LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
WARRNAMBOOL CITY COUNCIL

2018 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

JWS RESEARCH

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WARRNAMBOOL CITY COUNCIL — AT A GLANCE

OVERALL COUNCIL PERFORMANCE

Council	Regional Centres	State-wide
57	58	59
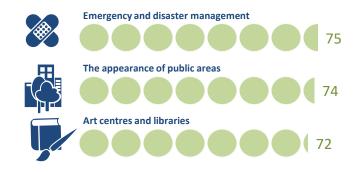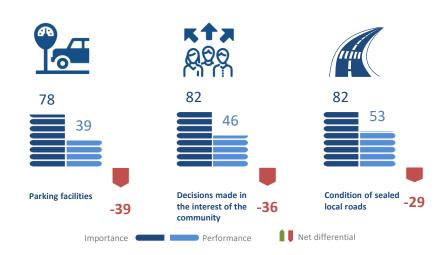
Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS

Emergency and disaster management — 75

The appearance of public areas — 74

Art centres and libraries — 72

TOP 3 AREAS FOR IMPROVEMENT

Parking facilities
78 / 39 — **-39**

Decisions made in the interest of the community
82 / 46 — **-36**

Condition of sealed local roads
82 / 53 — **-29**

Importance ▬▬ Performance ▬▬   Net differential

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Warrnambool City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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.

The main objectives of the survey are to assess the performance of Warrnambool City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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, 2018.

The 2018 results are compared with previous years, as detailed below:

- 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.

SURVEY METHODOLOGY AND SAMPLING

J W S R E S E A R C H
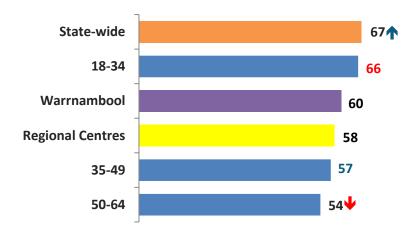
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 <u>higher</u> than the overall result for the council.

- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores
(example extract only)

	Score
State-wide	67 ⬆
18-34	66
Warrnambool	60
Regional Centres	58
35-49	57
50-64	54 ⬇

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

FURTHER INFORMATION

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

➢ Background and objectives

➢ Margins of error

➢ Analysis and reporting

➢ Glossary of terms

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS

JWS RESEARCH
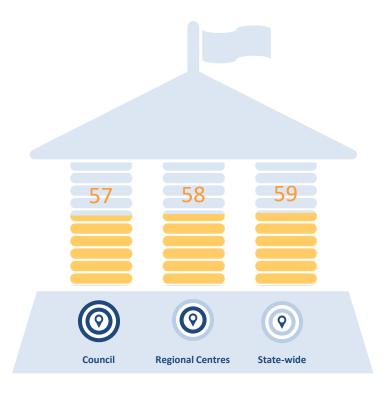
OVERALL PERFORMANCE

The overall performance index score of 57 for Warrnambool City Council represents a two-point (not statistically *significant*) decline on the 2017 result. This represents a setback to the upward trend in overall performance achieved from 2015 to 2017.

➢ Warrnambool City Council's overall performance is **below the average rating for councils State-wide** and the average rating for councils in **Regional Centres** (index scores of 59 and 58 respectively), although the differences are *not significant.*

➢ **All demographic sub-groups rate Warrnambool City Council's overall performance less favourably in 2018 than in 2017,** with the biggest decreases in ratings occurring among residents aged 35-49 years old, men and residents aged 50-64 years.

Residents are almost as likely to rate Warrnambool City Council's overall performance as 'very poor' (8%) as 'very good' (10%). Another one-third of residents (34%) rate Council's overall performance as 'good', while a further 36% sit mid-scale providing an 'average' rating. More than one in ten (12%) residents rates Council's overall performance as 'poor'.

Council	Regional Centres	State-wide
57	58	59

OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 19) shows that Warrnambool City Council's **performance on all but one core measure has declined** compared to Council's own results in 2017.

➤ Sealed local roads is the only exception. In the case of sealed local roads, Warrnambool City Council's performance index is *significantly higher* than the 2017 average (54, up 4 points).

➤ The most **substantial decline in performance is on overall council direction**, a *significant* 13-point drop since 2017. This decline was felt *significantly* across all demographic groups, although noting that Regional Centres and the State overall saw significant (albeit smaller) drops in overall council direction index scores (2 points and 1 point, respectively).

➤ **Community consultation also saw a *significant* decline in the last year** (from 55 to 50 index score), particularly among women and 18-34 year olds. Community consultation was also significantly lower than State-wide and Regional Centres results, despite *significant* declines across the State and Regional Centres in community consultation index scores since 2017.

Warrnambool City Council performs best in the area of customer service (index score of 73) despite a *significant* decline on 2017 results (index score of 77). Customer service is the highest rated core performance measure; it also rates highly against all other individual service areas tested.

Again, in the area of customer service, Warrnambool City Council's performance decline looks to be driven by a *significant* decline among 18-34 year-old residents (from 82 in 2017 to 70 this year), in a year when State-wide customer service ratings *significantly* increased from an index score of 69 to 70.

Nearly 6 in 10 (59%) of Warrnambool City Council residents have had recent contact with Council, up 5 points on 2017. Those aged 35 to 49 years are *significantly* more likely to have contacted Council (73%) than their counterparts.

The main methods of contacting Council are in person, followed by telephone (33% and 26% respectively).

Newsletters, sent via mail (24%) or email (22%), are the preferred way for Council to inform residents about news, information and upcoming events.

➢ Adults aged over 50 years also prefer to hear about Council news and information through advertisements in local newspapers (29% newsletter via mail, 25% newsletter via email, and 19% advertising in a local newspaper).

Warrnambool City Council's customer service index of 73 is a positive result for Council, despite a decline since last year's result. As mentioned previously, it represents the Council's strongest result.

➢ The decline since 2017 was most acutely experienced among 18-34 year olds, whose rating of Warrnambool City Council's customer service dropped significantly from 82 to 70 between 2017 and 2018.

➢ One third of residents (34%) rate Council's customer service as 'very good', with a further 39% rating customer service as 'good'.

Perceptions of customer service increased among 50-64 year olds and residents older than 65, albeit not *significantly.* While increases among this age cohort are not significant, Council should focus on shoring up relations with this group while improving relations with 18-34 year olds and others moving forward.

AREAS WHERE COUNCIL IS PERFORMING WELL

Beyond customer service, **another area where Warrnambool City Council is well regarded is the appearance of public areas.** With a performance index score of 74, it is the second-highest rated individual service area among residents (behind **emergency and disaster management**).

➢ The appearance of public areas has consistently been rated highest of the individual service areas, although performance has been declining gradually over time from a high of 82 in 2013. It held steady over the last year at an index score of 74.

➢ Three-quarters of residents (75%) rate Council's performance in the area of the appearance of public areas as 'very good' or 'good'.

➢ It is also considered an important service area (importance index score of 76), *significantly* higher in importance than last year by 3 points.

Emergency and disaster management (performance index score of 75) is another area where Council is rated more highly compared to other areas. It is the highest performing individual service area tested and is also considered one of the most important (importance index of 83), a *significant* 4-point increase in importance since last year.

Arts centres and libraries performs third among individual service areas (performance index of 72), just behind appearance of public areas, though arts centres and libraries are rated as considerably lower in importance (importance index of 64). Arts centres and libraries are in fact rated second to last in perceived importance, ranking only ahead of community and cultural activities.

A majority (55%) of Warrnambool residents consider Council is headed in the right direction, while 38% think Council is headed in the wrong direction (18% think is definitely the case, including 26% of 35-64 year olds).

AREAS IN NEED OF ATTENTION

Of concern is that Council declined *significantly* in eleven service areas in the past year – tourism development, planning for population growth, business community development and tourism and town planning policy (all down 4), consultation and engagement and community decisions (both down 5), informing the community and lobbying (both down 6), business and community development (down 7), traffic management (down 9), and parking facilities (down 10).

As stated, the most significant declines since 2017 **were the ten-point point drop on the measure of parking facilities** (index score of 39) and the nine point drop on traffic management (index score of 52).

➢ Performance on both measures have fluctuated since 2013 and are at their lowest levels to date.

➢ The decline in parking facilities performance can be attributed to men (40, down 11 points), and eight point declines amongst women (39), 18-34 year-olds (37) and 35-49 year-olds (36).

➢ Parking facilities are also considered important (importance index score of 78), and *significantly* more important than last year (importance index score of 74).

➢ The decline in traffic management performance was most pronounced among 65 year olds and 18-34 year olds (both at 53, down 10 points), although declines occurred across all cohorts.

➢ Traffic management is a mid-tier priority area (importance index score of 74), but significantly more so than in 2017 (70).

Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months supports these findings, with parking availability listed by 9% of residents.

Community consultation was listed twice as much (22%) as the next most in need of improvement (sealed road maintenance at 11%) and was also rated highly in terms of importance, with an index score of 78, *significantly* above the 2017 score of 75.

Decisions made in the interest of the community was rated as the second-most important priority area (importance index score of 82), but the second lowest in terms of service performance (46).

In addressing issues, Council should be aware that more residents (49%) would prefer cuts in council services to keep council rates at the same level as they are now than would prefer rate rises to improve local services (31%). (20% were uncommitted).

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FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Warrnambool City Council should pay particular attention to the service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

➢ **Parking facilities** (margin of 39 points)

➢ **Community decisions** (margin of 36 points)

➢ **Sealed local roads** (margin of 29 points)

➢ **Consultation & engagement** (margin of 27 points)

➢ **Informing the community** (margin of 24 points)

➢ **Traffic management** (margin of 21 points)

➢ **Town planning policy** (margin of 20 points)

Nine further service areas experienced a difference of greater than 10 points between importance and performance index scores.

Consideration should also be given to residents aged 35-49 and 50 to 64 years, who appear to be most driving negative opinion in 2018.

On the positive side, Council should maintain its relatively strong performance in the area of customer service, and aim to shore up service areas that are currently rated higher than others, such as the appearance of public areas and emergency & disaster management.

It is also important to learn from what is working amongst other groups, especially residents aged over 65 years, and use these lessons to build performance experience and perceptions in other areas.

The **regression analysis on pages 30-34** shows the individual service areas that have the strongest influence on the overall performance rating are:

➢ Decisions made in the interest of the community
➢ Community consultation and engagement
➢ Business and community development and tourism.

In summary, maintaining high performance on waste management, good communication and transparency with residents about consultation and engagement and community interest decisions, as well as business and community development and tourism, and parking facilities, could help drive up overall opinion of the Council's performance.

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.

SNAPSHOT OF KEY FINDINGS

Higher results in 2018
(Significantly higher result than 2017)

- *None applicable*

Lower results in 2018
(Significantly lower result than 2017)

- Parking facilities
- Community decisions
- Consultation and engagement
- Traffic management
- Sealed local roads

- Lobbying
- Informing the community
- Town planning policy
- Business and community dev.

