2019 Local Government Community Satisfaction Survey

Warrnambool City Council

Coordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian councils
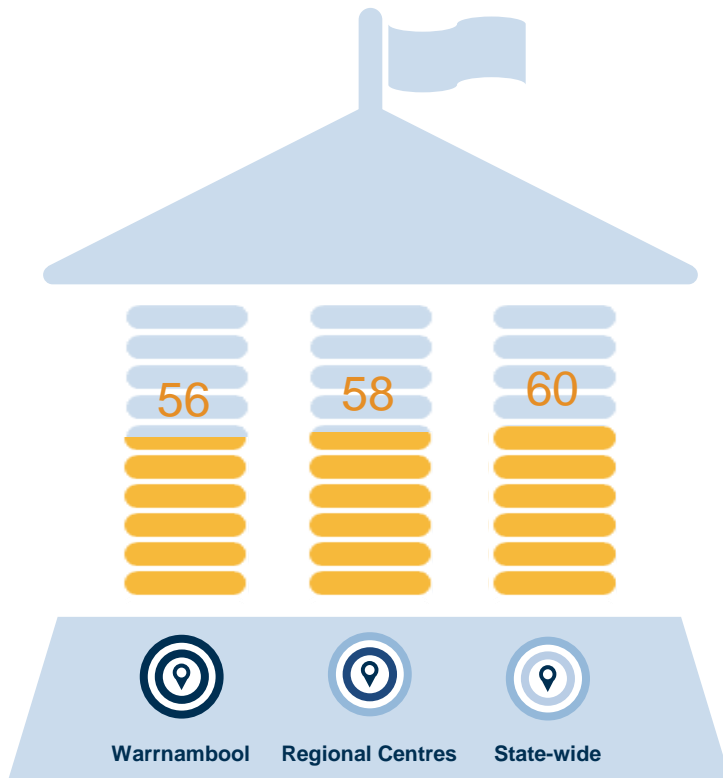
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Results shown are index scores out of 100.

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Emergency & disaster mngt — 74

Art centres & libraries — 73

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Community decisions
83
48
-35

Parking facilities
78
45
-33

Consultation & engagement
80
47
-33

Importance ▬ ▬ Performance   Net differential

Background and objectives

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 twentieth year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities 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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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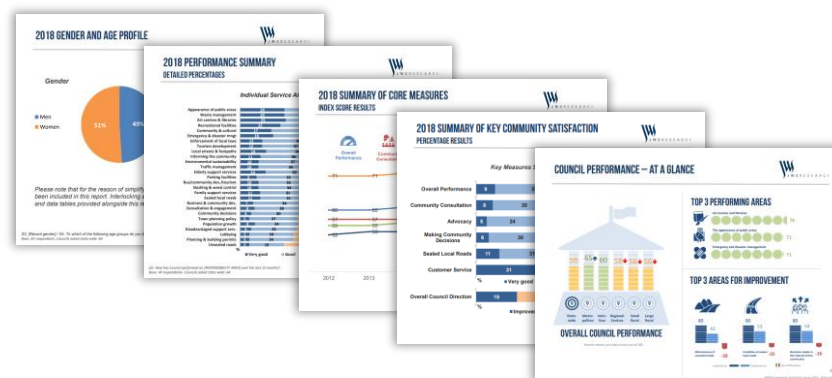
Key findings and recommendations

Overall performance

The overall performance index score of 56 for Warrnambool City Council represents a one-point decline on 2018. This follows a one-point decline the previous year and although the decline is not significant, it is beginning to erode the significant, five-point increase between the 2016 and 2017 surveys.

Overall performance remains eight points down on Council's peak result of 64 achieved in 2013.

Warrnambool City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide, and is rated relatively the same as councils in the Regional Centres group (index scores of 60 and 58 respectively).

- Residents aged 18 to 34 years (index score of 63) rate overall performance highest, and significantly higher than the Council average.

- Conversely, residents aged 50 to 64 years (index score of 49) rate overall performance lowest, and significantly lower than the Council average.

More than twice as many residents rate Warrnambool City Council's overall performance as 'very good' or 'good' (44%), as those who rate it 'very poor' or 'poor' (21%). A further 35% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance

56	58	60
Warrnambool	**Regional Centres**	**State-wide**
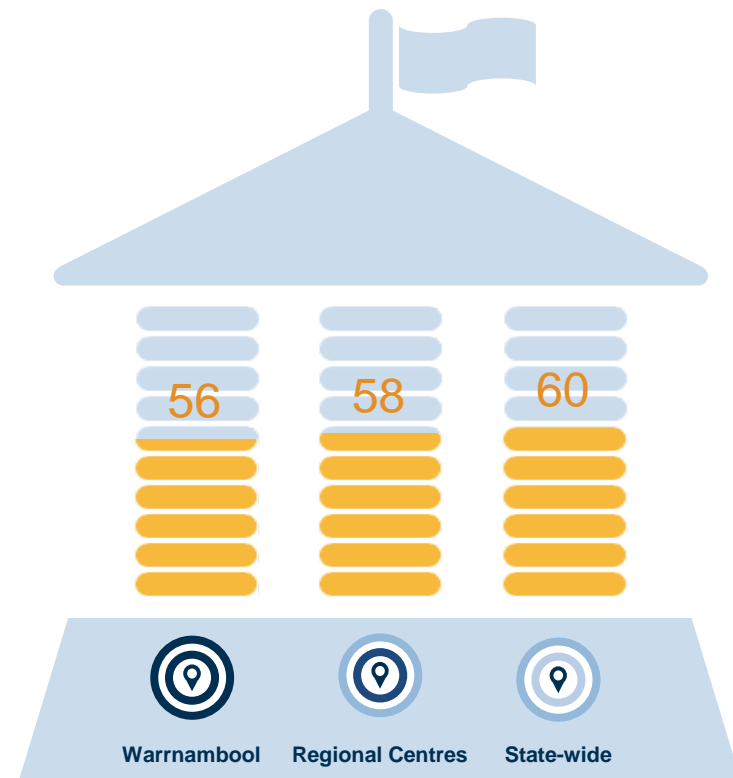
Results shown are index scores out of 100.

Customer contact and service

Contact with council

Two-thirds (66%) of Warrnambool City Council residents have had contact with Council in the last 12 months – a significant increase from 2018 (59%).

- The increase in the overall rate of contact is largely driven by residents aged 18 to 34 years, who had the most contact with council (72%) in 2019. Rate of contact among this cohort increased by a significant 22 percentage points from 2018.

- Conversely, residents aged 65+ years had the least contact with council (57%).

The main methods of contacting Council are in person (35%) and by telephone (31%). Rate of contact via telephone increased by five percentage points since 2018. Email communications increased from 11% in 2017 to 19% in 2019.

Overall, newsletters sent via email (28%) and mail (24%) are considered the best way for Council to inform residents about news, information and upcoming events. While e-newsletters are popular among a sizeable number of residents both under and over 50 years of age, social media updates (27%) have supplanted print newsletters sent via mail (20%) among residents under 50 years of age.

Customer service

Warrnambool City Council's customer service index of 73 is the same as the result for 2018, following a significant four point decline from 77 in 2017 to 73 in 2018. The 2018 to 2019 performance rating on customer service is seven points down on Council's highest result of 80, achieved in 2013.

Performance on this measure is rated in line with State-wide and Regional Centres group averages (index scores of 71 and 72 respectively).

Two in five residents (39%) rate Council's customer service as 'very good', with another 31% rating it as 'good'. Just 12% rate customer service as 'very poor' or 'poor'. A further 17% provide an 'average' rating.

- Residents aged 18 to 34 years, who had the most contact with Council in 2019, rate customer service highest (index score of 77).

Customer service ratings based on the method used in the most recent contact are highest for in-person correspondence (index score of 82), which represents a significant increase from 2018 (index score of 74).

Council direction

Council direction

Warrnambool City Council's overall direction index score is 50, which represents a (not significant) increase of four points from the 2018 result.

Residents outlook for the future is positive. Residents tend to believe Council is generally headed in the right (55%) versus the wrong direction (38%).

Rates and services trade-offs

Over half of Warrnambool City Council residents (54%) state that they would prefer 'service cuts' to keep Council rates at the same level as they are now. This compares with 30% of residents who indicate they prefer 'rate rises' to improve local services. A further 16% 'can't say' at this time.

• Men (61%) and residents aged 50 to 64 years (62%) are even more likely than other resident groups to call for service cuts to keep rates at current levels.

Top performing areas and areas for improvement

Top performing areas

The top three performing service areas for Warrnambool City Council are:

- Appearance of public areas (index score of 79)

- Emergency and disaster management (index score of 74)

- Art centres and libraries (index score of 73).

Council's rating for the appearance of public areas increased by a significant five points from 2018. Council now performs significantly higher than both the State-wide and Regional Centres group averages on this measure (index scores of 72 and 74 respectively).

Council's performance ratings improved significantly in ten service areas in the past year, stemming a series of ratings' declines that occurred between the 2017 and 2018 surveys. The most improved measures in 2019 are business and community development and tourism (index score of 67) and traffic management (index score of 59), ratings for both of which improved by seven index points from 2018.

Council also now performs significantly higher than the State-wide and Regional Centres group averages on the measure of business and community development and tourism (index score of 61 each).

Areas for improvement

Council did not experience any significant declines in ratings in the past year. The Council areas that rate lowest relative to its performance in other areas include:

- Parking facilities (index score of 45, a significant increase of five index points from 2018)

- Consultation and engagement (index score of 47)

- Community decisions (index score of 48).

These same areas rated lowest in 2018 and it is important to note that Council performs significantly lower than both the State-wide and Regional Centres group averages in all three areas.

In keeping with these findings, one in five residents (22%) volunteer community consultation as a council area in need of improvement, followed by parking availability (11%) and financial management (10%).

Influences on perceptions of overall performance

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

- Decisions made in the interest of the community

- Community consultation and engagement.

Council's decisions made in the community's interest and community consultation and engagement have some of the lowest performance ratings (48 and 47 respectively) and are two areas that could drive up overall performance perceptions if attended to effectively.

Service areas with a moderate influence on overall performance include:

- Condition of sealed local roads

- Town planning

- Traffic management.

The condition of sealed local roads, Warrnambool City Council's town planning, traffic management, and also lobbying on behalf of the community and how well it informs the community, have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Council's overall performance rating.

Looking at key service areas only, elderly support services has the strongest positive performance index and a moderate influence on the overall performance rating. Currently, Warrnambool City Council is performing well in this area (performance index of 71) and while it should remain a focus, there is greater work to be done elsewhere.

Family support services in another strong positive performance area for Warrnambool City Council, although it has a weak negative influence on perceptions of overall performance. Some mitigation of negative views towards this service area is warranted.

In summary, good communication and transparency with residents about decisions the Council has made in the community's interest, as well as improved community consultation and engagement, will best help to drive up overall opinion of the Council's performance.

Focus areas for coming 12 months

On 10 of the service areas evaluated, perceptions of Council's performance improved significantly – this is a positive result for Council.

In terms of priorities for the year ahead, Warrnambool City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

• Decisions made in the interest of the community

• Consultation and engagement

• Conditions of sealed local roads

• Town planning

• Traffic management

• Lobbying

• Informing the community.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Regional Centres group council averages.

• Areas that stand out in need of attention include parking facilities (index score of 45), as well as consultation and engagement (index of 47) and community decisions (index of 48) as mentioned above as strong influences of performance.

As mentioned, these three areas represent Council's lowest rated service areas and the only areas where Council rates significantly lower than State-wide and Regional Centres group averages.

A significant perceptions gap exists in all three of the aforementioned areas, by which rated importance exceeds perceived performance by a wide margin:

• Community decisions (margin of 35 points)

• Parking facilities (margin of 33 points)

• Consultation and engagement (margin of 33 points).

More generally, consideration should also be given to residents aged 50 to 64 years, who appear to be driving negative opinion in a number of areas in 2019.

• It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on numerous measures in the past year, most notably business and community development and tourism and traffic management.

Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

03 8685 8555

Summary of findings

Summary of core measures

Index scores

Overall Performance **Community Consultation** **Advocacy** **Making Community Decisions** **Sealed Local Roads** **Customer Service** **Overall Council Direction**
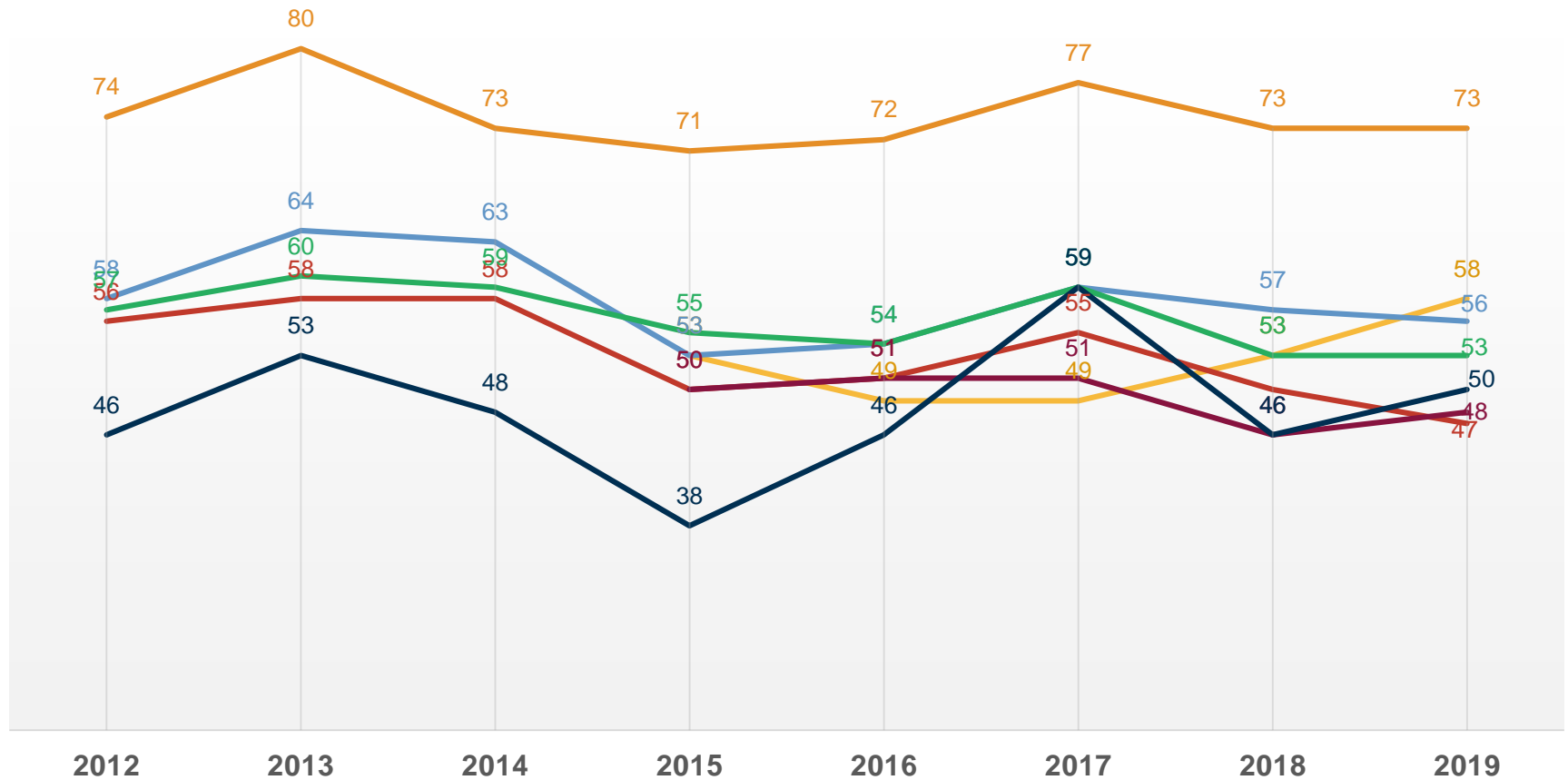
Summary of core measures

Performance Measures	Warrnambool 2019	Warrnambool 2018	Regional Centres 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	**56**	57	58	60	Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	**47**	50	54	56	Aged 65+ years, Aged 18-34 years	Aged 35-64 years
Advocacy (Lobbying on behalf of the community)	**53**	53	54	54	Aged 18-34 years	Aged 35-64 years
Making Community Decisions (Decisions made in the interest of the community)	**48**	46	52	55	Aged 65+ years	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	**58**	53	57	56	Aged 65+ years, Women	Men, Aged 35-49 years
Customer Service	**73**	73	72	71	Aged 18-34 years	Aged 50-64 years
Overall Council Direction	**50**	46	52	53	Aged 18-34 years	Aged 50-64 years

Summary of key community satisfaction

Key measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	10	34	35	14	7	
Community Consultation	7	23	32	24	12	3
Advocacy	9	26	33	17	8	8
Making Community Decisions	9	25	29	20	16	1
Sealed Local Roads	13	38	27	11	11	
Customer Service	39	31	17	8	4	

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	23	50	24	3

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

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Community decisions	83	48	-35
Parking facilities	78	45	-33
Consultation & engagement	80	47	-33
Informing the community	81	54	-27
Sealed local roads	80	58	-23
Lobbying	72	53	-19
Town planning policy	72	56	-16
Environmental sustainability	76	61	-15
Traffic management	73	59	-14
Local streets & footpaths	78	64	-14
Waste management	81	68	-13
Business & community dev.	72	61	-11
Population growth	76	64	-11
Elderly support services	81	71	-10

Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.

- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

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

2019 regression analysis (all service areas)
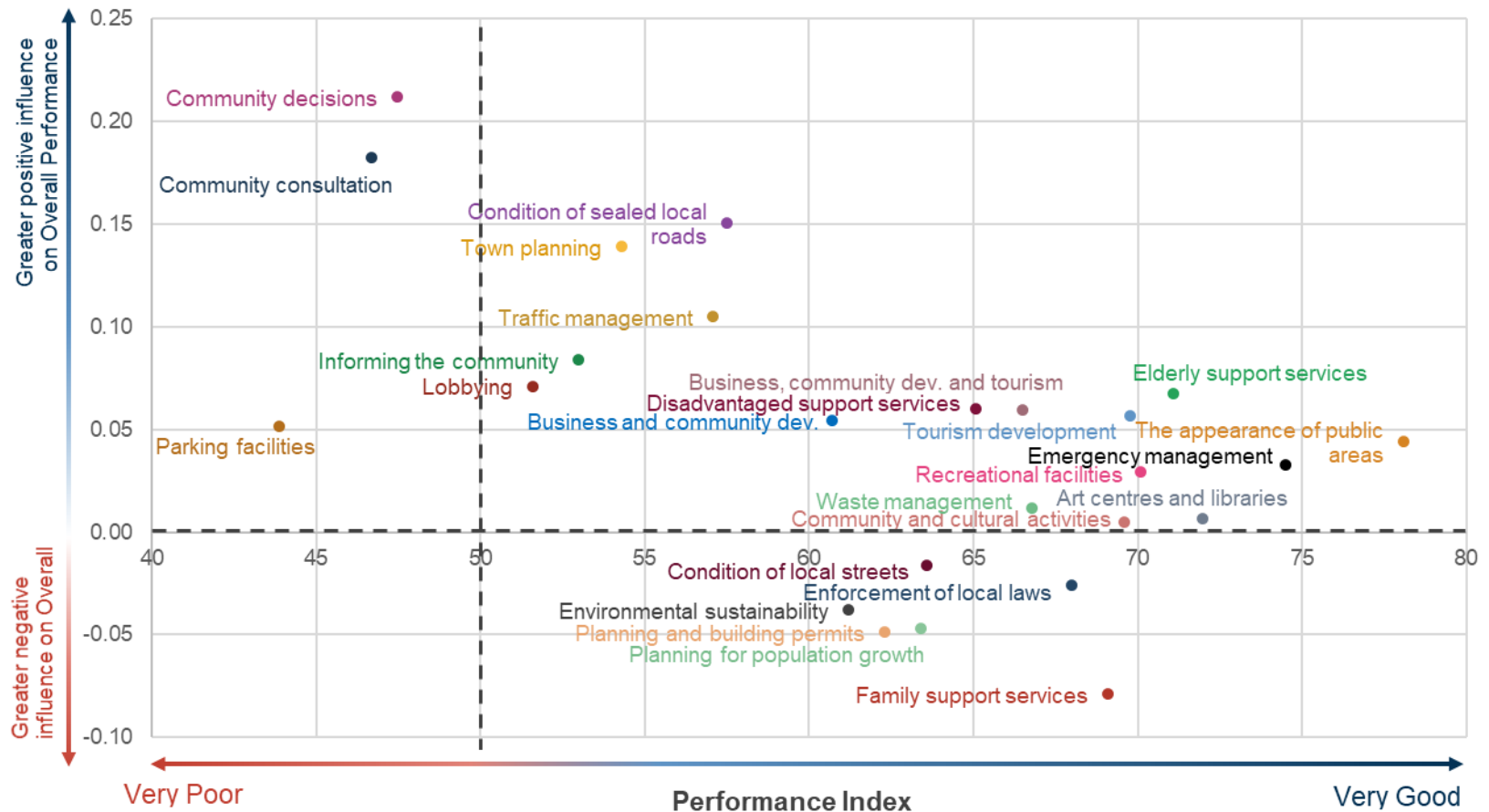
The multiple regression analysis model above (all service areas) has an R-squared value of 0.643 and adjusted R-square value of 0.619, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 26.95. 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
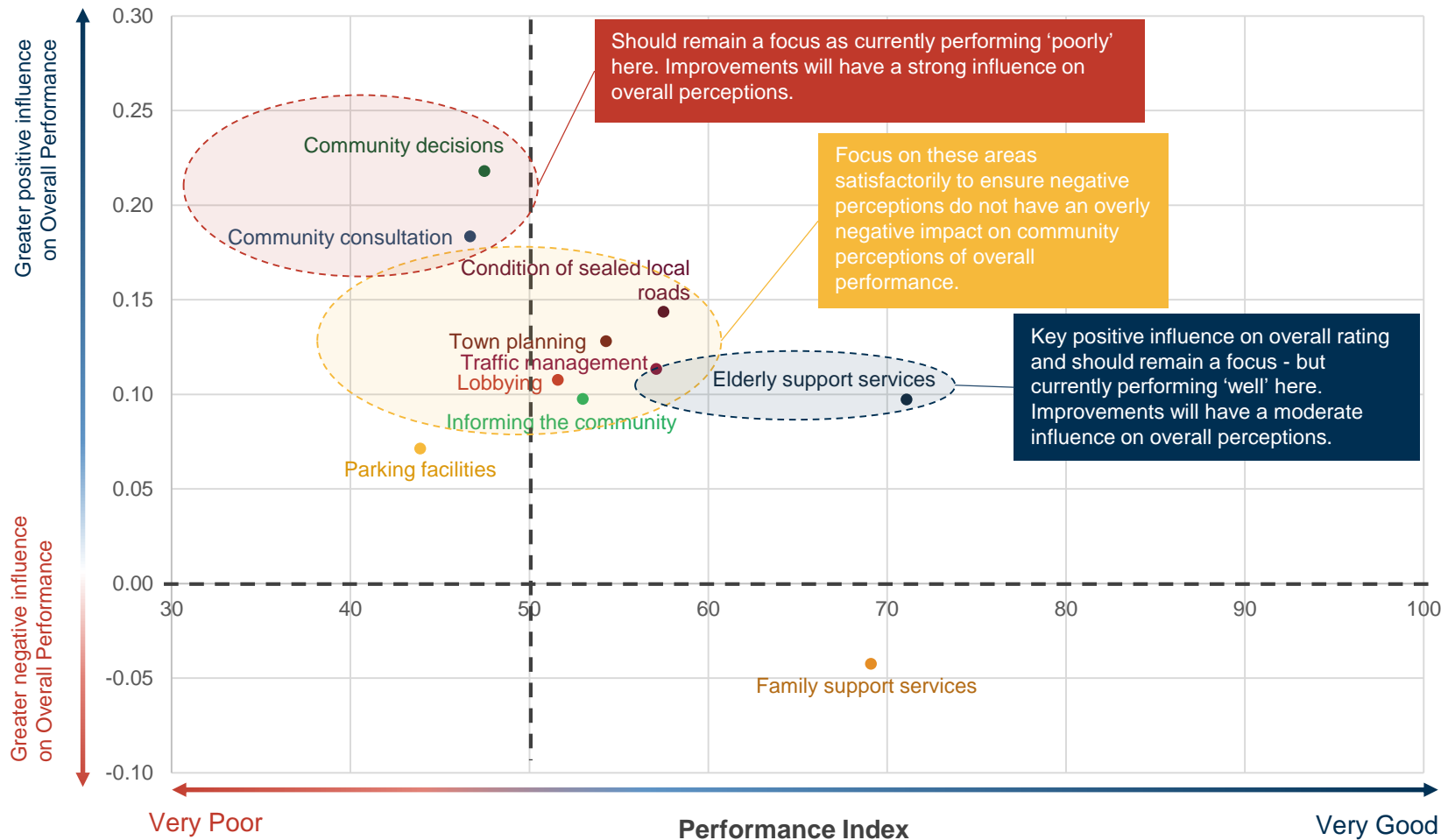
The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.620 and adjusted R-square value of 0.610, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 63.45.

Individual service area importance

2019 individual service area importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Community decisions	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	81	79	79	76	80	79	80	n/a
Waste management	81	80	77	77	78	80	78	n/a
Informing the community	81	78	77	76	75	76	76	n/a
Sealed local roads	80	82	81	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	80	78	75	74	77	74	74	n/a
Emergency & disaster mngt	79	83	79	n/a	n/a	n/a	n/a	n/a
Parking facilities	78	78	74	75	75	76	74	n/a
Local streets & footpaths	78	77	76	77	79	78	77	n/a
Environmental sustainability	76	73	73	71	73	73	72	n/a
Population growth	76	76	76	76	75	77	77	n/a
Appearance of public areas	74	76	73	77	76	77	74	n/a
Family support services	74	75	76	73	78	75	74	n/a
Bus/community dev./tourism	73	75	73	76	76	75	73	n/a
Recreational facilities	73	74	74	75	75	74	73	n/a
Traffic management	73	74	70	71	73	73	71	n/a
Business & community dev.	72	71	71	n/a	n/a	n/a	n/a	n/a
Town planning policy	72	74	71	72	75	73	72	n/a
Lobbying	72	72	70	68	72	71	71	n/a
Planning & building permits	70	72	68	69	70	74	71	n/a
Tourism development	69	71	71	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	67	69	70	72	71	71	73	n/a
Art centres & libraries	65	64	64	65	65	67	65	n/a
Community & cultural	64	63	63	64	65	65	62	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2019 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Elderly support services	41	44	12	2	1	
Community decisions	47	38	11	1	1	2
Waste management	41	42	16	1		
Consultation & engagement	40	42	15	2	1	
Sealed local roads	41	41	16	2		
Informing the community	44	38	16	2	1	
Local streets & footpaths	34	46	19	1		
Emergency & disaster mngt	42	36	17	4	1	1
Parking facilities	39	38	21	2	1	
Environmental sustainability	35	40	19	4	1	1
Population growth	34	40	20	5	1	
Appearance of public areas	24	49	24	1	1	
Lobbying	27	44	21	5	3	
Family support services	30	42	22	5	1	1
Recreational facilities	25	46	26	3		
Bus/community dev./tourism	30	39	25	3	2	1
Traffic management	27	41	28	3	1	
Business & community dev.	25	42	29	3	1	1
Town planning policy	23	43	27	3	1	4
Planning & building permits	20	43	30	4	1	2
Tourism development	24	39	29	6	2	
Enforcement of local laws	18	39	35	6	2	
Art centres & libraries	16	39	33	7	3	1
Community & cultural	13	41	36	7	2	1

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 4

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Individual service area performance

2019 individual service area performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	79	74	74	76	77	77	82	n/a
Emergency & disaster mngt	74	75	73	70	72	74	73	n/a
Art centres & libraries	73	72	72	74	76	77	78	n/a
Elderly support services	71	70	71	68	71	75	73	n/a
Recreational facilities	70	69	71	72	72	74	75	n/a
Tourism development	70	64	68	71	69	n/a	n/a	n/a
Family support services	70	67	67	67	68	73	72	n/a
Community & cultural	70	66	68	71	70	76	75	n/a
Enforcement of local laws	69	66	67	66	69	70	71	n/a
Waste management	68	67	70	70	74	71	73	n/a
Bus/community dev./tourism	67	60	64	65	58	70	70	n/a
Disadvantaged support serv.	66	63	63	61	63	68	68	n/a
Population growth	64	63	67	66	64	66	67	n/a
Local streets & footpaths	64	58	55	58	65	64	65	n/a
Planning & building permits	64	58	61	58	60	61	62	n/a
Environmental sustainability	61	62	63	63	65	67	68	n/a
Business & community dev.	61	55	62	58	54	n/a	n/a	n/a
Traffic management	59	52	61	57	62	62	65	n/a
Sealed local roads	58	53	49	49	53	n/a	n/a	n/a
Town planning policy	56	54	58	56	57	61	61	n/a
Informing the community	54	54	60	55	58	61	62	n/a
Lobbying	53	53	59	54	55	59	60	57
Community decisions	48	46	51	51	50	n/a	n/a	n/a
Consultation & engagement	47	50	55	51	50	58	58	56
Parking facilities	45	39	49	54	48	50	55	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2019 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	37	46	13	3	1	
Art centres & libraries	24	45	22	4	1	5
Recreational facilities	24	43	21	8	2	2
Tourism development	22	44	20	7	2	4
Waste management	23	42	21	10	4	1
Emergency & disaster mngt	22	42	19	3		15
Elderly support services	21	42	21	4	2	10
Community & cultural	20	43	26	6		5
Enforcement of local laws	20	42	23	7	2	6
Family support services	18	40	24	3	2	14
Local streets & footpaths	19	38	29	9		6
Bus/community dev./tourism	17	40	28	6	2	6
Population growth	15	39	24	8	4	10
Sealed local roads	13	38	27	11	11	
Traffic management	14	36	27	13	9	1
Disadvantaged support serv.	13	35	28	6	1	17
Environmental sustainability	12	37	31	11	3	5
Business & community dev.	11	37	33	11	3	6
Planning & building permits	12	32	28	5	3	19
Informing the community	10	32	30	20	8	1
Town planning policy	9	29	30	13	7	12
Lobbying	9	26	33	17	8	8
Community decisions	9	25	29	20	16	1
Consultation & engagement	7	23	32	24	12	3
Parking facilities	8	20	31	27	14	

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8

Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

- Local streets & footpaths
- Enforcement of local laws
- Family support services
- Elderly support services
- Disadvantaged support serv.
- Appearance of public areas
- Bus/community dev./tourism
- Planning permits
- Population growth
- Tourism development

Significantly Lower than State-wide Average

- Consultation & engagement
- Informing the community
- Parking facilities
- Making community decisions

Individual service area performance vs group average

Significantly Higher than Group Average

- Local streets & footpaths
- Enforcement of local laws
- Elderly support services
- Disadvantaged support serv.
- Appearance of public areas
- Bus/community dev./tourism
- Planning permits

Significantly Lower than Group Average

- Consultation & engagement
- Parking facilities
- Making community decisions

Areas for improvement

2019 areas for improvement (%)
- Top mentions only -

	2019	2018	2017	2016	2015	2014	2013	2012
Community Consultation	22	22	15	n/a	n/a	n/a	n/a	n/a
Parking Availability	11	9	5	n/a	n/a	n/a	n/a	n/a
Financial Management	10	10	6	n/a	n/a	n/a	n/a	n/a
Sealed Road Maintenance	9	11	12	n/a	n/a	n/a	n/a	n/a
Local/Community Support	7	1	4	n/a	n/a	n/a	n/a	n/a
Communication	6	8	11	n/a	n/a	n/a	n/a	n/a
Beach/Foreshore/Creeks/Rivers/Lakes	5	5	4	n/a	n/a	n/a	n/a	n/a
Council Management	5	2	7	n/a	n/a	n/a	n/a	n/a
Rates - Too Expensive	5	1	2	n/a	n/a	n/a	n/a	n/a
Waste Management	5	2	4	n/a	n/a	n/a	n/a	n/a
Environmental Issues	5	3	2	n/a	n/a	n/a	n/a	n/a
Harmony Within Council	5	5	9	n/a	n/a	n/a	n/a	n/a
Nothing	4	3	4	n/a	n/a	n/a	n/a	n/a

Q17. What does Warrnambool City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 43 Councils asked group: 7
Note: Significant differences have not been applied to this chart.
A verbatim listing of responses to this question can be found in the accompanying dashboard.

DETAILED FINDINGS

Overall performance

Overall performance

2019 overall performance (index scores)
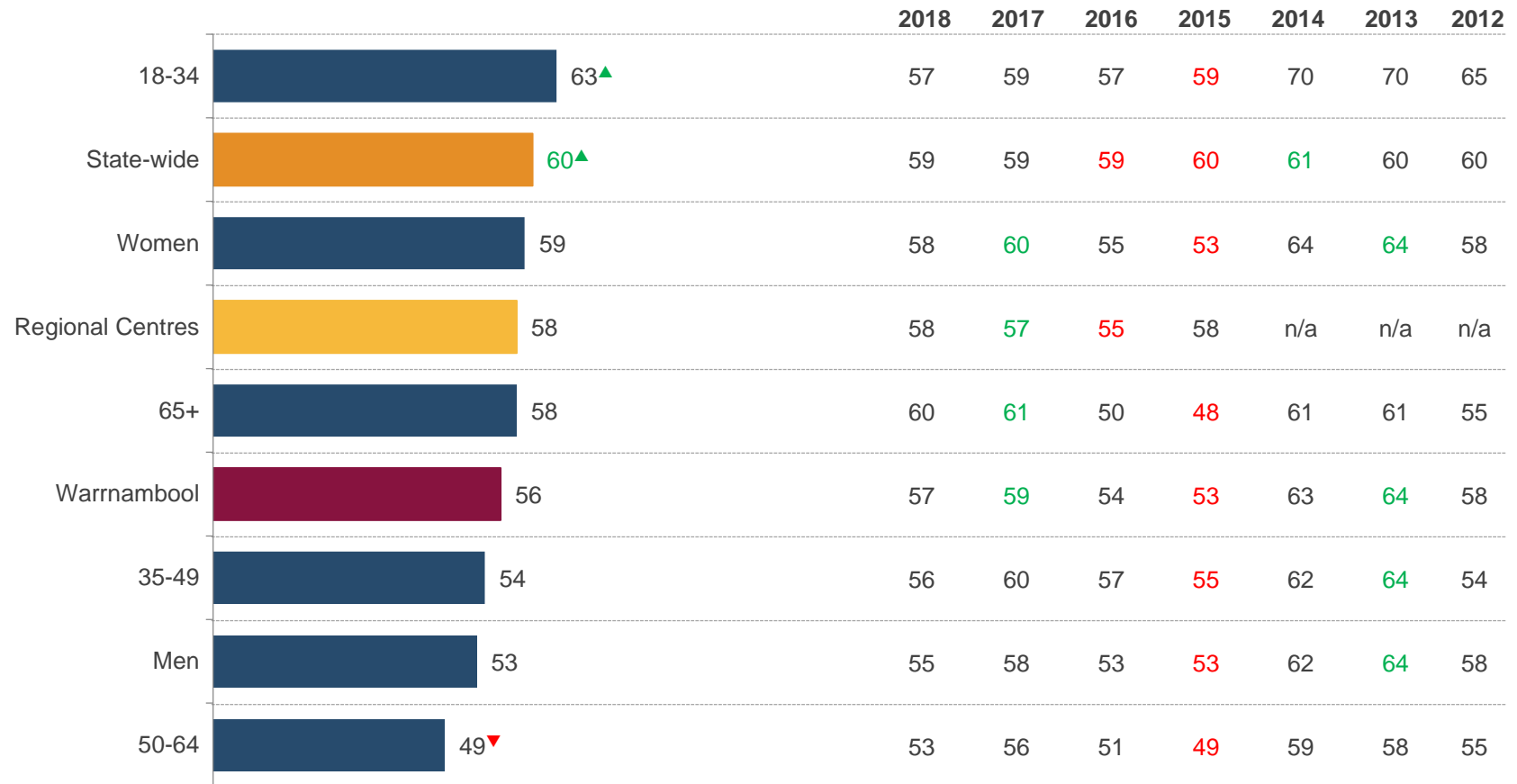
	2018	2017	2016	2015	2014	2013	2012
18-34 63▲	57	59	57	59	70	70	65
State-wide 60▲	59	59	59	60	61	60	60
Women 59	58	60	55	53	64	64	58
Regional Centres 58	58	57	55	58	n/a	n/a	n/a
65+ 58	60	61	50	48	61	61	55
Warrnambool 56	57	59	54	53	63	64	58
35-49 54	56	60	57	55	62	64	54
Men 53	55	58	53	53	62	64	58
50-64 49▼	53	56	51	49	59	58	55

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City 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: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall performance
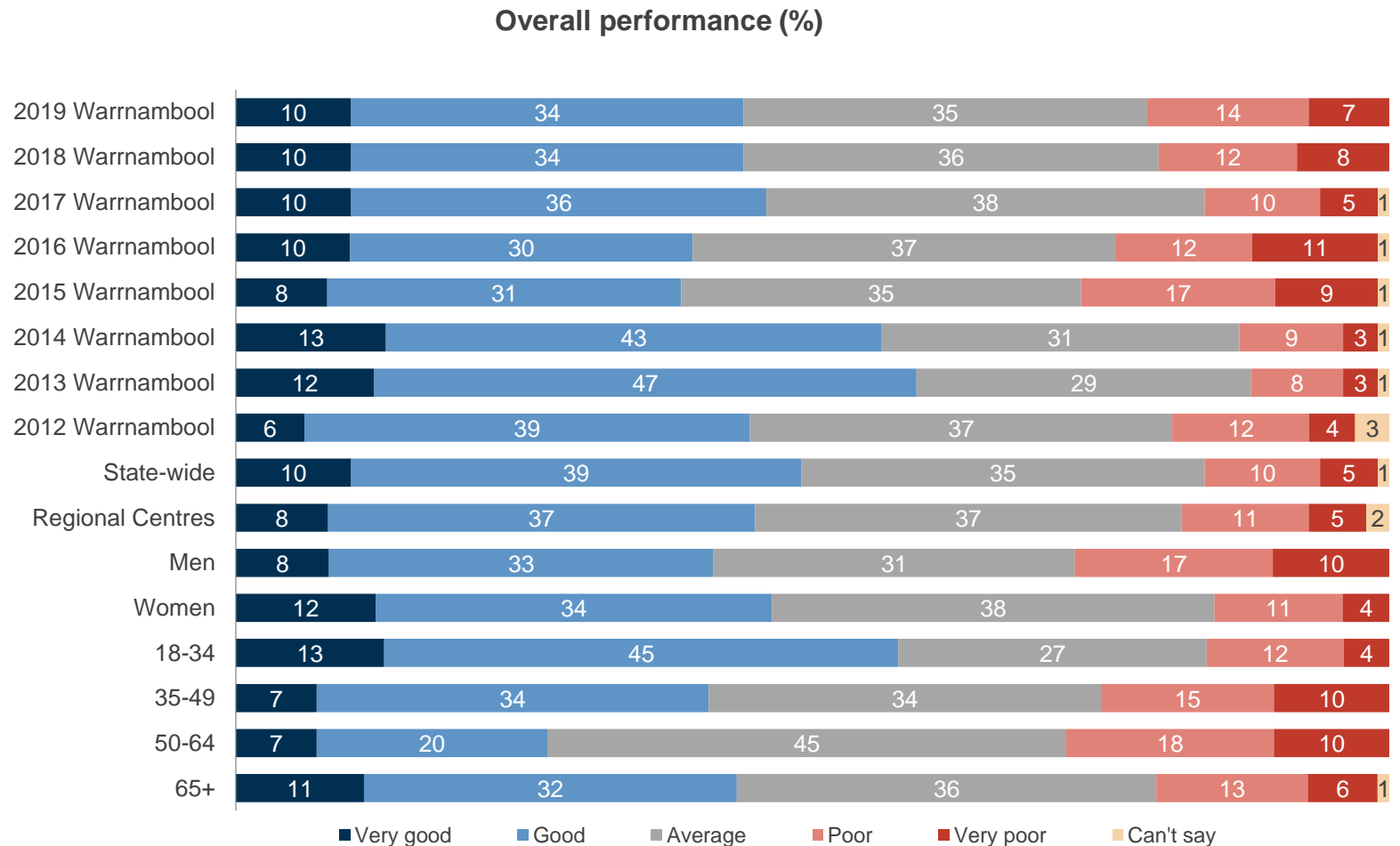
Overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	10	34	35	14	7	
2018 Warrnambool	10	34	36	12	8	
2017 Warrnambool	10	36	38	10	5	1
2016 Warrnambool	10	30	37	12	11	1
2015 Warrnambool	8	31	35	17	9	1
2014 Warrnambool	13	43	31	9	3	1
2013 Warrnambool	12	47	29	8	3	1
2012 Warrnambool	6	39	37	12	4	3
State-wide	10	39	35	10	5	1
Regional Centres	8	37	37	11	5	2
Men	8	33	31	17	10	
Women	12	34	38	11	4	
18-34	13	45	27	12	4	
35-49	7	34	34	15	10	
50-64	7	20	45	18	10	
65+	11	32	36	13	6	1

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City 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: 63 Councils asked group: 8

Customer service

Contact with council

2019 contact with council (%)
Have had contact
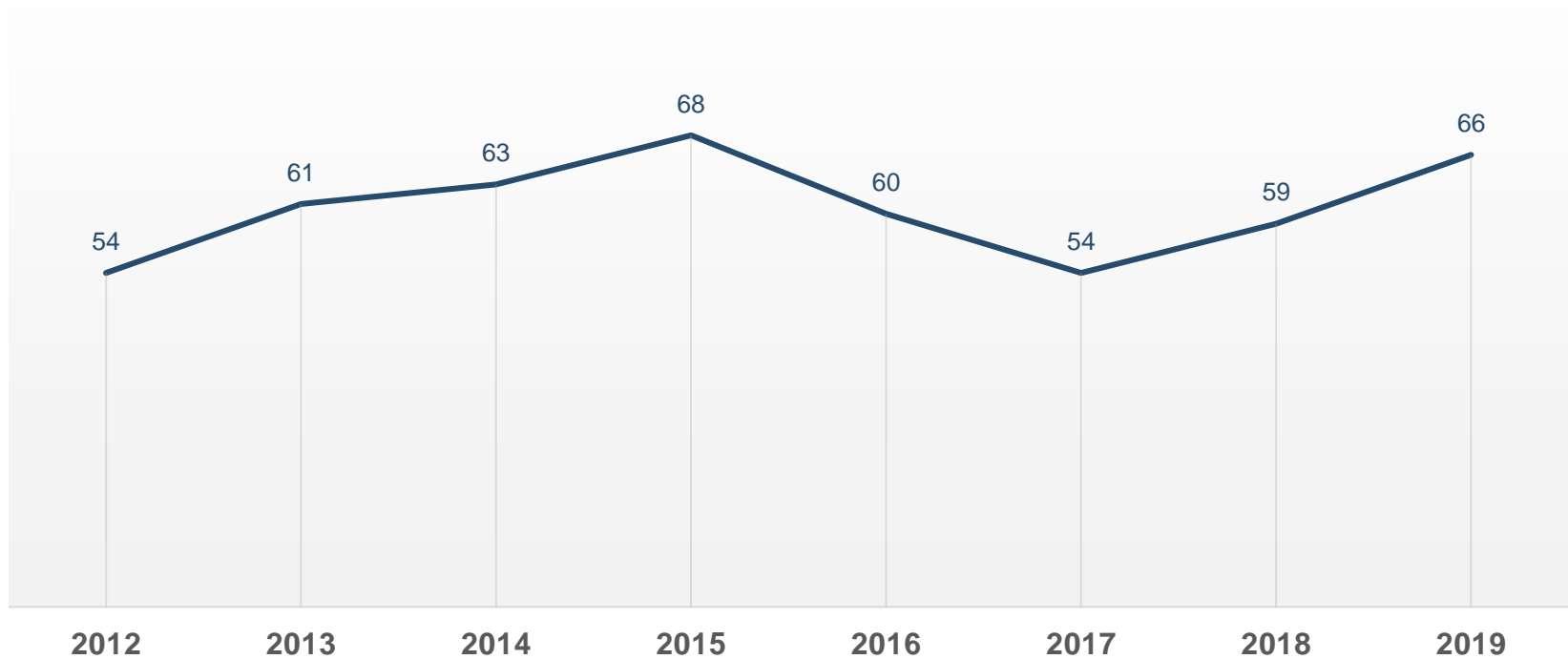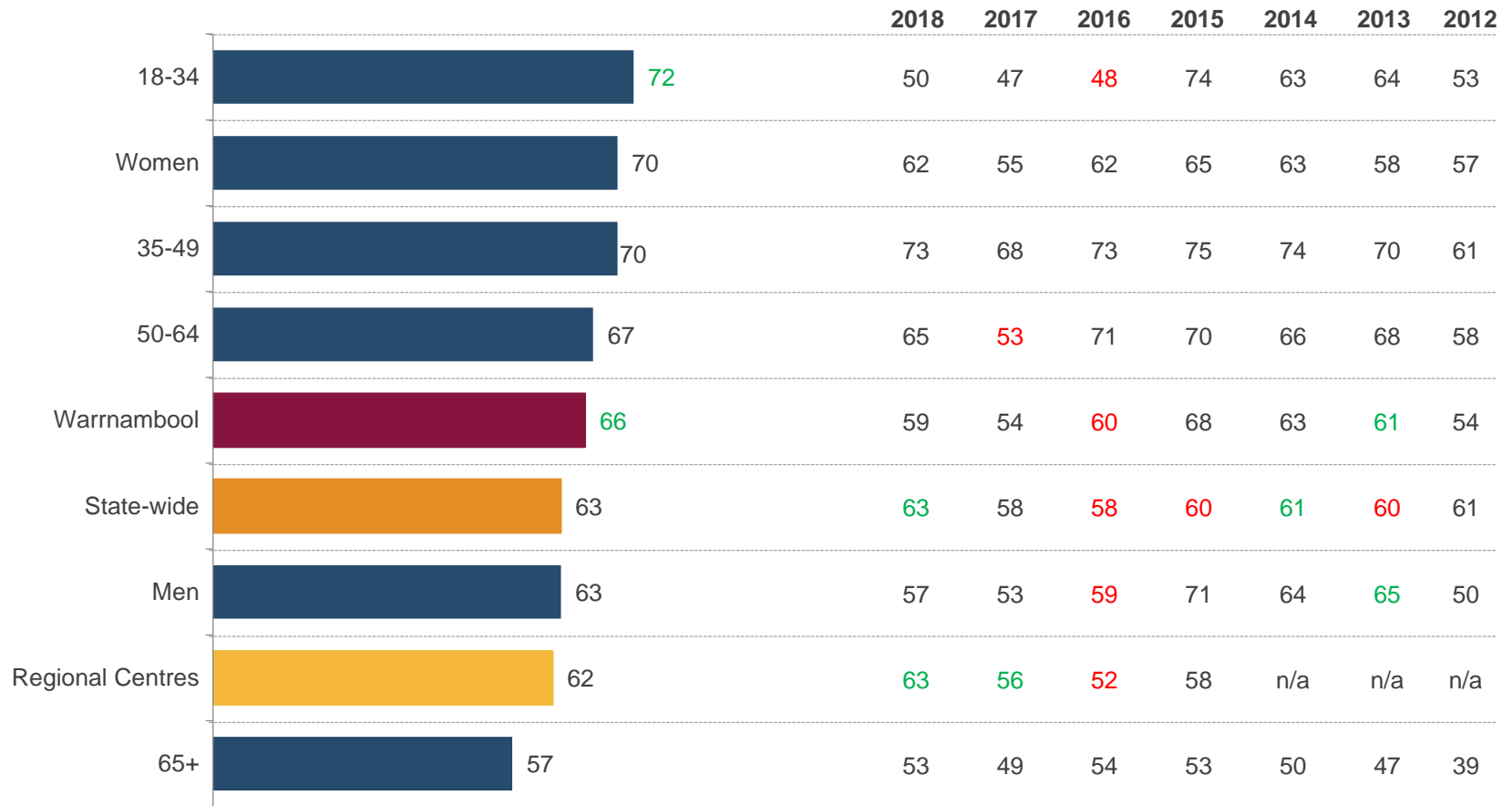
Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

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Contact with council

2019 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72	50	47	48	74	63	64	53
Women	70	62	55	62	65	63	58	57
35-49	70	73	68	73	75	74	70	61
50-64	67	65	53	71	70	66	68	58
Warrnambool	66	59	54	60	68	63	61	54
State-wide	63	63	58	58	60	61	60	61
Men	63	57	53	59	71	64	65	50
Regional Centres	62	63	56	52	58	n/a	n/a	n/a
65+	57	53	49	54	53	50	47	39

Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2019 customer service rating (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77	70	82	68	69	65	79	71
Women	76	77	80	74	69	75	80	72
Warrnambool	73	73	77	72	71	73	80	74
35-49	73	74	79	71	72	77	81	75
65+	73	73	72	77	74	79	80	73
Regional Centres	72	72	72	70	71	n/a	n/a	n/a
State-wide	71	70	69	69	70	72	71	71
Men	70	68	74	71	73	72	79	76
50-64	69	75	74	75	72	75	80	76

Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

Customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	39	31	17	8	4	
2018 Warrnambool	34	39	15	7	4	
2017 Warrnambool	42	36	11	6	3	1
2016 Warrnambool	34	40	14	6	6	
2015 Warrnambool	34	36	16	5	8	1
2014 Warrnambool	39	33	14	6	7	1
2013 Warrnambool	44	36	10	2	3	3
2012 Warrnambool	34	39	16	6	3	1
State-wide	33	36	17	7	6	1
Regional Centres	36	33	17	6	6	2
Men	34	33	16	8	7	1
Women	44	30	17	8	2	
18-34	41	34	17	8		
35-49	45	28	11	8	8	
50-64	33	29	21	9	5	1
65+	38	34	17	6	5	

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

Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 63 Councils asked group: 8

Method of contact with council

2019 method of contact (%)

In Person In Writing By Telephone By Text Message By Email Via Website By Social Media
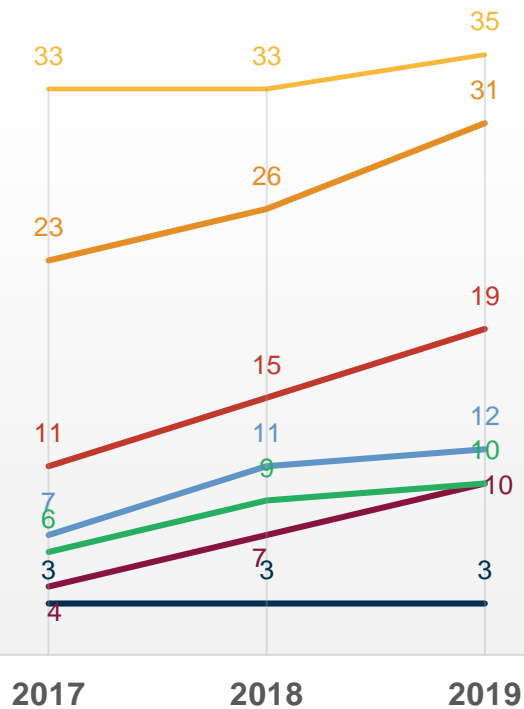
	2017	2018	2019
In Person	33	33	35
By Telephone	23	26	31
By Email	11	15	19
In Writing	6	11	12
By Social Media	3	9	10
Via Website	3	7	10
By Text Message	4	3	3

Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

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Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)

	2019	2018	2017	2016	2015	2014	2013	2012
In person	82	74	83	n/a	n/a	n/a	n/a	n/a
Via website	76*	74	100	n/a	n/a	n/a	n/a	n/a
By telephone	71	79	77	n/a	n/a	n/a	n/a	n/a
In writing	70*	70	66	n/a	n/a	n/a	n/a	n/a
By email	66	62	63	n/a	n/a	n/a	n/a	n/a
By social media	65*	67	59	n/a	n/a	n/a	n/a	n/a
By text message	42*	n/a	81	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Warrnambool City 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: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2019 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
In person	51	29	15	3	1	1
Via website*	36	32	31			
By telephone	34	35	16	9	5	
In writing*	17	56	17	10		
By email	36	27	10	17	10	
By social media*	41	5	36	6	12	
By text message*		34	32		34	

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say
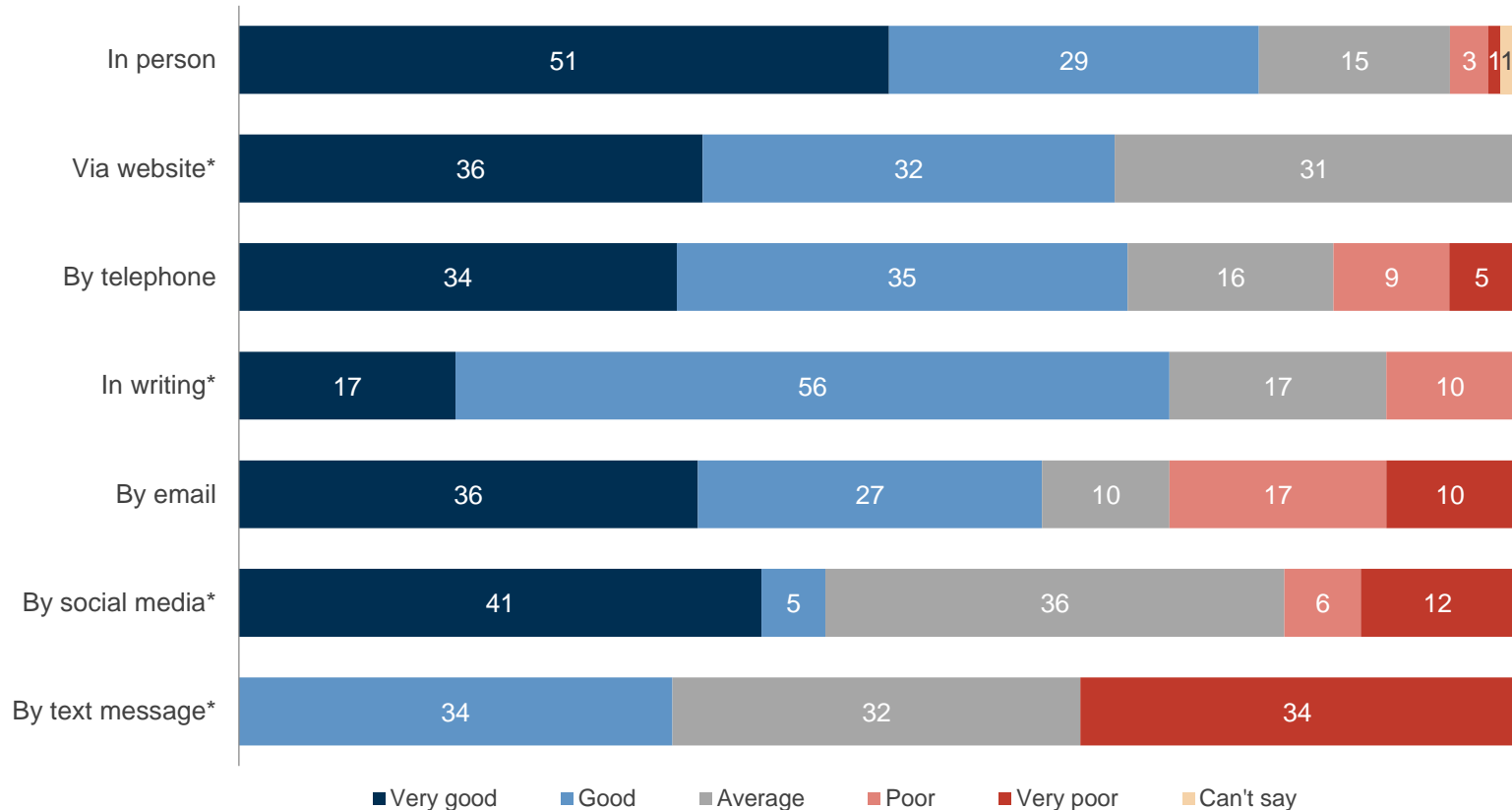
Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 25 Councils asked group: 4
*Caution: small sample size < n=30

Communication

Communication summary

Overall preferred forms of communication	• Newsletter sent via email (28%)
Preferred forms of communication among over 50s	• Newsletter sent via mail (28%)
Preferred forms of communication among under 50s	• Newsletter sent via email (29%)
Greatest change since 2018	• Newsletter sent via email (+6) • Note: Social Media has been added in 2019.

