

2020 Local Government Community Satisfaction Survey

Mansfield Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils





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Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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



**Key findings and
recommendations**



Mansfield Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mansfield 52



State-wide 58



Small Rural 56

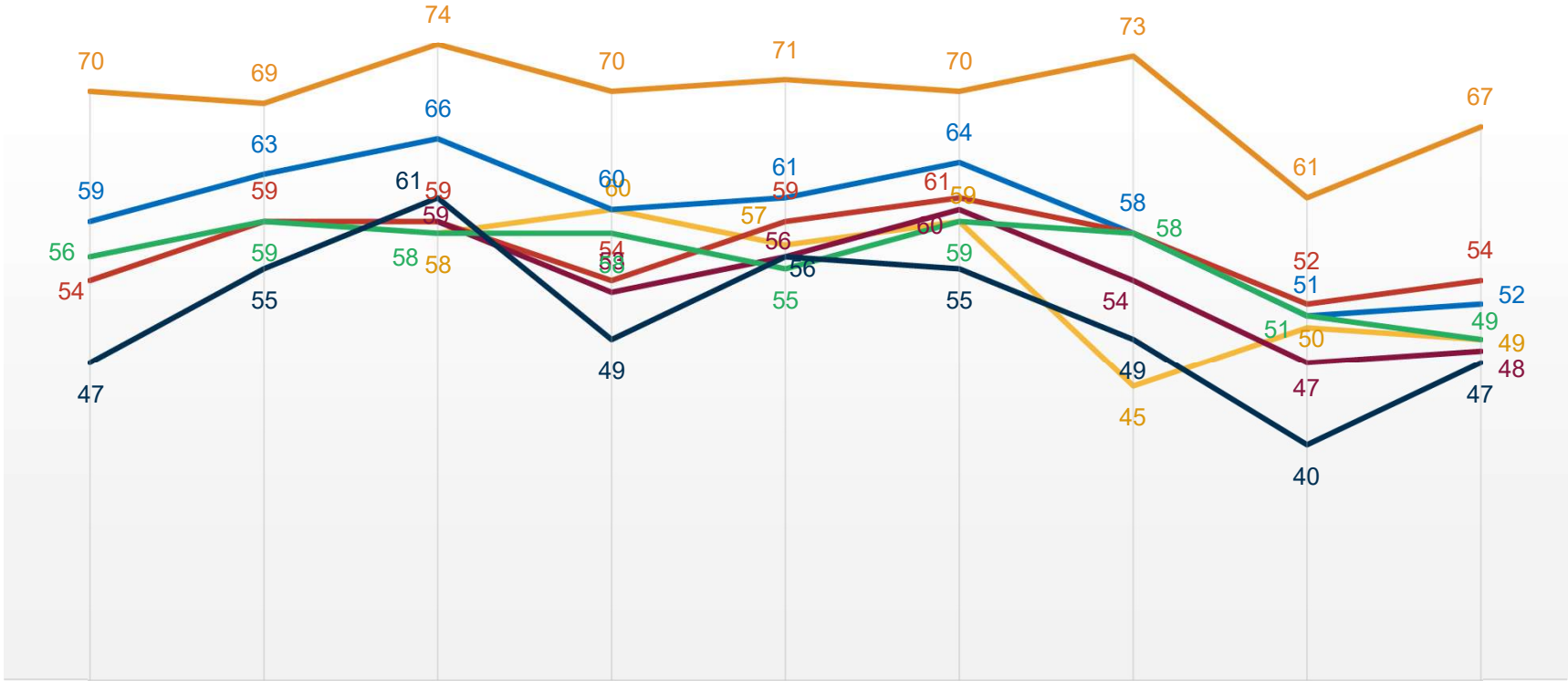
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Appearance of public areas Tourism development 	<ul style="list-style-type: none"> Building and planning permits Town planning policy Waste management
Compared to group average	<ul style="list-style-type: none"> Appearance of public areas 	<ul style="list-style-type: none"> Parking facilities Waste management Town planning policy



Summary of core measures

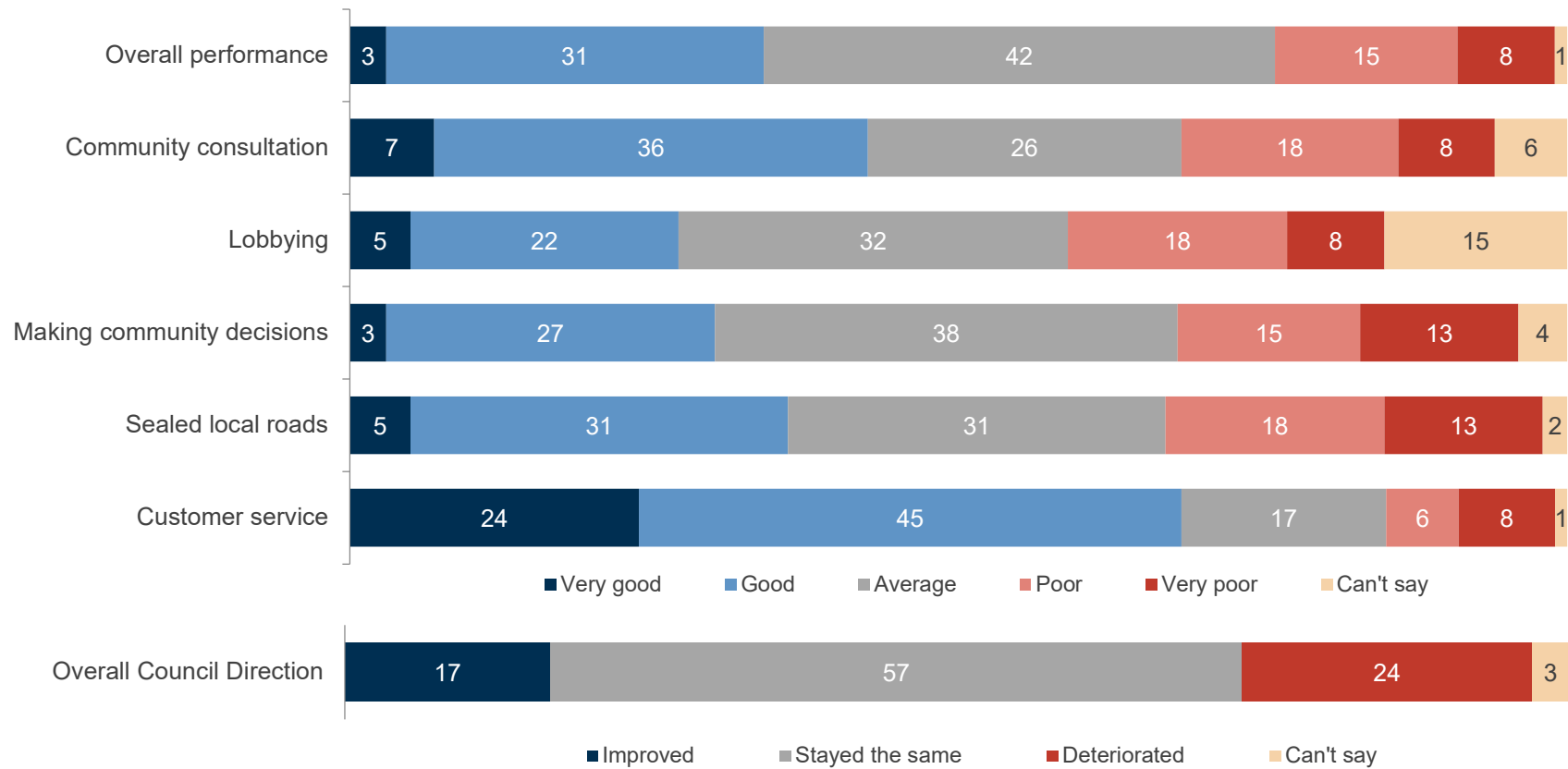
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Mansfield Shire Council performance

Services	Mansfield 2020	Mansfield 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	52	51	56	58	Aged 18-34 years	Aged 50-64 years
 Overall council direction	47	40	50	51	Aged 18-34 years	Other residents
 Customer service	67	61	70	70	Aged 35-49 years	Aged 50-64 years
 Appearance of public areas	75	77	72	72	Aged 35-49 years	Other residents, Aged 18-34 years
 Art centres and libraries	73	74	74	74	Aged 65+ years	Aged 18-34 years
 Elderly support services	70	69	71	68	Aged 18-34 years	Aged 50-64 years
 Emergency and disaster mngt	68	70	70	68	Mansfield residents, Aged 18-34 years	Aged 50-64 years
 Family support services	67	69	66	66	Aged 65+ years	Aged 50-64 years
 Recreational facilities	67	68	68	70	Aged 65+ years	Aged 50-64 years
 Tourism development	65	67	63	62	Aged 18-34 years, Aged 65+ years	Aged 50-64 years

Significantly higher / lower than Mansfield Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.







Summary of Mansfield Shire Council performance

Services	Mansfield 2020	Mansfield 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Enforcement of local laws	62	60	62	63	Aged 18-34 years	Aged 50-64 years
 Business and community dev.	59	59	57	59	Aged 18-34 years	Aged 50-64 years
 Waste management	57	60	64	65	Aged 65+ years	Aged 50-64 years, Aged 18-34 years
 Informing the community	55	55	58	59	Aged 18-34 years	Aged 50-64 years
 Consultation and engagement	54	52	54	55	Aged 18-34 years	Aged 50-64 years
 Local streets and footpaths	54	53	57	58	Aged 35-49 years	Aged 50-64 years
 Parking facilities	52	49	60	55	Aged 18-34 years	Aged 65+ years
 Lobbying	49	51	52	53	Aged 18-34 years	Aged 50-64 years
 Sealed local roads	49	50	51	54	Aged 18-34 years	Aged 50-64 years
 Community decisions	48	47	53	53	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Mansfield Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Summary of Mansfield Shire Council performance

Services		Mansfield 2020	Mansfield 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
	Town planning policy	44	44	50	54	Aged 65+ years	Aged 50-64 years
	Population growth	44	45	44	51	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	44	41	43	44	Aged 18-34 years	Aged 50-64 years
	Building and planning permits	40	36	46	51	Aged 35-49 years	Aged 50-64 years

Significantly *higher* / *lower* than Mansfield Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

After declines over the past two years, perceptions of Council's overall performance, overall direction and customer service have improved this year. Council has made significant gains in performance on overall direction and customer service and in the service area of building and planning permits. Overall performance is only slightly improved (up one point) but provides an opportunity for Council to consolidate this result over the next 12 months and rebuild community sentiment back to previous levels.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the service areas that most influence perceptions of overall performance: unsealed roads, community consultation, community decisions, town planning, public areas and population growth. This set includes many of Council's lower performing service areas. Council should attend to resident concerns about unsealed roads and focus on good communication and consultation with residents, especially on planning issues, to help shore up its overall performance rating.

Comparison to state and area grouping

Council performs largely in line with the Small Rural group average for individual service areas (12 out of 21 areas), as well as customer service and overall Council direction. Council also performs significantly better than the group average on the appearance of public areas and the State-wide average on tourism development. However, Council rates below the group and State-wide averages across a number of individual service areas and on overall Council performance.

Maintain gains achieved to date

With the rate of 'customer' contact now back to its peak level, Council should look to maintain and build upon its improved customer service performance over the next 12 months. Further efforts to consolidate improvements in Council's handling of building and planning permits should also be a focus, as this remains Council's lowest rated service area.

DETAILED FINDINGS





**Overall
performance**



Overall performance

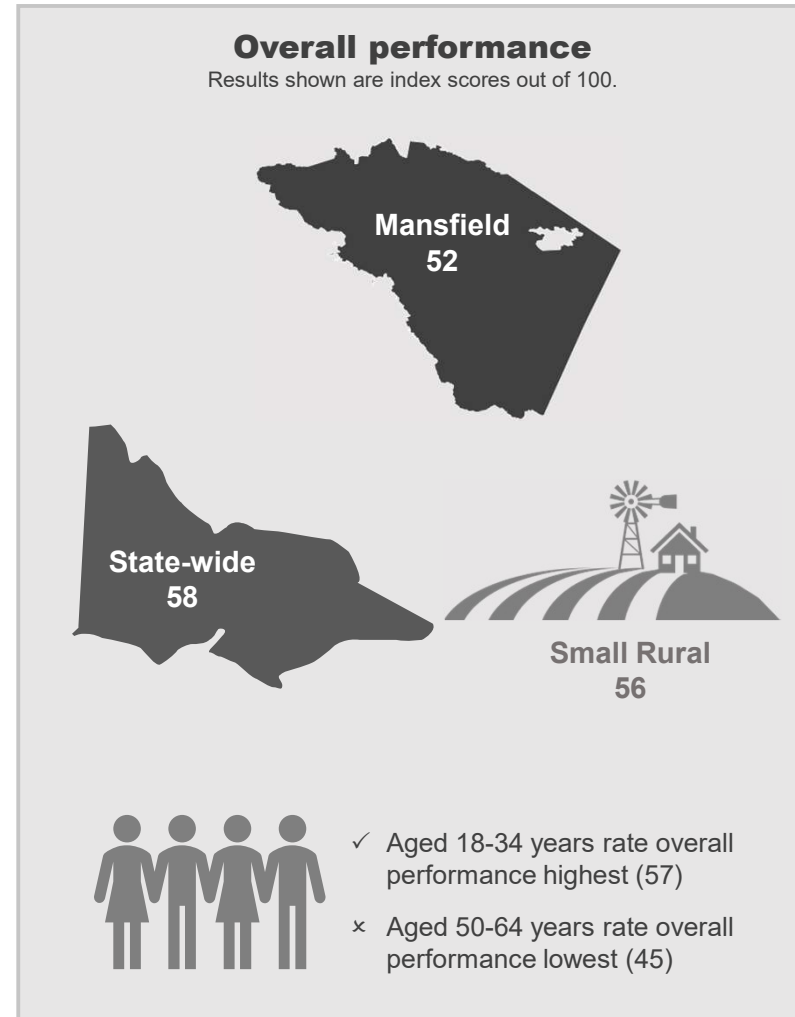
The overall performance index score of 52 for Mansfield Shire Council represents a slight one-point improvement on the 2019 result.

- Overall performance ratings declined significantly in 2018 and 2019 but have stabilized this year. This provides an opportunity for Council to consolidate this improvement over the next 12 months and begin to rebuild community sentiment back to previous levels.

Mansfield Shire Council’s overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Small Rural group and for councils State-wide (index scores of 56 and 58 respectively).

- Perceptions across demographic and geographic cohorts are broadly in line with last year.
- Residents aged 18 to 34 years rate Council's overall performance significantly higher than the 2020 Council-wide average (index score of 57), while those aged 50 to 64 years rate performance significantly lower (index score of 45).

More residents rate Mansfield Shire Council’s overall performance as ‘very good’ or ‘good’ (34%) than rate it as ‘very poor’ or ‘poor’ (23%). A further 42% sit mid-scale, rating Council’s overall performance as ‘average’.





Overall performance

2020 overall performance (index scores)

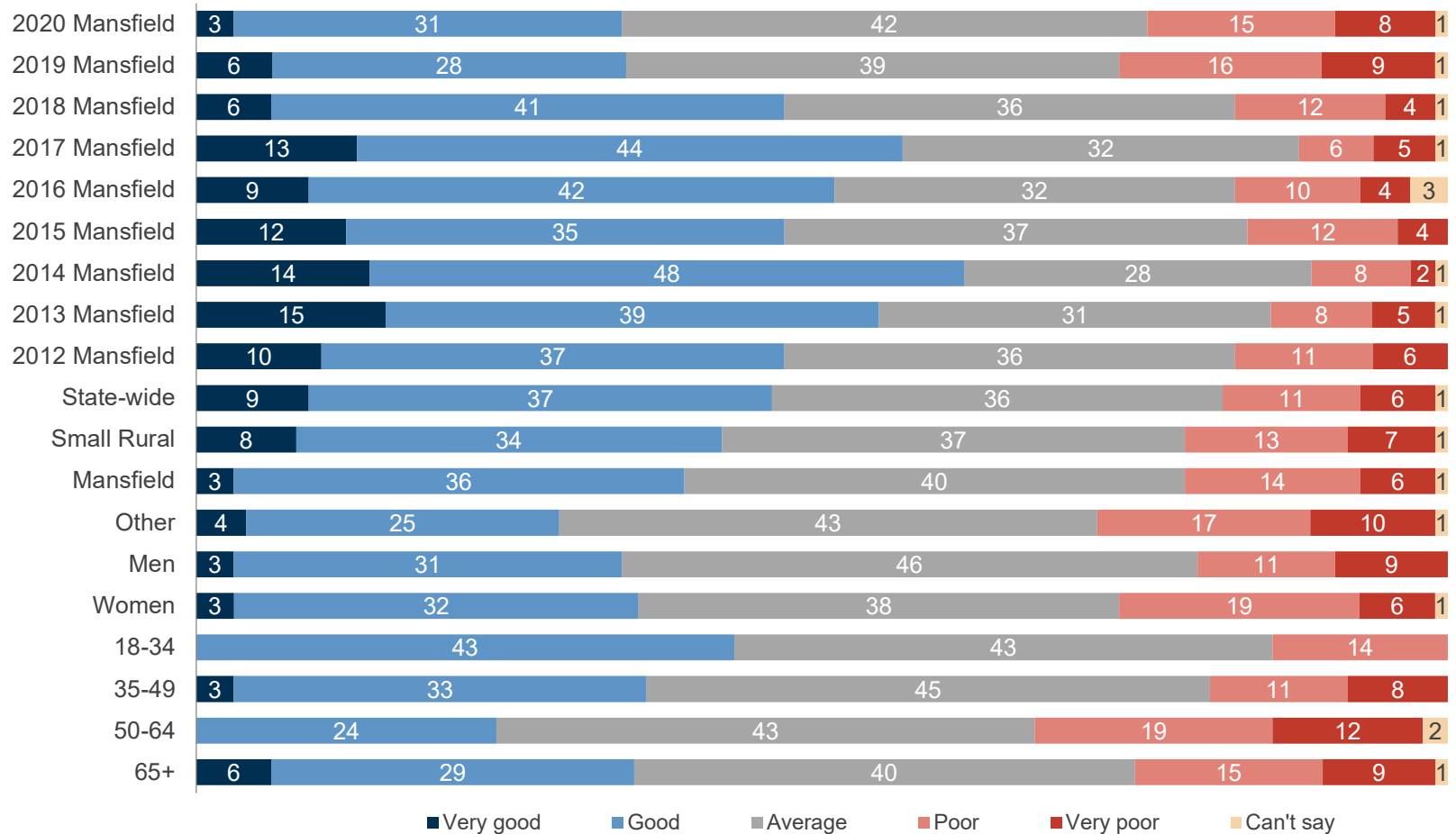
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60	59	59	59	60	61	60	60
18-34	56	63	69	61	63	73	65	64
Small Rural	58	56	58	57	59	n/a	n/a	n/a
Mansfield	52	59	66	63	60	71	63	58
35-49	51	55	59	63	59	65	66	53
65+	52	58	67	63	62	66	63	62
Men	50	58	61	61	58	68	63	56
Mansfield	51	58	64	61	60	66	63	59
Women	53	58	66	60	61	65	62	62
Other	50	58	58	57	61	61	64	58
50-64	47	56	60	55	55	62	59	57

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mansfield Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Top performing service areas

The appearance of public areas (index score of 75) is where Mansfield Shire Council performed best in 2020.

