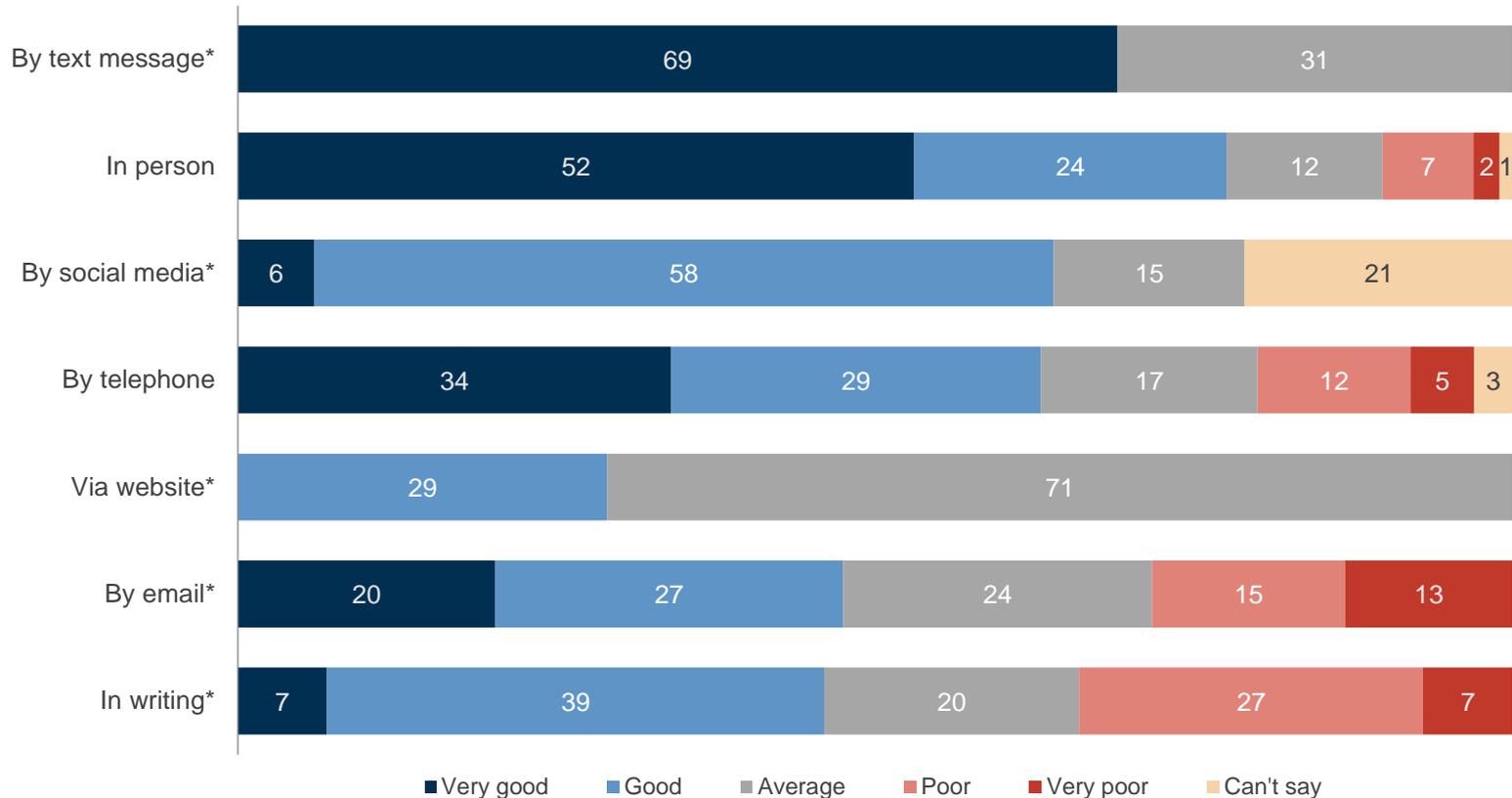
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 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: 27 Councils asked group: 4
 *Caution: small sample size < n=30

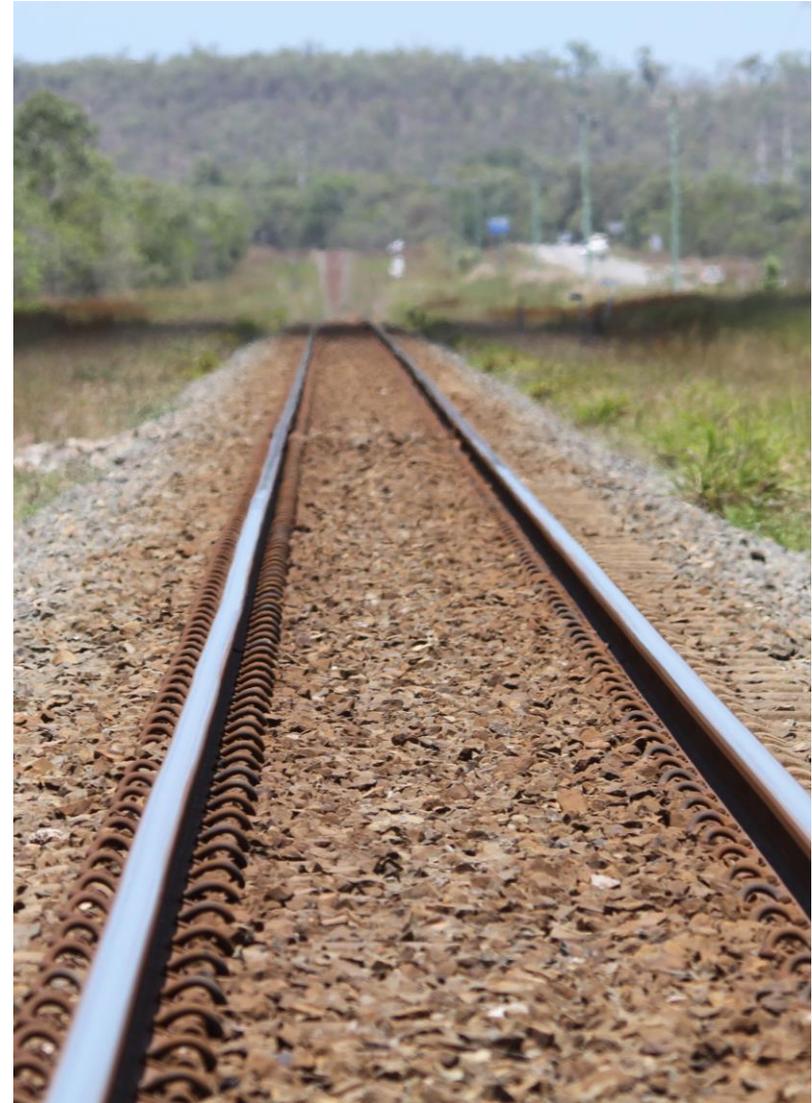


Council direction

Council direction

The vast majority of residents (63%, up five points since 2020) believe Council's overall performance has 'stayed the same' over the past twelve months.

- One in five (20%, down two points) believe the direction of Council's overall performance has improved.
- Comparatively, 13% believe it has deteriorated, a decrease of four percentage points from 2020.
- The most satisfied with Council direction (and significantly higher than the Council average) are Charlton residents.
- The least satisfied with Council direction are Donald residents (significantly lower than the average) and those aged 50 to 64 years.





Overall council direction last 12 months

2021 overall council direction (index scores)

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

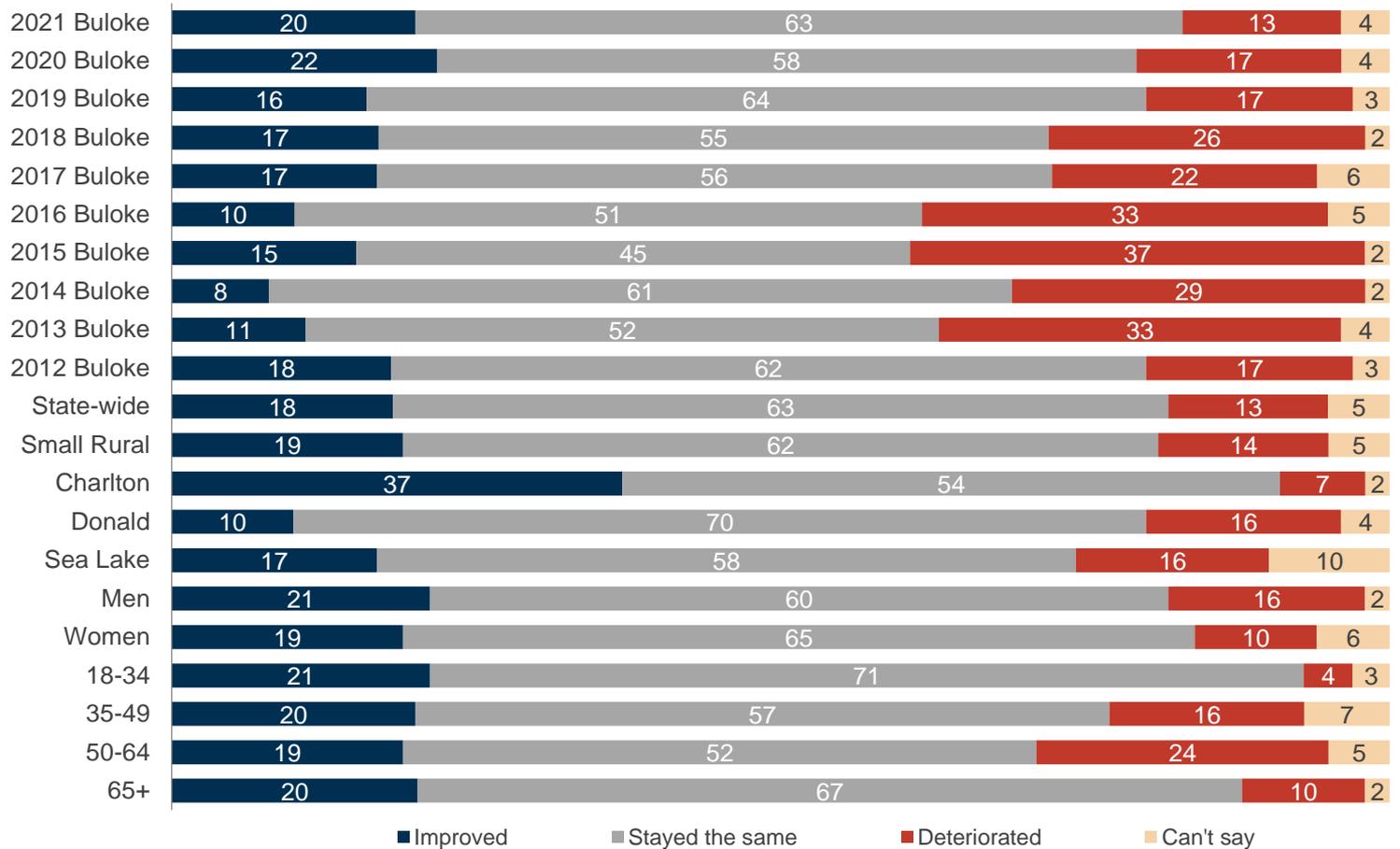
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

2021 overall council direction (%)



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

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

Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

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

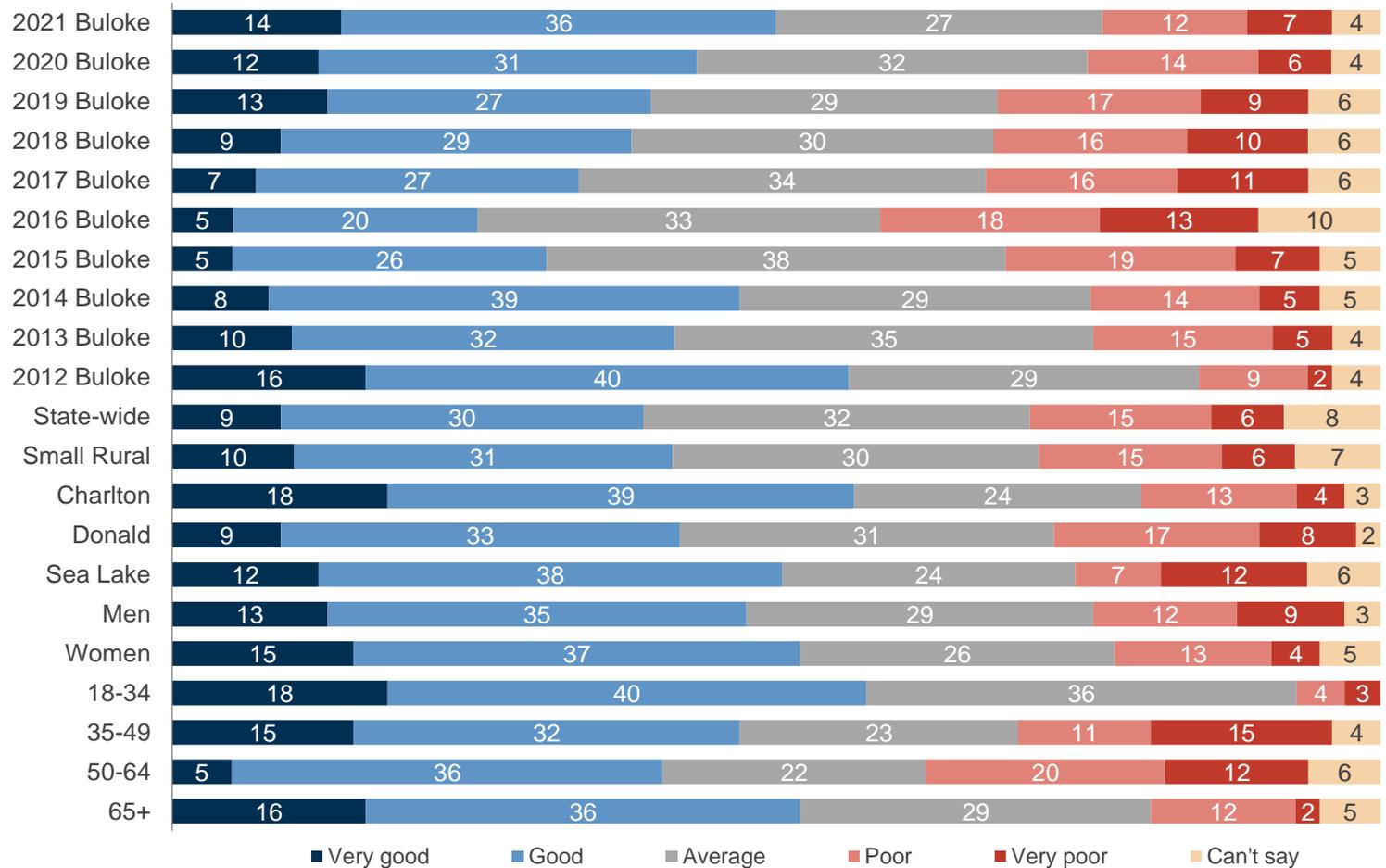
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



