



2022 Local Government Community Satisfaction Survey

Warrnambool City Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Disadvantaged support services</u>	<u>96</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Recreational facilities</u>	<u>98</u>
<u>Detailed findings</u>	<u>12</u>	<u>Appearance of public areas</u>	<u>102</u>
<u>Overall performance</u>	<u>13</u>	<u>Art centres and libraries</u>	<u>106</u>
<u>Customer service</u>	<u>31</u>	<u>Community and cultural activities</u>	<u>110</u>
<u>Communication</u>	<u>40</u>	<u>Waste management</u>	<u>114</u>
<u>Council direction</u>	<u>45</u>	<u>Business and community development and tourism</u>	<u>118</u>
<u>Individual service areas</u>	<u>51</u>	<u>General town planning policy</u>	<u>122</u>
<u>Community consultation and engagement</u>	<u>52</u>	<u>Planning and building permits</u>	<u>126</u>
<u>Lobbying on behalf of the community</u>	<u>56</u>	<u>Environmental sustainability</u>	<u>130</u>
<u>Decisions made in the interest of the community</u>	<u>60</u>	<u>Emergency and disaster management</u>	<u>134</u>
<u>Condition of sealed local roads</u>	<u>64</u>	<u>Planning for population growth</u>	<u>138</u>
<u>Informing the community</u>	<u>68</u>	<u>Business and community development</u>	<u>142</u>
<u>Condition of local streets and footpaths</u>	<u>72</u>	<u>Tourism development</u>	<u>146</u>
<u>Traffic management</u>	<u>76</u>	<u>Detailed demographics</u>	<u>148</u>
<u>Parking facilities</u>	<u>80</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>150</u>
<u>Enforcement of local laws</u>	<u>84</u>	<u>Appendix B: Further project information</u>	<u>155</u>
<u>Family support services</u>	<u>88</u>		
<u>Elderly support services</u>	<u>92</u>		



Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



Warrnambool City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Warrnambool 62



State-wide 59



Regional Centres 59

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<div>Population growth</div> <div>Sealed local roads</div> <div>Local streets & footpaths</div>	<div>Art centres & libraries</div> <div>Traffic management</div>
Compared to group average	<div>Sealed local roads</div> <div>Waste management</div> <div>Business & community dev.</div>	<div>Art centres & libraries</div>



Summary of core measures

Index scores


Overall
performance


Consultation &
engagement

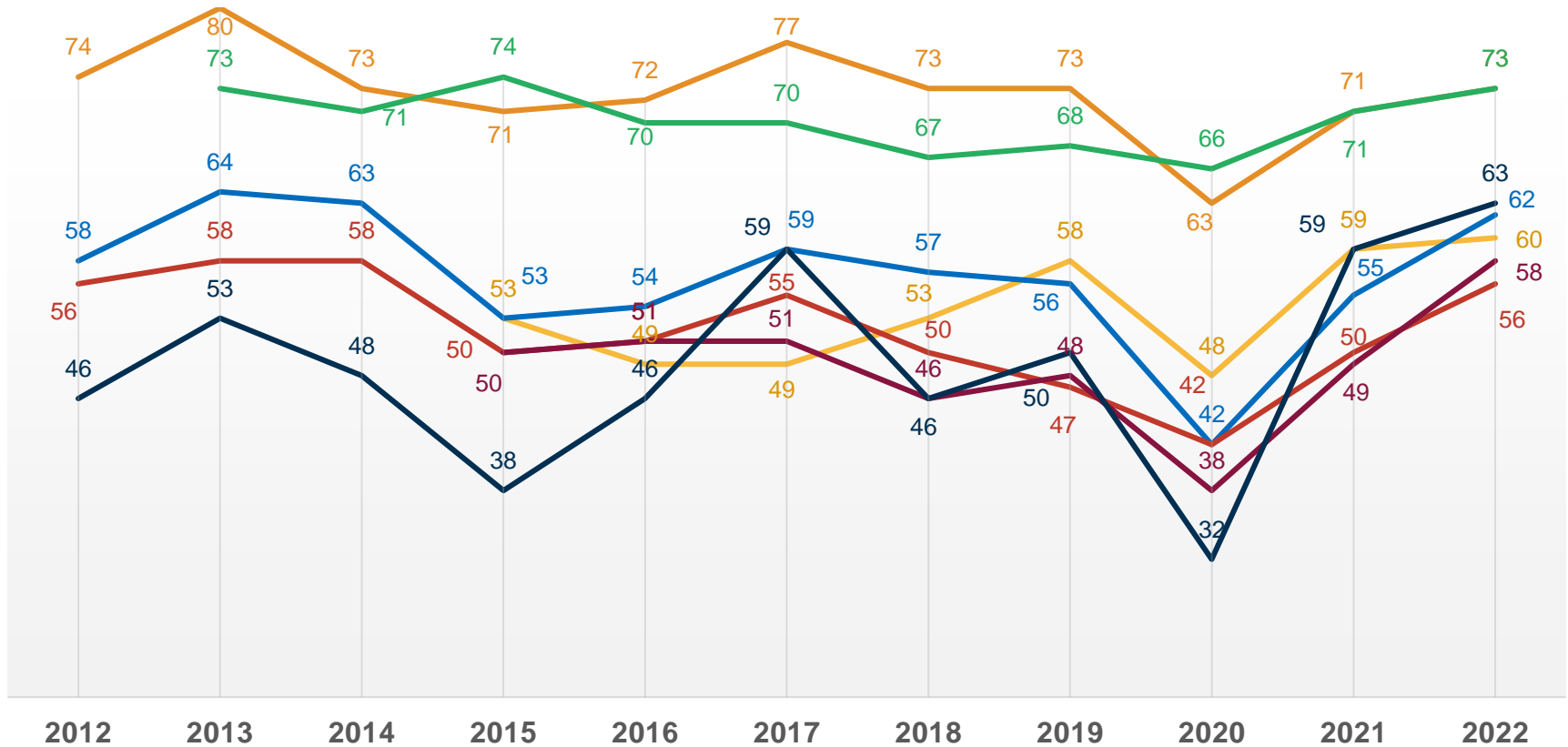

Community
decisions


Sealed
local
roads


Waste
management


Customer
service

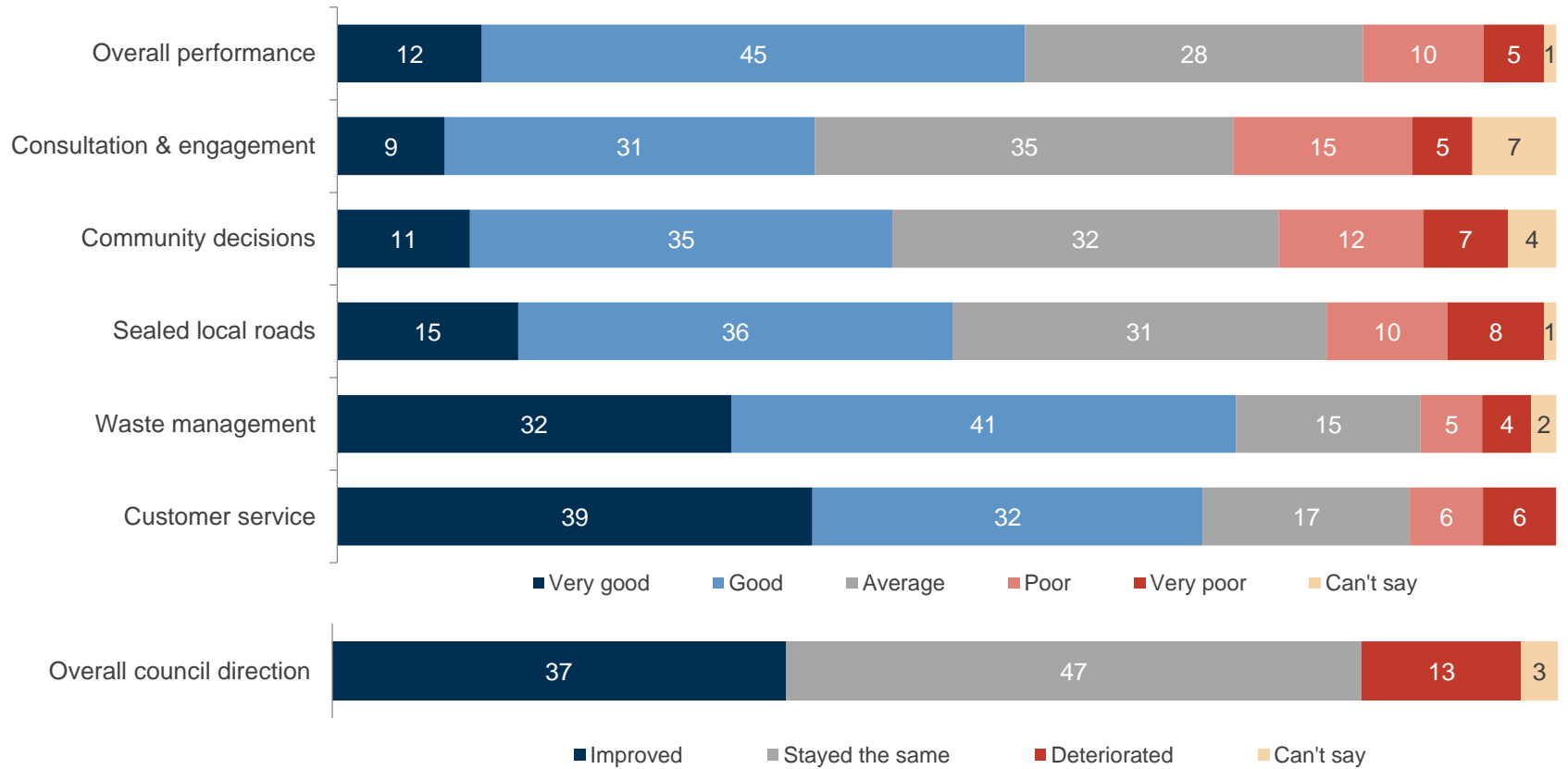

Overall
council
direction















Summary of core measures

Core measures summary results (%)















Summary of Warrnambool City Council performance

Services		Warrnambool 2022	Warrnambool 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	62	55	59	59	Aged 65+ years	Aged 18-49 years
	Value for money	55	54	53	53	Aged 65+ years	Aged 35-49 years
	Overall council direction	63	59	52	50	Aged 65+ years	Aged 18-34 years
	Customer service	73	71	69	68	Aged 35-49 years	Aged 18-34 years
	Appearance of public areas	76	76	73	71	Aged 65+ years	Aged 18-34 years
	Waste management	73	71	68	68	Aged 35-49 years, Aged 65+ years, Women	Aged 18-34 years
	Recreational facilities	71	71	72	69	Aged 65+ years	Aged 18-34 years
	Emergency & disaster mngt	71	70	67	66	Aged 35-49 years, Women	Aged 50-64 years
	Art centres & libraries	70	68	76	73	Women, Aged 65+ years	Men
	Elderly support services	69	67	65	67	Aged 65+ years	Aged 18-34 years



Summary of Warrnambool City Council performance

Services		Warrnambool 2022	Warrnambool 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Family support services	68	68	67	65	Aged 65+ years	Aged 50-64 years
	Enforcement of local laws	67	69	66	63	Women	Men
	Community & cultural	66	64	65	65	Women, Aged 65+ years	Aged 50-64 years, Men
	Environmental sustainability	66	62	62	61	Aged 18-34 years	Aged 35-49 years
	Bus/community dev./tourism	64	61	62	60	65+ years	Aged 50-64 years, Aged 18-34 years
	Disadvantaged support serv.	63	64	62	62	Aged 65+ years	Aged 50-64 years
	Business & community dev.	62	60	58	58	Women	Aged 50-64 years
	Local streets & footpaths	62	64	59	57	Aged 65+ years	Aged 50-64 years
	Sealed local roads	60	59	54	53	Aged 35-49 years, Aged 65+ years	Aged 18-34 years
	Informing the community	60	52	58	59	Aged 35-49 years	Aged 50-64 years



Summary of Warrnambool City Council performance

Services		Warrnambool 2022	Warrnambool 2021	Regional Centres 2022	State-wide 2022	Highest score	Lowest score
	Population growth	59	60	58	52	Aged 65+ years	Aged 18-34 years
	Lobbying	58	53	55	53	Aged 35-49 years	Aged 50-64 years
	Community decisions	58	49	54	54	Aged 35-49 years	Aged 18-34 years
	Town planning policy	57	55	55	54	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	56	50	54	54	Aged 35-49 years	Aged 50-64 years
	Parking facilities	56	51	56	57	Men, Aged 65+ years	Women
	Planning & building permits	56	59	54	50	Aged 65+ years	Aged 50-64 years
	Traffic management	55	59	57	58	Women, Aged 50-64 years	Men



Focus areas for the next 12 months

Overview

Perceptions of Council performance have continued to build upon the strong gains made in 2021. Council's overall performance index is 62 in 2022, up seven points from 2021 and similar to the peak levels seen in 2013 and 2014. This positive result is reflected in significantly higher ratings for seven individual service areas, including some of Council's weaker performing areas such as informing the community, lobbying, community decisions, consultation and engagement, and parking facilities.

Key influences on perceptions of overall performance

Council should focus on maintaining and further improving performance in the individual service area that most influences perceptions of overall performance, namely community decisions. Other key influences, where Council should work to strengthen performance, include the related areas of community consultation and informing the community, as well as town planning and the condition of sealed local roads.

Comparison to state and area grouping

Council performs in line with or significantly higher than the Regional Centres group and State-wide averages on almost all core and individual service areas evaluated. Arts centres and libraries and traffic management are the only service areas where Council performs below the State-wide average. Council also performs below the Regional Centres group average on arts centres and libraries.

Maintain and consolidate gains achieved

Council should look to maintain efforts in its stronger performing service areas such as the appearance of public areas and waste management. However, over the next 12 months, it should also seek to build upon the strong gains made over the past two years in many of its weaker performing areas – particularly those related to planning, Council's communication with residents and its consideration of community views and interests.

DETAILED FINDINGS

Overall performance



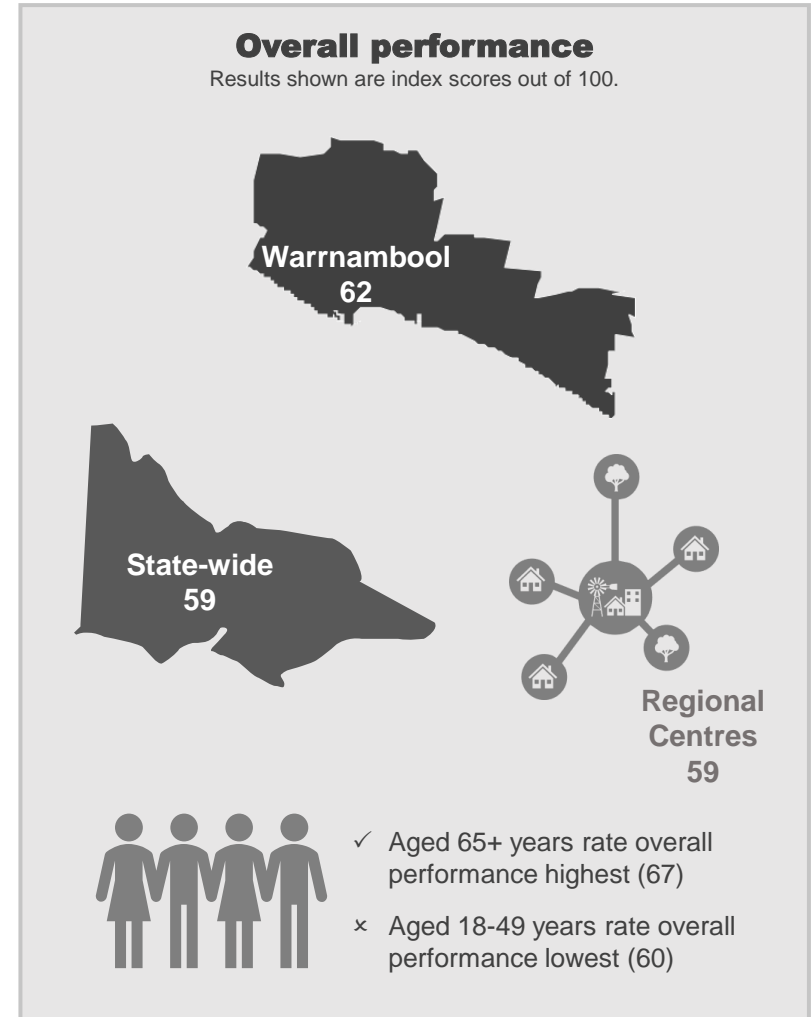
Overall performance

The overall performance index score of 62 for Warrnambool City Council has increased significantly (at the 95% confidence interval), up seven points, following a previous 13-point increase in 2021.

- Council's overall rating is now line with the peak levels seen across 2013 and 2014 (index scores of 64 and 63 respectively).
- Council performance is rated significantly higher than the Regional Centres group and State-wide averages for councils (index score of 59 for each).
- Perceptions among residents aged 65 years and over have improved significantly (up 15 points on 2021) and this group provides Council's highest overall performance rating.

More than four in 10 residents (43%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', almost twice those who rate this as 'very poor' or 'poor' (23%). A further one third (33%) of residents rate Council as 'average' at providing value for money.

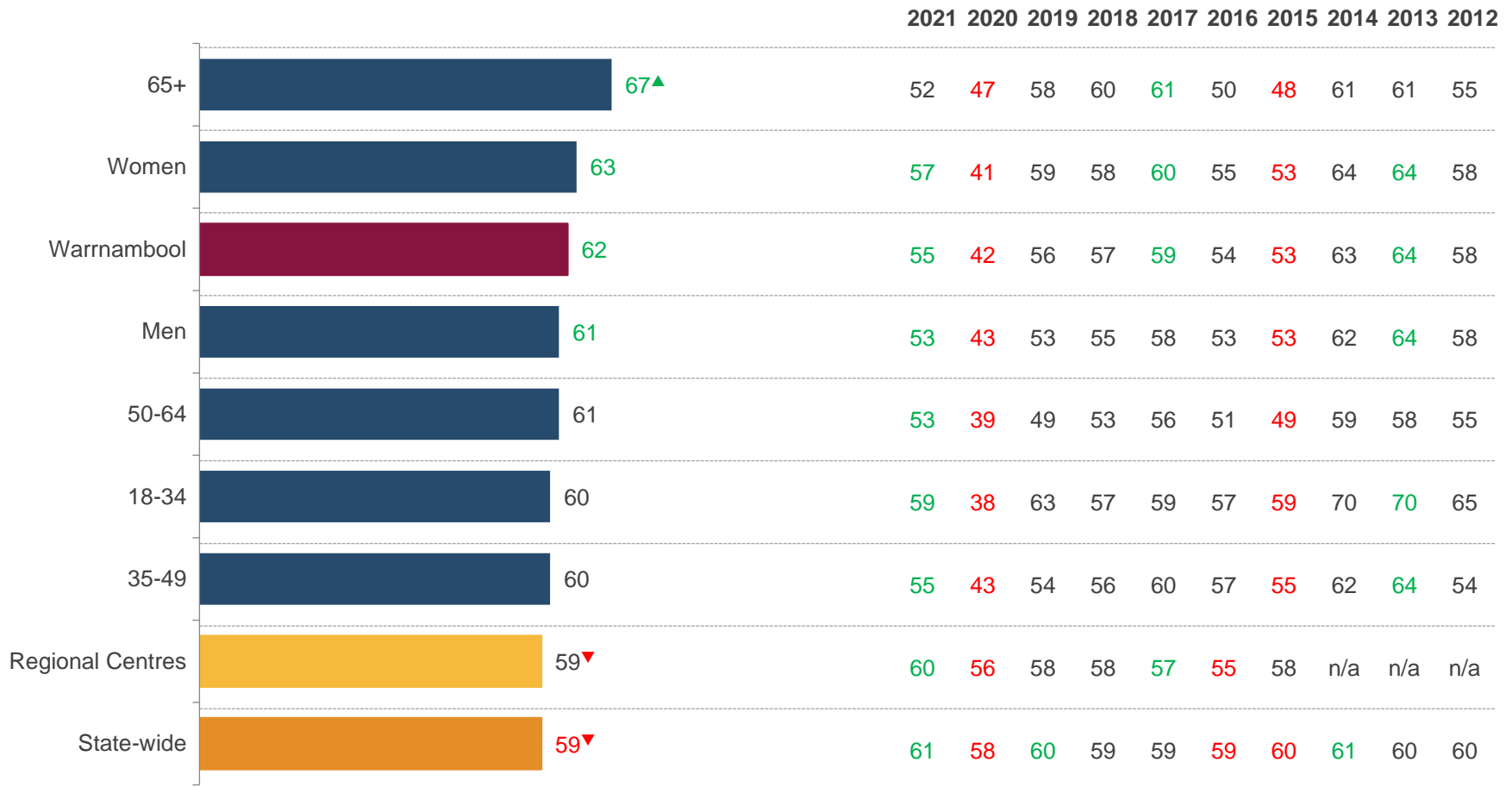
- Perceptions of value for money are in line with the Regional Centres council group and State-wide averages.





Overall performance

2022 overall performance (index scores)



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?

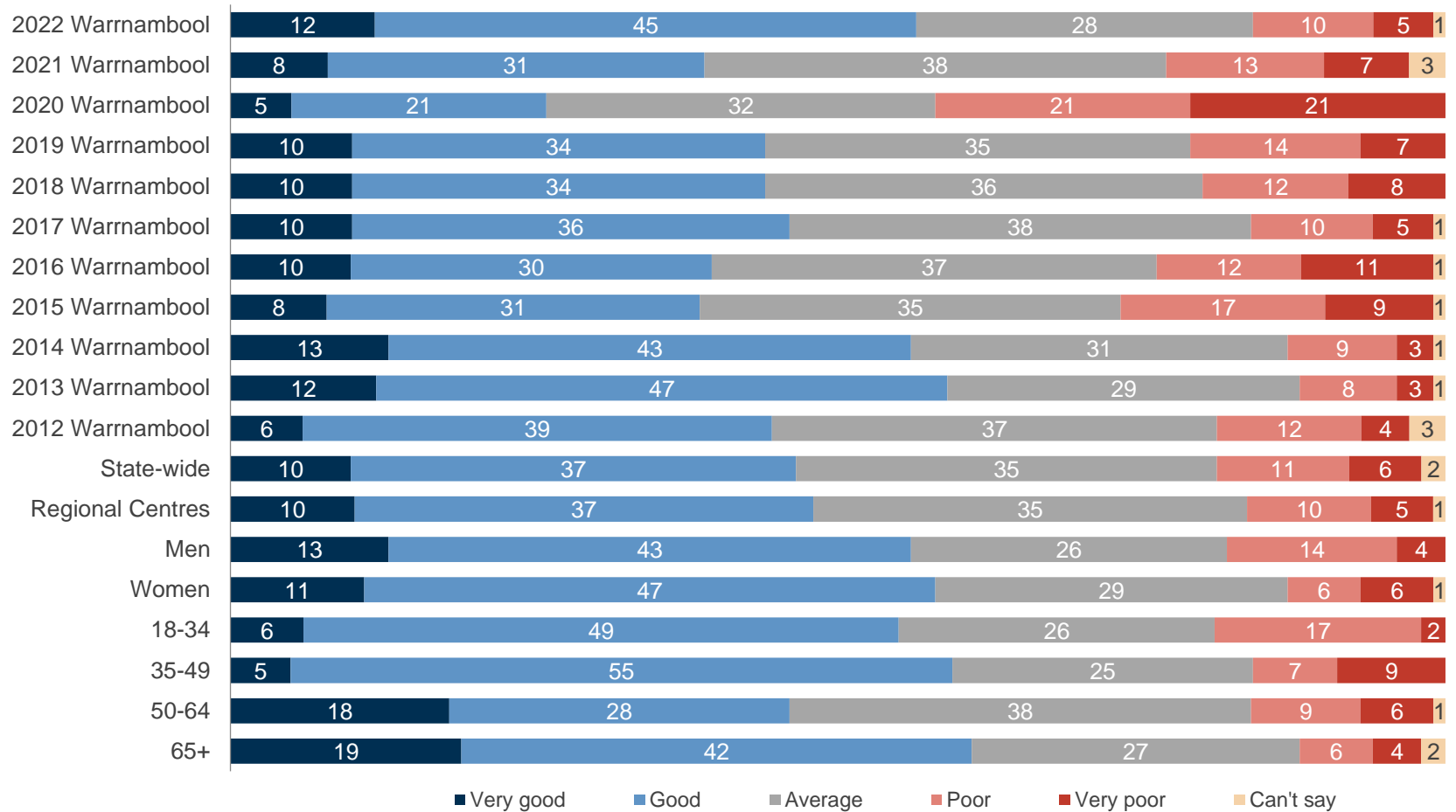
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



Overall performance

2022 overall performance (%)



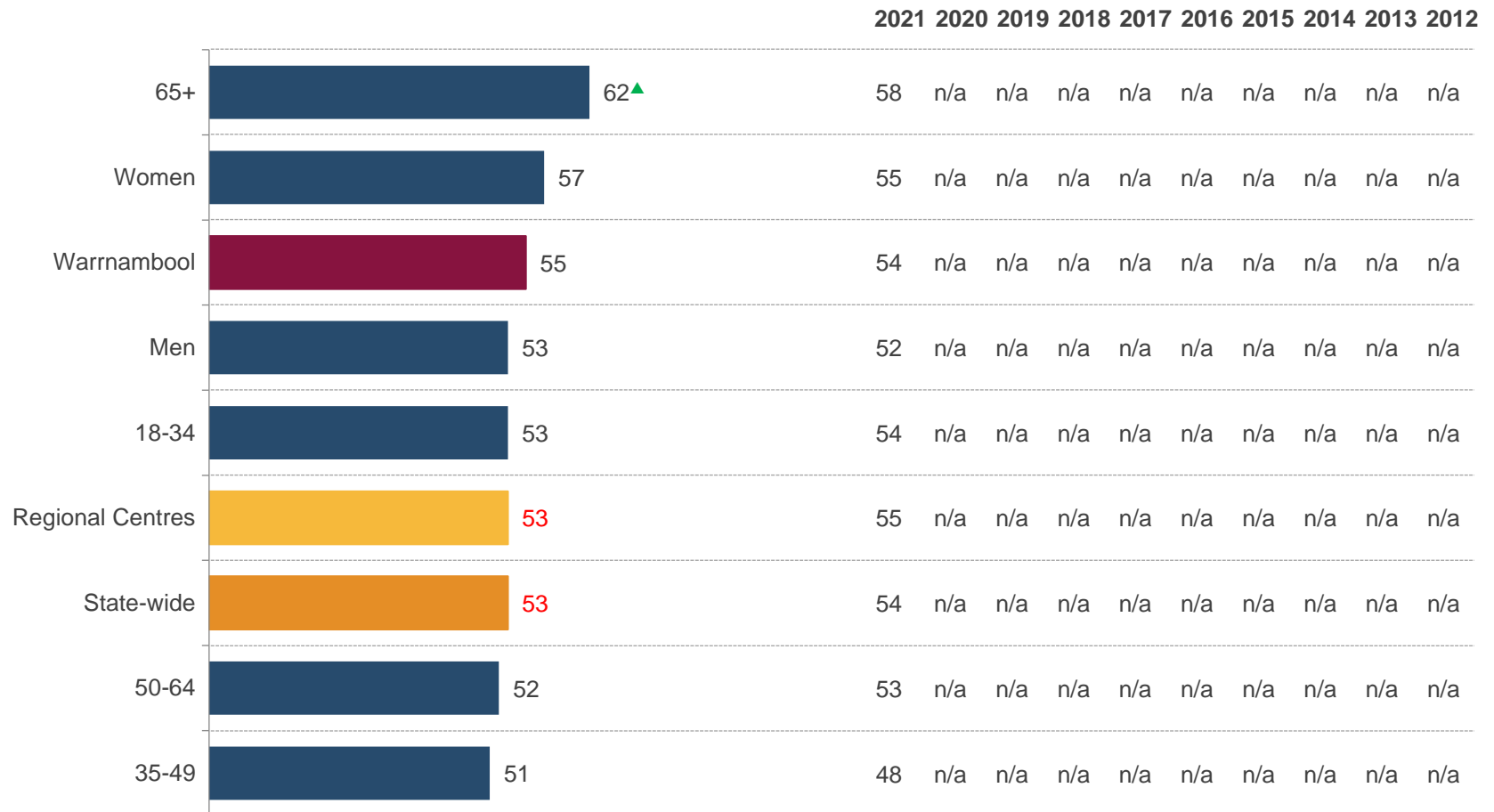
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9



Value for money in services and infrastructure

2022 value for money (index scores)



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

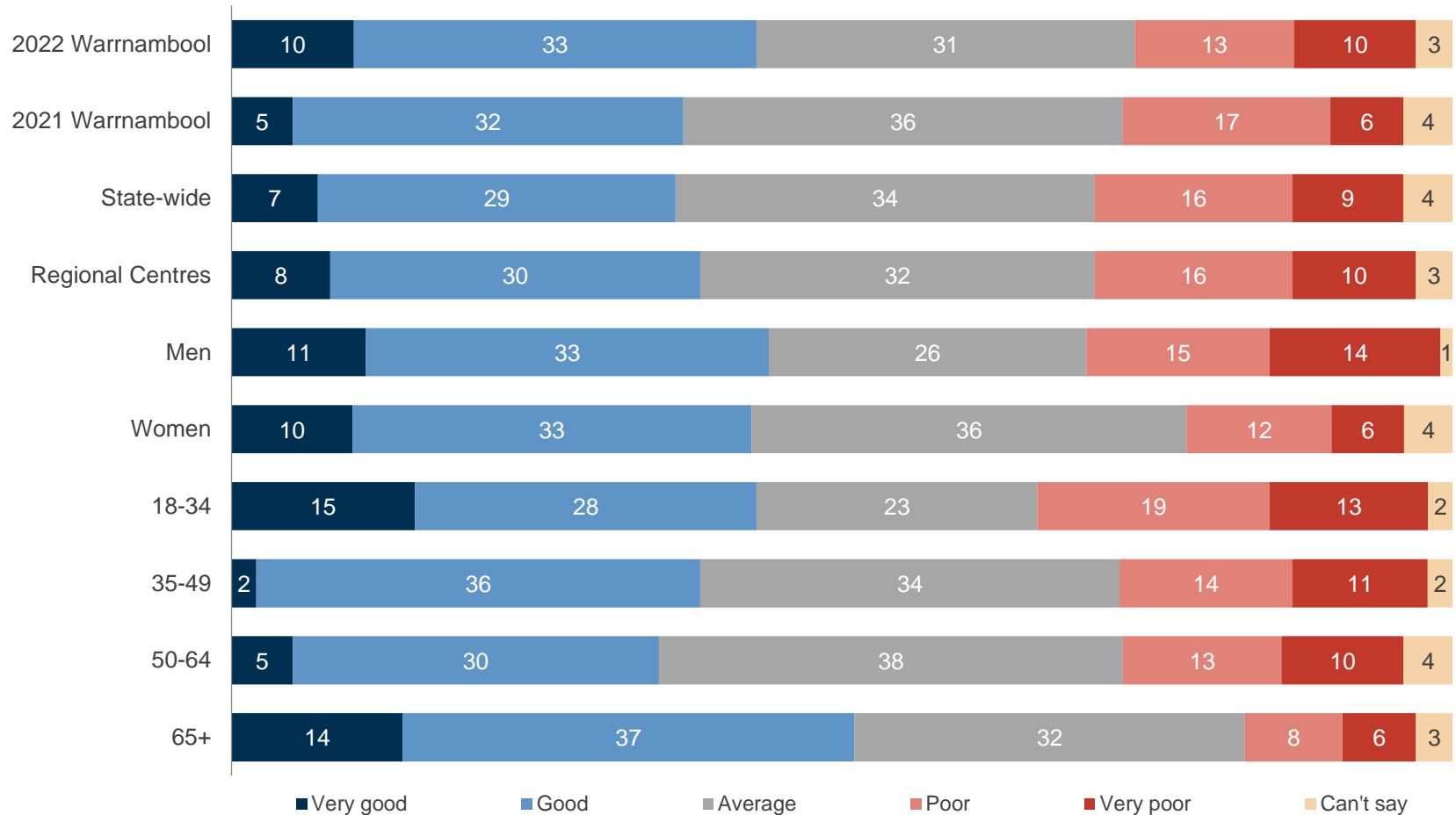
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



Value for money in services and infrastructure

2022 value for money (%)



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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



Top performing service areas

The appearance of public areas is Council's best performing area – index score of 76, maintaining the significant five-point gain made in 2021.

- Council rates significantly higher than the Regional Centres group and State-wide averages for councils (index scores of 73 and 71 respectively).
- However, residents aged 18 to 34 years rate performance significantly lower than the Council average for this service area.

Waste management (index score of 73) is Council's next highest rated service area – index score of 73, improving a further two points after a significant five-point gain in 2021.

- Again, Council rates significantly higher than the Regional Centres group and State-wide averages for councils (index scores of 68 for each).
- Perceptions among 35 to 49 year olds have improved significantly (up eight points on 2021) and, along with women and residents aged 65 years and over, provide Council's highest ratings in this area (index scores of 75 for each).

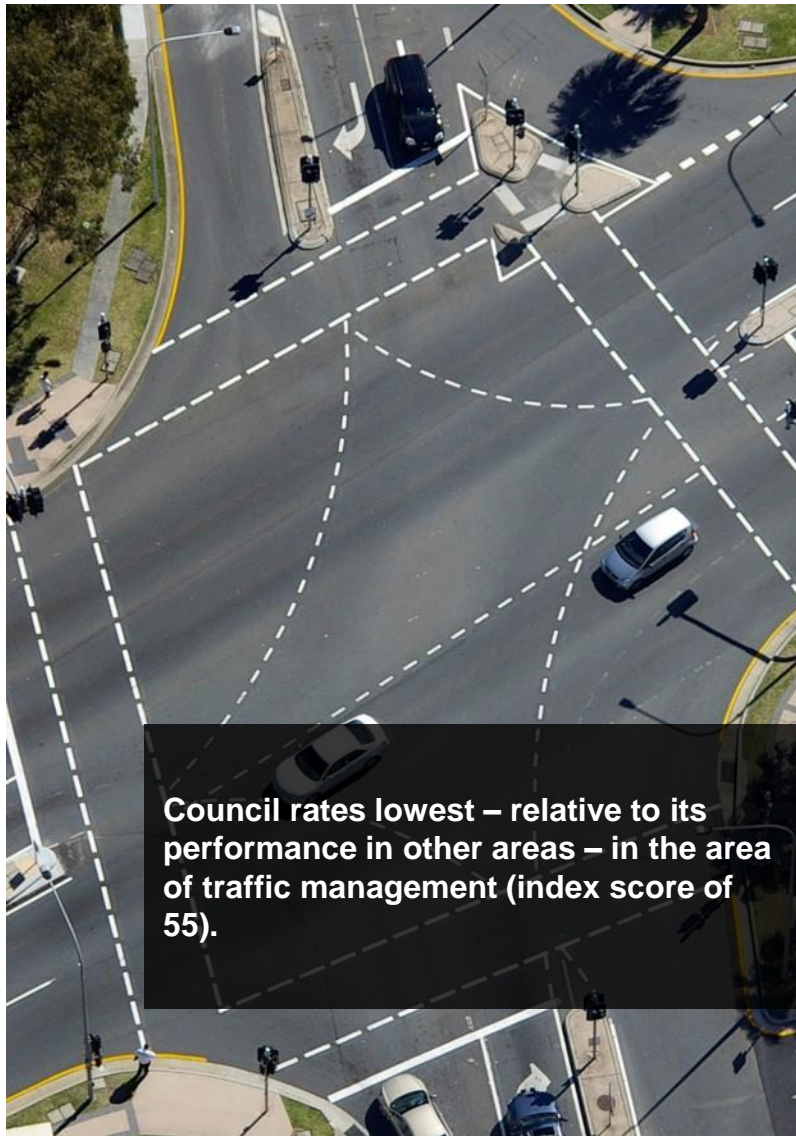
Significant gains have also been made on other better performing areas such as environmental sustainability and business, community development and tourism (up four and five points respectively).



Appearance of public areas (index score of 76) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest in the area of traffic management (index score of 55, a significant four- point decrease on 2021).

- Contributing to this decline are significant decreases among residents aged 18 to 34 years and men.
- Council rates slightly lower than the Regional Centres group average for councils and significantly lower than the State-wide average for this area (index scores of 57 and 58 respectively).

Consultation and engagement and parking facilities continue to be other lower performing service areas, in addition to planning and building permits (index score of 56 for each).

- However, Council performs in line with or significantly higher than the Regional Centres group and State-wide averages for councils.
- Council is making ground on consultation and parking, which have improved significantly for the second year in a row (up six and five points respectively) but is slightly down on permits this year (three points).

Further, community consultation (10%) is the second most cited area for improvement, after financial management (13%).



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	76	76	71	79	74	74	76	77	77	82	n/a
Waste management	73	71	66	68	67	70	70	74	71	73	n/a
Recreational facilities	71	71	65	70	69	71	72	72	74	75	n/a
Emergency & disaster mngt	71	70	67	74	75	73	70	72	74	73	n/a
Art centres & libraries	70	68	69	73	72	72	74	76	77	78	n/a
Elderly support services	69	67	65	71	70	71	68	71	75	73	n/a
Family support services	68	68	66	70	67	67	67	68	73	72	n/a
Enforcement of local laws	67	69	63	69	66	67	66	69	70	71	n/a
Community & cultural	66	64	65	70	66	68	71	70	76	75	n/a
Environmental sustainability	66	62	61	61	62	63	63	65	67	68	n/a
Bus/community dev./tourism	64	61	60	67	60	64	65	58	70	70	n/a
Disadvantaged support serv.	63	64	61	66	63	63	61	63	68	68	n/a
Business & community dev.	62	60	53	61	55	62	58	54	n/a	n/a	n/a
Local streets & footpaths	62	64	56	64	58	55	58	65	64	65	n/a
Sealed local roads	60	59	48	58	53	49	49	53	n/a	n/a	n/a
Informing the community	60	52	45	54	54	60	55	58	61	62	n/a
Population growth	59	60	57	64	63	67	66	64	66	67	n/a
Lobbying	58	53	43	53	53	59	54	55	59	60	57
Community decisions	58	49	38	48	46	51	51	50	n/a	n/a	n/a
Town planning policy	57	55	50	56	54	58	56	57	61	61	n/a
Consultation & engagement	56	50	42	47	50	55	51	50	58	58	56
Parking facilities	56	51	38	45	39	49	54	48	50	55	n/a
Planning & building permits	56	59	58	64	58	61	58	60	61	62	n/a
Traffic management	55	59	50	59	52	61	57	62	62	65	n/a

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

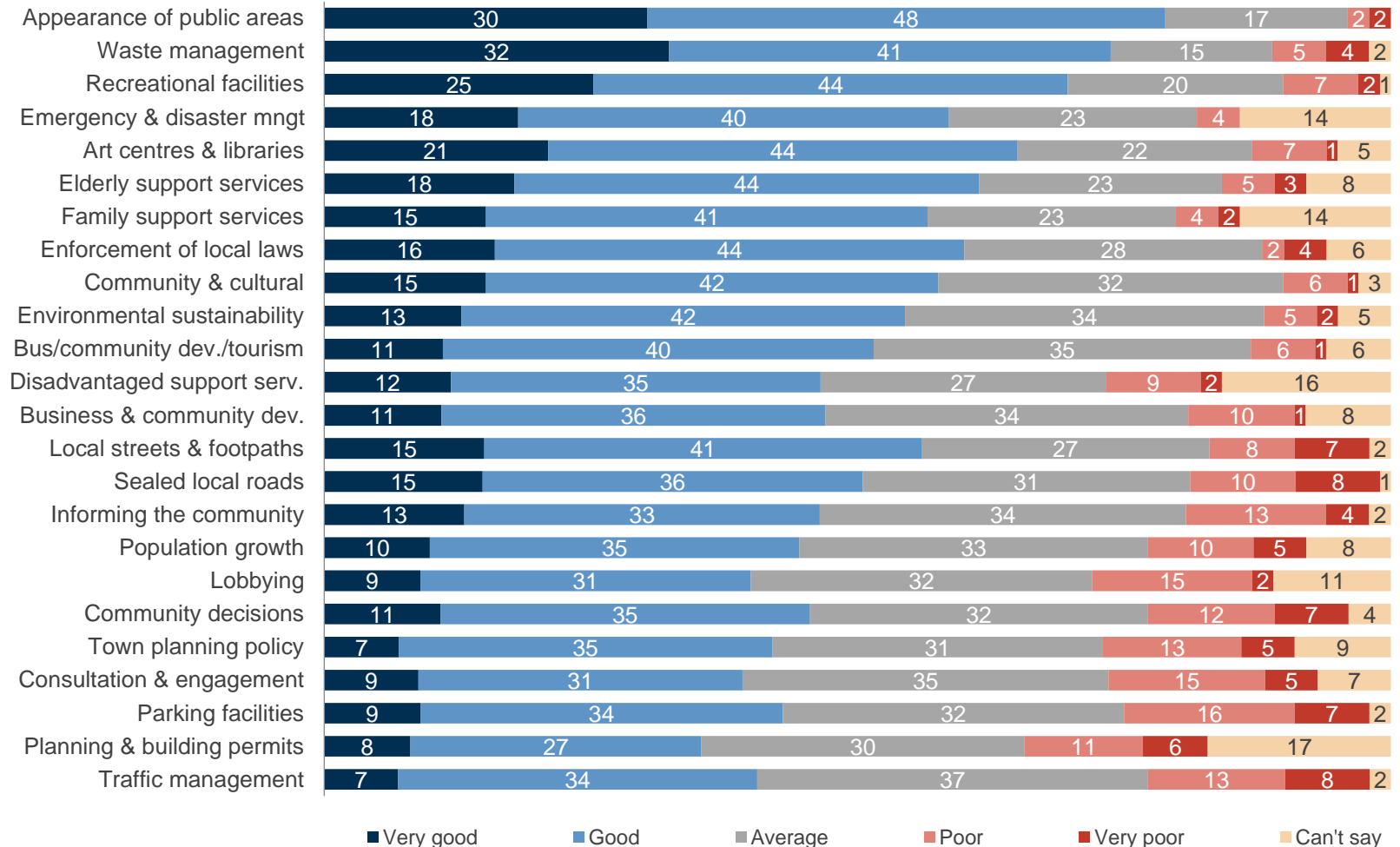
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Elderly support services	81	82	79	81	79	79	76	80	79	80	n/a
Community decisions	81	83	80	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	80	82	79	81	80	77	77	78	80	78	n/a
Informing the community	79	83	78	81	78	77	76	75	76	76	n/a
Sealed local roads	79	78	79	80	82	81	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	78	73	78	77	76	77	79	78	77	n/a
Emergency & disaster mngt	78	79	77	79	83	79	n/a	n/a	n/a	n/a	n/a
Population growth	78	77	75	76	76	76	76	75	77	77	n/a
Family support services	76	78	75	74	75	76	73	78	75	74	n/a
Appearance of public areas	76	76	71	74	76	73	77	76	77	74	n/a
Recreational facilities	75	74	71	73	74	74	75	75	74	73	n/a
Consultation & engagement	74	77	78	80	78	75	74	77	74	74	n/a
Town planning policy	73	76	70	72	74	71	72	75	73	72	n/a
Planning & building permits	72	73	69	70	72	68	69	70	74	71	n/a
Environmental sustainability	72	75	72	76	73	73	71	73	73	72	n/a
Bus/community dev./tourism	72	75	74	73	75	73	76	76	75	73	n/a
Parking facilities	72	74	75	78	78	74	75	75	76	74	n/a
Business & community dev.	72	74	70	72	71	71	n/a	n/a	n/a	n/a	n/a
Traffic management	70	73	68	73	74	70	71	73	73	71	n/a
Lobbying	70	72	69	72	72	70	68	72	71	71	n/a
Tourism development	69	72	70	69	71	71	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	68	71	67	67	69	70	72	71	71	73	n/a
Art centres & libraries	64	64	59	65	64	64	65	65	67	65	n/a
Community & cultural	64	68	60	64	63	63	64	65	65	62	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

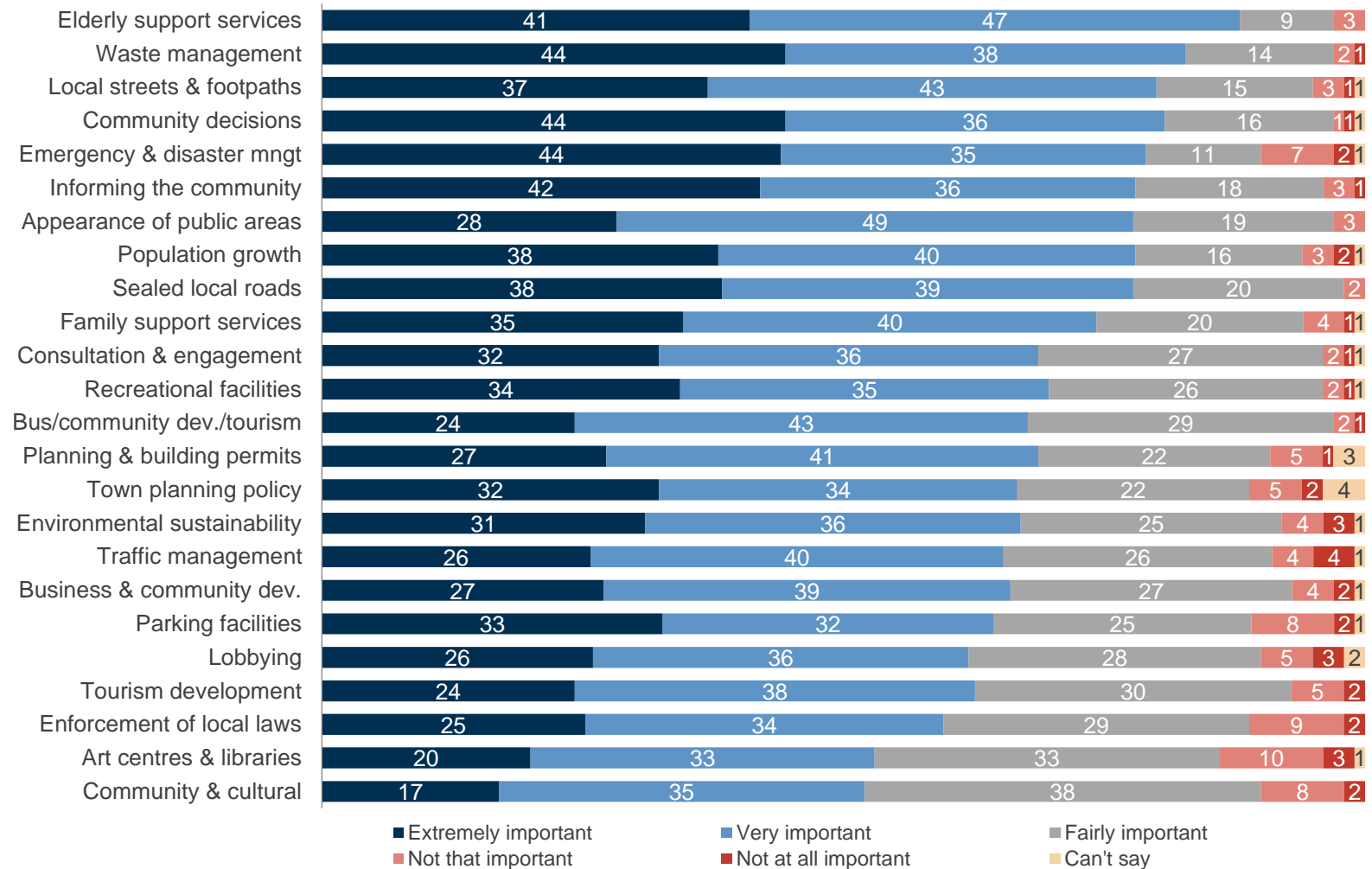
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 5

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



Individual service area importance

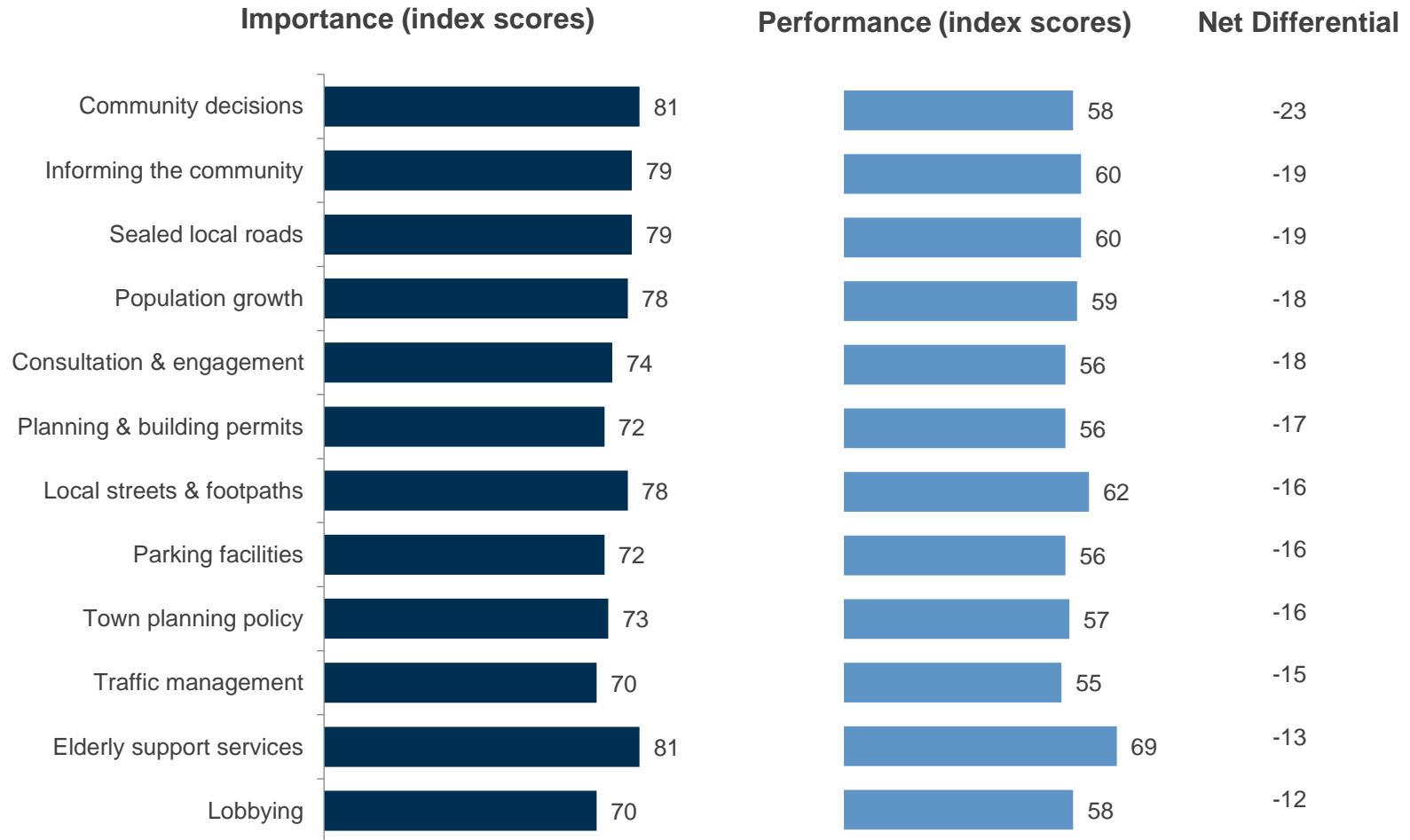
2022 individual service area importance (%)





Individual service areas importance vs performance

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





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Community consultation and engagement
- Town planning
- Informing the community
- Condition of sealed local roads
- Elderly support services.

Looking at these key service areas only, Council's elderly support services are performing well (index of 69) and a moderate influence on the overall performance rating. Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a moderate to strong influence on overall perceptions, but perform relatively less well, are the condition of sealed local roads, informing the community, town planning and community consultation (index of 60, 60, 57 and 56 respectively).