However, rated performance has declined slightly (but not significantly) by two points since last year. Council's rating in this service area previously fell from 81 in 2017 to 77 in 2018 and 2019 and is now at its lowest level to date.

- In line with the overall trend, perceptions across demographic and geographic cohorts appear to have declined slightly (but not significantly) since last year.
- Council is rated significantly higher than the Small Rural group and State-wide averages for this service area.

Art centres and libraries (index score of 73) is another of Council's higher rated service areas. Performance has been fairly steady at an overall score of 73 to 75 since this area was added in 2017.

- Residents aged 65+ years (index score of 77) rate Council performance significantly higher than the Council-wide average, while those aged 18 to 34 years rate performance significantly lower (index score of 67).
- Council is rated in line with the Small Rural group and State-wide averages for this area.



Appearance of public areas (index score of 75) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of building and planning permits (index score of 40).

Mansfield Shire Council rates lowest – relative to its performance in other areas – in the area of building and planning permits (index score of 40).

- However, performance has improved significantly by four points this year. After falling ten points in 2019 to an all time low of 36, Council has made a strong start in recovering more positive community perceptions in this area.
- Contributing to the overall increase are significant improvements among residents aged 35 to 49 years (index score of 46, up eight points and higher than the Council-wide average), Mansfield area residents (index score of 41, up five points) and men (index score of 40, up seven points).

Town planning, population growth and unsealed roads (index score of 44 for each) are other lower rated areas for Council.

- Residents aged 50 to 64 years may require some extra attention here, providing Council's lowest performance ratings in each of these three areas.

Council performance is rated significantly lower than the Small Rural group and State-wide averages for building and planning permits and town planning. It is also rated lower than the State-wide average on population growth.



Individual service area performance

2020 individual service area performance (index scores)

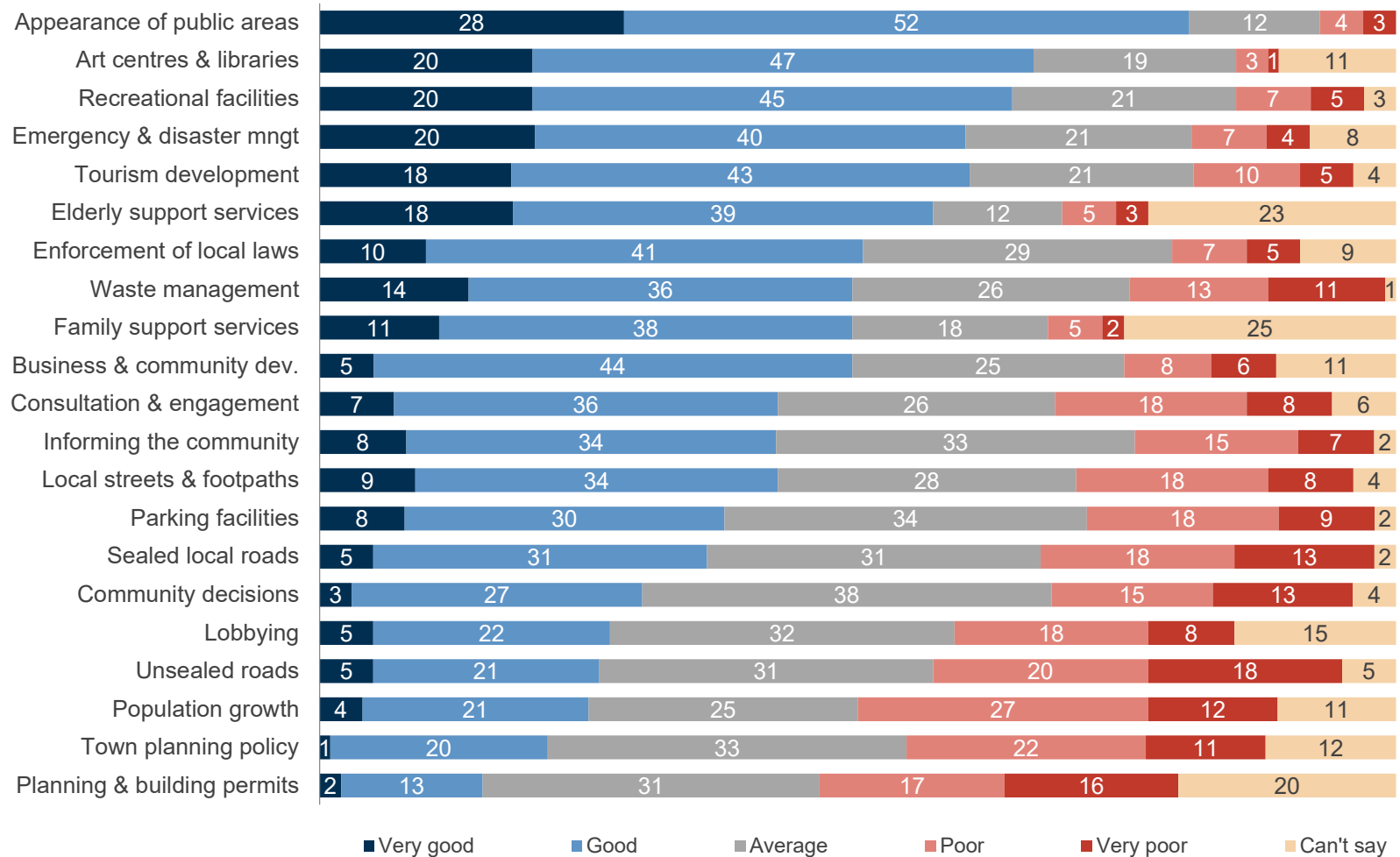
		2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	75	77	77	81	77	81	81	78	76
Art centres & libraries	73	74	73	75	n/a	n/a	n/a	n/a	n/a
Elderly support services	70	69	73	77	74	76	74	75	71
Emergency & disaster mngt	68	70	73	74	73	n/a	n/a	n/a	n/a
Recreational facilities	67	68	72	74	69	72	74	70	67
Family support services	67	69	72	73	72	73	72	70	67
Tourism development	65	67	71	75	73	75	75	n/a	n/a
Enforcement of local laws	62	60	64	67	66	65	67	67	65
Business & community dev.	59	59	61	65	62	63	65	n/a	n/a
Waste management	57	60	64	70	68	75	75	75	73
Informing the community	55	55	62	63	63	n/a	n/a	n/a	n/a
Local streets & footpaths	54	53	52	58	59	63	63	59	57
Consultation & engagement	54	52	58	61	59	54	59	59	54
Parking facilities	52	49	54	54	55	56	57	58	53
Sealed local roads	49	50	45	59	57	60	58	n/a	n/a
Lobbying	49	51	58	59	55	58	58	59	56
Community decisions	48	47	54	60	56	53	59	n/a	n/a
Population growth	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Town planning policy	44	44	51	54	53	55	57	55	48
Unsealed roads	44	41	40	50	48	49	47	45	43
Planning & building permits	40	36	46	45	48	50	55	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



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:

- Maintenance of unsealed roads.

Moving forward, Mansfield Shire Council should attend to resident concerns about local unsealed roads. Council maintenance is currently rated poorly (performance index of 44) and improved performance provides the greatest opportunity to drive up overall opinion of Council.

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

- Community consultation and engagement
- Decisions made in the interest of the community
- Town planning
- The appearance of public areas
- Planning for population growth.

Community decisions, planning for population growth and town planning are other key areas in need of attention as they are poorly rated (performance index of 48, 44 and 44, respectively) and moderate influences on overall performance ratings. Further, Council is rated only slightly above 'average' on the related area of community consultation (performance index of 54).

Council should focus on good communication and consultation with local residents, as well as demonstrating community interest in its decision-making. This is particularly important in relation to planning issues and will help to improve opinion of Council's overall performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents 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.

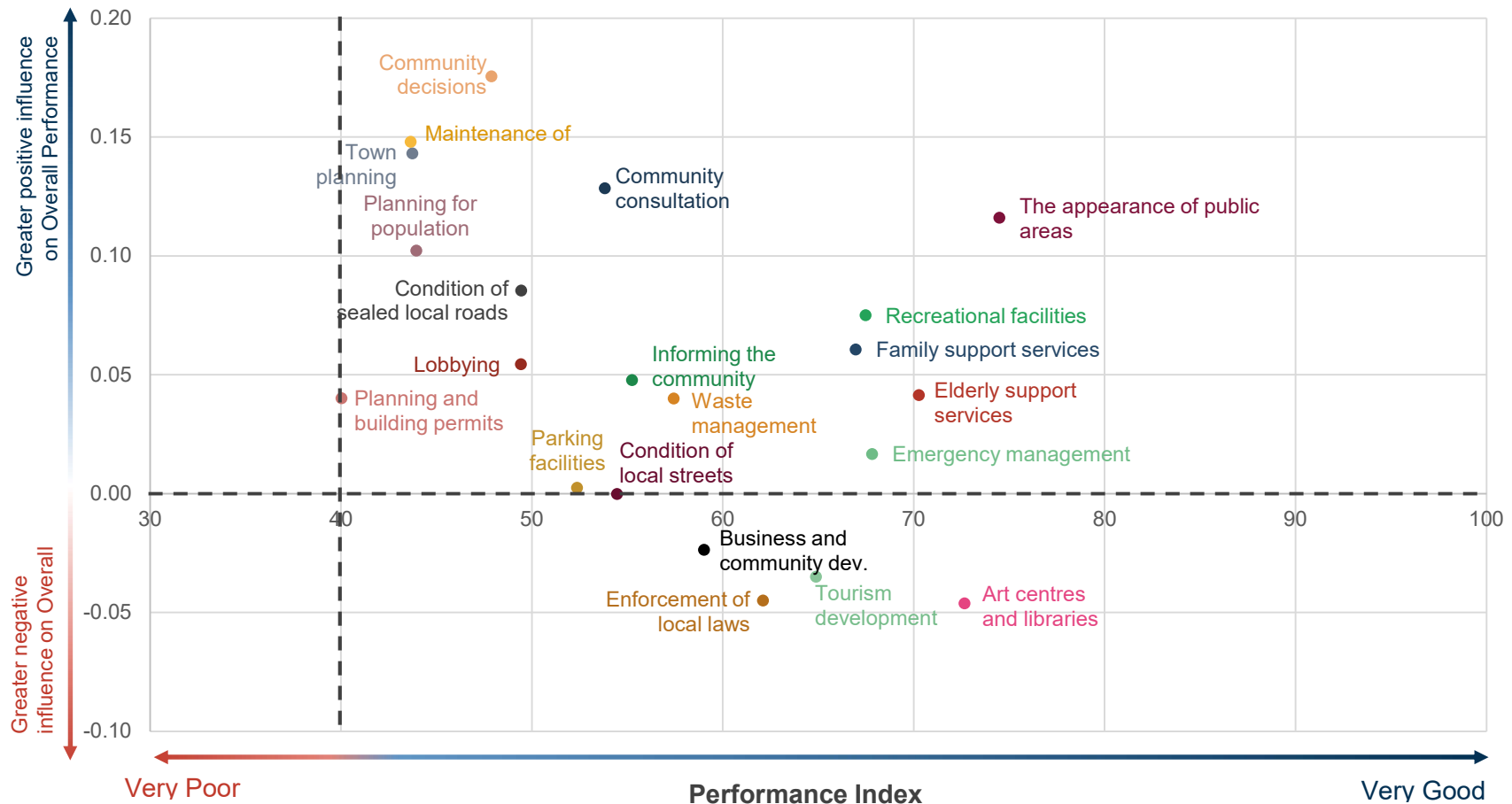
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2020 regression analysis (all service areas)

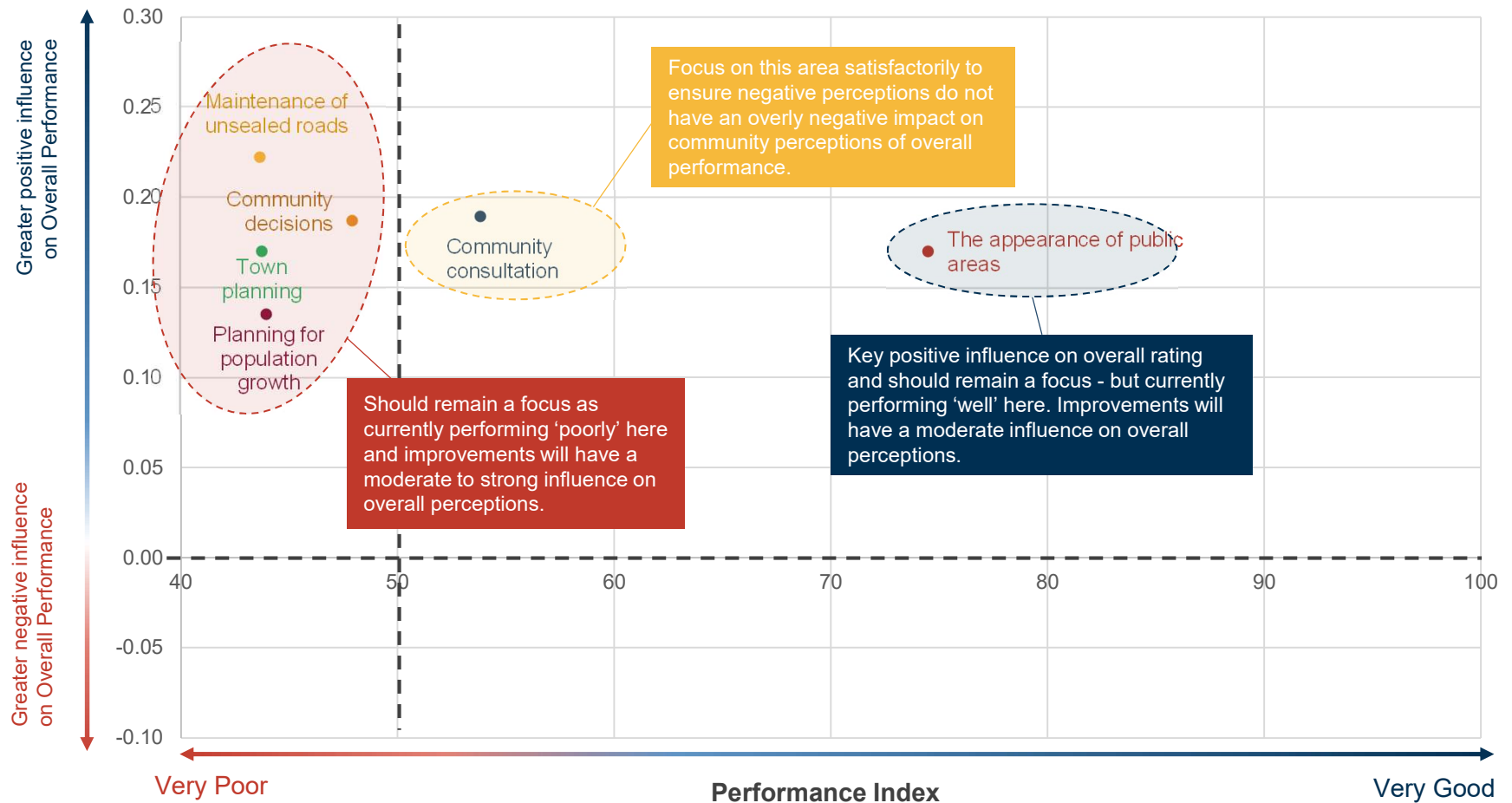


The multiple regression analysis model above (all service areas) has an R-squared value of 0.621 and adjusted R-square value of 0.600, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 29.4$. 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.595 and adjusted R-square value of 0.589, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 96.2$.



Areas for improvement

2020 areas for improvement (%)
- Top mentions only -



Q17. What does Mansfield Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

Three quarters of Mansfield Shire Council residents (76%) have had contact with Council in the last 12 months.

Rate of contact has been growing incrementally year-on-year since it fell to a low of 65% in 2016 and 2017 and is now at its equal highest level to date.



Among those who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

Mansfield Shire Council's customer service index of 67 is a significant six-point improvement from 2019. After a sharp 12-point decrease in 2019, Council has successfully regained most of this deficit over the past year.

With this improvement, Council's customer service is back in line with the State-wide and Small Rural group averages (index score of 70 for each).

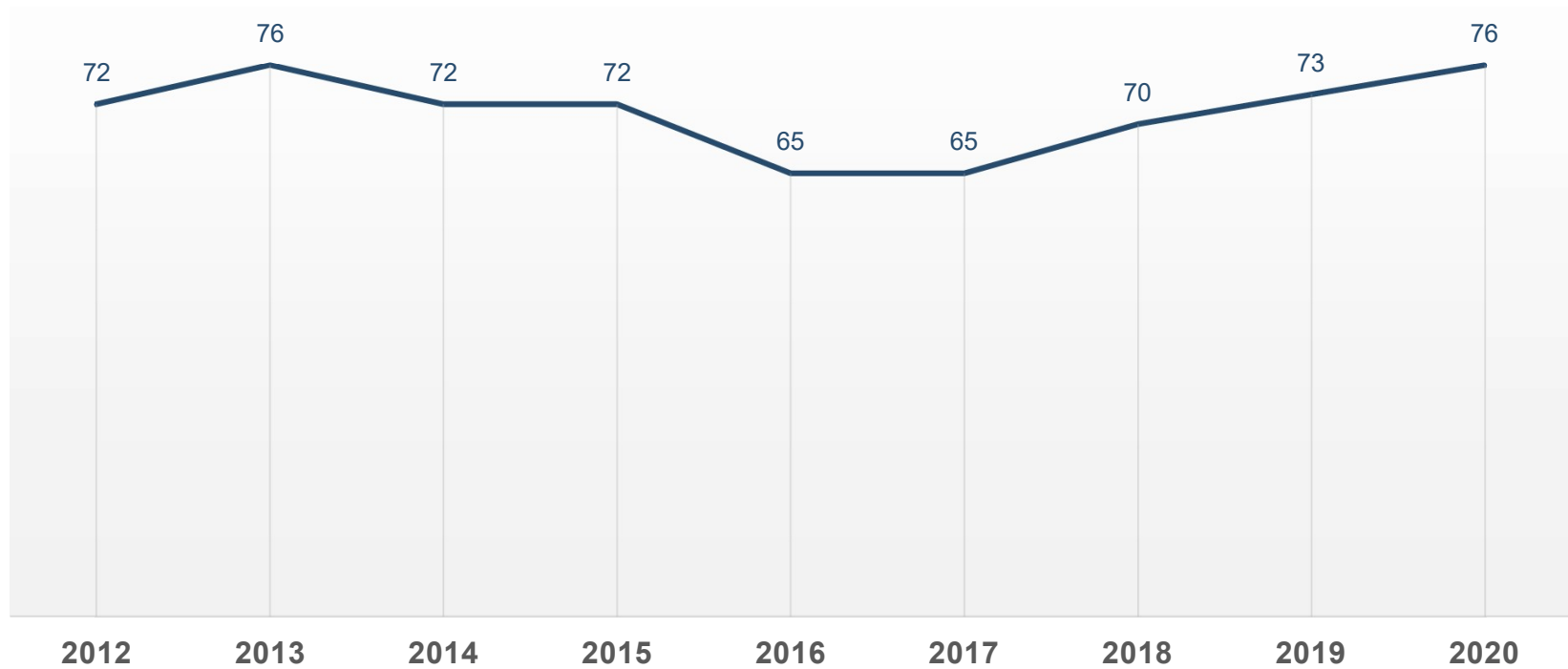
Among residents who have had contact with Council, almost seven in ten (69%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions have recovered across most demographic and geographic cohorts over the past year, with the biggest gains seen among residents aged 18 to 34 years (index score of 63, up 18 points) and 35 to 49 years (index score of 73, up ten points).
- Residents aged 35 to 49 years provide Council's highest rating (index score of 73) while those aged 18 to 34 and 50 to 64 years (63 and 62 respectively) provide the lowest.



