



2024 Local Government Community Satisfaction Survey

Hindmarsh 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

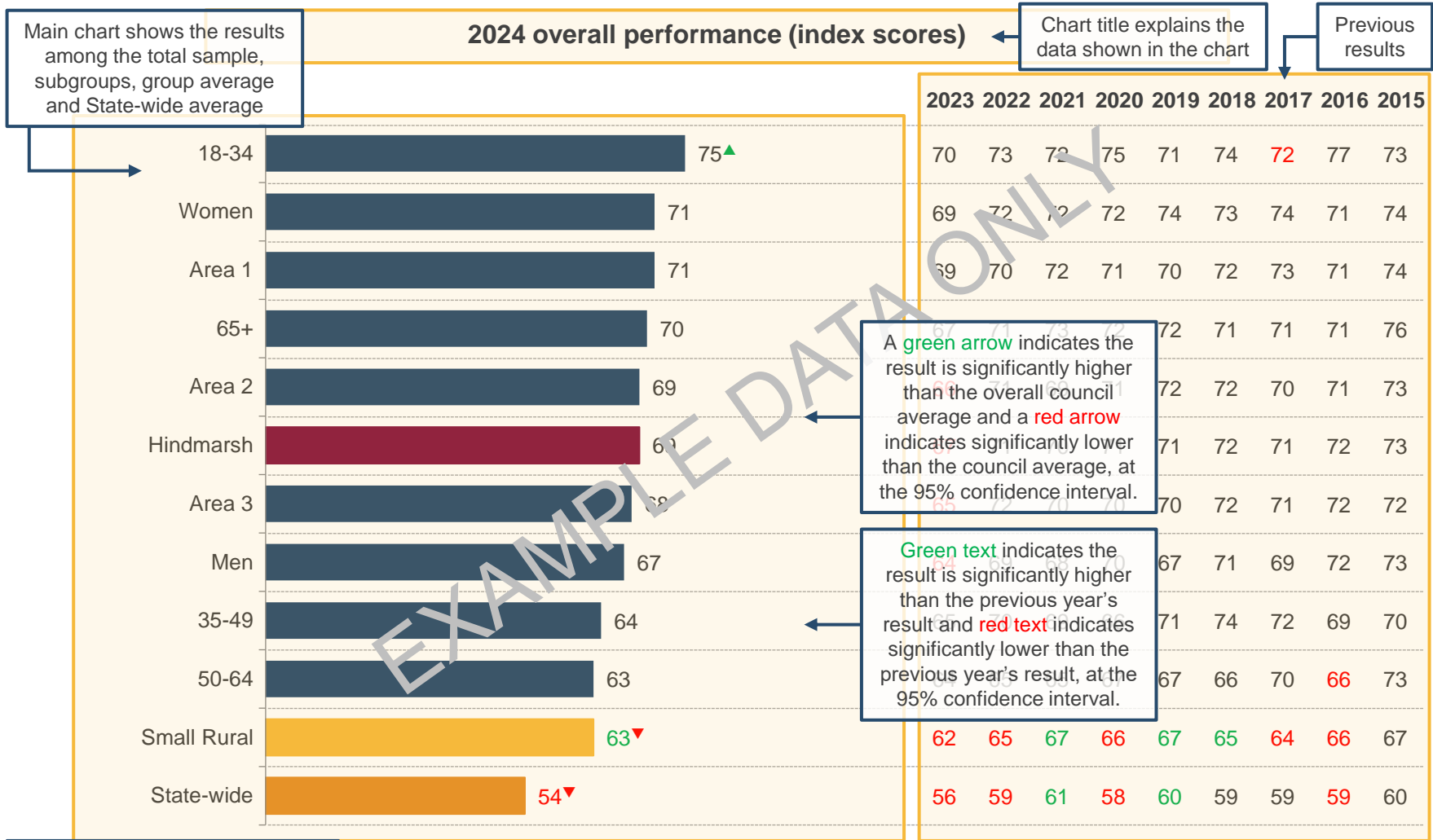
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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

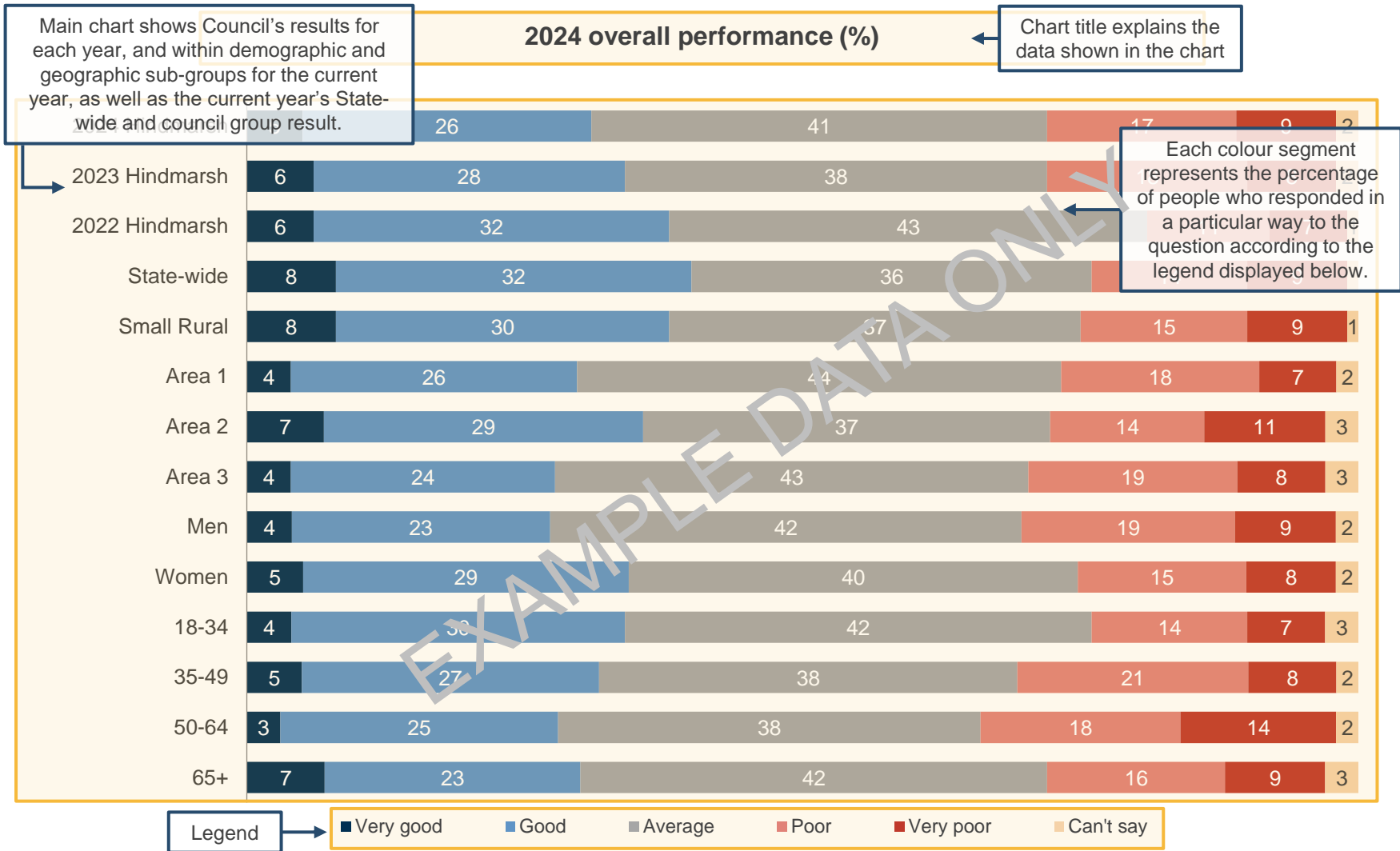


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh 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
 Note: Please see Appendix A for explanation of significant differences.



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 Hindmarsh 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

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

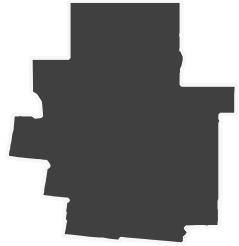
Key findings and recommendations



Hindmarsh Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Hindmarsh 55



Small Rural 53



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Appearance of public areas	▲ higher
	Waste management	▲ higher
	Recreational facilities	= on par
Bottom 3 performing areas		
	Unsealed roads	= on par
	Planning & building permits	= on par
	Slashing & weed control	= on par
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

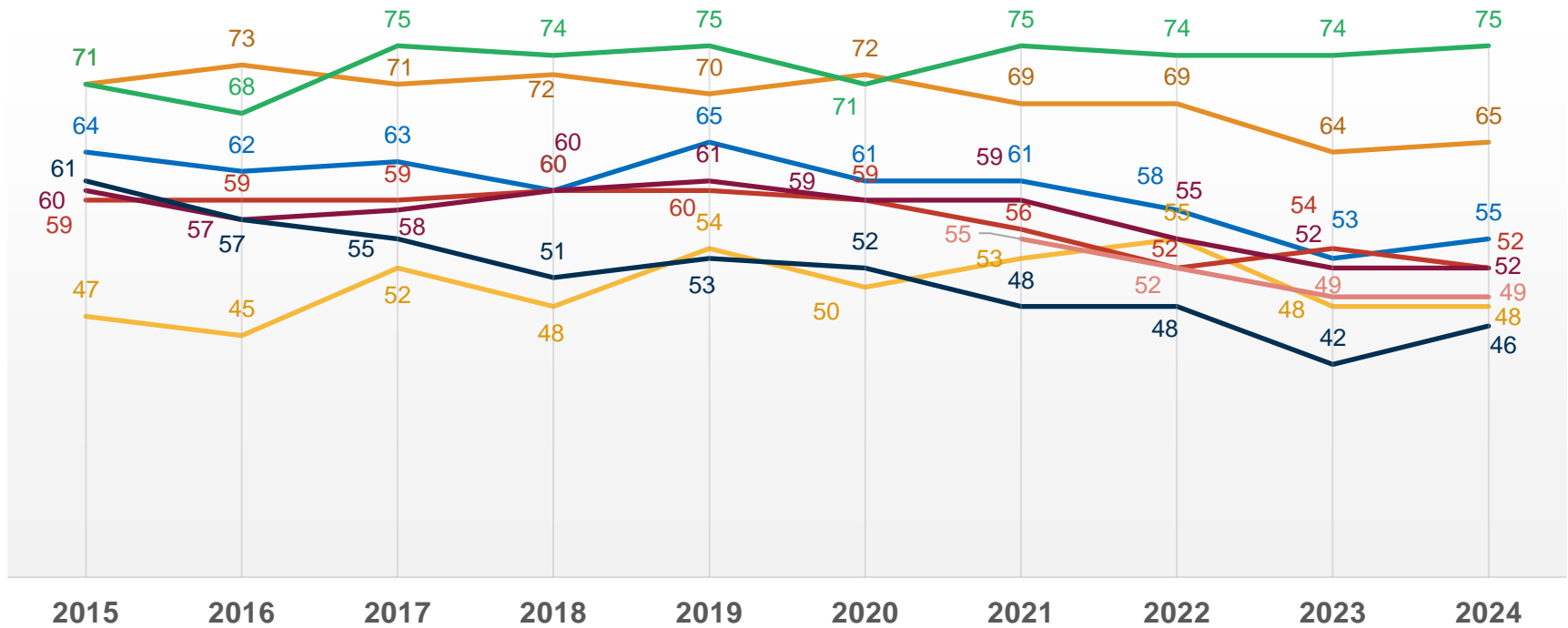
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

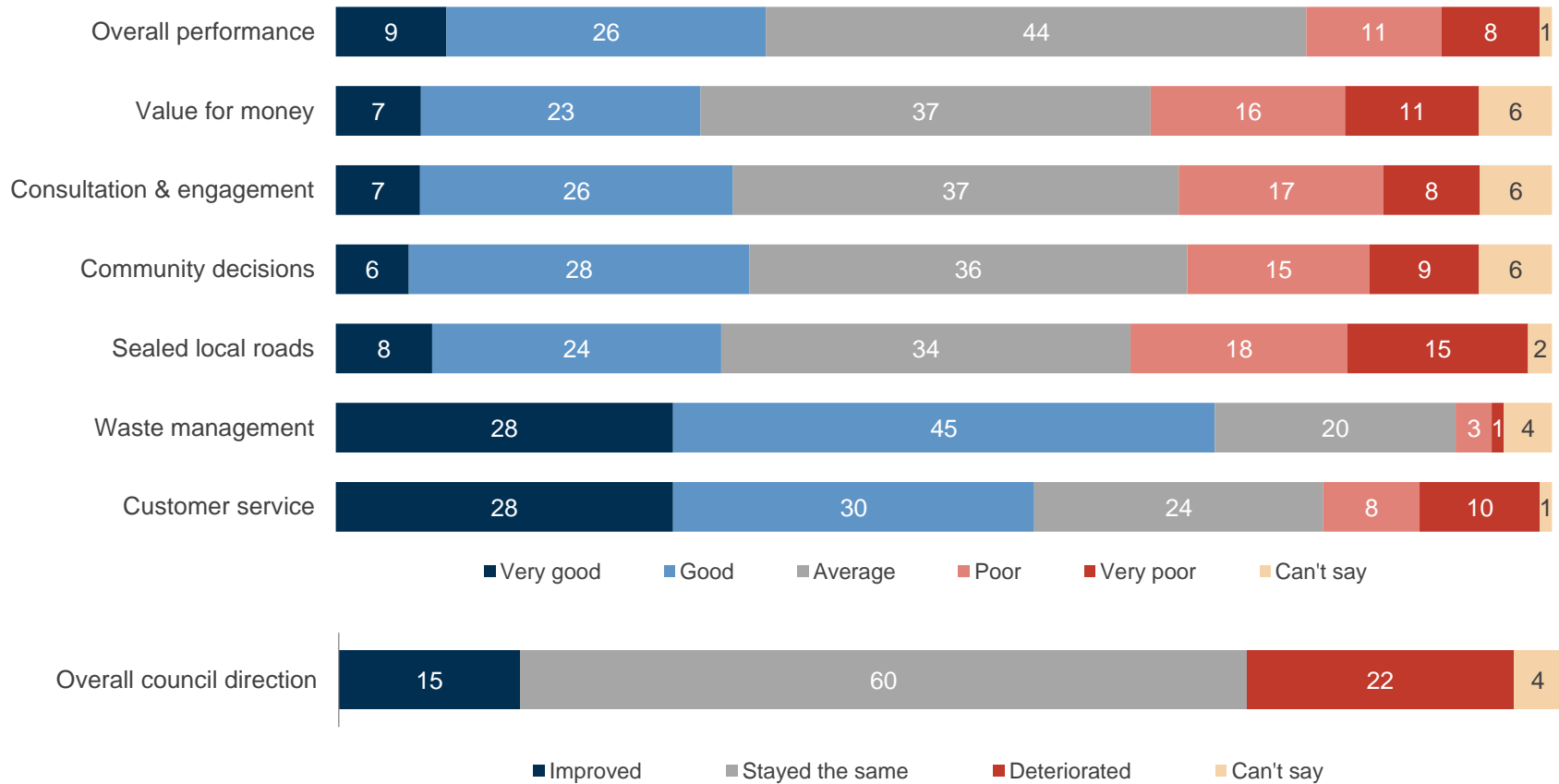
Overall Council Direction















Summary of core measures

Core measures summary results (%)





Summary of Hindmarsh Shire Council performance

Services	Hindmarsh 2024	Hindmarsh 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
 Overall performance	55	53	53	54	65+ years	18-34 years
 Value for money	49	49	47	48	East Ward residents	35-49 years
 Overall council direction	46	42	44	45	18-34 years, East Ward residents	35-64 years
 Customer service	65	64	66	67	65+ years	18-34 years
 Appearance of public areas	76	77	71	68	50-64 years	18-34 years
 Waste management	75	74	67	67	18-34 years	35-49 years
 Recreational facilities	68	66	67	68	East Ward residents, 65+ years	18-49 years, West Ward residents
 Elderly support services	62	66	65	63	65+ years	18-34 years
 Enforcement of local laws	60	61	60	61	18-34 years, West Ward residents	North Ward residents
 Local streets & footpaths	59	59	51	52	35-64 years	18-34 years



Summary of Hindmarsh Shire Council performance

Services		Hindmarsh 2024	Hindmarsh 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Bus/community dev./tourism	56	59	59	57	East Ward residents	West Ward residents, Men
	Informing the community	54	55	56	56	East Ward residents	18-34 years, Men
	Lobbying	52	53	50	50	East Ward residents	35-49 years
	Consultation & engagement	52	54	51	51	50-64 years	18-49 years
	Community decisions	52	52	50	50	65+ years	35-49 years
	Sealed local roads	48	48	41	45	East Ward residents	35-49 years
	Slashing & weed control	45	46	46	45	50-64 years	35-49 years
	Planning & building permits	43	42	43	45	Women	Men, West Ward residents
	Unsealed roads	36	36	35	36	65+ years	35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Hindmarsh Shire Council's performance has been stable across all measures evaluated in the past year with one exception. In the service area of elderly support services, perceptions have declined significantly for the third year running. In other areas, declines in perceptions have been abated, including for overall performance where perceptions improved this year (albeit not significantly). This is a positive result for Council.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service area that most influences perception of overall performance, namely decisions made in the interest of the community. Other service areas where attention is required is in the areas of planning and building permits, as well as the condition of sealed local roads, as these areas are rated less well and also have an influence on overall performance. Communications will be important to ensure the community are aware of the actions Council is undertaking.

Comparison to state and area grouping

Positively, Council performs as well as, or significantly higher than, the State-wide and Small Rural council averages on all core measures (including overall performance) and almost all service areas evaluated. The only exception is business and community development and tourism which is rated significantly lower than the Small Rural group average.

Maintain and shore up stronger performing areas

Perceptions of Council's performance on waste management and recreational facilities have been relatively stable over time and remain among Council's strongest performing areas. Maintaining efforts here is warranted as these service areas are moderate influences on the overall performance rating. Perceptions of consultation and engagement, also an influence on overall perceptions, while not significantly different to last year, is trending down and at a 10 year low. It is important to ensure that residents feel heard on key local issues.

DETAILED FINDINGS



Overall performance



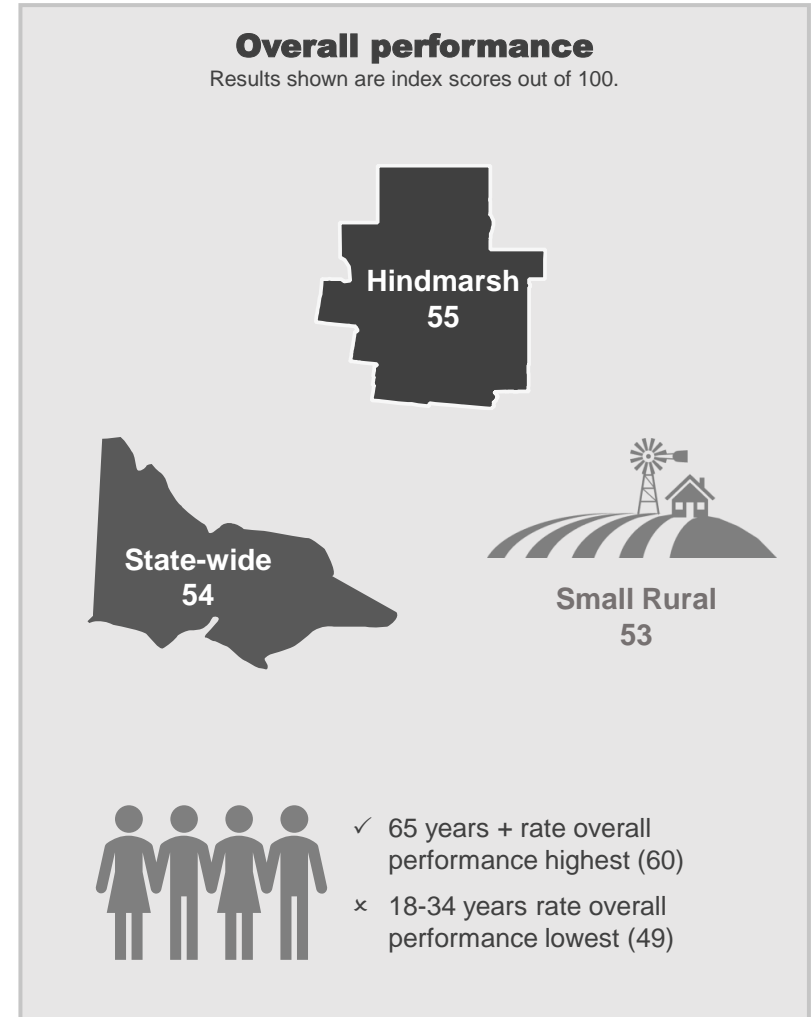
Overall performance

The overall performance index score of 55 for Hindmarsh Shire Council is similar to the 2023 result, up two (not significant) index points. This represents a plateauing of a downward trend evident in perceptions of Council's overall performance from its peak in 2019.

Hindmarsh Shire Council's overall performance is rated in line with the Small Rural group and State-wide average for councils (index scores of 53 and 54 respectively).

- Similar to last year, overall performance is rated significantly higher than the Council average among residents aged 65 years and over (index score of 60).
- Residents aged 18 to 34 years have the lowest perceptions of overall performance (not significantly different to the average), which is also the case with the previous year's findings.

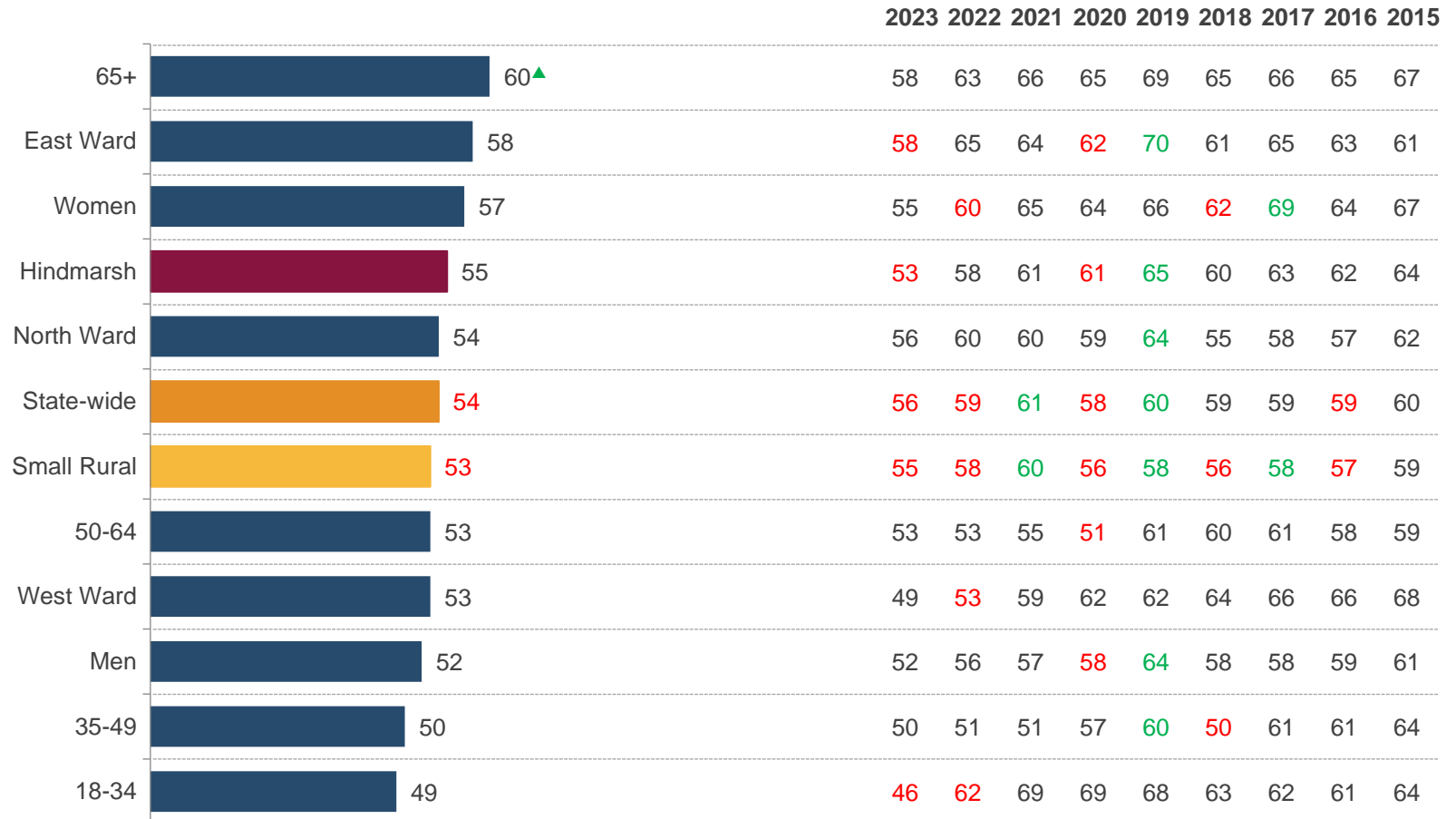
As in 2023, three in 10 residents (30%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is slightly more than those who rate Council as 'very poor' or 'poor' (27%) when it comes to value for money.





Overall performance

2024 overall performance (index scores)



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

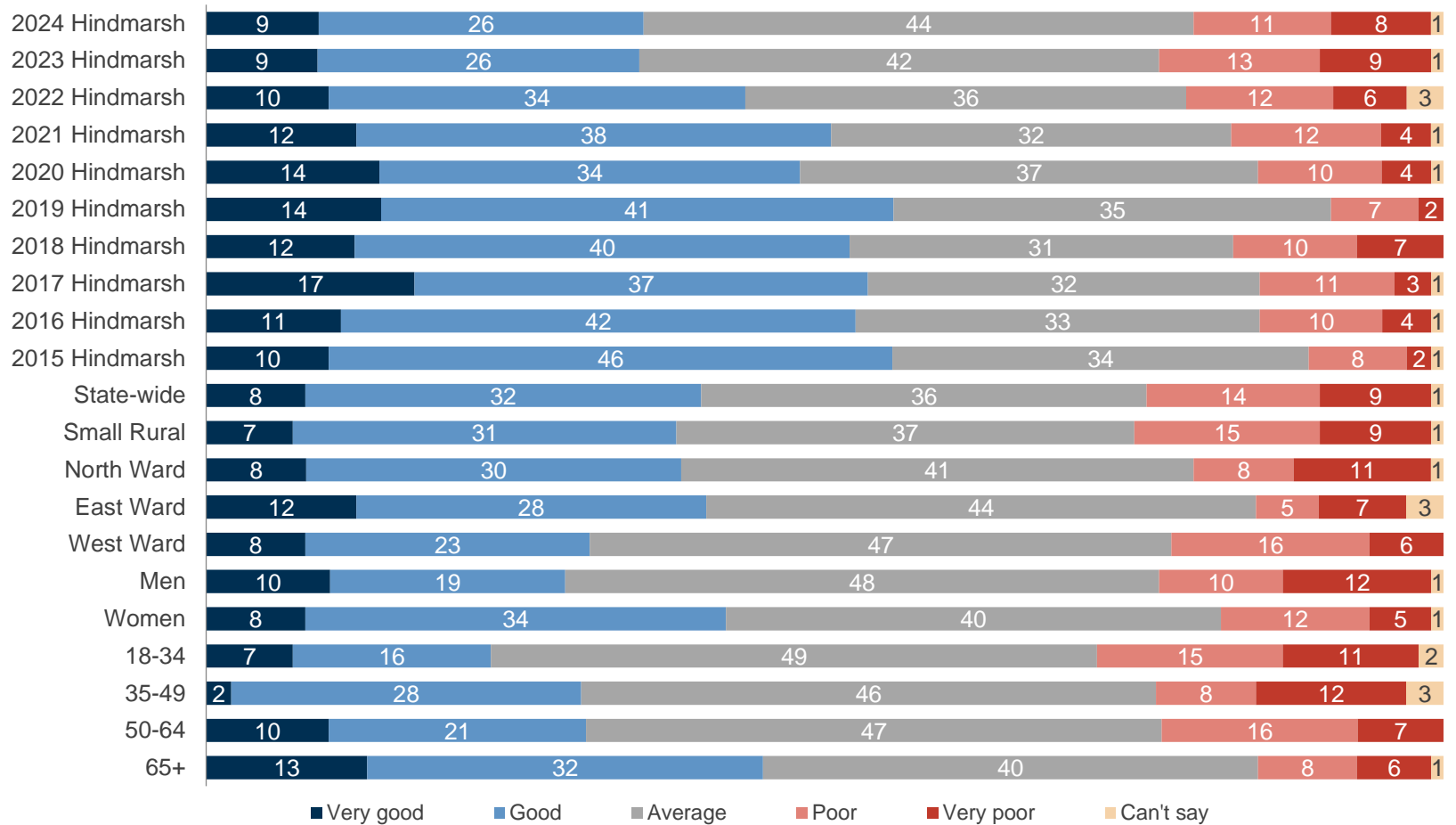
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall performance

2024 overall performance (%)