Best form of communication

2019 best form of communication (%)
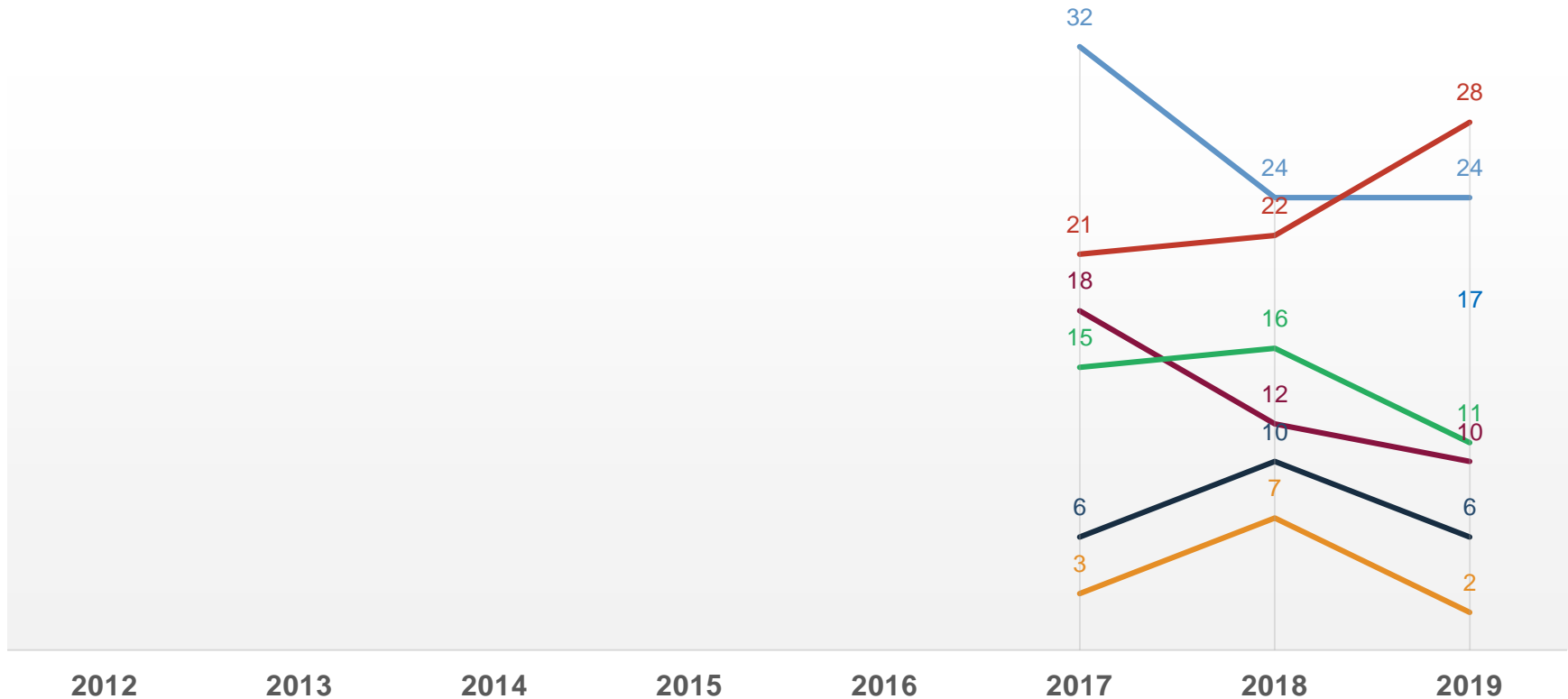
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019
Council Newsletter via Mail						32	24	24
Council Newsletter via Email						21	22	28
Advertising in a Local Newspaper						18	12	10
Council Newsletter as Local Paper Insert						15	16	11
Social Media								17
Text Message						6	10	6
Council Website						3	7	2

Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6

Best form of communication: under 50s

2019 under 50s best form of communication (%)
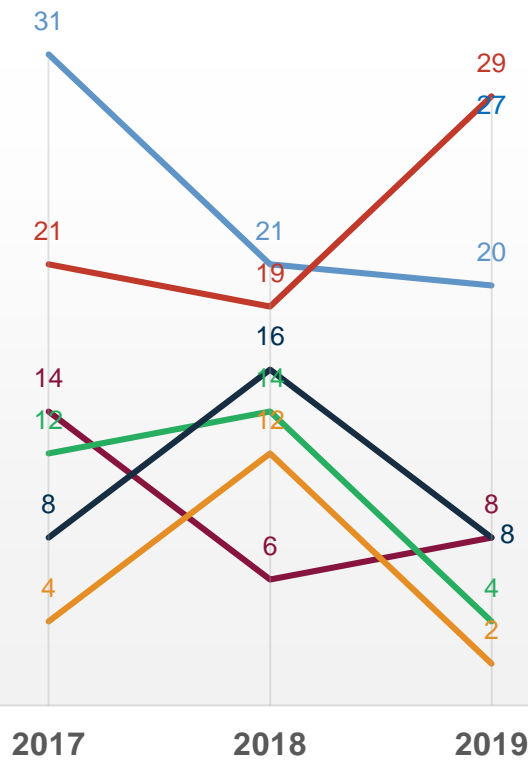
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |

Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 6

2019 best form of communication: over 50s

2019 over 50s best form of communication (%)
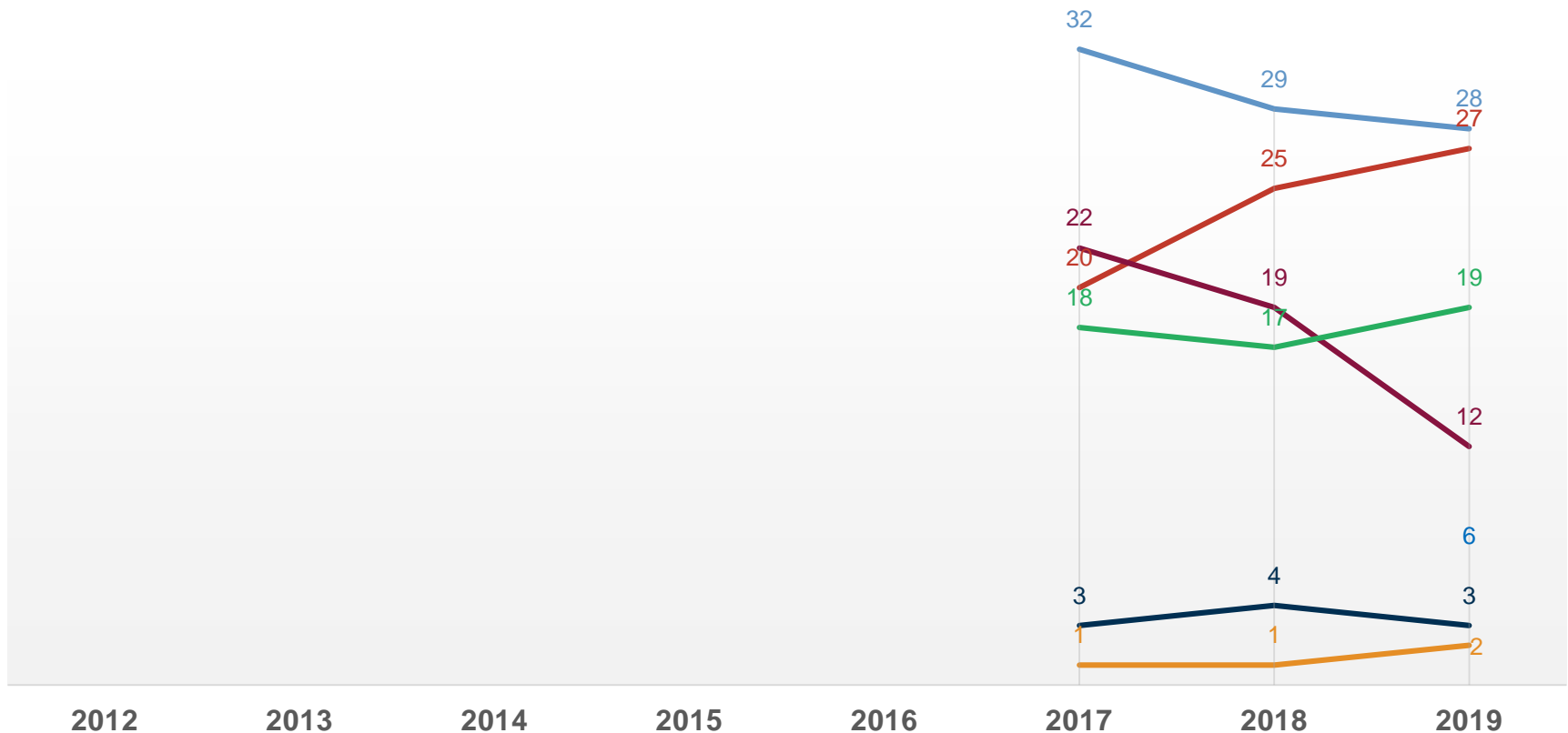
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

	2012	2013	2014	2015	2016	2017	2018	2019

Council Newsletter via Mail: 32, 29, 28
Council Newsletter via Email: 20, 25, 27
Advertising in a Local Newspaper: 22, 19, 12
Council Newsletter as Local Paper Insert: 18, 17, 19
Social Media: 6, 3
Text Message: 3, 4, 3
Council Website: 1, 1, 2

Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked state-wide: 31 Councils asked group: 6

Council direction

Council direction summary

Council direction	• 50% stayed about the same, up 2 points on 2018 • 23% improved, up 1 point on 2018 • 24% deteriorated, down 5 points on 2018
Most satisfied with Council direction	• Aged 18-34 years
Least satisfied with Council direction	• Aged 50-64 years
Direction headed	• 55% right direction (15% definitely and 40% probably) • 38% wrong direction (17% probably and 21% definitely)
Rates vs services trade-off	• 30% prefer rate rise, down 1 point on 2018 • 54% prefer service cuts, up 5 points on 2018

Overall council direction last 12 months

2019 overall direction (index scores)
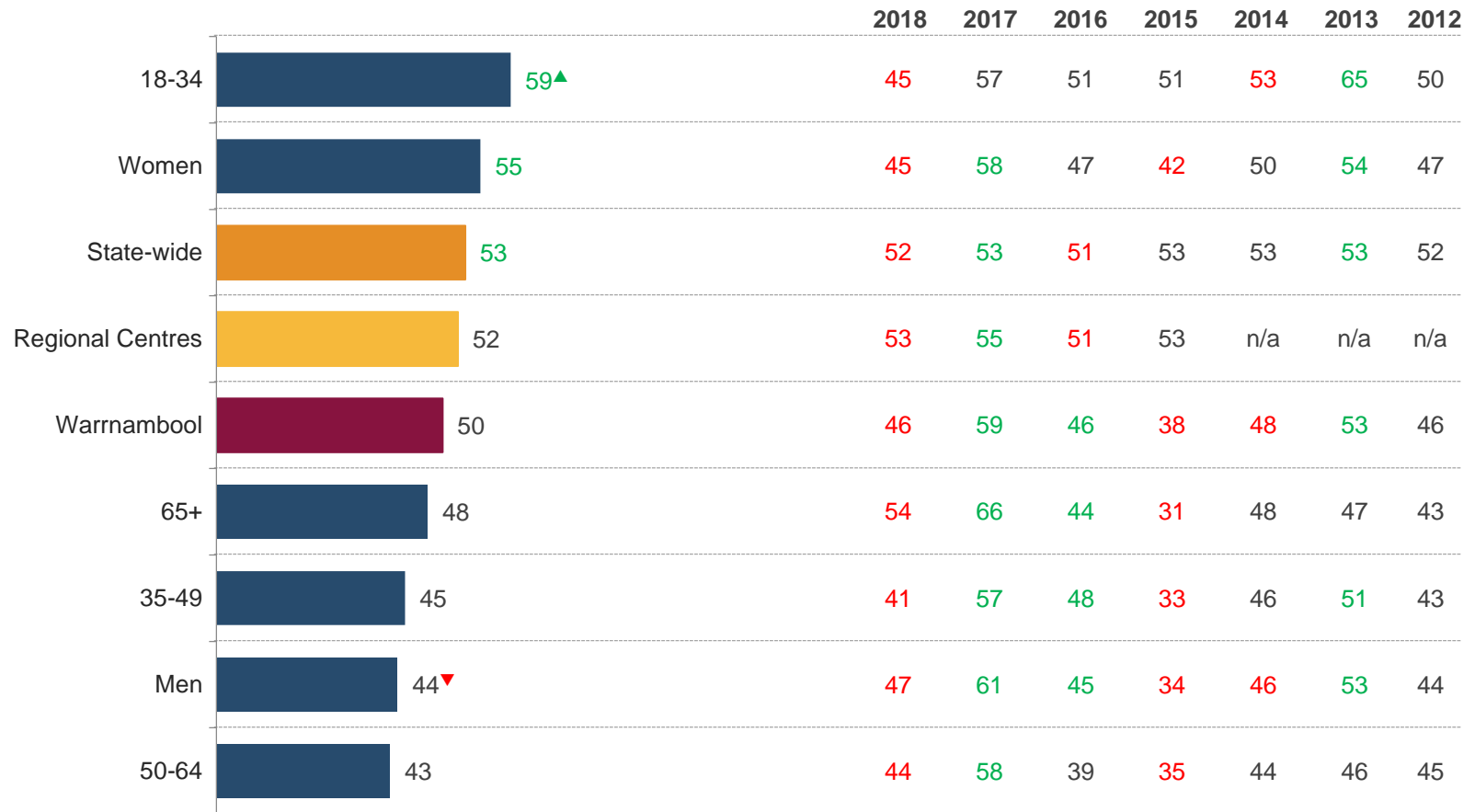
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59▲	45	57	51	51	53	65	50
Women	55	45	58	47	42	50	54	47
State-wide	53	52	53	51	53	53	53	52
Regional Centres	52	53	55	51	53	n/a	n/a	n/a
Warrnambool	50	46	59	46	38	48	53	46
65+	48	54	66	44	31	48	47	43
35-49	45	41	57	48	33	46	51	43
Men	44▼	47	61	45	34	46	53	44
50-64	43	44	58	39	35	44	46	45

Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2019 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2019 Warrnambool	23	50	24	3
2018 Warrnambool	22	48	29	1
2017 Warrnambool	31	53	13	3
2016 Warrnambool	16	59	24	2
2015 Warrnambool	11	52	34	2
2014 Warrnambool	16	61	20	3
2013 Warrnambool	23	59	16	2
2012 Warrnambool	13	62	21	4
State-wide	19	62	14	5
Regional Centres	21	57	17	4
Men	18	51	30	1
Women	29	48	19	4
18-34	35	44	18	2
35-49	16	56	25	3
50-64	20	46	34	1
65+	20	53	23	4

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

Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8

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Right / wrong direction

2019 right / wrong direction (%)

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2019 Warrnambool	15	40	17	21	8
2018 Warrnambool	9	46	20	18	7
State-wide	20	47	11	11	11
Regional Centres	15	40	17	21	8
Men	16	35	15	28	7
Women	14	44	18	15	8
18-34	25	33	17	20	6
35-49	4	47	18	19	12
50-64	12	37	19	28	5
65+	16	44	13	19	8

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: 9 Councils asked group: 1

Rates / services trade-off

2019 rates / services trade-off (%)

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2019 Warrnambool	9	21	22	32	16
2018 Warrnambool	8	23	28	21	20
State-wide	10	23	22	27	18
Regional Centres	10	20	23	30	18
Men	10	17	25	36	12
Women	8	25	19	29	19
18-34	10	25	26	25	15
35-49	7	25	21	34	13
50-64	8	16	21	41	14
65+	11	18	20	32	20

■ Definitely prefer rate rise ■ Probably prefer rate rise ■ Probably prefer service cuts

■ Definitely prefer service cuts ■ Can't say

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: 15 Councils asked group: 2

Individual
service areas

Community consultation and engagement importance

2019 Consultation and engagement importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	82	80	77	77	77	77	75	n/a
50-64	81	80	79	77	79	78	78	n/a
35-49	81	77	78	73	77	80	76	n/a
18-34	81	75	67	72	73	68	68	n/a
Warrnambool	80	78	75	74	77	74	74	n/a
Men	77	74	72	71	77	71	72	n/a
65+	77	79	77	75	79	73	75	n/a
Regional Centres	76 ▼	75	76	75	74	n/a	n/a	n/a
State-wide	74 ▼	74	74	75	74	74	73	73

Q1. Firstly, how important should 'Community consultation and engagement' 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.

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Community consultation and engagement importance

2019 Consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	40	42	15	2		1
2018 Warrnambool	37	40	17	4	1	1
2017 Warrnambool	31	37	27	3		2
2016 Warrnambool	31	39	23	3	2	2
2015 Warrnambool	34	41	23	2		1
2014 Warrnambool	31	41	23	4		1
2013 Warrnambool	26	46	25	2	1	1
State-wide	29	41	24	4	1	1
Regional Centres	33	42	20	3	1	2
Men	37	39	20	3	1	1
Women	42	45	11			1
18-34	39	46	16			
35-49	44	39	16		1	
50-64	48	33	14	5		1
65+	30	49	16	3	1	1

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

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56 ▲	55	55	54	56	57	57	57
Regional Centres	54 ▲	55	54	52	53	n/a	n/a	n/a
65+	51	52	56	47	50	58	56	54
18-34	51	52	59	56	53	60	64	62
Women	49	49	55	52	53	61	60	57
Warrnambool	47	50	55	51	50	58	58	56
Men	46	51	56	51	47	54	55	55
35-49	43	52	52	52	50	59	55	51
50-64	43	44	52	49	46	53	53	54

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
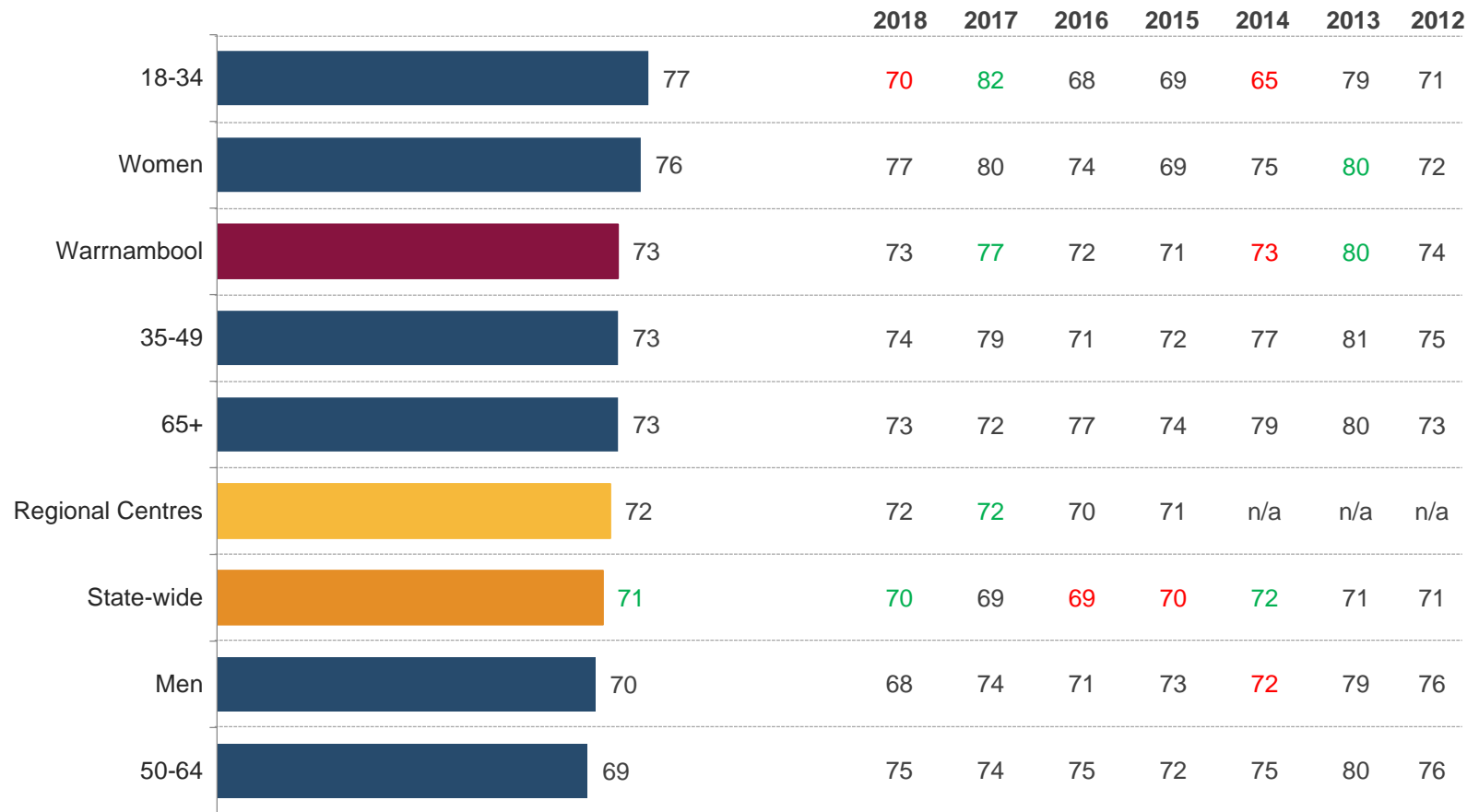*Note: Please see Appendix A for explanation of significant differences.*

Community consultation and engagement performance

2019 Consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	7	23	32	24	12	3
2018 Warrnambool	8	26	32	19	11	3
2017 Warrnambool	7	31	36	15	5	5
2016 Warrnambool	7	28	34	18	9	5
2015 Warrnambool	8	25	33	21	9	4
2014 Warrnambool	7	34	35	12	4	8
2013 Warrnambool	9	35	35	13	5	3
2012 Warrnambool	5	34	36	15	4	6
State-wide	9	30	31	15	6	9
Regional Centres	7	30	32	17	7	7
Men	7	21	30	28	11	3
Women	8	24	34	19	13	2
18-34	8	25	35	22	8	2
35-49	5	25	26	26	18	
50-64	9	16	31	24	18	2
65+	7	23	34	23	6	6

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8

Lobbying on behalf of the community importance

2019 Lobbying importance (index scores)

	2018	2017	2016	2015	2014	2013	2012
35-49 — 76	70	75	66	76	72	75	n/a
Women — 75	77	70	74	73	75	74	n/a
50-64 — 74	73	75	73	71	78	74	n/a
Warrnambool — 72	72	70	68	72	71	71	n/a
Regional Centres — 70	70	72	69	68	n/a	n/a	n/a
65+ — 70	73	70	68	71	70	71	n/a
18-34 — 69	72	63	68	70	65	66	n/a
Men — 68	67	70	62	70	67	68	n/a
State-wide — 67 ▼	68	69	69	69	70	70	70

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

Lobbying on behalf of the community importance

2019 Lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	27	44	21	5	3	
2018 Warrnambool	31	36	24	6	2	1
2017 Warrnambool	20	43	29	4	1	3
2016 Warrnambool	21	39	29	7	1	2
2015 Warrnambool	25	42	28	4	1	1
2014 Warrnambool	25	40	25	8		2
2013 Warrnambool	25	41	27	6		1
State-wide	21	38	28	8	2	2
Regional Centres	24	41	25	7	2	1
Men	23	43	22	8	4	
Women	30	45	21	3	1	
18-34	21	45	25	8		2
35-49	35	44	16	3	3	
50-64	36	39	15	6	5	
65+	19	48	27	4	1	1

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

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

2019 Lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56	52	58	56	61	60	63	62
65+	55	56	62	53	54	63	62	56
Women	55	53	59	54	55	62	61	58
State-wide	54	54	54	53	55	56	55	55
Regional Centres	54	54	54	52	55	n/a	n/a	n/a
Warrnambool	53	53	59	54	55	59	60	57
Men	51	52	59	54	55	57	59	55
50-64	49	50	55	54	53	58	60	54
35-49	49	52	60	53	50	57	55	53

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2019 Lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	9	26	33	17	8	8
2018 Warrnambool	7	27	31	19	6	10
2017 Warrnambool	9	34	31	10	5	10
2016 Warrnambool	6	28	38	13	6	8
2015 Warrnambool	7	31	30	16	6	11
2014 Warrnambool	7	33	33	11	2	13
2013 Warrnambool	10	34	30	12	4	10
2012 Warrnambool	4	38	37	11	4	7
State-wide	6	25	31	13	5	20
Regional Centres	6	26	34	14	6	14
Men	8	22	35	20	8	7
Women	9	29	30	14	8	9
18-34	11	31	32	16	6	4
35-49	4	31	28	16	14	7
50-64	7	20	35	21	9	8
65+	11	20	36	16	5	12

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8

Decisions made in the interest of the community importance

2019 Community decisions made importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	86	84	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	82	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Warrnambool	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	82	81	82	82	80	n/a	n/a	n/a
State-wide	80 ▼	80	79	80	80	79	n/a	n/a
50-64	79	84	n/a	n/a	n/a	n/a	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: 15 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2019 Community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	47	38	11	1	1	2
2018 Warrnambool	44	40	14	1	1	1
State-wide	39	42	15	2	1	2
Regional Centres	43	40	13	1	1	2
Men	44	43	10	1	1	2
Women	50	34	12		1	2
18-34	53	37	10			
35-49	48	40	8	1	1	2
50-64	45	30	19	2	2	2
65+	42	45	8		1	4

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

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: 15 Councils asked group: 2

Decisions made in the interest of the community performance

2019 Community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55 ▲	54	54	54	55	57	n/a	n/a
65+	54	52	58	49	49	n/a	n/a	n/a
Regional Centres	52 ▲	52	52	51	52	n/a	n/a	n/a
18-34	50	47	48	55	59	n/a	n/a	n/a
Women	48	46	50	50	54	n/a	n/a	n/a
Warrnambool	48	46	51	51	50	n/a	n/a	n/a
Men	48	45	51	52	47	n/a	n/a	n/a
35-49	43	40	49	51	46	n/a	n/a	n/a
50-64	42	43	47	47	45	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2019 Community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	9	25	29	20	16	1
2018 Warrnambool	6	22	34	20	15	3
2017 Warrnambool	7	29	33	17	11	3
2016 Warrnambool	6	26	36	17	9	6
2015 Warrnambool	8	26	32	20	10	4
State-wide	7	30	33	14	7	10
Regional Centres	6	29	33	16	9	7
Men	8	27	28	21	15	1
Women	10	23	30	19	17	1
18-34	10	32	22	16	19	
35-49	6	27	23	19	23	2
50-64	5	17	32	33	13	1
65+	14	22	40	15	9	1

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: 63 Councils asked group: 8

The condition of sealed local roads in your area importance

2019 Sealed local roads importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	82	84	85	n/a	n/a	n/a	n/a	n/a
50-64	82	83	81	n/a	n/a	n/a	n/a	n/a
Women	81	83	84	n/a	n/a	n/a	n/a	n/a
Warrnambool	80	82	81	n/a	n/a	n/a	n/a	n/a
18-34	80	79	77	n/a	n/a	n/a	n/a	n/a
Men	80	80	78	n/a	n/a	n/a	n/a	n/a
State-wide	79	80	78	78	76	77	n/a	n/a
Regional Centres	79	81	80	76	77	n/a	n/a	n/a
65+	79	81	83	n/a	n/a	n/a	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: 18 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2019 Sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important
2019 Warrnambool	41	41	16	2
2018 Warrnambool	45	39	13	3
2017 Warrnambool	43	39	15	2
State-wide	37	45	16	2
Regional Centres	36	45	18	1
Men	40	40	17	2
Women	42	42	15	1
18-34	47	31	18	4
35-49	43	41	15	1
50-64	40	47	13	
65+	34	48	16	1

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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	60	59	54	47	56	n/a	n/a	n/a
Women	60	52	43	49	51	n/a	n/a	n/a
18-34	58	52	45	50	48	n/a	n/a	n/a
Warrnambool	58	53	49	49	53	n/a	n/a	n/a
Regional Centres	57	54	53	54	55	n/a	n/a	n/a
50-64	57	54	50	47	53	n/a	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
35-49	56	44	49	50	55	n/a	n/a	n/a
Men	56	53	56	48	55	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	13	38	27	11	11	
2018 Warrnambool	12	33	23	19	14	
2017 Warrnambool	10	28	27	17	17	
2016 Warrnambool	7	28	29	21	14	2
2015 Warrnambool	13	30	25	17	14	
State-wide	13	33	28	16	10	1
Regional Centres	12	35	28	14	9	1
Men	13	36	26	10	15	
Women	13	41	27	12	8	
18-34	10	43	27	10	10	
35-49	16	33	26	10	16	
50-64	14	34	28	11	13	
65+	12	41	26	13	7	1

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8

Informing the community importance

2019 Informing community importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	83	75	76	74	72	73	75	n/a
Women	83	82	80	79	75	78	78	n/a
50-64	81	80	78	78	75	79	78	n/a
35-49	81	75	78	74	77	76	75	n/a
Warrnambool	81	78	77	76	75	76	76	n/a
Regional Centres	79	77	77	76	76	n/a	n/a	n/a
Men	78	73	73	73	76	73	73	n/a
65+	77	81	77	78	78	77	75	n/a
State-wide	75 ▼	75	74	76	75	75	75	75

Q1. Firstly, how important should 'Informing 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.

Informing the community importance

2019 Informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	44	38	16	2	1	
2018 Warrnambool	37	40	18	4		
2017 Warrnambool	32	46	18	3		
2016 Warrnambool	35	40	20	4		
2015 Warrnambool	29	46	20	4		
2014 Warrnambool	33	41	22	3		1
2013 Warrnambool	30	46	22	2	1	
State-wide	32	41	22	4	1	
Regional Centres	40	38	18	3	1	
Men	39	39	17	3	1	
Women	48	37	15			1
18-34	49	35	16			
35-49	47	32	17	2	1	1
50-64	44	41	12	3	1	
65+	34	44	19	2	1	

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

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

Informing the community performance

2019 Informing community performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
State-wide — 60 ▲	59	59	59	61	62	61	60
18-34 — 59	58	61	57	64	62	64	n/a
Regional Centres — 56	59	58	59	58	n/a	n/a	n/a
Women — 55	53	60	55	60	64	63	n/a
65+ — 55	54	61	52	54	62	61	n/a
Warrnambool — 54	54	60	55	58	61	62	n/a
Men — 53	54	60	55	55	57	61	n/a
35-49 — 51	55	60	57	56	57	64	n/a
50-64 — 49	46	57	55	54	60	56	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
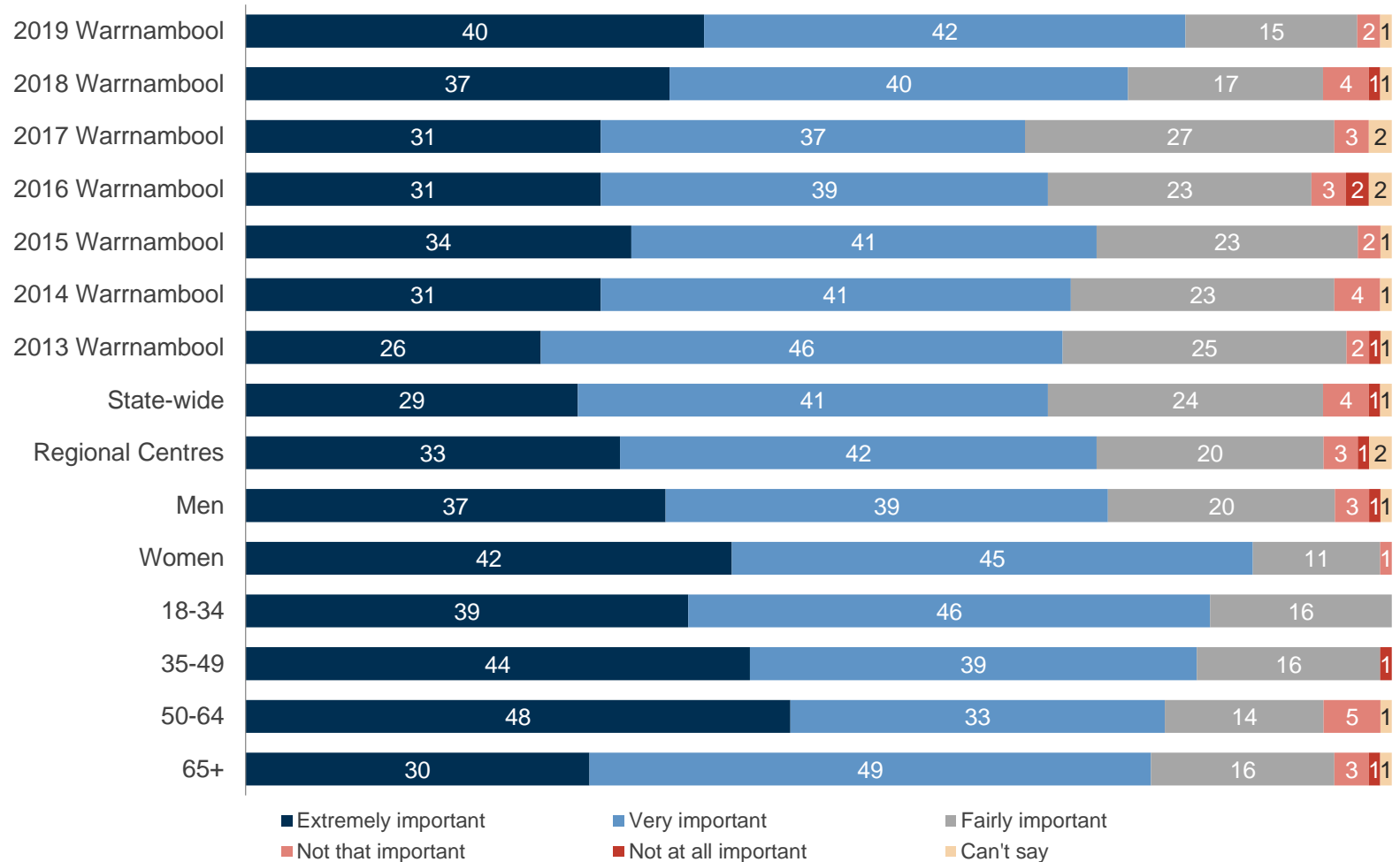*Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2019 Informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	10	32	30	20	8	1
2018 Warrnambool	11	30	29	18	10	1
2017 Warrnambool	13	35	32	13	5	3
2016 Warrnambool	11	30	35	13	9	3
2015 Warrnambool	11	35	31	16	6	2
2014 Warrnambool	11	38	34	10	5	2
2013 Warrnambool	12	42	29	12	4	1
State-wide	13	35	31	14	5	3
Regional Centres	11	32	30	18	7	2
Men	8	33	28	22	8	
Women	11	32	31	17	7	1
18-34	13	39	24	20	4	
35-49	6	32	34	16	12	
50-64	9	27	26	23	13	2
65+	10	30	35	20	4	1

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3

The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	81	78	80	80	79	83	81	n/a
35-49	80	79	79	75	83	79	77	n/a
Warrnambool	78	77	76	77	79	78	77	n/a
18-34	78	75	68	75	78	75	76	n/a
65+	77	78	80	79	79	81	78	n/a
State-wide	77	78	77	77	77	77	78	77
Regional Centres	77	79	77	77	77	n/a	n/a	n/a
50-64	77	78	77	79	76	78	78	n/a
Men	74 ▼	76	71	74	79	73	73	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
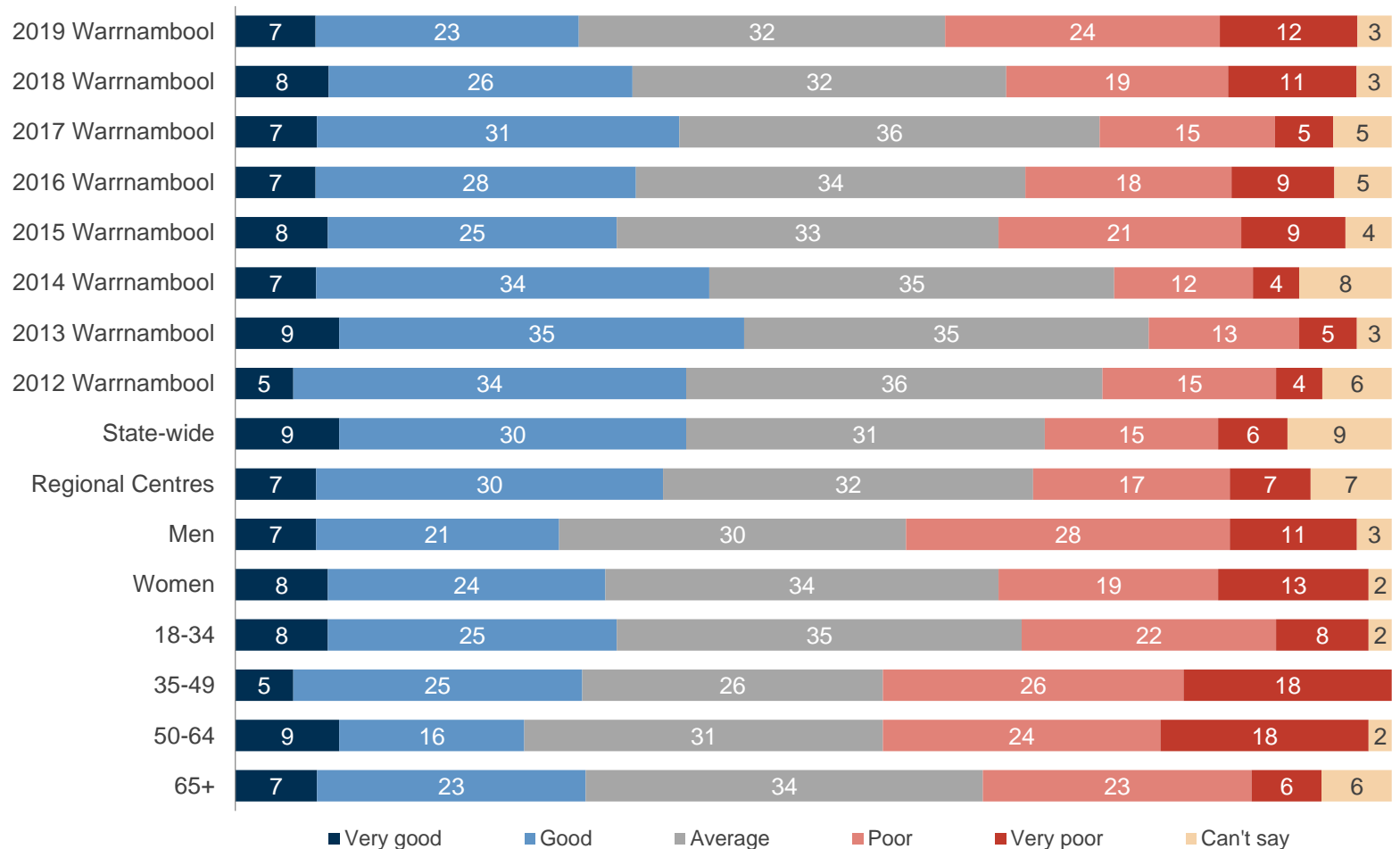*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (%)

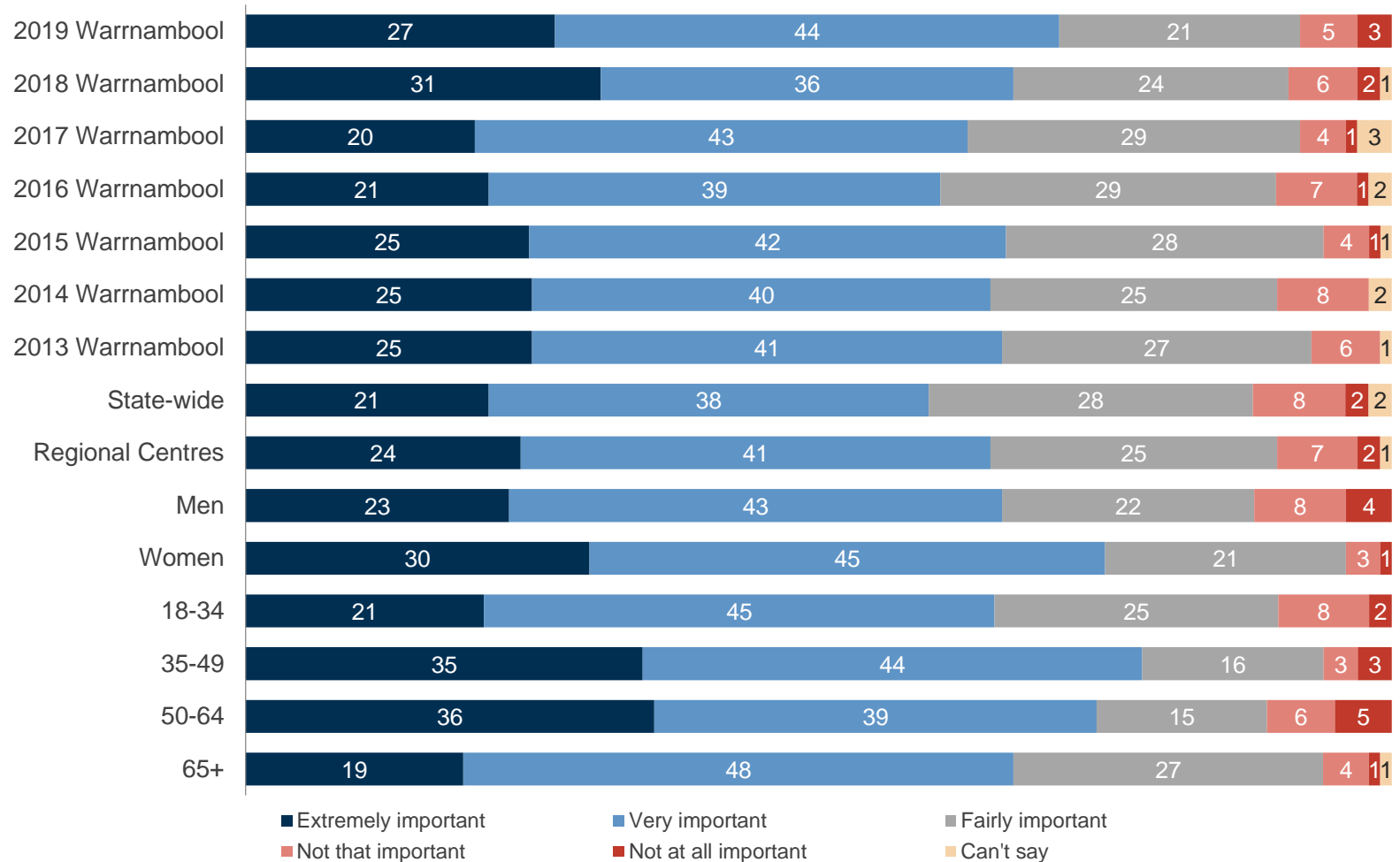|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	34	46	19		1	
2018 Warrnambool	36	41	19	4		
2017 Warrnambool	31	43	25		1	
2016 Warrnambool	34	42	19	3	1	1
2015 Warrnambool	35	48	15		1	
2014 Warrnambool	33	47	17		1	
2013 Warrnambool	33	46	17	3		
State-wide	34	44	18	2	1	1
Regional Centres	33	45	18	2	1	1
Men	25	50	23		2	
Women	42	42	16			
18-34	35	45	18		2	
35-49	39	41	19		1	
50-64	26	56	17		1	
65+	34	44	22		1	