- Business, community development and tourism
- Planning for population growth
- Tourism dev

Most favourably disposed towards Council

- Aged 65+ years

Least favourably disposed towards Council

- Aged 50-64 years
- Men
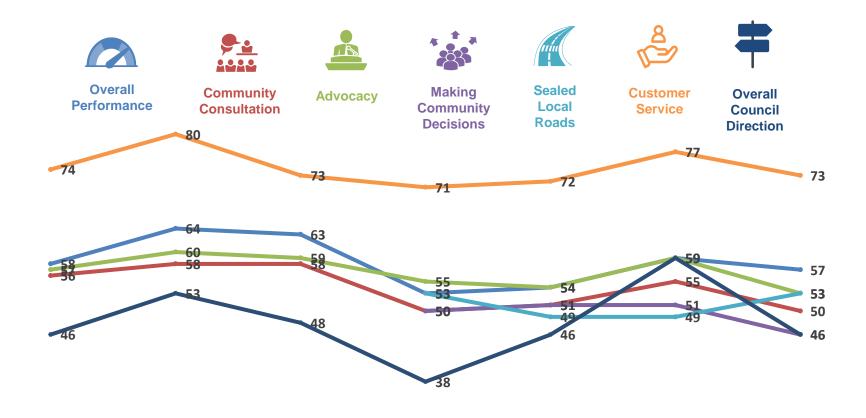
SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES
INDEX SCORE RESULTS

Legend (icons):
- Overall Performance
- Community Consultation
- Advocacy
- Making Community Decisions
- Sealed Local Roads
- Customer Service
- Overall Council Direction

Orange line (Overall Performance): 74 (2012), 80 (2013), 73 (2014), 71 (2015), 72 (2016), 77 (2017), 73 (2018)

Blue line: 58 (2012), 64 (2013), 63 (2014), 53 (2015), 54 (2016), 59 (2017), 57 (2018)

Green line (Advocacy): 59 (2012), 60 (2013), 59 (2014), 55 (2015), 54 (2016), 59 (2017), 53 (2018)

Red line (Community Consultation): 56 (2012), 58 (2013), 58 (2014), 50 (2015), 51 (2016), 55 (2017), 50 (2018)

Purple line (Making Community Decisions): 50 (2015), 51 (2016), 51 (2017), 46 (2018)

Teal line (Sealed Local Roads): 53 (2015), 49 (2016), 49 (2017), 53 (2018)

Dark blue line (Overall Council Direction): 46 (2012), 53 (2013), 48 (2014), 38 (2015), 46 (2016), 59 (2017), 46 (2018)

X-axis: 2012, 2013, 2014, 2015, 2016, 2017, 2018

2018 SUMMARY OF CORE MEASURES
DETAILED ANALYSIS

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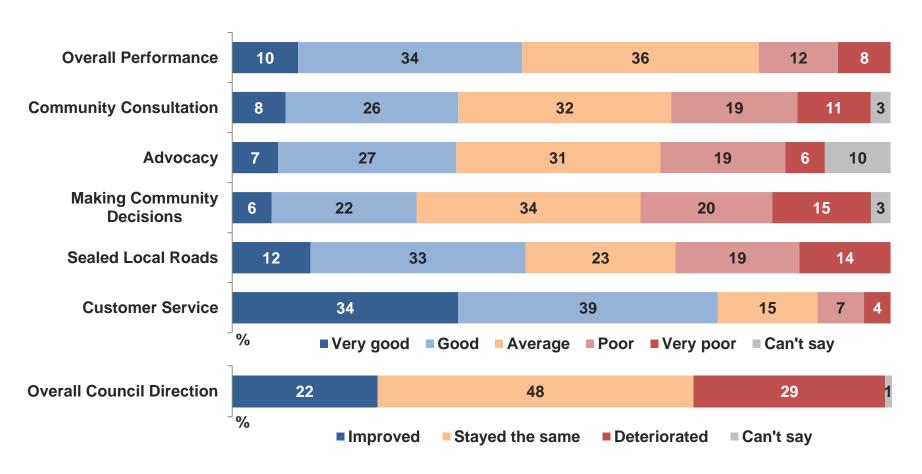
Performance Measures	Warrnambool 2018	Warrnambool 2017	Regional Centres 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	**57**	59	58	59	Aged 65+ years	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	**50**	55	55	55	Aged 35-49 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	**53**	59	54	54	Aged 65+ years	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	**46**	51	52	54	Aged 65+ years	Aged 35-49 years
SEALED LOCAL ROADS (Condition of sealed local roads)	**53**	49	54	53	Aged 65+ years	Aged 35-49 years
CUSTOMER SERVICE	**73**	77	72	70	Women	Men
OVERALL COUNCIL DIRECTION	**46**	59	53	52	Aged 65+ years	Aged 35-49 years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION
PERCENTAGE RESULTS

Key Measures Summary Results

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	10	34	36	12	8	
Community Consultation	8	26	32	19	11	3
Advocacy	7	27	31	19	6	10
Making Community Decisions	6	22	34	20	15	3
Sealed Local Roads	12	33	23	19	14	
Customer Service	34	39	15	7	4	

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	22	48	29	1
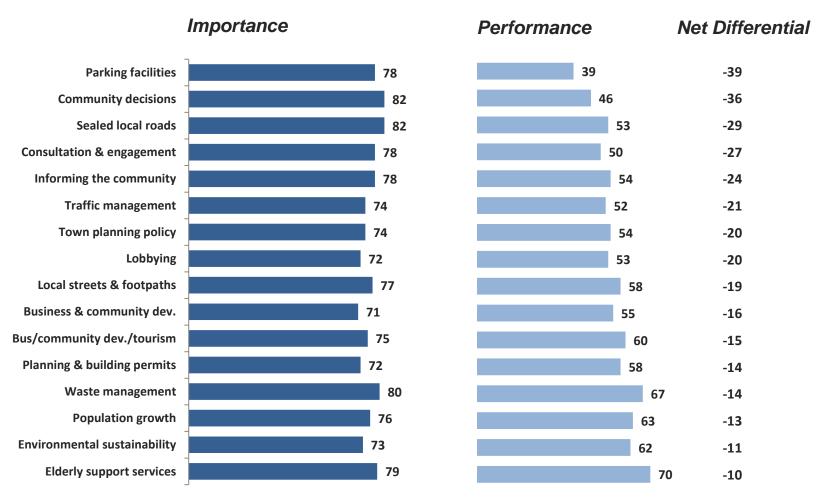
INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY
IMPORTANCE VS PERFORMANCE

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

	Importance	Performance	Net Differential
Parking facilities	78	39	-39
Community decisions	82	46	-36
Sealed local roads	82	53	-29
Consultation & engagement	78	50	-27
Informing the community	78	54	-24
Traffic management	74	52	-21
Town planning policy	74	54	-20
Lobbying	72	53	-20
Local streets & footpaths	77	58	-19
Business & community dev.	71	55	-16
Bus/community dev./tourism	75	60	-15
Planning & building permits	72	58	-14
Waste management	80	67	-14
Population growth	76	63	-13
Environmental sustainability	73	62	-11
Elderly support services	79	70	-10

2018 IMPORTANCE SUMMARY
INDEX SCORES OVER TIME

JWS RESEARCH

2018 Priority Area Importance

	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	83	79	n/a	n/a	n/a	n/a	n/a
Community decisions	82	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	82	81	n/a	n/a	n/a	n/a	n/a
Waste management	80	77	77	78	80	78	n/a
Elderly support services	79	79	76	80	79	80	n/a
Parking facilities	78	74	75	75	76	74	n/a
Informing the community	78	77	76	75	76	76	n/a
Consultation & engagement	78	75	74	77	74	74	n/a
Local streets & footpaths	77	76	77	79	78	77	n/a
Appearance of public areas	76	73	77	76	77	74	n/a
Population growth	76	76	76	75	77	77	n/a
Family support services	75	76	73	78	75	74	n/a
Bus/community dev./tourism	75	73	76	76	75	73	n/a
Recreational facilities	74	74	75	75	74	74	n/a
Town planning policy	74	71	72	75	73	72	n/a
Traffic management	74	70	71	73	73	71	n/a
Environmental sustainability	73	73	71	73	73	72	n/a
Lobbying	72	70	68	72	71	71	n/a
Planning & building permits	72	68	69	70	74	71	n/a
Business & community dev.	71	71	n/a	n/a	n/a	n/a	n/a
Tourism development	71	71	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	69	70	72	71	71	73	n/a
Art centres & libraries	64	64	65	65	67	65	n/a
Community & cultural	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: 28 Councils asked group: 4
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Importance

Service Area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Emergency & disaster mngt	50	36	9	4		
Waste management	39	45	14	2		
Community decisions	44	40	14	1	1	
Sealed local roads	45	39	13	3		
Elderly support services	42	39	16	2		
Informing the community	37	40	18	4		
Consultation & engagement	37	40	17	4	1	1
Local streets & footpaths	36	41	19	4		
Parking facilities	42	35	18	4	1	
Appearance of public areas	34	41	20	4		
Population growth	32	41	23	3	1	
Family support services	35	37	21	5	1	1
Recreational facilities	27	45	24	3		
Bus/community dev./tourism	32	40	23	3	1	1
Town planning policy	30	41	21	6	1	
Traffic management	29	40	26	4	1	
Environmental sustainability	29	40	24	6	1	1
Planning & building permits	25	42	26	5	1	
Business & community dev.	25	42	25	5	2	1
Lobbying	31	36	24	6	2	1
Tourism development	26	37	29	6	1	
Enforcement of local laws	26	36	29	7	2	
Art centres & libraries	18	34	33	11	2	1
Community & cultural	15	36	37	10	2	

%

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4

2018 PERFORMANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Performance

Priority Area	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	75	73	70	72	74	73	n/a
Appearance of public areas	74	74	76	77	77	82	n/a
Art centres & libraries	72	72	74	76	77	78	n/a
Elderly support services	70	71	68	71	75	73	n/a
Recreational facilities	69	71	72	72	74	75	n/a
Family support services	67	67	67	68	73	72	n/a
Waste management	67	70	70	74	71	73	n/a
Community & cultural	66	68	71	70	76	75	n/a
Enforcement of local laws	66	67	66	69	70	71	n/a
Tourism development	64	68	71	69	n/a	n/a	n/a
Disadvantaged support serv.	63	63	61	63	68	68	
Population growth	63	67	66	64	66	67	
Environmental sustainability	62	63	63	65	67	68	
Bus/community dev./tourism	60	64	65	58	70	70	n/a
Local streets & footpaths	58	55	58	65	64	65	
Planning & building permits	58	61	58	60	61	62	
Business & community dev.	55	62	58	54	n/a	n/a	n/a
Town planning policy	54	58	56	57	61	61	n/a
Informing the community	54	60	55	58	61	62	
Lobbying	53	59	54	55	59	60	57
Sealed local roads	53	49	49	53	n/a	n/a	n/a
Traffic management	52	61	57	62	62	65	n/a
Consultation & engagement	50	55	51	50	58	58	56
Community decisions	46	51	51	50	n/a	n/a	n/a
Parking facilities	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: 64 Councils asked group: 8
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	27	48	19	4	1	
Art centres & libraries	19	52	19	4	1	5
Recreational facilities	22	45	21	8	3	2
Emergency & disaster mngt	27	39	18	3	1	12
Waste management	20	41	26	9	4	1
Elderly support services	18	42	18	6	2	14
Community & cultural	16	43	28	7	2	4
Enforcement of local laws	14	44	26	6	3	6
Family support services	12	42	23	4	2	17
Tourism development	14	40	28	11	2	5
Local streets & footpaths	16	33	25	17	8	1
Population growth	14	36	28	9	4	10
Bus/community dev./tourism	10	38	33	11	4	4
Environmental sustainability	11	36	34	8	3	8
Sealed local roads	12	33	23	19	14	
Disadvantaged support serv.	11	32	28	8	2	18
Informing the community	11	30	29	18	10	1
Traffic management	11	29	30	16	13	1
Planning & building permits	8	32	27	11	5	16
Business & community dev.	5	33	34	15	5	8
Town planning policy	8	29	29	16	7	11
Consultation & engagement	8	26	32	19	11	3
Lobbying	7	27	31	19	6	10
Community decisions	6	22	34	20	15	3
Parking facilities	5	19	27	26	22	1

%

■ 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: 64 Councils asked group: 8

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly <u>Higher</u> than State-wide Average

- Appearance of public areas
- Planning permits
- Emergency & disaster mngt
- Population growth

Significantly <u>Lower</u> than State-wide Average

- Consultation & engagement
- Informing the community
- Traffic management
- Parking facilities
- Community & cultural
- Waste management
- Making community decisions
- Business & community dev.