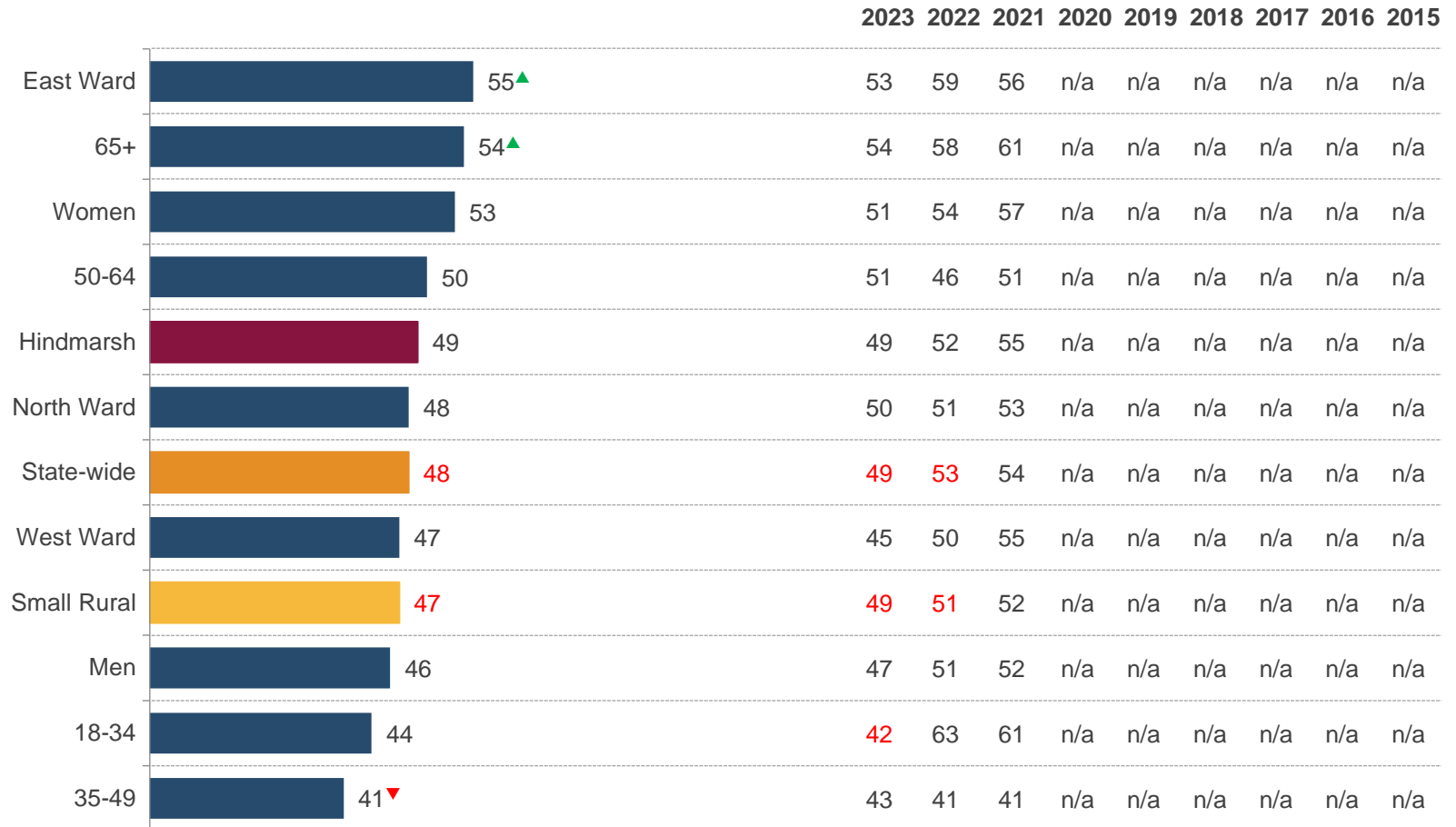


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils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



Value for money in services and infrastructure

2024 value for money (index scores)



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

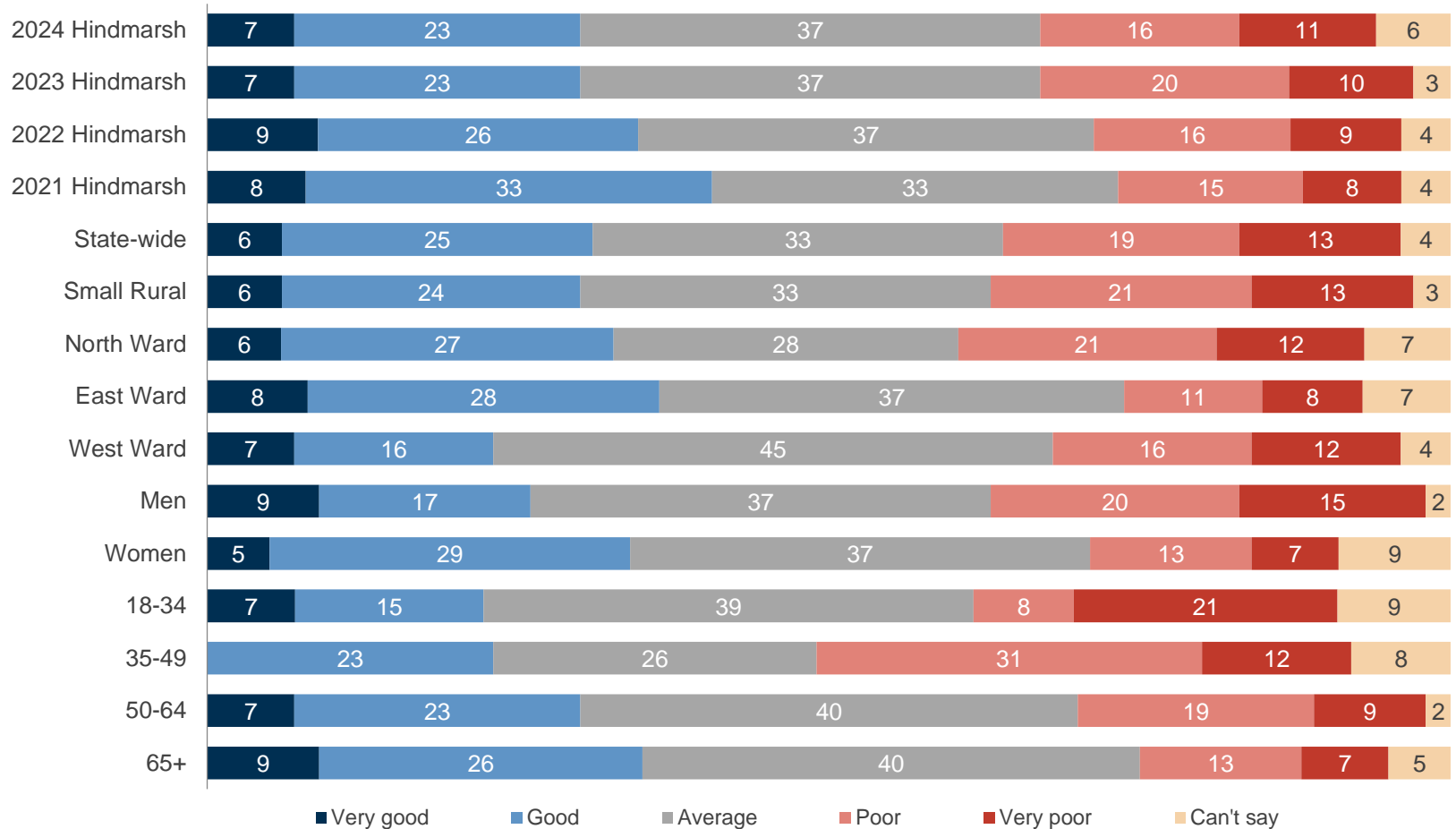
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 19

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Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Hindmarsh 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

Appearance of public areas (index score of 76) is the area where Council continues to perform best, despite decreasing by one (non-significant) index point from 2023.

- Council performs significantly higher than the Small Rural group and State-wide averages on this service area (71 and 68 respectively).

Waste management is Council's next highest rated service area (index score of 75). Perceptions here have also been relatively stable over time.

- This is a positive result as waste management is a key influence on overall performance.
- Council is also rated significantly higher than the Small Rural Group and State-wide averages in this service area.
- Perceptions of waste management performance increased significantly this year among residents aged 18 to 34 years (78, up six index points).

Council's next highest performing service area is recreational facilities (index score of 68). Like waste management. This service area also has moderate to strong influence on overall performance rating.

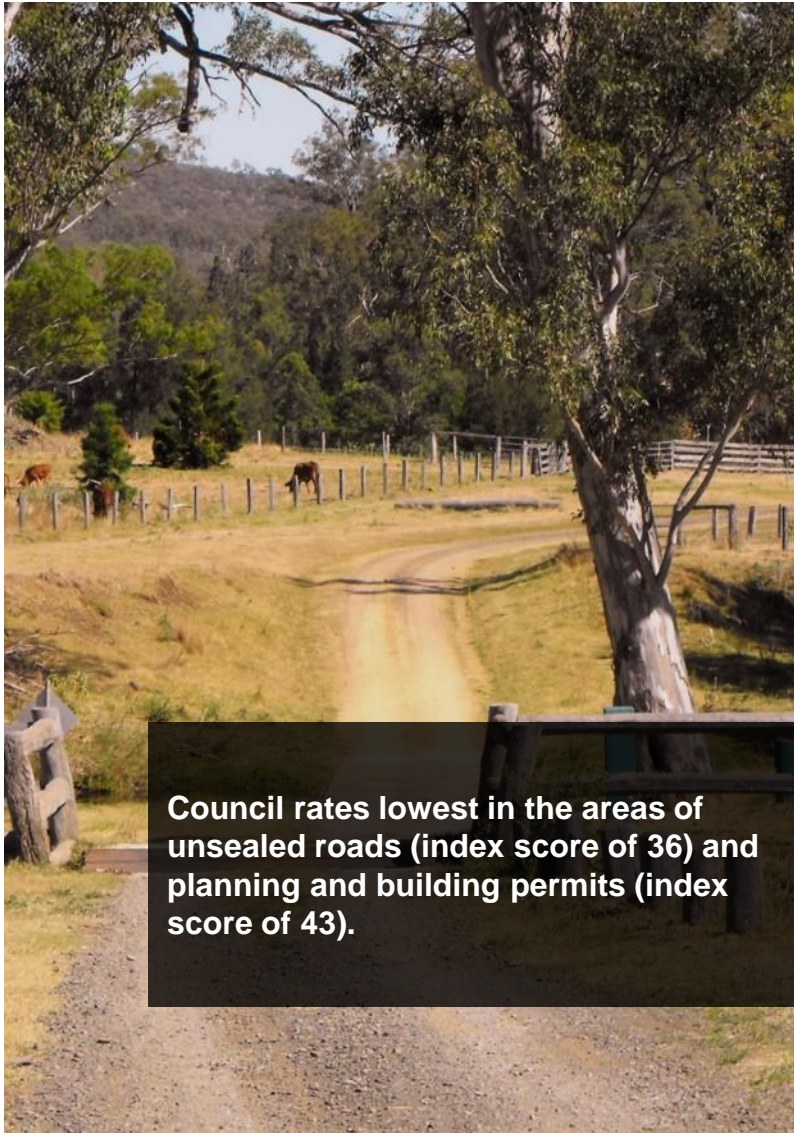
- East Ward residents, and those aged 65 years and over, have significantly higher than average perceptions of Council in this service area.



Appearance of public areas (index score of 76) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of unsealed roads (index score of 36) and planning and building permits (index score of 43).

Council rates lowest in the area of maintenance of unsealed roads (index score of 36). Ratings for Council's maintenance of unsealed roads remain unchanged from last year and remain at an eight year low. Performance has not yet recovered from the significant decline in perceptions evident last year.

- That said, Council performs in line with the Small Rural group and State-wide averages (index scores of 35 and 36 respectively).
- Residents aged 65 years and over (42) rate Council significantly higher than average in this area.
- This service area is considered the most important (of those evaluated) (importance index score of 86).

Council's next lowest rated service area, planning and building permits (index score of 36), also rates in line with last year's result.

- Council also performs in line with the Small Rural group and State-wide average on this measure.
- Council should look to restore positive perceptions among West Ward residents and men, who rate this service area significantly lower than average (index score of 38 for both). In contrast, performance ratings among women (49) are significantly above average and higher than the previous year.



Individual service area performance

2024 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Appearance of public areas	76	77	79	79	80	79	78	74	77
Waste management	75	74	75	71	75	74	75	68	71
Recreational facilities	68	66	69	70	71	73	73	67	71
Elderly support services	62	66	70	74	74	75	73	75	72
Enforcement of local laws	60	61	64	65	66	65	64	65	63
Local streets & footpaths	59	59	61	60	61	65	60	62	59
Bus/community dev./tourism	56	59	59	62	61	63	61	61	58
Informing the community	54	55	55	59	59	61	60	64	62
Lobbying	52	53	55	59	61	61	62	60	59
Consultation & engagement	52	54	52	56	59	60	60	59	59
Community decisions	52	52	55	59	59	61	60	58	57
Sealed local roads	48	48	55	53	50	54	48	52	45
Slashing & weed control	45	46	54	50	50	56	54	53	n/a
Planning & building permits	43	42	46	45	52	50	54	54	47
Unsealed roads	36	36	43	42	42	46	42	46	n/a

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

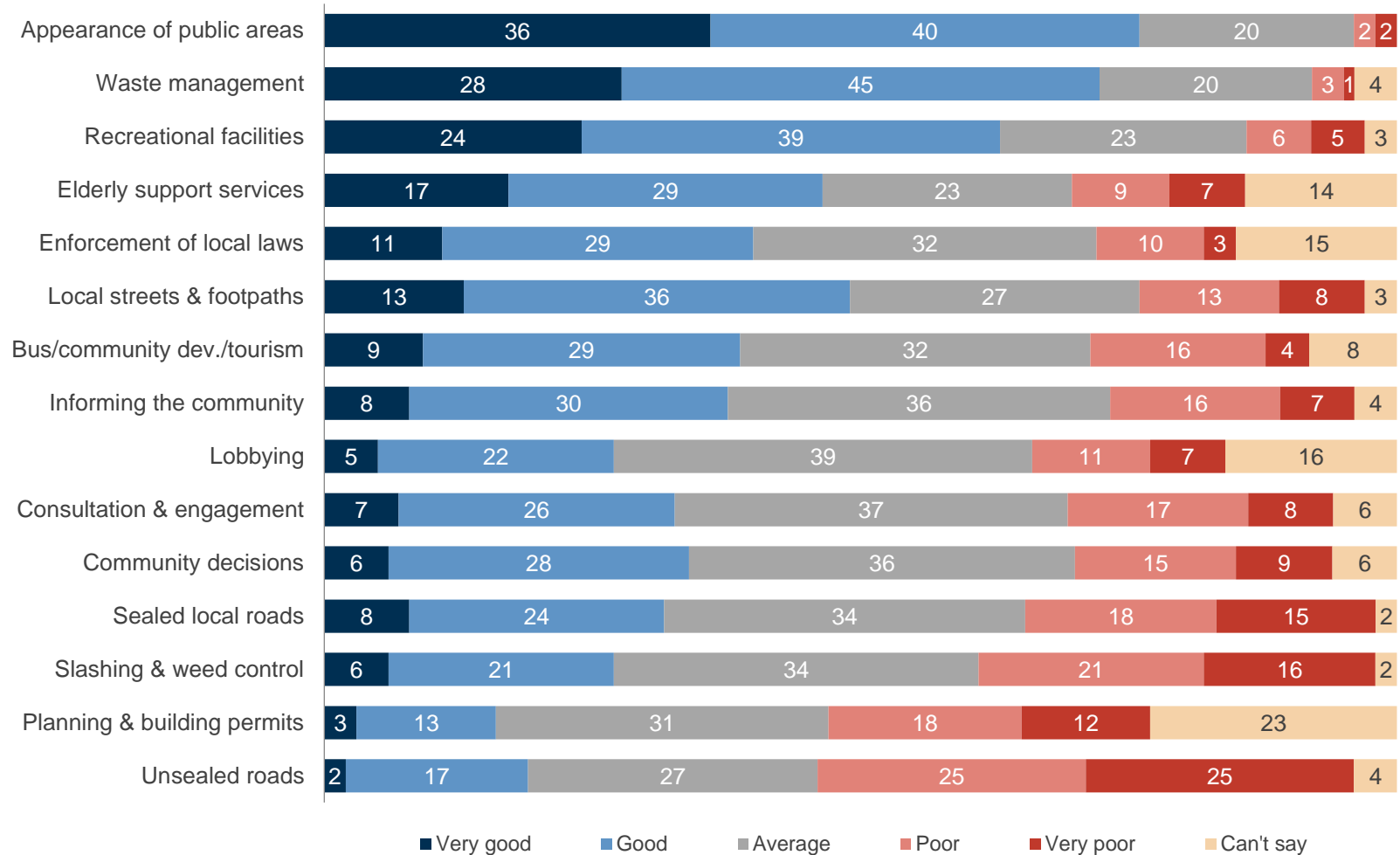
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Individual service area performance

2024 individual service area performance (%)



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



Individual service area importance

2024 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Unsealed roads	86	84	86	83	85	83	82	79	n/a	n/a
Sealed local roads	84	83	83	82	85	83	84	81	n/a	n/a
Elderly support services	82	80	82	82	82	82	82	80	n/a	n/a
Community decisions	79	81	82	80	81	80	77	78	n/a	n/a
Local streets & footpaths	78	78	80	78	78	78	77	76	n/a	n/a
Waste management	78	77	77	77	78	75	76	75	n/a	n/a
Consultation & engagement	77	76	78	77	76	75	73	74	n/a	n/a
Informing the community	77	77	80	76	78	76	72	74	n/a	n/a
Appearance of public areas	76	74	75	74	74	74	73	73	n/a	n/a
Lobbying	73	76	75	74	75	72	71	72	n/a	n/a
Recreational facilities	73	73	74	74	72	71	70	72	n/a	n/a
Bus/community dev./tourism	71	73	75	75	75	73	69	74	n/a	n/a
Planning & building permits	67	67	66	67	65	63	61	64	n/a	n/a
Enforcement of local laws	65	64	67	70	69	67	68	70	n/a	n/a
COVID-19 response	54	58	70	69	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?

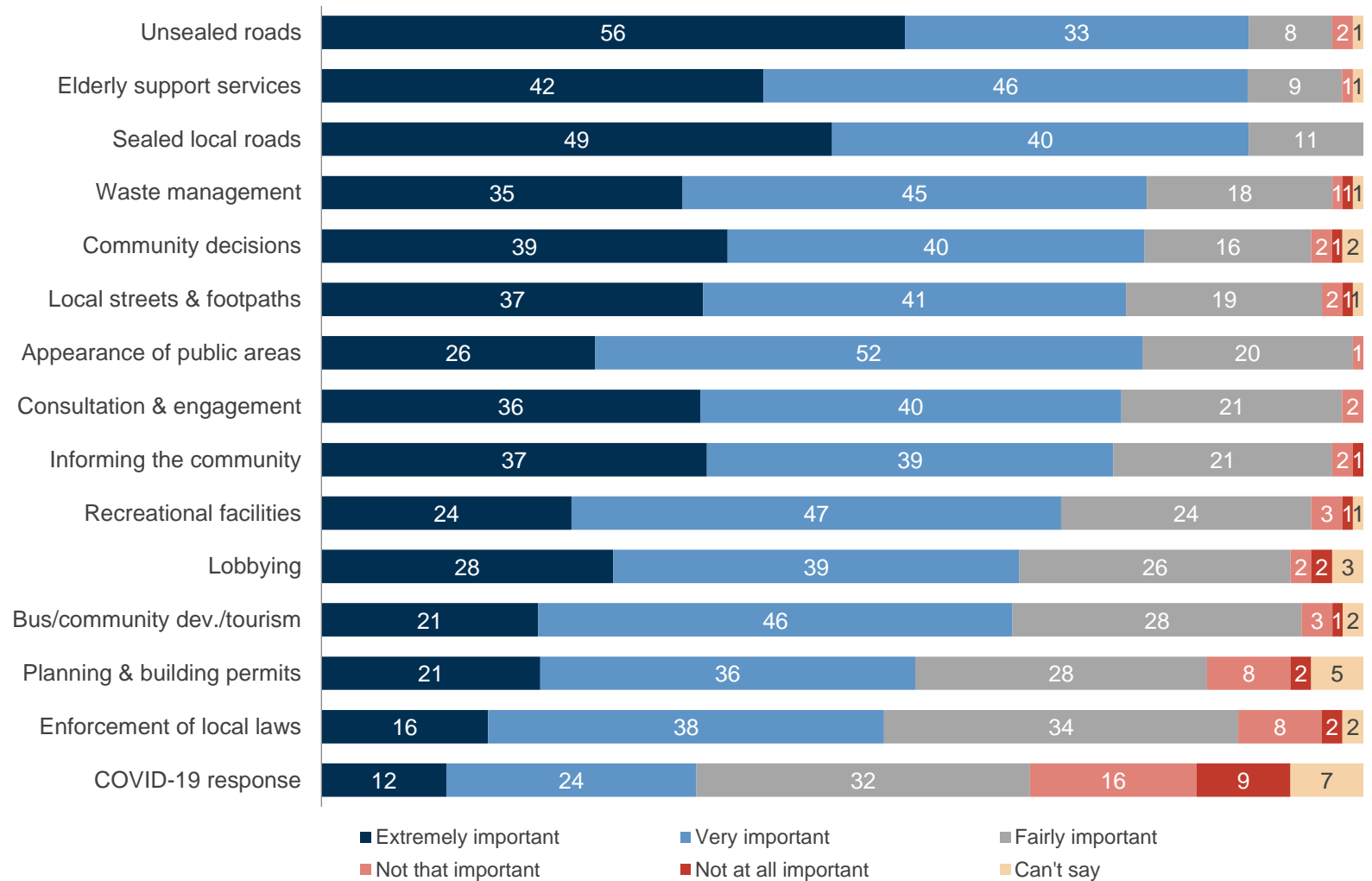
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6

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



Individual service area importance

2024 individual service area importance (%)

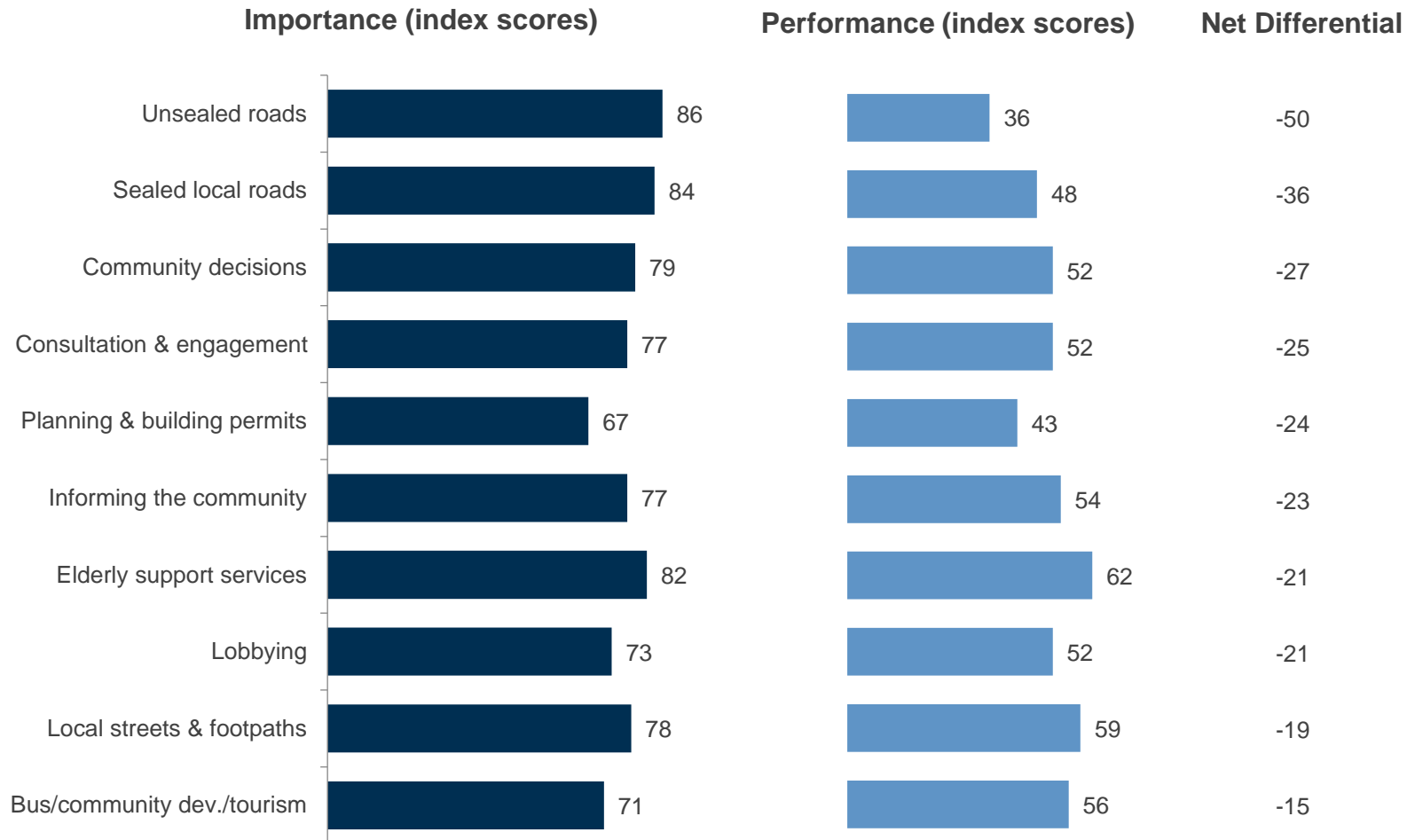


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6



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:

- The condition of sealed local roads
- Community consultation and engagement
- Lobbying on behalf of the community
- Waste management
- Recreational facilities
- Planning and building permits.

Looking at these key service areas only, waste management and recreational facilities have high performance index scores (75 and 68 respectively) and are moderate influences on the overall performance rating.

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

Other service areas that have a stronger influence on overall perceptions, but where Council performs relatively less well, are community consultation and lobbying (index scores of 52 for each).

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

However, most in need of attention is Council's performance on planning and building permits and sealed roads, which is rated as poor (index scores of 43 and 48 respectively).

Council's maintenance of sealed roads is a strong influence on community ratings of overall performance.

It will be important to attend to the maintenance of sealed roads and address community concerns about planning and building permits 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.

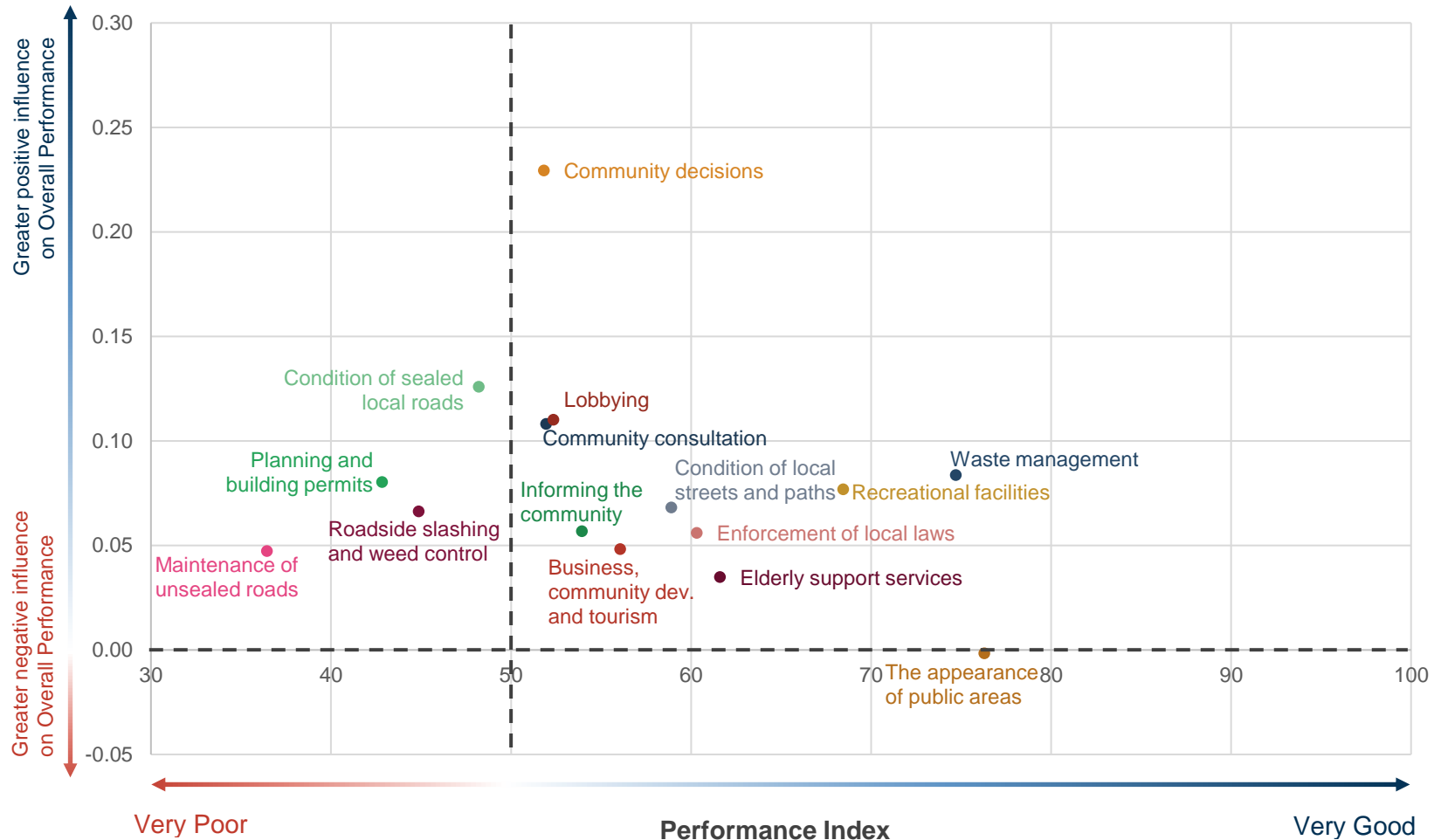
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

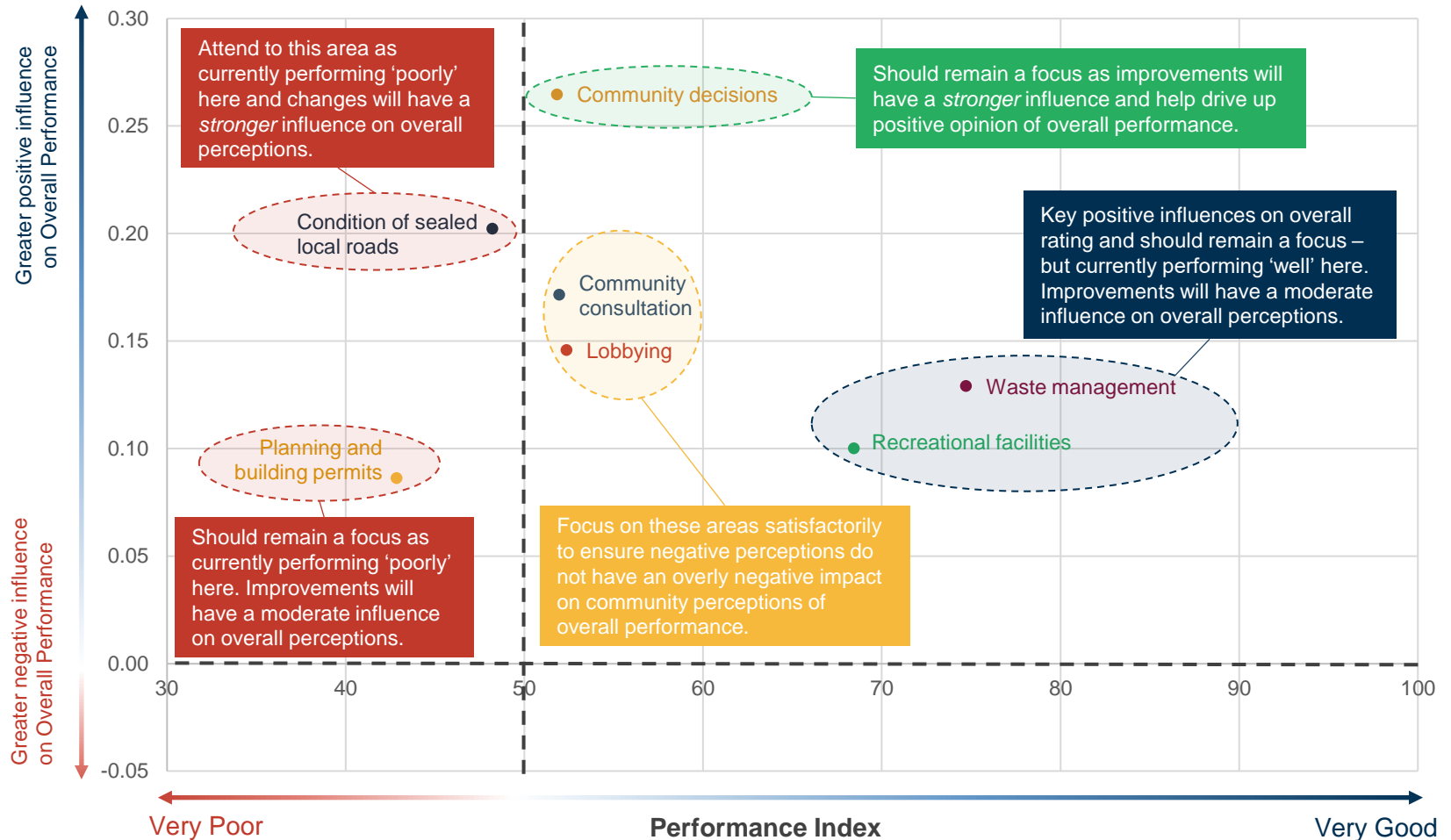


The multiple regression analysis model above (all service areas) has an R^2 value of 0.634 and adjusted R^2 value of 0.620, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 44.47$. 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 R² value of 0.613 and adjusted R² value of 0.606, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 88.98.



Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -

2024 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Hindmarsh 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: 31 Councils asked group: 8

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

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

Just over three in five Council residents (61%) have had contact with Council in the last 12 months. Rate of contact with Council has been largely stable over time.

- Significantly fewer residents of North Ward and those aged 18 to 34 years had contact with Council this year (60% and 38% respectively).
- Rate of contact among those aged 18 to 34 years is also significantly lower than average.



Among those residents who have had contact with Council, 58% provide a positive customer service rating of 'very good' or 'good', including 28% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 65 is similar to 2023 (index score of 64). Customer service is rated in line with the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

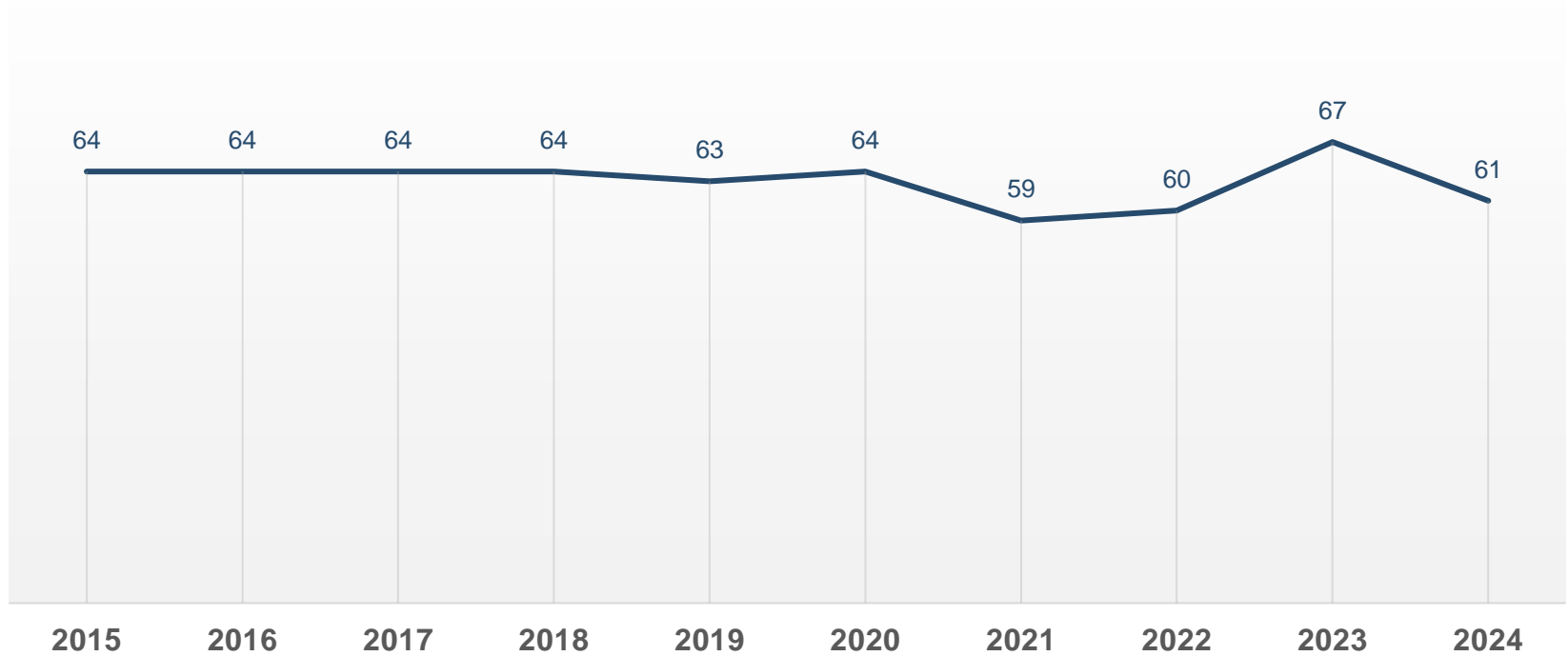
- Geographically, customer service ratings are lowest among residents of North Ward (index score of 59) and highest among residents of East Ward and West Ward (index scores of 68 and 67 respectively).
- Younger residents aged 18 to 34 years (index score of 52) have the least positive perceptions of customer service, significantly lower than the Council average. However, as discussed, they contact Council less frequently than other cohorts.

Nearly three in five residents (58%) provide a positive customer service rating of 'very good' or 'good'. Far fewer residents (18%) rate Council's customer service as 'poor' or 'very poor'.



Contact with council

2024 contact with council (%)
Have had contact



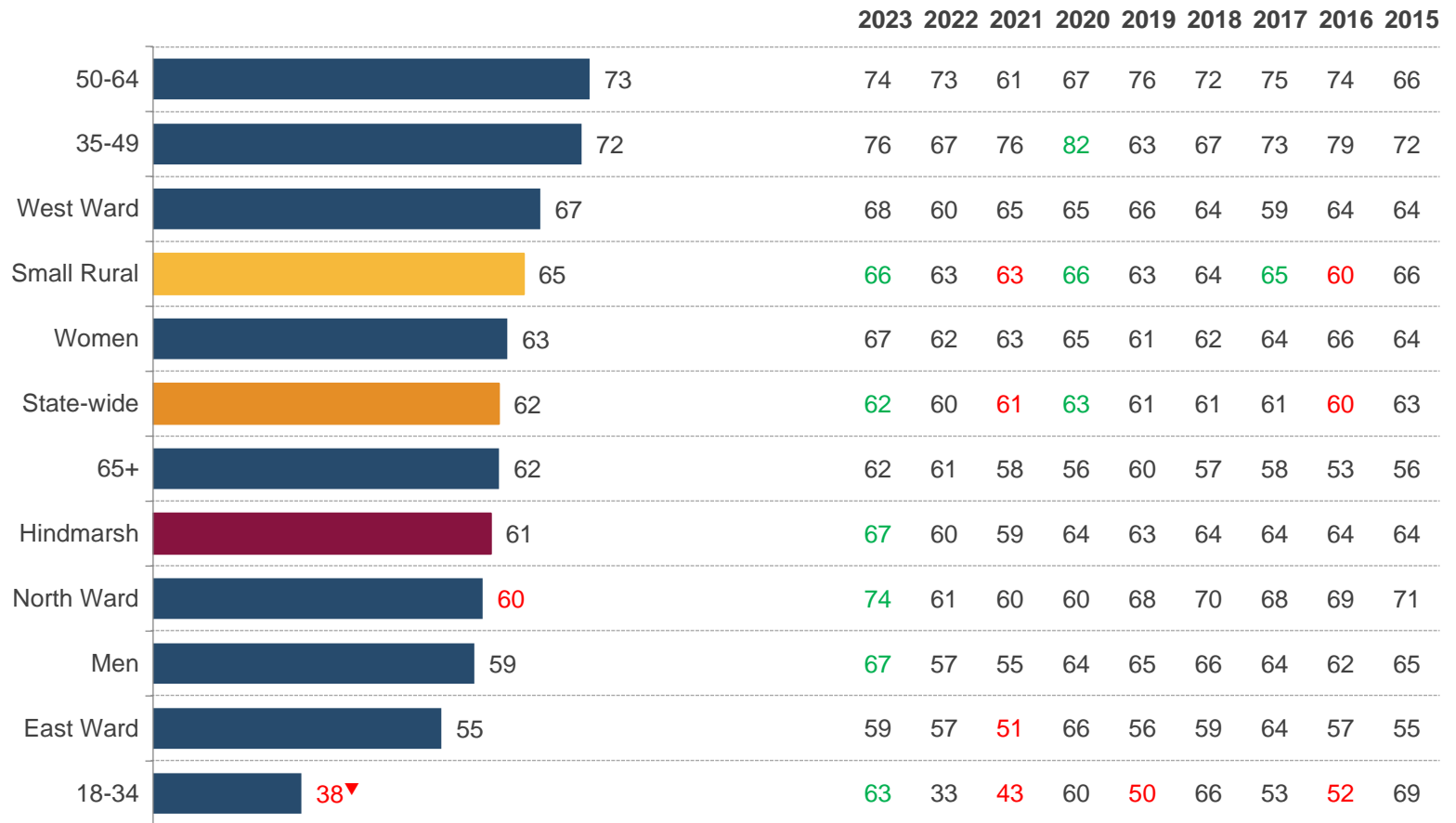
Q5. Over the last 12 months, have you or any member of your household had any contact with Hindmarsh Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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 Hindmarsh 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?

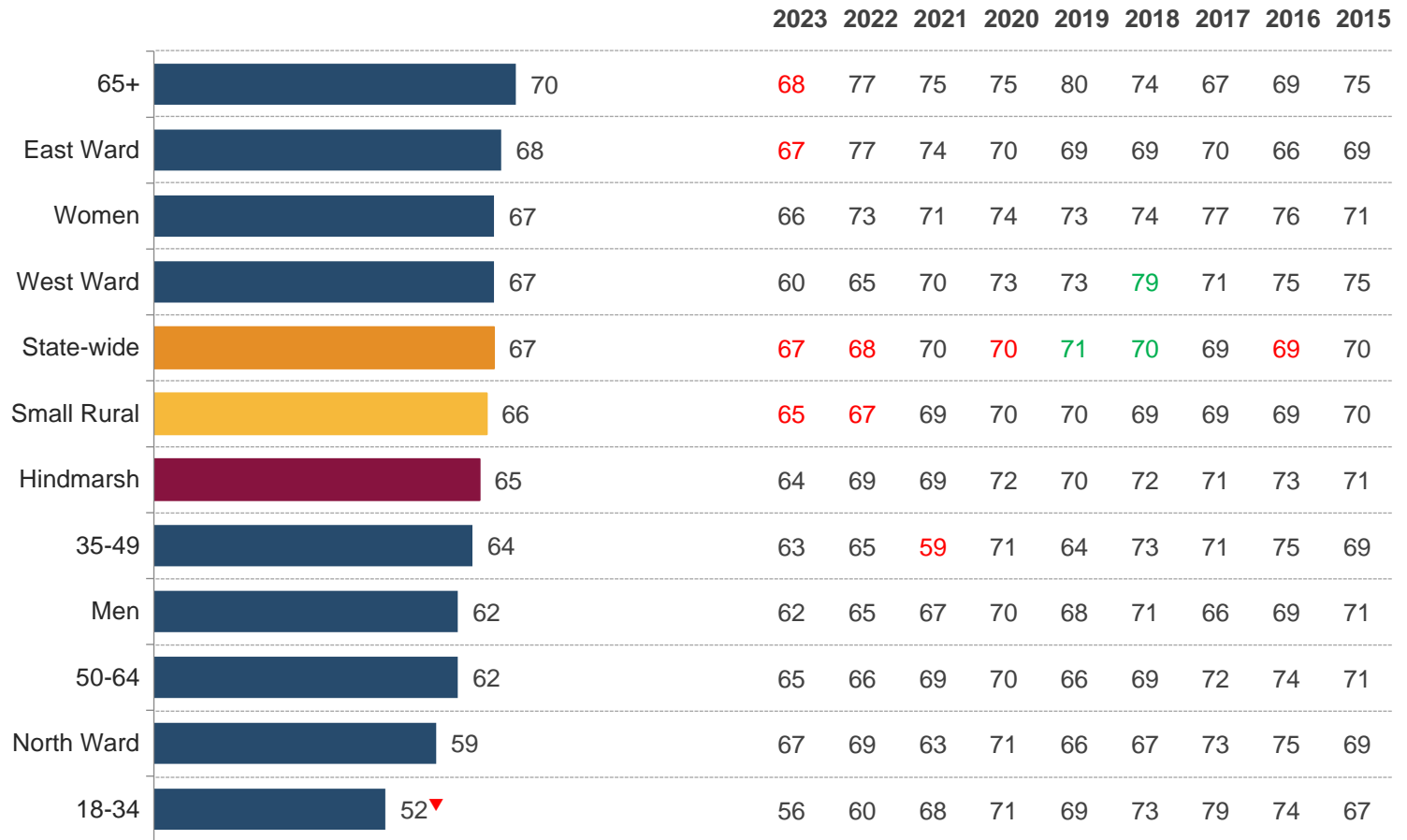
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15

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



Customer service rating

2024 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Hindmarsh 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.

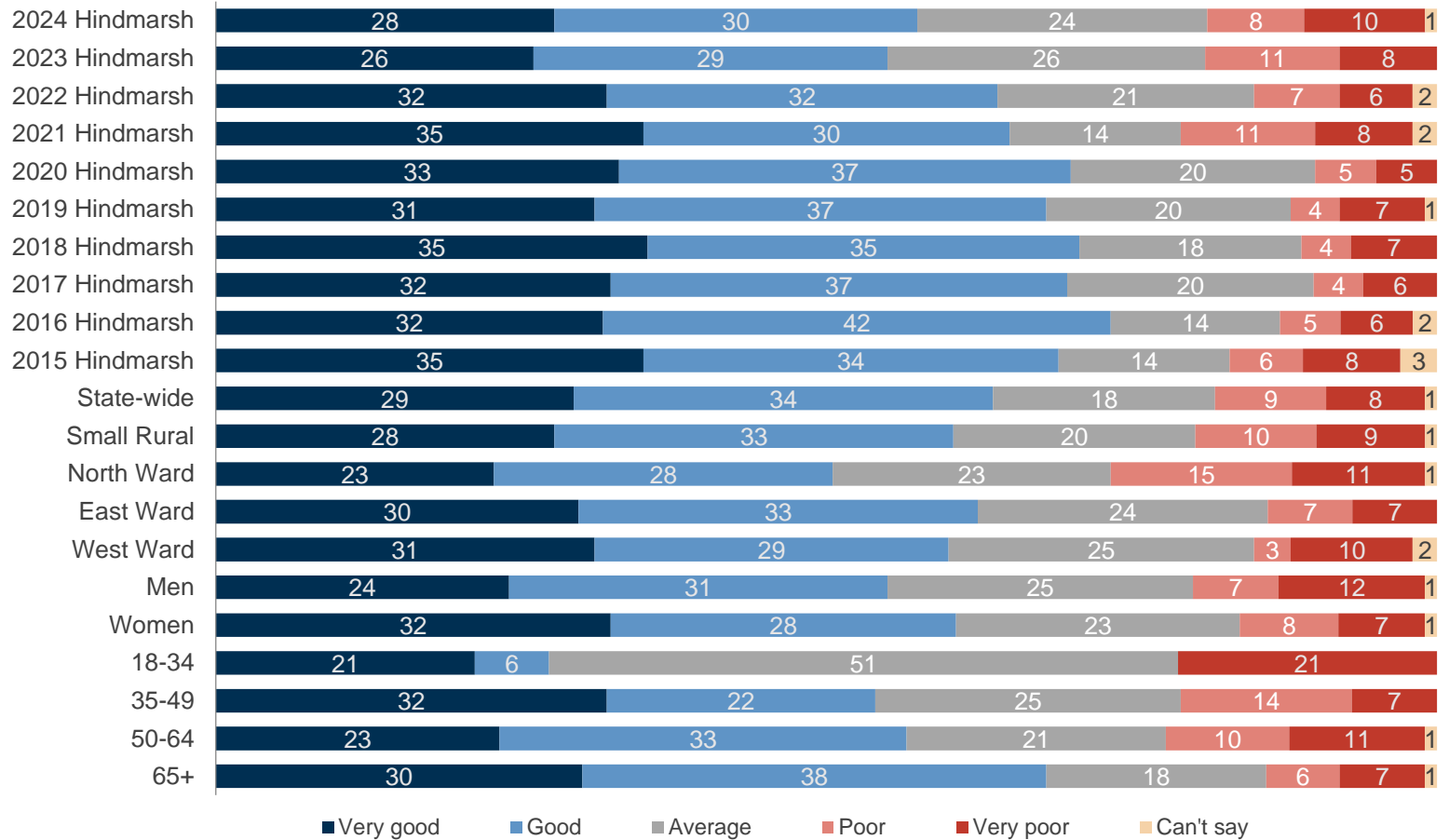
Councils asked State-wide: 62 Councils asked group: 19

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 Hindmarsh 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

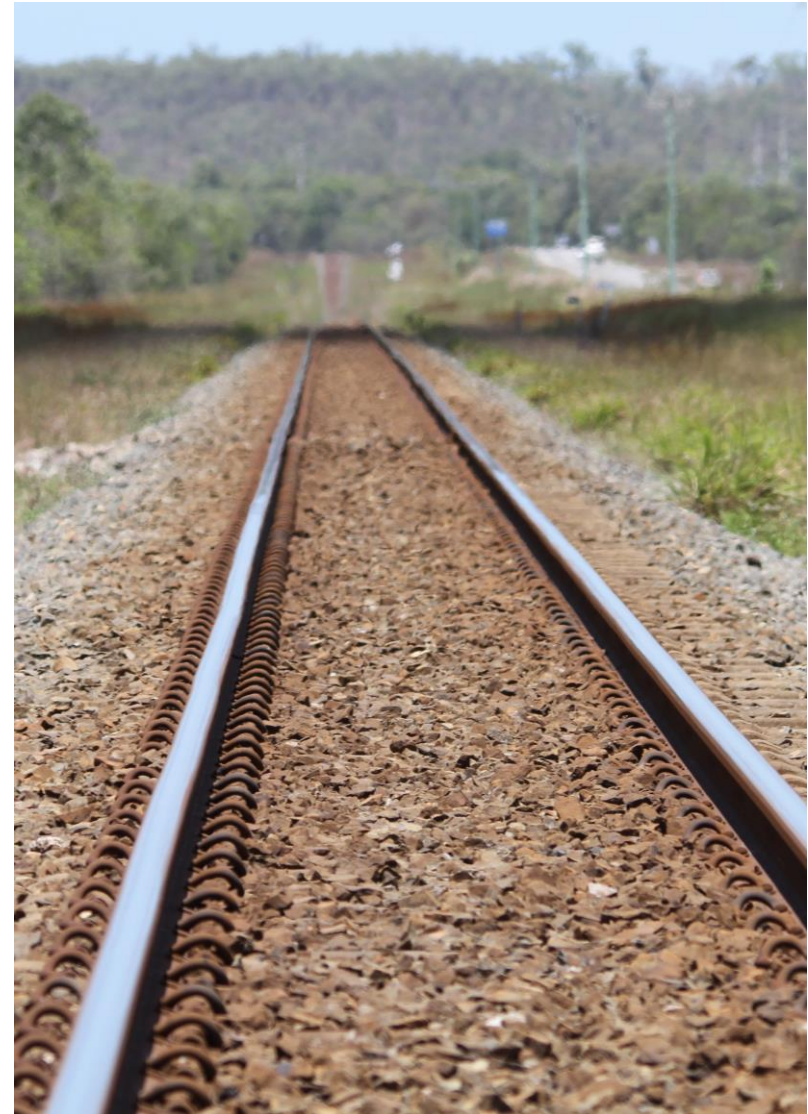
The direction of Council's overall performance index score of 46 is in line with the 2023 result. Direction of Council's overall performance is also in line with both the Small Rural group and State-wide averages, noting that both group scores (44 and 45 respectively) are significantly lower than the previous year's result.

- Since the previous evaluation, ratings significantly improved among residents of West Ward, and those aged 18 to 34 years.
- As was the case last year, residents in East Ward are significantly more satisfied than average with the direction of Council's overall performance.

Over the last 12 months, 15% of residents believe the direction of Council's overall performance has improved (compared to a lower 10% in 2023). Meanwhile, 22% (down three percentage points) believe it has deteriorated.

More than half of residents (52%) feel Council is moving in the 'right direction' ('definitely' or 'probably') and 35% feel it is moving in the 'wrong direction'.

When it comes to the trade-off between rates and services, residents have a stronger preference for cuts in Council services to keep rates at the same level as they are now (41% 'definitely' or 'probably' prefer this) over rate rises to improve local services (32%).





Overall council direction last 12 months

2024 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	53	41	52	54	67	65	57	57	61	52
East Ward	53▲	52	56	51	55	61	52	63	62	68
Women	50	45	50	49	51	54	54	57	60	67
65+	48	46	52	52	52	54	53	54	59	64
Hindmarsh	46	42	48	48	52	53	51	55	57	61
State-wide	45	46	50	53	51	53	52	53	51	53
West Ward	45	37	47	44	52	52	53	52	57	59
North Ward	44	41	44	48	47	48	47	49	54	59
Small Rural	44	47	51	53	50	53	50	52	50	53
Men	43	40	47	47	52	52	47	52	54	56
50-64	41	38	45	44	44	48	46	54	51	62
35-49	41	40	41	38	45	49	45	54	57	63

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

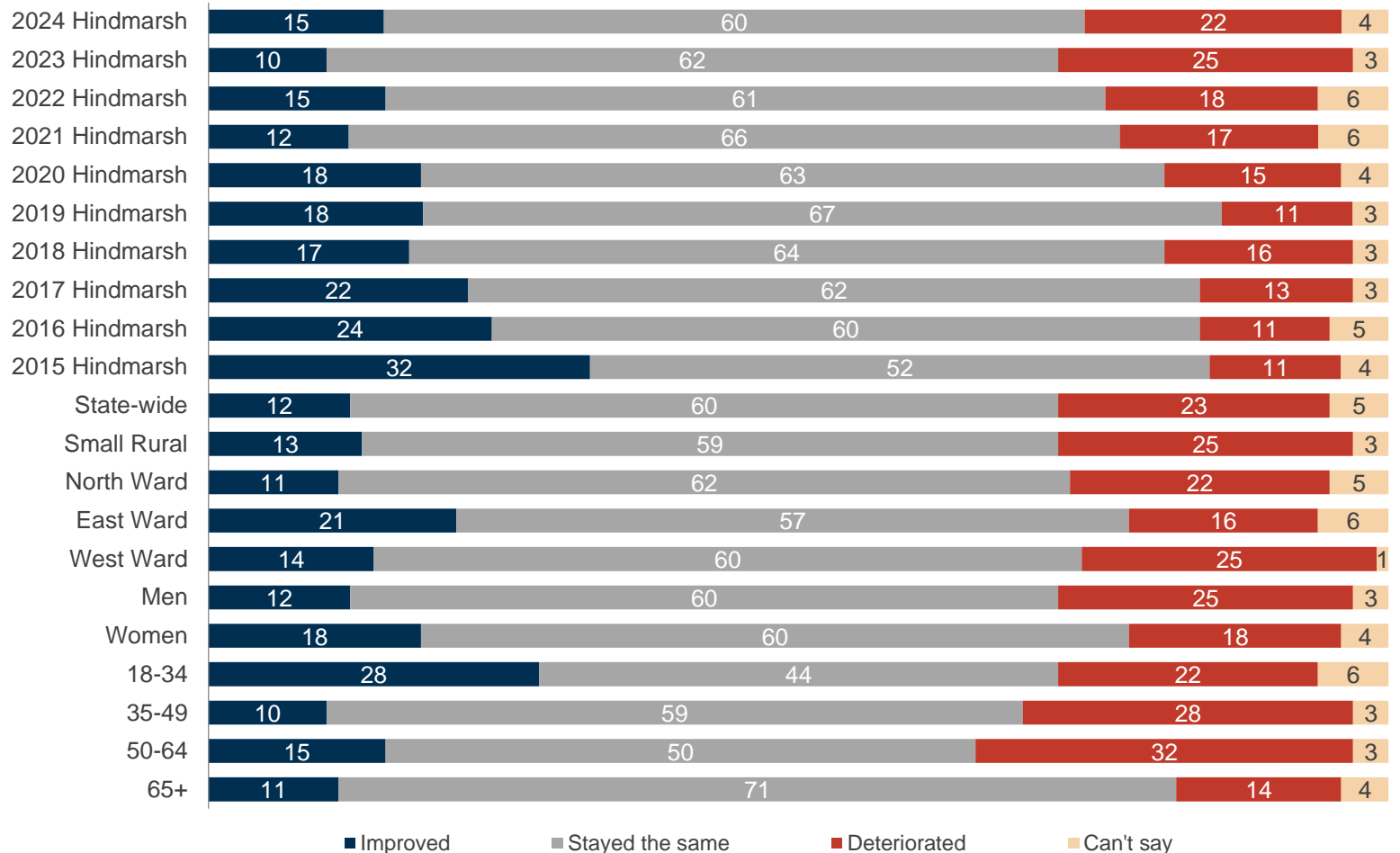
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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



Overall council direction last 12 months

2024 overall council direction (%)

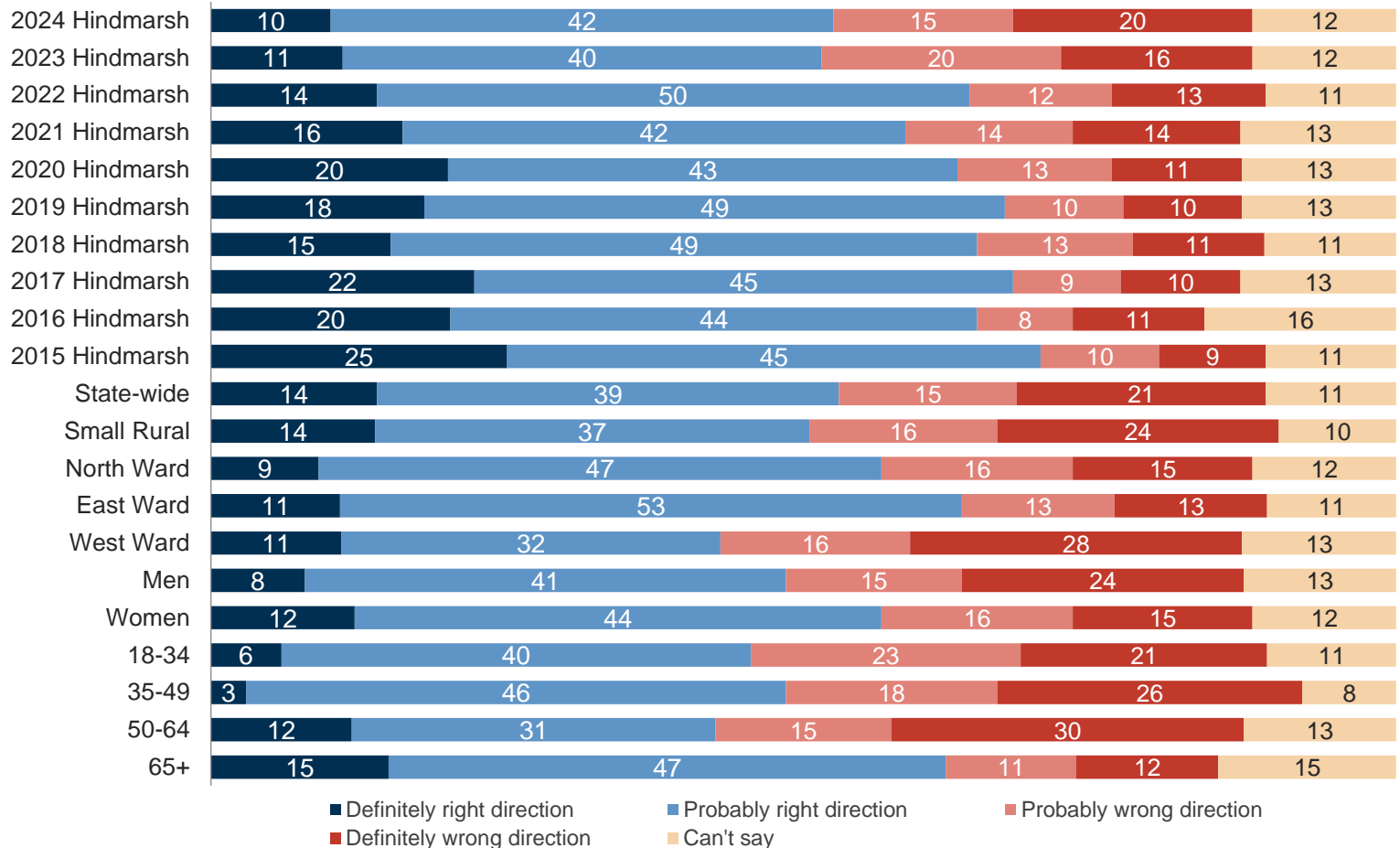


Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19



Right / wrong direction

2024 right / wrong direction (%)