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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

The condition of local streets and footpaths in your area performance

2019 Streets and footpaths performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	57	56	55	70	62	65	n/a
35-49	65	57	58	62	66	63	66	n/a
Men	64	57	60	59	69	65	65	n/a
Warrnambool	64	58	55	58	65	64	65	n/a
Women	64	59	52	56	61	62	65	n/a
65+	63	62	56	55	61	65	66	n/a
50-64	62	57	51	60	62	65	63	n/a
Regional Centres	61 ▼	59	57	58	58	n/a	n/a	n/a
State-wide	59 ▼	58	57	57	58	58	58	57

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: 32 Councils asked group: 5
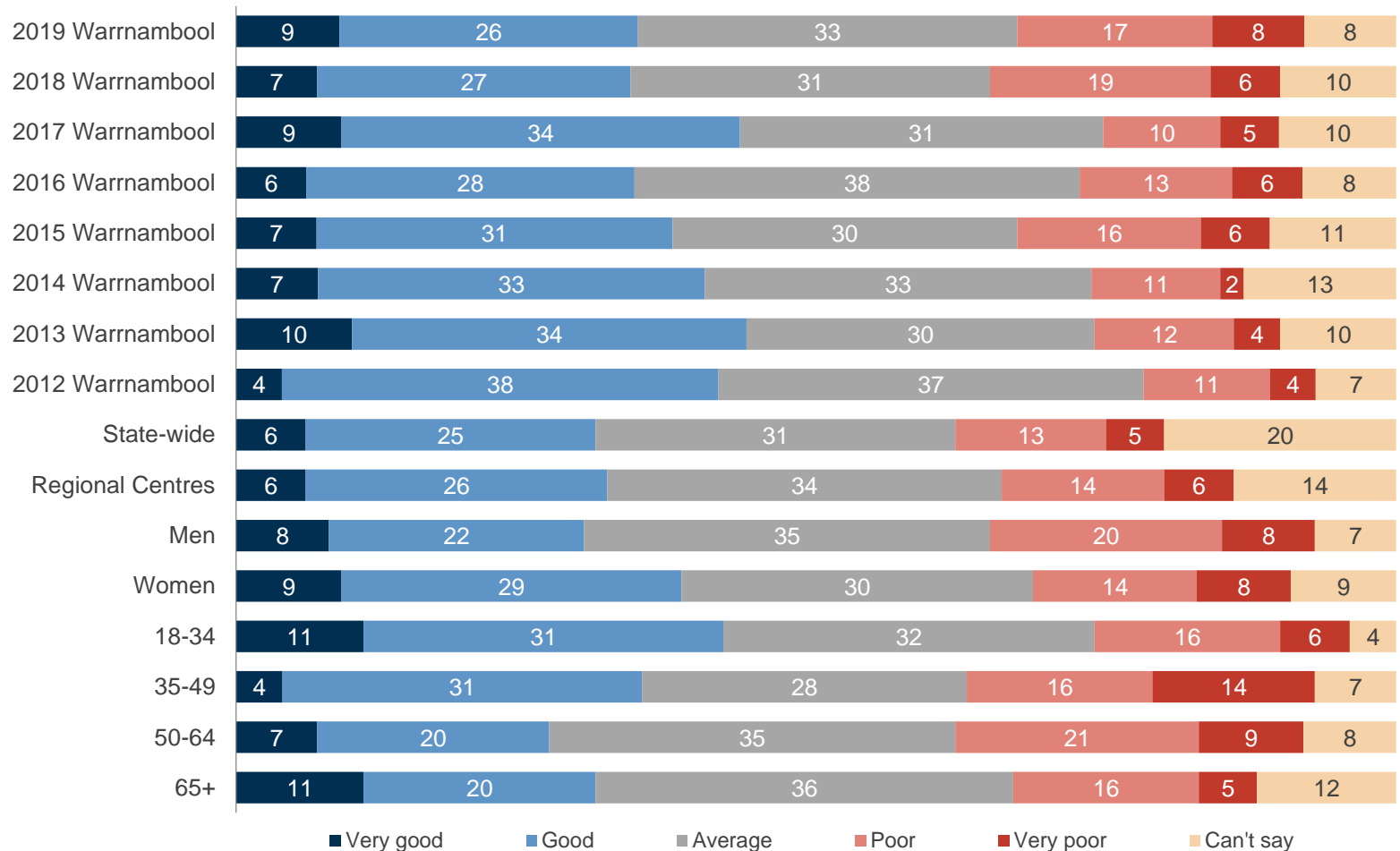*Note: Please see Appendix A for explanation of significant differences.*

The condition of local streets and footpaths in your area performance

2019 Streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	19	38	29	9	6	
2018 Warrnambool	16	33	25	17	8	1
2017 Warrnambool	10	33	33	16	8	1
2016 Warrnambool	17	33	27	12	11	
2015 Warrnambool	20	42	22	11	5	
2014 Warrnambool	18	37	29	10	4	2
2013 Warrnambool	19	41	25	11	3	
State-wide	14	35	28	14	7	2
Regional Centres	16	36	27	13	6	2
Men	18	42	27	8	6	
Women	20	34	31	9	5	
18-34	21	38	29	6	6	
35-49	18	42	30	7	4	
50-64	22	29	30	13	6	
65+	16	41	28	9	6	1

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

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: 32 Councils asked group: 5

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Traffic management importance

2019 Traffic management importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	74	75	75	75	76	75	77	n/a
18-34	74	75	62	67	72	72	66	n/a
Women	74	75	73	74	75	76	75	n/a
State-wide	73	74	72	72	71	70	72	73
Warrnambool	73	74	70	71	73	73	71	n/a
Regional Centres	73	74	71	72	72	n/a	n/a	n/a
Men	71	72	66	68	72	70	67	n/a
35-49	71	70	71	70	72	70	69	n/a
50-64	71	74	74	72	74	76	73	n/a

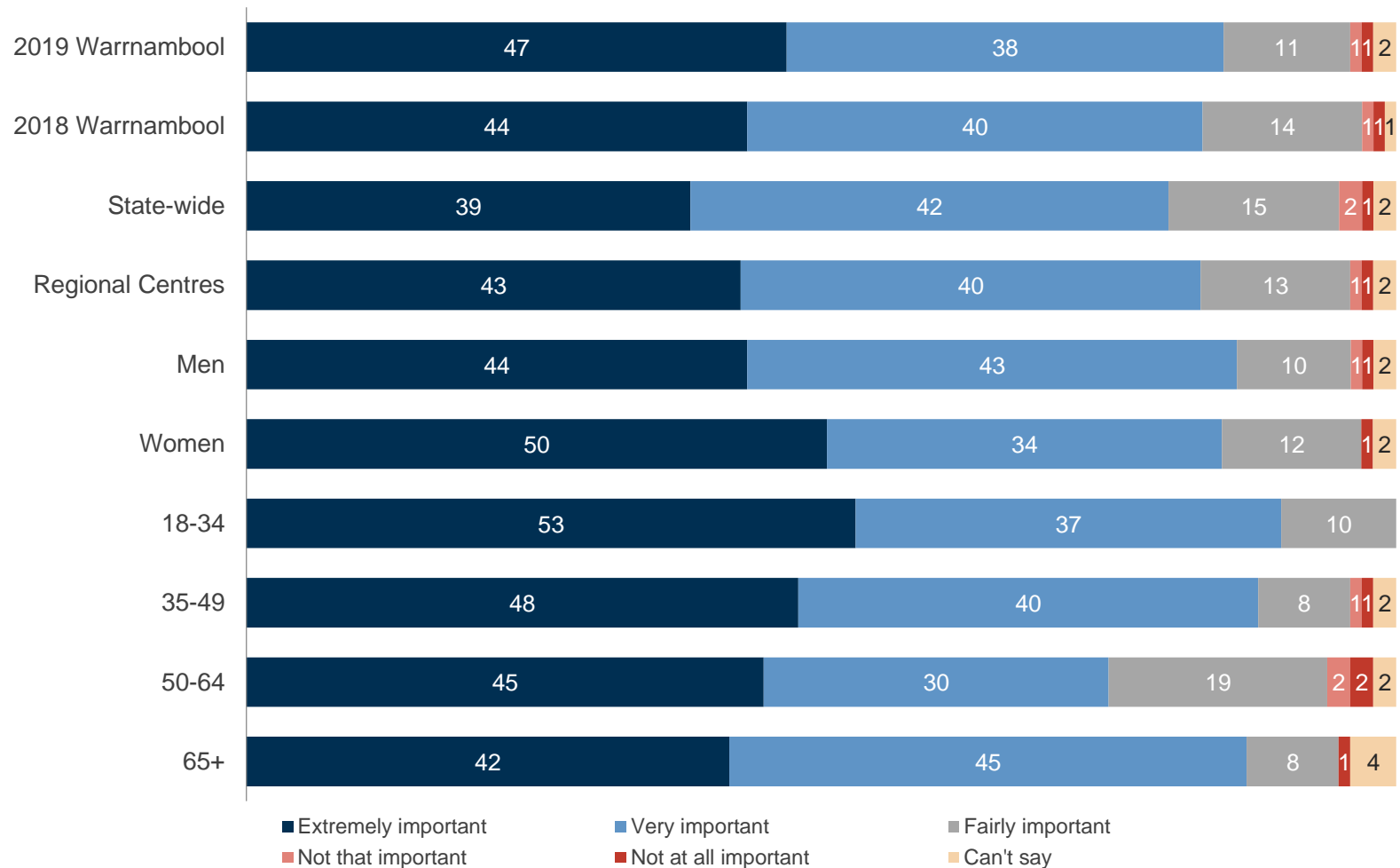*Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

2019 Traffic management importance (%)
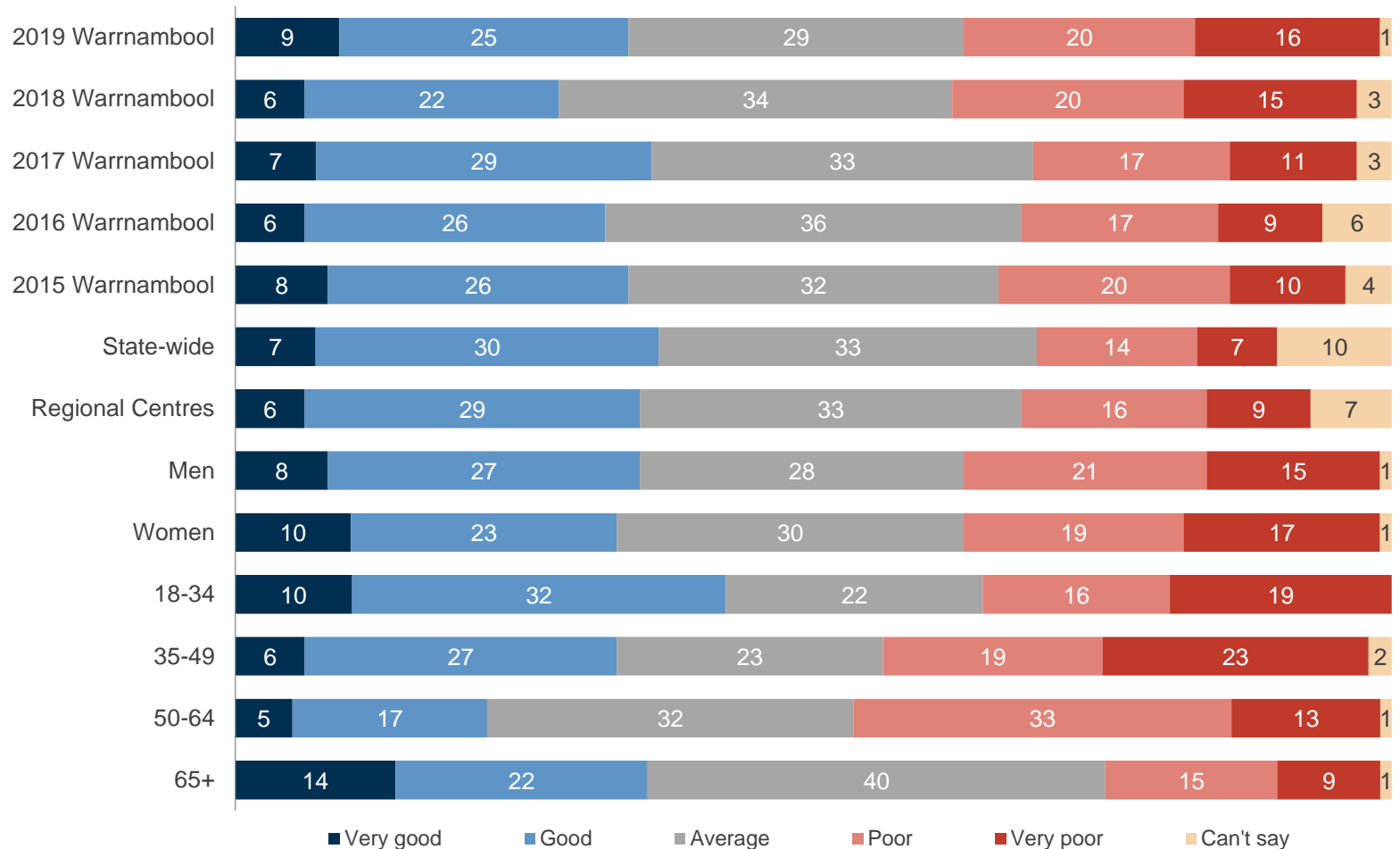
	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	27	41	28	3	1	
2018 Warrnambool	29	40	26	4		1
2017 Warrnambool	23	40	31	4	1	1
2016 Warrnambool	26	41	24	6	2	
2015 Warrnambool	24	48	23	4		
2014 Warrnambool	26	45	24	4		
2013 Warrnambool	22	46	26	5	1	
State-wide	30	40	23	6	1	1
Regional Centres	27	41	28	3	1	
Men	26	39	30	4	1	
Women	28	42	27	2		
18-34	29	41	28	2		
35-49	26	37	32	5		
50-64	26	38	31	3	2	
65+	28	46	23	1	1	1

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

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1

Traffic management performance

2019 Traffic management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	53	63	55	65	64	68	n/a
Women	61	53	61	58	63	64	66	n/a
Regional Centres	60	56	61	59	62	n/a	n/a	n/a
35-49	59	51	55	55	63	63	67	n/a
65+	59	53	63	61	62	62	66	n/a
Warrnambool	59	52	61	57	62	62	65	n/a
State-wide	58	57	59	59	60	60	60	58
Men	56	52	60	56	61	60	65	n/a
50-64	50 ▼	52	60	57	57	60	55	n/a

Q2. How has Council performed on 'Traffic management' over the last 12 months?
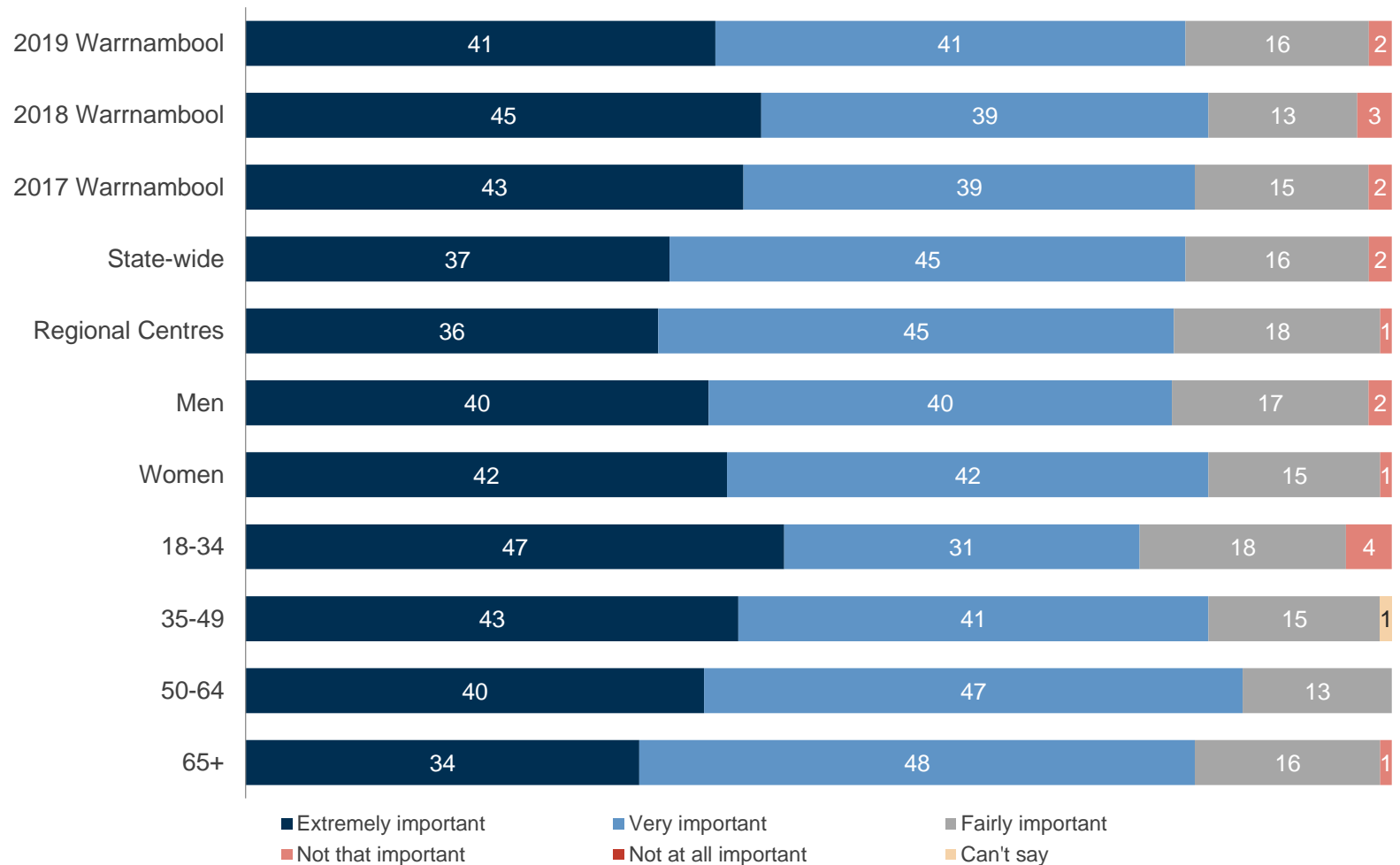*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2*
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

2019 Traffic management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	14	36	27	13	9	1
2018 Warrnambool	11	29	30	16	13	1
2017 Warrnambool	10	42	32	11	5	1
2016 Warrnambool	11	39	25	13	10	1
2015 Warrnambool	12	43	30	10	4	2
2014 Warrnambool	14	39	29	10	5	3
2013 Warrnambool	17	42	28	9	3	1
State-wide	9	37	31	13	6	3
Regional Centres	13	38	29	12	7	2
Men	13	34	29	13	12	
Women	16	38	25	13	6	1
18-34	15	47	22	12	4	
35-49	18	31	31	9	10	1
50-64	9	32	22	23	13	1
65+	16	32	32	10	9	2

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

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2

Parking facilities importance

2019 Parking importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	80	80	79	77	78	79	79	n/a
65+	79	81	77	80	78	77	77	n/a
18-34	79	81	70	75	71	74	74	n/a
50-64	78	76	77	74	74	78	77	n/a
Warrnambool	78	78	74	75	75	76	74	n/a
Men	76	76	68	73	72	73	69	n/a
35-49	76	76	73	72	78	77	69	n/a
Regional Centres	75 ▼	75	72	73	74	n/a	n/a	n/a
State-wide	71 ▼	71	70	70	70	70	71	71

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
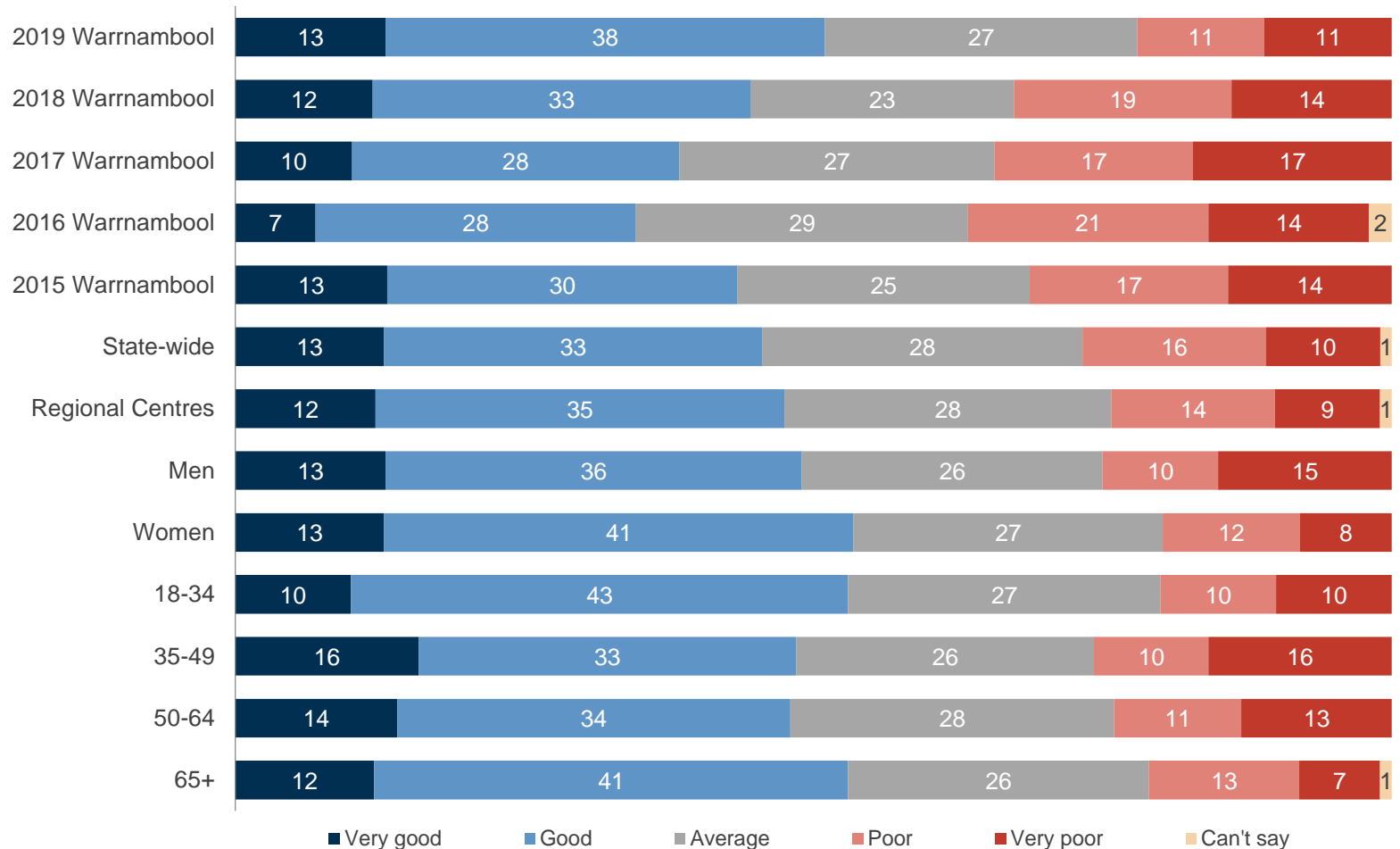*Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2019 Parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	39	38	21	2	1	
2018 Warrnambool	42	35	18	4	1	
2017 Warrnambool	33	36	25	5	1	
2016 Warrnambool	32	42	20	5	1	
2015 Warrnambool	32	43	22	3	1	
2014 Warrnambool	35	40	19	3	1	
2013 Warrnambool	31	40	22	4	1	1
State-wide	26	40	26	6	1	1
Regional Centres	31	41	23	3	1	1
Men	34	40	21	2	2	
Women	43	35	21		1	1
18-34	45	31	20	2	2	
35-49	36	31	32			1
50-64	35	46	16	3		
65+	37	43	16	1	1	1

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

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

Parking facilities performance

2019 Parking performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56 ▲	56	55	56	57	57	57	56
18-34	51 ▲	37	45	55	49	50	54	n/a
Regional Centres	50 ▲	51	52	54	53	n/a	n/a	n/a
Men	46	40	51	55	49	50	56	n/a
Warrnambool	45	39	49	54	48	50	55	n/a
Women	44	39	47	53	47	51	54	n/a
35-49	44	36	54	56	51	54	62	n/a
65+	43	43	50	51	45	48	55	n/a
50-64	41	41	47	56	47	49	48	n/a

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
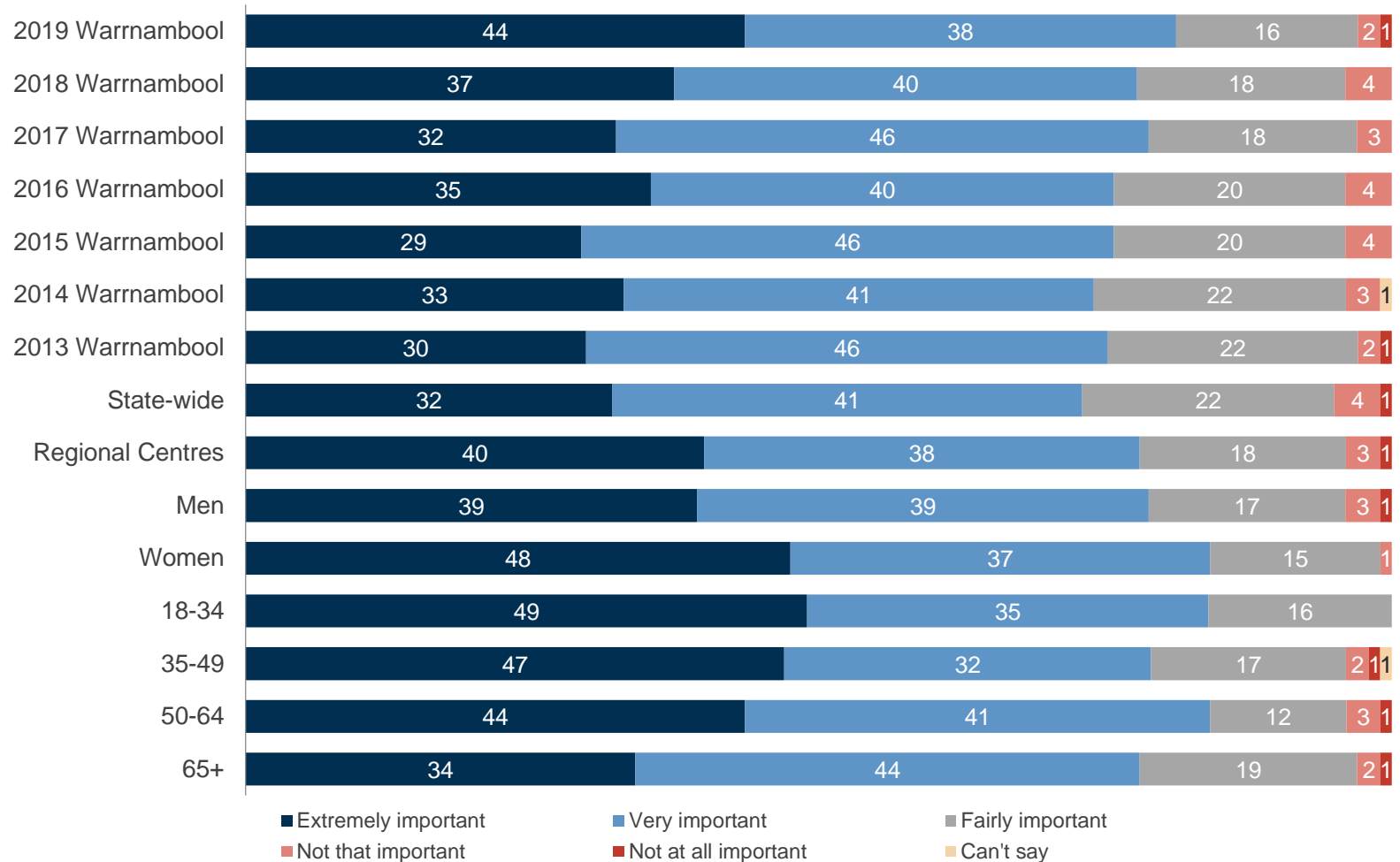*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.
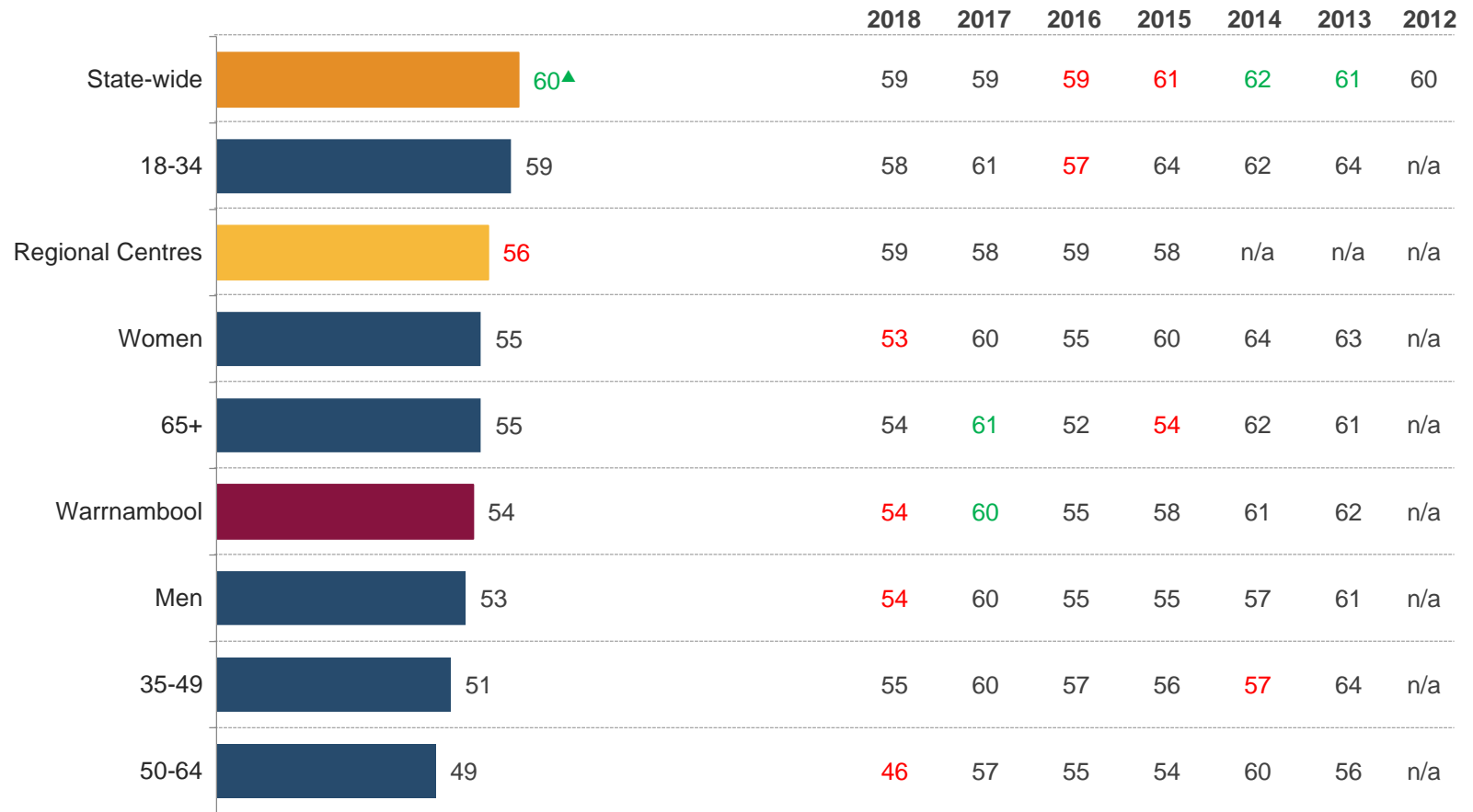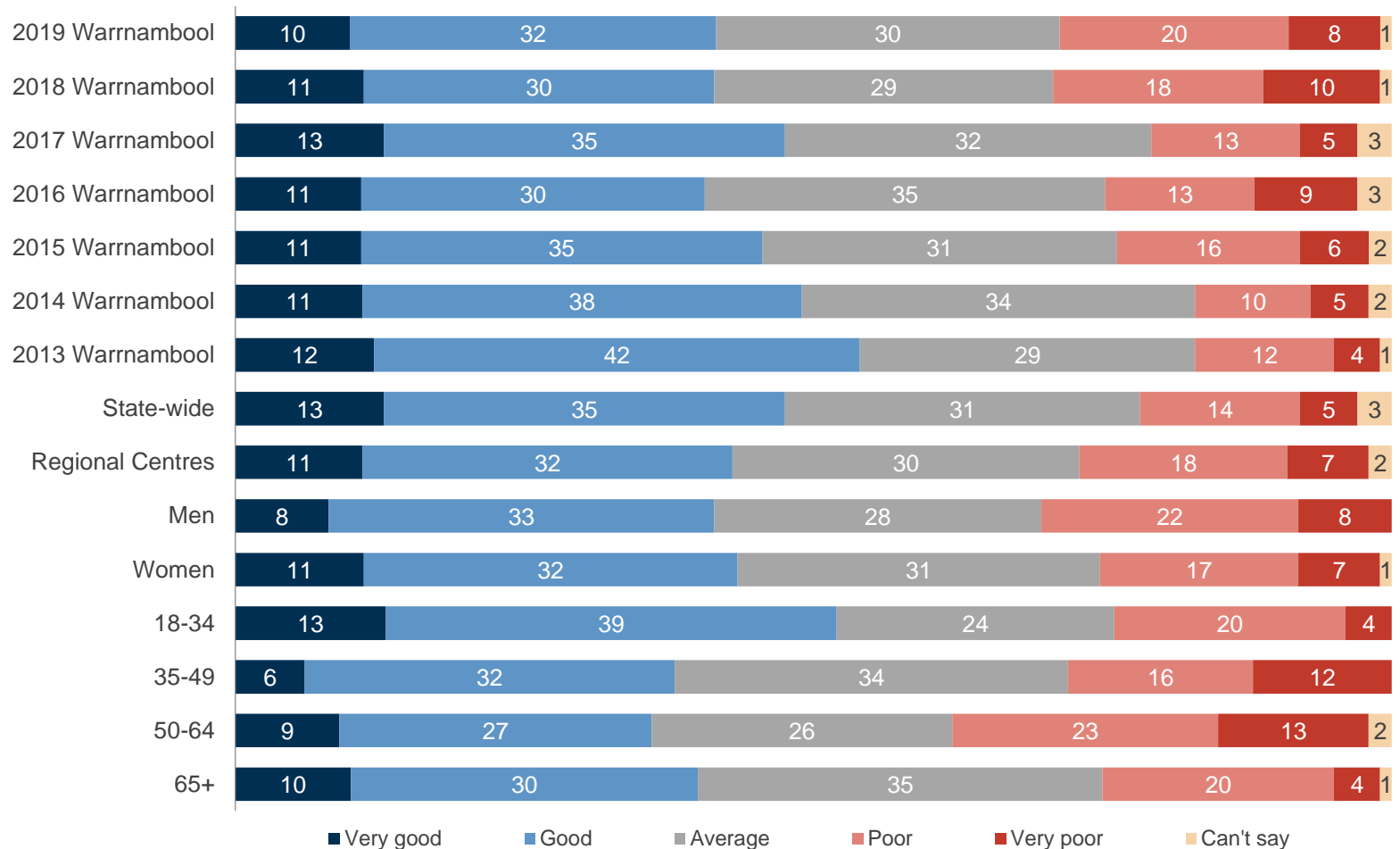
Parking facilities performance

2019 Parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	8	20	31	27	14	
2018 Warrnambool	5	19	27	26	22	1
2017 Warrnambool	8	23	36	20	12	1
2016 Warrnambool	13	29	31	16	11	
2015 Warrnambool	7	28	28	25	12	1
2014 Warrnambool	6	29	33	22	9	1
2013 Warrnambool	9	31	35	16	7	1
State-wide	9	34	32	16	7	2
Regional Centres	9	27	30	21	12	1
Men	7	20	34	28	10	
Women	9	20	28	26	17	
18-34	10	25	32	24	8	
35-49	7	24	25	24	19	
50-64	6	14	33	31	16	
65+	7	16	33	30	14	

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4

Enforcement of local laws importance

2019 Law enforcement importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	72 ▲	74	74	76	73	75	78	n/a
State-wide	71 ▲	71	71	70	71	70	71	70
65+	70	69	70	73	73	73	77	n/a
Regional Centres	70 ▲	71	71	70	72	n/a	n/a	n/a
50-64	68	72	72	71	73	70	73	n/a
Warrnambool	67	69	70	72	71	71	73	n/a
35-49	66	69	69	72	69	70	71	n/a
18-34	64	68	68	72	71	71	69	n/a
Men	61 ▼	64	65	68	69	67	67	n/a

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance
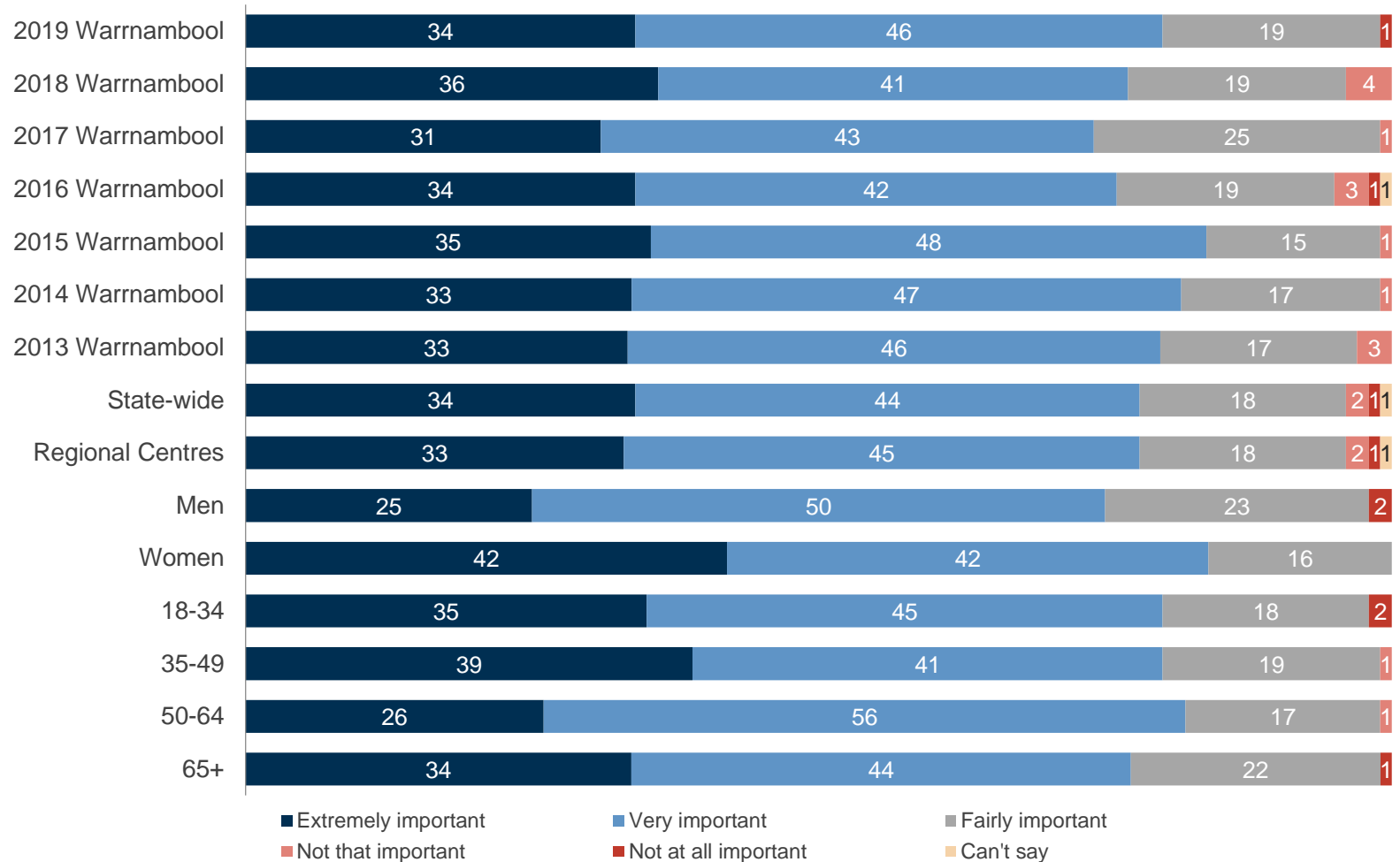
2019 Law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	18	39	35	6	2	
2018 Warrnambool	26	36	29	7	2	
2017 Warrnambool	23	39	30	6	1	
2016 Warrnambool	24	44	26	5		1
2015 Warrnambool	21	48	24	5		1
2014 Warrnambool	24	40	29	5		1
2013 Warrnambool	26	42	26	5		1
State-wide	27	38	26	6	2	1
Regional Centres	25	38	28	6	1	1
Men	12	35	41	8	3	
Women	24	43	29		3	
18-34	12	36	48		2	2
35-49	21	31	37	8	2	1
50-64	17	48	27	6	3	
65+	24	43	24	8	1	1

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

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

Enforcement of local laws performance

2019 Law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	73 ▲	67	68	69	70	71	74	n/a
50-64	72	64	64	64	65	67	67	n/a
18-34	72	66	66	68	74	71	74	n/a
Warrnambool	69	66	67	66	69	70	71	n/a
Regional Centres	66 ▼	66	66	64	67	n/a	n/a	n/a
35-49	66	66	68	63	69	72	74	n/a
65+	66	67	68	68	66	71	68	n/a
Men	64 ▼	64	65	64	68	69	69	n/a
State-wide	64 ▼	64	64	63	66	66	65	65

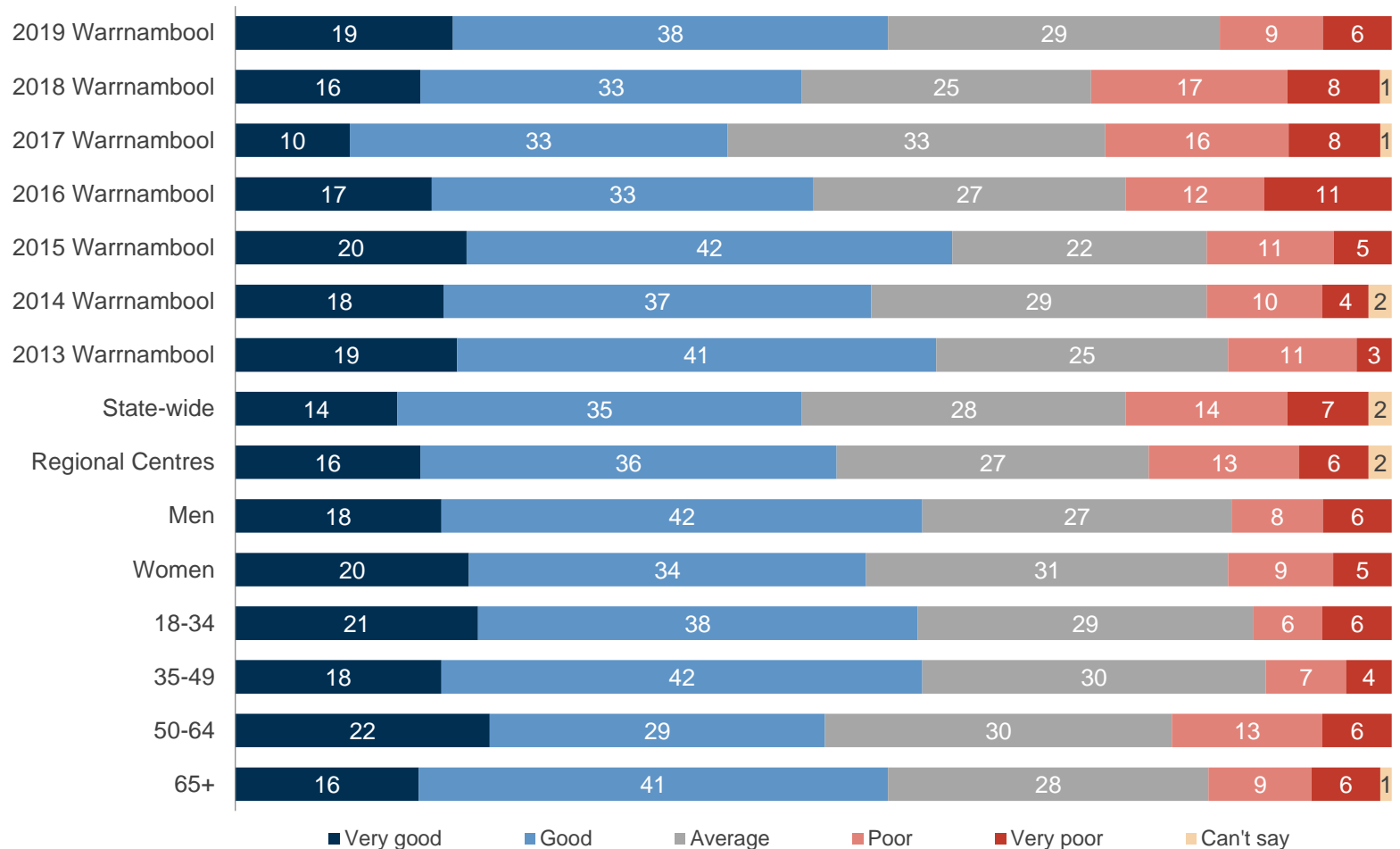*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.
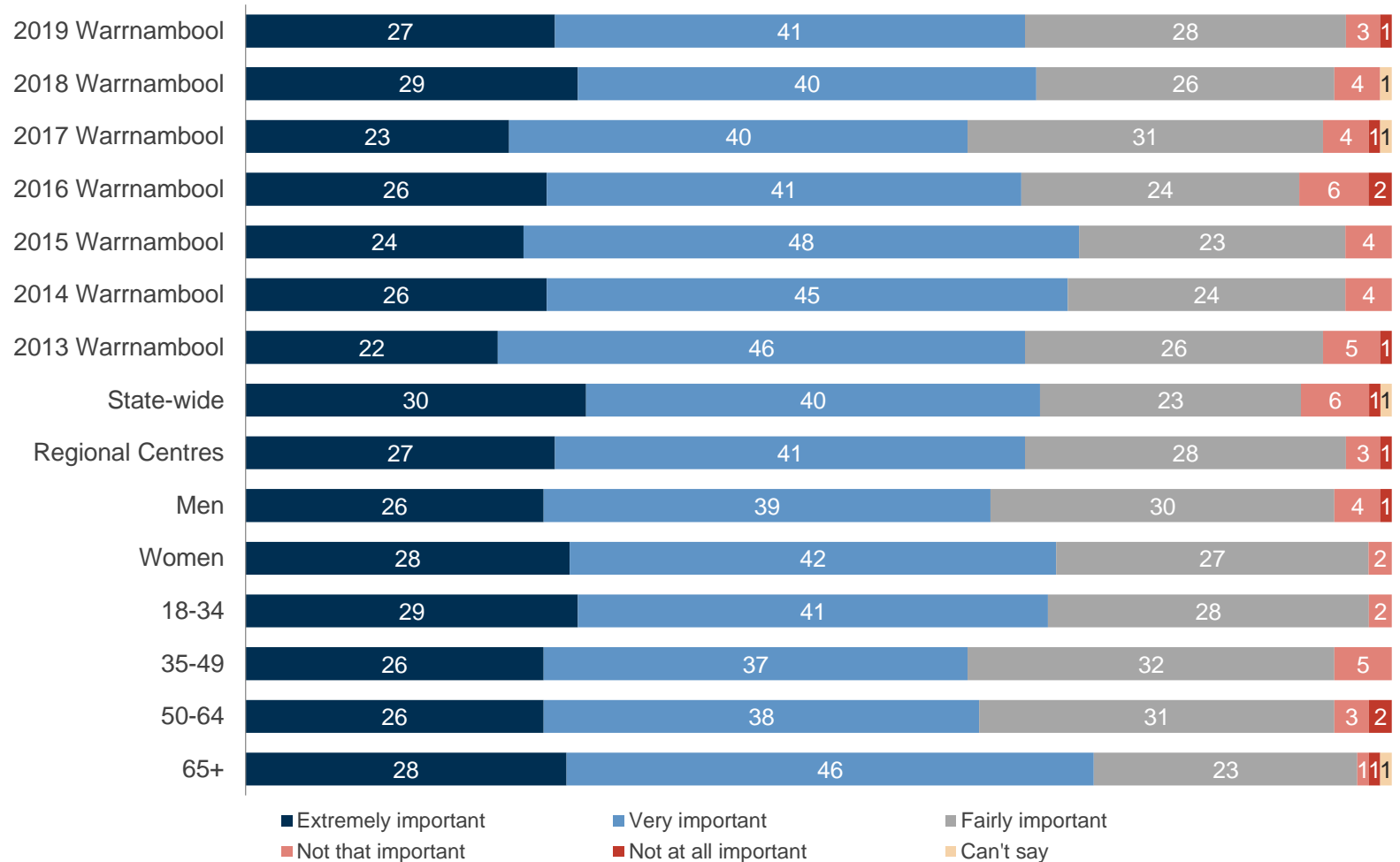
Enforcement of local laws performance

2019 Law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	20	42	23	7	2	6
2018 Warrnambool	14	44	26	6	3	6
2017 Warrnambool	13	47	26	5	2	7
2016 Warrnambool	16	39	27	5	4	9
2015 Warrnambool	18	45	22	6	2	6
2014 Warrnambool	15	49	24	3	1	8
2013 Warrnambool	21	49	19	5	2	4
State-wide	12	38	26	8	3	12
Regional Centres	16	40	25	7	3	9
Men	16	37	23	10	4	10
Women	23	46	24	3	1	3
18-34	27	38	18	8	2	8
35-49	15	48	26	6	4	1
50-64	21	44	19	5	1	10
65+	16	38	31	6	2	6

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

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 3

Family support services importance

2019 Family support importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	79 ▲	80	80	77	79	80	78	n/a
18-34	77	78	76	76	85	76	69	n/a
35-49	76	73	76	73	76	77	78	n/a
Regional Centres	75	75	76	73	75	n/a	n/a	n/a
Warrnambool	74	75	76	73	78	75	74	n/a
State-wide	74	74	73	73	73	72	73	73
65+	73	74	76	70	74	73	75	n/a
50-64	70	76	77	70	73	74	74	n/a
Men	69 ▼	69	72	68	76	70	69	n/a

Q1. Firstly, how important should 'Family support services' 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.

