

2022 Local Government Community Satisfaction Survey

Mansfield Shire Council

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





Contents

<u>Background and objectives</u>	<u>3</u>	<u>Appearance of public areas</u>	<u>88</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Art centres and libraries</u>	<u>92</u>
<u>Detailed findings</u>	<u>12</u>	<u>Waste management</u>	<u>96</u>
<u>Overall performance</u>	<u>13</u>	<u>Business and community development and tourism</u>	<u>100</u>
<u>Customer service</u>	<u>31</u>	<u>General town planning policy</u>	<u>102</u>
<u>Council direction</u>	<u>37</u>	<u>Planning and building permits</u>	<u>106</u>
<u>Individual service areas</u>	<u>41</u>	<u>Emergency and disaster management</u>	<u>110</u>
<u>Community consultation and engagement</u>	<u>42</u>	<u>Planning for population growth</u>	<u>114</u>
<u>Lobbying on behalf of the community</u>	<u>46</u>	<u>Maintenance of unsealed roads</u>	<u>118</u>
<u>Decisions made in the interest of the community</u>	<u>50</u>	<u>Business and community development</u>	<u>122</u>
<u>Condition of sealed local roads</u>	<u>54</u>	<u>Tourism development</u>	<u>126</u>
<u>Informing the community</u>	<u>58</u>	<u>Detailed demographics</u>	<u>130</u>
<u>Condition of local streets and footpaths</u>	<u>62</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>132</u>
<u>Traffic management</u>	<u>66</u>	<u>Appendix B: Further project information</u>	<u>137</u>
<u>Parking facilities</u>	<u>68</u>		
<u>Enforcement of local laws</u>	<u>72</u>		
<u>Family support services</u>	<u>76</u>		
<u>Elderly support services</u>	<u>80</u>		
<u>Recreational facilities</u>	<u>84</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



Key findings and recommendations



Mansfield Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mansfield 64



State-wide 59



Small Rural 58

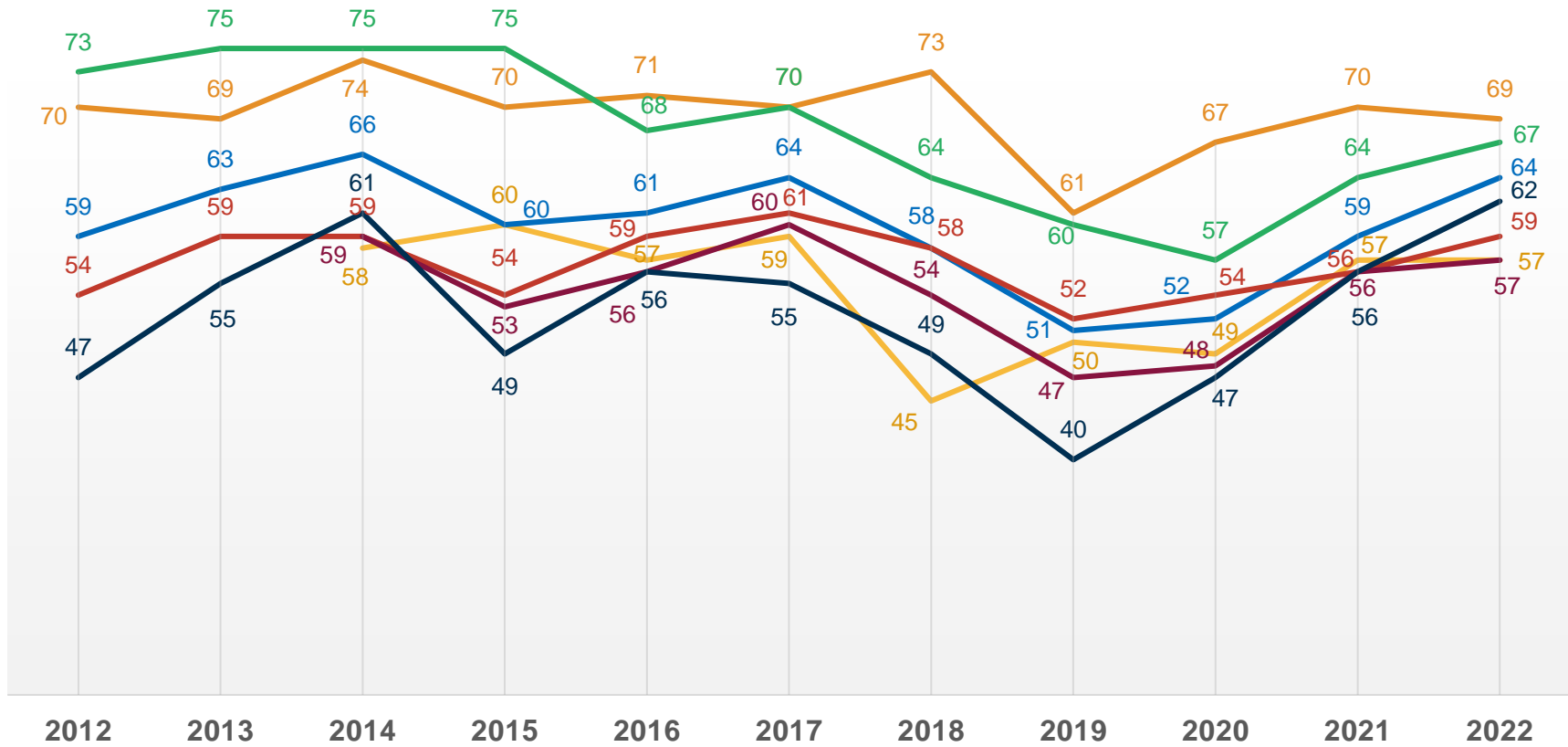
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Appearance of public areas Unsealed roads Recreational facilities 	<ul style="list-style-type: none"> Parking facilities
Compared to group average	<ul style="list-style-type: none"> Unsealed roads Appearance of public areas Recreational facilities 	<ul style="list-style-type: none"> Parking facilities



Summary of core measures

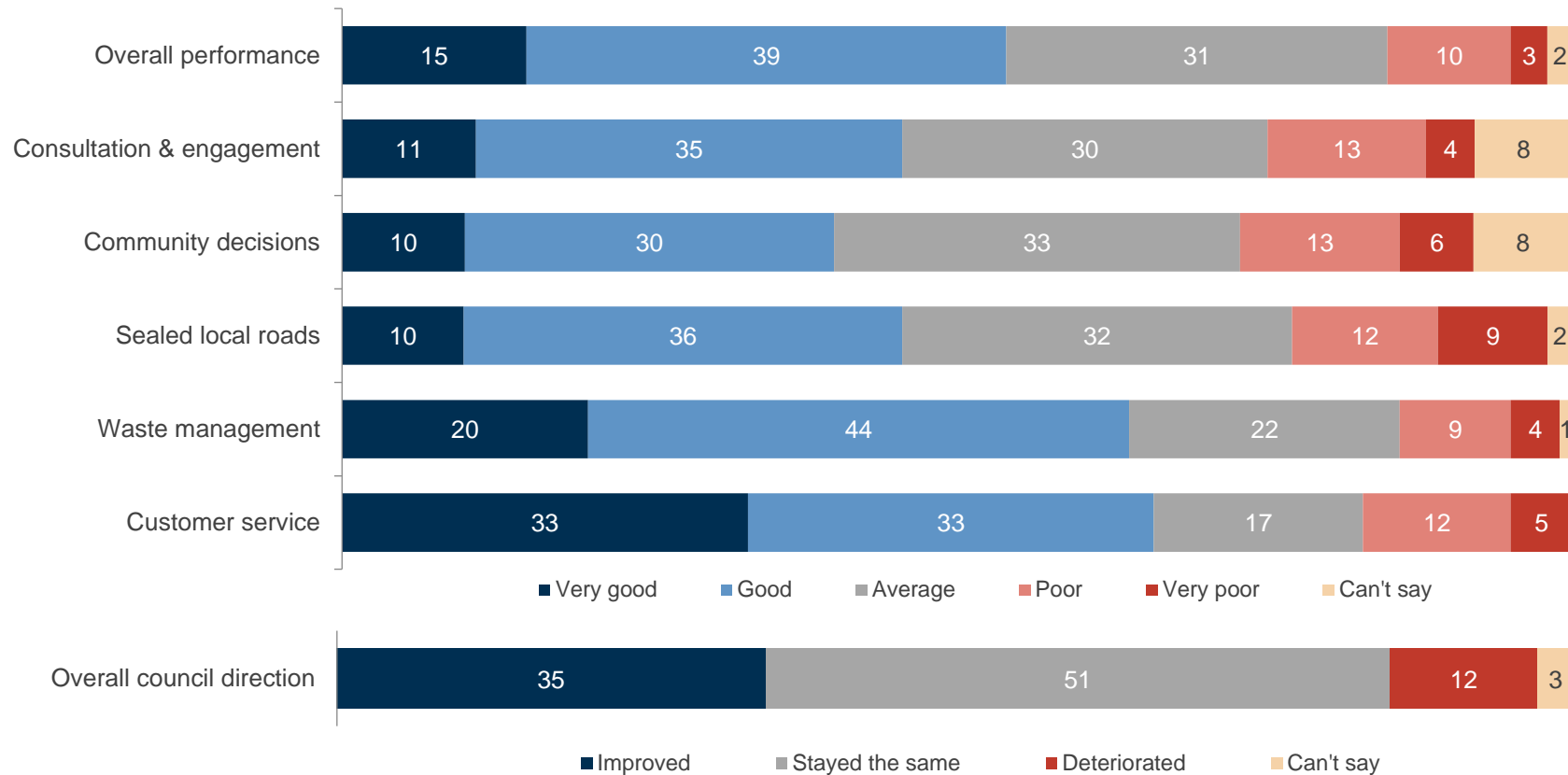
Index scores















Summary of core measures

Core measures summary results (%)





Summary of Mansfield Shire Council performance

Services	Mansfield 2022	Mansfield 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	64	59	58	59	Aged 65+ years	Aged 18-34, 50-64 years
 Value for money	55	52	51	53	Aged 65+ years	Aged 35-49 years
 Overall council direction	62	56	51	50	Aged 18-34, 50-64 years	Aged 35-49 years
 Customer service	69	70	67	68	Aged 50-64 years	Aged 18-34 years
 Appearance of public areas	84	82	73	71	Aged 18-34 years	Other areas, Aged 50-64 years
 Recreational facilities	76	72	69	69	Aged 18-34 years	Aged 35-64 years, Other areas
 Art centres & libraries	71	70	71	73	Other areas	Aged 50-64 years
 Elderly support services	70	72	70	67	Aged 18-34 years	Aged 50-64 years
 Family support services	69	67	64	65	Men, Aged 35-49 years, Aged 65+ years, Mansfield residents	Aged 50-64 years, Other residents, Women, Aged 18-34 years
 Emergency & disaster mngt	69	74	68	66	Other areas	Aged 18-34 years

Significantly *higher* / *lower* than Mansfield Shire Council 2022 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.








Summary of Mansfield Shire Council performance

Services		Mansfield 2022	Mansfield 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
	Waste management	67	64	68	68	Aged 65+ years, Men	Aged 50-64 years, Aged 18-34 years
	Tourism development	66	67	62	60	Aged 50-64 years, Women	Aged 18-34 years
	Enforcement of local laws	66	65	62	63	Aged 35-49 years, Women	Aged 50-64 years, Men
	Informing the community	63	58	59	59	Aged 18-34 years	Aged 35-49 years
	Business & community dev.	62	61	57	58	Aged 65+ years, Women	Other areas
	Consultation & engagement	59	56	54	54	Men	Women, Aged 35-49 years
	Lobbying	59	58	54	53	Men	Women, Other areas
	Local streets & footpaths	57	58	55	57	Aged 35-49 years	Aged 50-64 years
	Sealed local roads	57	57	50	53	Aged 35-49 years	Aged 50-64 years, Aged 18-34 years
	Community decisions	57	56	54	54	Aged 65+ years	Aged 18-34

Significantly *higher* / *lower* than Mansfield Shire Council 2022 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Summary of Mansfield Shire Council performance

Services	Mansfield 2022	Mansfield 2021	Small Rural 2022	State-wide 2022	Highest score	Lowest score
 Town planning policy	54	53	56	54	Aged 65+ years	Aged 18-34 years
 Unsealed roads	53	45	42	41	Aged 18-49 years	Aged 50-64 years
 Parking facilities	51	53	60	57	Other areas	Aged 18-34 years
 Planning & building permits	50	45	48	50	Aged 18-34 years	Aged 35-49 years
 Population growth	50	49	49	52	Aged 18-34 years, Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance are in line with or significantly higher than 2021 results on almost all service areas evaluated, including significant increases in Council's overall performance rating and perceptions of council direction. This is a positive result for Council. Perceptions of overall performance and council direction have increased by 13 and 22 index points respectively since 2019 after declining between 2017 and 2019.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in areas that most influence perceptions of overall performance: decisions made in the interest of the community, informing the community, lobbying, and consultation and engagement. Positively, significant improvements have already been made in the area of informing the community. Council should endeavour to maintain relatively strong performance in waste management, as a key positive influence on Council's overall performance rating.

Comparison to state and area grouping

Importantly, Council performs significantly higher than Small Rural group and State-wide averages for councils on a majority of service areas. Council outperforms the group and State-wide averages by the widest margins for the appearance of public areas, unsealed roads and recreational facilities. Parking facilities is the only area where Council's performance rating is significantly lower than Small Rural group and State-wide averages.

Maintain gains achieved to date

In the next 12 months, Council should seek to maintain significant ratings gains in the areas of informing the community, which has a strong influence on impressions of overall performance, and planning and building permits, one of Council's lowest rated areas. One in ten residents identify planning and permit processes as requiring improvement despite Council's gains in this area. Tending to planning and building permit concerns of those aged 35 to 49 years may assist as they have below average ratings in this service area.

DETAILED FINDINGS





Overall performance



Overall performance

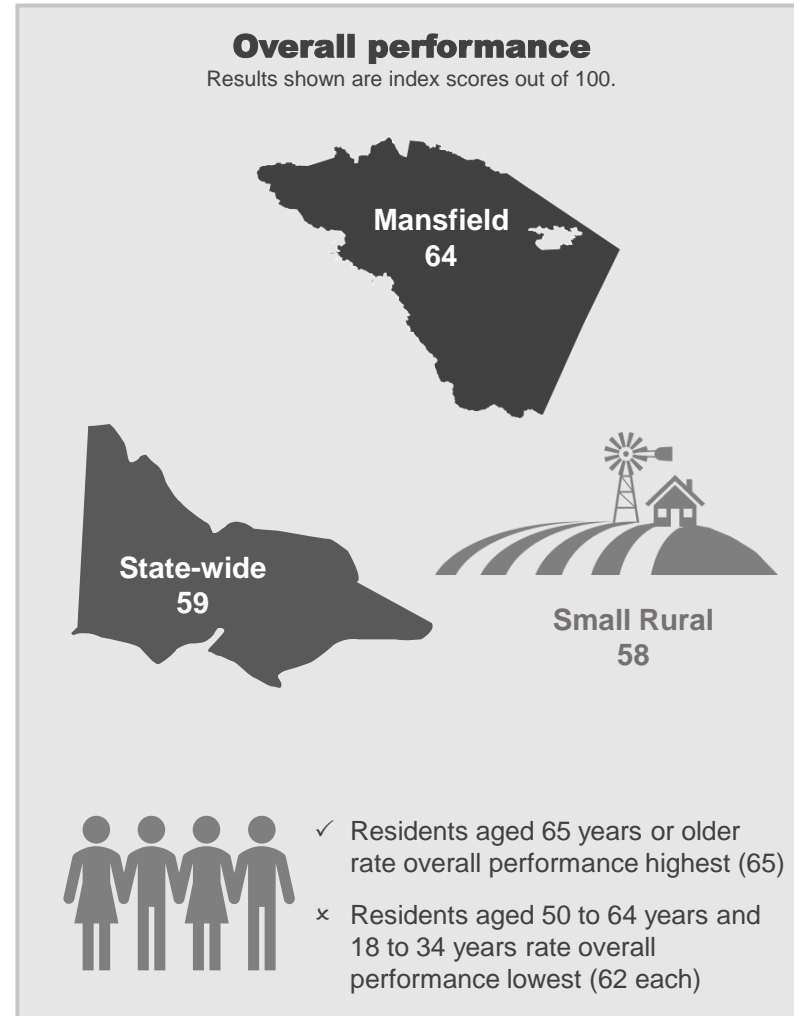
The overall performance index score of 64 for Mansfield Shire Council represents a significant five-point improvement on the 2021 result, continuing a multi-year trend of improvement.

- Council’s overall performance rating has returned to previously-achieved higher levels after having declined steeply between 2017 and 2019. Council is now just two points away from the series peak achieved in 2014.

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

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year.
- Overall performance ratings increased significantly among residents aged 65 years or older, men and residents of the ‘Other’ area.

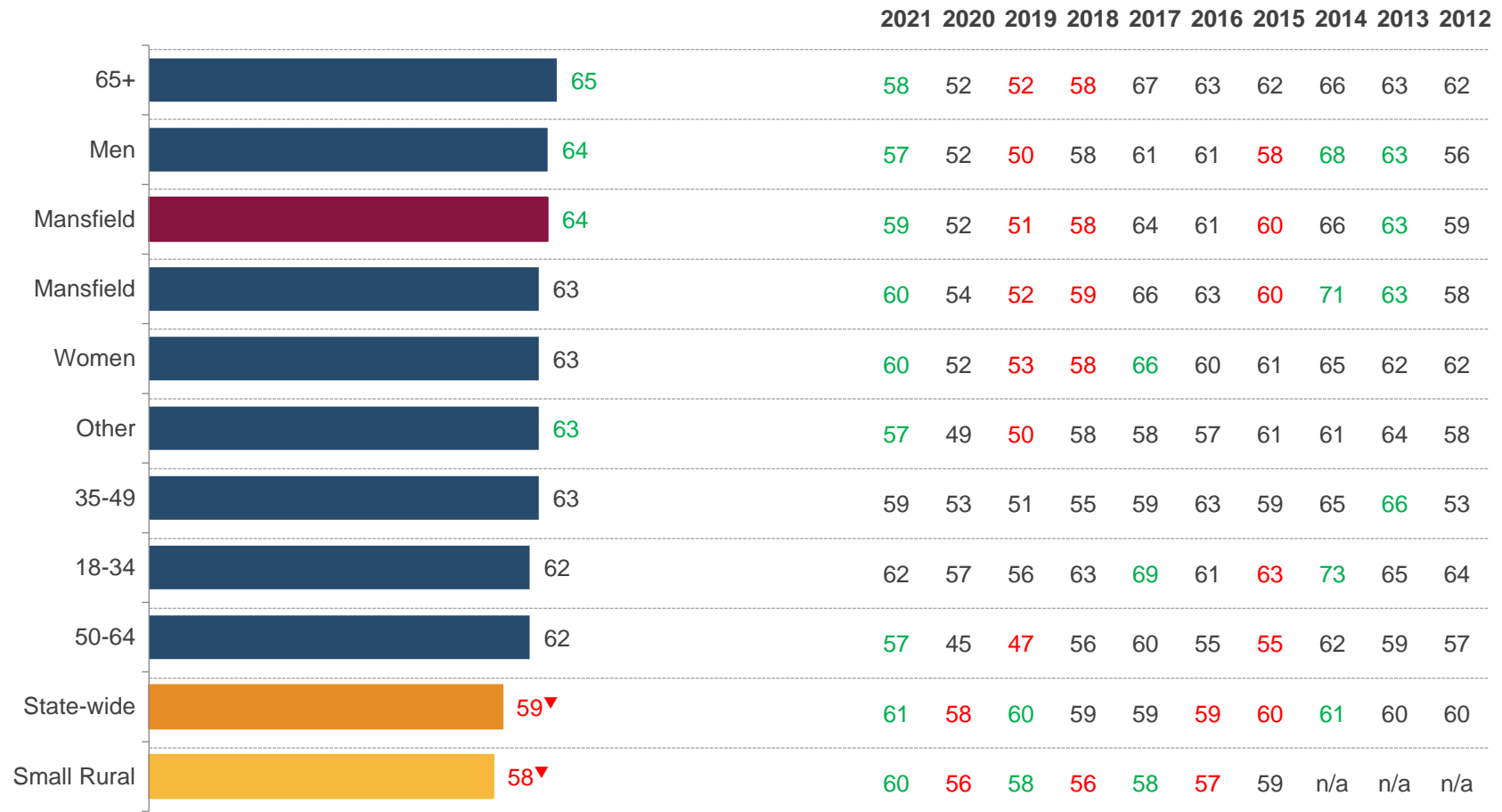
Almost two in five residents (38%) rate the value for money they receive from Council in infrastructure and services provided to their community as ‘very good’ or ‘good’. This is twice as many as those who rate Council as ‘very poor’ or ‘poor’ (19%). A further 38% rate Council as ‘average’ in terms of value for money.





Overall performance

2022 overall performance (index scores)

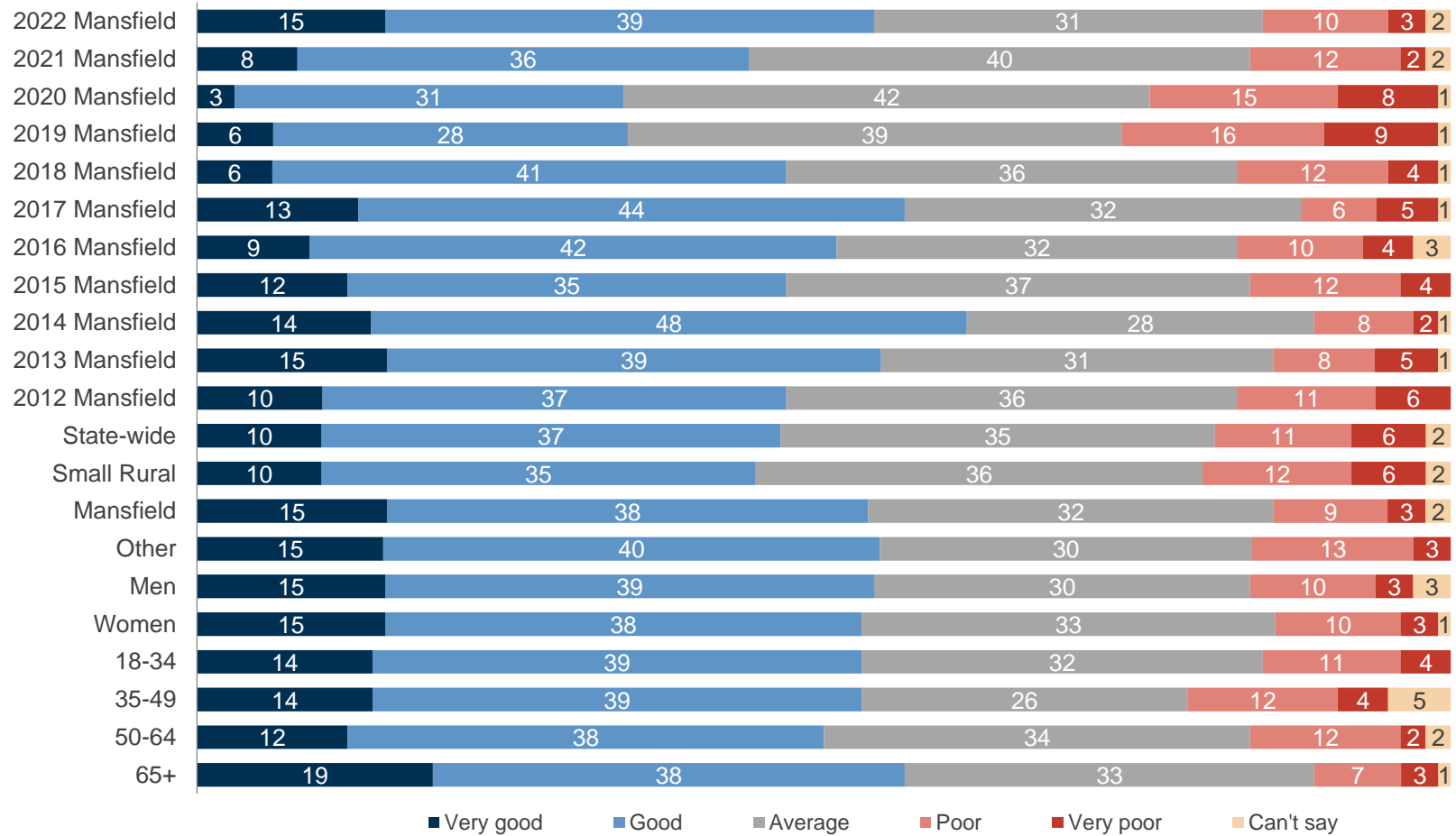


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils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



Overall performance

2022 overall performance (%)

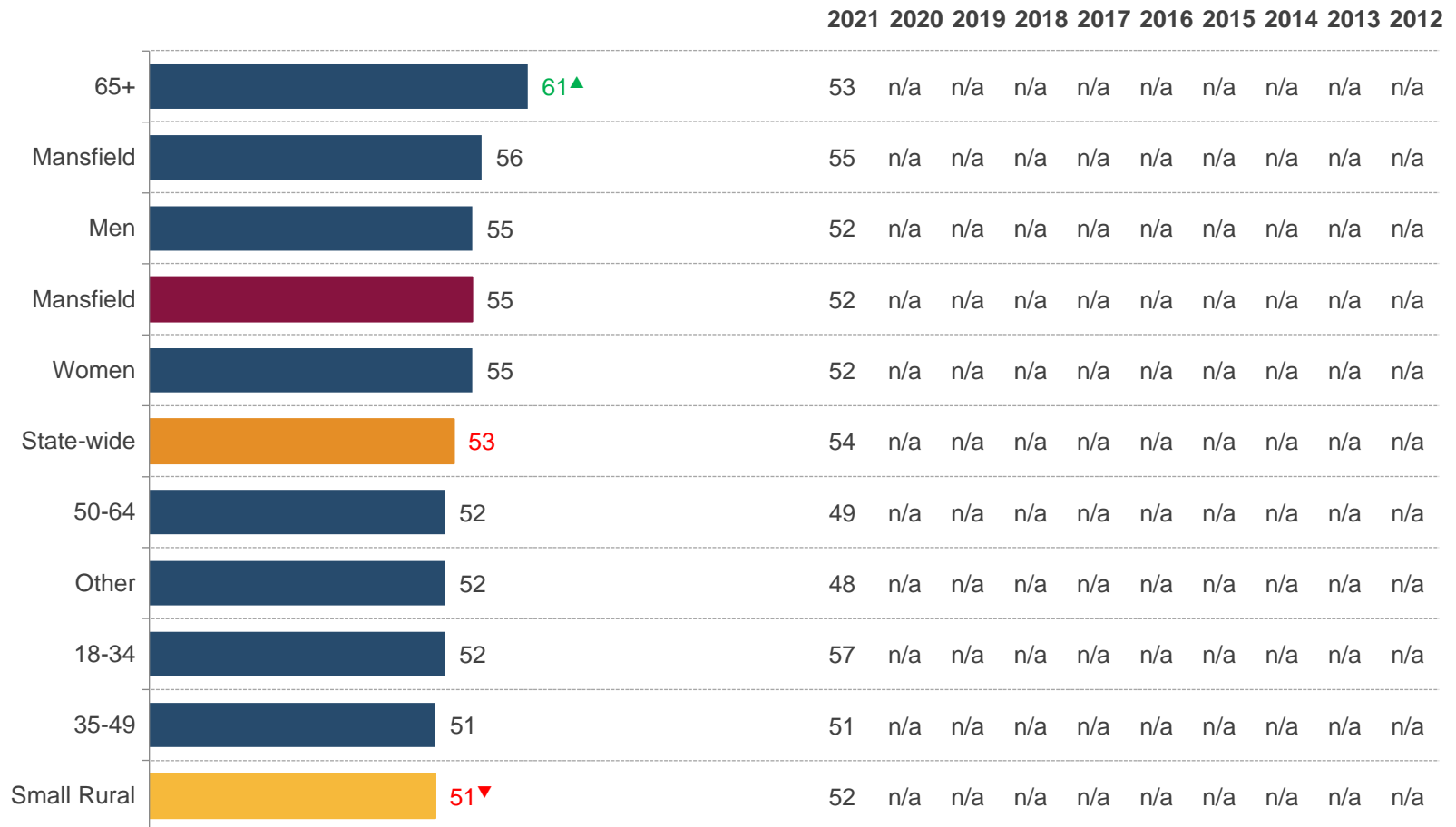


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils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



Value for money in services and infrastructure

2022 value for money (index scores)



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

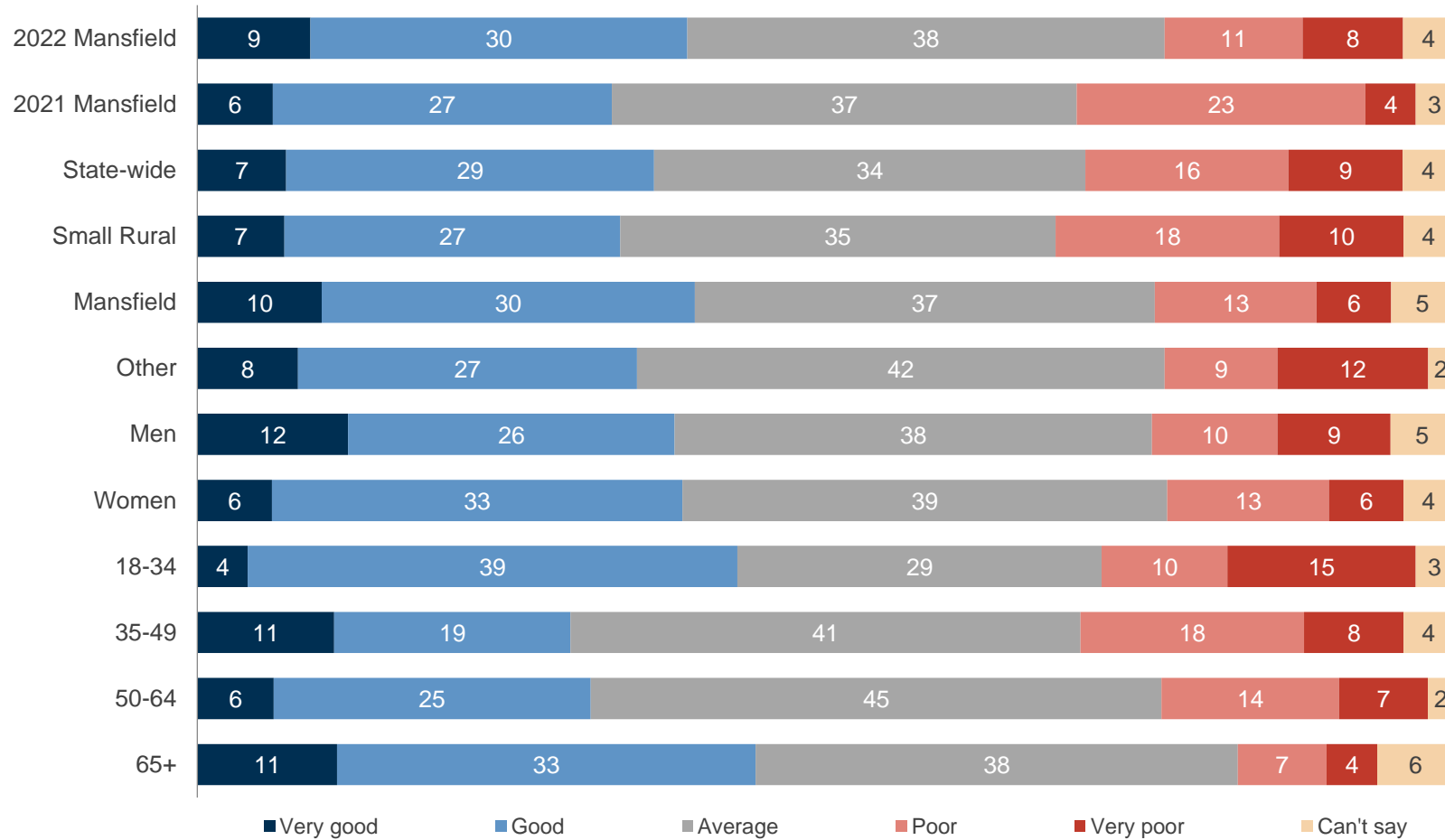
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate Mansfield Shire Council at providing good value for money in infrastructure and services provided to your community?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Top performing service areas

Council top performing service area remains the appearance of public areas (index score of 84). This has been the case since 2012. Perceptions have improved for the second straight year (this year by two points) and are now at their highest level in a decade.

- Ratings of the appearance of public areas improved significantly among men (85, up four index points).
- Moreover, 14% of residents volunteer Council parks and gardens as one of the best things about the area.

Recreational facilities is Council's next highest rated service area (76, up a significant four index points).

- Contributing to the significant increase is residents aged 18 to 34 years, those in Mansfield and men. Ratings among each group improved significantly.
- Perceptions of Council's recreational facilities performance overall has continually improved over the last three years and like the appearance of public areas, has achieved a peak series rating this year.

Both of Council's top performing service areas are rated significantly higher than both the Small Rural group and State-wide averages for councils.

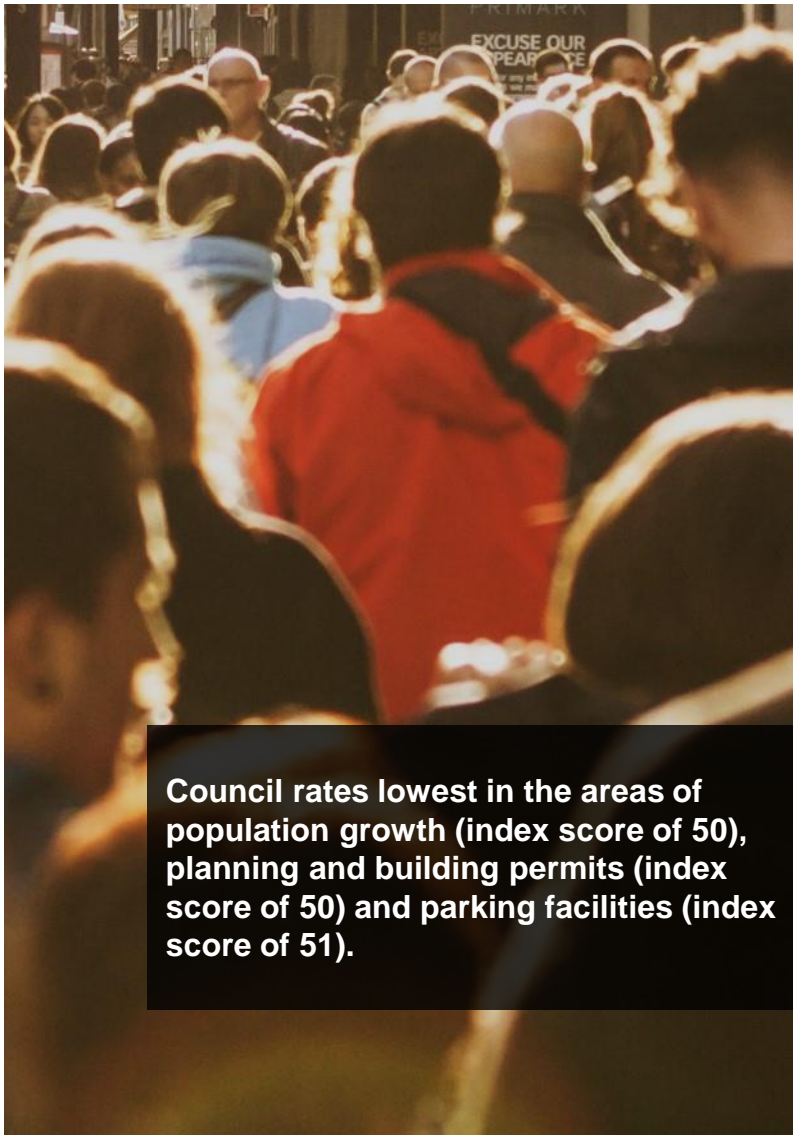
Council should endeavour to maintain these positive results, as both areas have become significantly more important to residents in the last 12 months.



The appearance of public areas (index score of 84) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest in the areas of population growth (index score of 50), planning and building permits (index score of 50) and parking facilities (index score of 51).

Council's performance rating declined significantly in just one area between 2021 and 2022 – emergency and disaster management (index score of 69, down five points). The decline is driven in large part by significantly lower ratings in 2022 among women, residents under 50 years of age, and those in Mansfield.

Council rates lowest – relative to its performance in other areas – for population growth, and planning and building permits (both with an index score of 50).

- Despite this, Council rates in line with Small Rural group and State-wide averages in both areas.
- Positively, when it comes to planning and building permits, 2022 marks Council's third consecutive year of significant improvement – demonstrating that Council is tending to concerns of residents.
- Still, one in ten (12%) say town planning and permits is the Council area most in need of improvement.
- Council has also been able to maintain all of the significant gains it made in population growth in 2021, though the issue is becoming increasingly important to residents and as a result the gap between perceived importance and performance is increasing.
- Residents aged 35 to 49 years are most critical of Council performance in both areas, with ratings significantly below the Council average.