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



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	64▲	61	52	51	46	n/a	n/a	n/a	n/a
65+	63▲	55	60	56	53	53	57	59	59
Women	61	55	55	54	52	49	52	56	58
18-34	59	59	55	56	48	46	49	56	58
Buloke	58	54	52	52	49	48	50	54	55
Donald	56	53	52	49	49	n/a	n/a	n/a	n/a
Men	55	53	49	50	46	46	48	52	52
Small Rural	55▼	52	55	53	55	54	56	n/a	n/a
State-wide	55▼	53	54	54	54	53	55	56	55
35-49	52	53	44	58	50	48	47	52	48
50-64	52	49	46	42	44	41	45	50	54
Sea Lake	48▼	47	52	56	48	n/a	n/a	n/a	n/a

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

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

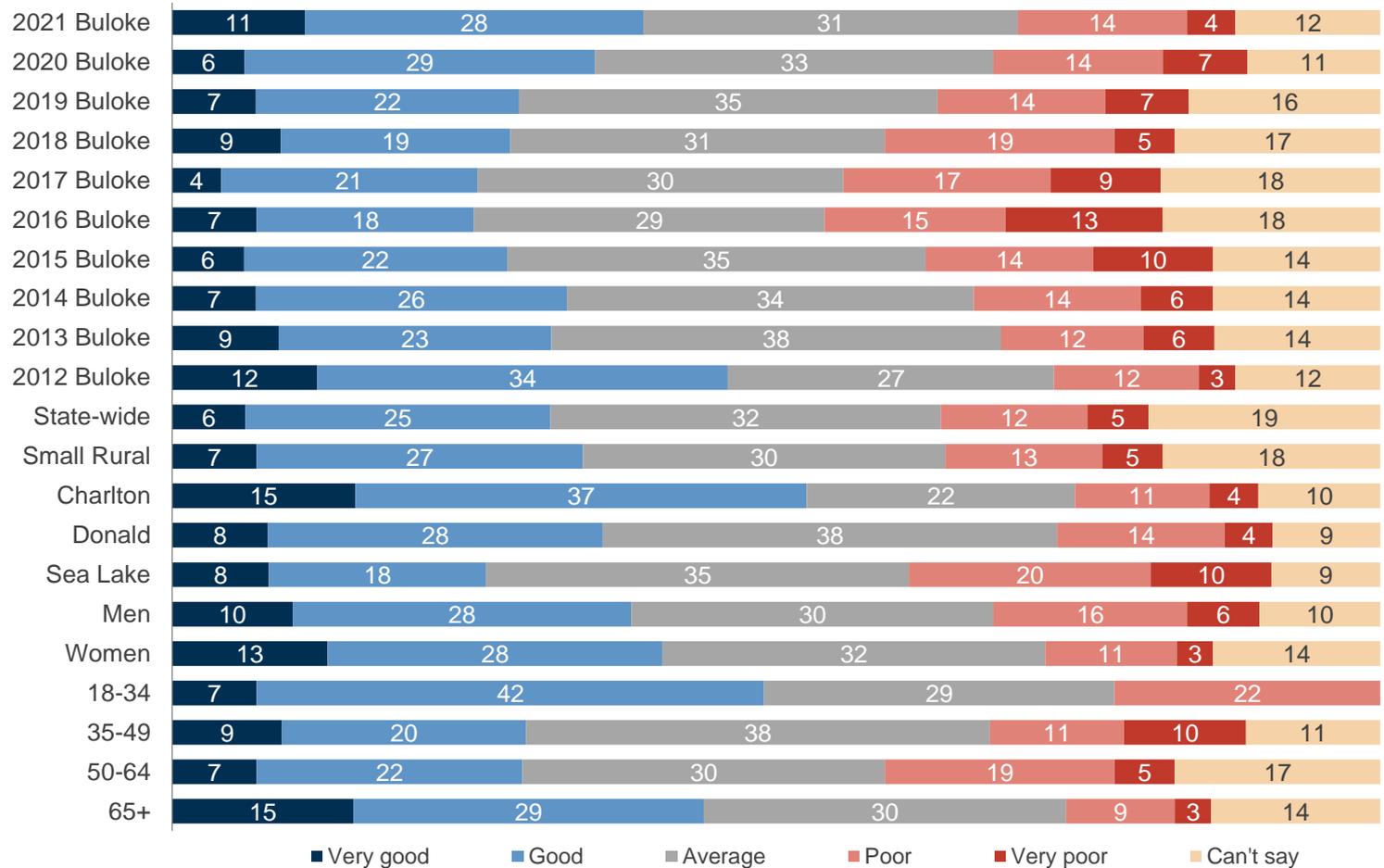
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



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

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	68▲	62	59	54	51	49	56	60	n/a	n/a
Charlton	65	61	52	47	43	n/a	n/a	n/a	n/a	n/a
18-34	64	61	58	47	48	43	57	61	n/a	n/a
Women	64	59	56	52	52	46	50	57	n/a	n/a
Buloke	61	58	52	50	49	45	50	56	n/a	n/a
Donald	60	58	54	47	51	n/a	n/a	n/a	n/a	n/a
Men	59	56	49	48	47	44	50	54	n/a	n/a
Sea Lake	58	56	52	45	50	n/a	n/a	n/a	n/a	n/a
Small Rural	56▼	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	56▼	53	55	54	54	54	55	57	n/a	n/a
35-49	53▼	59	43	56	52	48	46	49	n/a	n/a
50-64	52▼	48	46	41	46	39	42	52	n/a	n/a

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

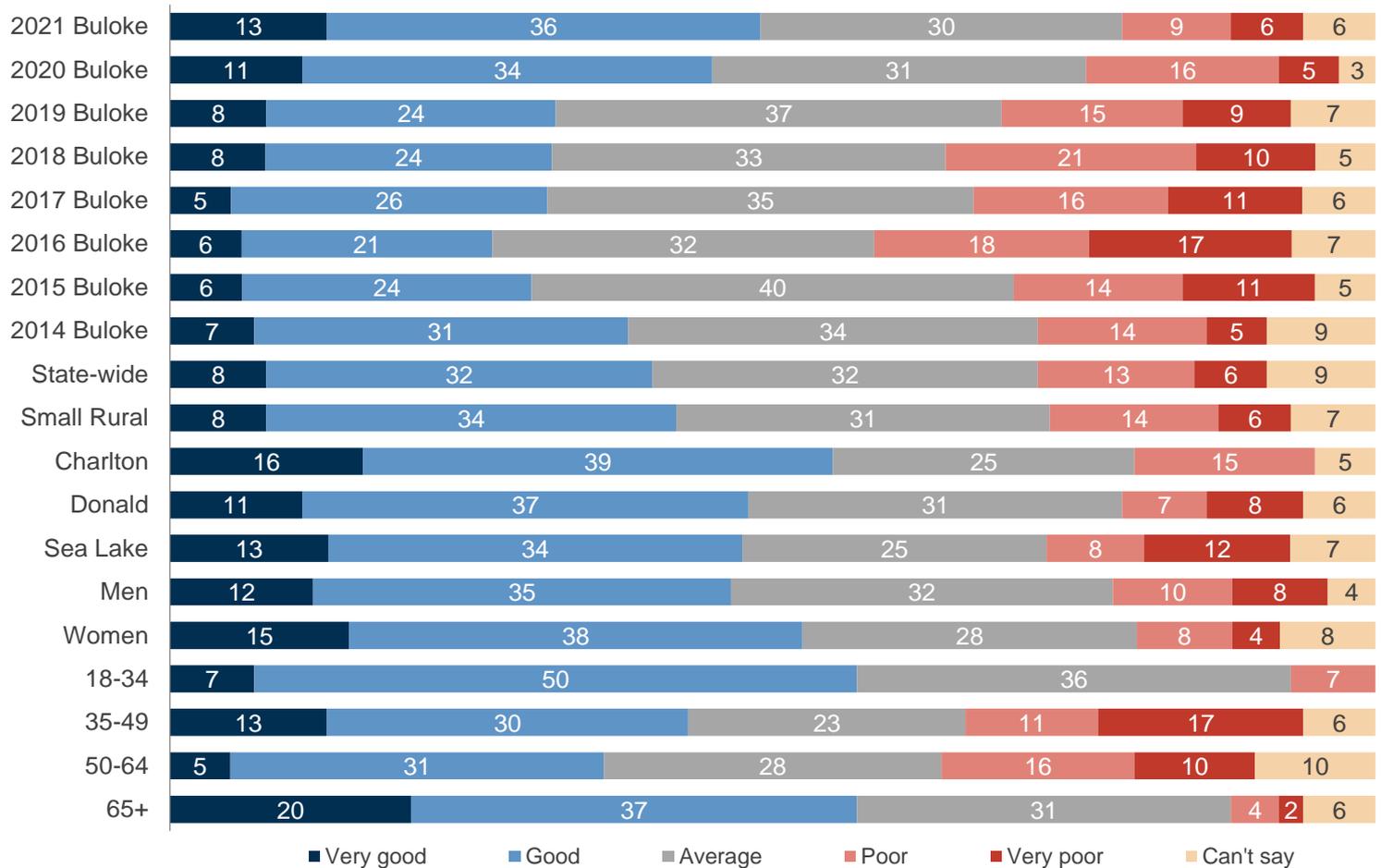
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

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

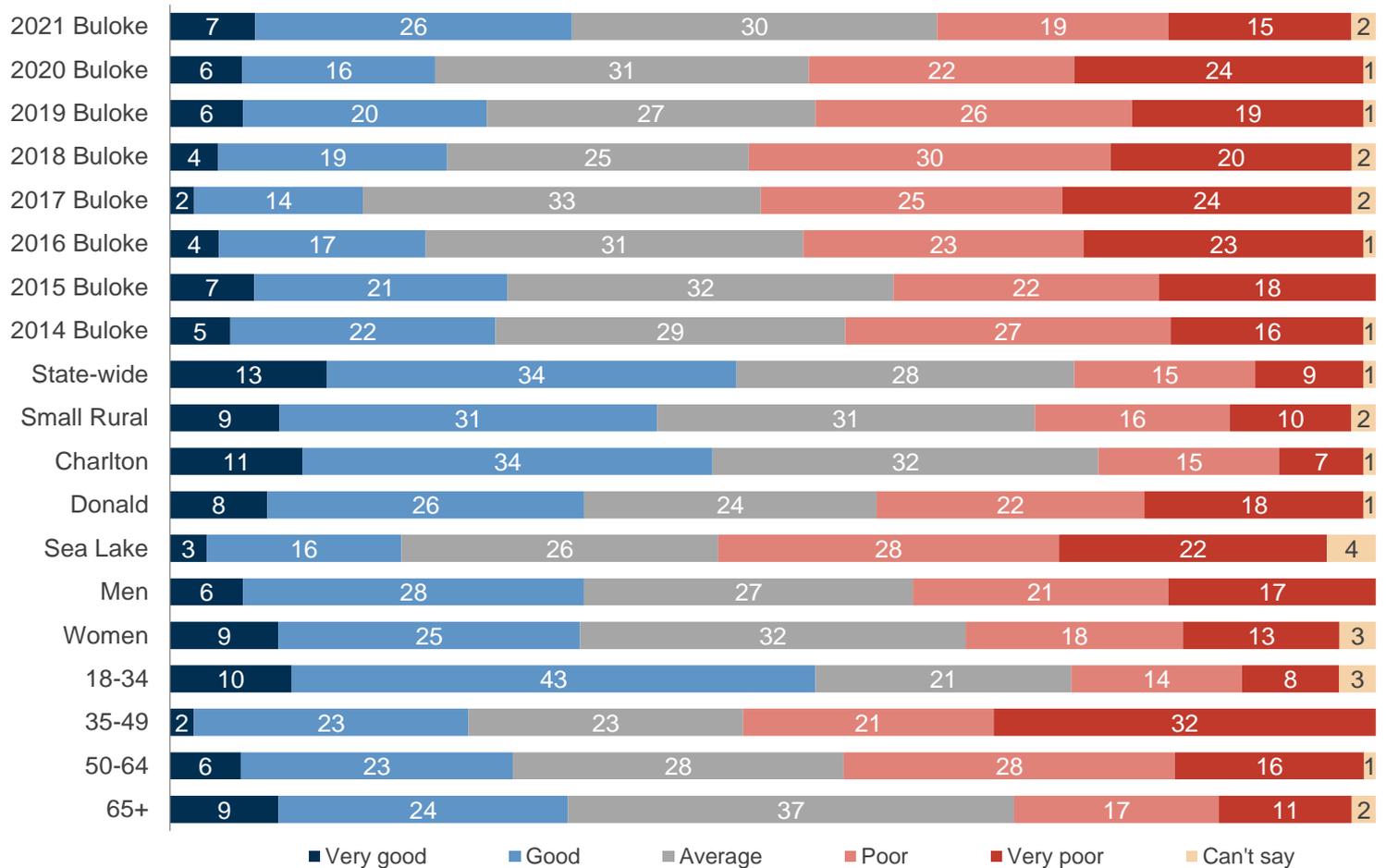
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



