2023 Local Government Community Satisfaction Survey

Buloke Shire Council

Coordinated by the Department of Government Services on behalf of Victorian councils

JWS RESEARCH

Contents

Background and objectives

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

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

Now in its twenty-fourth 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 24 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 24 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 49
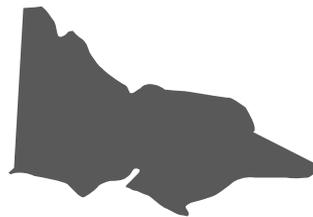
Small Rural 55   **State-wide** 56

Council performance compared to group average

Top 3 performing areas	
COVID-19 response	= on par
Recreational facilities	= on par
Waste management	= on par

Lowest 3 performing areas	
Unsealed roads	▼ lower
Sealed local roads	▼ lower
Local streets & footpaths	▼ lower
Customer service	▼ lower

Summary of core measures

Index scores

Overall Performance · Value for money · Community Consultation · Making Community Decisions · Sealed Local Roads · Waste management · Customer Service · Overall Council Direction
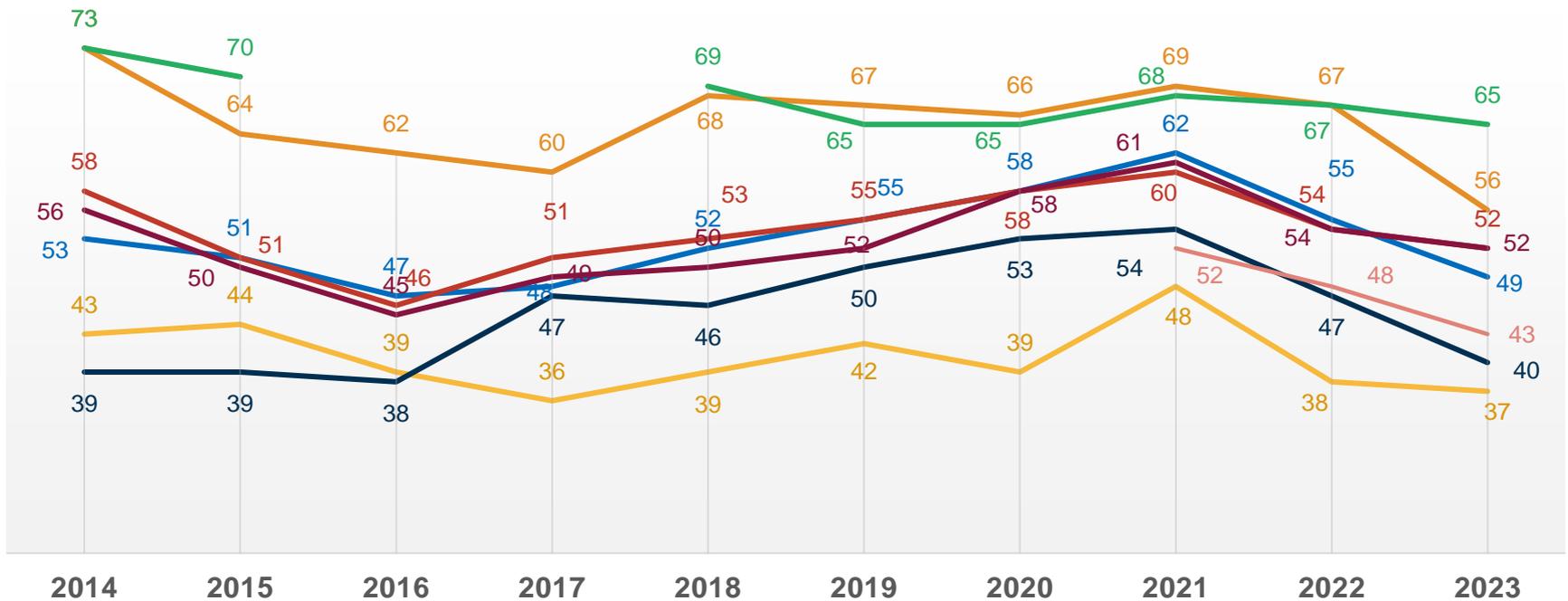
Summary of core measures

Core measures summary results (%)
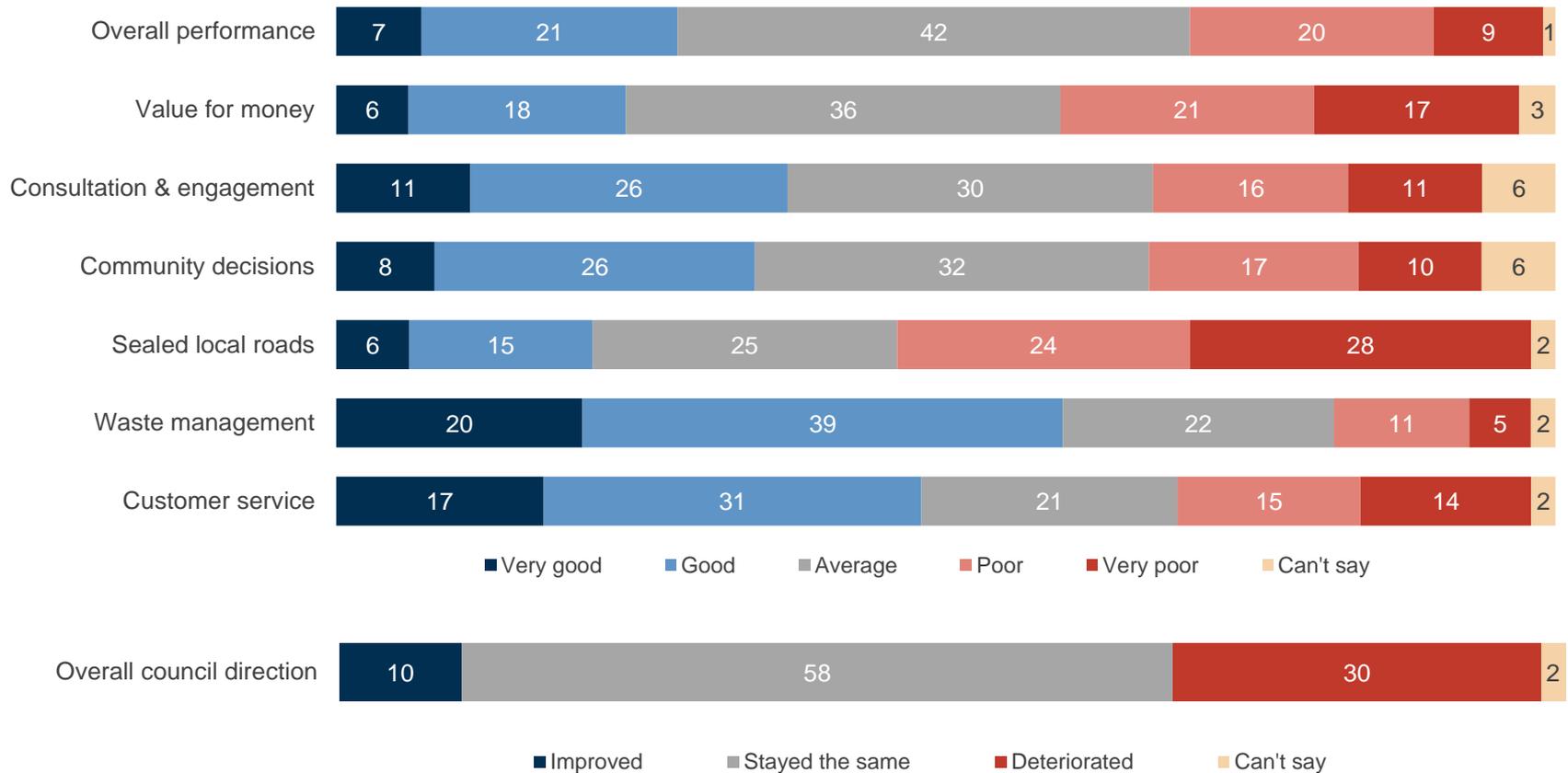
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	7	21	42	20	9	1
Value for money	6	18	36	21	17	3
Consultation & engagement	11	26	30	16	11	6
Community decisions	8	26	32	17	10	6
Sealed local roads	6	15	25	24	28	2
Waste management	20	39	22	11	5	2
Customer service	17	31	21	15	14	2

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	10	58	30	2

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

Summary of Buloke Shire Council performance

Services	Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
Overall performance	49	55	55	56	Aged 65+ years	Aged 50-64 years, Aged 18-34 years
Value for money	43	48	49	49	Aged 65+ years	Aged 50-64 years
Overall council direction	40	47	47	46	Aged 18-34 years	Donald residents, Aged 35-49 years
Customer service	56	67	65	67	Aged 35-49 years, Sea Lake residents	Donald residents
COVID-19 response	69	72	69	67	Aged 35-49 years	Aged 18-34 years
Recreational facilities	68	71	67	68	Aged 65+ years	Sea Lake residents
Waste management	65	67	66	66	Sea Lake residents	Aged 50-64 years
Emergency & disaster mngt	64	-	66	65	Donald residents	Aged 35-49 years, Charlton residents
Enforcement of local laws	64	62	61	61	Charlton residents	Aged 50-64 years

Significantly higher / lower than Buloke Shire Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.

Summary of Buloke Shire Council performance

Services		Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Appearance of public areas	64	71	71	67	Aged 65+ years, Charlton residents, Aged 35-49 years	Sea Lake residents
	Elderly support services	63	69	66	63	Donald residents, Aged 18-34 years, Aged 65+ years	Aged 35-49 years
	Bus/community dev./tourism	61	62	61	59	Aged 35-49 years	Aged 50-64 years
	Environmental sustainability	58	58	59	60	Sea Lake residents, Aged 65+ years	Charlton residents
	Consultation & engagement	52	54	53	52	Aged 65+ years	Aged 50-64 years
	Community decisions	52	54	52	51	Aged 65+ years	Aged 50-64 years, Sea Lake residents
	Lobbying	49	53	52	51	Aged 65+ years, Sea Lake residents, Aged 18-34 years	Aged 50-64 years, Charlton residents
	Planning & building permits	46	-	45	47	Donald residents	Users, Aged 50-64 years

*Significantly higher / lower than Buloke Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.*

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Summary of Buloke Shire Council performance

Services	Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
Local streets & footpaths	**44**	-	52	52	Aged 65+ years	Aged 18-34 years
Sealed local roads	**37**	38	44	48	Charlton residents	Aged 18-34 years
Unsealed roads	**30**	31	38	37	Charlton residents	Aged 18-34 years

Significantly higher / lower than Buloke Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Focus areas for the next 12 months

Overview	Buloke Shire Council's overall performance has fluctuated over time, but since achieving its peak in 2021, perceptions have significantly declined for consecutive years, returning to ratings seen in 2016 and 2017. This is reflected across most individual service areas, as well as customer service, where perceptions have also started to trend downwards over the past two years. Indeed, three times as many residents feel the direction of Council's overall performance has deteriorated than improved in the last 12 months.
Key influences on perceptions of overall performance	Over the coming year, Council should look to maintain and strengthen perceptions of decisions made in the interest of the community, as it has the strongest influence on overall performance but is a lower performing area for Council. The more moderately influential service area of the condition of sealed local roads should also be prioritised as and area for improvement as Council is performing poorly here.
Comparison to state and area grouping	Council rates in line with both the Small Rural group and State-wide averages on most of the service areas evaluated. Council rates significantly above the State-wide and Small Rural group averages on enforcement of local laws, significantly below the State-wide and Small Rural group averages on appearance of public areas, local streets and footpaths, the condition of sealed local roads, and maintenance of unsealed roads. Council rates significantly below the Small Rural group average on elderly support and lobbying.
A need to abate declines and rebuild	In addition to the areas above, Council should look to focus on other areas that influence overall perceptions, including the maintenance of unsealed roads, community consultation and engagement and lobbying. Rebuilding sentiment among residents aged 18 to 34 years – a cohort who are critical of Council's performance in these areas and recorded a significant decline on these measures this year – should be a focus.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 49 for Buloke Shire Council marks a significant decrease on the 2022 result, declining by six index points in the past year. Council's overall performance has significantly declined for the second consecutive year following the gain achieved in 2021. Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the State-wide and Small Rural group averages (56 and 55 respectively).

- Since the previous evaluation, ratings significantly declined among younger residents aged 18 to 34 years, and older residents aged 65 years and over.

- By age group, overall performance is rated highest among residents aged 65 years and over and lowest among residents aged 18 to 34 years and 50 to 64 years, although none differ significantly from the Council average.

- Geographically, overall performance is rated below average (not significantly so) among residents of Donald and Sea Lake, and above average among residents of Charlton.

Around a quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while 38% say it is 'very poor' or 'poor'.
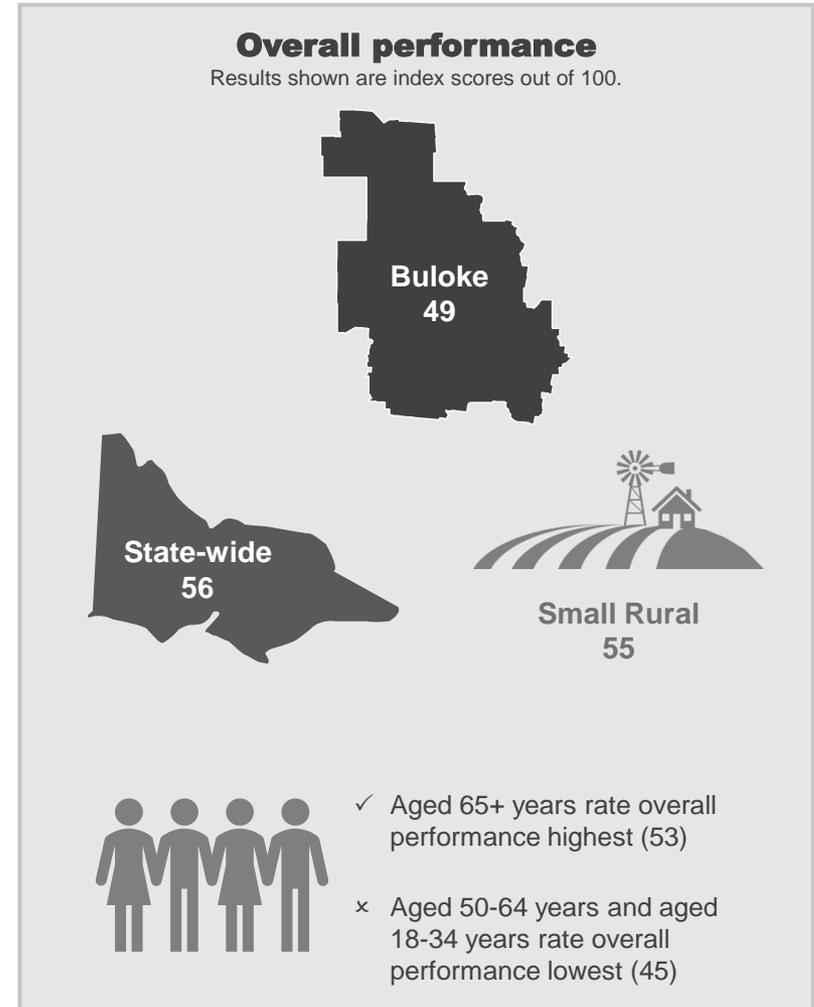
Overall performance
Results shown are index scores out of 100.

**Buloke
49**

**State-wide
56**

**Small Rural
55**

✓ Aged 65+ years rate overall performance highest (53)

✗ Aged 50-64 years and aged 18-34 years rate overall performance lowest (45)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	56 ▲	59	61	58	60	59	59	59	60	61
Small Rural	55 ▲	58	60	56	58	56	58	57	59	n/a
65+	53	60	66	63	62	55	51	51	56	58
Women	51	57	64	61	56	55	53	48	52	57
Charlton	50	58	67	60	57	51	46	n/a	n/a	n/a
Buloke	49	55	62	58	55	52	48	47	51	53
35-49	49	50	52	55	46	59	50	50	48	46
Men	48	54	60	54	54	49	44	47	50	49
Sea Lake	47	50	59	53	55	52	51	n/a	n/a	n/a
Donald	47	53	58	57	54	48	48	n/a	n/a	n/a
18-34	45	57	69	58	57	55	49	47	56	59
50-64	45	51	55	51	50	42	44	41	44	48

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
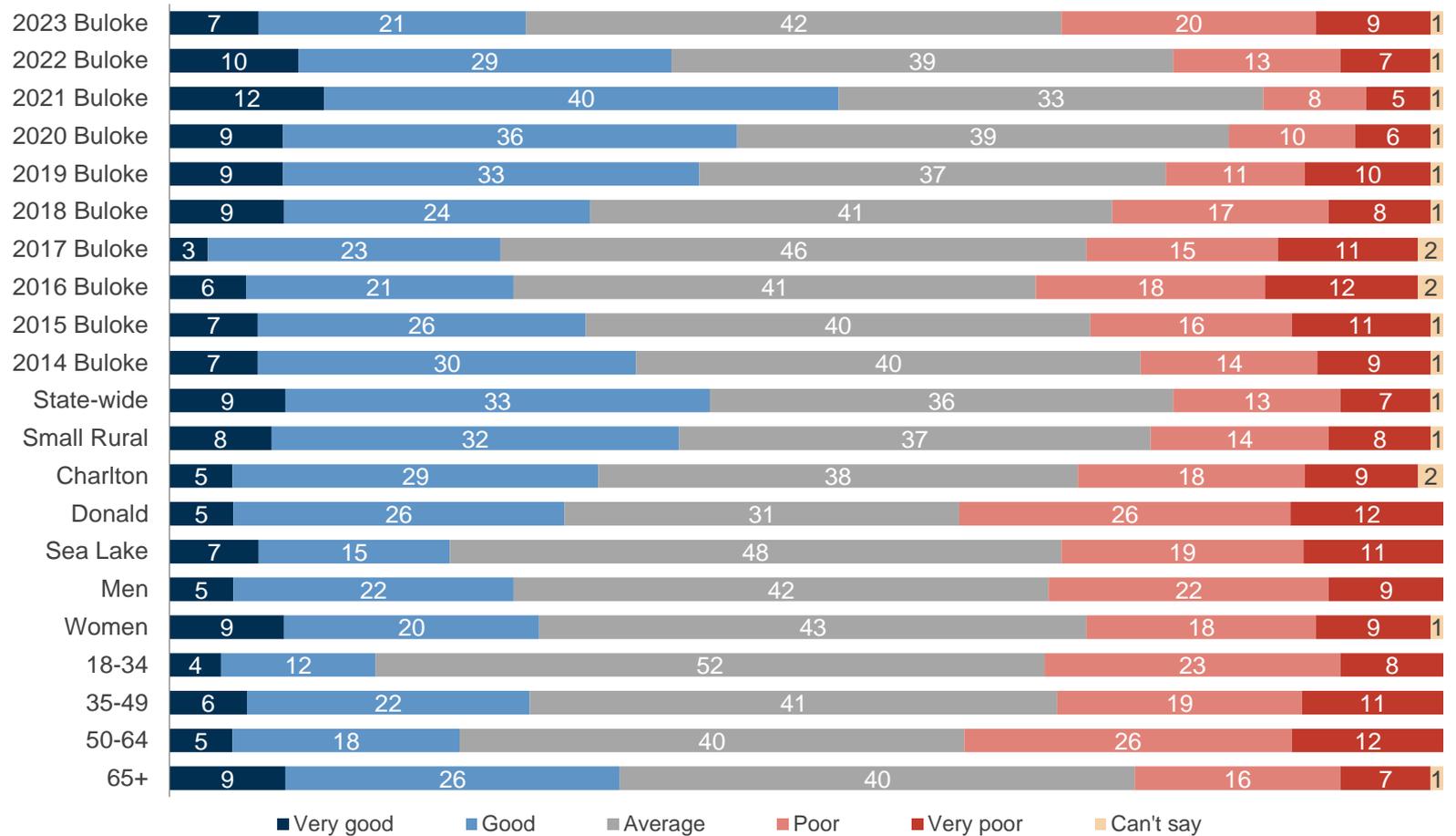
2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	7	21	42	20	9	1
2022 Buloke	10	29	39	13	7	1
2021 Buloke	12	40	33	8	5	1
2020 Buloke	9	36	39	10	6	1
2019 Buloke	9	33	37	11	10	1
2018 Buloke	9	24	41	17	8	1
2017 Buloke	3	23	46	15	11	2
2016 Buloke	6	21	41	18	12	2
2015 Buloke	7	26	40	16	11	1
2014 Buloke	7	30	40	14	9	1
State-wide	9	33	36	13	7	1
Small Rural	8	32	37	14	8	1
Charlton	5	29	38	18	9	2
Donald	5	26	31	26	12	
Sea Lake	7	15	48	19	11	
Men	5	22	42	22	9	
Women	9	20	43	18	9	1
18-34	4	12	52	23	8	
35-49	6	22	41	19	11	
50-64	5	18	40	26	12	
65+	9	26	40	16	7	1

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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

2023 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	50 ▲	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49 ▲	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49 ▲	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	43	48	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	42	53	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	42	37	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	42	43	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	41	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	40	52	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	39	41	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	37	41	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 65 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure
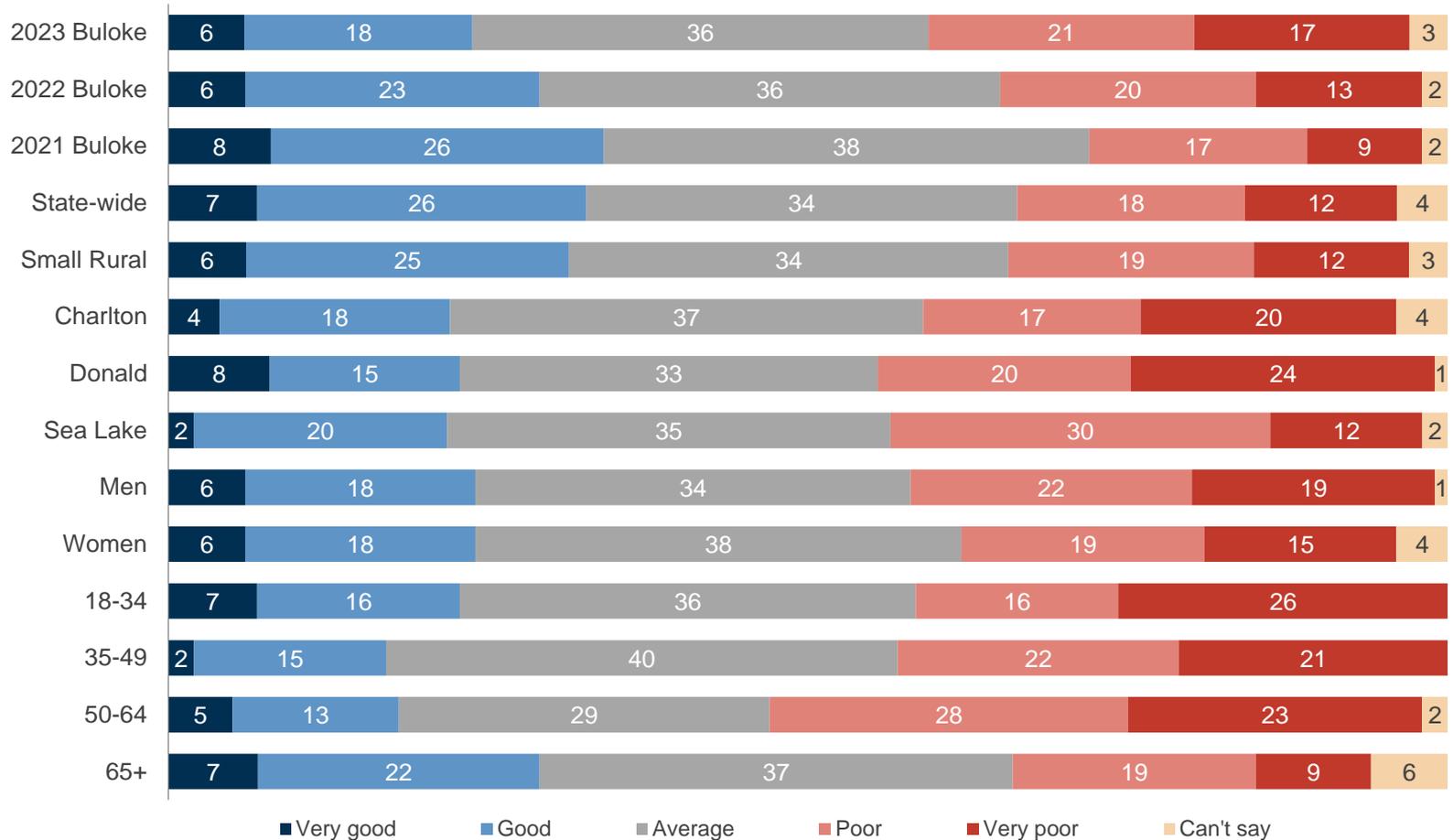
2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	6	18	36	21	17	3
2022 Buloke	6	23	36	20	13	2
2021 Buloke	8	26	38	17	9	2
State-wide	7	26	34	18	12	4
Small Rural	6	25	34	19	12	3
Charlton	4	18	37	17	20	4
Donald	8	15	33	20	24	1
Sea Lake	2	20	35	30	12	2
Men	6	18	34	22	19	1
Women	6	18	38	19	15	4
18-34	7	16	36	16	26	
35-49	2	15	40	22	21	
50-64	5	13	29	28	23	2
65+	7	22	37	19	9	6

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

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: 65 Councils asked group: 19

Top performing service areas

COVID-19 response (index score of 69) is the area where Council performed best in 2023, decreasing by (a not significant) three index points from 2022. Council performs in line with the State-wide and Small Rural group averages on this service area.

- Perceptions of Council's COVID-19 response are significantly lower than average among 18 to 34 years (index score of 61, significantly down 20 points from the 2022 result).

Recreational facilities is Council's next highest rated service area (index score of 68). Council also performs in line with the Small Rural and the State-wide group averages on this service area.

- Residents aged 65 years and over rate Council's recreational facilities significantly above average, and those aged 35 to 49 years rate it significantly lower than average (index scores of 74 and 59 respectively).

- One in seven residents (15%) volunteer recreational and sporting facilities as the best thing about Buloke Shire Council.

Ratings of council's performance in enforcement law (index score of 64) is the one service area where perceptions have improved in the last 12 months, increasing by a not significant two index points.

COVID-19 response (index score of 69) is the area where Council performed best in 2023.