Individual service area performance

2022 individual service area performance (index scores)

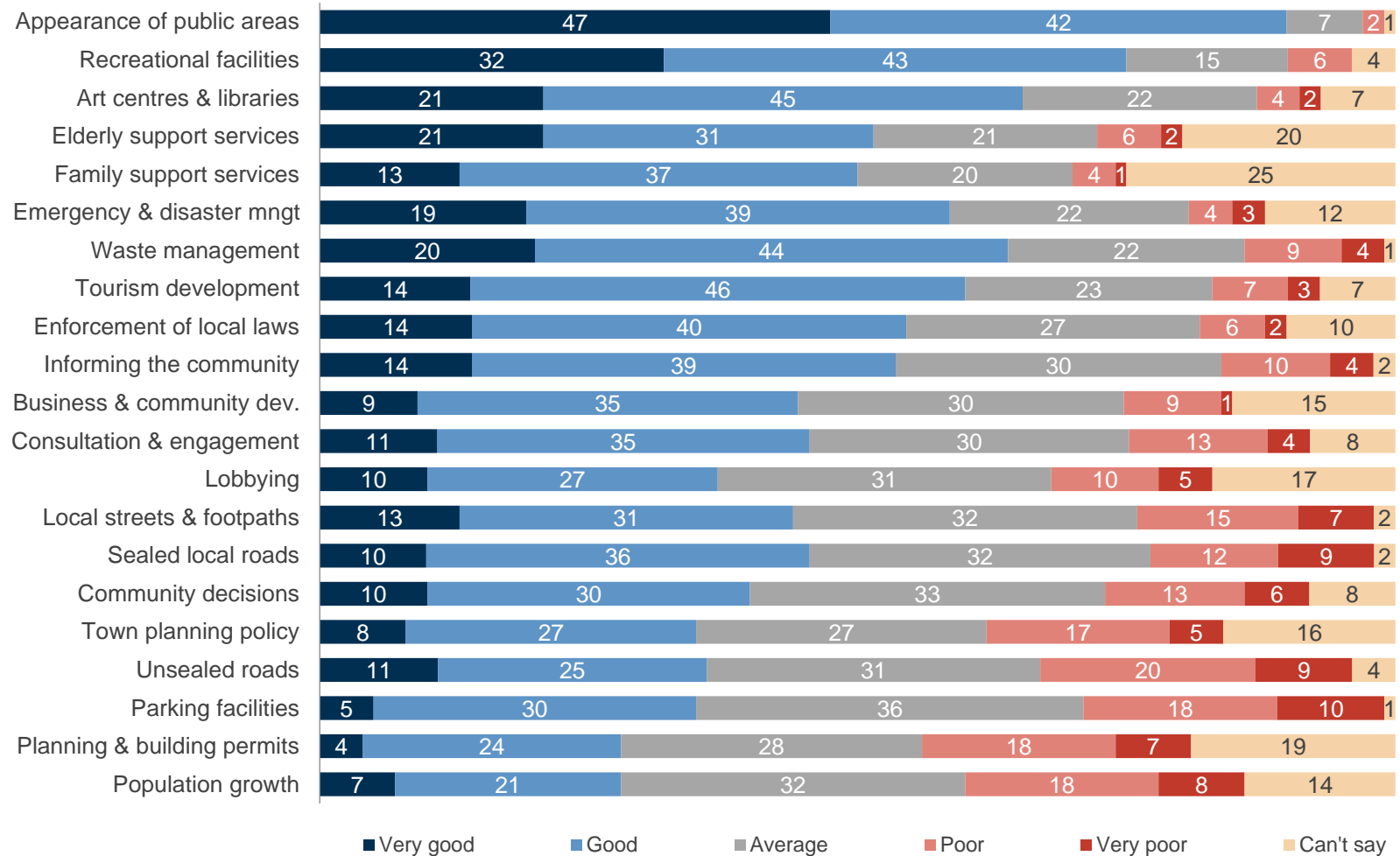
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	84	82	75	77	81	77	81	81	78	76
Recreational facilities	76	72	67	68	74	69	72	74	70	67
Art centres & libraries	71	70	73	74	75	n/a	n/a	n/a	n/a	n/a
Elderly support services	70	72	70	69	73	77	74	76	74	75
Family support services	69	67	67	69	72	73	72	73	72	70
Emergency & disaster mngt	69	74	68	70	73	74	73	n/a	n/a	n/a
Waste management	67	64	57	60	64	70	68	75	75	75
Tourism development	66	67	65	67	71	75	73	75	75	n/a
Enforcement of local laws	66	65	62	60	64	67	66	65	67	67
Informing the community	63	58	55	55	62	63	63	n/a	n/a	n/a
Business & community dev.	62	61	59	59	61	65	62	63	65	n/a
Consultation & engagement	59	56	54	52	58	61	59	54	59	59
Lobbying	59	58	49	51	58	59	55	58	58	59
Local streets & footpaths	57	58	54	53	52	58	59	63	63	59
Sealed local roads	57	57	49	50	45	59	57	60	58	n/a
Community decisions	57	56	48	47	54	60	56	53	59	n/a
Town planning policy	54	53	44	44	51	54	53	55	57	55
Unsealed roads	53	45	44	41	40	50	48	49	47	45
Parking facilities	51	53	52	49	54	54	55	56	57	58
Planning & building permits	50	45	40	36	46	45	48	50	55	n/a
Population growth	50	49	44	45	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Individual service area importance

2022 individual service area importance (index scores)

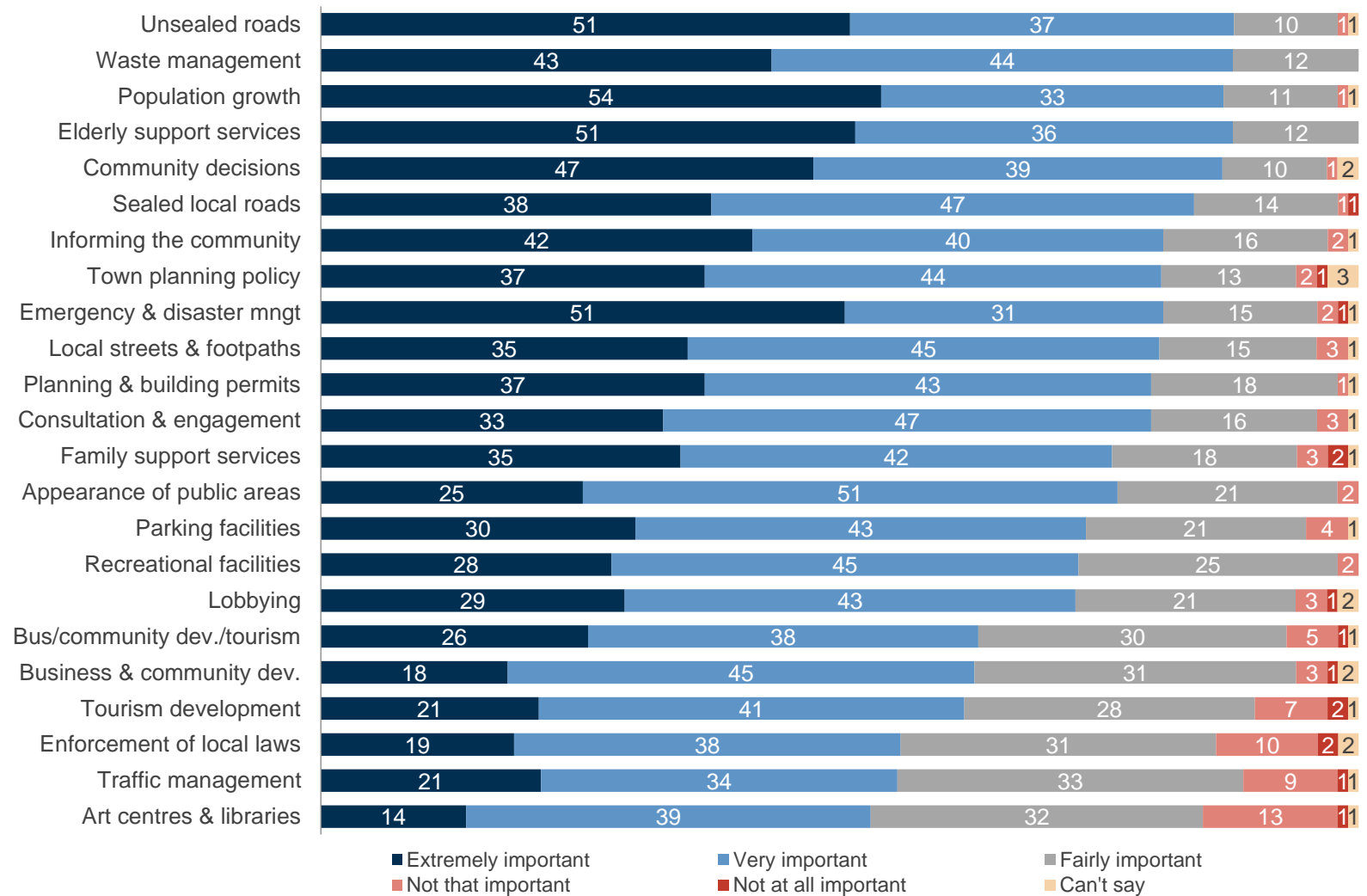
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Population growth	85	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	85	83	n/a	n/a	n/a	n/a	79	81	80	80
Elderly support services	84	83	n/a	n/a	n/a	n/a	80	82	82	81
Community decisions	83	83	n/a	n/a	n/a	n/a	82	81	n/a	n/a
Waste management	83	83	n/a	n/a	n/a	n/a	77	79	80	76
Emergency & disaster mngt	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	80	77	n/a	n/a	n/a	n/a	78	78	n/a	n/a
Town planning policy	80	77	n/a	n/a	n/a	n/a	73	74	75	73
Planning & building permits	79	74	n/a	n/a	n/a	n/a	73	73	n/a	n/a
Local streets & footpaths	78	75	n/a	n/a	n/a	n/a	75	75	77	74
Consultation & engagement	77	77	n/a	n/a	n/a	n/a	77	76	75	74
Family support services	77	76	n/a	n/a	n/a	n/a	74	74	76	73
Parking facilities	75	73	n/a	n/a	n/a	n/a	71	72	71	70
Recreational facilities	75	70	n/a	n/a	n/a	n/a	71	74	73	73
Appearance of public areas	75	72	n/a	n/a	n/a	n/a	74	74	77	72
Lobbying	74	71	n/a	n/a	n/a	n/a	72	73	72	70
Bus/community dev./tourism	71	72	n/a	n/a	n/a	n/a	n/a	n/a	75	73
Business & community dev.	69	72	n/a	n/a	n/a	n/a	71	73	n/a	n/a
Tourism development	69	68	n/a	n/a	n/a	n/a	72	73	n/a	n/a
Traffic management	66	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	67	n/a	n/a	n/a	n/a	68	67	67	63
Art centres & libraries	63	64	n/a	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: 34 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2022 individual service area importance (%)

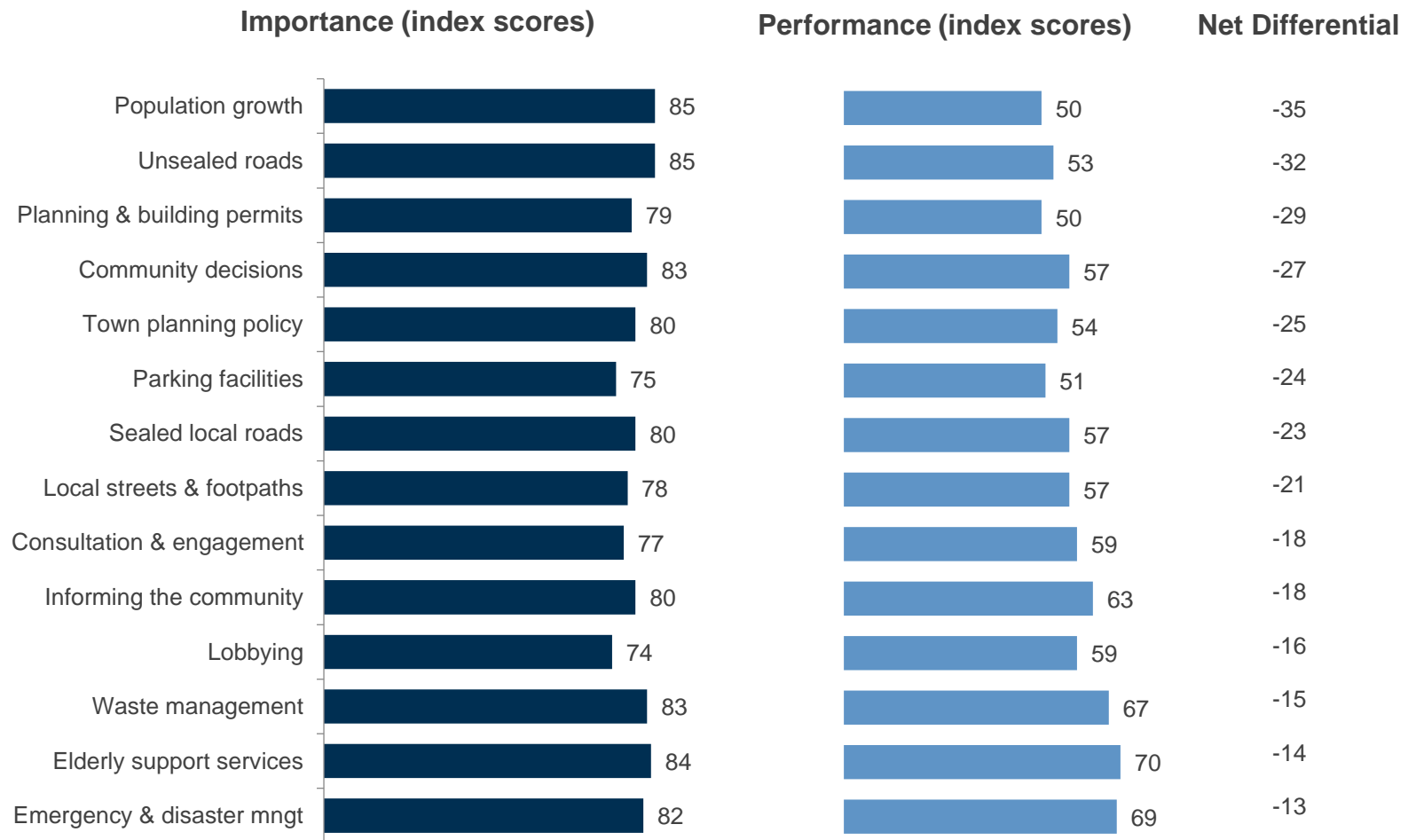


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Informing the community
- Lobbying on behalf of the community
- Community consultation and engagement
- Waste management.

Looking at these key service areas only, waste management has a high performance index (67) and a moderate influence on the overall performance rating.

Council is also performing quite well on informing the community (index of 63), which has a strong influence on overall perceptions.

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

Service areas that have a moderate to strong influence on overall perceptions, but where Council performs less well, are lobbying on behalf of the community and community consultation and engagement (index of 58 and 59 respectively).

In addition to council decision making processes, a focus on consulting residents on key local issues and defending local community interests can also help shore up Council's overall performance rating.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

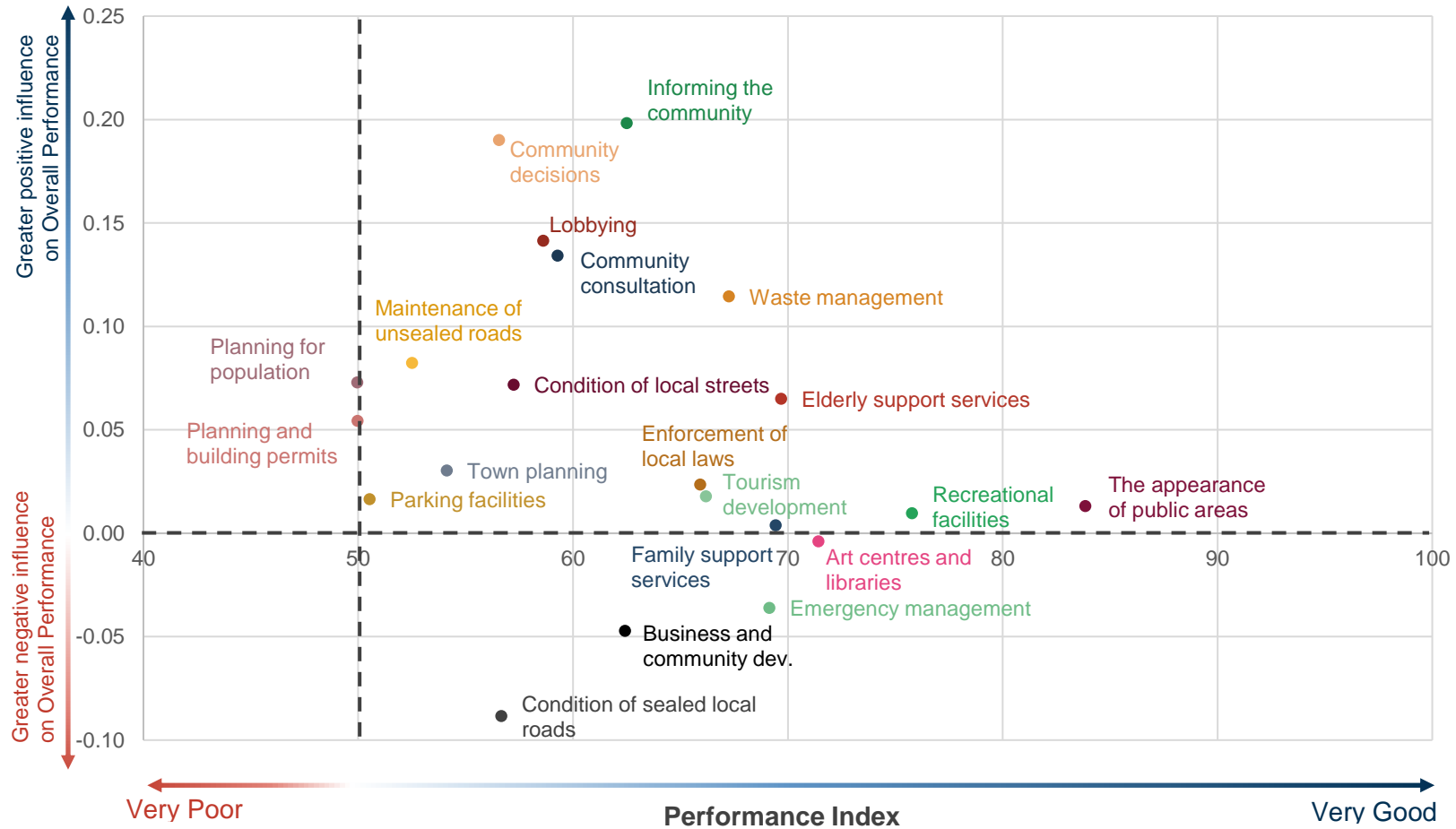
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

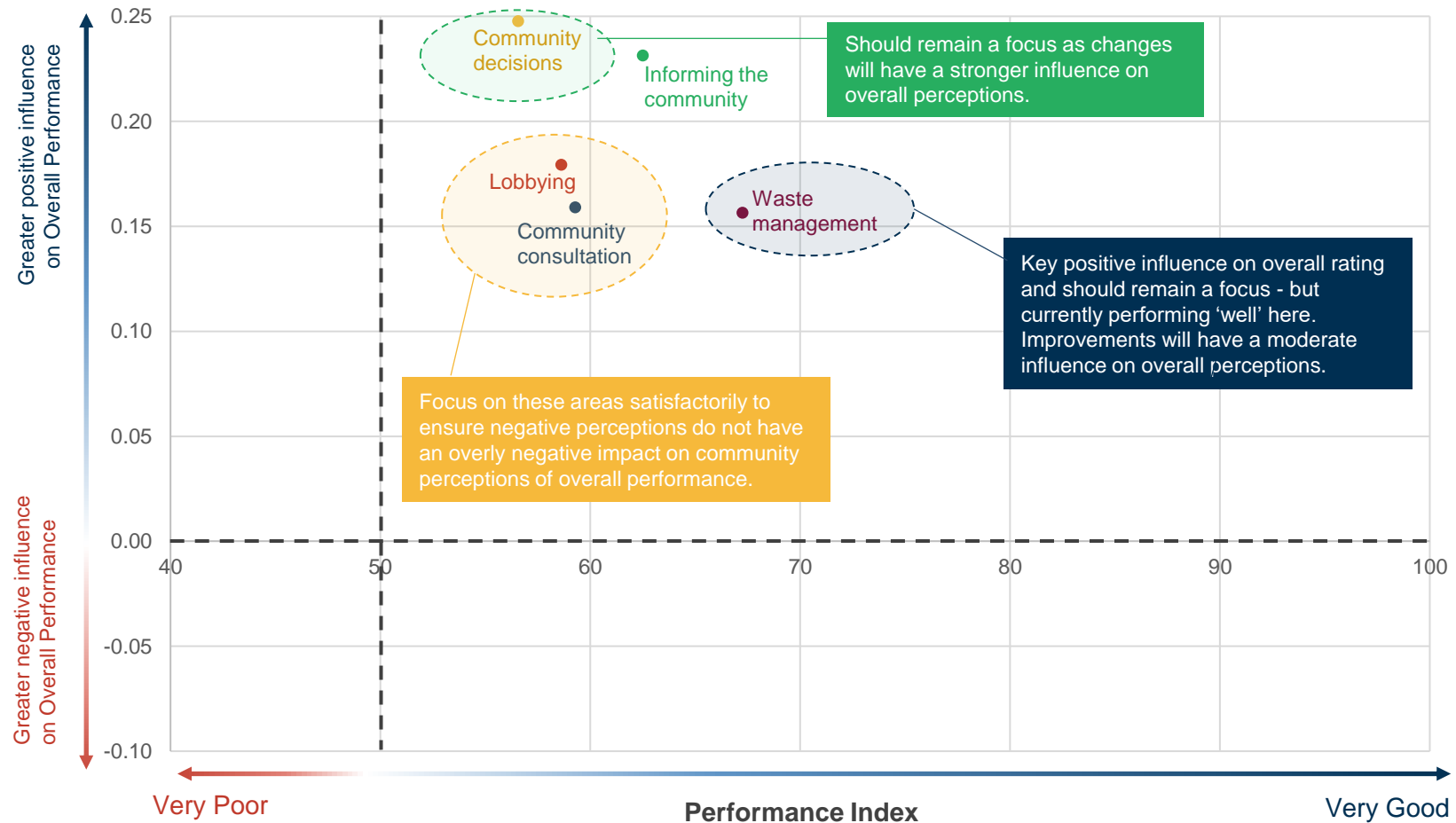


The multiple regression analysis model above (all service areas) has an R^2 value of 0.592 and adjusted R^2 value of 0.569, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 26.13$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

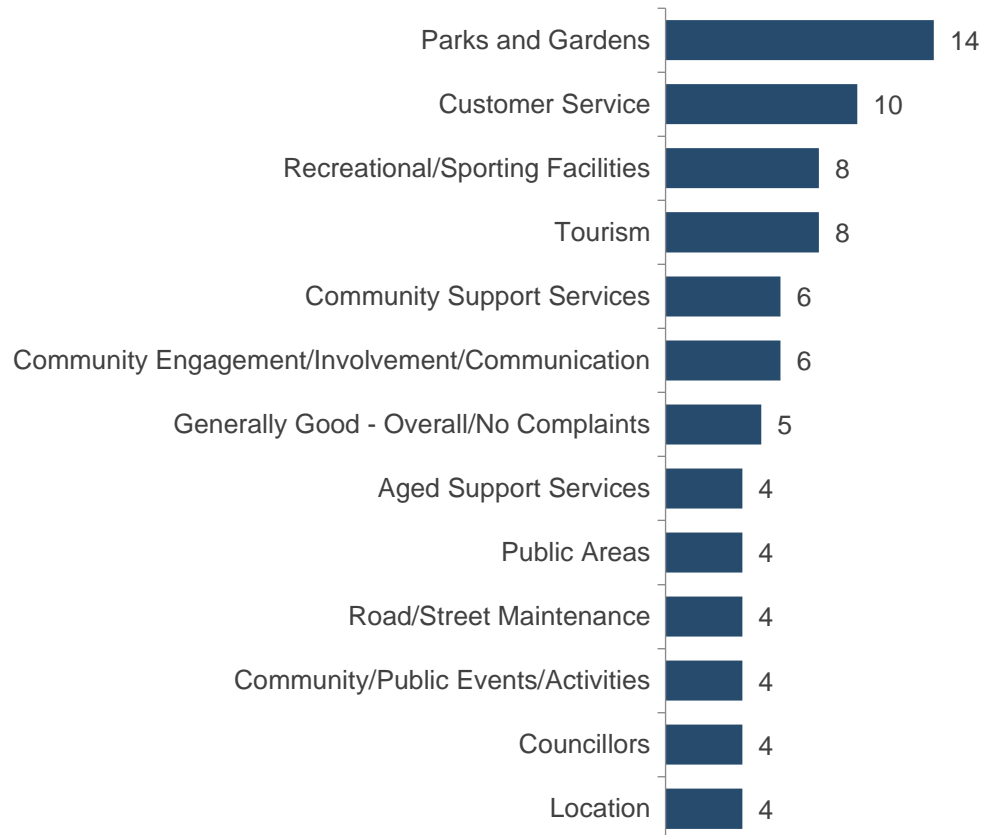


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.567 and adjusted R^2 value of 0.561, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 103.06$.

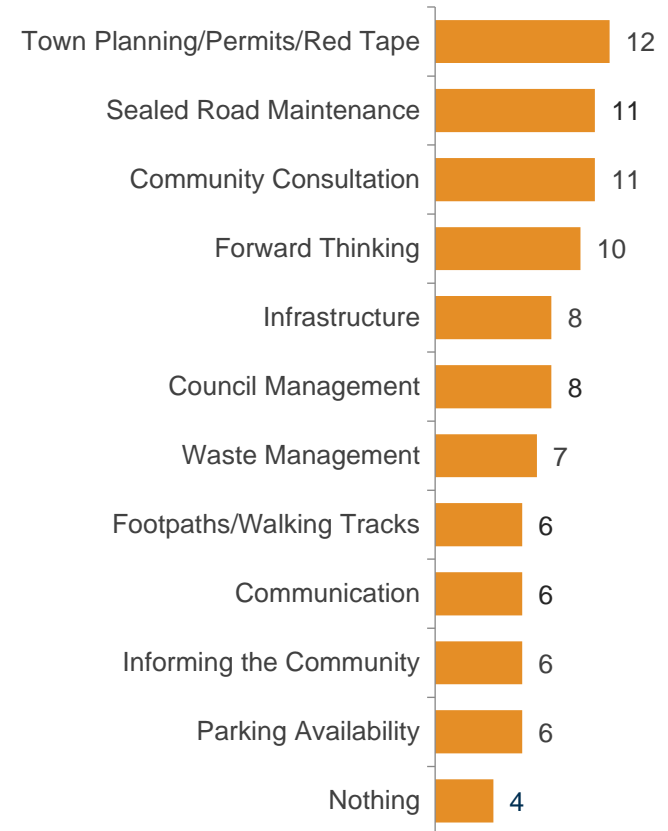


Best things about Council and areas for improvement

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



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



Q16. Please tell me what is the ONE BEST thing about Mansfield Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 9

Q17. What does Mansfield Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12

A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

Seven in ten Council residents (70%) had contact with Council in the previous 12 months. Rate of contact is unchanged from 2021 and has been consistent over time.

- Residents aged 35 to 49 years (83%) have a significantly higher rate of contacting Council than average. Conversely, residents over 65 years of age contacted Council at a significantly lower rate (60%).



Among those residents who have had contact with Council, 66% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 is in line with last year's result. With the exception of 2019, customer service ratings have remained relatively stable over the past ten years. Customer service is rated in line with Small Rural group and State-wide averages (index scores of 67 and 68 respectively).

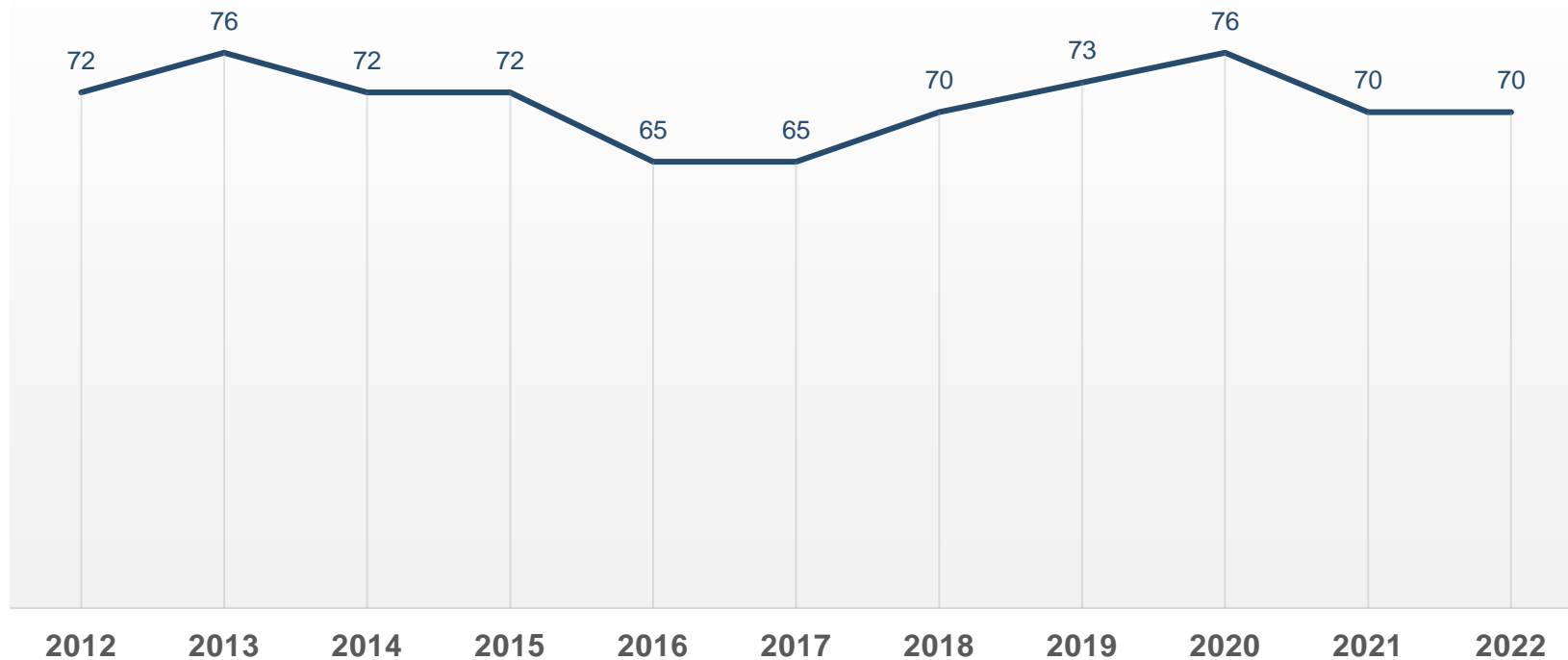
Two-thirds of residents (66%) provide a positive customer service rating of 'very good' or 'good'. Far fewer (17%) provide a negative rating of 'very poor' or 'poor'.

- Perceptions among all groups are not significantly different compared to the Council average.
- Notably, however, the group who had the most contact with Council over the past 12 months (35 to 49 year olds) have one of the lowest ratings of customer service (index score of 67). In contrast, residents aged 65 years and over had the least amount of contact but are one of the most complimentary groups (71).



Contact with council

2022 contact with council (%)
Have had contact

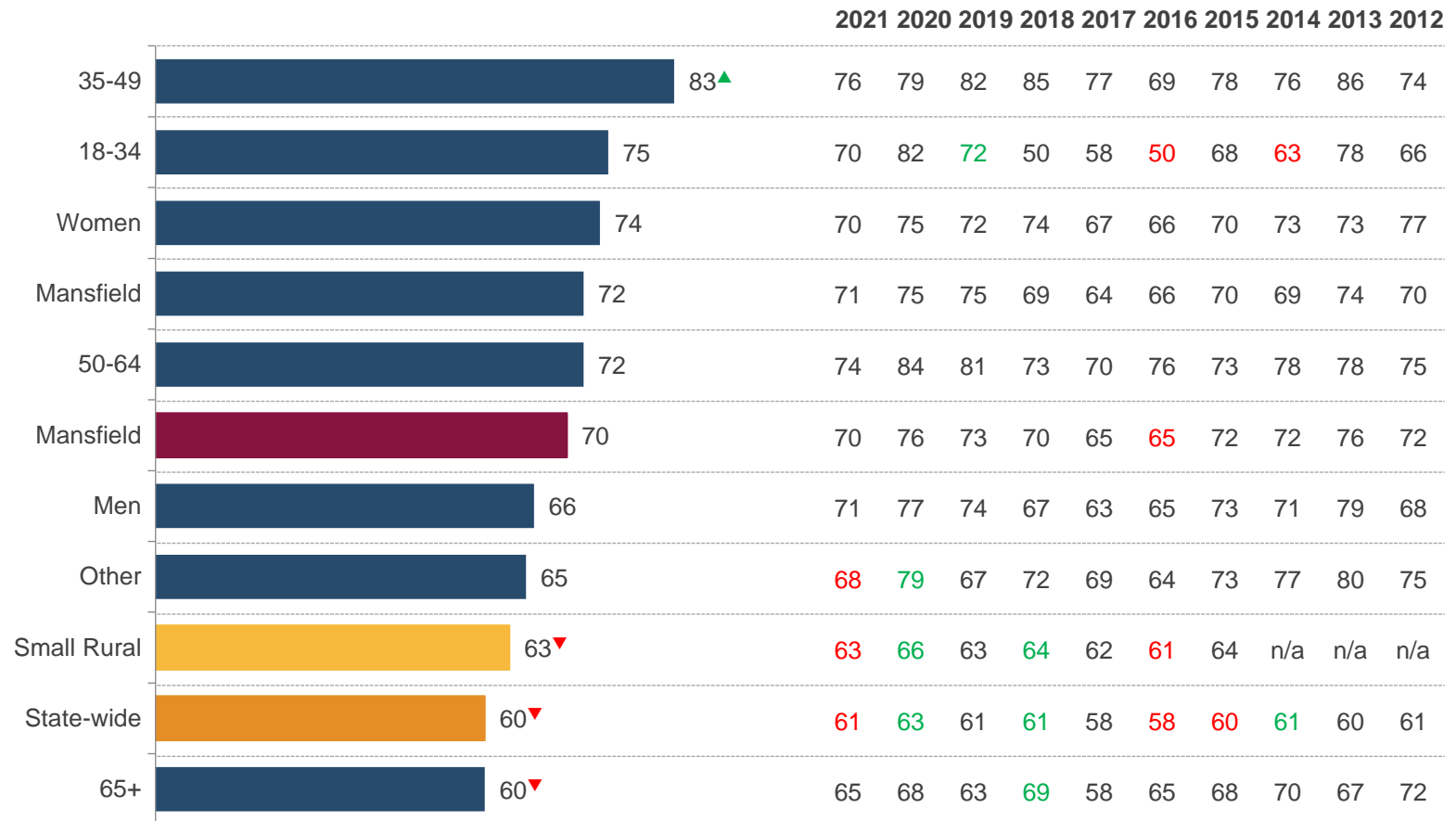


Q5. Over the last 12 months, have you or any member of your household had any contact with Mansfield Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 15



Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Mansfield 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: 42 Councils asked group: 15

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



Customer service rating

2022 customer service rating (index scores)

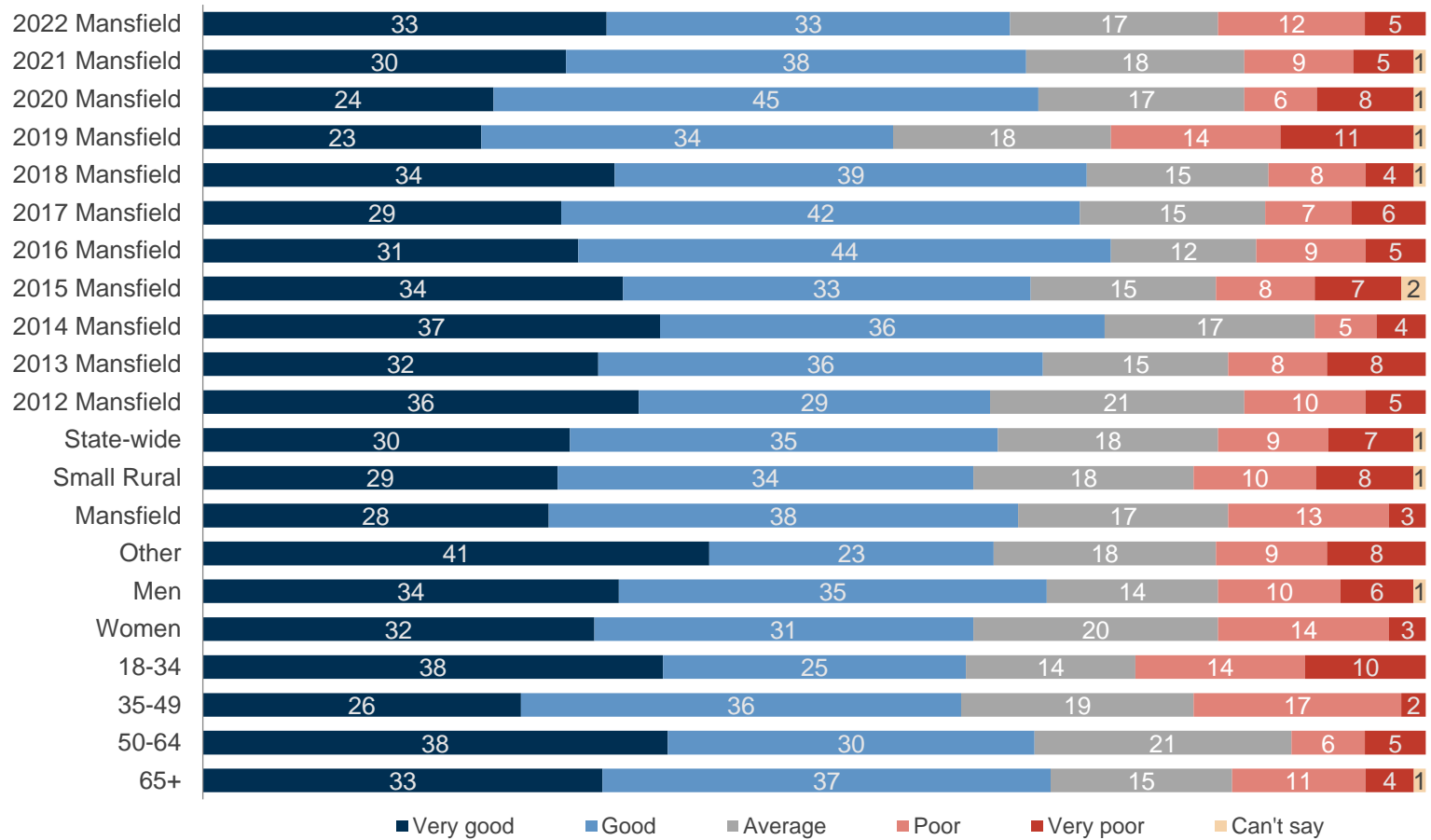
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	72	62	67	71	69	67	74	72	69	70
65+	71	69	65	76	76	75	72	76	73	76
Men	70	68	61	72	70	71	69	77	66	66
Other	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	69	67	61	73	70	71	70	74	69	70
Mansfield	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	67	61	73	70	72	71	72	71	73
State-wide	68	70	71	70	69	69	70	72	71	71
Small Rural	67	70	70	69	69	69	70	n/a	n/a	n/a
35-49	67	73	63	73	63	72	71	77	71	66
18-34	66	63	45	68	71	68	59	72	59	67

Q5c. Thinking of the most recent contact, how would you rate Mansfield Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2022 customer service rating (%)



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



Council direction



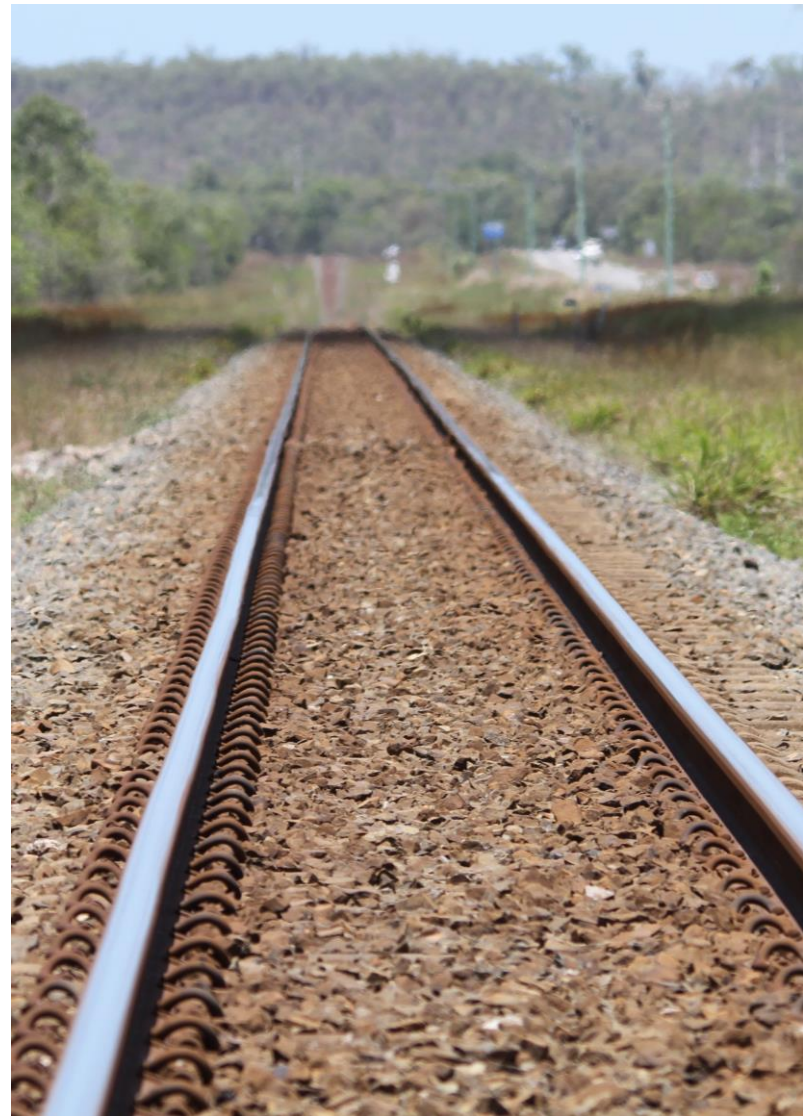
Council direction

Perceptions of council direction have continued to improve markedly, after experiencing multi-year lows between 2018 and 2020. Council's overall direction index score has once again significantly improved this year (up six points to 62) – the third year in a row of significant improvement. Council's overall direction rating is now at a series high.