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



Enforcement of local laws importance



2021 law enforcement importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72▲	68	70	67	n/a	n/a	67	68	73	69
Women	71▲	71	75	71	n/a	n/a	76	74	71	77
Sea Lake	71	70	61	63	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70▲	70	71	71	71	70	71	70	71	70
Charlton	69	64	69	65	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	67	66	68	66	67	69	68	n/a	n/a	n/a
Buloke	66	66	66	64	n/a	n/a	69	70	69	71
50-64	63	66	62	65	n/a	n/a	70	70	69	73
Donald	62	65	69	62	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	61	59	57	n/a	n/a	61	66	66	65
35-49	61	63	65	65	n/a	n/a	66	67	62	69
18-34	59	66	69	56	n/a	n/a	72	76	70	76

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7

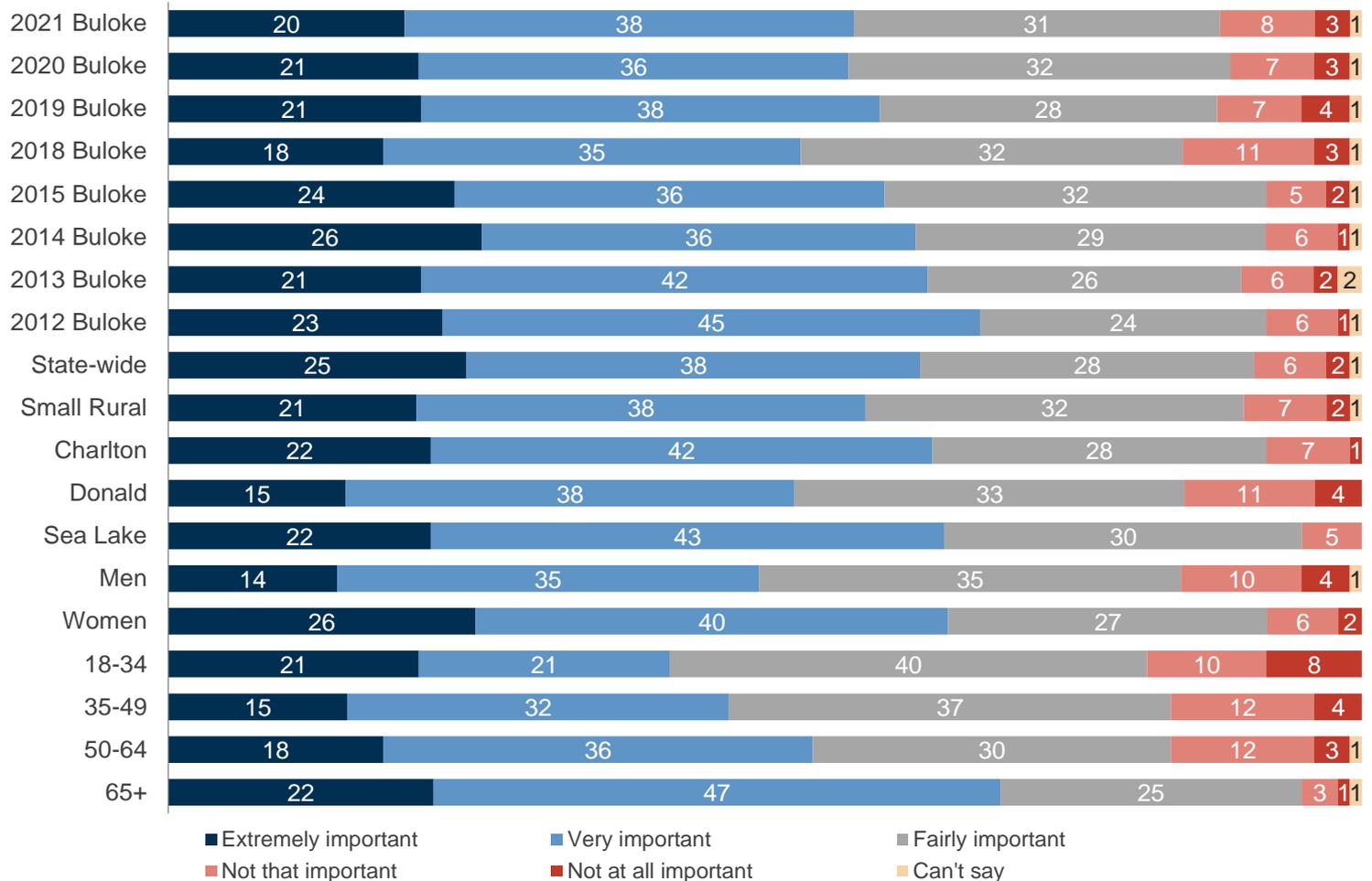
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)



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



Enforcement of local laws performance



2021 law enforcement performance (index scores)

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

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

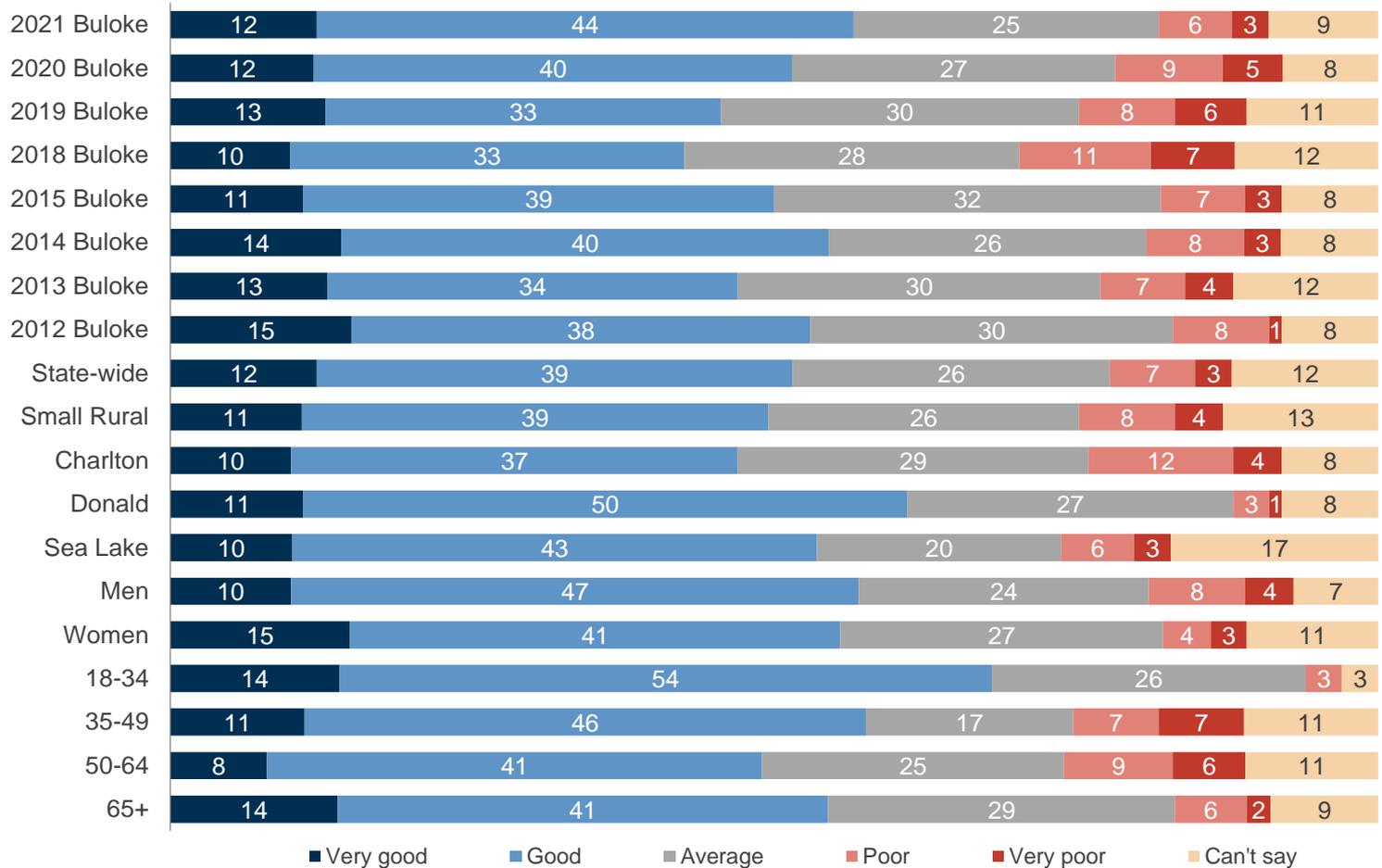
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Elderly support services importance



2021 elderly support importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

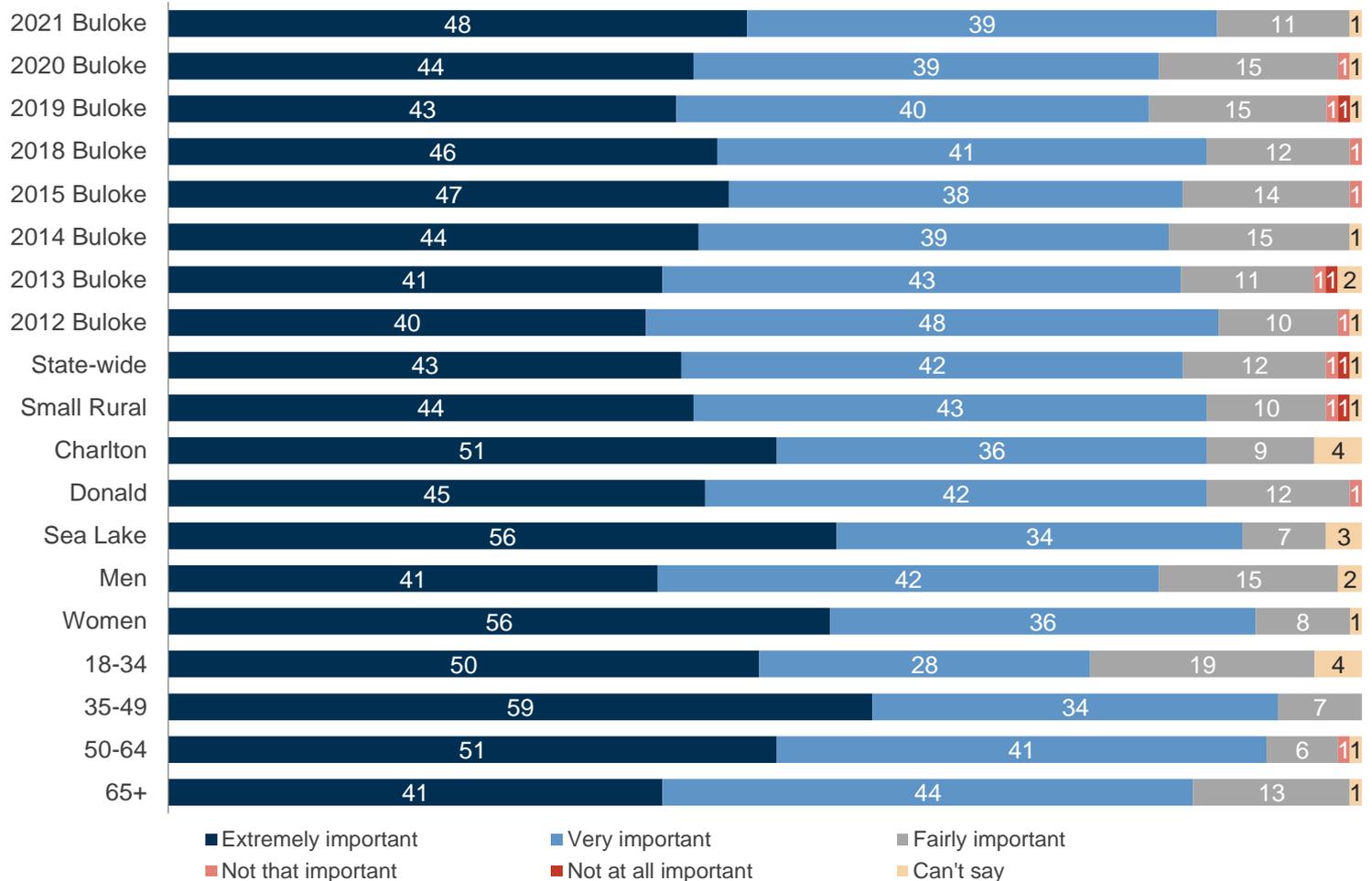
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2021 elderly support importance (%)



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



Elderly support services performance



2021 elderly support performance (index scores)