Family support services importance
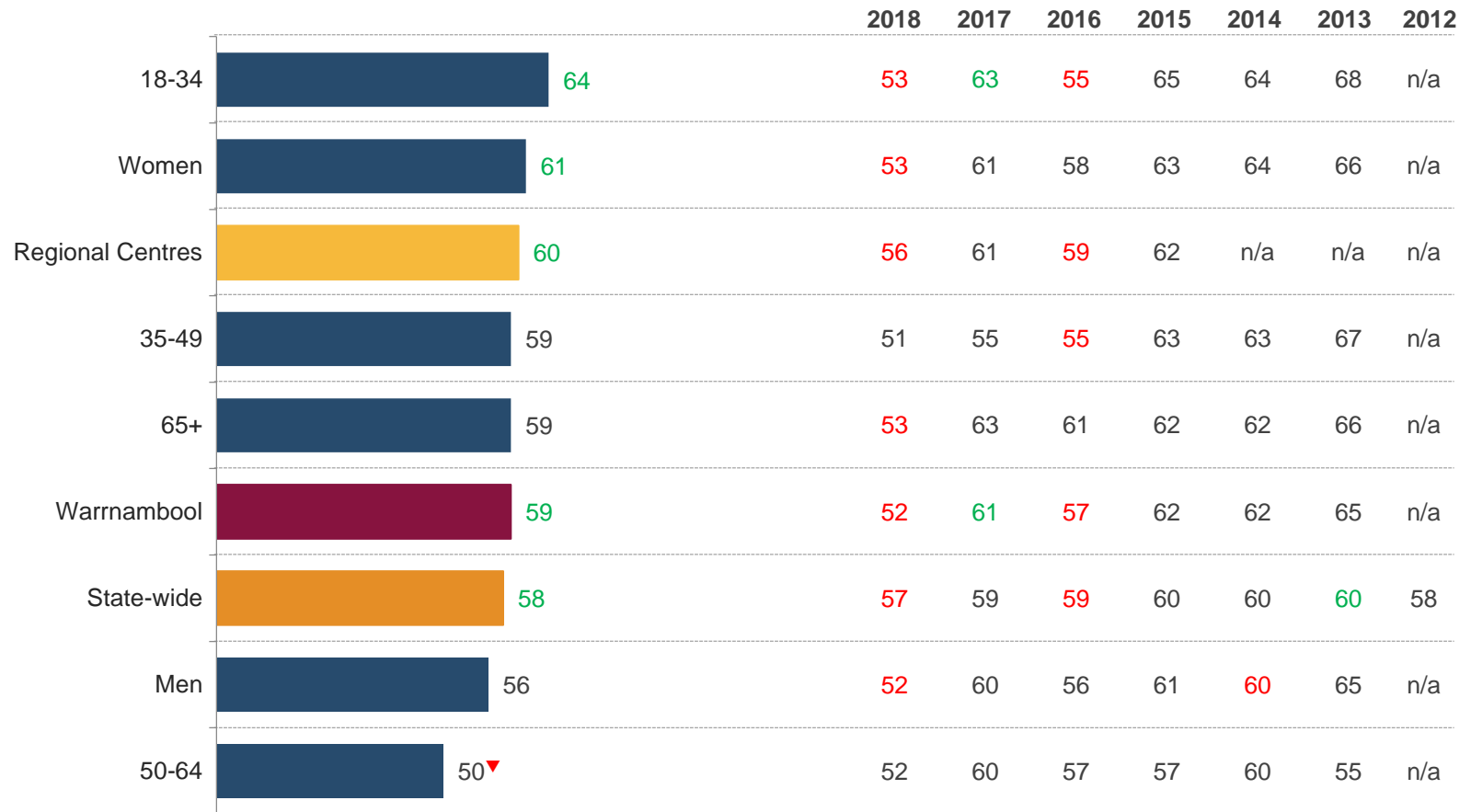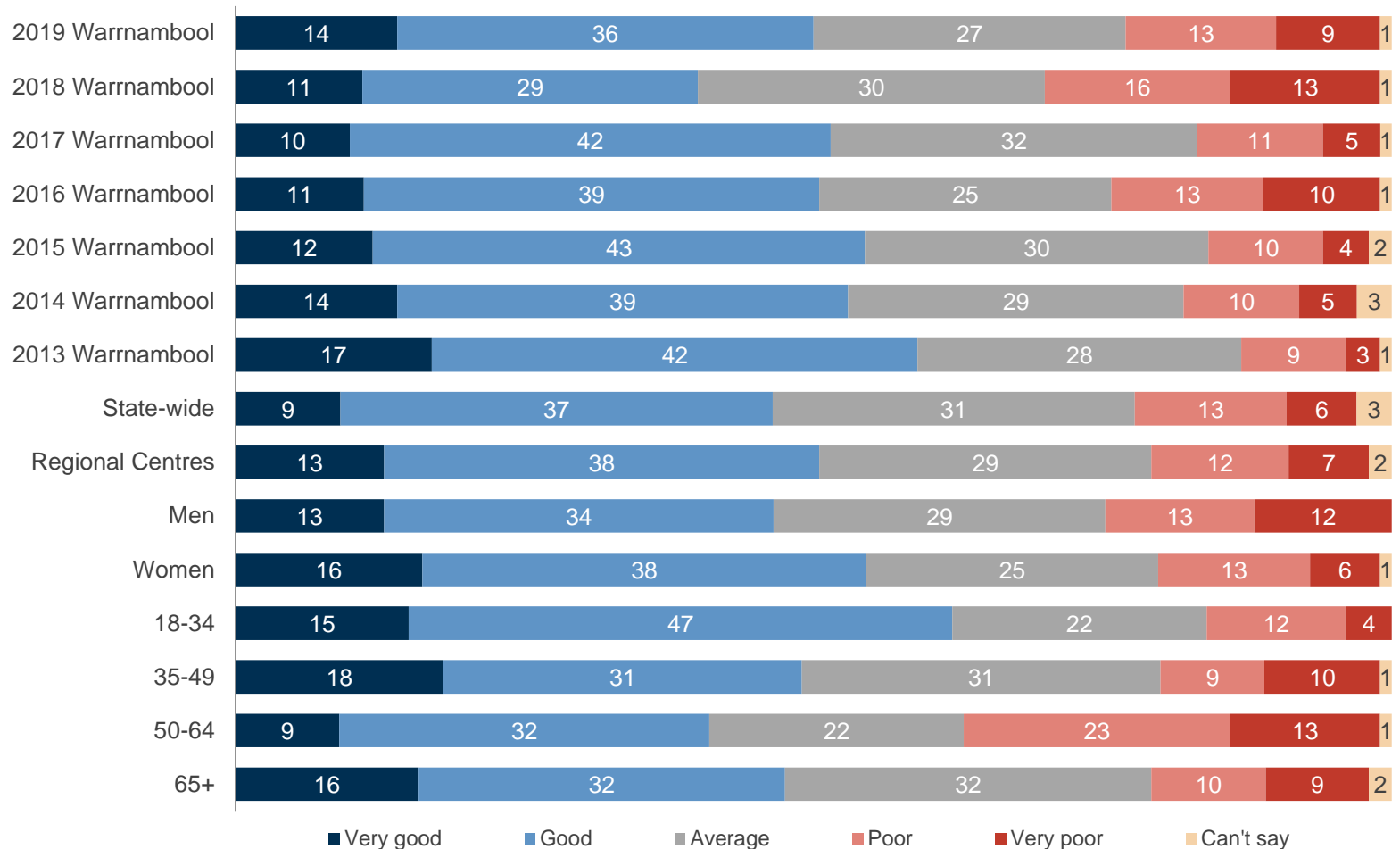
2019 Family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	30	42	22	5	1	1
2018 Warrnambool	35	37	21	5	1	1
2017 Warrnambool	32	41	22	1	1	2
2016 Warrnambool	28	42	20	6	2	2
2015 Warrnambool	33	46	18		2	1
2014 Warrnambool	31	40	24	3		2
2013 Warrnambool	26	48	21	3	1	1
State-wide	29	42	21	4	1	2
Regional Centres	32	42	20	4	1	2
Men	18	47	25	7	1	1
Women	40	37	19	2		1
18-34	32	46	18	4		
35-49	38	35	22	6		
50-64	24	40	26	6	1	3
65+	25	44	24	3	1	3

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

Family support services performance

2019 Family support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73	65	66	68	66	73	73	n/a
Women	71	68	69	67	67	74	73	n/a
35-49	71	70	65	64	68	73	72	n/a
Warrnambool	70	67	67	67	68	73	72	n/a
65+	69	70	73	69	72	74	74	n/a
Men	68	66	66	68	68	72	71	n/a
Regional Centres	68	66	67	66	66	n/a	n/a	n/a
State-wide	67 ▼	66	67	66	67	68	67	67
50-64	66	63	67	68	64	71	69	n/a

Q2. How has Council performed on 'Family support services' over the last 12 months?
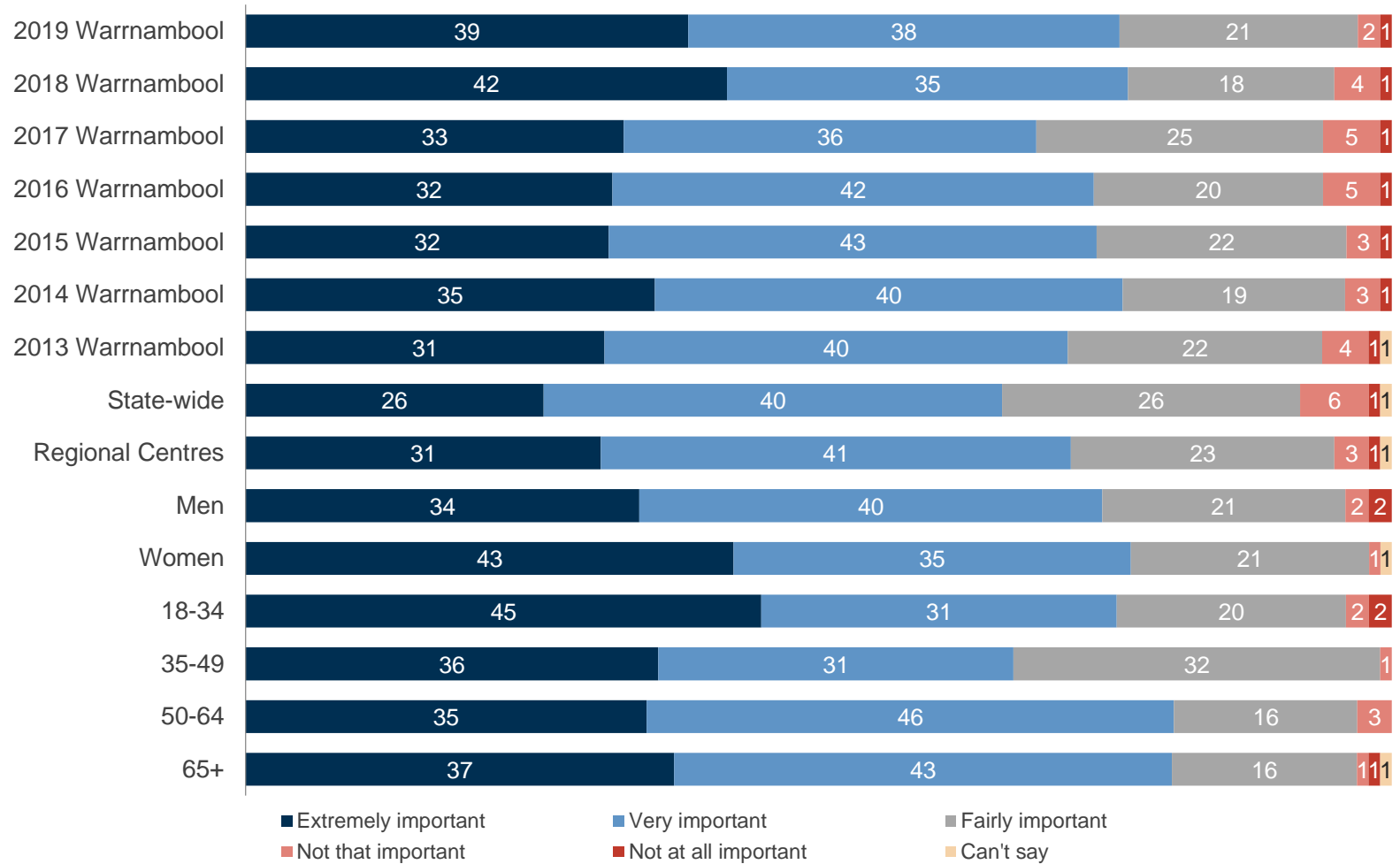Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3
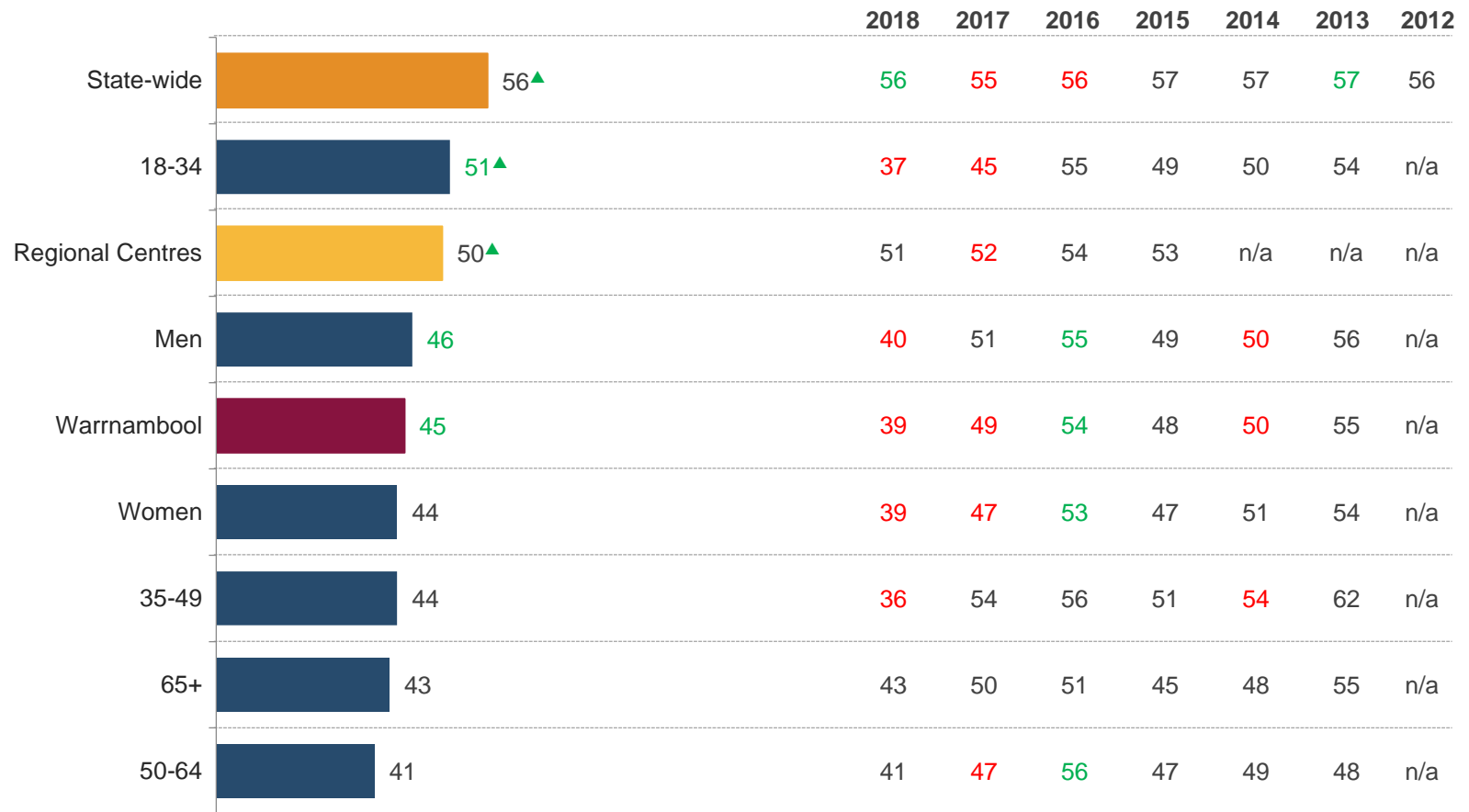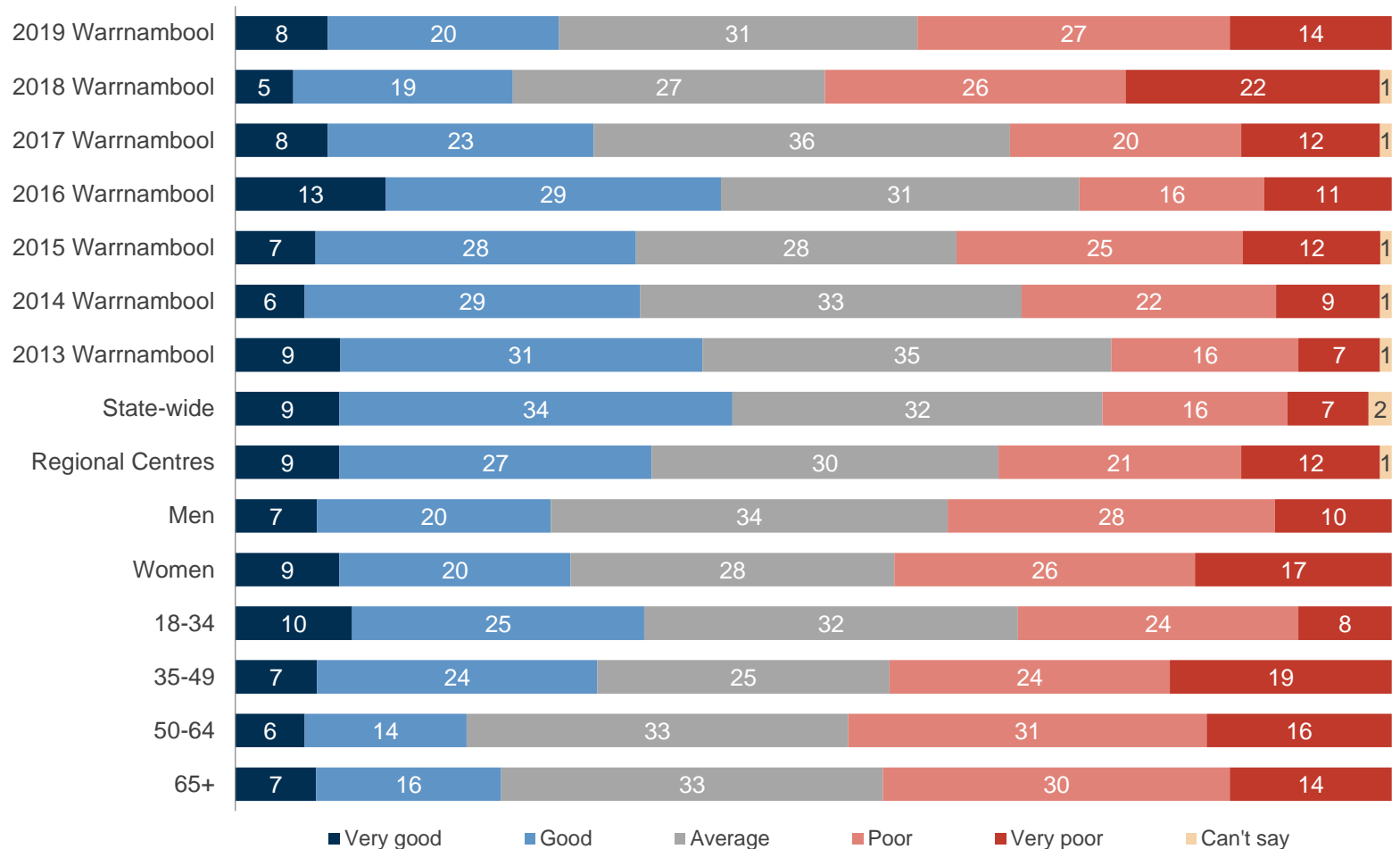Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2019 Family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	18	40	24	3	2	14
2018 Warrnambool	12	42	23	4	2	17
2017 Warrnambool	12	40	23	5	1	18
2016 Warrnambool	18	32	26	4	3	16
2015 Warrnambool	16	36	26	5	2	15
2014 Warrnambool	16	46	16	3		19
2013 Warrnambool	18	45	20	3	1	14
State-wide	11	32	20	4	1	31
Regional Centres	15	35	22	6	2	20
Men	16	34	25	3	2	19
Women	19	46	23	3	1	8
18-34	23	42	20	2	2	12
35-49	16	46	29		1	8
50-64	13	38	27	4	3	15
65+	17	35	22	6	1	19

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

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3

Elderly support services importance

2019 Elderly support importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	86 ▲	86	82	81	82	82	83	n/a
65+	83	81	81	78	79	81	81	n/a
Regional Centres	81	80	80	78	80	n/a	n/a	n/a
35-49	81	76	82	77	82	78	82	n/a
Warrnambool	81	79	79	76	80	79	80	n/a
18-34	81	79	74	75	81	76	77	n/a
50-64	80	83	81	76	77	83	81	n/a
State-wide	80	79	78	78	79	79	79	80
Men	76 ▼	73	76	71	78	76	77	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance
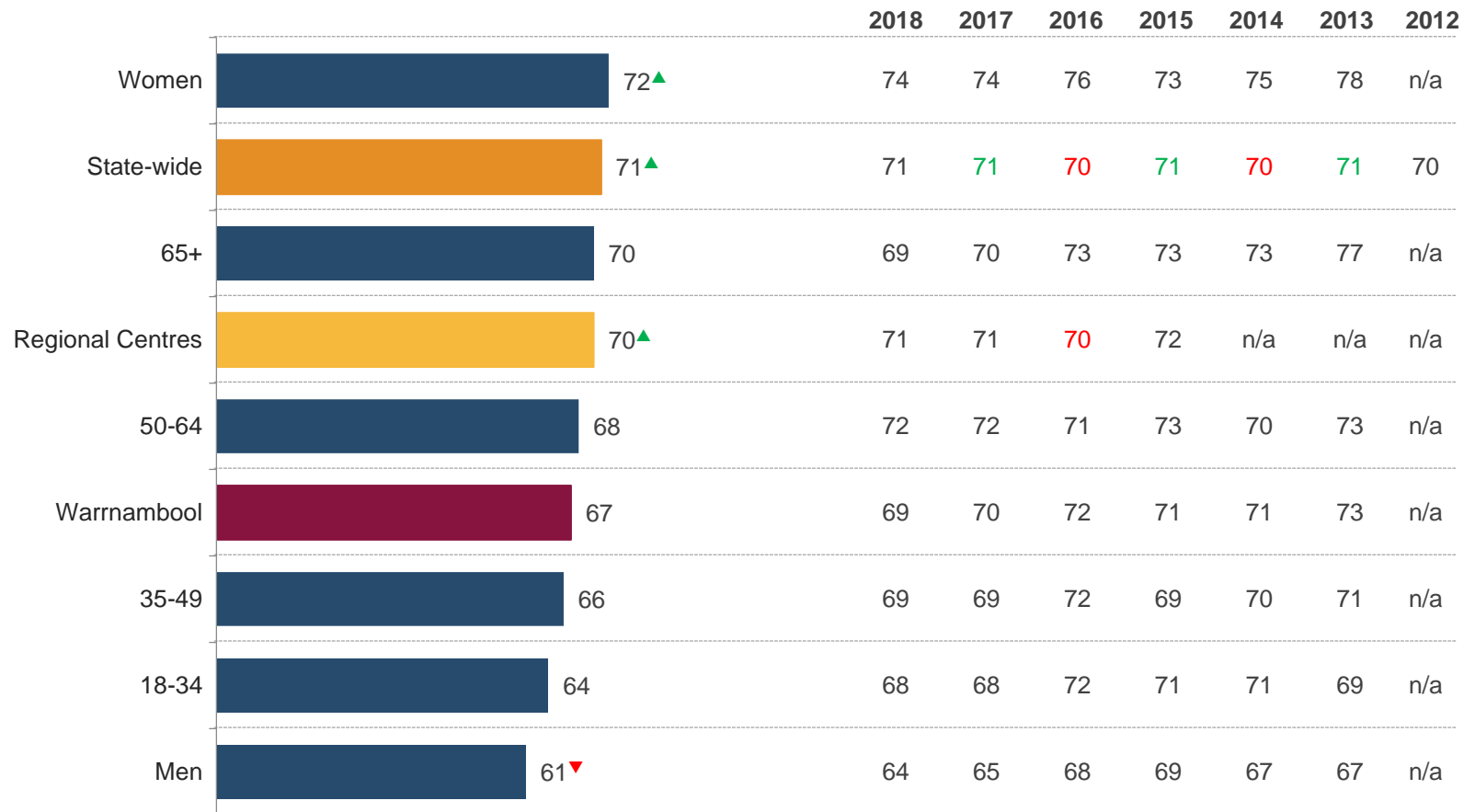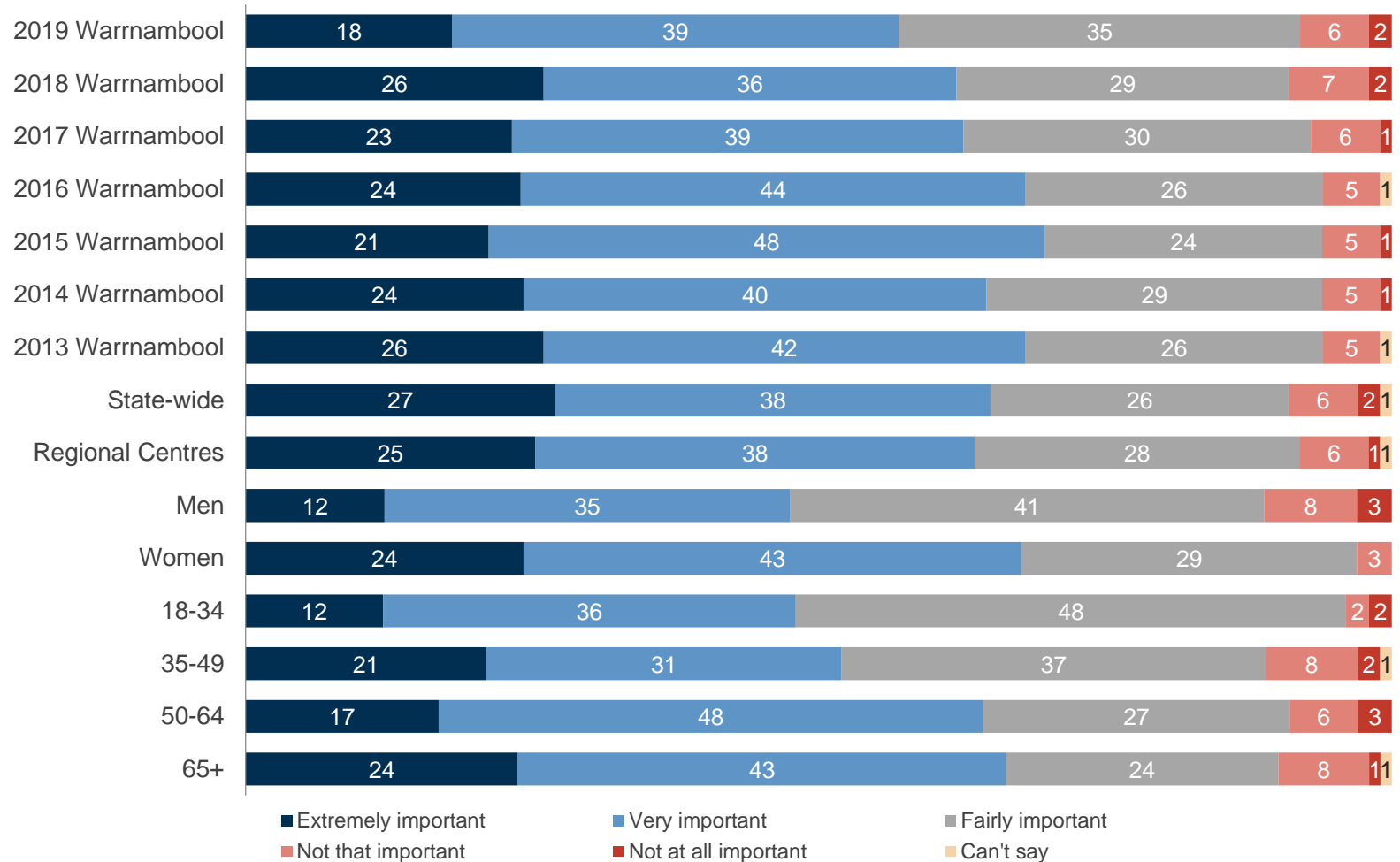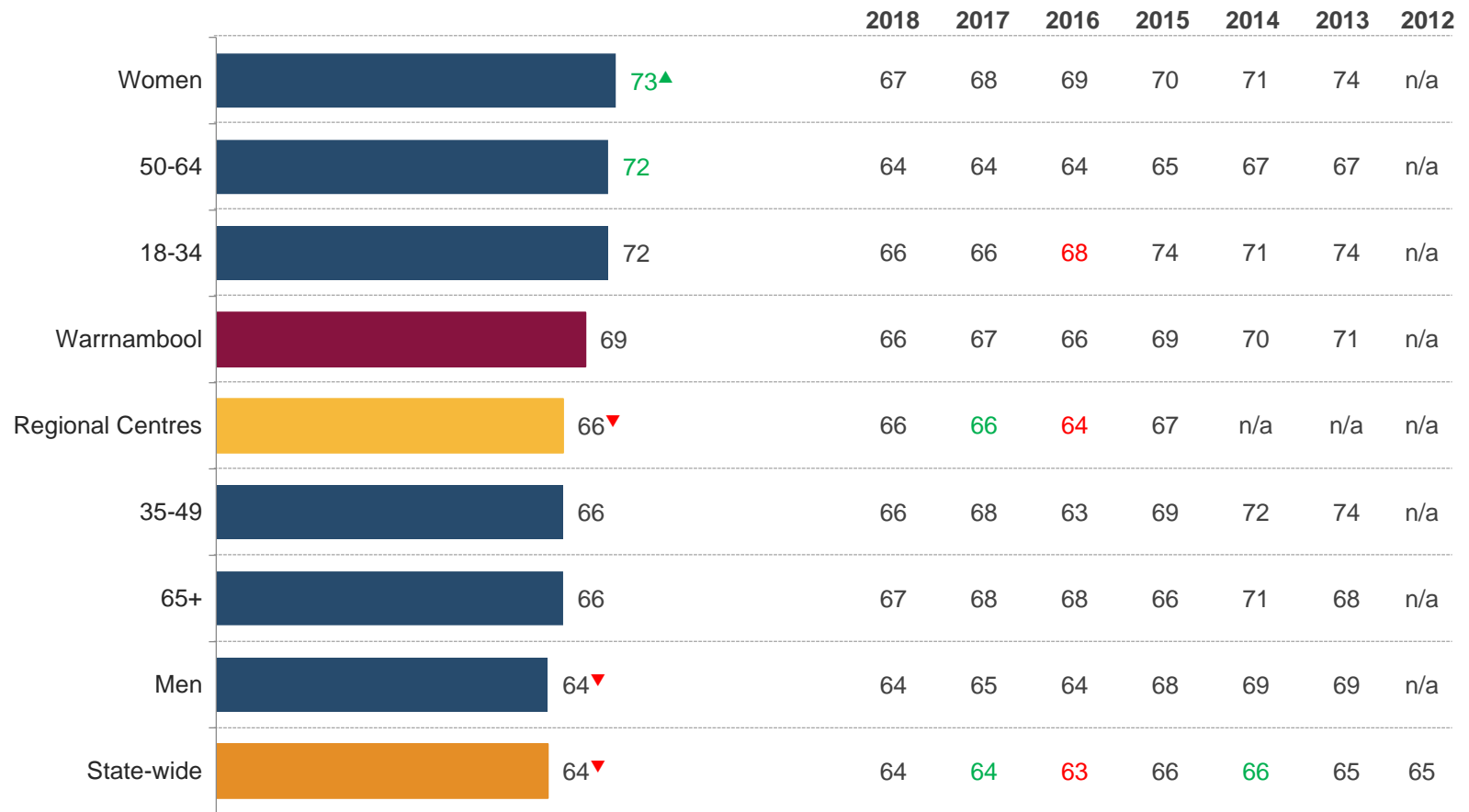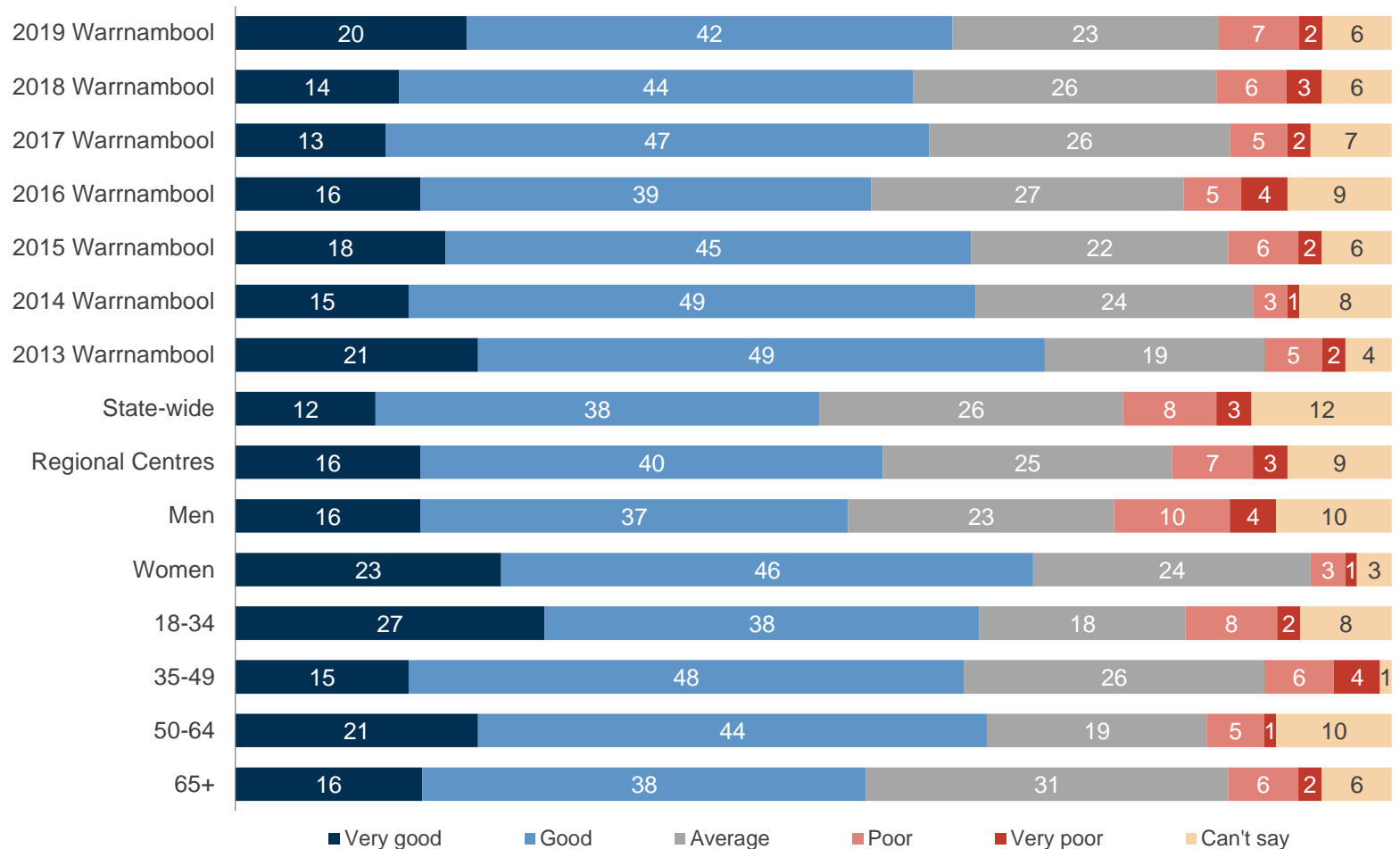
2019 Elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	41	44	12	2	1	
2018 Warrnambool	42	39	16	2	1	
2017 Warrnambool	35	46	15	2	2	
2016 Warrnambool	30	49	17	3	1	1
2015 Warrnambool	36	50	13	1	1	
2014 Warrnambool	36	47	16	2		
2013 Warrnambool	37	48	13	1	1	
State-wide	38	44	15	2	1	
Regional Centres	41	44	12	1	1	1
Men	28	49	17	4		2
Women	54	39	7			
18-34	38	47	12	2		2
35-49	45	38	14	3		
50-64	43	40	14	3	1	
65+	42	48	8	1	1	1

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

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Elderly support services performance

2019 Elderly support performance (index scores)

	2019		2018	2017	2016	2015	2014	2013	2012
65+	74		74	76	70	73	75	79	n/a
50-64	71		66	68	71	71	71	66	n/a
Women	71		69	70	68	71	75	73	n/a
Warrnambool	71		70	71	68	71	75	73	n/a
Men	71		70	71	68	72	75	73	n/a
18-34	70		69	68	64	70	78	74	n/a
State-wide	68 ▼		68	68	68	69	70	69	69
Regional Centres	67 ▼		66	68	66	66	n/a	n/a	n/a
35-49	67		70	69	68	70	74	70	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

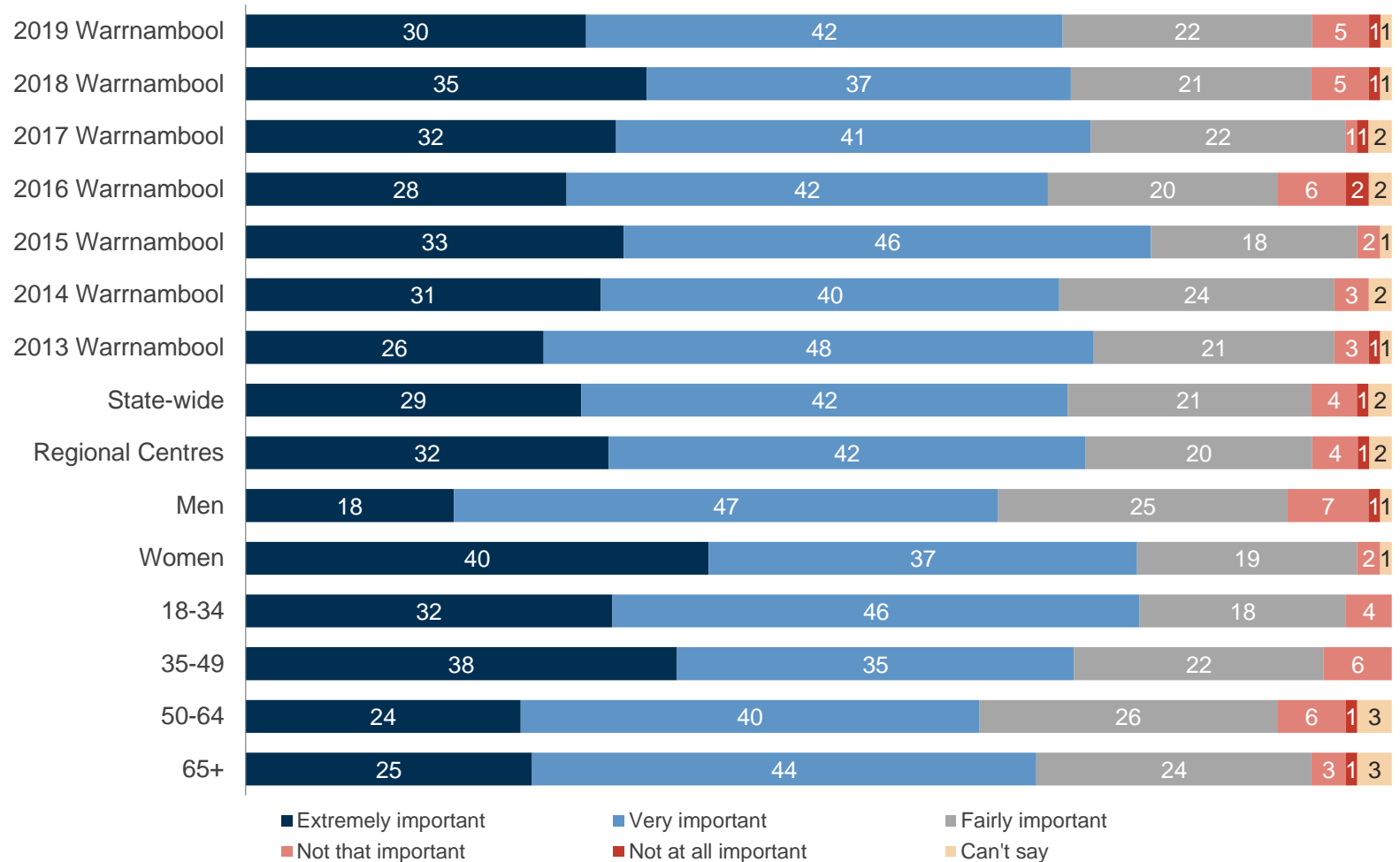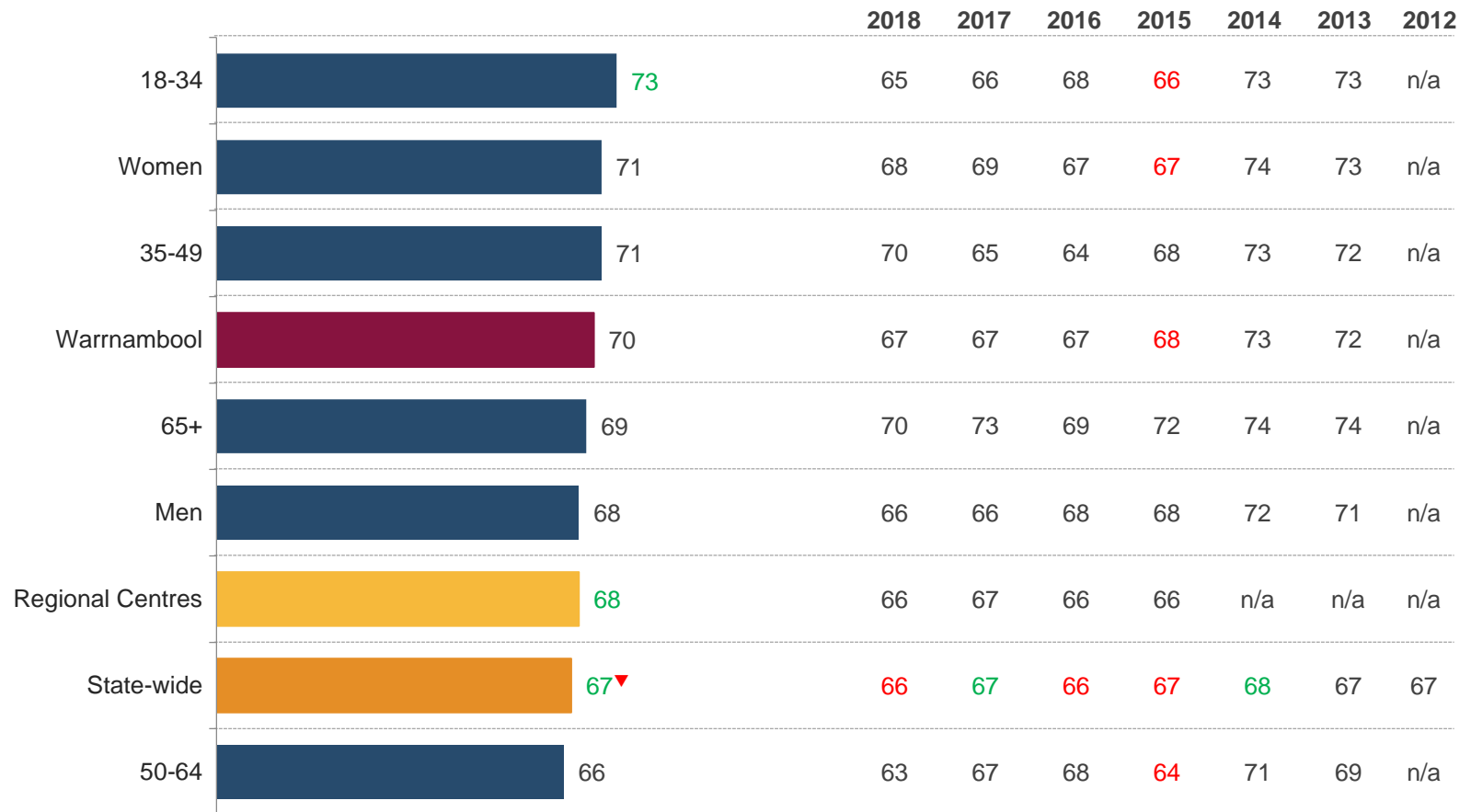# Elderly support services performance

2019 Elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	21	42	21	4	2	10
2018 Warrnambool	18	42	18	6	2	14
2017 Warrnambool	18	41	23	3	1	14
2016 Warrnambool	16	38	22	5	2	16
2015 Warrnambool	19	43	18	4	2	14
2014 Warrnambool	21	44	13	3	1	18
2013 Warrnambool	23	43	20	3	1	10
State-wide	14	33	19	5	2	28
Regional Centres	18	36	22	6	3	14
Men	22	38	20	5	2	12
Women	19	46	22	3	2	8
18-34	16	47	19	4	2	12
35-49	18	35	26	2	5	14
50-64	21	46	19	6	1	7
65+	27	41	21	4	1	6

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 2

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Disadvantaged support services performance

2019 Disadvantaged support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70	64	64	59	62	71	70	n/a
Men	67	65	65	63	64	68	67	n/a
Warrnambool	66	63	63	61	63	68	68	n/a
Women	66	62	61	60	62	67	68	n/a
50-64	66	60	59	59	61	62	63	n/a
35-49	64	64	63	64	66	68	68	n/a
65+	64	65	65	62	65	68	68	n/a
Regional Centres	63▼	61	63	59	61	n/a	n/a	n/a
State-wide	62▼	61	61	61	62	64	62	63