Ensuring sealed roads are well maintained and that residents are consulted and well informed about local issues and Council activities, particularly around planning, can also help shore up Council's overall performance rating.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

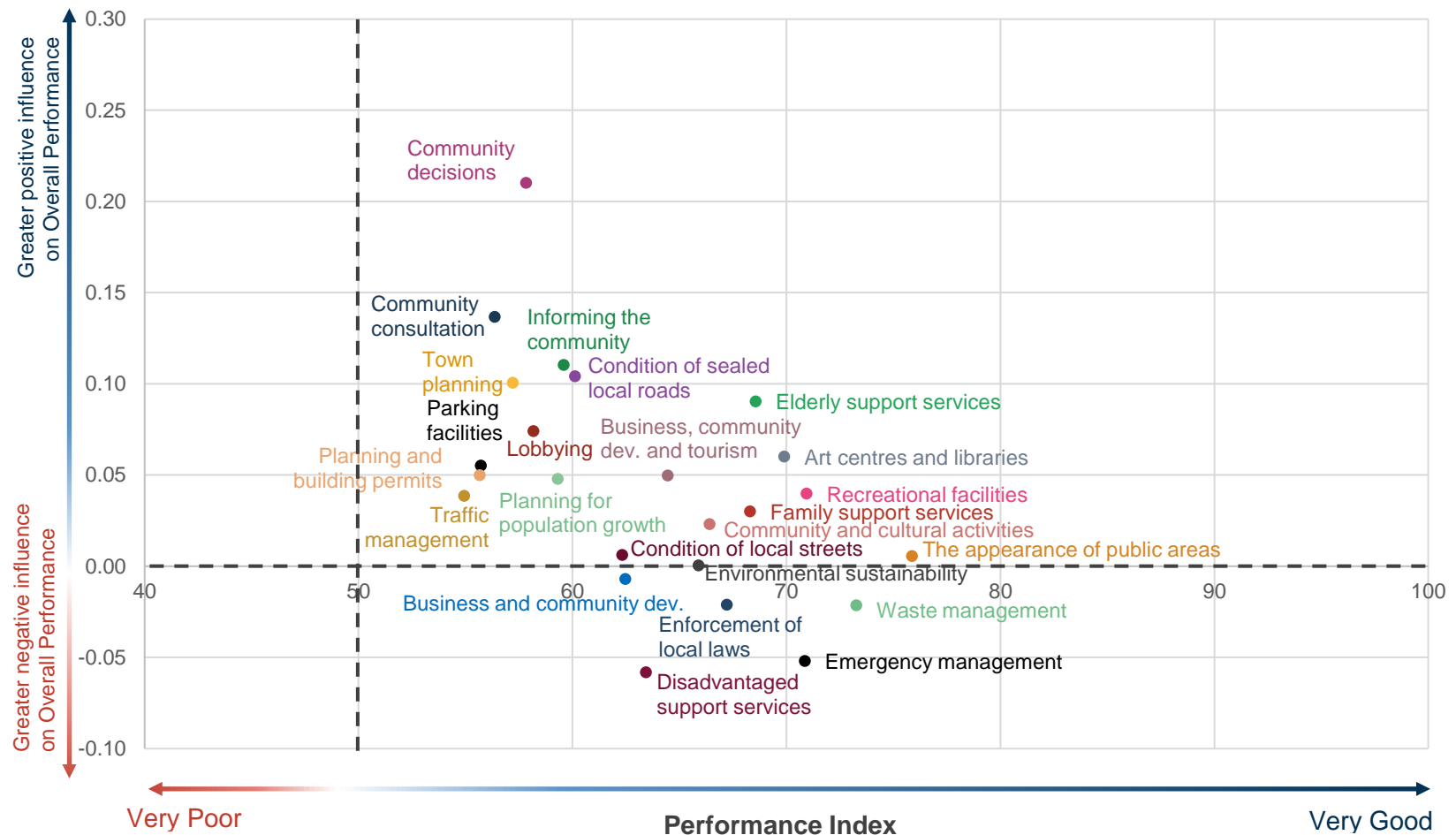
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

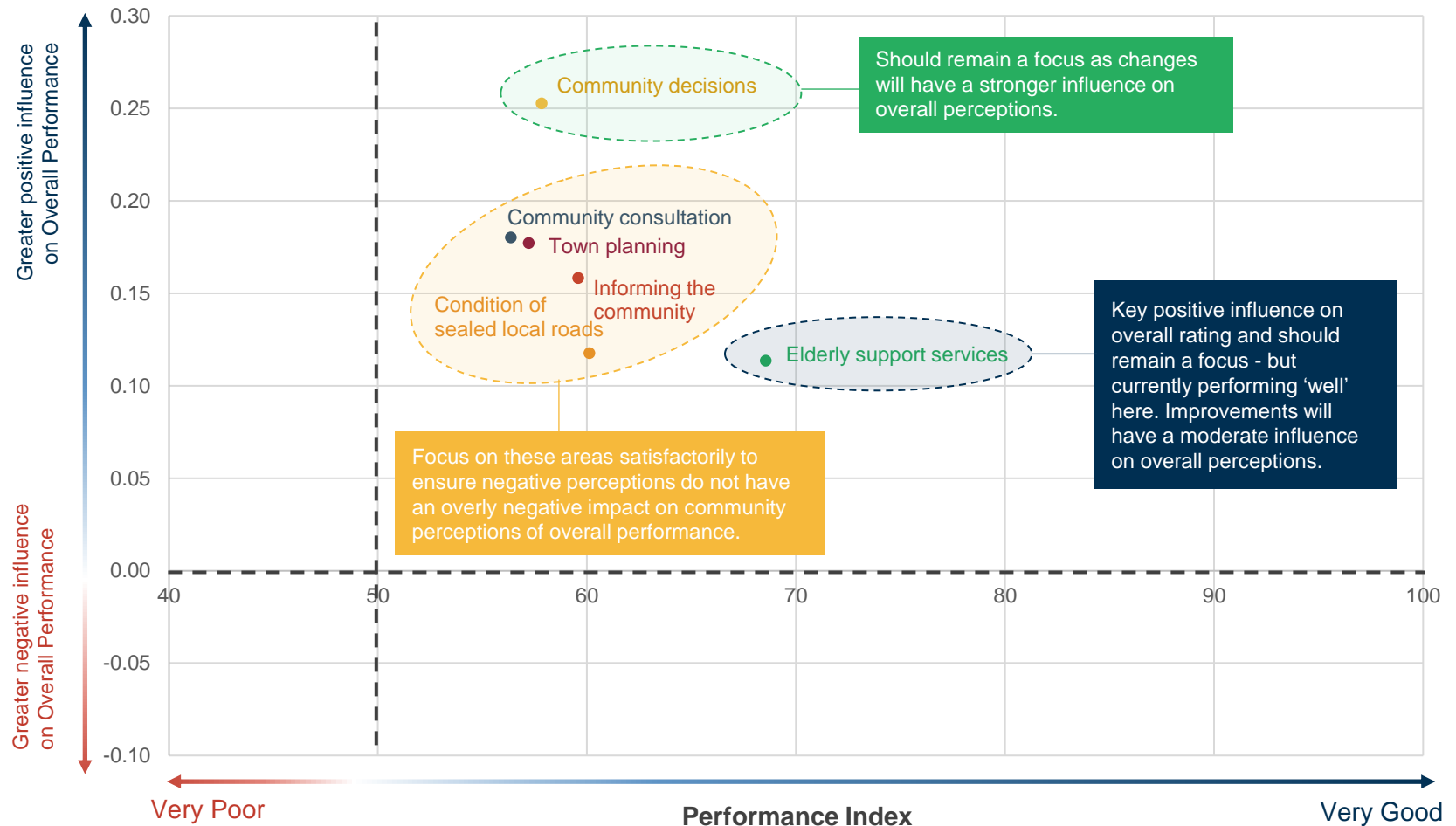


The multiple regression analysis model above (all service areas) has an R^2 value of 0.583 and adjusted R^2 value of 0.557, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 21.87$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.557 and adjusted R^2 value of 0.550, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 82.28$.



Areas for improvement

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





Customer service



Contact with council and customer service

Contact with council

Rate of contact with Council has declined for the third year in a row to its lowest level recorded – just 52% of residents made contact in the last 12 months.

- Rate of contact is significantly lower than the Regional Centres council group and State-wide averages (59% and 63% respectively).
- Rates of contact across demographic cohorts are not significantly different from the Council average.

Telephone (30%) has remained the primary method of contact with Council, followed by in person (23%) and via email (16%).

Customer service

Perceptions of Council's customer service (index score of 73) continue to improve – up two points in 2022, following a significant eight-point increase in 2021.

- Council's customer service rates slightly higher than the Regional Centres group average and significantly higher than the State-wide average (index scores of 69 and 68 respectively).
- Perceptions of customer service across individual demographic cohorts are not significantly different from the Council average.

Seven in 10 residents (71%) provide a positive customer service rating of 'very good' or 'good'. Few (12%) rate Council's customer service as 'poor' or 'very poor'.

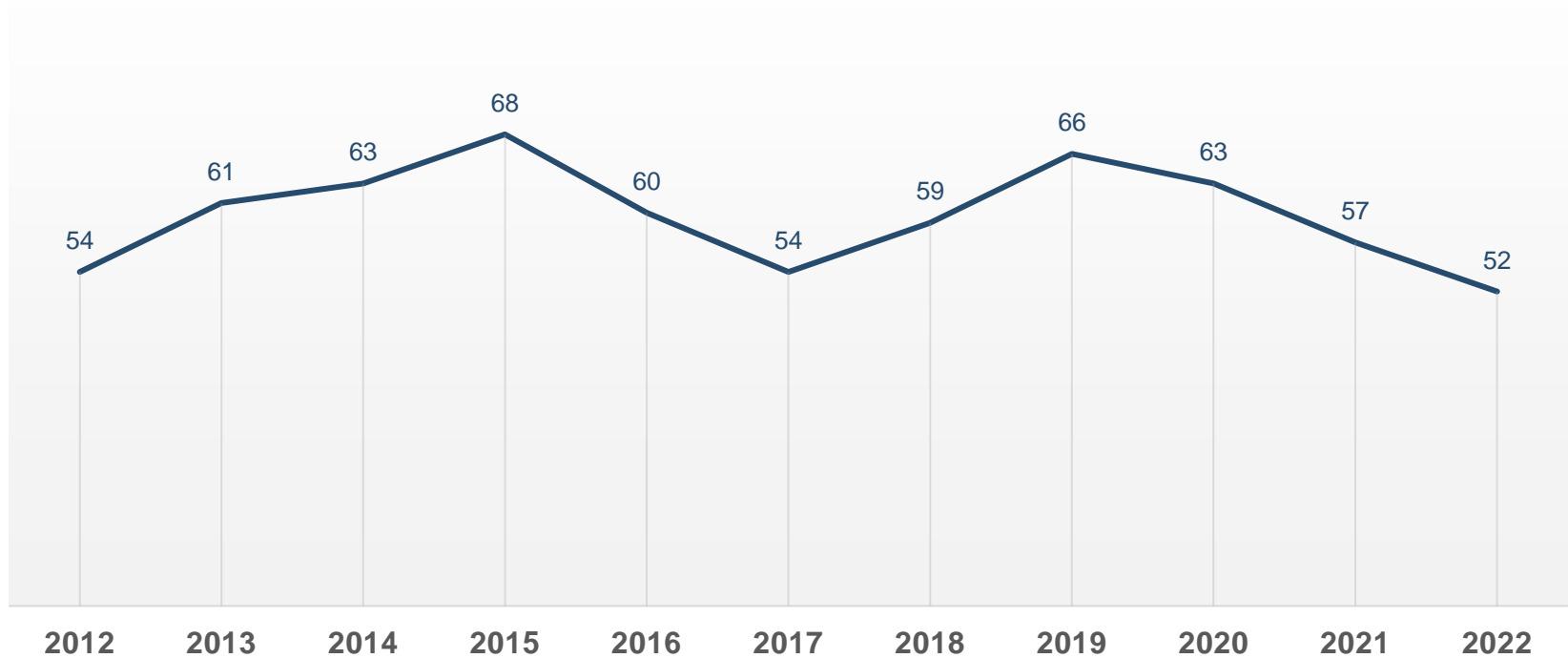
On the main methods of contact, customer service ratings are higher for telephone contact than in person or via email, however residents rate in person interactions less favourably than in 2021.





Contact with council

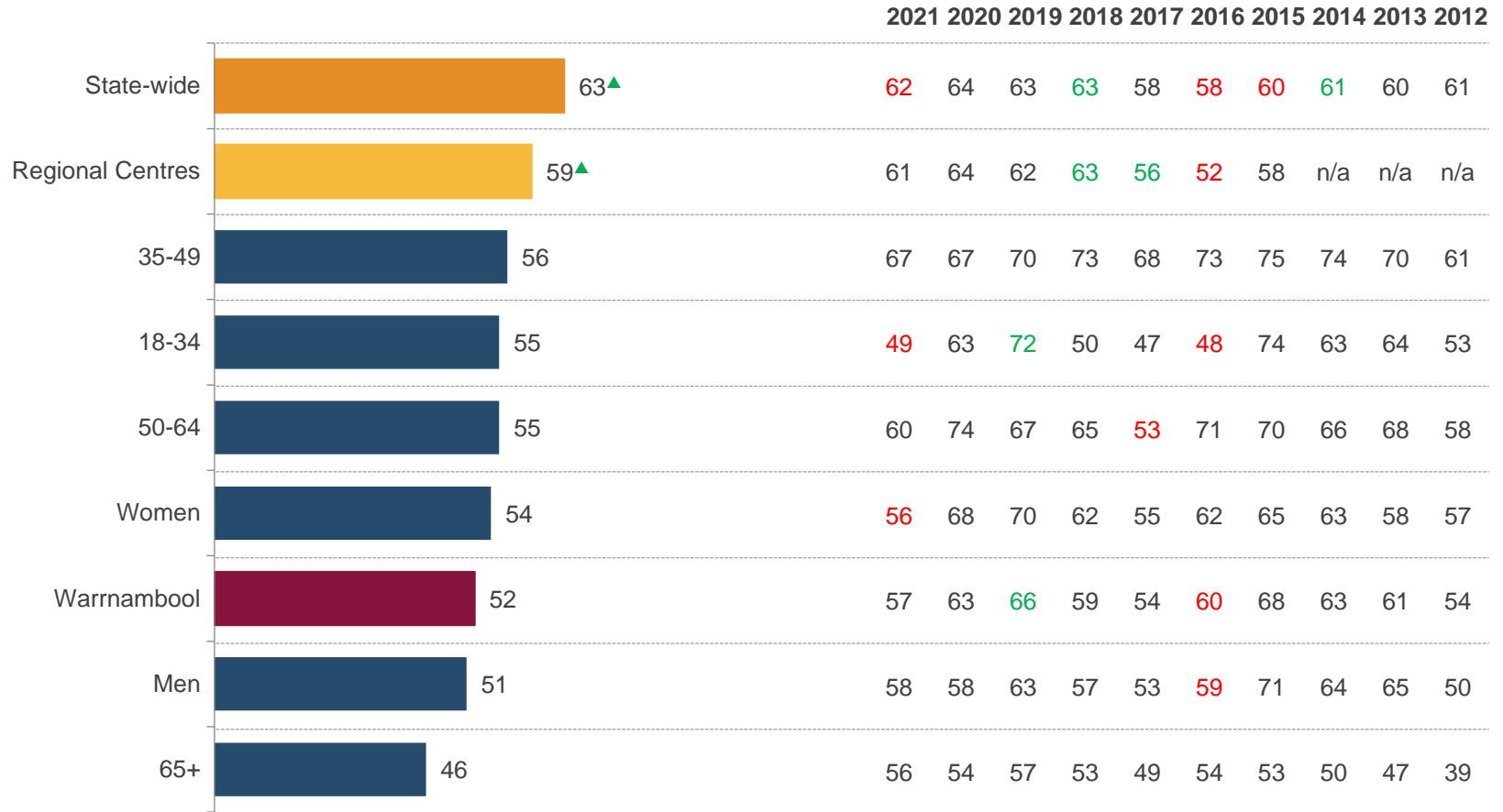
2022 contact with council (%)
Have had contact





Contact with council

2022 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?

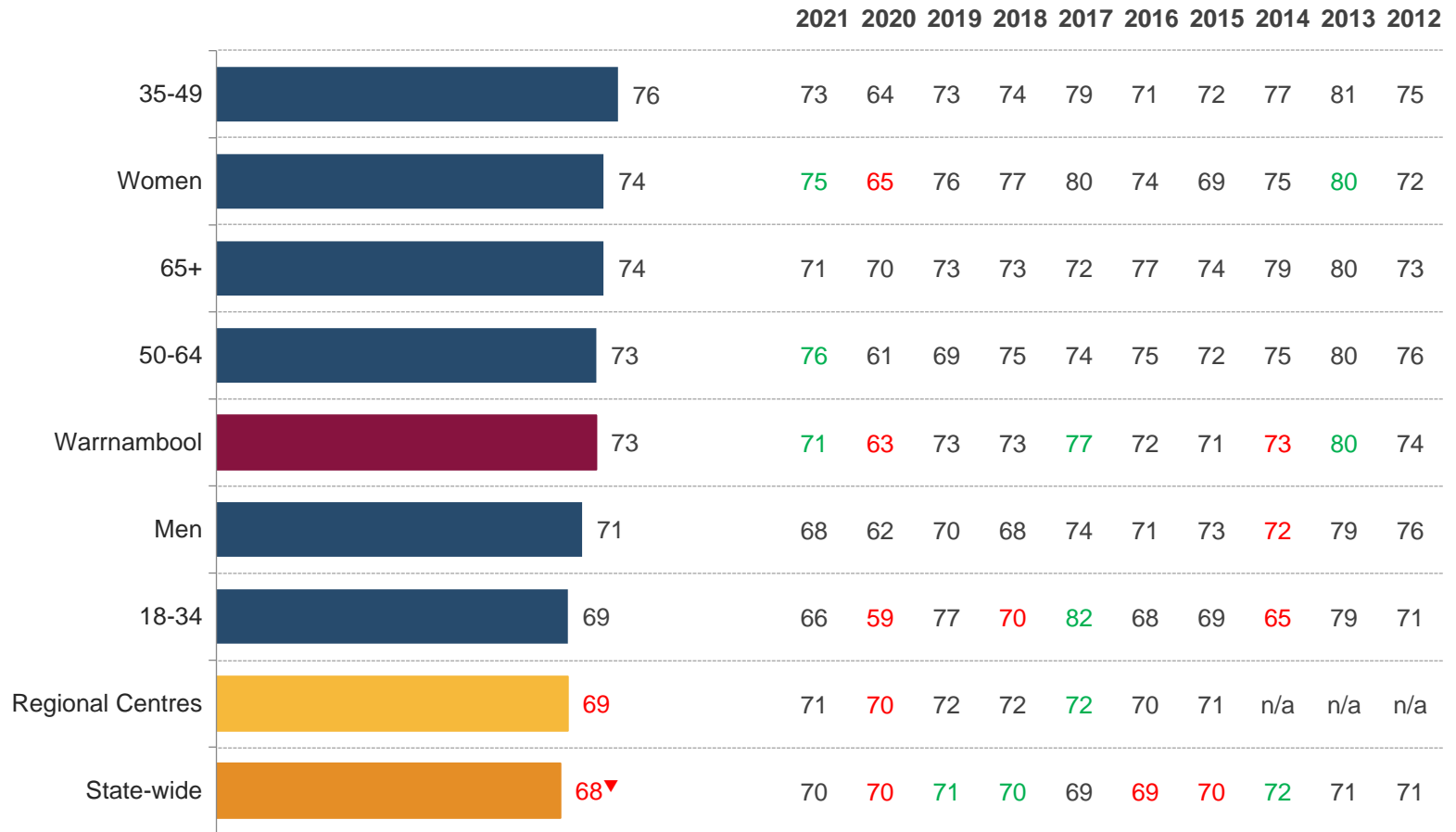
Base: All respondents. Councils asked State-wide: Councils asked group: 4

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



Customer service rating

2022 customer service rating (index scores)



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.

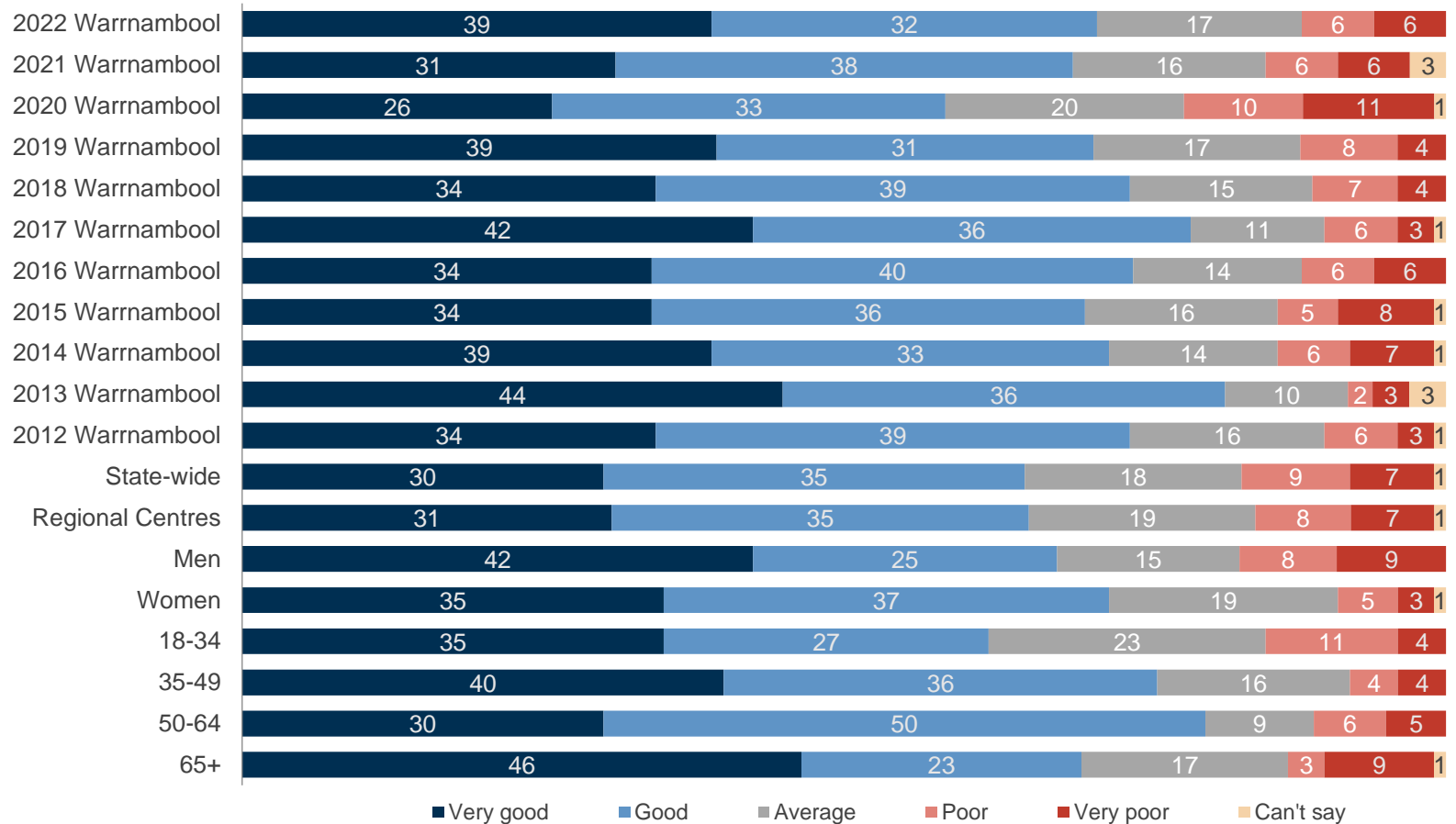
Councils asked State-wide: 67 Councils asked group: 9

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 67 Councils asked group: 9



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



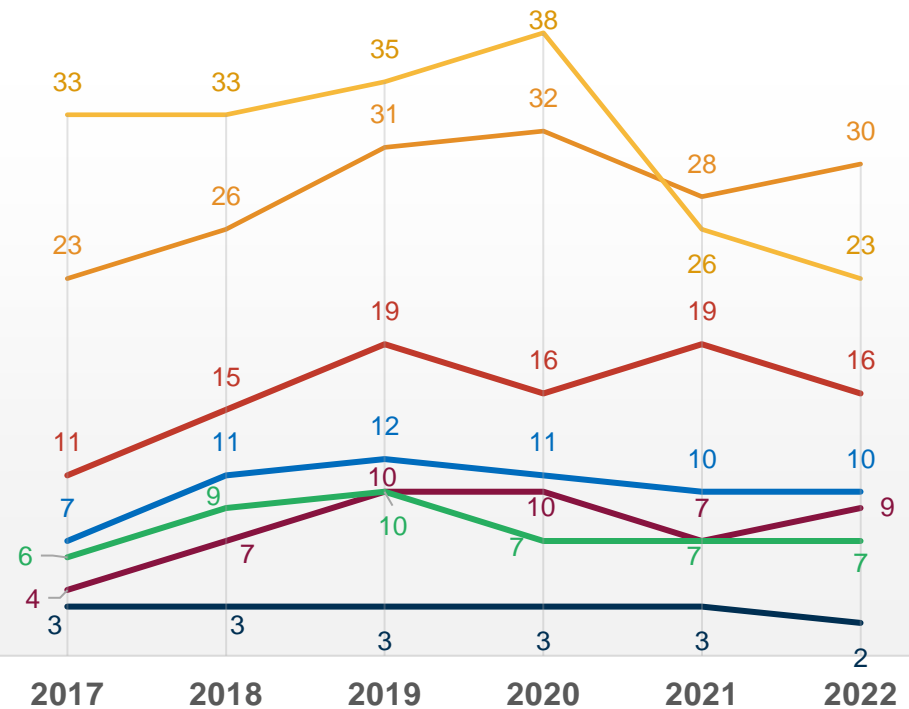
By Email



Via Website



By Social Media



Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?

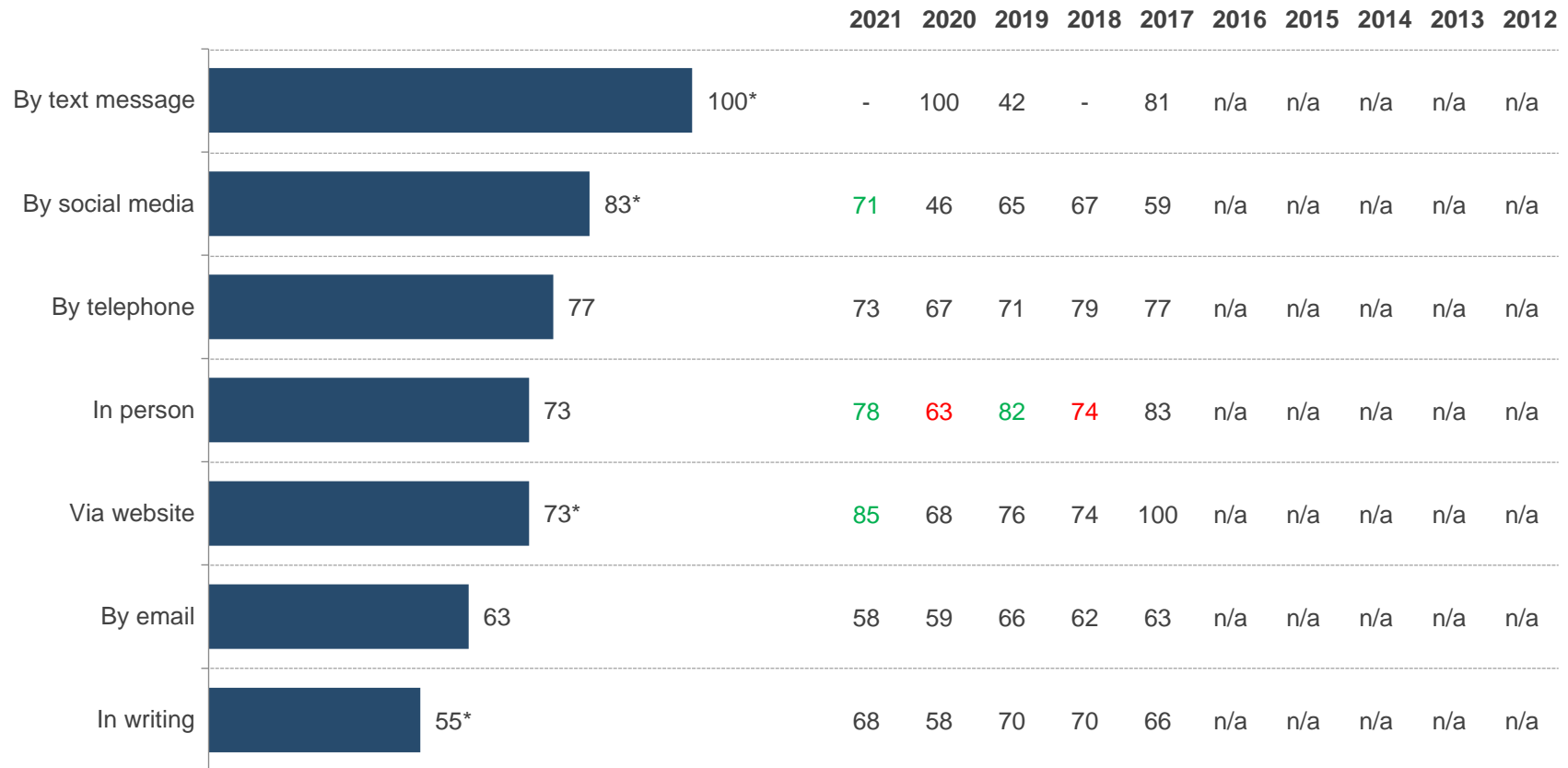
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 4

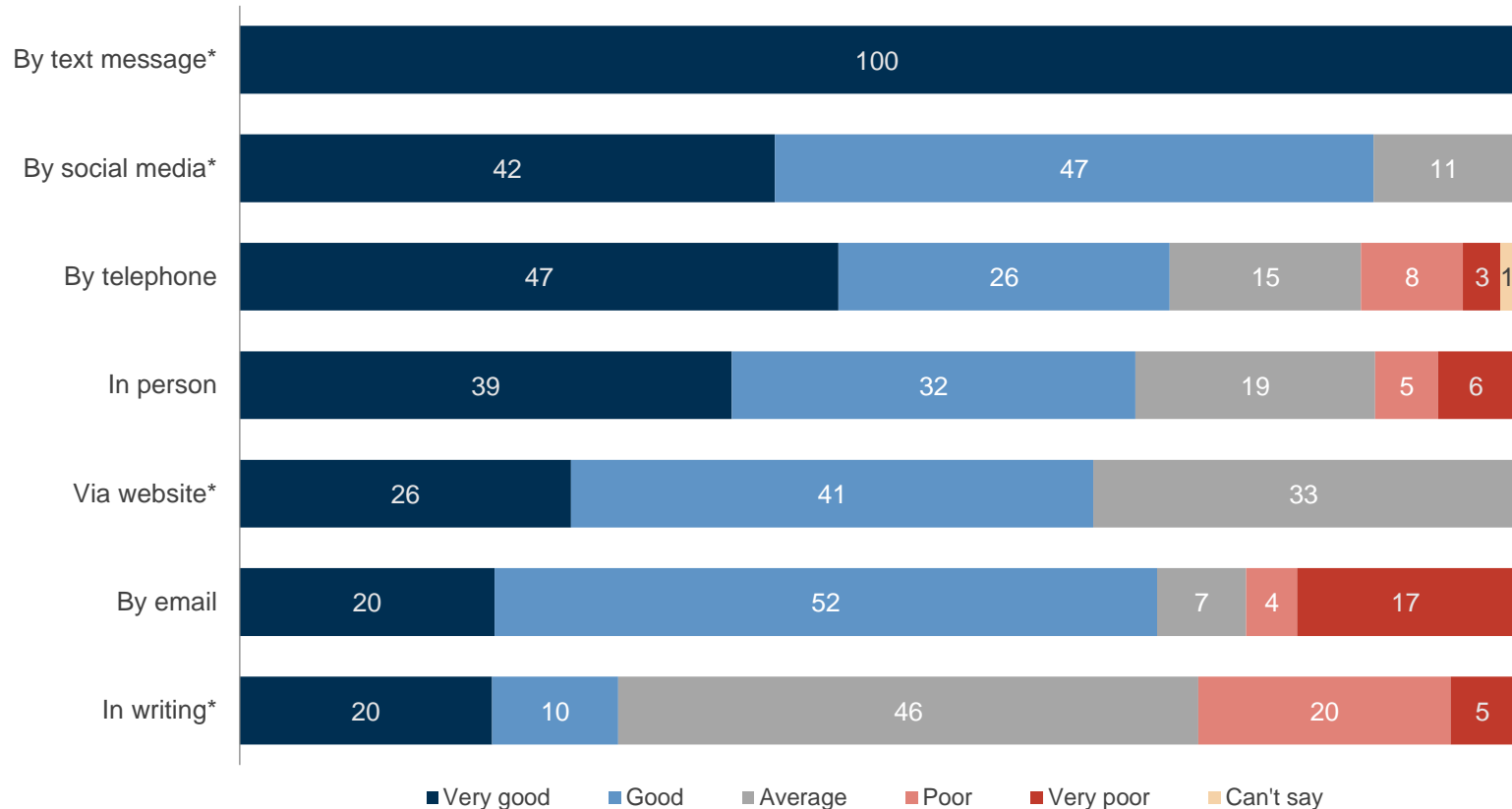
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 4

*Caution: small sample size < n=30



Communication

Communication

Newsletters sent via mail (25%) or email (23%) are the preferred form of communication from Council about news, information and upcoming events, followed by social media (21%).

- Among residents aged under 50 years, social media (33%) remains the preferred form of communication from Council, followed by newsletters via email (24%) or mail (18%).
- Among residents aged over 50 years, newsletters via mail (32%) remain the preferred form of communication from Council. This continues to be followed by interest in newsletters via email (21%), which has declined since 2021, and both advertising (14%) and newsletter inserts (13%) in local newspapers.





Best form of communication

2022 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



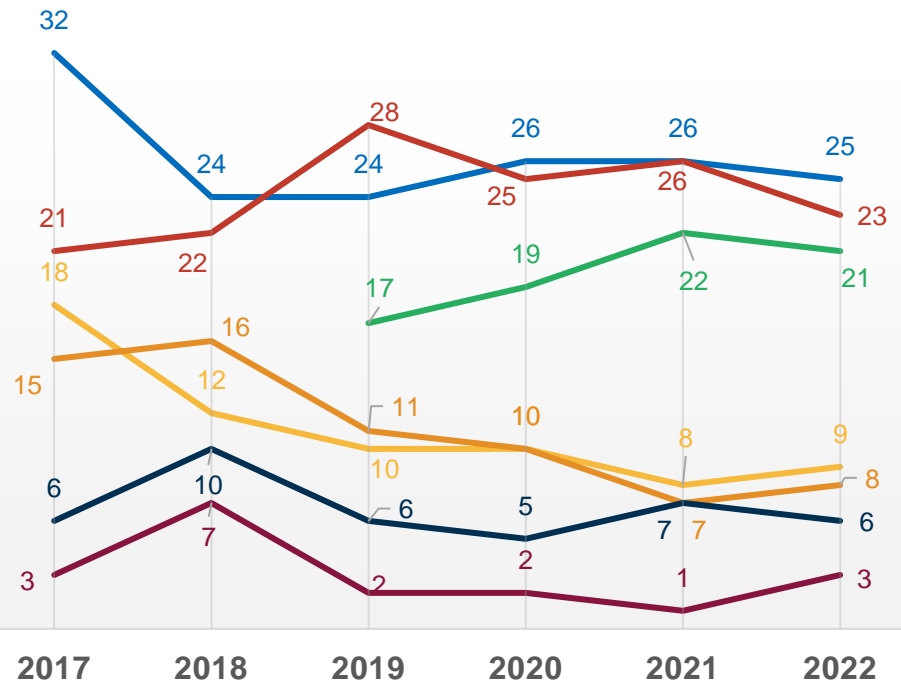
Council
Website



Text
Message



Social
Media



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?

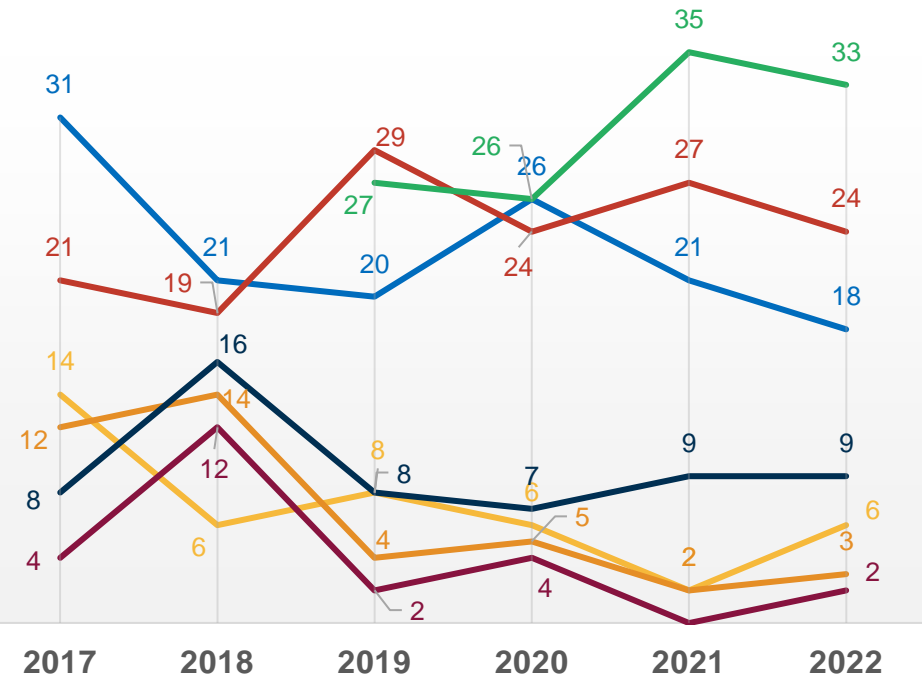
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



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?.

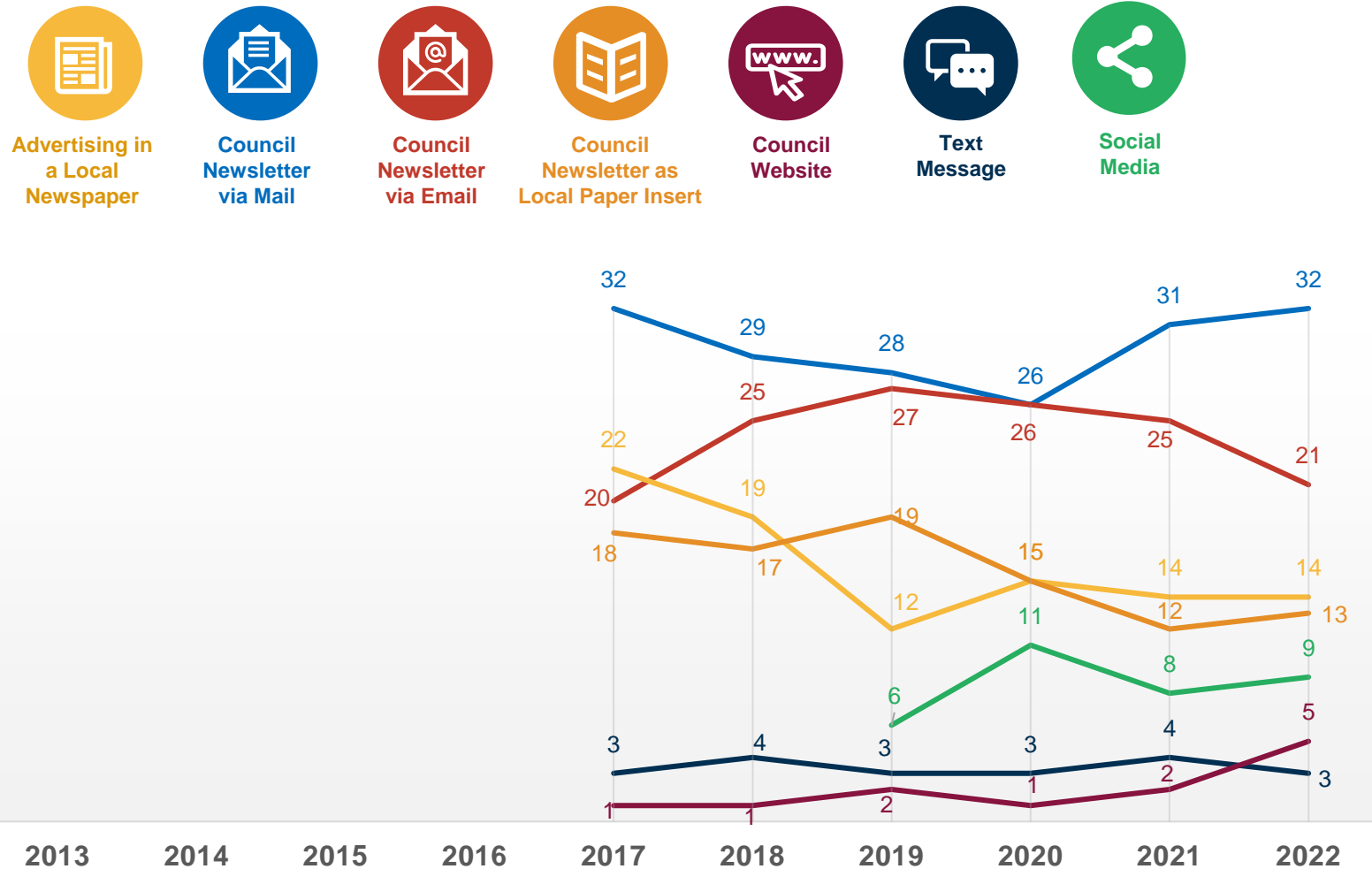
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



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: 39 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



Council direction

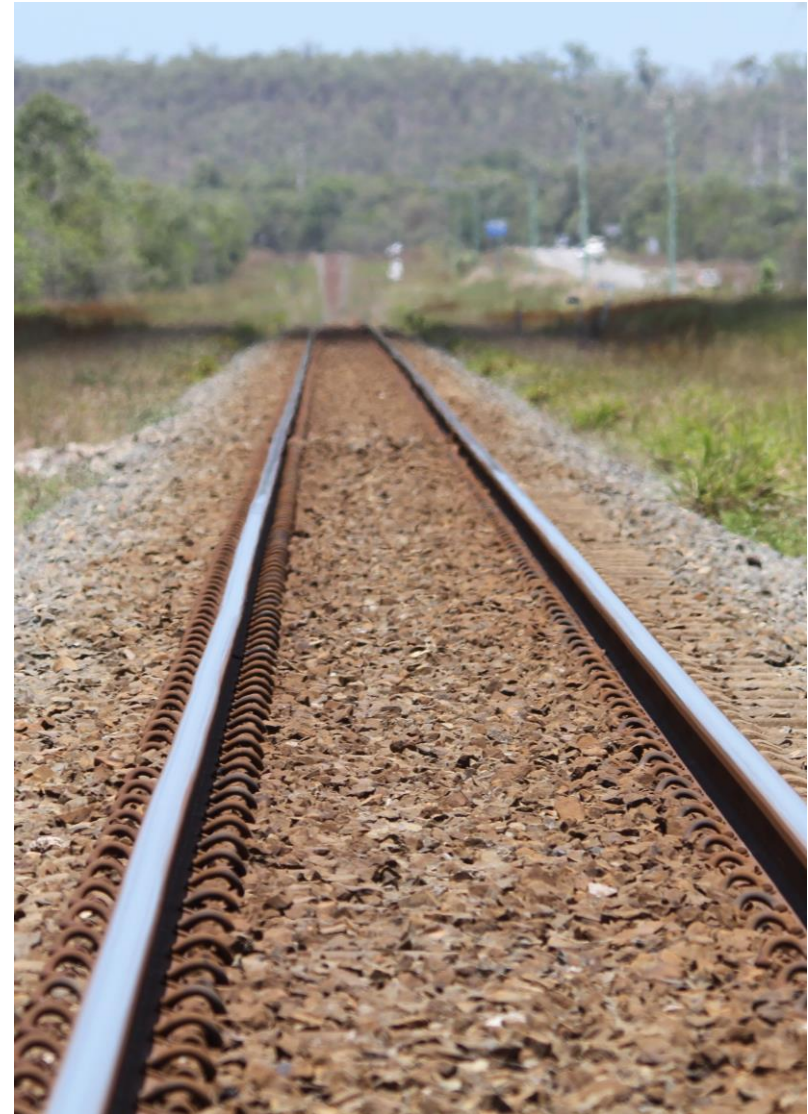
Perceptions of the direction of Council's overall performance (index score of 63) are at their most positive since tracking began in 2012.

- Council also rates significantly higher than the Regional Centres council group and State-wide averages (index scores of 52 and 50 respectively).

Over the last 12 months, close to half of residents (47%) believe the direction of Council's overall performance has stayed the same – down one point since 2021.

- 37% believe it has improved, up six points on 2021.
- 13% believe it has deteriorated, down two points on 2021.
- The most satisfied with council direction are residents aged 65 years and over, who rate it significantly higher than the Council average.
- The least satisfied with council direction are residents aged 18 to 34 years, who rate it significantly lower than the Council average.

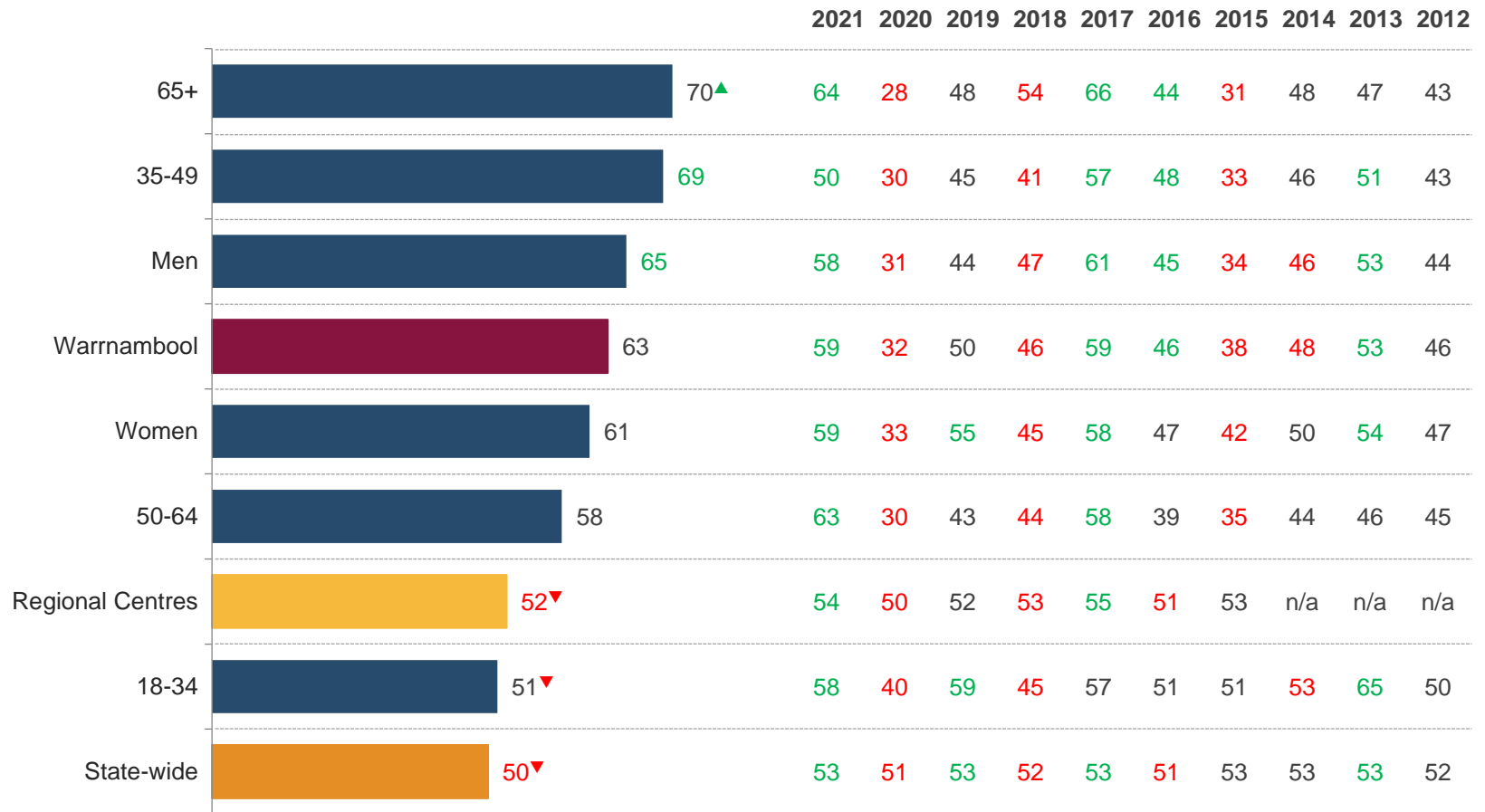
A decreased majority believe Council is heading in the 'right' direction (72%, down from 76%), while 23% (up from 14%) believe it is heading in the 'wrong' direction. Similar to 2021, a slight majority (53%) would prefer service cuts to keep council rates the same. Just 29% would prefer a rate rise to improve services.





Overall council direction last 12 months

2022 overall council direction (index scores)



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

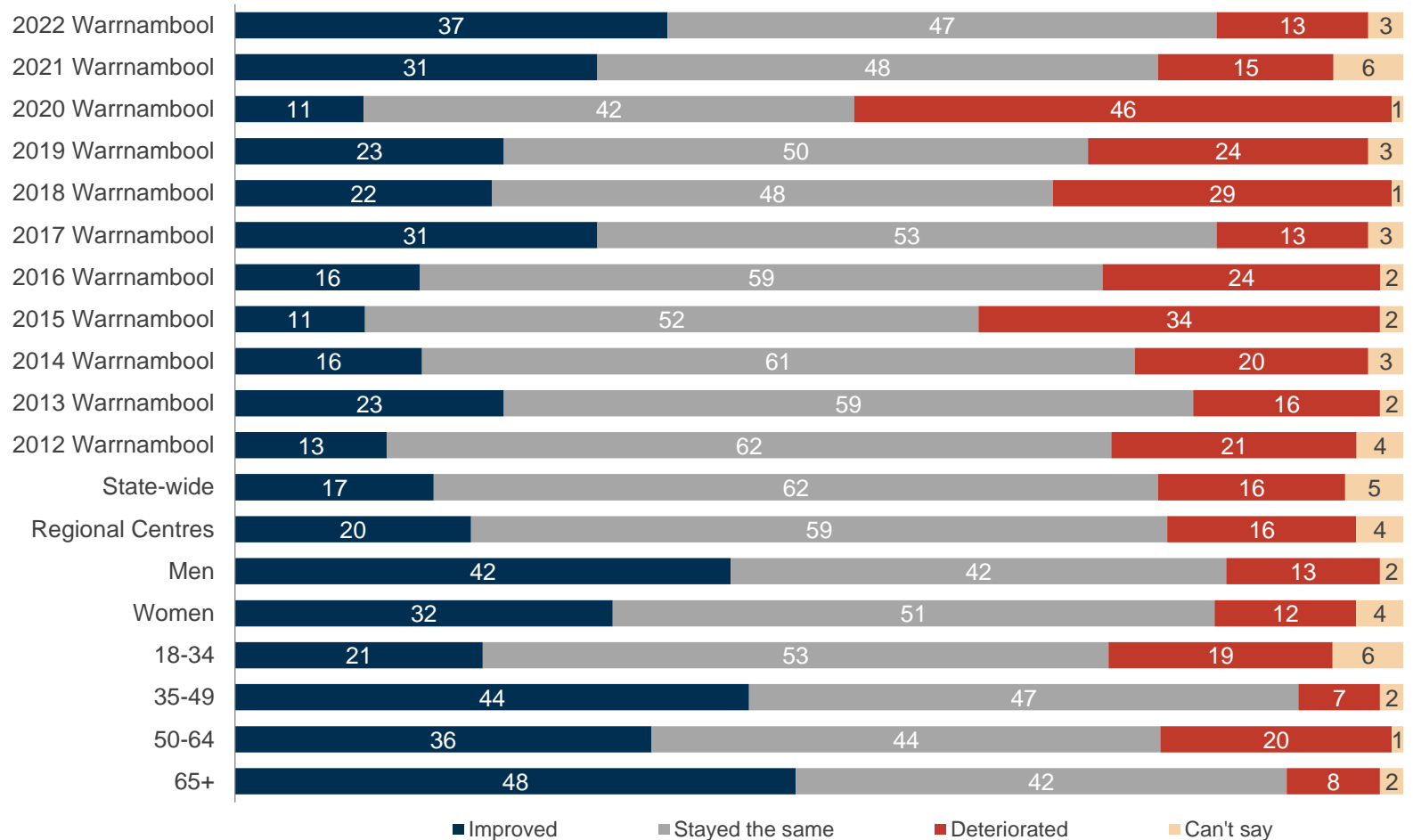
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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



Overall council direction last 12 months

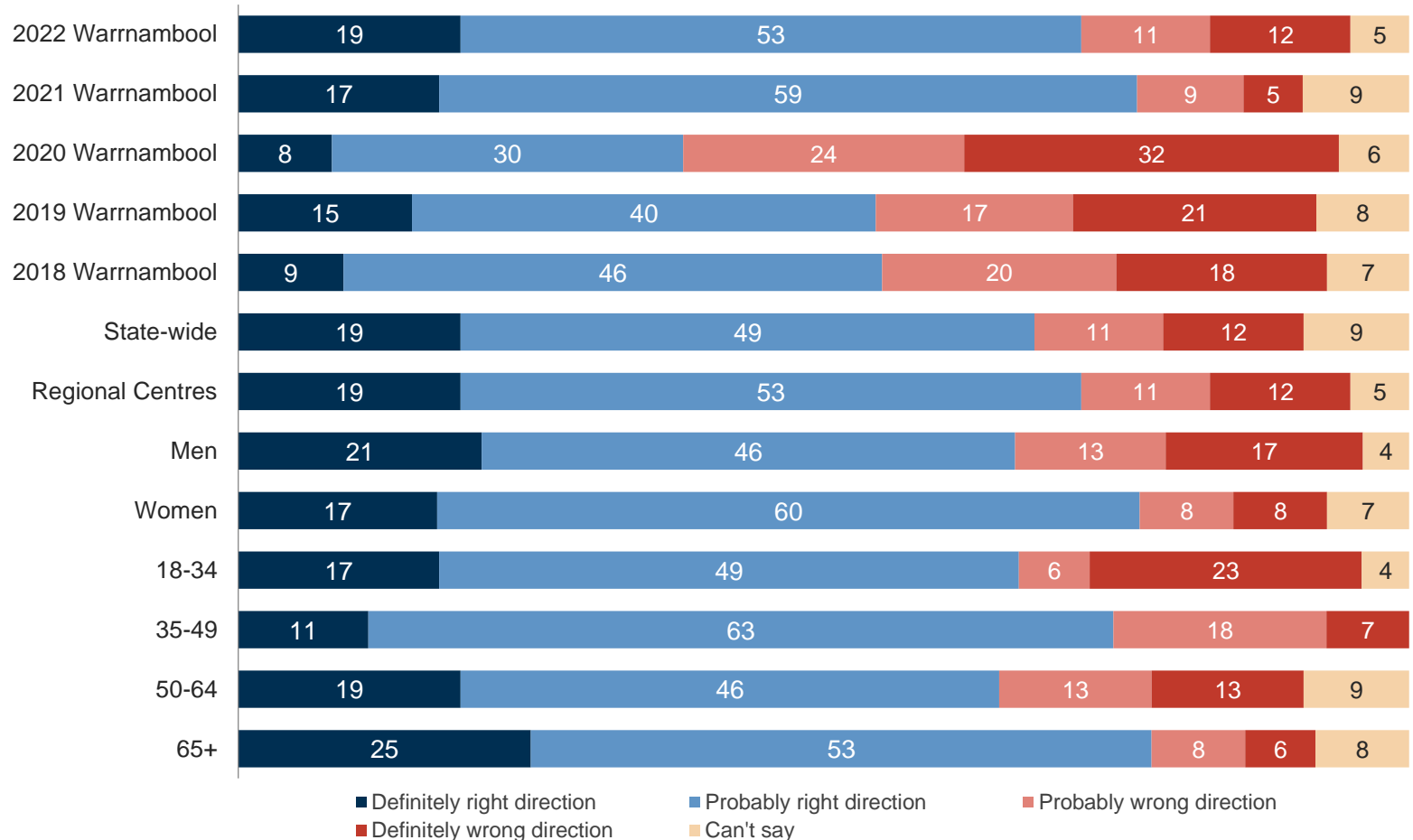
2022 overall council direction (%)