- Contributing to the improvement this year is a significant increase in ratings among residents aged 50 to 64 years, men and those who in the 'Other' area.

One-third of residents (35%) describe the direction of Council's overall performance as having improved over the previous twelve months. This is up from 23% in 2021 (and 11% in 2019).

- Half (51%) describe the direction of Council's overall performance as having stayed the same (59% in 2021).
- Just one in ten (12%) describe Council's direction as having deteriorated. In contrast, three in ten residents (29%) described council direction as having deteriorated in 2019.
- The most satisfied with council direction are residents aged 18 to 34 years and 50 to 64 years.
- The least satisfied with council direction are residents aged 35 to 49 years.





Overall council direction last 12 months

2022 overall council direction (index scores)

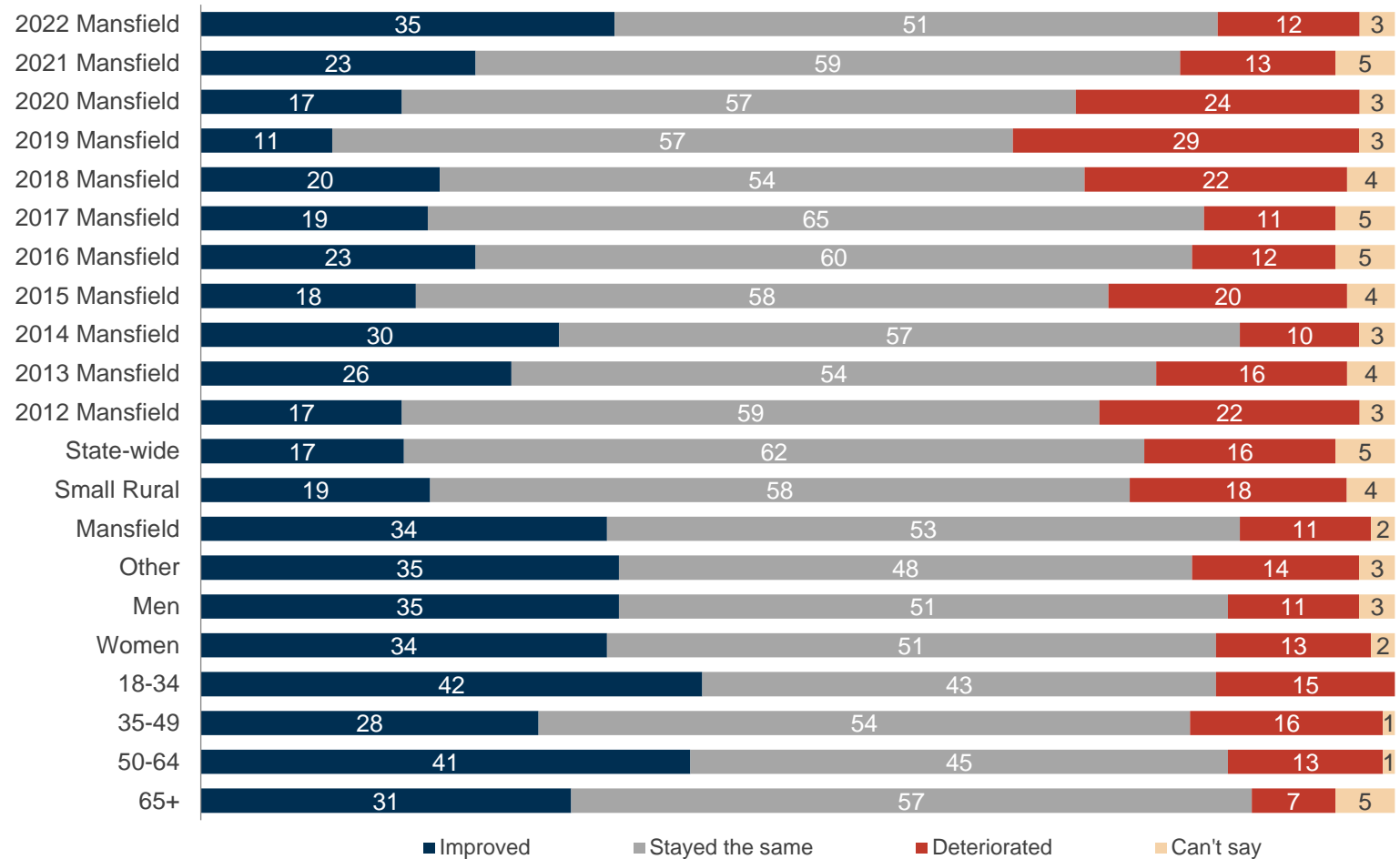
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	64	53	44	36	47	53	51	50	56	50	43
18-34	64	61	53	45	50	57	54	50	59	56	53
65+	63	58	45	39	51	58	58	51	64	61	50
Men	62	51	45	40	50	51	56	48	62	54	44
Mansfield	62	56	47	40	49	55	56	49	61	55	47
Mansfield	62	58	49	40	49	56	58	47	63	57	46
Women	61	61	48	40	48	58	55	50	60	57	50
Other	61	51	43	42	52	50	51	52	59	56	48
35-49	56	50	46	42	46	50	58	45	63	54	43
Small Rural	51▼	53	50	53	50	52	50	53	n/a	n/a	n/a
State-wide	50▼	53	51	53	52	53	51	53	53	53	52

Q6. Over the last 12 months, what is your view of the direction of Mansfield Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2022 overall council direction (%)



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



Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Other	79	77	n/a	n/a	n/a	n/a	78	79	77	72
Women	79	80	n/a	n/a	n/a	n/a	78	80	77	77
50-64	78	81	n/a	n/a	n/a	n/a	79	80	79	78
Small Rural	78	77	76	76	74	75	77	76	n/a	n/a
18-34	78	72	n/a	n/a	n/a	n/a	73	68	74	64
Mansfield	77	77	n/a	n/a	n/a	n/a	77	76	75	74
65+	77	75	n/a	n/a	n/a	n/a	78	76	74	75
Mansfield	77	77	n/a	n/a	n/a	n/a	77	75	74	76
35-49	77	80	n/a	n/a	n/a	n/a	79	79	73	79
Men	76	74	n/a	n/a	n/a	n/a	77	72	73	71
State-wide	76	75	74	74	74	74	75	74	74	73

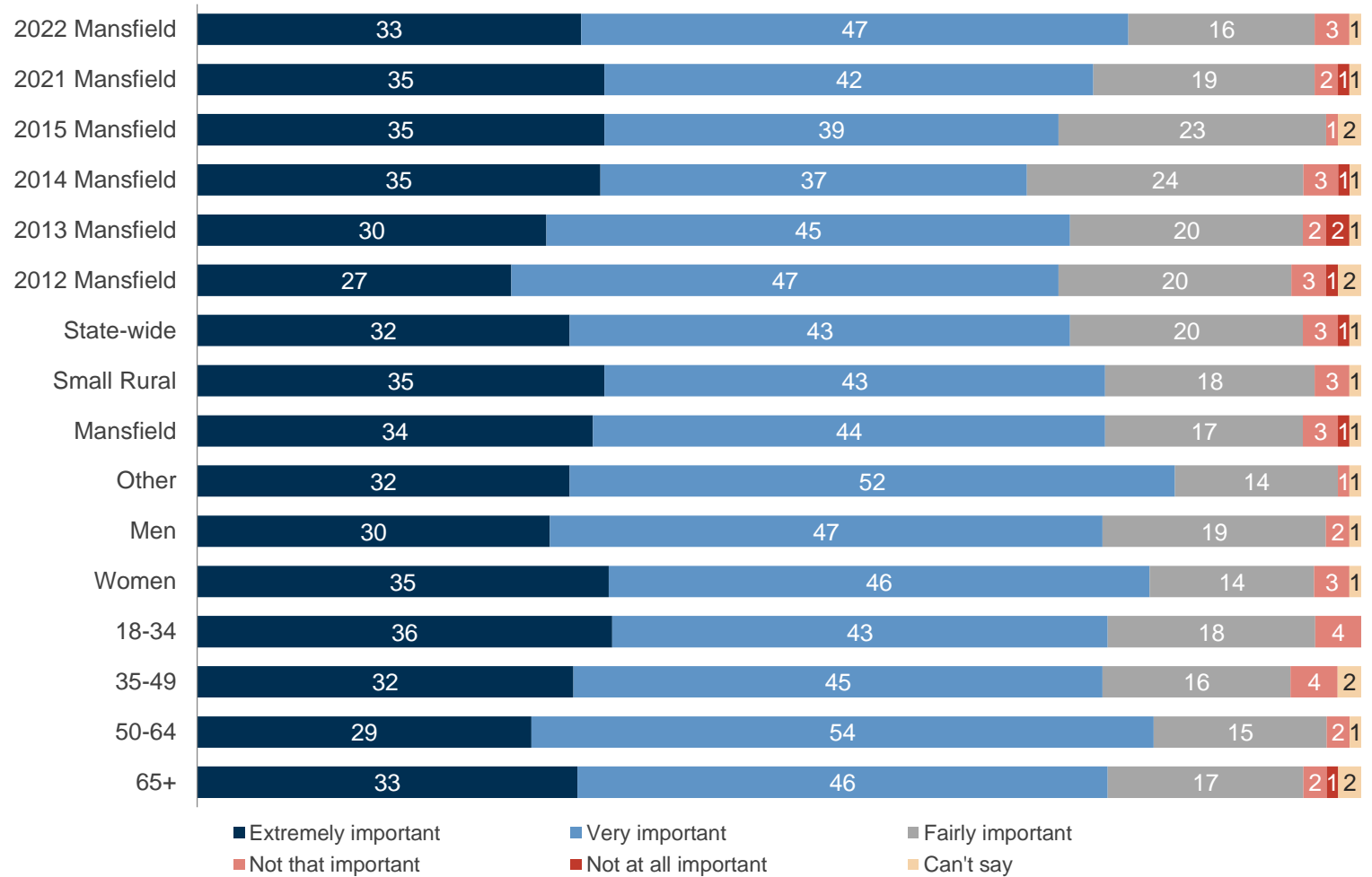
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)



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



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Men	62	53	53	50	58	58	60	51	59	61	50
50-64	61	54	45	50	56	57	49	49	54	54	55
Other	60	51	52	51	59	56	55	56	58	61	59
65+	60	54	53	52	57	65	61	57	57	61	56
Mansfield	59	56	54	52	58	61	59	54	59	59	54
18-34	59	60	61	52	68	63	64	59	68	63	56
Mansfield	59	58	55	53	58	63	62	54	61	59	51
35-49	57	57	57	54	54	58	62	51	59	60	49
Women	57	59	55	54	58	65	58	57	59	58	58
State-wide	54▼	56	55	56	55	55	54	56	57	57	57
Small Rural	54▼	56	54	56	54	55	55	56	n/a	n/a	n/a

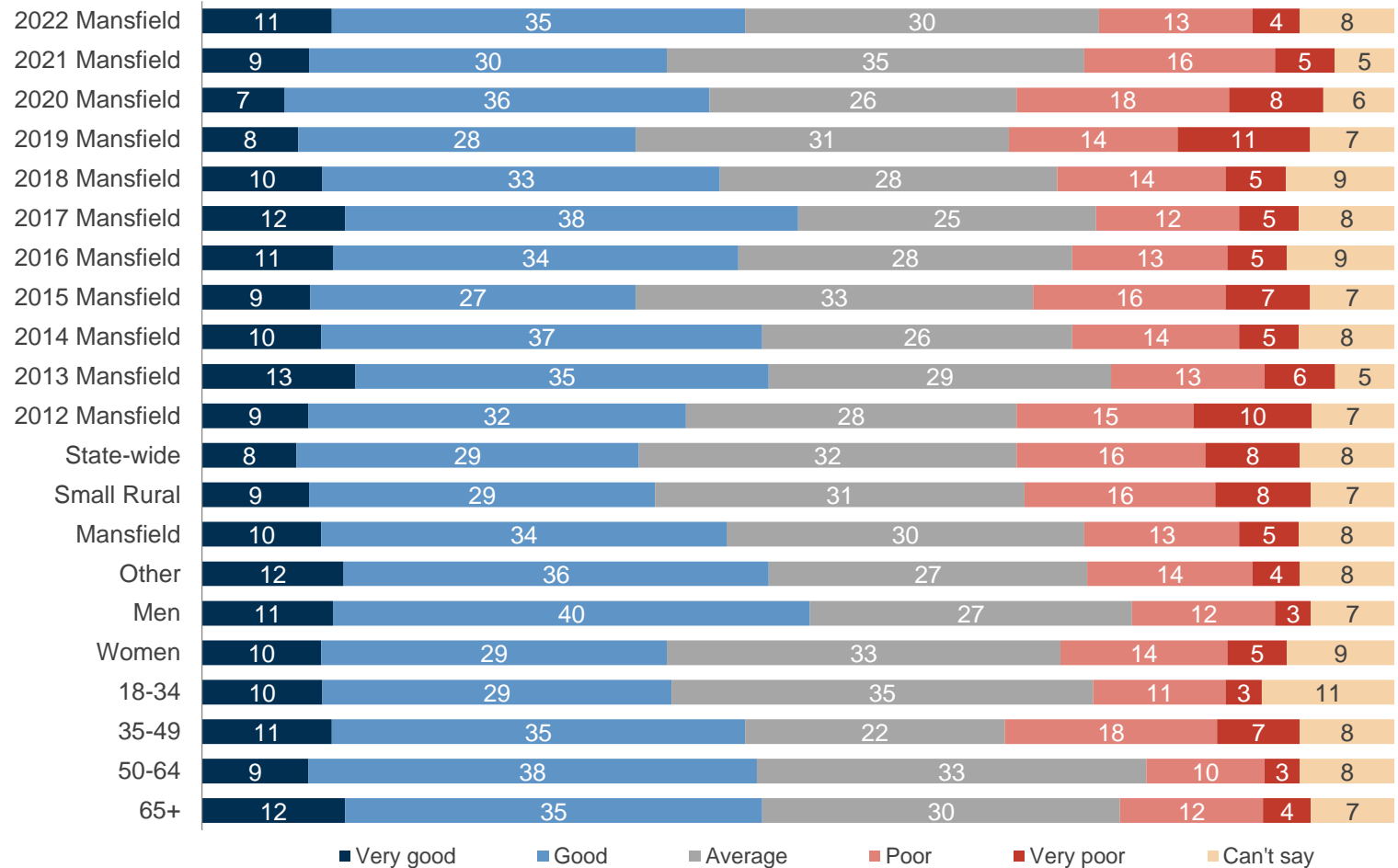
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



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



Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	71	n/a	n/a	n/a	n/a	72	74	74	72
Women	77	73	n/a	n/a	n/a	n/a	74	75	75	72
18-34	76	72	n/a	n/a	n/a	n/a	73	74	71	68
Mansfield	75	71	n/a	n/a	n/a	n/a	69	73	72	71
Mansfield	74	71	n/a	n/a	n/a	n/a	72	73	72	70
Other	74	71	n/a	n/a	n/a	n/a	78	75	72	70
50-64	74	73	n/a	n/a	n/a	n/a	73	72	70	73
Small Rural	74	71	73	70	70	70	71	72	n/a	n/a
65+	72	70	n/a	n/a	n/a	n/a	70	71	72	68
Men	71	69	n/a	n/a	n/a	n/a	69	71	68	69
State-wide	71	69	68	67	68	69	69	69	70	70

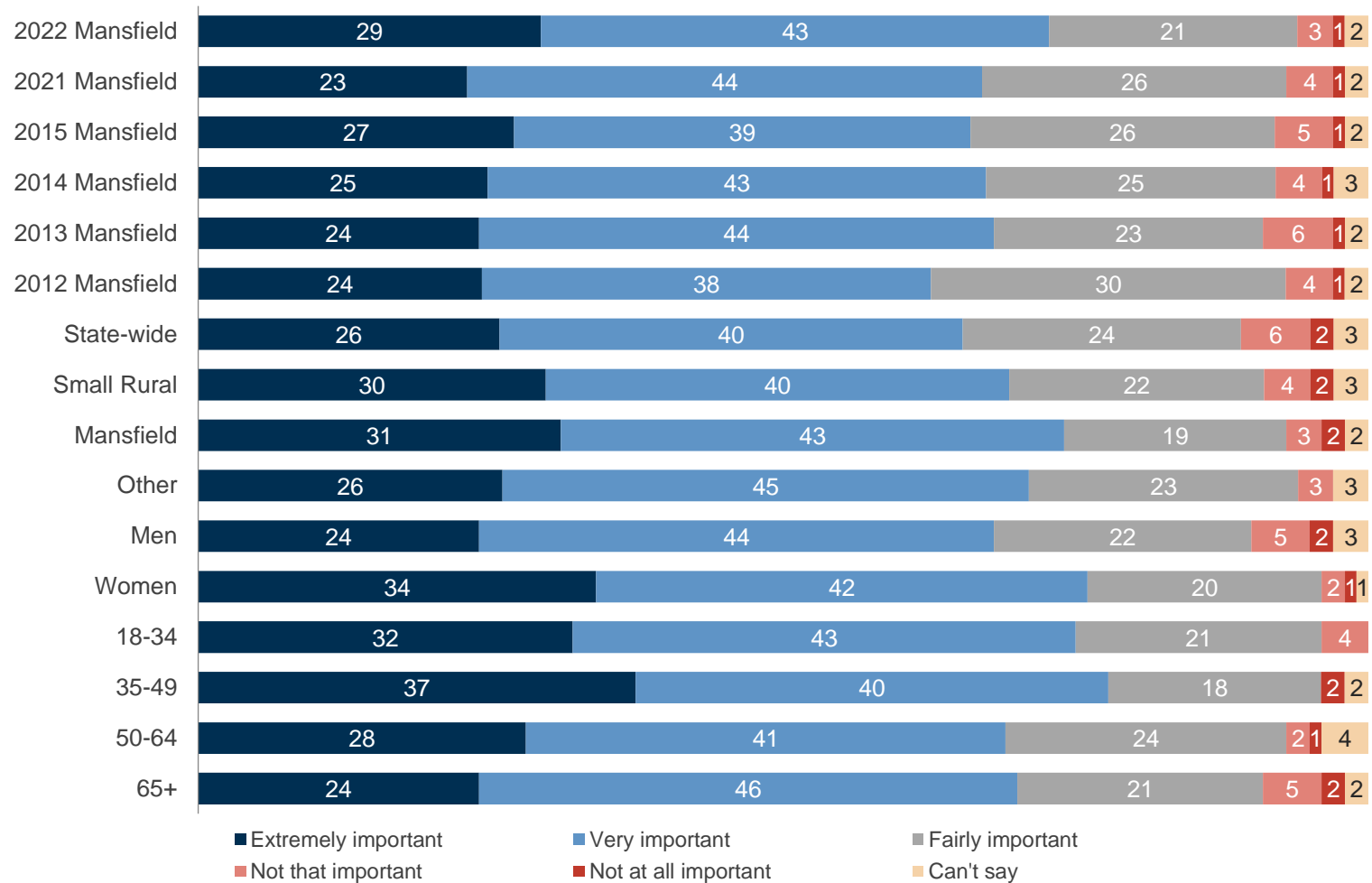
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Men	61	58	51	49	59	57	55	56	59	62	56
65+	59	58	52	53	58	64	55	61	59	61	59
Mansfield	59	58	49	51	58	59	55	58	58	59	56
Mansfield	59	60	51	51	58	62	56	59	59	60	57
50-64	58	55	44	49	52	54	49	54	55	55	56
35-49	58	59	47	48	56	53	60	57	60	57	53
18-34	58	63	53	53	65	63	56	60	59	62	57
Other	57	56	47	50	58	51	53	58	57	59	55
Women	57	60	48	54	56	62	55	60	58	56	57
Small Rural	54▼	55	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	53▼	55	53	54	54	54	53	55	56	55	55

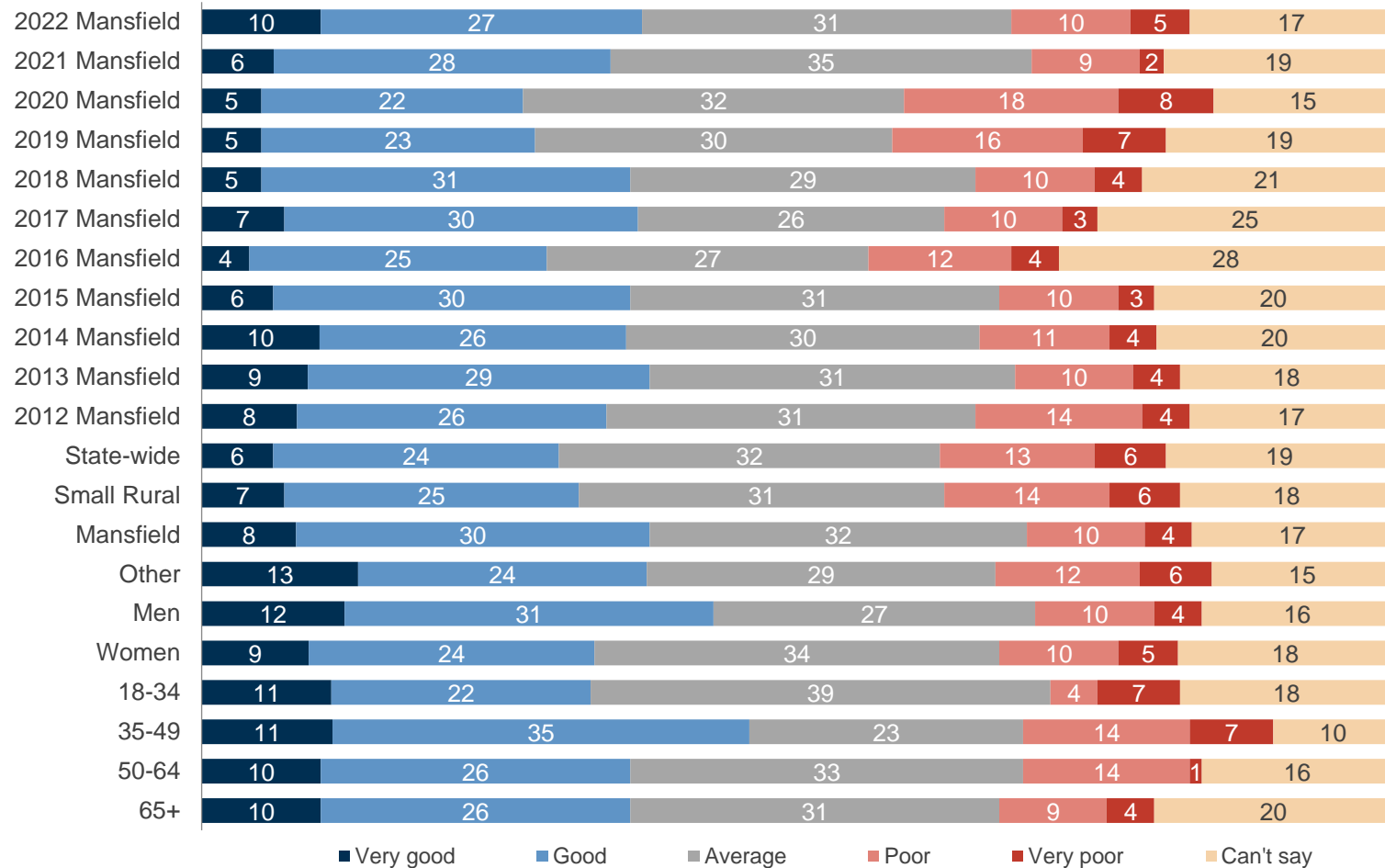
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)

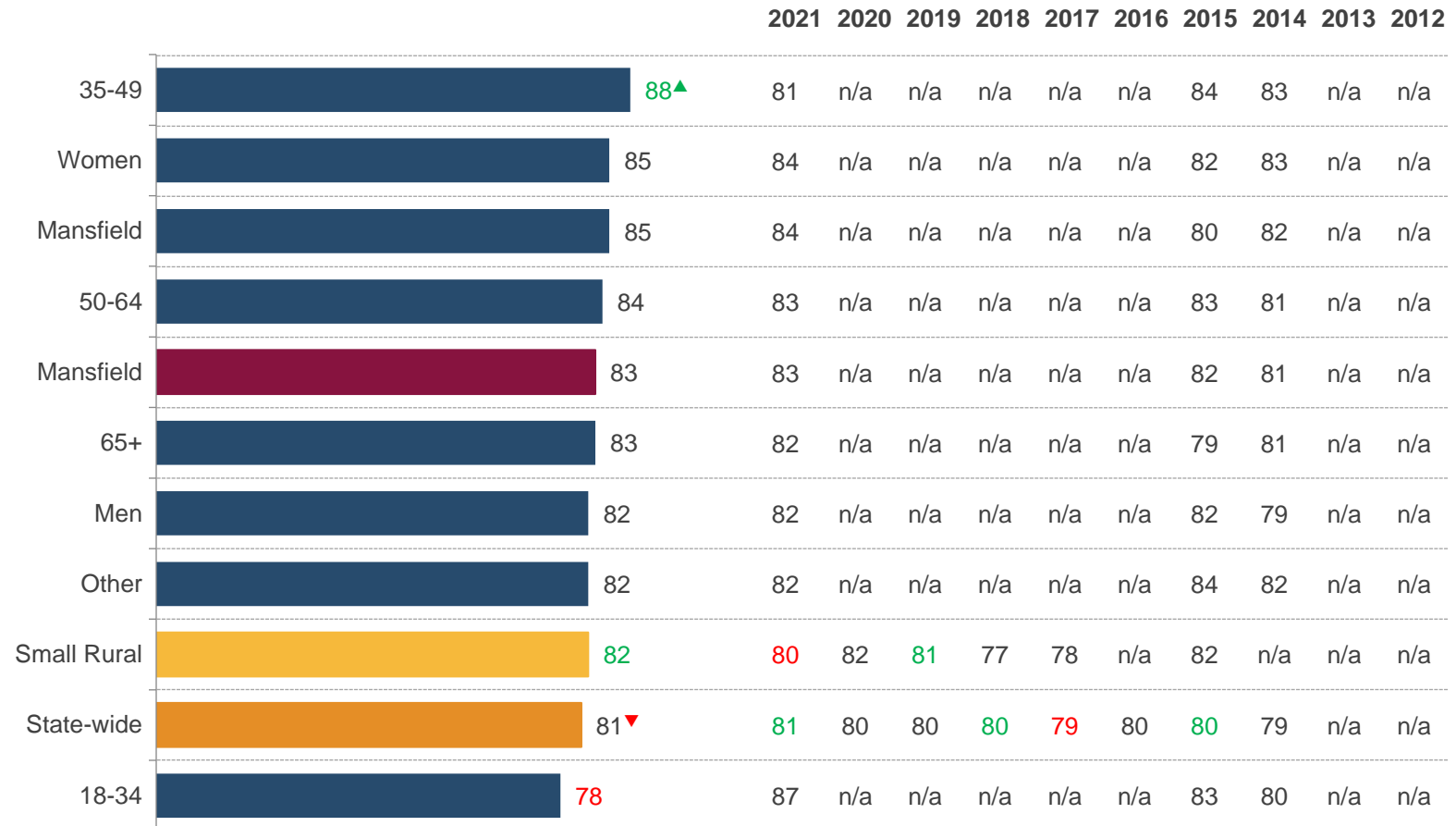


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 13

Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

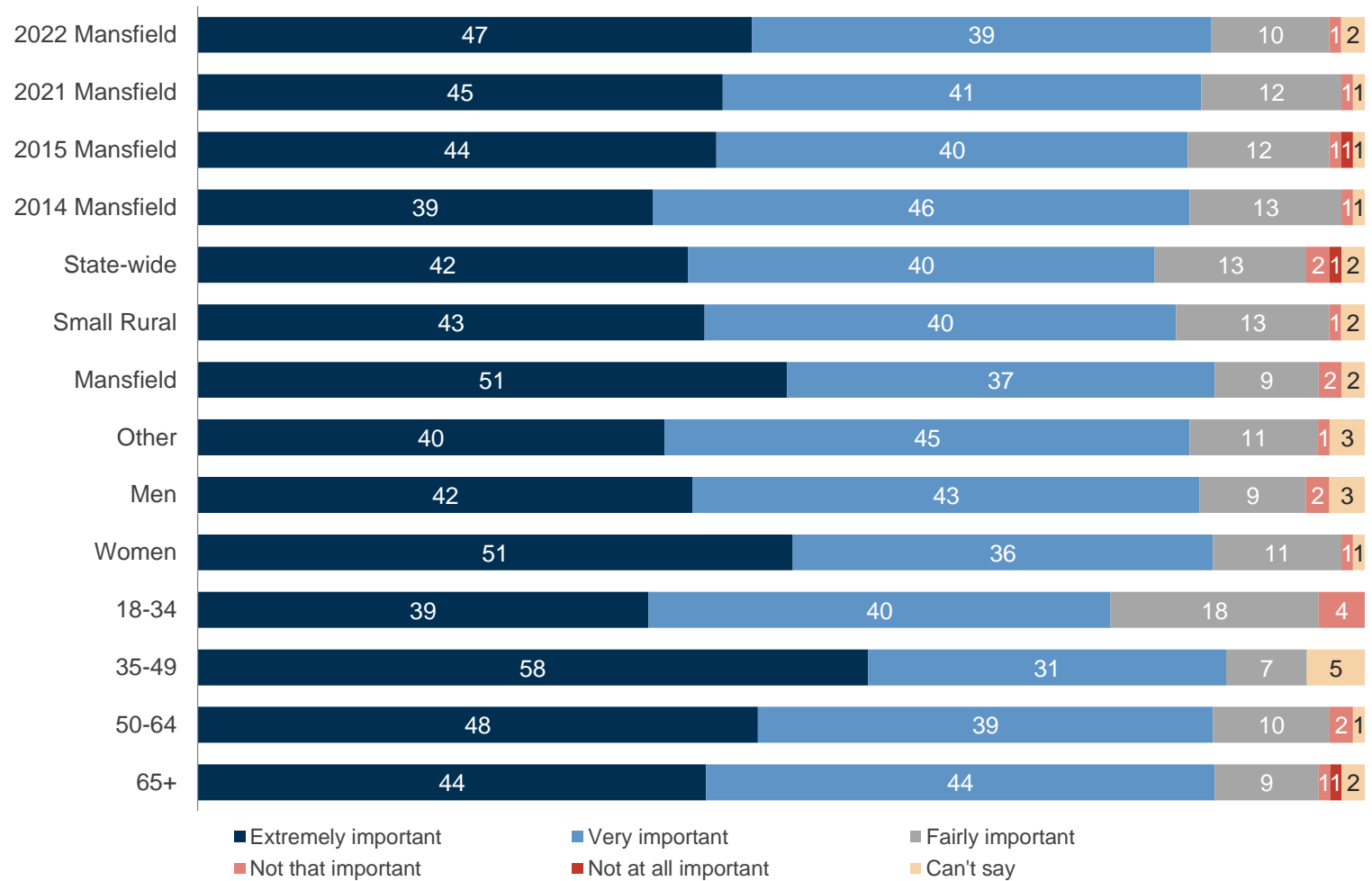


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

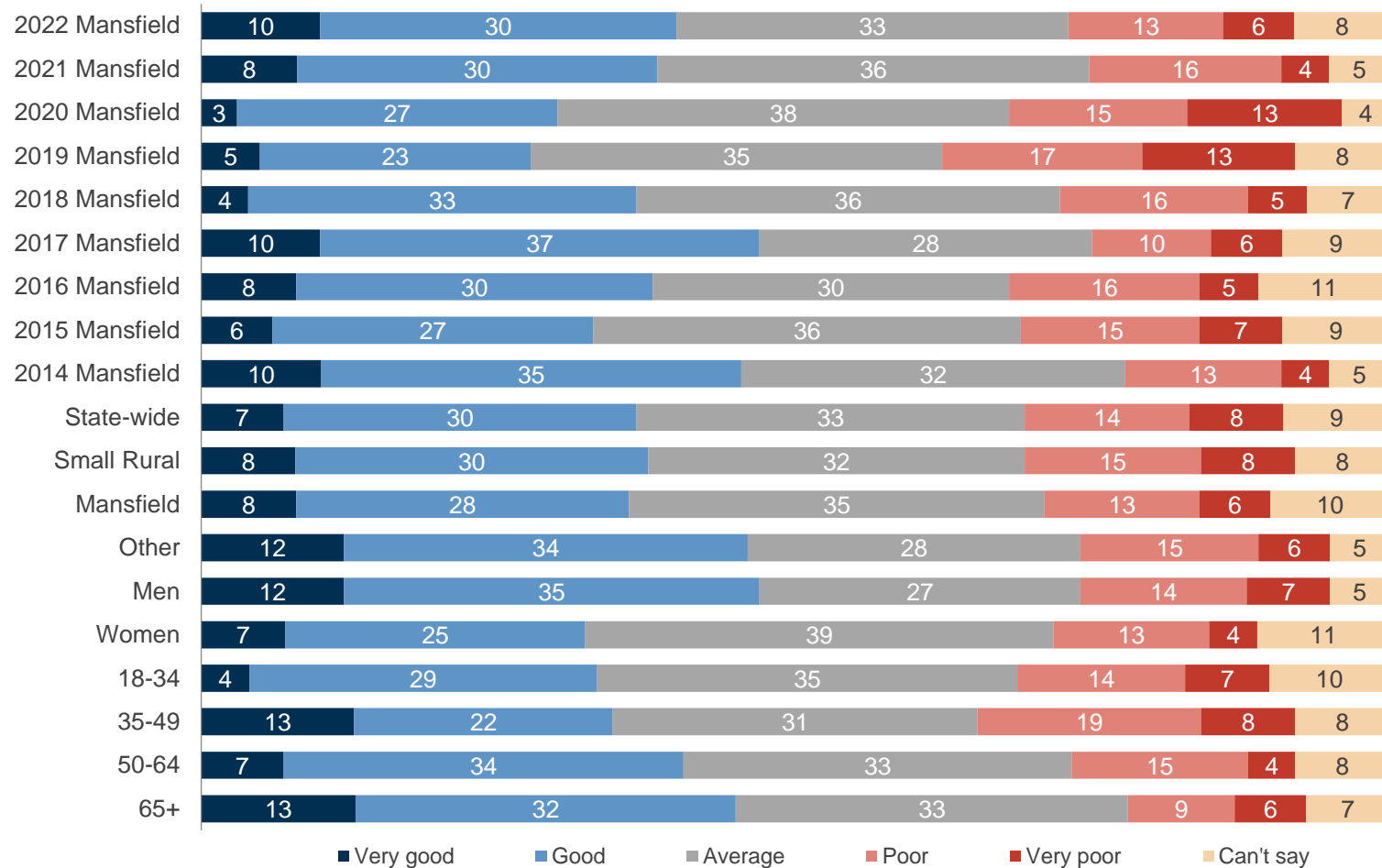
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	60	56	49	48	55	62	57	56	62	n/a	n/a
Other	58	52	45	48	54	53	53	53	57	n/a	n/a
Men	58	53	47	45	55	56	57	51	60	n/a	n/a
50-64	57	53	42	45	52	55	49	47	53	n/a	n/a
Mansfield	57	56	48	47	54	60	56	53	59	n/a	n/a
Mansfield	55	58	49	47	55	62	57	53	61	n/a	n/a
Women	55	59	49	50	53	63	55	54	59	n/a	n/a
State-wide	54▼	56	53	55	54	54	54	55	57	n/a	n/a
Small Rural	54▼	56	53	55	52	55	53	56	n/a	n/a	n/a
35-49	54	56	49	44	51	55	59	53	59	n/a	n/a
18-34	52	58	51	53	61	67	59	53	63	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

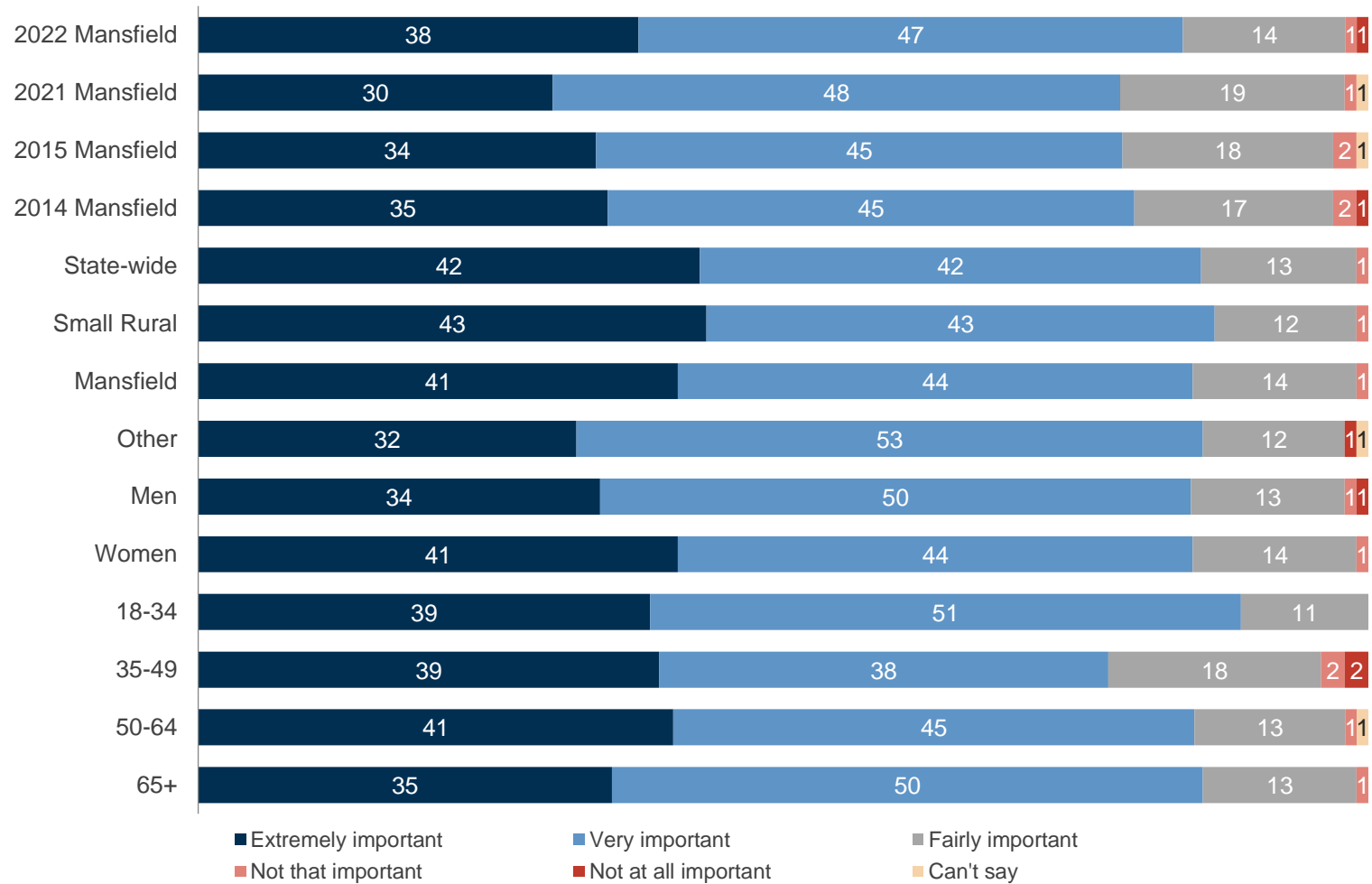
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	82	81	83	82	84	81	n/a	78	n/a	n/a
18-34	82	71	n/a	n/a	n/a	n/a	n/a	80	74	n/a
50-64	82	77	n/a	n/a	n/a	n/a	n/a	78	79	n/a
State-wide	81	79	79	79	80	78	78	76	77	n/a
Women	81	78	n/a	n/a	n/a	n/a	n/a	78	81	n/a
Mansfield	81	77	n/a	n/a	n/a	n/a	n/a	78	78	n/a
Mansfield	80	77	n/a	n/a	n/a	n/a	n/a	78	78	n/a
65+	80	78	n/a	n/a	n/a	n/a	n/a	76	79	n/a
Men	79	76	n/a	n/a	n/a	n/a	n/a	77	75	n/a
Other	79	78	n/a	n/a	n/a	n/a	n/a	79	78	n/a
35-49	77	81	n/a	n/a	n/a	n/a	n/a	79	78	n/a