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
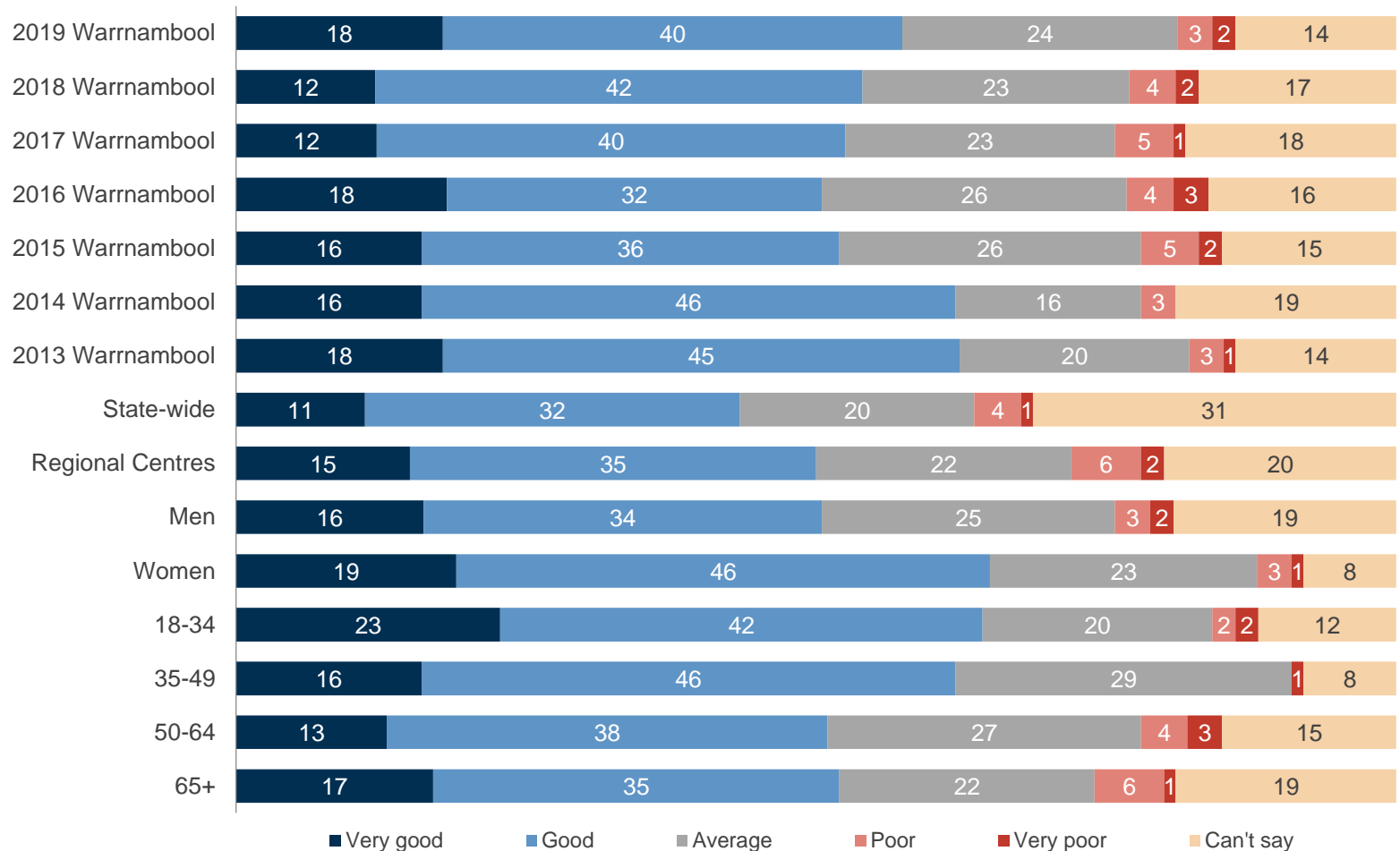*Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2*
Note: Please see Appendix A for explanation of significant differences.
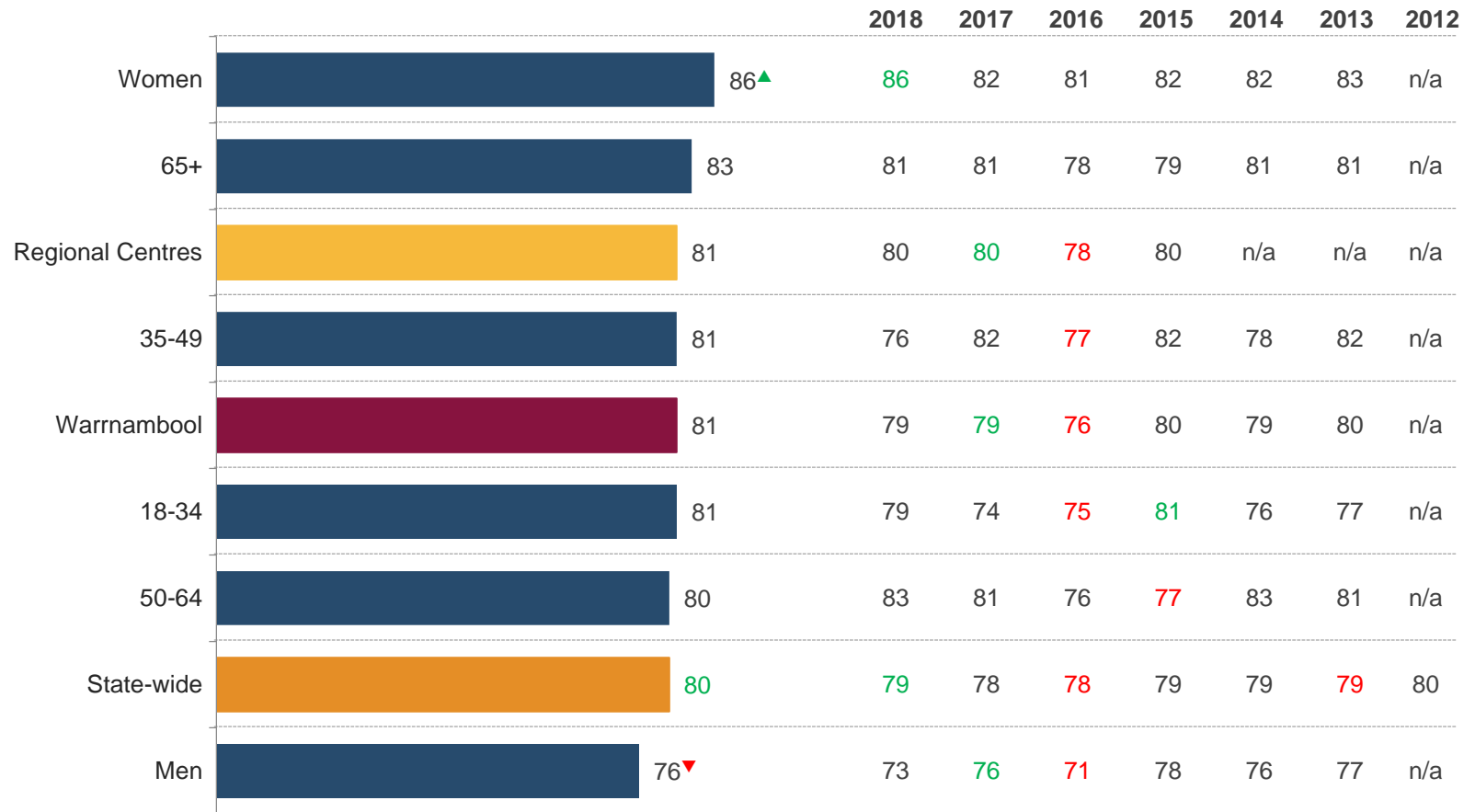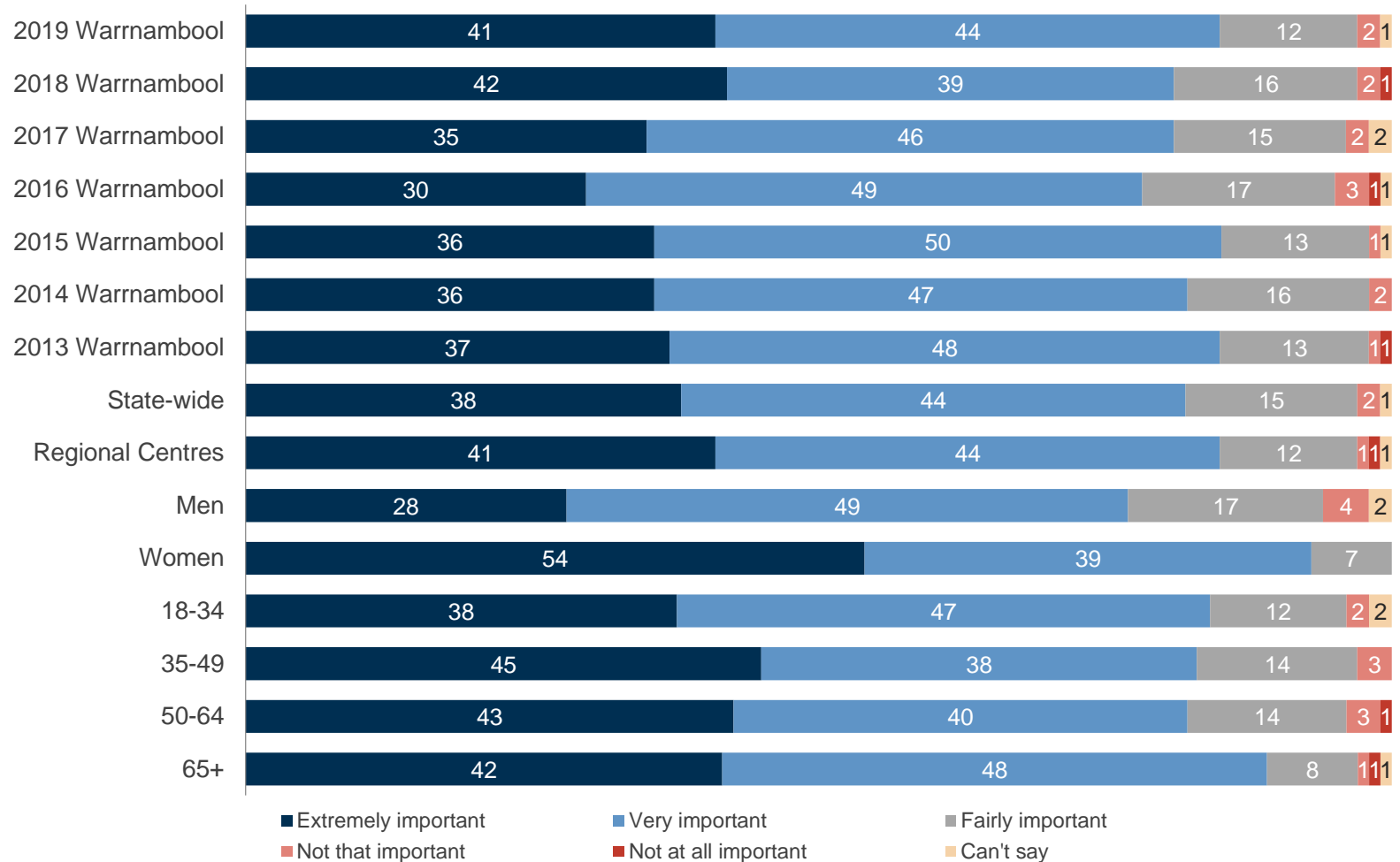
Disadvantaged support services performance

2019 Disadvantaged support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	13	35	28	6	1	17
2018 Warrnambool	11	32	28	8	2	18
2017 Warrnambool	10	34	25	8	3	20
2016 Warrnambool	10	28	30	8	2	21
2015 Warrnambool	12	35	25	8	3	17
2014 Warrnambool	13	36	20	6	1	24
2013 Warrnambool	13	41	24	5	1	16
State-wide	7	25	23	6	2	37
Regional Centres	11	30	27	7	2	22
Men	11	37	26	4	1	21
Women	16	33	30	7	2	12
18-34	17	34	29	2		18
35-49	9	38	32	5	1	14
50-64	13	37	27	6	2	15
65+	13	32	24	10	2	19

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2

Recreational facilities importance

2019 Recreational facilities importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	76	77	72	79	74	73	70	n/a
50-64	75	75	75	75	72	76	74	n/a
Women	74	76	75	78	73	76	72	n/a
Warrnambool	73	74	74	75	75	74	73	n/a
Men	72	71	72	72	76	73	73	n/a
State-wide	72	73	72	73	72	72	72	72
Regional Centres	72	74	73	73	72	n/a	n/a	n/a
35-49	71	70	75	76	79	76	75	n/a
65+	70	73	73	70	73	72	72	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
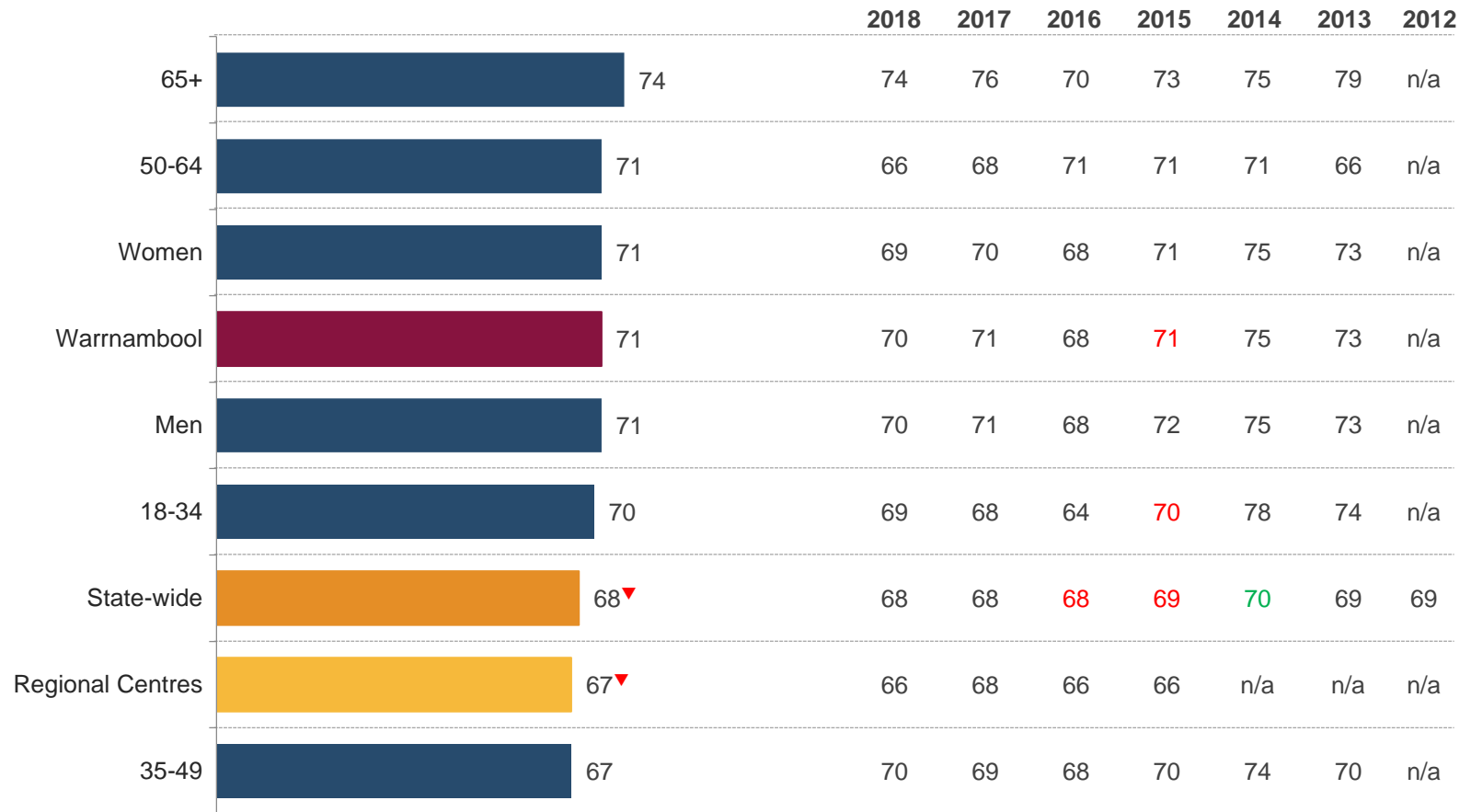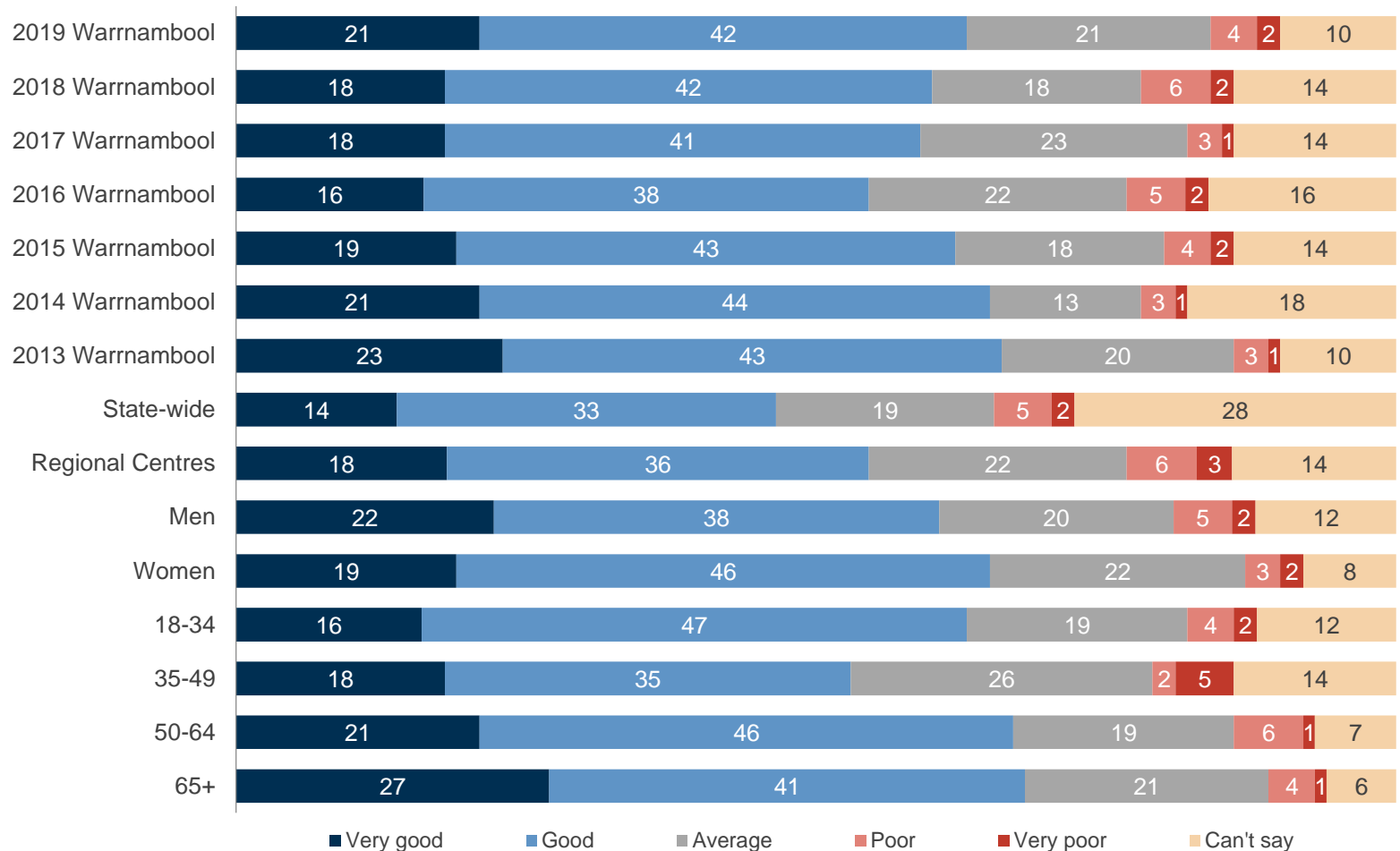
Recreational facilities importance

2019 Recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	25	46	26	3		
2018 Warrnambool	27	45	24	3		
2017 Warrnambool	24	49	23	3		
2016 Warrnambool	28	48	18	4	1	
2015 Warrnambool	28	45	25	2		
2014 Warrnambool	26	48	22	3		
2013 Warrnambool	20	53	24	2		
State-wide	23	46	26	4	1	
Regional Centres	22	47	26	4	1	1
Men	24	45	26	4		
Women	25	46	26	2		
18-34	32	41	25	2		
35-49	23	41	34	3		
50-64	27	49	23	1	1	
65+	17	53	23	5	1	1

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4

Recreational facilities performance

2019 Recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	74 ▲	71	71	72	73	76	75	n/a
65+	71	72	75	74	76	78	78	n/a
Regional Centres	71	70	69	70	69	n/a	n/a	n/a
18-34	71	70	68	68	71	75	73	n/a
Warrnambool	70	69	71	72	72	74	75	n/a
State-wide	70	69	70	69	70	71	70	70
35-49	70	69	71	72	72	72	73	n/a
50-64	69	64	71	73	71	70	76	n/a
Men	66	67	72	72	72	72	74	n/a

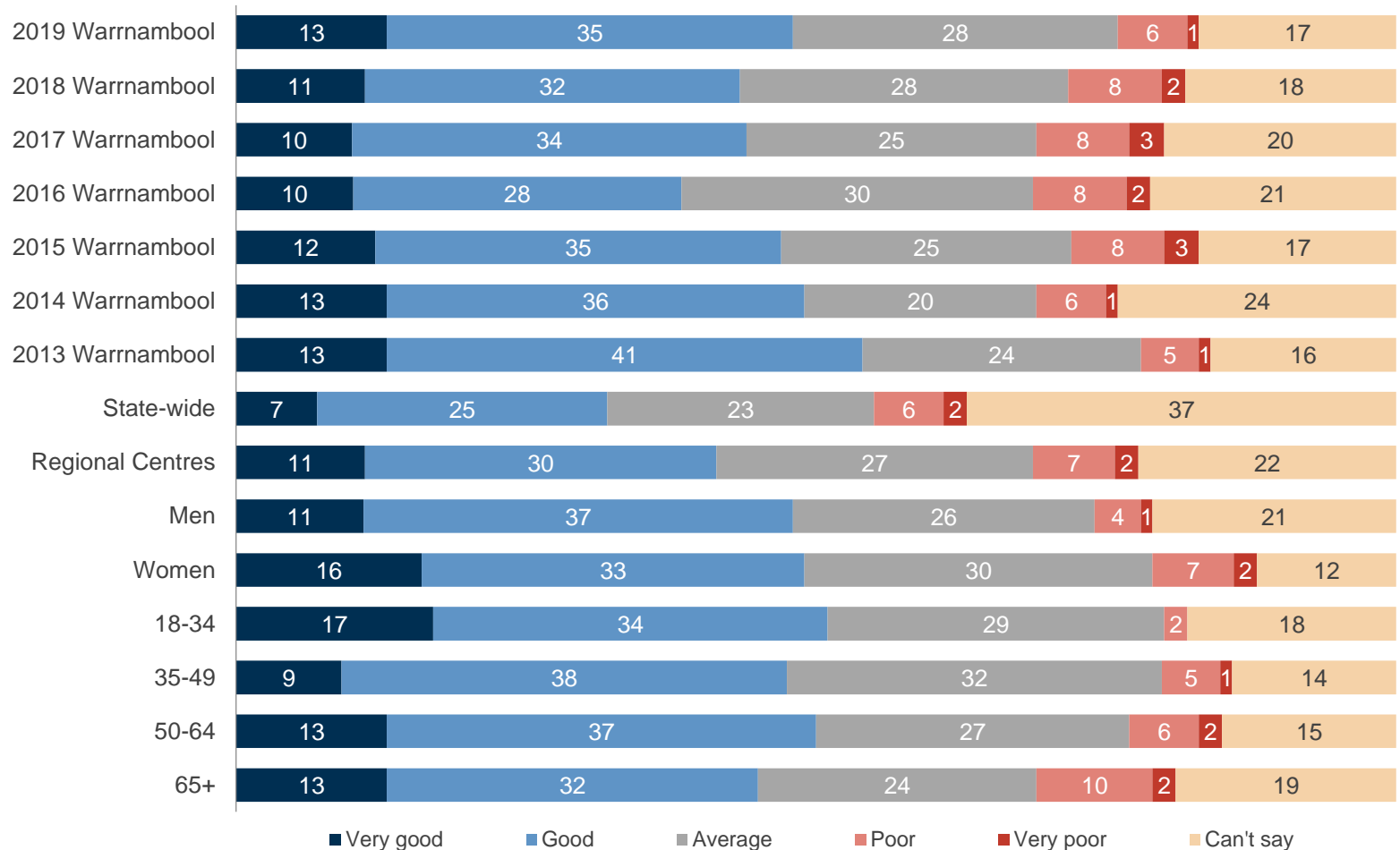*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
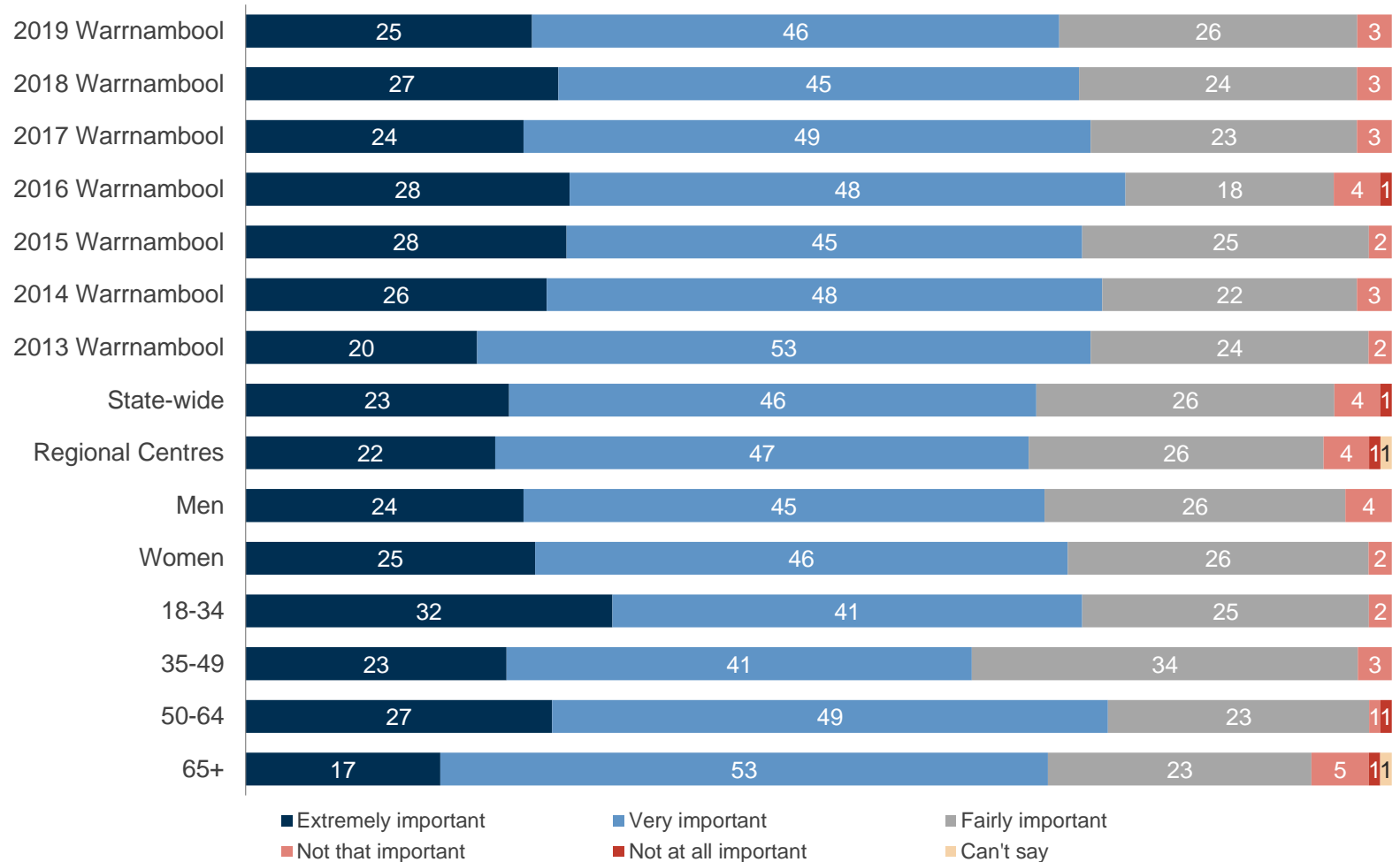
Recreational facilities performance

2019 Recreational facilities performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	24	43	21	8	2	2
2018 Warrnambool	22	45	21	8	3	2
2017 Warrnambool	22	49	21	6	1	1
2016 Warrnambool	25	46	19	4	4	3
2015 Warrnambool	27	45	19	6	2	1
2014 Warrnambool	27	48	17	5	1	1
2013 Warrnambool	28	48	19	3	2	1
State-wide	23	44	21	6	2	4
Regional Centres	24	45	19	6	2	3
Men	20	41	24	10	3	2
Women	29	45	18	6	1	2
18-34	27	35	28	8		2
35-49	28	41	15	8	5	2
50-64	21	49	20	8	3	
65+	21	49	19	7	1	3

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

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4

The appearance of public areas importance

2019 Public areas importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	79	75	78	75	79	76	n/a
50-64	76	75	74	76	74	78	75	n/a
Warrnambool	74	76	73	77	76	77	74	n/a
18-34	74	76	65	80	72	74	70	n/a
65+	74	75	77	75	76	78	75	n/a
35-49	73	78	76	77	80	80	77	n/a
State-wide	73	74	74	74	73	73	74	73
Regional Centres	73	74	74	74	74	n/a	n/a	n/a
Men	72	73	71	76	77	76	72	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: 28 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
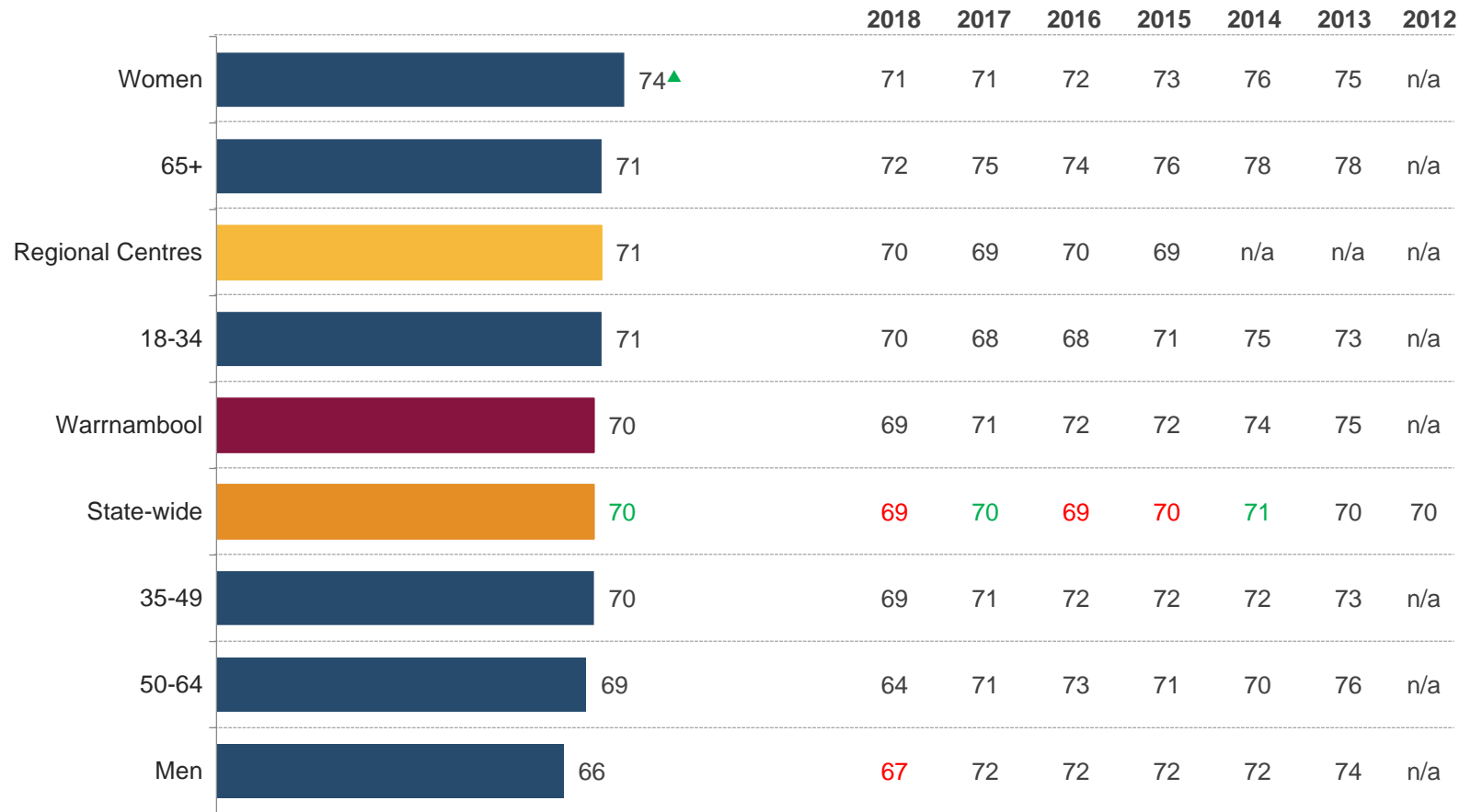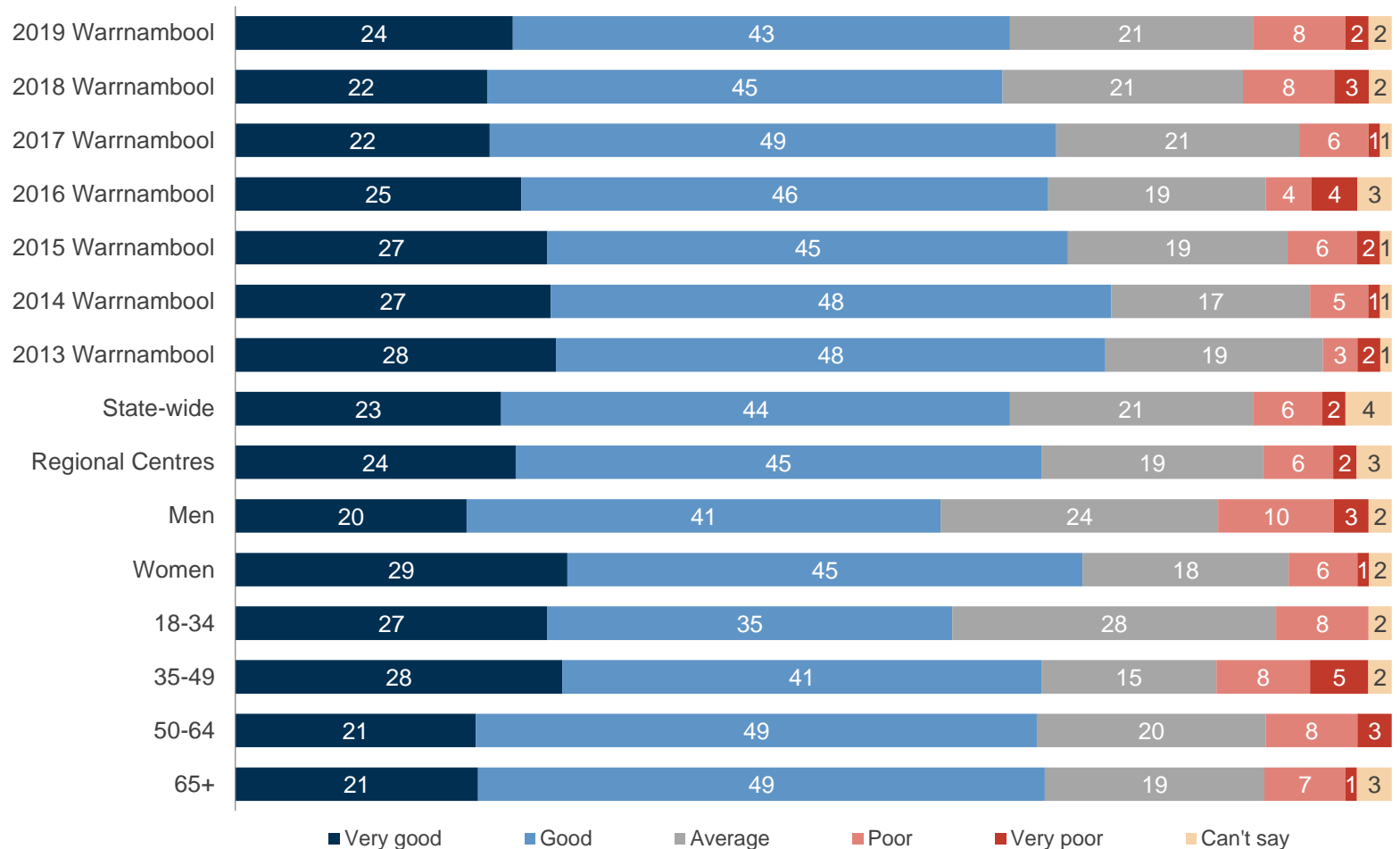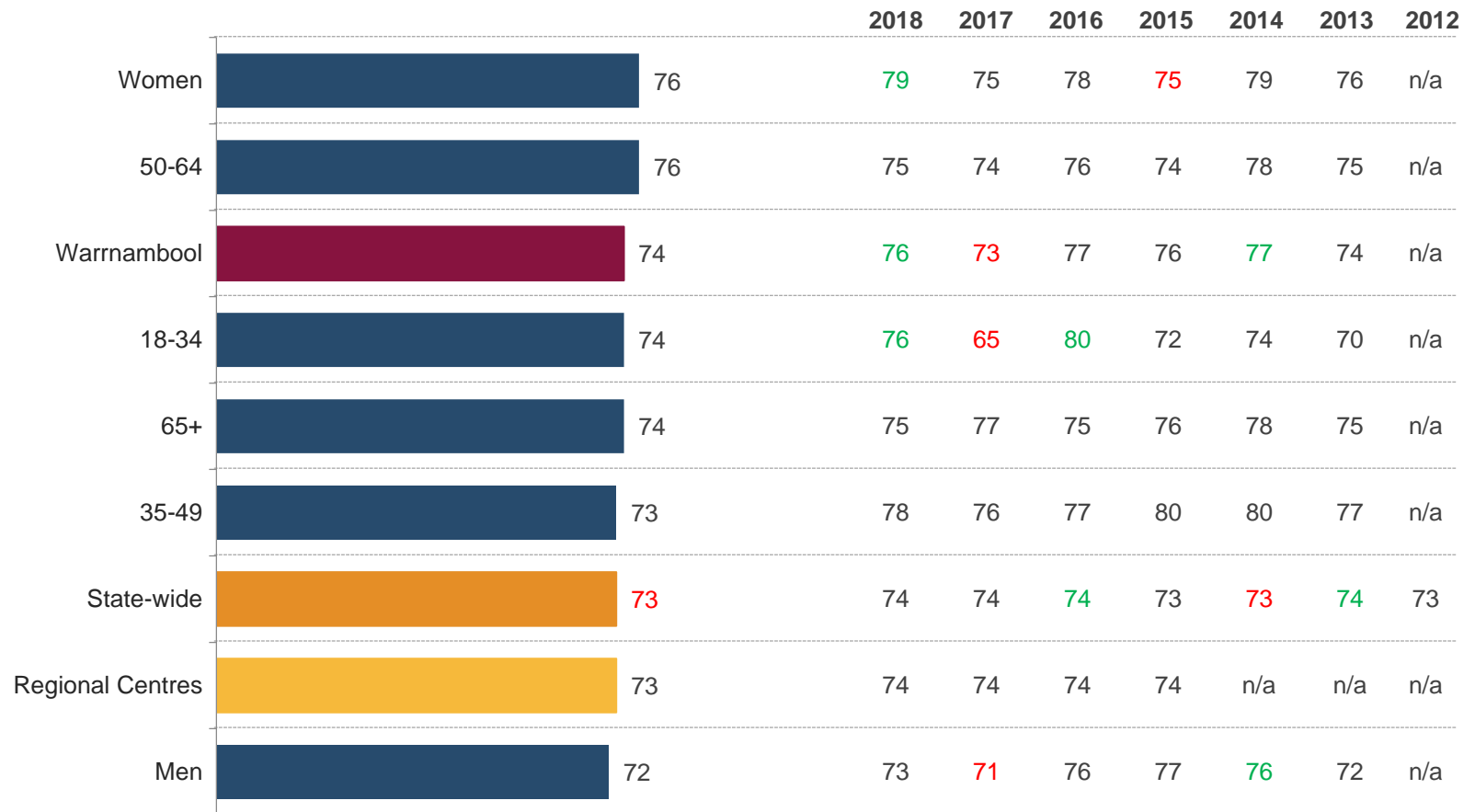
The appearance of public areas importance

2019 Public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	24	49	24	1		1
2018 Warrnambool	34	41	20	4		
2017 Warrnambool	24	45	27	3		
2016 Warrnambool	32	46	20	1		1
2015 Warrnambool	31	44	22	2	1	
2014 Warrnambool	30	48	20	1		1
2013 Warrnambool	25	51	20	3	1	
State-wide	24	47	25	3		
Regional Centres	23	48	25	2	1	1
Men	22	44	30	2		2
Women	26	54	20			1
18-34	18	59	22			2
35-49	31	33	31	4		1
50-64	29	46	23	1		1
65+	20	56	23			1

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4

The appearance of public areas performance

2019 Public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81	70	68	72	78	76	81	n/a
65+	80	77	78	78	78	79	83	n/a
Women	80	75	74	75	77	78	82	n/a
Warrnambool	79	74	74	76	77	77	82	n/a
Men	77	73	73	78	77	76	81	n/a
50-64	77	73	74	76	75	78	80	n/a
35-49	76	76	76	81	79	77	82	n/a
Regional Centres	74 ▼	73	73	73	72	n/a	n/a	n/a
State-wide	72 ▼	71	71	71	72	72	71	71

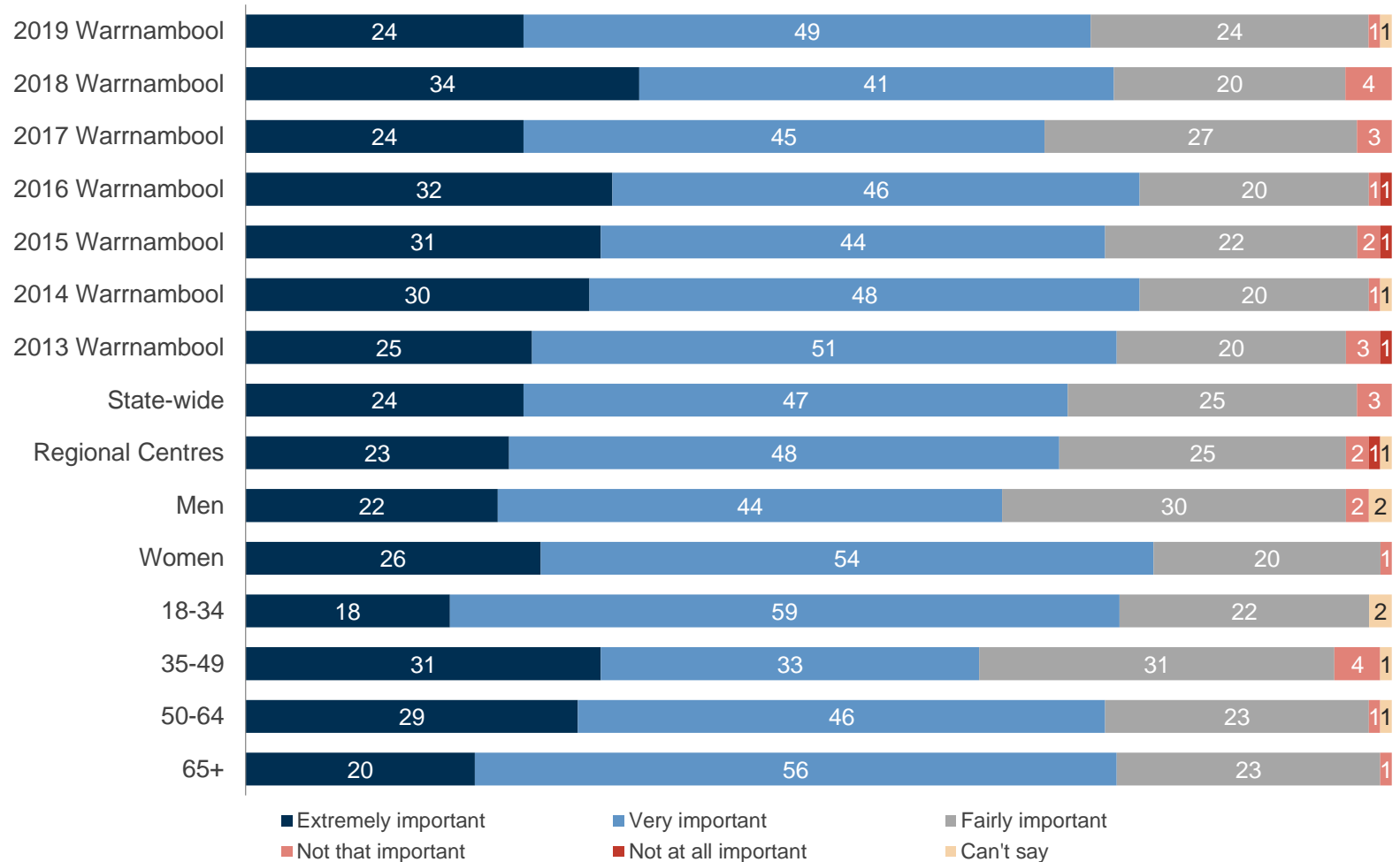Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

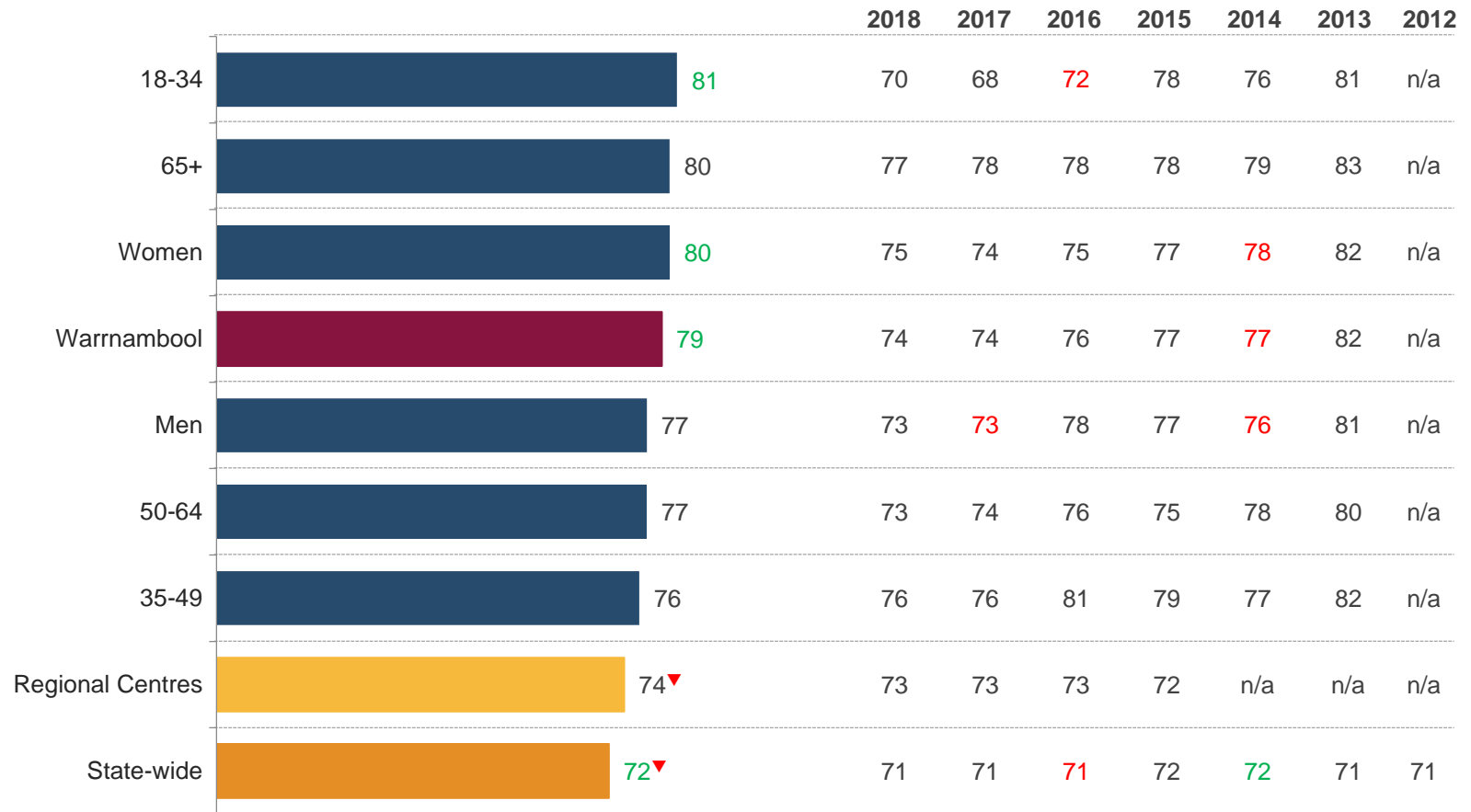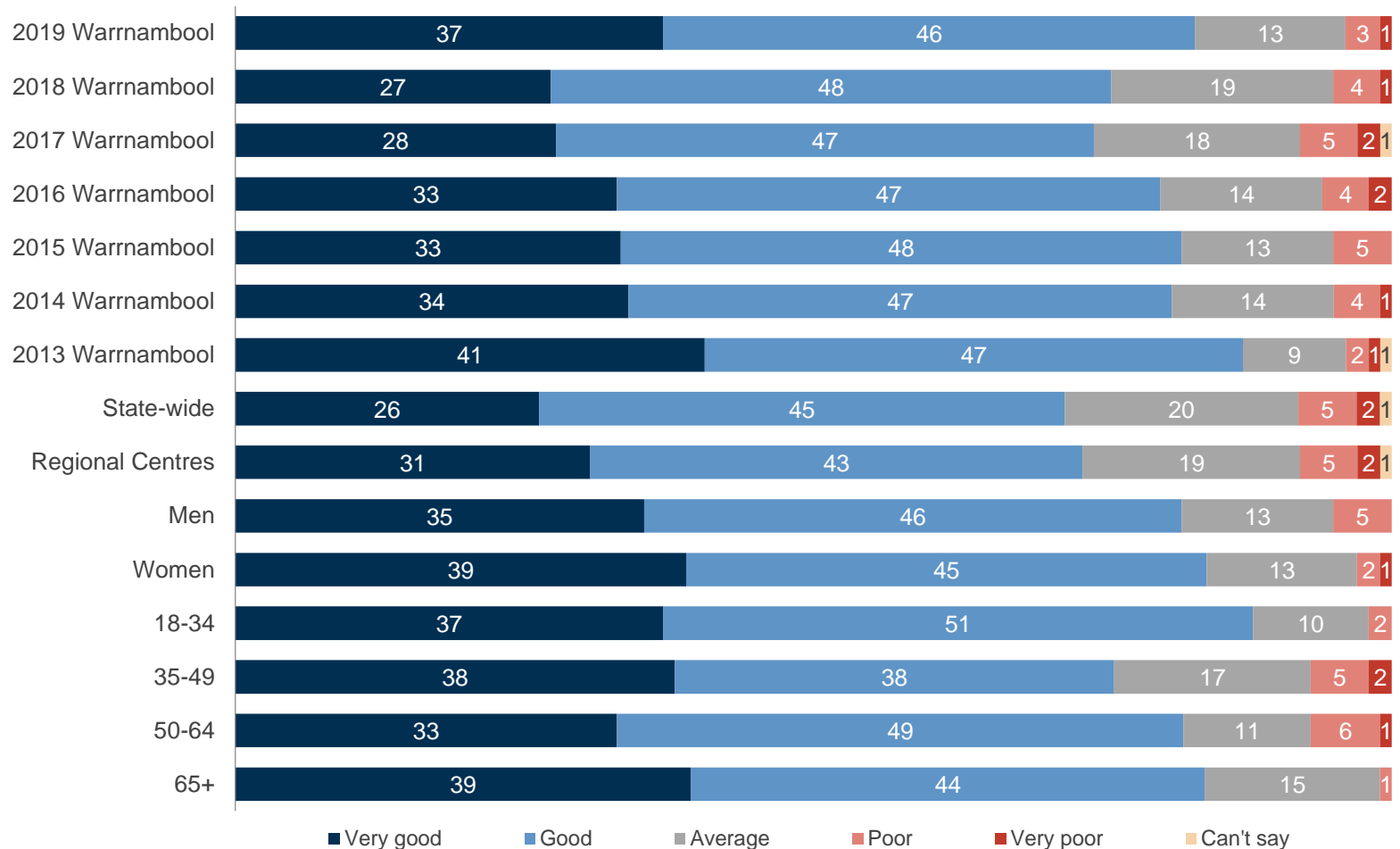# The appearance of public areas performance