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

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

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

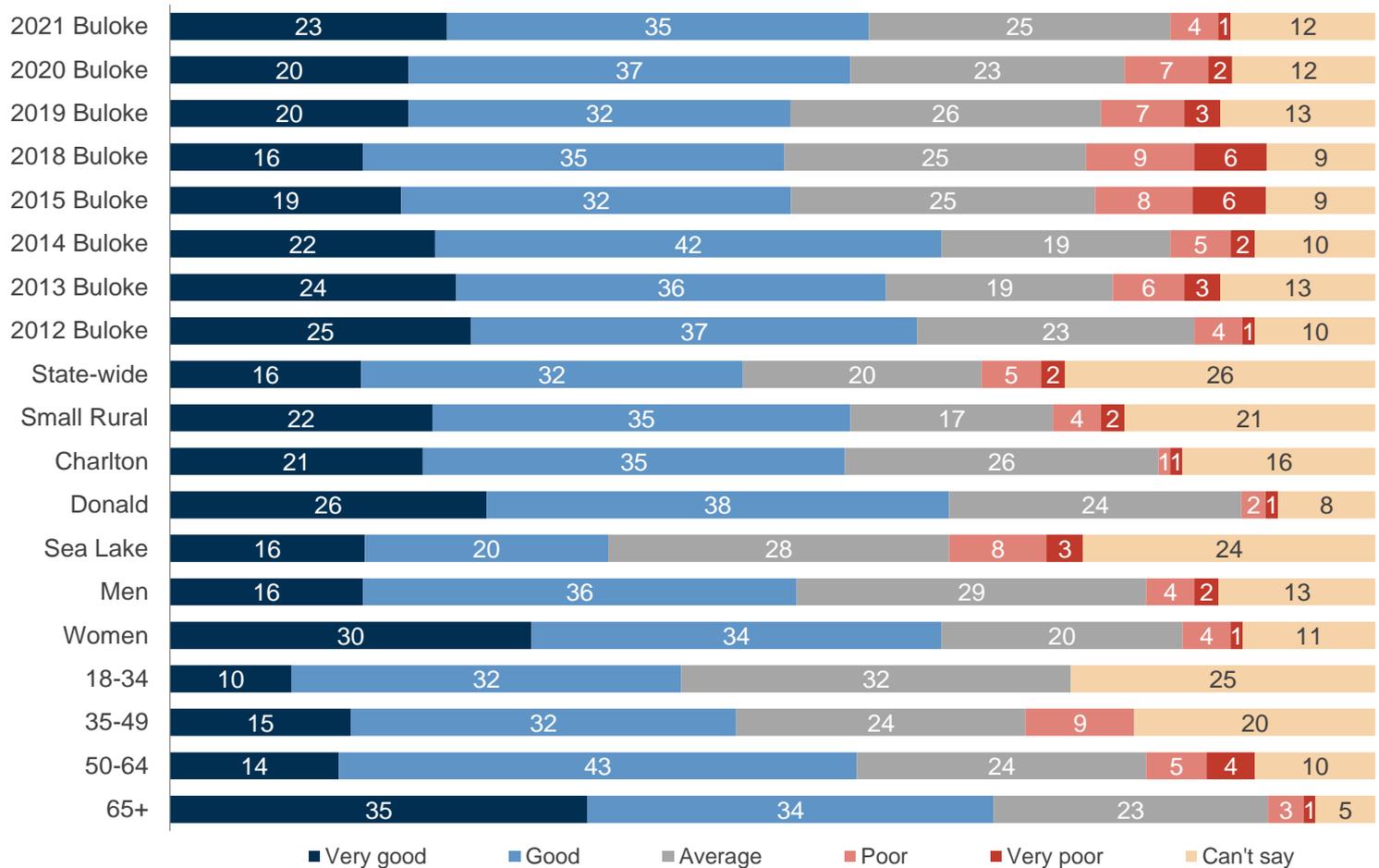
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 elderly support performance (%)



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



Recreational facilities importance



2021 recreational facilities importance (index scores)

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

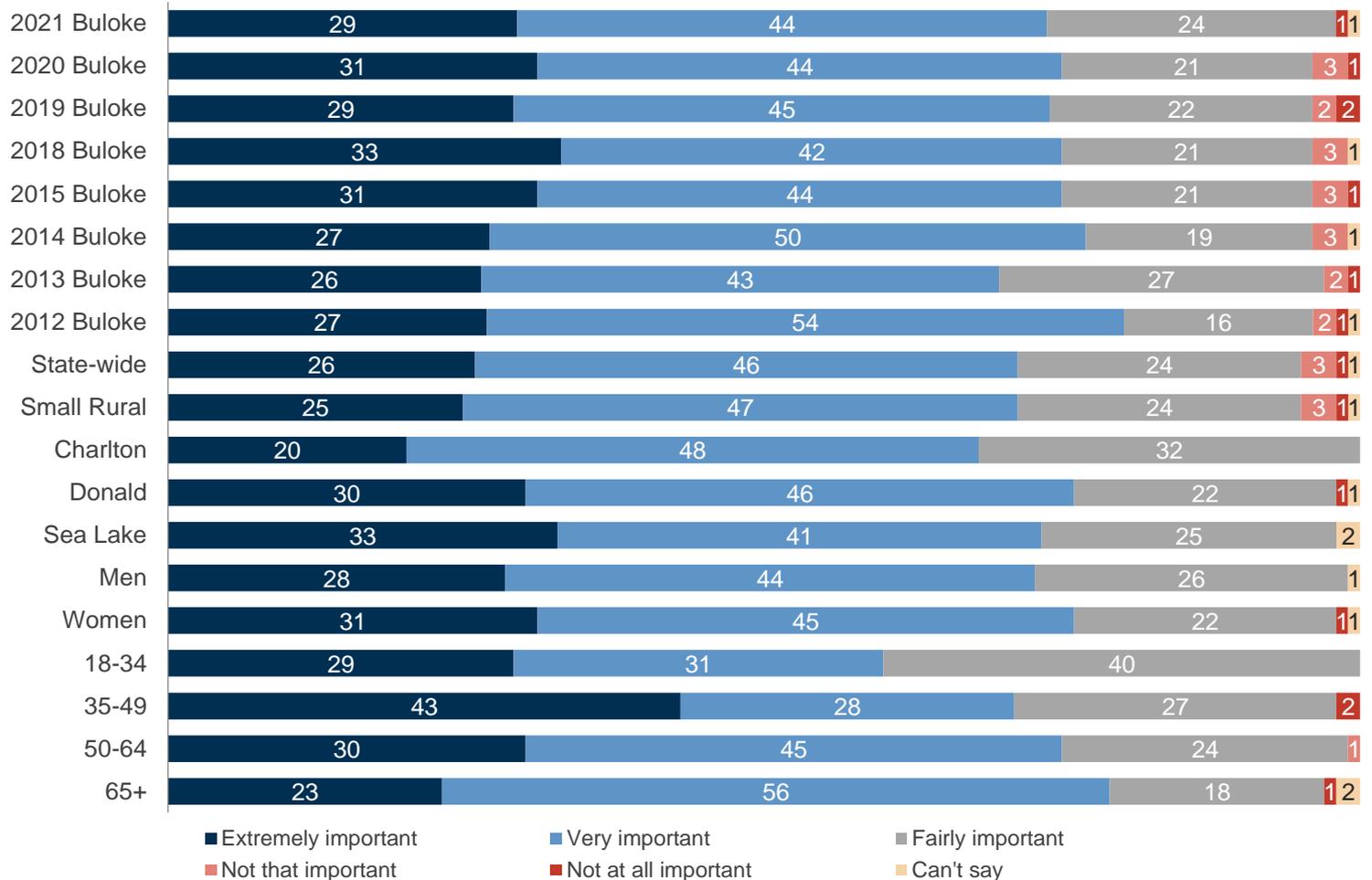
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)



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



Recreational facilities performance



2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Charlton	79▲	83	71	63	n/a	n/a	n/a	n/a	n/a	
65+	79▲	80	75	72	n/a	n/a	74	74	78	79
Women	75	77	70	68	n/a	n/a	65	69	70	74
Buloke	74	74	69	67	n/a	n/a	63	69	70	72
Men	73	72	68	65	n/a	n/a	62	69	70	71
Donald	73	72	68	60	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	78	70	61	n/a	n/a	52	73	73	73
State-wide	71▼	70	70	69	70	69	70	71	70	70
35-49	71	72	58	72	n/a	n/a	59	64	58	65
50-64	70	66	67	59	n/a	n/a	62	65	69	73
Small Rural	69▼	68	68	69	69	68	70	n/a	n/a	n/a
Sea Lake	66▼	69	67	62	n/a	n/a	n/a	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: 42 Councils asked group: 13

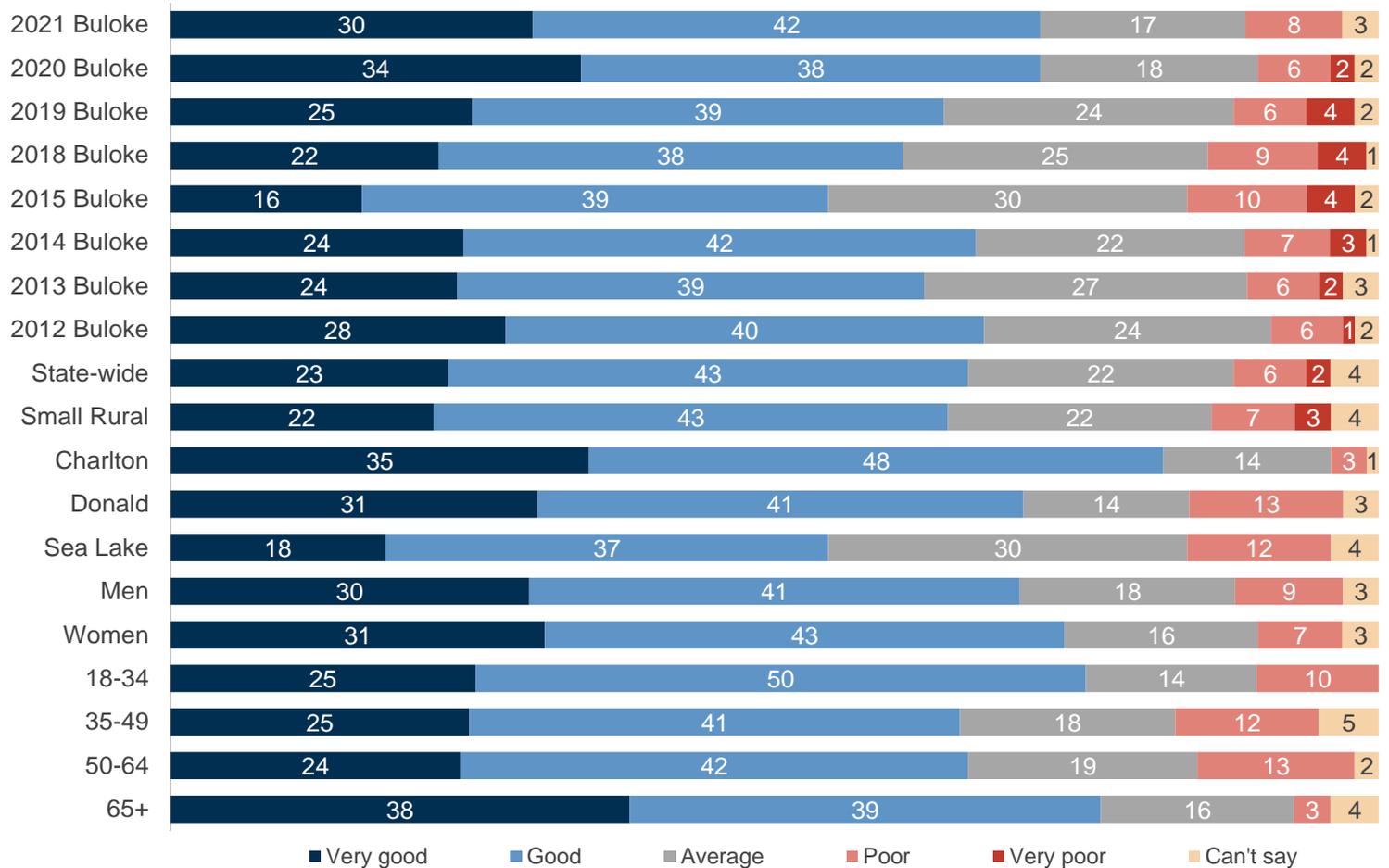
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



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



The appearance of public areas importance



2021 public areas importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

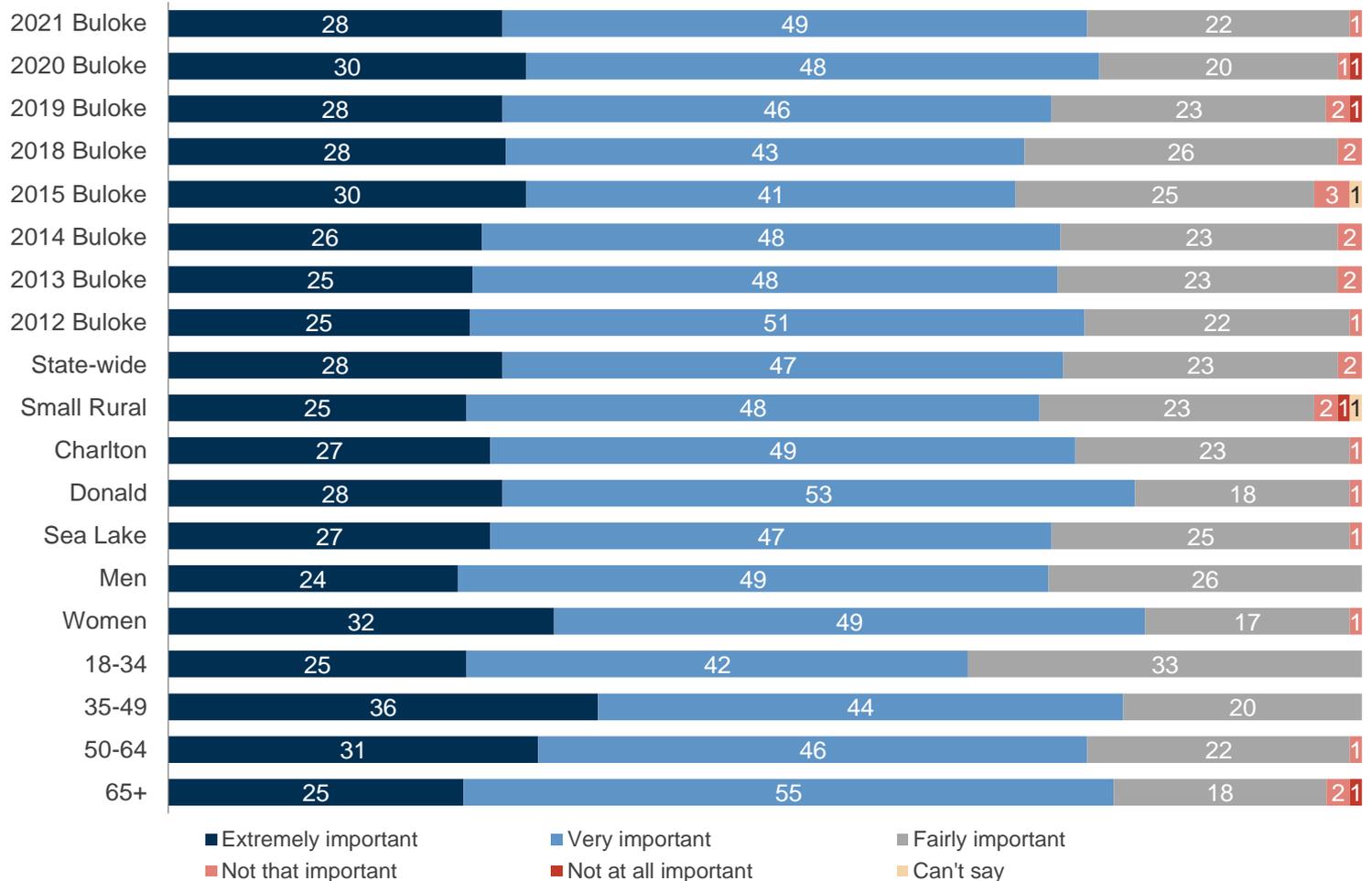
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)