Right / wrong direction

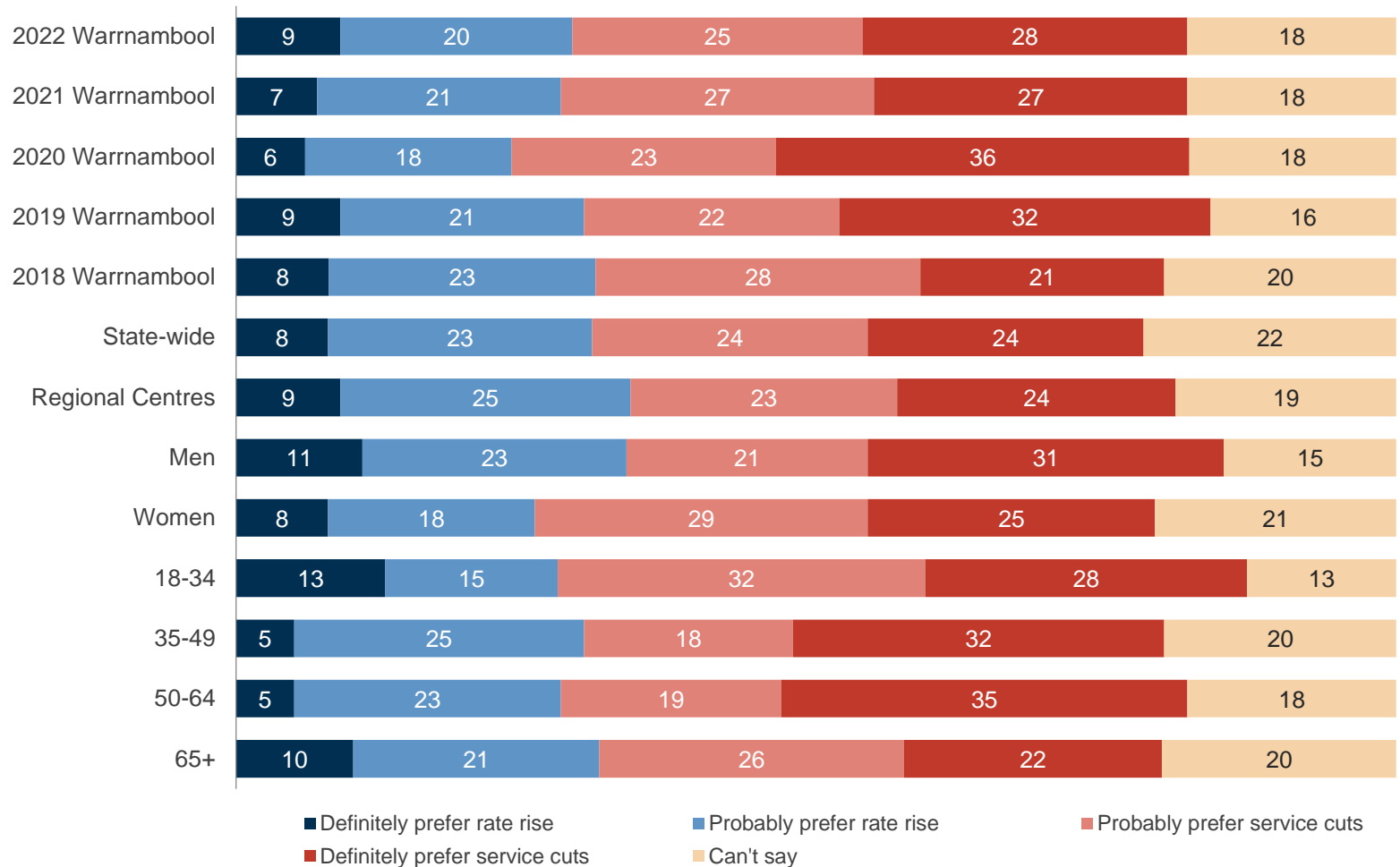
2022 right / wrong direction (%)





Rates / services trade-off

2022 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

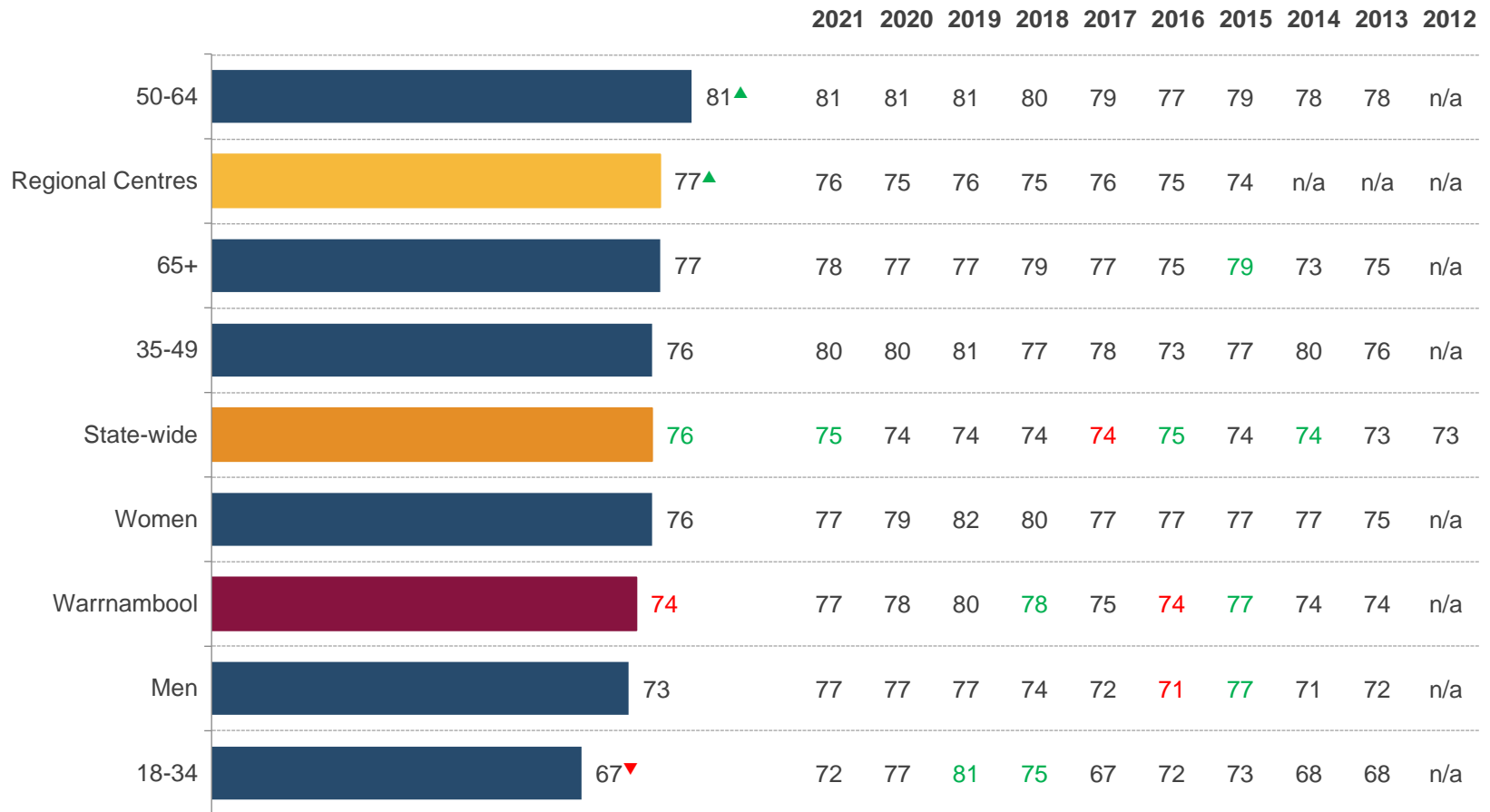
Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

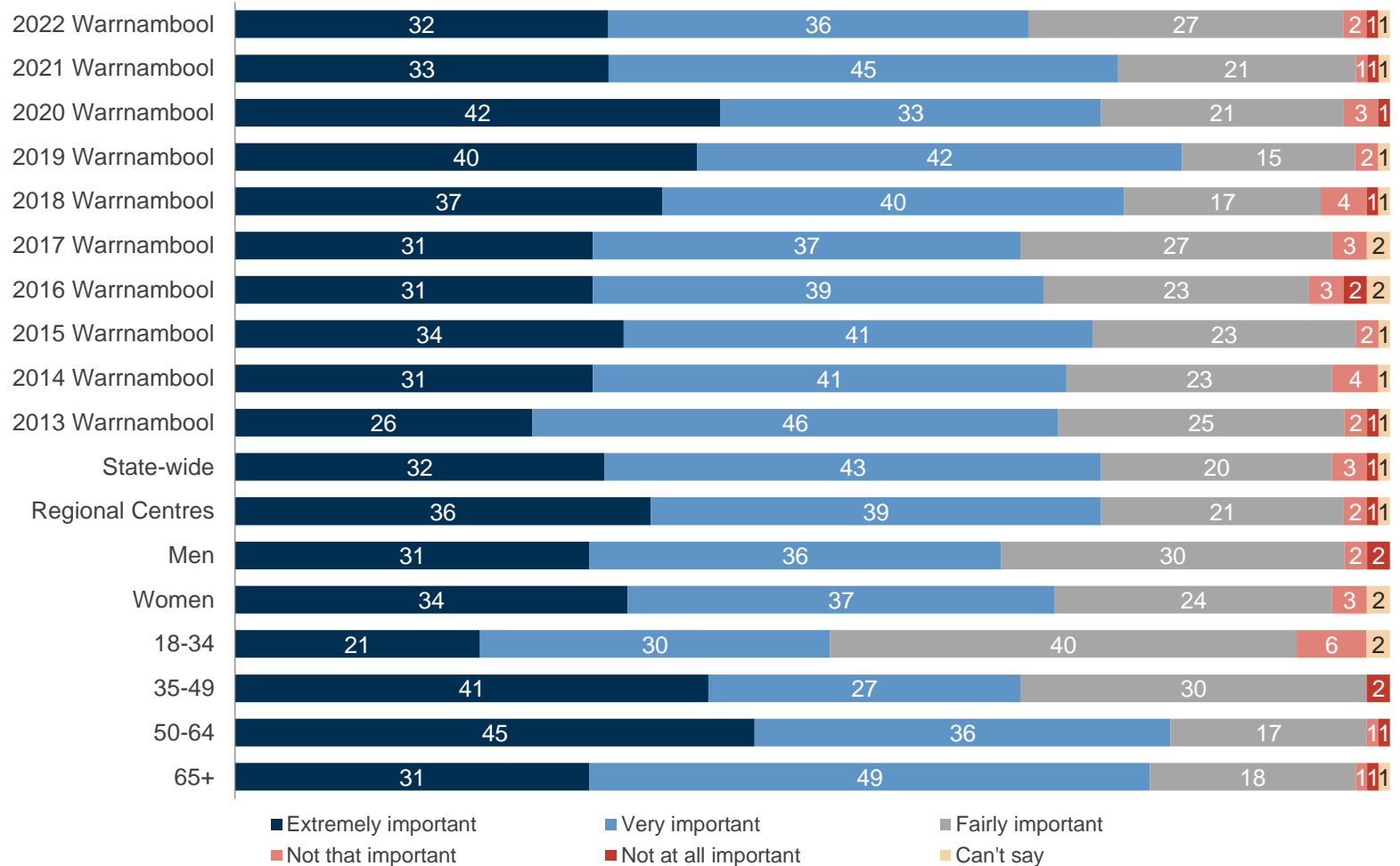
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	61	47	44	43	52	52	52	50	59	55	51
Women	59	50	41	49	49	55	52	53	61	60	57
65+	57	51	44	51	52	56	47	50	58	56	54
Warrnambool	56	50	42	47	50	55	51	50	58	58	56
18-34	55	52	43	51	52	59	56	53	60	64	62
Men	54	50	42	46	51	56	51	47	54	55	55
State-wide	54	56	55	56	55	55	54	56	57	57	57
Regional Centres	54	54	51	54	55	54	52	53	n/a	n/a	n/a
50-64	52	49	35	43	44	52	49	46	53	53	54

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

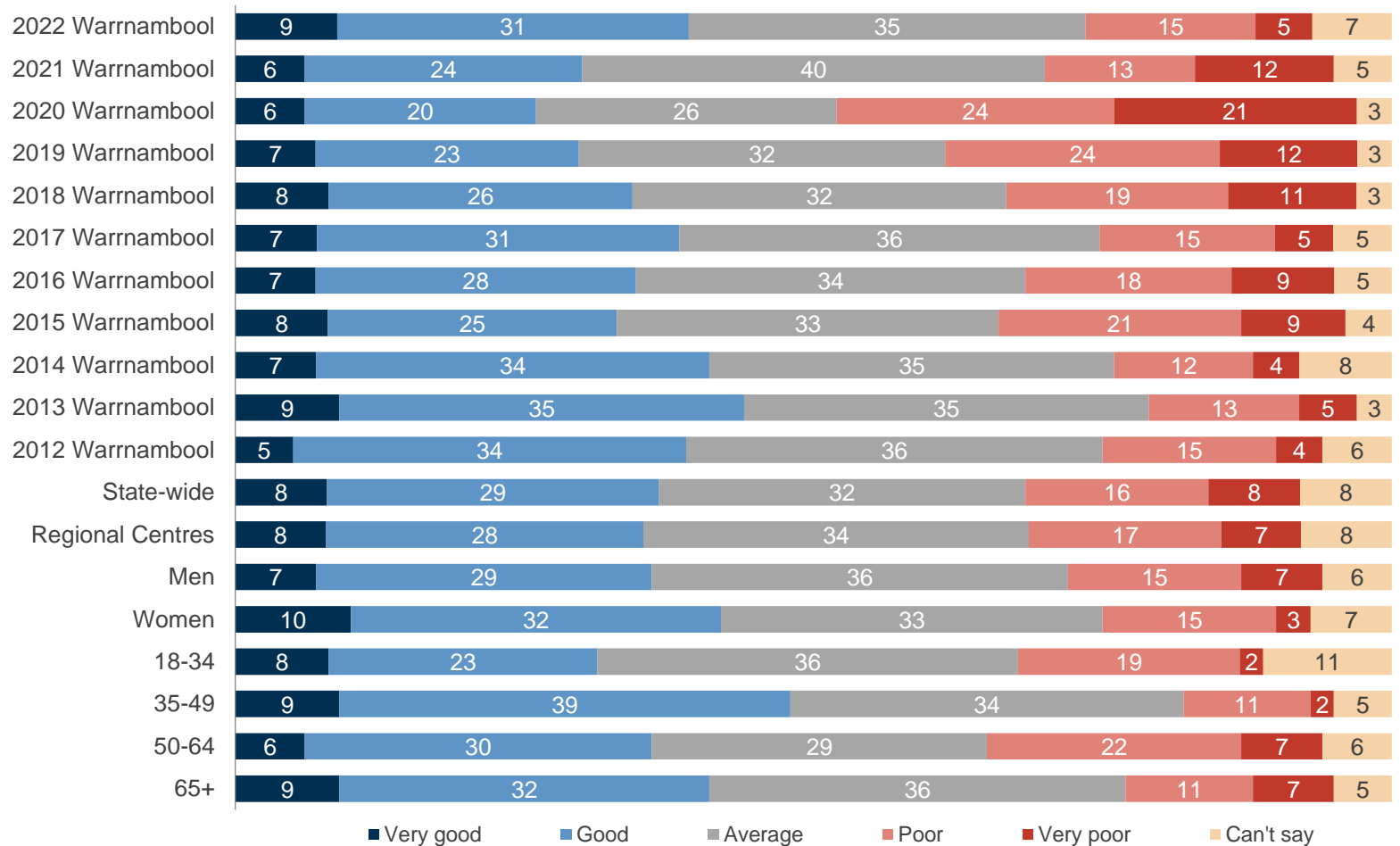
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)

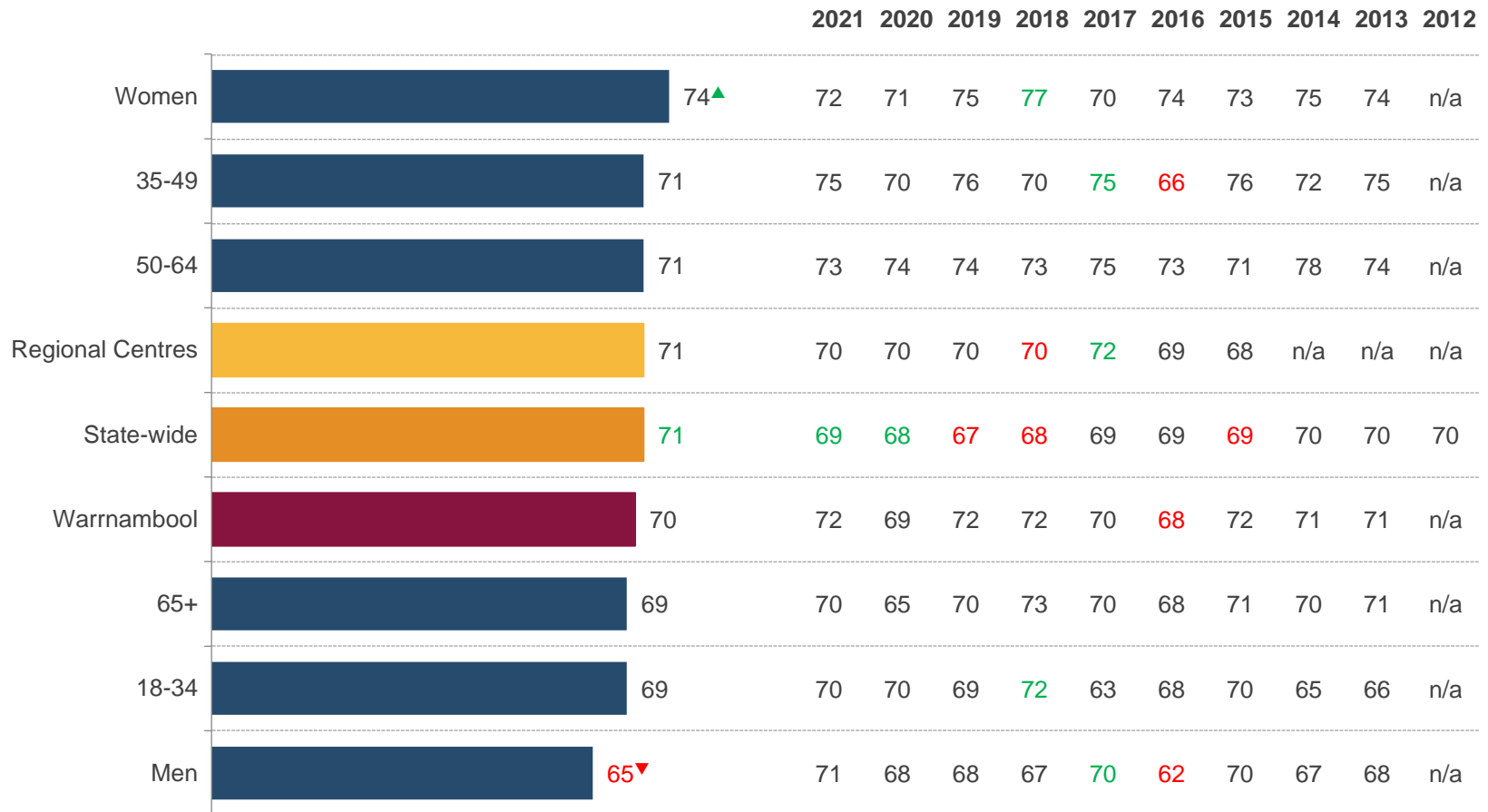




Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

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

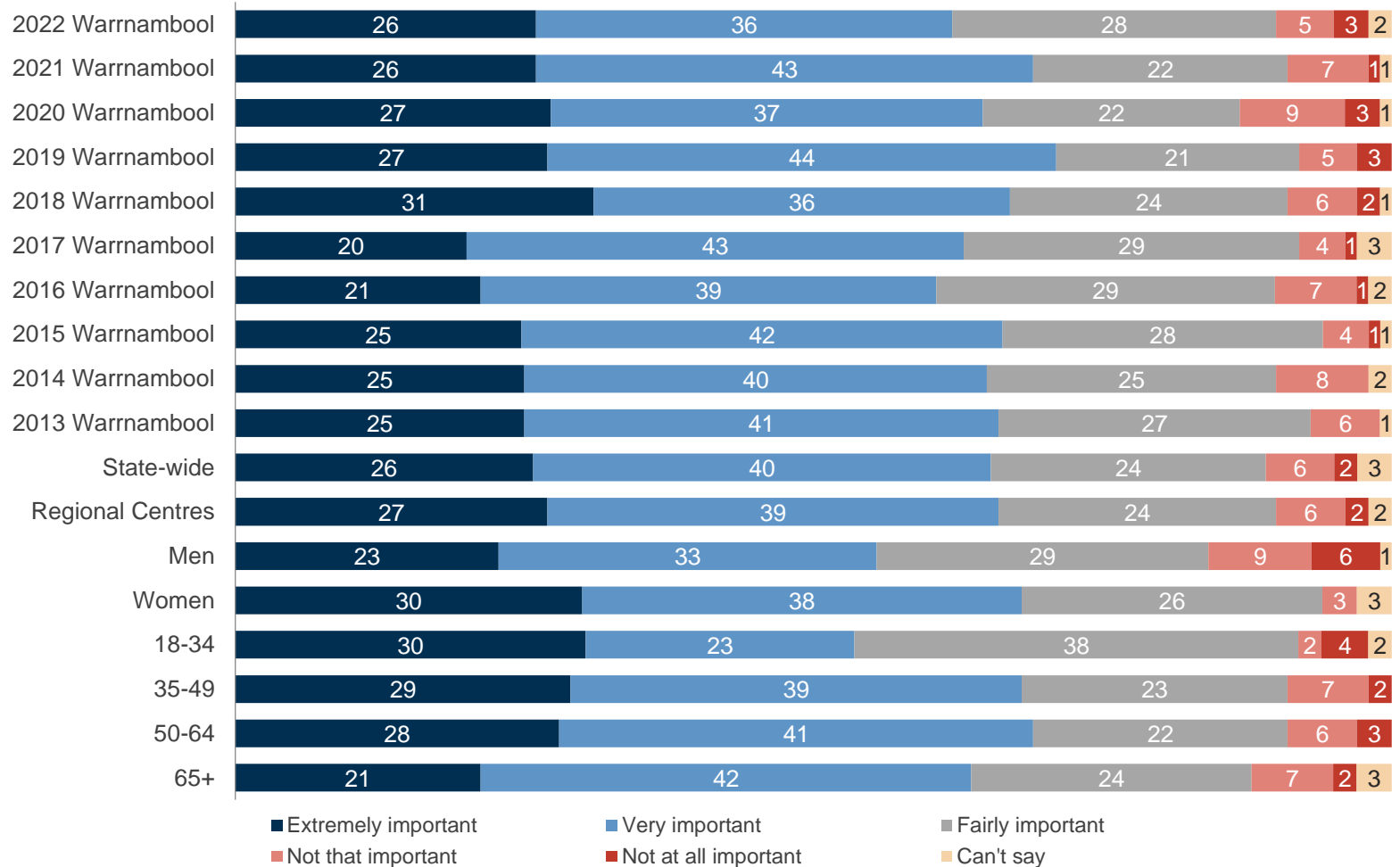
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)

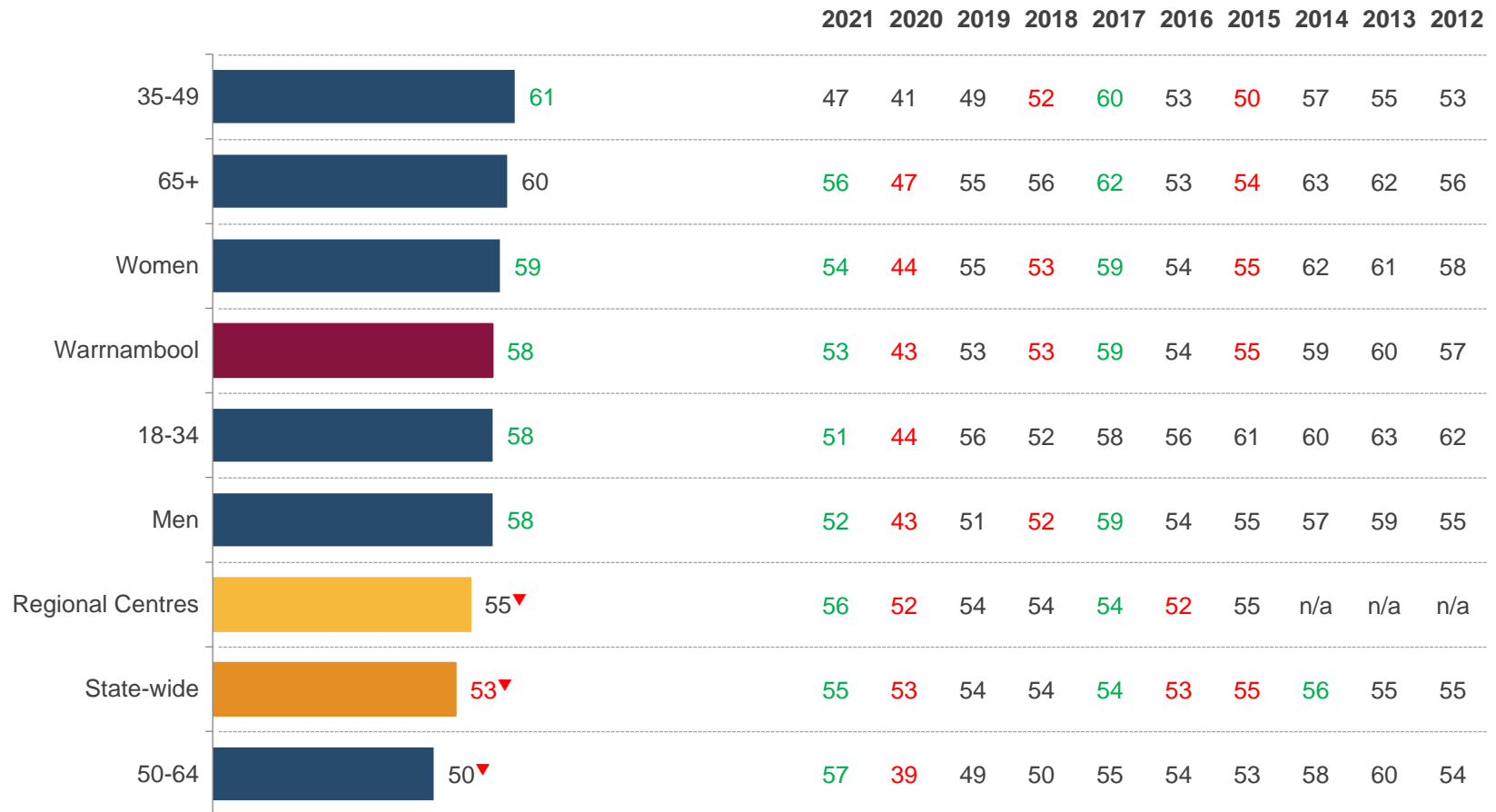




Lobbying on behalf of the community performance



2022 lobbying performance (index scores)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 6

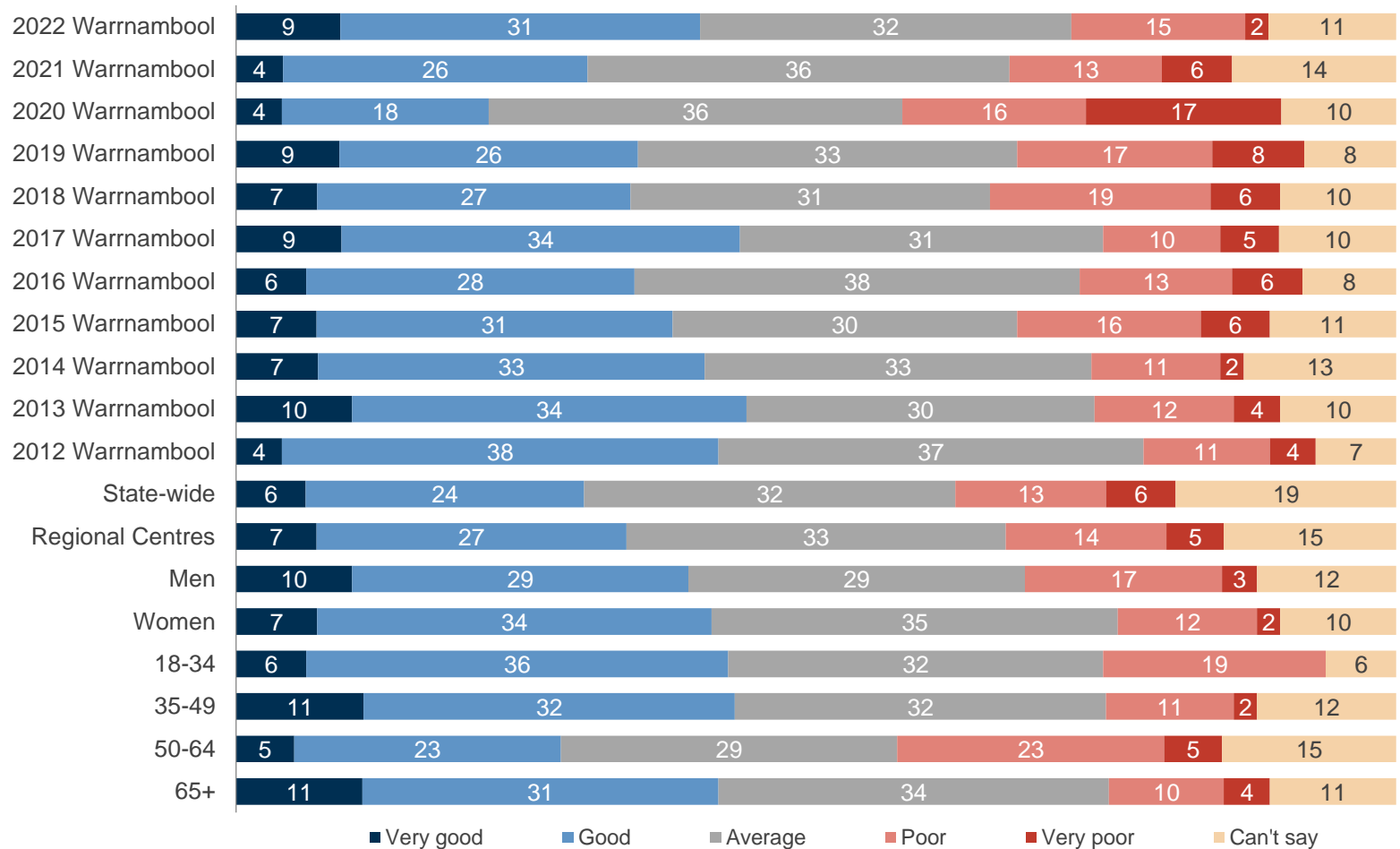
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



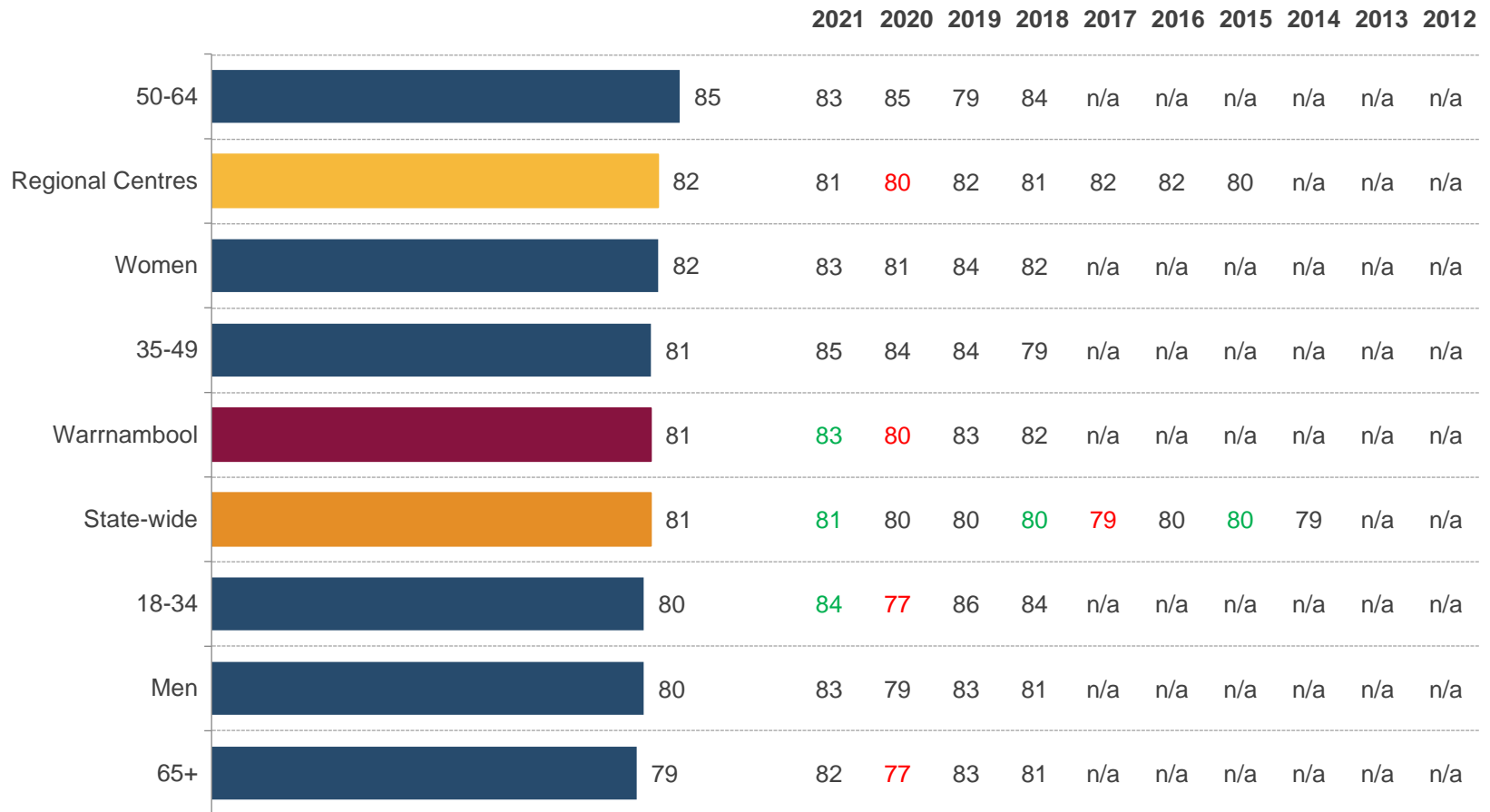
2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



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

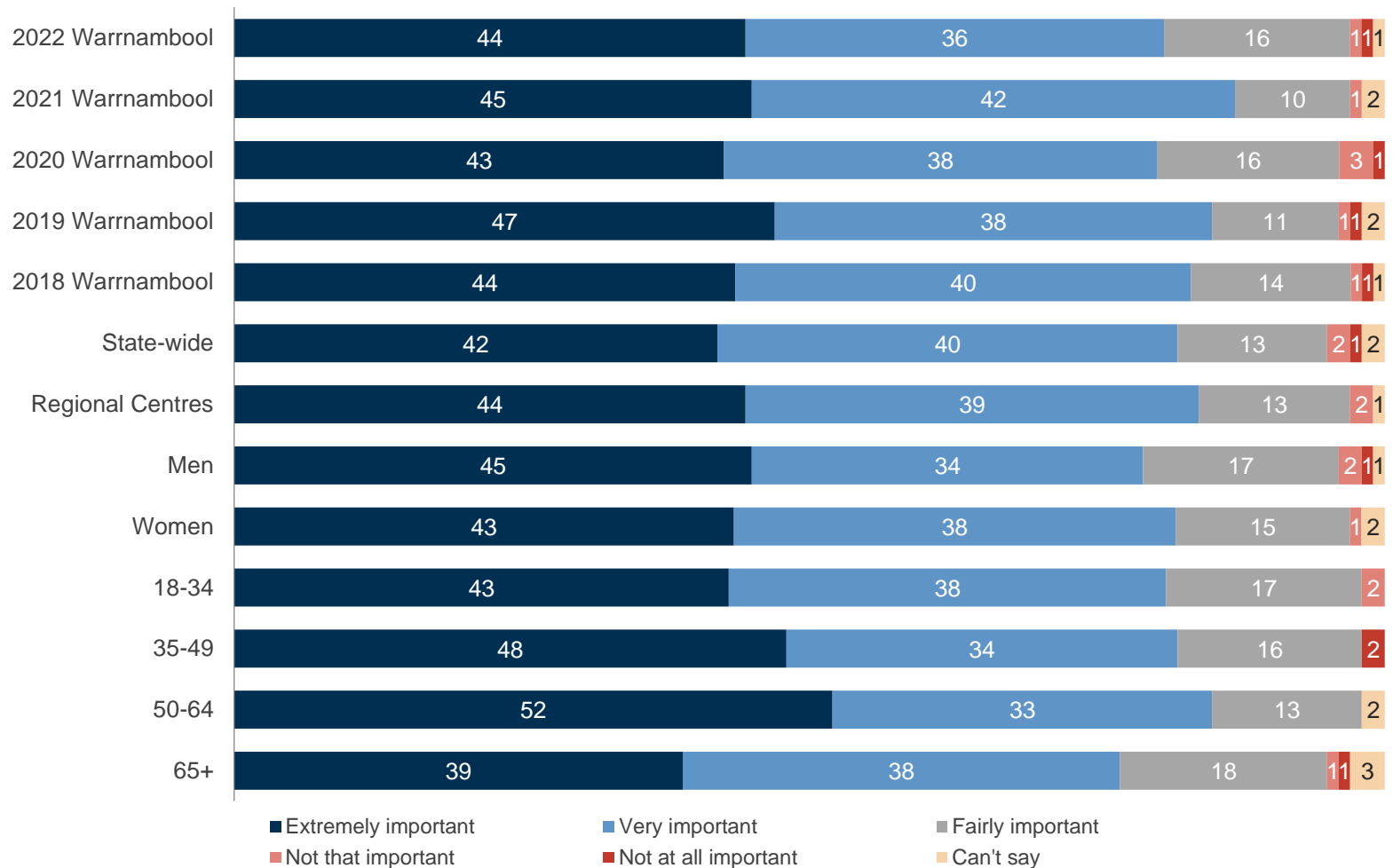
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

Decisions made in the interest of the community importance



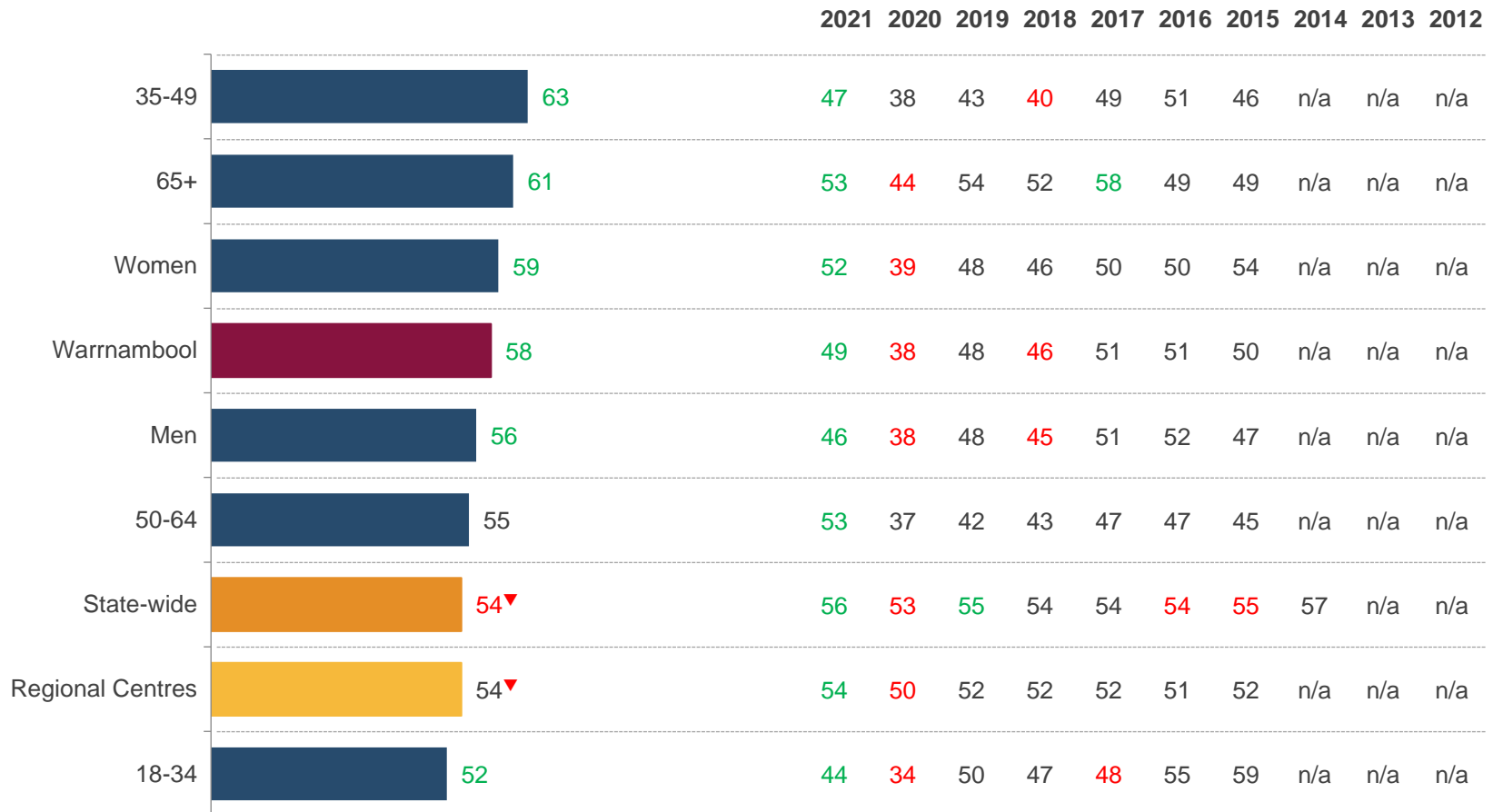
2022 community decisions made importance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)



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

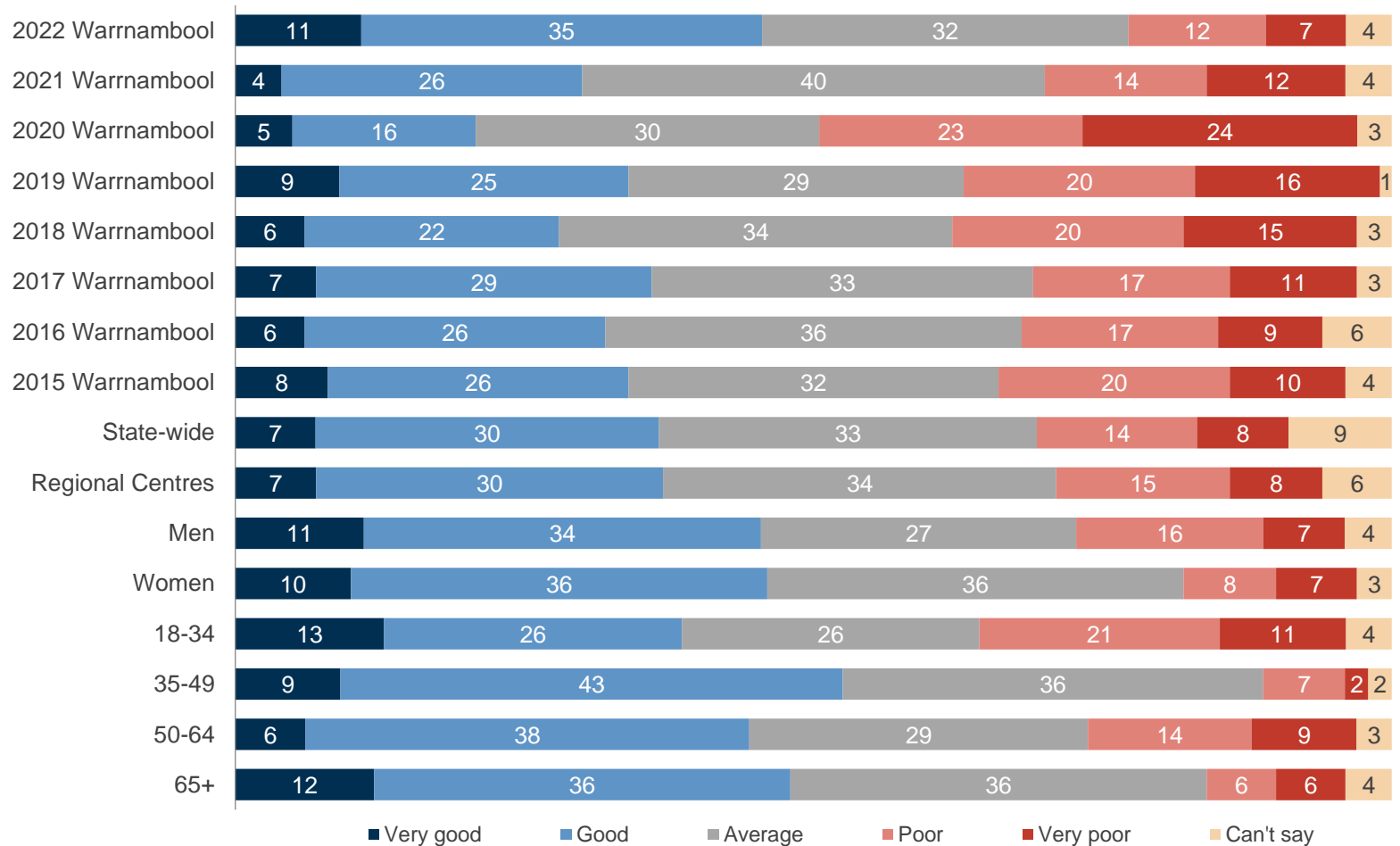
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	81▲	79	79	79	80	78	78	76	77	n/a	n/a
Regional Centres	81	79	79	79	81	80	76	77	n/a	n/a	n/a
Women	80	78	83	81	83	84	n/a	n/a	n/a	n/a	n/a
65+	80	78	79	79	81	83	n/a	n/a	n/a	n/a	n/a
50-64	79	79	83	82	83	81	n/a	n/a	n/a	n/a	n/a
Warrnambool	79	78	79	80	82	81	n/a	n/a	n/a	n/a	n/a
35-49	78	80	79	82	84	85	n/a	n/a	n/a	n/a	n/a
18-34	78	77	78	80	79	77	n/a	n/a	n/a	n/a	n/a
Men	77	78	76	80	80	78	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?

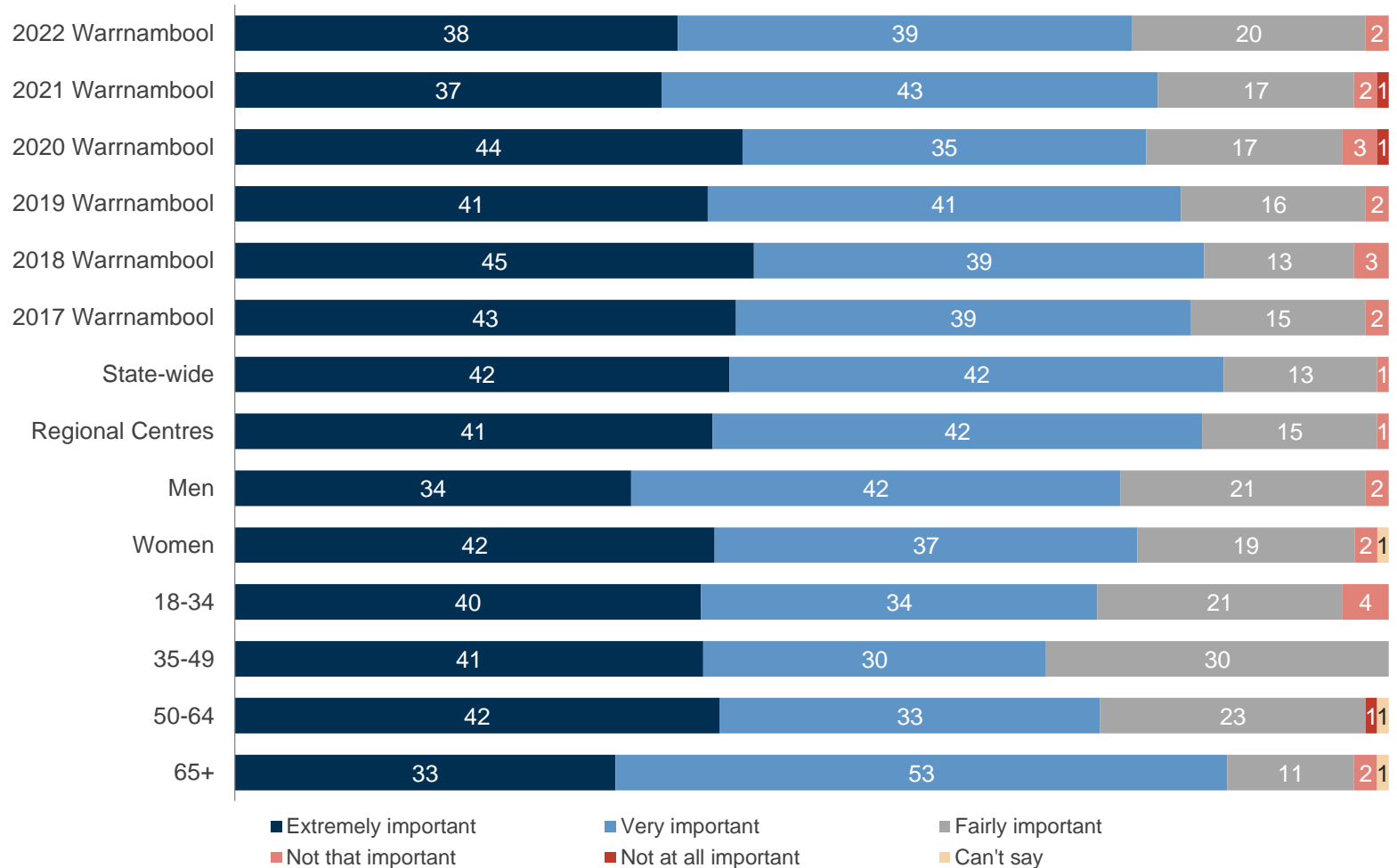
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	64	61	48	56	44	49	50	55	n/a	n/a	n/a
65+	64	61	52	60	59	54	47	56	n/a	n/a	n/a
Men	62	58	51	56	53	56	48	55	n/a	n/a	n/a
Warrnambool	60	59	48	58	53	49	49	53	n/a	n/a	n/a
50-64	60	61	48	57	54	50	47	53	n/a	n/a	n/a
Women	58	59	45	60	52	43	49	51	n/a	n/a	n/a
Regional Centres	54▼	60	55	57	54	53	54	55	n/a	n/a	n/a
18-34	53▼	52	43	58	52	45	50	48	n/a	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a

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

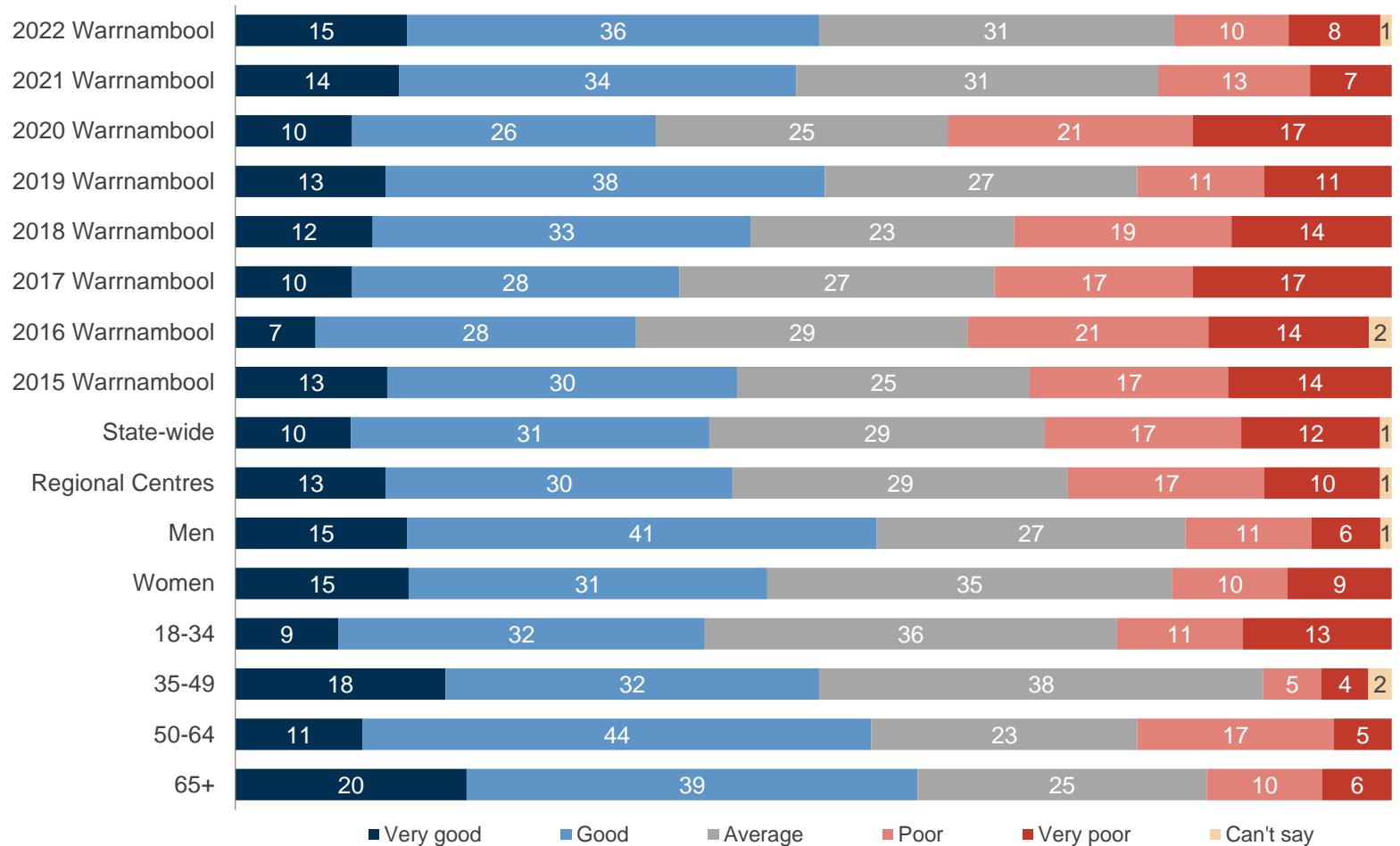
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)