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS GROUP AVERAGE

Significantly <u>Higher</u> than Group Average

- Elderly support services

Significantly <u>Lower</u> than Group Average

- Consultation & engagement
- Informing the community
- Traffic management
- Parking facilities
- Art centres & libraries
- Waste management
- Making community decisions

2018 IMPORTANCE SUMMARY
BY COUNCIL GROUP

Top Three Most Important Service Areas
(Highest to lowest, i.e. 1. = most important)

Warrnambool City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Emergency & disaster mngt 2. Community decisions 3. Sealed roads	1. Waste management 2. Emergency & disaster mngt 3. Community decisions	1. Traffic management 2. Emergency & disaster mngt 3. Waste management	1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions	1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt	1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least Important Service Areas
(Lowest to highest, i.e. 1. = least important)

Warrnambool City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Community & cultural 2. Art centres & libraries 3. Enforcement of local laws	1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control	1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism	1. Community & cultural 2. Art centres & libraries 3. Lobbying	1. Community & cultural 2. Art centres & libraries 3. Traffic management	1. Community & cultural 2. Art centres & libraries 3. Tourism development

2018 PERFORMANCE SUMMARY
BY COUNCIL GROUP

JWS RESEARCH

Top Three Performing Service Areas
(Highest to lowest, i.e. 1. = highest performance)

Warrnambool City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Emergency & disaster mngt 2. Appearance of public areas 3. Art centres & libraries	1. Art centres & libraries 2. Waste management 3. Recreational facilities	1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities	1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas
(Lowest to highest, i.e. 1. = lowest performance)

Warrnambool City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Parking facilities 2. Community decisions 3. Consultation & engagement	1. Population growth 2. Planning permits 3. Town planning policy	1. Unsealed roads 2. Population growth 3. Traffic management	1. Parking facilities 2. Community decisions 3. Unsealed roads	1. Unsealed roads 2. Sealed roads 3. Planning permits	1. Unsealed roads 2. Sealed roads 3. Population growth

REGRESSION ANALYSIS

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.
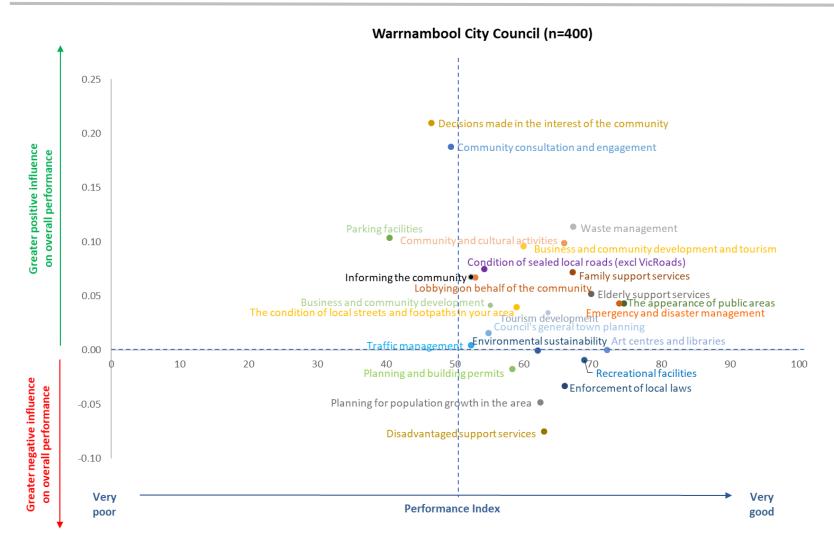
Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ±0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

Warrnambool City Council (n=400)
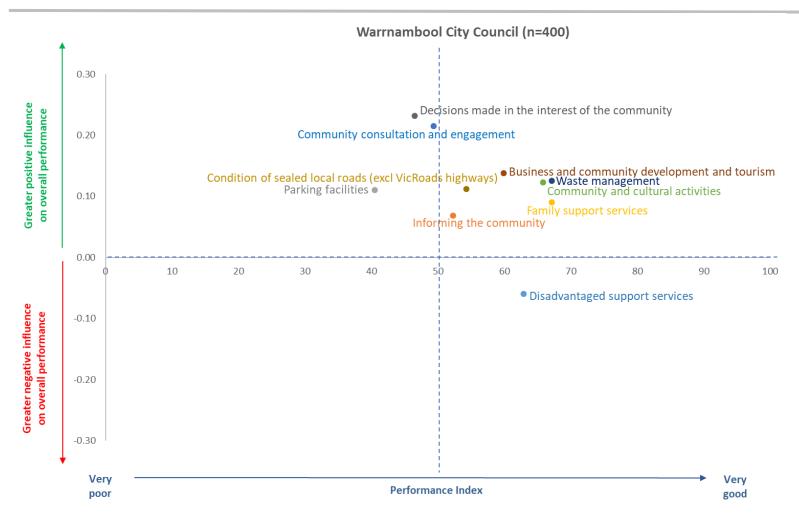
The multiple regression analysis model of all question items above has an R-squared value of 0.652 and adjusted R-square value of 0.629, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 28.05). However, this model should be interpreted with caution because not all service areas had linear correlations. We recommend you use the regression model of reduced factors which as follows.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
KEY SERVICE AREAS

Warrnambool City Council (n=400)

Greater positive influence on overall performance

Greater negative influence on overall performance

- Decisions made in the interest of the community
- Community consultation and engagement
- Condition of sealed local roads (excl VicRoads highways)
- Parking facilities
- Business and community development and tourism
- Waste management
- Community and cultural activities
- Family support services
- Informing the community
- Disadvantaged support services

Performance Index

Very poor — Very good

The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.640 and adjusted R-square value of 0.630, 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 = 69.03).

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PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT

Warrnambool City Council (n=400)

Focus on these areas satisfactorily to ensure that negative perceptions do not have an overly negative impact on community perceptions

Greater positive influence on overall performance

- Decisions made in the interest of the community
- Community consultation and engagement
- Business and community development and tourism
- Waste management
- Community and cultural activities
- Parking facilities
- Condition of sealed local roads (excl VicRoads highways)
- Family support services
- Informing the community

Greater negative influence on overall performance

Key negative influence on overall rating and should remain a focus - but currently performing 'poorly' here. Improvements will have a moderate influence on overall perceptions

- Disadvantaged support services

Key positive influences on overall rating and should remain a focus - but currently performing 'well' here. Improvements will have a moderate influence on overall perceptions

Very poor ← **Performance Index** → Very good

The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.640 and adjusted R-square value of 0.630, 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 = 69.03).

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The individual service areas that have the strongest influence on the overall performance rating are:

➢ Decisions made in the interest of the community
➢ Community consultation and engagement
➢ Business and community development and tourism

Other key areas with a positive influence on overall performance include:

➢ Waste management
➢ Family support services
➢ Community and cultural activities
➢ Disadvantaged support services

Looking at key service areas only, waste management has the strongest positive performance index (67) and a strong positive influence on the overall performance rating. Family support services (67) and community and cultural activities (66) have a slightly weaker influence. Currently, Warrnambool City Council is performing *well* in these areas, and, while they should remain a focus, there is greater work to be done elsewhere.

Warrnambool City Council's decisions made in the community's interest, and its community consultation and engagement, have low performance ratings overall, and both areas have a strong influence on overall performance perceptions. Continuing efforts in these areas has the capacity to lift Warrnambool Council's overall performance rating. (These areas have performance indices of 46 and 50).

Parking facilities has the lowest performance rating (30), Because it has a moderately strong influence on overall performance perceptions, it should be addressed.

In summary, maintaining high performance on waste management and good communication and transparency with residents about consultation and engagement and decisions the Council has made in the Warrnambool community's interest, as well as business and community development and tourism, and parking facilities, could help drive up overall opinion of the Council's performance.

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2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

JWS RESEARCH

2018 Areas for Improvement

Area	%
Community Consultation	22
Sealed Road Maintenance	11
Traffic Management	11
Financial Management	10
Parking Availability	9
Communication	8
Decision Making Processes	7
Nothing	3

%

Q17. What does Warrnambool City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 5

AREAS FOR IMPROVEMENT
SUMMARY

Areas for Improvement

- Community Consultation: 22% (up 7 points from 2017)

- Sealed Road Maintenance: 11% (down 1 point from 2017)

- Traffic Management: 11% (up 7 points from 2017)

DETAILED FINDINGS

KEY CORE MEASURE
OVERALL PERFORMANCE
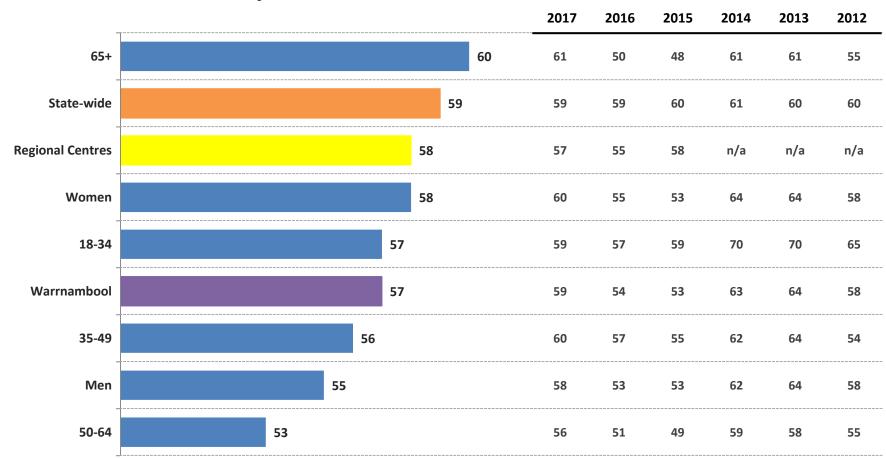
OVERALL PERFORMANCE
INDEX SCORES

JWS RESEARCH

2018 Overall Performance

	2018	2017	2016	2015	2014	2013	2012
65+	60	61	50	48	61	61	55
State-wide	59	59	59	60	61	60	60
Regional Centres	58	57	55	58	n/a	n/a	n/a
Women	58	60	55	53	64	64	58
18-34	57	59	57	59	70	70	65
Warrnambool	57	59	54	53	63	64	58
35-49	56	60	57	55	62	64	54
Men	55	58	53	53	62	64	58
50-64	53	56	51	49	59	58	55
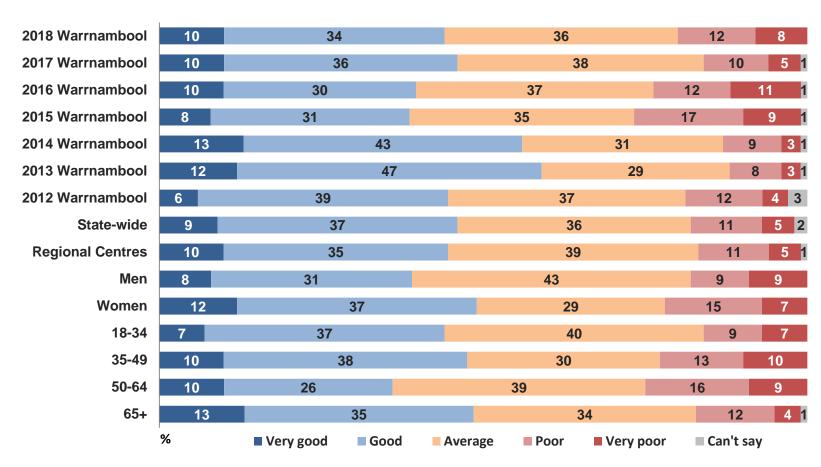
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE
DETAILED PERCENTAGES

2018 Overall Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	9	37	36	11	5	2
Regional Centres	10	35	39	11	5	1
Men	8	31	43	9	9	
Women	12	37	29	15	7	
18-34	7	37	40	9	7	
35-49	10	38	30	13	10	
50-64	10	26	39	16	9	
65+	13	35	34	12	4	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: 64 Councils asked group: 8