Contact with council

2020 contact with council (%)
Have had contact

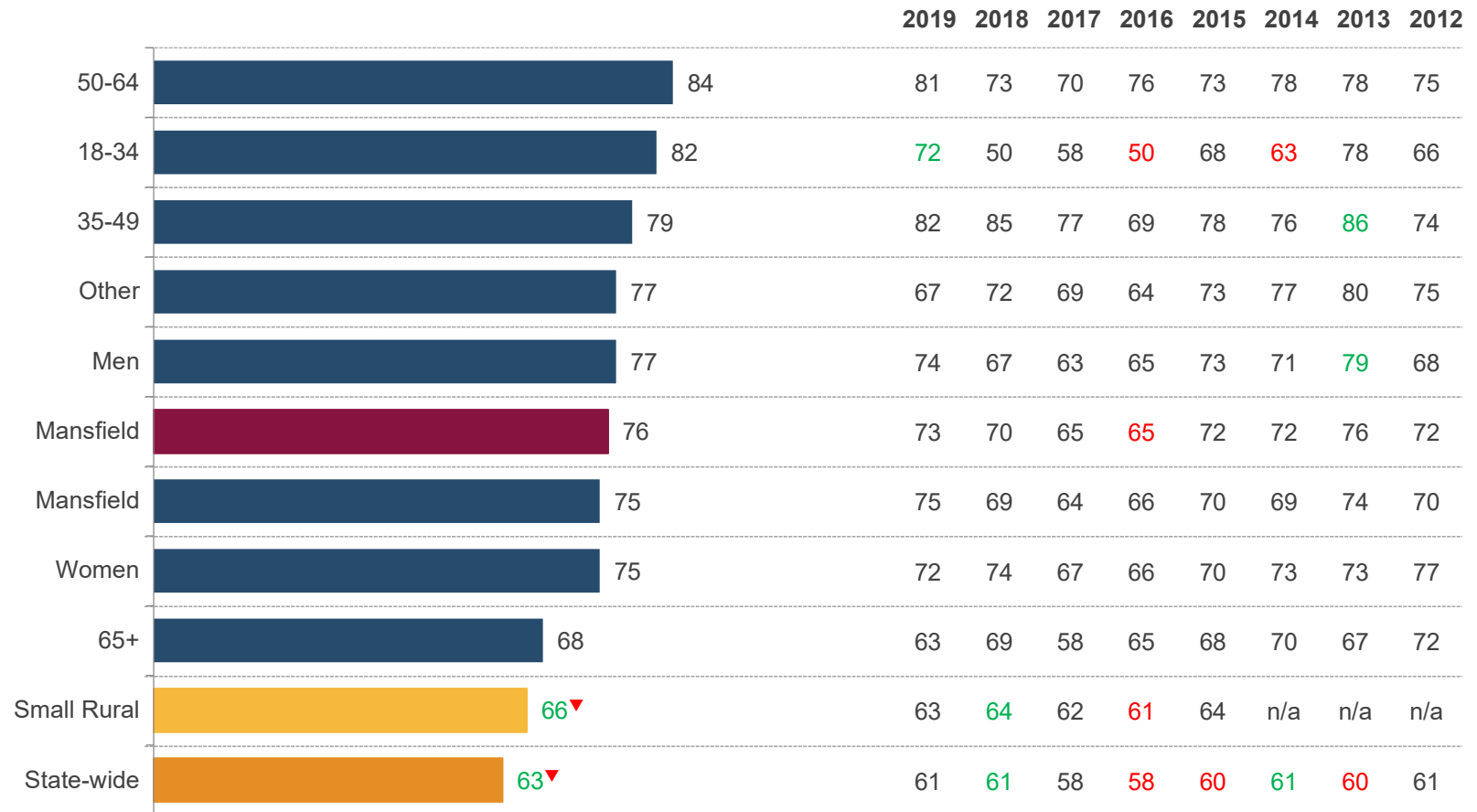


Q5. Over the last 12 months, have you or any member of your household had any contact with Mansfield Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 12



Contact with council

2020 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 12

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



Customer service rating

2020 customer service rating (index scores)

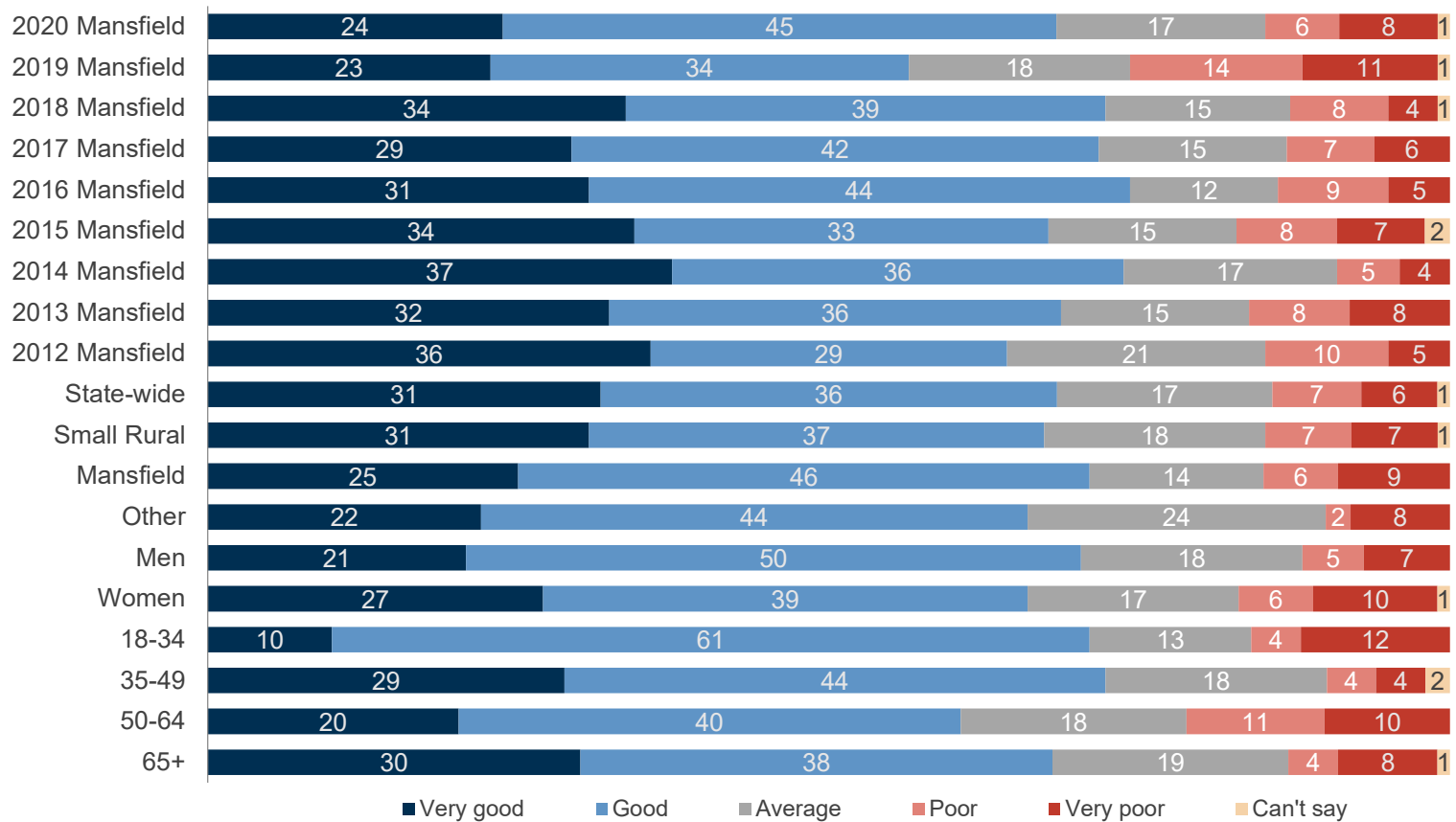
	2019	2018	2017	2016	2015	2014	2013	2012
35-49	73	63	63	72	71	77	71	66
State-wide	70	71	69	69	70	72	71	71
Small Rural	70	70	69	69	70	n/a	n/a	n/a
65+	69	65	76	75	72	76	73	76
Men	68	61	72	71	69	77	66	66
Mansfield	68	60	72	72	70	76	70	67
Other	67	65	75	72	71	72	72	75
Mansfield	67	61	73	71	70	74	69	70
Women	67	61	73	72	71	72	71	73
18-34	63	45	68	71	68	59	72	59
50-64	62	67	71	69	67	74	72	69

Q5c. Thinking of the most recent contact, how would you rate Mansfield Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Mansfield Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 18



Council direction

Perceptions of the direction of Mansfield Shire Council's overall performance have significantly improved from 2019 (index score of 47, up seven points).

- Contributing to this increase are significant improvements among women and Mansfield residents over the last year.

A majority of residents (57%) believe the direction of Council's overall performance has stayed the same over the last 12 months, unchanged from 2019.

- 17% believe the direction has improved (up six points).
- 24% believe it has deteriorated (down five points).
- Most satisfied with the direction of Council performance are residents aged 18 to 34 years.
- Least satisfied are residents in Other areas.

On the trade off between cost versus quality of Council services, there continues to be a clear preference for service cuts to maintain current rate levels (49%) over rate rises to improve services (35%). Opinion is little changed from 2019 (47% prefer service cuts versus 32% prefer rate rises).





Overall council direction last 12 months

2020 overall direction (index scores)

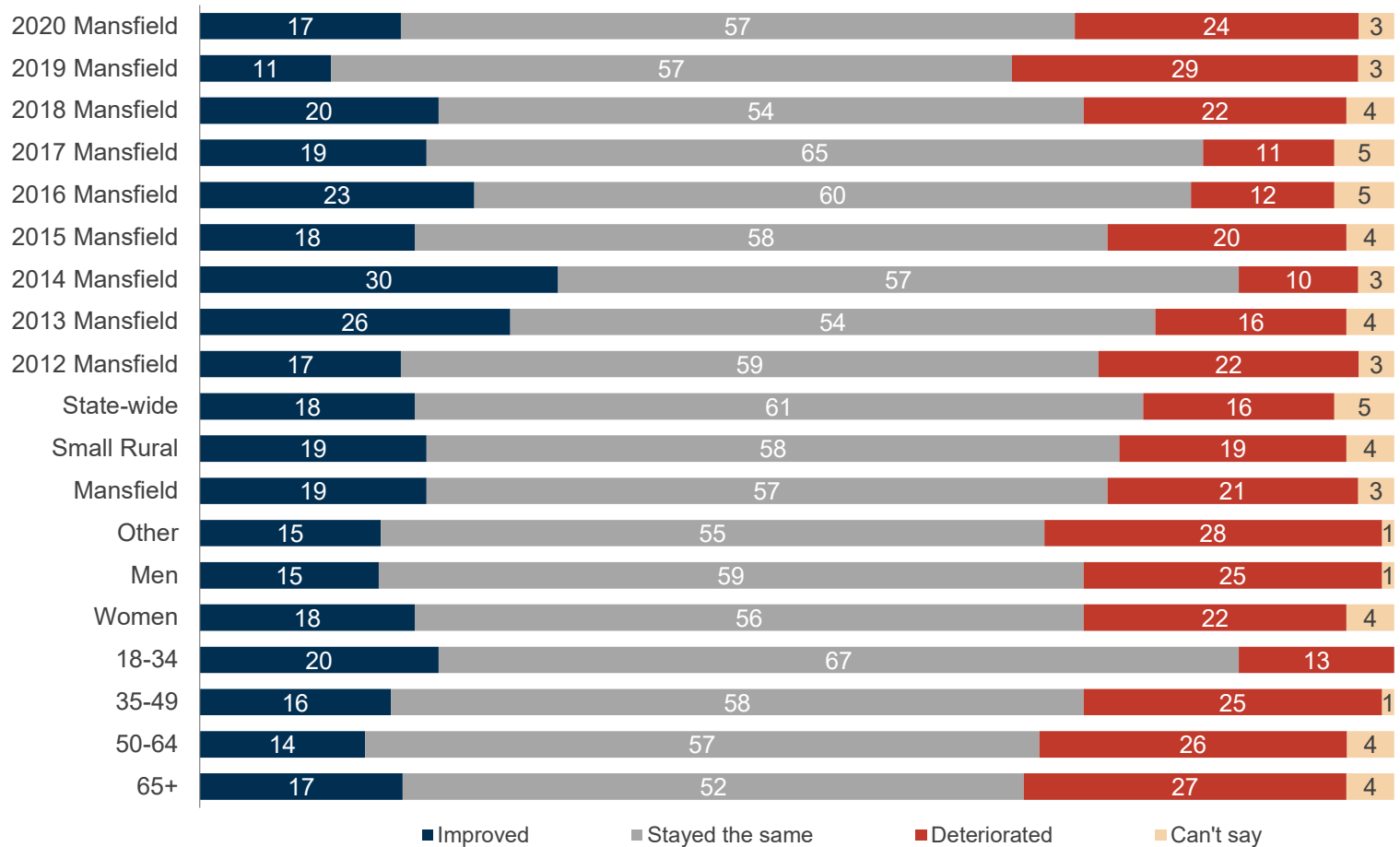
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	45	50	57	54	50	59	56	53
State-wide	53	52	53	51	53	53	53	52
Small Rural	53	50	52	50	53	n/a	n/a	n/a
Mansfield	40	49	56	58	47	63	57	46
Women	40	48	58	55	50	60	57	50
Mansfield	40	49	55	56	49	61	55	47
35-49	42	46	50	58	45	63	54	43
Men	40	50	51	56	48	62	54	44
65+	39	51	58	58	51	64	61	50
50-64	36	47	53	51	50	56	50	43
Other	42	52	50	51	52	59	56	48

Q6. Over the last 12 months, what is your view of the direction of Mansfield Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2020 overall council direction (%)

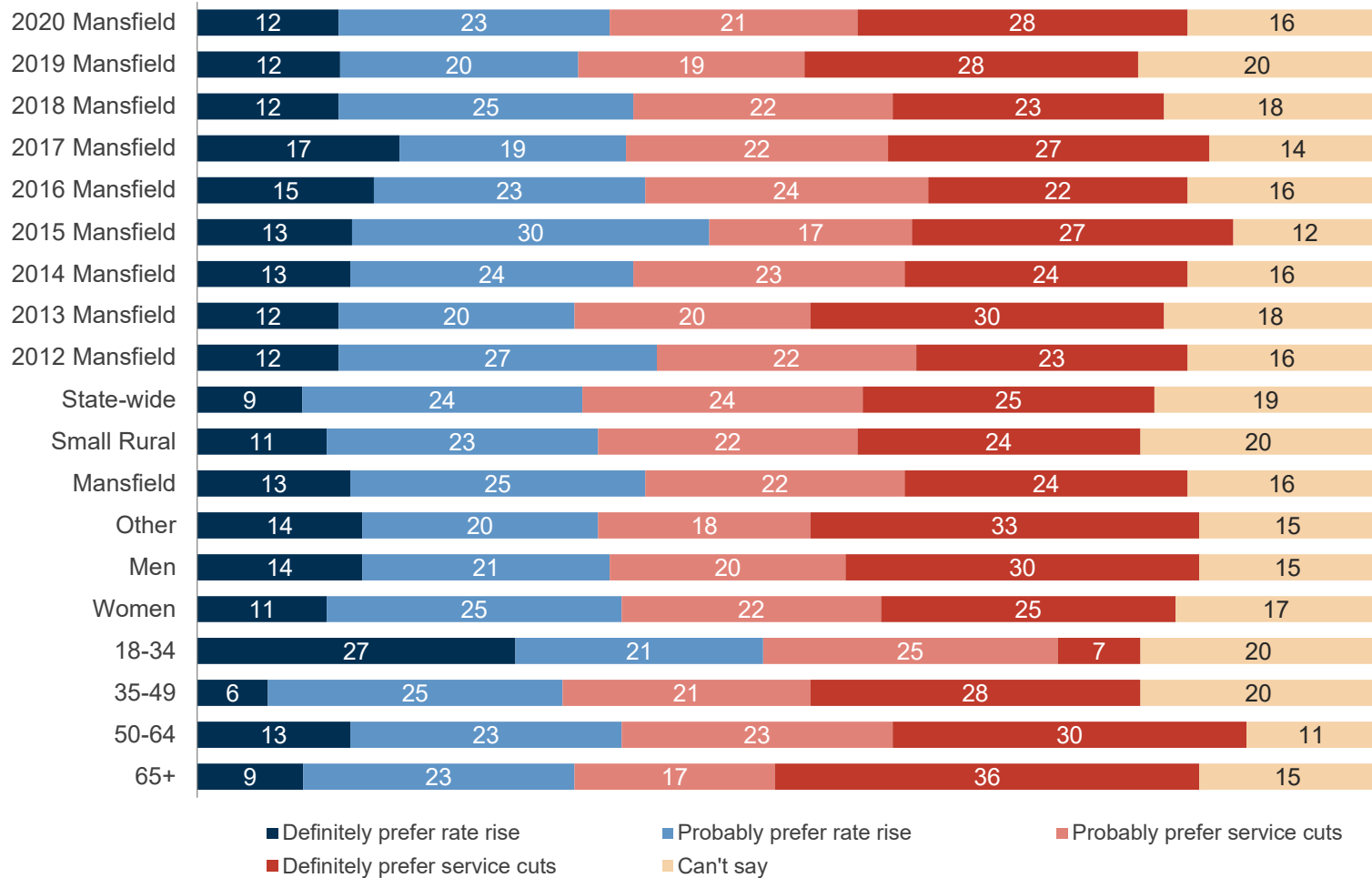


Q6. Over the last 12 months, what is your view of the direction of Mansfield Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Rates / services trade-off

2020 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: 13 Councils asked group: 4



Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

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

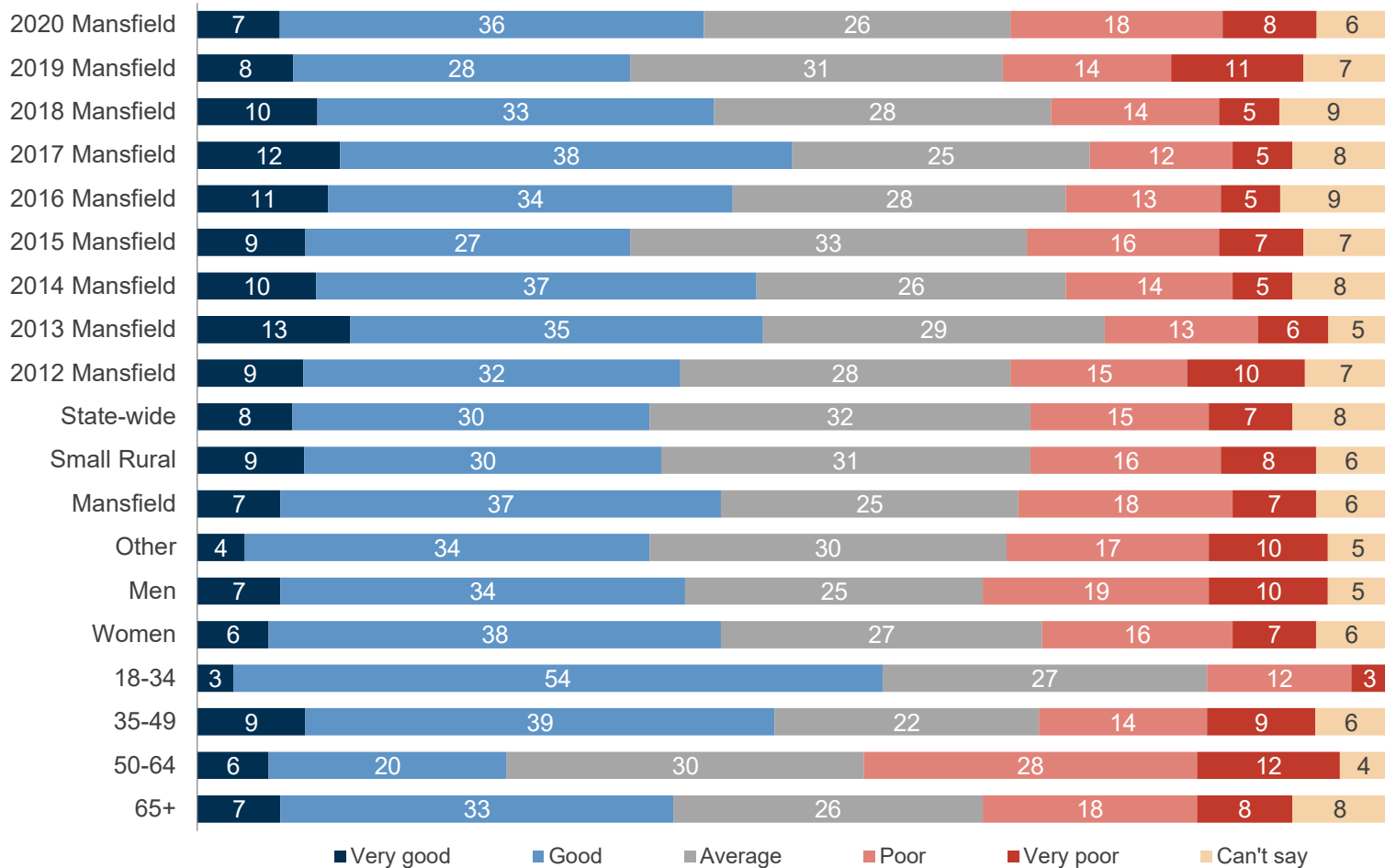
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54	54	54	53	55	56	55	55
18-34	53	65	63	56	60	59	62	57
Small Rural	55	53	55	54	56	n/a	n/a	n/a
65+	53	58	64	55	61	59	61	59
Men	49	59	57	55	56	59	62	56
Mansfield	51	58	62	56	59	59	60	57
Mansfield	49	58	59	55	58	58	59	56
Women	54	56	62	55	60	58	56	57
Other	50	58	51	53	58	57	59	55
35-49	48	56	53	60	57	60	57	53
50-64	49	52	54	49	54	55	55	56

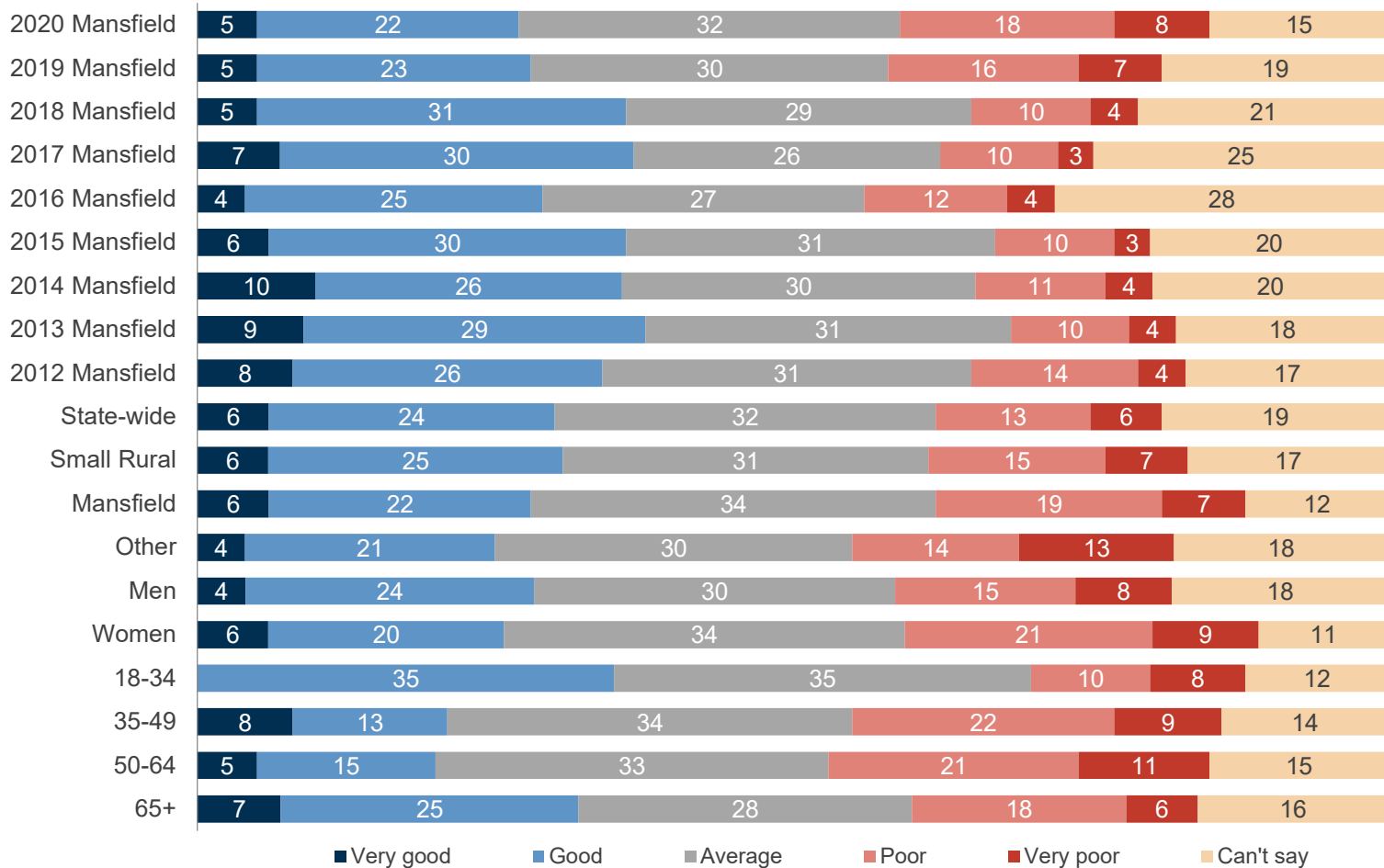
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

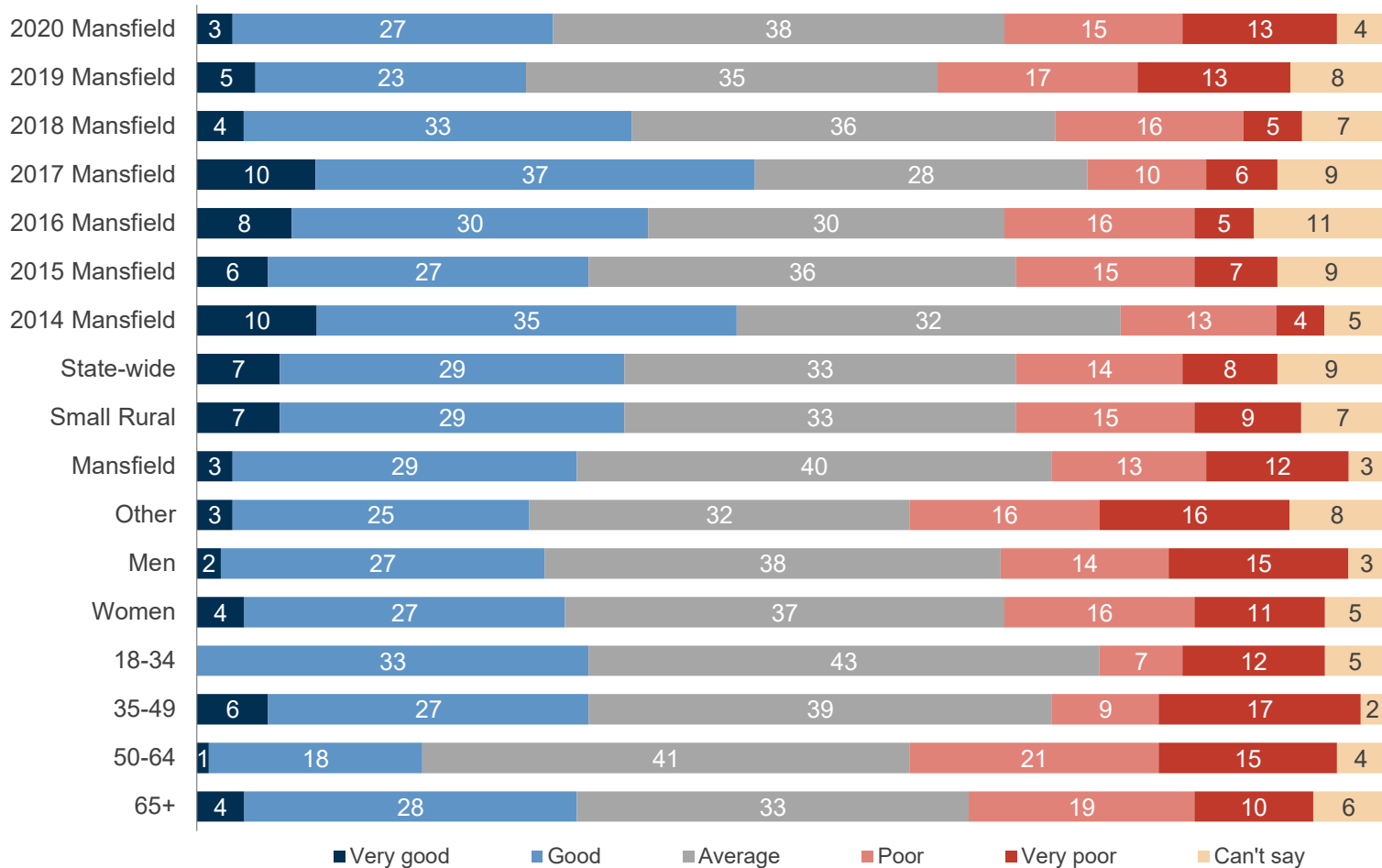
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55	54	54	54	55	57	n/a	n/a
Small Rural	55	52	55	53	56	n/a	n/a	n/a
18-34	53	61	67	59	53	63	n/a	n/a
Mansfield	47	55	62	57	53	61	n/a	n/a
65+	48	55	62	57	56	62	n/a	n/a
35-49	44	51	55	59	53	59	n/a	n/a
Women	50	53	63	55	54	59	n/a	n/a
Mansfield	47	54	60	56	53	59	n/a	n/a
Men	45	55	56	57	51	60	n/a	n/a
Other	48	54	53	53	53	57	n/a	n/a
50-64	45	52	55	49	47	53	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

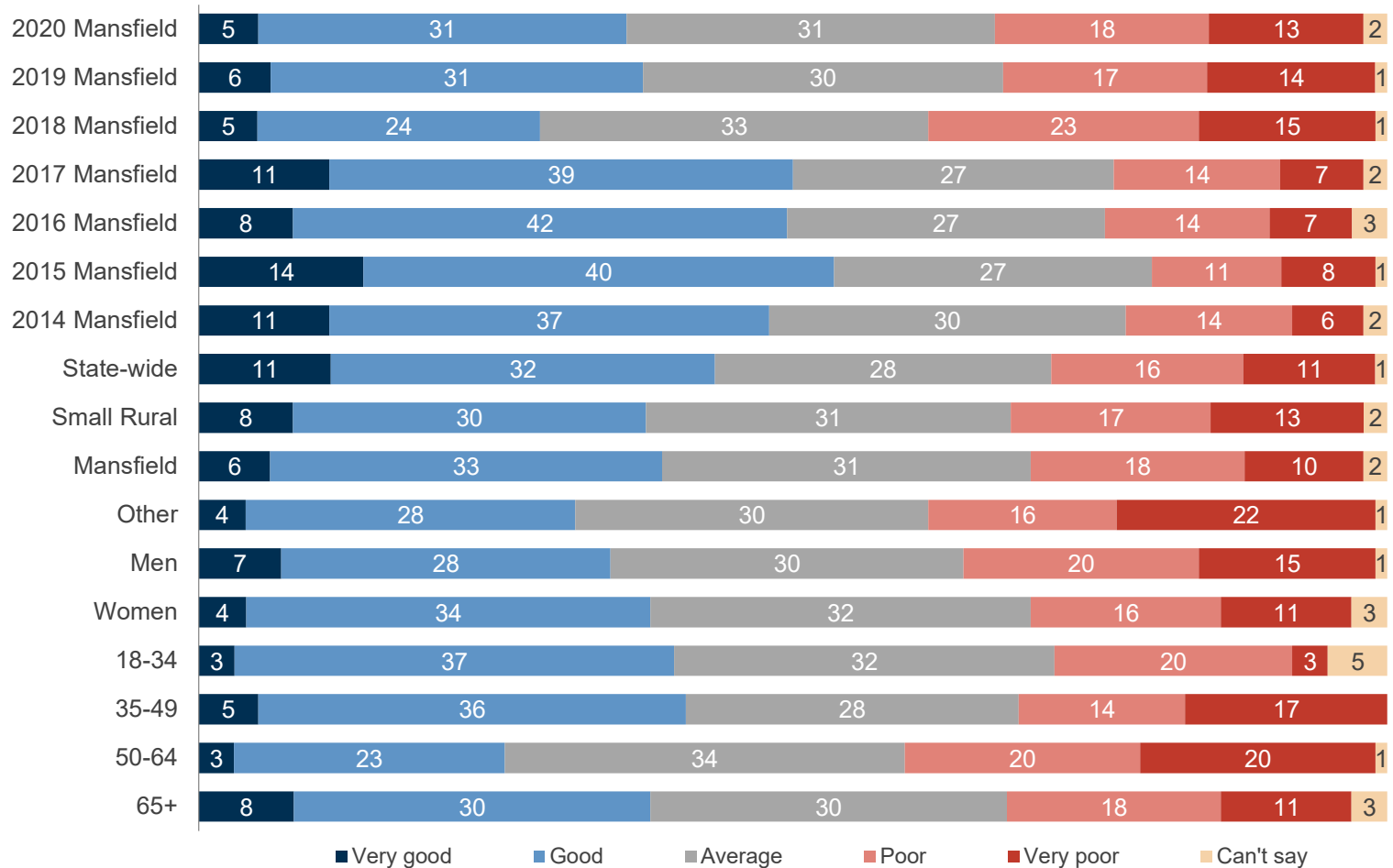
	2019	2018	2017	2016	2015	2014	2013	2012
18-34	48	48	66	57	61	59	n/a	n/a
State-wide	56	53	53	54	55	55	n/a	n/a
Mansfield	49	45	61	59	62	60	n/a	n/a
65+	53	46	59	61	61	56	n/a	n/a
Women	48	46	58	55	62	59	n/a	n/a
Small Rural	53	49	50	52	52	n/a	n/a	n/a
Mansfield	50	45	59	57	60	58	n/a	n/a
35-49	48	41	53	58	64	63	n/a	n/a
Men	51	45	59	60	59	58	n/a	n/a
Other	50	46	52	54	58	57	n/a	n/a
50-64	47	46	58	50	55	56	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: 62 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Informing the community performance



2020 informing community performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	50	68	63	69	n/a	n/a	n/a
State-wide	59▲	60	59	59	61	62	61	60
Small Rural	58▲	58	56	58	60	n/a	n/a	n/a
35-49	57	60	62	61	66	n/a	n/a	n/a
Women	57	56	62	64	60	n/a	n/a	n/a
65+	56	56	61	66	64	n/a	n/a	n/a
Mansfield	55	56	63	63	63	n/a	n/a	n/a
Mansfield	55	55	62	63	63	n/a	n/a	n/a
Other	55	53	63	62	64	n/a	n/a	n/a
Men	54	53	62	62	65	n/a	n/a	n/a
50-64	47▼	51	59	61	54	n/a	n/a	n/a

