

2024 Local Government Community Satisfaction Survey

Mansfield Shire Council

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





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Background and objectives

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

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

Now in its twenty-fifth 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.

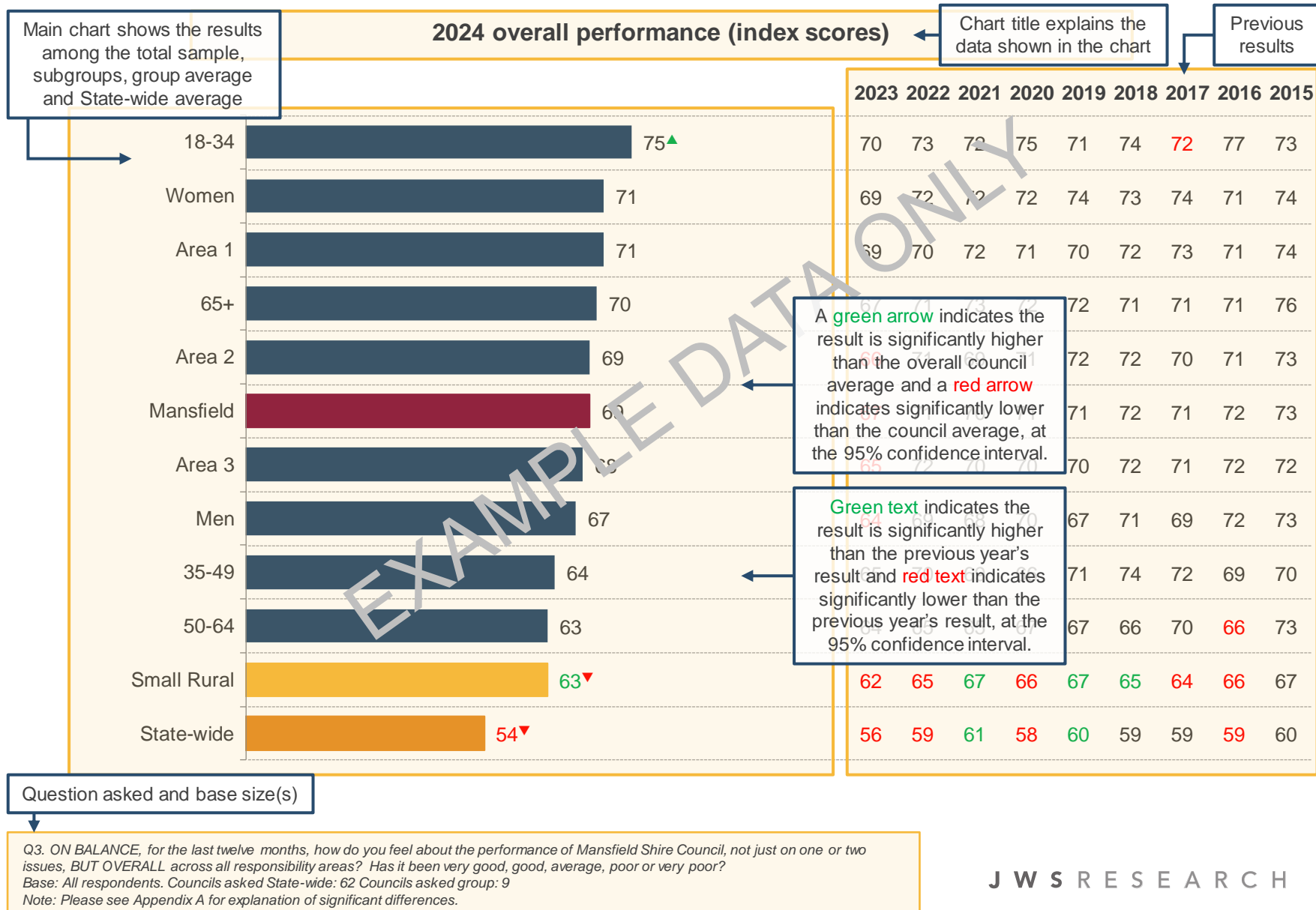
Serving Victoria for 25 years

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 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

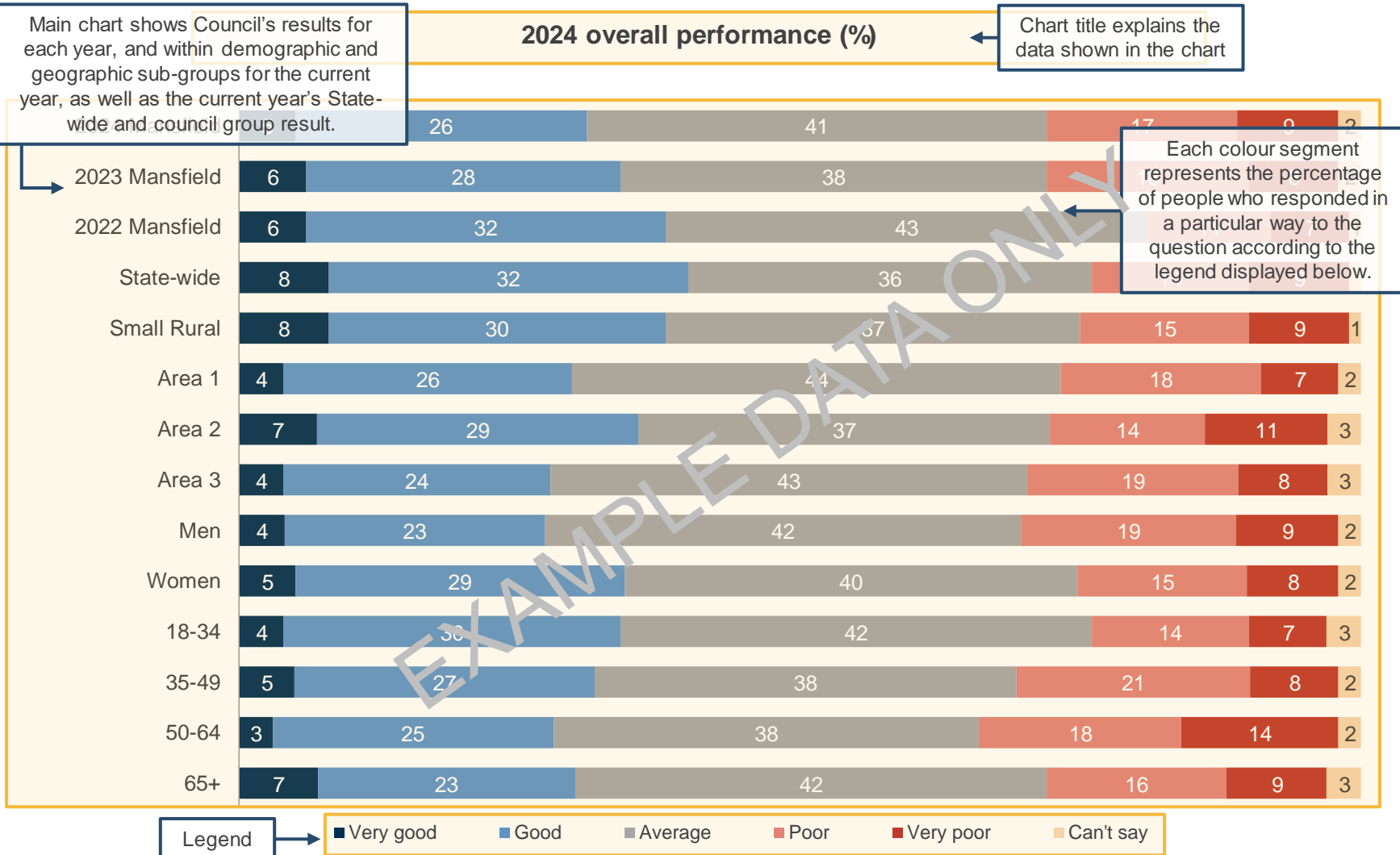


How to read index score charts in this report





How to read stacked bar charts in this report



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: 62 Councils asked group: 9



Key findings and recommendations



Mansfield Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mansfield 57



Small Rural 53



State-wide 54

Council performance compared to group average

Top 4 performing areas

	Appearance of public areas	▲ higher
	Art centres & libraries	▲ higher
	Tourism development	▲ higher
	Recreational facilities	▬ on par

Bottom 3 performing areas

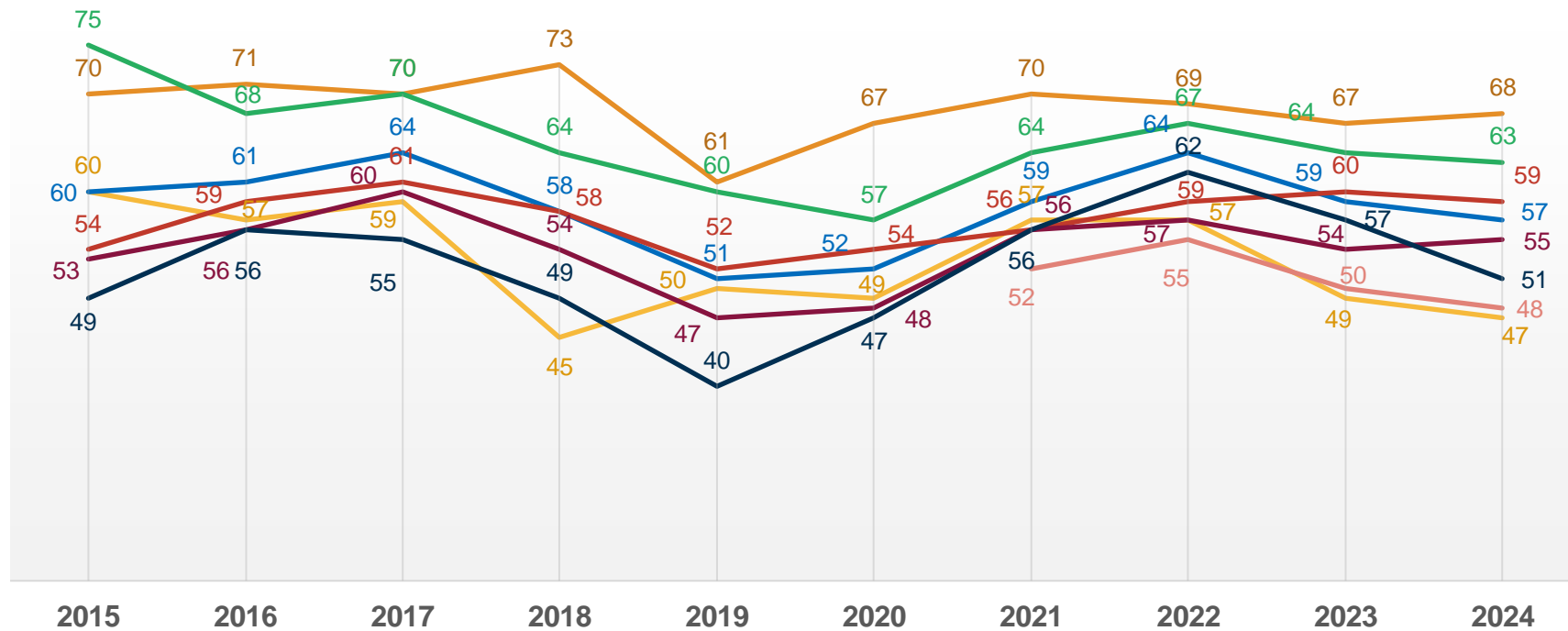
	Planning & building permits	▼ lower
	Population growth	▼ lower
	Unsealed roads	▲ higher

	Customer service	▬ on par
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Summary of core measures

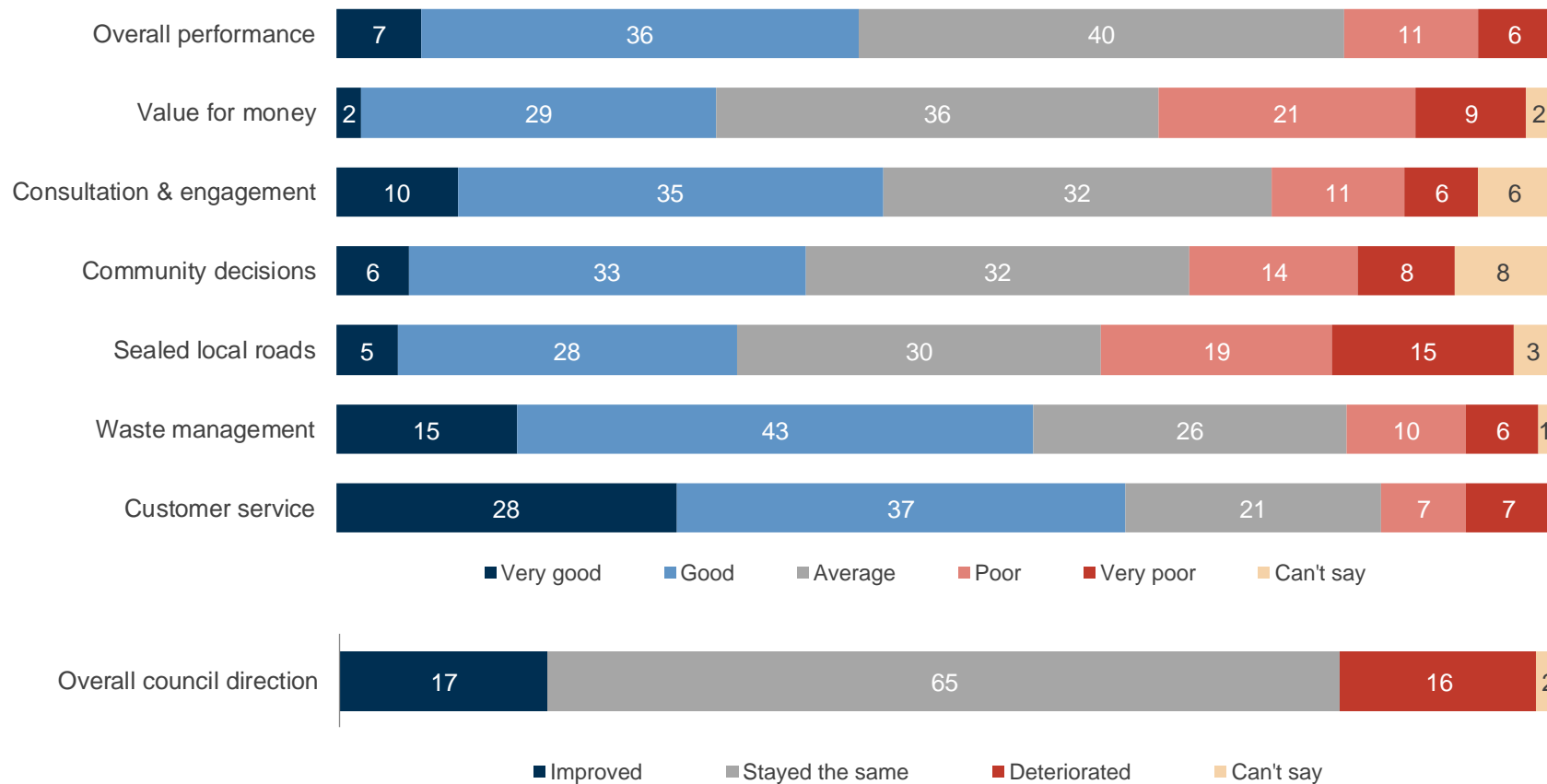
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Mansfield Shire Council performance

Services		Mansfield 2024	Mansfield 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	57	59	53	54	18-34 years	35-49 years
	Value for money	48	50	47	48	50-64 years	18-34 years
	Overall council direction	51	57	44	45	Men, 35-49 years	18-34 years
	Customer service	68	67	66	67	50-64 years	18-34 years
	Appearance of public areas	80	82	71	68	50-64 years	18-34 years
	Art centres & libraries	78	73	73	73	Women	Men
	Tourism development	69	68	61	59	Mansfield residents	Other residents
	Recreational facilities	69	68	67	68	50+ years	18-49 years, Other residents
	Emergency & disaster mngt	65	69	66	65	65+ years	Other residents
	Family support services	64	66	61	63	Mansfield residents, 35-49 years, 65+ years	50-64 years

Significantly **higher** / **lower** than Mansfield Shire Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.







Summary of Mansfield Shire Council performance

Services		Mansfield 2024	Mansfield 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Waste management	63	64	67	67	65+ years	35-49 years
	Enforcement of local laws	62	64	60	61	35-49 years	65+ years
	Informing the community	60	61	56	56	Men	Women
	Consultation & engagement	59	60	51	51	18-34 years	Other residents
	Business & community dev.	58	57	57	57	65+ years, Mansfield residents	18-34 years, Other residents
	Community decisions	55	54	50	50	Men, 18-34 year olds	35-49 years
	Lobbying	53	54	50	50	Men	Other residents, 35-49 years
	Parking facilities	53	53	59	54	50-64 years	18-49 years
	Local streets & footpaths	52	54	51	52	18-34 years	Other residents
	Sealed local roads	47	49	41	45	65+ years	18-34 years



Summary of Mansfield Shire Council performance

Services		Mansfield 2024	Mansfield 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Town planning policy	46	46	49	50	18-34 years	35-49 years
	Unsealed roads	44	47	35	36	Men	Women
	Population growth	38	40	43	47	65+ years	35-49 years
	Planning & building permits	36	41	43	45	65+ years	35-49 years



Focus areas for the next 12 months

Overview

Residents' perceptions of Mansfield Shire Council's overall performance declined by (a not significant) two points in 2024 – stabilising from the significant decline in perceptions evident last year. Performance perceptions on most individual service areas are not significantly different to 2023, with the exceptions of art centres and libraries, where performance ratings improved significantly, and planning and building permits, and emergency and disaster management, where performance ratings declined significantly.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance, namely decisions made in the interest of the community. Following this, the more moderately influential but lower performing service areas of planning for population growth, maintenance of unsealed roads, and town planning should be prioritised as areas for improvement in the coming 12 months to help boost positive perceptions of Council's overall performance moving forward.

Comparison to state and area grouping

Importantly, Council rates significantly higher than both the Small Rural group and State-wide averages in several areas (eight of the 20 service areas evaluated). However, Council continues to rate significantly lower than the Small Rural and State-wide group averages in population growth, planning and building permits, town planning policy and waste management.

Maintain gains achieved to date

Council should look to maintain and build upon its peak performance in art centres and libraries in the year ahead. Residents aged 35 to 49 years warrant extra attention in the coming 12 months, as they currently rate Council lowest on overall performance and several individual service areas, particularly those with a higher impact on overall performance perceptions. Residents in this age group have a high rate of contact with Council, so there is opportunity to engage with them and improve their perceptions.

DETAILED FINDINGS

Overall performance





Overall performance

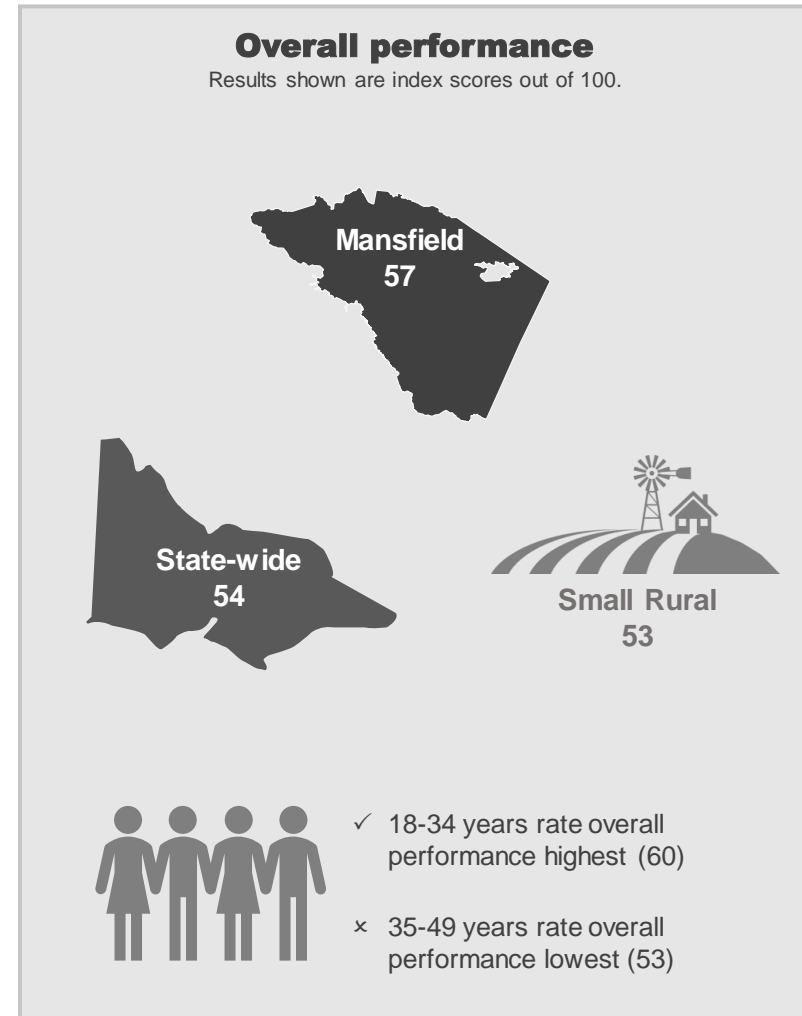
The overall performance index score of 57 for Mansfield Shire Council represents a (not significant) two-point decline on the 2023 result, and Council's lowest overall performance rating since 2020. This marks a second consecutive year of decline and follows the pattern for councils State-wide and the Small Rural group average.