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: 23 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



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: 23 Councils asked group: 4

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

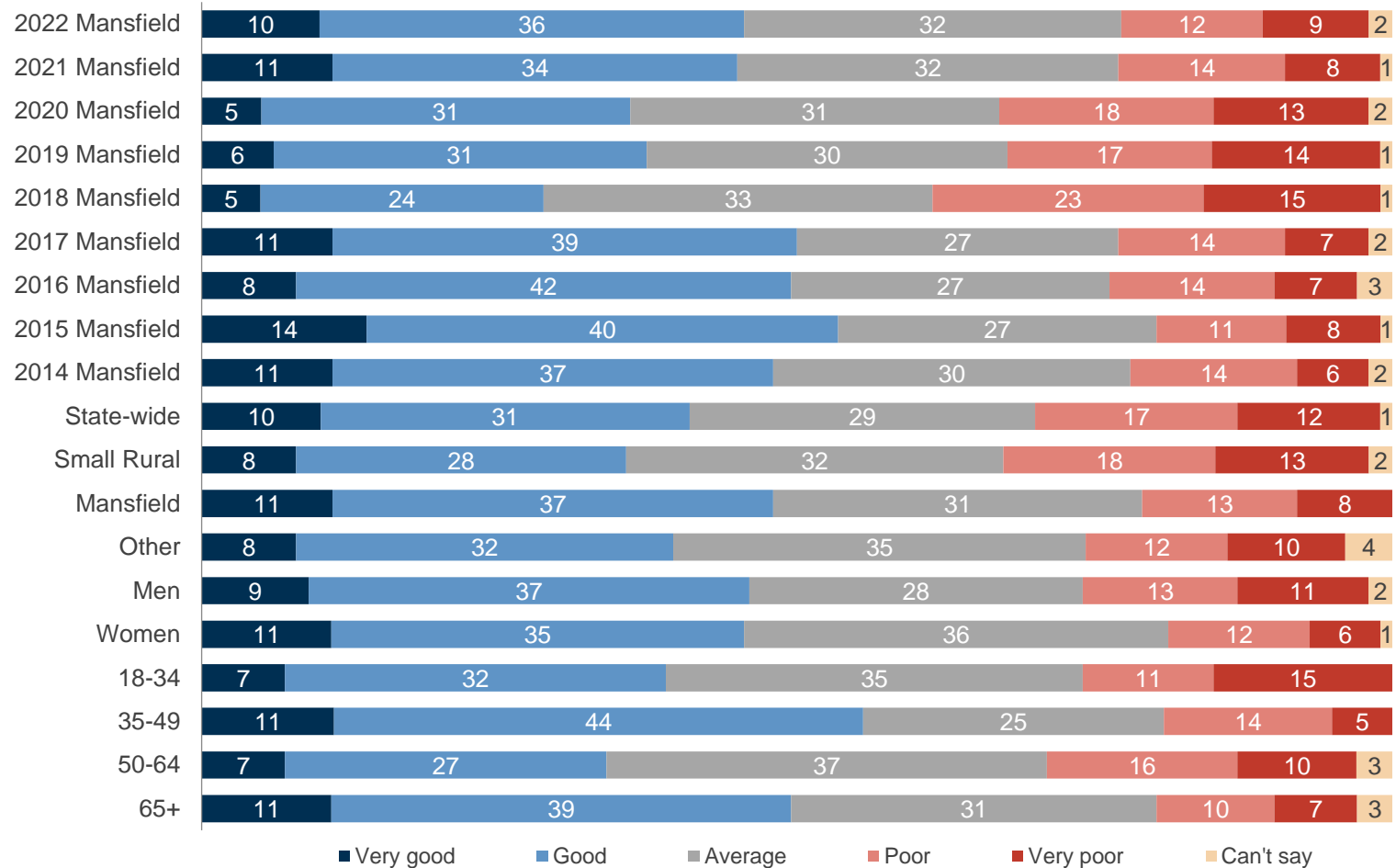
		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	61	58	49	48	41	53	58	64	63	n/a	n/a
65+	60	54	51	53	46	59	61	61	56	n/a	n/a
Women	58	58	51	48	46	58	55	62	59	n/a	n/a
Mansfield	58	58	52	49	45	61	59	62	60	n/a	n/a
Mansfield	57	57	49	50	45	59	57	60	58	n/a	n/a
Men	55	56	48	51	45	59	60	59	58	n/a	n/a
Other	54	55	45	50	46	52	54	58	57	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a
18-34	51	61	54	48	48	66	57	61	59	n/a	n/a
50-64	51	57	42	47	46	58	50	55	56	n/a	n/a
Small Rural	50▼	53	51	53	49	50	52	52	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



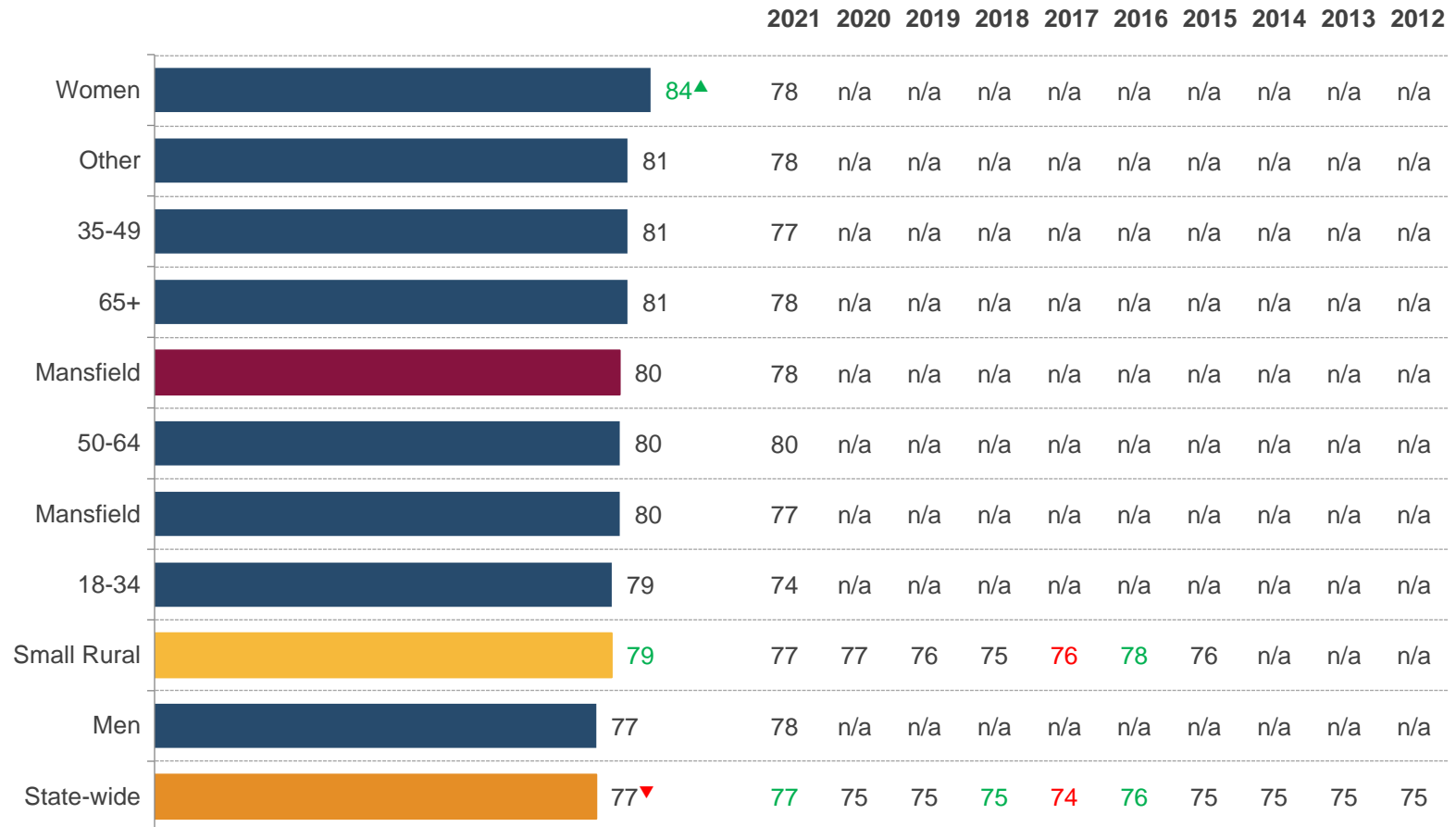
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19



Informing the community importance



2022 informing community importance (index scores)



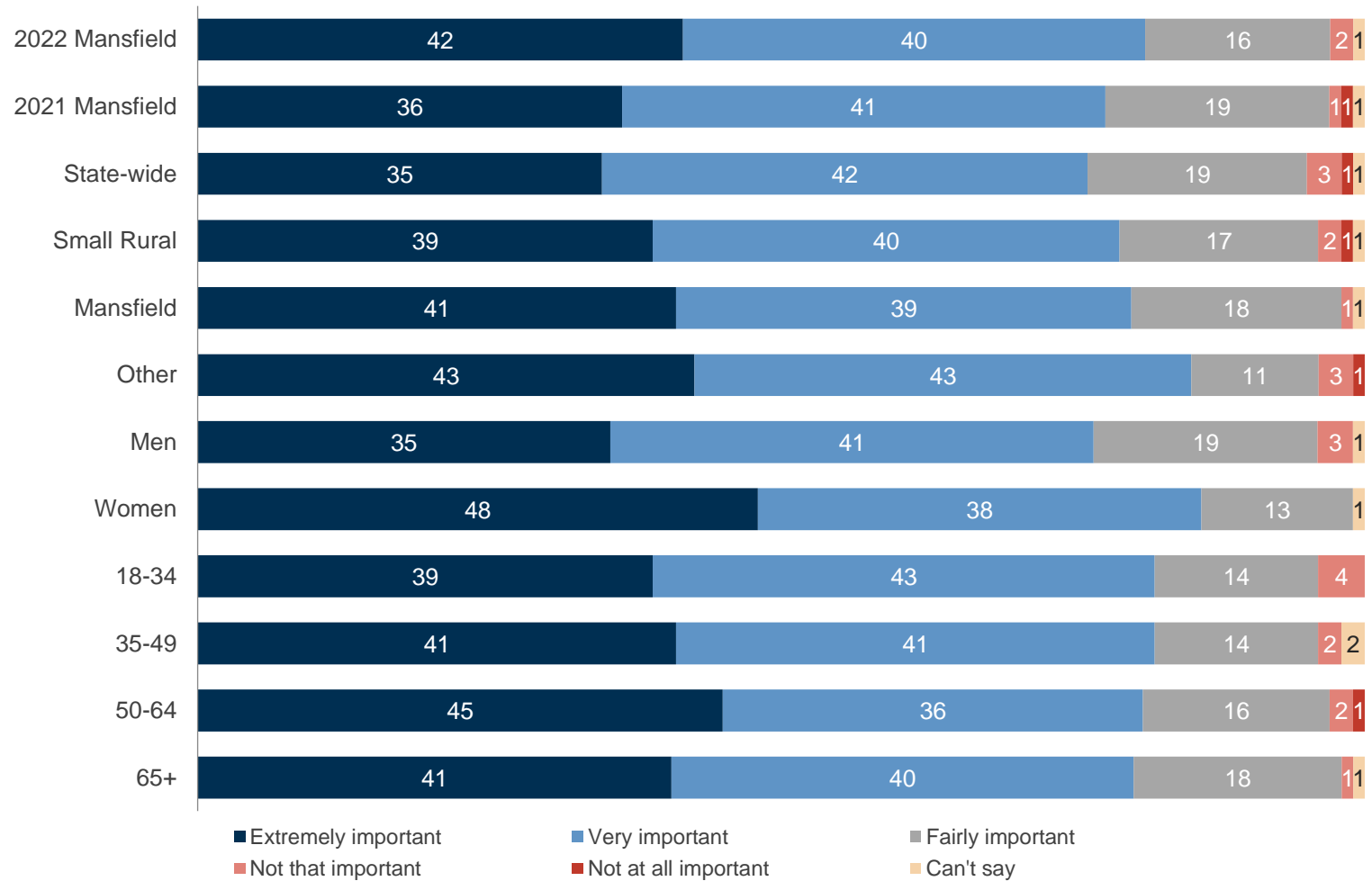
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Informing the community performance



2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	60	60	50	68	63	69	n/a	n/a	n/a
Men	63	56	54	53	62	62	65	n/a	n/a	n/a
Mansfield	63	59	55	56	63	63	63	n/a	n/a	n/a
Mansfield	63	58	55	55	62	63	63	n/a	n/a	n/a
65+	62	56	56	56	61	66	64	n/a	n/a	n/a
Women	62	59	57	56	62	64	60	n/a	n/a	n/a
50-64	62	55	47	51	59	61	54	n/a	n/a	n/a
Other	62	55	55	53	63	62	64	n/a	n/a	n/a
35-49	61	60	57	60	62	61	66	n/a	n/a	n/a
Small Rural	59▼	61	58	58	56	58	58	60	n/a	n/a
State-wide	59▼	60	59	60	59	59	59	61	62	61

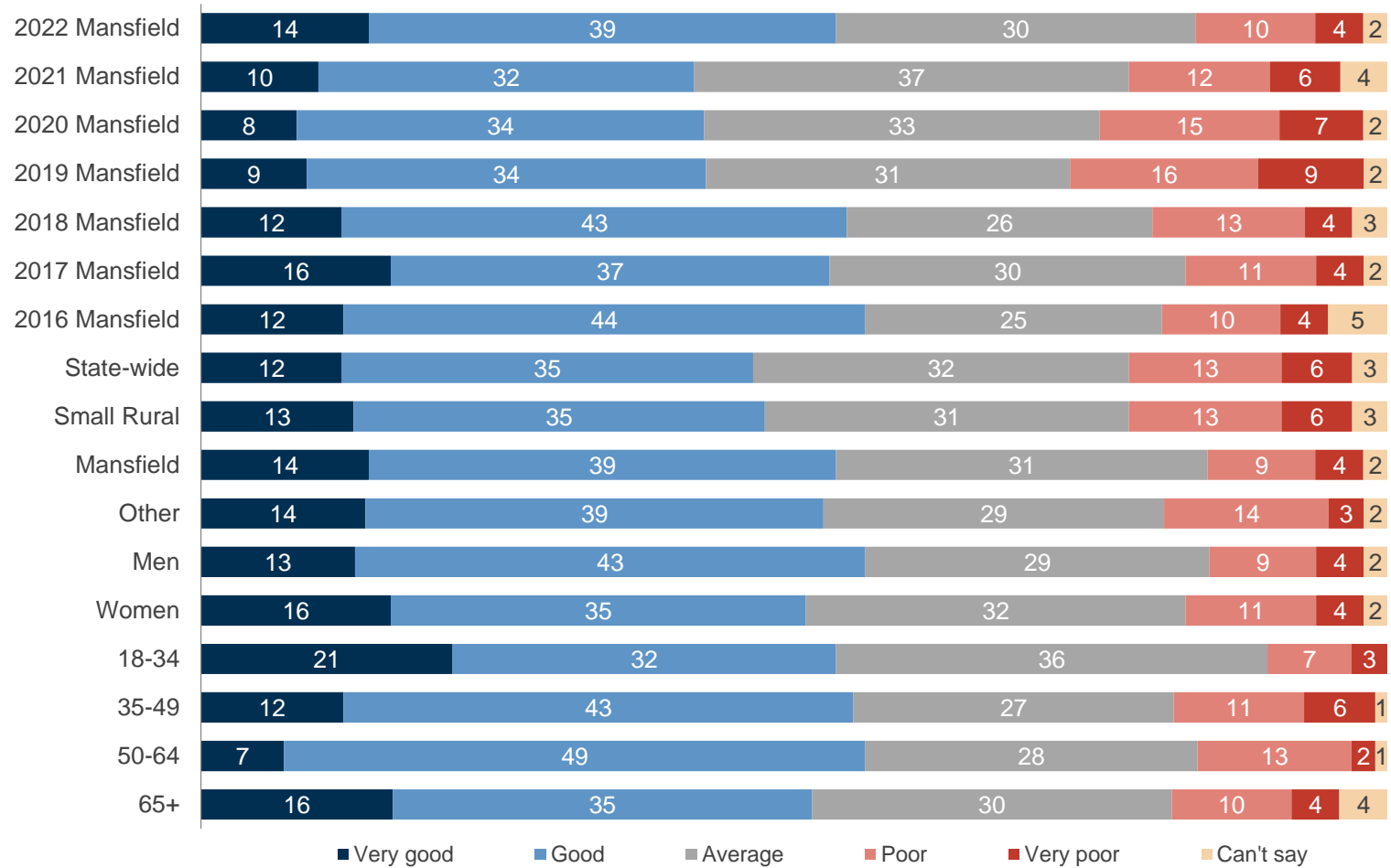
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



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

The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

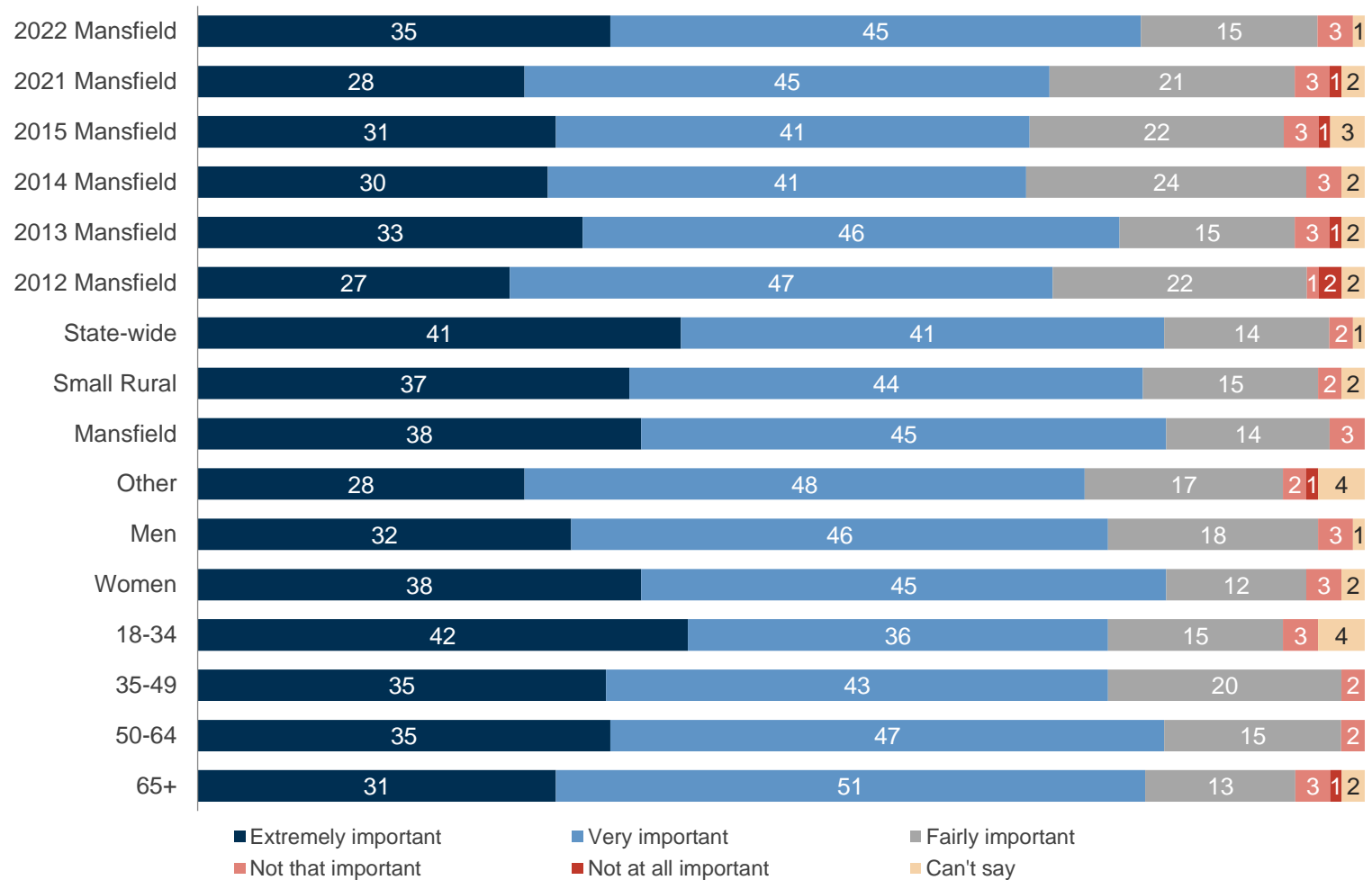
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	81▲	79	78	77	78	77	77	77	77	78	77
18-34	80	67	n/a	n/a	n/a	n/a	n/a	70	73	76	74
Women	80	77	n/a	n/a	n/a	n/a	n/a	77	76	80	76
Mansfield	80	76	n/a	n/a	n/a	n/a	n/a	75	77	77	78
Small Rural	80	77	77	77	76	76	75	76	n/a	n/a	n/a
50-64	79	77	n/a	n/a	n/a	n/a	n/a	78	74	78	73
Mansfield	78	75	n/a	n/a	n/a	n/a	n/a	75	75	77	74
35-49	78	72	n/a	n/a	n/a	n/a	n/a	76	76	78	76
65+	78	78	n/a	n/a	n/a	n/a	n/a	75	76	77	74
Men	77	72	n/a	n/a	n/a	n/a	n/a	73	74	75	73
Other	76	72	n/a	n/a	n/a	n/a	n/a	76	71	75	70

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



2022 streets and footpaths importance (%)



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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

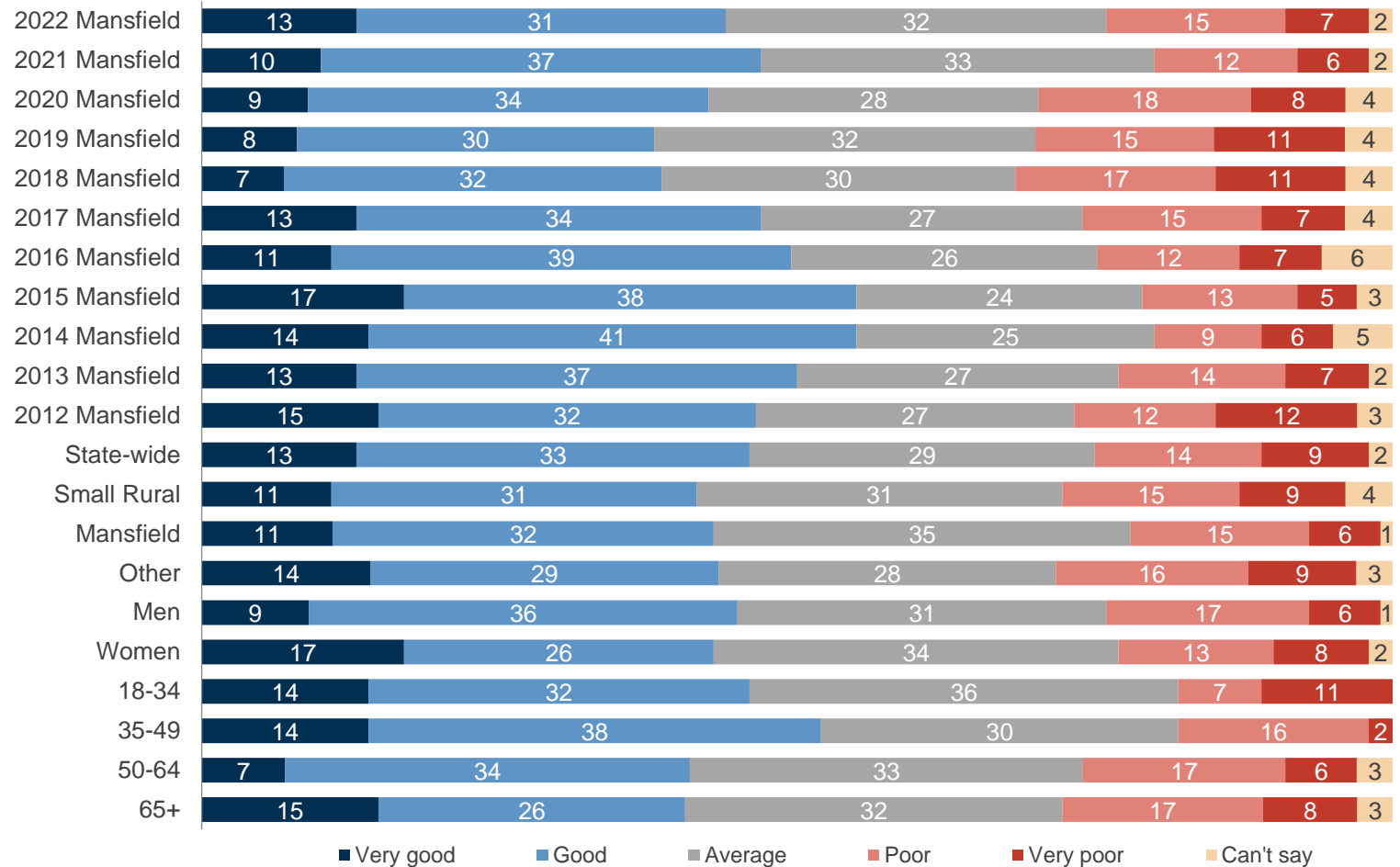
		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	61	62	64	58	51	52	63	66	69	63	60
Women	58	57	52	51	52	57	57	65	63	59	57
18-34	58	63	55	53	64	64	58	72	64	61	55
Mansfield	57	58	54	53	52	58	59	63	63	59	57
Mansfield	57	61	56	53	55	60	63	65	67	64	59
State-wide	57	59	58	59	58	57	57	58	58	58	57
Men	57	60	57	55	52	58	62	61	63	60	56
Other	56	53	51	51	47	53	54	63	54	55	52
65+	56	54	52	50	47	59	61	61	60	60	55
Small Rural	55	58	57	57	57	57	58	59	n/a	n/a	n/a
50-64	55	59	48	51	50	56	53	55	59	53	56

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



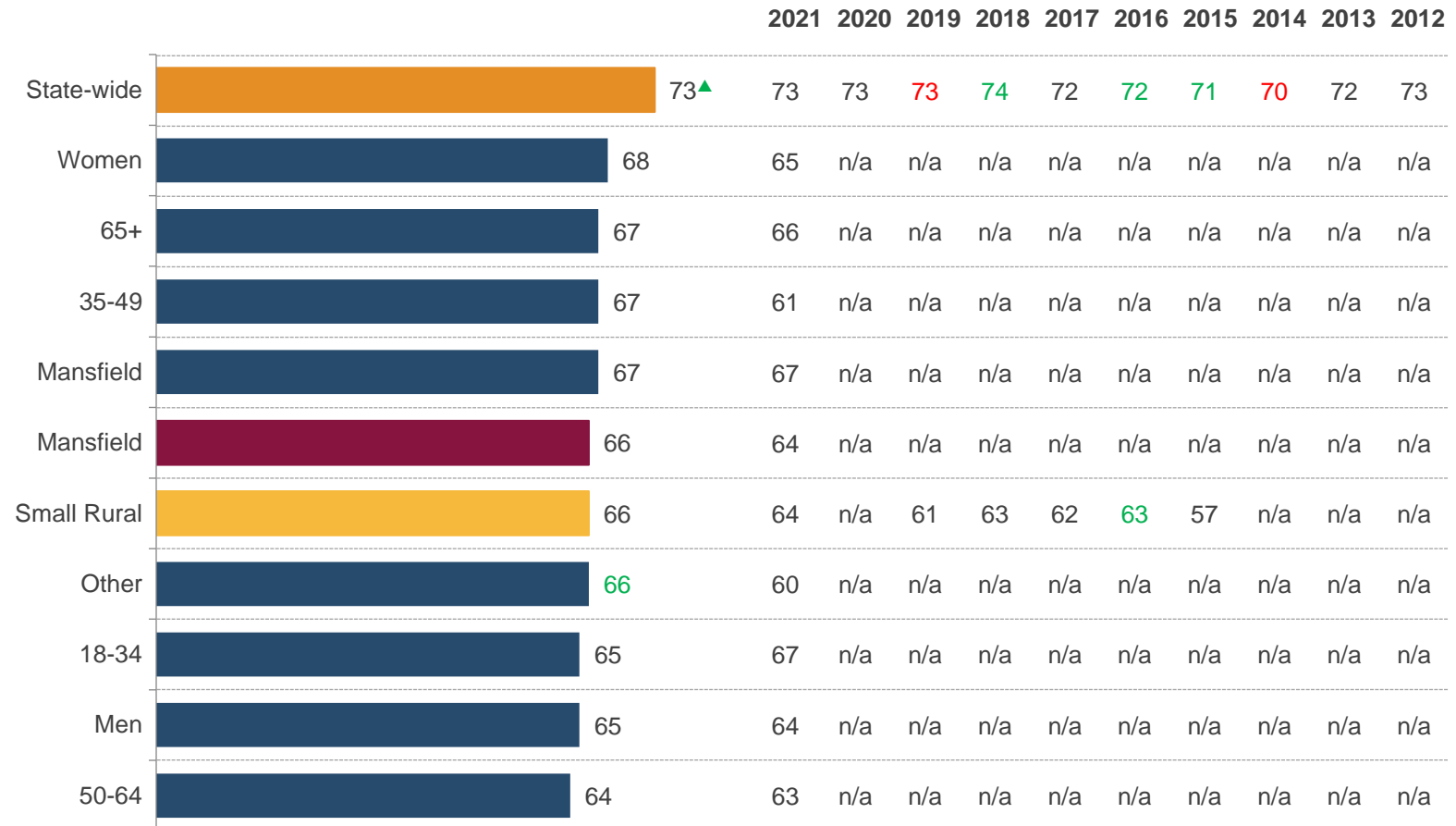
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7



Traffic management importance



2022 traffic management importance (index scores)



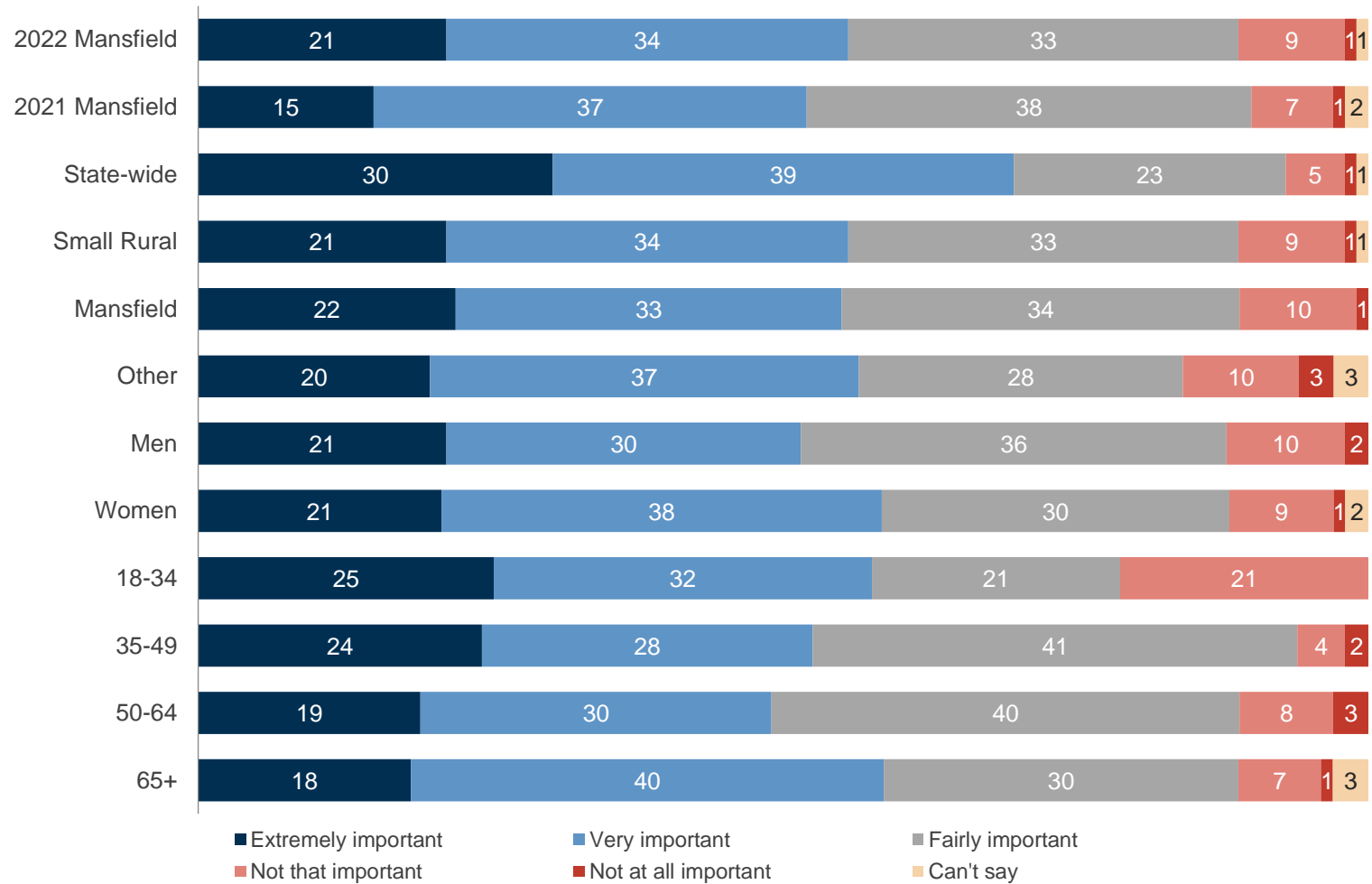
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2022 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 1



Parking facilities importance



2022 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	74	n/a	n/a	n/a	n/a	76	75	74	73
Mansfield	78	75	n/a	n/a	n/a	n/a	72	73	74	71
18-34	77	78	n/a	n/a	n/a	n/a	61	75	71	67
65+	76	73	n/a	n/a	n/a	n/a	72	75	75	74
Mansfield	75	73	n/a	n/a	n/a	n/a	71	72	71	70
Small Rural	75	73	69	66	64	64	65	67	n/a	n/a
35-49	74	71	n/a	n/a	n/a	n/a	72	68	66	67
Men	72	72	n/a	n/a	n/a	n/a	66	69	69	68
State-wide	72▼	72	71	71	71	70	70	70	70	71
50-64	72	72	n/a	n/a	n/a	n/a	76	68	71	71
Other	70▼	69	n/a	n/a	n/a	n/a	70	69	68	67

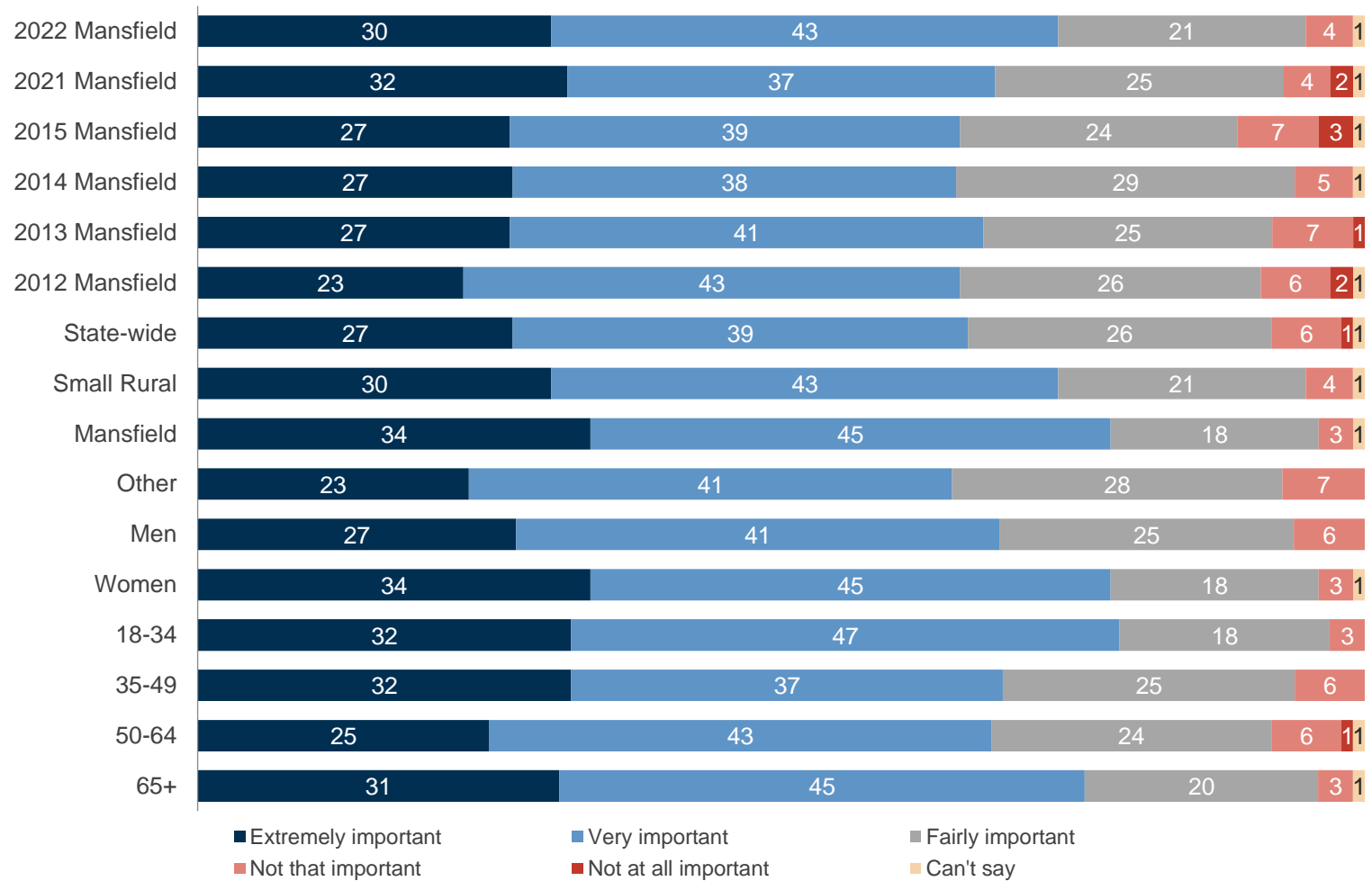
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 1