KEY CORE MEASURE CUSTOMER SERVICE

CONTACT LAST 12 MONTHS
SUMMARY
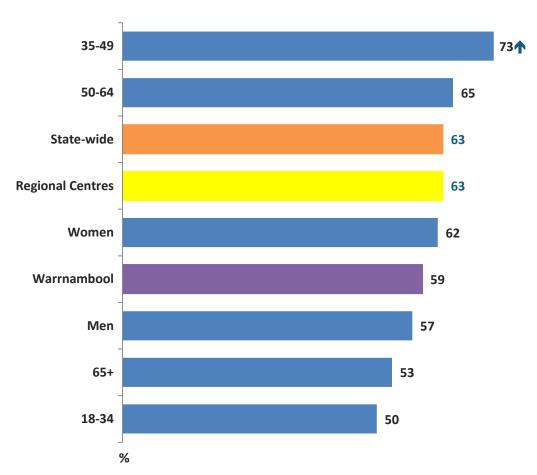
Overall contact with Warrnambool City Council	• 59%, up 5 points on 2017
Most contact with Warrnambool City Council	• Aged 35-49 years
Least contact with Warrnambool City Council	• Aged 18-34 years
Customer service rating	• Index score of 73, down 4 points on 2017
Most satisfied with customer service	• Women
Least satisfied with customer service	• Men

2018 CONTACT WITH COUNCIL

2018 Contact with Council

%

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: 21 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 CONTACT WITH COUNCIL
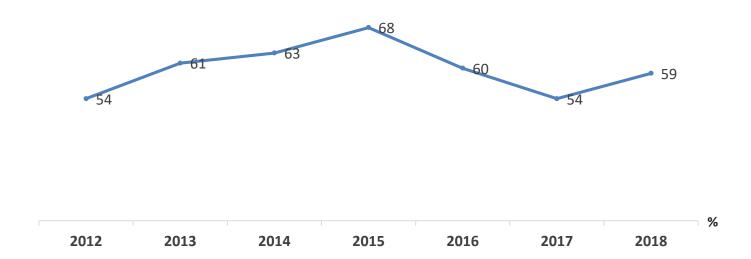
2018 Contact with Council

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: 21 Councils asked group: 3

2018 METHOD OF CONTACT WITH COUNCIL

2018 Method of Contact

In Person — In Writing — By Telephone — By Text Message — By Email — Via Website — By Social Media
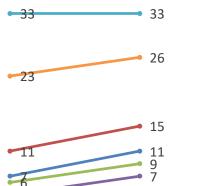
	2017	2018
In Person	33	33
By Telephone	23	26
By Email	11	15
In Writing	7	11
By Social Media	6	9
Via Website	4	7
By Text Message	3	3

%

2012 2013 2014 2015 2016 2017 2018

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: 21 Councils asked group: 3
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

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J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

2018 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2018 Most Recent Contact

In Person   **In Writing**   **By Telephone**   **By Text Message**   **By Email**   **Via Website**   **By Social Media**
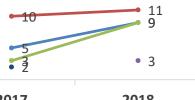
| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |

- 48 → 41
- 31 → 27
- 10 → 11
- 5 → 9
- 3 → 9
- 2
- 3

%
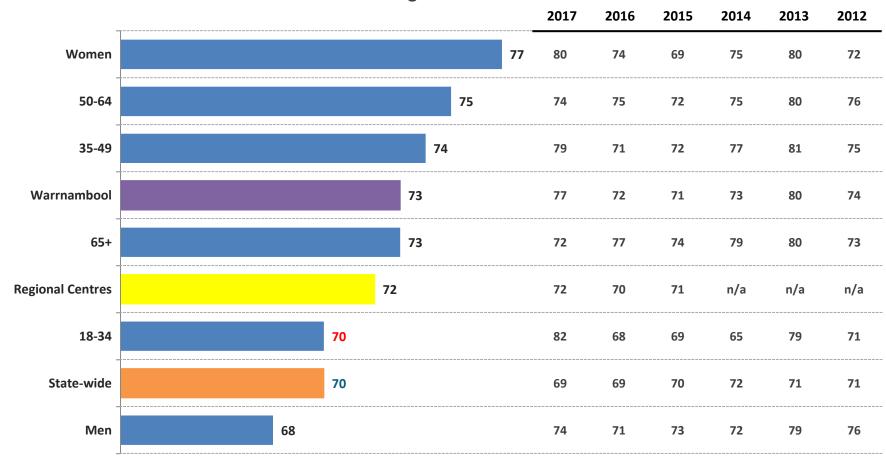
Q5b. What was the method of contact for the most recent contact you had with Warrnambool City Council?
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 21 Councils asked group: 3
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
Women	77	80	74	69	75	80	72
50-64	75	74	75	72	75	80	76
35-49	74	79	71	72	77	81	75
Warrnambool	73	77	72	71	73	80	74
65+	73	72	77	74	79	80	73
Regional Centres	72	72	70	71	n/a	n/a	n/a
18-34	70	82	68	69	65	79	71
State-wide	70	69	69	70	72	71	71
Men	68	74	71	73	72	79	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: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 Customer Service Rating

	Very good	Good	Average	Poor	Very poor	Can't say
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	31	36	18	8	6	1
Regional Centres	32	38	16	7	5	2
Men	21	41	28	7	3	
Women	45	37	5	8	5	1
18-34	32	36	18	11	4	
35-49	33	42	14	9	2	
50-64	35	43	12	5	5	1
65+	37	35	18	5	6	

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: 64 Councils asked group: 8

2018 CONTACT CUSTOMER SERVICE
INDEX SCORES BY METHOD OF LAST CONTACT

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
By telephone	79	77	n/a	n/a	n/a	n/a	n/a
Via website	74*	100	n/a	n/a	n/a	n/a	n/a
In person	74	83	n/a	n/a	n/a	n/a	n/a
In writing	70*	66	n/a	n/a	n/a	n/a	n/a
By social media	67*	59	n/a	n/a	n/a	n/a	n/a
By email	62*	63	n/a	n/a	n/a	n/a	n/a
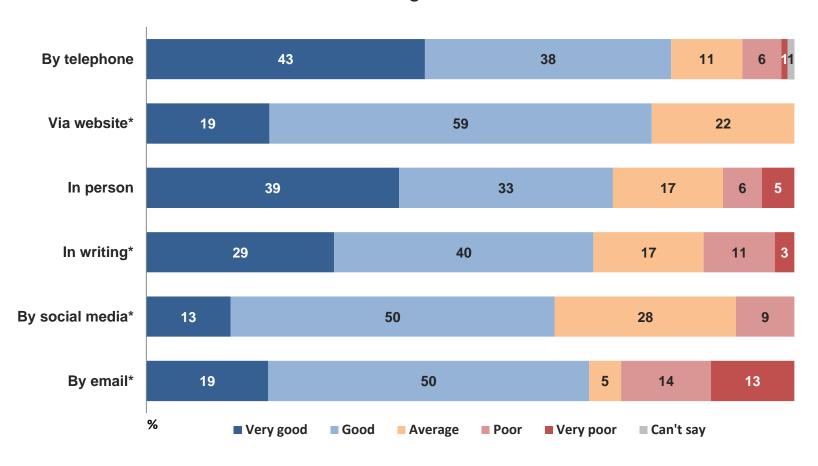
Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 21 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

JWS RESEARCH

2018 Customer Service Rating

Method	Very good	Good	Average	Poor	Very poor	Can't say
By telephone	43	38	11	6	1	1
Via website*	19	59	22			
In person	39	33	17	6	5	
In writing*	29	40	17	11	3	
By social media*	13	50	28	9		
By email*	19	50	5	14	13	

% ■ 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: 21 Councils asked group: 3
*Caution: small sample size < n=30

KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS

JWS RESEARCH

COUNCIL DIRECTION
SUMMARY
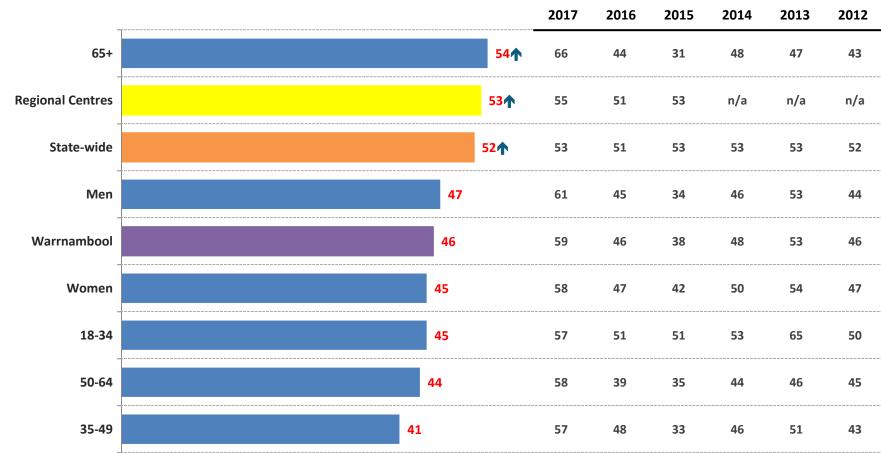
Council direction
- 48% stayed about the same, down 5 points on 2017
- 22% improved, down 9 points on 2017
- 29% deteriorated, up 16 points on 2017

Most satisfied with council direction
- Aged 65+ years

Least satisfied with council direction
- Aged 35-49 years

Direction headed
- 56% right direction (9% definitely and 46% probably)
- 38% wrong direction (20% probably and 18% definitely)

Rates vs services trade-off
- 31% prefer rate rise
- 49% prefer service cuts

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
INDEX SCORES

JWS RESEARCH

2018 Overall Direction

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

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: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Overall Direction

	Improved	Stayed the same	Deteriorated	Can't say
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	60	15	5
Regional Centres	23	56	17	4
Men	22	49	27	1
Women	21	47	31	1
18-34	20	48	30	2
35-49	18	46	36	
50-64	16	55	28	
65+	31	43	23	3

% ■ 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: 64 Councils asked group: 8

2018 RIGHT/WRONG DIRECTION
DETAILED PERCENTAGES

2018 Future Direction

	Definitely right direction	Probably right direction	Probably wrong direction	Definitely wrong direction	Can't say
2018 Warrnambool	9	46	20	18	7
State-wide	17	47	14	11	11
Regional Centres	9	46	20	18	7
Men	8	51	18	19	3
Women	11	42	21	17	10
18-34	5	59	23	9	4
35-49	2	48	15	26	10
50-64	13	35	23	26	3
65+	17	41	19	13	10

%

■ Definitely right direction　■ Probably right direction　■ Probably wrong direction　■ Definitely wrong direction　■ Can't say

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

2018 RATES/SERVICE TRADE OFF
DETAILED PERCENTAGES

JWS RESEARCH

2018 Rate Rise v Service Cut

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2018 Warrnambool	8	23	28	21	20
State-wide	9	23	24	24	19
Regional Centres	8	22	27	23	20
Men	8	23	31	21	18
Women	9	23	26	21	21
18-34	14	21	36	13	16
35-49	2	21	30	28	20
50-64	7	24	26	22	21
65+	9	26	21	22	22

%

■ 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

COMMUNICATIONS

COMMUNICATIONS
SUMMARY

Overall preferred forms of communication	• Newsletter sent via mail (24%)
Preferred forms of communication among over 50s	• Newsletter sent via mail (29%)
Preferred forms of communication among under 50s	• Newsletter sent via mail (21%)
Greatest change since 2017	• Newsletter sent via mail (-8)

Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2018 BEST FORMS OF COMMUNICATION

2018 Best Form

Advertising in a Local Newspaper | Council Newsletter via Mail | Council Newsletter via Email | Council Newsletter as Local Paper Insert | Council Website | Text Message | Other | Can't Say

Data points (2017 → 2018):
- 32 → 24
- 21 → 22
- 18 → 12
- 15 → 16
- 6 → 10
- 6 → 9
- 3 → 7
- 1

Years: 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018

%

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: 26 Councils asked group: 5
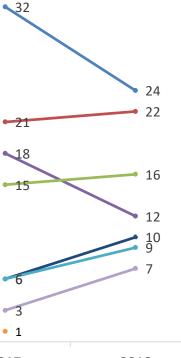
2018 BEST FORMS OF COMMUNICATION: UNDER 50S

JWS RESEARCH

2018 Under 50s Best Form

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Other

Can't Say

	2017	2018
(blue)	31	21
(red)	21	19
(navy)	8	16
(green)	12	14
(teal)	9	13
(lilac)	4	12
(purple)	14	6
(orange)	1	