2019 Public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	37	46	13	3	1	
2018 Warrnambool	27	48	19	4	1	
2017 Warrnambool	28	47	18	5	2	1
2016 Warrnambool	33	47	14	4	2	
2015 Warrnambool	33	48	13	5		
2014 Warrnambool	34	47	14	4	1	
2013 Warrnambool	41	47	9	2	1	1
State-wide	26	45	20	5	2	1
Regional Centres	31	43	19	5	2	1
Men	35	46	13	5		
Women	39	45	13	2	1	
18-34	37	51	10	2		
35-49	38	38	17	5	2	
50-64	33	49	11	6	1	
65+	39	44	15		1	

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

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 4

Art centres and libraries importance

2019 Art centres and libraries importance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Women — 70 ▲	70	66	68	65	71	69	n/a
18-34 — 68	63	61	66	62	65	66	n/a
35-49 — 65	63	67	65	68	69	63	n/a
Warrnambool — 65	64	64	65	65	67	65	n/a
State-wide — 65	65	64	66	65	66	66	66
65+ — 64	67	67	64	64	67	68	n/a
Regional Centres — 63	63	62	64	66	n/a	n/a	n/a
50-64 — 62	63	61	64	66	67	64	n/a
Men — 59 ▼	58	61	62	64	62	61	n/a

Q1. Firstly, how important should 'Art centres and libraries' 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.
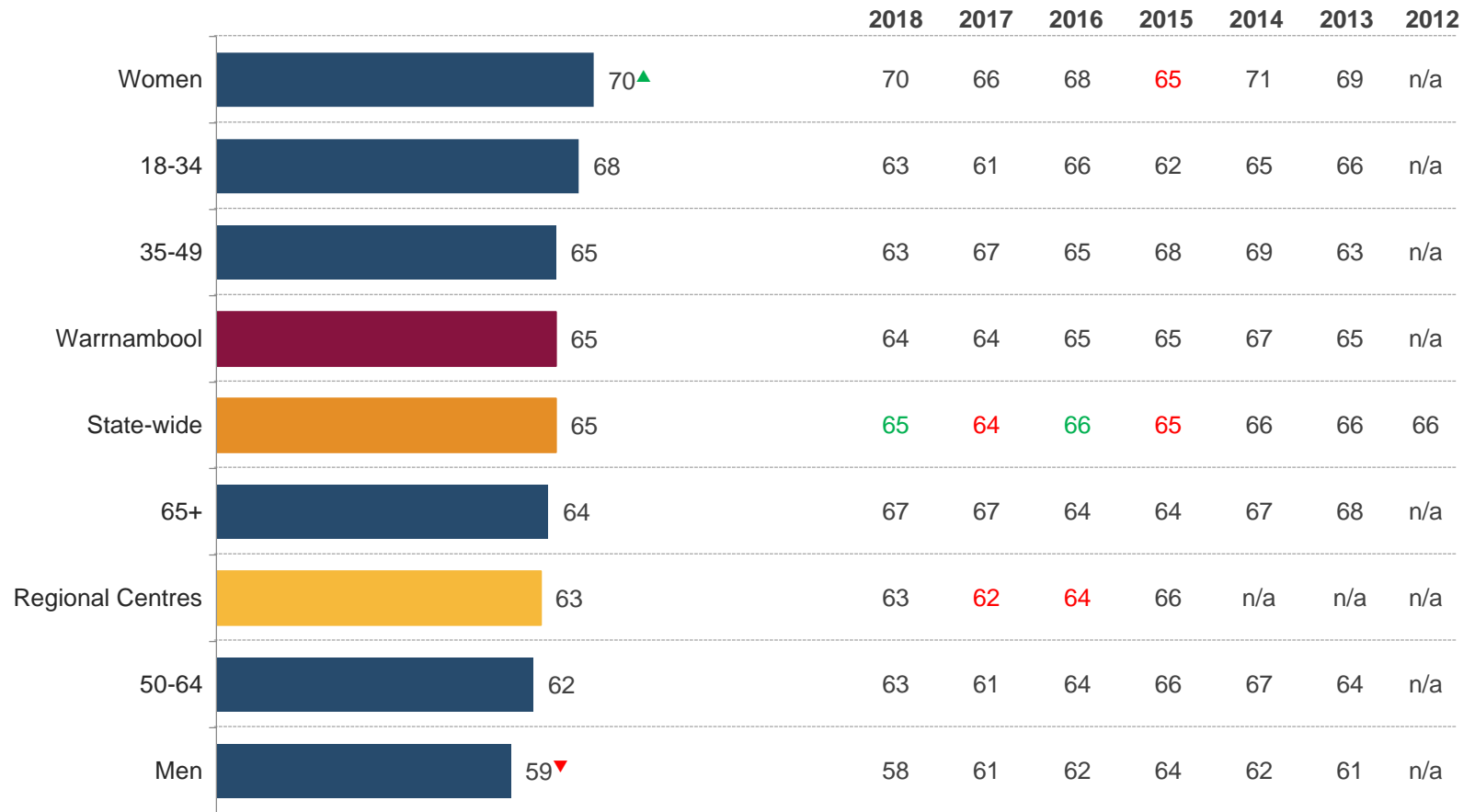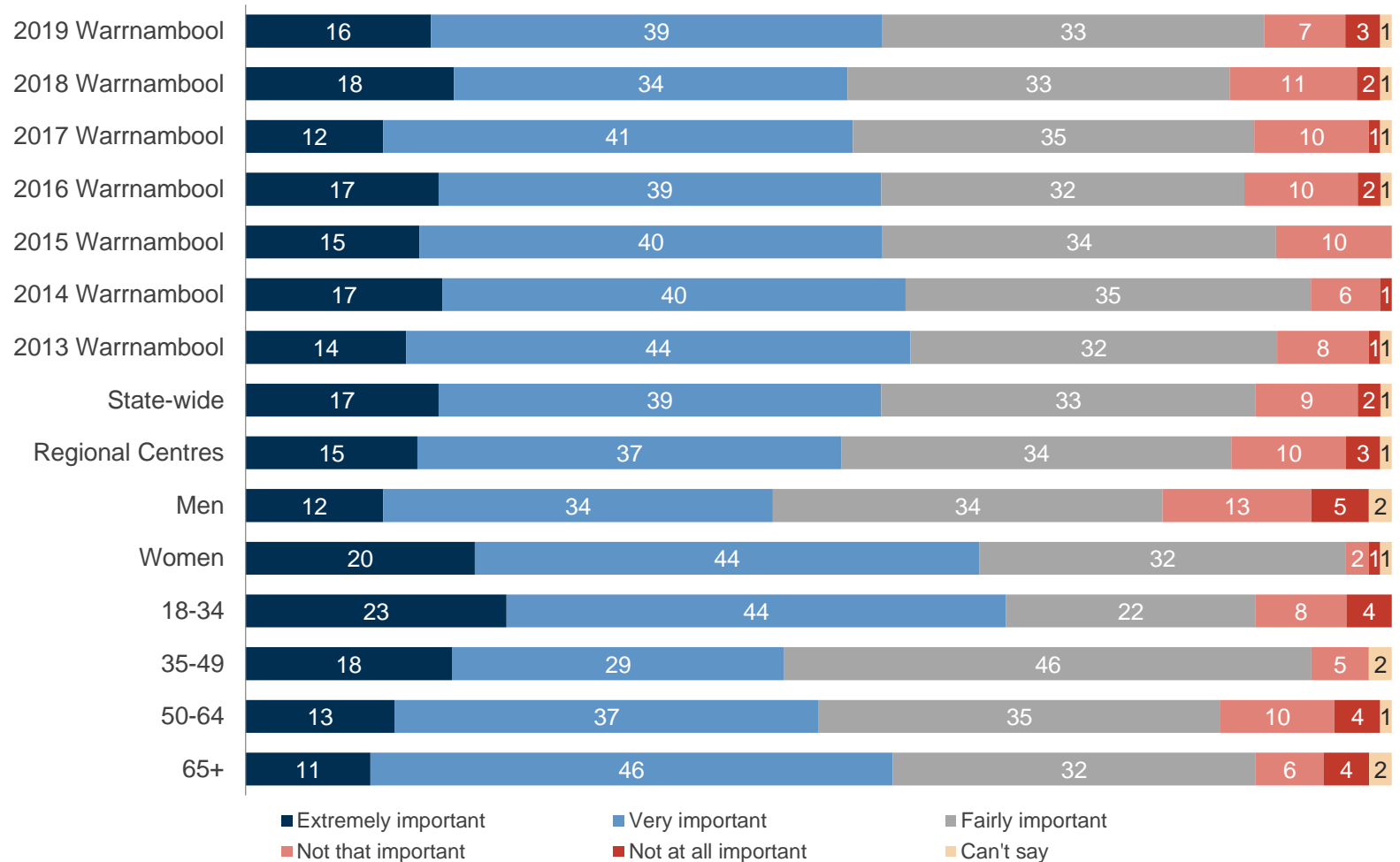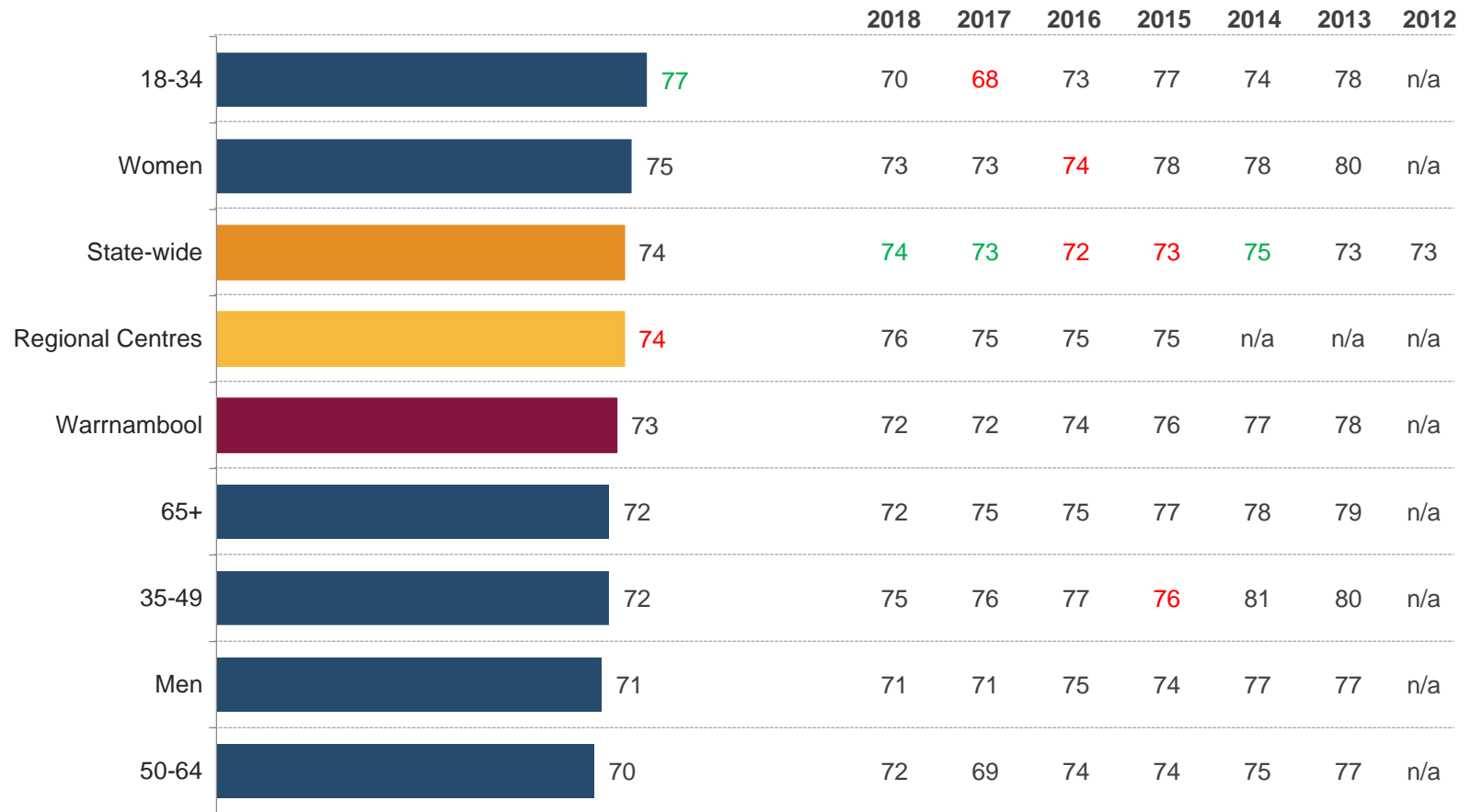
Art centres and libraries importance

2019 Art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	16	39	33	7	3	1
2018 Warrnambool	18	34	33	11	2	1
2017 Warrnambool	12	41	35	10	1	1
2016 Warrnambool	17	39	32	10	2	1
2015 Warrnambool	15	40	34	10		
2014 Warrnambool	17	40	35	6	1	
2013 Warrnambool	14	44	32	8	1	1
State-wide	17	39	33	9	2	1
Regional Centres	15	37	34	10	3	1
Men	12	34	34	13	5	2
Women	20	44	32	2	1	1
18-34	23	44	22	8	4	
35-49	18	29	46	5		2
50-64	13	37	35	10	4	1
65+	11	46	32	6	4	2

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

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3

Art centres and libraries performance

2019 Art centres and libraries performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77	70	68	73	77	74	78	n/a
Women	75	73	73	74	78	78	80	n/a
State-wide	74	74	73	72	73	75	73	73
Regional Centres	74	76	75	75	75	n/a	n/a	n/a
Warrnambool	73	72	72	74	76	77	78	n/a
65+	72	72	75	75	77	78	79	n/a
35-49	72	75	76	77	76	81	80	n/a
Men	71	71	71	75	74	77	77	n/a
50-64	70	72	69	74	74	75	77	n/a

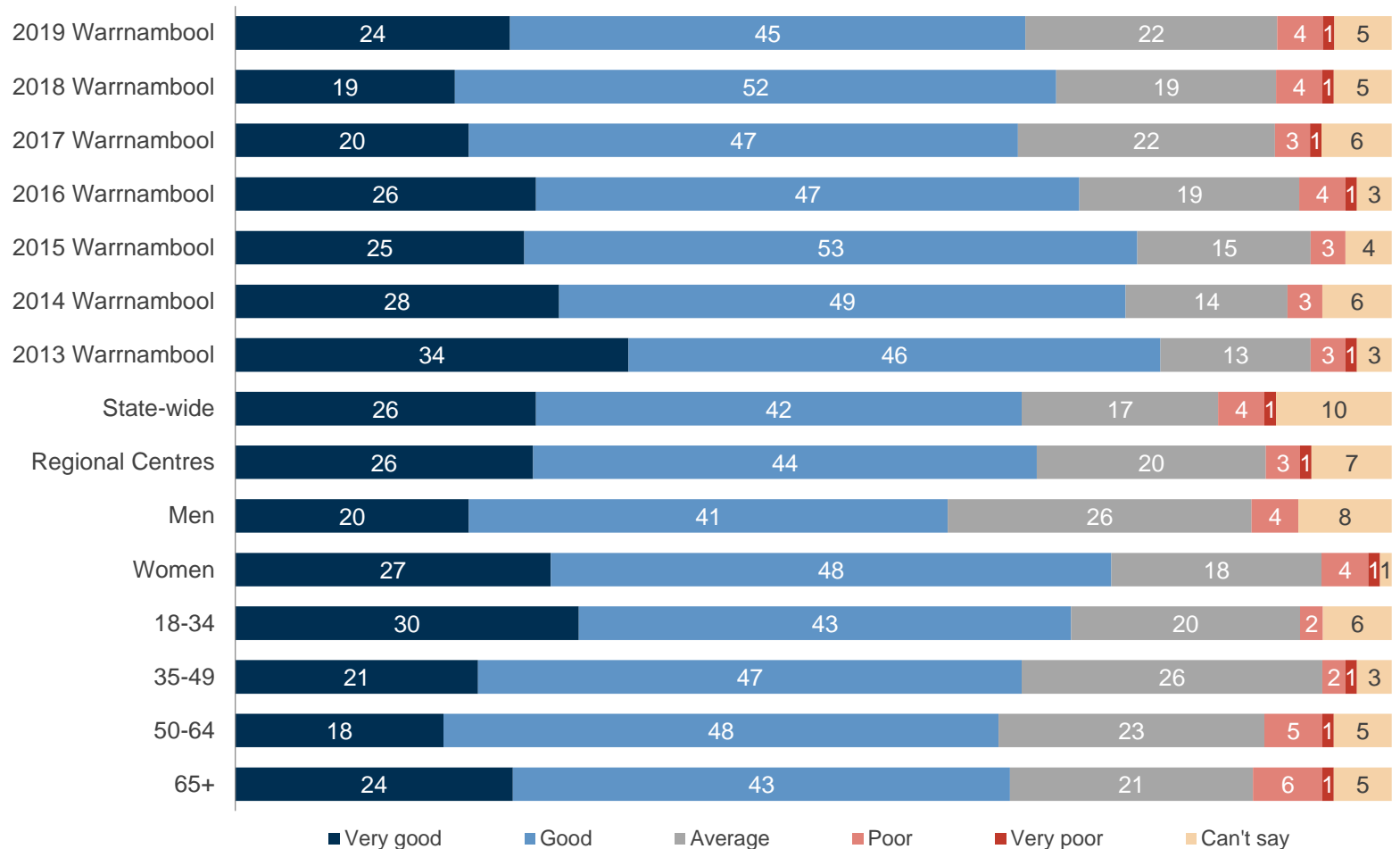*Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.
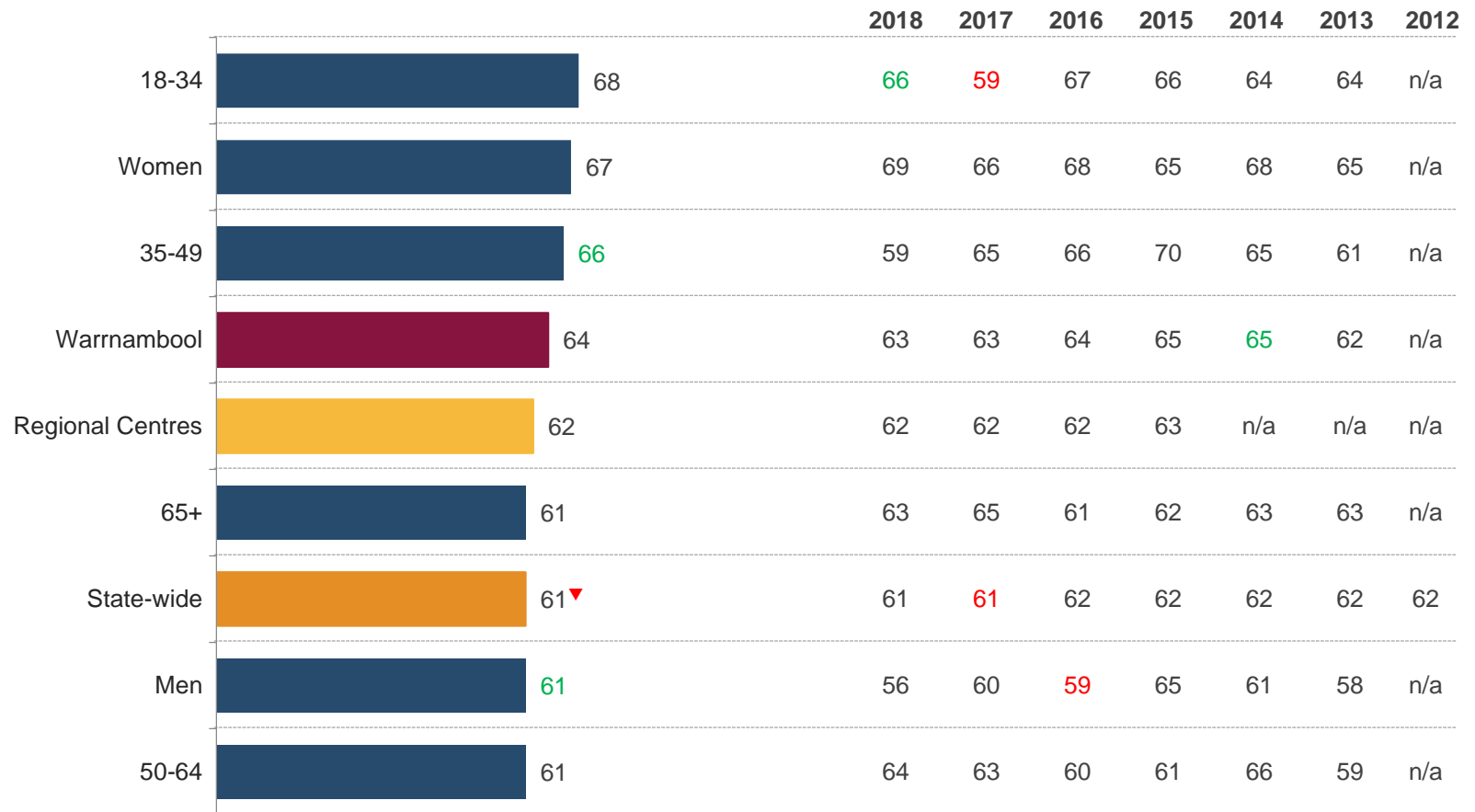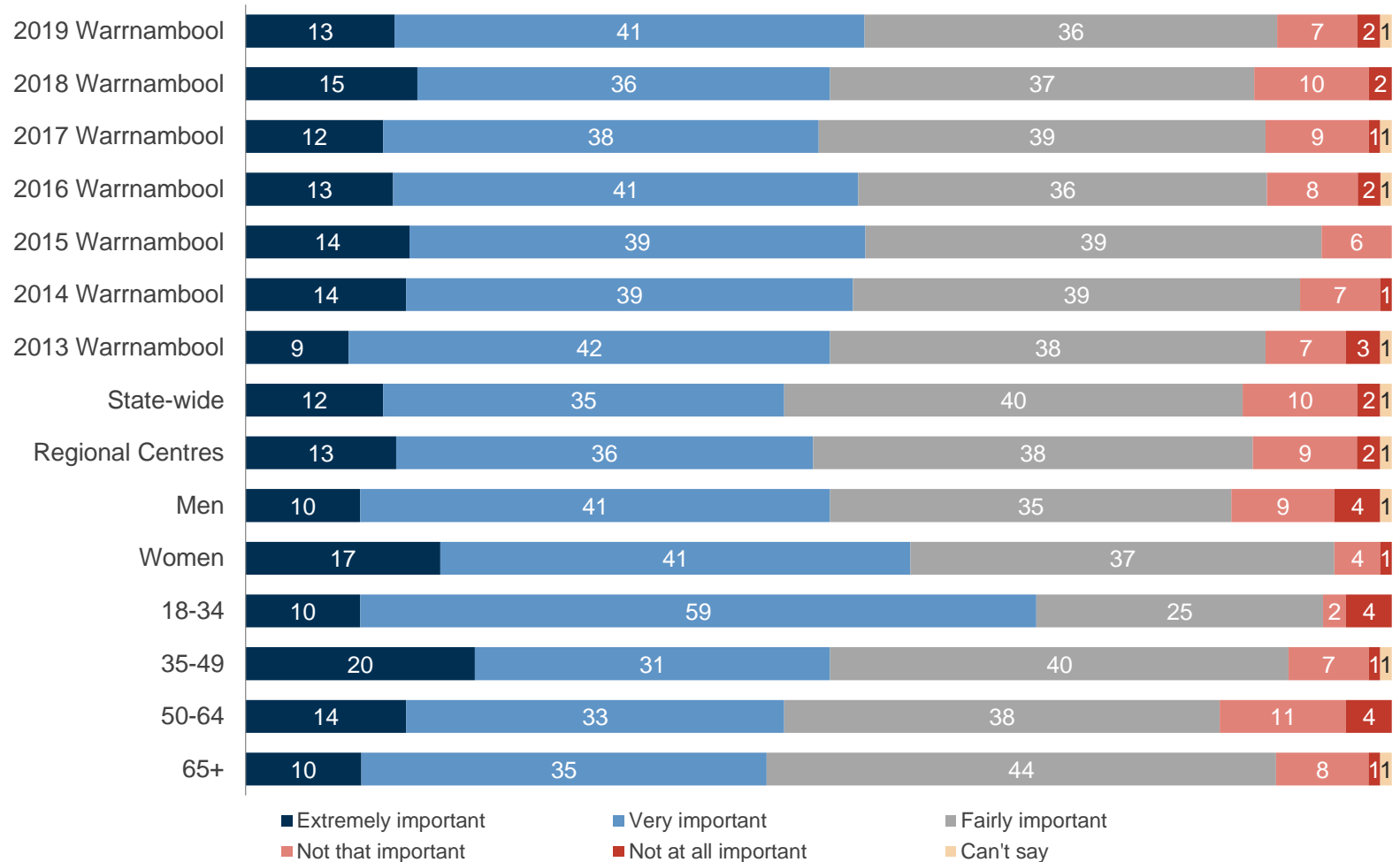
Art centres and libraries performance

2019 Art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	24	45	22	4	1	5
2018 Warrnambool	19	52	19	4	1	5
2017 Warrnambool	20	47	22	3	1	6
2016 Warrnambool	26	47	19	4	1	3
2015 Warrnambool	25	53	15	3		4
2014 Warrnambool	28	49	14	3		6
2013 Warrnambool	34	46	13	3	1	3
State-wide	26	42	17	4	1	10
Regional Centres	26	44	20	3	1	7
Men	20	41	26	4		8
Women	27	48	18	4	1	1
18-34	30	43	20	2		6
35-49	21	47	26	2	1	3
50-64	18	48	23	5	1	5
65+	24	43	21	6	1	5

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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3

Community and cultural activities importance

2019 Community and cultural activities importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	66	59	67	66	64	64	n/a
Women	67	69	66	68	65	68	65	n/a
35-49	66	59	65	66	70	65	61	n/a
Warrnambool	64	63	63	64	65	65	62	n/a
Regional Centres	62	62	62	62	63	n/a	n/a	n/a
65+	61	63	65	61	62	63	63	n/a
State-wide	61 ▼	61	61	62	62	62	62	62
Men	61	56	60	59	65	61	58	n/a
50-64	61	64	63	60	61	66	59	n/a

Q1. Firstly, how important should 'Community and cultural activities' 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.

Community and cultural activities importance

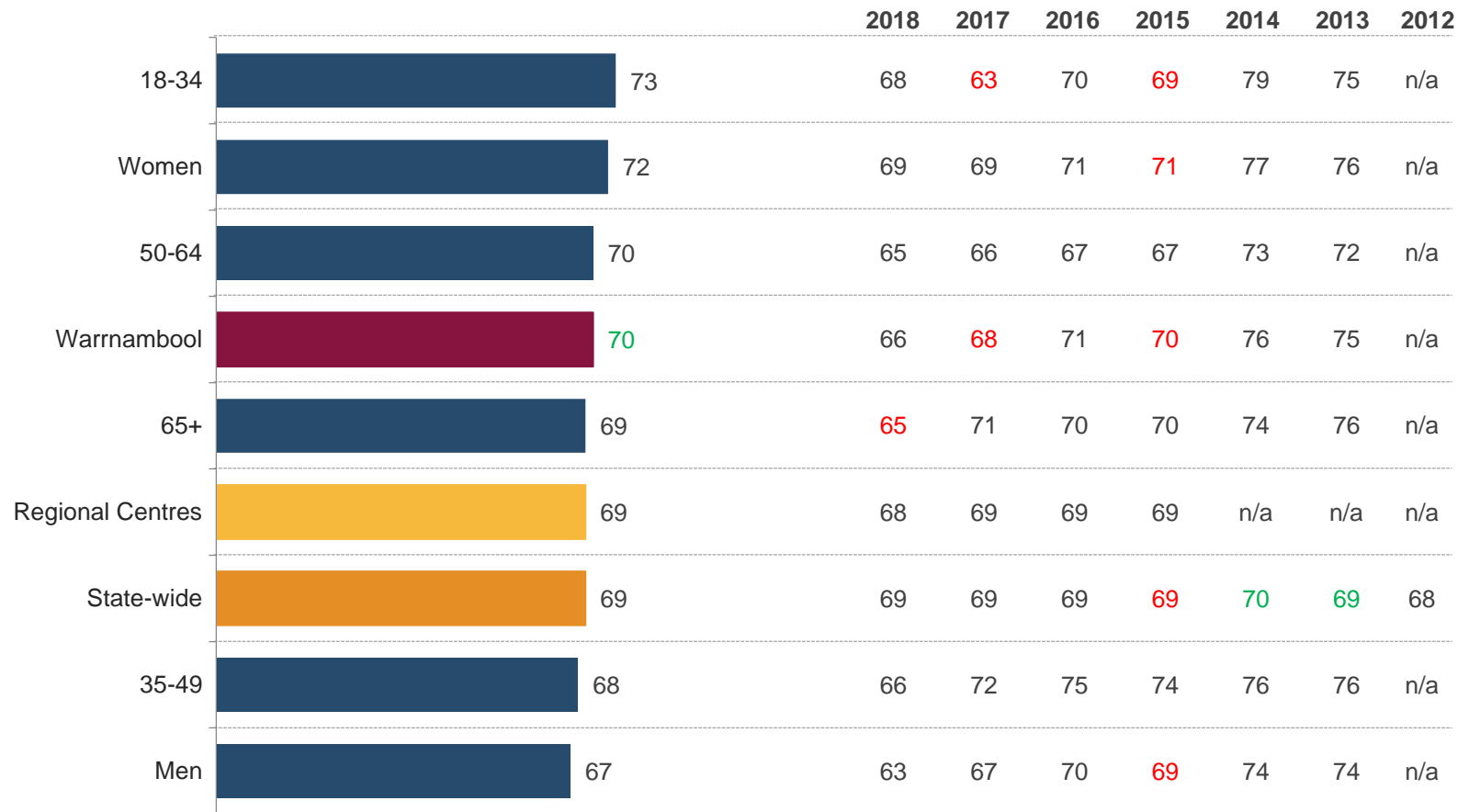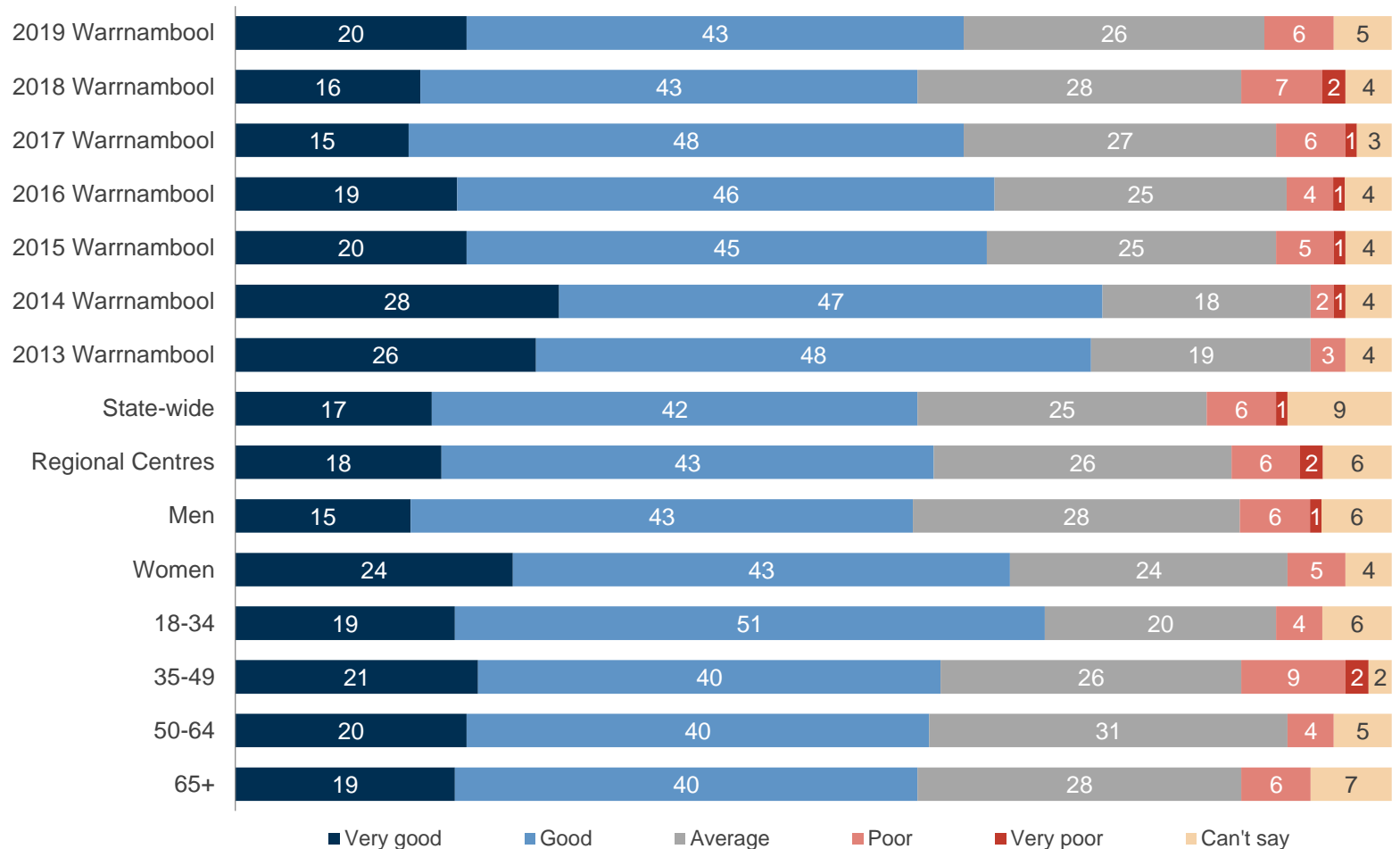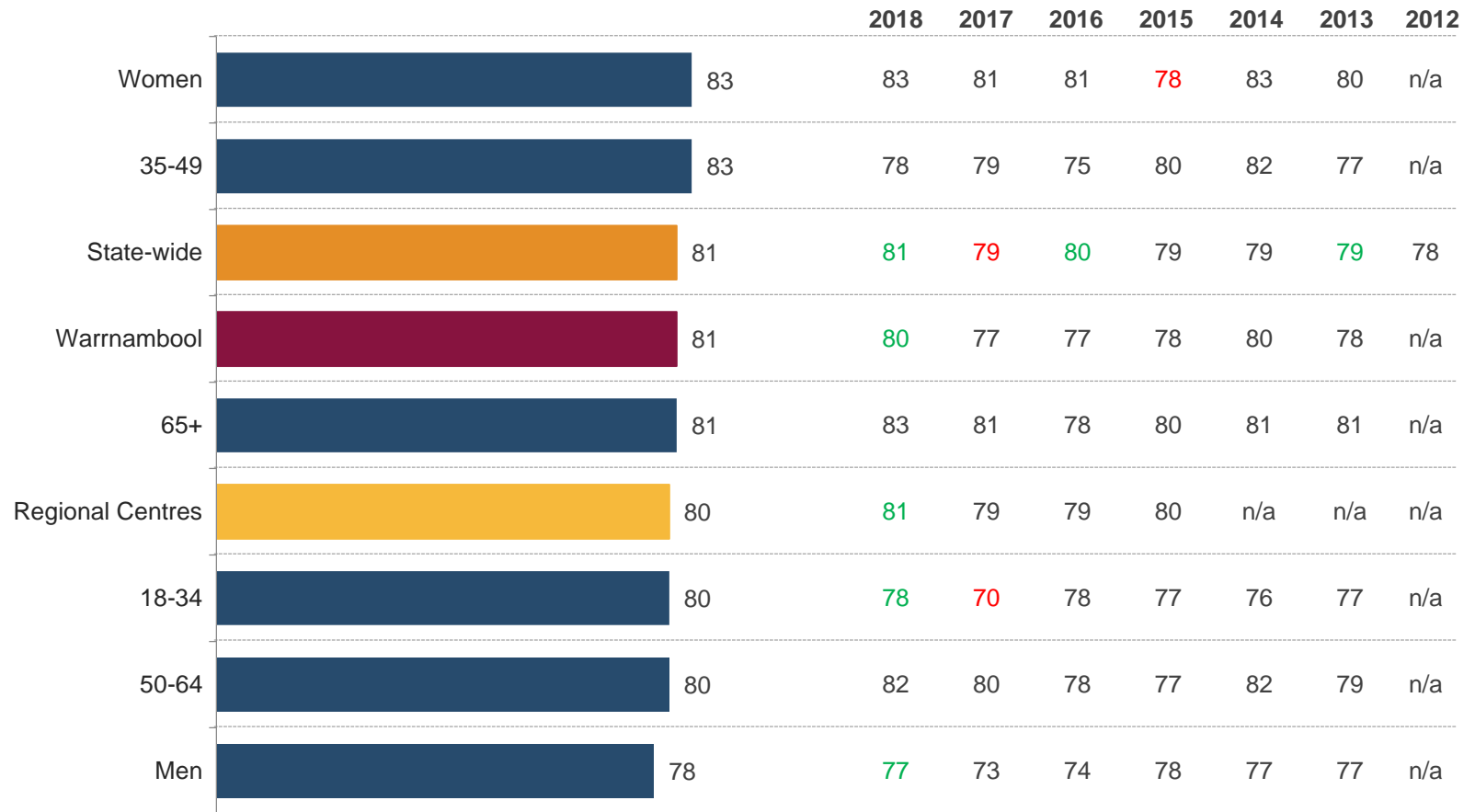## 2019 Community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	13	41	36	7	2	1
2018 Warrnambool	15	36	37	10	2	
2017 Warrnambool	12	38	39	9	1	1
2016 Warrnambool	13	41	36	8	2	1
2015 Warrnambool	14	39	39	6		
2014 Warrnambool	14	39	39	7	1	
2013 Warrnambool	9	42	38	7	3	1
State-wide	12	35	40	10	2	1
Regional Centres	13	36	38	9	2	1
Men	10	41	35	9	4	1
Women	17	41	37	4		1
18-34	10	59	25	2	4	
35-49	20	31	40	7	1	1
50-64	14	33	38	11	4	
65+	10	35	44	8	1	1

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

Community and cultural activities performance

2019 Community and cultural activities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73	68	63	70	69	79	75	n/a
Women	72	69	69	71	71	77	76	n/a
50-64	70	65	66	67	67	73	72	n/a
Warrnambool	70	66	68	71	70	76	75	n/a
65+	69	65	71	70	70	74	76	n/a
Regional Centres	69	68	69	69	69	n/a	n/a	n/a
State-wide	69	69	69	69	69	70	69	68
35-49	68	66	72	75	74	76	76	n/a
Men	67	63	67	70	69	74	74	n/a

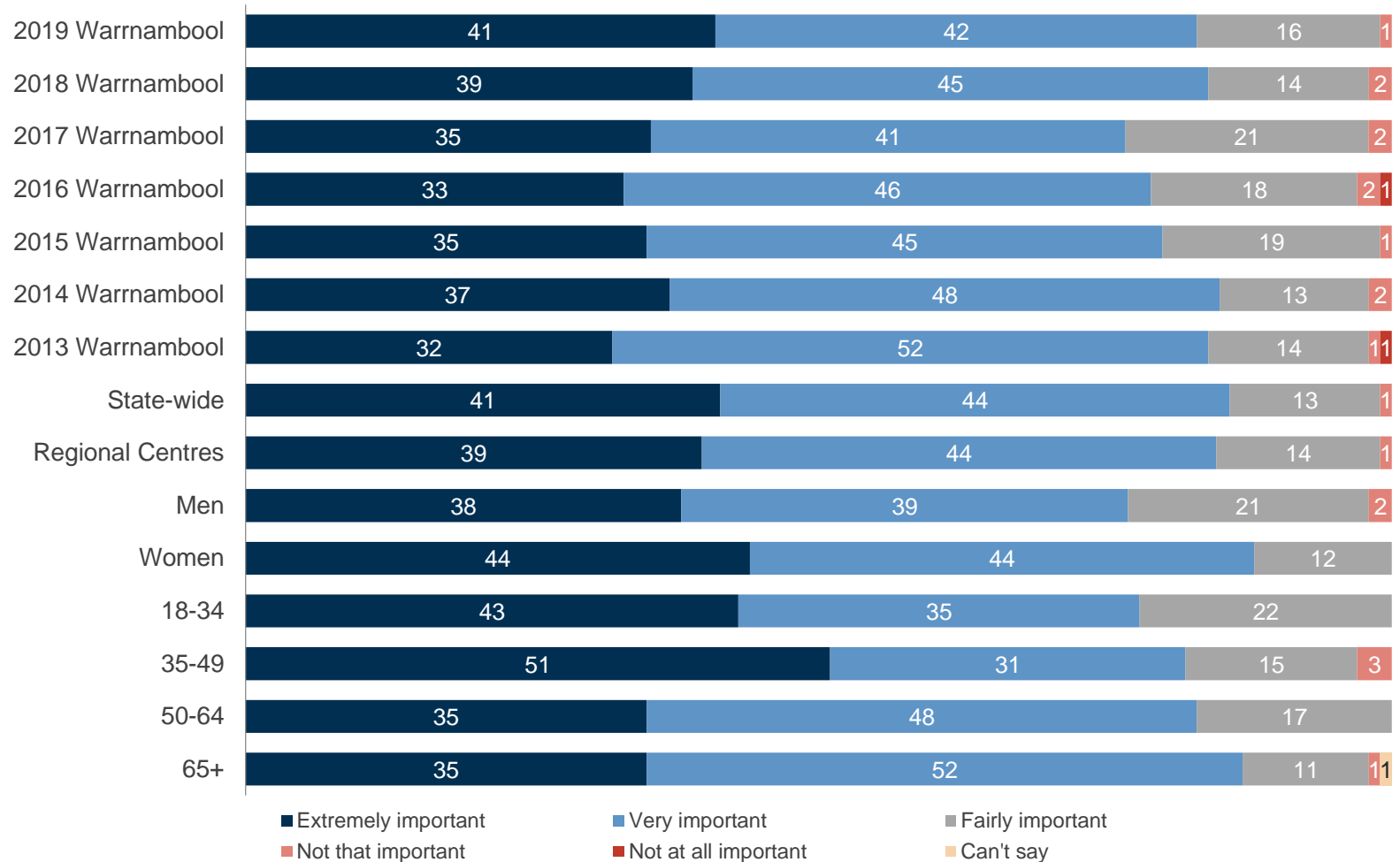*Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4
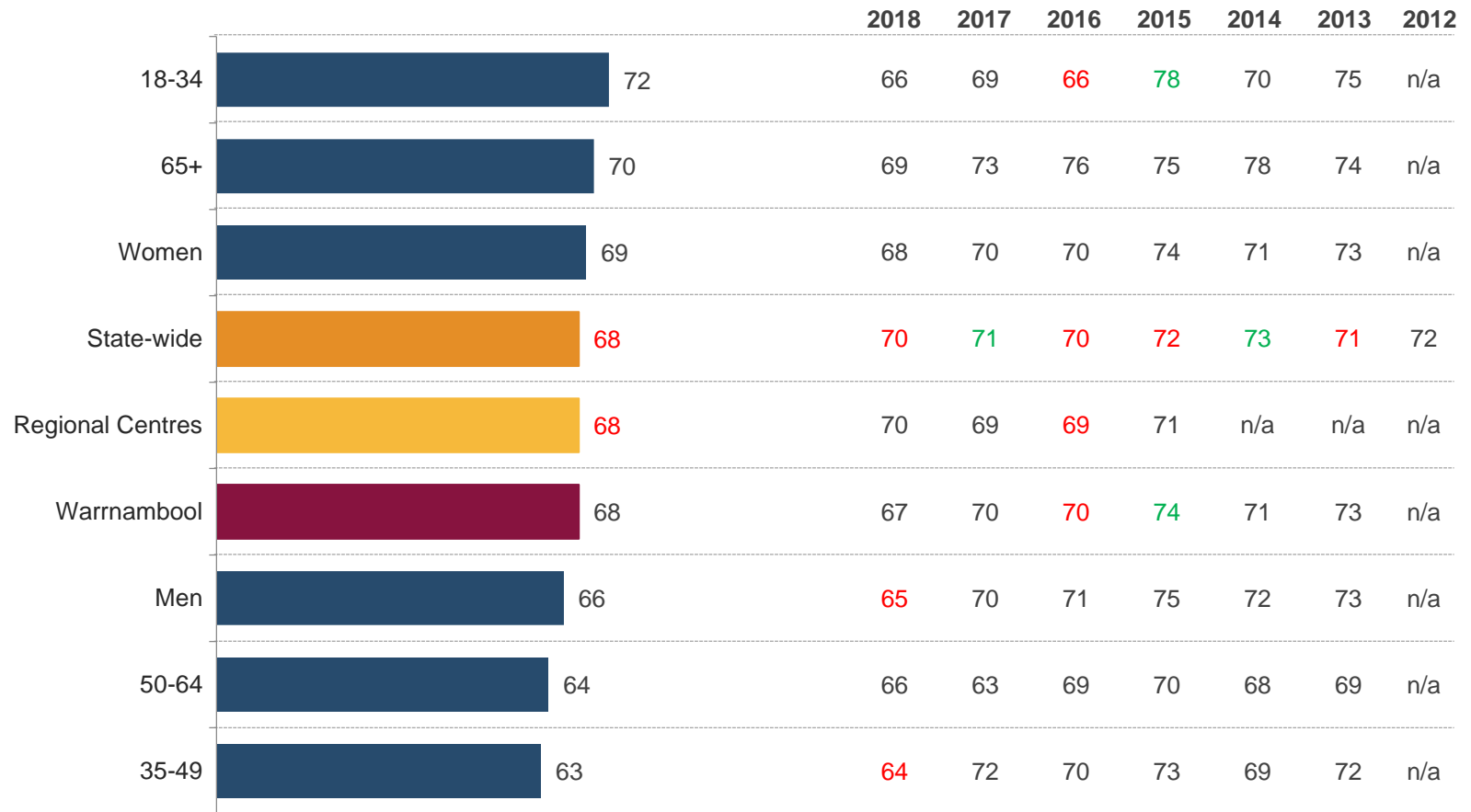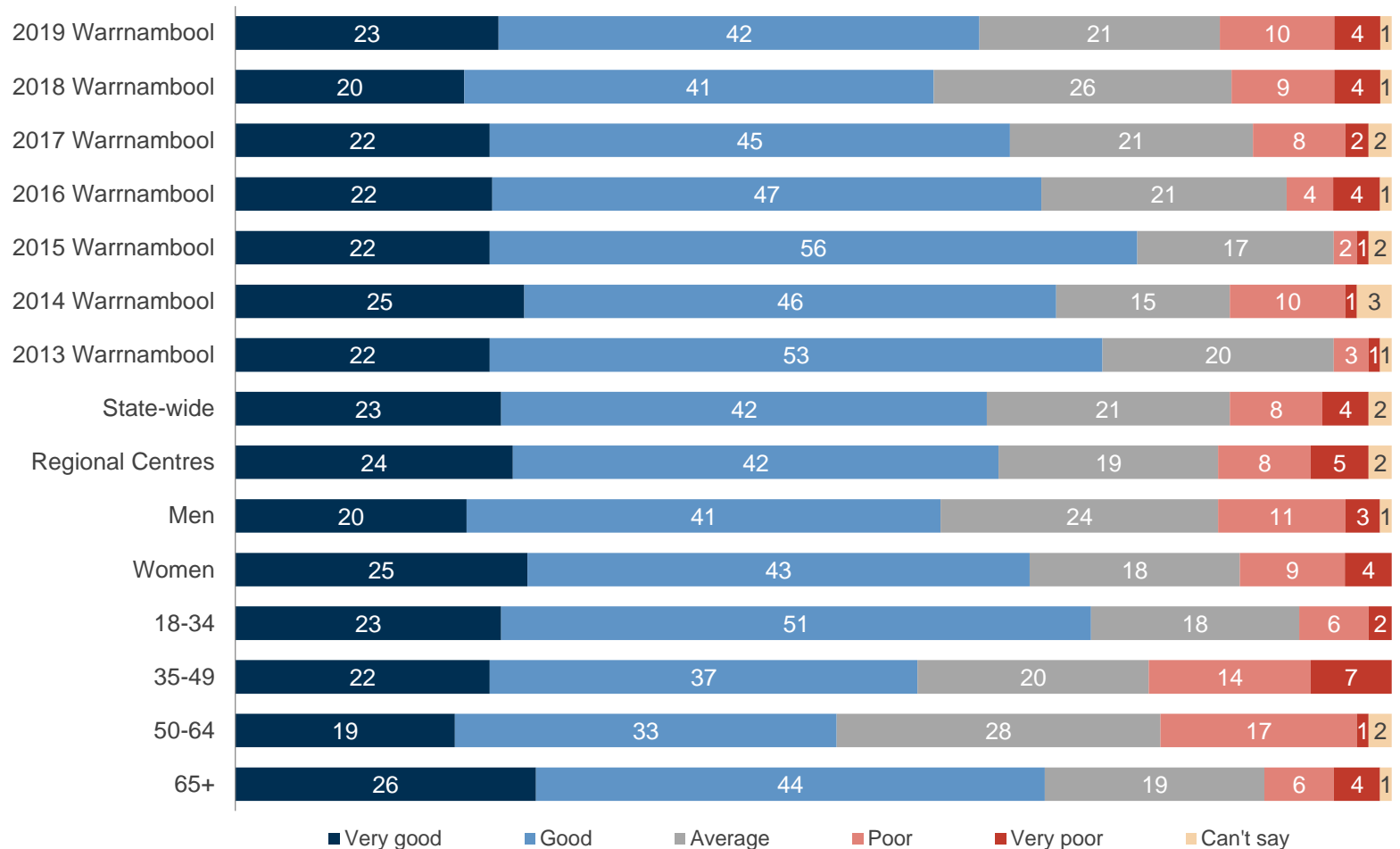*Note: Please see Appendix A for explanation of significant differences.*