Council's overall performance continues to rate statistically significantly higher (at the 95% confidence interval) than both the State-wide and Small Rural group averages for councils (index scores of 54 and 53 respectively).

- Overall performance is rated highest among residents aged 18 to 34 years (index score 60), and lowest among those aged 35 to 49 years (53).

Three in 10 residents (31%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. However, a similar proportion (30%) rate Council as 'very poor' or 'poor'. A further 36% rate Council as 'average' in terms of providing value for money.

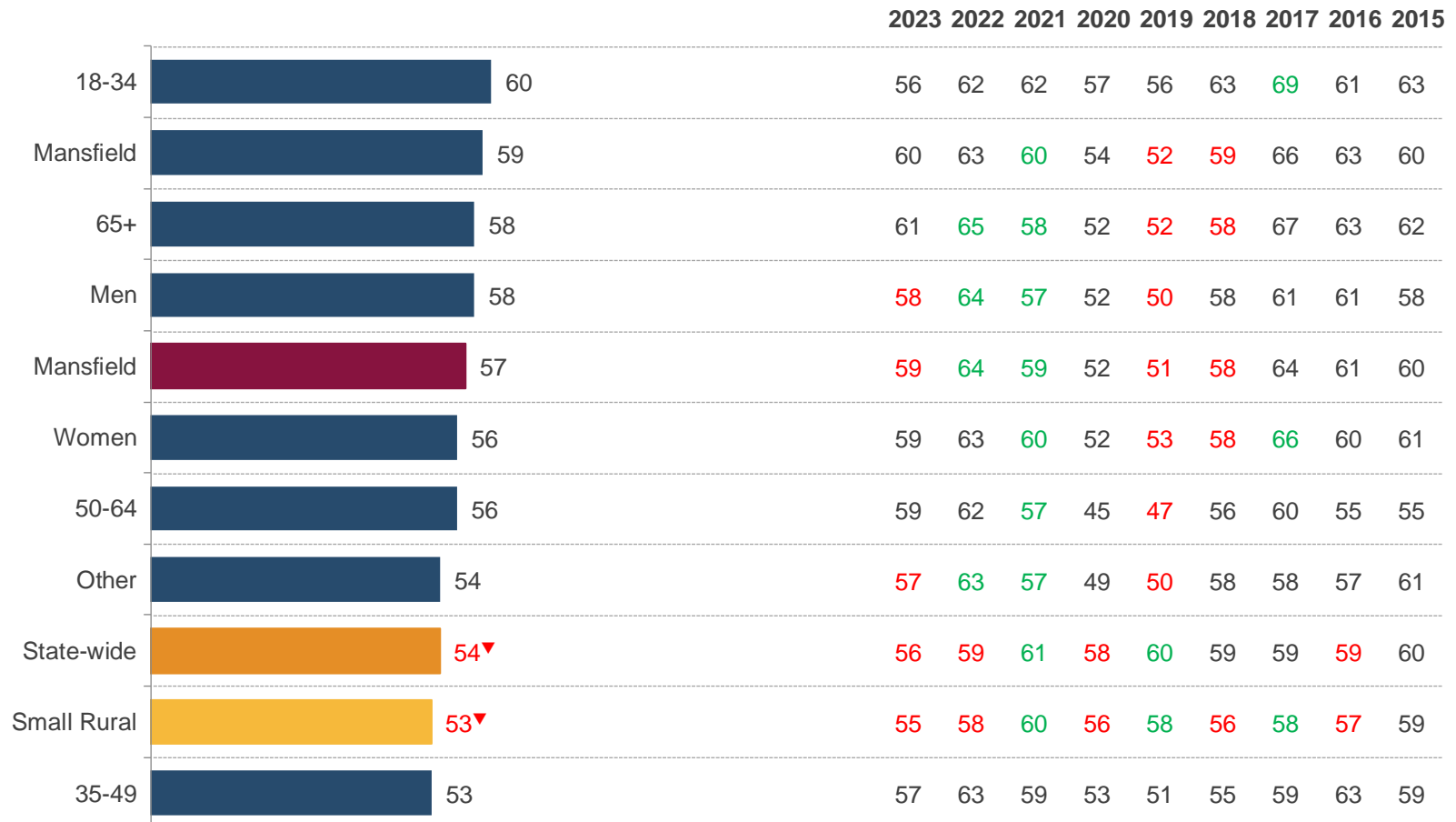
- Perceptions of Council's value for money are most positive among residents aged 50 to 64 years, and least positive (and significantly lower than average) among those residents aged 18 to 34 years.





Overall performance

2024 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?

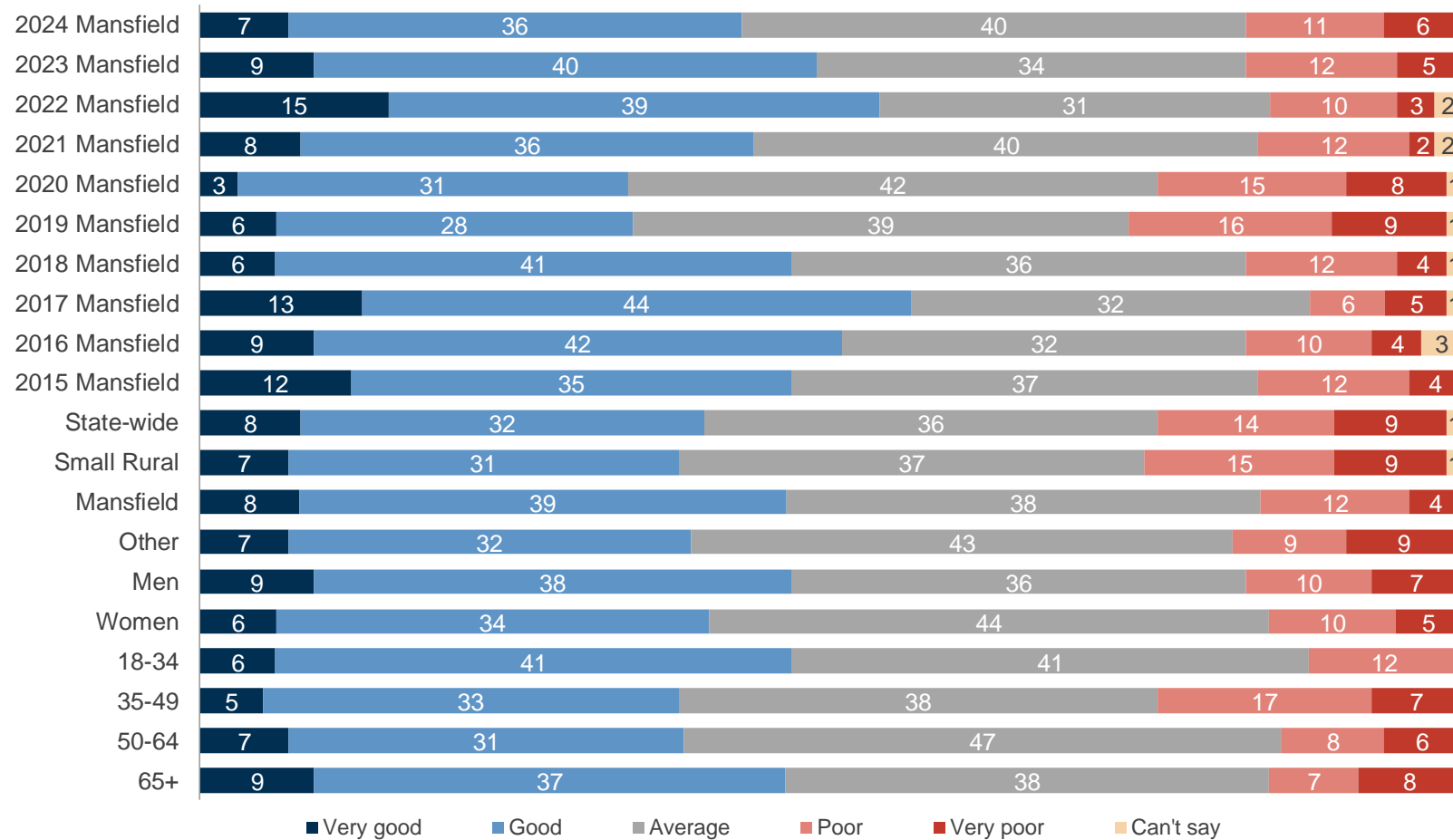
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall performance

2024 overall performance (%)

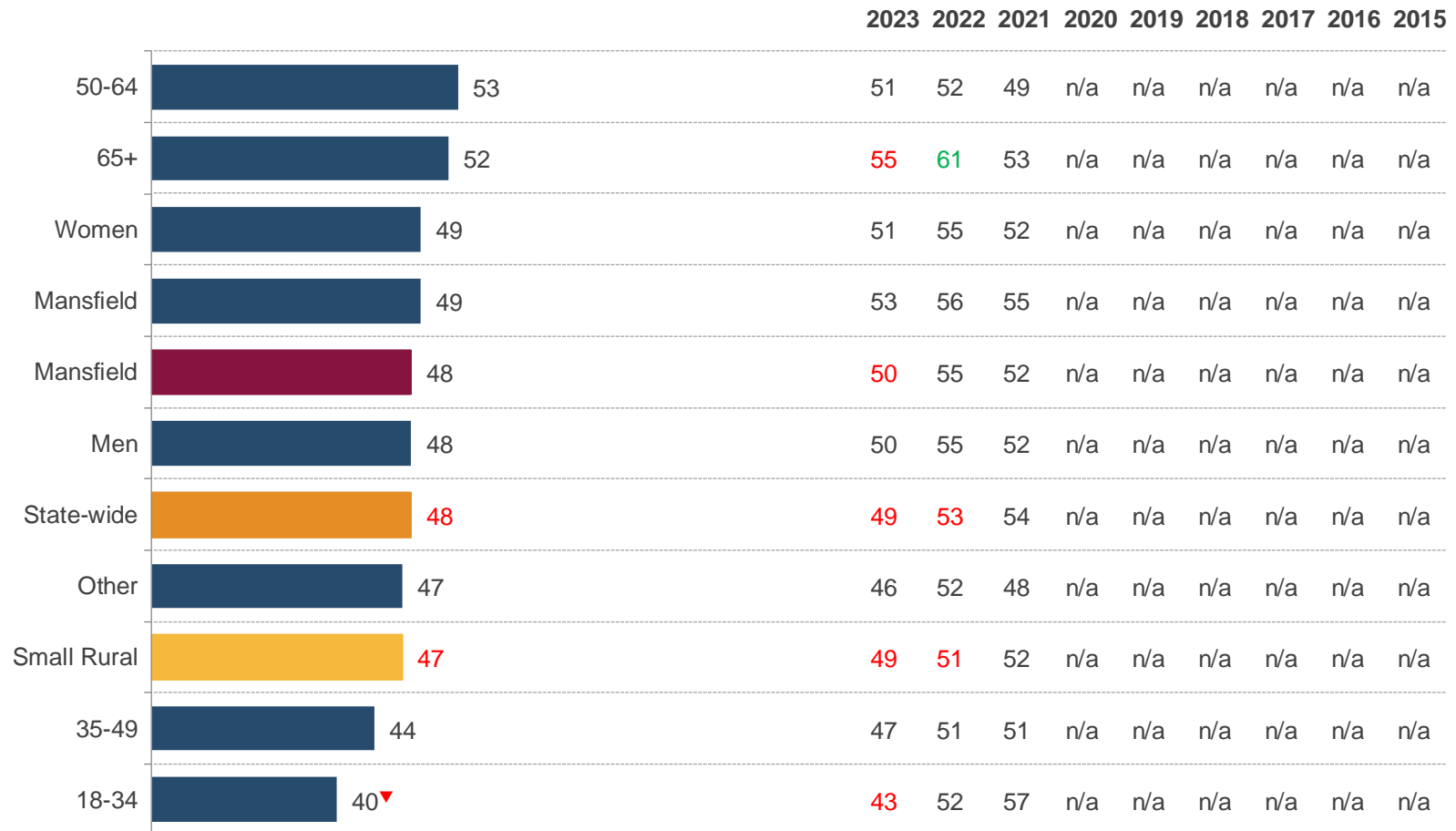


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Value for money in services and infrastructure

2024 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?

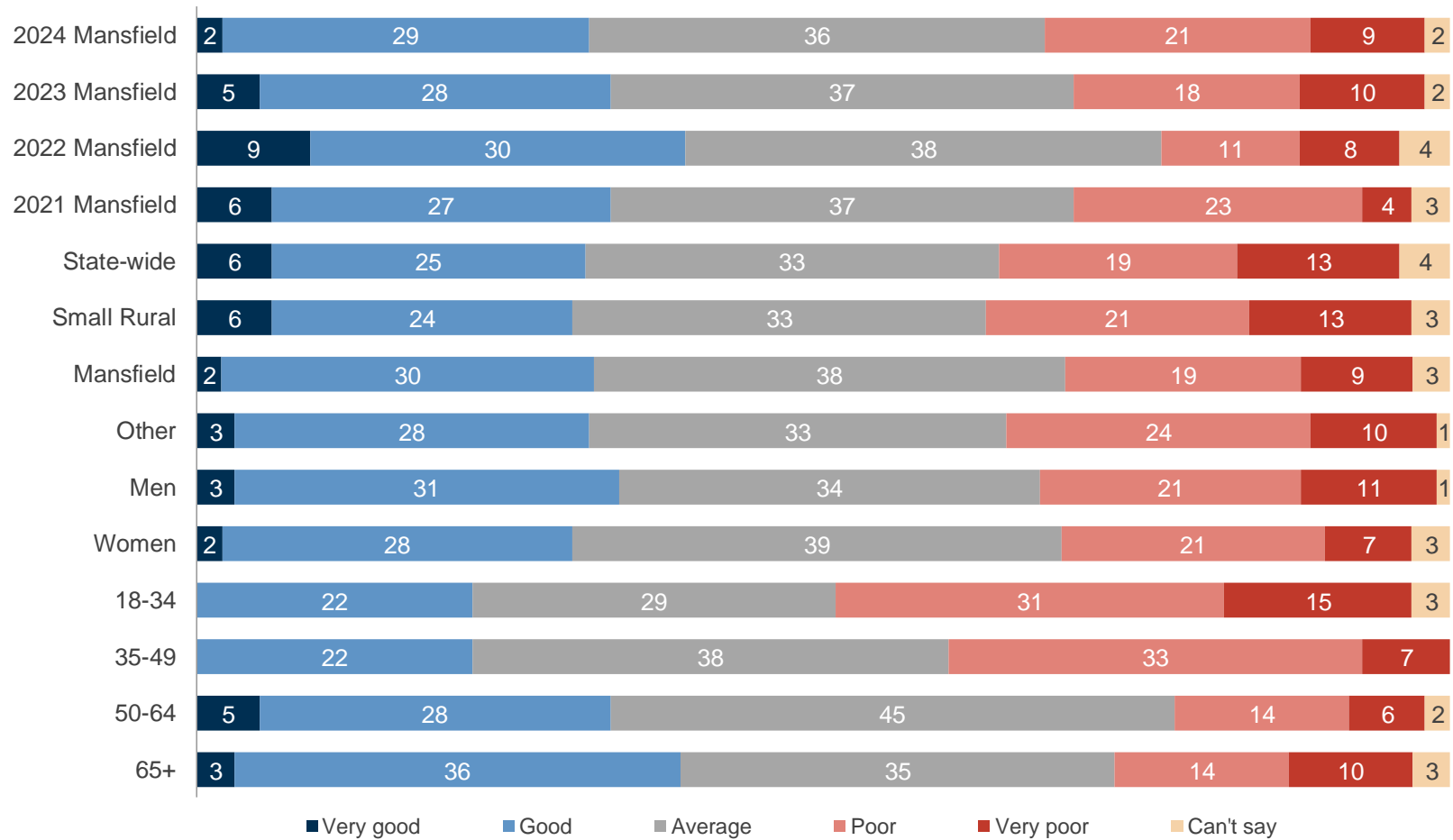
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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



Value for money in services and infrastructure

2024 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: 61 Councils asked group: 19



Top performing service areas

Mansfield Shire Council continues to perform best in the appearance of public areas (index score of 80), followed by art centres and libraries (index score of 78).

Positively, Council performs significantly higher than both the State-wide and Small Rural group averages in these service areas.

Since the previous evaluation, Council's rated performance in arts centres and libraries experienced a significant five-point improvement to a series-high result.

- Contributing to this improvement are significantly increased ratings among women and residents aged 18 to 49 years.
- Perceptions of arts centres and libraries divide along gender lines with women providing significantly higher than average ratings (index score of 82) and men providing significantly lower ratings (74)

Tourism development and recreational facilities (both with an index score of 69) are Council's next highest rated service areas.

Council also performs significantly higher than the State-wide and Small Rural group averages in tourism development, but on par with the State-wide and Small Rural group averages when it comes to recreational facilities.



Appearance of public areas (index score of 80) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 36).

Council rates lowest in the area of planning and building permits (index score of 36, down a significant five points from 2023). This marks two consecutive years of decline, matching the lowest result last seen in 2019.

Planning for population growth is Council's next lowest-rated service area (38, down two points from 2023).

- In both these areas, Council rates significantly lower than the State-wide and Small Rural group averages.

Council also performs less well in the maintenance of unsealed roads and general town planning policy (index scores of 44 and 46 respectively). Council also performs significantly below the State-wide and Small Rural group averages in general town planning policy.

- In the areas of planning and building permits, planning for population growth and town planning, ratings are significantly lower among 35 to 49 year olds, who also have the least positive perceptions of Council's overall performance, signalling that this demographic warrants extra attention in the year ahead.

Population growth, unsealed road maintenance and town planning are all shown to have a moderate to strong influence on the overall performance rating. With this in mind, Council should focus on these areas to improve residents' perceptions and bolster overall performance in the next 12 months.