Parking facilities performance



2022 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Small Rural	60▲	62	60	60	60	63	61	62	n/a	n/a	n/a
State-wide	57▲	58	55	56	56	55	56	57	57	57	56
Other	55	53	54	49	56	55	58	61	57	63	55
35-49	53	54	54	50	58	49	55	59	60	64	53
65+	52	50	48	50	52	54	55	59	55	56	51
50-64	51	53	50	45	49	49	50	50	56	55	54
Women	51	56	52	49	54	54	53	55	58	56	52
Mansfield	51	53	52	49	54	54	55	56	57	58	53
Men	50	51	53	49	54	54	56	56	56	60	55
Mansfield	48	54	52	49	53	52	53	53	57	56	51
18-34	45	59	62	51	58	65	60	53	59	58	55

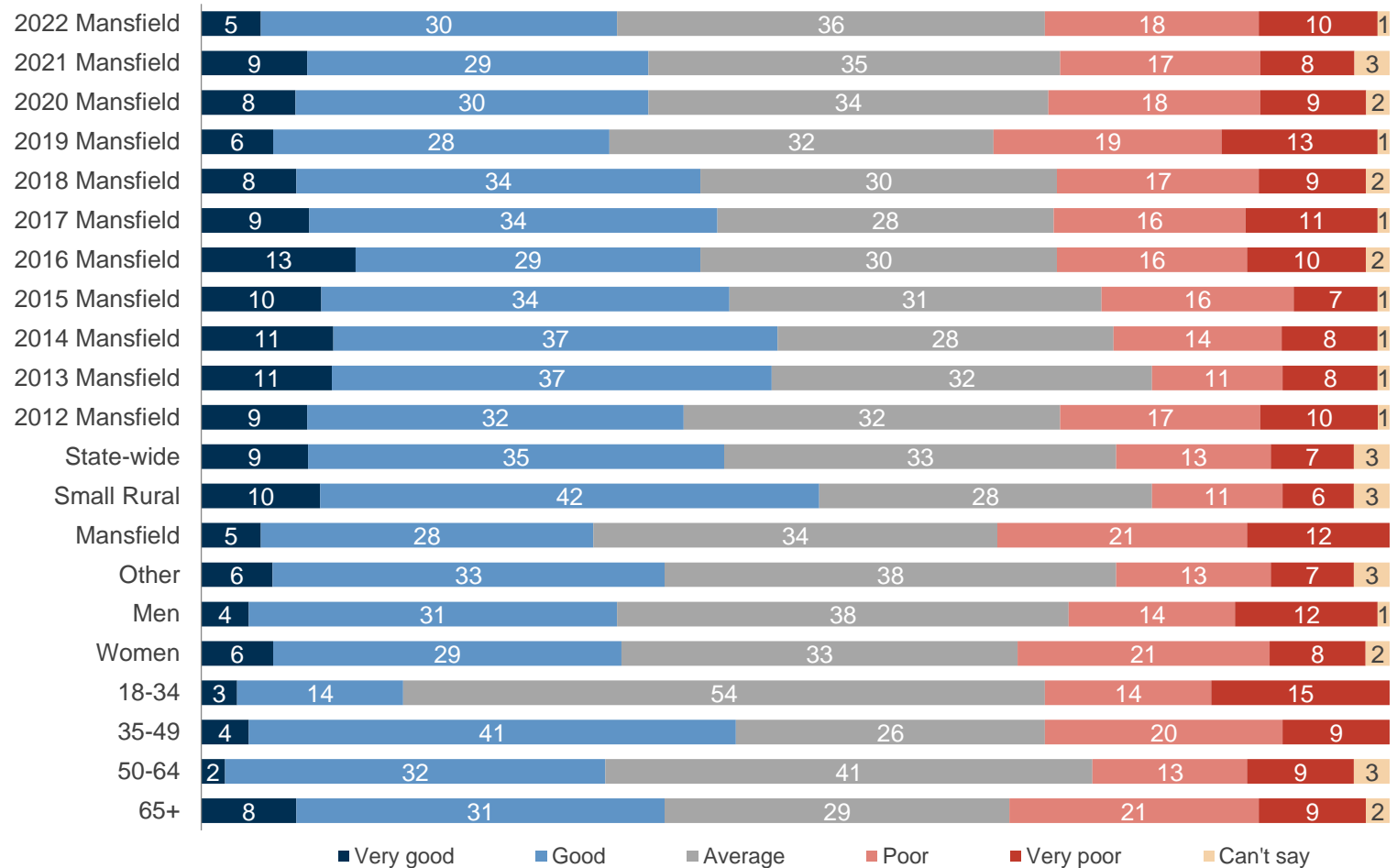
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)



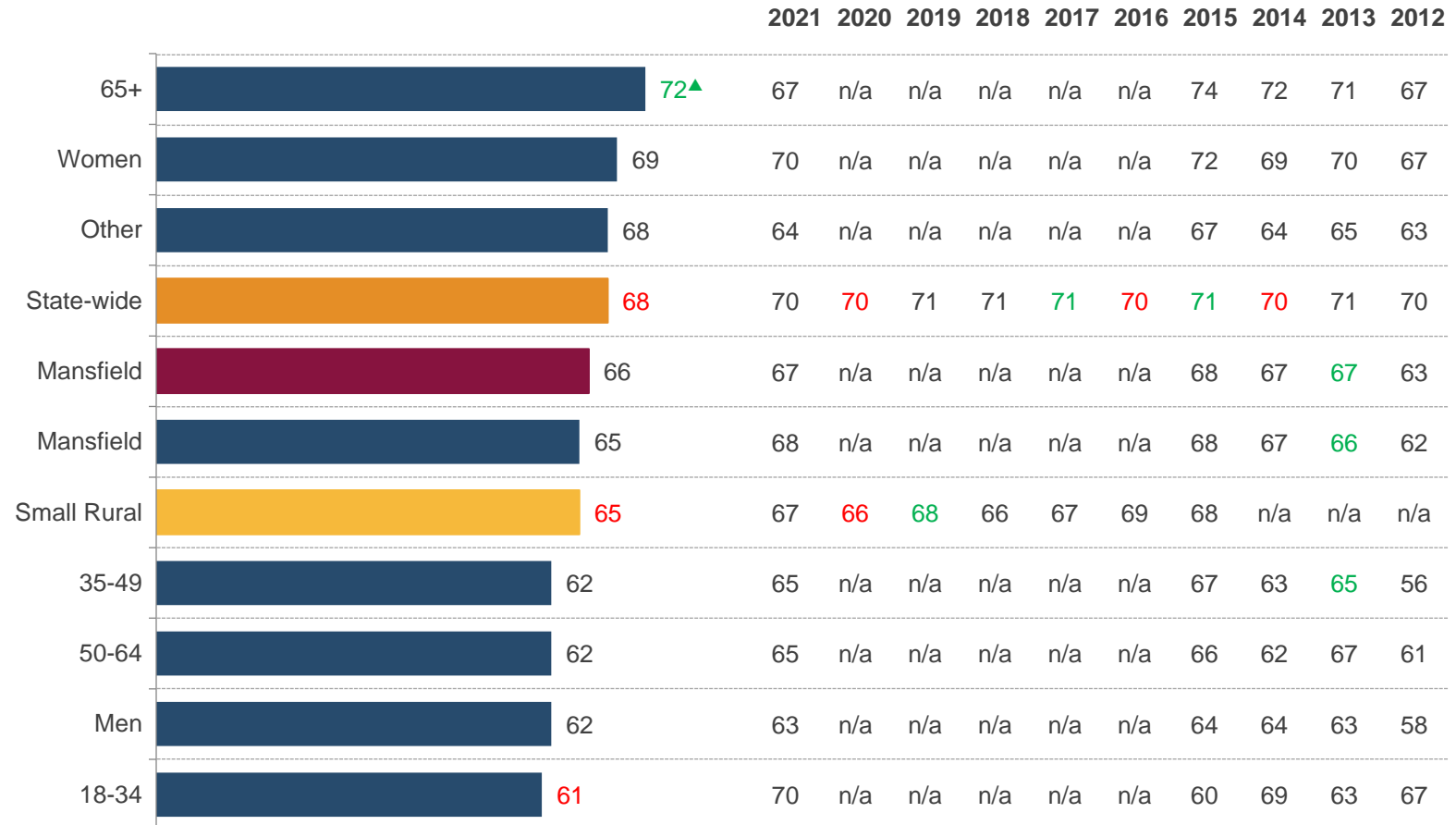
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3



Enforcement of local laws importance



2022 law enforcement importance (index scores)



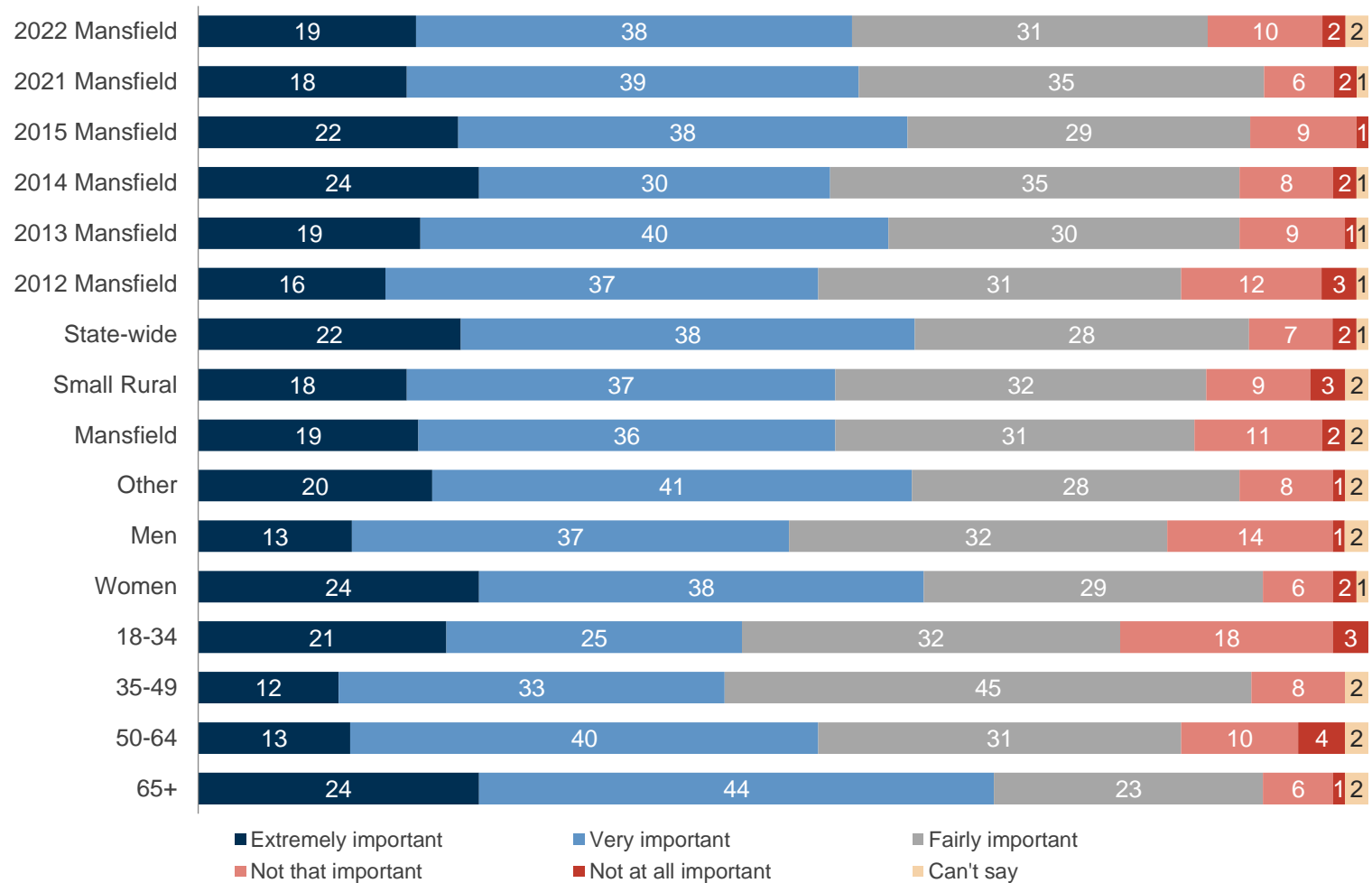
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)



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



Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	70	69	67	61	69	65	70	66	69	66	55
Women	70▲	68	65	65	65	68	67	68	70	71	69
18-34	67	67	68	63	68	73	67	65	73	71	73
Mansfield	67	66	65	61	65	69	66	65	69	67	65
Mansfield	66	65	62	60	64	67	66	65	67	67	65
65+	65	63	59	61	61	68	63	65	66	69	66
State-wide	63▼	64	63	64	64	64	63	66	66	65	65
Other	63	63	57	60	64	62	65	64	64	69	63
Men	62	62	59	56	64	65	64	62	64	64	62
50-64	62	62	56	57	61	61	65	63	62	63	67
Small Rural	62▼	63	62	63	63	65	64	66	n/a	n/a	n/a

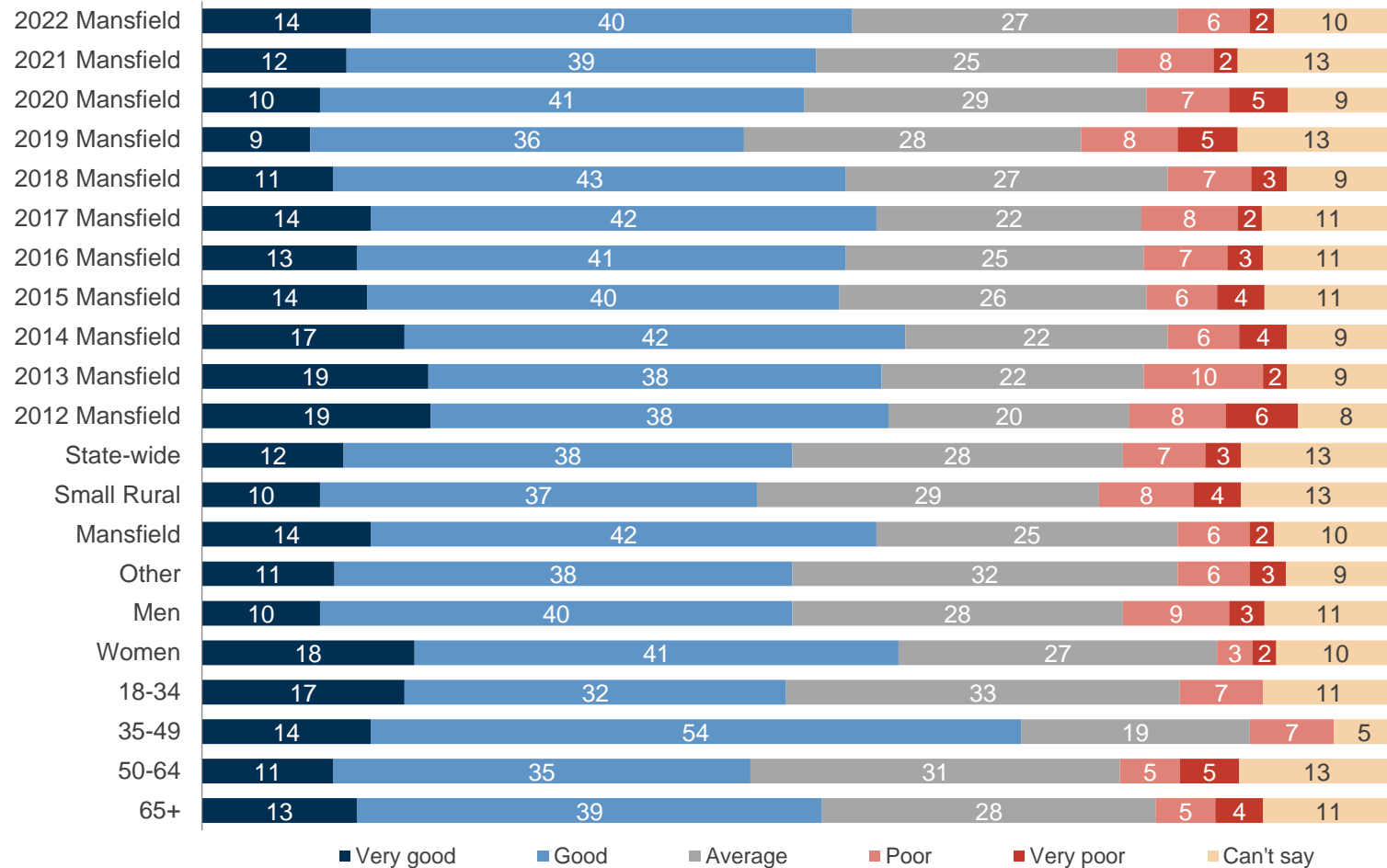
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)



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



Family support services importance



2022 family support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	80	n/a	n/a	n/a	n/a	77	78	80	79
35-49	78	77	n/a	n/a	n/a	n/a	77	73	78	75
Mansfield	78	77	n/a	n/a	n/a	n/a	74	74	76	73
65+	78	72	n/a	n/a	n/a	n/a	71	75	73	73
18-34	77	80	n/a	n/a	n/a	n/a	76	76	79	73
Mansfield	77	76	n/a	n/a	n/a	n/a	74	74	76	73
State-wide	76	76	75	74	74	73	73	73	72	73
Other	75	74	n/a	n/a	n/a	n/a	74	76	74	74
Small Rural	75	76	74	71	69	71	72	72	n/a	n/a
50-64	72	77	n/a	n/a	n/a	n/a	74	71	75	72
Men	72▼	72	n/a	n/a	n/a	n/a	71	70	72	68

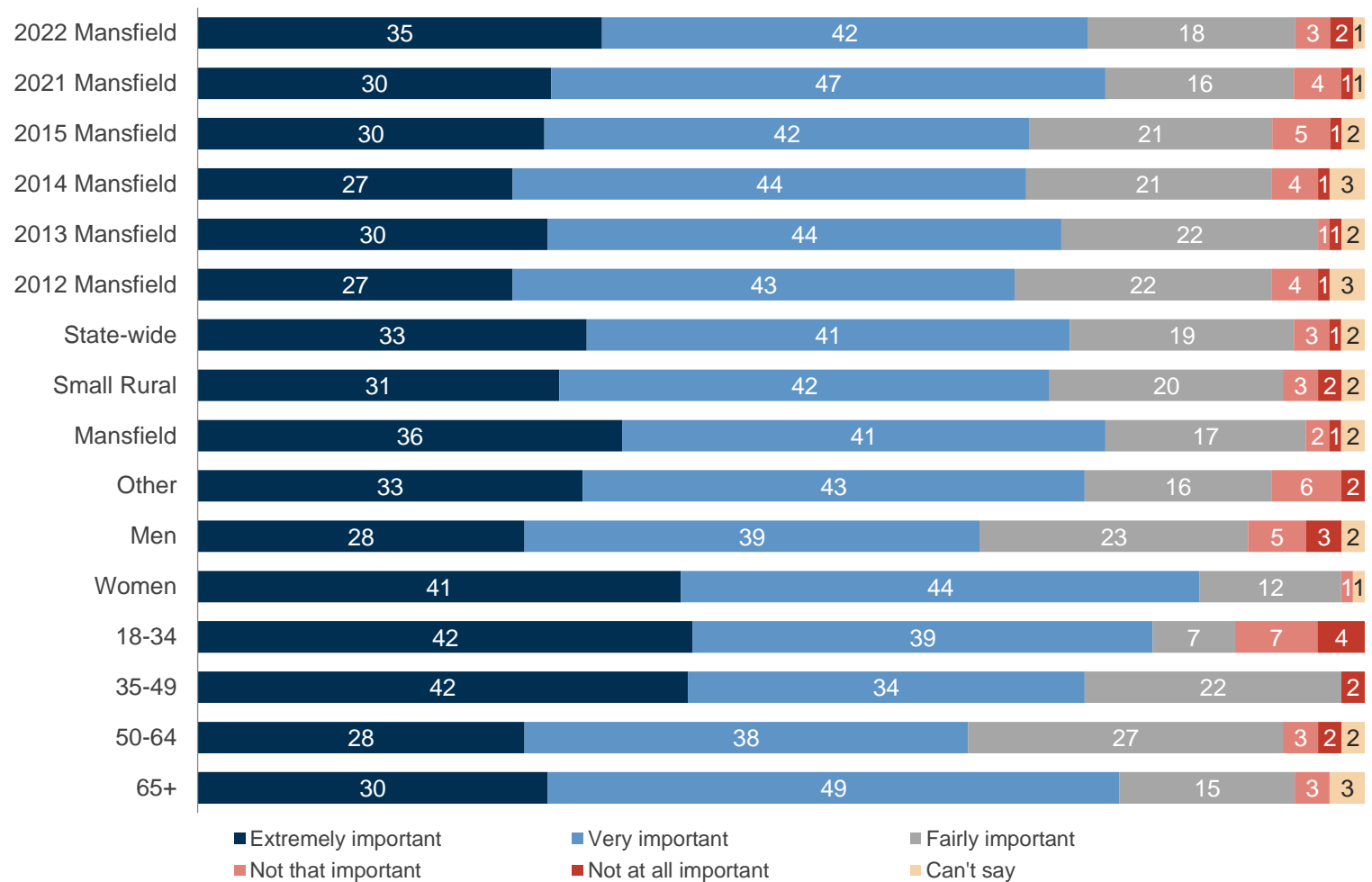
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3



Family support services performance



2022 family support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	70	64	66	69	71	73	71	71	70	70	65
35-49	70	65	67	68	71	67	72	73	74	69	61
65+	70	69	70	72	70	79	75	75	74	76	76
Mansfield	70	69	69	70	72	74	74	75	72	72	68
Mansfield	69	67	67	69	72	73	72	73	72	70	67
18-34	69	67	66	70	77	74	73	73	66	63	65
Women	69	70	68	69	72	74	72	75	74	70	70
Other	69	62	63	66	72	72	69	71	71	68	65
50-64	69	67	61	64	69	70	67	69	73	70	68
State-wide	65▼	66	66	67	66	67	66	67	68	67	67
Small Rural	64▼	66	66	68	67	68	66	67	n/a	n/a	n/a

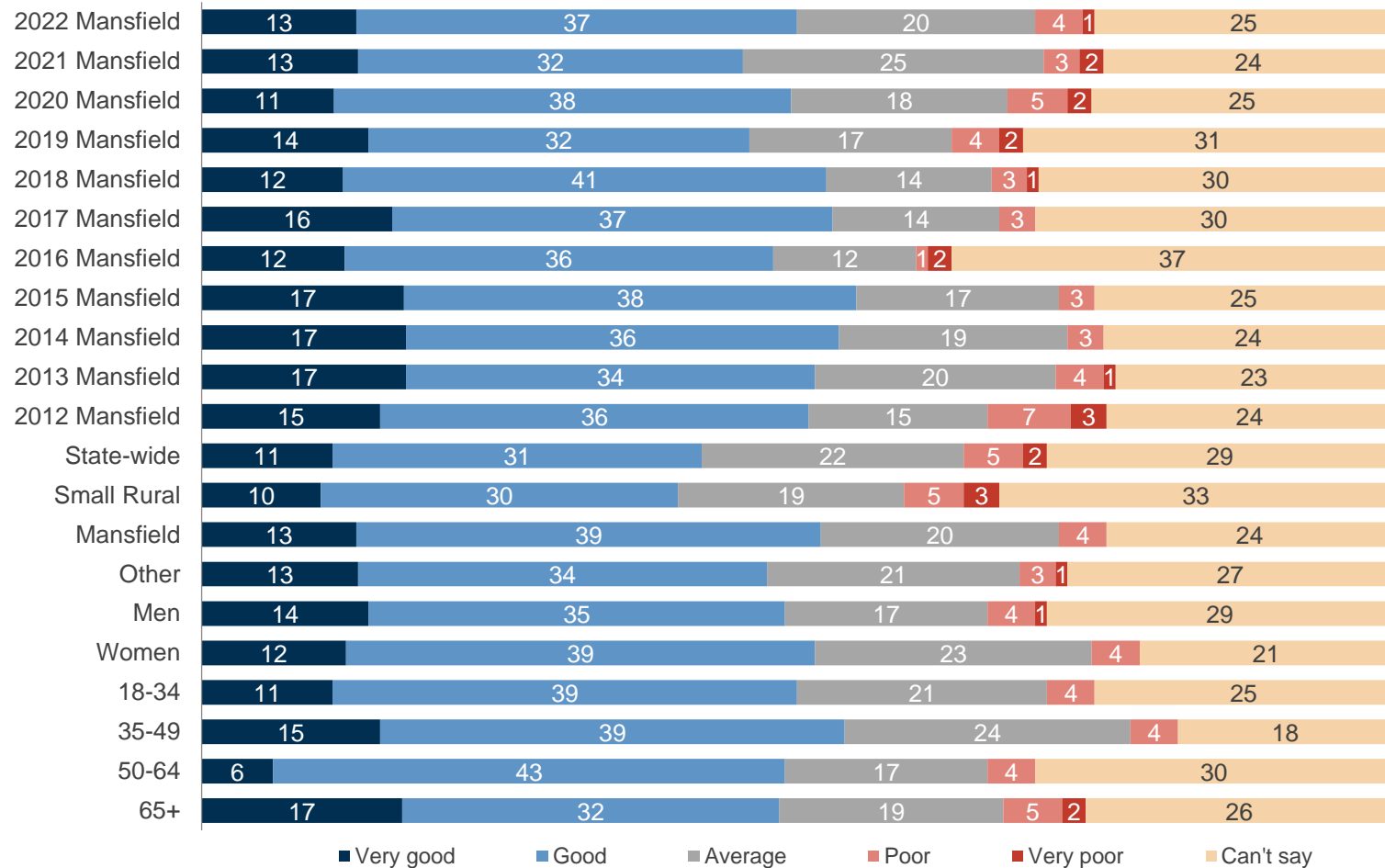
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8



Elderly support services importance



2022 elderly support importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	89▲	83	n/a	n/a	n/a	n/a	79	81	83	78
Women	87▲	85	n/a	n/a	n/a	n/a	83	84	87	85
Other	86	82	n/a	n/a	n/a	n/a	79	82	80	79
Mansfield	84	83	n/a	n/a	n/a	n/a	80	82	82	81
Mansfield	84	83	n/a	n/a	n/a	n/a	80	82	83	82
35-49	84	81	n/a	n/a	n/a	n/a	80	82	83	83
65+	84	83	n/a	n/a	n/a	n/a	79	83	81	82
Small Rural	82	83	81	80	80	79	79	80	n/a	n/a
State-wide	82▼	82	80	80	79	78	78	79	79	80
Men	82	80	n/a	n/a	n/a	n/a	77	80	77	77
50-64	80	83	n/a	n/a	n/a	n/a	81	82	82	82

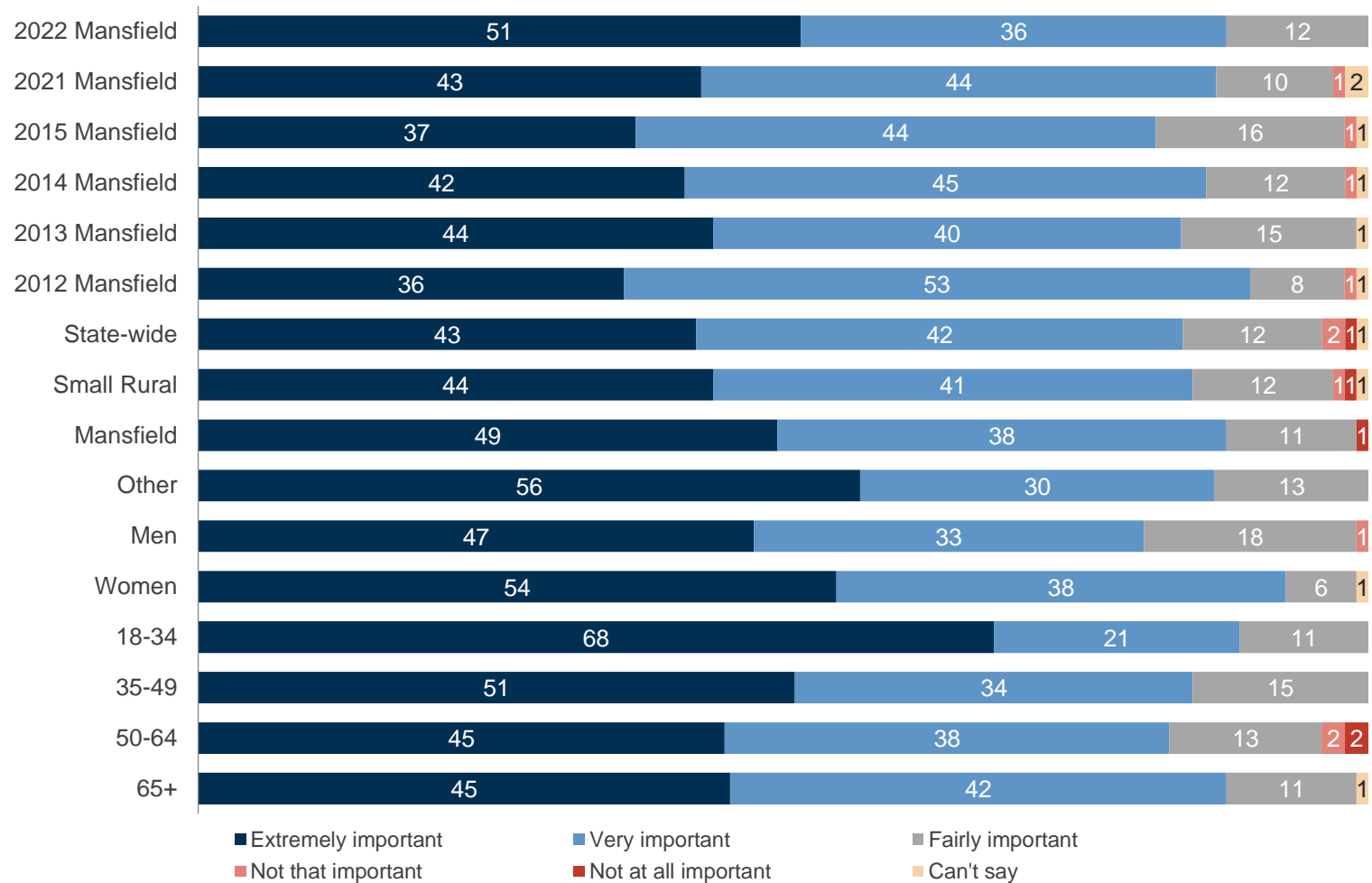
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)



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



Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74	72	75	69	77	78	72	70	69	71	63
Men	71	71	70	70	71	76	74	74	72	72	67
Mansfield	71	75	72	70	74	79	75	78	77	75	72
65+	71	72	73	70	73	78	76	80	76	77	75
Small Rural	70	72	71	71	69	71	70	72	n/a	n/a	n/a
Mansfield	70	72	70	69	73	77	74	76	74	75	71
35-49	68	72	71	69	70	76	76	75	77	74	71
Other	68	66	66	70	71	73	73	71	70	74	69
Women	68	73	71	69	75	79	74	77	77	76	74
State-wide	67▼	69	68	68	68	68	68	69	70	69	69
50-64	65	73	60	68	71	76	71	74	73	75	73

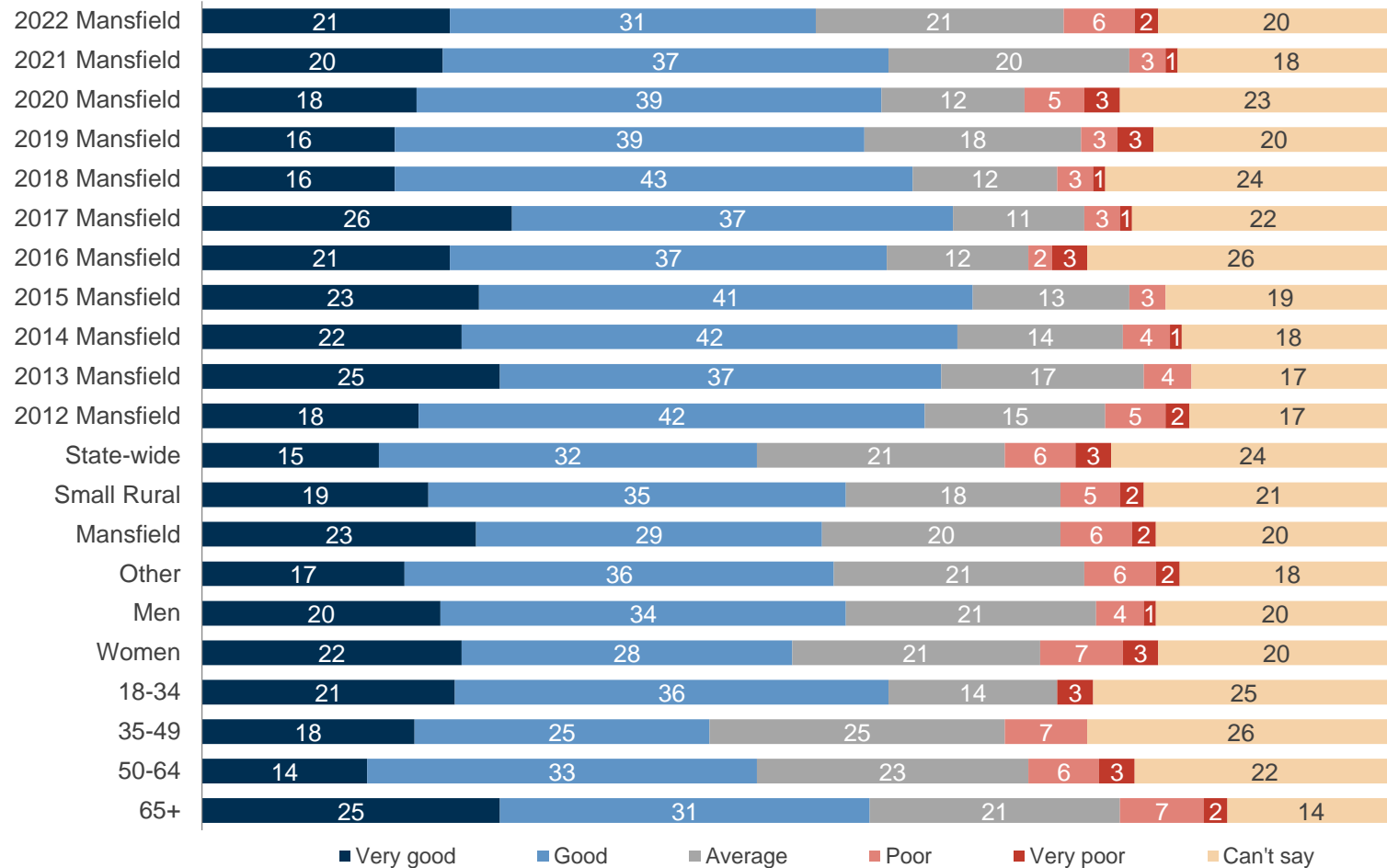
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)



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



Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	71	n/a	n/a	n/a	n/a	72	75	79	77
18-34	77	73	n/a	n/a	n/a	n/a	69	78	75	72
Women	77	74	n/a	n/a	n/a	n/a	71	75	75	74
Mansfield	76	72	n/a	n/a	n/a	n/a	72	77	75	76
Mansfield	75	70	n/a	n/a	n/a	n/a	71	74	73	73
State-wide	74	74	72	72	72	73	72	72	72	72
Small Rural	74	73	73	72	72	71	72	73	n/a	n/a
50-64	73	69	n/a	n/a	n/a	n/a	70	71	73	71
Men	73	67	n/a	n/a	n/a	n/a	71	73	72	72
65+	73	69	n/a	n/a	n/a	n/a	72	74	69	71
Other	72	68	n/a	n/a	n/a	n/a	70	70	69	66

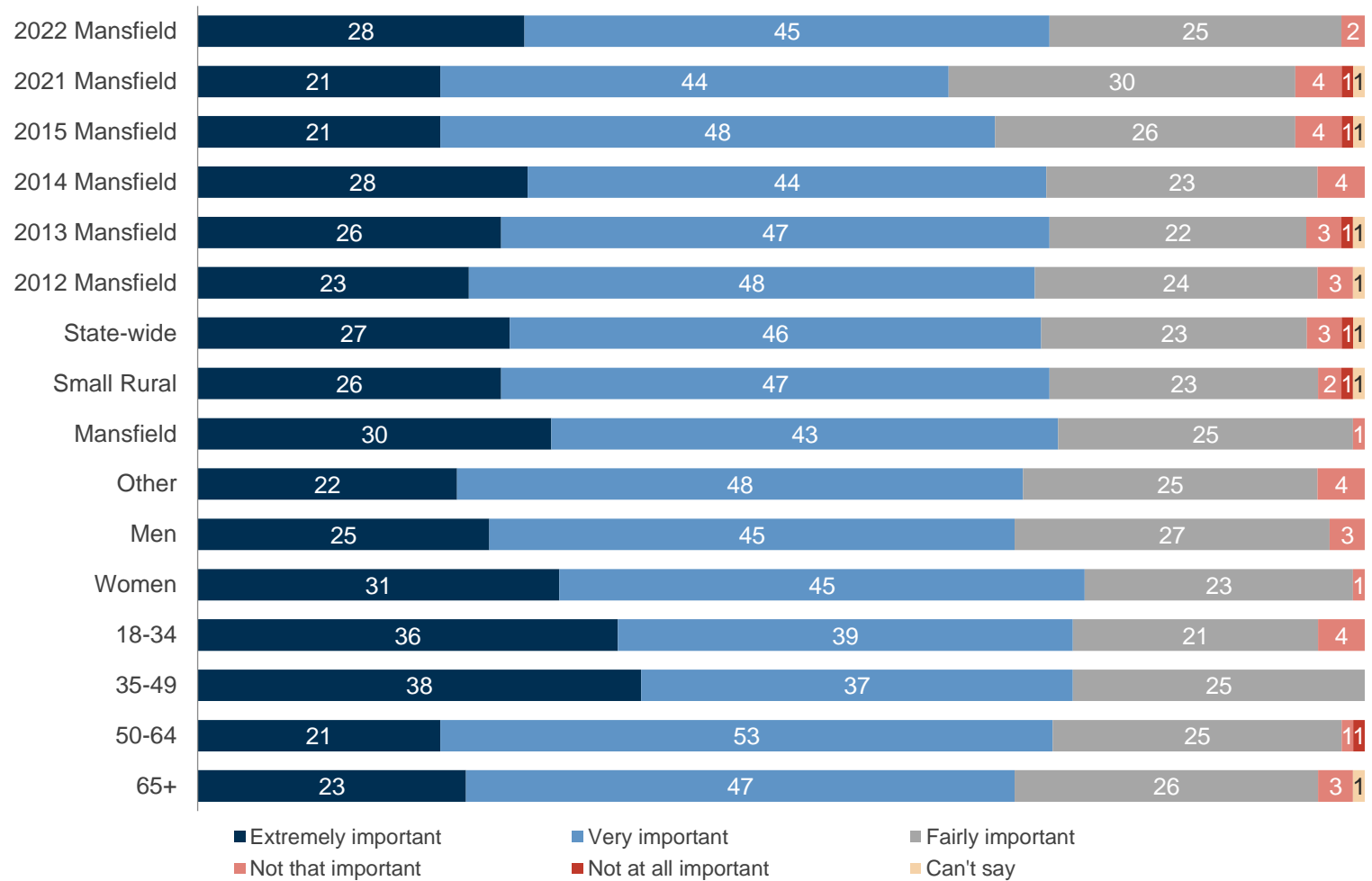
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)