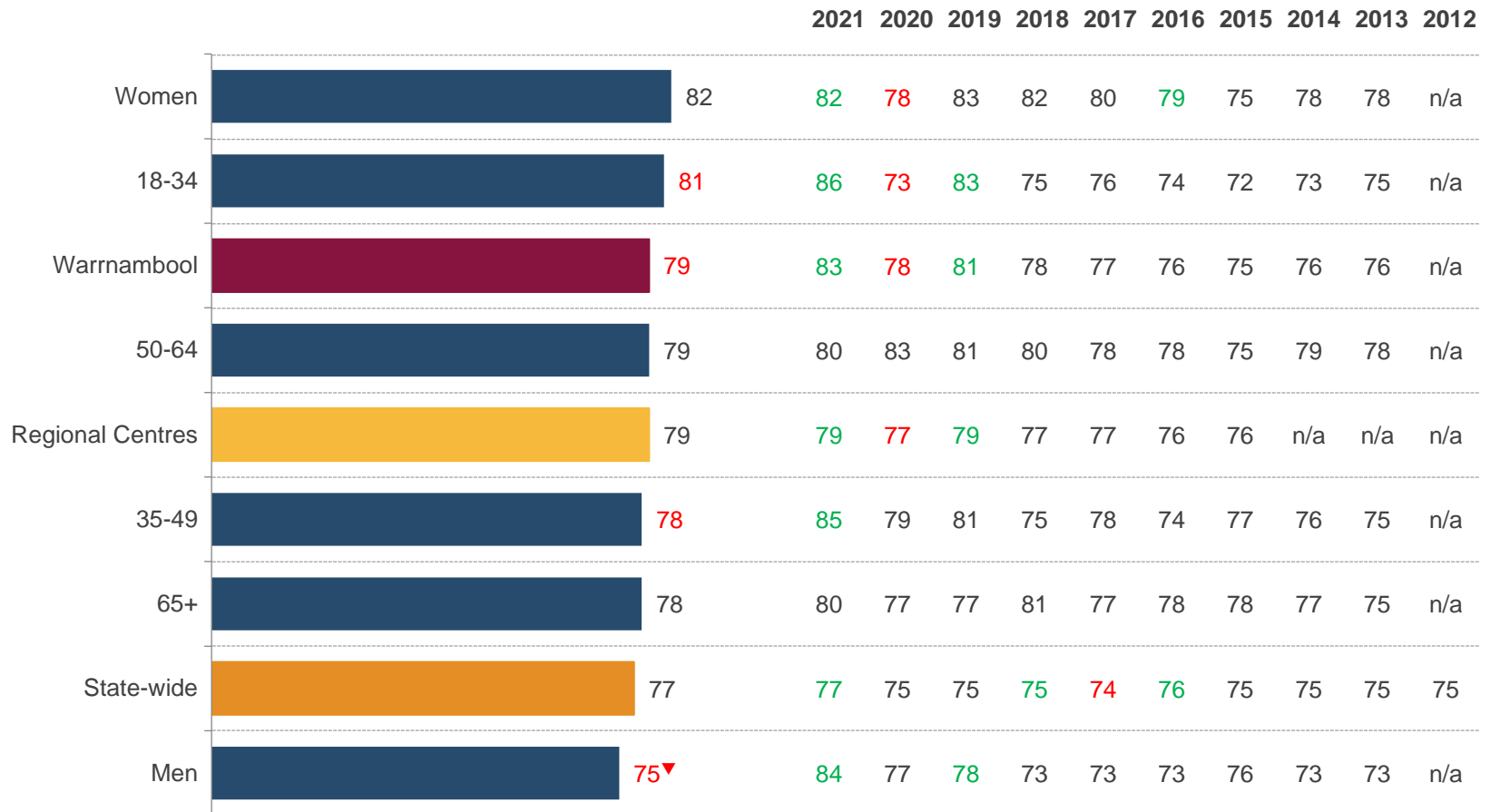




Informing the community importance



2022 informing community importance (index scores)



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

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

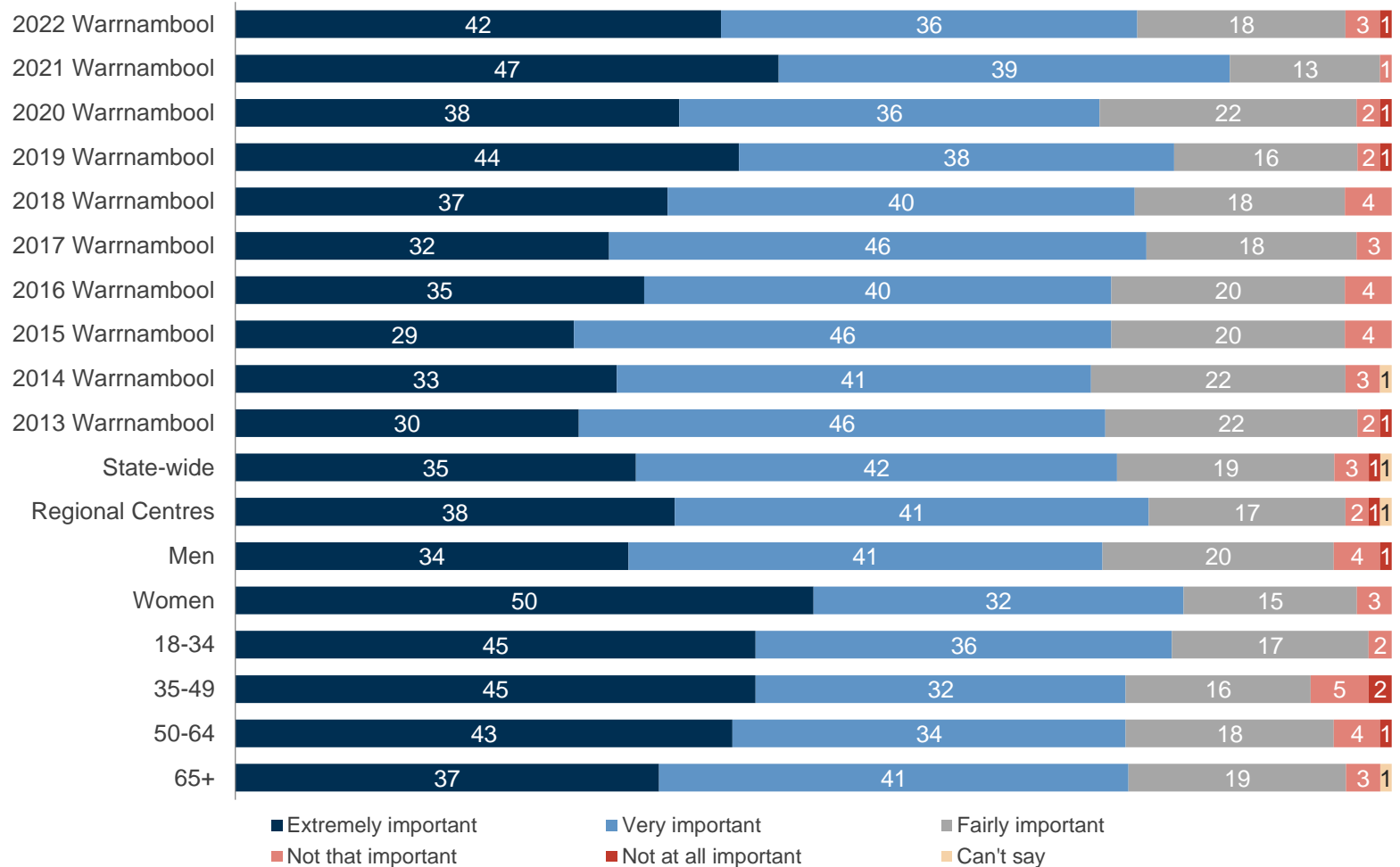
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)

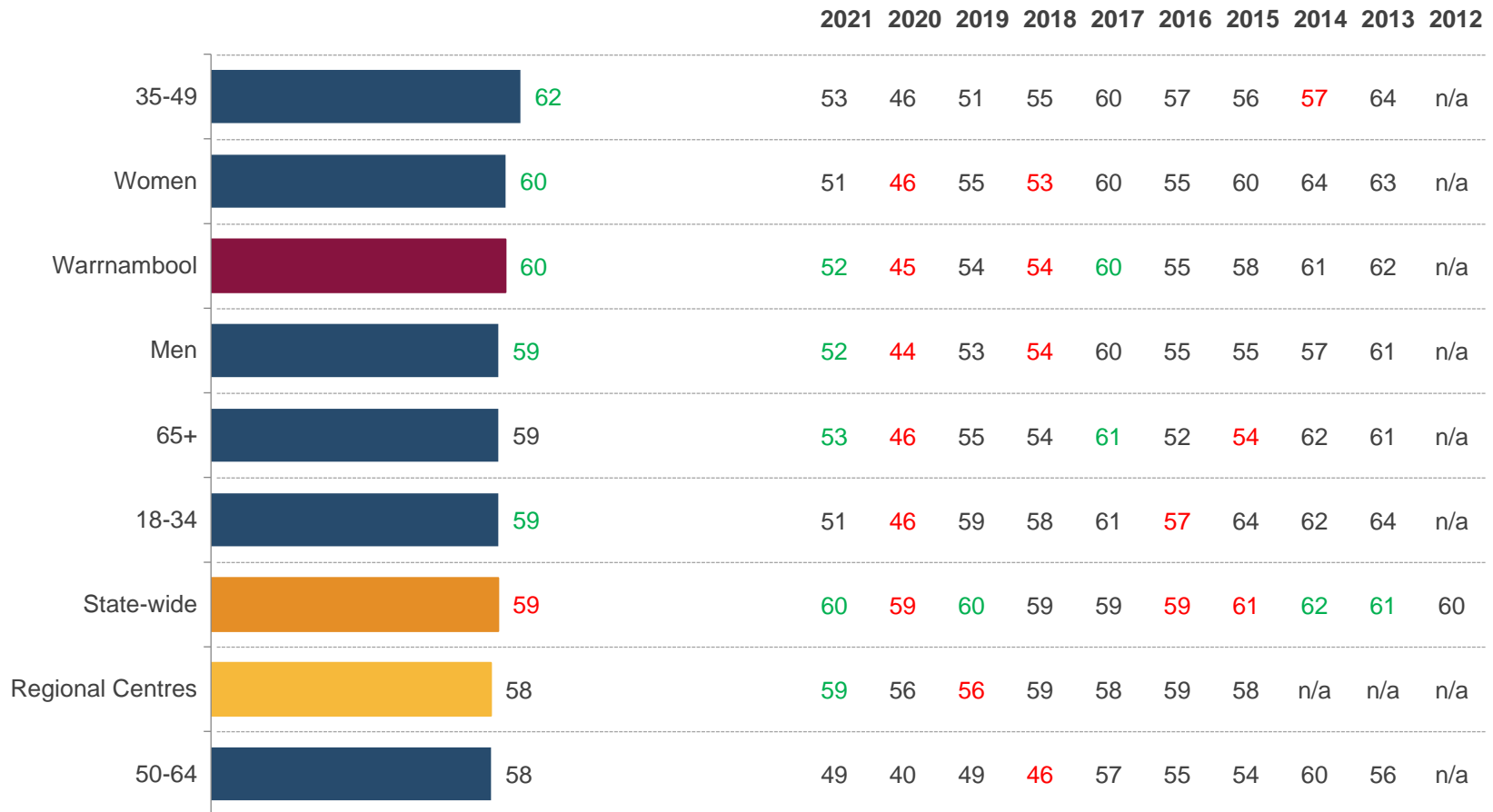




Informing the community performance



2022 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

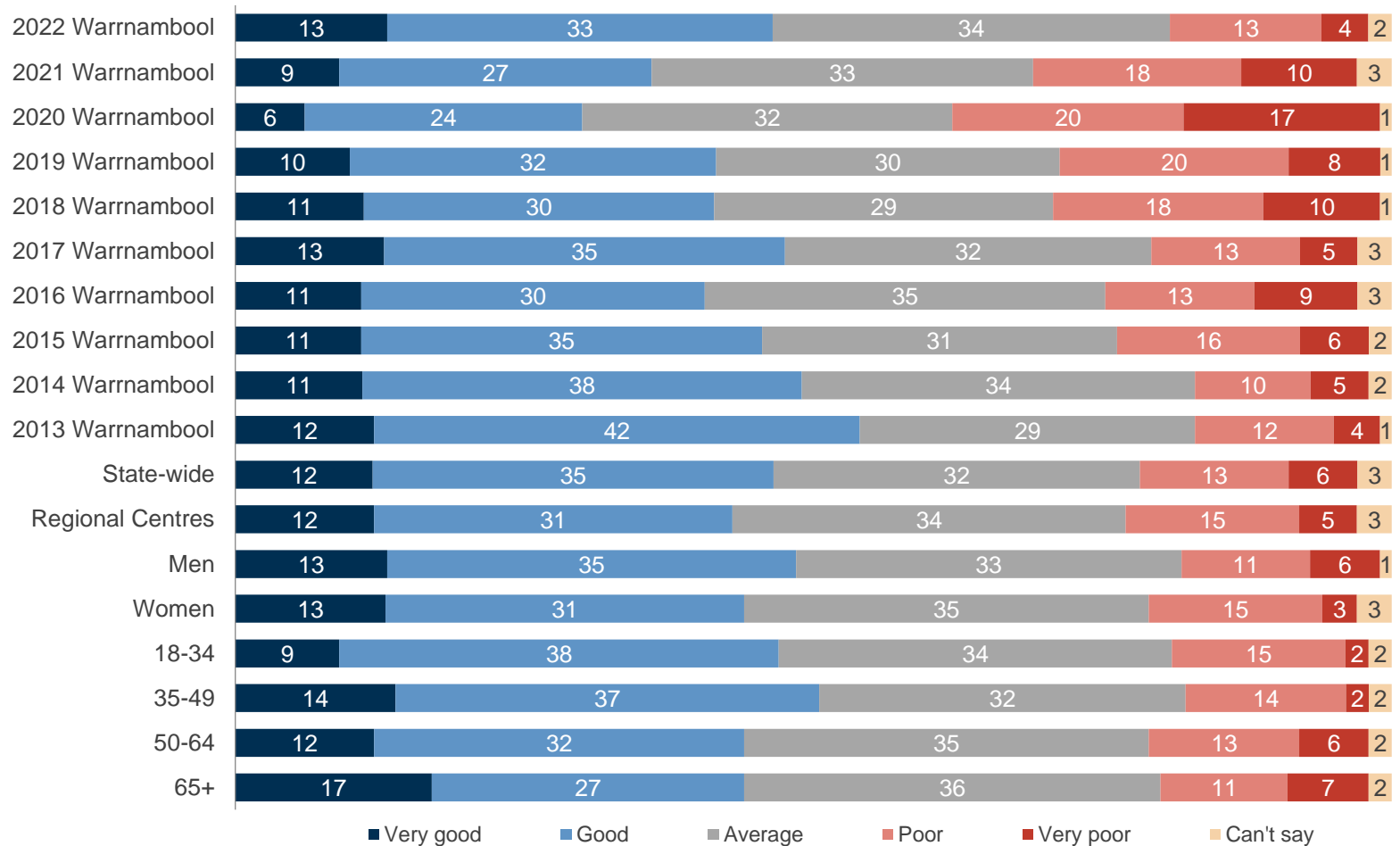
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



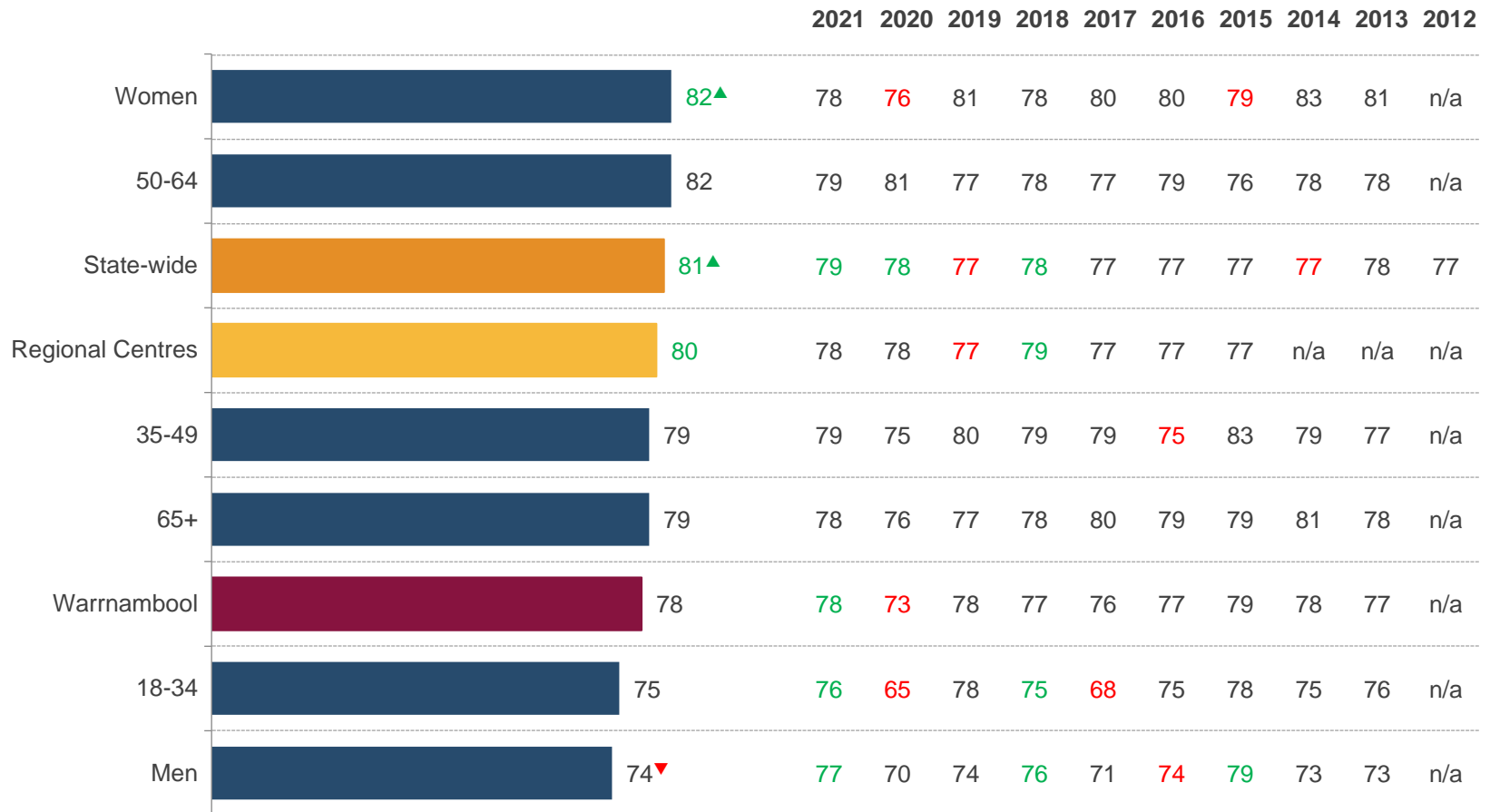
2022 informing community performance (%)



The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)



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

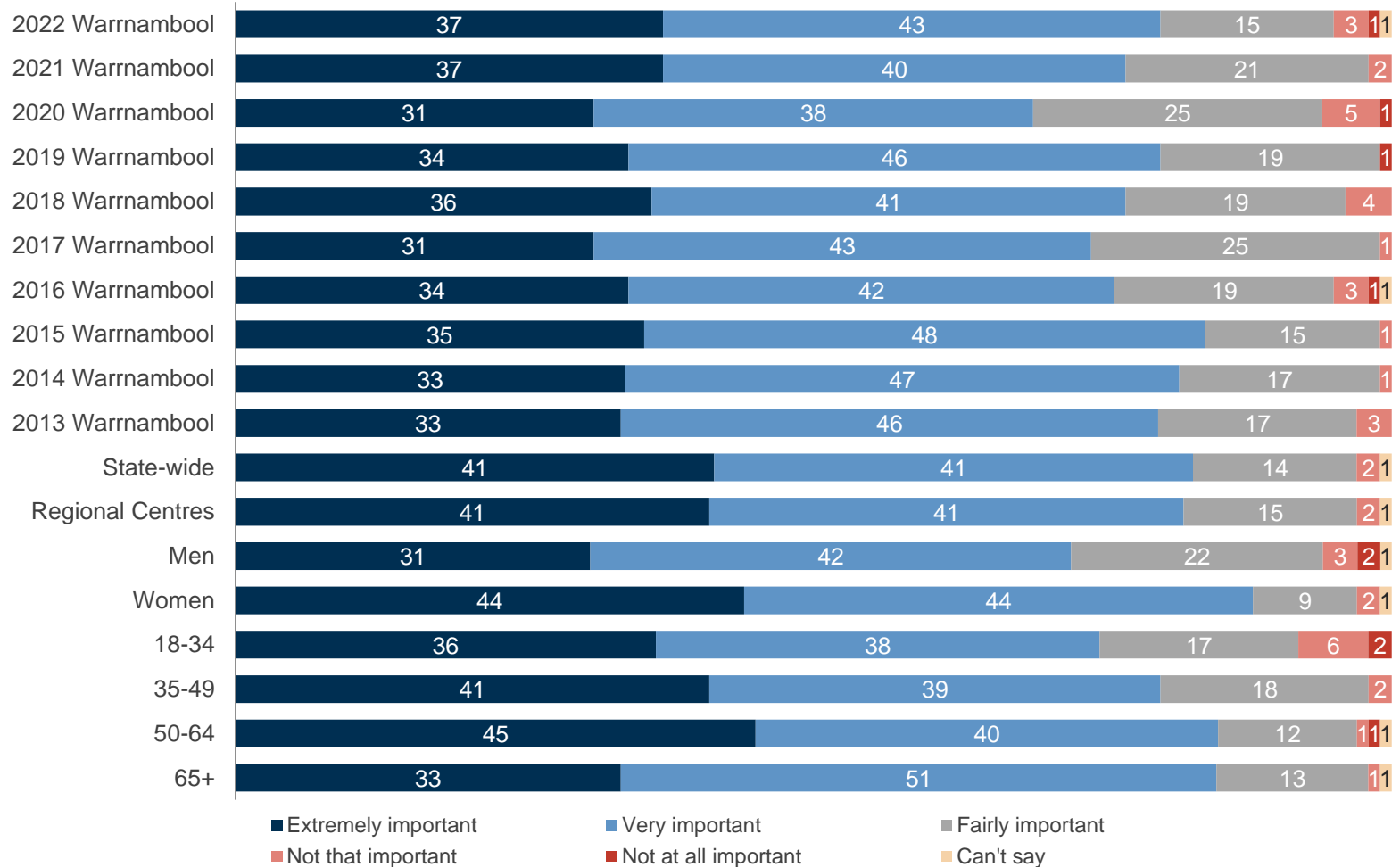
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



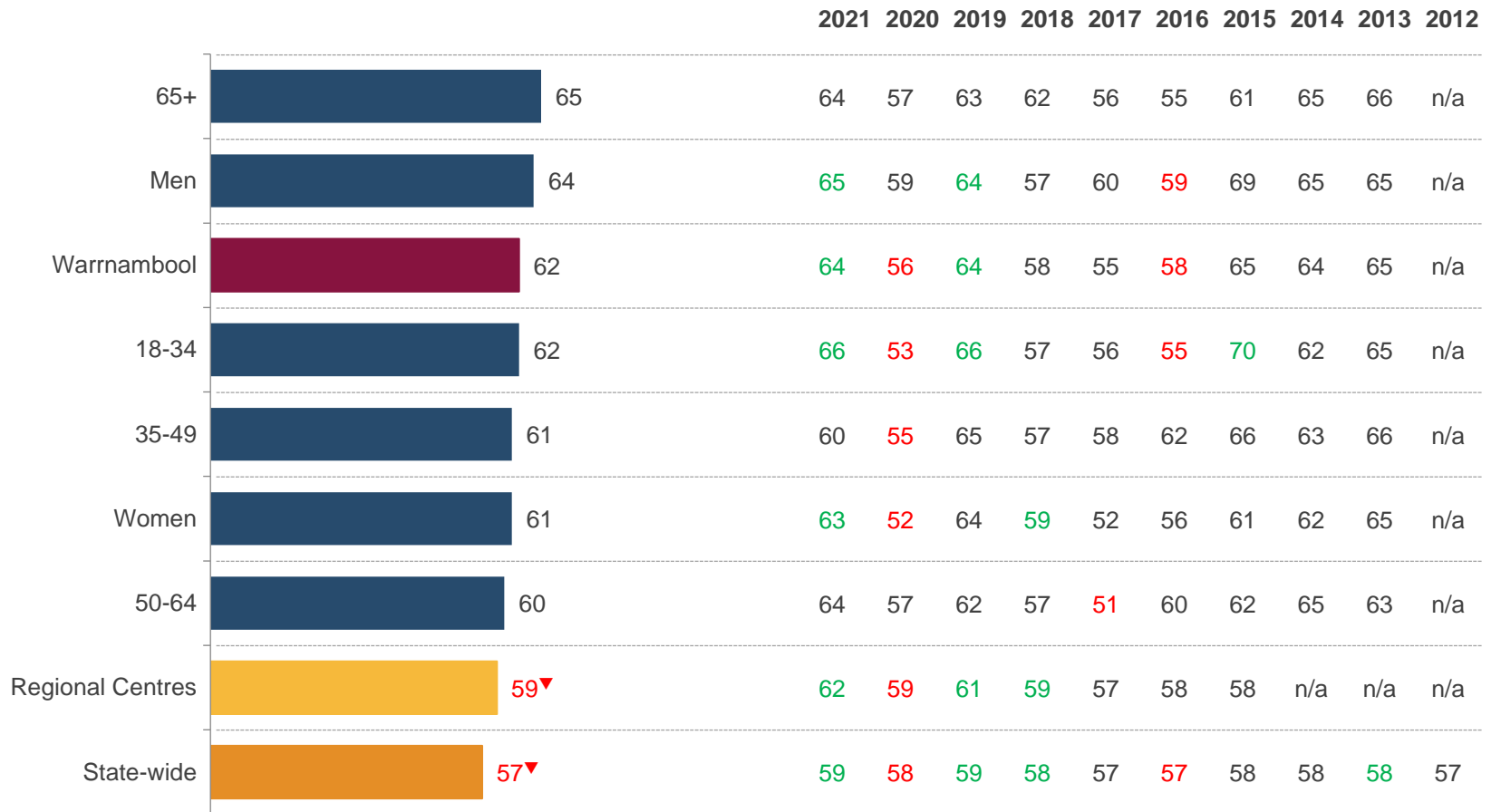
2022 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)



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

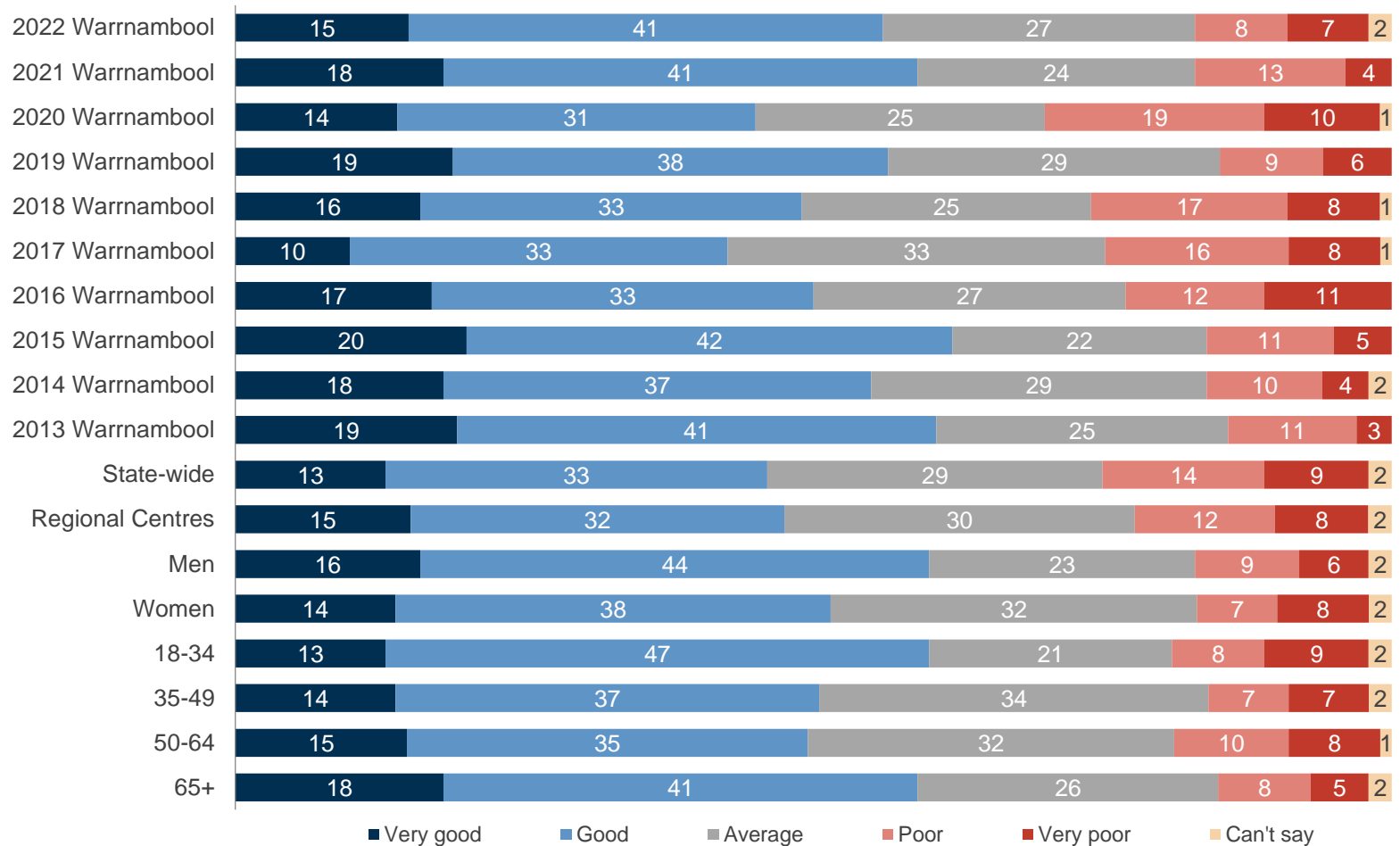
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)

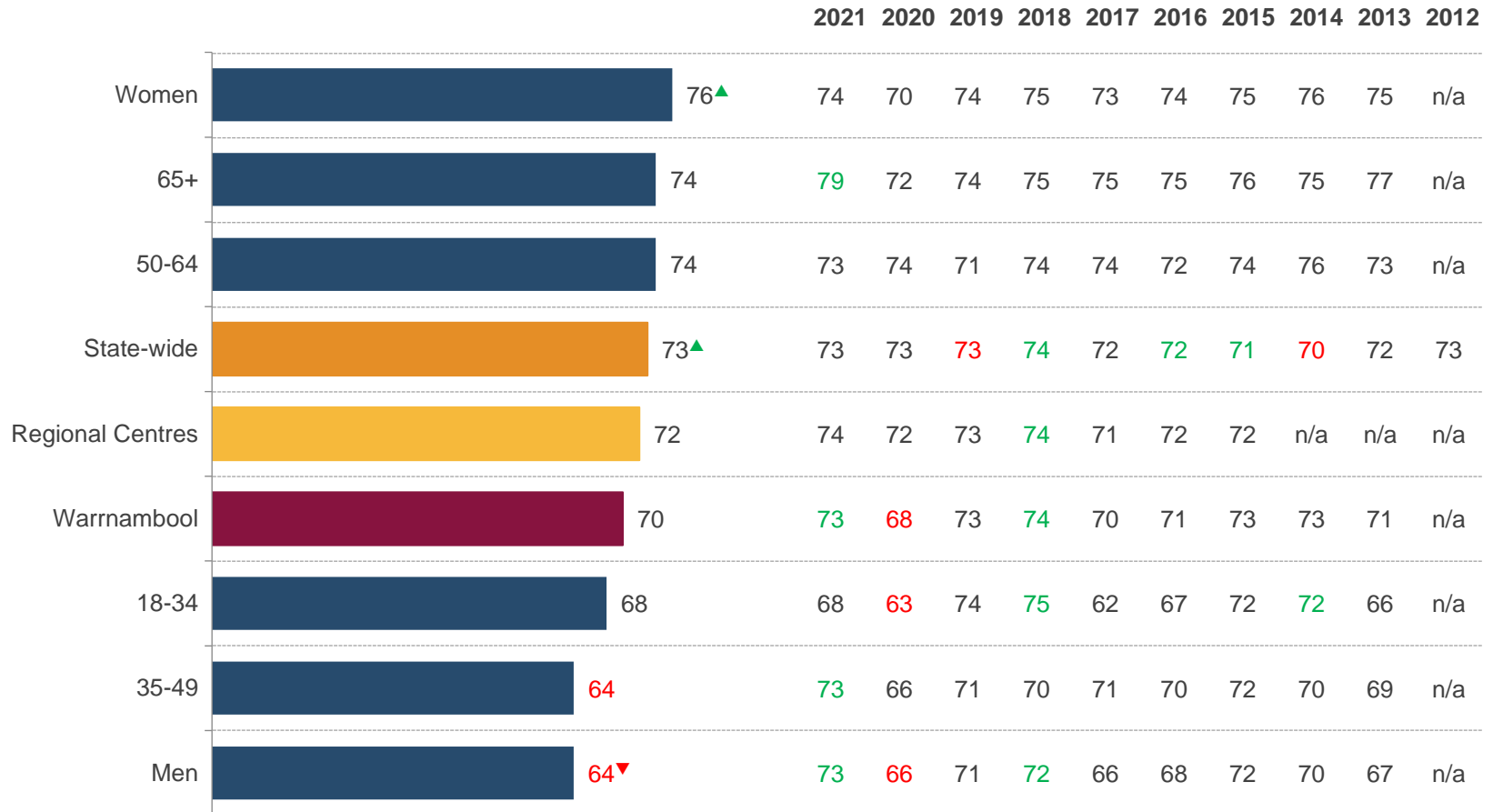




Traffic management importance



2022 traffic management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2

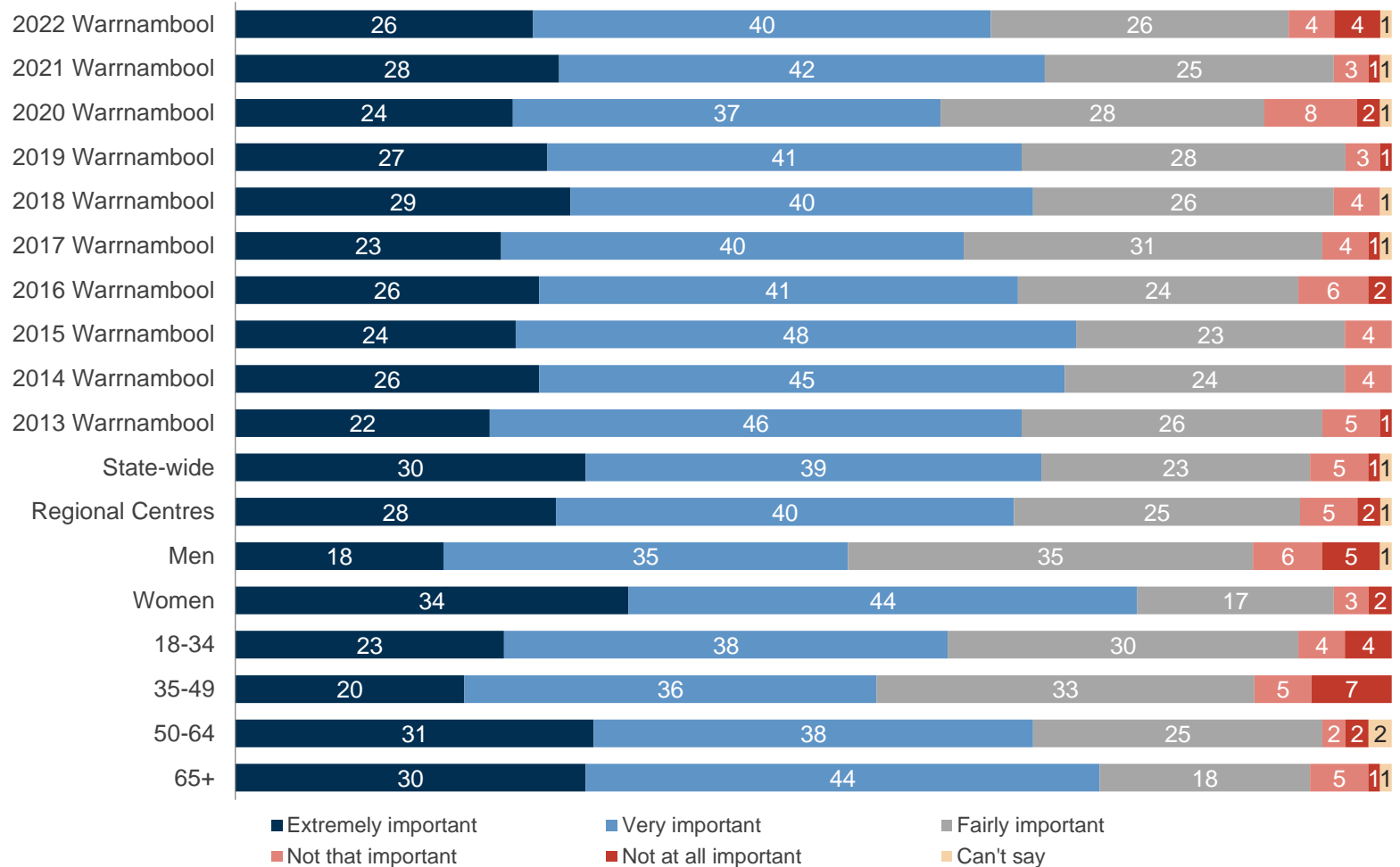
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2022 traffic management importance (%)

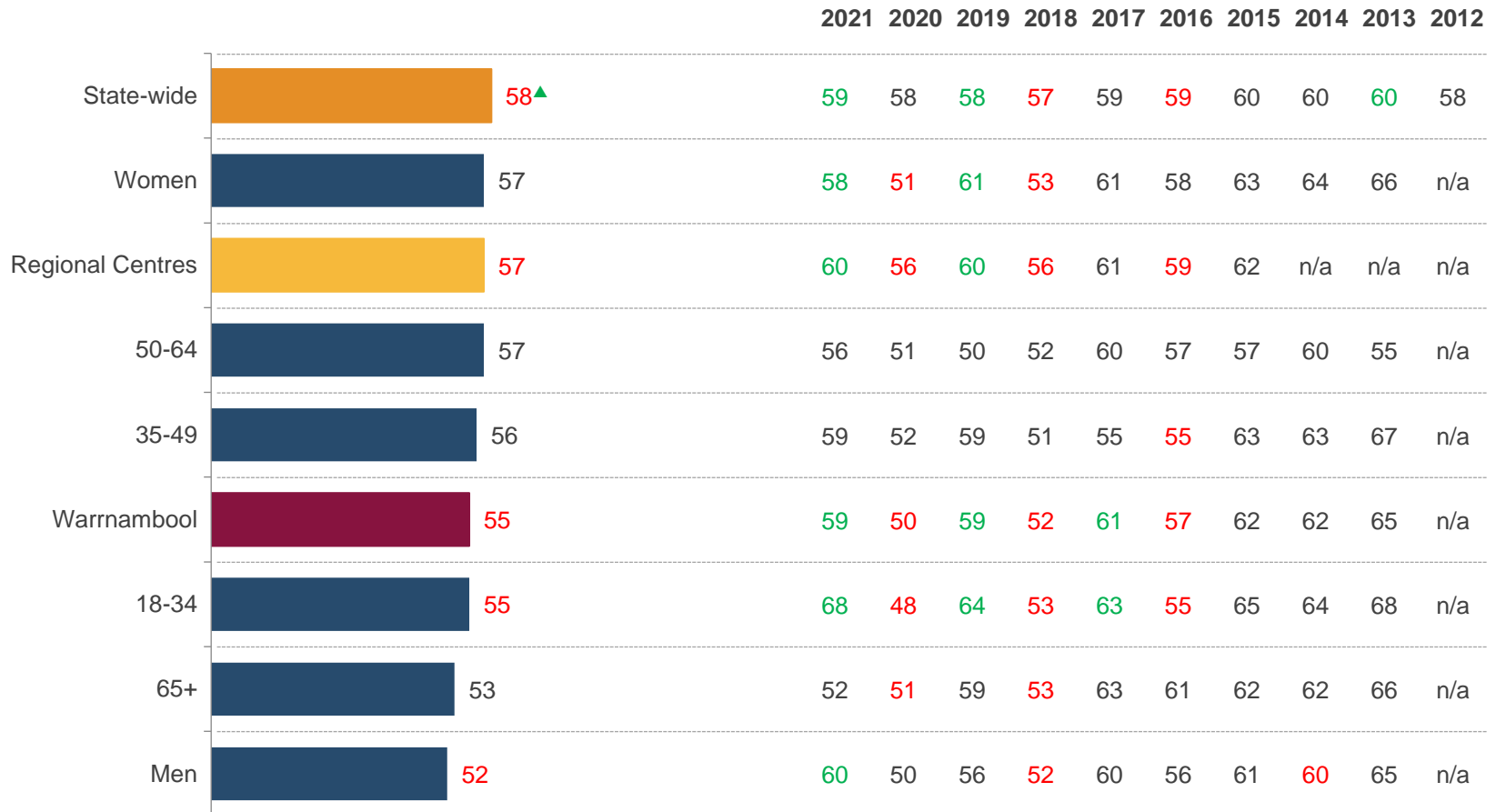




Traffic management performance



2022 traffic management performance (index scores)



Q2. How has Council performed on 'Traffic management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

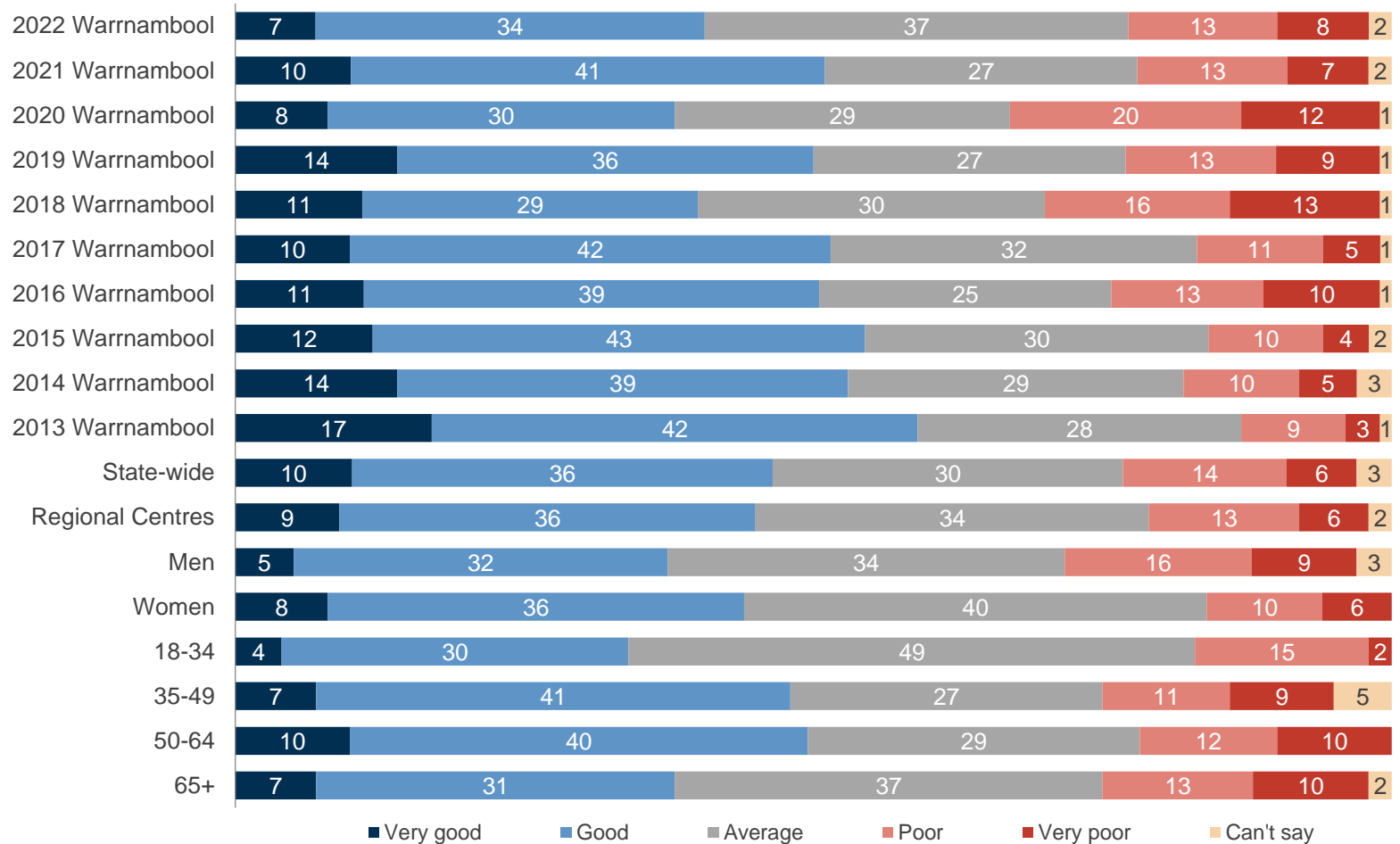
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2022 traffic management performance (%)

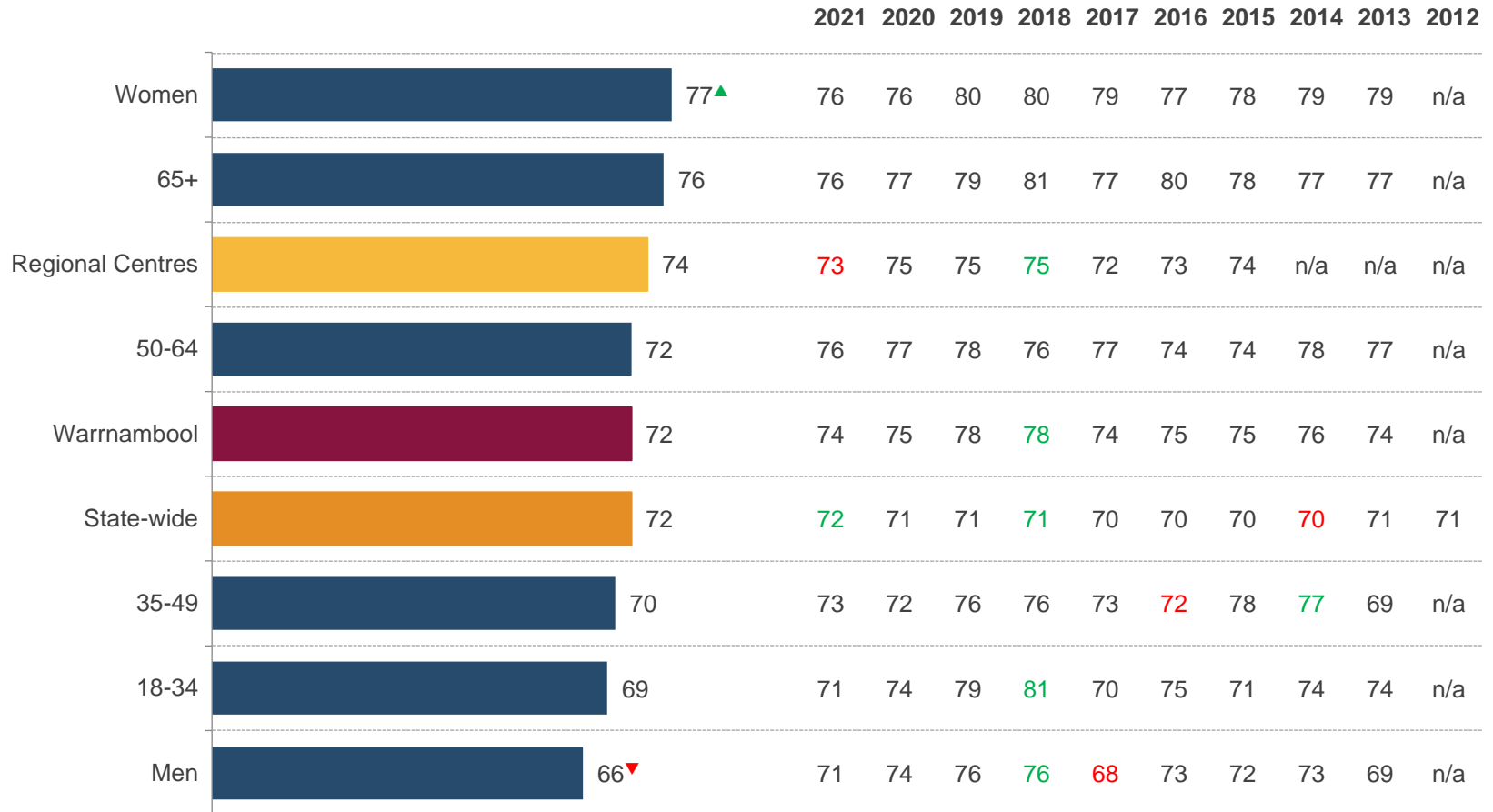




Parking facilities importance



2022 parking importance (index scores)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

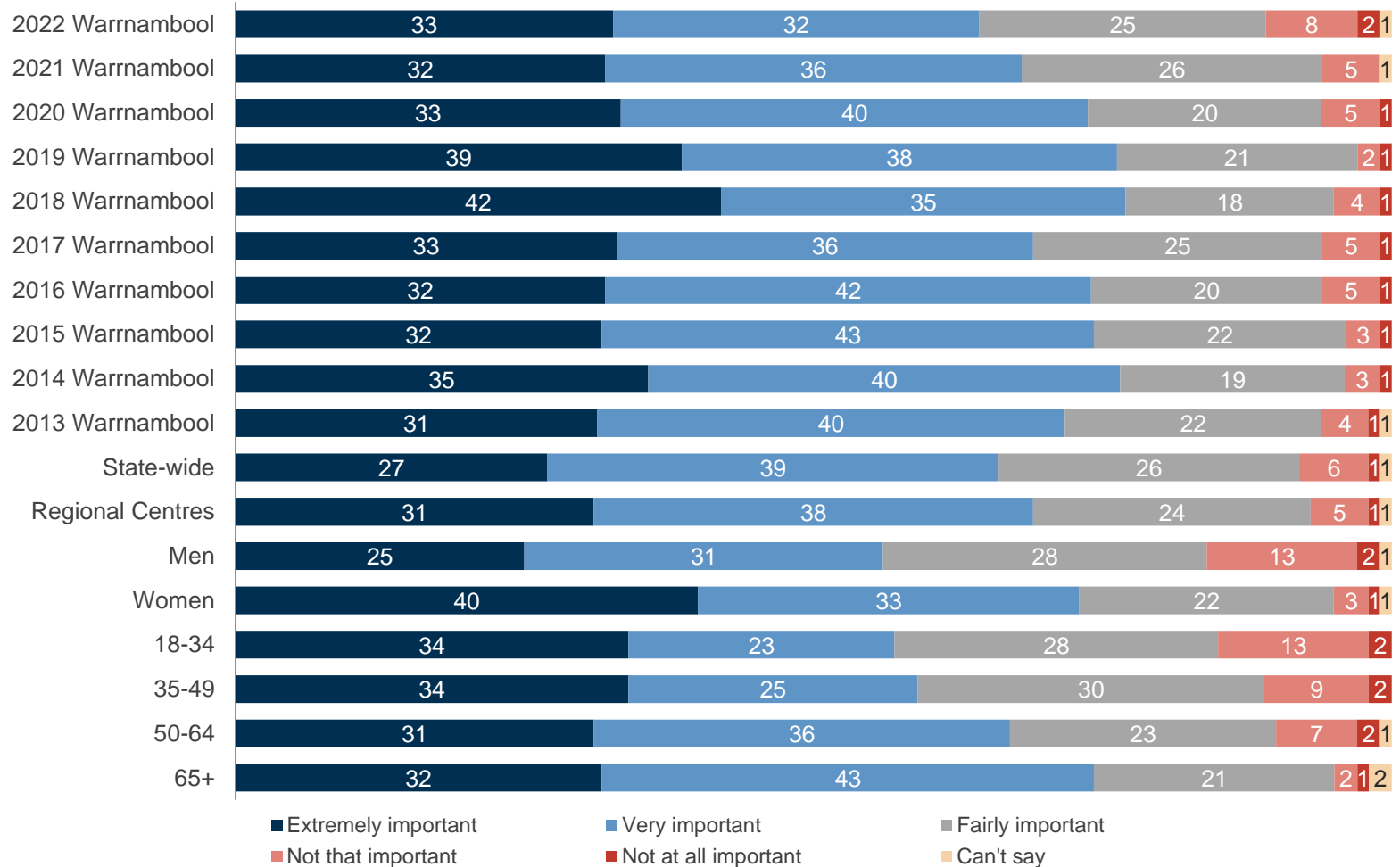
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)





Parking facilities performance



2022 parking performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	57	54	41	46	40	51	55	49	50	56	n/a
State-wide	57	58	55	56	56	55	56	57	57	57	56
65+	57	50	40	43	43	50	51	45	48	55	n/a
Regional Centres	56	55	49	50	51	52	54	53	n/a	n/a	n/a
18-34	56	48	34	51	37	45	55	49	50	54	n/a
Warrnambool	56	51	38	45	39	49	54	48	50	55	n/a
50-64	55	52	37	41	41	47	56	47	49	48	n/a
35-49	55	55	42	44	36	54	56	51	54	62	n/a
Women	54	48	36	44	39	47	53	47	51	54	n/a

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5

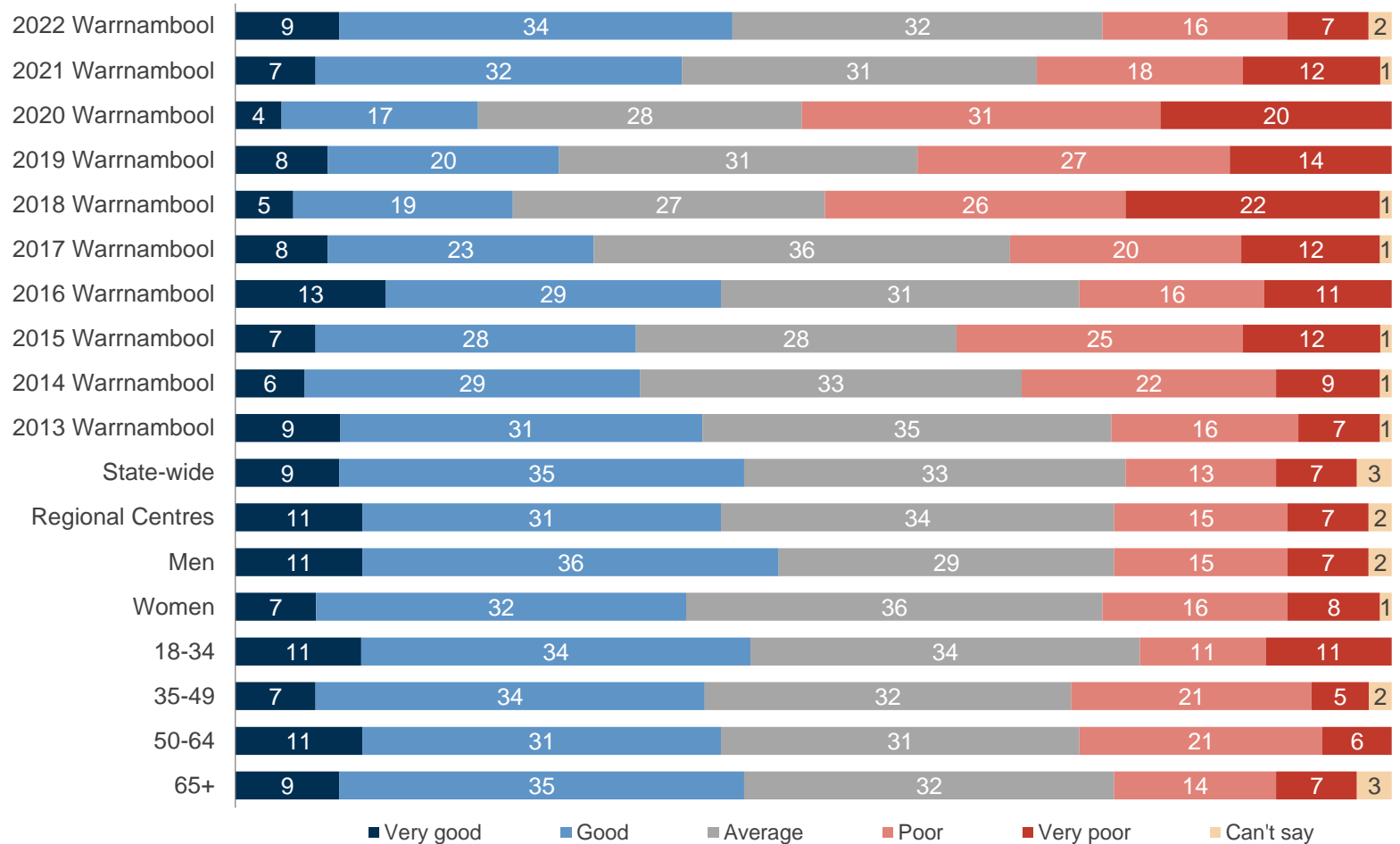
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)