Low performing service areas
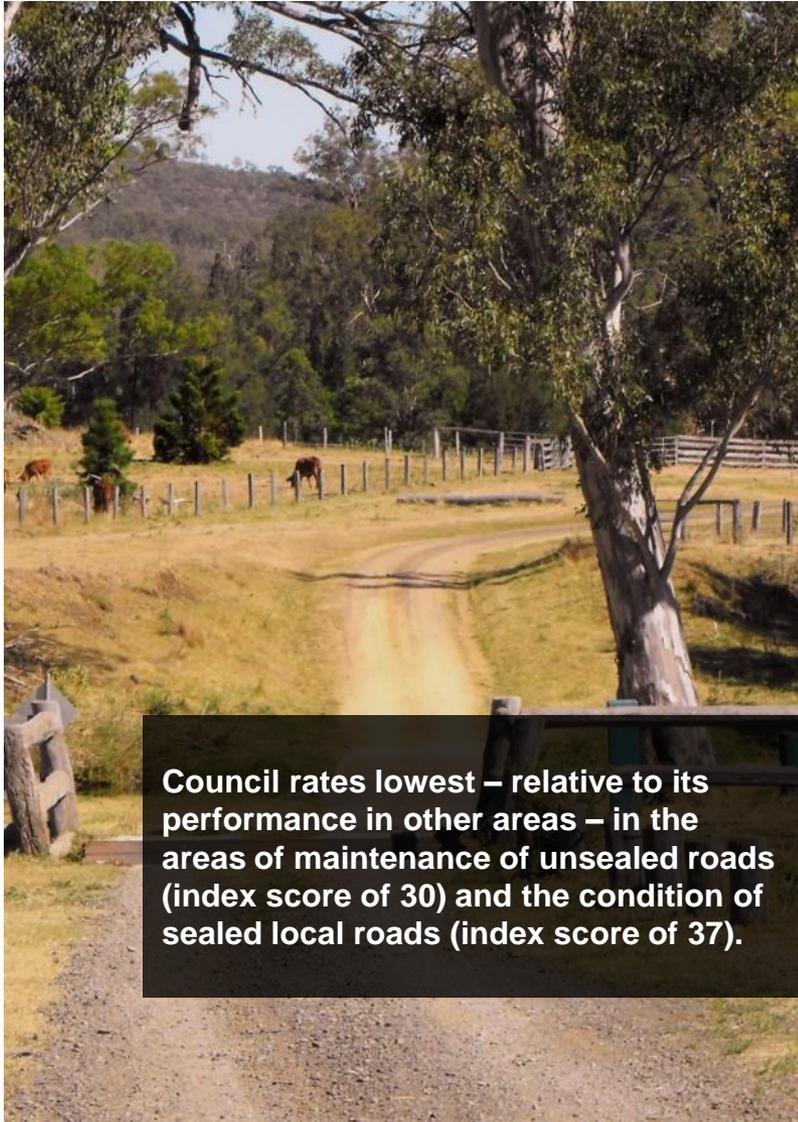
Council rates lowest – relative to its performance in other areas – in the areas of maintenance of unsealed roads (index score of 30) and the condition of sealed local roads (index score of 37).

Council rates lowest for perceptions of maintenance of unsealed roads, followed by the condition of sealed local roads (index scores of 30 and 37 respectively). Council rates significantly lower than the Small Rural group and State-wide averages on each of these service areas.

Ratings of Council's performance in the maintenance of unsealed roads, and the condition of sealed local roads are in line with 2022 results, arresting the significant declines last year. These two service areas exhibit a large disparity between importance and performance perceptions (55 and 49 point differentials respectively).

- Residents aged 18 to 34 years provide significantly lower than average ratings for each of the aforementioned service areas. Ratings of Council's performance in both service areas have decreased significantly in the last 12 months among this cohort.

- Ratings for the condition of sealed local roads are significantly higher than the Council average for residents aged 65 years and over and those living in Charlton.

Individual service area performance

2023 individual service area performance (index scores)

Service area	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
COVID-19 response	69	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	68	71	74	74	69	67	n/a	n/a	63	69
Waste management	65	67	68	65	65	69	n/a	n/a	70	73
Emergency & disaster mngt	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	70
Enforcement of local laws	64	62	65	62	61	58	n/a	n/a	63	65
Appearance of public areas	64	71	75	71	68	67	n/a	n/a	71	74
Elderly support services	63	69	71	69	67	63	n/a	n/a	64	71
Bus/community dev./tourism	61	62	64	62	56	54	n/a	n/a	56	60
Environmental sustainability	58	58	63	59	57	58	n/a	n/a	n/a	n/a
Consultation & engagement	52	54	60	58	55	53	51	46	51	58
Community decisions	52	54	61	58	52	50	49	45	50	56
Lobbying	49	53	58	54	52	52	49	48	50	54
Planning & building permits	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	52	52
Local streets & footpaths	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	58
Sealed local roads	37	38	48	39	42	39	36	39	44	43
Unsealed roads	30	31	38	35	37	35	n/a	n/a	40	41

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

2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
COVID-19 response	22	40	24	4	5	6
Recreational facilities	22	41	23	8	4	3
Waste management	20	39	22	11	5	2
Emergency & disaster mngt	20	33	24	10	5	8
Enforcement of local laws	12	39	27	6	4	11
Appearance of public areas	19	37	28	9	6	1
Elderly support services	18	31	26	11	4	9
Bus/community dev./tourism	14	33	33	10	5	5
Environmental sustainability	8	30	35	10	4	14
Consultation & engagement	11	26	30	16	11	6
Community decisions	8	26	32	17	10	6
Lobbying	8	18	34	17	9	14
Planning & building permits	5	17	27	18	11	22
Local streets & footpaths	6	22	31	23	18	2
Sealed local roads	6	15	25	24	28	2
Unsealed roads	2	12	23	26	34	4

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

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

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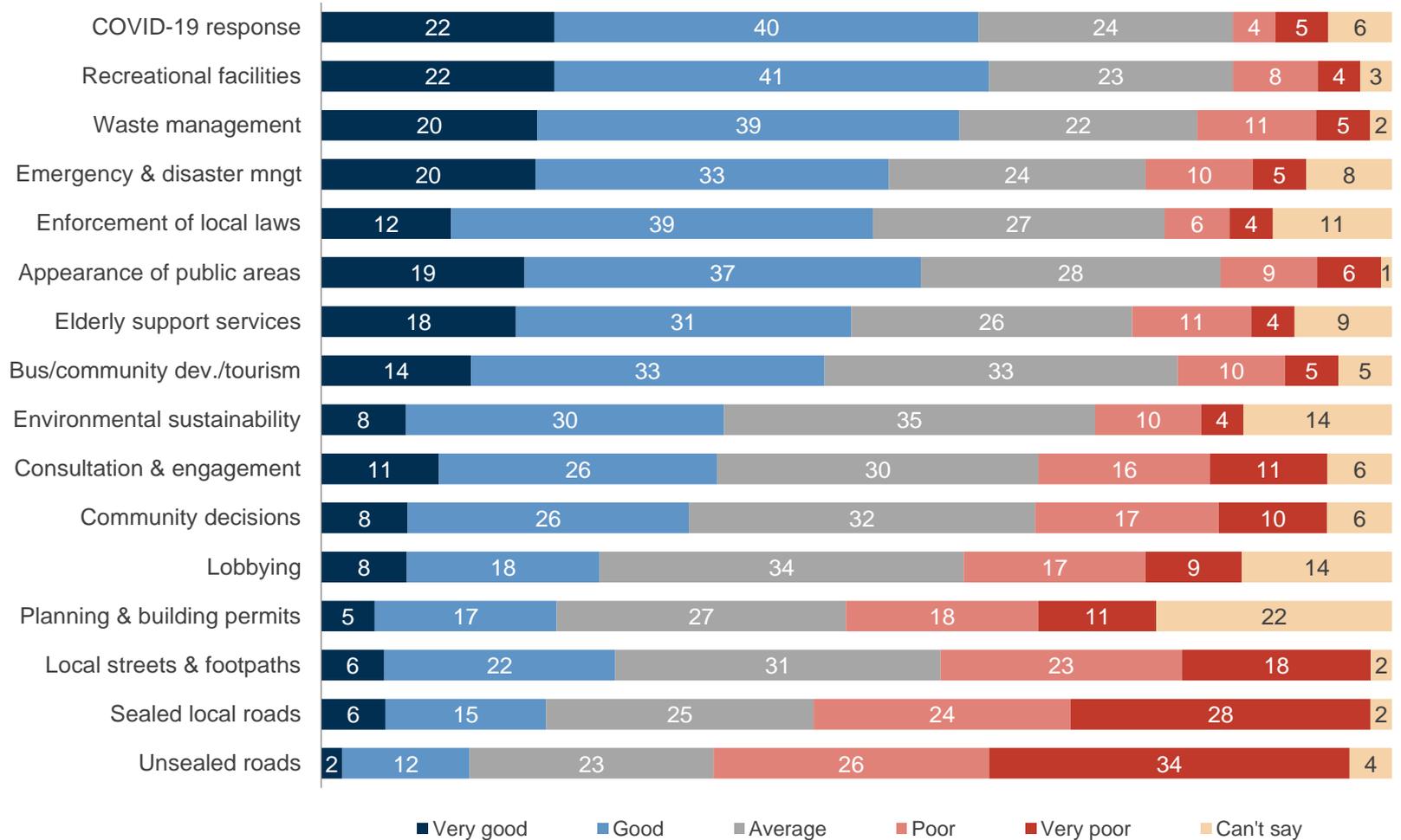
Individual service area importance

2023 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Sealed local roads	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83
Unsealed roads	85	86	86	84	82	85	n/a	n/a	81	82
Elderly support services	84	82	84	82	81	83	n/a	n/a	83	82
Local streets & footpaths	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	77
Emergency & disaster mngt	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	80
Waste management	78	79	80	80	77	78	n/a	n/a	76	76
Appearance of public areas	77	75	76	76	75	74	n/a	n/a	74	74
Consultation & engagement	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	73
Recreational facilities	76	76	76	76	74	77	n/a	n/a	75	76
Bus/community dev./tourism	73	73	76	73	72	76	n/a	n/a	72	72
Planning & building permits	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	62
Enforcement of local laws	65	64	66	66	66	64	n/a	n/a	69	70
Environmental sustainability	63	66	67	67	65	65	n/a	n/a	n/a	n/a
COVID-19 response	58	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2023 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Sealed local roads	52	38	9			1
Unsealed roads	52	37	9	1	1	1
Local streets & footpaths	40	47	10		1	1
Elderly support services	48	38	12			1
Waste management	31	52	14	2	1	1
Appearance of public areas	30	48	19			2
Emergency & disaster mngt	40	38	16	4	1	1
Consultation & engagement	33	43	19	2	2	1
Recreational facilities	29	46	22		1	1
Bus/community dev./tourism	28	43	25	3		1
Planning & building permits	20	38	31	6	2	4
Enforcement of local laws	21	31	36	8		3
Environmental sustainability	19	32	33	11	5	1
COVID-19 response	16	31	28	16	7	2

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

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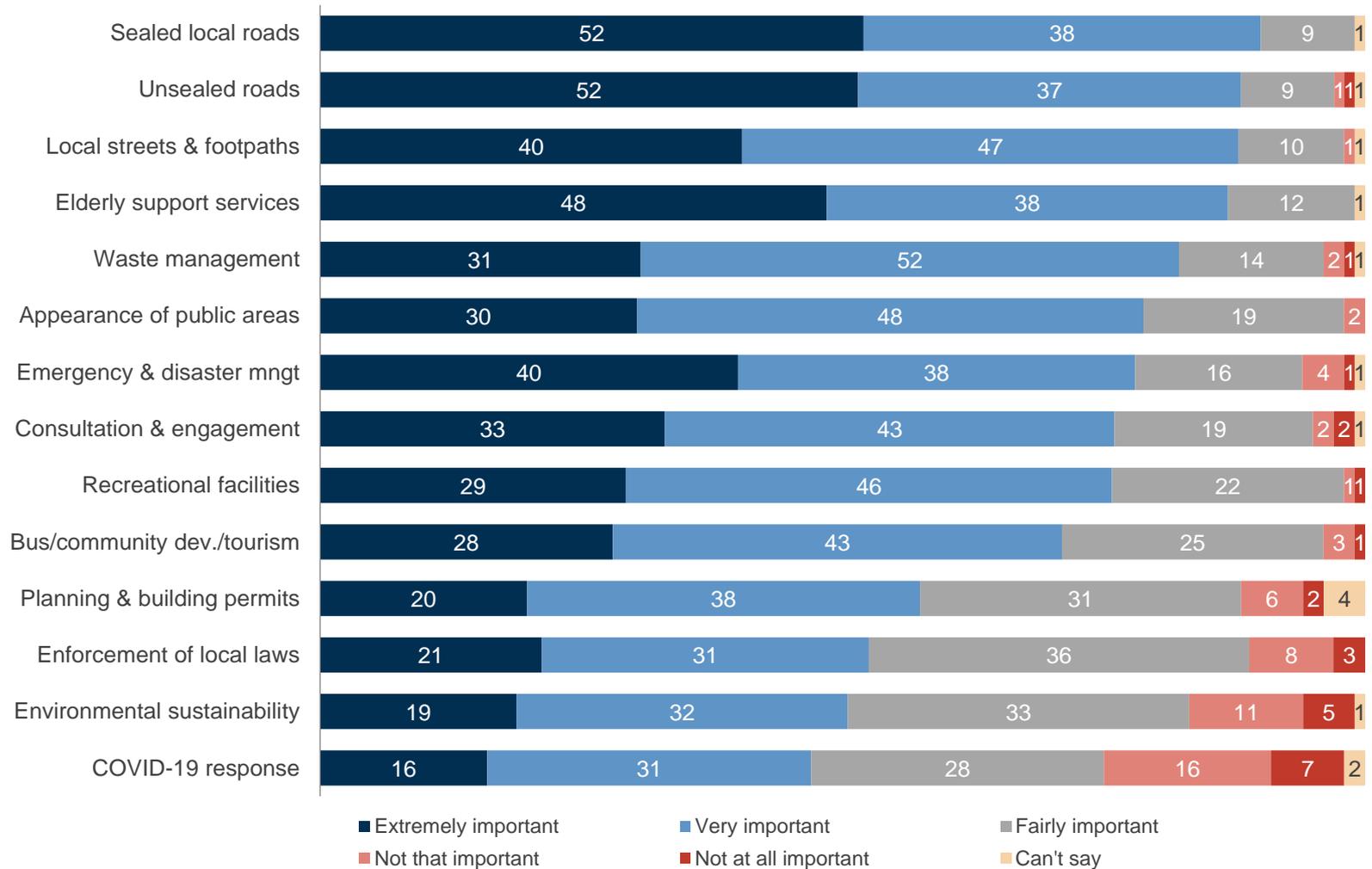
Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	85	30	-55
Sealed local roads	85	37	-49
Local streets & footpaths	82	44	-38
Consultation & engagement	76	52	-24
Planning & building permits	67	46	-22
Elderly support services	84	63	-21
Emergency & disaster mngt	78	64	-14
Appearance of public areas	77	64	-13
Waste management	78	65	-13
Bus/community dev./tourism	73	61	-13

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 areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community

- The appearance of public areas.

Good communication and transparency with residents in Council decision making and continuing to maintain local public areas provide the greatest opportunities to drive up overall opinion of Council's performance.

While the appearance of public areas is among Council's best performing service areas (index of 64), its decision making is rated just above average (index of 52) and some effort should be directed at improving perceptions in this area.

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

- Emergency management

- The condition of sealed local roads

- Community consultation and engagement

- Lobbying on behalf of the community

- The maintenance of unsealed roads

- Business, community development and tourism.

Looking at these key service areas only, emergency management is Council's best performing area (index of 64) and has a strong influence on the overall performance rating. Council is also performing well on the more moderate influence of business, community development and tourism (index of 61).

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

Service areas that have a more moderate influence on overall perceptions, but where Council performs relatively less well, are lobbying and community consultation (index of 49 and 52 respectively).

A focus on consulting residents about key local issues and demonstrating Council efforts to lobby on their behalf can also help shore up positive overall ratings of Council.

However, most in need of attention is Council's poor performance on unsealed and sealed local roads (index of 30 and 37 respectively), which are moderate to strong influences on Council's overall rating.

Attending to resident concerns about the condition of local roads can also help improve overall perceptions 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

2023 regression analysis (all service areas)
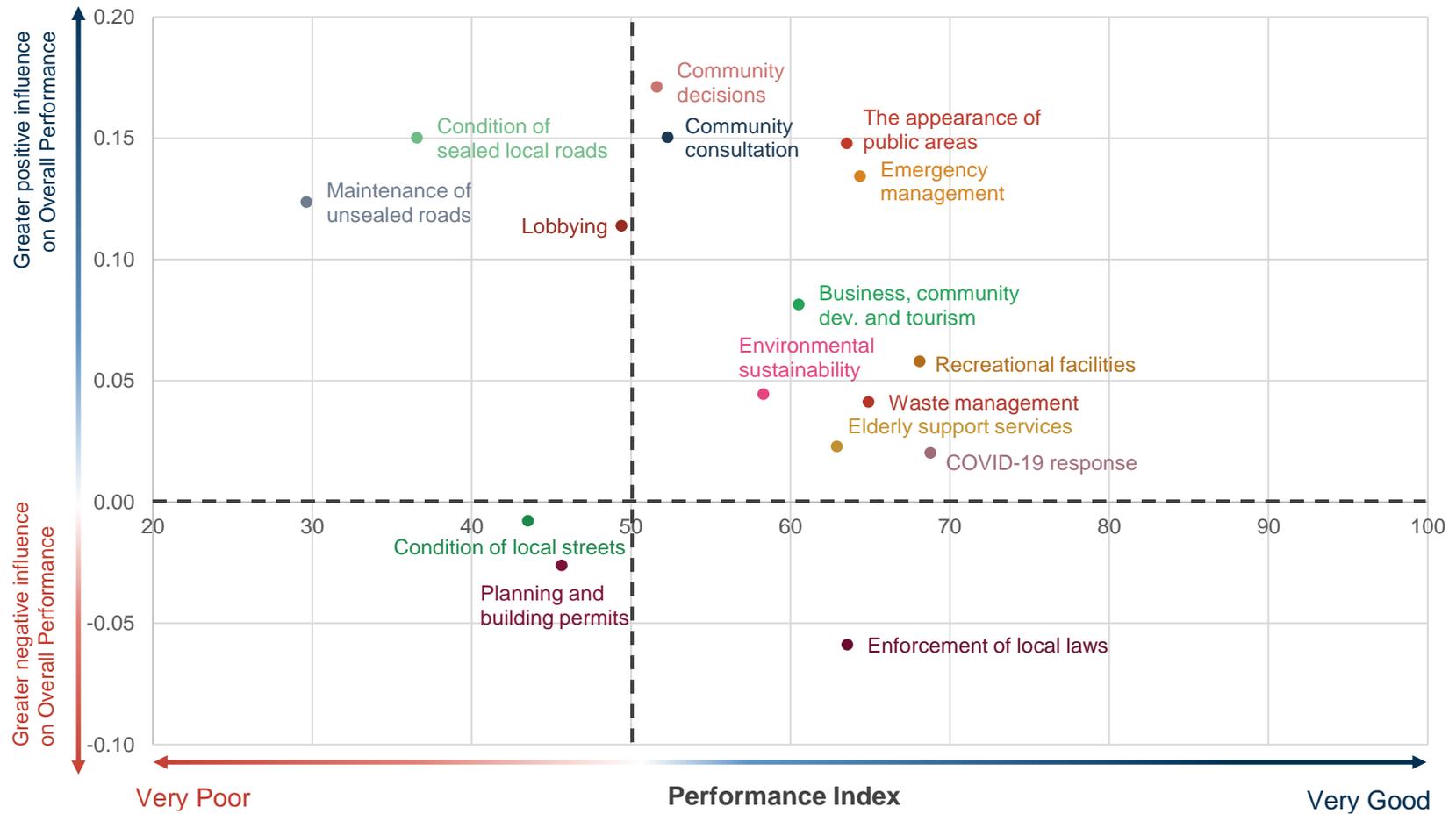
The multiple regression analysis model above (all service areas) has an R² value of 0.630 and adjusted R² value of 0.614, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 40.68. 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

2023 regression analysis (key service areas)

- Condition of sealed local roads
- Maintenance of unsealed roads
- Lobbying
- Community consultation
- Community decisions
- Business, community dev. and tourism
- The appearance of public areas
- Emergency management

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

Very Poor — Performance Index — Very Good

Should remain a focus as changes will have a *stronger* influence on overall perceptions.

Attend to these areas as currently performing 'poorly' here and improvements will have a moderate to strong influence on overall perceptions.

Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on overall performance ratings. Changes to perceptions of Council decision making will have a *stronger* influence on overall ratings.

The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.621 and adjusted R^2 value of 0.613, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 80.06$.

Best things about Council

2023 best things about Council (%)
- Top mentions only -
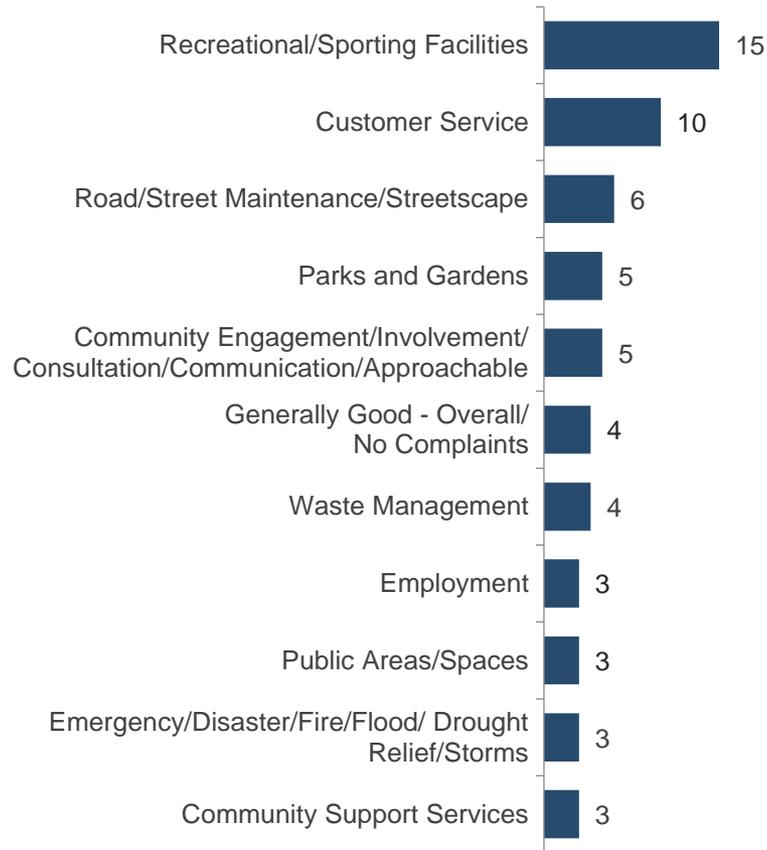
Q16. Please tell me what is the ONE BEST thing about Buloke Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7
A verbatim listing of responses to this question can be found in the accompanying dashboard.

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

Customer service

Contact with council and customer service

Contact with council

Almost two thirds of households (65%) have had contact with Buloke Shire Council in the last 12 months.

Residents aged 35 to 49 years (80%) are significantly more likely than average to have recently contacted Council, while Sea Lake residents (49%) and 65+ year olds (54%) are significantly less likely than average to have contacted Council.

Among those residents who have had contact with Council, 48% provide a positive customer service rating of 'very good' or 'good', including 17% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 56 marks an 11 point and significant decrease from 2022. This follows four years of stability in performance perceptions, maintaining the significant improvement that had been achieved in 2018. Customer service is rated significantly lower than the Small Rural group and State-wide averages (index scores of 65 and 67 respectively).

• Since the previous evaluation, ratings significantly declined among residents aged 18 to 34 years and 65 years and over, and those living in Donald.

Almost half of residents (48%, down 14 points from 2022) provide a positive customer service rating of 'very good' or 'good', including 17% (down 7 points) of residents who rate Councils' customer service as 'very good'. Around three in ten residents (29%, up 15 points) give a 'poor' or 'very poor' rating for customer service.

Customer service is volunteered as the best thing about Council by 10% of residents, but obviously the rating decline needs to be addressed before it becomes any worse.