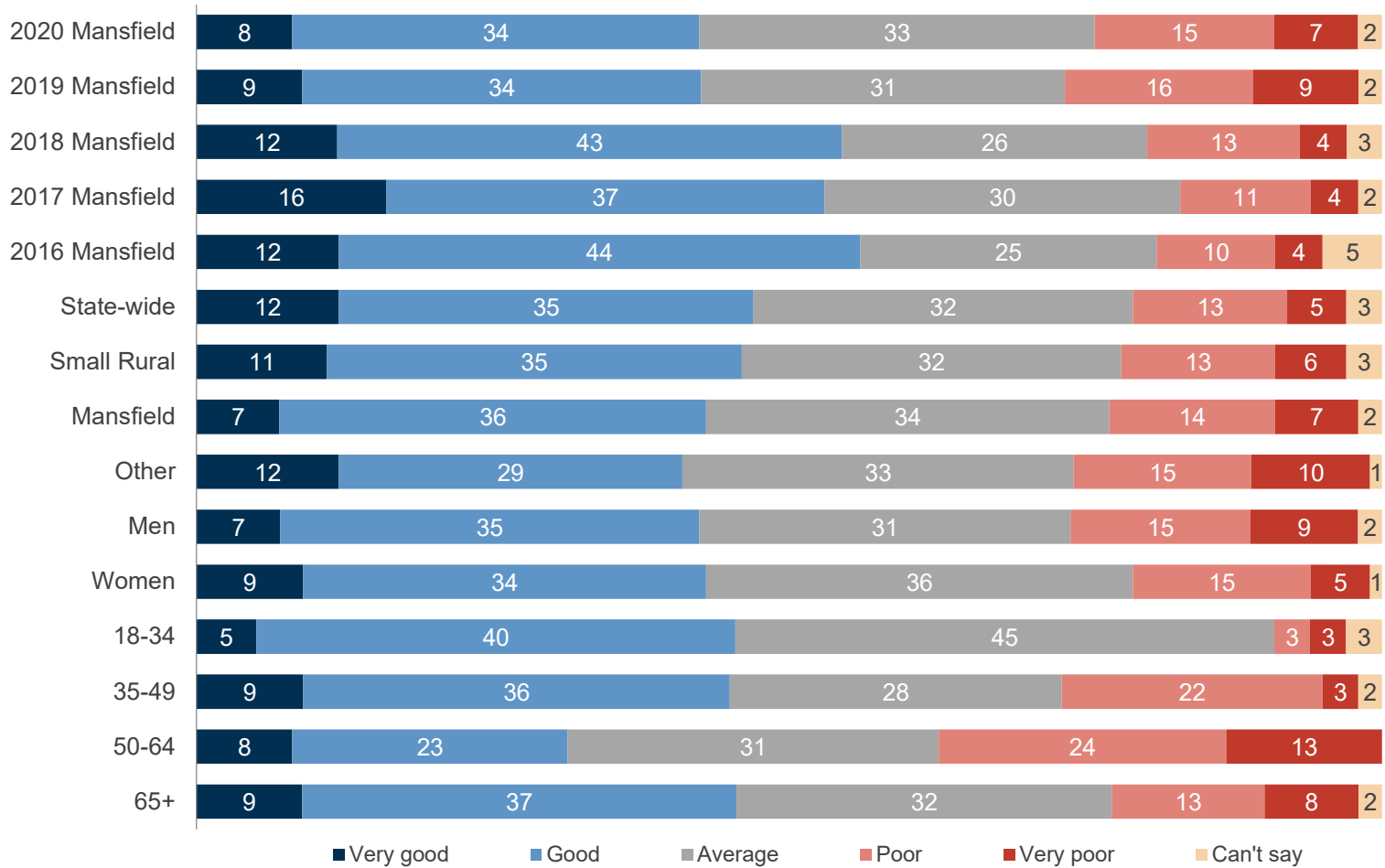
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

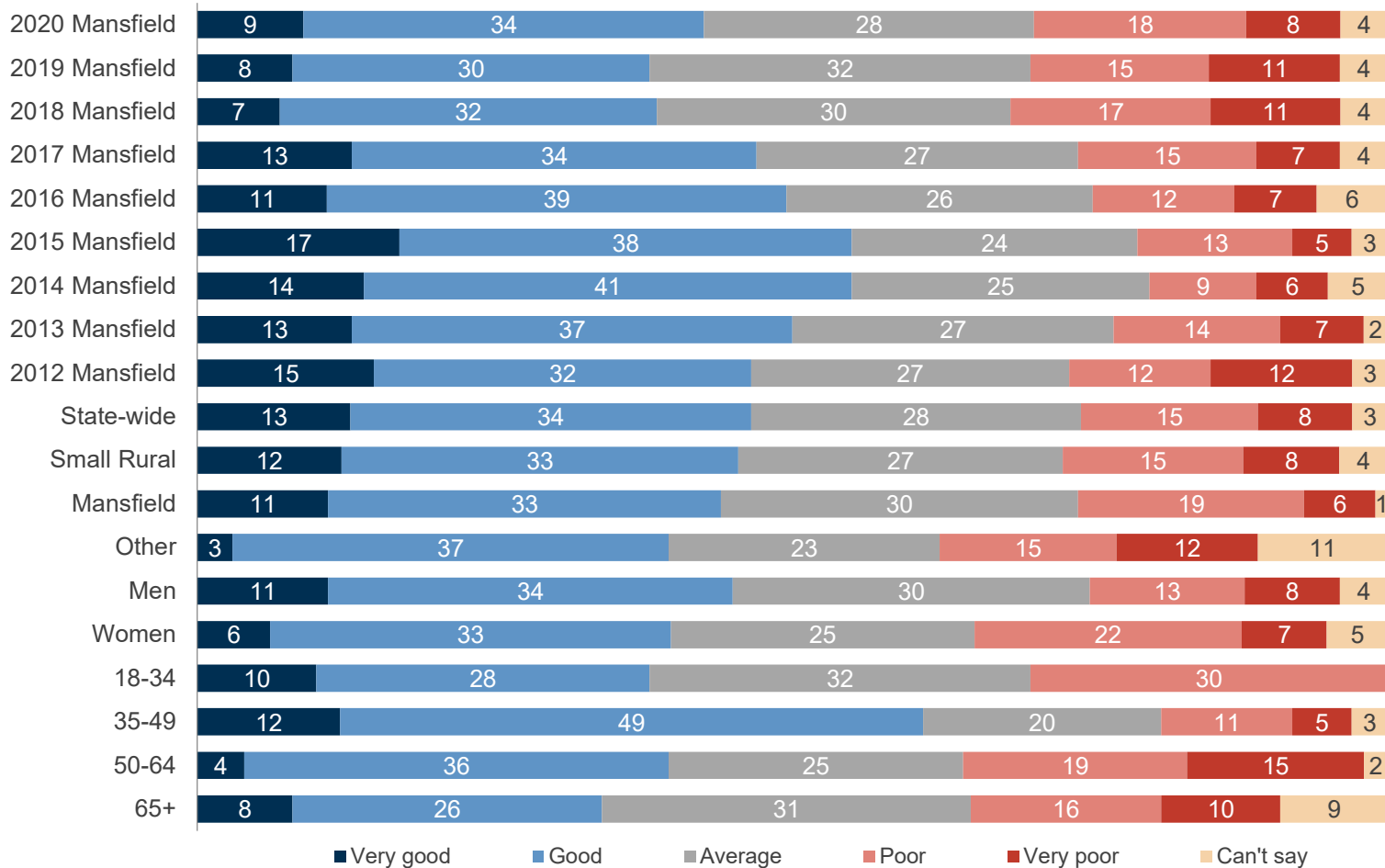
	2019	2018	2017	2016	2015	2014	2013	2012
35-49	58	51	52▲	63	66	69	63	60
State-wide	59	58	57	57	58	58	58	57
Small Rural	57	57	57	58	59	n/a	n/a	n/a
Men	55	52	58	62	61	63	60	56
Mansfield	53	55	60	63	65	67	64	59
18-34	53	64	64	58	72	64	61	55
Mansfield	53	52	58	59	63	63	59	57
Women	51	52	57	57	65	63	59	57
65+	50	47	59	61	61	60	60	55
Other	51	47	53	54	63	54	55	52
50-64	51	50	56	53	55	59	53	56

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: 35 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9



Parking facilities performance



2020 parking performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	51	58	65	60	53	59	58	55
Small Rural	60	60	63	61	62	n/a	n/a	n/a
Other	49	56	55	58	61	57	63	55
State-wide	56	56	55	56	57	57	57	56
35-49	50	58	49	55	59	60	64	53
Men	49	54	54	56	56	56	60	55
Mansfield	49	54	54	55	56	57	58	53
Women	49	54	54	53	55	58	56	52
Mansfield	49	53	52	53	53	57	56	51
50-64	45	49	49	50	50	56	55	54
65+	50	52	54	55	59	55	56	51

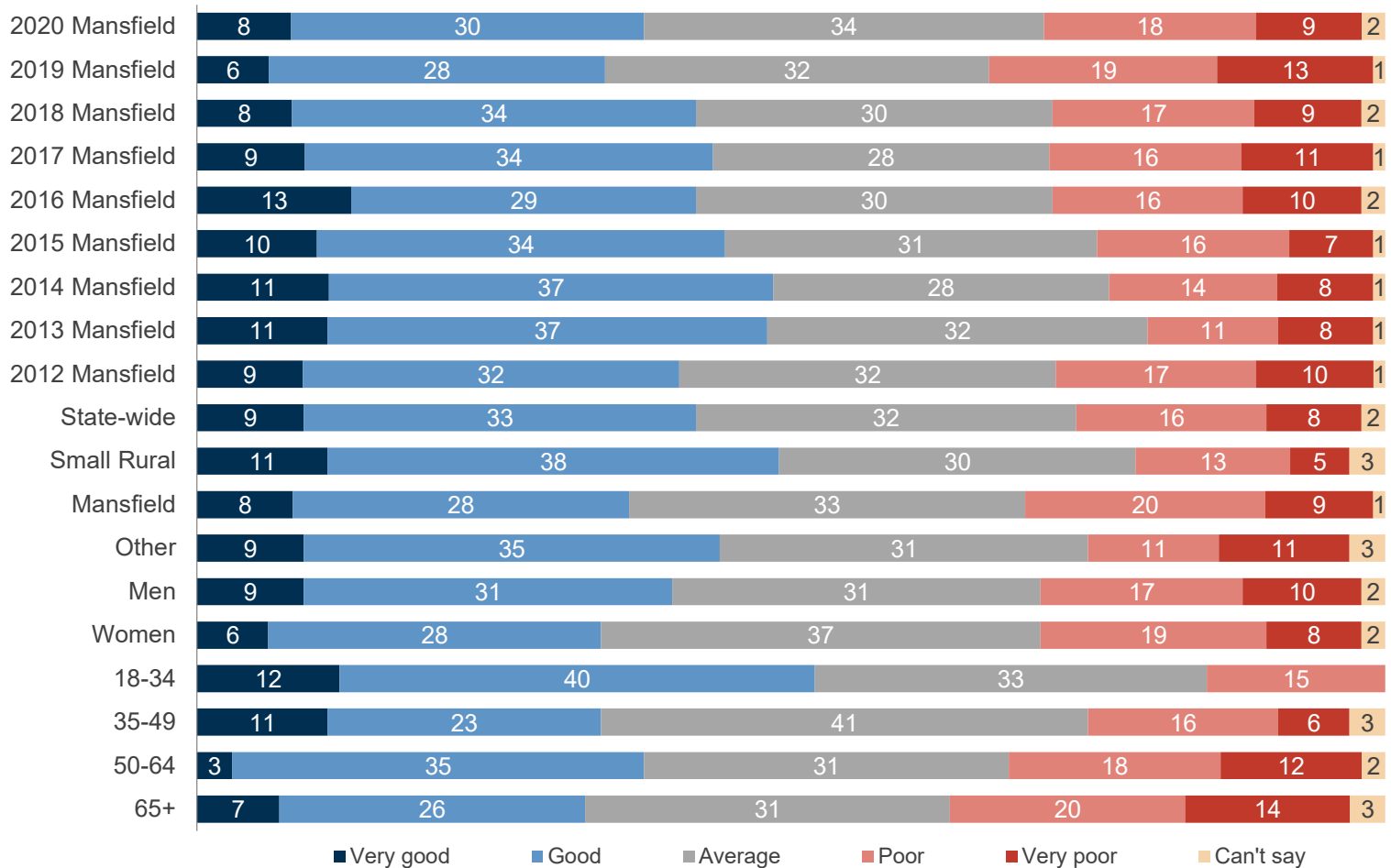
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2020 parking performance (%)



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



Enforcement of local laws performance



2020 law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	68	73▲	67	65	73	71	73
35-49	61	69	65	70	66	69	66	55
Women	65	65	68	67	68	70	71	69
Mansfield	61	65	69	66	65	69	67	65
State-wide	64	64	64	63	66	66	65	65
Small Rural	63	63	65	64	66	n/a	n/a	n/a
Mansfield	60	64	67	66	65	67	67	65
Men	56	64	65	64	62	64	64	62
65+	61	61	68	63	65	66	69	66
Other	60	64	62	65	64	64	69	63
50-64	57	61	61	65	63	62	63	67

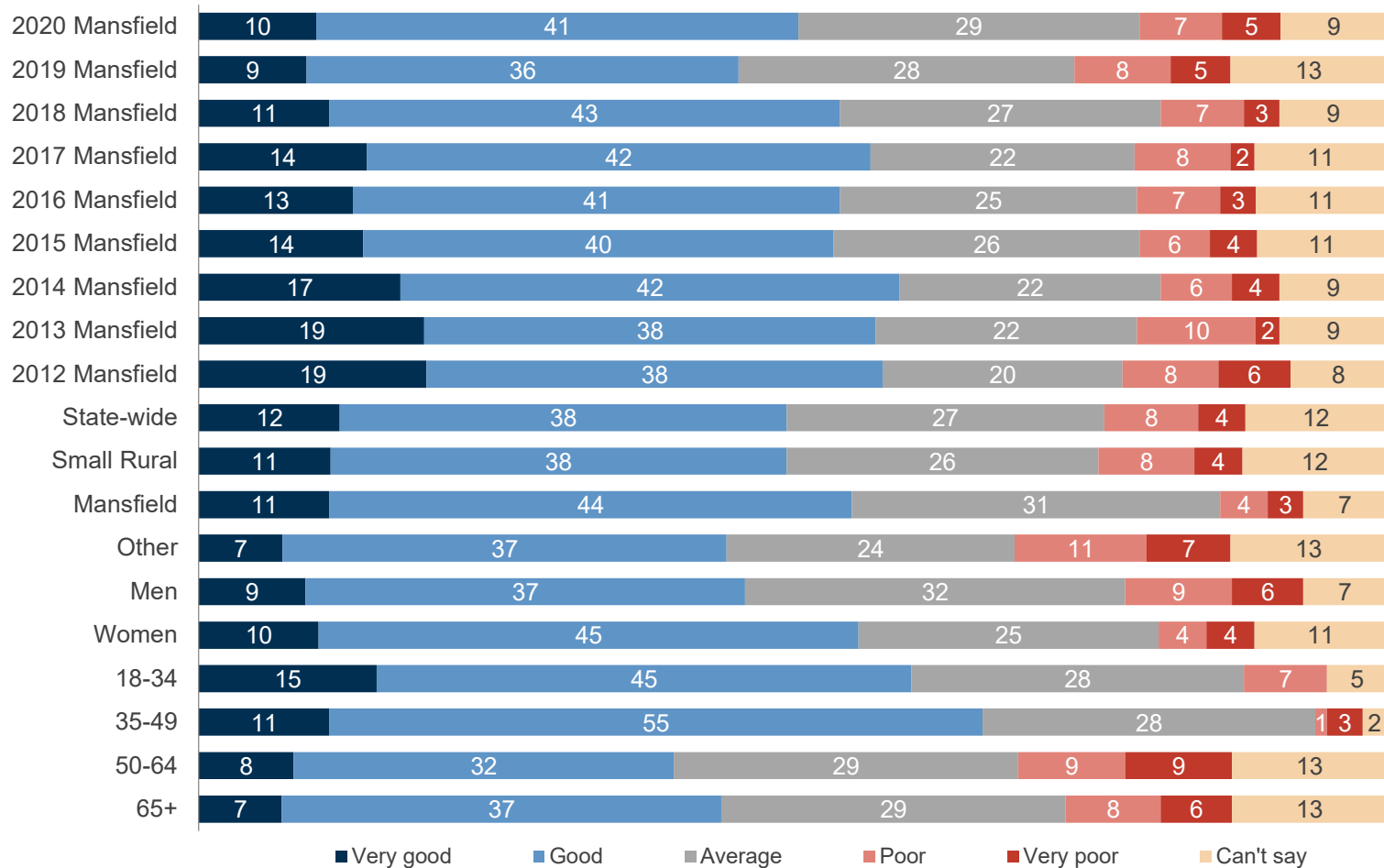
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Family support services performance



2020 family support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	70	72	70	79	75	75	74	76
Mansfield	69	70	72	74	74	75	72	72
Women	68	69	72	74	72	75	74	70
35-49	67	68	71	67	72	73	74	69
Mansfield	67	69	72	73	72	73	72	70
Men	66	69	71	73	71	71	70	70
18-34	66	70	77	74	73	73	66	63
State-wide	66	67	66	67	66	67	68	67
Small Rural	66	68	67	68	66	67	n/a	n/a
Other	63	66	72	72	69	71	71	68
50-64	61	64	69	70	67	69	73	70

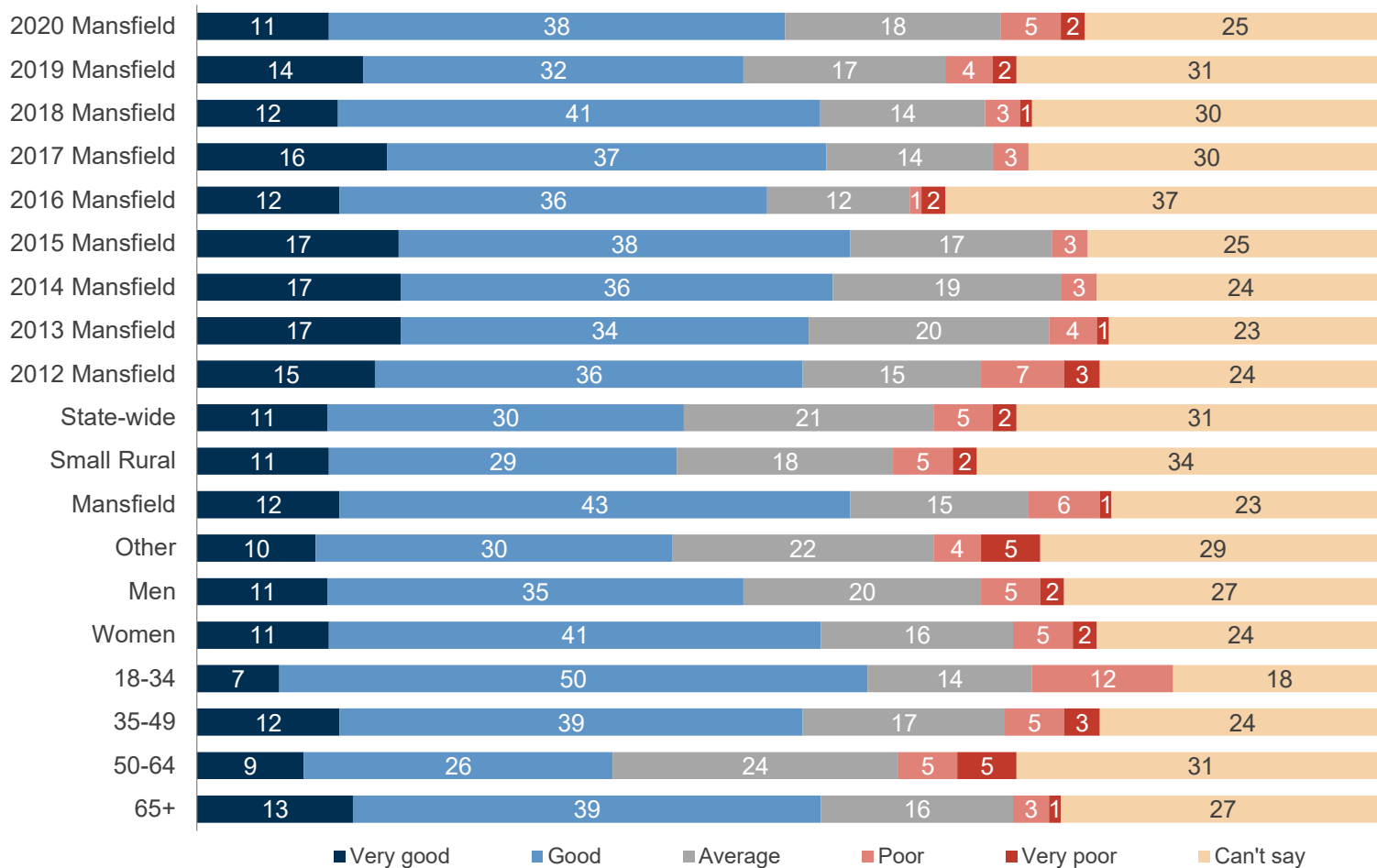
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7