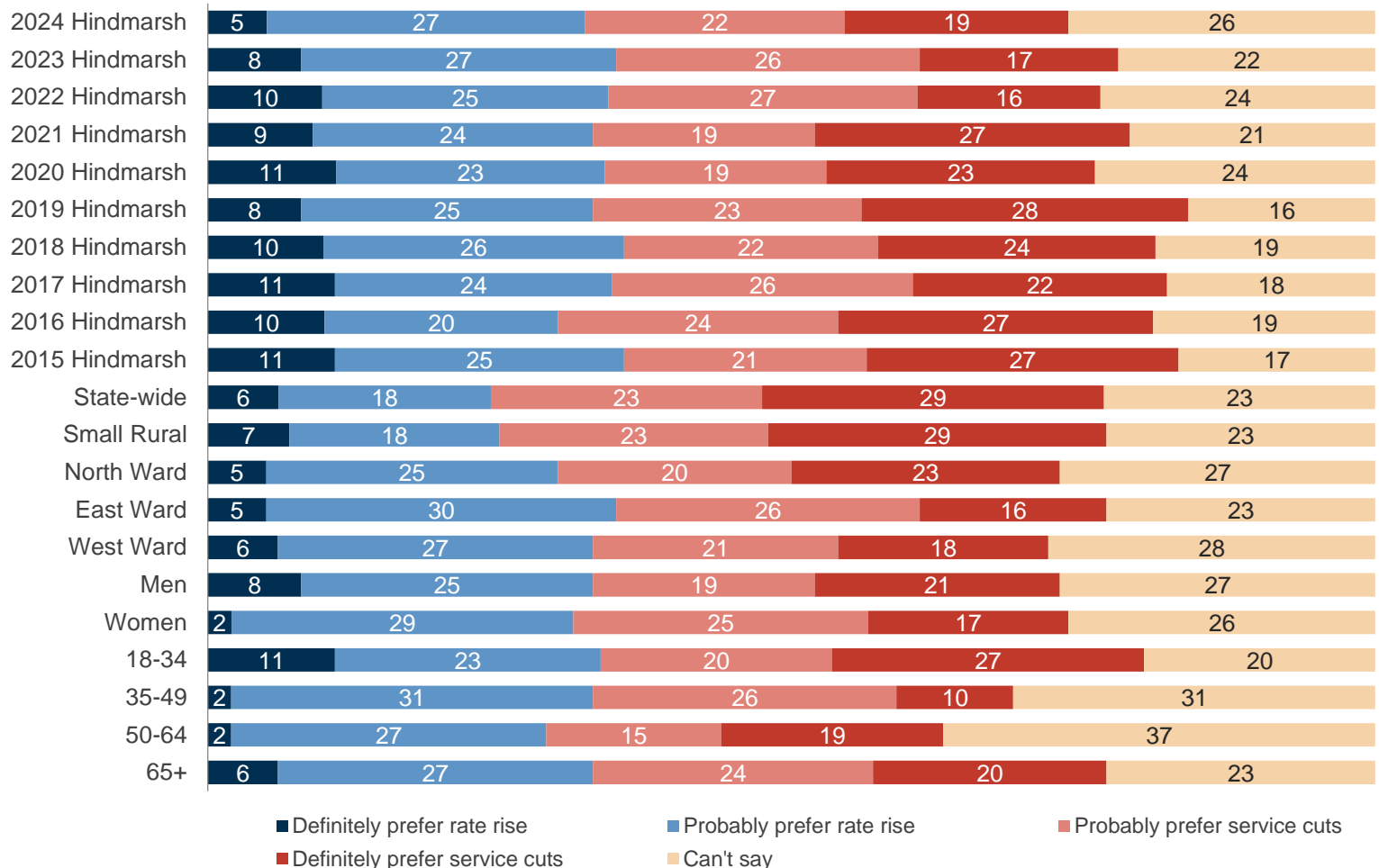


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3



Rates / services trade-off

2024 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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

Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015		
West Ward	79	77	78	77	75	74	72	73	n/a	n/a	
50-64	79	80	83	80	74	78	77	77	n/a	n/a	
Women	78	76	79	77	79	74	75	73	n/a	n/a	
18-34	78	71	71	71	75	74	63	71	n/a	n/a	
Hindmarsh	77	76	78	77	76	75	73	74	n/a	n/a	
65+	77	76	79	77	76	73	74	72	n/a	n/a	
Small Rural	77	77	78	77	76	76	74	75	77	76	
Men	76	75	76	77	73	75	71	74	n/a	n/a	
North Ward	76	76	77	77	77	74	73	74	n/a	n/a	
State-wide	76	76	76	75	74	74	74	74	74	75	74
East Ward	75	75	78	77	76	75	74	74	n/a	n/a	
35-49	75	77	75	80	78	72	76	75	n/a	n/a	

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

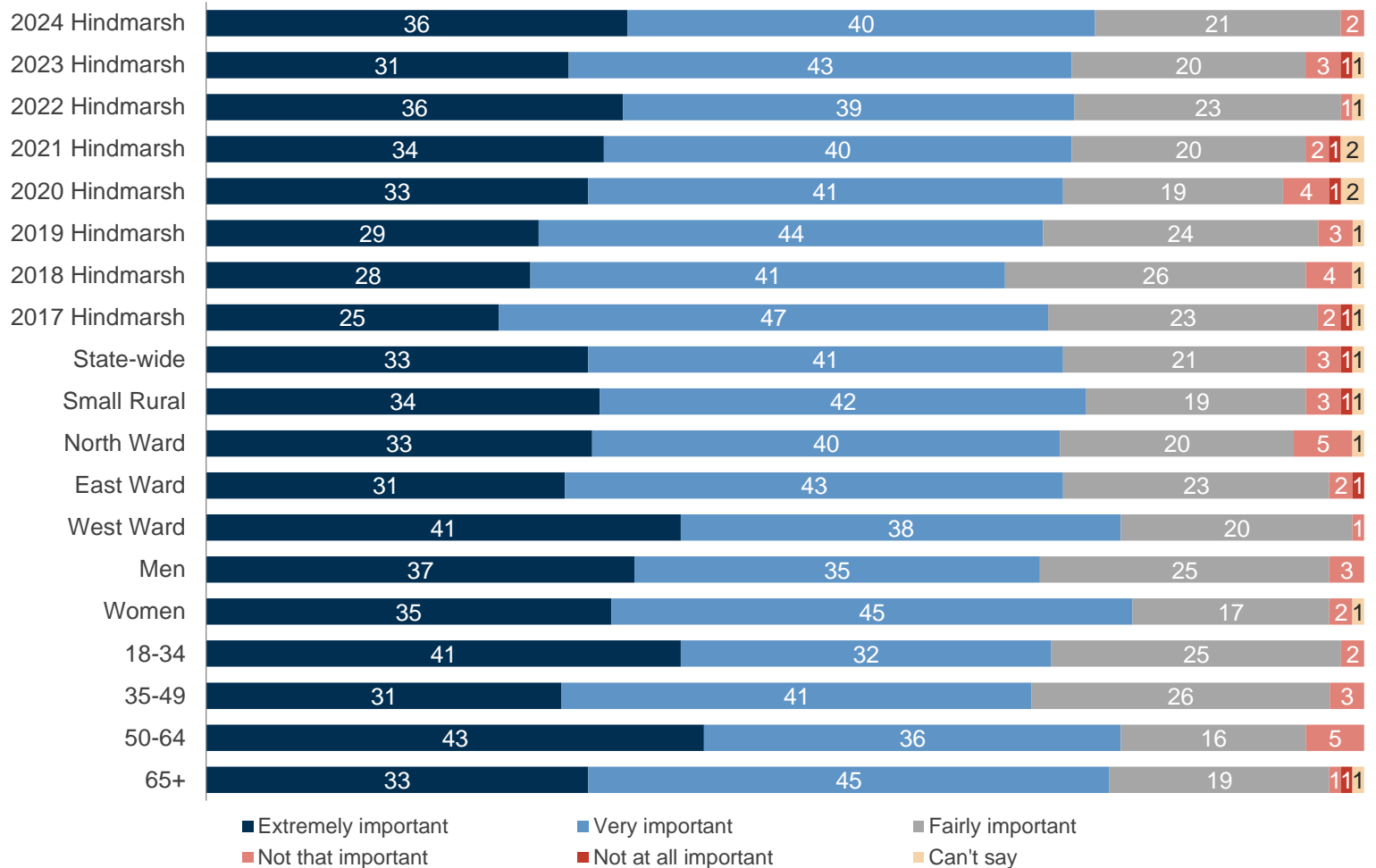
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 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: 25 Councils asked group: 5



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
50-64	57	52	44	53	56	56	60	59	59	57
Women	55	57	54	58	60	61	63	64	60	61
65+	54	54	55	59	61	64	63	60	62	59
East Ward	53	56	56	60	61	63	58	60	62	56
North Ward	52	57	51	55	58	55	60	57	55	58
Hindmarsh	52	54	52	56	59	60	60	59	59	59
Small Rural	51	53	54	56	54	56	54	55	55	56
West Ward	51	50	50	55	58	60	62	60	61	63
State-wide	51	52	54	56	55	56	55	55	54	56
Men	49	50	50	55	59	59	57	54	58	57
18-34	47	54	67	64	70	62	58	60	58	64
35-49	47	53	44	48	49	56	56	54	55	59

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

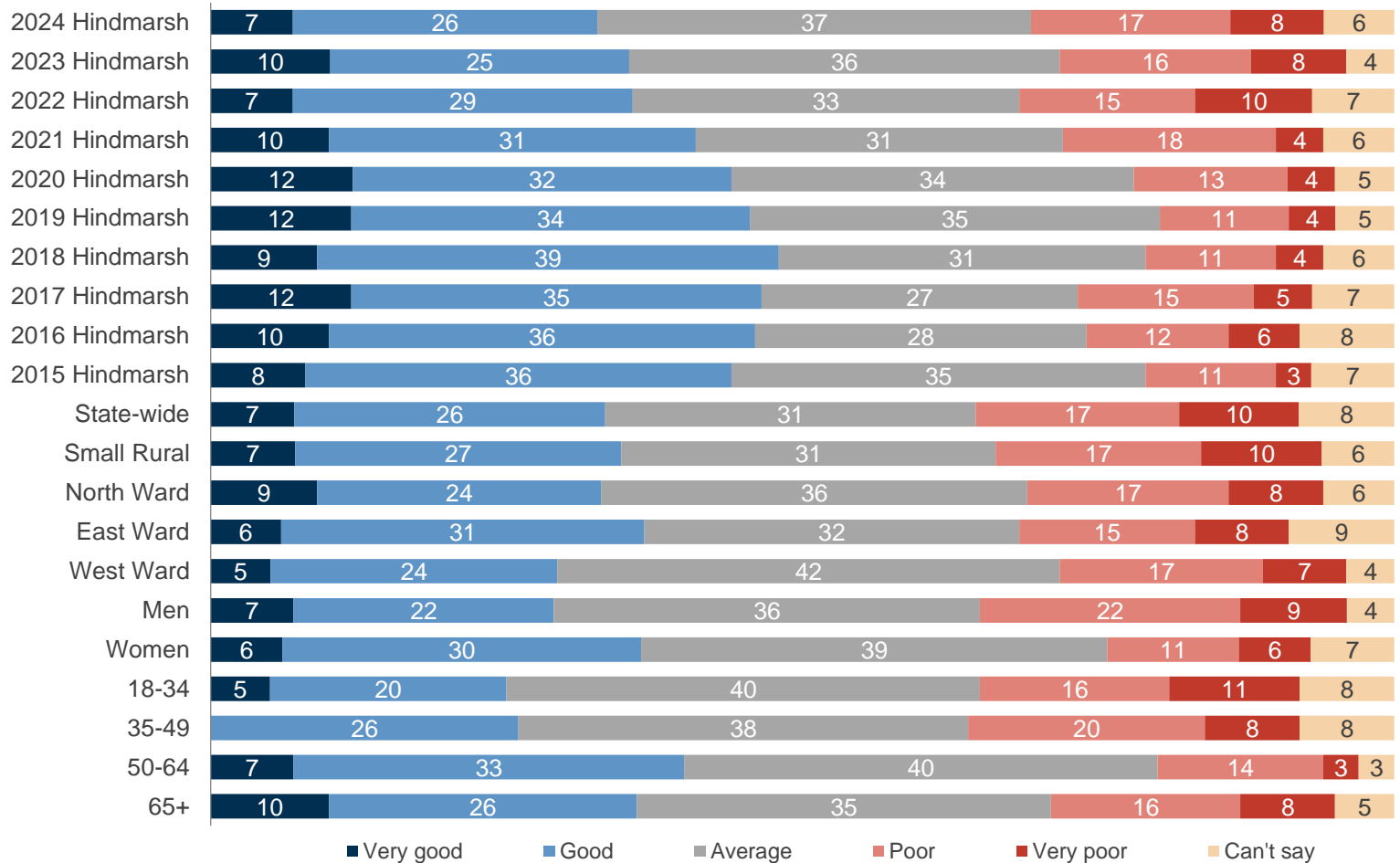
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



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



Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	76	78	77	74	75	76	75	n/a	n/a
West Ward	76	77	76	75	73	72	67	72	n/a
Women	73	77	74	78	77	74	75	73	n/a
65+	73	74	74	71	74	74	70	70	n/a
Hindmarsh	73	76	75	74	75	72	71	72	n/a
Men	72	75	75	70	73	71	68	71	n/a
Small Rural	72	73	74	71	73	70	70	70	71
35-49	71	75	74	81	77	70	72	75	n/a
18-34	71	80	73	72	73	68	66	68	n/a
North Ward	71	76	75	75	79	75	75	76	n/a
East Ward	71	74	73	71	73	71	71	69	n/a
State-wide	68	68	71	69	68	67	68	69	69

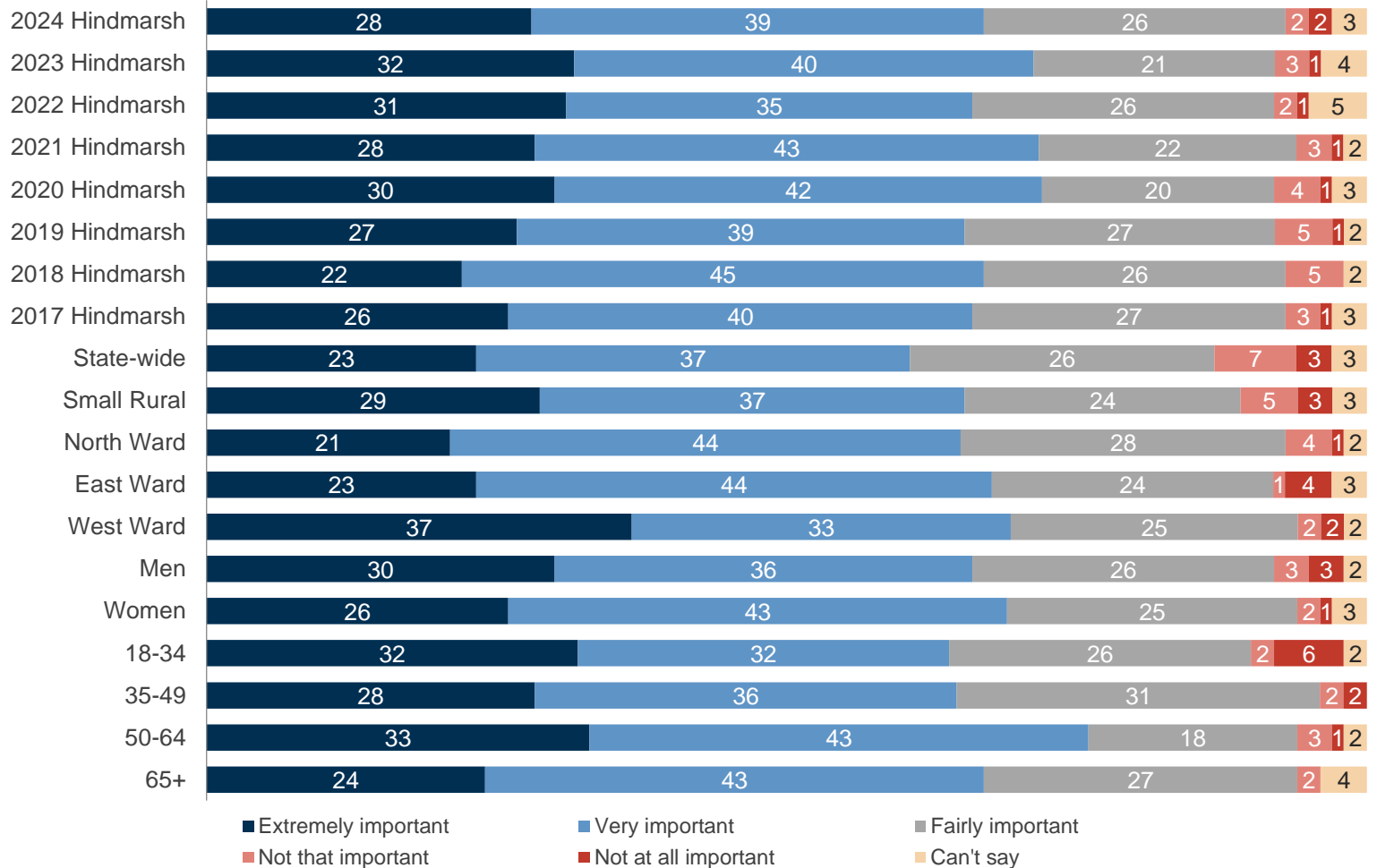
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 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: 21 Councils asked group: 3



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
East Ward	56	59	58	64	66	60	61	59	56
65+	55	60	62	65	67	62	66	62	62
Women	54	56	61	60	61	65	65	58	60
North Ward	53	55	60	62	57	59	60	53	57
18-34	53	65	65	73	62	69	54	63	62
Hindmarsh	52	55	59	61	61	62	60	59	59
Men	51	54	57	61	62	59	56	59	59
Small Rural	50	54	55	52	55	53	55	54	56
50-64	50	49	57	54	58	61	58	54	55
State-wide	50	53	55	53	54	54	54	53	55
West Ward	50	52	58	58	60	66	61	64	65
35-49	48	42	50	50	56	56	59	55	59

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

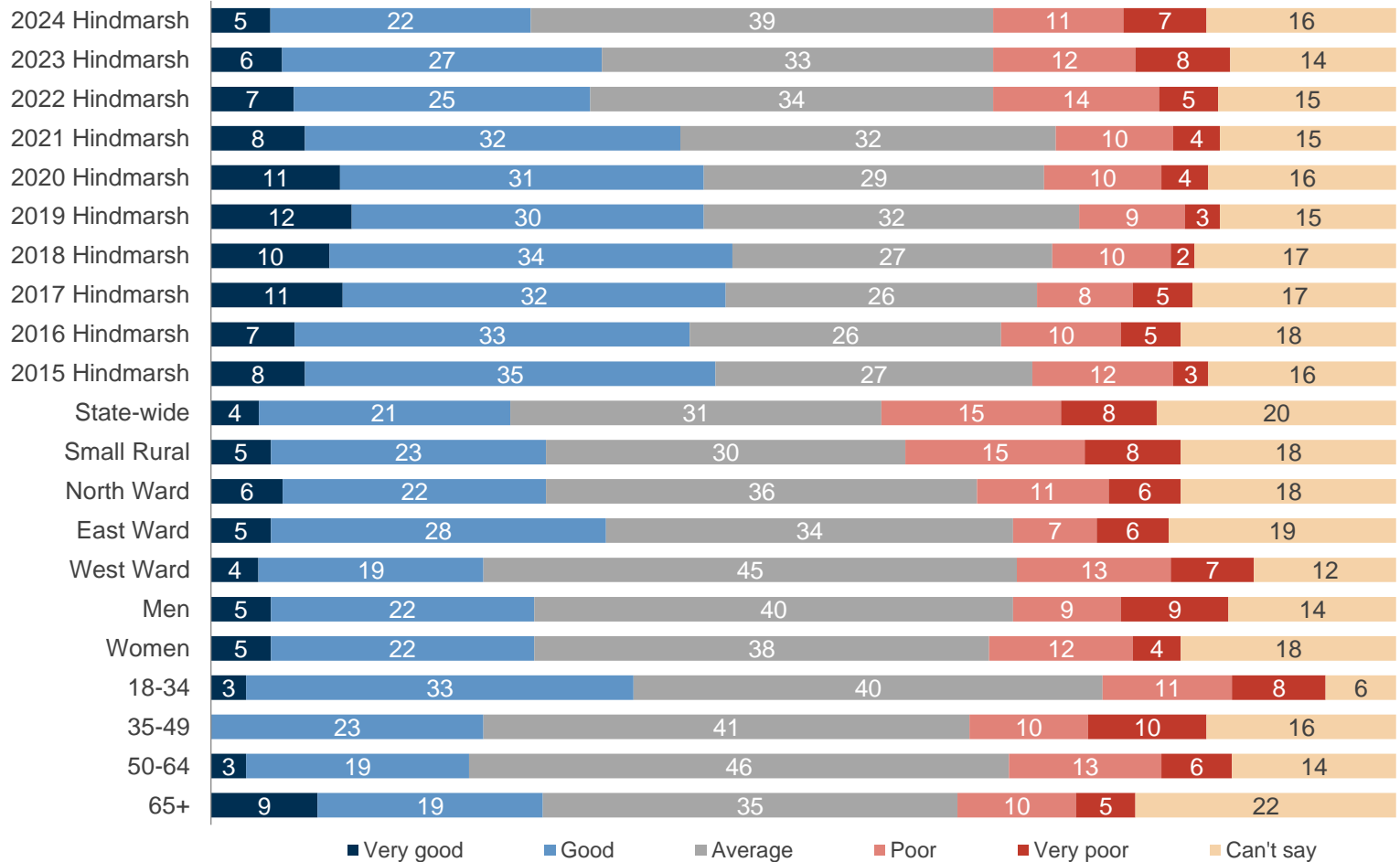
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



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

Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
50-64	82	83	83	83	80	82	80	78	n/a	n/a
35-49	81	84	86	86	84	83	77	82	n/a	n/a
Women	81	83	83	82	85	80	79	80	n/a	n/a
West Ward	81	82	83	80	82	81	77	78	n/a	n/a
Small Rural	80	82	82	80	82	81	77	78	n/a	82
State-wide	80	80	81	81	80	80	80	79	80	80
18-34	79	81	78	75	81	79	73	78	n/a	n/a
Hindmarsh	79	81	82	80	81	80	77	78	n/a	n/a
East Ward	78	77	77	80	79	79	76	76	n/a	n/a
North Ward	78	85	85	80	81	79	77	82	n/a	n/a
Men	77	80	81	79	77	80	75	76	n/a	n/a
65+	77	80	81	78	80	78	77	77	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

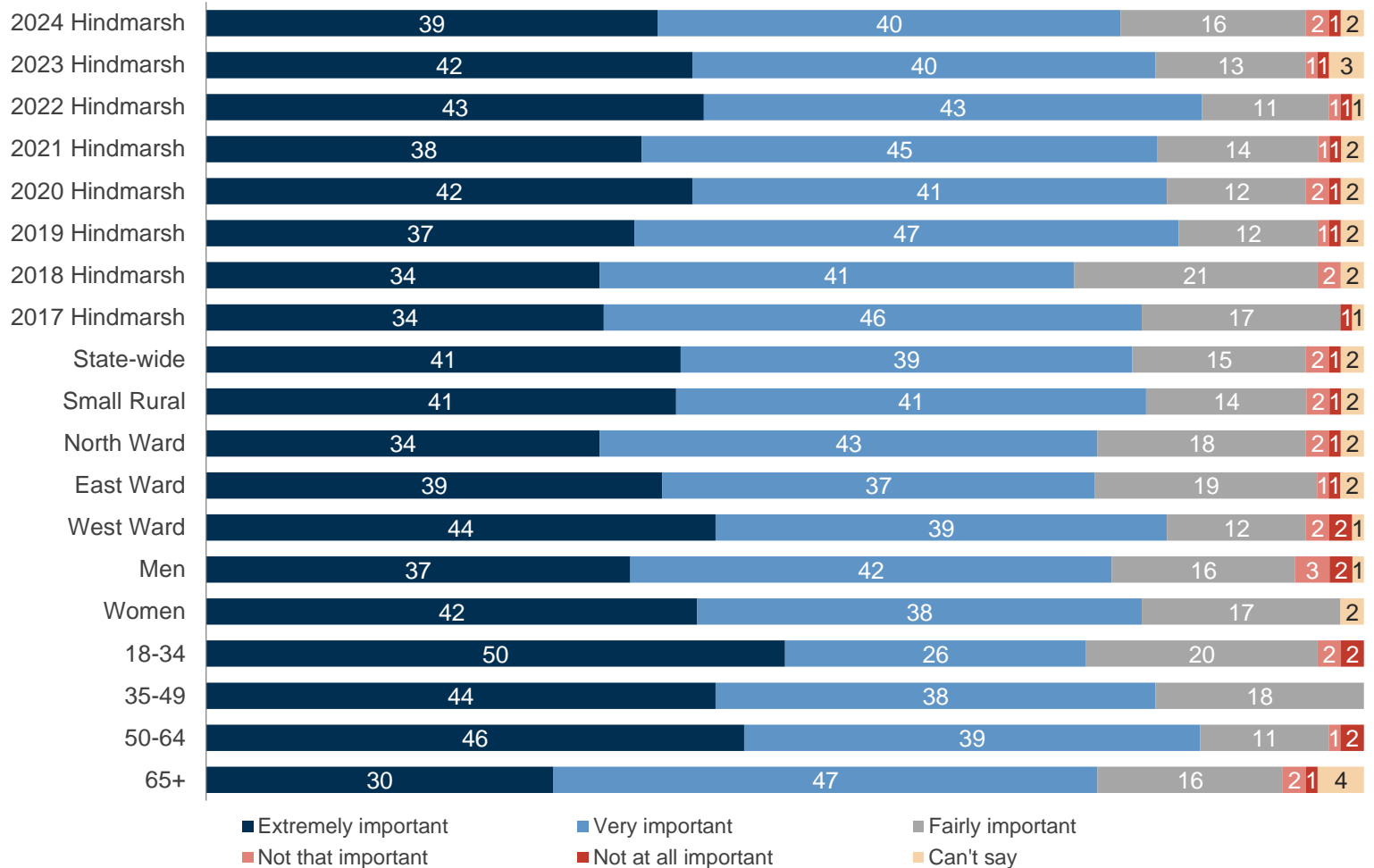
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 2

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

Decisions made in the interest of the community importance



2024 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: 19 Councils asked group: 2

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
65+	55	57	62	61	65	62	61	63	60
North Ward	54	53	56	62	57	61	58	54	58
East Ward	54	61	62	60	64	58	60	56	54
Women	54	57	61	61	63	62	63	60	62
18-34	53	68	69	71	64	64	55	55	64
Hindmarsh	52	55	59	59	61	60	58	57	60
State-wide	50	54	56	53	55	54	54	54	55
Small Rural	50	54	56	53	55	52	55	53	56
Men	50	53	57	58	59	57	54	55	58
50-64	49	48	55	53	57	58	56	54	56
West Ward	48	54	60	58	61	61	57	62	65
35-49	45	50	50	51	56	55	59	54	60

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

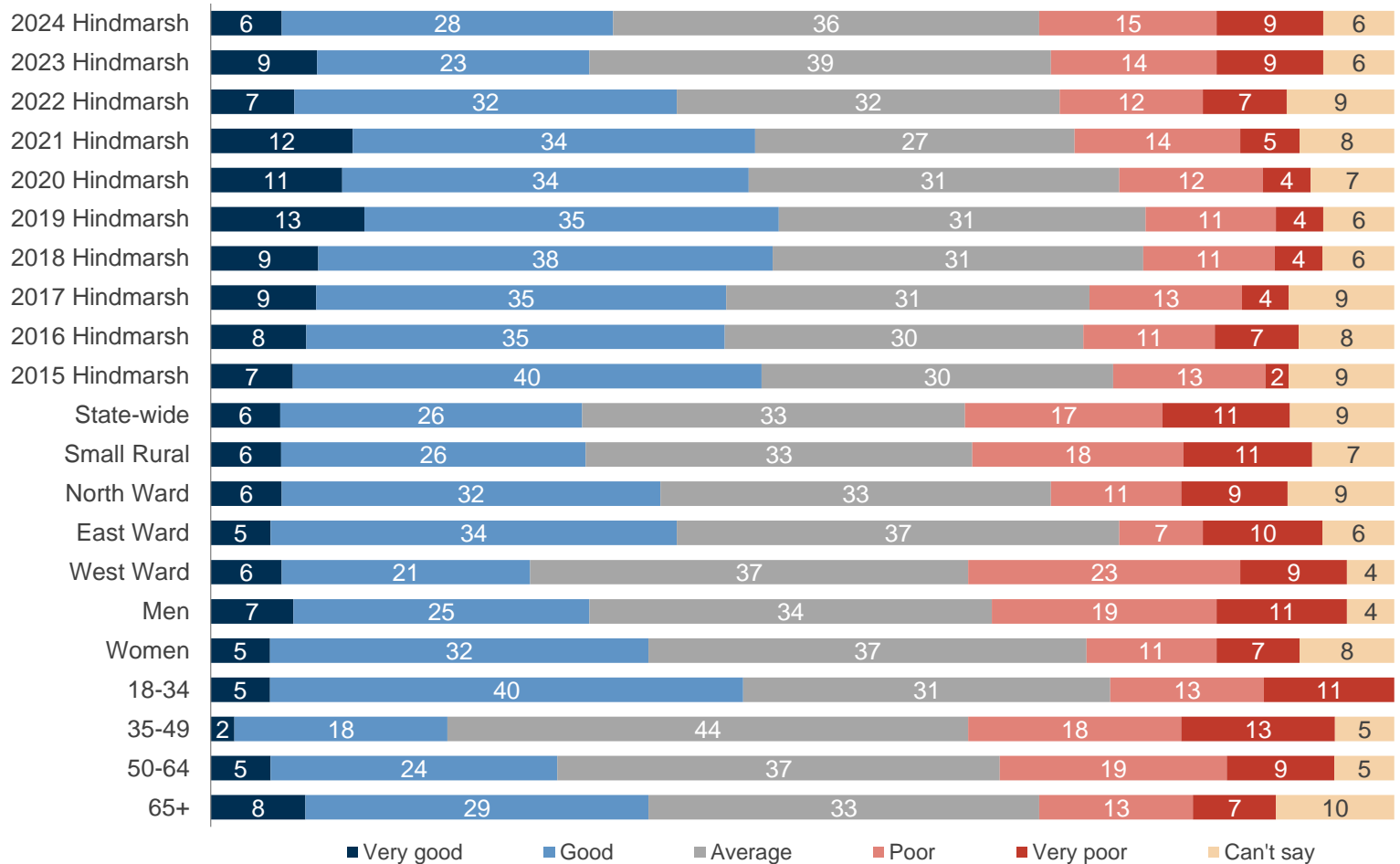
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	87	88	84	82	88	87	86	82	n/a	n/a
50-64	87	87	84	85	88	82	85	84	n/a	n/a
North Ward	85	86	82	82	90	83	87	82	n/a	n/a
Women	85	85	81	82	85	85	86	81	n/a	n/a
Small Rural	85	84	82	81	83	82	84	81	n/a	78
West Ward	84	84	85	84	84	83	84	79	n/a	n/a
Hindmarsh	84	83	83	82	85	83	84	81	n/a	n/a
18-34	84	83	87	85	81	84	86	77	n/a	n/a
Men	83	81	85	82	86	82	82	80	n/a	n/a
State-wide	83	82	81	79	79	79	80	78	78	76
65+	82	80	80	79	85	83	81	80	n/a	n/a
East Ward	82	80	81	80	83	84	81	81	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