Community and cultural activities performance

2019 Community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	20	43	26	6		5
2018 Warrnambool	16	43	28	7	2	4
2017 Warrnambool	15	48	27	6	1	3
2016 Warrnambool	19	46	25	4	1	4
2015 Warrnambool	20	45	25	5	1	4
2014 Warrnambool	28	47	18	2	1	4
2013 Warrnambool	26	48	19	3		4
State-wide	17	42	25	6	1	9
Regional Centres	18	43	26	6	2	6
Men	15	43	28	6	1	6
Women	24	43	24	5		4
18-34	19	51	20	4		6
35-49	21	40	26	9	2	2
50-64	20	40	31	4		5
65+	19	40	28	6		7

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

Waste management importance

2019 Waste management importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Women	83	83	81	81	78	83	80	n/a
35-49	83	78	79	75	80	82	77	n/a
State-wide	81	81	79	80	79	79	79	78
Warrnambool	81	80	77	77	78	80	78	n/a
65+	81	83	81	78	80	81	81	n/a
Regional Centres	80	81	79	79	80	n/a	n/a	n/a
18-34	80	78	70	78	77	76	77	n/a
50-64	80	82	80	78	77	82	79	n/a
Men	78	77	73	74	78	77	77	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
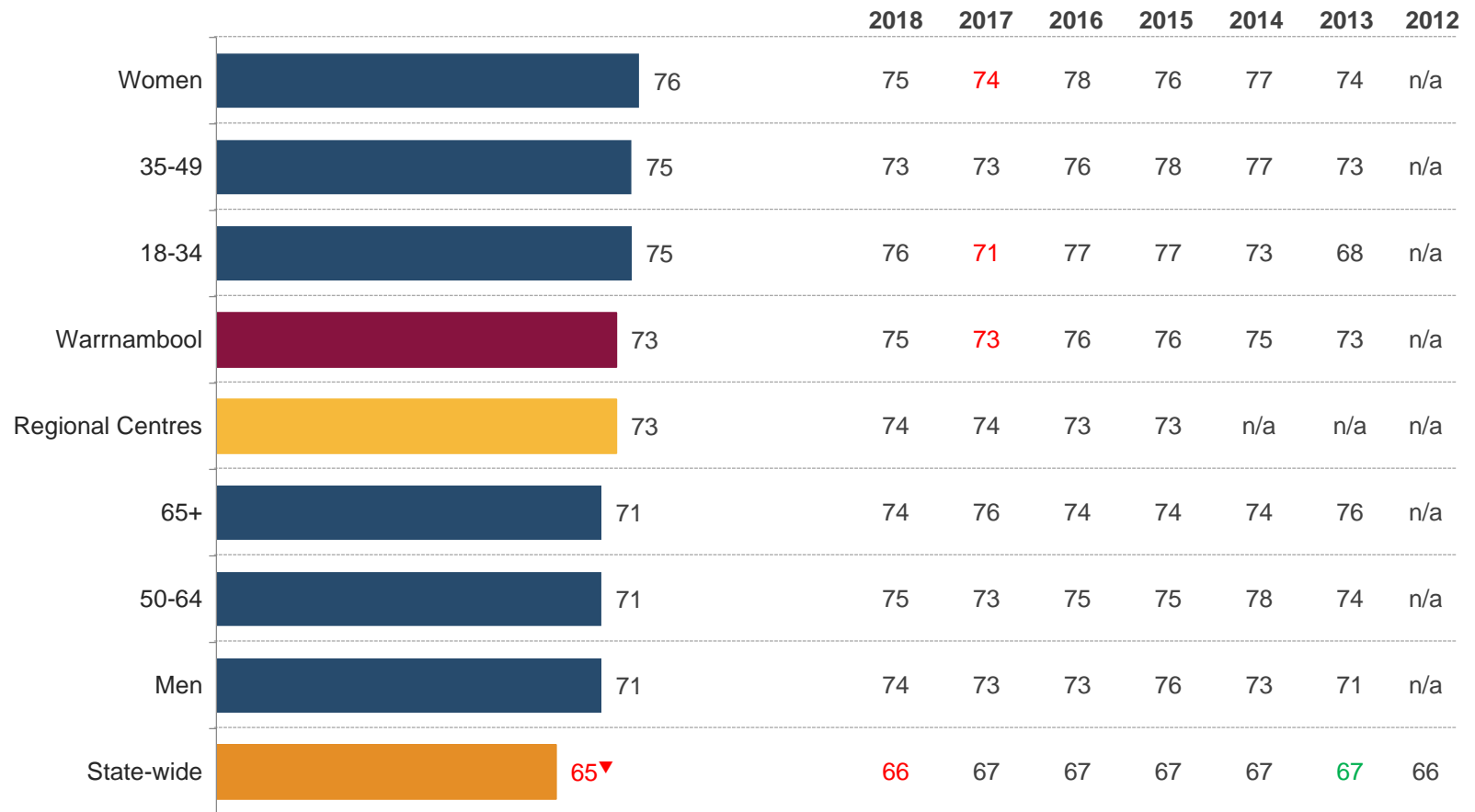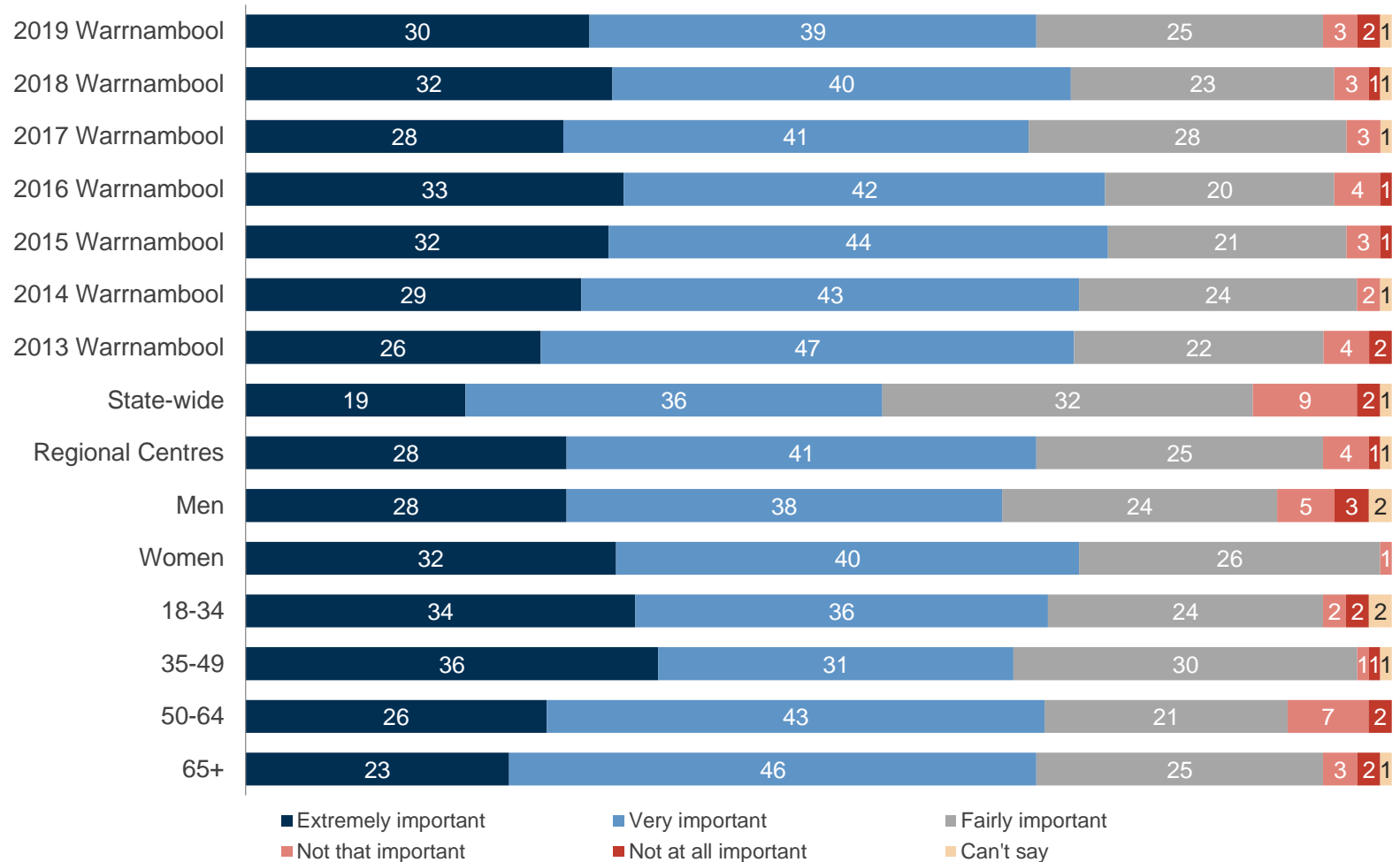
Waste management importance

2019 Waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	41	42	16	1		
2018 Warrnambool	39	45	14	2		
2017 Warrnambool	35	41	21	2		
2016 Warrnambool	33	46	18	2	1	
2015 Warrnambool	35	45	19	1		
2014 Warrnambool	37	48	13	2		
2013 Warrnambool	32	52	14	1	1	
State-wide	41	44	13	1		
Regional Centres	39	44	14	1		
Men	38	39	21	2		
Women	44	44	12			
18-34	43	35	22			
35-49	51	31	15	3		
50-64	35	48	17			
65+	35	52	11	1		1

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 4

Waste management performance

2019 Waste management performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
18-34 72	66	69	66	78	70	75	n/a
65+ 70	69	73	76	75	78	74	n/a
Women 69	68	70	70	74	71	73	n/a
State-wide 68	70	71	70	72	73	71	72
Regional Centres 68	70	69	69	71	n/a	n/a	n/a
Warrnambool 68	67	70	70	74	71	73	n/a
Men 66	65	70	71	75	72	73	n/a
50-64 64	66	63	69	70	68	69	n/a
35-49 63	64	72	70	73	69	72	n/a

Q2. How has Council performed on 'Waste management' over the last 12 months?
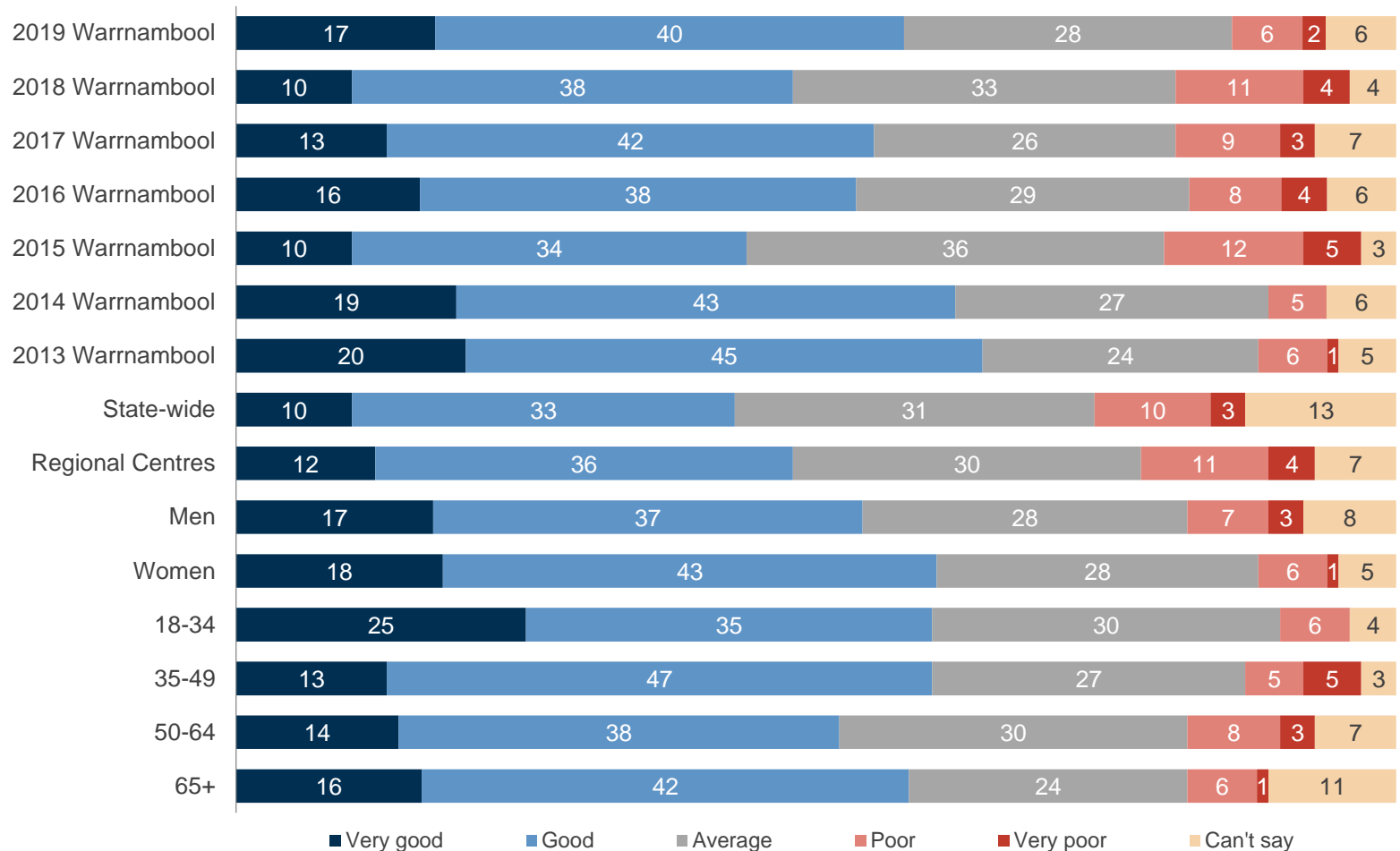*Base: All respondents. Councils asked state-wide: 40 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2019 Waste management performance (%)
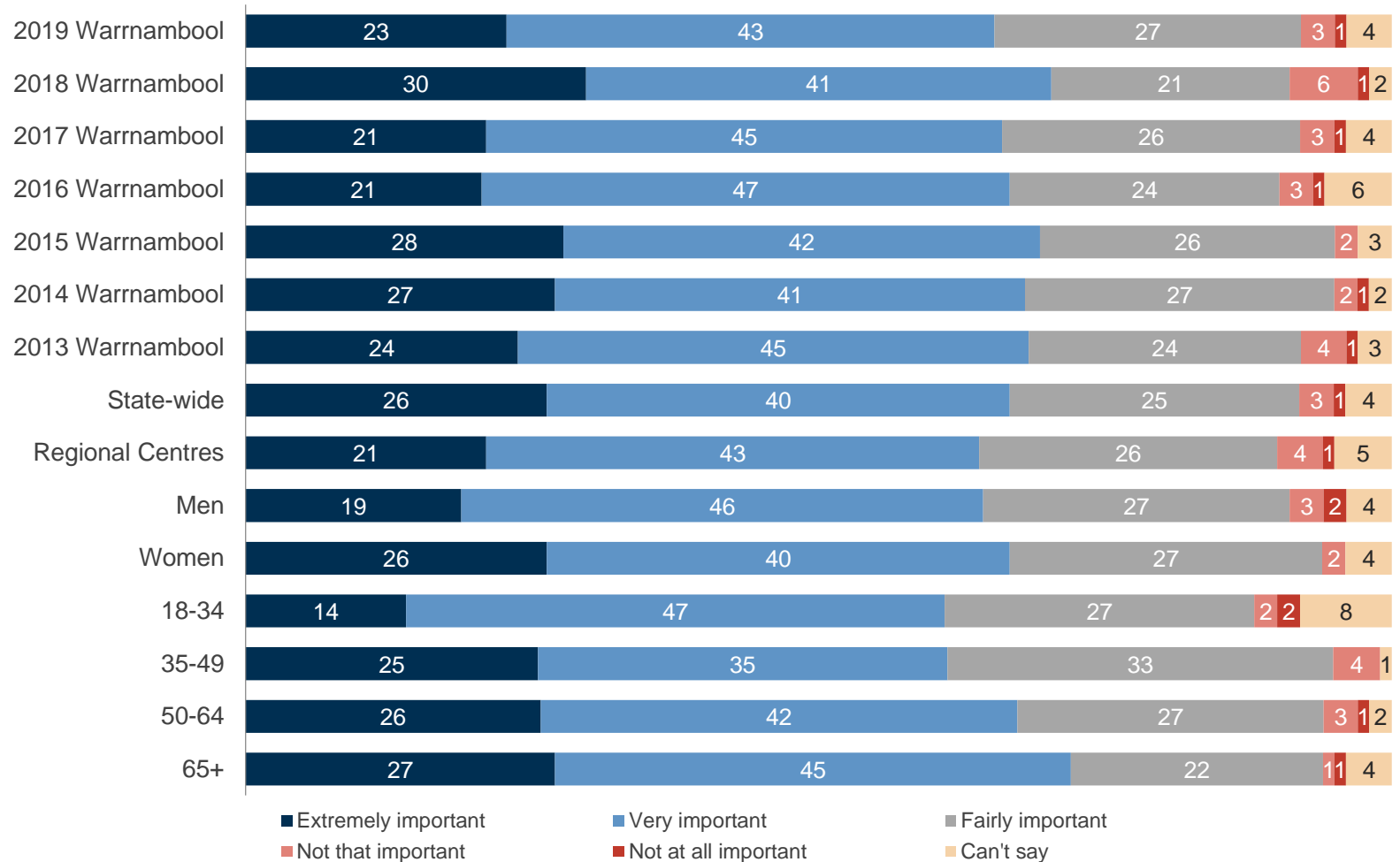

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	23	42	21	10	4	1
2018 Warrnambool	20	41	26	9	4	1
2017 Warrnambool	22	45	21	8	2	2
2016 Warrnambool	22	47	21	4	4	1
2015 Warrnambool	22	56	17	2	1	2
2014 Warrnambool	25	46	15	10	1	3
2013 Warrnambool	22	53	20	3	1	1
State-wide	23	42	21	8	4	2
Regional Centres	24	42	19	8	5	2
Men	20	41	24	11	3	1
Women	25	43	18	9	4	
18-34	23	51	18	6	2	
35-49	22	37	20	14	7	
50-64	19	33	28	17	1	2
65+	26	44	19	6	4	1

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 4

Business and community development and tourism importance

2019 Business/development/tourism importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	76	75	74	78	76	77	74	n/a
35-49	75	73	73	76	78	77	73	n/a
18-34	75	76	71	77	77	73	68	n/a
Warrnambool	73	75	73	76	76	75	73	n/a
Regional Centres	73	74	74	73	73	n/a	n/a	n/a
65+	71	74	76	74	74	74	76	n/a
50-64	71	75	73	75	75	78	74	n/a
Men	71	74	73	73	76	73	71	n/a
State-wide	65▼	66	67	67	67	67	67	66

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4
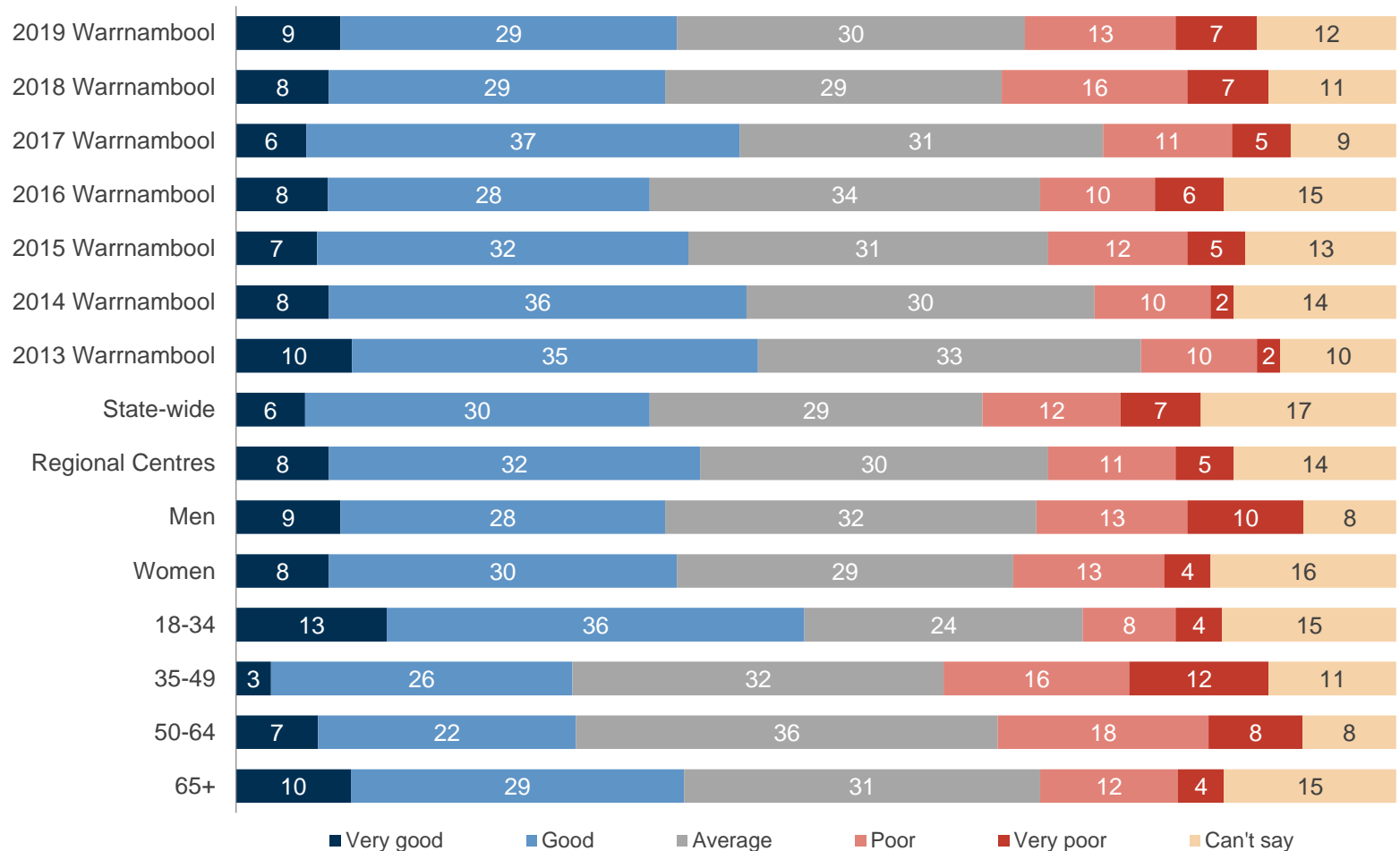*Note: Please see Appendix A for explanation of significant differences.*

Business and community development and tourism importance

2019 Business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	30	39	25	3	2	1
2018 Warrnambool	32	40	23	3	1	1
2017 Warrnambool	28	41	28	3		1
2016 Warrnambool	33	42	20	4		1
2015 Warrnambool	32	44	21	3		1
2014 Warrnambool	29	43	24	2		1
2013 Warrnambool	26	47	22	4	2	
State-wide	19	36	32	9	2	1
Regional Centres	28	41	25	4	1	1
Men	28	38	24	5	3	2
Women	32	40	26			1
18-34	34	36	24	2	2	2
35-49	36	31	30	1	1	1
50-64	26	43	21	7		2
65+	23	46	25	3	2	1

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

Business and community development and tourism performance

2019 Business/development/tourism performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70	60	63	65	61	72	73	n/a
Women	69	62	63	66	59	71	72	n/a
65+	68	63	68	64	57	71	69	n/a
Warrnambool	67	60	64	65	58	70	70	n/a
Men	66	57	65	63	56	69	67	n/a
35-49	65	60	65	66	56	68	70	n/a
50-64	64	56	61	63	56	67	65	n/a
Regional Centres	61 ▼	59	61	62	63	n/a	n/a	n/a
State-wide	61 ▼	60	61	60	61	62	62	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
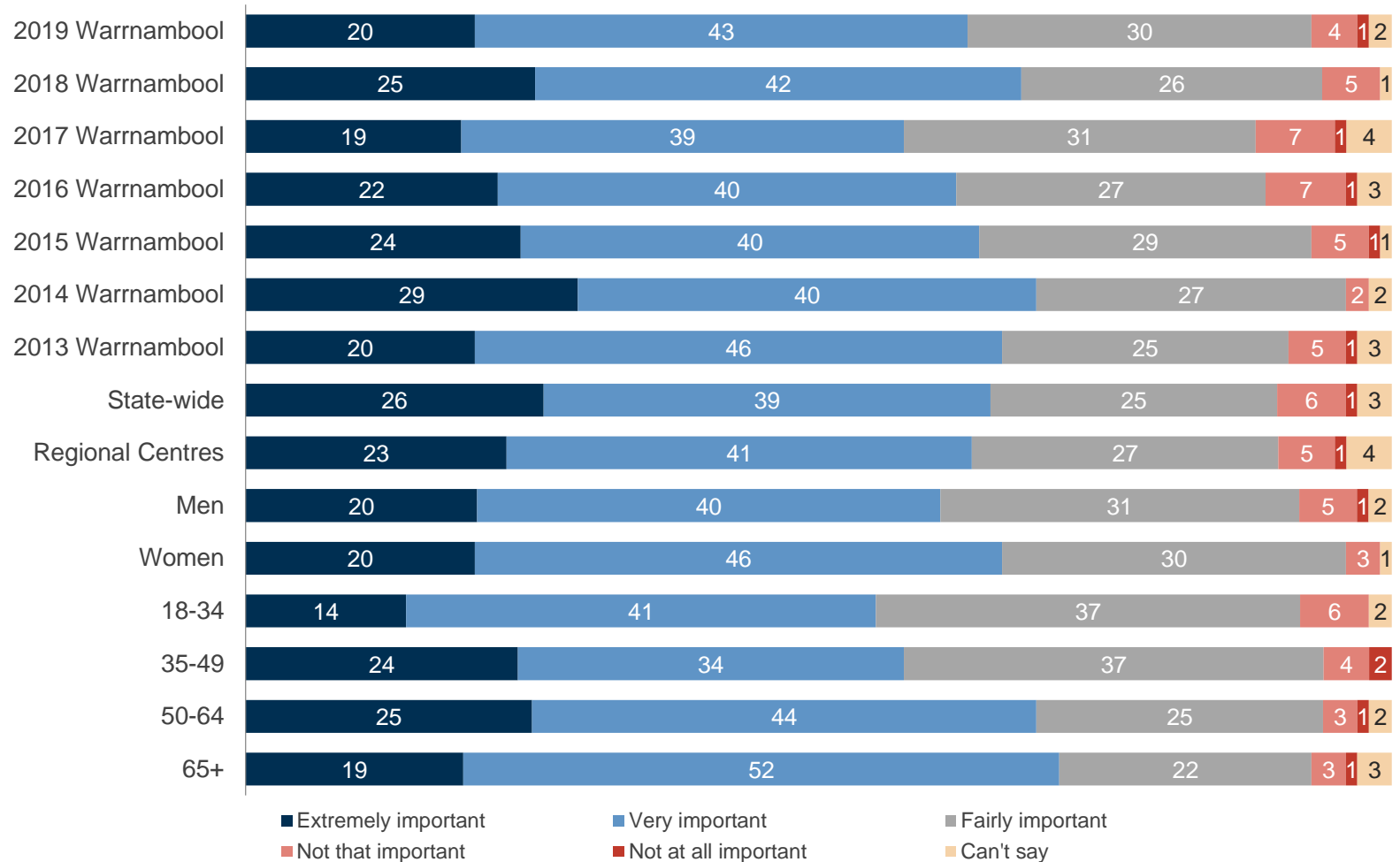*Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2019 Business/development/tourism performance (%)

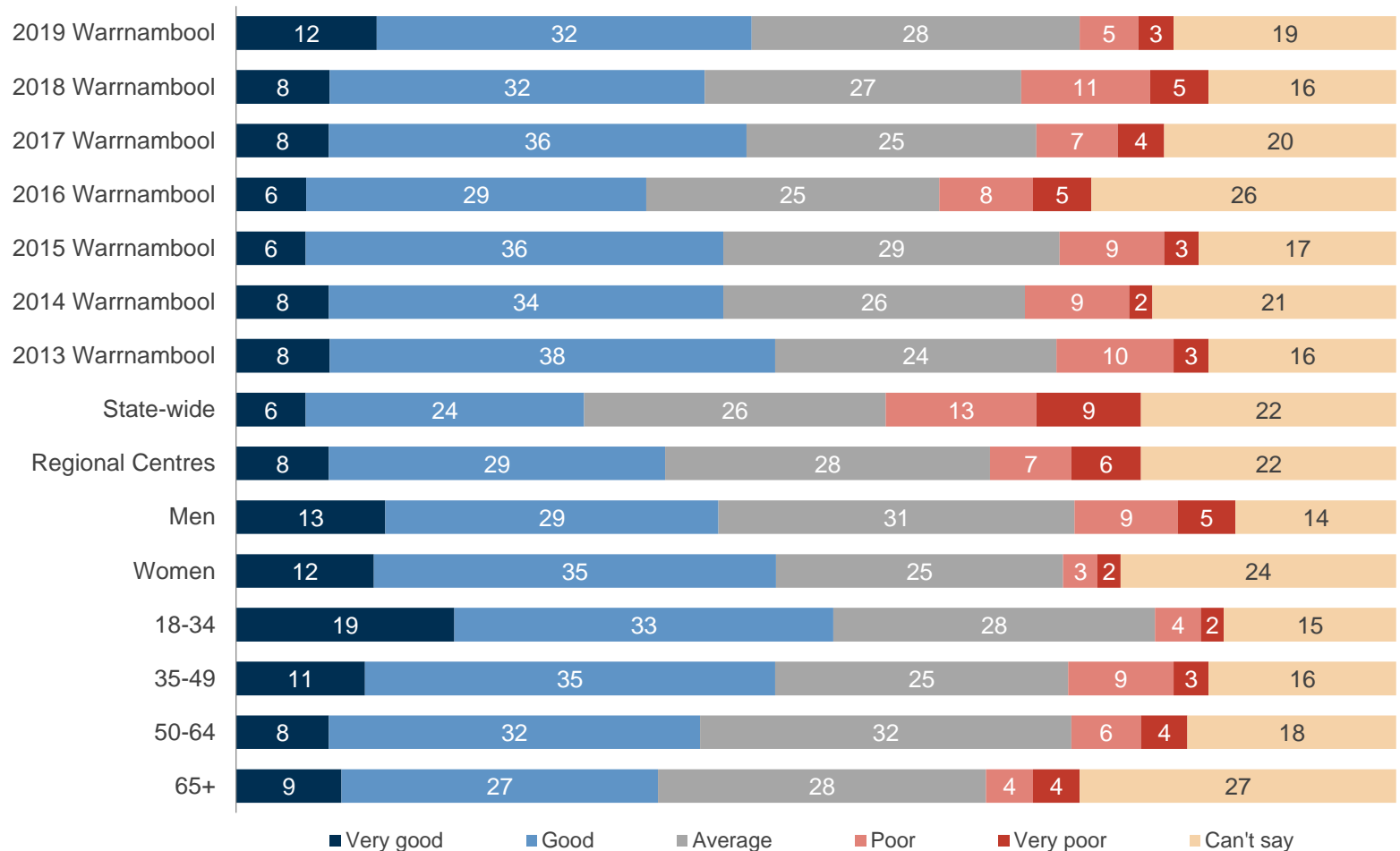|	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	17	40	28	6	2	6
2018 Warrnambool	10	38	33	11	4	4
2017 Warrnambool	13	42	26	9	3	7
2016 Warrnambool	16	38	29	8	4	6
2015 Warrnambool	10	34	36	12	5	3
2014 Warrnambool	19	43	27	5		6
2013 Warrnambool	20	45	24	6	1	5
State-wide	10	33	31	10	3	13
Regional Centres	12	36	30	11	4	7
Men	17	37	28	7	3	8
Women	18	43	28	6	1	5
18-34	25	35	30	6		4
35-49	13	47	27	5	5	3
50-64	14	38	30	8	3	7
65+	16	42	24	6	1	11

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4

Council's general town planning policy importance

2019 Town planning importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	75	77	73	73	77	76	76	n/a
Women	74	74	72	74	75	75	74	n/a
State-wide	73	73	72	73	72	72	73	72
50-64	73	77	74	77	75	79	78	n/a
Warrnambool	72	74	71	72	75	73	72	n/a
Regional Centres	71	72	71	72	73	n/a	n/a	n/a
35-49	71	72	75	72	76	74	71	n/a
Men	70	73	70	71	75	71	70	n/a
18-34	69	70	64	69	72	67	66	n/a

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2
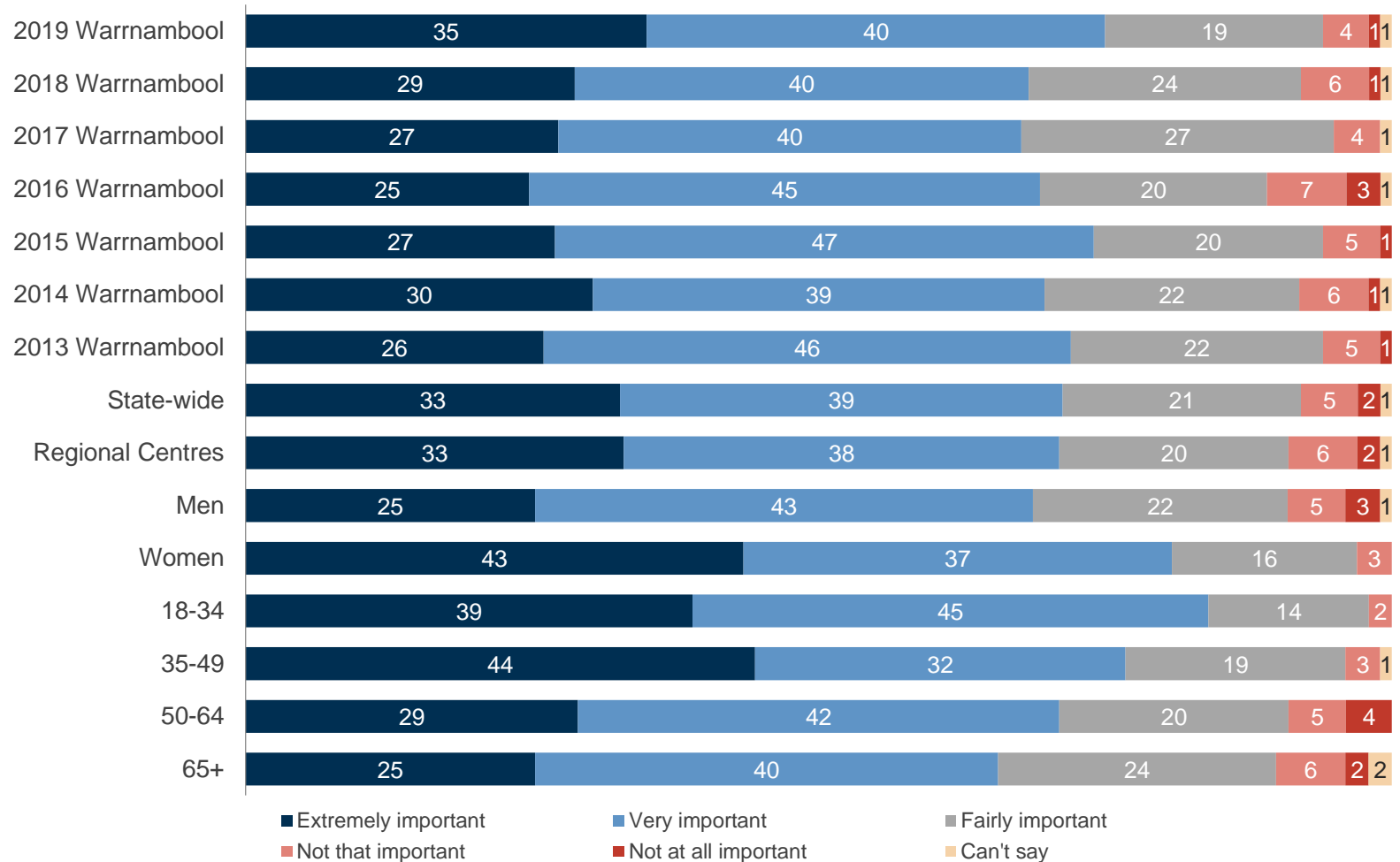*Note: Please see Appendix A for explanation of significant differences.*

Council's general town planning policy importance

2019 Town planning importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	23	43	27	3	1	4
2018 Warrnambool	30	41	21	6	1	2
2017 Warrnambool	21	45	26	3	1	4
2016 Warrnambool	21	47	24	3	1	6
2015 Warrnambool	28	42	26	2		3
2014 Warrnambool	27	41	27	2	1	2
2013 Warrnambool	24	45	24	4	1	3
State-wide	26	40	25	3	1	4
Regional Centres	21	43	26	4	1	5
Men	19	46	27	3	2	4
Women	26	40	27	2		4
18-34	14	47	27	2	2	8
35-49	25	35	33	4		1
50-64	26	42	27	3	1	2
65+	27	45	22	1	1	4

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

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2

Council's general town planning policy performance

2019 Town planning performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63 ▲	55	62	60	61	62	66	n/a
65+	59	57	62	56	57	63	62	n/a
Women	58	53	57	58	59	62	63	n/a
Regional Centres	57	54	56	54	55	n/a	n/a	n/a
Warrnambool	56	54	58	56	57	61	61	n/a
State-wide	55	54	53	52	54	55	55	54
Men	54	55	59	54	55	59	59	n/a
50-64	51	55	51	55	56	57	57	n/a
35-49	48 ▼	48	54	52	52	60	58	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
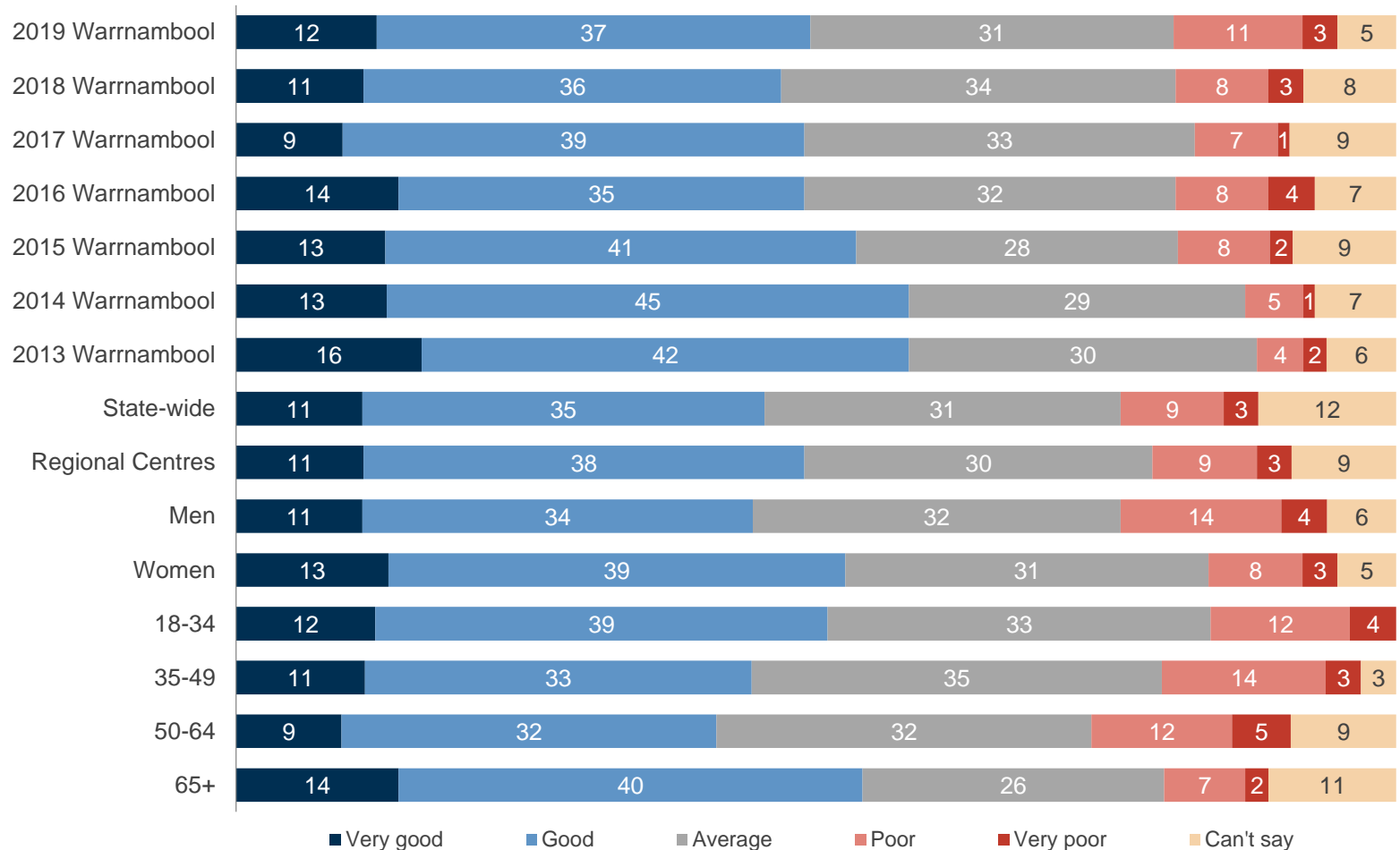*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2*
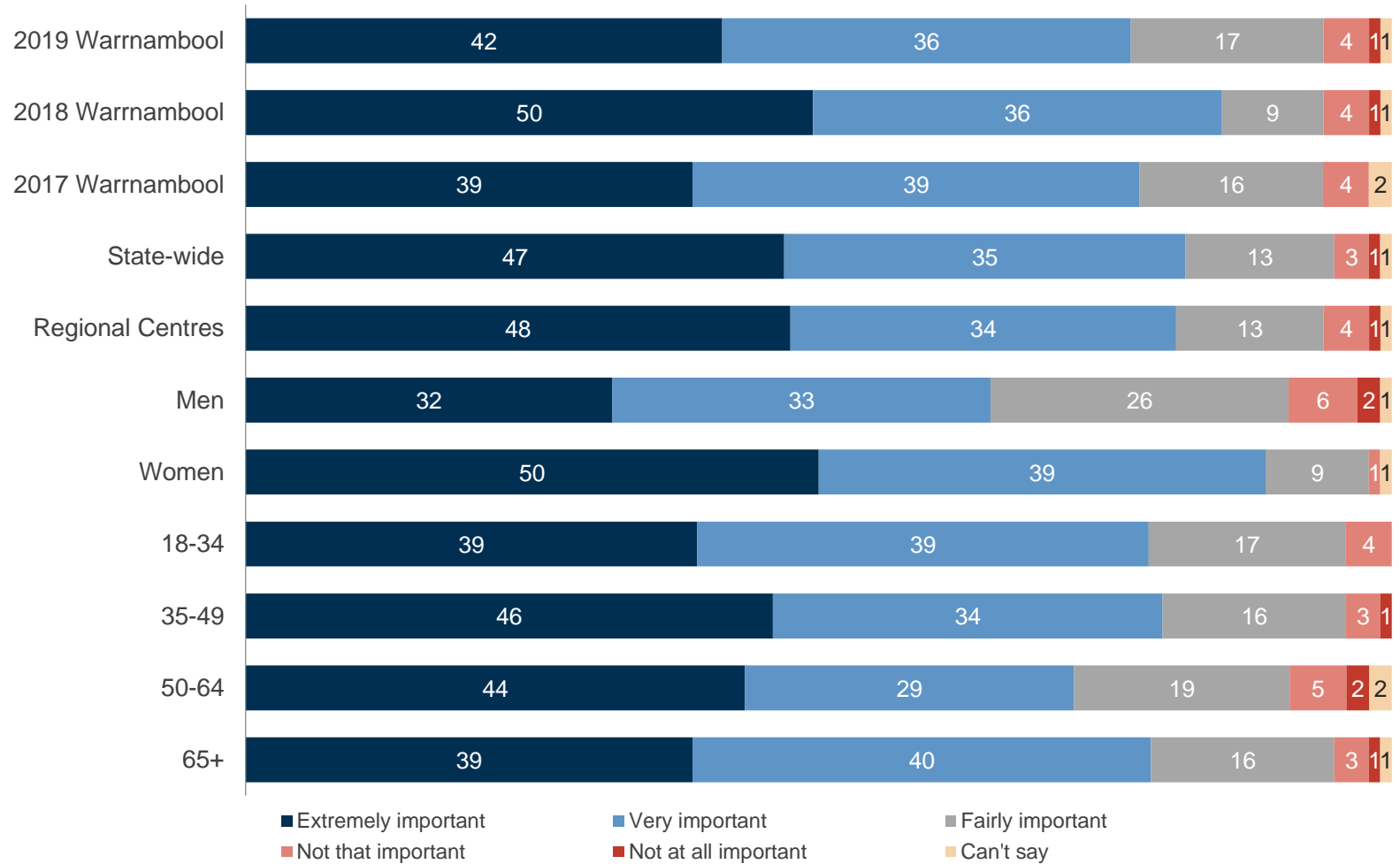*Note: Please see Appendix A for explanation of significant differences.*

Council's general town planning policy performance

2019 Town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	9	29	30	13	7	12
2018 Warrnambool	8	29	29	16	7	11
2017 Warrnambool	6	37	31	11	5	9
2016 Warrnambool	8	28	34	10	6	15
2015 Warrnambool	7	32	31	12	5	13
2014 Warrnambool	8	36	30	10	2	14
2013 Warrnambool	10	35	33	10	2	10
State-wide	6	30	29	12	7	17
Regional Centres	8	32	30	11	5	14
Men	9	28	32	13	10	8
Women	8	30	29	13	4	16
18-34	13	36	24	8	4	15
35-49	3	26	32	16	12	11
50-64	7	22	36	18	8	8
65+	10	29	31	12	4	15

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: 2

Planning and building permits importance

2019 Planning and building permits importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
50-64	73	74	74	72	73	79	76	n/a
65+	72	75	76	74	75	75	77	n/a
State-wide	71	71	72	71	71	71	71	71
Women	71	73	69	72	71	76	72	n/a
Regional Centres	71	71	69	69	70	n/a	n/a	n/a
Warrnambool	70	72	68	69	70	74	71	n/a
Men	69	71	67	66	70	72	69	n/a
35-49	68	73	69	69	74	76	71	n/a
18-34	66	67	55	63	62	68	62	n/a

Q1. Firstly, how important should 'Planning and building permits' 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.