Contact with council

2023 contact with council (%)
Have had contact

Q5. Over the last 12 months, have you or any member of your household had any contact with Buloke Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16

J W S R E S E A R C H   33

Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	80▲	73	72	78	71	73	74	58	75	85
50-64	73	74	67	73	71	70	66	62	68	71
Donald	67	63	61	70	61	60	64	n/a	n/a	n/a
Small Rural	66	68	64	67	66	66	62	61	64	n/a
Charlton	66	68	58	62	66	63	63	n/a	n/a	n/a
18-34	66	78	50	65	60	60	54	44	59	67
Buloke	65	69	59	65	61	62	60	55	63	68
Men	65	64	58	62	57	58	59	55	64	71
Women	64	74	61	68	66	66	62	54	61	65
State-wide	62	63	62	64	63	63	58	58	60	61
65+	54▼	58	54	53	51	51	50	52	52	55
Sea Lake	49▼	67	52	60	49	70	67	n/a	n/a	n/a

Q5. Over the last 12 months, have you or any member of your household had any contact with Buloke Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67 ▲	68	70	70	71	70	69	69	70	72
Small Rural	65 ▲	67	69	70	70	69	69	69	70	n/a
35-49	60	65	63	65	57	77	59	58	66	71
Sea Lake	60*	70	64	76	68	73	60	n/a	n/a	n/a
Women	57	65	73	69	72	72	65	62	70	73
50-64	57	65	63	60	62	57	61	60	57	69
Buloke	56	67	69	66	67	68	60	62	64	73
Charlton	55	62	77	71	72	73	62	n/a	n/a	n/a
Men	55	69	65	62	63	64	53	61	58	74
65+	55	68	72	66	78	70	58	67	67	75
18-34	54	70	81	77	73	72	63	60	68	81
Donald	49	67	66	63	60	63	61	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating
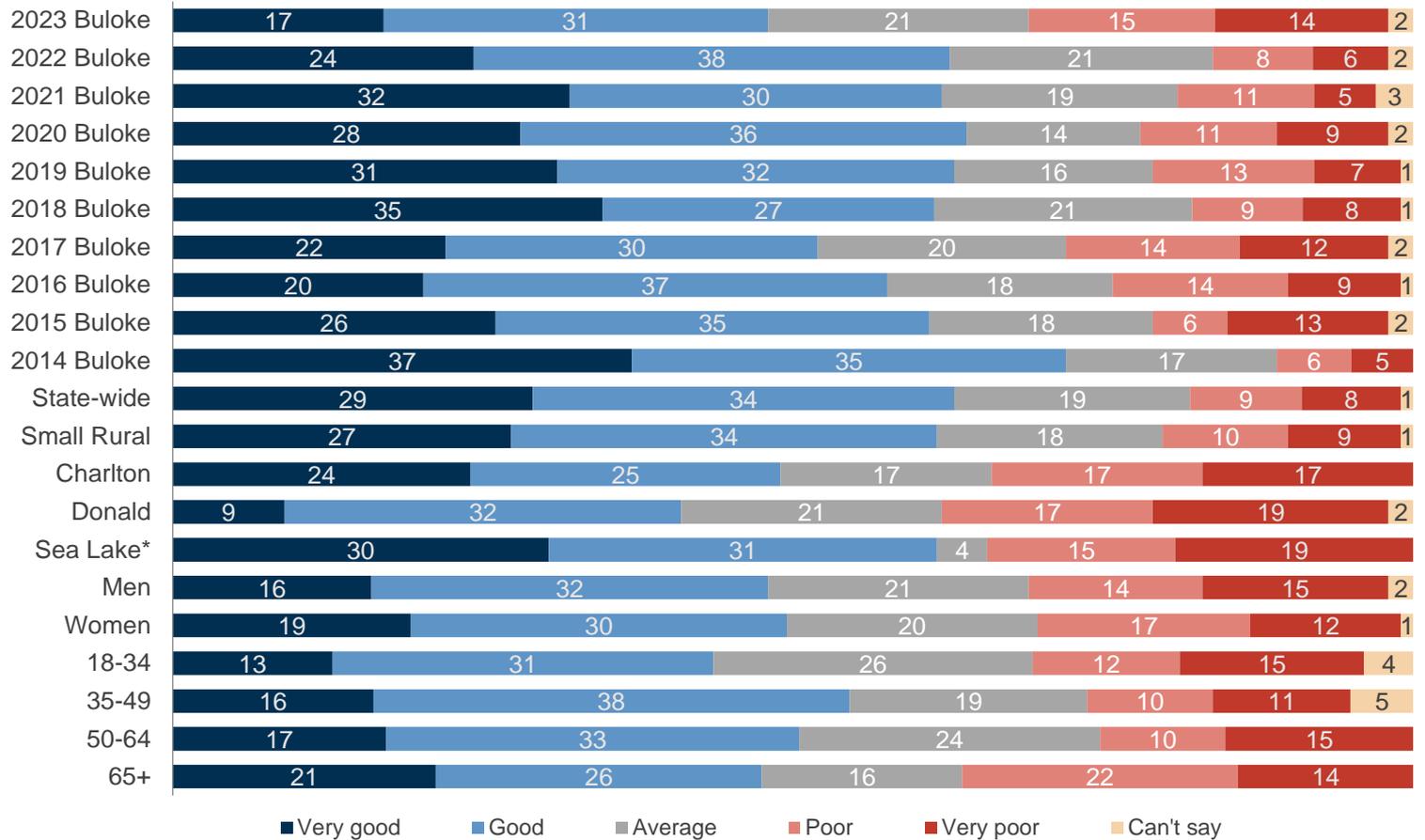
2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	17	31	21	15	14	2
2022 Buloke	24	38	21	8	6	2
2021 Buloke	32	30	19	11	5	3
2020 Buloke	28	36	14	11	9	2
2019 Buloke	31	32	16	13	7	1
2018 Buloke	35	27	21	9	8	1
2017 Buloke	22	30	20	14	12	2
2016 Buloke	20	37	18	14	9	1
2015 Buloke	26	35	18	6	13	2
2014 Buloke	37	35	17	6	5	
State-wide	29	34	19	9	8	1
Small Rural	27	34	18	10	9	1
Charlton	24	25	17	17	17	
Donald	9	32	21	17	19	2
Sea Lake*	30	31	4	15	19	
Men	16	32	21	14	15	2
Women	19	30	20	17	12	1
18-34	13	31	26	12	15	4
35-49	16	38	19	10	11	5
50-64	17	33	24	10	15	
65+	21	26	16	22	14	

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

Communication

Communication

The preferred form of communication from Council about news and information and upcoming events newsletters sent via mail (26%), followed by advertising in the local newspaper (21%). Council newsletters distributed via email (15%) is the third most preferred communications format, sitting slightly above social media and newsletters as a local paper insert (both at 14%).

• Among residents aged <u>under 50 years</u>, social media (27%) is preferred over mailed newsletters (24%). Since the previous evaluation in 2017, preference for emailed newsletters (16%) has remained steady. Preference for advertising in local newspapers has declined (22% in 2017 down to 14% in 2023), and Council newsletters as local paper inserts has dropped by half (15% in 2017 down to 6% in 2023).

• Residents aged <u>over 50 years</u> much prefer to receive mailed newsletters (27%) ahead of emailed newsletters (14%). Newsletters sent via mail has typically been the preferred form of communication by older residents (2017 being an exception). Preference for advertising news, information and upcoming events in newspapers (25%) is the second most preferred form of communication among those aged over 50 years.
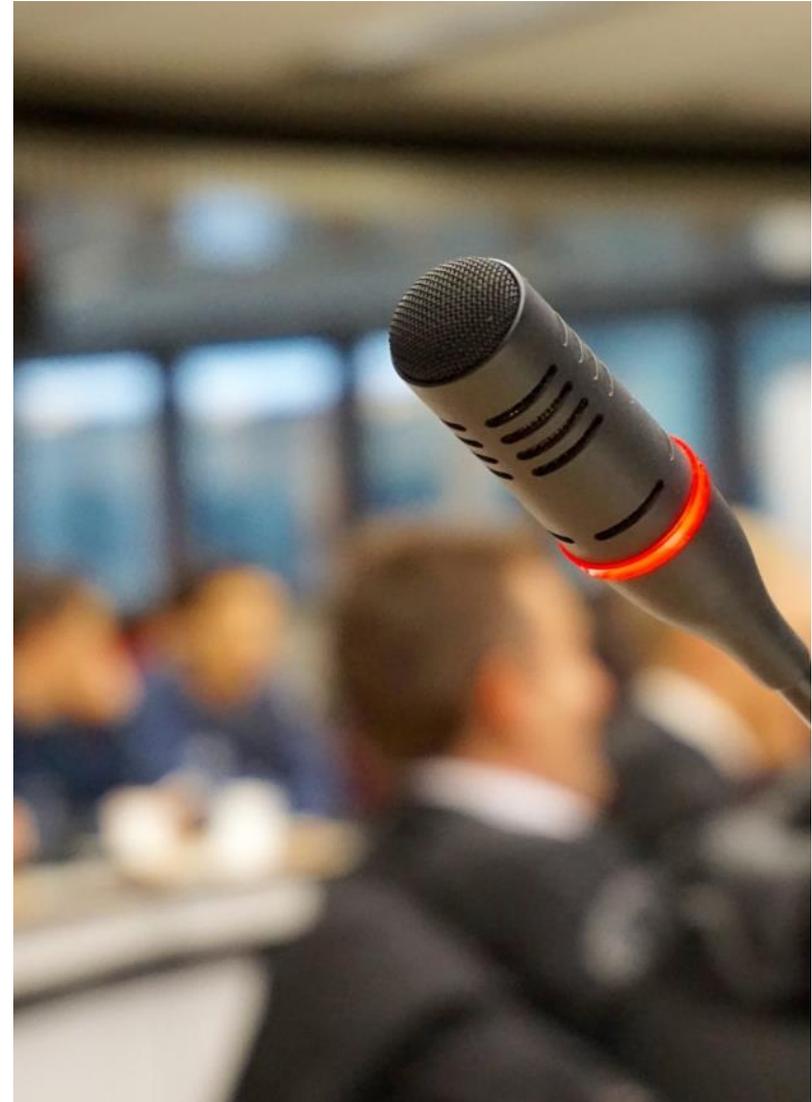
Best form of communication

2023 best form of communication (%)

Advertising in a Local Newspaper · Council Newsletter via Mail · Council Newsletter via Email · Council Newsletter as Local Paper Insert · Council Website · Text Message · Social Media

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Council Newsletter via Mail	32	29	33	30						26
Advertising in a Local Newspaper	27	26	23	28						21
Council Newsletter as Local Paper Insert	17	25	16	18						15
Council Newsletter via Email	12	14	17	13						14
Social Media										14
Text Message	5	3	5	4						7
Council Website	2	1	2	1						1
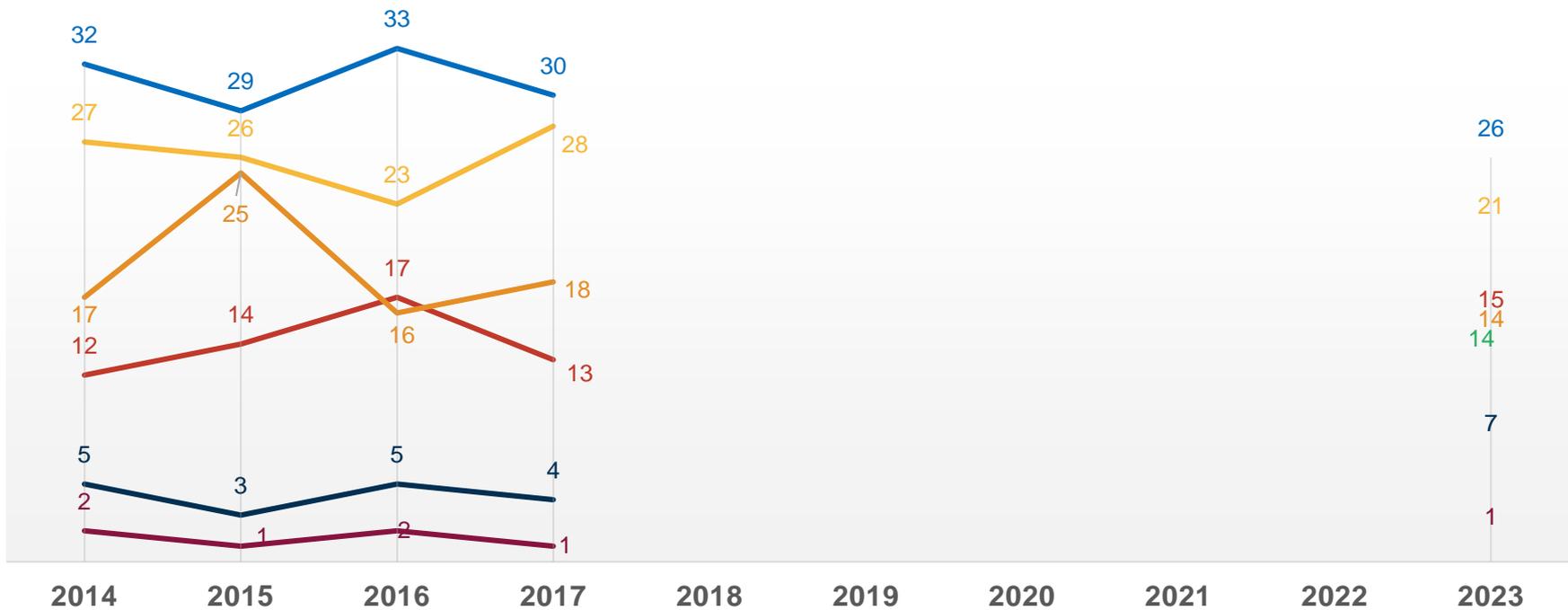
Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 11
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2023 under 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023
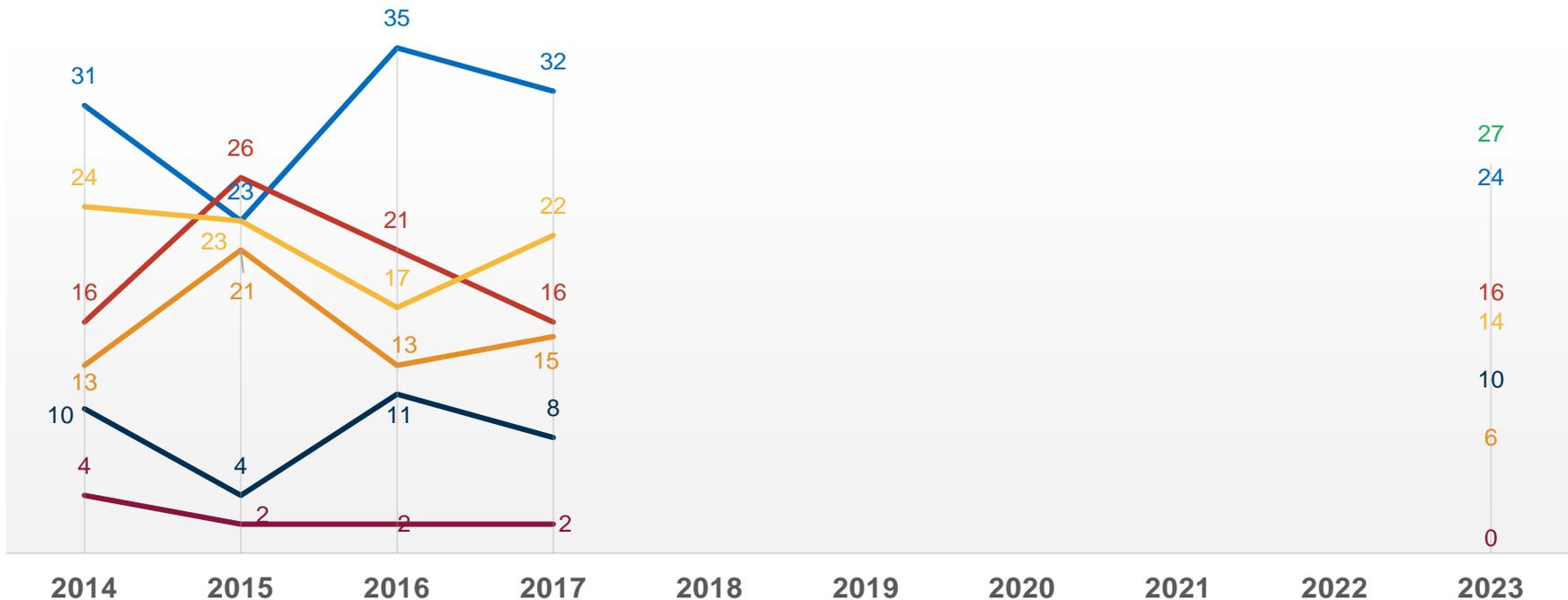
Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 11
Note: 'Social Media' was included in 2019.

J W S R E S E A R C H   40

Best form of communication: over 50s

2023 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Council Newsletter via Mail	33	33	32	29						27
Advertising in a Local Newspaper	29	27	27	32						25
Council Newsletter as Local Paper Insert	20	27	18	21						18
Council Newsletter via Email	9	6	14	12						14
Social Media										7
Text Message	1	3	2	1						5
Council Website			3	1						2
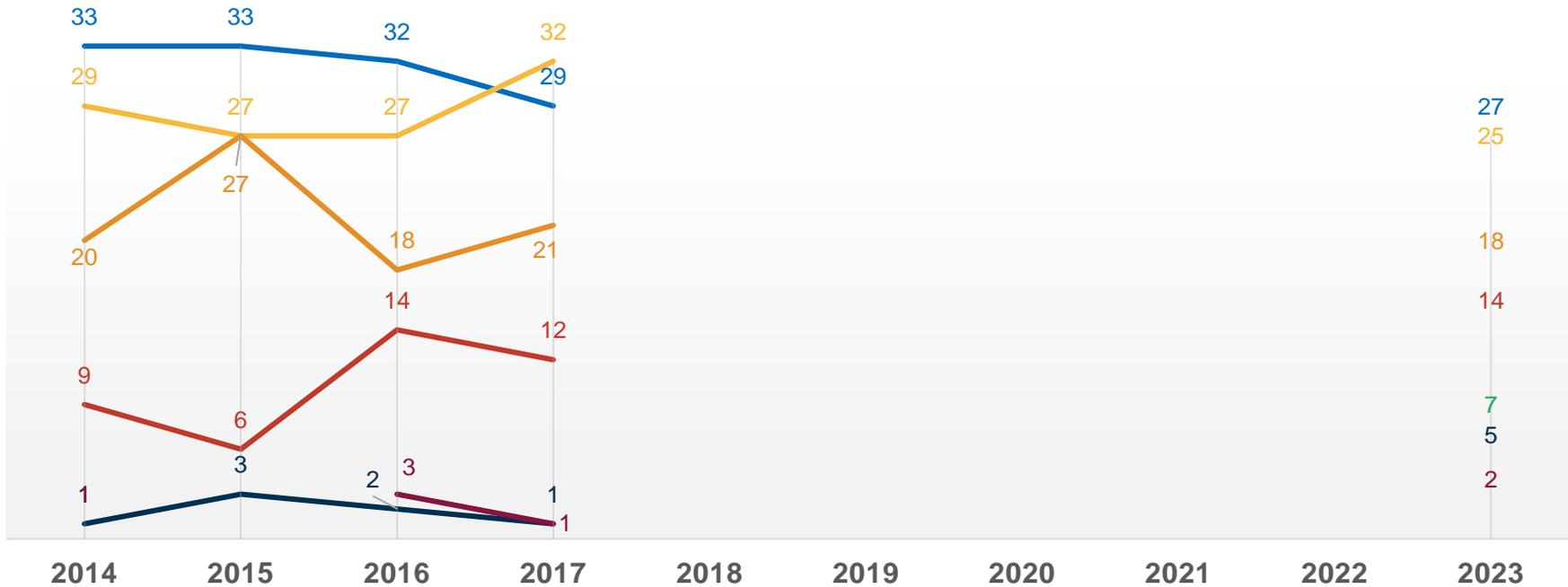
Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 11
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Perceptions of the direction of Council's overall performance have significantly declined for a second consecutive year, following four years of maintaining the significant gain achieved in 2017.

Direction of Council's overall performance is rated significantly lower than both the State-wide and Small Rural group averages (index scores of 46 and 47 respectively).

Over the last 12 months, 10% of residents believe the direction of Council's overall performance has improved (compared to a slightly higher 14% in 2022). Around six in ten residents (58%, down four percentage points) believe it has stayed the same and 30% think it has deteriorated (compared to 21% in 2022).

• Since the previous evaluation, ratings significantly declined across most geographic and demographic cohorts, the exception being residents aged 35 to 64 years, women, and those living in Sea Lake.

• By geographic region, residents of Charlton and Sea Lake are more satisfied with the direction of Council's overall performance than residents of Donald.
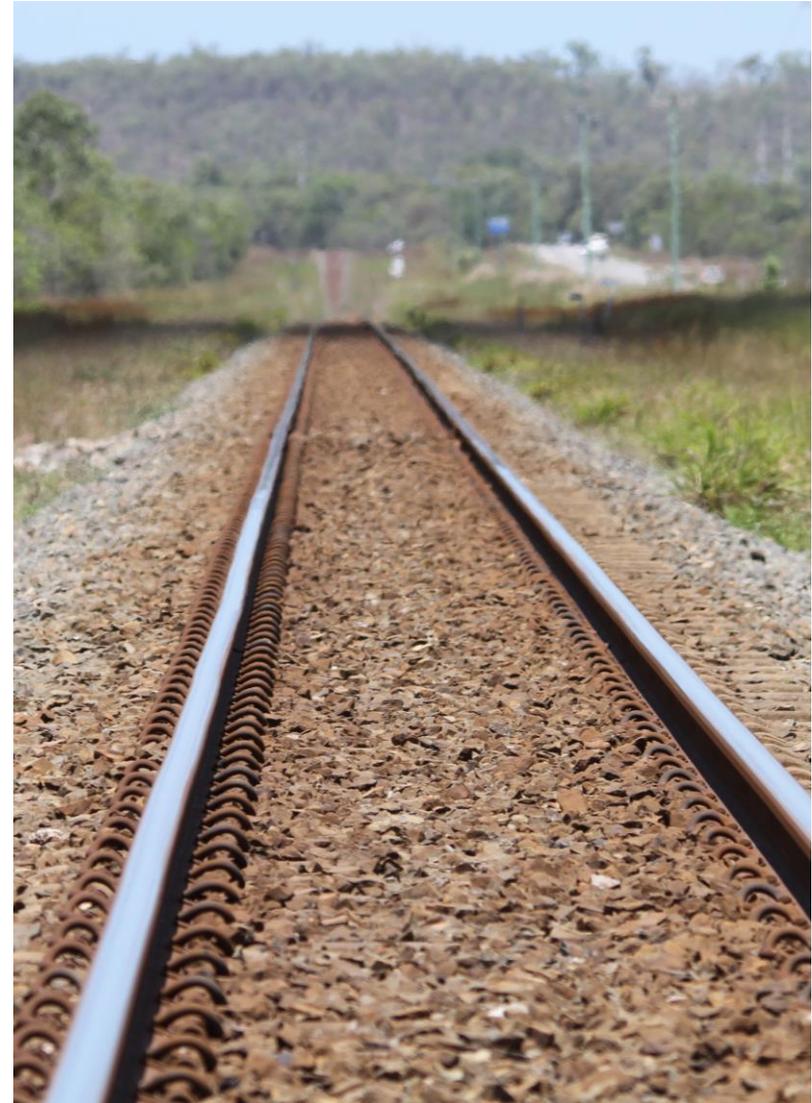
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	47 ▲		51	53	50	53	50	52	50	53	n/a
State-wide	46 ▲		50	53	51	53	52	53	51	53	53
18-34	44		57	59	61	47	46	52	35	43	47
Charlton	40		51	65	62	54	46	47	n/a	n/a	n/a
Sea Lake	40		36	51	54	42	42	43	n/a	n/a	n/a
Women	40		46	55	56	51	49	52	38	38	41
Buloke	40		47	54	53	50	46	47	38	39	39
65+	39		50	55	56	55	50	48	46	39	41
Men	39		48	53	49	48	42	42	38	39	37
50-64	38		43	48	45	50	37	40	30	37	36
35-49	37		36	52	50	42	48	51	37	36	36
Donald	37		47	47	46	52	42	44	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
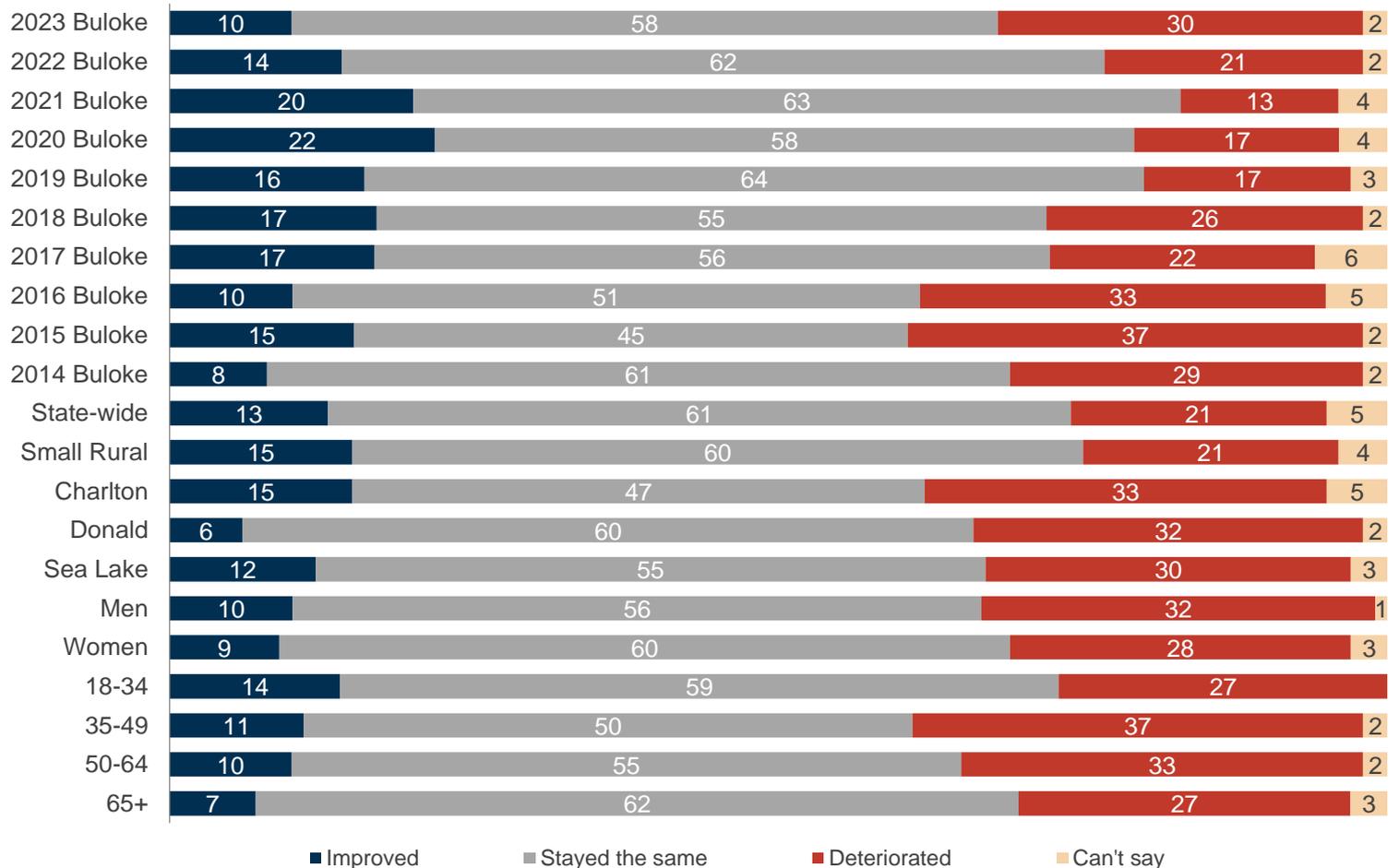
2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Buloke	10	58	30	2
2022 Buloke	14	62	21	2
2021 Buloke	20	63	13	4
2020 Buloke	22	58	17	4
2019 Buloke	16	64	17	3
2018 Buloke	17	55	26	2
2017 Buloke	17	56	22	6
2016 Buloke	10	51	33	5
2015 Buloke	15	45	37	2
2014 Buloke	8	61	29	2
State-wide	13	61	21	5
Small Rural	15	60	21	4
Charlton	15	47	33	5
Donald	6	60	32	2
Sea Lake	12	55	30	3
Men	10	56	32	1
Women	9	60	28	3
18-34	14	59	27	
35-49	11	50	37	2
50-64	10	55	33	2
65+	7	62	27	3