Individual service area performance

2024 individual service area performance (index scores)

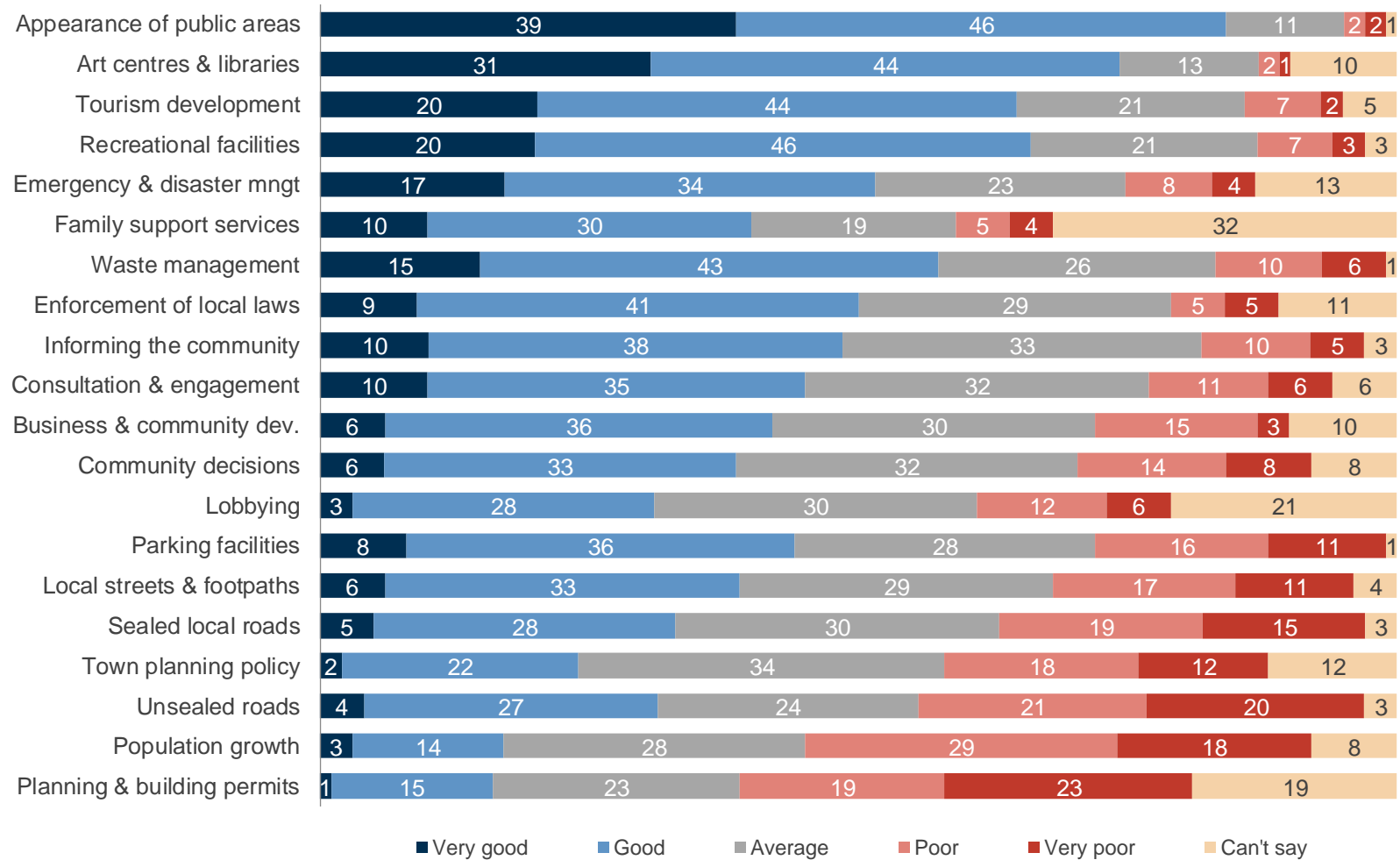
		2023	2022	2021	2020	2019	2018	2017	2016	2015
Appearance of public areas	80	82	84	82	75	77	77	81	77	81
Art centres & libraries	78	73	71	70	73	74	73	75	n/a	n/a
Tourism development	69	68	66	67	65	67	71	75	73	75
Recreational facilities	69	68	76	72	67	68	72	74	69	72
Emergency & disaster mngt	65	69	69	74	68	70	73	74	73	n/a
Family support services	64	66	69	67	67	69	72	73	72	73
Waste management	63	64	67	64	57	60	64	70	68	75
Enforcement of local laws	62	64	66	65	62	60	64	67	66	65
Informing the community	60	61	63	58	55	55	62	63	63	n/a
Consultation & engagement	59	60	59	56	54	52	58	61	59	54
Business & community dev.	58	57	62	61	59	59	61	65	62	63
Community decisions	55	54	57	56	48	47	54	60	56	53
Lobbying	53	54	59	58	49	51	58	59	55	58
Parking facilities	53	53	51	53	52	49	54	54	55	56
Local streets & footpaths	52	54	57	58	54	53	52	58	59	63
Sealed local roads	47	49	57	57	49	50	45	59	57	60
Town planning policy	46	46	54	53	44	44	51	54	53	55
Unsealed roads	44	47	53	45	44	41	40	50	48	49
Population growth	38	40	50	49	44	45	n/a	n/a	n/a	n/a
Planning & building permits	36	41	50	45	40	36	46	45	48	50

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2024 individual service area performance (%)





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
- Town planning
- Planning for population growth
- Community consultation
- Maintenance of unsealed roads
- The condition of local streets and paths.

Looking at these key service areas only, Council performs well on the stronger influence of informing the community and more moderate influence of community consultation (index scores of 60 and 59 respectively).

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

Council is performing less well on local streets and footpaths (index score of 52), which has a moderate influence on overall performance ratings.

Ensuring streets and pathways are well maintained can help to shore up positive overall opinion of Council.

However, most in need of attention are the poorly rated areas of planning for population growth, maintenance of unsealed roads, and town planning (index scores of 38, 44 and 46 respectively). Improvements on town planning will have a stronger influence on overall performance ratings.

It will be important to address resident concerns about planning and local population growth and to attend to the condition of unsealed roads to help improve overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

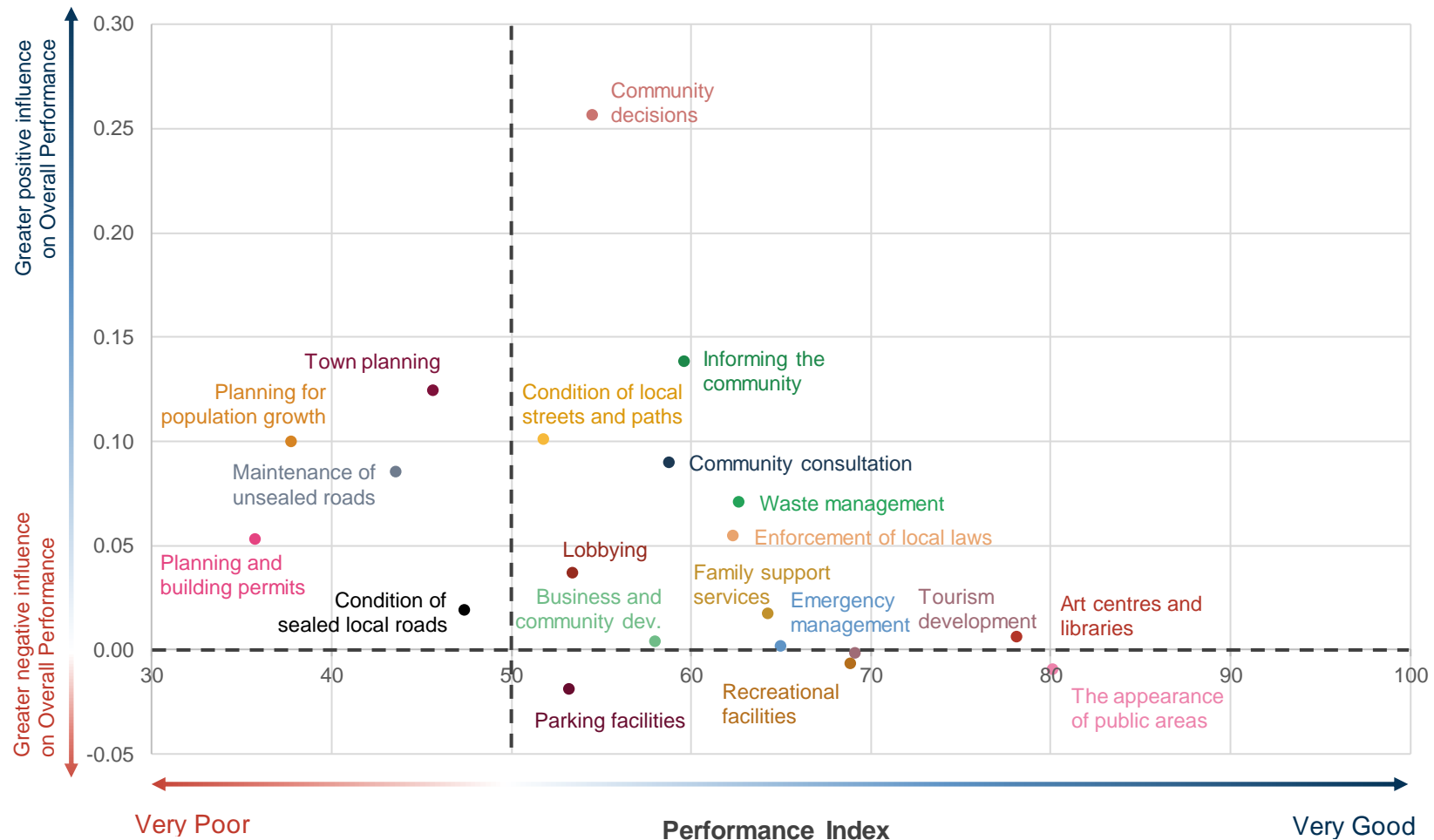
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2024 regression analysis (all service areas)

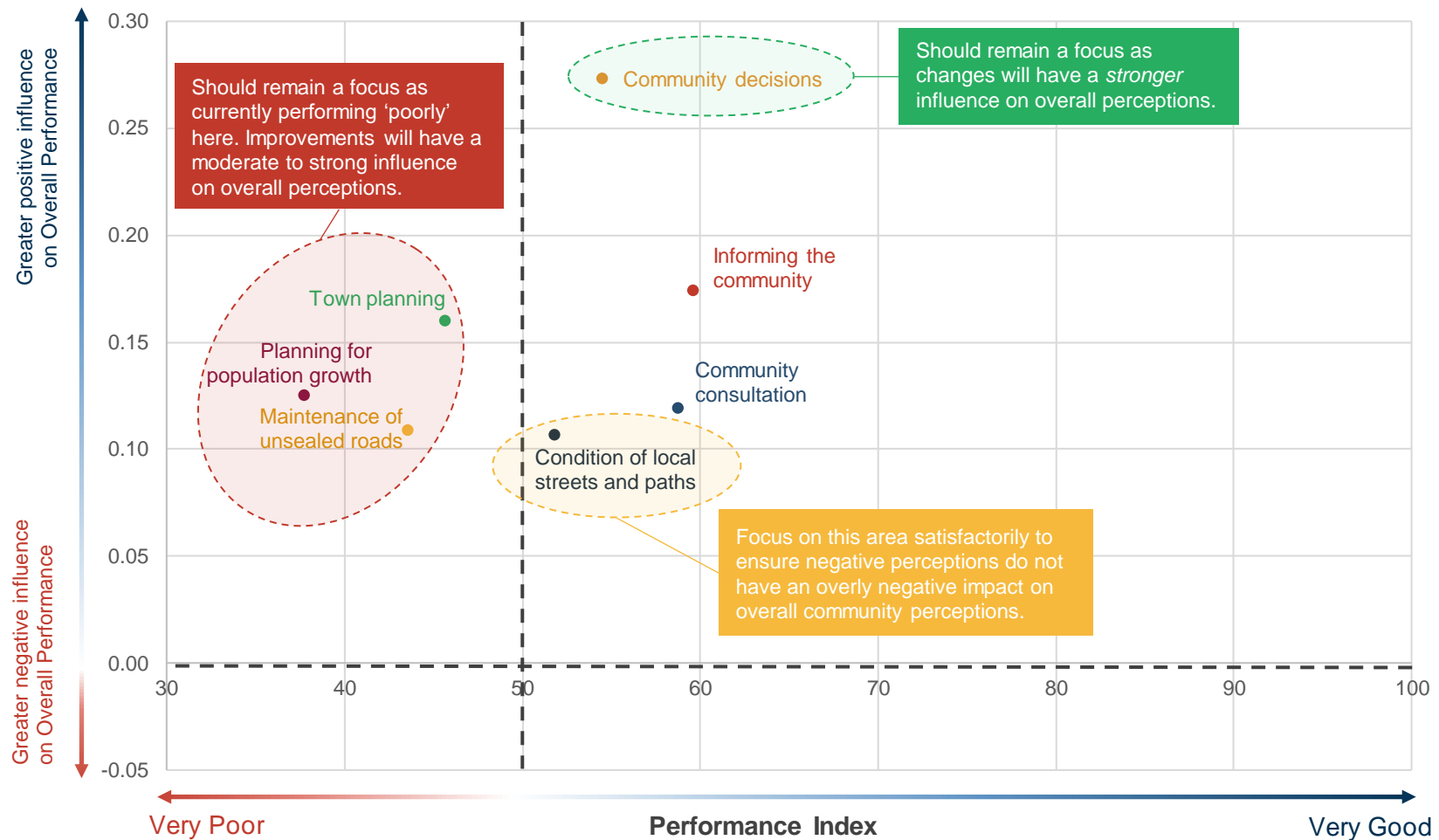


The multiple regression analysis model above (all service areas) has an R^2 value of 0.638 and adjusted R^2 value of 0.619, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 33.46$. 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

2024 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.627 and adjusted R^2 value of 0.620, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 94.17$.

Customer service





Contact with council and customer service

Contact with council

More than three in five Council households (64%) have had contact with Council in the last 12 months.

Rate of contact is three percentage points lower than last year, and 12 percentage points lower than the peak of 76% in 2020.

Rate of contact does not significantly differ from the average across demographic and geographic cohorts.



Customer service

Council's customer service index of 68 marks a slight, one-point improvement on the 2023 result. Performance in this area has remained relatively stable in recent years, with only minor fluctuations since a significant improvement in 2020.

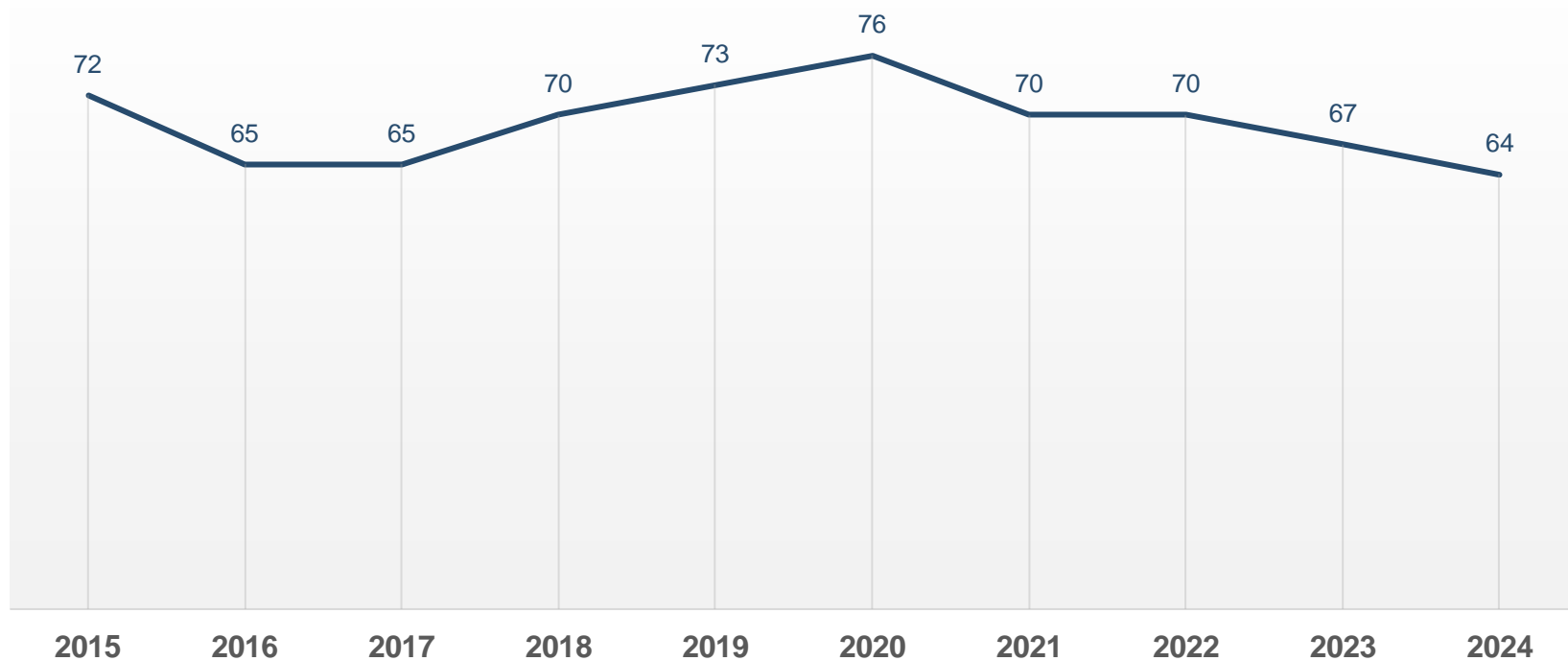
Council's customer service is rated in line with the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

- Perceptions of Council's customer service show little variation across demographic cohorts, with ratings highest among 50 to 64 year olds (index score of 71) and lowest among 18 to 34 year olds (65). Residents aged 50 to 64 years also have the highest rate of contact with Council (71%). This is a positive outcome and efforts to replicate this positive perception among other cohorts will be required to lift overall ratings.
- Of note, customer service ratings have improved among 35 to 49 year olds. Though not statistically significant, this increase indicates that Council's efforts to enhance interactions with these residents have been effective. Given that this group also has a relatively high rate of contact but the least positive perceptions of Council's overall performance, maintaining and building on these positive results is necessary.



Contact with council

2024 contact with council (%)
Have had contact



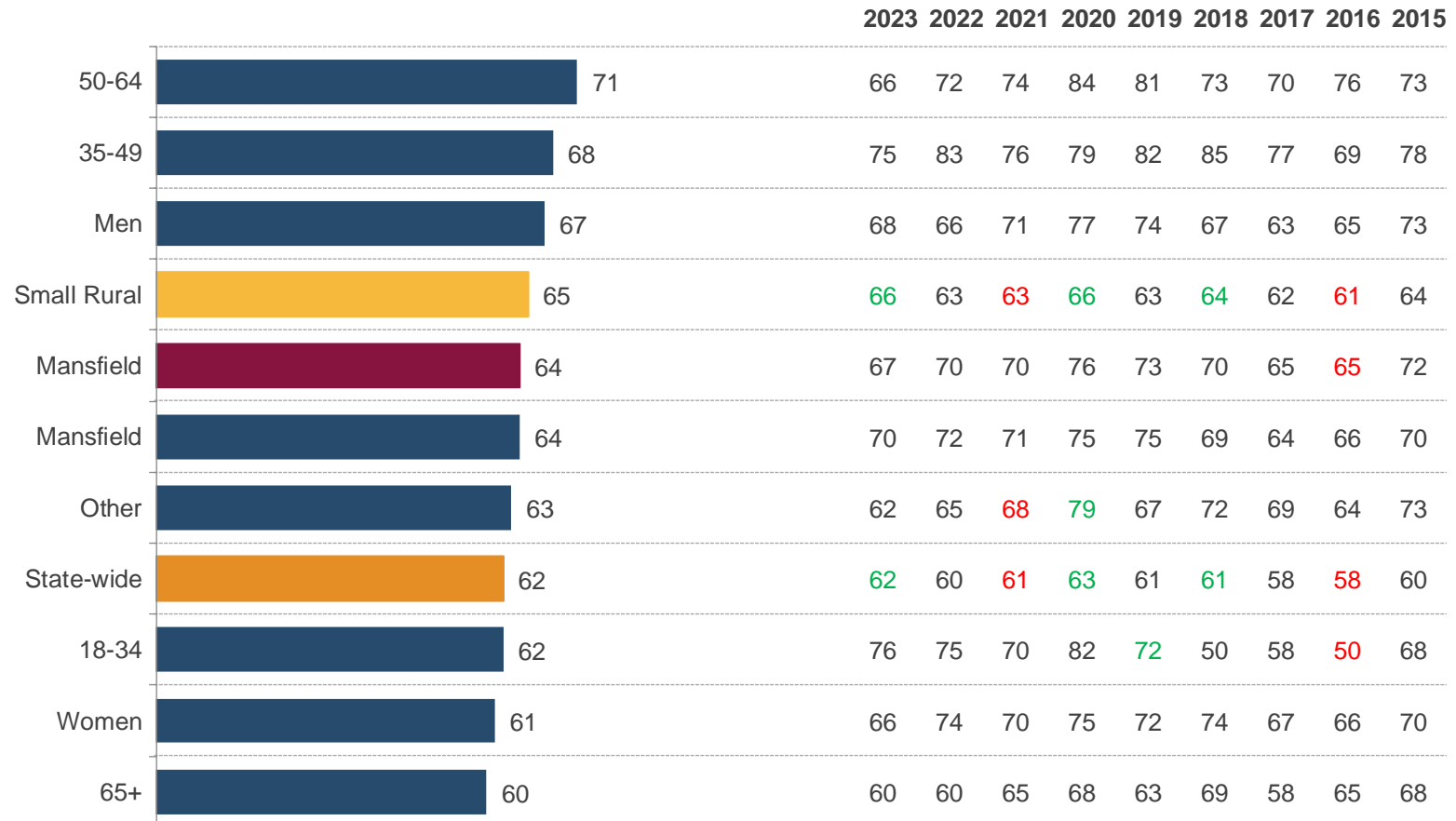
Q5. Over the last 12 months, have you or any member of your household had any contact with Mansfield Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15



Contact with council

2024 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: 36 Councils asked group: 15

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



Customer service rating

2024 customer service rating (index scores)