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



The appearance of public areas performance



2021 public areas performance (index scores)

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

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

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

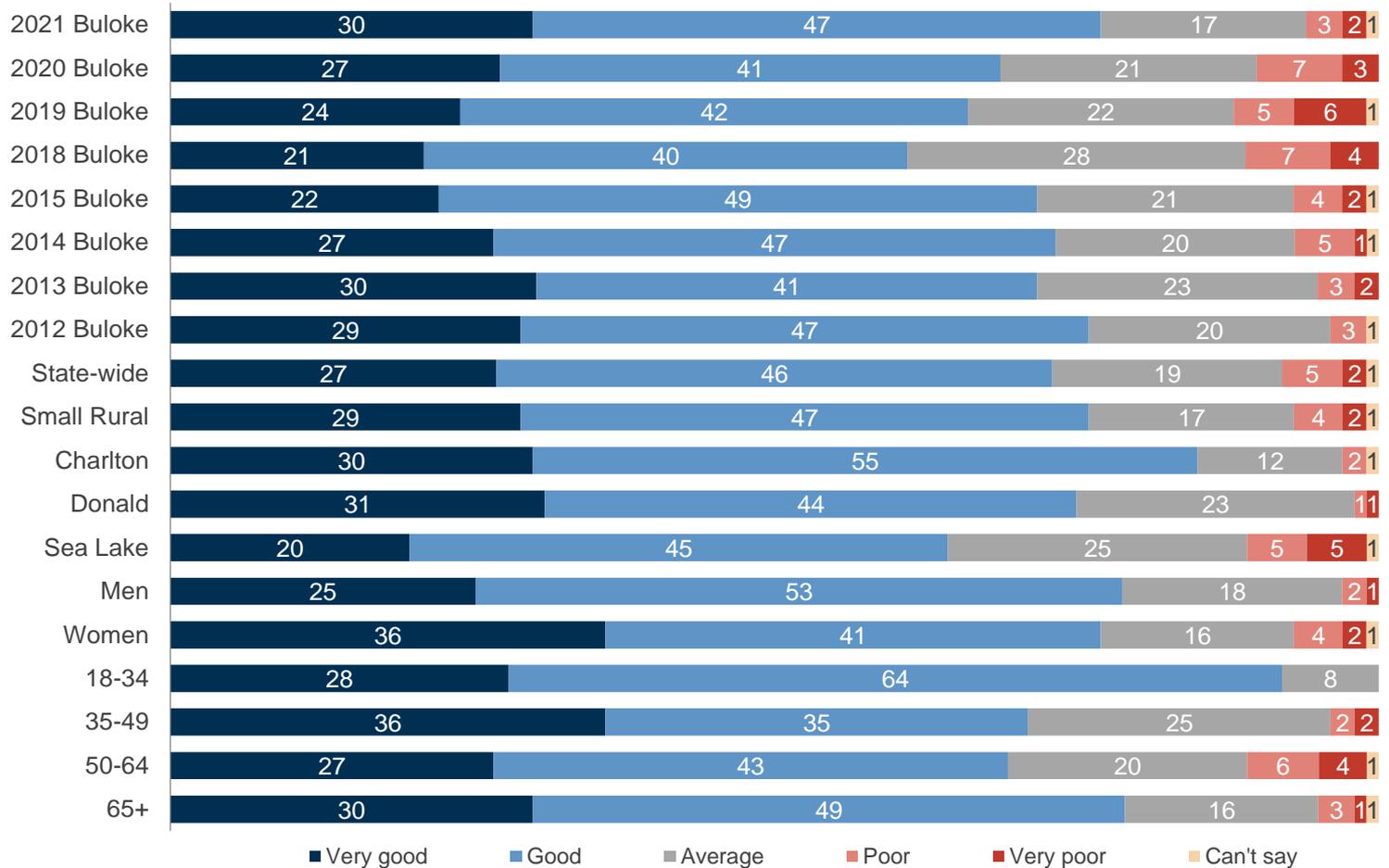
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)



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



Waste management importance



2021 waste management importance (index scores)

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

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

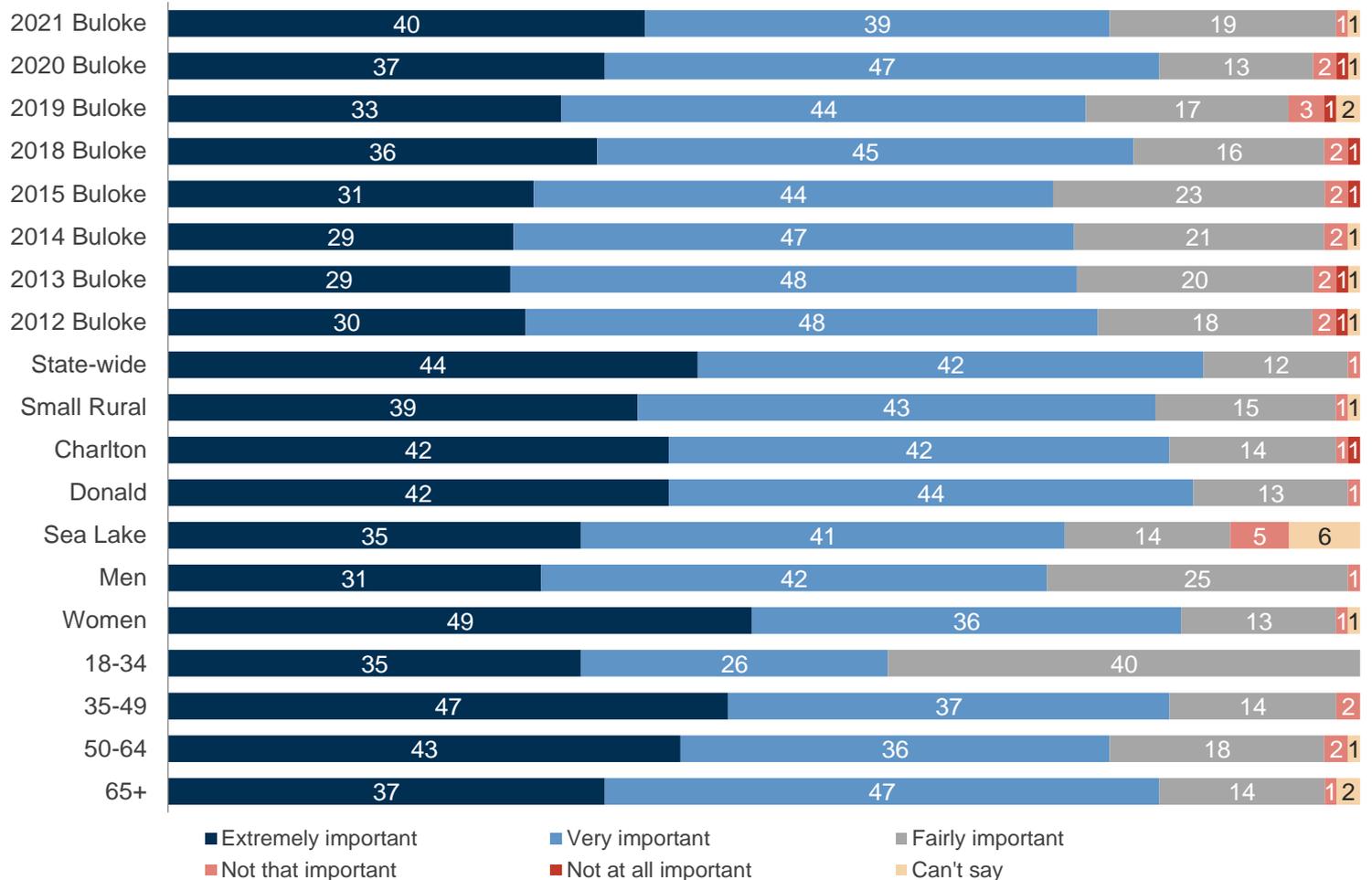
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 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



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75▲	72	73	70	n/a	n/a	76	76	79	78
Sea Lake	70	64	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	64	66	68	n/a	n/a	68	73	73	73
Donald	69	66	67	65	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69	65	68	70	71	70	72	73	71	72
Small Rural	68	64	66	69	70	69	71	n/a	n/a	n/a
Buloke	68	65	65	69	n/a	n/a	70	73	74	74
18-34	67	63	67	74	n/a	n/a	70	76	78	73
Charlton	66	63	61	71	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	67	65	69	n/a	n/a	71	73	75	76
35-49	60▼	62	58	74	n/a	n/a	65	71	65	71
50-64	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: 66 Councils asked group: 19

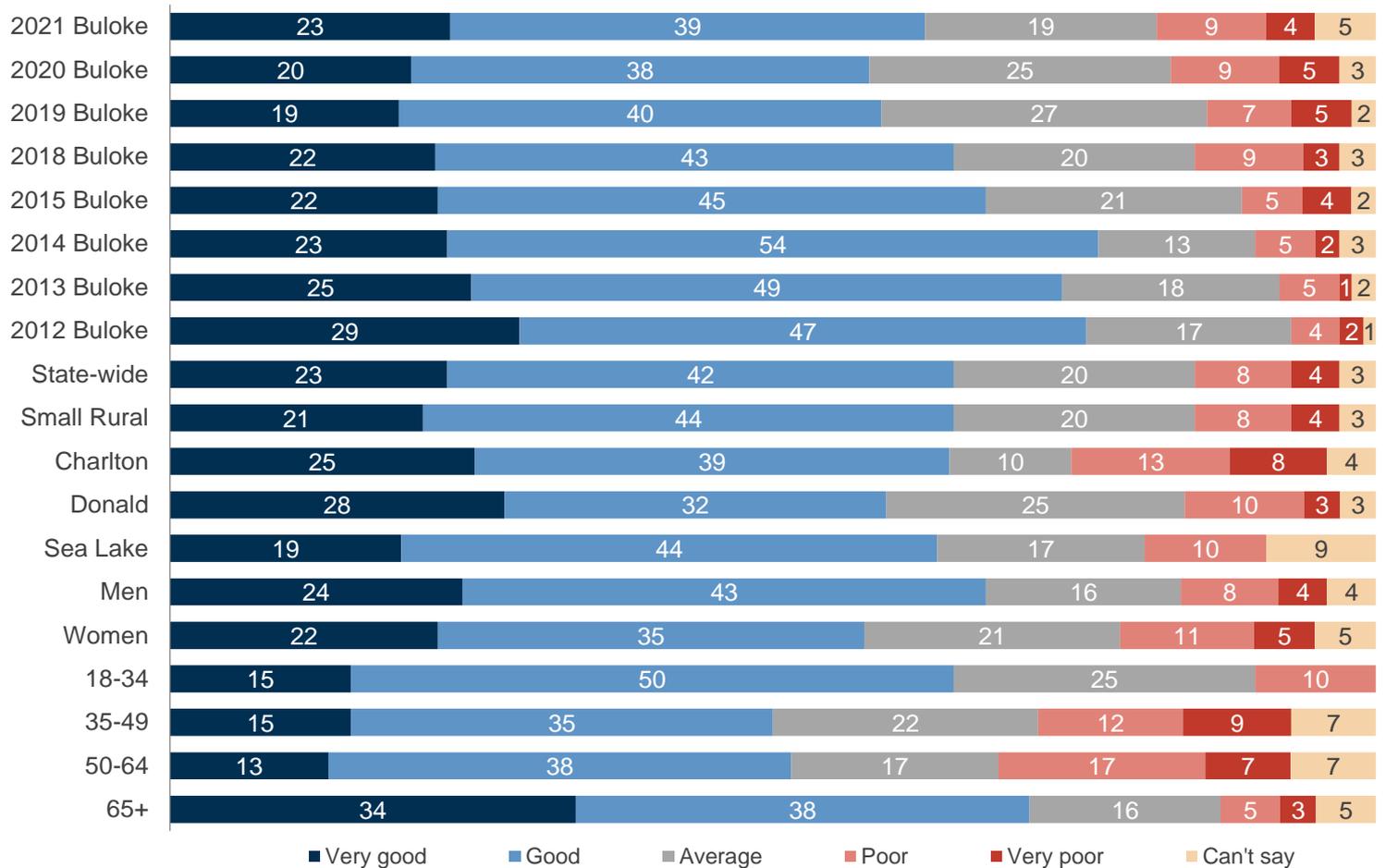
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



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

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)