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

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

Individual service areas

Community consultation and engagement importance

2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	80 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80	76
35-49	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	75
65+	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	73
50-64	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	77
Small Rural	77	78	77	76	76	74	75	77	76	n/a
Charlton	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	73
Sea Lake	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	75	74	74	74	74	75	74	74
Donald	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	71
18-34	68 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	67
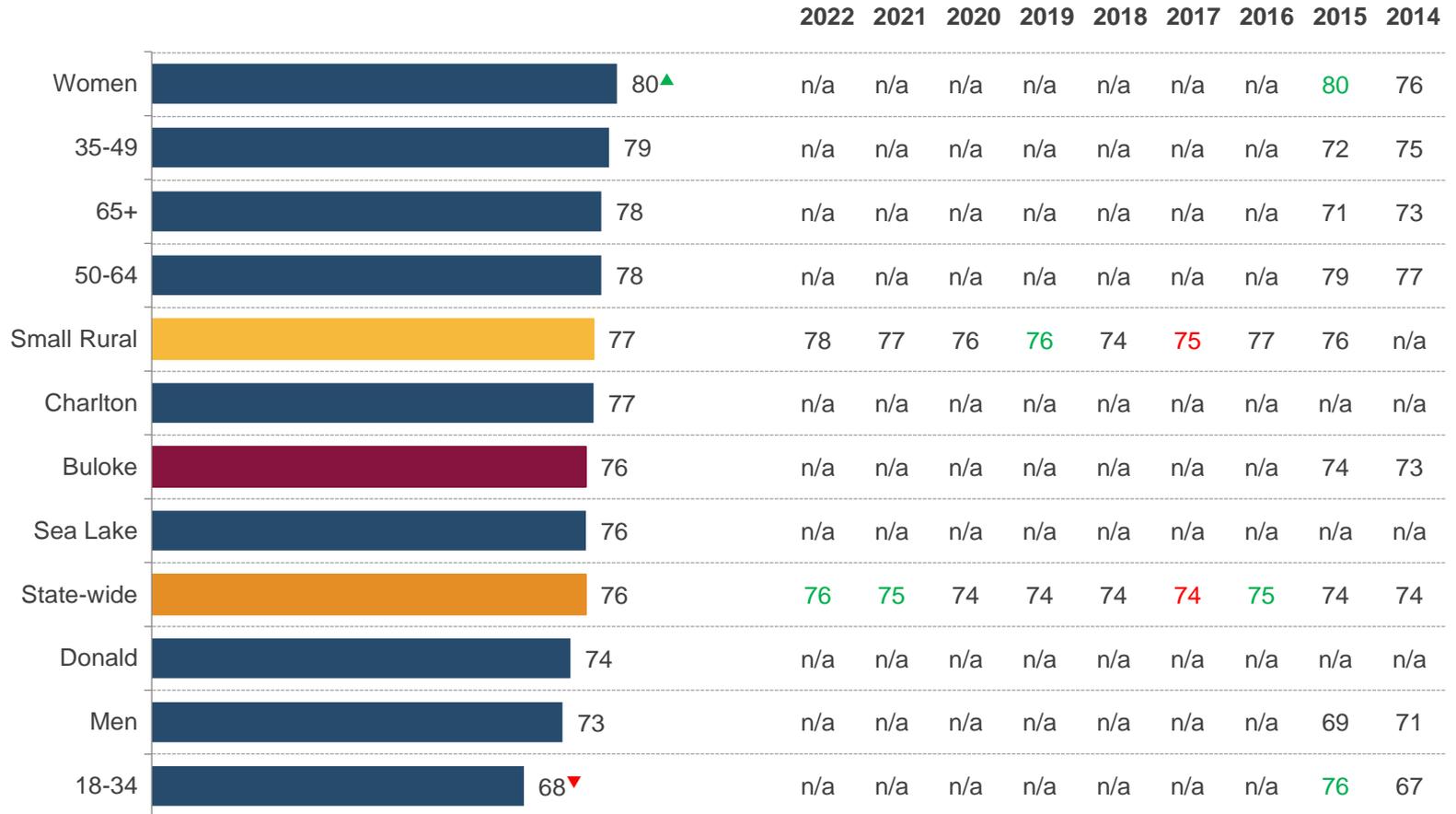
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	55	57	63	59	60	57	52	49	53	61
Sea Lake	54	43	58	64	53	48	58	n/a	n/a	n/a
35-49	54	46	56	57	50	55	55	50	48	55
Women	54	56	62	60	56	55	54	48	51	57
Donald	53	54	54	58	57	54	51	n/a	n/a	n/a
Small Rural	53	54	56	54	56	54	55	55	56	n/a
Charlton	53	55	64	60	50	51	46	n/a	n/a	n/a
Buloke	52	54	60	58	55	53	51	46	51	58
State-wide	52	54	56	55	56	55	55	54	56	57
Men	51	53	58	55	53	51	47	44	50	58
18-34	50	67	66	68	62	59	49	44	58	61
50-64	48	49	51	49	48	43	45	41	45	55

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

2023 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	11	26	30	16	11	6
2022 Buloke	11	29	33	15	9	3
2021 Buloke	14	36	27	12	7	4
2020 Buloke	12	31	32	14	6	4
2019 Buloke	13	27	29	17	9	6
2018 Buloke	9	29	30	16	10	6
2017 Buloke	7	27	34	16	11	6
2016 Buloke	5	20	33	18	13	10
2015 Buloke	5	26	38	19	7	5
2014 Buloke	8	39	29	14	5	5
State-wide	7	27	32	17	9	8
Small Rural	9	28	30	17	9	7
Charlton	9	23	39	10	10	9
Donald	12	30	23	18	12	5
Sea Lake	9	36	23	6	17	9
Men	12	23	29	18	13	6
Women	9	30	31	14	10	6
18-34	13	24	28	23	13	
35-49	6	35	33	15	9	2
50-64	8	20	37	19	12	5
65+	13	27	27	12	12	11

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
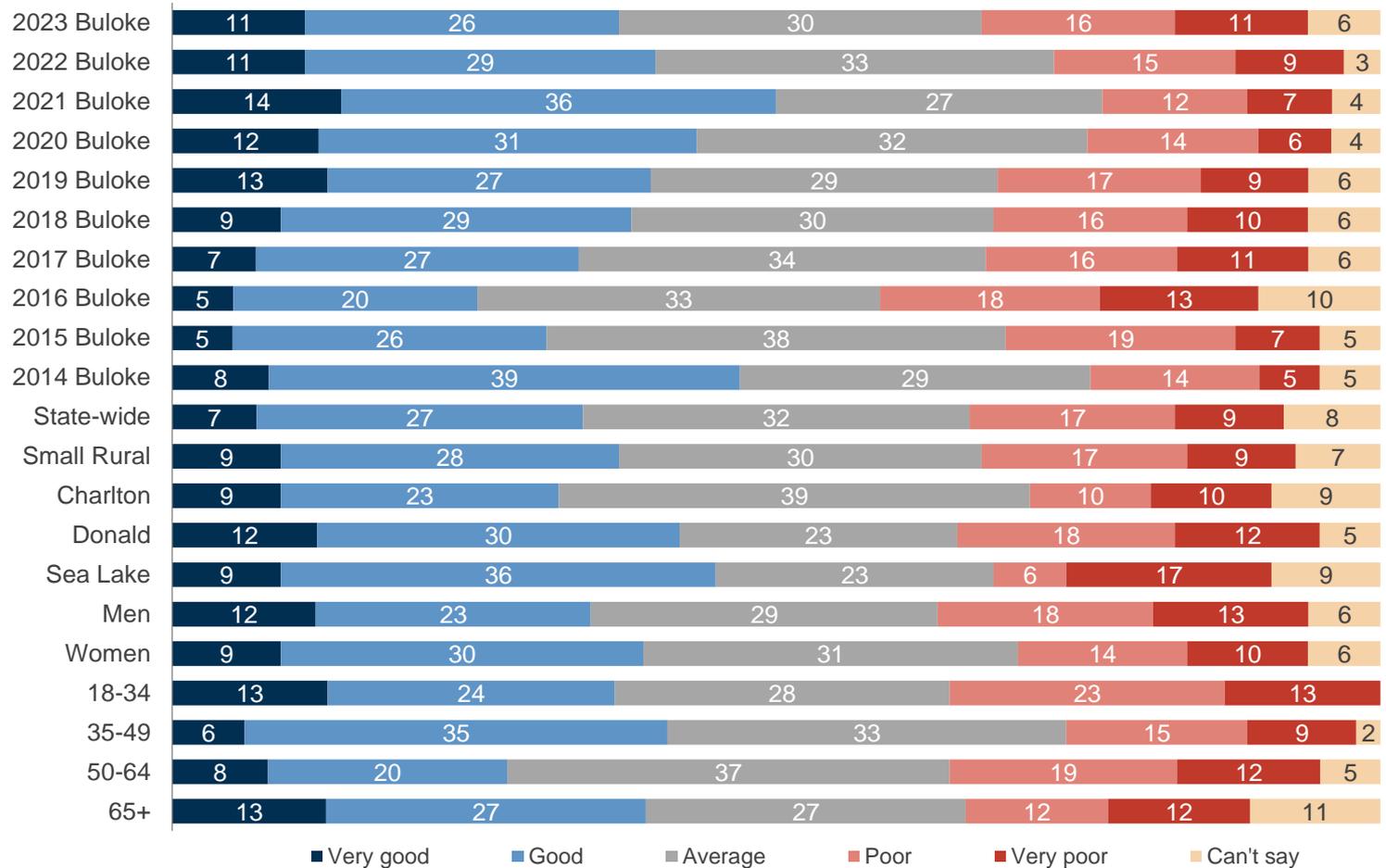
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	52 ▲	54	55	52	55	53	55	54	56	n/a
65+	51	58	63	55	60	56	53	53	57	59
Sea Lake	51	41	48	47	52	56	48	n/a	n/a	n/a
State-wide	51	53	55	53	54	54	54	53	55	56
18-34	51	53	59	59	55	56	48	46	49	56
Men	50	53	55	53	49	50	46	46	48	52
Donald	50	51	56	53	52	49	49	n/a	n/a	n/a
Buloke	49	53	58	54	52	52	49	48	50	54
Women	49	54	61	55	55	54	52	49	52	56
35-49	48	48	52	53	44	58	50	48	47	52
Charlton	47	55	64	61	52	51	46	n/a	n/a	n/a
50-64	47	50	52	49	46	42	44	41	45	50

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: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2023 lobbying performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	8	18	34	17	9	14
2022 Buloke	10	20	38	14	7	11
2021 Buloke	11	28	31	14	4	12
2020 Buloke	6	29	33	14	7	11
2019 Buloke	7	22	35	14	7	16
2018 Buloke	9	19	31	19	5	17
2017 Buloke	4	21	30	17	9	18
2016 Buloke	7	18	29	15	13	18
2015 Buloke	6	22	35	14	10	14
2014 Buloke	7	26	34	14	6	14
State-wide	5	21	31	15	7	21
Small Rural	6	23	31	14	7	19
Charlton	10	12	29	15	13	22
Donald	7	22	31	21	8	11
Sea Lake	11	19	26	12	13	20
Men	10	19	33	18	10	10
Women	6	16	35	16	8	19
18-34	11	18	28	21	8	14
35-49	9	20	30	24	11	6
50-64	6	14	38	20	9	13
65+	8	18	36	11	9	18

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	54	61	68	62	59	54	51	49	56	60
Women	53	56	64	59	56	52	52	46	50	57
Donald	53	53	60	58	54	47	51	n/a	n/a	n/a
35-49	52	44	53	59	43	56	52	48	46	49
Buloke	52	54	61	58	52	50	49	45	50	56
Small Rural	52	54	56	53	55	52	55	53	56	n/a
State-wide	51	54	56	53	55	54	54	54	55	57
Charlton	51	60	65	61	52	47	43	n/a	n/a	n/a
18-34	51	58	64	61	58	47	48	43	57	61
Men	50	53	59	56	49	48	47	44	50	54
Sea Lake	49	44	58	56	52	45	50	n/a	n/a	n/a
50-64	48	50	52	48	46	41	46	39	42	52

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

WW

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	8	26	32	17	10	6
2022 Buloke	10	28	34	15	8	4
2021 Buloke	13	36	30	9	6	6
2020 Buloke	11	34	31	16	5	3
2019 Buloke	8	24	37	15	9	7
2018 Buloke	8	24	33	21	10	5
2017 Buloke	5	26	35	16	11	6
2016 Buloke	6	21	32	18	17	7
2015 Buloke	6	24	40	14	11	5
2014 Buloke	7	31	34	14	5	9
State-wide	6	27	33	16	9	9
Small Rural	7	27	33	16	9	7
Charlton	5	24	31	17	7	16
Donald	10	30	29	18	11	3
Sea Lake	10	26	20	23	13	8
Men	7	25	33	18	11	6
Women	9	28	32	16	9	6
18-34	10	22	38	14	13	2
35-49	7	33	26	26	6	2
50-64	5	23	34	21	10	8
65+	10	28	31	13	10	9

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

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

The condition of sealed local roads in your area importance

2023 sealed local roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	90 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84
Personal user	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	86
Sea Lake	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83
Men	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80
65+	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77
Charlton	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	88
Small Rural	84	82	81	83	82	84	81	n/a	78	n/a
18-34	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	87
State-wide	82 ▼	81	79	79	79	80	78	78	76	77

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2023 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	52	38	9			1
2014 Buloke	47	42	10		1	1
State-wide	43	42	13		1	1
Small Rural	49	38	10	1	1	1
Charlton	49	40	11			
Donald	52	38	9		1	1
Sea Lake	58	35	3		4	
Men	50	41	7		1	
Women	53	35	11			1
18-34	45	43	9		2	
35-49	48	39	11			2
50-64	63	33	4			
65+	50	39	10	1	1	
Personal user	54	37	8			1
Household user	54	37	8			1

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
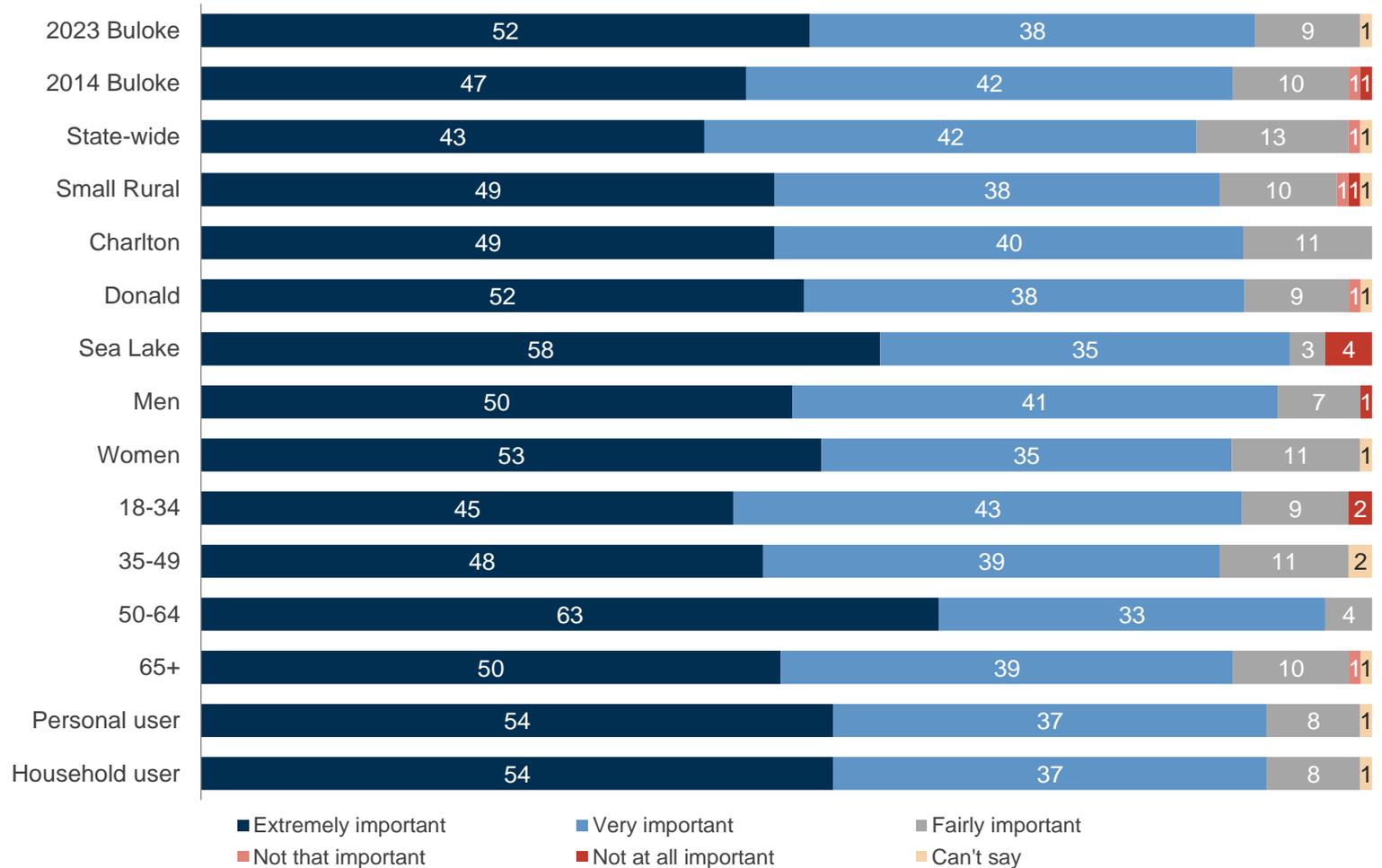
Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48 ▲	53	57	54	56	53	53	54	55	55
Charlton	45 ▲	45	57	51	51	45	38	n/a	n/a	n/a
Small Rural	44 ▲	50	53	51	53	49	50	52	52	n/a
65+	43 ▲	46	51	48	51	47	41	46	53	54
Women	37	41	50	39	38	40	39	38	46	44
Donald	37	38	46	34	36	35	35	n/a	n/a	n/a
Buloke	37	38	48	39	42	39	36	39	44	43
35-49	36	28	36	31	32	36	32	38	34	31
Men	36	35	46	40	45	38	34	41	42	41
Household user	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	32	33	37	34	40	38	38	n/a	n/a	n/a
50-64	31	33	44	35	36	35	33	36	42	41
18-34	29 ▼	41	59	35	40	32	39	32	41	40

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

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	6	15	25	24	28	2
2022 Buloke	5	17	30	22	26	1
2021 Buloke	7	26	30	19	15	2
2020 Buloke	6	16	31	22	24	1
2019 Buloke	6	20	27	26	19	1
2018 Buloke	4	19	25	30	20	2
2017 Buloke	2	14	33	25	24	2
2016 Buloke	4	17	31	23	23	1
2015 Buloke	7	21	32	22	18	
2014 Buloke	5	22	29	27	16	1
State-wide	8	27	28	19	17	1
Small Rural	6	23	29	21	19	2
Charlton	7	20	33	21	17	2
Donald	7	14	25	24	28	1
Sea Lake	2	16	23	18	35	6
Men	7	13	25	24	29	2
Women	5	17	25	25	26	2
18-34	7	5	23	27	38	
35-49	4	19	28	13	34	
50-64	4	11	17	34	30	3
65+	8	19	29	23	19	2
Personal user	6	13	24	26	29	1
Household user	6	13	24	26	29	1
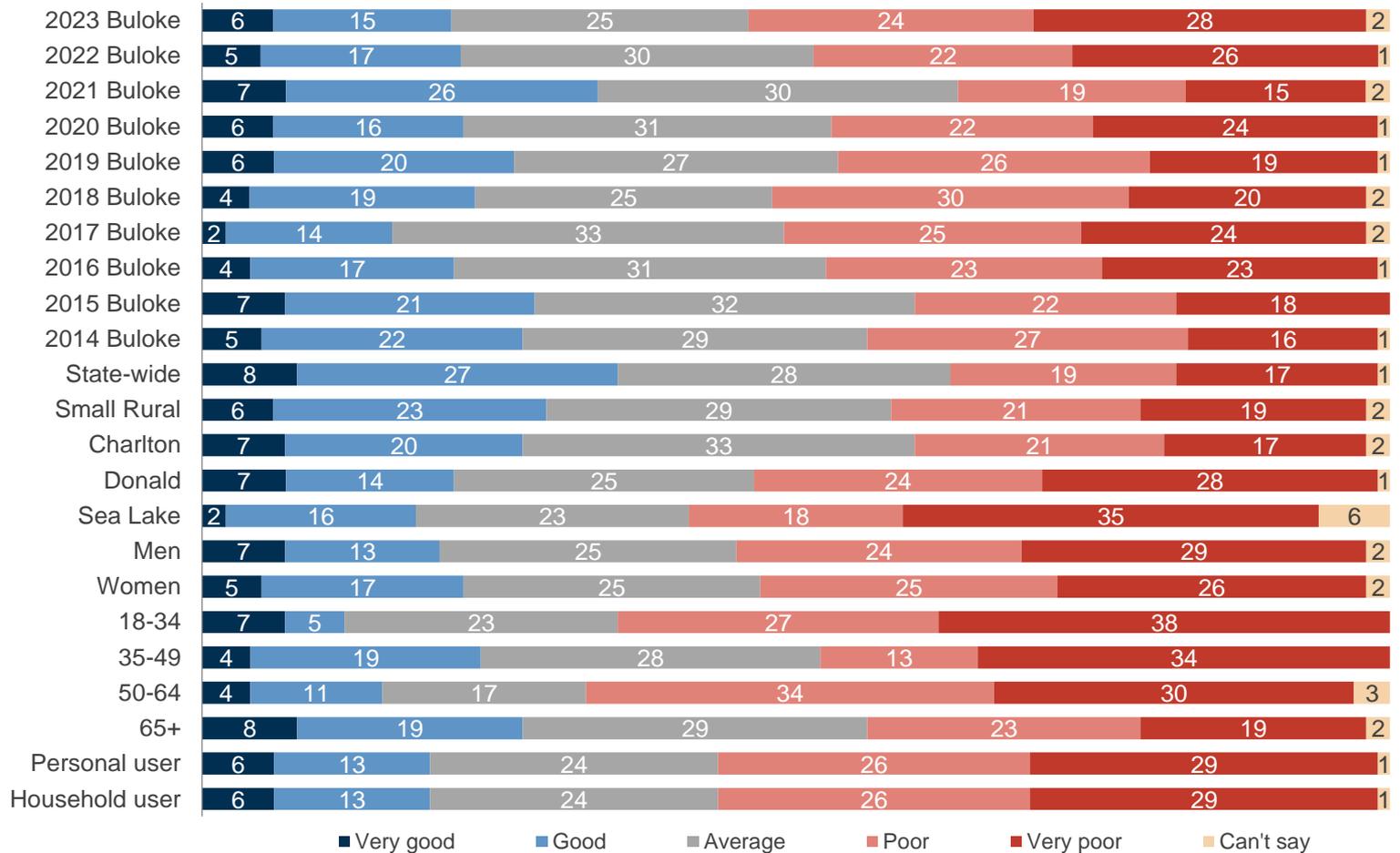
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	82	80
Women	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83	83
Charlton	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	77
65+	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	75
35-49	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81	76
State-wide	81	81	79	78	77	78	77	77	77	77
Donald	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	80	77	77	77	76	76	75	76	n/a
Men	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	72
18-34	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	78

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2023 streets and footpaths importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	40	47	10	1		1
2015 Buloke	38	41	19	1		1
2014 Buloke	33	45	20	1		1
State-wide	41	41	14	2	1	1
Small Rural	39	42	14	2	1	3
Charlton	47	42	10			1
Donald	34	52	13			1
Sea Lake	43	47	6	3		2
Men	33	54	11	1		1
Women	48	40	8	1		2
18-34	33	54	10		2	
35-49	32	59	4	2		2
50-64	49	39	8	2		2
65+	41	44	13	1		1
Personal user	40	49	9	1		1 1
Household user	40	49	9	1		1 1

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide 52 ▲	57	59	58	59	58	57	57	58	58
Small Rural 52 ▲	55	58	57	57	57	57	58	59	n/a
65+ 49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60	60
Charlton 46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women 45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	57
Donald 45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke 44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	58
35-49 43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	55	61
Household user 43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user 43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men 42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	60
Sea Lake 42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50	53
18-34 36 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58	61

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	6	22	31	23	18	2
2015 Buloke	10	31	34	16	7	2
2014 Buloke	9	38	31	14	5	2
State-wide	10	30	28	18	12	2
Small Rural	8	31	27	18	11	4
Charlton	3	22	37	27	9	2
Donald	4	24	35	17	18	1
Sea Lake	10	22	21	18	29	
Men	4	24	28	21	21	2
Women	7	20	33	24	15	1
18-34	4	14	30	20	29	2
35-49		26	30	32	11	
50-64	3	21	26	27	21	2
65+	10	23	33	17	14	2
Personal user	6	21	29	25	18	1
Household user	6	21	29	25	18	1
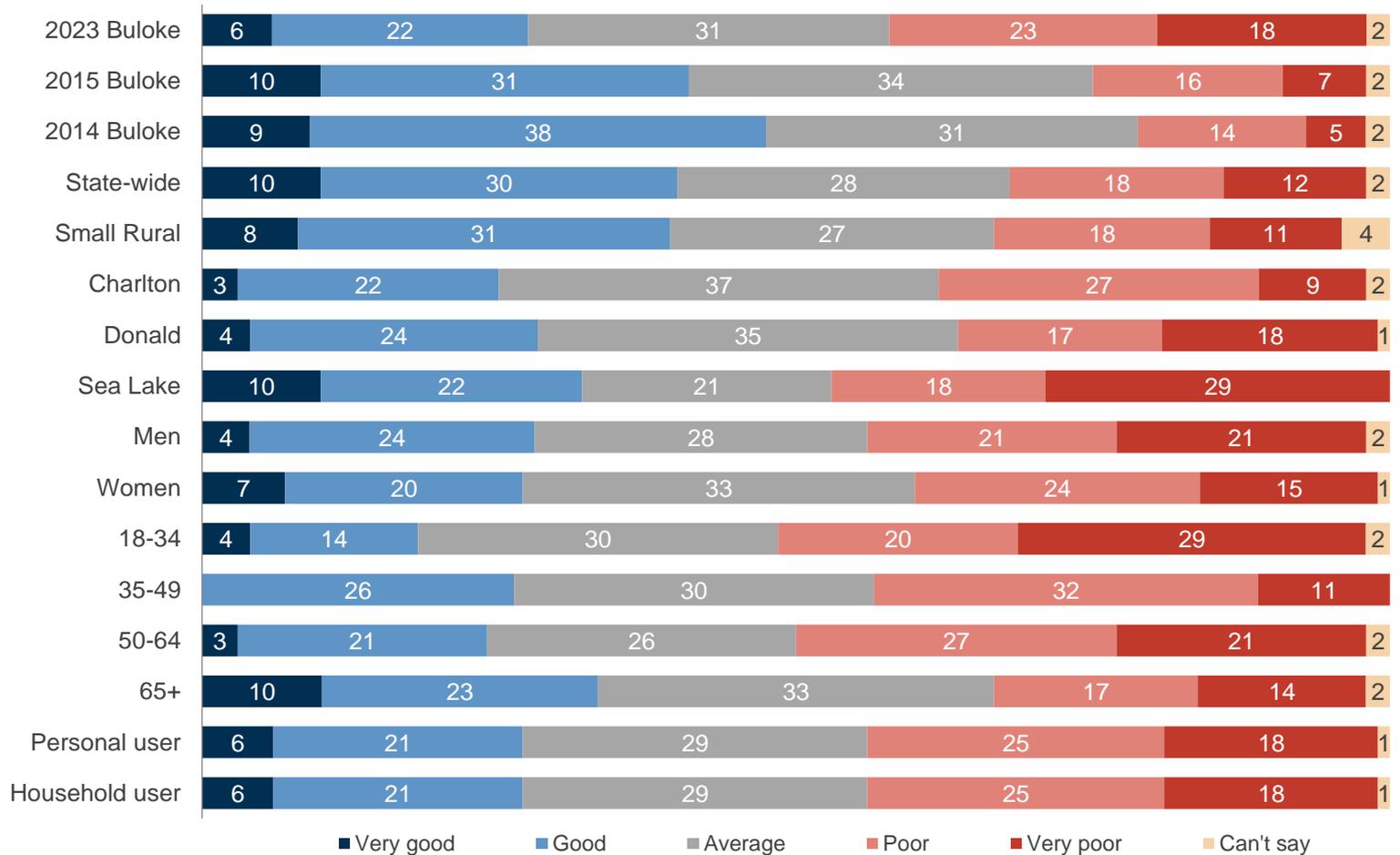
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

Enforcement of local laws importance

2023 law enforcement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	71 ▲	68	71	71	75	71	n/a	n/a	76	74
Sea Lake	71	65	71	70	61	63	n/a	n/a	n/a	n/a
65+	68	71	72	68	70	67	n/a	n/a	67	68
Charlton	68	65	69	64	69	65	n/a	n/a	n/a	n/a
State-wide	68 ▲	68	70	70	71	71	71	70	71	70
50-64	65	65	63	66	62	65	n/a	n/a	70	70
Small Rural	65	65	67	66	68	66	67	69	68	n/a
Buloke	65	64	66	66	66	64	n/a	n/a	69	70
Donald	61	62	62	65	69	62	n/a	n/a	n/a	n/a
35-49	61	54	61	63	65	65	n/a	n/a	66	67
18-34	59	59	59	66	69	56	n/a	n/a	72	76
Men	59 ▼	60	62	61	59	57	n/a	n/a	61	66

Q1. Firstly, how important should 'Enforcement of local laws' 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.