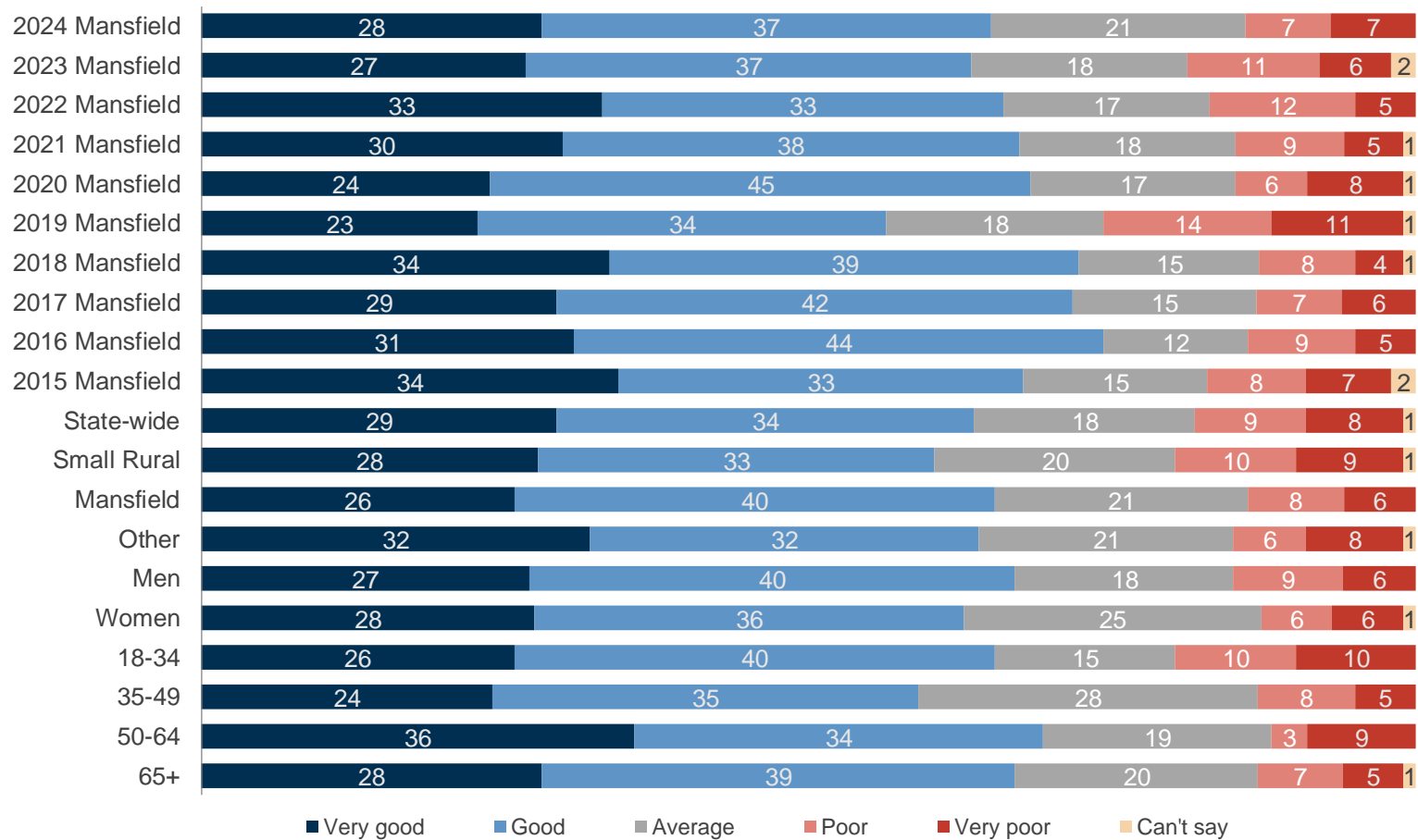
		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	71	70	72	72	62	67	71	69	67	74
65+	69	73	71	69	69	65	76	76	75	72
Women	69	69	69	72	67	61	73	70	72	71
Other	68	66	70	69	67	65	75	72	69	71
Mansfield	68	67	69	70	67	61	73	70	71	70
Mansfield	68	68	69	70	68	60	72	69	72	70
Men	68	65	70	67	68	61	72	70	71	69
State-wide	67	67	68	70	70	71	70	69	69	70
35-49	66	58	67	72	73	63	73	63	72	71
Small Rural	66	65	67	69	70	70	69	69	69	70
18-34	65	65	66	66	63	45	68	71	68	59

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



Customer service rating

2024 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: 62 Councils asked group: 19



Council direction



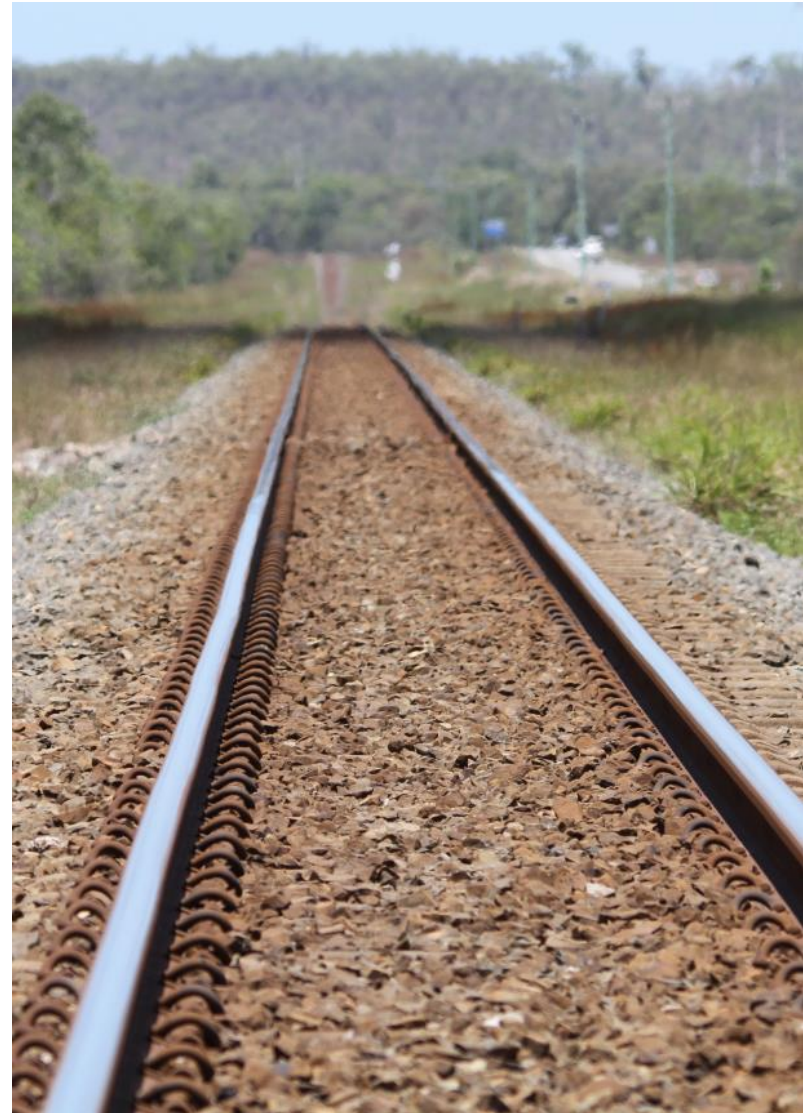
Council direction

Perceptions of the direction of Council's overall performance have significantly declined by six index points to an index score of 51. Despite this decline, Council continues to perform significantly higher than both the State-wide and Small Rural group averages.

- Perceptions of the direction of Council's overall performance have significantly declined among residents aged 18 to 34 years or 65 years and over, women, and those in the 'Mansfield' area.

Over the last 12 months, 17% of residents believe the direction of Council's overall performance has improved (compared to 27% in 2023). An increased majority of residents (65%, up nine percentage points) think overall council direction has stayed the same, and 16% think it has deteriorated (up two percentage points).

- The most satisfied with council direction are men and 35 to 49 year old residents (both with an index score of 53).
- The least satisfied with council direction are residents aged 18 to 34 years (index score of 45).





Overall council direction last 12 months

2024 overall council direction (index scores)

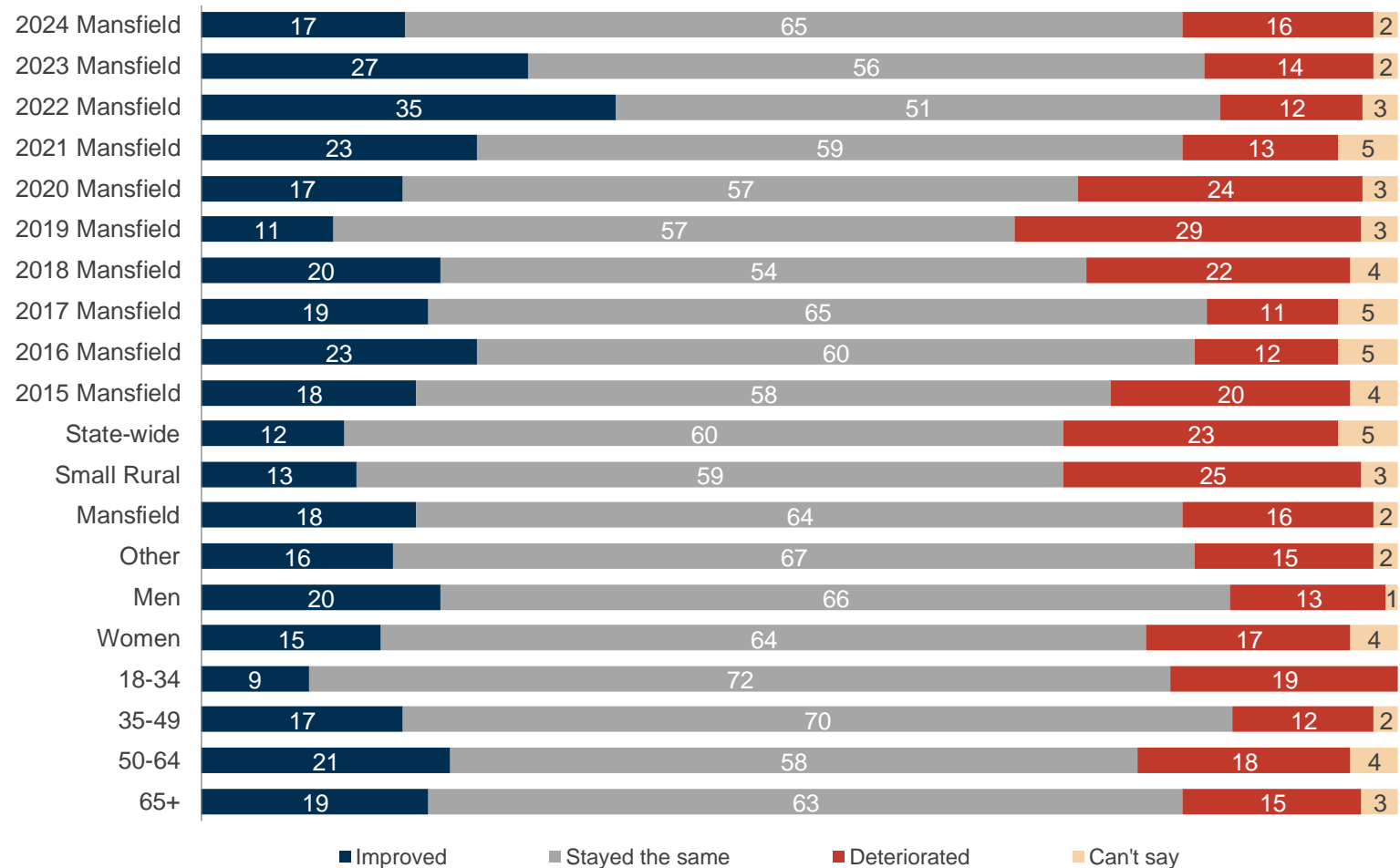
		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	53	58	62	51	45	40	50	51	56	48
35-49	53	55	56	50	46	42	46	50	58	45
65+	52	59	63	58	45	39	51	58	58	51
50-64	51	52	64	53	44	36	47	53	51	50
Mansfield	51	58	62	58	49	40	49	56	58	47
Mansfield	51	57	62	56	47	40	49	55	56	49
Other	50	55	61	51	43	42	52	50	51	52
Women	49	56	61	61	48	40	48	58	55	50
18-34	45	58	64	61	53	45	50	57	54	50
State-wide	45▼	46	50	53	51	53	52	53	51	53
Small Rural	44▼	47	51	53	50	53	50	52	50	53

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



Overall council direction last 12 months

2024 overall council direction (%)





Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	61	63	59	60	61	52	68	63	64	59
Mansfield	60	61	59	58	55	53	58	63	62	54
Men	60	60	62	53	53	50	58	58	60	51
50-64	59	60	61	54	45	50	56	57	49	49
Mansfield	59	60	59	56	54	52	58	61	59	54
Women	59	60	57	59	55	54	58	65	58	57
65+	58	61	60	54	53	52	57	65	61	57
35-49	58	56	57	57	57	54	54	58	62	51
Other	57	58	60	51	52	51	59	56	55	56
Small Rural	51▼	53	54	56	54	56	54	55	55	56
State-wide	51▼	52	54	56	55	56	55	55	54	56

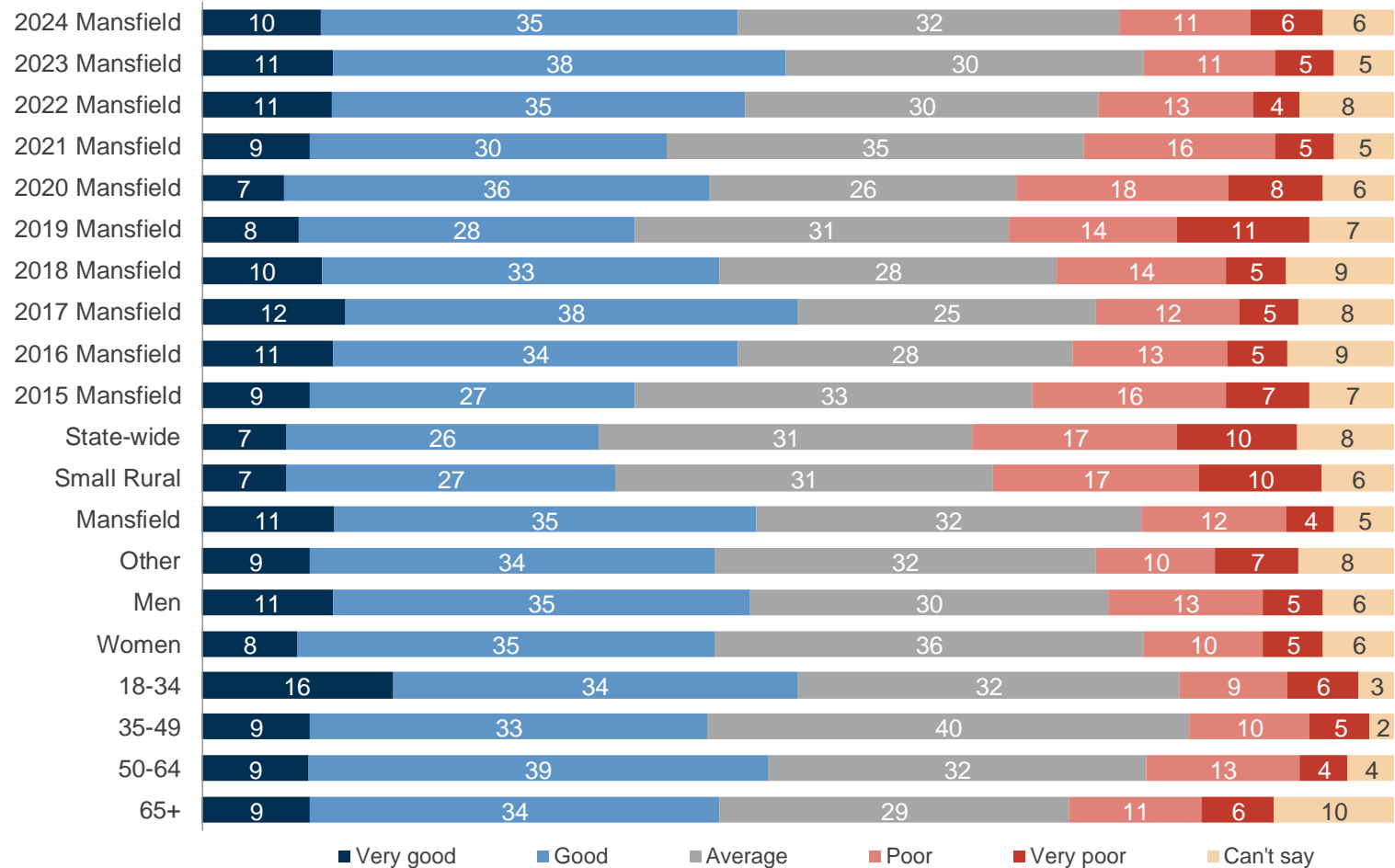
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	56	54	61	58	51	49	59	57	55	56
Mansfield	55	55	59	60	51	51	58	62	56	59
65+	55	57	59	58	52	53	58	64	55	61
18-34	55	49	58	63	53	53	65	63	56	60
Mansfield	53	54	59	58	49	51	58	59	55	58
50-64	52	59	58	55	44	49	52	54	49	54
Women	51	53	57	60	48	54	56	62	55	60
Small Rural	50▼	52	54	55	52	55	53	55	54	56
35-49	50	49	58	59	47	48	56	53	60	57
Other	50	52	57	56	47	50	58	51	53	58
State-wide	50▼	51	53	55	53	54	54	54	53	55

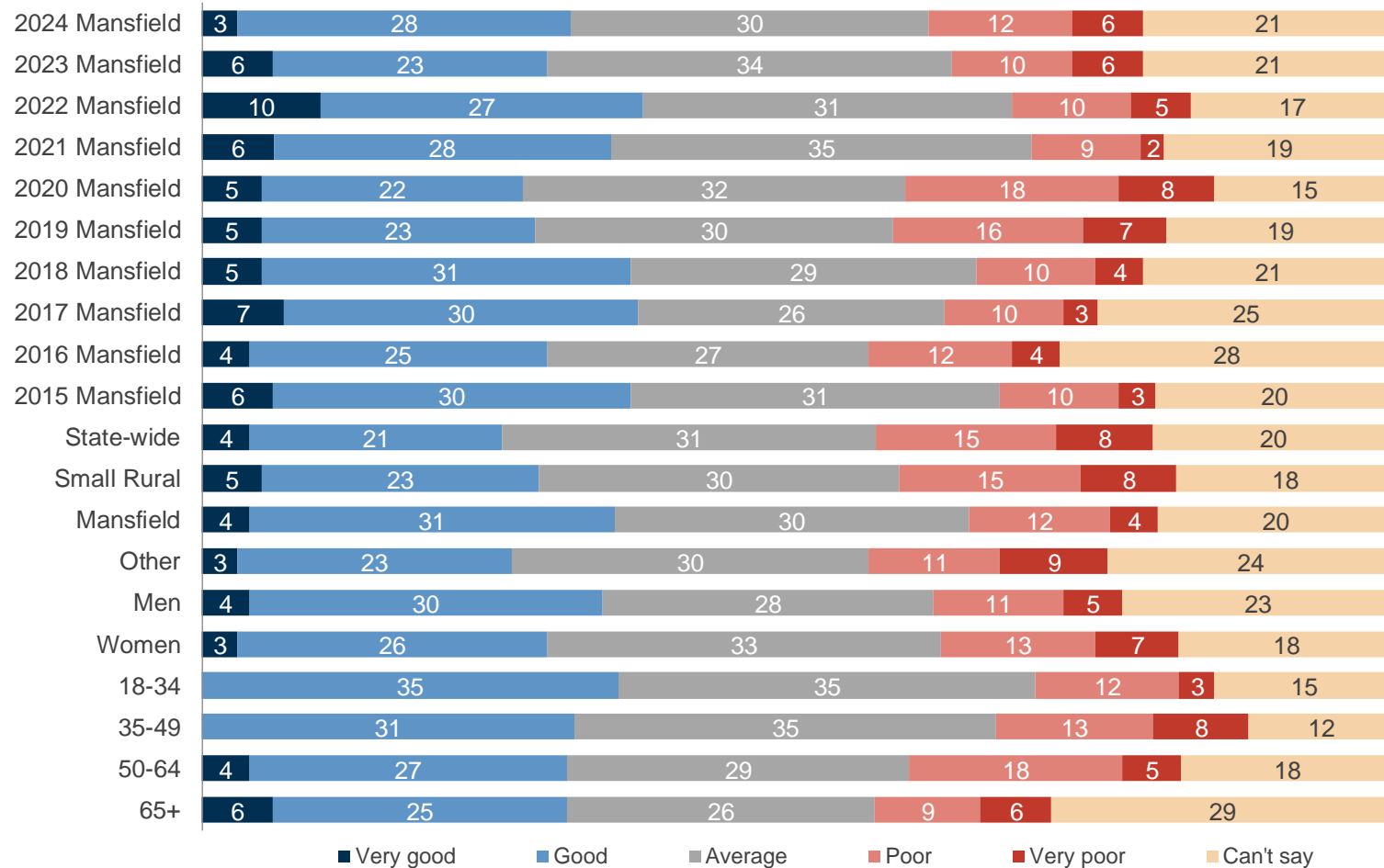
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	57	54	58	53	47	45	55	56	57	51
18-34	57	54	52	58	51	53	61	67	59	53
65+	56	58	60	56	49	48	55	62	57	56
Mansfield	55	56	55	58	49	47	55	62	57	53
Mansfield	55	54	57	56	48	47	54	60	56	53
50-64	54	53	57	53	42	45	52	55	49	47
Other	53	52	58	52	45	48	54	53	53	53
Women	52	54	55	59	49	50	53	63	55	54
35-49	51	50	54	56	49	44	51	55	59	53
State-wide	50▼	51	54	56	53	55	54	54	54	55
Small Rural	50▼	52	54	56	53	55	52	55	53	56