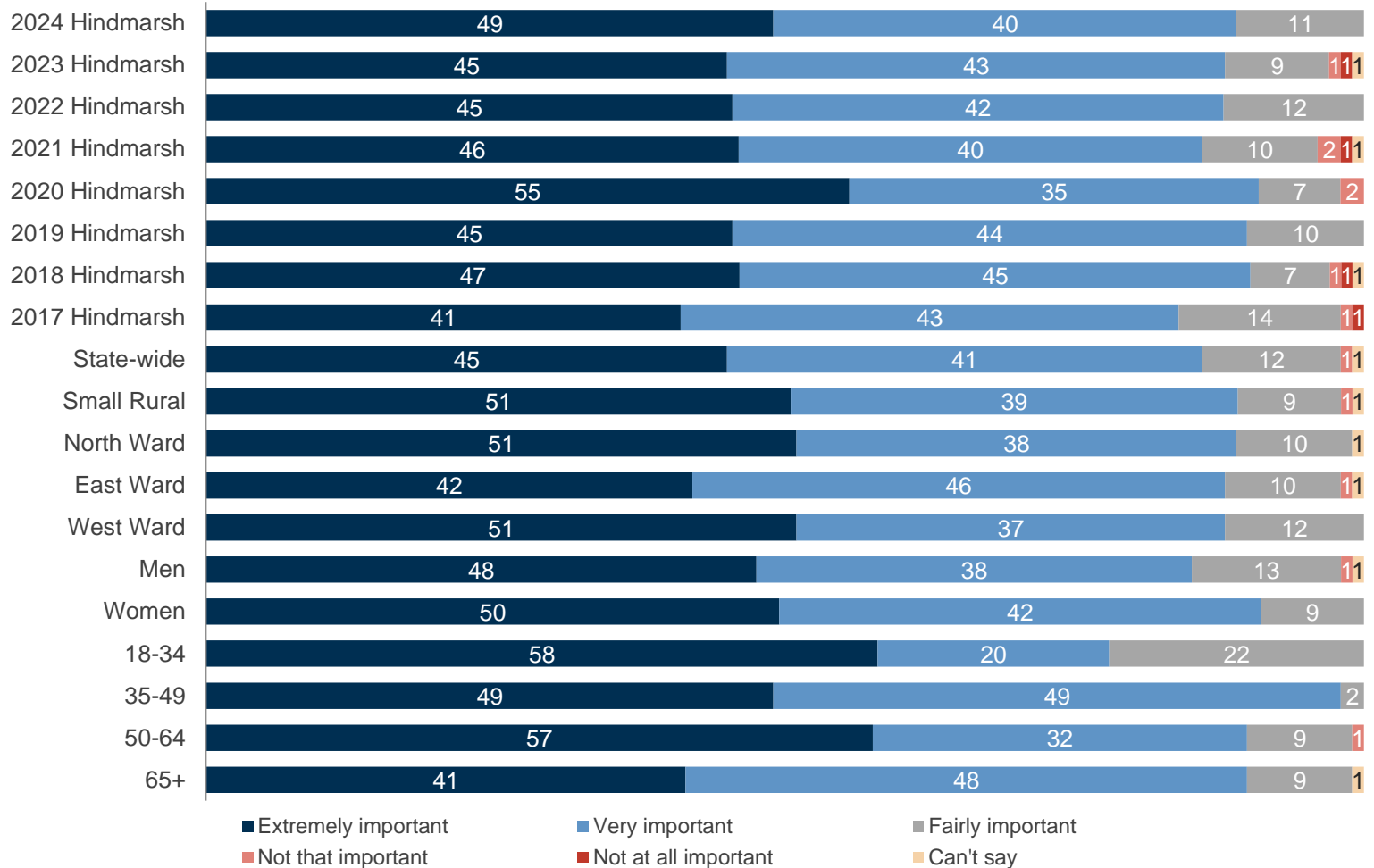
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2024 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: 20 Councils asked group: 4

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	
East Ward	57▲	56	65	60	56	64	49	54	46	51
65+	54▲	51	64	58	56	60	56	54	51	51
Women	51	50	57	53	52	55	51	56	46	49
Hindmarsh	48	48	55	53	50	54	48	52	45	47
50-64	47	48	50	52	42	52	48	50	40	48
West Ward	46	46	54	48	49	51	52	59	51	52
Men	46	46	54	53	48	53	45	49	45	45
State-wide	45▼	48	53	57	54	56	53	53	54	55
North Ward	44	43	50	52	43	47	43	43	39	40
18-34	42	46	53	47	51	48	47	47	49	41
Small Rural	41▼	44	50	53	51	53	49	50	52	52
35-49	41	45	47	50	45	52	35	56	39	44

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

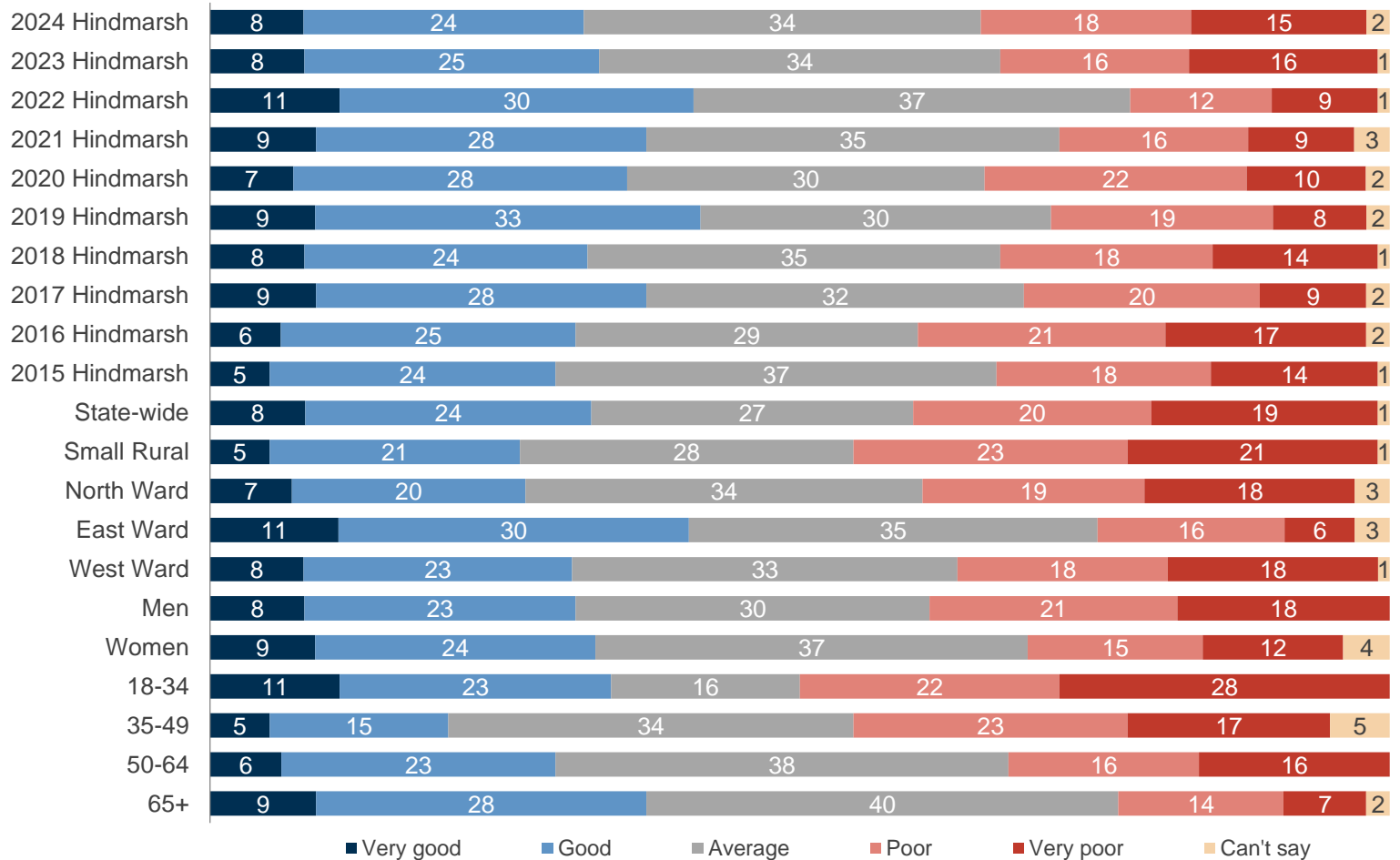
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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 (%)



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



Informing the community importance



2024 informing community importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	80	79	80	78	79	72	75	74	n/a	n/a
50-64	79	80	82	77	79	75	74	75	n/a	n/a
Women	79	80	82	78	82	78	75	75	n/a	n/a
North Ward	78	79	78	74	80	76	73	76	n/a	n/a
Small Rural	78	77	79	77	77	76	75	76	78	76
65+	77	77	78	77	77	77	72	73	n/a	n/a
Hindmarsh	77	77	80	76	78	76	72	74	n/a	n/a
East Ward	77	74	76	76	77	75	73	72	n/a	n/a
West Ward	76	79	83	77	77	78	70	73	n/a	n/a
State-wide	76	76	77	77	75	75	75	74	76	75
Men	76	75	77	73	75	75	69	72	n/a	n/a
18-34	73	74	78	69	78	82	66	73	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3

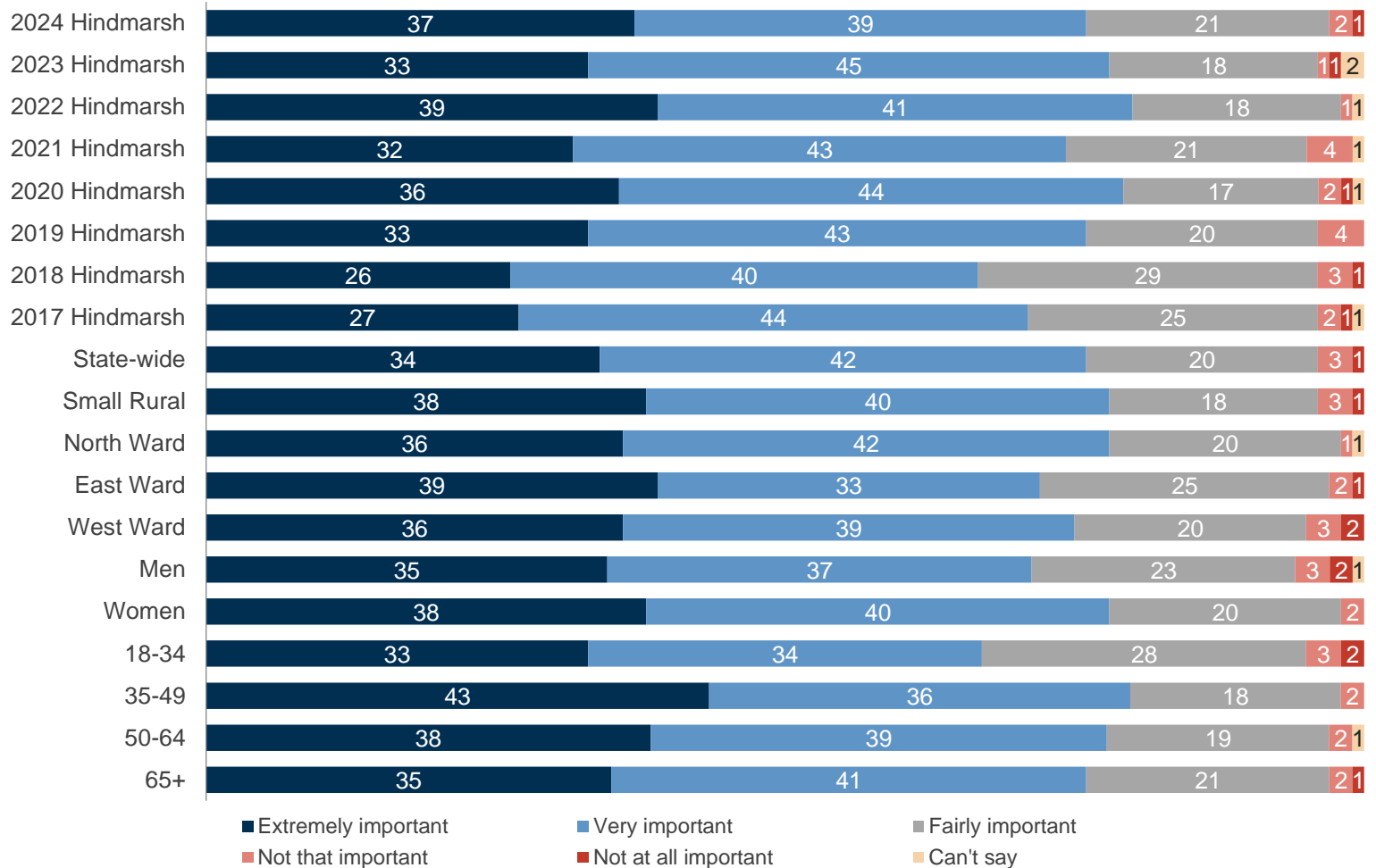
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)



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



Informing the community performance



2024 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
East Ward	57	61	59	59	65	58	64	64	58
Women	56	58	61	59	61	63	68	63	66
State-wide	56	59	60	59	60	59	59	59	61
Small Rural	56	59	61	58	58	56	58	58	60
65+	56	56	61	61	64	62	64	66	64
50-64	56	49	57	54	57	59	61	58	61
North Ward	55	54	60	60	57	57	63	55	62
Hindmarsh	54	55	59	59	61	60	64	62	63
West Ward	52	53	58	58	60	64	63	66	67
35-49	52	52	53	53	57	55	65	58	64
Men	51	53	58	58	60	57	60	60	59
18-34	51	65	67	66	63	63	64	63	63

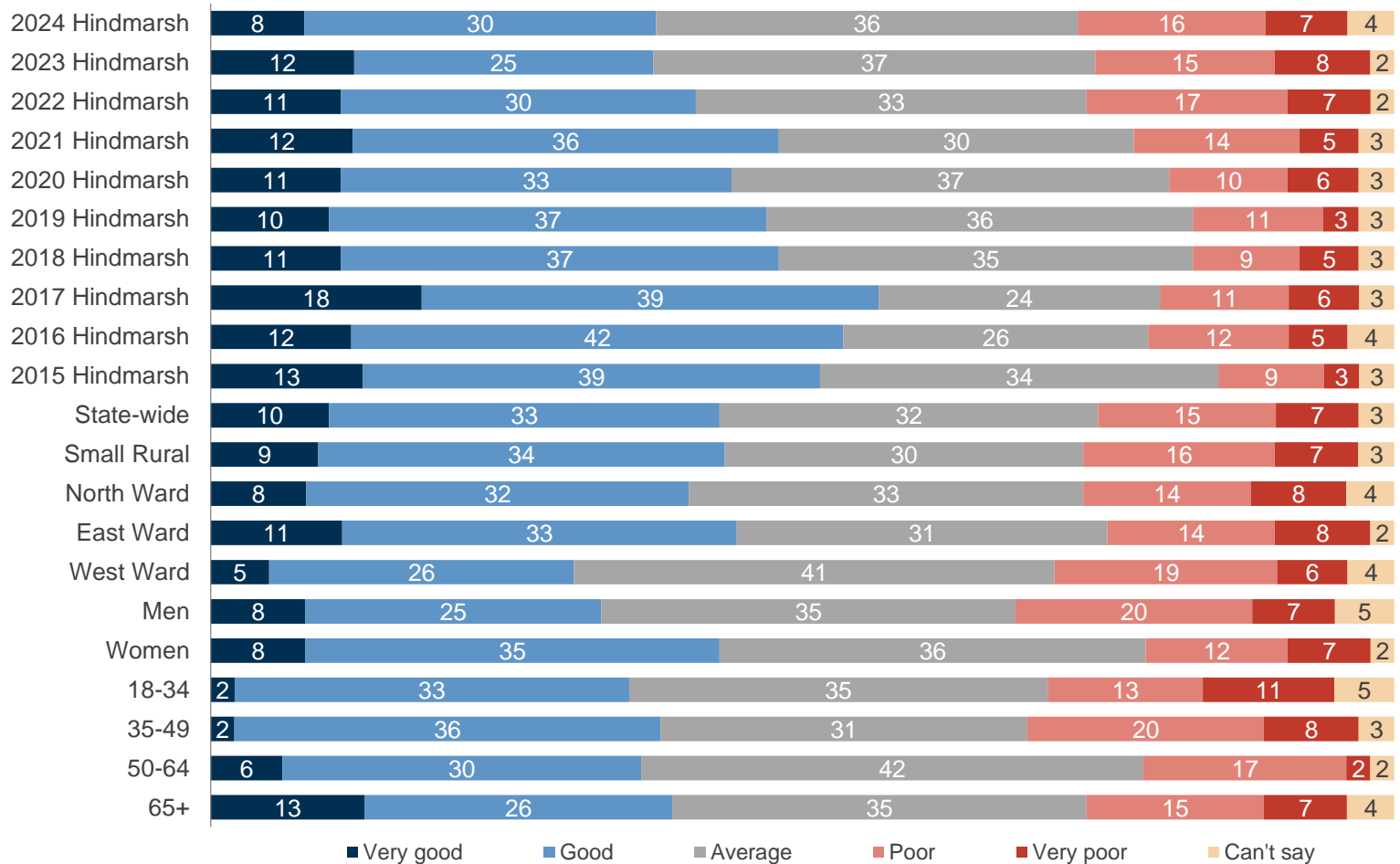
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



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

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82▲	82	83	81	81	81	78	n/a	n/a
East Ward	81	77	82	78	81	79	78	79	n/a
35-49	81	82	79	83	78	80	74	78	n/a
State-wide	80	81	79	78	77	78	77	77	77
18-34	80	76	79	72	73	79	76	73	n/a
Small Rural	80	80	80	77	77	77	76	76	75
Hindmarsh	78	78	80	78	78	78	77	76	n/a
West Ward	77	78	79	77	75	79	78	73	n/a
North Ward	77	79	78	79	81	78	76	77	n/a
65+	77	77	80	78	80	78	79	76	n/a
50-64	76	78	80	79	81	78	78	78	n/a
Men	74▼	74	76	75	76	76	73	75	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

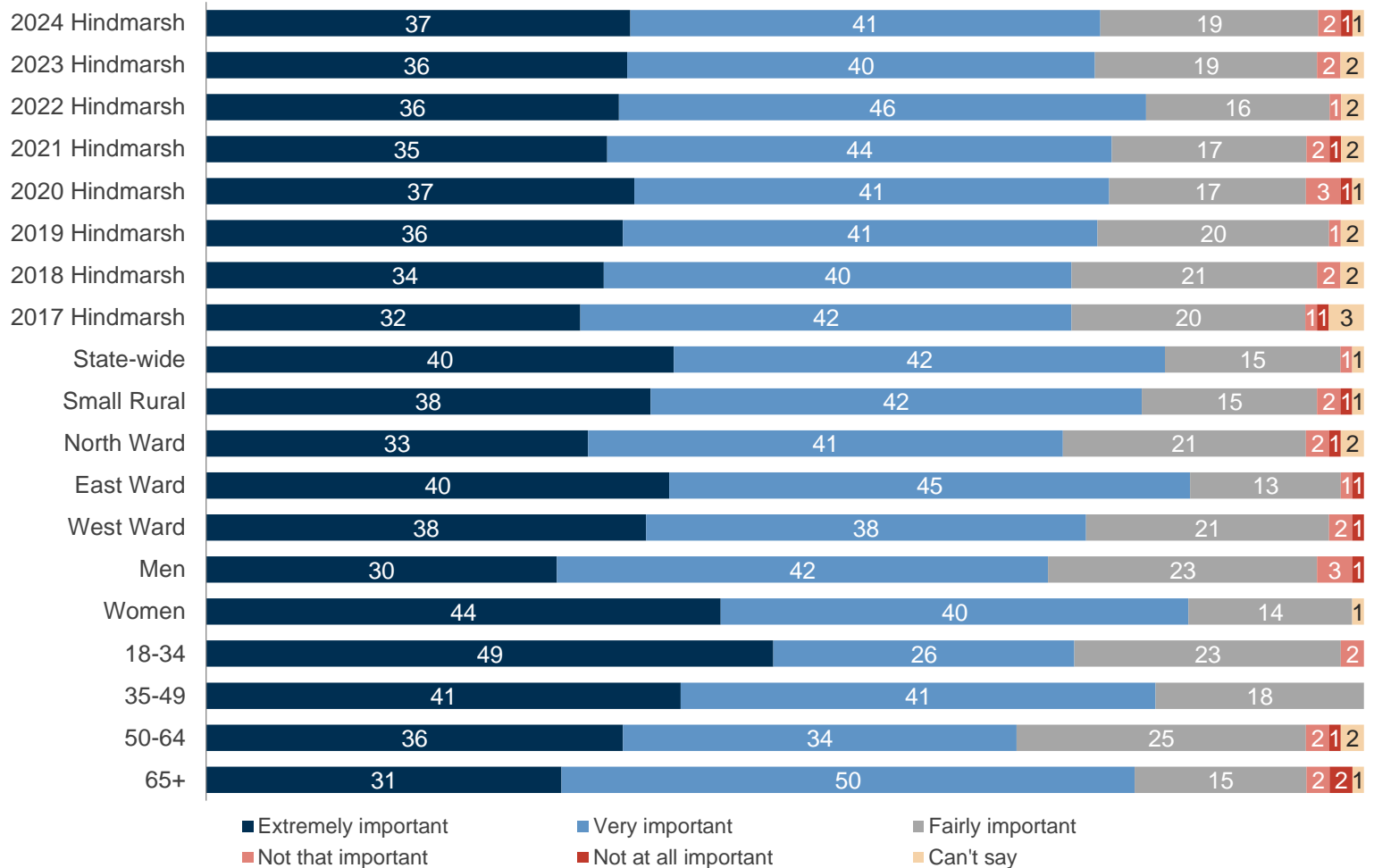
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

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

The condition of local streets and footpaths in your area importance



2024 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: 20 Councils asked group: 4

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	
35-49	63	58	60	56	62	63	55	62	57	61
50-64	63	58	58	58	54	63	59	62	54	59
65+	60	61	63	62	62	66	61	61	59	60
West Ward	60	61	62	57	64	66	70	70	66	68
Women	59	60	62	59	57	63	57	62	55	61
Hindmarsh	59	59	61	60	61	65	60	62	59	61
Men	59	57	61	60	65	66	63	62	62	60
North Ward	59	53	60	63	59	63	57	61	57	58
East Ward	57	61	62	59	56	63	52	55	51	54
State-wide	52	52	57	59	58	59	58	57	57	58
Small Rural	51	52	55	58	57	57	57	57	58	59
18-34	49	56	62	61	65	67	65	63	67	63

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

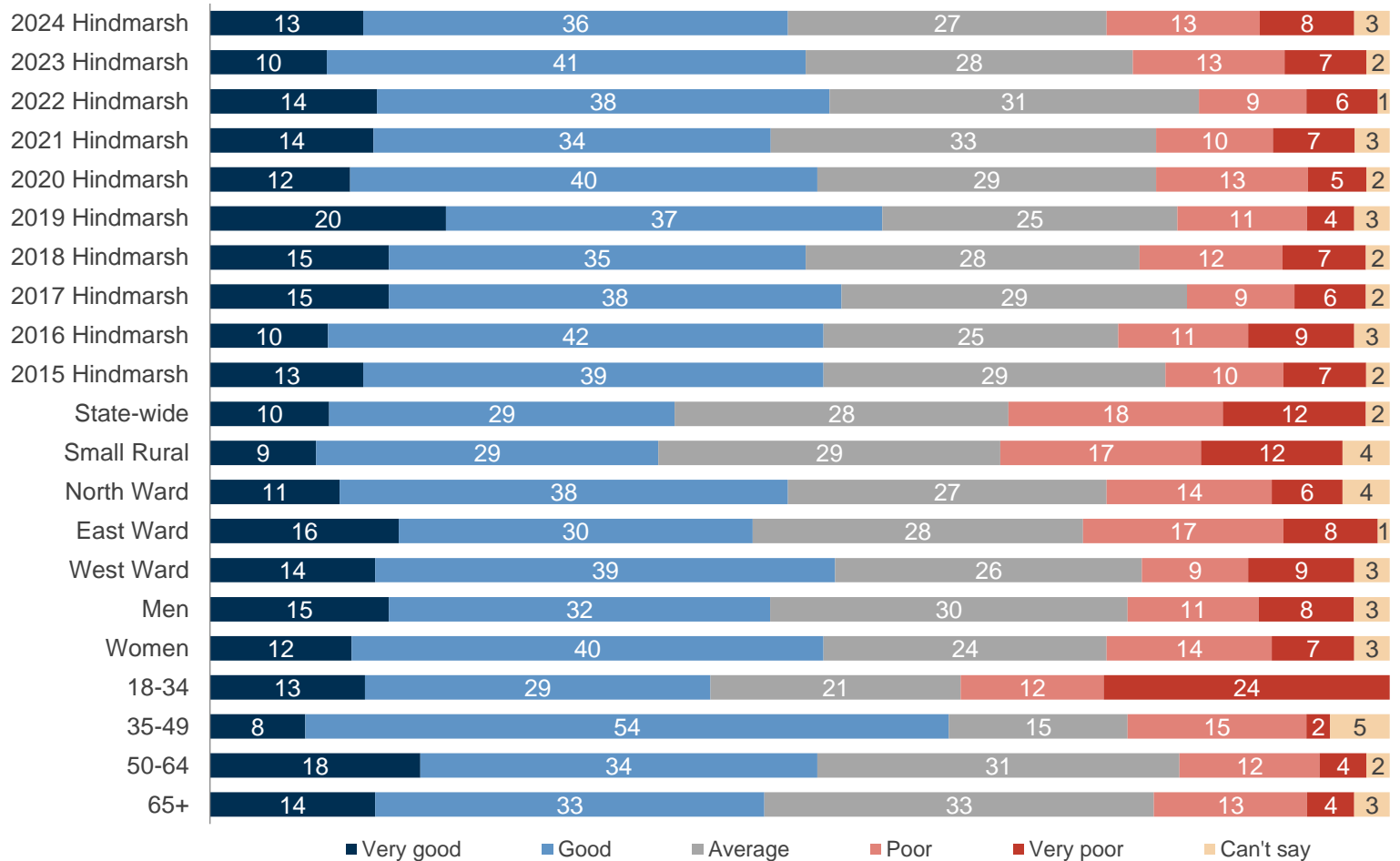
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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 (%)



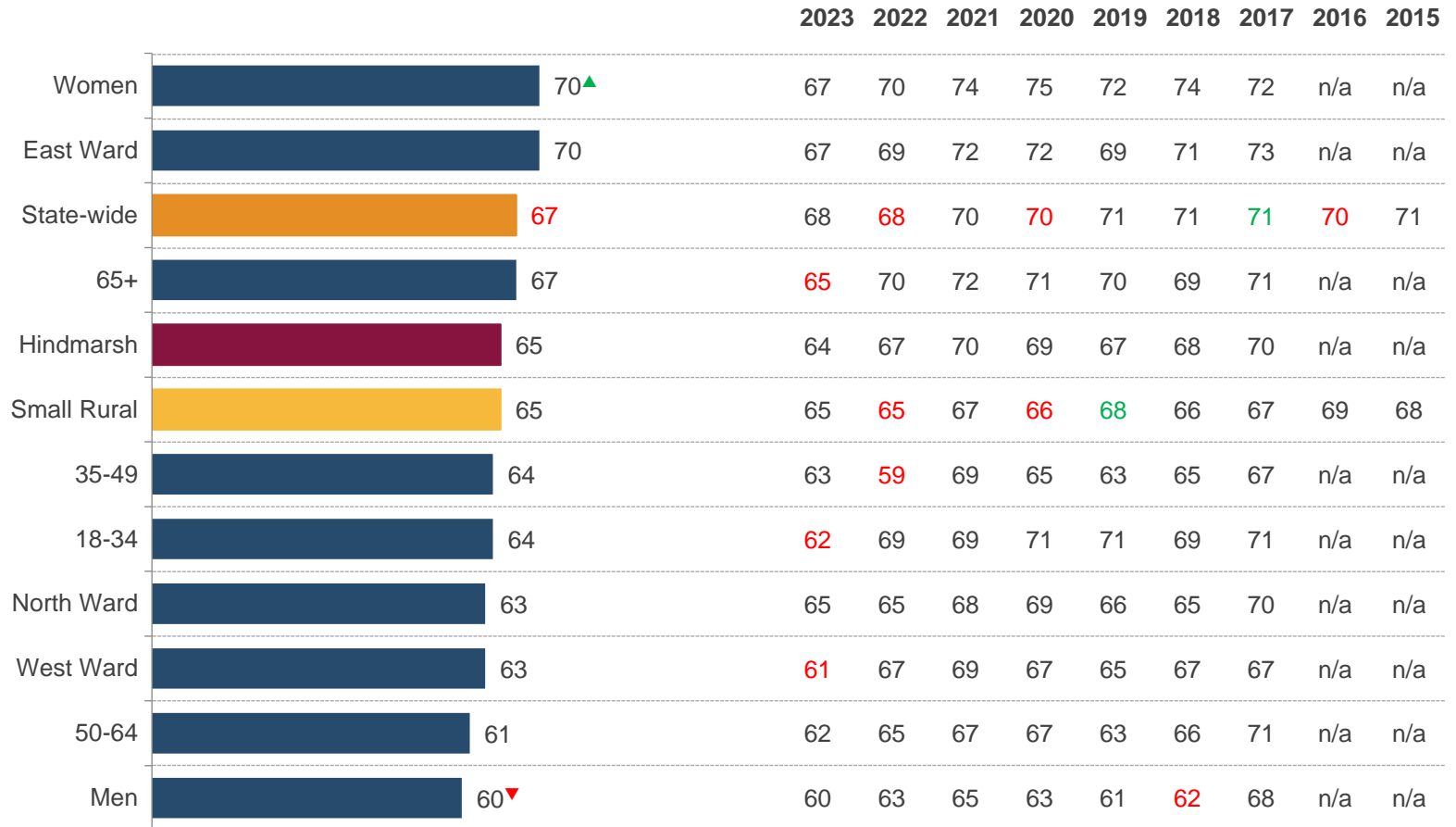
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



Enforcement of local laws importance



2024 law enforcement importance (index scores)