Enforcement of local laws importance

2023 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	21	31	36	8	3	
2022 Buloke	17	37	33	10	3	2
2021 Buloke	20	38	31	8	3	1
2020 Buloke	21	36	32	7	3	1
2019 Buloke	21	38	28	7	4	1
2018 Buloke	18	35	32	11	3	1
2015 Buloke	24	36	32	5	2	1
2014 Buloke	26	36	29	6	1	1
State-wide	23	36	29	8	3	1
Small Rural	19	35	33	8	3	2
Charlton	22	34	41	1		2
Donald	19	27	41	6	7	1
Sea Lake	31	34	22	9	3	2
Men	15	27	43	9	6	
Women	27	36	28	7	1	1
18-34	19	29	30	13	9	
35-49	15	26	48	9	2	
50-64	22	29	37	10	1	1
65+	23	36	33	5	3	

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
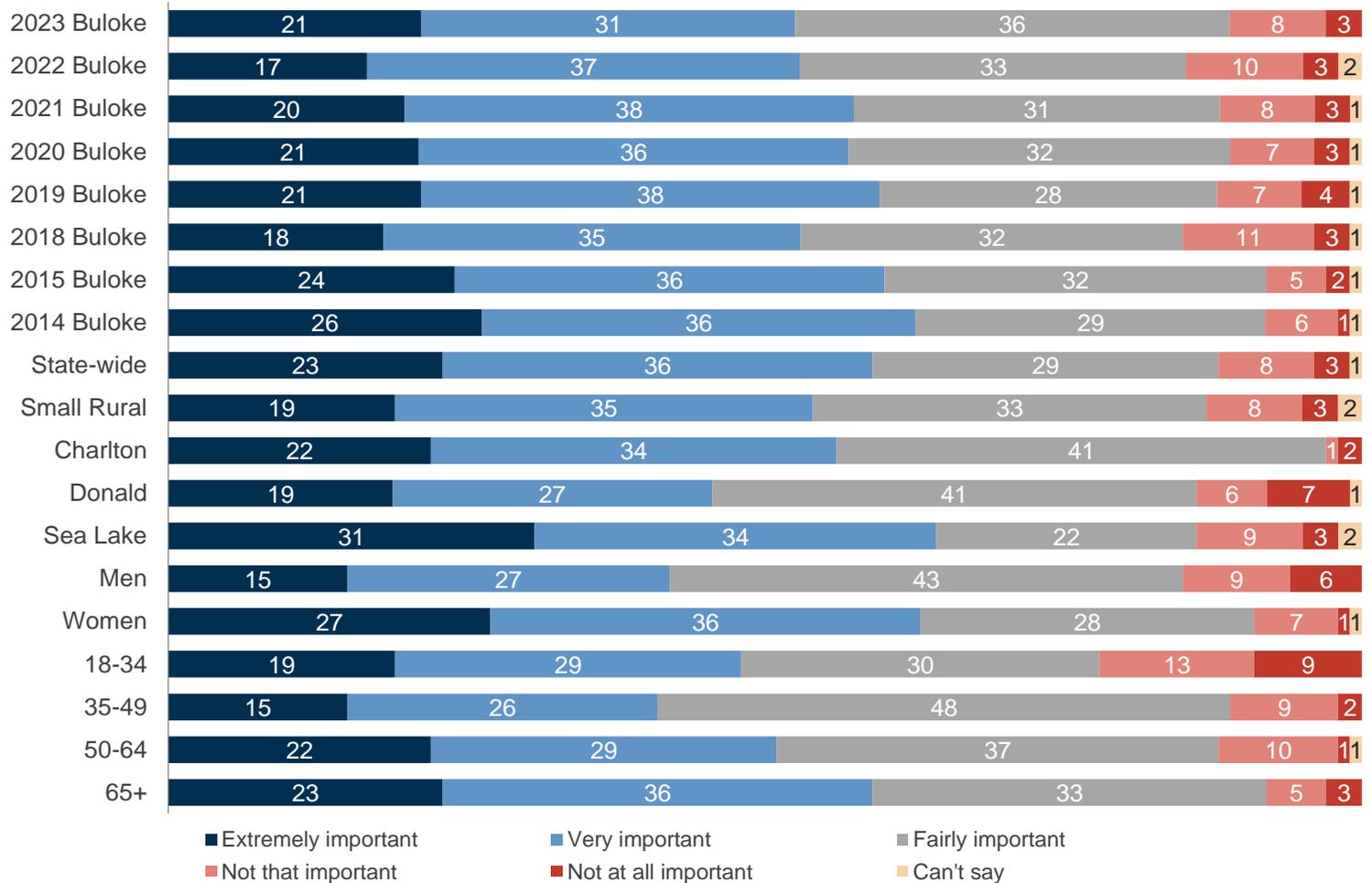
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

Enforcement of local laws performance

2023 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Charlton	68	65	61	63	60	50	n/a	n/a	n/a	n/a
65+	66	64	66	63	65	61	n/a	n/a	63	62
Sea Lake	64	53	65	62	59	58	n/a	n/a	n/a	n/a
Women	64	66	67	62	63	61	n/a	n/a	66	65
Buloke	64	62	65	62	61	58	n/a	n/a	63	65
35-49	64	59	63	60	57	65	n/a	n/a	61	68
Donald	64	61	68	61	60	61	n/a	n/a	n/a	n/a
18-34	63	65	70	72	63	54	n/a	n/a	72	70
Men	63	58	64	63	58	56	n/a	n/a	61	65
State-wide	61 ▼	63	64	63	64	64	64	63	66	66
Small Rural	61 ▼	62	63	62	63	63	65	64	66	n/a
50-64	60	58	60	57	56	52	n/a	n/a	59	62

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

2023 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	12	39	27	6	4	11
2022 Buloke	11	36	31	7	4	10
2021 Buloke	12	44	25	6	3	9
2020 Buloke	12	40	27	9	5	8
2019 Buloke	13	33	30	8	6	11
2018 Buloke	10	33	28	11	7	12
2015 Buloke	11	39	32	7	3	8
2014 Buloke	14	40	26	8	3	8
State-wide	10	35	28	8	4	15
Small Rural	10	34	29	8	5	14
Charlton	15	36	27	7		16
Donald	12	43	29	4	6	5
Sea Lake	13	41	11	7	8	20
Men	12	40	29	7	5	8
Women	12	38	26	6	4	14
18-34	14	33	36	4	5	8
35-49	11	42	22	4	6	15
50-64	9	40	29	7	7	9
65+	13	40	25	8	2	11

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

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

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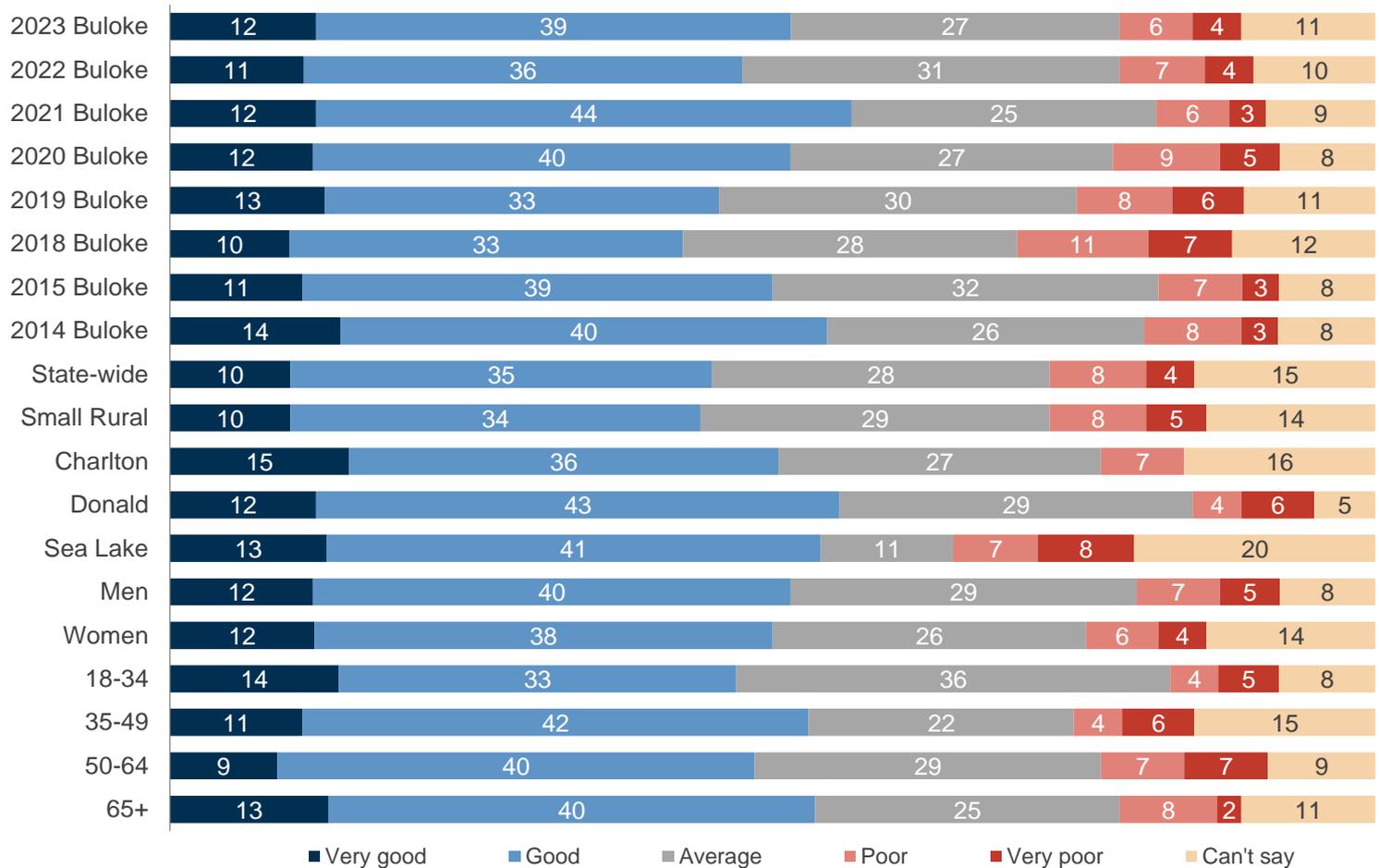
Elderly support services importance

2023 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	87	83	86	82	81	83	n/a	n/a	85	82
Women	87	85	87	87	85	87	n/a	n/a	88	87
Buloke	84	82	84	82	81	83	n/a	n/a	83	82
35-49	84	82	88	85	80	85	n/a	n/a	86	84
Donald	83	82	83	81	80	82	n/a	n/a	n/a	n/a
Sea Lake	83	87	87	83	80	83	n/a	n/a	n/a	n/a
18-34	83	86	83	73	82	86	n/a	n/a	80	84
Charlton	83	82	86	80	80	83	n/a	n/a	n/a	n/a
65+	83	81	82	84	80	80	n/a	n/a	81	80
Small Rural	82	82	83	81	80	80	79	79	80	n/a
Men	81▼	80	82	77	76	79	n/a	n/a	77	78
State-wide	80▼	82	82	80	80	79	78	78	79	79

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2023 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	48	38	12			1
2022 Buloke	44	43	12	1		1
2021 Buloke	48	39	11			1
2020 Buloke	44	39	15	1		1
2019 Buloke	43	40	15	1	1	1
2018 Buloke	46	41	12			1
2015 Buloke	47	38	14			1
2014 Buloke	44	39	15			1
State-wide	41	40	15	2	1	2
Small Rural	45	37	14	1		2
Charlton	43	42	13			2
Donald	47	40	10	1		1
Sea Lake	48	35	15			2
Men	38	46	15			1
Women	59	30	8	1		2
18-34	48	37	11	2		2
35-49	48	39	13			
50-64	58	32	8	1		1
65+	43	41	14			2

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

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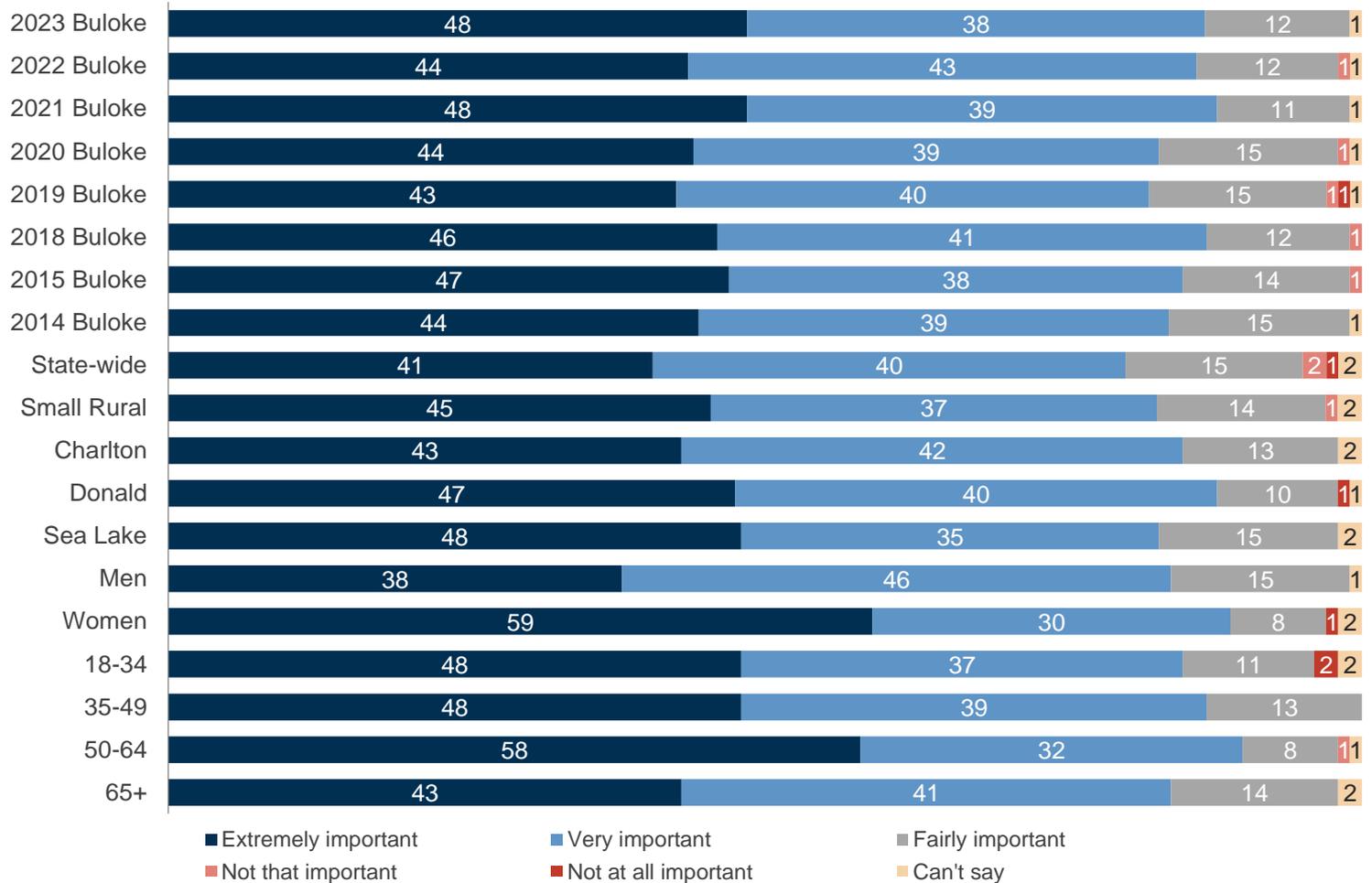
Elderly support services performance

2023 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	66	68	74	73	74	59	n/a	n/a	n/a	n/a
18-34	66	74	68	74	66	61	n/a	n/a	73	75
65+	66	72	75	74	70	65	n/a	n/a	67	73
Small Rural	66▲	70	72	71	71	69	71	70	72	n/a
Men	63	69	68	69	68	66	n/a	n/a	65	72
State-wide	63	67	69	68	68	68	68	68	69	70
Buloke	63	69	71	69	67	63	n/a	n/a	64	71
Charlton	63	68	72	74	66	60	n/a	n/a	n/a	n/a
Women	63	70	74	69	67	60	n/a	n/a	64	70
Sea Lake	62	67	63	58	56	66	n/a	n/a	n/a	n/a
50-64	59	64	67	64	64	57	n/a	n/a	58	67
35-49	57	67	67	61	68	70	n/a	n/a	61	69

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2023 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	18	31	26	11	4	9
2022 Buloke	22	36	23	6	2	11
2021 Buloke	23	35	25	4	1	12
2020 Buloke	20	37	23	7	2	12
2019 Buloke	20	32	26	7	3	13
2018 Buloke	16	35	25	9	6	9
2015 Buloke	19	32	25	8	6	9
2014 Buloke	22	42	19	5	2	10
State-wide	13	27	21	8	4	28
Small Rural	17	30	20	8	3	22
Charlton	19	26	30	11	3	11
Donald	19	38	20	11	3	9
Sea Lake	23	29	22	13	8	5
Men	16	33	26	9	4	11
Women	19	30	26	14	4	7
18-34	16	33	22	13		16
35-49	9	30	31	17	2	11
50-64	15	29	29	10	8	10
65+	23	32	25	10	5	5
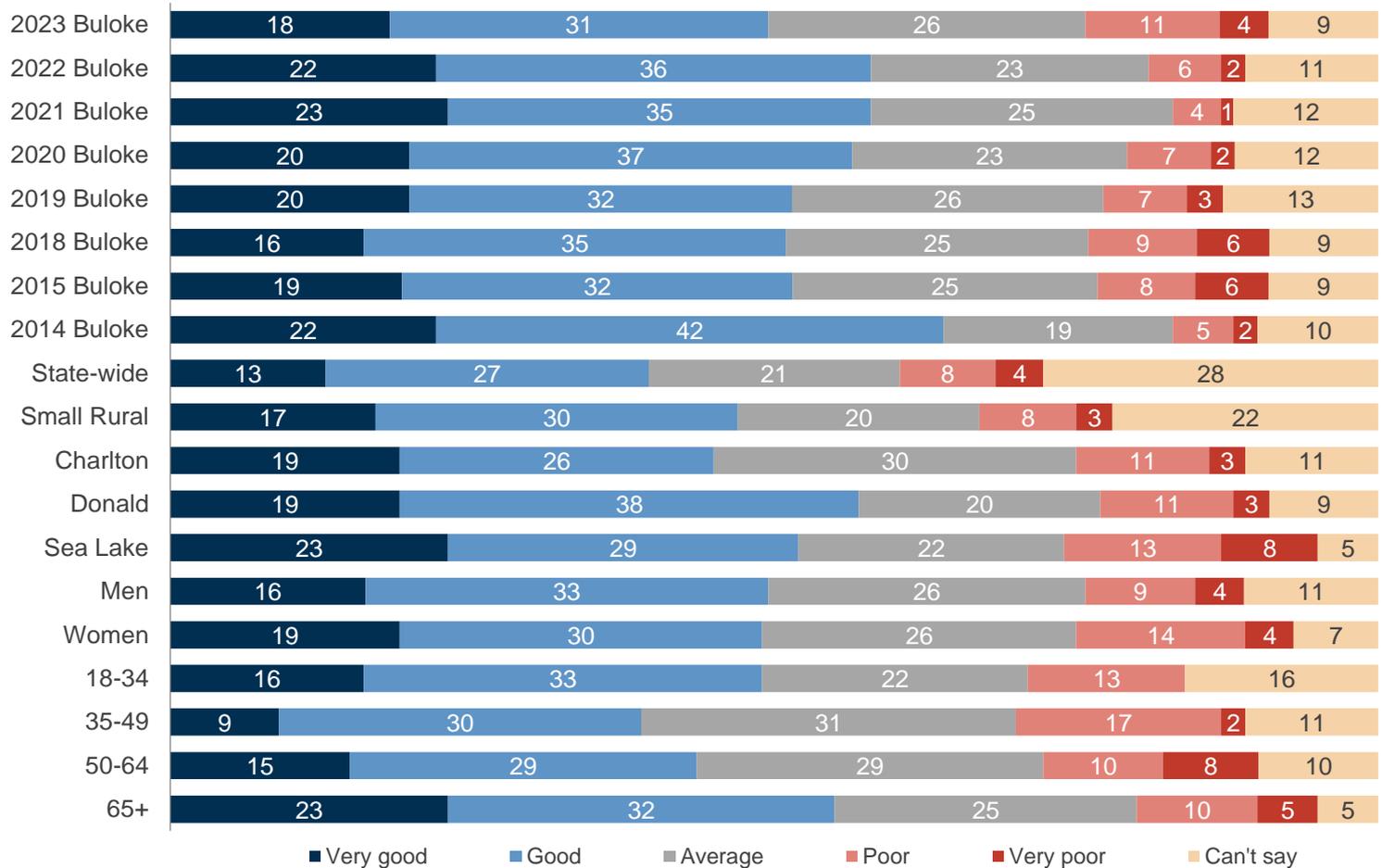
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

Recreational facilities importance

2023 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	81 ▲	78	77	80	80	82	n/a	n/a	80	75
Personal user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	78	76	78	77	75	n/a	n/a	78	78
50-64	76	74	76	76	72	74	n/a	n/a	77	77
Donald	76	76	76	73	77	78	n/a	n/a	n/a	n/a
18-34	76	81	72	75	76	82	n/a	n/a	78	76
Buloke	76	76	76	76	74	77	n/a	n/a	75	76
Men	75	74	75	74	72	78	n/a	n/a	73	73
65+	73	75	76	74	72	73	n/a	n/a	70	74
State-wide	73 ▼	74	74	72	72	73	72	73	72	72
Charlton	73	73	72	73	73	74	n/a	n/a	n/a	n/a
Sea Lake	73	74	77	78	76	76	n/a	n/a	n/a	n/a
Small Rural	73 ▼	74	73	73	72	72	71	72	73	n/a

Q1. Firstly, how important should 'Recreational facilities' 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.