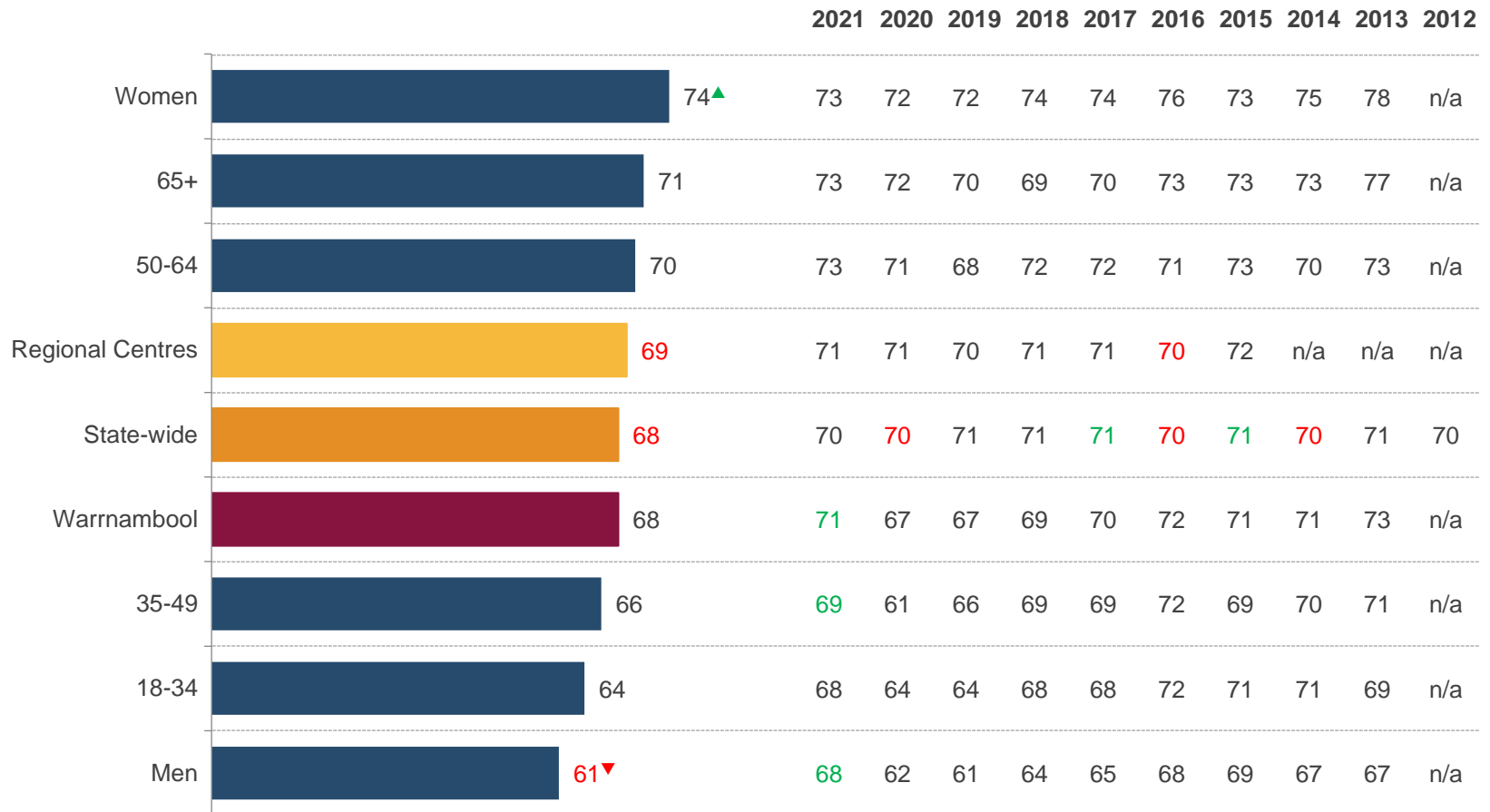




Enforcement of local laws importance



2022 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

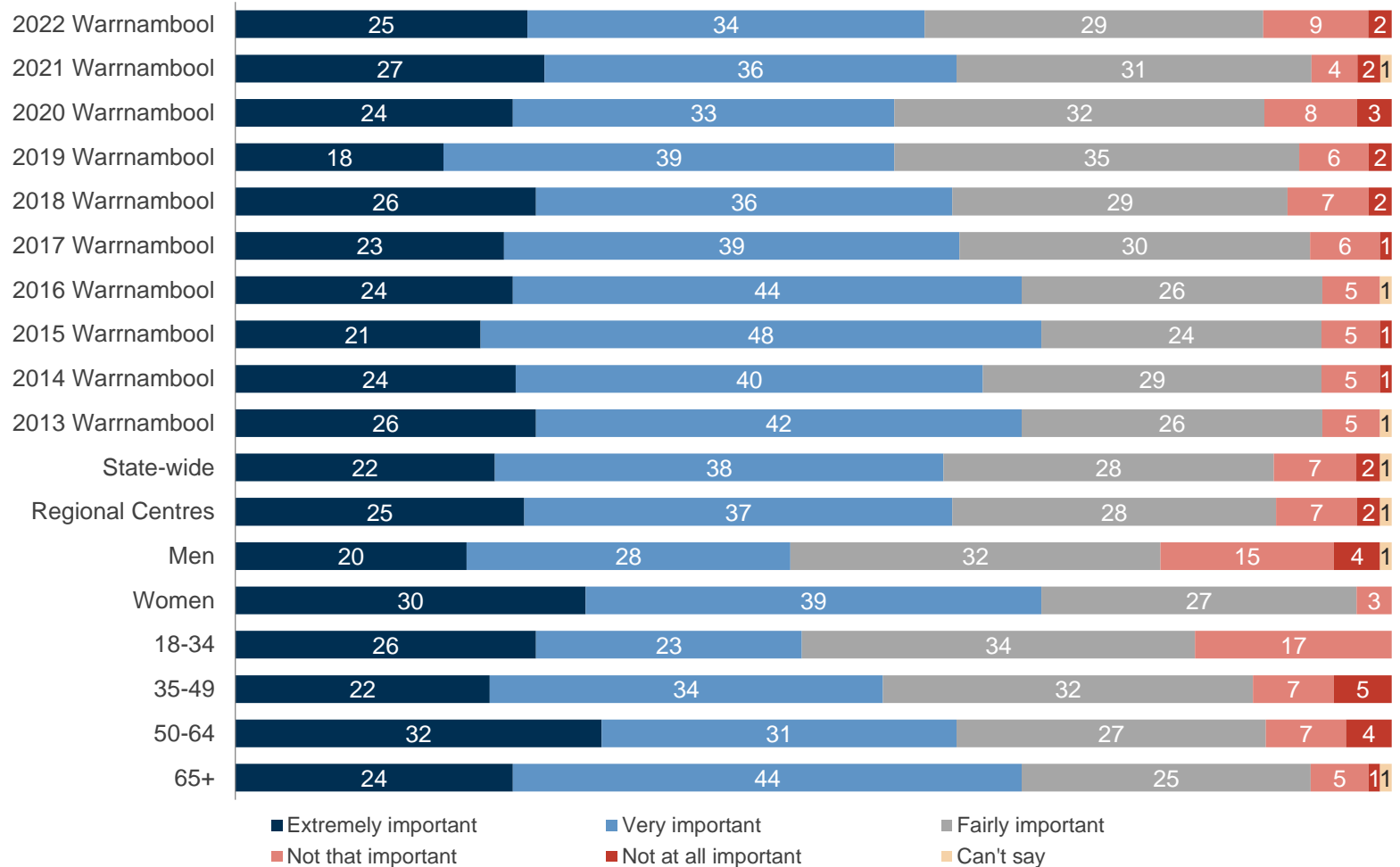
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)

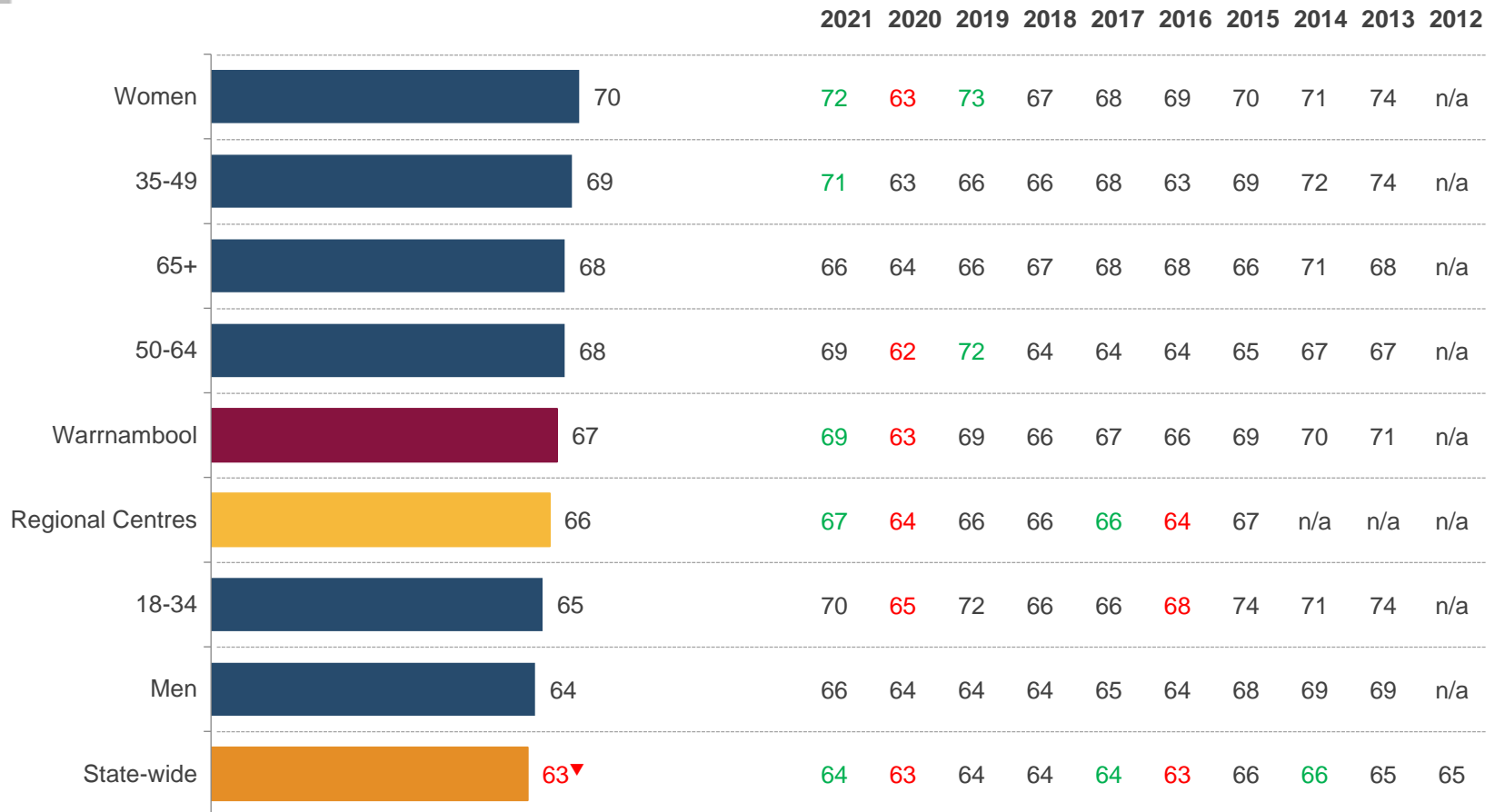




Enforcement of local laws performance



2022 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 4

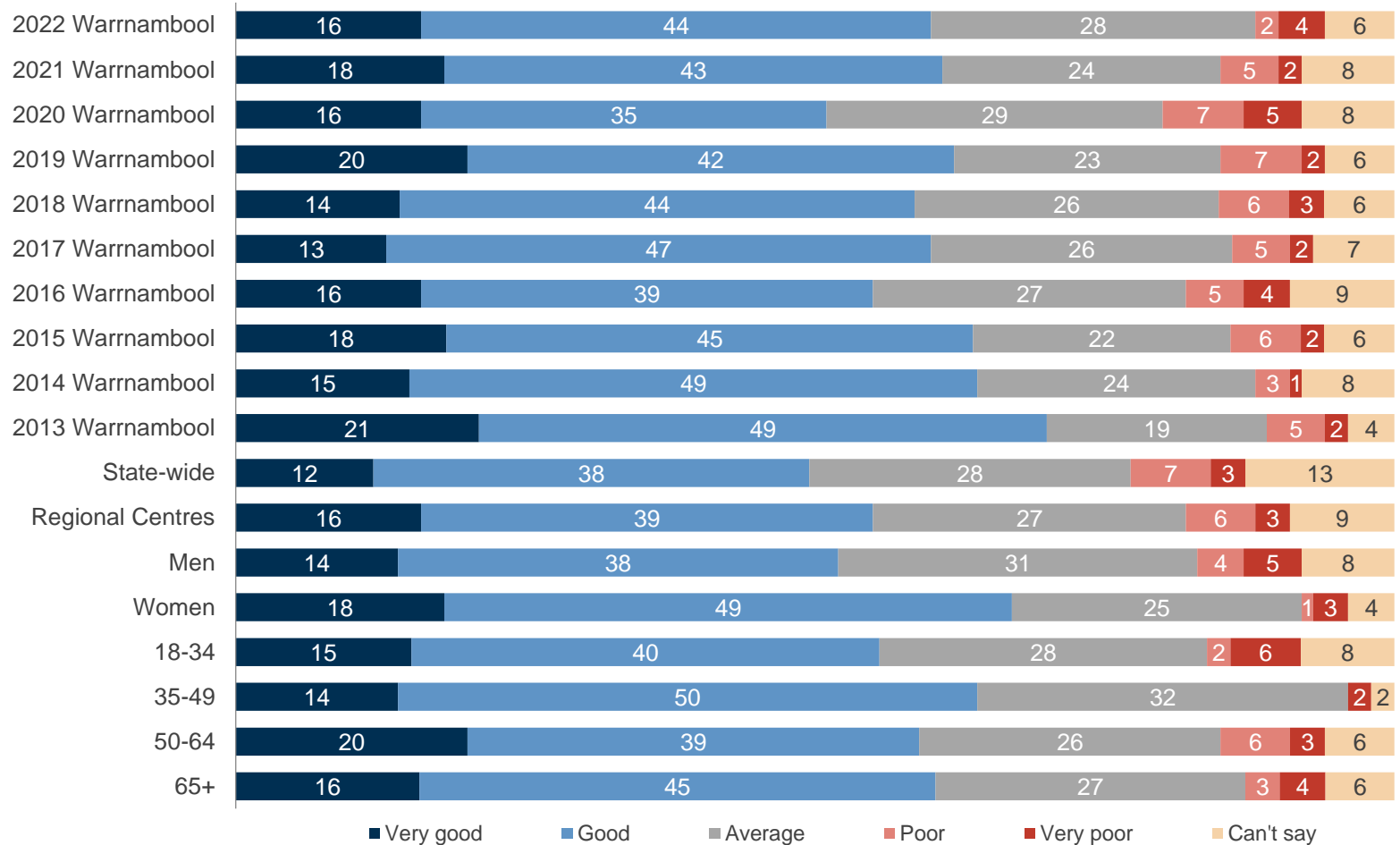
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)

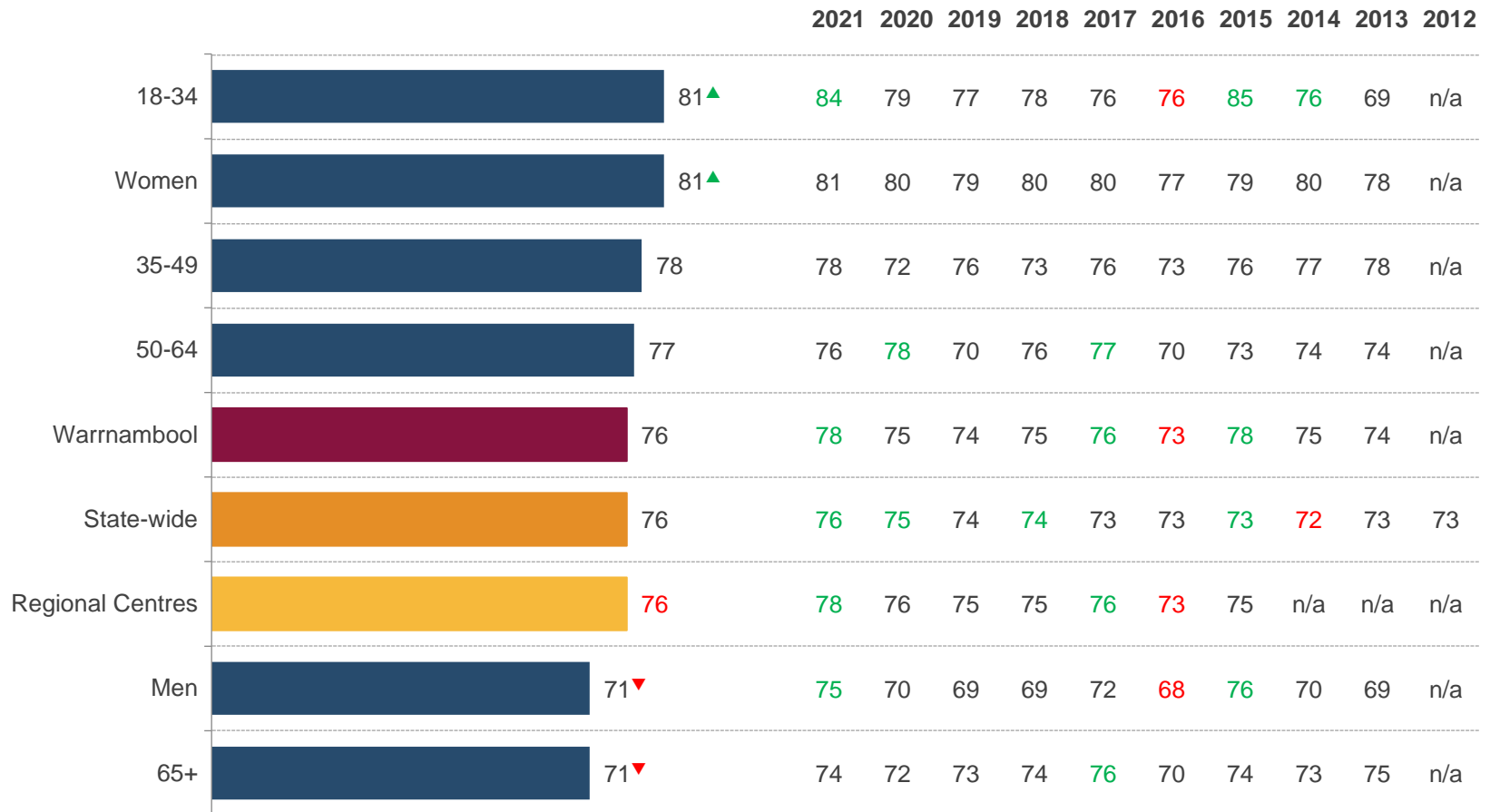




Family support services importance



2022 family support importance (index scores)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4

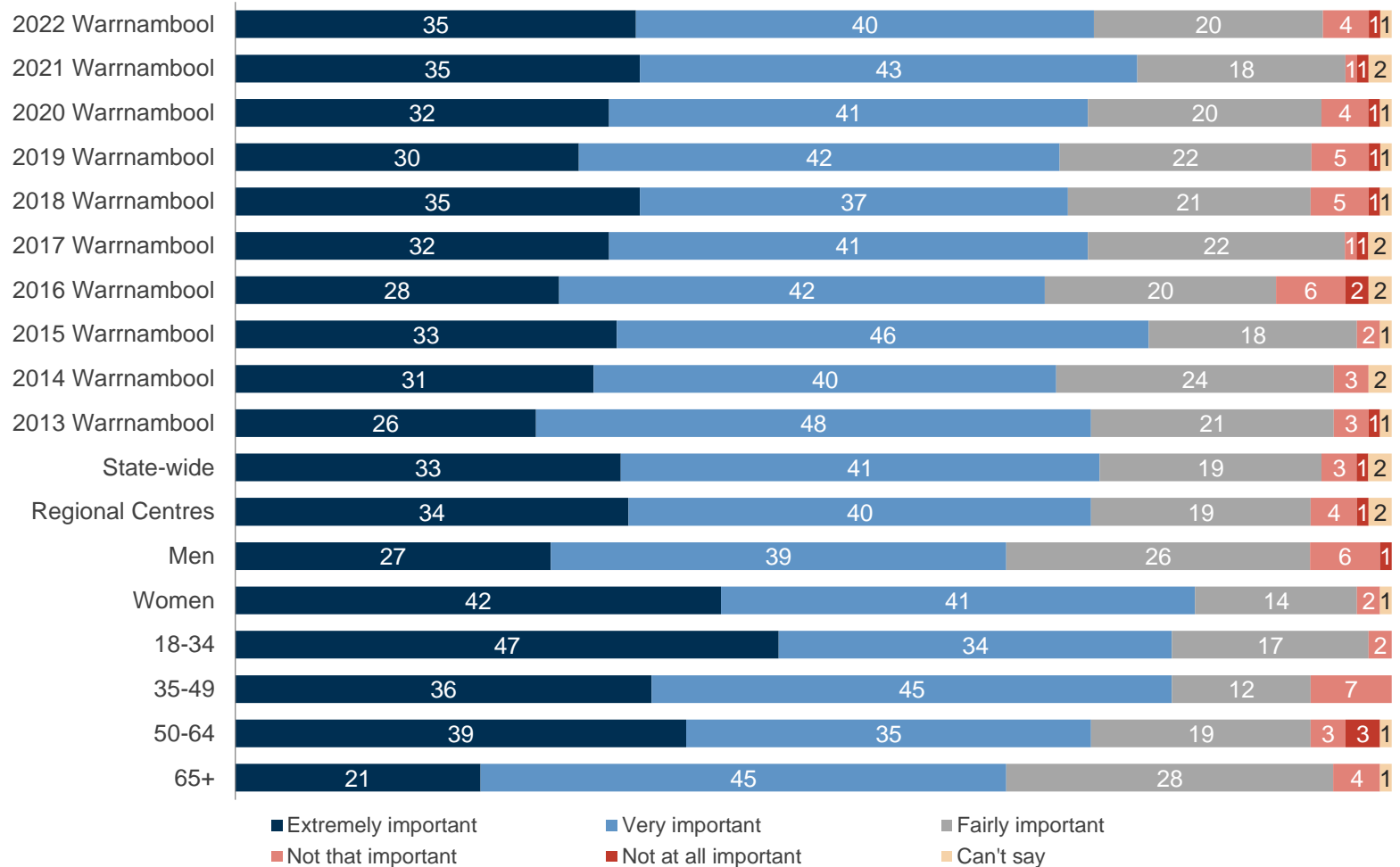
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)

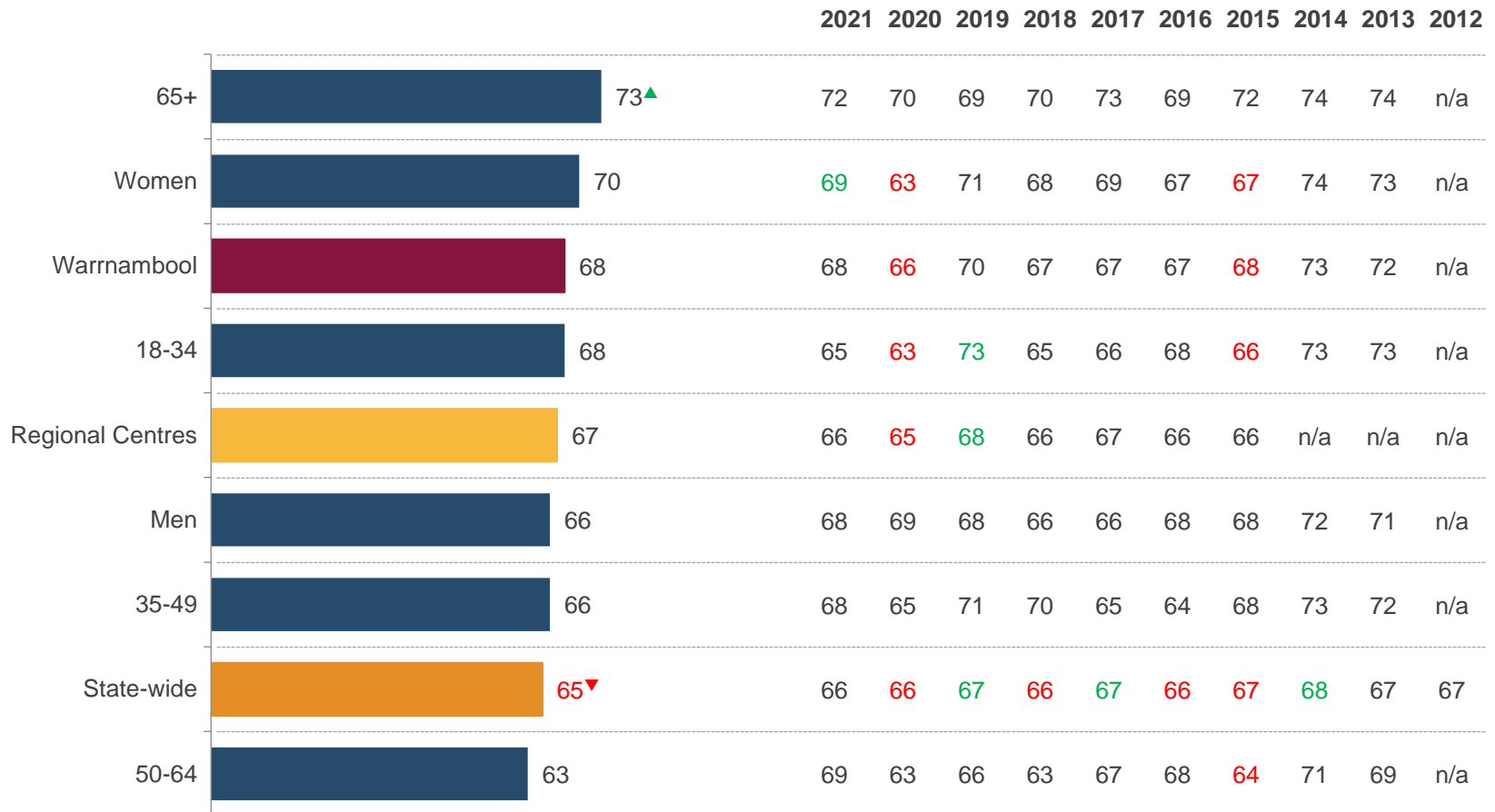




Family support services performance



2022 family support performance (index scores)



Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5

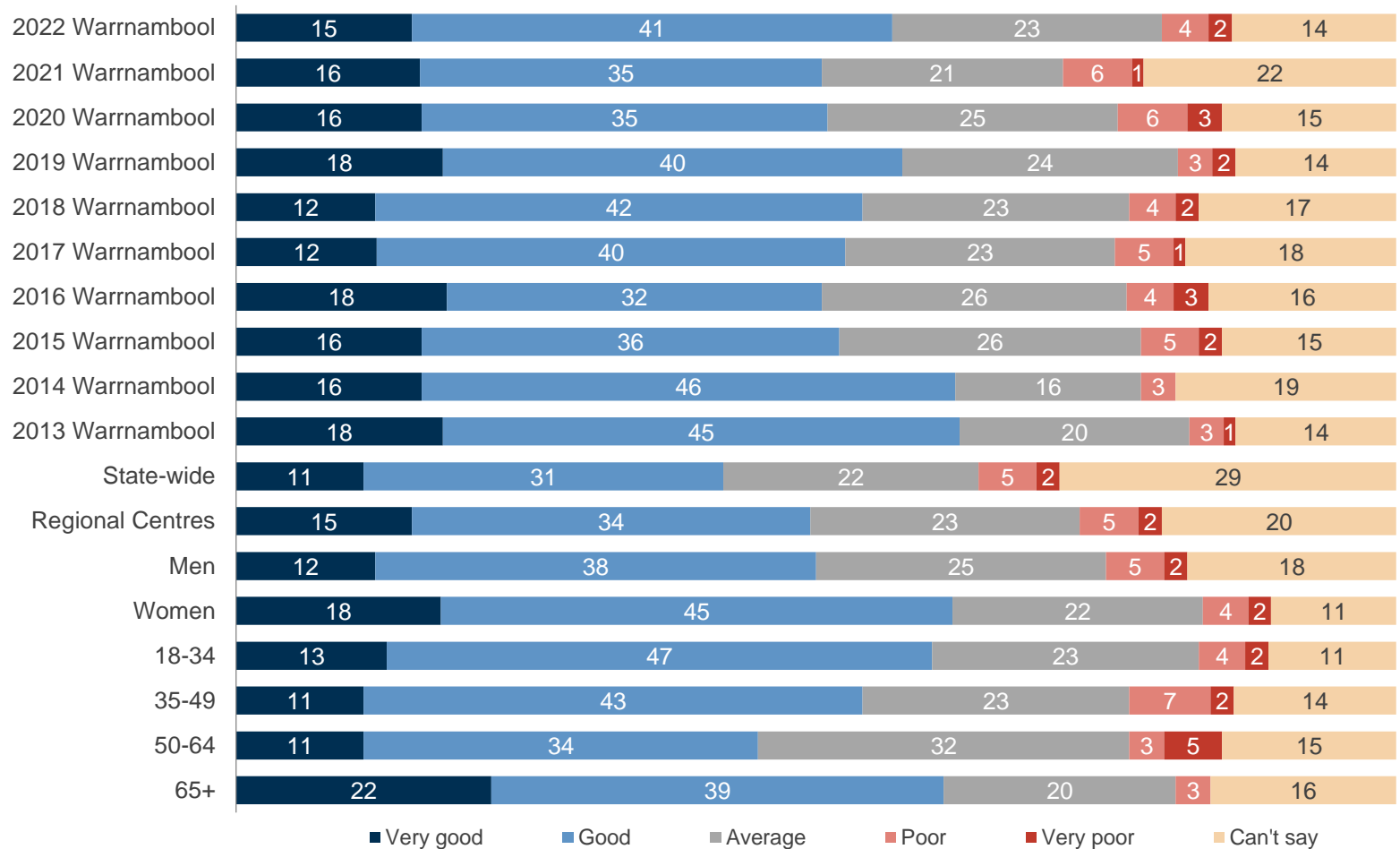
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)

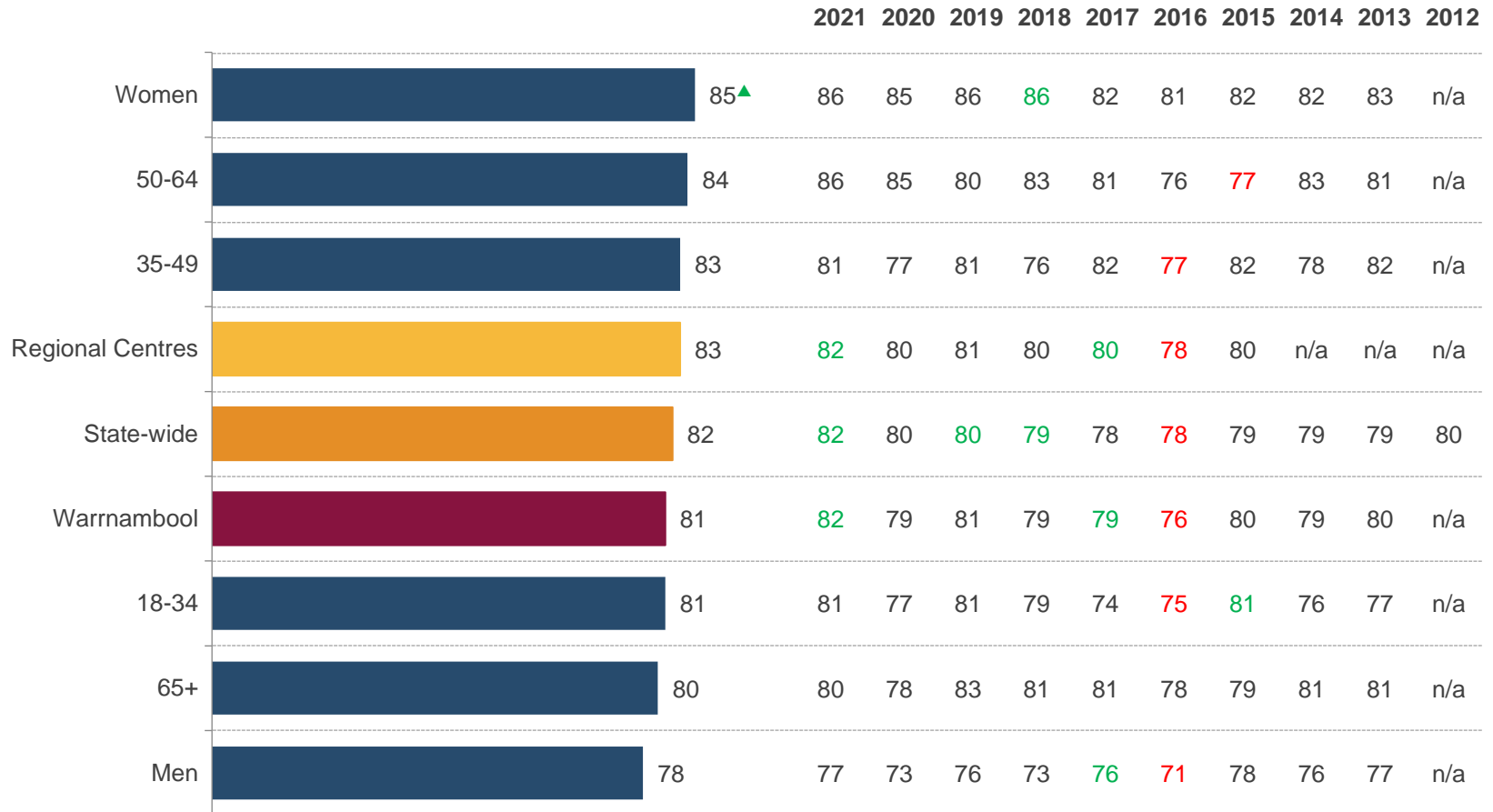




Elderly support services importance



2022 elderly support importance (index scores)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 3

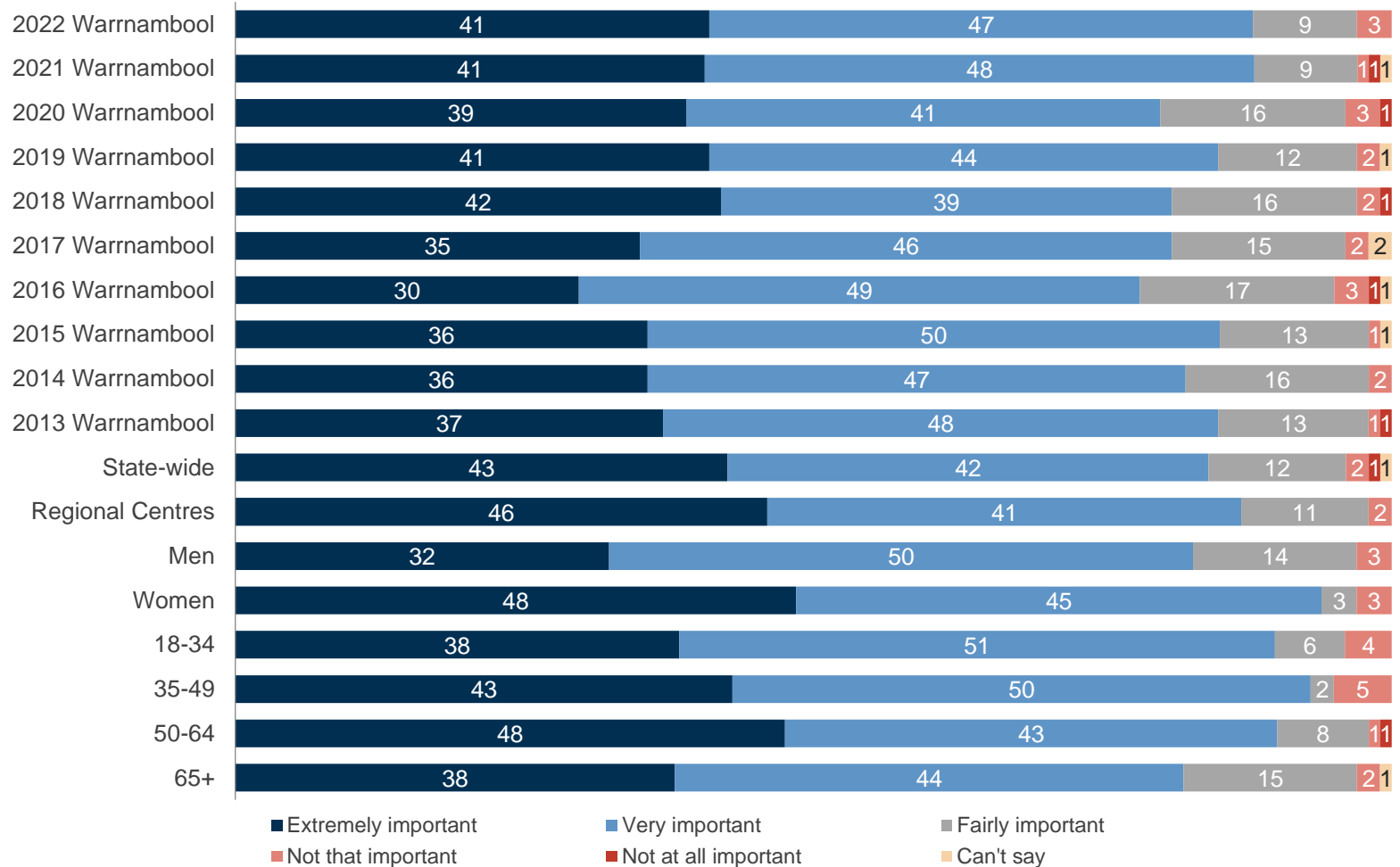
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)

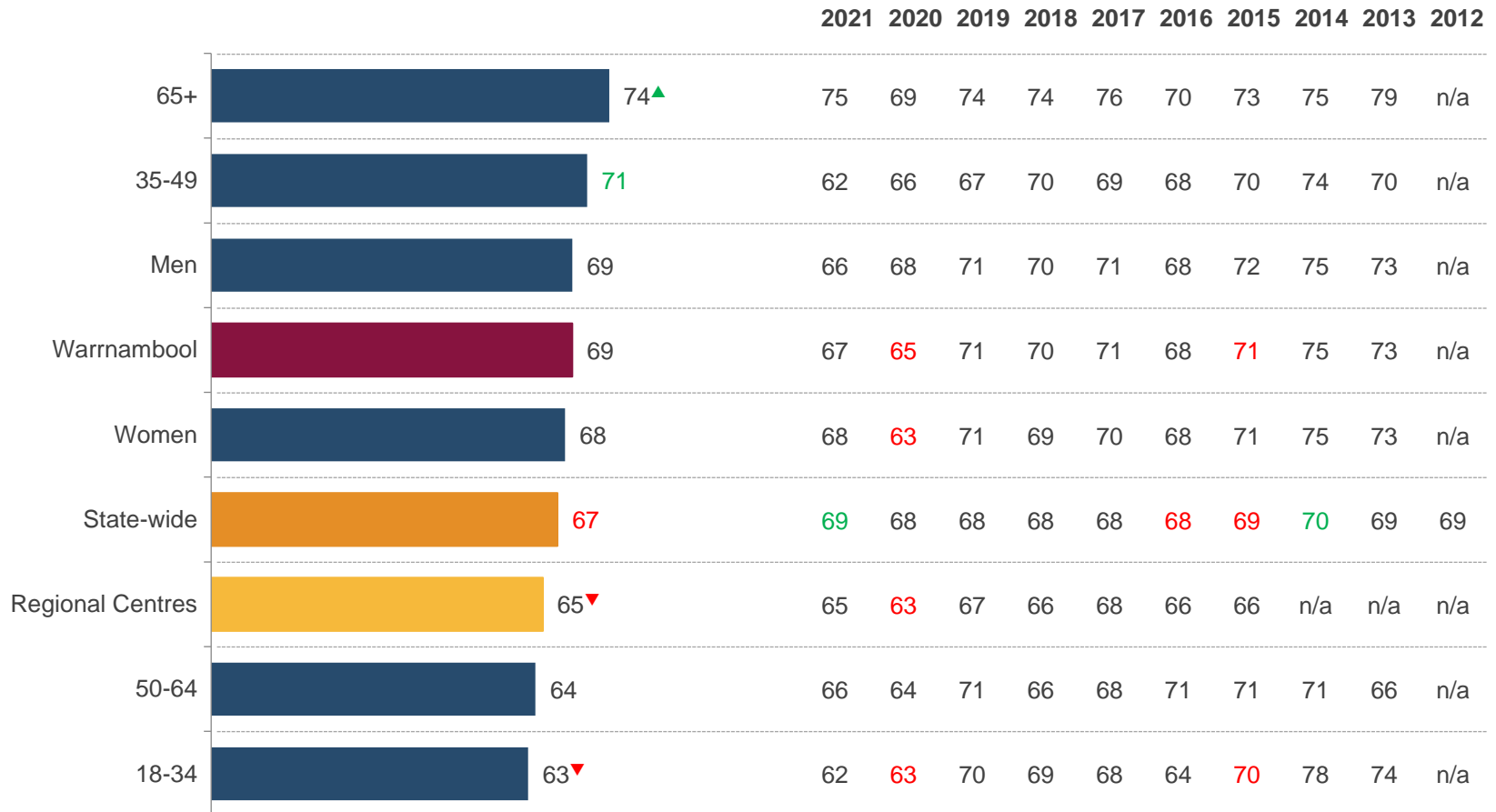




Elderly support services performance



2022 elderly support performance (index scores)



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: 4

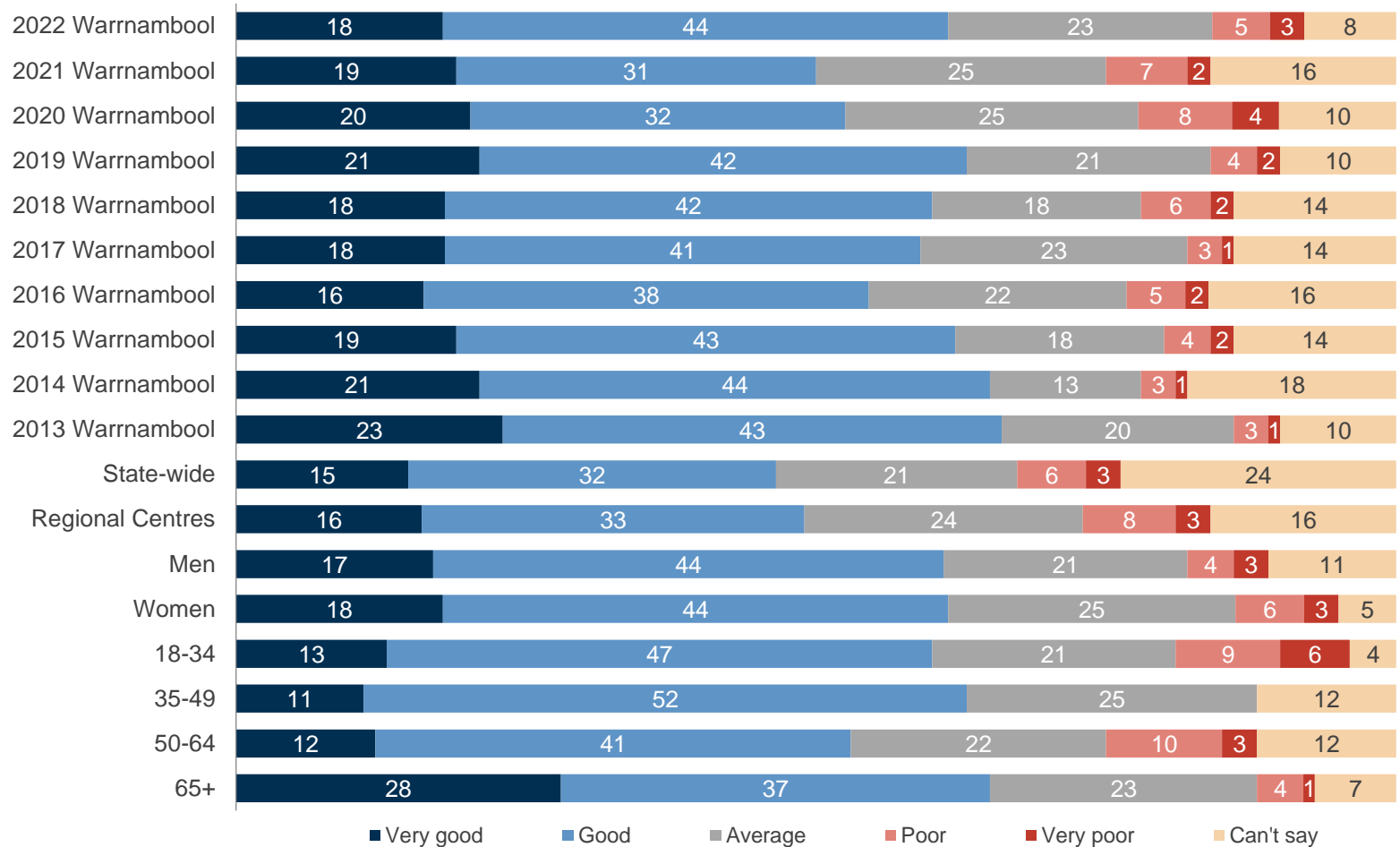
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)





Disadvantaged support services performance



2022 disadvantaged support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	67	67	63	64	65	65	62	65	68	68	n/a
Men	65	67	65	67	65	65	63	64	68	67	n/a
35-49	64	61	60	64	64	63	64	66	68	68	n/a
Warrnambool	63	64	61	66	63	63	61	63	68	68	n/a
Regional Centres	62	63	59	63	61	63	59	61	n/a	n/a	n/a
State-wide	62	63	60	62	61	61	61	62	64	62	63
Women	62	62	58	66	62	61	60	62	67	68	n/a
18-34	61	64	61	70	64	64	59	62	71	70	n/a
50-64	60	65	58	66	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: 13 Councils asked group: 2

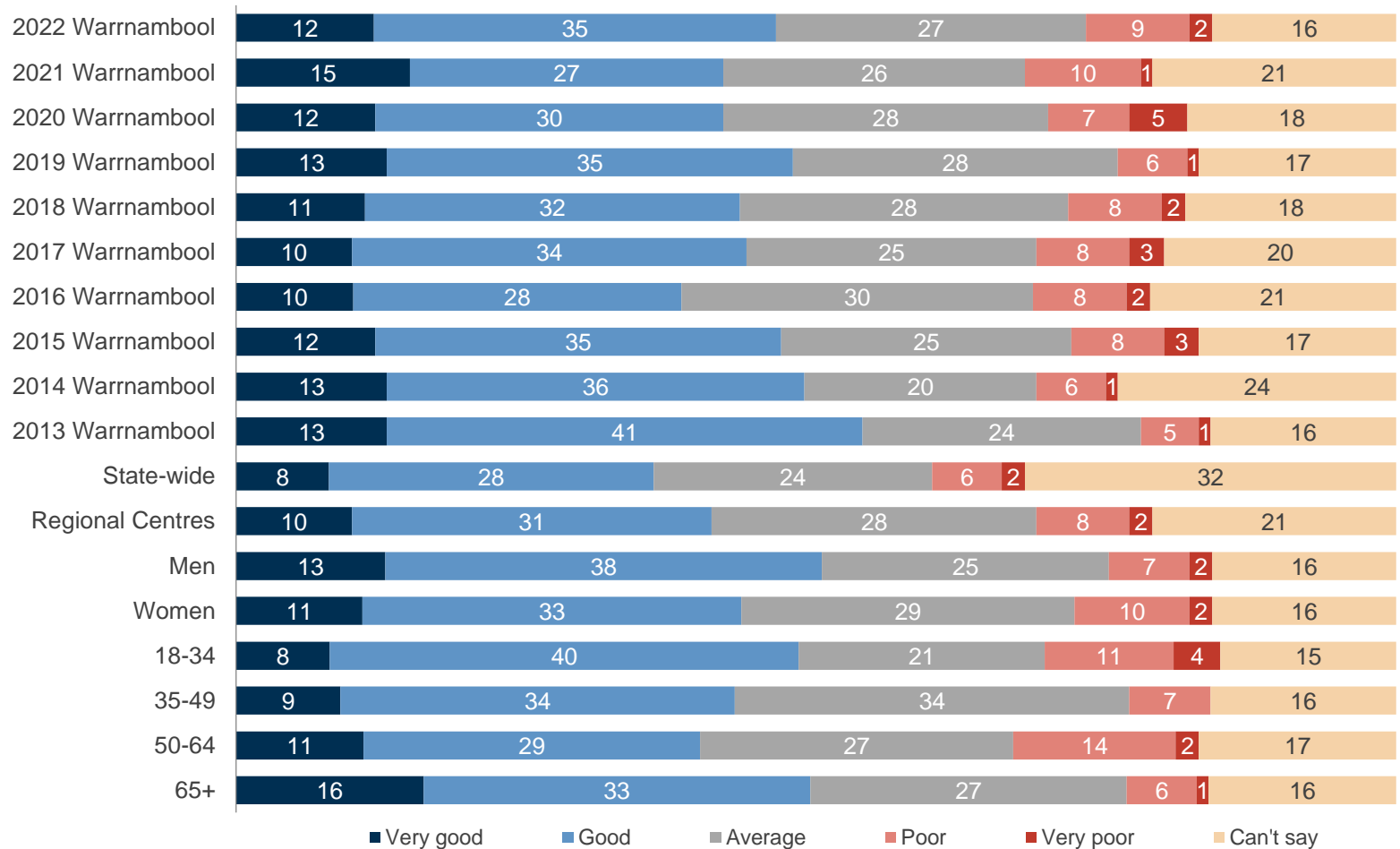
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2022 disadvantaged support performance (%)

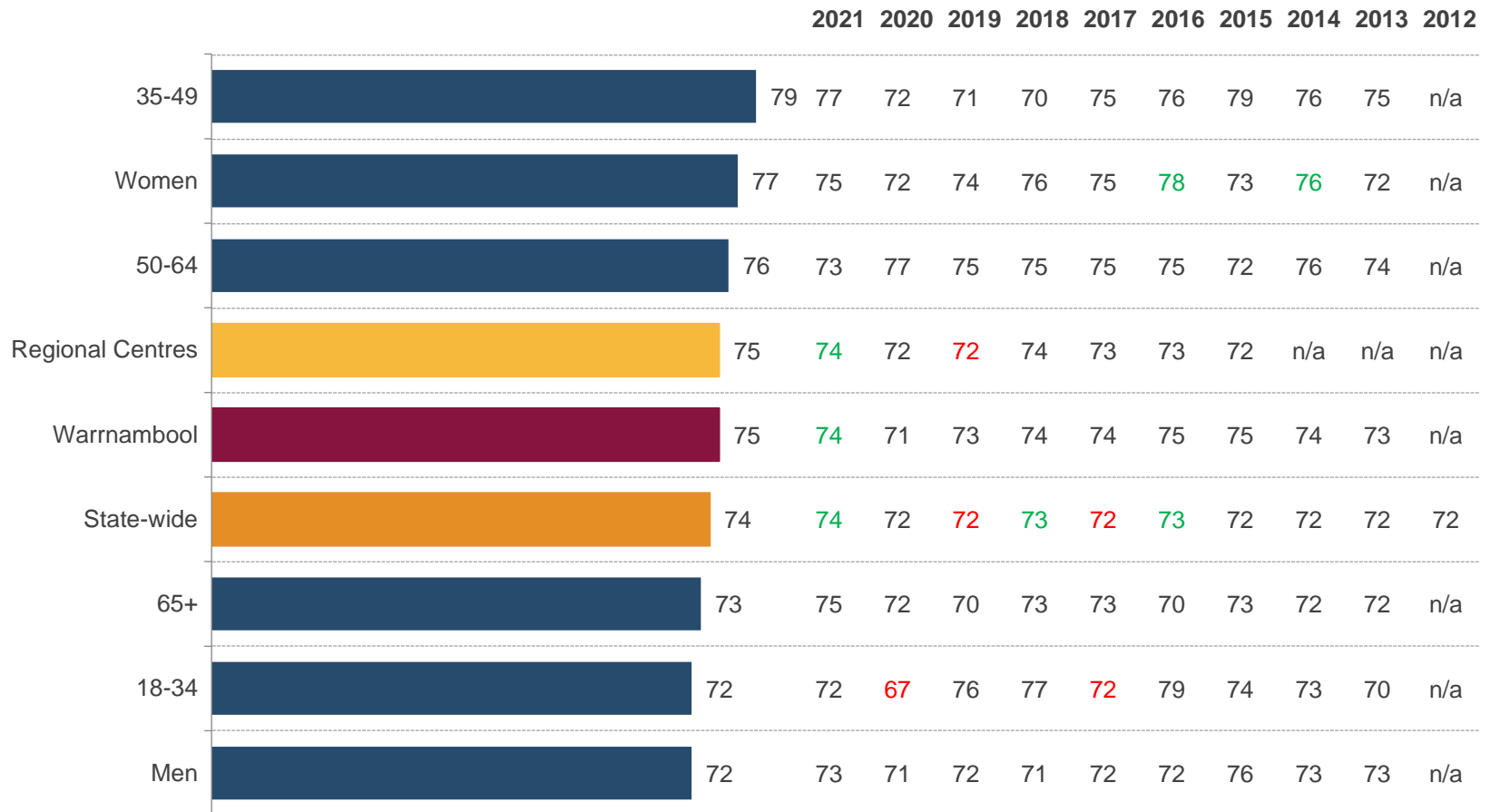




Recreational facilities importance



2022 recreational facilities importance (index scores)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