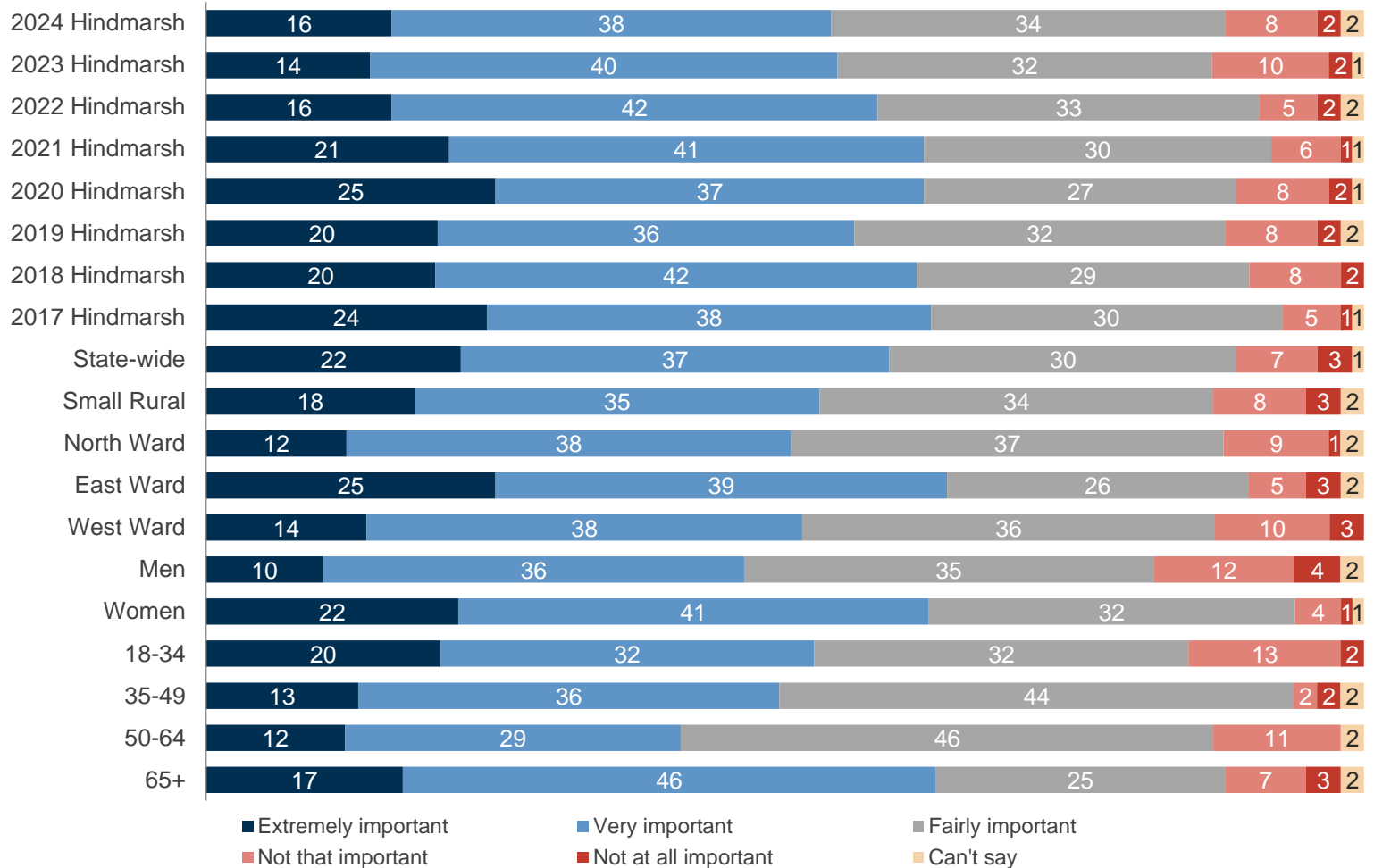
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)



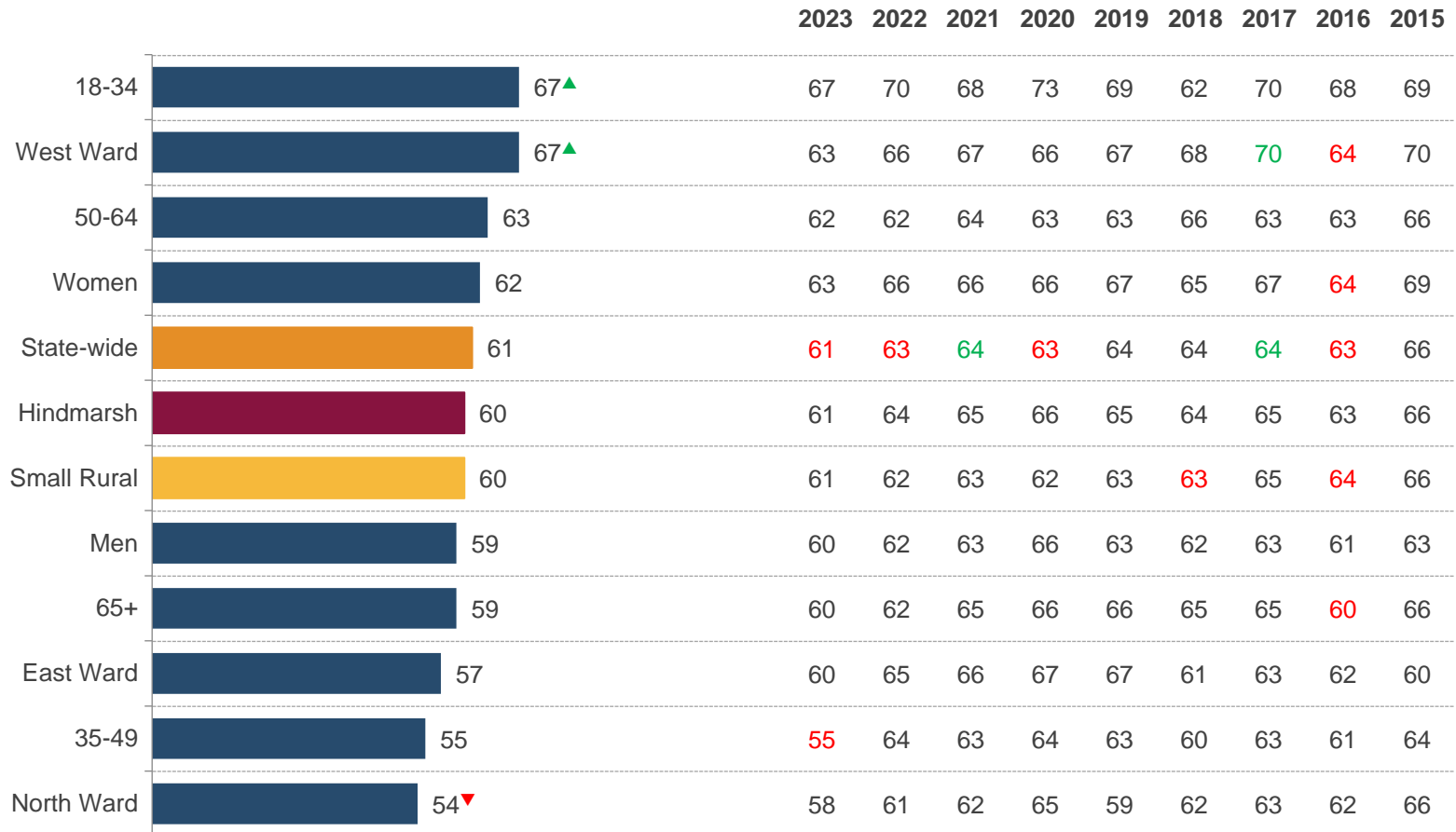
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Enforcement of local laws performance



2024 law enforcement performance (index scores)



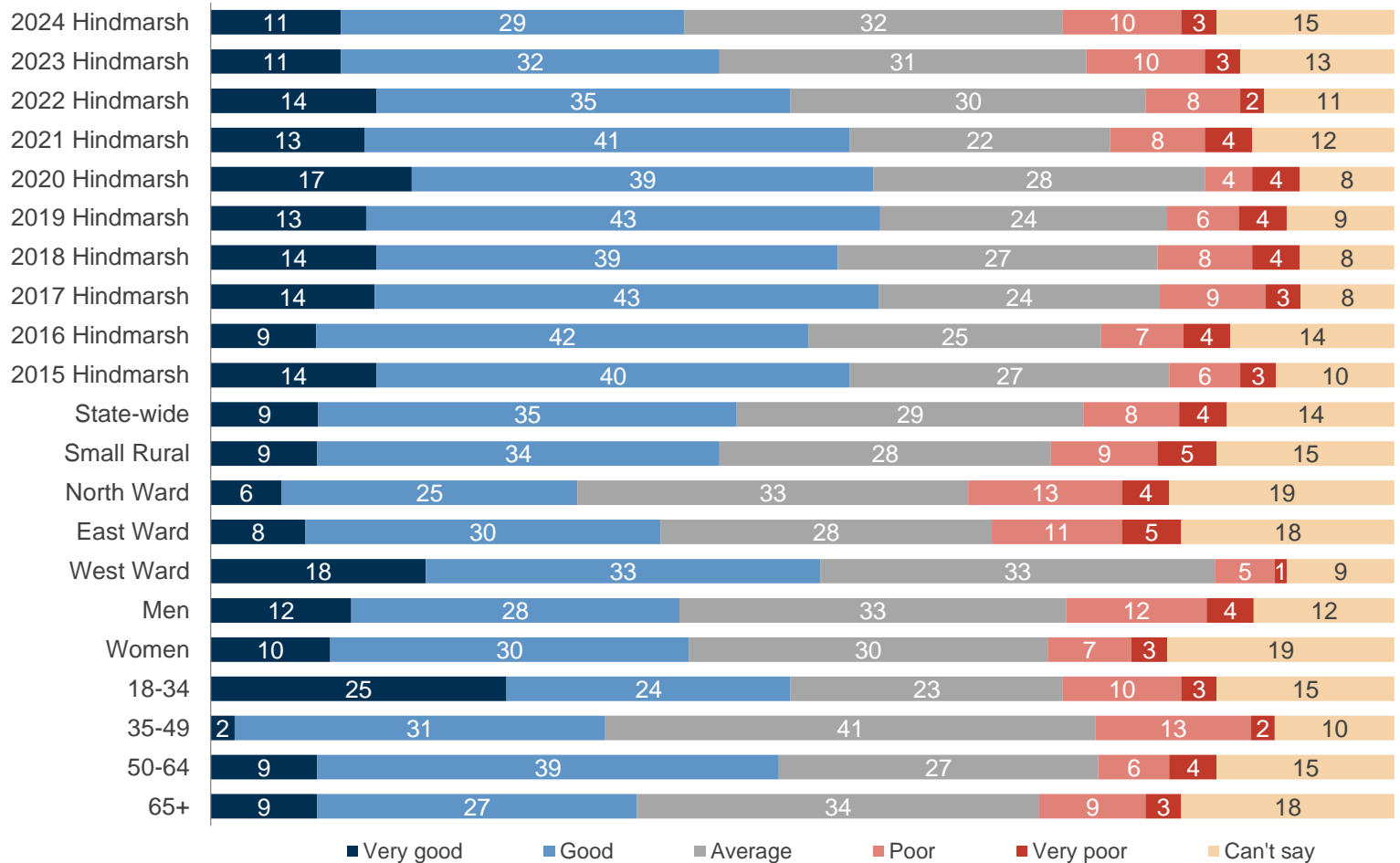
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



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



Elderly support services importance



2024 elderly support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	85	80	81	82	82	79	80	81	n/a	n/a
Women	85▲	82	84	85	85	84	85	83	n/a	n/a
East Ward	83	78	81	82	82	83	84	81	n/a	n/a
West Ward	82	82	83	81	83	81	82	77	n/a	n/a
Hindmarsh	82	80	82	82	82	82	82	80	n/a	n/a
Small Rural	82	82	82	83	81	80	80	79	79	80
North Ward	82	80	82	82	81	82	80	81	n/a	n/a
50-64	82	83	82	84	82	81	85	80	n/a	n/a
65+	82	78	83	83	81	82	81	80	n/a	n/a
18-34	82	80	84	76	84	86	79	77	n/a	n/a
State-wide	80▼	80	82	82	80	80	79	78	78	79
Men	80	78	81	78	80	79	79	77	n/a	n/a

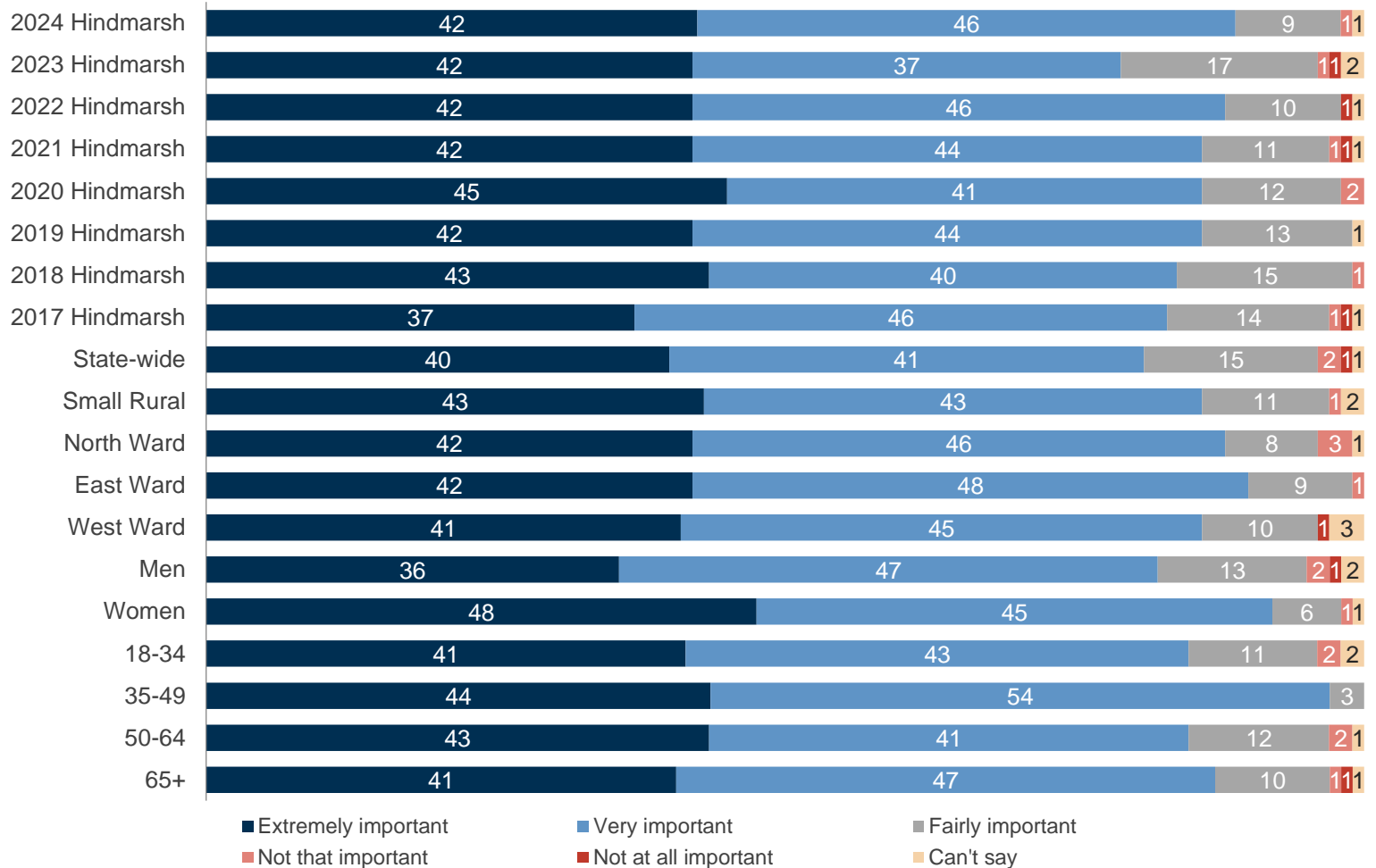
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2024 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Small Rural	65	66	70	72	71	71	69	71	70	72
65+	65	67	73	79	77	76	78	76	78	
West Ward	64	68	70	77	77	76	83	79	76	81
North Ward	63	71	72	71	75	72	70	76	69	73
State-wide	63	63	67	69	68	68	68	68	68	69
50-64	63	66	67	73	69	71	73	75	70	73
Men	62	68	69	72	72	74	72	72	71	73
Hindmarsh	62	66	70	74	74	75	73	75	72	74
Women	61	65	72	76	76	75	75	79	73	76
35-49	58	66	67	63	68	71	69	74	71	73
East Ward	56	58	69	73	70	74	64	71	72	67
18-34	54▼	63	72	76	83	78	72	71	68	72

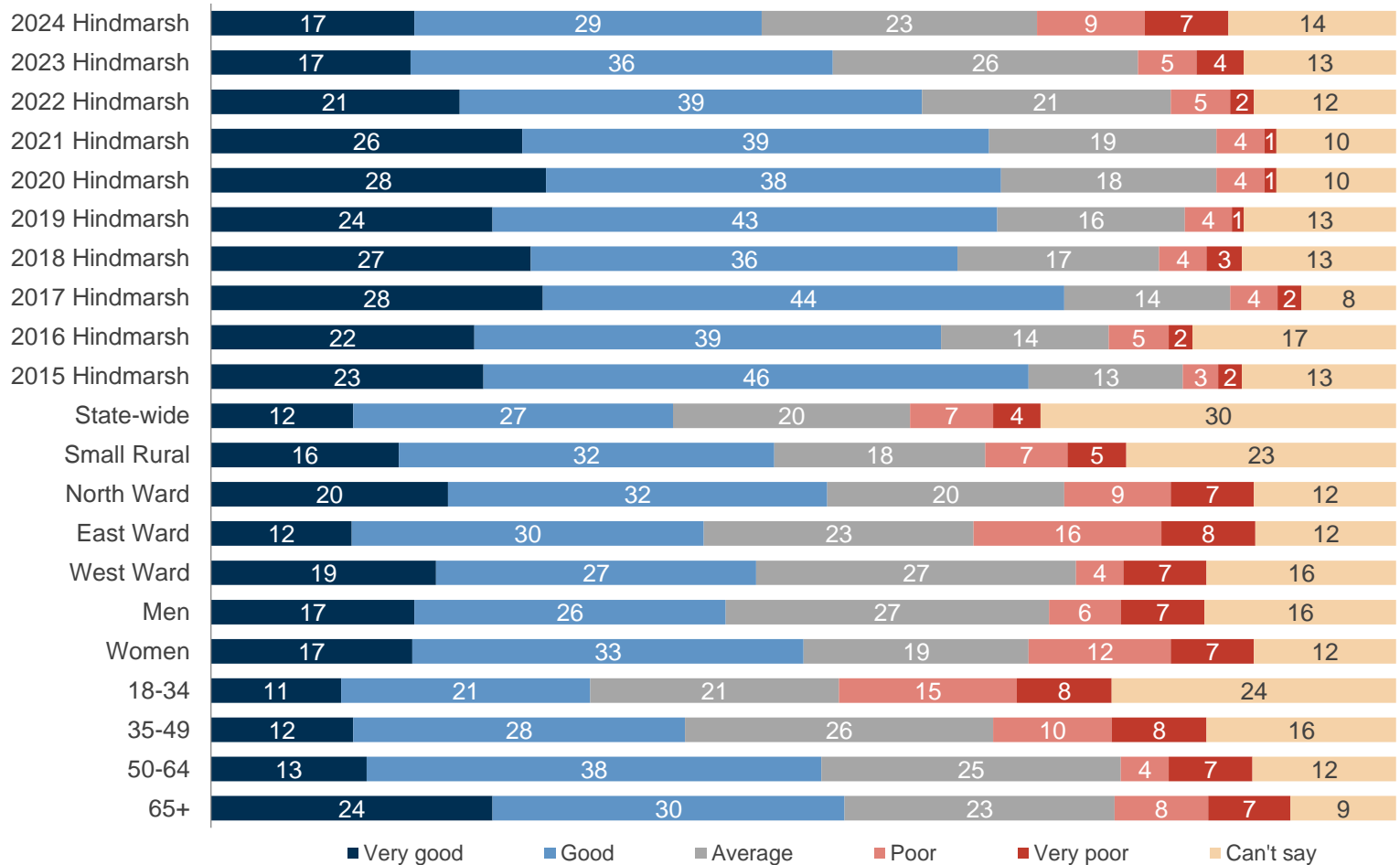
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6



Recreational facilities importance



2024 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
North Ward	74	73	73	76	71	71	71	72	n/a	n/a
18-34	73	69	72	73	69	71	68	72	n/a	n/a
State-wide	73	73	74	74	72	72	73	72	73	72
Small Rural	73	73	74	73	73	72	72	71	72	73
Women	73	76	76	76	75	73	72	71	n/a	n/a
50-64	73	76	77	75	70	70	73	71	n/a	n/a
Hindmarsh	73	73	74	74	72	71	70	72	n/a	n/a
West Ward	72	73	76	72	72	69	70	70	n/a	n/a
65+	72	72	75	73	72	72	69	72	n/a	n/a
Men	72	70	73	72	69	69	67	73	n/a	n/a
35-49	72	79	72	75	78	71	68	71	n/a	n/a
East Ward	71	74	74	74	74	74	68	74	n/a	n/a

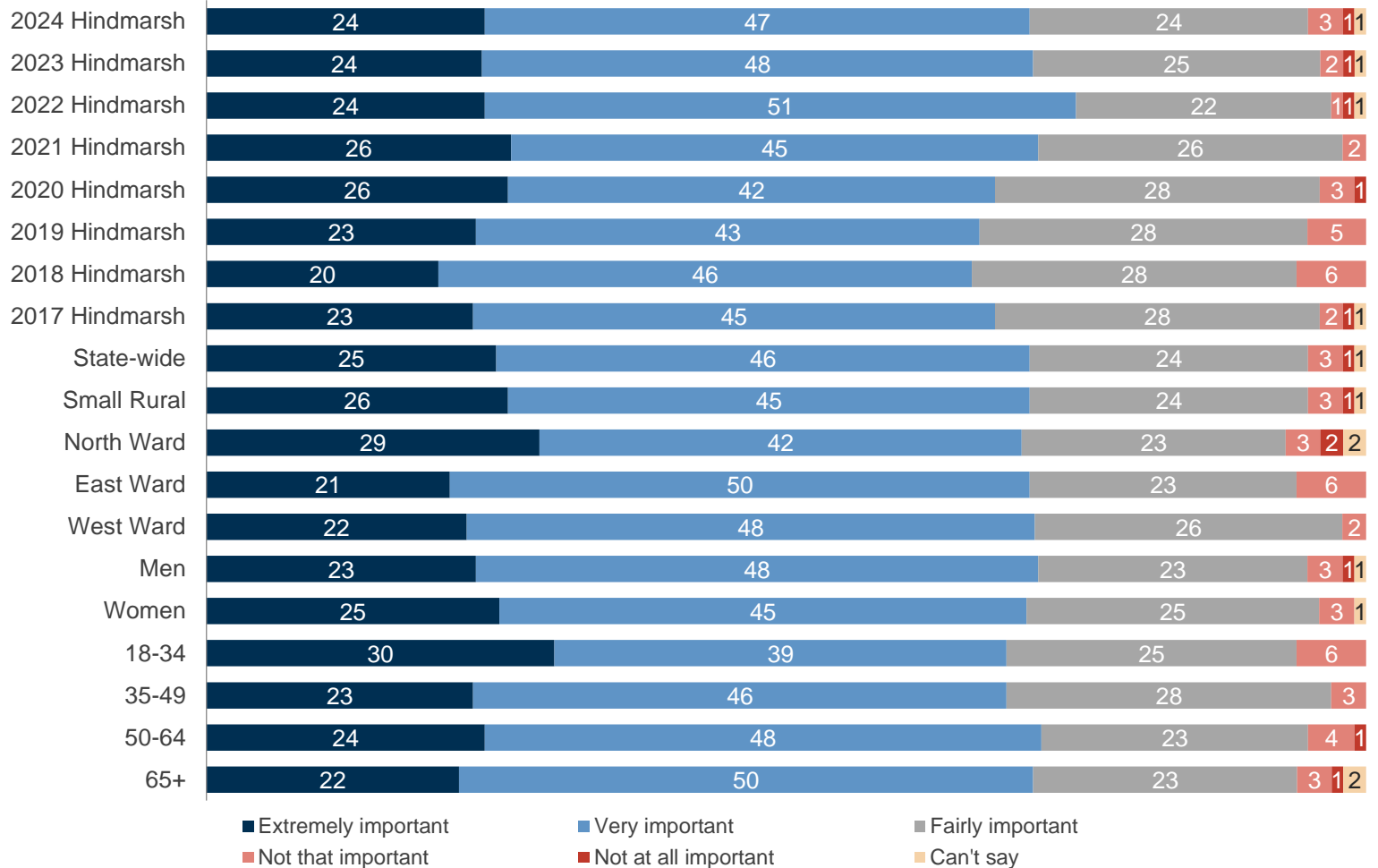
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



Recreational facilities performance



2024 recreational facilities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
East Ward	73▲	75	75	75	74	80	72	73	70	73
65+	73▲	72	73	76	73	79	78	78	77	77
Women	72	67	68	70	72	74	73	76	67	72
North Ward	70	65	66	68	70	70	69	69	59	67
Hindmarsh	68	66	69	70	71	73	73	73	67	71
State-wide	68	68	69	71	70	70	69	70	69	70
Small Rural	67	67	69	69	68	68	69	69	68	70
50-64	67	68	63	70	66	71	72	74	65	71
Men	65	65	69	69	70	73	73	70	66	70
West Ward	64	59	67	67	70	71	78	76	71	74
18-34	64	56	77	70	78	70	73	68	56	65
35-49	64	58	60	59	65	70	65	68	61	65

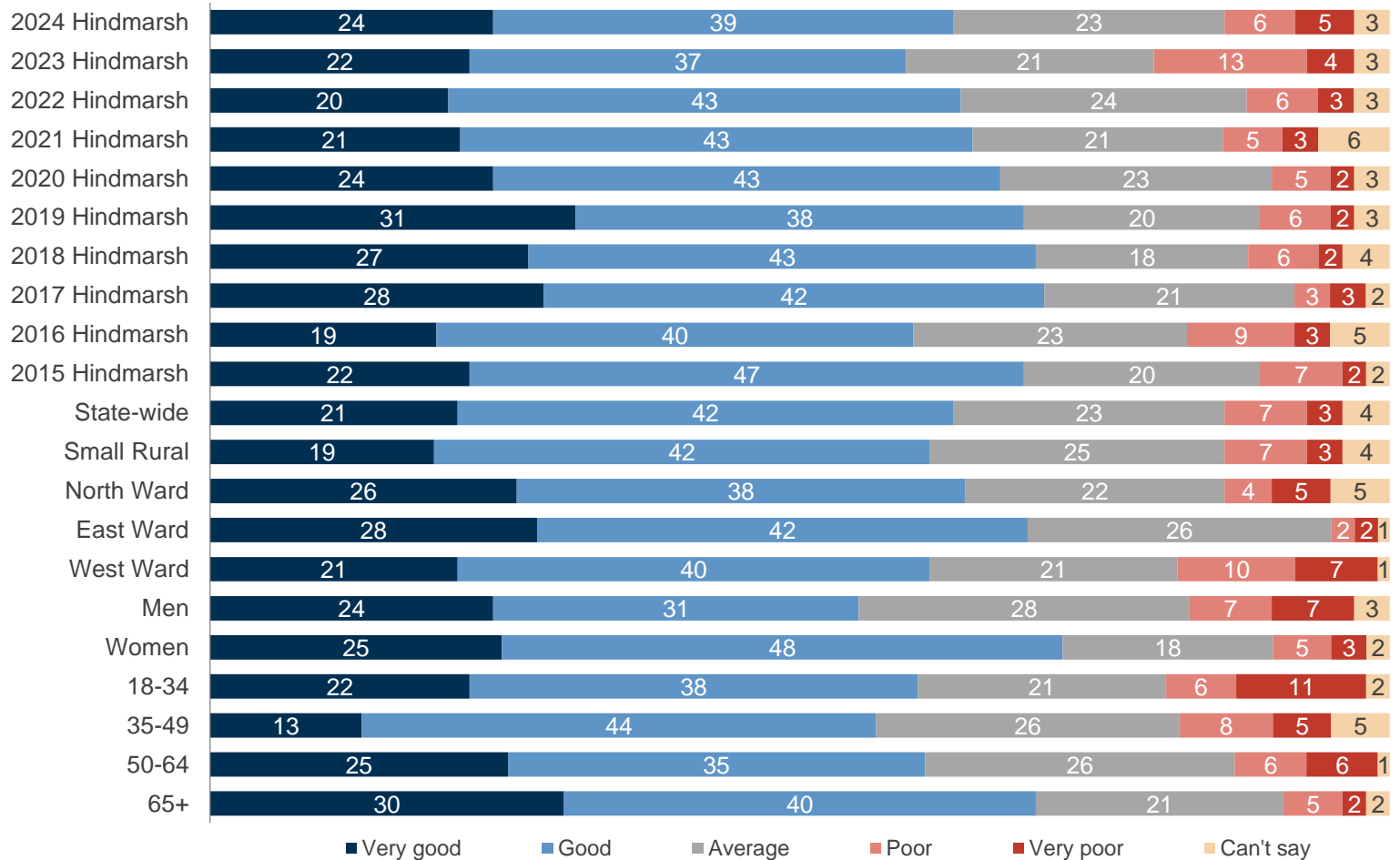
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



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



The appearance of public areas importance



2024 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	77	76	78	72	73	73	79	n/a	n/a
Women	77	77	78	77	76	76	75	n/a	n/a
18-34	77	69	68	72	73	65	70	n/a	n/a
35-49	77	78	74	75	70	74	68	n/a	n/a
East Ward	76	75	74	74	74	73	74	n/a	n/a
North Ward	76	75	72	75	75	72	73	n/a	n/a
Hindmarsh	76	75	74	74	74	73	73	n/a	n/a
West Ward	75	75	76	74	73	73	73	n/a	n/a
State-wide	74	75	75	74	73	74	74	74	73
Men	74	73	71	72	71	69	72	n/a	n/a
Small Rural	74	74	74	74	74	74	74	74	73
65+	74	75	75	76	77	75	74	n/a	n/a