Recreational facilities importance

2023 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	29	46	22		1	1
2022 Buloke	30	47	20	2	1	
2021 Buloke	29	44	24		1	1
2020 Buloke	31	44	21	3	1	
2019 Buloke	29	45	22	2	2	
2018 Buloke	33	42	21	3	1	
2015 Buloke	31	44	21	3	1	
2014 Buloke	27	50	19	3	1	
State-wide	26	45	25	3	1	1
Small Rural	25	44	25	4	1	1
Charlton	22	52	23	2	1	
Donald	30	47	21		1	
Sea Lake	23	46	29	2		
Men	27	48	23	1	1	
Women	32	45	21	1		
18-34	33	42	23		2	
35-49	37	50	13			
50-64	33	39	26	1		
65+	23	51	24	2		
Personal user	31	50	18		1	
Household user	31	50	18		1	

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

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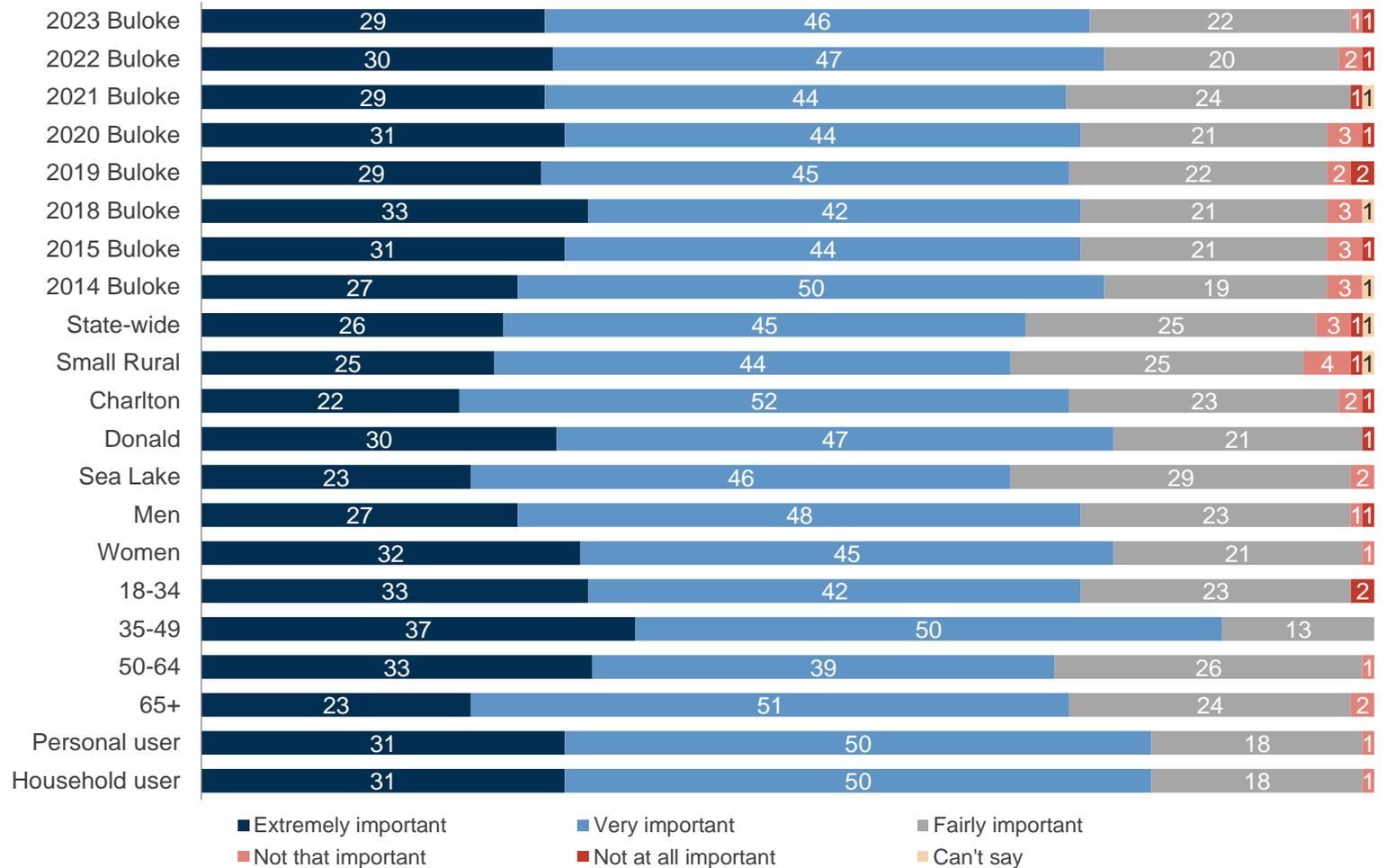
Recreational facilities performance

2023 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	74 ▲	77	79	80	75	72	n/a	n/a	74	74
Charlton	70	74	79	83	71	63	n/a	n/a	n/a	n/a
Donald	70	71	73	72	68	60	n/a	n/a	n/a	n/a
Personal user	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	72	73	72	68	65	n/a	n/a	62	69
Buloke	68	71	74	74	69	67	n/a	n/a	63	69
State-wide	68	69	71	70	70	69	70	69	70	71
Women	68	71	75	77	70	68	n/a	n/a	65	69
Small Rural	67	69	69	68	68	69	69	68	70	n/a
50-64	66	68	70	66	67	59	n/a	n/a	62	65
18-34	66	72	72	78	70	61	n/a	n/a	52	73
35-49	59 ▼	65	71	72	58	72	n/a	n/a	59	64
Sea Lake	58	67	66	69	67	62	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: 43 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2023 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	22	41	23	8	4	3
2022 Buloke	25	41	23	6	2	3
2021 Buloke	30	42	17	8		3
2020 Buloke	34	38	18	6	2	2
2019 Buloke	25	39	24	6	4	2
2018 Buloke	22	38	25	9	4	1
2015 Buloke	16	39	30	10	4	2
2014 Buloke	24	42	22	7	3	1
State-wide	21	42	23	8	3	4
Small Rural	19	41	23	9	3	5
Charlton	23	40	26	5	2	3
Donald	23	40	28	7	1	3
Sea Lake	23	24	17	15	13	9
Men	22	43	25	6	4	1
Women	23	40	20	10	3	5
18-34	17	39	32	8	2	2
35-49	13	42	20	17	6	2
50-64	20	39	26	7	5	3
65+	29	43	18	4	3	4
Personal user	24	42	20	9	4	1
Household user	23	42	20	9	4	1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
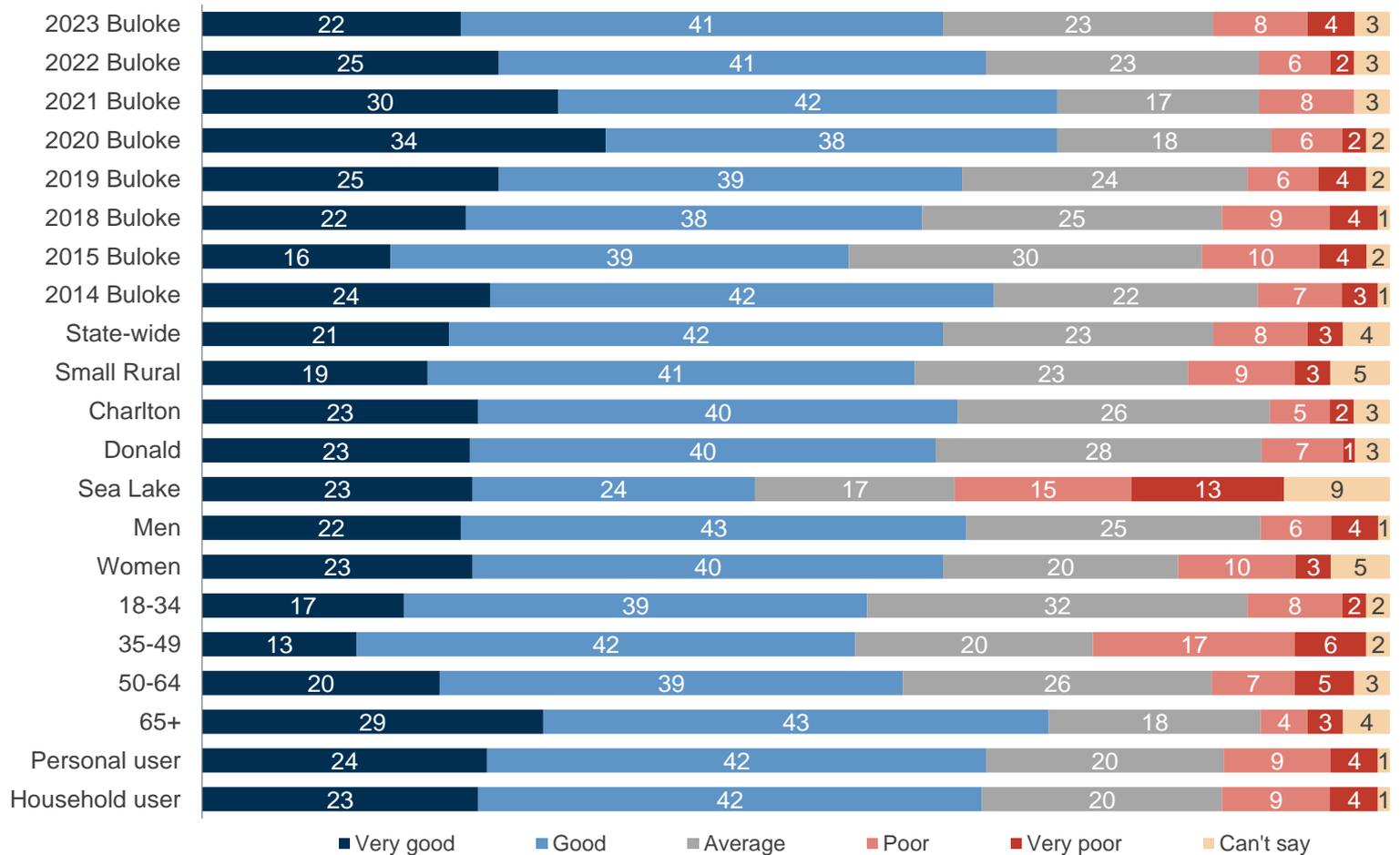
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13

The appearance of public areas importance

2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	80	75	75	80	75	73	n/a	n/a	n/a	n/a
Women	80	78	78	81	77	76	n/a	n/a	77	77
50-64	78	75	77	75	71	74	n/a	n/a	78	77
Charlton	78	75	75	77	74	76	n/a	n/a	n/a	n/a
18-34	78	75	73	74	79	73	n/a	n/a	72	71
Buloke	77	75	76	76	75	74	n/a	n/a	74	74
65+	76	75	75	75	76	73	n/a	n/a	73	72
35-49	75	73	79	81	73	79	n/a	n/a	75	78
Donald	75	74	77	74	73	75	n/a	n/a	n/a	n/a
State-wide	74▼	75	75	74	73	74	74	74	73	73
Small Rural	74▼	74	74	74	74	74	74	74	73	n/a
Men	74	72	74	72	73	73	n/a	n/a	72	72

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: 7
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2023 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	30	48	19		2	
2022 Buloke	27	48	23		2	1
2021 Buloke	28	49	22			1
2020 Buloke	30	48	20		1	1
2019 Buloke	28	46	23		2	1
2018 Buloke	28	43	26		2	
2015 Buloke	30	41	25		3	1
2014 Buloke	26	48	23		2	
State-wide	27	46	23		2	1
Small Rural	27	46	23	2	1	1
Charlton	38	41	20		2	
Donald	23	53	22		1	1
Sea Lake	33	54	13			
Men	26	48	23		3	1
Women	35	48	16		1	
18-34	34	49	15		2	
35-49	30	46	20		4	
50-64	33	49	16		2	
65+	28	48	22		1	1
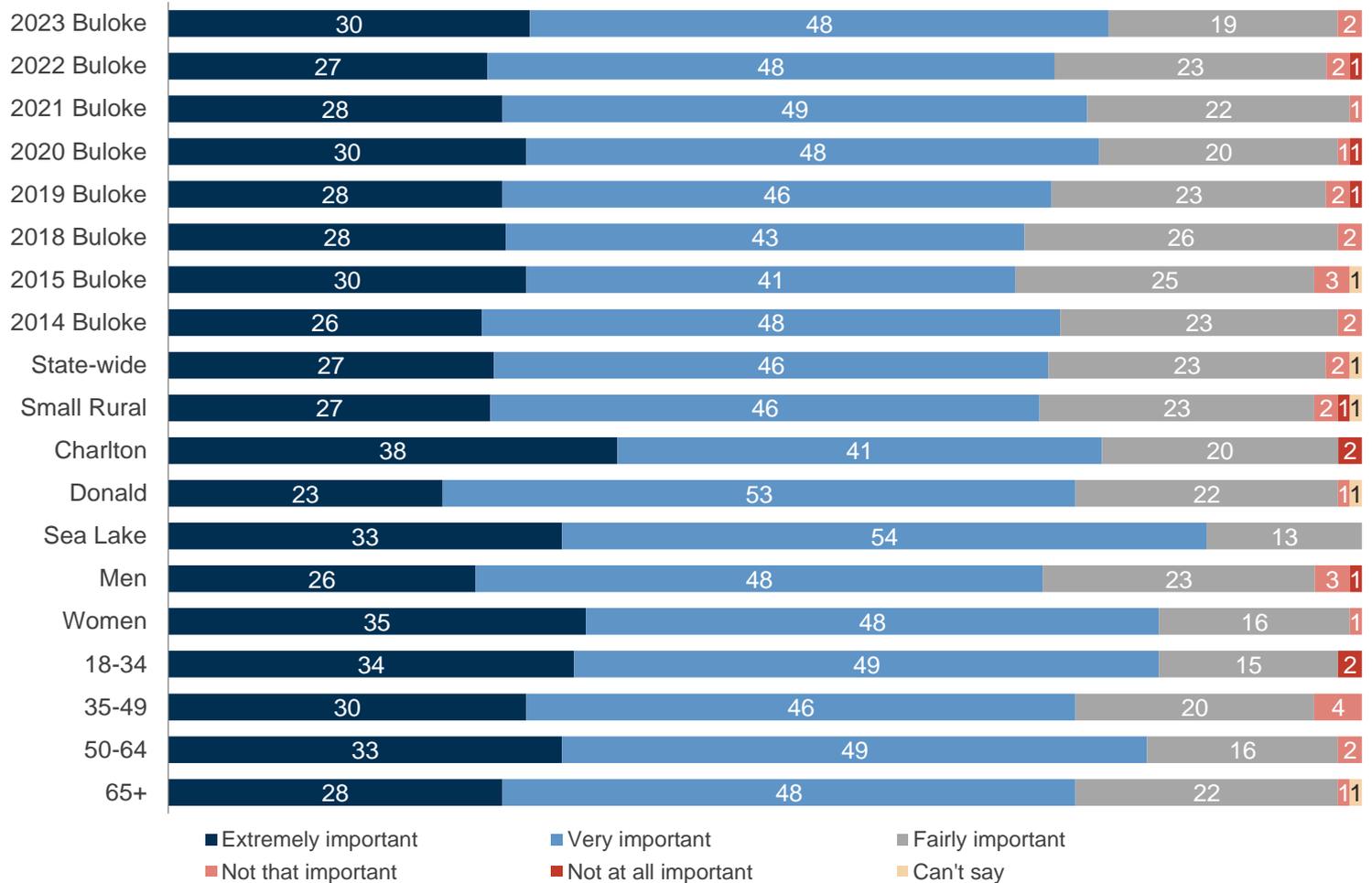
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

The appearance of public areas performance

2023 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	71 ▲	73	75	72	73	72	74	73	74	n/a
State-wide	67 ▲	71	73	72	72	71	71	71	72	72
65+	65	75	76	74	72	69	n/a	n/a	73	75
Charlton	65	72	78	75	70	67	n/a	n/a	n/a	n/a
35-49	65	68	75	68	55	70	n/a	n/a	66	75
Men	64	71	75	71	67	65	n/a	n/a	68	74
Donald	64	72	76	71	70	62	n/a	n/a	n/a	n/a
Buloke	64	71	75	71	68	67	n/a	n/a	71	74
Women	63	70	76	71	69	69	n/a	n/a	74	73
50-64	62	64	71	67	69	65	n/a	n/a	69	70
18-34	61	73	80	72	72	62	n/a	n/a	78	75
Sea Lake	52 ▼	67	68	64	58	60	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: 45 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2023 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	19	37	28	9	6	1
2022 Buloke	25	44	21	4	4	1
2021 Buloke	30	47	17	3	2	1
2020 Buloke	27	41	21	7	3	
2019 Buloke	24	42	22	5	6	1
2018 Buloke	21	40	28	7	4	
2015 Buloke	22	49	21	4	2	1
2014 Buloke	27	47	20	5	1	1
State-wide	21	43	23	8	4	1
Small Rural	25	43	21	6	3	2
Charlton	19	34	35	7	3	2
Donald	18	40	25	9	6	1
Sea Lake	9	39	21	13	18	
Men	19	38	27	9	6	1
Women	18	36	29	10	5	2
18-34	15	37	28	10	8	2
35-49	15	39	35	11		
50-64	17	40	24	11	8	
65+	22	35	27	8	6	2

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
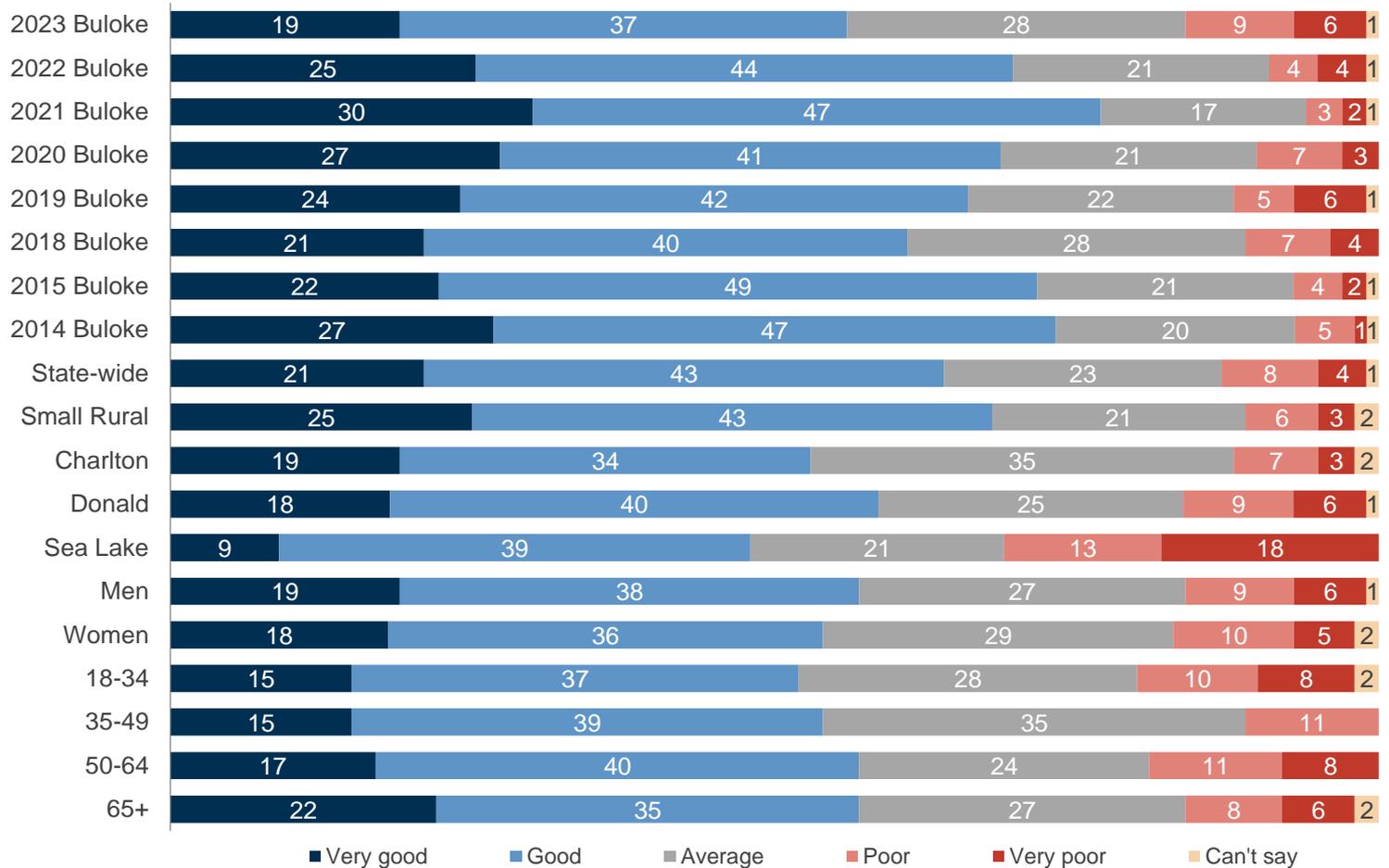
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

Waste management importance

2023 waste management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	81 ▲	82	82	82	81	81	79	80	79	79
Charlton	80	79	81	78	81	80	n/a	n/a	n/a	n/a
Women	80	84	83	84	79	82	n/a	n/a	79	81
18-34	80	83	74	81	77	78	n/a	n/a	72	77
50-64	79	79	80	77	72	78	n/a	n/a	76	77
Small Rural	78	80	80	79	79	78	76	79	77	n/a
Buloke	78	79	80	80	77	78	n/a	n/a	76	76
Donald	78	79	82	80	77	78	n/a	n/a	n/a	n/a
65+	78	80	80	79	78	79	n/a	n/a	76	75
Sea Lake	76	81	78	82	70	79	n/a	n/a	n/a	n/a
Men	76	75	76	75	74	75	n/a	n/a	73	71
35-49	74	76	82	84	80	79	n/a	n/a	78	75

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2023 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	31	52	14	2	1	1
2022 Buloke	37	46	15	2		1
2021 Buloke	40	39	19	1		1
2020 Buloke	37	47	13	2	1	1
2019 Buloke	33	44	17	3	1	2
2018 Buloke	36	45	16	2		1
2015 Buloke	31	44	23	2		1
2014 Buloke	29	47	21	2		1
State-wide	42	43	13	1		1
Small Rural	35	46	16	2	1	1
Charlton	35	50	14			1
Donald	27	62	8	2		1
Sea Lake	23	58	18			
Men	26	56	14	3		1
Women	37	48	13	1		1
18-34	33	58	7	2		
35-49	22	57	20			2
50-64	42	38	13	3	2	2
65+	29	55	15			1

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6

Waste management performance

2023 waste management performance (index scores)

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

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

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	20	39	22	11	5	2
2022 Buloke	25	32	26	9	5	3
2021 Buloke	23	39	19	9	4	5
2020 Buloke	20	38	25	9	5	3
2019 Buloke	19	40	27	7	5	2
2018 Buloke	22	43	20	9	3	3
2015 Buloke	22	45	21	5	4	2
2014 Buloke	23	54	13	5	2	3
State-wide	20	41	22	9	5	3
Small Rural	19	42	22	9	5	3
Charlton	15	41	22	11	6	4
Donald	22	34	22	15	7	1
Sea Lake	25	47	12	6	4	7
Men	22	39	19	12	6	2
Women	18	39	25	11	4	3
18-34	29	28	22	11	10	
35-49	6	50	22	19		2
50-64	13	38	23	13	9	5
65+	26	41	22	8	2	2
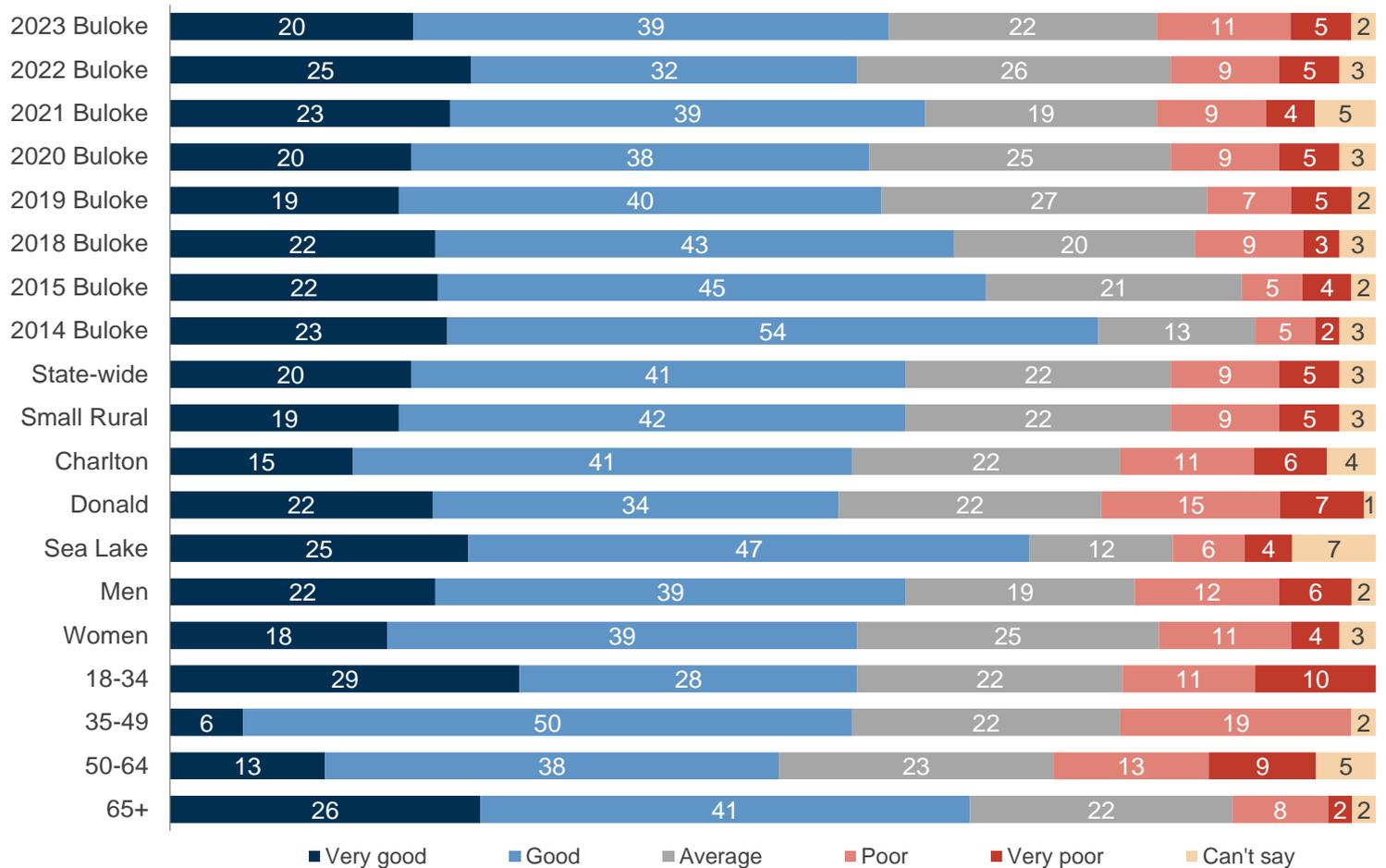
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Business and community development and tourism importance

2023 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49 — 79▲	72	81	78	77	78	n/a	n/a	72	73
Women — 74	77	78	76	74	78	n/a	n/a	76	75
Donald — 74	73	78	71	75	77	n/a	n/a	n/a	n/a
50-64 — 74	73	75	73	72	75	n/a	n/a	75	75
Sea Lake — 73	67	75	75	68	79	n/a	n/a	n/a	n/a
Buloke — 73	73	76	73	72	76	n/a	n/a	72	72
65+ — 73	70	75	70	71	74	n/a	n/a	69	67
Men — 73	69	75	69	70	74	n/a	n/a	67	70
Charlton — 72	69	78	76	75	78	n/a	n/a	n/a	n/a
Small Rural — 71	72	74	74	71	71	72	71	70	n/a
18-34 — 69	82	77	70	71	78	n/a	n/a	71	75
State-wide — 67▼	69	70	67	65	66	67	67	67	67

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: 5
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2023 business/development/tourism importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	28	43	25	3	1	
2022 Buloke	29	41	22	5	1	1
2021 Buloke	34	40	22	3		1
2020 Buloke	26	44	25	3	1	1
2019 Buloke	25	44	25	4	1	1
2018 Buloke	35	36	25	3	1	1
2015 Buloke	27	41	22	7	1	1
2014 Buloke	27	40	26	6		1
State-wide	20	38	31	8	2	1
Small Rural	25	40	27	5	2	1
Charlton	28	36	33	1	2	
Donald	25	49	21	3	1	1
Sea Lake	26	45	26	3		
Men	27	44	23	4	2	
Women	29	41	28	2		
18-34	23	39	29	6	2	
35-49	39	39	19	2		
50-64	28	44	24	1	2	
65+	25	45	27	3	1	