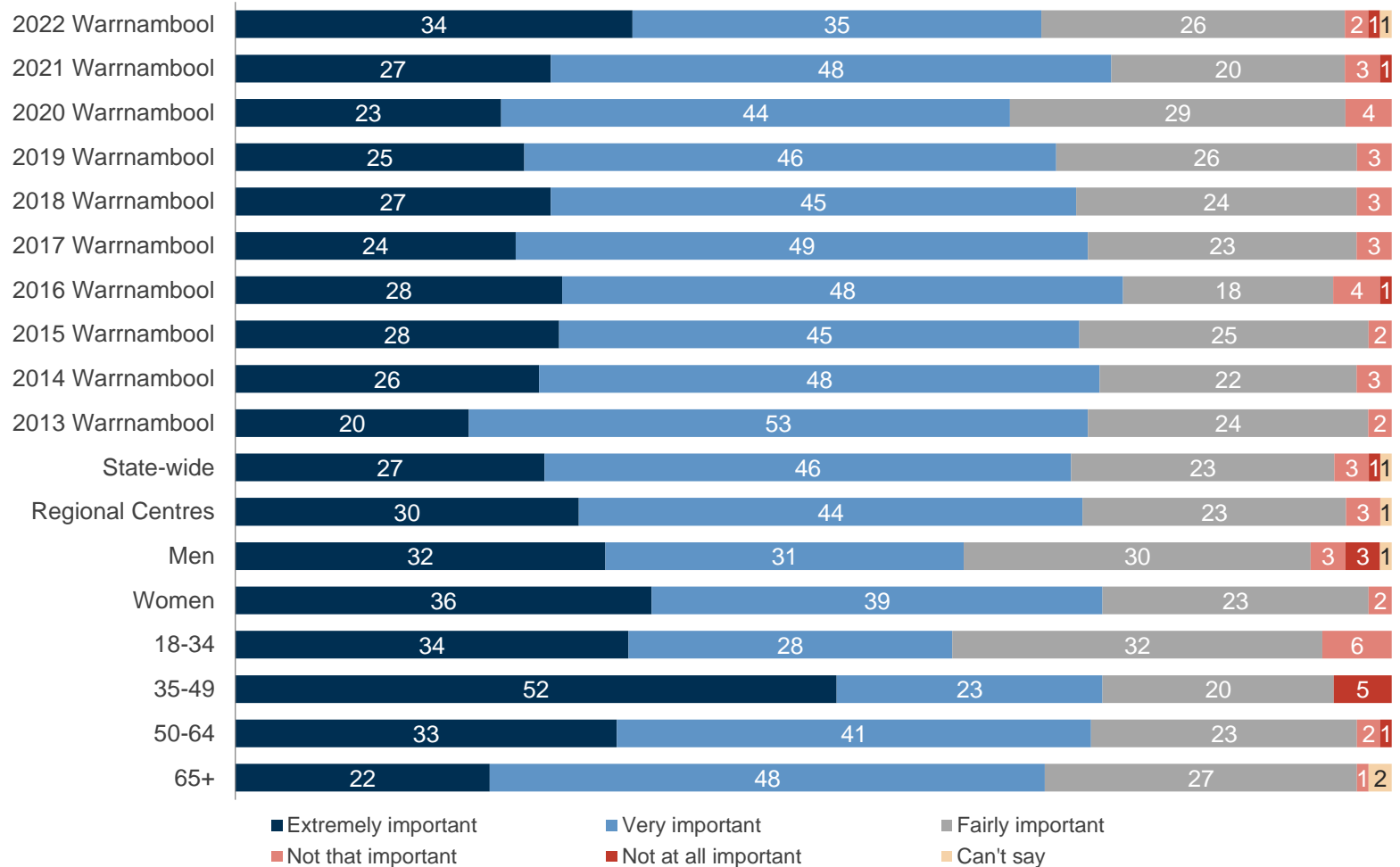
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)

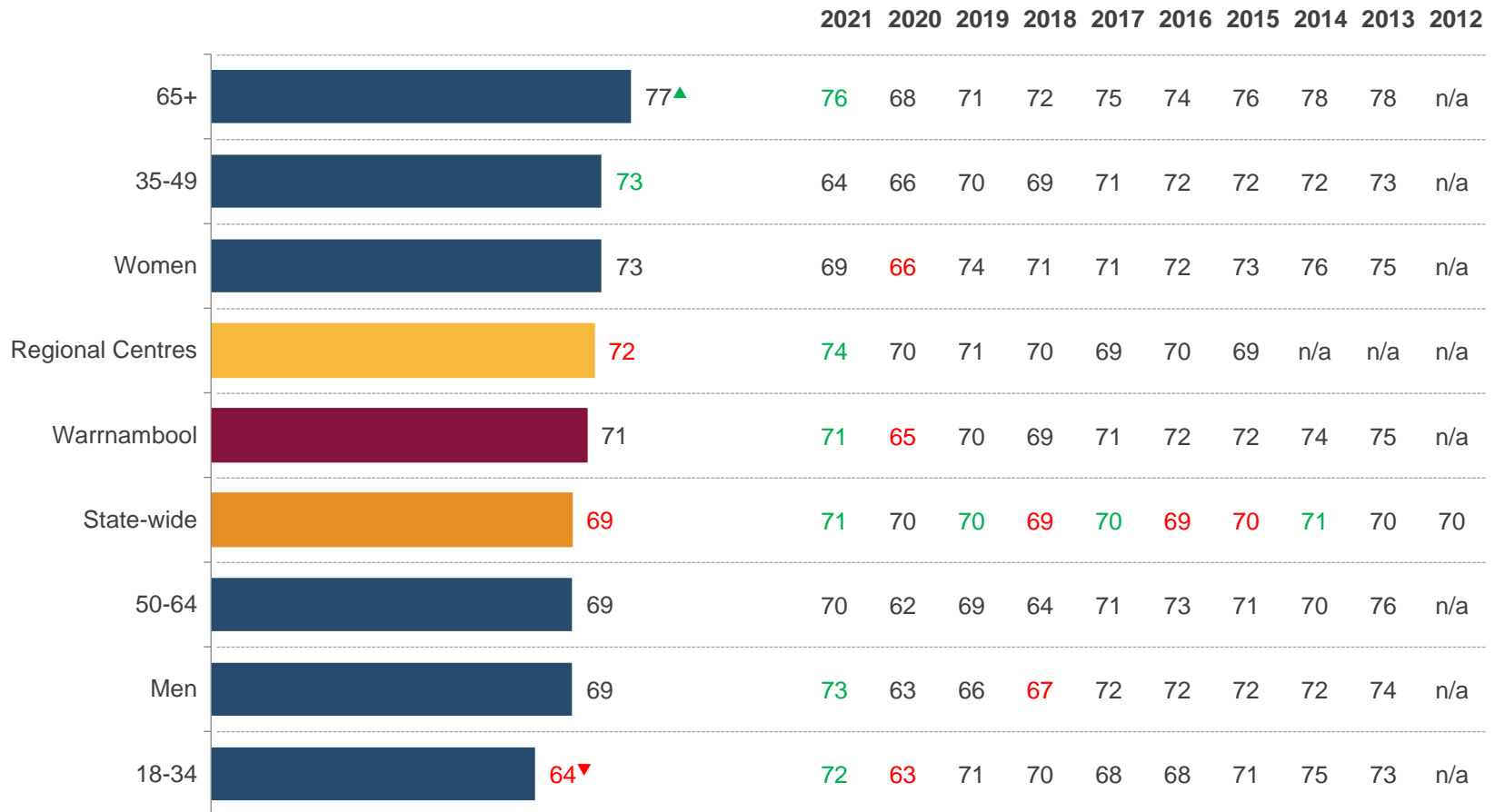




Recreational facilities performance



2022 recreational facilities performance (index scores)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6

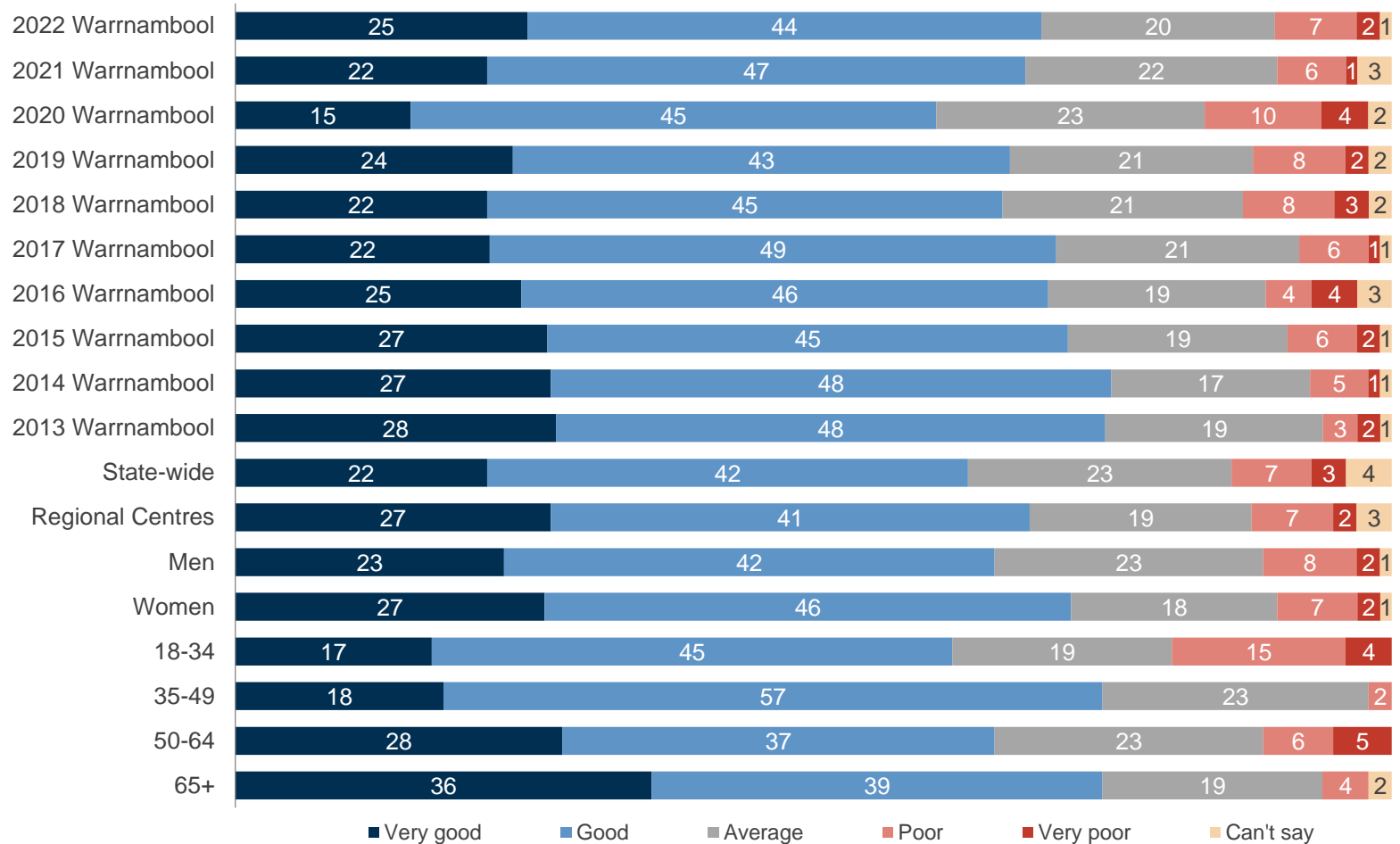
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)

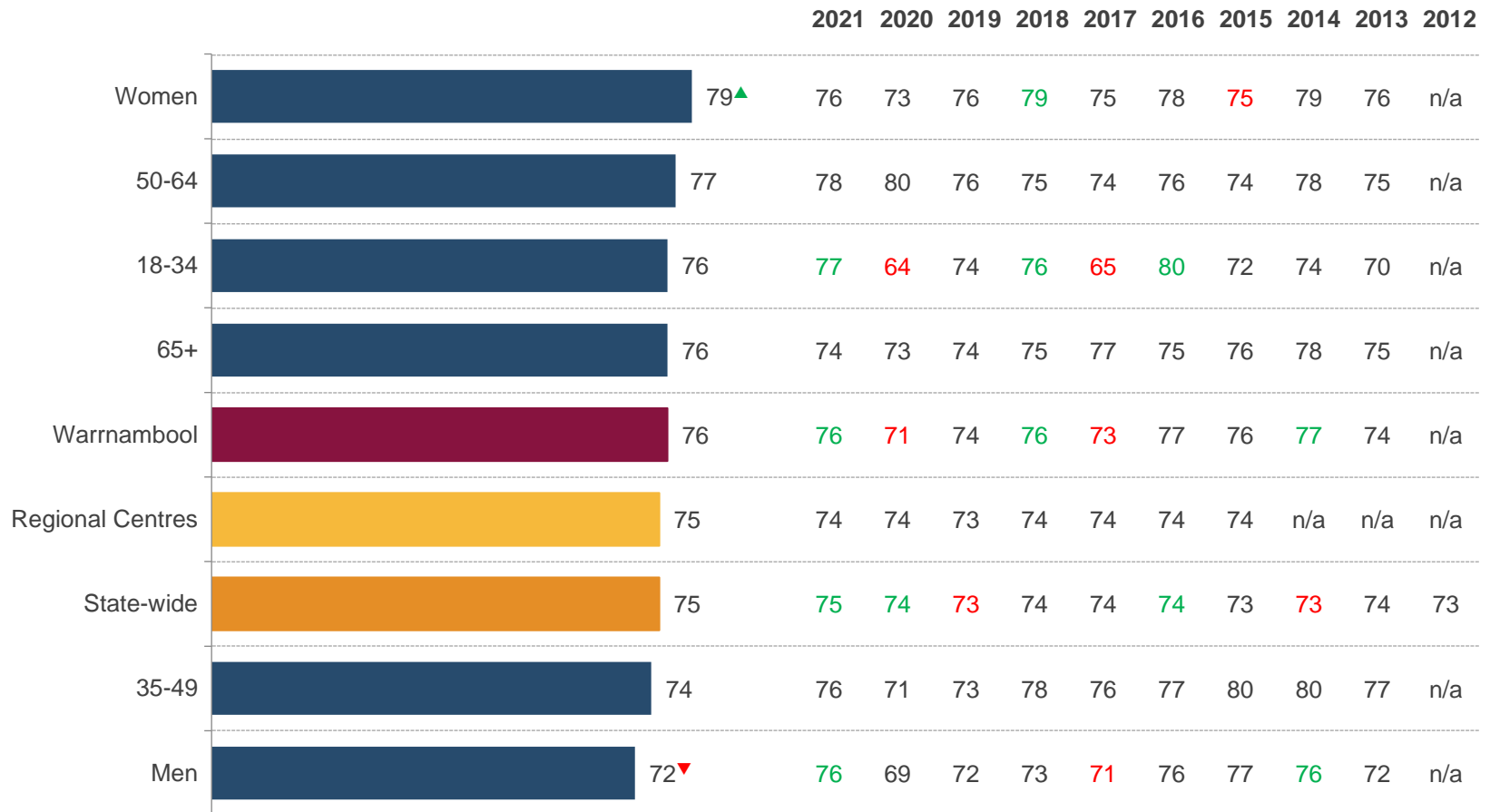




The appearance of public areas importance



2022 public areas importance (index scores)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5

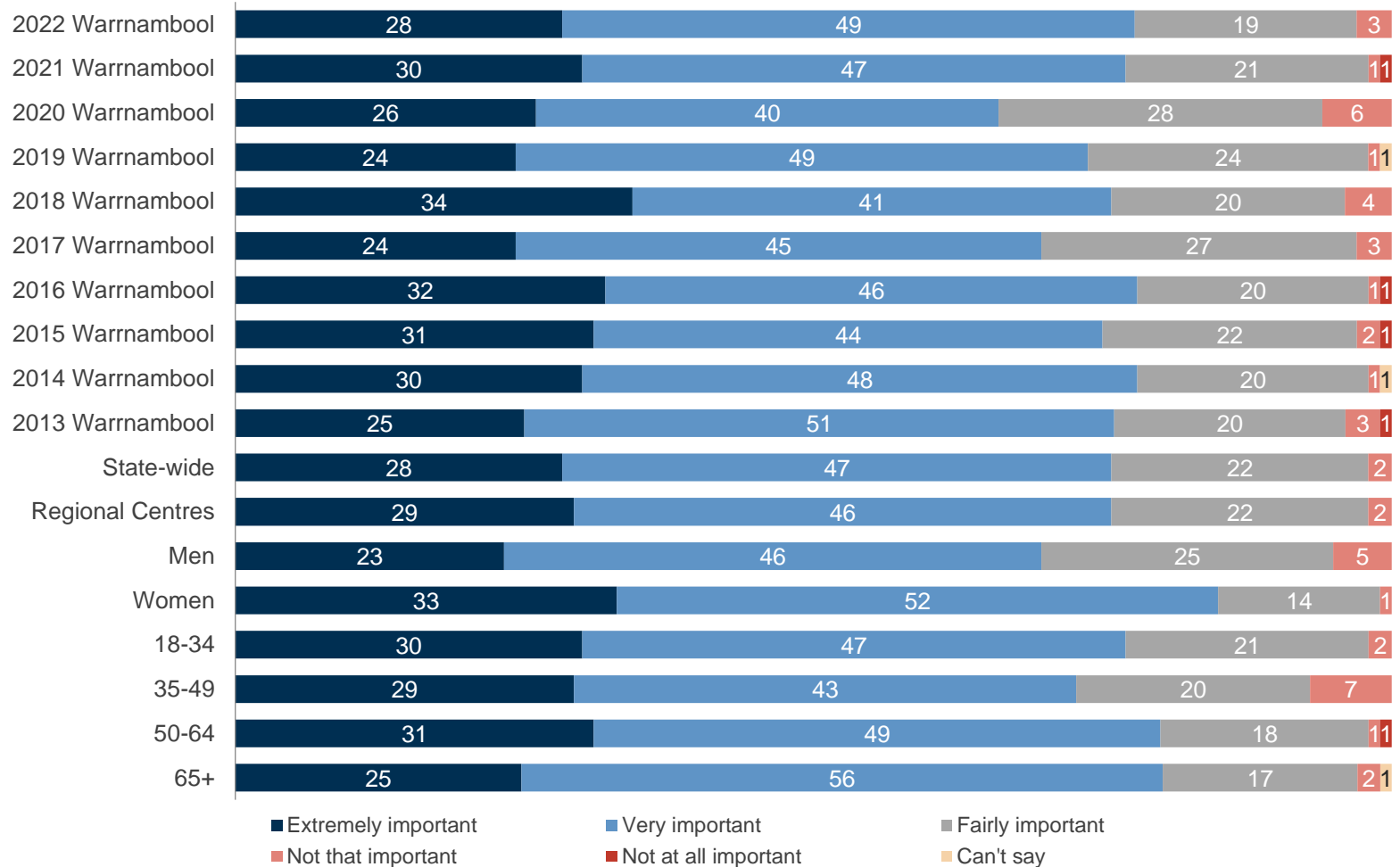
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79	78	75	80	77	78	78	78	79	83	n/a
35-49	78	73	74	76	76	76	81	79	77	82	n/a
Women	77	74	72	80	75	74	75	77	78	82	n/a
Warrnambool	76	76	71	79	74	74	76	77	77	82	n/a
50-64	76	76	72	77	73	74	76	75	78	80	n/a
Men	75	77	69	77	73	73	78	77	76	81	n/a
Regional Centres	73▼	75	72	74	73	73	73	72	n/a	n/a	n/a
18-34	71▼	75	63	81	70	68	72	78	76	81	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 5

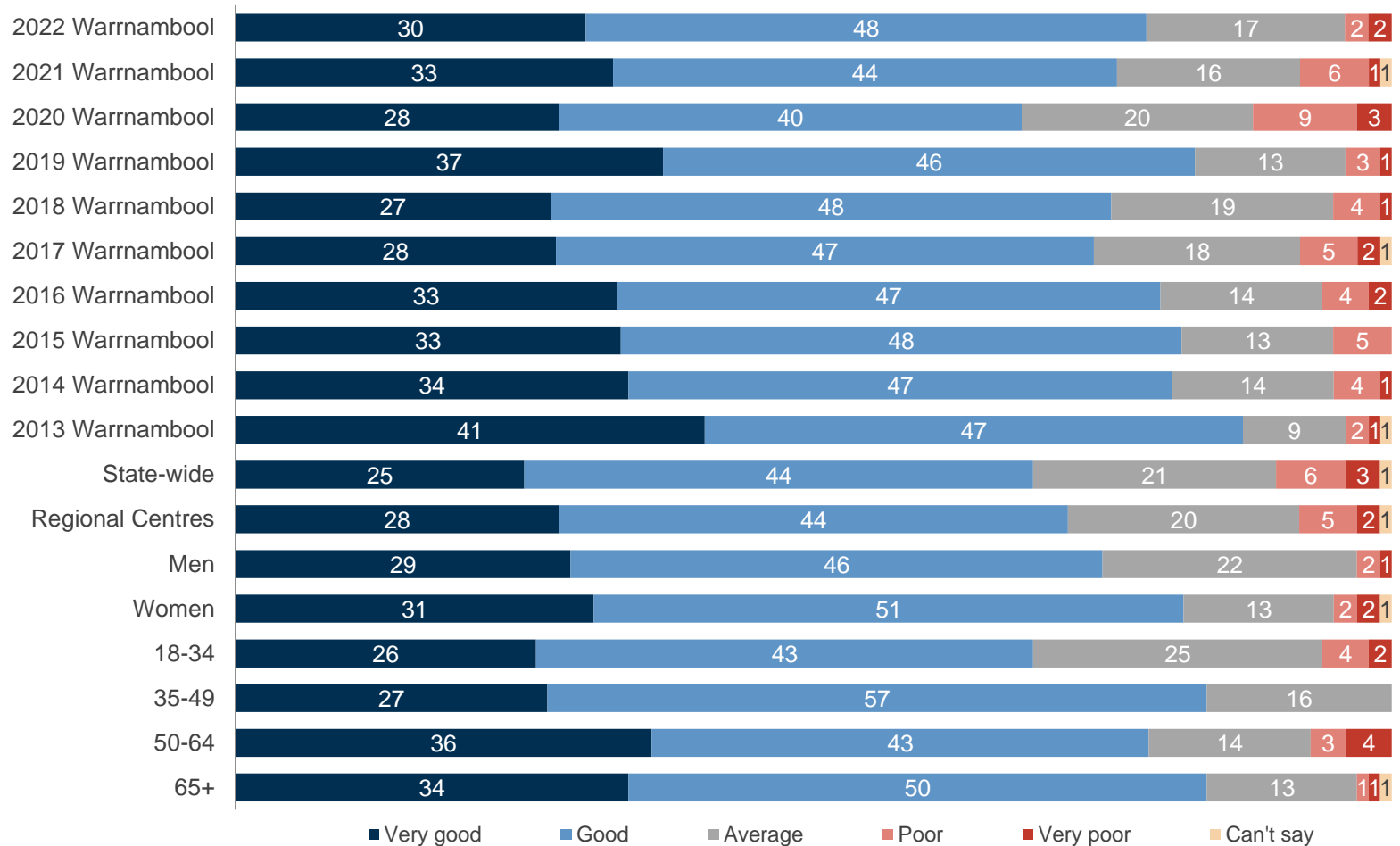
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)

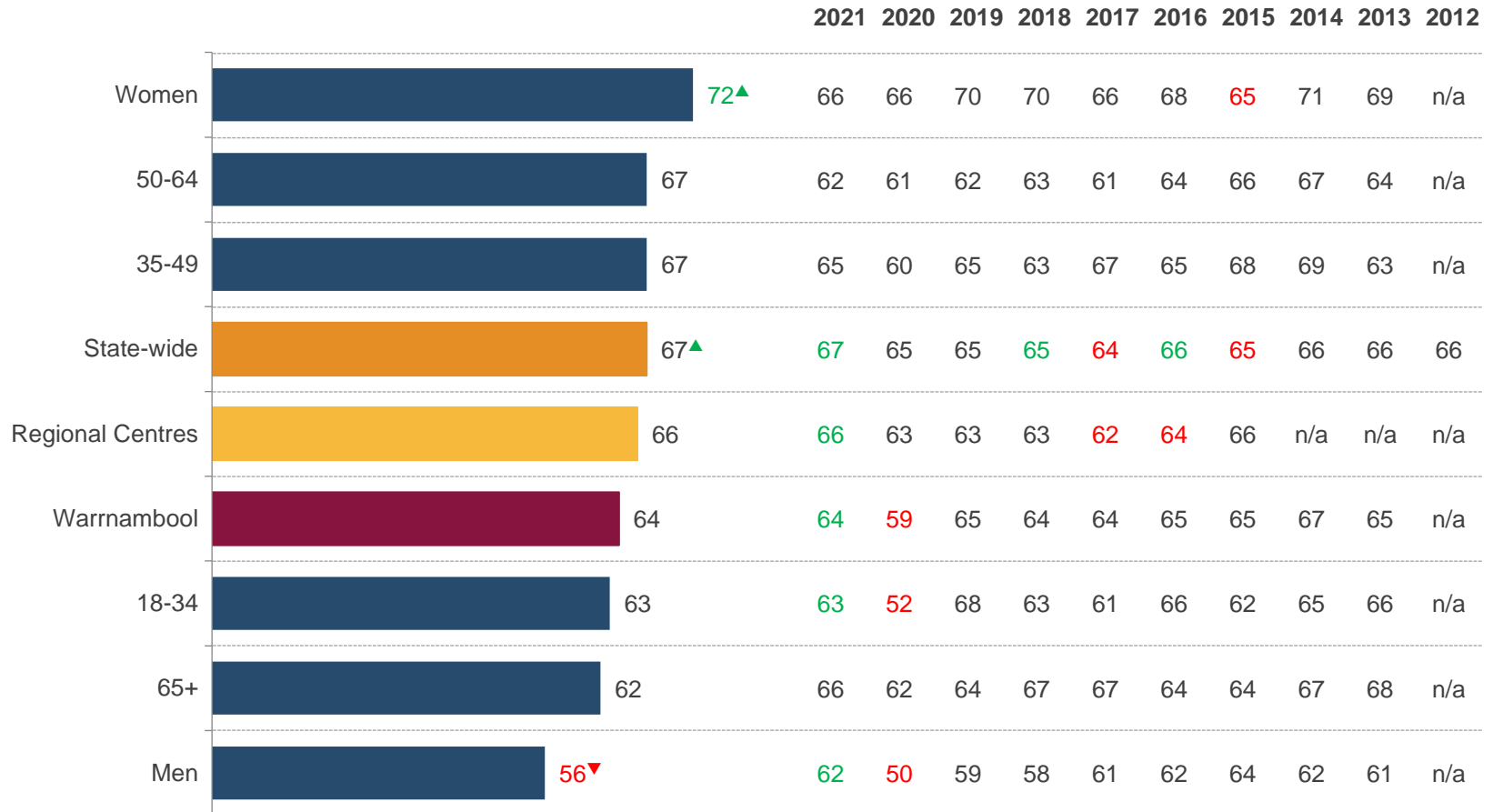




Art centres and libraries importance



2022 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

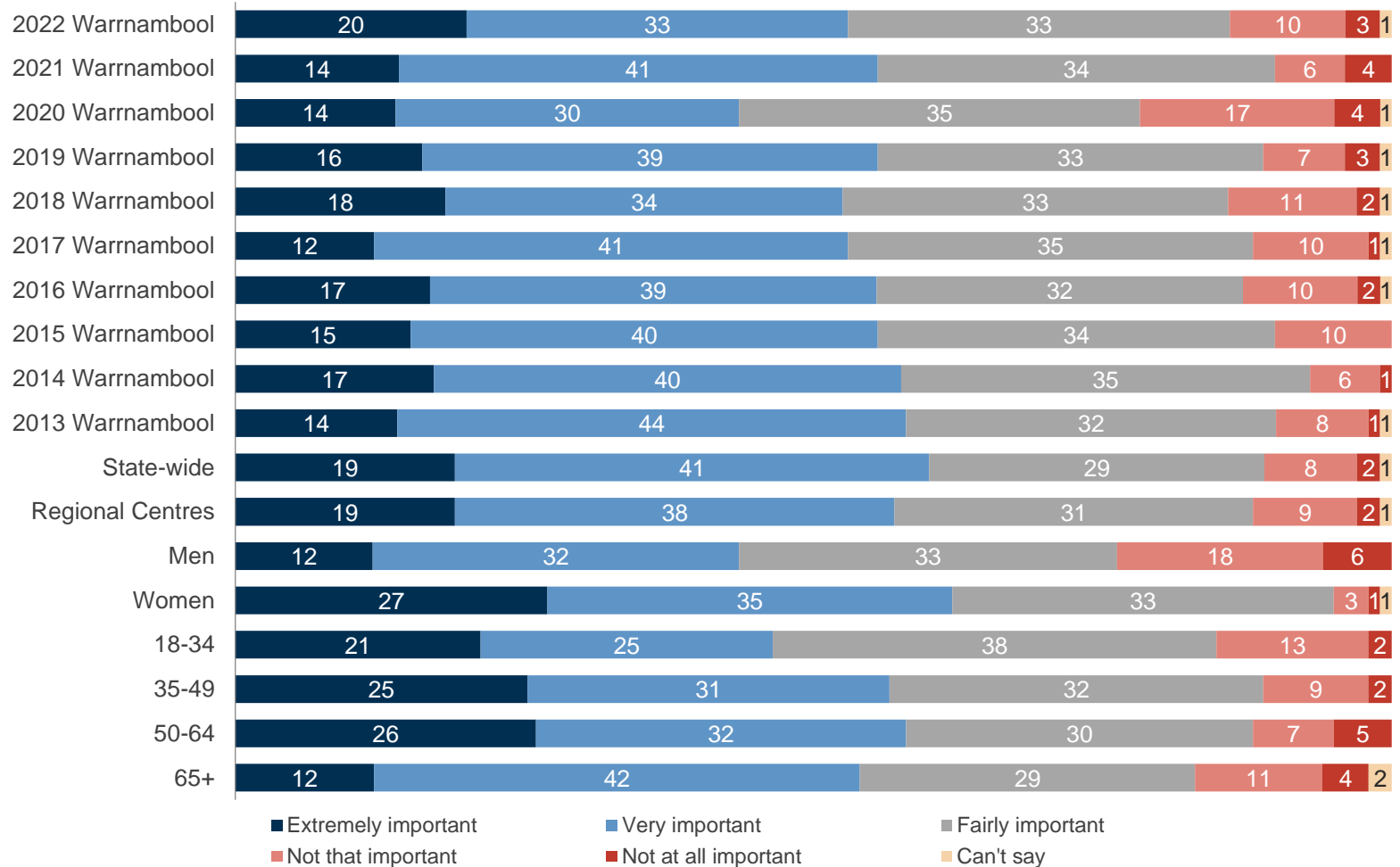
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)





Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Regional Centres	76▲	75	74	74	76	75	75	75	n/a	n/a	n/a
Women	73	71	69	75	73	73	74	78	78	80	n/a
65+	73	73	71	72	72	75	75	77	78	79	n/a
State-wide	73▲	73	74	74	74	73	72	73	75	73	73
Warrnambool	70	68	69	73	72	72	74	76	77	78	n/a
35-49	69	66	66	72	75	76	77	76	81	80	n/a
50-64	69	69	67	70	72	69	74	74	75	77	n/a
18-34	67	65	69	77	70	68	73	77	74	78	n/a
Men	66▼	65	69	71	71	71	75	74	77	77	n/a

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5

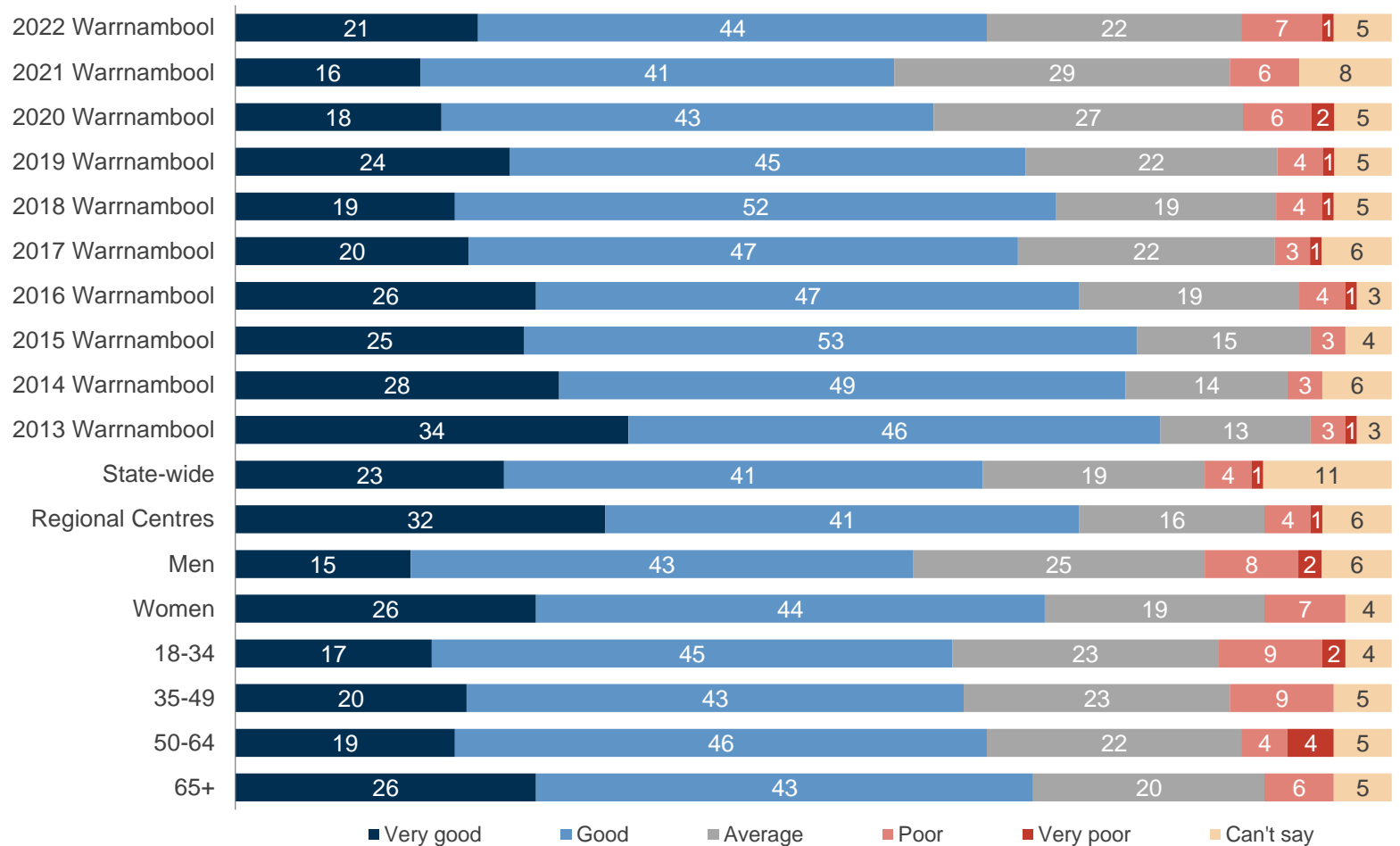
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)

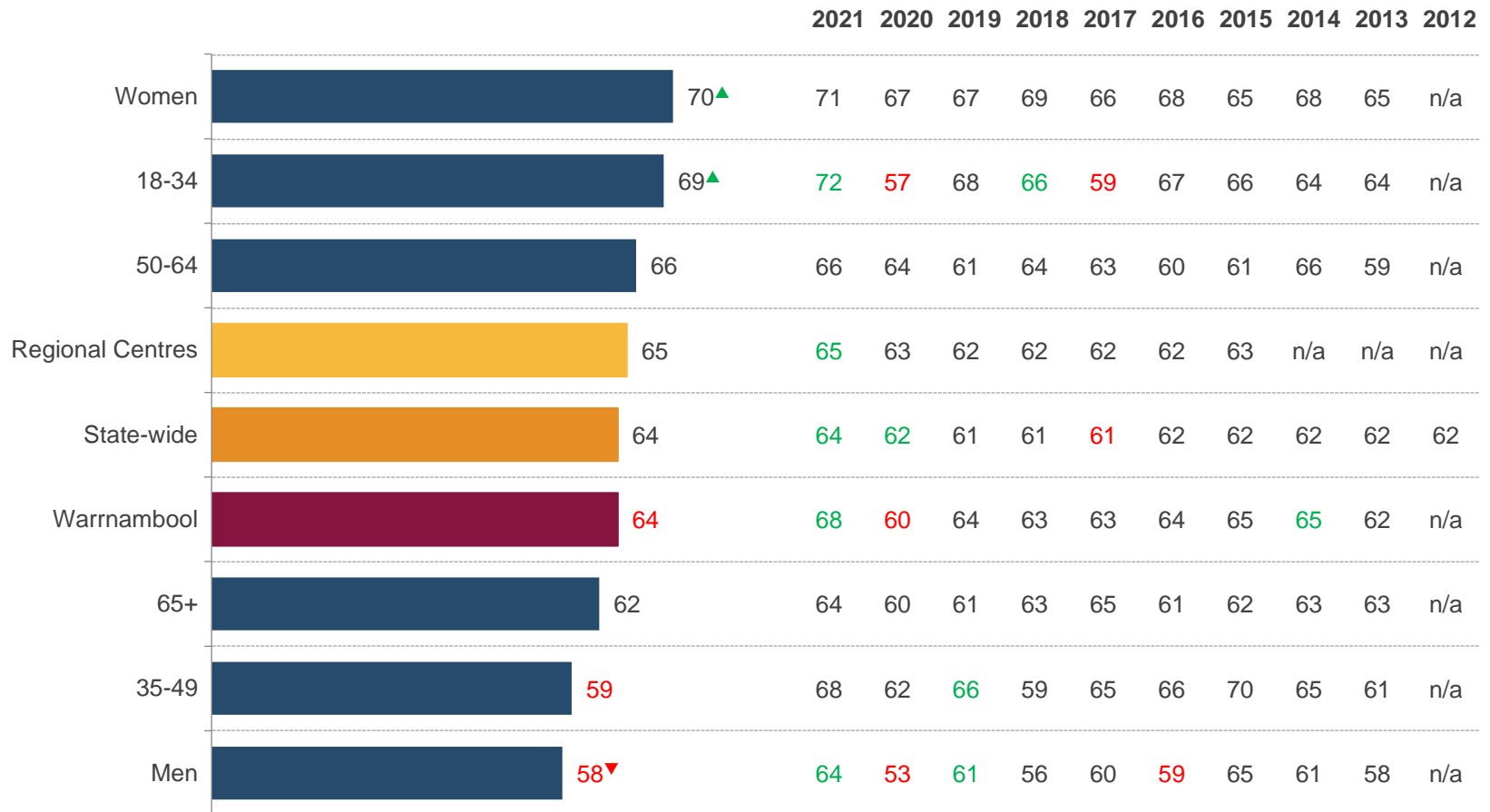




Community and cultural activities importance



2022 community and cultural activities importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

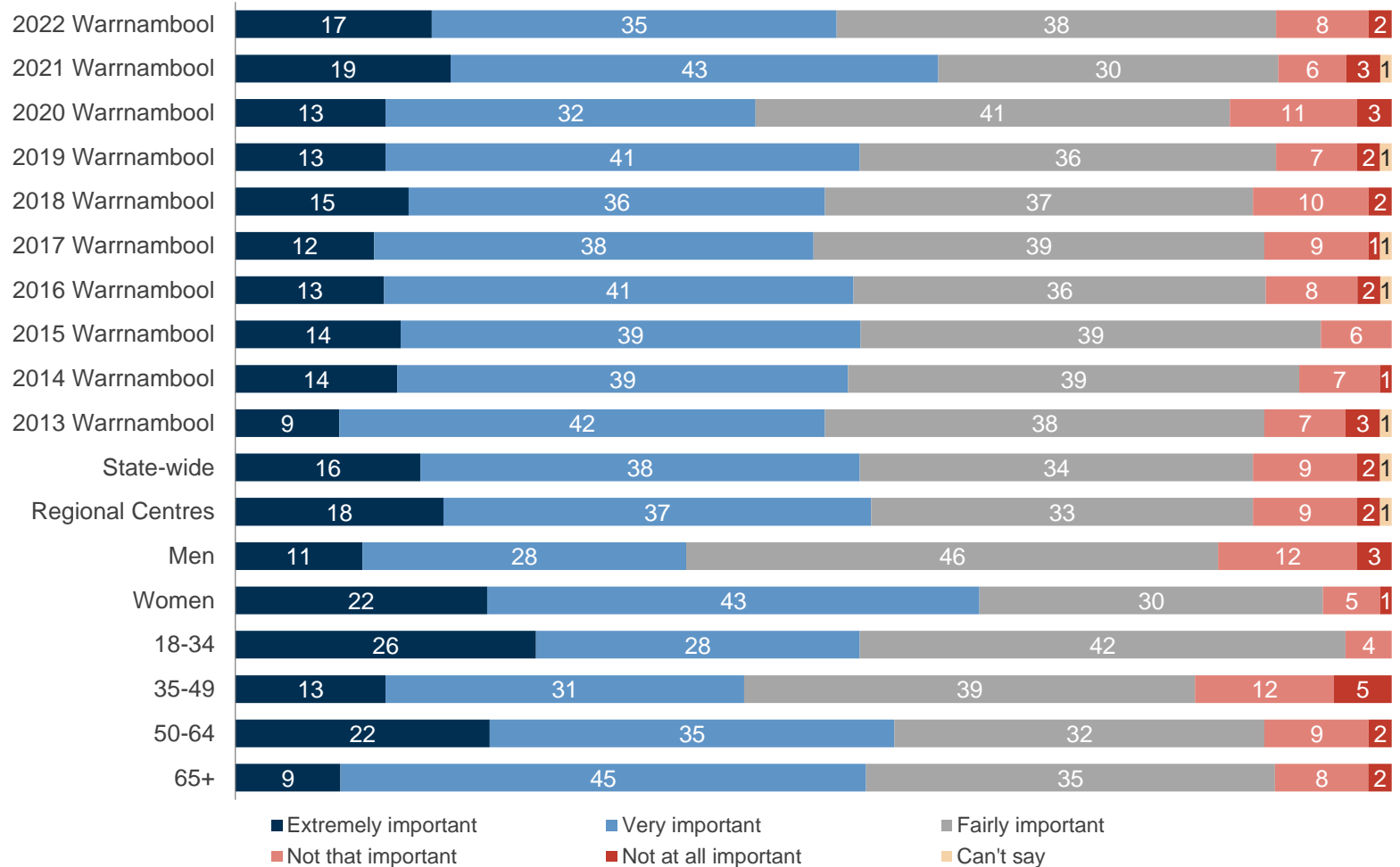
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2022 community and cultural activities importance (%)

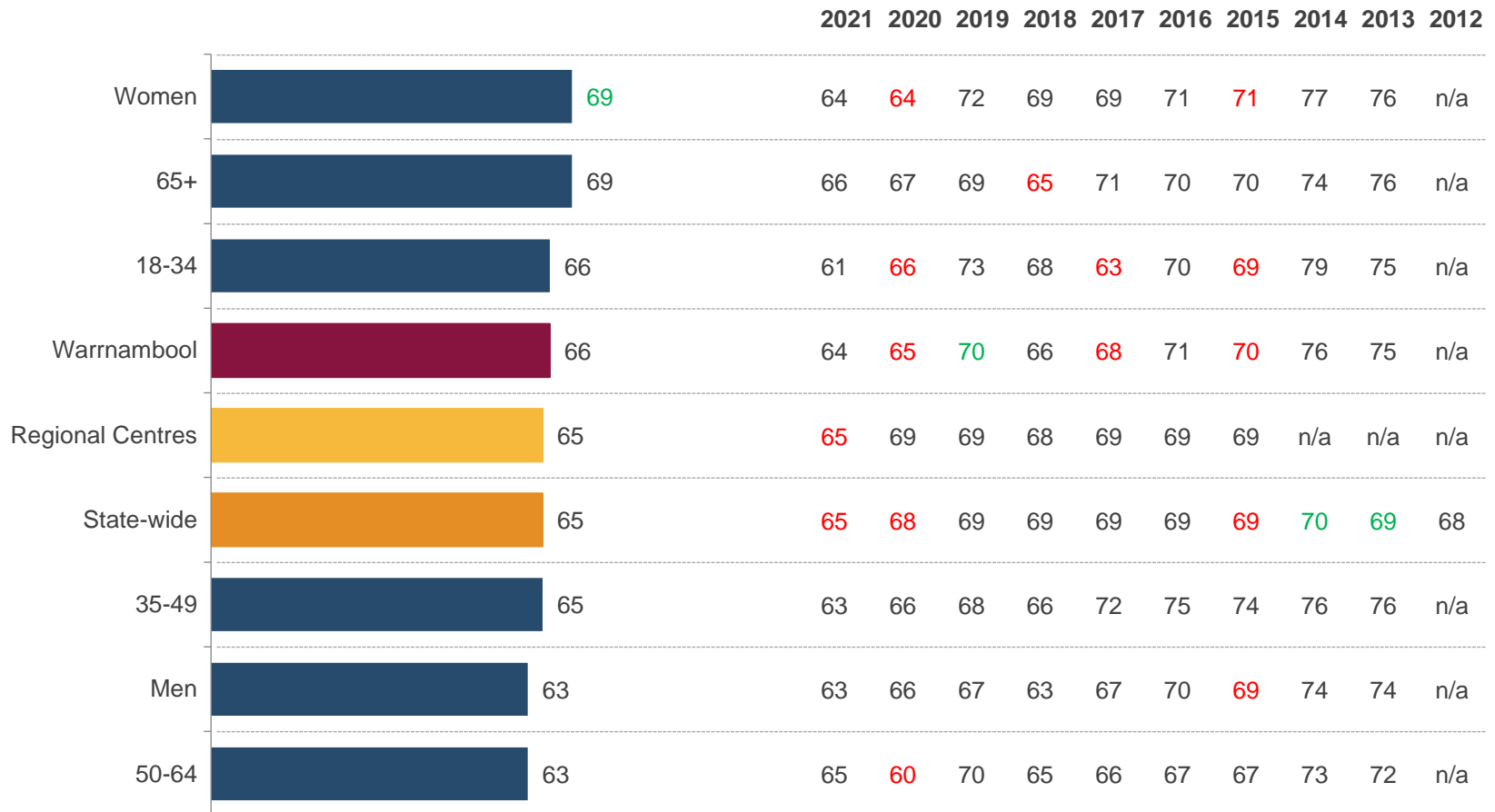




Community and cultural activities performance



2022 community and cultural activities performance (index scores)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

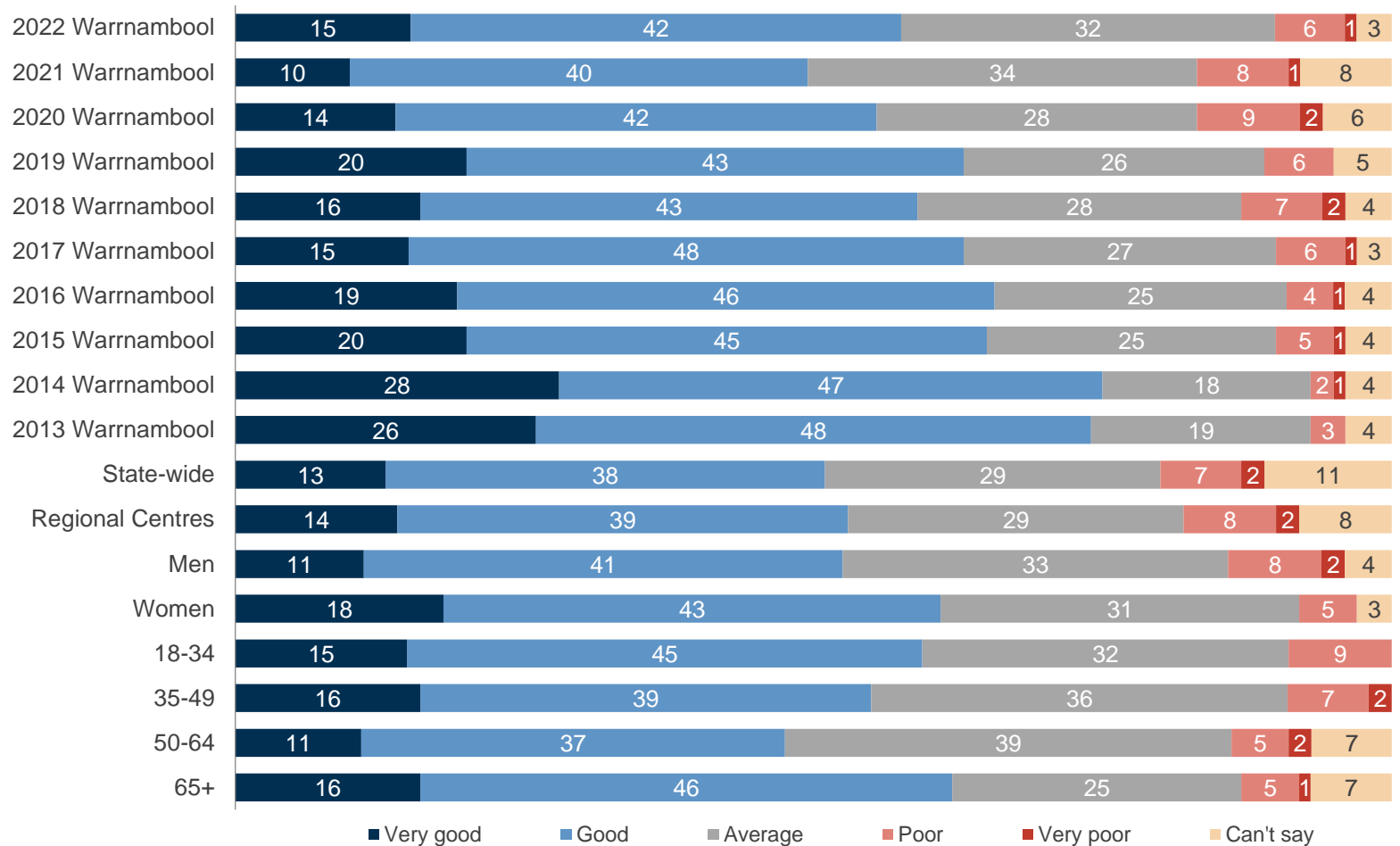
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)

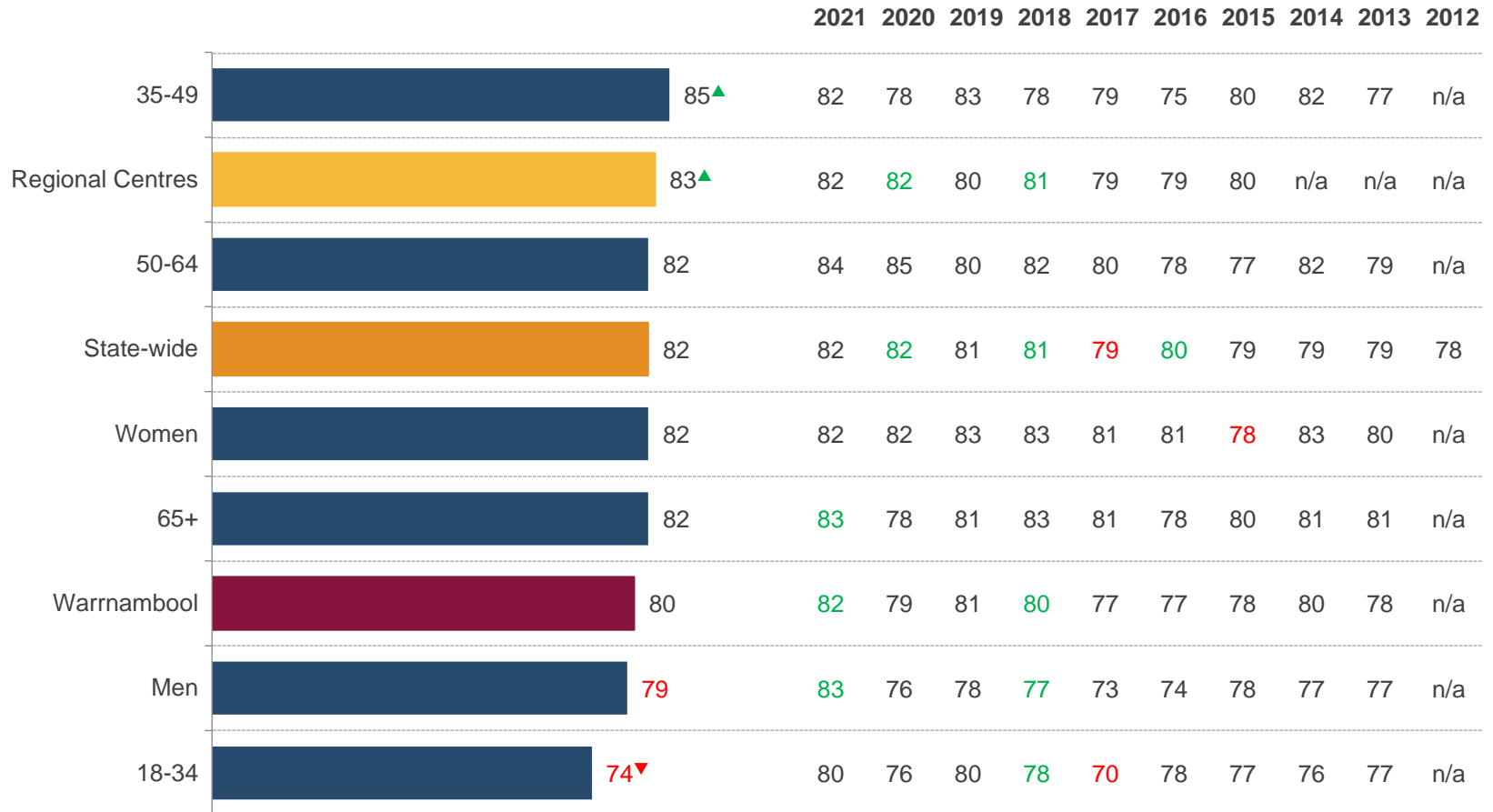




Waste management importance



2022 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5

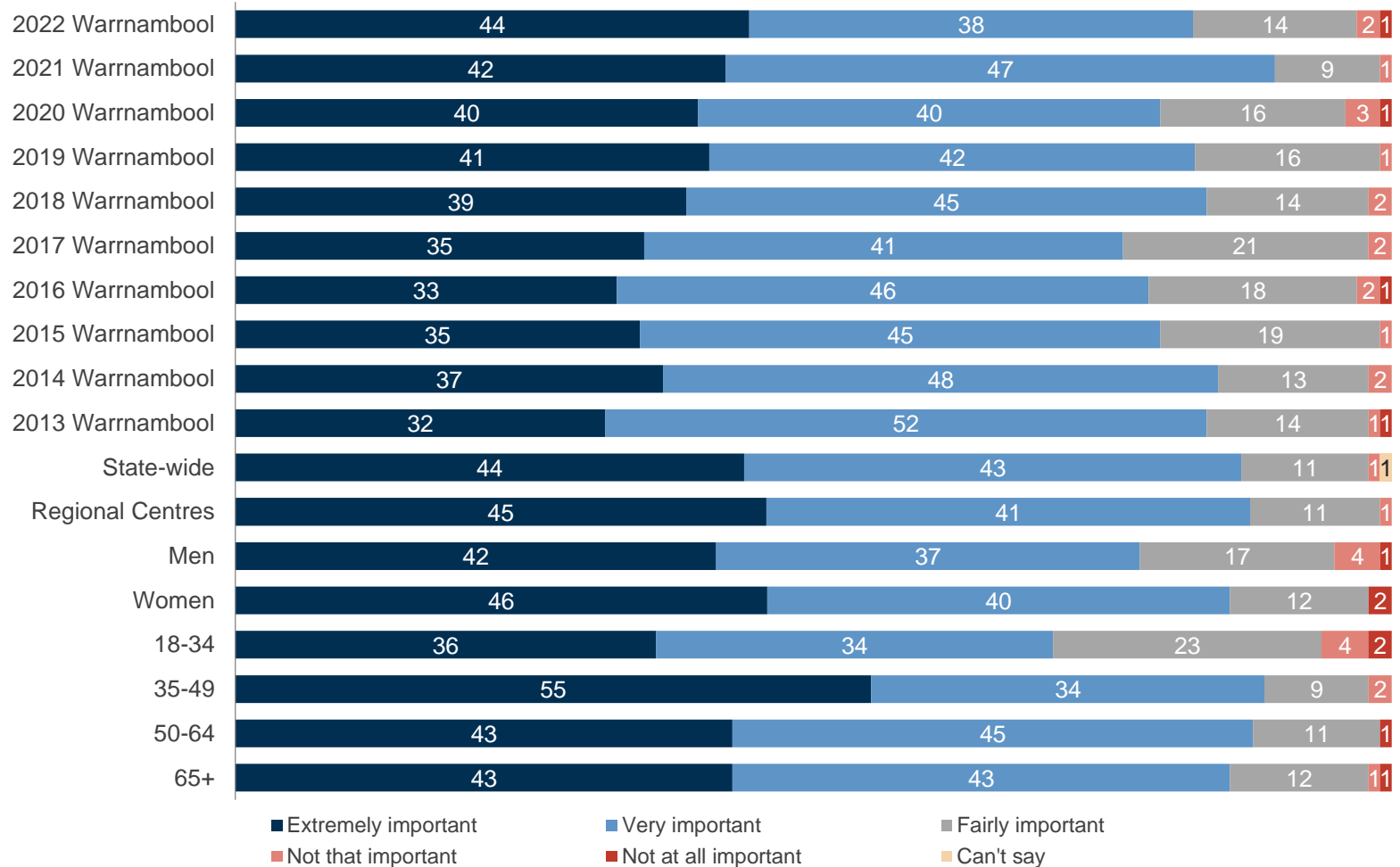
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	67	64	63	64	72	70	73	69	72	n/a
65+	75	75	71	70	69	73	76	75	78	74	n/a
Women	75	71	65	69	68	70	70	74	71	73	n/a
Warrnambool	73	71	66	68	67	70	70	74	71	73	n/a
Men	72	72	67	66	65	70	71	75	72	73	n/a
50-64	72	69	65	64	66	63	69	70	68	69	n/a
18-34	71	71	63	72	66	69	66	78	70	75	n/a
Regional Centres	68▼	69	66	68	70	69	69	71	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