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

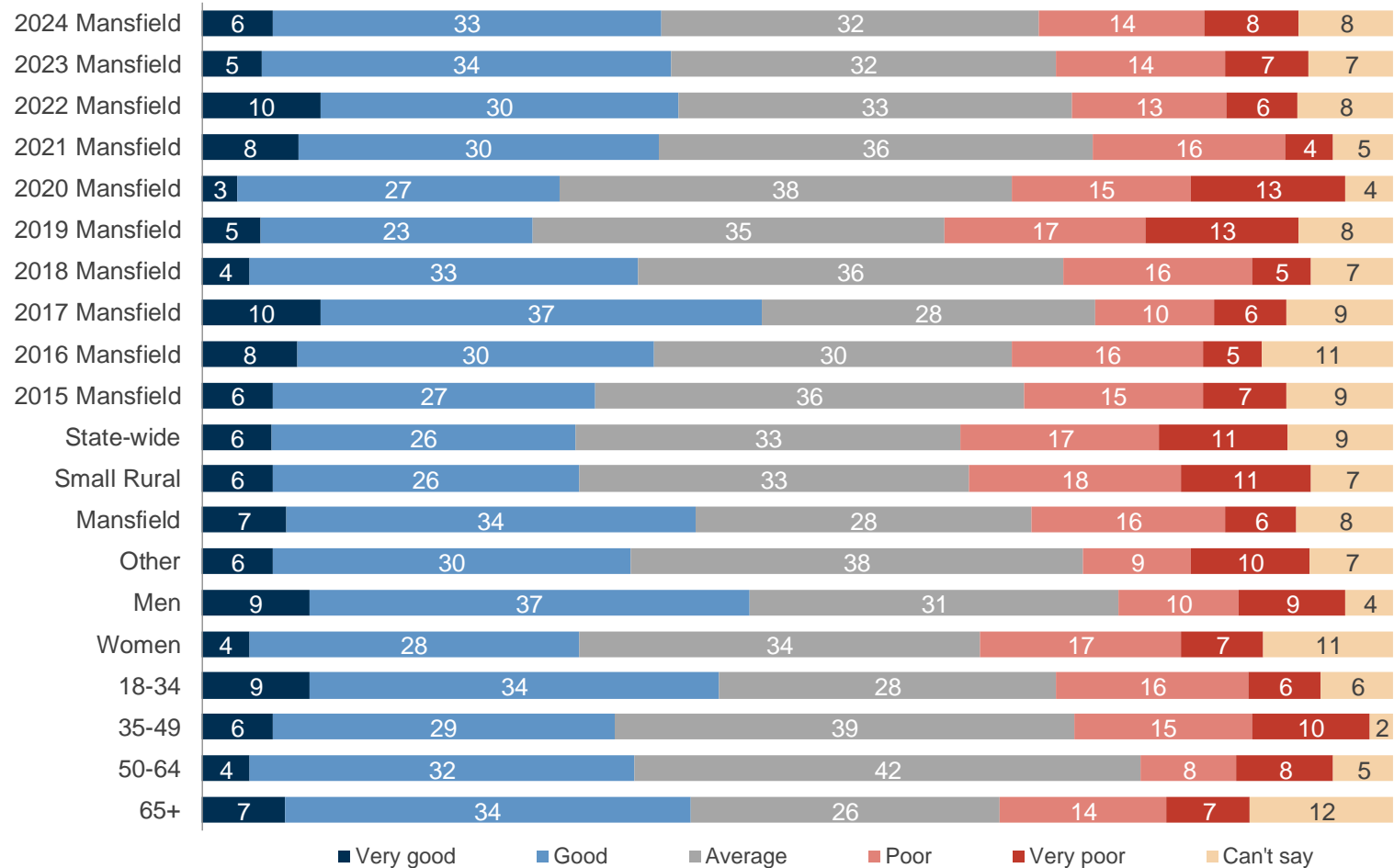
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

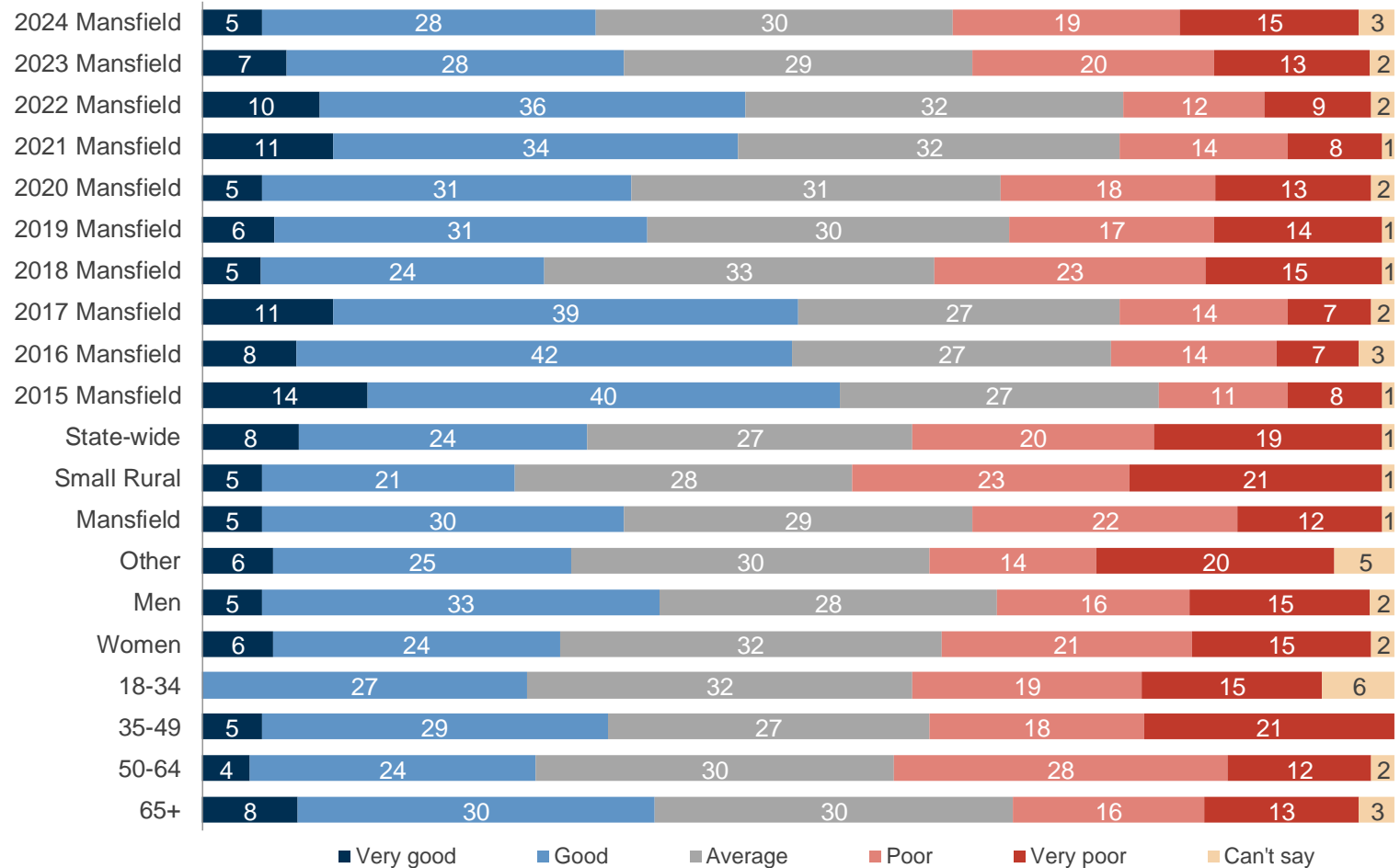
		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	51	49	60	54	51	53	46	59	61	61
Men	49	49	55	56	48	51	45	59	60	59
Mansfield	49	51	58	58	52	49	45	61	59	62
Mansfield	47	49	57	57	49	50	45	59	57	60
Women	46	49	58	58	51	48	46	58	55	62
State-wide	45	48	53	57	54	56	53	53	54	55
Other	45	46	54	55	45	50	46	52	54	58
50-64	45	52	51	57	42	47	46	58	50	55
35-49	45	48	61	58	49	48	41	53	58	64
18-34	44	47	51	61	54	48	48	66	57	61
Small Rural	41▼	44	50	53	51	53	49	50	52	52

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)





Informing the community performance



2024 informing community performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	63	60	63	56	54	53	62	62	65	n/a
50-64	61	60	62	55	47	51	59	61	54	n/a
35-49	61	60	61	60	57	60	62	61	66	n/a
Mansfield	61	64	63	59	55	56	63	63	63	n/a
Mansfield	60	61	63	58	55	55	62	63	63	n/a
65+	59	65	62	56	56	56	61	66	64	n/a
Other	58	56	62	55	55	53	63	62	64	n/a
18-34	58	52	65	60	60	50	68	63	69	n/a
Women	57	62	62	59	57	56	62	64	60	n/a
State-wide	56▼	57	59	60	59	60	59	59	59	61
Small Rural	56▼	58	59	61	58	58	56	58	58	60

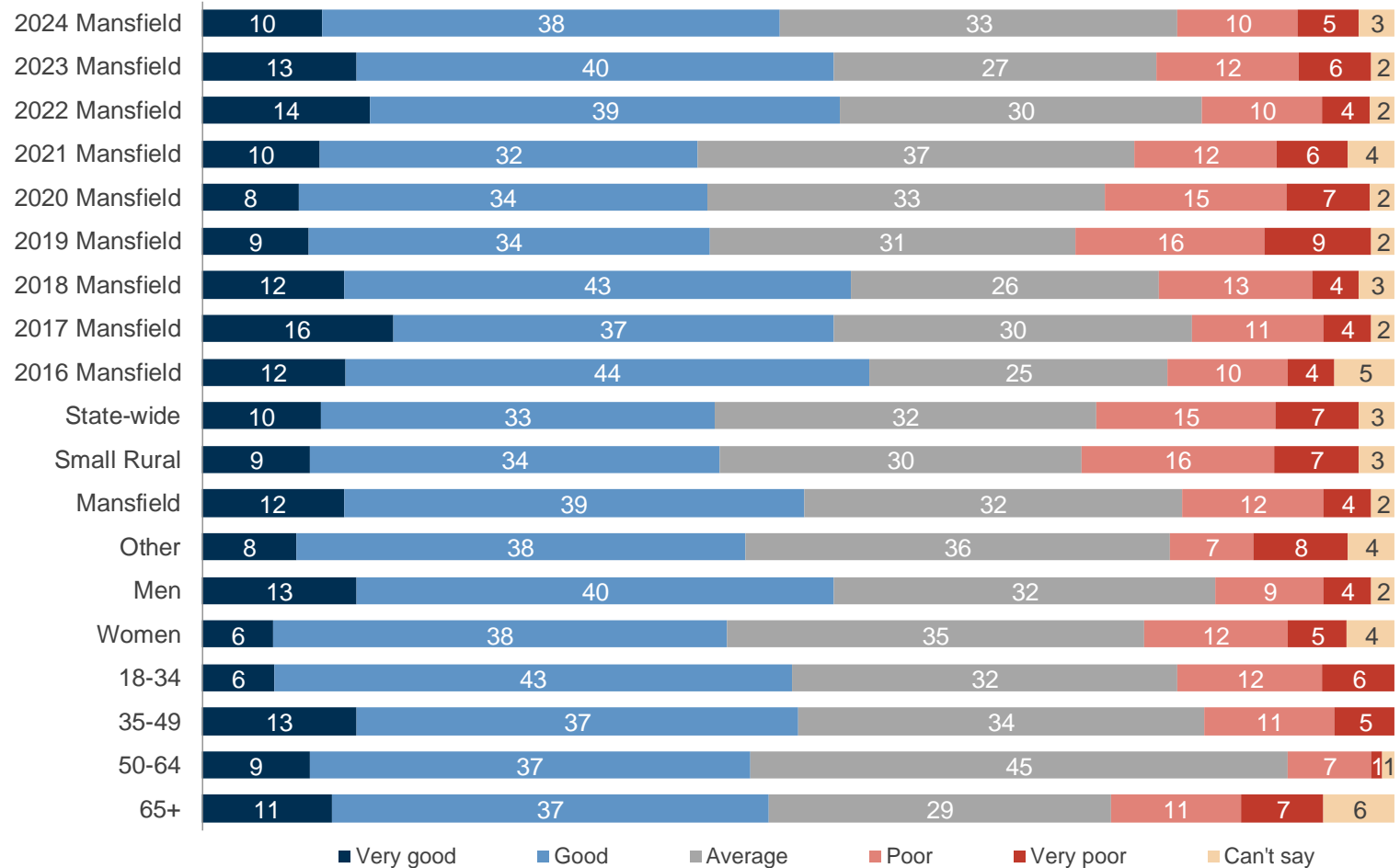
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

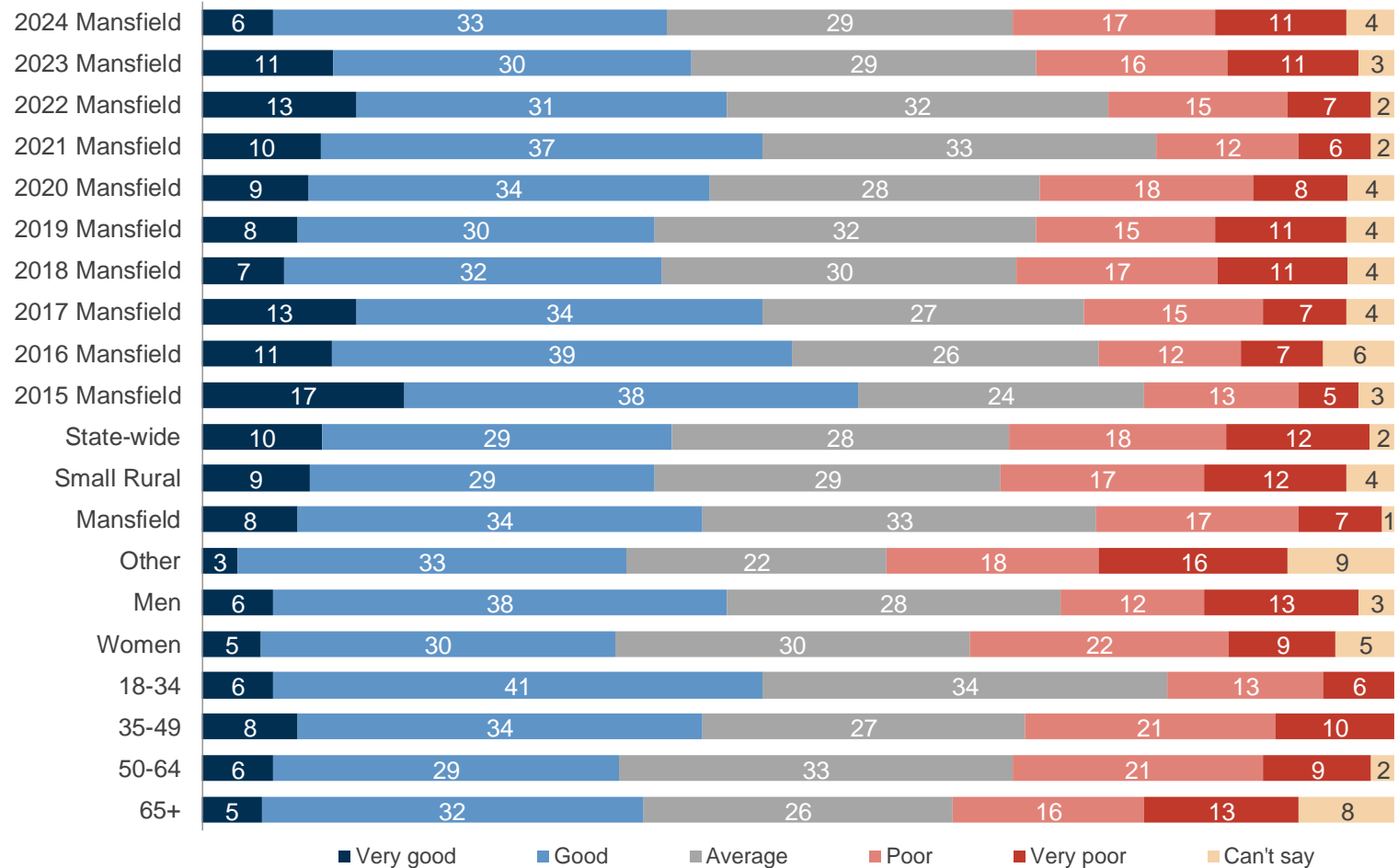
		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	57	56	58	63	55	53	64	64	58	72
Mansfield	54	57	57	61	56	53	55	60	63	65
Men	53	55	57	60	57	55	52	58	62	61
35-49	52	56	61	62	64	58	51	52	63	66
Mansfield	52	54	57	58	54	53	52	58	59	63
State-wide	52	52	57	59	58	59	58	57	57	58
Small Rural	51	52	55	58	57	57	57	57	58	59
50-64	51	51	55	59	48	51	50	56	53	55
Women	50	53	58	57	52	51	52	57	57	65
65+	50	52	56	54	52	50	47	59	61	61
Other	47	49	56	53	51	51	47	53	54	63

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: 31 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)





Parking facilities performance



2024 parking performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	59	58	51	53	50	45	49	49	50	50
Small Rural	59▲	60	60	62	60	60	60	63	61	62
Men	55	53	50	51	53	49	54	54	56	56
State-wide	54	55	57	58	55	56	56	55	56	57
Mansfield	54	55	48	54	52	49	53	52	53	53
Mansfield	53	53	51	53	52	49	54	54	55	56
65+	53	52	52	50	48	50	52	54	55	59
Women	52	53	51	56	52	49	54	54	53	55
Other	52	49	55	53	54	49	56	55	58	61
18-34	51	52	45	59	62	51	58	65	60	53
35-49	51	48	53	54	54	50	58	49	55	59

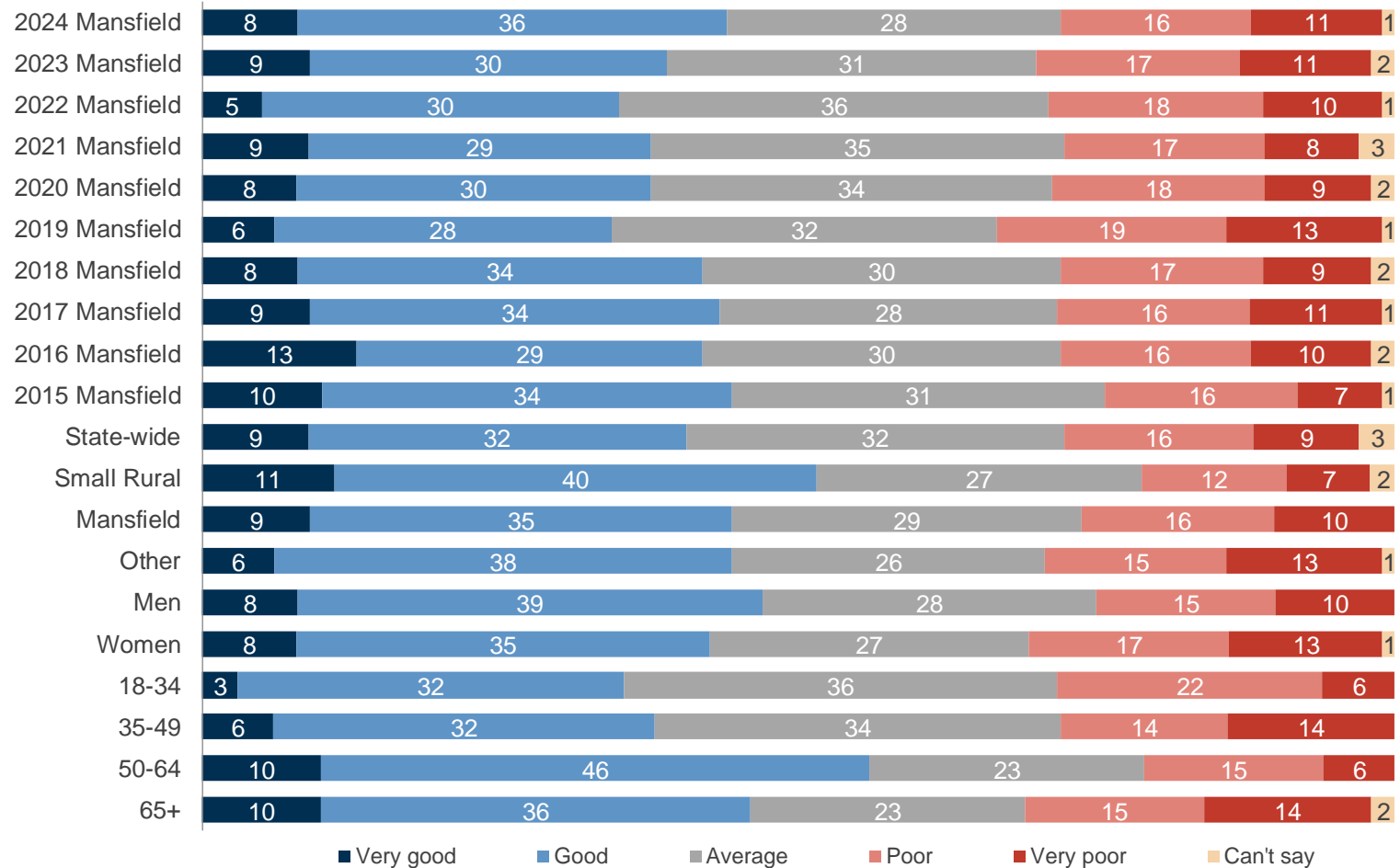
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2024 parking performance (%)