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
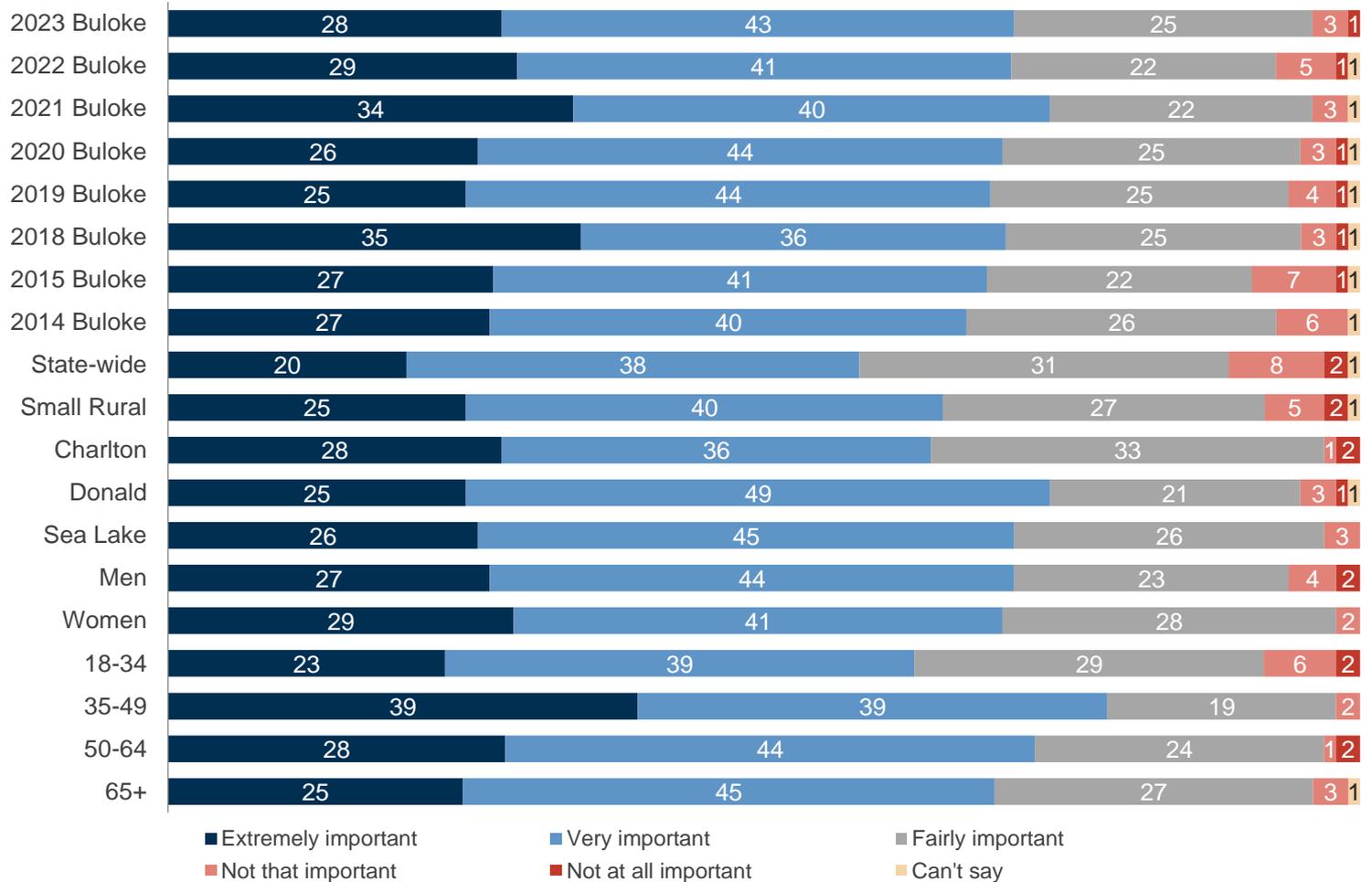
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

Business and community development and tourism performance

2023 business/development/tourism performance (index scores)
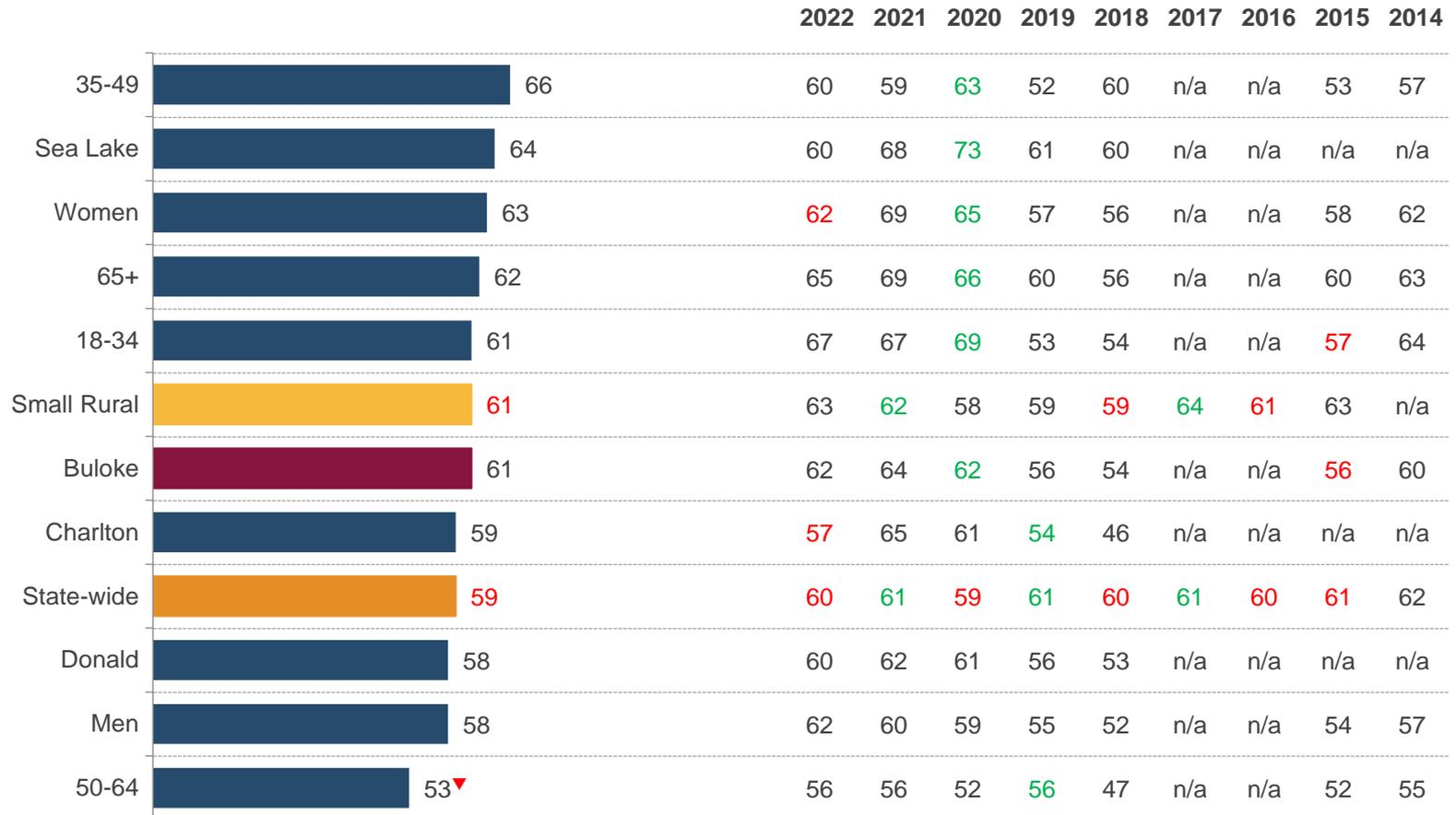
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	66	60	59	63	52	60	n/a	n/a	53	57
Sea Lake	64	60	68	73	61	60	n/a	n/a	n/a	n/a
Women	63	62	69	65	57	56	n/a	n/a	58	62
65+	62	65	69	66	60	56	n/a	n/a	60	63
18-34	61	67	67	69	53	54	n/a	n/a	57	64
Small Rural	61	63	62	58	59	59	64	61	63	n/a
Buloke	61	62	64	62	56	54	n/a	n/a	56	60
Charlton	59	57	65	61	54	46	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Donald	58	60	62	61	56	53	n/a	n/a	n/a	n/a
Men	58	62	60	59	55	52	n/a	n/a	54	57
50-64	53 ▼	56	56	52	56	47	n/a	n/a	52	55

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2023 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	14	33	33	10	5	5
2022 Buloke	14	34	35	10	3	5
2021 Buloke	17	36	29	10	3	5
2020 Buloke	14	35	34	10	3	5
2019 Buloke	8	31	35	13	6	6
2018 Buloke	10	26	35	18	6	6
2015 Buloke	6	28	44	10	5	6
2014 Buloke	12	32	34	12	4	6
State-wide	9	31	32	11	4	12
Small Rural	13	34	31	9	5	8
Charlton	10	33	36	10	4	6
Donald	16	23	37	12	5	6
Sea Lake	12	48	17	6	8	10
Men	13	30	33	11	8	5
Women	14	36	34	8	3	5
18-34	16	30	34	13	2	4
35-49	18	45	26	7	4	
50-64	5	29	38	15	6	7
65+	16	32	33	6	7	6

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

Planning and building permits importance

2023 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide — 72▲	73	73	71	71	71	72	71	71	71
Personal user — 72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake — 72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60	62
Household user — 72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women — 71▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	68
Small Rural — 71▲	73	71	68	70	68	68	71	70	n/a
35-49 — 70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	61
Charlton — 69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke — 67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	62
65+ — 66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	64
Men — 64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	57
Donald — 63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	62

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

2023 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	20	38	31	6	2	4
2015 Buloke	16	35	37	7	3	3
2014 Buloke	14	35	35	10	3	5
State-wide	29	38	24	5	2	3
Small Rural	27	36	24	6	2	5
Charlton	22	36	30	5	2	5
Donald	14	35	38	7	2	4
Sea Lake	16	54	19	4		7
Men	16	39	30	9	3	3
Women	24	36	31	3		5
18-34	13	39	37	5	5	2
35-49	32	26	28	11		2
50-64	31	32	30	4	1	2
65+	12	45	29	7	1	6
Personal user	39	26	23	3	7	1
Household user	37	29	25	3	6	1

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
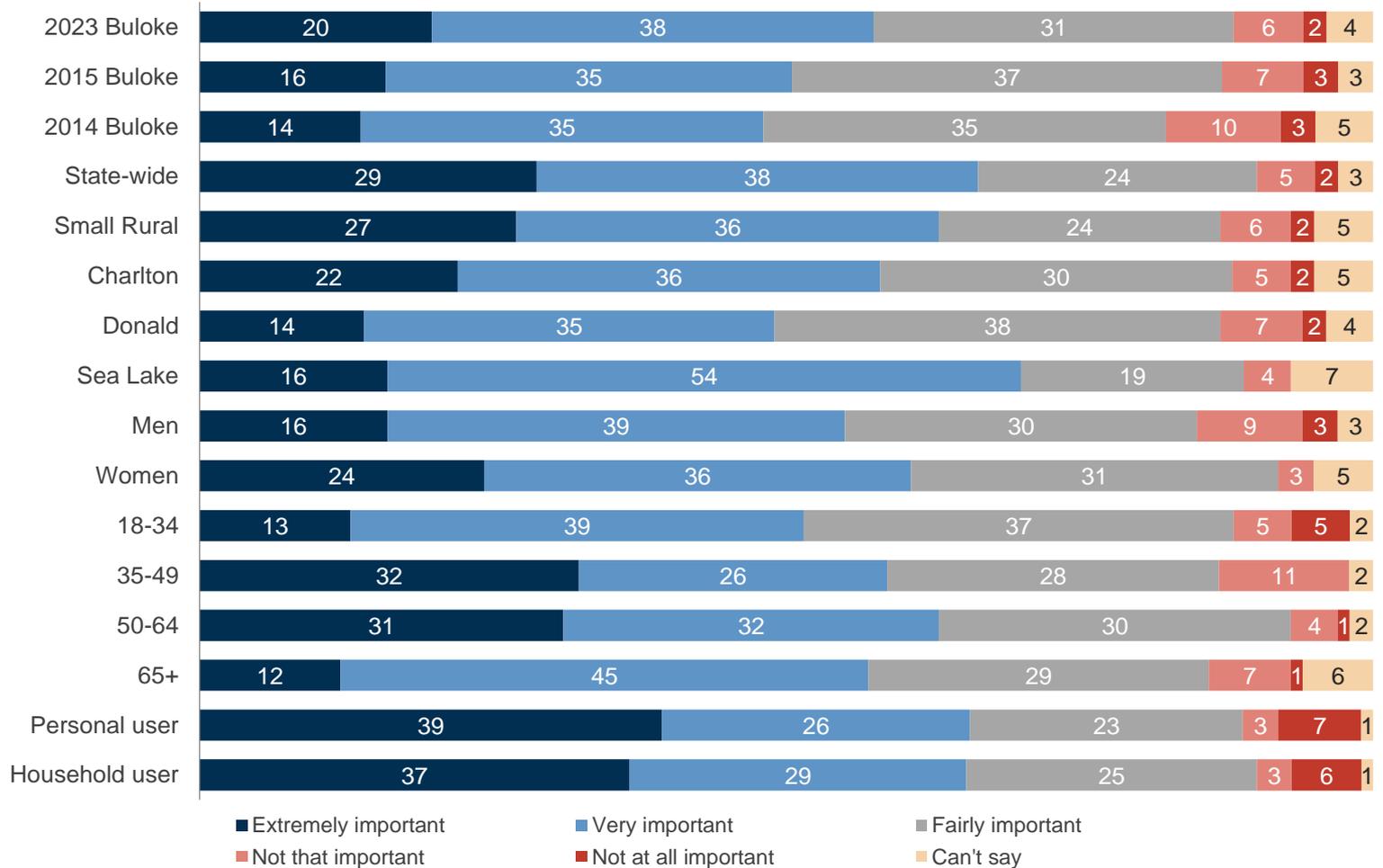
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

Planning and building permits performance

2023 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	56
65+	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	54	56
Sea Lake	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54	53
18-34	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	54
35-49	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50	47
Buloke	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	52	52
Small Rural	45	48	49	46	48	51	51	50	53	n/a
Charlton	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46	49
50-64	40 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	47	52
Household user	35 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	35 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2023 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	5	17	27	18	11	22
2015 Buloke	7	22	29	14	9	18
2014 Buloke	6	27	25	13	9	20
State-wide	5	19	26	16	12	23
Small Rural	5	17	25	17	13	23
Charlton	3	18	28	13	15	23
Donald	9	17	29	20	8	17
Sea Lake	4	13	19	20	4	40
Men	6	14	29	20	16	16
Women	4	20	25	16	7	28
18-34	9	16	26	13	16	20
35-49	4	17	33	24	8	13
50-64	1	14	31	23	12	18
65+	6	19	23	15	10	27
Personal user	8	12	24	23	33	
Household user	7	13	25	26	30	

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
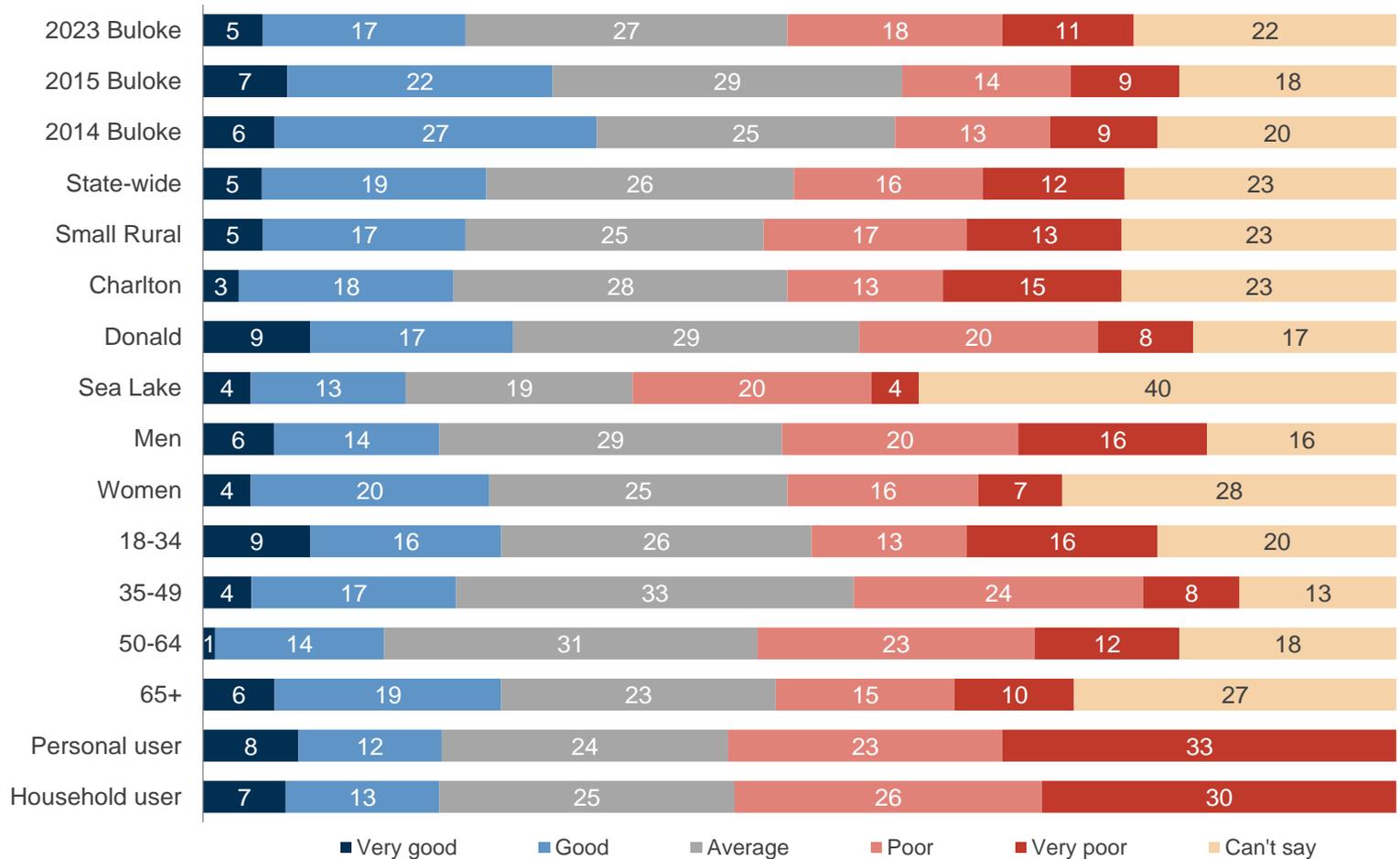
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

Environmental sustainability importance

2023 environmental sustainability importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	70 ▲	73	74	74	74	73	72	73	73	73
Women	70 ▲	70	73	72	71	71	n/a	n/a	n/a	n/a
Sea Lake	68	68	64	66	62	68	n/a	n/a	n/a	n/a
Small Rural	67 ▲	70	71	70	72	70	70	74	77	n/a
18-34	63	70	65	71	71	69	n/a	n/a	n/a	n/a
35-49	63	68	71	69	65	72	n/a	n/a	n/a	n/a
65+	63	67	68	66	66	63	n/a	n/a	n/a	n/a
Charlton	63	67	69	62	67	66	n/a	n/a	n/a	n/a
Buloke	63	66	67	67	65	65	n/a	n/a	n/a	n/a
Donald	62	64	65	69	63	66	n/a	n/a	n/a	n/a
50-64	60	62	63	64	60	62	n/a	n/a	n/a	n/a
Men	56 ▼	63	62	61	60	60	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: 28 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

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Environmental sustainability importance

2023 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	19	32	33	11	5	1
2022 Buloke	22	39	25	10	4	
2021 Buloke	21	37	31	8	2	1
2020 Buloke	22	38	26	9	3	1
2019 Buloke	19	35	35	7	3	1
2018 Buloke	20	37	29	10	3	1
State-wide	29	35	24	7	4	1
Small Rural	25	34	27	8	4	2
Charlton	17	36	34	7	5	1
Donald	22	30	30	13	6	
Sea Lake	23	36	30	2	5	3
Men	13	29	34	17	7	
Women	26	35	31	4	2	2
18-34	24	30	30	7	9	
35-49	19	28	41	9	2	
50-64	17	31	32	14	5	1
65+	18	35	31	11	4	2

■ Extremely important　　■ Very important　　■ Fairly important
■ Not that important　　■ Not at all important　　■ Can't say

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 4

Environmental sustainability performance

2023 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	61	57	61	59	57	55	n/a	n/a	n/a	n/a
65+	61	62	66	64	60	61	n/a	n/a	n/a	n/a
Men	60	56	61	56	56	58	n/a	n/a	n/a	n/a
State-wide	60	61	62	60	62	63	64	63	64	64
Small Rural	59	59	61	57	59	62	63	61	63	n/a
Donald	58	51	61	57	57	57	n/a	n/a	n/a	n/a
Buloke	58	58	63	59	57	58	n/a	n/a	n/a	n/a
35-49	58	56	62	57	53	58	n/a	n/a	n/a	n/a
50-64	57	52	60	51	55	54	n/a	n/a	n/a	n/a
Women	56	60	65	63	57	58	n/a	n/a	n/a	n/a
18-34	56	58	58	64	56	57	n/a	n/a	n/a	n/a
Charlton	55	60	61	61	58	55	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: 39 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2023 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	8	30	35	10	4	14
2022 Buloke	7	33	35	10	6	9
2021 Buloke	9	37	31	8	1	14
2020 Buloke	8	34	31	14	2	10
2019 Buloke	5	31	40	10	3	11
2018 Buloke	4	36	33	9	4	14
State-wide	9	33	32	9	4	12
Small Rural	9	32	33	10	4	12
Charlton	5	27	40	11	5	12
Donald	9	31	35	10	4	11
Sea Lake	10	33	17	4	9	28
Men	10	31	35	10	2	12
Women	5	30	36	9	5	15
18-34	8	23	38	13	4	14
35-49	4	35	41	11	2	6
50-64	6	32	35	9	6	13
65+	9	30	32	8	3	17
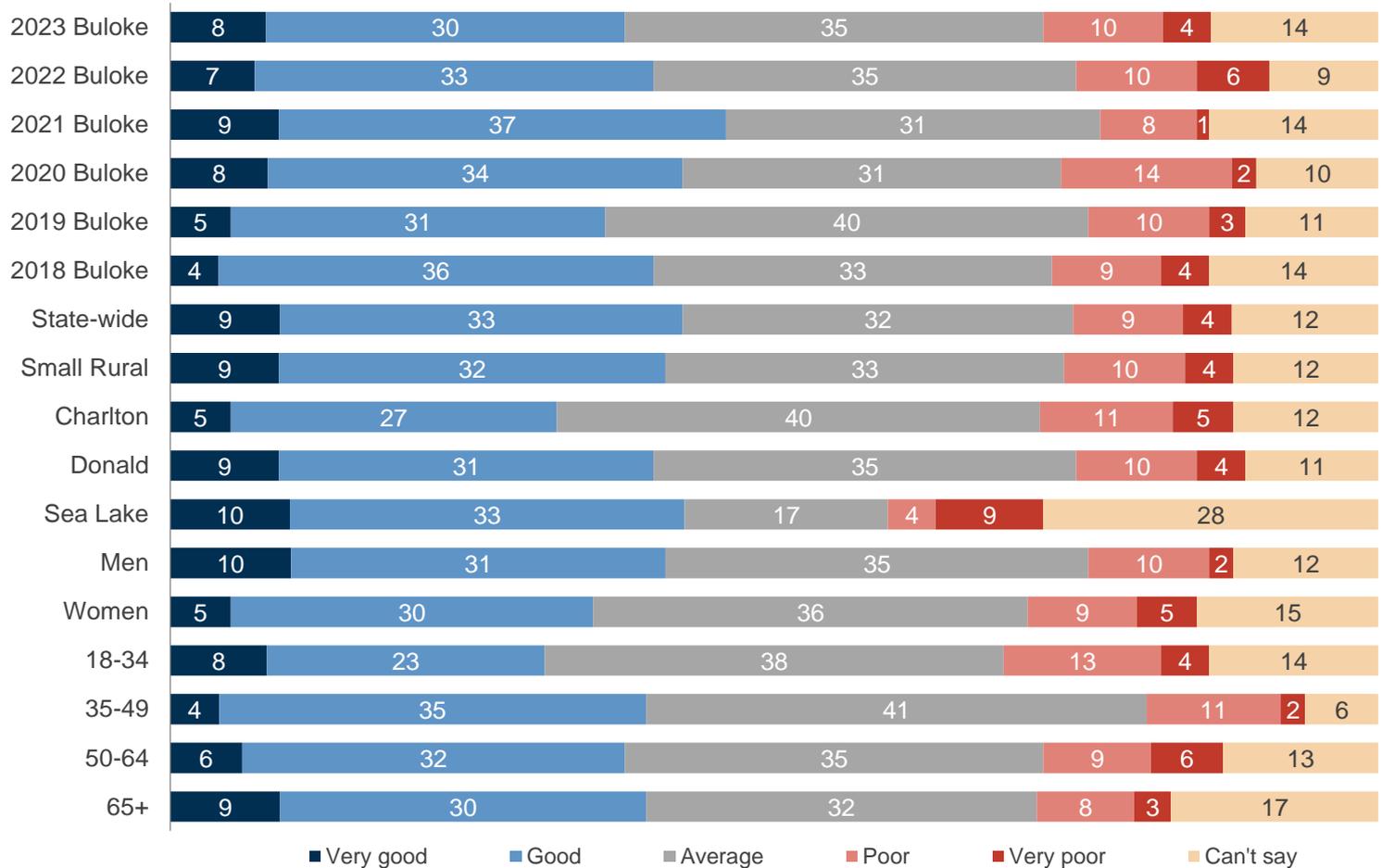
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8

Emergency and disaster management importance

2023 emergency and disaster management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women — 85 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84	84
Charlton — 83 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80	80
Sea Lake — 81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 80	81	82	82	81	80	81	82	80	n/a
State-wide — 80	81	81	80	81	81	80	80	80	80
50-64 — 79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	81
Buloke — 78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	80
65+ — 78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	79
18-34 — 76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	82	81
Donald — 74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 72 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	77

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

Emergency and disaster management importance

2023 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	40	38	16	4	1	1
2015 Buloke	40	39	16	3	1	1
2014 Buloke	44	36	17	2		1
State-wide	43	35	15	3	1	2
Small Rural	43	36	16	3	1	2
Charlton	52	35	9	4		
Donald	35	37	18	7	2	1
Sea Lake	34	50	10			5
Men	28	43	20	6		2
Women	52	34	11	1		2
18-34	33	43	20	4		
35-49	45	39	11	4		
50-64	41	42	10	5	2	
65+	40	34	19	3	1	3

Legend:
- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	73
Small Rural	66	68	72	70	72	72	72	71	70	n/a
65+	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	69
Sea Lake	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	65
State-wide	65	66	71	68	72	71	70	69	70	71
Buloke	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	70
18-34	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	76
Men	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	67
Charlton	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	70