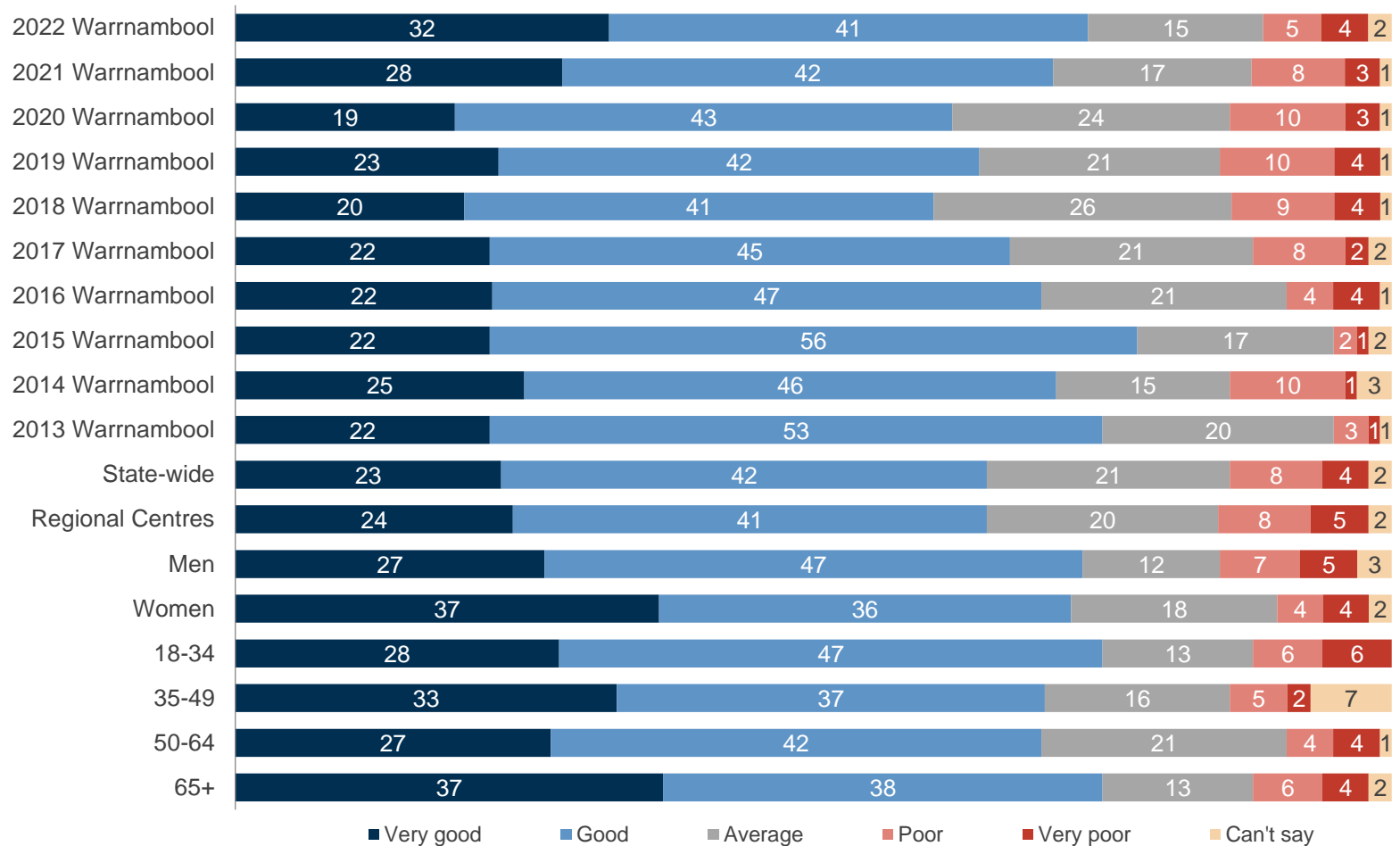
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

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

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

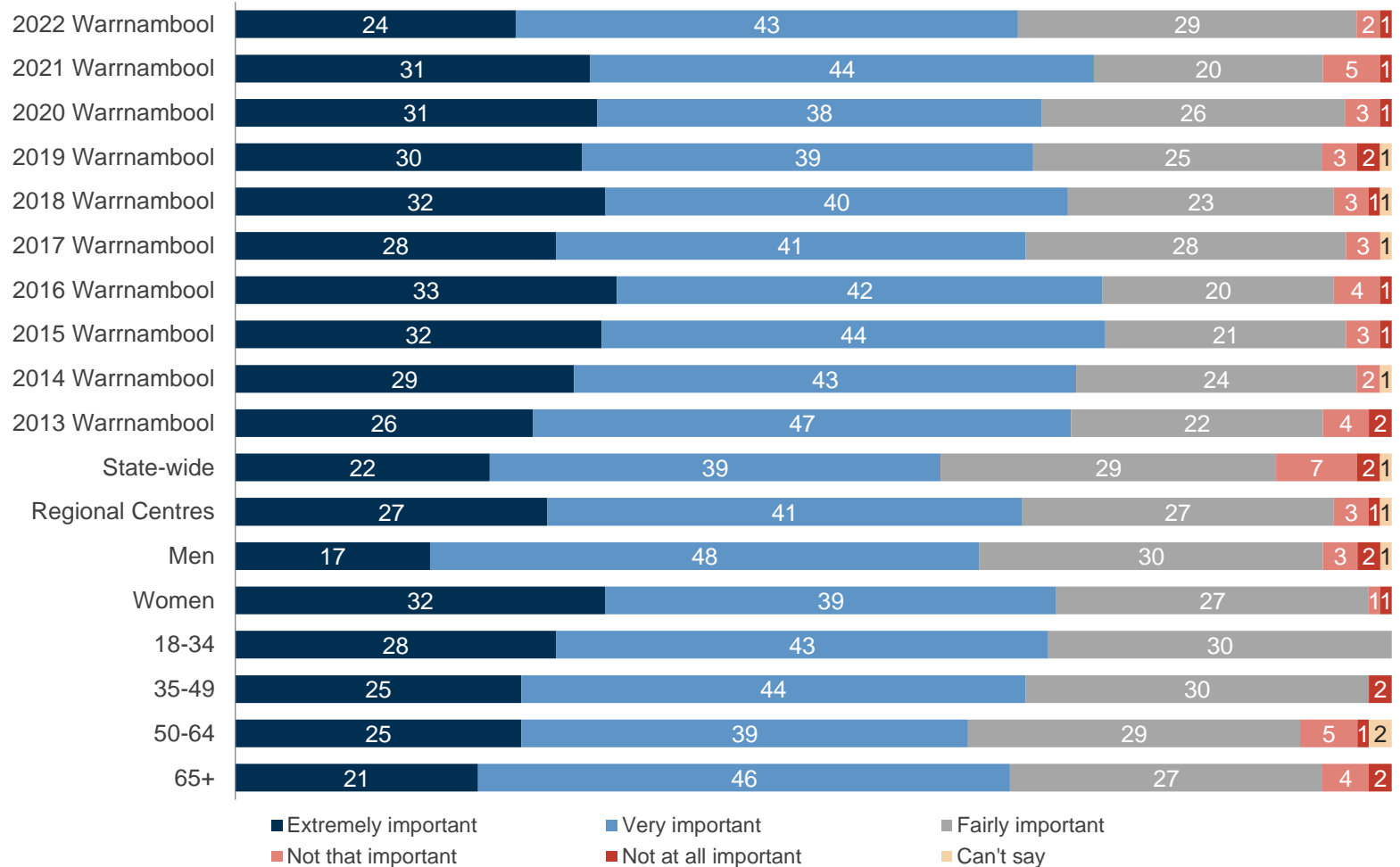
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

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

Business and community development and tourism importance



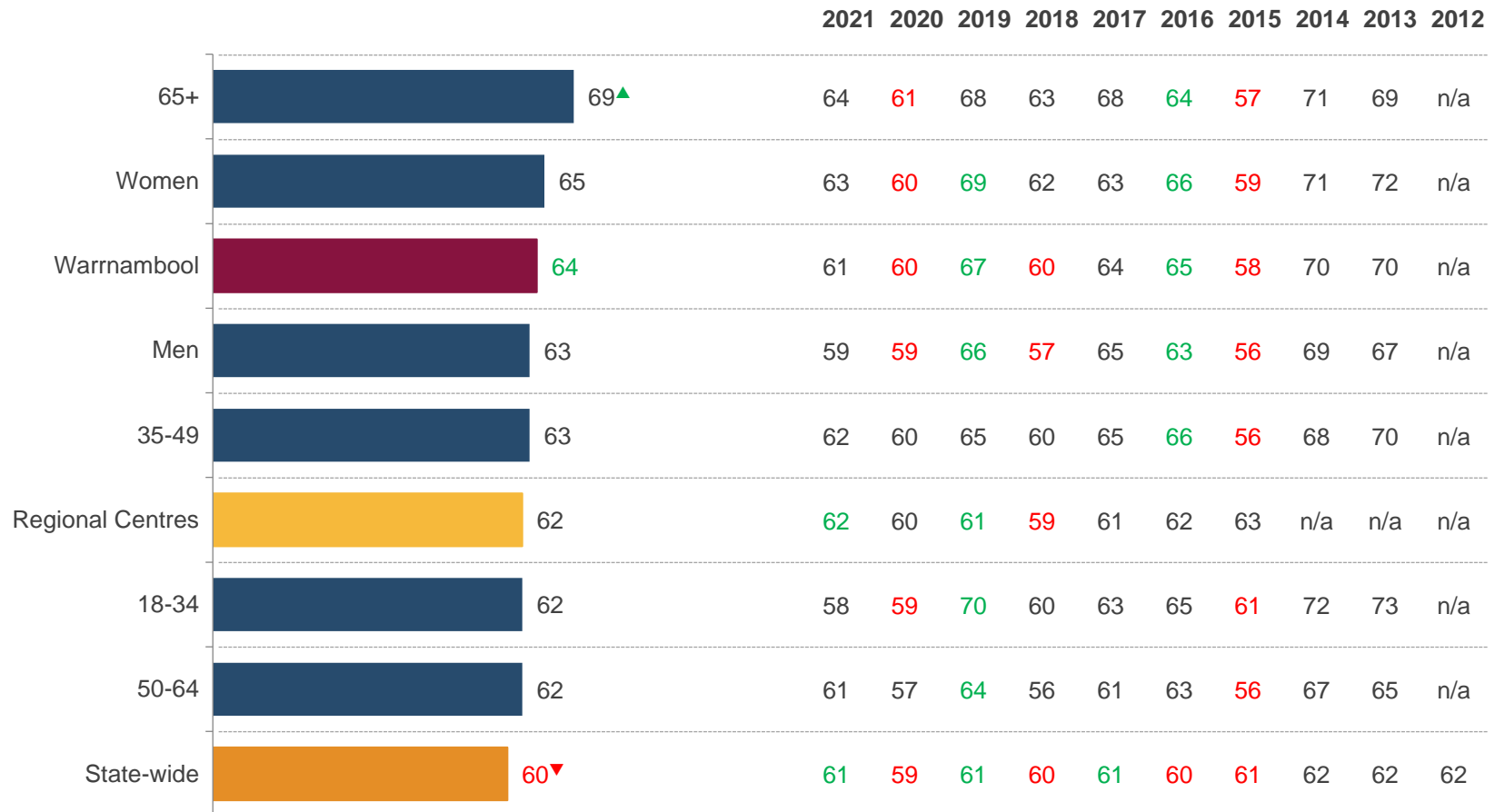
2022 business/development/tourism importance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)



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

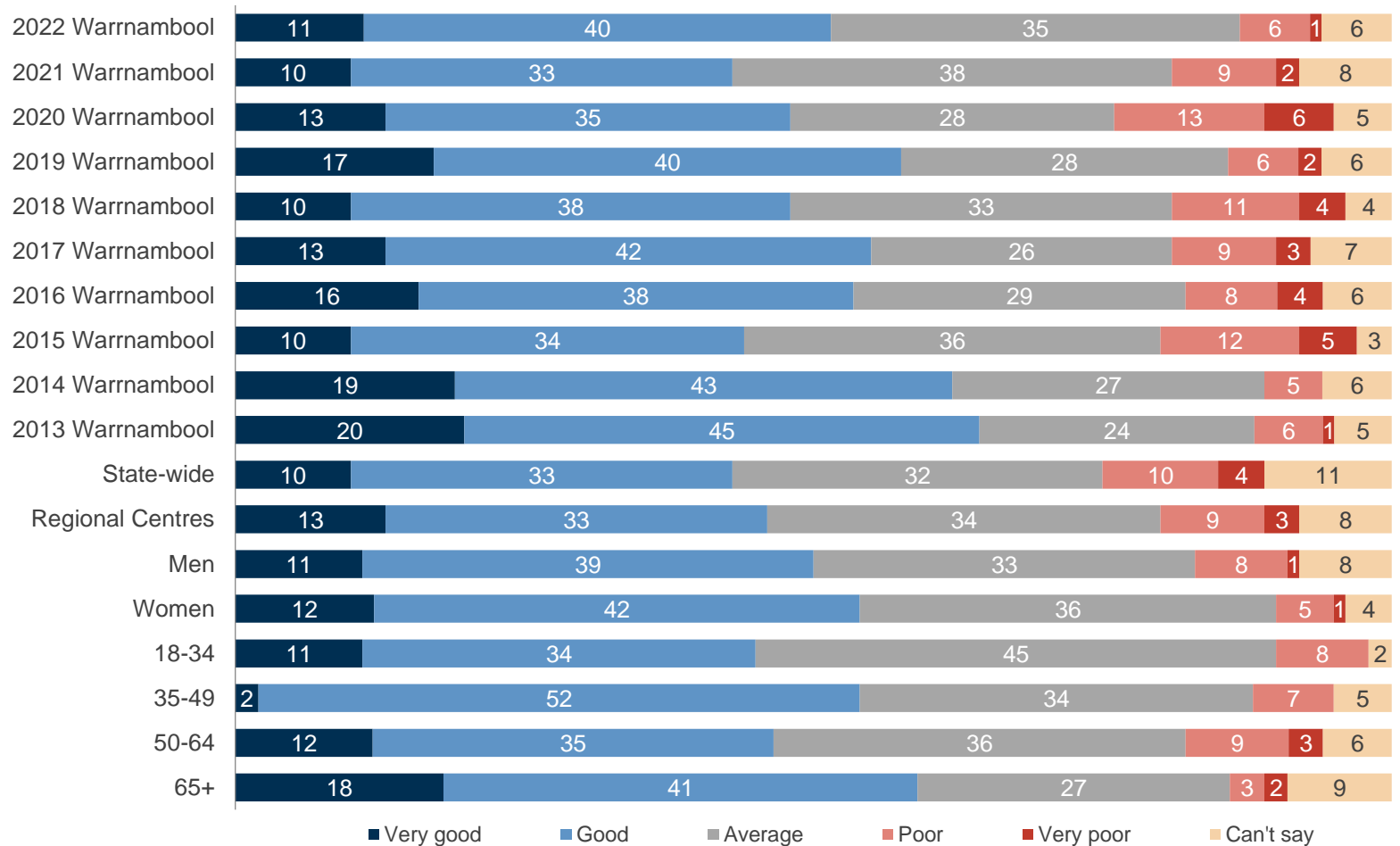
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 4

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)

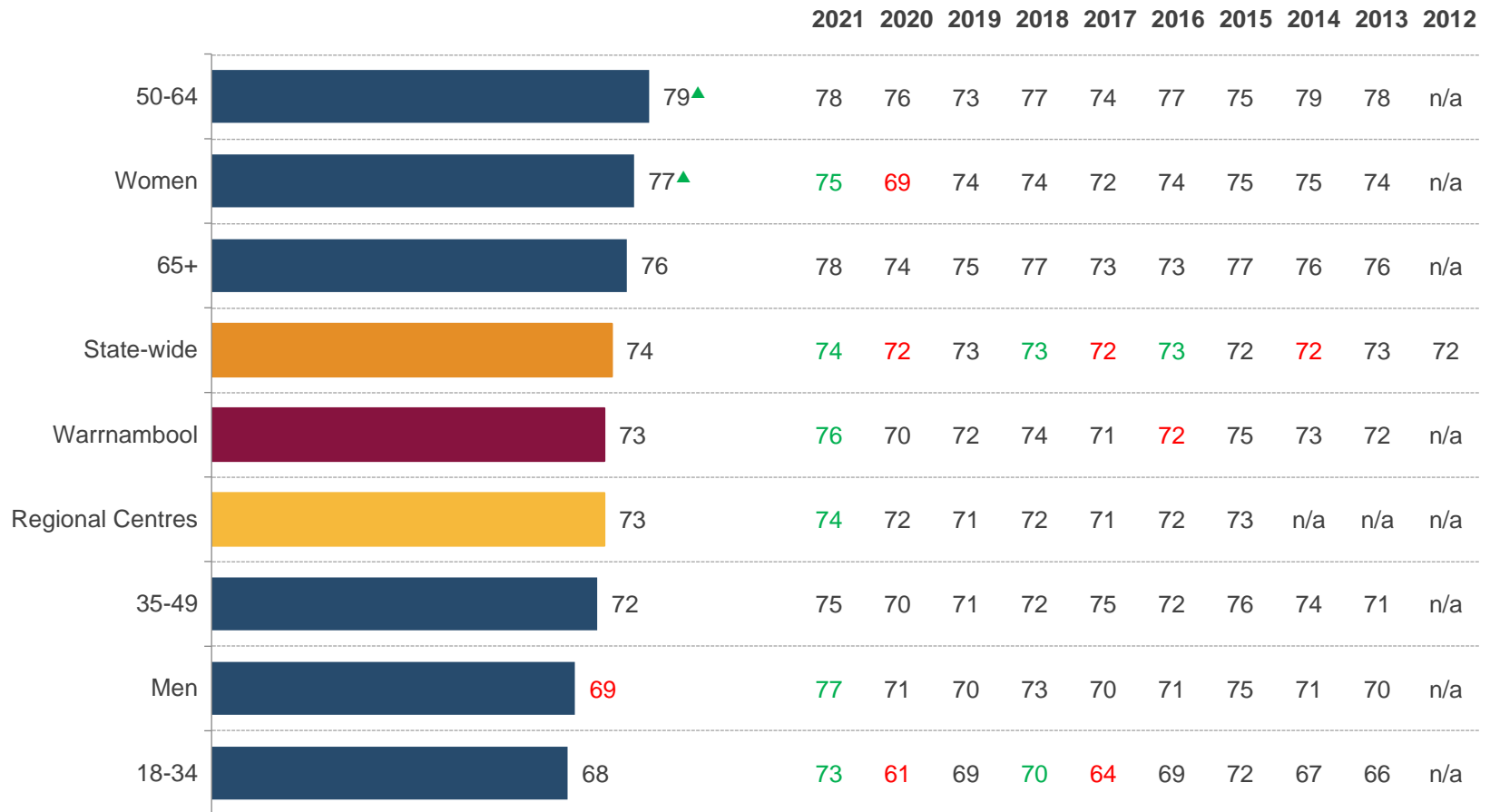




Council's general town planning policy importance



2022 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 3

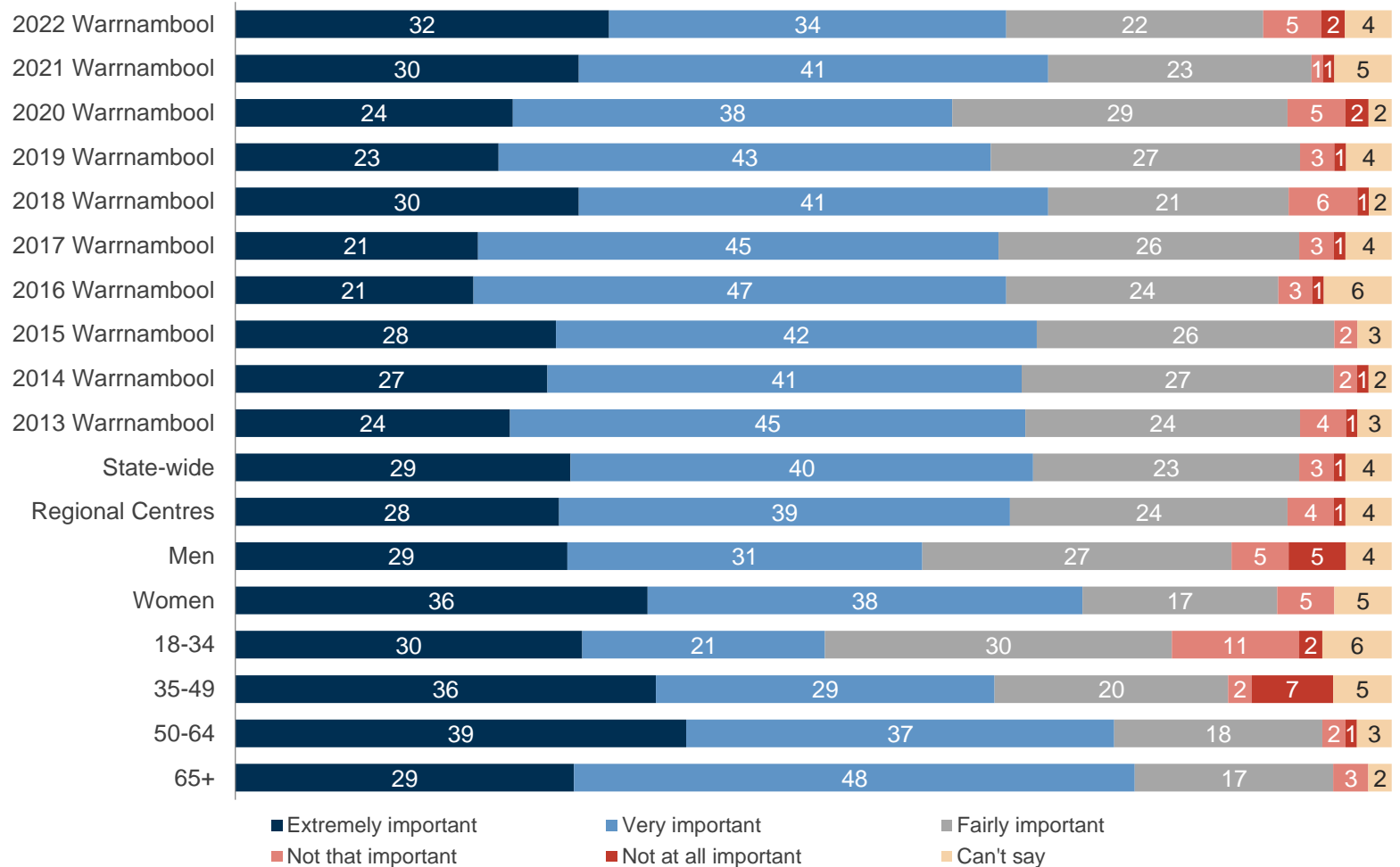
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 town planning importance (%)

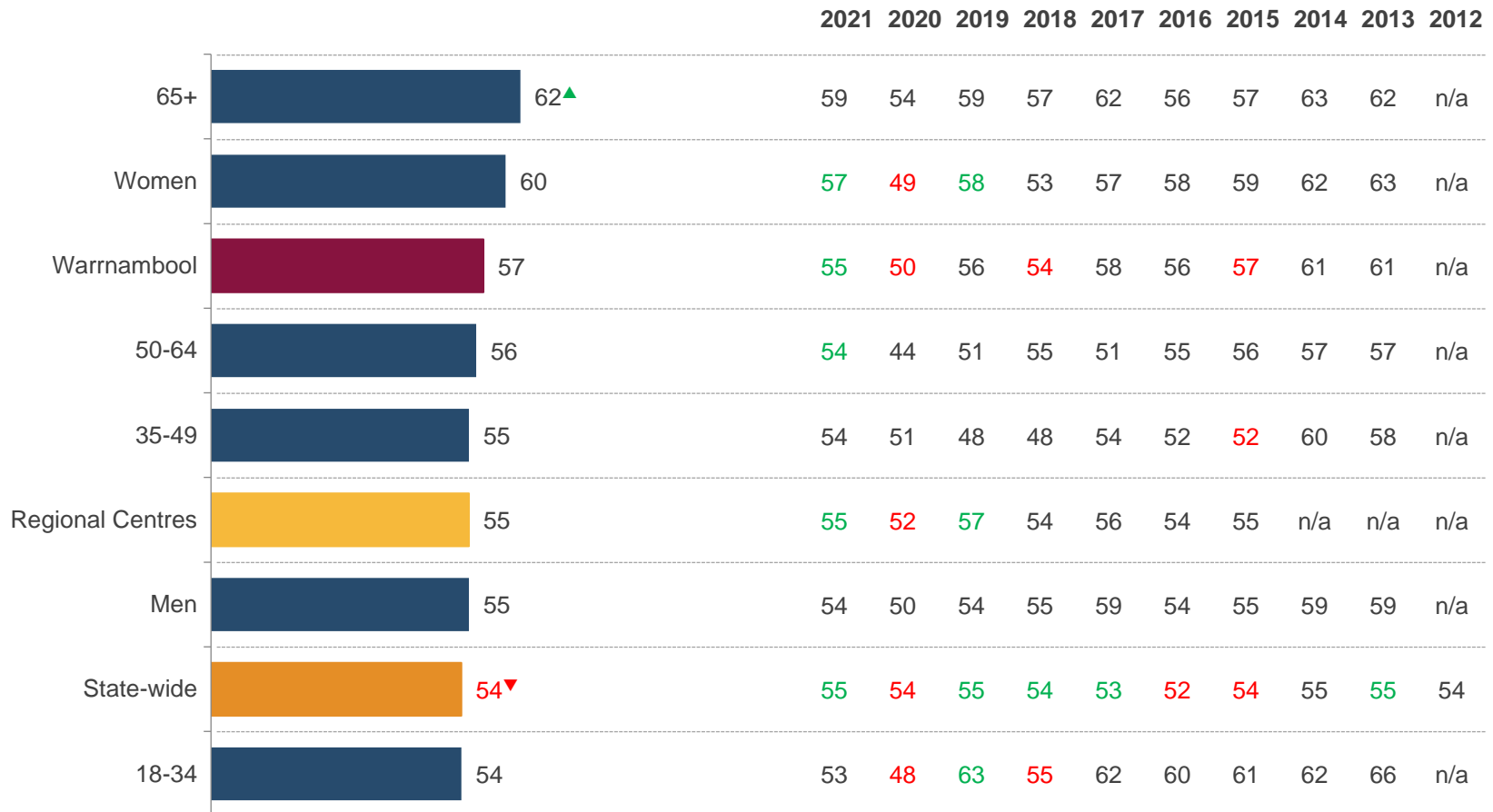




Council's general town planning policy performance



2022 town planning performance (index scores)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

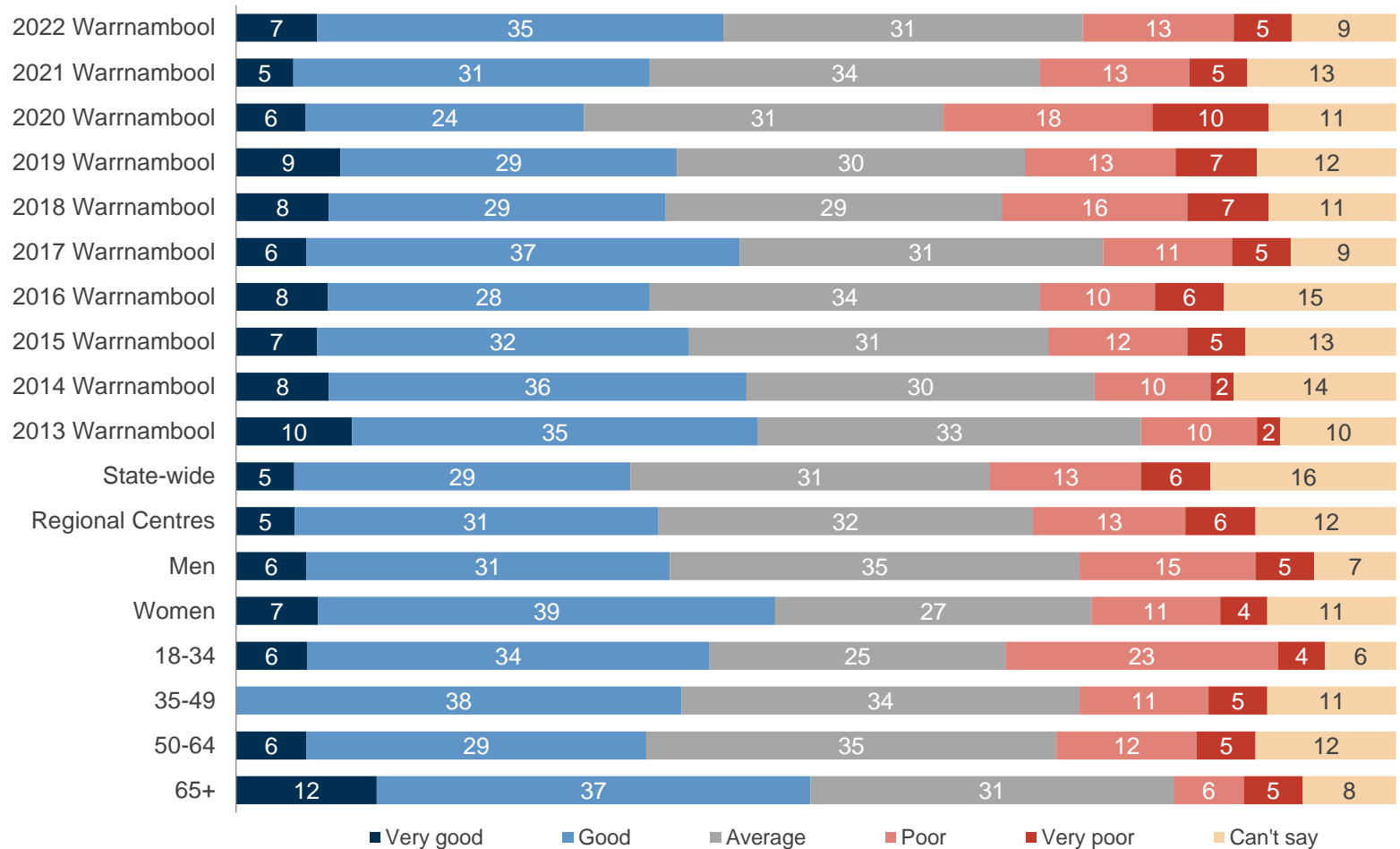
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)

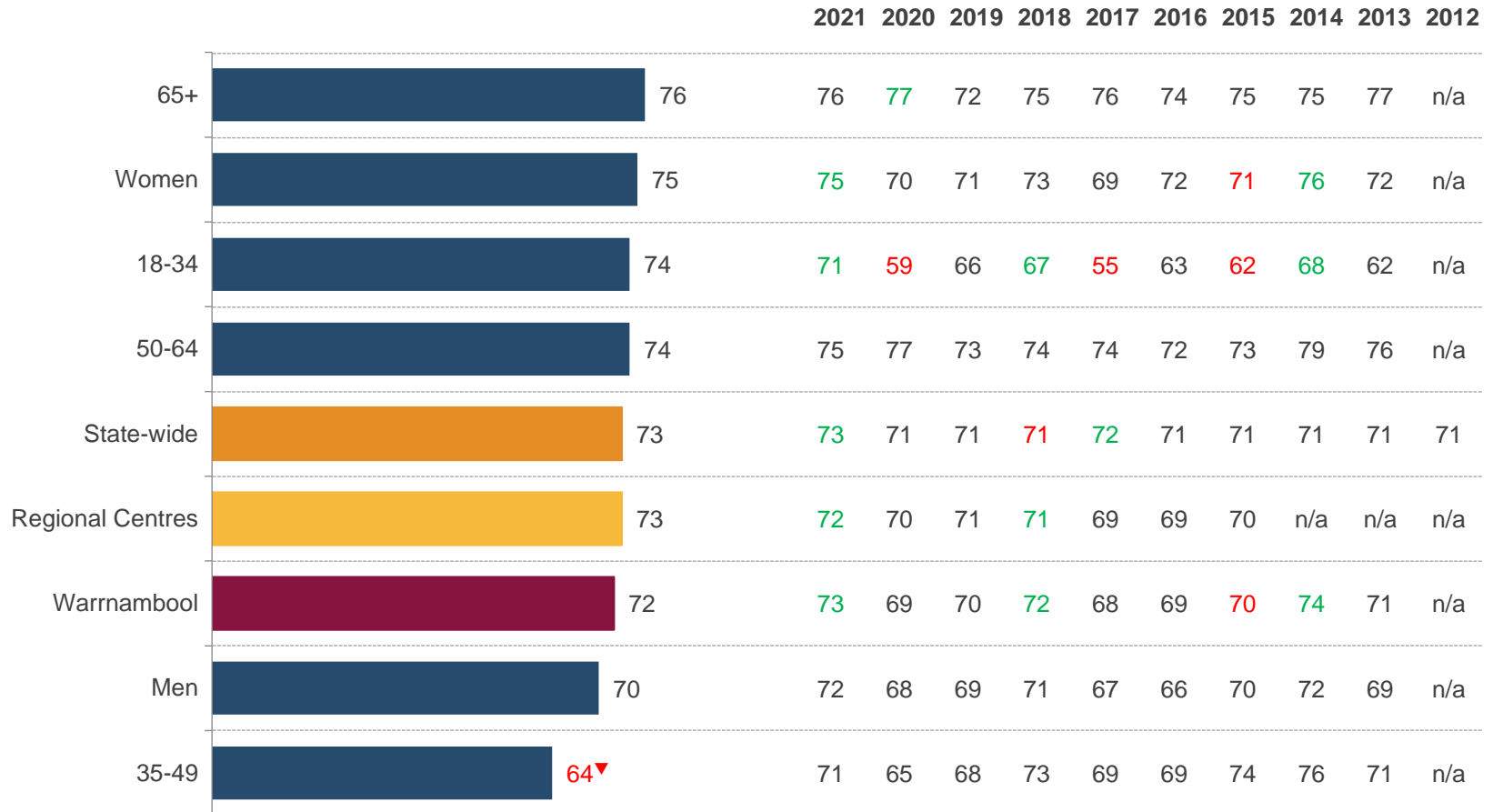




Planning and building permits importance



2022 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

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

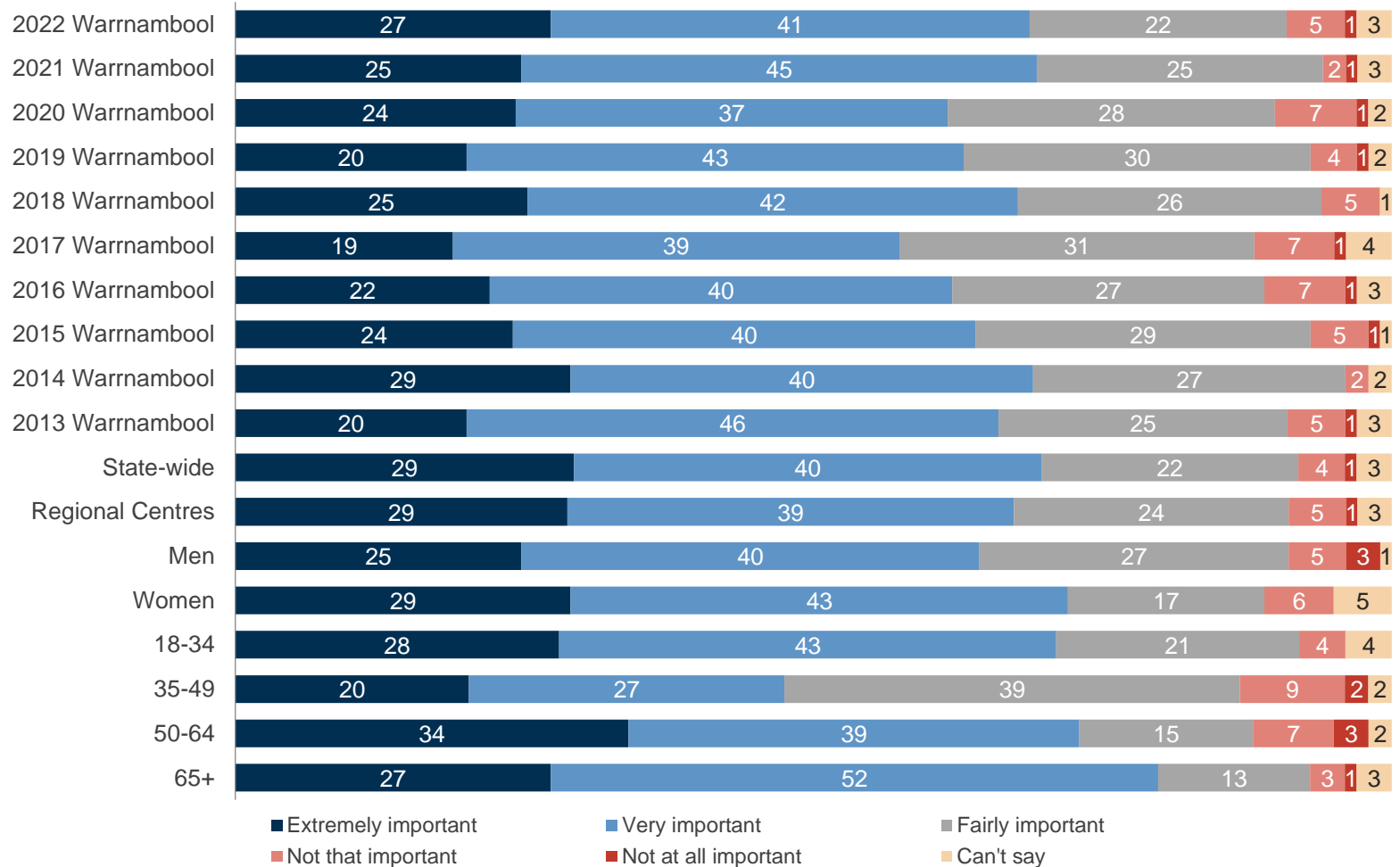
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 planning and building permits importance (%)





Planning and building permits performance



2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	59	58	55	61	62	64	57	58	61	61	n/a
Women	56	61	58	67	56	64	59	58	62	62	n/a
Warrnambool	56	59	58	64	58	61	58	60	61	62	n/a
35-49	55	61	58	63	57	59	58	59	61	65	n/a
Men	55	57	59	60	60	59	58	62	61	61	n/a
Regional Centres	54	58	57	58	57	60	55	57	n/a	n/a	n/a
18-34	54	59	66	68	56	65	61	65	62	62	n/a
50-64	53	58	51	60	57	56	57	55	62	56	n/a
State-wide	50▼	51	51	52	52	51	50	54	53	55	54

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

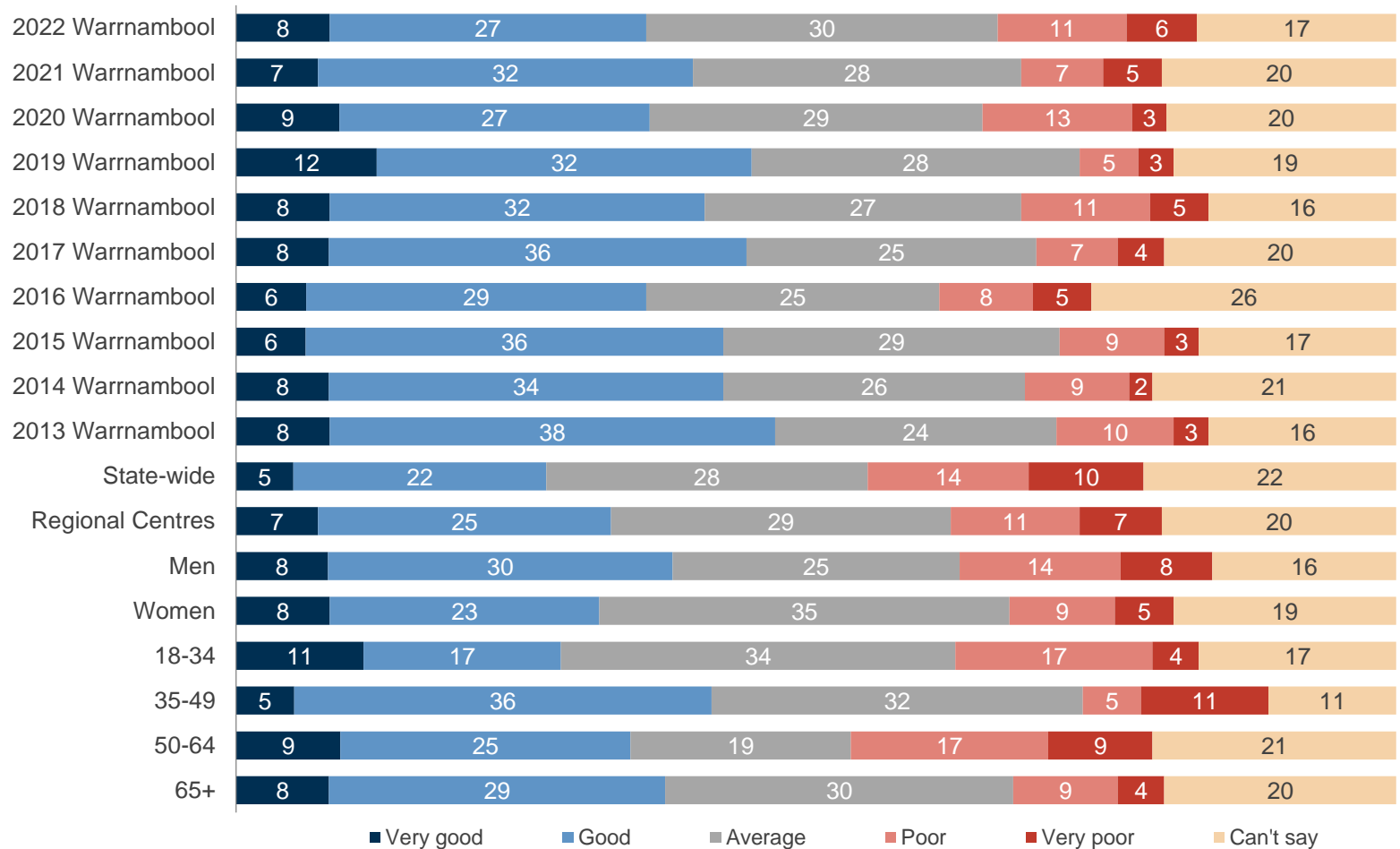
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)

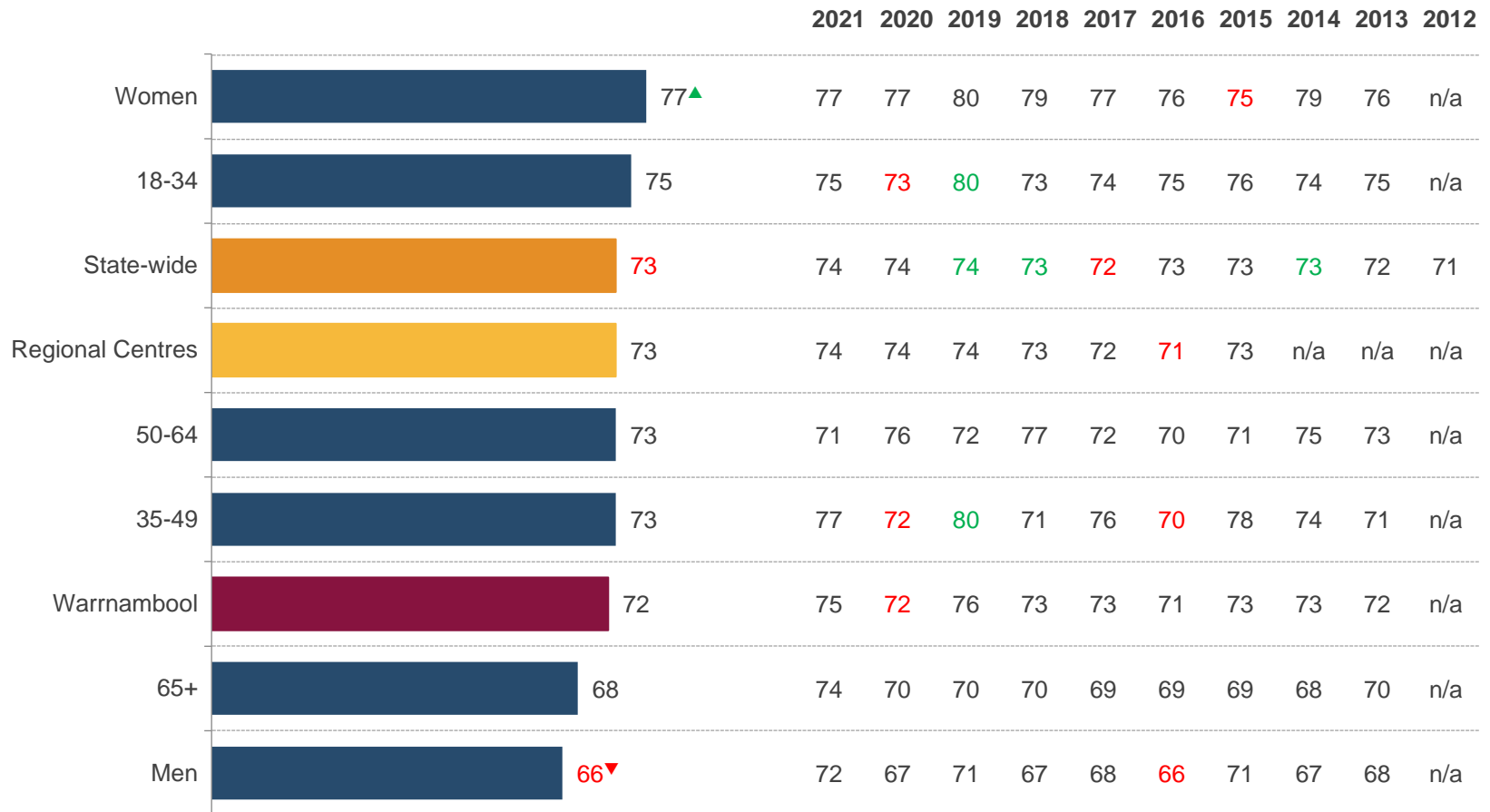




Environmental sustainability importance



2022 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

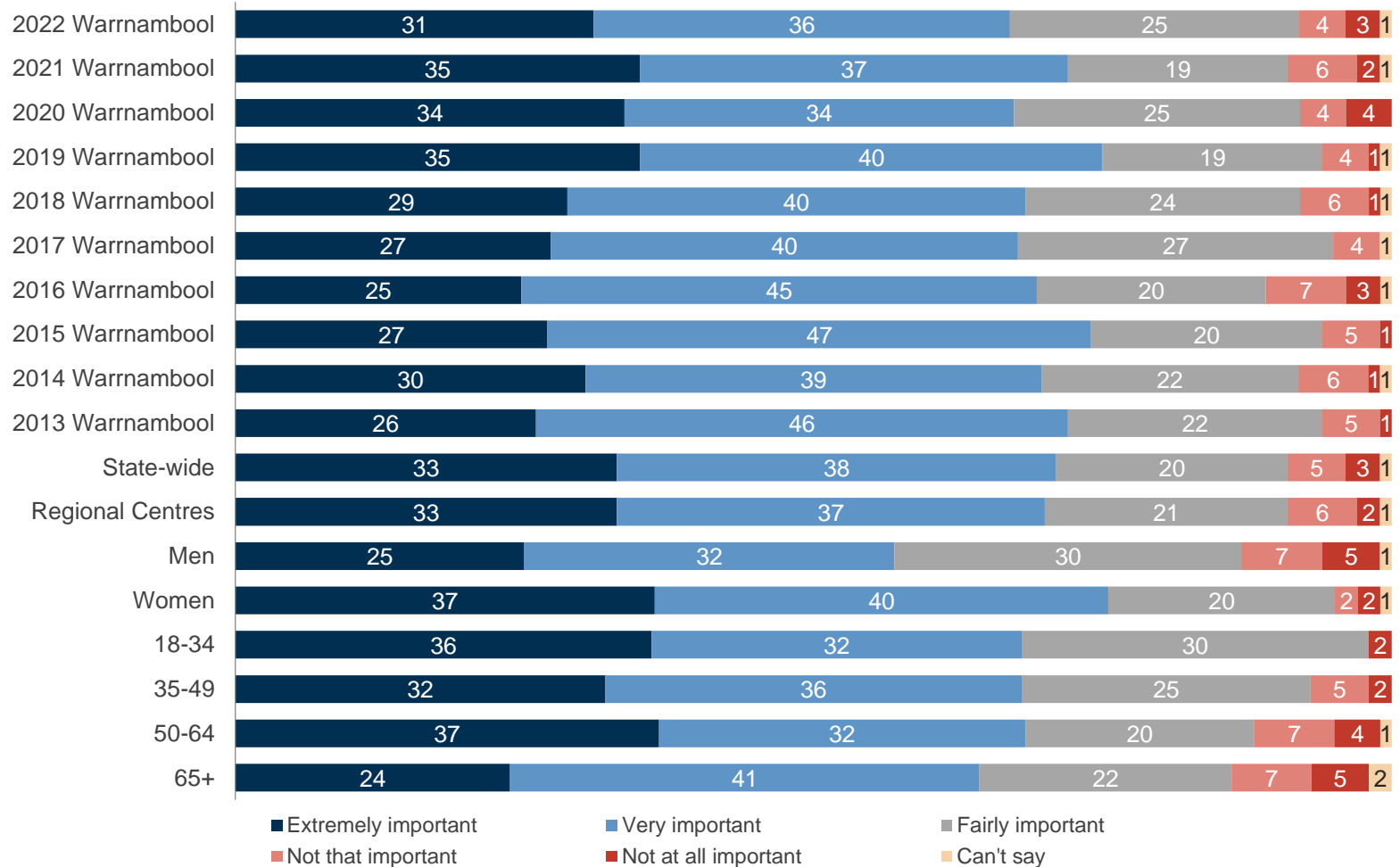
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68	57	61	61	64	61	65	67	68	70	n/a
Women	67	63	60	63	63	60	62	65	67	70	n/a
65+	67	66	64	66	63	66	63	64	68	66	n/a
50-64	66	63	57	58	60	59	58	62	63	66	n/a
Warrnambool	66	62	61	61	62	63	63	65	67	68	n/a
Men	65	61	62	59	61	66	63	65	66	66	n/a
Regional Centres	62▼	62	61	63	64	65	63	63	n/a	n/a	n/a
35-49	61▼	64	60	59	61	68	63	65	67	70	n/a
State-wide	61▼	62	60	62	63	64	63	64	64	64	64

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

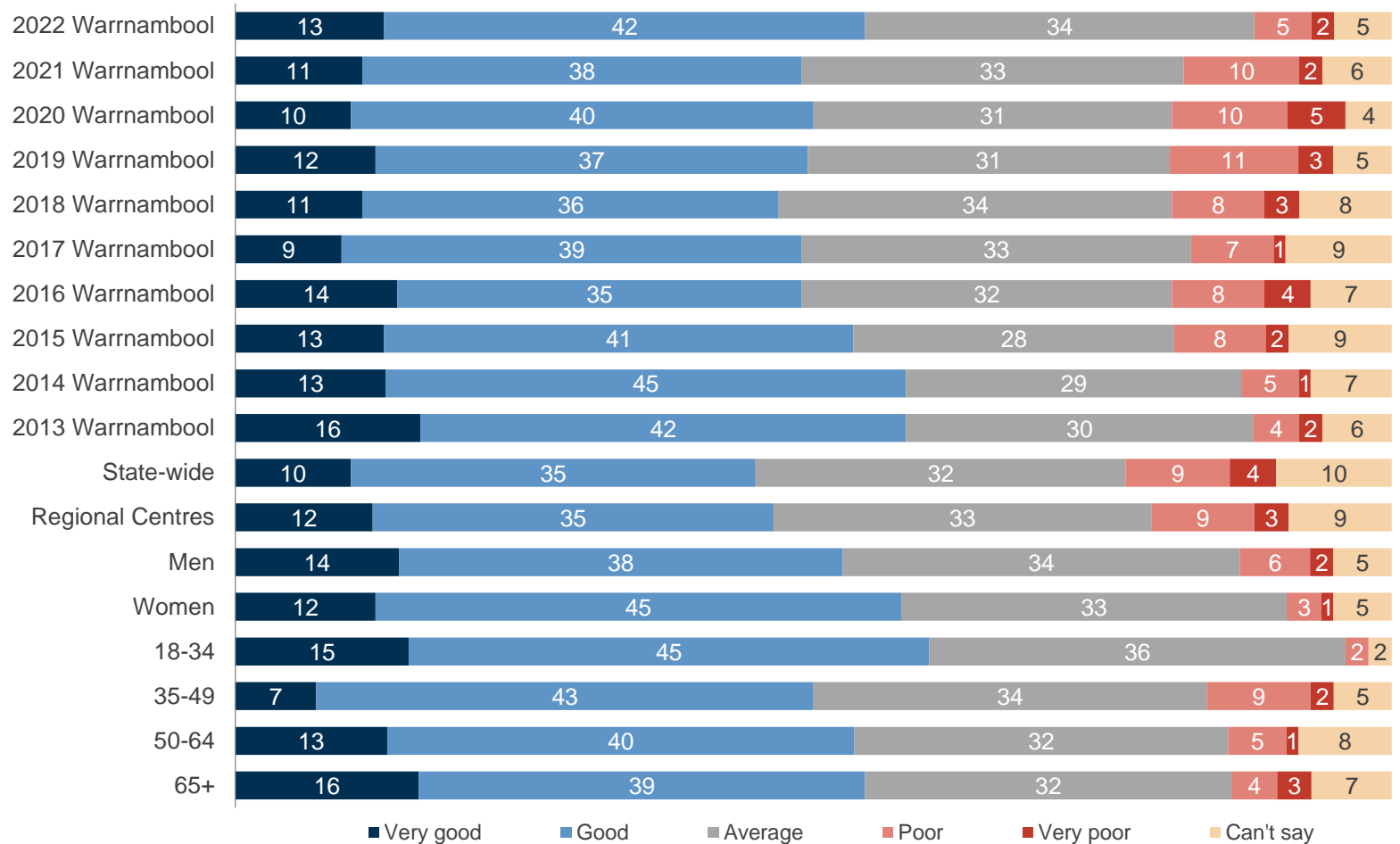
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)