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



Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	80	68	67	68	74	75	68	68	80	65	69
Mansfield	77	72	67	68	75	75	71	73	78	71	68
Men	76	70	70	70	74	73	70	71	72	69	65
Mansfield	76	72	67	68	72	74	69	72	74	70	67
65+	75	73	72	74	74	77	72	75	74	74	73
Women	75	73	65	67	71	75	68	73	75	70	70
35-49	74	74	67	63	72	74	65	71	75	70	62
Other	74	71	69	68	68	72	65	72	68	68	67
50-64	74	69	60	64	69	70	68	72	68	68	66
State-wide	69▼	71	70	70	69	70	69	70	71	70	70
Small Rural	69▼	69	68	68	69	69	68	70	n/a	n/a	n/a

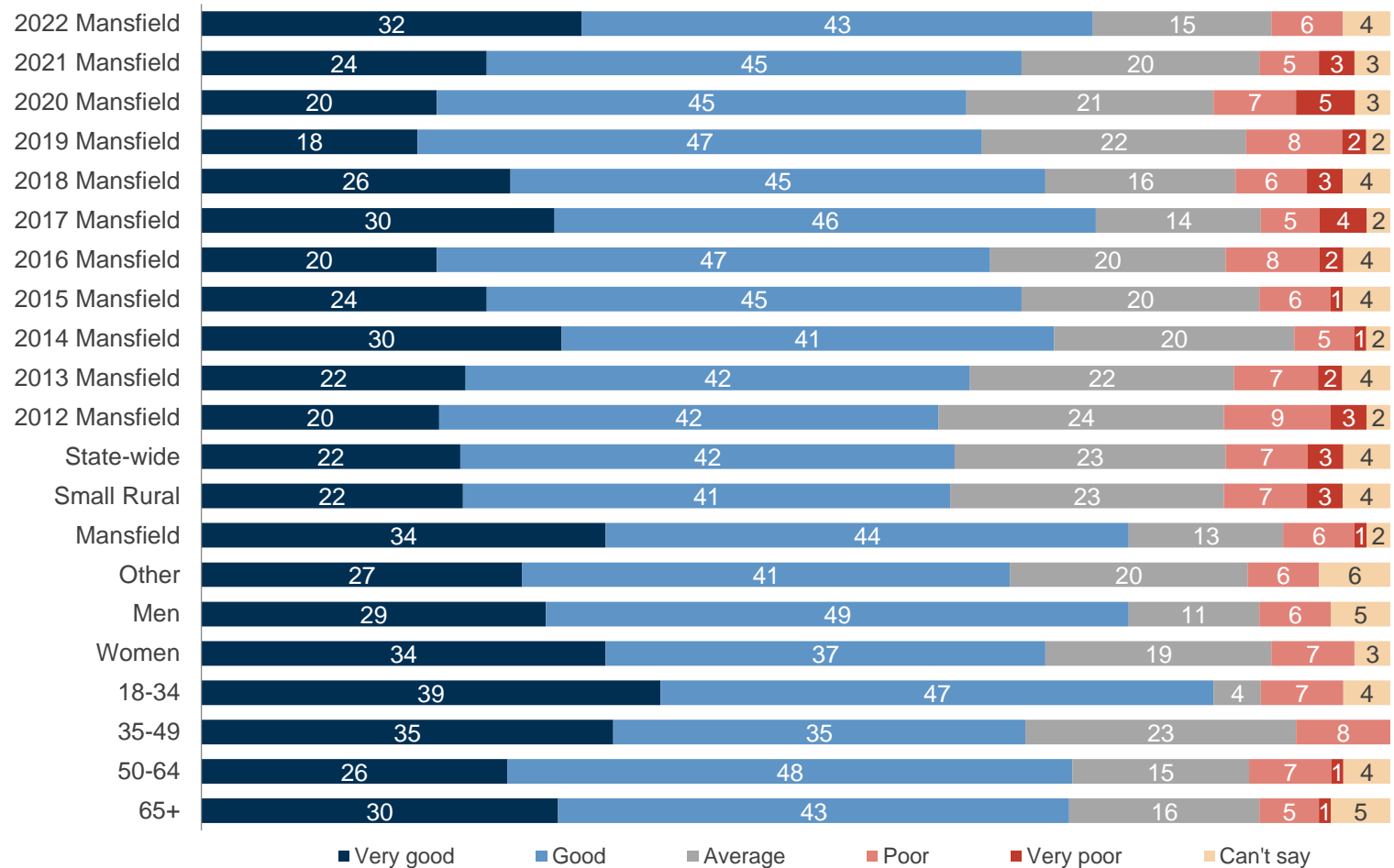
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



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



The appearance of public areas importance



2022 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	78	71	n/a	n/a	n/a	n/a	n/a	74	72	77	75
Women	76	75	n/a	n/a	n/a	n/a	n/a	75	75	79	75
18-34	76	71	n/a	n/a	n/a	n/a	n/a	69	75	79	68
Mansfield	75	73	n/a	n/a	n/a	n/a	n/a	73	75	77	73
State-wide	75	75	74	73	74	74	74	73	73	74	73
Mansfield	75	72	n/a	n/a	n/a	n/a	n/a	74	74	77	72
Small Rural	74	74	74	74	74	74	74	73	n/a	n/a	n/a
65+	74	73	n/a	n/a	n/a	n/a	n/a	75	75	74	73
Men	73	69	n/a	n/a	n/a	n/a	n/a	72	73	74	69
Other	73	70	n/a	n/a	n/a	n/a	n/a	77	72	75	69
50-64	72	73	n/a	n/a	n/a	n/a	n/a	76	74	77	70

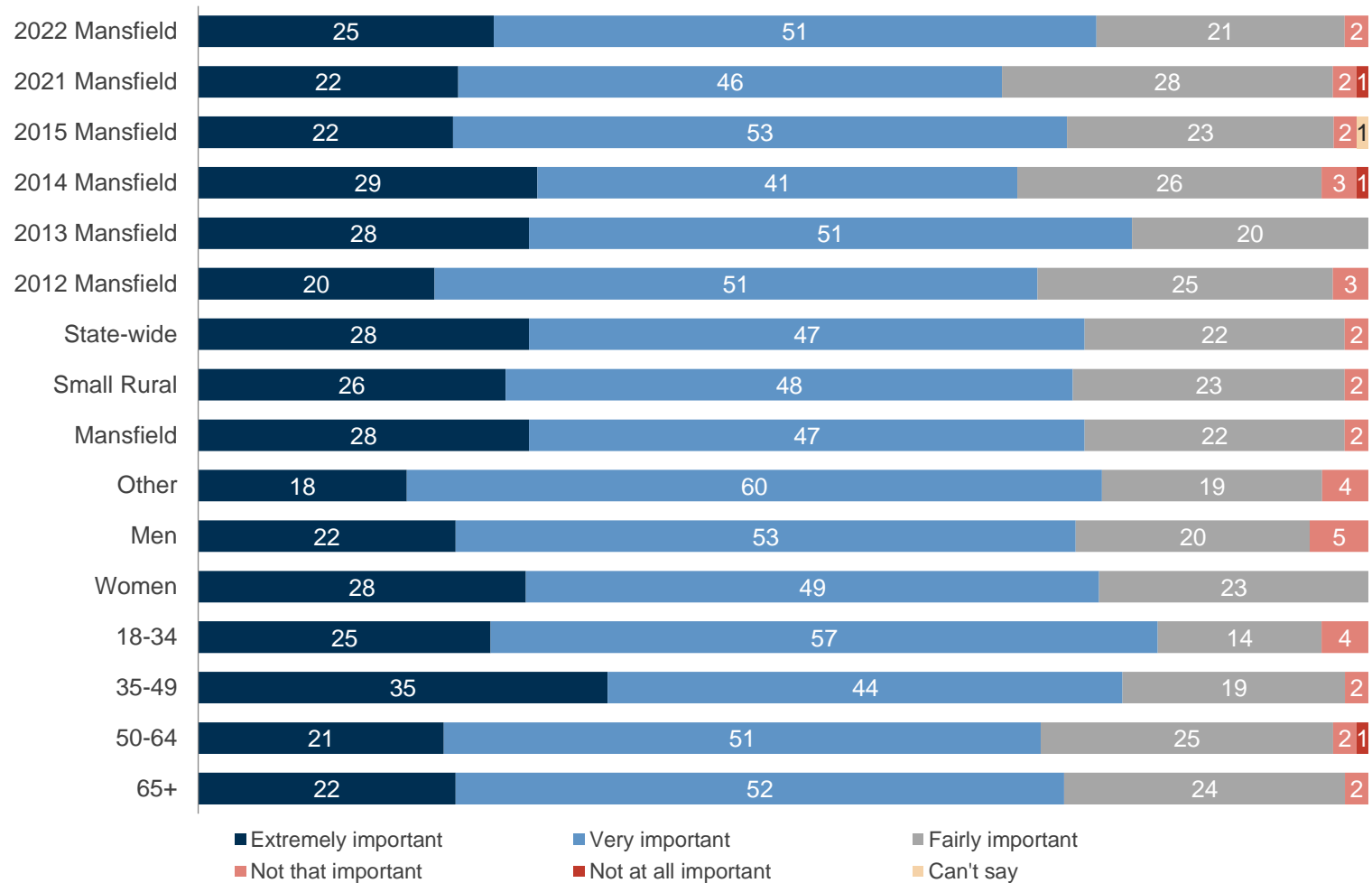
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)



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



The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	87	85	72	74	77	87	78	79	83	76	73
Mansfield	85	84	75	78	81	81	79	82	85	82	76
Men	85	81	75	78	77	80	78	79	80	77	75
35-49	84	85	76	82	78	79	78	82	81	81	75
Mansfield	84	82	75	77	77	81	77	81	81	78	76
Women	83	84	74	77	78	81	76	82	82	79	78
65+	83	80	75	77	77	81	78	80	82	79	79
50-64	82	81	73	77	77	77	75	82	79	76	77
Other	82	79	73	76	73	79	74	79	75	76	76
Small Rural	73▼	75	72	73	72	74	73	74	n/a	n/a	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71

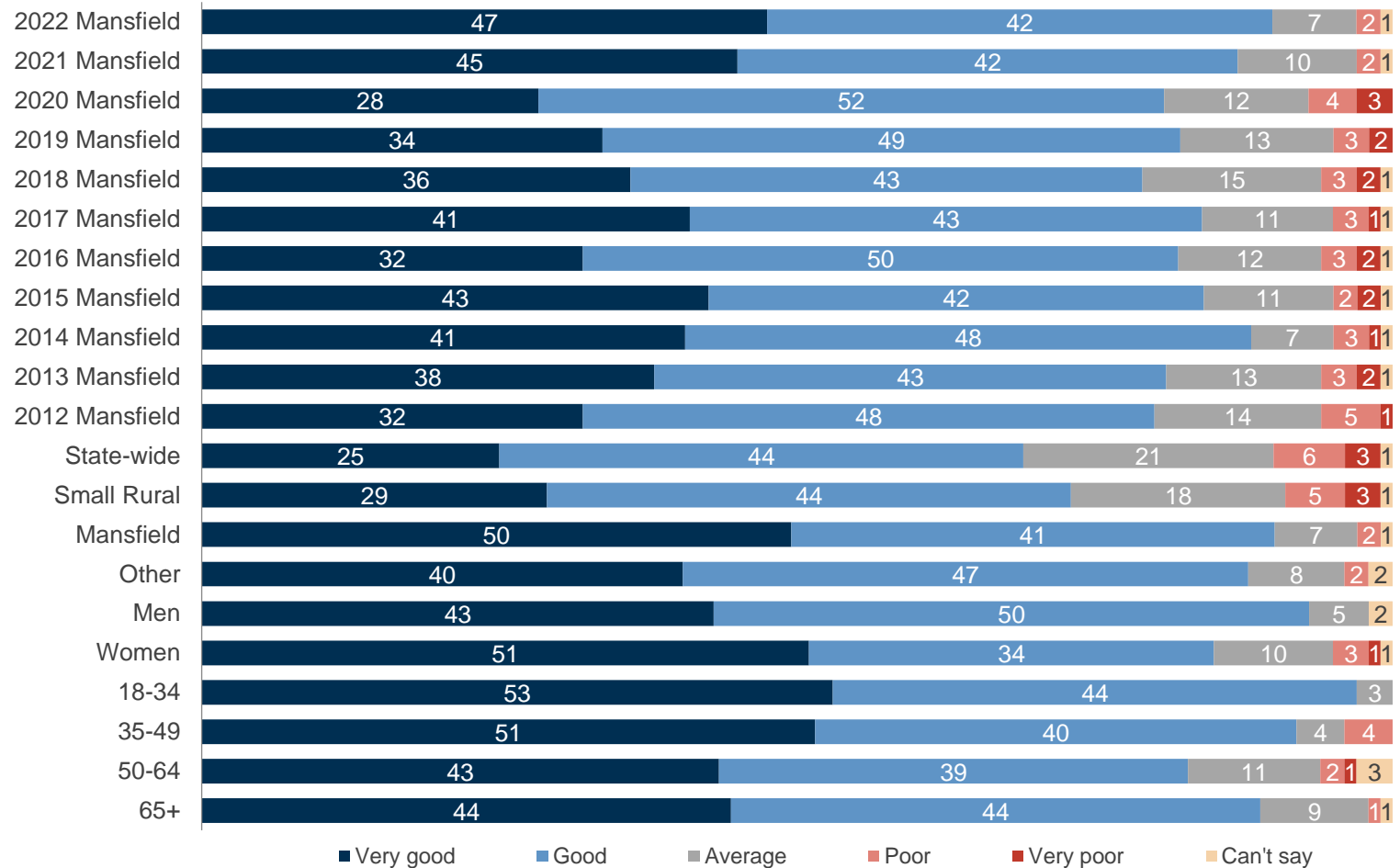
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)



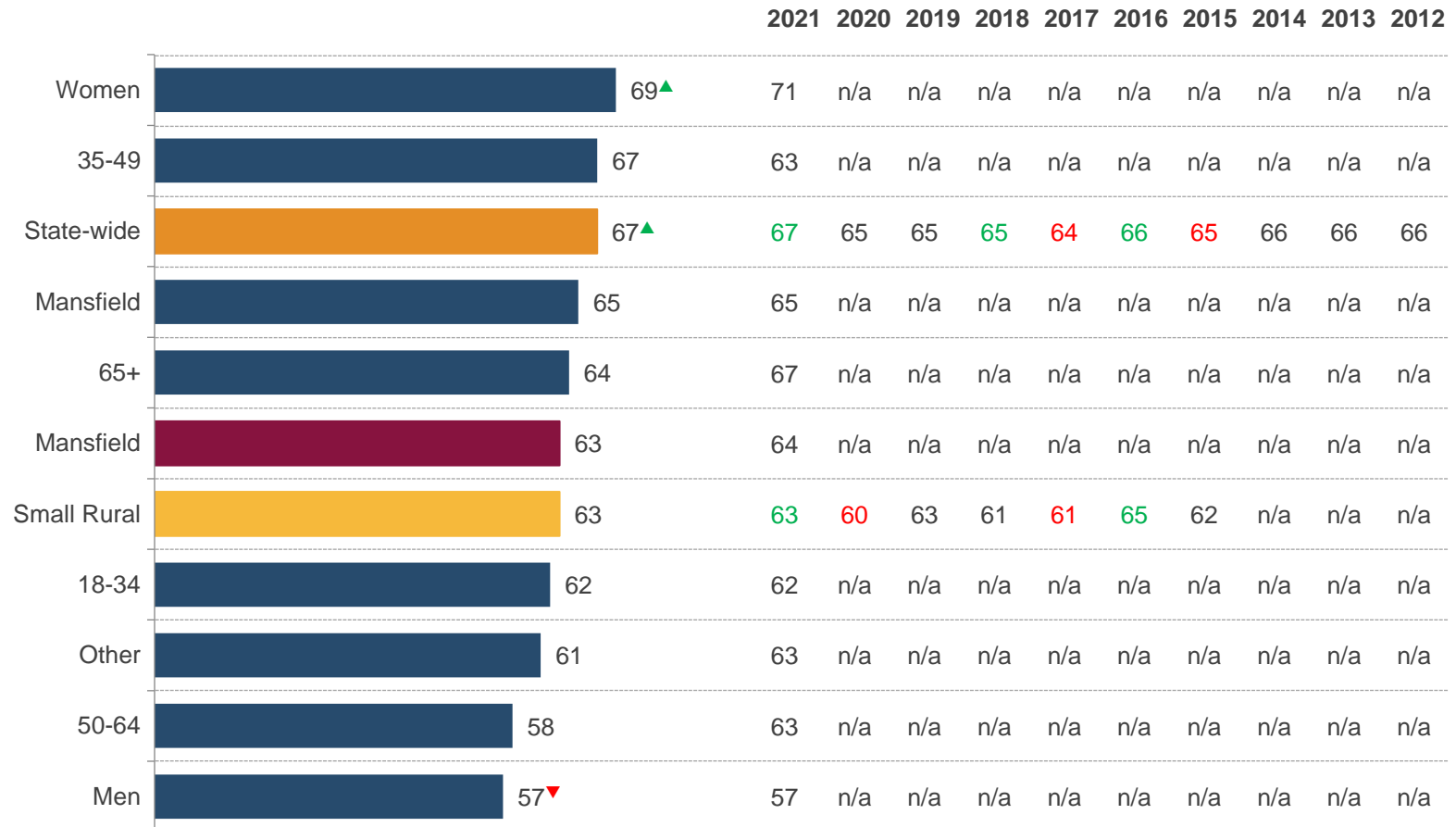
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 14



Art centres and libraries importance



2022 art centres and libraries importance (index scores)



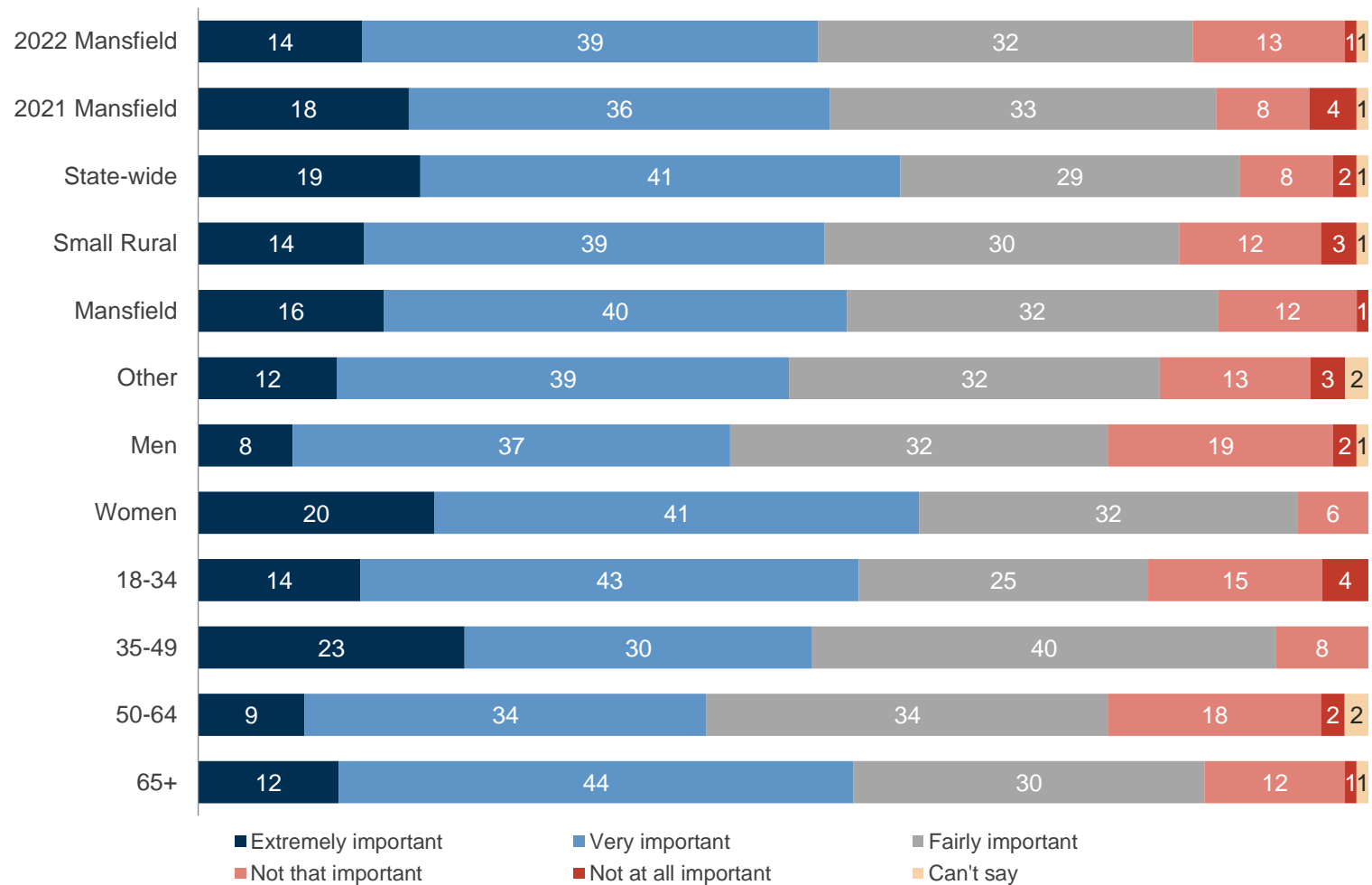
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)



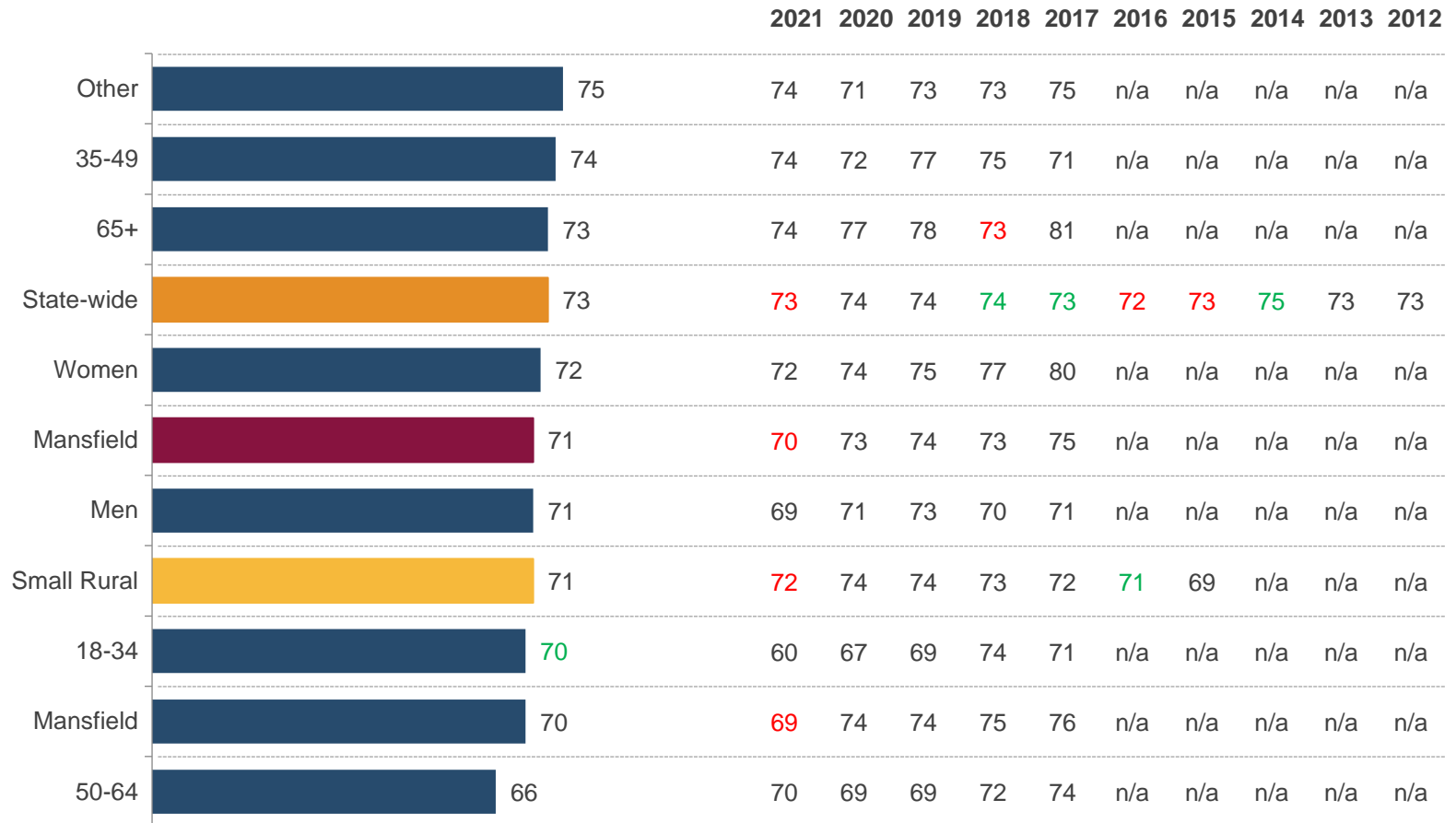
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4



Art centres and libraries performance



2022 art centres and libraries performance (index scores)



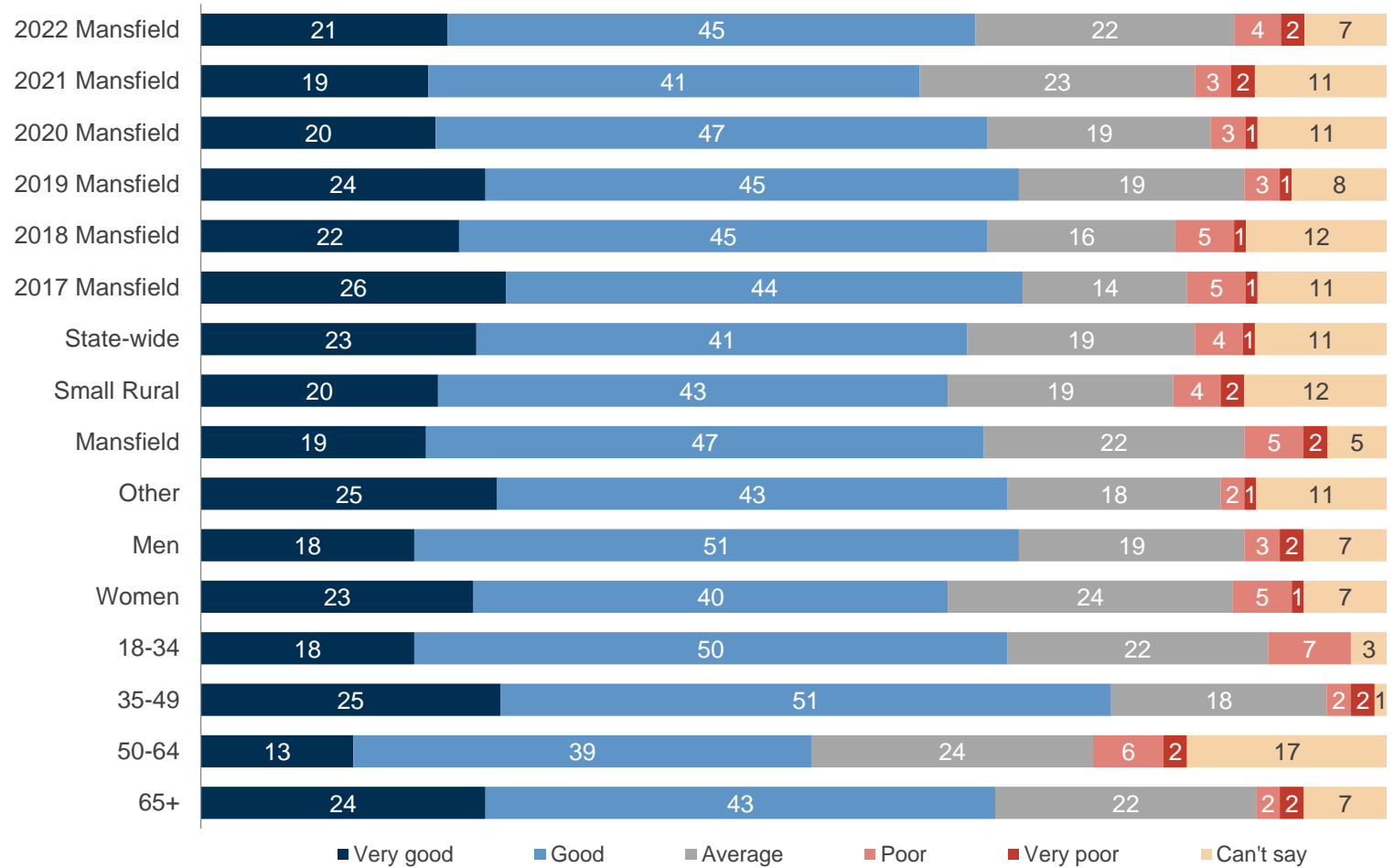
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)



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



Waste management importance



2022 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	87▲	89	n/a	n/a	n/a	n/a	73	78	74	70
Other	86	82	n/a	n/a	n/a	n/a	79	80	81	75
Women	84	85	n/a	n/a	n/a	n/a	81	81	82	78
65+	83	81	n/a	n/a	n/a	n/a	81	82	80	80
Mansfield	83	83	n/a	n/a	n/a	n/a	77	79	80	76
State-wide	82	82	82	81	81	79	80	79	79	78
35-49	82	84	n/a	n/a	n/a	n/a	75	76	84	77
Men	82	82	n/a	n/a	n/a	n/a	73	76	78	75
Mansfield	82	84	n/a	n/a	n/a	n/a	76	78	78	77
Small Rural	80▼	80	79	79	78	76	79	77	n/a	n/a
50-64	79	80	n/a	n/a	n/a	n/a	78	78	79	76

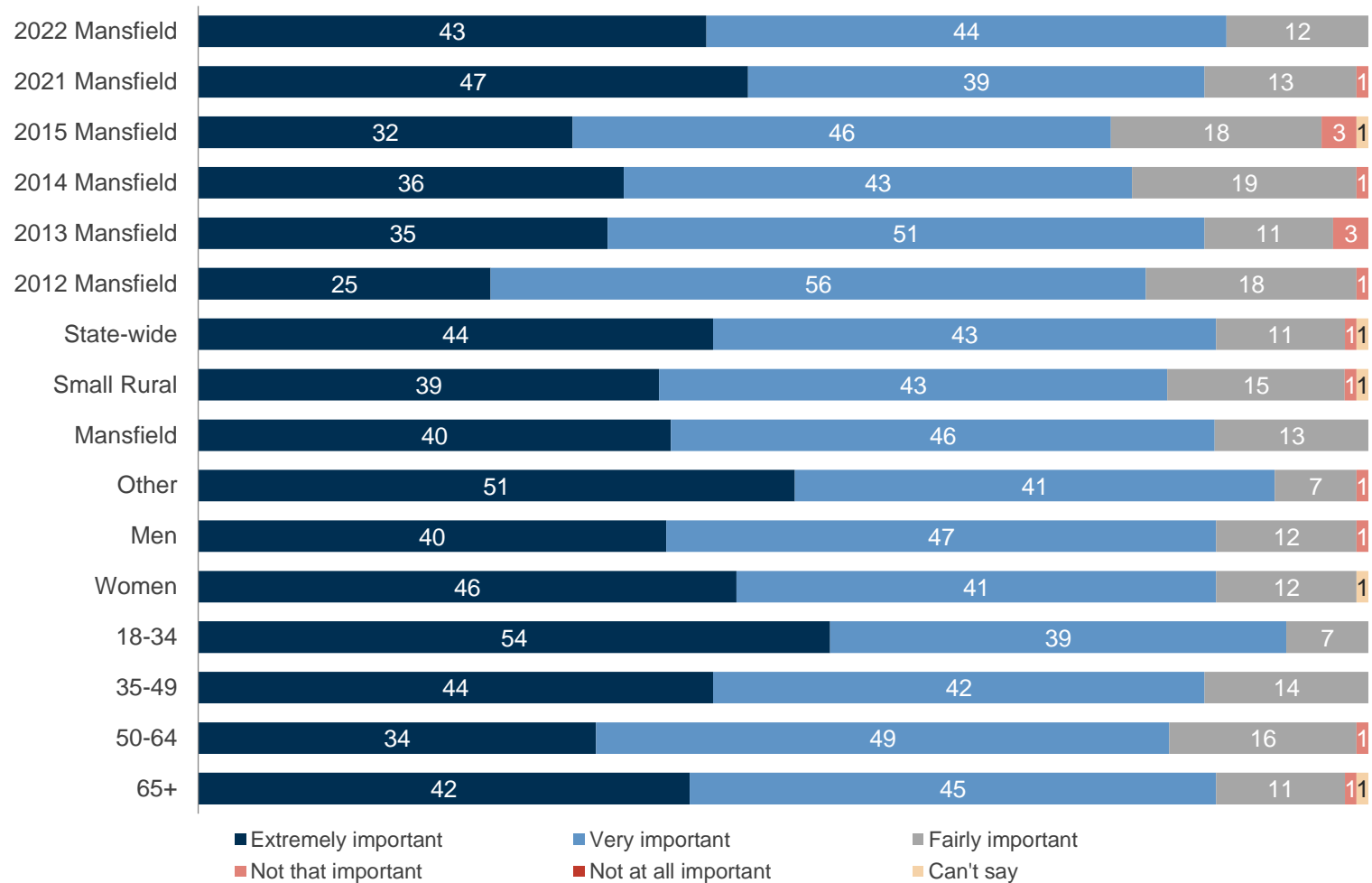
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)



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



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	69	66	61	65	65	72	73	79	75	76	76
Men	69	65	59	61	64	71	69	76	75	79	72
Small Rural	68	68	64	66	69	70	69	71	n/a	n/a	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
Mansfield	68	64	59	59	63	71	68	75	77	77	74
35-49	67	62	60	57	62	65	71	68	74	78	74
Mansfield	67	64	57	60	64	70	68	75	75	75	73
Other	66	64	55	60	65	68	67	75	72	73	70
Women	66	62	56	58	63	69	66	73	74	71	74
18-34	65	60	53	53	63	74	59	74	74	73	68
50-64	65	63	53	58	64	68	63	75	76	73	73

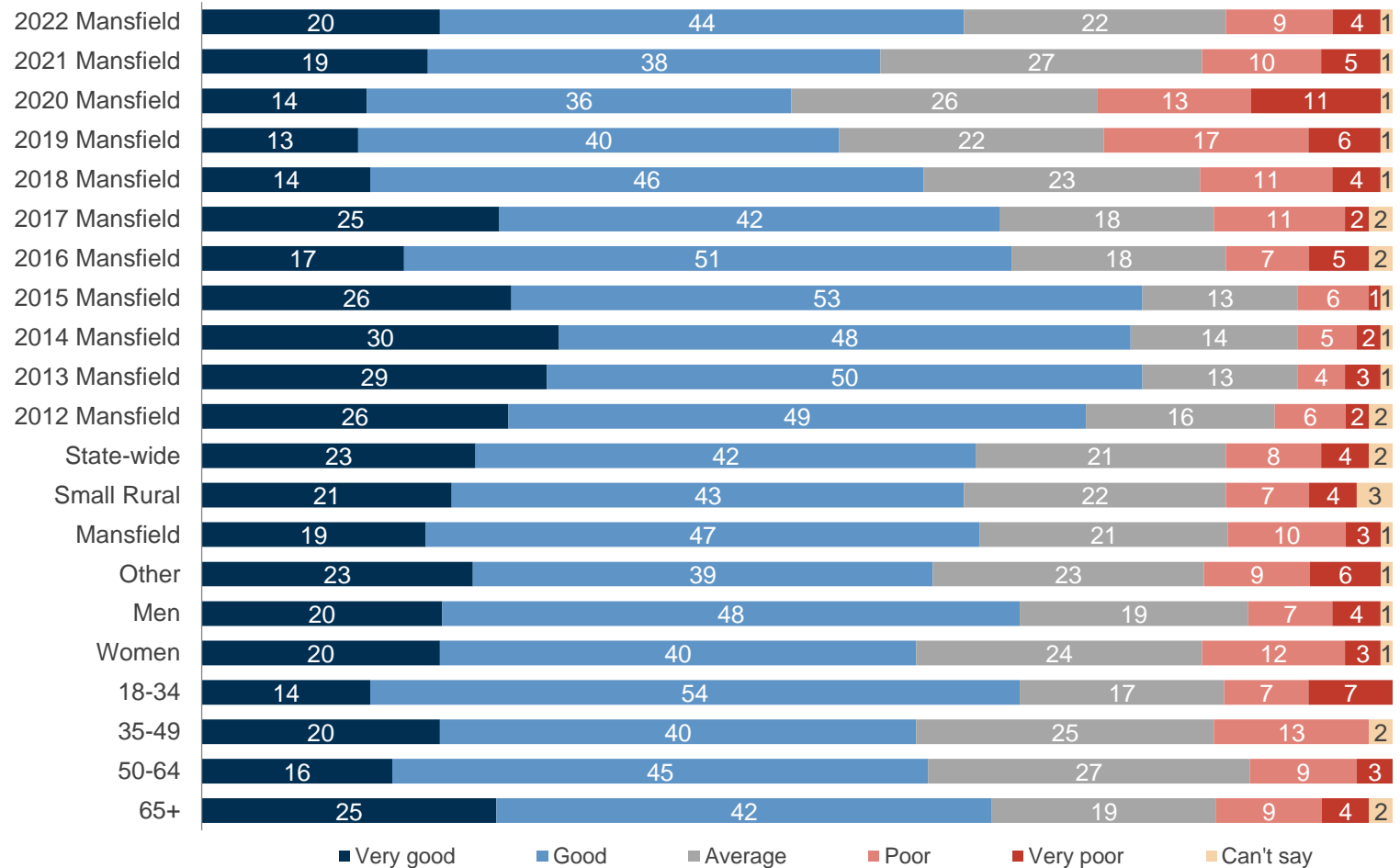
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