Enforcement of local laws performance



2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	66	65	70	69	67	61	69	65	70	66
18-34	65	68	67	67	68	63	68	73	67	65
Women	63	65	70	68	65	65	65	68	67	68
Mansfield	63	65	67	66	65	61	65	69	66	65
Men	62	63	62	62	59	56	64	65	64	62
Mansfield	62	64	66	65	62	60	64	67	66	65
50-64	62	63	62	62	56	57	61	61	65	63
Other	61	62	63	63	57	60	64	62	65	64
State-wide	61	61	63	64	63	64	64	64	63	66
Small Rural	60	61	62	63	62	63	63	65	64	66
65+	59	62	65	63	59	61	61	68	63	65

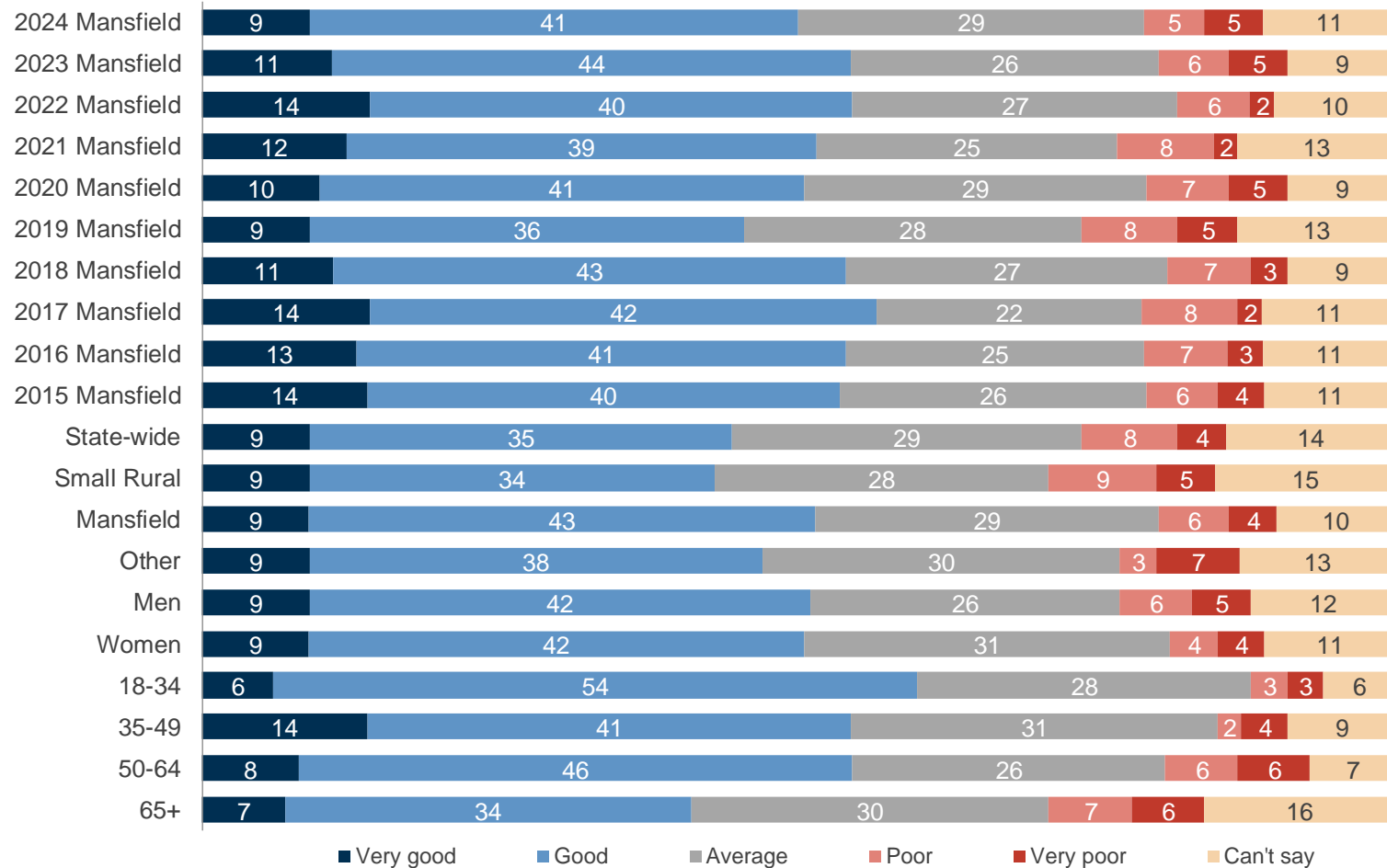
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)





Family support services performance



2024 family support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Mansfield	66	70	70	69	69	70	72	74	74	75
35-49	66	64	70	65	67	68	71	67	72	73
65+	66	70	70	69	70	72	70	79	75	75
Women	65	67	69	70	68	69	72	74	72	75
Mansfield	64	66	69	67	67	69	72	73	72	73
18-34	64	63	69	67	66	70	77	74	73	73
Men	63	66	70	64	66	69	71	73	71	71
State-wide	63	63	65	66	66	67	66	67	66	67
Small Rural	61▼	62	64	66	66	68	67	68	66	67
Other	61	61	69	62	63	66	72	72	69	71
50-64	59	66	69	67	61	64	69	70	67	69

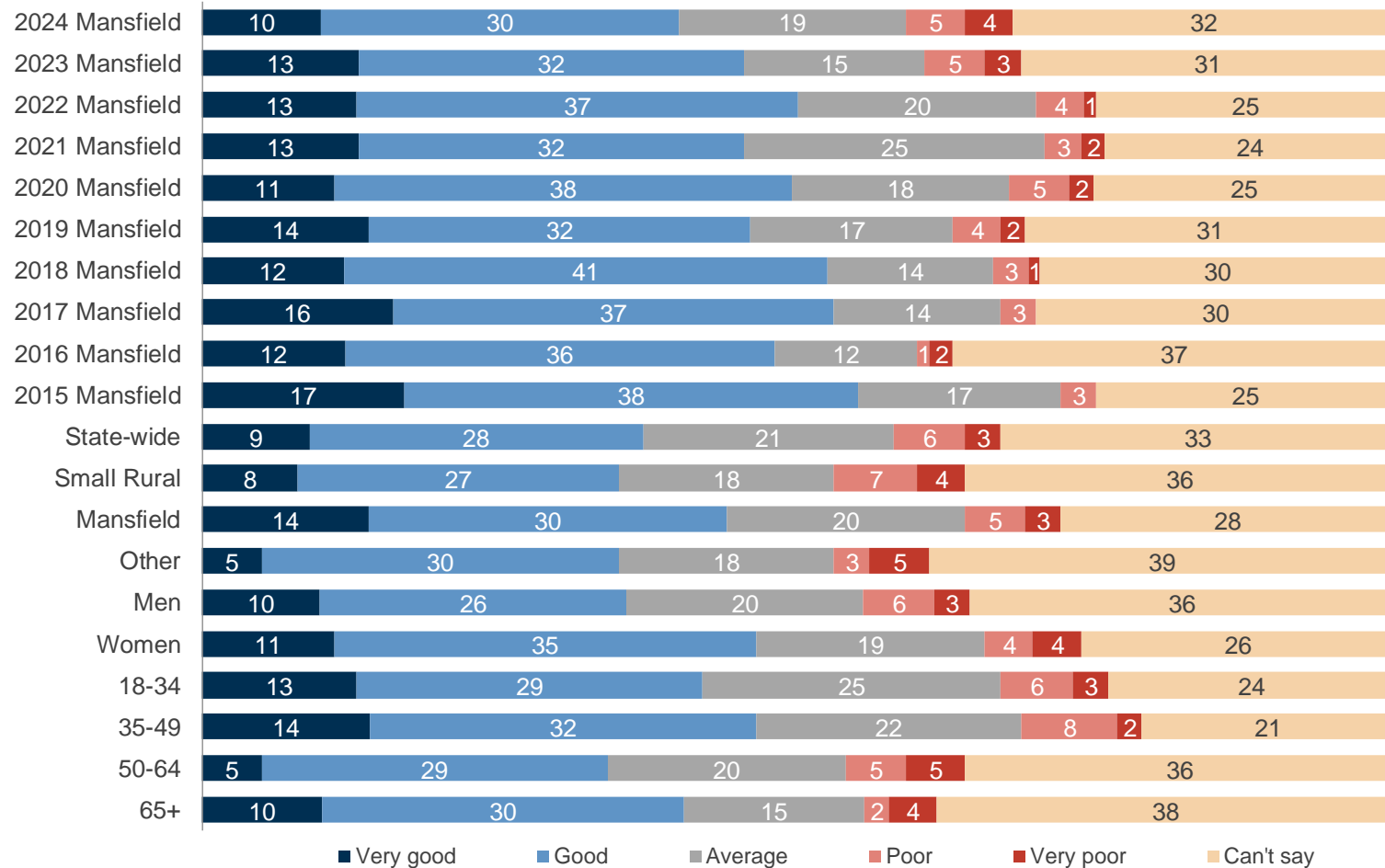
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	71	70	74	69	60	64	69	70	68	72
65+	71	71	75	73	72	74	74	77	72	75
Mansfield	70	68	77	72	67	68	75	75	71	73
Men	70	66	76	70	70	70	74	73	70	71
Mansfield	69	68	76	72	67	68	72	74	69	72
Women	68	69	75	73	65	67	71	75	68	73
State-wide	68	68	69	71	70	70	69	70	69	70
Small Rural	67	67	69	69	68	68	69	69	68	70
Other	67	66	74	71	69	68	68	72	65	72
35-49	66	64	74	74	67	63	72	74	65	71
18-34	66	63	80	68	67	68	74	75	68	68

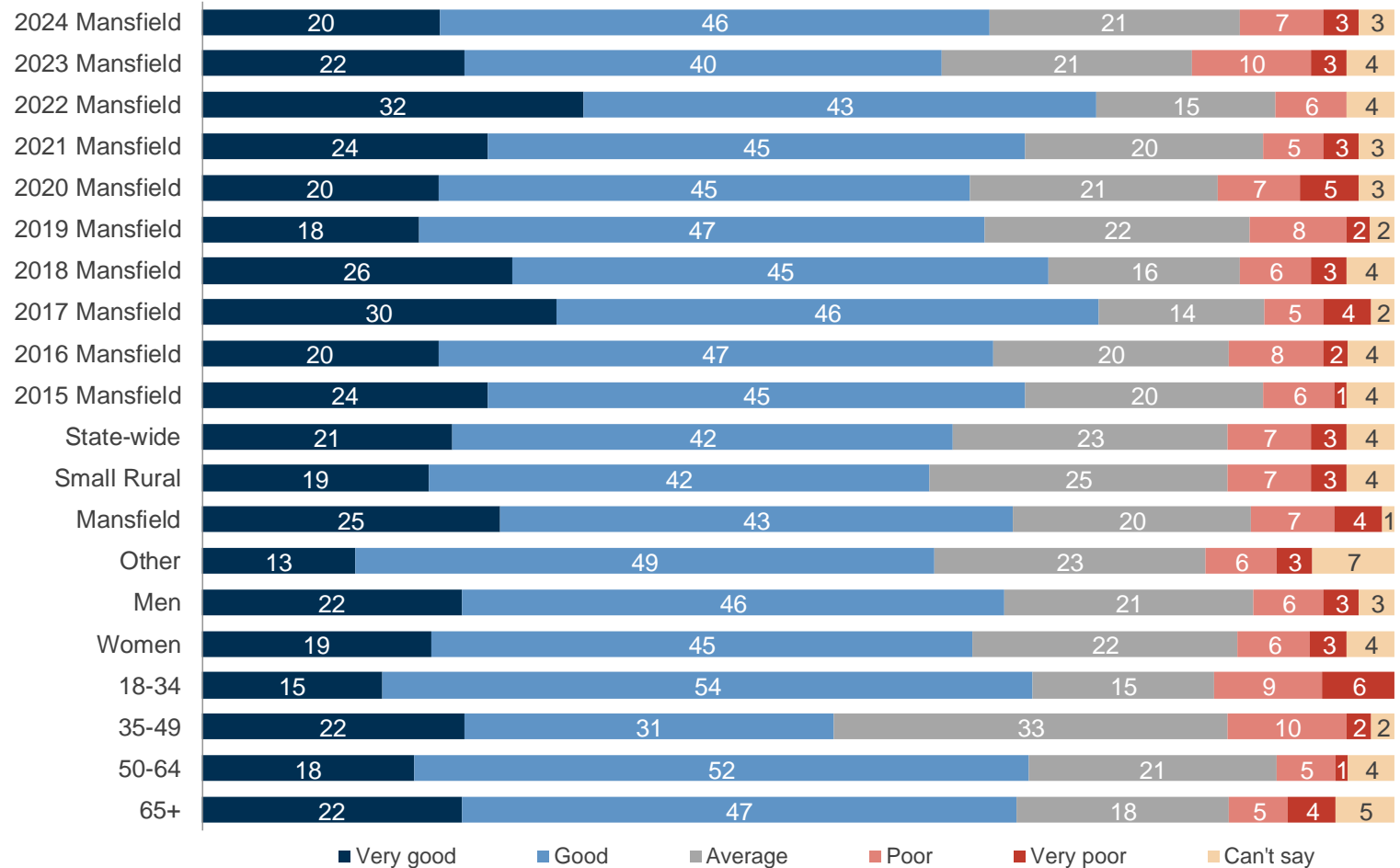
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	83	83	82	81	73	77	77	77	75	82
Mansfield	82	84	85	84	75	78	81	81	79	82
Women	82	83	83	84	74	77	78	81	76	82
65+	81	81	83	80	75	77	77	81	78	80
35-49	80	82	84	85	76	82	78	79	78	82
Mansfield	80	82	84	82	75	77	77	81	77	81
Men	80	80	85	81	75	78	77	80	78	79
Other	77	77	82	79	73	76	73	79	74	79
18-34	76	80	87	85	72	74	77	87	78	79
Small Rural	71▼	71	73	75	72	73	72	74	73	74
State-wide	68▼	67	71	73	72	72	71	71	71	72

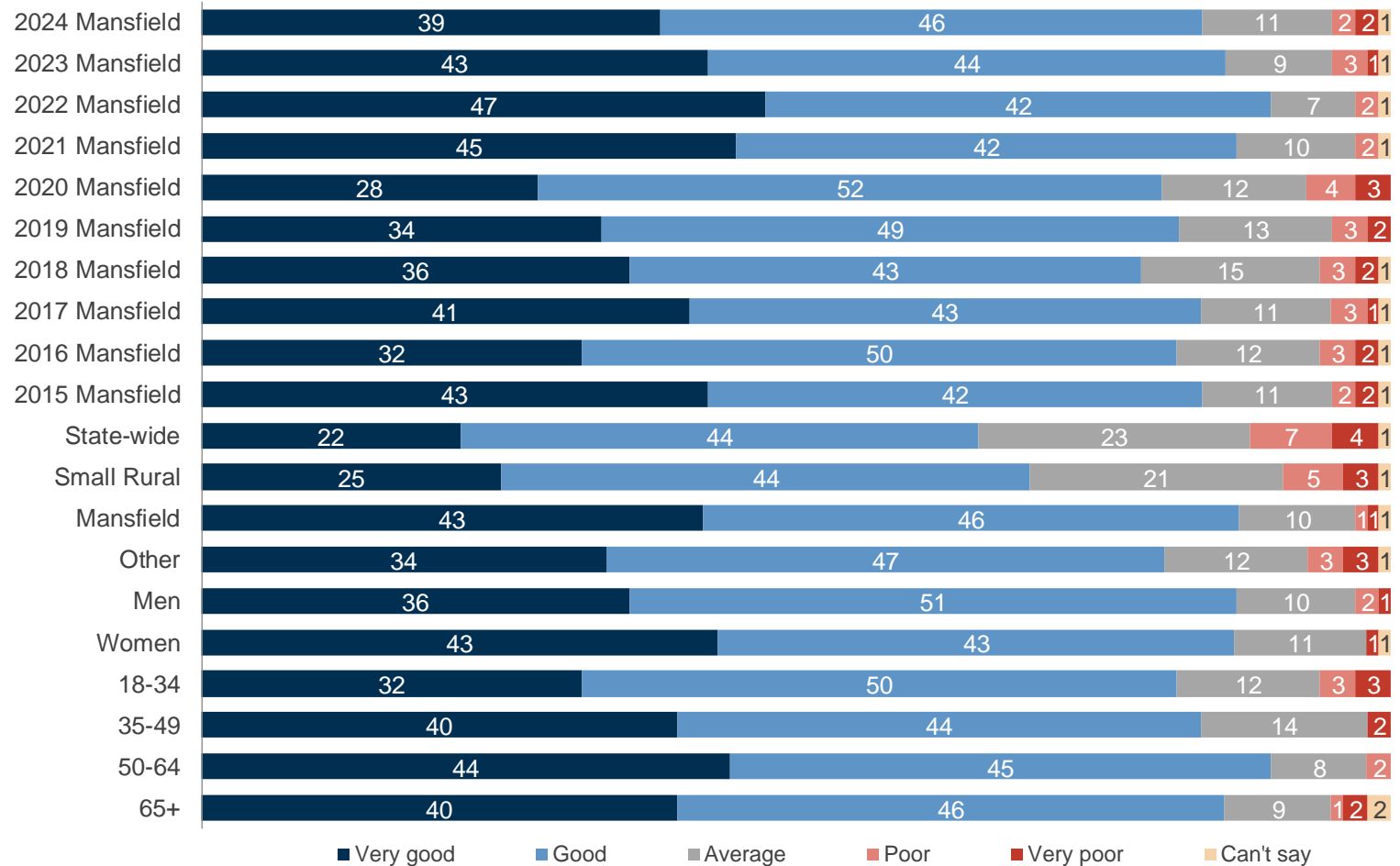
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Art centres and libraries performance



2024 art centres and libraries performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82▲	74	72	72	74	75	77	80	n/a	n/a
35-49	80	73	74	74	72	77	75	71	n/a	n/a
18-34	80	72	70	60	67	69	74	71	n/a	n/a
Mansfield	79	75	70	69	74	74	75	76	n/a	n/a
50-64	79	73	66	70	69	69	72	74	n/a	n/a
Mansfield	78	73	71	70	73	74	73	75	n/a	n/a
Other	77	68	75	74	71	73	73	75	n/a	n/a
65+	76	72	73	74	77	78	73	81	n/a	n/a
Men	74▼	71	71	69	71	73	70	71	n/a	n/a
State-wide	73▼	73	73	73	74	74	74	73	72	73
Small Rural	73▼	73	71	72	74	74	73	72	71	69