Planning and building permits importance
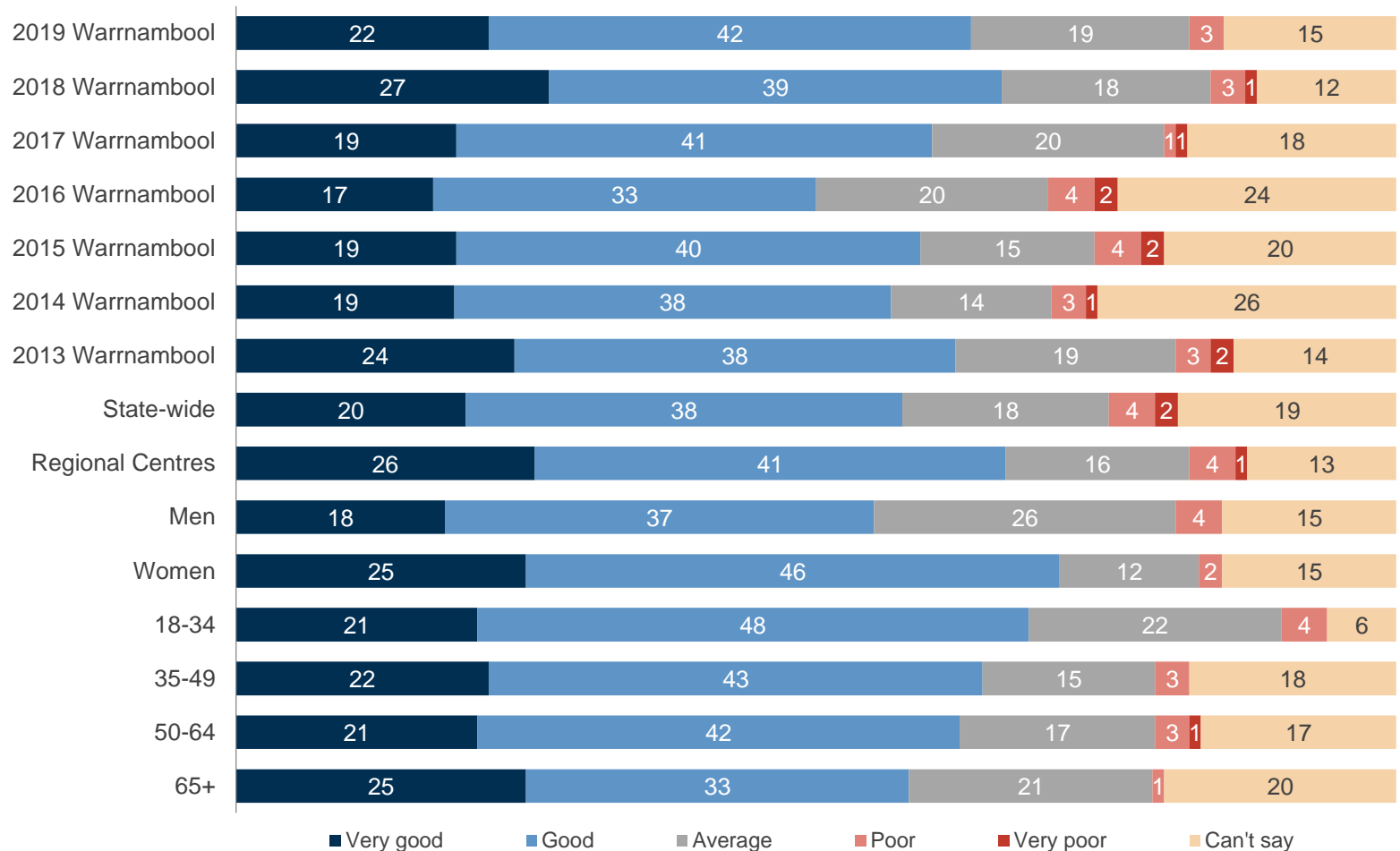
2019 Planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	20	43	30	4	1	2
2018 Warrnambool	25	42	26	5		1
2017 Warrnambool	19	39	31	7	1	4
2016 Warrnambool	22	40	27	7	1	3
2015 Warrnambool	24	40	29	5	1	1
2014 Warrnambool	29	40	27		2	2
2013 Warrnambool	20	46	25	5	1	3
State-wide	26	39	25	6	1	3
Regional Centres	23	41	27	5	1	4
Men	20	40	31	5	1	2
Women	20	46	30	3		1
18-34	14	41	37	6		2
35-49	24	34	37	4	2	
50-64	25	44	25	3	1	2
65+	19	52	22	3	1	3

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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 4

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Planning and building permits performance

2019 Planning and building permits performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	56	65	61	65	62	62	n/a
Women	67	56	64	59	58	62	62	n/a
Warrnambool	64	58	61	58	60	61	62	n/a
35-49	63	57	59	58	59	61	65	n/a
65+	61	62	64	57	58	61	61	n/a
50-64	60	57	56	57	55	62	56	n/a
Men	60	60	59	58	62	61	61	n/a
Regional Centres	58 ▼	57	60	55	57	n/a	n/a	n/a
State-wide	52 ▼	52	51	50	54	53	55	54

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
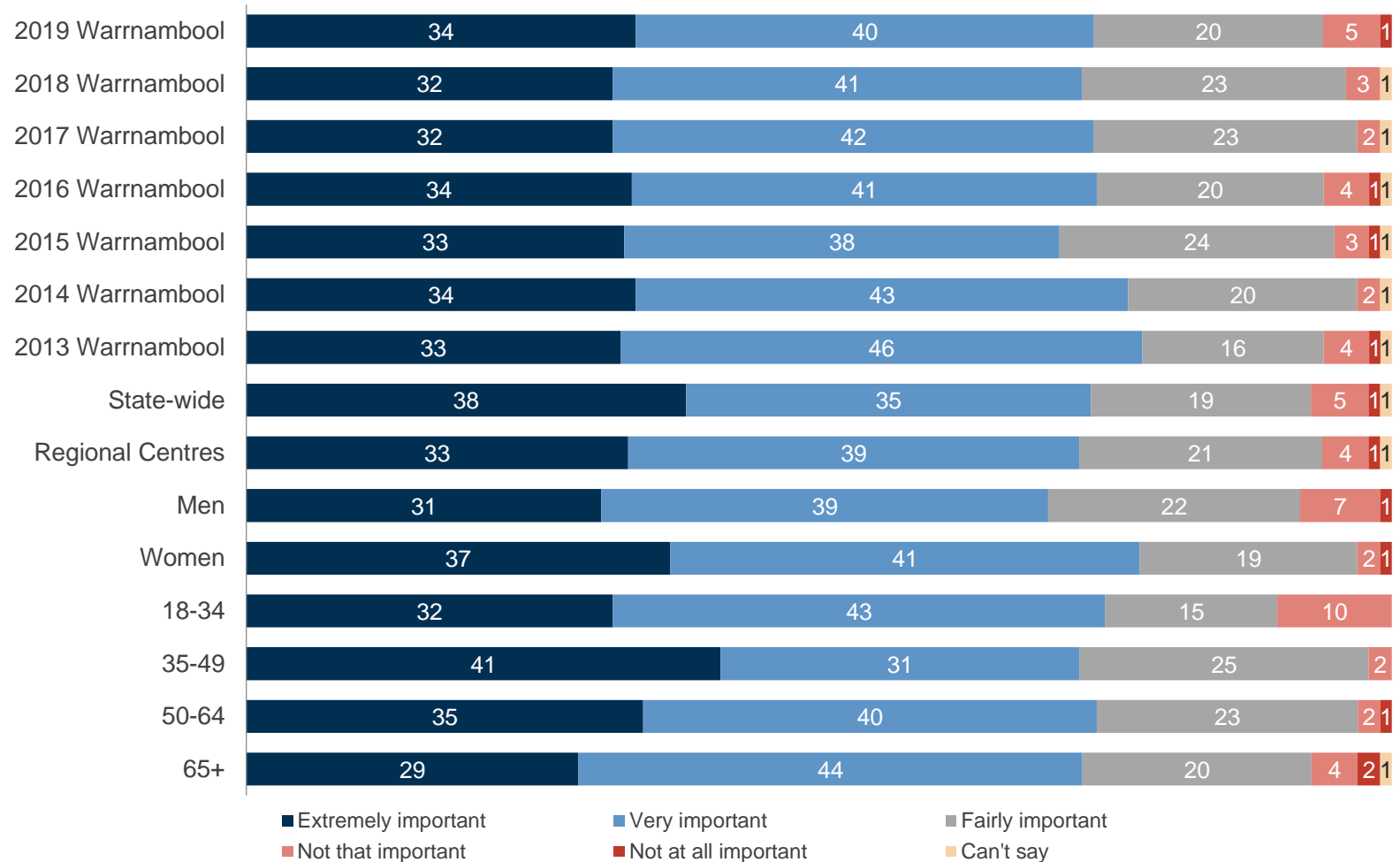*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

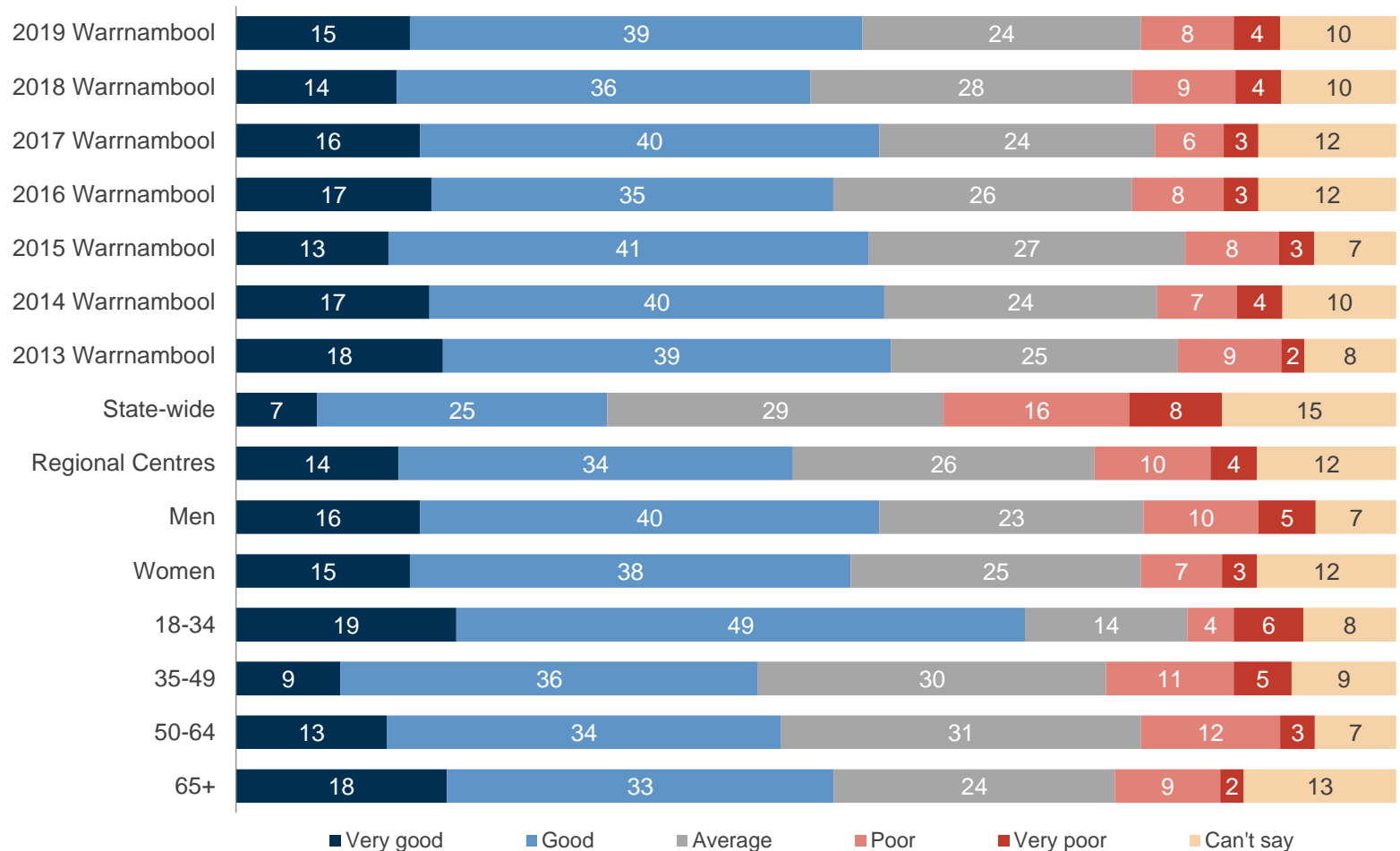**2019 Planning and building permits performance (%)**

Category	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	12	32	28	5	3	19
2018 Warrnambool	8	32	27	11	5	16
2017 Warrnambool	8	36	25	7	4	20
2016 Warrnambool	6	29	25	8	5	26
2015 Warrnambool	6	36	29	9	3	17
2014 Warrnambool	8	34	26	9	2	21
2013 Warrnambool	8	38	24	10	3	16
State-wide	6	24	26	13	9	22
Regional Centres	8	29	28	7	6	22
Men	13	29	31	9	5	14
Women	12	35	25	3	2	24
18-34	19	33	28	4	2	15
35-49	11	35	25	9	3	16
50-64	8	32	32	6	4	18
65+	9	27	28	4	4	27

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

Environmental sustainability importance

2019 Environmental sustainability importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80	73	74	75	76	74	75	n/a
Women	80▲	79	77	76	75	79	76	n/a
35-49	80	71	76	70	78	74	71	n/a
Warrnambool	76	73	73	71	73	73	72	n/a
State-wide	74	73	72	73	73	73	72	71
Regional Centres	74	73	72	71	73	n/a	n/a	n/a
50-64	72	77	72	70	71	75	73	n/a
Men	71▼	67	68	66	71	67	68	n/a
65+	70▼	70	69	69	69	68	70	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
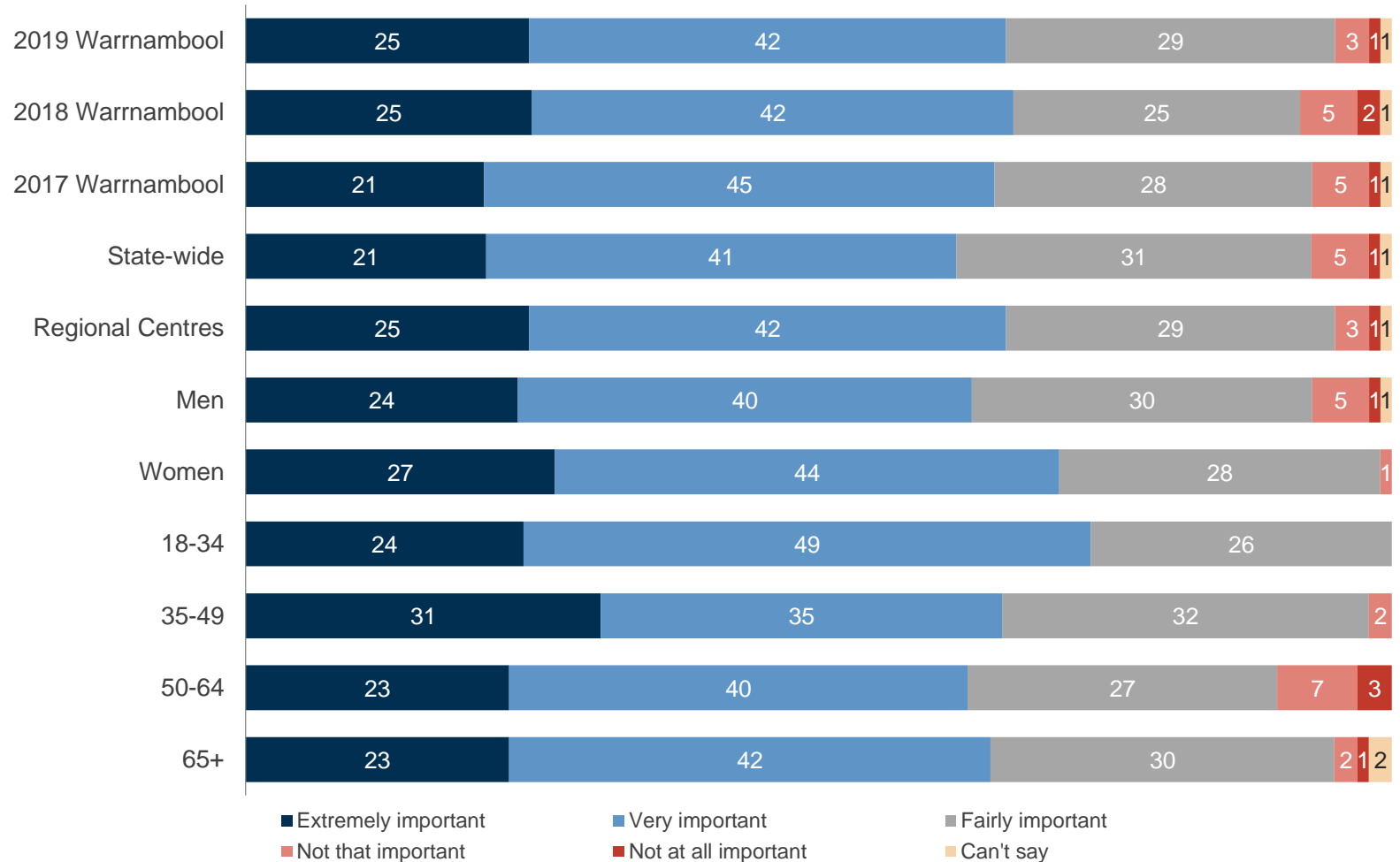*Note: Please see Appendix A for explanation of significant differences.*

Environmental sustainability importance

2019 Environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	35	40	19	4	1	1
2018 Warrnambool	29	40	24	6	1	1
2017 Warrnambool	27	40	27	4		1
2016 Warrnambool	25	45	20	7	3	1
2015 Warrnambool	27	47	20	5		1
2014 Warrnambool	30	39	22	6	1	1
2013 Warrnambool	26	46	22	5		1
State-wide	33	39	21	5	2	1
Regional Centres	33	38	20	6	2	1
Men	25	43	22	5	3	1
Women	43	37	16	3		
18-34	39	45	14			2
35-49	44	32	19	3		1
50-64	29	42	20	5	4	
65+	25	40	24	6	2	2

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4

Environmental sustainability performance

2019 Environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	66 ▲	63	66	63	64	68	66	n/a
Women	63	63	60	62	65	67	70	n/a
Regional Centres	63	64	65	63	63	n/a	n/a	n/a
State-wide	62	63	64	63	64	64	64	64
18-34	61	64	61	65	67	68	70	n/a
Warrnambool	61	62	63	63	65	67	68	n/a
35-49	59	61	68	63	65	67	70	n/a
Men	59	61	66	63	65	66	66	n/a
50-64	58	60	59	58	62	63	66	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
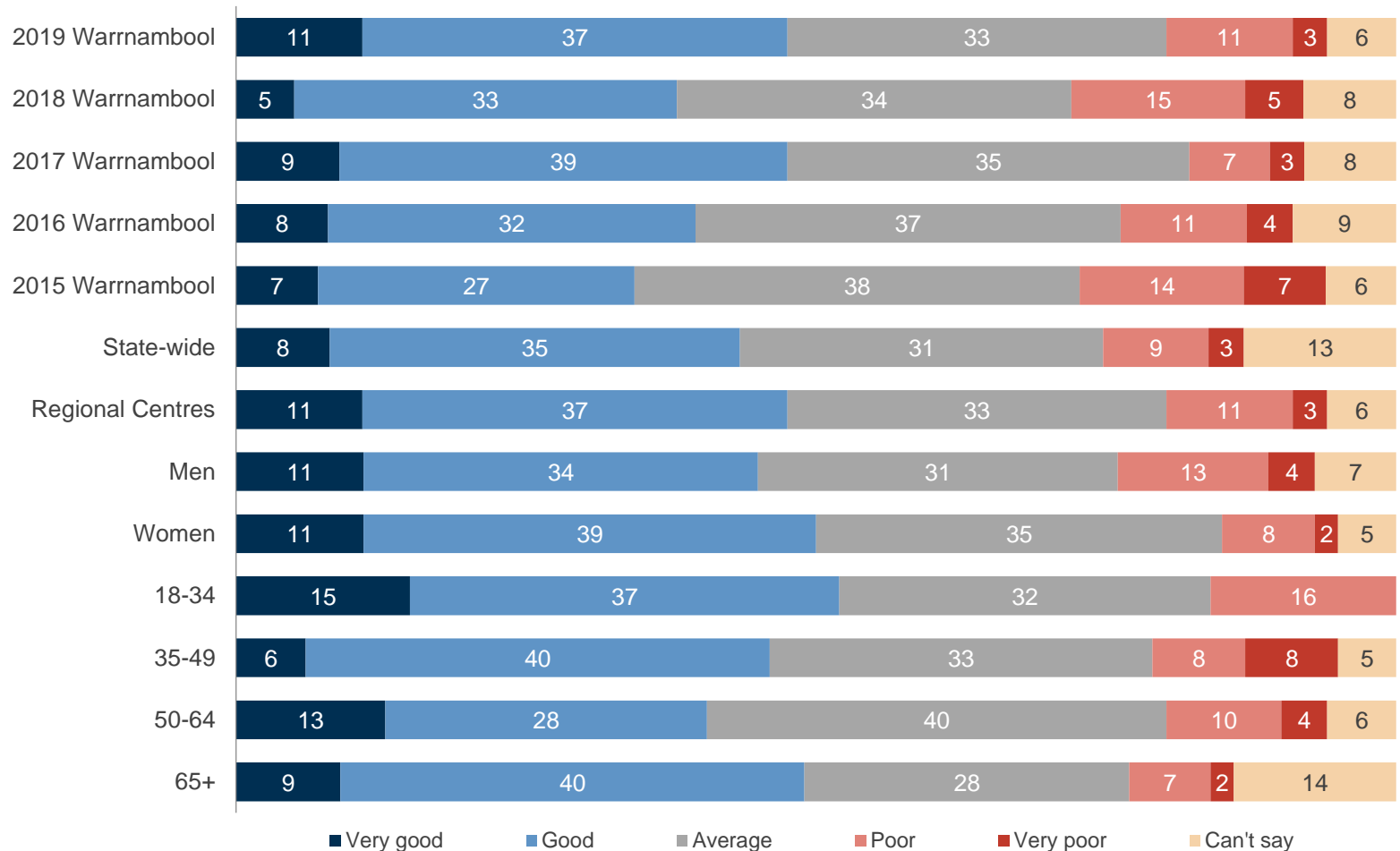*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.
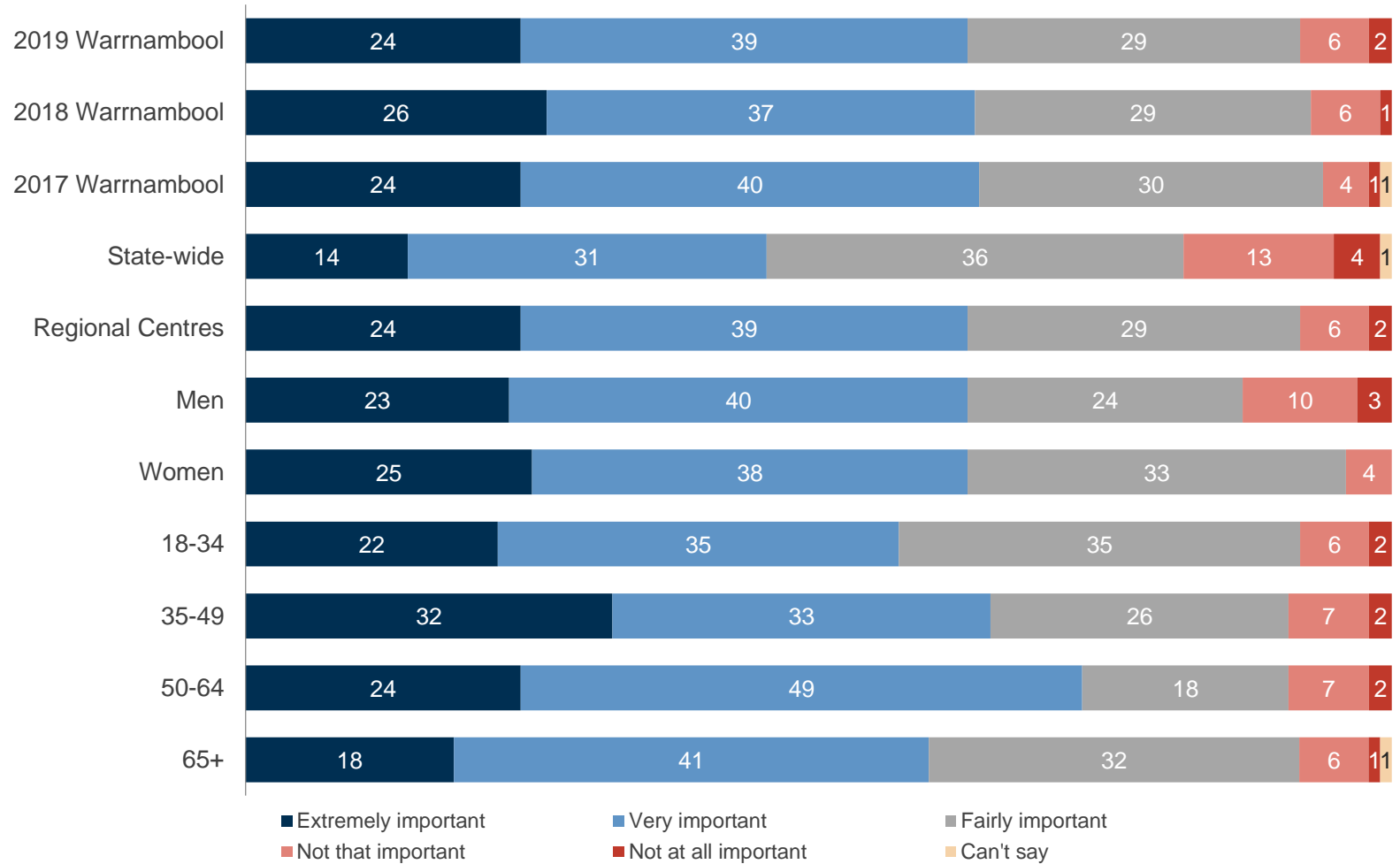
Environmental sustainability performance

2019 Environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	12	37	31	11	3	5
2018 Warrnambool	11	36	34	8	3	8
2017 Warrnambool	9	39	33	7	1	9
2016 Warrnambool	14	35	32	8	4	7
2015 Warrnambool	13	41	28	8	2	9
2014 Warrnambool	13	45	29	5	1	7
2013 Warrnambool	16	42	30	4	2	6
State-wide	11	35	31	9	3	12
Regional Centres	11	38	30	9	3	9
Men	11	34	32	14	4	6
Women	13	39	31	8	3	5
18-34	12	39	33	12	4	
35-49	11	33	35	14	3	3
50-64	9	32	32	12	5	9
65+	14	40	26	7	2	11

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

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Emergency and disaster management importance

2019 Emergency and disaster management importance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Women — 85 ▲	87	82	n/a	n/a	n/a	n/a	n/a
Regional Centres — 81	82	80	80	81	n/a	n/a	n/a
State-wide — 81	81	80	80	80	80	80	80
35-49 — 80	83	77	n/a	n/a	n/a	n/a	n/a
Warrnambool — 79	83	79	n/a	n/a	n/a	n/a	n/a
18-34 — 79	84	79	n/a	n/a	n/a	n/a	n/a
65+ — 78	83	79	n/a	n/a	n/a	n/a	n/a
50-64 — 77	81	79	n/a	n/a	n/a	n/a	n/a
Men — 72 ▼	79	75	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance
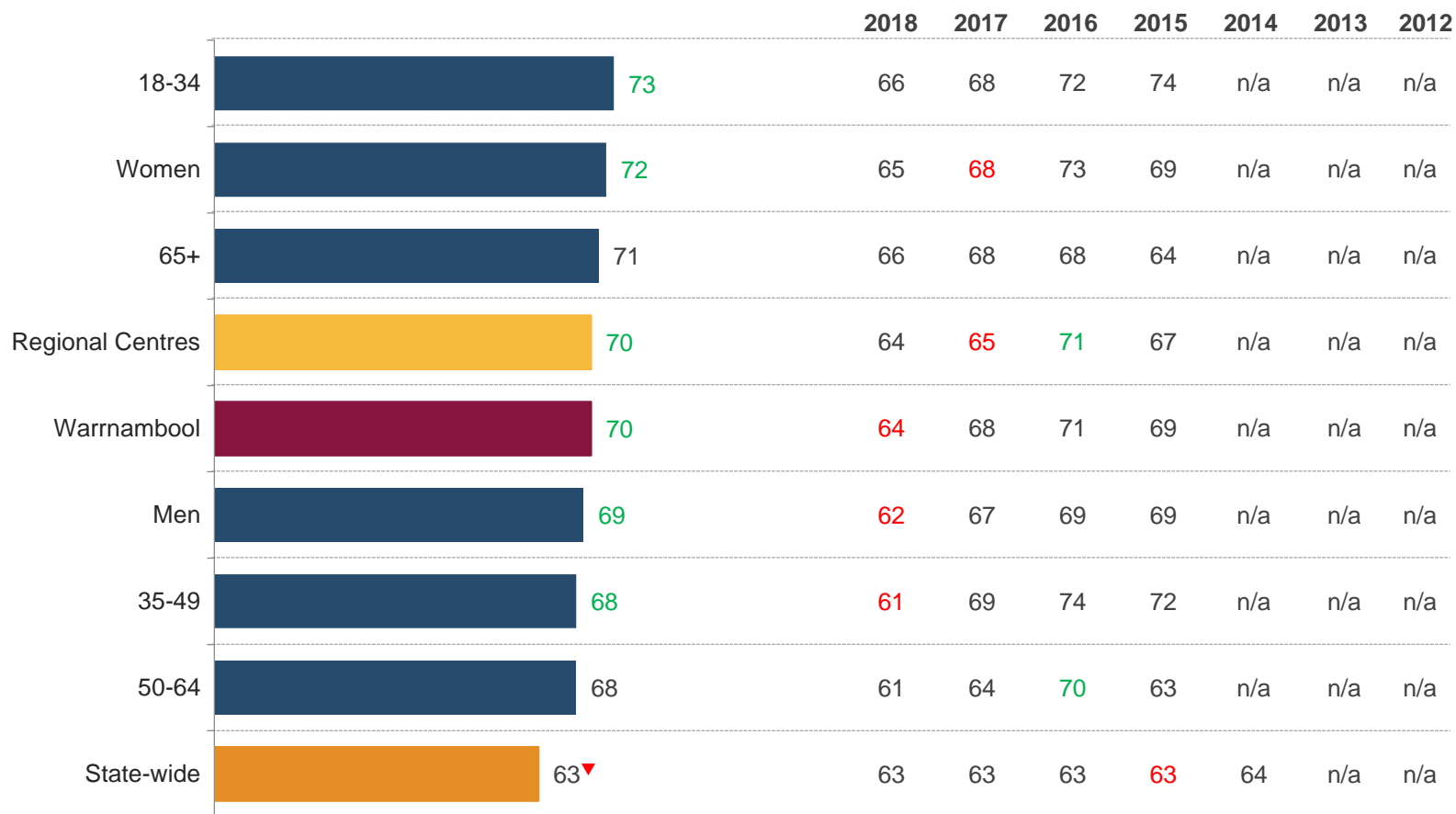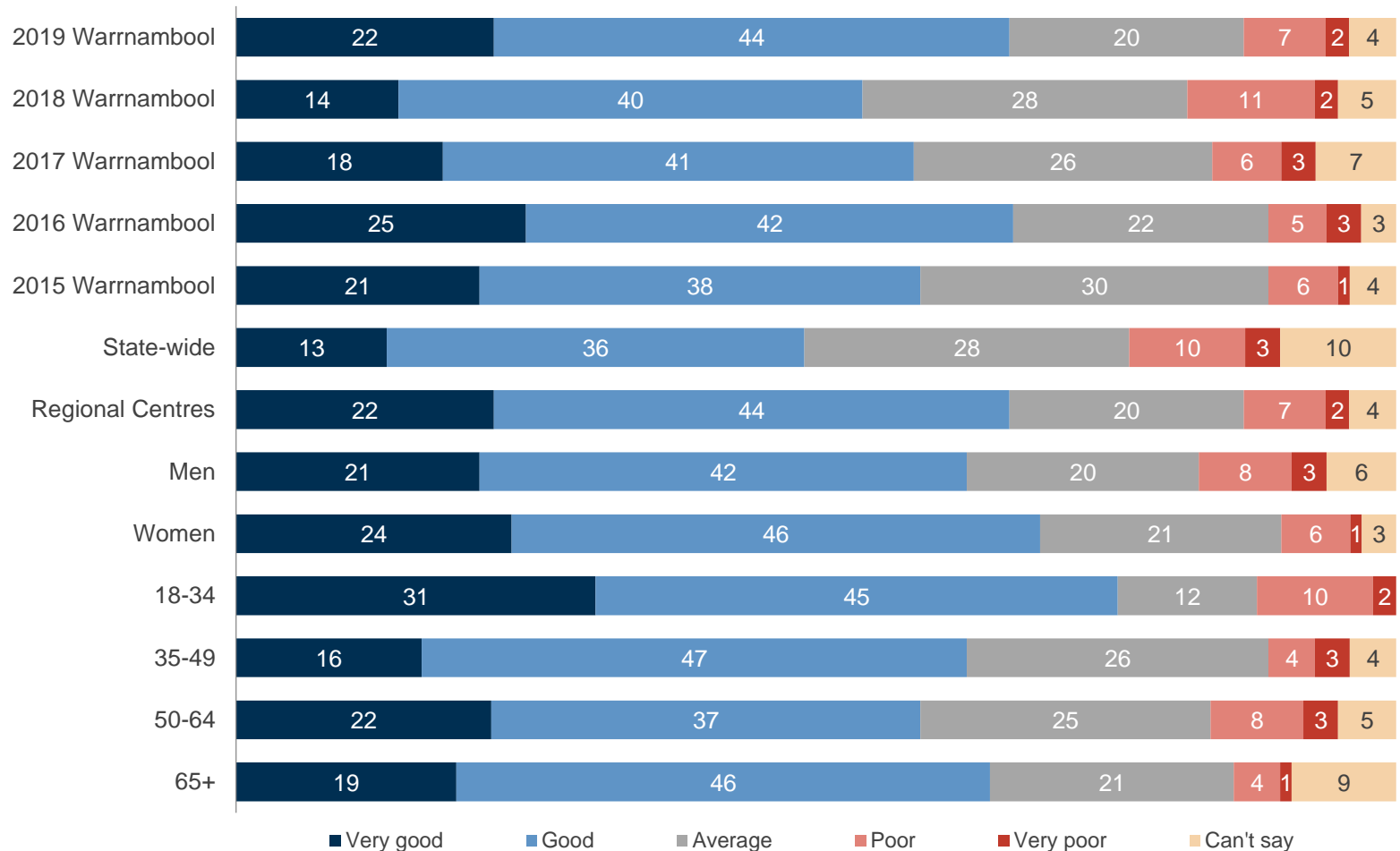
2019 Emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	42	36	17	4	1	1
2018 Warrnambool	50	36	9	4	1	1
2017 Warrnambool	39	39	16	4		2
State-wide	47	35	13	3	1	1
Regional Centres	48	34	13	4	1	1
Men	32	33	26	6	2	1
Women	50	39	9	1		1
18-34	39	39	17	4		
35-49	46	34	16	3	1	
50-64	44	29	19	5	2	2
65+	39	40	16	3	1	1

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

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 3

Emergency and disaster management performance

2019 Emergency and disaster management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	78 ▲	79	73	72	73	75	76	n/a
35-49	75	79	72	66	71	71	72	n/a
65+	75	73	76	73	71	75	76	n/a
Regional Centres	75	73	70	68	68	n/a	n/a	n/a
Warrnambool	74	75	73	70	72	74	73	n/a
50-64	74	71	70	69	68	71	64	n/a
18-34	73	78	73	69	76	77	75	n/a
State-wide	72	71	70	69	70	71	70	70
Men	70 ▼	71	73	67	72	72	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: 24 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2019 Emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	22	42	19	3		15
2018 Warrnambool	27	39	18	3	1	12
2017 Warrnambool	19	41	20	1	1	18
2016 Warrnambool	17	33	20	4	2	24
2015 Warrnambool	19	40	15	4	2	20
2014 Warrnambool	19	38	14	3	1	26
2013 Warrnambool	24	38	19	3	2	14
State-wide	20	38	18	4	2	19
Regional Centres	26	41	16	4	1	13
Men	18	37	26	4		15
Women	25	46	12	2		15
18-34	21	48	22	4		6
35-49	22	43	15	3		18
50-64	21	42	17	3	1	17
65+	25	33	21	1		20

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

Planning for population growth in the area importance

2019 Population growth importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	77	79	73	79	80	79	n/a
Women	78	75	77	76	76	78	78	n/a
State-wide	77	77	76	76	75	75	75	75
50-64	76	79	77	78	80	82	79	n/a
Warrnambool	76	76	76	76	75	77	77	n/a
Regional Centres	75	75	75	76	76	n/a	n/a	n/a
18-34	75	71	71	74	70	70	74	n/a
65+	74	76	78	78	73	79	77	n/a
Men	73	76	75	75	74	76	76	n/a

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area importance

2019 Population growth importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	34	40	20	5		1
2018 Warrnambool	32	41	23	3		1
2017 Warrnambool	32	42	23	2		1
2016 Warrnambool	34	41	20	4	1	1
2015 Warrnambool	33	38	24	3	1	1
2014 Warrnambool	34	43	20	2		1
2013 Warrnambool	33	46	16	4	1	1
State-wide	38	35	19	5	1	1
Regional Centres	33	39	21	4	1	1
Men	31	39	22	7		1
Women	37	41	19	2		1
18-34	32	43	15	10		
35-49	41	31	25	2		
50-64	35	40	23	2		1
65+	29	44	20	4	2	1

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

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 3

Planning for population growth in the area performance

2019 Population growth performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69	66	73	71	70	71	69	n/a
65+	66	63	69	63	65	70	68	n/a
Women	65	62	65	64	65	67	66	n/a
Warrnambool	64	63	67	66	64	66	67	n/a
Men	64	63	69	68	64	66	67	n/a
Regional Centres	62	62	62	59	61	n/a	n/a	n/a
50-64	62	62	62	65	59	59	64	n/a
35-49	60	60	62	63	60	64	64	n/a
State-wide	52 ▼	52	52	51	54	54	54	52

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: 3
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2019 Population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	15	39	24	8	4	10
2018 Warrnambool	14	36	28	9	4	10
2017 Warrnambool	16	40	24	6	3	12
2016 Warrnambool	17	35	26	8	3	12
2015 Warrnambool	13	41	27	8	3	7
2014 Warrnambool	17	40	24	7	4	10
2013 Warrnambool	18	39	25	9	2	8
State-wide	7	25	29	16	8	15
Regional Centres	14	34	26	10	4	12
Men	16	40	23	10	5	7
Women	15	38	25	7	3	12
18-34	19	49	14	4	6	8
35-49	9	36	30	11	5	9
50-64	13	34	31	12	3	7
65+	18	33	24	9	2	13

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

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: 3

Business and community development importance

2019 Business/community development importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75	70	68	n/a	n/a	n/a	n/a	n/a
Women	74	72	73	n/a	n/a	n/a	n/a	n/a
35-49	74	71	70	n/a	n/a	n/a	n/a	n/a
Warrnambool	72	71	71	n/a	n/a	n/a	n/a	n/a
Regional Centres	72	71	73	n/a	n/a	n/a	n/a	n/a
65+	72	71	73	n/a	n/a	n/a	n/a	n/a
Men	70	70	68	n/a	n/a	n/a	n/a	n/a
State-wide	69 ▼	69	70	70	69	69	n/a	n/a
50-64	68	72	71	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

2019 Business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	25	42	29	3	1	1
2018 Warrnambool	25	42	25	5	2	1
2017 Warrnambool	21	45	28	5	1	1
State-wide	21	41	31	5	1	1
Regional Centres	25	42	29	3	1	1
Men	24	40	30	5	1	1
Women	27	44	28			1
18-34	24	49	26			
35-49	31	35	32	2		
50-64	23	40	27	7	3	
65+	23	42	30	2	1	2

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

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 1

Business and community development performance

2019 Business/community development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	64	57	67	54	52	n/a	n/a	n/a
Women	63	55	61	58	54	n/a	n/a	n/a
18-34	63	55	62	62	57	n/a	n/a	n/a
Regional Centres	61	55	58	61	54	n/a	n/a	n/a
Warrnambool	61	55	62	58	54	n/a	n/a	n/a
State-wide	61	60	60	60	60	62	n/a	n/a
50-64	60	53	57	56	49	n/a	n/a	n/a
Men	59	56	63	58	54	n/a	n/a	n/a
35-49	57	55	61	59	54	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

2019 Business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	11	37	33	11	3	6
2018 Warrnambool	5	33	34	15	5	8
2017 Warrnambool	9	39	35	7	3	8
2016 Warrnambool	8	32	37	11	4	9
2015 Warrnambool	7	27	38	14	7	6
State-wide	8	35	31	9	3	13
Regional Centres	11	37	33	11	3	6
Men	11	34	31	13	4	7
Women	11	39	35	8	2	5
18-34	15	37	32	16		
35-49	6	40	33	8	8	5
50-64	13	28	40	10	4	6
65+	9	40	28	7	2	14

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

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1

Tourism development importance

2019 Tourism development importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72	70	68	n/a	n/a	n/a	n/a	n/a
50-64	71	74	72	n/a	n/a	n/a	n/a	n/a
Women	71	73	70	n/a	n/a	n/a	n/a	n/a
Warrnambool	69	71	71	n/a	n/a	n/a	n/a	n/a
Regional Centres	69	71	70	n/a	64	n/a	n/a	n/a
18-34	67	69	68	n/a	n/a	n/a	n/a	n/a
Men	67	68	72	n/a	n/a	n/a	n/a	n/a
65+	67	70	75	n/a	n/a	n/a	n/a	n/a
State-wide	59 ▼	61	62	63	65	65	n/a	n/a

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

2019 Tourism development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Warrnambool	24	39	29	6	2	
2018 Warrnambool	26	37	29	6	1	
2017 Warrnambool	24	40	30	4	1	1
State-wide	14	31	36	13	4	1
Regional Centres	24	39	29	6	2	
Men	23	40	24	10	3	
Women	25	38	33	4		
18-34	22	35	35	6	2	
35-49	32	33	26	7	2	
50-64	24	49	18	7	2	
65+	18	41	32	6	1	1

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

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 1

Tourism development performance

2019 Tourism development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	73	66	68	72	74	n/a	n/a	n/a
Women	72	65	68	73	69	n/a	n/a	n/a
65+	71	66	68	68	64	n/a	n/a	n/a
Regional Centres	70	64	65	71	67	n/a	n/a	n/a
Warrnambool	70	64	68	71	69	n/a	n/a	n/a
Men	69	62	67	69	69	n/a	n/a	n/a
35-49	68	61	69	74	72	n/a	n/a	n/a
50-64	68	61	64	70	63	n/a	n/a	n/a
State-wide	63▼	63	63	63	63	64	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2019 Tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Warrnambool	22	44	20	7	2	4
2018 Warrnambool	14	40	28	11	2	5
2017 Warrnambool	18	41	26	6	3	7
2016 Warrnambool	25	42	22	5	3	3
2015 Warrnambool	21	38	30	6	1	4
State-wide	13	36	28	10	3	10
Regional Centres	22	44	20	7	2	4
Men	21	42	20	8	3	6
Women	24	46	21	6	1	3
18-34	31	45	12	10		2
35-49	16	47	26	4	3	4
50-64	22	37	25	8	3	5
65+	19	46	21	4	1	9

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

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

Detailed demographics

Gender and age profile

2019 gender

Warrnambool
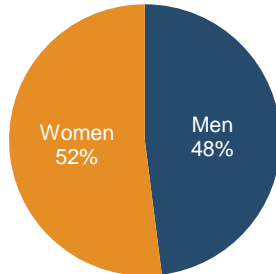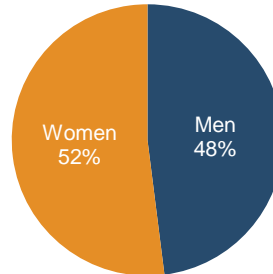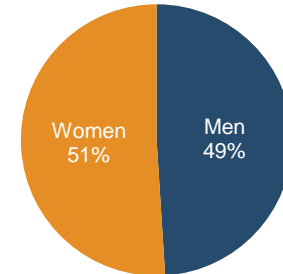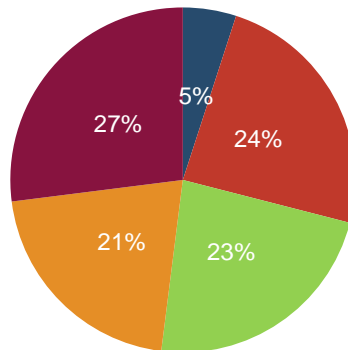
Women 52%
Men 48%

Regional Centres

Women 52%
Men 48%

State-wide

Women 51%
Men 49%

2019 age

Warrnambool

5%
24%
23%
21%
27%

Regional Centres

7%
22%
23%
22%
27%

State-wide

8%
18%
23%
21%
30%
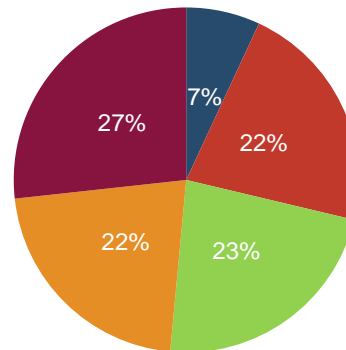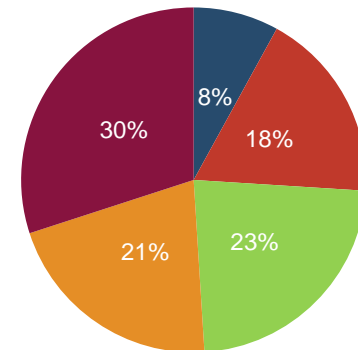
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 8
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.
Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Warrnambool City 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 +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 26,900 people aged 18 years or over for Warrnambool City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Warrnambool City Council	400	400	+/-4.9
Men	192	192	+/-7.1
Women	208	208	+/-6.8
18-34 years	49	115	+/-14.1
35-49 years	99	92	+/-9.9
50-64 years	111	85	+/-9.3
65+ years	141	107	+/-8.3

Appendix A:
Significant difference reporting notation

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

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

- ▲ The state-wide result is significantly higher than the overall result for the council.

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

Further, results shown in green and red indicate significantly higher or lower results than in 2018. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2018.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2018.

Overall Performance – Index Scores
(example extract only)

Group	Score
State-wide	67 ▲
18-34	66
Warrnambool	60
Regional Centres	58
35-49	57
50-64	54 ▼
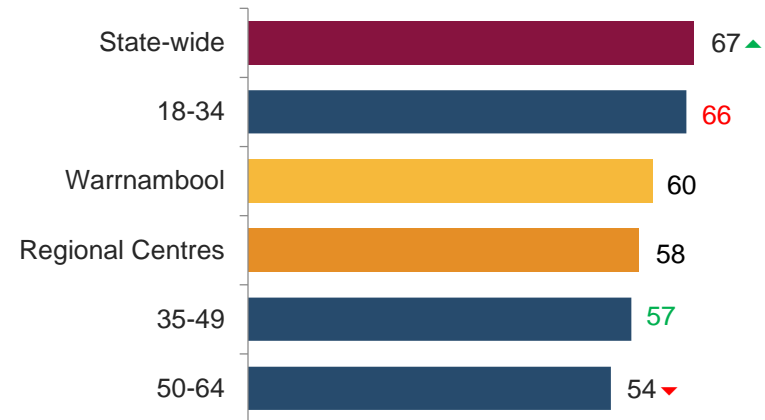
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Survey methodology and sampling

- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th March.

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

Survey sample matched to the demographic profile of Warrnambool City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Warrnambool City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Warrnambool City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 vary slightly.

Council Groups

Warrnambool City Council is classified as a Regional Centres council according to the following classification list:

Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Regional Centres group are: Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Warrnambool City Council for this 2019 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres 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:
Analysis and reporting

2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.

- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Warrnambool City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2019 have been made throughout this report as appropriate.

Appendix B:
Analysis and reporting

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 2019 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)

- Lobbying on behalf of community (Advocacy)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

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 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

Appendix B:
Glossary of terms

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

CSS: 2019 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.

Statewide 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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