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

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

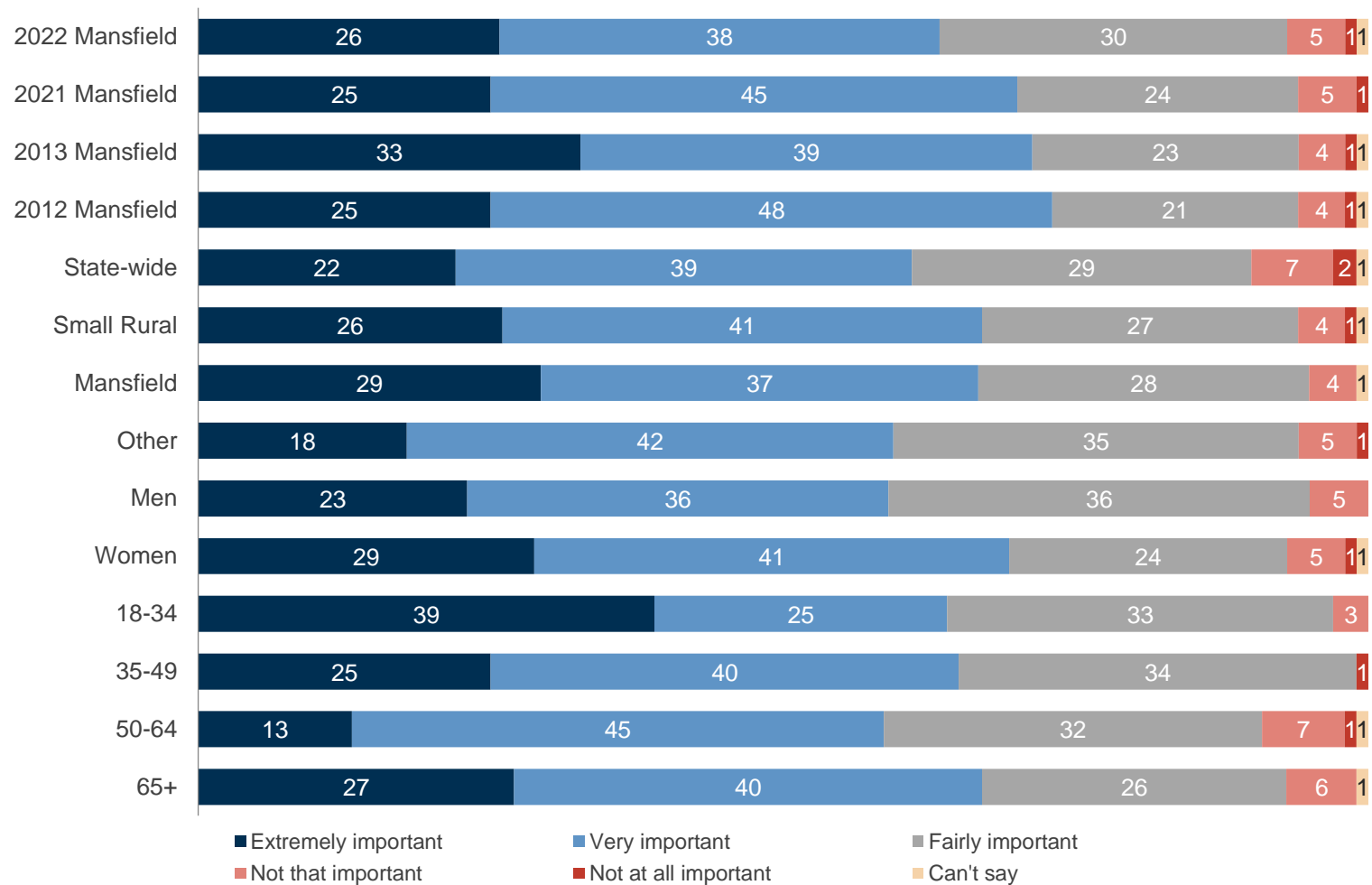
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75	74	n/a	n/a	n/a	n/a	n/a	n/a	79	75
Women	73	73	n/a	n/a	n/a	n/a	n/a	n/a	76	75
Mansfield	73	73	n/a	n/a	n/a	n/a	n/a	n/a	75	75
65+	72	70	n/a	n/a	n/a	n/a	n/a	n/a	72	71
Small Rural	72	74	74	71	71	72	71	70	n/a	n/a
35-49	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78
Mansfield	71	72	n/a	n/a	n/a	n/a	n/a	n/a	75	73
Men	70	71	n/a	n/a	n/a	n/a	n/a	n/a	75	71
State-wide	69	70	67	65	66	67	67	67	67	66
Other	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
50-64	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance



2022 business/development/tourism importance (%)



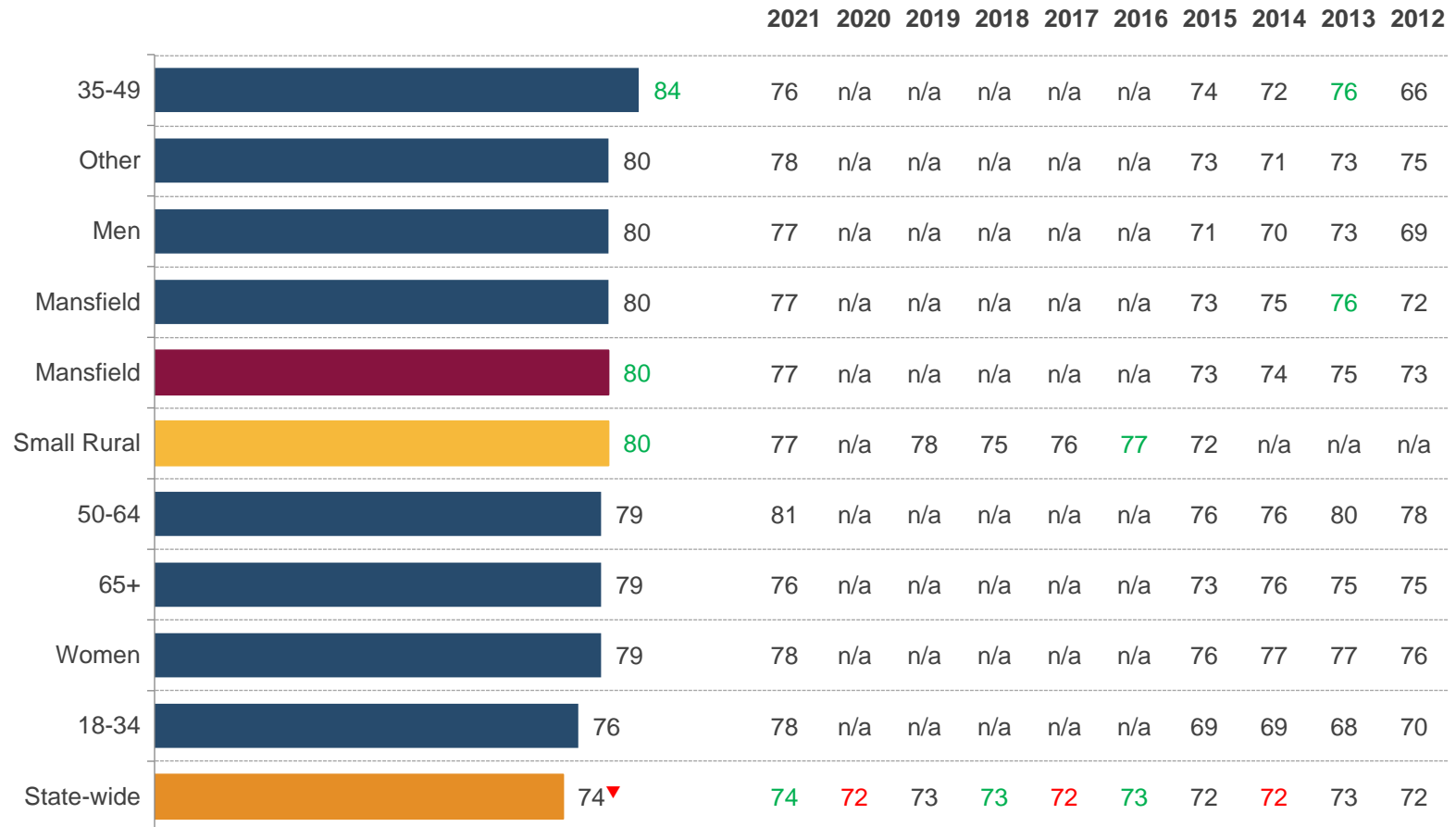
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6



Council’s general town planning policy importance



2022 town planning importance (index scores)



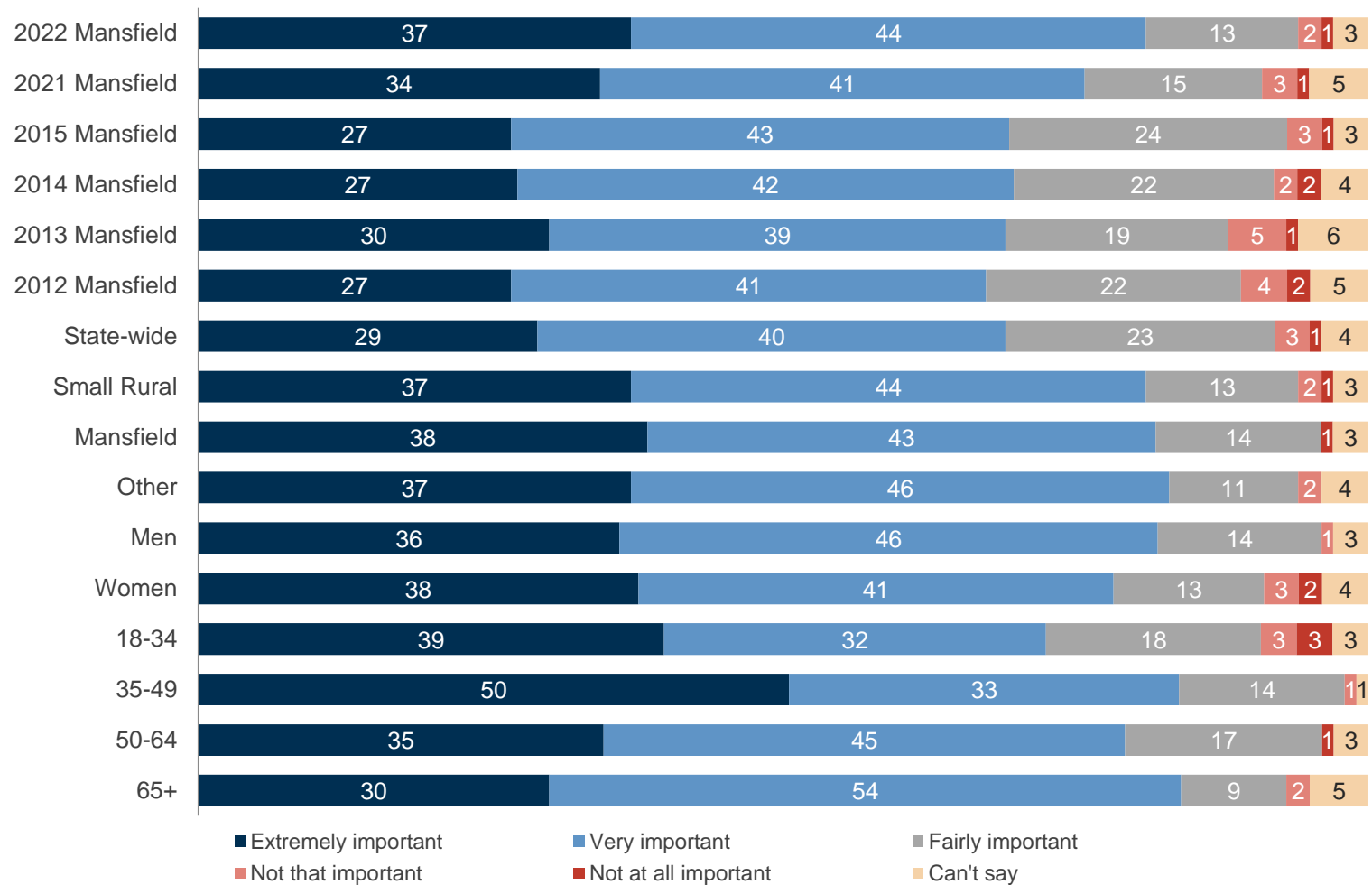
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 town planning importance (%)



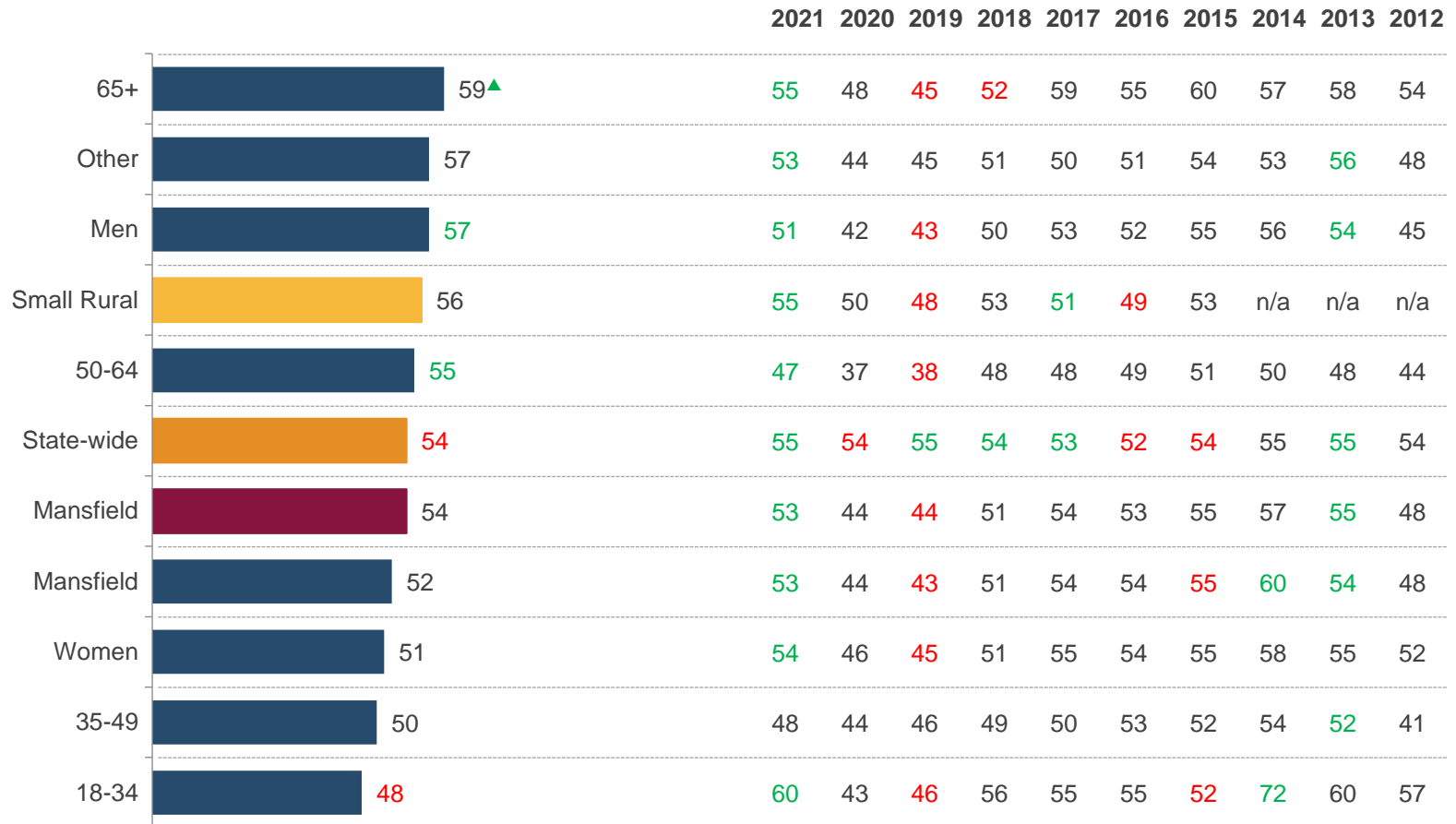
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 1



Council's general town planning policy performance



2022 town planning performance (index scores)



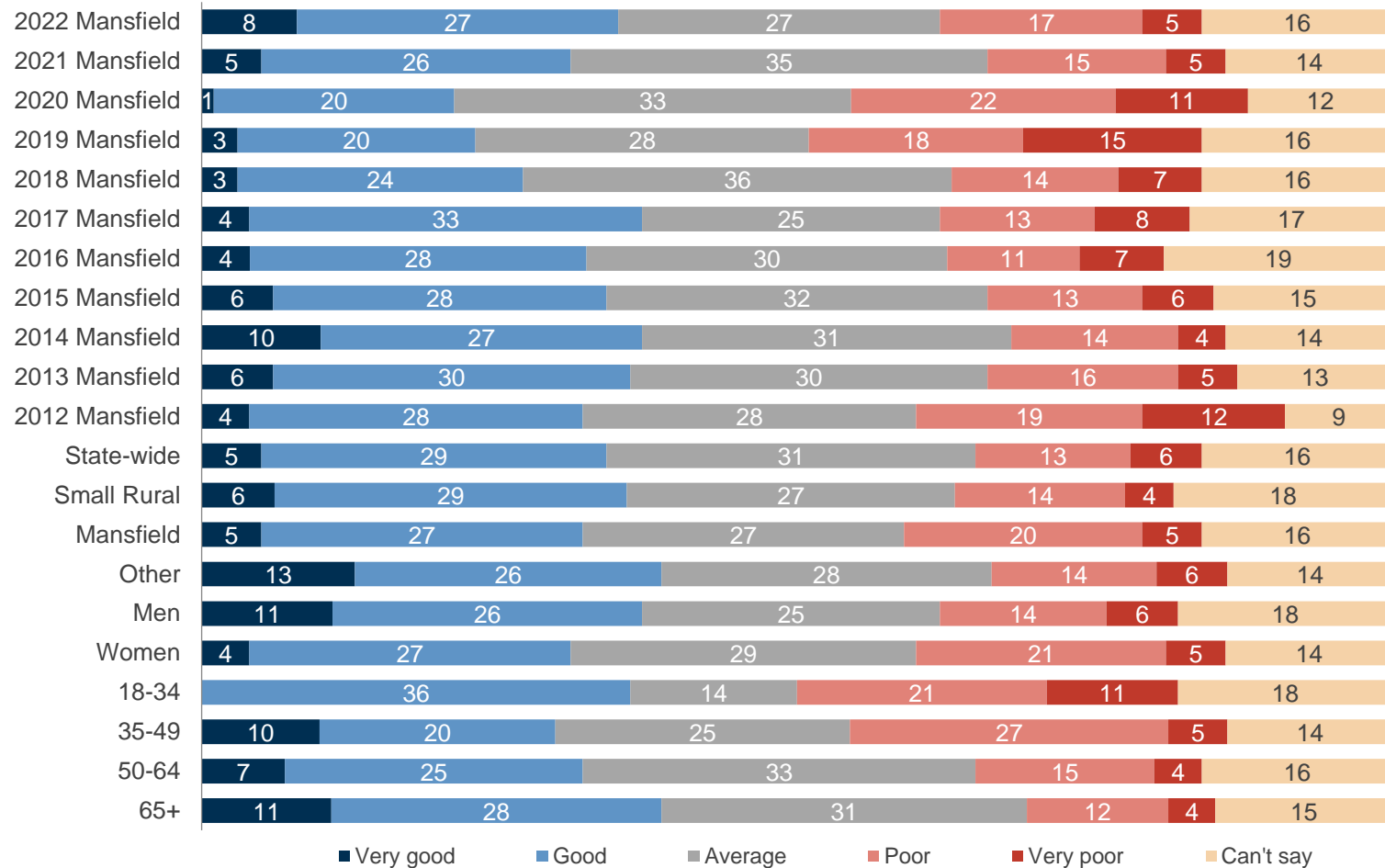
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Council’s general town planning policy performance



2022 town planning performance (%)



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



Planning and building permits importance



2022 planning and building permits importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83	74	n/a	n/a	n/a	n/a	70	71	n/a	n/a
Other	80	70	n/a	n/a	n/a	n/a	74	71	n/a	n/a
Mansfield	80	75	n/a	n/a	n/a	n/a	72	73	n/a	n/a
Women	79	75	n/a	n/a	n/a	n/a	75	76	n/a	n/a
Mansfield	79	74	n/a	n/a	n/a	n/a	73	73	n/a	n/a
Men	79	72	n/a	n/a	n/a	n/a	71	69	n/a	n/a
65+	79	75	n/a	n/a	n/a	n/a	74	77	n/a	n/a
18-34	78	67	n/a	n/a	n/a	n/a	69	69	n/a	n/a
50-64	77	76	n/a	n/a	n/a	n/a	77	71	n/a	n/a
State-wide	73▼	73	71	71	71	72	71	71	71	71
Small Rural	73▼	71	68	70	68	68	71	70	n/a	n/a

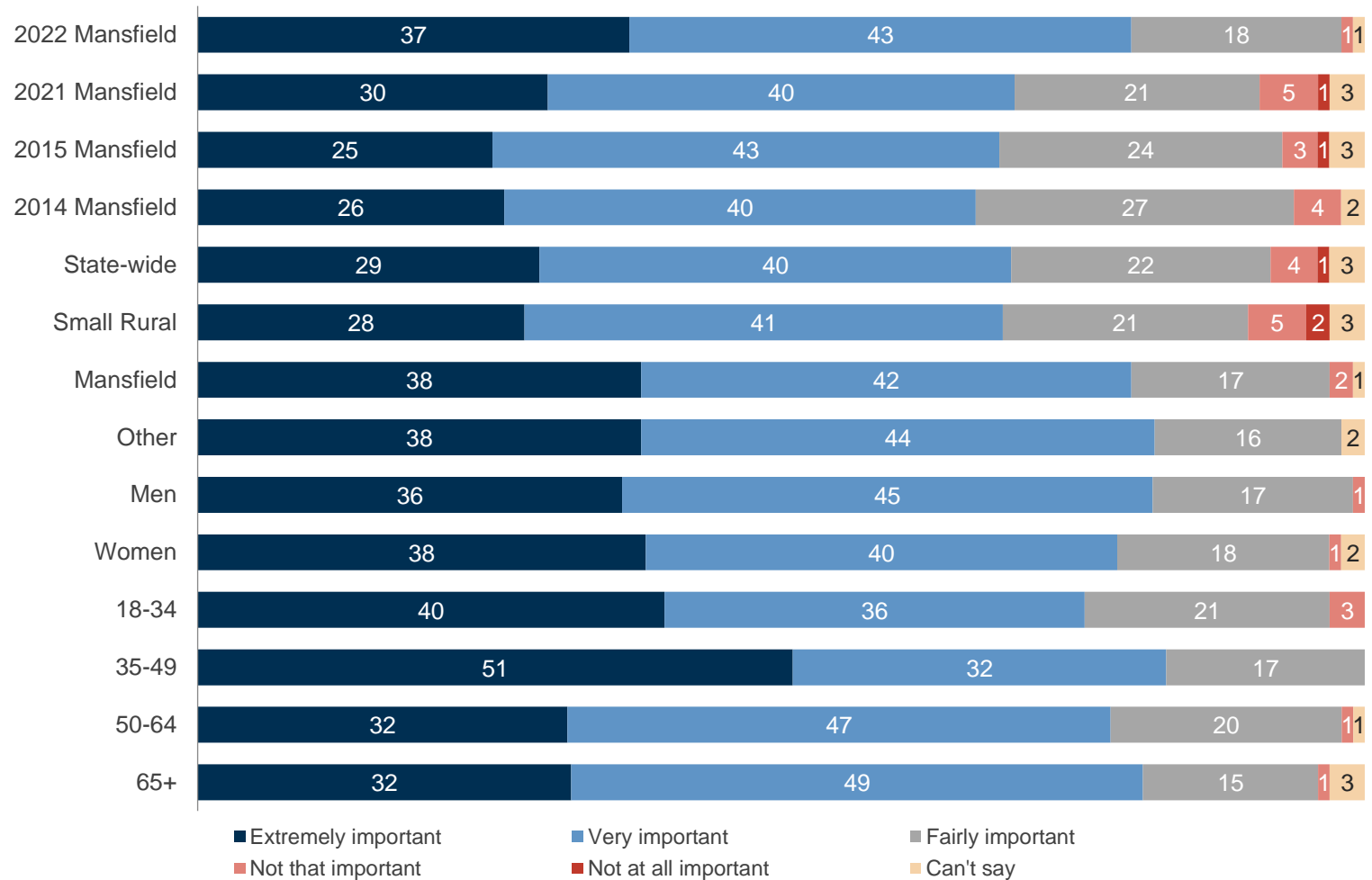
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 planning and building permits importance (%)



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



2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	56	53	37	35	56	44	50	49	63	n/a	n/a
Other	54	48	38	35	50	46	45	49	50	n/a	n/a
65+	54	51	41	39	45	52	50	54	52	n/a	n/a
Men	51	45	40	33	46	44	48	48	51	n/a	n/a
50-64	50	45	35	33	44	41	42	47	53	n/a	n/a
State-wide	50	51	51	52	52	51	50	54	53	55	54
Mansfield	50	45	40	36	46	45	48	50	55	n/a	n/a
Women	49	45	40	40	46	46	49	52	58	n/a	n/a
Small Rural	48	49	46	48	51	51	50	53	n/a	n/a	n/a
Mansfield	47	44	41	36	45	43	49	51	58	n/a	n/a
35-49	39	30	46	38	42	40	51	48	52	n/a	n/a

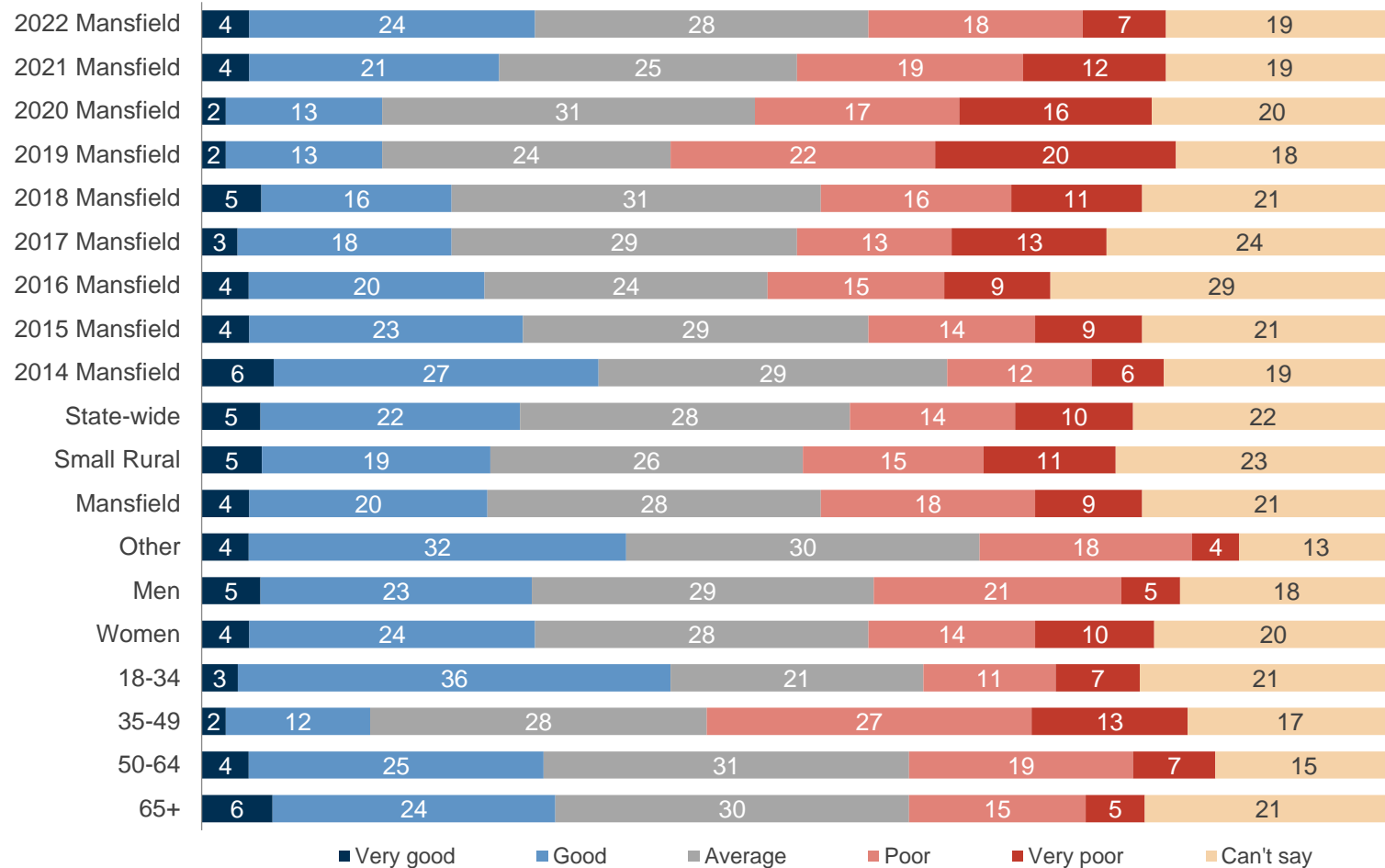
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)



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



Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	86▲	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	82	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	80	81	81	80	80	80	80	80
Small Rural	81	82	82	81	80	81	82	80	n/a	n/a
Men	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

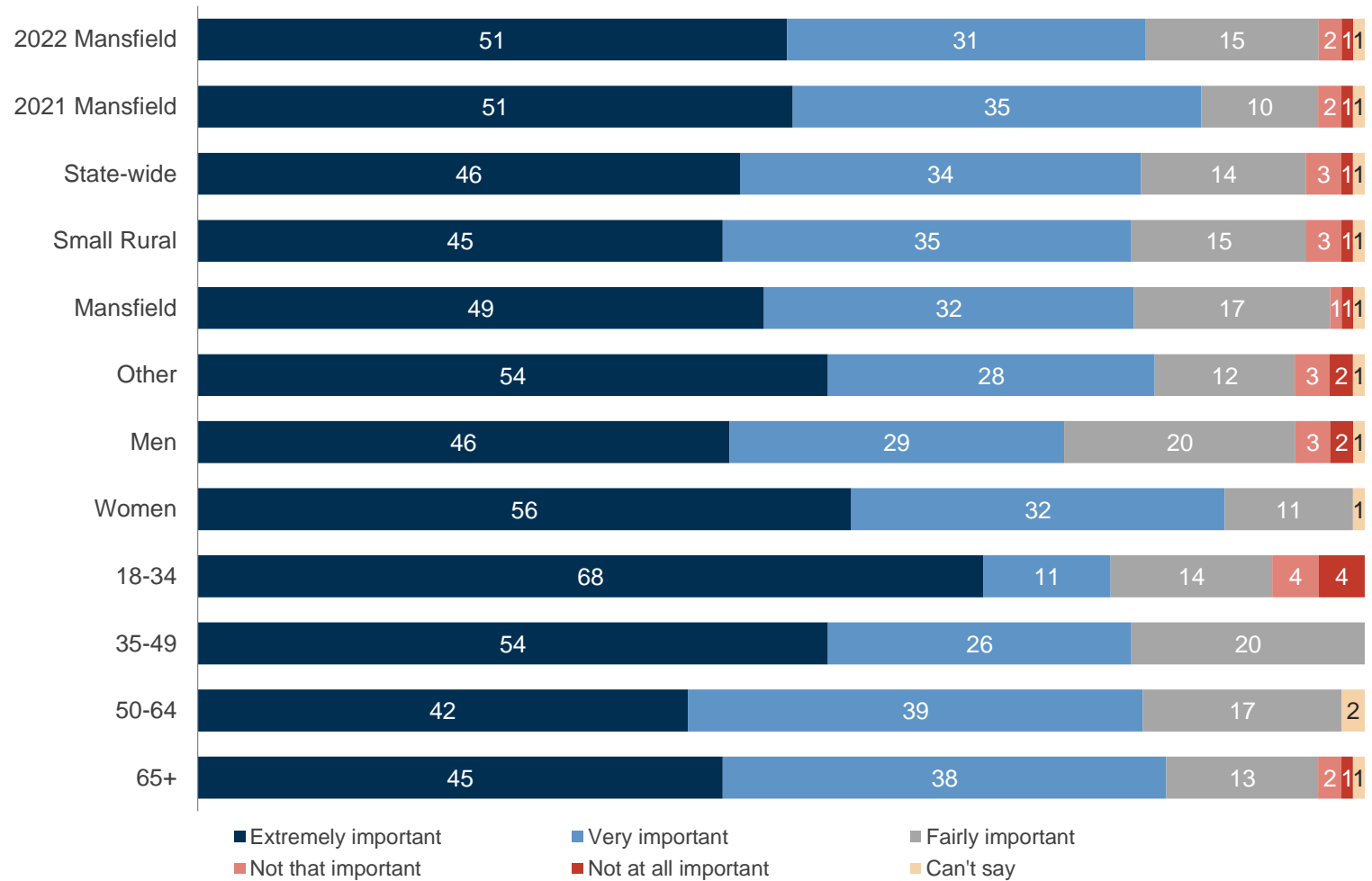
Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)



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



2022 emergency and disaster management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Other	72	64	71	71	70	70	n/a	n/a	n/a	n/a
65+	71	69	72	74	77	73	n/a	n/a	n/a	n/a
Women	70	66	73	74	76	72	n/a	n/a	n/a	n/a
Mansfield	69	68	70	73	74	73	n/a	n/a	n/a	n/a
35-49	69	69	69	70	67	76	n/a	n/a	n/a	n/a
50-64	69	62	68	71	73	70	n/a	n/a	n/a	n/a
Men	69	69	67	72	73	74	n/a	n/a	n/a	n/a
Small Rural	68	70	72	72	72	71	70	n/a	n/a	n/a
Mansfield	67	70	70	75	76	75	n/a	n/a	n/a	n/a
State-wide	66▼	68	72	71	70	69	70	71	70	70
18-34	66	70	68	76	80	72	n/a	n/a	n/a	n/a

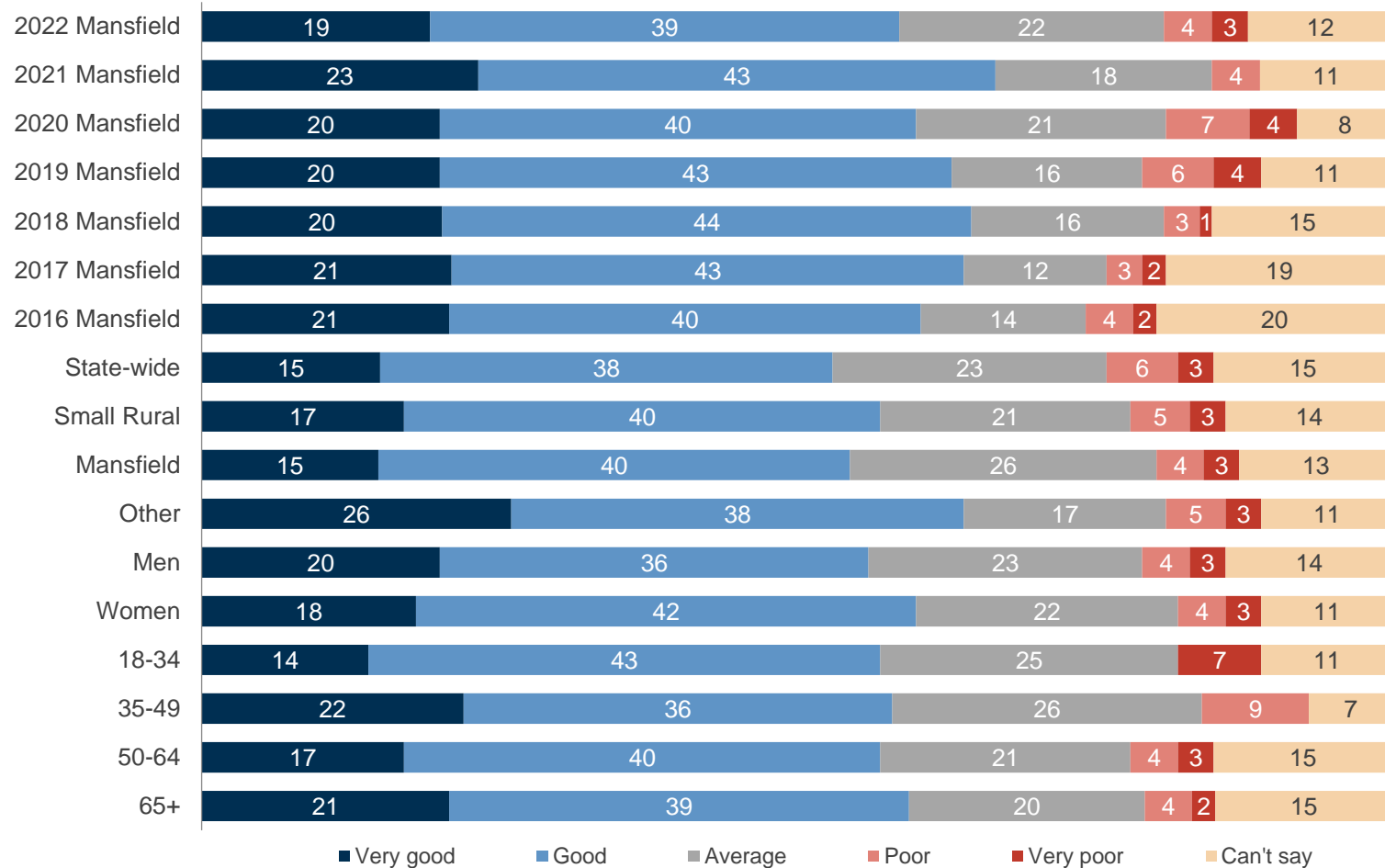
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



Planning for population growth in the area importance



2022 population growth importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	93▲	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	88▲	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	86	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	86	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	85	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	85	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	85	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	81▼	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	77▼	76	76	77	76	76	75	75	75	75

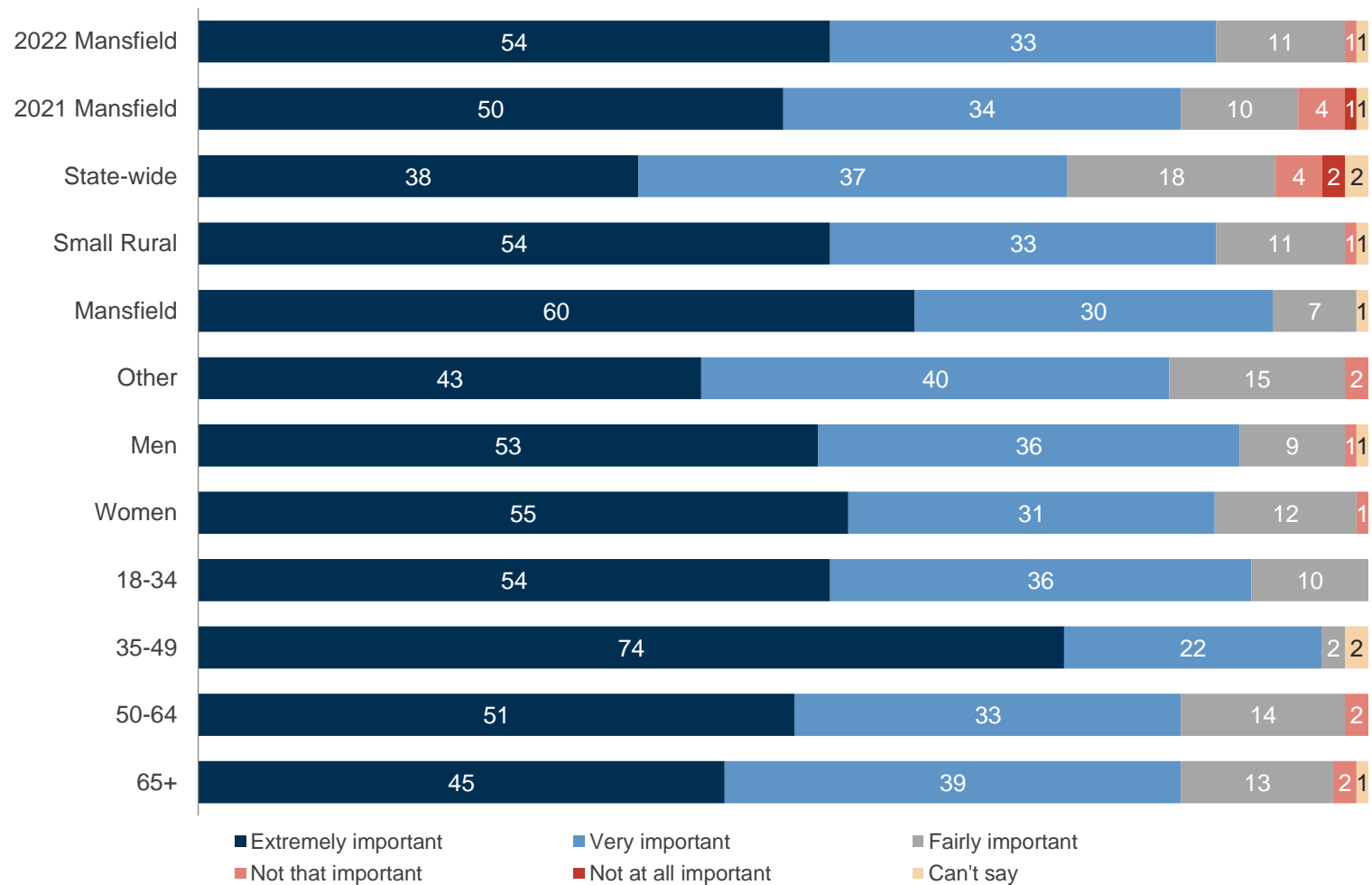
Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2022 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1