Elderly support services performance



2020 elderly support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	75▲	69	77	78	72	70	69	71	63
65+	73	70	73	78	76	80	76	77	75
Mansfield	72	70	74	79	75	78	77	75	72
35-49	71	69	70	76	76	75	77	74	71
Small Rural	71	71	69	71	70	72	n/a	n/a	n/a
Women	71	69	75	79	74	77	77	76	74
Mansfield	70	69	73	77	74	76	74	75	71
Men	70	70	71	76	74	74	72	72	67
State-wide	68	68	68	68	68	69	70	69	69
Other	67	70	71	73	73	71	70	74	69
50-64	60▼	68	71	76	71	74	73	75	73

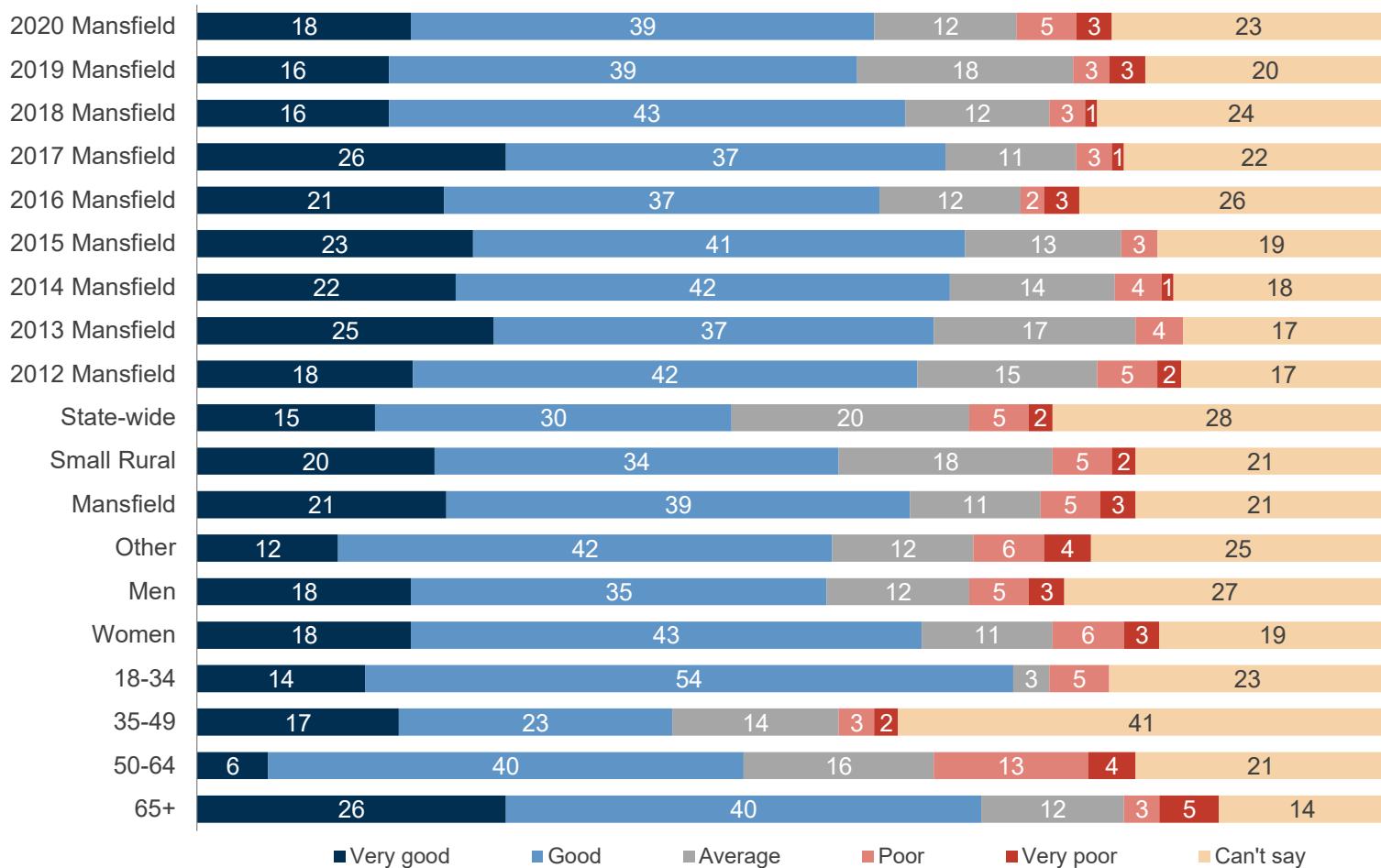
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9



Recreational facilities performance



2020 recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	74	74	77	72	75	74	73
Men	70	70	74	73	70	71	72	69
State-wide	70▲	70	69	70	69	70	71	70
Small Rural	68	68	69	69	68	70	n/a	n/a
Other	68	68	68	72	65	72	68	68
Mansfield	67	68	72	74	69	72	74	70
18-34	67	68	74	75	68	68	80	65
Mansfield	67	68	75	75	71	73	78	71
35-49	67	63	72	74	65	71	75	70
Women	65	67	71	75	68	73	75	70
50-64	60▼	64	69	70	68	72	68	68

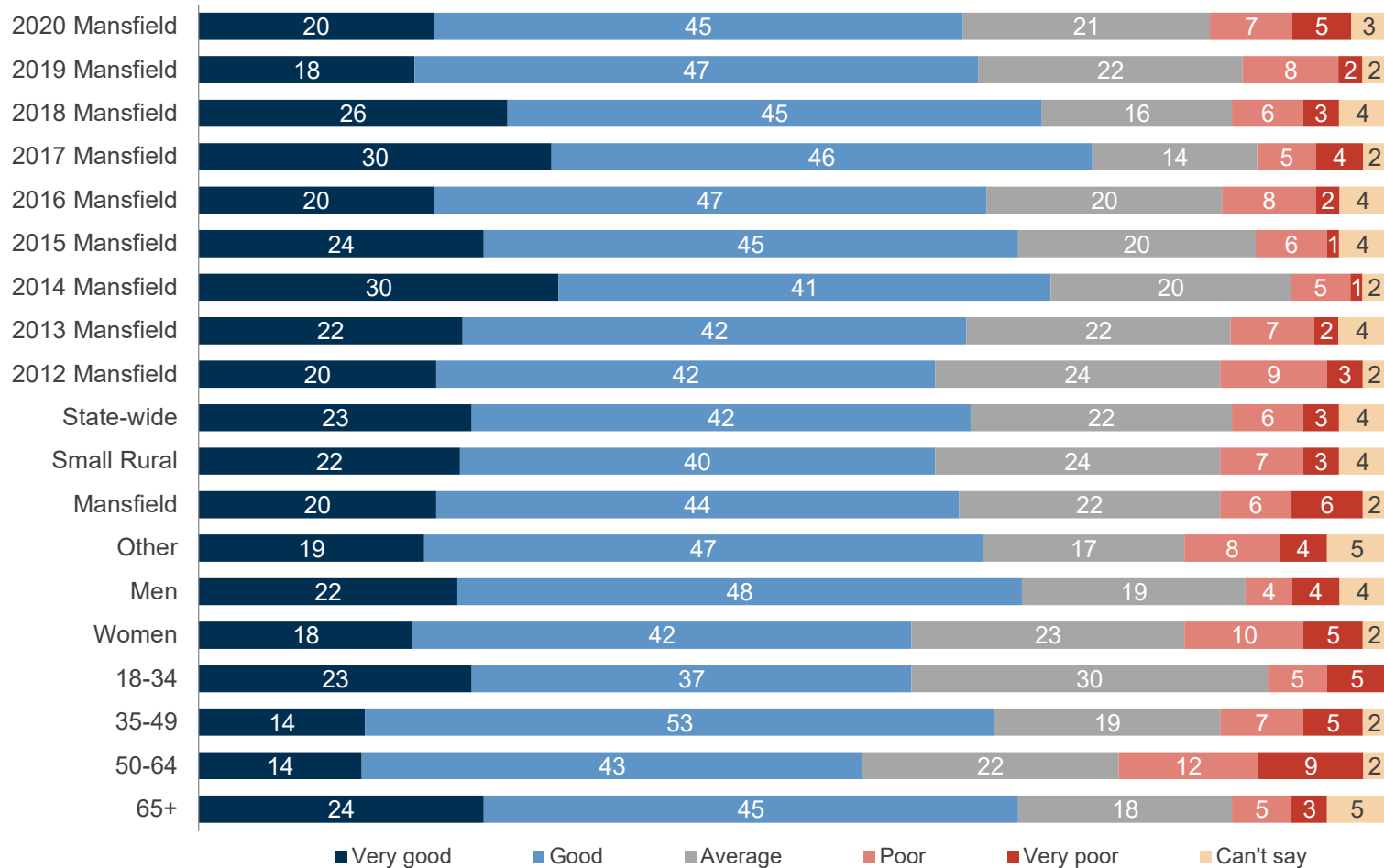
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



The appearance of public areas performance



2020 public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	76	82	78	79	78	82	81	81	75
Mansfield	75	78	81	81	79	82	85	82	76
65+	75	77	77	81	78	80	82	79	79
Men	75	78	77	80	78	79	80	77	75
Mansfield	75	77	77	81	77	81	81	78	76
Women	74	77	78	81	76	82	82	79	78
50-64	73	77	77	77	75	82	79	76	77
Small Rural	72▼	73	72	74	73	74	n/a	n/a	n/a
18-34	72	74	77	87	78	79	83	76	73
Other	72	76	73	79	74	79	75	76	76
State-wide	72▼	72	71	71	71	72	72	71	71

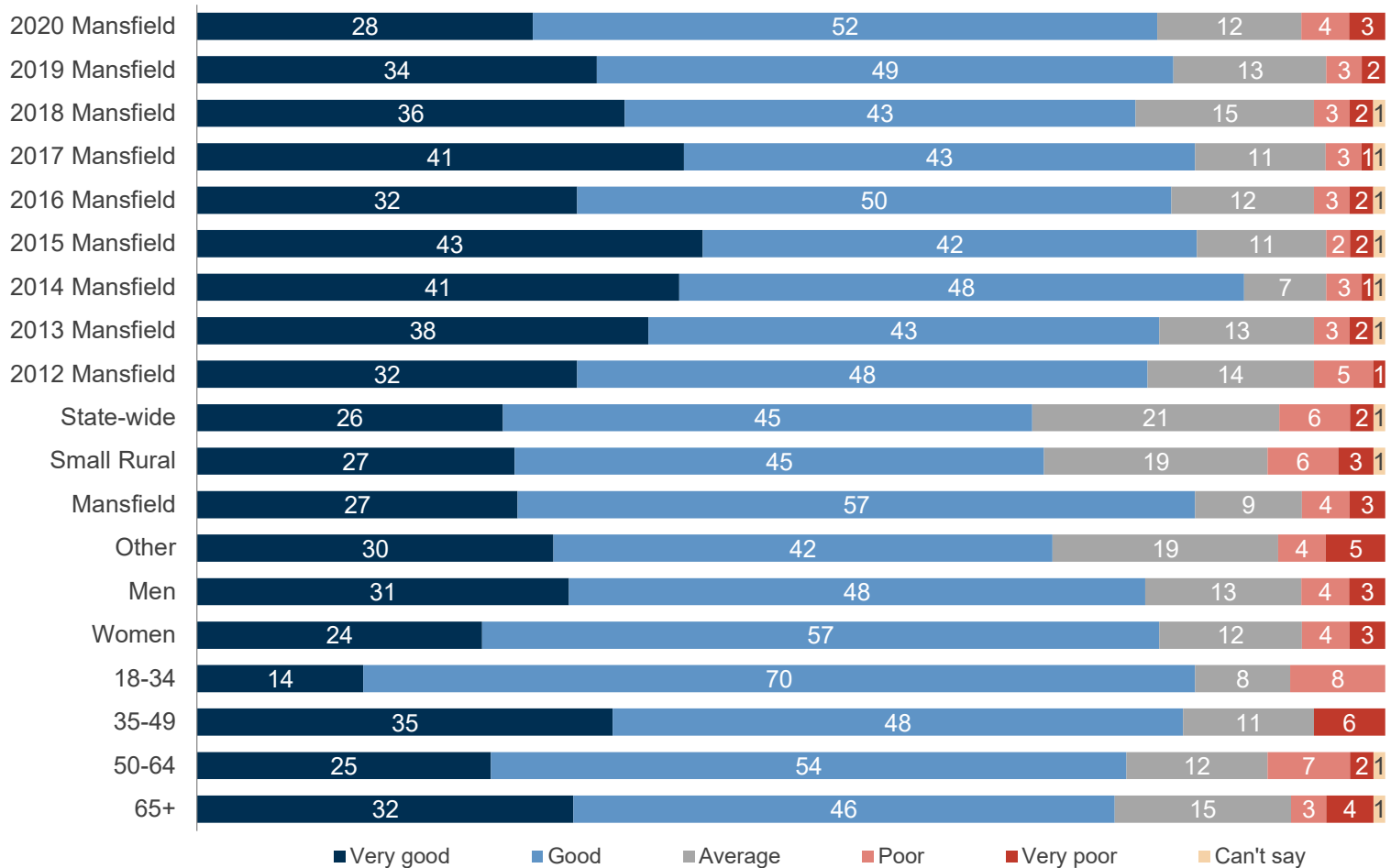
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)



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



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	78	73	81	n/a	n/a	n/a	n/a
Small Rural	74	74	73	72	71	69	n/a	n/a
Women	74	75	77	80	n/a	n/a	n/a	n/a
State-wide	74	74	74	73	72	73	75	73
Mansfield	74	74	75	76	n/a	n/a	n/a	n/a
Mansfield	73	74	73	75	n/a	n/a	n/a	n/a
35-49	72	77	75	71	n/a	n/a	n/a	n/a
Men	71	73	70	71	n/a	n/a	n/a	n/a
50-64	69	69	72	74	n/a	n/a	n/a	n/a
Other	69	73	73	75	n/a	n/a	n/a	n/a
18-34	67▼	69	74	71	n/a	n/a	n/a	n/a

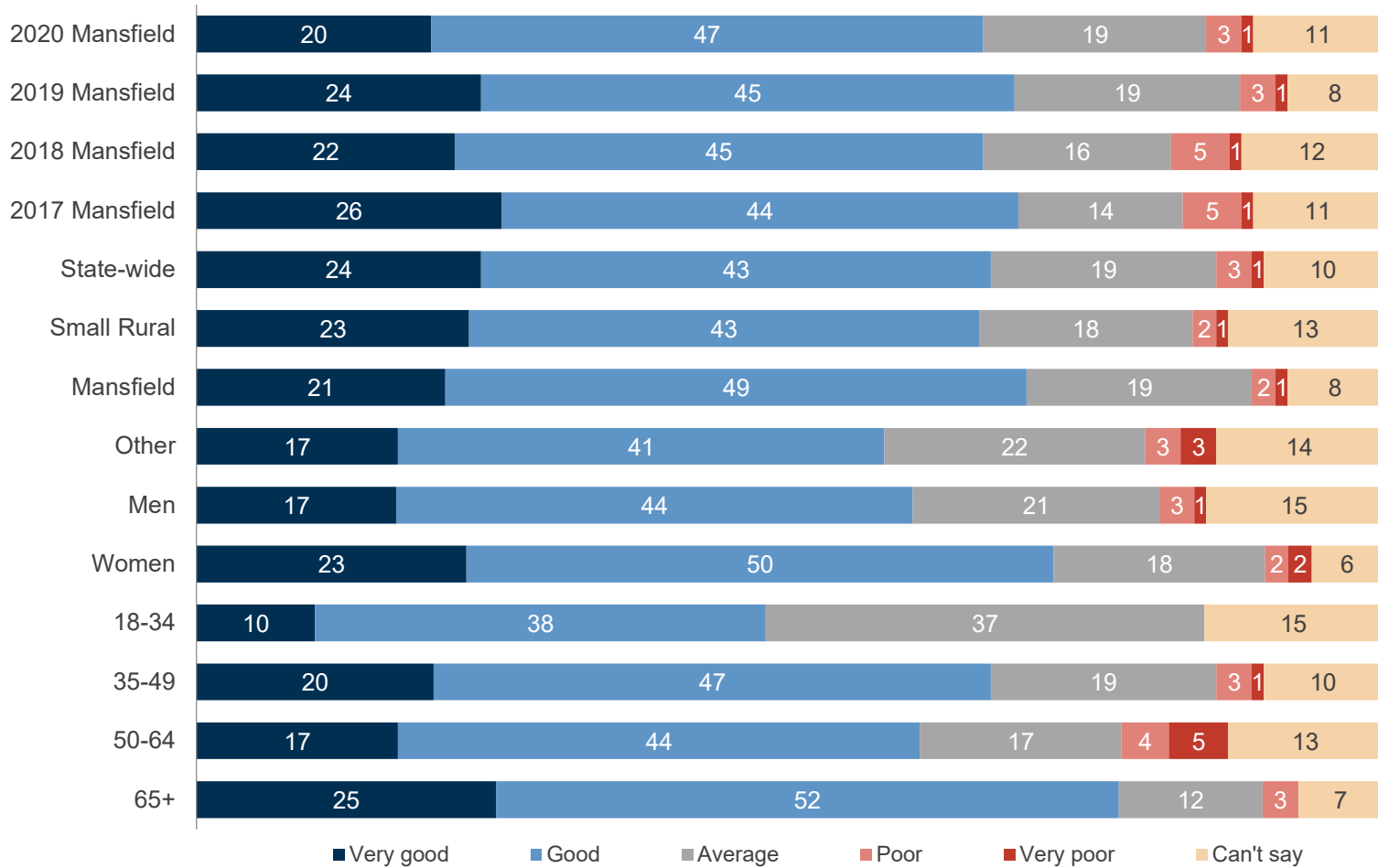
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5



Waste management performance



2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68	70	71	70	72	73	71	72
Small Rural	66	69	70	69	71	n/a	n/a	n/a
65+	65	65	72	73	79	75	76	76
35-49	57	62	65	71	68	74	78	74
Men	61	64	71	69	76	75	79	72
Mansfield	59	63	71	68	75	77	77	74
Mansfield	60	64	70	68	75	75	75	73
Other	60	65	68	67	75	72	73	70
Women	58	63	69	66	73	74	71	74
18-34	53	63	74	59	74	74	73	68
50-64	58	64	68	63	75	76	73	73