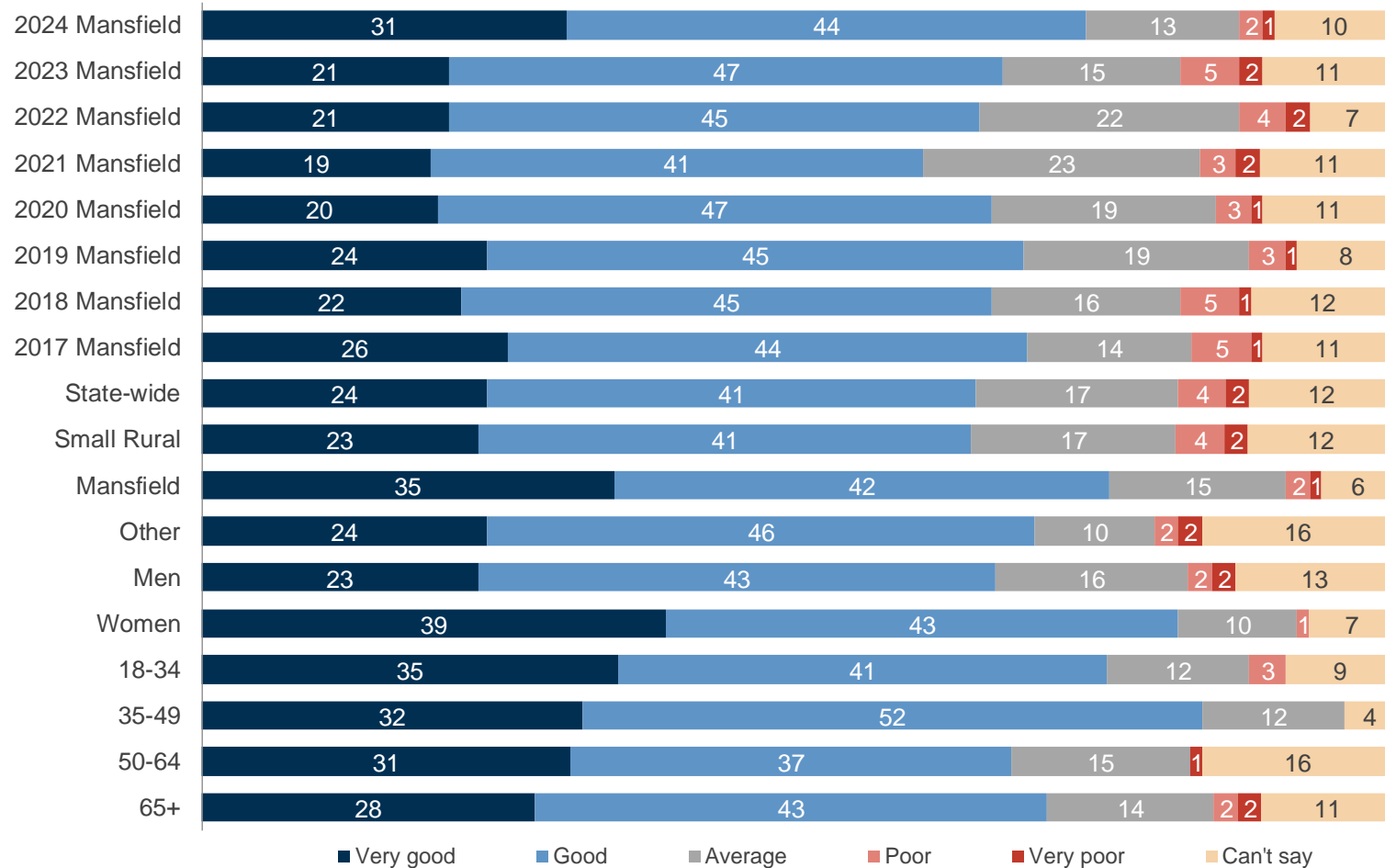
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)





Waste management performance



2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	67	67	69	66	61	65	65	72	73	79
Small Rural	67▲	66	68	68	64	66	69	70	69	71
State-wide	67▲	66	68	69	65	68	70	71	70	72
Women	66	65	66	62	56	58	63	69	66	73
Mansfield	64	64	68	64	59	59	63	71	68	75
Mansfield	63	64	67	64	57	60	64	70	68	75
18-34	62	61	65	60	53	53	63	74	59	74
Men	61	63	69	65	59	61	64	71	69	76
Other	60	63	66	64	55	60	65	68	67	75
50-64	59	65	65	63	53	58	64	68	63	75
35-49	57▼	61	67	62	60	57	62	65	71	68

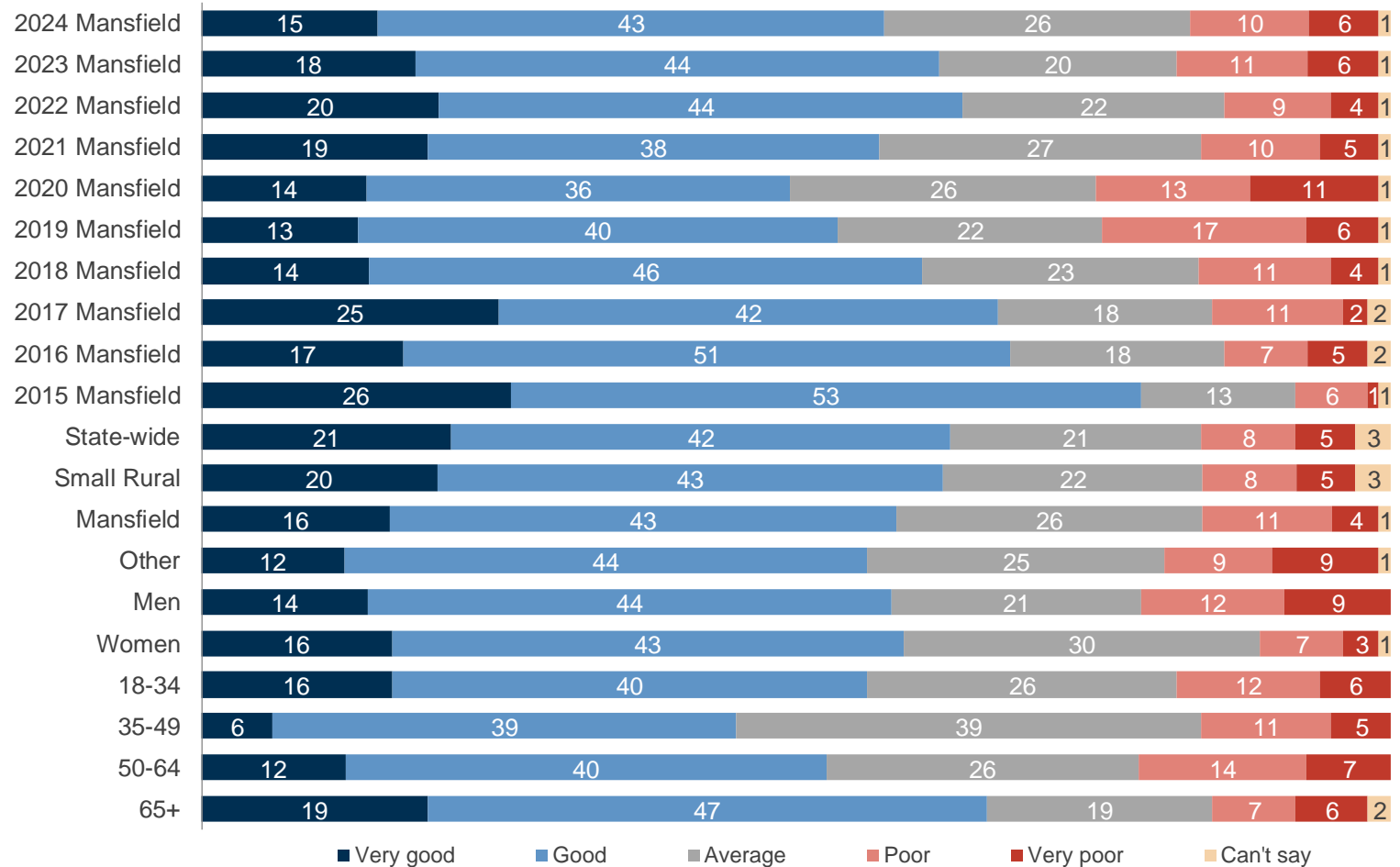
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)





Council's general town planning policy performance



2024 town planning performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	50	49	48	60	43	46	56	55	55	52
State-wide	50▲	50	54	55	54	55	54	53	52	54
Small Rural	49▲	52	56	55	50	48	53	51	49	53
50-64	47	48	55	47	37	38	48	48	49	51
Men	47	47	57	51	42	43	50	53	52	55
65+	46	46	59	55	48	45	52	59	55	60
Other	46	41	57	53	44	45	51	50	51	54
Mansfield	46	46	54	53	44	44	51	54	53	55
Mansfield	46	48	52	53	44	43	51	54	54	55
Women	44	45	51	54	46	45	51	55	54	55
35-49	39▼	40	50	48	44	46	49	50	53	52

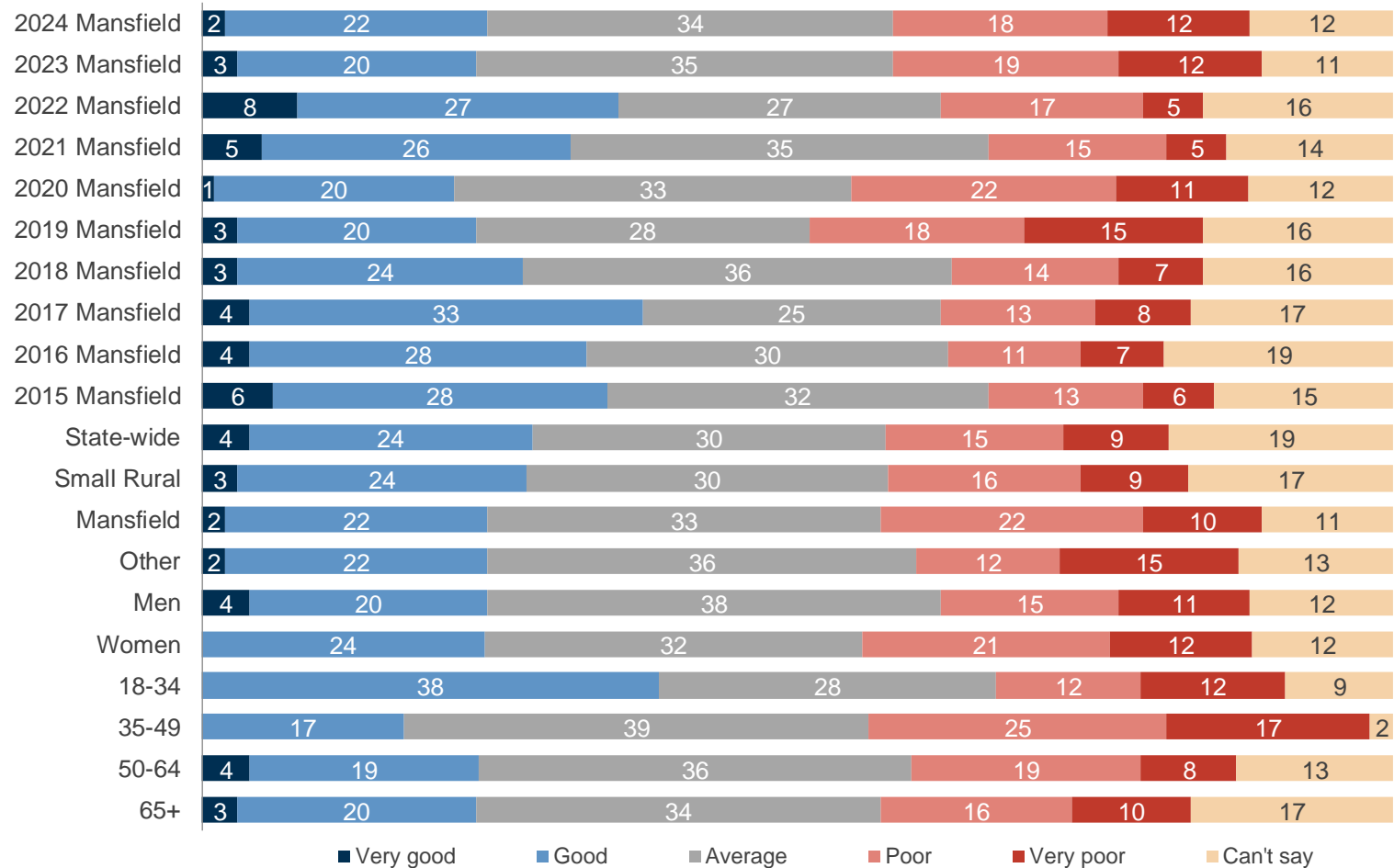
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 town planning performance (%)





Planning and building permits performance



2024 planning and building permits performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	47	50	51	51	52	52	51	50	54
Small Rural	43▲	45	48	49	46	48	51	51	50	53
65+	40	42	54	51	41	39	45	52	50	54
50-64	37	45	50	45	35	33	44	41	42	47
Other	36	39	54	48	38	35	50	46	45	49
Men	36	41	51	45	40	33	46	44	48	48
Mansfield	36	41	50	45	40	36	46	45	48	50
Women	36	40	49	45	40	40	46	46	49	52
Mansfield	35	42	47	44	41	36	45	43	49	51
18-34	33	48	56	53	37	35	56	44	50	49
35-49	29▼	30	39	30	46	38	42	40	51	48

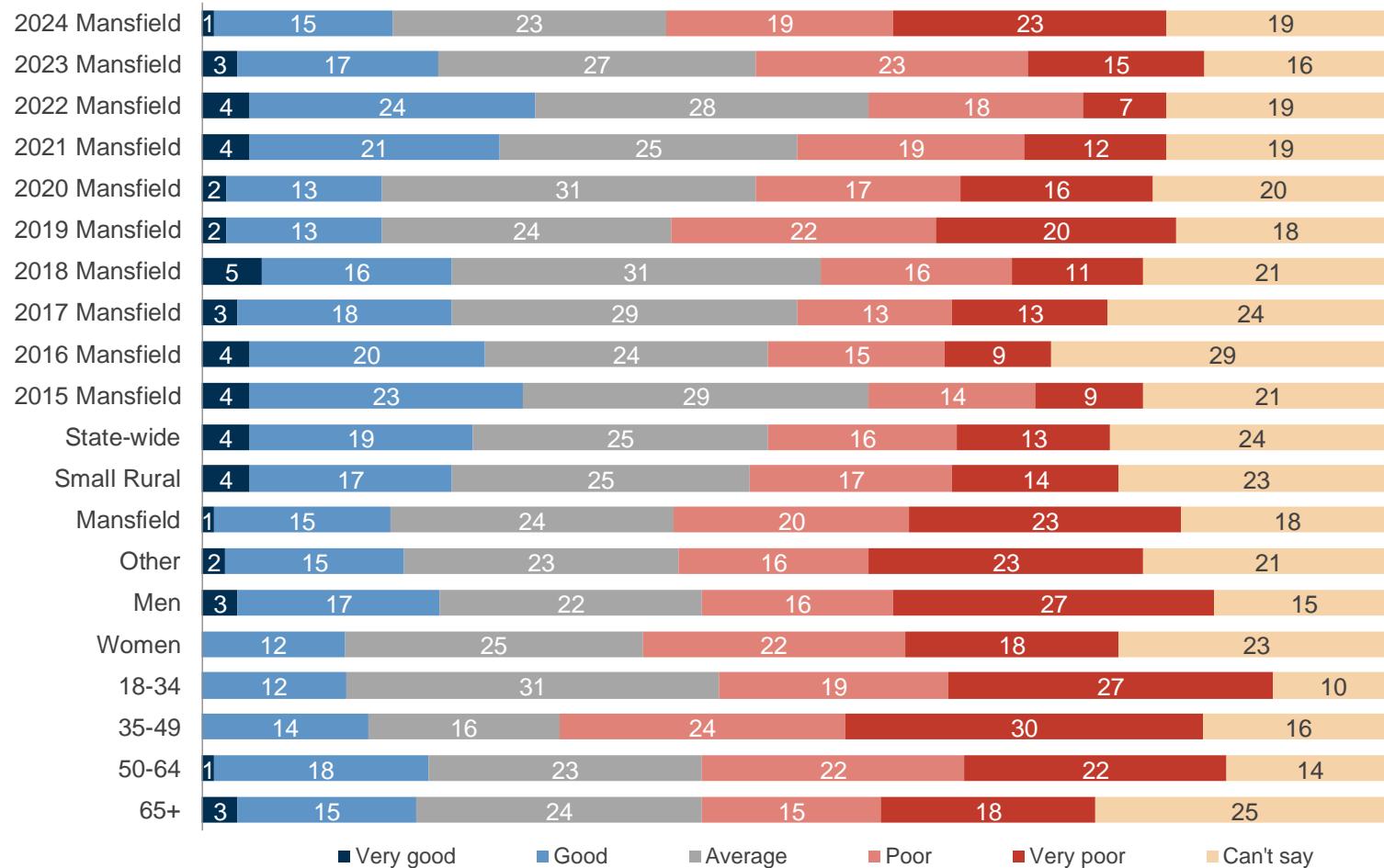
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)





Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	68	70	71	72	69	72	74	77	73	n/a
Men	67	69	69	73	69	67	72	73	74	n/a
Mansfield	67	72	67	75	70	70	75	76	75	n/a
Small Rural	66	66	68	72	70	72	72	72	71	70
State-wide	65	65	66	71	68	72	71	70	69	70
Mansfield	65	69	69	74	68	70	73	74	73	n/a
Women	64	69	70	75	66	73	74	76	72	n/a
35-49	63	65	69	77	69	69	70	67	76	n/a
18-34	63	67	66	74	70	68	76	80	72	n/a
50-64	62	73	69	74	62	68	71	73	70	n/a
Other	61	65	72	72	64	71	71	70	70	n/a

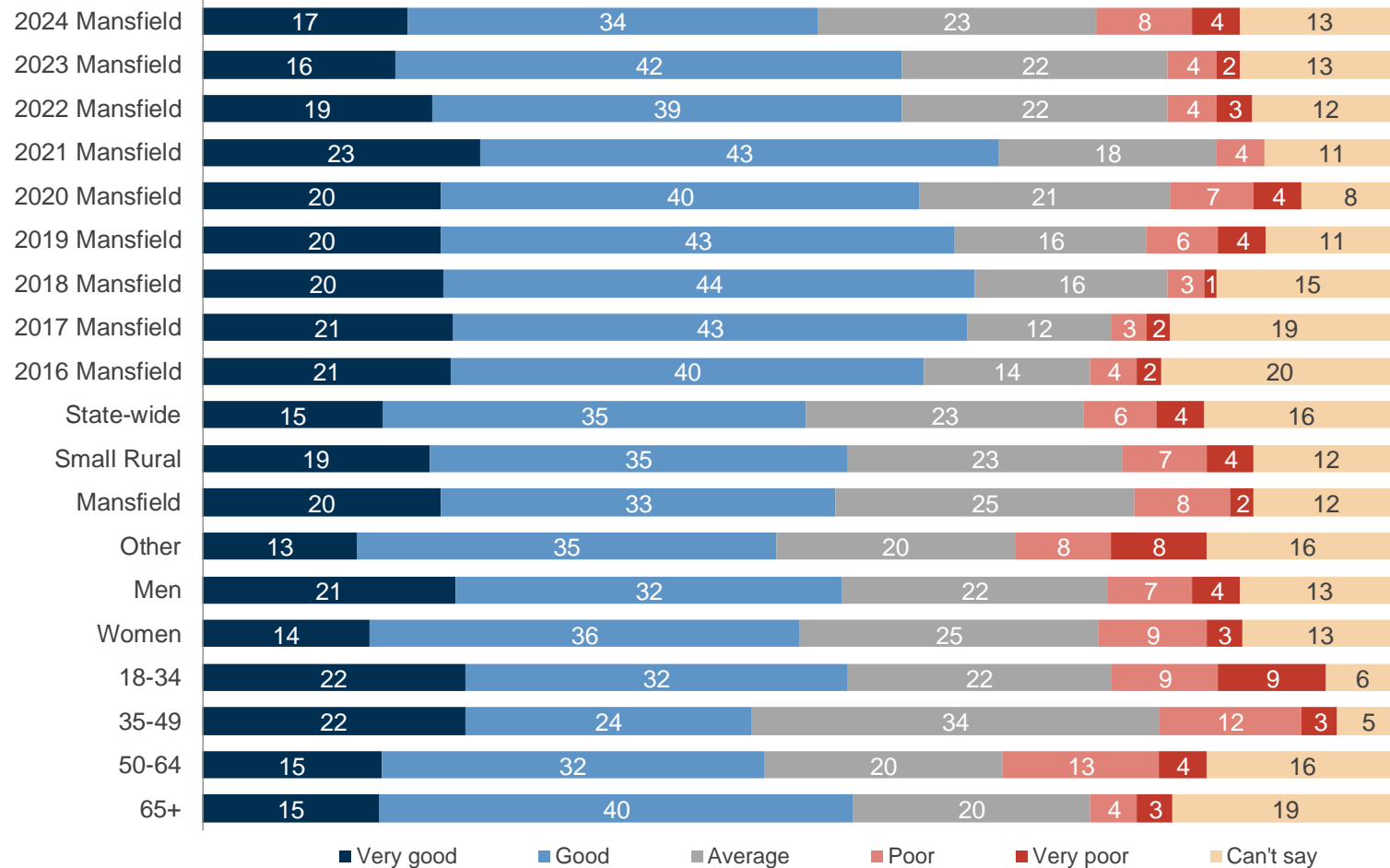
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)