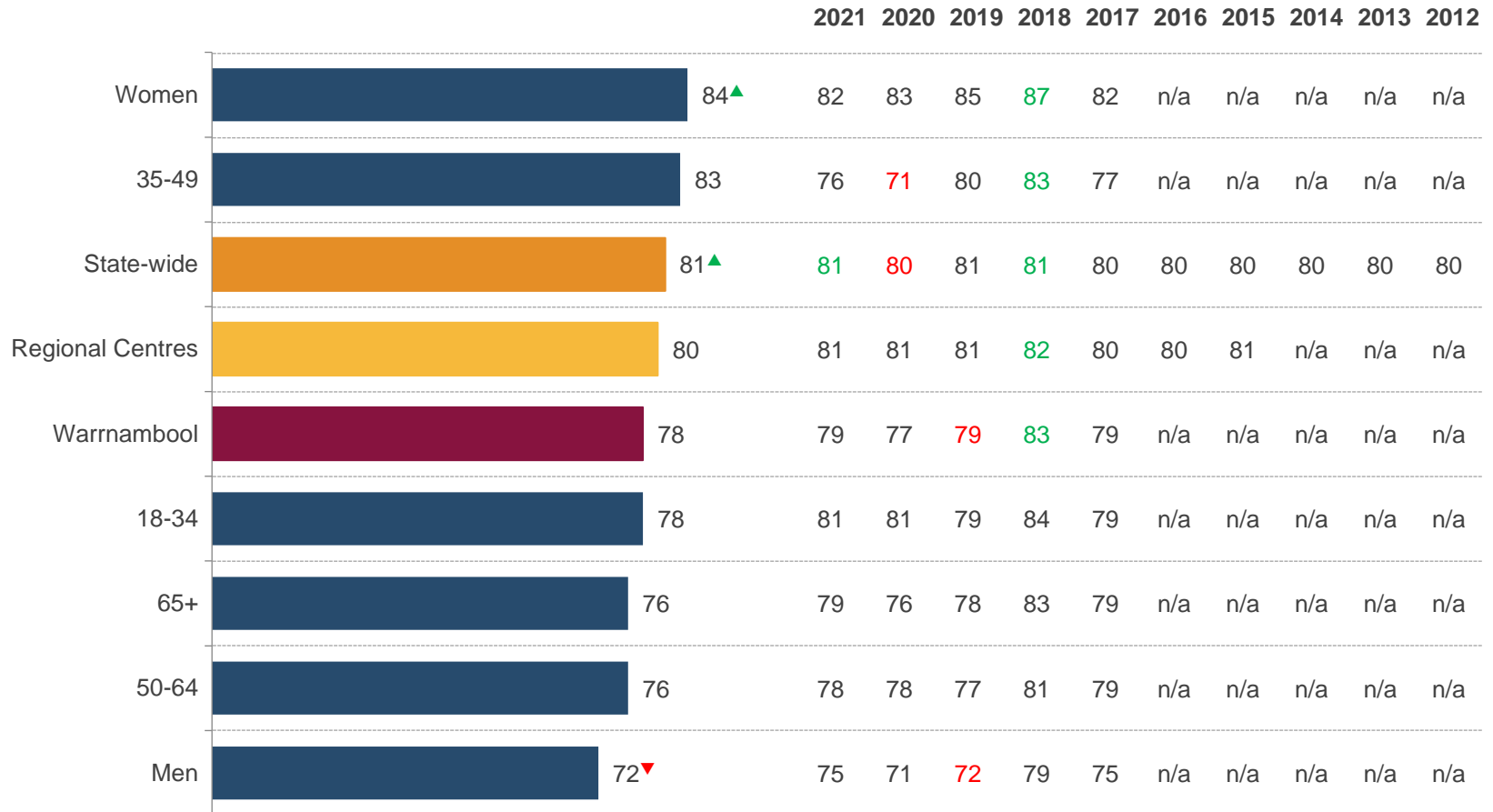




Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

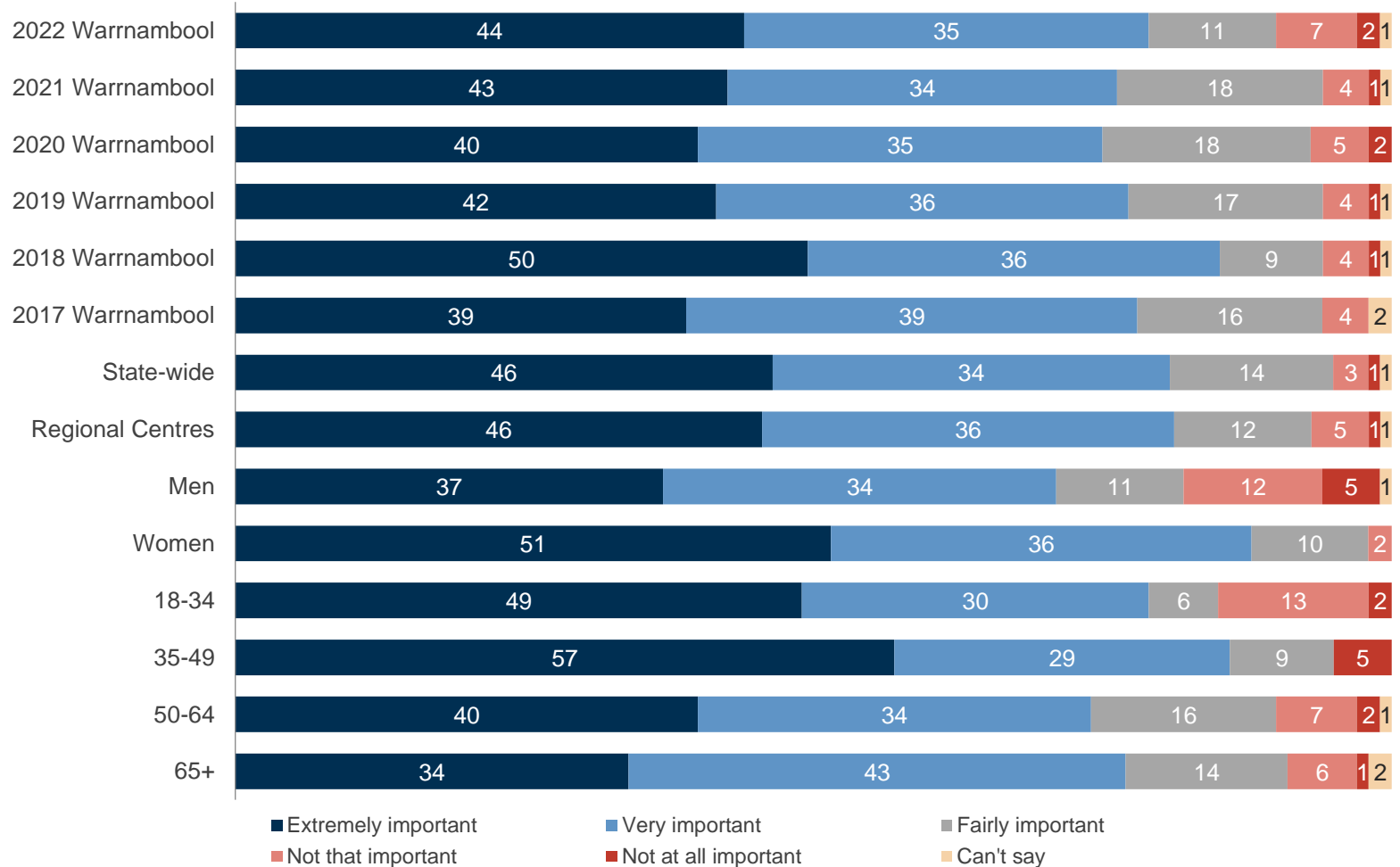
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2022 emergency and disaster management importance (%)

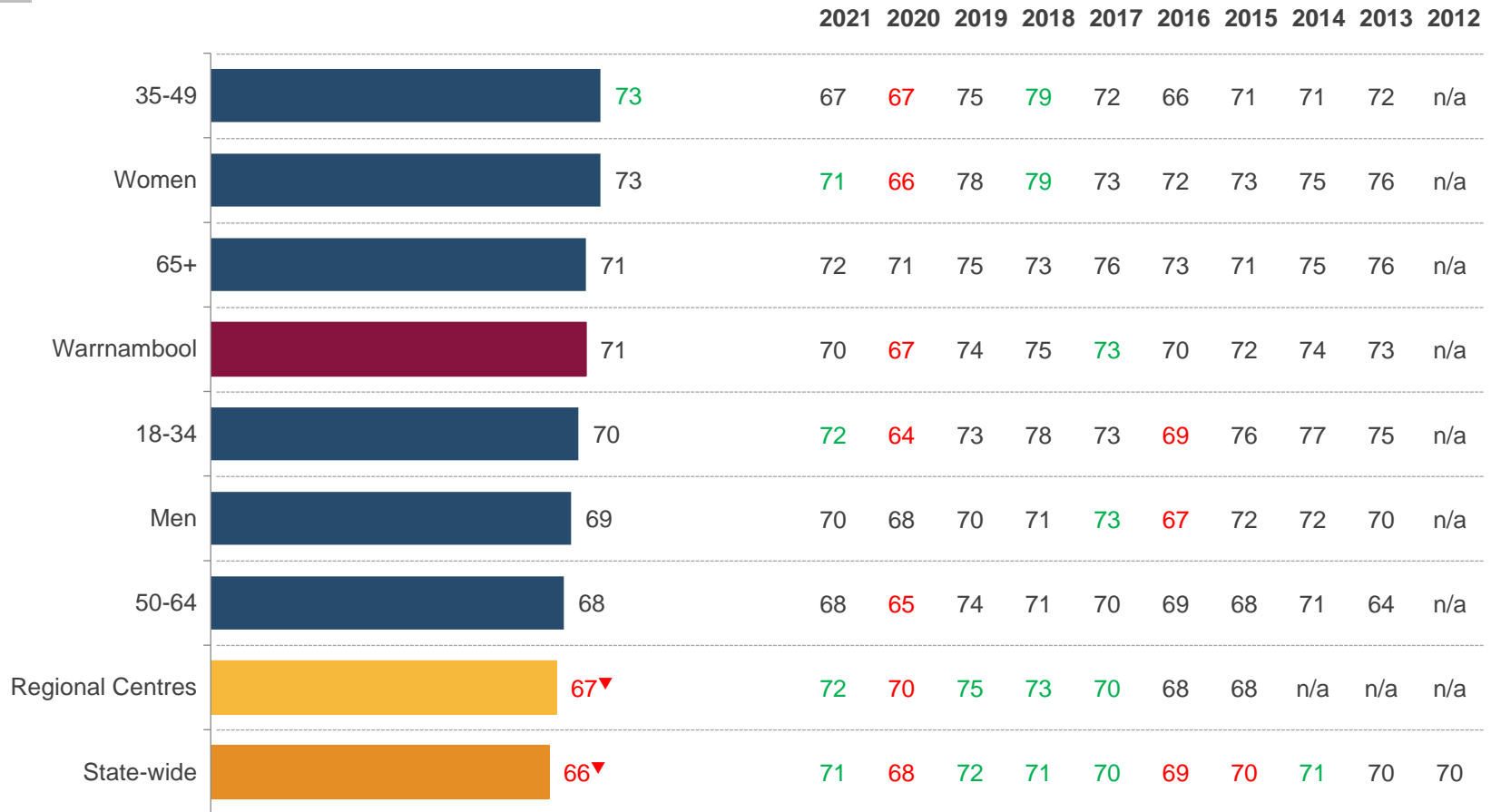




Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

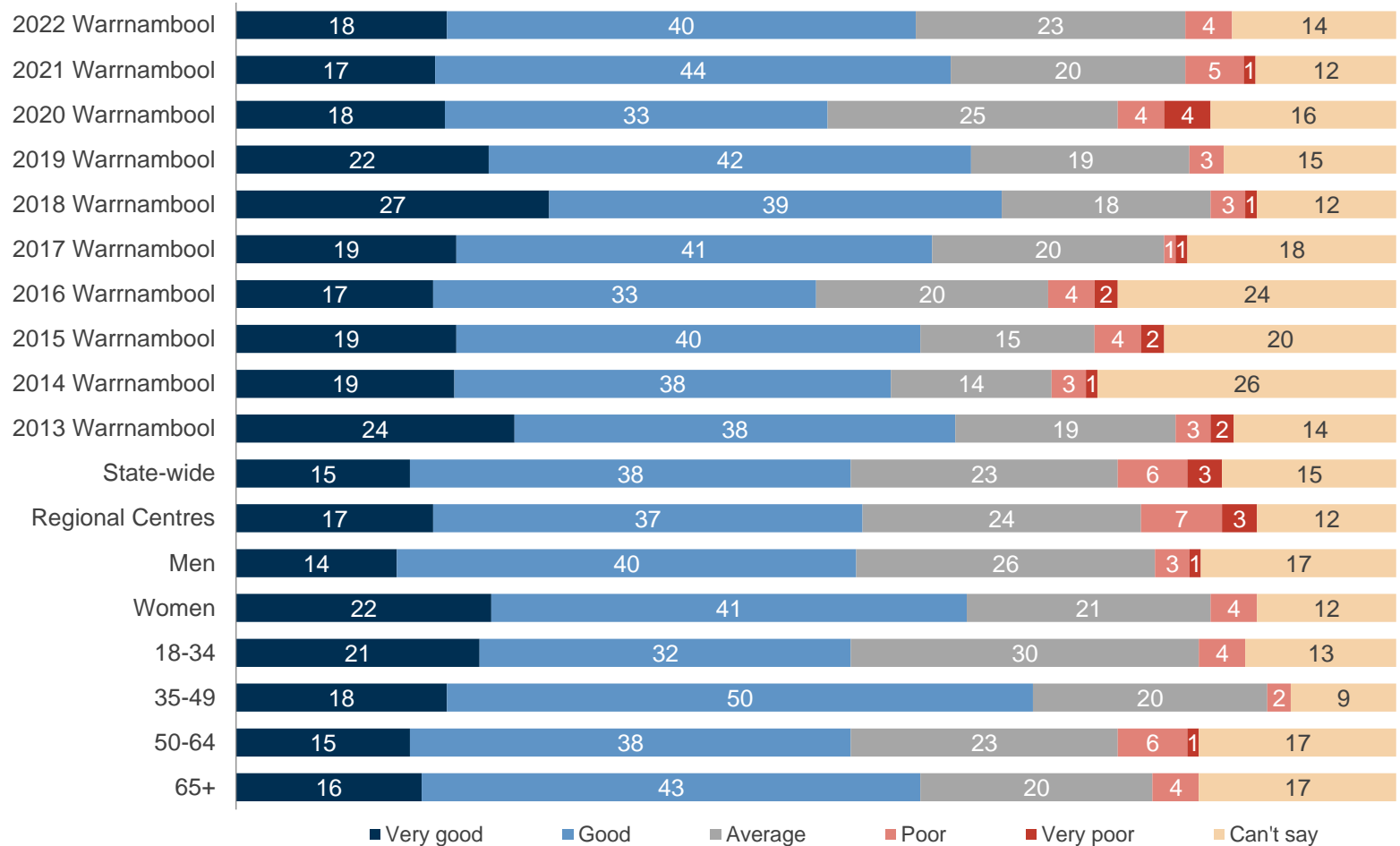
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)

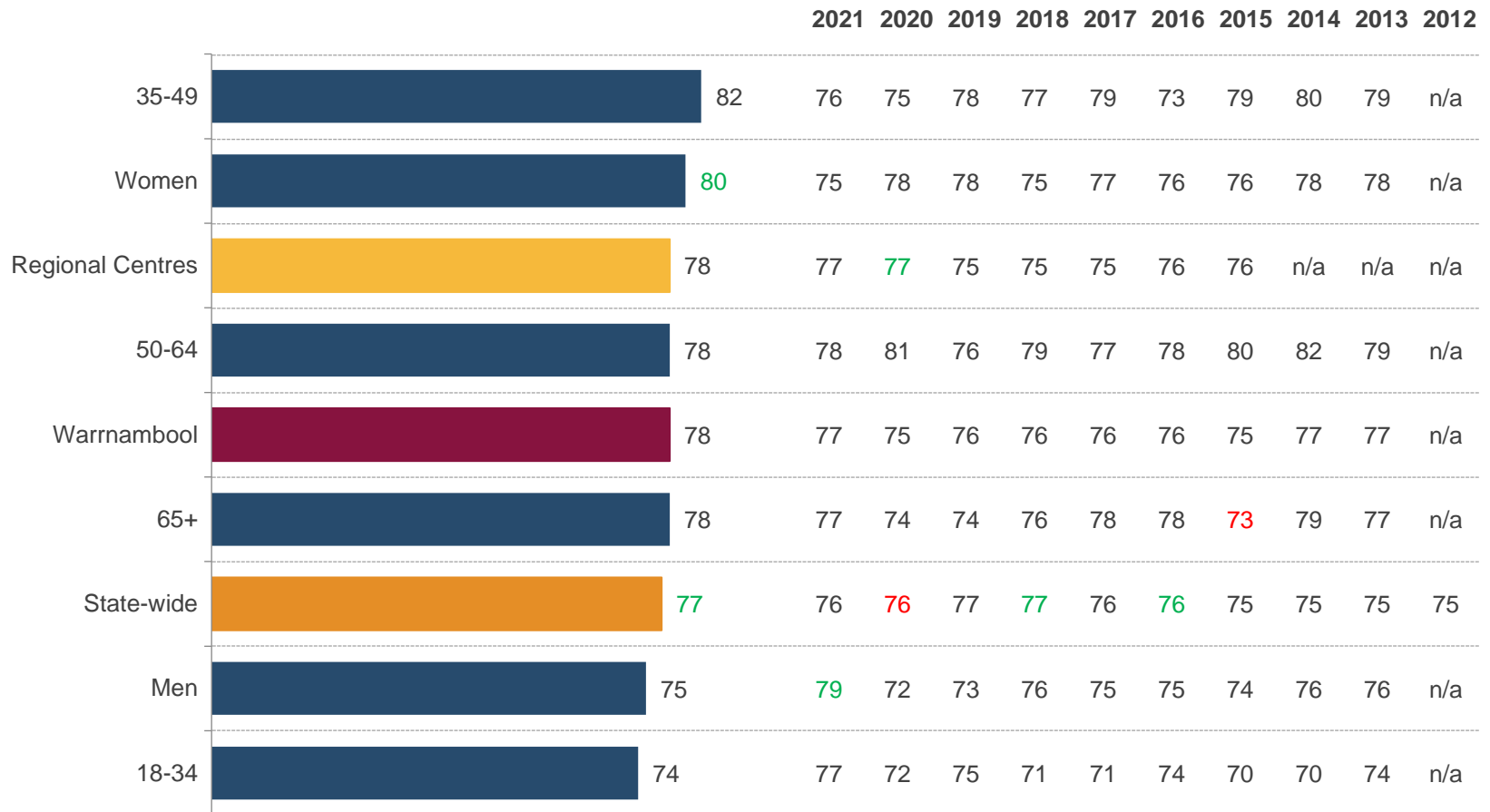




Planning for population growth in the area importance



2022 population growth importance (index scores)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

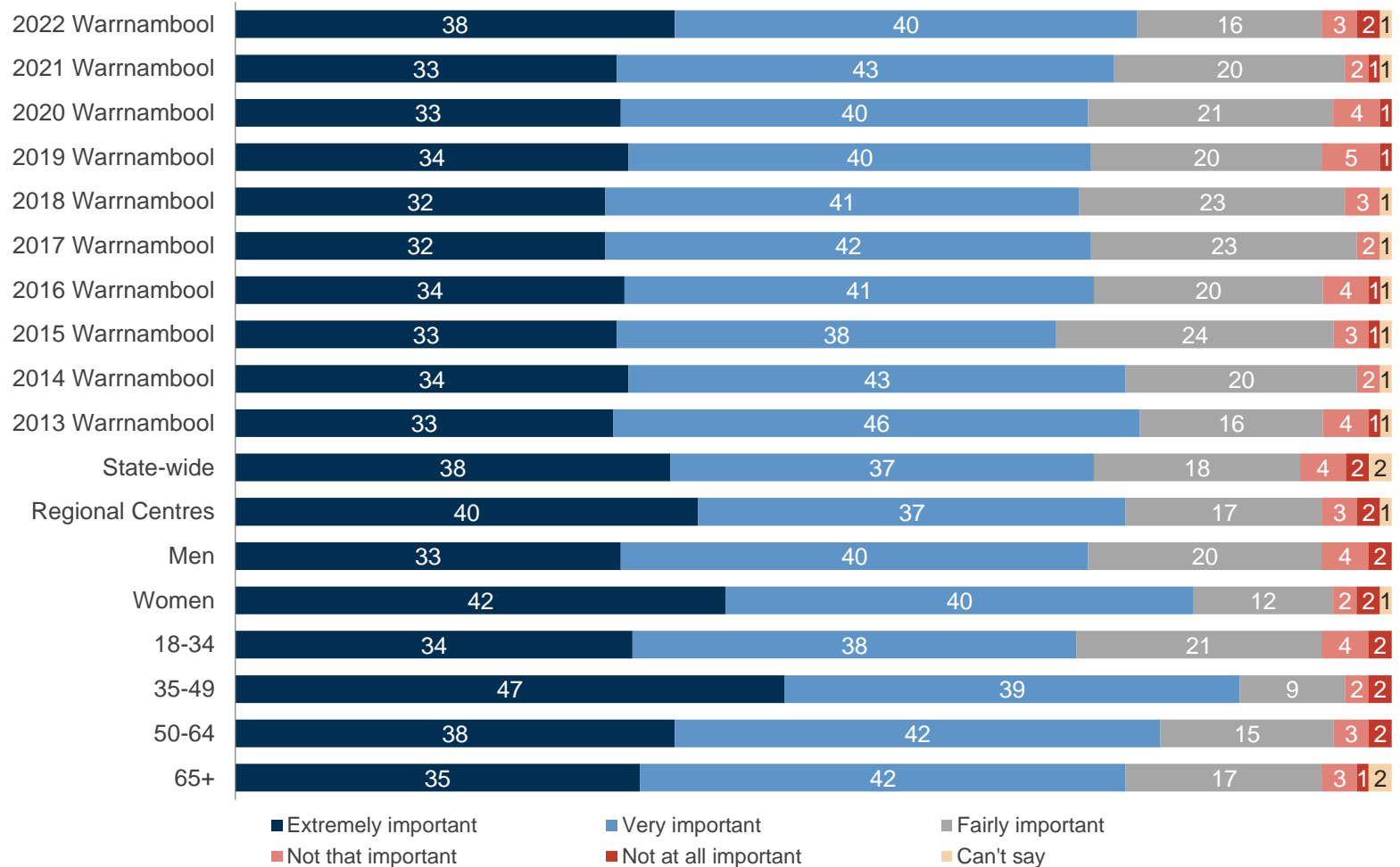
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2022 population growth importance (%)





Planning for population growth in the area performance



2022 population growth performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	63	58	66	63	69	63	65	70	68	n/a
Men	61	58	61	64	63	69	68	64	66	67	n/a
50-64	61	61	53	62	62	62	65	59	59	64	n/a
Warrnambool	59	60	57	64	63	67	66	64	66	67	n/a
35-49	58	54	58	60	60	62	63	60	64	64	n/a
Regional Centres	58	59	57	62	62	62	59	61	n/a	n/a	n/a
Women	58	62	53	65	62	65	64	65	67	66	n/a
18-34	57	59	57	69	66	73	71	70	71	69	n/a
State-wide	52▼	53	51	52	52	52	51	54	54	54	52

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4

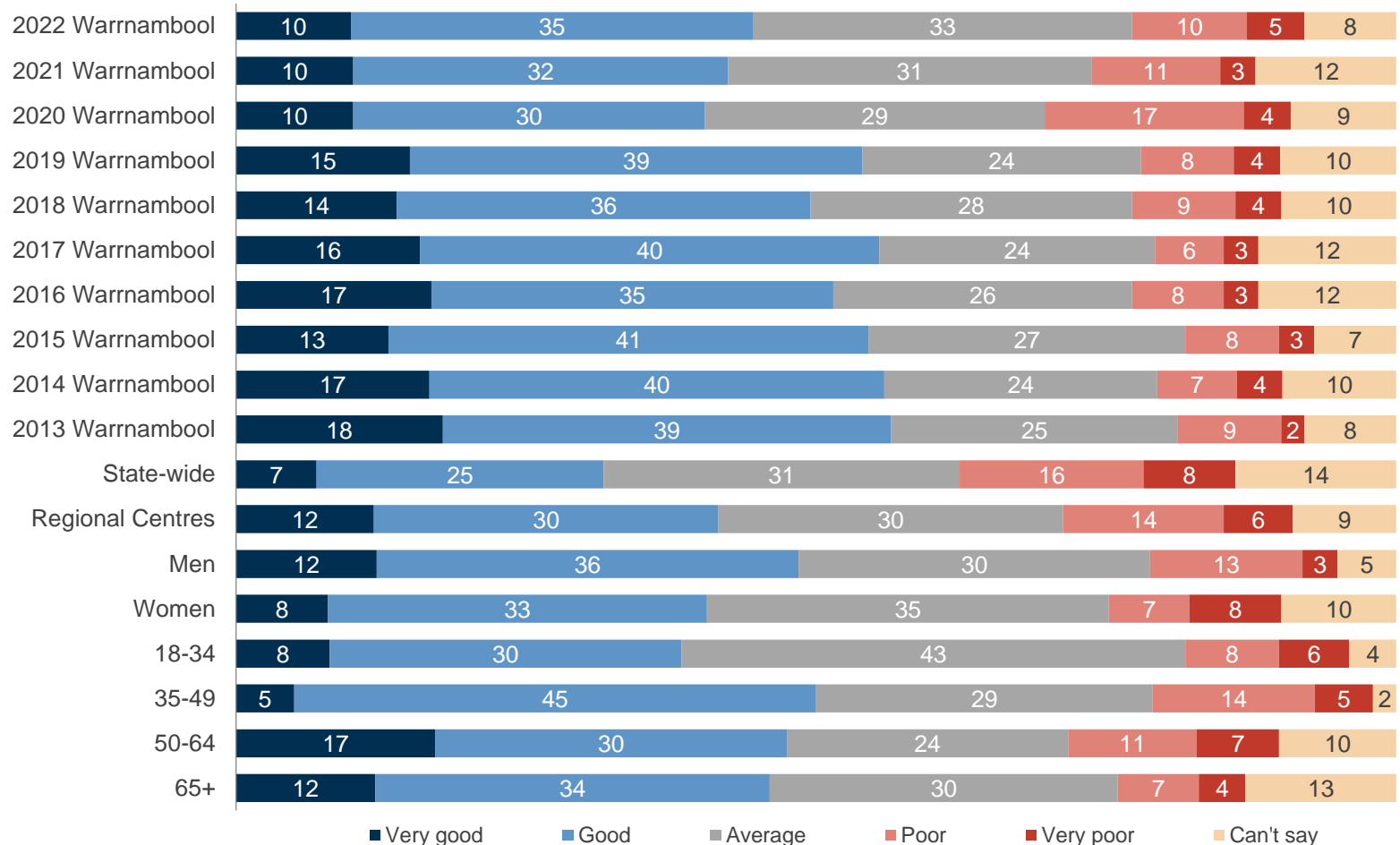
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)

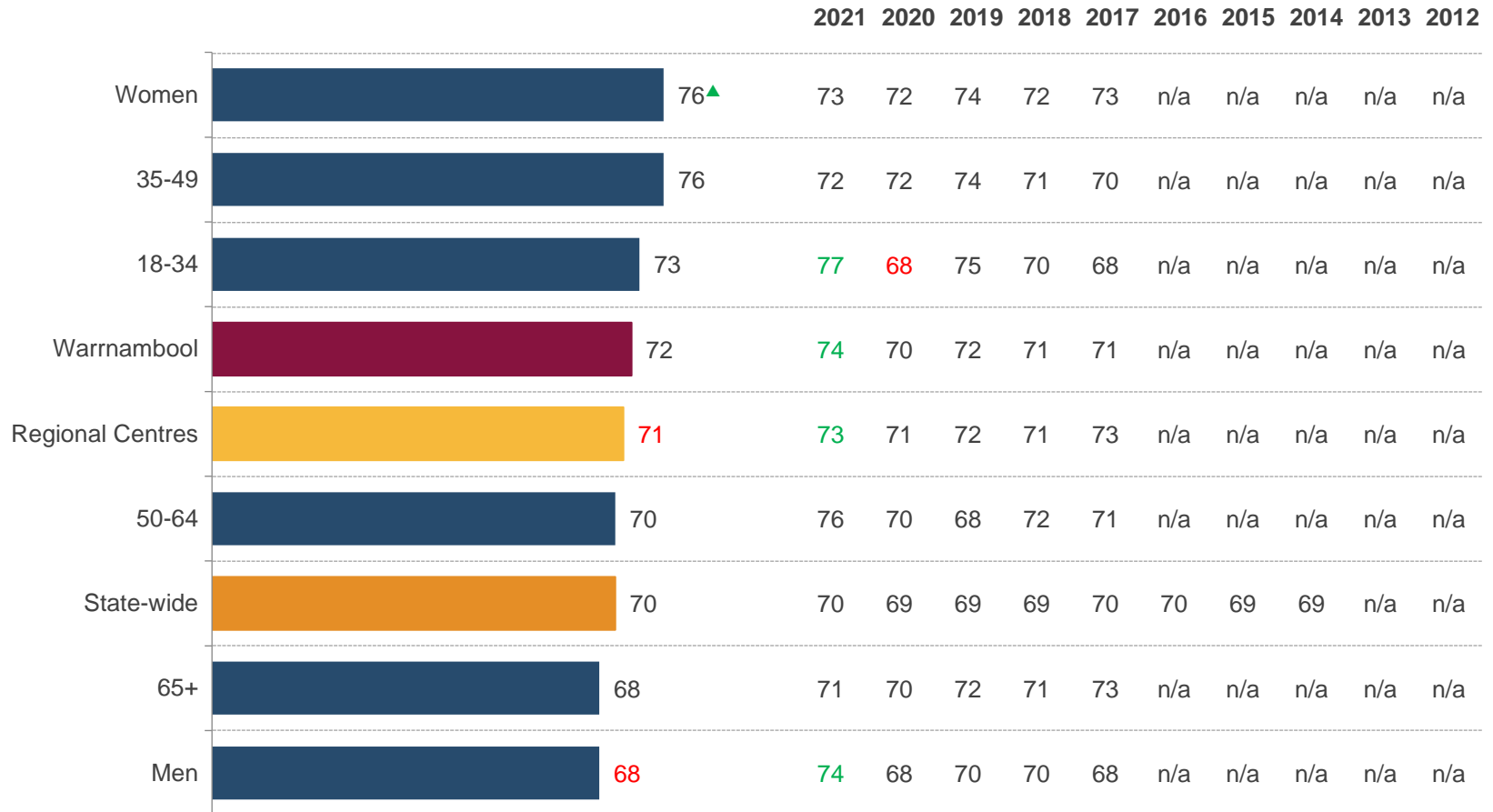




Business and community development importance



2022 business/community development importance (index scores)



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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

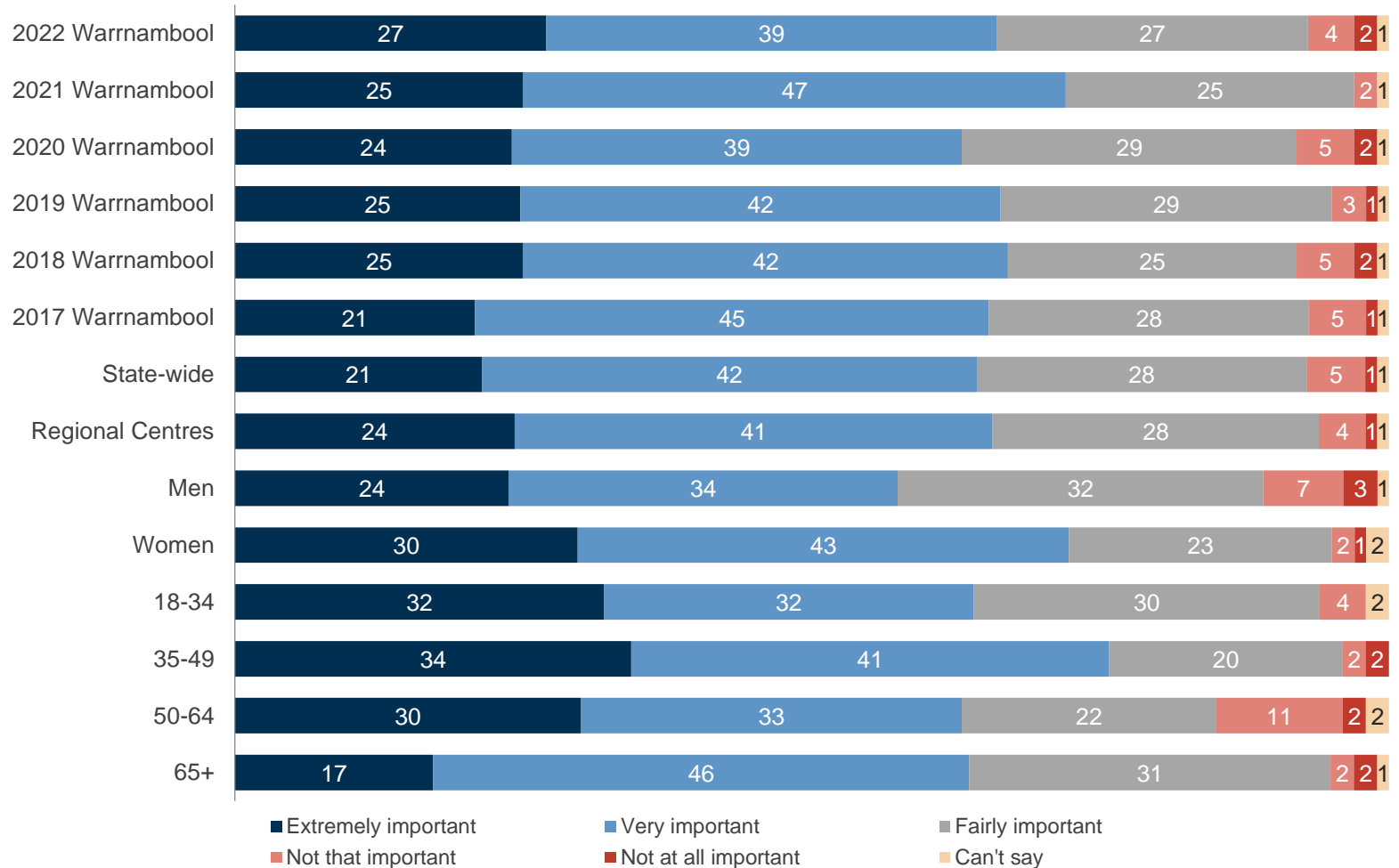
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2022 business/community development importance (%)

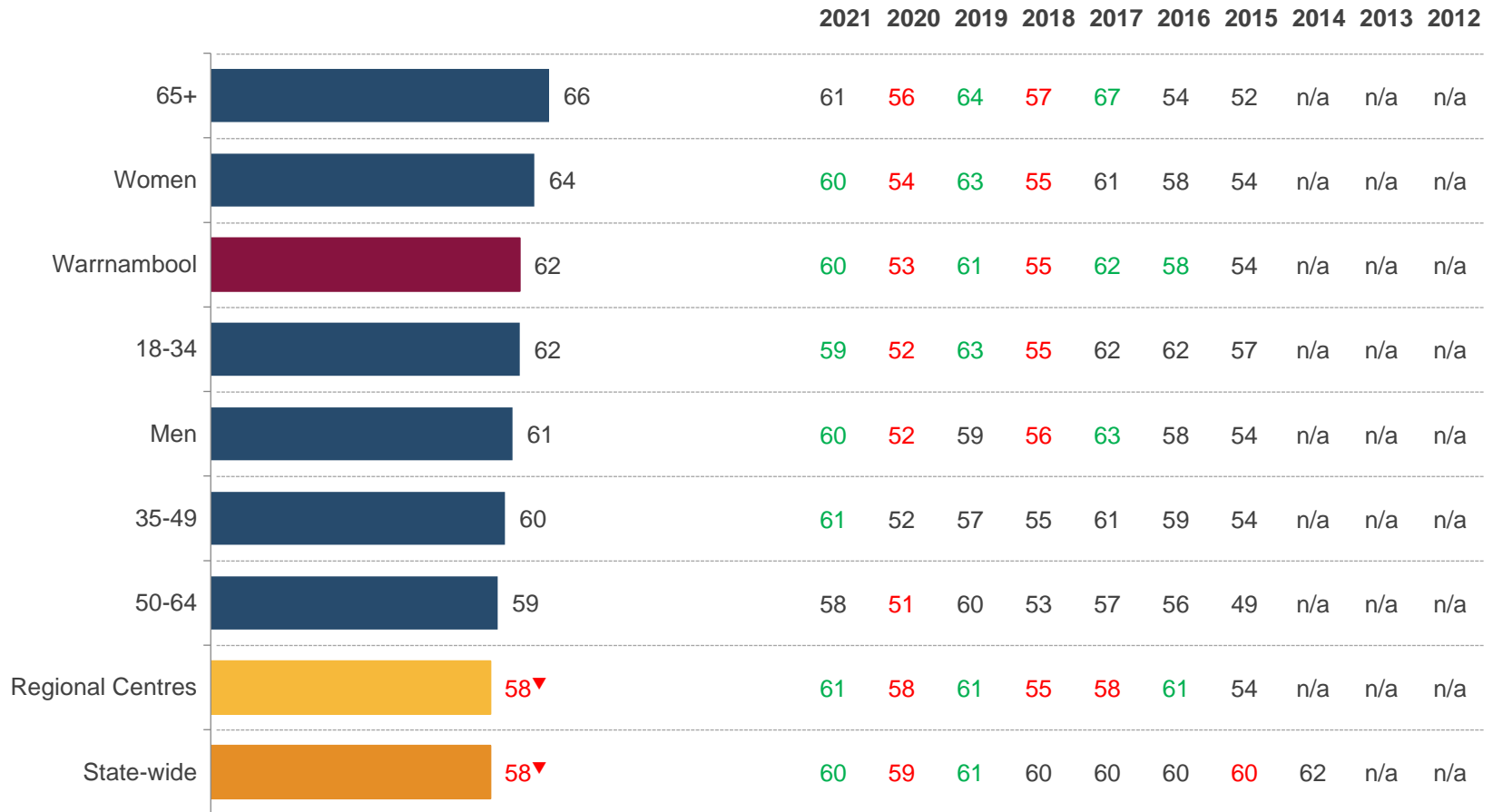




Business and community development performance



2022 business/community development performance (index scores)



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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

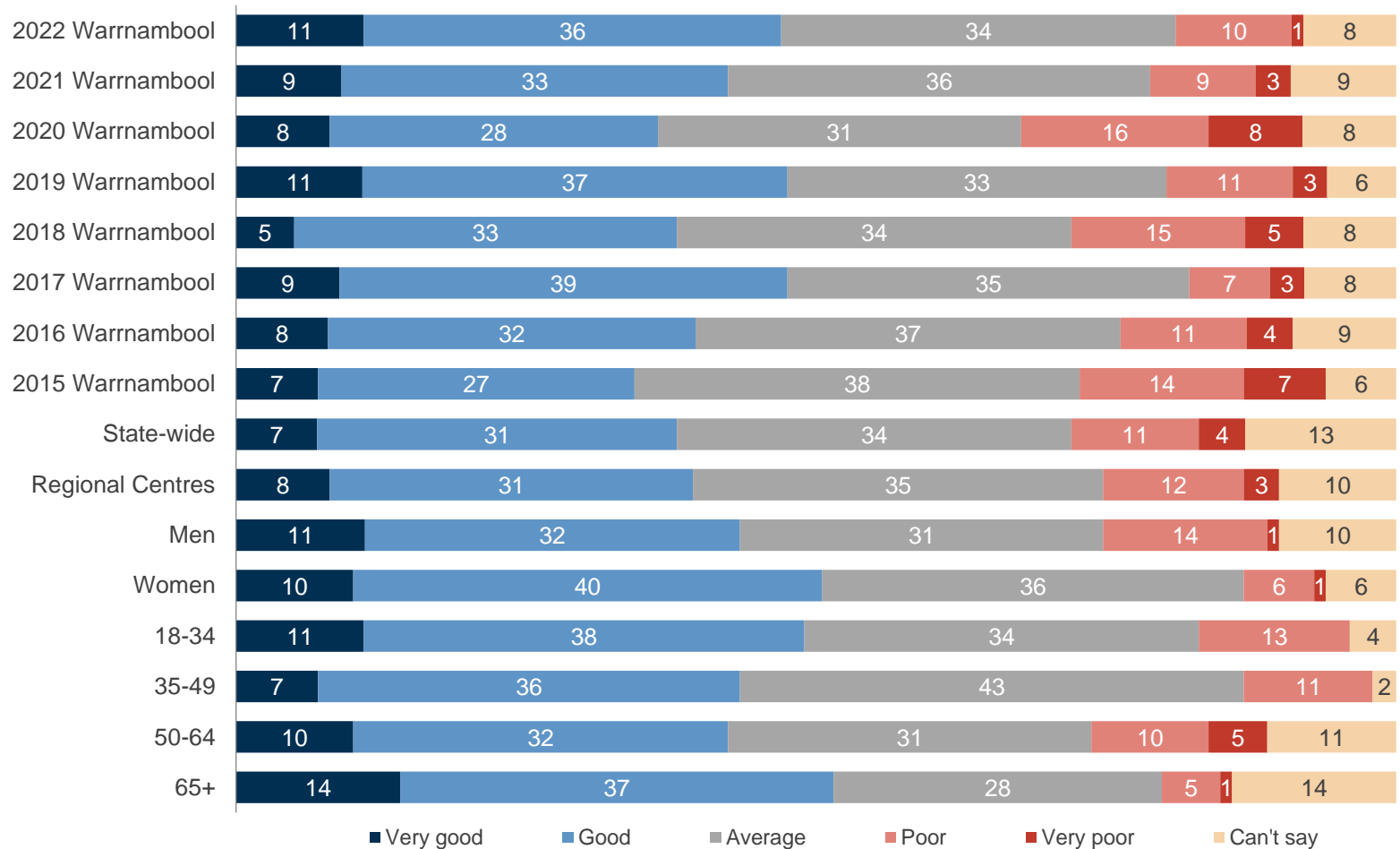
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)

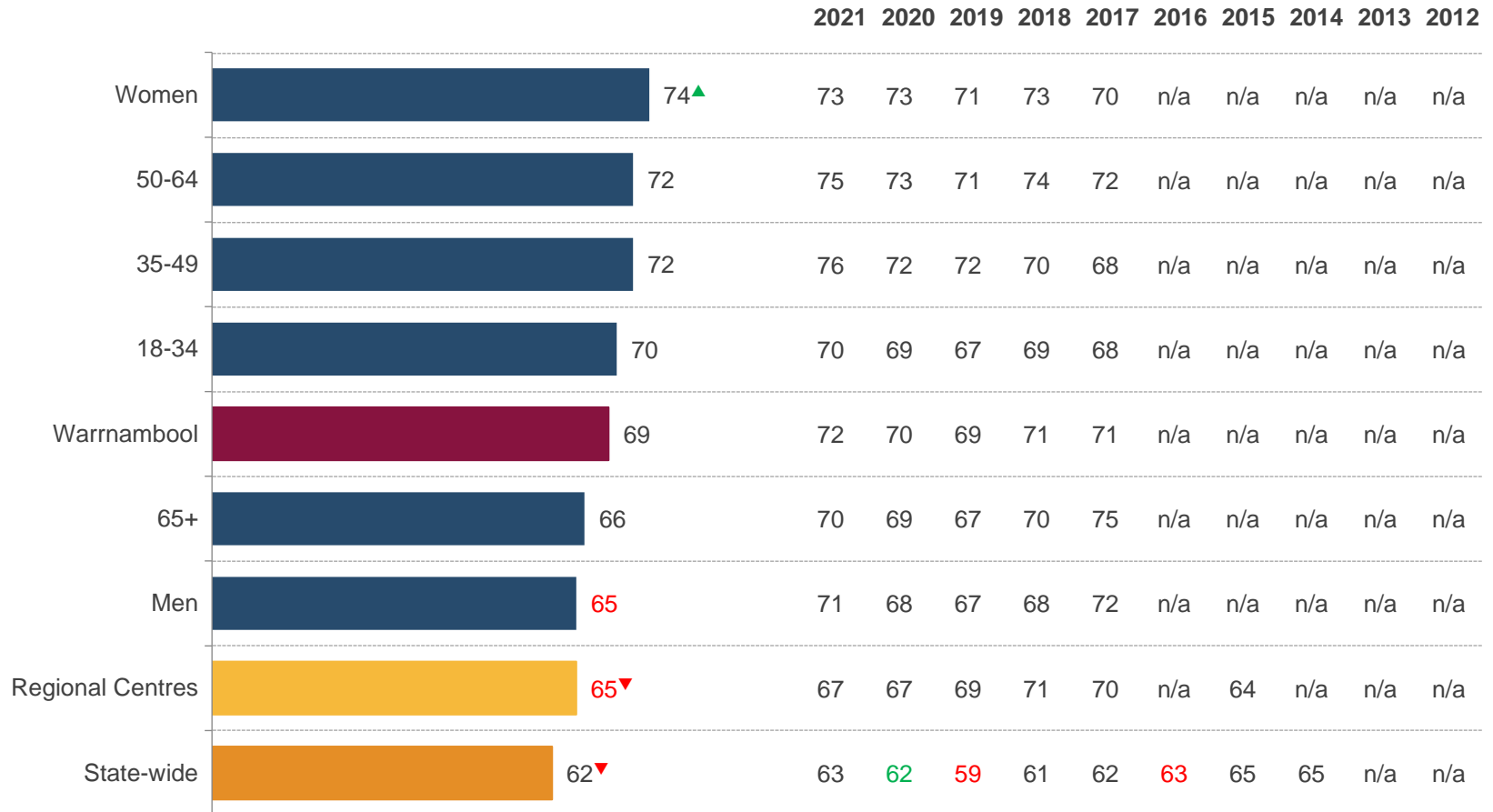




Tourism development importance



2022 tourism development importance (index scores)



Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

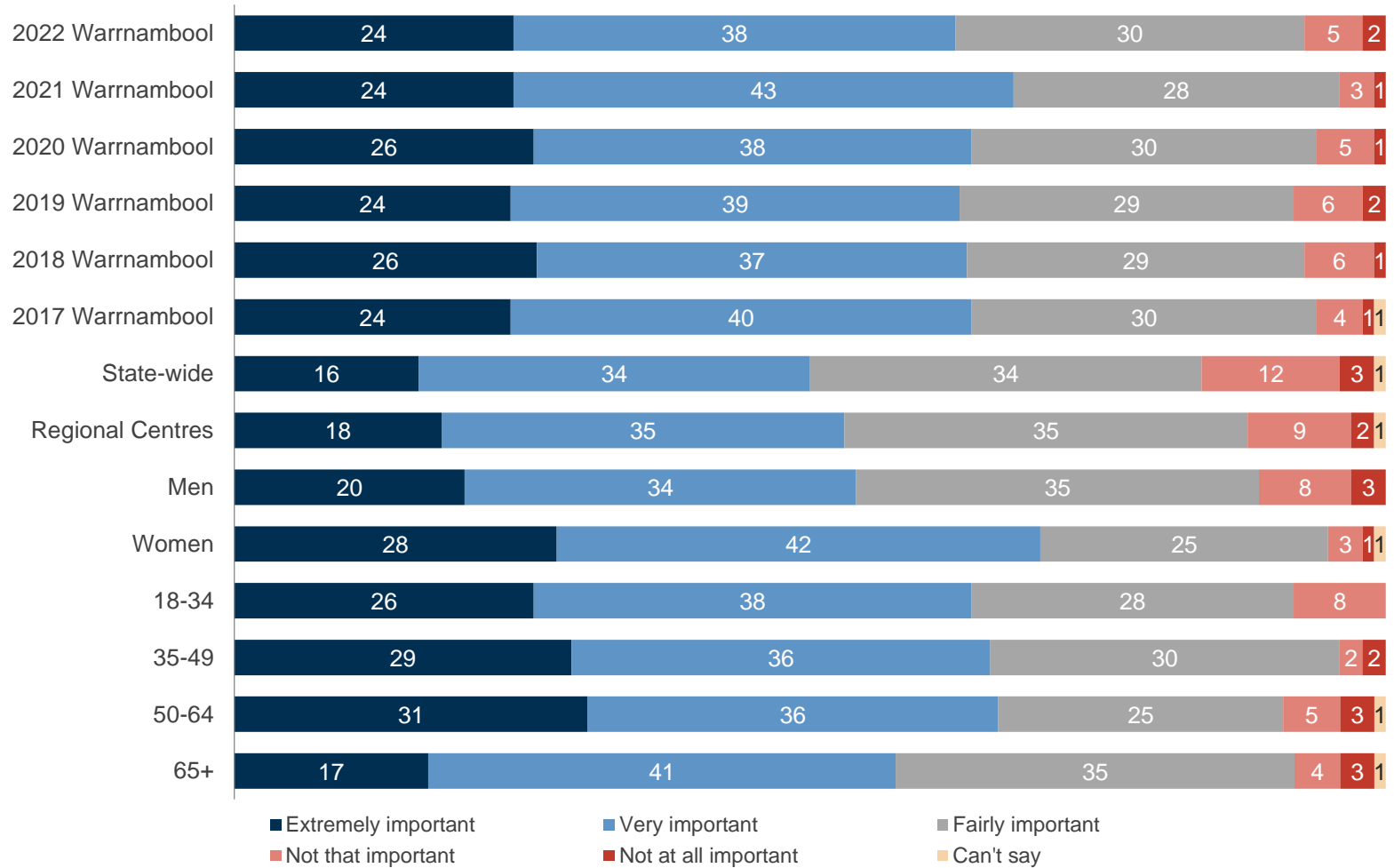
Note: Please see Appendix A for explanation of significant differences.



Tourism development importance



2022 tourism development importance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

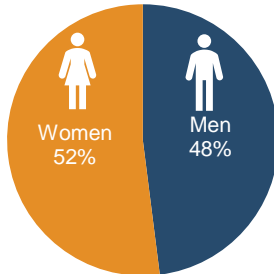
Detailed demographics



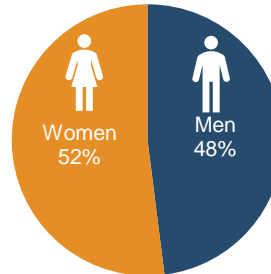
Gender and age profile

2022 gender

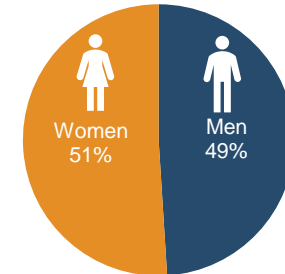
Warrnambool



Regional Centres

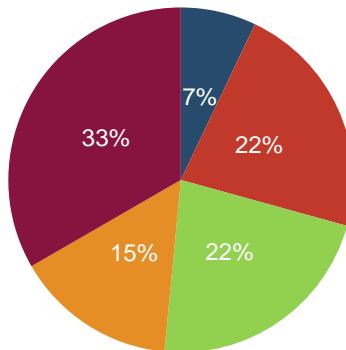


State-wide

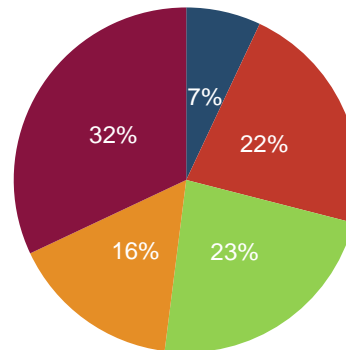


2022 age

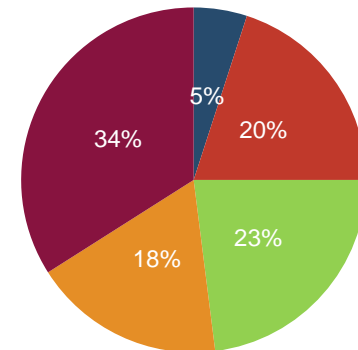
Warrnambool



Regional Centres



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+


■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 9

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Warrnambool City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 27,700 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	199	192	+/-6.9
Women	201	208	+/-6.9
18-34 years	47	117	+/-14.4
35-49 years	44	90	+/-14.9
50-64 years	98	62	+/-9.9
65+ years	211	132	+/-6.7



Appendix A: Significant difference reporting notation

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

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

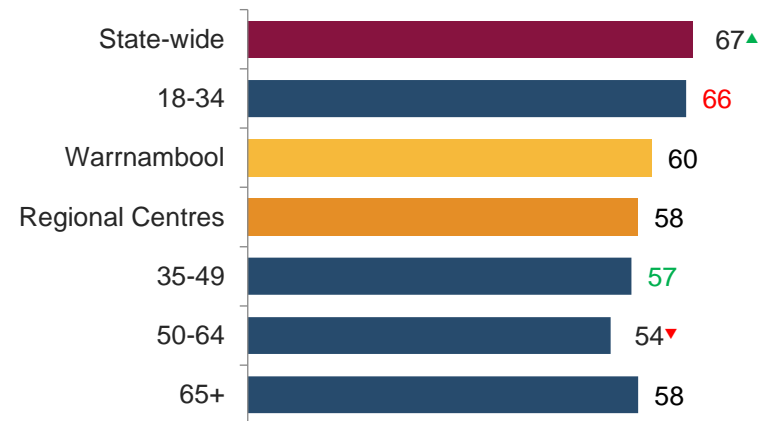
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

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

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





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the upper left, a bar chart with three bars of increasing height in the lower left, and another line graph with a peak and then a decline in the upper right.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=401 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Warrnambool City Council.

Survey sample matched to the demographic profile of Warrnambool City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% 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 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

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

Council Groups

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:

- Ballarat, Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Warrnambool City Council for this 2022 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: 2012 survey revision

The survey was revised in 2012. As a result:

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

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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