2012	2013	2014	2015	2016	2017	2018

%

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: 26 Councils asked group: 5

60
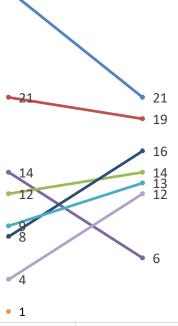
2018 BEST FORMS OF COMMUNICATION: OVER 50S

2018 Over 50s Best Form

Advertising in a Local Newspaper
Council Newsletter via Mail
Council Newsletter via Email
Council Newsletter as Local Paper Insert
Council Website
Text Message
Other
Can't Say

	2017	2018
Council Newsletter via Mail	32	29
Council Newsletter via Email	20	25
Advertising in a Local Newspaper	22	19
Council Newsletter as Local Paper Insert	18	17
Other	3	5
Council Website	3	4
Can't Say	1	1

%

2012   2013   2014   2015   2016   2017   2018

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: 26 Councils asked group: 5

INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Consultation and Engagement Importance

	2018	2017	2016	2015	2014	2013	2012
Women	80	77	77	77	77	75	n/a
50-64	80	79	77	79	78	78	n/a
65+	79	77	75	79	73	75	n/a
Warrnambool	78	75	74	77	74	74	n/a
35-49	77	78	73	77	80	76	n/a
Regional Centres	75 ↓	76	75	74	n/a	n/a	n/a
18-34	75	67	72	73	68	68	n/a
Men	74	72	71	77	71	72	n/a
State-wide	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: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 COMMUNITY CONSULTATION AND ENGAGEMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Consultation and Engagement Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	30	40	24	4	1	1
Regional Centres	32	41	23	3		1
Men	34	39	18	7	1	1
Women	41	41	17	1		1
18-34	39	30	23	5		2
35-49	36	41	20	3		
50-64	39	46	11	2		2
65+	35	45	14	3		3

%

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE INDEX SCORES

2018 Consultation and Engagement Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	55 ↑	55	54	56	57	57	57
Regional Centres	55 ↑	54	52	53	n/a	n/a	n/a
35-49	52	52	52	50	59	55	51
65+	52	56	47	50	58	56	54
18-34	52	59	56	53	60	64	62
Men	51	56	51	47	54	55	55
Warrnambool	50	55	51	50	58	58	56
Women	49	55	52	53	61	60	57
50-64	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: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Consultation and Engagement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	8	30	32	15	7	9
Regional Centres	7	31	33	15	7	7
Men	10	25	33	20	10	2
Women	7	26	32	17	13	4
18-34	4	34	36	20	7	
35-49	15	23	32	13	15	3
50-64	6	22	28	24	18	2
65+	10	23	33	19	8	7

%

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

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 8

JWS RESEARCH

2018 Lobbying Importance

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

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

2018 Lobbying Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	23	37	27	8	2	2
Regional Centres	28	36	26	7	2	1
Men	24	36	28	10	3	1
Women	38	35	21	4	1	2
18-34	32	34	23	7	2	2
35-49	29	36	23	8	3	
50-64	31	36	27	4	1	1
65+	31	36	24	6	1	2

%

■ 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: 20 Councils asked group: 3

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE INDEX SCORES

2018 Lobbying Performance

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

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Lobbying Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	5	24	32	13	5	20
Regional Centres	6	26	35	14	5	14
Men	7	27	31	21	6	9
Women	7	27	32	16	7	11
18-34	9	29	27	30	4	2
35-49	2	33	31	13	8	13
50-64	7	24	31	17	11	9
65+	9	23	37	12	4	15

% ■ 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: 64 Councils asked group: 8

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Community Decisions Made Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	84	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	n/a	n/a	n/a	n/a	n/a	n/a
Warrnambool	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	n/a	n/a	n/a	n/a	n/a	n/a
Regional Centres	81	82	82	80	n/a	n/a	n/a
65+	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80 ↓	79	80	80	79	n/a	n/a
35-49	79	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 page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Community Decisions Made Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Warrnambool	44	40	14	1	1	1
State-wide	39	42	15	2	1	2
Regional Centres	42	41	13	2	1	
Men	42	42	15	1		
Women	46	38	13	1	1	2
18-34	47	39	12			2
35-49	42	38	16	2	2	
50-64	49	39	10	1	1	1
65+	38	43	16	1		2

%

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

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2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE INDEX SCORES

2018 Community Decisions Made Performance

	2017	2016	2015	2014	2013	2012
State-wide — 54 ↑	54	54	55	57	n/a	n/a
65+ — 52 ↑	58	49	49	n/a	n/a	n/a
Regional Centres — 52 ↑	52	51	52	n/a	n/a	n/a
18-34 — 47	48	55	59	n/a	n/a	n/a
Women — 46	50	50	54	n/a	n/a	n/a
Warrnambool — 46	51	51	50	n/a	n/a	n/a
Men — 45	51	52	47	n/a	n/a	n/a
50-64 — 43	47	47	45	n/a	n/a	n/a
35-49 — 40	49	51	46	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: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Community Decisions Made Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	6	30	34	14	7	9
Regional Centres	7	28	35	18	8	6
Men	7	19	34	23	14	3
Women	4	25	34	17	16	3
18-34	9	23	30	18	18	2
35-49	2	18	36	20	20	5
50-64	4	19	33	27	14	2
65+	7	28	37	16	8	4

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

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 8

J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
IMPORTANCE INDEX SCORES

2018 Sealed Local Roads Importance

	2018	2017	2016	2015	2014	2013	2012
35-49	84	85	n/a	n/a	n/a	n/a	n/a
Women	83	84	n/a	n/a	n/a	n/a	n/a
50-64	83	81	n/a	n/a	n/a	n/a	n/a
Warrnambool	82	81	n/a	n/a	n/a	n/a	n/a
Regional Centres	81	80	76	77	n/a	n/a	n/a
65+	81	83	n/a	n/a	n/a	n/a	n/a
Men	80	78	n/a	n/a	n/a	n/a	n/a
State-wide	80	78	78	76	77	n/a	n/a
18-34	79	77	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: 17 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Warrnambool	45	39	13	3		
2017 Warrnambool	43	39	15	2		
State-wide	38	44	15	2		
Regional Centres	41	44	13	1		
Men	39	42	16	2		
Women	51	36	9	3		
18-34	39	43	14	4		
35-49	52	34	12	2		
50-64	48	38	10	2	1	
65+	43	40	14	3	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: 17 Councils asked group: 2

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Sealed Local Roads Performance

	2018	2017	2016	2015	2014	2013	2012
65+	59	54	47	56	n/a	n/a	n/a
Regional Centres	54	53	54	55	n/a	n/a	n/a
50-64	54	50	47	53	n/a	n/a	n/a
State-wide	53	53	54	55	55	n/a	n/a
Men	53	56	48	55	n/a	n/a	n/a
Warrnambool	53	49	49	53	n/a	n/a	n/a
Women	52	43	49	51	n/a	n/a	n/a
18-34	52	45	50	48	n/a	n/a	n/a
35-49	44 ↓	49	50	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: 64 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

2018 Sealed Local Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	11	31	28	17	12	1
Regional Centres	12	31	29	17	10	1
Men	13	31	22	21	13	
Women	11	34	24	17	14	
18-34	13	34	16	23	14	
35-49	8	26	19	26	20	
50-64	15	27	31	15	12	
65+	12	41	27	11	9	

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

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: 64 Councils asked group: 8

2018 INFORMING THE COMMUNITY
IMPORTANCE INDEX SCORES

2018 Informing Community Importance

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

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Informing Community Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	37	41	17	4	1	
Men	27	45	22	6		
Women	47	36	14	2		
18-34	34	41	16	9		
35-49	36	33	28	3		
50-64	41	40	17	2	1	
65+	40	46	12	1	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: 20 Councils asked group: 3

JWS RESEARCH

2018 Informing Community Performance

	2018		2017	2016	2015	2014	2013	2012
State-wide	59	↑	59	59	61	62	61	60
Regional Centres	59	↑	58	59	58	n/a	n/a	n/a
18-34	58		61	57	64	62	64	n/a
35-49	55		60	57	56	57	64	n/a
65+	54		61	52	54	62	61	n/a
Men	54		60	55	55	57	61	n/a
Warrnambool	54		60	55	58	61	62	n/a
Women	53		60	55	60	64	63	n/a
50-64	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: 28 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 Informing Community Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	11	36	31	13	5	3
Regional Centres	14	33	30	14	7	2
Men	11	28	35	16	9	1
Women	12	32	24	20	11	1
18-34	13	34	30	14	7	2
35-49	13	31	28	18	10	
50-64	8	24	29	21	17	2
65+	11	30	30	20	8	1

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

Q2. How has Council performed on 'informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3

2018 Streets and Footpaths Importance

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

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
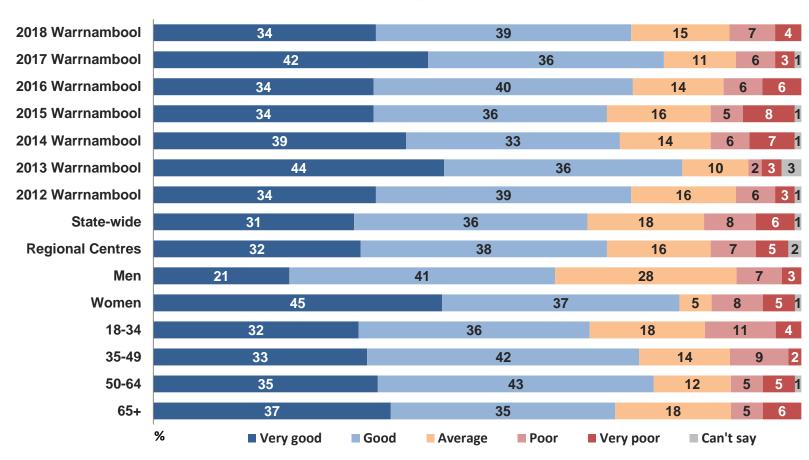Base: All respondents. Councils asked state-wide: 21 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Streets and Footpaths Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	35	43	18	3	1	
Regional Centres	37	42	17	3	1	
Men	33	42	21	3		
Women	39	39	17	4		
18-34	32	41	20	7		
35-49	43	36	17	5		
50-64	36	40	23	1	1	
65+	35	46	17	1	1	

%

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

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

2018 Streets and Footpaths Performance

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

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: 30 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Streets and Footpaths Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	34	28	14	7	2
Regional Centres	17	31	28	16	7	2
Men	14	34	26	19	6	1
Women	19	33	24	15	10	
18-34	20	30	20	18	12	
35-49	19	32	16	22	10	2
50-64	14	25	38	16	5	1
65+	12	44	28	12	4	

Legend: ■ 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: 30 Councils asked group: 4

2018 Traffic Management Importance

	2018	2017	2016	2015	2014	2013	2012
Women	75	73	74	75	76	75	n/a
65+	75	75	75	76	75	77	n/a
18-34	75	62	67	72	72	66	n/a
State-wide	74	72	72	71	70	72	73
50-64	74	74	72	74	76	73	n/a
Warrnambool	74	70	71	73	73	71	n/a
Regional Centres	74	71	72	72	n/a	n/a	n/a
Men	72	66	68	72	70	67	n/a
35-49	70	71	70	72	70	69	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 page 6 for explanation about significant differences.