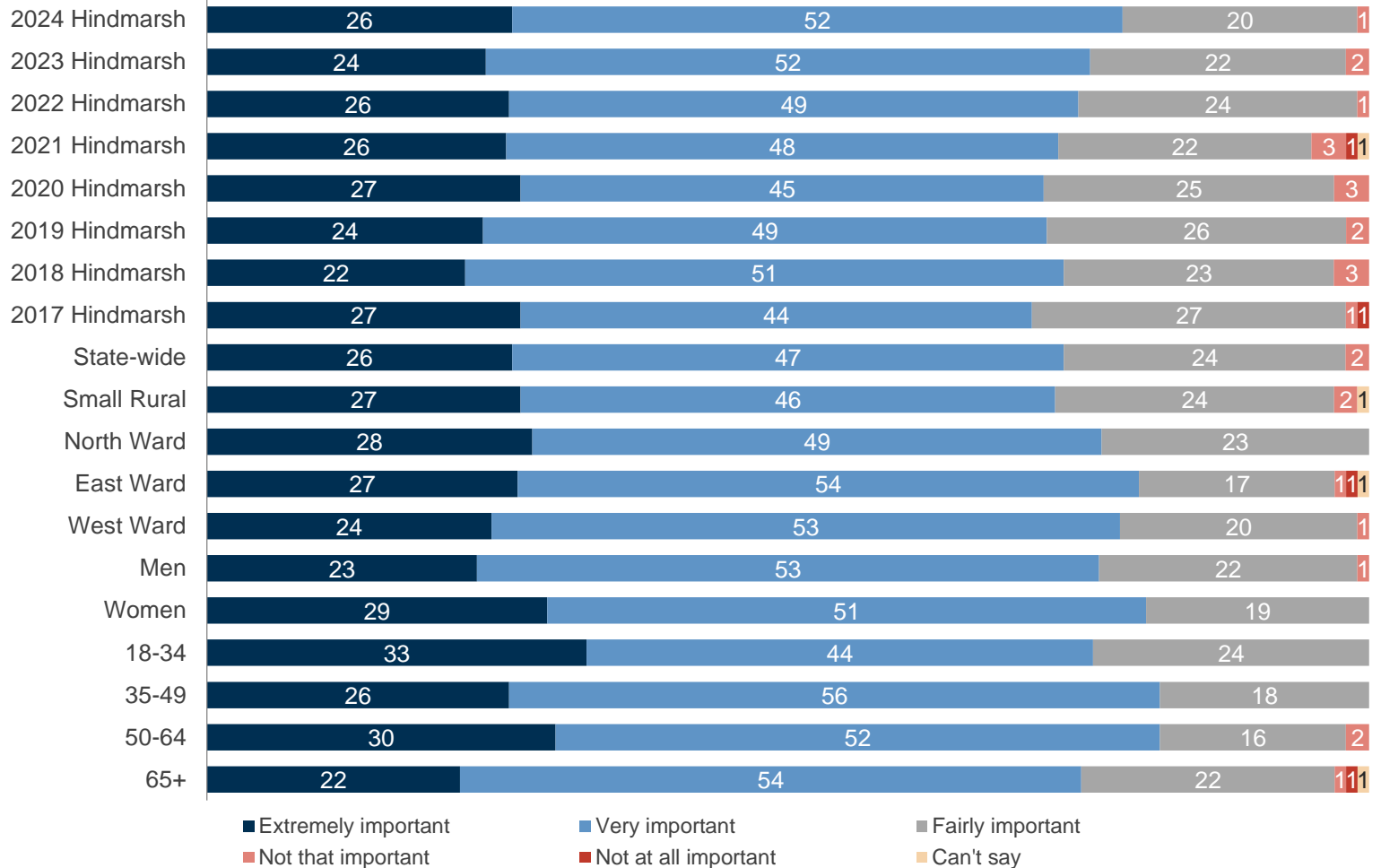
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 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: 24 Councils asked group: 6



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
50-64	80	76	75	77	74	78	78	76	72	76
West Ward	79	81	83	85	83	85	88	86	82	85
35-49	78	79	79	78	80	80	73	80	71	72
Women	76	79	79	80	80	80	79	79	74	78
Hindmarsh	76	77	79	79	79	80	79	78	74	77
Men	76	75	79	79	77	80	80	77	74	75
65+	76	78	79	81	78	81	80	80	78	79
East Ward	75	76	81	75	76	77	75	74	68	66
North Ward	74	70	73	77	74	73	74	76	70	76
18-34	72	75	83	81	83	81	86	75	70	77
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

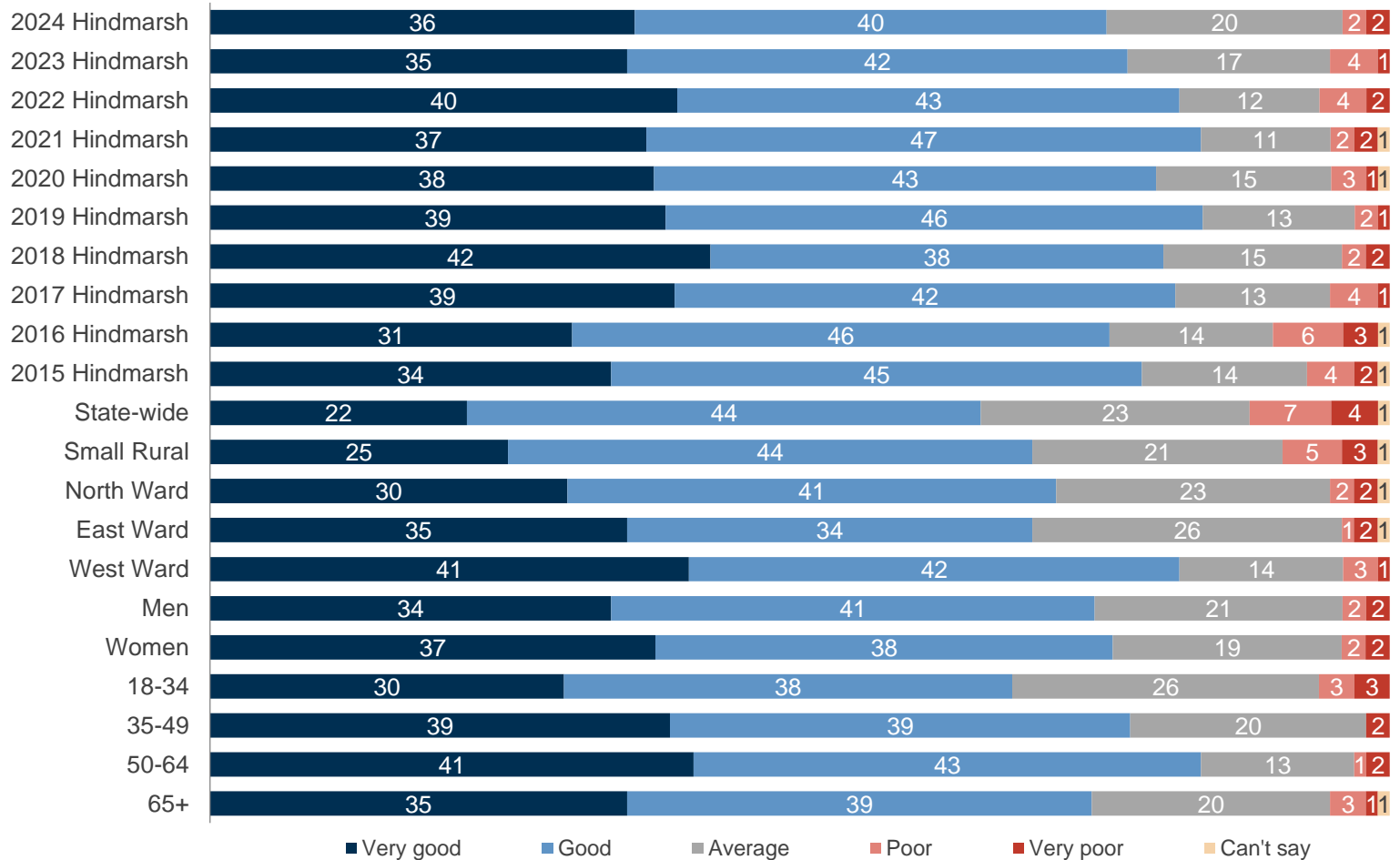
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



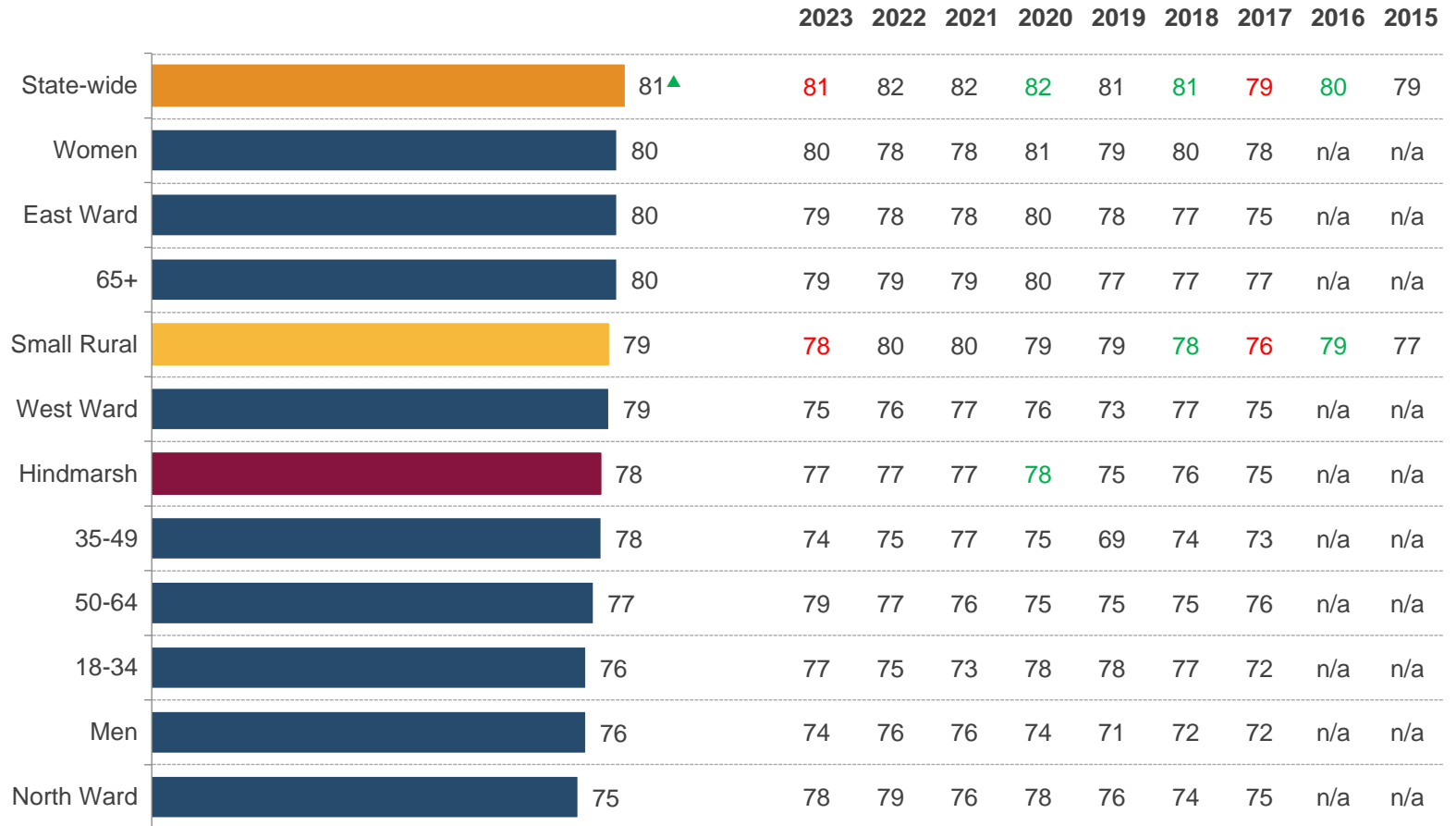
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 14



Waste management importance



2024 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

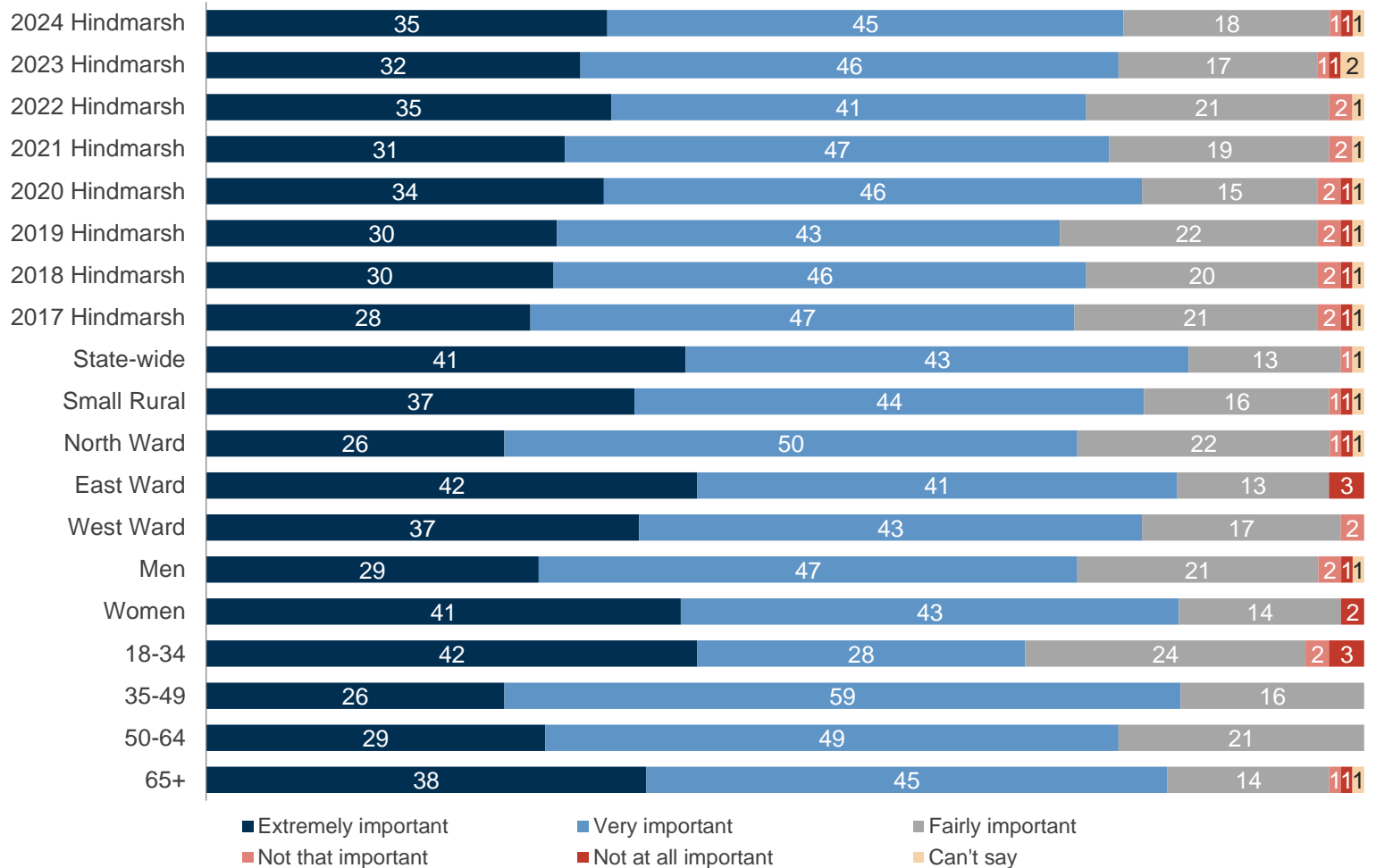
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	78	72	74	81	75	73	72	73	66	74
Women	76	74	76	72	70	74	75	75	71	74
East Ward	76	72	77	73	70	76	68	77	66	68
65+	75	76	76	76	74	80	76	78	76	77
North Ward	75	77	75	76	75	75	72	72	65	71
Hindmarsh	75	74	74	75	71	75	74	75	68	71
50-64	74	75	74	72	66	71	70	74	66	68
West Ward	74	74	73	75	70	74	80	76	71	74
Men	73	74	73	78	73	75	72	75	64	69
35-49	72	70	73	69	69	71	75	72	57	63
Small Rural	67	66	68	68	64	66	69	70	69	71
State-wide	67	66	68	69	65	68	70	71	70	72

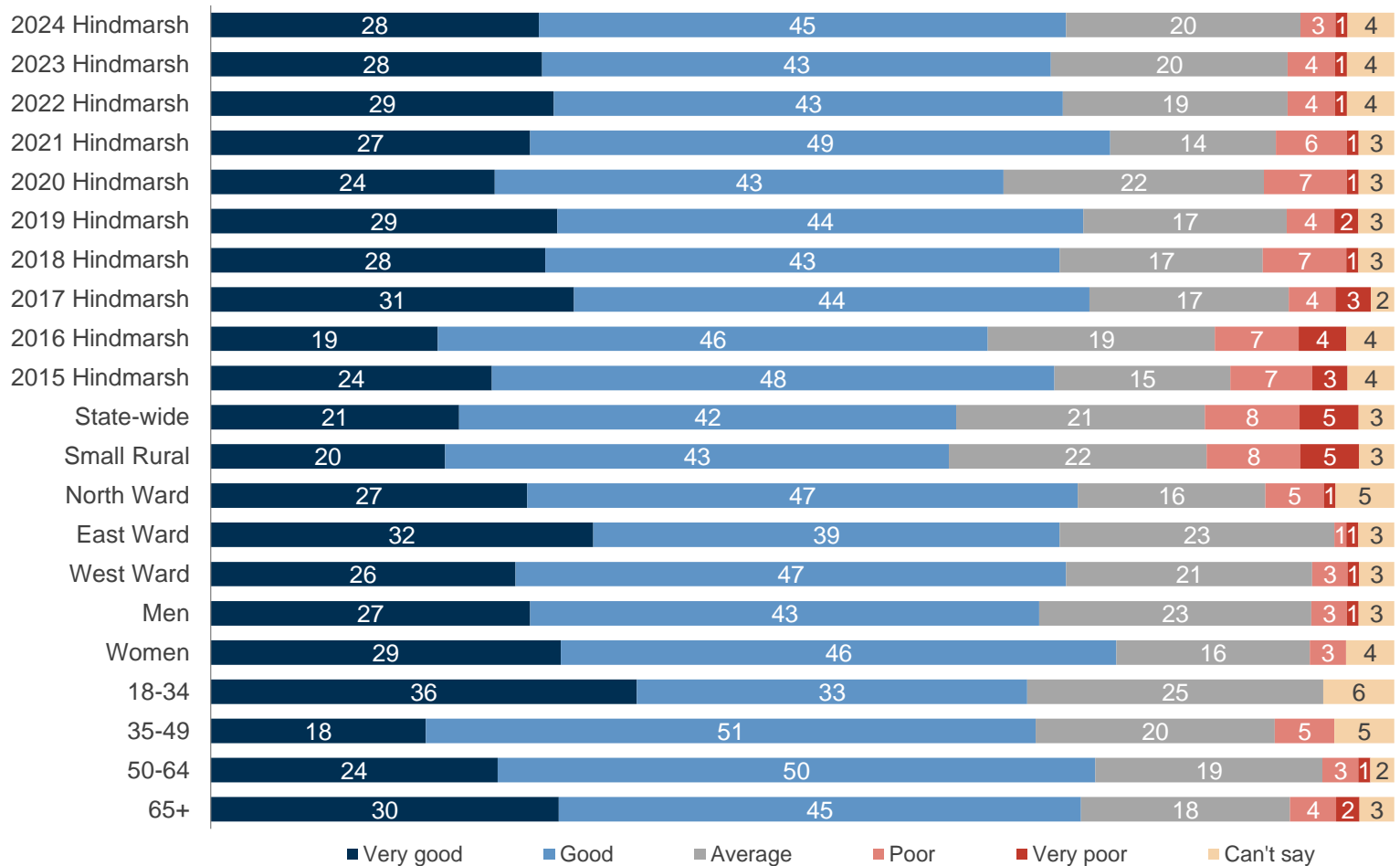
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



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

Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Women	73	75	77	79	78	77	74	75	n/a	n/a
50-64	72	76	76	76	74	73	71	78	n/a	n/a
65+	72	73	75	77	76	73	71	74	n/a	n/a
West Ward	71	73	77	76	74	71	68	73	n/a	n/a
East Ward	71	74	73	75	76	75	71	75	n/a	n/a
Hindmarsh	71	73	75	75	75	73	69	74	n/a	n/a
35-49	71	75	74	74	73	70	72	73	n/a	n/a
North Ward	70	74	74	75	75	74	68	74	n/a	n/a
Small Rural	70	71	72	74	74	71	71	72	71	70
Men	69	72	73	71	71	69	65	73	n/a	n/a
18-34	69	70	74	71	74	76	60	69	n/a	n/a
State-wide	67	67	69	70	67	65	66	67	67	67

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

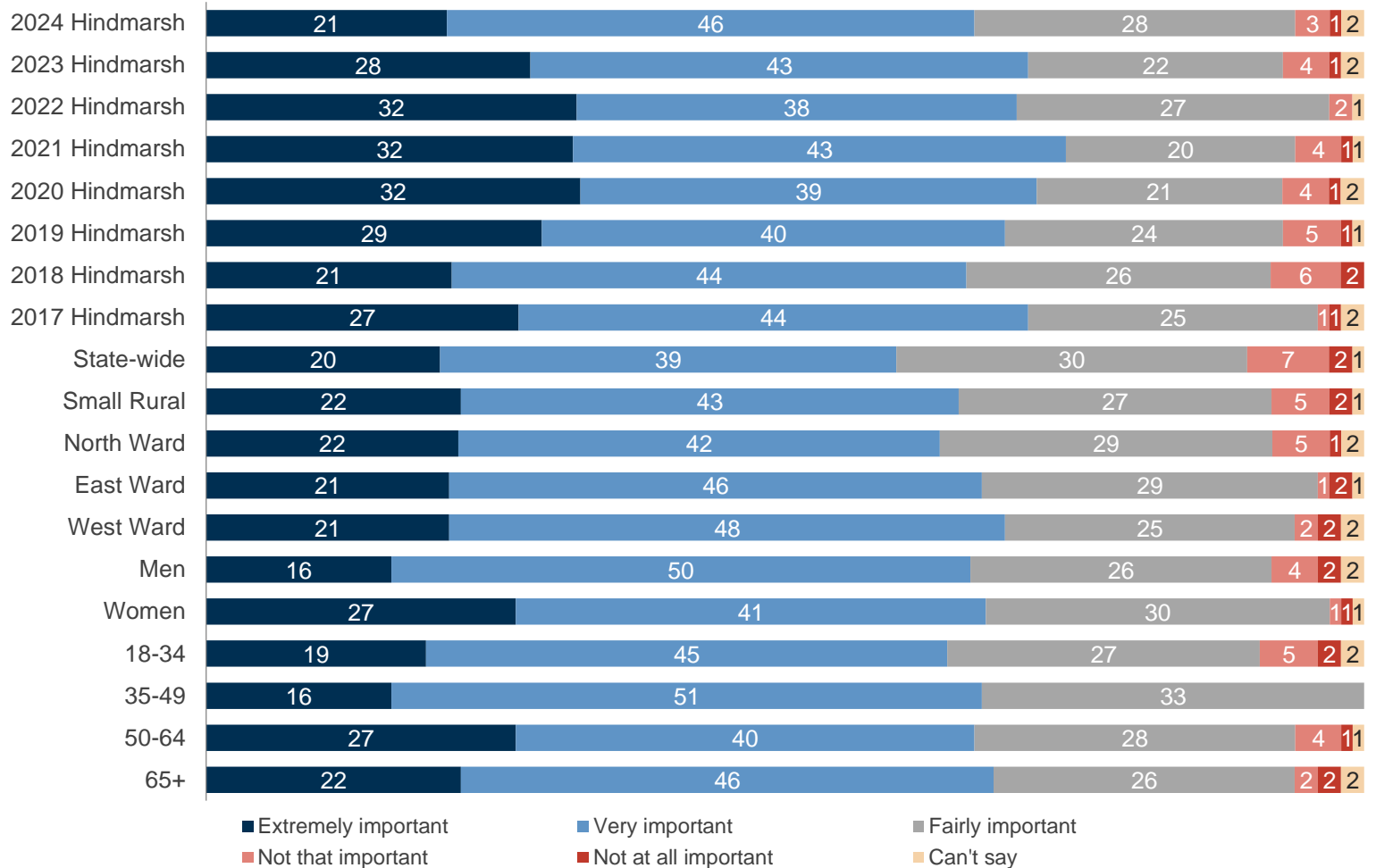
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Business and community development and tourism importance



2024 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: 19 Councils asked group: 5

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
East Ward	62▲	65	67	65	60	63	57	63	57	54
Women	60	61	59	63	63	65	63	63	60	61
Small Rural	59▲	61	63	62	58	59	59	64	61	63
65+	58	60	63	66	63	65	62	64	62	60
State-wide	57	59	60	61	59	61	60	61	60	61
North Ward	57	58	58	62	62	61	58	59	52	57
Hindmarsh	56	59	59	62	61	63	61	61	58	59
35-49	55	58	52	47	54	59	55	61	57	60
18-34	54	60	68	71	76	65	68	56	59	61
50-64	54	55	53	61	51	61	58	59	52	54
Men	52	57	60	60	59	61	59	59	56	56
West Ward	52	55	56	59	61	64	66	61	64	65

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

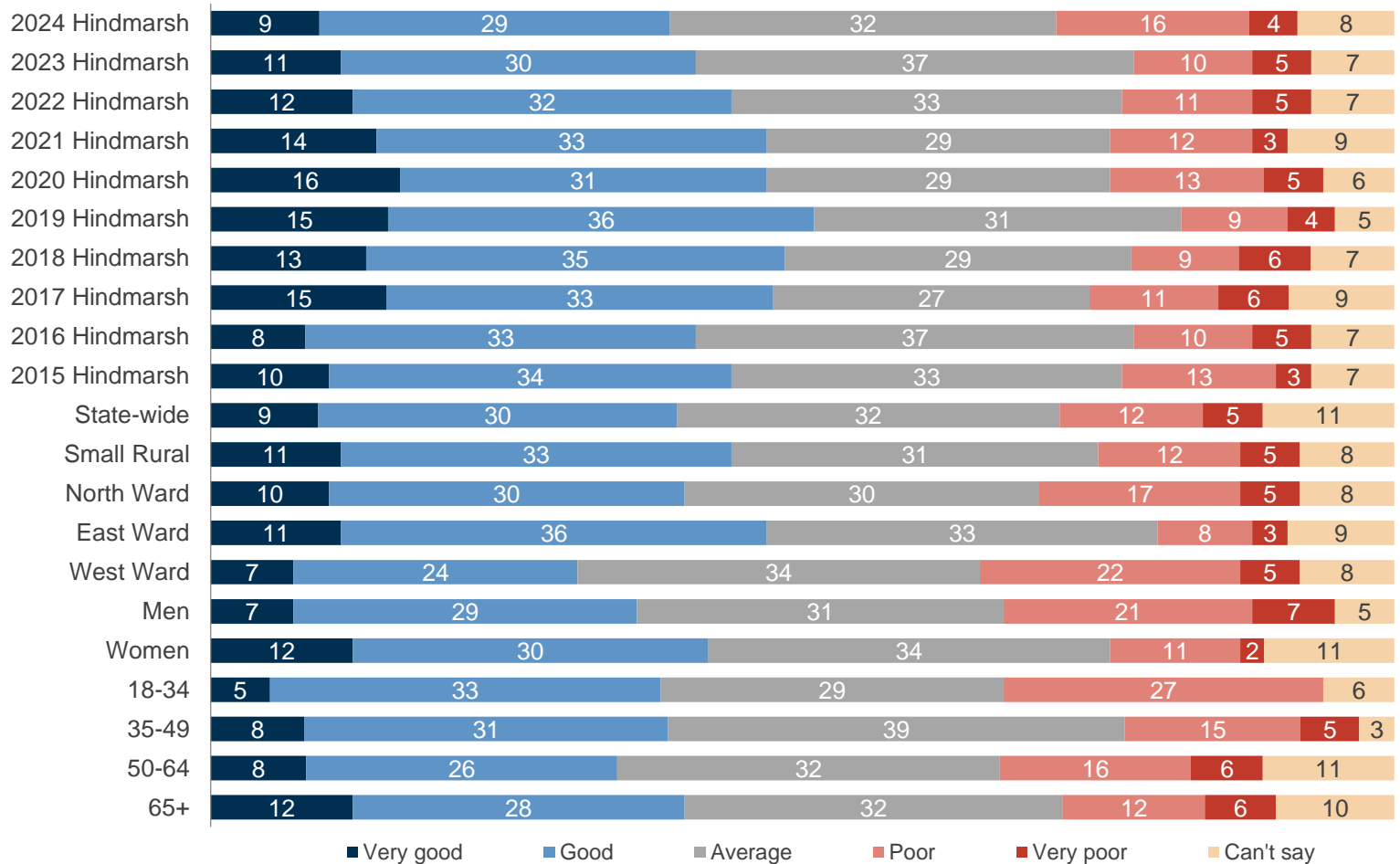
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8



Planning and building permits importance



2024 planning and building permits importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
East Ward	73▲	70	65	70	66	65	59	64	n/a	n/a
50-64	72	68	68	69	64	65	63	66	n/a	n/a
State-wide	72▲	72	73	73	71	71	71	72	71	71
Women	71▲	70	70	69	72	67	66	67	n/a	n/a
Small Rural	70▲	71	73	71	68	70	68	68	71	70
West Ward	68	69	71	67	66	65	65	67	n/a	n/a
65+	67	69	70	67	68	66	63	67	n/a	n/a
Hindmarsh	67	67	66	67	65	63	61	64	n/a	n/a
18-34	66	65	71	65	65	63	57	61	n/a	n/a
Men	64	64	63	64	59	60	57	61	n/a	n/a
35-49	63	63	54	66	62	58	59	59	n/a	n/a
North Ward	61▼	60	62	63	64	58	60	61	n/a	n/a

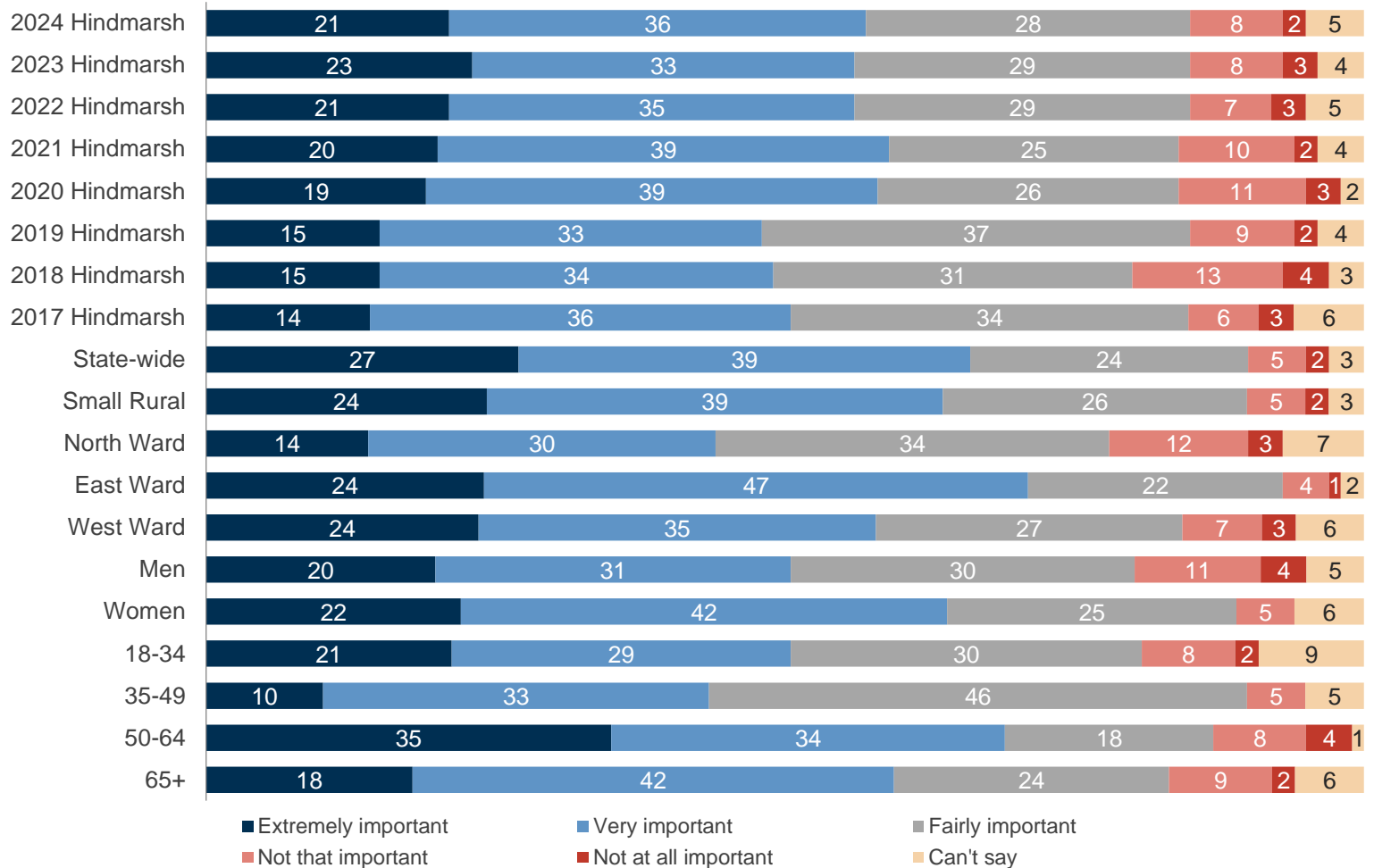
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 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: 18 Councils asked group: 5