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2023 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	20	33	24	10	5	8
2015 Buloke	13	43	22	6	3	13
2014 Buloke	20	39	22	6	2	11
State-wide	14	35	23	7	4	18
Small Rural	17	38	22	7	4	12
Charlton	15	34	21	14	5	10
Donald	24	33	26	9	2	6
Sea Lake	14	36	20	7	4	19
Men	17	35	25	10	7	7
Women	22	32	24	10	3	9
18-34	23	23	40	6	5	4
35-49	17	37	20	13	9	4
50-64	21	34	21	13	4	7
65+	18	36	21	9	4	12
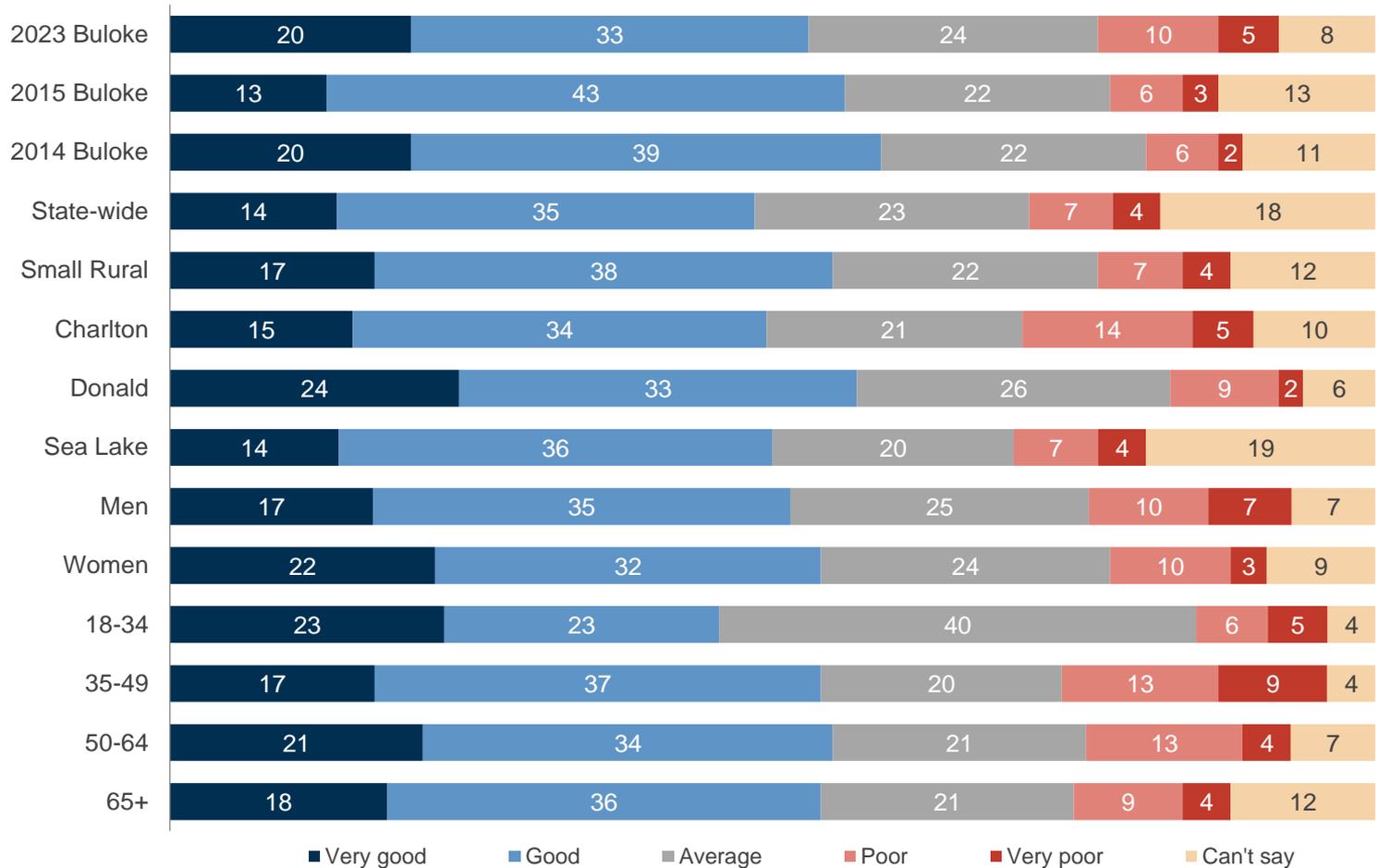
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	88	85	88	85	81	86	n/a	n/a	83	83
35-49	86	89	91	90	80	87	n/a	n/a	79	87
Charlton	86	86	83	79	80	81	n/a	n/a	n/a	n/a
Women	85	90	89	87	85	85	n/a	n/a	83	84
Small Rural	85	85	84	83	82	84	81	81	82	n/a
Buloke	85	86	86	84	82	85	n/a	n/a	81	82
Men	84	83	83	81	78	84	n/a	n/a	78	79
Donald	84	84	86	83	82	88	n/a	n/a	n/a	n/a
65+	84	83	82	84	80	82	n/a	n/a	78	77
State-wide	83 ▼	83	81	80	80	80	79	79	78	78
18-34	83	91	87	75	88	86	n/a	n/a	83	80
Sea Lake	79	83	88	89	81	82	n/a	n/a	n/a	n/a

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: 14 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2023 unsealed roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	52	37	9	1	1	1
2022 Buloke	60	29	7	1	2	1
2021 Buloke	57	31	10	1	1	1
2020 Buloke	50	36	11	1	1	1
2019 Buloke	46	39	12	2	1	1
2018 Buloke	53	33	11	2	1	
2015 Buloke	44	38	15	3	1	
2014 Buloke	44	39	13	3	1	
State-wide	49	35	11	2	1	1
Small Rural	53	35	9	1	1	1
Charlton	51	39	8			2
Donald	52	35	10	1	1	1
Sea Lake	44	34	17		4	2
Men	51	39	9	1		1
Women	52	36	9	1		2
18-34	54	32	10		4	
35-49	59	28	13			
50-64	60	32	7	1		
65+	44	46	8	1		2

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

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: 14 Councils asked group: 6

Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (index scores)
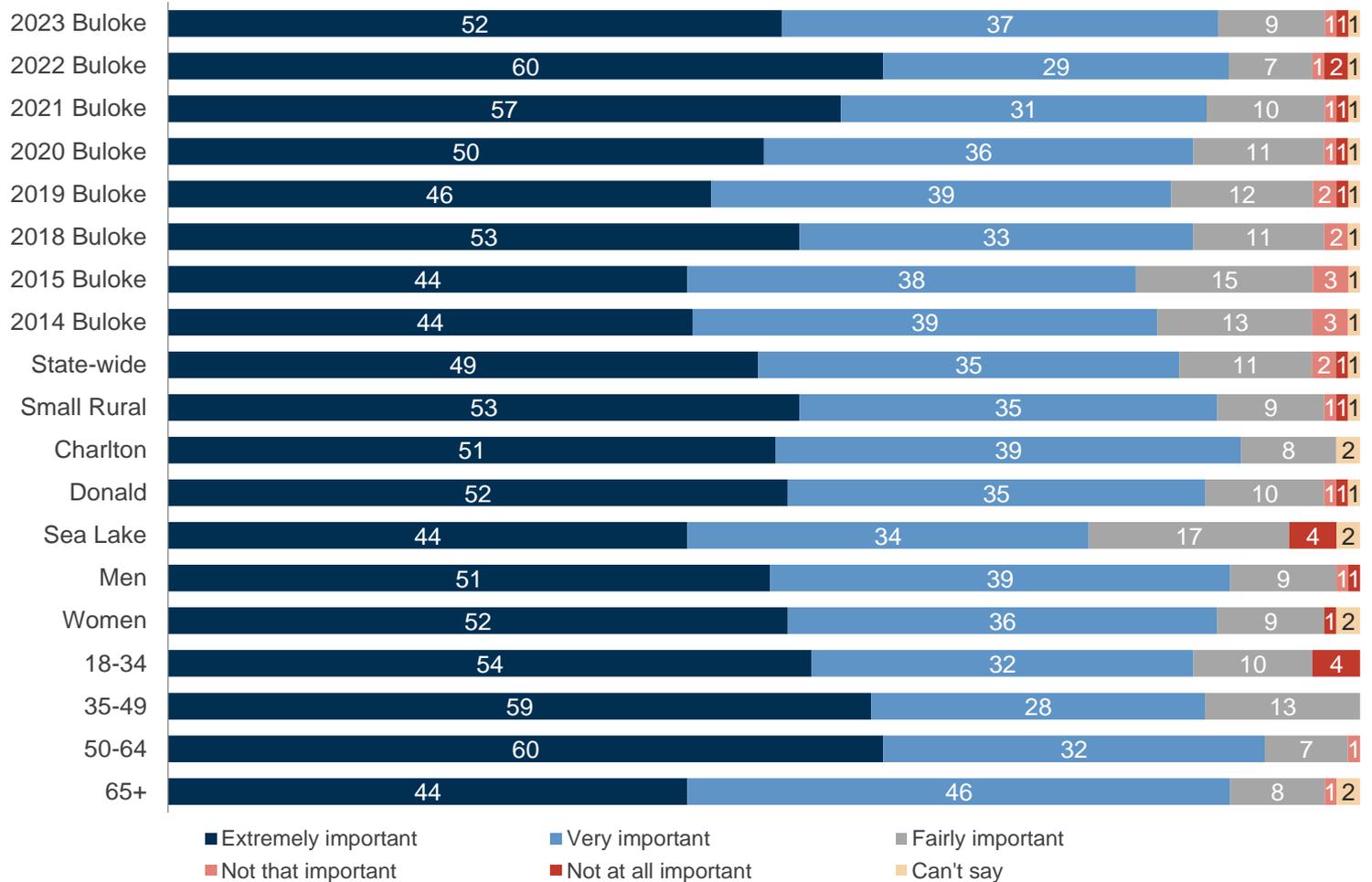
	2023		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	38 ▲		42	44	43	43	40	43	44	45	n/a
State-wide	37 ▲		41	45	44	44	43	44	43	45	45
Charlton	36		37	47	41	40	38	n/a	n/a	n/a	n/a
65+	34		36	43	39	44	38	n/a	n/a	44	48
Women	31		32	36	36	35	35	n/a	n/a	42	42
Buloke	30		31	38	35	37	35	n/a	n/a	40	41
50-64	29		29	36	33	32	31	n/a	n/a	36	39
Men	29		31	40	35	38	35	n/a	n/a	38	40
Sea Lake	28		40	35	29	36	37	n/a	n/a	n/a	n/a
35-49	28		26	26	31	33	35	n/a	n/a	37	34
Donald	28		29	37	34	32	30	n/a	n/a	n/a	n/a
18-34	21 ▼		30	41	37	34	36	n/a	n/a	41	40

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: 25 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	2	12	23	26	34	4
2022 Buloke	3	10	27	27	30	3
2021 Buloke	5	14	29	27	22	4
2020 Buloke	2	16	25	27	25	5
2019 Buloke	3	15	29	23	24	6
2018 Buloke	3	13	26	28	25	4
2015 Buloke	5	16	31	22	21	5
2014 Buloke	2	19	30	28	15	7
State-wide	4	16	27	23	24	6
Small Rural	4	17	27	23	24	5
Charlton	3	15	27	28	22	6
Donald	1	14	20	26	37	4
Sea Lake	4	13	17	22	41	3
Men	2	12	21	26	37	2
Women	2	12	24	26	31	6
18-34	2	4	24	14	54	2
35-49		13	22	26	35	4
50-64	1	14	18	33	32	3
65+	3	14	25	27	26	5

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
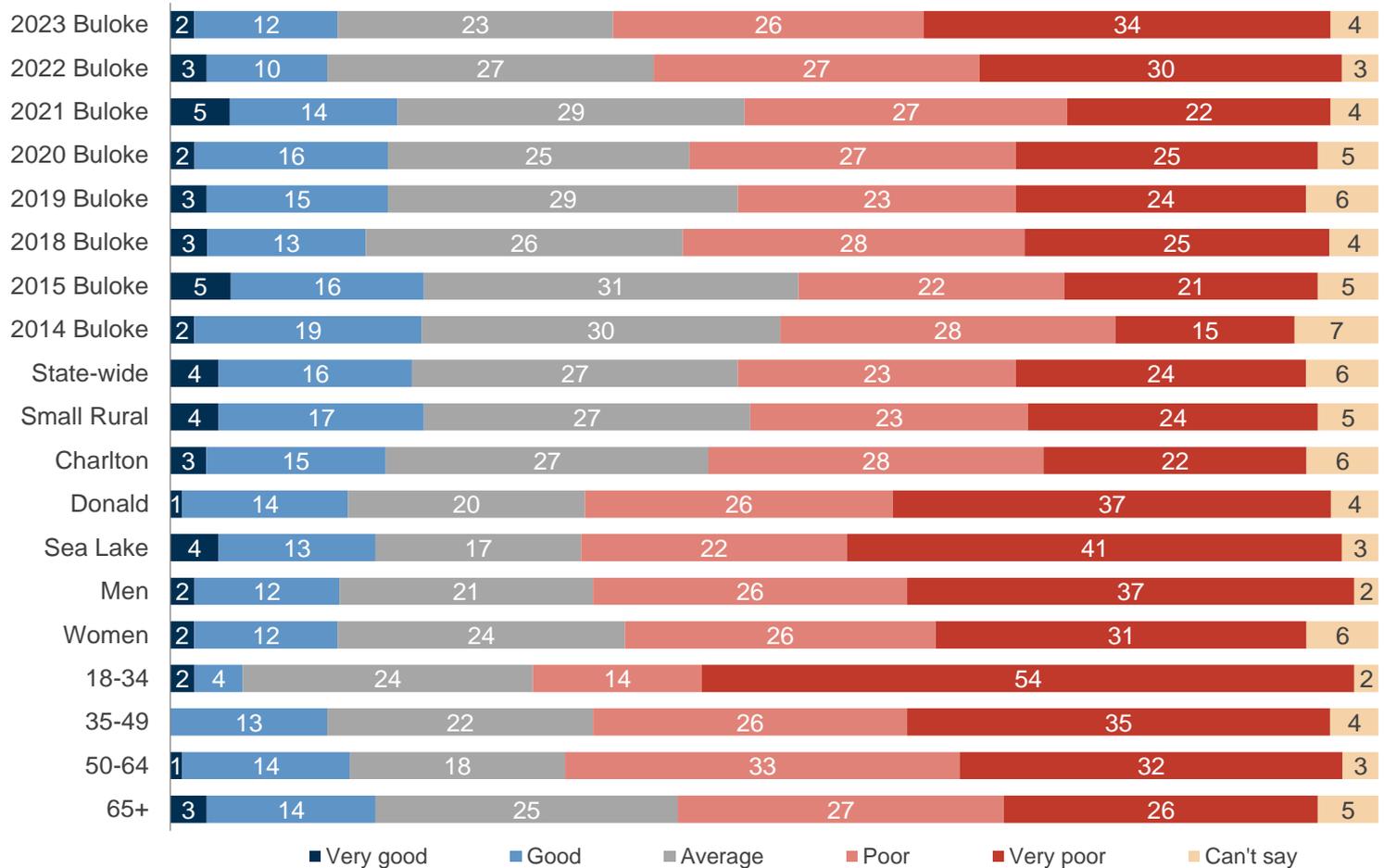
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10

COVID-19 response importance

2023 COVID-19 response importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	66	68	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	66 ▲	60	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66 ▲	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63 ▲	66	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	57	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	58	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	52 ▼	65	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47 ▼	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response importance

2023 COVID-19 response importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Buloke	16	31	28	16	7	2
2022 Buloke	21	30	26	14	6	3
2021 Buloke	30	30	22	10	5	3
State-wide	17	26	28	15	9	4
Small Rural	17	31	28	14	7	4
Charlton	18	41	28	6	4	3
Donald	10	24	38	18	9	1
Sea Lake	29	32	18	7	10	4
Men	13	26	31	20	9	2
Women	19	36	24	12	6	3
18-34	10	21	34	17	18	
35-49	11	24	31	28	4	2
50-64	17	29	30	18	5	1
65+	20	39	23	10	5	4

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say
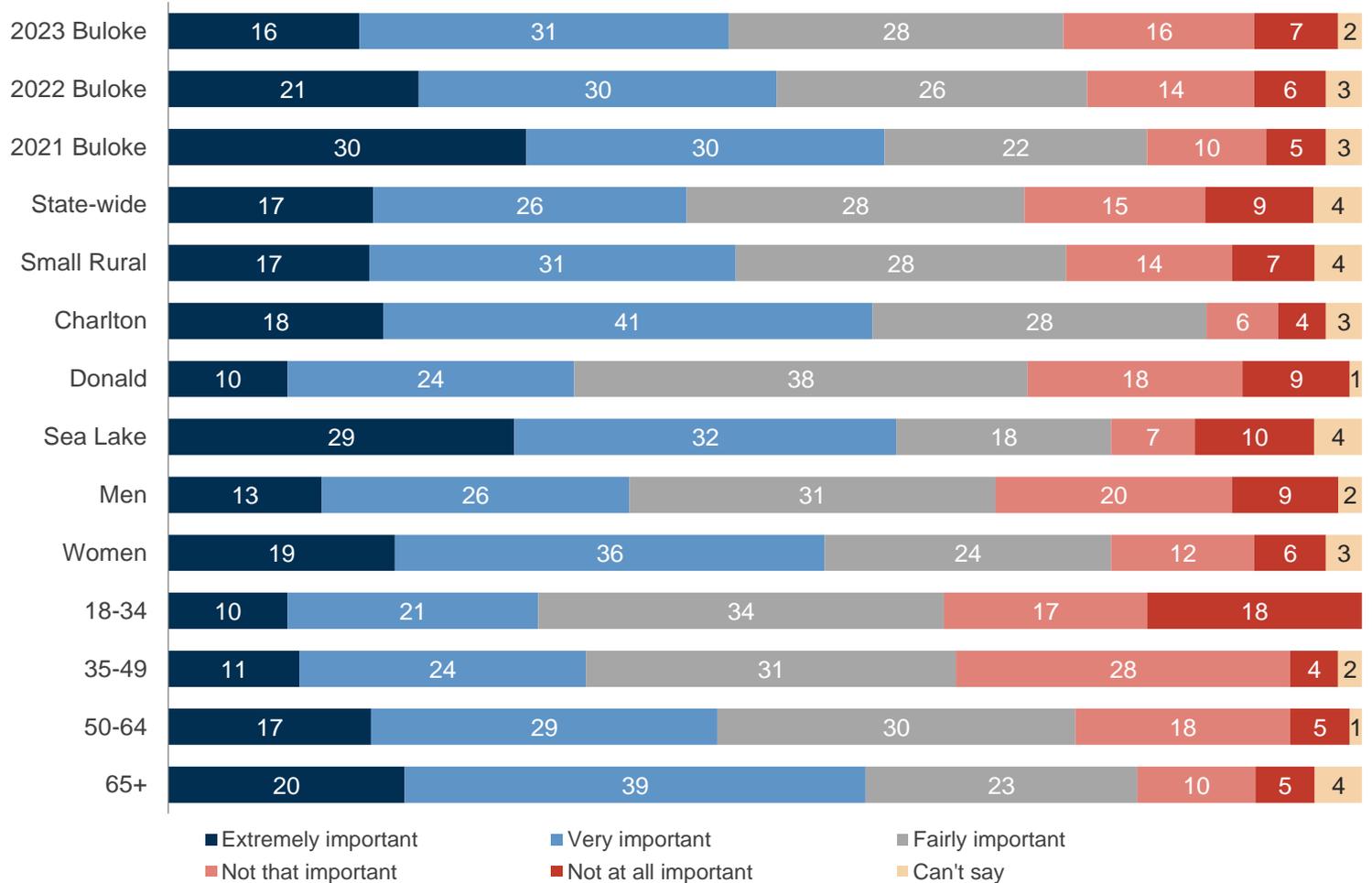
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

COVID-19 response performance

2023 COVID-19 response performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	73	66	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	76	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	73	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	71	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	71	71	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	69	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	66	70	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61▼	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

COVID-19 response performance

2023 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Buloke	22	40	24	4	5	6
2022 Buloke	28	35	21	5	3	8
2021 Buloke	38	34	17	3	1	7
State-wide	18	38	23	6	4	11
Small Rural	21	38	23	5	3	10
Charlton	24	45	20		6	4
Donald	20	34	29	6	5	7
Sea Lake	18	51	13	2	6	10
Men	22	34	25	5	6	7
Women	21	47	22	2	3	5
18-34	20	31	23	7	11	8
35-49	20	52	24		2	2
50-64	19	34	30	4	5	8
65+	25	43	20	3	4	6

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

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

Detailed demographics

Gender and age profile

2023 gender

Buloke
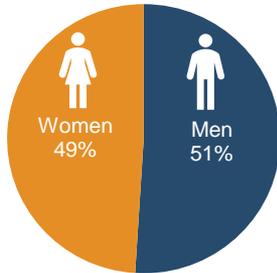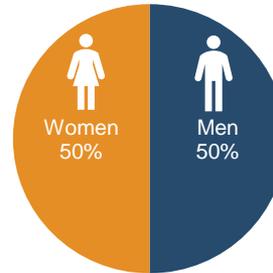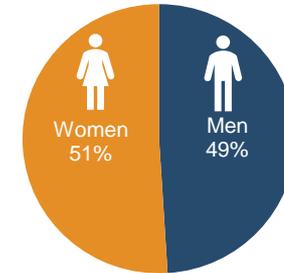
Women 49% Men 51%

Small Rural

Women 50% Men 50%

State-wide

Women 51% Men 49%

2023 age

Buloke

3% 16% 17% 22% 43%

Small Rural

2% 16% 19% 18% 45%

State-wide

3% 22% 23% 17% 36%
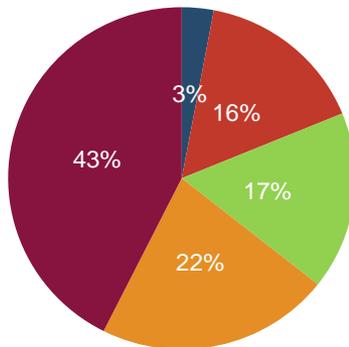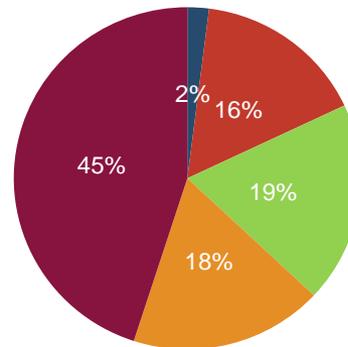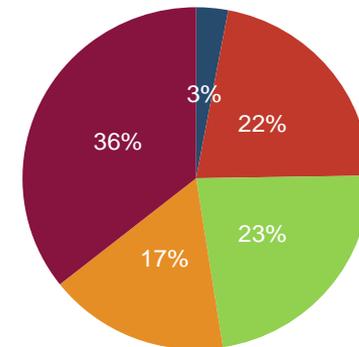
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

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.

Personal and household use and experience of council services

2023 personal and household use and experience of services (%)
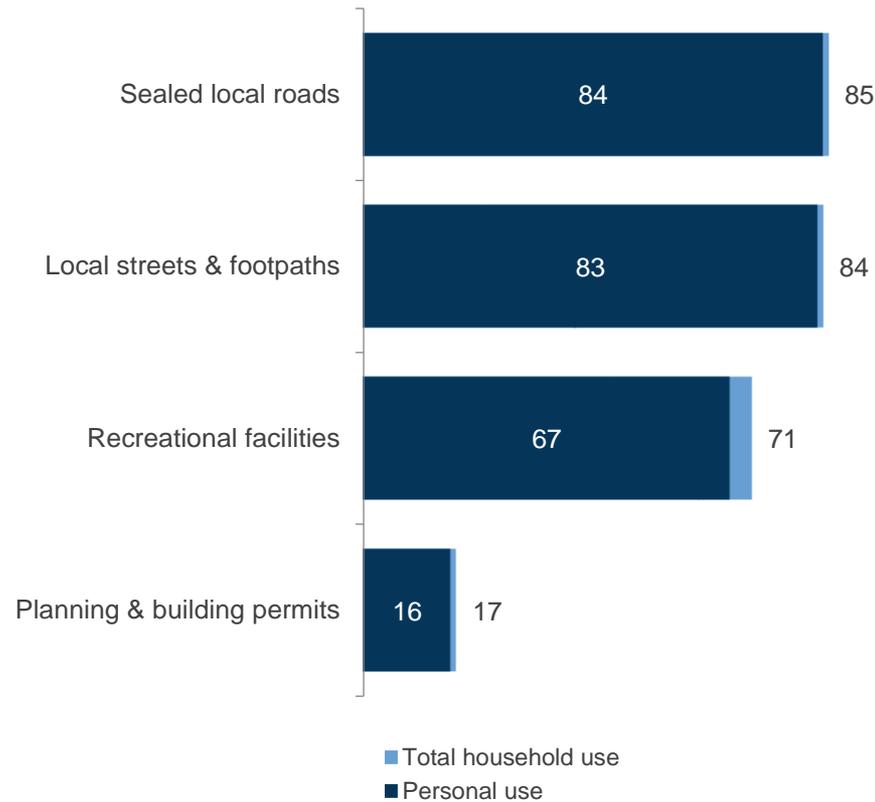
Legend:
- ■ Total household use
- ■ Personal use

Service	Personal use	Total household use
Sealed local roads	84	85
Local streets & footpaths	83	84
Recreational facilities	67	71
Planning & building permits	16	17

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

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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 2023 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 5,000 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	189	206	+/-7.0
Women	211	194	+/-6.6
Charlton	92	84	+/-10.2
Donald	115	123	+/-9.1
Sea Lake	46	45	+/-14.5
18-34 years	48	75	+/-14.2
35-49 years	46	66	+/-14.5
50-64 years	103	88	+/-9.6
65+ years	203	171	+/-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 2022. 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 2022.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

2023 overall performance (index scores)
(example extract only)

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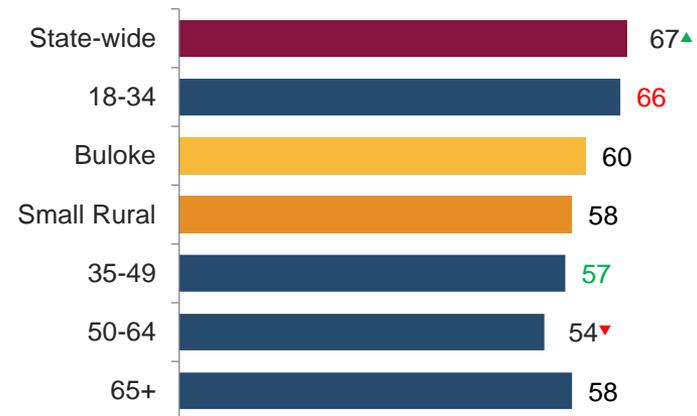
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

- 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.

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 – 19th March, 2023.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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