2018 TRAFFIC MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Traffic Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	31	40	22	5	1	1
Regional Centres	29	40	26	4		1
Men	26	38	30	5		1
Women	32	41	21	4	1	1
18-34	30	39	29			2
35-49	26	38	28	8		
50-64	30	41	23	4	2	1
65+	31	41	22	4		2

%

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

2018 Traffic Management Performance

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

Q2. How has Council performed on 'traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 Traffic Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	10	36	30	15	7	3
Regional Centres	11	32	33	14	8	1
Men	9	26	38	15	11	1
Women	13	32	23	18	14	
18-34	12	27	31	21	9	
35-49	11	33	25	10	21	
50-64	10	29	31	15	13	2
65+	10	28	34	18	9	1

%

Q2. How has Council performed on 'traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 2

2018 PARKING FACILITIES
IMPORTANCE INDEX SCORES

JWSRESEARCH

2018 Parking Importance

	2018	2017	2016	2015	2014	2013	2012
18-34	81	70	75	71	74	74	n/a
65+	81	77	80	78	77	77	n/a
Women	80	79	77	78	79	79	n/a
Warrnambool	78	74	75	75	76	74	n/a
Men	76	68	73	72	73	69	n/a
35-49	76	73	72	78	77	69	n/a
50-64	76	77	74	74	78	77	n/a
Regional Centres	75 ↓	72	73	74	n/a	n/a	n/a
State-wide	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: 16 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 PARKING FACILITIES
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Parking Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	27	39	27	6	1	1
Regional Centres	33	39	21	6		
Men	35	39	22	3	1	
Women	49	31	14	6	1	1
18-34	48	30	18	4		
35-49	39	33	22	5	2	
50-64	36	38	20	6	1	
65+	44	38	13	3	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: 16 Councils asked group: 4

2018 PARKING FACILITIES
PERFORMANCE INDEX SCORES

2018 Parking Performance

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

Q2. How has Council performed on 'parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 PARKING FACILITIES
PERFORMANCE DETAILED PERCENTAGES

2018 Parking Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	35	31	15	8	2
Regional Centres	10	29	28	19	13	1
Men	4	19	29	27	19	1
Women	5	19	24	26	25	
18-34	4	13	30	36	18	
35-49	3	21	20	26	28	2
50-64	8	20	25	24	23	
65+	5	24	31	18	22	1

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

Q2. How has Council performed on 'parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

2018 ENFORCEMENT OF LOCAL LAWS
IMPORTANCE INDEX SCORES

2018 Law Enforcement Importance

	2018	2017	2016	2015	2014	2013	2012
Women	74 ↑	74	76	73	75	78	n/a
50-64	72	72	71	73	70	73	n/a
Regional Centres	71	71	70	72	n/a	n/a	n/a
State-wide	71	71	70	71	70	71	70
Warrnambool	69	70	72	71	71	73	n/a
65+	69	70	73	73	73	77	n/a
35-49	69	69	72	69	70	71	n/a
18-34	68	68	72	71	71	69	n/a
Men	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: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS
IMPORTANCE DETAILED PERCENTAGES

2018 Law Enforcement Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	37	27	6	2	1
Regional Centres	29	35	28	6	2	
Men	19	32	36	10	2	
Women	31	40	23	4	1	
18-34	23	39	27	9	2	
35-49	31	28	29	8	3	
50-64	25	41	28	4	1	1
65+	24	37	33	5	1	

%

■ 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: 20 Councils asked group: 3

2018 ENFORCEMENT OF LOCAL LAWS
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Law Enforcement Performance

	2018	2017	2016	2015	2014	2013	2012
Women	67	68	69	70	71	74	n/a
65+	67	68	68	66	71	68	n/a
18-34	66	66	68	74	71	74	n/a
Warrnambool	66	67	66	69	70	71	n/a
Regional Centres	66	66	64	67	n/a	n/a	n/a
35-49	66	68	63	69	72	74	n/a
50-64	64	64	64	65	67	67	n/a
Men	64	65	64	68	69	69	n/a
State-wide	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: 30 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Law Enforcement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	39	25	8	3	12
Regional Centres	16	39	26	7	2	10
Men	11	44	31	6	3	5
Women	17	44	22	6	4	6
18-34	16	45	29			9 2
35-49	13	53	18	5	7	5
50-64	13	39	30	8	2	8
65+	15	39	29	4	2	11

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 3

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J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

2018 FAMILY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Family Support Importance

	2018	2017	2016	2015	2014	2013	2012
Women	80 ↑	80	77	79	80	78	n/a
18-34	78	76	76	85	76	69	n/a
50-64	76	77	70	73	74	74	n/a
Regional Centres	75	76	73	75	n/a	n/a	n/a
Warrnambool	75	76	73	78	75	74	n/a
65+	74	76	70	74	73	75	n/a
State-wide	74	73	73	73	72	73	73
35-49	73	76	73	76	77	78	n/a
Men	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: 20 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Family Support Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	30	40	23	5	1	2
Regional Centres	34	39	19	5	1	1
Men	24	40	28	6		2
Women	46	34	14	5		1
18-34	44	27	23	5		
35-49	34	34	23	7		2
50-64	34	42	20	2		2
65+	27	45	17	7	1	3

%

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

Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

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J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

2018 FAMILY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Family Support Performance

	2018	2017	2016	2015	2014	2013	2012
65+	70	73	69	72	74	74	n/a
35-49	70	65	64	68	73	72	n/a
Women	68	69	67	67	74	73	n/a
Warrnambool	67	67	67	68	73	72	n/a
State-wide	66	67	66	67	68	67	67
Men	66	66	68	68	72	71	n/a
Regional Centres	66	67	66	66	n/a	n/a	n/a
18-34	65	66	68	66	73	73	n/a
50-64	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: 30 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Family Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	31	21	4	2	32
Regional Centres	13	36	25	5	3	18
Men	8	44	27	2	2	18
Women	16	40	19	7	2	16
18-34	11	46	18	5	5	14
35-49	14	48	20	3	2	13
50-64	9	36	33	7	1	15
65+	15	36	22	3	1	24

%

Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 3

2018 ELDERLY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

2018 Elderly Support Importance

	2018	2017	2016	2015	2014	2013	2012
Women	86 ↑	82	81	82	82	83	n/a
50-64	83	81	76	77	83	81	n/a
65+	81	81	78	79	81	81	n/a
Regional Centres	80	80	78	80	n/a	n/a	n/a
Warrnambool	79	79	76	80	79	80	n/a
State-wide	79	78	78	79	79	79	80
18-34	79	74	75	81	76	77	n/a
35-49	76	82	77	82	78	82	n/a
Men	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 page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES
IMPORTANCE DETAILED PERCENTAGES

2018 Elderly Support Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	43	16	2	1	1
Regional Centres	44	38	15	2	1	
Men	30	38	28	4	1	
Women	53	40	6	1		
18-34	39	37	23			
35-49	41	34	15	8	2	
50-64	49	36	13	2	1	
65+	39	46	13	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

2018 ELDERLY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Elderly Support Performance

	2018	2017	2016	2015	2014	2013	2012
65+	74	76	70	73	75	79	n/a
Men	70	71	68	72	75	73	n/a
Warrnambool	70	71	68	71	75	73	n/a
35-49	70	69	68	70	74	70	n/a
Women	69	70	68	71	75	73	n/a
18-34	69	68	64	70	78	74	n/a
State-wide	68	68	68	69	70	69	69
Regional Centres	66 ↓	68	66	66	n/a	n/a	n/a
50-64	66	68	71	71	71	66	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 page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

2018 Elderly Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	32	19	5	2	29
Regional Centres	15	37	22	8	2	15
Men	17	43	21	6		13
Women	18	41	15	7	3	15
18-34	12	46	18	7		16
35-49	16	43	15	5	3	18
50-64	16	38	23	10	2	11
65+	25	41	18	3	2	12

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

2018 DISADVANTAGED SUPPORT SERVICES
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Disadvantaged Support Performance

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

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 DISADVANTAGED SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

2018 Disadvantaged Support Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	6	25	23	6	2	38
Regional Centres	10	29	28	9	3	20
Men	11	34	31	8		16
Women	11	31	25	8	4	20
18-34	14	34	32	9	2	9
35-49	7	36	23	3	3	28
50-64	11	33	26	13	3	14
65+	13	27	30	6	1	23

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

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

2018 RECREATIONAL FACILITIES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Recreational Facilities Importance

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

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Recreational Facilities Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	25	46	25	3	1	
Regional Centres	27	45	24	3	1	
Men	21	47	27	5		
Women	33	42	21	2	1	
18-34	32	45	23			
35-49	26	41	22	10	2	
50-64	30	41	26	2		
65+	21	52	25	2		

%

■ 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: 26 Councils asked group: 4

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2018 RECREATIONAL FACILITIES
PERFORMANCE INDEX SCORES

2018 Recreational Facilities Performance

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

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 Recreational Facilities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	22	42	22	7	3	4
Regional Centres	24	41	24	7	2	2
Men	19	47	19	10	5	1
Women	24	43	24	6	1	2
18-34	23	47	18	13		
35-49	23	44	23	3	5	2
50-64	19	38	26	9	6	1
65+	20	50	19	6	1	4

%   ■ 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: 36 Councils asked group: 4

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE INDEX SCORES

2018 Public Areas Importance

	2018	2017	2016	2015	2014	2013	2012
Women	79	75	78	75	79	76	n/a
35-49	78	76	77	80	80	77	n/a
Warrnambool	76	73	77	76	77	74	n/a
18-34	76	65	80	72	74	70	n/a
65+	75	77	75	76	78	75	n/a
50-64	75	74	76	74	78	75	n/a
Regional Centres	74	74	74	74	n/a	n/a	n/a
State-wide	74	74	74	73	73	74	73
Men	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: 26 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	26	46	24	2		
Regional Centres	29	44	23	3		
Men	29	36	31	4		
Women	37	47	11	4	1	
18-34	45	21	27	7		
35-49	36	42	19	3		
50-64	26	49	22	2	1	
65+	25	56	14	4	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: 26 Councils asked group: 4

2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Public Areas Performance

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

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	24	45	21	6	2	1
Regional Centres	29	42	21	5	2	
Men	24	50	19	6	1	
Women	30	46	19	3	1	
18-34	21	45	27	7		
35-49	29	51	16	2	2	
50-64	30	44	17	7	2	
65+	31	51	15	2	1	

Legend: 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: 35 Councils asked group: 4

2018 ART CENTRES AND LIBRARIES
IMPORTANCE INDEX SCORES

2018 Art Centres & Libraries Importance

	2018	2017	2016	2015	2014	2013	2012
Women	70 ↑	66	68	65	71	69	n/a
65+	67	67	64	64	67	68	n/a
State-wide	65	64	66	65	66	66	66
Warrnambool	64	64	65	65	67	65	n/a
50-64	63	61	64	66	67	64	n/a
35-49	63	67	65	68	69	63	n/a
18-34	63	61	66	62	65	66	n/a
Regional Centres	63	62	64	66	n/a	n/a	n/a
Men	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: 17 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Art Centres & Libraries Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	16	39	34	9	2	1
Regional Centres	15	36	33	12	2	1
Men	14	28	39	15	4	
Women	22	41	27	8		2
18-34	21	27	38	11	4	
35-49	21	31	28	20		
50-64	16	34	38	8	2	2
65+	15	46	28	7	1	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: 17 Councils asked group: 3

2018 ART CENTRES AND LIBRARIES
PERFORMANCE INDEX SCORES

2018 Art Centres & Libraries Performance

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

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Art Centres & Libraries Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	25	42	18	4	1	10
Regional Centres	27	46	17	3	1	6
Men	14	56	22	3	1	4
Women	24	49	17	5	1	5
18-34	12	62	16	7		2
35-49	21	53	15	2	2	8
50-64	22	46	23	4	2	3
65+	22	45	23	4	1	6

% ■ 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: 23 Councils asked group: 3

2018 COMMUNITY AND CULTURAL ACTIVITIES
IMPORTANCE INDEX SCORES

2018 Community Activities Importance

	2018	2017	2016	2015	2014	2013	2012
Women	69 ↑	66	68	65	68	65	n/a
18-34	66	59	67	66	64	64	n/a
50-64	64	63	60	61	66	59	n/a
65+	63	65	61	62	63	63	n/a
Warrnambool	63	63	64	65	65	62	n/a
Regional Centres	62	62	62	63	n/a	n/a	n/a
State-wide	61	61	62	62	62	62	62
35-49	59	65	66	70	65	61	n/a
Men	56 ↓	60	59	65	61	58	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 page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES
IMPORTANCE DETAILED PERCENTAGES

2018 Community Activities Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	34	40	10	2	1
Regional Centres	14	36	36	10	2	1
Men	9	27	46	14	3	
Women	20	45	28	6	1	
18-34	16	43	30	9	2	
35-49	14	26	43	15	2	
50-64	15	39	38	6	2	
65+	14	37	38	9	1	1