Planning for population growth in the area performance



2022 population growth performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54	53	48	52	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	50	47	47	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52	53	51	52	52	51	54	54	54	52
Men	52	49	43	45	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	45	36	42	n/a	n/a	n/a	n/a	n/a	n/a
Other	51	50	44	42	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	50	49	44	45	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	49	48	44	46	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49	52	44	51	n/a	n/a	n/a	n/a	n/a	n/a
Women	48	49	45	46	n/a	n/a	n/a	n/a	n/a	n/a
35-49	38	46	43	40	n/a	n/a	n/a	n/a	n/a	n/a

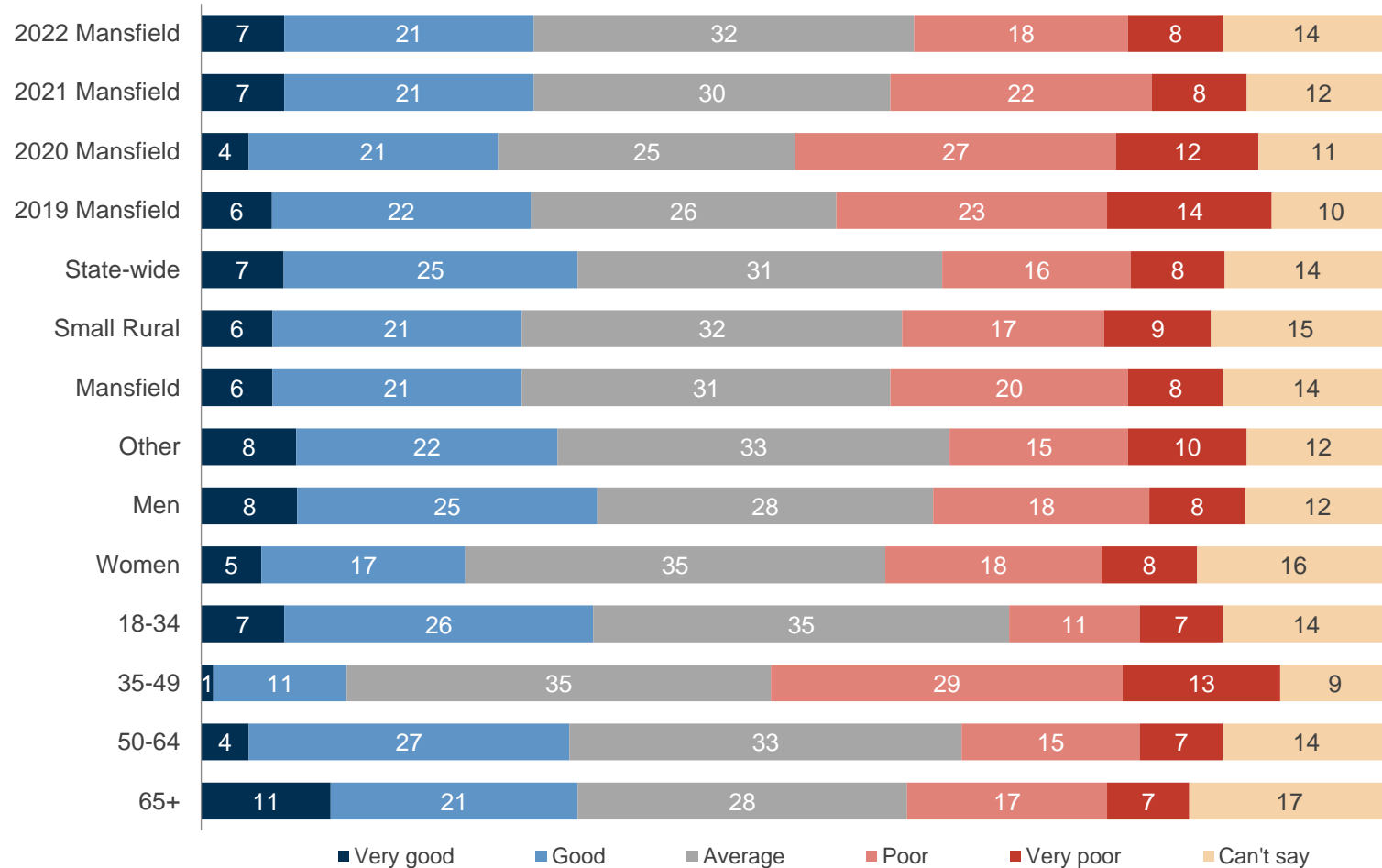
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide; 18 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Other	87	85	n/a	n/a	n/a	n/a	81	83	84	84
18-34	87	80	n/a	n/a	n/a	n/a	79	80	76	78
50-64	85	84	n/a	n/a	n/a	n/a	79	83	82	83
Women	85	85	n/a	n/a	n/a	n/a	81	83	83	82
35-49	85	85	n/a	n/a	n/a	n/a	79	82	85	79
Small Rural	85	84	83	82	84	81	81	82	n/a	n/a
Mansfield	85	83	n/a	n/a	n/a	n/a	79	81	80	80
Men	85	81	n/a	n/a	n/a	n/a	77	80	78	78
Mansfield	84	81	n/a	n/a	n/a	n/a	77	79	77	78
65+	84	81	n/a	n/a	n/a	n/a	79	80	78	80
State-wide	83	81	80	80	80	79	79	78	78	81

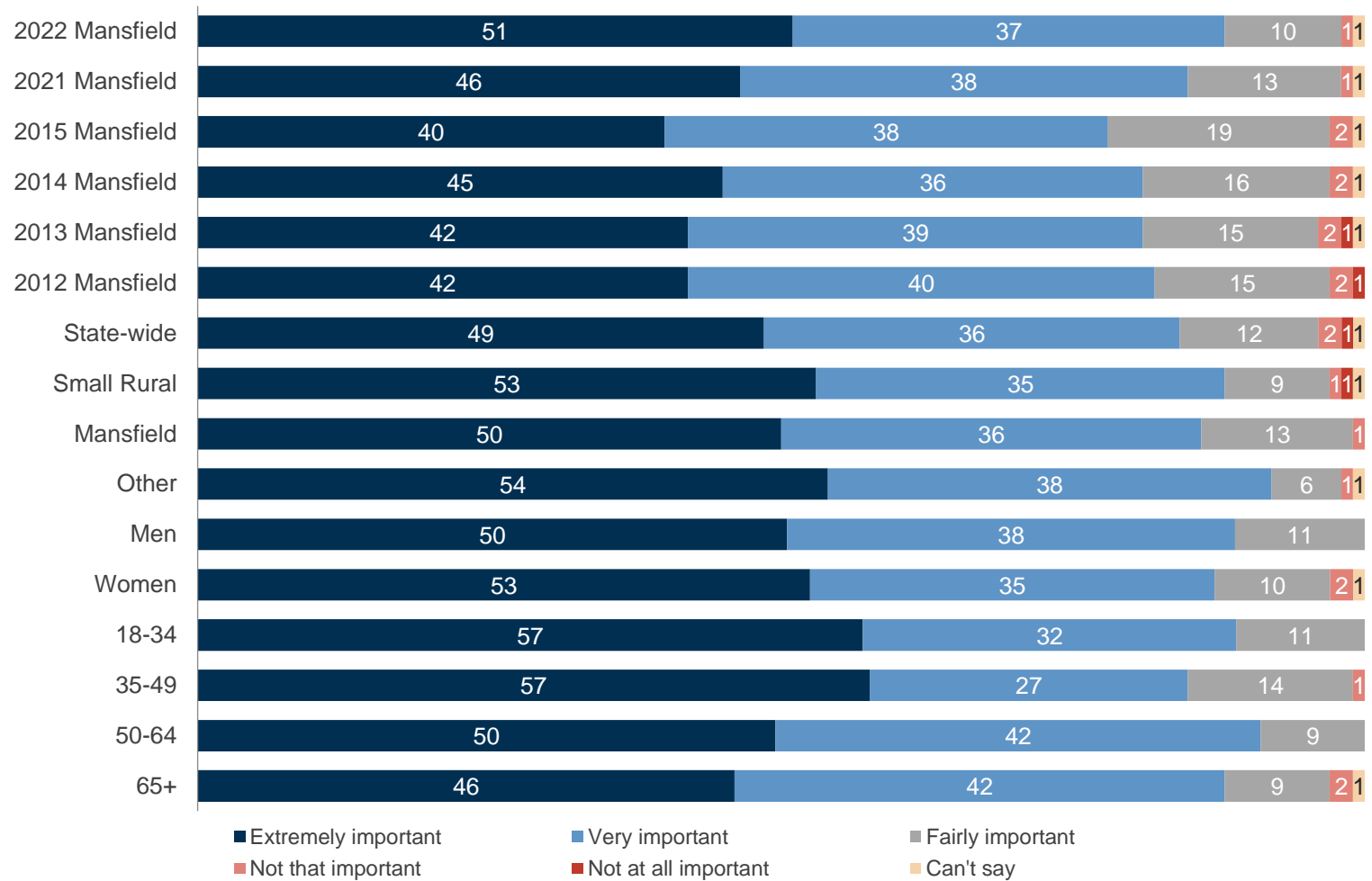
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2022 unsealed roads importance (%)



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



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	40	53	40	43	59	48	48	50	46	45
35-49	48	42	41	39	40	50	47	49	45	41
Mansfield	47	46	39	41	55	51	51	54	49	45
Men	43	45	42	42	54	50	49	47	46	41
Mansfield	45	44	41	40	50	48	49	47	45	43
65+	45	43	43	41	51	50	52	48	48	45
Women	48	42	40	39	47	46	49	47	44	45
Other	42	40	44	39	42	43	49	41	43	39
50-64	48	37	38	39	52	42	48	41	41	41
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
State-wide	45	44	44	43	44	43	45	45	44	46

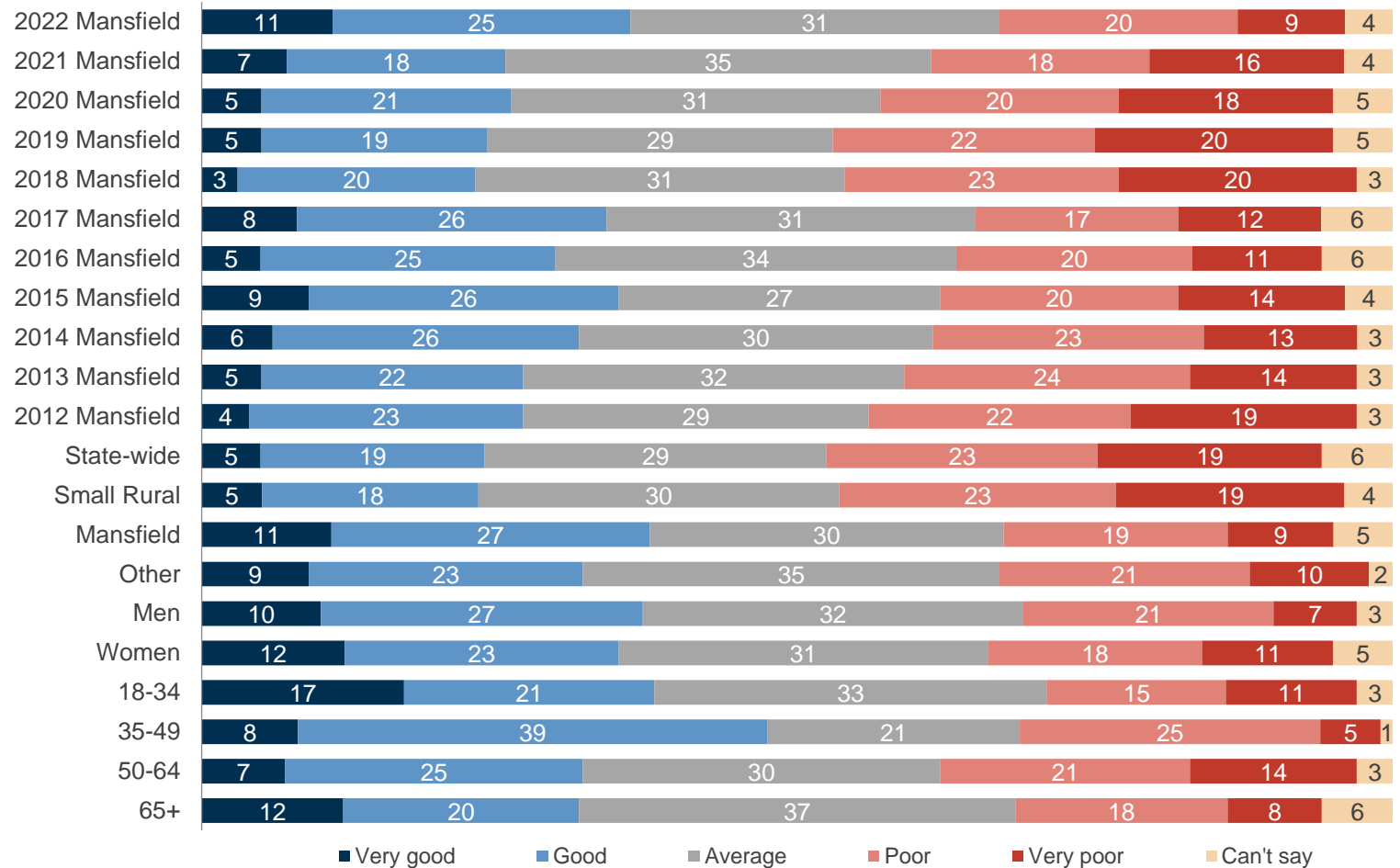
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



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



Business and community development importance



2022 business/community development importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73	74	n/a	n/a	n/a	n/a	68	75	n/a	n/a
35-49	71	72	n/a	n/a	n/a	n/a	71	72	n/a	n/a
Women	71	74	n/a	n/a	n/a	n/a	71	74	n/a	n/a
Mansfield	70	74	n/a	n/a	n/a	n/a	70	74	n/a	n/a
State-wide	70	70	69	69	69	70	70	69	69	n/a
Mansfield	69	72	n/a	n/a	n/a	n/a	71	73	n/a	n/a
Other	69	68	n/a	n/a	n/a	n/a	72	71	n/a	n/a
65+	68	69	n/a	n/a	n/a	n/a	72	71	n/a	n/a
Small Rural	68	69	68	70	n/a	n/a	71	n/a	n/a	n/a
Men	68	70	n/a	n/a	n/a	n/a	70	72	n/a	n/a
50-64	65	73	n/a	n/a	n/a	n/a	71	75	n/a	n/a

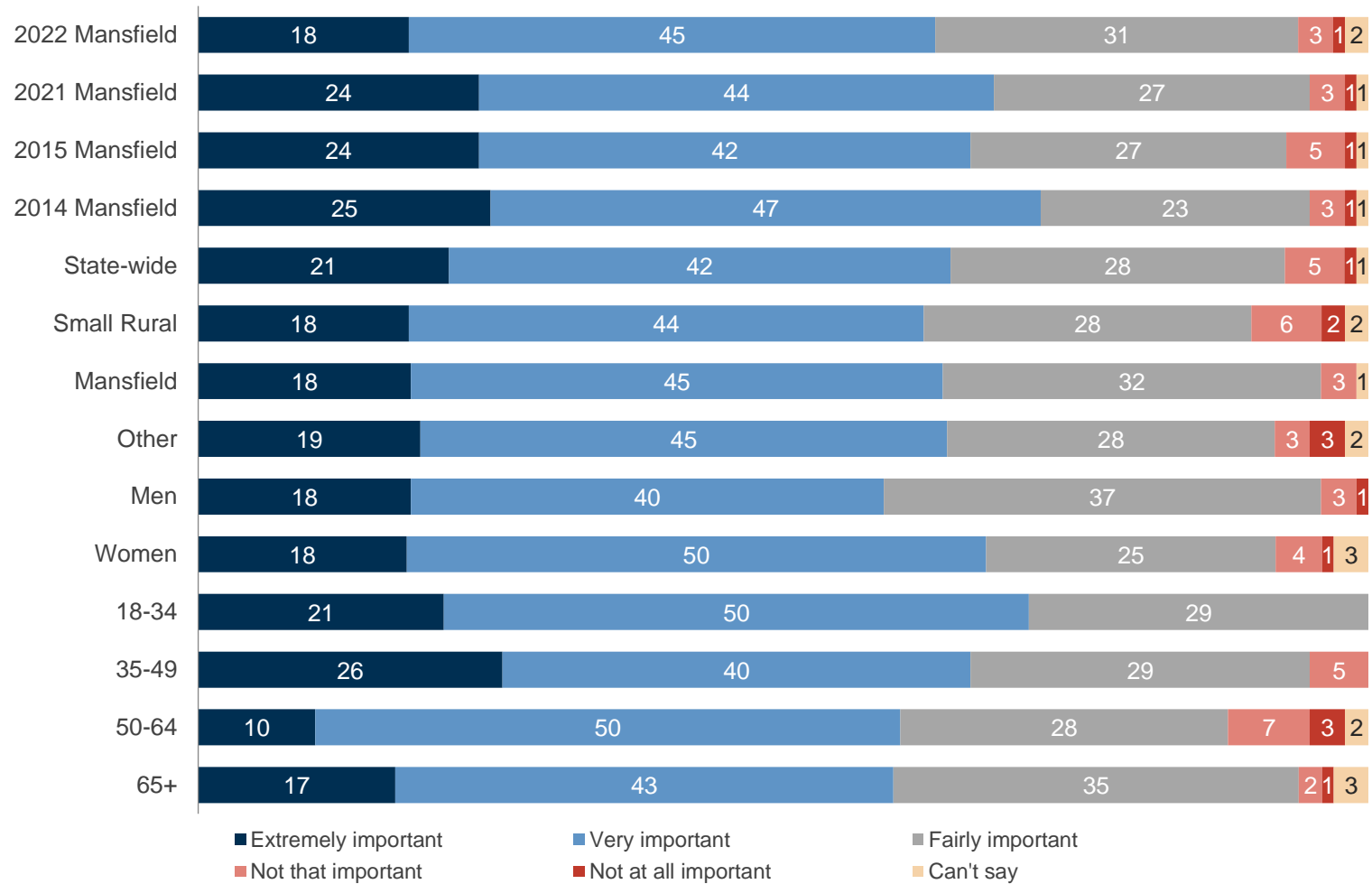
Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2022 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2



Business and community development performance



2022 business/community development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	64	62	61	63	61	68	61	67	67	n/a	n/a
Women	64	66	63	62	63	68	64	67	68	n/a	n/a
Mansfield	63	63	60	61	62	65	65	63	68	n/a	n/a
18-34	63	62	67	58	69	64	69	61	64	n/a	n/a
Mansfield	62	61	59	59	61	65	62	63	65	n/a	n/a
Men	61	56	56	57	60	62	61	60	63	n/a	n/a
50-64	61	61	53	53	57	62	58	60	64	n/a	n/a
35-49	61	60	56	62	59	64	62	63	66	n/a	n/a
Other	60	58	57	57	59	63	57	65	62	n/a	n/a
State-wide	58▼	60	59	61	60	60	60	60	62	n/a	n/a
Small Rural	57▼	58	57	60	61	65	62	61	n/a	n/a	n/a

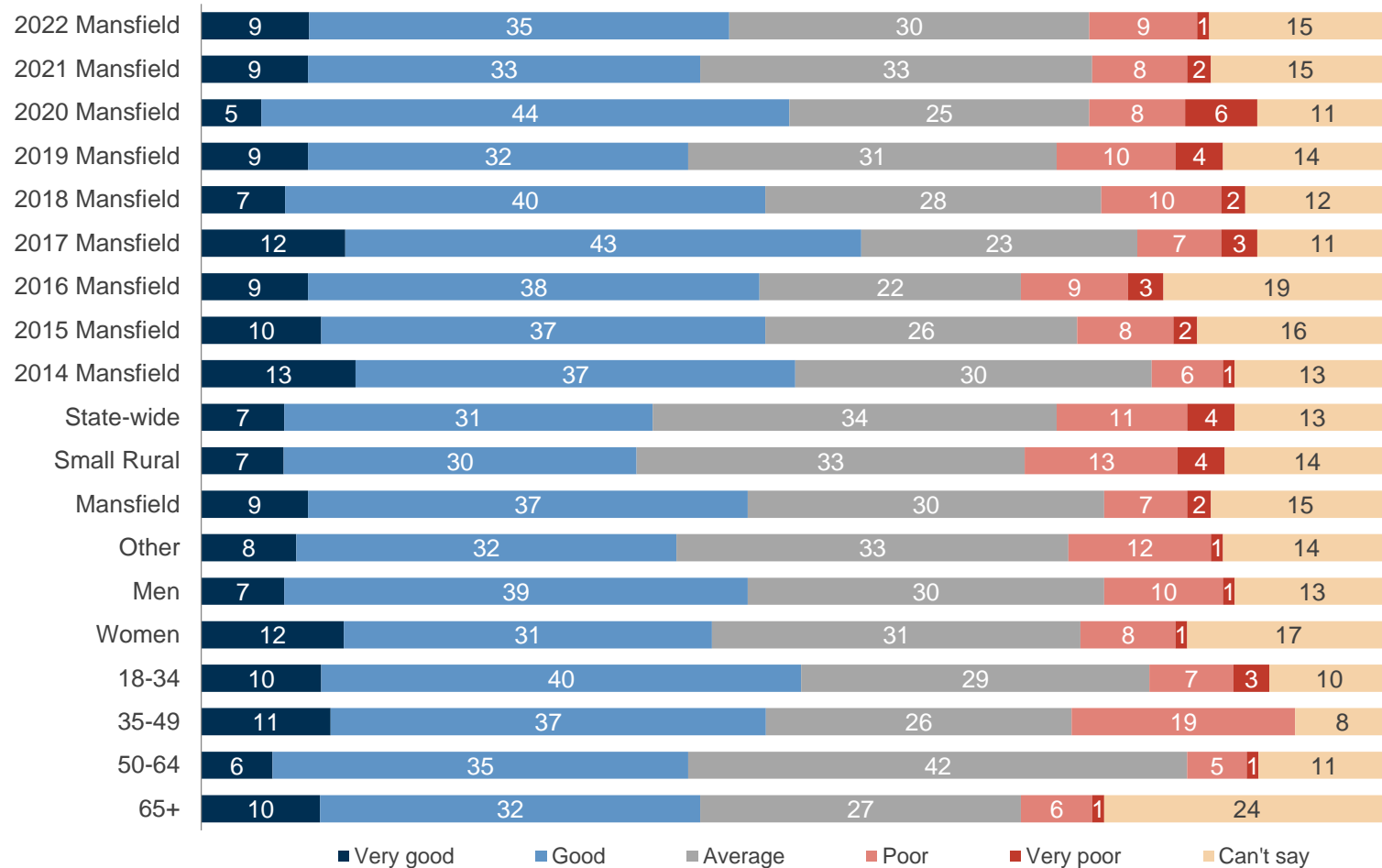
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)



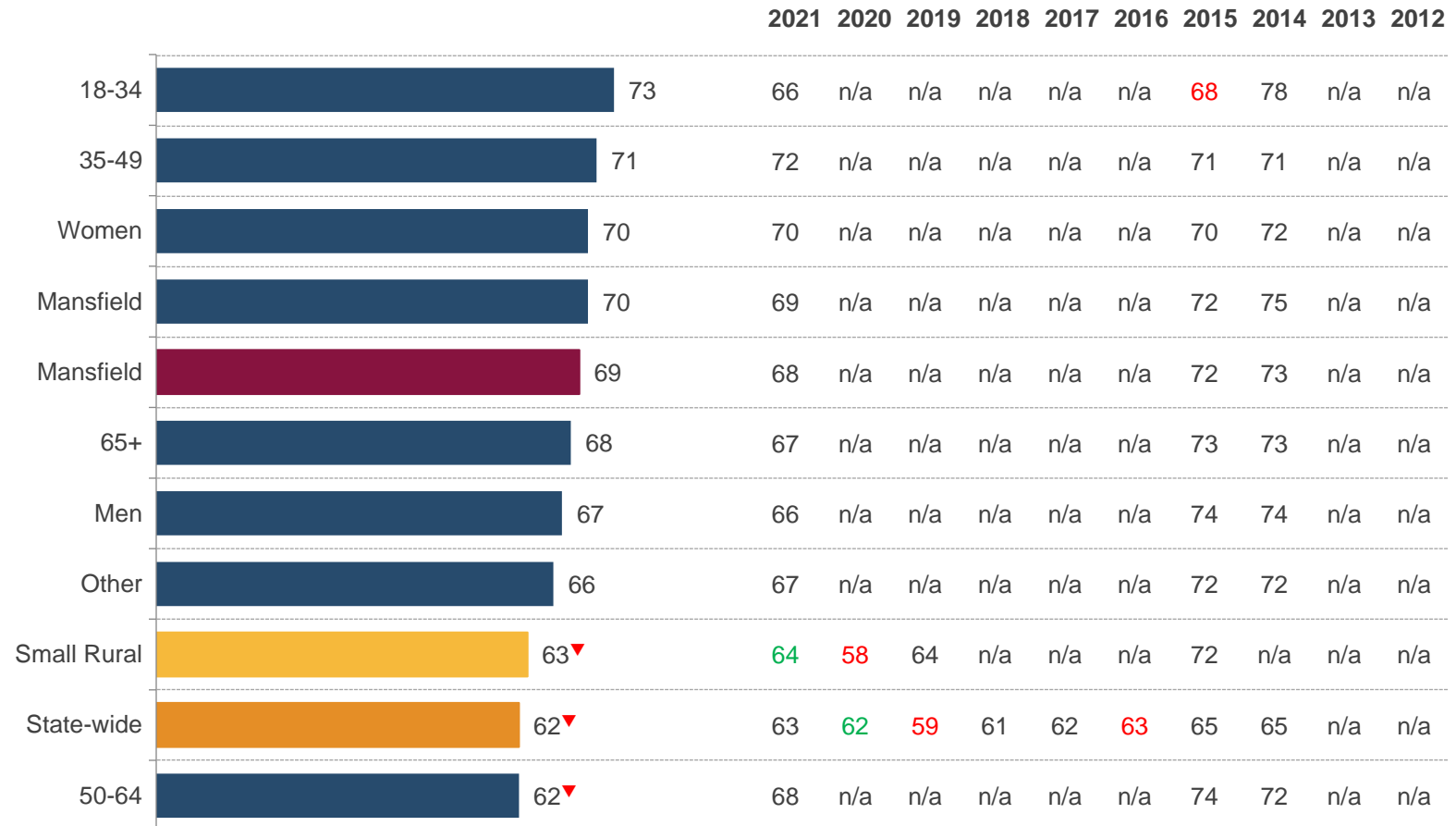
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



Tourism development importance



2022 tourism development importance (index scores)



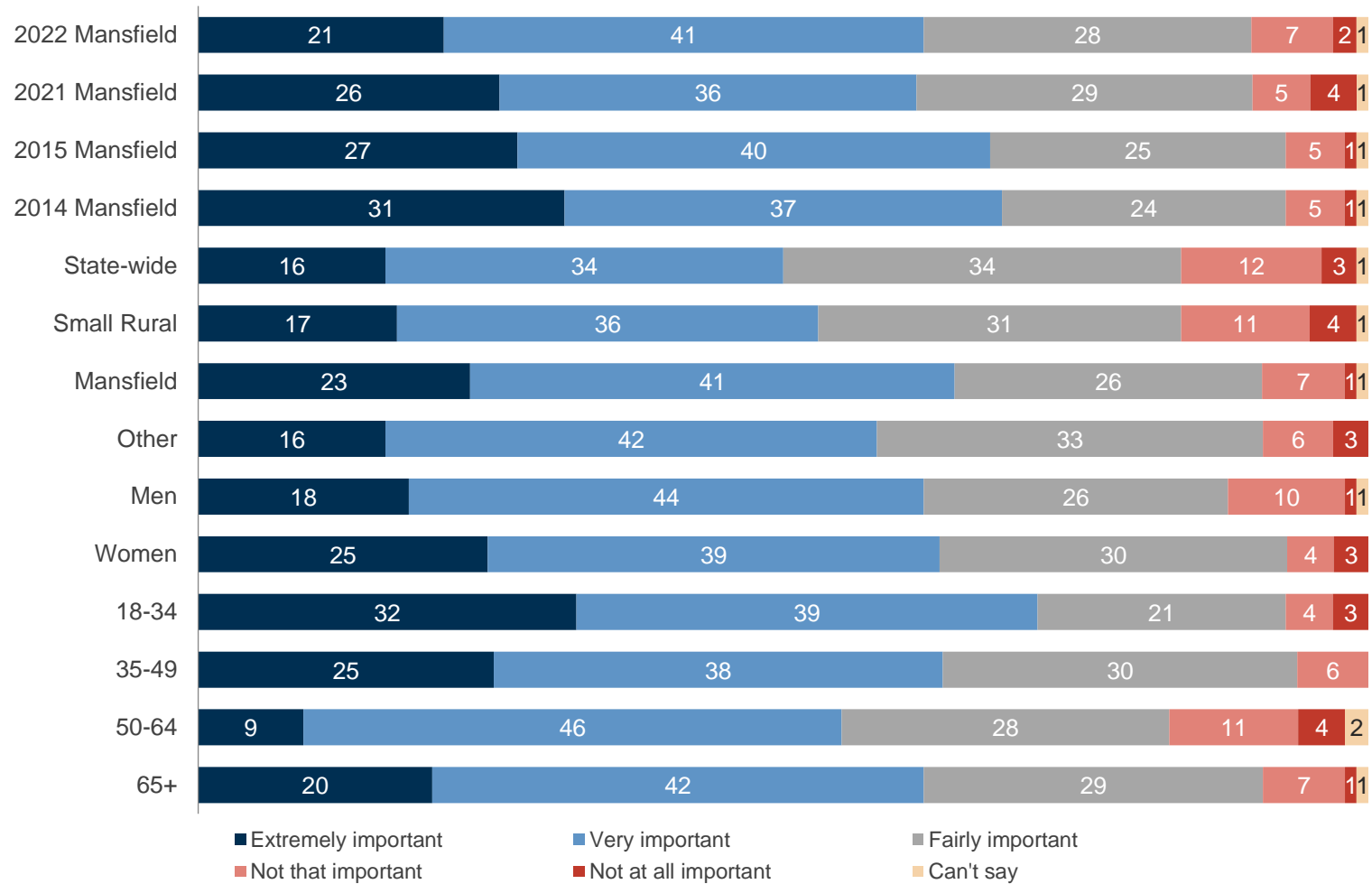
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2022 tourism development importance (%)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3



Tourism development performance



2022 tourism development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	68	70	60	65	65	72	69	72	73	n/a	n/a
Women	68	68	67	67	71	77	72	76	77	n/a	n/a
65+	67	69	68	68	69	76	72	78	76	n/a	n/a
Mansfield	66	69	67	67	72	75	73	75	76	n/a	n/a
Mansfield	66	67	65	67	71	75	73	75	75	n/a	n/a
35-49	66	64	63	73	77	77	75	75	74	n/a	n/a
Other	65	63	62	65	70	74	73	74	74	n/a	n/a
Men	65	66	63	67	71	73	74	73	73	n/a	n/a
18-34	62	63	68	60	78	76	78	72	78	n/a	n/a
Small Rural	62	63	63	66	67	67	64	63	n/a	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64	n/a	n/a

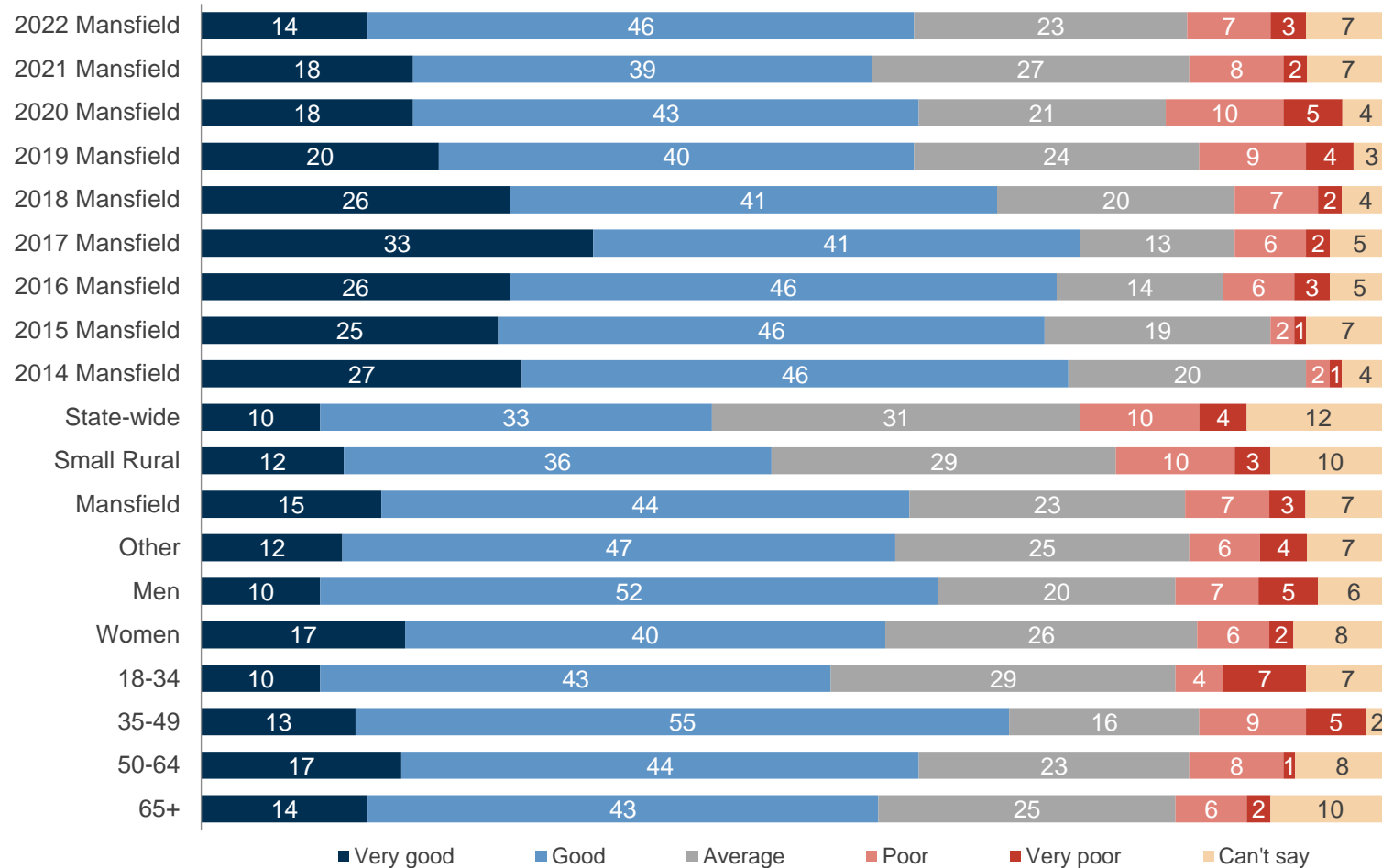
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2022 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

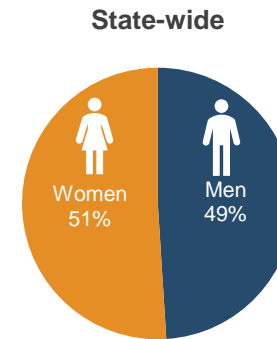
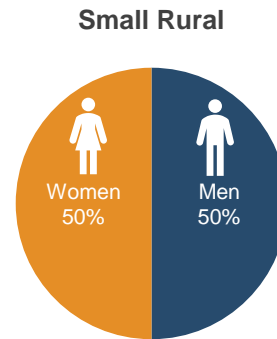
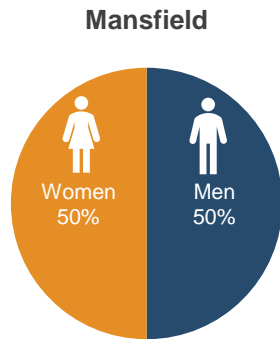


Detailed demographics

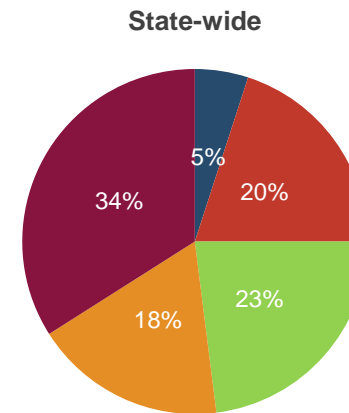
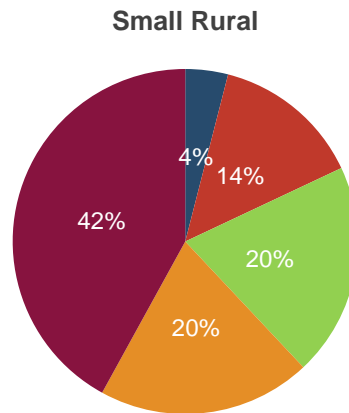
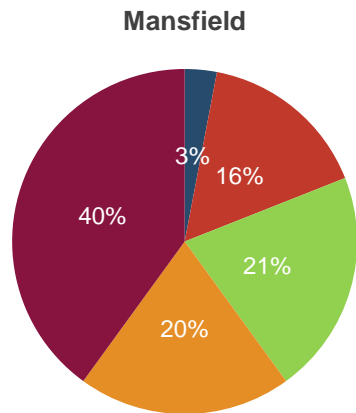


Gender and age profile

2022 gender



2022 age




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Mansfield 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 +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 7,400 people aged 18 years or over for Mansfield Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mansfield Shire Council	400	400	+/-4.8
Men	166	201	+/-7.5
Women	234	199	+/-6.3
Mansfield	253	263	+/-6.1
Other	140	130	+/-8.2
18-34 years	28	75	+/-18.8
35-49 years	56	85	+/-13.2
50-64 years	103	80	+/-9.6
65+ years	213	159	+/-6.6



Appendix A: Significant difference reporting notation

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

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

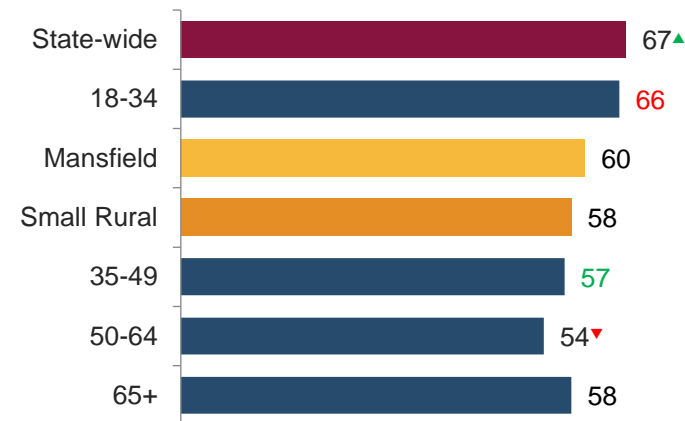
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

2022 overall performance (index scores)
(example extract only)



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information





Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

Survey sample matched to the demographic profile of Mansfield 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 Mansfield Shire Council, particularly younger people.

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



Appendix B: Analysis and reporting

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

Council Groups

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



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

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

Appendix B: Core, optional and tailored questions



Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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kcox@jwsresearch.com