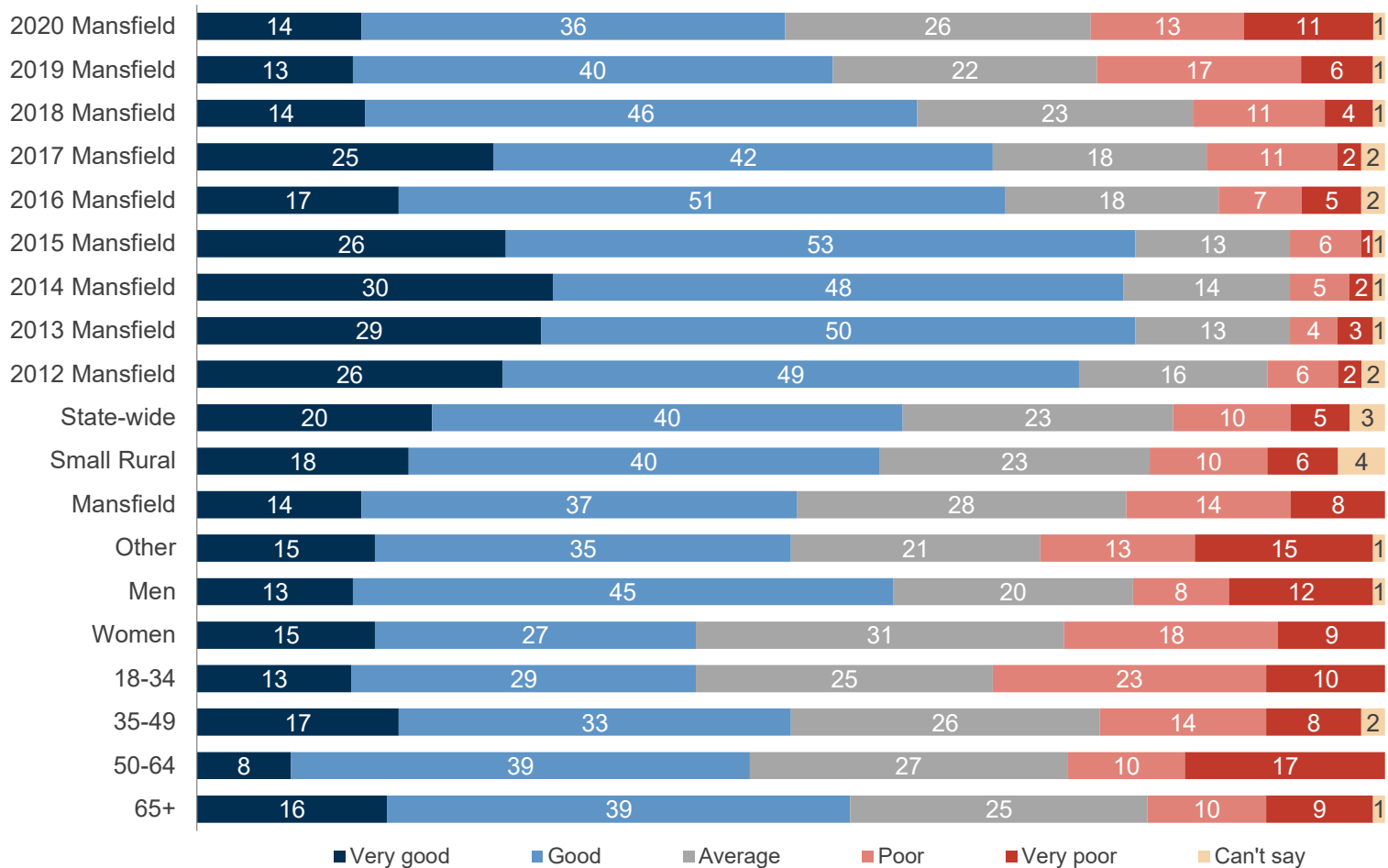
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13



Council's general town planning policy performance



2020 town planning performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	55	54	53	52	54	55	55	54
Small Rural	48	53	51	49	53	n/a	n/a	n/a
65+	45	52	59	55	60	57	58	54
Women	45	51	55	54	55	58	55	52
Mansfield	43	51	54	54	55	60	54	48
Mansfield	44	51	54	53	55	57	55	48
35-49	46	49	50	53	52	54	52	41
18-34	46	56	55	55	52	72	60	57
Other	45	51	50	51	54	53	56	48
Men	43	50	53	52	55	56	54	45
50-64	38	48	48	49	51	50	48	44

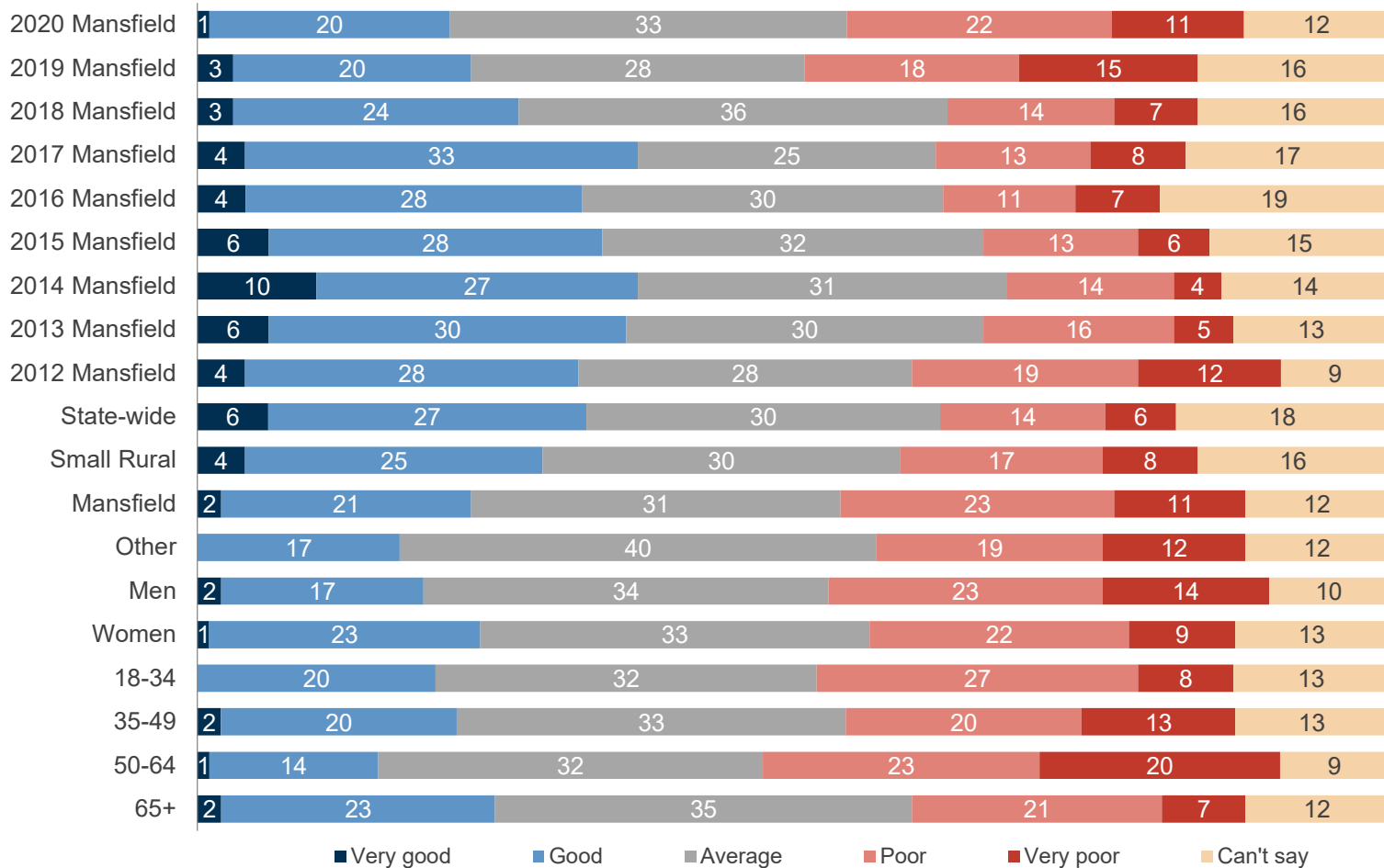
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2020 town planning performance (%)



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



Planning and building permits performance



2020 planning and building permits performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52	52	51	50	54	53	55	54
Small Rural	48	51	51	50	53	n/a	n/a	n/a
35-49	38	42	40	51	48	52	n/a	n/a
65+	41	45	52	50	54	52	n/a	n/a
Mansfield	36	45	43	49	51	58	n/a	n/a
Men	33	46	44	48	48	51	n/a	n/a
Mansfield	36	46	45	48	50	55	n/a	n/a
Women	40	46	46	49	52	58	n/a	n/a
Other	35	50	46	45	49	50	n/a	n/a
18-34	35	56	44	50	49	63	n/a	n/a
50-64	33	44	41	42	47	53	n/a	n/a

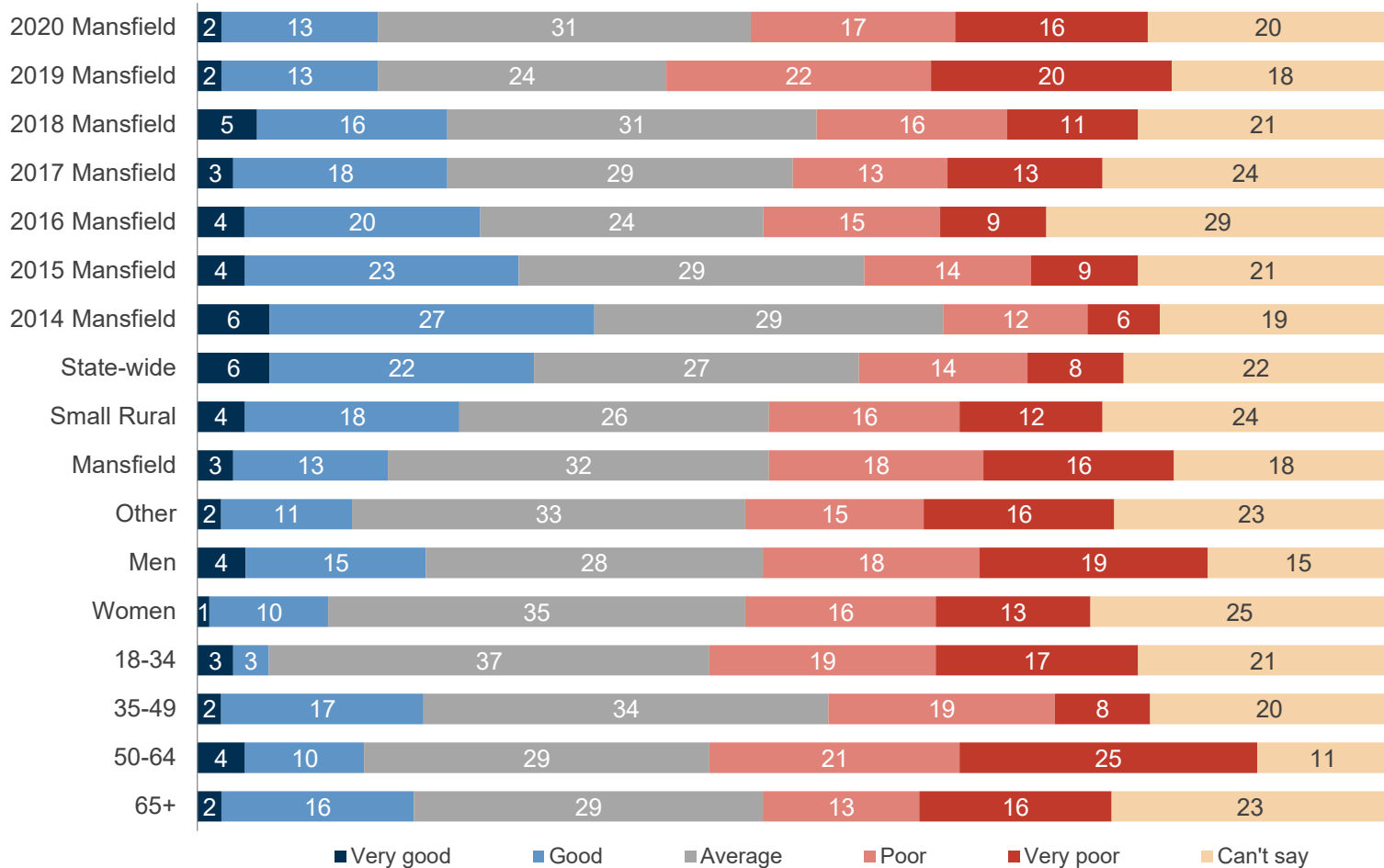
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Mansfield	70	75	76	75	n/a	n/a	n/a	n/a
Small Rural	70	72	72	71	70	n/a	n/a	n/a
18-34	70	76	80	72	n/a	n/a	n/a	n/a
65+	69	74	77	73	n/a	n/a	n/a	n/a
Men	69	72	73	74	n/a	n/a	n/a	n/a
35-49	69	70	67	76	n/a	n/a	n/a	n/a
State-wide	68	72	71	70	69	70	71	70
Mansfield	68	70	73	74	73	n/a	n/a	n/a
Women	66	73	74	76	72	n/a	n/a	n/a
Other	64	71	71	70	70	n/a	n/a	n/a
50-64	62	68	71	73	70	n/a	n/a	n/a

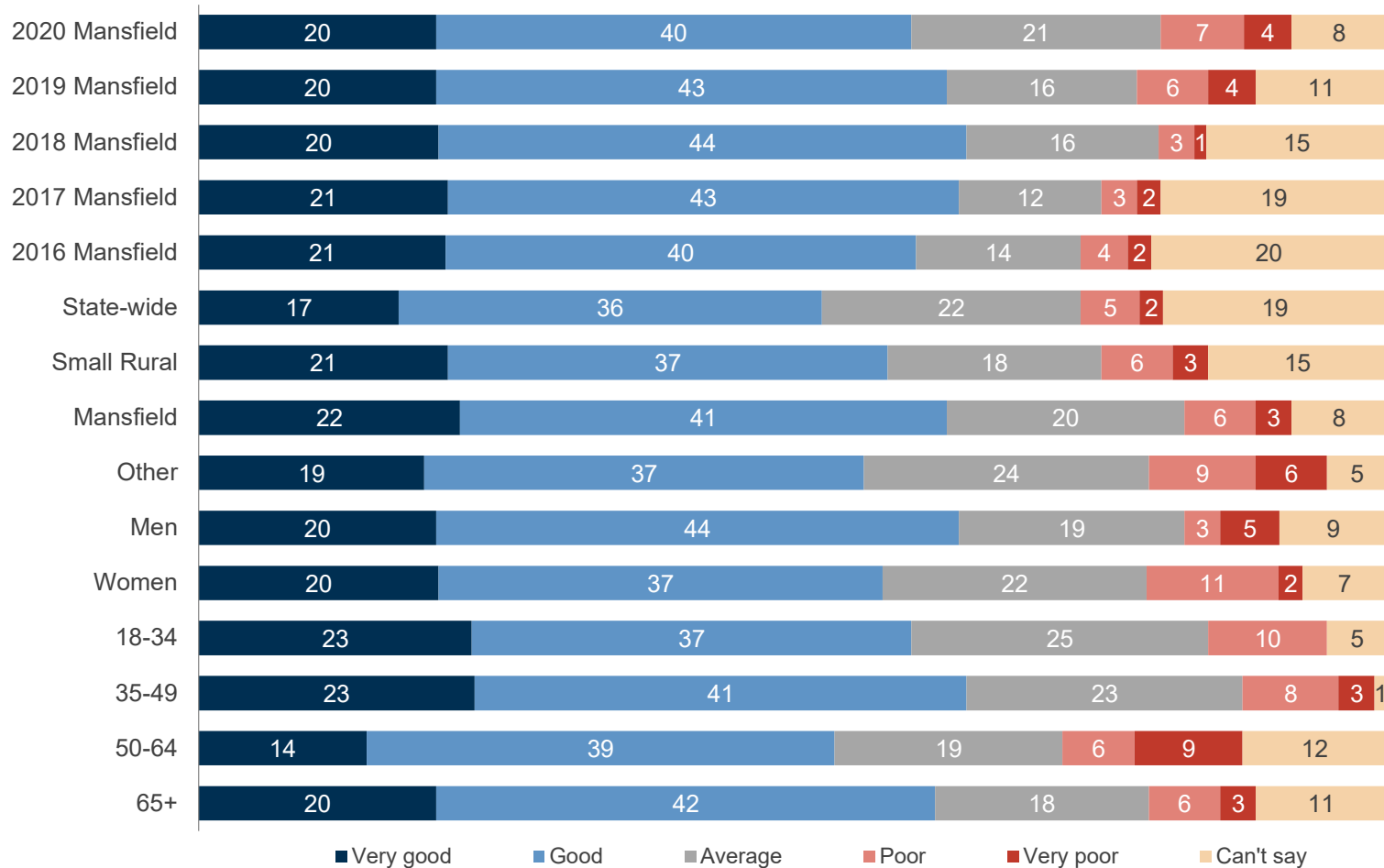
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 4



Planning for population growth in the area performance



2020 population growth performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52	52	52▲	51	54	54	54	52
18-34	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a

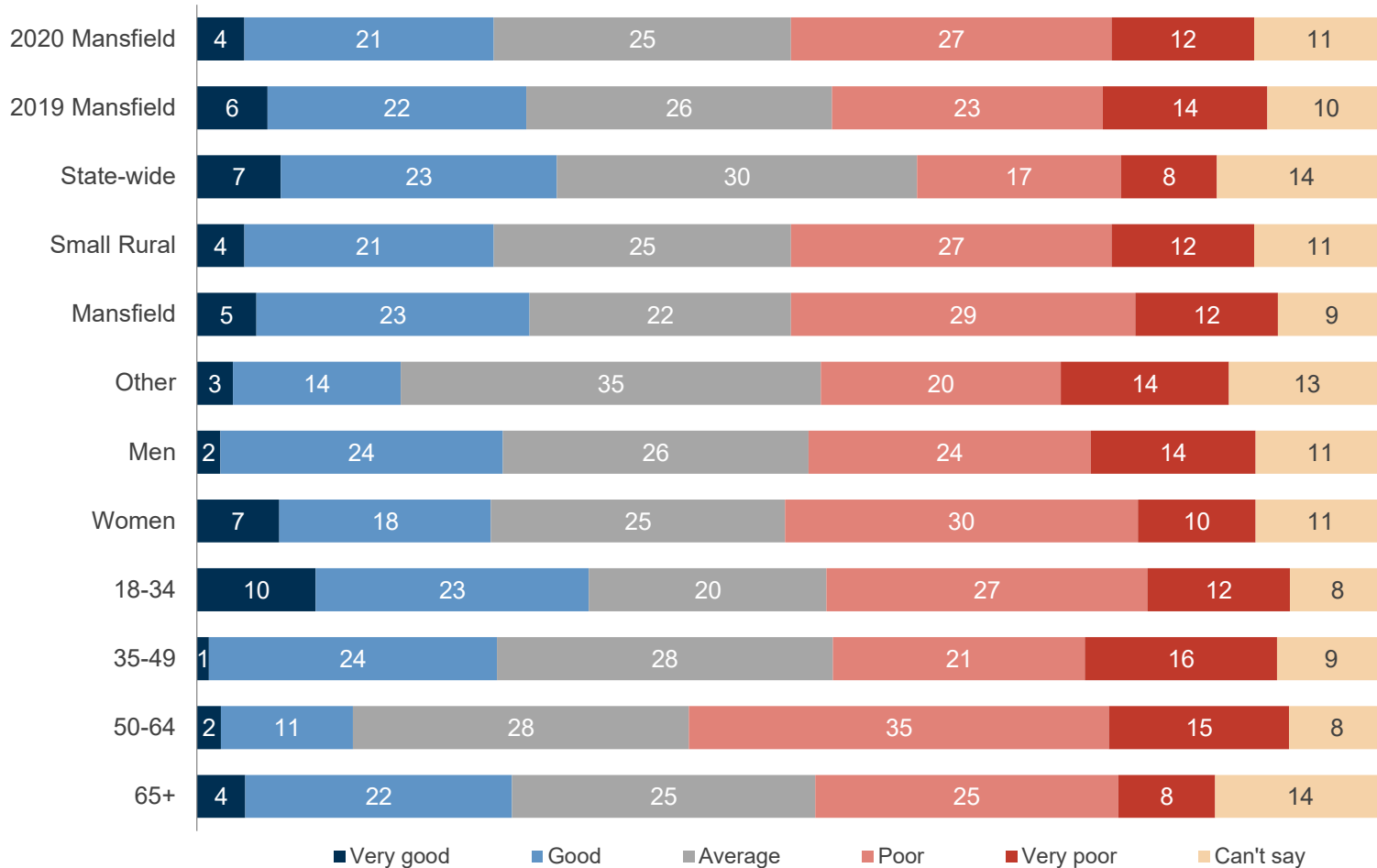
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2020 population growth performance (%)