%

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

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

2018 COMMUNITY AND CULTURAL ACTIVITIES
PERFORMANCE INDEX SCORES

2018 Community Activities Performance

	2018	2017	2016	2015	2014	2013	2012
Women	69	69	71	71	77	76	n/a
State-wide	69↑	69	69	69	70	69	68
Regional Centres	68	69	69	69	n/a	n/a	n/a
18-34	68	63	70	69	79	75	n/a
Warrnambool	66	68	71	70	76	75	n/a
35-49	66	72	75	74	76	76	n/a
65+	65	71	70	70	74	76	n/a
50-64	65	66	67	67	73	72	n/a
Men	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: 23 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 COMMUNITY AND CULTURAL ACTIVITIES
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Community Activities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	5	2	9
Regional Centres	18	43	25	6	2	6
Men	11	42	34	8	2	3
Women	20	44	22	6	3	5
18-34	18	46	25	7	2	2
35-49	16	42	30	3	5	3
50-64	18	37	30	9	2	4
65+	11	45	27	8	1	8

% ■ 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: 23 Councils asked group: 4

2018 WASTE MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Waste Management Importance

	2018	2017	2016	2015	2014	2013	2012
65+	83	81	78	80	81	81	n/a
Women	83	81	81	78	83	80	n/a
50-64	82	80	78	77	82	79	n/a
State-wide	81	79	80	79	79	79	78
Regional Centres	81	79	79	80	n/a	n/a	n/a
Warrnambool	80	77	77	78	80	78	n/a
35-49	78	79	75	80	82	77	n/a
18-34	78	70	78	77	76	77	n/a
Men	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: 26 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Waste Management Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	42	43	13	1		
Regional Centres	41	43	14	2		
Men	31	49	18	1		
Women	46	41	10	3		
18-34	39	38	18	5		
35-49	28	58	15			
50-64	43	42	13	1	1	
65+	45	44	9	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: 26 Councils asked group: 4

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2018 WASTE MANAGEMENT
PERFORMANCE INDEX SCORES

2018 Waste Management Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	70 ↑	71	70	72	73	71	72
Regional Centres	70 ↑	69	69	71	n/a	n/a	n/a
65+	69	73	76	75	78	74	n/a
Women	68	70	70	74	71	73	n/a
Warrnambool	67	70	70	74	71	73	n/a
50-64	66	63	69	70	68	69	n/a
18-34	66	69	66	78	70	75	n/a
Men	65	70	71	75	72	73	n/a
35-49	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: 36 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Waste Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	24	45	18	7	3	2
Regional Centres	26	41	20	7	4	2
Men	19	41	23	11	4	2
Women	21	41	28	7	3	1
18-34	21	39	25	11	4	
35-49	19	39	21	10	6	3
50-64	18	42	29	7	3	1
65+	21	42	28	6	1	2

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

Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2018 Business/Development/Tourism Importance

	2018	2017	2016	2015	2014	2013	2012
18-34	76	71	77	77	73	68	n/a
50-64	75	73	75	75	78	74	n/a
Women	75	74	78	76	77	74	n/a
Warrnambool	75	73	76	76	75	73	n/a
Regional Centres	74	74	73	73	n/a	n/a	n/a
65+	74	76	74	74	74	76	n/a
Men	74	73	73	76	73	71	n/a
35-49	73	73	76	78	77	73	n/a
State-wide	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 page 6 for explanation about significant differences.

2018 Business/Development/Tourism Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	21	36	31	9	2	1
Regional Centres	30	41	24		3	1 1
Men	29	41	25		3	1 1
Women	34	39	21		4	2
18-34	32	41	20		5	2
35-49	33	36	25		5	2
50-64	32	42	23		2	1
65+	30	41	25	1	3	1

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
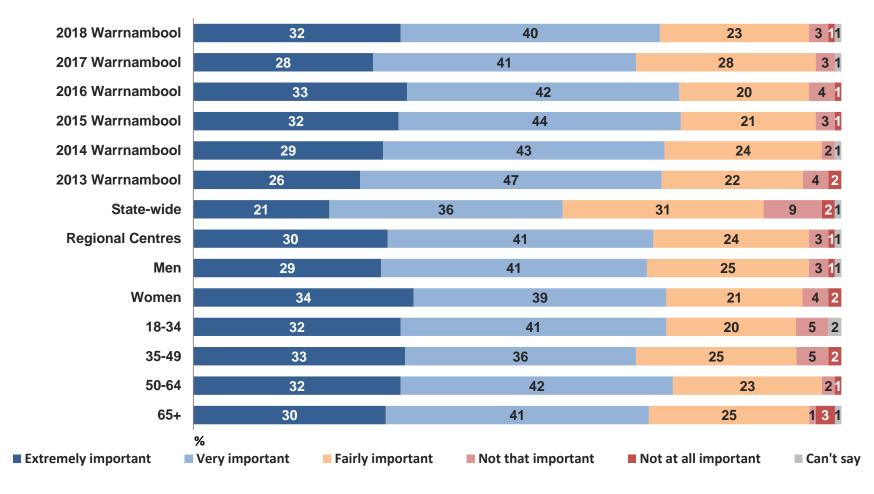
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2018 Business/Development/Tourism Performance

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

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 Business/Development/Tourism Performance

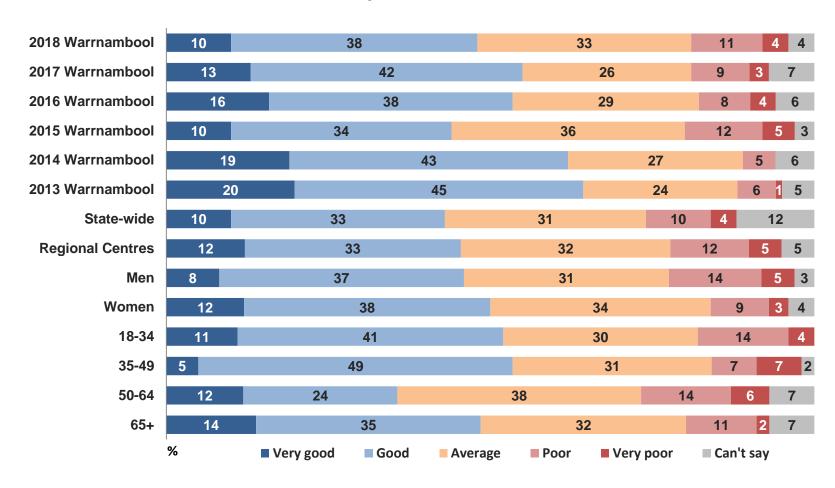|	Very good	Good	Average	Poor	Very poor	Can't say
2018 Warrnambool	10	38	33	11	4	4
2017 Warrnambool	13	42	26	9	3	7
2016 Warrnambool	16	38	29	8	4	6
2015 Warrnambool	10	34	36	12	5	3
2014 Warrnambool	19	43	27	5		6
2013 Warrnambool	20	45	24	6	1	5
State-wide	10	33	31	10	4	12
Regional Centres	12	33	32	12	5	5
Men	8	37	31	14	5	3
Women	12	38	34	9	3	4
18-34	11	41	30	14		4
35-49	5	49	31	7	7	2
50-64	12	24	38	14	6	7
65+	14	35	32	11	2	7

%

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
IMPORTANCE INDEX SCORES

2018 Town Planning Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	77	74	77	75	79	78	n/a
65+	77	73	73	77	76	76	n/a
Women	74	72	74	75	75	74	n/a
Warrnambool	74	71	72	75	73	72	n/a
Men	73	70	71	75	71	70	n/a
State-wide	73	72	73	72	72	73	72
Regional Centres	72	71	72	73	n/a	n/a	n/a
35-49	72	75	72	76	74	71	n/a
18-34	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: 11 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Town Planning Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	27	40	24	4	1	3
Regional Centres	26	40	25	4	1	4
Men	27	44	24	3	1	1
Women	33	38	19	8	1	3
18-34	25	41	21	12		
35-49	29	36	26	5	2	2
50-64	32	42	21	2		2
65+	33	43	17	2	2	3

%

■ 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: 11 Councils asked group: 2

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
PERFORMANCE INDEX SCORES

2018 Town Planning Performance

	2018	2017	2016	2015	2014	2013	2012
65+	57	62	56	57	63	62	n/a
50-64	55	51	55	56	57	57	n/a
18-34	55	62	60	61	62	66	n/a
Men	55	59	54	55	59	59	n/a
Warrnambool	54	58	56	57	61	61	n/a
Regional Centres	54	56	54	55	n/a	n/a	n/a
State-wide	54	53	52	54	55	55	54
Women	53	57	58	59	62	63	n/a
35-49	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: 17 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 COUNCIL'S GENERAL TOWN PLANNING POLICY
PERFORMANCE DETAILED PERCENTAGES

2018 Town Planning Performance
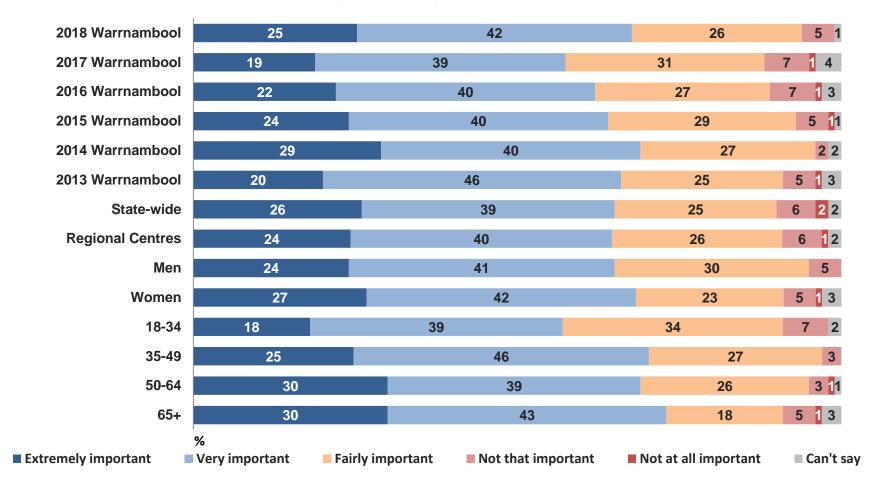
	Very good	Good	Average	Poor	Very poor	Can't say
2018 Warrnambool	8	29	29	16	7	11
2017 Warrnambool	6	37	31	11	5	9
2016 Warrnambool	8	28	34	10	6	15
2015 Warrnambool	7	32	31	12	5	13
2014 Warrnambool	8	36	30	10	2	14
2013 Warrnambool	10	35	33	10	2	10
State-wide	5	27	31	13	7	18
Regional Centres	6	29	32	14	7	12
Men	10	29	29	19	7	6
Women	6	29	28	14	8	16
18-34	9	29	34	14	7	7
35-49	3	28	23	21	10	14
50-64	12	24	30	14	8	12
65+	8	34	26	15	5	12

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

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

2018 PLANNING AND BUILDING PERMITS
IMPORTANCE INDEX SCORES

2018 Planning & Building Permits Importance

	2018	2017	2016	2015	2014	2013	2012
65+	75	76	74	75	75	77	n/a
50-64	74	74	72	73	79	76	n/a
Women	73	69	72	71	76	72	n/a
35-49	73	69	69	74	76	71	n/a
Warrnambool	72	68	69	70	74	71	n/a
Men	71	67	66	70	72	69	n/a
State-wide	71	72	71	71	71	71	71
Regional Centres	71	69	69	70	n/a	n/a	n/a
18-34	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: 18 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING AND BUILDING PERMITS
IMPORTANCE DETAILED PERCENTAGES

2018 Planning & Building Permits Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	2	2
Regional Centres	24	40	26	6	1	2
Men	24	41	30	5		
Women	27	42	23	5	1	3
18-34	18	39	34	7		2
35-49	25	46	27	3		
50-64	30	39	26	3	1	1
65+	30	43	18	5	1	3