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

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

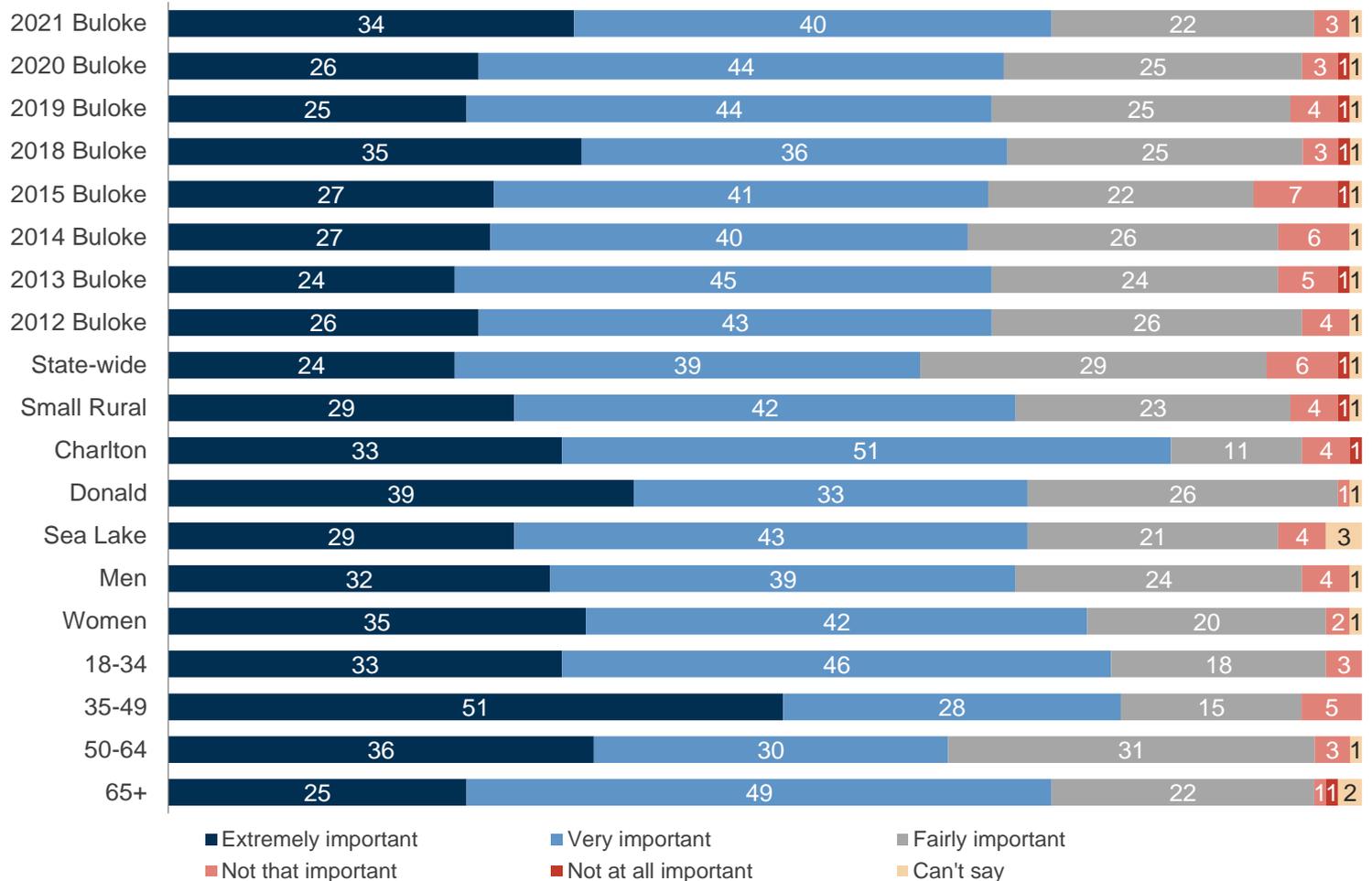
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism importance



2021 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	69▲	65	57	56	n/a	n/a	58	62	60	65
65+	69▲	66	60	56	n/a	n/a	60	63	65	67
Sea Lake	68	73	61	60	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	69	53	54	n/a	n/a	57	64	62	65
Charlton	65	61	54	46	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	64	62	56	54	n/a	n/a	56	60	58	62
Small Rural	62	58	59	59	64	61	63	n/a	n/a	n/a
Donald	62	61	56	53	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61▼	59	61	60	61	60	61	62	62	62
Men	60	59	55	52	n/a	n/a	54	57	57	58
35-49	59	63	52	60	n/a	n/a	53	57	55	57
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?

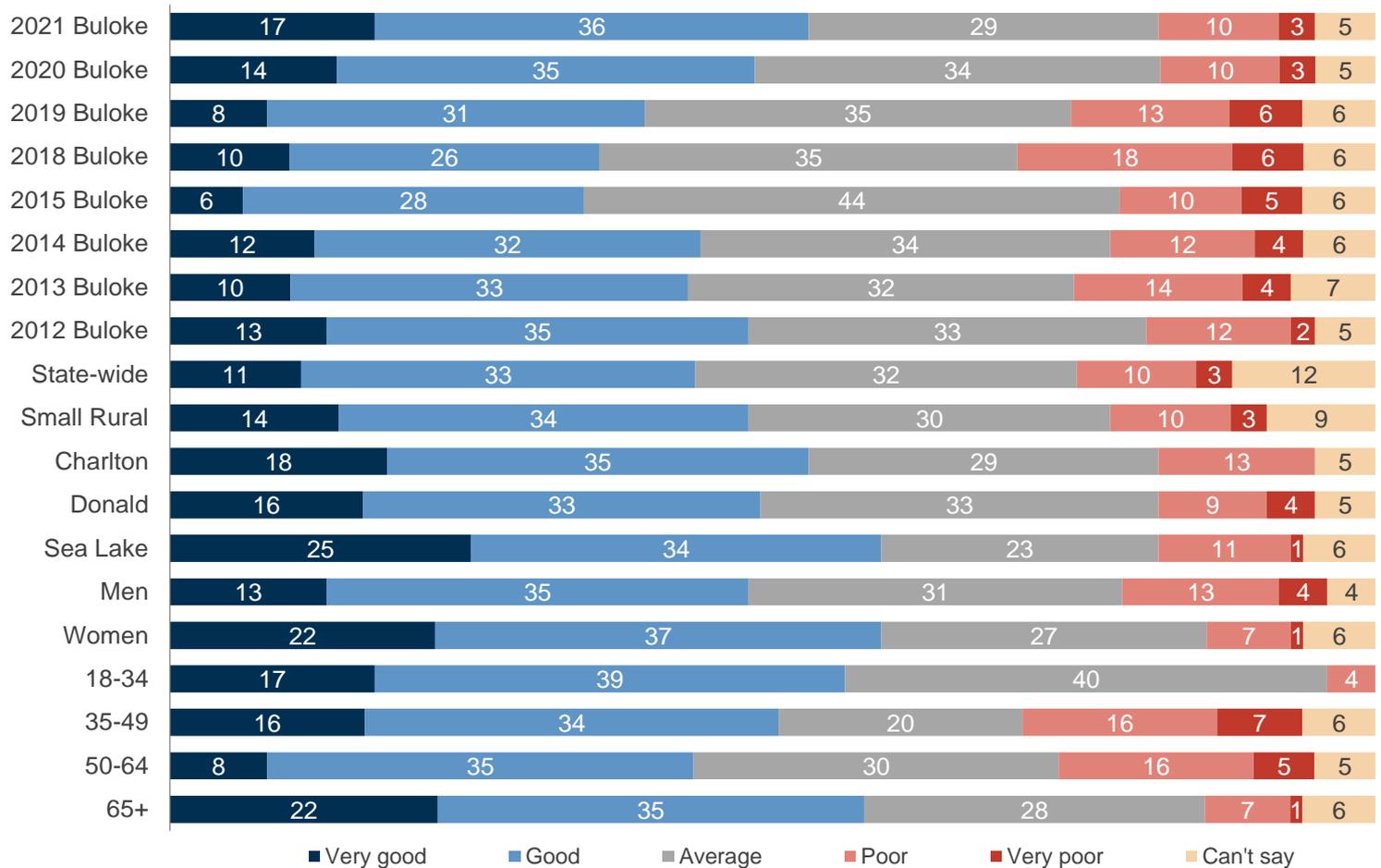
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

Business and community development and tourism performance



2021 business/development/tourism performance (%)



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



Environmental sustainability importance



2021 environmental sustainability importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	74▲	74	73	72	73	73	73	72	71
Women	73▲	72	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	69	65	72	n/a	n/a	n/a	n/a	n/a
Small Rural	71▲	70	72	70	70	74	77	n/a	n/a
Charlton	69	62	67	66	n/a	n/a	n/a	n/a	n/a
65+	68	66	66	63	n/a	n/a	n/a	n/a	n/a
Buloke	67	67	65	65	n/a	n/a	n/a	n/a	n/a
18-34	65	71	71	69	n/a	n/a	n/a	n/a	n/a
Donald	65	69	63	66	n/a	n/a	n/a	n/a	n/a
Sea Lake	64	66	62	68	n/a	n/a	n/a	n/a	n/a
50-64	63	64	60	62	n/a	n/a	n/a	n/a	n/a
Men	62▼	61	60	60	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 3

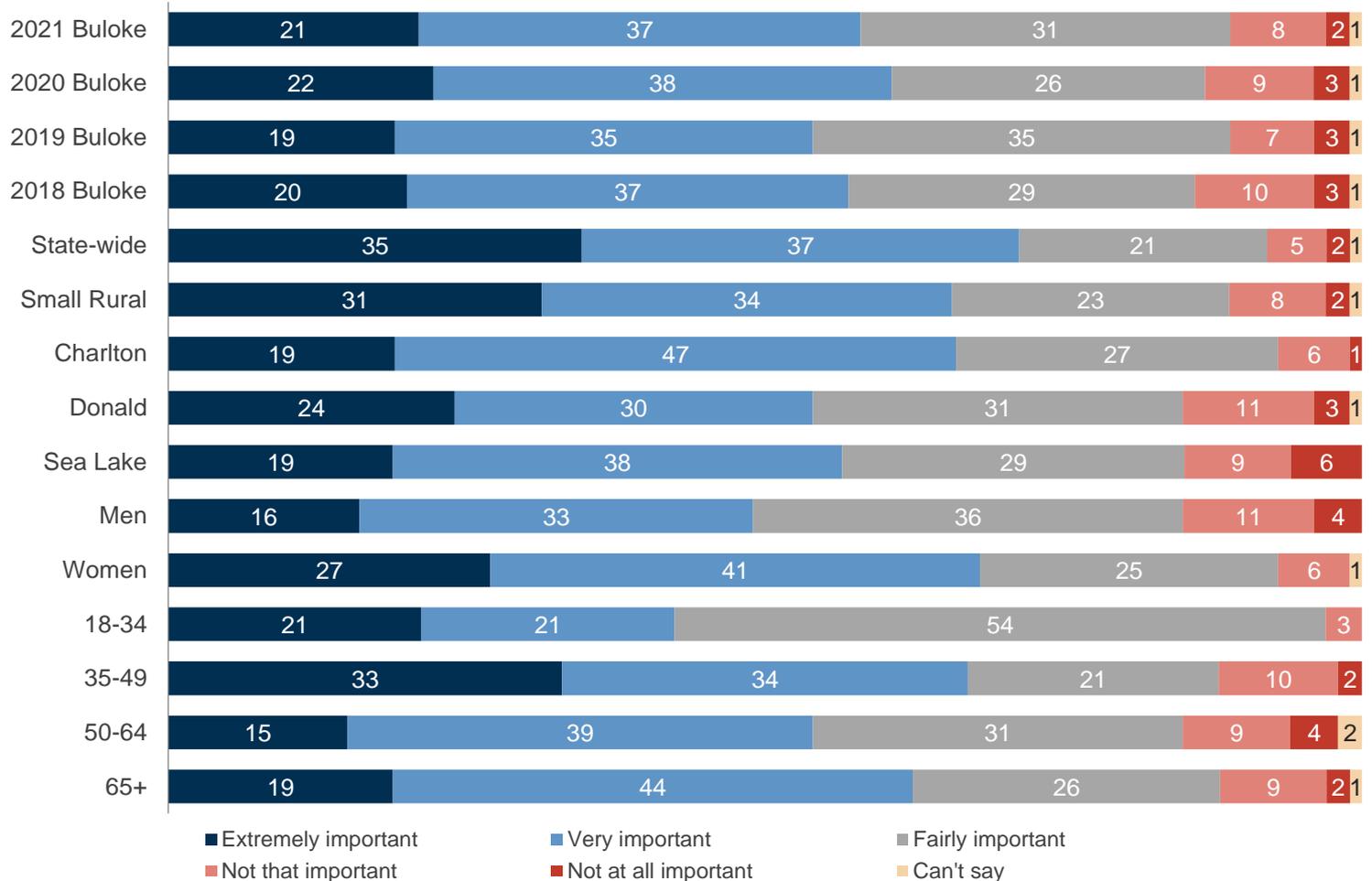
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2021 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 3



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	66	64	60	61	n/a	n/a	n/a	n/a	n/a
Women	65	63	57	58	n/a	n/a	n/a	n/a	n/a
Buloke	63	59	57	58	n/a	n/a	n/a	n/a	n/a
State-wide	62	60	62	63	64	63	64	64	64
35-49	62	57	53	58	n/a	n/a	n/a	n/a	n/a
Donald	61	57	57	57	n/a	n/a	n/a	n/a	n/a
Sea Lake	61	59	57	55	n/a	n/a	n/a	n/a	n/a
Men	61	56	56	58	n/a	n/a	n/a	n/a	n/a
Small Rural	61	57	59	62	63	61	63	n/a	n/a
Charlton	61	61	58	55	n/a	n/a	n/a	n/a	n/a
50-64	60	51	55	54	n/a	n/a	n/a	n/a	n/a
18-34	58	64	56	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: 34 Councils asked group: 6