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: 16 Councils asked group: 1



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	40	43	59 [▲]	48	48	50	46	45
Mansfield	39	41	55	51	51	54	49	45
Men	42	42	54	50	49	47	46	41
State-wide	44	43	44	43	45	45	44	46
Mansfield	41	40	50	48	49	47	45	43
65+	43	41	51	50	52	48	48	45
Small Rural	43	40	43	44	45	n/a	n/a	n/a
35-49	41	39	40	50	47	49	45	41
Women	40	39	47	46	49	47	44	45
Other	44	39	42	43	49	41	43	39
50-64	38	39	52	42	48	41	41	41

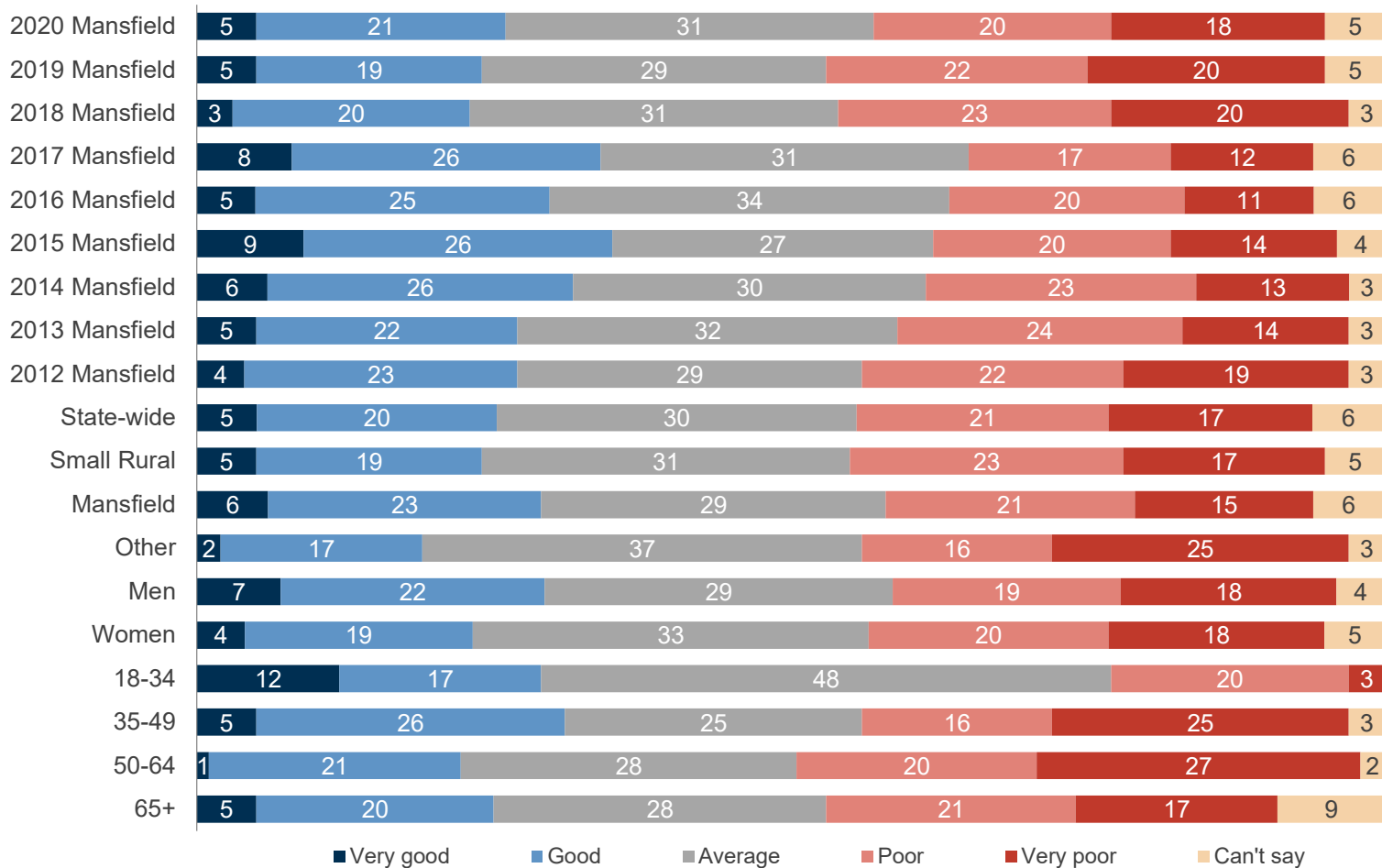
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9



Business and community development performance



2020 business/community development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	67▲	58	69	64	69	61	64	n/a	n/a
Women	63	62	63	68	64	67	68	n/a	n/a
65+	61	63	61	68	61	67	67	n/a	n/a
Mansfield	60	61	62	65	65	63	68	n/a	n/a
Mansfield	59	59	61	65	62	63	65	n/a	n/a
State-wide	59	61	60	60	60	60	62	n/a	n/a
Other	57	57	59	63	57	65	62	n/a	n/a
Small Rural	57	60	61	65	62	61	n/a	n/a	n/a
Men	56	57	60	62	61	60	63	n/a	n/a
35-49	56	62	59	64	62	63	66	n/a	n/a
50-64	53	53	57	62	58	60	64	n/a	n/a

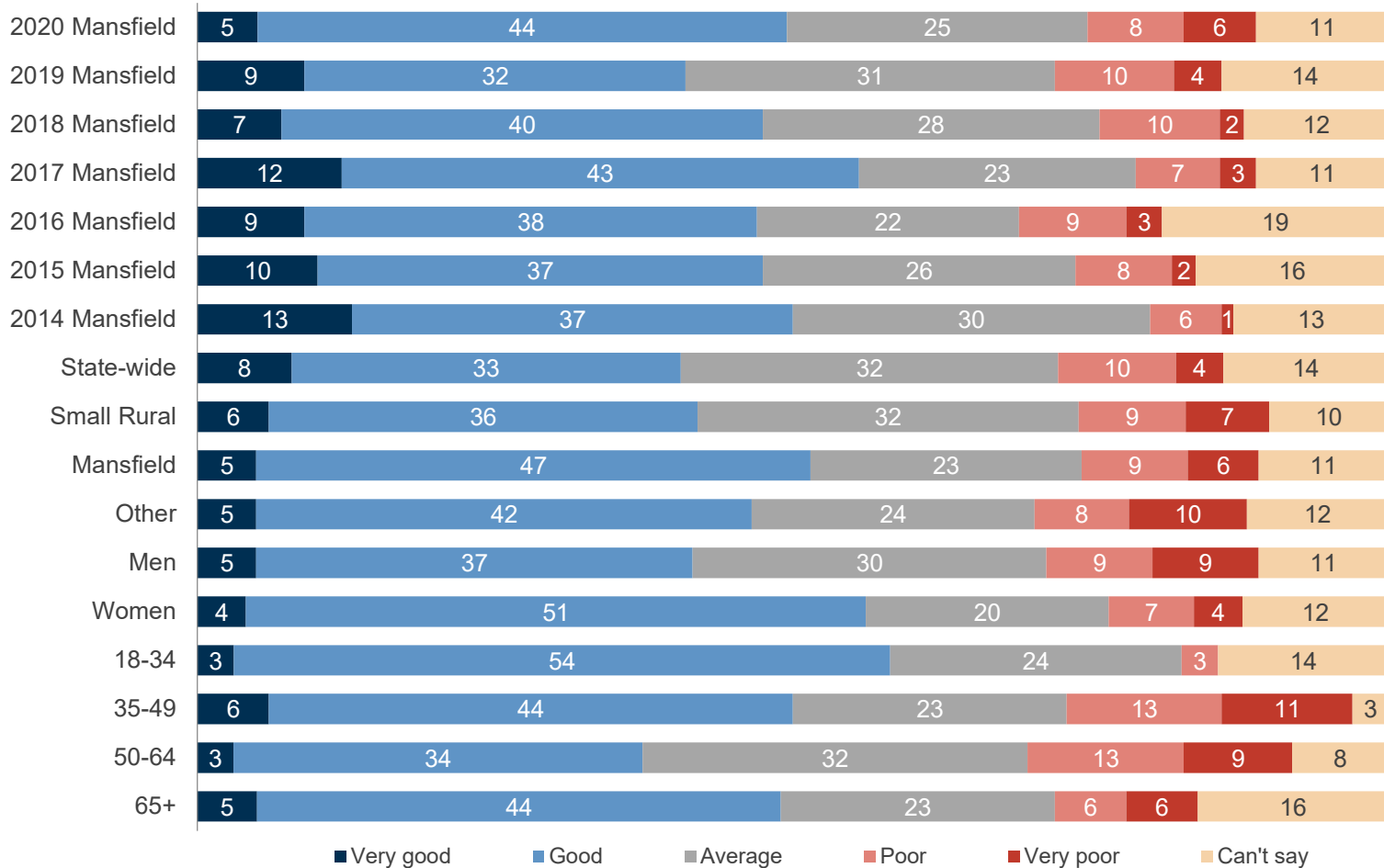
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2020 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2



Tourism development performance



2020 tourism development performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68	60	78	76	78	72	78	n/a	n/a
65+	68	68	69	76	72	78	76	n/a	n/a
Mansfield	67	67	72	75	73	75	76	n/a	n/a
Women	67	67	71	77	72	76	77	n/a	n/a
Mansfield	65	67	71	75	73	75	75	n/a	n/a
Small Rural	63	66	67	67	64	63	n/a	n/a	n/a
Men	63	67	71	73	74	73	73	n/a	n/a
35-49	63	73	77	77	75	75	74	n/a	n/a
State-wide	62	63	63	63	63	64	n/a	n/a	n/a
Other	61	65	70	74	73	74	74	n/a	n/a
50-64	60	65	65	72	69	72	73	n/a	n/a

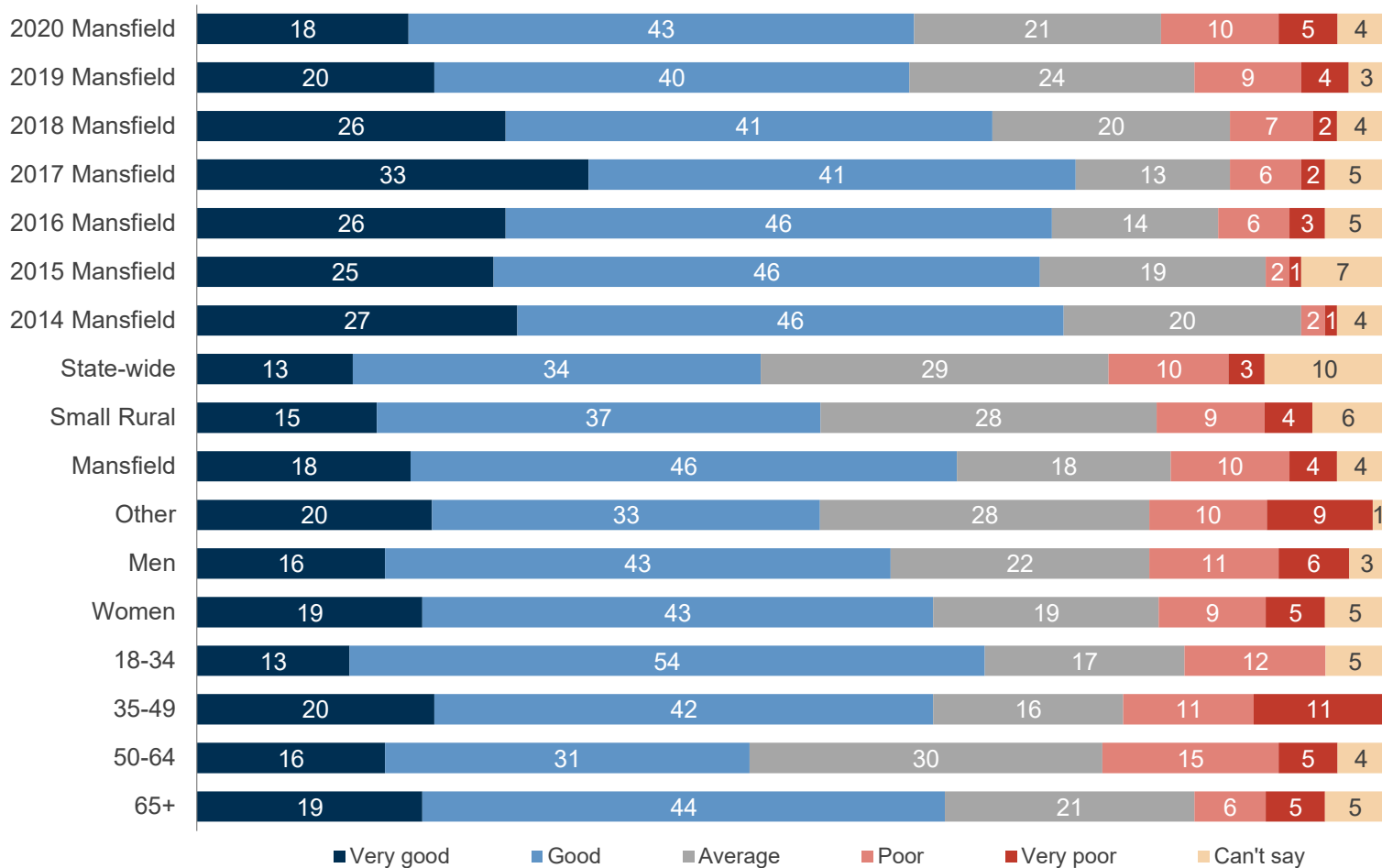
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 14 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2020 tourism development performance (%)



Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 14 Councils asked group: 3



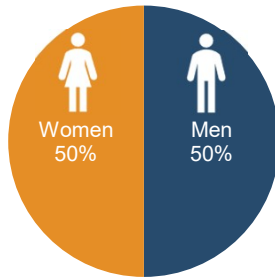
**Detailed
demographics**



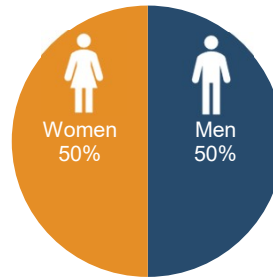
Gender and age profile

2020 gender

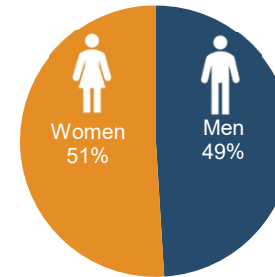
Mansfield



Small Rural

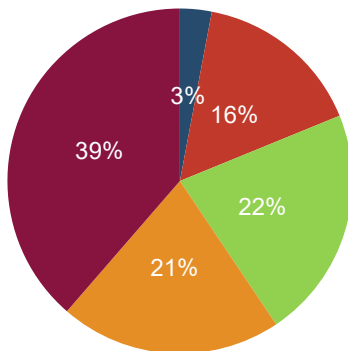


State-wide

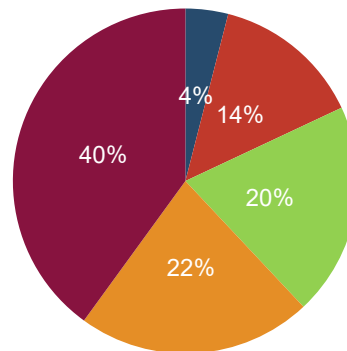


2020 age

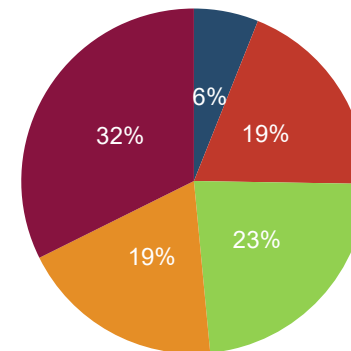
Mansfield



Small Rural



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: 62 Councils asked group: 18
 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 2020 State-wide Local Government Community Satisfaction Survey for Mansfield Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 7,000 people aged 18 years or over for Mansfield Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mansfield Shire Council	400	400	+/-4.8
Men	182	201	+/-7.2
Women	218	199	+/-6.5
Mansfield	244	254	+/-6.2
Other	112	108	+/-9.2
18-34 years	25	74	+/-20.0
35-49 years	64	88	+/-12.3
50-64 years	107	82	+/-9.4
65+ years	204	156	+/-6.8



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:

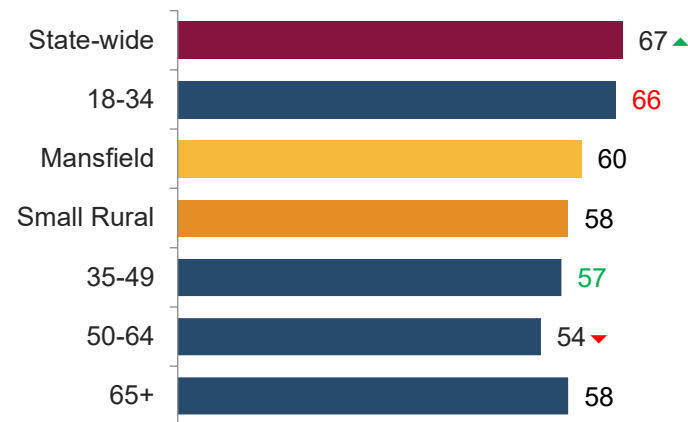
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**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.



**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 2020 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 2020 results are compared with previous years, as detailed below:

- 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=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

Survey sample matched to the demographic profile of Mansfield Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Mansfield Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Mansfield Shire Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 vary slightly.

Council Groups

Mansfield Shire Council is classified as a Small Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural and Small Rural.

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Mansfield Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 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 Mansfield Shire 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 2012-2020 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 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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