Planning for population growth in the area performance



2024 population growth performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	47▲	48	52	53	51	52	52	52	51	54
65+	43▲	44	54	50	47	47	n/a	n/a	n/a	n/a
Small Rural	43▲	44	49	52	44	51	n/a	n/a	n/a	n/a
Men	41	42	52	49	43	45	n/a	n/a	n/a	n/a
Mansfield	39	40	49	48	44	46	n/a	n/a	n/a	n/a
50-64	38	35	52	45	36	42	n/a	n/a	n/a	n/a
Mansfield	38	40	50	49	44	45	n/a	n/a	n/a	n/a
18-34	36	42	54	53	48	52	n/a	n/a	n/a	n/a
Other	36	40	51	50	44	42	n/a	n/a	n/a	n/a
Women	34	39	48	49	45	46	n/a	n/a	n/a	n/a
35-49	29▼	36	38	46	43	40	n/a	n/a	n/a	n/a

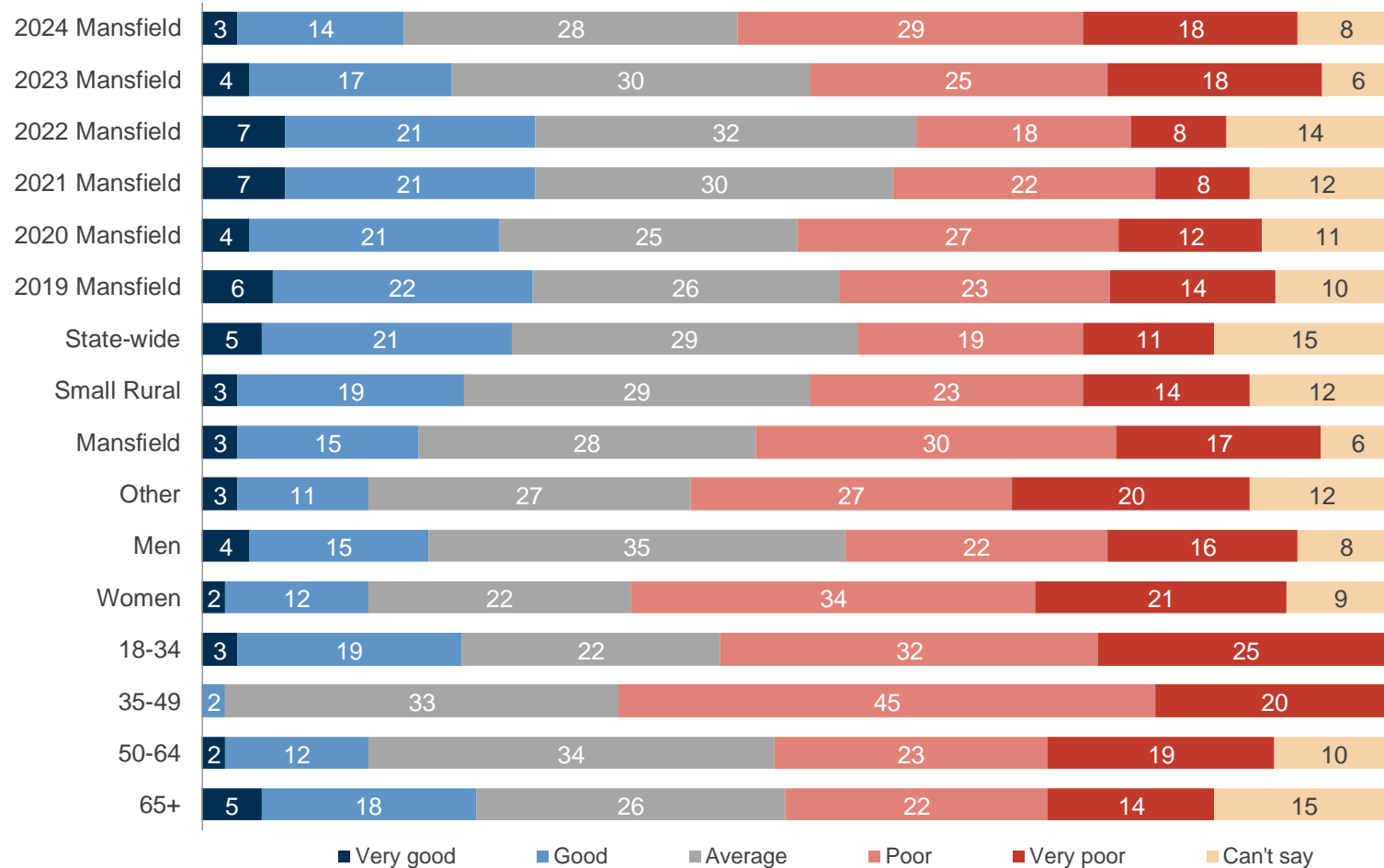
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 population growth performance (%)





Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	49	48	53	43	45	42	42	54	50	49
Mansfield	47	52	53	47	46	39	41	55	51	51
65+	45	47	52	45	43	43	41	51	50	52
18-34	45	42	55	40	53	40	43	59	48	48
Mansfield	44	47	53	45	44	41	40	50	48	49
50-64	42	50	47	48	37	38	39	52	42	48
35-49	41	50	55	48	42	41	39	40	50	47
Other	39	41	50	42	40	44	39	42	43	49
Women	38	47	52	48	42	40	39	47	46	49
State-wide	36	37	41	45	44	44	43	44	43	45
Small Rural	35	38	42	44	43	43	40	43	44	45

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: 27 Councils asked group: 10

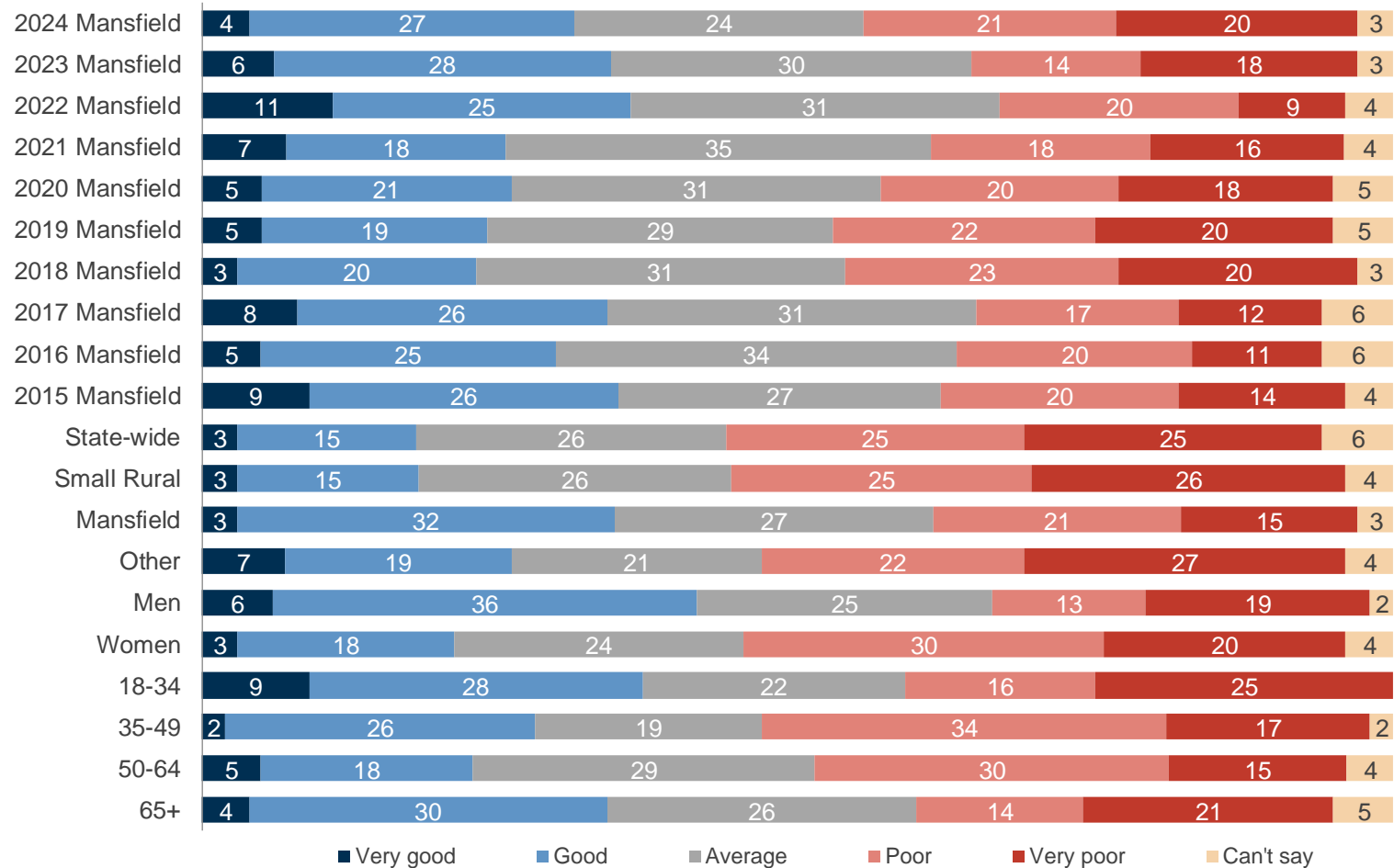
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)





Business and community development performance



2024 business/community development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	60	57	64	62	61	63	61	68	61	67
Mansfield	60	59	63	63	60	61	62	65	65	63
Men	58	54	61	56	56	57	60	62	61	60
Women	58	60	64	66	63	62	63	68	64	67
Mansfield	58	57	62	61	59	59	61	65	62	63
35-49	58	53	61	60	56	62	59	64	62	63
Small Rural	57	55	57	58	57	60	61	65	62	61
State-wide	57	57	58	60	59	61	60	60	60	60
50-64	57	61	61	61	53	53	57	62	58	60
Other	55	54	60	58	57	57	59	63	57	65
18-34	55	58	63	62	67	58	69	64	69	61

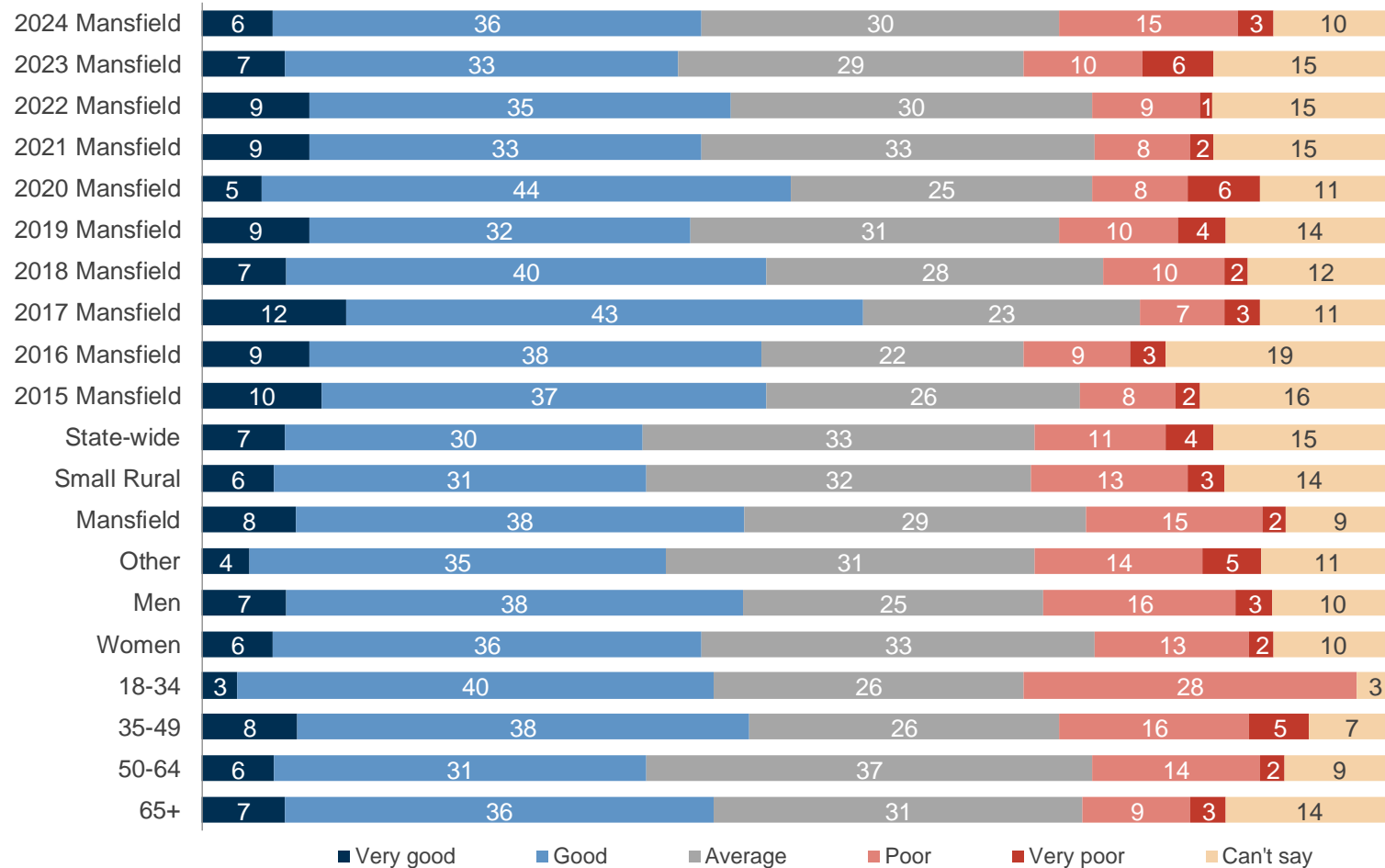
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2024 business/community development performance (%)





Tourism development performance



2024 tourism development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Mansfield	72	70	66	69	67	67	72	75	73	75
18-34	71	68	62	63	68	60	78	76	78	72
65+	70	69	67	69	68	68	69	76	72	78
Women	70	70	68	68	67	67	71	77	72	76
Men	69	66	65	66	63	67	71	73	74	73
Mansfield	69	68	66	67	65	67	71	75	73	75
50-64	67	70	68	70	60	65	65	72	69	72
35-49	67	65	66	64	63	73	77	77	75	75
Other	65	64	65	63	62	65	70	74	73	74
Small Rural	61▼	61	62	63	63	66	67	67	64	63
State-wide	59▼	61	60	62	62	63	63	63	63	63

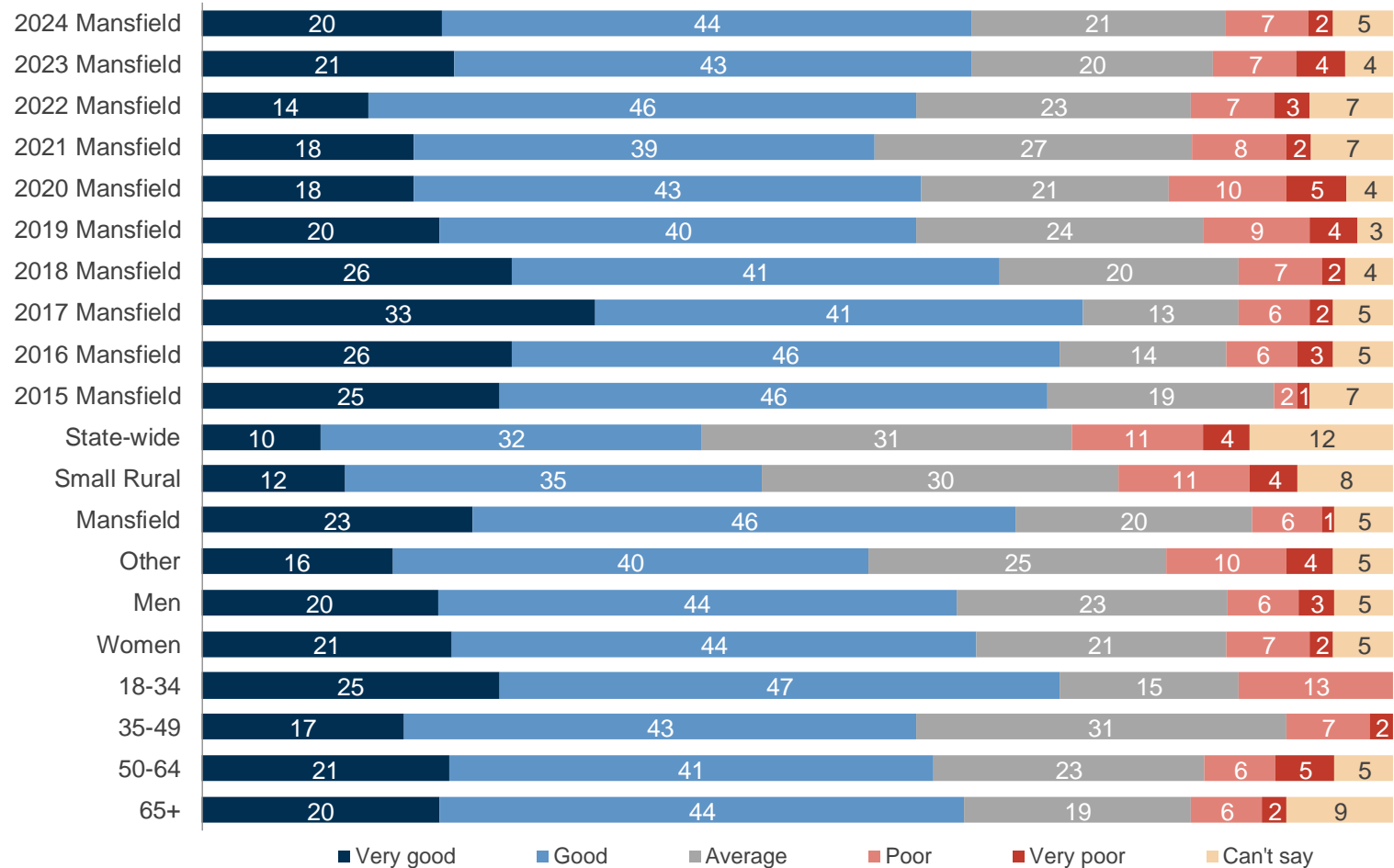
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2024 tourism development performance (%)



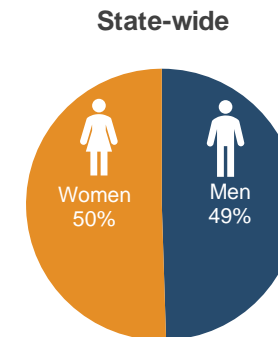
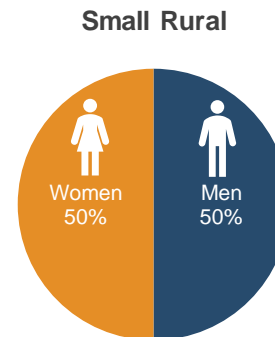
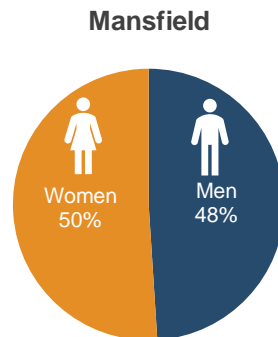


Detailed demographics

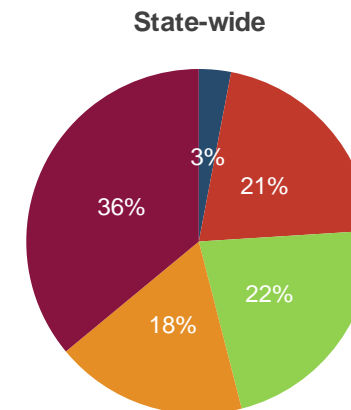
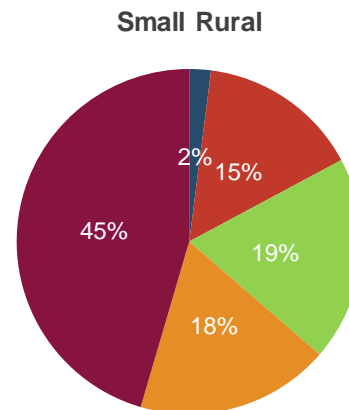
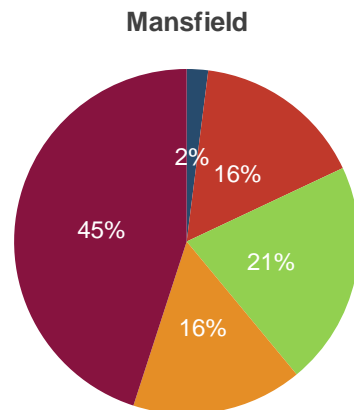


Gender and age profile

2024 gender



2024 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. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

≤1% of respondents in each of Mansfield Shire Council, Small Rural and State-wide did not describe their gender as male or female.

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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 8,200 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	188	194	+/-7.1
Women	207	199	+/-6.7
Mansfield	239	245	+/-6.3
Other	161	155	+/-7.7
18-34 years	32	70	+/-17.6
35-49 years	57	83	+/-13.1
50-64 years	83	66	+/-10.8
65+ years	228	180	+/-6.4

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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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 2024 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: 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 2024 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 2024 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 2024 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: 2024 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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