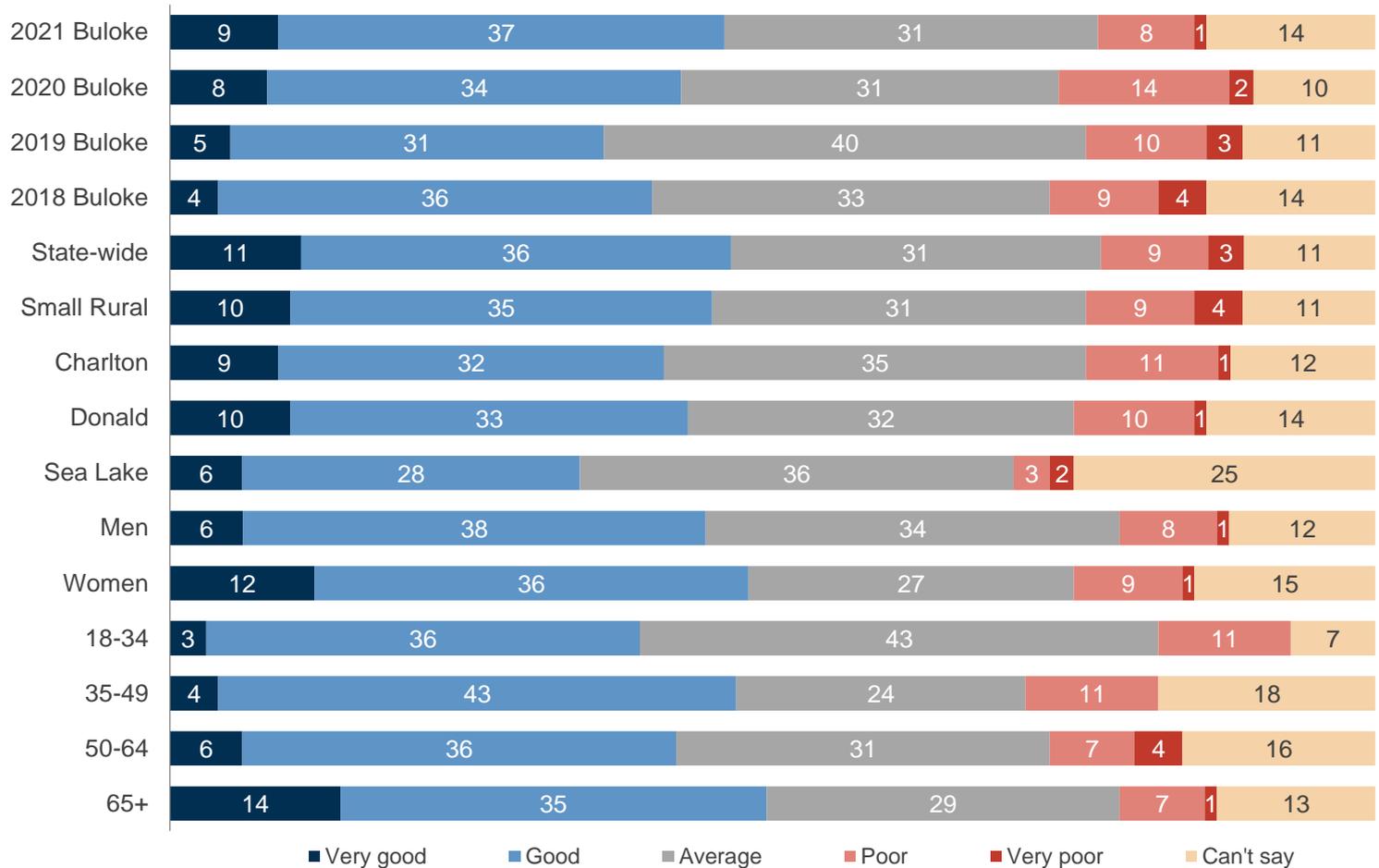
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



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



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

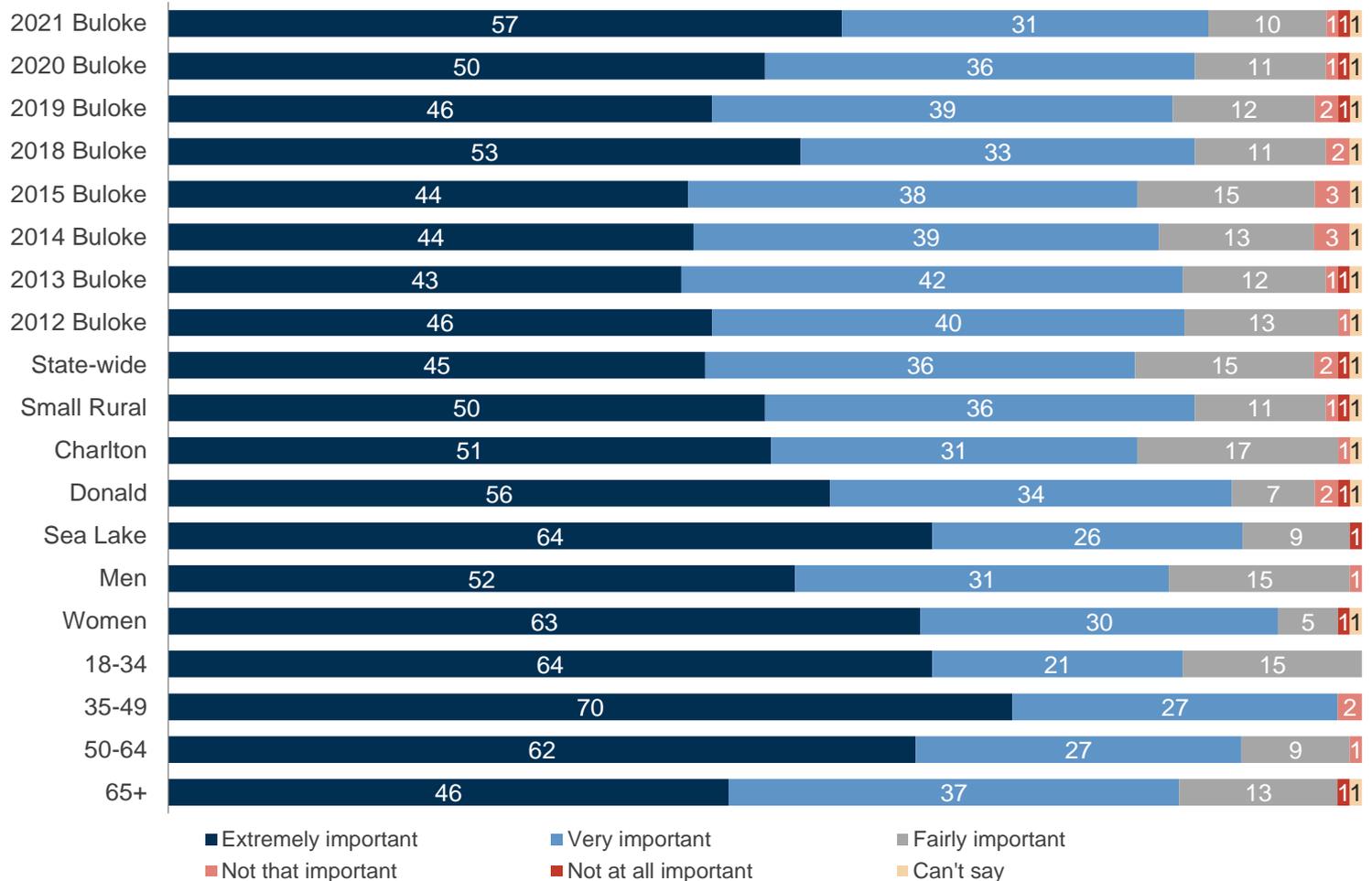
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Charlton	41	40	38	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	44	44	43	44	43	45	45	44	46
Small Rural	43	43	40	43	44	45	n/a	n/a	n/a
65+	39	44	38	n/a	n/a	44	48	44	52
18-34	37	34	36	n/a	n/a	41	40	41	46
Men	35	38	35	n/a	n/a	38	40	36	42
Buloke	35	37	35	n/a	n/a	40	41	39	43
Donald	34	32	30	n/a	n/a	n/a	n/a	n/a	n/a
50-64	33	32	31	n/a	n/a	36	39	38	43
Women	36	35	35	n/a	n/a	42	42	41	45
Sea Lake	29	36	37	n/a	n/a	n/a	n/a	n/a	n/a
35-49	31	33	35	n/a	n/a	37	34	30	32

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

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

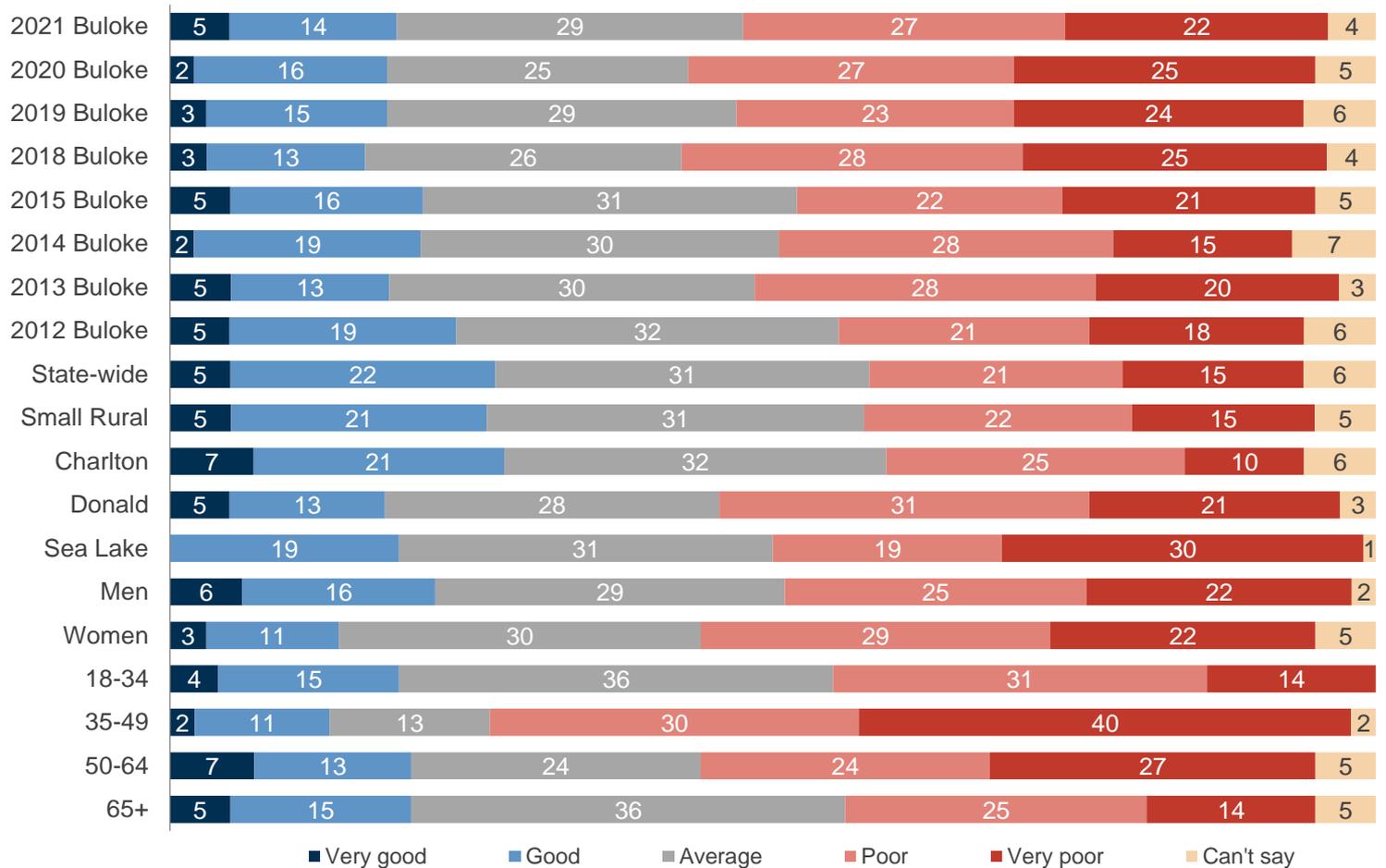
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)



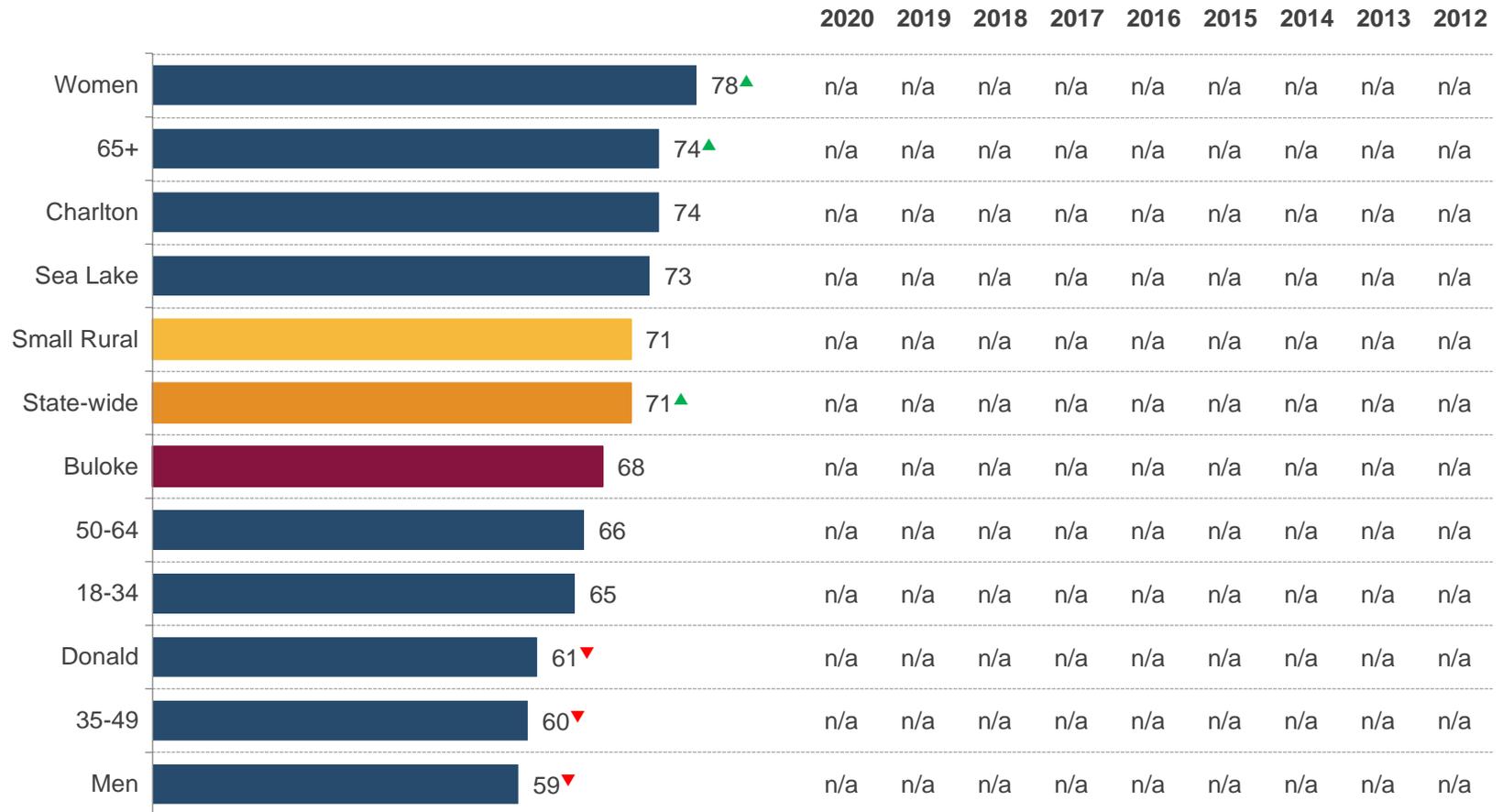
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10