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
Women	49▲	43	49	50	51	54	60	57	49	57
East Ward	47	50	54	50	48	57	51	54	46	46
65+	46	43	50	49	53	53	54	54	50	54
18-34	45	41	57	47	62	57	62	52	50	61
State-wide	45	47	50	51	51	52	52	51	50	54
North Ward	45	44	47	45	56	50	57	53	42	55
Small Rural	43	45	48	49	46	48	51	51	50	53
Hindmarsh	43	42	46	45	52	50	54	54	47	53
35-49	39	46	34	42	50	44	52	57	41	51
50-64	39	37	41	43	42	46	51	53	46	48
West Ward	38▼	35	41	41	52	46	55	55	52	56
Men	38▼	41	43	41	52	48	49	51	44	49

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

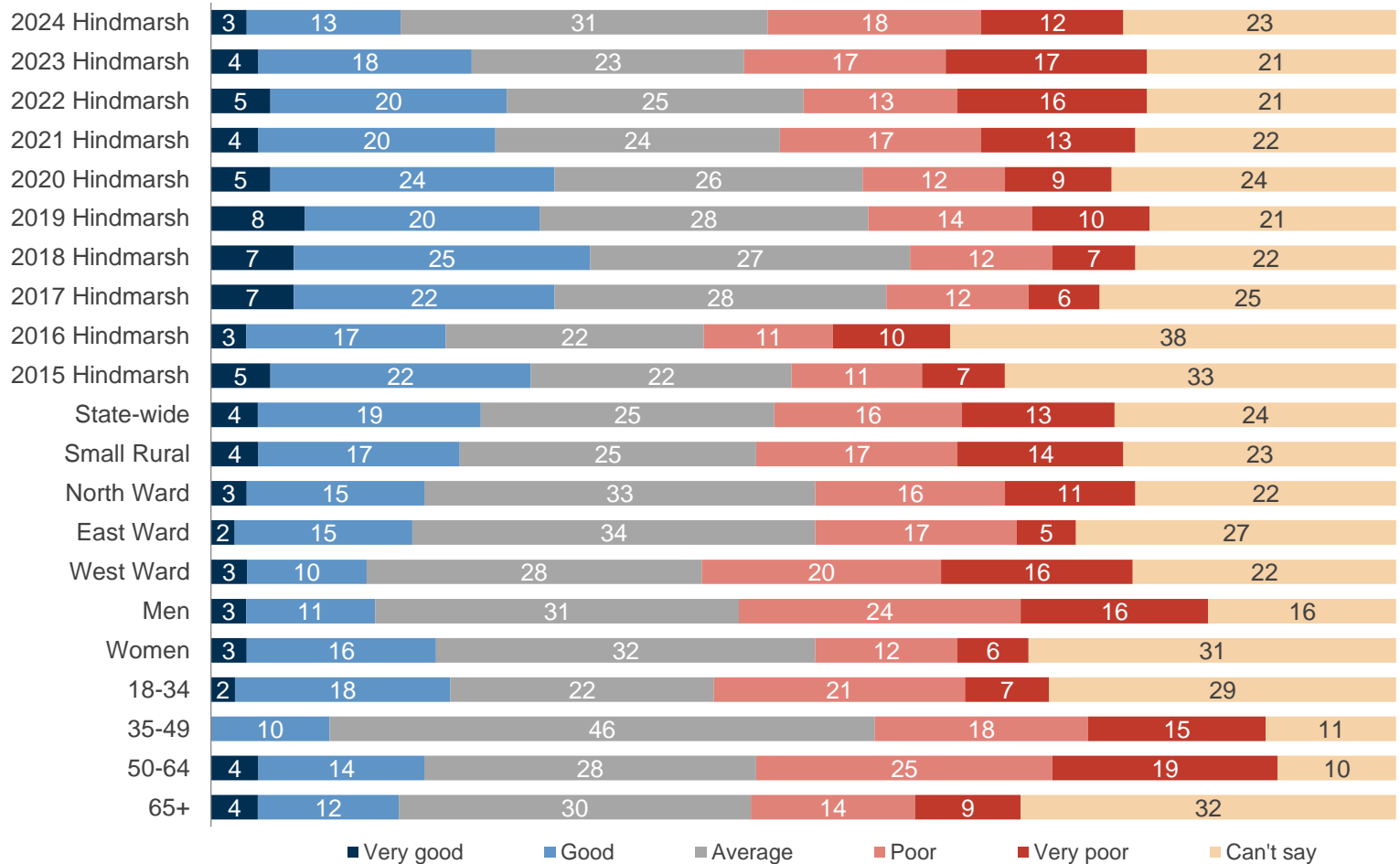
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



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



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	46	50	52	46	54	50	51	n/a	n/a
65+	49	50	47	51	54	54	54	n/a	n/a
West Ward	48	59	56	57	56	67	63	n/a	n/a
Women	49	57	50	52	56	57	57	n/a	n/a
Small Rural	47	50	49	48	55	54	51	51	52
State-wide	46	49	51	49	56	55	53	56	55
East Ward	49	54	44	45	59	48	52	n/a	n/a
Hindmarsh	46	54	50	50	56	54	53	n/a	n/a
Men	42	52	51	49	56	51	49	n/a	n/a
North Ward	39	49	50	44	51	44	43	n/a	n/a
18-34	43	67	61	58	63	65	54	n/a	n/a
35-49	41	53	45	45	55	47	52	n/a	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

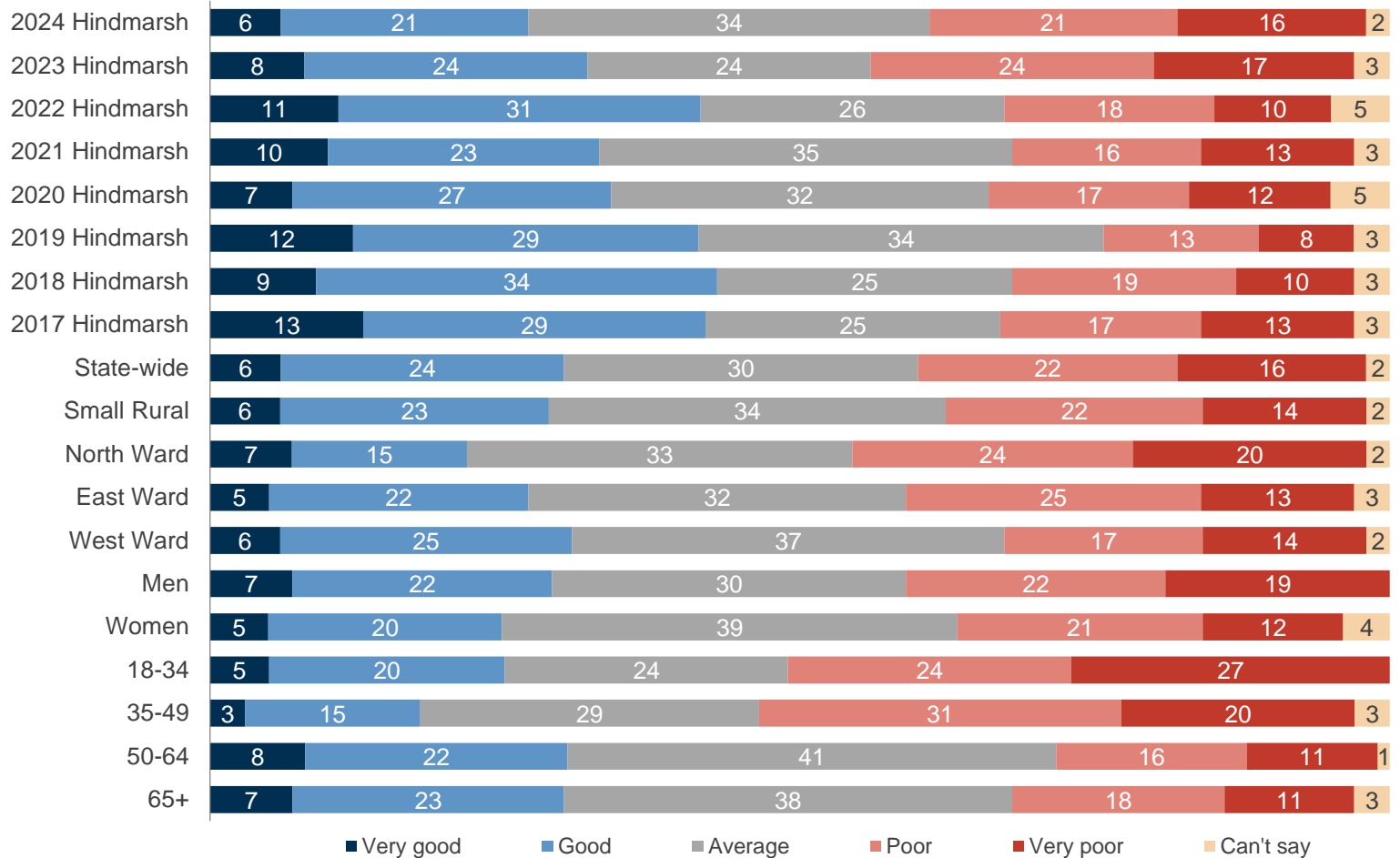
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5



Maintenance of unsealed roads in your area importance



2024 unsealed roads importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
West Ward	88	84	87	82	83	85	81	75	n/a	n/a
18-34	88	86	91	78	84	79	84	78	n/a	n/a
Men	87	82	86	84	85	82	81	80	n/a	n/a
50-64	87	86	86	86	85	84	85	82	n/a	n/a
35-49	87	86	86	87	87	85	80	81	n/a	n/a
North Ward	87	87	87	85	87	83	84	82	n/a	n/a
Hindmarsh	86	84	86	83	85	83	82	79	n/a	n/a
Small Rural	85	85	85	84	83	82	84	81	81	82
Women	85	85	86	82	84	84	83	79	n/a	n/a
65+	85	80	83	81	83	84	79	77	n/a	n/a
State-wide	84	83	83	81	80	80	80	79	79	78
East Ward	82	79	82	81	85	79	80	81	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

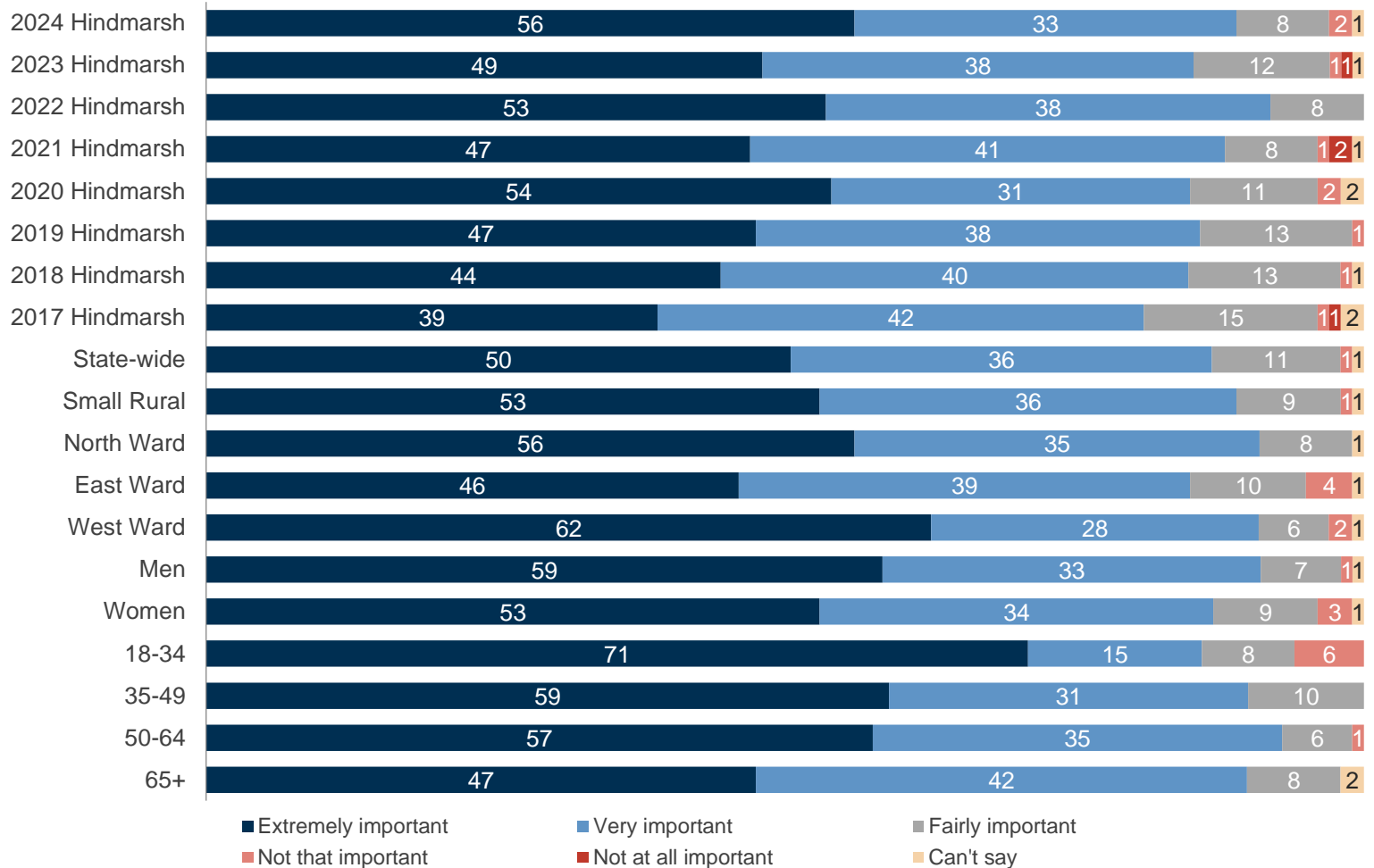
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2024 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: 13 Councils asked group: 5



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	42▲	49	43	46	51	43	46	n/a	n/a
East Ward	41	52	45	47	49	41	49	n/a	n/a
Women	40	45	42	43	46	45	50	n/a	n/a
North Ward	38	43	40	41	46	40	40	n/a	n/a
Hindmarsh	36	43	42	42	46	42	46	n/a	n/a
State-wide	36	41	45	44	44	43	44	43	45
Small Rural	35	42	44	43	43	40	43	44	45
50-64	35	42	41	37	43	43	43	n/a	n/a
Men	34	42	42	42	46	39	43	n/a	n/a
18-34	33	43	46	43	48	39	43	n/a	n/a
West Ward	33	40	41	41	44	45	50	n/a	n/a
35-49	30	36	37	40	42	43	54	n/a	n/a

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

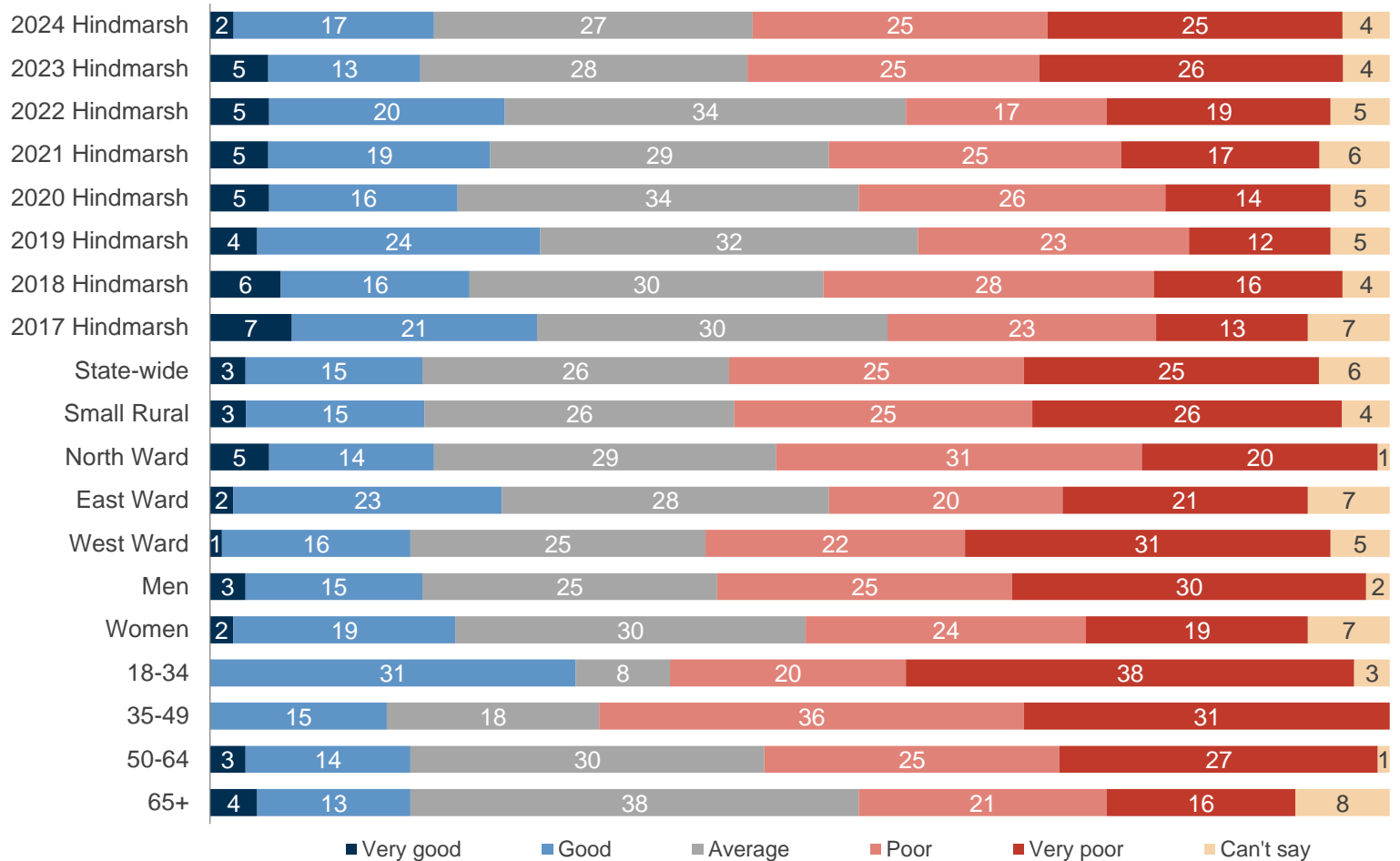
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)



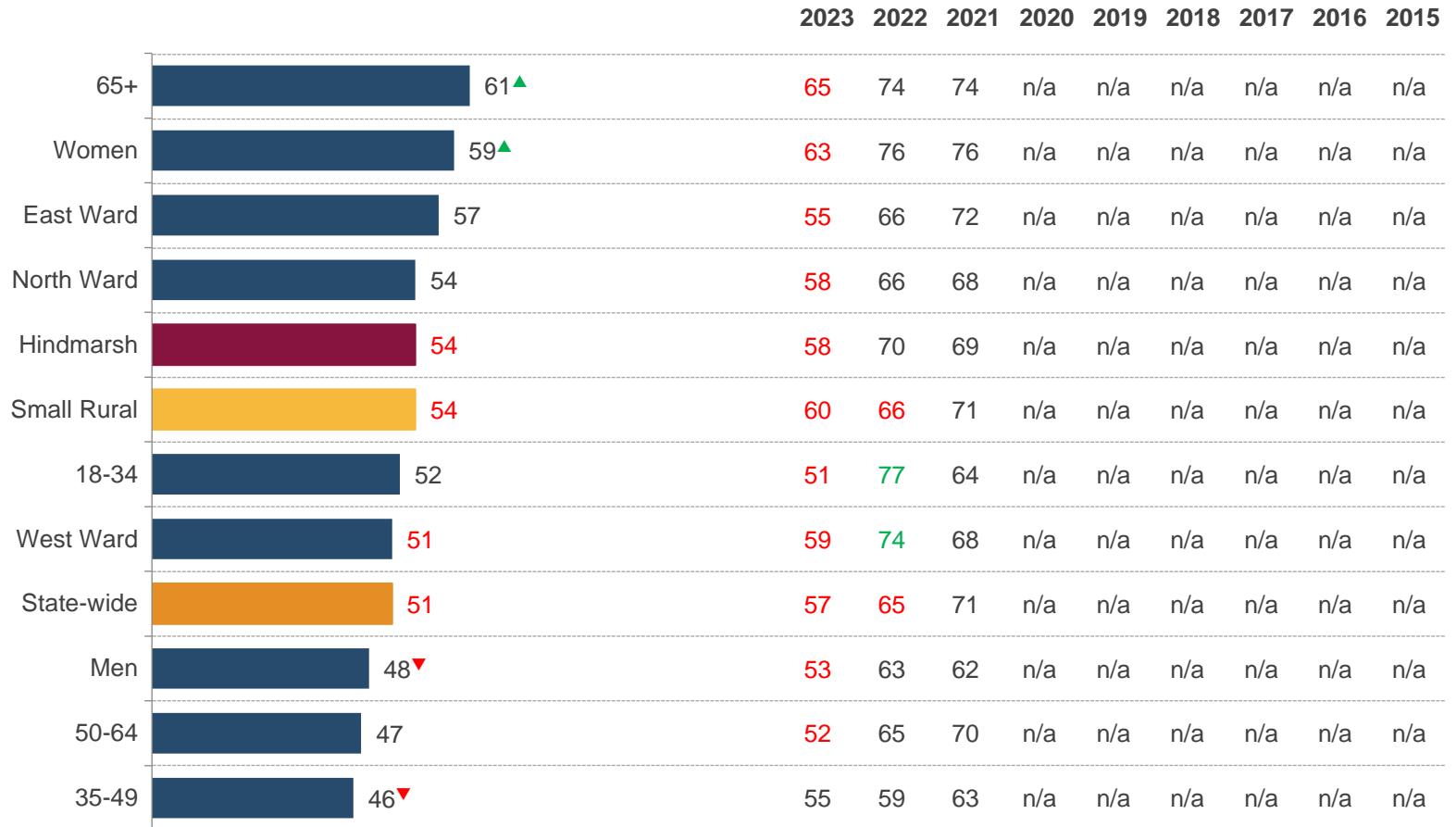
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10



COVID-19 response importance



2024 COVID-19 response importance (index scores)



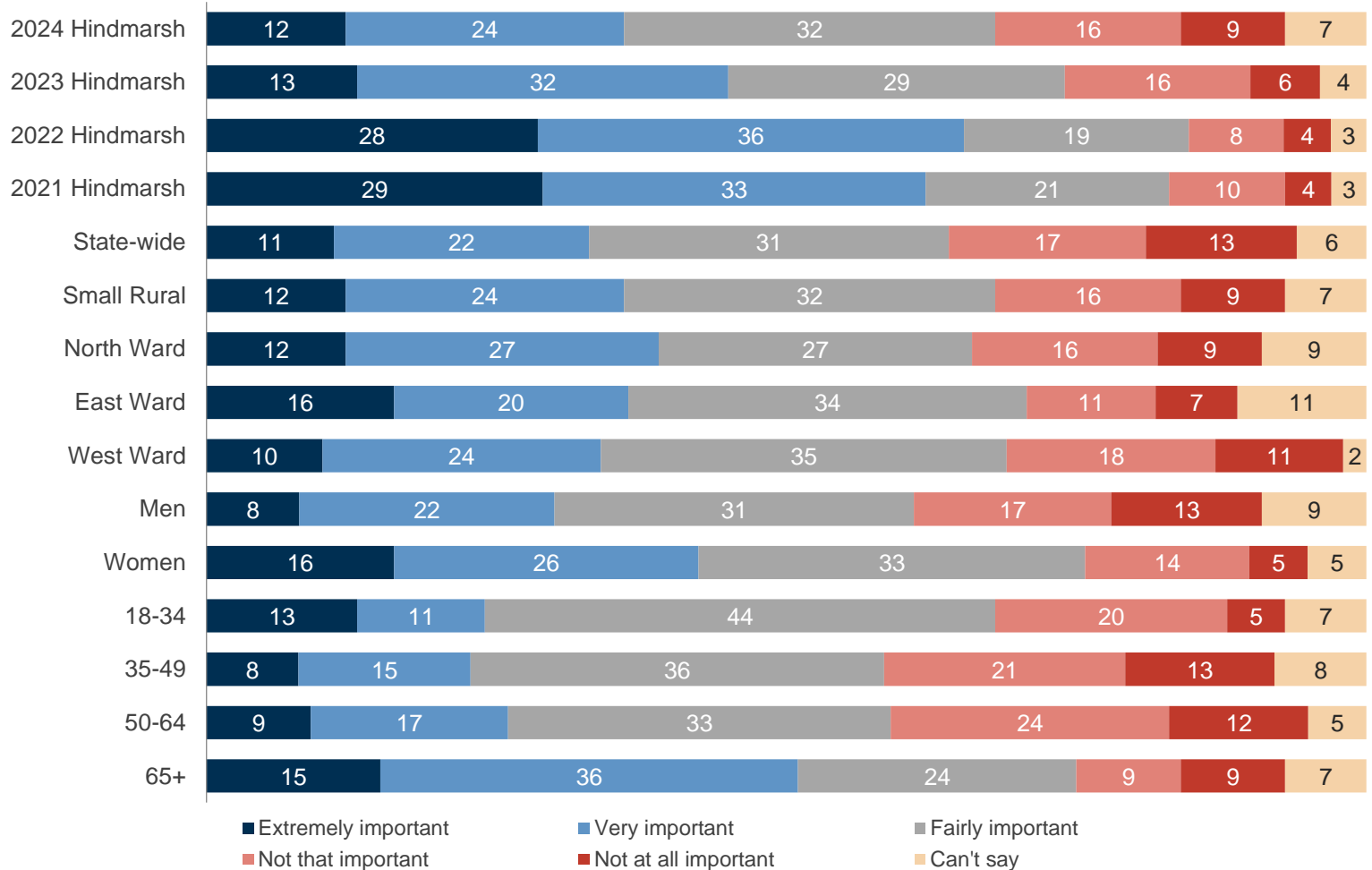
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2024 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 1

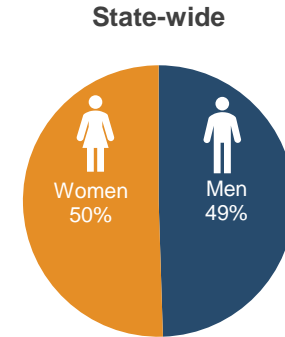
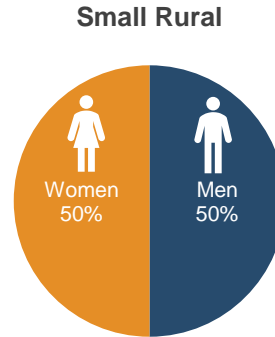
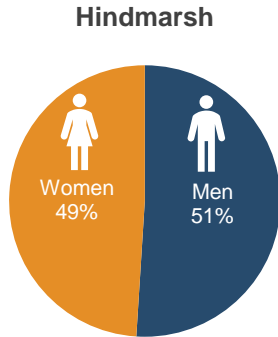


Detailed demographics

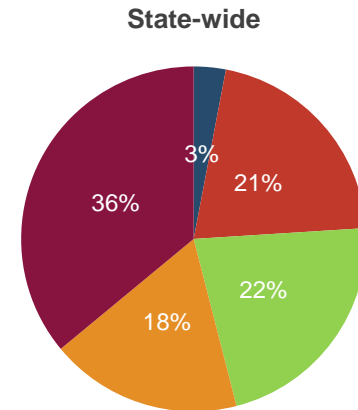
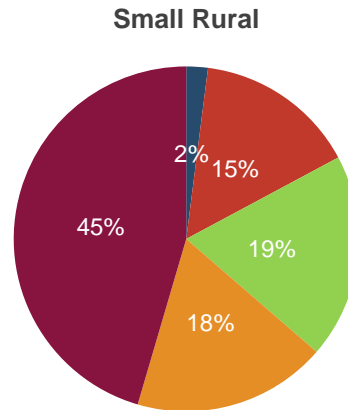
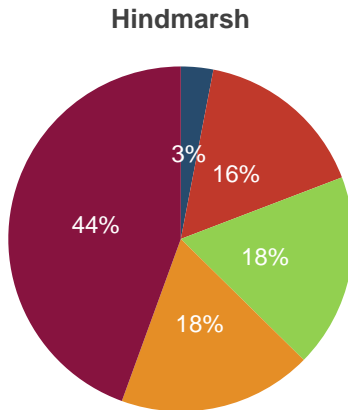


Gender and age profile

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. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Small Rural gender results may not add to 100%.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background graphics of various data charts, including bar charts, line graphs, and a grid pattern.

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 Hindmarsh Shire Council was n=401. 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=401 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 4,600 people aged 18 years or over for Hindmarsh Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hindmarsh Shire Council	401	400	+/-4.7
Men	214	202	+/-6.6
Women	187	198	+/-7.0
North Ward	140	134	+/-8.2
East Ward	103	106	+/-9.6
West Ward	158	160	+/-7.7
18-34 years	36	78	+/-16.5
35-49 years	39	73	+/-15.8
50-64 years	96	73	+/-9.9
65+ years	230	176	+/-6.3



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=401 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 Hindmarsh 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 Hindmarsh Shire Council.

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

A total of n=401 completed interviews were achieved in Hindmarsh Shire Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 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

Hindmarsh 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 Hindmarsh 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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John Scales
Founder
jcales@jwsresearch.com

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mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