%

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

2018 Planning & Building Permits Performance

	2018	2017	2016	2015	2014	2013	2012
65+	62	64	57	58	61	61	n/a
Men	60	59	58	62	61	61	n/a
Warrnambool	58	61	58	60	61	62	n/a
50-64	57	56	57	55	62	56	n/a
Regional Centres	57	60	55	57	n/a	n/a	n/a
35-49	57	59	58	59	61	65	n/a
18-34	56	65	61	65	62	62	n/a
Women	56	64	59	58	62	62	n/a
State-wide	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: 24 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

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2018 PLANNING AND BUILDING PERMITS
PERFORMANCE DETAILED PERCENTAGES

2018 Planning & Building Permits Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	5	24	27	13	8	23
Regional Centres	8	28	27	9	7	21
Men	11	34	27	12	4	13
Women	6	30	28	10	7	20
18-34	7	30	36	14	4	9
35-49	11	31	16	14	10	18
50-64	6	31	33	9	5	16
65+	8	34	23	7	4	24

%

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

2018 ENVIRONMENTAL SUSTAINABILITY
IMPORTANCE INDEX SCORES

2018 Environmental Sustainability Importance

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

Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 ENVIRONMENTAL SUSTAINABILITY
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Environmental Sustainability Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	31	39	23	5	2	1
Regional Centres	31	39	22	6	2	1
Men	20	36	34	9		1
Women	37	43	15	3	1	1
18-34	27	45	23	5		
35-49	29	36	27	7	2	
50-64	38	41	15	6		1
65+	25	37	28	6	1	2

%

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

Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

2018 ENVIRONMENTAL SUSTAINABILITY
PERFORMANCE INDEX SCORES

2018 Environmental Sustainability Performance

	2018	2017	2016	2015	2014	2013	2012
18-34	64	61	65	67	68	70	n/a
Regional Centres	64	65	63	63	n/a	n/a	n/a
65+	63	66	63	64	68	66	n/a
Women	63	60	62	65	67	70	n/a
State-wide	63	64	63	64	64	64	64
Warrnambool	62	63	63	65	67	68	n/a
Men	61	66	63	65	66	66	n/a
35-49	61	68	63	65	67	70	n/a
50-64	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: 24 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 ENVIRONMENTAL SUSTAINABILITY
PERFORMANCE DETAILED PERCENTAGES

2018 Environmental Sustainability Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	10	37	30	8	2	12
Regional Centres	13	38	32	7	3	8
Men	10	32	38	8	2	9
Women	12	40	30	8	3	7
18-34	16	32	38	11		4
35-49	8	43	28	7	6	8
50-64	9	36	36	8	4	8
65+	10	36	34	7	1	12

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

2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Disaster Management Importance

	2018	2017	2016	2015	2014	2013	2012
Women	87 ↑	82	n/a	n/a	n/a	n/a	n/a
18-34	84	79	n/a	n/a	n/a	n/a	n/a
35-49	83	77	n/a	n/a	n/a	n/a	n/a
65+	83	79	n/a	n/a	n/a	n/a	n/a
Warrnambool	83	79	n/a	n/a	n/a	n/a	n/a
Regional Centres	82	80	80	81	n/a	n/a	n/a
State-wide	81	80	80	80	80	80	80
50-64	81	79	n/a	n/a	n/a	n/a	n/a
Men	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: 17 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disaster Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Warrnambool	50	36	9	4	1	1
2017 Warrnambool	39	39	16	4		2
State-wide	48	33	14	3	1	1
Regional Centres	50	34	11	3	1	1
Men	44	35	12	7	1	1
Women	56	37	6	1		
18-34	52	36	9	4		
35-49	52	36	7	3	2	
50-64	47	34	10	6	1	2
65+	50	37	10	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: 17 Councils asked group: 3

2018 EMERGENCY AND DISASTER MANAGEMENT
PERFORMANCE INDEX SCORES

2018 Disaster Management Performance

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

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 EMERGENCY AND DISASTER MANAGEMENT
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disaster Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	18	39	19	4	2	18
Regional Centres	23	40	19	3	1	13
Men	20	40	24	4	1	12
Women	34	38	13	3	1	12
18-34	32	39	22			7
35-49	32	38	10	5		15
50-64	21	40	22	3	2	12
65+	23	39	18	5	1	15

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

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

2018 Population Growth Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	79	77	78	80	82	79	n/a
State-wide	77	76	76	75	75	75	75
35-49	77	79	73	79	80	79	n/a
Men	76	75	75	74	76	76	n/a
65+	76	78	78	73	79	77	n/a
Warrnambool	76	76	76	75	77	77	n/a
Women	75	77	76	76	78	78	n/a
Regional Centres	75	75	76	76	n/a	n/a	n/a
18-34	71 ⬇	71	74	70	70	74	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: 12 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA
IMPORTANCE DETAILED PERCENTAGES

2018 Population Growth Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
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	39	36	18	4	1	1
Regional Centres	33	39	22	4	1	1
Men	32	40	27			1
Women	33	41	19	6		1
18-34	23	43	30	4		
35-49	38	36	23	3		
50-64	42	37	17	4		
65+	30	45	19	3	1	2

%

Legend: ■ 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: 12 Councils asked group: 3

2018 PLANNING FOR POPULATION GROWTH IN THE AREA
PERFORMANCE INDEX SCORES

2018 Population Growth Performance

	2018	2017	2016	2015	2014	2013	2012
18-34	66	73	71	70	71	69	n/a
Men	63	69	68	64	66	67	n/a
65+	63	69	63	65	70	68	n/a
Warrnambool	63	67	66	64	66	67	n/a
Regional Centres	62	62	59	61	n/a	n/a	n/a
Women	62	65	64	65	67	66	n/a
50-64	62	62	65	59	59	64	n/a
35-49	60	62	63	60	64	64	n/a
State-wide	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: 14 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 PLANNING FOR POPULATION GROWTH IN THE AREA
PERFORMANCE DETAILED PERCENTAGES

2018 Population Growth Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	8	24	30	16	8	14
Regional Centres	16	31	28	10	5	10
Men	16	35	29	9	5	6
Women	12	36	26	10	3	12
18-34	20	36	23	16		5
35-49	11	33	34	3	8	10
50-64	10	40	23	10	5	12
65+	12	35	31	7	3	12

%

■ 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: 14 Councils asked group: 3

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J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

2018 Business/Community Development Importance

	2018	2017	2016	2015	2014	2013	2012
Women	72	73	n/a	n/a	n/a	n/a	n/a
50-64	72	71	n/a	n/a	n/a	n/a	n/a
35-49	71	70	n/a	n/a	n/a	n/a	n/a
Warrnambool	71	71	n/a	n/a	n/a	n/a	n/a
Regional Centres	71	73	n/a	n/a	n/a	n/a	n/a
65+	71	73	n/a	n/a	n/a	n/a	n/a
18-34	70	68	n/a	n/a	n/a	n/a	n/a
Men	70	68	n/a	n/a	n/a	n/a	n/a
State-wide	69	70	70	69	69	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 page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Business/Community Development Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Warrnambool	25	42	25	5	2	1
2017 Warrnambool	21	45	28	5	1	1
State-wide	21	40	31	5	1	1
Regional Centres	25	42	25	5	2	1
Men	22	42	29	6		
Women	27	42	22	4	3	2
18-34	23	45	23	7	2	
35-49	24	42	25	7		2
50-64	30	36	28	2	3	
65+	23	44	26	3	2	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

2018 BUSINESS AND COMMUNITY DEVELOPMENT
PERFORMANCE INDEX SCORES

2018 Business/Community Development Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	60 ↑	60	60	60	62	n/a	n/a
65+	57	67	54	52	n/a	n/a	n/a
Men	56	63	58	54	n/a	n/a	n/a
35-49	55	61	59	54	n/a	n/a	n/a
Warrnambool	55	62	58	54	n/a	n/a	n/a
Regional Centres	55	58	61	54	n/a	n/a	n/a
18-34	55	62	62	57	n/a	n/a	n/a
Women	55	61	58	54	n/a	n/a	n/a
50-64	53	57	56	49	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: 10 Councils asked group: 1
Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Business/Community Development Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
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	7	34	30	10	3	15
Regional Centres	5	33	34	15	5	8
Men	3	35	40	13	3	6
Women	7	32	29	16	6	9
18-34	5	34	38	14	5	4
35-49	2	39	35	13	5	6
50-64	7	27	35	19	6	6
65+	6	32	30	14	3	15

Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1

2018 TOURISM DEVELOPMENT
IMPORTANCE INDEX SCORES

2018 Tourism Development Importance

	Score	2017	2016	2015	2014	2013	2012
50-64	74	72	n/a	n/a	n/a	n/a	n/a
Women	73	70	n/a	n/a	n/a	n/a	n/a
Warrnambool	71	71	n/a	n/a	n/a	n/a	n/a
Regional Centres	71	70	n/a	64	n/a	n/a	n/a
65+	70	75	n/a	n/a	n/a	n/a	n/a
35-49	70	68	n/a	n/a	n/a	n/a	n/a
18-34	69	68	n/a	n/a	n/a	n/a	n/a
Men	68	72	n/a	n/a	n/a	n/a	n/a
State-wide	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: 6 Councils asked group: 1
Note: Please see page 6 for explanation about significant differences.

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JWS RESEARCH

2018 Tourism Development Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Warrnambool	26	37	29	6	1	
2017 Warrnambool	24	40	30	4	1	1
State-wide	16	32	35	13	3	1
Regional Centres	26	37	29	6	1	
Men	24	33	34	8	1	
Women	28	41	25	5	1	
18-34	23	38	32	7		
35-49	29	32	28	8	2	
50-64	32	38	25	5		
65+	22	41	31	4	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: 6 Councils asked group: 1

2018 TOURISM DEVELOPMENT
PERFORMANCE INDEX SCORES

2018 Tourism Development Performance

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

Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1
Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Tourism Development Performance

	Very good	Good	Average	Poor	Very poor	Can't say
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	12	37	26	11	3	11
Regional Centres	14	40	28	11	2	5
Men	11	39	32	13	1	4
Women	16	41	25	10	3	5
18-34	16	43	25	11	2	4
35-49	15	34	30	18	2	2
50-64	10	38	32	9	5	6
65+	14	42	27	9	1	8

Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1

DETAILED DEMOGRAPHICS

JWS RESEARCH

2018 GENDER AND AGE PROFILE

JWS RESEARCH

Gender

- Men
- Women

52% 48%

Age

- 18-24
- 25-34
- 35-49
- 50-64
- 65+

7% 22% 24% 22% 26%

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.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 8

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J00643 Community Satisfaction Survey 2018 - Warrnambool City Council

APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE

JWS RESEARCH

APPENDIX B:
FURTHER PROJECT INFORMATION

APPENDIX B:
BACKGROUND AND OBJECTIVES

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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:
MARGINS OF ERROR

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Warrnambool City Council was 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 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 27,000 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	179	190	+/-7.3
Women	221	210	+/-6.6
18-34 years	56	114	+/-13.2
35-49 years	61	94	+/-12.6
50-64 years	128	87	+/-8.7
65+ years	155	105	+/-7.9

APPENDIX B:
ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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 2018 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

J W S R E S E A R C H

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.

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**

APPENDIX B:
ANALYSIS AND REPORTING

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

APPENDIX B:
INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

a) how well council is seen to be performing in a particular service area; or

b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing **very well** in this service area	This service area is seen to be **extremely important**
60 – 75	Council is performing **well** in this service area, but there is room for improvement	This service area is seen to be **very important**
50 – 60	Council is performing **satisfactorily** in this service area but needs to improve	This service area is seen to be **fairly important**
40 – 50	Council is performing **poorly** in this service area	This service area is seen to be **somewhat important**
0 – 40	Council is performing **very poorly** in this service area	This service area is seen to be **not that important**

APPENDIX B:
INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

> $1 = Index Score 1

> $2 = Index Score 2

> $3 = unweighted sample count 1

> $4 = unweighted sample count 1

> $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:
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 2018 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 2018 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 2018 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.

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

CSS: 2018 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.