COVID-19 response importance



2021 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: 17 Councils asked group: 5

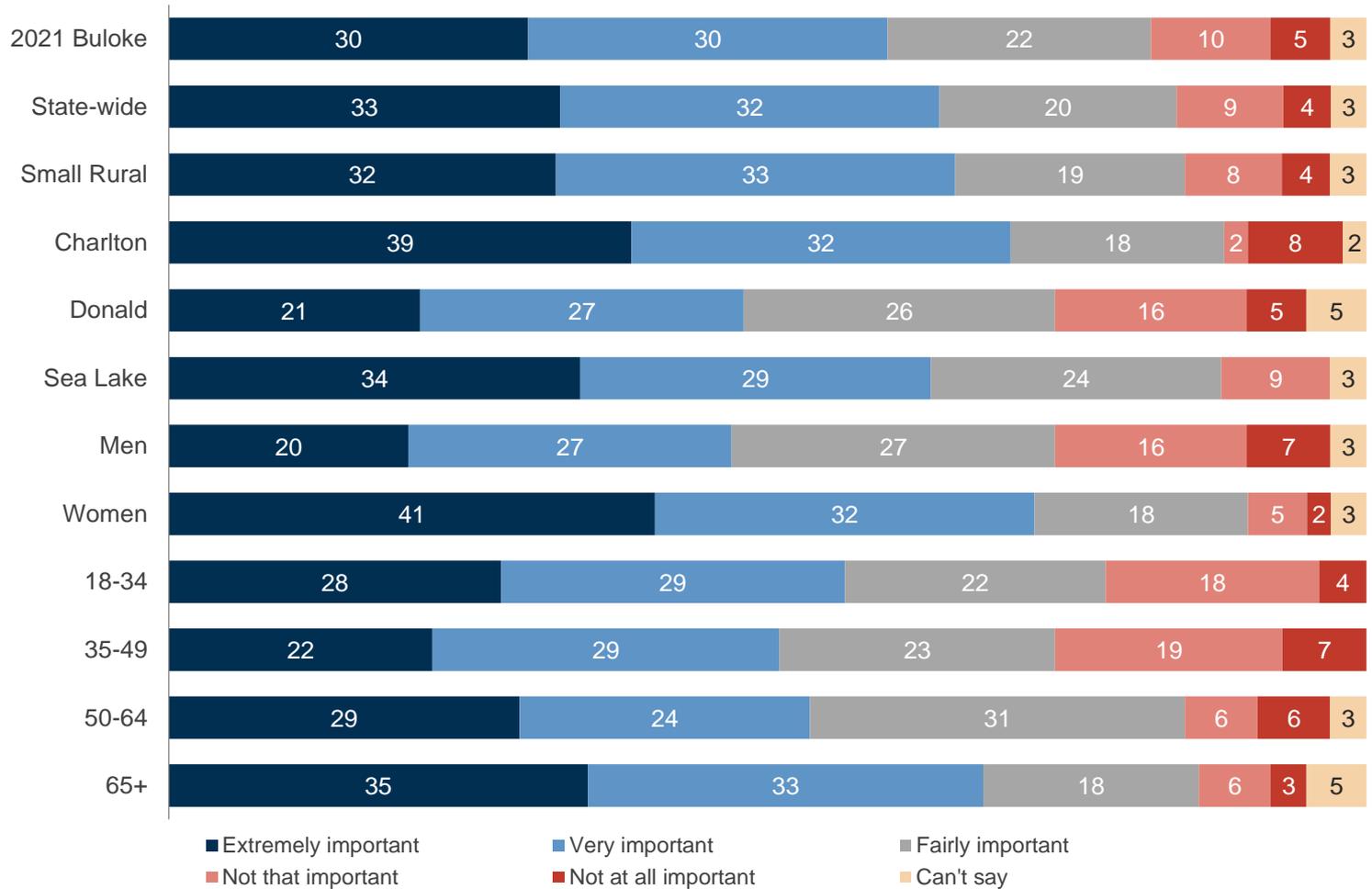
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2021 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: 17 Councils asked group: 5



COVID-19 response performance



2021 COVID-19 response performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	n/a							
18-34	83▲	n/a							
Sea Lake	83	n/a							
65+	81	n/a							
Charlton	80	n/a							
Buloke	78	n/a							
35-49	78	n/a							
Donald	76	n/a							
Small Rural	75▼	n/a							
State-wide	73▼	n/a							
Men	73▼	n/a							
50-64	70▼	n/a							

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

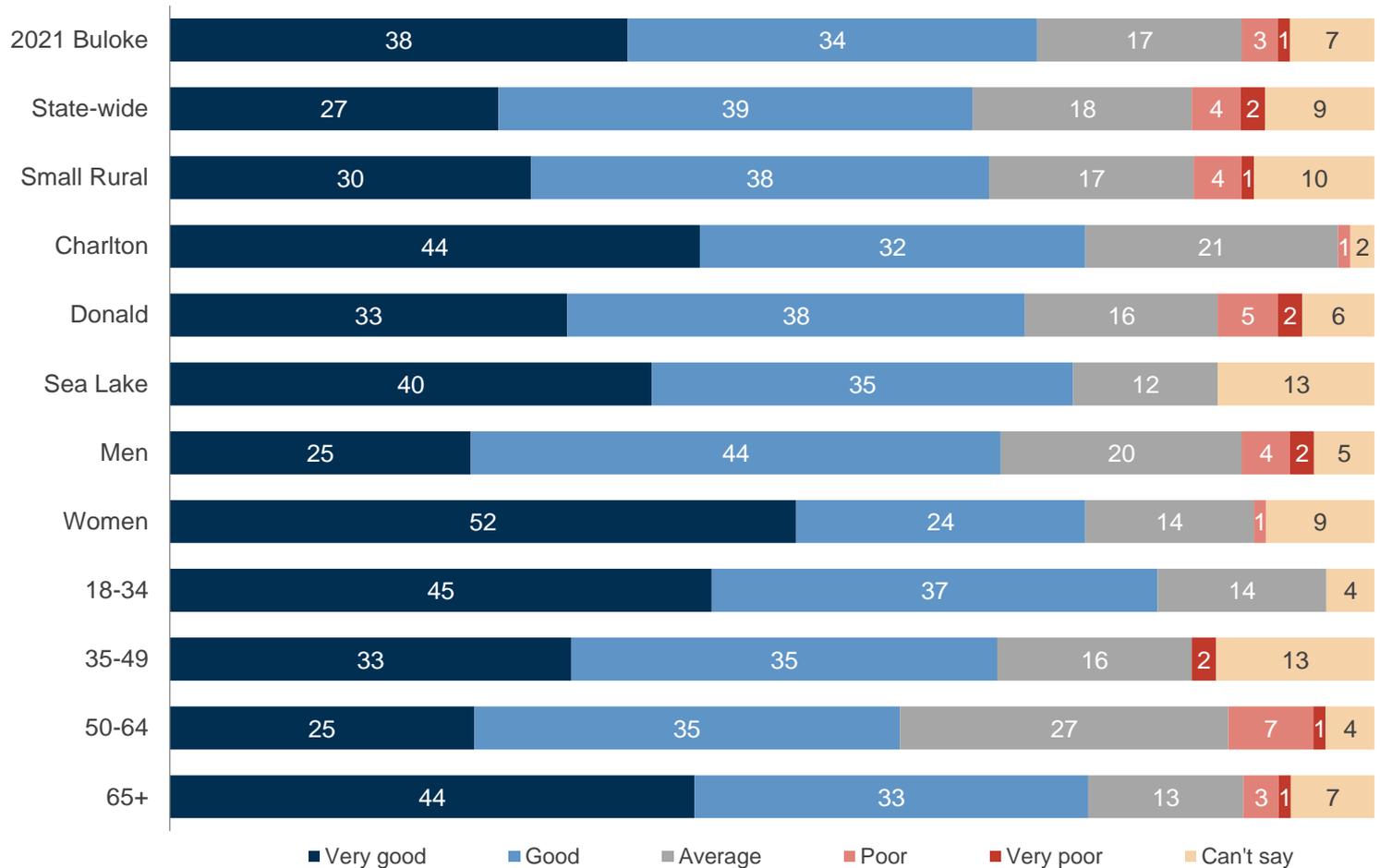
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2021 COVID-19 response performance (%)



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

A large, stylized letter 'N' graphic that serves as a background element. The letter is filled with a dark blue color and contains a blurred image of a crowd of people, likely at a sporting event or festival. The 'N' is positioned on the right side of the page, extending from the top to the bottom.

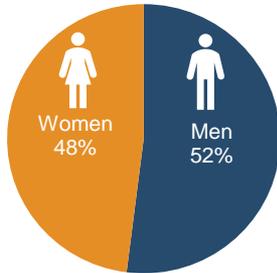
Detailed demographics



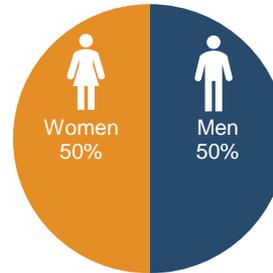
Gender and age profile

2021 gender

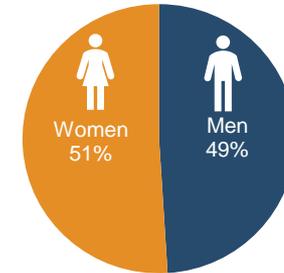
Buloke



Small Rural

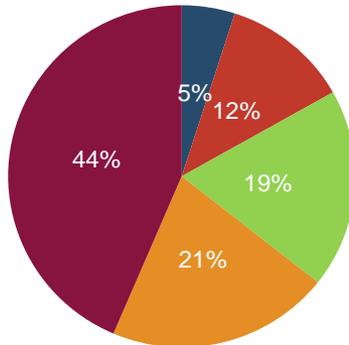


State-wide

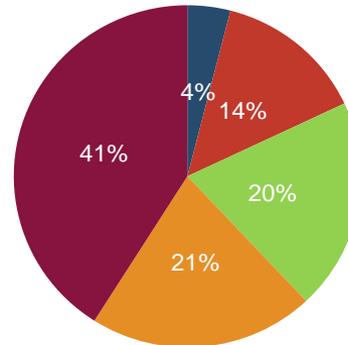


2021 age

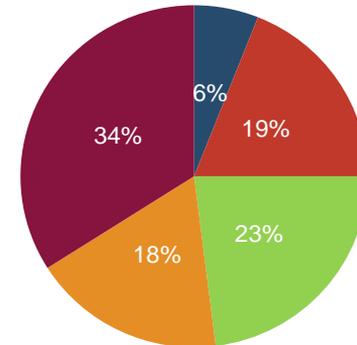
Buloke



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: 66 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for 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	182	207	+/-7.1
Women	218	193	+/-6.5
Charlton	95	94	+/-10.0
Donald	111	110	+/-9.2
Sea Lake	52	50	+/-13.6
18-34 years	28	67	+/-18.8
35-49 years	44	75	+/-14.9
50-64 years	105	83	+/-9.5
65+ years	223	175	+/-6.4



Appendix A: Significant difference reporting notation

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

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

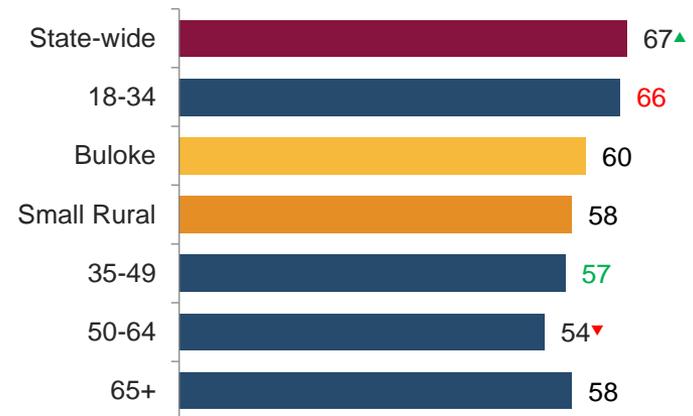
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information

Appendix B: Further information



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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 2nd February – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

Council Groups

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 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2021 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

